

Transportation Accessibility Advisory Committee (TAAC)
Minutes
December 19, 2017

In Attendance: Gina Barbara; Cathy Bell; Therése Brzezinski; Hari Dhoundiyal; Mike Godino; Sandy Probert;

Absent: Ed Molloy; Robert Schoenfeld

Staff: Michael Setzer (absent); Sudesh Desilva (absent); Lary Gabaldon; Jack Khzouz; Kenny Woods

Guests: Sue McKenna; Matt Dwyer

Meeting called to order at 10:03 a.m.

Introductions:

Larry Gabaldon introduced himself as the new Chief of Operations (AbleRide)

Old Business:

- Minutes for November meeting were reviewed with discussion
- Motion to accept November Minutes passed with general consensus.
- We are short 3 members

Fixed Route Updates -- Jack Khzouz:

- Jack provided an overview of the new web based ride canceling procedures
Based on the conversation that ensued Jack continued with some of the planned changes resulting from web access:
Ride Canceling (now)
Book My Ride (projected for March)
Buy Trip Tickets (AR hopes to incorporate GoMobile app in Sept.)
These new features are planned as a part of the new NICE website (projected Feb. 2018)
- The MTA is going to a new card system Scan Cards at \$3.00 per ride.
- NICE will have to adapt with same for transferring purposes
- Discussion on Scan Cards and Smart Phone scanning apps ensued (similar to Chicago)
- Jack shared that Transdev hopes use the learning curve on the Cuomo Bridge to assist in auto pay for transit
- There will be a reconfiguration of the Hempstead terminal with enter and exit changes
- Jack responded to the question on people standing at the wheel wells as driver training
- NICE is working on their Vision for the Future as Nassau has a new administration
- NICE looks forward to the current funding to be maintained

Able Ride Updates --Kenny Woods

Kenny Woods began with the Able Ride monthly statistics

- Late cancellations are down it is believed resulting from the ability to cancel online
- the longest hold time was 43 minutes down 10 from last month
- There is currently 10 reservationists they will be adding 3 totaling 13

- OTP is up 4% to 75.6%
- New busses should begin to arrive at the end of January
- There are currently 18 drivers training, AR needs 30
- Discussion ensued about Ride Time: response is dependent on distance traveled
- Discussion on Bus Shelters
- Discussion on the use of seatbelts: training issues for AR staff
- Discussion ensued on training of Disability Etiquette (TAAC member presentations)
- The issue of short tie-downs was brought up
- The Late Cancellation policy letter is scheduled to go out next week

Action Items:

- Late Cancellation Letter

Public comment:

1. No comments

Meeting adjourned at 11:190 a.m.
Next TAAC Meeting: January 16, 2018