

Nassau County Transportation Accessibility Advisory Committee
Draft Meeting Minutes
Date: July 22, 2014
Location 947 Stewart Avenue, Garden City NY

Members in attendance: Scott Andrealia, Robert Schoenfeld, Matthew Dwyer, Robert Pippa, and Lori A. Scharff and Paul Benyon

Members absent: Cathy Bell, Ed Molloy, Therese E. Brzezinski. and Sandra Probert

Nice Bus Staff: Darryll Simpson, Tesheena Spencer, and Lowell F. Wolf

The meeting was called to order at 10:08 am by Scott Andrealia.

A motion to accept the minutes for the June 2014 meeting was made. Motion seconded and carried.

It was felt by all at the meeting that with the resignation of Joe, a meeting could be held with 6 members attending and four absent. Currently The committee only consists of ten members as we are awaiting the appointment of two additional members. Erica from NICE has stated that a budget deficit has occurred in an amount just over \$2-million. As A result, the Bus Transit Committee (BTC) voted to implement fare increase for cash customers on fixed route buses. It will go into effect in September. Single ride cash customers currently pay \$2.25 will now pay \$2.50 Senior and disabled half fare will be \$1.25. No fare increases for fares on Paratransit or purchased with a Metro Card. Regarding Able-Ride, 4-14-14 through 7-17-14 Able Ride 17 wheelchair lift issues and 15 lift issues on fixed route.

Matt stated the Office for the Physically Challenged receives complaints that fixed route vehicles are passing passengers using wheelchairs by and the drivers are stating the lifts do not work. NICE stated that these complaints should go to the Transit Information Center. The person should provide the date, time direction of travel, route number, vehicle number and the location where they were waiting. The information can then be tracked to the vehicle, they can make sure the driver wrote the issue up and they can make sure the issue is resolved. Additional discussion took place about a car card campaign on fixed route vehicles to ask that any passengers report lifts not working or drivers telling passengers the lift is not working. Complaints of wheelchair issues do go into the tracking system. If a written reply is requested a postcard is mailed out.

The public is key in letting NICE know of issues. At the end of the year communication with dispatch and vehicles will be changed from the 800 megahertz system. This will improve communication with vehicles. 40 new fixed route buses will be coming in the Spring of 2015. Currently about 85 of the vehicles are the low floor vehicles about 200 of the older buses are in use. They have started customer service training for operators. Operators should be making announcements at major stops and if requested at all stops. If this is not happening it should be reported to the Transit Information Center. These issues are also tracked in the complaint system. Discussion took place about caps missing on rails on fixed route buses.

Darryll Simpson:

899 no shows for June. Three people were suspended for repeated no shows. One individual had scheduled 30 trips per week 20 were canceled. Late cancelation 266 for the month-this is 90 minutes or less before the scheduled trip. On time performance 83.5%.

Ms. Smart spoke about Go Mobile app. It has been live since June 3, 2014. You can purchase trips using half fare-you need to contact NICE before purchasing the first trip so they can make a change in the system for your account. The smart phone is the vending machine. Upon boarding the customer displays the ticket to the driver for visual verification. Transfers are available. You can use either credit or debit card to purchase tickets. The tickets are then delivered to the phone. Currently single ride or groups of tickets can be purchased. No unlimited. You can do two transfers. In September 6 more buses will be getting the readers to scan the phones. App has been downloaded almost 6,000 times since June third. The pass flashes for 2 hours and 15 minutes and this is the active time of the pass. You are supposed to activate the pass when you see the bus arriving. The question came up about blind people activating the pass too early if the bus is running behind schedule. IT was felt by the presenter that this should not really be an issue because people will have enough time. One committee member expressed concern with this answer and another member agreed that it could be an issue. The location of readers to scan the pass on the phone by people using wheelchairs was raised. It was felt this will not be an issue since wheelchairs board at the front door on the low floor vehicles. NICE stated it would not be cost effective to install scanners in the older vehicles since many are nearing the end of their use. They are not yet able to directly withdraw from a bank account.

Go Mobile in Paratransit:

One possible option; customers create an account on the website. Purchasing tickets through the website. They receive conformation. They will give this to reservations while making a reservation. Staff will record the use of the ticket for the trip. Other option would be to have the person print out paper tickets. One committee member thought it would be easiest to make the purchase of tickets available and have them appear on a mobile device. Development testing by the end of the year for Paratransit.

Mobile ticketing:

Should you be required to print the ticket; Online ticketing and scheduling; when making a reservation you could give the mobile ticket number to reservations.

No public comment.

Meeting adjourned 11:32 am next meeting will be August 19, 2014 from 10:00 am to 12:00 pm. The location will be the Stewart Ave. Depot.