

NICE BUS MEETING

Held on Thursday, December 17, 2020

Zoom conference

5:00 p.m.

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

2 PETER DISILVIO, ESQ., County Attorney Office

3 ERIKA RICHARDS

4 CARRIE MILLER

5 TONY ROSARIO

6 JOEL BERSE

7 SHELDON SHRENKEL

8 JACK KHZOUZ

9 SHARON PERSAUD

10 DAWN FALCO

11 JEAN DUROSEAU

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(Time noted: 5:03 p.m.)

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2 MS. RICHARDS: I'd like to thank everybody
3 for attending our last bus transit committee
4 meeting of 2020.

5 My name is Erika Richards and I am from
6 NICE's marketing and communications department.
7 I will be moderating this meeting tonight in
8 place of Carrie Miller who is with us but may
9 have to step away.

10 So, I would beg your forgiveness if this
11 doesn't run as smoothly Carrie's meetings do.
12 She is our tech pro and I'm an old dog, but
13 we're going to go forward.

14 I want to point out a few things to the
15 public before we begin is and that is that the
16 public may submit comments to be addressed in
17 this meeting and they may do so with the drop
18 down menu that you see. It has all of your
19 controls on it and there is a Q and A icon, and
20 you can hit that and a pop up menu will appear,
21 and you can type in your questions, and we'll
22 answer them now or Jack will address them. I
23 see several of you have already submitted
24 questions. Please include your name and town.
25 We request that one submission per person be

1 sent to us. We also have a couple submissions
2 that were collected through our public reach
3 out about this meeting and they will be -- Jack
4 will be addressing those also.

5 So, having said that, we're going to
6 start. We're going to just give you an agenda
7 of today's meeting. We'll have a call to order
8 and then Mr. Shrenkel will introduce members of
9 the committee as well as do a roll call.

10 We will then have a presentation by NICE
11 Bus CEO, Jack Khzouz, which is our year in
12 review. We will then talk about our public
13 comments that have been submitted. We will
14 vote --

15 MR. KHZOUZ: Erika, I'm going to interrupt
16 you. We're not voting on the acknowledgement
17 and special circumstances. We are not voting
18 on the budget or capital plan. Those two were
19 carryovers from the last meeting. Both of
20 those have already been done.

21 MS. RICHARDS: So, we're going to start
22 with our chairman, Mr. Sheldon Shrenkel for
23 greetings and introduction of our BTC members.

24 Sheldon, would you like to take it away?

25 MR. SHRENKEL: Please come to order.

1 counsel.

2 With that I'd like --

3 (Inaudible.)

4 MR. KHZOUZ: Thank you, Mr. Chairman, I
5 appreciate everybody joining us tonight. This
6 has been an extraordinary year and I appreciate
7 everybody's time and effort to help us deliver
8 the service that the residents of Nassau County
9 deserve and need.

10 With that, I have a short presentation.
11 Tonight is more of an informational session
12 more than anything else. We have no votes.
13 We've already taken care of a preliminary
14 budget vote for next year and we'll wait to get
15 more clarity on the budget for next year before
16 we make any other moves.

17 So, we're going to talk a little bit about
18 the budget outlook, ridership, service updates,
19 but first I want to give everybody an update on
20 last night's storm and the service they we were
21 able to put out on the street very quickly. We
22 experienced about 8 to 10 inches here in Nassau
23 County of snow starting about 4 o'clock
24 yesterday afternoon. It became apparent into
25 the evening hours at about 9 o'clock that some

1 of our north shore routes were going to be more
2 affected than other areas. We did institute
3 some detours throughout the county. We also
4 began headway service. So, we abandoned the
5 scheduled time point service and went to
6 headway service which meant instead of buses
7 running on a schedule, buses starting running
8 every 20 minutes or half an hour, whichever was
9 safe to proceed through the street area
10 depending on the road conditions.

11 I am pleased to say though that we did not
12 suspend service at all. We ran service all
13 through the night and all through the morning.
14 Though it was impacted greatly through the
15 storm, we did put out all the service that our
16 customers expected, again, not in ideal
17 conditions.

18 We expect to be back to regular service by
19 tomorrow morning, again, based on road
20 conditions. So, that's our storm update. You
21 had a group of professionals here manning the
22 operation center and communication center 24
23 hours from yesterday afternoon until today, so
24 very thankful to that team. And we'll go
25 forward from there.

1 So, I just want to refresh everybody's
2 memory on the budget outline right now on the
3 timeline. We're in December. NIFA approved
4 the county budget and what we're waiting for
5 now is April. In April, we'll get the final
6 number from the state. We'll get some
7 preliminary numbers maybe a little before that,
8 and if we do we'll get everybody together, and
9 if we need to make some changes, we will, but
10 currently our plan it put out service as we are
11 right now. So, no changes in service hours, no
12 changes in Paratransit hours, that's our
13 current plan. It's all dependent on budget but
14 we are optimistic that we'll be able to do
15 that. But we will need to make changes, again,
16 based on both county budget, state budget, and
17 potentially federal assistance. So, we'll see
18 how things progress, and we'll be optimistic,
19 and keep going.

20 So, currently, the BTC has done what they
21 should do and that is approve the budget as it
22 stands. If we need to make some changes we
23 will as we move forward.

24 I want to go to some service updates. And
25 you'll have to excuse me my voice has not been

1 great, it's been cutting in and out, so I'll
2 try to get through this without too much
3 cracking. So, I want to give everybody some
4 ridership updates on our return to full
5 service. As you can see, this chart of gives
6 you an idea of how we were affected by COVID.
7 The very first March 1 number, the 428,000 was
8 our weekly ridership, that was pre-COVID. And
9 as you can see April 5 was the bottom of where
10 we ended so you can see how much ridership we
11 actually lost. Since then, we have slowly
12 returned ridership back up. We are hovering at
13 about 60 percent of pre-COVID levels, so that's
14 still not ideal but considering 50 percent of
15 our ridership travels into New York City,
16 that's not too bad. We would hope that by next
17 year with schools coming back into session we
18 would return back between 70 and 80 percent.
19 Again, remember that we transported almost
20 8,000 students a day pre-COVID. We don't have
21 those students anymore so that certainly was a
22 hit to where we are, but we are returning
23 slowly and steadily back to some sort of
24 normalcy back to where we were at pre-COVID but
25 we still have a long way to go.

1 MR. BERSE: Jack, do you know where the
2 losses are? You said New York City. But as
3 far as other than the students, how are the
4 Nassau County numbers?

5 MR. KHZOUZ: So, our biggest loss is to
6 campuses. Our second biggest loss are to train
7 stations. Long Island Railroad is still
8 experiencing about an 80 percent decrease in
9 ridership. So, those riders, many of them, but
10 not all of them, but many of them did connect
11 on our buses so that's where we experienced a
12 lot of loss. There are some other individual
13 areas that are still coming back a little
14 slower. Freeport -- ridership in Freeport is
15 slower to come back. Some of the community
16 shuttles are slower to come back. Some of the
17 bigger routes like the N6, the N4, the N30 have
18 come back pretty well but still have not
19 leveled off.

20 MR. BERSE: Does this correspond at all
21 with the town by town COVID numbers like we see
22 every day in Newsday? First, as you mentioned,
23 Freeport, they're in the top five of number of
24 COVID cases were. I look every day at
25 Hicksville and Hicksville went from number

1 seven passing Valley Stream to number six now.

2 MR. KHZOUZ: Yes. And it's little a lit
3 bit more trick to tie those numbers directly
4 into each town only because not all our
5 customers start and end their trips within the
6 town so it's a little bit difficult to figure
7 out the connections and how things interact
8 there, but I'm sure there is some correlation.
9 How much so is what we have problems
10 validating.

11 MR. BERSE: Thank you.

12 MR. KHZOUZ: Through all that, we have not
13 stopped our community involvement. I am very
14 proud to say that our team here at Nassau
15 County NICE bus has done a fantastic job still
16 being involved in county through different
17 organizations like United Way, Project Warmth,
18 the food drive which we benefit Long Island
19 Harvest. Island Harvest, which we set a record
20 this year for, I believe -- Erika will have to
21 correct me if I'm wrong -- but I believe we
22 contributed almost 3,000 pounds of food just
23 over the last 60 days to Island Harvest.

24 MS. RICHARDS: 4400 pounds.

25 MR. KHZOUZ: I'm sorry. 4400 pounds of

1 food plus \$1,000 to Island Harvest to help with
2 food banks across the island. So, we're
3 continuing to stay involved with communities to
4 help who we can and how we can beyond providing
5 transportation and I'm very, very proud of our
6 team for doing that.

7 Additionally, I do want to report very
8 happily that we are receiving about 115 new
9 vehicles this next year. These are scheduled
10 capital replacement of vehicles that have
11 expanded their useful life. So, on the fixed
12 route side we are receiving 100 new transit
13 vehicles that includes 20 new flyers and 80 new
14 Gilligs, all 40-foot CNG buses. We're never,
15 very happy to get those. The buses they're
16 replacing are beyond their useful life and the
17 calendar helps us get those replaced and
18 getting those in service will help our
19 reliability and cost and certainly the people
20 of Nassau County. In addition to that, we're
21 taking new 15 new Paratransit vehicles. Again,
22 very, very happy to have them. And, again, the
23 benefits to our riders are very big when we add
24 these new vehicles into the system.

25 We have spent some time, Carrie, Erika,

1 Latoya, and John Feldman in our schedule and
2 planning department, reimagining the way we put
3 out our bus maps. We kind of completely
4 redesigned the bus maps. And my biggest
5 complaint with looking at bus maps is, A,
6 they're not clean and easy to read; B, they're
7 not modern; and C, they don't tell me all the
8 information quickly that I need to read. So,
9 these are an example of our new bus maps by
10 route that we'll be putting in select bus
11 shelters which is a first for us. So, we'll
12 have these in the bus shelters spread
13 throughout the county and you can see easily at
14 the top, the route, the direction, and what I
15 love about it is it now shows the frequency.
16 You see on the left-hand side there's an orange
17 circle that says 15, so they will say the
18 average frequency of every bus that comes.
19 You'll also see a QR code in the middle of
20 right-hand side. You can scan that with your
21 phone and download schedules directly with
22 that. So, these will be included in all the
23 major bus shelters through a project that we're
24 going to start in the first quarter of the
25 year, again, as a method of showing easy ways

1 to read a bus map, again, to make it easier to
2 get around.

3 In addition to that, the whole bus system
4 map has been redesigned and here's the new map.
5 It is color coded. So, again, you can see
6 frequency by color. Orange indicates 15
7 minutes in the peak or less. Green indicates
8 30 minutes or less. Blue indicates peak only
9 for service. Additionally, we cleaned up the
10 map so you can easily read this. This is on
11 our website currently. It can be downloaded
12 and easily used through transport. This map
13 will also be posted at Hempstead Transit Center
14 as a full system map throughout the area. So,
15 very, very easy to read, a much improved way to
16 take a look at the system overall.

17 I do want to give everybody an update on a
18 project that we started last year, 2019
19 actually, and that's stop rebalancing. Stop
20 rebalancing is a project that has been
21 undertaken by transit agencies across the
22 country in looking at ways to speed up travel.
23 So, what's currently happened over many years
24 is stops have been added on top of stops. So,
25 in many a cases, we've had stops literally 1/10

1 of a mile away from each other. So, you had a
2 bus stopping literally between every block or
3 in some cases two times or three times at every
4 block, which makes travel very, very arduous
5 and lengthy. So, we went through and studied
6 every stop along our major corridors and really
7 looked at which stops are being used by the
8 majority of our passengers to be able to
9 combine the stops, eliminate some stops, move
10 some stops, and what we call rebalance stops.
11 What we found as we have done this is we've
12 really sped up trips by an average of 10
13 minutes each way for customers. It's a huge
14 improvement in a travel time. So, if you think
15 about customers traveling 90 minutes one way to
16 have 10 or 15 minutes reduced on that trip,
17 it's a huge benefit for them. In some cases, a
18 few customers are having to walk 1 or 2 minutes
19 longer to a stop. But, in general, overall,
20 the benefit is much better for the overall
21 ridership.

22 This is a fluid project. We continue to
23 look at ways to improve this process but
24 overall you can see the benefit to our
25 customers. There are more phases. We'll

1 continue to do this throughout the year. It's
2 a long process. It takes a lot of study and
3 customer feedback but it's really proven out to
4 be a great way to benefit our passengers.

5 So, lastly, one of the last benefits we
6 improved on once the pandemic hit is giving our
7 customers real time information on bus
8 crowding. Only a few, a handful, literally I
9 think three or four agencies in the country
10 that were able to do this and is currently
11 doing this now. So, on the go mobile app now
12 when you see your bus coming, you'll also see a
13 little icon that shows how crowded that bus is
14 so you can make a determination how comfortable
15 you are getting on that bus. Again, transit is
16 very difficult to social distance, that's why
17 we have a mask mandate, and we do have some
18 level of maximums on some of the vehicles. But
19 that being said, we're giving the control to
20 the passengers so if they want to wait for the
21 next bus they can certainly can. Over time on
22 the left-hand side the green little bar graph
23 you see is really a schedule and it gives a
24 historical crowding on each route -- on each
25 run. So, if someone's taking the -- this is

1 the N6, they can see the 5:15 how crowded that
2 is and if I wait to the 5:55 it doesn't seem to
3 be as crowded. That schedule is updated every
4 couple of weeks so we're able to adjust that
5 trend every few weeks. We also use this
6 information to help us balance our loads. So,
7 if we see a bus consistently overcrowded we'll
8 see what we can do based upon resources
9 available to add another vehicle in there or
10 maybe short turn a vehicle in there so that we
11 can minimize the impact on our passengers.
12 It's a pretty dynamic system. It's not
13 perfect, but it's certainly helping our
14 passengers understand where they can get a more
15 comfortable ride.

16 That is really all I've got for tonight.
17 Again, it was a fairly quick process tonight
18 but I wanted to share with you what our
19 progress has been. Because of the COVID
20 crisis, we are having to do things differently.
21 We have a very creative, very innovative team
22 that likes to do that here and we're adjusting
23 our operating modes every day to be able to do
24 that but we're not standing still. We're
25 moving forward to be able to offer better

1 transportation resources to the passengers here
2 in Nassau County. I will tell you right now
3 currently we're running at 90 percent on time
4 performance on our fixed route and an 89
5 percent on time performance on our Paratransit
6 system. So, again, we continue to improve our
7 system for everyone's benefit.

8 With that, I'll turn it back to the
9 chairman and if anyone has any questions I'd be
10 happy to answer them.

11 MS. RICHARDS: We have a couple of
12 questions, Jack, that were submitted.

13 MR. DISILVIO: Before we move on to public
14 comment, I believe that Shelly and the board
15 should have the opportunity first because
16 they're technically the ones who are running
17 the meeting. So, it really should go Shelly,
18 the board members, and then public comment.

19 MR. SHRENKEL: Thank you for the
20 presentation. I want to let you know I'm
21 always happy to see progress.

22 (Inaudible.)

23 MR. DUROSEAU: I'm having problem to hear
24 you.

25 MR. BERSE: Me too.

1 MR. SHRENKEL: Okay. I think it was an
2 excellent presentation. I just want to thank
3 you for all the service updates that NICE has
4 been doing. I believe they're innovative --

5 (Inaudible.)

6 -- and helpful and thankful --

7 (Inaudible.)

8 I'd like to open this up to any of the
9 committee members if they have any questions.

10 With that --

11 MR. BERSE: I think you're asking for
12 questions because your audio is breaking up.

13 Anybody else? Otherwise I'll go.

14 MR. DUROSEAU: You go.

15 MR. BERSE: Okay, thank you.

16 Jack, I was curious, are there independent
17 contractors also working for Paratransit?

18 MR. KHZOUZ: Yes, there is. We also
19 contract with -- or we had before the pandemic.
20 We're just getting them back online to do a
21 little bit of work for us. But, yes, we do use
22 contractors both in taxicab and cutaway
23 vehicles.

24 MR. BERSE: Because I saw a 15-passenger
25 van that had markings on for Able Ride that I

1 wasn't exactly pleased in its appearance. It
2 was questioning if it looks like that on the
3 inside how does it look on the inside and how
4 often are these independent contractors
5 inspected.

6 MR. KHZOUZ: They're inspected daily.
7 They're just like our regular fleet and they're
8 inspected and cleaned daily. If there's a
9 vehicle out there that is not cleaned on the
10 outside, then I certainly need to know about it
11 and the date that it happened so that I can
12 follow up on it. Right now, we're only using
13 two vehicles so it certainly would be easy for
14 me to do that, so I'll certainly follow up on
15 that.

16 MR. BERSE: I was not talking about
17 cleanliness. I was talking about dents on that
18 there was a gray 15-passenger van, I don't
19 remember if the number was 1097 or 1907, it was
20 almost a week ago and it was at a distance.

21 MR. KHZOUZ: I'll take a look at it.
22 Minor dents and dings we don't have an issue
23 with. Unfortunately, our fleet also minor
24 dents and dings. But certainly if there's
25 anything that's safety related, we need to make

1 sure it's up to speed. Those vans are
2 inspected by the DOT just like our regular
3 vehicles, so -- but I'll certainly make sure
4 that the vehicle fits our criteria.

5 MR. BERSE: The back bumper bothered me in
6 particular. It looked like it had made a
7 couple of hits backing in somewhere and Jean
8 can tell you from experience with larger
9 vehicles sometimes that does happen, but the
10 black bumper on a van like that I used to
11 operate a huge fleet of those vans they're not
12 as dependable once they get dented in the
13 manner that I saw them.

14 MR. KHZOUZ: Again, those are inspected
15 almost weekly by the DOT, but I'll double
16 check. I'll make sure.

17 MR. SHRENKEL: Mr. Duroseau, do you have
18 any questions?

19 MR. DUROSEAU: No questions right now.

20 MR. SHRENKEL: Ms. Falco, do you have any
21 questions for Mr. Khzouz?

22 MS. FALCO: No, I do not. Thank you,
23 Mr. Khzouz.

24 MR. SHRENKEL: Mr. Rosario, do you have
25 any questions for Mr. Khzouz?

1 MR. ROSARIO: No, I do not. Thank you,
2 Jack, for your presentation and I also want to
3 commend on what you're doing staying up with
4 the times and all the innovations and I hope it
5 keeps going forward. We've got a younger
6 ridership. They understand all of that better
7 than I would. Thank you again for your
8 presentation.

9 MR. SHRENKEL: Since I have no further
10 questions, at this time if there were public
11 comments, if Erika would please read them to
12 Mr. Khzouz and the panel committee. And if
13 Mr. Khzouz could respond to them now that's
14 fine with us. Otherwise, many of these could
15 be answered through that e-mail or
16 telephonically if necessary.

17 I'll leave it at your discretion, Mr.
18 Khzouz. Erika, if you have some of those
19 questions.

20 MS. RICHARDS: Yes, we have four questions
21 tonight. The first one is from Gio Lugo of
22 Commack. Will NICE Bus start to stop in
23 Brooklyn, Manhattan, Bronx, Staten Island?
24 Will we have routes going there?

25 MR. KHZOUZ: Yes, we plan on taking over

1 all of New York Metro. No, we don't.

2 In all seriousness, certainly our mandate
3 is here for Nassau County. We serve part of
4 Queens, we serve part of Suffolk, but that's
5 the extent of it because, again, we're a
6 service of Nassau County. So, obviously,
7 Brooklyn, Manhattan, Bronx, Staten Island are
8 all boroughs that cross over further than we're
9 able to service.

10 MS. RICHARDS: Our second question tonight
11 is from Andy Pollack of Fresh Meadows and also
12 Yuki Endo messaged us today about this and
13 question goes as follows: NICE bus should be
14 making riders aware of when Omni payment
15 readers will be installed on the buses since
16 New York City Transit has already added them to
17 all their buses and subways. And Yuki is also
18 looking for a timeline as to when we expect to
19 have Omni installed.

20 MR. KHZOUZ: So, we're an affiliate of the
21 MTA. The MTA allows us to use the MetroCard
22 and allows us to use the technology around
23 MetroCard readers. Omni is the new smart card
24 payment system that they have installed in all
25 of their vehicles. We as an affiliate assume

1 some day that they'll be rolled out to us. I
2 believe the timeline has changed a little bit.
3 I don't have a new timeline because of COVID
4 but it's really up to the MTA to tell us when
5 that is going to start and occur. We do have
6 general outlines and general plans but it may
7 be a little too early to talk about that. My
8 hope is that this next year we'll begin those
9 talks and a new benefit for all our riders.

10 MS. RICHARDS: We had another question
11 asking if we are anticipating a fare increase
12 for 2021?

13 MR. KHZOUZ: Currently, obviously, the MTA
14 is starting to talk about fare increases again
15 for 2021. We currently do not have a plan for
16 a fare increase. That being said, if the MTA
17 does increase fares, we're going to have to
18 talk about it, but it's not something that we
19 need to talk about right now. It may be too
20 early. So, I think, for now, again, the
21 service is planned for what it is without a
22 fare increase, but, again, things can change.
23 It's a very fluid funding season this year and
24 there's a lot of unknowns. So, we're going
25 leave that off the table currently with the

1 understanding that we may have to talk about
2 it.

3 MS. RICHARDS: Our final question is from
4 Charlton DeSousa and he's wondering if we will
5 be receiving any more articulated buses in the
6 future?

7 MR. KHZOUZ: Currently, there is no plans
8 this next year for any more artic buses. For
9 2021, we are going to look our capital funding
10 for future years and potentially look at some
11 changes, some new vehicles, maybe some
12 articulated buses, maybe more cutaways. It's
13 all going to depend on how this next year
14 ridership plays out. Certainly, with current
15 ridership trends there's not really a need for
16 more articulated buses but if we want to
17 anticipate future growth, it's certainly
18 something we should look at and will look it.

19 MS. RICHARDS: And that is our final
20 question.

21 MR. SHRENKEL: Thank you, Erika.

22 MS. RICHARDS: Jack, I believe we don't
23 need to go through.

24 MR. KHZOUZ: That's up to Mr. Shrenkel and
25 how he wants to proceeds.

1 MR. SHRENKEL: I'd like to proceed by
2 giving our committee members one more
3 opportunity if they have any questions for you,
4 Jack.

5 Any members based on the comments you
6 heard or something else you thought of for
7 before any motion is made to adjourn on the
8 meeting, I'd like the committee members to have
9 this opportunity.

10 MR. BERSE: The only thing as a personal
11 note that I discussed with Peter that there's
12 been changes in people administering the
13 committee and everything like that, but because
14 of my visual situation I don't go on computers
15 very often, that I need to get a telephone call
16 notice rather than e-mail notice of meetings.
17 So, whoever is handling that, please, in the
18 future call me.

19 MR. KHZOUZ: Noted.

20 MR. DISILVIO: I have been given somebody
21 who is supposed to be helping me with that and
22 there was a note in her notes that Joel needed
23 to receive a phone call but then she quit I
24 would assume having nothing to do with Joel or
25 the committee. She quit and so that message

1 was lost to the ages but it won't happen again.

2 MR. BERSE: Thanks, Pete.

3 MR. DISILVIO: No sweat, buddy, no sweat.

4 MR. SHRENKEL: With that.

5 (Inaudible.)

6 -- I wish everybody the best of holidays,
7 Hanukkah or Christmas coming up, and of course
8 holiday season. Wishing everybody the best for
9 the new year. I'm really pleased with the
10 innovative ideas and technology that --

11 (Inaudible.)

12 -- pandemic and every which way that
13 they've gone out to help. We really appreciate it.

14 Is there anyone who'd like to make a
15 motion to adjourn our meeting?

16 MR. BERSE: Motion to adjourn.

17 MR. SHRENKEL: Would anyone please second
18 the motion?

19 MR. DUROSEAU: I second it.

20 MR. SHRENKEL: With that, we will consider
21 our meeting adjourned.

22 Again, thank you all.

23 MR. KHZOUZ: Thank you, everybody.

24 (Matter concluded.)

25 (Time noted: 5:38 p.m.)

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C E R T I F I C A T I O N

I, ESTAMARIE CASTELLI-VELEZ, a Shorthand Reporter and Notary Public within and for the State of New York, do hereby certify the foregoing to be a true and accurate transcript to the best of my knowledge and ability.

I further certify that I am not related to any of the parties to this action by blood or by marriage and that I am in no way interested in the outcome of this matter.

Estamarie Castelli-Velez

ESTAMARIE CASTELLI-VELEZ

1	6	affiliate 23:20,25	average 13:18
1 9:7 15:18	60 9:13 11:23	afternoon 5:17	15:12
1,000 12:1	7	6:24 7:23	aware 23:14
1/10 14:25	70 9:18	agencies 14:21	b
10 6:22 15:12,16	8	16:9	b 13:6
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