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IN RE:

NASSAU COUNTY BUS TRANSIT COMMITTEE

PUBLIC MEETING

DATE: JANUARY 12, 2023

TIME: 5:30 P.M.

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NICE Bus
Mitchell Field Depot
700 Commercial Avenue
Garden City, New York 11530

January 12, 2023
5:30 p.m.

MINUTES OF PROCEEDINGS

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

2

3 JACK KHZOUZ, NICE CEO

4 JOEL BERSE, Committee Member

5 DAWN FALCO, Committee Member

6 JEAN DUROSEAU, Committee Member

7 JILLIAN ENRIGHT, Deputy County Attorney

8

9 COMMENTS:

10 JOE TORCIVIA
Levittown, New York

11

CARL PERRERA
New Hyde Park, New York
Passengers United

13

14 YUKI ENDO
Jackson Heights, New York
Passengers United

15

16 CHARLTON D'SOUZA
President
Passengers United

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2 MS. ENRIGHT: Good evening,
3 everyone, I'm Jillian Enright, I'm counsel to
4 the committee. Welcome to the Nassau County
5 Bus Transit Committee Meeting. Before we
6 begin, I guess we'll just do some
7 introductions.

8 To my far right is Mr. Joel Berse;
9 to my close right is Ms. Dawn Falco; and then
10 to my left we have Jean Duroseau.

11 So before we begin, I think we're
12 just going to have some words from NICE's CEO,
13 Jack Khzouz. He's going to go over some
14 important new updates, and then we'll go into
15 some public comments and then some Board
16 comments.

17 Mr. Khzouz?

18 MR. KHZOUZ: Thank you, Ms. Enright,
19 I appreciate it very much and appreciate
20 everybody being here today.

21 As we know, our long-serving
22 Chairman, Shelly Shrenkel resigned his
23 position to take another position as a -- in
24 another capacity within the county.

25 We thank him for his long service,

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2 majority of our budget is what the state gives
3 us as operating assistance called STOA.

4 So we're going to make some
5 assumptions into the March budget according to
6 the March timeframe, and what we'll do is
7 we'll get together in March, we'll make
8 assumptions, we'll vote on the budget as it
9 is, and then we'll go forward from there.

10 Again, we talked about in the
11 past, there is no plans for reduced budgets or
12 reduced service at all. We're well managed by
13 our county partners, and we've done a good job
14 with efficiency. So we should continue where
15 we are, there's no reason to think we
16 wouldn't.

17 So we'll -- like I said, we'll get
18 together in March. The final STOA number will
19 come out that last week of March, so we'll
20 implement that budget starting April 1st.

21 I want to give everybody a service
22 update in our riderships. We projected at the
23 end of this year we would be at 80 percent
24 rider recovery, and that's about where we are,
25 we're at about 80 percent. It fluctuates a

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2 little bit. In the fall it always goes up
3 regardless of COVID or not, it always goes up
4 in the fall, and then it kind of squeaks down
5 a little bit through December and January but
6 you can see in the blue, those were our
7 numbers from last year, and in orange at the
8 top are our numbers for this year.

9 So we're at about 1.5ish, so we're
10 at about 80 percent recovery, like I said, and
11 we're happy with that. It's leading the metro
12 area recovery on bus transit. Anyone that
13 touches New York City, Westchester, ourselves,
14 New Jersey Transit, we're right about at the
15 top there, so that's good, and people seem to
16 be coming back on the vehicles. We are seeing
17 some changes in the way people ride but
18 overall, again, it's still coming back strong.

19 We'll anticipate probably an 85
20 percent, we'll be conservative and say 85
21 percent recovery for next year or maybe 90
22 but it depends on what the colleges do and
23 what kind of incoming student load that they
24 take on, and that's a lot of our ridership.
25 It also depends a lot on what the Long

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2 Island Railroad recovers, you know. About 5
3 percent of that non-recovery, so you know,
4 if we took -- is non -- is riders not
5 hitting Long Island Railroad anymore.

6 So our connections to Long Island
7 Railroad aren't as important, I will say it
8 that way, that sounds like an understatement
9 but they have those -- those riders haven't
10 come back full-time yet, so we'll see how that
11 kind of develops over the next year or so.

12 Service updates, happy to say
13 we've received 33 new GILLIG buses just in the
14 last 60 days. We're processing those buses.
15 They also have to go through a DOT inspection.
16 Again, they have to be licensed and on the
17 road. So those are getting slowly put into
18 service. They're replacing some of the older
19 vehicles, so we're going to have a fairly new
20 fleet here, 50 percent of the fleet is
21 relatively new, so we're happy about that.
22 The new GILLIGs have been received very well
23 by the drivers and passengers. So from what I
24 understand from drivers, they're a very smooth
25 ride which is excellent, so we're happy about

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2 that.

3 The electric buses, some of you
4 know about, the BE electric buses, the battery
5 electric buses, the six new flyers, they've
6 been delayed until Q-1 sometime. We're
7 supposed to receive the first one in November,
8 and that's been pushed back, supply chain
9 issues have kind of --

10 MR. DUROSEAU: Bummer.

11 MR. KHZOUZ: -- yeah, it kind of
12 really hinged on that and really kind of
13 delayed us a bit on that. No issues, we got
14 the portable charging stations delivered, and
15 they're waiting installation now, so we're
16 going to figure out something to plug it into.

17 So these portable charging
18 stations look like short squat refrigerators.
19 They're on rollers, so we roll them to
20 wherever garage needs them. As a bus is being
21 serviced overnight, they plug in. It's a slow
22 charge, though, so I believe, I have to look
23 at the specs on it, but I believe it takes
24 about six hours to only charge about 50
25 percent on a bus, so it's not an ideal

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2 solution.

3 ABB chargers, which are the phase
4 one chargers, those are large chargers with
5 two charging hoses on them. Those have been
6 delivered to us, they're awaiting the civil
7 work, the ground work, to be able to put those
8 chargers in the ground. Again, no real rush
9 there getting this, we have nothing to plug
10 into them yet.

11 So those will be installed but
12 we're -- everything is coming together, and
13 we'll meet up on a date here sometime soon in
14 Q-1, we'll have those buses on the road, kind
15 of shake them out, kind of understand what we
16 can really expect out of them as far as range
17 goes, and they'll be inserted into regular
18 service. There's not necessarily, initially,
19 going to be a separate route for them
20 initially, so --

21 MR. BERSE: Excuse me, Jack.

22 MR. KHZOUZ: Yes, sir.

23 MR. BERSE: How much of the fleet
24 is anticipated to become electric buses in the
25 grand plan?

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2 MR. KHZOUZ: Well, in the grand
3 plan, the first phase, we think we're going to
4 get up to about 10 percent of the fleet.
5 Remember -- we have to remember that we are
6 all C and G now so our emissions is already 90
7 percent less than a diesel bus.

8 So ideally, we would -- it's
9 somewhat difficult to kind of mix the two
10 fleets, but ideally, we'd get to about 10
11 percent, and then decide from there what the
12 next step is, what's the next technology, that
13 sort of thing.

14 MR. BERSE: Has anybody
15 communicated with the the fire department as
16 far as the fire marshal because we just had a
17 major presentation from the Hicksville Fire
18 Department --

19 MR. KHZOUZ: Yeah.

20 MR. BERSE: -- that they are
21 vehemently opposed to these kind of vehicles
22 because if they go on fire they require so
23 much water that, let's say you have a car with
24 batteries, if it's in the driveway, they now
25 have a hood that they will throw on the car,

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2 drag it out to the street --

3 MR. KHZOUZ: Yeah.

4 MR. BERSE: -- and let it burn

5 itself out because it requires too much.

6 MR. KHZOUZ: Yeah.

7 MR. BERSE: And it'll take about

8 twelve hours for a car to finish burning.

9 MR. KHZOUZ: Yeah.

10 So yes, we have already started

11 reaching out to different fire departments.

12 Once we have a vehicle here, we have a whole

13 safety plan that will be handing the fire

14 departments, we'll invite them here, we'll

15 take the bus there so that they can learn more

16 about it.

17 MR. BERSE: Hicksville and

18 Hempstead are probably the two --

19 MR. KHZOUZ: Yeah.

20 MR. BERSE: -- most needed --

21 MR. KHZOUZ: Yup.

22 MR. BERSE: -- and Hicksville is

23 -- they're really, they're telling people

24 don't get electric vehicles.

25 MR. KHZOUZ: Well, you know.

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2 MR. BERSE: I'm just saying, that
3 was the presentation we got that they --

4 MR. KHZOUZ: Yeah.

5 MR. BERSE: -- are so negative on
6 it because when it happens, it isn't -- it's
7 not a foreign thing --

8 MR. KHZOUZ: Mm-hmm.

9 MR. BERSE: -- for the battery to
10 go awry.

11 MR. KHZOUZ: Yeah, yeah, they do
12 have a lot of safety -- the buses have a lot
13 of safety cut-offs and circuit cut-offs that
14 will hopefully mitigate those issues, but yes,
15 we're concerned about it, and we've gone
16 through the training, and we'll go through
17 training, and we'll help train first
18 responders.

19 MR. BERSE: The idea is that if
20 it's cooking they're going to bring the hot
21 dogs and the marshmallows and watch it.

22 MR. KHZOUZ: I'll remember that.

23 So let's go to service
24 enhancements for the winter schedule. There
25 are just a few real quickly.

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2 Some additional service on the N24
3 on Sundays, some additional service on the N43
4 on Sunday, improving headways, especially in
5 the peaks, the Sunday peaks are a little bit
6 different but at least it shortens the
7 headways on everything on the 24 and 43.

8 Everyday schedules, more
9 consistencies in times on the 4 and the 6 and
10 the 41 on the overnights so that every
11 overnight schedule doesn't look different, you
12 know, we can be more consistent on those when
13 we can, and that makes it easier. We want our
14 schedules to be easy; right? Especially on
15 the larger routes.

16 As we've moved to headways on the
17 4 and the 6, and you know, some other routes,
18 it's -- you don't really need a paper
19 schedule, you just go out, and in the peak
20 there's usually a bus within 10 minutes, if
21 not more, and it makes it much easier to do
22 that. We're trying to get rid of some of that
23 rider anxiety about not knowing when the bus
24 is going to show up and everything around
25 that.

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2 Part of that rider anxiety is
3 understanding that not all our riders speak
4 English proficiently. So we understand that,
5 and we're moving toward rolling out things
6 like a word list timetable or word list
7 schedule or word list signing and all using
8 icons. So that's part of it. There's also
9 some new technology that we're looking at that
10 is a QR code that automatically translates
11 anything that you flash on it, so no matter
12 what language you use comfortably, you're able
13 to read what we put out.

14 Our website already translates
15 into, I think, 180 languages but we understand
16 that not everybody's comfortable communicating
17 in English, and then this could help in a lot
18 of cases, and then happy to report, after a
19 long wait, we had digital kiosks in Mineola.
20 Unfortunately, the company that supplied them
21 didn't support the technology any longer, and
22 all those kiosks had to come down.

23 Unfortunately, that happened right
24 at the peak of COVID so trying to source
25 technology, especially digital screens and the

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2 software and hardware that has to go into that
3 was very difficult. These got installed about
4 a month ago in Mineola. They look 100 percent
5 better than the old ones, and really are the
6 technology that we're going go to in that Rosa
7 Parks Center, Transit Center, we have the,
8 kind of the old kind of screens.

9 MR. BERSE: Mm-hmm.

10 MR. KHZOUZ: We will go to this
11 type of screen that's much easier to read at a
12 distance, eventually, when those are out of
13 their useful life.

14 So we really learned a lot by
15 putting these together. We also have service
16 reports and service alerts at the bottom of
17 them and they do have a QR code also at the
18 bottom so that you can flash that QR code.

19 So our team worked very diligently
20 to get those installed, and I thought they
21 came out great.

22 I do want to just recap, again,
23 the Rosa Parks Center, Transit Center, we are
24 on what we will call the final phase, there's
25 never a final phase, with as many people going

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2 So again, fairly short. At this
3 time I'd like the record to show that I have
4 given the two documents to the Board and that
5 the Board acknowledges receiving the
6 documents.

7 MS. ENRIGHT: Yup.

8 We've received those, everyone
9 here has a hard copy, and as well as the
10 people who are not here with us, they received
11 an electronic copy.

12 MR. KHZOUZ: Excellent, thank you.

13 I'm ready to receive any questions
14 from either the Board or --

15 MS. ENRIGHT: Any comments,
16 questions from the Board?

17 MR. KHZOUZ: -- the public, at
18 this time?

19 MR. BERSE: I came here today, and
20 I had to, in preparation for the other event,
21 meet somebody from the County Exec's office
22 who decided to hand me a complaint from people
23 at UPS over here.

24 MR. KHZOUZ: Mm-hmm.

25 MR. BERSE: I don't know the run

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2 MR. KHZOUZ: Yeah, I don't have
3 any of the numbers off the top of my head to
4 share.

5 MS. FALCO: Sure.

6 MR. KHZOUZ: But they are a stable
7 number that allows us to provide, again, the
8 same hours of service that we currently
9 provide with and inflation, with inflation,
10 not the 7 percent, but a general inflater that
11 we normally do, so --

12 MR. BERSE: There are numbers here
13 that I --

14 MR. KHZOUZ: Yeah.

15 MR. BERSE: I didn't know if it's
16 appropriate for a question now.

17 MR. KHZOUZ: Yeah, so, and I'm not
18 prepared to speak to it right now.

19 MS. FALCO: Okay, sure.

20 MR. BERSE: How about I ask the
21 question and not ask for an answer, and that
22 way you're prepared for March.

23 MR. KHZOUZ: Okay.

24 MR. BERSE: That's, you know, I'm
25 not looking to be unfair.

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2 MR. KHZOUZ: No, and I appreciate
3 that. It gives me lots of time to find an
4 answer.

5 MR. BERSE: Yeah.

6 When I'm looking at the pie chart
7 and then the list under it of the operating
8 expense budget. I know that the drivers are
9 up for a contract.

10 MR. KHZOUZ: Mm-hmm.

11 MR. BERSE: And I'm just curious,
12 the overall budget has an increase of about
13 \$13 1/2 million, and it looks like half that
14 money goes towards operator wages and there is
15 some stuff about fringe benefits --

16 MR. KHZOUZ: Mm-hmm.

17 MR. BERSE: -- that was up about a
18 million.

19 MR. KHZOUZ: Mm-hmm.

20 MR. BERSE: My question is, are we
21 certain or is the negotiation going to be done
22 before the budget that we know that this
23 covers the new numbers --

24 MR. KHZOUZ: Yeah.

25 MR. BERSE: -- and because I know

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2 this is a projection --

3 MR. KHZOUZ: Mm-hmm.

4 MR BERSE: -- and that would
5 concern me because I know from what I've heard
6 from drivers that their medical stuff, they
7 pay 80, the company pays 20, and their pension
8 is a 401K, not a real pension, and they're
9 looking for a real increase in salary.

10 So I don't know if these numbers
11 cover what they're looking for in what's going
12 to get negotiated, so that's what raises those
13 thoughts.

14 MR. KHZOUZ: Yeah, yeah, and what
15 I'll say is, we've taken into account a
16 reasonable and fair --

17 MR. BERSE: But when you do
18 something like this and print it, doesn't that
19 influence them to say, hey, we want more than
20 them. We know you got that, we want more.

21 MR. KHZOUZ: Potentially.

22 MR. BERSE: Okay, yeah, I just,
23 you know.

24 MR. KHZOUZ: Yeah, yeah.

25 Potentially, but again, it's not

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2 our goal -- our goal is to be reasonable and
3 fair.

4 MR. BERSE: I understand that, but
5 when you go and you put the banana in front of
6 the monkey --

7 MR. KHZOUZ: Mm-hmm, well, yeah.

8 MR. BERSE: -- and the monkey sees
9 you got that, he wants to say, well, do you
10 got another one?

11 MR. KHZOUZ: Right, right, but
12 again, that's -- we're a public agency, we
13 have to print and then, you know --

14 MR. BERSE: Okay.

15 MR. KHZOUZ: -- and we have to --
16 everybody uses the tools they can, let's put
17 it that way.

18 MR. BERSE: Okay, but I'm just,
19 you know, those are my concerns --

20 MR. KHZOUZ: Yeah.

21 MR. BERSE: -- of what I glanced
22 at.

23 MR. KHZOUZ: Yeah.

24 MR. BERSE: Because when I was
25 here earlier, actually --

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2 MS. FALCO: By March, they'll be --

3 MR. BERSE: Yeah.

4 MR. KHZOUZ: Yeah.

5 MR. BERSE: No, no, but that's
6 what I'm saying. I'm not asking you to have a
7 definitive answer now.

8 MS. FALCO: Right.

9 MR. KHZOUZ: Right, yeah,
10 appreciate it, Joel, yes, and I'll report back
11 in June how that all shakes out because the
12 contract negotiations on the CBA will start in
13 April.

14 MR. BERSE: And when is the date
15 they expire?

16 MR. KHZOUZ: April.

17 MR. BERSE: Oh, so you're going to
18 the deadline to talk.

19 MR. KHZOUZ: Pretty much, yeah.

20 MR. BERSE: Okay.

21 MR. KHZOUZ: Yeah, so --

22 MR. BERSE: Hey, you know what
23 you're doing. I just, you know, think when
24 people talk to me, us, whatever, that we
25 should have some kind of an answer instead of

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2 an I don't know.

3 MR. KHZOUZ: Okay, I appreciate
4 that, Joel.

5 MR. BERSE: Right, but here's
6 numbers that they put in.

7 MS. FALCO: I mean, I don't know
8 but I'm expecting that they're projected from
9 last -- the previous year's increases, and
10 they just -- the general percentages are in
11 their contractual agreement for employment.

12 MR. BERSE: Right, but inflation
13 and what people want now is more.

14 MS. FALCO: Well, I would like
15 things, too, but I mean, I'm bound by, you
16 know --

17 MR. KHZOUZ: Yeah.

18 MS. FALCO: -- the terms of my
19 employment.

20 MR. BERSE: I'm just --

21 MS. FALCO: No, no, I hear you, I
22 hear you. I totally hear what you're saying.

23 MR. BERSE: I'm looking into what
24 the hard numbers are in front of us. We
25 acknowledged receiving it, so I'm

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2 acknowledging I read it.

3 MR. KHZOUZ: I appreciate it.

4 MS. ENRIGHT: Okay, so at this
5 time there's no more questions, so the Board
6 will move on to any public comments.

7 MR. TORCIVIA: Okay.

8 COURT REPORTER: Sir, you're going
9 to have to introduce yourself, I'm sorry.

10 MR. TORCIVIA: Yeah.

11 Joe Torcivia, Levittown, New York.

12 COURT REPORTER: Can you spell
13 your last name?

14 MR. TORCIVIA: T-O-R-C-I-V-I-A.

15 COURT REPORTER: Thank you.

16 MR. TORCIVIA: Now, what's
17 different about this picture since I've been
18 coming here?

19 MR. KHZOUZ: You're smiling.

20 MR. TORCIVIA: Well, I'm smiling,
21 yes, but I've smiled before. This is the
22 first time I've come without any pre-written
23 notes on things that were wrong or that I
24 would like to see changed. Thank you.

25 You have, in general, and

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2 specifically on my route, the N49, you have
3 achieved of level of service that a few years
4 ago I didn't think was ever possible again,
5 like I say, I come here to speak off-the-cuff
6 now. I don't have a list of bad things to
7 say. Just well done, well done all of you.

8 Just one thing, the Saturday
9 service, and I know you have to split it up
10 with the 48, but the Saturday service should
11 at least be hourly. It always was, and -- but
12 just this Sunday, this Sunday in particular,
13 or this weekend I should say, I had a choice
14 of making a trip on Saturday or Sunday.

15 MR. KHZOUZ: Mm-hmm.

16 MR. TORCIVIA: I naturally went
17 for Sunday because the schedule is more
18 frequent than it is on Saturday, and I just
19 kind of wonder, wouldn't the Saturday
20 schedules need to be more frequent than the
21 Sundays given the ridership and such? But I
22 know, I know, you got to split it with the 48
23 and that's the way it is.

24 So there you are, that's my
25 complaint, and oh yes, there are no posted

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2 schedules in Roosevelt Field, and the frame
3 where the schedules once were looks to have
4 been vandalized.

5 MR. KHZOUZ: We'll look at that
6 right away.

7 MR. TORCIVIA: But I don't need
8 that because I use my Transit app.

9 MR. KHZOUZ: Right, I appreciate
10 that.

11 MR. TORCIVIA: But well done,
12 thank you all.

13 MR. KHZOUZ: Thank you, Joe.

14 Yes, sir?

15 MR. PERRERA: Yes, my name is Carl
16 Perrera, C-A-R-L P-E-R-R-E-R-A, from New Hyde
17 Park. I'm here with -- I'm a member of
18 Passengers United, and my question is, how
19 does the fare revenue work with something like
20 the MetroCard, when somebody is saying they're
21 leaving Long Island, Nassau County, they swipe
22 their card, and then later they swipe it for
23 the subway versus the opposite direction where
24 somebody first uses the subway and then they
25 transfer to the bus. How does the revenue get

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2 split? I'm just curious.

3 MR. KHZOUZ: Yeah, so yeah, there
4 is a formula that's predestined -- predecided
5 with the MTA, and every month we get all the
6 data, and they reconcile the transfers in that
7 data, and either, you know, we write a check
8 or they write a check, and then that's how
9 they're reconciled.

10 So it's all through the fare box
11 and for the MetroCard magstripe, it records
12 all that, and understands that there was a
13 transfer, believe it or not. It doesn't seem
14 like that much technology could be on a piece
15 of paper but -- on a magstripe, but there is,
16 enough for us to understand that.

17 MR. PERRERA: Okay, and I have
18 another comment, also, what somebody mentioned
19 about UPS --

20 MR. KHZOUZ: Mm-hmm.

21 MR. PERRERA: -- around this.
22 This service, this whole area, in general.

23 MR. KHZOUZ: Mm-hmm.

24 MR. PERRERA: It occurs to me
25 there's a lot of congestion in Roosevelt

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2 Field. It might make sense to, you know, have
3 like a shuttle route from Mineola Long Island
4 Railroad Station, a few shuttle routes with
5 more frequent service from Mineola to
6 Roosevelt Field because instead of having
7 every route go into Roosevelt Field, and tying
8 up -- slowing down those routes --

9 MR. KHZOUZ: Mm-hmm.

10 MR. PERRERA: -- maybe if those
11 routes went just, like, say again, the N24,
12 went from Mineola to Jamaica, and then a
13 shuttle route which operates every five
14 minutes around the clock --

15 MR. KHZOUZ: Mm-hmm.

16 MR. PERRERA: -- would do all the
17 turns and all the stuff that a bus could get
18 caught in traffic.

19 MR. KHZOUZ: Yeah.

20 MR. PERRERA: It seems like -- two
21 members here who were delayed --

22 MR. KHZOUZ: Yeah.

23 MR. PERRERA: -- just at Roosevelt
24 Field, so if they were -- they come through
25 Roosevelt Field --

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2 MR. KHZOUZ: Yeah, yeah.

3 MR. PERRERA: -- but I'm saying,
4 so maybe if there was a shuttle route from
5 Mineola to Roosevelt Field and then went into
6 this whole hub area here --

7 MR. KHZOUZ: Yeah.

8 MR. PERRERA: -- went through
9 Roosevelt Field area, the boulevard, down
10 Hempstead Turnpike, that whole hub area should
11 be looked at for high frequency, the shopping
12 centers and all that. That would be the main
13 routes, the trunk routes.

14 MS. FALCO: Thank you, Mr. Perrera,
15 thank you.

16 I'm so sorry, I hate doing this
17 but we do limit the public comments to two
18 minutes, so we've gone quite over that, but I
19 thank you so much.

20 MS. DUROSEAU: Two and-a-half.

21 MS. FALCO: Oh, two and-a-half,
22 thank you.

23 MR. KHZOUZ: Anyone else?

24 Yuki?

25 MS. FALCO: Yuki, yeah.

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2 Where do you want me to start; up
3 here? Oh, right here.

4 Okay, very well, thank you.

5 (TESTIMONY OF YUKI ENDO READ BY
6 COMMITTEE MEMBER DAWN FALCO.)

7 MS. FALCO: "My name is Yuki Endo,
8 resident of Jackson Heights, Queens, and I
9 represent Passengers United.

10 "I hope you guys had a wonderful
11 Christmas and New Year's.

12 "I am asking to bring direct N20,
13 N22 buses as it was because N20G/H riders play
14 dangerous frogger. N22X should operate more
15 service but instead of Old Country Road/County
16 Seat Drive/Willis Avenue, N22X should stop at
17 Old Country Road, 3rd/4th Avenues because it's
18 painful to walk to or from Mineola Station or
19 Mineola Boulevard/2nd Street to Old Country
20 Road/County Seat Drive/Willis Avenue. It
21 would be easier," and I'll note for the record
22 that there are photographs also depicting
23 this.

24 "I enjoy the NICE Bus Mini.

25 "This morning on 10:45 a.m. N4

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2 excited for new electrical buses.

3 "I also want NICE Bus and MTA to
4 work together to implement OMNY Readers,"
5 O-M-N-Y, excuse me, "Readers since MTA
6 MetroCard will be ending possibly in 2023.

7 "I am grateful NICE Bus Ride Mini
8 Bus was introduced but it's not as much of a
9 help since it's not door-to-door service.
10 Lynbrook Library is not inside the zone. One
11 of the NICE Mini riders said they want this to
12 operate on weekends.

13 "I would like the restoration of
14 weekend N27 bus between Glen Cove and
15 Roosevelt Field mall because LIRR main line
16 weekend shut down without any shuttle buses
17 are making Mineola, Carle Place, Westbury and
18 Hicksville ghost towns. It would be better if
19 this ran on weekends since I'll be able to go
20 to Nautical Mile for shark protests in South
21 Freeport for \$2.75 even though I support a six
22 dollar taxi from Taxi New York.

23 N22 local needs to be restored
24 direct bus because Mineola Station does not
25 have enough space for buses to pull over. I

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2 would like to see N33 bus restore Sunday
3 service, as well.

4 "Also doing USB area events."

5 MR. DUROSEAU: We need to stop.

6 MS. FALCO: Oh, I'm sorry.

7 Okay, Yuki, I'm going to ask that
8 maybe you can submit the last comments via
9 e-mail or onto -- what's another method of
10 submission?

11 MR. KHZOUZ: This method. Take a
12 picture of it.

13 MS. FALCO: Okay, there we go.

14 Thank you, Jean.

15 MR. D'SOUZA: Yes, hi, good
16 evening, everyone. My name is Charlton
17 D'Souza, and I'm the president of Passengers
18 United. This is my first time coming to the
19 NICE bus facility.

20 We want to have a meeting with
21 you, with the president of NICE Bus. We have
22 a lot -- we're getting a lot of complaints and
23 what was shown here today, I will say the new
24 GILLIGs, much, much, better.

25 But the problem is, it's -- and I

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2 spoke to the vice president, as well, earlier
3 this afternoon, but we would love to meet with
4 you, a lot of improvements need to be made.

5 Right now, the number one
6 complaint we're getting is breakdowns, and
7 there is no notifications being put out when
8 there's a breakdown. This is a serious
9 problem, and it has to be addressed in, you
10 know, in a way that the public, the riding
11 public can understand because if you're
12 waiting 45 minutes and two runs are missing,
13 this is a big problem, and people told me
14 they've been stranded for over an hour and 30
15 minutes on Sundays. So this is something --
16 yes, on the 41 route, which I know the 41
17 route poses a bunch of issues, and I know you
18 guys are suffering with fare evasion, and I
19 was just at Hempstead, I saw that.

20 I was not happy with what I saw at
21 Hempstead. I saw people drinking alcohol in
22 the open. They've got to improve that, and
23 they've got to work with the security.

24 In terms for the county, since
25 you're the Deputy County Attorney, we need the

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2 county to be able to change the frequency of
3 all those traffic lights because throughout
4 the county the buses are getting stuck in
5 traffic, 20 minute delays, 30 minute delays.
6 Nassau County has to do better, and actually
7 we want to meet with the Nassau County
8 Commissioner. We'd love to meet with her, sit
9 down with her, and you know, just work some
10 things out because with MTA we have a very
11 good relationship with Chairman Lieber, we
12 attend all the meetings.

13 In terms of OMNY, I did speak to
14 Chairman Lieber about the OMNY situation with
15 NICE Bus, and he did tell me that they are
16 working aggressively to try to get that
17 technology in but obviously, because of
18 everything going on with COVID, and you know,
19 the supply chains, and everything. But we at
20 Passengers United are committed to getting the
21 OMNY on the NICE buses. We're going to do
22 press conferences, work with the elected
23 officials --

24 MS. FALCO: Thank you.

25 MR. D'SOUZA: -- and get that

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2 done.

3 MS. FALCO: Thank you, so much --

4 MR. D'SOUZA: Sure.

5 MS. FALCO: -- for all of your
6 incredible efforts. We have reached the time
7 limit --

8 MR. D'SOUZA: Yes.

9 MS. FALCO: -- for your comments
10 but I -- welcome to our meeting, and I hope to
11 see you at more of them.

12 MR. D'SOUZA: Yeah.

13 MS. FALCO: I think that you would
14 have a lot of great contributions that can be
15 made, and I welcome any other riders.

16 The fare skipping, fare evasion
17 has been brought to my attention. I
18 understand that there are people who will get
19 on the bus, just kind of quickly wave their
20 phone and then just run to the back, and for
21 understandable reasons, the drivers are
22 hesitant to, you know, approach or confront.
23 So that is --

24 MR. D'SOUZA: And one of the
25 drivers was assaulted about a week ago. The

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2 minor adjustments throughout the routing to
3 address a lot of different things and changes
4 in travel patterns.

5 At this time, we don't really see
6 the value of a complete reimagine, as
7 everybody has kind of branded it, at this
8 point. Not to say that something won't happen
9 in the future which we've talked a little bit
10 about routing in the hub area.

11 We have a lot of service in the
12 hub area. As the Coliseum gets developed, and
13 I think we saw something in the news today, as
14 a matter of fact, as the Coliseum gets
15 developed, that will spur us to reengineer the
16 routing in the hub to ensure that Mineola is
17 being serviced and Hempstead's being serviced
18 in a frequent -- and potentially Westbury, but
19 in a frequent manner.

20 So those are the things that
21 really propel us more than anything else.

22 Our ridership was growing before
23 COVID, one of the few systems in the country
24 with growing bus ridership. So I think that
25 tells us a little bit that the routing is kind

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2 of working.

3 Frequency is an important thing,
4 and so we would like to put our efforts into
5 ensuring frequency, potentially restoring some
6 routes that we had to leave behind a while
7 ago, implementing more Mini, expanding the
8 Mini service.

9 So all those things are, you know,
10 hopefully in the works and at the top of our
11 head but a whole system redesign? Probably
12 not in the way that it's been done in the
13 past, so --

14 MR. BERSE: I got the questions.

15 MR. KHZOUZ: Yeah, yeah,
16 certainly.

17 MR. BERSE: The other last thing,
18 and I'll leave everybody alone, this final
19 comments is, we get very little audience
20 participation, and a lot of people are
21 commenting that maybe we should start the
22 meetings at like seven o'clock, and do a
23 little better publicity to get the word out.

24 MR. KHZOUZ: Well, we'll look at
25 everything. Any time we move a meeting or

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2 move it to seven, and then we lose some people
3 that can't get here at seven or we lose Board
4 members, or you know, we lose -- so it's just
5 a matter of looking at everything, so --

6 MR. TORCIVIA: In view of what
7 Joel said.

8 MR. KHZOUZ: Mm-hmm.

9 MR. TORCIVIA: I first began
10 attending these meetings once I retired.

11 MR. KHZOUZ: Mm-hmm, right.

12 MR. TORCIVIA: Because I could not
13 attend them while I was actively working.

14 MR. KHZOUZ: Yeah, yeah.

15 So maybe that'll be something for
16 the Board to bring up the next time we have a
17 full Board.

18 MR. D'SOUZA: Or hybrid.

19 MS. FALCO: We'll take it under
20 advisement.

21 MS. ENRIGHT: Any other last
22 comments from any Board members?

23 MS. FALCO: No.

24 MS. ENRIGHT: All right.

25 Any member like to make a motion

1 C E R T I F I C A T E

2

3 STATE OF NEW YORK)

4 SS:

5 COUNTY OF NASSAU)

6

7 I, DEBBIE BABINO, a certified Shorthand Reporter
8 in the State of New York, do hereby certify:

9

10 That the foregoing is a true and accurate
11 transcript of my stenographic notes.

12

13 IN WITNESS WHEREOF, I have set my hand
14 on this 25th day of January, 2023.

15

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Debbie Babino, Certified Reporter

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