**TAAC meeting for March 2025**

**Members present**: Erica, Hari, Rosanna, Mildred,

Jarron, Brendon, Brianna, Inmer.

Hari brought the meeting to order at 6:35 pm.

Everyone introduced themselves and welcomed Jarron to the team.

Hari moved to accept the minutes from February. Seconded by Brianna. Motion carried.

**Fixed Route bus: Erica**.

The winter schedule went into effect on January5. We are averaging an OTP of 90 percent. Some tweaks have been made for better connections.

The summer schedule will go into effect on Memorial Day weekend.

We have received 17 new buses. This is a total of 43 new 40 foot vehicles within the next 12 months. This will increase the overall maintenance ability. These busses will have a passenger screen that will show the next stop. There will also be service alerts. The audio announcements will match the screen. This new feature will provide greater passenger communication.

**Inmer: Able Ride Service**

We have received 15 new vehicle and we are working to get them on the road.

We now have a total of 102 drivers.

Able ride is averaging about 1400 trips a day on weekdays and on Saturday we are doing about 400 trips.

We are maintaining an OTP of 80 percent.

**Mildred: Call center**

Stats for February

Total calls: 18,593

Answered: 16,587

Abandon:2006

Average wait time: 3.13 seconds

Average Handel: 241

Call answer percentage is 89.21 percent

**Inmer: OTP**

OTP for February was 84.87 percent

Total trips were 22,901

No show came down to 2.99 percent

Average trip was 8.2 miles

Hari moved to adjourn, Brianna second, motion carried.

Next meeting will be Tuesday April 16 at 7pm.

Respectfully submitted,

Rosanna Beaudrie