

## TAAC Meeting March 2021

Hari called meeting to order at 10:10 am

### **Attendance:**

Hari, Sudesh, Kenny, Therese, Branden, Carrie, Patrick, Emer, Sue, Erika, Latoya, Cathy, Rosanna

### **Approval of minutes:**

Minutes were approved with correction. Motion carried.

### **Fixed Route: Carrie**

1. Service levels so far have been stable.
2. In March there was an 8 percent increase in ridership Up to 50 percent of pre covid ridership. National average is 40 percent. We are above the national average.
3. Spring service change has been pushed back to May 2<sup>nd</sup>. so that we can see what the demands are and then create schedules.
4. Thursday will be celebrating national driver appreciation week. All drivers on fixed route and para transit will receive a gift of appreciation.
5. Increased mobile ticketing options in line through partnership with the transit app. A large number of people are using the app.
6. We are working toward recovery from last year.

### **Call Center: Kenny**

Stats for the month of February.

1. Total calls were 9,650.
2. Calls answered were 9,522.
3. Average wait time was 0.25.
4. Average handle time was 2.46.
5. Average talk time was 2.33.
6. Average hold time was 0.23.
7. Calls answered were 98.67%
8. Overall OTP: 89.9%

Transporting people for vaccines.

NICE is willing to work with Nassau County to help in the vaccination process.

Hari proposed writing a letter to Nassau county from the board members regarding transportation for people who are not able to get to a vaccination site. It is necessary to get information from the county in order for NICE to assist in transportation. Kenny has already addressed this issue with the county.

### **Para Transit: Sudesh:**

1. Able Ride is at 50%.
2. expecting new busses in the end of June. They will be replacing seven mini vans.
3. Working on project that will allow riders to make or cancel reservations on line. testing will take place later this year.
4. The majority of the drivers and staff have been fully vaccinated.

Meeting was adjourned.

Next meeting will be Tuesday April 20<sup>th</sup>. at 10am

Respectfully submitted.

Rosanna Beaudrie