

# TAAC Meeting June2024

**Members Present:** Teres, Sue, Erika, Mildred , Hari, Julie, Inmer, Rosanna ,Brianna, Jawad.

Hari brought meeting to order at : 7:35 pm.

**Role Call:** Erika

Minutes were approved

Hari gave a short welcome to Garad who is new to the NICE team.

**Erica** Fixed route Bus :

Summer schedule went into effect on May 27The

N31 express has some new improvements.

We have pilot Sunday buss service on the N21 to glen Cove

Ridership is continuing to grow. We are back to 2018 levels.

Ridership is averaging above 73000a day

The N54,55 witch runs along the south sure is seeing its highest ridership since 2010due to better connectivity with SCATT.

The Elmont flexy service is now Bing extended.

World cup Cricket service was very successful and went well.

The lunch of the service in Syosset began in June. It is called extended service Able ride plus. This is a comingled service with

Mini and Able Ride. The mini on demand will begin at the end of July.

**Mildred:** Call center

May 2024

Total calls: 22,016

Answered: 18,907

Abandon 3,109

Average wait time: 3:53

Average Handle Time: 2:46

Average Talk: 2:45

Calls answered: 85.88 percent

There will be an increase in staff in the call center

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**Inmer:** OTP for May was 83.8 percent. This a bit below our goal of 85 percent

Total trips: 23,443

Late: 3,755

No shows went down in May

Questions and comments were addressed.

Next meeting will be Tuesday July 16 at 6:30 pm

Respectfully submitted

Rosanna Beaudrie

Secretary