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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

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- 1 JANUARY 12, 2023
- 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
- just going to have some words from NICE's CEO,
- 13 Jack Khzouz. He's going to go over some
- 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.
- We thank him for his long service,

- 1 JANUARY 12, 2023
- 2 his volunteerism. I think he did a very good
- 3 job in keeping us on point as far as our
- 4 services go, and I've given him my thanks and
- 5 appreciation. So I appreciate that very much.
- 6 Today is, really, we're going to
- 7 talk about a few different things, some fairly
- 8 simple housekeeping issues, but I want to make
- 9 sure that we get together on a more set
- 10 schedule only because, hey, we can now that
- 11 we're somewhat over the COVID restrictions.
- 12 We'll still be more careful, we'll still space
- 13 chairs out, we've got masks available outside
- 14 and hand sanitizer.
- So today, we are going to go over
- 16 our quarterly scorecard. The document in
- 17 front of you, which is the Transit Asset
- 18 Management Plan and the Transit Agency Safety
- 19 Plan. We'll have service updates, funding
- 20 outlook, and we can talk about the MTA fare
- 21 increase but there's not much to talk about at
- 22 this point. So we'll just get right to it.
- 23 My presentation is relatively short.
- 24 Our scorecard for last quarter,
- 25 performance, in general, was very good. Our

- 1 JANUARY 12, 2023
- 2 on-time performance finished out the year just
- 3 under 90 percent at 88.48. We are going
- 4 through an audit right now on our numbers. It
- 5 looks like that number actually will end up
- 6 being at 91 percent for the fourth quarter, so
- 7 we're very happy with that. We'll continue to
- 8 push that through the next year and look for
- 9 ways to actually, hopefully, end at 95 percent
- 10 on-time performance on our bus routes for next
- 11 year. There are some possible ways to get
- 12 that done. We have some good analysis to make
- 13 that happen.
- Our missed pullouts, percentage of
- 15 missed pullouts, we're higher than we'd like
- 16 it, but did not raise itself to a penalty. We
- 17 hit within the goal of within the parameters.
- 18 Missed pullouts could mean a lot of different
- 19 things but the bottom line is that bus did not
- 20 get out of the apron on time, so we count that
- 21 as a miss.
- 22 We hit our accident numbers which
- 23 is excellent. Our accident numbers are,
- 24 again, leading the northeast. They're
- 25 extremely low and continue to be driven down

- 1 JANUARY 12, 2023
- 2 buy our safe practices. I'm pretty proud of
- 3 that.
- 4 On the paratransit side, the call
- 5 answer ratio continues to climb up to where we
- 6 need it to be. I would always like to have it
- 7 at 95 percent, so we still have a little bit
- 8 to go but we're above our goal.
- 9 On-time performance, again,
- 10 climbed a little bit to 83.83. Again, we'd
- 11 like to hit 85 percent on our on-time
- 12 performance in paratransit. We'll continue to
- 13 work that.
- 14 Missed pullouts, again, didn't hit
- 15 us a reward or a penalty, but again, on
- 16 paratransit, just to be clear, no one missed
- 17 a trip, the bus just didn't pull out on time
- 18 for whatever reason, and then accident ratio
- 19 climbed a little bit higher than I'd like it
- 20 to in paratransit, but again, still within our
- 21 parameters and still within the national
- 22 average, and then our productivity also stayed
- 23 very high at 1.41 clients per trip.
- So overall, not a bad performance
- 25 for the quarter, and it continues our run of

- 1 JANUARY 12, 2023
- 2 seeing continuous incremental improvement over
- 3 time in our performance. We continue to work
- 4 those numbers continuously throughout the
- 5 year.
- 6 So what you have in front of you
- 7 is two documents that we will turn in to the
- 8 FTA. The first is the Transit Asset
- 9 Management Plan, and it's a plan that has to
- 10 be developed by every agency that takes
- 11 federal funds, owns and operates and manages
- 12 capital assets used to provide federal
- 13 transportation. It really just shows all the
- 14 assets we own, and when I say we own, this --
- 15 Nassau County owns the assets but how we
- 16 inventory those assets and how we take care of
- 17 those assets. Things like PMIs on vehicles,
- 18 and any other assets that we own.
- 19 The second part of it is the
- 20 Public Transit Agency Safety Plan. Again,
- 21 it's our safety plan on how we approach safety
- 22 issues and how we manage safety as a system
- 23 continuously over time. We look for risks, we
- 24 mitigate the risks, we prioritize the risks
- 25 based on their potential safety impact. So

- 1 JANUARY 12, 2023
- 2 how we do that, and that's what's in the plan
- 3 there.
- 4 So what I'm asking for now is
- 5 really just the Board's acknowledgement that
- 6 they received the plan, and if -- at the end,
- 7 Ms. Enright will ask for that acknowledgement
- 8 to go in the record.
- 9 MS. FALCO: Okay.
- 10 MR. KHZOUZ: So let's talk a
- 11 little bit about the budget.
- This is not a new topic that we
- 13 talk about every year at the same time. As we
- 14 remember, we go back and we start in
- 15 September, really, starting to work with the
- 16 county and providing an operating budget for
- 17 the following year to the county based on our
- 18 projections on fare collection, our ridership,
- 19 our fare collection, the cost of increases in
- 20 health care and fuel and everything else. We
- 21 give that to the county and it goes through
- 22 the county budget process, including NIFA.
- So right now we are kind of on the
- 24 cusp of January/February, obviously.
- 25 Nothing's been changed. What makes up the

- 1 JANUARY 12, 2023
- 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
- 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.
- 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

- 1 JANUARY 12, 2023
- 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.
- 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

- 1 JANUARY 12, 2023
- 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

- 1 JANUARY 12, 2023
- 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 --
- 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
- 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

- 1 JANUARY 12, 2023
- 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 --
- MR. BERSE: Excuse me, Jack.
- MR. KHZOUZ: Yes, sir.
- 23 MR. BERSE: How much of the fleet
- 24 is anticipated to become electric buses in the
- 25 grand plan?

- 1 JANUARY 12, 2023
- 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.
- 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 --
- 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,

- 1 JANUARY 12, 2023
- 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.
- 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
- 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 --
- MR. KHZOUZ: Yeah.
- MR. BERSE: -- most needed --
- MR. KHZOUZ: Yup.
- 22 MR. BERSE: -- and Hicksville is
- 23 -- they're really, they're telling people
- 24 don't get electric vehicles.
- MR. KHZOUZ: Well, you know.

- 1 JANUARY 12, 2023
- 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.
- 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.

- 1 JANUARY 12, 2023
- 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.

- 1 JANUARY 12, 2023
- 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
- into, I think, 180 languages but we understand
- 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

- 1 JANUARY 12, 2023
- 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 OR 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.
- I do want to just recap, again,
- 23 the Rosa Parks Center, Transit Center, we are
- on what we will call the final phase, there's
- 25 never a final phase, with as many people going

- 1 JANUARY 12, 2023
- 2 through here all the time. We're going to be
- 3 updating it all the time but once it's done,
- 4 and the final phase, quote/unquote, is
- 5 starting here pretty soon. We'll include new
- 6 Terrazzo floors, new wall surfaces, new
- 7 doors, so it's got a real cool feel to it.
- 8 We're actually also redoing and supplying the
- 9 convenience store, a whole new store. We're
- 10 going to give them fixtures so that it fits
- into the rest of the aesthetic in the area.
- 12 So it's -- the whole look is much
- 13 sleeker and much more modern, and it really, I
- 14 think it's really going to look good. We'll
- 15 start that work shortly on this phase. There
- 16 will be some disruption. It'll be the same
- 17 way we did the paint on the interior, and that
- is, we'll block off sections at a time because
- 19 the floors have to be ripped up and poured and
- 20 through that but our depot manager there will
- 21 help manage the process, and our team here
- 22 will help communicate the process to everybody
- 23 so that there's minimal disruption but there
- 24 will be some disruption, so -- and that's that
- 25 my presentation.

- 1 JANUARY 12, 2023
- 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.
- MR. KHZOUZ: Excellent, thank you.
- 13 I'm ready to receive any questions
- 14 from either the Board or --
- MS. ENRIGHT: Any comments,
- 16 questions from the Board?
- 17 MR. KHZOUZ: -- the public, at
- 18 this time?
- 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.
- MR. KHZOUZ: Mm-hmm.
- 25 MR. BERSE: I don't know the run

- 1 JANUARY 12, 2023
- 2 number, he didn't know the run number, but he
- 3 says on Saturdays they're very frustrated by
- 4 an every two hour service. Now, this is what
- 5 the complaint went into the County Executive's
- 6 office, and I'm just relaying it.
- 7 MR. KHZOUZ: Got it.
- 8 MR. BERSE: I don't have any more
- 9 information. I asked him, do you have lanes,
- 10 do you have a bus number, do you have a route
- 11 number?
- MR. KHZOUZ: Hmm.
- MR. BERSE: I says, you know, it's
- 14 like when you want something, you need the
- 15 people to give you information. Now I'm a
- 16 carpenter without a saw.
- 17 MR. KHZOUZ: Okay.
- 18 Well, I'll call the County
- 19 Executive's office in Constituent Affairs, and
- 20 see what --
- 21 MR. BERSE: Pierre in -- the
- 22 assistant Pierre is the one who was here
- 23 saying --
- MR. KHZOUZ: Okay.
- 25 MR BERSE: -- he was dealing with

- 1 JANUARY 12, 2023
- 2 it.
- 3 MR. KHZOUZ: All right, Joel,
- 4 thank you.
- 5 MS. ENRIGHT: Any other comments,
- 6 questions?
- 7 MR. DUROSEAU: Mr. Jack, clears
- 8 all the time, you know, because you guys, it's
- 9 always bogus.
- MR. KHZOUZ: Yeah.
- 11 MR. DUROSEAU: I look at the
- 12 scorecard today, I'm happy with the scorecard.
- 13 On-time performance is good, and ridership,
- 14 like you said, we can bring it up to 85,
- 15 hopefully, that will even be better, you know.
- 16 I commend you guys, you're doing a good job,
- 17 keep it up.
- MR. KHZOUZ: Thank you.
- MS. FALCO: The scorecard does
- 20 look great, yeah. You guys are doing a good
- 21 job, thank you.
- Do you have any numbers projected
- 23 that you wanted to share with us before the
- 24 March meeting or you won't really have
- 25 anything?

- 1 JANUARY 12, 2023
- 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 --
- MR. BERSE: There are numbers here
- 13 that I --
- 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.
- MS. FALCO: Okay, sure.
- MR. BERSE: How about I ask the
- 21 question and not ask for an answer, and that
- 22 way you're prepared for March.
- MR. KHZOUZ: Okay.
- MR. BERSE: That's, you know, I'm
- 25 not looking to be unfair.

- 1 JANUARY 12, 2023
- 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.
- 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 --
- MR. KHZOUZ: Mm-hmm.
- 17 MR. BERSE: -- that was up about a
- 18 million.
- MR. KHZOUZ: Mm-hmm.
- 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 --
- MR. KHZOUZ: Yeah.
- 25 MR. BERSE: -- and because I know

- 1 JANUARY 12, 2023
- 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.
- 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
- influence them to say, hey, we want more than
- 20 them. We know you got that, we want more.
- MR. KHZOUZ: Potentially.
- MR. BERSE: Okay, yeah, I just,
- 23 you know.
- MR. KHZOUZ: Yeah, yeah.
- 25 Potentially, but again, it's not

- 1 JANUARY 12, 2023
- 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 --
- MR. BERSE: Okay.
- MR. KHZOUZ: -- and we have to --
- 16 everybody uses the tools they can, let's put
- 17 it that way.
- MR. BERSE: Okay, but I'm just,
- 19 you know, those are my concerns --
- MR. KHZOUZ: Yeah.
- 21 MR. BERSE: -- of what I glanced
- 22 at.
- MR. KHZOUZ: Yeah.
- MR. BERSE: Because when I was
- 25 here earlier, actually --

- 1 JANUARY 12, 2023
- 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
- in June how that all shakes out because the
- 12 contract negotiations on the CBA will start in
- 13 April.
- MR. BERSE: And when is the date
- 15 they expire?
- MR. KHZOUZ: April.
- MR. BERSE: Oh, so you're going to
- 18 the deadline to talk.
- MR. KHZOUZ: Pretty much, yeah.
- MR. BERSE: Okay.
- MR. KHZOUZ: Yeah, so --
- 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

- 1 JANUARY 12, 2023
- 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 contractural agreement for employment.
- MR. BERSE: Right, but inflation
- 13 and what people want now is more.
- 14 MS. FALCO: Well, I would like
- 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.
- MR. BERSE: I'm looking into what
- 24 the hard numbers are in front of us. We
- 25 acknowledged receiving it, so I'm

- 1 JANUARY 12, 2023
- 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.
- Joe Torcivia, Levittown, New York.
- 12 COURT REPORTER: Can you spell
- 13 your last name?
- MR. TORCIVIA: T-O-R-C-I-V-I-A.
- 15 COURT REPORTER: Thank you.
- MR. TORCIVIA: Now, what's
- 17 different about this picture since I've been
- 18 coming here?
- MR. KHZOUZ: You're smiling.
- 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.
- You have, in general, and

- 1 JANUARY 12, 2023
- 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,
- or this weekend I should say, I had a choice
- of making a trip on Saturday or Sunday.
- MR. KHZOUZ: Mm-hmm.
- 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.
- So there you are, that's my
- 25 complaint, and oh yes, there are no posted

- 1 JANUARY 12, 2023
- 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.
- MR. KHZOUZ: Thank you, Joe.
- 14 Yes, sir?
- 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
- 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

- 1 JANUARY 12, 2023
- 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 --
- MR. KHZOUZ: Mm-hmm.
- 21 MR. PERRERA: -- around this.
- 22 This service, this whole area, in general.
- MR. KHZOUZ: Mm-hmm.
- 24 MR. PERRERA: It occurs to me
- 25 there's a lot of congestion in Roosevelt

- 1 JANUARY 12, 2023
- 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 --
- 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.
- MR. KHZOUZ: Yeah.
- 20 MR. PERRERA: It seems like -- two
- 21 members here who were delayed --
- MR. KHZOUZ: Yeah.
- MR. PERRERA: -- just at Roosevelt
- 24 Field, so if they were -- they come through
- 25 Roosevelt Field --

- 1 JANUARY 12, 2023
- 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.
- MS. FALCO: Thank you, Mr. Perrera,
- 15 thank you.
- 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.
- MS. DUROSEAU: Two and-a-half.
- MS. FALCO: Oh, two and-a-half,
- 22 thank you.
- MR. KHZOUZ: Anyone else?
- 24 Yuki?
- MS. FALCO: Yuki, yeah.

- 1 JANUARY 12, 2023
- 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.
- "I hope you guys had a wonderful
- 11 Christmas and New Year's.
- "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.
- "I enjoy the NICE Bus Mini.
- 25 "This morning on 10:45 a.m. N4

- 1 JANUARY 12, 2023
- 2 Freeport #1878 bus had MTA fare box broken
- 3 down.
- 4 "I am asking NICE Bus to expand
- 5 weekend service on NICE Bus Ride Mini,
- 6 especially in the summer."
- 7 When you say weekend service you
- 8 mean just because it's currently Monday
- 9 through Friday; is that correct?
- MR. ENDO: (Nodding).
- MS. FALCO: Thank you.
- "My blind vegan friend from Port
- 13 Washington also enjoys the Mini Ride from
- 14 Merrick Stop & Shop to Nautical Mile's N62 bus
- 15 stop.
- "I would also like to see this
- 17 expanded on discontinued segment of the
- 18 N45/N50/N51, N73/74 and N46/47 buses to make
- 19 either of those, as well.
- "I am grateful that you restored
- 21 N54/55 back to Amityville Station. I also
- 22 like summer N88 weekend trips to be expanded
- 23 to and from the Mineola Bus Station where
- 24 Hofstra University and Adelphi University
- 25 shuttle buses drop-off/pick-up. I am also

- 1 JANUARY 12, 2023
- 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.
- "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.
- N22 local needs to be restored
- 24 direct bus because Mineola Station does not
- 25 have enough space for buses to pull over. I

- 1 JANUARY 12, 2023
- 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.
- MS. FALCO: Okay, there we go.
- 14 Thank you, Jean.
- 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.
- 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

- 1 JANUARY 12, 2023
- 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.
- 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.
- In terms for the county, since
- 25 you're the Deputy County Attorney, we need the

- 1 JANUARY 12, 2023
- 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.
- 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 --
- MS. FALCO: Thank you.
- 25 MR. D'SOUZA: -- and get that

- 1 JANUARY 12, 2023
- 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.
- MR. D'SOUZA: Yeah.
- 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.
- 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 --
- MR. D'SOUZA: And one of the
- 25 drivers was assaulted about a week ago. The

- 1 JANUARY 12, 2023
- 2 door was punched at Hempstead Terminal. I saw
- 3 the video of that. So you know, we need an
- 4 open line of communication with the county and
- 5 with the president.
- 6 MS. FALCO: Yeah.
- 7 MR. D'SOUZA: So we don't have to
- 8 come here and spill the dirty laundry.
- 9 MS. FALCO: Right.
- MR. D'SOUZA: We don't want to do
- 11 that.
- MS. FALCO: No, thank you, thank
- 13 you, so much, thank you.
- MR. KHZOUZ: Any?
- MS. FALCO: Anyone else?
- MR. BERSE: There were some people
- 17 that made comments with the rerouting of
- 18 Brooklyn and Queens and Suffolk County. Is
- 19 there any plan to do rerouting in Nassau was
- 20 approached to me, and I said I hadn't heard
- 21 one because I had asked about this about a
- 22 year ago.
- MR. KHZOUZ: Yeah.
- So -- and our position hasn't
- 25 changed. We've spent 10 years adjusting,

- 1 JANUARY 12, 2023
- 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.
- 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
- 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

- 1 JANUARY 12, 2023
- 2 of working.
- 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 --
- MR. BERSE: I got the questions.
- 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

- 1 JANUARY 12, 2023
- 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.
- MR. KHZOUZ: Mm-hmm, right.
- 12 MR. TORCIVIA: Because I could not
- 13 attend them while I was actively working.
- MR. KHZOUZ: Yeah, yeah.
- 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?
- MS. FALCO: No.
- MS. ENRIGHT: All right.
- 25 Any member like to make a motion

JANUARY 12, 2023 to adjourn? MS. FALCO: So moved. MR. BERSE: Second. MS. ENRIGHT: All in favor? GROUP: Aye. MS. ENRIGHT: Okay, this stands adjourned. MR. KHZOUZ: Thank you, everybody. (MEETING CONCLUDED AT 6:15 P.M.)