

NASSAU COUNTY BUS TRANSIT COMMITTEE

September 19, 2024

6:30 p.m.

PUBLIC MEETING

A P P E A R A N C E S:

DAWN FALCO, Chairperson

JEAN DUROSEAU, Committee Member

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

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2                   CHAIRPERSON FALCO: It is 6:30, so  
3 we're going to begin. My name is Dawn  
4 Falco. Thank you all for coming this  
5 evening. I am the chairperson for the  
6 Nassau County Transit Committee, and  
7 with me is Mr. Jean Duroseau, committee  
8 member, and we're going to call this  
9 meeting to order.

10                  I am filling the shoes of the  
11 former chairperson tonight, Mr. Sheldon  
12 Shrenkel, so bear with me; I have big  
13 shoes to fill.

14                  That being said, I just want to  
15 confirm with Mr. Duroseau that you  
16 received a copy of the agenda for this  
17 evening's meeting?

18                  MEMBER DUROSEAU: Yes.

19                  CHAIRPERSON FALCO: That being  
20 said, I would like to introduce at this  
21 time Mr. Jack Khzouz, the NICE bus CEO,  
22 who will be giving us a presentation on  
23 quarterly review this evening.

24                  MR. KHZOUZ: Thank you, Ms. Falco  
25 and thank you, Mr. Duroseau, for your

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services. You've been serving the committee for many years, and we very much appreciate your leadership and guidance in ensuring we stay on path.

On behalf of the thousand employees that we have here at NICE Bus and the county, I've got a short presentation. This is going to be a somewhat abbreviated meeting. We don't really have any business to conduct at this meeting other than to give an update on what's going on.

We just began our fall schedule, our September schedule, which is our busiest time of year for passenger carries.

Currently, we are providing about 74,000 trips a day, 40,000 on Saturday and about 25,000 on Sunday. It's quite a huge jump from August, about an eight percent jump from August.

We are carrying about the same level of passengers we carried pre-Covid, so we're almost at a hundred

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percent of pre-Covid levels. On the Paratransit side, we are well surpassed our pre-Covid levels and are growing ridership quite a bit.

So with that, I'll just start presentation. Again, it's fairly brief. We're going to cover some Rosa Parks HTC upgrades.

We've been going through a multi-year multi-million-dollar upgrade of the center, so we're going to talk about updates there. We'll talk about the quarterly score card and then just give some service updates and some capital improvement projects update too.

First and foremost, project updates. Rosa Park Transit Center. The transit center sees about 25,000 people coming through there every day, so it's an extremely busy hub. It is the busiest suburban hub in the U.S. and certainly far busier than any other hub in New York outside of New York

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2           City.

3           A few years ago, we started  
4           upgrading the center with a support of  
5           grants through the federal government  
6           and some state grants also and through  
7           the county helping us get it done.

8           We've completed things like rust  
9           mitigation, new paint, new poured  
10          concrete, various other signing and  
11          digital signing upgrades, and now we're  
12          kind of working on all of the surfaces.

13          So, we're coming up on the last  
14          part of this multi-year project. It's  
15          a very complex project because it  
16          involves not affecting traffic coming  
17          in and out of there and trying to  
18          minimize and mitigate any inconvenience  
19          to our passengers.

20          That being said, Phase 1 is now  
21          complete and is open to the public.  
22          New terrazzo floors were poured in  
23          Phase 1. New wall surfaces, ADA doors,  
24          air curtains were installed and the  
25          MetroCard machines were reinstalled,

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and this weekend they are going to be moved once again so we can do Phase 2.

So, Phase 2 starts, which is happening right now. I labeled them Jackson Street and Columbia. The center really, we've taken it and cut it in half and worked on one half at a time because these are surfaces, they affect ridership flow throughout the center, so we have to be very cognizant of how we affect ridership.

Phase 2 on the Columbia side, the storefront will be closed and revamped, so it is going to be completely redone, but it will be closed in the temporary stages of it.

There will be a trailer deployed for driver's break room and rest rooms. Both the rest rooms and the driver break rooms are going to be closed in this phase, so there will be some inconvenience there.

In addition to that, the MetroCard machines will be moved again. They

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2 will be deployed again on Monday but  
3 they will be moved starting tomorrow.

4 And then additional security and  
5 safety measures will be deployed to  
6 make sure of the safety of everybody  
7 that goes through there.

8 Once we're done with this, and we  
9 think we're going to be done with it  
10 before -- let's be conservative; we  
11 think we'll be done early Spring, let's  
12 say February we will have the center  
13 completely updated. Every surface  
14 touched, rest rooms, signing and  
15 everything. So, it will be quite a  
16 different center than it was five years  
17 ago, ten years ago, that sort of thing.

18 So, we're pretty proud of the  
19 project. Sharon from the county is  
20 here, who has helped us manage the  
21 project and has helped design the  
22 project. So, we're pretty proud of  
23 the -- I think we will be proud of what  
24 we end up with at the end of it, and it  
25 will certainly make the rider

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2           experience better.

3           Additionally, on the capital side,  
4           coming this Spring, we have 41 new  
5           Gillig buses coming. They're  
6           compressed natural gas 40-foot buses.  
7           So that will retire all the older  
8           vehicles that are still in service. We  
9           expect them to come, they will trickle  
10          in between November and mid Spring,  
11          probably March. So, again, it will  
12          update the fleet and give us one of the  
13          newest fleets in the country. We're  
14          pretty happy with that.

15          In addition to that, an additional  
16          15 additional Paratransit vehicles will  
17          be put into service between now and  
18          then. So, again, just upgrading the  
19          fleet continuously to ensure that we  
20          get the reliability and safety and the  
21          service we need out of that fleet.

22          To update everybody, we put in  
23          some electric buses earlier this year.  
24          They have been out in service mostly  
25          servicing the hub area, mostly on the



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N16, which is between, really, Rockville Centre and the college. They have been working, knock wood, pretty well. We're learning more and more about them as we go along. So, we're excited to have them in service.

You will see the paint scheme a little different than what we have out here; they're predominantly blue with orange accents instead of orange and blue accents. But reliability has been keeping up with the C and G vehicles, so we're pretty happy with how things work out there, and we will talk a little about that in a second.

So, now we really go on to service updates. We're very proud of this new service. As you know, or may know, we do have, and we were one of the first in the country to deploy an on-demand service earlier this year in the south shore.

We've experimented with on-demand for the last five years, and our

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service and planning team really came out with a great combination about a few years ago, really came upon a formula that really works and deployed it as what we call NICE mini.

It is run out of our Paratransit division. It is a smaller vehicle that is deployed along a corridor. Again, it services the south shore between Lynbrook and Freeport right now. It's a small service but it really works well connecting communities.

The idea here is that we connect to larger routes, we connect to railroad stations, we connect shopping areas, human services, education, hospitals, that sort of thing. And instead of a round bubble, we really look at it as more of a cigar shape. So, the service is much more efficient.

On the south shore service of mini, when you hail a vehicle, we try to have a vehicle there within 15 minutes, if not sooner. So, it's

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really worked out very, very well.  
We're providing, I believe, over a  
hundred rides a day now just on the  
mini service in the south shore.

So, with that success, we have  
planned out a new service; this is  
called mini, also in Syosset. This is  
a very interesting model in that we are  
the first in the country that is  
commingling Paratransit and fixed route  
on one vehicle. The platform we use  
allows us to do that. It's a very  
robust platform.

If you are a certified Paratransit  
customer, you will be prioritized, and  
ADA rules will follow for you. We will  
go to your home and take you from  
address to address.

If you are not a Paratransit  
customer, you will be given a  
coordinate within a few blocks to walk  
to, and that will allow the bus to be  
much more efficient. So, it  
understands those two parameters and

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2           prioritizes depending on who's hailed  
3           the vehicle.

4           In addition to that, this is  
5           really a bridge. It allows our  
6           residents in the Syosset area who  
7           currently do not have Able-Ride service  
8           to have Able-Ride service. So, it  
9           expands the Able-Ride footprint.

10          The thing it does, though, it will  
11          take you -- if you want to travel -- if  
12          you are an Able-Rider customer and you  
13          want to travel south beyond Hicksville,  
14          it will take you to Hicksville Railroad  
15          Station, and that's where you transfer.  
16          You will transfer to another Able-Ride  
17          vehicle. And we'll coordinate that  
18          pickup as we do in the Able-Ride  
19          system. Transfers are free, just like  
20          transfer to any other fixed route  
21          buses.

22          So, it's really a cool, innovative  
23          way to expand service and maximize the  
24          usage of our vehicles and our drivers  
25          to perform different functions all in

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2 one.

3 So, it's literally one of the  
4 first in the country that commingles  
5 transit this way. We're pretty proud  
6 of it. It shot out of the cannon right  
7 away, and, you know, within a few  
8 weeks, our ridership was up to 50 or 60  
9 requests a day.

10 The way the algorithm works also  
11 is, if you're out of the service  
12 area -- the darker blue areas are the  
13 service area. If you are out of the  
14 service area and you hail a vehicle, it  
15 will tell you you're out of the service  
16 area, we can't pick you up, but it will  
17 also record that hail, and if we see a  
18 lot of hails in areas outside the  
19 service area, we can literally stretch  
20 the service area within an hour.

21 So, we can decide, you know what,  
22 we're getting a lot of hails at this  
23 library just outside, let's open up the  
24 service area, and literally within the  
25 next hour or two, the service area will

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2 be opened up for those customers.

3 That's a way for us to understand  
4 and flex based upon what we know. It  
5 allows us to get service out quickly  
6 and then adjust as we need to go. That  
7 gives us some flexibility to go, you  
8 know, further than we are.

9 This is a great idea. We hope  
10 that it will help us perform better on  
11 the Paratransit side, helps us connect  
12 to fixed route better, helps us to  
13 connect to Long Island Railroad better,  
14 helps us get people to libraries. But  
15 we're looking for these libraries and  
16 other services, we're looking for these  
17 areas to be densely flagged with trip  
18 generators. So, trip generators are  
19 what really keeps these services  
20 moving.

21 We just launched it. It's working  
22 out very well. Hopefully this will  
23 lead to some future innovations as we  
24 go forward to increase the service  
25 area.

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So, we just started our fall service adjustments. This is a listing of what we have done. We continue to add more service, we continue to add more express service and figuring out ways to get people from A to B quicker, more efficiently, safer.

So, on the N1, for example, the UBS Elmont Long Island Railroad Station destination, you know, for events, we have now extended service for Saturday and Sunday.

The N16, we streamlined the alignment through the NCC and did some other things with the express service in both directions.

On the N19 Massapequa -- Freeport to Massapequa, again adjusted the service to better accommodate what's going on in the area. Express trips are now on the N22. That also serves the Westbury Galleria shopping center. Additional Saturday and Sunday frequency on the Mineola N23 Manor

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2           Haven service.

3           Again, Saturday and Sunday has  
4           outperformed Monday through Friday as  
5           far as ridership goes. You travel in  
6           Nassau County now on Saturday, we have  
7           full buses, and that doesn't happen  
8           anywhere really in suburban anywhere,  
9           but we have full buses. We're not to  
10          the point where we have over-full buses  
11          but we have full buses, so it really  
12          speaks to efficiency.

13          So, the N79, we're piling in some  
14          express service there. Then the N80 on  
15          the Hicksville Massapequa line, the  
16          mall, Sunrise Mall is seeing a  
17          redevelopment. So, that as the  
18          destination is changing a little bit.  
19          We're trying some different things  
20          there to make that service more  
21          efficient. Not carrying the amount of  
22          people it used to. Again, the mall is  
23          getting redeveloped and a lot of it's  
24          going away, so we're trying to figure  
25          out what to do there. But that may be



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a transitional period there that we have to understand a little bit more.

Community engagement. Some big things happened over the last few months. We're talking about all the way back to Spring. First and foremost, back to school. We held another school supply drive.

I think, Erica, if I'm correct, 2,500 items were donated to United Way for back to school. The employees really chipped in here. We do that every year. And in the Thanksgiving time and Christmas time, we'll do turkey drives also. So, it's a great way for us to connect directly to community.

The big issue that we had this year is we had Cricket. Everybody remember that? It seems like ten years ago but it was really just this last spring, or summer.

Ten days, we transported 24,000 people. We quickly came together with

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a plan, literally within three months, and put this together. And it worked out great.

The partnership for Long Island Railroad and the county, but, yeah, it surprised us, 24,000 people. You see a train -- we were at Westbury. All of us were there. We were at Westbury and seeing a train unload a thousand people get off and come down to buses.

How do we get them paid and on buses and to the event within an appropriate amount of time was quite an ordeal, quite a problem to solve, but our team in transportation, Erica, safety, Paratransit, everybody kind of came up with solutions.

Literally, we came up with tablets that would -- people would be both able to tap and go their card on the tablet, get them on the bus. It worked out really, really well. So, no issues there. Very, very happy.

We're kind of wrapping up here.

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2 Our score card for the quarter, we've  
3 have got a running score card. We're  
4 on Q2 already, or Q2 is already behind  
5 us.

6 On-time performance slipped a  
7 little bit, and the reason being is  
8 because of the Cricket matches. We had  
9 to pull some buses off regular routes,  
10 adjust. And we saw a little bit of hit  
11 on our on-time performance. Still  
12 above our goal. As you can see on Q2,  
13 we're 88 percent. We like to be in the  
14 90s.

15 Missed pullouts were a little bit  
16 higher but, again, that doesn't mean a  
17 bus did not do a trip, it just means it  
18 didn't make the five-minute window to  
19 pull out on time. A little higher  
20 again.

21 I am happy to report, though --  
22 and Todd is here from safety -- our  
23 safety numbers came in very, very good  
24 for the quarter; quite an improvement  
25 from last quarter. So, that's very

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good to see.

On the Paratransit side, again, call answer ratios, it went down a little bit, but again within reason. Not exactly where I want it to be but we're a little short on reservationists. We're back in the play right now and so that shouldn't be a problem.

On-time performance suffered a little bit also again, back to Cricket, but Inner is here, our director of Paratransit and Operations. I think we're back in the fold there.

Missed pullouts again were a little higher, but again, that's just an on-time performance issue. We want to get pullout within the five-minute window, and we may have missed a few more, but it's very, very small compared to our total.

Accidents were great. Our safety record was very, very good last quarter and really, really hit it out of the

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2           park.

3           And productivity again rose a  
4           little bit, and that's about the sweet  
5           spot we want to be, about 135 to 145 on  
6           the productivity side. After that, it  
7           becomes a little bit arduous for our  
8           customers. So, overall the quarter was  
9           fairly strong for productivity and  
10          service overall.

11          So, what's coming up ahead, and  
12          this is the last slide, I just wanted  
13          to give everybody kind of a peek  
14          because between now and the end of the  
15          year, it's somewhat of a sprint.

16          We all kind to say, Oh my gosh,  
17          it's already the 19th of September, you  
18          know, and before we know it, it's  
19          Thanksgiving, then we go into Christmas  
20          and the holidays.

21          So, in January 2025, we're  
22          thinking we're going to complete the  
23          Rosa Parks upgrades completely, so we  
24          can put that behind us a little bit and  
25          just continue to maintain the center.

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In January, also we are required every three years to do a Title VI survey of all our riders, of our rider population. What does that mean? That means that we'll have an outside company coming in starting in January, probably a little earlier than that, and they'll start surveying our riders.

They will have a questionnaire about where they live, how they identify, how they pay, how often they ride, what they pay with, what's their household income, you know, why do they ride. All those sort of demographic understandings.

It really helps us after we peel through those demographics to understand changing ridership patterns, changing motivations, and helps us design the system quite a bit.

It is a mandated survey that the FTA requires us to do every three years. So, it's a big project, though. It won't be until April or so that

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we'll have it finished and have it turned into the FTA, but that's coming in.

We already talked about new vehicles arriving, so that will be good to have them in service by Spring. Additionally, as we all know, April 2025 will be the start of a new fiscal year, our budget fiscal year, so I'll be giving reports to the board and to the public about how that's coming along.

Really, our big driver there is what does the state allocate to bus service here in Nassau County called State Transportation Operating Assistance Funding? So, that's the biggest part of our budget. It's very important we get that in there.

We'll start in Albany literally in October making sure that they understand our needs and banging the drum for Nassau County to continue on our path of improving increasing

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2 service throughout the period. So,  
3 we've had a very good run and we don't  
4 want to let that slip at all.

5 In summer, we hope that the Oak  
6 Street charging station along our back  
7 fence line will be ready. Currently,  
8 we're charging the electric buses with  
9 little portable rolling chargers. When  
10 they come in at night, they get plugged  
11 in. These rolling chargers get plugged  
12 in. But we hope by then we will have  
13 the permanent charging -- secondary  
14 charging station in the ground, ready  
15 and operating.

16 Each one of those chargers are  
17 quite large and they have two charging  
18 plugs. They can charge two vehicles at  
19 one time. They're fast chargers  
20 instead of the smaller ones, which take  
21 a full eight-hour charge. So, we're  
22 hoping that that will be completed.

23 What's holding us up right now is  
24 a backlog on ordering those chargers.  
25 ABB, who manufactures the chargers, and



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2 Switchgear, has a long backlog, and we  
3 hope by then we'll be caught up and see  
4 what goes on.

5 Lastly, we continue to work toward  
6 the OMNY implementation. We, again,  
7 are somewhat -- we depend on the MTA  
8 and their contractors to help us get  
9 this through, so they are still  
10 figuring out as they go along also, but  
11 we hope to have that implementation  
12 some time in 2025.

13 I can't tell you when because I  
14 don't know, but it's moving forward,  
15 but it's a slow process, and we hope to  
16 have that maybe by the end of 2025.  
17 We'll keep our fingers crossed there.

18 That completes my presentation.  
19 So, thank you.

20 CHAIRPERSON FALCO: Thank you,  
21 Mr. Khzouz.

22 At this time, I am going to open  
23 the floor for comments and questions.  
24 First, the committee, of which, of  
25 course, I have some.

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2                   Mr. Khzouz, first I just want to  
3                   congratulate you for getting through  
4                   all of the challenges that NICE and  
5                   Transit faced yesterday with all of the  
6                   activity and street closures going on  
7                   over at the coliseum. You got through  
8                   it. That's all I could say. You got  
9                   through it. Great job.

10                  My first question is, you noted  
11                  the relocation of the MetroCard kiosks  
12                  at Rosa Parks. I just want to confirm  
13                  they're going to be in an easy,  
14                  accessible area for the public, if you  
15                  know where they will be.

16                  MR. KHZOUZ: Unfortunately, for  
17                  the transition, tomorrow afternoon will  
18                  be the last day you can buy the  
19                  MetroCard until Monday at Rosa Parks.  
20                  Saturday and Sunday it will not be  
21                  available. So, it's a challenge.

22                  CHAIRPERSON FALCO: Is it possible  
23                  to put out a notification on that?

24                  MR. KHZOUZ: Yes. So, that's what  
25                  we've already worked on. We've also

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2 notified our drivers to please be  
3 understanding.

4 So, there's no other way to work  
5 it. We have to work through the MTA to  
6 get those things moving. We don't move  
7 them ourselves. So, they tell us when  
8 they can do it and they tell us when  
9 they can put them back.

10 So, we tried to have that happen  
11 on a Saturday, even a Sunday, and move  
12 and move, but it wasn't going to  
13 happen. So, this weekend will be a bit  
14 disruptive, but the communication team  
15 and operations team has done what they  
16 can to alert everybody in addition to  
17 that. Like I said, we're going to try  
18 to be as flexible as possible with our  
19 ridership.

20 CHAIRPERSON FALCO: Thank you.  
21 Just to provide notifications to the  
22 public, that would be great.

23 Then this may be going back a  
24 little bit but I was hoping you might  
25 touch a little bit on the successes and

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2           challenges with the summer service to  
3           Jones Beach and the added services for  
4           all of their events. How did that go?

5           MR. KHZOUZ: It went very well.

6           We started out of the gate like  
7           gangbusters because the weather was a  
8           little more cooperative this year than  
9           it was last year. If you remember last  
10          year, we had a lot of rain very early,  
11          very cloudy, very overcast. This year,  
12          charge out of the gate very quickly.

13          Both on the concert service and  
14          the beach service where we ended up  
15          having some shortfalls on ridership was  
16          because of the state not being able to  
17          staff lifeguards.

18          So, last year and the years  
19          before, they extended the beach season  
20          almost all the way until mid October.  
21          This year, they stopped a lot earlier.  
22          So, the ridership had dropped off.

23          Also too, the concerts had been  
24          very spotty, and I don't know -- I'm  
25          not a big concertgoer; I don't even

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2 know --

3 MS. RICHARDS: There is no rhyme  
4 or reason to it, as to why some  
5 concerts we have, we carry 800  
6 passengers to and from the theater and  
7 some we carry 45. I can't find a  
8 pattern. I can't find a trend line. I  
9 don't know. It's been like this  
10 (Indicating.)

11 CHAIRPERSON FALCO: Maybe the  
12 younger population.

13 MS. RICHARDS: I don't know.

14 MR. KHZOUZ: I'd like to be able  
15 to find a pattern but since I don't  
16 recognize 99 percent of the bands right  
17 now, I can't speak to that.

18 So, but overall, the service ran  
19 smoothly. You know, over the years  
20 we've made all the mistakes, and now we  
21 have obviously corrected them.

22 The Freeport and Hempstead both,  
23 service has worked out very well. It's  
24 a great feel good service. You know,  
25 it's a service that doesn't require

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2 having to go to work at 6:00 a.m. and  
3 standing in the cold. So, we love it.  
4 And it's just a matter of we're victims  
5 of the weather. Just like the air  
6 show. You know, sometimes we'll do the  
7 air show service and then it will be  
8 canceled because of overcast. That  
9 kind of thing.

10 CHAIRPERSON FALCO: I'm glad to  
11 hear that ridership was decent enough  
12 to keep it going.

13 MR. KHZOUZ: Oh, yes.

14 CHAIRPERSON FALCO: That was what  
15 I was looking at.

16 MR. KHZOUZ: That's our commitment  
17 to our customers. Again, like I said,  
18 that's the one -- I used to have a boss  
19 saying, that's your one warm handshake,  
20 you know. That's the way to kind of  
21 get it done.

22 MS. RICHARDS: So, for instance,  
23 Long Island Railroad, they canceled the  
24 combo ticket that they have with us  
25 from the city and the boroughs to Jones

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2 Beach because of the cut in lifeguards.  
3 However, we're still running daily  
4 beach service through September 29th.

5 CHAIRPERSON FALCO: Okay.

6 Okay, next question. So, I love  
7 the idea of expanding the NICE mini  
8 service. What is the charge, the rider  
9 charge on that?

10 MR. KHZOUZ: Same. We try to make  
11 it as seamless as possible. So, you  
12 pay 2.90, or if you have a discount  
13 card, you pay on the discount card. So  
14 it makes it very seamless that way.  
15 You get the free transfer to the fixed  
16 route system without a problem.

17 If you are a Paratransit customer  
18 with door-to-door on the Able-Ride  
19 side, you pay the Able-Ride fee, which  
20 is \$4.00. So, but, again, we're trying  
21 to make it easy. Instead of going,  
22 okay, well, this is 3.50, this is 2.90,  
23 this is 4, so we make it as simple as  
24 possible, and we try to make it as  
25 seamless as possible.

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2                   The idea there is to really get  
3 people to the larger routes. So, if we  
4 can get them there and then they can  
5 take the bigger bus wherever they need  
6 to go, then that works out really well.

7                   CHAIRPERSON FALCO: Thank you so  
8 much. I appreciate it.

9                   Mr. Duroseau, any questions or  
10 comments?

11                  MEMBER DUROSEAU: Those guys are  
12 amazing from the beginning. All I keep  
13 on giving them, and they make it easy  
14 for me, A+, A+, A+. I have been here  
15 since you guys started.

16                  One question about Rosa Park  
17 upgrade. Anything in the blueprints  
18 for solar panel, something like that?

19                  MR. KHZOUZ: Well, we've been  
20 talking about how we do that.  
21 Currently, the technology to charge  
22 large buses with solar panels isn't  
23 there yet, but it doesn't mean that we  
24 can't put solar panels on this lot to  
25 charge our non-revenue vehicles, our



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2           supervisor vehicles, and/or the  
3           building.

4           So, we're talking about that with  
5           the county on how we make this building  
6           a green neutral building and/or be able  
7           to provide service back to the  
8           provider, selling service back. So,  
9           those are the two avenues we're looking  
10          at.

11          On the Paratransit side, there may  
12          be opportunities there. There isn't a  
13          electric Paratransit vehicle currently  
14          but we think that technology will  
15          change also. So, those are things that  
16          we're exploring.

17          Obviously, the infrastructure of  
18          this building is older and needs some  
19          upgrades to be able to do that, but  
20          with the power stations that we're  
21          installing for the larger buses, that  
22          allows us to understand a little bit  
23          the infrastructure that needs to be put  
24          in.

25                 MEMBER DUROSEAU: Thank you.

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2                   CHAIRPERSON FALCO:   Thank you  
3                   both.

4                   Anything else, Mr. Duroseau?

5                   MEMBER DUROSEAU:   No.

6                   CHAIRPERSON FALCO:   At this time,  
7                   I am going to open up the floor to  
8                   public comments and questions.   I am  
9                   just going to ask that they be done in  
10                  somewhat of an orderly fashion.   If you  
11                  will raise your hands, I will point at  
12                  you, and if you could please very  
13                  clearly state your name, where you are  
14                  from, and then we're going to be  
15                  limiting you to two minutes.

16                  Please state your name and where  
17                  you are from before you begin.

18                  MR. TORCIVIA:   Joe Torcivia.  
19                  Levittown.   Okay.   Now, in honor of our  
20                  new committee chairperson, Dawn, I am  
21                  going to make this my shortest comments  
22                  speech ever.

23                  Very encouraged to see new express  
24                  service popping up, especially in  
25                  places that suffered previous cuts, but

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I wonder how it's doing.

Assuming that people that have had years of reduced or no bus service do not regularly visit the website, as some of us nutty people do, how are they made aware of it? There's never even been a bus on most of Sunrise Highway, for instance.

On express service, one thing I suggested previously but could become more of a possibility now is extending the N6 express eastward on Hempstead Turnpike to East Meadow, Levittown, or even Bethpage, a straight one-seat ride to connect with the subway and eliminating the delay of detouring into Rosa Parks Hempstead Transit Center could be an attractive thing that could carry more than the currently implemented express items might. I would definitely transfer to it from the N49.

Finally the 90-minute gap on the N49 on Saturday really ought to be

1 Transit Committee Meeting  
2 reduced to a reasonable hourly  
3 schedule.

4 Thank you.

5 CHAIRPERSON FALCO: Thank you,  
6 Mr. Torcivia. I appreciate it.

7 Anyone else?

8 Yes, sir? Please state your name  
9 and where you are from.

10 MR. DAVI: Good evening, everyone.  
11 I'm Salvatore Davi (phon). I'm a new  
12 Paratransit customer. This is my first  
13 meeting. I am currently residing in  
14 Greenvale.

15 Currently, as far as I know, there  
16 is no weekend bus service for the N27  
17 bus route. Would it be possible for  
18 NICE to modify the N21, in particular  
19 to serve Greenvale station Long Island  
20 Railroad customers as well as provide  
21 weekend bus service to residents of  
22 Greenvale and Old Brookville near Glen  
23 Cove Road, preferably a route change  
24 from Roslyn Clock Tower to Bryant  
25 Avenue and to Glenwood Road continuing

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2           on Bryant Avenue to Plaza Road where  
3           the Greenvale station is, onwards to  
4           Glen Cove Avenue, returning back to  
5           Glenwood Road via Scutters Lane?

6           Another possibility would be to  
7           include certain bus intervals to meet  
8           the Greenvale station, both east and  
9           westbound intervals from Plaza Road.

10          Greenvale station currently runs  
11          on a two-hour interval on weekends from  
12          9:18 a.m. to 11:18 p.m. westbound and  
13          with an earlier additional trip at 5:51  
14          in the morning, eastbound from 8:17  
15          a.m. to 8:17 p.m., with the last  
16          interval at 11:17 p.m.

17          CHAIRPERSON FALCO: Thank you,  
18          Mr. Davi. I have a quick question for  
19          you or Mr. Khzouz.

20          What is the closest bus to the  
21          Greenvale station currently, because I  
22          do not know the answer?

23          MR. DAVI: N27.

24          CHAIRPERSON FALCO: How far is  
25          that from the station?

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2                   MR. DAVI:    They don't have  
3                   weekends.

4                   CHAIRPERSON FALCO:   I know.    I  
5                   heard that they don't have the weekend  
6                   service.   But during the week, how  
7                   close is it to the station?

8                   MR. DAVI:    It's maybe about a  
9                   block away.

10                  CHAIRPERSON FALCO:   One block?

11                  MR. DAVI:    I would have to cross  
12                  the street.

13                  CHAIRPERSON FALCO:   Okay, thank  
14                  you.   I'll take that under advisement.

15                  Is there anyone else that has  
16                  comments or questions?

17                  Sir, I'm going to ask that you  
18                  state your name and where you are from.

19                  MR. D'SOUZA:   Sure.   So, I'm the  
20                  president of Passengers United.   We're  
21                  a 501(c)(3) nonprofit.

22                  CHAIRPERSON FALCO:   Can you please  
23                  spell that for the stenographer?

24                  MR. D'SOUZA:   Sure.   My name is  
25                  Charlton D'Souza.   It's

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2 C-H-A-R-L-T-O-N, then D-S-O-U-Z-A.

3 Overall, we're very impressed with  
4 NICE Bus, but there are some concerns.5 So, one thing we noticed, the  
6 summer service was much better with the  
7 newer buses. We saw very few  
8 breakdowns, which was good. However,  
9 we're very concerned about the late  
10 night service on the N6 because when  
11 events are getting out of UBS arena and  
12 you only have three or four buses  
13 running and you have the N6 bus running  
14 on 20-minute headways and let's say if  
15 a bus does break down or stuck in  
16 traffic, we're seeing very dangerous  
17 levels of crowding on the N6.18 And it's not safe for the driver  
19 because if the driver has to apply his  
20 brakes or whatever, you know, people  
21 are hitting each other, bumping into  
22 each other.23 So, maybe I think events -- on  
24 nights where events are taking place at  
25 UBS arena, maybe you guys should run

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2 the articulated bus at night. I don't  
3 know if that's a possibility, if that  
4 could be done, but that would help with  
5 some of the crowds and adjustments, and  
6 also better coordination with your role  
7 operations because sometimes Jamaica  
8 Avenue is closed, as we saw last week,  
9 because of the road work, and the buses  
10 were lost. Literally, there was no  
11 coordination. Buses were just going  
12 down Springfield. They were trying to  
13 go down other streets. So that has to  
14 be worked out.

15 In terms of the express buses, I  
16 was just on the N22X and I only saw  
17 five or six people from Jamaica. So,  
18 maybe you will need to look at, you  
19 know, maybe working it out where maybe  
20 the express makes three or more  
21 additional stops so it can accommodate  
22 more people.

23 But that's the concern we're  
24 getting from some of our members with  
25 the express service, that it's not



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2 picking up enough people. So, what is  
3 the cost of that with the local service  
4 where the local service is getting very  
5 crowded? So, I guess, the NICE Bus  
6 people will figure that out.

7 CHAIRPERSON FALCO: Yes. I have a  
8 question. When you noted your issues  
9 with the UBS arena bus service, do you  
10 think that's more of a traffic control  
11 issue with the crowds? I mean, you are  
12 talking about tens of thousands of  
13 people coming out at once, or do you  
14 really believe that that's NICE Bus  
15 issue? I mean, I've been there to see  
16 it. That's why I'm curious what your  
17 position is.

18 MR. D'SOUZA: Well, it's a  
19 combination of both, but because the  
20 arena is in Nassau County and the bus  
21 shelter, the way it's positioned,  
22 it's -- you know, a lot of people  
23 gravitate towards the Nassau side  
24 obviously because they don't want to  
25 take the city bus, they want to take

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2 NICE because it goes express in Queens.  
3 And so what's happening is, we're  
4 seeing the westbound service heavy  
5 ridership at night.

6 And sometimes there's only -- the  
7 bus comes every 20 minutes after, like,  
8 8:00 o'clock, 9:00 p.m., 10:00 p.m.,  
9 and so that's messing the bus going  
10 back eastbound because now the bus is  
11 late and sometimes -- very rarely I've  
12 seen two buses bunched together, but  
13 that has to be looked at.

14 Maybe you should have more  
15 service. Maybe, I think, have an  
16 Arctic running, and that will solve  
17 that problem because at least everyone  
18 will be able to get on. Sometimes you  
19 can't even get on the N6 and you gotta  
20 wait 20 minutes.

21 CHAIRPERSON FALCO: I am sorry, we  
22 have passed the time. I realize part  
23 of that is my fault because I asked  
24 more questions, but have you had an  
25 opportunity to put some of your

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2           concerns in writing by any chance that  
3           you would be willing to submit?

4           MR. D'SOUZA:   Yes, I will submit  
5           it to Erica.

6           CHAIRPERSON FALCO:   Okay, great.  
7           Thank you, Mr. D'Souza.

8           MS. RICHARDS:   Reach out.

9           MR. D'SOUZA:   Sorry about that.

10          CHAIRPERSON FALCO:   I appreciate  
11          it.   Thank you.

12          Is there anyone else from the  
13          public that wishes to make a comment or  
14          ask any questions?

15          MS. KAUR:   My name is Rajwan,  
16          R-A-J-W-A-N-T, and last name is Kaur,  
17          K-A-U-R.   I'm from Hempstead.

18          CHAIRPERSON FALCO:   Thank you,  
19          Ms. Kaur.

20          MS. KAUR:   I just have this  
21          question.   Is there any discounts for  
22          old age people or the students because  
23          they're always out of cash or always  
24          out of money?   Is there any kind of --  
25          like, do you guys have discounts for

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them?

MS. RICHARDS: So, we offer a senior discount for riders that are 65 years or older and a disabled discount for qualified individuals.

And we have various levels of how you can qualify. Whether or not you have a Medicare card or Medicaid card, a Nassau County disability card, an Able-Ride membership, or any other type of recognized disability proof. So, that discount and fare is \$1.45.

Children, 44 inches or shorter ride free. Then our student discount -- the way we define students are high school age and younger. College students are not eligible for our student fare. So, for high school age and younger students, we provide a student discount of \$2.25.

That is good for rides to and from school only, so it is only valid from Monday through Friday, 6:00 a.m. to 7:00 p.m. It is not valid on the

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2           weekends or holidays because it is  
3           designed to help kids get to and from  
4           school only. And that fare is \$2.25.

5           MS. KAUR: Thank you.

6           CHAIRPERSON FALCO: Thank you.

7           Are there any other questions or  
8           comments?

9           MR. DAVI: I believe you were  
10          asking me about the distance.

11          CHAIRPERSON FALCO: Yes.

12          MR. DAVI: They have a bus stop at  
13          Helen Street, and that is going in the  
14          direction of Hempstead, but on the  
15          other side going towards Glen Cove --

16          CHAIRPERSON FALCO: The other side  
17          of what? The other side of Helen  
18          Street?

19          MR. DAVI: The other side of Back  
20          Road and Glen Cove Avenue. There is no  
21          bus stop at the station, the Greenvale  
22          station, heading towards the Hempstead  
23          direction.

24          CHAIRPERSON FALCO: Okay, great.  
25          Thank you, Mr. Davi.

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2                   MR. DAVI:   Thank you.

3                   CHAIRPERSON FALCO:   Are there any  
4                   other questions or comments from the  
5                   public at this time?

6                   MR. HO:   Alexander Ho.

7                   CHAIRPERSON FALCO:   Spell your  
8                   name, please.

9                   MR. HO:   Hotel Oscar.   Only two  
10                  letters.   From Farmingdale.

11                  Mr. CEO, you had mentioned that  
12                  the MetroCard machine is going to be  
13                  out of service this weekend.   Will a  
14                  notification be sent also via social  
15                  media channels?

16                  MR. KHZOUZ:   The answer is yes.

17                  MR. HO:   Also, as an aside, where  
18                  else in Nassau County can MetroCards be  
19                  refilled besides the MetroCard station  
20                  at Hempstead?

21                  MS. RICHARDS:   That's a  
22                  million-dollar question.   You know, the  
23                  MTA has been phasing out the MetroCard  
24                  because they have invested so heavily  
25                  into the OMNY system.   And to be honest

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2           with you, there weren't a lot of places  
3           in Nassau County to buy it 12 years  
4           ago, so --

5           (Crosstalk)

6           MR. HO:   Online.

7           MS. RICHARDS:   I don't even know  
8           that they're doing that anymore, to be  
9           honest with you.   They have ended  
10          the -- I believe it was called Easy Pay  
11          refillable online system, and they have  
12          discontinued that.   And honestly, I  
13          don't know -- I should know -- but I  
14          will do research on that.   But that  
15          would be really an MTA question.

16          MR. HO:   Got it.   I'm willing to  
17          assume the Hempstead Transit Center is  
18          the only place.

19          MS. RICHARDS:   You may be able to  
20          do it at Long Island Railroad stations.  
21          And Long Island Railroad stations do  
22          sell MetroCards.   However, I believe  
23          the lowest denomination you can buy  
24          them in is \$20.

25          MR. HO:   I found it.

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2 MS. RICHARDS: Can you email me  
3 that? I'll take a look.

4 (Off the record)

5 CHAIRPERSON FALCO: Are there any  
6 other new comments or questions that we  
7 haven't addressed at this time?

8 All right, well, that being said,  
9 I am just going to ask Mr. Duroseau if  
10 you have a motion to adjourn the  
11 meeting?

12 MEMBER DUROSEAU: Yes. I second.

13 CHAIRPERSON FALCO: Okay. You  
14 make a motion and I'll second it.

15 Thank you so much. All right,  
16 everybody, thank you so much for coming  
17 down. I really appreciate you making  
18 the effort and for your participation  
19 in the commentary.

20

21 \* \* \* \*

22 IT IS HEREBY CERTIFIED THAT THE FOREGOING IS  
23 A TRUE AND ACCURATE TRANSCRIPT OF THE  
24 STENOGRAPHIC MINUTES OF THIS MEETING

25



Debra Smith Court Reporter



1	4	abb 24:25	adjusted 15:19
1 5:20,23	4 31:23	abbreviated	adjustments
1.45. 44:13	4.00. 31:20	3:10	15:3 40:5
10:00 42:8	40 8:6	able 12:7,8,9,12	advisement
11:17 37:16	40,000 3:19	12:16,18 18:20	38:14
11:18 37:12	41 8:4	28:16 29:14	affect 6:10,12
12 47:3	44 44:14	31:18,19 33:6	affecting 5:16
135 21:5	45 29:7	33:19 42:18	afternoon
145 21:5	5	44:11 47:19	26:17
15 8:16 10:24	50 13:8	above 19:12	age 43:22 44:17
19 1:3	501 38:21	accents 9:11,12	44:20
19th 21:17	6	accessible	agenda 2:16
2	60 13:8	26:14	ago 5:3 7:17,17
2 6:3,4,13	65 44:4	accidents 20:23	10:4 17:22
2,500 17:11	6:00 30:2 44:24	accommodate	47:4
2.25. 44:21	6:30 1:4 2:2	15:20 40:21	ahead 21:11
45:4	7	accurate 48:22	air 5:24 30:5,7
2.90 31:12,22	74,000 3:19	activity 26:6	albany 23:21
20 39:14 42:7	7:00 44:25	ada 5:23 11:17	alert 27:16
42:20 47:24	8	add 15:5,5	alexander 46:6
2024 1:3	800 29:5	added 28:3	algorithm
2025 21:21	88 19:13	addition 6:24	13:10
23:9 25:12,16	8:00 42:8	8:15 12:4	alignment
24,000 17:24	9	27:16	15:15
18:7	90 35:24	additional 7:4	allocate 23:15
25,000 3:20	90s 19:14	8:15,16 15:24	allow 11:23
4:20	99 29:16	37:13 40:21	allows 11:13
28116 48:24	9:00 42:8	additionally	12:5 14:5
29th 31:4	9:18 37:12	8:3 23:8	33:22
3	a	address 11:19	amazing 32:12
3 38:21	a.m. 30:2 37:12	11:19	amount 16:21
3.50 31:22	37:15 44:24	addressed 48:7	18:14
		adjourn 48:10	answer 20:4
		adjust 14:6	37:22 46:16
		19:10	

<b>anymore</b> 47:8 <b>apply</b> 39:19 <b>appreciate</b> 3:4 32:8 36:6 43:10 48:17 <b>appropriate</b> 18:14 <b>april</b> 22:25 23:8 <b>arctic</b> 42:16 <b>arduous</b> 21:7 <b>area</b> 8:25 12:6 13:12,13,14,16 13:19,20,24,25 14:25 15:21 26:14 <b>areas</b> 10:17 13:12,18 14:17 <b>arena</b> 39:11,25 41:9,20 <b>arriving</b> 23:6 <b>articulated</b> 40:2 <b>aside</b> 46:17 <b>asked</b> 42:23 <b>asking</b> 45:10 <b>assistance</b> 23:18 <b>assume</b> 47:17 <b>assuming</b> 35:3 <b>attractive</b> 35:19 <b>august</b> 3:21,22 <b>available</b> 26:21	<b>avenue</b> 36:25 37:2,4 40:8 45:20 <b>avenues</b> 33:9 <b>aware</b> 35:7	23:14 28:25 <b>bigger</b> 32:5 <b>biggest</b> 23:19 <b>bit</b> 4:5 16:18 17:3 19:7,10 19:15 20:5,12 21:4,7,24 22:21 27:13,24 27:25 33:22 <b>block</b> 38:9,10 <b>blocks</b> 11:22 <b>blue</b> 9:10,12 13:12 <b>blueprints</b> 32:17 <b>board</b> 23:11 <b>boroughs</b> 30:25 <b>boss</b> 30:18 <b>brakes</b> 39:20 <b>break</b> 6:19,21 39:15 <b>breakdowns</b> 39:8 <b>bridge</b> 12:5 <b>brief</b> 4:8 <b>brookville</b> 36:22 <b>bryant</b> 36:24 37:2 <b>bubble</b> 10:19 <b>budget</b> 23:10 23:19 <b>building</b> 33:3,5 33:6,18	<b>bumping</b> 39:21 <b>bunched</b> 42:12 <b>bus</b> 1:2 2:21 3:7 11:23 18:22 19:17 23:15 32:5 35:4,8 36:16 36:17,21 37:7 37:20 39:4,13 39:15 40:2 41:5,9,14,20,25 42:7,9,10 45:12,21 <b>buses</b> 8:5,6,23 12:21 16:7,9 16:10,11 18:11 18:13 19:9 24:8 32:22 33:21 39:7,12 40:9,11,15 42:12 <b>busier</b> 4:24 <b>busiest</b> 3:16 4:23 <b>business</b> 3:11 <b>busy</b> 4:22 <b>buy</b> 26:18 47:3 47:23
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