

Minutes for Able Ride Meeting September 2020

Call to order: Hari

A ttendance:

Jack, Therese, ken, Carrie, Hari, Rosanna, Cathy, Brendon, Sue

Acceptance of minutes. Hari moved to accept minutes, Therese second.
Motion carried.

fixed route Buss: Jack

Update on transit and work at Hempstead terminal Center.

Since March 11, Covid start date, Looked at the European base to see how they handled the situation.

March 23rd fare collection was suspended. Those who traveled were largely healthcare and essential workers.

March 17 Ridership dropped on the fixed route buss by 90 present.

Para transit stopped except for clients who had medical needs.

Put together a task team. Provided masks and gloves for employees. In office was suspended and everyone was given lap tops to work at home. There were a few exceptions. When employees returned to the work site protocols were put into place to keep everyone safe. Temperature checks are done each day by electronic sensor.

March 23rd. passengers on the fixed route buss entered from the back door. Protocols were put into place to keep drivers and riders safe. The county and support team were very helpful. Sanitizer was difficult to get. Had to be a bit creative. Went to a company that makes Gin distillery on the North shore. They were able to make usable sanitizer.

On April 3rd the county was called By April 5th. 10 present of ridership came back. This brought us to 80 present.

40 percent of the budget comes from fares. On June 5th service was reduced on the fixed route bus and fare collection resumed on Sept 21st. Bus cleaning was set up at the Hempstead bus terminal. All buses are cleaned when they come in. Vehicles are cleaned every night. There is a separate cleaning crew that cleans the Hempstead terminal.

Currently ridership is at 60 percent on the fixed route bus. Projection for 75 percent by the end of the year. It will take a long time to rebound.

Two real time apps were launched. They were added to the go mobile app, it will now tell you how many people are on the bus that you are waiting to board. Schedules can be viewed online. Looking at ventilation system for buses.

Para transit is at about 50 percent and has shifted from one person on vehicle to 2-3 on trips. Not using taxi service or shuttle.

Phase 2 upgrade was completed at the Hempstead terminal. Painting, repaired doors, removed rust, updated all the rest rooms, the drivers room and installed cameras. Phase 3 is scheduled for the spring around March. This is the final stage. All of the floors and surfaces will be updated and redone. All together the upgrade of the Hempstead center will take about 3 years.

Benefit from a CARES funding act from the federal government allowed all employees to remain employed. That money will run out in January. Normally 50 percent of funding comes from the state government. Called STOWA. This was reduced by 24 percent. In 2021 the county has shown support.

The majority of people who are riding the fixed route bus are those in need of transportation and have no other way to get to and from work. Currently Able Ride buses are carrying more people than the LIRR.

Looking to maintain level of service at this time.

Jack expressed thanks to everyone on the Able Ride team as well as the drivers who continued to come to work during this pandemic. Cathy thanked Jack for the work he has done to continue to provide transportation to those who needed it.

Working with the MTA for the amni adoption. Able ride may be able to adopt amni in the end of 2021. this will also be on the para transits system as well. Amni will replace go mobile.

Para transit buses are being disinfected every night when they return.

Jack shared industry metrics that are given to the county quarterly. There are 2 types of metrics, Fixed bus and para transit. these are industry standards that can be compared nationwide.

Kenney Report

view of statistics and service reports.

Ken went over the performance stats for the call center. (refer to PP)

There was a drop in July there was an increase in August.

Ken went over review.

Communicating with riders has been taking place so that people know what to expect.

Able ride will be sending out cards to clients with information relating to para transit trips.

Hari suggested that the reservationist tell clients that masks are required.

Questions and comments.

Hari expressed thanks to the entire staff for the excellent job that they have done over the years.

Meeting was adjourned.