**TAAC Meeting minutes for February 17, 2025**

Members present were Errica, Hari, Rosanna, Brianna, Inmer, Teresa, Brendin, Mildred,

Meeting was brought to order at 7:42 pm.

**Fixed Route Buss Errica**

The winter schedule went into effect on January 5. It is going well. OTP is 92 percent.

The N40 express service has been extremely popular. Carrying two hundred passenger’s a day.

The renovation of the Hempstead transit center has been completed. And fully opened. Digital signage with real time arrival information for buses and trains at the Hempstead train station.

**Inmer Able Ride**

We have received six new vehicles. They will be able to take four wheelchairs.

We now have over one hundred drivers.

**Mildred Call center stats**

For the month of January,

Total calls: 19,571

Calls answered: 17,944.

Abandon calls: 1,627.

Average wait time: 2min and 37 seconds.

Handel time: 2.50 minutes.

Answer percentage:91.69.

Inmer

Trip count for January was 24,258. This is three thousand more than last year at this time.

OTP 87.57 percent

We have added twelve new drivers.

No show is at3.07 percent.

Heri moved to adjourn, seconded by Rosanna Beaudrie

Next meeting will be March 18 6:30pm

Respectfully submitted,

Rosanna Beaudrie

Secretary

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