

Transportation Accessibility Advisory Committee (TAAC)  
Minutes  
May 15, 2018

**In Attendance:** Cathy Bell; Therése Brzezinski; Hari Dhoundiyal; Mike Godino: Ed Molloy; Sandy Probert

**Absent:** Gina Barbara; Robert Schoenfeld;

**Staff:** Sudesh Desilva; Larry Gabaldon; Jack Khzouz; Kenny Woods

Guests: Sue McKenna

Meeting called to order at 10:02 a.m.

Introductions:

**Old Business:**

- Motion to accept April Minutes passed with general consensus.
- Sudesh opened with the fact that he has had complements on the new buses.

**Fixed Route Updates -- Jack Khzouz: (no report)**

- Chair asked for a dollar savings comparison for the taxi service, Jack shared that the taxi program was a pilot that has gone on for 18 months that has been mostly a break even financially but, it does ease the burden on bus traffic and crowding.
- NICE expects to put out an RFP for continued taxi service.
- GoMobile is expected to be up by the end of June, AR riders should be able to buy AR tickets on their phone.
- Jones Beach service again this year, same as last year.
- Stops on 40/41 route were extended per regulations as the route is going to Headway service
- N4 and N6 Are going to Headway service June 24.
- Outside: LIRR president has been reaching to NICE for discussions, and Long Beach is having major problems and cutting bus service.
- Mystery riders are providing feedback on 75 rides per month with satisfactory service.

## **Able Ride Updates – Sudesh Desilva; Lary Gabaldon; Kenny Woods**

### **Larry Gabaldon**

- Larry provided the committee with April operation statistics
- No Shows and late cancelations are down.
- OTP 79.6%
- Midday rides continue to be a problem too much time at UCP.
- AR is still short 20 drivers.
- Kenny provided April statistics on the Reservations side.
- There is a full working staff of 13 with call outs and one maternity they are down 3.
- 24,139 calls
- Talk time 2 min
- Hold time 1.5 min
- Praises were shared for much improvement.
- 107 Taxis per day, only 83 taxi users
- Sudesh shared that there are 300 people using he Alert systems, his target is 1000.
- Discussion ensued regarding website access, we discussed audible tags on PDF document for JAWS users.
- IVR to web connections in progress nothing yet the hope is one day making reservation on website. Someday!
- NICE will again provide service for the games. Two AR buses and four fixed route buses.
- Capture on the website, it cannot be removed, Hari volunteered to do some research and bring it back to the committee and Able Ride.
- We had discussion of trapeze compatibility with JAWS, work in progress

### **Action Items:**

- A/C will not deadline a bus, they must go out

### **Public comment:**

1. none

Meeting adjourned at 11:25a.m.

Next TAAC Meeting: July 17, 2018