NASSAU COUNTY
BUS TRANSIT COMMITTEE

June 23, 2016
5:00 P.M.

BEFORE: SHELDON SHRENKEL, CHAIRMAN
APPEARANCES:

SHELDON SHRENKEL, CHAIRMAN
SAMUEL LITTMAN, ESQ.
LIVIO TONY ROSARIO
AARON WATKINS-LOPEZ
JACLENE D'AGOSTINO
JOEL BERSE
DAWN FALCO
JEAN DUROSEAU
CHAIRMAN SHRENKEL: The meeting will come to order. Welcome to the Nassau County Bus Transit Meeting today. I'm Sheldon Shrenkel. I'm the chairman of the committee. We have various items on our agendas which I will discuss in a moment.

First, I would like to introduce our committee members. My left, Mr. Tony Rosario, Mr. Aaron Watkins, Mr. Aaron Watkins Lopez, and we expect Jaclene D'Agostino who is running a bit late.

To my right, Mr. Joel Berse, Ms. Dawn Falco, Jean Duroseau, and our Counsel for the committee, Samuel Littman. That's our member role call. We do have an absentee. Please reflect the minutes according that Ms. Katherine Komferd, K-O-M-F-E-R-D, is absent.

By a show of hands, I would like a acknowledgment of a received transcript from our last meeting held on March 31, 2016, minutes being
received on April 21st through e-mail. Did everyone receive that? Please reflect that everyone has seen the minutes who is currently present. Thank you.

Our agenda today will have a presentation by the CEO of NICE transportation, Mr. Michael Setzer. After that, or during that, the committee may ask some questions. After that period of time, we would like the public comments, whatever you have to say. Please think about what you have to say and frame and design your thoughts, and then you have three minutes as most public hearings.

Please state your name, whether you represent yourself or an organization, and it is important that you speak clearly because what you're saying is being recorded and it's difficult sometimes for the stenographer to get that information. Our objective today as part of
Mr. Setzer's presentation is to hear about the resolution regarding the service equity analysis, and at that time, I think after which we'll be concluding our meeting.

So with that, I would like to introduce the CEO of NICE transportation, Mr. Michael Setzer.

MR. BERSE: Mr. Chairman, I want to interject something as he comes to the podium. Recently in the news there was a NICE para-transit bus driver that rescued a passenger during a bus fire. I don't how to properly pronounce his name, but I think he should be recognized by the community here even though he has gotten accolades from the county, and Mr. Setzer undoubtedly would know the correct pronunciation of his name.

CHAIRMAN SHRENKEL: Perhaps we can also discuss the incidents of the fire, the reasons for the fire, any association between the two fires. I don't know if that's part of your
presentation.

Thank you, Mr. Setzer.

MR. SETZER: Thank you,

Mr. Chairman.

Members of the committee, good afternoon. I've got a number of informational topics to cover with you, some odds and ends and some important updates on things. I would like to get through those and then we'll go to the one action item that you have on your agenda today which is the acceptance of the analysis.

CHAIRMAN SHRENKEL: Mr. Setzer, the public is having some difficulty hearing you. I don't know if we should turn up the mic or turn it around or should --

MR. SETZER: If I get closer to it, does that help?

CHAIRMAN SHRENKEL: Can you raise your hand if you do not hear Mr. Setzer now.

MR. SETZER: All right. I'll just be mindful of that and if I forget,
wave at me and I will get closer the mic.

I've got a quick information agenda, a number of things I would like to update you on and just inform you on, so let me just jump right into that.

First of all, we call this section innovation. As you recall at the beginning of this year, we -- because of funding issues, we were unable to maintain all the service. There was some cutbacks in service in January, and then the county made a subsequent decision that they would add some funding and that we should begin to either replace or reinstate the service that had been reduced.

There were eleven routes in the discussion and the decision making process both here and with the county legislature. Of the eleven routes eliminated, a few were to be reinstated just as they had been before, some were to be replaced with new forms of
service and two of those routes were determined to be duplicative of existing service and therefore didn't need to be replaced.

So this is the first installment of that program. Beginning Sunday of this coming week, we will begin the new Mercy Medical community shuttle and the Rockville Centre community shuttle.

These serve essentially the same areas as the old N14 and N17 did, but they'll do it in a somewhat different way using a small vehicle like the one that's pictured on the screen here.

This is a 20-passenger vehicle with two wheelchair positions, and so it can do two things. It can provide regularly scheduled service as the large buses did before, but it can also serve as a substitute for Able-Riders. It's fully accessible and has all the features so that it can also substitute for Able-Riders.

We believe -- we're really testing this kind of service. We've never used
this kind of bus before in Nassau County, but we think that ultimately it will be a more sustainable service.

Remember, these routes were eliminated in the first place because it had very low ridership because this service is less expensive to deliver for a number of reasons. The vehicle, as well as the operating model, as well as the dual service as both Able-Ride and fixed route bus, we believe we can save some money, but that's yet to be determined. We're trying this out for the first time.

Also, the old NA81, which was big bus service as you go from Freeport to Hicksville is being reinstated almost exactly as it operated before January.

In September the next installment will come which includes the Elmont flexi, which is a whole new kind of service that's not a fixed route, but it will replace the old N2NA, and I think we'll save that briefing until we get there, unless you would like to talk
about it some more.

Also, put in the Freeport community shuttle, one's a Hicksville community shuttle and reinstate the N51 as traditional big bus service in September.

All of this requires some new vehicles, so right now we have underway three vehicle procurements. The eight buses that would be used on the community shuttle and the flexi have been received and have been approved by the state DOT, and they're ready to go beginning Sunday. Those are the ones we just talked about.

We also have an order of 28 full size 40-foot buses coming in the fourth quarter of this year. They will be used to replace 28 of the oldest buses in our fleet in regular fixed route service.

These are identical to the buses that we received late last year. They're new Flyers, they're powered with CNG. They are fully accessible.
They have a ramp instead of a hydraulic lift for wheelchair access and we expect to put them into service as rapidly as we can once they come in.

By the beginning of 2017 all, or almost all of them, should already be in service and we will have been able to retire then buses that are at least 12 years old and have at least a half a million miles of service on them. That's a good thing.

Those are the older large white standard 4 bus that you see that have a hydraulic lift for wheelchair access, which is a problematic piece of equipment. It's hard to maintain. The sooner we can replace all those, the better. These buses have been well received by the public and by our operators.

Last year, we had an order again for 34 Ford Transits. These are new Able-Ride vehicles and they will replace the very old Able-Ride vehicles, the Internationals, they will
replace 34 of those. That's the first installment on replacing those vehicles. They will go into service as soon as possible. We should begin receiving them yet this month through -- now through September, so you'll begin to see them in service very quickly.

This, by the way I think this is maybe a good place to talk about the fire that Mr. Berse brought up, and Chairman, you asked that we brief you on that.

That fire that resulted in the rescue by one of our operators whose name is Jean Jeune. He's Haitian, so back home he's Jean, but here he's Jean Jeune. You'll understand that.

He was heroic. He's been honored by both the county executive and by the legislature, and I think there's a ceremony maybe next week where some state members of the state legislative delegation want to honor him also.

He did -- you probably already read all this in the media, but he was
very cool, he stopped the bus. The fire apparently originated as an electrical fire in the engine compartment, and because it was an electrical fire in that location, the power was -- the whole electrical system was disabled.

The hydraulic lift that I mentioned a while ago that we're getting rid of depends on electricity to operate, and so the lift wouldn't operate. Cindy March, the passenger, uses a motorized wheelchair, something that weighs several hundred pounds.

So Jean had the presence of mind to unbuckle her from the wheelchair and physically remove her from the bus leaving the wheelchair behind. That was the best possible decision he could have made. He put himself as some risk.

CHAIRMAN SHRENKEL: Mr. Setzer, you have given me an opportunity to remind everyone, please put your phone on silent.
MR. SETZER: That's why I did it.

So Mr. Jeune removed her immediately from the vehicle which prevented a very tragic outcome. I was happy to hear he -- when asked immediately thereafter what went through his mind, he referred to the training he had received about what to do in case of an emergency.

So thank goodness he had the training, thank goodness he remembered it. I commended our training department, as did the county executive along with Mr. Jeune. He did a wonderful job. He did put himself at some risk, so as I said, we all wonder what would we do if it was -- we had to risk our own safety for the sake of another. We don't really know until we have to do it, but Mr. Jeune knows what he would do and we can't thank him enough.

There was also about two weeks later another small fire that is actually completely unrelated. It was
a different kind of bus. It was a fire that started in the battery compartment. It was due to a component that we were in the process of replacing. We finished replacing them all.

In that case also, there was no immediate great danger as there was on the paratransit vehicle, but that operator also did exactly as trained. He immediately stopped the bus, parked it in a safe place, evacuated all the passengers and then reached out to our command center and got another bus on the way.

No one was injured in that, or even close to injury in that fire, but it's coincidental apparently that they happened so closely together. Different bus, different kind of component, no similarity in the two incidents, but it's concerting obviously, so we've taken some extra steps to check buses, to examine them for any signs of fire risk.
The paratransit vehicle, by the way had been -- they all get inspected every 6,000 miles by our own staff, and then every six months they get inspected by the state DOT for safety issues. One of the things we always look for are signs of sparking, you know, any charring of anything or any frayed cables or any loose electrical connections because we understand the risk obviously.

That bus passed the state inspection nine days before the fire, so I'm confident there was no neglect, that there wasn't a risk factor that had been missed in the inspection process. Unfortunately in a fire most of the evidence is destroyed, so we'll never know much more that -- the PTSB, the state agency that investigates these, has concluded their investigation of that fire, and they also concluded what I told you, that it was a fire started most likely by an electrical fault somewhere in the engine.
compartment, but that's as much as we'll ever know about it.

I don't think there's any sign that this is a fleet defect or a fleet-wide problem, but obviously we're very concerned about that.

We took every other international vehicle through a quick inspection, looking for frayed installation or loose electrical connections or anything like that. Did not find any, but will be -- continue to be diligent about that. They will continue to be subject to the state inspection protocol just as they have been in the past.

A couple of other innovation things that are going on I would like to bring to your attention, the last element of the technology project, the last hardware element of the technology project was the installation of realtime signage at Hempstead Transit Center.

The physical equipment is all in,
the testing is going on. Sometime in the month of July, probably early in the month of July, they'll go live. These are what are called flag signs. Passengers will be able to look at the sign and determine what bus is -- what route is coming in and how far away it is.

Additionally, there is an audio signal available. There's a switch down lower that a visually impaired person can use to get the information by audio also. Once customers become used to this, it'll become a very desirable and very pleasing feature of Hempstead Transit Center.

There's also a screen at the west end of the Transit Center right across the street from the Hempstead Long Island Railroad Station. So there's realtime information about arriving trains inside our transit center, so people who are transferring from bus to train can also get information about the arriving Long Island Rail Road.
I would also like to talk about a couple things of that have happened in what I call the community engagement area. We are in the process of setting up the Everyone Rides NICE Foundation. This is a plan that we discussed with the county executive and it's one of the -- he's made it a part of our contractual obligation that we will create this foundation.

Everyone Rides NICE is a separate nonprofit agency. It's a 501(c)(3). It's just about to get the final documentation from the IRS so that people can make a tax deductible contributions to it.

What Everyone Rides NICE will do is provide free MetroCards to nonprofit agencies who are in touch with disadvantaged populations, either economically disadvantaged or people with disabilities or any other group that the foundation board finds eligible for this service.

So we look for nonprofit
foundations who serve disadvantaged
groups where transportation, providing
transportation is part of meeting their
mission.

For instance, a food pantry that provides food to economically
disadvantaged people, we'll also be able
to provide them a couple of MetroCards
so they could get home and get back the
next time.

At $2.75 -- if you're having trouble
paying for groceries, then $2.75 a ride
bus trip is a fairly significant
commitment, so this will allow that
agency to extend their mission, in
fact, by providing transportation as
well as nutrition.

We'll be open to applications from
those kinds of agencies. There's a
separate Board. The Board will
consider those applications and approve
them. We're just about ready to get
started.

We will make the first grants
probably in the next few -- the
The foundation will make the first grants in the next few months. The initial funding for this is $1.2 million provided by Transdev.

In the future, we will be seeking -- once we get underway and have some momentum, we, the foundation, will be seeking donations from individuals and other foundations who wish to participate in this.

We also did, as we have done every year for the last five years, participated in the games for physically challenged at the end of May. We provided transportation for the disabled athletes between the venue mostly at the Mitchel Field Athletic Complex and their housing at Hofstra University. People come in from all over the state to participate in this.

So this is something we've been doing for years. Most of the work of boarding -- assisting people on and off the bus and boarding is provided almost always by volunteers from our staff as
well as with a few other people. So 385 hours of volunteer service was provided this year.

We use four buses running from 7:00 in the morning until 10:00 at night. Additionally, NICE made a $5,000 cash contribution to this. We're one of the silver sponsors of this, and this is one of our favorite things to do every year because it's a unique thing that we can do that nobody else can do, but it's absolutely essential to the participation of the games for many of the athletes who come in and need to be able to get back and forth from their housing to the sports venues. It's a wonderful opportunity and a wonderful experience for all of us to participate in.

I want to move on to a couple of quick funding issues. First one is all good news. Every three years, by virtue of being a recipient of federal funds, we, the county, and Transdev, together undergo a triennial
review. A triennial review is where the federal government sends a contractor in to review compliance with 17 different areas, from civil rights to Americans with Disabilities Act, to safety to procurement to mechanical condition of the fleet, financial management and so forth.

So I'm happy to say that we got a perfect score again this year. This is the second time we've done it. That's actually fairly rare to get a perfect score on this. The volume of federal requirements that a recipient has to comply with is extensive, and the audit is extensive.

They review documents. Then they come in and do a physical inspection of things. They do some sort of surprise things where they pick out a few procurements and say, let me see your files on that to make sure that we comply fully with all federal requirements on the procurement.

So we're very pleased to say that
NICE put the score twice now and look forward to doing that again three years from now.

Also in the funding area, a couple other things I want to talk about. 5310 grants are grants that Mr. Watkins Lopez asked about at our last meeting, specifically that Suffolk County had gotten a 5310 grant in order to expand their ADA paratransit service to parts of the county that are not served by regular service, and I think its question was, can Nassau County do the same thing?

So we conferred -- First of all, the county is the only one who can be a grant recipient, a private company cannot. We conferred with the county, and at this point we think it is not -- it's not something that we will proceed with, and there are a couple -- there are several reasons for that.

First of all, it's not free money, it's a 50 percent match. So it, like everything else, is a resource issue.
If for instance we wanted to do a $4 million project to have Able-Ride wall to wall in Nassau County, that would be a desirable thing to do, but it would require the county to make a $2 million commitment to begin with. You can't apply to the federal government and say we'll find the money later if you give us two million. You have to commit that money in some fairly substantial way.

It's also a two-year renewable program, and so if the county committed the money and if the grant were made to Nassau County, it would be subject to renewal in two years, not a guaranteed renewal, so the county would really be making a $4 million decision and that's a fairly significant decision for the county, as we all know from the budget process, is in a fiscal condition. We can't make -- we have to be careful about making promises that we can't keep.

Additionally, there are four
social service agencies in Nassau County who currently receive 5310 grants. If you look at the design of the program and the narrative, and you can see it on the FTAs website, it's really designed to go to private nonprofits where transportation is part of their mission.

Counties, local governments are also eligible. Apparently Suffolk County decided they wanted to do that, but our judgment, our collective judgment was that it didn't suit Nassau County at this particular time. So that's our decision for now. It's certainly subject to further discussion if you want.

The last thing I want to just very briefly say is about making any kind of a political comment. As you know, there is a fairly spirited debate going on in the county between the branches about the bonding bill, and I'm not making a political comment, but I think you would want to know what's at stake in
the transportation area.

   Basically, it includes $6 million of local match for -- I'm sorry, I skipped one thing.

   On the 5310 grant, we would also need to acquire more buses in order to do that. If we were to expand the Able-Ride service area, some additional number of paratransit vehicles would be required. I should have included that before.

   So back to the bonding bill issue. Just so you know, there's about $6 million of local match for federal grants. I spoke to the legislature earlier in the week and made the point that it's very -- two things.

   It's very important to continue the fleet replacement program for all the reasons we were talking about earlier. We've got an old feet. They need to be replaced. It's very important that they be replaced in terms of service quality and in terms of cost. Vehicles get more and more
expensive to maintain the older they get.

So the local match for new buses is included in there. There's also about $6 million of operating funding included in there even though there are capital grants. Preventive maintenance of federally assisted vehicles is considered a capital expense in federal accounting. Not in any other kind of accounting, but in MTA accounting it is. So some of the money that the county has already expended in paying us to do the maintenance, it's to be reimbursed that way.

Lastly, I made the point that that local match money is very efficient money. It's ten percent of total cost, so a dollar of local match leverages another dollar of state match in $8 of federal money.

So you can spend a dollar and get $10 worth, if that's something you want to do. I wanted to make sure that the county knew that. The debate is not
about whether we should buy new buses
or not. You would want to be aware of
what the ramifications are for us.

Okay, the next phase -- maybe I
should stop. That's all informational
stuff. Is there anything you want me
to expand on or have questions about?

MR. WATKINS-LOPEZ: If in the
event we do not purchase new buses,
does that impact the restoration of
service throughout the year?

MR. SETZER: No. The short answer
is no. We haven't done anything to
affect the current purchases. If that
local match is never available, then
the county will have to find it
someplace else.

MR. WATKINS-LOPEZ: These are
40-foot CMGs, correct?

MR. SETZER: There are several
different kinds of vehicles. There are
actually several different grants in
this with several different years worth
of federal money.

Next is our score card. Now if
you recall, our contract requires that these eight items be -- have goals set for them and that the county either reward us with incentives or charge us with liquidated damages for missing the goal by more than five percent. That's what's in the contract.

So last fall we proposed what -- the contract says these are the areas, it doesn't say what the goals are. So we proposed some goals to you last fall, and that's what you see on the screen here, with the idea that we would try this for a while and see whether these goals were challenging enough, but not too challenging.

My suggestion is we just do this for a while and see how it works out and then the committee could consider whether the goals should be changed.

So let's just take these one by one. This is the first quarter of 2016, it's the January, February, March. There are three goals. The on time performance goal we proposed was
70 percent. We actually hit 71.1 percent. So there's neither a penalty nor a reward. That's with the five percent up and down range.

Percentage of missed pullouts was zero percent, and our actual was .14 percent. Very low. Again, well within the five percent margin, so there's no penalty or incentive there. Accidents per 100,000 miles, we proposed 1.2. It was a little higher than that, 1.26, but still no reward or liquidated damage for that.

In the paratransit area, we had five goals. Again, these come from the original contract. Calls answered ratio of ninety percent, we had 86.2 percent. On time performance, seventy percent. We actually did significantly better, 84.5 percent, so we're entitled to a $5,000 incentive.

Now, I have to remind you that incentives are not cash. The county does not pay us cash for this. Basically, we get credits that we can
use to pay liquidated damages if we
miss one, which is -- we'll get to
missed one in just a minute.

Percentage missed pullouts, zero.

We didn't miss any pullouts in
paratransit during the first quarter,
so nothing there. Accidents per
100,000 miles, 1.2 accidents per
100,000 miles was the goal we proposed.

We had a bad month during the
first quarter, so overall it was 1.5.

So you charge us with liquidated
damages of $5,000 for the miss on that
one. We will -- we're pretty sure
we'll beat it in the second quarter,
but we did miss in that quarter.

Then we had 1.3 passengers per
hour, we actually had 1.37. So again,
within the five percent window. So total,
there's one liquidate advantage and one
incentive, so they cancel each other
out, so there's no exchange here.

Again, this is up to -- up to the
county. I think we should -- my
recommendation is we just try this for
a few quarters and see how it works and
see if you're satisfied that these are
challenging enough goals. You know, we
can -- we're always free -- since these
are proposed and negotiated, we're
always free to change those at some
point in the future if right now you
don't think they're appropriate, but my
recommendation is we try it out for a
while and see how it works.

That's all I have to report on.

CHAIRMAN SHRENKEL: Thank you.

MR. SETZER: Mr. Chairman,
anything I can answer questions on?

MR. WATKINS-LOPEZ: Yeah. So
about flexi-ride, I guess I'll start
with that.

MR. SETZER: The which?

MR. WATKINS-LOPEZ: The flexi
service. Just a little bit more
information. So that's going to be --
even though it's going to be housed
within the Able-Ride call center,
it'll be a separate entity.

So does that include a separate
number? How many hires have you made for this? How big is this section going to be? Because I know we've got a pretty over-zealous, in my opinion, you know, two hour before you -- you know, you want to call, you just call two hours ahead and they'll pick you up.

I think for any system, especially a new system like this, is difficult, so I just want to know about what is that setup? What is it going to go look like compared to Able-Ride and how are the two going to work in cohesion especially if the flexi-ride buses are going to also double as Able-Ride vehicles.

MR. SETZER: Good question. I had planned a more detailed presentation on this at our next meeting, but for now, I would say that we purposely are using the same call center because that bus may be used for flexi service or it may be used Able-Ride.

We've added one person in the call
center; is that right?

MR. KHOUSZ: Dedicated specifically for flexi -- during flexi operations.

MR. SETZER: Training is going on beginning right now. First of all, they're doing training. We're also operating the community shuttles out of the Able-Ride facility, so training is going on there. That's part of what we're testing is what the best way to provide all that back room service is.

When we put it on the Elmont flexi, this is an area where we think demand will start fairly low. The reason that the 2 and the 8 were eliminated, they carried like a hundred passengers -- hundred-passenger trips a day. Some of those people have undoubtedly found other service, so I think it will start off with a fairly modest demand.

If it seems to be working and it seems like something that we can grow and develop and use in other place,
then we'll make sure that it has the
resources that it needs to be
successful.

Our hope is -- all of this is
about right-sizing the service to the
actual demand. Another part of this is
that -- again, we'll talk about this
the next -- we're also looking at
bigger buses for some of the heavier
routes, articulated buses, trying to
get lots of seats on those places where
demand is heavy and intense and fewer
seats at a lower cost where demand
is -- well, it's kind of scattered and
not very intense.

This is the first time anybody has
done this anywhere in the U.S. It's
not uncommon in Europe. There is a
learning curve and this is an
experimental project.

MR. WATKINS-LOPEZ: Will there be
MetroCard machines on the buses? How
will people pay for flexi ride?

MR. SETZER: Yes. The same way we
pay for regular service.
MR. WATKINS-LOPEZ: Awesome.

MR. SETZER: And at the same fare structure.

Mr. Chairman?

CHAIRMAN SHRENKEL: Do you want to say anything regarding the service equity analysis, and to the best of your knowledge, are there any changes from, you know, the previous plans that you have presented to the committee as far as improving it now for this resolution that we have to approve?

MR. SETZER: Certainly. The service equity analysis that you have in front of you is a federal requirement. It's part of the Title 6, Title 6 of the Civil Rights Act which requires the policy board of the transit agency that gets federal money, that would be you, to consider the impact of service changes both down and up, decreases and increases on populations such as minority populations, low income populations and populations of people
with limited English proficiency.

So what this is is a statistic amount analysis that goes along with the service additions we're talking about so that you are aware of their impact on those populations. We did one last fall in preparation for the service productions, so this refers to the service increases.

Of course, they're -- to the extent they affect people, they affect people positively, so there's not -- there are no bombshells in the analysis, but it is required, and so you're asked today to accept it by means of formal action so that the record shows for the next triennial three years from now that you fulfill that requirement and consider the demographic affects of these service changes.

Is that a sufficient explanation?

CHAIRMAN SHRENKEL: That's fair.

The committee was furnished with two letters concerning some complaints. I
believe you're aware of both of them.
I don't know if any of these individuals are present today and I'm sure you probably addressed some of them already.

You just bring us up to date if anything on -- we have an individual from -- an individual, Sydney Marsh. She talks about a number of things --

MR. SETZER: Yes.

CHAIRMAN SHRENKEL: -- including drivers using their cell phone.

Certainly, I don't know if it's an isolated incident or what have you, and we have a series of e-mails from -- give me a second here -- Angela Buletti.

Apparently, Brian Nevin suggested that they talk to you and that you bring it to the committee. Are you familiar with that?

MR. SETZER: The ones from Angela Buletti, they're not complaints, are they? I thought they were.

We work closely with her in that
regard, she's the publisher of Able Newspaper.

CHAIRMAN SHRENKEL: All right.

MR. SETZER: Maybe while you're looking, how about if I address the first one, Cindy March?

CHAIRMAN SHRENKEL: I think she was talking about -- excuse me, I guess you ran through that. She was talking about the match grant of paratransit.

MR. SETZER: Yes.

CHAIRMAN SHRENKEL: We've talked about that, the county being forced to put up fifty percent.

MR. SETZER: Right.

CHAIRMAN SHRENKEL: If you have anything to say concerning this other letter, --

MR. SETZER: Well, Cindy March, the first one, ironically is the one that Jean Jeune saved from the burning vehicle. She's a regular Able-Ride user. She has had -- we are in constant contact with her. Jack spends a good deal of time on person to person
discussions with her.

Because she's dependent on Able-Ride, she is rightfully quick to let us know if it's late or if the driver's performance is inadequate in any way.

Drivers using cell phones is a chronic problem in our industry and for us. We discipline operators for using a cell phone and we've done that frequently, but a driver can actually lose his job for a second offense doing that.

So we ask people to let us know and to give us date and time and place so that we make sure we're looking at the correct driver. That is -- that's a chronic problem for all motorists, including people who drive buses.

We continue to put pressure on that. It's part of our training, it's part of our regular safety, and ultimately it becomes a disciplinary issue if the driver doesn't comply.

CHAIRMAN SHRENKEL: Is there a
discipline --
A. Yes.

CHAIRMAN SHRENKEL: -- rule on it?
MR. SETZER: Yes. It's absolutely forbidden. There's no situation where it's appropriate for a driver to use a cell phone while operating a bus. If there's a personal emergency, they are to pull over, stop the bus, secure it, and then make the call.

Actually, we encourage drivers not to have it with them at all so you're not tempted to have it when it rings, but that's a difficult thing to enforce. Most people are so tied to their cell phones now, they wouldn't leave it behind, but it's a serious issue and I appreciate --

CHAIRMAN SHRENKEL: We have a number of other comments, but I'm sure you and she can handle it.

MR. SETZER: We actually appreciate it when someone like Cindy lets us know when she observes a driver using a cell phone. We'll make sure
to make sure to do some observations on our own.

Our newer buses, the new Flyers that we've got 52 of them now, we're buying 28 more. They're equipped with a full video system, so if we're told about any kind of action on anybody's part, either the driver or the passenger that's either good or bad, we can go back and get video of it and make sure that we know exactly what really happened.

So we would encourage people to let us know and we encourage drivers to make sure you're not the subject of such a complaint.

CHAIRMAN SHRENKEL: Are there any other questions from committee members for Mr. Setzer?

MR. BERSE: There was a letter and also a woman that came to one of our earlier hearings to talk to you about extending our route on Port Washington?

MR. SETZER: Yes.

MR. BERSE: What was done with
that?

MR. SETZER: Well, actually, that lady is here. She's going to talk to you in just a minute. But yes, I would like to meet with them and to understand what their needs were.

One of the things that we think about this is that the apparent demand there is not sufficient, nor do they want a regular 40-foot bus going through every thirty minutes.

The new flexi service, if it seems to pan out well in Elmont, might very well be just the right level of service for what they're talking. Their needs are very specific to certain times of day. They're mostly getting employees from train station to their work location.

So a regular bus route going by all day long is over -- is a much heavier service than they actually need. The flexi service would be a better choice, I think, and that's part of our discussion.
MR. BERSE: Okay, because I just remember from years ago when it was under the old regime, some of the buses, for instance in Great Neck, like every fourth run or every two hours would do an extra stretch for whatever reason, and I don't know if that was something in the equation.

MR. SETZER: Well, we try to avoid -- it's hard to do that while you run a route, and every once in a while you do a little diversion. It's hard for passengers to understand it, it's hard for drivers to do it and it's hard to schedule it.

So we try to avoid those special little diversions because they don't work very well. You want -- with regular scheduled bus route service, you want it to be as predictable as possible, or as close as you can. That's why the flexi service, which is demand responsive, is probably a better alternative.

MR. BERSE: Just for clarification
for myself, this flexi service is
strictly for that service, for that --
when they call for these people, right?
Now, suppose if you have an able rider.
You said that they're the same type of
buses.

Would an Able-Ride person be able
to call for that flexi service instead
of calling like a regular Able-Ride
appointment?

MR. SETZER: Some of it is regular
fixed route. Actually, there are three
different ways it works, so the flexi
bus is dispatched out of Able-Ride.
It's got a regular route. It makes
about six regular stops probably.

MR. KHOUSZ: Roughly.

MR. SETZER: About six regular
stops that it always makes, and then
there are another four or five optional
stops that it makes only when somebody
calls at least two hours in advance.

They say, I need to get to the
hospital, will you drop me off there?
They will do that even though that's
not a regular stop.

Thirdly, an Able-Ride passenger who's in that area, especially in the off hours -- during the peak hours, we won't be able to do that with some of the Able-Ride vehicles just as we do now.

In the off peak hours or the late evening hours, we might use that vehicle that's already in Elmont. If there's an Able-Ride for Elmont, we'll use that vehicle that's already there. That's where the savings come from.

So again, we're -- this is something new. We're going to try it out.

CHAIRMAN SHRENKEL: I understand. Thank you.

Are there any other questions from any committee members to Mr. Setzer before we move on to the public?

Mr. Setzer, thank you very much.

MR. SETZER: Thank you.

CHAIRMAN SHRENKEL: At this point in our agenda, we welcome anyone here
from the public to the floor for their comments. Certainly, I'm sure there's a number of complaints. Overall, our protocol has always been to try to keep our complaints in a positive manner and hopefully things will be improved or changed. We have some problems which can get resolved, others may not.

Again, we're requiring you to keep to three minutes, and again, to speak slowly and clearly so that the reporter can get your name down. I welcome any comments.

MS. BETA: Hi, my name is Dorothy Beta, little hard to spell, from 300 East Overlook in Port Washington, New York, and I represent our group here, plus about ten others are members of the public bus subcommittee, and we live in a senior facility with 300 -- 300 seniors.

I would say the average age is about 80, 85 perhaps, and we are campaigning for public bus service on West Shore Road, Port Washington. West
Shore Road goes along Hempstead Harbor.

We're requesting what we think is not a huge request. It's a 4-mile loop from Northern Boulevard on Route N23, which would go north on West Shore Road, loop up to the public park, the North Hempstead Beach Park, and back down to Northern Boulevard. So as I said, a total of four miles.

Within that four miles are 70 industries, some of them sizeable. There's a Hilton Garden Hotel which is being built. Its employees are going to need transportation. There's a golf course, there's the Amsterdam where we live, and there's also a public park there, as I mentioned, which has no public transportation. You've got to have a car to get there.

I would like to just briefly tell you a story about two employees. One of them is a porter in our facility who presently walks from the Port Washington Train Station to the Amsterdam where we live. This is a
3-mile walk. He's walking six miles a day. I don't know if you'd like to do that. I wouldn't.

There's another young man who's a groundskeeper at the Harbor Links Golf Course. He walks from Northern Boulevard and, I would say, the clock tower here in Roslyn. That's only two miles. Not good, right? Would you want to walk two miles, four miles a day and mow lawns all day, no.

I think this bus would make life much easier for everyone. We have a very hard time at the Amsterdam getting employees. I was talking to the assistant executive director today. She said that half the people who call inquiring about jobs, she tells them right away, she says this is a hard place to get to and they can't follow up on the jobs because they just can't get there. That's fifty percent of the people who call. They're desperate for service people in our facility.

So I'd just like to ask one question
about what you showed, Mr. Setzer. Who sets those goals up there, the goals that you showed?

MR. SETZER: The performance goals?

MS. BETA: Yes.

MR. SETZER: We recommended them and this committee tentatively accepted.

MS. BETA: So you set your own goals?

MR. SETZER: Yes. Let me be specific. The specific subject area of the goals was negotiated in the original contract back in 2011, the levels. So on time performance was set as one of the goal areas, the levels that we set was what we recommended and this committee has currently accepted.

May Mr. Levitt speak next? He's part of our group.

CHAIRMAN SHRENKEL: State your name.

MR. LEVITT: I'm Lou Levitt. I'm a resident of the Amsterdam. I want to
tell you of our frustration. We have
two beautiful NICE routes two miles
from us, the N23 and the N21. They
coincide in Roslyn. We need
dishwashers, nurse's aides,
housekeeping personnel, cooks. We need
people, many of whom can't afford
automobiles because of the wages in
that category.

There is a new hotel coming, a
Hilton Garden Inn. They will need the
same employees. There are seventy
businesses on West Shore Drive, so our
frustration is, to see these buses
coming close but nowhere near where we
are. We need your help.

We experience staff shortages from
time to time. We employ college
students who graduate and move on. We
need an employee who will be there and
will be there for us full-time. We're
not asking for a shuttle bus. We're
asking for fourteen more minutes on the
N23 route. We think it's a reasonable
request.
There was once service on West Shore Road. We think the new businesses, we think our presence and the presence of the hotel warrant the extension of service. We think it's reasonable, we think it's possible, we don't think it's going to cost a lot of money and we think whatever money it's going to cost, it'll be made up by the additional ridership. We need your help in making it possible. Thank you very much.

CHAIRMAN SHRENKEL: Thank you.

MR. ROSARIO: Thank you.

CHAIRMAN SHRENKEL: Richard? Is it Richard? State your full name when you come up to the mic.

MR. SETZER: I, Richard Cullary, (phonetic), come before you within the presence of the some questions concerning the flexi-ride service that will be part of the N73, 74 bus service that's coming back in September.

Why is there no low fare service even though it's supposed to be part of
the contract between NICE and Nassau County?

Members of the TAC, even though I am grateful that there will be N73, 74 service that will be restored, there is the question of the flexi-ride service that the new N73, 74 will be a part of.

From what I can gather from my sources, the BRU, apparently to use the flexi-ride service you have to make a phone call two hours prior to the time you wish to be picked up. The only trouble is that the same department that you wish to call also shares the same services -- same offices as Able-Ride, a service that is having severe staffing issues.

My question, is NICE planning to increase staffing for both flexi-ride or Able-Ride or is this going to be another mess? And question two, also I have heard as part of the NICE contract with Nassau County, they are supposed to have low fares for people who are in low income.
Explain to me, explain to --
members of the TA, why is there not --
keep on raising these fares while at
while at the same time causing our
service to dwindle? That is all for
now.

CHAIRMAN SHRENKEL: Thank you,
Richard.

Anyone else?

MR. WELLS: Good afternoon. I'm
Frederich Wells. I reside in Queens,
but I also depend on the NICE bus. Here
are a few questions I have. Number one,
the flexi service that's replacing the
2, since I live in the Queens, Nassau
border, that's almost like my area so
to speak. I mean, how is that going to
benefit those folks?

I mean, it's like, are you focusing
on the demands for folks going to the
Green Acres Mall? Because a lot of
folks who can't afford the railroad,
they want to commute-- they want to
commute into Queens to connect with the
subway like in that area where the 2
and 8 was lost, and it's like a long walk to the N1 or N25 which provides extra transfers to the buses to Jamaica.

Also, the only two routes that run 24 hours in the NICE bus system is my line, the N4 and the N6, which runs Jamaica to Hempstead which is not enough. It's not enough. It's not enough if you're planning on looking for a job in Nassau or Suffolk County, but pretty much Nassau County. It's not enough because folks that hire, they want people that can work, say like three to midnight, four to midnight or work overnight shift. They want people that can work odd hour shifts, and if there's no bus service, people can't take those jobs.

What happened to trying to like install like 24-hour service on routes that run -- that run pretty well, but still have a curfew? Like example, the N15 or the N31 or the N22, what happened to putting 24-hour service on
those routes, you know, and things like that?

Because people need -- people need the bus service. If they don't have a car, they need the bus service to be able to go to their job -- actually, take a job on Nassau County. That's all. Thank you.

CHAIRMAN SHRENKEL: Thank you, sir.

As I understand it, there will be some restoration of certain routes going on in a staggered schedule. Specifically, I don't know which ones those are.

Would you have any comment on that, Mr. Setzer?

MR. SETZER: Yes, Mr. Chairman, thank you.

Each of the last three speakers was really getting to the issue of limited resources. The resources available to Nassau County Transit Service amount to $131 million this year.
So the recommendations that we make to you are always about the best way to use those dollars. There are still un-met needs. There are desires for service that -- for instance, 24-hour service on the 15, as the gentleman just before me, mentioned would be a desirable thing, but it takes -- it's a zero sum situation.

In order to have 24-hour service on the 15, those dollars have to come from someplace else. There's never enough money to meet all the needs. So we make these recommendations knowing that everyone's needs are not being met.

I would say the same thing about the Port Washington needs. Sure, there are people who would like to get to those jobs there, and sure, we would like to serve them, but again, we have to -- we have to recommend to you, and I think you have to consider, what's the best use of the dollars that are available.
If a lot more dollars were available, we would do a lot more, we would be happy to do that, but that's not the -- that's hardly ever the situation in public service where there's an unlimited amount of resources available.

So that's kind of the big picture on some of these questions. The last gentleman also asked some questions about how flexi would work. In the Elmont flexi will serve the mall as he asked and will also connect with the 4 and the 6, which are the main ways to get into Queens.

So those are regular stops. You don't have to make an advanced reservation for any of those. It will operate on a regular schedule and those will be some of the permanent stops.

I have one other item to touch on.

CHAIRMAN SHRENKEL: We have some more comments, so maybe you want to hold up, and this way it'll be more comprehensive.
MS. COPELAND: I'm not going to use the mic because I can talk pretty loud.

My name is Brianna Copeland. I'm from Elmont. I'm just speaking on behalf of myself as well as other riders that are disabled that ride the fixed route. I'm in touch with a lot of paratransits too.

One of my main issues that we have been speaking, and I spoke to Mr. Jack as well as others within the customer service, is the ramps to the new fleets and the CNGs, the new ones that just got put, those ramps are not working.

So I don't know how they're being checked in the morning or who's writing off on them, but they're not working. I'm not going to be the one -- it can be anybody with a disability that may need that ramp, and I've had problems with drivers just not wanting to use the ramp or not able to use the ramp, and suspending the driver is fine, but knowing that these things are
recurring, is there a notice that's going out to everyone because we're just not really -- it's not being met with everyone because it keeps happening on different routes.

It can happen again on the 25 where a driver just refuses to take me or refuses to take anyone because the ramp is not working. So I guess my thing is, I know we said that we went through the paratransit and inspected those.

So are the newer fleets -- I'm sorry, are they being inspected recurrently because I don't see where that's going?

CHAIRMAN SHRENKEL: Mr. Setzer, I have to ask for the answer to this directly.

MR. SETZER: Sure. The ramps on the -- the ramp is the replacement for the hydraulic lift. It is operated mechanically, but it can, even when the mechanical part doesn't work, it can be operated manually. The driver can use
a -- with a fairly reasonable amount of effort operate that ramp.

So when you're told that a ramp isn't working, you're not being told the truth. Ramps, there's nothing to go wrong with them. It's a solid piece of steel on a hinge. There's virtually nothing to go wrong with it.

We've talked before and you've let us know, there may be some operators who need some further instruction. It's part of their training that they must provide that service.

One of the things that happens on the 6 to both people in wheelchairs as well as all the other passengers who use the 6, is that they get passed up because there's no room on the bus. That does happen sometimes. We've seen it happen. I've got video where they literally -- there's no room to get another person on the bus. So that may be happening some of the time.

It is -- what we were talking
about, un-met needs just a minute ago.

One of the most significant unmet needs is having enough service on the big routes. The big routes serve so many people and are so crowded, that the N6, the N6 carries almost 15,000 trips a day.

During peak hours especially, it's just jam packed. We do pass people up because you can't get anybody else on the bus in a wheelchair or not in a wheelchair. So that may be the case in some situations. When you report to us a driver who has refused service saying a ramp doesn't work, we'll take action in that case.

To go to your question about inspecting them, inspecting the operation of the wheelchair access device, whether a hydraulic lift or a ramp, it's part of the regular maintenance, regular preventive maintenance inspection every 6,000 miles, but it's also a requirements for the drivers to cycle
it every day before they go out.

So there's a process that a driver has to go through, including a walk around and an inspection of certain items, and cycling either the lift or the ramp to make sure it works before their bus leaves the garage.

So it's possible that a ramp or a lift particularly would work during that pre-trip inspection and then fail in service because they're -- it's just a very difficult design to maintain, but the ramps, that should virtually never happen. Short of being in an accident, there's no reason that a ramp would ever be disabled.

They get cycled before they go out, and that's why we want to know anytime you are refused service on the basis that the ramp or the lift doesn't work, and you do a good job of letting us know.

MS. COPELAND: Can I ask one more question? The paratransit system, I know you had checked your numbers about
Recently as I ride paratransit, there's been some type of delay within services. A window can be from 9:30 to 10, and you don't get picked up until 10:45, 11:00 sometimes.

Is there something that's going on within the process to where there are not enough vans, you know, to service the people, or what exactly is the issue?

MR. SETZER: Actually, you're pretty close to it. There is something going on right now. There are not enough working vans. We're experiencing a lot of problems with the old International vehicles, so we've had a couple of days, especially mid week when demand is high where we're delayed because there aren't enough working vehicles, but you also saw that there are 32 new ones on order.

That problem will get significantly better very soon. I apologize for that, and it has caused
regular delays, especially Tuesday, Wednesday, Thursday.

MS. COPELAND: Thank you.

CHAIRMAN SHRENKEL: Ms. Copeland,
just for the record, just so you know,
Legislator Solages, S-O-L-A-G-E-S,
spoke to me about your concerns and I
passed those concerns to the committee
members and to Mr. Setzer.

MS. COPELAND: Thank you.

MR. WATKINS-LOPEZ: In response to
the International portion of the fleet,
how many vehicles are in the Able-Ride
fleet and how much of that fleet is
made up by these older International
vehicles? Essentially, how often are
we going to expect this until we can
get the full roll out of the new
vehicles and the switchover?

MR. SETZER: Good question. There
are a little over a hundred vehicles in
the fleet. That includes a few sedans,
26 minivans, which are pretty reliable,
and what's left of that, 80, just short
80 Internationals.
So this next order of 32 will replace -- not quite half of those will replace the oldest and the least reliable. But yes, you're right, this problem won't instantly be solved until we've replaced all of them.

MR. WATKINS-LOPEZ: Thank you.

MR. SETZER: I have one other issue --

CHAIRMAN SHRENKEL: By all means.

MR. SETZER: -- unless there are other.

CHAIRMAN SHRENKEL: Mr. Endo has a comment. Again, maybe you'll sum it up.

Mr. Endo, what I'm going to recommend, why don't you stand with me. Come around here. Let everybody see you. I think it would probably be better, okay, let me -- introduce yourself, and what we'll do, Mr. Endo is, we'll have Ms. D'Agostino read the comments for you, is that okay?

MR. ENDO: Yeah.

CHAIRMAN SHRENKEL: Introduce
MR. ENDO: My name is Yuki Endo, resident of Jackson Heights, Queens and member of the Long Island Bus Riders Union.

CHAIRMAN SHRENKEL: Ms. D'Agostino, will you please read Mr. Endo's comments to the committee.

You can stand, Mr. Endo.

MS. D'AGOSTINO: "My name is Yuki Endo, resident of Jackson Heights, Queens and a member of the Long Island Bus Riders Union.

I am grateful for NICE Bus to restore 6-Day N80, 81 and N7 bus, but not really for N14 bus because nobody uses N14. I am speaking in behalf of N19 and N20 bus drivers. N20 bus riders used to have direct bus service between Hicksville and Flushing via Great Neck Station and NICE Bus started splitting route in two segments. N20H and N20G bus will save time; however, it does not at all.

N20H Band, N20G bus riders are getting off at Middle Neck Road/North
Boulevard to catch their connecting bus. By the time some N20G Great Neck bus gets to Middle Neck Road/Northern Boulevard, N20 Hicksville bus are waiting for left turn signal forcing passengers to play Frogger to cross an extreme dangerous intersection, and some passengers almost got hit by motorists.

N20/21 bus riders don't want to risk their connection at Great Neck Train Station because sometimes supervisors send bus to north side of station forcing passengers to scramble across pedestrian bridge.

During rush hour, N20G bus line at Great Neck Station are overcrowded due to many passengers from N20H and N21 bus getting on same bus. Many N20 bus riders on full restoration of direct N20 bus service because this is not helping bus riders and bus drivers at all.

I have YouTube video proof of N20 riders risking their lives for
connecting bus called N20G playing Frogger for N20H. It's a YouTube link and the quote is N20G playing Frogger for N20H. It can be found on YouTube.

On weekday basis, 8:15 P.M., N20H Great Neck bus driver which continues as 9:20 P.M. N20G Flushing bus, former MTA bus driver used to let passengers stay on the bus; however, different driver kicks everyone off the bus at Great Neck Train Station to pay again.

For N19 bus, many N19 bus riders want restoration of Carmel Mill Road and Montauk Highway service between Sunrise Mall and Babylon Train Station because N72 doesn't operate to/from Babylon on Sunday and there's no Suffolk County Transit S20 loop bus on that day.

Wednesday, May 25th, 8:45 P.M., N20H Great Neck bus driver who continues as 9:50 P.M. N20G Flushing bus skipped first stop, Hicksville Station because driver took wrong turn.

On Thursday, June 16th at 1:48 at
Northern Boulevard/Schunk Avenue, 1:32 P.M., N25 Lynbrook, number 1727 bus driver skipped two passengers including me. Tuesday, June 21st, 3:20 P.M., N33 Long Beach bus never show up at Far Rockaway.

Before NICE Bus implement reservation on demand bus, NICE Bus should take trip up to Sussex County, New Jersey to ride Skyland Connector On Demand Bus, which is reservation bus where bus riders has to call in ahead.

Nassau County need to take action to increase funding for NICE Bus. As you read on newspapers or saw on news, Able-Ride Paratransit and N25 bus caught on fire. This is exactly what happens when bus and paratransit buses are not maintenance well.

Also NICE Bus should get permit from NYC DOT to post detour sign for several NICE bus stop in Queens because Flushing New Year Parade, N20G bus riders are waiting for bus at Roosevelt Ave/Main Street not knowing street were
closed.

Thank you for your cooperation,

Yuki Endo."

CHAIRMAN SHRENKEL: Mr. Setzer,
you may as well as finish if you don't
mind.

MR. SETZER: I'm sorry. Excuse
me.

MR. WEXLER: Paul Wexler,
Uniondale. I noticed the bus to Jones
Beach goes to 9:00 P.M. only, and they
have a good summer series of concerts
from line dancing, all this
entertainment from Monday through
Sunday from 8:00 to 10:00 P.M., but the
bus stops at 9:00 P.M.

So maybe some nights a week you
can have an 11 P.M. bus, and earlier in
the day, maybe cancel a 2 or 4 P.M. bus
to equal it out. Because it would be
nice to go to some of these concerts
because the taxi service to Freeport is
usually 25 or 30 dollars a person just
to get there and back. All said, it's
kind of cost prohibitive just to attend
these free concerts.

So I was hoping you would add a couple of nights a week an 11:00 bus.

Okay, thank you.

CHAIRMAN SHRENKEL: Mr. Setzer.

MR. SETZER: Thank you.

CHAIRMAN SHRENKEL: Is there someone else? I didn't see your hand.

Q. That's all right. I'm Sylvia Silberger. I was just wanting to comment if there's any ideas on public campaigns to increase ridership? Right now it seems like the bus service is dependent completely on economically disabled and disabled individuals where we have a huge congestion problem and a huge green house gas problem on the island, and when we cut service, it makes it more likely that people won't ride the bus.

It seems that an outreach, commercial outreach to try and get ridership might be a useful endeavor for NICE to engage in. Thank you.

CHAIRMAN SHRENKEL: That's a good idea.

Mr. Setzer, you can comment as you see fit to address some of these
comments, or in general, whatever you choose.

MR. SETZER: Thank you, Mr. Chairman.

I think I'll go back to my last comment, that we recognize that there are many un-met needs in Nassau County for public transportation service. Always, our job is to use what is available in the best way possible.

The lady who just spoke suggested that building ridership would be one way to improve that. Well, we have to keep in mind that currently our fare box covers about 45 percent of the cost of service and taxpayers cover the other, the 55 percent that remains.

So adding riders meets many of the goals that she referred to, such as the environmental goals, but it doesn't solve the financial problem. In fact, it makes the financial problem worst, worse.

The current problem that we have actually is not -- you might say is too
many riders. On the big lines, as we mentioned just a few minutes ago, we're passing people up. Even if we could attract more people, we have no place for them to sit, we have no way to increase our revenue on those big lines.

Sure, it's always a goal to distribute the service so we can carry as many riders as possible, but -- and carrying more riders meets a lot of other goals, but it doesn't make your bottom line any better. The ultimate requirement is a lot more subsidy revenue, and that's beyond our scope here today as to how many tax dollars will be available.

The last thing I wanted to do sort of goes along with this, and that is to direct your attention to the three-ring binder in front of you. It's called Transit Development Plan.

What this is, is an analysis of what service is like now, including some of these overcrowding issues that I was
talking about. The difference
between -- I'll let you read it at your
leisure. This is meant to be the
beginning of conversation.

It also then follows with some
ideas about how we could make bus
service in Nassau County better. Some
of those ideas you're already seeing,
the idea of right-sizing the vehicles
so that we had the smaller less
expensive vehicle where demand was
light and the bigger, more expensive
vehicle where demand was heavy. It
also includes a lot of technology ideas
which will be part of the solution.

The purpose -- this is not a plan
that we're asking you to approve, to
accept or reject. It's meant to begin
a conversation. We've shown it to the
County Executive. We're about to show
it to members of the legislature. We
will take it out to people in the
community, to groups in the community
that are interested in it.

What we're trying to do is get a
conversation going so we can -- about
what we really want in the future, not
we here in this room, but what the
whole community wants so that we can
begin to put some -- there are no
budgets in there.

We're not saying give us another
$10 million and this will happen. We
are saying that here are some things
that can be done to make NICE Bus,
Nassau County Transit Service better
and may work better.

These are initial ideas to be
discussed and considered and added to
and subtracted from by the entire
community and anyone who's interested
in this.

So we're going to start shopping
this around to interested groups and
individuals. We want you to see it, we
want to give you some time to take a
look at it.

We plan to do some presentations
in the future on some of the ideas that
are in here and we hope it leads to
more of a consensus in the future about
what we would like to accomplish, we,
broadly, the whole community, what we
would like to accomplish, what
resources can be committed to this so
we have some consensus about would
where we're going.

I don't think this is a quick
solution to anything. If you voted to
do it all right now, that really
wouldn't make any difference. It still
comes down to a resource issue, but
lacking a consensus on what could be,
how we can make NICE Bus more useful to
more people. It's pretty mature to talk
about resources until we decide what it
is, having a better picture of where
we're trying to go.

So I would appreciate if you would
take a look at that. We'll come back
with some presentations in the future
meetings and also some reports on what
we were out in the community from
people about what their desires are.

Thank you very much for that.
That's all I had to say. I would be happy to respond to anything else if I can.

CHAIRMAN SHRENKEL: Any further questions by committee members to Mr. Setzer?

MR. WATKINS-LOPEZ: One last one. I forgot to mention this before.

So I know that Transdev was supposed to put forth the initial $1.25 million for the Everybody Rides NICE.

MR. SETZER: Right.

MR. WATKINS-LOPEZ: Is that just for the initial start up, you know, hiring a location, getting staff, get a location, whatever it might be to set up this nonprofit, or is it $1.2 million of MetroCards? How much, you know, rides are we giving out to the community? How expansive is this program really going to be, at least when the ball starts to roll, when it does get going?

MR. SETZER: Almost all the 1.25 million will go for MetroCards. There
will be no additional staff unless in
the future it gets to be a huge
problem. The staffing is all -- it's
us.

MR. WATKINS-LOPEZ: So it's not
separate from Transdev, it's still --

MR. SETZER: It is a separate
entity, but all the staff work will be
done by NICE staff people. NICE isn't
going to charge the foundation for the
work that we do. So there may be a few
expenses, printing or something like
that, but most of it is going to go
into actual rides.

MR. WATKINS-LOPEZ: Awesome.

CHAIRMAN SHRENKEL: Mr. Rosario.

MR. ROSARIO: On that, I didn't
hear the answer as to the possibility of
transportation for those concerts. We
know that they do end at night, and I
think it would be unfair for people to
buy tickets and then have to leave.

Is there an answer for that?

MR. SETZER: Yes. We're aware of
that. Again, this goes back to one of
these -- having to make these
difficult choices about which service
is sustainable and which isn't.

What happened with concert service
in the past is that was completely
unpredictable. We could put a lot of
buses out there, and depending on who
the act was or what the weather was,
 nobody takes the bus home from these
concerts.

So it's an expensive -- it's one
of those many nice to-haves, but it's
expensive. So that's why we've had to
cut a lot of corners like this in order
to keep the daily service on the
street. It's not what we like to do,
but it's what is necessary.

MR. ROSARIO: Also with the
section about Port Jefferson --

MR. WATKINS-LOPEZ: Port
Washington.

MR. ROSARIO: Port Washington.

I'm sorry. Was there anything maybe in
the future as to when this hotel opens
up? Is there anything that we could
foresee should a huge hotel open up there and then you could probably see 
more ridership in that area?

Like you said though, more
ridership doesn't answer more
transportation, but is there anything 
that we could see maybe down the way?

MR. SETZER: That's a possibility 
if there was -- you probably understand 
this better than most, that when you 
try to serve something by diversion off 
a regular line, it doesn't work so 
well, which is essentially -- it may be 
a few minutes, but you know, building a 
schedule, fourteen minutes is a big deal 
when you try to do it on sort of an 
exception basis. It doesn't sound like 
a big deal, but it is.

That's why I think if this flexi 
service works out, I think that's a 
better solution because it's sort of 
demand responsive, it can be tailored 
to exactly what the needs are.

We would like to try the flexi 
service in September and see how that
works. We hope it grows. It really
is a less expensive way to meet
specialized needs. It might be a very
good solution to a lot of problems.

MR. ROSARIO: Thank you.

CHAIRMAN SHRENKEL: Any other
questions for Mr. Setzer from committee
members? From committee members only.

I would like to thank you,
everybody who came and contributed from
the public in presenting their
problems, and, as I said, sometimes some
things can be resolved and sometimes
they cannot, but if possible, there's
always room for improvement and the
change begins with communication, so
thank you for your comments.

At this time I would like someone
to make a motion to adopt a resolution
to approve the service equity analysis.

Mr. Watkins-Lopez, thank you.

Will someone second that?

Mr. Rosario, thank you.

Prior to this vote which was sent
out earlier, by a show of hands that
everyone has received a copy of the
resolution of the equity analysis.

   Okay, at this time, again,

Mr. Watkins, thank you for adopting the
resolution. Mr. Rosario, thank you for
seconding, and with a show of hands I
think we can all say that we want to
adopt a resolution regarding this, to
approve this service equity analysis.

   All members agree. Thank you.

Resolution to approve the service
equity analysis has been accomplished.

   At this point I would like to
make another motion to adjourn our
meeting. Mr. Rosario, make a move.

   Anyone want to second it?

   Thank you, Ms. D'Agostino.

Thank you for coming. The meeting
is adjourned.

   (Whereupon, the Nassau County Bus
Transit Committee meeting was concluded
at 6:00 P.M.)
CERTIFICATION

STATE OF NEW YORK )
   SS.:            
COUNTY OF SUFFOLK )

I, ALEX TURTEL, a Notary Public for and within
the State of New York, do hereby certify:

That the minutes of the Nassau County Bus
Transit Committee meeting are a true and accurate
record of the stenographic notes taken by me
therein.

IN WITNESS WHEREOF, I have hereunto set my
hand this 21st day of July, 2016.

ALEX TURTEL