

TAAC Meeting January 2026 meeting for November/December 2025 performance

Members Present: Erika, Hari, Inmer, Breanna, Rosanna, Mildred, Brendon, Therese, Whitney

Hari brought meeting to order and introduced Whitney who is new to TAAC..  
Whitney introduced himself.

Minutes were table for next meeting.

Rosanna moved to have minutes tabled for the next meeting. Motion was seconded and motion carried.

Fixed Route: Erika

Overall Performance for 2025 was 91 percent. Goal is 95 percent.

Omni went live on January 4<sup>th</sup>. Tickets can be purchased at participating locations. Omni is not being used on Able Ride at this time. Fares also increased on January 4<sup>th</sup>. Full fare is now 3 dollars. Able Ride fare remains the same. Winter schedule will go into effect on Feb 1st. There is very little change from the fall schedule.

Erika talked about the holiday buss. At CP Nassau there were over 130 students It was a great experience for the students.

Call Center: Mildred

Call Center stats for December and November

November

Total calls: 22628

Calls answered: 19158

Abandon Calls: 3,470

Average wait time: 4 min and 25 seconds.

Average Handle time: 2.54

Call answer percentage 85 percent

December

Total calls 22585

Calls answered 20534

Abandon calls 2051

Average wait time 2.48

Call answer percentage 91

Able Ride: Inmer

Nov OTP 85 percent

December OTP 83

For the year 2025 OTP was 83.2 percent

Back in October there were 100 drivers. Count now is 98. There are currently 3 drivers in class not.

AI was lunched in November. Gives ETA to clients.

A motion to adjourn was made. Motion carried.

Next meeting will be February 17 at 6:30 pm