**TAAC Meeting minutes for**

**September19 2023**

Meeting was brought to order by Rosanna Beaudrie

Members present: Erica,Sudesh, Sue, Rosanna, Therese,, Inmer,Brianna,Julie, Mildred

Approval of the minutes Motion carried

**Fixed Route**: Erica

N 16 is running more frequently to Nassau community college

N21 has additional midday service

Increased service in the n22, n25, n27 and n58

There is a shuttle service on Saturday and Sunday from Amityville to Farmingdale Sate College

The n71 has extended service to connect with Suffolk

Able Ride service has also expanded into Suffolk county

Service into Far Rockaway began at the beginning of September

**Call center**: Mildred

For the month of august:

Total calls: 18,697

Calls answered: 16,731

Abandoned calls: 1,966

Average wait time: 3.07

Average handle time: 2.40

Average talk time: 2.38

Average hold time: 0.02

Calls answered percentage 89.15

**OTP**: Inmer

Trips: 19,848

Late:3,448

On time: 16,400

OTP percentage: 8263

No show percentage went up a little

There are 2 training classes going on now . this will add 8 drivers.

Meeting adjourned

Next meeting October 17 at 6:30pm

Respectfully submitted,

Rosanna Beaudrie