**TAAC Meeting January 17 2024**

**Members present:**

Erica, Brendon, enmer,Mildred, Terese,Rosanna,Brianna, Sue,

Rosanna brought meeting to order at 6:33 pm

Erica: Role call

**Erica:** Fixed route

Winter bus schedule began on January 7

Adjustments were made to make better connections

Added service to the N1

Express stops on the N 22

N 55 and 54 have a new schedule to connect better with Suffolk county system

Sunday service has been added to mini service

Para Transit will mirror the fixed route buss schedule

Ended 2023 with 53 events that NICE participated in and hosted. A special stop was made at CP Nassau.

There are 7 outreach events scheduled for January

Able Ride expansion service going into flushing and Jamaica was started on January 1.

**Enmer:**Service

Ridership has increased on the new expansion routes

**Mildred:** Call Center

December 2023:

Total Calls 17614

Calls Answered: 16,830

Abandoned calls: 784

Avg. Wait: 2.06

Avg. handle time: 2.37

Avg. talk` time: 2.36

Avg. Hold: 0.01

Calls answered were 95.65 percent .

Trips: 19.646

Late: 2,379

On time: 17,267

OTP: 87.89 percent

Congratulations to Mildred who has been given a new position of call center manager

**Enmer:** Performance stats

Our trips have increased from 2022 to 20223

We are doing more trips now

OTP: 83 percent In 2023 we came up to 85 percent

The number of drivers has increased and a new class will be starting soon.

Next meeting will be February 20 at 6:30 pm