TAAC Meting July 16 2024

Members present: Hari, Brianna, Sue, Inmer, Rosanna, Therese,

Hari brought meeting to order at 6:35 pm

Minutes were approved and accepted.

Fixed Route Bus: Erika

The summer schedule and the new summer pilot N 31 express has gone very well. Ridership has come back in a big way.

Elmont flex service has been extended to better serve Vally Stream.

A new Able Ride service has been put into place in Syssot as part of the pilot with connections to the Hicksville LIRR station.

Call Center: Mildred

For the moth of June.

Total Calls:20,295

Calls answered: 18,071

Abandon Called 2,224

Average wait time: 3:18

Average Handle Time: 2:58

Average Talk Time: 2:57

Average Hold Time: 0:01

Calls answered Percent: 89.04%

OTP

June:

Trips 21,013

Late: 4,011

On time Trips: 17,002

OTP Percent: 80.91%

Questions and comme

nts.

Next Meeting Tuesday August 20 at 6:30pm

Meeting was adjourned.