

NASSAU COUNTY BUS TRANSIT COMMITTEE

November 20, 2025

6:30 p.m.

PUBLIC MEETING

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

BOBBY K. KALOTEE, Chairperson

DAWN FALCO, Committee Member

JACLENE D'AGOSTINO, Committee Member

ANN MARIE REARDON, Committee Member

DANIEL ALTER, Committee Member

GEORGE MARTINEZ, Committee Member

SHAHRIAR VICTORY, Committee Member

JOEL BERSE, Committee Member

RICHARD CLOLERY, Committee Member

PATRICK GALLAGHER, Deputy County Attorney

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

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2 CHAIRMAN KALOTEE: Counsel, you are here. Are
3 you ready?

4 COUNTY ATTORNEY GALLAGHER: I'm ready.

5 CHAIRMAN KALOTEE: Okay.

6 (The meeting begins at 6:35 p.m.)

7 CHAIRMAN KALOTEE: Since we are ready, please,
8 if you can be kind enough -- good evening -- turn your
9 phone to silence -- you don't have to turn it off --
10 because this is very important.

11 I call the meeting to order. As our attorney
12 always, in every meeting, advise and remind us, make sure
13 make a roll call. So, I will start with Shahriar Victory.

14 MEMBER VICTORY: Shahriar Victory.

15 MEMBER BERSE: Joel Berse.

16 MEMBER D'AGOSTINO: Jacqueline D'Agostino.

17 MEMBER FALCO: Dawn Falco.

18 MEMBER REARDON: Ann Marie Reardon.

19 CHAIRMAN KALOTEE: Bobby Kalotee.

20 MEMBER ALTER: Good evening, everyone. Daniel
21 Alter.

22 MEMBER MARTINEZ: George Martinez.

23 MEMBER CLOLERY: Richard Clolery.

24 ATTORNEY GALLAGHER: We have a quorum.

25 CHAIRMAN KALOTEE: Not only do we have a quorum,

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2 everybody is in attendance. Thank you so much.

3 Before the president of the NICE will give a
4 presentation, I want to applaud his and his staff's hard
5 work in the last two, three days. Myself and our counsel
6 and the county's office had many questions back and forth
7 to the president, and he was -- correct me if I'm wrong --
8 so responsive, making every effort for the best interest
9 of the public, but also to the NICE and our
10 administration, that no stone left unturned before we make
11 any decisions.

12 I personally want to applaud and thank you and
13 your staff to -- even last-minute question -- to make
14 every effort to see how we can avoid, or how we can be
15 minimized, but you cannot be more minimized than where we
16 are. As part of our responsibility, the contract with MTA
17 or other agencies that Nassau County have, we must live by
18 those obligations, looking at every avenue. Mr. Khzouz,
19 as well us, made every effort to make the best interests
20 in mind is the public that we serve. And I want to say
21 thank you so much, and to your staff.

22 MR. KHZOUZ: Thank you, Mr. Chairman. I
23 appreciate the intro.

24 Today, we're going to accomplish a few different
25 things. We've got a few different resolutions we have to

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2 pass by the board.

3 We're going to talk about our first-quarter
4 performance, we're going to talk about OMNY and where we
5 are there, we're going to talk about the fare increase,
6 and then any other odds and ends that come up.

7 MEMBER CLOLERY: When will be --

8 CHAIRMAN KALOTEE: Excuse me, let him present
9 and do not interrupt. You ask the chair, and then we will
10 address to you, and then you can ask questions.

11 Until he finish presenting, please no one
12 interrupt.

13 MEMBER CLOLERY: I'm sorry.

14 CHAIRMAN KALOTEE: No, that's okay. You don't
15 have to be sorry. That's okay. Let the president present
16 what he have to present before you interrupt or ask a
17 question. Thank you so much.

18 MR. KHZOUZ: Every quarter, we produce a score
19 card of our performance, and these are key performance
20 indexes that the county DPW has set for us throughout the
21 years. We adjust those performance indicators as we
22 progress in our performance.

23 I want to say a couple of things about the
24 performance chart. Number one, all our performance -- key
25 performance indicators are driven by what our passengers

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want, not what we want as an operator, not what the county executive wants, but what our passengers want. So, it's very important to us culturally that we look at everything that we do through the eyes of our riders.

Now, obviously, me being one of them, I want everything. I want a bus every five minutes. I want buses where I want to go. But in general, that's how we try to run the operation.

The team here represents our leadership group and our operational supervisory group. They're the folks that actually run the service every day. So, they own these performance indicators. So, every quarter we produce the score card; we present it to the board and to the county, to the county legal, to DPW, and they get to judge us on how we do here.

There are incentives and damages assigned to each one of these KPIs. I want to remind everybody that there's actually no real money changing hands here. It's more a point of pride. Even when I see a negative number on here, I'm like, ugh. You know, ugh, it's 5,000. It's 5,000 nothing, but it still means that we did not hit our goal.

So, we've got two different classifications:
Fixed route and our Paratransit service. Two different

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services. On-time performance on the Paratransit side for the third quarter, that does capture back-to-school and back-to-school traffic and everything that happens in September. We hit about 89 percent on-time performance. Our goal is somewhat low -- it's 75. We've got to change that. But it did earn an incentive for the year. We're running ahead again.

Right now, our on-time performance -- I just saw it -- it's just shy of 92 percent. So, quite a leap up there. And to remind everybody on what that means, that means a bus has about a five-minute window. It could be one minute early or five minutes late. So, six minutes really, that's the parameter that we have to hit to be on time. So, very, very important for us to hit that number.

Missed pullouts, what does that mean? Missed pullouts mean, on our ramp here, if the bus does not pull out within that one to five minutes, that means the bus did not pull out on time.

We cannot perform service throughout the day if we leave late or if we don't have a driver or if the bus mechanically won't start. Those are all issues that impede our bus pullout on time that affects how we did there. We had barely any missed pullouts at all -- .03 percent. It doesn't really give us an incentive; it

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just means that we really didn't really have any.

Accidents, I'm glad to report that our accident -- as you can see, our accident ratio over time has continued to drop. I'm very, very happy about that. It keeps our drivers and the public safe.

Again, we travel a million miles a month with these vehicles, so a million miles a month and 50 percent of our vehicles go into Queens. Think about Jamaica traffic, think about Far Rockaway traffic, Flushing traffic. So, again, we're expected to probably have accidents. We need to minimize those. So, that's on the fixed route side.

On the Paratransit side, our Paratransit clients there expect a different level of service. Inner, our director of Paratransit, is here tonight. Our calls answered ratio, our clients call to make a reservation for a bus. So, a bus -- a small bus comes to their address and picks them up and takes them to any address within the service area. So, they have to make a reservation.

So, calls answered ratio. How many times -- well, I should say, what's the percentage of calls that are picked up where we don't have a hangup? A lot of times people call. After a minute or two, they'll just hang up.

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So, what we want to do is answer their calls as quickly as we can, depending on the call volume. Again, we did a pretty good job -- 93 percent, or 92.3 percent. So, not bad. Again, I'd like to see it at 95, but I know Inmer is working on that.

On-time performance, a little shyer than I want, but again, September is a heavy traffic and heavy request on-demand time. We're at 81 percent there. On-time performance goal is 85. I think we're about there now, so we've recovered quite a bit.

Remember, this is a pickup and dropoff, pickup and dropoff, pickup and dropoff as we go, so it may take a client up to 15 minutes to get on the vehicle. So, it takes a long time sometimes to load the vehicle.

So, again, missed pullouts, just like we talked about before, the difference here is this is an on-demand service. We never miss a trip. If you have a reservation, there will be a bus there. So, we don't miss anything there.

Again, accidents, great performance on accidents. Very, very proud of that. Inmer and his staff did a great job. And then productively, how many passengers do we get on a vehicle per hour?

We talked a little bit about this last time, so

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1 just to be consistent, that is a balancing game. The more
2 folks we can put on a bus and group them together, the
3 more efficient that ride is, the better use of taxpayer
4 money goes into that ride. But also, the ride tends to
5 take a little longer, and client satisfaction tends to
6 drop. So, we're always kind of balancing the efficiency
7 versus client perception of what they think the ride
8 should be. So, that's always a balancing act for us.

9 So, that's basically the performance. The third
10 quarter tends to be our dip. That's the trend for 15
11 years now. That's seems to be the dip. We recover very
12 quickly, and we're kind of back on track. So, I just
13 wanted to bring that up.

14 The other big thing, the big thing in our
15 project planning this year is OMNY. We have talked about
16 it a couple of times now. We have one of the readers.
17 It's not plugged in, but it's on the back counter. The
18 signs around all have OMNY QR codes. You can flash a QR
19 code, learn more about OMNY.

20 We've have been preparing for OMNY now -- this
21 is year three preparing for OMNY. We have a whole team.
22 Erika is part of that team. Sadash (phonetic) is part of
23 that team. Jason. Jawad. And we have a whole back end
24 team on it. They are installing the readers as we speak.

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2 The system currently is -- our target to go live
3 is January 4th. So, right around the corner. So, at that
4 point, riders will be able to use their smartphone, their
5 smartwatch, a smart credit card or debit card, or the OMNY
6 card. I think Richard has one here that I gave him a
7 little earlier that you can load. So, that's all going on
8 right now.

9 We are doing -- we've got street teams out there
10 deployed, educating passengers on how to use it. There
11 are links everywhere. There's signs. I think we have --
12 I'm going to ask Erika this question: How many signs do
13 we have out there?

14 MS. RICHARDS: A hundred twenty-five at
15 individual stops, and that does not include major depots,
16 such as Great Neck, Jamaica, Hempstead, Freeport,
17 Hicksville.

18 MR. KHZOUZ: Mineola.

19 MS. RICHARDS: Mineola.

20 MR. KHZOUZ: It's kind of all over. So, this is
21 our major, major push both on the technology, the
22 financial, and the communications side.

23 So, operationally, the next step is really to
24 educate all our drivers on how it works, educate the
25 public, and make sure that we are updating that education

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1 week by week by week by week by week. So, by the time
2 December 31st gets here, we turn the page to January 4th,
3 the goal is always, did we interact, did we engage with
4 everyone on all the different things?
5

6 Now, our buses will still take cash. We'll
7 still take GoMobile. We will still take MetroCard. The
8 fare box is still going to be there. Now, MetroCards are
9 going away from Rosa Parks and different retailers in
10 December. We coordinated it now since our last talk. The
11 machine is supposed to go away on the 31st now. So, we
12 don't have this big gap. On the 31st, it goes away. The
13 4th, the new OMNY starts. So, that big gap that we all
14 kind of went, ooh, that's a little awkward, is hopefully
15 going to be gone.

16 Some of that is moving still. The retailers
17 that we have in Rosa Parks will sell the cards also.
18 Plus, there's a link on our website where you can see a
19 map of all the retailers in Nassau County that sell cards,
20 okay?

21 So, that's what's going on with OMNY. We're
22 excited about it. I think it's going to be a great
23 benefit to our riders. We're the first non-MTA agency
24 that will have it. Right behind us will be the Bee-line
25 in Westchester, then they'll go to, I think, Transit Link,

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the transit system that runs across the Mario Cuomo Bridge.

So, the other thing we are here to talk about really is the fare increase proposal. So, back in end of September, the MTA approved a 10-cent fare increase. So, I want to explain this to everybody so it's relatively clear in the impact.

So, with the MetroCard and now with OMNY, we have an agreement that allows our customers to transfer into the New York City system free. They get a free transfer. That includes MTA bus and subway. But we have to be aligned on the fare structure.

If we're not aligned on the fare structure, what happens? Anybody traveling into New York City -- for us, that's about 25,000 passengers a day -- will have to pay an additional fare to New York City, to the MTA, okay, because the MTA has no way to collect a lower fare and then charge us back that fare. It's just -- it's overly complicated for two systems to manage. So, those systems have to be in sync.

So, that's the fare policy that's been here for 30 years, it's the fare policy we took over, and it's now the fare policy going forward.

So, the fare -- the proposed fare increase is a

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2 I can pay as I go if I want. So, that's a big deal.

3 Again, some of our riders say a lot of times
4 it's hard to put down 127 bucks out of their pocket in one
5 big shot. But if they use the same fare medium, if they
6 use the same credit card, the same smartphone, anything
7 that's attached to that fare at the same time, they get
8 credit for it every time.

9 We'll allow everybody to ask questions.

10 Ms. Falco, you've got a furrowed brow. I've
11 known you for a long time. I know what that means. We'll
12 try to answer them as we go forward. There's a lot of --
13 there are a lot of business rules to OMNY. But Nassau
14 County has smart people. We can do it. I know we can.

15 So, any time we have a fare increase or a
16 reduction in service or an increase in service that's more
17 than 25 percent of the hours or miles, we have to produce
18 under the FTA what's called a Title VI study. A Title VI
19 study basically just insures that we are not targeting or
20 affecting a certain type or group of people differently
21 than the general population.

22 So, we did the Title VI survey. The conclusion
23 was there was no disparate impact. It's been handed out
24 in your books. It's been online. That sort of thing.

25 So, it is something that once we get there, I'll ask for

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your approval on that and acceptance of the Title VI study.

The other mitigation that we use besides fare capping is, we do have a not-for-profit that we work with -- United Way -- and a program called "Everyone Rides NICE." The parent company, Transdev, funded this through a partnership, again, with the county. And, in general, we've given away about \$900,000 worth of free rides, tickets to the agencies that United Way works for.

For example, Nassau County Community is one of the biggest benefactors of that. They have students who can't afford a bus ride. They give them bus tickets to get to school. So, it's usually for training, school, it's for food banks if they need help getting their associates there. So, that happens every year.

And in general, we give about 50,000 -- 45 to \$50,000 a year to everyone -- to United Way through Everyone Rides NICE. So, that's, again, another mitigating factor to a fare increase. Again, it helps ease the pain a little bit.

So, with that, Mr. Chairman, that's what I have on my agenda. It's a pretty short and sweet agenda, but that's what I've got. Thank you.

CHAIRMAN KALOTEE: Thank you so much. Because

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2 the reason it became short and sweet because this is -- it
3 took three meetings, public, because we try to make every
4 effort that everyone aware of it, and we follow all the
5 guidelines under the federal, state, to run the NICE. And
6 I greatly appreciate that. I did have my hand in front of
7 me, so I may add, if you give me one more minute before we
8 go anywhere.

9 Approval of the minutes. We're supposed to do
10 it before you, and since I would like to have it, since
11 you all received the minutes, who had attended, who didn't
12 attended, I'm sure your members received that, and if
13 there is no question, I'd like to have a motion to approve
14 the minutes.

15 MEMBER REARDON: I do have a concern with the
16 minutes from July.

17 CHAIRMAN KALOTEE: Let's have a motion first.

18 MEMBER REARDON: Okay.

19 CHAIRMAN KALOTEE: Once we have a second, then
20 you can ask that question.

21 MEMBER REARDON: Okay.

22 CHAIRMAN KALOTEE: So, we'll put it officially
23 on the record.

24 MEMBER REARDON: Okay.

25 MEMBER ALTER: I'll second the motion.

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2 CHAIRMAN KALOTEE: We have to make a motion
3 first.

4 MEMBER ALTER: I'll make a motion.

5 MEMBER FALCO: I will second.

6 CHAIRMAN KALOTEE: Okay. The former chair and
7 the distinguished member, Dawn Falco, made the second.

8 Is there a question on the table?

9 MEMBER REARDON: Yes. The minutes that were
10 posted for July did not have me present in the meeting,
11 which is, you know -- which is a concern, because I was
12 obviously present. Is there a way to amend the minutes?

13 MR. KHZOUZ: Thank you, Ms. Reardon. Let me
14 clarify. Our stenographer is taking -- she is literally
15 just taking the notes, the transcribing. There are no
16 actual minutes to approve because the board is not taking
17 minutes, okay?

18 So, what I would respectfully recommend,
19 Mr. Chairman, is that someone takes very simple notes,
20 then that can be sent to us. We will then put them in as
21 minutes.

22 CHAIRMAN KALOTEE: Thank you. But as the Chair,
23 I want to add in, since Member has the question, it will
24 be added as of today, even to the previous meeting that
25 our member was present, even if the add-on was left by the

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steno. And I will make sure that's corrected. Not only corrected in the same time, but you made a suggestion -- it's a very good suggestion -- I will make sure that next, even though we have it on the video -- the gentleman does such a good job -- we're going to have our own recorded meeting, our own staff, and we will take our own minutes. That way, there is no -- we will depend on ourselves. But I thank you for the suggestion. It's very important.

If there is no other question about the minutes, after we --

MEMBER BERSE: Mr. Chairman, may I make a motion we accept the minutes as corrected?

CHAIRMAN KALOTEE: Okay.

MEMBER BERSE: That's usually what's done after a correction.

CHAIRMAN KALOTEE: I have two lawyers -- three -- four lawyers, plus I have to solve with my first motion. So, I will disregard the first motion then, then I will take this motion, right?

ATTORNEY GALLAGHER: I think you can do both, yes.

CHAIRMAN KALOTEE: I'm going to add in Mr. Joel Berse's motion.

MEMBER D'AGOSTINO: I second.

MEMBER BERSE: Mr. Chairman, may I make a motion

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CHAIRMAN KALOTEE: I have two lawyers --
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ke this motion, right?

ATTORNEY GALLAGHER: I think you can do both,

CHAIRMAN KALOTEE: I'm going to add in Mr. Joel
option.

MEMBER D'AGOSTINO: I second.

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2 CHAIRMAN KALOTEE: So, there's two motions on
3 the table. So, we're going to take on both motions.

4 All in favor, say "Aye."

5 (Members respond in the affirmative.)

6 CHAIRMAN KALOTEE: Oppose?

7 (No response.)

8 CHAIRMAN KALOTEE: Abstention?

9 (No response.)

10 CHAIRMAN KALOTEE: It is unanimous on both
11 motions, am I right? Do I have to take one more time the
12 vote on it? So, it's unanimous. Thank you very much for
13 accepting and drafting that.

14 Now, we have a question from the board to the
15 president. Please make it short. It's a short question.
16 And when he's giving an answer, don't interrupt him in the
17 middle of it. We greatly appreciate it. Go ahead.

18 MEMBER CLOLERY: Hi. I need to ask something.
19 We keep talking about trying to expand service through
20 another medium. What was it again? I keep forgetting.

21 MR. KHZOUZ: Through another --

22 MEMBER CLOLERY: I know that the NICE flex
23 service went to hell somewhere else. I was wondering if
24 there was a way to, you know, replace the bus lines that
25 were cut out. I mean --

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2 MR. KHZOUZ: Okay. So, Richard, I think you are
3 talking about the buses that -- the service that was
4 trimmed in 2017?

5 MEMBER CLOLERY: Yes.

6 MR. KHZOUZ: I will say, we continue to look at
7 different ways to expand bus service. We're maximizing
8 the service that's out there now. We're growing the
9 service that's out there now.

10 Currently, there's a couple of different ideas
11 on putting back maybe a little bit of service with an
12 on-demand shuttle. I don't know what next year's budget
13 looks like yet, but that will certainly be a priority.

14 CHAIRMAN KALOTEE: I just want to make sure,
15 please address the question related to the increase.

16 MEMBER CLOLERY: Right. Right. Right.

17 CHAIRMAN KALOTEE: Right now, because I don't
18 want other questions, because then there is going to be
19 too much mixup. Please remember, if you have a question
20 related to the increase --

21 MEMBER CLOLERY: Then I have nothing else.

22 CHAIRMAN KALOTEE: Then please have a seat.

23 Thank you so much.

24 Any other member have any question?

25 Mr. Joel Berse?

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2 MEMBER BERSE: I have three questions from --
3 just to repeat -- from the prior meetings to add to the
4 record for today, and after the chairman is ready, I have
5 two new topics that I'll bring up later, once he calls on
6 me again.

7 But immediately right here, in the other
8 hearings, I had asked the question in the comparisons why
9 Baltimore was not used, and it had been answered before.
10 Just out of the choices of things. So, and I also ask
11 that I'll leave this for the president to address, why an
12 e-Ticket fare is higher than a regular? And then after
13 you answer that, I will give the third.

14 MR. KHZOUZ: So, think about a \$3 purchase.
15 Credit card companies have a minimum charge. So,
16 regardless if we spent \$3 or \$10, they will minimally
17 charge you a fee.

18 In the case of this, it's about 30 cents. So,
19 \$3 with a 30-cent charge plus the OMNY fare process and
20 everything else makes that ticket net out a lot less to
21 NICE.

22 So, it's just like going to any convenience
23 store -- I see them a lot -- that say -- signs that say,
24 \$10 minimum credit card purchase. That's because they
25 have a minimum charge on anything below that. And the net

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income back to the retailer, in our case, is much less as a percentage than a higher cost or a higher package, a ticket package.

So, for example, 30 cents would represent 10 percent on that \$3 charge, where when we go up, we double it. But let's say it's a \$58 package; that becomes a 2 percent or 1 percent. So, that's the net difference. That's why. We get a minimum charge on those single rides.

MEMBER BERSE: Thank you. And the third repeat question was in reference to the Title VI numbers, that there were at least four, possibly five categories that had a statistic saying less than zero percent or a negative number. I still challenge the way you explained it before. Having either nobody or less than nobody is kind of difficult.

MR. KHZOUZ: This is directly from the U.S. Census. The maps are provided directly from the U.S. Census, and so is the explanation. Let me read it to you:

Maps are provided by the U.S. Census as raw data. Errors are sometimes represented as placeholders or negative numbers, but because the error is very small in comparison to the total data set, it does not impact the overall finding.

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2 So, that is the official U.S. Census.

3 MEMBER BERSE: Thank you. And, Mr. Chairman,
4 I'll reserve the two new questions for when you call for
5 them.

6 CHAIRMAN KALOTEE: I appreciate that.

7 You have a question?

8 MEMBER FALCO: I do. Thank you. So, I just
9 wanted to clarify, what qualifies as an e-Ticket? Is it
10 anything other than an OMNY card swipe? What specifically
11 qualifies as an e-Ticket?

12 MR. KHZOUZ: So, when we talked about the
13 \$3.50 -- I think, Ms. Falco, that's exactly what you are
14 talking about? So, on MetroCard in the past, on GoMobile,
15 those both were the same classification. In other words,
16 we charge \$3.25 for our GoMobile single ride as the same
17 as a MetroCard single ride. So, if you bought a MetroCard
18 single ride, you were charged \$3.25 for the upcharge,
19 whatever that is for the single, all the way down.

20 In the case now of OMNY, the same thing happens.
21 If you tap for just a single ride, you will be charged
22 that upcharge. Sorry. Hold on. I'm going to clarify
23 with Erika because she gave me a "ahem."

24 MS. RICHARDS: So, the OMNY vending machines
25 offer a single-ride OMNY card. So, it's outside of fare

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2 capping. It's just one ride. And that's the same as what
3 the old MetroCard machines used to do if you wanted to buy
4 just one ride. The cost of a single OMNY ride will be
5 \$3.50.

6 MEMBER FALCO: On top of the price of the card?

7 MS. RICHARDS: That includes the card.

8 MEMBER FALCO: Oh, that includes the card.

9 MS. RICHARDS: While it doesn't make a lot of
10 sense, the MTA has told us they sell a lot of those.

11 MEMBER FALCO: Okay. So, if I'm at a machine,
12 hypothetically speaking, and I want to put \$50 on my OMNY
13 card, I will be charged \$3.50 per swipe; is that right?

14 MR. KHZOUZ: No, you'll be charged the \$3 per
15 swipe.

16 MEMBER FALCO: Okay, thank you.

17 And my other question is, with respect to
18 refilling the OMNY card, can that be done remotely or does
19 it have to be at an OMNY machine similar to a MetroCard,
20 which has to be refilled at a kiosk?

21 MR. KHZOUZ: When you have your card, you buy a
22 card, there's a serial number on the card. You can go
23 online, register that, and now you can fill it in.

24 MEMBER FALCO: Okay.

25 MS. RICHARDS: A single ride --

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2 MR. KHZOUZ: Erika, let me call you back up
3 here.

4 MS. RICHARDS: Okay. The single-ride OMNY card
5 that will cost \$3.50 cannot be reloaded, unlike any other
6 OMNY card where you can load value on to it.

7 MR. KHZOUZ: That's a disposable card. Think of
8 it as a disposable card, single ride, boom, done, I'm done
9 with it.

10 MEMBER FALCO: What's the physical distinction
11 between the two cards?

12 MR. KHZOUZ: I believe there is a color
13 distinction between the two cards. I believe the single
14 ride is like a white card. I knew that answer. Thank
15 you.

16 MEMBER FALCO: Thank you both. I appreciate it.
17 Thank you.

18 MR. KHZOUZ: Let's see, white or black? I am
19 gonna go with white.

20 MEMBER FALCO: Thank you.

21 CHAIRMAN KALOTEE: George?

22 MEMBER MARTINEZ: No questions.

23 CHAIRMAN KALOTEE: Richard, do you have any
24 other question related to the increase?

25 MEMBER CLOERY: No, not to the increase.

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2 CHAIRMAN KALOTEE: Any other member have any
3 question related to that besides Mr. Joel Berse? He's
4 holding his time for two more questions.

5 Does any other member have --

6 MEMBER D'AGOSTINO: One question. You
7 mentioned, I think, the MetroCards are being phased out
8 eventually. Is there a date for that or do you have an
9 idea?

10 MR. KHZOUZ: We don't. We believe it will be
11 mid June of next year. We believe. But, again, we're
12 getting as much information as the public is getting at
13 this point. So that's what I think the thinking is.

14 CHAIRMAN KALOTEE: Do you have a question?

15 MEMBER REARDON: Yes, I do.

16 To go off of what Jaclene said, I saw this in
17 the Post. Let's just qualify what I'm saying right now
18 is -- I actually read it every day. That's the problem.
19 And I'm admitting to it.

20 An article came up about OMNY, and I clicked on
21 it, and they did mention that the city is -- MTA is going
22 to allow MTA trading, card trading, for OMNY money, in the
23 article. Now, I believe that might have not been
24 something that has been shared or discussed, but it was
25 recently in the article that they are going to have these

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trade-ins.

Would that be something available? Because they're saying you can take your OMNY card if you -- OMNY card, I'm sorry -- MetroCard, and bring it and swap it out for OMNY money.

CHAIRMAN KALOTEE: Would you please -- I just want you to know, and our members, any of your questions, doesn't matter how you read it, they are very important. They are important to me. They are important to you. And it's important to the public that we are making every effort to stand for the best interests of the public.

To our transportation providers, NICE, and their staff, the questions we are raising are given all the answer. It's not something we take it lightly. At least I don't. Every question, it doesn't matter how you conclude it to have that question, it's very important to me, to the administration, to the public, and I'm sure to the other entire team. So, I want you to know that. Please do not hesitate.

MEMBER REARDON: No, not at all.

CHAIRMAN KALOTEE: I'm glad you are reading the paper.

MR. KHZOUZ: Ms. Reardon, so, what the MTA is doing, they have deployed some vehicles that will exchange

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value back and forth in that. We don't have that option here per se.

Hold on, Erika.

We don't have that option here per se. What we are trying to do is trying to get the MTA to send some our way to do that, number one. Number two, there are opportunities. Many of our customers who travel with a MetroCard do travel into New York City, and in the major stations, that's where they have the machines to swipe. At Jamaica, at Flushing, they do have -- not the machines, but they usually have a stationed type of vehicle to swap that.

I am going to ask Erika to clarify what I said, because apparently I didn't say it right.

MS. RICHARDS: So, currently, there are 20 centers that the MTA has where you can go ahead, bring your MetroCard, and they will accept expired MetroCards that have value on them up to two years after that card has expired.

You can go to one of these centers. There are 20 currently in the five boroughs, including Grand Central, Penn. The closest ones for our customers are Flushing-Main Street, Jamaica. And the centers are -- they're in the subways. The one in Jamaica is also in the

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1 subway. They are open 24/7. And they will go ahead and
2 transfer any value on that MetroCard onto an OMNY card.
3 You must provide them with an OMNY card. So, they don't
4 have an OMNY card there; you need to bring them one.
5

6 Now, they are expanding these service centers
7 and are expected to have well over a hundred by January.
8 Additionally, their mobile service centers will do the
9 same thing. And the closest ones for our passengers are
10 at Flushing-Main Street and in Jamaica.

11 I have all of this information on our website
12 under the OMNY section with all of the hours for the
13 mobile -- the days and hours for the mobile cards and a
14 link so that everybody can see. So, it should not be an
15 issue to get that value transferred.

16 And, additionally, the MTA -- the head of OMNY
17 has told us -- when Jack says we think that it's going to
18 be June when they discontinue taking MetroCard payments,
19 it's because they haven't made a decision yet.

20 What we are literally being told by the head of
21 the OMNY project is, I think, June. So, but that should
22 be plenty of time for people to exhaust that value.

23 MEMBER REARDON: Absolutely. And I thank you
24 for clarifying, because when I read it, I was, like, all
25 right, you know, it's a little confusing in a way, so that

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our riders and our residents know that there are these options, whether they have to go into the city or eventually if they are kind enough to bring a mobile center here that we can publicize. But this is an option. If not, you can run your MetroCard dry. Thank you.

CHAIRMAN KALOTEE: I appreciate that question, but since we're talking about that card, I again want to repeat that question, because we are here to do the public work. That's the only reason I am here and other members are here. That's the advice that I have from the -- and the members have from the county.

So, my question is to protect the public's best interest. I'm sure that's great news that they have two year's time, and I'm sure there will be enough people out there who might not use this card, maybe never cashed this card. I and the board -- I speak on behalf of them, the members -- I need to know how much money is eventually left two years later, they cannot use it, and where that money goes. We will be continuing watching where that money goes, how money -- maybe there's none. Maybe there's none. And if it is, usually the public money goes back to the comptroller's office, New York State Comptroller.

But we still want to make sure we are watching

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1
2 the public money, because they spent the money to buy this
3 card. If there are thousands of members who did not use
4 it and misplaced it, lost the card, or they forget the
5 card, they're never going to use it again, it might be
6 small amount on each card left, but when you count every
7 penny, it becomes a dollar when you have 100 pennies.

8 So, all these members were using it so long, or
9 even in the past if there's money out there belong to the
10 public, I want to make sure. It's a lot of work. I
11 understand it's a lot of work. We want to make sure we
12 don't forgotten them. The money belong to whoever our
13 members are. I took the privilege, as the Chair, to add
14 that question on the record.

15 Does any other member have any question, besides
16 Mr. Joel Berse, for the president?

17 Please.

18 MEMBER BERSE: Thank you. It was very nice that
19 my colleagues on the board started thinking in terms of
20 where this first question is.

21 I have had contact from a bunch of people that
22 are riders that have not been able to come to the
23 hearings, and because I advocate for our committee and try
24 to advertise it out at the various organizations I'm at,
25 and the first question was, is there any pressure being

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1
2 put on to actually have a conversion team, let's say, at
3 least at Rosa Parks, for the whole period of when the
4 conversion is being completed so that at least there's one
5 place out here consistently and always that they can
6 convert a MetroCard into an OMNY if they don't travel into
7 the city?

8 MR. KHZOUZ: Yes. I mean, we've asked that
9 question consistently, and we continue to put pressure on
10 the MTA to provide that service. Again, a little tough,
11 but we'll continue that. That's all we could do, is ask
12 and push. So, we're hoping. We'll see.

13 MEMBER BERSE: Okay, thank you.

14 The final thought also from --

15 CHAIRMAN KALOTEE: Is it a thought or a
16 question?

17 MEMBER BERSE: The thought coming out of me, but
18 their question was: Reflective of the change in the city
19 government, what is going to be the effect to our fare
20 system should they find a way to make the New York City
21 buses free?

22 MR. KHZOUZ: I personally don't love to work in
23 theory and what ifs. My job here is to run this system
24 for the best interests of our riders, of our taxpayers, of
25 the county. So, I can't speculate what could happen. I

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2 mean, Joel, I really don't have a --

3 MEMBER BERSE: I didn't expect a full answer,
4 but the question is out there, and it's something on
5 people's minds because they hear this rhetoric about
6 wanting to make the city buses free. And the state
7 representatives from here on Long Island, both sides of
8 the aisle, have said that they're opposed to it because
9 they don't want to take money out of the MTA.

10 CHAIRMAN KALOTEE: Mr. Berse, I could do -- I
11 appreciate your question because they're very important.
12 I like what the president said: We don't want to talk
13 about if and what and when we have it. That question is
14 very important. We definitely -- I want to request,
15 please forward that information, but this stage, I'd
16 rather have no answer when you don't have the answer.

17 MR. KHZOUZ: Yes.

18 CHAIRMAN KALOTEE: If, what, I don't believe in
19 it, that's no good. If, what, but, could, should, I would
20 not be sitting here.

21 MR. KHZOUZ: Certainly.

22 CHAIRMAN KALOTEE: I appreciate that.

23 So, is there any other member have any question
24 related directly to the increase?

25 MEMBER CLOLERY: No.

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2 CHAIRMAN KALOTEE: Reading of the public
3 comments. Are there any public comments?

4 MR. KHZOUZ: At this time on the website and
5 through social media, we have received no public comments
6 regarding the fare increase.

7 CHAIRMAN KALOTEE: Thank you so much.

8 I am coming to you, sir, because we are here for
9 public as much as we are here for you. Because we are a
10 team and we are a public also. We are taxpayers, as you
11 guys are. So, from that point of view, if someone from
12 the public while they're here like to make a comment,
13 please come to the podium and state your name and then ask
14 the question.

15 If it's a question, ask your question. If it's
16 a suggestion, you can hold on to it and give the
17 suggestion in writing. Question, you can ask.

18 MR. D'SOUZA: So, it's a question.

19 My name is Charlton D'souza, and I'm the
20 president of Passengers United. We're a 501(c)(3)
21 nonprofit, and we represent Nassau County bus riders and
22 the New York Metro tristate area.

23 So, what the question is, Mr. Chairman, is when
24 OMNY is instituted and installed on NICE buses, for
25 customers who are coming from 179th Street and have to get

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on the N22, which ends at Roosevelt Field Mall, will there be a built-in transfer for those people going to Hicksville and Roosevelt Field and points north?

CHAIRMAN KALOTEE: Keep going, your question.

MR. D'SOUZA: And then the other concern is, obviously -- so, there is some good news. I spoke to Shanifah Rieara. They are opening up a customer service center at 179th Street and Hillside Avenue. I saw the other dates being installed.

So, the good news for NICE customers, they will have that. However, the OMNY machines are always breaking down. That is my concern. It's happening at Parsons-Archer, 179th Street. It is a pain in the neck. And when this happens, you know, it puts customers in a whole big thing.

What I will do for you guys is, I will make sure that the MTA has -- you know, they've been offering people free OMNY cards in Queens. They did it the other day. I think they should come here and offer, instead of paying \$2 -- because there's still a charge for OMNY cards. Starting in January it's going to be \$2. So, if the MTA can come the last week of December and give some free OMNY cards to those who need it at Rosa Parks, that would be excellent.

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One of the concerns we have is, we want an OMNY machine installed at Rosa Parks Center. It should be there. I really hope that NICE Bus and Nassau County will fund that, because I understand -- I did speak to some state legislators. They said they're going to look into that. And hopefully, Mr. Chair, I will be in communication with you. So, we have that.

I did want to know, will the N88 bus be accepting OMNY for the summer? Because if it is, I could tell you now, ridership is going to surge like never before. They had very high ridership this summer. So, I think OMNY will be good overall for Nassau County. It will. Because with MetroCards, they used to get damaged all the time.

My only other concern is, what happens if an OMNY card is not tapping on the bus or if the reader is broken? What will be NICE Bus's policy for that, and how will the county work through that?

And then the other concern is obviously Access-A-Ride. Some people use -- they used to use MetroCard for Access-A-Ride. So, for the ADA disability community, will they be able to still tap OMNY? I'm sure they will on that. But for those members of that community, for the ADA community, they need to make sure

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2 Otherwise, you know, we just hope there's more
3 reliable service. I think that's what customers want. If
4 you are charging people \$3 more, the buses have to
5 connect. People cannot be waiting for canceled trips and
6 missed trips. We get a lot of complaints about missing
7 runs, missed trips. That has to be fixed.

8 I don't want to take up any more time, but thank
9 you to the NICE Bus Team. Thank you to Erika. Thank you
10 to the CEO. One thing I will say, they always answer our
11 questions any time I have a concern. They're on it.

12 CHAIRMAN KALOTEE: Sir, before I ask the
13 president to answer your question, I want to say thank you
14 on behalf of the members for you being vigilant out there
15 and being a bridge between us -- the NICE and the public.
16 We greatly appreciate that.

17 MR. D'SOUZA: Sure.

18 CHAIRMAN KALOTEE: You had plus and minus almost
19 14 questions, and I'm glad you did. I'm glad you did. I
20 am sure all of the members, some of your questions and
21 suggestions are very relevant to us.

22 And I could say to the president, if he can
23 answer you right now or if they can send you in writing
24 all your questions that you have. If you want to hear him
25 right now, he will be happy to do so.

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2 MR. D'SOUZA: But one thing I wanted to say.

3 There were no meetings (sic) posted for this meeting on

4 the buses. As you can see, I think I'm the only person

5 here to testify, if I believe so, and that's an issue.

6 So, there should have been communication on the buses, on

7 the medium.

8 CHAIRMAN KALOTEE: I want to take that question,

9 again, very seriously. It was shared with the president.

10 Sometimes everything doesn't happen -- change doesn't

11 happen overnight. Sometimes it takes a little extra time.

12 But I only can assure you, as the counsel to the members,

13 we're trying every effort to make sure as much as public

14 is aware of it, and Mr. Joel Berse is a king in this, to

15 make sure the public knows.

16 So, I am very humbly to say all members are very

17 vigilant for the best interests of the public, but your

18 presence, sometimes one is better than 50 where they have

19 no questions, okay? So, we appreciate your presence.

20 Would you like the president to give you answer

21 now?

22 MR. D'SOUZA: He can do that. It's public

23 disclosure.

24 CHAIRMAN KALOTEE: Yes, but --

25 MR. KHZOUZ: I'll try to --

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2 CHAIRMAN KALOTEE: Have a seat. Sir, you can
3 have a seat.

4 MR. KHZOUZ: So, I will try to answer what I
5 can. There are some -- you go deep, Mr. D'souza. I
6 appreciate that. You're like a good rock album. You
7 gotta go deep cuts to hear everything in there.

8 So, very quickly, kind of going backwards up,
9 Access-A-Ride, OMNY cards, we don't accept MetroCards on
10 our Paratransit vehicles. So, currently we were pushing
11 the MTA to allow us to put OMNY on to our Paratransit
12 vehicles. It's secondary right now for them. They're not
13 going to work on that right now. We may have to come back
14 to that. So, that is something we have asked for
15 initially.

16 We are obviously going to accept -- the N88 is
17 going to have OMNY on it. We're excited about the N88.
18 That's a great ride. That's a great service. We continue
19 to do that. So, that's not a problem.

20 Machine at Rosa Parks. So, you said it
21 yourself: Those machines break down a ton. The MetroCard
22 machines broke down a ton. We chose to start with our
23 retailer, and we're going to see how that goes before
24 committing something like \$750,000 a year to a machine
25 that has not great -- and the problem with that machine

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1 is, we can't service it. Someone from the MTA has to come
2 out and service it. And that's why it's so expensive to
3 run. So, not a big, huge fan of it, but we'll continue to
4 keep an open mind on that.
5

6 The transfer -- I'm going to ask Erika -- it
7 still works. It will work. Not a problem. I think I got
8 everything. If not, you and I will have a machine-gun
9 round after this and I will try to answer anything else.

10 CHAIRMAN KALOTEE: I appreciate it.

11 Any other question from the public?

12 Sir, you have a question? If you have no
13 question, one of my member of the public have a question
14 to follow up at.

15 MEMBER ALTER: As the public, yes, indeed.

16 Now in light of the OMNY machines breaking
17 down -- and you had mentioned that in Nassau, it's going
18 to be in retail stores -- can you tell us, what does that
19 look like? Are they going to be preloaded or is somebody
20 going to have to then go home to register it?

21 MR. KHZOUZ: No. So, there's a couple of
22 different cards. There will be the white card, the
23 single-use card that you can buy, or you can get a card
24 that I handed everybody. So, this is the way the card
25 comes. There is no valuation on it.

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2 So, it's hanging -- if you go to CVS, for
3 example, you can buy every gift card in the world at CVS.
4 It's the same thing. You pick the card up. The
5 difference is, you pay just for the card. The retailer
6 can load the value. You could say, I want the card and 25
7 bucks on it. They'll load the value. Or you can just pay
8 for the card, and on the back, there's a serial number,
9 and you can log on, create an account where then you can
10 load the value continuously on the card.

11 After you -- let's say you decide to go to the
12 retailer. They load the card, okay, the initial. You can
13 still take it home and load it with more value. But that
14 card is like a credit card. You don't want to throw it
15 away because every time you throw it away, you have to buy
16 another card. So, this stays in your wallet just like
17 your debit cards and everything else.

18 MEMBER ALTER: Is there ever a time gap between
19 the purchase and using NICE?

20 MR. KHZOUZ: I believe -- I mean, when I've done
21 it, it's been literally instantaneous, and that includes
22 loading. If I'm loading on my phone, I've got my phone
23 out and I'm updating the card, it takes a few minutes to
24 process, but it loads pretty quickly.

25 MEMBER ALTER: Thank you.

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2 CHAIRMAN KALOTEE: I thank you so much.

3 Since there's no comment from the public, and I
4 think it's time that we move on, but I want to have --
5 before I move on, I want to have a clarification with you
6 and with counsel.

7 Do I have to make two different motions or do I
8 cover the next two item in one motion?

9 ATTORNEY GALLAGHER: I think that you should
10 make separate motions.

11 CHAIRMAN KALOTEE: Separate motion, okay.

12 MR. KHZOUZ: Mr. Chairman, I'm sorry, I don't
13 mean to interrupt. So, there should be three separate
14 motions.

15 CHAIRMAN KALOTEE: May I know where are those
16 three motions? I don't have it here with me.

17 MR. KHZOUZ: So, there are three motions.

18 CHAIRMAN KALOTEE: Can I have those in front of
19 me, please?

20 MR. KHZOUZ: Yes, you can have my copy. There
21 is an acceptance of the third-quarter scorecard.

22 (Hanging.)

23 CHAIRMAN KALOTEE: That's good. That is
24 beautiful. So, we have three items, so there will be
25 three motions.

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2 And before I go to that one, I want to thank the
3 public, I want to thank the NICE management, and
4 definitely I would like to thank the company officials
5 which you are representing, Mr. Gallagher, and they were
6 being very helpful to help us to reach this conclusion for
7 the best interest of the public. And I want to say thank
8 you and to all the members.

9 ATTORNEY GALLAGHER: Thank you, Mr. Chairman.

10 CHAIRMAN KALOTEE: Thank you, sir.

11 Thank you every member to be here.

12 So, the first motion I need to make -- I want to
13 have a motion -- acceptance of Q3 2025 scorecard.

14 Do I have a motion?

15 MEMBER REARDON: So moved.

16 CHAIRMAN KALOTEE: Second?

17 MEMBER VICTORY: Second.

18 CHAIRMAN KALOTEE: All in favor?

19 (Members respond in the affirmative.)

20 CHAIRMAN KALOTEE: Opposed?

21 (No response.)

22 CHAIRMAN KALOTEE: Abstention?

23 (No response.)

24 CHAIRMAN KALOTEE: It's unanimous.

25 You know, I want to add in something else. If

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2 you would be kind enough -- who made the motion? You made
3 the second. And take that part of the minutes right now
4 for on the record.

5 MEMBER REARDON: I did.

6 CHAIRMAN KALOTEE: So, we won't be depending on
7 it. Please. Thank you so much.

8 On the second item, I need a motion of
9 acknowledgment of Title VI study.

10 MEMBER MARTINEZ: I would like to make that
11 motion.

12 CHAIRMAN KALOTEE: I need a second.

13 MEMBER ALTER: I second it.

14 CHAIRMAN KALOTEE: All in favor say "Aye."

15 (Members respond in the affirmative.)

16 CHAIRMAN KALOTEE: Opposed?

17 (No response.)

18 CHAIRMAN KALOTEE: Abstention?

19 (No response.)

20 MEMBER BERSE: Wait. Opposed.

21 CHAIRMAN KALOTEE: What are you opposing?

22 MEMBER BERSE: The motion.

23 CHAIRMAN KALOTEE: Okay, I just want to make
24 sure.

25 MEMBER BERSE: I don't like negative numbers.

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2 CHAIRMAN KALOTEE: That's okay.

3 MEMBER BERSE: Eight, one.

4 CHAIRMAN KALOTEE: Eight aye, one opposed. No
5 abstention. I have it.

6 Number three, fare increase proposal.

7 As you all know, again, I am going to repeat it,
8 that the management of NICE, specifically I have to say
9 the president, for last three days with me and
10 Mr. Gallagher and the county, made several back and forth
11 to do every efforts to say what is the best for the
12 public. That's what we all are here for.

13 And I again want to say thank you that some of
14 my questions or the county's question was very difficult,
15 but you did what was requested to give us the answer in
16 the same tone for the best interest of the public. I
17 thank you.

18 Now I need to have a motion.

19 MEMBER BERSE: I would like to make this motion.
20 I make a motion that we accept the fare increase on the
21 personal opinion that it benefits our riders because they
22 don't have that double fare if they're going into the
23 city.

24 CHAIRMAN KALOTEE: Sir, you can only make a
25 motion. Just make a motion. I appreciate other, but can

1 Transit Committee Meeting

2 you make a motion to accept this?

3 ATTORNEY GALLAGHER: To approve.

4 MEMBER BERSE: All right, I'll make a motion to
5 approve the fare increase.

6 CHAIRMAN KALOTEE: Do we have a second?

7 MEMBER MARTINEZ: Second.

8 MEMBER CLOLERY: Second.

9 CHAIRMAN KALOTEE: Okay. We have two seconds,
10 but let's take one of them.

11 All in favor say "Aye."

12 (Members respond in the affirmative.)

13 CHAIRMAN KALOTEE: Oppose?

14 (No response.)

15 CHAIRMAN KALOTEE: Abstention?

16 (No response.)

17 CHAIRMAN KALOTEE: It's unanimous.

18 Thank you so much.

19 Now, before we adjourn the meeting, I just want
20 to make one note. Again, thank you, all of you. I know
21 the county executive is not here. We're going to have
22 very good news. Some of you probably know, some not. I'm
23 not going to go into details.

24 And once the county executive is back, Bob
25 DiCarlo, County Chief Arthur Walsh, and many others made a

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lot of efforts for this good news, which some know, some not. I'm not going to disclose further than that. I will have the county executive, when he's back, he will hold that press conference with Mr. Khzouz.

It's great news. I should say it's great news and it's hard work of many. And I want you to know -- you, the board, you, the members -- are bringing all the good luck to serve the public. Thank you so much on behalf of the county.

And, again, I want to give credit to the president as well as to the county executive, Chief Arthur Walsh, to Senator DiCarlo, and many others. And County Attorney's office was very helpful, Mr. Gallagher.

So, if you have no other agenda, I want to say thank you to the public. I would like to have a motion to adjourn the meeting.

MEMBER REARDON: So moved.

MEMBER ALTER: I second.

CHAIRMAN KALOTEE: All in favor say "Aye."

(Members respond in the affirmative.)

CHAIRMAN KALOTEE: Opposed?

(No response.)

CHAIRMAN KALOTEE: Abstention?

(No response.)

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CHAIRMAN KALOTEE: Thank you to the public.

Please go home. I'm late on my dinner. The members can stay, including Mr. Gallagher, for one minute only.

Thank you very much.

(The meeting concluded at 7:45 p.m.)

IT IS HEREBY CERTIFIED THAT THE FOREGOING IS A TRUE AND ACCURATE TRANSCRIPT OF THE STENOGRAPHIC MINUTES OF THIS MEETING



Debra Smith
Court Reporter

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03 6:25	23:18	900,000 15:9	acknowledg...
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