

NASSAU COUNTY BUS TRANSIT COMMITTEE

November 13, 2025

3:12 p.m.

PUBLIC MEETING

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

BOBBY KALOTEE, Chairperson

JOEL BERSE, Committee Member

DANIEL ALTER, Committee Member

ANN MARIE REARDON, Committee Member

GEORGE MARTINEZ, Committee Member

PATRICK GALLAGHER, Deputy County Attorney

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

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2 CHAIRMAN KALOTEE: Good evening. Good
3 to see everybody. Some I have spoken to many
4 times, some I didn't. Some of them will remember
5 that on their way because of the last minute
6 exchanges. I thank you for everybody who had, you
7 know, made time to come here today, taking their
8 time.

9 I thank you, Mr. Khzouz.

10 I call the meeting to order, if that's
11 good? Even though all the members no needed to
12 attend this, but I felt it is important to the
13 NICE, it's important to us, and it's important to
14 the public. And if you don't attend, how would we
15 know what's going on? And if we don't know what's
16 going on, then we cannot help either side.

17 So, our responsibility is to do whatever
18 we can to listen to the public as well as to the
19 administration, and to work very closely with the
20 administration for the best interest of the
21 public. So, I thank you, all the members who took
22 their time to be here.

23 So, we're going to make it easy.

24 Mr. Khzouz, you know everything. If my
25 pronunciation make anywhere on your name a little

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2 bit different, please do correct me and correct
3 the record so we don't have any issues.

4 MR. KHZOUZ: Thank you, Mr. Chairman,
5 for getting everybody together, and I appreciate
6 this. It's a short presentation.

7 CHAIRMAN KALOTEE: If everybody could
8 put their phone on silent, please.

9 MR. KHZOUZ: We have a short
10 presentation today. We're going to update a
11 couple of different things. We're going to talk a
12 little bit about OMNY and where we are there. I
13 know the public is very anxious to get this
14 started with the tap and pay system, so we're
15 going to talk about OMNY.

16 We're going to talk about our
17 first-quarter performance report card and some
18 other things in here, including the potential of a
19 10-cent fare increase for January. So, we'll just
20 get started right away on it.

21 Score card for, actually, third quarter
22 of 2025, overall performance has solidified.
23 We've got to remember that third quarter is
24 September. Also, September is traditionally back
25 to school. Traditionally, if everybody is on the

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1 road, whether you're in a bus or in a vehicle, you
2 know that traffic is difficult. There is also a
3 lot of construction and road construction going
4 on. So, our third-quarter performance, though,
5 showed some good rebound. Right now, I want to
6 give everybody perspective.
7

8 Currently, we're running a 92 percent on
9 time -- correction, 91 on-time performance on
10 fixed route. Very, very good. Our average score
11 for the third quarter was about 89 percent, so a
12 little shy of where we wanted to be, but higher
13 than our performance goal, which is good.

14 Missed pullouts were negligible, one
15 third of one percent. So, very, very few missed
16 pullouts. That only means that if a bus is on the
17 pullout apron, if it doesn't pull out on time
18 because of either a staffing issue or mechanical
19 issue, it doesn't mean it misses it's run
20 completely. It just didn't pull out on time. So,
21 very, very few.

22 Again, we have about a hundred and --
23 no, I'm sorry, 240 pullouts every morning, so it's
24 a lot of pullouts every morning, and that is times
25 four because we have four pullouts throughout the

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day. So, there is a lot of pullouts.

Accidents, great improvement on our accident score, which I'm very proud of. We continue to work that down. We had a great performance last year as a total year. We are looking to improve upon that great performance for this year. So, fixed route overall, pretty darn good.

On the Paratransit side, our call answered ratio, again, stays in the 90s, 92 percent. Very, very good. On-time performance again suffered a little bit with Paratransit. Our Paratransit demand is growing quite a bit, and that does cause some delays in getting people where they need to go. But 81 percent, not fantastic. We are about 86 percent right now, so we've recovered quite a bit.

Missed pullouts, again, very negligible. Again, the bus just didn't get out on time. It didn't mean that it did not perform its duties for the day. And, again, accident ratio, great improvement for the quarter.

Lastly, productivity is down a little bit. So, productivity is basically how many

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passengers per hour we can transport on that vehicle, on a Paratransit. Paratransit is a on-demand, door-to-address service. It tends to flex.

In other words, if you can give a person a direct ride, they're happier, right? But that doesn't help productivity. It's public transit, and it means some people are going to be on a bus a little longer than they want to be. So, it's a balancing act between customer satisfaction and productivity.

It's a proven fact in this industry, if your productivity goes down, your customer satisfaction goes up. But that's not a KPI in public transit that you really want. You don't want a 30-foot cutaway bus with one person on it, right?

So, overall, you know, it was basically a wash for the period. It's a \$10,000 incentive to us. Again, just to remind everybody, no money is actually exchanged. In 15 years that we've been here, no one has ever cashed a check on this. So, it's just a running plus and minus debit and credit kind of system.

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2 By the way, this December, we will mark
3 our 15th year of service in Nassau County. It's
4 gone by very quickly. We've got a lot of great
5 things planned for the next 15 years. Transit has
6 changed a ton. It has evolved quite a bit.

7 In 2015, we were the first ones in the
8 country to launch a ticket-based app on your
9 phone: GoMobile. We were the first ones in the
10 nation to do that. But times have changed.
11 MetroCard is going away, so OMNY is the next big
12 thing. OMNY is a state product. It's not
13 necessarily an MTA product; it is a state product.

14 So, it is a tap and go system. We have
15 a reader on the back counter there. You can see
16 it. It's obviously not powered on, but it's what
17 the reader looks like on the bus when it's
18 powered.

19 Right now, we are in the installation
20 phase of installing this reader on every vehicle.
21 We started in October, and we'll finish hopefully
22 the first week or so of December installing all
23 the vehicles.

24 They're not going to be powered on;
25 they're just going to be blank screens, exactly

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2 like you see there. And our goal right now, our
3 target, is to launch on January 4, 2026. It will
4 be the first system outside of the MTA to have
5 this OMNY system.

6 So, just to remind everybody, I handed
7 out cards to the board. Here is what the cards
8 look like. They can be loaded at any retailer
9 with any amount on it. Once you purchase a card,
10 you can go online and register the card with an
11 account on OMNY and then you can load it from your
12 computer at home or your smartphone. You don't
13 have to go to a retailer to load it. So, now you
14 have an account.

15 The big benefit, the huge benefit to our
16 transit riders in Nassau County is you'll
17 automatically be enrolled in fare capping. So,
18 what is fare capping? We used to have the
19 MetroCard, unlimited MetroCards, right? But you
20 had to buy unlimited MetroCard. You had to opt
21 in. There is no opting in with OMNY. You
22 automatically -- as soon as you use that card,
23 you're in the system, okay?

24 That card is registered to you or the
25 credit card or the smartphone or the smartwatch.

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As long as you keep tapping that same channel, that same vehicle, the same phone, the same credit card with the same OMNY card, you'll get credit.

After 10 rides, every ride after that is free in a 7-day period. That rolls over. It doesn't start on a Saturday and end on a Sunday. It starts whenever you start tapping. So, it's an automatic benefit to every rider in Nassau County that is going to be using OMNY.

So, again, you don't have to have an OMNY card. You can use your credit card, you can use your phone stored value, or you can use your value on your watch, your smartwatch. You don't need an OMNY card. So, that's what's going on right now.

So everybody understands, the MTA is removing the MetroCard machines from Rosa Parks Transit Center in the middle of December. Those are gone middle of December. They're not going to be replaced with OMNY card dispensers.

The retailer at the transit center -- Rosa Parks Transit Center, there is a little retailer there -- they're going to be selling cards. And you can find cards kind of all over

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1 the county. Right now, they're filling in the
2 retail network. It's going to be a little bit
3 more robust as we go forward. But you can buy
4 them almost anywhere you can get a card -- CVS,
5 Target, those types of retailers. So, it may be
6 easier to get in the long run than MetroCard.
7

8 So, MetroCard is going away, but
9 whatever people have on their MetroCard, we're
10 still going to take. We still have MetroCard
11 readers on your buses. Right now, it's a little
12 bit iffy, fluid on when the MTA is going to turn
13 off the MetroCard. We think it's going to be mid
14 December -- I'm sorry, mid June next year, but we
15 don't know. It's not in our hands, right? We
16 don't make that decision.

17 We're in the process right now of really
18 going out and deploying street teams, letting
19 customers know how to use OMNY. All our buses
20 have OMNY on it. You see the signs here and in
21 the back. There are flyers. Our website has a
22 lot of OMNY information on it.

23 So, we have done, I think, a pretty good
24 job at communicating, thanks to Erika and her team
25 and Sinaud (phonetic) and their street teams. The

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street supervisors all know about OMNY. We're in the process of educating all our drivers on how to use it. It's very simple. There's not much to do. And educating our public on how to use it.

Luckily, our public, you know, we live right here in the shadow of New York City, so they've been exposed to it, and they kind of know. But we don't take that for granted. We want to let everyone know what's going on.

So, we're pretty excited about it. It's right around the corner, January 4th. There are going to be bumps in the road. We're all going to hear about those bumps: There's not enough retailers out there, my OMNY machine didn't work, the driver didn't know what he was talking about, I still have credit on the blah to blah. We're going to have bumps in the roads, right, but I think we're pretty good about solving those quickly and moving forward. So, it's a great system, and we're excited to get it and get it going.

There is a bar code up there, or a QR code up there. You can scan the QR code and go directly to OMNY information. That QR code is on

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buses, it's on stops, it's in a lot of different places. So, there's no lack of information. Let's put it this way.

So, the other thing we're here to talk about is a fare increase that the MTA has passed to start January 4th of next year. It is a 10-cent fare increase, or about four and a half percent. It is the smallest fare increase that we've ever had in 15 years here. But it's important that we consider it in order to preserve the free transfer into New York City. Without it, there is no way for the New York system to take an upcharge, for example.

They can't take our dime difference, for example. Oh, here's a dime, let me on the bus, they're not going to do that. So, the only way you get on a New York City bus if we don't increase the fare to match theirs is to pay another fare. So, that's the same for MTA bus and MTA subway.

So, as you can see, this is how it rolls down across all the fares that we have. For adults, it's like I said, a 10-cent fare increase. Seniors and disabled, it's a nickel. Student, there is no change. Child, there is no change.

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Transfers, there's no change. There is an upcharge, but there's no real change from Long Beach or SCT.

The single-ride ticket does go up by 25 cents. E-ticket. Same with the OMNY card. It's an upcharge for a single ride. If you just buy one single ride, the 7-day unlimited goes up by a dollar. The 30-day unlimited goes away because, again, we're going to fare capping, so there's no need for that. The 20-pack e-Ticket goes up by \$2. Paratransit does not change.

So, the importance of this is to have a seamless experience between the MTA and our service. Forty percent of our riders go into the MTA system every day. That's a large amount of riders each day. And to affect them by actually doubling their fare every day would be, I think, an impact that none of us want. I never want to be in a position where we take our fares from \$2.75 up to, you know, \$5.50 because we can't pass a 10-cent fare increase.

It also keeps in mind that there is a cycle of fare increases that we follow with the MTA about every three years. Sometimes they're 25

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cents, sometimes they're 15 cents. Again, this is a very small one. But, we should continue to do that in order to preserve what we do.

Without it, again, remember that our fares make up 32 -- 33 percent of our total revenue. That's a big number in transit. Normally, fares are less than 20 percent, but because we run a pretty efficient system, our fare collection is very high compared to our costs, so it helps allow us to put the service out on the street that needs be done.

As we have talked about before, we know from our riders that frequency is very important, almost more important than anything else. There's two things I like to say. If a bus is there often and a bus is on time, that's really all you need to run a good system.

I think we have hit the on-time thing. I think we've done a pretty good job on frequency. Not every route, but in general, we've improved almost the entire system. Eighty-five percent of our residents in Nassau County have access to frequent service, okay?

So, without nominal fare increases every

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once in a while to keep up with costs, what ends up happening is we end up having to pull service selectively out of areas, okay? What does that do? It reduces ridership because people find other ways.

So, in order to keep going, that's really -- the alternative, again, is not something that's palatable. I think it is well worthwhile of the county and the board and our riding public that we invest in the system as we go forward.

Part of what we have to do every time we do a fare increase or a service decrease or increase beyond a certain threshold is we have to do what's called a Title VI study. And you have it. We have sent it to you previously. You have another copy of it in the books.

Title VI -- this Title VI study is an FTA-mandated study that we have to do using our demographic survey, understanding that we are not impacting communities disproportionately, okay, that the fare increase, as it says, is fair and equitable across all communities.

If there is a way to mitigate that fare increase or minimize that fare increase for some

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1 communities, we try to put it in place. For
2 example, this year, we will give away another
3 \$45,000 worth of OMNY cards to the United Way to
4 give away to people who need them to access
5 education, health care, training services. We
6 have given away a million dollars since we have
7 been here of free rides since day one. So, that's
8 one mitigation that we do to offset the fare
9 increases.
10

11 The other mitigation, again, is adopting
12 fare capping. We have no idea what fare capping
13 is going to actually do to our revenue. There's
14 no way to model it. I can't say, Joe is going to
15 hit 17 trips every week. I have no idea what Joe
16 is to going to do. Maybe he's going to be out of
17 town.

18 So, transportation in general, public
19 transportation, is literally chaos that's managed.
20 So, there's no way I can model what the fare
21 capping is going to do. We may end up with less,
22 actually less net fare at the end, even with a
23 10-cent increase. We don't know. But our Title
24 VI study, which is in your possession, shows there
25 are no disparate impacts on any community.

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2 So, we file these every time we do one
3 of these fare increases or any time we increase
4 service beyond a certain level or decrease service
5 beyond a certain level.

6 So, that's my presentation. Pretty
7 short and sweet. But, we are really here --
8 myself, the team, the county, Mario -- are really
9 here, and the board obviously is really here to
10 hear from the public on the fare increase.

11 The next two meetings will also do the
12 same thing. As we get public comment from social
13 media or from the portal that we have on the
14 website, Erika will read them so everybody hears
15 everything all the time. So, we will reread them.
16 We have no comments yet so far on either social
17 media or the portal, so we've got nothing to read
18 there.

19 During the third meeting, which is
20 Thursday, the 20th, that's when I will ask for
21 action at that point. After we have listened to
22 the public and thought about this, I will then ask
23 for two things. I will ask you to say, yes, we've
24 accepted and approved the Title VI study for the
25 record, and then I will ask for a vote on the fare

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2 increase.

3 Mr. Chairman, that concludes my
4 presentation.

5 CHAIRMAN KALOTEE: Thank you so much. I
6 greatly appreciate that.

7 I know one of our other members has
8 joined us.

9 Before I -- I know Mr. Joel Berse
10 definitely have questions. I will ask my
11 questions, and then if he wants to. But I have a
12 simple question. I can ask you now, I can ask you
13 later.

14 On that particular card, there's no
15 rider's information that can be hacked or
16 anything?

17 MR. KHZOUZ: Well, it is a state
18 product, New York State product, managed by the
19 MTA. We are licensing the product on our end. We
20 have done some audits on it. We can't figure out
21 how anybody would hack it. The card itself has no
22 information. You can't really go backwards.

23 CHAIRMAN KALOTEE: That's all I want to
24 know. So, the information, it's okay for the
25 passengers of the public. To me, it's very

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2 important. I'm sure it's important to the public
3 and to the members. As long as there's nothing to
4 compromise on. It's just a token, just similar,
5 somebody drop a token and gone. I'm okay with it
6 if that's okay with you.

7 Mr. Berse, keep the question very short
8 and sweet.

9 MEMBER BERSE: I'm always sweet.

10 CHAIRMAN KALOTEE: We'll let you know
11 after.

12 MEMBER BERSE: I went through the
13 Title VI and the supporting documents earlier and
14 I listened to you now. I eliminated one question.
15 You should be happy about that. I did have a few
16 things. I'll try to make them concise.

17 Just one thing. When you did the peer
18 comparison in the paperwork, Mike Setzer, when I
19 first came on the committee told me when I was
20 getting educated about the program to compare
21 Baltimore. How come you don't still consider them
22 on the top of the list that uses a peer
23 comparison?

24 MR. KHZOUZ: Every system is different.
25 We have a different group looking at different

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2 things all the time. I don't believe in looking
3 at one data point all the time. I like comparing
4 data points to whoever tends to be more innovative
5 or tends to expand their service. So, that's what
6 I like to look at.

7 MEMBER BERSE: Well, when he first told
8 me that, it was because they were the first ones
9 doing a lot of the steps you've taken, like with
10 the signs, tracking of buses at the bus stops, and
11 all the other things. So, he said that they were
12 a very good example because they're always the
13 guinea pigs.

14 MR. KHZOUZ: Yeah.

15 MEMBER BERSE: I just was curious.

16 When it comes to things about the fare
17 structure, I believe -- and correct me if I'm
18 wrong -- that New York City did not raise their
19 disabled fare structure, and we are.

20 MS. RICHARDS: They did.

21 MEMBER BERSE: Because the press release
22 I read said that --

23 CHAIRMAN KALOTEE: Excuse me, don't
24 answer his question. Let the presenter answer it,
25 please. Thank you.

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2 MEMBER BERSE: Why are e-Tickets more
3 expensive to use than the others? I don't
4 understand.

5 MR. KHZOUZ: E-Tickets are more
6 expensive to use normally because they are a
7 single purchase. Think about a credit card. You
8 buy any ticket with a credit card, the credit card
9 has a minimum charge to us, and the percentage on
10 a \$3 fare is 7, 8, 9, 10 percent, because that's
11 the minimum when you process a credit card.

12 It could be that high. It doesn't
13 necessarily have to be that high, but it could be
14 that high. So, when you process a single card or
15 single trip, that tends to be very expensive for
16 the agency to process.

17 MEMBER BERSE: Isn't there also a
18 multi-trip e-Ticket also?

19 MR. KHZOUZ: There was a multi-trip
20 e-Ticket, but it's the same price as, or it was
21 the same price as the MetroCard, and so that
22 wasn't a difference. It's really just the single
23 ride.

24 CHAIRMAN KALOTEE: Mr. Joel Berse, just
25 for one second. I want to make sure others get a

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2 chance and then I'm going to come back to you, if
3 you don't mind.

4 If any other member would like to ask
5 any questions?

6 MEMBER ALTER: Just a quick one, if I
7 may. I know it's difficult to project a model.
8 Certainly, I appreciate that. I understand that.
9 But should the 10-cent be approved, are there any
10 projections, forecasts, or thoughts on how to
11 improve NICE from that --

12 MR. KHZOUZ: At any one time, we have a
13 shopping list, or wish list, and the number one
14 thing is always frequency. So, instead of having
15 to wait 20 minutes for a bus, can we add more
16 buses? So, that's always number one. I can't
17 tell you exactly where that would be, but it's
18 always frequency is our number one, number one
19 item.

20 There are also some technology
21 improvements that we'd like to get on buses. We
22 have a technology team here tonight. I'd like to
23 be able to get in-travel screens on every bus so
24 that you can see where you are progressing with an
25 overhead screen. We have those on the new buses,

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2 but I'd like to go back and retrofit all the old
3 buses and/or I'd like to have predictive signs at
4 some of the major stops. And that's, again, part
5 of our -- but frequency, frequency, frequency,
6 then the other two items are more luxury.

7 MEMBER ALTER: I know it's a loose kind
8 of target, but is there a forecast?

9 MR. KHZOUZ: No. Right now, based on
10 projections, on cost escalations, we look flat.
11 Even if we have a slight increase from ridership,
12 again it's eaten up by, right now, inflation and
13 tariffs.

14 CHAIRMAN KALOTEE: Do you have any
15 questions?

16 MEMBER REARDON: I do have one question.
17 MetroCards, as they are phasing out,
18 will there be, like, a campaign per se or some
19 kind of push to remind people to deplete that
20 first?

21 MR. KHZOUZ: Yes.

22 MEMBER REARDON: Because that is another
23 concern. If people have a lot of money on a
24 MetroCard, they're going to hope to swap it out,
25 and I think that they have to have an ability to

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2 know that they have to deplete that first.

3 MR. KHZOUZ: That's a great point.
4 That's kind of in a secondary phase of the way we
5 communicate this out. Right now, we are really
6 focusing on how to use the OMNY card. And when
7 that MetroCard machine disappears mid December, I
8 think we're going to see a lot of folks kind of
9 freak out.

10 MEMBER REARDON: Change is hard.

11 MR. KHZOUZ: Exactly. Secondary is
12 understand something to the effect of that your
13 MetroCard is good for blah blah, please make sure
14 that we go through --

15 MEMBER REARDON: Use those funds first.

16 MR. KHZOUZ: Exactly.

17 MEMBER REARDON: Just to get them --

18 MR. KHZOUZ: We're all going to get
19 calls. This whole team is going to get calls from
20 the public saying, you know, I've got \$4 left on
21 my MetroCard, I've got \$20, I've got \$20 left on
22 the MetroCard, what am I supposed to do with this?
23 So, those are the things we're trying to avoid.
24 Good point.

25 CHAIRMAN KALOTEE: Mr. Berse?

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1
2 MEMBER BERSE: I'll make this one
3 question with multi-parts. In the Title VI
4 statistics, I find in several of the groups, the
5 Hispanic population, the Black group, the Indian
6 group, and the Pacific Islanders group, there
7 are -- in one place, it says there's a percentage
8 of less than zero and in other places there are
9 negative numbers. How the heck is that possible
10 and who approves this report that you have
11 negative people on a bus?

12 MR. KHZOUZ: It's not necessarily
13 negative people. It's a mathematical statistical
14 quirk when you have --

15 MEMBER BERSE: It's illogical.

16 MR. KHZOUZ: You might phrase it as
17 illogical, but as you do statistics -- and that's
18 what I did for many, many years -- those will
19 happen in some neighborhoods.

20 Again, it just needs to be thrown out.
21 We need to report it, but it needs to be thrown
22 out. It doesn't impact the study at all. We do
23 this, and this is approved. This study is done
24 every three years. It's approved by the FTA. It
25 is looked at statistically. So, it's part of

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2 the -- it's part of what we deal with.

3 MEMBER BERSE: But say less than
4 zero percent, you either have nothing or it's
5 saying you have less than nothing, and it just
6 doesn't make sense. If somebody else read it, you
7 know, that has the right to read it, it just --
8 like I said, illogical is the word. So, I find a
9 little bit of fault with that.

10 Okay, I'm done. You'll be happy.

11 CHAIRMAN KALOTEE: Listen, I'm happy
12 that I'm here.

13 MEMBER BERSE: Me too.

14 CHAIRMAN KALOTEE: Mr. Berse, I
15 appreciate that, for your questions, because
16 they're important, but since this is more for the
17 public and less for the board, but at the board, I
18 felt we are public as well, so that's why I
19 entertained these questions, because they're
20 important.

21 So, let's give the chance to the public
22 to hear them, their concerns, and that is the only
23 way that we can do effective job, if we hear the
24 concern of the public.

25 So, anybody from the public, please

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2 state your name and take the podium and speak.

3 MS. SIMPKINS: My name is Alisha. I just
4 want --

5 CHAIRMAN KALOTEE: No, you're good.
6 You're good. From the public, how many people do
7 we have? So, we have two people.

8 You take at least a good couple of
9 minutes, get all your questions out. I don't want
10 to limit it, but please keep it short, so if we
11 need -- because it's important to hear you.

12 So, go ahead.

13 MS. SIMPKINS: Well, on January 4th,
14 will there be other ways to pay other than -- can
15 you pay with cash? And I know the other ways, the
16 phone.

17 MR. KHZOUZ: Yes, we will still take
18 coins. MetroCard will still be accepted.
19 GoMobile is still accepted. So, yeah.

20 MS. SIMPKINS: I link my credit card to
21 my OMNY card. I made an account on the OMNY
22 website. I just wanted to know, if I lose my OMNY
23 card, can I -- or there is not enough money on my
24 OMNY card, this is linked to the credit card, can
25 I tap also with the credit card?

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2 MR. KHZOUZ: You can, but you are not
3 going to bill against the fare capping. So, once
4 you use an OMNY card or a credit card, you can't
5 share those rides for the fare capping. So, you
6 see what I'm saying? So, if you use your OMNY
7 card --

8 MS. SIMPKINS: You are saying "fare
9 capping." You have to be specific with me. Don't
10 use the word I don't know what it means.

11 MR. KHZOUZ: Okay. So, fare capping
12 means -- fare capping means that after 10 rides,
13 your 11th ride is free.

14 MS. SIMPKINS: Within a 7-day period?

15 MR. KHZOUZ: Right, within a 7-day
16 period. But you have to use the same card every
17 time. So, if I use my OMNY card four times and
18 then I use my credit card once, it will only show
19 four.

20 MS. SIMPKINS: But they're linked. Will
21 I still get the half fare on the credit card?

22 MR. KHZOUZ: You can't use half on the
23 credit card. You've got to use your OMNY card.

24 MS. SIMPKINS: Even though it's linked?

25 MR. KHZOUZ: I don't believe so.

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2 MS. SIMPKINS: I thought I saw
3 something.

4 MR. KHZOUZ: I don't believe so. I think
5 you've got to use -- great questions though.

6 CHAIRMAN KALOTEE: I have one more
7 question. Don't sit down. But I want to say, I
8 appreciate your questions. It's important. I
9 know and I know our members are very committed to
10 listen and do what is right for the best interests
11 of the public, and I want you to know your
12 presence matters to me and to the members.

13 Sir, you're next.

14 Just for one second because there is
15 something our member had noticed in this change of
16 conversation. It's important. So, please go
17 ahead.

18 MEMBER ALTER: Thank you, and my
19 apologies. So, just a point of, you know,
20 information and clarification for us and because
21 you mentioned it, the cap is 10 rides?

22 MS. RICHARDS: It's 12.

23 MR. KHZOUZ: My apologies, 12 rides.

24 CHAIRMAN KALOTEE: You got it? Okay.
25 See, we're listening.

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2 Sir, state your name.

3 MR. TORCIVIA: Joe Torcivia,
4 T-O-R-C-I-V-I-A, presently from Levittown, soon to
5 be from Massapequa. We'll change our shift, Jack.

6 MR. KHZOUZ: I'll increase the frequency
7 the week after you leave.

8 MR. TORCIVIA: I want to just lead off,
9 if I have a little extra time. Thank you,
10 Mr. Chairman.

11 CHAIRMAN KALOTEE: How much time would
12 you like to have?

13 MR. TORCIVIA: Not a whole lot, but just
14 a little bit more than Dawn would give me.

15 CHAIRMAN KALOTEE: If you see
16 Mr. Martinez falling asleep, please stop.

17 MR. TORCIVIA: Okay. This is my chance
18 to thank Jack for all the good work he's done with
19 NICE as a whole, and, you know, listening to my
20 suggestions for the 49 and acting on a few of
21 them, and I appreciate that very much.

22 I'm moving to Massapequa in January, so
23 I think that comparing -- campaigning, I'm sorry,
24 campaigning for the N80 is going to be a much more
25 uphill climb. At least I'm near enough to the 55.

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2 MR. KHZOUZ: Right.

3 MR. TORCIVIA: On that, before I get
4 into the OMNY card, when the Sunrise Mall property
5 is finally developed -- you know, I hear lots of
6 different things. I hear Amazon warehouse. Is
7 that an opportunity for frequency or service
8 increases to that area?

9 MR. KHZOUZ: Yeah, definitely. Over the
10 last 15 years since we've been here, that's what
11 has steadily, year over year, dropped in ridership
12 obviously with the mall there, but we're very open
13 to serving whatever, you know, ridership generator
14 happens to be in that area. So, certainly.

15 MR. TORCIVIA: I hear Amazon warehouse,
16 I hear multi-purpose, and hopefully that's an
17 opportunity to give my new home increased bus
18 service.

19 On the OMNY card -- and I'd actually
20 written this down as more of a facetious question,
21 but maybe it is a serious consideration -- as a
22 state product, does that apply outside the MTA to
23 any other system, like Bee-line?

24 MR. KHZOUZ: Yes.

25 MR. TORCIVIA: Oh, it does.

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2 MR. KHZOUZ: Bee-line is right behind us
3 in deployment, then Hudson Link, and there are
4 some talks that other New York State agencies
5 upstate will also adopt.

6 MR. TORCIVIA: Oh, cool. Any indication
7 on Suffolk Transit?

8 MR. KHZOUZ: I don't know. I haven't
9 talked to Suffolk in a little while. I'm meeting
10 with them in December, so maybe we will hear a
11 little bit more.

12 MR. TORCIVIA: The facetious question
13 was going to be, if Mayor-elect Mamdani makes all
14 the MTA buses free, how does that affect what
15 we're doing here at NICE with the OMNY card?

16 MR. KHZOUZ: My answer there is, we have
17 to deal with what's in front of us, and I am not
18 very good at doing what-ifs. So, right now I
19 would say, let's see what happens and we'll adjust
20 accordingly. But that's really where we stand.

21 MR. TORCIVIA: Maybe you could take the
22 dime back if he makes them free.

23 Alisha reminds me the other thing on the
24 OMNY card. Do we still have two transfers within
25 the NICE system?

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2 MR. KHZOUZ: Yes. I'm checking with our
3 boss. Yeah.

4 MR. TORCIVIA: Just the way it was with
5 the MetroCard?

6 MR. KHZOUZ: Yes.

7 MR. TORCIVIA: Is the time still two
8 hours?

9 MR. KHZOUZ: I believe it's still two
10 hours.

11 MS. RICHARDS: Two hours.

12 MR. TORCIVIA: Because with that old
13 devil frequency, I find sometimes that two hours
14 isn't enough, and I end up asking the drivers for
15 additional transfer beyond, you know, what my
16 MetroCard would pay for. And they're good about
17 that. So, I'm just wondering if maybe the window
18 could be a little expanded.

19 MR. KHZOUZ: I think we have to stay
20 consistent, but I think that again motivates us a
21 little bit to work on frequency.

22 MR. TORCIVIA: Okay. Thank you very
23 much.

24 MR. KHZOUZ: Thank you, Joe.

25 MR. TORCIVIA: Thank you, Mr. Chairman.

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2 Thank you, Jack. And, again, all is appreciated.

3 CHAIRMAN KALOTEE: I again would like to
4 thank you for your presence. Thank you for you
5 taking the time. Thank you showing your concern
6 not only to yourself and bringing good questions
7 even so many years before I came on board.

8 Mr. Joel Berse mentioned to me how
9 dedicated you are. I say publicly, I'm never
10 afraid to say whatever I have to say. And I
11 brought that your concern and dedication, maybe
12 one day you want to join. Other people maybe
13 heard you but they didn't know your case as much.
14 I will see how things go, so okay? But I wanted
15 you to know, I don't forget what I say. I follow.

16 MR. TORCIVIA: I would be honored.
17 Thank you.

18 CHAIRMAN KALOTEE: I appreciate that. I
19 just don't like when people like to come join for
20 destructively, not responsibly, for dedication to
21 serve the people, not try to get out of it or
22 something else.

23 You brought the question, and even
24 though I'd like to end the meeting, but I have two
25 questions. These are your questions, okay?

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2 MEMBER BERSE: Okay.

3 CHAIRMAN KALOTEE: Even though they're
4 mine. Would you like to ask them?

5 MEMBER BERSE: No, you can go ahead.

6 CHAIRMAN KALOTEE: When you said "give
7 away," I actually did not understood that part.
8 All I know is, you say, and it could be a million
9 dollars. You don't have to answer it right now.
10 We can have it in the other meetings.

11 And that is what and how that give away
12 the money part is. And the question he brought
13 up, two hours or three hours period, as long as
14 there are services there, how will that affect us
15 if somebody took a little longer? You do not have
16 to answer them right now. You can send them.

17 And the last thing is, in your statement
18 when you said if there is a public comment, it
19 will be read. I appreciate it if those public
20 comments are available, which the office of the
21 NICE have it, send to all the board members in
22 advance, or at least a day in advance, if you
23 don't mind.

24 We appreciate the public's comment, it's
25 important, but if certain comments not support to

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2 them and the chair, and with consent of the
3 members, if there's profanity or something, I
4 would suggest you please do not read them, even
5 though they're public.

6 MR. KHZOUZ: Understood.

7 CHAIRMAN KALOTEE: Because I'm also a
8 public when I will hear them. I might choose not
9 to hear them, okay? So, I want to make sure it's
10 sent.

11 So, since we have no -- is there any
12 other question from the public?

13 Even though you're a member of the NICE,
14 I treat you as the public as well. So, if any one
15 of you have a question, you also can raise that
16 question. If there's none, then I would like to
17 adjourn the public meeting right now.

18 Does anybody have a question?

19 (No response.)

20 CHAIRMAN KALOTEE: No question?

21 Do I have everybody's vote?

22 MEMBER ALTER: Yes.

23 MEMBER REARDON: So moved.

24 ATTORNEY GALLAGHER: So moved.

25 CHAIRMAN KALOTEE: All in favor say

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"Aye."

(Members respond in the affirmative.)

CHAIRMAN KALOTEE: Opposed?

(No response.)

CHAIRMAN KALOTEE: Abstention?

(No response.)

CHAIRMAN KALOTEE: Thank you. Go enjoy.

I want to stay, our members, for a
couple of minutes for a conversation.

(Whereupon, at 3:57 p.m., the meeting
concluded.)

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



Debra Smith
Court Reporter

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