**TAAC Meeting Minutes for March 15th, 2022**

Hari brought meeting to order at: 10:05am

**Members: present were:**

Hari, Erica, Kenny, Daniella, Inmar, Sue, Julie, Rosanna

Since we did not have a quorum, As the chair Hari approved the minutes. There were no objections.

**Jack: fixed route bus:**

Erika gave this report in Jack’s absence.

Still waiting to finalize the budget for 2022. Waiting for the state to finalize their portion. The state constitutes more then 40% of the budget.

All indications are that that there will be a possible increase from the state.

Based on this projection, The plan is to create significant changes on the fixed route buss. Some changes will be frequency of trips, new express service and creating some new pilot routes. This will make getting around the county easier.

We have gone down to 3 service changes a year instead of 4. We will begin the May service change In May.

Daily beach service will begin the day after Memorial Day.

Friday is National Transit Driver appreciation day. We will have celebrations at the Able ride depot and the fixed route depot. This will be paired with the safe driving awards.

The able ride Web booking is live and going well. It is available to all customers.

A new marketing campaign has been established to reach out to clients to inform them about the program. The newsletter will go out this week.

**Kenny: call Center Report for February**

Total calls: 13,451

Calls answered: 12,992

Abandoned: 459

Average wait time: 0.47

Average Handel Time: 2.49

Average Talk Time: 2.46

Average Hold time: 0.03

Percentage: Calls answered: 96.59%

**OTP:**

Total trips: 15,443

Late: 2,184

On time performance: 86.4%

**Inmar**

There has been a large increase in trips in the month of February.

There is a class of new drivers. There are 6 in this class. With this class there will be a total of 86 drivers.

The customer satisfaction rate went down a little bit.

Meeting was adjourned

Our next meeting will be Tuesday April 19th. 10am.

Respectfully submitted,

Rosanna beaudrie

Secretary.