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**NASSAU COUNTY
TRANSIT COMMITTEE**

SEPTEMBER 17, 2013

4:00 p.m.

BEFORE: SHELDON SHRENKEL, CHAIRMAN

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A P P E A R A N C E S :

CHAIRMAN SHELDON SHRENKEL

VICE CHAIRMAN LAWRENCE BLESSINGER

BOARD MEMBER KATHY ANN COMERFORD

BOARD MEMBER JEAN DUROSEAU

BOARD MEMBER LIVIO TONY ROSARIO

SAMUEL LITTMAN- EXECUTIVE DEPUTY COUNTY ATTORNEY

AND COUNSEL FOR TRANSIT COMMITTEE

MICHAEL SETZER- CHIEF EXECUTIVE OFFICER, VEOLIA

TRANSPORTATION

WILLIAM MURPHY

AARON WATKINS-LOPEZ

YUKI ENDO

1 CHAIRMAN SHRENKEL: Good afternoon, will
2 the meeting please come to order.

3 Thank you very much, and welcome this
4 afternoon to the Nassau County Bus Transit
5 Committee meeting. I'm Sheldon Shrenkel, I'm
6 the chairman of the committee.

7 As part of our rollcall I would like to
8 introduce our members, to my far left is Kathy
9 Comerford, to my immediate left is Mr. Larry
10 Blessinger, to my right is Jean Duroseau, my
11 next right is Tony Rosario and of course,
12 counsel to the committee, Samuel Littman.

13 With a show of hands I'd like an
14 acknowledgment of receipt of the transcript of
15 our last meeting held on June 18th of 2013, has
16 everyone received that?

17 (At this time a show of hands was given
18 by the committee.)

19 CHAIRMAN SHRENKEL: Everyone has read
20 it. Okay. Please note the minutes accordingly,
21 thank you.

22 Today we are going to hear about scorecard
23 key performance indicators, we are going to have
24 a presentation from the CEO of NICE
25 Transportation, Mr. Michael Setzer. Now, Mr.

1 Setzer, please, thank you.

2 MR. SETZER: Thank you, Mr. Chairman.

3 CHAIRMAN SHRENKEL: You're welcome.

4 MR. SETZER: Members of the committee,
5 good afternoon.

6 BOARD MEMBERS: Good afternoon.

7 MR. SETZER: We rearranged the furniture
8 a little bit.

9 VICE CHAIRMAN BLESSINGER: We just were
10 saying that.

11 MR. SETZER: Now, we can see you. We
12 thought it would be a little more comfortable
13 for both the committee as well as members of the
14 audience, and still be able to keep track of
15 things, if this arrangement isn't satisfactory
16 then please let us know.

17 There are five things that I want to make
18 sure we cover today. The first are a couple of
19 staff changes here, key staff changes that I
20 wanted you to be aware of. Mr. Larry Kucera,
21 this gentleman right here that you just met, he
22 is the new chief operating officer for NICE Bus.
23 He replaced Rodger Chapin who I think all of you
24 had met in the past, Rodger has moved onto a new
25 assignment in Boston and Mr. Kucera has joined

1 us. He's coming here from Las Vegas and
2 Phoenix, and before that he's been with Veolia
3 for many years and has a deep experience in the
4 operation, so we're very glad to have him, he'll
5 be a regular attendee at the meetings. His roll
6 is responsible for transportation maintenance
7 and several other functions that are related to
8 actually delivering the service on the street.

9 The other individual who's just joined us
10 unfortunately has a medical appointment today
11 and couldn't be here, but we have a new director
12 of Able-Ride named Daryl Simpson. Daryl is a
13 New Yorker who's been living in Charlotte for
14 the last several years, he also has a deep
15 experience in operations in both Fixed Route and
16 paratransit. We'll make sure he makes it to the
17 next meeting so that you can meet him also.
18 That position's been vacant for some time, we're
19 very pleased to have both these gentleman on the
20 team.

21 The second item that I wanted to just touch
22 on very briefly is the ADA paratransit
23 eligibility appeals process. After consultation
24 with Mr. Littman we thought it appropriate that
25 the committee be aware of this requirement.

1 Under the Americans with Disabilities Act there
2 are standards for people to be eligible for
3 paratransit service, for Able-Ride service, and
4 it's fairly complicated but essentially it's for
5 people who by means or by reason of their
6 disability cannot use Fixed Route bus service
7 who become eligible, that's one short sentence
8 but the actual process is much more complex.

9 So we have an ADA eligibility office, we have
10 a manager there, she reviews data and interviews
11 people and gets statements from doctors and that
12 sort of thing. She makes the eligibility
13 determination, she can either say you're
14 eligible or your conditionally eligible or your
15 not eligible. One of the requirements is to
16 then have an appeals process, so if an applicant
17 is dissatisfied with her ruling there's another
18 venue to which the applicant can go to appeal
19 the ruling. So we don't have one of those yet
20 but we are in the process of creating a three
21 person panel, people who are knowledgeable about
22 the ADA requirements as well as having some
23 familiarity with accessing disabilities. We'll
24 be naming that committee as soon as we believe
25 it's appropriate that the committee -- it's not

1 specifically a committee assignment or
2 responsibility, but I think it's appropriate for
3 you to be aware of that.

4 If you have any recommendations for
5 individuals who are somewhat knowledgeable about
6 disabilities and being somewhat knowledgeable
7 about the Americans with Disabilities Act,
8 please let us know and we'd be happy to consider
9 them.

10 Okay. Now, let's get to the main events
11 here. I want to talk about the second quarter,
12 some of the results and then go onto the results
13 compared to budget. So the second quarter we
14 instituted the -- you may remember the beach
15 service, the N88 which we had introduced last
16 year, that goes from Freeport to Jones Beach,
17 and this year we also reinstated the old N87
18 which goes from Hicksville to Jones Beach. So
19 across this slide here you can see some of the
20 results from that -- way over in that corner the
21 lower right-hand corner -- now, there are 63,597
22 people that use these two routes during the May
23 through September time period that this service
24 was operated; the secure seasonal service was
25 operated till about five years ago by the MTA

1 and we started reinstating it last year. And,
2 when we were talking about the budget process
3 earlier this year... we talked about this, so I
4 would say it's quite successful.

5 The N87 you see on the left, the first column
6 is southbound, the second column northbound.
7 The N87 doesn't operate during concerts at Jones
8 Beach, so it's totals are considerably smaller
9 than the N88. So you see, the N88 totals at the
10 bottom are quite a bit larger and that's because
11 I think it's larger because of the concerts. So
12 altogether we have 63,000 almost 64,000 riders
13 on this service, I think it turned out to be a
14 very valuable service and people were generally
15 very pleased to have it.

16 VICE CHAIRMAN BLESSINGER: How long does
17 the service run for, when do you cut it off for
18 the season?

19 MR. SETZER: We cut it off after Labor
20 Day.

21 VICE CHAIRMAN BLESSINGER: Okay.

22 MR. SETZER: It's finished now.

23 VICE CHAIRMAN BLESSINGER: Okay.

24 MR. SETZER: We start unlimited basis on
25 weekends just before Memorial Day, and then go

1 seven days a week from then to Labor Day, then
2 end it after Labor Day.

3 VICE CHAIRMAN BLESSINGER: Okay.

4 MR. SETZER: So I think people were very
5 pleased to have the service back. It's one
6 that's popular with the kids in particular, and
7 it's probably more popular with their parents
8 who don't have to drive them; I think it's
9 generally very successful.

10 A couple other highlights -- you got earlier,
11 I think maybe last week or the week before you
12 got a scorecard for the second quarter -- so I'd
13 just wanted to point out that I'm happy to talk
14 about anything in the scorecard if you'd like to
15 ask about it.

16 A couple things that I think are worthy of
17 note, and one is Able-Ride on-time performance.
18 If you recall, I'm sure this has been a
19 challenge from the beginning. At one point
20 on-time performance in Able-Ride was down in the
21 sixty percent range, and that's clearly
22 unacceptable. So now you can see a pretty
23 steady increase, and so we're now up in the
24 ninety percent for Able-Ride on-time
25 performance. So On-time means when we schedule

1 a trip on Able-Ride and a person says, "I'd like
2 to leave around nine o'clock", and then we say,
3 "Well, we're going to be there sometime between
4 8:45 and 9:15", that's because it's a
5 shared-ride service, it's not a taxi service.
6 We have to provide some window there because the
7 person that we picked up just before you may not
8 be ready.

9 So on-time means within that thirty-minute
10 window, and so now ninety-two percent are now
11 arriving within that thirty-minute window.
12 We'll probably never get to one hundred percent
13 because there are a lot of things that happen
14 during the day because there may be many people
15 on this trip, and the second passenger's
16 doctor's office is running late, so we can plan
17 what we want to plan but these things happen
18 everyday. So ninety-two is probably not the
19 best it could be but one hundred is -- the goal
20 is not to get to one hundred but to continually
21 push that up; in the mid-nineties is about as
22 well as anybody ever does.

23 So we're very pleased to have accomplished
24 that, that was our major objective in Able-Ride,
25 to get up into the ninety percent on-time, and

1 we will continue to focus on doing that. It's
2 still a challenge every afternoon, at about
3 three o'clock there is just a peek in demand.
4 Many of our vehicles are United Cerebral Palsy,
5 and that's are biggest single customer, as well
6 as other group functions. So ninety-two is the
7 daily average and it probably drops below that
8 in parts of day and other times of the day it's
9 up near one hundred percent.

10 You can also see in the second quarter that
11 our customer satisfaction scores continue to be
12 low, just as they were during the first quarter
13 and lower than they were the previous year by a
14 significant amount. You probably remember the
15 discussion we had last month that we're still
16 troubled by that, these are important scores but
17 they're opinion based scores, they're not
18 performance scores, they're not direct
19 measurements of performance; they're questions
20 of passengers about their opinions about how
21 things are. So what we're seeing is a real
22 diversion between performance scores -- I'll
23 show you some in a minute -- and opinion scores,
24 and we're continued to be concerned about that,
25 it changed a little bit in a few categories up

1 and a few categories down from first quarter but
2 it's still significantly below last year. We
3 can't entirely explain it except there was a
4 fare increase during the first quarter and that
5 may have lead to a lot of discussion about the
6 fare increase during the first quarter; that may
7 have had something to do with it.

8 I think that before the end of the year we'd
9 like to come to you with some sort of a revised
10 reporting format that's useful, that's more
11 useful that provides both performance and
12 opinion, so that you can see a little more of
13 what's going on. For instance, here are a
14 couple thing's I'd like to show you, aside from
15 the customer satisfaction which is direct
16 interviews with customers, we use mystery
17 callers and mistery riders, and these are
18 professionals who work for a company and do this
19 for a living, and they do it on a lot of buses
20 around the country. So they will, without
21 announcing themselves, call as if they were a
22 regular customer or ride the buses as if they
23 were a regular customer and give us performance
24 scores based on what they observed. So this is
25 about as objective as you can get, because these

1 are professionals, they've seen lots of buses
2 around the country.

3 So here's the scores they're giving us on the
4 performance of the call center; for instance,
5 some of them are up in the nineties, and again,
6 anything in the nineties is pretty good for a
7 call center. They evaluate their experience
8 based on the initial greeting they get, based on
9 how the call is closed, whether they're
10 satisfied with the response to inquiries and if
11 it was accurate, and various factors like that.
12 So we're seeing very good scores in that area,
13 and I think that's the case of performance
14 measurement rather than personal reaction
15 measurement.

16 We also use the mystery rider, same kind of
17 company, they're professionals and they do it
18 all over the country. They have a standard
19 scorecard that they use and then rate when they
20 ride the bus, they ride the bus and pay their
21 fares just like anybody else, so the operator
22 doesn't know that somebody is taking
23 measurements. We don't use them for
24 disciplinary purposes, we use them for just
25 quality measurement; they rate us on

1 punctuality, passenger information and how clean
2 the vehicle was and a number of other standard
3 factors.

4 So here are the kind of scores they're giving
5 us on a couple things, on the right you see the
6 overall scores, we're not quite up in the
7 nineties yet and we're not satisfied with that
8 yet, but they're pretty good scores. They're
9 certainly not down in the twenties and thirties,
10 and those scores are better than they were last
11 year, so we're seeing fairly good progress in
12 there. In April we had a little dip in all,
13 that was probably due to using our supervisory
14 forces for some other tasks at that time, but
15 you see we're back up almost in the nineties
16 overall.

17 On on-time performance which is the most
18 important of all, we are up the nineties, this
19 is a rating that they give us based on how close
20 to the scheduled time-point the bus actually
21 arrives at the bus stop, so I'm pretty pleased
22 with those scores, but they can always be
23 somewhat better. Those indicate that the actual
24 performance is going one direction and customer
25 satisfaction scores are going another direction;

1 we can't totally explain it but -- I think for
2 your purposes it would be good if we can revise
3 the format so that you can see both, so that you
4 can make your own judgements as to what's
5 actually occurring.

6 Let me stop right there, we'll go onto budget
7 in a minute. Are there any questions or
8 comments about the scorecard that you would like
9 to focus on?

10 BOARD MEMBER ROSARIO: I have one.

11 MR. SETZER: Yes, sir.

12 BOARD MEMBER ROSARIO: Did you put into
13 place the contract that you were discussing
14 about the Able-Ride yet or is that down the
15 future?

16 MR. SETZER: We have not added any new
17 carriers of Able-Ride, we'll continue to use
18 super-shuttles to provide some Able-Ride
19 service.

20 The able ride software is to be updated in
21 the next month or so, and then after that we're
22 going to begin to look to see if there are other
23 supplemental operators that we can use once the
24 software is in place.

25 BOARD MEMBER ROSARIO: And, the

1 supplemental is -- I mean, your saying that your
2 at a good level now, right?

3 MR. SETZER: Yes.

4 BOARD MEMBER ROSARIO: So the
5 supplemental would do what, I mean in what
6 sense?

7 MR. SETZER: The supplemental would make
8 us more efficient. So they would be the very
9 long trips, for instance, or the trips that are
10 going in a direction that doesn't make sense to
11 combine with others. We might hand those off to
12 a limo or taxi operator, so that we can use our
13 larger vehicles for group trips and be more
14 efficient, use your money more effectively that
15 way. I think by using super-shuttle we were
16 able to get the on-time performance up, and most
17 of our other indicators from the customers are
18 pretty positive on Able-Ride.

19 So operationally it's good, it's not very
20 efficient yet the productivity is still pretty
21 low, it's around 1.2 passengers per hour, which
22 isn't very good; we ought to be around 1.5, I
23 think, or maybe even higher. So by using some
24 other techniques we may be able to improve the
25 productivity.

1 BOARD MEMBER COMERFORD: I just have a
2 question.

3 MR. SETZER: Certainly.

4 BOARD MEMBER COMERFORD: So this Daryl
5 Simpson, that position's been vacant for a while
6 right?

7 MR. SETZER: Yes, that's true.

8 BOARD MEMBER COMERFORD: So now you'll
9 have someone just concentrating on Able-Ride?

10 MR. SETZER: Correct.

11 BOARD MEMBER COMERFORD: And, he'll be
12 involved in that whole process of... if you're
13 going to bring on more vehicles?

14 MR. SETZER: Yes, right.

15 BOARD MEMBER COMERFORD: Okay.

16 MR. SETZER: So he'll be involved in the
17 scheduling, using the new software which is an
18 upgrade from what we have, and he's also going
19 to focus on training. We had a meeting with our
20 accessibility advisory committee this morning,
21 we have monthly meetings with them and they
22 wanted to see a better level of "Sensitivity",
23 if that's the right word, in part of our
24 operator's; how you deal with somebody who's
25 blind, how do you deal with somebody who uses a

1 manual wheelchair, how do you deal with somebody
2 who uses a mechanized wheelchair, there's a lot
3 of complexity to it.

4 BOARD MEMBER COMERFORD: And, will that
5 training go into the regular buses as well,
6 because we do know that sometimes people that
7 don't use Able-Ride but are handicapped in --

8 MR. SETZER: Yes.

9 BOARD MEMBER COMERFORD: Okay.

10 MR. SETZER: Probably not exactly the
11 same training but --

12 BOARD MEMBER COMERFORD: But some form
13 of it.

14 MR. SETZER: Yes. We will reach out to
15 the disabled community and get some support from
16 them in doing this training and maybe even
17 actually delivering the training; that's on
18 Daryl's plate too.

19 BOARD MEMBER COMERFORD: Okay. Great.

20 MR. SETZER: Once we get totally
21 acclimated then they'll start to work on
22 training.

23 BOARD MEMBER COMERFORD: Okay. Thank
24 you.

25 AUDIENCE MEMBER: I have a question --

1 CHAIRMAN SHRENKEL: I prefer that Mr.
2 Setzer finishes his presentation and the
3 committee members handle it. Our forum is such
4 that you definitely will have an opportunity to
5 note your question, and you will be able to come
6 up to the podium and then you'll be able to ask
7 it.

8 AUDIENCE MEMBER: No problem.

9 CHAIRMAN SHRENKEL: Thank you. Go
10 ahead, continue, Mr. Setzer.

11 MR. SETZER: Okay. Let me just run into
12 the budget if I could, I want to touch on some
13 of the key elements in the budget that you
14 approved in March, and we had presentations in
15 February and in March -- here is the screen that
16 you are looking at in February when we first
17 made the budget recommendation for the briefing,
18 and then in March we made the recommendation.
19 So this is what we forecast for fare box revenue
20 for April 1st through March 30th of next year --
21 focus on one level down on the lower right-hand
22 corner, at the forty-five million nine hundred
23 and sixty-six, so what it's actually doing now
24 -- the middle column, the one that says that
25 same number forty-five million nine hundred and

1 sixty-six from April through August, these are
2 actual numbers, and then we build a forecast
3 based on that. So here's the forecast as of
4 today, which is forty-five million eight hundred
5 and thirty-nine; in other words, it's very, very
6 close to the budgeted amount, so I'm very
7 reassured to see that number. The forty-five
8 million nine was a number that essentially the
9 county's and Veolia's analyst agreed on as a
10 good forecast, but taking into account the fare
11 increase, the Metrocard fare increase.

12 So it's one hundred thousand dollars off at
13 this point, but you may recall that various
14 variations of fare box revenue got to our bottom
15 line and not the county's, so if it stays like
16 that then that has no effect on the county, but
17 it's very close.

18 BOARD MEMBER COMERFORD: And, does that
19 reflect the new service to Jones Beach?

20 MR. SETZER: Yes.

21 BOARD MEMBER COMERFORD: Okay.

22 MR. SETZER: But what it doesn't
23 reflect, which I'm going to talk about, is the
24 new service in September that's just begun. So
25 we don't know what that might have, that may

1 boost those numbers up a little bit.

2 BOARD MEMBER COMERFORD: Okay. Right.

3 MR. SETZER: Even if it stays like that
4 and again, forty-five million dollars -- being
5 off by one hundred thousand I think that's
6 pretty good, I'm satisfied with that.

7 BOARD MEMBER COMERFORD: Okay.

8 MR. SETZER: Also, in February when we
9 made the briefing and in March when we made the
10 recommendation, we proposed increases in service
11 levels using some of the new revenue; for
12 instance, up here, on Fixed Route, we forecasted
13 about two thousand nine hundred and seventy
14 hours on a weekday, which was up from back at
15 what was then the current level, which was a
16 little more than two thousand seven hundred and
17 fifty.

18 I'm going to jump back and forth to the
19 screen -- so two thousand nine hundred and
20 seventy, we actually ended up, after doing all
21 the research, with two thousand nine hundred and
22 sixteen weekday service hours, not quite as many
23 as we forecasted.

24 Now, let's go back here to Saturday, we were
25 looking for one thousand six hundred and

1 twenty-one hours and Sunday a little over nine
2 hundred and ninety hours; in both of those cases
3 when we did the actual research we came to the
4 conclusion that more service needed to go on, on
5 Saturdays and Sundays, based on the way people
6 were actually using it. So that's the level we
7 began running September 1st of this year. The
8 biggest service increase in a long time is about
9 seven percent more service than last year --
10 April of last year, when we first adjusted
11 service based on the budget. So there is a
12 significant service increase, as big an increase
13 I think, as far as service in Nassau County has
14 seen in quite a while.

15 That includes a number of new things, the N6
16 Express, which we introduced last year, now goes
17 to the campuses. The N6 used to go no further
18 east than Hempstead Transit Center, and now it
19 goes to Nassau Community College and to the
20 Hofstra campus. That's targeted specifically at
21 the college population which is a good
22 population for transit, and they're sensitive to
23 costs and they're not stuck in the way they were
24 commuting to work for the last thirty years. So
25 it's very specifically focused on the campus

1 market. We also added a new express on the N4,
2 that's Merrick Road. There had been no express
3 service on Merrick Road up until September 1st
4 of this year; so both, I think, are going quite
5 well.

6 There's always a little bit of a shakeout
7 period after you change service, and there's
8 always a shakeout period after you change
9 drivers; so once a quarter we have a pick so
10 that drivers get on different routes, and so
11 those first couple of weeks there is a learning
12 curve as drivers and passengers get use to each
13 other and especially when you add new service
14 then there's more of a learning curve. This is
15 a big change and I think all-in-all it's going
16 very well, we will continue to monitor that and
17 I think this is important.

18 What we don't know is, what impact this will
19 have on fare box revenue, the N6 and the N4, for
20 instance, are the two largest routes in the
21 system; there's a lot of demand there. So I
22 think putting more seats on those routes
23 eventually will increase ridership as customers
24 discover there's some capacity that wasn't there
25 before and we'll pick up some riders on those,

1 so this is very much like the budget forecast
2 that you saw last spring.

3 The other key element in the service level
4 was the changes that we recommended and you
5 approved to Veolia's hourly rates. The contract
6 provides for hourly rates and monthly rates to
7 go up no more than the consumer price index, so
8 the blue line here represents if the hourly rate
9 for Fixed Route service had gone up two point
10 two percent as the consumer price index did,
11 then instead of the 87.12 that we were charging
12 last year, it would be 89.04, but what we
13 actually recommended and you approved, was the
14 other direction, that's what this red line is,
15 it's actually 85.25, it went down on the hourly
16 rate. Similarly down here on the monthly rate,
17 had it gone up based on the consumer price
18 index, it would have gone up to two million
19 three hundred and seventy-six-nine-seven, but
20 instead we kept it flat at two million three
21 hundred and nineteen; so both of those then
22 meant that your one hundred and seventeen
23 million dollars went further. So in a nutshell,
24 what happened based on the budget that began
25 April 1st, is that fares went up because of the

1 Metrocard increase, the state legislator
2 provided a little more money in the period
3 beginning April 1st. The cost went down because
4 our hourly rates were decreased, so altogether
5 you have one hundred and seventeen million
6 dollars to spend, we could afford a three
7 percent wage rate increase for all the
8 bargaining unit employees; that was effective
9 April 1st, that was already in contract, of
10 course, and still afford to raise service by
11 about seven percent beginning on September 1st.
12 So all-in-all just as proposed and approved by
13 you, all of that has come to pass now.

14 So are there any questions on budget -- I got
15 one more area that I wanted to touch on and
16 that's capital improvements. First one is,
17 we've been talking about this probably every
18 meeting since we were informed that the
19 annunciators don't work and the GPS doesn't work
20 and those types of things, so less than a month
21 ago we awarded a contract to a company called
22 "Clever Devices." Clever Devices is actually a
23 Long Island based company, they're in Woodbury;
24 that's not why they won it, they were competing
25 against Xerox and Trapeze which are two very big

1 names in the industry. On the merits they one
2 and we are very happy that our vendor is twenty
3 minutes away, and I think that they're very
4 conscious that we're right in their backyard, so
5 they'll want to make this work.

6 This is almost an eight million dollar
7 contract for a new AVL system that uses the
8 latest in global positioning system technology
9 to provide a lot of realtime data. So what does
10 that mean... so what... what that means is, now
11 the system will know where all of your assets
12 are in realtime from the command center, which
13 is just on the other side of that wall; they can
14 actually look at where buses are right now. The
15 system can also tell them when a bus is out of
16 perimeter, too late, too early, off route, et
17 cetera. It also provides for instantaneous
18 passenger counting, continuously a hundred
19 percent sample of all the boarding and the
20 lighting. So in the past we do planning based
21 on very small samples, you know, we put a
22 checker on the bus with a clipboard and they
23 record on's and off's, but now we'll have in the
24 future a hundred percent sample of where people
25 board, where they get off, how many are on the

1 bus, where it's overcrowded and that kind of
2 thing.

3 All this data is being captured continuously
4 and put into the database, so when we go to do
5 schedules in the future we'll be able to look
6 and see where it's chronically late, where is
7 there not enough running time or is there too
8 much running time, where are the heavy loads,
9 and the planners will be able to look at it
10 anyway they want. They can look at Tuesday
11 afternoons in the spring if they want to, they
12 can cut the data all kinds of different ways; so
13 we will be able to build better schedules in the
14 future.

15 It also means as a consumer that you would
16 have realtime information available to you. You
17 could on your laptop or your smartphone, find
18 out about just your bus, you don't have a big
19 timetable with thousands of data points, you can
20 find out when your bus is actually going to get
21 to the bus stop and where is it right now, and
22 what time is it likely to get to my bus stop;
23 tremendously it benefits for the customers.

24 VICE CHAIRMAN BLESSINGER: Is the
25 equipment installed yet?

1 MR. SETZER: No, just beginning. It
2 will take until sometime in 2014. One of the
3 things we're working on is the actual
4 implementation schedule, but there's a huge
5 amount of coding, you have to get all the
6 schedules and all the bus stops into there and
7 do a lot of testing. So they haven't actually
8 started installation, we just go the contract
9 last week. I think, when we're a little further
10 down the road, we'll ask Clever Devices to come
11 to one of your meetings and put on a little more
12 of a dog and pony show with maybe some of the
13 actual equipment.

14 CHAIRMAN SHRENKEL: So does it have
15 camera capability of the interior of the bus?

16 MR. SETZER: It does not, it could, but
17 that's not part of what we asked for. We do
18 have some cameras on buses now but they're not
19 continuously recording.

20 CHAIRMAN SHRENKEL: So what is the
21 estimated installation schedule, last time we
22 said spring, are we at spring, summer or --

23 MR. SETZER: Well, I think so, that's
24 what we're working out with him right now. So
25 we don't have a real good answer for you on that

1 yet, but by the time we meet again we should
2 have a much better answer on when different
3 elements will be up and running.

4 CHAIRMAN SHRENKEL: They'll be a stage
5 for installation?

6 BOARD MEMBER COMERFORD: And, there will
7 be an "App side" to this, for a phone?

8 MR. SETZER: Well, it will use some open
9 architecture and so, yes, there will be but it
10 will also be available to developers, so
11 independent developers will come up with their
12 own Apps and market those; I think that's one of
13 the design features, the open data.

14 It also sends back to the maintenance
15 managers here, the realtime data on things like
16 engine temperature, so if a engine gets too hot,
17 if it's above what the preset parameter is, then
18 a buzzer goes off at somebody's desk in
19 maintenance; the bus number, bus location and
20 whatever the condition is, so that maintenance
21 can makes some determinations on whether to
22 intervene, send out another bus or do whatever
23 the they might do in that case.

24 So the results that you might get out of this
25 is better on-time performance because we did a

1 smarter schedule to begin with, and that's
2 because we had much better data, and we were
3 able to watch that bus in realtime right next
4 door in the command center. There will be some
5 method on the screen where a little bus icon
6 will turn red if it's running ahead of schedule
7 or turn blue if it's running behind schedule or
8 something like that, so that managers here will
9 know when there's a situation that needs to be
10 corrected. If there are a lot of buses bunched
11 up, it will show up in a graphic that there's a
12 thirty-minute gap here and then there's three
13 buses here; now, we don't know that unless
14 somebody calls and says there's a problem.

15 With this technology we'll actually be able
16 to see that problem as it begins to develop and
17 be able to know the bus number and the driver
18 and be able to call on the radio and intervene
19 in some way. So an undesirable situation like,
20 buses bunched up or a new driver who took a
21 wrong turn and got off the route, it will pop up
22 on the screen right away and we'll be able to
23 correct it much more quickly then we do now
24 because we're not waiting for someone to call
25 and say, "Hey, there's a problem here". We'll

1 get better planning as a result of all that data
2 that I was talking about.

3 Customers can devise their own way to get
4 real information pinpointed just to their needs.
5 So basically your bus stop will have a number
6 and you'll be able to put that number into your
7 smartphone, and the system will know where that
8 bus is and give you an estimate of when it's
9 going to get to your bus stop, regardless of
10 what the schedule says. Especially when the
11 weathers bad or the traffics bad or there's
12 something going on, then the actual time can be
13 quite different from the scheduled time. And,
14 if it's snowing or raining it's very useful for
15 you to know that's it's three minutes away or
16 thirty-three minutes away, you can stay warm and
17 dry until you can catch the bus.

18 Lastly, there's a number of accommodations
19 for people with disabilities. You've heard
20 about the annunciators and the importance of
21 calls on stops, that will all be automated on
22 one hundred percent of the buses and it will be
23 accurate. Now, because it's based on GPS, the
24 annunciator on the bus will be calling out
25 stops, upcoming stops, so automatically the

1 driver wouldn't have to do it and it will be
2 accurate. I think I described in the past that
3 our current system is based on odometers, so
4 it's not very accurate, it gets less accurate as
5 the day goes on. So the new system will
6 provide, especially for passengers who aren't
7 sighted, provide much more security and
8 certainty about when their stop is coming up.

9 It will also include some accommodations at
10 Hempstead Transit Center where they'll be
11 audible information available, but they'll be
12 electronic signs that tell you which bus is
13 coming into which bay, which routes are coming
14 into which bay, with also the audible cues
15 available for people who want to trigger that by
16 touching a button or some other method. Again,
17 there are a lot of different ways to do this,
18 but there will be solutions to all those things
19 available. So as you can probably tell we're
20 pretty excited about this, this will be a real
21 breakthrough in service quality that we'll begin
22 to see next year.

23 One other new capital project, we were about
24 to order contracts for twenty-eight of these
25 vans -- you can see in the picture -- that we'll

1 be able to use in place of the big international
2 Able-Ride vehicles that we currently have. This
3 is a Dodge Caravan, we got bids from a couple of
4 suppliers but they all use Dodge Caravan, so
5 whatever it is, it looked a lot like this. Its
6 got a manual ramp rather than a hydraulic lift,
7 manual ramps are very reliable and there's not
8 much to breakdown, they're light enough that the
9 driver can put that down, and they're expected
10 to hold eight hundred pounds, which will
11 accommodate almost all motorized wheelchairs and
12 customers. Currently our older buses are built
13 to a six hundred pound spec, that will solve
14 some of those problems. It has two wheelchair
15 positions, three ambulatory positions and very
16 importantly they are parkway legal. The
17 Able-Ride vehicles we have today are not parkway
18 legal, they are over 10,000 GBW, so especially
19 when your going north or south in Nassau County
20 and not being able to use the parkway is a
21 challenge. So these will be parkway legal,
22 they'll provide a much more comfortable ride and
23 better efficiency for us -- Mr. Blessinger?

24 VICE CHAIRMAN BLESSINGER: Are ordering
25 side entrance or rear entrance vehicles?

1 MR. SETZER: Side. Very much like the
2 one in the picture.

3 BOARD MEMBER COMERFORD: I'm sorry, that
4 was two wheelchair, four ambulatory?

5 MR. SETZER: I believe it's two and
6 three.

7 BOARD MEMBER COMERFORD: Okay. So two
8 and three.

9 MR. SETZER: I think one of them
10 positions as a fold out seat, so its got a fair
11 amount of flexibility whether it's used as an
12 ambulatory or wheelchair position. We
13 introduced these to the Accessibility Advisory
14 Committee this morning and they were pretty
15 interested in that.

16 In the next phase of procurement for
17 Able-Ride will be a slightly larger vehicle, not
18 as big as the international, but it will be a --
19 it's called a "Cutaway", it's basically a full
20 sized van with a larger body on it; which again
21 would be a much more comfortable ride for our
22 customer from the international, that's one of
23 our main complaints from our customers, that
24 it's a very rough ride.

25 VICE CHAIRMAN BLESSINGER: So you'll be

1 able to put two wheelchairs in the mini vans?

2 MR. SETZER: Yes. We haven't made the
3 award yet and we're still going through some of
4 the details with the bidders, but hopefully make
5 an award here shortly. So I hope by the next
6 time we meet we actually have some of these
7 available, so we can have them here for you to
8 see here.

9 Now, this is a Dodge Caravan, it's a pretty
10 generic vehicle so it doesn't take a year to
11 wait like forty of the buses do, it should be
12 here in a few months.

13 Okay. And that's all I have to report, I'll
14 be happy to respond to any questions or
15 comments.

16 CHAIRMAN SHRENKEL: Are there any
17 questions from the committee for Mr. Setzer?

18 MR. SETZER: Okay. Thank you very much.

19 CHAIRMAN SHRENKEL: Now, can you to
20 touch a little on the -- only because it was two
21 consecutive quarters -- the cleanliness issue on
22 the scorecard?

23 MR. SETZER: The exterior cleanliness is
24 troublesome to us. We still have very old bus
25 flusters and they often breakdown, so we have a

1 capital project to replace those, but on the top
2 of my head I don't know when we're going to have
3 newer ones here.

4 The interior cleanliness, that's one of the
5 things that the mistery riders score us on, and
6 they give us fairly good scores on cleanliness,
7 so I'm not sure. A bus could go out in the
8 morning pristine and within an hour or two it
9 may be not.

10 CHAIRMAN SHRENKEL: Understood.

11 MR. SETZER: It is an area of
12 importance, but I think the research also shows
13 that on-time performance is much more important
14 than everything else.

15 CHAIRMAN SHRENKEL: I don't know if the
16 raw data is delineated, for example, what as
17 time or day of the interview --

18 MR. SETZER: Well, the company that does
19 it is a company called IPSOS, which is a
20 international market research firm. And, so
21 they design the sample to correspond to with a
22 certain number of certain times of day, certain
23 demographics, certain routes to try and make
24 sure that the group they're sampling is similar
25 to our larger group.

1 One of the things that I think we'll propose
2 is that instead of doing this quarterly with a
3 smaller sample, that we do it annually with a
4 larger sample, so that we're more comfortable
5 that it accurately represents the people's
6 feelings.

7 CHAIRMAN SHRENKEL: Good, good. Okay.
8 Are there any other questions for Mr. Setzer
9 before we begin to move forward?

10 (At this time there was no response.)

11 MR. SETZER: Thank you very much.

12 CHAIRMAN SHRENKEL: Thank you, Mr.
13 Setzer.

14 Okay. Our forum continues where we of
15 course, invite the public to make comments. And
16 governing under the committees's rules of
17 procedure, we ask please that you keep it to
18 three minutes, so try to take your idea, frame
19 it, design it so you complete what you have to
20 say. When you come up can you please state your
21 name and whether or not you represent yourself
22 as an individual or your representing an
23 institution and the town you live in.

24 Okay. Are there any -- sir you had some
25 questions, right?

1 WILLIAM MURPHY: Can I stand up?
2 CHAIRMAN SHRENKEL: Sure, go ahead.
3 WILLIAM MURPHY: My name is William
4 Murphy. I represent myself, I live in
5 Uniondale. I came here for a negative reason, a
6 comment on a negative way, you know, but I'm
7 very happy to hear about the AVL business, the
8 GPS -- I lived in the Bronx for a while and
9 scanning of the poll is really amazing, it says
10 it's "One stop away", and not to mention all of
11 the good features on your end, you know, there
12 are a few food things, the increased service --
13 I'm happy with that, and then the markings and
14 the Hempstead Transit Center -- everything is
15 good with that, but the one problem I have is
16 with the readout on the bus. When you dip your
17 card in, the Metrocard -- I know it's the MTA,
18 whenever I call NICE they point me to the MTA
19 and MTA points right back -- so I ride the bus a
20 lot, \$112.00 a month is what I feel I should pay
21 at maximum. I ride it at least twice a day, so
22 that's sixty rides a month, I'm paying with the
23 five percent break unless I pay with quarters,
24 but then I only get two transfers and I can't
25 get on the subway. So I'm paying over \$142.00 a

1 month and I'm -- you know, it's insane to me.

2 You know, I mailed the cards back to the MTA
3 and they take four months to give you your money
4 back, and I know it's not the NICE issue but if
5 you guys are taking automated payments for your
6 fare boxes on that system, then I think that it
7 should be something that should work properly; I
8 don't think that I should have to pay more than
9 \$112.00 a month. I have a tight budget just
10 like everybody else and, you know, waiting that
11 kind of time for the money back doesn't work to
12 good for me.

13 And, I just want to break it down a little
14 further. So every Metrocard -- you know, if I
15 was to get a monthly -- I don't get more than --
16 the most I ever gotten out of the monthly since
17 NICE took over is about nineteen days out of the
18 thirty, and I've gone three times -- I won't do
19 it again because its shame on me at this point,
20 but when MTA ran Long Island I never had a
21 problem, I've ridden the bus and subways. I
22 worked in Manhattan and been in the city for a
23 lot of years, never on the subway, never on the
24 bus, never had a "Read error" in almost fifteen
25 years and now its three times in the last two

1 months since I moved back from the Bronx, and I
2 rode to Nassau County a lot of years on the MTA
3 and never had this issue. You know, the first
4 time I thought it was a fluke and the second
5 time I though maybe the batch of cards I was
6 getting from train center were bad, but I tried
7 it a third time, I tried to go to that express
8 payment through the MTA where they mail you a
9 card, a E-ZPass for MetroCards and the same
10 thing.

11 I've had three or four go bad, the most I
12 ever got was nineteen days and the least is six
13 days, so I can't even buy weekly for thirty
14 bucks, you know, because I can't wait four
15 months for my money back. If you guys can't
16 work better with the city, you know, then I
17 think that we should have a different way of
18 collecting an automated fare.

19 BOARD MEMBER COMERFORD: Can I ask a
20 question, is it happening on the bus or when you
21 transfer to the subway that it's saying "Read
22 error"?

23 WILLIAM MURPHY: On the bus, when you
24 dip it in to the -- I don't know if the fare
25 boxes are not being maintained right, but it's

1 somehow eating up the card. I've tried not
2 putting it next to my credit card, not next to a
3 magnet, in plastic, not in plastic, I've been --
4 and, I know everybody's trying to be helpful but
5 I've done everything I can to protect my
6 Metrocard, it's the fare boxes are what eats
7 them out.

8 BOARD MEMBER ROSARIO: So you're telling
9 me that after you use it on the bus it says,
10 "Read error", now let's say you go to the subway
11 after that, and you checked it in the balance
12 machine before you go into the subway system, is
13 the card all right then or you're stating that
14 because after you put it on the NICE Bus that it
15 damages the card and then your unable to use it
16 on the subway at all?

17 WILLIAM MURPHY: That's right. Well,
18 once it begins with the "Read error" it doesn't
19 prepare itself --

20 BOARD MEMBER ROSARIO: It doesn't
21 function on the subway system either?

22 WILLIAM MURPHY: It becomes -- yeah,
23 I've had "Read error", the buses are a little
24 bit messed up too but you get the "Read error"
25 and then it will work on a different bus, so

1 maybe it's just the fare box in the bus that was
2 messed up, but once it happens, you know, nine
3 times out of ten and soon thereafter. After a
4 few dips, every ride is like -- you can do up to
5 three dips into the fare box with the Metrocard
6 because you get two transfers and so, you know,
7 somewhere around the neighborhood the fifteen to
8 twenty times it goes in, the fare box eats it
9 up. I don't know what it does, it doesn't
10 really visibly look like the stripe was messed
11 up, I can't explain it, and I can only imagine
12 that their fare boxes aren't being maintained by
13 the MTA, I know they still own them.

14 CHAIRMAN SHRENKEL: Is this on one line
15 specifically?

16 WILLIAM MURPHY: No, I go to Long Beach,
17 Jamaica, Mineola. I'm on the 40, 41, 70, 71,
18 72, 15, the 6.

19 CHAIRMAN SHRENKEL: So this has happened
20 on several lines?

21 WILLIAM MURPHY: Yes, on any line that
22 I've been on. You know, I haven't kept a very
23 good tracking system but I know that it's
24 happened in various different spots because, you
25 know, unless you get -- and the bus driver's not

1 supposed to let you on, he can get in trouble,
2 you know, and I don't want to break his chops
3 but you get looked at -- I just bought a \$112.00
4 card, I didn't buy the cheapest card, I bought
5 the most expensive one and the guy's asking me
6 to get off, and usually if I'm dressed in a
7 shirt and tie he knows I'm not trying to beat
8 him; there's a lot of people trying to beat the
9 system.

10 I'll tell you that noise when the Metrocard
11 is rejected... you either hear a good noise or a
12 bad noise, and I'm hearing in the back of that
13 bus a lot of times it's a bad noise and it's not
14 always people that are disheveled and trying to
15 beat the system.

16 VICE CHAIRMAN BLESSINGER: Mr. Setzer, I
17 know your hands are tide because of the MTA, but
18 how often are they servicing these fare boxes,
19 are they doing it quarterly, every six months?

20 MR. SETZER: I don't actually know the
21 answer to that. There's a regular preventive
22 maintenance schedule for what I call for "Low
23 level maintenance", and we do that here with our
24 own crew.

25 VICE CHAIRMAN BLESSINGER: Right, okay.

1 MR. SETZER: System maintenance, we buy
2 that from the MTA, we ship the box to them and
3 they do the repairs. I'm very aware of the
4 situation that Mr. Murphy's talking about, we
5 started to do a little research on this; it's
6 costing us money too.

7 VICE CHAIRMAN BLESSINGER: Right. Your
8 not collecting your fare.

9 MR. SETZER: Yeah, it eats up his card,
10 but we don't get the money. So we want to
11 correct this somehow, the Metrocard system is
12 old and very dated, and the dilemma for us is
13 that a lot of our riders are using Metrocards
14 because they transfer.

15 VICE CHAIRMAN BLESSINGER: Right.

16 MR. SETZER: And, the only way you can
17 get the free transfer to the subway is with the
18 Metrocard, so we can't just abandon it
19 altogether. So what we're working on is an
20 alternate method using maybe smartphones or
21 something like that, so that there is another
22 way for people to have the convenience of not
23 having to carry a pocket full of quarters, but
24 it would be more reliable and it will give them
25 what they expect; I'd like to tell you this is

1 all going to be solved soon, but I'm not sure
2 how we can.

3 VICE CHAIRMAN BLESSINGER: Didn't the
4 MTA announce they were going to look to do a new
5 Metrocard program, didn't they shelve that?

6 MR. SETZER: They did, yes. They are
7 going to do a new fare payment system of some
8 kind, but it could be five or six years till
9 then.

10 VICE CHAIRMAN BLESSINGER: At least.

11 MR. SETZER: We have to figure out
12 something in the interim, we can't wait for that
13 because this will get worse as the boxes get
14 older and older.

15 BOARD MEMBER ROSARIO: So Mr. Setzer, my
16 understanding is that you don't have anyone on
17 premises -- let's say a bus pulls in, when the
18 fare box goes out, I would assume the bus stays
19 in the system, right -- I mean, you don't shut
20 it down?

21 MR. SETZER: Correct.

22 BOARD MEMBER ROSARIO: So am I to assume
23 that once that bus comes into the depot at the
24 end of the night, you would have to wait for
25 somebody from MTA to come and service them, like

1 Larry said every quarter --

2 MR. SETZER: No, the first level of
3 maintenance we'll do, but we've got --

4 BOARD MEMBER ROSARIO: So you have a
5 crew here?

6 MR. SETZER: They can't deal with the
7 systems, but they can deal with the cleaning of
8 the reader and that kind of stuff, we can do
9 that here.

10 BOARD MEMBER ROSARIO: Okay. But probes
11 needed and stuff like that, so there is a whole
12 crew?

13 MR. SETZER: Yes. By the way we are
14 working on adding some capability there just to
15 do as much as we can, but I think this will
16 continue to be a problem for a while.

17 VICE CHAIRMAN BLESSINGER: So basically
18 you have to follow whatever the MTA says
19 whenever the they get back to you, and your
20 hands are basically tied on a lot of issues.

21 MR. SETZER: On a lot of issues. If
22 it's just dirty or a part needs to be replaced,
23 then we can do that.

24 VICE CHAIRMAN BLESSINGER: Right. Okay.

25 MR. SETZER: Anything more than that we

1 wait on the MTA.

2 VICE CHAIRMAN BLESSINGER: Do they have
3 a good turnaround time?

4 MR. SETZER: Although I have to say they
5 do a good job. We have an exchange system, so
6 we'll pick up a good one and drop off a bad one.

7 VICE CHAIRMAN BLESSINGER: Okay.

8 MR. SETZER: So I don't want to say that
9 they're not -- in the repair function I think,
10 they're doing well, but the problem is that it's
11 a very ancient system.

12 BOARD MEMBER COMERFORD: I'm sorry, this
13 appalls me, because I ride the subway all the
14 time. Now, do you pay for your Metrocard in
15 cash or do you pay it on the credit card?

16 WILLIAM MURPHY: I've learned my lesson
17 with that, that if you don't buy it with a
18 credit card there's no way to track it --

19 BOARD MEMBER COMERFORD: Get it back.

20 WILLIAM MURPHY: Yeah. So I bought them
21 with credit cards but now if you don't buy them
22 with the check cashier with cash you have to pay
23 an extra dollar, so now \$112.00 is now \$113.00,
24 but it still doesn't even work. You have to buy
25 -- in order for the MTA to recognize you and

1 give you a refund when it goes bad -- and they
2 said that their at unprecedented levels right
3 now, and I know it wouldn't solve the fare
4 collection issue, you know, you're still going
5 to be in the red with that opinion stuff that
6 you were talking about before, that's it not --
7 I don't think it's because of the fare increase,
8 I'm sure some of it has to do with that, but
9 that noise I hear on the bus everyday and people
10 looking embarrassed and, you know, the bus
11 driver every once in a while has told me to get
12 off.

13 I know now to have multiple MetroCards on me,
14 you know, in the plastic so they can't refute
15 it, the ones I get at the check cashier are four
16 rides are \$9.52, you get a little five percent
17 break, but even with that I'm paying \$142.00 a
18 month. I have to pull that out and pay a second
19 fare, you know, it's just -- even the four rides
20 and now, theoretically the most dips you can get
21 on that is twelve, two transfers and three rides
22 for four fares is twelve. I've had them go bad
23 on the last ride before so, you know, it
24 happened somewhere around the neighborhood ten
25 to twenty dips into the fare box where its gone

1 bad. So if we can get the opinion to come up
2 and the customers to be happier, and I know it
3 might take a while for you to fix the issue of
4 fare collection, but there should be someone
5 working on it in the meantime.

6 BOARD MEMBER COMERFORD: Now, do you
7 have a smartphone?

8 WILLIAM MURPHY: Yes.

9 BOARD MEMBER COMERFORD: So if you had
10 to be able to -- I don't know if this new system
11 that we're going to put in with the GPS and all
12 the enhancements, does that have like an RFID
13 type thing where you pay for your MetroCard and
14 you can scan?

15 MR. SETZER: That system does not, but
16 there are systems that are available and we're
17 looking at some right now that would provide
18 that independent of the GPS system.

19 BOARD MEMBER COMERFORD: Right.

20 MR. SETZER: And that would be a
21 solution for some people, not everybody.

22 BOARD MEMBER COMERFORD: Right. Okay.
23 Not everybody.

24 CHAIRMAN SHRENKEL: I guess you're
25 speaking to someone at the MTA of high level,

1 Mr. Setzer.

2 MR. SETZER: Yes, we talk to them
3 regularly.

4 CHAIRMAN SHRENKEL: Mr. Murphy, I want
5 to thank you very much for enlightening us about
6 this problem. It's a difficult complex issue as
7 you can tell, but we can only help when we hear
8 about negative things like this or at least try
9 to help. This is the forum that we have, we try
10 and keep it positive, we try and make the
11 corrections but this is a difficult one and we
12 have to leave this with NICE Transportation, but
13 his hands are tied and it's an MTA issue. So
14 you can continue to complain I presume, and I'm
15 sure Mr. Murphy's not the only problem.

16 MR. SETZER: No, not at all.

17 CHAIRMAN SHRENKEL: Thank you very much.

18 BOARD MEMBER COMERFORD: I just want to
19 ask one more question, if there was an App that
20 you could use on your smartphone would you use
21 that?

22 WILLIAM MURPHY: Absolutely. Any type
23 of program like that I would use.

24 BOARD MEMBER COMERFORD: Okay. Good,
25 thank you.

1 MR. SETZER: We'll make a point to
2 report on that in the next meeting and where the
3 progress is on that alternate system.

4 BOARD MEMBER COMERFORD: Okay. That
5 would be great.

6 CHAIRMAN SHRENKEL: Would anyone else
7 like to come up and speak?

8 Sir, come on up. Thank you and please, give
9 us your name.

10 AARON WATKINS-LOPEZ: Good afternoon.
11 My name is Aaron Watkins-Lopez. I'm actually
12 with the Long Island Bus Riders union. I came
13 here today to actually address what Mr. Murphy
14 was talking about, in regards to the Metrocards
15 and the "Read error". I'm an avid bus rider, I
16 work out in Huappauge, so I usually take the bus
17 to Babylon and then transfer over and I've had
18 that numerous times happen to me where I've
19 either had to switch Metrocards or use coins.
20 And, so a lot of people in our union have been
21 coming to us with this problem of not being able
22 to use their Metrocards and having to pay double
23 or triple sometimes, depending on where they go,
24 but I'm not going to speak on that too much.

25 Another thing we have been getting a lot of

1 concerns about is the of lack of Metrocard
2 vending machines. So if you get a "Read error"
3 and you go to purchase a new Metrocard and the
4 only place you can do it is at a Long Island
5 Railroad Station or the Hempstead Terminal.
6 Now, with the Long Island Railroad Station you
7 can only get a Metrocard if you buy a ticket, so
8 a lot of the bus riders aren't using the train
9 and then needing the Metrocard, its that they
10 need the Metrocard and not so much the train.

11 BOARD MEMBER COMERFORD: So they would
12 have to buy a one-way ticket somewhere, so then
13 they can get a twenty dollar Metrocard?

14 AARON WATKINS-LOPEZ: Exactly. And, so
15 I think you know that, I think the research that
16 I've done that the Metrocard systems on the bus
17 are like fifteen-years-old; so there's a big
18 problem with that, but to relieve some of the
19 stress some of the riders are feeling right now,
20 it would be really great if we could somehow get
21 either more machines that vend out the Metrocard
22 or even possibly just giving a "Metrocard only"
23 option on the Long Island Railroad machines
24 themselves.

25 VICE CHAIRMAN BLESSINGER: Mr. Setzer,

1 is that an MTA issue?

2 MR. SETZER: Yes.

3 AARON WATKINS-LOPEZ: And, I've tried to
4 reach the MTA and I get the Veolia to MTA, MTA
5 to Veolia and that whole turnaround, so I came
6 to you guys about that.

7 BOARD MEMBER COMERFORD: Okay.

8 AARON WATKINS-LOPEZ: So really, just
9 the two questions that I would have would be,
10 what would be the process for fixing the fare
11 box machines, but we already spoke to that.
12 And, would it be possible for them to consider
13 purchasing more Metrocard machines and placing
14 them at major depots like Mineola and Freeport,
15 Babylon; what would you say to that?

16 BOARD MEMBER COMERFORD: And, Nassau
17 Community College.

18 AARON WATKINS-LOPEZ: Especially now,
19 that this is going to be of huge help, yeah.

20 VICE CHAIRMAN BLESSINGER: Are you able
21 to that?

22 BOARD MEMBER COMERFORD: Are we able to
23 purchase those?

24 MR. SETZER: Only MTA sells Metrocards,
25 all of the machines are theirs. We have in the

1 past asked them to consider some additional
2 locations in Nassau County, but its been a
3 while; so I'll be happy to make that request
4 again.

5 VICE CHAIRMAN BLESSINGER: What was the
6 outcome when you requested it last time?

7 MR. SETZER: They weren't very
8 interested in doing that because they're hoping
9 to replace that at that time, they were hoping
10 to replace that system soon, and now that that's
11 not the case maybe -- I don't even know if they
12 have additional machines but we'll go back and
13 renew that discussion.

14 BOARD MEMBER COMERFORD: That again
15 brings back the smartphone App, because then if
16 you have a problem you can buy your card on your
17 smartphone.

18 MR. SETZER: Right.

19 BOARD MEMBER COMERFORD: So that would
20 be great next month, next time if we could get
21 an update on both of those.

22 VICE CHAIRMAN BLESSINGER: So it's
23 another uphill battle because of the MTA?

24 MR. SETZER: Yeah. Well, we can't do
25 anything independently here on Metrocard, we're

1 tide together.

2 BOARD MEMBER COMERFORD: Okay. Well, so
3 next meeting hopefully we'll have an update on
4 the smartphone App.

5 AARON WATKINS-LOPEZ: All right. See
6 you then.

7 BOARD MEMBER COMERFORD: Thank you so
8 much.

9 CHAIRMAN SHRENKEL: Is there anyone else
10 who would like to speak?

11 Okay. Mr. Endo, go ahead.

12 BOARD MEMBER COMERFORD: Mr. Endo, we
13 were missing you.

14 YUKI ENDO: My name is Yuki Endo.
15 Resident of Jackson Heights, Queens. I depend
16 on MTA, NICE and Bee-Line buses. I love the N4
17 Express service, but it doesn't connect with the
18 N1 bus at Merrick Road and Central Avenue. Most
19 N4 riders want Central Avenue, which is a busy
20 transfer point and want faster N4 Express
21 service.

22 I am glad NICE Bus restored N21 weekday
23 service, but I'm sure that Glen Cove Village are
24 asking for weekend N27 to be extended to and
25 from Roosevelt Field Mall because Roslyn station

1 is not a good place to wait for a bus,
2 especially in rain or snow, because there is no
3 bus shelter for an hour if you miss N27 and N23
4 connection. Sometimes N27 and N23 doesn't
5 connect with each other due to heavy boarding on
6 Hempstead and Roosevelt Field Mall.

7 Many businesses wouldn't let you wait for bus
8 inside the stores unless you buy something.
9 Sometimes train traffic at the railroad could
10 also cause people to miss connection bus. I am
11 also asking NICE Bus officials to survey NICE
12 Bus routes near railroad crossing to see how
13 they can adjust schedules. I also suggest
14 Broadway Mall-bound should be extended, N48 and
15 N49 should be extended to Jericho Whole Foods on
16 weekday, evenings and weekends, so folks will be
17 able to get to and from Whole Foods in Jericho
18 easily.

19 I am calling on NICE Bus to adjust N20 bus
20 schedule to and from Hicksville. I am also
21 asking for more N20 Flushing service from
22 Hicksville until 10:40 p.m. when Jericho Whole
23 Foods closes at 10:00 p.m. weekday.

24 I am also asking NICE Bus to train new
25 operators properly and tell them what

1 neighborhood it is and name of bus stop. And,
2 because of that most new bus drivers get lost
3 because the lack of training by Veolia
4 Transportation Inc. Yours sincerely, truly,
5 Yuki Endo.

6 BOARD MEMBERS: Thank you.

7 CHAIRMAN SHRENKEL. Thank you, Mr. Endo.
8 Certainly you have a lot of visions here, a lot
9 of different schedules. The one that concerns
10 me a little bit is the bus drivers getting lost.

11 BOARD MEMBER COMERFORD: But the new GPS
12 system will also help address that because we'll
13 be able to see it as soon as they gear off,
14 correct?

15 MR. SETZER: It will. Maybe this will
16 help explain it a little bit, there are
17 forty-eight different routes and the routes,
18 some of them had multiple branches. The way a
19 driver ends up with a particular route is
20 through a seniority based pick, so when the new
21 driver goes to work after the first pick, it may
22 be a route that he was trained on six weeks ago
23 and maybe he or she reads the map carefully or
24 maybe they don't, but unfortunately there's no
25 substitute for experience. When you're driving

1 less and having been at it for a few years makes
2 a huge amount of difference; we do address route
3 training and map reading in our training
4 programs.

5 BOARD MEMBER ROSARIO: Don't you have
6 what they call "Vacation reliefs", where there
7 are guys that are standing by who end up on a
8 run basis sitting by, vacation relief is for
9 guys that are on standby for guys who may be
10 sick or they have some other issues and they
11 can't come to work, so this driver is told to
12 get on this route and he may have ridden that
13 route or he may have not for a while, so there's
14 a lot of issues with that.

15 MR. SETZER: Right, right.

16 BOARD MEMBER ROSARIO: You have
17 forty-eight different routes?

18 MR. SETZER: Correct.

19 BOARD MEMBER COMERFORD: Can I ask a
20 question, how often does that seniority pick
21 happen, did you say once a quarter?

22 MR. SETZER: Once a quarter, yes.

23 VICE CHAIRMAN BLESSINGER: Is that
24 required by the union?

25 MR. SETZER: Yes, part of the a

1 contractual requirement.

2 BOARD MEMBER COMERFORD: Okay. Got it.

3 BOARD MEMBER ROSARIO: Well, you have
4 the packets, I mean, with the maps and all of
5 that out there, so maybe we can emphasize that
6 the drivers prior to pulling out that they try
7 and go read them more. I mean, if I was the
8 driver I wouldn't want to take a route that I'm
9 guessing on.

10 MR. SETZER: Right. One of the things
11 we started doing last year is that we provide a
12 what's called a "Turn-by-turn", which is very
13 specific, "You turn left at the Walgreens", it's
14 very detailed; so the information is there, but
15 if you're brand new on the line and you're
16 trying keep a schedule and you got crowded
17 buses, you know, that may not be easy to do.

18 CHAIRMAN SHRENKEL: Is there anyone else
19 who would like to ask any questions?

20 BOARD MEMBER COMERFORD: Aaron has
21 another comment.

22 AARON WATKINS-LOPEZ: I just have a
23 question. Generally, how many routes would one
24 bus driver be put on a day, because wouldn't
25 that also go with, If they get lost, in case

1 they were on multiple routes, do you know how
2 much they get per day or is it just like one?

3 MR. SETZER: It could be more than one,
4 it depends on what they've chosen, if it's a
5 pick run then it may operate on more than one
6 route. And, an extra board person or a spare
7 board person might have two or three in a day,
8 but that would be pretty unusual.

9 AARON WATKINS-LOPEZ: Okay. Thank you.

10 CHAIRMAN SHRENKEL: Is there anyone else
11 who would like to state their comments?

12 (At this time there was no response.)

13 Okay. No one else, thank you. Our agenda
14 next "Item D" calls for the election of chairman
15 and vice chairman to serve on this committee for
16 a period of one year. What I plan to do is have
17 counsel Littman take a vote if necessary and
18 conduct that accordingly.

19 COUNSELOR LITTMAN: Thank you, Mr.
20 Chairman. The local law which created this
21 committee as well as our own rules of procedure
22 dictate that we have an election for the
23 chairperson once every year, that year is up,
24 and Mr. Shrenkel has indicated his intention to
25 serve another year, also Mr. Blessinger

1 indicated his interest to serving another year
2 as vice chairman.

3 At this time I'll ask all the members if they
4 agree and approve of Mr. Shrenkel and Mr.
5 Blessinger for serving another term as chairman
6 and vice chairman respectively to indicate by
7 raising their hands; all in favor?

8 (At this time all board members of the
9 committee stated "Aye".)

10 COUNSELOR LITTMAN: The record should
11 reflect that all members have unanimously
12 approved another term for Mr. Shrenkel and Mr.
13 Blessinger. Thank you, Mr. Chairman.

14 CHAIRMAN SHRENKEL: Thank you. I'd like
15 to thank the members of the committee for their
16 continued support and I certainly look forward
17 to another year as chairman of this committee,
18 and I want to again keep this environment in a
19 very positive manner and constructive manner.

20 Okay. Mr. Blessinger, would you like to say
21 anything?

22 VICE CHAIRMAN BLESSINGER: It's a
23 privilege to serve on this committee and I look
24 forward to keep doing so for the next year.

25 CHAIRMAN SHRENKEL: Thank you. Now,

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we've heard Mr. Setzer's presentation, we had the public comments. At this point the chairman would like to make a motion to adjourn the meeting, will someone please second it?

VICE CHAIRMAN BLESSINGER: Second.

BOARD MEMBER DUROSEAU: Second.

CHAIRMAN SHRENKEL: Okay. Every one in favor?

(At this time all board members of the committee stated "Aye".)

CHAIRMAN SHRENKEL: With that, the meeting is adjourned, and thank you very much for coming.

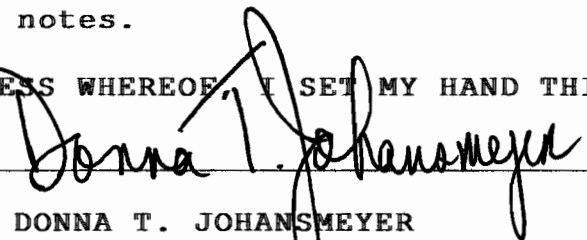
(Whereupon, the Nassau County Bus Transit Committee was concluded. Time noted: 5:15 p.m.)

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CERTIFICATE BY COURT REPORTER

I, DONNA T. JOHANSMEYER a Professional Court Reporter and Notary Public in and for the State of New York, do hereby certify that the foregoing testimony taken in the matter of the September 17, 2013 Nassau County Bus Transit Committee consisting of pages 1 through 63 inclusive is an accurate transcription of my cryptic notes.

IN WITNESS WHEREOF, I SET MY HAND THIS DAY.



DONNA T. JOHANSMEYER

CERTIFIED COURT REPORTER

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