NASSAU COUNTY

TRANSIT COMMITTEE

SEPTEMBER 17, 2013

4:00 p.m.

BEFORE: SHELDON SHRENEKEL, CHAIRMAN

NORTH SHORE COURT REPORTERS - 1-800-794-5342
APPEARANCES:

CHAIRMAN SHELDON SHRENKEL

VICE CHAIRMAN LAWRENCE BLESSINGER

BOARD MEMBER KATHY ANN COMERFORD

BOARD MEMBER JEAN DUROSEAU

BOARD MEMBER LIVIO TONY ROSARIO

SAMUEL LITTMAN- EXECUTIVE DEPUTY COUNTY ATTORNEY

AND COUNSEL FOR TRANSIT COMMITTEE

MICHAEL SETZER- CHIEF EXECUTIVE OFFICER, VEOLIA

TRANSPORTATION

WILLIAM MURPHY

AARON WATKINS-LOPEZ

YUKI ENDO
CHAIRMAN SHRENKEL: Good afternoon, will the meeting please come to order.

Thank you very much, and welcome this afternoon to the Nassau County Bus Transit Committee meeting. I'm Sheldon Shrenkel, I'm the chairman of the committee.

As part of our rollcall I would like to introduce our members, to my far left is Kathy Comerford, to my immediate left is Mr. Larry Blessinger, to my right is Jean Duroseau, my next right is Tony Rosario and of course, counsel to the committee, Samuel Littman.

With a show of hands I'd like an acknowledgment of receipt of the transcript of our last meeting held on June 18th of 2013, has everyone received that?

(At this time a show of hands was given by the committee.)

CHAIRMAN SHRENKEL: Everyone has read it. Okay. Please note the minutes accordingly, thank you.

Today we are going to hear about scorecard key performance indicators, we are going to have a presentation from the CEO of NICE Transportation, Mr. Michael Setzer. Now, Mr.
Setzer, please, thank you.

MR. SETZER: Thank you, Mr. Chairman.

CHAIRMAN SHRENFEL: You're welcome.

MR. SETZER: Members of the committee, good afternoon.

BOARD MEMBERS: Good afternoon.

MR. SETZER: We rearranged the furniture a little bit.

VICE CHAIRMAN BLESSINGER: We just were saying that.

MR. SETZER: Now, we can see you. We thought it would be a little more comfortable for both the committee as well as members of the audience, and still be able to keep track of things, if this arrangement isn't satisfactory then please let us know.

There are five things that I want to make sure we cover today. The first are a couple of staff changes here, key staff changes that I wanted you to be aware of. Mr. Larry Kucera, this gentleman right here that you just met, he is the new chief operating officer for NICE Bus. He replaced Rodger Chapin who I think all of you had met in the past, Rodger has moved onto a new assignment in Boston and Mr. Kucera has joined
us. He's coming here from Las Vegas and Phoenix, and before that he's been with Veolia for many years and has a deep experience in the operation, so we're very glad to have him, he'll be a regular attendee at the meetings. His roll is responsible for transportation maintenance and several other functions that are related to actually delivering the service on the street.

The other individual who's just joined us unfortunately has a medical appointment today and couldn't be here, but we have a new director of Able-Ride named Daryl Simpson. Daryl is a New Yorker who's been living in Charlotte for the last several years, he also has a deep experience in operations in both Fixed Route and paratransit. We'll make sure he makes it to the next meeting so that you can meet him also. That position's been vacant for some time, we're very pleased to have both these gentleman on the team.

The second item that I wanted to just touch on very briefly is the ADA paratransit eligibility appeals process. After consultation with Mr. Littman we thought it appropriate that the committee be aware of this requirement.
Under the Americans with Disabilities Act there
are standards for people to be eligible for
paratransit service, for Able-Ride service, and
it's fairly complicated but essentially it's for
people who by means or by reason of their
disability cannot use Fixed Route bus service
who become eligible, that's one short sentence
but the actual process is much more complex.

So we have an ADA eligibility office, we have
a manager there, she reviews data and interviews
people and gets statements from doctors and that
sort of thing. She makes the eligibility
determination, she can either say you're
eligible or your conditionally eligible or your
not eligible. One of the requirements is to
then have an appeals process, so if an applicant
is dissatisfied with her ruling there's another
venue to which the applicant can go to appeal
the ruling. So we don't have one of those yet
but we are in the process of creating a three
person panel, people who are knowledgeable about
the ADA requirements as well as having some
familiarity with accessing disabilities. We'll
be naming that committee as soon as we believe
it's appropriate that the committee -- it's not
specifically a committee assignment or responsibility, but I think it's appropriate for you to be aware of that.

If you have any recommendations for individuals who are somewhat knowledgeable about disabilities and being somewhat knowledgeable about the Americans with Disabilities Act, please let us know and we'd be happy to consider them.

Okay. Now, let's get to the main events here. I want to talk about the second quarter, some of the results and then go onto the results compared to budget. So the second quarter we instituted the -- you may remember the beach service, the N88 which we had introduced last year, that goes from Freeport to Jones Beach, and this year we also reinstated the old N87 which goes from Hicksville to Jones Beach. So across this slide here you can see some of the results from that -- way over in that corner the lower right-hand corner -- now, there are 63,597 people that use these two routes during the May through September time period that this service was operated; the secure seasonal service was operated till about five years ago by the MTA
and we started reinstating it last year. And, when we were talking about the budget process earlier this year... we talked about this, so I would say it's quite successful.

The N87 you see on the left, the first column is southbound, the second column northbound. The N87 doesn't operate during concerts at Jones Beach, so it's totals are considerably smaller than the N88. So you see, the N88 totals at the bottom are quite a bit larger and that's because I think it's larger because of the concerts. So altogether we have 63,000 almost 64,000 riders on this service, I think it turned out to be a very valuable service and people were generally very pleased to have it.

VICE CHAIRMAN BLESSINGER: How long does the service run for, when do you cut it off for the season?

MR. SETZER: We cut it off after Labor Day.

VICE CHAIRMAN BLESSINGER: Okay.

MR. SETZER: It's finished now.

VICE CHAIRMAN BLESSINGER: Okay.

MR. SETZER: We start unlimited basis on weekends just before Memorial Day, and then go
seven days a week from then to Labor Day, then
end it after Labor Day.

VICE CHAIRMAN BLESSINGER: Okay.

MR. SETZER: So I think people were very
pleased to have the service back. It's one
that's poplar with the kids in particular, and
it's probably more popular with their parents
who don't have to drive them; I think it's
generally very successful.

A couple other highlights -- you got earlier,
I think maybe last week or the week before you
got a scorecard for the second quarter -- so I'd
just wanted to point out that I'm happy to talk
about anything in the scorecard if you'd like to
ask about it.

A couple things that I think are worthy of
note, and one is Able-Ride on-time performance.
If you recall, I'm sure this has been a
challenge from the beginning. At one point
on-time performance in Able-Ride was down in the
sixty percent range, and that's clearly
unacceptable. So now you can see a pretty
steady increase, and so we're now up in the
ninety percent for Able-Ride on-time
performance. So On-time means when we schedule
a trip on Able-Ride and a person says, "I'd like
to leave around nine o'clock", and then we say,
"Well, we're going to be there sometime between
8:45 and 9:15", that's because it's a
shared-ride service, it's not a taxi service.
We have to provide some window there because the
person that we picked up just before you may not
be ready.

So on-time means within that thirty-minute
window, and so now ninety-two percent are now
arriving within that thirty-minute window.
We'll probably never get to one hundred percent
because there are a lot of things that happen
during the day because there may be many people
on this trip, and the second passenger's
doctor's office is running late, so we can plan
what we want to plan but these things happen
everyday. So ninety-two is probably not the
best it could be but one hundred is -- the goal
is not to get to one hundred but to continually
push that up; in the mid-nineties is about as
well as anybody ever does.

So we're very pleased to have accomplished
that, that was our major objective in Able-Ride,
to get up into the ninety percent on-time, and
we will continue to focus on doing that. It's still a challenge every afternoon, at about three o'clock there is just a peek in demand. Many of our vehicles are United Cerebral Palsy, and that's are biggest single customer, as well as other group functions. So ninety-two is the daily average and it probably drops below that in parts of day and other times of the day it's up near one hundred percent.

You can also see in the second quarter that our customer satisfaction scores continue to be low, just as they were during the first quarter and lower than they were the previous year by a significant amount. You probably remember the discussion we had last month that we're still troubled by that, these are important scores but they're opinion based scores, they're not performance scores, they're not direct measurements of performance; they're questions of passengers about their opinions about how things are. So what we're seeing is a real diversion between performance scores -- I'll show you some in a minute -- and opinion scores, and we're continued to be concerned about that, it changed a little bit in a few categories up
and a few categories down from first quarter but it's still significantly below last year. We can't entirely explain it except there was a fare increase during the first quarter and that may have lead to a lot of discussion about the fare increase during the first quarter; that may have had something to do with it.

I think that before the end of the year we'd like to come to you with some sort of a revised reporting format that's useful, that's more useful that provides both performance and opinion, so that you can see a little more of what's going on. For instance, here are a couple thing's I'd like to show you, aside from the customer satisfaction which is direct interviews with customers, we use mystery callers and mystery riders, and these are professionals who work for a company and do this for a living, and they do it on a lot of buses around the country. So they will, without announcing themselves, call as if they were a regular customer or ride the buses as if they were a regular customer and give us performance scores based on what they observed. So this is about as objective as you can get, because these
are professionals, they've seen lots of buses around the country.

So here's the scores they're giving us on the performance of the call center; for instance, some of them are up in the nineties, and again, anything in the nineties is pretty good for a call center. They evaluate their experience based on the initial greeting they get, based on how the call is closed, whether they're satisfied with the response to inquiries and if it was accurate, and various factors like that. So we're seeing very good scores in that area, and I think that's the case of performance measurement rather than personal reaction measurement.

We also use the mystery rider, same kind of company, they're professionals and they do it all over the country. They have a standard scorecard that they use and then rate when they ride the bus, they ride the bus and pay their fares just like anybody else, so the operator doesn't know that somebody is taking measurements. We don't use them for disciplinary purposes, we use them for just quality measurement; they rate us on
punctuality, passenger information and how clean
the vehicle was and a number of other standard
factors.

So here are the kind of scores they're giving
us on a couple things, on the right you see the
overall scores, we're not quite up in the
nineties yet and we're not satisfied with that
yet, but they're pretty good scores. They're
certainly not down in the twenties and thirties,
and those scores are better than they were last
year, so we're seeing fairly good progress in
there. In April we had a little dip in all,
that was probably due to using our supervisory
forces for some other tasks at that time, but
you see we're back up almost in the nineties
overall.

On on-time performance which is the most
important of all, we are up the nineties, this
is a rating that they give us based on how close
to the scheduled time-point the bus actually
arrives at the bus stop, so I'm pretty pleased
with those scores, but they can always be
somewhat better. Those indicate that the actual
performance is going one direction and customer
satisfaction scores are going another direction;
we can't totally explain it but -- I think for your purposes it would be good if we can revise the format so that you can see both, so that you can make your own judgements as to what's actually occurring.

Let me stop right there, we'll go onto budget in a minute. Are there any questions or comments about the scorecard that you would like to focus on?

BOARD MEMBER ROSARIO: I have one.

MR. SETZER: Yes, sir.

BOARD MEMBER ROSARIO: Did you put into place the contract that you were discussing about the Able-Ride yet or is that down the future?

MR. SETZER: We have not added any new carriers of Able-Ride, we'll continue to use super-shuttles to provide some Able-Ride service.

The able ride software is to be updated in the next month or so, and then after that we're going to begin to look to see if there are other supplemental operators that we can use once the software is in place.

BOARD MEMBER ROSARIO: And, the
supplemental is -- I mean, your saying that your
at a good level now, right?

MR. SETZER: Yes.

BOARD MEMBER ROSARIO: So the
supplemental would do what, I mean in what
sense?

MR. SETZER: The supplemental would make
us more efficient. So they would be the very
long trips, for instance, or the trips that are
going in a direction that doesn't make sense to
combine with others. We might hand those off to
a limo or taxi operator, so that we can use our
larger vehicles for group trips and be more
efficient, use your money more effectively that
way. I think by using super-shuttle we were
able to get the on-time performance up, and most
of our other indicators from the customers are
pretty positive on Able-Ride.

So operationally it's good, it's not very
efficient yet the productivity is still pretty
low, it's around 1.2 passengers per hour, which
isn't very good; we ought to be around 1.5, I
think, or maybe even higher. So by using some
other techniques we may be able to improve the
productivity.
BOARD MEMBER COMERFORD: I just have a question.

MR. SETZER: Certainly.

BOARD MEMBER COMERFORD: So this Daryl Simpson, that position's been vacant for a while right?

MR. SETZER: Yes, that's true.

BOARD MEMBER COMERFORD: So now you'll have someone just concentrating on Able-Ride?

MR. SETZER: Correct.

BOARD MEMBER COMERFORD: And, he'll be involved in that whole process of... if you're going to bring on more vehicles?

MR. SETZER: Yes, right.

BOARD MEMBER COMERFORD: Okay.

MR. SETZER: So he'll be involved in the scheduling, using the new software which is an upgrade from what we have, and he's also going to focus on training. We had a meeting with our accessibility advisory committee this morning, we have monthly meetings with them and they wanted to see a better level of "Sensitivity", if that's the right word, in part of our operator's; how you deal with somebody who's blind, how do you deal with somebody who uses a
manual wheelchair, how do you deal with somebody who uses a mechanized wheelchair, there's a lot of complexity to it.

BOARD MEMBER COMERFORD: And, will that training go into the regular buses as well, because we do know that sometimes people that don't use Able-Ride but are handicapped in --

MR. SETZER: Yes.

BOARD MEMBER COMERFORD: Okay.

MR. SETZER: Probably not exactly the same training but --

BOARD MEMBER COMERFORD: But some form of it.

MR. SETZER: Yes. We will reach out to the disabled community and get some support from them in doing this training and maybe even actually delivering the training; that's on Daryl's plate too.

BOARD MEMBER COMERFORD: Okay. Great.

MR. SETZER: Once we get totally acclimated then they'll start to work on training.

BOARD MEMBER COMERFORD: Okay. Thank you.

AUDIENCE MEMBER: I have a question --
CHAIRMAN SHRENKEL: I prefer that Mr. Setzer finishes his presentation and the committee members handle it. Our forum is such that you definitely will have an opportunity to note your question, and you will be able to come up to the podium and then you'll be able to ask it.

AUDIENCE MEMBER: No problem.

CHAIRMAN SHRENKEL: Thank you. Go ahead, continue, Mr. Setzer.

MR. SETZER: Okay. Let me just run into the budget if I could, I want to touch on some of the key elements in the budget that you approved in March, and we had presentations in February and in March -- here is the screen that you are looking at in February when we first made the budget recommendation for the briefing, and then in March we made the recommendation. So this is what we forecast for fare box revenue for April 1st through March 30th of next year -- focus on one level down on the lower right-hand corner, at the forty-five million nine hundred and sixty-six, so what it's actually doing now -- the middle column, the one that says that same number forty-five million nine hundred and
sixty-six from April through August, these are actual numbers, and then we build a forecast based on that. So here's the forecast as of today, which is forty-five million eight hundred and thirty-nine; in other words, it's very, very close to the budgeted amount, so I'm very reassured to see that number. The forty-five million nine was a number that essentially the county's and Veolia's analyst agreed on as a good forecast, but taking into account the fare increase, the Metrocard fare increase.

So it's one hundred thousand dollars off at this point, but you may recall that various variations of fare box revenue got to our bottom line and not the county's, so if it stays like that then that has no effect on the county, but it's very close.

BOARD MEMBER COMERFORD: And, does that reflect the new service to Jones Beach?

MR. SETZER: Yes.

BOARD MEMBER COMERFORD: Okay.

MR. SETZER: But what it doesn't reflect, which I'm going to talk about, is the new service in September that's just begun. So we don't know what that might have, that may
boost those numbers up a little bit.

BOARD MEMBER COMERFORD: Okay. Right.

MR. SETZER: Even if it stays like that and again, forty-five million dollars -- being off by one hundred thousand I think that's pretty good, I'm satisfied with that.

BOARD MEMBER COMERFORD: Okay.

MR. SETZER: Also, in February when we made the briefing and in March when we made the recommendation, we proposed increases in service levels using some of the new revenue; for instance, up here, on Fixed Route, we forecasted about two thousand nine hundred and seventy hours on a weekday, which was up from back at what was then the current level, which was a little more than two thousand seven hundred and fifty.

I'm going to jump back and forth to the screen -- so two thousand nine hundred and seventy, we actually ended up, after doing all the research, with two thousand nine hundred and sixteen weekday service hours, not quite as many as we forecasted.

Now, let's go back here to Saturday, we were looking for one thousand six hundred and
twenty-one hours and Sunday a little over nine hundred and ninety hours; in both of those cases when we did the actual research we came to the conclusion that more service needed to go on, on Saturdays and Sundays, based on the way people were actually using it. So that's the level we began running September 1st of this year. The biggest service increase in a long time is about seven percent more service than last year -- April of last year, when we first adjusted service based on the budget. So there is a significant service increase, as big an increase I think, as far as service in Nassau County has seen in quite a while.

That includes a number of new things, the N6 Express, which we introduced last year, now goes to the campuses. The N6 used to go no further east than Hempstead Transit Center, and now it goes to Nassau Community College and to the Hofstra campus. That's targeted specifically at the college population which is a good population for transit, and they're sensitive to costs and they're not stuck in the way they were commuting to work for the last thirty years. So it's very specifically focused on the campus
market. We also added a new express on the N4, that's Merrick Road. There had been no express service on Merrick Road up until September 1st of this year; so both, I think, are going quite well.

There's always a little bit of a shakeout period after you change service, and there's always a shakeout period after you change drivers; so once a quarter we have a pick so that drivers get on different routes, and so those first couple of weeks there is a learning curve as drivers and passengers get use to each other and especially when you add new service then there's more of a learning curve. This is a big change and I think all-in-all it's going very well, we will continue to monitor that and I think this is important.

What we don't know is, what impact this will have on fare box revenue, the N6 and the N4, for instance, are the two largest routes in the system; there's a lot of demand there. So I think putting more seats on those routes eventually will increase ridership as customers discover there's some capacity that wasn't there before and we'll pick up some riders on those,
so this is very much like the budget forecast that you saw last spring.

The other key element in the service level was the changes that we recommended and you approved to Veolia's hourly rates. The contract provides for hourly rates and monthly rates to go up no more than the consumer price index, so the blue line here represents if the hourly rate for Fixed Route service had gone up two point two percent as the consumer price index did, then instead of the 87.12 that we were charging last year, it would be 89.04, but what we actually recommended and you approved, was the other direction, that's what this red line is, it's actually 85.25, it went down on the hourly rate. Similarly down here on the monthly rate, had it gone up based on the consumer price index, it would have gone up to two million three hundred and seventy-six-nine-seventy, but instead we kept it flat at two million three hundred and nineteen; so both of those then meant that your one hundred and seventeen million dollars went further. So in a nutshell, what happened based on the budget that began April 1st, is that fares went up because of the
Metrocard increase, the state legislator provided a little more money in the period beginning April 1st. The cost went down because our hourly rates were decreased, so altogether you have one hundred and seventeen million dollars to spend, we could afford a three percent wage rate increase for all the bargaining unit employees; that was effective April 1st, that was already in contract, of course, and still afford to raise service by about seven percent beginning on September 1st. So all-in-all just as proposed and approved by you, all of that has come to pass now.

So are there any questions on budget -- I got one more area that I wanted to touch on and that's capital improvements. First one is, we've been talking about this probably every meeting since we were informed that the annunciators don't work and the GPS doesn't work and those types of things, so less than a month ago we awarded a contract to a company called "Clever Devices." Clever Devices is actually a Long Island based company, they're in Woodbury; that's not why they won it, they were competing against Xerox and Trapeze which are two very big
names in the industry. On the merits they one
and we are very happy that our vendor is twenty
minutes away, and I think that they're very
conscious that we're right in their backyard, so
they'll want to make this work.

This is almost an eight million dollar
contract for a new AVL system that uses the
latest in global positioning system technology
to provide a lot of realtime data. So what does
that mean... so what... what that means is, now
the system will know where all of your assets
are in realtime from the command center, which
is just on the other side of that wall; they can
actually look at where buses are right now. The
system can also tell them when a bus is out of
perimeter, too late, too early, off route, et
cetera. It also provides for instantaneous
passenger counting, continuously a hundred
percent sample of all the boarding and the
lighting. So in the past we do planning based
on very small samples, you know, we put a
checker on the bus with a clipboard and they
record on's and off's, but now we'll have in the
future a hundred percent sample of where people
board, where they get off, how many are on the
bus, where it's overcrowded and that kind of thing.

All this data is being captured continuously and put into the database, so when we go to do schedules in the future we'll be able to look and see where it's chronically late, where is there not enough running time or is there too much running time, where are the heavy loads, and the planners will be able to look at it anyway they want. They can look at Tuesday afternoons in the spring if they want to, they can cut the data all kinds of different ways; so we will be able to build better schedules in the future.

It also means as a consumer that you would have realtime information available to you. You could on your laptop or your smartphone, find out about just your bus, you don't have a big timetable with thousands of data points, you can find out when your bus is actually going to get to the bus stop and where is it right now, and what time is it likely to get to my bus stop; tremendously it benefits for the customers.

VICE CHAIRMAN BLESSINGER: Is the equipment installed yet?
MR. SETZER: No, just beginning. It will take until sometime in 2014. One of the things we're working on is the actual implementation schedule, but there's a huge amount of coding, you have to get all the schedules and all the bus stops into there and do a lot of testing. So they haven't actually started installation, we just go the contract last week. I think, when we're a little further down the road, we'll ask Clever Devices to come to one of your meetings and put on a little more of a dog and pony show with maybe some of the actual equipment.

CHAIRMAN SHRENKEL: So does it have camera capability of the interior of the bus?

MR. SETZER: It does not, it could, but that's not part of what we asked for. We do have some cameras on buses now but they're not continuously recording.

CHAIRMAN SHRENKEL: So what is the estimated installation schedule, last time we said spring, are we at spring, summer or --

MR. SETZER: Well, I think so, that's what we're working out with him right now. So we don't have a real good answer for you on that
yet, but by the time we meet again we should
have a much better answer on when different
elements will be up and running.

CHAIRMAN SHRENKEL: They'll be a stage
for installation?

BOARD MEMBER COMERFORD: And, there will
be an "App side" to this, for a phone?

MR. SETZER: Well, it will use some open
architecture and so, yes, there will be but it
will also be available to developers, so
independent developers will come up with their
own Apps and market those; I think that's one of
the design features, the open data.

It also sends back to the maintenance
managers here, the real-time data on things like
engine temperature, so if a engine gets too hot,
if it's above what the preset parameter is, then
a buzzer goes off at somebody's desk in
maintenance; the bus number, bus location and
whatever the condition is, so that maintenance
can makes some determinations on whether to
intervene, send out another bus or do whatever
the they might do in that case.

So the results that you might get out of this
is better on-time performance because we did a
smarter schedule to begin with, and that's
because we had much better data, and we were
able to watch that bus in realtime right next
door in the command center. There will be some
method on the screen where a little bus icon
will turn red if it's running ahead of schedule
or turn blue if it's running behind schedule or
something like that, so that managers here will
know when there's a situation that needs to be
corrected. If there are a lot of buses bunched
up, it will show up in a graphic that there's a
thirty-minute gap here and then there's three
buses here; now, we don't know that unless
somebody calls and says there's a problem.

With this technology we'll actually be able
to see that problem as it begins to develop and
be able to know the bus number and the driver
and be able to call on the radio and intervene
in some way. So an undesirable situation like,
buses bunched up or a new driver who took a
wrong turn and got off the route, it will pop up
on the screen right away and we'll be able to
correct it much more quickly then we do now
because we're not waiting for someone to call
and say, "Hey, there's a problem here". We'll
get better planning as a result of all that data that I was talking about.

Customers can devise their own way to get real information pinpointed just to their needs. So basically your bus stop will have a number and you'll be able to put that number into your smartphone, and the system will know where that bus is and give you an estimate of when it's going to get to your bus stop, regardless of what the schedule says. Especially when the weathers bad or the traffics bad or there's something going on, then the actual time can be quite different from the scheduled time. And, if it's snowing or raining it's very useful for you to know that's it's three minutes away or thirty-three minutes away, you can stay warm and dry until you can catch the bus.

Lastly, there's a number of accommodations for people with disabilities. You've heard about the annunciators and the importance of calls on stops, that will all be automated on one hundred percent of the buses and it will be accurate. Now, because it's based on GPS, the annunciator on the bus will be calling out stops, upcoming stops, so automatically the
driver wouldn't have to do it and it will be accurate. I think I described in the past that our current system is based on odometers, so it's not very accurate, it gets less accurate as the day goes on. So the new system will provide, especially for passengers who aren't sighted, provide much more security and certainty about when their stop is coming up.

It will also include some accommodations at Hempstead Transit Center where they'll be audible information available, but they'll be electronic signs that tell you which bus is coming into which bay, which routes are coming into which bay, with also the audible cues available for people who want to trigger that by touching a button or some other method. Again, there are a lot of different ways to do this, but there will be solutions to all those things available. So as you can probably tell we're pretty excited about this, this will be a real breakthrough in service quality that we'll begin to see next year.

One other new capital project, we were about to order contracts for twenty-eight of these vans -- you can see in the picture -- that we'll
be able to use in place of the big international
Able-Ride vehicles that we currently have. This
is a Dodge Caravan, we got bids from a couple of
suppliers but they all use Dodge Caravan, so
whatever it is, it looked a lot like this. Its
got a manual ramp rather than a hydraulic lift,
manual ramps are very reliable and there's not
much to breakdown, they're light enough that the
driver can put that down, and they're expected
to hold eight hundred pounds, which will
accommodate almost all motorized wheelchairs and
customers. Currently our older buses are built
to a six hundred pound spec, that will solve
some of those problems. It has two wheelchair
positions, three ambulatory positions and very
importantly they are parkway legal. The
Able-Ride vehicles we have today are not parkway
legal, they are over 10,000 GBW, so especially
when your going north or south in Nassau County
and not being able to use the parkway is a
challenge. So these will be parkway legal,
they'll provide a much more comfortable ride and
better efficiency for us -- Mr. Blessinger?

VICE CHAIRMAN BLESSINGER: Are ordering
side entrance or rear entrance vehicles?
MR. SETZER: Side. Very much like the
one in the picture.

BOARD MEMBER COMERFORD: I'm sorry, that
was two wheelchair, four ambulatory?

MR. SETZER: I believe it's two and
three.

BOARD MEMBER COMERFORD: Okay. So two
and three.

MR. SETZER: I think one of them
positions as a fold out seat, so it's got a fair
amount of flexibility whether it's used as an
ambulatory or wheelchair position. We
introduced these to the Accessibility Advisory
Committee this morning and they were pretty
interested in that.

In the next phase of procurement for
Able-Ride will be a slightly larger vehicle, not
as big as the international, but it will be a --
it's called a "Cutaway", it's basically a full
sized van with a larger body on it; which again
would be a much more comfortable ride for our
customer from the international, that's one of
our main complaints from our customers, that
it's a very rough ride.

VICE CHAIRMAN BLESSINGER: So you'll be
able to put two wheelchairs in the mini vans?

MR. SETZER: Yes. We haven't made the
award yet and we're still going through some of
the details with the bidders, but hopefully make
an award here shortly. So I hope by the next
time we meet we actually have some of these
available, so we can have them here for you to
see here.

Now, this is a Dodge Caravan, it's a pretty
generic vehicle so it doesn't take a year to
wait like forty of the buses do, it should be
here in a few months.

Okay. And that's all I have to report, I'll
be happy to respond to any questions or
comments.

CHAIRMAN SHRENDKEL: Are there any
questions from the committee for Mr. Setzer?

MR. SETZER: Okay. Thank you very much.

CHAIRMAN SHRENDKEL: Now, can you to
touch a little on the -- only because it was two
consecutive quarters -- the cleanliness issue on
the scorecard?

MR. SETZER: The exterior cleanliness is
troublesome to us. We still have very old bus
flusters and they often breakdown, so we have a
capital project to replace those, but on the top
of my head I don't know when we're going to have
newer ones here.

The interior cleanliness, that's one of the
things that the mystery riders score us on, and
they give us fairly good scores on cleanliness,
so I'm not sure. A bus could go out in the
morning pristine and within an hour or two it
may be not.

CHAIRMAN SHRINNKL: Understood.

MR. SETZER: It is an area of
importance, but I think the research also shows
that on-time performance is much more important
than everything else.

CHAIRMAN SHRINNKL: I don't know if the
raw data is delineated, for example, what as
time or day of the interview --

MR. SETZER: Well, the company that does
it is a company called IPSOS, which is a
international market research firm. And, so
they design the sample to correspond to with a
certain number of certain times of day, certain
demographics, certain routes to try and make
sure that the group they're sampling is similar
to our larger group.
One of the things that I think we'll propose
is that instead of doing this quarterly with a
smaller sample, that we do it annually with a
larger sample, so that we're more comfortable
that it accurately represents the people's
feelings.

CHAIRMAN SHRENSHEL: Good, good. Okay.
Are there any other questions for Mr. Setzer
before we begin to move forward?

(At this time there was no response.)

MR. SETZER: Thank you very much.
CHAIRMAN SHRENSHEL: Thank you, Mr.
Setzer.

Okay. Our forum continues where we of
course, invite the public to make comments. And
governing under the committees's rules of
procedure, we ask please that you keep it to
three minutes, so try to take your idea, frame
it, design it so you complete what you have to
say. When you come up can you please state your
name and whether or not you represent yourself
as an individual or your representing an
institution and the town you live in.

Okay. Are there any -- sir you had some
questions, right?
WILLIAM MURPHY: Can I stand up?

CHAIRMAN SHREKEL: Sure, go ahead.

WILLIAM MURPHY: My name is William Murphy. I represent myself, I live in Uniondale. I came here for a negative reason, a comment on a negative way, you know, but I'm very happy to hear about the AVL business, the GPS -- I lived in the Bronx for a while and scanning of the poll is really amazing, it says it's "One stop away", and not to mention all of the good features on your end, you know, there are a few food things, the increased service -- I'm happy with that, and then the markings and the Hempstead Transit Center -- everything is good with that, but the one problem I have is with the readout on the bus. When you dip your card in, the Metrocard -- I know it's the MTA, whenever I call NICE they point me to the MTA and MTA points right back -- so I ride the bus a lot, $112.00 a month is what I feel I should pay at maximum. I ride it at least twice a day, so that's sixty rides a month, I'm paying with the five percent break unless I pay with quarters, but then I only get two transfers and I can't get on the subway. So I'm paying over $142.00 a
month and I'm -- you know, it's insane to me.

    You know, I mailed the cards back to the MTA
and they take four months to give you your money
back, and I know it's not the NICE issue but if
you guys are taking automated payments for your
fare boxes on that system, then I think that it
should be something that should work properly; I
don't think that I should have to pay more than
$112.00 a month. I have a tight budget just
like everybody else and, you know, waiting that
kind of time for the money back doesn't work to
good for me.

    And, I just want to break it down a little
further. So every Metrocard -- you know, if I
was to get a monthly -- I don't get more than --
the most I ever gotten out of the monthly since
NICE took over is about nineteen days out of the
thirty, and I've gone three times -- I won't do
it again because its shame on me at this point,
but when MTA ran Long Island I never had a
problem, I've ridden the bus and subways. I
worked in Manhattan and been in the city for a
lot of years, never on the subway, never on the
bus, never had a "Read error" in almost fifteen
years and now its three times in the last two
months since I moved back from the Bronx, and I
rode to Nassau County a lot of years on the MTA
and never had this issue. You know, the first
time I thought it was a fluke and the second
time I though maybe the batch of cards I was
getting from train center were bad, but I tried
it a third time, I tried to go to that express
payment through the MTA where they mail you a
card, a E-ZPass for MetroCards and the same
thing.

I've had three or four go bad, the most I
ever got was nineteen days and the least is six
days, so I can't even buy weekly for thirty
bucks, you know, because I can't wait four
months for my money back. If you guys can't
work better with the city, you know, then I
think that we should have a different way of
collecting an automated fare.

BOARD MEMBER COMERFORD: Can I ask a
question, is it happening on the bus or when you
transfer to the subway that it's saying "Read
error"?

WILLIAM MURPHY: On the bus, when you
dip it in to the -- I don't know if the fare
boxes are not being maintained right, but it's
somehow eating up the card. I've tried not putting it next to my credit card, not next to a magnet, in plastic, not in plastic, I've been -- and, I know everybody's trying to be helpful but I've done everything I can to protect my Metrocard, it's the fare boxes are what eats them out.

BOARD MEMBER ROSARIO: So you're telling me that after you use it on the bus it says, "Read error", now let's say you go to the subway after that, and you checked it in the balance machine before you go into the subway system, is the card all right then or you're stating that because after you put it on the NICE Bus that it damages the card and then your unable to use it on the subway at all?

WILLIAM MURPHY: That's right. Well, once it begins with the "Read error" it doesn't prepare itself --

BOARD MEMBER ROSARIO: It doesn't function on the subway system either?

WILLIAM MURPHY: It becomes -- yeah, I've had "Read error", the buses are a little bit messed up too but you get the "Read error" and then it will work on a different bus, so
maybe it's just the fare box in the bus that was
messed up, but once it happens, you know, nine
times out of ten and soon thereafter. After a
few dips, every ride is like -- you can do up to
three dips into the fare box with the Metrocard
because you get two transfers and so, you know,
somewhere around the neighborhood the fifteen to
twenty times it goes in, the fare box eats it
up. I don't know what it does, it doesn't
really visibly look like the stripe was messed
up, I can't explain it, and I can only imagine
that their fare boxes aren't being maintained by
the MTA, I know they still own them.

CHAIRMAN SHRENKEL: Is this on one line
specifically?

WILLIAM MURPHY: No, I go to Long Beach,
Jamaica, Mineola. I'm on the 40, 41, 70, 71,
72, 15, the 6.

CHAIRMAN SHRENKEL: So this has happened
on several lines?

WILLIAM MURPHY: Yes, on any line that
I've been on. You know, I haven't kept a very
good tracking system but I know that it's
happened in various different spots because, you
know, unless you get -- and the bus driver's not
supposed to let you on, he can get in trouble, you know, and I don't want to break his chops but you get looked at -- I just bought a $112.00 card, I didn't buy the cheapest card, I bought the most expensive one and the guy's asking me to get off, and usually if I'm dressed in a shirt and tie he knows I'm not trying to beat him; there's a lot of people trying to beat the system.

I'll tell you that noise when the Metrocard is rejected... you either hear a good noise or a bad noise, and I'm hearing in the back of that bus a lot of times it's a bad noise and it's not always people that are disheveled and trying to beat the system.

VICE CHAIRMAN BLESSINGER: Mr. Setzer, I know your hands are tide because of the MTA, but how often are they servicing these fare boxes, are they doing it quarterly, every six months?

MR. SETZER: I don't actually know the answer to that. There's a regular preventive maintenance schedule for what I call for "Low level maintenance", and we do that here with our own crew.

VICE CHAIRMAN BLESSINGER: Right, okay.
MR. SETZER: System maintenance, we buy that from the MTA, we ship the box to them and they do the repairs. I'm very aware of the situation that Mr. Murphy's talking about, we started to do a little research on this; it's costing us money too.

VICE CHAIRMAN BLESSINGER: Right. Your not collecting your fare.

MR. SETZER: Yeah, it eats up his card, but we don't get the money. So we want to correct this somehow, the Metrocard system is old and very dated, and the dilemma for us is that a lot of our riders are using Metrocards because they transfer.

VICE CHAIRMAN BLESSINGER: Right.

MR. SETZER: And, the only way you can get the free transfer to the subway is with the Metrocard, so we can't just abandon it altogether. So what we're working on is an alternate method using maybe smartphones or something like that, so that there is another way for people to have the convenience of not having to carry a pocket full of quarters, but it would be more reliable and it will give them what they expect; I'd like to tell you this is
all going to be solved soon, but I'm not sure how we can.

VICE CHAIRMAN BLESSINGER: Didn't the MTA announce they were going to look to do a new Metrocard program, didn't they shelve that?

MR. SETZER: They did, yes. They are going to do a new fare payment system of some kind, but it could be five or six years till then.

VICE CHAIRMAN BLESSINGER: At least.

MR. SETZER: We have to figure out something in the interim, we can't wait for that because this will get worse as the boxes get older and older.

BOARD MEMBER ROSARIO: So Mr. Setzer, my understanding is that you don't have anyone on premises -- let's say a bus pulls in, when the fare box goes out, I would assume the bus stays in the system, right -- I mean, you don't shut it down?

MR. SETZER: Correct.

BOARD MEMBER ROSARIO: So am I to assume that once that bus comes into the depot at the end of the night, you would have to wait for somebody from MTA to come and service them, like
Larry said every quarter --

MR. SETZER: No, the first level of
maintenance we'll do, but we've got --

BOARD MEMBER ROSARIO: So you have a
crew here?

MR. SETZER: They can't deal with the
systems, but they can deal with the cleaning of
the reader and that kind of stuff, we can do
that here.

BOARD MEMBER ROSARIO: Okay. But probes
needed and stuff like that, so there is a whole
crew?

MR. SETZER: Yes. By the way we are
working on adding some capability there just to
do as much as we can, but I think this will
continue to be a problem for a while.

VICE CHAIRMAN BLESSINGER: So basically
you have to follow whatever the MTA says
whenever the they get back to you, and your
hands are basically tied on a lot of issues.

MR. SETZER: On a lot of issues. If
it's just dirty or a part needs to be replaced,
then we can do that.

VICE CHAIRMAN BLESSINGER: Right. Okay.

MR. SETZER: Anything more than that we
wait on the MTA.

VICE CHAIRMAN BLESSINGER: Do they have a good turnaround time?

MR. SETZER: Although I have to say they do a good job. We have an exchange system, so we'll pick up a good one and drop off a bad one.

VICE CHAIRMAN BLESSINGER: Okay.

MR. SETZER: So I don't want to say that they're not -- in the repair function I think, they're doing well, but the problem is that it's a very ancient system.

BOARD MEMBER COMERFORD: I'm sorry, this appalls me, because I ride the subway all the time. Now, do you pay for your Metrocard in cash or do you pay it on the credit card?

WILLIAM MURPHY: I've learned my lesson with that, that if you don't buy it with a credit card there's no way to track it --

BOARD MEMBER COMERFORD: Get it back.

WILLIAM MURPHY: Yeah. So I bought them with credit cards but now if you don't buy them with the check cashier with cash you have to pay an extra dollar, so now $112.00 is now $113.00, but it still doesn't even work. You have to buy -- in order for the MTA to recognize you and
give you a refund when it goes bad -- and they
said that their at unprecedented levels right
now, and I know it wouldn't solve the fare
collection issue, you know, you're still going
to be in the red with that opinion stuff that
you were talking about before, that's it not --
I don't think it's because of the fare increase,
I'm sure some of it has to do with that, but
that noise I hear on the bus everyday and people
looking embarrassed and, you know, the bus
driver every once in a while has told me to get
off.

I know now to have multiple MetroCards on me,
you know, in the plastic so they can't refute
it, the ones I get at the check cashier are four
rides are $9.52, you get a little five percent
break, but even with that I'm paying $142.00 a
month. I have to pull that out and pay a second
fare, you know, it's just -- even the four rides
and now, theoretically the most dips you can get
on that is twelve, two transfers and three rides
for four fares is twelve. I've had them go bad
on the last ride before so, you know, it
happened somewhere around the neighborhood ten
to twenty dips into the fare box where its gone
bad. So if we can get the opinion to come up
and the customers to be happier, and I know it
might take a while for you to fix the issue of
fare collection, but there should be someone
working on it in the meantime.

BOARD MEMBER COMERFORD: Now, do you
have a smartphone?

WILLIAM MURPHY: Yes.

BOARD MEMBER COMERFORD: So if you had
to be able to -- I don't know if this new system
that we're going to put in with the GPS and all
the enhancements, does that have like an RFID
type thing where you pay for your MetroCrad and
you can scan?

MR. SETZER: That system does not, but
there are systems that are available and we're
looking at some right now that would provide
that independent of the GPS system.

BOARD MEMBER COMERFORD: Right.

MR. SETZER: And that would be a
solution for some people, not everybody.

BOARD MEMBER COMERFORD: Right. Okay.

Not everybody.

CHAIRMAN SHRENKEL: I guess you're
speaking to someone at the MTA of high level,
MR. SETZER: Yes, we talk to them regularly.

CHAIRMAN SHRENKEL: Mr. Murphy, I want to thank you very much for enlightening us about this problem. It's a difficult complex issue as you can tell, but we can only help when we hear about negative things like this or at least try to help. This is the forum that we have, we try and keep it positive, we try and make the corrections but this is a difficult one and we have to leave this with NICE Transportation, but his hands are tied and it's an MTA issue. So you can continue to complain I presume, and I'm sure Mr. Murphy's not the only problem.

MR. SETZER: No, not at all.

CHAIRMAN SHRENKEL: Thank you very much.

BOARD MEMBER COMERFORD: I just want to ask one more question, if there was an App that you could use on your smartphone would you use that?

WILLIAM MURPHY: Absolutely. Any type of program like that I would use.

BOARD MEMBER COMERFORD: Okay. Good, thank you.
MR. SETZER: We'll make a point to report on that in the next meeting and where the progress is on that alternate system.

BOARD MEMBER COMERFORD: Okay. That would be great.

CHAIRMAN SHRENKEL: Would anyone else like to come up and speak?

Sir, come on up. Thank you and please, give us your name.

AARON WATKINS-LOPEZ: Good afternoon. My name is Aaron Watkins-Lopez. I'm actually with the Long Island Bus Riders union. I came here today to actually address what Mr. Murphy was talking about, in regards to the Metrocards and the "Read error". I'm an avid bus rider, I work out in Huapauge, so I usually take the bus to Babylon and then transfer over and I've had that numerous times happen to me where I've either had to switch Metrocards or use coins. And, so a lot of people in our union have been coming to us with this problem of not being able to use their Metrocards and having to pay double or triple sometimes, depending on where they go, but I'm not going to speak on that too much.

Another thing we have been getting a lot of
concerns about is the lack of Metrocard vending machines. So if you get a "Read error" and you go to purchase a new Metrocard and the only place you can do it is at a Long Island Railroad Station or the Hempstead Terminal.

Now, with the Long Island Railroad Station you can only get a Metrocard if you buy a ticket, so a lot of the bus riders aren't using the train and then needing the Metrocard, it's that they need the Metrocard and not so much the train.

BOARD MEMBER COMERFORD: So they would have to buy a one-way ticket somewhere, so then they can get a twenty dollar Metrocard?

AARON WATKINS-LOPEZ: Exactly. And, so I think you know that, I think the research that I've done that the Metrocard systems on the bus are like fifteen-years-old; so there's a big problem with that, but to relieve some of the stress some of the riders are feeling right now, it would be really great if we could somehow get either more machines that vend out the Metrocard or even possibly just giving a "Metrocard only" option on the Long Island Railroad machines themselves.

VICE CHAIRMAN BLESSINGER: Mr. Setzer,
is that an MTA issue?

MR. SETZER: Yes.

AARON WATKINS-LOPEZ: And, I've tried to reach the MTA and I get the Veolia to MTA, MTA to Veolia and that whole turnaround, so I came to you guys about that.

BOARD MEMBER COMERFORD: Okay.

AARON WATKINS-LOPEZ: So really, just the two questions that I would have would be, what would be the process for fixing the fare box machines, but we already spoke to that. And, would it be possible for them to consider purchasing more Metrocard machines and placing them at major depots like Mineola and Freeport, Babylon; what would you say to that?

BOARD MEMBER COMERFORD: And, Nassau Community College.

AARON WATKINS-LOPEZ: Especially now, that this is going to be of huge help, yeah.

VICE CHAIRMAN BLESSINGER: Are you able to that?

BOARD MEMBER COMERFORD: Are we able to purchase those?

MR. SETZER: Only MTA sells Metrocards, all of the machines are theirs. We have in the
past asked them to consider some additional
locations in Nassau County, but it's been a
while; so I'll be happy to make that request
again.

VICE CHAIRMAN BLESSINGER: What was the
outcome when you requested it last time?

MR. SETZER: They weren't very
interested in doing that because they're hoping
to replace that at that time, they were hoping
to replace that system soon, and now that that's
not the case maybe -- I don't even know if they
have additional machines but we'll go back and
renew that discussion.

BOARD MEMBER COMERFORD: That again
brings back the smartphone App, because then if
you have a problem you can buy your card on your
smartphone.

MR. SETZER: Right.

BOARD MEMBER COMERFORD: So that would
be great next month, next time if we could get
an update on both of those.

VICE CHAIRMAN BLESSINGER: So it's
another uphill battle because of the MTA?

MR. SETZER: Yeah. Well, we can't do
anything independently here on Metrocard, we're
tide together.

BOARD MEMBER COMERFORD: Okay. Well, so
next meeting hopefully we'll have an update on
the smartphone App.

AARON WATKINS-LOPEZ: All right. See
you then.

BOARD MEMBER COMERFORD: Thank you so
much.

CHAIRMAN SHRENSKEL: Is there anyone else
who would like to speak?

Okay. Mr. Endo, go ahead.

BOARD MEMBER COMERFORD: Mr. Endo, we
were missing you.

YUKI ENDO: My name is Yuki Endo.
Resident of Jackson Heights, Queens. I depend
on MTA, NICE and Bee-Line buses. I love the N4
Express service, but it doesn't connect with the
N1 bus at Merrick Road and Central Avenue. Most
N4 riders want Central Avenue, which is a busy
transfer point and want faster N4 Express
service.

I am glad NICE Bus restored N21 weekday
service, but I'm sure that Glen Cove Village are
asking for weekend N27 to be extended to and
from Roosevelt Field Mall because Roslyn station
is not a good place to wait for a bus, especially in rain or snow, because there is no bus shelter for an hour if you miss N27 and N23 connection. Sometimes N27 and N23 doesn't connect with each other due to heavy boarding on Hempstead and Roosevelt Field Mall.

Many businesses wouldn't let you wait for bus inside the stores unless you buy something. Sometimes train traffic at the railroad could also cause people to miss connection bus. I am also asking NICE Bus officials to survey NICE Bus routes near railroad crossing to see how they can adjust schedules. I also suggest Broadway Mall-bound should be extended, N48 and N49 should be extended to Jericho Whole Foods on weekday, evenings and weekends, so folks will be able to get to and from Whole Foods in Jericho easily.

I am calling on NICE Bus to adjust N20 bus schedule to and from Hicksville. I am also asking for more N20 Flushing service from Hicksville until 10:40 p.m. when Jericho Whole Foods closes at 10:00 p.m. weekday.

I am also asking NICE Bus to train new operators properly and tell them what
neighborhood it is and name of bus stop. And, because of that most new bus drivers get lost because the lack of training by Veolia Transportation Inc. Yours sincerely, truly, Yuki Endo.

BOARD MEMBERS: Thank you.

CHAIRMAN SHRENKEL. Thank you, Mr. Endo. Certainly you have a lot of visions here, a lot of different schedules. The one that concerns me a little bit is the bus drivers getting lost.

BOARD MEMBER COMERFORD: But the new GPS system will also help address that because we'll be able to see it as soon as they gear off, correct?

MR. SETZER: It will. Maybe this will help explain it a little bit, there are forty-eight different routes and the routes, some of them had multiple branches. The way a driver ends up with a particular route is through a seniority based pick, so when the new driver goes to work after the first pick, it may be a route that he was trained on six weeks ago and maybe he or she reads the map carefully or maybe they don't, but unfortunately there's no substitute for experience. When you're driving
less and having been at it for a few years makes
a huge amount of difference; we do address route
training and map reading in our training
programs.

BOARD MEMBER ROSARIO: Don't you have
what they call "Vacation reliefs", where there
are guys that are standing by who end up on a
run basis sitting by, vacation relief is for
guys that are on standby for guys who may be
sick or they have some other issues and they
can't come to work, so this driver is told to
get on this route and he may have ridden that
route or he may have not for a while, so there's
a lot of issues with that.

MR. SETZER: Right, right.

BOARD MEMBER ROSARIO: You have
forty-eight different routes?

MR. SETZER: Correct.

BOARD MEMBER COMERFORD: Can I ask a
question, how often does that seniority pick
happen, did you say once a quarter?

MR. SETZER: Once a quarter, yes.

VICE CHAIRMAN BLESSINGER: Is that
required by the union?

MR. SETZER: Yes, part of the a
contractual requirement.

BOARD MEMBER COMERFORD: Okay. Got it.

BOARD MEMBER ROSARIO: Well, you have
the packets, I mean, with the maps and all of
that out there, so maybe we can emphasize that
the drivers prior to pulling out that they try
and go read them more. I mean, if I was the
driver I wouldn't want to take a route that I'm
guessing on.

MR. SETZER: Right. One of the things
we started doing last year is that we provide a
what's called a "Turn-by-turn", which is very
specific, "You turn left at the Walgreens", it's
very detailed; so the information is there, but
if you're brand new on the line and you're
trying keep a schedule and you got crowded
buses, you know, that may not be easy to do.

CHAIRMAN SHRENKEL: Is there anyone else
who would like to ask any questions?

BOARD MEMBER COMERFORD: Aaron has
another comment.

AARON WATKINS-LOPEZ: I just have a
question. Generally, how many routes would one
bus driver be put on a day, because wouldn't
that also go with, If they get lost, in case
they were on multiple routes, do you know how
much they get per day or is it just like one?

MR. SETZER: It could be more than one,
it depends on what they've chosen, if it's a
pick run then it may operate on more than one
route. And, an extra board person or a spare
board person might have two or three in a day,
but that would be pretty unusual.

AARON WATKINS-LOPEZ: Okay. Thank you.

CHAIRMAN SHRENKEL: Is there anyone else
who would like to state their comments?

(At this time there was no response.)

Okay. No one else, thank you. Our agenda
next "Item D" calls for the election of chairman
and vice chairman to serve on this committee for
a period of one year. What I plan to do is have
counsel Littman take a vote if necessary and
conduct that accordingly.

COUNSELOR LITTMAN: Thank you, Mr.
Chairman. The local law which created this
committee as well as our own rules of procedure
dictate that we have an election for the
chairperson once every year, that year is up,
and Mr. Shrenkel has indicated his intention to
serve another year, also Mr. Blessinger
indicated his interest to serving another year as vice chairman.

At this time I'll ask all the members if they agree and approve of Mr. Shrenkel and Mr. Blessinger for serving another term as chairman and vice chairman respectively to indicate by raising their hands; all in favor?

(At this time all board members of the committee stated "Aye".)

COUNSELOR LITTMAN: The record should reflect that all members have unanimously approved another term for Mr. Shrenkel and Mr. Blessinger. Thank you, Mr. Chairman.

CHAIRMAN SHRENKEL: Thank you. I'd like to thank the members of the committee for their continued support and I certainly look forward to another year as chairman of this committee, and I want to again keep this environment in a very positive manner and constructive manner.

Okay. Mr. Blessinger, would you like to say anything?

VICE CHAIRMAN BLESSINGER: It's a privilege to serve on this committee and I look forward to keep doing so for the next year.

CHAIRMAN SHRENKEL: Thank you. Now,
we've heard Mr. Setzer's presentation, we had
the public comments. At this point the chairman
would like to make a motion to adjourn the
meeting, will someone please second it?

VICE CHAIRMAN BLESSINGER: Second.
BOARD MEMBER DUROSEAU: Second.
CHAIRMAN SHRENKEL: Okay. Every one in
favor?

(At this time all board members of the
committee stated "Aye".)

CHAIRMAN SHRENKEL: With that, the
meeting is adjourned, and thank you very much
for coming.

(Whereupon, the Nassau County Bus
Transit Committee was concluded. Time
noted: 5:15 p.m.)
CERTIFICATE BY COURT REPORTER

I, DONNA T. JOHANSMEYER a Professional Court
Reporter and Notary Public in and for the State
of New York, do hereby certify that the
foregoing testimony taken in the matter of the
September 17, 2013 Nassau County Bus Transit
Committee consisting of pages 1 through 63
inclusive is an accurate transcription of my
cryptic notes.

IN WITNESS WHEREOF, I SET MY HAND THIS DAY.

[Signature]

DONNA T. JOHANSMEYER
CERTIFIED COURT REPORTER
NORTH SHORE COURT REPORTERS
NOTARY PUBLIC STATE OF NEW YORK.