

TAAC Meeting Minutes for May 18 2021

Hari brought meeting to order at 10:10

Attendance:

Hari, Sudesh, Rosanna, Erica, Inmer, Therese, Jack, Nicole, Kenny,

Everyone introduced themselves.

A motion was made to accept the April minutes. Motion carried.

Jack: Fixed route buss.

- Sudesh is the new chief operations officer.
- Jason is the transportation director and will oversee operations on the fixed route.
- Thank you to Cathy Bell for her years of service.
- Fixed route has picked up 5% in the last month. We are at about 65% pre covid levels. Hope to be at about 75 to 80% by the end of the year. A lot will depend on how many kids come back to campus in the fall.
- Transporting about 30,000 people a day.
- Memorial day service will be offered.
- Buss service to the beach will begin around the 3rd week of June. Buses will run from the Hempstead bus center.
- Additional trips will be added to the larger routes. The N4, N6, N31, N32, N40 and N41.
- On June 1st. the Hempstead transit center will be fully opened. Maskes wills still be required in the terminal.
- The final phase of the transit center upgrade will begin.

Kenny: Review of the call center.

- 11726 calls come in. Answered 11365. 365 were abandon. Call wait time was 41seconds. Average handle time was 3 minutes and 8 seconds. Average talk time was 2 minutes and 45 seconds. Average hold of 23 seconds. call answered percentage was 96.92%.
- On time performance was 89% for the month of April.

Emer: Review of the service report.

- 14107 trips. Only 185 no shows. 2.1%.
- 351 late cancelations.
- Number of trips are increasing.
- Three new drivers. Thee is another class scheduled for next month.
- Part time and full time there are about 85 drivers.

Sudesh:

The contract was signed for the new online scheduling with trapeze. A manager from Trapeze will be assigned in mid-June. Hope to complete this project by the end of the year.

New vehicles will not come in until October or November.

A motion was made to adjourn. Motion carried.

Next meeting will be Tuesday June 15 at 10am.