

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

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2 CHAIRMAN SHRENKEL: The meeting will
3 come to order. Welcome everyone to the
4 Nassau County Bus Transit Committee
5 meeting, I'm Sheldon Shrenkel. I'm the
6 chairman of the committee. I'd like to
7 introduce our members and have that act
8 as roll call. To my far left, Mr. Aaron
9 Watkins-Lopez. To my immediate left, Mr.
10 Tony Rosario. On my right, Jean
11 Duroseau. Miss Dawn Falso. And our
12 counsel for the committee, Samuel
13 Littman. Please acknowledge for the
14 record that we have a quorum. And our
15 intent this evening, of course, our
16 objective is to listen to Mr. Setzer's
17 comments and if in agreement with
18 everything, it is to approve a
19 modification for the 2017 Annual Plan and
20 Budget. Thank you, Kathy Anderson, for
21 taking the minutes.

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

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2 that?

3 (All raise hands.)

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

8 We would like to find out old
9 information, new information. We have
10 with us, of course, the CEO of NICE
11 Transportation, Mr. Michael Setzer.
12 Michael, thank you.

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

17 CHAIRMAN SHRENKEL: No.

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

25 The one action item and that is to

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2 modify the 2017 budget based on some
3 funding that's come available since we
4 last met and we will review the quarterly
5 scorecard and there are a couple of other
6 informational items that I would like to
7 alert you to. We will, of course, take
8 as much time to question and comment as
9 you wish, but I will be fairly brief.

10 So let's talk about the 2017 budget
11 and annual plan. If I can take you back
12 to March 30, which is the last time we
13 met when you approved the 2017 budget
14 based on the funding available then in
15 the amount of \$121 million dollars and
16 some change. This is a slide that was
17 actually part of that presentation, we
18 were talking about the things that we
19 still didn't know as of March 30, so this
20 is the same slide except for the banner
21 across the top. We knew that the
22 governor's budget had no increase in
23 STOA. The house budget had a one percent
24 increase in STOA and the senate budget
25 had a two percent increase in STOA, but

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2 it hadn't all been reconciled, so we
3 didn't know which would be the ultimate
4 result and it turned out that it was very
5 close to the two percent increase in the
6 senate budget which provided another \$1.3
7 million dollars in funding available to
8 us, but this was -- budget wasn't
9 approved until after the March 30
10 meeting. We also were very aware that
11 the county legislators were considering,
12 had identified some additional funding
13 and were considering that in the amount
14 of about \$1.5 million and that they
15 believed they could get it, ask NIFA and
16 that also turned out to be the case, but
17 that all occurred after March 30 also.
18 So the fourth bullet point there, we said
19 there is no hope of replacing the \$7
20 million, \$6.8 million that the county had
21 reduced, but there was a good chance of
22 between \$2 and \$3 million and that turned
23 out to be -- although an educated guess,
24 but it turned out to be right, \$2.8
25 million more in funding that came about

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2 since you approved the budget, so the
3 purpose of today's meeting is to just
4 catch the budget up to the funding that's
5 now available.

6 Another unknown was that, on the
7 expense side, we had just begun labor
8 contract negotiations then, we are just
9 about finished with labor contract
10 negotiations right now. I think it would
11 be inappropriate to say very much about
12 that, because it's still in process and
13 we want to permit the union to carry out
14 its communications with its members, and
15 not interfere with that in any way, but I
16 will just tell you that the budget
17 forecast included an educated guess about
18 that and that's going to turn out to be
19 about right too, so there's no cause for
20 -- we won't be calling you back and say,
21 oh, no, we have a crisis. I am fairly
22 comfortable telling you that. So the
23 other thing we had at the June 30th
24 meeting, thinking that there were likely
25 to be additional funding, we asked you to

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2 approve the elimination of ten routes and
3 reductions greater than 25 percent
4 threshold reductions in four more routes,
5 but said we would hold on three of those
6 route eliminations in hopes that
7 additional funding would appear, and
8 that, in fact, is what happened, so on
9 April 9, this was the slide you looked at
10 March 30 also, on April 9 there are seven
11 routes that are listed under route
12 elimination were, in fact, eliminated.
13 The four that are under route reductions
14 were reduced, and the three that were
15 saved, in the lower right-hand, the n19,
16 n57 and the n78/79 were continued as of
17 April 9 and continue to today. So the
18 operation that's in place today is
19 consistent with the increased budget,
20 assuming that you make that so, in fact
21 all you're doing is catching the budget
22 up to the funding, there are no further
23 operating decisions to be made. We can
24 maintain this level of service for the
25 remainder of the year based on the

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2 funding that's available. So let me just
3 update briefly the budget numbers. The
4 budget we are asking you to approve, to
5 modify today, is in the amount of
6 \$124,387,634, that number in the lower
7 right-hand corner and that compares to
8 last year's budget of \$130,525,000. So
9 it's still a reduction, it's just not a
10 deeper reduction that you approved on the
11 30th of March.

12 A couple of high points on this, if
13 you look at the first line under Source
14 of New York State Operating Assistance,
15 last year is \$66.6 million, this year
16 it's \$66.9 million, that's the
17 million-three, the two percent increase
18 in the STOA program. The next line stays
19 the same, that's the minimum requirement
20 that the county has to provide in order
21 to invest in the local match with the
22 STOA program. That stays the same. It's
23 the next line where a lot happens. In
24 2016 that line was \$6.8 million dollars.
25 As of March 30 it had gone to 0, and

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2 since March 30, last time we met, it has
3 gone up by one and a half million, that's
4 the funding that legislators found and
5 approved and persuaded NIFA to approve
6 also, so that money, as well as the
7 additional STOA amount, \$2.8 million
8 dollars total is now available to us
9 officially and has been appropriated.
10 The one other line you might want to pay
11 attention to, the second last line,
12 passenger revenue, you see that going
13 down significantly by \$2,000,000, and
14 that's what happens when you cut service.
15 That's mostly the result of the service
16 cut, and as we all, I think, can agree, I
17 think service is the worst way to balance
18 the budget, because you have to cut even
19 deeper because you also now are throwing
20 away revenue because now we are cutting
21 into some fairly good service, I hope we
22 don't have to do that again, but that's
23 the effect. A little bit of that effect
24 is also bus ridership nationally is down
25 by a few percent, probably cheap gas,

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2 probably improving economy, probably Uber
3 and Lyft, and maybe some other factors
4 too, but mostly that's the effect of
5 reduced amount of service. You will see
6 the hour reduction here in just a moment.
7 So that's the funding side. This is the
8 expense side. This equates to the \$124
9 million dollar budget and as we always
10 recognize on this slide, most of our
11 costs are people costs, the biggest wedge
12 there, the light blue one, \$37 million,
13 that's driver wages, going around
14 counterclockwise, the orange slice is
15 mechanic wages, the gray slice is all
16 other wages and salaries here and the
17 yellow slice are fringe benefits for all
18 three of those groups. There's
19 two-thirds of the budget there. And
20 that's the case every year and that's the
21 case throughout our industry. Here's a
22 comparison by accounts between the last
23 years's budget 130 million-5 and this
24 year's of \$124 million, see operator
25 wages going down, that's reduced service,

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2 the total work force has fallen. We had
3 some layoffs, we also had tried to
4 anticipate by letting attrition, by not
5 replacing drivers, normal attrition took
6 place. Maintenance wages stayed the same
7 because we are still struggling to bring
8 this fleet up to where it should be.
9 Other wages go down a little bit, we had
10 some layoffs, we eliminated the IT
11 department. The big difference was in
12 the fuel and lubricants line and that --
13 you might remember was actually several
14 different things, we took advantage of
15 some very good pricing, locked in some
16 pricing. We had an opportunity at that
17 time. We also applied some fuel tax
18 rebate funds that were available to the
19 fuel lines, so that's the big difference,
20 that's also the result of fewer miles.
21 And one other thing I draw your attention
22 to is the utility line, you can see that
23 going down a bit. Remember part of the
24 plan to balance the budget was to
25 consolidate two fixed routes bus garages

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2 into one. We closed the Rockville Centre
3 garage. That showed up in utilities line
4 as in several other lines, that's part of
5 the decline in wages and other wages
6 particularly, we reduced some head count
7 by having one facility instead of two.
8 Two other ones I want to draw your
9 attention to, down here near the bottom,
10 corporate overhead. In the past we have
11 charged five percent for corporate
12 overhead. This is for Transdev corporate
13 overhead. And when the audit came in, it
14 had always been above five percent for
15 actual, we just left it at five percent.
16 This past, recently we got the audit for
17 2016, our corporate overhead had actually
18 gone down to 4.6 percent, this represents
19 a smaller budget, but it also represents
20 a 4.6 percent overhead charge instead of
21 five, so our practice going forward will
22 be five percent, four, last year actual,
23 whichever is lower and the last line gets
24 some attention, is margin at risk or
25 profit before taxes. That goes down just

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2 because, that's five percent, that goes
3 down just because the total budget goes
4 down, so that's how you get to the
5 124,387,634 number and that's the one
6 that we are asking you to modify the
7 budget to respond with. A couple of
8 other results of that, so when you turn
9 that into monthly and hourly rates, our
10 monthly fixed fee goes down, that's one
11 garage instead of two. Our fixed route
12 variable rate goes up by one percent.
13 Consider that their wages are going up
14 more than that, and other expenses are
15 going up more than that. Those are the
16 result of those other kinds of reduction
17 that we were able to put in place. One
18 percent is pretty good in a labor
19 intensive business like ours. Paratransit
20 rate goes up by two percent, that's
21 because of the diesel fuel, most of the
22 effects of fuel was in natural gas and
23 that's what we use in fixed route. So
24 both of those are very modest rates of
25 increase, lower than the rate of

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2 inflation and lower than the change in
3 our wage rates. When you convert that
4 into service hours. Service hours are
5 hours a bus is in service, available to
6 the public, so it's basically when it
7 goes out that gate, in service, until it
8 comes back in that gate in service, so
9 it's not training miles or road testing
10 miles or things like that. Last year we
11 ran 872,886 hours in fix route buses.
12 This year, based on this budget, we will
13 run 806,412 hours. In paratransit we'll
14 run almost virtually the same amount and
15 that's because you probably remember
16 paratransit is operated under the
17 Americans with Disabilities Act, so every
18 eligible request for service from an
19 eligible customer must be met. So we are
20 expecting almost exactly the same amount
21 of service. We didn't plan on any
22 reductions in paratransit service. So
23 those are the high points of the budget.
24 Again, we are asking that you approve the
25 budget in the amount of \$124,786,634 and

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2 that's all that we are asking you to do,
3 that would catch the budget up to the
4 available funding and allow us to
5 maintain today's level of service. So
6 let's pause here and questions or
7 comments or anything I can respond to?

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

11 MR. SETZER: Okay. There are two
12 other items then. Each quarter we review
13 the contractually required performance
14 indicators, which there are eight. Three
15 of them are in fixed route and five in
16 paratransit. This refers to the first
17 quarter of the year, January, February
18 and March, so in fixed route, the goals
19 for on-time perform is 70 percent, we
20 actually did quite well at 74 percent.
21 During the first quarter, if you recall,
22 the liquidated damages and incentives
23 clause in the contract so that if it is
24 more than five percent or ten percent,
25 it's ten percent, right, five percent or

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2 ten percent, I forget what it is, but
3 whatever it is, I think it's five
4 percent, if we are more than five percent
5 better than goal, we get a \$5,000
6 incentive except it's paid in credits,
7 not in cash. And if we are less, if we
8 are five percent worse than goal, we owe
9 the county \$5,000, so on-time performance
10 we actually exceeded the goal enough to
11 earn an incentive payment of 5,000 and in
12 missed pullouts, we were within that
13 range, so there's no damages or
14 incentive. And then accidents per
15 hundred thousand miles, this is why I'm
16 very pleased about. The first quarter of
17 this year, we did better on safety and
18 fixed route than we've ever done before.
19 Significantly better than the goals,
20 significantly better than any other year.
21 We've been working hard on safety and
22 fixed route and I think you are seeing
23 some of the efforts of the staff to
24 reduce the number of accidents. When I
25 talk about accidents here, I'm talking

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2 about what we call preventable accidents
3 which doesn't mean serious accidents. It
4 doesn't mean a collision, it doesn't
5 necessarily mean anything more than a
6 brushed mirror or in the case of
7 paratransit, we actually had one where
8 preventable accident was backing the
9 vehicle into a shrub, no injuries, no
10 damage, but it is still the kind of
11 negligence that can lead to serious
12 accidents, so that's what preventable
13 accidents mean here, so it's any
14 accident, any kind of negligence that
15 could have been prevented whether it's
16 serious or not. Fortunately, in the
17 first quarter, none of these accidents
18 were serious, none of them are things
19 that result in injuries or serious damage
20 to property or vehicles. Nonetheless,
21 they were preventable and so we're
22 charged with them. In paratransit then
23 we didn't make our goal for calls
24 answered, we had some staffing issues,
25 some equipment issues. 90 percent of the

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2 calls are supposed to be answered and we
3 only hit 76 percent, so we get charged
4 with liquidated damages for that in the
5 amount of 5,000, so that's getting better
6 now, but that was not good performance.
7 On time performance we had a good
8 quarter. 82 percent versus a goal of 70.
9 On missed pullouts we had a few because
10 of equipment issues during the first
11 quarter, but still in the range that
12 neither damages nor incentives paid. So
13 the good news, on fixed route with safety
14 was completely offset in paratransit. We
15 missed our goal significantly. The goal
16 is 1.2 preventable per one hundred
17 thousand miles, we had 1.56. I'm not
18 sure it's the worst quarter we've had,
19 but it's one of the worst quarters we've
20 had in the paratransit. Again, these are
21 not serious accidents, these are mostly
22 -- almost all of our accidents in
23 paratransit, we were not paying enough
24 attention to clearance around the
25 vehicle, so it's backing into something

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2 or brushing something with the side of
3 the bus. Not involving injuries, but it's
4 the kind of negligence that could involve
5 injuries, so we owe the county 5,000 for
6 that. And then lastly, productivity per
7 passenger hour, 1.3 passengers per hour
8 is the goal, we had 1.37, a little
9 better, but not enough to trigger either
10 -- to trigger an incentive. So we earned
11 10,000 in fixed route, but we lost 5,000
12 in paratransit, so net 5,000, that's --
13 it's not a cash payment, it's credit that
14 we put in our account that we can use to
15 pay liquidated damages in the future.
16 That's the scorecard for the first
17 quarter. We will do this again at our
18 next meeting for the second quarter.

19 Any questions or comments about
20 this?

21 (No response.)

22 MR. SETZER: Okay. The rest of this
23 should be easy. The last several
24 meetings we've had, you've been asked to
25 do some very difficult things, and we --

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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

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2 are visually impaired, making sure that
3 you are getting on the right bus is a
4 challenge. Now you can use this app to
5 get you to the bay where the bus that
6 you're looking for is, or to get to the
7 ticket vending machine or to get to the
8 restrooms or to get to the office, if you
9 need to talk with one of our staff.
10 First place it's been, first place this
11 app was converted to a transit
12 application is here in Nassau County.
13 Jack Khzouz, it was one of his ideas, so
14 we are very proud of this, I think it is
15 going to be very helpful to some of our
16 most important customers. I also want to
17 talk about -- well, this thing just froze
18 up on me. I'm sorry. I will just take a
19 second to get back.
20 So the next one was, remember we
21 talked about, as part of the budget
22 balancing process, we closed the
23 Rockville Centre garage and consolidated
24 everything into this facility. We had
25 some concerns about whether we were going

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2 to be able to really do that effectively.
3 You might have noticed we modified the
4 parking lot, the islands with the grass
5 and trees are gone. That's all parking.
6 We've been able to provide sufficient
7 parking for all of our employees. It is
8 pretty hard to find a spot at eight in
9 the morning, but there are just enough
10 there for us, and we had to redesign a
11 lot of the work flow within the facility,
12 but it actually turned out to be a very
13 good thing. This to how I equate it to
14 when you finally clean out your closets,
15 I don't know how your housekeeping is
16 like, but when I finally clean out my
17 closet, it's much more orderly and I say,
18 you know, I should have done this a long
19 time ago. It's turned out to be a good
20 thing. The one thing we are still
21 waiting on is the new compressed natural
22 gas pumps are not fully functional yet,
23 when that's finished and that's in the
24 next couple of weeks, then our workflow
25 will be even better through here, but I

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2 am happy to report that we have been able
3 to really successfully accommodate the
4 whole fixed route operation in one
5 facility. Remember we saved about a
6 million and a half in nonservice costs by
7 squeezing two facilities into one. For
8 awhile Rockville Centre was -- didn't
9 have any regular bus operations, but by
10 chance it turns out that it becomes very
11 valuable to the MTA, you know, they are
12 having some issues with the railroad this
13 summer and in a few weeks they are going
14 to deploy some direct buses into -- from
15 train stations in Nassau all the way into
16 Manhattan, so they are going to use
17 Rockville Centre as a staging place for
18 that. We have 30 to 40 buses stored
19 there, so it's back in service now as a
20 regular transit facility. Just by the
21 county really provided it, we didn't have
22 much to do with it, but it turns out that
23 it's been a good thing. The one thing we
24 have been able to do to assist with this,
25 is that you may know the MTA is

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2 implementing some ferry service from Glen
3 Cove into Manhattan, so we were able to
4 the extend the n27 all the way to the
5 ferry, the ferry dock without adding
6 anything. There was enough play in the
7 schedule that we could extend it a little
8 further, don't need any more buses, don't
9 need any more operators, but we were able
10 to connect people to the ferry terminal,
11 so I'm hoping that will be one way to
12 help. It would be nice if we could do
13 more, but we can't, we're not allowed by
14 the federal government to have extra
15 buses and we don't have extra drivers, so
16 there's very little we can do to step up,
17 and by the way, the railroad asked all
18 the operators on the island and that was
19 essentially the answer from all of us,
20 that none of us had spare capacity that
21 we could apply to help them out with the
22 temporary issues with the railroad except
23 for this. This is what we were able to
24 do. We also modified beach service this
25 summer to weekends only. This was part

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2 of the cutback program. Last year we had
3 weekdays and weekends, but we've been
4 able to sustain it on weekends and when
5 the weather is great, it's very popular.
6 That takes me to my next subject. In
7 April we deployed the first five
8 articulated buses that have been in
9 service in Long Island for a long time.
10 Many, many years ago there were some, but
11 we just bought five and put them in
12 service, during the week, Monday through
13 Friday, they are on the n6 which is our
14 heaviest route. That extra capacity is
15 very welcome on the n6, I think we've
16 commented before that sometimes we have
17 to pass people up on Hempstead Turnpike
18 because they just can't get on the bus,
19 so this has been effective there and it
20 is very welcome by the passengers. We
21 would actually like to do some more of
22 this because there is a great deal of
23 demand there. We had to figure out to
24 operate without backing up. Hempstead
25 Transit Center or the Jamaica bus

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2 terminal, the other end of the 6, you
3 pull in and back out, you can't back
4 these out, so we had to develop a work
5 around by doing the warning and the
6 lighting on the street, but we have been
7 able to do that very effectively in
8 Jamaica with the cooperation of the MTA
9 and New York City DOT. On weekends that
10 we use them on the beach, I think we
11 might have set a record on Memorial Day
12 when we got 120 people on one of these
13 buses, it was loading at the beach,
14 coming back to Freeport. We would like
15 to buy some more and we will be looking
16 for opportunities to do that, and add
17 more to those heavy lines. It's a great
18 way to add capacity without adding very
19 much expense. These were also purchased
20 with fuel tax rebate funds, so we didn't
21 use any of Nassau County's capital funds,
22 federal and state capital funds provided
23 this. This is a rebate that we get
24 because we used an alternative fuel,
25 compressed natural gas is a federal tax

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2 rebate, so what we've done with it is
3 used it to do some of these innovative
4 programs that we can't fund out of the
5 regular budget and we can't really fund
6 it in advance because it's funds that
7 need congressional approval every year,
8 so we never know for sure if it's going
9 to be there when we do the budget, so
10 this is some of last year's dollars that
11 we used to buy these buses. Another use
12 for those fuel tax rebate funds was a
13 million and a quarter to fund Everyone
14 Rides NICE. Everyone Rides NICE is a --
15 not -- a 501c3 nonprofit corporation,
16 whose mission is to provide free
17 MetroCards to individuals who, for whom
18 the cost of transportation is a big deal.
19 There's a barrier to accessing service.
20 The way this works is that we partner
21 with United Way of Long Island and they
22 actually manage the program for us. They
23 qualify, the distribution is through,
24 right now there are six agencies, six
25 social service agencies that are in touch

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2 with different populations for whom this
3 is an important benefit, so United Way
4 helps us qualify those agencies and
5 actually handles the distribution, the
6 physical distribution and the
7 record-keeping, so we started
8 distributing free MetroCards in March.
9 Today 36,000 have been distributed
10 through six agencies, the agencies are
11 delighted because it means that their
12 customers, their clientele can access the
13 services the agencies supply without
14 having to spend any of their budget or
15 their clients' budget on transportation,
16 so it's a very useful way to provide
17 access to people. We are pleased to be
18 able to do that. The foundation has a
19 seed funding of a million and a quarter,
20 we are trying to spread that over a few
21 years and shortly we will begin some
22 fundraising activities so that that
23 process can grow and be sustained over
24 many years.

25 Lastly, Games For Physically

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

23 The last thing, the last update is
24 we talked to you about trying to use
25 taxis to see if we could provide, stretch

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2 the county's dollars a little further
3 using taxis for Able-Ride. We have done
4 about a thousand trips, this is
5 completely voluntarily on the part of
6 individuals. A person who is not in a
7 wheelchair, since most of these taxis are
8 not wheelchair accessible, when they book
9 their trip, we may offer them, would you
10 rather have a cab, some are very pleased
11 to have a cab, some are very opposed to
12 it and they want their regular Able-Ride
13 van, so we've provided about a thousand
14 trips so far this year. This is really a
15 pilot to see how -- to see if it can save
16 money. So far it's neutral, it's not
17 costing us anything, but it's not saving
18 us anything either. We are going to keep
19 it going. We were going to go through
20 July and then do an assessment, we would
21 rather keep going through September and
22 see if there are ways that we can make
23 this a little more effective in terms of
24 saving money. If we can save some --
25 spend some -- provide some trips at a

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2 lower cost then the county dollars go a
3 little bit further. We are also
4 learning, ourselves, as to how to use
5 this and we may come up with some other
6 methods for -- to using alternatives to
7 Able-Ride vans.

8 That's all I have to report on.

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

11 MR. SETZER: I wasn't planning to.
12 I just like to include that, this a
13 reminder of the roller coaster, as we
14 call it. You can see -- that's what
15 drives us to the things that you had to
16 deal with in March, we had recommended
17 and you had to deal with. We are trying
18 to have every willing listener take a
19 look at this, particularly elected
20 officials, so that they understand that
21 what the effects of that roller coaster
22 and that that's what causes the very
23 unfortunate things that we had to do
24 earlier this year and last year.
25 Hopefully, we could get back something

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

13 CHAIRMAN SHRENKEL: You don't want
14 to give yourself a final plug on the page
15 after?

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

22 CHAIRMAN SHRENKEL: Any questions
23 from committee members? Mr. Lopez?

24 MR. WATKINS-LOPEZ: What other
25 agencies aside from United Way does

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2 Everyone Rides NICE work with?

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

7 UNKNOWN SPEAKER: That's the main
8 ones.

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

12 UNKNOWN SPEAKER: It is on the
13 website.

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

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

23 MR. SETZER: Well, the earned, the
24 Everyone Rides NICE Foundation only to
25 those agencies. We do sell MetroCards to

1 6/22/17

2 HHS, for instance.

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

7 MR. SETZER: Yes.

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

20 MR. SETZER: There is no extra
21 training being done for the cab companies
22 other than whatever they do. We don't
23 provide any, because we don't know which
24 operators, taxi operators is going to be
25 called on, which taxi driver is going to

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1
2 be called on. When we get a request from
3 a customer, when he says, yeah, I would
4 like to use the taxi instead, we transfer
5 that and then they dispatch, All Island
6 dispatches it through whoever they --
7 just as they would for any other ride and
8 we provide a voucher that helps subsidize
9 the ride or that does subsidize the ride.

10 MR. WATKINS-LOPEZ: Thank you.

11 MR. SETZER: You're welcome.

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

17 MR. SETZER: All trips?

18 MR. KHZOUZ: It will be peak trips
19 in the AM and PM. We're waiting to
20 actually finalize the schedule until the
21 Long Island Railroad with the ferry
22 service, finalizing their schedule, they
23 have not yet, so as soon as they do, we
24 will coordinate as well as we can with
25 our service.

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2 MS. FALCO: Do you plan on that
3 starting July 10?

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

6 MS. FALCO: Thank you.

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

25 MR. KHZOUZ: That remains to be seen

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

14 MR. WATKINS-LOPEZ: How things pan
15 out.

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

18 CHAIRMAN SHRENKEL: Thank you, Mr.
19 Setzer.

20 MR. SETZER: Thank you.

21 CHAIRMAN SHRENKEL: At this time the
22 committee will receive and listen to
23 public comments. Again, we follow the
24 rules of time limit, three minutes. So
25 if anything is going to exceed three

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2 minutes, before you come up, take a
3 minute to think about what you want to
4 say and how you are going to say it
5 within three minutes and get the
6 important points that you're trying to
7 get across.

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

14 MR. KAMPER: Okay. Good afternoon,
15 Committee Members. My name is Matt
16 Kamper and I'm a frequent bus rider who
17 relies a lot on the n16 to get to 60
18 Charles Lindbergh Boulevard and I notice
19 when I connected at Hempstead Transit
20 Center on Mondays and Wednesdays, the
21 9:31 bus particularly, in the morning,
22 they -- the bus is -- there's an absolute
23 long line and there's a lot of people,
24 especially who use it to get to Nassau
25 Community College, and I notice this on

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1
2 the schedule, the n35 between, like
3 between, somewhere between 8:45 AM and
4 10:15, two straight buses terminate at
5 Hempstead Transit Center and it causes a
6 lot of the bus, the buses that I take to
7 become crowded, that the driver has to
8 skip over some stops between Hempstead
9 and 60 Charles Lindbergh Boulevard
10 because the bus is full. I'm trying to
11 figure out, I understand the money
12 situation, but I don't know if there's
13 any way that you can possibly, in the
14 interim maybe, instead of having the two
15 buses between 8:45 and like 10:15
16 terminate at Hempstead Transit Center,
17 maybe wait until the midday hours between
18 noon and 1:30, and terminate those two
19 buses at Hempstead and then have the
20 other two or even one bus maybe extended
21 to like Westbury or to Roosevelt Field at
22 least to -- at least keep the
23 overcrowding from going, you have to be
24 forced onto the n16 and people have to be
25 forced to maybe be skipped over, and the

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2 other thing is I was on the articulated
3 buses and I notice the Wi-Fi system, I
4 thought there was Wi-Fi, but I notice
5 there's encrypted, I understand with
6 security reasons, but I do not understand
7 why there's no signage to say what the
8 password is, so customers can know what
9 the password and can log onto the Wi-Fi
10 without having to use their signal to use
11 the internet and their apps and
12 everything. Thank you so much.

13 MR. WATKINS-LOPEZ: Thank you.

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

22 Is there anyone else who wants to
23 address the committee?

24 Mr. Endo, okay. Mr. Endo, if you
25 don't mind, as usual you will give us

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2 your handout and you will introduce
3 yourself, and I guess we will have Miss
4 Falco read the comments today.

5 MR. WATKINS-LOPEZ: That's good.

6 MS. FALCO: Sure.

7 CHAIRMAN SHRENKEL: Mr. Endo just
8 introduce yourself at the podium. Mr.
9 Endo, and tell us who you represent
10 again.

11 MR. ENDO: My name is Yuki Endo. A
12 resident of Jackson Heights, Queens and
13 member of Long Island Bus Riders Union.

14 CHAIRMAN SHRENKEL: Okay. And you
15 depend on the MTA and NICE bus system.
16 We are going to ask Miss Falco to read
17 your comments you've written to the
18 committee. And do we have an extra one.
19 You have it, okay, thank you.

20 Miss Falco, would you mind reading
21 the comments on behalf of Mr. Endo?

22 MS. FALCO: Sure. My name is Yuki
23 Endo, the resident of Jackson Heights,
24 Queens and member of Long Island Bus
25 Riders Union. I depend on MTA, NICE bus.

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2 After service cut on Wednesday, excuse
3 me, after service cut on weekend n27 bus
4 and Sunday n21 bus service, Glen Cove and
5 Sea Cliff has lost lots of business
6 because there are no bus or Able-Ride
7 service on Sunday service which I took
8 proof of video when I hiked up n27 route
9 from Sea Cliff to Glen Cove on Sunday,
10 April 9th and after walking back to Glen
11 Cove station, four girls were waiting for
12 n27 bus for over 90 minutes because they
13 were not aware of change. There's a
14 noted website on YouTube.
15 www.youtube.com/watch?yZ09273PluWw.

16 Also cutting Monday through Thursday
17 summer n88 Jones Beach service is a huge
18 mistake because many people will not read
19 the sign there, will be no n88 bus during
20 weekday and taxis cost about \$26.00 per
21 person. \$32.00 with two people for both
22 All Island Taxi and Taxi America. NICE
23 bus, MTA LIRR NIFA, Jones Beach, Jones
24 Beach Hotel should work together to
25 provide funding to restore n88 bus

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2 weekday because Jones beachgoers already
3 spend \$32.00 to \$40.00 for Jones Beach
4 package and add -- and added taxi fare
5 will be cost about \$100. Jones Beach
6 will be losing lots of customers and
7 people will flock to nearby Long Beach,
8 Rockaway Beach in Rockaway Peninsula.

9 If n88 weekday service cannot be
10 restored, MTA LIRR, NICE Bus and All
11 Island Taxi/All Island Latino taxis round
12 trip when the n88 but does not operate
13 because Jones Beach package is already
14 expensive. In order to restore weekend
15 n27 bus, cut n21 Sunday service and add
16 few trips on n20H to help riders connect
17 with the n27 bus because no one takes the
18 n21 bus. On this past Monday, when I took
19 the 3:05 PM n27 Glen Cove bus, it was
20 extremely crush loaded and at Roslyn
21 Station, some MTA LIRR were forced to
22 take the n27 bus and taxi because fire
23 department activity had suspended Oyster
24 Bay Train service. What happens if LIRR
25 suspends Oyster Bay train service between

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2 Mineola and Glen St. -- Glen Station, due
3 to impact, due to impatient drivers hit
4 trains at Sea Cliff on Sunday when there
5 is no bus service provided, people will
6 be stranded and this is why reason n27
7 bus needs to be restored on weekends.
8 NICE bus and City of Long Beach should
9 work together to fund Sunday service for
10 the n33 bus because the current n33 bus
11 riders are forced to take three buses
12 between Long Beach and Far Rockaway via
13 n15, n4 and n32 bus, n36 should be
14 restored using the smaller bus with the
15 rush hour pilot program. Some of the
16 n20G and n20H riders want direct n20 bus
17 back. If it cannot be restored, have all
18 8:15 PM weekday n20H Great Neck drivers
19 interline to 9:20 PM n20G Flushing bus,
20 let passenger stay on the bus. Imagine if
21 there was a wheelchair passenger on board
22 the 8:15 PM and the 20H bus and they want
23 to get on the 9:20 PM and 20G bus, it
24 will be painful for both bus drivers and
25 wheelchair passenger.

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2 Lots of bus riders who used to take
3 weekday 8:15 PM and n20H bus becomes 9:20
4 PM n20G Flushing and with old drivers or
5 new drivers, some passengers get confused
6 which drivers will let passengers stay on
7 the bus for free or pay onboard bus after
8 he changes to Flushing or we have to pay
9 again to take the same bus to Flushing.
10 Some of the articulated bus drivers on
11 the n6/6X are using regular buses because
12 they seem -- they cannot get an
13 articulated bus and lots of riders get
14 confused why those articulated bus
15 drivers using regular vehicles pull in
16 and out from scheduled Artic trip bus
17 stop at Hempstead and Jamaica. This past
18 Monday at 3:01 PM n6X Jamaica articulated
19 bus driver was using regular fleet buses
20 all the time. NICE bus drivers need more
21 layover time, running time and break
22 time. Thank you for your cooperation.
23 Thank you, Mr. Endo.

24 CHAIRMAN SHRENKEL: Thank you, Miss
25 Falco. Are there any other comments from

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2 the public to hear?

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

9 (Mr. Rosario raises hand.)

10 CHAIRMAN SHRENKEL: Mr. Rosario.

11 Would someone second it?

12 MR. DUROSEAU: I second it.

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

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

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

23 MR. LITTMAN: Mr. Duroseau?

24 MR. DUROSEAU: Yes. I approve the
25 budget.

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2 MR. LITTMAN: Mr. Chairman?

3 CHAIRMAN SHRENKEL: I approve the
4 budget.

5 MR. LITTMAN: Mr. Rosario?

6 MR. ROSARIO: Yes.

7 MR. LITTMAN: Mr. Watkins-Lopez?

8 MR. WATKINS-LOPEZ: Yes.

9 MR. LITTMAN: The vote is unanimous.

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

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

15 MR. SETZER: Yes. Thank you.

16 There are lots of legitimate ideas
17 in Mr. Endo's presentation and in Matt's
18 suggestions. I'm not going to try to
19 respond to them individually except to
20 assure both of them that we hear them and
21 these things go into our process as we
22 are thinking, every quarter we do a fresh
23 pick and we make little tweaks to service
24 and so when we can, we are going to
25 accommodate things. But the general

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2 comment I would make about this is that
3 what I think they are both telling you is
4 that the cuts we had to do earlier this
5 year hurt and we are forced to do things
6 that we wouldn't do on our own. The
7 service that we are now cutting into is
8 important service. It's heavily used.
9 There's a lot of demand for it. When we
10 can move things around to get a little
11 more productivity, we will, but until
12 there's a lot more funding, I think we
13 are going to have a very, very crowded
14 system. With regard to your comment
15 about the Wi-Fi on the articulated buses,
16 there's no password required, you should
17 be able to log on directly. If you try
18 it again.

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

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

23 CHAIRMAN SHRENKEL: Thank you, Mr.
24 Setzer.

25 MR. SETZER: Thank you.

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2 CHAIRMAN SHRENKEL: I believe the
3 committee has concluded the business. I
4 would like someone to make a motion to
5 adjourn the meeting?

6 (Mr. Watkins-Lopez raises his hand.)

7 CHAIRMAN SHRENKEL: Mr. Aaron
8 Watkins-Lopez made a motion. Mr.
9 Rosario, you second that?

10 MR. ROSARIO: I second that.

11 CHAIRMAN SHRENKEL: With that, if
12 everyone agrees, our meeting is adjourned
13 for today. Thank you, everyone, for
14 coming.

15 (Time noted: 5:52 P.M.)

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C E R T I F I C A T I O N

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



KATHLEEN ANDERSON