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**NASSAU COUNTY BUS TRANSIT COMMITTEE**

**September 19, 2024**

**6:30 p.m.**

**PUBLIC MEETING**

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

**DAWN FALCO, Chairperson**

**JEAN DUROSEAU, Committee Member**

**JACK KHZOUZ, NICE CEO**

**DEBRA SMITH, Court Reporter**

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1 Transit Committee Meeting  
 2 CHAIRPERSON FALCO: It is 6:30, so  
 3 we're going to begin. My name is Dawn  
 4 Falco. Thank you all for coming this  
 5 evening. I am the chairperson for the  
 6 Nassau County Transit Committee, and  
 7 with me is Mr. Jean Duroseau, committee  
 8 member, and we're going to call this  
 9 meeting to order.  
 10 I am filling the shoes of the  
 11 former chairperson tonight, Mr. Sheldon  
 12 Shrenkel, so bear with me; I have big  
 13 shoes to fill.  
 14 That being said, I just want to  
 15 confirm with Mr. Duroseau that you  
 16 received a copy of the agenda for this  
 17 evening's meeting?  
 18 MEMBER DUROSEAU: Yes.  
 19 CHAIRPERSON FALCO: That being  
 20 said, I would like to introduce at this  
 21 time Mr. Jack Khzouz, the NICE bus CEO,  
 22 who will be giving us a presentation on  
 23 quarterly review this evening.  
 24 MR. KHZOUZ: Thank you, Ms. Falco  
 25 and thank you, Mr. Duroseau, for your

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 2 services. You've been serving the  
 3 committee for many years, and we very  
 4 much appreciate your leadership and  
 5 guidance in ensuring we stay on path.  
 6 On behalf of the thousand  
 7 employees that we have here at NICE Bus  
 8 and the county, I've got a short  
 9 presentation. This is going to be a  
 10 somewhat abbreviated meeting. We don't  
 11 really have any business to conduct at  
 12 this meeting other than to give an  
 13 update on what's going on.  
 14 We just began our fall schedule,  
 15 our September schedule, which is our  
 16 busiest time of year for passenger  
 17 carries.  
 18 Currently, we are providing about  
 19 74,000 trips a day, 40,000 on Saturday  
 20 and about 25,000 on Sunday. It's quite  
 21 a huge jump from August, about an  
 22 eight percent jump from August.  
 23 We are carrying about the same  
 24 level of passengers we carried  
 25 pre-Covid, so we're almost at a hundred

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 2 percent of pre-Covid levels. On the  
 3 Paratransit side, we are well surpassed  
 4 our pre-Covid levels and are growing  
 5 ridership quite a bit.  
 6 So with that, I'll just start  
 7 presentation. Again, it's fairly  
 8 brief. We're going to cover some Rosa  
 9 Parks HTC upgrades.  
 10 We've been going through a  
 11 multi-year multi-million-dollar upgrade  
 12 of the center, so we're going to talk  
 13 about updates there. We'll talk about  
 14 the quarterly score card and then just  
 15 give some service updates and some  
 16 capital improvement projects update  
 17 too.  
 18 First and foremost, project  
 19 updates. Rosa Park Transit Center.  
 20 The transit center sees about 25,000  
 21 people coming through there every day,  
 22 so it's an extremely busy hub. It is  
 23 the busiest suburban hub in the U.S.  
 24 and certainly far busier than any other  
 25 hub in New York outside of New York

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 2 City.  
 3 A few years ago, we started  
 4 upgrading the center with a support of  
 5 grants through the federal government  
 6 and some state grants also and through  
 7 the county helping us get it done.  
 8 We've completed things like rust  
 9 mitigation, new paint, new poured  
 10 concrete, various other signing and  
 11 digital signing upgrades, and now we're  
 12 kind of working on all of the surfaces.  
 13 So, we're coming up on the last  
 14 part of this multi-year project. It's  
 15 a very complex project because it  
 16 involves not affecting traffic coming  
 17 in and out of there and trying to  
 18 minimize and mitigate any inconvenience  
 19 to our passengers.  
 20 That being said, Phase 1 is now  
 21 complete and is open to the public.  
 22 New terrazzo floors were poured in  
 23 Phase 1. New wall surfaces, ADA doors,  
 24 air curtains were installed and the  
 25 MetroCard machines were reinstalled,

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2 and this weekend they are going to be  
3 moved once again so we can do Phase 2.  
4 So, Phase 2 starts, which is  
5 happening right now. I labeled them  
6 Jackson Street and Columbia. The  
7 center really, we've taken it and cut  
8 it in half and worked on one half at a  
9 time because these are surfaces, they  
10 affect ridership flow throughout the  
11 center, so we have to be very cognizant  
12 of how we affect ridership.  
13 Phase 2 on the Columbia side, the  
14 storefront will be closed and revamped,  
15 so it is going to be completely redone,  
16 but it will be closed in the temporary  
17 stages of it.  
18 There will be a trailer deployed  
19 for driver's break room and rest rooms.  
20 Both the rest rooms and the driver  
21 break rooms are going to be closed in  
22 this phase, so there will be some  
23 inconvenience there.  
24 In addition to that, the MetroCard  
25 machines will be moved again. They

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2 will be deployed again on Monday but  
3 they will be moved starting tomorrow.  
4 And then additional security and  
5 safety measures will be deployed to  
6 make sure of the safety of everybody  
7 that goes through there.  
8 Once we're done with this, and we  
9 think we're going to be done with it  
10 before -- let's be conservative; we  
11 think we'll be done early Spring, let's  
12 say February we will have the center  
13 completely updated. Every surface  
14 touched, rest rooms, signing and  
15 everything. So, it will be quite a  
16 different center than it was five years  
17 ago, ten years ago, that sort of thing.  
18 So, we're pretty proud of the  
19 project. Sharon from the county is  
20 here, who has helped us manage the  
21 project and has helped design the  
22 project. So, we're pretty proud of  
23 the -- I think we will be proud of what  
24 we end up with at the end of it, and it  
25 will certainly make the rider

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2 experience better.  
3 Additionally, on the capital side,  
4 coming this Spring, we have 41 new  
5 Gillig buses coming. They're  
6 compressed natural gas 40-foot buses.  
7 So that will retire all the older  
8 vehicles that are still in service. We  
9 expect them to come, they will trickle  
10 in between November and mid Spring,  
11 probably March. So, again, it will  
12 update the fleet and give us one of the  
13 newest fleets in the country. We're  
14 pretty happy with that.  
15 In addition to that, an additional  
16 15 additional Paratransit vehicles will  
17 be put into service between now and  
18 then. So, again, just upgrading the  
19 fleet continuously to ensure that we  
20 get the reliability and safety and the  
21 service we need out of that fleet.  
22 To update everybody, we put in  
23 some electric buses earlier this year.  
24 They have been out in service mostly  
25 servicing the hub area, mostly on the

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2 N16, which is between, really,  
3 Rockville Centre and the college. They  
4 have been working, knock wood, pretty  
5 well. We're learning more and more  
6 about them as we go along. So, we're  
7 excited to have them in service.  
8 You will see the paint scheme a  
9 little different than what we have out  
10 here; they're predominantly blue with  
11 orange accents instead of orange and  
12 blue accents. But reliability has been  
13 keeping up with the C and G vehicles,  
14 so we're pretty happy with how things  
15 work out there, and we will talk a  
16 little about that in a second.  
17 So, now we really go on to service  
18 updates. We're very proud of this new  
19 service. As you know, or may know, we  
20 do have, and we were one of the first  
21 in the country to deploy an on-demand  
22 service earlier this year in the south  
23 shore.  
24 We've experimented with on-demand  
25 for the last five years, and our

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 2 service and planning team really came  
 3 out with a great combination about a  
 4 few years ago, really came upon a  
 5 formula that really works and deployed  
 6 it as what we call NICE mini.  
 7 It is run out of our Paratransit  
 8 division. It is a smaller vehicle that  
 9 is deployed along a corridor. Again, it  
 10 services the south shore between  
 11 Lynbrook and Freeport right now. It's  
 12 a small service but it really works  
 13 well connecting communities.  
 14 The idea here is that we connect  
 15 to larger routes, we connect to  
 16 railroad stations, we connect shopping  
 17 areas, human services, education,  
 18 hospitals, that sort of thing. And  
 19 instead of a round bubble, we really  
 20 look at it as more of a cigar shape.  
 21 So, the service is much more efficient.  
 22 On the south shore service of  
 23 mini, when you hail a vehicle, we try  
 24 to have a vehicle there within 15  
 25 minutes, if not sooner. So, it's

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 2 really worked out very, very well.  
 3 We're providing, I believe, over a  
 4 hundred rides a day now just on the  
 5 mini service in the south shore.  
 6 So, with that success, we have  
 7 planned out a new service; this is  
 8 called mini, also in Syosset. This is  
 9 a very interesting model in that we are  
 10 the first in the country that is  
 11 commingling Paratransit and fixed route  
 12 on one vehicle. The platform we use  
 13 allows us to do that. It's a very  
 14 robust platform.  
 15 If you are a certified Paratransit  
 16 customer, you will be prioritized, and  
 17 ADA rules will follow for you. We will  
 18 go to your home and take you from  
 19 address to address.  
 20 If you are not a Paratransit  
 21 customer, you will be given a  
 22 coordinate within a few blocks to walk  
 23 to, and that will allow the bus to be  
 24 much more efficient. So, it  
 25 understands those two parameters and

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 2 prioritizes depending on who's hailed  
 3 the vehicle.  
 4 In addition to that, this is  
 5 really a bridge. It allows our  
 6 residents in the Syosset area who  
 7 currently do not have Able-Ride service  
 8 to have Able-Ride service. So, it  
 9 expands the Able-Ride footprint.  
 10 The thing it does, though, it will  
 11 take you -- if you want to travel -- if  
 12 you are an Able-Rider customer and you  
 13 want to travel south beyond Hicksville,  
 14 it will take you to Hicksville Railroad  
 15 Station, and that's where you transfer.  
 16 You will transfer to another Able-Ride  
 17 vehicle. And we'll coordinate that  
 18 pickup as we do in the Able-Ride  
 19 system. Transfers are free, just like  
 20 transfer to any other fixed route  
 21 buses.  
 22 So, it's really a cool, innovative  
 23 way to expand service and maximize the  
 24 usage of our vehicles and our drivers  
 25 to perform different functions all in

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 2 one.  
 3 So, it's literally one of the  
 4 first in the country that commingles  
 5 transit this way. We're pretty proud  
 6 of it. It shot out of the cannon right  
 7 away, and, you know, within a few  
 8 weeks, our ridership was up to 50 or 60  
 9 requests a day.  
 10 The way the algorithm works also  
 11 is, if you're out of the service  
 12 area -- the darker blue areas are the  
 13 service area. If you are out of the  
 14 service area and you hail a vehicle, it  
 15 will tell you you're out of the service  
 16 area, we can't pick you up, but it will  
 17 also record that hail, and if we see a  
 18 lot of hails in areas outside the  
 19 service area, we can literally stretch  
 20 the service area within an hour.  
 21 So, we can decide, you know what,  
 22 we're getting a lot of hails at this  
 23 library just outside, let's open up the  
 24 service area, and literally within the  
 25 next hour or two, the service area will

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 2 be opened up for those customers.  
 3 That's a way for us to understand  
 4 and flex based upon what we know. It  
 5 allows us to get service out quickly  
 6 and then adjust as we need to go. That  
 7 gives us some flexibility to go, you  
 8 know, further than we are.  
 9 This is a great idea. We hope  
 10 that it will help us perform better on  
 11 the Paratransit side, helps us connect  
 12 to fixed route better, helps us to  
 13 connect to Long Island Railroad better,  
 14 helps us get people to libraries. But  
 15 we're looking for these libraries and  
 16 other services, we're looking for these  
 17 areas to be densely flagged with trip  
 18 generators. So, trip generators are  
 19 what really keeps these services  
 20 moving.  
 21 We just launched it. It's working  
 22 out very well. Hopefully this will  
 23 lead to some future innovations as we  
 24 go forward to increase the service  
 25 area.

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 2 So, we just started our fall  
 3 service adjustments. This is a listing  
 4 of what we have done. We continue to  
 5 add more service, we continue to add  
 6 more express service and figuring out  
 7 ways to get people from A to B quicker,  
 8 more efficiently, safer.  
 9 So, on the N1, for example, the  
 10 UBS Elmont Long Island Railroad Station  
 11 destination, you know, for events, we  
 12 have now extended service for Saturday  
 13 and Sunday.  
 14 The N16, we streamlined the  
 15 alignment through the NCC and did some  
 16 other things with the express service  
 17 in both directions.  
 18 On the N19 Massapequa -- Freeport  
 19 to Massapequa, again adjusted the  
 20 service to better accommodate what's  
 21 going on in the area. Express trips  
 22 are now on the N22. That also serves  
 23 the Westbury Galleria shopping center.  
 24 Additional Saturday and Sunday  
 25 frequency on the Mineola N23 Manor

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 2 Haven service.  
 3 Again, Saturday and Sunday has  
 4 outperformed Monday through Friday as  
 5 far as ridership goes. You travel in  
 6 Nassau County now on Saturday, we have  
 7 full buses, and that doesn't happen  
 8 anywhere really in suburban anywhere,  
 9 but we have full buses. We're not to  
 10 the point where we have over-full buses  
 11 but we have full buses, so it really  
 12 speaks to efficiency.  
 13 So, the N79, we're piling in some  
 14 express service there. Then the N80 on  
 15 the Hicksville Massapequa line, the  
 16 mall, Sunrise Mall is seeing a  
 17 redevelopment. So, that as the  
 18 destination is changing a little bit.  
 19 We're trying some different things  
 20 there to make that service more  
 21 efficient. Not carrying the amount of  
 22 people it used to. Again, the mall is  
 23 getting redeveloped and a lot of it's  
 24 going away, so we're trying to figure  
 25 out what to do there. But that may be

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 2 a transitional period there that we  
 3 have to understand a little bit more.  
 4 Community engagement. Some big  
 5 things happened over the last few  
 6 months. We're talking about all the  
 7 way back to Spring. First and  
 8 foremost, back to school. We held  
 9 another school supply drive.  
 10 I think, Erica, if I'm correct,  
 11 2,500 items were donated to United Way  
 12 for back to school. The employees  
 13 really chipped in here. We do that  
 14 every year. And in the Thanksgiving  
 15 time and Christmas time, we'll do  
 16 turkey drives also. So, it's a great  
 17 way for us to connect directly to  
 18 community.  
 19 The big issue that we had this  
 20 year is we had Cricket. Everybody  
 21 remember that? It seems like ten years  
 22 ago but it was really just this last  
 23 spring, or summer.  
 24 Ten days, we transported 24,000  
 25 people. We quickly came together with

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 2 a plan, literally within three months,  
 3 and put this together. And it worked  
 4 out great.  
 5 The partnership for Long Island  
 6 Railroad and the county, but, yeah, it  
 7 surprised us, 24,000 people. You see a  
 8 train -- we were at Westbury. All of  
 9 us were there. We were at Westbury and  
 10 seeing a train unload a thousand people  
 11 get off and come down to buses.  
 12 How do we get them paid and on  
 13 buses and to the event within an  
 14 appropriate amount of time was quite an  
 15 ordeal, quite a problem to solve, but  
 16 our team in transportation, Erica,  
 17 safety, Paratransit, everybody kind of  
 18 came up with solutions.  
 19 Literally, we came up with tablets  
 20 that would -- people would be both able  
 21 to tap and go their card on the tablet,  
 22 get them on the bus. It worked out  
 23 really, really well. So, no issues  
 24 there. Very, very happy.  
 25 We're kind of wrapping up here.

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 2 Our score card for the quarter, we've  
 3 have got a running score card. We're  
 4 on Q2 already, or Q2 is already behind  
 5 us.  
 6 On-time performance slipped a  
 7 little bit, and the reason being is  
 8 because of the Cricket matches. We had  
 9 to pull some buses off regular routes,  
 10 adjust. And we saw a little bit of hit  
 11 on our on-time performance. Still  
 12 above our goal. As you can see on Q2,  
 13 we're 88 percent. We like to be in the  
 14 90s.  
 15 Missed pullouts were a little bit  
 16 higher but, again, that doesn't mean a  
 17 bus did not do a trip, it just means it  
 18 didn't make the five-minute window to  
 19 pull out on time. A little higher  
 20 again.  
 21 I am happy to report, though --  
 22 and Todd is here from safety -- our  
 23 safety numbers came in very, very good  
 24 for the quarter; quite an improvement  
 25 from last quarter. So, that's very

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 2 good to see.  
 3 On the Paratransit side, again,  
 4 call answer ratios, it went down a  
 5 little bit, but again within reason.  
 6 Not exactly where I want it to be but  
 7 we're a little short on  
 8 reservationists. We're back in the  
 9 play right now and so that shouldn't be  
 10 a problem.  
 11 On-time performance suffered a  
 12 little bit also again, back to Cricket,  
 13 but Inner is here, our director of  
 14 Paratransit and Operations. I think  
 15 we're back in the fold there.  
 16 Missed pullouts again were a  
 17 little higher, but again, that's just  
 18 an on-time performance issue. We want  
 19 to get pullout within the five-minute  
 20 window, and we may have missed a few  
 21 more, but it's very, very small  
 22 compared to our total.  
 23 Accidents were great. Our safety  
 24 record was very, very good last quarter  
 25 and really, really hit it out of the

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 2 park.  
 3 And productivity again rose a  
 4 little bit, and that's about the sweet  
 5 spot we want to be, about 135 to 145 on  
 6 the productivity side. After that, it  
 7 becomes a little bit arduous for our  
 8 customers. So, overall the quarter was  
 9 fairly strong for productivity and  
 10 service overall.  
 11 So, what's coming up ahead, and  
 12 this is the last slide, I just wanted  
 13 to give everybody kind of a peek  
 14 because between now and the end of the  
 15 year, it's somewhat of a sprint.  
 16 We all kind to say, Oh my gosh,  
 17 it's already the 19th of September, you  
 18 know, and before we know it, it's  
 19 Thanksgiving, then we go into Christmas  
 20 and the holidays.  
 21 So, in January 2025, we're  
 22 thinking we're going to complete the  
 23 Rosa Parks upgrades completely, so we  
 24 can put that behind us a little bit and  
 25 just continue to maintain the center.

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 2 In January, also we are required  
 3 every three years to do a Title VI  
 4 survey of all our riders, of our rider  
 5 population. What does that is mean?  
 6 That means that we'll have an outside  
 7 company coming in starting in January,  
 8 probably a little earlier than that,  
 9 and they'll start surveying our riders.  
 10 They will have a questionnaire  
 11 about where they live, how they  
 12 identify, how they pay, how often they  
 13 ride, what they pay with, what's their  
 14 household income, you know, why do they  
 15 ride. All those sort of demographic  
 16 understandings.  
 17 It really helps us after we peel  
 18 through those demographics to  
 19 understand changing ridership patterns,  
 20 changing motivations, and helps us  
 21 design the system quite a bit.  
 22 It is a mandated survey that the  
 23 FTA requires us to do every three  
 24 years. So, it's a big project, though.  
 25 It won't be until April or so that

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 2 we'll have it finished and have it  
 3 turned into the FTA, but that's coming  
 4 in.  
 5 We already talked about new  
 6 vehicles arriving, so that will be good  
 7 to have them in service by Spring.  
 8 Additionally, as we all know, April  
 9 2025 will be the start of a new fiscal  
 10 year, our budget fiscal year, so I'll  
 11 be giving reports to the board and to  
 12 the public about how that's coming  
 13 along.  
 14 Really, our big driver there is  
 15 what does the state allocate to bus  
 16 service here in Nassau County called  
 17 State Transportation Operating  
 18 Assistance Funding? So, that's the  
 19 biggest part of our budget. It's very  
 20 important we get that in there.  
 21 We'll start in Albany literally in  
 22 October making sure that they  
 23 understand our needs and banging the  
 24 drum for Nassau County to continue on  
 25 our path of improving increasing

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 2 service throughout the period. So,  
 3 we've had a very good run and we don't  
 4 want to let that slip at all.  
 5 In summer, we hope that the Oak  
 6 Street charging station along our back  
 7 fence line will be ready. Currently,  
 8 we're charging the electric buses with  
 9 little portable rolling chargers. When  
 10 they come in at night, they get plugged  
 11 in. These rolling chargers get plugged  
 12 in. But we hope by then we will have  
 13 the permanent charging -- secondary  
 14 charging station in the ground, ready  
 15 and operating.  
 16 Each one of those chargers are  
 17 quite large and they have two charging  
 18 plugs. They can charge two vehicles at  
 19 one time. They're fast chargers  
 20 instead of the smaller ones, which take  
 21 a full eight-hour charge. So, we're  
 22 hoping that that will be completed.  
 23 What's holding us up right now is  
 24 a backlog on ordering those chargers.  
 25 ABB, who manufactures the chargers, and

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 2 Switchgear, has a long backlog, and we  
 3 hope by then we'll be caught up and see  
 4 what goes on.  
 5 Lastly, we continue to work toward  
 6 the OMNY implementation. We, again,  
 7 are somewhat -- we depend on the MTA  
 8 and their contractors to help us get  
 9 this through, so they are still  
 10 figuring out as they go along also, but  
 11 we hope to have that implementation  
 12 some time in 2025.  
 13 I can't tell you when because I  
 14 don't know, but it's moving forward,  
 15 but it's a slow process, and we hope to  
 16 have that maybe by the end of 2025.  
 17 We'll keep our fingers crossed there.  
 18 That completes my presentation.  
 19 So, thank you.  
 20 CHAIRPERSON FALCO: Thank you,  
 21 Mr. Khzouz.  
 22 At this time, I am going to open  
 23 the floor for comments and questions.  
 24 First, the committee, of which, of  
 25 course, I have some.

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 2 Mr. Khzouz, first I just want to  
 3 congratulate you for getting through  
 4 all of the challenges that NICE and  
 5 Transit faced yesterday with all of the  
 6 activity and street closures going on  
 7 over at the coliseum. You got through  
 8 it. That's all I could say. You got  
 9 through it. Great job.  
 10 My first question is, you noted  
 11 the relocation of the MetroCard kiosks  
 12 at Rosa Parks. I just want to confirm  
 13 they're going to be in an easy,  
 14 accessible area for the public, if you  
 15 know where they will be.  
 16 MR. KHZOUZ: Unfortunately, for  
 17 the transition, tomorrow afternoon will  
 18 be the last day you can buy the  
 19 MetroCard until Monday at Rosa Parks.  
 20 Saturday and Sunday it will not be  
 21 available. So, it's a challenge.  
 22 CHAIRPERSON FALCO: Is it possible  
 23 to put out a notification on that?  
 24 MR. KHZOUZ: Yes. So, that's what  
 25 we've already worked on. We've also

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 2 notified our drivers to please be  
 3 understanding.  
 4 So, there's no other way to work  
 5 it. We have to work through the MTA to  
 6 get those things moving. We don't move  
 7 them ourselves. So, they tell us when  
 8 they can do it and they tell us when  
 9 they can put them back.  
 10 So, we tried to have that happen  
 11 on a Saturday, even a Sunday, and move  
 12 and move, but it wasn't going to  
 13 happen. So, this weekend will be a bit  
 14 disruptive, but the communication team  
 15 and operations team has done what they  
 16 can to alert everybody in addition to  
 17 that. Like I said, we're going to try  
 18 to be as flexible as possible with our  
 19 ridership.  
 20 CHAIRPERSON FALCO: Thank you.  
 21 Just to provide notifications to the  
 22 public, that would be great.  
 23 Then this may be going back a  
 24 little bit but I was hoping you might  
 25 touch a little bit on the successes and

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 2 challenges with the summer service to  
 3 Jones Beach and the added services for  
 4 all of their events. How did that go?  
 5 MR. KHZOUZ: It went very well.  
 6 We started out of the gate like  
 7 gangbusters because the weather was a  
 8 little more cooperative this year than  
 9 it was last year. If you remember last  
 10 year, we had a lot of rain very early,  
 11 very cloudy, very overcast. This year,  
 12 charge out of the gate very quickly.  
 13 Both on the concert service and  
 14 the beach service where we ended up  
 15 having some shortfalls on ridership was  
 16 because of the state not being able to  
 17 staff lifeguards.  
 18 So, last year and the years  
 19 before, they extended the beach season  
 20 almost all the way until mid October.  
 21 This year, they stopped a lot earlier.  
 22 So, the ridership had dropped off.  
 23 Also too, the concerts had been  
 24 very spotty, and I don't know -- I'm  
 25 not a big concertgoer; I don't even

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 2 know --  
 3 MS. RICHARDS: There is no rhyme  
 4 or reason to it, as to why some  
 5 concerts we have, we carry 800  
 6 passengers to and from the theater and  
 7 some we carry 45. I can't find a  
 8 pattern. I can't find a trend line. I  
 9 don't know. It's been like this  
 10 (Indicating.)  
 11 CHAIRPERSON FALCO: Maybe the  
 12 younger population.  
 13 MS. RICHARDS: I don't know.  
 14 MR. KHZOUZ: I'd like to be able  
 15 to find a pattern but since I don't  
 16 recognize 99 percent of the bands right  
 17 now, I can't speak to that.  
 18 So, but overall, the service ran  
 19 smoothly. You know, over the years  
 20 we've made all the mistakes, and now we  
 21 have obviously corrected them.  
 22 The Freeport and Hempstead both,  
 23 service has worked out very well. It's  
 24 a great feel good service. You know,  
 25 it's a service that doesn't require

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 2 having to go to work at 6:00 a.m. and  
 3 standing in the cold. So, we love it.  
 4 And it's just a matter of we're victims  
 5 of the weather. Just like the air  
 6 show. You know, sometimes we'll do the  
 7 air show service and then it will be  
 8 canceled because of overcast. That  
 9 kind of thing.  
 10 CHAIRPERSON FALCO: I'm glad to  
 11 hear that ridership was decent enough  
 12 to keep it going.  
 13 MR. KHZOUZ: Oh, yes.  
 14 CHAIRPERSON FALCO: That was what  
 15 I was looking at.  
 16 MR. KHZOUZ: That's our commitment  
 17 to our customers. Again, like I said,  
 18 that's the one -- I used to have a boss  
 19 saying, that's your one warm handshake,  
 20 you know. That's the way to kind of  
 21 get it done.  
 22 MS. RICHARDS: So, for instance,  
 23 Long Island Railroad, they canceled the  
 24 combo ticket that they have with us  
 25 from the city and the boroughs to Jones

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1 Transit Committee Meeting  
 2 Beach because of the cut in lifeguards.  
 3 However, we're still running daily  
 4 beach service through September 29th.  
 5 CHAIRPERSON FALCO: Okay.  
 6 Okay, next question. So, I love  
 7 the idea of expanding the NICE mini  
 8 service. What is the charge, the rider  
 9 charge on that?  
 10 MR. KHZOUZ: Same. We try to make  
 11 it as seamless as possible. So, you  
 12 pay 2.90, or if you have a discount  
 13 card, you pay on the discount card. So  
 14 it makes it very seamless that way.  
 15 You get the free transfer to the fixed  
 16 route system without a problem.  
 17 If you are a Paratransit customer  
 18 with door-to-door on the Able-Ride  
 19 side, you pay the Able-Ride fee, which  
 20 is \$4.00. So, but, again, we're trying  
 21 to make it easy. Instead of going,  
 22 okay, well, this is 3.50, this is 2.90,  
 23 this is 4, so we make it as simple as  
 24 possible, and we try to make it as  
 25 seamless as possible.

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 2 The idea there is to really get  
 3 people to the larger routes. So, if we  
 4 can get them there and then they can  
 5 take the bigger bus wherever they need  
 6 to go, then that works out really well.  
 7 CHAIRPERSON FALCO: Thank you so  
 8 much. I appreciate it.  
 9 Mr. Duroseau, any questions or  
 10 comments?  
 11 MEMBER DUROSEAU: Those guys are  
 12 amazing from the beginning. All I keep  
 13 on giving them, and they make it easy  
 14 for me, A+, A+, A+. I have been here  
 15 since you guys started.  
 16 One question about Rosa Park  
 17 upgrade. Anything in the blueprints  
 18 for solar panel, something like that?  
 19 MR. KHZOUZ: Well, we've been  
 20 talking about how we do that.  
 21 Currently, the technology to charge  
 22 large buses with solar panels isn't  
 23 there yet, but it doesn't mean that we  
 24 can't put solar panels on this lot to  
 25 charge our non-revenue vehicles, our

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 2 supervisor vehicles, and/or the  
 3 building.  
 4 So, we're talking about that with  
 5 the county on how we make this building  
 6 a green neutral building and/or be able  
 7 to provide service back to the  
 8 provider, selling service back. So,  
 9 those are the two avenues we're looking  
 10 at.  
 11 On the Paratransit side, there may  
 12 be opportunities there. There isn't a  
 13 electric Paratransit vehicle currently  
 14 but we think that technology will  
 15 change also. So, those are things that  
 16 we're exploring.  
 17 Obviously, the infrastructure of  
 18 this building is older and needs some  
 19 upgrades to be able to do that, but  
 20 with the power stations that we're  
 21 installing for the larger buses, that  
 22 allows us to understand a little bit  
 23 the infrastructure that needs to be put  
 24 in.  
 25 MEMBER DUROSEAU: Thank you.

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 2 CHAIRPERSON FALCO: Thank you  
 3 both.  
 4 Anything else, Mr. Duroseau?  
 5 MEMBER DUROSEAU: No.  
 6 CHAIRPERSON FALCO: At this time,  
 7 I am going to open up the floor to  
 8 public comments and questions. I am  
 9 just going to ask that they be done in  
 10 somewhat of an orderly fashion. If you  
 11 will raise your hands, I will point at  
 12 you, and if you could please very  
 13 clearly state your name, where you are  
 14 from, and then we're going to be  
 15 limiting you to two minutes.  
 16 Please state your name and where  
 17 you are from before you begin.  
 18 MR. TORCIVIA: Joe Torcivia.  
 19 Levittown. Okay. Now, in honor of our  
 20 new committee chairperson, Dawn, I am  
 21 going to make this my shortest comments  
 22 speech ever.  
 23 Very encouraged to see new express  
 24 service popping up, especially in  
 25 places that suffered previous cuts, but

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 2 I wonder how it's doing.  
 3 Assuming that people that have had  
 4 years of reduced or no bus service do  
 5 not regularly visit the website, as  
 6 some of us nutty people do, how are  
 7 they made aware of it? There's never  
 8 even been a bus on most of Sunrise  
 9 Highway, for instance.  
 10 On express service, one thing I  
 11 suggested previously but could become  
 12 more of a possibility now is extending  
 13 the N6 express eastward on Hempstead  
 14 Turnpike to East Meadow, Levittown, or  
 15 even Bethpage, a straight one-seat ride  
 16 to connect with the subway and  
 17 eliminating the delay of detouring into  
 18 Rosa Parks Hempstead Transit Center  
 19 could be an attractive thing that could  
 20 carry more than the currently  
 21 implemented express items might. I  
 22 would definitely transfer to it from  
 23 the N49.  
 24 Finally the 90-minute gap on the  
 25 N49 on Saturday really ought to be

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 2 reduced to a reasonable hourly  
 3 schedule.  
 4 Thank you.  
 5 CHAIRPERSON FALCO: Thank you,  
 6 Mr. Torcivia. I appreciate it.  
 7 Anyone else?  
 8 Yes, sir? Please state your name  
 9 and where you are from.  
 10 MR. DAVI: Good evening, everyone.  
 11 I'm Salvatore Davi (phon). I'm a new  
 12 Paratransit customer. This is my first  
 13 meeting. I am currently residing in  
 14 Greenvale.  
 15 Currently, as far as I know, there  
 16 is no weekend bus service for the N27  
 17 bus route. Would it be possible for  
 18 NICE to modify the N21, in particular  
 19 to serve Greenvale station Long Island  
 20 Railroad customers as well as provide  
 21 weekend bus service to residents of  
 22 Greenvale and Old Brookville near Glen  
 23 Cove Road, preferably a route change  
 24 from Roslyn Clock Tower to Bryant  
 25 Avenue and to Glenwood Road continuing

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 2 on Bryant Avenue to Plaza Road where  
 3 the Greenvale station is, onwards to  
 4 Glen Cove Avenue, returning back to  
 5 Glenwood Road via Scutters Lane?  
 6 Another possibility would be to  
 7 include certain bus intervals to meet  
 8 the Greenvale station, both east and  
 9 westbound intervals from Plaza Road.  
 10 Greenvale station currently runs  
 11 on a two-hour interval on weekends from  
 12 9:18 a.m. to 11:18 p.m. westbound and  
 13 with an earlier additional trip at 5:51  
 14 in the morning, eastbound from 8:17  
 15 a.m. to 8:17 p.m., with the last  
 16 interval at 11:17 p.m.  
 17 CHAIRPERSON FALCO: Thank you,  
 18 Mr. Davi. I have a quick question for  
 19 you or Mr. Khzouz.  
 20 What is the closest bus to the  
 21 Greenvale station currently, because I  
 22 do not know the answer?  
 23 MR. DAVI: N27.  
 24 CHAIRPERSON FALCO: How far is  
 25 that from the station?

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 2 MR. DAVI: They don't have  
 3 weekends.  
 4 CHAIRPERSON FALCO: I know. I  
 5 heard that they don't have the weekend  
 6 service. But during the week, how  
 7 close is it to the station?  
 8 MR. DAVI: It's maybe about a  
 9 block away.  
 10 CHAIRPERSON FALCO: One block?  
 11 MR. DAVI: I would have to cross  
 12 the street.  
 13 CHAIRPERSON FALCO: Okay, thank  
 14 you. I'll take that under advisement.  
 15 Is there anyone else that has  
 16 comments or questions?  
 17 Sir, I'm going to ask that you  
 18 state your name and where you are from.  
 19 MR. D'SOUZA: Sure. So, I'm the  
 20 president of Passengers United. We're  
 21 a 501(c)(3) nonprofit.  
 22 CHAIRPERSON FALCO: Can you please  
 23 spell that for the stenographer?  
 24 MR. D'SOUZA: Sure. My name is  
 25 Charlton D'Souza. It's

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 2 C-H-A-R-L-T-O-N, then D-S-O-U-Z-A.  
 3 Overall, we're very impressed with  
 4 NICE Bus, but there are some concerns.  
 5 So, one thing we noticed, the  
 6 summer service was much better with the  
 7 newer buses. We saw very few  
 8 breakdowns, which was good. However,  
 9 we're very concerned about the late  
 10 night service on the N6 because when  
 11 events are getting out of UBS arena and  
 12 you only have three or four buses  
 13 running and you have the N6 bus running  
 14 on 20-minute headways and let's say if  
 15 a bus does break down or stuck in  
 16 traffic, we're seeing very dangerous  
 17 levels of crowding on the N6.  
 18 And it's not safe for the driver  
 19 because if the driver has to apply his  
 20 brakes or whatever, you know, people  
 21 are hitting each other, bumping into  
 22 each other.  
 23 So, maybe I think events -- on  
 24 nights where events are taking place at  
 25 UBS arena, maybe you guys should run

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 2 the articulated bus at night. I don't  
 3 know if that's a possibility, if that  
 4 could be done, but that would help with  
 5 some of the crowds and adjustments, and  
 6 also better coordination with your role  
 7 operations because sometimes Jamaica  
 8 Avenue is closed, as we saw last week,  
 9 because of the road work, and the buses  
 10 were lost. Literally, there was no  
 11 coordination. Buses were just going  
 12 down Springfield. They were trying to  
 13 go down other streets. So that has to  
 14 be worked out.  
 15 In terms of the express buses, I  
 16 was just on the N22X and I only saw  
 17 five or six people from Jamaica. So,  
 18 maybe you will need to look at, you  
 19 know, maybe working it out where maybe  
 20 the express makes three or more  
 21 additional stops so it can accommodate  
 22 more people.  
 23 But that's the concern we're  
 24 getting from some of our members with  
 25 the express service, that it's not

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 2 picking up enough people. So, what is  
 3 the cost of that with the local service  
 4 where the local service is getting very  
 5 crowded? So, I guess, the NICE Bus  
 6 people will figure that out.  
 7 CHAIRPERSON FALCO: Yes. I have a  
 8 question. When you noted your issues  
 9 with the UBS arena bus service, do you  
 10 think that's more of a traffic control  
 11 issue with the crowds? I mean, you are  
 12 talking about tens of thousands of  
 13 people coming out at once, or do you  
 14 really believe that that's NICE Bus  
 15 issue? I mean, I've been there to see  
 16 it. That's why I'm curious what your  
 17 position is.  
 18 MR. D'SOUZA: Well, it's a  
 19 combination of both, but because the  
 20 arena is in Nassau County and the bus  
 21 shelter, the way it's positioned,  
 22 it's -- you know, a lot of people  
 23 gravitate towards the Nassau side  
 24 obviously because they don't want to  
 25 take the city bus, they want to take

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 2 NICE because it goes express in Queens.  
 3 And so what's happening is, we're  
 4 seeing the westbound service heavy  
 5 ridership at night.  
 6 And sometimes there's only -- the  
 7 bus comes every 20 minutes after, like,  
 8 8:00 o'clock, 9:00 p.m., 10:00 p.m.,  
 9 and so that's messing the bus going  
 10 back eastbound because now the bus is  
 11 late and sometimes -- very rarely I've  
 12 seen two buses bunched together, but  
 13 that has to be looked at.  
 14 Maybe you should have more  
 15 service. Maybe, I think, have an  
 16 Arctic running, and that will solve  
 17 that problem because at least everyone  
 18 will be able to get on. Sometimes you  
 19 can't even get on the N6 and you gotta  
 20 wait 20 minutes.  
 21 CHAIRPERSON FALCO: I am sorry, we  
 22 have passed the time. I realize part  
 23 of that is my fault because I asked  
 24 more questions, but have you had an  
 25 opportunity to put some of your

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 2 concerns in writing by any chance that  
 3 you would be willing to submit?  
 4 MR. D'SOUZA: Yes, I will submit  
 5 it to Erica.  
 6 CHAIRPERSON FALCO: Okay, great.  
 7 Thank you, Mr. D'Souza.  
 8 MS. RICHARDS: Reach out.  
 9 MR. D'SOUZA: Sorry about that.  
 10 CHAIRPERSON FALCO: I appreciate  
 11 it. Thank you.  
 12 Is there anyone else from the  
 13 public that wishes to make a comment or  
 14 ask any questions?  
 15 MS. KAUR: My name is Rajwan,  
 16 R-A-J-W-A-N-T, and last name is Kaur,  
 17 K-A-U-R. I'm from Hempstead.  
 18 CHAIRPERSON FALCO: Thank you,  
 19 Ms. Kaur.  
 20 MS. KAUR: I just have this  
 21 question. Is there any discounts for  
 22 old age people or the students because  
 23 they're always out of cash or always  
 24 out of money? Is there any kind of --  
 25 like, do you guys have discounts for

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 2 them?  
 3 MS. RICHARDS: So, we offer a  
 4 senior discount for riders that are 65  
 5 years or older and a disabled discount  
 6 for qualified individuals.  
 7 And we have various levels of how  
 8 you can qualify. Whether or not you  
 9 have a Medicare card or Medicaid card,  
 10 a Nassau County disability card, an  
 11 Able-Ride membership, or any other type  
 12 of recognized disability proof. So,  
 13 that discount and fare is \$1.45.  
 14 Children, 44 inches or shorter  
 15 ride free. Then our student  
 16 discount -- the way we define students  
 17 are high school age and younger.  
 18 College students are not eligible for  
 19 our student fare. So, for high school  
 20 age and younger students, we provide a  
 21 student discount of \$2.25.  
 22 That is good for rides to and from  
 23 school only, so it is only valid from  
 24 Monday through Friday, 6:00 a.m. to  
 25 7:00 p.m. It is not valid on the

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 2 weekends or holidays because it is  
 3 designed to help kids get to and from  
 4 school only. And that fare is \$2.25.  
 5 MS. KAUR: Thank you.  
 6 CHAIRPERSON FALCO: Thank you.  
 7 Are there any other questions or  
 8 comments?  
 9 MR. DAVI: I believe you were  
 10 asking me about the distance.  
 11 CHAIRPERSON FALCO: Yes.  
 12 MR. DAVI: They have a bus stop at  
 13 Helen Street, and that is going in the  
 14 direction of Hempstead, but on the  
 15 other side going towards Glen Cove --  
 16 CHAIRPERSON FALCO: The other side  
 17 of what? The other side of Helen  
 18 Street?  
 19 MR. DAVI: The other side of Back  
 20 Road and Glen Cove Avenue. There is no  
 21 bus stop at the station, the Greenvale  
 22 station, heading towards the Hempstead  
 23 direction.  
 24 CHAIRPERSON FALCO: Okay, great.  
 25 Thank you, Mr. Davi.

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 2 MR. DAVI: Thank you.  
 3 CHAIRPERSON FALCO: Are there any  
 4 other questions or comments from the  
 5 public at this time?  
 6 MR. HO: Alexander Ho.  
 7 CHAIRPERSON FALCO: Spell your  
 8 name, please.  
 9 MR. HO: Hotel Oscar. Only two  
 10 letters. From Farmingdale.  
 11 Mr. CEO, you had mentioned that  
 12 the MetroCard machine is going to be  
 13 out of service this weekend. Will a  
 14 notification be sent also via social  
 15 media channels?  
 16 MR. KHZOUZ: The answer is yes.  
 17 MR. HO: Also, as an aside, where  
 18 else in Nassau County can MetroCards be  
 19 refilled besides the MetroCard station  
 20 at Hempstead?  
 21 MS. RICHARDS: That's a  
 22 million-dollar question. You know, the  
 23 MTA has been phasing out the MetroCard  
 24 because they have invested so heavily  
 25 into the OMNY system. And to be honest

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 2 with you, there weren't a lot of places  
 3 in Nassau County to buy it 12 years  
 4 ago, so --  
 5 (Crosstalk)  
 6 MR. HO: Online.  
 7 MS. RICHARDS: I don't even know  
 8 that they're doing that anymore, to be  
 9 honest with you. They have ended  
 10 the -- I believe it was called Easy Pay  
 11 refillable online system, and they have  
 12 discontinued that. And honestly, I  
 13 don't know -- I should know -- but I  
 14 will do research on that. But that  
 15 would be really an MTA question.  
 16 MR. HO: Got it. I'm willing to  
 17 assume the Hempstead Transit Center is  
 18 the only place.  
 19 MS. RICHARDS: You may be able to  
 20 do it at Long Island Railroad stations.  
 21 And Long Island Railroad stations do  
 22 sell MetroCards. However, I believe  
 23 the lowest denomination you can buy  
 24 them in is \$20.  
 25 MR. HO: I found it.

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 2 MS. RICHARDS: Can you email me  
 3 that? I'll take a look.  
 4 (Off the record)  
 5 CHAIRPERSON FALCO: Are there any  
 6 other new comments or questions that we  
 7 haven't addressed at this time?  
 8 All right, well, that being said,  
 9 I am just going to ask Mr. Duroseau if  
 10 you have a motion to adjourn the  
 11 meeting?  
 12 MEMBER DUROSEAU: Yes. I second.  
 13 CHAIRPERSON FALCO: Okay. You  
 14 make a motion and I'll second it.  
 15 Thank you so much. All right,  
 16 everybody, thank you so much for coming  
 17 down. I really appreciate you making  
 18 the effort and for your participation  
 19 in the commentary.  
 20  
 21 \* \* \* \* \*  
 22 IT IS HEREBY CERTIFIED THAT THE FOREGOING IS  
 23 A TRUE AND CORRECT TRANSCRIPT OF THE  
 24 PROCEEDINGS OF THIS MEETING  
 25   
 Debra Smith Court Reporter

<b>1</b>	<b>4</b>	<b>abb</b> 24:25	<b>adjusted</b> 15:19
<b>1</b> 5:20,23	<b>4</b> 31:23	<b>abbreviated</b> 3:10	<b>adjustments</b> 15:3 40:5
<b>1.45.</b> 44:13	<b>4.00.</b> 31:20	<b>able</b> 12:7,8,9,12	<b>advisement</b> 38:14
<b>10:00</b> 42:8	<b>40</b> 8:6	12:16,18 18:20	<b>affect</b> 6:10,12
<b>11:17</b> 37:16	<b>40,000</b> 3:19	28:16 29:14	<b>affecting</b> 5:16
<b>11:18</b> 37:12	<b>41</b> 8:4	31:18,19 33:6	<b>afternoon</b> 26:17
<b>12</b> 47:3	<b>44</b> 44:14	33:19 42:18	<b>age</b> 43:22 44:17
<b>135</b> 21:5	<b>45</b> 29:7	44:11 47:19	44:20
<b>145</b> 21:5	<b>5</b>	<b>above</b> 19:12	<b>agenda</b> 2:16
<b>15</b> 8:16 10:24	<b>50</b> 13:8	<b>accents</b> 9:11,12	<b>ago</b> 5:3 7:17,17
<b>19</b> 1:3	<b>501</b> 38:21	<b>accessible</b> 26:14	10:4 17:22
<b>19th</b> 21:17	<b>6</b>	<b>accidents</b> 20:23	47:4
<b>2</b>	<b>60</b> 13:8	<b>accommodate</b> 15:20 40:21	<b>ahead</b> 21:11
<b>2</b> 6:3,4,13	<b>65</b> 44:4	<b>accurate</b> 48:22	<b>air</b> 5:24 30:5,7
<b>2,500</b> 17:11	<b>6:00</b> 30:2 44:24	<b>activity</b> 26:6	<b>albany</b> 23:21
<b>2.25.</b> 44:21	<b>6:30</b> 1:4 2:2	<b>ada</b> 5:23 11:17	<b>alert</b> 27:16
45:4	<b>7</b>	<b>add</b> 15:5,5	<b>alexander</b> 46:6
<b>2.90</b> 31:12,22	<b>74,000</b> 3:19	<b>added</b> 28:3	<b>algorithm</b> 13:10
<b>20</b> 39:14 42:7	<b>7:00</b> 44:25	<b>addition</b> 6:24	<b>alignment</b> 15:15
42:20 47:24	<b>8</b>	8:15 12:4	<b>allocate</b> 23:15
<b>2024</b> 1:3	<b>800</b> 29:5	27:16	<b>allow</b> 11:23
<b>2025</b> 21:21	<b>88</b> 19:13	<b>additional</b> 7:4	<b>allows</b> 11:13
23:9 25:12,16	<b>8:00</b> 42:8	8:15,16 15:24	12:5 14:5
<b>24,000</b> 17:24	<b>9</b>	37:13 40:21	33:22
18:7	<b>90</b> 35:24	<b>additionally</b> 8:3 23:8	<b>amazing</b> 32:12
<b>25,000</b> 3:20	<b>90s</b> 19:14	<b>address</b> 11:19	<b>amount</b> 16:21
4:20	<b>99</b> 29:16	11:19	18:14
<b>28116</b> 48:24	<b>9:00</b> 42:8	<b>addressed</b> 48:7	<b>answer</b> 20:4
<b>29th</b> 31:4	<b>9:18</b> 37:12	<b>adjourn</b> 48:10	37:22 46:16
<b>3</b>	<b>a</b>	<b>adjust</b> 14:6	
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