

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

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

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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,

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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.

1 Transit Committee Meeting

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 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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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

1 Transit Committee Meeting
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?

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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

1 Transit Committee Meeting

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

1 Transit Committee Meeting
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.

1 Transit Committee Meeting

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

1 Transit Committee Meeting

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.

1 Transit Committee Meeting

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 ACCURATE TRANSCRIPT OF THE
24 STENOGRAPHIC MINUTES OF THIS MEETING

24



25

Debra Smith Court Reporter

1	4	abb 24:25	adjusted 15:19
1 5:20,23	4 31:23	abbreviated 3:10	adjustments 15:3 40:5
1.45. 44:13	4.00. 31:20	able 12:7,8,9,12	advisement 38:14
10:00 42:8	40 8:6	12:16,18 18:20	affect 6:10,12
11:17 37:16	40,000 3:19	28:16 29:14	affecting 5:16
11:18 37:12	41 8:4	31:18,19 33:6	afternoon 26:17
12 47:3	44 44:14	33:19 42:18	age 43:22 44:17
135 21:5	45 29:7	44:11 47:19	44:20
145 21:5	5	above 19:12	agenda 2:16
15 8:16 10:24	50 13:8	accents 9:11,12	ago 5:3 7:17,17
19 1:3	501 38:21	accessible 26:14	10:4 17:22
19th 21:17	6	accidents 20:23	47:4
2	60 13:8	accommodate 15:20 40:21	ahead 21:11
2 6:3,4,13	65 44:4	accurate 48:22	air 5:24 30:5,7
2,500 17:11	6:00 30:2 44:24	activity 26:6	albany 23:21
2.25. 44:21	6:30 1:4 2:2	ada 5:23 11:17	alert 27:16
45:4	7	add 15:5,5	alexander 46:6
2.90 31:12,22	74,000 3:19	added 28:3	algorithm 13:10
20 39:14 42:7	7:00 44:25	addition 6:24	alignment 15:15
42:20 47:24	8	8:15 12:4	allocate 23:15
2024 1:3	800 29:5	27:16	allow 11:23
2025 21:21	88 19:13	additional 7:4	allows 11:13
23:9 25:12,16	8:00 42:8	8:15,16 15:24	12:5 14:5
24,000 17:24	9	37:13 40:21	33:22
18:7	90 35:24	additionally 8:3 23:8	amazing 32:12
25,000 3:20	90s 19:14	address 11:19	amount 16:21
4:20	99 29:16	11:19	18:14
28116 48:24	9:00 42:8	addressed 48:7	answer 20:4
29th 31:4	9:18 37:12	adjourn 48:10	37:22 46:16
3	a	adjust 14:6	
3 38:21	a.m. 30:2 37:12	19:10	
3.50 31:22	37:15 44:24		

<p>anymore 47:8 apply 39:19 appreciate 3:4 32:8 36:6 43:10 48:17 appropriate 18:14 april 22:25 23:8 arctic 42:16 arduous 21:7 area 8:25 12:6 13:12,13,14,16 13:19,20,24,25 14:25 15:21 26:14 areas 10:17 13:12,18 14:17 arena 39:11,25 41:9,20 arriving 23:6 articulated 40:2 aside 46:17 asked 42:23 asking 45:10 assistance 23:18 assume 47:17 assuming 35:3 attractive 35:19 august 3:21,22 available 26:21</p>	<p>avenue 36:25 37:2,4 40:8 45:20 avenues 33:9 aware 35:7</p> <hr/> <p style="text-align: center;">b</p> <hr/> <p>b 15:7 back 17:7,8,12 20:8,12,15 24:6 27:9,23 33:7,8 37:4 42:10 45:19 backlog 24:24 25:2 bands 29:16 banging 23:23 based 14:4 beach 28:3,14 28:19 31:2,4 bear 2:12 began 3:14 beginning 32:12 behalf 3:6 believe 11:3 41:14 45:9 47:10,22 bethpage 35:15 better 8:2 14:10,12,13 15:20 39:6 40:6 beyond 12:13 big 2:12 17:4 17:19 22:24</p>	<p> 23:14 28:25 bigger 32:5 biggest 23:19 bit 4:5 16:18 17:3 19:7,10 19:15 20:5,12 21:4,7,24 22:21 27:13,24 27:25 33:22 block 38:9,10 blocks 11:22 blue 9:10,12 13:12 blueprints 32:17 board 23:11 boroughs 30:25 boss 30:18 brakes 39:20 break 6:19,21 39:15 breakdowns 39:8 bridge 12:5 brief 4:8 brookville 36:22 bryant 36:24 37:2 bubble 10:19 budget 23:10 23:19 building 33:3,5 33:6,18</p>	<p>bumping 39:21 bunched 42:12 bus 1:2 2:21 3:7 11:23 18:22 19:17 23:15 32:5 35:4,8 36:16 36:17,21 37:7 37:20 39:4,13 39:15 40:2 41:5,9,14,20,25 42:7,9,10 45:12,21 buses 8:5,6,23 12:21 16:7,9 16:10,11 18:11 18:13 19:9 24:8 32:22 33:21 39:7,12 40:9,11,15 42:12 busier 4:24 busiest 3:16 4:23 business 3:11 busy 4:22 buy 26:18 47:3 47:23</p> <hr/> <p style="text-align: center;">c</p> <hr/> <p>c 1:9 9:13 38:21 39:2 call 2:8 10:6 20:4 called 11:8 23:16 47:10</p>
--	--	--	--

<p>canceled 30:8 30:23</p> <p>cannon 13:6</p> <p>capital 4:16 8:3</p> <p>card 4:14 18:21 19:2,3 31:13 31:13 44:9,9 44:10</p> <p>carried 3:24</p> <p>carries 3:17</p> <p>carry 29:5,7 35:20</p> <p>carrying 3:23 16:21</p> <p>cash 43:23</p> <p>caught 25:3</p> <p>center 4:12,19 4:20 5:4 6:7,11 7:12,16 15:23 21:25 35:18 47:17</p> <p>centre 9:3</p> <p>ceo 1:14 2:21 46:11</p> <p>certain 37:7</p> <p>certainly 4:24 7:25</p> <p>certified 11:15 48:22</p> <p>chairperson 1:12 2:2,5,11 2:19 25:20 26:22 27:20 29:11 30:10,14 31:5 32:7 34:2</p>	<p>34:6,20 36:5 37:17,24 38:4 38:10,13,22 41:7 42:21 43:6,10,18 45:6,11,16,24 46:3,7 48:5,13</p> <p>challenge 26:21</p> <p>challenges 26:4 28:2</p> <p>chance 43:2</p> <p>change 33:15 36:23</p> <p>changing 16:18 22:19,20</p> <p>channels 46:15</p> <p>charge 24:18 24:21 28:12 31:8,9 32:21 32:25</p> <p>chargers 24:9 24:11,16,19,24 24:25</p> <p>charging 24:6,8 24:13,14,17</p> <p>charlton 38:25</p> <p>children 44:14</p> <p>chipped 17:13</p> <p>christmas 17:15 21:19</p> <p>cigar 10:20</p> <p>city 5:2 30:25 41:25</p> <p>clearly 34:13</p>	<p>clock 36:24</p> <p>close 38:7</p> <p>closed 6:14,16 6:21 40:8</p> <p>closest 37:20</p> <p>closures 26:6</p> <p>cloudy 28:11</p> <p>cognizant 6:11</p> <p>cold 30:3</p> <p>coliseum 26:7</p> <p>college 9:3 44:18</p> <p>columbia 6:6 6:13</p> <p>combination 10:3 41:19</p> <p>combo 30:24</p> <p>come 8:9 18:11 24:10</p> <p>comes 42:7</p> <p>coming 2:4 4:21 5:13,16 8:4,5 21:11 22:7 23:3,12 41:13 48:16</p> <p>comment 43:13</p> <p>commentary 48:19</p> <p>comments 25:23 32:10 34:8,21 38:16 45:8 46:4 48:6</p> <p>commingles 13:4</p>	<p>commingling 11:11</p> <p>commitment 30:16</p> <p>committee 1:2 1:13 2:1,6,7 3:1,3 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1,24 26:1 27:1 28:1 29:1 30:1 31:1 32:1 33:1 34:1,20 35:1 36:1 37:1 38:1 39:1 40:1 41:1 42:1 43:1 44:1 45:1 46:1 47:1 48:1</p> <p>communication 27:14</p> <p>communities 10:13</p> <p>community 17:4,18</p> <p>company 22:7</p> <p>compared 20:22</p> <p>complete 5:21 21:22</p> <p>completed 5:8 24:22</p>
--	---	--	--

completely 6:15 7:13 21:23 completes 25:18 complex 5:15 compressed 8:6 concern 40:23 concerned 39:9 concerns 39:4 43:2 concert 28:13 concertgoer 28:25 concerts 28:23 29:5 concrete 5:10 conduct 3:11 confirm 2:15 26:12 congratulate 26:3 connect 10:14 10:15,16 14:11 14:13 17:17 35:16 connecting 10:13 conservative 7:10 continue 15:4,5 21:25 23:24 25:5 continuing 36:25	continuously 8:19 contractors 25:8 control 41:10 cool 12:22 cooperative 28:8 coordinate 11:22 12:17 coordination 40:6,11 copy 2:16 correct 17:10 corrected 29:21 corridor 10:9 cost 41:3 country 8:13 9:21 11:10 13:4 county 1:2 2:6 3:8 5:7 7:19 16:6 18:6 23:16,24 33:5 41:20 44:10 46:18 47:3 course 25:25 court 1:18 48:25 cove 36:23 37:4 45:15,20 cover 4:8 covid 3:25 4:2 4:4	cricket 17:20 19:8 20:12 cross 38:11 crossed 25:17 crosstalk 47:5 crowded 41:5 crowding 39:17 crowds 40:5 41:11 curious 41:16 currently 3:18 12:7 24:7 32:21 33:13 35:20 36:13,15 37:10,21 curtains 5:24 customer 11:16 11:21 12:12 31:17 36:12 customers 14:2 21:8 30:17 36:20 cut 6:7 31:2 cuts 34:25	38:8,11 45:9 45:12,19,25 46:2 dawn 1:12 2:3 34:20 day 3:19 4:21 11:4 13:9 26:18 days 17:24 debra 1:18 48:25 decent 30:11 decide 13:21 define 44:16 definitely 35:22 delay 35:17 demand 9:21 9:24 demographic 22:15 demographics 22:18 denomination 47:23 densely 14:17 depend 25:7 depending 12:2 deploy 9:21 deployed 6:18 7:2,5 10:5,9 design 7:21 22:21 designed 45:3 destination 15:11 16:18
		d	
		d 39:2 d'souza 38:19 38:24,25 41:18 43:4,7,9 daily 31:3 dangerous 39:16 darker 13:12 davi 36:10,11 37:18,23 38:2	

<p>detouring 35:17 different 7:16 9:9 12:25 16:19 digital 5:11 direction 45:14 45:23 directions 15:17 directly 17:17 director 20:13 disability 44:10 44:12 disabled 44:5 discontinued 47:12 discount 31:12 31:13 44:4,5 44:13,16,21 discounts 43:21 43:25 disruptive 27:14 distance 45:10 division 10:8 doing 35:2 47:8 dollar 4:11 46:22 donated 17:11 door 31:18,18 doors 5:23 drive 17:9 driver 6:20 23:14 39:18,19</p>	<p>driver's 6:19 drivers 12:24 27:2 drives 17:16 dropped 28:22 drum 23:24 duroseau 1:13 2:7,15,18,25 32:9,11 33:25 34:4,5 48:9,12</p> <p style="text-align: center;">e</p> <p>e 1:9,9 earlier 8:23 9:22 22:8 28:21 37:13 early 7:11 28:10 east 35:14 37:8 eastbound 37:14 42:10 eastward 35:13 easy 26:13 31:21 32:13 47:10 education 10:17 efficiency 16:12 efficient 10:21 11:24 16:21 efficiently 15:8 effort 48:18 eight 3:22 24:21</p>	<p>electric 8:23 24:8 33:13 eligible 44:18 eliminating 35:17 elmont 15:10 email 48:2 employees 3:7 17:12 encouraged 34:23 ended 28:14 47:9 engagement 17:4 ensure 8:19 ensuring 3:5 erica 17:10 18:16 43:5 especially 34:24 evening 2:5,23 36:10 evening's 2:17 event 18:13 events 15:11 28:4 39:11,23 39:24 everybody 7:6 8:22 17:20 18:17 21:13 27:16 48:16 exactly 20:6 example 15:9</p>	<p>excited 9:7 expand 12:23 expanding 31:7 expands 12:9 expect 8:9 experience 8:2 experimented 9:24 exploring 33:16 express 15:6,16 15:21 16:14 34:23 35:10,13 35:21 40:15,20 40:25 42:2 extended 15:12 28:19 extending 35:12 extremely 4:22</p> <p style="text-align: center;">f</p> <p>faced 26:5 fairly 4:7 21:9 falco 1:12 2:2,4 2:19,24 25:20 26:22 27:20 29:11 30:10,14 31:5 32:7 34:2 34:6 36:5 37:17,24 38:4 38:10,13,22 41:7 42:21 43:6,10,18 45:6,11,16,24 46:3,7 48:5,13</p>
---	--	--	---

<p>fall 3:14 15:2 far 4:24 16:5 36:15 37:24 fare 44:13,19 45:4 farmingdale 46:10 fashion 34:10 fast 24:19 fault 42:23 february 7:12 federal 5:5 fee 31:19 feel 29:24 fence 24:7 figure 16:24 41:6 figuring 15:6 25:10 fill 2:13 filling 2:10 finally 35:24 find 29:7,8,15 fingers 25:17 finished 23:2 first 4:18 9:20 11:10 13:4 17:7 25:24 26:2,10 36:12 fiscal 23:9,10 five 7:16 9:25 19:18 20:19 40:17 fixed 11:11 12:20 14:12</p>	<p>31:15 flagged 14:17 fleet 8:12,19,21 fleets 8:13 flex 14:4 flexibility 14:7 flexible 27:18 floor 25:23 34:7 floors 5:22 flow 6:10 fold 20:15 follow 11:17 foot 8:6 footprint 12:9 foregoing 48:22 foremost 4:18 17:8 former 2:11 formula 10:5 forward 14:24 25:14 found 47:25 four 39:12 free 12:19 31:15 44:15 freeport 10:11 15:18 29:22 frequency 15:25 friday 16:4 44:24 fta 22:23 23:3</p>	<p>full 16:7,9,10 16:11 24:21 functions 12:25 funding 23:18 further 14:8 future 14:23</p> <hr/> <p style="text-align: center;">g</p> <hr/> <p>g 9:13 galleria 15:23 gangbusters 28:7 gap 35:24 gas 8:6 gate 28:6,12 generators 14:18,18 getting 13:22 16:23 26:3 39:11 40:24 41:4 gillig 8:5 give 3:12 4:15 8:12 21:13 given 11:21 gives 14:7 giving 2:22 23:11 32:13 glad 30:10 glen 36:22 37:4 45:15,20 glenwood 36:25 37:5 go 9:6,17 11:18 14:6,7,24 18:21 21:19</p>	<p>25:10 28:4 30:2 32:6 40:13 goal 19:12 goes 7:7 16:5 25:4 42:2 going 2:3,8 3:9 3:13 4:8,10,12 6:2,15,21 7:9 15:21 16:24 21:22 25:22 26:6,13 27:12 27:17,23 30:12 31:21 34:7,9 34:14,21 38:17 40:11 42:9 45:13,15 46:12 48:9 good 19:23 20:2,24 23:6 24:3 29:24 36:10 39:8 44:22 gosh 21:16 gotta 42:19 government 5:5 grants 5:5,6 gravitate 41:23 great 10:3 14:9 17:16 18:4 20:23 26:9 27:22 29:24 43:6 45:24</p>
---	--	--	--

<p>green 33:6 greenvale 36:14,19,22 37:3,8,10,21 45:21 ground 24:14 growing 4:4 guess 41:5 guidance 3:5 guys 32:11,15 39:25 43:25</p>	<p>heard 38:5 heavily 46:24 heavy 42:4 held 17:8 helen 45:13,17 help 14:10 25:8 40:4 45:3 helped 7:20,21 helping 5:7 helps 14:11,12 14:14 22:17,20</p>	<p>25:15 hopefully 14:22 hoping 24:22 27:24 hospitals 10:18 hotel 46:9 hour 13:20,25 24:21 37:11 hourly 36:2 household 22:14 htc 4:9 hub 4:22,23,25 8:25 huge 3:21 human 10:17 hundred 3:25 11:4</p>	<p>include 37:7 income 22:14 inconvenience 5:18 6:23 increase 14:24 increasing 23:25 indicating 29:10 individuals 44:6 infrastructure 33:17,23 inmer 20:13 innovations 14:23 innovative 12:22</p>
<p>h</p>	<p>hempstead 29:22 35:13,18 43:17 45:14,22 46:20 47:17 hicksville 12:13 12:14 16:15 high 44:17,19 higher 19:16,19 20:17 highway 35:9 hit 19:10 20:25 hitting 39:21 ho 46:6,6,9,17 47:6,16,25 holding 24:23 holidays 21:20 45:2 home 11:18 honest 46:25 47:9 honestly 47:12 honor 34:19 hope 14:9 24:5 24:12 25:3,11</p>	<p>i</p>	<p>installed 5:24 installing 33:21 instance 30:22 35:9 interesting 11:9 interval 37:11 37:16 intervals 37:7,9 introduce 2:20 invested 46:24 involves 5:16 island 14:13 15:10 18:5 30:23 36:19 47:20,21</p>
<p>h 39:2 hail 10:23 13:14,17 hailed 12:2 hails 13:18,22 half 6:8,8 hands 34:11 handshake 30:19 happen 16:7 27:10,13 happened 17:5 happening 6:5 42:3 happy 8:14 9:14 18:24 19:21 haven 16:2 heading 45:22 headways 39:14 hear 30:11</p>	<p>idea 10:14 14:9 31:7 32:2 identify 22:12 implementati... 25:6,11 implemented 35:21 important 23:20 impressed 39:3 improvement 4:16 19:24 improving 23:25 inches 44:14</p>		

issue 17:19 20:18 41:11,15 issues 18:23 41:8 items 17:11 35:21	46:16 kids 45:3 kind 5:12 18:17 18:25 21:13,16 30:9,20 43:24 kiosks 26:11 knock 9:4 know 9:19,19 13:7,21 14:4,8 15:11 21:18,18 22:14 23:8 25:14 26:15 28:24 29:2,9 29:13,19,24 30:6,20 36:15 37:22 38:4 39:20 40:3,19 41:22 46:22 47:7,13,13	level 3:24 levels 4:2,4 39:17 44:7 levittown 34:19 35:14 libraries 14:14 14:15 library 13:23 lifeguards 28:17 31:2 limiting 34:15 line 16:15 24:7 29:8 listing 15:3 literally 13:3 13:19,24 18:2 18:19 23:21 40:10 little 9:9,16 16:18 17:3 19:7,10,15,19 20:5,7,12,17 21:4,7,24 22:8 24:9 27:24,25 28:8 33:22 live 22:11 local 41:3,4 long 14:13 15:10 18:5 25:2 30:23 36:19 47:20,21 look 10:20 40:18 48:3 looked 42:13	looking 14:15 14:16 30:15 33:9 lost 40:10 lot 13:18,22 16:23 28:10,21 32:24 41:22 47:2 love 30:3 31:6 lowest 47:23 lynbrook 10:11
j			
j 43:16 jack 1:14 2:21 jackson 6:6 jamaica 40:7 40:17 january 21:21 22:2,7 jean 1:13 2:7 job 26:9 joe 34:18 jones 28:3 30:25 jump 3:21,22			
k	l		m
k 43:17 kaur 43:15,16 43:19,20 45:5 keep 25:17 30:12 32:12 keeping 9:13 keeps 14:19 khzouz 1:14 2:21,24 25:21 26:2,16,24 28:5 29:14 30:13,16 31:10 32:19 37:19	l 39:2 labeled 6:5 lane 37:5 large 24:17 32:22 larger 10:15 32:3 33:21 lastly 25:5 late 39:9 42:11 launched 14:21 lead 14:23 leadership 3:4 learning 9:5 letters 46:10		machine 46:12 machines 5:25 6:25 made 29:20 35:7 maintain 21:25 make 7:6,25 16:20 19:18 31:10,21,23,24 32:13 33:5 34:21 43:13 48:14 makes 31:14 40:20 making 23:22 48:17 mall 16:16,16 16:22 manage 7:20 mandated 22:22 manor 15:25

<p>manufactures 24:25 march 8:11 massapequa 15:18,19 16:15 matches 19:8 matter 30:4 maximize 12:23 meadow 35:14 mean 19:16 22:5 32:23 41:11,15 means 19:17 22:6 measures 7:5 media 46:15 medicaid 44:9 medicare 44:9 meet 37:7 meeting 1:7 2:1 2:9,17 3:1,10 3:12 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 27:1 28:1 29:1 30:1 31:1 32:1 33:1 34:1 35:1 36:1 36:13 37:1 38:1 39:1 40:1</p>	<p>41:1 42:1 43:1 44:1 45:1 46:1 47:1 48:1,11 48:23 member 1:13 2:8,18 32:11 33:25 34:5 48:12 members 40:24 membership 44:11 mentioned 46:11 messing 42:9 metrocard 5:25 6:24 26:11,19 46:12,19,23 metrocards 46:18 47:22 mid 8:10 28:20 million 4:11 46:22 mineola 15:25 mini 10:6,23 11:5,8 31:7 minimize 5:18 minute 19:18 20:19 35:24 39:14 minutes 10:25 34:15 42:7,20 48:23 missed 19:15 20:16,20</p>	<p>mistakes 29:20 mitigate 5:18 mitigation 5:9 model 11:9 modify 36:18 monday 7:2 16:4 26:19 44:24 money 43:24 months 17:6 18:2 morning 37:14 motion 48:10 48:14 motivations 22:20 move 27:6,11 27:12 moved 6:3,25 7:3 moving 14:20 25:14 27:6 mta 25:7 27:5 46:23 47:15 multi 4:11,11 5:14</p> <p style="text-align: center;">n</p> <p>n 1:9 39:2 43:16 n1 15:9 n16 9:2 15:14 n19 15:18 n21 36:18 n22 15:22</p>	<p>n22x 40:16 n23 15:25 n27 36:16 37:23 n49 35:23,25 n6 35:13 39:10 39:13,17 42:19 n79 16:13 n80 16:14 name 2:3 34:13 34:16 36:8 38:18,24 43:15 43:16 46:8 nassau 1:2 2:6 16:6 23:16,24 41:20,23 44:10 46:18 47:3 natural 8:6 ncc 15:15 near 36:22 need 8:21 14:6 32:5 40:18 needs 23:23 33:18,23 neutral 33:6 never 35:7 new 4:25,25 5:9 5:9,22,23 8:4 9:18 11:7 23:5 23:9 34:20,23 36:11 48:6 newer 39:7 newest 8:13 nice 1:14 2:21 3:7 10:6 26:4</p>
---	---	---	--

<p>31:7 36:18 39:4 41:5,14 42:2 night 24:10 39:10 40:2 42:5 nights 39:24 non 32:25 nonprofit 38:21 noted 26:10 41:8 noticed 39:5 notification 26:23 46:14 notifications 27:21 notified 27:2 november 8:10 numbers 19:23 nutty 35:6</p>	<p>48:13 old 36:22 43:22 older 8:7 33:18 44:5 omny 25:6 46:25 once 6:3 7:8 41:13 ones 24:20 online 47:6,11 onwards 37:3 open 5:21 13:23 25:22 34:7 opened 14:2 operating 23:17 24:15 operations 20:14 27:15 40:7 opportunities 33:12 opportunity 42:25 orange 9:11,11 ordeal 18:15 order 2:9 ordering 24:24 orderly 34:10 oscar 46:9 ought 35:25 outperformed 16:4 outside 4:25 13:18,23 22:6</p>	<p>overall 21:8,10 29:18 39:3 overcast 28:11 30:8</p>	<p>passenger 3:16 passengers 3:24 5:19 29:6 38:20</p>
<p>o</p>		<p>p</p>	<p>path 3:5 23:25 pattern 29:8,15 patterns 22:19 pay 22:12,13 31:12,13,19 47:10 peek 21:13 peel 22:17 people 4:21 14:14 15:7 16:22 17:25 18:7,10,20 32:3 35:3,6 39:20 40:17,22 41:2,6,13,22 43:22 percent 3:22 4:2 19:13 29:16 perform 12:25 14:10 performance 19:6,11 20:11 20:18 period 17:2 24:2 permanent 24:13 phase 5:20,23 6:3,4,13,22</p>
<p>o 39:2,2 o'clock 42:8 oak 24:5 obviously 29:21 33:17 41:24 october 23:22 28:20 offer 44:3 oh 21:16 30:13 okay 31:5,6,22 34:19 38:13 43:6 45:24</p>		<p>p 1:9,9 p.m. 1:4 37:12 37:15,16 42:8 42:8 44:25 paid 18:12 paint 5:9 9:8 panel 32:18 panels 32:22,24 parameters 11:25 paratransit 4:3 8:16 10:7 11:11,15,20 14:11 18:17 20:3,14 31:17 33:11,13 36:12 park 4:19 21:2 32:16 parks 4:9 21:23 26:12,19 35:18 part 5:14 23:19 42:22 participation 48:18 particular 36:18 partnership 18:5 passed 42:22</p>	

<p>phasing 46:23 phon 36:11 pick 13:16 picking 41:2 pickup 12:18 piling 16:13 place 39:24 47:18 places 34:25 47:2 plan 18:2 planned 11:7 planning 10:2 platform 11:12 11:14 play 20:9 plaza 37:2,9 please 27:2 34:12,16 36:8 38:22 46:8 plugged 24:10 24:11 plugs 24:18 point 16:10 34:11 popping 34:24 population 22:5 29:12 portable 24:9 position 41:17 positioned 41:21 possibility 35:12 37:6 40:3</p>	<p>possible 26:22 27:18 31:11,24 31:25 36:17 poured 5:9,22 power 33:20 pre 3:25 4:2,4 predominantly 9:10 preferably 36:23 presentation 2:22 3:9 4:7 25:18 president 38:20 pretty 7:18,22 8:14 9:4,14 13:5 previous 34:25 previously 35:11 prioritized 11:16 prioritizes 12:2 probably 8:11 22:8 problem 18:15 20:10 31:16 42:17 process 25:15 productivity 21:3,6,9 project 4:18 5:14,15 7:19 7:21,22 22:24</p>	<p>projects 4:16 proof 44:12 proud 7:18,22 7:23 9:18 13:5 provide 27:21 33:7 36:20 44:20 provider 33:8 providing 3:18 11:3 public 1:7 5:21 23:12 26:14 27:22 34:8 43:13 46:5 pull 19:9,19 pullout 20:19 pullouts 19:15 20:16 put 8:17,22 18:3 21:24 26:23 27:9 32:24 33:23 42:25</p> <hr/> <p style="text-align: center;">q</p> <hr/> <p>q2 19:4,4,12 qualified 44:6 qualify 44:8 quarter 19:2,24 19:25 20:24 21:8 quarterly 2:23 4:14 queens 42:2 question 26:10 31:6 32:16</p>	<p>37:18 41:8 43:21 46:22 47:15 questionnaire 22:10 questions 25:23 32:9 34:8 38:16 42:24 43:14 45:7 46:4 48:6 quick 37:18 quicker 15:7 quickly 14:5 17:25 28:12 quite 3:20 4:5 7:15 18:14,15 19:24 22:21 24:17</p> <hr/> <p style="text-align: center;">r</p> <hr/> <p>r 1:9 39:2 43:16 43:17 railroad 10:16 12:14 14:13 15:10 18:6 30:23 36:20 47:20,21 rain 28:10 raise 34:11 rajwan 43:15 ran 29:18 rarely 42:11 ratios 20:4 reach 43:8 ready 24:7,14</p>
---	--	---	---

realize 42:22 really 3:11 6:7 9:2,17 10:2,4,5 10:12,19 11:2 12:5,22 14:19 16:8,11 17:13 17:22 18:23,23 20:25,25 22:17 23:14 32:2,6 35:25 41:14 47:15 48:17 reason 19:7 20:5 29:4 reasonable 36:2 received 2:16 recognize 29:16 recognized 44:12 record 13:17 20:24 48:4 redeveloped 16:23 redevelopment 16:17 redone 6:15 reduced 35:4 36:2 refillable 47:11 refilled 46:19 regular 19:9 regularly 35:5 reinstalled 5:25	reliability 8:20 9:12 relocation 26:11 remember 17:21 28:9 report 19:21 reporter 1:18 48:25 reports 23:11 requests 13:9 require 29:25 required 22:2 requires 22:23 research 47:14 reservationists 20:8 residents 12:6 36:21 residing 36:13 rest 6:19,20 7:14 retire 8:7 returning 37:4 revamped 6:14 revenue 32:25 review 2:23 rhyme 29:3 richards 29:3 29:13 30:22 43:8 44:3 46:21 47:7,19 48:2 ride 12:7,8,9,16 12:18 22:13,15	31:18,19 35:15 44:11,15 rider 7:25 12:12 22:4 31:8 riders 22:4,9 44:4 ridership 4:5 6:10,12 13:8 16:5 22:19 27:19 28:15,22 30:11 42:5 rides 11:4 44:22 right 6:5 10:11 13:6 20:9 24:23 29:16 48:8,15 road 36:23,25 37:2,5,9 40:9 45:20 robust 11:14 rockville 9:3 role 40:6 rolling 24:9,11 room 6:19 rooms 6:19,20 6:21 7:14 rosa 4:8,19 21:23 26:12,19 32:16 35:18 rose 21:3 roslyn 36:24 round 10:19	route 11:11 12:20 14:12 31:16 36:17,23 routes 10:15 19:9 32:3 rules 11:17 run 10:7 24:3 39:25 running 19:3 31:3 39:13,13 42:16 runs 37:10 rust 5:8
			s
			s 1:9 39:2 safe 39:18 safer 15:8 safety 7:5,6 8:20 18:17 19:22,23 20:23 salvatore 36:11 saturday 3:19 15:12,24 16:3 16:6 26:20 27:11 35:25 saw 19:10 39:7 40:8,16 saying 30:19 schedule 3:14 3:15 36:3 scheme 9:8 school 17:8,9 17:12 44:17,19 44:23 45:4

score 4:14 19:2 19:3 scutters 37:5 seamless 31:11 31:14,25 season 28:19 seat 35:15 second 9:16 48:12,14 secondary 24:13 security 7:4 see 9:8 13:17 18:7 19:12 20:2 25:3 34:23 41:15 seeing 16:16 18:10 39:16 42:4 seems 17:21 seen 42:12 sees 4:20 sell 47:22 selling 33:8 senior 44:4 sent 46:14 september 1:3 3:15 21:17 31:4 serve 36:19 serves 15:22 service 4:15 8:8 8:17,21,24 9:7 9:17,19,22 10:2,12,21,22	11:5,7 12:7,8 12:23 13:11,13 13:14,15,19,20 13:24,25 14:5 14:24 15:3,5,6 15:12,16,20 16:2,14,20 21:10 23:7,16 24:2 28:2,13 28:14 29:18,23 29:24,25 30:7 31:4,8 33:7,8 34:24 35:4,10 36:16,21 38:6 39:6,10 40:25 41:3,4,9 42:4 42:15 46:13 services 3:2 10:10,17 14:16 14:19 28:3 servicing 8:25 serving 3:2 shape 10:20 sharon 7:19 sheldon 2:11 shelter 41:21 shoes 2:10,13 shopping 10:16 15:23 shore 9:23 10:10,22 11:5 short 3:8 20:7 shorter 44:14 shortest 34:21	shortfalls 28:15 shot 13:6 show 30:6,7 shrenkel 2:12 side 4:3 6:13 8:3 14:11 20:3 21:6 31:19 33:11 41:23 45:15,16,17,19 signature 48:24 signing 5:10,11 7:14 simple 31:23 sir 36:8 38:17 six 40:17 slide 21:12 slip 24:4 slipped 19:6 slow 25:15 small 10:12 20:21 smaller 10:8 24:20 smith 1:18 48:25 smoothly 29:19 social 46:14 solar 32:18,22 32:24 solutions 18:18 solve 18:15 42:16 somewhat 3:10 21:15 25:7 34:10	sooner 10:25 sorry 42:21 43:9 sort 7:17 10:18 22:15 south 9:22 10:10,22 11:5 12:13 speak 29:17 speaks 16:12 speech 34:22 spell 38:23 46:7 spot 21:5 spotty 28:24 spring 7:11 8:4 8:10 17:7,23 23:7 springfield 40:12 sprint 21:15 staff 28:17 stages 6:17 standing 30:3 start 4:6 22:9 23:9,21 started 5:3 15:2 28:6 32:15 starting 7:3 22:7 starts 6:4 state 5:6 23:15 23:17 28:16 34:13,16 36:8 38:18
--	--	---	---

<p>station 12:15 15:10 24:6,14 36:19 37:3,8 37:10,21,25 38:7 45:21,22 46:19 stations 10:16 33:20 47:20,21 stay 3:5 stenographer 38:23 stenographic 48:23 stop 45:12,21 stopped 28:21 stops 40:21 storefront 6:14 straight 35:15 streamlined 15:14 street 6:6 24:6 26:6 38:12 45:13,18 streets 40:13 stretch 13:19 strong 21:9 stuck 39:15 student 44:15 44:19,21 students 43:22 44:16,18,20 submit 43:3,4 suburban 4:23 16:8</p>	<p>subway 35:16 success 11:6 successes 27:25 suffered 20:11 34:25 suggested 35:11 summer 17:23 24:5 28:2 39:6 sunday 3:20 15:13,24 16:3 26:20 27:11 sunrise 16:16 35:8 supervisor 33:2 supply 17:9 support 5:4 sure 7:6 23:22 38:19,24 surface 7:13 surfaces 5:12 5:23 6:9 surpassed 4:3 surprised 18:7 survey 22:4,22 surveying 22:9 sweet 21:4 switchgear 25:2 syosset 11:8 12:6 system 12:19 22:21 31:16 46:25 47:11</p>	<p>t t 39:2 43:16 tablet 18:21 tablets 18:19 take 11:18 12:11,14 24:20 32:5 38:14 41:25,25 48:3 taken 6:7 talk 4:12,13 9:15 talked 23:5 talking 17:6 32:20 33:4 41:12 tap 18:21 team 10:2 18:16 27:14,15 technology 32:21 33:14 tell 13:15 25:13 27:7,8 temporary 6:16 ten 7:17 17:21 17:24 tens 41:12 terms 40:15 terrazzo 5:22 thank 2:4,24,25 25:19,20 27:20 32:7 33:25 34:2 36:4,5 37:17 38:13 43:7,11,18 45:5,6,25 46:2</p>	<p>48:15,16 thanksgiving 17:14 21:19 theater 29:6 thing 7:17 10:18 12:10 30:9 35:10,19 39:5 things 5:8 9:14 15:16 16:19 17:5 27:6 33:15 think 7:9,11,23 17:10 20:14 33:14 39:23 41:10 42:15 thinking 21:22 thousand 3:6 18:10 thousands 41:12 three 18:2 22:3 22:23 39:12 40:20 ticket 30:24 time 2:21 3:16 6:9 17:15,15 18:14 19:6,11 19:19 20:11,18 24:19 25:12,22 34:6 42:22 46:5 48:7 title 22:3 todd 19:22</p>
--	---	---	--

<p>together 17:25 18:3 42:12 tomorrow 7:3 26:17 tonight 2:11 torcivia 34:18 34:18 36:6 total 20:22 touch 27:25 touched 7:14 toward 25:5 towards 41:23 45:15,22 tower 36:24 traffic 5:16 39:16 41:10 trailer 6:18 train 18:8,10 transcript 48:22 transfer 12:15 12:16,20 31:15 35:22 transfers 12:19 transit 1:2 2:1 2:6 3:1 4:1,19 4:20 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1,5 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 26:5 27:1 28:1</p>	<p>29:1 30:1 31:1 32:1 33:1 34:1 35:1,18 36:1 37:1 38:1 39:1 40:1 41:1 42:1 43:1 44:1 45:1 46:1 47:1,17 48:1 transition 26:17 transitional 17:2 transportation 18:16 23:17 transported 17:24 travel 12:11,13 16:5 trend 29:8 trickle 8:9 tried 27:10 trip 14:17,18 19:17 37:13 trips 3:19 15:21 true 48:22 try 10:23 27:17 31:10,24 trying 5:17 16:19,24 31:20 40:12 turkey 17:16 turned 23:3 turnpike 35:14</p>	<p>two 11:25 13:25 24:17,18 33:9 34:15 37:11 42:12 46:9 type 44:11</p> <hr/> <p style="text-align: center;">u</p> <hr/> <p>u 39:2 43:17 u.s. 4:23 ubs 15:10 39:11,25 41:9 under 38:14 understand 14:3 17:3 22:19 23:23 33:22 understanding 27:3 understandings 22:16 understands 11:25 unfortunately 26:16 united 17:11 38:20 unload 18:10 update 3:13 4:16 8:12,22 updated 7:13 updates 4:13 4:15,19 9:18 upgrade 4:11 32:17</p>	<p>upgrades 4:9 5:11 21:23 33:19 upgrading 5:4 8:18 usage 12:24 use 11:12 used 16:22 30:18</p> <hr/> <p style="text-align: center;">v</p> <hr/> <p>valid 44:23,25 various 5:10 44:7 vehicle 10:8,23 10:24 11:12 12:3,17 13:14 33:13 vehicles 8:8,16 9:13 12:24 23:6 24:18 32:25 33:2 vi 22:3 victims 30:4 visit 35:5</p> <hr/> <p style="text-align: center;">w</p> <hr/> <p>w 43:16 wait 42:20 walk 11:22 wall 5:23 want 2:14 12:11,13 20:6 20:18 21:5 24:4 26:2,12 41:24,25</p>
--	--	---	--

<p>wanted 21:12 warm 30:19 way 12:23 13:5 13:10 14:3 17:7,11,17 27:4 28:20 30:20 31:14 41:21 44:16 ways 15:7 we've 4:10 5:8 6:7 9:24 19:2 24:3 26:25,25 29:20 32:19 weather 28:7 30:5 website 35:5 week 38:6 40:8 weekend 6:2 27:13 36:16,21 38:5 46:13 weekends 37:11 38:3 45:2 weeks 13:8 went 20:4 28:5 westbound 37:9,12 42:4 westbury 15:23 18:8,9 willing 43:3 47:16 window 19:18 20:20 wishes 43:13</p>	<p>wonder 35:2 wood 9:4 work 9:15 25:5 27:4,5 30:2 40:9 worked 6:8 11:2 18:3,22 26:25 29:23 40:14 working 5:12 9:4 14:21 40:19 works 10:5,12 13:10 32:6 wrapping 18:25 writing 43:2</p>	<p style="text-align: center;">z</p> <p>z 39:2</p>
	<p style="text-align: center;">y</p> <p>yeah 18:6 year 3:16 4:11 5:14 8:23 9:22 17:14,20 21:15 23:10,10 28:8 28:9,10,11,18 28:21 years 3:3 5:3 7:16,17 9:25 10:4 17:21 22:3,24 28:18 29:19 35:4 44:5 47:3 yesterday 26:5 york 4:25,25 younger 29:12 44:17,20</p>	