

Minutes for Able Ride October 2020

Call to order 10:05am

Attendance:

Hari, Therese, Jack, Sadesh, Rosanna, Ken, Eric, Carrie, Erica, Patrick, Sue, Brendon

There were no minutes from the September meeting. Rosanna will send September and October minutes before October meeting.

Jack's report Fixed Route Buss

Jack introduced Patrick Campbel. New chief operating officer. Gave a short description of Patrick's background and welcomed him to the team.

Ridership update

Ridership on the fixed route buss is up to about 61 present. Looking to get to 70 percent. Service has been good. On time performance has been 80-85 percent. Next year plans to receive about 100 new busses. The old busses will be retired. Continuing to look for ways to improve transportation for Nassau County.

Just completed stop time) rerouting buses and making stop changes so that there would be greater efficiency. Doing this has also improved on time performance.

Fare collection resumed in July.

Go mobile has been updated in September. The amni system will replace the metro card. This is being used by the MTA. You will be able to buy the amni card at many retailers.

Patrick Campbel.

Patrick gave an overview of what he has done and his experience working in the transit system.

The most important part is focus on the customer and improving service.

Life is a constant evolution.

Ken: Call center Review

Call answered was 98.65 percent.

Ridership has increased on para transit.

Sadesh: Para Transit

Not seeing a dramatic increase. The majority of riders are essential workers.

The trapeze system has been updated to the latest version.

Working on getting 14 new busses next year. The new busses will be the same as the ones that came in last year.

Drivers have to wear masks. Buses are disinfected and cleaned every day.

Para transit is operating at 35 to 40 percent.

Adjournment