

## *Able-Ride*

### ***MOVING NASSAU COUNTY FORWARD SPRING 2022***

#### ***New Able Ride Vehicles - New Web Booking - TAAC Membership***

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#### **Celebrating 10 years of service! 2022**

##### **FROM THE CEO - Jack Khzouz**

January 1, 2012 was the beginning of something really innovative-NICE BUS and NICE Able Ride service was launched. A bold, public-private partnership that brought new solutions, customer-centric thinking, and global experience to Nassau



County. We faced many challenges when we started. We had a fleet of older vehicles that were both unreliable and uncomfortable and outdated technology.

Over the years, the Able-Ride team has diversified our fleet with modern, comfortable vehicles that address our Clients' needs. We have improved dependability and on-time performance and have upgraded our technology. We have upgraded our communications tools that keep Clients informed. These service

enhancements have led to an overall Client satisfaction score of 95%. We look forward to traveling the next ten years with you, creating new solutions to make Able Ride a world leader in paratransit.



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## **At Able-ride! ~ Innovations Continue**

**NEW VEHICLES** Able-Ride has received fourteen new StarCraft Ford E-350 vehicles. These new buses will improve the efficiency and the productivity of the entire operation, allowing NICE to retire older vehicles. The new twenty-two-foot vehicles can accommodate 11 seated Clients and three mobility device passengers.

The vehicles are equipped with a state-of-the-art video system to support customer safety and will soon be installed with MobilEye, our new collision avoidance technology.



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## **Able-ride web booking ~ Client trip management**

[www.ableride-webbooking.nicebus.com](http://www.ableride-webbooking.nicebus.com)

You can create your Web Booking Account by scanning here with your smart phone.



Able Ride is now offering its Clients a new way to manage their trips: Able Ride Web Booking. This new technology allows our clients to schedule, change or cancel their trip reservations online via desktop, tablet, or smartphone. With this system, Clients can see their bus's location in real-time, relieving some trip anxiety issues. You can register for your Able Ride account on this website (see address above) to get started. Clients may also still book trips via our Reservations Center

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### **Making Moves! ~ At Able-ride!**

Inmer Hernandez // Promoted to Able-Ride Director

Inmer Hernandez is now overseeing NICE's Paratransit Operations. After 12 years of working in various management positions at Able Ride, Inmer is excited to bring a new level of service to our clients.

*“My biggest goal for this year is to finalize and launch Able Ride's new Web Booking client technology, which will enable our clients to book, confirm, cancel and view the status of their trips online. This new tool will completely change our service experience for the better!”*



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## **Service Super Heroes!**

Godofredo Juarez

Paratransit Operator Godofredo is an exceptional Able Ride operator. He has been driving with Able Ride since 2010 and always goes above and beyond for our clients.



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## **Accessibility // ADVISORY COMMITTEE**

The Transit Accessibility Advisory Committee (TAAC) is currently looking for new members for its volunteer board. Interested Members should be part of the disabled community, a current Able Ride-Client, and a Resident of Nassau County. You

must be able to attend a monthly virtual meeting during business hours. The TAAC Board represents the disabled community and helps improve the rider experience for people with disabilities on both NICE



Able-Ride and fixed routes. If you are interested in serving on the TAAC board, please provide information about yourself and send it to [sudesh.desilva@transdev.com](mailto:sudesh.desilva@transdev.com).

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## **It's nice to celebrate your years of service - 10 years**

We celebrated our Able Ride Team Members' years of service with a ceremony on February 2nd. We have 150 Able Ride Employees, many of whom have been serving the Able Ride Community for ten years or more. Their dedication to excellent customer service combined with safe, reliable transportation has



been the driving force behind our outstanding Customer Satisfaction scores and on-time performance.

Thank you NICE Able-Ride Team!

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## **NICE means Safety First Safety Always!**

March 18th was National Transit Operator Appreciation Day! This day allows us the opportunity to thank our operators for their dedication and commitment. Additionally, this year, we also celebrated operators with accident-free records. Almost 1/2 of our Team have a long-standing accident free record, including 6 individuals who haven't had an accident in over ten years!



Some of our Safe Driving Award winners are pictured with Able Ride Director Inner Hernandez and NICE CEO Jack Khzouz.

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**A newsletter for our Able-Ride Community**

**700 Commercial Ave, Garden City, NY 11530**

**[www.nicebus.com](http://www.nicebus.com)**