

NASSAU COUNTY BUS TRANSIT COMMITTEE

June 25, 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

ANN MARIE REARDON, Secretary

SHAHRIAR VICTORY, Member

DANIEL ALTER, Vice Chairperson

DAWN FALCO, Member

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

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Page 2 1 CHAIRMAN KALOTEE: Good evening. Thank 2 you for everybody coming, and hopefully all your 3 families are well. 4 To make sure we have a quorum, would you like to 5 call on all the members that are here? 6 SECRETARY REARDON: Yes. 7 Joel Berse? Absent. 8 Ebi Victory? 9 MEMBER VICTORY: Yes. 10 SECRETARY REARDON: Patrick Gallagher is 11 not here. 12 Dawn Falco? 13 MEMBER FALCO: Yes. 14 SECRETARY REARDON: Dr. Bobby Kalotee is 15 here. 16 Myself, Ann Marie Reardon. 17 Daniel Alter is here. 18 Richard? 19 MEMBER CLOLERY: I am here. 20 SECRETARY REARDON: George is absent. 21 CHAIRMAN KALOTEE: It looks like we have 22 a quorum. We have a quorum. The meeting comes to 23 order. 24 We're going to do this. I think we're going to 25 start right away through you, Mr. President. Keep it as	Page 4 1 location on westbound trips. 2 To hold the bus sometimes for several minutes 3 when no new passengers even board actually inconveniences 4 more riders, who then miss their subway transfer and need 5 to take a later train. 6 If the N6 bus is held at any stop, it should be 7 at Jamaica Bus Terminal during off-peak hours, when the 8 buses are infrequent. 9 Riders can see on GPS that the bus is often 10 leaving 169th Street stop seconds before the F train 11 arrives. If riders have access to GPS, clearly the bus 12 drivers do too, and it would only make logical sense to 13 hold the bus for a minute or two so that people can make 14 the transfer at 169th or 179th. 15 This is particularly important at late hours 16 when the bus is only scheduled for every 30 to 60 minutes. 17 Instead, the bus drivers drive away a near empty bus, and 18 then the next bus is more crowded. 19 Many subway entrances at 179th Street are 20 currently closed and under construction. Please 21 temporarily adjust the dropoff location for N6 to be 22 closer to an entrance that remains open. Riders have been 23 required to walk all the way down the block lately to 24 access the subway. 25 N6 riders have been very annoyed and frustrated
Page 3 1 short and sweet as you like. 2 (The following document is inserted into the 3 transcript at the request of Mr. Khzouz.) 4 BTC Meeting Public Comments submitted via email. 5 Submitted 6/19/2026. It would be a good idea 6 during the next pick for the fall schedule for this year, 7 where the new N43X route that was added for the summer 8 pick would be rerouted to Stewart Avenue instead of going 9 through that loop on East Gate Blvd. 10 When it goes through that way, that is an 11 unnecessary waste of time, since it does not make any 12 sense to do that in the first place. 13 Also, another idea would be to make the N43X 14 have stop towards Nassau Community College, especially 15 when the fall semester starts later on this year. When 16 that is done, it allows for students who attend that 17 college to get where they need to be at, and doing that 18 would benefit them greatly from that. 19 Submitted 6/21/2026. I believe that the N78 and 20 N79 need to run all day. You have people who need this 21 service, as schools are out and transportation is limited 22 without a car. 23 Submitted 6/22/2026. What was the logic behind 24 the policy to have N6 bus drivers hold at the UBS Arena 25 stop? This is not a busy stop and is the last pickup	Page 5 1 lately to watch the articulated blue buses drive right 2 through Jamaica Bus Terminal and then to the temporary bus 3 stop a couple blocks away. Everyone waiting comfortably 4 at the terminal then needs to rush to get to the other 5 location. 6 Apparently, this change was made due to 7 construction, but if the buses are driving through the 8 terminal and passed people waiting, that makes absolutely 9 no sense. The buses can clearly move through the terminal 10 safely, so why are they not waiting there and picking up 11 passengers? This matter needs to be reevaluated ASAP. 12 Also, there is no clear information for 13 infrequent N6 riders that this temporary stop is in 14 effect. I needed to tell one woman who was also waiting 15 where to go, otherwise she would have still been waiting 16 at the terminal for a very long time. I would suspect 17 this occurred to many people already. 18 Submitted 6/25. Can we have another bus between 19 6:15 and the 6:45 a.m. bus on the N24 route eastbound? 20 Submitted 6/25. When the passengers are getting 21 off the bus, the driver should let those boarding know by 22 a hand gesture that people are getting off. It is a 23 matter of courtesy. 24 MR. KHZOUZ: Thank you, Mr. Chairman. 25 Thank you, Board, for being present. This is our

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Page 6 1 second meeting of the year, and we appreciate it. 2 It's a fairly simple, short presentation. We'll 3 go through it and then answer your questions at the end as 4 we go through. 5 So, our agenda for today, we will review the 6 scorecard from Q1. We'll give you service updates of 7 what's going on this summer. I will accept any, 8 obviously, board questions that we have from the board 9 members. Then I will ask for acknowledgment of receiving 10 the Q1 scorecard so that it can go directly to the county 11 executive's office as we move forward. 12 Afterwards, obviously, we'll listen to public 13 comment and potentially answer any questions that come up. 14 Let's get right to it. 15 Scorecard for Q1. We're about ready to end Q2, 16 but this Q1's on-time performance on fixed route. Our 17 goal, or our minimum goal, is 75. Our score was actually 18 90 percent, as shown at the very top. So, in this case, 19 we gained a little incentive there. 20 Missed pullouts. The number of pullouts that 21 don't leave the garage within five minutes, that's called 22 a missed pullout. It doesn't mean the bus didn't go out. 23 It may have gone out late. The driver may have checked in 24 late or spent a little bit more time than he needed to 25 check the bus. That kind of thing.	Page 8 1 doesn't always work out, so productivity kind of hit a 2 little bit. So right now we show damage of \$5,000 in the 3 bucket, and we'll continue to go through the year as we 4 continue to go. 5 I will tell you, our DOT pass rate, which isn't 6 part of the real scorecard until the end of the year, the 7 DOT pass rate is running at about 98 percent right now. 8 So, our vehicles get inspected twice a year. Very high 9 pass rate for the state of New York. 10 So, some service updates. Special services that 11 we supported the county with. We all know about the Long 12 Island Railroad strike that happened. It was a very 13 short-lived strike, but we were prepared to offer our 14 assistance as much as we can. 15 We did put additional service out at Hicksville, 16 Mineola, Freeport, and Great Neck to get people into the 17 city, and our ridership showed that for that very short 18 period of time, the Saturday, Sunday, and part of Monday. 19 So, you could see ridership grew about 20 22 percent on Saturday. On Sunday, it was 12 percent up. 21 During the weekday in the morning, it was up at 6 percent. 22 And our Queensbound routes were all up 18 percent. So, we 23 had very full buses in that very short period of time. 24 Luckily, they settled the strike and everybody 25 went back to work by the afternoon of Monday, or the
Page 7 1 We had a few missed pullouts in this time range. 2 We didn't hit an incentive or a liquidated damage, so it 3 was kind of an even there. 4 Accidents per hundred thousand miles for the 5 first quarter were a little higher than we'd like, 1.34 6 compared to 1.2, which is our goal. We are well below the 7 goal now. 8 Second quarter is going to be one of our best 9 safety years. This year will be one of our best safety 10 years ever based upon current trend, but in this quarter, 11 we're ending up getting a \$5,000 penalty on that. 12 On the Paratransit side, call answered ratio was 13 right within range. On-time performance was right within 14 range. Missed pullouts were right within range. 15 Accidents were right within range. 16 The only thing that we missed a little bit on 17 was productivity. Our productivity wasn't as high as we 18 should have it. 19 Productivity means the amount of passengers we 20 transport per hour in a vehicle. Remember, on-demand 21 Paratransit is, we go to a customer's house, the person 22 with a disability, they get in the vehicle, they prebooked 23 the trip, we take them to wherever they're going, and we 24 pick up and drop off as we go along. 25 We try to have a fuller bus, but sometimes that	Page 9 1 evening of Monday. Service still wasn't great with Long 2 Island Railroad until really Tuesday, Tuesday afternoon, 3 and our buses were quite full. But I'm glad we were able 4 to stand by and work with the county directly on what we 5 can do and how we can do it. And our union did cooperate 6 with that, so that was great. 7 Jones Beach service started on May 17th. We 8 have N88 express service from Freeport directly to Jones 9 Beach. It's exactly like the service we had last year. 10 It will run through middle of September. We anticipate as 11 weather gets good and continues to be good, we'll be 12 transporting a lot of folks to the beach. 13 We did the Memorial Day drone show, and we're 14 doing the Fourth of July fireworks and airshow this 15 weekend, or the first weekend of July. Very, very busy 16 time for us. 17 So, service updates. Some summer schedules 18 began May 17th. We put in some additional service and are 19 trying some interesting things. 20 The N88 service we talked about already, that's 21 the beach service, but we've also instituted a couple of 22 pilot services. 23 The N40, which is a fairly crowded service -- 24 not crowded, but well-ridden service -- has got an express 25 now, so it extends down to Baldwin Harbor.

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Page 10 1 It touches our mini service that we have along 2 the bottom of the county, minis and on-demand service. So 3 it's going to be interesting. 4 We're trying now to move people more 5 efficiently, which means move people faster. So, express 6 services are things that we're trying to expand on. 7 The N43 express, it's a pilot service also, 8 that's gone on right now through Freeport, Roosevelt, 9 Uniondale, and Westbury Galleria. Just trying to move 10 people faster. 11 In the summer, what we find is, because there's 12 a lot of construction in the spring and summer, all our 13 buses slow down, and so by putting expresses in, hopefully 14 we can speed that travel up and get people where they want 15 to go a lot quicker. And that's our goal for the next two 16 or three years, is really speed up travel. 17 We have the honor of supporting the Games for 18 Physically Challenged again this year. We've provided 19 both financial support and transportation services. We've 20 done that again for this 15 -- I think we're on year 15 or 21 14, I don't remember exactly, but that was the 29th 22 through the 30th. 23 We manage all the school buses that come in 24 there. We manage all the logistics for transport for the 25 games. It's a couple of days, three days, of hectic	Page 12 1 (No response.) 2 CHAIRMAN KALOTEE: Abstention? 3 (No response.) 4 CHAIRMAN KALOTEE: I have it. 5 Thank you very much. 6 So, before I get to that, if the board has no 7 questions, I'm going to go straight to the public. 8 MEMBER CLOLERY: Wait. I have a 9 question. 10 CHAIRMAN KALOTEE: Hold on. 11 Mr. Shahriar Victory, you had a question first. 12 MEMBER VICTORY: Just a quick question. 13 The way you measure what is on time, what is a 14 missed pullout, do you have timers on the buses that 15 correspond to stations or is somebody manually -- 16 MR. KHZOUZ: So, our buses are 17 synchronized on a GPS system. There is a GPS 18 fence around the location here, and when a bus 19 pulls out of the fence, leaves the fence, it's 20 recorded. 21 We look at those recordings within 24 hours and 22 then at the end of the month. That happens at every stop 23 also. They are GPS recorded and flagged, and so when a 24 bus pulls up, it breaks that flag and we know the bus has 25 arrived either on time, early, or late.
Page 11 1 transportation management. We prepare three or four weeks 2 ahead of time. 3 It sure makes everybody feel good. All our 4 supervisors are out there helping and cheering on all the 5 kids. So it's a great event that we are very happy to 6 support every year. 7 That is really the conclusion of my 8 presentation. It's fairly short. Fairly brief. There's 9 not a heck of a lot of new stuff to talk about except some 10 of those minor tweaks and those express vehicles, but I'd 11 be happy to take any questions from the board at this 12 point. 13 CHAIRMAN KALOTEE: We're going to have 14 the questions after. I know my board members, and 15 including myself, have a time situation I want to 16 make sure we have respected, and I want to add in 17 the public comment. 18 So I'd like to make a motion from one of you to 19 accept the scorecard approval, please. 20 SECRETARY REARDON: So moved to accept 21 the scorecard. 22 MEMBER CLOLERY: I second. 23 CHAIRMAN KALOTEE: All say aye. 24 (The members respond.) 25 CHAIRMAN KALOTEE: Opposed?	Page 13 1 MEMBER VICTORY: Do you also have 2 cameras on most of the buses showing what's 3 happening? 4 MR. KHZOUZ: Yes. Buses have interior 5 cameras, exterior facing safety cameras, and side 6 security cameras. They have three different sets 7 of cameras. 8 MEMBER VICTORY: Thank you. 9 CHAIRMAN KALOTEE: Thank you. 10 Mr. Clolery, you have a question? 11 MEMBER CLOLERY: I need to ask you 12 something. I know I asked it before, but I feel 13 like -- you are aware what's going on in Nassau 14 County with dangerous roads and all that and bad 15 drivers? 16 MR. KHZOUZ: Sure. 17 MEMBER CLOLERY: How exactly are we 18 going to help encourage people who maybe shouldn't 19 drive? I mean, maybe there is way to connect more 20 lines, like the program you talked about, the 21 mini, or -- 22 MR. KHZOUZ: So, I will try to answer 23 that briefly. 24 So, obviously, good performance in our bus 25 system means more riders. The best we can do is provide

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Page 14 1 safe, reliable transportation when and where people want 2 it. 3 If we can continue that, with the help of 4 everybody in this room, the help of the board, the help of 5 our county, that will naturally grow the service. 6 MEMBER CLOLERY: I mean, I get that this 7 is a business. I can respect that. 8 CHAIRMAN KALOTEE: You have a second 9 question? 10 MEMBER CLOLERY: No, never mind. Forget 11 it. 12 CHAIRMAN KALOTEE: If you have it, go 13 ahead. 14 MEMBER CLOLERY: One more question. 15 Have we discovered ways to help reconnect 16 services that are -- I mean, I used to -- I remember once 17 upon a time, there used to be an N50 and N70 bus along 18 Newbridge. 19 MR. KHZOUZ: So as we talked about 20 before, we are going to launch in September a 21 pilot service to recapture that using the mini 22 model. 23 I can't give you the details on it yet because 24 we're still finalizing it, but I'll be able to speak to it 25 during the next meeting, and that will help us understand	Page 16 1 anticipate insurance premiums going up or anything due to 2 that and should we anticipate the budget being affected by 3 it? 4 MR. KHZOUZ: So, our accident trend is 5 trending downward. Our incident trends are 6 trending downward. What's happening, though, and 7 I will be very transparent, the claims dollars are 8 increasing. That's not unique to us. That's not 9 unique to Nassau County as a county. It's 10 happening everywhere. 11 The governor has passed insurance reform laws 12 with our Albany group. We're hoping that that will have 13 some effect on that. The only thing we can do is try to 14 train our drivers to be safe, use common sense, use 15 judgment, and do all those things. 16 I think we're doing that. We're seeing a 17 30 percent reduction in accidents at this point against 18 last year, and last year was a good year. So, that's all 19 we can do, unfortunately. 20 It will impact -- you know, those escalating 21 claims will impact service because it comes out of 22 operating. You know, unfortunately, that's the reality of 23 it. But that's the world we live in right now, so all we 24 can do is control what we can control. 25 CHAIRMAN KALOTEE: Thank you very much.
Page 15 1 the real need there. 2 The reality is, our funding only allows us to do 3 as much as we can do. Beyond that, you know, we have to 4 really be an efficient user of county, state, and federal 5 funding. 6 MEMBER CLOLERY: I understand that and I 7 respect that, but given what's been going on, I 8 mean, you've been hearing the news, right, about 9 bad drivers, about accidents? Newsday dangerous 10 roads investigation, they did a whole year of it. 11 Well, I think it could be a huge opportunity, 12 but what do I know? I'm not a business person. 13 CHAIRMAN KALOTEE: No. Your voice is 14 very important. Your questions are important for 15 us, for you, and for them to get the job done, 16 okay? 17 Thank you very much. I greatly appreciate that. 18 You have a question? 19 VICE CHAIR ALTER: Yes. 20 First I want to recognize a thank you for doing 21 for 15 years and continuing on for the Nassau County Games 22 for the Physically Challenged. So, I just wanted that on 23 the record as well, because it's truly remarkable, and 24 it's a Herculean feat. I thank you for that. 25 My question is regarding the accidents. Do you	Page 17 1 Do you have any questions? 2 SECRETARY REARDON: No, I do not. 3 CHAIRMAN KALOTEE: We have no other 4 questions. 5 One more time, any board members have any other 6 questions? Okay. Because before I ask question and 7 suggestion, I want to give to the public a chance. 8 You can please come and sit down. 9 If the public wants to speak, we can start from 10 the front. 11 Do you have any question? Do you want to speak? 12 MR. D'SOUZA: I always do. 13 CHAIRMAN KALOTEE: Go there and speak, 14 but keep it very short. Your name and what you 15 are representing and your address if you want to. 16 MR. TORCIVIA: My name is Joe Torcivia. 17 I recently moved to Massapequa. I represent 18 myself and anyone else who thinks like me. 19 CHAIRMAN KALOTEE: Thank you. 20 MR. TORCIVIA: I'll keep it light this 21 time. 22 CHAIRMAN KALOTEE: Keep it short. Let's 23 keep going. 24 MR. TORCIVIA: Those who have been with 25 me for these meetings know that I've long

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Page 18 1 advocated for reasonable improvements on the N49 2 route. 3 Jack, Erika, and all those at NICE have made it 4 possible for most of those realistic requests to become 5 reality. 6 Now I've moved to Massapequa, and my job has 7 just gotten a lot harder. Now I'm advocating for the N80. 8 Always reasonable, I'll start small. Not unlike 9 the 80s ridership, the printed schedules, now that's 10 starting small. The northbound and southbound time points 11 are reversed on the printed schedule, and leave it to me 12 to be the only one who noticed. So, next printing, please 13 reverse them back. 14 Bigger picture, might there be any plans for an 15 expansion of service once the Sunrise mall site is 16 redeveloped? It would then become a destination. 17 The present terminus at Unqua Road and Sunrise 18 Highway is not a destination. It is just a stop, a street 19 corner. 20 What's there without the mall to attract riders, 21 be they shoppers or workers? Not much. Consider 22 extending the 80 to Amityville as a supplement to the 54 23 and 55, which were not dead-ended when the mall closed, 24 connecting Hicksville and Amityville and connecting with 25 Suffolk County Transit on a north route -- north-south	Page 20 1 Please have a seat. Thank you. 2 Do you have a question? And your friend is not 3 here today. 4 MR. KAMPER: He's not. I was planning 5 on coming anyway, so it kind of worked out. 6 CHAIRMAN KALOTEE: To make sure you get 7 a chance to speak, keep it short and sweet. 8 MR. KAMPER: Yes. Thank you. 9 My name is Matt Kamper. Last name is 10 K-A-M-P-E-R. I am a member of Passengers United. 11 First of all, on the LIRR strike contingency 12 plan, I thought you guys really did a great job. 13 Honestly, I took the -- on the Monday, going 14 from my home to Floral Park, I had to take three buses. 15 Very smooth. I was able to get to Roosevelt Field. 16 Thank you for the extra service at Roosevelt 17 Field on the N24. It really, I thought, was really very 18 helpful, and it made the bus headed westbound a little 19 less crowded than I was expecting. 20 Now, going back was more crowded than I 21 expected, but, you know, I got in, I think, about 20 22 minutes late, which it could have been a whole lot worse, 23 but we made the best of it. And thank you for all you did 24 to make sure Nassau County kept moving. 25 Now, the next thing I wanted to discuss was
Page 19 1 route, with an actual destination on both ends. 2 I thank you. 3 CHAIRMAN KALOTEE: I thank you very 4 much. 5 Our only suggestion, whatever suggestion the 6 public make, you don't have to answer it today because we 7 will send answer to them or we will put in the next 8 minutes. 9 Ma'am, do you have any question? 10 MS. MALIK: Yes. 11 CHAIRMAN KALOTEE: You have to go there 12 and introduce yourself. And thank you for coming. 13 MS. MALIK: Thank you. Good evening, 14 and thank you for allowing me to ask you 15 questions. 16 My name is Shashi Malik. S-H-A-S-H-I. Last 17 name is Malik, M-A-L-I-K. I'm the president of Civil 18 Center for Humanity. Mostly we serve seniors. I schedule 19 and organize senior events. 20 So my question is very simple. Do you have any 21 proper procedure to help out seniors in the Nassau County? 22 CHAIRMAN KALOTEE: Thank you very much. 23 Before you leave, you can meet our wonderful 24 Erika. She can give you all the answers. And if not, she 25 can reach out to you.	Page 21 1 regarding what was mentioned earlier. I'm very happy to 2 hear that we're looking at a expanded mini service coming 3 in September. 4 I'm really hoping to hear some excellent news 5 regarding in my neighborhood along the former N51 route on 6 Merrick Avenue, hopefully we can get the mini service 7 going from East Meadow down to Merrick because I use the 8 Merrick LIRR station a lot to get to the city, and it 9 would really make my commute a whole lot better, 10 especially when I go to the city to do my leisure 11 activities. 12 Now, the last thing I wanted to mention was 13 regarding the N6. I've been hearing some complaints, and 14 I know our president CEO, Charlton, mentioned it to me 15 from earlier, was regarding the N6. 16 We really want to see the N6 have half-hour 17 service overnight. It's a complete mess. So, if 18 something can be done to fix that, that would be great. 19 Thank you so much. 20 CHAIRMAN KALOTEE: Thank you. 21 Before you sit down, I just want to make sure, 22 beside you are presenting the organization, you are also 23 concerned with your personal service as well? 24 MR. KAMPER: Yes. 25 CHAIRMAN KALOTEE: I think I understood.

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Page 22 1 So, personal, we will answer differently, and 2 for your administration, we appreciate, we will answer 3 differently. 4 Thank you so much. 5 Anybody else have a question? 6 CHAIRMAN KALOTEE: Please introduce 7 yourself. 8 MR. SINGH: Good evening, everyone, 9 NICE, members of NICE, and the president, of 10 course. 11 My name is Jasbir Singh, J-A-S-B-I-R. To make 12 it easy, it's Jay, J-A-Y, last name is Singh, S-I-N-G-H. 13 I'm the president of the largest Indian organization on 14 Long Island with 3,000 plus members. 15 So, my request and my question is, how can we 16 educate the communities, like IALI, to partner with NICE 17 so we can educate them towards how can they use the 18 service better or how can they get the better service? 19 And also, as Lady Shashi said, how can we 20 provide the service for them, for the seniors? They come 21 from good families, but sometimes there are the conditions 22 that require them -- like, the family members are not 23 available and they need public transportation. 24 So what can we do for them or what can NICE do 25 for them?	Page 24 1 malls they became, and people, they don't have bus service 2 there. 3 So, could you guys extend the service for 107, 4 those stops, if you can add it up? Because we have one 5 Soni Centre, like, near 353 South Broadway, and before 6 that, Kohl (phonetic) Plaza, because a lot of senior 7 citizens in our community, with kids and ladies, they want 8 that service because they have a big plaza built up there, 9 and there are other stores, have a lot of stores they 10 added up over there. If we can add it up, my request the 11 bus stop for that. It will be really helpful in the 12 community. 13 CHAIRMAN KALOTEE: So, let me make sure 14 if I understood correctly. 15 You have the service but you just want to make 16 sure the bus stops in a couple of other places? 17 MR. BANSAL: Yes, sir. 18 MEMBER FALCO: Additional stops along 19 the line? 20 MR. BANSAL: Yes. 21 CHAIRMAN KALOTEE: Thank you so much. 22 I want us to share with each other because the 23 community is growing and they can be very helpful to us. 24 I want to make sure the NICE reach out to not 25 only this community, any new immigrant community who is
Page 23 1 Thank you. 2 CHAIRMAN KALOTEE: Thank you very much. 3 Do you have any questions? Please go. 4 By the way, I know all three of them personally 5 very well. I see them at least more than twice, three, 6 four times a week in different events. And I know Danny 7 Alter, our member, also knows them very well, to this 8 community because he comes from, and they ask me each time 9 since I became member here. I don't know. I'm not going 10 to answer the question that I don't know. 11 I said, come, participate, ask them directly, 12 and you will be advised publicly whatever, so there's no 13 hidden agenda here. 14 Thank you very much. 15 Please go ahead. 16 MR. BANSAL: Chairman and community 17 members and president, for myself is Deepak 18 Bansal, D-E-E-P-A-K, last name Bansal, 19 B-A-N-S-A-L. I'm the president of India Day 20 Parade in Long Island, and I represent the South 21 Asian community. 22 So, my question is, we -- I have a business on 23 107 Route. So, the bus service that comes from Hempstead 24 Turnpike and goes to the Newbridge train station, so right 25 now, the community has 12. So they have so many strip	Page 25 1 using this public transportation more often than the 2 others. Senior citizens using more. 3 So, I appreciate you coming. Thank you so much. 4 I will add into that question quickly. You can sit down, 5 please. Thank you. 6 The main complaint that I hear is all about 7 senior citizens or handicapped people who don't have the 8 service, and they don't know how to reach out. They reach 9 out to me many times. I have no clue. 10 I think that I only can suggest, when one of the 11 events -- they have so many events -- one week, you or one 12 of your presenters comes in and share and hear from them 13 directly. I think it will be more helpful. Invite them, 14 and this way you could hear from the horse's mouth and 15 from both sides. 16 Okay, I have only one minute left so I want to 17 make sure we leave at 7, but I want to take care of 18 business also. 19 County has complimented you and advised me to 20 share it. They are very pleased, the service you try to 21 do, and every time when they call, you guys always ready 22 to deliver. 23 I appreciate that. I want to make sure county, 24 the county executive and others, as well as Arthur Walsh, 25 and others, they all are very appreciative.

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Page 26 1 Any time they have question or issues or 2 complaints, they reach out, you take care of it 3 immediately. And they let me know, because I ask the 4 question also, is everything okay, and if there's a 5 problem, we can be helpful, all of our members. That's 6 the way it is. We are here to support the success of the 7 NICE Bus Service. 8 I have to make this comment. The other day, I 9 was driving with a friend of mine, and I witnessed one of 10 our drivers didn't stop on a red light, and on the next 11 light, we pulled up next to him. 12 I shared it privately with our president, and he 13 already operated me how the system works. I want to share 14 with our members as well. 15 So, I stopped next to him. I honked the horn. 16 He lowered the window. I lowered the window. I 17 identified myself, and I said this is what I witnessed. 18 He was very apologetic, very polite, and I was 19 actually pleased how polite he was. Things happened, but 20 I don't think that was his intention. 21 But then Mr. Khzouz already told me how a system 22 is set up in the bus. It's already there. If somebody 23 does cross a red light, a driver, they automatically know. 24 So, I'm very happy and pleased that you guys 25 know and you took the action immediately.	Page 28 1 CHAIRMAN KALOTEE: Second? 2 SECRETARY REARDON: Second. 3 CHAIRMAN KALOTEE: All in favor say aye. 4 (The members respond.) 5 CHAIRMAN KALOTEE: Opposed? 6 (No response.) 7 CHAIRMAN KALOTEE: Abstention? 8 (No response.) 9 CHAIRMAN KALOTEE: I have it. 10 Thank you very much. 11 Thank you for everybody coming. God bless. 12 (The meeting concludes at 7:04 p.m.) 13 * * * * 14 15 It is hereby certified that the foregoing is a true and accurate transcript of the stenographic record. 16 17 18 19 20 21 22 23 24 25  DEBRA SMITH, Official Court Reporter
Page 27 1 Another compliment. I also witnessed two 2 different service providers, one for the handicapped, one 3 was senior citizens. One was in Hicksville train station, 4 one was in a shopping mall. 5 Your driver went beyond both of us supposed to 6 do, even tried to carry their whatever they went shopping. 7 SECRETARY REARDON: Their packages. 8 CHAIRMAN KALOTEE: Yes, packages. Put 9 it there and give them really good service. 10 That's all I can say. Like a family should take 11 care of. And I want to give both sides of the 12 story, compliments. You heard from them. 13 Last time the public has certain concern and 14 questions. I just want to make sure they all was 15 followed, corrected, not corrected. Hopefully in the next 16 meeting, please do let us know whatever the comments, 17 five, seven questions was, they took care of it, and if 18 they didn't take care of it, why they didn't, and I want 19 to make sure we follow what we hear. It's important. 20 If nobody else in the public have any questions, 21 the board members have no other questions, Mr. President, 22 if you have no questions for us, then I'd like to ask one 23 of my board members to make a motion to adjourn the 24 meeting. 25 VICE CHAIR ALTER: Motion to adjourn.	

1	6		
1.2 7:6	6 8:21	accident 16:4	ahead 11:2
1.34 7:5	6/19/2026 3:5	accidents 7:4	14:13 23:15
107 23:23 24:3	6/21/2026 3:19	7:15 15:9,25	airshow 9:14
12 8:20 23:25	6/22/2026 3:23	16:17	albany 16:12
14 10:21	6/25 5:18,20	accurate 28:15	allowing 19:14
15 10:20,20	60 4:16	acknowledg...	allows 3:16
15:21	6:15 5:19	6:9	15:2
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