

Transportation Accessibility Advisory Committee (TAAC)  
Minutes  
August 15, 2017

**In Attendance:** Cathy Bell; Therése Brzezinski; Hari Dhoundiyal; Ed Molloy; Mike Godino; Robert Schoenfeld;

**Absent:** Gina Barbara; Sandy Probert

Meeting called to order at 10:16 a.m.

No Minutes from July Meeting.

**Old Business:**

- No old business

**Able Ride Updates – Sudesh Desilva was Kenny Woods**

- Kenny reviewed the statistics for June and July
- Currently a Team Lead serves as the weekend supervisor
- Reservationists providing their names? There is a new script Kenny Woods wants to know who is not providing their name
- There are currently 102 drivers there should 122 however, there are no drivers in training.
- Reservations are fully staffed
- Questions were asked about taxis, “do they know they are carrying an AR user?” No most of the taxi drivers no nothing about AR only that they need a signature
- Hofstra University: Can a stop be added at Hazelton Hall?” Safety will be asked to look into creating a stop at Hazelton Hall

**Fixed Route Updates -- Jack Khzouz:**

- School opens, bus schedules will change the first week of September
- Jones Beach bus stops two weeks later
- Jack reviewed statistics, OTP is down to 70%
- Budget was mentions for less service and down OTP, Nassau County only provides NICE \$3 Million down from \$5 Million.
- Taxi Contract ends September 1, given the discussion: 35 trips per day, cost neutral, customers are positive; Jack will work to extend the contract 90 days.
- Jack talked about a new fare system named TAP-IT. The system will be used on AR, it’s a smart cart that only need to be tapped on the receiver/reader. This system will expand the payment options to permit payment by check or credit card with auto refill capability.
- The pre-call system has been abandon as the system was unable to work with Trapeze.
- AR is currently waiting for 6 Chevy Impalas, mid-September.
- NICE is currently working on the website, it was suggested that the new site be Bata-tested by someone who uses a screen reader.

- Nassau Community College (NCC) is looking at making changes to the campus: no vehicles. The plan includes a mini terminal near the Clusters parking lot. More information will follow.

**Action Items:**

Regarding an email received by Mike as the Chair from a “parent” of a user of the system for more than 20 years, (an adult?); some discussion ensued about the privacy, confidentiality and disclosure of information. The committee asked the NICE AR staff to create a policy to address these issues.

**Public comment:**

1. Request to add a stop at Hazelton Hall addressed above.
2. Extreme overcrowding 31/32 very early in the route from Far Rockaway: addressed above with service cuts that resulted from budget cuts.
3. New buses having safety issues as the seats are too narrow and have no leg room; tall people cannot fit. The Doors are too short especially for a tall person.
4. The mini vans cannot carry a person using a service dog and a wheelchair at the same time, it's not safe. Not addressed.
5. Question was asked about late cancelation after window has ended. Customer on held responsible.
6. Extreme AR lateness on the weekends. Not addressed

Meeting adjourned at 11:00 a.m.

Next TAAC Meeting: September 19, 2017