

NASSAU COUNTY
BUS TRANSIT COMMITTEE
MEETING

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

September 28, 2017
6:00 PM

BEFORE: SHELDON SHRENKEL, CHAIRMAN

COMMITTEE MEMBERS PRESENT:

SAMUEL LITTMAN, ESQ.
JEAN DUROSEAU
LIVIO TONY ROSARIO
DAWN FALCO
KATHY COMERFORD

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2 CHAIRMAN SHRENKEL: Good evening.
3 Welcome to the Nassau County bus transit
4 committee. I'm Sheldon Shrenkel. I'm
5 chairman of the committee. I would like
6 to introduce our members and act as a
7 roll call. To my immediate left is Dawn
8 Falco and this is Kathy Comerford to my
9 far left. Jean Duroseau, Tony Rosario
10 and counsel for the board, Mr. Sam
11 Littman (Indicating).

12 Our agenda today, before I get to
13 that, I would like to take an
14 acknowledgement of receipt of a
15 transcript from the meeting held on June
16 22, with a show of hands if everyone
17 received it.

18 (All raise hands.)

19 CHAIRMAN SHRENKEL: Miss Anderson,
20 note in the minutes accordingly, everyone
21 has received it.

22 Our agenda today is we are going to
23 hear a presentation from the CEO of NICE
24 Transportation, Michael Setzer. After
25 that we will follow up with public

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2 comments. The rules generally are, we
3 keep our comments to three minutes per
4 person, you come up to the podium and
5 identify yourself or whether you're
6 representing an organization and in some
7 cases, we can get an answer to your
8 question and in other cases, the comments
9 get noted as part of the public hearing.
10 I would also like to request that
11 everyone, if you have not done so, please
12 turn your phones off to a silent mode.
13 With that I would like to introduce
14 chairman, CEO of NICE Transportation, Mr.
15 Michael Setzer.

16 MR. SETZER: Good evening. Thank
17 you, Mr. Chairman. Good evening to the
18 committee.

19 This evening we have a pretty
20 economical agenda and I am happy to tell
21 you we are not going to ask you to do
22 anything difficult, unlike the last
23 several meetings we had. We have no
24 action items that will ask for your
25 action. We do have several information

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2 items, some that are regular ones and
3 some that are special reports. I always
4 like to give you, at the September
5 meeting, to give you sort of a look ahead
6 to what next year's budget looks like
7 based on what we know today, and what we
8 know today will change over time. Let me
9 work up from the bottom on this one.
10 Right now we have a deficit of about
11 \$2,000,000 between that figure of 132
12 million which represents our estimated
13 cost for maintaining exactly the same
14 service as today for a full 12 months in
15 2018, and the line above that is 130
16 million, that's what we can identify as
17 available revenue as of right now.

18 We have some water here.

19 (Pause)

20 MR. SETZER: So right above that the
21 130 million, that represents what we know
22 about available revenues for next year as
23 of today. And as I am sure you remember
24 from previous years, a lot of things
25 change. A lot of things will be

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2 different than what we know today. If I
3 can just take you through it very
4 briefly. There's only a couple of points
5 in that column that are worth your
6 attention. If you look at the top line,
7 New York State Operating Assistance,
8 which you remember is half of our budget,
9 as of right now we are making, for
10 purposes of this, we are making
11 assumptions that there won't be an
12 increase. Last year there was an
13 increase of a million-three, so that
14 could very well go up, but there's, since
15 the legislature is not even in session at
16 this point, we are just using a very
17 conservative assumption there, so the two
18 million dollar deficit assumes that
19 nothing happens, nothing is added in
20 Albany and so it's a pretty conservative
21 assumption, but for purposes of what we
22 are doing right now, I think that's a
23 reasonable thing to do. The second line,
24 the required STOA match, that's the same
25 as last year because it's required. The

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2 third line is really the big story here
3 for right now. The county budget, which
4 at this point is the administration's
5 recommendations to the legislature, has
6 \$7.3 million dollars in discretionary
7 county funding. That's a bigger amount
8 than we've seen in a long time. There
9 are several steps. The legislature will
10 act on this budget in October, if they
11 meet their own budget schedule, so that
12 could change in the legislature and then,
13 if you recall, then it goes to NIFA.
14 Last year it went to NIFA twice, went to
15 them, sent it back, went to them again,
16 more cuts were made, so there are several
17 steps still to go. This is just the
18 first step, but nonetheless it starts out
19 at a much more favorable amount than we
20 saw last year certainly, so that's good
21 news and let's hope that persists
22 throughout the whole process. The next
23 three lines are federal, no change in
24 those. Passenger revenue, you see that
25 goes down a little bit, and that goes

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2 down, it's a combination of two things.
3 There was a little fare increase last
4 spring, but we also, in April, cut a lot
5 of service. Remember we cut almost ten
6 percent of the platform hours, so when
7 you cut service you also lose fare box
8 revenue, so the two just about offset
9 each other, so in the end there is just a
10 very small difference in the fare box
11 revenue. Nonuser revenue, that's
12 advertising, also at this point, stays
13 the same. So there are some pretty
14 conservative assumptions here. If the
15 county budget, if the administrative
16 recommendation holds and that's what the
17 final budget is like, then we have a much
18 more manageable challenge than we did
19 last year. At the end of last year, that
20 \$2,000,000 number, as we look forward,
21 last year after NIFA, that was 12
22 million, so this is much more, it would
23 be nice if it was 0, but it's a much more
24 comfortable, manageable thing. The other
25 thing I would like to point out, there

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2 are things we could do last year, like
3 close a garage, that we can't do again,
4 that will still be a little bit of a
5 challenge. For September, 6 months
6 before you have to act on a budget, it's
7 not a bad place to be.

8 Any questions about that? This is
9 all just a forecast. Any questions?

10 CHAIRMAN SHRENKEL: So the 7335 is a
11 plug number?

12 MR. SETZER: Yes, it's the
13 administration's recommendation to the
14 legislature. It's not a plug number,
15 it's an actual number that's in the
16 administrative budget. That was the
17 Nassau County legislature, so it's real,
18 but it's subject to change.

19 CHAIRMAN SHRENKEL: Okay.

20 MR. SETZER: Any other questions on
21 budget forecast? Okay.

22 One more page of numbers and then we
23 will get onto less dense stuff.

24 So every quarter we give you a score
25 card, these are the performance

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2 indicators that are included in the
3 contract, this is for the period of
4 April, May, June, second quarter of this
5 year. Fixed route, the top three lines
6 are fixed route performance indicators,
7 on-time performance slipped a little bit
8 in the second quarter largely because
9 that's when we put the service reductions
10 in. They went in beginning of April, we
11 took ten percent of the platform hours
12 off the street, and ridership went down
13 by five percent, so in other words, five
14 percent found another way to stay with
15 us. That translates to more crowded
16 buses, longer, little slower boarding,
17 you have more people at bus stops and we
18 think that's the effect of that. We will
19 keep working on it and we will try to
20 push that number back up over 70 percent
21 as we did in the first quarter before the
22 service cuts, we were almost at 75
23 percent.

24 Missed pullouts, less than one
25 percent. We had some challenges in May

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2 when the weather turned hot, we missed a
3 few pullouts then, that number should be
4 0, but it's still pretty close to 0. In
5 neither case is there a county due
6 liquidated damages to Transdev due or
7 Transdev to, an incentive payment from
8 the county. And accidents per hundred
9 thousand miles, we did have a poor
10 quarter, which I'm glad to tell you has
11 now been turned around completely. The
12 second quarter was a poor quarter, our
13 goal is 1.2 accidents for a 100,000 miles
14 and we are actually at 1.45. I just want
15 to remind you, accidents don't mean
16 collisions, it means any preventable kind
17 of contact, so it might be backing into
18 another car or a little bumper contact or
19 brushing a mirror, and a sign post or
20 something like that, but any kind of
21 negligence that is preventable is counted
22 in this standard, so this not a sign of
23 things being terribly unsafe, it is just
24 a sign we were a little less attentive
25 than we wanted to be. So as a result,

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2 that's what that more than the five -- or
3 ten percent variance from the goal, so we
4 owe the county \$5,000 liquidated damages
5 payment for the second quarter for
6 accidents per hundred thousand miles.

7 The next five indicators relate to
8 Able-Ride, so calls answered ratio, we
9 also fell short here, we had a staffing
10 issue there which we are in the process
11 of correcting, but answered 90 percent of
12 the calls and we only got 72 percent of
13 them. That means people hung up and
14 called back later because they didn't
15 want to wait any longer, so we owe the
16 county a \$5,000 liquidated damages
17 payment for that. But in on-time
18 performance in the next line, we greatly
19 exceeded the goal, getting up close to 80
20 percent, so there is a \$5,000 incentive
21 payment, and they offset each other.
22 Missed pullouts, again, this is a -- that
23 should be 0, but that's under one percent
24 is pretty good, that means we didn't have
25 a vehicle or a driver ready at exactly

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the right time. In this case those trips

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were all accommodated by another vehicle

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that was already in service, it's not

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leaving passengers without a trip, but

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still that's an important performance

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indicator, but it's within the ten

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percent plus or minus, so there is no

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incentive payment or no damages.

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Accidents per hundred thousand

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miles, unlike fixed route, where we did

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extremely well, the goal is 1.2 for a

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hundred thousand miles, we had under one

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for a hundred thousand miles, so we are

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very pleased with that. We are on a very

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good pace for year to date, almost

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through to the end of the third quarter.

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We think we are going to hit the goal.

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The average for the whole year we'll hit

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the goal unless something goes wrong, so

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knock on wood.

22

And the last goal productivity, 1.3

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passengers per hour, in the first quarter

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we did 1.37 and in the second quarter we

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did 1.4. That's a reflection of hard

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2 work on the part of staff at Able-Ride as
3 well as increasing demand for Able-Ride.
4 The number of requests for service is
5 kind of steadily creeping up, so we're
6 able to be a little more productive.
7 Altogether that means then that there's a
8 \$5,000 incentive net, incentive to
9 Transdev, but that's not paid in cash,
10 that's paid in credits and we can bank
11 for awhile the payoff, any liquidated
12 damages that we owe the county in the
13 future. So that's the regular quarterly
14 update on the performance indicators.

15 Questions on any of those things?

16 (No response.)

17 MR. SETZER: All right, I will move
18 on, Mr. Chairman.

19 CHAIRMAN SHRENKEL: Yes, please.

20 MR. SETZER: There are four projects
21 I would like to update you on. This is
22 just informational items, updates that I
23 think you may be interested in. When we
24 cut service in April we eliminated the
25 88, the Jones Beach service, except for

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2 weekends. And then when the season came
3 around and the state realized how many of
4 its employees depended on that service,
5 they contacted us and said, oh, you got
6 to put it back and we're willing to pay.
7 So we worked out a deal with the state,
8 New York State DOT where they provided
9 another \$100,000 in funding. We were
10 able to reinstate the route 88 pretty
11 much as it operated the year before,
12 seven days a week. Again, for the
13 employees who need transportation every
14 day, whether it's raining or the sun is
15 shining. So that actually raised our
16 total contract amount a little bit. Stop
17 me if you have any questions.

18 Also, I just want to give you an
19 update on the not for profit that we put
20 in place in the beginning of the year,
21 Everyone Rides NICE. Perhaps you
22 remember, this is a not for profit, it
23 was part of the negotiations with Nassau
24 County to extend Trandev's contract,
25 required that we set up and fund a not

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2 for profit that provided transportation
3 to individuals for whom -- generally
4 economically disadvantaged individuals
5 for whom transportation costs were a
6 significant challenge. So Everyone Rides
7 NICE, it was funded with a \$1.25 million
8 grant from Transdev. It's in full
9 operation now. We have -- we started
10 with six public service agencies that you
11 see along the right side there. Plus the
12 United Way. United Way is our operating
13 partner. They help qualify the agencies,
14 select and qualify the agencies. They
15 happen the actual distribution, so we
16 deliver the Metro Cards to United Way and
17 they distribute them to these agencies
18 which take care of distributing them to
19 their individual clients. United Way
20 then also performs a record-keeping
21 function, so we have a record of how
22 these things were distributed, who got
23 them, that will be available to whoever
24 might need to see it in the future.
25 Since that time, United Way added eight

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2 new agencies, I'm sorry I don't have a
3 list of all the new agencies, including
4 Nassau selected students at Nassau
5 Community College. Students who are
6 enrolled at the college, but are also
7 connected to some other programs, so
8 these would be economically disadvantaged
9 students. In some cases, students who
10 also work and as part of their
11 educational experiences. So some --
12 every student at Nassau doesn't get a
13 free MetroCard, but selected students in
14 these programs that are connected to some
15 of these agencies and others can also get
16 free transportation to and from the
17 campus. I think that it's good for the
18 students, it's also good for NICE bus in
19 that those young people are potential
20 lifelong bus riders, so it's almost like
21 marketing and creating some future
22 demand. The agencies who use these
23 reported that they're very pleased with
24 the results. They are using them
25 sparingly, so there aren't people going

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2 back and forth every day to work, but
3 people who need it to get to say a food
4 pantry, once in awhile, they're the ones
5 who are getting these cards. So United
6 Way and the partner agencies are being
7 careful about how they use them, which is
8 exactly how we hoped it would happen. So
9 far so good, 21,500 cards have been
10 distributed to the agencies, a little
11 over 1,200 individuals in Nassau County
12 who are using these cards right now, the
13 cards themselves are basically a round
14 trip card within Nassau County. They're
15 Metro Cards but they don't have the free
16 transfers to MTA. We would like to have
17 them, but that's just not something we
18 can handle with the fare payment system
19 today. Nonetheless 1,200 people have
20 gained a little advantage of meeting the
21 expenses of getting to work or getting to
22 programs or getting their education.

23 The other thing I would like to
24 report on, that we are very proud of,
25 Metro Magazine is a magazine that serves

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2 the public transportation industry and
3 every year they select one program for
4 their innovation award. This year they
5 selected the Aware program that we
6 implemented this year. Aware is an app
7 on a smart phone that helps a visually
8 disabled person negotiate their way
9 around. So far Hempstead Transit Center.
10 If you've been to Hempstead Transit
11 Center, you know it is very busy, 25,000
12 people go through it every day. There
13 are 18 different bays where buses park,
14 so if you're visually impaired, making
15 sure you get to the right bus isn't so
16 easy. The audio cues that you might
17 ordinarily rely on, there's a lot going
18 on there sometimes, so this allows you to
19 put in your earphones and have your phone
20 get you to exactly the right bus stop or
21 to the office or to the restrooms or to
22 whatever other services you might need
23 there. Hempstead Transit Center today,
24 eventually will probably expand it to
25 Mineola and some other places, but Metro

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2 magazine thought enough of it to award
3 NICE bus with this award, and this is
4 really Jack's project, so I think the
5 trophy is on your desk, as it should be.

6 MR. KHZOUZ: Yes, this week.

7 MR. SETZER: The last thing I would
8 like to talk about is, we always talk
9 about the technology project here where
10 we instrumented all of us, actually we're
11 in our third year now, and the last few
12 times we talked about it, we talked about
13 on-time performance and managing the
14 on-street operations. There's also an
15 element to it for managing maintenance
16 called AVM, so what this does, is there
17 are sensors on board the bus that are
18 recording the condition of various things
19 like temperatures and pressures and fluid
20 levels in real time and sending it back.
21 So in the maintenance department out
22 here, our maintenance managers can
23 actually be monitoring the condition of
24 the fleet while it's in service, and they
25 can get special warnings if certain -- if

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2 an engine begins to overheat, if it rises
3 above a certain preset temperature, the
4 maintenance manager gets a message and
5 can go in and look at it and decide
6 either to stop that bus right now because
7 it's in danger, it's hot enough that it's
8 in danger of damaging the engine or
9 telling the driver, I will meet you at
10 the mall and we will trade buses there,
11 or it's low enough we can bring it in and
12 we will just inspect it when it gets in
13 here. So we think this will eventually
14 help us head off some interruptions in
15 service due to mechanical breakdowns.
16 The data also goes into a big database,
17 so when the bus is back in here, and
18 they're doing their maintenance planning,
19 they can pick out buses that need to go
20 on the inspection line right away or
21 buses that need certain kinds of repairs.
22 Additionally, it will also give the
23 mechanic a work order right out of the
24 computer, telling him what the codes are,
25 what came in, what's wrong and what's the

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2 suggested diagnostic order of things,
3 what you should look at, what repair
4 comes next, if you get a certain kind of
5 code. So we think this will ultimately
6 give us an ability to head off service
7 interruptions that would be a problem for
8 a customer as well as manager, makes
9 maintenance more scientific. This is
10 another big data approach to managing the
11 day to day operations. It also includes
12 a thing called, as you can see over on
13 the right side there, Smart Yard, which
14 is basically a realtime map of the whole
15 facility here that tells you where every
16 bus is, and the color codes on those
17 different buses tell you which ones need
18 attention right now. You wouldn't think
19 you could lose a 40 foot bus, but in a
20 yard where you have 250 of them, you can,
21 not lose it, but it can take you a long
22 time to find it and that's an important
23 part of managing logistics, especially
24 since we stuffed some more buses in here
25 when we closed the Rockville Centre

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2 garage in the spring. So we're pretty
3 excited about what this will do for us in
4 the future and do for our -- more
5 importantly -- do for our passengers in
6 the future, as far as reliability of
7 service. This is the same slide you see
8 every quarter, we are still a good
9 bargain. For all of our challenges, we
10 are still a good bargain for the
11 taxpayers of Nassau County and the bus
12 riders of Nassau County.

13 That's all I have to present. I
14 will be happy to answer any questions you
15 have or hear any comments.

16 CHAIRMAN SHRENKEL: Any member have
17 comments?

18 MS. FALCO: I just have a question.
19 Just regarding the cards that were
20 distributed to United Way, what's the
21 value of the card, it's just a round
22 trip, one round trip ride?

23 MR. SETZER: Yes; correct, so.

24 MS. FALCO: \$5.50.

25 MR. SETZER: Yes, two \$2.75 fares,

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2 yes.

3 CHAIRMAN SHRENKEL: Any other
4 questions for Mr. Setzer?

5 (No response.)

6 CHAIRMAN SHRENKEL: Thank you, Mr.
7 Setzer.

8 MR. SETZER: Thank you.

9 CHAIRMAN SHRENKEL: At this time I
10 would like members of the public to come
11 to the podium if they like. Show of
12 hands, Troop 127?

13 UNKNOWN SPEAKER: 123.

14 CHAIRMAN SHRENKEL: Who is the
15 spokesman for Troop 123?

16 MS. FALCO: Do you have any
17 questions?

18 MS. COMERFORD: What about Jones
19 Beach, did anybody ever take the bus to
20 Jones Beach? Would you ever take the bus
21 to Jones Beach? Are you going to go on a
22 bus?

23 BOY SCOUT #1: Yes.

24 MS. COMERFORD: Tonight?

25 BOY SCOUT #1: Tomorrow.

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2 MS. COMERFORD: Where are you going
3 to go?

4 BOY SCOUT #2: To the mall.

5 MS. COMERFORD: Which mall?

6 BOY SCOUT #2: I don't know.

7 MS. COMERFORD: Why are you going to
8 the mall?

9 BOY SCOUT #3: To watch a movie.

10 MS. COMERFORD: You're going for a
11 whole day?

12 TROOP LEADER: They are going to go
13 watch a movie and their job is to find
14 out how much a bus trip was.

15 MS. COMERFORD: Did anybody hear how
16 much the bus is one way.

17 BOY SCOUT #3: \$2.75.

18 MS. COMERFORD: \$2.75. How much
19 will you need to go round trip? You can
20 figure that one out.

21 BOY SCOUT #2: \$5.00.

22 MS. COMERFORD: The whole board up
23 here is trying to figure it out.

24 MS. FALCO: How are you guys getting
25 the money for that?

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2 BOY SCOUT #3: Chores.

3 MS. COMERFORD: They're doing
4 chores, so they have to earn the money to
5 take the bus.

6 TROOP LEADER: They have to put
7 together a budget and expenses and
8 income, which is what we saw tonight.

9 CHAIRMAN SHRENKEL: We don't have
10 any comments from the troop or the troop
11 master?

12 TROOP LEADER: No. Thank you.

13 CHAIRMAN SHRENKEL: Is there anyone
14 else who would like to address the
15 committee?

16 Young lady?

17 MS. DARCY: How are you? Good
18 evening.

19 CHAIRMAN SHRENKEL: Come up to the
20 podium.

21 MS. DARCY: Michele Darcy for the
22 Nassau County Minority Legislature, I'm
23 the Finance Director there. My members
24 represent legislative districts, six of
25 them. Legislative District 1 is

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2 Legislator Kevan Abrahams; Legislative
3 District 2 is Legislator Bynoe;
4 Legislative District 5 is Legislator
5 Curran; District 10, Legislator Birnbaum;
6 District 11 is Legislator
7 DeRiggi-Whitton; and District 16 is
8 Legislator Drucker, who also has a
9 representative here from his office and
10 we want to let you know we are all here
11 to hear the presentation and I will
12 report back to all the members. We are
13 carefully setting the budget at this
14 time. We are aware of the increase, we
15 didn't know your deficit, so I will make
16 sure they know that you have a \$2,000,000
17 deficit. Also, one question, Mr. Setzer,
18 on the Jones Beach contract, you actually
19 have a contract with the New York State
20 DOT for that service?

21 MR. SETZER: Just for the season,
22 right?

23 MR. KHZOUZ: Just for the season.

24 MS. DARCY: If it's extended,
25 half -- .

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2 MR. KHZOUZ: Just this season.

3 MS. DARCY: We can be hopeful.

4 MR. SETZER: They are certainly
5 aware of how important it is to get their
6 employees there.

7 MS. DARCY: Do you know how many of
8 their employees you service?

9 MR. SETZER: I don't.

10 MR. KHZOUZ: We don't have final
11 numbers, we just ended service not that
12 long ago, so we have to compile all the
13 numbers. It looks like the numbers are
14 slightly down from last year, only
15 because we didn't quite have the weather
16 we had last year, but we look at all
17 ridership.

18 MS. DARCY: I know because I hardly
19 used the village pool. Okay. That was
20 my only question, but I will take the
21 information back to the legislature. Our
22 first actual budget hearing is October 2
23 and we have tentatively scheduled budget
24 hearings for the 20th and the 30th,
25 hopefully will be the last budget hearing

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2 and the vote by charter we are supposed
3 to vote by the 30th.

4 Thank you again for your
5 information. If possible, can I get a
6 copy of the chart?

7 MR. SETZER: It will be in the email
8 to you.

9 CHAIRMAN SHRENKEL: So instead of
10 7-million-335, you will make it
11 9-million-335.

12 MS. DARCY: You never know.

13 CHAIRMAN SHRENKEL: Is there anyone
14 else who would like to address the
15 committee? Sir, did you want to address
16 the committee? No?

17 So you have all this information.
18 Is there any other business before the
19 committee that any of the members would
20 like to bring up?

21 With no other comments and Mr.
22 Setzer's fine presentation, thank you.

23 We appreciate it.

24 Would anyone like to make a motion
25 to adjourn the meeting?

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MR. ROSARIO: I will.

MR. DUROSEAU: I second it.

CHAIRMAN SHRENKEL: Okay, meeting is
adjourned.

(Time noted: 6:29 PM.)

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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 28 day of September, 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 12 day of October, 2017.

Kathleen Anderson



KATHLEEN ANDERSON