

# TAAC Meeting Minutes for June 2021

## Members Present:

Hari, Sudesh, Emer, Kenny, Rosanna, Therese, Erica.

Hari brought meeting to order at 10:10am.

A motion was made to accept the minutes from the May meeting. Therese seconded. Motion carried.

## Jack: Fixed route bus.

Sudesh and Erica gave the report in Jack's absence.

- On the Able ride side, we do have a project manager that is working on the pass web project. The goal is to go live in 6 months so that clients will be able to create and or cancel trips.

Erica gave an update on the bus service to Jones Beach.

- On the fixed route buss service will begin on Sunday June 27<sup>th</sup>.
- Trips will be added to the more heavily used routes to alleviate crowding.
- Daily service to Jones Beach will start on Saturday June 26<sup>th</sup> from the Freeport train station.
- There will be trips to the beach on the weekends from Hempstead. .
- Jack has signed a three-year contract with Live Nation. We will provide service for every show. buses will leave from the

Freeport station 90 minutes before every show and 90 minutes at the end of every show. There are 20 shows schooled through October 2<sup>nd</sup>.

- Able Ride will be included in the beach service.
- This service is completely subsidized by Live Nation.

### **Kenny: Call Center.**

- 1388 calls for the month of May
- 12545 calls were answered.
- 543 were abandoned.
- 46 seconds was the average wait time.
- 3min 45 seconds was the average handle time.
- 2 min 46 seconds was the talk time.

\* 39 seconds average hold time.

\* 95.85% call answer ratio.

Trips: for the month of May.

- 14590 total trips
- 2297 trips were late.

OTP: On time performance of 83.4%.

NOTE: The late trips were partly due to driver shortage. There is a new class that will be on the road soon.

Sudesh reported that we had a 98% customer satisfaction rate for the second quarter.

Our next meeting will be Tuesday August 17 2021.

Respectfully submitted:

Rosanna Beaudrie

Secretary