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NASSAU COUNTY
TRANSIT COMMITTEE

JUNE 18, 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
SAMUEL LITTMAN- EXECUTIVE DEPUTY COUNTY ATTORNEY
AND COUNSEL FOR TRANSIT COMMITTEE

MICHAEL SETZER- CHIEF EXECUTIVE OFFICER, VEOLIA
TRANSPORTATION

JOHN MICHNO
DAVID SAMOWITZ
PATRICIA HEFFERNAN
YUKI ENDO
ANA H. GIRALDO

TRANSIT MEETING 6/18/13

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CHAIRMAN SHRENKEL: Good afternoon,
will the meeting please come to order.
First, I'd like to call our members and have
a rollcall.
Okay. Now, member Jean Duroseau?
BOARD MEMBER DUROSEAU: Present.
CHAIRMAN SHRENKEL: Vice Chairman Larry
Blessinger?
VICE CHAIRMAN BLESSINGER: Present.
CHAIRMAN SHRENKEL: I am the chairman
of the committee, Sheldon Shrenkel. And, I'd
like to let you know that Mrs. Kathy Comerford
who is a member of the committee is in transit;
talk about transportation delays. The Long
Island Railroad as you know, had a derailment
and it has caused serious problems. Therefore
she is in a private car in route to us now, and
I understand the Long Island Expressway is
pretty jammed up, so we expect her to still
attend the meeting at some point.
Mr. Tony Rosario, who is also a member, is
unfortunately ill today. He has just called and
he will not be joining us this evening, thank
you.
Okay. Now, with a vote we'd like to

1 acknowledge receipt of the transcript and the
2 minutes of the meeting held on March 27, 2013,
3 so just raise your hand if you read and recorded
4 the minutes.

5 (At this time all of the Transit Committee
6 Board Members raised their hands.)

7 CHAIRMAN SHRENKEL: We have recorded
8 that the three members present have read it,
9 thank you. We do have a quorum to still of
10 course, conduct our meeting.

11 I'd like to give a formal presentation by
12 having the CEO of NICE Transportation, Mr.
13 Michael Setzer, okay. Thank you Mr. Setzer.

14 MR. SETZER: Thank you Mr. Chairman,
15 committee members. There are two items that I'd
16 like to cover today. The first is on the desk
17 in front of you, it's the first quarter
18 performance report card and I'd like to get to
19 few of the highlights and then spend the
20 remainder of my time on the service changes, the
21 service improvements that are taking place now
22 and in September.

23 So if you take this report an turn to about
24 the forth page, it looks like this, it says,
25 "Key Performance Indicators NICE Bus Fixed Route

1 Service". I'd be happy to discuss any of it,
2 but there are a couple that I think particularly
3 deserve your attention.

4 If you take a look at what we've done here
5 which is provided the scores for the first
6 quarter of 2013 and put them next to the first
7 quarter of 2012, January, February, March, look
8 at the scheduled revenue hours, the very first
9 line. If you recall in April of 2012, we put in
10 a completely new set of schedules that reduced
11 service hours and we discussed this many times
12 since then. So you see it there, it's an 11.6
13 percent reduction in the total number of revenue
14 hours, that's hours that a bus is available
15 for service for the public. Basically from out
16 of the gate to back into the gate; that doesn't
17 include dead-time, training time and things like
18 that. So keep that number in mind, the 11.6
19 percent of fewer hours the first quarter of this
20 year compared to the first quarter of last year.

21 Now, if you go down the page about
22 two-thirds of the way there is a section called
23 "Revenue Per Mile", and the first line in there
24 is called "Fare Revenue", you see there that the
25 revenue went up 3.6 percent. Now, there is

1 virtually no fare increase in effect here. The
2 fares increased at the beginning of March, so
3 it's essentially the same fare structure. And,
4 even when we do this on a month by month we see
5 significant increases in fare revenue from
6 twelve to thirteen while we were decreasing the
7 number of service hours, which I think if you
8 take away from all that, the service redesign
9 that went in April was very effective in revenue
10 service from places where it was very thinly
11 utilized to places where there was greater
12 demand; so that's good news.

13 Then if you go all the way down to the
14 bottom of the page, its the last statistic,
15 "Fare Box Recovery" or the percentage of costs
16 that's offset by the fare box, forty-four
17 percent this year verses forty-one percent than
18 last year same, same period of time. Meaning,
19 the tax payers are covering a little bit less
20 and the riders are covering a little bit more in
21 a measure of sufficiency and generally that
22 would be regarded as a good thing, especially if
23 your a taxpayer.

24 On the second page there is some -- there is
25 one more bit of a couple things that I think are

1 negative, but I want to finish up with the good
2 news first. Again, about two-thirds all the way
3 down the page in the "Quality" section, there is
4 a line called "Average Number of Mechanical
5 Failures Per Day", 5.84 breakdowns per day due
6 to mechanical reasons, last year 3.7, this year
7 again, we've talked extensively about the
8 conditions before when we took it over, this is
9 very much a reflection of the condition when we
10 got it and what we've been able to accomplish
11 with it in the meantime.

12 To be fair, that also reflects the
13 conclusion of forty-five new buses that we got
14 during the fall of last year, and we were able
15 to park a similar number of very old buses. So
16 that's definitely moving in the right direction.

17 Going up above that you'll see "Customer
18 Satisfaction Score", there's a box there of four
19 different statistics. And, you'll see
20 significant follow-ups in reported customer
21 satisfaction, and that probably concerns you as
22 it did me when I saw that. This is, I'm
23 certain, an accurate reflection of peoples
24 perception, but it is not necessarily an
25 accurate reflection of the performance and the

1 quality of the service being delivered. So what
2 is going on here... that's a perfectly
3 reasonable question, and the answer is that
4 we're not entirely sure, but we know it's not a
5 fundamental change in the quality of what we do.

6 There are actually a lot more statistics
7 than this, when we look at the detailed basis,
8 for example, one statistic is "Satisfaction with
9 the website", it fell off significantly from
10 last year to this year, but the website is the
11 same. There is also one on the satisfaction
12 with the printed timetables, just like the set
13 you have in front of you, which also dropped
14 significantly, but the timetables are the same
15 as they were a year ago. So we're fairly sure
16 that this is a reflection of a lot of things,
17 not that we suddenly collapsed in the quality of
18 service.

19 Another reason to draw that conclusion is we
20 also get data about customer satisfaction a
21 couple of other ways. We have what we call
22 "Mystery shoppers", who are plainclothes riders
23 who go out and score a number of these same
24 kinds of things. These are trained observers,
25 that's what they do for their job.

1 The scores that we get from them are on
2 things like cleanliness and on-time and driver
3 courtesy and those things are creeping up
4 slowly. So if there had been a complete
5 collapse in the quality of service it would have
6 shown up there.

7 Third place we get it's data is from our
8 call center, we get customers calling with
9 complaints and comments to the call center.
10 And, that's slowly creeping up also, it doesn't
11 reflect a sudden decline in the amount of
12 service.

13 So we can speculate about what the cause is,
14 but we don't have good data about what causes
15 this, although I think we can imagine that the
16 fare increase -- this data was taken in the
17 first quarter in mostly February and there was a
18 fare increase by the MTA going into place in
19 March which we shared in, as you remember. So I
20 suspect that is at least one of the factors here
21 that people are annoyed by increasing fares and
22 reflected that in a way they responded to the
23 surveyors on all kind of areas, there was no
24 specific question about fares, there hasn't been
25 since we started. So they didn't have a place

1 to say, "I'm mad about the fare", so they may
2 have expressed their unhappiness on some of
3 these other characteristics.

4 It's a blip in an otherwise generally upper
5 trend, a significant blip. Customers are
6 unhappy and we're going to continue to monitor
7 that by continuing to report to you what
8 customers tell us. I don't know what the next
9 report look like, we haven't done enough
10 research yet, but I think that will be very
11 telling if it goes back to the trendline, then
12 we can say that this an apparition. If it
13 doesn't go back to the trendline then we have
14 some deeper questions to ask.

15 The other negative on this page is, if you
16 look down at "Accidents Per Hundred Thousand
17 Miles", we are very aware that this has become
18 an issue, 1.25 less the first quarter of last
19 year, 1.86 accidents per hundred thousand mile;
20 that's obviously a bad trend in a wrong
21 direction. With keeping in mind that the
22 chargeable accidents for NICE Bus includes
23 striking a tree branch with a mirror, so these
24 are not all crashes, these are not all
25 necessarily involving injuries or even damage to

1 the vehicles, but anything that's chargeable
2 that reflects a negligence or inadequate
3 attention to clearance on the bus driver's part,
4 is a chargeable act of a preventable accident.

5 Most of them are what most people would
6 call minor, we don't have such a term as, "Minor
7 accident", they're either preventable or they're
8 not preventable, and all preventable ones are
9 serious. So this will be an area of focus for
10 the rest of this year and we'll be talking to
11 you about this on a regular basis.

12 Regards to the next page which is
13 "Able-Ride", similar next to two other pages --
14 -- three -- four more -- three more pages down,
15 you'll see "Able-Ride" -- I know, I wanted to
16 just draw your attention to one last thing
17 before I go on to the fixed route.

18 The very last statistic that we collected at
19 the bottom of the first page is, "Miles At a
20 Hundred Percent Recovery", there are none, and
21 I'm going to show you a little more detail on
22 that in just a minute. This is in our contract,
23 this is one of the statistics that is to be
24 collected and reported.

25 Let me cover Able-Ride quickly, there is not

1 as much to talk about here, it's generally all
2 in the right direction. On the first page
3 you'll see there has been a reduction in the
4 number of hours of service provided from twelve
5 to thirteen, that is not a service reduction of
6 our number in "Able-Ride", this is "Demand
7 Responsive Service", we provide a service that
8 eligible customers ask for and their service
9 needs are determined by how many hours we
10 operate. That's not a policy change, that's a
11 fluctuation demand from last year to this year,
12 there is no particular explanation for that, but
13 it is what is it is.

14 On the second page, this one I think we're
15 particularly clear on, this one "Calls
16 Answered", we're up to in our call center for
17 Able-Ride about ninety-three percent now.
18 Ninety-three percent of calls that are placed
19 get answered, the remaining seven percent are
20 ones that the caller either abandoned because
21 they didn't want to wait, that's a significant
22 increase from the seventy-five percent from last
23 year. Again, I think it's an area that still
24 needs some improvement but it's not bad.

25 Okay. Now, "On-Time Percentage" is that

1 next box, slight improvement over the last year,
2 we're now heading in the eighties as far as
3 on-time performance, this has been an area of
4 emphasis for us at Able-Ride. When we put in
5 the new schedules earlier this year it dropped
6 significantly, and we've been struggling to get
7 on-time an Able-Ride up to a higher level.
8 We're doing better than that right now actually,
9 eighties is mediocre performance, not terrible
10 but certainly not satisfactory. Customer
11 satisfaction scores here are all up, so I think
12 that's a reflection of the additional service
13 that we put on into Able-Ride.

14 I think those are what I consider the ones
15 that are important, that I wanted you to take
16 note of. I'd like to say one last thing, but
17 why don't I stop here for questions on these --
18 you may have some questions, by all means?

19 CHAIRMAN SHRENKEL: I have a few
20 questions.

21 MR. SETZER: Yes, sir.

22 CHAIRMAN SHRENKEL: First let me say,
23 I'm sorry, but in the haste of starting this
24 meeting because of the absentees I have
25 neglected to introduce our counsel Mr. Samuel

1 Littman. Thank you Sam, I apologize.

2 COUNSELOR LITTMAN: It's okay. Don't
3 worry.

4 CHAIRMAN SHRENKEL: Mr. Setzer, my
5 first question is about the quarters, is this a
6 calendar quarter or is this a fiscal quarter
7 since March?

8 MR. SETZER: This is a calendar
9 quarter.

10 CHAIRMAN SHRENKEL: Okay. This is a
11 calendar quarter, so we're talking about the
12 results ending March 31st?

13 MR. SETZER: Correct.

14 CHAIRMAN SHRENKEL: Okay. Obviously a
15 congratulations is in order if the statistics
16 are correct on Able-Ride, there are many areas
17 of satisfaction. And, of course in reading this
18 with some of the incongruent statistics,
19 particularly the service satisfaction and on the
20 other hand, we had five hundred and thirty-one
21 breakdowns and then you have three hundred and
22 thirty-four or a thirty-seven percent decrement
23 in breakdowns. Therefore having more buses
24 running without a breakdown, one would tend to
25 think that or should think that the service be

1 improved and the only aspect I see here is the
2 overall satisfaction of twenty-nine percent,
3 whether it's coincidence or otherwise it might
4 be on-time perception of when the buses are
5 coming, and I did hear what you're saying, that
6 some of the people who are interviewed are
7 possibly saying that because there was a fare
8 increase that they're going to say the buses are
9 no good, they don't come on time, the buses
10 aren't clean; so that's a possibility and I do
11 look forward to the other report. It's more a
12 comment than a recommendation, but hopefully
13 it's an aberration.

14 Now, when you were testing these surveys,
15 for example, whether it's a truly random study
16 or could the aberration or the distortion
17 possibly be related to a cluster type survey as
18 opposed to a random survey?

19 MR. SETZER: Well, that was the first
20 question that we asked, we spent a lot of time
21 on it, because I wish that were the answer, but
22 --

23 CHAIRMAN SHRENKEL: Well, it makes
24 sense.

25 MR. SETZER: We use a firm called

1 IPSOS, which is a internationally known market
2 research firm and they design the sample to make
3 sure that it's reflective. So the sample is
4 weighted by gender and ethnic and income
5 classifications and also by route and by time of
6 day. They talked to about eight hundred people
7 in the sample, the statistics go way beyond me,
8 but they assure us that it's a random sample.

9 CHAIRMAN SHRENKEL: And they take them
10 from all the areas?

11 MR. SETZER: Yes, they do. They use
12 our ridership and our geographic distribution
13 and they design a sample. And, then they send
14 professional surveyors out to -- this is not
15 where a pencil and paper are handed to these
16 people, they actually approach people on buses
17 and transit centers and ask them questions based
18 on the samples; so I think it's not a design in
19 their survey.

20 CHAIRMAN SHRENKEL: So I can definitely
21 presume that there is possibly some inaccuracy
22 hear, and I hope that's the case.

23 MR. SETZER: Yes.

24 CHAIRMAN SHRENKEL: My last question is
25 not related to this, but the GPS system which of

1 course would include your viewing of all the
2 buses from a station, knowing exactly what is
3 going on within the entire system, and also the
4 signal to alert the passengers as to what stop
5 we have, is that next on target and are we going
6 to make it by next June?

7 MR. SETZER: We are very close to
8 making an award. Within the next few weeks, if
9 all goes well, we will have selected the
10 company. We had a very good range of proposals
11 from people, so that means a lot of analytical
12 work, but we're down to a few and we will be
13 making an award in the next three weeks I think,
14 unless something happens.

15 There are different timetables, and one of
16 the things we considered on each ones proposal
17 is how long it takes them to install and test
18 and calibrate everything but, yes, we are on
19 schedule to begin to use that in 2014 and I
20 expect by midyear we'll begin to get some
21 benefit out of it. The realtime ability to see
22 the operation will be there when they turn it
23 on.

24 One of the other benefits that we get is a
25 full set of sample data about on-time

1 performance. We could get one hundred percent
2 sample every time the bus gets a time, it gets
3 recorded. So as we do schedule design after
4 that, we'll be getting much better information
5 than we get now, but obviously that benefit is
6 the way that we have to get a lot of data.

7 CHAIRMAN SHRENKEL: Not operating your
8 company, but just a question, is there a company
9 who your close to selecting, do you know for
10 example, if they have done this in any other
11 municipalities so that you can actually test the
12 system?

13 MR. SETZER: Actually I don't know the
14 answer to that because I've been kept out of the
15 analysis project. So when there's a
16 recommendation ready I get to get the
17 recommendation without having any preconceived
18 notion. So I don't know which company it is and
19 I don't know of their actual experience, but
20 certainly experienced in doing this is one of
21 the things that we would consider.

22 A company that has never delivered a system
23 like this -- actually most of the proposals are
24 from groups of companies, there are hardware
25 people and software people and analytic people,

1 so that the consortium or partnership or
2 whatever it turns out to be that's selected will
3 have experience.

4 CHAIRMAN SHRENKEL: Okay. Any other
5 questions from the committee members for Mr.
6 Setzer?

7 Okay. Mr. Blessinger, go ahead.

8 VICE CHAIRMAN BLESSINGER: So you'll be
9 the decision maker on this, not the county, of
10 picking a vendor.

11 MR. SETZER: I think the county will be
12 involved because they're the actual grantee.

13 VICE CHAIRMAN BLESSINGER: Okay.

14 MR. SETZER: So I think we'll make a
15 recommendation to the county -- Chairman you're
16 shaking your head -- they'll consider our
17 recommendation. There is a lot of analytical
18 work that gone into this already, we have
19 proposals already.

20 VICE CHAIRMAN BLESSINGER: My other
21 question is just on the Able-Ride, this might be
22 a tough question to answer but why do you think
23 there is such an increase in no-shows, it goes
24 from seventeen hundred to twenty-five hundred.

25 MR. SETZER: Actually I think we are

1 doing a better job of "No-showing" people, as
2 you will. Early on, which was about in the
3 first quarter of last year, the Able-Ride
4 operation was not as tight as I would have
5 liked, we had just taken over and so we were
6 teaching people new skills. I think it was more
7 a matter of capturing the information than
8 accurate performance changes.

9 CHAIRMAN SHRENKEL: Any other questions
10 from the committee for Mr. Setzer?

11 (At this time there was no response.)

12 MR. SETZER: Okay. Now, I'd like to
13 take a few minutes on looking ahead to updating
14 a little bit on the service or what has already
15 happened to service this year once we got to it.

16 There's a couple pages here from the budget
17 that you approved in March, this is the revenue
18 page that was part of the budget presentation
19 and you could see the larger number of one
20 hundred and seventeen million available to us.
21 And, if you look at the first two lines it's
22 mostly state assistance and higher fare box,
23 partly because of the MTA fare increases offset
24 by some other reductions elsewhere, but that
25 larger amount of revenue combined with the

1 reduction in our rates, this is also a page from
2 our presentation in March where we proposed to
3 keep our para-transit rates the same, but to
4 reduce our fixed hour-rate and a combination of
5 those two factors allows more service.

6 Just for a quick reference, the contract
7 allows the rates to rise by as much as a CPI for
8 this region. So the blue line on these charts
9 represents what our rates would have been had we
10 tracked the CPI. For example, the top box is a
11 fixed route rate where it would of gone from
12 eighty-seven-twelve which is what we charged
13 last year, to eighty-nine-zero-four, but instead
14 it followed the red line on the chart down to
15 eighty-five-twenty-five.

16 The para-transit rate is in the lower box,
17 and if followed CPI it would have gone up to
18 fifty-five-eighty-one to fifty-seven-zero-four,
19 instead it stayed at fifty-five-eighty-one, it's
20 a combination of more revenue and lower rates
21 which allowed us to do a couple things. So one
22 is to adjust the Able-Ride service levels, this
23 also is a page from the budget recommendation,
24 where we planned to increase our weekly hours,
25 our daily hours, weekly hours went from

1 forty-four-seventy-five per week to five
2 thousand and five hours a week, and this is the
3 graphic representation of that and that was in
4 the budget.

5 So here's what actually happened, what we
6 had proposed in the budget was to go to eight
7 hundred and ninety hours, schedule eight hundred
8 and ninety hours for Able-Ride on weekday, on an
9 average weekday, so instead its gone all the way
10 to nine hundred and fifty-four. Now, what's
11 going on here is not an increase in demand but a
12 change in scheduling philosophy. We talked
13 before about the importance of being on-time
14 with Able-Ride and one of those ways that we try
15 to approach that is to provide a little more
16 leeway in the schedules.

17 The way Able-Ride works is you pick up and
18 drop off one at a time, and so if we get behind
19 schedule early in the day we just get more
20 behind as the day goes on, so putting some
21 additional leeway into the schedule allows us to
22 stay on time. Now, these are the schedules that
23 went into effect on Sunday, so I can't report
24 yet on how effective they've been and including
25 on-time performance.

1 The point was to first of all, give the
2 drivers an opportunity to get back on schedule
3 when there off and to give us a better chance to
4 staying on time. And secondly, to eliminate
5 split-shifts for Able-Ride drivers, the quality
6 of the total Able-Ride experience depends so
7 much on the driver, this is a very much a person
8 to person transaction. Able-Ride customers have
9 special needs, Able-Ride customers often need a
10 great deal of attention, and so by giving the
11 driver a better workday we think ultimately it
12 works for the passenger's benefit too.

13 It's not quite as sufficient, but there's a
14 big peak in the morning and big peak in the
15 afternoon and a trough in the middle, if the
16 split-shifts were more efficient, but people had
17 a ten, eleven to twelve hour day sometimes, and
18 by eliminating splits we think we'll get better
19 service from the drivers.

20 Weekends we were able to find a few
21 efficiencies, so you see Saturday which is the
22 lower left-hand box and Sunday is on the right.

23 VICE CHAIRMAN BLESSINGER: Quick
24 question, I know you're saying some of the
25 Able-Ride customers have needs --

1 MR. SETZER: Right.

2 VICE CHAIRMAN BLESSINGER: If they
3 request a driver do you try to accommodate them?

4 MR. SETZER: Officially, no.

5 VICE CHAIRMAN BLESSINGER: Okay.

6 MR. SETZER: What we do is -- it's a
7 much more personalized service and the
8 reservationist know the customers very well. So
9 it's not so much as if they request a driver as
10 if there is a history of conflict with a
11 particular driver, then we'll try to avoid that.

12 VICE CHAIRMAN BLESSINGER: Of course.

13 MR. SETZER: But officially, no. But
14 the fixed route, this again is from the budget,
15 when we made the budget presentation we proposed
16 to raise a weekday fixed route schedule to two
17 thousand nine hundred and eight-one hours per
18 weekday and we propose to do that in a couple of
19 phases; remember that number two thousand nine
20 hundred and eighty-one.

21 Also in the budget as we were explaining, we
22 said that we were going to do three different
23 things during the year. In April we would do
24 some basic repairs to schedules, adding some
25 more time where it was necessary, putting in

1 some more service where we have regular
2 overloads and basically trying to get those
3 schedules better, rather than increasing
4 service.

5 I think I may have said it at the time,
6 customers may not even notice the difference,
7 unless they start keeping track of how often
8 they get a seat, how often they get passengers
9 into the bus, people usually keep track of that.
10 We had to repair those things first in April and
11 so that was the focus then. Remember we had
12 only known for a fact that we had this
13 additional revenue literally on April 1st, I
14 guess it was late March when the legislator
15 passed the budget. So that was the April
16 approach to fix the things we were already were
17 aware of.

18 In June we decided we would restore some
19 seasonal services. The N88 from Hempstead to
20 Jones Beach is a route that the MTA had
21 eliminated in about 2010, so we had put that
22 back last year and that was quite successful and
23 quite popular. And one of the things we did last
24 year that we'll do again this year, is to serve
25 all the concerts at Jones Beach.

1 VICE CHAIRMAN BLESSINGER: Meaning
2 what?

3 MR. SETZER: We'll keep it out there
4 late until the concert is over and until the
5 crowd has dispersed we'll keep buses there and
6 we'll keep cycling through till we clear the
7 crowd. That's an important service for
8 customers and I especially like that because it
9 probably serves some people who don't use buses
10 for any other time, the people who pay taxes, so
11 it's a valuable service to them.

12 This year we're reinstating the N87, which
13 is Hicksville to Jones Beach. It won't do the
14 concerts because that never did workout very
15 well in the past, but both of those are
16 restorations of service that had been operating
17 until a few years ago. And, you may remember in
18 some of the public hearings that a lot of the
19 comments was referring to now that we have more
20 money we should put back everything the way it
21 used to be and we said, no. I don't think
22 everything ought to be back the way it used to
23 be, but some of the things should be and so
24 that's what we're doing with both these routes.

25 You have now, you have a whole set of the

1 new schedules and particularly this is the new
2 N87 and N88, so you can pass them around or use
3 them to service yourself if you'd like.

4 We also said that in September that we
5 would start some new services that would help to
6 build ridership, we'd go back to the budget --
7 here's what we show you in March, there's an
8 April increase and then the September increase,
9 we don't have June on this particular chart,
10 that was a step in between.

11 So here's what's actually happening now, so
12 in April we went up to twenty-seven-ninety-four
13 which was a little less than we intended for
14 those repairs. Then in June we had the service
15 which you see in the middle column, and in
16 September we forecast two thousand nine hundred
17 and eighty-four average weekday hours, two
18 thousand nine hundred and eight-one is what we
19 estimated in the budget. And again, that's
20 still a forecast until we're actually done
21 creating all the schedules and printing the
22 divers assignment.

23 We don't have an exact number but you know,
24 essentially to take away from all this is we're
25 doing the things that we proposed to do when we

1 presented the budget to you.

2 The types of service that we'll add in
3 September will fall in these six categories,
4 "Additional Frequency on the Highest Volume
5 Routes", there are several routes in the system
6 which are whatever we put out, it's still full,
7 so we'll continue to enhance the service on
8 those. That's been a theme all a long since we
9 started, of taking the service to the places
10 where the demand is the greatest. Using that
11 theme and also restoring some midday service on
12 weekdays where we still see heavy ridership,
13 even outside the peak hours. And, in at least
14 one routes case, we have to occasionally pass
15 people up outside the peak hours because the
16 buses are so full, so we'll correct those.

17 We are also going to restore some Saturday
18 service on a few routes. We're continuing to
19 add service on some of our routes where we have
20 running-time problems; it's hard to stay
21 on-time. The example I showed you in March was
22 the N25, which goes from Great Neck to Lynbrook
23 railroad station, very busy, very heavy traffic
24 on New Hyde Park Road, we're going to add more
25 time to that again. We added time in April, we

1 added more in June and we're going to add some
2 more time in September.

3 We're doing it a couple months at a time, we
4 are trying to get just the right balance, but
5 that one continues to need the support to be
6 on-time.

7 VICE CHAIRMAN BLESSINGER: It's a tough
8 balance.

9 MR. SETZER. Yes, it is. That line
10 crosses four at-grade railroads, so you can
11 start out perfectly and be twenty minutes late
12 within no time at all.

13 We're also going to add some new express
14 service. These are all still in development by
15 the way, and we're going to look for a way to
16 extend express service to Hofstra and Nassau
17 Community College where it's fairly high in
18 demand, and a chance to attract new riders such
19 as college kids who are on a tight budget and
20 trying to figure out how to make their dollars
21 go further. And, also to those who are open to
22 changing their ways on how they move around and
23 their amenable to more environmentally friendly
24 means of transportation.

25 None of these changes lyes to the point of

1 the trigger of the public participation process
2 that you approved earlier, so we don't have to
3 have a public hearing, you don't have to have a
4 public hearing. None the less, we're going to
5 do some public information sessions, we're going
6 to do three of them, and here are the locations
7 and the dates.

8 These will be like the sessions we did in
9 April of last year. They're not public hearings
10 where people come to the podium, there instead
11 meetings where there will be a large room with
12 many stations around the room and the stations
13 will be labeled, so if you want to talk about
14 the N4, you go to the table where there's a
15 staff member and we can explain what we're
16 planning for the N4. We can also hear your
17 comments on what we're plaining or whatever else
18 you want to say about the N4, it will be a
19 chance to interact one-on-one with a staff
20 member rather than making a speech into a
21 microphone. It will be a chance to inquire
22 about, "Well what about this trip" or "What
23 about this stop", those kinds of things and a
24 chance to make comments that will be recorded
25 either by filling out a card or just by telling

1 a staff person.

2 There is some other ways to do it too,
3 through the website, e-mail or those kind of
4 things, like traditional mail.

5 The idea here is to make sure that we talk
6 to customers about our plans prior to finalizing
7 them. That we adjust those plans if customers
8 have some desires or ideas that make sense and
9 also to make sure that we are transparent with
10 the public. So I hope that you all will be able
11 to make it to one of these, but this is a good
12 opportunity, beyond what's required.

13 And the other thing we did with this is that
14 we listened to comments earlier about this
15 location and the Garden City location where we
16 are right now, it works for some people but not
17 for everyone else. The two new locations that
18 you see here are well served by multiple bus
19 routes and by the Long Island Railroad, so
20 they're as accessible to transit meetings as
21 possible in Nassau County, and that was the
22 reason for the selection of those three.

23 CHAIRMAN SHRENKEL: Are those going to
24 be multiple sessions?

25 MR. SETZER: Yes.

1 CHAIRMAN SHRENKEL: In other words, you
2 have 2:00 p.m. to 9:00 p.m. --

3 MR. SETZER: Right.

4 CHAIRMAN SHRENKEL: Is there a break in
5 those three sessions up to that point?

6 MR. SETZER: There won't be a
7 presentation, there will simply be a room that
8 will be open from 2:00p.m. to 9:00 p.m. and
9 there will be staff people there to talk to a
10 customer. So we may be standing there talking
11 to ourselves for some part of the time.

12 CHAIRMAN SHRENKEL: Strictly an open
13 session, come and go?

14 MR. SETZER: Right.

15 CHAIRMAN SHRENKEL: You ask a question
16 and leave?

17 MR. SETZER: Right, Exactly. And by
18 doing it from 2:00 p.m. to 9:00 p.m. we
19 accommodate pretty much everybody's work
20 schedule and that was another comment we heard
21 in the past. By doing something at four o'clock
22 doesn't necessarily work for everybody, so it's
23 a lot of time and a lot of access to the public.

24 And, that's all I have to say on that, I'd
25 be happy at this time to answer any questions.

1 CHAIRMAN SHRENKEL: Are there any
2 further questions for Mr. Setzer?

3 Thank you Mr. Setzer, for a detailed
4 presentation.

5 MR. SETZER: You're very welcome, thank
6 you.

7 CHAIRMAN SHRENKEL: Okay. At this time
8 I would like to call on the public for comments.
9 Several people have been here before, and what
10 we try and do here is try to focus on your main
11 thought because you have three minutes to talk
12 about it. When you come up to the podium please
13 state your name and the town you live in.

14 Just raise your hand if you would like to
15 speak -- okay. Sir, thank you.

16 JOHN MICHNO: All right. My opinion
17 has improved greatly since the last time I was
18 here --

19 CHAIRMAN SHRENKEL: State your name,
20 please?

21 JOHN MICHNO: I'm sorry, my name is
22 John Michno, I'm from Westbury. I just want to
23 say that the service has improved a great deal
24 since the last time I was here. It's more
25 reliable and I found that I'm having less

1 problems. However, I do just want to bring up a
2 small thing, that the N27 particularly on
3 Saturday is a problem because it dumps on the
4 N23 and it gets very crowded and they need to
5 maybe add another N23 or another N27 to
6 Roosevelt Field on Saturdays; something needs to
7 be done with that.

8 The other comment I want to make is that a
9 lot of these delays people are experiencing
10 aren't the fault of the bus system, they're the
11 fault of the traffic light. I know you're not
12 from the Nassau County Department of
13 Transportation or the New York State Department
14 of Transportation, but there needs to be a
15 system where the buses have a green-light. A
16 lot of buses -- I actually did this, I timed how
17 much time we sat in traffic lights just between
18 Hicksville and Greenvale and it was over ten
19 minutes. So much time could be saved if the bus
20 didn't have to stop at the lights. So then they
21 wouldn't be delayed, it would save fuel and it
22 would save money, it would be a much more
23 efficient operation. So that's pretty much all
24 I have to say, I'm pretty pleased with how NICE
25 has been doing things so far, I think they

1 improved quite a bit and hopefully keep it up
2 you know, thank you.

3 CHAIRMAN SHRENKEL: Thank you very much
4 and thank you for keeping it brief. I'm afraid
5 to say that the buses will probably have to
6 still stop at the light, there still will be
7 traffic.

8 Okay. We welcome Ms. Comerford now, so
9 NICE Transportation is not a company in and of
10 itself to have problems, but the Long Island
11 Railroad does too, unfortunately again it was a
12 derailment.

13 JOHN MICHNO: I got to go now.

14 CHAIRMAN SHRENKEL: Mr. Michno, thank
15 you.

16 MR. MICHNO: Thank you.

17 CHAIRMAN SHRENKEL: Anyone else --
18 David, please state your full name for the
19 record and where you live and three minutes
20 please.

21 DAVID SAMOWITZ: My name is David
22 Samowitz and I'm from Massapequa Park. Before
23 you start the timer there's one thing you need
24 to be aware of. The members of the bus riders
25 union, we were given the wrong time which is why

1 most of us are not here. We were told it would
2 start at of six o'clock, not four; I got here a
3 little late myself.

4 CHAIRMAN SHRENKEL: Okay. Go ahead
5 David, tell us what you want. I think we gave
6 notice to Newsday that it was four o'clock, but
7 I can't speak for what happened.

8 DAVID SAMOWITZ: Okay. The following
9 proposals I sent to the NICE bus web page as
10 well as an e-mail to certain individuals with
11 both, several times with no response. Which
12 forces me to wonder if it has been taken into
13 consideration and again, is everything we say or
14 proposed for that matter being taken seriously
15 or is it just being ignored.

16 My first proposal is that speakers are given
17 five minutes to speak instead of three. This
18 would help to deliver our message more
19 effectively. And second, except for the April
20 12, 2012 service changes, no scheduled meetings
21 were ever posted on the buses about service
22 changes or cuts, as well as changes in bus
23 destinations, but just when the changes occur.

24 Transit Advisory Community meetings and
25 public meetings are posted on the buses from

1 what I understand, only when there is a
2 twenty-five -- only when their impact would be
3 more than twenty-five percent within that
4 quarter. If you did have Transit Advisory
5 Committee meetings or public meetings, at the
6 time I didn't know of their existence till late
7 2012, nor did I have net service.

8 Why do the Transit Advisory Committee
9 meetings and public meetings need to reach
10 twenty-five percent to be posted. In my opinion
11 during the 2012 year, all problems regarding the
12 quality of service as well as any equipment
13 failure were ignored such as overhead verbal
14 display, announcement systems, wheelchair lifts,
15 the signal to stop, et cetera.

16 How we felt about the service cuts, schedule
17 changes as well as changes in bus destinations
18 were also ignored. When posters have been
19 posted on the buses they only announce schedule
20 changes, but not service cuts or changes in bus
21 destinations, nor did we have any public
22 hearing. Also ignored were if we had problems
23 with the drivers during the 2012 year, as you
24 know our first posted public hearing was in
25 January 2013.

1 Okay. Now, my proposal is if you don't
2 reach twenty-five percent within that quarter,
3 when the additional percentage from the
4 following quarter or quarters equal a total of
5 twenty-five percent or more and that's when we
6 should have a public hearing. A public hearing
7 should be held at least once a year and the
8 reason shouldn't be just because the schedule
9 changes, but the quality of service and problems
10 and all problems with the drivers.

11 The Transit Advisory Committee meetings, the
12 public hearings or the public meetings are not
13 as well known and posted public hearings,
14 because they're not posted on the buses. Every
15 meeting that has been posted on the net has been
16 within less than a weeks notice.

17 CHAIRMAN SHRENKEL: Thank you, your
18 time is up.

19 DAVID SAMOWITZ: Times up?

20 CHAIRMAN SHRENKEL: You went overtime,
21 but we gave you a little extra time, it's not
22 fair to other people.

23 Thank you David. And, I know you've said
24 some of the these comments identically before
25 and I do recall it. Let me just address one

1 thing and counsel can join if he choses to.

2 There's a contract, okay. It's between NICE
3 Transportation and the County of Nassau, and
4 that specifically defines when and if the public
5 hearings are required. At this point in time
6 until that contract changes otherwise, that's
7 the way it's going to be. As far as you getting
8 an opportunity to voice some of your complaints
9 face to face, I think you should try and take
10 advantage of what Mr. Setzer put on the board,
11 okay.

12 Next month you have seven hour intervals in
13 three different locations that you could speak
14 at least with some of the representatives.

15 Okay. Now, Mr. Setzer, would you like to
16 say anything --

17 DAVID SAMOWITZ: Just one question,
18 just one quick question --

19 CHAIRMAN SHRENKEL: One second, just a
20 minute. Let's try and answer some of the things
21 you brought up, if I may.

22 If you want Mr. Setzer, if you'd like a
23 minute or two to address this or you could take
24 three minutes when all the comments are through
25 and decide if you want to zero in on this?

1 MR. SETZER: Why don't I wait till all
2 the comments are made.

3 CHAIRMAN SHRENKEL: Okay.

4 DAVID SAMOWITZ: Can I just ask one
5 quick question, please?

6 CHAIRMAN SHRENKEL: Go ahead.

7 DAVID SAMOWITZ: Why do the -- why are
8 the other meetings not posted on the buses, just
9 the net. I'm talking about the Transit Advisory
10 Community meetings and the public meetings. Why
11 are they posted only on the net and not the
12 buses?

13 MR. SETZER: I'll address that later.

14 CHAIRMAN SHRENKEL: He'll address that
15 later, if you're going to hang around --

16 DAVID SAMOWITZ: Fair enough.

17 CHAIRMAN SHRENKEL: Okay. Mr.
18 Blessinger, sir.

19 VICE CHAIRMAN BLESSINGER: Correct me
20 if I'm wrong, your doing the public information
21 session at your cost, this is at your cost, this
22 is not something that's required?

23 MR. SETZER: That's correct, yes.

24 VICE CHAIRMAN BLESSINGER: This is just
25 to inform the public, to make the residents of

1 Nassau County knowledgeable of the changes and
2 the improvements that occur, is that correct?

3 MR. SETZER: It's to give them a chance
4 to get information and to give us a chance to
5 get information from the riders.

6 COUNSELOR LITTMAN: And these are
7 service additions we're discussing, right.
8 We're not cutting service, we're not reducing
9 service?

10 MR. SETZER: Right.

11 COUNSELOR LITTMAN: This is all about
12 increasing service, and the contract with the
13 legislation that we have only requires those
14 types of public hearings when there is a
15 reduction in service.

16 DAVID SAMOWITZ: There has been
17 reductions in service.

18 CHAIRMAN SHRENKEL: Excuse me, Mr.
19 Setzer will address a few other things you may
20 have said at the end, after all the public
21 comments, so this way we can put it in
22 perspective.

23 Okay. Is there anyone else who would like
24 to speak -- thank you, Ma'am, please state your
25 name and the town you live in.

1 PATRICIA HEFFERNAN: My name is
2 Patricia Heffernan and I live in North Valley
3 Stream. My request is simple, we have the N2
4 and the N8 bus that comes down Dutch Broadway
5 going from East to West and West to East on the
6 same route, and then it turns up and both of
7 them turn up on Metcham Avenue. I represent two
8 -- I'm speaking for two senior housing
9 developments that are there. One has a hundred
10 and four units and the other one is going to
11 ultimately have two hundred and eighty-nine.

12 So basically we need access to Franklin
13 Square, to Franklin Avenue, so our request is
14 that one of those two buses -- instead of both
15 of them going up Metcham Avenue and turning at
16 Hempstead Turnpike and I don't know where they
17 both go after that, but one is marked "Green
18 Acres", so I assume that it turns around and
19 comes back. So one of those goes the next two
20 blocks and makes a left turn up and down
21 Franklin Avenue to bring the elderly, the
22 home-health aides and even school children that
23 go to Hallow Road School that live further on
24 into Franklin Square.

25 I have people in walkers walking to

1 Pathmark, our nearest supermarket which is
2 two-and-a-half miles away, our little deli that
3 was just around the corner on Metcham Avenue
4 just closed down because of burglaries.

5 So that's my request, to take one of these
6 buses and let it go two more blocks and then
7 reach Hempstead Turnpike by Franklin Avenue,
8 thank you.

9 CHAIRMAN SHRENKEL: Excuse me, doesn't
10 one of those buses go to the city, the one that
11 turns on Metcham Avenue?

12 PATRICIA HEFFERNAN: I have no idea.
13 One has "Green Acres" on it, so I assume it goes
14 back to Green Acres.

15 CHAIRMAN SHRENKEL: Okay. Mr. Setzer,
16 if you could hold that question too, because I
17 don't know the route.

18 MR. SETZER: No, problem.

19 CHAIRMAN SHRENKEL: Is there any other
20 comments or any other public comments -- okay.
21 Mr. Endo, thank you.

22 MR. Endo, do you think you'll take three
23 minutes?

24 YUKI ENDO: Yes.

25 CHAIRMAN SHRENKEL: Okay. Go ahead.

1 YUKI ENDO: My name is Yuki Endo,
2 Jackson Heights, Queens. And, I am a member of
3 Long Island Bus Riders Union and other transit
4 advocates.

5 Couple of weekends I have been taking the
6 N23 and N27 connections. On Saturday, May 17,
7 2013, I have taken 1:27 p.m. N27 Glen Cove
8 that's supposed to arrive in Greenvale but
9 didn't show up until 1:41 p.m., and was supposed
10 to arrive in Downtown Glen Cove at 1:51 p.m.,
11 but we got there 2:09 p.m. On Roslyn trip he
12 didn't leave until 2:11 p.m., which we missed
13 our 2:00 p.m. N23 Hempstead connection at
14 2:31p.m. Also former N21 rider missed N20
15 Flushing connection as well.

16 Also a female driver on 4:20 p.m. N4
17 Jamaica, #1722, on that day had a very nasty
18 attitude to me when I try to ask if the
19 wheelchair ramp was working as my duty as a
20 member of the Bus Riders Union, at the
21 red-light, when you are allowed to ask the bus
22 driver a question or directions. She was so
23 nasty and at the last stop I asked for her
24 run-number and she completely ignored me. I
25 tired to ask the dispatcher at MTA booth and

1 asked for her run-number even though it was
2 different company, but he refused; isn't bus
3 driver supposed to give run-number when
4 passenger requests?

5 On Sunday, May 25th, a female driver on
6 4:30 p.m. N23 Manorhaven missed a 5:25 p.m. N27
7 Glen Cove connection, and female driver told us
8 a lie, 5:25 p.m. N27 didn't leave yet, but it
9 did leave already and we were forced to wait an
10 extra hour for 6:25 p.m. N27 Geln Cove.

11 Because of your mistake on busy N27, I
12 didn't have enough time to shop at Whole Foods
13 in Manhasset. After taking the 6:27 N20
14 Flushing because Sundays are less service from
15 Hicksville, which is outrageous.

16 Also, Monday, May 27th, my friend and I had
17 to help nice, young black lady driving on
18 5:27p.m. N20 Flushing, we boarded at Hicksville
19 Station. My friend helped all the way to
20 Greenvale where I have to help bus driver rest
21 of way because she wasn't familiar with the
22 route between Hicksville and Great Neck Station.

23 She showed us her NICE operation booklet
24 about her route. I also suggest NICE operation
25 booklet should be more organized and if

1 possible, a picture of building where driver
2 could turn.

3 Once we got to Downtown Flushing from Bowne
4 Street there was fire department activity, so I
5 helped direct her to next left turn at 37th
6 Avenue and Union Street to back to her route;
7 she was very happy her friend and I were on her
8 bus.

9 NICE Bus, Long Island villages, towns, MTA
10 and NYC DOT, NYS DOT officials are not doing a
11 very good job informing NICE Bus about posting
12 detour for Memorial Day parade, which lots of
13 bus routes were effected in various areas.

14 I also like to suggest N87 and N88 to make
15 additional stop at Jones Beach's Theodore
16 Roosevelt Nature Center in West End at one
17 parking lot by Cottage Cove Road, because there
18 is no access by walking according to Jones Beach
19 Officials, before bus stop at bathhouses and
20 central mall. And, It will encourage wildlife
21 lovers to go there if bus was able to make an
22 additional stop.

23 I also suggest NICE to work closely with
24 LIRR to expand Jones Beach package deal to N87
25 bus to and from Hicksville and Wantagh stations.

1 I also suggest NICE to work closely with MTA to
2 install more MetroCard vending machines at
3 Roosevelt Field Mall, Sunrise Mall, Walt Whitman
4 Mall, Green Acres Mall, Mineola Intermodal
5 Transit Center, as well as Jones Beach
6 bathhouse, Central Mall by First Aid building
7 and the park information building.

8 Also I did a petition on several bus routes
9 that NICE Bus needs to extend weekend N27
10 service to and from Roosevelt Field Mall and
11 full N21 bus service because there are no bus
12 shelters in Greenvale Pathmark, Wells Fargo or
13 Roslyn Station and many businesses there
14 wouldn't let you wait for bus in an hour
15 especially in rain or storm. Thank you for your
16 cooperation.

17 COMMITTEE MEMBERS: Thank you.

18 CHAIRMAN SHRENKEL: Mr. Endo, thank you
19 very much.

20 VICE CHAIRMAN BLESSINGER: I have one
21 question for Mr. Setzer.

22 CHAIRMAN SHRENKEL: Go ahead.

23 VICE CHAIRMAN BLESSINGER: Does the DOT
24 notify you when they're doing roadwork on your
25 routes, do they let you know when they're going

1 to be tearing Hempstead Turnpike, shall we say?

2 MR. SETZER: I'm going to get some help
3 here.

4 SPEAKER IN AUDIENCE: The short answer
5 is, "No". Our communication with DOT has
6 suffered. I think it's a larger issue that the
7 pedestrian median that they're working on, on
8 Hempstead Turnpike that really delayed our
9 buses, on the N6 especially. We reached out to
10 them to get a calendar of construction and work
11 it that way. I had asked for major projects to
12 be shot our way, and it sometimes happens but
13 it's still a work in progress in communication.

14 VICE CHAIRMAN VLESSINGER: Well, I had
15 a situation in Franklin Square today and I was
16 eight blocks away from my office, they started
17 setting up the cones getting ready to do
18 roadwork, it took me twenty minutes to go eight
19 blocks on Hempstead Turnpike, it's ridiculous.

20 SPEAKER IN AUDIENCE: It is
21 problematical.

22 CHAIRMAN SHRENKEL: Is there anyone
23 else that would like to speak, anymore public
24 comments, does any member have any questions for
25 Mr. Setzer?

1 Okay. Mr. Setzer, if you may, in the three
2 speakers that we've had, perhaps you can
3 enlighten some of them.

4 MR. SETZER: Okay. Let's begin with
5 the publication of community meetings that's on
6 buses. There scheduled on a regular basis and
7 we're talking about four hundred vehicles,
8 putting those signs up and taking them down
9 every month or every quarter even, is probably
10 -- it's a problem to do that, actually that's
11 one of the points I want to make. I think the
12 message for publicizing meetings are pretty well
13 established and obviously some people are able
14 to always know when the meetings occur. So I
15 don't know that publicizing these meetings on
16 buses or at transit centers is practical or
17 would help at all in providing people the
18 information.

19 Most people are interested in knowing on
20 what is occurring on their route, and so that's
21 what we focus on, on getting information when a
22 route is going to change or a schedule is going
23 to change, which is usually the case.

24 If you were a bus rider you generally don't
25 want to know what's happening to the whole

1 network, you want to know when the schedule that
2 you have in your pocket is going to become
3 obsolete so that you can get a new one, and
4 there are a number of ways to do that, you can
5 do that online or you can pick them up at a
6 number of places or you can get them here.

7 I'm not sure that what we do now is not
8 adequate, but it seems to me that it is and I
9 don't want to take you on a more complex system
10 because it wouldn't make sense for us. His
11 comments were that he's not sure that we take
12 everything that's said seriously... well, I sure
13 do and I know that you do and I'm sure that
14 management does too, but that doesn't mean that
15 we do everything that's requested and that will
16 always be the case, but every request that's
17 been made has been considered and taken
18 seriously; I'm not sure what else there is to do
19 about that.

20 You do have the opportunity to communicate
21 with us by e-mail or in person. Yuki
22 communicates very regularly by e-mail and we get
23 useful information from him. So I would dispute
24 the idea that we're not listening very well, I
25 don't think that's true.

1 I also wanted to respond to the ladies that
2 requested bus service to the Green Acres Mall.
3 We've been making changes regularly, trying to
4 provided that access and trying to be good
5 neighbors with the residential streets around
6 there, and frankly it's been changed several
7 times. Each time we make a change we please one
8 person and make two more mad, so we're trying to
9 go --

10 PATRICIA HEFFERNAN: Not to Green
11 Acres, It's already going to Green Acres. We
12 want it on Franklin Avenue.

13 MR. SETZER: Okay. I understand.

14 BOARD MEMBER DUROSEAU: Franklin to
15 Hempstead?

16 PATRICIA HEFFERNAN: I'm sorry?

17 BOARD MEMBER DUROSEAU: Franklin going
18 to Hempstead Turnpike instead.

19 PATRICIA HEFFERNAN: Go from Dutch
20 Broadway, Franklin Avenue to Hempstead Turnpike
21 instead of Metcham.

22 MR. SETZER: I appreciate having the
23 recommendation in writing here so that we can
24 review it. And we will give it serious thought,
25 but at this point I'm not going to promise

1 anything because the challenging part is the
2 community in which to work.

3 Now, Mr. Endo raised so many questions
4 here on so many issues. Some of these we are
5 aware of and some of these are new. I do
6 appreciate his specific information about the
7 behavior of a driver and if we have the kind of
8 information he's provided like the date, the
9 time, the place and the bus number, we can
10 easily identify that driver. The concern about
11 the driver being unwilling to give the
12 run-number... well, I'm not sure what the
13 policy is on that, but hardly anybody who
14 doesn't know as much as Yuki would even think to
15 ask for a run-number. The information that we
16 have is quite sufficient to identify that
17 operator.

18 Whenever we get a complaint about an
19 operator's behavior, if we have enough
20 information to be sure that we're talking to the
21 right operator, they get called in, they get
22 counseled, they get coached, records are made of
23 that operator.

24 And, if there is continual customer service
25 problems there will be consequences. We take

1 that very seriously, because we do want to give
2 good service and our operator is the face of the
3 organization to the customers. So if they're
4 not performing properly we want to know about it
5 and we appreciate this kind of information.

6 BOARD MEMBER COMERFORD: Can I just say
7 something?

8 CHAIRMAN SHRENKEL: Sure.

9 BOARD MEMBER COMERFORD: I do want to
10 publicly thank Mr. Setzer and NICE Bus for... I
11 volunteered at the games for the physically
12 challenged on several days and the drivers that
13 were there were accommodating, pleasant,
14 helpful, and the children and the young adults
15 were thrilled.

16 I just want to say thank you very much
17 because I volunteered on track and field and I
18 was all over the place and the way they staged
19 the buses, the courtesy they gave the people was
20 quite wonderful.

21 MR. SETZER: Thank you, I am very happy
22 to hear that. And, just in case, if it's not
23 clear, everybody who was driving a bus that day
24 or working there was doing it on their own time.

25 BOARD MEMBER COMERFORD: Yes, all

1 volunteers.

2 MR. SETZER: So we provide the bus and
3 the fuel and the maintenance, but the operators
4 were volunteers.

5 BOARD MEMBER COMERFORD: So I think
6 maybe if you have any problems that some of
7 those men and women who volunteered there could
8 give some training to Able-Ride and those type
9 of vehicles because they handled themselves
10 beautifully.

11 MR. SETZER: Thank you, I appreciate
12 hearing that.

13 BOARD MEMBER DUROSEAU: Also, Mr.
14 Setzer, I would like to say something.

15 MR. SETZER: Yes, sir.

16 BOARD MEMBER DUROSEAU: Mostly what I
17 like to do is to listen. I don't know about
18 that twenty-nine percent, that overall
19 satisfaction, but I'm going to stay with that,
20 but I think your doing better than that. I've
21 been out there, this is what I do for a living,
22 I drive for a living, a yellow cab, bus, school
23 bus; that's what I do for a living, I drive.
24 And, most of the time I do drive those buses. I
25 think twenty-nine percent at this time is pretty

1 much too low, I think your doing better than
2 that.

3 MR. SETZER: Thank you very much, I
4 especially appreciate hearing that from you.

5 BOARD MEMBER DUROSEAU: Keep on trying.

6 CHAIRMAN SHRENKEL: And the
7 ninety-three percent rating for satisfaction on
8 the Able-Ride makes someone like me and this
9 committee very happy to see something like that,
10 particularly people with challenging needs.

11 MR. SETZER: Thank you.

12 ANA H. GIRALDO: Just a quick question,
13 please?

14 CHAIRMAN SHRENKEL: Go ahead.

15 ANA H. GIRALDO: Quick question for Mr.
16 Setzer, have you heard or received any answers
17 from the MTA regarding the MetroCard machines or
18 the fare boxes?

19 MR. SETZER: We have regular
20 communication with the MTA about fare
21 collection, do you mean about adding some
22 additional machines?

23 ANA H. GIRALDO: No, because we
24 received some complaints regarding riders buying
25 the MetroCard, but when they get to the fare box

1 it says that it's not valid, and before they
2 even go to the fare box they pay for their
3 MetroCards, but then they don't get a MetroCard
4 out --

5 MR. SETZER: Are you talking about the
6 machines that --

7 ANA H. Giraldo: The machines, yes, at
8 the terminal. I raised that issue last time, so
9 I just wanted to see.

10 MR. SETZER: I know that we've
11 communicated that to the MTA -- have we heard
12 anything back from the MTA -- Roger or Jack --

13 SPEAKER FROM AUDIENCE: Bret is the one
14 that would have contacted them. He hasn't
15 communicated anything with me yet, but I do know
16 that the MTA is out there on a regular basis
17 repairing those services that need to be
18 prepared.

19 CHAIRMAN SHRENKEL: If I could just add
20 something, if those complaints could be more
21 specific, if you hear about something like that
22 always attempt to get the precise location of
23 those machines and this way if that machine for
24 example, has to be changed or reprogrammed then
25 it would be a lot easier than talking about it

1 in general.

2 ANA H. GIRALDO: So that was my
3 question before, we usually send it to the MTA
4 because that's their fare box and their machines
5 too, we kept sending it to them but I know they
6 said that NICE has to come, and that was
7 basically my question the last time. NICE has
8 to tell them the serial number and send it to
9 them and they will come and fix, so I just
10 wanted to know.

11 MR. SETZER: The fare boxes themselves,
12 yes. They do a lot of maintenance on fare boxes
13 for us. We do the first level maintenance, the
14 simple stuff, but all the system stuff is
15 retained by the MTA; so we do, that's a regular
16 process.

17 The machines themselves have been
18 problematic. There are two vending machines in
19 Nassau County, they are both at Hempstead
20 Transit Center and they have created problems
21 for people frequently. In the recent past we've
22 communicated to MTA about that on a regular
23 basis, they come out and they serve us
24 regularly, so, yes, they are very unsatisfactory
25 to us and to you.

1 One of the concerns that we had, just
2 to comment on that is that, the MTA was on track
3 to start to acquire a completely new fare
4 collection system, totally different, replacing
5 the MetroCard system. They've now suspended
6 those plans and have gone back to the drawing
7 board and told us that it may be many years
8 before this fare collection system is replaced.
9 So I don't know how many years it will take.

10 It's a problem but we haven't figured out a
11 way to precede independently from the MTA
12 because so many people transfer. We have to
13 maintain that interline transfer capability and
14 the MetroCard today is the only way to do that;
15 so we're a little bit stuck with that.

16 CHAIRMAN SHRENKEL: Thank you
17 Mr. Setzer.

18 The last item of our agenda is to hold an
19 election for chairman and vice chairman from now
20 till after the next fiscal year. Due to the
21 fact that Mr. Rosario is under-the-weather
22 today, I mean, the chair would prefer to have
23 one hundred percent attendance with the
24 committee before a role like that is taken.

25 So the chair makes a motion to postpone the

1 "Item D", for election for chairman and vice
2 chairman.

3 Would anyone want to second that motion?

4 BOARD MEMBER DUROSEAU: I second that.

5 CHAIRMAN SHRENKEL: Thank you. That
6 vote will be postponed until the next meeting.
7 So would you note that counselor when we have
8 the opportunity to do the agenda.

9 COUNSELOR LITTMAN: I think that we
10 shall do that first, the next chairperson that
11 we select will be the chairperson for that
12 meeting or second meeting.

13 CHAIRMAN SHRENKEL: We can do that.

14 Okay. With that I'd like to adjourn the
15 meeting and thank everyone for coming.

16 A. (Whereupon, the Nassau County Bus Transit
17 Committee was concluded. Time noted: 5:30 p.m.)

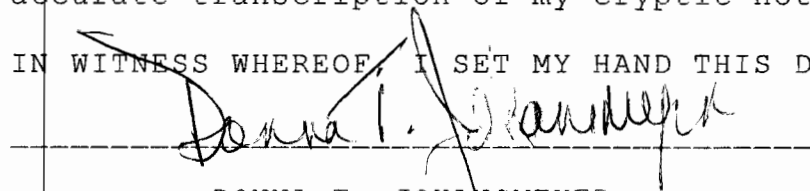
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CERTIFICATE BY COURT REPORTER

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 June 18, 2013 Nassau County Bus Transit Committee consisting of pages 1 through 60 inclusive is an accurate transcription of my cryptic notes.

IN WITNESS WHEREOF, I SET MY HAND THIS DAY.



DONNA T. JOHANSMEYER

CERTIFIED COURT REPORTER

NORTH SHORE COURT REPORTERS

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