NASSAU COUNTY
BUS TRANSIT COMMITTEE
MEETING

Nassau Inter-County Express
700 Commercial Avenue
Garden City, New York 11530

June 22, 2017
5:00 P.M.

BEFORE: SHELDON SHRENKEL, CHAIRMAN

COMMITTEE MEMBERS PRESENT:

SAMUEL LITTMAN, ESQ.
JEAN DUROSEAU
LIVIO TONY ROSARIO
AARON WATKINS-LOPEZ
DAWN FALCO
CHAIRMAN SHRENKEL: The meeting will come to order. Welcome everyone to the Nassau County Bus Transit Committee meeting, I'm Sheldon Shrenkel. I'm the chairman of the committee. I'd like to introduce our members and have that act as roll call. To my far left, Mr. Aaron Watkins-Lopez. To my immediate left, Mr. Tony Rosario. On my right, Jean Duroseau. Miss Dawn Falso. And our counsel for the committee, Samuel Littman. Please acknowledge for the record that we have a quorum. And our intent this evening, of course, our objective is to listen to Mr. Setzer's comments and if in agreement with everything, it is to approve a modification for the 2017 Annual Plan and Budget. Thank you, Kathy Anderson, for taking the minutes.

With a show of hands, I would like an acknowledgement of receipt of the transcript from our last meeting held on March 30, 2017. Has everyone received
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that?

(All raise hands.)

CHAIRMAN SHRENKEL: Please let the record reflect that all members have received a copy of the minutes. So we are going to get started.

We would like to find out old information, new information. We have with us, of course, the CEO of NICE Transportation, Mr. Michael Setzer.

Michael, thank you.

MR. SETZER: Thank you, Mr. Chairman. Members of the committee, would you mind if I dim the lights so the screen is a little easier to see?

CHAIRMAN SHRENKEL: No.

MR. SETZER: Welcome, and this is our regular quarterly meeting here. Our agenda today is really pretty brief and there is only one action item, so I think this will be a less strenuous meeting than the last several that we've had. I will try to keep it that way.

The one action item and that is to
modify the 2017 budget based on some funding that's come available since we last met and we will review the quarterly scorecard and there are a couple of other informational items that I would like to alert you to. We will, of course, take as much time to question and comment as you wish, but I will be fairly brief.

So let's talk about the 2017 budget and annual plan. If I can take you back to March 30, which is the last time we met when you approved the 2017 budget based on the funding available then in the amount of $121 million dollars and some change. This is a slide that was actually part of that presentation, we were talking about the things that we still didn't know as of March 30, so this is the same slide except for the banner across the top. We knew that the governor's budget had no increase in STOA. The house budget had a one percent increase in STOA and the senate budget had a two percent increase in STOA, but
it hadn't all been reconciled, so we
didn't know which would be the ultimate
result and it turned out that it was very
close to the two percent increase in the
senate budget which provided another $1.3
million dollars in funding available to
us, but this was -- budget wasn't
approved until after the March 30
meeting. We also were very aware that
the county legislators were considering,
had identified some additional funding
and were considering that in the amount
of about $1.5 million and that they
believed they could get it, ask NIFA and
that also turned out to be the case, but
that all occurred after March 30 also.
So the fourth bullet point there, we said
there is no hope of replacing the $7
million, $6.8 million that the county had
reduced, but there was a good chance of
between $2 and $3 million and that turned
out to be -- although an educated guess,
but it turned out to be right, $2.8
million more in funding that came about
since you approved the budget, so the
purpose of today's meeting is to just
catch the budget up to the funding that's
now available.

Another unknown was that, on the
expense side, we had just begun labor
contract negotiations then, we are just
about finished with labor contract
negotiations right now. I think it would
be inappropriate to say very much about
that, because it's still in process and
we want to permit the union to carry out
its communications with its members, and
not interfere with that in any way, but I
will just tell you that the budget
forecast included an educated guess about
that and that's going to turn out to be
about right too, so there's no cause for
-- we won't be calling you back and say,

oh, no, we have a crisis. I am fairly
comfortable telling you that. So the
other thing we had at the June 30th
meeting, thinking that there were likely
to be additional funding, we asked you to
approve the elimination of ten routes and reductions greater than 25 percent threshold reductions in four more routes, but said we would hold on three of those route eliminations in hopes that additional funding would appear, and that, in fact, is what happened, so on April 9, this was the slide you looked at March 30 also, on April 9 there are seven routes that are listed under route elimination were, in fact, eliminated. The four that are under route reductions were reduced, and the three that were saved, in the lower right-hand, the n19, n57 and the n78/79 were continued as of April 9 and continue to today. So the operation that's in place today is consistent with the increased budget, assuming that you make that so, in fact all you're doing is catching the budget up to the funding, there are no further operating decisions to be made. We can maintain this level of service for the remainder of the year based on the
funding that's available. So let me just update briefly the budget numbers. The budget we are asking you to approve, to modify today, is in the amount of $124,387,634, that number in the lower right-hand corner and that compares to last year's budget of $130,525,000. So it's still a reduction, it's just not a deeper reduction that you approved on the 30th of March.

A couple of high points on this, if you look at the first line under Source of New York State Operating Assistance, last year is $66.6 million, this year it's $66.9 million, that's the million-three, the two percent increase in the STOA program. The next line stays the same, that's the minimum requirement that the county has to provide in order to invest in the local match with the STOA program. That stays the same. It's the next line where a lot happens. In 2016 that line was $6.8 million dollars. As of March 30 it had gone to 0, and
since March 30, last time we met, it has
gone up by one and a half million, that's
the funding that legislators found and
approved and persuaded NIFA to approve
also, so that money, as well as the
additional STOA amount, $2.8 million
dollars total is now available to us
officially and has been appropriated.
The one other line you might want to pay
attention to, the second last line,
passenger revenue, you see that going
down significantly by $2,000,000, and
that's what happens when you cut service.
That's mostly the result of the service
cut, and as we all, I think, can agree, I
think service is the worst way to balance
the budget, because you have to cut even
deeper because you also now are throwing
away revenue because now we are cutting
into some fairly good service, I hope we
don't have to do that again, but that's
the effect. A little bit of that effect
is also bus ridership nationally is down
by a few percent, probably cheap gas,
probably improving economy, probably Uber and Lyft, and maybe some other factors too, but mostly that's the effect of reduced amount of service. You will see the hour reduction here in just a moment. So that's the funding side. This is the expense side. This equates to the $124 million dollar budget and as we always recognize on this slide, most of our costs are people costs, the biggest wedge there, the light blue one, $37 million, that's driver wages, going around counterclockwise, the orange slice is mechanic wages, the gray slice is all other wages and salaries here and the yellow slice are fringe benefits for all three of those groups. There's two-thirds of the budget there. And that's the case every year and that's the case throughout our industry. Here's a comparison by accounts between the last years's budget 130 million-5 and this year's of $124 million, see operator wages going down, that's reduced service,
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the total work force has fallen. We had some layoffs, we also had tried to anticipate by letting attrition, by not replacing drivers, normal attrition took place. Maintenance wages stayed the same because we are still struggling to bring this fleet up to where it should be. Other wages go down a little bit, we had some layoffs, we eliminated the IT department. The big difference was in the fuel and lubricants line and that -- you might remember was actually several different things, we took advantage of some very good pricing, locked in some pricing. We had an opportunity at that time. We also applied some fuel tax rebate funds that were available to the fuel lines, so that's the big difference, that's also the result of fewer miles. And one other thing I draw your attention to is the utility line, you can see that going down a bit. Remember part of the plan to balance the budget was to consolidate two fixed routes bus garages
into one. We closed the Rockville Centre garage. That showed up in utilities line as in several other lines, that's part of the decline in wages and other wages particularly, we reduced some head count by having one facility instead of two. Two other ones I want to draw your attention to, down here near the bottom, corporate overhead. In the past we have charged five percent for corporate overhead. This is for Transdev corporate overhead. And when the audit came in, it had always been above five percent for actual, we just left it at five percent. This past, recently we got the audit for 2016, our corporate overhead had actually gone done to 4.6 percent, this represents a smaller budget, but it also represents a 4.6 percent overhead charge instead of five, so our practice going forward will be five percent, four, last year actual, whichever is lower and the last line gets some attention, is margin at risk or profit before taxes. That goes down just
because, that's five percent, that goes down just because the total budget goes down, so that's how you get to the 124,387,634 number and that's the one that we are asking you to modify the budget to respond with. A couple of other results of that, so when you turn that into monthly and hourly rates, our monthly fixed fee goes down, that's one garage instead of two. Our fixed route variable rate goes up by one percent. Consider that their wages are going up more than that, and other expenses are going up more than that. Those are the result of those other kinds of reduction that we were able to put in place. One percent is pretty good in a labor intensive business like ours. Paratransit rate goes up by two percent, that's because of the diesel fuel, most of the effects of fuel was in natural gas and that's what we use in fixed route. So both of those are very modest rates of increase, lower than the rate of
inflation and lower than the change in our wage rates. When you convert that into service hours. Service hours are hours a bus is in service, available to the public, so it's basically when it goes out that gate, in service, until it comes back in that gate in service, so it's not training miles or road testing miles or things like that. Last year we ran 872,886 hours in fix route buses. This year, based on this budget, we will run 806,412 hours. In paratransit we'll run almost virtually the same amount and that's because you probably remember paratransit is operated under the Americans with Disabilities Act, so every eligible request for service from an eligible customer must be met. So we are expecting almost exactly the same amount of service. We didn't plan on any reductions in paratransit service. So those are the high points of the budget. Again, we are asking that you approve the budget in the amount of $124,786,634 and
that's all that we are asking you to do, that would catch the budget up to the available funding and allow us to maintain today's level of service. So let's pause here and questions or comments or anything I can respond to?

CHAIRMAN SHRENKEL: I don't think there's any questions, Mr. Setzer, so please proceed.

MR. SETZER: Okay. There are two other items then. Each quarter we review the contractually required performance indicators, which there are eight. Three of them are in fixed route and five in paratransit. This refers to the first quarter of the year, January, February and March, so in fixed route, the goals for on-time perform is 70 percent, we actually did quite well at 74 percent. During the first quarter, if you recall, the liquidated damages and incentives clause in the contract so that if it is more than five percent or ten percent, it's ten percent, right, five percent or
ten percent, I forget what it is, but whatever it is, I think it's five percent, if we are more than five percent better than goal, we get a $5,000 incentive except it's paid in credits, not in cash. And if we are less, if we are five percent worse than goal, we owe the county $5,000, so on-time performance we actually exceeded the goal enough to earn an incentive payment of 5,000 and in missed pullouts, we were within that range, so there's no damages or inventive. And then accidents per hundred thousand miles, this is why I'm very pleased about. The first quarter of this year, we did better on safety and fixed route than we've ever done before. Significantly better than the goals, significantly better than any other year. We've been working hard on safety and fixed route and I think you are seeing some of the efforts of the staff to reduce the number of accidents. When I talk about accidents here, I'm talking
about what we call preventable accidents which doesn't mean serious accidents. It doesn't mean a collision, it doesn't necessarily mean anything more than a brushed mirror or in the case of paratransit, we actually had one where preventable accident was backing the vehicle into a shrub, no injuries, no damage, but it is still the kind of negligence that can lead to serious accidents, so that's what preventable accidents mean here, so it's any accident, any kind of negligence that could have been prevented whether it's serious or not. Fortunately, in the first quarter, none of these accidents were serious, none of them are things that result in injuries or serious damage to property or vehicles. Nonetheless, they were preventable and so we're charged with them. In paratransit then we didn't make our goal for calls answered, we had some staffing issues, some equipment issues. 90 percent of the
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calls are supposed to be answered and we only hit 76 percent, so we get charged with liquidated damages for that in the amount of 5,000, so that's getting better now, but that was not good performance.

On time performance we had a good quarter. 82 percent versus a goal of 70. On missed pullouts we had a few because of equipment issues during the first quarter, but still in the range that neither damages nor incentives paid. So the good news, on fixed route with safety was completely offset in paratransit. We missed our goal significantly. The goal is 1.2 preventable per one hundred thousand miles, we had 1.56. I'm not sure it's the worst quarter we've had, but it's one of the worst quarters we've had in the paratransit. Again, these are not serious accidents, these are mostly -- almost all of our accidents in paratransit, we were not paying enough attention to clearance around the vehicle, so it's backing into something
or brushing something with the side of the bus. Not involving injuries, but it's the kind of negligence that could involve injuries, so we owe the county 5,000 for that. And then lastly, productivity per passenger hour, 1.3 passengers per hour is the goal, we had 1.37, a little better, but not enough to trigger either -- to trigger an incentive. So we earned 10,000 in fixed route, but we lost 5,000 in paratransit, so net 5,000, that's -- it's not a cash payment, it's credit that we put in our account that we can use to pay liquidated damages in the future. That's the scorecard for the first quarter. We will do this again at our next meeting for the second quarter.

Any questions or comments about this?

(No response.)

MR. SETZER: Okay. The rest of this should be easy. The last several meetings we've had, you've been asked to do some very difficult things, and we --
none of us enjoyed it, but during that
time there was also some good stuff going
on. So today, since we don't have any
real challenges, I think it might be time
to take a quick look at some of the
really good things that have been
happening here.

I'm happy to talk, I will go over
them very quickly, but we are glad to
talk about them with pleasure. In the
next month, in Indianapolis, at the bus
meeting we will receive an innovation
award because we are the first place in
the United States where the Aware app has
been deployed is right here in Nassau
County. What Aware is, it's a phone
based app that gives audio cues to a
visually impaired person, so that they
can navigate, in our case, they can
navigate around Hempstead Transit Center.
If you've been to Hempstead Transit
Center, you know it's a very busy place,
there are 18 bus bays there, buses are
coming and going all the time. If you
are visually impaired, making sure that you are getting on the right bus is a challenge. Now you can use this app to get you to the bay where the bus that you're looking for is, or to get to the ticket vending machine or to get to the restrooms or to get to the office, if you need to talk with one of our staff. First place it's been, first place this app was converted to a transit application is here in Nassau County. Jack Khzouz, it was one of his ideas, so we are very proud of this, I think it is going to be very helpful to some of our most important customers. I also want to talk about -- well, this thing just froze up on me. I'm sorry. I will just take a second to get back. So the next one was, remember we talked about, as part of the budget balancing process, we closed the Rockville Centre garage and consolidated everything into this facility. We had some concerns about whether we were going
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to be able to really do that effectively. You might have noticed we modified the parking lot, the islands with the grass and trees are gone. That's all parking. We've been able to provide sufficient parking for all of our employees. It is pretty hard to find a spot at eight in the morning, but there are just enough there for us, and we had to redesign a lot of the work flow within the facility, but it actually turned out to be a very good thing. This to how I equate it to when you finally clean out your closets, I don't know how your housekeeping is like, but when I finally clean out my closet, it's much more orderly and I say, you know, I should have done this a long time ago. It's turned out to be a good thing. The one thing we are still waiting on is the new compressed natural gas pumps are not fully functional yet, when that's finished and that's in the next couple of weeks, then our workflow will be even better through here, but I
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am happy to report that we have been able
to really successfully accommodate the
whole fixed route operation in one
facility. Remember we saved about a
million and a half in nonservice costs by
squeezing two facilities into one. For
awhile Rockville Centre was -- didn't
have any regular bus operations, but by
chance it turns out that it becomes very
valuable to the MTA, you know, they are
having some issues with the railroad this
summer and in a few weeks they are going
to deploy some direct buses into -- from
train stations in Nassau all the way into
Manhattan, so they are going to use
Rockville Centre as a staging place for
that. We have 30 to 40 buses stored
there, so it's back in service now as a
regular transit facility. Just by the
county really provided it, we didn't have
much to do with it, but it turns out that
it's been a good thing. The one thing we
have been able to do to assist with this,
is that you may know the MTA is
implementing some ferry service from Glen Cove into Manhattan, so we were able to extend the n27 all the way to the ferry, the ferry dock without adding anything. There was enough play in the schedule that we could extend it a little further, don't need any more buses, don't need any more operators, but we were able to connect people to the ferry terminal, so I'm hoping that will be one way to help. It would be nice if we could do more, but we can't, we're not allowed by the federal government to have extra buses and we don't have extra drivers, so there's very little we can do to step up, and by the way, the railroad asked all the operators on the island and that was essentially the answer from all of us, that none of us had spare capacity that we could apply to help them out with the temporary issues with the railroad except for this. This is what we were able to do. We also modified beach service this summer to weekends only. This was part
of the cutback program. Last year we had weekdays and weekends, but we've been able to sustain it on weekends and when the weather is great, it's very popular. That takes me to my next subject. In April we deployed the first five articulated buses that have been in service in Long Island for a long time. Many, many years ago there were some, but we just bought five and put them in service, during the week, Monday through Friday, they are on the n6 which is our heaviest route. That extra capacity is very welcome on the n6, I think we've commented before that sometimes we have to pass people up on Hempstead Turnpike because they just can't get on the bus, so this has been effective there and it is very welcome by the passengers. We would actually like to do some more of this because there is a great deal of demand there. We had to figure out to operate without backing up. Hempstead Transit Center or the Jamaica bus.
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terminal, the other end of the 6, you pull in and back out, you can't back these out, so we had to develop a work around by doing the warning and the lighting on the street, but we have been able to do that very effectively in Jamaica with the cooperation of the MTA and New York City DOT. On weekends that we use them on the beach, I think we might have set a record on Memorial Day when we got 120 people on one of these buses, it was loading at the beach, coming back to Freeport. We would like to buy some more and we will be looking for opportunities to do that, and add more to those heavy lines. It's a great way to add capacity without adding very much expense. These were also purchased with fuel tax rebate funds, so we didn't use any of Nassau County's capital funds, federal and state capital funds provided this. This is a rebate that we get because we used an alternative fuel, compressed natural gas is a federal tax
rebate, so what we've done with it is used it to do some of these innovative programs that we can't fund out of the regular budget and we can't really fund it in advance because it's funds that need congressional approval every year, so we never know for sure if it's going to be there when we do the budget, so this is some of last year's dollars that we used to buy these buses. Another use for those fuel tax rebate funds was a million and a quarter to fund Everyone Rides NICE. Everyone Rides NICE is a -- not -- a 501c3 nonprofit corporation, whose mission is to provide free MetroCards to individuals who, for whom the cost of transportation is a big deal. There's a barrier to accessing service. The way this works is that we partner with United Way of Long Island and they actually manage the program for us. They qualify, the distribution is through, right now there are six agencies, six social service agencies that are in touch
with different populations for whom this is an important benefit, so United Way helps us qualify those agencies and actually handles the distribution, the physical distribution and the record-keeping, so we started distributing free MetroCards in March. Today 36,000 have been distributed through six agencies, the agencies are delighted because it means that their customers, their clientele can access the services the agencies supply without having to spend any of their budget or their clients' budget on transportation, so it's a very useful way to provide access to people. We are pleased to be able to do that. The foundation has a seed funding of a million and a quarter, we are trying to spread that over a few years and shortly we will begin some fundraising activities so that that process can grow and be sustained over many years.

Lastly, Games For Physically
Challenged, three weeks ago, this is our fifth year for sponsoring, being a sponsor for the Games for Physically Challenged. I think you probably know, these are athletic competitions for children with disabilities, statewide. A lot of kids come in from outside of the Long Island area and they are housed overnight at Hofstra University, so our part of this is to provide transportation between the athletic venues over here in Mitchell Field and Hofstra University. We provide some financial contribution. We provide the service at no cost and it takes a lot of one-on-one assistance getting people on and off the buses, so we also provide two of our management staff, 240 hours of volunteer service during that weekend. This is something we actually really enjoy doing, so it's very rewarding to be able to do that.

The last thing, the last update is we talked to you about trying to use taxis to see if we could provide, stretch
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the county's dollars a little further using taxis for Able-Ride. We have done about a thousand trips, this is completely voluntarily on the part of individuals. A person who is not in a wheelchair, since most of these taxis are not wheelchair accessible, when they book their trip, we may offer them, would you rather have a cab, some are very pleased to have a cab, some are very opposed to it and they want their regular Able-Ride van, so we've provided about a thousand trips so far this year. This is really a pilot to see how -- to see if it can save money. So far it's neutral, it's not costing us anything, but it's not saving us anything either. We are going to keep it going. We were going to go through July and then do an assessment, we would rather keep going through September and see if there are ways that we can make this a little more effective in terms of saving money. If we can save some -- spend some -- provide some trips at a
lower cost then the county dollars go a little bit further. We are also learning, ourselves, as to how to use this and we may come up with some other methods for -- to using alternatives to Able-Ride vans.

That's all I have to report on.

CHAIRMAN SHRENKEL: Do you want to go over the last page after that?

MR. SETZER: I wasn't planning to.

I just like to include that, this a reminder of the roller coaster, as we call it. You can see -- that's what drives us to the things that you had to deal with in March, we had recommended and you had to deal with. We are trying to have every willing listener take a look at this, particularly elected officials, so that they understand that what the effects of that roller coaster and that that's what causes the very unfortunate things that we had to do earlier this year and last year.

Hopefully, we could get back something
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more steadier and more predictable. Once the elections are over, we will really take this on the road and make sure that every elected official who doesn't run fast enough, takes a look at this. And so that was the -- this is nothing new, you've actually seen this before, the same with the last slide, just reminding you in spite of our challenges, we still offer value to Nassau County. So with that, questions, comments?

CHAIRMAN SHRENNEL: You don't want to give yourself a final plug on the page after?

MR. SETZER: I don't want to overdo this, but if you insist. So we are cheaper than the MTA, we are cheaper than Westchester County's primary operator. And we are very proud of that. Any questions I can help with?

CHAIRMAN SHRENNEL: Any questions from committee members? Mr. Lopez?

MR. WATKINS-LOPEZ: What other agencies aside from United Way does
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Everyone Rides NICE work with?

MR. SETZER: Let me see if I can remember. Circulo de Hispanidad, Long Island Council of Churches, Island Harvest, the In --

UNKNOWN SPEAKER: That's the main ones.

MR. SETZER: There are two more, six altogether. I just looked at the list the other day.

UNKNOWN SPEAKER: It is on the website.

MR. SETZER: Yeah, it is on the website. Sorry, I can't remember them all.

MR. WATKINS-LOPEZ: No problem. Do you provide the MetroCards to any county agencies like DW, not DW, I'm sorry, Department of Labor or 6 Child Labor or is it only other nonprofits that receive these MetroCards?

MR. SETZER: Well, the earned, the Everyone Rides NICE Foundation only to those agencies. We do sell MetroCards to
HHS, for instance.

MR. WATKINS-LOPEZ: One last question, for the taxi program, did it end up being All Island because I know that you said --.

MR. SETZER: Yes.

MR. WATKINS-LOPEZ: Are the drivers also receiving ADA training or is that something that the taxi service already does, just because I know there have been history of these taxis not being the most accessible or the most respectful of the customers which has kind of created that distrust a little bit within the disabled community, so I was just wondering if the training was being done here or the training is being done there, or there is not training being done?

MR. SETZER: There is no extra training being done for the cab companies other than whatever they do. We don't provide any, because we don't know which operators, taxi operators is going to be called on, which taxi driver is going to
be called on. When we get a request from a customer, when he says, yeah, I would like to use the taxi instead, we transfer that and then they dispatch, All Island dispatches it through whoever they -- just as they would for any other ride and we provide a voucher that helps subsidize the ride or that does subsidize the ride.

MR. WATKINS-LOPEZ: Thank you.

MR. SETZER: You're welcome.

MS. FALCO: I just have a question regarding the upcoming new n27 extension to the ferry service. Is that going to be offered hourly, because I know that the n27 is currently being run hourly?

MR. SETZER: All trips?

MR. KHZOUZ: It will be peak trips in the AM and PM. We're waiting to actually finalize the schedule until the Long Island Railroad with the ferry service, finalizing their schedule, they have not yet, so as soon as they do, we will coordinate as well as we can with our service.
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MS. FALCO: Do you plan on that starting July 10?

MR. KHZOUZ: We are ready to go when they are ready to launch their service.

MS. FALCO: Thank you.

MR. WATKINS-LOPEZ: Did we receive any money from the MTA for rerouting our service, I think that maybe we should have? And I mean is there a possibility if the service does end up becoming one that's used, of keeping it after -- well, if the MTA ever gets their stuff together, but if they do get it together and they stop with the ferries, are we going to continue that, because it would be kind of hard to make the service accessible for people that might not be using it for the ferry, but this is a new area that's now accessible to people and then having it taken away in four months wouldn't be the best for ridership, so if it does end up being a good service, would you keep it?

MR. KHZOUZ: That remains to be seen
obviously. We haven't done any marketing around it yet, only because, again, we have nothing to market at this point, we don't have a schedule. Once we do that, we will see what kind of reception it is and really play it by ear and we'll take the MTA's or Long Island Railroad's lead on it as far as how that service is being carried on, and then we will go from there. I'm sorry, I'm not trying to be evasive, but I think we have to see how things role.

MR. WATKINS-LOPEZ: How things pan out.

MR. SETZER: We are not receiving any separate funding for it.

CHAIRMAN SHRENKEL: Thank you, Mr. Setzer.

MR. SETZER: Thank you.

CHAIRMAN SHRENKEL: At this time the committee will receive and listen to public comments. Again, we follow the rules of time limit, three minutes. So if anything is going to exceed three
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minutes, before you come up, take a
minute to think about what you want to
say and how you are going to say it
within three minutes and get the
important points that you're trying to
get across.

Anybody want to address the
committee? Sir, please come up and state
your name and the town you live in,
perhaps the bus that you are going to be
talking about and whether you represent
yourself or an organization.

MR. KAMPER: Okay. Good afternoon,
Committee Members. My name is Matt
Kamper and I'm a frequent bus rider who
relies a lot on the n16 to get to 60
Charles Lindbergh Boulevard and I notice
when I connected at Hempstead Transit
Center on Mondays and Wednesdays, the
9:31 bus particularly, in the morning,
they -- the bus is -- there's an absolute
long line and there's a lot of people,
especially who use it to get to Nassau
Community College, and I notice this on
the schedule, the n35 between, like between, somewhere between 8:45 AM and 10:15, two straight buses terminate at Hempstead Transit Center and it causes a lot of the bus, the buses that I take to become crowded, that the driver has to skip over some stops between Hempstead and 60 Charles Lindbergh Boulevard because the bus is full. I'm trying to figure out, I understand the money situation, but I don't know if there's any way that you can possibly, in the interim maybe, instead of having the two buses between 8:45 and like 10:15 terminate at Hempstead Transit Center, maybe wait until the midday hours between noon and 1:30, and terminate those two buses at Hempstead and then have the other two or even one bus maybe extended to like Westbury or to Roosevelt Field at least to -- at least keep the overcrowding from going, you have to be forced onto the n16 and people have to be forced to maybe be skipped over, and the
other thing is I was on the articulated buses and I notice the Wi-Fi system, I thought there was Wi-Fi, but I notice there's encrypted, I understand with security reasons, but I do not understand why there's no signage to say what the password is, so customers can know what the password and can log onto the Wi-Fi without having to use their signal to use the internet and their apps and everything. Thank you so much.

MR. WATKINS-LOPEZ: Thank you.

CHAIRMAN SHRENKEL: Thank you. Mr. Setzer, you, of course, will be allowed some time after the public comments, say five minutes, and you can selectively answer any questions you deem appropriate or important to be answered now or tell these people to see someone in your organization or what have you.

Is there anyone else who wants to address the committee?

Mr. Endo, okay. Mr. Endo, if you don't mind, as usual you will give us
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your handout and you will introduce

yourself, and I guess we will have Miss

Falco read the comments today.

MR. WATKINS-LOPEZ: That's good.

MS. FALCO: Sure.

CHAIRMAN SHRENKEL: Mr. Endo just

introduce yourself at the podium. Mr.

Endo, and tell us who you represent

again.

MR. ENDO: My name is Yuki Endo. A

resident of Jackson Heights, Queens and

member of Long Island Bus Riders Union.

CHAIRMAN SHRENKEL: Okay. And you

depend on the MTA and NICE bus system.

We are going to ask Miss Falco to read

your comments you've written to the

committee. And do we have an extra one.

You have it, okay, thank you.

Miss Falco, would you mind reading

the comments on behalf of Mr. Endo?

MS. FALCO: Sure. My name is Yuki

Endo, the resident of Jackson Heights,

Queens and member of Long Island Bus

Riders Union. I depend on MTA, NICE bus.
After service cut on Wednesday, excuse me, after service cut on weekend n27 bus and Sunday n21 bus service, Glen Cove and Sea Cliff has lost lots of business because there are no bus or Able-Ride service on Sunday service which I took proof of video when I hiked up n27 route from Sea Cliff to Glen Cove on Sunday, April 9th and after walking back to Glen Cove station, four girls were waiting for n27 bus for over 90 minutes because they were not aware of change. There's a noted website on YouTube.

www.youtube.com/watch?v209273PluWw.

Also cutting Monday through Thursday summer n88 Jones Beach service is a huge mistake because many people will not read the sign there, will be no n88 bus during weekday and taxis cost about $26.00 per person. $32.00 with two people for both All Island Taxi and Taxi America. NICE bus, MTA LIRR NIFA, Jones Beach, Jones Beach Hotel should work together to provide funding to restore n88 bus
weekday because Jones beachgoers already spend $32.00 to $40.00 for Jones Beach package and add -- and added taxi fare will be cost about $100. Jones Beach will be losing lots of customers and people will flock to nearby Long Beach, Rockaway Beach in Rockaway Peninsula.

If n88 weekday service cannot be restored, MTA LIRR, NICE Bus and All Island Taxi/All Island Latino taxis round trip when the n88 but does not operate because Jones Beach package is already expensive. In order to restore weekend n27 bus, cut n21 Sunday service and add few trips on n20H to help riders connect with the n27 bus because no one takes the n21 bus. On this past Monday, when I took the 3:05 PM n27 Glen Cove bus, it was extremely crush loaded and at Roslyn Station, some MTA LIRR were forced to take the n27 bus and taxi because fire department activity had suspended Oyster Bay Train service. What happens if LIRR suspends Oyster Bay train service between
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Mineola and Glen St. -- Glen Station, due to impact, due to impatient drivers hit trains at Sea Cliff on Sunday when there is no bus service provided, people will be stranded and this is why reason n27 bus needs to be restored on weekends.

NICE bus and City of Long Beach should work together to fund Sunday service for the n33 bus because the current n33 bus riders are forced to take three buses between Long Beach and Far Rockaway via n15, n4 and n32 bus, n36 should be restored using the smaller bus with the rush hour pilot program. Some of the n20G and n20H riders want direct n20 bus back. If it cannot be restored, have all 8:15 PM weekday n20H Great Neck drivers interline to 9:20 PM n20G Flushing bus, let passenger stay on the bus. Imagine if there was a wheelchair passenger on board the 8:15 PM and the 20H bus and they want to get on the 9:20 PM and 20G bus, it will be painful for both bus drivers and wheelchair passenger.
Lots of bus riders who used to take weekday 8:15 PM and n20H bus becomes 9:20 PM n20G Flushing and with old drivers or new drivers, some passengers get confused which drivers will let passengers stay on the bus for free or pay onboard bus after he changes to Flushing or we have to pay again to take the same bus to Flushing. Some of the articulated bus drivers on the n6/6X are using regular buses because they seem -- they cannot get an articulated bus and lots of riders get confused why those articulated bus drivers using regular vehicles pull in and out from scheduled Artic trip bus stop at Hempstead and Jamaica. This past Monday at 3:01 PM n6X Jamaica articulated bus driver was using regular fleet buses all the time. NICE bus drivers need more layover time, running time and break time. Thank you for your cooperation. Thank you, Mr. Endo.

CHAIRMAN SHRENKEL: Thank you, Miss Falco. Are there any other comments from
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the public to hear?

Since there are no other comments, I guess our main objective here is, I would like someone to make a motion for resolution to approve a modification for the 2017 budget. Would someone move to make that motion?

(Mr. Rosario raises hand.)

CHAIRMAN SHRENKEL: Mr. Rosario. Would someone second it?

MR. DUROSEAU: I second it.

CHAIRMAN SHRENKEL: With that I ask Counsel Littman, why don't you just call roll call and ask for everyone's verbal vote as far as approving the modifications in the 2017 annual plan and budget.

MR. LITTMAN: That's fine, Mr. Chairman. Miss Falco?

MS. FALCO: Yes. I am happy to approve the modified budget.

MR. LITTMAN: Mr. Duroseau?

MR. DUROSEAU: Yes. I approve the budget.
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MR. LITTMAN: Mr. Chairman?

CHAIRMAN SHRENKEL: I approve the budget.

MR. LITTMAN: Mr. Rosario?

MR. ROSARIO: Yes.

MR. LITTMAN: Mr. Watkins-Lopez?

MR. WATKINS-LOPEZ: Yes.

MR. LITTMAN: The vote is unanimous.

CHAIRMAN SHRENKEL: The vote is unanimous, let the record reflect.

Mr. Setzer, would you like to say anything in answer to the public comments? I will give you five minutes.

MR. SETZER: Yes. Thank you.

There are lots of legitimate ideas in Mr. Endo's presentation and in Matt's suggestions. I'm not going to try to respond to them individually except to assure both of them that we hear them and these things go into our process as we are thinking, every quarter we do a fresh pick and we make little tweaks to service and so when we can, we are going to accommodate things. But the general
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comment I would make about this is that what I think they are both telling you is that the cuts we had to do earlier this year hurt and we are forced to do things that we wouldn't do on our own. The service that we are now cutting into is important service. It's heavily used. There's a lot of demand for it. When we can move things around to get a little more productivity, we will, but until there's a lot more funding, I think we are going to have a very, very crowded system. With regard to your comment about the Wi-Fi on the articulated buses, there's no password required, you should be able to log on directly. If you try it again.

MR. KAMPER: I will have to try it another time.

MR. SETZER: Okay, good. That's all I have.

CHAIRMAN SHRENKEL: Thank you, Mr. Setzer.

MR. SETZER: Thank you.
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3 CHAIRMAN SHRENKEL: I believe the
4 committee has concluded the business. I
5 would like someone to make a motion to
6 adjourn the meeting?
7 (Mr. Watkins-Lopez raises his hand.)
8 CHAIRMAN SHRENKEL: Mr. Aaron
9 Watkins-Lopez made a motion. Mr.
10 Rosario, you second that?
11 MR. ROSARIO: I second that.
12 CHAIRMAN SHRENKEL: With that, if
13 everyone agrees, our meeting is adjourned
14 for today. Thank you, everyone, for
15 coming.
16 (Time noted: 5:52 P.M.)
17
CERTIFICATION

I, KATHLEEN ANDERSON, a Notary Public in
and for the State of New York, do hereby
certify:

THAT the foregoing record was taken by me
on the 22nd day of June, 2017 at the aforesaid
time and place, and it is a true and accurate
transcript of my stenographic notes.

IN WITNESS WHEREOF, I have hereunto set my
hand this 11th day of July, 2017.

KATHLEEN ANDERSON