**TAAC Meeting April 16 2024**

**Members Present were:** Erica, Rashad, Hari, Rosanna, Breanna Brendan,

Hari called meeting to order at 6:35 pm

Acceptance of the minutes, Motion carried.

**Erica:** Fixed Route

Maintaining a score of 92%

There is some construction going on around Hillside Ave and Hempstead TPK. Buses are doing some work arounds.

Summer schedule will go into effect on Sunday may 26

STOWA is 40% of the NICE budget and the amount for the state budget has not been announced yet.

Hari Gay has retired last month and Rashad Tillman has been appointed as the new able Ride operations manager.

Rashad introduced himself to the team.

**Call Center stats**: Erica gave the report for Mildred

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The number of calls has gone up

Total Calls: 20,525

Answered: 18,525

Abandon: 2,000

Average wait time” 2.44

Average handle Time: 2:37

Average Talk time:2:36

Answered % 90.26%

2 new people have been hired in the call center. This will help with handle time and wait time.

**OTP**: Erica

We have had an increase in trips and an increase in lates. OTP has dropped to 85.99

Increase lates is due to an increase in the length of trips.

There will be 5 new drivers that will be out of training. This will allow for better on time performance.

Driver training has been increased to 4 weeks allowing drivers to acquire a better and more fuller understanding of their job.

Cadetting has been increased on the fixed route side as well.

Retention rate has gone up

The Q1 mystery customer service score went up to 88%

There will be an update to the trapeze system soon.

There was some discussion about being able to obtain real time information about the trip an individual is taking. Inmer will talk Abou this a the next meeting.

Hari made a motion to adjourn. Motion carried.

Next meeting will be Tuesday May 28 at 6:30 pm

Respectfully submitted

Rosanna Beaudrie