

NASSAU COUNTY
BUS TRANSIT COMMITTEE
MEETING

Theodore Roosevelt Executive
and Legislative Building
1550 Franklin Avenue
Mineola, New York 11501

June 28, 2018
5:01 P.M.

BEFORE: SHELDON SHRENKEL, CHAIRMAN

PRESENT:

PETER DISILVIO, ESQ.
JOEL BERSE
JEAN DUROSEAU
LIVIO TONY ROSARIO
DAWN FALCO, ESQ.
MICHAEL SETZER, NICE CEO

1 6-28-18

2 CHAIRMAN SHRENKEL: I would like to
3 call the meeting to order. I would like
4 to welcome everyone to the Nassau County
5 Bus Transit Committee meeting. I'd like
6 to introduce the members of the committee
7 and we will count that, of course, as a
8 roll call. To my far right, Mr. Joel
9 Berse, Mr. Tony Rosario, Mr. Jean
10 Duroseau, and Miss Dawn Falco. I am
11 Sheldon Shrenkel, I'm the chairman of the
12 committee. This afternoon -- before that
13 I just want to get a vote on the
14 acknowledgment of receipt of the
15 transcript of our minutes held Thursday,
16 March 29, 2018. By a show of hands, has
17 everyone received the transcript?

18 (All raise their hand.)

19 CHAIRMAN SHRENKEL: Miss Anderson,
20 Please note the record accordingly.
21 Thank you.

22 We are going to hear a presentation
23 from the CEO of NICE Transportation, Mr.
24 Michael Setzer. After that time we're
25 going to ask you, the public, to comment,

1 6-28-18

2 whether you have an issue with what Mr.
3 Setzer said or you came here for another
4 reason, we are going to ask you to give
5 us your name, whether you represent a
6 group or yourself, and what bus was
7 involved and what town you live in. We
8 ask you to limit your comments to three
9 minutes, similar to all public hearings,
10 so think about what you have to say so
11 you don't run over time, and in some
12 cases Mr. Setzer may stay a little later
13 to answer some of your questions and then
14 again, he may address some of them and
15 call you back. Thank you.

16 With that I would like to introduce
17 the CEO of NICE Transportation, Mr.
18 Michael Setzer.

19 MR. SETZER: Thank you, Mr.
20 Chairman. Good afternoon, Committee
21 Members. We have an fairly packed agenda
22 today and no action items, so I will try
23 to make this easy on everybody. So the
24 two items on the agenda are to review the
25 scorecard as we do at every meeting and I

1 6-28-18

2 want to give you some updates on some of
3 the innovation projects that we talked
4 about in previous meetings. So let's go
5 to the scorecard first.

6 This is the same format that you see
7 at every meeting. This one applies to
8 the first quarter of 2018, January,
9 February and March. So as you see, the
10 first group of key performance indicators
11 in the fixed route section, there are
12 only three of them and these are the ones
13 that are prescribed in the contract, you
14 probably remember. On time performance,
15 the goal we set a couple of years ago is
16 70 percent, we are at 70.1 percent, so
17 essentially right on the nose for that
18 one. So that neither generates an
19 incentive payment or a liquidated damages
20 payment because it's right, it's within
21 the range. The same with missed
22 pullouts, the goal is to have none. We
23 actually had some equipment issues
24 earlier in the year and so we had about
25 two percent in missed pullouts, while

1 6-28-18

2 that's two percent more than we would
3 like, that's also an amount that we can
4 cover fairly well. So that does not
5 represent a major inconvenience to the
6 passengers. And thirdly, I think the
7 best news in the fixed route section is
8 accidents per hundred thousand miles.
9 The goal is 1.2 accidents per hundred
10 thousand miles and I always like to stop
11 here and remind you that accidents,
12 preventable accidents, as used here,
13 means any accident that could have been
14 prevented. It does not mean a major
15 collision, it doesn't necessarily even
16 mean any property damage or any injuries.
17 It may be something as modest as bumping
18 the bumper of the bus in front of it.
19 Any kind of negligence is treated as a
20 preventable accident, regardless of the
21 result of it. So most of these accidents
22 are very minor things, a mirror brushing
23 a fixed object. Most of them are
24 actually touching a fixed object. So a
25 mirror touching a fixed object, backing

1 6-28-18

2 into it, a Paratransit vehicle backing
3 into something, very minor contact, so
4 all that said, we still had a great year,
5 I mean great quarter. Our goal is 1.2
6 and we are just barely over one
7 preventable accident per hundred thousand
8 miles so we are very pleased with that
9 one. That does generate a \$5,000
10 incentive payment, but remember these
11 payments are not made in actual dollars,
12 they are made in credits that we can use
13 to pay a liquidated damage charge later
14 if we need to. No cash actually changes
15 hands with those.

16 So let's move on to the Paratransit
17 section. Here we had, one of the ones
18 that we measure regularly is calls
19 answered ratio and for the first time we
20 are very close to the goal, 90 percent
21 calls answered, that means that where the
22 delay is not so long that the customer
23 hangs up and calls back, so we are close
24 to 90 percent. There have been some
25 changes in equipment, the addition of

1 6-28-18

2 another call center person and some
3 changes in procedure, which I think are
4 helping to keep this -- to improve the
5 performance in this area.

6 Second group is on time performance,
7 in Paratransit on time performance means
8 arriving within the half hour window that
9 we give the customer, so when a customer
10 orders a trip, we discuss and say, okay,
11 we will be there between 10:00 and 10:30,
12 let's say, so as long as the bus arrives
13 within that 10:00 to 10:30, that's
14 considered on time arrival and there the
15 goal was 70 percent, and we are over 80
16 percent actually during the first quarter
17 of this year. Missed pullouts, again,
18 the goal is zero, but we had a very few
19 of them early in the year, these, again,
20 are -- don't necessarily mean that the
21 passenger was not served. Generally,
22 what we would do is if we don't have a
23 driver and a bus ready to go, we have
24 another scheduled trip adjusted to pick
25 up that passenger, so that's a very low

1 6-28-18

2 level, we still want it to be zero, but
3 it's not a problematic level, I would
4 say.

5 Accidents per hundred thousand
6 miles, the good news here too, the goal
7 of 1.2 accidents per hundred thousand
8 miles is actually under one. So we had a
9 very good first quarter as far as safety.

10 And the last indicator in
11 Paratransit is productivity which is the
12 measurement of passengers per hour. It's
13 an efficiency goal, the more passengers
14 per hour, the more service we are
15 rendering with the dollars that are
16 available to us. The goal is 1.3
17 passengers per hour and we have slightly
18 over that with 1.32. So there are two of
19 them in the Paratransit section that
20 generate, we are more than five percent
21 over the goal, so they also generate non
22 cash incentive payments of 5,000 each.

23 Any questions on the performance
24 indicators?

25 MR. ROSARIO: No.

1 6-28-18

2 MR. SETZER: Paring none, I will
3 move on.

4 Now I would like to -- at the end
5 of the meeting I would like to update you
6 on several projects that we talked about
7 in the past and I would like to keep you
8 in the loop on these. Some of these have
9 gotten started since the last time we met
10 or are just about to start.

11 The first one I want to talk about
12 is NICE Link. We discussed this before.
13 This is a new kind of service using small
14 -- and it will begin July 23, we are
15 still working through the software and
16 making sure that the app works properly,
17 and actually practicing a little bit, so
18 that when we do launch, it goes up
19 flawlessly, but this service, you might
20 remember, uses smaller buses, three of
21 them like the bus in the picture, cutaway
22 buses that are fully accessible to people
23 with disabilities and they serve a zone
24 rather than serving a single route. So a
25 zone is shown in the map there. This is

1 6-28-18

2 an area where, if you recall last April,
3 we were forced to make some serious
4 service cuts because of funding, so one
5 of the areas that was hardest hit is this
6 rectangle, which basically is Merrick
7 Road up to Hempstead Turnpike and
8 Meadowbrook to Wantagh Parkway. So in
9 that area now, this service, beginning
10 July 23, will be available and this is --
11 I hate to use the term, but it's Uber
12 like, in that there are no fixed routes,
13 instead the individual customer, anywhere
14 in that zone, uses, typically would use
15 an app that they download to their phone
16 and request a trip, and as long as their
17 current location is within that zone and
18 their destination is within that zone, by
19 the way, it includes Freeport railroad
20 station, the app will propose back to
21 that passenger a trip. Here's when we
22 can pick you up, here's about how long
23 the trip will take and if they, the
24 passenger chooses to accept that trip,
25 then it will also collect the fare of

1 6-28-18

2 \$4.50 on the app. But there is also ways
3 to use it without an app, so if somebody
4 who doesn't have a smart phone can also
5 do this over the phone, but we expect
6 most customers to do this on a hand-held
7 device. What this represents is a
8 lighter wait, less expensive way to keep
9 service in an area where the demand is
10 light and dispersed and therefore doesn't
11 justify a fixed route bus on a fixed
12 schedule. So this is an experiment,
13 first time it's been done, we think we
14 will learn a lot once service begins. If
15 it's successful, it may very well be
16 applicable in other parts of Nassau
17 County that either don't have any service
18 now or that have a very poorly utilized
19 fixed route service where we can
20 substitute this more convenient, less
21 expensive form of service that will meet
22 people's needs just as well and let the
23 county's dollars go further. One other
24 potential use of this is for people who
25 are currently riding Able-Ride. You

1 6-28-18

2 probably remember Able-Ride requires a 24
3 hour advance reservation, and has a fare
4 of \$3.75, so some current Able-Ride
5 users, because this doesn't have a 24
6 hour advance, you can do it an hour ahead
7 of time, because it's more spontaneous
8 and essentially more convenient. Some
9 Able-Ride users may also opt to use this
10 service. That's one of the interesting
11 things we will learn once it goes into
12 service.

13 Any questions on that one? We have
14 about four different projects I want to
15 update you on. Sheldon?

16 MR. SHRENKEL: First of all, I'm not
17 too sure I understand the routing on
18 this. We have north of Hempstead
19 Turnpike, then we have west Meadowbrook
20 Parkway, we have east Wantagh Parkway and
21 we have south on Merrick Road.

22 MR. SETZER: Correct.

23 CHAIRMAN SHRENKEL: Are these four
24 areas independent, nondependent or, for
25 example, does one person start out where

6-28-18

1
2 he is east of Meadowbrook Parkway and
3 he's starting out on Hempstead Turnpike
4 and he wants to go south on Merrick Road,
5 so in other words, does the route go that
6 way or is it nondependent, where you just
7 have -- when you say north on Hempstead
8 Turnpike, if I want to go north on
9 Hempstead Turnpike and I want to go home,
10 I assume that the bus is going to pick me
11 up and take me south on Hempstead
12 Turnpike when I want to get back.

13 MR. SETZER: The app --

14 CHAIRMAN SHRENKEL: By the way,
15 Hempstead Turnpike runs east to west, so
16 when you're saying north Hempstead
17 Turnpike is that north of, I mean I'm a
18 little confused.

19 MR. SETZER: Hempstead Turnpike is
20 the northern border of the zone, the app
21 will accept a trip request when both the
22 origin and the destination are within
23 that orange zone. So if you're on
24 Hempstead Turnpike between Wantagh and
25 Meadowbrook, and you request a trip to

1 6-28-18

2 Freeport railroad station, which is also
3 part of the zone.

4 CHAIRMAN SHRENKEL: So it's between
5 the Meadowbrook Parkway and the Wantagh
6 Parkway?

7 MR. SETZER: Right.

8 CHAIRMAN SHRENKEL: And it goes
9 Merrick Road and Hempstead Turnpike.

10 MR. SETZER: Well, it goes anywhere
11 in there. Just like the navigation in
12 your smart phone or your Garmin, once you
13 put in where -- it already knows where
14 you are from your smart phone, once you
15 put in your desired destination, it will
16 figure out a route for you and it will
17 also figure a time for that route and it
18 will propose to you, we can pick you up
19 at 5:30 and we can get you there by 5:50.
20 And if that's acceptable to you, you will
21 say yes, and then it will collect the
22 fare from you.

23 CHAIRMAN SHRENKEL: If I understand
24 this, again, the east, west boundaries
25 are simply between the Meadowbrook

1 6-28-18

2 Parkway and Wantagh Parkway, and it's in
3 that patch?

4 MR. SETZER: Yes, the way to keep
5 this, and in the future this may be a
6 bigger zone, but we wanted to keep this a
7 fairly small, fairly efficient zone, so
8 we can offer a fair amount of service
9 within this area and kind of manage it
10 also. Once we have real experience and
11 the public has real experience with it,
12 then we may create bigger zones or we may
13 expand the boundaries of this zone.

14 CHAIRMAN SHRENKEL: Is this more of
15 a test or is this something you felt was
16 still a demand within the zone?

17 MR. SETZER: We think there's still
18 a demand in the zone. When we cut that
19 service last April, some of the routes
20 that were in that zone, were actually
21 fairly -- had a fairly good demand for
22 them and we were forced to cut some
23 service that we thought we would prefer
24 not to, so we think there is still some
25 demand there that can be served with this

1 6-28-18

2 kind of style of service, but it's a test
3 in that we've never done it before nor
4 has anybody else, so we will find out
5 soon. We will find out beginning next
6 month.

7 CHAIRMAN SHRENKEL: As far as the
8 public is concerned, please hold your
9 questions until Mr. Setzer is finished.
10 The comments are only from the committee
11 at this time. Thank you.

12 MR. ROSARIO: I have a question.

13 CHAIRMAN SHRENKEL: Yes, Mr.
14 Rosario?

15 MR. ROSARIO: How many cars are you
16 dedicating to this type of service?

17 MR. SETZER: We have three.

18 MR. ROSARIO: You have three.

19 MR. SETZER: We have three planned
20 for the launch and again, depending on
21 how things go, we may adjust them.

22 MR. ROSARIO: So you may adjust them
23 to more?

24 MR. SETZER: Right.

25 MR. ROSARIO: Are they on the

1 6-28-18

2 navigational system with you, with NICE
3 or are they running independent?

4 MR. SETZER: There will be a tablet
5 basically on each one of these buses and
6 the app will communicate, if you are the
7 customer, between your tablet or your
8 cell phone and the tablet on the bus, so
9 that the driver also will get the planned
10 routing and who to pick up and where to
11 meet you.

12 MR. ROSARIO: And the command
13 center, I would imagine. In other words,
14 is there somebody who is going to
15 coordinate, let's say the three of them
16 are busy, and you get another call for
17 somebody else, so is the command center
18 the one that's going to determine, okay,
19 one car is going to be done faster, and
20 that's the car that's going to pick up
21 that call, is that how it's going to run?

22 MR. SETZER: Ordinarily there would
23 be no human intervention. The app will
24 be doing all of this. So if all of them
25 are booked, you ask for a trip, then the

1 6-28-18

2 app will say, well, I can't do it right
3 now, the best we can do is two hours
4 later and then you decide if that's --
5 meets your needs or not.

6 MR. ROSARIO: Okay, thank you.

7 CHAIRMAN SHRENKEL: Mr. Berse?

8 MR. BERSE: Just to understand this,
9 it sounds like the way you've just
10 proposed it they're single trips. Is the
11 system going to be capable to understand
12 if another person logs in, that if they
13 are along the route, that you shouldn't
14 be going back and forth like a ping pong
15 ball if somebody is in the same general
16 direction to be picked up along the way
17 and maybe dropped off after, but save the
18 bus extra traveling?

19 MR. SETZER: Yes. So if you do
20 avail yourself of this service, you may
21 be on board with another customer who has
22 already gotten on before or someone else
23 might get on while your trip is still in
24 progress.

25 MR. BERSE: So the times that you

1 6-28-18

2 are going to give are going to be
3 approximate?

4 MR. SETZER: Yes.

5 MR. BERSE: People have to
6 understand that too.

7 MR. SETZER: Right.

8 MR. BERSE: They are not getting on
9 a private limousine here.

10 MR. SETZER: Even if they were, they
11 are still going to be approximate times
12 because any algorithm, no matter how
13 sophisticated, it is predicting how long
14 it will take from here to there based on
15 what it's learned, but of course,
16 circumstances, traffic, accidents can be
17 different, so yeah, it's a predictive
18 algorithm, but that's a good point,
19 people will have to understand that we're
20 approximating when we are going to pick
21 them up and how long the trip will take.

22 MR. BERSE: Okay.

23 CHAIRMAN SHRENKEL: Miss Falco?

24 MS. FALCO: So just to clarify, this
25 is not limited to Able-Ride users; is

1 6-28-18

2 that correct?

3 MR. SETZER: That's correct.

4 MS. FALCO: So hypothetically
5 speaking, my children, who both attend
6 school in this vicinity and reside in
7 this vicinity, could technically log on
8 and have one of these vehicles pick them
9 up and drive them from point A to point
10 B?

11 MR. SETZER: That's correct.

12 MS. FALCO: Okay, thank you.

13 MR. SETZER: For individuals who
14 don't have a smart phone or a tablet,
15 they can call the -- they can call the
16 call center and the call center will also
17 be able to put in their trip particulars,
18 so they will still get the service.

19 MS. FALCO: Thank you. I just
20 wasn't sure because earlier you were
21 making a comparison to Able-Ride users.

22 MR. SETZER: Yeah, I think that's
23 one of the pluses to this, both Able-Ride
24 eligible people and non Able-Ride
25 eligible people may be using the service

6-28-18

1
2 at the same time, which is both a benefit
3 to people with disabilities who want to
4 be mainstream and it's also potentially a
5 benefit to the county and to NICE Bus in
6 that that bus is already out there, and
7 so we might be saving some money. I
8 wouldn't count on any great economies
9 from this any time soon, but potentially
10 we will have some efficiency too.

11 MS. FALCO: Thank you.

12 MR. BERSE: Those three buses you're
13 talking about, are they accessible for
14 wheelchair?

15 MR. SETZER: Yes. Every one has a
16 wheelchair lift and they have three
17 wheelchair tied on positions onboard.

18 MR. BERSE: Do these buses have fare
19 boxes on them?

20 MR. SETZER: Yes, they do.

21 MR. BERSE: Because I was thinking
22 in terms of what if somebody just happens
23 to be there and wants to get on the bus
24 and go to the same place it's going,
25 you're not going to want to turn somebody

1 6-28-18

2 down.

3 MR. SETZER: Right.

4 MR. BERSE: So.

5 MR. SETZER: It is our hope that
6 almost all fares will be collected
7 electronically because that's more
8 efficient, but under the federal rules,
9 we have to accept cash fares. So they
10 will have a fare box on each one of them.
11 A very basic, fundamental fare box, but
12 you can pay cash.

13 MR. BERSE: And will it also take
14 the Metro Card?

15 MR. SETZER: It will not, no.

16 MR. BERSE: So you need exact fare,
17 if you are going to do something like
18 that.

19 MR. SETZER: If you pay the fare on
20 the app, which is the way we expect most
21 people to do it, it will be exact fare,
22 but it will be noncash transactions.

23 MR. BERSE: But I'm saying if this
24 scenario came through, they would need to
25 have exact fare with them.

1 6-28-18

2 MR. SETZER: They would, yes. Their
3 fare would be \$4.50. We've also priced
4 it more than a regular bus route. So the
5 price point is more than a bus ride and
6 less than a taxi ride.

7 MR. BERSE: Okay.

8 MR. SETZER: Yes, you're right.

9 The next one, this isn't so
10 innovative as you would like to report,
11 but every year we have been able to run
12 the Jones Beach n88 during the season.
13 We started it this year June 23. Thirty
14 minutes on weekends, sixty minutes
15 weekday service, very popular. We also
16 have enhanced service when there's a late
17 event like the fireworks or a couple of
18 the concerts that they have in Jones
19 Beach, so it's back in service again this
20 year. This is an important service, in
21 my view, because it provides something
22 for taxpayers who don't use the regular
23 transit service on a frequent basis.

24 This next one is probably the most
25 innovative here. We are trying something

1 6-28-18

2 new with the 40, 41, which is a route
3 that goes from Mineola right behind us
4 here down to Freeport, through Hempstead
5 Transit Center. It's a short route,
6 doesn't go into Queens, carries a lot of
7 people, serves those three major points
8 and a lot of people along the way. So
9 you remember our last meeting, we
10 described how we were streamlining the
11 bus stops, we had taken out some bus
12 stops and we were rearranging some of
13 them, sort of rationalize the
14 distribution of bus stops and then the
15 second phase began this week. And the
16 second phase began this week, and the
17 second phase, is what we call headway
18 management and headway management means
19 that instead of trying to operate --
20 headway is the distance between two
21 buses, instead of trying to operate to a
22 schedule, where we say we give you a
23 timetable and say the bus will be there
24 at 2:33, we say the bus will be there
25 every ten minutes and we manage the

1 6-28-18

2 service so that there's never a greater
3 gap than ten minutes, but we don't
4 operate to a schedule. This provides,
5 for instance, this is probably, if you
6 ride the subway in the city, this is the
7 way you use the subway, you don't get a
8 timetable for the subway, you go to the
9 station and you wait and you know there
10 will be a train along soon. This is the
11 same sort of operational style applied to
12 bus service. We're in our first week of
13 it, so far so good. We are able to keep
14 that gap. We have some extra buses
15 available, so if for some reason there is
16 a delay and the gap gets to be too much,
17 then we can drop another bus into the
18 schedule, so if you're a customer
19 standing there, and we tell you that we
20 have a bus every ten minutes, we don't
21 want you to ever wait more than ten
22 minutes. You can see on the left side
23 here, depending on the time of the day,
24 there are different frequencies, so the
25 morning and afternoon peak there's no

1 6-28-18

2 more than ten minutes between buses, then
3 it goes to twelve minutes midday, to
4 fifteen and then back to the ten minutes
5 and then in the evening back to fifteen.
6 Again, this is sort of an experiment. We
7 think this is applicable to other large
8 routes, where there's quite a bit of
9 service so that the gap between buses
10 isn't very long. We think it may provide
11 the public better service than trying to
12 meet a fixed schedule, in that with a
13 fixed schedule things happen. Weather
14 happens, traffic happens, accidents
15 happen, streets get torn up, and it takes
16 the whole day to get back on schedule, so
17 instead of trying to get back on
18 schedule, we will just be trying to keep
19 your wait down to whatever the published
20 headway is. One weekend operators seem
21 to like it, passengers seem to like it,
22 too early to draw any conclusions, but
23 this is, again, this is something of a
24 test and if it's successful, we will be
25 talking in the future about applying it

1 6-28-18

2 to some of the other large routes.

3 Any questions on that?

4 (No response.)

5 MR. SETZER: Okay. I would like to
6 talk about some technology that we
7 applied to Able-Ride.

8 So we have some new technology
9 available there which significantly, we
10 think, improves the customer experience,
11 in that clients who sign up for Able-Ride
12 alert will get several things. They will
13 get a reminder the day before that they
14 booked a trip. One of the challenges of
15 the Paratransit is no show trips, where
16 we book a trip, we show up and the
17 passenger is not there. There are any
18 number of reasons for that, and this
19 happens to the individual where they book
20 a trip and then something happens and
21 they can't make it. We are trying to
22 make it easy for them to tell us, I'm not
23 going to be there tomorrow, even though I
24 scheduled a trip because that's just
25 wasted resources, when we go and wait for

1 6-28-18

2 ten minutes and nobody shows up, then we
3 have a bus and driver performing no
4 particular service, so we can make it
5 easier for people to cancel a trip.
6 That's good for them, it's good for us.
7 The customer has too many no shows, is
8 also subject to some penalties. We don't
9 really want to impose those penalties, so
10 this provides an easy way to cancel a
11 trip in advance. If you know tomorrow
12 you had a scheduled trip, something
13 happened, you are not feeling well,
14 you're not going to go tomorrow. It
15 makes it very easy for you, on your smart
16 phone or laptop to cancel that trip with
17 basically one click. It also gives you a
18 reminder on the day of the trip that you
19 have a trip booked for this afternoon,
20 again, you can cancel that if that's
21 necessary. And when the vehicle arrives
22 at your location, it sends you a message
23 that we're outside. Now, that, for
24 someone who lives in an apartment
25 building, on a day when the weather is

1 6-28-18

2 bad, they don't want to sit outside and
3 wait for them. This allows them to stay
4 under shelter and be notified just when
5 the bus pulls up at their location.
6 Again, I think these thing will make the
7 use of Able-Ride more convenient for
8 those customers and it has been very well
9 received so far. It's cut down on no
10 shows. I think it will do even more of
11 that. It seems like a success for those
12 customers.

13 Any questions on that?

14 (No response.)

15 MR. SETZER: I will go on. This is
16 not an innovation, we do this every year.
17 But the last weekend in May, we sponsor
18 the games for the physically challenged.
19 This is our seventh straight year of
20 doing that. We provide a financial
21 contribution, we provide all the
22 transportation service between the venues
23 at Nassau County athletic facilities and
24 Hofstra University where many of these
25 athletes stay. They come in from all

1 6-28-18

2 over the state so many of them stay at
3 Hofstra, accessible dorms there, we run
4 buses back and forth throughout the
5 beginning, Thursday night through the end
6 of the ceremony, Saturday night. We also
7 provide a lot of volunteers, 240 plus
8 hours provided by NICE employees to
9 assist people with boarding the buses and
10 alighting from the buses. It's a thing
11 that we love to do. It's an unique
12 opportunity for the transit system to
13 serve the community, so we are -- we've
14 gotten very involved in it and actually
15 look forward to the event. It's one of
16 the most meaningful things that I
17 encourage anybody to, if you have a
18 chance, go and watch these athletes and
19 you will see some real athletic -- some
20 athletic achievement by kids who are
21 deeply committed to what they're trying
22 to do, it's a very moving kind of
23 experience.

24 And lastly, we are also just about
25 to launch a brand new website, NICE Bus

1 6-28-18

2 website. We've got a lot of traffic on
3 the website now. We are going to upgrade
4 it, so it's a little bit better. You
5 will see it shortly, the end of July,
6 more Able-Ride information on there,
7 easier to navigate around, so you can do
8 trip planning, you can do basic data, you
9 can get notifications and you can do many
10 different things with this website,
11 again, trying to make the 21 century bus
12 system that's convenient and easy and
13 attractive to use for customers, and
14 that's all I have to report on.

15 CHAIRMAN SHRENKEL: Any questions
16 for, Mr. Setzer? Mr. Berse?

17 MR. BERSE: I have three small
18 topics to ask you about.

19 MR. SETZER: Okay.

20 MR. BERSE: Number one, when you
21 were talking about those 10 minute
22 intervals, are there going to be video
23 enunciators installed tracking the buses
24 much like your sister system in Baltimore
25 at the bus stops?

1 6-28-18

2 MR. SETZER: No. We don't have --
3 we do have location data, which you can
4 get on your -- you can watch your bus
5 approach on your smart phone or tablet,
6 but we don't have the enunciators at the
7 bus stops, that's a fairly expensive kind
8 of technology. Expensive to buy and
9 expensive to maintain.

10 MR. BERSE: Okay. We spoke at a
11 prior meeting about the audio enunciators
12 on the buses as they are turning in the
13 middle of intersections that are
14 tremendously loud and I was told that
15 somebody was going to address it, either
16 to tone them down or to change the way
17 they operate and now I have heard them in
18 a lot of other places where I have been
19 paying attention other than just around
20 the Hicksville station. Are we getting
21 somewhere with that, because I see no
22 change?

23 MR. SETZER: We adjust them on a
24 regular basis when we have a specific
25 situation to deal with. They're

1 6-28-18

2 primarily a safety device. They are to
3 alert pedestrians. Almost all of the
4 fatalities in the transit industry, in
5 the bus industry are pedestrian strikes
6 and so that's -- the reason for them is
7 still a very important reason. We can
8 adjust them, geographically, location by
9 location, so if there's a specific
10 situation, please let us know and we will
11 take a look at it.

12 MR. BERSE: I have, I guess with the
13 windows open in this nice weather,
14 driving different places where there are
15 no pedestrians, you hear it, whenever the
16 bus turns the corner. There's no
17 judgment saying so this is not an
18 intersection where there are pedestrians,
19 ordinarily, let alone rarely. And the
20 thing is still yelling and I mean it
21 sounds like it's yelling out of the bus.
22 So I don't see anything that was changed
23 since then, and even where I'm talking
24 about, when I was saying turning left on,
25 from Newbridge Road onto West John

1 6-28-18

2 Street, with particularly the 22, there
3 has never been any kind of an adjustment.
4 I guess there are pedestrians there
5 frequently, but they're not dodging buses
6 because they are big and huge and they
7 see them. It's the cars that they don't
8 dodge properly over there. So I've seen
9 no change or improvement or anything,
10 it's something that we talked about.
11 Another thing that we talked about not
12 that long ago, and I want to know if it
13 was investigated because you said it
14 would be looked into, was because of when
15 we were cutting service in some areas, to
16 actually reroute buses to condense where
17 they're going and maybe let some of the
18 places that don't get service any longer
19 to get something. And I haven't heard
20 anything that anything was done to
21 address that, look into it, combine
22 routes, whatever, because we are still
23 dealing with the routes that go back to
24 the 50's and 60's that the MTA adopted
25 from the private contractors. The

1 6-28-18

2 routes, for the most part, have barely
3 changed that I'm talking about. So I'd
4 like to hear if anything was looked into
5 with that?

6 MR. SETZER: Well, we look at
7 routes, and -- but more schedules
8 quarterly and we look at data and try to
9 adjust, try to use whatever resources we
10 have available to serve the most people.
11 But because of the cuts over the years,
12 there are virtually no underutilized
13 sections that we can reallocate to
14 someplace else. Now, there might be a
15 time when there aren't very many people
16 on that bus, but you have to look at the
17 buses the whole day, so I'm -- I'm not
18 sure exactly which situation you're
19 talking about, but generally taking a bus
20 and having it do one thing on this trip
21 and a different thing on the next trip
22 and another thing on the third trip leads
23 to poor service.

24 MR. BERSE: I'm not talking about
25 that. I'm talking about when you got a

1 6-28-18

2 number of buses going on the same road,
3 where a road half a mile away that used
4 to be serviced, no longer is, that there
5 could be some kind of adjustment in
6 routing all the time to give the other
7 people the service back that they didn't
8 have and maybe instead of three buses
9 going here, two do and one dips, but
10 nobody's looked into that, and that
11 disturbs me that it hasn't been
12 addressed.

13 MR. SETZER: I would disagree that
14 nobody's looked into that, Mr. Berse. We
15 do look for those kinds of opportunities,
16 but because of the cuts over the years,
17 the service that's left is very heavily
18 utilized, there isn't much available to
19 reallocate someplace else. Those three
20 buses that you talked about in your
21 example are all very heavily ridden.

22 MR. BERSE: I agree to disagree.

23 MR. SETZER: Fair enough.

24 CHAIRMAN SHRENKEL: Any other
25 questions for Mr. Setzer?

1 6-28-18

2 (No response.)

3 CHAIRMAN SHRENKEL: Before we have
4 public comment, I would like to also
5 introduce our counsel to the board, Mr.
6 Peter DiSilvio, and I want to thank him
7 very much for helping to assist us in
8 coordinating these meetings. Thank you.

9 At this time we would like to hear
10 from you. Please, again, tell us your
11 name, the town you live in, the bus route
12 you're talking about, if it concerns
13 travel, and we have our timekeeper, Mr.
14 Duroseau, and so if you see me raise my
15 hand, that means complete your last
16 sentence, and give the next person a
17 chance.

18 Is it Richard?

19 MR. CLOLERY: Richard Clolery.
20 Hello, is this thing on?

21 MR. SETZER: It's on.

22 MR. CLOLERY: To the members of TAC,
23 it's been far too long since we last saw
24 each other. Since then I have moved from
25 my residence in Hicksville to the

6-28-18

1
2 Heritage Square Apartments. It resides
3 on Newbridge Road, where the n50 and n47
4 buses used to run at one point before
5 they got cut. Now fortunately, I still
6 have my pride, which means I have limited
7 access to the neighborhood that I live
8 in. Limited access means that when it
9 rains or snows because of where I am I
10 have to take cab rides like Ubers to work
11 which sets me back \$18.00 roundtrip.
12 That money I could otherwise be spending
13 on other things in the community which I
14 work and live in. I mean that as a simple
15 question, how are you going to find a way
16 to restore not just those routes, but the
17 other routes that were cut, since they
18 were cut? How are you going to help and
19 do the right thing, because I haven't
20 heard anything from either News 12 or
21 anything like that. So I realize we are
22 on a very tight budget, I can respect
23 that to a point, but buses are important,
24 not just for the able, but for the
25 disabled, senior citizens, the elderly

1 6-28-18

2 and everyone else in between. So I am
3 asking you, members of the board, to A,
4 work with the legislature, B, to work
5 with NICE, and to -- it's not drivers
6 that live here, but other people too.
7 Those who have doctor's appointments,
8 those who have to shop, but can't because
9 of lack of transportation options,
10 especially in the area where I live in,
11 the area south of Hempstead Turnpike.
12 Please do something.

13 MR. BERSE: Before you go, that's
14 425 Newbridge.

15 MR. CLOLERY: 425 Newbridge Road.
16 Anything else?

17 CHAIRMAN SHRENKEL: Thank you. Sir?

18 MR. WELLS: Good afternoon. My name
19 is Frederick Wells. I reside in Queens.
20 I have this issue, if NICE Bus only has
21 two routes that runs 24 hours, I think
22 all the routes that run into Queens need
23 to run 24 hours which may also include
24 some of the routes that don't go into
25 Queens, the major routes, NICE routes

1 6-28-18

2 that don't go into Queens, and many --
3 and NICE Bus also needs to focus in on
4 like a new bus rapid transit system
5 similar to Select Bus Service for New
6 York City Transit. The main reason is so
7 we can actually have some type of
8 integrated, a new system of service
9 upgrades. You have the articulated buses
10 on the n6, but what good are there if
11 there's no BRT on the n6. What good is
12 the service, what good is it if every bus
13 is going to shut down at 10:00, 11:00 at
14 night, when you have people that work
15 graveyard shift and they have to leave
16 the house two hours early and almost
17 violate policy just because the bus
18 doesn't -- because the bus stop running
19 at a certain time, they have to be at
20 work. We need the bus round the clock 24
21 hours. If you stop the routes that goes
22 to Queens, it will impact the routes that
23 just stay in Nassau and may impact the
24 routes that go into Suffolk county for
25 people who can't afford the LIRR, and

1 6-28-18

2 that also includes Dutch Broadway as
3 well. Thank you.

4 CHAIRMAN SHRENKEL: Anyone else like
5 to address? Sir?

6 MR. TORCIVIA: Thank you. My name
7 is Joseph Torcivia. I'm speaking for
8 myself. I live in Levittown, off of
9 Newbridge Road, not far from where the
10 first speaker does. And too far from Old
11 Country Road, and too far from Hempstead
12 Turnpike but in between both. So my only
13 option has been the n49. I'm retired, I
14 drive a car, I prefer not to, and at the
15 time I moved to my present home there was
16 weekday service in both directions, north
17 and south every thirty minutes, between
18 the n49 and the former n50, then with the
19 cuts, it became every hour, n49 only and
20 with the last rounds of cuts, every hour
21 and ten minutes. Weekday departures from
22 Hicksville railroad station for the n49,
23 there are only two departures between
24 4:20 and 7:00 PM. It was never that bad
25 ever before. Saturday service used to be

1 6-28-18

2 hourly, that was okay. Now it's every 90
3 minutes. And I left the March meeting
4 with some hope that we might begin to see
5 some of the deeply cut service restored.
6 But the new schedules for June 24 are
7 nothing more than time point adjustments,
8 and I would like to know, just like the
9 first speaker, if and when Newbridge Road
10 will ever see anything resembling normal
11 hours. I'm not even talking about 24
12 hourly, just hourly, during, let's say,
13 5:00 AM to 10:00 or 11:00 PM. I would
14 just like to see hourly service on
15 Newbridge Road again, and hopefully
16 that's something you will consider since
17 there have been at least two votes for
18 it. Thank you very much.

19 MS. SILBERGER: Hello. My name is
20 Sylvia Silberger. I'm here because I'd
21 like to see you restore the service to
22 the buses that were cut. I have the
23 benefit of having a vehicle at my
24 disposal, I try not to use it when
25 possible because I think that's the right

1 6-28-18

2 thing to do. It helps congestion, it
3 helps the environment, it's incredibly
4 inconvenient. I often will Google map a
5 route and my bike is faster. So I take
6 my bike rather than the buses. We need
7 to think of the buses as a service to the
8 community, the community as a whole,
9 people who need the buses, i.e., don't
10 have cars, need these buses and they need
11 these roads, 4.50, I love to see the
12 innovations you've done, like the NICE
13 Link, but I have to say if I were trying
14 to get to work on a bus, and I was
15 working a minimum wage job, \$4.50 each
16 way would be a lot of money. There needs
17 to be some sort of group effort to make
18 it affordable and reliable and convenient
19 to public transportation. Now, with
20 that, I also think that in order to help
21 encourage people to get on the buses, I
22 know you said before you don't want to
23 encourage more ridership because it costs
24 the bus more money with every rider, but
25 I think the county as a whole, it

6-28-18

1
2 benefits us all if more people were
3 riding a bus because that's less
4 congestion, less issue with parking, less
5 greenhouse gases. In order to encourage
6 more ridership, you need things like
7 shelter bus stops, you need better bus
8 routes, you need benches to sit and wait,
9 and I think bike racks, as Richard had
10 said, he has his bike to get around. If
11 your bus stops are not that convenient, a
12 bike is a good way to get there if you're
13 able bodied enough to get it. So I'm
14 here just to encourage you to consider
15 investing more in the public bus service.
16 And that's it. Thank you.

17 MR. CHAIRMAN SHRENKEL: Anyone else?

18 MR. KAMPER: Good afternoon. My
19 name is Matt Kamper, I'm from East
20 Meadows, and I want to discuss -- I'm
21 representing myself. I want to discuss a
22 couple of things. First, of course, is
23 the NICE Link service, which I'm very
24 happy to see, because I live right along
25 Merrick Avenue right on that, basically

6-28-18

1
2 south of Front Street and that's actually
3 right in the area of where the NICE Link
4 service is, where I used to take all the
5 time, the n51, essentially a lot to get
6 to and from work sometimes. I use it a
7 lot also to get to the Merrick LIRR home
8 station, which is my home station by the
9 way, and I'm very happy to see that. I'm
10 very encouraged. Last time I was here,
11 of course, in March, I spoke about
12 bringing the n51 back, even if this
13 service was available for the n51, n47,
14 n45 even and I'm very happy to see it.
15 I'm really looking forward to the new
16 service, Link, next month. It is really
17 definitely something I'm going to, a
18 hundred percent, use, especially since I
19 had to walk three miles just to get to
20 the Merrick station all the time. It
21 will help me at certain times, other
22 times I will have to, but there's nothing
23 I can do. But I'm very happy to see
24 service, at least what used to be the n51
25 will now be the NICE Link service.

1 6-28-18

2 And the other thing with Able-Ride,
3 I am also an Able-Ride customer. I use
4 Able-Ride and I am very happy to see with
5 the notification system, it really is
6 working out very well. One suggestion I
7 have with that is you have a cancellation
8 form online, I would love to see one day
9 worked out possibly, is to see Able-Ride
10 have like they do, they're going to have
11 it with access-a-link. They're going to
12 have a way you can make your reservation
13 online. I would love to see that here in
14 Nassau County, so people don't have to
15 make a phone call every time they want to
16 make a reservation, just to have the
17 Able-Ride pick them up. It's something I
18 would love to see one day. Those are my
19 comments and thank you very much.

20 CHAIRMAN SHRENKEL: Thank you.

21 Anybody else want to address the
22 committee?

23 (No response.)

24 CHAIRMAN SHRENKEL: No other. Mr.
25 Setzer, we have had a couple of

1 6-28-18

2 interesting comments and I thought that
3 perhaps you might want to address some of
4 those?

5 MR. SETZER: Yes. Thank you, Mr.
6 Chairman.

7 A lot of comments were around the
8 general subject of restoring some of the
9 service that was cut last year and I
10 can't speak for you, but I think I've
11 heard most of you say we all wish we were
12 doing that. None of us likes the business
13 of cutting service. But also all of the
14 people here in this room, the people at
15 NICE Bus and the members of the
16 committee, none of us have the ability to
17 provide funding. All we can do is
18 encourage the people who provide funding
19 to provide more. 2017 we were very
20 unsuccessful in that, and the county
21 dealt with its fiscal situation by
22 reducing its investment in transit, so we
23 reduced service. Very regretfully, none
24 of us liked doing that. I know none of
25 you did either. In 2018 the county

6-28-18

1
2 provided enough funding to prevent
3 further cuts, but no funding for
4 restoration, so this is not criticism,
5 this is not a political comment. I'm
6 just trying to make sure that all of us
7 here understand that this all goes back
8 to funding and the way to put service
9 back, the needs that several of the
10 speakers talked about are very real, I
11 wouldn't argue with any of them about
12 what we would do if we had the ability to
13 restore some service or add some new
14 service. I'm hopeful that 2019 will be a
15 year in which there's the ability for
16 some additional funding, there's enough
17 funding to maintain service levels plus a
18 little bit more, or a lot more for that
19 matter, but I would be happy with a
20 little bit more so we can begin to
21 address some of these needs. After six
22 years of budget balancing through
23 service, which as you know, we always
24 have this discussion during the budget,
25 that's the only variable that we can

1 6-28-18

2 change. The amount of federal money, the
3 amount of state money, the amount of
4 county money and the fare are set by
5 people other than us. And so the one
6 variable that we have to work with is the
7 amount of service. So I hope and I
8 suspect I'm not the only one, I hope that
9 the days of service cuts are behind us
10 and the days of service additions are
11 ahead of us in the near future, but
12 again, that's not a decision that any of
13 us here today can make.

14 So the question about when are you
15 going to restore some of that service
16 that you took out can't be answered until
17 we know what our future situation is. And
18 we won't know that, we won't know that
19 until the end of the year. I think that's
20 the main, that's the general response to
21 a theme that we heard from virtually all
22 of the speakers. Again, as I say, I don't
23 dispute any of the needs that they
24 describe and all of us probably would
25 like to be meeting all those needs, but

1 6-28-18

2 we are limited by decisions that other
3 people make about funding.

4 CHAIRMAN SHRENKEL: Well, presuming
5 you have the money and when I was here in
6 this area, this Newbridge Road,
7 Hicksville Hub, and certainly I
8 understand the issue of funding, if the
9 funds were available or you have money
10 for test funding such as NICE Link or
11 what have you, it might be a good idea to
12 invest that test funding in those areas
13 too, and we can only encourage, of
14 course, the legislature when they do
15 their budget, to increase funding for
16 transportation. So as Mr. Setzer said,
17 the board can't make those
18 recommendations. Actually we are forced
19 to vote on a lot of negative issues such
20 as fare hikes and service cuts. And I'd
21 like to say there isn't a member on this
22 board who enjoys doing that. But NICE has
23 to run with a balanced budget and I think
24 everyone who comes here has to understand
25 that. Anything else, Mr. Setzer?

1 6-28-18

2 MR. SETZER: No, we are all set.

3 MR. ROSARIO: I have a question.

4 I'm sorry, Mr. Setzer, I probably could
5 figure out, how did you come out to that
6 NICE Link fare of \$4.50, is it per
7 mileage, for cost, what you're assuming,
8 in other words, is that a fixed price
9 that's going to stay there, that \$4.50 or
10 can it change?

11 MR. SETZER: Well, it could change,
12 right now this is sort of an experiment,
13 so we just picked a price point, and what
14 we -- the logic is it should, because
15 this is personalized service, it should
16 be more than a regular bus route, but
17 it's not individual, so it should be less
18 than a taxi cab, so it's priced in
19 between the two, and that's the idea.
20 Once we have some experience, we will be
21 back to you and report on this, and at
22 some point, if that's to be the permanent
23 fare, then I think the committee has to
24 set that.

25 MR. ROSARIO: Thank you.

1 6-28-18

2 MR. CHAIRMAN SHRENKEL: Are there
3 any other questions from committee
4 members for Mr. Setzer or any other
5 comments any committee member chooses to
6 make?

7 (No response.)

8 CHAIRMAN SHRENKEL: Okay, with that,
9 thank you again, Mr. Setzer, for a
10 detailed presentation.

11 Would someone like to make a motion
12 to adjourn our meeting?

13 (Mr. Rosario motions.)

14 MR. CHAIRMAN SHRENKEL: Do I hear a
15 second?

16 MR. BERSE: Second.

17 CHAIRMAN SHRENKEL: Thank you. With
18 that our meeting is adjourned.

19 (Time noted: 5:56 P.M.)
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C E R T I F I C A T E

I, KATHLEEN ANDERSON, a Notary Public of
the State of New York, do hereby certify

That the testimony in the within
proceeding was held before me at the aforesaid
time and place

That said witness was duly sworn before
the commencement of the testimony, and that the
testimony was taken stenographically by me,
then transcribed under my supervision, and that
the within transcript is a true record of the
testimony of said witness.

I further certify that I am not related to
any of the parties to this action by blood or
marriage, that I am not interested directly or
indirectly in the matter in controversy, nor am
I in the employ of any of the counsel.

IN WITNESS WHEREOF, I have hereunto set my
hand this 17th day of July, 2018.

Kathleen Anderson
KATHLEEN ANDERSON



A		
ability 47:16 48:12,15	applying 26:25	big 34:6
able 20:17 25:13 38:24 44:13	appointments 39:7	bigger 15:6,12
Able-Ride 11:25 12:2,4,9 19:25 20:21,23,24 27:7,11 29:7 31:6 46:2,3,4,9,17	approach 32:5	bike 43:5,6 44:9,10,12
accept 10:24 13:21 22:9	approximate 19:3,11	bit 9:17 26:8 31:4 48:18,20
acceptable 14:20	approximating 19:20	blood 53:16
access 38:7,8	April 10:2 15:19	board 18:21 37:5 39:3 50:17,22
access-a-link 46:11	area 7:5 10:2,9 11:9 15:9 39:10,11 45:3 50:6	boarding 30:9
accessible 9:22 21:13 30:3	areas 10:5 12:24 34:15 50:12	bodied 44:13
accident 5:13,20 6:7	argue 48:11	book 27:16,19
accidents 5:8,9,11,12,21 8:5,7 19:16 26:14	arrival 7:14	booked 17:25 27:14 28:19
achievement 30:20	arrives 7:12 28:21	border 13:20
acknowledgment 2:14	arriving 7:8	boundaries 14:24 15:13
action 3:22 53:16	articulated 40:9	box 22:10,11
actual 6:11	asking 39:3	boxes 21:19
add 48:13	assist 30:9 37:7	brand 30:25
addition 6:25	assume 13:10	bringing 45:12
additional 48:16	assuming 51:7	Broadway 41:2
additions 49:10	athletes 29:25 30:18	BRT 40:11
address 3:14 32:15 34:21 41:5 46:21 47:3 48:21	athletic 29:23 30:19,20	brushing 5:22
addressed 36:12	attend 20:5	budget 38:22 48:22,24 50:15,23
adjourn 52:12	attention 32:19	building 1:13 28:25
adjourned 52:18	attractive 31:13	bumper 5:18
adjust 16:21,22 32:23 33:8 35:9	audio 32:11	bumping 5:17
adjusted 7:24	avail 18:20	bus 1:7 2:5 3:6 5:18 7:12,23 9:21 11:11 13:10 17:8 18:18 21:5,6,23 23:4,5 24:11,11,14,23,24 25:12 25:17,20 28:3 29:5 30:25 31:11 31:25 32:4,7 33:5,16,21 35:16,19 37:11 39:20 40:3,4,5,12,17,18,20 43:14,24 44:3,7,11,15 47:15 51:16
adjustment 34:3 36:5	available 8:16 10:10 25:15 27:9 35:10 36:18 45:13 50:9	buses 9:20,22 17:5 21:12,18 24:21 25:14 26:2,9 30:4,9,10 31:23 32:12 34:5,16 35:17 36:2,8,20 38:4,23 40:9 42:22 43:6,7,9,10,21
adjustments 42:7	Avenue 1:14 44:25	business 47:12
adopted 34:24	B	busy 17:16
advance 12:3,6 28:11	B 20:10 39:4	buy 32:8
afford 40:25	back 3:15 6:23 10:20 13:12 18:14 23:19 26:4,5,16,17 30:4 34:23 36:7 38:11 45:12 48:7,9 51:21	
affordable 43:18	backing 5:25 6:2	C
aforesaid 53:7	bad 29:2 41:24	C 53:2,2
afternoon 2:12 3:20 25:25 28:19 39:18 44:18	balanced 50:23	cab 38:10 51:18
agenda 3:21,24	balancing 48:22	call 2:3,8 3:15 7:2 17:16,21 20:15 20:15,16,16 24:17 46:15
ago 4:15 34:12	ball 18:15	calls 6:18,21,23
agree 36:22	Baltimore 31:24	cancel 28:5,10,16,20
ahead 12:6 49:11	barely 6:6 35:2	cancellation 46:7
alert 27:12 33:3	based 19:14	capable 18:11
algorithm 19:12,18	basic 22:11 31:8	car 17:19,20 41:14
alighting 30:10	basically 10:6 17:5 28:17 44:25	Card 22:14
allows 29:3	basis 23:23 32:24	carries 24:6
amount 5:3 15:8 49:2,3,3,7	Beach 23:12,19	cars 16:15 34:7 43:10
Anderson 2:19 53:4,23	began 24:15,16	cases 3:12
answer 3:13	beginning 10:9 16:5 30:5	cash 6:14 8:22 22:9,12
answered 6:19,21 49:16	begins 11:14	cell 17:8
anybody 16:4 30:17 46:21	benches 44:8	center 7:2 17:13,17 20:16,16 24:5
apartment 28:24	benefit 21:2,5 42:23	century 31:11
Apartment 38:2	benefits 44:2	CEO 1:24 2:23 3:17
app 9:16 10:15,20 11:2,3 13:13,20 17:6,23 18:2 22:20	Berse 1:22 2:9 18:7,8,25 19:5,8,22 21:12,18,21 22:4,13,16,23 23:7 31:16,17,20 32:10 33:12 35:24 36:14,22 39:13 52:16	
applicable 11:16 26:7	best 5:7 18:3	
applied 25:11 27:7	better 26:11 31:4 44:7	
applies 4:7		

<p>ceremony 30:6 certain 40:19 45:21 certainly 50:7 certify 53:5,15 chairman 1:19 2:2,11,19 3:20 12:23 13:14 14:4,8,23 15:14 16:7 16:13 18:7 19:23 31:15 36:24 37:3 39:17 41:4 44:17 46:20,24 47:6 50:4 52:2,8,14,17 challenged 29:18 challenges 27:14 chance 30:18 37:17 change 32:16,22 34:9 49:2 51:10,11 changed 33:22 35:3 changes 6:14,25 7:3 charge 6:13 children 20:5 chooses 10:24 52:5 circumstances 19:16 citizens 38:25 city 25:6 40:6 clarify 19:24 click 28:17 clients 27:11 clock 40:20 Clolery 37:19,19,22 39:15 close 6:20,23 collect 10:25 14:21 collected 22:6 collision 5:15 combine 34:21 come 29:25 51:5 comes 50:24 command 17:12,17 commencement 53:10 comment 2:25 37:4 48:5 comments 3:8 16:10 46:19 47:2,7 52:5 committed 30:21 committee 1:7 2:5,6,12 3:20 16:10 46:22 47:16 51:23 52:3,5 communicate 17:6 community 30:13 38:13 43:8,8 comparison 20:21 complete 37:15 concerned 16:8 concerns 37:12 concerts 23:18 conclusions 26:22 condense 34:16 confused 13:18 congestion 43:2 44:4 consider 42:16 44:14 considered 7:14 contact 6:3 contract 4:13 contractors 34:25 contribution 29:21</p>	<p>controversy 53:18 convenient 11:20 12:8 29:7 31:12 43:18 44:11 coordinate 17:15 coordinating 37:8 corner 33:16 correct 12:22 20:2,3,11 cost 51:7 costs 43:23 counsel 37:5 53:19 count 2:7 21:8 Country 41:11 county 1:6 2:4 11:17 21:5 29:23 40:24 43:25 46:14 47:20,25 49:4 county's 11:23 couple 4:15 23:17 44:22 46:25 course 2:7 19:15 44:22 45:11 50:14 cover 5:4 create 15:12 credits 6:12 criticism 48:4 current 10:17 12:4 currently 11:25 customer 6:22 7:9,9 10:13 17:7 18:21 25:18 27:10 28:7 46:3 customers 11:6 29:8,12 31:13 cut 15:18,22 29:9 38:5,17,18 42:5 42:22 47:9 cutaway 9:21 cuts 10:4 35:11 36:16 41:19,20 48:3 49:9 50:20 cutting 34:15 47:13</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>damage 5:16 6:13 damages 4:19 data 31:8 32:3 35:8 Dawn 1:24 2:10 day 25:23 26:16 27:13 28:18,25 35:17 46:8,18 53:21 days 49:9,10 deal 32:25 dealing 34:23 dealt 47:21 decide 18:4 decision 49:12 decisions 50:2 dedicating 16:16 deeply 30:21 42:5 definitely 45:17 delay 6:22 25:16 demand 11:9 15:16,18,21,25 departures 41:21,23 depending 16:20 25:23 describe 49:24 described 24:10 desired 14:15 destination 10:18 13:22 14:15</p>	<p>detailed 52:10 determine 17:18 device 11:7 33:2 different 12:14 19:17 25:24 31:10 33:14 35:21 dips 36:9 direction 18:16 directions 41:16 directly 53:17 disabilities 9:23 21:3 disabled 38:25 disagree 36:13,22 discuss 7:10 44:20,21 discussed 9:12 discussion 48:24 DiSilvio 1:22 37:6 dispersed 11:10 disposal 42:24 dispute 49:23 distance 24:20 distribution 24:14 disturbs 36:11 doctor's 39:7 dodge 34:8 dodging 34:5 doing 17:24 29:20 47:12,24 50:22 dollars 6:11 8:15 11:23 dorms 30:3 download 10:15 draw 26:22 drive 20:9 41:14 driver 7:23 17:9 28:3 drivers 39:5 driving 33:14 drop 25:17 dropped 18:17 duly 53:9 Duroseau 1:23 2:10 37:14 Dutch 41:2</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>E 53:2,2 earlier 4:24 20:20 early 7:19 26:22 40:16 easier 28:5 31:7 east 12:20 13:2,15 14:24 44:19 easy 3:23 27:22 28:10,15 31:12 economies 21:8 efficiency 8:13 21:10 efficient 15:7 22:8 effort 43:17 either 11:17 32:15 38:20 47:25 elderly 38:25 electronically 22:7 eligible 20:24,25 employ 53:19 employees 30:8 enable 23:11</p>
--	--	--

<p>encourage 30:17 43:21,23 44:5,14 47:18 50:13</p> <p>encouraged 45:10</p> <p>enhanced 23:16</p> <p>enjoys 50:22</p> <p>enunciators 31:23 32:6,11</p> <p>environment 43:3</p> <p>equipment 4:23 6:25</p> <p>especially 39:10 45:18</p> <p>ESQ 1:22,24</p> <p>essentially 4:17 12:8 45:5</p> <p>evening 26:5</p> <p>event 23:17 30:15</p> <p>everybody 3:23</p> <p>exact 22:16,21,25</p> <p>exactly 35:18</p> <p>example 12:25 36:21</p> <p>Executive 1:13</p> <p>expand 15:13</p> <p>expect 11:5 22:20</p> <p>expensive 11:8,21 32:7,8,9</p> <p>experience 15:10,11 27:10 30:23 51:20</p> <p>experiment 11:12 26:6 51:12</p> <p>extra 18:18 25:14</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>F 53:2</p> <p>facilities 29:23</p> <p>fair 15:8 36:23</p> <p>fairly 3:21 5:4 15:7,7,21,21 32:7</p> <p>Falco 1:24 2:10 19:23,24 20:4,12,19 21:11</p> <p>far 2:8 8:9 16:7 25:13 29:9 37:23 41:9,10,11</p> <p>fare 10:25 12:3 14:22 21:18 22:10 22:11,16,19,21,25 23:3 49:4 50:20 51:6,23</p> <p>fares 22:6,9</p> <p>faster 17:19 43:5</p> <p>fatalities 33:4</p> <p>February 4:9</p> <p>federal 22:8 49:2</p> <p>feeling 28:13</p> <p>felt 15:15</p> <p>fifteen 26:4,5</p> <p>figure 14:16,17 51:5</p> <p>financial 29:20</p> <p>find 16:4,5 38:15</p> <p>finished 16:9</p> <p>fireworks 23:17</p> <p>first 4:5,8,10 6:19 7:16 8:9 9:11 11:13 12:16 25:12 41:10 42:9 44:22</p> <p>fiscal 47:21</p> <p>five 8:20</p> <p>fixed 4:11 5:7,23,24,25 10:12 11:11 11:11,19 26:12,13 51:8</p>	<p>flawlessly 9:19</p> <p>focus 40:3</p> <p>forced 10:3 15:22 50:18</p> <p>form 11:21 46:8</p> <p>format 4:6</p> <p>former 41:18</p> <p>forth 18:14 30:4</p> <p>fortunately 38:5</p> <p>forward 30:15 45:15</p> <p>four 12:14,23</p> <p>Franklin 1:14</p> <p>Frederick 39:19</p> <p>Freeport 10:19 14:2 24:4</p> <p>frequencies 25:24</p> <p>frequent 23:23</p> <p>frequently 34:5</p> <p>front 5:18 45:2</p> <p>fully 9:22</p> <p>fundamental 22:11</p> <p>funding 10:4 47:17,18 48:2,3,8,16 48:17 50:3,8,10,12,15</p> <p>funds 50:9</p> <p>further 11:23 48:3 53:15</p> <p>future 15:5 26:25 49:11,17</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>games 29:18</p> <p>gap 25:3,14,16 26:9</p> <p>Garmin 14:12</p> <p>gases 44:5</p> <p>general 18:15 47:8 49:20</p> <p>generally 7:21 35:19</p> <p>generate 6:9 8:20,21</p> <p>generates 4:18</p> <p>geographically 33:8</p> <p>getting 19:8 32:20</p> <p>give 3:4 4:2 7:9 19:2 24:22 36:6 37:16</p> <p>gives 28:17</p> <p>go 4:4 7:23 11:23 13:4,5,8,9 16:21 21:24 24:6 25:8 27:25 28:14 29:15 30:18 34:23 39:13,24 40:2 40:24</p> <p>goal 4:15,22 5:9 6:5,20 7:15,18 8:6 8:13,16,21</p> <p>goes 9:18 12:11 14:8,10 24:3 26:3 40:21 48:7</p> <p>going 2:22,25 3:4 13:10 17:14,18 17:19,20,21 18:11,14 19:2,2,11 19:20 21:24,25 22:17 27:23 28:14 31:3,22 32:15 34:17 36:2,9 38:15 38:18 40:13 45:17 46:10,11 49:15 51:9</p> <p>good 3:20 8:6,9 15:21 19:18 25:13 28:6,6 39:18 40:10,11,12 44:12 44:18 50:11</p> <p>Google 43:4</p> <p>gotten 9:9 18:22 30:14</p>	<p>graveyard 40:15</p> <p>great 6:4,5 21:8</p> <p>greater 25:2</p> <p>greenhouse 44:5</p> <p>group 3:6 4:10 7:6 43:17</p> <p>guess 33:12 34:4</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>half 7:8 36:3</p> <p>hand 2:18 37:15 53:21</p> <p>hand-held 11:6</p> <p>hands 2:16 6:15</p> <p>hangs 6:23</p> <p>happen 26:13,15</p> <p>happened 28:13</p> <p>happens 21:22 26:14,14 27:19,20</p> <p>happy 44:24 45:9,14,23 46:4 48:19</p> <p>hardest 10:5</p> <p>hate 10:11</p> <p>headway 24:17,18,20 26:20</p> <p>hear 2:22 33:15 35:4 37:9 52:14</p> <p>heard 32:17 34:19 38:20 47:11 49:21</p> <p>hearings 3:9</p> <p>heavily 36:17,21</p> <p>held 2:15 53:7</p> <p>Hello 37:20 42:19</p> <p>help 38:18 43:20 45:21</p> <p>helping 7:4 37:7</p> <p>helps 43:2,3</p> <p>Hempstead 10:7 12:18 13:3,7,9,11 13:15,16,19,24 14:9 24:4 39:11 41:11</p> <p>hereunto 53:20</p> <p>Heritage 38:2</p> <p>Hicksville 32:20 37:25 41:22 50:7</p> <p>hikes 50:20</p> <p>hit 10:5</p> <p>Hofstra 29:24 30:3</p> <p>hold 16:8</p> <p>home 13:9 41:15 45:7,8</p> <p>hope 22:5 42:4 49:7,8</p> <p>hopeful 48:14</p> <p>hopefully 42:15</p> <p>hour 7:8 8:12,14,17 12:3,6,6 41:19 41:20</p> <p>hourly 42:2,12,12,14</p> <p>hours 18:3 30:8 39:21,23 40:16,21 42:11</p> <p>house 40:16</p> <p>Hub 50:7</p> <p>huge 34:6</p> <p>human 17:23</p> <p>hundred 5:8,9 6:7 8:5,7 45:18</p> <p>hypothetically 20:4</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>i.e 43:9</p>
--	---	--

<p>idea 50:11 51:19 imagine 17:13 impact 40:22,23 important 23:20 33:7 38:23 impose 28:9 improve 7:4 improvement 34:9 improves 27:10 incentive 4:19 6:10 8:22 include 39:23 includes 10:19 41:2 inconvenience 5:5 inconvenient 43:4 increase 50:15 incredibly 43:3 independent 12:24 17:3 indicator 8:10 indicators 4:10 8:24 indirectly 53:18 individual 10:13 27:19 51:17 individuals 20:13 industry 33:4,5 information 31:6 injuries 5:16 innovation 4:3 29:16 innovations 43:12 innovative 23:10,25 installed 31:23 instance 25:5 integrated 40:8 interested 53:17 interesting 12:10 47:2 intersection 33:18 intersections 32:13 intervals 31:22 intervention 17:23 introduce 2:6 3:16 37:5 invest 50:12 investigated 34:13 investing 44:15 investment 47:22 involved 3:7 30:14 issue 3:2 39:20 44:4 50:8 issues 4:23 50:19 items 3:22,24</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>January 4:8 Jean 1:23 2:9 job 43:15 Joel 1:22 2:8 John 33:25 Jones 23:12,18 Joseph 41:7 judgment 33:17 July 9:14 10:10 31:5 53:21 June 1:15 23:13 42:6 justify 11:11</p>	<p style="text-align: center;">K</p> <hr/> <p>Kamper 44:18,19 KATHLEEN 53:4,23 keep 7:4 9:7 11:8 15:4,6 25:13 26:18 key 4:10 kids 30:20 kind 5:19 9:13 15:9 16:2 30:22 32:7 34:3 36:5 kinds 36:15 know 25:9 28:11 33:10 34:12 42:8 43:22 47:24 48:23 49:17,18,18 knows 14:13</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>lack 39:9 laptop 28:16 large 26:7 27:2 lastly 30:24 late 23:16 launch 9:18 16:20 30:25 leads 35:22 learn 11:14 12:11 learned 19:15 leave 40:15 left 25:22 33:24 36:17 42:3 Legislative 1:13 legislature 39:4 50:14 let's 4:4 6:16 7:12 17:15 42:12 level 8:2,3 levels 48:17 Levittown 41:8 lift 21:16 light 11:10 lighter 11:8 liked 47:24 likes 47:12 limit 3:8 limited 19:25 38:6,8 50:2 limousine 19:9 Link 9:12 43:13 44:23 45:3,16,25 50:10 51:6 liquidated 4:19 6:13 LIRR 40:25 45:7 little 3:12 9:17 13:18 31:4 48:18,20 live 3:7 37:11 38:7,14 39:6,10 41:8 44:24 lives 28:24 LIVIO 1:23 location 10:17 28:22 29:5 32:3 33:8 33:9 log 20:7 logic 51:14 logs 18:12 long 6:22 7:12 10:16,22 19:13,21 26:10 34:12 37:23 longer 34:18 36:4 look 30:15 33:11 34:21 35:6,8,16 36:15</p>	<p>36:15 looked 34:14 35:4 36:10,14 looking 45:15 loop 9:8 lot 11:14 24:6,8 30:7 31:2 32:18 43:16 45:5,7 47:7 48:18 50:19 loud 32:14 love 30:11 43:11 46:8,13,18 low 7:25</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>main 40:6 49:20 mainstream 21:4 maintain 32:9 48:17 major 5:5,14 24:7 39:25 making 9:16 20:21 manage 15:9 24:25 management 24:18,18 map 9:25 43:4 March 2:16 4:9 42:3 45:11 marriage 53:17 Matt 44:19 matter 19:12 48:19 53:18 Meadowbrook 10:8 12:19 13:2,25 14:5,25 Meadows 44:20 mean 5:14,16 6:5 7:20 13:17 33:20 38:14 meaningful 30:16 means 5:13 6:21 7:7 24:18 37:15 38:6,8 measure 6:18 measurement 8:12 meet 11:21 17:11 26:12 meeting 1:8 2:3,5 3:25 4:7 9:5 24:9 32:11 42:3 49:25 52:12,18 meetings 4:4 37:8 meets 18:5 member 50:21 52:5 members 2:6 3:21 37:22 39:3 47:15 52:4 Merrick 10:6 12:21 13:4 14:9 44:25 45:7,20 message 28:22 met 9:9 Metro 22:14 Michael 1:24 2:24 3:18 midday 26:3 middle 32:13 mile 36:3 mileage 51:7 miles 5:8,10 6:8 8:6,8 45:19 Mineola 1:14 24:3 minimum 43:15 minor 5:22 6:3 minute 31:21 minutes 2:15 3:9 23:14,14 24:25 25:3,20,22 26:2,3,4 28:2 41:17,21</p>
---	--	--

<p>42:3 mirror 5:22,25 missed 4:21,25 7:17 modest 5:17 money 21:7 38:12 43:16,24 49:2,3,4 50:5,9 month 16:6 45:16 morning 25:25 motion 52:11 motions 52:13 move 6:16 9:3 moved 37:24 41:15 moving 30:22 MTA 34:24</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>n45 45:14 n47 38:3 45:13 n49 41:13,18,19,22 n50 38:3 41:18 n51 45:5,12,13,24 n6 40:10,11 n88 23:12 name 3:5 37:11 39:18 41:6 42:19 44:19 Nassau 1:6 2:4 11:16 29:23 40:23 46:14 navigate 31:7 navigation 14:11 navigational 17:2 near 49:11 necessarily 5:15 7:20 necessary 28:21 need 6:14 22:16,24 39:22 40:20 43:6,9,10,10 44:6,7,8 needs 11:22 18:5 40:3 43:16 48:9 48:21 49:23,25 negative 50:19 negligence 5:19 neighborhood 38:7 neither 4:18 never 16:3 25:2 34:3 41:24 new 1:14 9:13 24:2 27:8 30:25 40:4 40:5,8 42:6 45:15 48:13 53:5 Newbridge 33:25 38:3 39:14,15 41:9 42:9,15 50:6 news 5:7 8:6 38:20 nice 1:24 2:23 3:17 9:12 17:2 21:5 30:8,25 33:13 39:5,20,25 40:3 43:12 44:23 45:3,25 47:15 50:10 50:22 51:6 night 30:5,6 40:14 nobody's 36:10,14 non 8:21 20:24 noncash 22:22 nondependent 12:24 13:6 normal 42:10 north 12:18 13:7,8,16,17 41:16</p>	<p>northern 13:20 nose 4:17 Notary 53:4 note 2:20 noted 52:19 notification 46:5 notifications 31:9 notified 29:4 number 27:18 31:20 36:2</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>object 5:23,24,25 offer 15:8 okay 7:10 17:18 18:6 19:22 20:12 23:7 27:5 31:19 32:10 42:2 52:8 Old 41:10 onboard 21:17 once 11:14 12:11 14:12,14 15:10 51:20 ones 4:12 6:17 online 46:8,13 open 33:13 operate 24:19,21 25:4 32:17 operational 25:11 operators 26:20 opportunities 36:15 opportunity 30:12 opt 12:9 option 41:13 options 39:9 orange 13:23 order 2:3 43:20 44:5 orders 7:10 ordinarily 17:22 33:19 origin 13:22 outside 28:23 29:2</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>P.M 1:16 52:19 packed 3:21 Paratransit 6:2,16 7:7 8:11,19 27:15 Paring 9:2 parking 44:4 Parkway 10:8 12:20,20 13:2 14:5,6 15:2,2 part 14:3 35:2 particular 28:4 particularly 34:2 particulars 20:17 parties 53:16 parts 11:16 passenger 7:21,25 10:21,24 27:17 passengers 5:6 8:12,13,17 26:21 patch 15:3 pay 6:13 22:12,19 paying 32:19 payment 4:19,20 6:10</p>	<p>payments 6:11 8:22 peak 25:25 pedestrian 33:5 pedestrians 33:3,15,18 34:4 penalties 28:8,9 people 9:22 11:24 19:5,19 20:24,25 21:3 22:21 24:7,8 28:5 30:9 35:10 35:15 36:7 39:6 40:14,25 43:9,21 44:2 46:14 47:14,14,18 49:5 50:3 people's 11:22 percent 4:16,16,25 5:2 6:20,24 7:15 7:16 8:20 45:18 performance 4:10,14 7:5,6,7 8:23 performing 28:3 permanent 51:22 person 7:2 12:25 18:12 37:16 personalized 51:15 Peter 1:22 37:6 phase 24:15,16,17 phone 10:15 11:4,5 14:12,14 17:8 20:14 28:16 32:5 46:15 physically 29:18 pick 7:24 10:22 13:10 14:18 17:10 17:20 19:20 20:8 46:17 picked 18:16 51:13 picture 9:21 ping 18:14 place 21:24 53:8 places 32:18 33:14 34:18 planned 16:19 17:9 planning 31:8 please 2:20 16:8 33:10 37:10 39:12 pleased 6:8 plus 30:7 48:17 pluses 20:23 PM 41:24 42:13 point 19:18 20:9,9 23:5 38:4,23 42:7 51:13,22 points 24:7 policy 40:17 political 48:5 pong 18:14 poor 35:23 poorly 11:18 popular 23:15 positions 21:17 possible 42:25 possibly 46:9 potential 11:24 potentially 21:4,9 practicing 9:17 predicting 19:13 predictive 19:17 prefer 15:23 41:14 prescribed 4:13 present 1:21 41:15 presentation 2:22 52:10 presuming 50:4</p>
--	--	--

<p>prevent 48:2 preventable 5:12,20 6:7 prevented 5:14 previous 4:4 price 23:5 51:8,13 priced 23:3 51:18 pride 38:6 primarily 33:2 prior 32:11 private 19:9 34:25 probably 4:14 12:2 23:24 25:5 49:24 51:4 problematic 8:3 procedure 7:3 proceeding 53:7 productivity 8:11 progress 18:24 projects 4:3 9:6 12:14 properly 9:16 34:8 property 5:16 propose 10:20 14:18 proposed 18:10 provide 26:10 29:20,21 30:7 47:17 47:18,19 provided 30:8 48:2 provides 23:21 25:4 28:10 public 2:25 3:9 15:11 16:8 26:11 37:4 43:19 44:15 53:4 published 26:19 pullouts 4:22,25 7:17 pulls 29:5 put 14:13,15 20:17 48:8</p> <hr/> <p style="text-align: center;">Q</p> <p>quarter 4:8 6:5 7:16 8:9 quarterly 35:8 Queens 24:6 39:19,22,25 40:2,22 question 16:12 38:15 49:14 51:3 questions 3:13 8:23 12:13 16:9 27:3 29:13 31:15 36:25 52:3 quite 26:8</p> <hr/> <p style="text-align: center;">R</p> <p>R 53:2 racks 44:9 railroad 10:19 14:2 41:22 rains 38:9 raise 2:18 37:14 range 4:21 rapid 40:4 rarely 33:19 ratio 6:19 rationalize 24:13 ready 7:23 real 15:10,11 30:19 48:10 realize 38:21 reallocate 35:13 36:19 really 28:9 45:15,16 46:5</p>	<p>rearranging 24:12 reason 3:4 25:15 33:6,7 40:6 reasons 27:18 recall 10:2 receipt 2:14 received 2:17 29:9 recommendations 50:18 record 2:20 53:13 rectangle 10:6 reduced 47:23 reducing 47:22 regardless 5:20 regretfully 47:23 regular 23:4,22 32:24 51:16 regularly 6:18 related 53:15 reliable 43:18 remember 4:14 6:10 9:20 12:2 24:9 remind 5:11 reminder 27:13 28:18 rendering 8:15 report 23:10 31:14 51:21 represent 3:5 5:5 representing 44:21 represents 11:7 request 10:16 13:21,25 requires 12:2 reroute 34:16 resembling 42:10 reservation 12:3 46:12,16 reside 20:6 39:19 residence 37:25 resides 38:2 resources 27:25 35:9 respect 38:22 response 27:4 29:14 37:2 46:23 49:20 52:7 restoration 48:4 restore 38:16 42:21 48:13 49:15 restored 42:5 restoring 47:8 result 5:21 retired 41:13 review 3:24 Richard 37:18,19 44:9 ridden 36:21 ride 23:5,6 25:6 rider 43:24 ridership 43:23 44:6 rides 38:10 riding 11:25 44:3 right 2:8 4:17,20 14:7 16:24 18:2 19:7 22:3 23:8 24:3 38:19 42:25 44:24,25 45:3 51:12 road 10:7 12:21 13:4 14:9 33:25 36:2,3 38:3 39:15 41:9,11 42:9,15 50:6 roads 43:11</p>	<p>roll 2:8 room 47:14 Roosevelt 1:13 Rosario 1:23 2:9 8:25 16:12,14,15 16:18,22,25 17:12 18:6 51:3,25 52:13 round 40:20 rounds 41:20 roundtrip 38:11 route 4:11 5:7 9:24 11:11,19 13:5 14:16,17 18:13 23:4 24:2,5 37:11 43:5 51:16 routes 10:12 15:19 26:8 27:2 34:22 34:23 35:2,7 38:16,17 39:21,22 39:24,25,25 40:21,22,24 44:8 routing 12:17 17:10 36:6 rules 22:8 run 3:11 17:21 23:11 30:3 38:4 39:22,23 50:23 running 17:3 40:18 runs 13:15 39:21</p> <hr/> <p style="text-align: center;">S</p> <p>safety 8:9 33:2 Saturday 30:6 41:25 save 18:17 saving 21:7 saw 37:23 saying 13:16 22:23 33:17,24 scenario 22:24 schedule 11:12 24:22 25:4,18 26:12 26:13,16,18 scheduled 7:24 27:24 28:12 schedules 35:7 42:6 school 20:6 scorecard 3:25 4:5 season 23:12 second 7:6 24:15,16,17 52:15,16 section 4:11 5:7 6:17 8:19 sections 35:13 see 4:6,9 25:22 30:19 31:5 32:21 33:22 34:7 37:14 42:4,10,14,21 43:11 44:24 45:9,14,23 46:4,8,9 46:13,18 seen 34:8 Select 40:5 sends 28:22 senior 38:25 sentence 37:16 serious 10:3 serve 9:23 30:13 35:10 served 7:21 15:25 serves 24:7 service 8:14 9:13,19 10:4,9 11:9,14 11:17,19,21 12:10,12 15:8,19,23 16:2,16 18:20 20:18,25 23:15,16 23:19,20,23 25:2,12 26:9,11 28:4 29:22 34:15,18 35:23 36:7,17</p>
---	---	---

40:5,8,12 41:16,25 42:5,14,21 43:7 44:15,23 45:4,13,16,24,25 47:9,13,23 48:8,13,14,17,23 49:7 49:9,10,15 50:20 51:15 serviced 36:4 serving 9:24 set 4:15 49:4 51:2,24 53:20 sets 38:11 Setzer 1:24 2:24 3:3,12,18,19 9:2 12:22 13:13,19 14:7,10 15:4,17 16:9,17,19,24 17:4,22 18:19 19:4 19:7,10 20:3,11,13,22 21:15,20 22:3,5,15,19 23:2,8 27:5 29:15 31:16,19 32:2,23 35:6 36:13,23 36:25 37:21 46:25 47:5 50:16,25 51:2,4,11 52:4,9 seventh 29:19 Sheldon 1:19 2:11 12:15 shelter 29:4 44:7 shift 40:15 shop 39:8 short 24:5 shortly 31:5 show 2:16 27:15,16 shown 9:25 shows 28:2,7 29:10 Shrenkel 1:19 2:2,11,19 12:16,23 13:14 14:4,8,23 15:14 16:7,13 18:7 19:23 31:15 36:24 37:3 39:17 41:4 44:17 46:20,24 50:4 52:2,8,14,17 shut 40:13 side 25:22 sign 27:11 significantly 27:9 Silberger 42:19,20 similar 3:9 40:5 simple 38:14 simply 14:25 single 9:24 18:10 Sir 39:17 41:5 sister 31:24 sit 29:2 44:8 situation 32:25 33:10 35:18 47:21 49:17 six 48:21 sixty 23:14 slightly 8:17 small 9:13 15:7 31:17 smaller 9:20 smart 11:4 14:12,14 20:14 28:15 32:5 snows 38:9 software 9:15 somebody 11:3 17:14,17 18:15 21:22,25 32:15 someplace 35:14 36:19 soon 16:5 21:9 25:10	sophisticated 19:13 sorry 51:4 sort 24:13 25:11 26:6 43:17 51:12 sounds 18:9 33:21 south 12:21 13:4,11 39:11 41:17 45:2 speak 47:10 speaker 41:10 42:9 speakers 48:10 49:22 speaking 20:5 41:7 specific 32:24 33:9 spending 38:12 spoke 32:10 45:11 sponsor 29:17 spontaneous 12:7 Square 38:2 standing 25:19 start 9:10 12:25 started 9:9 23:13 starting 13:3 state 30:2 49:3 53:5 station 10:20 14:2 25:9 32:20 41:22 45:8,8,20 stay 3:12 29:3,25 30:2 40:23 51:9 stenographically 53:11 stop 5:10 40:18,21 stops 24:11,12,14 31:25 32:7 44:7 44:11 straight 29:19 streamlining 24:10 Street 34:2 45:2 streets 26:15 strikes 33:5 style 16:2 25:11 subject 28:8 47:8 substitute 11:20 subway 25:6,7,8 success 29:11 successful 11:15 26:24 Suffolk 40:24 suggestion 46:6 supervision 53:12 sure 9:16 12:17 20:20 35:18 48:6 suspect 49:8 sworn 53:9 Sylvia 42:20 system 17:2 18:11 30:12 31:12,24 40:4,8 46:5	talked 4:3 9:6 34:10,11 36:20 48:10 talking 21:13 26:25 31:21 33:23 35:3,19,24,25 37:12 42:11 taxi 23:6 51:18 taxpayers 23:22 technically 20:7 technology 27:6,8 32:8 tell 25:19 27:22 37:10 ten 24:25 25:3,20,21 26:2,4 28:2 41:21 term 10:11 terms 21:22 test 15:15 16:2 26:24 50:10,12 testimony 53:6,10,11,14 thank 2:21 3:15,19 16:11 18:6 20:12,19 21:11 37:6,8 39:17 41:3 41:6 42:18 44:16 46:19,20 47:5 51:25 52:9,17 theme 49:21 Theodore 1:13 thing 29:6 30:10 33:20 34:11 35:20 35:21,22 37:20 38:19 43:2 46:2 things 5:22 12:11 16:21 26:13 27:12 30:16 31:10 38:13 44:6,22 think 3:10 5:6 7:3 11:13 15:17,24 20:22 26:7,10 27:10 29:6,10 39:21 42:25 43:7,20,25 44:9 47:10 49:19 50:23 51:23 thinking 21:21 third 35:22 thirdly 5:6 thirty 23:13 41:17 thought 15:23 47:2 thousand 5:8,10 6:7 8:5,7 three 3:8 4:12 9:20 16:17,18,19 17:15 21:12,16 24:7 31:17 36:8 36:19 45:19 Thursday 2:15 30:5 tied 21:17 tight 38:22 time 2:24 3:11 4:14 6:19 7:6,7,14 9:9 11:13 12:7 14:17 16:11 21:2,9 25:23 35:15 36:6 37:9 40:19 41:15 42:7 45:5,10,20 46:15 52:19 53:8 timekeeper 37:13 times 18:25 19:11 45:21,22 timetable 24:23 25:8 today 3:22 49:13 told 32:14 tomorrow 27:23 28:11,14 tone 32:16 Tony 1:23 2:9 topics 31:18 Torcivia 41:6,7 torn 26:15 touching 5:24,25 town 3:7 37:11
T		
T 53:2,2 tablet 17:4,7,8 20:14 32:5 TAC 37:22 take 10:23 13:11 19:14,21 22:13 33:11 38:10 43:5 45:4 taken 24:11 53:11 takes 26:15 talk 9:11 27:6		

<p>tracking 31:23 traffic 19:16 26:14 31:2 train 25:10 transactions 22:22 transcribed 53:12 transcript 2:15,17 53:13 transit 1:7 2:5 23:23 24:5 30:12 33:4 40:4,6 47:22 transportation 2:23 3:17 29:22 39:9 43:19 50:16 travel 37:13 traveling 18:18 treated 5:19 tremendously 32:14 trip 7:10,24 10:16,21,23,24 13:21 13:25 17:25 18:23 19:21 20:17 27:14,16,20,24 28:5,11,12,16,18 28:19 31:8 35:20,21,22 trips 18:10 27:15 true 53:13 try 3:22 35:8,9 42:24 trying 23:25 24:19,21 26:11,17,18 27:21 30:21 31:11 43:13 48:6 turn 21:25 turning 32:12 33:24 Turnpike 10:7 12:19 13:3,8,9,12,15 13:17,19,24 14:9 39:11 41:12 turns 33:16 twelve 26:3 two 3:24 4:25 5:2 8:18 18:3 24:20 36:9 39:21 40:16 41:23 42:17 51:19 type 16:16 40:7 typically 10:14</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>Uber 10:11 Ubers 38:10 understand 12:17 14:23 18:8,11 19:6,19 48:7 50:8,24 underutilized 35:12 unique 30:11 University 29:24 unsuccessful 47:20 update 9:5 12:15 updates 4:2 upgrade 31:3 upgrades 40:9 use 6:12 10:11,14 11:3,24 12:9 23:22 25:7 29:7 31:13 35:9 42:24 45:6,18 46:3 users 12:5,9 19:25 20:21 uses 9:20 10:14 utilized 11:18 36:18</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>variable 48:25 49:6 vehicle 6:2 28:21 42:23</p>	<p>vehicles 20:8 venues 29:22 vicinity 20:6,7 video 31:22 view 23:21 violate 40:17 virtually 35:12 49:21 volunteers 30:7 vote 2:13 50:19 votes 42:17</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>wage 43:15 wait 11:8 25:9,21 26:19 27:25 29:3 44:8 walk 45:19 want 2:13 4:2 8:2 9:11 12:14 13:8,9 13:12 21:3,25 25:21 28:9 29:2 34:12 37:6 43:22 44:20,21 46:15 46:21 47:3 Wantagh 10:8 12:20 13:24 14:5 15:2 wanted 15:6 wants 13:4 21:23 wasn't 20:20 wasted 27:25 watch 30:18 32:4 way 10:19 11:8 13:6,14 15:4 18:9 18:16 22:20 24:8 25:7 28:10 32:16 38:15 43:16 44:12 45:9 46:12 48:8 ways 11:2 we're 2:24 19:19 25:12 28:23 we've 16:3 23:3 30:13 31:2 weather 26:13 28:25 33:13 website 30:25 31:2,3,10 week 24:15,16 25:12 weekday 23:15 41:16,21 weekend 26:20 29:17 weekends 23:14 welcome 2:4 Wells 39:18,19 west 12:19 13:15 14:24 33:25 wheelchair 21:14,16,17 WHEREOF 53:20 window 7:8 windows 33:13 wish 47:11 witness 53:9,14,20 words 13:5 17:13 51:8 work 38:10,14 39:4,4 40:14,20 43:14 45:6 49:6 worked 46:9 working 9:15 43:15 46:6 works 9:16 wouldn't 21:8 48:11</p> <hr/> <p style="text-align: center;">X</p> <hr/>	<p style="text-align: center;">Y</p> <hr/> <p>yeah 19:17 20:22 year 4:24 6:4 7:17,19 23:11,13,20 29:16,19 47:9 48:15 49:19 years 4:15 35:11 36:16 48:22 yelling 33:20,21 York 1:14 40:6 53:5</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p>zero 7:18 8:2 zone 9:23,25 10:14,17,18 13:20,23 14:3 15:6,7,13,16,18,20 zones 15:12</p> <hr/> <p style="text-align: center;">0</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1.2 5:9 6:5 8:7 1.3 8:16 1.32 8:18 10 31:21 10:00 7:11,13 40:13 42:13 10:30 7:11,13 11:00 40:13 42:13 11501 1:14 12 38:20 1550 1:14 17th 53:21 18.00 38:11</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2:33 24:24 2017 47:19 2018 1:15 2:16 4:8 47:25 53:21 2019 48:14 21 31:11 22 34:2 23 9:14 10:10 23:13 24 12:2,5 39:21,23 40:20 42:6,11 240 30:7 28 1:15 29 2:16</p> <hr/> <p style="text-align: center;">3</p> <hr/> <p>3.75 12:4</p> <hr/> <p style="text-align: center;">4</p> <hr/> <p>4.50 11:2 23:3 43:11,15 51:6,9 4:20 41:24 40 24:2 41 24:2 425 39:14,15</p> <hr/> <p style="text-align: center;">5</p> <hr/> <p>5,000 6:9 8:22 5:00 42:13 5:01 1:16 5:30 14:19</p>
---	--	--

5:50 14:19
5:56 52:19
50's 34:24

6

6-28-18 2:1 3:1 4:1 5:1 6:1 7:1 8:1
9:1 10:1 11:1 12:1 13:1 14:1 15:1
16:1 17:1 18:1 19:1 20:1 21:1
22:1 23:1 24:1 25:1 26:1 27:1
28:1 29:1 30:1 31:1 32:1 33:1
34:1 35:1 36:1 37:1 38:1 39:1
40:1 41:1 42:1 43:1 44:1 45:1
46:1 47:1 48:1 49:1 50:1 51:1
52:1
60's 34:24

7

7:00 41:24
70 4:16 7:15
70.1 4:16

8

80 7:15

9

90 6:20,24 42:2