**TAAC Meeting Minutes for August 15 2023**

Meeting was brought to order at 6:37 pm by Rosanna Beaudrie

**Role Call:** red by Erika Richards

**Members Present** were: Rosanna, Erika, Sudesh,Inmer,Julie, Mildred, Sue, Brianna, Therese, Brenda. Hari came in at the end of the meeting

**Fall service:** Erika Richards

* Fall service will go into effect on September 3rd
* Improvements have been made on the fixed Rute bus to better connect with Suffolk. Transit system.
* Transportation to Nassau community college will also begin again.
* A pilot program will service Farmingdale college

**Inmer: Suffolk expansion**

Service has been expanded into Suffolk as of July 1st and so far it is going well.

This service is provided for people going into Suffolk and or coming back into Nassau from Suffolk county

**Erika: able Ride**

Beginning October 1st we will offer able ride service to Far Rockaway.

It will service 2 corridors, central Ave and seaflft Boulevard. This will be based on the 3 quarter mile from the fixed route buss.

Service to Helen Keller National Center is now in operation. There are no stats as of yet.

**Fare Increase: Erika**

MTA has increased their fares so in order for us to offer a free transfer, we need to match the fare increase.

Fixed route will go from 2.75 to 2.90. senior and disabled fare will go from 1.30 to 1.40. Student fare will not change.

Fare for para transit will be4.00 from 3.75. This is the first increase since 2010. It will go into effect as of August 20th.

**Call center: Mildred**

For the month of July

* Total calls: 17,818
* Calls answered: 16,263
* Calls abended:1,555
* Call Wait time: 2.29
* Average Handle time:2:37
* Average talk time: 2:35
* Average hold time: 0:02
* Calls answered: 91.27%

**OTP: Inmer**

* Total trips: 18.69
* Late:3.032
* On time Trips 16.665
* OTP: 83.78%
* Lack of drivers is the reason for the late trips

33 new vehicles have come in, 20 of them are now in service

There was a short discussion about the training of the drivers and how they are trained to work with people with disabilities.

Our next meeting will be Tuesday September 19 at 6:30pm.

Respectfully submitted,

Rosanna Beaudrie

Secretary