NASSAU COUNTY
BUS TRANSIT COMMITTEE
MEETING

Theodore Roosevelt Executive
and Legislative Building
1550 Franklin Avenue
Mineola, New York 11501

June 28, 2018
5:01 P.M.

BEFORE: SHELDON SHRENKEL, CHAIRMAN

PRESENT:

PETER DISILVIO, ESQ.
JOEL BERSE
JEAN DUROSEAU
LIVIO TONY ROSARIO
DAWN FALCO, ESQ.
MICHAEL SETZER, NICE CEO
CHAIRMAN SHRENKEL: I would like to call the meeting to order. I would like to welcome everyone to the Nassau County Bus Transit Committee meeting. I'd like to introduce the members of the committee and we will count that, of course, as a roll call. To my far right, Mr. Joel Berse, Mr. Tony Rosario, Mr. Jean Duroseau, and Miss Dawn Falco. I am Sheldon Shrenkel, I'm the chairman of the committee. This afternoon -- before that I just want to get a vote on the acknowledgment of receipt of the transcript of our minutes held Thursday, March 29, 2018. By a show of hands, has everyone received the transcript?

(All raise their hand.)

CHAIRMAN SHRENKEL: Miss Anderson, Please note the record accordingly. Thank you.

We are going to hear a presentation from the CEO of NICE Transportation, Mr. Michael Setzer. After that time we're going to ask you, the public, to comment,
whether you have an issue with what Mr. Setzer said or you came here for another reason, we are going to ask you to give us your name, whether you represent a group or yourself, and what bus was involved and what town you live in. We ask you to limit your comments to three minutes, similar to all public hearings, so think about what you have to say so you don't run over time, and in some cases Mr. Setzer may stay a little later to answer some of your questions and then again, he may address some of them and call you back. Thank you.

With that I would like to introduce the CEO of NICE Transportation, Mr. Michael Setzer.

MR. SETZER: Thank you, Mr. Chairman. Good afternoon, Committee Members. We have an fairly packed agenda today and no action items, so I will try to make this easy on everybody. So the two items on the agenda are to review the scorecard as we do at every meeting and I
want to give you some updates on some of the innovation projects that we talked about in previous meetings. So let's go to the scorecard first.

This is the same format that you see at every meeting. This one applies to the first quarter of 2018, January, February and March. So as you see, the first group of key performance indicators in the fixed route section, there are only three of them and these are the ones that are prescribed in the contract, you probably remember. On time performance, the goal we set a couple of years ago is 70 percent, we are at 70.1 percent, so essentially right on the nose for that one. So that neither generates an incentive payment or a liquidated damages payment because it's right, it's within the range. The same with missed pullouts, the goal is to have none. We actually had some equipment issues earlier in the year and so we had about two percent in missed pullouts, while
that's two percent more than we would like, that's also an amount that we can cover fairly well. So that does not represent a major inconvenience to the passengers. And thirdly, I think the best news in the fixed route section is accidents per hundred thousand miles. The goal is 1.2 accidents per hundred thousand miles and I always like to stop here and remind you that accidents, preventable accidents, as used here, means any accident that could have been prevented. It does not mean a major collision, it doesn't necessarily even mean any property damage or any injuries. It may be something as modest as bumping the bumper of the bus in front of it. Any kind of negligence is treated as a preventable accident, regardless of the result of it. So most of these accidents are very minor things, a mirror brushing a fixed object. Most of them are actually touching a fixed object. So a mirror touching a fixed object, backing
into it, a Paratransit vehicle backing into something, very minor contact, so all that said, we still had a great year, I mean great quarter. Our goal is 1.2 and we are just barely over one preventable accident per hundred thousand miles so we are very pleased with that one. That does generate a $5,000 incentive payment, but remember these payments are not made in actual dollars, they are made in credits that we can use to pay a liquidated damage charge later if we need to. No cash actually changes hands with those.

So let's move on to the Paratransit section. Here we had, one of the ones that we measure regularly is calls answered ratio and for the first time we are very close to the goal, 90 percent calls answered, that means that where the delay is not so long that the customer hangs up and calls back, so we are close to 90 percent. There have been some changes in equipment, the addition of
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another call center person and some
changes in procedure, which I think are
helping to keep this -- to improve the
performance in this area.

Second group is on time performance,
in Paratransit on time performance means
arriving within the half hour window that
we give the customer, so when a customer
orders a trip, we discuss and say, okay,
we will be there between 10:00 and 10:30,
let's say, so as long as the bus arrives
within that 10:00 to 10:30, that's
considered on time arrival and there the
goal was 70 percent, and we are over 80
percent actually during the first quarter
of this year. Missed pullouts, again,
the goal is zero, but we had a very few
of them early in the year, these, again,
are -- don't necessarily mean that the
passenger was not served. Generally,
what we would do is if we don't have a
driver and a bus ready to go, we have
another scheduled trip adjusted to pick
up that passenger, so that's a very low
level, we still want it to be zero, but it's not a problematic level, I would say.

Accidents per hundred thousand miles, the good news here too, the goal of 1.2 accidents per hundred thousand miles is actually under one. So we had a very good first quarter as far as safety.

And the last indicator in Paratransit is productivity which is the measurement of passengers per hour. It's an efficiency goal, the more passengers per hour, the more service we are rendering with the dollars that are available to us. The goal is 1.3 passengers per hour and we have slightly over that with 1.32. So there are two of them in the Paratransit section that generate, we are more than five percent over the goal, so they also generate non cash incentive payments of 5,000 each.

Any questions on the performance indicators?

MR. ROSARIO: No.
MR. SETZER: Paring none, I will move on.

Now I would like to -- at the end of the meeting I would like to update you on several projects that we talked about in the past and I would like to keep you in the loop on these. Some of these have gotten started since the last time we met or are just about to start.

The first one I want to talk about is NICE Link. We discussed this before. This is a new kind of service using small -- and it will begin July 23, we are still working through the software and making sure that the app works properly, and actually practicing a little bit, so that when we do launch, it goes up flawlessly, but this service, you might remember, uses smaller buses, three of them like the bus in the picture, cutaway buses that are fully accessible to people with disabilities and they serve a zone rather than serving a single route. So a zone is shown in the map there. This is
an area where, if you recall last April, we were forced to make some serious service cuts because of funding, so one of the areas that was hardest hit is this rectangle, which basically is Merrick Road up to Hempstead Turnpike and Meadowbrook to Wantagh Parkway. So in that area now, this service, beginning July 23, will be available and this is -- I hate to use the term, but it's Uber like, in that there are no fixed routes, instead the individual customer, anywhere in that zone, uses, typically would use an app that they download to their phone and request a trip, and as long as their current location is within that zone and their destination is within that zone, by the way, it includes Freeport railroad station, the app will propose back to that passenger a trip. Here's when we can pick you up, here's about how long the trip will take and if they, the passenger chooses to accept that trip, then it will also collect the fare of
$4.50 on the app. But there is also ways to use it without an app, so if somebody who doesn't have a smart phone can also do this over the phone, but we expect most customers to do this on a hand-held device. What this represents is a lighter wait, less expensive way to keep service in an area where the demand is light and dispersed and therefore doesn't justify a fixed route bus on a fixed schedule. So this is an experiment, first time it's been done, we think we will learn a lot once service begins. If it's successful, it may very well be applicable in other parts of Nassau County that either don't have any service now or that have a very poorly utilized fixed route service where we can substitute this more convenient, less expensive form of service that will meet people's needs just as well and let the county's dollars go further. One other potential use of this is for people who are currently riding Able-Ride. You
probably remember Able-Ride requires a 24 hour advance reservation, and has a fare of $3.75, so some current Able-Ride users, because this doesn't have a 24 hour advance, you can do it an hour ahead of time, because it's more spontaneous and essentially more convenient. Some Able-Ride users may also opt to use this service. That's one of the interesting things we will learn once it goes into service.

Any questions on that one? We have about four different projects I want to update you on. Sheldon?

MR. SHRENKEL: First of all, I'm not too sure I understand the routing on this. We have north of Hempstead Turnpike, then we have west Meadowbrook Parkway, we have east Wantagh Parkway and we have south on Merrick Road.

MR. SETZER: Correct.

CHAIRMAN SHRENKEL: Are these four areas independent, nondependent or, for example, does one person start out where
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he is east of Meadowbrook Parkway and
he's starting out on Hempstead Turnpike
and he wants to go south on Merrick Road,
so in other words, does the route go that
way or is it nondependent, where you just
have -- when you say north on Hempstead
Turnpike, if I want to go north on
Hempstead Turnpike and I want to go home,
I assume that the bus is going to pick me
up and take me south on Hempstead
Turnpike when I want to get back.

MR. SETZER: The app --

CHAIRMAN SHRENKEL: By the way,
Hempstead Turnpike runs east to west, so
when you're saying north Hempstead
Turnpike is that north of, I mean I'm a
little confused.

MR. SETZER: Hempstead Turnpike is
the northern border of the zone, the app
will accept a trip request when both the
origin and the destination are within
that orange zone. So if you're on
Hempstead Turnpike between Wantagh and
Meadowbrook, and you request a trip to
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Freeport railroad station, which is also part of the zone.

CHAIRMAN SHRENKEL: So it's between the Meadowbrook Parkway and the Wantagh Parkway?

MR. SETZER: Right.

CHAIRMAN SHRENKEL: And it goes Merrick Road and Hempstead Turnpike.

MR. SETZER: Well, it goes anywhere in there. Just like the navigation in your smart phone or your Garmin, once you put in where -- it already knows where you are from your smart phone, once you put in your desired destination, it will figure out a route for you and it will also figure a time for that route and it will propose to you, we can pick you up at 5:30 and we can get you there by 5:50. And if that's acceptable to you, you will say yes, and then it will collect the fare from you.

CHAIRMAN SHRENKEL: If I understand this, again, the east, west boundaries are simply between the Meadowbrook
Parkway and Wantagh Parkway, and it's in that patch?

MR. SETZER: Yes, the way to keep this, and in the future this may be a bigger zone, but we wanted to keep this a fairly small, fairly efficient zone, so we can offer a fair amount of service within this area and kind of manage it also. Once we have real experience and the public has real experience with it, then we may create bigger zones or we may expand the boundaries of this zone.

CHAIRMAN SHRENKEL: Is this more of a test or is this something you felt was still a demand within the zone?

MR. SETZER: We think there's still a demand in the zone. When we cut that service last April, some of the routes that were in that zone, were actually fairly -- had a fairly good demand for them and we were forced to cut some service that we thought we would prefer not to, so we think there is still some demand there that can be served with this
kind of style of service, but it's a test in that we've never done it before nor has anybody else, so we will find out soon. We will find out beginning next month.

CHAIRMAN SHRENKEL: As far as the public is concerned, please hold your questions until Mr. Setzer is finished. The comments are only from the committee at this time. Thank you.

MR. ROSARIO: I have a question.

CHAIRMAN SHRENKEL: Yes, Mr. Rosario?

MR. ROSARIO: How many cars are you dedicating to this type of service?

MR. SETZER: We have three.

MR. ROSARIO: You have three.

MR. SETZER: We have three planned for the launch and again, depending on how things go, we may adjust them.

MR. ROSARIO: So you may adjust them to more?

MR. SETZER: Right.

MR. ROSARIO: Are they on the
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navigational system with you, with NICE or are they running independent?

MR. SETZER: There will be a tablet basically on each one of these buses and the app will communicate, if you are the customer, between your tablet or your cell phone and the tablet on the bus, so that the driver also will get the planned routing and who to pick up and where to meet you.

MR. ROSARIO: And the command center, I would imagine. In other words, is there somebody who is going to coordinate, let's say the three of them are busy, and you get another call for somebody else, so is the command center the one that's going to determine, okay, one car is going to be done faster, and that's the car that's going to pick up that call, is that how it's going to run?

MR. SETZER: Ordinarily there would be no human intervention. The app will be doing all of this. So if all of them are booked, you ask for a trip, then the
app will say, well, I can't do it right now, the best we can do is two hours later and then you decide if that's -- meets your needs or not.

MR. ROSARIO: Okay, thank you.

CHAIRMAN SHRENKEL: Mr. Berse?

MR. BERSE: Just to understand this, it sounds like the way you've just proposed it they're single trips. Is the system going to be capable to understand if another person logs in, that if they are along the route, that you shouldn't be going back and forth like a ping pong ball if somebody is in the same general direction to be picked up along the way and maybe dropped off after, but save the bus extra traveling?

MR. SETZER: Yes. So if you do avail yourself of this service, you may be on board with another customer who has already gotten on before or someone else might get on while your trip is still in progress.

MR. BERSE: So the times that you
are going to give are going to be approximate?

MR. SETZER: Yes.

MR. BERSE: People have to understand that too.

MR. SETZER: Right.

MR. BERSE: They are not getting on a private limousine here.

MR. SETZER: Even if they were, they are still going to be approximate times because any algorithm, no matter how sophisticated, it is predicting how long it will take from here to there based on what it's learned, but of course, circumstances, traffic, accidents can be different, so yeah, it's a predictive algorithm, but that's a good point, people will have to understand that we're approximating when we are going to pick them up and how long the trip will take.

MR. BERSE: Okay.

CHAIRMAN SHRENKEL: Miss Falco?

MS. FALCO: So just to clarify, this is not limited to Able-Ride users; is
that correct?

MR. SETZER: That's correct.

MS. FALCO: So hypothetically speaking, my children, who both attend school in this vicinity and reside in this vicinity, could technically log on and have one of these vehicles pick them up and drive them from point A to point B?

MR. SETZER: That's correct.

MS. FALCO: Okay, thank you.

MR. SETZER: For individuals who don't have a smart phone or a tablet, they can call the -- they can call the call center and the call center will also be able to put in their trip particulars, so they will still get the service.

MS. FALCO: Thank you. I just wasn't sure because earlier you were making a comparison to Able-Ride users.

MR. SETZER: Yeah, I think that's one of the pluses to this, both Able-Ride eligible people and non Able-Ride eligible people may be using the service
at the same time, which is both a benefit
to people with disabilities who want to
be mainstream and it's also potentially a
benefit to the county and to NICE Bus in
that that bus is already out there, and
so we might be saving some money. I
wouldn't count on any great economies
from this any time soon, but potentially
we will have some efficiency too.

MS. FALCO: Thank you.

MR. BERSE: Those three buses you're
talking about, are they accessible for
wheelchair?

MR. SETZER: Yes. Every one has a
wheelchair lift and they have three
wheelchair tied on positions onboard.

MR. BERSE: Do these buses have fare
boxes on them?

MR. SETZER: Yes, they do.

MR. BERSE: Because I was thinking
in terms of what if somebody just happens
to be there and wants to get on the bus
and go to the same place it's going,
you're not going to want to turn somebody
MR. SETZER: Right.

MR. BERSE: So.

MR. SETZER: It is our hope that almost all fares will be collected electronically because that's more efficient, but under the federal rules, we have to accept cash fares. So they will have a fare box on each one of them. A very basic, fundamental fare box, but you can pay cash.

MR. BERSE: And will it also take the Metro Card?

MR. SETZER: It will not, no.

MR. BERSE: So you need exact fare, if you are going to do something like that.

MR. SETZER: If you pay the fare on the app, which is the way we expect most people to do it, it will be exact fare, but it will be noncash transactions.

MR. BERSE: But I'm saying if this scenario came through, they would need to have exact fare with them.
MR. SETZER: They would, yes. Their fare would be $4.50. We've also priced it more than a regular bus route. So the price point is more than a bus ride and less than a taxi ride.

MR. BERSE: Okay.

MR. SETZER: Yes, you're right.

The next one, this isn't so innovative as you would like to report, but every year we have been able to run the Jones Beach n88 during the season. We started it this year June 23. Thirty minutes on weekends, sixty minutes weekday service, very popular. We also have enhanced service when there's a late event like the fireworks or a couple of the concerts that they have in Jones Beach, so it's back in service again this year. This is an important service, in my view, because it provides something for taxpayers who don't use the regular transit service on a frequent basis.

This next one is probably the most innovative here. We are trying something
new with the 40, 41, which is a route that goes from Mineola right behind us here down to Freeport, through Hempstead Transit Center. It's a short route, doesn't go into Queens, carries a lot of people, serves those three major points and a lot of people along the way. So you remember our last meeting, we described how we were streamlining the bus stops, we had taken out some bus stops and we were rearranging some of them, sort of rationalize the distribution of bus stops and then the second phase began this week. And the second phase began this week, and the second phase, is what we call headway management and headway management means that instead of trying to operate — headway is the distance between two buses, instead of trying to operate to a schedule, where we say we give you a timetable and say the bus will be there at 2:33, we say the bus will be there every ten minutes and we manage the
service so that there's never a greater
gap than ten minutes, but we don't
operate to a schedule. This provides,
for instance, this is probably, if you
ride the subway in the city, this is the
way you use the subway, you don't get a
timetable for the subway, you go to the
station and you wait and you know there
will be a train along soon. This is the
same sort of operational style applied to
bus service. We're in our first week of
it, so far so good. We are able to keep
that gap. We have some extra buses
available, so if for some reason there is
a delay and the gap gets to be too much,
then we can drop another bus into the
schedule, so if you're a customer
standing there, and we tell you that we
have a bus every ten minutes, we don't
want you to ever wait more than ten
minutes. You can see on the left side
here, depending on the time of the day,
there are different frequencies, so the
morning and afternoon peak there's no
more than ten minutes between buses, then it goes to twelve minutes midday, to fifteen and then back to the ten minutes and then in the evening back to fifteen. Again, this is sort of an experiment. We think this is applicable to other large routes, where there's quite a bit of service so that the gap between buses isn't very long. We think it may provide the public better service than trying to meet a fixed schedule, in that with a fixed schedule things happen. Weather happens, traffic happens, accidents happen, streets get torn up, and it takes the whole day to get back on schedule, so instead of trying to get back on schedule, we will just be trying to keep your wait down to whatever the published headway is. One weekend operators seem to like it, passengers seem to like it, too early to draw any conclusions, but this is, again, this is something of a test and if it's successful, we will be talking in the future about applying it
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to some of the other large routes.

Any questions on that?

(No response.)

MR. SETZER: Okay. I would like to talk about some technology that we applied to Able-Ride.

So we have some new technology available there which significantly, we think, improves the customer experience, in that clients who sign up for Able-Ride alert will get several things. They will get a reminder the day before that they booked a trip. One of the challenges of the Paratransit is no show trips, where we book a trip, we show up and the passenger is not there. There are any number of reasons for that, and this happens to the individual where they book a trip and then something happens and they can't make it. We are trying to make it easy for them to tell us, I'm not going to be there tomorrow, even though I scheduled a trip because that's just wasted resources, when we go and wait for
ten minutes and nobody shows up, then we have a bus and driver performing no particular service, so we can make it easier for people to cancel a trip. That's good for them, it's good for us. The customer has too many no shows, is also subject to some penalties. We don't really want to impose those penalties, so this provides an easy way to cancel a trip in advance. If you know tomorrow you had a scheduled trip, something happened, you are not feeling well, you're not going to go tomorrow. It makes it very easy for you, on your smart phone or laptop to cancel that trip with basically one click. It also gives you a reminder on the day of the trip that you have a trip booked for this afternoon, again, you can cancel that if that's necessary. And when the vehicle arrives at your location, it sends you a message that we're outside. Now, that, for someone who lives in an apartment building, on a day when the weather is
bad, they don't want to sit outside and wait for them. This allows them to stay under shelter and be notified just when the bus pulls up at their location. Again, I think these thing will make the use of Able-Ride more convenient for those customers and it has been very well received so far. It's cut down on no shows. I think it will do even more of that. It seems like a success for those customers.

Any questions on that?

(No response.)

MR. SETZER: I will go on. This is not an innovation, we do this every year. But the last weekend in May, we sponsor the games for the physically challenged. This is our seventh straight year of doing that. We provide a financial contribution, we provide all the transportation service between the venues at Nassau County athletic facilities and Hofstra University where many of these athletes stay. They come in from all
over the state so many of them stay at Hofstra, accessible dorms there, we run buses back and forth throughout the beginning, Thursday night through the end of the ceremony, Saturday night. We also provide a lot of volunteers, 240 plus hours provided by NICE employees to assist people with boarding the buses and alighting from the buses. It's a thing that we love to do. It's an unique opportunity for the transit system to serve the community, so we are -- we've gotten very involved in it and actually look forward to the event. It's one of the most meaningful things that I encourage anybody to, if you have a chance, go and watch these athletes and you will see some real athletic -- some athletic achievement by kids who are deeply committed to what they're trying to do, it's a very moving kind of experience.

And lastly, we are also just about to launch a brand new website, NICE Bus
website. We've got a lot of traffic on
the website now. We are going to upgrade
it, so it's a little bit better. You
will see it shortly, the end of July,
more Able-Ride information on there,
easier to navigate around, so you can do
trip planning, you can do basic data, you
can get notifications and you can do many
different things with this website,
again, trying to make the 21 century bus
system that's convenient and easy and
attractive to use for customers, and
that's all I have to report on.

CHAIRMAN SHRENKEL: Any questions
for, Mr. Setzer? Mr. Berse?

MR. BERSE: I have three small
topics to ask you about.

MR. SETZER: Okay.

MR. BERSE: Number one, when you
were talking about those 10 minute
intervals, are there going to be video
enunciators installed tracking the buses
much like your sister system in Baltimore
at the bus stops?
MR. SETZER: No. We don't have -- we do have location data, which you can get on your -- you can watch your bus approach on your smart phone or tablet, but we don't have the enunciators at the bus stops, that's a fairly expensive kind of technology. Expensive to buy and expensive to maintain.

MR. BERSE: Okay. We spoke at a prior meeting about the audio enunciators on the buses as they are turning in the middle of intersections that are tremendously loud and I was told that somebody was going to address it, either to tone them down or to change the way they operate and now I have heard them in a lot of other places where I have been paying attention other than just around the Hicksville station. Are we getting somewhere with that, because I see no change?

MR. SETZER: We adjust them on a regular basis when we have a specific situation to deal with. They're
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primarily a safety device. They are to alert pedestrians. Almost all of the fatalities in the transit industry, in the bus industry are pedestrian strikes and so that's -- the reason for them is still a very important reason. We can adjust them, geographically, location by location, so if there's a specific situation, please let us know and we will take a look at it.

MR. BERSE: I have, I guess with the windows open in this nice weather, driving different places where there are no pedestrians, you hear it, whenever the bus turns the corner. There's no judgment saying so this is not an intersection where there are pedestrians, ordinarily, let alone rarely. And the thing is still yelling and I mean it sounds like it's yelling out of the bus. So I don't see anything that was changed since then, and even where I'm talking about, when I was saying turning left on, from Newbridge Road onto West John
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Street, with particularly the 22, there has never been any kind of an adjustment. I guess there are pedestrians there frequently, but they're not dodging buses because they are big and huge and they see them. It's the cars that they don't dodge properly over there. So I've seen no change or improvement or anything, it's something that we talked about. Another thing that we talked about not that long ago, and I want to know if it was investigated because you said it would be looked into, was because of when we were cutting service in some areas, to actually reroute buses to condense where they're going and maybe let some of the places that don't get service any longer to get something. And I haven't heard anything that anything was done to address that, look into it, combine routes, whatever, because we are still dealing with the routes that go back to the 50's and 60's that the MTA adopted from the private contractors. The
routes, for the most part, have barely
changed that I'm talking about. So I'd
like to hear if anything was looked into
with that?

MR. SETZER: Well, we look at
routes, and -- but more schedules
quarterly and we look at data and try to
adjust, try to use whatever resources we
have available to serve the most people.
But because of the cuts over the years,
there are virtually no underutilized
sections that we can reallocate to
someplace else. Now, there might be a
time when there aren't very many people
on that bus, but you have to look at the
buses the whole day, so I'm -- I'm not
sure exactly which situation you're
talking about, but generally taking a bus
and having it do one thing on this trip
and a different thing on the next trip
and another thing on the third trip leads
to poor service.

MR. BERSE: I'm not talking about
that. I'm talking about when you got a
number of buses going on the same road, where a road half a mile away that used to be serviced, no longer is, that there could be some kind of adjustment in routing all the time to give the other people the service back that they didn't have and maybe instead of three buses going here, two do and one dips, but nobody's looked into that, and that disturbs me that it hasn't been addressed.

MR. SETZER: I would disagree that nobody's looked into that, Mr. Berse. We do look for those kinds of opportunities, but because of the cuts over the years, the service that's left is very heavily utilized, there isn't much available to reallocate someplace else. Those three buses that you talked about in your example are all very heavily ridden.

MR. BERSE: I agree to disagree.

MR. SETZER: Fair enough.

CHAIRMAN SHRENKEL: Any other questions for Mr. Setzer?
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(No response.)

CHAIRMAN SHRENKEL: Before we have public comment, I would like to also introduce our counsel to the board, Mr. Peter DiSilvio, and I want to thank him very much for helping to assist us in coordinating these meetings. Thank you.

At this time we would like to hear from you. Please, again, tell us your name, the town you live in, the bus route you're talking about, if it concerns travel, and we have our timekeeper, Mr. Duroseau, and so if you see me raise my hand, that means complete your last sentence, and give the next person a chance.

Is it Richard?

MR. CLOLERY: Richard Clolery. Hello, is this thing on?

MR. SETZER: It's on.

MR. CLOLERY: To the members of TAC, it's been far too long since we last saw each other. Since then I have moved from my residence in Hicksville to the
Heritage Square Apartments. It resides on Newbridge Road, where the n50 and n47 buses used to run at one point before they got cut. Now fortunately, I still have my pride, which means I have limited access to the neighborhood that I live in. Limited access means that when it rains or snows because of where I am I have to take cab rides like Ubers to work which sets me back $18.00 roundtrip. That money I could otherwise be spending on other things in the community which I work and live in. I mean that as a simple question, how are you going to find a way to restore not just those routes, but the other routes that were cut, since they were cut? How are you going to help and do the right thing, because I haven't heard anything from either News 12 or anything like that. So I realize we are on a very tight budget, I can respect that to a point, but buses are important, not just for the able, but for the disabled, senior citizens, the elderly
and everyone else in between. So I am asking you, members of the board, to A, work with the legislature, B, to work with NICE, and to -- it's not drivers that live here, but other people too. Those who have doctor's appointments, those who have to shop, but can't because of lack of transportation options, especially in the area where I live in, the area south of Hempstead Turnpike. Please do something.

MR. BERSE: Before you go, that's 425 Newbridge.

MR. CLOLERY: 425 Newbridge Road.

Anything else?

CHAIRMAN SHRENKEL: Thank you. Sir?

MR. WELLS: Good afternoon. My name is Frederick Wells. I reside in Queens. I have this issue, if NICE Bus only has two routes that runs 24 hours, I think all the routes that run into Queens need to run 24 hours which may also include some of the routes that don't go into Queens, the major routes, NICE routes
that don't go into Queens, and many -- and NICE Bus also needs to focus in on like a new bus rapid transit system similar to Select Bus Service for New York City Transit. The main reason is so we can actually have some type of integrated, a new system of service upgrades. You have the articulated buses on the n6, but what good are there if there's no BRT on the n6. What good is the service, what good is it if every bus is going to shut down at 10:00, 11:00 at night, when you have people that work graveyard shift and they have to leave the house two hours early and almost violate policy just because the bus doesn't -- because the bus stop running at a certain time, they have to be at work. We need the bus round the clock 24 hours. If you stop the routes that goes to Queens, it will impact the routes that just stay in Nassau and may impact the routes that go into Suffolk county for people who can't afford the LIRR, and
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that also includes Dutch Broadway as well. Thank you.

CHAIRMAN SHRENKEL: Anyone else like to address? Sir?

MR. TORCIVIA: Thank you. My name is Joseph Torcivia. I'm speaking for myself. I live in Levittown, off of Newbridge Road, not far from where the first speaker does. And too far from Old Country Road, and too far from Hempstead Turnpike but in between both. So my only option has been the n49. I'm retired, I drive a car, I prefer not to, and at the time I moved to my present home there was weekday service in both directions, north and south every thirty minutes, between the n49 and the former n50, then with the cuts, it became every hour, n49 only and with the last rounds of cuts, every hour and ten minutes. Weekday departures from Hicksville railroad station for the n49, there are only two departures between 4:20 and 7:00 PM. It was never that bad ever before. Saturday service used to be
hourly, that was okay. Now it's every 90 minutes. And I left the March meeting with some hope that we might begin to see some of the deeply cut service restored. But the new schedules for June 24 are nothing more than time point adjustments, and I would like to know, just like the first speaker, if and when Newbridge Road will ever see anything resembling normal hours. I'm not even talking about 24 hourly, just hourly, during, let's say, 5:00 AM to 10:00 or 11:00 PM. I would just like to see hourly service on Newbridge Road again, and hopefully that's something you will consider since there have been at least two votes for it. Thank you very much.

MS. SILBERGER: Hello. My name is Sylvia Silberger. I'm here because I'd like to see you restore the service to the buses that were cut. I have the benefit of having a vehicle at my disposal, I try not to use it when possible because I think that's the right
thing to do. It helps congestion, it helps the environment, it's incredibly inconvenient. I often will Google map a route and my bike is faster. So I take my bike rather than the buses. We need to think of the buses as a service to the community, the community as a whole, people who need the buses, i.e., don't have cars, need these buses and they need these roads, 4.50, I love to see the innovations you've done, like the NICE Link, but I have to say if I were trying to get to work on a bus, and I was working a minimum wage job, $4.50 each way would be a lot of money. There needs to be some sort of group effort to make it affordable and reliable and convenient to public transportation. Now, with that, I also think that in order to help encourage people to get on the buses, I know you said before you don't want to encourage more ridership because it costs the bus more money with every rider, but I think the county as a whole, it
benefits us all if more people were riding a bus because that's less congestion, less issue with parking, less greenhouse gases. In order to encourage more ridership, you need things like shelter bus stops, you need better bus routes, you need benches to sit and wait, and I think bike racks, as Richard had said, he has his bike to get around. If your bus stops are not that convenient, a bike is a good way to get there if you're able bodied enough to get it. So I'm here just to encourage you to consider investing more in the public bus service. And that's it. Thank you.

MR. CHAIRMAN SHRENKEL: Anyone else?

MR. KAMPER: Good afternoon. My name is Matt Kamper, I'm from East Meadows, and I want to discuss -- I'm representing myself. I want to discuss a couple of things. First, of course, is the NICE Link service, which I'm very happy to see, because I live right along Merrick Avenue right on that, basically
south of Front Street and that's actually right in the area of where the NICE Link service is, where I used to take all the time, the n51, essentially a lot to get to and from work sometimes. I use it a lot also to get to the Merrick LIRR home station, which is my home station by the way, and I'm very happy to see that. I'm very encouraged. Last time I was here, of course, in March, I spoke about bringing the n51 back, even if this service was available for the n51, n47, n45 even and I'm very happy to see it. I'm really looking forward to the new service, Link, next month. It is really definitely something I'm going to, a hundred percent, use, especially since I had to walk three miles just to get to the Merrick station all the time. It will help me at certain times, other times I will have to, but there's nothing I can do. But I'm very happy to see service, at least what used to be the n51 will now be the NICE Link service.
And the other thing with Able-Ride, I am also an Able-Ride customer. I use Able-Ride and I am very happy to see with the notification system, it really is working out very well. One suggestion I have with that is you have a cancellation form online, I would love to see one day worked out possibly, is to see Able-Ride have like they do, they're going to have it with access-a-link. They're going to have a way you can make your reservation online. I would love to see that here in Nassau County, so people don't have to make a phone call every time they want to make a reservation, just to have the Able-Ride pick them up. It's something I would love to see one day. Those are my comments and thank you very much.

CHAIRMAN SHRENKEL: Thank you.

Anybody else want to address the committee?

(No response.)

CHAIRMAN SHRENKEL: No other. Mr. Setzer, we have had a couple of
interesting comments and I thought that perhaps you might want to address some of those?

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

A lot of comments were around the general subject of restoring some of the service that was cut last year and I can't speak for you, but I think I've heard most of you say we all wish we were doing that. None of us likes the business of cutting service. But also all of the people here in this room, the people at NICE Bus and the members of the committee, none of us have the ability to provide funding. All we can do is encourage the people who provide funding to provide more. 2017 we were very unsuccessful in that, and the county dealt with its fiscal situation by reducing its investment in transit, so we reduced service. Very regretfully, none of us liked doing that. I know none of you did either. In 2018 the county
provided enough funding to prevent further cuts, but no funding for restoration, so this is not criticism, this is not a political comment. I'm just trying to make sure that all of us here understand that this all goes back to funding and the way to put service back, the needs that several of the speakers talked about are very real, I wouldn't argue with any of them about what we would do if we had the ability to restore some service or add some new service. I'm hopeful that 2019 will be a year in which there's the ability for some additional funding, there's enough funding to maintain service levels plus a little bit more, or a lot more for that matter, but I would be happy with a little bit more so we can begin to address some of these needs. After six years of budget balancing through service, which as you know, we always have this discussion during the budget, that's the only variable that we can
change. The amount of federal money, the amount of state money, the amount of county money and the fare are set by people other than us. And so the one variable that we have to work with is the amount of service. So I hope and I suspect I'm not the only one, I hope that the days of service cuts are behind us and the days of service additions are ahead of us in the near future, but again, that's not a decision that any of us here today can make.

So the question about when are you going to restore some of that service that you took out can't be answered until we know what our future situation is. And we won't know that, we won't know that until the end of the year. I think that's the main, that's the general response to a theme that we heard from virtually all of the speakers. Again, as I say, I don't dispute any of the needs that they describe and all of us probably would like to be meeting all those needs, but
we are limited by decisions that other people make about funding.

CHAIRMAN SHRENKEL: Well, presuming you have the money and when I was here in this area, this Newbridge Road, Hicksville Hub, and certainly I understand the issue of funding, if the funds were available or you have money for test funding such as NICE Link or what have you, it might be a good idea to invest that test funding in those areas too, and we can only encourage, of course, the legislature when they do their budget, to increase funding for transportation. So as Mr. Setzer said, the board can't make those recommendations. Actually we are forced to vote on a lot of negative issues such as fare hikes and service cuts. And I'd like to say there isn't a member on this board who enjoys doing that. But NICE has to run with a balanced budget and I think everyone who comes here has to understand that. Anything else, Mr. Setzer?
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MR. SETZER: No, we are all set.

MR. ROSARIO: I have a question.

I'm sorry, Mr. Setzer, I probably could figure out, how did you come out to that NICE Link fare of $4.50, is it per mileage, for cost, what you're assuming, in other words, is that a fixed price that's going to stay there, that $4.50 or can it change?

MR. SETZER: Well, it could change, right now this is sort of an experiment, so we just picked a price point, and what we -- the logic is it should, because this is personalized service, it should be more than a regular bus route, but it's not individual, so it should be less than a taxi cab, so it's priced in between the two, and that's the idea. Once we have some experience, we will be back to you and report on this, and at some point, if that's to be the permanent fare, then I think the committee has to set that.

MR. ROSARIO: Thank you.
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MR. CHAIRMAN SHRENKEL: Are there any other questions from committee members for Mr. Setzer or any other comments any committee member chooses to make?

(No response.)

CHAIRMAN SHRENKEL: Okay, with that, thank you again, Mr. Setzer, for a detailed presentation.

Would someone like to make a motion to adjourn our meeting?

(Mr. Rosario motions.)

MR. CHAIRMAN SHRENKEL: Do I hear a second?

MR. BERSE: Second.

CHAIRMAN SHRENKEL: Thank you. With that our meeting is adjourned.

(Time noted: 5:56 P.M.)
CERTIFICATE

I, KATHLEEN ANDERSON, a Notary Public of the State of New York, do hereby certify

That the testimony in the within proceeding was held before me at the aforesaid time and place

That said witness was duly sworn before the commencement of the testimony, and that the testimony was taken stenographically by me, then transcribed under my supervision, and that the within transcript is a true record of the testimony of said witness.

I further certify that I am not related to any of the parties to this action by blood or marriage, that I am not interested directly or indirectly in the matter in controversy, nor am I in the employ of any of the counsel.

IN WITNESS WHEREOF, I have hereunto set my hand this 17th day of July, 2018.

KATHLEEN ANDERSON

KATHLEEN ANDERSON
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