**TAAC meeting march 19 2024**

Hari, Erica, Rosanna, Inmer, Julie, Brianna, Therese

Hari called meeting to order at 6:41

Therese moved to accept the minutes from February . Motion carried

**Fixed Route:** Erica

We have maintained our on time performance of 93 percent. NICE team has reinstated data driven meetings to work on raising OTP.

Construction work at the Hempstead terminal is continuing to move forward

**Inmer:** Expansion service in queens

All has been going well

 OTP on Queens serves for February was 93 percent

There was an average of 40 trips on Weekday 10 to 15 trips on weekends. Currently preparing for a possible increase of trips during the summer.

**Inmer:** Call center stats for February

Call answer percentage was 92 percent

Average wait time was a bit high due to an agent who was out

One new agent has been hired and will be completing training in a few days

**Inmer:** Para transit

There are currently 3 new drivers in training and they are scheduled to graduate with in the next few weeks

One new dispatch has been hired as well

We are doing about 1100 trips a day

Ridership on para transit has gone up

Our next meeting will be Tuesday April 16 at 6:30 pm

Meeting was adjourned

Respectfully Submitted,

Rosanna Beaudrie

Secretary