

NASSAU COUNTY BUS TRANSIT COMMITTEE

September 24, 2026

6:30 p.m.

PUBLIC MEETING

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

DR. BOBBY KALOTEE, Chairperson

RICHARD CLOLERY, Member

ANN MARIE REARDON, Secretary

JOEL BERSE, Second Vice Chairperson

JACLENE D'AGOSTINO, Member

JACK KHZOUZ, NICE CEO

1 CHAIRMAN KALOTEE: Good
2 evening. Thank you for everyone
3 coming. We greatly appreciate. I
4 think before we start the meeting, I
5 call the meeting to the order. We make
6 sure we have a quorum.

7 MS. REARDON: Yes. Daniel is not
8 here. Myself here. Bobby here.
9 Richard?

10 MR. CLOLERY: I'm here.

11 MS. REARDON: Jaclene.

12 MS. D'AGOSTINO: Yes, here.

13 MS. REARDON: And Joel.

14 MR. BERSE: We have a quorum.
15 We have five.

16 CHAIRMAN KALOTEE: We have a
17 quorum. Let's go.

18 We have agenda today.
19 Scorecard, Project Review, Board
20 Questions, Acceptance of the Quarter 2
21 Scorecard Card. And that's the agenda,
22 am I right?

23 MR. BERSE: Correct, sir.

24 CHAIRMAN KALOTEE: Since that's
25 the agenda I think I like to have a

1 motion to accept that agenda.

2 MS. REARDON: So moved.

3 MR. BERSE: Accepted.

4 CHAIRMAN KALOTEE: All in favor
5 say aye.

6 (Board says aye.)

7 CHAIRMAN KALOTEE: Oppose,
8 abstention. Ayes Have it. Thank you
9 very much.

10 MR. BERSE: Mr. Chairman, may I
11 make an opening statement very briefly?

12 CHAIRMAN KALOTEE: Absolutely.

13 MR. BERSE: Thank you. As the
14 senior committee member during the last
15 meeting in June I was traveling and
16 unfortunately missed my second meeting
17 in 12 years. And I have seen today we
18 have some absences, I want to
19 officially on the record commend our
20 county executive for filling -- full
21 appointments of our board so that we
22 wouldn't struggle to have a quorum.
23 Like we were doing the prior
24 administration constantly.

25 And I just wanted to put that on

1 the record. And the second thing I
2 just want to make a humble request that
3 if we have a January meeting it not be
4 on Thursday the 28. Thank you.

5 CHAIRMAN KALOTEE: First I want
6 to say thank you. Secondly, I would
7 request you if we can do it or whatever
8 the date is accommodated with
9 everybody. To you is important to me
10 as a member. And I would like to make
11 sure I make myself available as he
12 requested. And if it's okay with all
13 members, I will put a motion on it and
14 do I like a motion. What day you would
15 like to have it again?

16 MR. BERSE: I don't want to have
17 it on January 28.

18 CHAIRMAN KALOTEE: But we can
19 have dates up and down. Why don't I
20 have a motion not to have on 28 but
21 whatever the two dates with prior
22 consent for the NICE.

23 MR. BERSE: Want to make it two
24 weeks beforehand on the 14.

25 CHAIRMAN KALOTEE: No, I want

1 to give them the benefit of the doubt.
2 So we will have the 14 as a
3 consideration one other date.

4 MR. CLOLERY: If you're not
5 going to do the 28 then, am I correct?

6 MR. BERSE: Right.

7 CHAIRMAN KALOTEE: He requested
8 14 so.

9 MR. CLOLERY: I could do either
10 7, 14 or 21.

11 CHAIRMAN KALOTEE: We're going
12 to do the 14. That's what he asked.
13 That's what we're going to do. And I
14 want to do it as a motion.

15 MR. BERSE: May I make a motion
16 that our January meeting be scheduled
17 on January 14 or as an alternative the
18 21st.

19 MS. REARDON: Second.

20 CHAIRMAN KALOTEE: All in favor
21 say aye.

22 (Board says aye.)

23 CHAIRMAN KALOTEE: Ayes have
24 it. Thank you very much.

25 I agree with you on that

1 compliment to the county executive.
2 But I also same time like to compliment
3 the president of the NICE and their
4 staff. Who equally requested that this
5 should be done all those appointments
6 so they don't have to go through the
7 frustration dealing with an absentee
8 members.

9 I can assure you as, not only
10 just the chair, as your friend, I made
11 very clear to the county and I made
12 very clear with our members, if any
13 member does not show up three meetings,
14 I want them to be replaced. That's
15 include myself. Unless they already
16 preapproval or they can't come. You
17 know, things happen in the life. It
18 can be understood. But they can't say
19 we cannot do three in a row.

20 So I hear you and others when
21 you say what is the purpose for you to
22 take it. He's not a board member, but
23 he attends every meeting. So I had him
24 and recommendation. I say it publicly
25 on the record. And I'm proud to say

1 that. And that's because of the man
2 over there on the board had advised me
3 that you will be asset. I want to give
4 credit where the credit is due. Unless
5 he say to me, no, he's not a good guy I
6 will go with that way too.

7 So I think it's appropriate. I
8 want to keep the meeting as exception
9 as can be. Thank you, everybody. Hope
10 you guys had a great summer. And
11 continue to be a great summer and happy
12 healthy holidays. Very busy days to
13 everyone. And, you know, we just, all
14 of us, many of us celebrated if it's a
15 Jewish holiday or Jews celebrated. If
16 other religions have celebrated, you
17 know, I wish everybody piece, love and
18 respect and to prosperity to you and to
19 the everybody and to their families.

20 So on that note I think it's
21 more appropriate we will ask our very
22 distinguished honorable president of
23 NICE keep it as short speech and
24 simple.

25 MR. KHZOUZ: Certainly. First

1 and foremost, you notice we don't have
2 a lot of staff here tonight. The
3 reason being is we're all on alert for
4 the potential nor'easter this weekend.
5 So the staff will be on alert. They
6 will be called in and basically work 36
7 to 48 hours straight, through the
8 storm, managing the system during that
9 period.

10 So I asked them to go home,
11 prepare at their homes and then they
12 will be back here as we need them for
13 Saturday. So thank you, Mr. Chairman,
14 and board, first and foremost, thank
15 you so much for your service. The team
16 at NICE appreciates your service very,
17 very much. And your commitment to the
18 riders and public transit in general
19 very, very much.

20 So, again, our agenda is pretty
21 short tonight. We're going to go over
22 the score scored, services updates,
23 some project reviews on some larger
24 capital projects. I'll accept board
25 questions, obviously. And then I will

1 ask the board to officially accept the
2 scorecard from Q2.

3 We do have one more meeting that
4 we should try to get in before the end
5 of the year. Just want to get that on
6 the agenda. We'll try to get a date
7 out as quickly as possible. That will
8 be a year end wrap-up and a preview of
9 2027s operational budget that we have
10 proposed to the state. So we'll get
11 into that. So the scorecard --

12 CHAIRMAN KALOTEE: I'm sorry.
13 I don't want to interrupt you. I might
14 going to request another special
15 meeting to make sure since it's year,
16 anybody who didn't attend the three
17 meetings, I might be requesting that
18 day officially to be replaced.

19 MR. KHZOUZ: I understood.

20 CHAIRMAN KALOTEE: Thank you.
21 I just want to put it on record.

22 MR. CLOLERY: I guess I will be
23 there as well.

24 CHAIRMAN KALOTEE: You're good.
25 You're good with me.

1 MR. KHZOUZ: All right. So
2 quickly on the scorecard for Q2 service
3 was overall -- was overall very strong.
4 Our on-time performance for fixed route
5 came in at 90 percent very happy with
6 that performance currently. During the
7 fall it tends to degrade a little bit
8 because of the traffic out there for
9 back to school. But prior to that it
10 was 90 percent and actually peaked at
11 92 percent. So very strong on-time
12 performance.

13 We earned an incentive on that
14 line. Missed pullouts were a wash. It
15 was underneath the goal and we named --
16 we hit that I think literally out of
17 the 400, 500 pullouts we have a day we
18 missed 12. Accident, I'm very happy to
19 report our accident performance has
20 been very strong. So we did earn a
21 bonus on that line also.

22 On the Paratransit side, the
23 first three lines call answered ratio,
24 on-time performance and all missed
25 pullouts made the minimum on the goals.

1 So there was no incentive or penalty on
2 that. So they were a wash. The
3 accidents again very, very low. Very
4 happy to see that. And our performance
5 on the safety side of things continues
6 to improve through time. We did end up
7 having less productivity than we
8 wanted. Our goal is one point four
9 passengers per trip. We only hit one
10 point two passengers per trip. Again,
11 we ended up with a penalty of five
12 thousand dollars there.

13 So that's the overall scorecard.
14 Again, these are not dollars that are
15 actually exchanged. They are credits
16 back and forth, but it helps us all
17 understand what our KPIs are. And how
18 we can perform to best suit those KPIs.
19 Those KPIs are all driven by rider
20 interest. So we don't measure anything
21 that our riders don't care about. And
22 our riders care about on-time
23 performance. They care about safety.
24 They care about reliability and that's
25 what we measure. So very very

1 important.

2 So service updates. We just
3 started the fall schedule. The fall
4 schedule usually again beefs up our
5 college trips. And reduces or
6 eliminates our beach, our Jones Beach
7 access. So that's really the main
8 issue.

9 But there is also a lot of
10 little adjustments to almost every
11 schedule. And the way we do that is we
12 literally look back on history and see
13 what September trip times are. We're
14 able to measure the average bus miles
15 per hour traveled against previous
16 years.

17 We understand that the first
18 time point is seven miles away. And
19 that's how we then back into that
20 correct number to make sure that our
21 on-time performance is realistic. And
22 that drivers aren't rushing. And that
23 passengers can reach their vehicles as
24 needed.

25 So, again, on the N16 and 16C.

1 That's really the college service. So
2 service resumes there on a more
3 frequent basis. N35 peak hour added in
4 front of Westbury Memorial Public
5 Library. Kind of minor, but we realize
6 that there are some areas that are
7 getting more traffic.

8 N43 was extended slightly so
9 that we take care of more people at
10 Roosevelt Field through the hub area.
11 N43X stopped added closer to Nassau
12 Community College.

13 And then the big news is Mini
14 Mile. The new on-demand service from
15 East Meadow right in front of NUMC all
16 the way down to Bellmore just launched
17 on the 21st. We'll talk a little bit
18 more about that in a minute.

19 What we don't see here really is
20 all the express services that we've
21 added over the last 18 to 24 months.
22 We've gone through and added a ton of
23 express service. Our goal now as a
24 mature transit system is we believe we
25 have enough service out there for the

1 demand. What our goals now are to make
2 service easier. Make service faster.
3 And adding express service does that.

4 What we have found is that our
5 ridership on those express routes are
6 up exponentially. I think 50 percent
7 roughly I think, is that correct, so 50
8 percent increase on the express service
9 routes. So it's really a big, a
10 benefit for our riders and they are
11 reacting correctly. So we'll continue
12 on that.

13 So let's talk about Mini Mile.
14 I'm really proud of this service. I
15 think it's exceptional. It's
16 innovative. There is not another
17 service in the country right now that
18 does this. So what this does is it
19 combines a couple of different things.
20 It combines on-demand service with
21 fixed-route service.

22 So as you can see in the blue
23 area is the service area. First and
24 foremost, when you see on-demand
25 normally on a map you will see a circle

1 in a community. What that does is it
2 makes it a very chaotic planning
3 situation. You don't know where that
4 bus is really going; north, south,
5 east, west -- north, south, east, west
6 in one trip. It's very chaotic to plan
7 that on-demand service. What happens?

8 What happens there is the cost
9 of that on-demand service is actually
10 double what a 40-foot bus would cost
11 you because a bus is running around a
12 circle carrying one person maybe an
13 hour. Literally. So it becomes very
14 expensive to run.

15 What our planning department has
16 done is created an or put a
17 cigar-shaped service area along a
18 corridor north south. The natural
19 demand is north south or south north;
20 and it allows us to group on-demand
21 service together so we get higher
22 numbers of people traveling per hour.
23 In addition to that on the north there
24 are trip generators; and on the south
25 there are trip generators. There is

1 also connections to other modes of
2 transportation. So that it's a very
3 effective way to do on-demand service.

4 So the way this works is if I
5 start in the north and I want to just
6 go south, let's say, on Prospect, I
7 would go and stand at a stop and there
8 is a scheduled time. Great.

9 Excellent. But on the way down there,
10 maybe there is another customer that
11 may be off of Front Street. They can
12 hail the vehicle and the vehicle will
13 come to Front Street and tell them
14 where to stand pick them up on the way
15 to the regular route. So it works as a
16 combined service. It's very, very
17 efficient. And it's very, very
18 service-oriented to the rider. So it
19 combines both areas very well.

20 We've just launched. Literally
21 we've had 15 rides. So not a whole lot
22 of rides yet. That's how all the other
23 systems start. We're promoting it
24 quite a bit. But we've already had,
25 you know, the first two rides were a

1 hundred percent rating. Got a good
2 rating on both of them. That's our
3 goal. Really is the whole thing. So
4 this system is free currently until the
5 end of October.

6 We're encouraging everyone to
7 try it. Everyone to take it. Even
8 everybody in this room, if they want
9 to, you know, get into this service
10 area and take it north south just try
11 it out and see how it works. It works
12 really well. Drivers are exceptional
13 in that.

14 This is the model we're kind of
15 going forward with. We've spoken a lot
16 over the years. One thing that we try
17 to do is quickly develop solutions.
18 They are not perfect. Instead of
19 putting something out that's perfect
20 and waiting another year, we're putting
21 out something that may not be perfect,
22 and we're going to fix it as we go
23 along. Luckily our service planning
24 department's able to fix this literally
25 in 24 hours. So if we need to widen

1 the service area, narrow the service
2 area, change the stop points. We can
3 do that on the fly.

4 So I think it's a much more
5 productive way to do service planning.
6 You do service planning more like a
7 retailer. You know, if something's not
8 working you pivot. And that's really
9 how to produce a product at the end
10 that really makes a lot of sense. So
11 we're very proud of it. We're watching
12 it very closely. We'll see how it
13 goes.

14 There are other target markets
15 in the county for this. Currently, you
16 know, we'll try this here. It connects
17 north and south very, very well.

18 Some project updates on the
19 capital side of things. The CNG
20 fueling canopy it's in process project.
21 We've already met with our design and
22 engineering firm. We've given them the
23 specs. They understand it. They are
24 writing out the scope of work right
25 now. It will go to bid shortly. We'll

1 update the fueling canopy. What that
2 will allow us to do is to fuel busses
3 quicker and more busses at one time.

4 Open commercial covered parking
5 location on the corner there. Used to
6 be called the Purex Site on the corner
7 of Oak and Commercial. It's an old
8 water purification plant that was
9 abandoned in 1982 or 83. Has been
10 boarded up since then. We're taking
11 that building down. Taking it putting
12 an awning over it being. It will be
13 our articulated bus parking. So we can
14 get articulated busses out in the field
15 a lot easier. We're in the process of
16 going through that system also.

17 In the garage we have about
18 150,000 square feet under the garage.
19 All our busses are CNG. Compressed
20 natural gas. It has a methane
21 detection system currently in place.
22 It needs an upgrade. So that's in
23 process.

24 The big one here that you might
25 have a heard about is the Rockville

1 Center Rehabilitation Renovation.
2 Rockville Center is a 75,000 square
3 foot location built in 1935 situated in
4 Rockville Center. It's been used as a
5 transit facility since 1935 and up to
6 2017 we dispatched buses out that
7 garage. Since then we basically used
8 it as storage and light maintenance
9 facility. It really needs a complete
10 redo.

11 A few years ago the federal
12 government granted us granted the
13 county about a 50-million-dollar grant
14 to redo that center. So that's in
15 process now. We just launched it.

16 New fare boxes are coming. It's
17 out to bid. Will be awarded shortly.
18 The CNG transit buses that we bid a few
19 years ago came in. They are already in
20 service. That's great. Support
21 vehicles are in service. I think we're
22 waiting for a couple of different
23 license plates. But they are ready to
24 go. And then the shuttle busses are in
25 service now also. Again, license

1 plates are ready to go there. So we're
2 moving forward with all the capital
3 programs.

4 Some very, very, very large
5 projects are under the roof right now.
6 Probably the largest we've ever had.
7 But our team is managing them well.
8 And they are moving along with the help
9 and direction of our county.

10 Community engagement we all know
11 Erica and her team. They have been
12 extremely busy, out there in the
13 community, promoting the brand,
14 promoting the services. I know they
15 did some work at the Indian Day Parade.
16 And it was, I assume, it was very, very
17 successful.

18 But, you know, they are out
19 there a ton. I think we're up to 21 or
20 22 community engagement events. We're
21 there on weekends, nights and their
22 team of only three people do it all.
23 So give them a lot of credit.

24 Hempstead Public Housing
25 Authority. We did Town of North

1 Hempstead National Night Out. JCC
2 Community Resource Fair, Indian Day
3 Parade. So a lot of stuff going on out
4 there. Engaging the community and
5 making sure that we are still being
6 relevant and add value to our
7 relationship.

8 That is the presentation for
9 tonight. I at this point with the
10 chairman's approval, I'd like to ask if
11 there is any questions.

12 CHAIRMAN KALOTEE: Yes. Thank
13 you very much. Greatly appreciate it.
14 I know Mr. Berse wanted to ask the
15 question. And I think you also had a
16 question, right, Joel?

17 MR. BERSE: To go easily first
18 the National Night Out in Hicksville in
19 Cantiague Park was very well received.
20 The number of people that walked
21 through the bus. So kudos for that.
22 You are correct that your people did a
23 fine job at National Night Out. So
24 that's I just throw in there easily
25 before I ask my questions.

1 On the new Mini service, I would
2 assume that right now because of the
3 lack of ridership, you're only using
4 one bus. But in the future, does it
5 supposed to involve into two buses.
6 One moving north. One moving south.
7 Or is it just one bus doing a loop.

8 MR. KHZOUS: Potentially it will
9 grow and we'll support the growth
10 however it grows. Whether it be
11 changing the service area or adding
12 more buses. So the thing is we want to
13 be able to respond back to the customer
14 on when they can expect their on-demand
15 service to arrive. And we have a
16 parameter to understand what that looks
17 like. You know, we don't want it to be
18 more than 20 minutes. And if it takes
19 more vehicles to be able to do that.
20 Then we'll establish that as we go
21 forward. But, yes, that's a great
22 question and our barometer is always
23 like a retailer what do we need to do
24 to fuel more growth.

25 MR. BERSE: What is the distance

1 north to south?

2 MR. KHZOUZ: I believe it's six
3 point eight miles north to south
4 roughly. Because it's -- I just took a
5 straight line. It's not quite a
6 straight line so.

7 MR. BERSE: Not asking you to
8 have a --

9 CHAIRMAN KALOTEE: Thank you
10 very much that's good enough. I
11 appreciate that. You have another
12 question. Mr. Berse, you have another
13 question.

14 MR. BERSE: Yes, yes.

15 MR. CLOLERY: It's more a
16 statement than a question. I do
17 appreciate the fact that you are
18 finally getting actually getting around
19 to correcting -- correcting a nasty
20 problem we've been having and creating
21 a new transit area and try and create
22 and fill it in. Here's the problem
23 though, I'm here. I live here. It's
24 here. Never mind I'm just --

25 CHAIRMAN KALOTEE: No, no, no,

1 don't say never mind. Just your
2 question is really important. Whatever
3 your question is I want you to make
4 sure.

5 MR. CLOLERY: I can more easily
6 bike to the service area than figure
7 things out from there. By the way,
8 speaking of that, this is the app,
9 correct? I mean, I thought it was NICE
10 Mini.

11 MR. KHZOUZ: So you're saying
12 you're outside the service area.

13 MR. CLOLERY: I know it's new I
14 could respect the fact that --

15 MR. KHZOUZ: So the idea on that
16 is not everybody lives within the line
17 on the map, right. So what we try to
18 do is hit as many people as we can that
19 would be able to walk a quarter mile.
20 I think your address if I look -- if I,
21 am I correct, I could be incorrect,
22 that you're literally within two blocks
23 of walking to the service area, is that
24 correct?

25 MR. CLOLERY: Roughly, maybe. I

1 mean it looks like if I could make my
2 way to Jerusalem Road go by East
3 Meadow.

4 MR. KHZOUZ: Let me do some more
5 research on that. We'll get back to
6 you on it. But let's see how we do for
7 now. Like I said --

8 MR. CLOLERY: I know it's free.
9 I want to give it a whirl.

10 MR. KHZOUZ: We are very
11 flexible. Again, we'll certainly work
12 towards, you know, trying to reach as
13 many riders as we can.

14 MR. CLOLERY: You will let me
15 know.

16 MR. KHZOUZ: Yes, always do.

17 CHAIRMAN KALOTEE: It's
18 important, before I go back to
19 Mr. Berse and then the gentleman had a
20 question, it's important. I want to
21 make sure if it's -- not because he's a
22 member of the board, but because we
23 here to serve all the people. But if
24 there is some time we can make it a
25 little change to help all the people,

1 not just one, not because somebody is a
2 member, please keep that in your mind.
3 Very important to me and to the
4 committee that we serve all the people.
5 Sir, I will come back to you.

6 Mr. Berse.

7 MR. BERSE: When it comes to I'm
8 backtracking to the service updates
9 now. Where you talk about Nassau
10 Community because of the school
11 calendar having increased service.
12 Well I was at a recent event for the
13 county with let me -- the Executive
14 Director of Nassau County Minority
15 Affairs and immediate past present SUNY
16 Old Westbury Alumni Association. I
17 believe it's the N20 that services the
18 campus. And they want to see that that
19 bus finally goes all the way to the
20 campus center. Because so many people
21 they get dropped off at the entrance of
22 the campus have a mile or more of a
23 walk with no sidewalks. And roads that
24 are not made to accommodate pedestrians
25 to get to the campus center. So that's

1 something that I know I'm just throwing
2 out there that they have requested.
3 And let you research it. Not give an
4 answer right now.

5 CHAIRMAN KALOTEE: Thank you
6 very much. Sir, before you come to the
7 public, I still want to finish the --
8 please, I will make it very quick and
9 soon you are next.

10 MINI bus, you know, if it's
11 successful, definitely myself and the
12 board member like to see if you extend
13 further than that. Nassau Community
14 College. I happen to have a meeting
15 with them today. They had great
16 compliment for you guys. But if I did
17 said that I'm telling them I'm coming
18 to meeting here today. I told them if
19 there is any issues with any of their
20 students for the next bus reach
21 directly to you and to Erica. And I
22 don't think you're going to have any
23 issues. They said we have no issues.
24 We are very happy with you. So I want
25 you to know I did open the door for

1 them in case they have it. They
2 should.

3 My last question, but it's very
4 important question before we vote on
5 this. I didn't understood when you say
6 the word penalty five thousand. Who
7 decide that penalty and why we have
8 that penalty? Since I don't know maybe
9 I missed something. What is it?

10 MR. KHZOUZ: I'm sorry, I'm hard
11 of hearing. Five thousand dollar
12 penalty? The reward for penalty or
13 reward or whatever you want to call it
14 liquidated damage was established back
15 in 2012 when the service were launched.
16 And the county came up with this report
17 card and said, okay, so how do we how
18 do we incentivize you to do better
19 versus you sitting around and not doing
20 better and so that's why it was
21 created.

22 CHAIRMAN KALOTEE: I appreciate
23 that because, yes, I didn't know maybe
24 my senior member knows. And I always
25 believe if something you don't know,

1 question or ask before you vote because
2 that's our responsibility to vote with
3 the knowledge. And not just blindly.

4 Should we do approve this first
5 or should we take the public?

6 MR. KHZOUZ: As we're still on
7 the board, why don't we go ahead and
8 approve that open up questions and
9 comments.

10 CHAIRMAN KALOTEE: If there is
11 no other questions.

12 MR. BERSE: Shouldn't we vote
13 that we received the documents they
14 have there for there to vote. I think
15 they are in opposite order. Should be
16 turned upside down from what they had
17 written.

18 CHAIRMAN KALOTEE: Let's do it
19 right now. So then we can go. Since
20 you guys have no question on the board
21 side, we already did ask a question
22 about the important to each member. So
23 I would like to have motion to accept
24 the scorecard.

25 MS. REARDON: So move to accept

1 the scorecard. The second quarter
2 score card.

3 CHAIRMAN KALOTEE: Do I have a
4 second?

5 MS. D'AGOSTINO: Second.

6 CHAIRMAN KALOTEE: All in favor
7 say aye.

8 (The board says aye.)

9 CHAIRMAN KALOTEE: Oppose?
10 Abstention? Ayes have it. Thank you
11 very much.

12 Sir, thank you for now we have
13 to listen to the public which is
14 equally important. To me personally, I
15 believe public make big difference and
16 they take their time to be here and
17 they must be heard. He was before you.

18 I'm going to break the rule of
19 this one. Since you raised the
20 question in the middle of it I would
21 have you please come to the podium.

22 Would you please come to the
23 podium, sir. Thank you, sir.

24 Please state your name.

25 MR. KELLER: Officially my name

1 is William but I go by Bill. It's more
2 common in the United States here. And
3 my last name is Keller. I grew up was
4 raised in East Meadow. I became a
5 forest ranger. I lived in Blue Point,
6 Seattle for over 20 odd years. I have
7 recently come back because my son is
8 not well and we need the kind of
9 healthcare that's available not only
10 Long Island but New York City.

11 My first question is what the
12 hell were you guys talking about? I
13 had no idea when I walked into this
14 meeting that you're talking about some
15 kind of Mini bus service and stuff like
16 that. Now I know about the Mini bus
17 that runs on the south shore, but it
18 sounds like you're expanding or
19 something. Does anybody else other
20 than the people in this room know that?
21 And this gentleman.

22 MR. BERSE: We heard it for the
23 first time today they were presenting
24 it to us.

25 MR. KELLER: Seriously?

1 MR. BERSE: Yes, they were
2 presenting it to us.

3 MR. KELLER: Oh, I'm really
4 sorry I was late. But they told me to
5 be there at 7 o'clock to get on a bus
6 and come here. So I came on the 27 and
7 got here 15 minutes late.

8 The communication that happens
9 out for people like me which is a
10 little different than a lot of other
11 people that you use the service is
12 atrocious. We have no idea what's
13 going on; regarding security, regarding
14 the changes that are going on within
15 the buses themselves; within the things
16 that are affecting the drivers. And,
17 you know, we hear about costs we hear
18 about the money that we have to pay and
19 everything else like that.

20 But the truth of the matter is,
21 I bet that 99 percent of the people if
22 you go there tomorrow morning of the
23 four thousand odd people that are going
24 to come through that terminal, didn't
25 even know about the meeting.

1 Now it's okay. You can put up
2 signs and expect that everybody is
3 going to read a sign. But half your
4 population doesn't even speak English
5 in this area. And I don't know how
6 you're trying to address that. I would
7 think in a would be the most important
8 thing is to address the public in a way
9 that they understand. And it really
10 bothers me when I hear people talking
11 other languages. And they're tapping
12 each other and they are trying to
13 figure out what's going on. You know,
14 they get on, how much they pay. Half
15 the people they get on and pay don't
16 even know that they can get a transfer
17 to go someplace else.

18 I had somebody visit from
19 another state I had to go with them to
20 explain to them to pay to get a
21 transfer; how many transfers they got
22 and everything else like that. A lot
23 of people know the inns and out, but a
24 lot of people have no clue. That I
25 think is a real real problem. Because

1 if you want to not only collect the
2 fares from people, but have them come
3 back again, they need to understand the
4 system that's going on in their own
5 language.

6 One of my biggest complaints at
7 the moment is the NICE bus put these
8 beautiful new electronic signs up in
9 front of the old sign that goes across
10 saying, you know, the stop and stop
11 requested and the time and everything.
12 This new thing tells you the next stops
13 that are coming up, how many minutes
14 away it is and everything else like
15 that.

16 You realize it doesn't have the
17 time on it. Doesn't even have the time
18 on it to tell somebody whether they are
19 running late or early. You have to
20 kind of duck around to see, you know,
21 to look at the old sign that's working,
22 giving time and everything else like.
23 I'm sure that costs a pretty penny to
24 do that. I don't know if that was set
25 up maybe for a different language. But

1 it hasn't happened in the year and a
2 half or whatever that I have seen these
3 signs.

4 Sometimes I have been on a bus
5 where I will hear something in Spanish,
6 but usually just about the fact of
7 being, you know, the buses making a
8 turn. It's not explaining, you know,
9 what might be going on or what the
10 cost. That's the biggest thing that I
11 hear. The recordings are telling them
12 about the change in cost which was what
13 a year ago. Why is that still playing?

14 People, you know, they don't
15 care about that that it happened a year
16 ago. All they want to know is how much
17 it costs them now and everything. I
18 don't know how the new system is
19 working out. The main reason I came
20 tonight was because I wanted to discuss
21 the security. There is a man whose
22 name is Mr. Pain who I believe is the
23 head of security over at Hempstead here
24 and he told me that he saved any life.
25 Which I didn't even realize by

1 intervening between someone who was
2 either drunk or high or whatever and
3 then called the police and the police
4 showed up like 15 minutes later.

5 The biggest question I wanted to
6 ask is how come there is no better
7 service from the Nassau County Police
8 Department at the Hempstead terminal.
9 You have people who literally almost
10 live there and fight with people day in
11 and day out. And a guy like me, I'm
12 sorry to say this, but if I question a
13 black man, a black woman, an older
14 woman, a kid, anything, I'm immediately
15 wrong somebody is willing to jump in
16 and fight for that person. They don't
17 even know what might be going on but
18 they are just willing to fight.

19 Security has to be better. I'm
20 told there's only six people on
21 security. Where the F is the Nassau
22 County Police Department. If we have
23 the ninth largest police department in
24 the country, why is there not a police
25 person there all the time? When

1 security has a problem they are just
2 supposed to try to ameliorate the
3 problem. And then call the police.
4 Now the policeman is supposedly at the
5 Long Island railroad station standing
6 there. I have been there five days
7 this week and I have only seen them
8 there once.

9 They might be in a car someplace
10 else but, they are, you know, like
11 nowhere to be found. And their
12 response time is about 15 minutes to
13 get there. In that case, you could
14 have somebody killed. You could have
15 had a car accident. Any number of
16 other things. And security quite
17 honestly, will affect you in the long
18 run by either legal problems or
19 whatever. But security, that's a whole
20 different thing from the people that
21 are there now.

22 I can walk passed people in
23 security there and they don't even know
24 that I walked past them because they
25 are walking on their phone. I watched

1 one guy walk all the way around the
2 entire terminal on the inside talking
3 with his phone.

4 CHAIRMAN KALOTEE: Sir, thank
5 you, it's very important.

6 MR. BERSE: Mr. Chairman, may I
7 address some of that that I know
8 factually?

9 CHAIRMAN KALOTEE: First I want
10 to thank him for bringing this issue.
11 It's not about him. It's about
12 everybody who use the service. And
13 everybody who attended. I only want
14 you to know we hear it. And I'm going
15 to reach out to the police commissioner
16 on my own. But sometime jurisdiction
17 also because that's you're talking
18 about Hempstead, right? So they have
19 their own Police Department. So I have
20 to reach out to -- they are not under
21 comes to the county, but regardless of
22 that there is no excuse that's good
23 enough when somebody get hurt.

24 So I will reach out, but along
25 with the president and to help him to

1 see what best we can do because it's
2 important. So your presence coming and
3 speaking about it is make easier for us
4 to go fight and request. And I want
5 you to know so whatever will be outcome
6 if you are on the next meeting or if
7 you don't mind, Erica, we be happy to
8 take gentleman's information and we
9 will reach out what so far we did.
10 Because when somebody take their time
11 speak out for the public, we have
12 responsibility to listen and to answer
13 them back. Good or bad. Whatever we
14 can do. You, me and the board not
15 going to stand there and do something
16 because that's not our job. Our job is
17 whoever is responsible to provide that
18 security. So we will provide that
19 security. And I appreciate your
20 question and being here.

21 MR. KELLER: I will tell you I
22 came with several topics, but I
23 obviously understand that I have a
24 certain amount of time to speak.

25 CHAIRMAN KALOTEE: But before

1 you sit down, I do want you extend the
2 courtesy if you have the question in
3 writing please do provide to.

4 MR. BERSE: Mr. Chairman, I
5 could answer some of this.

6 CHAIRMAN KALOTEE: Please.
7 Please make sure we take that questions
8 and send that to all the members as
9 well. And bring the attention to the
10 president because every question is
11 very important. But I also want to
12 keep respect to the other programs.
13 Okay. Not minimizing the question.
14 So, sir, would you please.

15 MR. BERSE: Can I address that?

16 CHAIRMAN KALOTEE: No, no.
17 Please.

18 MR. BERSE: You're cutting off
19 facts.

20 CHAIRMAN KALOTEE: Sir, can you
21 please.

22 MR. TORCIVIA: My name is Joe
23 Torcivia T-O-R-C-I-V-I-A from
24 Massapequa. I want to commend the
25 previous speaker for raising some very

1 valid points and hopefully you will
2 forgive me by following him and wanting
3 to have a little fun while making my
4 point.

5 Last meeting I'd begun
6 advocating for reasonable improvements
7 on the N80 route. A tough thing to do.
8 You will notice that I'm wearing a New
9 York Jets football shirt. That's
10 because the N80 is the New York Jets of
11 NICE bus. At age 13 I saw the Jets
12 with a Super Bowl and have grown into a
13 senior citizen waiting for another. At
14 age 18 I took the N80 which ran an
15 hourly schedule weekdays and Saturdays
16 and don't wish to become an
17 octogenarian waiting for some semblance
18 of that to return.

19 How about running the Mini,
20 since everyone seems to think this is a
21 great idea and I do too, running a Mini
22 during the unserved late morning and
23 afternoon hours, as you have done with
24 East Meadow/Bellmore. One Mini vehicle
25 and one driver should suffice, offer

1 proper coverage. Or consider plans for
2 service expansion for when the Sunrise
3 Mall site is redeveloped. It would
4 then become a destination as it was
5 when I was 18. The present terminus at
6 Unqua Unqua Road and Sunrise Highway is
7 not a destination. It is just a stop.
8 It is a dead end. What is there
9 without the mall to attract riders? Be
10 they shoppers or workers. Not very
11 much.

12 Maybe extend the N80, you know,
13 to Broadway Mall to the north. Start
14 it at Broadway Mall and then go south
15 all the way to Amityville to supplement
16 the 54 and 55 which would were not dead
17 ended when the mall closed. Connecting
18 Hicksville and Amityville. A good
19 north/south trip connecting with
20 Suffolk County transit and having an
21 actual destination even a mall with
22 Broadway Mall and whatever ends up in
23 Sunrise at both ends. And I will close
24 with go Jets, go N80. May I address
25 the Chairman with an unrelated question

1 to my comments?

2 CHAIRMAN KALOTEE: Of course.

3 MR. TORCIVIA: First I thank you
4 for the kind words you spoke about my
5 presence. And really appreciate that.
6 And I just like to ask is somebody
7 actually going to record the absences
8 that may make a difference in the
9 committee's makeup, and if so, are they
10 retroactive to at least the previous
11 meeting.

12 CHAIRMAN KALOTEE: I only going
13 to tell you, yes, we have everyone's
14 record. Who is attending and not
15 attending. Rest of the question is not
16 important to you. It's important to
17 us.

18 MR. TORCIVIA: Okay. It's
19 important to me for perhaps a future on
20 the committee too. So I thank you once
21 again for your kind words.

22 CHAIRMAN KALOTEE: Thank you so
23 much. No because since I'm here as
24 well as our other board member had
25 mentioned, you always had attended the

1 meetings without doubt. And you take
2 your time to be here. It's cost you
3 money to be here. And why shouldn't we
4 be respectful. If my friend, my new
5 friend, I should say he took his time
6 to be here too. His voice is very
7 important to me and to the board member
8 because he's not only asking for
9 himself. His question is important to
10 everyone who use that facility.

11 And if we do nothing about it
12 then why we are here? I hear it. Just
13 like the other members. And I don't go
14 to when I leave from here that I
15 forgot. No, I follow. Or I want to say
16 right on the face we not going to do it
17 because that respect is very important.
18 The question are very important.
19 That's include yours.

20 MR. TORCIVIA: Thank you. Should
21 that --

22 CHAIRMAN KALOTEE: No, I'm not
23 going to go back forth on that issues.
24 I going to let it go because I have to
25 respect everybody else as well. I want

1 to strictly stick with the protocol.

2 Thank you again.

3 If someone in public who did not
4 spoken already like to speak please
5 state your name. And you want me to
6 hold your camera?

7 MR. DeSOUSA: I could multitask.
8 All good. All right, everyone. Good
9 evening, my name is Charlton DeSousa.
10 I'm the president and founder of
11 Passengers United. We're a 501-C3
12 nonprofit as you guys know. Great to
13 be with you guys this evening. I want
14 to echo the first concern made by the
15 gentleman. I'm sorry I didn't get your
16 name. But you are absolutely spot on
17 about Hempstead. I was there today. I
18 saw people smoking in the bus terminal.
19 The bus terminal smelled of alcohol and
20 urine.

21 And, you know, at the end of the
22 day NICE buses trying to do the best
23 they can with the security. But a
24 police officer should be there. There
25 should be a permanent post there. And

1 that's something that we are also going
2 to advocate for Passengers United.
3 That was a great concern and also your
4 concern about having that bus. I think
5 that it's an excellent idea. My camp
6 would definitely support that. But
7 John Michnau has been bringing up these
8 concerns about Hempstead for years, for
9 years.

10 And he's done videos. And I
11 don't know what the elected officials
12 are doing. But I think this is
13 something about Hempstead that has to
14 be brought up to the elected officials.
15 Because at the end of the day the board
16 and NICE bus could make suggestions,
17 but it's really up to the elected
18 officials because it's a budget issue
19 in terms of Nassau County police and
20 that sort of thing.

21 Now I'm here tonight to talk
22 about OMNY and the issues that we've
23 gotten so many complaints in the MTA
24 territory but also NICE bus territory.
25 Where people are not getting their bus

1 transfers when they board a NICE bus,
2 Nassau County Express Bus going into
3 the city, they are not getting their
4 transfers. There's been a lot of
5 issues with that.

6 So we had a big press conference
7 and rally outside New York State
8 Attorney General's Office in August.
9 We have been designated a caseworker.
10 And we have a complaint portal set up
11 on our website at PassengersUnited.org.
12 We are taking complaints from
13 passengers throughout the tri-state
14 region via OMNY and we are sending them
15 to our caseworker at the New York State
16 Attorney General's Office. And the
17 Attorney General's Office has already
18 spoken to the MTA and OMNY to cubic and
19 they are, you know, going to do an
20 investigation at some point and that's
21 sort of thing.

22 So, yeah, otherwise, in terms of
23 what was shown in the presentation, we
24 really need the N6 running every 30
25 minutes overnight. Please bring back

1 the overnight service. Because when
2 people miss that bus, they have to wait
3 an hour. And sometimes the bus is
4 cancelled especially with the bad
5 weather as we saw the roadwork. So I
6 think the N4, N6 should have more
7 service overnight. And also we would
8 like NICE bus to come and have a
9 meeting with us at Passengers United.
10 I know Erica did it last year. We're
11 hoping she'll come back. And we invite
12 you as well Mr. Chair, any board
13 member. And we are going to take you
14 up on your offer to ride the mini. I
15 will check it out. See how it's going.
16 Otherwise the buses, they have HVAC
17 system should be on. A lot of people
18 are complaining it's hot and stuffy on
19 the buses when it gets hot. And some
20 of the buses are dirty now I'm
21 noticing. They are not being cleaned.
22 So we need to step up our game on the
23 cleaning and stuff. Thank you so much.

24 CHAIRMAN KALOTEE: Thank you
25 very much. It's important. And

1 Mr. President, thank you for coming.
2 And all your questions.

3 MR. BERSE: A point of
4 information. You have to recognize
5 that. Parliamentary procedure. I want
6 to correct.

7 CHAIRMAN KALOTEE: Let me
8 finish first.

9 MR. BERSE: I want to correct
10 statements that were made today. And I
11 have a role also in the county that I
12 am executive leader on the Nassau
13 County Police Commissioner's Community
14 Counsel. And the information about
15 what was requested here is that the
16 Hempstead transit center lies within
17 the village of Hempstead Police
18 Department's area. Not Nassau County
19 Police. And the Long Island Railroad
20 Station falls under the MTA police. So
21 if you want to go and speak to anybody
22 to get police service there, those are
23 the agencies you have to address. It's
24 not under the responsibility of the
25 Nassau County Police.

1 CHAIRMAN KALOTEE: If you did
2 not notice, I said that.

3 MR. BERSE: But he repeated.

4 CHAIRMAN KALOTEE: No, no, no,
5 I know what I said please. Thank you.

6 MR. DeSOUSA: Sorry about that.

7 CHAIRMAN KALOTEE: It's all
8 good. I want to put it on the record.
9 I want to offer security. Security.
10 Security. It's very, very important no
11 matter where and what. Because if our
12 rider do not feel secured or safe, I
13 don't care what we doing it's not good
14 enough for me because to me that's very
15 important. I know we had a lot of
16 conversation. It's important to you.
17 But since the gentleman brought up
18 this, I happen to know Mr. Hob, the
19 mayor of Hempstead. I personally going
20 to request a meeting. I will take my
21 time, if another board member want to
22 come along with us, and I request you
23 to join me that day, whatever the day I
24 have the meeting; and I want to have
25 his commissioner of Village of

1 Hempstead to be there and address that
2 issue. Because I do not take this
3 lightly. Do not take this lightly
4 because if it's him, if it's my sister,
5 if it's my brother, my mother, a child,
6 no matter who it is, it is important,
7 their safety. So I will take on my
8 personal time to reach out. Whatever
9 the outcome is, I want to make sure
10 there is no lacking from our side to
11 reach out to the department for the
12 best interest of the safety of our
13 riders.

14 Very important to me on personal
15 level. I know what it feel like
16 because I'm victim myself one time.
17 And so I request you, whatever that you
18 have to do, I think the best way is we
19 go there. You know, I don't expect you
20 to be standing there 24/7 to do that,
21 but taxpayers deserve that answer.
22 That's why they pay that tax to that
23 department for their safety. So if
24 anybody want I would be happy to have
25 them join. In the same time, if there

1 is no other question from the public.

2 CHAIRMAN KALOTEE: You already
3 finished, sir.

4 MR. KHZOUZ: Mr. Chairman, so
5 when bus operators and passengers get
6 assaulted on NICE bus, how come that's
7 not reported at these boards meetings
8 the stats the monthly stats and should
9 that be presented at the board
10 meetings?

11 CHAIRMAN KALOTEE: Say that
12 question slowly nicely again. So I
13 want to make sure we understood and the
14 president understood.

15 MR. KHZOUZ: So bus drivers in
16 the past have been assaulted at NICE
17 bus as well as passengers. When Nassau
18 county police takes those numbers,
19 right? Do they share them with the
20 board and can the CEO of NICE bus and
21 the staff share those concerns at the
22 board meeting about safety?

23 CHAIRMAN KALOTEE: I don't know
24 since I am involved I didn't heard
25 about it. I don't know Mr. Berse, he's

1 a senior member. And I don't know I
2 never asked that question. But if it's
3 within guidelines of the safety because
4 everybody have that rights; victim, as
5 well as defendants. So we do not
6 cross. I'm sure you don't cross with
7 the numbers. If it's important it
8 doesn't matter one sometimes too many
9 it's very important to me. What is the
10 purpose? I don't know. So I will
11 leave it to the president. If it's
12 needed we will reach out, but for our
13 purpose of making sure something is not
14 multiplying so many times. And not not
15 getting known. It's important just
16 like the gentleman brought up that
17 safety issues, very important to me. I
18 know it's important to the members.

19 So with that note, I would like
20 to have motion to adjourn the meeting.

21 MS. REARDON: So moved.

22 MS. D'AGOSTINO: Second.

23 CHAIRMAN KALOTEE: All in
24 favor?

25 (The board says aye.)

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CHAIRMAN KALOTEE: Oppose?
Abstention?
Ayes have it. Thank you.
(Matter is concluded.)

THE FOREGOING IS CERTIFIED
TO BE TRUE AND CORRECT



MELINDA LEON

1	34952 55:10	absentee 6:7	adjustments
12 3:17 10:18	36 8:6	absolutely 3:12	12:10
13 42:11	4	46:16	administration
14 4:24 5:2,8	40 15:10	abstention 3:8	3:24
5:10,12,17	400 10:17	31:10 55:2	advised 7:2
15 16:21 33:7	48 8:7	accept 3:1 8:24	advocate 47:2
37:4 38:12	5	9:1 30:23,25	advocating
150,000 19:18	50 14:6,7 20:13	acceptance	42:6
16c 12:25	500 10:17	2:20	affairs 27:15
18 13:21 42:14	501 46:11	accepted 3:3	affect 38:17
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1982 19:9	6	10:19 38:15	42:23
2	6:30 1:3	accidents 11:3	age 42:11,14
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20 23:18 32:6	7 5:10 33:5	27:24	agenda 2:18,21
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22 21:20	99 33:21	add 22:6	alcohol 46:19
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3	25:19	address 25:20	alumni 27:16
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