

NASSAU COUNTY BUS TRANSIT COMMITTEE

March 26, 2026

6:30 p.m.

PUBLIC MEETING

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

DR. BOBBY KALOTEE, Chairperson

RICHARD CLOLERY, Member

GEORGE MARTINEZ, Member

ANN MARIE REARDON, Secretary

SHAHRIAR VICTORY, Member

DANIEL ALTER, Vice Chairperson

JOEL BERSE, Second Vice Chairperson

JACLENE D'AGOSTINO, Member

PATRICK GALLAGHER, County Attorney

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

1 CHAIRMAN KALOTEE: Good evening,
2 everyone.

3 Since we all know, this is a special
4 meeting. It's an important meeting. The Board
5 appreciates.

6 We will go to the agenda. I'll start
7 the program.

8 I think our secretary has to do the roll
9 call to make sure that roll is correct.

10 SECRETARY REARDON: Dawn Falco?

11 ATTORNEY GALLAGHER: She is excused.

12 SECRETARY REARDON: Patrick Gallagher?

13 ATTORNEY GALLAGHER: Here.

14 SECRETARY REARDON: Jaclene D'Agostino?

15 MEMBER D'AGOSTINO: Here.

16 SECRETARY REARDON: Joel?

17 SECOND VICE CHAIR BERSE: Hello.

18 SECRETARY REARDON: Daniel?

19 VICE CHAIR ALTER: Here.

20 SECRETARY REARDON: Ebi Victory?

21 MEMBER VICTORY: Present.

22 SECRETARY REARDON: Myself, Ann Marie
23 Reardon.

24 Dr. Kalotee?

25 CHAIRMAN KALOTEE: Present.

1 SECRETARY REARDON: George?

2 MEMBER MARTINEZ: I'm here.

3 SECRETARY REARDON: Richard?

4 MEMBER CLOLERY: Here.

5 SECRETARY REARDON: Okay, we got
6 everyone except for Dawn.

7 CHAIRMAN KALOTEE: Thank you very much.

8 So, we have a quorum. Thank you very
9 much for everyone to be here.

10 And first things first: Via the rules,
11 I was advised by our counsel, as well as one of
12 our very distinguished members, Joel Berse, that
13 we must re-elect, or select, or whatever you guys
14 want to call it, to the officers.

15 Yes, Counsel? Is that correct?

16 ATTORNEY GALLAGHER: That's correct.

17 CHAIRMAN KALOTEE: So, I'd like to have
18 the nomination of the chair of this committee,
19 somebody have to make the motion.

20 MEMBER CLOLERY: I would like to make a
21 motion to make Bobby Kalotee as head.

22 Am I doing this right?

23 CHAIRMAN KALOTEE: Yes, you are doing it
24 right.

25 MEMBER MARTINEZ: At this time, we'd

1 like to nominate Dr. Kalotee for chairman.

2 SECRETARY REARDON: Second.

3 CHAIRMAN KALOTEE: Thank you.

4 Is there any other nomination?

5 If there's none, then we already have a
6 second.

7 All in favor, say "Aye."

8 (The members respond in the
9 affirmative.)

10 CHAIRMAN KALOTEE: Opposed?

11 (No response.)

12 CHAIRMAN KALOTEE: Abstention?

13 (No response.)

14 CHAIRMAN KALOTEE: Unanimous.

15 Thank you.

16 I personally would like to nominate, to
17 continue her good work as a team, and dedicated,
18 our secretary.

19 SECRETARY REARDON: Thank you.

20 CHAIRMAN KALOTEE: Ann Marie Reardon.

21 MEMBER VICTORY: I second.

22 CHAIRMAN KALOTEE: Is there any other
23 nomination?

24 If there is none, then all in favor, say
25 "Aye."

1 (The members respond in the
2 affirmative.)

3 CHAIRMAN KALOTEE: Opposed?

4 (No response.)

5 CHAIRMAN KALOTEE: Abstention?

6 (No response.)

7 CHAIRMAN KALOTEE: I have it. Thank you
8 very much.

9 SECRETARY REARDON: I would like to
10 nominate Daniel Alter as vice chair.

11 CHAIRMAN KALOTEE: I second.

12 Is there another nomination for vice
13 chair?

14 If there is none, all in favor say
15 "Aye."

16 (The members respond in the
17 affirmative.)

18 CHAIRMAN KALOTEE: Opposed?

19 (No response.)

20 CHAIRMAN KALOTEE: Abstention?

21 (No response.)

22 CHAIRMAN KALOTEE: I have it. Thank
23 you.

24 We're going to have a little bit that I
25 felt and I shared with the county, and I shared

1 with our counsel, and other members. We're going
2 to add in another vice chair, and that's going to
3 be, I will nominate -- and whatever the power and
4 authority I have given to me by the rules, I want
5 to add Joel Berse to be the second vice chair of
6 this committee.

7 Do I have a second?

8 VICE CHAIR ALTER: I second that.

9 CHAIRMAN KALOTEE: Are there any other
10 nominations for that?

11 If none, all in favor say "Aye."

12 (The members respond in the
13 affirmative.)

14 CHAIRMAN KALOTEE: Opposed?

15 (No response.)

16 CHAIRMAN KALOTEE: Abstention?

17 (No response.)

18 CHAIRMAN KALOTEE: I have it.

19 Congratulations to everyone. Let's
20 continue the good work, show our support and
21 strength for our president of the NICE, that we
22 work as a team. We are here.

23 So, it's all yours, sir.

24 MR. KHZOUZ: Thank you, Mr. Chairman.

25 I appreciate everybody being here today.

1 Thank you very much.

2 We have members of our leadership team
3 here, also directors. We have Mario from the
4 county here, who's overseeing us and guiding us
5 through every day. We appreciate everybody's
6 support and continued support throughout the year.

7 Today we're going to talk about a few
8 different very important things. At the end of
9 the presentation, we can take some questions from
10 the Board, or however Mr. Chairman wants to take
11 care of it, but we're going to look at the
12 operating budget, we're going to talk about the
13 capital plan. I'm going to present the Q4 2025
14 score card. We're a little off sync there. We'll
15 get back on sync later.

16 CHAIRMAN KALOTEE: I just want to make
17 sure, the Board can ask questions after he finish,
18 and you can make a note of the question you want
19 to ask. We will ask the question when the
20 president finish presenting everything. We will,
21 on the end, we'll have public to speak, and they
22 can ask questions as well.

23 Please continue.

24 MR. KHZOUZ: Thank you.

25 We will talk a little about the service

1 updates for this year and some updates on service
2 for the last quarter, and then I will answer any
3 questions the Board has, and then ask for some
4 approvals so that we can move forward with service
5 for this year.

6 So, we're going to start with the 2026
7 operating budget. We start with -- we break it
8 down for you in a couple of different ways. This
9 is the best way to look at it really, is the
10 operating budget service hours against last year
11 so we understand where we are.

12 This kind of previews the rest of the
13 service -- I'm sorry, the rest of the operating
14 budget by basically telling you that through the
15 hard work of a lot of different people -- our
16 local legislators, our state legislators, the
17 governor, our county executive -- we are able to
18 keep service relatively stable.

19 What you see here at the very top is our
20 projected Paratransit service hours. You see a
21 slight increase in service hours there. That
22 somewhat mirrors the last quarter's demand because
23 it is an on-demand service.

24 We cannot deny service. If service
25 grows there, we have to provide it. We try to

1 bake it into the numbers, but sometimes, like last
2 year, we had an expansive growth of Paratransit, a
3 lot of demand, so we have to continually look at
4 those numbers and sometimes flip around numbers a
5 little bit between fixed route and Paratransit.

6 As you see, Paratransit shows a slight
7 increase in hours for the year as a projection.
8 Fixed route shows a slight decrease, but it's a
9 little bit offsetting. It's really even.

10 There are some inefficiencies we found
11 in the service based on some ridership trends, so
12 we've just kind of reallocated the dollars a
13 little bit. But, actually, the service hours, you
14 really won't see much change in fixed route at
15 all.

16 Actually, in some cases, as we get
17 there, you are going to see an increase in actual
18 fixed route service. We will get there in a
19 minute.

20 So, here's how the operating budget
21 basically rolls out for this year.

22 New York State Operating Assistance,
23 STOA, \$130 million from the state this year. Very
24 happy with that number. Again, we have a lot of
25 support in Albany.

1 Nassau County required STOA match. The
2 match to get that 130 is required as a \$2.5
3 million contribution.

4 The next two lines are basically federal
5 funds. So, you see 13 million -- about almost
6 \$14 million combined there.

7 Passenger revenue, strong passenger
8 revenue number for a suburban system. Almost
9 \$32 million this year we'll collect from fares.
10 That's a high percentage for our total. We're
11 very proud of that.

12 That basically tells you, number one,
13 the service is being used, which is great. Number
14 two, we're efficient in the way we put our service
15 out.

16 Then, nonuser revenue, 800,000, that's
17 basically the advertising that you see on the side
18 of the buses. That's about what we collect every
19 year. It breaks down \$179,400,000. It allows us
20 like I said, to keep service stable without any
21 service reductions.

22 The way we bill the county is two
23 different ways. We bill them on a monthly fixed
24 rate, and then on top of that, a per hour rate.

25 The monthly fixed rate allows us to take

1 care of the assets. Remember, all the assets are
2 the county's assets. The buildings, the
3 computers, the furniture, everything in the
4 maintenance shop, all the buses, the rolling
5 stock, all that is county assets. We just
6 maintain it on behalf of the county.

7 So, this year, there's a slight
8 increase. You'll see that slight increase kind of
9 come across. Again, we are all living in Nassau
10 County but we're all subject to everything that
11 goes on out there with fuel prices and insurance
12 costs. Everything has gone up quite a bit. We
13 have tried to tap it down where we can. You're
14 going to see that in a minute when we go to the
15 detail.

16 The monthly fixed rate goes up little
17 bit, about \$200,000 a month, not quite. The
18 variable rate on both fixed and Paratransit,
19 that's the hourly rate basically, what we call it,
20 in 2005 in the fixed route, it was 107, it's going
21 up to 112. That accounts for also wage increases
22 on the unionized labor, which we're currently
23 negotiating union work right now. Then on the
24 Paratransit side, it goes up slightly to \$66 an
25 hour from \$64.

1 So, if you look at it on a detail
2 level -- and I'm going to put my glasses on so I
3 can look at it here -- you can see, operator wages
4 climb about 5.8 percent. Some of that is
5 overtime, but regular fixed rate on regular
6 straight work will probably be up 2 and a half to
7 3 percent.

8 Maintenance wages are down slightly.
9 Why is that? It's because we have mostly a new
10 fleet. And you'll see in the capital program, we
11 have another 50 new vehicles coming in.

12 When you have a newer fleet, you don't
13 need as much labor on the maintenance side,
14 especially on overtime. So, no one is getting
15 cut, it's just really the overtime area.

16 Other wages show about a 2.8 percent
17 increases, pretty traditional. Fringe benefits
18 show 1.9 percent. Services show a 7 percent
19 increase.

20 What are services? Services are really
21 most of our software services. So, software is a
22 service. All the technology that we have on the
23 buses or that we run here, technology is really --
24 we haven't added any technology, but the cost of
25 software services has really increased these last

1 couple of years, and we're really feeling it this
2 year.

3 So, we're in the process of assessing
4 all that software and deciding how to move forward
5 because we can't sustain a 7.4 percent increase
6 every year. It's not sustainable. So, we'll look
7 through that. Fuel and lubricants, we all
8 understand what's going on there. It's up about
9 5 percent.

10 Parts and repairs, again, we have a
11 newer fleet, so we see a savings there of about
12 9 percent. Other material and supplies, etc., we
13 show a 19 percent decrease there.

14 I'm going to ask one question of one of
15 the folks out in my audience here because I
16 blanked out on why that has gone down. Jawad is
17 our controller.

18 If you don't mind, Mr. Chairman?

19 CHAIRMAN KALOTEE: As long as he can
20 come right next to you.

21 MR. KHZOUZ: Can you step up and just
22 answer my question, or just fill in the blank on
23 why materials and supplies are reduced by so much?

24 MR. ANSARI: My name is Jawad Ansari.
25 I'm the controller for NICE Bus.

1 Materials and supplies is along the same
2 lines. We have reduced some of our Covid cleaning
3 for the buses that we used to do during the Covid
4 time. We feel that we're cleaning the buses at
5 Hempstead terminal and other places anyway, so
6 we're done where we can save certain money.

7 And also, we have certain out-of-shop
8 supplies and some of the in-store shop supplies
9 because of the new buses. That's reduced as well.

10 One of the things I want to note, where
11 service is increase of 7.4, that also does account
12 for our OMNY fee addition, which we have this
13 year.

14 Thank you.

15 CHAIRMAN KALOTEE: Thank you, Jawad.

16 MR. KHZOUZ: Marketing, legal, and other
17 fees, we've seen a little bit Of a savings there
18 as we offload and take on some duties ourselves
19 instead of using outside resources.

20 Utilities, unfortunately, as everybody
21 understands here, have gone up a little bit,
22 2.7 percent.

23 Casualty and liability, probably our
24 largest one time increase of about 14 percent,
25 that's a lagging indicator.

1 Safety has been a challenge, but we have
2 had year over year improvements in safety, but the
3 cost of every claim has increased. So, that's
4 nothing new to any municipality or anybody running
5 any kind of business to understand that.

6 Depreciation is what it is.

7 Corporate overhead is a percentage of
8 our total revenue. That helps us get software and
9 some other things done on some other processes.

10 Our margin, again, is a percentage of
11 our total. So, that's how it breaks down overall.
12 You see some increases, some decreases, but in
13 general, we try to be good stewards of county
14 funds and, again, deliver a pretty good value for
15 what we do.

16 I am going to move on to the capital
17 plan very quickly. With the county's help,
18 especially Mario, we've been able to really keep
19 up with the capital upkeep on things like building
20 maintenance and things like that.

21 We are going to deliver -- I'm sorry, we
22 are going to procure 50 40-foot CNG buses that
23 will be delivered in 2028, just in time for some
24 other buses to retire.

25 Rockville Centre depot rebuild. So,

1 that's a building that's been moth-balled.
2 Actually, it hasn't been moth-balled, it's been
3 used for other transit services for quite a few
4 years. We stopped using it as a dispatch depot in
5 2016. The county would like to refurbish the
6 building and again make it usable for our needs as
7 we grow in the future. So, that's, again, all
8 federal funds.

9 The interior of Hempstead Transit, Rosa
10 Parks phase II, we did the restrooms a few years,
11 and guess what? It's time to do them again.
12 Restrooms, break rooms, mechanical rooms, that
13 will all be done.

14 The building site at Oak and Commercial,
15 right here on the corner, that building will be
16 taken down. It's an old water treatment plant
17 that's been decommissioned for a couple of decades
18 now. That will be taken down, and we'll be using
19 it as a staging area for non-revenue vehicles and
20 some other vehicles also that we can get out of
21 the garage and get out on the street a lot
22 quicker. This building, again, some restroom
23 upgrades and some other common area upgrades.

24 The fare box replacement system, long
25 overdue. That will accompany the OMNY system.

1 So, that's going to be part of what we do next
2 year, or this year.

3 Then the methane detection system needs
4 replacement. That helps us stay safe in this
5 garage. And the bus lifts, those obviously hitch
6 all the buses up so that we can get underneath
7 them and work on them safely.

8 That's the highlights. Here is
9 everything else, the next two pages in detail:

10 There's some smaller shuttle buses in
11 there. There's some preventative maintenance
12 issues in there. There's a lot of odds and ends
13 that aren't very exciting, but it's part of
14 running an operation of this size that we need to
15 get done. There are new Paratransit vehicles
16 again included in the purchase.

17 Let's move on to the score card from
18 2025, the end of 2025, our last score card there.

19 On-time performance for fixed route, for
20 that quarter, we came up a little short, about
21 90 percent. It was 89.51. I'd like it to be over
22 90. We still earned an incentive there, but
23 again, with the weather the way it is, we're going
24 to talk about that in a second.

25 Missed pullouts were almost nothing,

1 less than 1 percent. Accidents ticked up a little
2 bit for the quarter, but still within our goal and
3 our range, so there's no benefit or charge on
4 that.

5 On the Paratransit side, the call
6 answered ratio dipped a bit, but still within
7 reason.

8 On-time performance ticked up a little
9 bit, and you'll see where that comes into play in
10 a second.

11 Missed pullouts, again, were negligible.
12 That doesn't mean any service was missed; it just
13 means that the bus didn't get out within the
14 five-window that we usually give it.

15 Accidents were well within range, so we
16 did pretty well there.

17 Productivity dropped. So, again, I
18 think we've talked about this before, productivity
19 and on-time performance are something that you
20 kind of have to balance, right?

21 So, if you want a higher on-time
22 performance, you lower productivity. If you want
23 a higher productivity, you have to lower on-time
24 performance. So, it's finding that right balance
25 where you don't agitate too many clients, but we

1 stay within reason.

2 So, service updates for 2026, I talked a
3 little bit about this. You know, you saw that
4 we're basically leaving service flat, but there
5 are some improvements. There are some service
6 improvements that we're looking at doing. Some of
7 them are efficiency and some of them are just
8 strict improvements based on demand.

9 N19X trips, we're going to add a few
10 trips, especially in the a.m. You'll see that
11 rolling out. We're rolling out more and trying
12 more express service.

13 It doesn't make everybody happy. It
14 makes some people happy. Some customers, clients
15 get angry when a bus passes them by and they don't
16 think -- it's an express bus, it doesn't stop
17 there. It takes us a long time before we could
18 really educate everybody on that, but we'll get it
19 through there.

20 Our real goal this year is really to
21 speed up service. We are at about 92, almost
22 93 percent on-time performance now on fixed route.

23 How do you add more value to riders?
24 The way you add more value to riders is give them
25 time back. Instead of being on the bus for an

1 hour, can we get them on the bus for their
2 destination in 50 minutes or 55 minutes? It gives
3 them back 10 more minutes a day. So, that's what
4 we're trying to do on some of these things.

5 You'll see that on the Xs and on the 25,
6 you will see us rebalancing stops. What does that
7 mean? In a lot of cases, we have stops literally
8 every block. And it's not efficient for a bus to
9 stop on every block. We need to rebalance,
10 regroup these stops so that the bus can move along
11 in a much more expedient manner.

12 So, that's what's happening on the 25,
13 on the 26. On the other side, on the 27, we're
14 adding stops in both directions because we see
15 some need for that.

16 40X pilot extension to Baldwin with
17 stops added at Atlantic Avenue in the peak. The
18 43X pilot express from Westbury to Nassau
19 Community College all the way to Freeport just
20 during the peak.

21 Elmont flexi, there's a new schedule
22 there. We hope to improve some on-time
23 performance issues that we're trying to solve
24 there.

25 Port Washington shuttle, again, trying

1 to improve some on-time performance and improve
2 efficiency.

3 Then everybody's favorite, Jones Beach
4 will be back this year again. We had a great year
5 with Jones Beach last year even though the weather
6 wasn't fantastic. We did have a large amount of
7 riders taking the service. So, it's back again
8 this year.

9 I want to cover really quickly our
10 weather response. We've had two awful days. You
11 know, we had one in January and then we have
12 another one in February. Those took a long time
13 for us to rebound from.

14 Now, what does that mean? So, on the
15 25th, we had more than 14 inches of snow in this
16 area. Though we did not cancel service
17 preemptively, we put service out, and we ran
18 service until we could not run service anymore,
19 which was 2:00.

20 The plows were keeping up with the
21 roads. We had to suspend service. So, service
22 was suspended as of 2, but partial service
23 restoration started later that day.

24 So, we -- Jason and his team in
25 operations, our chief transportation officer, has

1 a very disciplined way of bringing service in and
2 putting the service out, and really did a great
3 job through that. By Monday at 5:30 p.m., we were
4 fully back with service on the road. Same thing
5 happened in February.

6 So, the one thing -- I think both days
7 were on weekend. They did affect the weekday
8 Monday, but the impact on riders still was great
9 but not as great as it would be during a weekday.

10 Same thing, wow, what a February storm.
11 In the middle of that too in February, both in the
12 a.m. and the p.m., we had two calls from Office of
13 Emergency Management to ask for buses to help
14 warm -- keep people warm and/or evac people out of
15 an area.

16 We had a hotel fire, or an apartment
17 fire, and then a hotel water break in Melville,
18 two different issues, and we were able to respond
19 to that to help the community out.

20 Then the February 23rd, again service
21 suspension, continued to keep going on this kind
22 of -- we had 18 inches of snow and a lot of high
23 wind, but we fully restored service by Tuesday at
24 5 a.m., 5:30 a.m. So, we were on it pretty well.

25 I do want to call out Erika. She

1 managed a team, multiple teams. She cleared 3,000
2 bus stops of snow in between those two -- not her
3 herself, but her teams. She has really big arms.
4 Her teams cleared 3,000 stops.

5 I don't think we really got any serious
6 criticism about having stops snowed in. If we
7 heard from someone, we literally had that stop
8 cleared that same day. She was great about
9 managing all of that. That was a difficult,
10 difficult time.

11 So, just to remind everybody, during
12 snow emergencies, our priorities are the facility,
13 or facilities first, and then we hit most active
14 locations and transit centers and areas that serve
15 riders with a disability, and then shelters and
16 other locations. We do them in that order, so
17 just to keep everybody clear on that.

18 We do have a hotline too, that if a
19 customer calls, or anyone calls, we'll get right
20 on it.

21 So, before I get to this, I do want to
22 call out one of our members tonight, one of our
23 staff members, Todd Cheever, our Director of
24 Safety and Training. He is retiring.

25 Todd joined us in 2016. He's really

1 helped us achieve our safety goals, really set
2 standards, SOPs. He's done a great job making
3 sure that we are covering all the mandated FTA,
4 DOT, PTSB, all those things at the same time.

5 So, Todd's last day will be with us --
6 for the next 10 days or so, Todd?

7 MR. CHEEVER: Next Friday.

8 MR. KHZOUZ: We want to congratulate
9 Todd and thank him for his service.

10 CHAIRMAN KALOTEE: If you can sit down
11 for a minute, if you don't mind?

12 MR. KHZOUZ: Certainly.

13 CHAIRMAN KALOTEE: On behalf of our
14 committee, on behalf of the county, on behalf of
15 the public, and the committee, we'd like to say
16 thank you for your service providing all the
17 people.

18 MR. CHEEVER: Thank you very much.

19 (Applause.)

20 CHAIRMAN KALOTEE: I also want, because
21 this the last comment before all of our members
22 do, to Erika and Mr. President, talk about the
23 snow. I think it's important for the public to
24 know, they take quick action how safely they can
25 transfer all our guests from one place to the

1 other, even there was difficulties.

2 And I think on your request,
3 Mr. President, county immediately also made a
4 respond to plowing the snow, specifically come to
5 the transit.

6 I want to applaud the county as well
7 working together with the leadership here, and the
8 county immediately responded. And they have the
9 same interest as the president of the team of the
10 bus, have it to provide the services to the
11 public.

12 And I want to applaud you taking quick
13 action, going out of your way to making sure.
14 They told me how many personal calls you made to
15 make sure public is very safe. We greatly
16 appreciate it, you as well as Erika. You please
17 make sure you give all the credit to the county as
18 well. And we notice. I want you to know.

19 This is how we're going to do it. I
20 would like each member, if they have any
21 questions, they can have two questions. If other
22 member already asked that question, please don't
23 repeat. Ask different question. That's number
24 one.

25 Number two, if some answer cannot be

1 given, we make sure they're provided to you.

2 There's one thing the members brought to
3 my attention. Mr. Khzouz?

4 MR. KHZOUZ: Yes, sir.

5 CHAIRMAN KALOTEE: And it's important to
6 me as well, agenda, even though it's emailed, I
7 want every member to receive them as a physical
8 copy at least five days in advance.

9 And since this is only for you, it's not
10 a public, please make sure you keep it as
11 confidential until it's public because this is for
12 your knowledge because you are the one who is
13 voting for it, and you must know what you are
14 voting for.

15 Myself and some members couldn't get the
16 email to be reading, or sometimes email have
17 problems, so if you would be kind enough to direct
18 that this should be given at least three to five
19 days in advance to all the members?

20 MR. KHZOUZ: Sure.

21 CHAIRMAN KALOTEE: It was important to
22 me and it was important to the members.

23 So, we're going to start on this side.

24 Again, Jaclene, good to see you.

25 Welcome. Do you have any question for the

1 president, he will be happy to answer it. If
2 something he cannot answer, we understand.

3 MEMBER D'AGOSTINO: I don't have any
4 questions at this time.

5 CHAIRMAN KALOTEE: That's good.

6 Mr. Joel Berse?

7 SECOND VICE CHAIR BERSE: Forgive me, I
8 have three things.

9 CHAIRMAN KALOTEE: Okay, you can have
10 three.

11 SECOND VICE CHAIR BERSE: Number one --

12 CHAIRMAN KALOTEE: But you can do one by
13 one.

14 SECOND VICE CHAIR BERSE: With the
15 capital plan, has there been arrangements made
16 with the new rollout of OMNY that we have direct
17 sales in Hempstead Transit Center or any of the
18 other places so that the riders don't have to go
19 to outside businesses like was in the original
20 plan?

21 I, myself, experienced going into the
22 city by train and then taking the OMNY card they
23 sent me on the disabled card, plus the one that
24 you furnished here, to get them taken care of, and
25 it was an adventure with the people in the city

1 booth, believe it or not. I couldn't understand
2 how they were having so much trouble with it. But
3 we need people that can be face to face, and not
4 somebody who is outside the system.

5 MR. KHZOUZ: Okay, so I will answer that
6 as honestly as I can.

7 OMNY is not our product. We use OMNY
8 like a licensee. The MTA has no obligation to
9 serve this area, but we can't serve on behalf of
10 OMNY. So, I can't put out a group of people who
11 speak for the OMNY card, unfortunately.

12 Our retailer at Hempstead Transit Center
13 Rosa Parks does sell the card. They have been
14 having a hard time keeping up with demand, so
15 we're working with them to increase their credit
16 limit, to be able to buy more cards, to be able to
17 hand them out. There are a lot of retailers
18 around that sell the card.

19 We currently don't have any plans to put
20 OMNY machines anywhere in the county. They're
21 much too expensive and they're not reliable.

22 What we found is, the frustration level
23 of a machine that's broken is worse than having a
24 machine. So, I know it's not the right answer,
25 it's just the honest answer.

1 SECOND VICE CHAIR BERSE: I appreciate
2 the honesty.

3 If there was a way, maybe some kind of
4 an agreement can be made reciprocally that they
5 can -- the MTA can do something to satisfy the
6 riding public, especially since I'm certain that
7 there's a good percentage of our people that use
8 it that it's worth them taking care of them
9 instead of them going through the nonsense they
10 have to when they're going to the city to first
11 physically do it and have problems.

12 MR. KHZOUZ: I understand.

13 SECOND VICE CHAIR BERSE: And I've heard
14 that from some riders. Having experienced it
15 myself, I feel like I can understand their burden.

16 MR. KHZOUZ: Sure.

17 SECOND VICE CHAIR BERSE: Number two,
18 are there any service updates planned for the area
19 by Sunrise mall as it grows and comes back to
20 life?

21 MR. KHZOUZ: Yeah, we continue to work
22 with the mall in our planning department. It's
23 tough to say when things will be at peak to be
24 able to then go ahead and offer more service in
25 the area, but, yes, Mr. Berse, we're continuing to

1 work with the mall, that mall and Roosevelt Field
2 actually, on some different projects to increase
3 service or provide service.

4 SECOND VICE CHAIR BERSE: The last thing
5 was, I applaud the weather response that you've
6 had here.

7 Quite honestly, I was watching very
8 closely, as you know, around the Hickville station
9 area with all the buses that go there and the
10 stops, and including the construction, to make
11 sure that the construction sites did not interfere
12 with having all that snow because of the problems
13 of moving snow on Newbridge Road.

14 But I question the way you were asked to
15 send buses to a hotel in Melville, did Suffolk
16 County give us any kind of assistance,
17 reimbursement, or anything for something, even
18 though we serviced that area on the fringe, that
19 is a problem in their county, that shouldn't they
20 really help us out when we're doing something like
21 that?

22 MR. KHZOUZ: I'm not going to speak to
23 that. When we get called -- I understand that. I
24 understand the question, Mr. Berse.

25 When we get called, I don't worry too

1 much about jurisdiction; we just respond. We'll
2 deal with it on the other side later. That's
3 really not even for me to deal with, or us to deal
4 with, that's really for the administration to deal
5 with.

6 SECOND VICE CHAIR BERSE: Has that even
7 been, you know, looked into, because --

8 MR. KHZOUZ: No.

9 CHAIRMAN KALOTEE: Mr. Joel, let him
10 answer the question.

11 MR. KHZOUZ: So, the request came
12 directly from the administration. So, that's
13 where my questions stop.

14 This is where it goes: Where do you
15 need the bus? How quickly do you need it? That's
16 it. I don't worry about too much after that. But
17 it is a valid question. In this case, you know, I
18 was going to worry about getting the bus there
19 before anything else.

20 SECOND VICE CHAIR BERSE: Well, I
21 wouldn't tell you not to, but I just think
22 conceptually, their OEM should help our OEM and
23 vice versa if we cross the county line.

24 MR. KHZOUZ: Understood.

25 SECOND VICE CHAIR BERSE: Thank you.

1 CHAIRMAN KALOTEE: Thank you for that
2 response.

3 Mr. Daniel Alter?

4 VICE CHAIR ALTER: Thank you so much for
5 your presentation.

6 CHAIRMAN KALOTEE: Congratulations being
7 vice chairman.

8 VICE CHAIR ALTER: Thank you, sir.

9 If you could just clarify for me so I
10 can get a good picture and a visual, because on
11 here, I see on the capital plan that you're
12 planning on 50 buses of 40-foot clearly natural
13 gas, but then down here, and I see it represented
14 on the sheet, but there is also an electric EV
15 that is requested but isn't funded until 2028.

16 MR. KHZOUZ: Right. So, we've put a
17 pause on EV purchases. It may still show up in
18 our capital plan, but the funds are paused for
19 now. There are some questions regarding state
20 mandates to electric vehicles.

21 In addition, operationally, we have
22 fallen somewhat short on our operational goals on
23 the EVs, so we have paused the funding line and
24 not taken the money out of the funding line, but
25 just paused it until we get a better understanding

1 of where this market is going.

2 And I will be very transparent with
3 everybody here, we believe we already meet the low
4 no omission standards that the state has put out
5 for us by having compressed natural gas.

6 The idea of going electric is certainly
7 something we keep open, and we have electric
8 buses, but right now we're pausing.

9 Good callout.

10 VICE CHAIR ALTER: That's fantastic, but
11 then my follow-up question to that is -- and I
12 understand the electric vehicle, we've spoken
13 about it, but I know from previous meetings, some
14 of the struggles of the infrastructure, especially
15 with EV and natural gas, but I don't see it
16 accommodated here.

17 MR. KHZOUZ: We have a full EV charging
18 station on the back of our building here that
19 could -- right now we have six electric buses. It
20 could hold up to 24. So, we are set for a while.
21 So, that investment has already been made in past
22 years. So, we're up to speed there.

23 Our next big upgrade is to our fueling
24 station on the compressed gas side. The fueling
25 island is out of date. It's slow -- it's not

1 slow, but it's not up-to-date with today's
2 standards on speed to fill, so that is going to be
3 worked on as the next big thing.

4 VICE CHAIR ALTER: And that's planned on
5 being at this site?

6 MR. KHZOUZ: That's the site, yes,
7 exactly. Yes, sir.

8 CHAIRMAN KALOTEE: Do you have second
9 question?

10 VICE CHAIR ALTER: No. Thank you very
11 much.

12 CHAIRMAN KALOTEE: Okay, thank you, sir.
13 Mr. Victory? You had three questions
14 but make them into two right now.

15 MEMBER VICTORY: I'll make the second
16 one a multi-prong question.

17 Thank you for the presentation. You
18 always present the facts beautifully.

19 As far as our fuel cost goes, is there
20 any sort of a program available, like the
21 airlines, to buy the fuel ahead of time and lock
22 in that price? Is there anything like that
23 available to us?

24 MR. KHZOUZ: On the compressed natural
25 gas side, that's exactly what we do. We lock in a

1 fuel rate with the county early in the season and
2 we're pretty much set at that fuel to a certain
3 degree, a certain number of -- I forget exactly
4 what they use.

5 On the gasoline side -- and remember,
6 our fleet on the Paratransit side is all gasoline
7 powered. There is no lock there. We have to --
8 we use retail rates to be able to get that fuel.
9 We use just a gas station.

10 We don't use what's called wet fueling,
11 where a fuel tanker comes up and fuels all our
12 trucks at once. It doesn't make sense for us. We
13 don't have the room for that. So, we have to use
14 a conventional -- unfortunately, conventional
15 dollars per gallon.

16 MEMBER VICTORY: The county doesn't have
17 any special fuel programs?

18 MR. KHZOUZ: No. No, not on that. Not
19 on -- not that can handle this fleet.

20 And, again, we have to be efficient on
21 where we dispatch vehicles from. You know, to
22 take a vehicle from here to a fueling station that
23 may be in a different direction sometimes is not
24 the most efficient way to dispatch.

25 MEMBER VICTORY: My second question is,

1 on capital plan -- and that's a multi-prong
2 question. I just don't understand units, how many
3 units on some of these things.

4 On the buses, we're spending \$40 million
5 on 50 buses, so each bus is extremely expensive.

6 MR. KHZOUZ: Yeah, each bus ranges,
7 depending on when we actually put in the order,
8 from \$750,000 to \$800,000, \$850,000 each.

9 MEMBER VICTORY: The restroom
10 renovations for \$3 million, how many bathrooms are
11 there?

12 MR. KHZOUZ: There are 12 restrooms in
13 total.

14 MEMBER VICTORY: And how many bus lifts
15 are we replacing?

16 MR. KHZOUZ: I believe there are 24 bus
17 lifts. I believe there are 24. They cycle in and
18 out as they come to useful life. So, we always
19 have bus lifts are being used, so they come in,
20 they go out, they come in, they go out. So,
21 they're not all on the same schedule. We don't
22 replace them all at once so that we can continue
23 to use it.

24 MEMBER VICTORY: You probably have to
25 replace the concrete floor and the floor --

1 MR. KHZOUZ: Luckily, we are pretty good
2 on that. As everyone knows, this used to be an
3 airport runway, so, like, the fueling island out
4 here, the concrete is two feet thick, so it lasts
5 pretty well. We have to patch it every once in a
6 while. And the garage, the same thing. But
7 luckily, we're doing pretty well there.

8 MEMBER VICTORY: Thank you very much.

9 MR. KHZOUZ: Certainly.

10 CHAIRMAN KALOTEE: I just want to add
11 into my distinguished member's question.

12 Since there are 12 bathrooms, how much
13 money are we talking about on 12 bathrooms?

14 MEMBER VICTORY: \$3 million.

15 CHAIRMAN KALOTEE: That's a lot of
16 money.

17 That was your concern?

18 MEMBER VICTORY: Yes.

19 CHAIRMAN KALOTEE: So, my follow-up
20 question is, because I was a contractor in my
21 profession, that is a lot of money. Are we doing
22 a public bidding or are we using local vendors?
23 Is a bid put out for these projects?

24 MR. KHZOUZ: These are all done with
25 federal dollars, and we follow the federal procure

1 guidelines.

2 So, that includes fair wage guidelines,
3 that includes made in America, that includes all
4 the OSHA standards, and all the other things that
5 have to go along with it.

6 They are commercial grade bathrooms
7 retrofitted into a 1988 building, so they are --
8 any time we open a wall, we are surprised on what
9 we find.

10 CHAIRMAN KALOTEE: A lot of relatives?

11 MEMBER CLOLERY: What kind of relatives?

12 MR. KHZOUZ: Jimmy Hoffa.

13 It's always a challenge. I also too, my
14 eyes fall out of my head sometimes on some of
15 these costs, but then when you get into it, it's a
16 challenge.

17 CHAIRMAN KALOTEE: No, I understand it,
18 because not only I was a contractor, I also
19 understand that, but because it's public money, we
20 serve the public --

21 MR. KHZOUZ: Of course.

22 CHAIRMAN KALOTEE: -- I want to make
23 sure that the public is aware of it, that we do
24 anything and everything to make sure it is checked
25 and it's fair. And, to me, it always is to make

1 sure our local vendors are included.

2 I'm sure all other members do feel the
3 same. That's county's policy. And my, again,
4 very strongly suggestions, make sure all of our
5 local residents, they are the ones providing the
6 services. And anywhere there can be parties bid,
7 I think is important to give them the opportunity
8 first to them in each occasion.

9 Also, before I ask Ann Marie, I want --
10 the reason we have to do Rockville Centre, we were
11 lucky enough, thanks to their work, we was able to
12 get some grants in the past in one of our
13 meetings. They made it public. They are aware of
14 it. So, keep putting the money to good use.

15 It was an area that you don't even want
16 to go. And I want to publicly appreciate that you
17 took not only that grant, but you took the
18 initiative to use that grant for very good
19 reasons.

20 Go back to you, Secretary.

21 SECRETARY REARDON: Yes. My questions
22 have already been asked.

23 CHAIRMAN KALOTEE: So, you have no
24 questions?

25 SECRETARY REARDON: Yes, I have no

1 questions.

2 CHAIRMAN KALOTEE: I just want to know
3 who answered your question? Who did ask your
4 question? It wasn't me, right?

5 SECRETARY REARDON: No, it wasn't you.

6 CHAIRMAN KALOTEE: George, before you go
7 to sleep, it's all your neighborhood. Do you have
8 any questions?

9 MEMBER MARTINEZ: Yes, I just have one.

10 On the operating budget, I noticed the
11 second largest expense, which is the casualty and
12 liability, is there a breakdown of what that
13 actually ended up being, just in general? I know
14 it's been going up with time.

15 MR. KHZOUZ: It's been going up with
16 time, and that is an estimate based upon
17 litigation costs over time.

18 So, could I give you a number in any one
19 year what it actually was? I can't. I don't have
20 that answer for you because it's kind of a rolling
21 number. And it may involve claims from 2014,
22 2016 --

23 MEMBER MARTINEZ: It's ongoing payments?

24 MR. KHZOUZ: It's an ongoing -- so, it
25 just depends on when that claim closes, because

1 that's when it will be booked in that year.

2 Like I said, there is a K-shaped chart
3 that shows -- because of Todd -- our number of
4 accidents reducing, but our claims dollars
5 increasing, and that's a national issue. So,
6 we've got some -- we all have some work to do on
7 that.

8 CHAIRMAN KALOTEE: Thank you, sir.

9 Mr. Richard?

10 MEMBER CLOLERY: Yes. I think it's
11 about time.

12 CHAIRMAN KALOTEE: Ask the question.
13 Keep it short. And thank you. You have two
14 choices, two questions.

15 MEMBER CLOLERY: Two questions. Yes,
16 sir, I understand the rules, and I will abide by
17 them.

18 The first question, and I believe it's
19 the most important one, it's about time -- when
20 are we go to be restoring in one form or another
21 bus lines that were cut?

22 I know that logistics is a bit of
23 unusuality, but given what's been going on
24 accident-wise, well, you're aware that Newsday is
25 doing a one-year on Long Island's dangerous roads.

1 I may not be the world's best -- I see
2 an opportunity. Personally, I think we should
3 restore in one form or another -- when are we
4 going to restore service along Newbridge Road
5 south of Hempstead Turnpike straight down into
6 Bellmore?

7 I mean, think this is a huge opportunity
8 for this company. That's just me.

9 MR. KHZOUZ: Well, funny you should ask.
10 We're potentially looking to do a on-demand pilot
11 along exactly where you're talking about as we do
12 midi in the south shore area. We hope to maybe
13 launch that later this year.

14 MEMBER CLOLERY: Would you give me an
15 email when that's going to happen? That way I got
16 something to look forward to.

17 MR. KHZOUZ: We'll stay in touch. I
18 can't promise it yet. We're still studying it.
19 We'll see if we can do something this year, but
20 we'll -- I didn't want to talk about it yet, but
21 you asked, so I'm going to tell you that we'll
22 continue to study it and by maybe the next
23 meeting, or the meeting after, we will have some
24 sort of announcement.

25 MEMBER CLOLERY: I understand it

1 logistic-wise and the reason why you may be
2 reluctant.

3 CHAIRMAN KALOTEE: Richard, your second
4 question, please?

5 MEMBER CLOLERY: Yes sir, I understand.
6 Actually, I don't have a second
7 question.

8 CHAIRMAN KALOTEE: No, I want you to ask
9 the second question, but hold on for a second.
10 Let me take the time before your second question.

11 After we finish this question, I just
12 want the public to be aware of it, and I want the
13 president to be aware of it, after this question,
14 we will take the public.

15 Please try to keep it short on your
16 question. I don't want to -- even though we
17 should have a time limit, but please keep it
18 around two minutes or the maximum three. Greatly
19 appreciate.

20 Your presence is most appreciated, you
21 being here, because that's what make us to make
22 sure we do the right job, to make sure our
23 president and his leadership do the right job.

24 So, please do not underestimate. You
25 took your time to be here. We just want you to

1 know, after your question, we have some issue to
2 take care of it. It have to go to the executive
3 session. The session could be only 10 minutes, 15
4 minutes, it could be 5 minutes, because I want to
5 make sure legally all of our members had the
6 opportunity before they make any decisions,
7 because it is that important. And that's what one
8 of the reasons I went out with counsel to ask his
9 advice.

10 SECOND VICE CHAIR BERSE: Mr. Chairman,
11 a point of information: In our rules, a person,
12 if they introduce themselves as representing an
13 organization, are supposed to get five minutes,
14 and an individual three. I'm saying that's what's
15 written in the bylaws.

16 CHAIRMAN KALOTEE: I'm the chair, and
17 sometimes I overrule certain things.

18 SECOND VICE CHAIR BERSE: I just wanted
19 to point out that information.

20 CHAIRMAN KALOTEE: Thank you, sir. I
21 appreciate it.

22 So, we're going to keep it short, but
23 your questions are very important. If you have to
24 go back for a second question, please do so, so
25 you can do your time.

1 VICE CHAIR ALTER: Chairman, if I may
2 add?

3 Please mention your name, where you are
4 from, and the organization when you get up there.
5 Thank you. If you have one.

6 CHAIRMAN KALOTEE: Richard, before I go
7 to the public, do you have the second question?

8 MEMBER CLOLERY: No, unfortunately I do
9 not.

10 CHAIRMAN KALOTEE: Thank you. You are
11 good?

12 So, since board members have no other
13 questions, I think we start with the public, and
14 we will start with you, but go to the podium,
15 please.

16 MR. TORCIVIA: Before beginning, I would
17 like to make a personal request of the chairman,
18 that being that I had my comments prepared, and
19 they should fit the stipulated time, but an issue
20 occurred on my trip to this very meeting that I
21 think that the committee and Mr. Khzouz should
22 hear about.

23 ATTORNEY GALLAGHER: Please state your
24 name and address for the record, please.

25 MR. TORCIVIA: Joe Torcivia, formerly of

1 Levittown, now Massapequa.

2 I would just like an extra few moments
3 to put out the issue that I experienced today.

4 CHAIRMAN KALOTEE: Please.

5 MR. TORCIVIA: Thank you. Thank you
6 very much.

7 Well, my original comment: Anyone who
8 has attended more than the last two meetings knows
9 me as an advocate for better bus service on
10 Newbridge Road in Levittown.

11 I've made reasonable suggestions, no pie
12 in the sky, and Mr. Khzouz and NICE were kind
13 enough to follow up on many of them, but now that
14 job is done.

15 I'm in Massapequa now, and I'm grateful
16 that Massapequa, as a whole, seems to have better
17 bus office service than the rest of the southeast
18 Nassau County, with access to more lines than I
19 had in Levittown.

20 However, and you knew there would be
21 one, the line I'm closest to, two blocks east of
22 route 107, Hicksville Road, is the N80. I know
23 that's a lightly traveled route, and being the
24 reasonable guy I am, don't expect things to change
25 much. Maybe some additional service when the

1 Sunrise mall site is repurposed for other use,
2 like an Amazon warehouse complex, or something
3 else.

4 But one thing we can do right now is
5 restore the bus stop at 107 Hicksville Road and
6 North Queens Avenue in Massapequa.

7 Transit app says that it is a stop, and
8 even lists the time point for it, but actually
9 walking the area, there is no bus stop sign or any
10 indication of a stop. That is the closest stop to
11 my house, so naturally I'd like it back. Perhaps
12 we follow that up on email.

13 Today's issue, today's issue, arriving
14 at Rosa Parks with my senior citizen OMNY card, I
15 expected to be able to refill it at Rosa Parks the
16 way I always did with my MetroCard.

17 I asked a security guard, not seeing any
18 OMNY machines, you know where would I need to go
19 to add money to my MetroCard? He referred me to a
20 wire service store that required me to exit Rosa
21 Parks, cross Jackson Street, and walk down a full
22 block to even reach the place where I could reload
23 my OMNY card. On top of that, a \$2.00 fee was
24 charged, when every time I added money to a
25 MetroCard, there was no such fee.

1 So, I think that that should be brought
2 to attention because it seems, like, unwarranted
3 to make people leave the Rosa Parks terminal at
4 all and pay the \$2.00 fee.

5 Thank you, Mr. Chairman.

6 CHAIRMAN KALOTEE: Thank you. Stay
7 there. I think it's a very good question. It's a
8 concern. And instead of Mr. Khzouz answering that
9 question, we usually don't have members talk
10 to the -- say anything to interfere with the
11 public.

12 I can assure you, it will be taken care
13 of immediately, okay? So, when we finish, it will
14 be addressed.

15 MR. TORCIVIA: Thank you very much,
16 Mr. Chairman. That's all I have to say.

17 CHAIRMAN KALOTEE: Ma'am, please?

18 But it's important. I want you to know.
19 And thanks for bringing that up.

20 MS. BRIDGELAL: Good afternoon,
21 everyone. Good evening. My name is Patricia
22 Bridgelal, B-R-I-D-G-E-L-A-L. I'm a commuter from
23 Queens every day on the N -- on the 6 and the N6
24 bus.

25 I have two questions. I have two

1 concerns, my first one being that OMNY, like most
2 people talk about, there is a lot of complaints,
3 like from commuters like myself, that there is no
4 OMNY machine at the Hempstead station.

5 It's very frustrating. The board that
6 tells you the buses are coming needs be updated.
7 It's not updated at all.

8 The buses, the way they are scheduled,
9 when one is coming in, you can't even connect to
10 the other bus, which makes me get to work late.
11 It should be so that when one bus come in, you
12 could connect to another bus to your destination.

13 So, my second question is, the N6 and
14 the 6 express, now to me, express bus would leave
15 Queens and get all the way to Hempstead Turnpike
16 picking up nobody. So, to me, the N6 express is a
17 limited stop because it picks up people along the
18 way and it doesn't make a straight stop to
19 Hempstead.

20 Now, I live on Francis Lewis Boulevard,
21 and the N6 express do not stop there. That is a
22 major, major point where all the buses come
23 together, where a lot of people get off buses,
24 different buses, and I think the N6 should stop on
25 Francis Lewis Boulevard. It's not an express;

1 it's an unlimited stop.

2 A lot of commuters are very, very
3 aggravated at this point. I always go to the
4 dispatcher in the evening when I get to the
5 station, and he encouraged me to come to this
6 meeting. I didn't think it was such a formal
7 meeting, but he told me that I could come and tell
8 you guys how I feel.

9 CHAIRMAN KALOTEE: Thank you very much
10 for your question.

11 I can assure you, before you leave, you
12 can put this question -- even though they already
13 have it spoken -- attention to the president, and
14 especially to Erika, okay? It will be addressed.

15 It doesn't matter many commuters or only
16 one complaining. We must address it to the best
17 of what we have, and it will be.

18 MS. BRIDGELAL: Thank you so much.

19 MS. AGUILERA: My name is Kathleen
20 Aguilera. I take the N6 to Hempstead and I take
21 the 54 to Seaford.

22 My question is: Why it is when you are
23 going to work and come back from work, they stop
24 at a certain stop and say they're early. They're
25 early, but when they do that, you reach into work

1 late or they miss the bus at Hempstead.

2 So, I just want to know why is it they
3 stop five or ten minutes before the driver for get
4 to go where we are going?

5 CHAIRMAN KALOTEE: That's your question.
6 Thank you very much. Please make sure you leave
7 your number for information with Erika, and you
8 will be -- your question will be entertained and
9 answered properly and respectfully, because since
10 we are the team, we don't take nothing for
11 granted. We are here to serve you. It doesn't
12 matter.

13 So, that's what I meant when I say we
14 appreciate your presence here. He cannot be
15 everywhere. The leaders can't be everywhere. So,
16 you are his ear and eyes to do a better job.

17 Please make sure before you leave, you
18 leave your phone number so personally somebody
19 will reach out to you. And if no one reach out to
20 you, I will give you my cell number, you call me.

21 MS. AGUILERA: Okay, thank you very
22 much.

23 CHAIRMAN KALOTEE: Do you have anything
24 to say? Thank you for being here.

25 Sir, do you have any questions?

1 MR. GREIF: Good evening. I'm
2 Christopher D. Greif, advocate and president of
3 the ADA Transportation Group, and also members of
4 the accessibility for other boroughs and counties.

5 I just want to say thank you for today
6 because it was great to be on a shuttle bus that
7 had the signage is very large, so I do want to
8 thank you.

9 My concern is, is as an advocate for
10 disability for over 33 years -- and I want to say
11 thank you for your presentation. It was really
12 good.

13 The OMNY outreach, what I'm seeing is,
14 and I have seen this not just here in Nassau but I
15 also see this in Westchester, we need to work
16 together. And I say this for a reason.

17 We work together as one to continue
18 advocating to make sure everyone is aware how to
19 keep your OMNY cards secured. People need to know
20 there are more options.

21 What I'm hearing about stores today,
22 that's something we need to tell these stores,
23 that you can't take extra money out of our
24 pockets.

25 And I do want to make that very clear,

1 that we need to work together and tell these
2 stores, you cannot charge me extra. When I ask
3 for \$5.00 on my card, I want the \$5.00 in the
4 card, not adding \$2.00.

5 I thank you for your time,
6 Mr. President.

7 CHAIRMAN KALOTEE: He's the president.
8 I stay as a chairman.

9 MR. GREIF: And thank you, Mr.
10 Chairperson, very much for your time.

11 CHAIRMAN KALOTEE: You are very kind.
12 And I want you to know, again I repeat, your
13 presence is greatly appreciated. If I try to
14 limit the time, and the purpose is I want every
15 voice to be heard.

16 MR. GREIF: I understand.

17 CHAIRMAN KALOTEE: It's very unfair.
18 You took the time to be here. We cannot say,
19 okay, we're done. And I want you to know that's
20 the purpose. Try to limit it but include
21 everybody's question.

22 MR. GREIF: Permission to say thank you
23 to you, sir, because in any other meetings, I
24 understand we have unlimited because we have to
25 show the respect to the committees.

1 CHAIRMAN KALOTEE: You have my respect
2 for that as well.

3 MR. GREIF: Thank you, sir.

4 CHAIRMAN KALOTEE: Anybody from the
5 public in the back? Before I go to you.

6 Please, ma'am.

7 MS. HARDING: My name is Donna Harding,
8 and I am here to address some concerns with some
9 struggles that I have been having with
10 transportation here.

11 First I would like to say good evening
12 to everyone, everyone assembled here.

13 I actually wrote something, and it may
14 exceed the three --

15 CHAIRMAN KALOTEE: If you wrote it, and
16 it's so beautifully, I can do this: Please give
17 to Erika.

18 Make the copies and give to every board
19 member so that way she can take her time to read
20 the question. Since she already did the writing,
21 we all should have that.

22 MS. HARDING: Okay, that would be fine.

23 I would also like to address some issues
24 when he spoke about clearing of the snow. In some
25 areas, maybe you have cleared it, but in the area,

1 and I'm talking about Westbury area, and
2 specifically the New Castle area, the bus stops
3 are not cleared, and there's not enough space for
4 people to get off of the bus safely, because I,
5 myself, have fallen when I have gotten off the bus
6 in the last snowstorm because the bus stop was not
7 cleared out.

8 Also, I would like to speak on the
9 cleanliness of the bus. The buses that I get on
10 to come wherever I need to go, there is
11 specifically -- I got on the bus and there was
12 literally dirt. I mean --

13 CHAIRMAN KALOTEE: Can you tell me what
14 bus so he could know?

15 MS. HARDING: N15 coming from Long
16 Beach. There was literally dirt on the bus, on
17 the seat on the bus. And also, I had to clean a
18 seat when I got on the bus just last Sunday, on my
19 way to my church service, and the filth that came
20 off of the seat, if I would have sat down without
21 really looking, would have come off on my dress.
22 And I took a picture of it.

23 So, that's also what I wanted to
24 address.

25 CHAIRMAN KALOTEE: Give the picture also

1 with the paper as well.

2 MS. HARDING: Okay. So, those are the
3 issues that I wanted to address, and these are
4 some concerns that I have written down. However,
5 we're going to address the issues, I would
6 appreciate as soon as we can.

7 CHAIRMAN KALOTEE: Before you leave, I
8 want you to know, again I will repeat, your
9 presence is greatly appreciated. It's not your
10 complaint. Contrary, they're good suggestions.
11 Maybe somebody overlooked. So, he can address
12 that to the staff whose responsibility it is, you
13 know.

14 You are the essence for him to have a
15 better job, so we appreciate that, but continue.
16 Don't just show up today only because you have one
17 complaint and personal experience. Continue
18 please come.

19 MS. HARDING: You know, this is my first
20 time ever knowing about the meetings, so when I
21 saw the sign, I was, like, well, this is a great
22 opportunity because I've been having complaints,
23 and sometimes when you call, you don't always get,
24 you know, the service that you expect.

25 So, that's why I took the opportunity to

1 come to the meeting.

2 CHAIRMAN KALOTEE: Thank you very much
3 for taking the time.

4 MS. HARDING: Thank you so much for
5 hearing me.

6 CHAIRMAN KALOTEE: Thank you.

7 I know my friend have a question. I
8 know usually you cover them very well and your
9 presence also greatly appreciated. Please.

10 MR. D'SOUZA: All right, Mr. Chairman
11 and Board members. Good evening, everyone. My
12 name is Charlton D'Souza from Queens Village. I'm
13 also representing Passengers United. I'm the
14 president and executive director of Passengers
15 United. We're a 501(c) nonprofit.

16 So, a few weeks ago, we broke the
17 exclusive story in Newsday about the Nassau County
18 residents not getting their OMNY transfers from
19 the subway to the bus.

20 So, for instance, if you take the F
21 train and you get off at 179th Street and you get
22 on the N6, you're supposed to get a transfer on
23 weekends and late nights to the N1, or if you get
24 on the F train and 24, you're supposed to get a
25 transfer to the N25. That's how it's always been.

1 I want to thank the CEO of this company
2 for publicly going on the record and being honest
3 and saying that they were having issues with the
4 MTA on these transfers.

5 So, what I would suggest the county
6 attorney to do is, you all need to file a lawsuit
7 against the MTA, because NICE bus and the MTA --

8 CHAIRMAN KALOTEE: You're suggesting to
9 us it's our job?

10 MR. D'SOUZA: Right -- signed into a
11 contract, and thousands and thousands of Nassau
12 County customers are getting ripped off. This is
13 unacceptable.

14 And I'm going to tell you now, I wanted
15 to give you a chance, to talk to you guys first
16 before I went to the Attorney General with this.
17 At least I owe you that. Because the Attorney
18 General now needs to get involved in Cubic and
19 what's going on.

20 I have also been overcharged,
21 unfortunately. And, I would like NICE bus, if you
22 can, on your website, Mr. Chairman, to put all the
23 list of acceptable transfers that the Nassau
24 County customers are supposed to rightfully
25 receive so they know what to expect, because right

1 now, nobody knows. It's utter confusion.

2 This brochure, which I have exclusively,
3 was from the 1990s, and I was able to have this.
4 I sent a copy of it to Erika, so she has it, so
5 she can forward that.

6 CHAIRMAN KALOTEE: What are you
7 suggesting? I missed something.

8 MR. D'SOUZA: So, all the routes that
9 customers are entitled an extra transfer that's
10 built into the system should be on the website.
11 It should be.

12 And even this meeting, you all need to
13 put it on the front page of the website. This
14 meeting is buried all the way -- you have to find
15 it. And only if you are an expert on the website
16 do you know that this meeting is happening. Not
17 everyone uses social media. So that needs to be
18 looked at. You all need to send out a
19 notification to senior centers, to things like
20 that.

21 The buses are filthy. I will say that.
22 Today, I saw coffee spilled all over the N6, so
23 that needs to be cleaned up.

24 And those -- I do agree that Francis
25 Lewis, that bus stop, needs to be reinstated.

1 That is a busy thoroughfare. You've got thousands
2 of people moving through that corridor.

3 And also, a lot of buses, and I know
4 throughout the city, are having issues with
5 potholes, and they're damaging buses. I'm sure
6 NICE bus has had that issue, so that's something
7 that you all should file a claim with the city
8 comptroller's office to get the reimbursement for
9 the damages for the bus, because I'm sure New York
10 City Transit right now, a lot of their buses are
11 out of commission. They've had issues with this.

12 But my main concern is, you have to get
13 an OMNY machine at Hempstead Transit Center. I
14 know it's a hardship. I know there are
15 complaints. I know, Mr. President, Mr. Chairman.

16 CHAIRMAN KALOTEE: You address us.

17 MR. D'SOUZA: But it has to be, because
18 I think in the long run, the company will actually
19 end up benefiting from, and I actually think it
20 will be a win win, you know.

21 And I do want to thank my colleague,
22 Christopher, who came all the way from Brooklyn to
23 testify today. Thank you. And he does a lot of
24 great advocacy work.

25 I appreciate you all. Thank you so

1 much.

2 CHAIRMAN KALOTEE: Thank you very much
3 for your advice. Thank you very much for the
4 suggestions. Thank you very much for your
5 complaint or concern for all.

6 The rest, about somebody's office, is
7 not my worries. My worry is to do a job, not
8 worry about who is the Attorney General, who is
9 the county. Our job is to listen to the public
10 and work with the president, and do a job to do
11 the service right. That's all. We have no other
12 fear. I have no fear. I have only one fear: I
13 will be doing the job that public expecting.

14 I know our Board and the president, with
15 his leadership, and the team, try to do the best
16 they can. Each suggestion and complaint is what
17 make us to accept. So, we take that very
18 seriously. At least I know -- is that fair,
19 everybody, if I say that? We take it very
20 seriously --

21 MR. KHZOUZ: Of course.

22 CHAIRMAN KALOTEE: -- to address the
23 public's needs.

24 Can we solve every problem, no. Can we
25 try to do most of it, yes. And if we can't, I

1 wouldn't be on this Board.

2 MR. D'SOUZA: John Mitchno (phon) wants
3 his overnight extended to the N24. He wants at
4 least one bus.

5 CHAIRMAN KALOTEE: We've taken your
6 suggestion. We don't do certain things because
7 you cannot drink water from an empty glass.

8 So, I have to find out what the choices
9 are. It's not fair to the team if -- you know, I
10 live with my limits.

11 MR. D'SOUZA: In terms of the Attorney
12 General comment that I made, that wasn't directed
13 primarily to NICE bus, but that's the entire OMNY
14 system, because we're getting --

15 CHAIRMAN KALOTEE: Thank you. I just
16 want to make sure.

17 MR. D'SOUZA: Thank you all.

18 CHAIRMAN KALOTEE: If there is no
19 comment from the public --

20 MS. RICHARDS: We have one comment I
21 just want to read that came in over our public
22 comment card. This is from Karen Sharp. She sent
23 it on March 25th.

24 I'm very disappointed with the OMNY card
25 not being able to recognize a second transfer

1 without taking another fare. Not everyone is
2 comfortable with your Go Mobile app. And some of
3 us use OMNY to get on the subway.

4 CHAIRMAN KALOTEE: Thank you very much,
5 Erika.

6 I, again, want to recognize publicly,
7 thank you for what you are trying to do to assist
8 the president of the company. Greatly appreciate
9 it. I wanted you to know.

10 If there is no public comments -- the
11 reason we took it before we got to the executive
12 session, because I wanted to make sure everybody
13 took their time, all day working, to be here, so
14 you not be sitting here in case we end up in a
15 longer public session. It's important before we
16 vote, okay?

17 So, I will need a motion to go to the
18 public session. When we're going, everybody have
19 to be out. They cannot be here. Only the
20 members. Executive session.

21 So, I need a motion to go to executive
22 session.

23 MEMBER VICTORY: I make a motion to go
24 to executive session.

25 VICE CHAIR ALTER: Second.

1 CHAIRMAN KALOTEE: All in favor?

2 (The members respond in the
3 affirmative.)

4 CHAIRMAN KALOTEE: Opposed?

5 (No response.)

6 CHAIRMAN KALOTEE: Abstention?

7 (No response.)

8 CHAIRMAN KALOTEE: I have it.

9 So, please give us time.

10 (The Board entered executive session.)

11 CHAIRMAN KALOTEE: I need to make a
12 motion to go back to the public meeting.

13 SECOND VICE CHAIR BERSE: I make a
14 motion to close the executive session and return
15 to the public hearing.

16 MEMBER VICTORY: Second.

17 CHAIRMAN KALOTEE: All in favor say
18 "Aye."

19 (The members respond in the
20 affirmative.)

21 CHAIRMAN KALOTEE: Opposed?

22 (No response.)

23 CHAIRMAN KALOTEE: Abstention?

24 (No response.)

25 CHAIRMAN KALOTEE: Thank you.

1 We're back in the public.

2 Like I said, we want to do everything
3 what is right for the public, and what is the
4 right and the responsibility, or fiduciary
5 responsibility, that all the members have to do
6 everything open and honest.

7 So, we had some questions, and we were
8 concerned, and it's taken care of.

9 Before we take the vote, I want to make
10 amendments to our bylaws, and we will make that
11 motion.

12 SECOND VICE CHAIR BERSE: I make a
13 motion that we amend the bylaws, that the members
14 of the community should get the preparation
15 documents for any hearing five days prior in both
16 hard copy delivered to them and by email.

17 CHAIRMAN KALOTEE: Thank you.

18 Do I have a second?

19 SECRETARY REARDON: Second.

20 CHAIRMAN KALOTEE: All in favor, say
21 "Aye."

22 (The members respond in the
23 affirmative.)

24 CHAIRMAN KALOTEE: Opposed?

25 (No response.)

1 CHAIRMAN KALOTEE: Abstention?

2 (No response.)

3 CHAIRMAN KALOTEE: I have it. Thank
4 you.

5 Now I need to have a motion.

6 George, do you want to make the motion
7 to accept what's presented to the Board?

8 And I want you to know, we appreciate
9 it, as much detail that you have, you weren't
10 expecting us to go to executive session, but there
11 was something concerned among us, nothing to do
12 with you, and I wanted to make sure we follow the
13 legal advice so there's no issues.

14 And with that, Mr. Martinez --

15 We have three of them, right?

16 MR. KHZOUZ: Yes.

17 CHAIRMAN KALOTEE: So, we have to do it
18 all three.

19 You do one separately.

20 Can you do the second?

21 SECRETARY REARDON: Yes.

22 CHAIRMAN KALOTEE: Mr. Daniel, can you
23 do the third?

24 VICE CHAIR ALTER: Indeed.

25 MEMBER MARTINEZ: I'd like to make a

1 motion to confirm receipt of the fourth quarter
2 2025 score card.

3 CHAIRMAN KALOTEE: Do we have a second?

4 ATTORNEY GALLAGHER: And to authorize it
5 to be sent to the legislature and the county
6 executive.

7 MEMBER MARTINEZ: And we will add to
8 send it to all the parties that be.

9 MEMBER D'AGOSTINO: Second.

10 CHAIRMAN KALOTEE: All in favor say
11 "Aye."

12 (The members respond in the
13 affirmative.)

14 CHAIRMAN KALOTEE: Opposed?

15 (No response.)

16 CHAIRMAN KALOTEE: Abstention?

17 Okay, Mr. Joel Berse abstention and
18 everybody else is yes. Thank you. It's passed.

19 Number two.

20 SECRETARY REARDON: I move that the 2026
21 operating budget be accepted as presented this
22 evening.

23 CHAIRMAN KALOTEE: And given to the --

24 SECRETARY REARDON: And given to the
25 legislature and to the county executive,

1 Mr. Blakeman's office.

2 CHAIRMAN KALOTEE: I will second.

3 All in favor?

4 (The members respond in the
5 affirmative.)

6 CHAIRMAN KALOTEE: Opposed?

7 (No response.)

8 CHAIRMAN KALOTEE: Abstention?

9 Mr. Joel Berse abstention.

10 It is accepted. It passed. Thank you
11 very much.

12 Mr. Daniel Alter, number three.

13 VICE CHAIR ALTER: Thank you,
14 Mr. Chairman.

15 I'd like to make a motion to pass the
16 2026 capital program, and also share it,
17 obviously, with the legislature, as well as the
18 county executive.

19 SECRETARY REARDON: Second.

20 CHAIRMAN KALOTEE: Whoever the
21 responsible authorities are supposed to have it,
22 they include, and all other three must be
23 presented to them as the charter of the agreement
24 we have with the county.

25 So, do we have a second?

1 SECRETARY REARDON: Second.

2 CHAIRMAN KALOTEE: All in favor say
3 "Aye."

4 (The members respond in the
5 affirmative.)

6 CHAIRMAN KALOTEE: Opposed?

7 (No response.)

8 CHAIRMAN KALOTEE: Abstention?

9 Mr. Joel Berse abstention.

10 It's passed unanimously with the
11 exception of Joel Berse.

12 Thank you very much.

13 And, sir, all your things is passed.
14 Good luck.

15 And, please, every single complaint,
16 whatever we heard, if you, in a simple letter, an
17 email, what we did to those complaints, and please
18 make sure all the members receive how we resolved
19 them and what we cannot resolve, also why can't we
20 resolve them.

21 And our friend, who is coming here
22 forever, your biggest fan, and it might be a very
23 small amount, but the concerns are right. We must
24 take care of these small -- no matter how small
25 the issue is.

1 And, ma'am, I hope you've given her the
2 exact location. I personally will visit that
3 stop. I want you to know.

4 I also want to give you a compliment as
5 well. At least three different incidents in
6 Hicksville stations, I found our drivers went out
7 of their way, being very polite, take care of the
8 passengers. They didn't know who I am. I just
9 happened to be passing by. When the whole thing
10 was resolved, I told them I worked with you guys.
11 I didn't tell them what I do.

12 So, I wanted you to know. Three of
13 them, different incidents. And the bus go to the
14 train station. They did a great job. I
15 compliment.

16 Another compliment I give you, but I'm
17 concerned, when somebody said they have to rush to
18 the bus -- this thing happened last night in
19 Elmont right in front of King Umberto pizza.
20 Maybe they was at a light. I saw some people
21 rushing and running to get on their bus. He was
22 going to leave.

23 If we can put a little guidance, if they
24 see somebody running towards the bus, look like
25 somebody is a passenger, or whatever, if we can

1 extend a little courtesy to give them.

2 I stopped them and he did --

3 MEMBER OF THE PUBLIC: He didn't see
4 them.

5 CHAIRMAN KALOTEE: Sir, one second.
6 Thank you. It was a compliment. He did entertain
7 and took care of the passengers. He probably did
8 not see them. So, thank you. I have to close the
9 session. I would be happy to hear you. I won't
10 leave.

11 SECOND VICE CHAIR BERSE: Two brief
12 things.

13 Number one, on Monday, I was in a number
14 of places around Francis Lewis Boulevard, and I
15 can appreciate what was brought here tonight, and
16 I have witnessed it with seeing the buses
17 first-hand just this Monday. So, I do agree with
18 looking into reopening that bus stop.

19 Number two, I don't think anybody else
20 on this Board other than myself has ever driven a
21 bus.

22 Just for a comment, it's extremely
23 difficult sometimes for the driver when he's
24 trying to pull away from the curb to see somebody
25 on the right-hand side of the bus trying to catch

1 it.

2 So, I would not find fault with a driver
3 doing that. I would just say that they should
4 take an extra look over their shoulder as they're
5 pulling away.

6 CHAIRMAN KALOTEE: That's all I said.
7 Maybe you misunderstood.

8 SECOND VICE CHAIR BERSE: No, no, I'm
9 reenforcing it.

10 MR. TORCIVIA: May I make a followup on
11 your last comment?

12 CHAIRMAN KALOTEE: After I close the
13 meeting, or you can have a audience with me or
14 Erika, or the president, whatever you want to say.
15 I don't want to ignore what you want to say. I
16 must respect the protocol of the meetings.

17 I would like to have a motion to adjourn
18 the meeting.

19 MEMBER MARTINEZ: I make a motion to
20 adjourn the meeting.

21 SECRETARY REARDON: Second.

22 CHAIRMAN KALOTEE: All in favor say
23 "Aye."

24 (The members respond in the
25 affirmative.)

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CHAIRMAN KALOTEE: Opposed?

(No response.)

CHAIRMAN KALOTEE: Abstention?

(No response.)

Opposed?

(No response.)

CHAIRMAN KALOTEE: If somebody want to say here, stay as long as you want even if we are gone, but you need to take his permission.

Ma'am, thank you again.

I want to thank both the gentlemen recording this video and, of course, you coming, even though you get paid. I appreciate that, keeping everybody on their toes.

The meeting is adjourned.

Thank you. God bless.

Have a good evening.

Thank you, Mr. Gallagher. Thank you for everything.

(The meeting concluded at 8:02 p.m.)

* * * *

It is hereby certified that the foregoing is a true and accurate transcript of the stenographic record.



DEBRA SMITH,

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