

NASSAU COUNTY BUS TRANSIT COMMITTEE

November 13, 2025

6:36 p.m.

PUBLIC MEETING

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

BOBBY K. KALOTEE, Chairperson

DAWN FALCO, Committee Member

JACLENE D'AGOSTINO, Committee Member

ANN MARIE REARDON, Committee Member

DANIEL ALTER, Committee Member

GEORGE MARTINEZ, Committee Member

SHAHRIAR VICTORY, Committee Member

JOEL BERSE, Committee Member

PATRICK GALLAGHER, Deputy County Attorney

JACK KHZOUZ, NICE CEO

DEBRA SMITH, Court Reporter

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CHAIRMAN KALOTEE: Good evening. Thank you, everybody, for coming, and special thanks to all the members. Distinguished members, I should say.

And since you all are here, some of them was not able to attend the early meeting, but I will repeat -- in the 3:00 meeting, we will be repeating everything the same in this meeting. That's why we had the choice. It was good. We had some questions back and forth with the public as well as other members, and I'm sure they will be featured again.

I call the meeting to order, and I think we should have a roll call since we have almost everybody here except one person.

We will start with our former chair and distinguished member.

MEMBER FALCO: Dawn Falco.

Good evening.

MEMBER D'AGOSTINO: Jaclene D'Agostino.

MEMBER REARDON: Ann Marie Reardon.

CHAIRMAN KALOTEE: Bobby Kalotee.

MEMBER ALTER: Daniel Alter.

MEMBER MARTINEZ: George Martinez.

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2 MEMBER VICTORY: Ebi Victory.

3 MEMBER BERSE: Joel Berse. We have a  
4 quorum.

5 CHAIRMAN KALOTEE: Since we have a  
6 quorum, so now we're not going to approve, right,  
7 the minutes of last meetings because we are not  
8 voting in this particular meeting. So, it is for  
9 listening, learning whatever is going on here.  
10 And we keep it at short and sweet since it's not  
11 as cold as yesterday, so you guys can leave early  
12 and have a nice dinner outside.

13 So, I'm sure you have a lot of  
14 questions. You should ask them and don't  
15 hesitate, but keep them very short.

16 Since last time, I think Mr. Jack  
17 Khzouz, you have something to share with the  
18 members.

19 MR. KHZOUZ: Thank you, Mr. Chairman,  
20 Mr. Gallagher, and the board. I appreciate all of  
21 you being here.

22 There's been a long history of -- 15  
23 years now, we're celebrating our 15th year in  
24 Nassau County serving the public, and I've got to  
25 say, I've never had a more engaged, educated board

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to work with, which is reflective of what's going on with our public. We're obviously very, very rider oriented more than operationally oriented. That's been our gig since day one.

So, today we're going to learn a little bit about a lot of different things. Certainly, we are going to be listening and answering some questions from the board and the public.

We're not going to ask the board to make any actions today. We have another meeting on the 20th, and that will require some board action at that point once we go through the process.

So, we understand that the FTA, Federal Transportation Administration, because we are federally funded, also requires a board to take action when we have certain items come up. So, in addition to that, we do have a county charter that we need to adhere to. And that's really our function here today. But mostly it's communicating and what we're doing as a rider-oriented transit agency, right? So, it's very important to us that we go through it.

The first thing we're going to talk about is the Q3 score card, which encompassed

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1  
2 September also. We are all Nassau County  
3 residents. We know what September is like around  
4 the county. A lot of traffic, a lot of  
5 construction, a lot of pot filling just in time  
6 for the winter so that the potholes can be re-dug  
7 up. So, that does affect performance.

8 But quarterly, we have a score card we  
9 report to the county on. It's part of our  
10 contract. It's our obligation to report on these.  
11 These are industry standard KPIs, or key  
12 performance indexes. So, as you can see, we put  
13 Q1, Q2, and now we're in Q3. So, for comparisons.

14 Remember that these are what we call  
15 liquidated damages, or incentives, but in  
16 actuality, in 15 years, no one has ever written us  
17 a check, and we have never written a check. These  
18 are just credits and debits that basically show  
19 how we've performed and what our performance goals  
20 are.

21 So, on-time performance for fixed route  
22 for the Q3 took a little dip, as it usually does  
23 because, again, it's September. About 89 percent.  
24 Right now currently, we're running at 91 percent.  
25 We're back to our 90s on-time performance.

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2 And if our transportation department was  
3 here tonight -- they're busy running buses -- I  
4 would push them to hit 94 percent. They call me  
5 crazy, but we're striving for that.

6 Missed pullouts, I will explain to the  
7 board. Missed pullouts are right outside our  
8 window here. There is what we call the fueling  
9 apron. This is literally where we park our buses  
10 before we pull out in the morning, midday,  
11 midafternoon, and evening. Four shifts. And we  
12 measure how many buses leave on time.

13 So, if a bus does not pull out within  
14 five minutes -- that's our on-time -- then it's  
15 considered a missed pullout. It does not mean it  
16 missed service; it just means it did not leave the  
17 depot on time.

18 It could be because a driver was late, a  
19 driver wasn't available, or because there was a  
20 mechanical issue with the bus. So, our missed  
21 pullouts, you can see, are minuscule compared to  
22 the roughly 200 pullouts. We have every pullout  
23 four times a day, a thousand pullouts a day, so  
24 that's a lot of pullouts. So, very minuscule. We  
25 get them out on time.

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Accidents per hundred thousand miles.

We travel a million miles a month. To keep that in perspective, a million miles a month. We have approximately 540 operators in fixed route service doing a million miles a month. They do get into accidents. We count all accidents, whether they be preventable or not. So, our accident ratio, as you can see, has dropped quite a bit. Great job by our safety performance team and our training team to get those folks in line.

So, fixed route service, we ended up with a \$15,000 credit. High five to us. It doesn't really mean anything. It just means we're doing what we should be doing.

On the Paratransit side, we have a much more sensitive customer there. We call them our clients. Fixed route, we call them our riders. So, our clients there are disabled. We have to go to their homes and pick them up and we have to drop them off at designated locations throughout the county. So, a calls answered ratio. They have to call to book an appointment for a pickup.

So, calls answered ratio within a certain period of time, it's usually no more than

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two minutes. We want to pick up that phone within two minutes. So, our call answer ratio is 92 percent. Again, our minimum is 90 percent. Very, very high. It's good, but not good enough to earn an incentive.

On-time performance, 81 percent. Again, took a dip. Our minimum requirement is 85 percent. We really want to get to 90 percent. It's a shared ride service. So, remember, pickup/dropoff, pickup/dropoff, pickup/dropoff throughout the county to get to your final destination.

A little challenging. Sometimes it takes up to 20 minutes to load a client in a vehicle because they're in a wheelchair. They need help outside the door. They will be put in the vehicle, strapped down, and then we go. So, sometimes it takes 20 minutes. So, it's hard to judge exactly how to schedule these trips. We do the best we can. We need to do better though.

Missed pullouts, the same as fixed route. Again, it does not mean that we missed a trip. Accidents per hundred thousand, great. Really, really excellent performance there. I



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1 think we had two accidents all month. So, again,  
2 both of them were not -- what we call  
3 non-preventable accidents. Someone hit us. So  
4 very, very, very high performance there.  
5

6 Productivity is interesting. Passengers  
7 per hour. So, one thing we're all concerned with  
8 is ensuring that we are good stewards of the  
9 county and state and federal money. We can run  
10 empty buses all day long, but what's that do? All  
11 it does is burn county taxpayer money.

12 So, passengers per hour basically says,  
13 how many people can we put on a bus per hour?  
14 It's a tricky KPI because the more passengers we  
15 put on a bus per hour, the more efficient, but  
16 customer satisfaction drops.

17 So, it's a weird kind of, okay, where do  
18 we find the sweet spot where we are efficient but  
19 we don't make our clients angry? It's public  
20 service. We're a public transit agency. Multiple  
21 people are going to be on the bus, but sometimes  
22 our clients don't have the patience for that. So,  
23 it's tricky there.

24 So, productivity per hour, we took a  
25 hit. We knew our on-time performance wasn't doing

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1 well. We didn't want to put more people on a  
2 vehicle. So, sometimes that becomes a challenge.  
3 So, not a bad month. Not a bad way to end-ish the  
4 year.  
5

6 The fourth quarter tends to be pretty  
7 good. Our performance tends to flourish in the  
8 fourth quarter. There are lots of other KPIs we  
9 measure. All our KPIs are passenger driven. We  
10 don't measure anything, and I don't care about  
11 anything other than what our passengers  
12 experience. So, I don't really look at cost per  
13 maintenance mile other than knowing that that  
14 sometimes relates to more reliability. So, it's  
15 very, very important to understand.

16 OMNY, yay. Finally talking about it.  
17 So, OMNY is a state program, not an MTA program.  
18 It is a state program sponsored by the DOT,  
19 pioneered by the MTA. I give them a lot of  
20 credit. For an agency that big, they came up with  
21 something very cool.

22 This is a new -- this is a replacement  
23 to the MetroCard program, the old paper MetroCard  
24 with the mag stripe on it that is a pain in the  
25 butt. You put it in your wallet, you pull it out,

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1  
2 it's like, I gotta fix it, stick it -- it's old  
3 technology.

4 So, OMNY is the new technology. We have  
5 a reader that sits up on the counter. It's not  
6 plugged in, obviously, but that's what the reader  
7 looks like. It will sit next to the fare box. If  
8 you open up this picture, the driver sits right  
9 here, and this is the boarding area. So it sits  
10 right next to the fare box.

11 It will allow passengers to pay with an  
12 OMNY card that you all have, a credit card, a  
13 smartphone or a smartwatch, okay? So, it replaces  
14 the MetroCard.

15 We've been working with the MTA now on  
16 three and a half years, four years, five years,  
17 six years. I wasn't a grandfather when we  
18 started.

19 In the short term, here's what's going  
20 on the next few months and what we've already  
21 done. Installations going on right now.  
22 Literally we have ten buses being installed  
23 tonight. Every night, about six to ten buses are  
24 being installed, wired. It needs a modem. The  
25 whole thing.

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So, our goal is to go live January 4th. Right around the corner, okay? We have street teams out there publicizing to our riders. The QR code is everywhere. You see it in the room. You flash the QR code, it goes directly to our website. It tells you all about OMNY and how to use it.

Erika, everybody knows Erika, she's done a great job with a team of three to publicize this thing. So, very, very, very cool.

What we have to understand is, so, the MTA is removing the MetroCard machine from Rosa Parks on December 17th. That's going away. It does not mean MetroCards will not be accepted on our buses. It just means you won't be able to buy a new MetroCard.

There is a gap there, and we're trying to -- we're trying to fill that gap. Ideally, we would launch OMNY the same time the MetroCard machine would go away, but we don't control everything. We try, but we don't control everything here. So, we're working through those programs right now.

The great thing about this program is,

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number one, you have a card, you'll be able to buy it at the little convenience store we have at Rosa Parks or at a multiple amount of retailers throughout Nassau County, not just Rosa Parks.

MetroCard, you only were able to buy it at Rosa Parks or if you went into the city; so this you'll be able to buy in a lot of different locations. The retail network is not built out yet. It will be built out in the first quarter of the year after it really gets established here in Nassau County. We don't have control of that, but we're pushing very hard, okay?

So, the MetroCard, even though it's not being sold, you can still use your MetroCard. You could still use cash. You could still use GoMobile. Or if you don't have an OMNY card, you can just take your credit card and tap the system. So, a lot of different options.

But it takes education to convert everybody. We've had MetroCards for how many years now? It's gonna take education to convert everybody. Luckily, we live in the shadow of New York City. A lot of our passengers are familiar with the OMNY card already. And I don't think the

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transition is going to be a huge deal, but we're going to run into problems. It's the reality.

Someone won't understand the whole system and will get frustrated. Someone who can't find an OMNY card and will think that's the only thing they can use. A driver won't be fully educated. We try, but sometimes that happens.

So, all those things will happen. We will work through those problems very quickly. That's what we do, and we get back on track.

The great thing about this is, it automatically opts you in to what's called fare capping. Automatically. In the past, you used to have to buy an unlimited MetroCard, but now, as soon as you buy an OMNY card, you are enrolled in fare capping.

What is fare capping? After the 12th ride -- correct, Erika?

MS. RICHARDS: Yes.

MR. KHZOUZ: -- the 13th ride and on in a 7-day period is free. So, now, again, that, Jack, you could say, well that's kind of aggressive for a suburban community. Not really. I think we're going to see a lot of people

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1  
2 actually take advantage of that and start using  
3 the buses more as a lifestyle than just a  
4 commuting option. I think. We'll see how that  
5 goes.

6 I mentioned it in the first meeting. I  
7 have no idea and there's no way to model what this  
8 does, what fare capping does. I have no idea.  
9 Our financial people have no idea. The MTA has no  
10 idea. We just have to see how it rolls out and  
11 what it does to affect our what we call "fare box  
12 recovery," how much we use.

13 Again, we are one of the highest fare  
14 box -- I think we still are the highest fare box  
15 recovery in the nation. In other words, what we  
16 collect from fares is a higher percentage than any  
17 other agency in relation to the cost of service.

18 Remember, fares traditionally are about  
19 12 percent, 15 percent of the cost of the actual  
20 service. Here, we collect almost 27 percent in  
21 fare box recovery. That's because we run an  
22 efficient system. We don't run a lot of empty  
23 buses.

24 Again, that has some drawbacks too.  
25 That means we don't have frequency all the time in

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every location. But, again, we're very efficient. So, we're very excited about that.

You all have OMNY cards there. The one thing that's important to understand with fare capping is, it is -- once you tap on that card or your phone or your credit card, it doesn't combine all those trips. So, if you are going to take advantage of fare capping, use one vehicle. Use one -- either the phone, your debit card, or the OMNY card -- but you can't use all three. They won't credit you for those trips.

Is that kind of clear? I know that's clear for you guys.

MEMBER VICTORY: If you are using the credit card, the network realizes that credit card has been used 12 times?

MR. KHZOUZ: Exactly. It's a very smart system. So, originally also someone asked --

CHAIRMAN KALOTEE: Excuse me.

Make a note. The minute he is finished, you're going to be the first to ask questions. Thank you.

MR. KHZOUZ: Thank you, Mr. Chairman.

Another question was brought up earlier,



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1 and I should have brought it up. It's a very  
2 secure, safe system. It's all done on tokens.  
3 So, when you register your card, it has a number.  
4 That's the only thing that the system is going to  
5 see. Everything else is tokenized and separated  
6 and block-chained off so that someone can't really  
7 see or hack the system to get into your card,  
8 because it's all compartmentalized.  
9

10 That's the best way to think of it is:  
11 Okay, I'm using a credit card. I locked my credit  
12 card in my car, but I'm going to use the system in  
13 my house. But that's locked, so no one can use  
14 that. My computer is locked in a room inside my  
15 house, so nothing is easily accessed. So, let's  
16 keep our fingers crossed that no one is smarter  
17 than me and figures it out.

18 So, let's talk about really why we're  
19 here to talk, and that is to bring up the fare  
20 increase. So, the MTA approved a fare increase a  
21 little earlier this year to raise fares basically  
22 a dime, which is about 4 percent, a little bit  
23 more than 4 percent. I think 4.28 percent. So,  
24 it is the smallest fare increase that we have had  
25 in my 15 year's history here.

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2                                   Why is the fare increase important? The  
3                                   fare increase is important so that we keep  
4                                   transferability between us and the MTA, especially  
5                                   with OMNY. Without the fare increase, what would  
6                                   happen is, when I go to the county line and I  
7                                   transfer to a subway, I'd have to pay a whole new  
8                                   fare.

9                                   The system, especially OMNY, and the  
10                                  MetroCard, did not allow for a step-up fee. I  
11                                  couldn't pull a dime out and go, well, here is my  
12                                  transfer, a step-up fee. No. The  
13                                  driver doesn't-- there's nothing -- what am I  
14                                  doing with a dime? You can't. So, you would have  
15                                  to pay a whole 'nother fee.

16                                 So, without -- and I am going to go  
17                                 through these numbers here in a second -- without  
18                                 the transferability between our system, 40 percent  
19                                 of our riders would end up doubling the cost of  
20                                 their commute. That's a big hit. That's a big  
21                                 hit.

22                                 So, yes, people that stay within the  
23                                 county are going to pay four and a half percent  
24                                 more, but the reality is that's what the reality  
25                                 is. Again, understanding that our fare structure

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1 contributes a lot to our operating revenue,  
2 4 percent doesn't even cover our increased costs  
3 this year. Right now, we're looking at a  
4 seven-and-a-half percent increase in baseline  
5 costs.  
6

7 So, I'm not saying we have to take it on  
8 the back of our riders; that's not my point, but  
9 my point is that every three years or so, we  
10 assess that and make sure that we're able to offer  
11 the same amount of service or more as we go  
12 forward.

13 This allows us to at least tread water,  
14 and as we go forward, again allows that  
15 transferability into the city system into both  
16 subway and bus.

17 So, let's go through the numbers here.  
18 For an adult regular fare, it goes up a dime.  
19 Senior fares go up a nickel. Senior and disabled  
20 fare goes up a nickel. Student and child  
21 transfers don't change at all. We go down to  
22 single-ride ticket, e-Ticket, that goes up.

23 And I'll preempt the question, why does  
24 that go up so much more than others? Credit card  
25 companies have a minimum charge that they put on

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1 anything. You've gone into some stores, I'm sure,  
2 that said, you know, in order to use your credit  
3 card, you gotta spend at least ten bucks. It's  
4 the same here.  
5

6 Again, for \$3.25, we're spending  
7 potentially 10 percent on just a credit card fee.  
8 So, that's why that single ride is so expensive.  
9 We net out so much less on that single ride  
10 because of credit card fees. And we pay an OMNY  
11 fee also. So, that really becomes very little of  
12 what we think it is.

13 The 7-day ride, unlimited ride, replaced  
14 by the 7-day rolling fare cap, but that basically  
15 goes up a dollar based on how you look at things.

16 This 30-day unlimited ride has been  
17 discontinued again because we have fare cap. The  
18 20-pack e-Ticket goes up by two bucks.  
19 Paratransit does not change. So, that's how it  
20 lays out.

21 Again, it's the smallest fare increase  
22 we've had in 15 years. It's never easy to put a  
23 fare increase in because every fare increase comes  
24 with what we call rider shrinkage. There is a  
25 point where riders say, I'm not going to do the

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1 bus anymore, I can't afford it, or it's more  
2 economical for me to do something else. And we  
3 tend to lose riders in the short term. But,  
4 again, the benefit of that transfer allows us to  
5 keep our rider base intact and allows some value  
6 to the system.  
7

8 So, in front of you and through email  
9 you did receive the Title VI study. Title VI  
10 study is an FTA mandate. It's a study of the  
11 population affected by the fare increase. It's  
12 also required when we do service changes. If a  
13 service change is 25 percent more or 25 percent  
14 less of what is currently being offered, we have  
15 to do a Title VI study.

16 What does it basically do? It basically  
17 says that we have studied the population that's  
18 been affected, and we have not disproportionately  
19 affected communities, communities of color or low  
20 income populations, disproportionately than the  
21 general population.

22 There are mitigating factors also that  
23 can come into play in our mitigation. There's two  
24 mitigations that we put in here. Number one is  
25 the fare capping. Fare capping will be a value.

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Number two is, what we do with the United Way, okay? The United Way and us have set up a program where we have distributed free MetroCards. This year, we'll give away \$45,000 of free MetroCards to United Way program affiliates that will then distribute them in the community to use for education, health care, training, job training, food aid, location to go to, for example, you know, our food banks, that kind of thing.

Nassau County College is one of their biggest recipients. They give away \$15,000 or so of free MetroCards to students, underprivileged students who don't have a way to get to college.

So, that's how -- some of the mitigation in there, it's not perfect, but over the years I think this -- this has got to be updated -- we're about a million bucks, about a million dollars worth of the free transit services throughout the year. So, that's part of our mitigation study.

The fare equity analysis found no disparate impact on any particular community. The pain is spread evenly. And I know that's not a good thing to hear, but that's the best way I can

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2 say it. You know, we try to do a good job in  
3 trying to help what we can when we can do it.

4 So, that's my presentation for this  
5 evening. I am open, Mr. Chairman, to questions  
6 from the board and then, Mr. Chairman, as you see  
7 fit, questions from or comments from the public.

8 CHAIRMAN KALOTEE: We greatly appreciate  
9 if you can stay there.

10 Can we put the light on, please? Thank  
11 you.

12 I know all the members have some  
13 questions. I see Mr. Joel.

14 MEMBER BERSE: I don't have to lead off.  
15 You can let the others lead off.

16 CHAIRMAN KALOTEE: You're not going to  
17 be first because I stopped Mr. Shahriar Victory in  
18 the middle of a question. And this year, I have  
19 little privileges, but I also have  
20 responsibilities.

21 Counsel, I will put you on notice, okay?

22 There two things that stand out to me.  
23 One is, when you use the words, "we have an  
24 increase," we don't have an increase yet. You are  
25 proposing to us your increase. I want to make

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2 sure it's correctly framed. So, we don't have an  
3 increase yet; you are only proposing to us those  
4 increases.

5 MR. KHZOUZ: Correct.

6 CHAIRMAN KALOTEE: Second thing is, and  
7 I appreciate all your -- so, I had the privilege  
8 to attend the earlier meeting, so I learned  
9 something about the charitable work NICE does by  
10 giving the cards, a fare, or whatever else they  
11 do.

12 And then, Mr. Jack Khzouz said it's  
13 almost in millions. I want to make sure for the  
14 record, it's not in millions per year, it's  
15 millions throughout since you guys are here, but  
16 per year is somewhere between 50,000 to 100,000.  
17 Is that a fair statement?

18 MR. KHZOUZ: Correct.

19 CHAIRMAN KALOTEE: So, I just want to  
20 make sure on the record it's clear. I was  
21 confused in the earlier meeting when there's  
22 millions, I said, where are the millions going?  
23 So, I appreciated you clarified to me, and I want  
24 to make sure I share with the other members as  
25 well.



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2                   So, Counsel, you agree with me that the  
3                   statement I made on the fare increase, it's only  
4                   for vote; they don't have it yet.

5                   DEPUTY COUNTY ATTORNEY GALLAGHER:   Yes.  
6                   I agree with you, yes.

7                   CHAIRMAN KALOTEE:   Okay.   So, sir, you  
8                   go first because I dropped your question in the  
9                   middle of it.   And keep it short and sweet.

10                  MEMBER VICTORY:   I have two other  
11                  questions.   One of them, obviously going to this  
12                  the system is great.   What about some people have  
13                  an old MetroCard that they don't use for a while  
14                  and they dig it up a year from now?   What happens  
15                  to people who come back?

16                  MR. KHZOUZ:   So, that's a great  
17                  question.   Right now, the MTA is swapping that  
18                  value out to an OMNY card.   They can only do it in  
19                  the city.   They don't have a location here to do  
20                  that.

21                  The MTA is going to be pretty strict.  
22                  They're going to give us a hard date and say, if  
23                  you have value after June 30th, welcome to the  
24                  antique roadshow, you know.   Keep it as a memento.  
25                  We don't have a hard date yet.   Let's go through

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2 it. We don't have a hard date yet. I'm just  
3 saying that. But you can go to the city and  
4 change that value out for an OMNY card.

5 MEMBER VICTORY: One other question is,  
6 you said -- you mentioned all of your buses leave  
7 here. Is this the only location, departing  
8 location for all of our buses?

9 MR. KHZOUZ: All 286 buses and 50  
10 non-revenue vehicles, support vehicles, are all  
11 dispatched from here for fixed route. Stewart  
12 Avenue, which is a third of a mile from here,  
13 dispatches all 110 Paratransit vehicles. So, we  
14 have those two locations.

15 MEMBER VICTORY: You know, Nassau County  
16 is a large county, you know. They go from here to  
17 the south shore and go up and down Sunrise  
18 Highway. I am sure you have done this, but have  
19 you ever looked at having another center in other  
20 parts of Nassau County where they don't have to  
21 spend so much fuel going back and forth?

22 MR. KHZOUZ: Yes. So, there --  
23 Mr. Victory, there is a location that we have in  
24 Rockville Centre that also used to house 40  
25 vehicles. Previous administration asked us to

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1 close that location for efficiency's sake. When  
2 we were contracting, we were contracting service.  
3 That hasn't happened in a long time. We've been  
4 expanding service. So, with our partners in DPW,  
5 we're looking at ways to reopen that center  
6 potentially and use it for exactly what you were  
7 speaking of. Perfect.

8  
9 MEMBER VICTORY: Thank you.

10 MR. KHZOUZ: Mr. Joel Berse. Short,  
11 sweet, and effective only.

12 MEMBER BERSE: Thank you.

13 I would like to repeat the questions  
14 from earlier, but I'll be able to make them more  
15 concise because of the information that we've  
16 shared and discussed.

17 I had asked why in the comparisons  
18 Baltimore wasn't used, as Mike Setzer used to, so  
19 I will give you the opportunity to answer that  
20 again before I go on to the next.

21 MR. KHZOUZ: Mr. Setzer, my predecessor,  
22 was here until 2016. What we like to do is  
23 compare the most -- ourselves to the most  
24 innovative system out there, whatever that is.

25 Currently, Baltimore is not that system

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1  
2 to compare it to. Baltimore is a great system but  
3 not the system. Places like TriMet, Oregon, is  
4 one of the -- like one of our premiere, like, oh,  
5 if we could have a million thousand -- hundred  
6 thousand million dollars, we would do everything  
7 TriMet is doing, or any other system. So, we try  
8 to throw it around a lot at whatever is more  
9 innovative at the time.

10 MEMBER BERSE: I also asked why e-Ticket  
11 prices are higher, and part of what you said was  
12 that costs are 10 percent with the mandate of  
13 credit cards and whatever, but if you were  
14 involved more with retail or even doctors' offices  
15 now that are adding surcharges, the most anybody  
16 gets charged on a credit card charge is, like,  
17 three and a quarter percent if they have a bad  
18 program. The more volume they do, the cheaper  
19 that interest rate is. So, if you could just  
20 elaborate more on why it's 10 percent, as you put  
21 it.

22 MR. KHZOUZ: I'm not saying it's  
23 10 percent. Some credit cards do charge  
24 10 percent for process. Our average cost to  
25 process a credit card at \$3.50 is about 7 percent.

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That's much higher than the average. Why?

Because it's such a small number. That's their minimum charge that they're going to use to process a \$3.50 charge.

So, let's just say they charge us 75 cents, 20 cents, 25 cents, I don't know the exact number because it's different per credit card. So, let's just say it's 25 cents. That percentage is higher as a dollar amount compared to what they would charge us on a \$15 charge. It's still 7 percent, but again, it doesn't eat into the baseline cost of that product. So, that's why that charge has to go up.

MEMBER BERSE: The last question I will ask combining it. We discussed Title VI before, that the statistics, which eventually require the signature of approval by the county executive or his representative, which is something that when I read deeper into it in between meetings, I found out about, in the Hispanic, Black, Indian, and Pacific Islander categories have statistics that say either less than zero or negative numbers, which I still can't fathom that, with having negative people or less than zero people.

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2                   MR. KHZOUZ: So, a couple of different  
3 things there. Good question. Number one,  
4 statistical on a large scale, you can have  
5 negative numbers. You can have negative numbers.  
6 Number one, like remember, these numbers are  
7 provided to us by the U.S. Census Department. We  
8 don't make these numbers up.

9                   MEMBER BERSE: That's why it's not  
10 logical.

11                  MR. KHZOUZ: Number two, remember,  
12 people like me identify in multiple classes. If I  
13 identify this year in a multiple class but next  
14 year I decide I'm not a multiple class, I'm going  
15 to change that number.

16                  So, statistically on a large scale, you  
17 can have negative numbers. There's a lot of  
18 variables there. But they don't move the needle.  
19 The point is, they don't move the needle. Whether  
20 you have a negative one, a negative 15 or negative  
21 20, you don't move the needle in a population of  
22 1.4 million.

23                  MEMBER BERSE: Just to say, if I had to  
24 be the one signing it, I would resist signing  
25 something of that ilk. It just -- it doesn't sit

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right with me.

I am finished, Mr. Chairman.

CHAIRMAN KALOTEE: Thank you, sir.

Please, next time put him in that category of Indian because he's completely adopted.

Very important, former chair and distinguished member of the panel.

MEMBER FALCO: I have a question. I don't know whether or not you will be able to answer it, with respect to the MetroCard versus the OMNY card, or a tap and pay.

I know that historically, unlimited cards for MetroCard can only be swiped once per a certain amount of minutes to avoid fraudulent activity, right? That makes sense.

However, I noticed with the new OMNY program for tap and pay, if I'm looking to pay for -- with the MetroCard, if you put a monetary amount on, you can swipe it ten times in a row for everyone behind you, but I notice with the new tap and pay on the OMNY, I'm unable to tap for myself and then immediately tap for, let's say, a child behind me. Again, it will not allow me to use my credit card twice in a row. And there's a wait

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2 period. I don't know why. Would you know  
3 anything about that?

4 MR. KHZOUZ: Ms. Falco, I'm not going to  
5 answer your question because I'm not as  
6 knowledgeable. I think it's a three max tap, but  
7 I'm going to ask Erika, who is an expert in this.

8 CHAIRMAN KALOTEE: Can you please join  
9 on the podium, please?

10 MEMBER FALCO: And great job, Erika, on  
11 getting all of this going with the team.

12 MS. RICHARDS: So, I just participated  
13 in a webinar with the MTA two days ago on business  
14 rules. I don't know why you're having the issues  
15 with your OMNY that you are because the rule is  
16 that within a 15-minute period, you can go ahead  
17 and tap up to four times. So that's once for  
18 yourself and then for three other passengers.  
19 After 15 minutes, you cannot tap again because  
20 that's a protection against fraud.

21 Also, when you go ahead and tap for  
22 other passengers, the fare-capping credit that you  
23 get, only you get. So, for instance, you can't  
24 tap for yourself, then tap for three other  
25 passengers, and then have four credits towards



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2 that 12-ride requirement for fare capping. It's  
3 just one. So, this is what they told me.

4 You might want to call 511, which is the  
5 MTA's information line, and explain to them that  
6 you're having issues with OMNY as far as tapping  
7 for other riders because that is not how it has  
8 been explained to us.

9 MEMBER FALCO: Did they make a  
10 distinction maybe between using an OMNY card and  
11 Apple Pay?

12 MS. RICHARDS: It's all the same.  
13 Whether you are using a chip-enabled debit, a  
14 chip-enabled credit, a mobile wallet that's linked  
15 to a credit card, or an OMNY card, it's all the  
16 same because that transaction goes into a little  
17 token with an electronic lockbox, and they track  
18 it through there.

19 MEMBER FALCO: Thank you.

20 CHAIRMAN KALOTEE: If there is no other  
21 questions, I want to follow up with a question  
22 because now I'm wearing my Chairman of the Human  
23 Rights Commission hat.

24 That will be considered a discrimination  
25 because a card is fully paid and it does not

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1 distinguish or separate the price of the ride. If  
2 I choose to spend my money on four of my friends  
3 for the same ride, the cost did not change. If  
4 I'm getting credit for those rides and if I'm not  
5 getting credit for that ride, it will be  
6 considered wrong. Because I paid fully for, let's  
7 say, the 12 rides, so why my 12 rides is  
8 considered now three rides because each time I  
9 took four passengers with me?

10  
11 So, you might not be able to answer it  
12 right now, do not answer it, but take it as a  
13 consideration or a question because it's important  
14 to our members, it's important for the public, and  
15 we must do what is right for the public because  
16 you got fully paid for that ride. So, if they  
17 turned out to be discounted out those three rides,  
18 that was the one question.

19 Second is, how much do you pay to the  
20 OMNY fee? If you don't know again, don't answer  
21 it.

22 MR. KHZOUZ: I won't answer that right  
23 now because we're not fully clear yet.

24 CHAIRMAN KALOTEE: Okay. Fair enough.

25 Another member has a question.

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2 MEMBER ALTER: If I may just repeat the  
3 question from earlier on because I think it's  
4 important for the board to hear it all now that  
5 we're here.

6 The conversation was about the proposed  
7 increase, and I know it's a model that we can't  
8 quite see yet, but what is the forecast or the  
9 thought as to what are you going to do with that  
10 additional fare?

11 MR. KHZOUZ: That's a good question  
12 again. As I mentioned earlier, the increase does  
13 not even cover our increase in actual costs of  
14 operation. That being said, there's always a  
15 shopping list, and our shopping list is as  
16 follows.

17 Frequency. More frequency. More trips.  
18 Later night. Longer spans. That's the number one  
19 request from our riders. If I can only get, you  
20 know, late night rides every 10, 15, 20 minutes.  
21 So, that's the number one thing.

22 Very far back in second and third is  
23 more technology communicating with our customers,  
24 whether it be screens at stops -- and we do have,  
25 we have screens right outside. The stop out here,

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1  
2 it has a predictive arrival screen. And we have  
3 hopes to put out 75 more of those screens in other  
4 areas.

5 We want to upgrade our screens at Rosa  
6 Parks to match the screens at Mineola. Mineola  
7 has cutting edge screens. Rosa Parks has older  
8 technology screens. But that is so far back in  
9 our hopes and dreams. Our hopes and dreams,  
10 always add more frequency.

11 MEMBER ALTER: Thank you.

12 CHAIRMAN KALOTEE: Did any other member  
13 have a question?

14 MEMBER REARDON: I was just going to  
15 repeat my question from this afternoon. I did  
16 mention, and it's going to go with backing up to  
17 what Mr. Victory asked.

18 The MTA -- the MetroCards, they still  
19 will be accepted. So, it will be a time where I  
20 said it might be important to get out to advocate  
21 to the riders and the clients to drain your  
22 MetroCard first before you start loading up. I  
23 mean, you can load up your OMNY card, but drain  
24 your MetroCard, use all those funds first so that  
25 the riders understand that it's still accepted,

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2           you know, doesn't turn off. January 4th, you are  
3           not losing your money. Use it before it does turn  
4           off.

5                   MR. KHZOUZ: Ms. Reardon, that's a  
6           good -- a great example of why I appreciate the  
7           board. You think the same way we do. You know,  
8           it's a rider-focused service. So, what can we do  
9           to add more value for our riders' everyday  
10          experience?

11                   The last thing we want is riders sitting  
12          on a junk drawer full of old MetroCards that have  
13          \$1.50, \$2.25, \$7, that kind of thing. So, as part  
14          of our communication plan, which is pretty  
15          extensive, is educating our riders on using the  
16          MetroCard first. We still take MetroCard.

17                   MEMBER REARDON: Drain that first.

18                   MR. KHZOUZ: Yes. Still take  
19          MetroCards, so let's get those depleted first.  
20          Again, I don't have a hard date on the MetroCard  
21          shutdown. It's kind of fluid right now. But,  
22          yeah, but that's a great point. Great point.

23                   MEMBER BERSE: I just thought of  
24          something.

25                   CHAIRMAN KALOTEE: You finished?

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2 MR. KHZOUZ: Yes.

3 CHAIRMAN KALOTEE: Does any other member  
4 have a question?

5 Yes, Mr. Berse.

6 MEMBER BERSE: With draining the  
7 MetroCards, is it possible, let's say you have  
8 cards that have less than a full fare, to use  
9 multiple cards to wipe them out?

10 MR. KHZOUZ: Yeah. You can use multiple  
11 cards to wipe them out, but you are not going to  
12 get change back either.

13 MEMBER BERSE: No, but I'm just saying,  
14 if you are talking about depleting them, you say a  
15 card's got a dollar and a half, that's not a bus  
16 fare.

17 MR. KHZOUZ: No, it's not, but you can  
18 use multiple cards or a combination of cards and  
19 cash.

20 MEMBER BERSE: Okay.

21 CHAIRMAN KALOTEE: I know the public is  
22 very important to be heard, and I also want to put  
23 it on the record, even though we are a member of  
24 the committee, we are also the public. We are  
25 here to serve the public and we are the public

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1  
2       ourselves.

3               So, my last question, if the board  
4 members can have patience with me on that, I am  
5 going to follow up the question that three rides  
6 doesn't count, one counts. So, if I took his  
7 card, it doesn't prevent me to do this, right?  
8 There's no name on it.

9               MR. KHZOUZ: No.

10              CHAIRMAN KALOTEE: So, I just want to  
11 bring those two items together for your knowledge,  
12 for your purposes, so the public does not get  
13 discriminated because I used my cousin's card. He  
14 gave it to me as a courtesy.

15              MR. KHZOUZ: Right.

16              CHAIRMAN KALOTEE: That still is going  
17 to count as my ride.

18              MR. KHZOUZ: Not your ride, your  
19 cousin's ride.

20              CHAIRMAN KALOTEE: But the name is not  
21 on it.

22              MR. KHZOUZ: But that card is associated  
23 with your cousin. So, if your cousin registered  
24 the card --

25              CHAIRMAN KALOTEE: No, no, no. Sir,

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2 it's my card. I give it to him. He used it.

3 There's no name. It doesn't say I'm using it or  
4 he's using it.

5 MR. KHZOUZ: Right. That's what I was  
6 mentioning. If you've registered the card -- if  
7 you get a card from -- I get a card from CVS,  
8 right? I got my card from CVS or I use my credit  
9 card and I give my credit card to my cousin, or I  
10 use this card and I put \$10 value on it, I don't  
11 register it and I give it to Joe to use, Joe -- I  
12 don't get credit for it. Joe gives me the card  
13 back now. Let's say Joe gives me the card back  
14 and I register the card --

15 MS. RICHARDS: Jack, you don't need to  
16 register it.

17 CHAIRMAN KALOTEE: That's where I was  
18 coming to. I was going to ask that question.  
19 Let's call it a token.

20 MR. KHZOUZ: It's just a card.

21 CHAIRMAN KALOTEE: Token have no name.  
22 It's just a card.

23 MR. KHZOUZ: It's just a card.

24 CHAIRMAN KALOTEE: So, how come it gets  
25 credit to me?



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2 MR. KHZOUZ: Well, you don't if you  
3 don't register it. If you don't register it, no  
4 one gets --

5 CHAIRMAN KALOTEE: It doesn't matter if  
6 you register it or not. I purchased this card. I  
7 gave it to him to use it. He used it. Nobody  
8 will know he used it or I used it.

9 MR. KHZOUZ: Correct.

10 CHAIRMAN KALOTEE: So, I'm getting that  
11 credit. So, my point to you is, that's where the  
12 word I used can be discriminating. Please do not  
13 answer right now because maybe somebody didn't  
14 thought about that. Those three guys plus one of  
15 my own should be counted as a ride. Otherwise, it  
16 have a flaw. That's number one.

17 Number two -- I think I'm going to hold  
18 that question. I want to give to the public,  
19 since he's sitting meantime. I will take the  
20 privilege as the chair. But so far, thank you for  
21 letting me end my question with a compliment.

22 Every member should have the right, will  
23 have the right, as long as I'm the chair, if they  
24 get a chance anywhere to see how good our bus  
25 service is, I'm sure they will come back with a

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compliment. If they see something is not happening right by our drivers or the company, whatever, I'm sure they should bring it out.

So, my compliment is, I saw, I witnessed it myself, there was an Able-Ride, a very senior citizen bus providing -- we are providing the service. The driver went out of his way. I witnessed myself. I took an extra interest, which in the past I never did. And all I can say to you, if that's how all of our drivers are, my hat's off to them, and compliment to every one of them what I witnessed. He went out of his way like it's his own family member he helping to take that ride. So, I will include that.

I think the public have a chance to speak. Whoever wants to speak from the public, please raise your hand, state your name, and go to the podium and speak.

Would you like to speak?

MR. D'SOUZA: Yes.

I think you had your hand up. Why don't you go first.

MR. HO: I'm still --

(Crosstalk)

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2                   CHAIRMAN KALOTEE: State your name and  
3 keep the question very simple.

4                   MR. D'SOUZA: Sure. Good evening, board  
5 members, and good evening, Mr. Chairman. So, my  
6 name is Charlton D'souza. I'm the president of  
7 Passengers United. We're a 501(c)(3) nonprofit,  
8 and we represent passengers throughout New York  
9 City, Nassau County. For Nassau County, I think  
10 we're like one of the two nonprofits that  
11 represent the area.

12                   So, I've been in communications with the  
13 MTA to try to get OMNY for Nassau County. We've  
14 been mentioned in the news, News 12. We were  
15 mentioned in Newsday to try to get it here.

16                   So, some of the concerns that we have is  
17 that, Mr. Chair -- and I'm sorry, what's your  
18 name? I can't see.

19                   CHAIRMAN KALOTEE: Bobby Kalotee. You  
20 can call me Bobby.

21                   MR. D'SOUZA: Okay. So, Mr. Kalotee,  
22 the concerns that we have is that Hempstead  
23 Transit Center, according to what we've been told,  
24 they're not putting an OMNY machine for passengers  
25 to use. So, what I was hoping that this board

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1 could request, and we will request it from  
2 Governor Kathy Hochul and the state legislature,  
3 if the MTA can pay for the OMNY machine and they  
4 can have it installed at Hempstead, because at  
5 179th Street -- and you guys are going to have a  
6 lot of problems with OMNY.  
7

8 One, I advised Nassau County residents,  
9 do not use your bank card, because we have had  
10 bank accounts suspended because of issues with  
11 OMNY.

12 I'm the president of Passengers United,  
13 and I buy a prepaid OMNY. This is the safest way  
14 to go because you can load up your \$34 and you get  
15 your 12-day fare capping as soon as you hit 12  
16 rides.

17 Now, to answer one of the questions that  
18 I think you had, Mr. Chair, so, with the old  
19 MetroCard system, there was a 18-minute  
20 preventable activation where you couldn't use it  
21 for 18 minutes on the same bus route or subway.

22 However, the way OMNY works, before you  
23 hit the 12-day fare cap, you know, other people  
24 can tap, you are supposed to be able to use up to  
25 three taps to get on the system. However, once

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you pass the 12-day fare capping, the card is locked only for one trip per bus route.

So, like, let's say if you use -- you have your 12-day fare capping and you get on the bus, right, then only you can board. Nobody else can use it because then it becomes an unlimited. Hopefully that will answer some of the questions that you had.

And the MTA does have safeguards for fraud. So, that's something that you can look on MTA's website. All the details are there. But what we wanted to know, and I wanted to ask you, if it's okay --

CHAIRMAN KALOTEE: You can keep speaking here. He's listening.

MR. D'SOUZA: Good. So, the CEO of NICE bus, I wanted to know, with each tap that a passenger does, how much does NICE bus get from \$3?

CHAIRMAN KALOTEE: Before he answers it, please, you finish your statement, everything. Okay?

MR. D'SOUZA: Okay. Sure. Sure.

So, we have that. Then the other issue

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1 is, we're hoping that you guys will request the  
2 OMNY machines so they have that. But then, the  
3 other issue is, at 179th Street, when people go to  
4 buy OMNY cards or load, the machines are very  
5 slow. So, that's the issue.  
6

7 Now, obviously Nassau County is in a  
8 different predicament because you have a lot of  
9 retailers -- you have 7-Eleven, you have CVS, you  
10 have Walgreens -- and they do sell OMNY. So, I  
11 think that will be a big boost to NICE bus once  
12 that system gets going. And there are some  
13 retailers in Nassau County that are already  
14 selling OMNY on the Queens borderline.

15 So, one thing that I will ask Shanifah  
16 Rieara at the MTA customer service -- she is the  
17 vice president -- I am going to ask her to reach  
18 out to all the retailers in Nassau, and maybe you  
19 guys at NICE bus can reach out to some of these  
20 retailers and do an education thing. You know, I  
21 know MTA has advertising on their buses that tells  
22 people to go to Walgreens, to 7-Eleven.

23 Now, one thing that wasn't mentioned at  
24 this meeting, there's 7-day fare capping for  
25 express buses under the new OMNY proposal. The 60

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2                   and I believe -- what's it going be, \$60, \$70,  
3                   something like that? Erika would probably know.  
4                   I think they're going to probably accept the  
5                   express bus fare capping.

6                   CHAIRMAN KALOTEE: Sir, you can keep  
7                   talking to us.

8                   MR. D'SOUZA: Because they have a lot of  
9                   passengers who use NICE bus who also use the  
10                  express buses in Queens. So, the MTA has the fare  
11                  capping for that. It's called Express Bus Plus.  
12                  And I believe, if my math is right, I think it's  
13                  \$67 or \$70 is what the fare capping for that's  
14                  going to be. And actually, that is more  
15                  beneficial to riders because the 7-day Express Bus  
16                  Plus, the old MetroCard system, was accepted on  
17                  NICE bus.

18                  CHAIRMAN KALOTEE: You have one more  
19                  minute.

20                  MR. D'SOUZA: So, I'm hoping they will  
21                  do that. But we look forward to working with you  
22                  guys. I know we will be having a press conference  
23                  and a rally to make sure that NICE customers are  
24                  represented fairly.

25                  However, I am disappointed there were no

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2 notices posted on the buses for this meeting, and  
3 that's why nobody is here, because they don't know  
4 about it. Every NICE bus should have a notice  
5 advertising this meeting.

6 So, hopefully you all can do that for  
7 next Wednesday or maybe make announcements on the  
8 buses automated so people can come to this  
9 meeting.

10 CHAIRMAN KALOTEE: Sir, before you  
11 leave, everything you've spoken, it's getting  
12 heard, typed, and we will have it. I still  
13 request you -- I will give you my number --

14 MR. D'SOUZA: Sure.

15 CHAIRMAN KALOTEE: -- or you have  
16 president's number.

17 If you text all those five simple  
18 questions that you had, they all have value, so we  
19 didn't miss nothing. Please make sure you send to  
20 our secretary instead of to the president, so we  
21 can read those questions. At the next meeting, we  
22 will have some answers, maybe not all, okay?

23 So, we don't like to try to have a  
24 conversation on something we might not be prepared  
25 for it, okay? But thank you so much for your



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2 presence. Thank you very much for bringing up the  
3 questions. They all was very valid.

4 MR. D'SOUZA: Mr. Chairman, we will get  
5 that letter to you. If you give me your business  
6 card, we can get that to you on our letterhead, or  
7 to the secretary.

8 CHAIRMAN KALOTEE: That's all we want  
9 now.

10 Is there anybody from the public have  
11 any questions?

12 MR. HO: My turn.

13 CHAIRMAN KALOTEE: Please state your  
14 name and your organization.

15 MR. HO: Alexander Ho. That's spelled  
16 hotel Oscar. Just two letters. I'm just a member  
17 of the public. I'm not representing anybody.

18 Members of the board, thank you. CEO  
19 Khzouz, thank you very much for your presentation.  
20 Erika, great job as always.

21 I have a few questions concerning this.  
22 One of these, actually -- I was actually the one  
23 who submitted one of the questions via the website  
24 about the green student OMNY cards. I wanted to  
25 know, at what point would that be, just be after

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the public comment section? Would that be brought up at this meeting?

I just wanted to make you aware that after OMNY is accepted, you might be seeing more of those being used. And those are issued upon request to New York City students. They're actually good for four rides every day and they're good for one year from, I believe, September to August.

So, inevitably, there's more leeway on that program compared to Nassau County -- the NICE buses offering for students, which is only two rides on weekdays and it can't be used for anything else.

But just something to think about and to look at and look out for because, unfortunately, these green student OMNY cards have went up on Ebay, and they are used by non-students. But at the same time, you don't want to start to shield that because we do want -- we do have students who actually might want to come out here for enrichment or anything like that, to visit a museum, for instance.

Second question I have for you --

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2 CHAIRMAN KALOTEE: That's only one  
3 question so far?

4 MR. HO: I got two more. Thank you,  
5 Chair Kalotee.

6 The second question I have is whether  
7 OMNY scanners are going to be installed on the  
8 rear door of the buses, because in practice, the  
9 rear OMNY scanners on New York City buses have  
10 rarely, if ever, been used. So, it would make  
11 more sense to just have them at the front.

12 The third point I wanted to ask is that  
13 given the widespread accepted -- the anticipated  
14 widespread acceptance of OMNY, in terms of the  
15 transfers and everything and how you can refill  
16 it, you can use multiple venues, what use might  
17 there be to still have the tickets, e-Tickets  
18 available in the NICE app?

19 CHAIRMAN KALOTEE: Thank you. I just  
20 want to say, thank you again for your  
21 participation. We appreciate it.

22 You look like you are not going to speak  
23 anymore, right?

24 MR. TORCIVIA: Maybe.

25 CHAIRMAN KALOTEE: No, there is no

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maybe. I'm just kidding. I appreciate that.

So, also, again, I want to repeat what I said to Mr. D'souza. Please send those questions directly to the president as well as to our secretaries.

So, going to the public comment, in the early meeting, I just want the member who did not attend the meeting: No public comment will be done because some of them could be not respectful. Maybe we do not want them. I want to make sure all of them is given to the members of this committee. And if any member have a objection or have a concern, I want to make sure we, the members, are responsible not releasing that comment, not the NICE president, because it's not fair, it's not -- I take the -- it needed to be done, and that's the way it is.

We are the board. We are responsible. If we see that comment does not fit in the public domain, we're not going to show it, or we do it. And that will be decided by this committee before they allow that.

Mr. Alter has a question.

MEMBER ALTER: If I may just ask you,

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2           you mentioned that you submitted a question.   May  
3           I ask you how you submitted it?

4                   MR. HO:   It was through the NICE Bus  
5           website's committee -- not website.   It's the  
6           committee -- it's the public meeting page, the  
7           community meeting page.   I think there was a link  
8           that said, send your questions here.   That's what  
9           I used.

10                   CHAIRMAN KALOTEE:   Thank you very much  
11           for your participation.   Thank you for coming  
12           today.

13                   What would you like to say quick?

14                   MR. TORCIVIA:   Yes, very quick.

15                   CHAIRMAN KALOTEE:   You have to go there.

16                   MR. TORCIVIA:   I'll go there.   I like  
17           being here.   I spoke at the earlier meeting.   I  
18           won't repeat anything there.   My comments were all  
19           taken down.

20                   Just another quick thing or two.   I'm  
21           finding that my experience was different from what  
22           Jack had said about having a MetroCard with an  
23           insufficient balance on it.   I was not allowed to  
24           supplement that with cash.   I put the MetroCard  
25           in.   It just popped out, said, insufficient fare,

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1  
2 and that was that. I had to dig into my pocket  
3 and pull out a full fare of change.

4 So, if that's -- if that's something the  
5 driver could have communicated to me and didn't or  
6 if that's simply not so, I'd just like to know  
7 what the situation is.

8 I also have a senior citizen MetroCard  
9 that expired during this year when the MTA would  
10 not take applications for new ones. That still  
11 has a fair amount of money on it, and right now  
12 I'm regarding that money as lost. So, I don't  
13 know if there's anything that can be done about  
14 that.

15 CHAIRMAN KALOTEE: How much is the  
16 money, Joe?

17 MR. TORCIVIA: I don't know. I haven't  
18 looked at it.

19 CHAIRMAN KALOTEE: How much was it when  
20 you started?

21 MR. TORCIVIA: I usually kept about \$40  
22 or so on it.

23 CHAIRMAN KALOTEE: We will make sure  
24 you're reimbursed. We'll make sure whatever is  
25 not used is reimbursed.

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2 MR. TORCIVIA: How would I go about  
3 that?

4 CHAIRMAN KALOTEE: That I will discuss.  
5 We might not get it from the NICE, but under  
6 certain circumstances we might.

7 MR. TORCIVIA: Thank you. Thank you  
8 very much.

9 CHAIRMAN KALOTEE: We might not.

10 MR. TORCIVIA: Thank you very much.  
11 Anything is something.

12 And just something that didn't come up  
13 that we brought up during my first round of  
14 comments, the OMNY card will allow two free  
15 transfers to other NICE buses, which the cash fare  
16 does not, which is why it was always preferable to  
17 use the MetroCard rather than the cash fare. So,  
18 that is being carried over. I just wanted to make  
19 that distinction in case somebody did not get that  
20 earlier in the day.

21 Thank you very much, Mr. Chairman,  
22 Mr. Khzouz.

23 CHAIRMAN KALOTEE: Thank you very much.  
24 Does any member have any questions?  
25 There was one question I was going to

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ask back then, but I thought it was unfair if somebody from the public had to wait.

So that question is, and it's very important, and I am sure our member -- county will pursue that issue with MTA or whoever issued the MetroCard.

So, if there's thousands of dollars left in the card and nobody used it, where that money goes? I don't represent millions, I don't represent -- so, since a lot of things are federally funded, we cannot take that money and keep it and become a public loss.

So, please don't answer this one, just it's to get information that I will be, and I am sure the board members will be asking, what happened with that money that people put on their card and money cannot be lost?

They did not use it, so it means MTA or NICE, whoever have that money or a portion of that money -- I'm not talking about the New York City money -- whatever our portion, we will be looking for that money back from the MTA or the state government, whoever had it. So, please keep that in mind. And I will fight on that more fiercely



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than you can imagine.

So, if there is no other questions, I thank you all the members today attending. I thank you, our counsel. He is sitting so quietly. He's not telling me, stop talking. Mr. Gallagher, thank you. Thank you to the public.

If there's no other comment, on the end I want to say thank you to you, Mr. Khzouz, and to your staff, making everything as easy as you guys could, and making sure all of our members have their IDs.

And I wanted to share that publicly even though you received the ID, I shared with Mr. Khzouz, in the next meeting there will be photographer, and if you want to comb your hair and want to look good, so they can all have the same color ID. So, there will be -- again, that ID will be replaced.

Am I right, Mr. Khzouz?

MR. KHZOUZ: If you want a photo on your ID, I will put a photo on your ID.

CHAIRMAN KALOTEE: Every member should have a photo ID.

MEMBER FALCO: I have one.

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CHAIRMAN KALOTEE: You already have,  
then you don't have to do it. Every other member  
who don't have it should be ready. And, again,  
thank you.

I like to have somebody to make a  
motion.

MEMBER BERSE: I make a motion to close  
the meeting.

CHAIRMAN KALOTEE: Do we have a second?

MEMBER REARDON: Second.

CHAIRMAN KALOTEE: All in favor say  
"Aye."

(Members respond in the affirmative.)

CHAIRMAN KALOTEE: Opposed?

(No response.)

CHAIRMAN KALOTEE: Abstention?

(No response.)

CHAIRMAN KALOTEE: Thank you.

Have a wonderful evening.

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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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