TAAC Meeting minutes for September 2025

**Members Present**: Erica, Inmer, Mildred, Hari, Rosanna

Hari brought meeting to order at 6:40pm

Approval of minutes. Tabled for next meeting.

**Fixed route: erica**

We will be stopping the extended para transit service into Queens due to funding. We will go back to using the transfer points. This change will not effect the fixed route.

Transition to the fall schedule has gone well. On time performance is at 87 percent.

New express routing into NCC Is going well

 Some stop changes will be made around the Lynbrook area beginning September 28.

**Call Center: Mildred**

In the process of hiring a new representative for the call center.

**August 2025 - Call Center Statistics**

* **Total Calls:** 22,277 ⬆️
* **Calls Answered:** 20,479 ⬇️
* **Abandoned Calls:** 1,798 ⬆️
* **Average Wait Time (minutes):** 2:35 ⛔ *(highlighted in red)*
* **Average Handle Time (minutes):** 2:53
* **Average Talk Time (minutes):** 2:51
* **Average Hold Time (minutes):** 0:02
* **Calls Answered %:** 91.93% ⬆️

**August 2025 - Average On-Time Performance**

* **Trips:** 23,378 ⬆️
* **Late Trips:** 4,144 ⬆️
* **On-Time Trips:** 19,234 ⬆️
* **On-Time Performance % (OTP %):** 82.27% ⬇️

Inmer: Able Ride

Number of trips: 25094

83.2 percent

No shows were 509 equaling 3.9 percent

We are in the process of replacing the shuttle vehicles. Goal is to be completed by the beginning of next year.

Testing of the AI project has been done and is scheduled to go live by October.

Currently OTP is in the 70 due to increased traffic in September.

Averaged 200 trips a day.

There was a discussion on ideas on how to retain drivers.

Meeting was adjourned.

Next meeting Tuesday October 21 at 6:30 pm.