TAAC Meeting July 15 2025

Members Present: Ericka, Hari, Inmer, Mildred, Terese, Rosanna ,

Hari brought meeting to order.

Minutes were tabled for august meeting.

Fixed route: Erika

Still on summer schedule.

On time performance was 83 percent.

Ran late night bus service from Jones beach for the 4th of July fireworks. All went well.

Fall schedule will go into effect august 31

Call Center stats: Mildred

Total Calls – 22,343

Calls Answered – 20,468

Abandoned Calls – 1,875

Avg Wait (minutes) – 2:29

Avg handle time (min) – 2:33

Avg talk time (min) – 2:29

Avg hold – 0:04

Calls answered % - 91.41%

Average on time performance-

Trips – 22,924

Late – 3,778

On-time Trips – 19,146

OTP % - 83.52%

Route Productivity Report Inmer

### Count (Passengers & Trips)

Count Passengers:

* CLI: 20447
* PCA: 4254
* ESC: 0
* Others: 654
* Total: 29755

Count Of Trips:

* Total: 25447
* NS: 1203
* Cancelled: 8947

Hours

* Total: 25803.67
* Service: 24042.5
* Live: 21064.9
* DH (Deadhead): 2900
* Break: 1536.4
* Lunch: 0.5
* Refuel: 0.1
* Others: 261.7

Distance (Miles)

* Total: 289963.3
* Service: 279982.7
* Live: 246539
* DH: 43377
* Blk: --
* Pass: 221560
* TripRt: 1.18
* TripSF: 1.03

Passenger Information

* Clients: 83.61%
* Companions: 0.00%
* Attendants: 14.30%
* Others: 2.20%
* Passengers Per Trip: 1.14
* Average Length: 42.47 minutes
* Average Distance: 8.59 miles
* Transferred Passengers: 2

Requested Trip Information

* Total Requested: 35200
* No Shows: 425
* Unscheduled: 6
* Cancels CD: 778
* Unscheduled %: 0.00%
* No Shows %: 3.42%
* Cancel Adv.: 7023
* Late Cancels: 1411
* No Shows Other: 0
* Same Day: 0
* Cancel Other: 0
* Site Closure: 137
* Missed: 197
* User Error: 376
* Missed %: 0.56%
* Cancels: 25.40%
* Transferred Trips: 3

Hours Allocation

* Total Hours: 25803.67
* Deadhead: 11.62%
* Service: 93.26%
* Live: 81.63%
* Break, Lunch, or Out: 6.76%
* User Defined Breaks: 0.00%

Miles Allocation

* Total Miles: 289963.3
* Deadhead: 14.96%
* Service: 99.99%
* Live: 85.02%
* Break, Lunch, or Out: 0.02%
* User Defined Breaks: 0.00%

Report Settings

* Ride Date: 2025-06-01 to 2025-06-30
* Sort Time: Actual Time
* Calculate Miles: Calculate Miles
* First Pickup/Last Drop Off: N
* Pullouts session time: N
* Hours: #1-SUFFIX - Exclude
* Exclude Lunches - Service: Y
* Exclude Breaks - Service: Y
* Exclude Auto Breaks: Y
* Exclude OutOfService - Service: N
* Exclude Refuels - Service: Y
* Service - Exclude Depot to 1st Pick: N
* Service - Exclude Last Drop to Depot: N
* Exclude Driver Paid: N
* Exclude Driver Assist: N
* Exclude Driver Name: N

OTP went up a bit

There is a class of 6 in training .

We are on the testing phase of the AI project.

The next phase will be to go live.

Questions and comments.

Next meeting August 14 6:30 pm.

Meeting was adjourned.

Respectfully Submitted,

Rosanna Beaudrie