

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

<p style="text-align: right;">Page 2</p> <p>1 Transit Committee Meeting</p> <p>2 CHAIRPERSON FALCO: It is 6:30, so</p> <p>3 we're going to begin. My name is Dawn</p> <p>4 Falco. Thank you all for coming this</p> <p>5 evening. I am the chairperson for the</p> <p>6 Nassau County Transit Committee, and</p> <p>7 with me is Mr. Jean Duroseau, committee</p> <p>8 member, and we're going to call this</p> <p>9 meeting to order.</p> <p>10 I am filling the shoes of the</p> <p>11 former chairperson tonight, Mr. Sheldon</p> <p>12 Shrenkel, so bear with me; I have big</p> <p>13 shoes to fill.</p> <p>14 That being said, I just want to</p> <p>15 confirm with Mr. Duroseau that you</p> <p>16 received a copy of the agenda for this</p> <p>17 evening's meeting?</p> <p>18 MEMBER DUROSEAU: Yes.</p> <p>19 CHAIRPERSON FALCO: That being</p> <p>20 said, I would like to introduce at this</p> <p>21 time Mr. Jack Khzouz, the NICE bus CEO,</p> <p>22 who will be giving us a presentation on</p> <p>23 quarterly review this evening.</p> <p>24 MR. KHZOUZ: Thank you, Ms. Falco</p> <p>25 and thank you, Mr. Duroseau, for your</p>	<p style="text-align: right;">Page 4</p> <p>1 Transit Committee Meeting</p> <p>2 percent of pre-Covid levels. On the</p> <p>3 Paratransit side, we are well surpassed</p> <p>4 our pre-Covid levels and are growing</p> <p>5 ridership quite a bit.</p> <p>6 So with that, I'll just start</p> <p>7 presentation. Again, it's fairly</p> <p>8 brief. We're going to cover some Rosa</p> <p>9 Parks HTC upgrades.</p> <p>10 We've been going through a</p> <p>11 multi-year multi-million-dollar upgrade</p> <p>12 of the center, so we're going to talk</p> <p>13 about updates there. We'll talk about</p> <p>14 the quarterly score card and then just</p> <p>15 give some service updates and some</p> <p>16 capital improvement projects update</p> <p>17 too.</p> <p>18 First and foremost, project</p> <p>19 updates. Rosa Park Transit Center.</p> <p>20 The transit center sees about 25,000</p> <p>21 people coming through there every day,</p> <p>22 so it's an extremely busy hub. It is</p> <p>23 the busiest suburban hub in the U.S.</p> <p>24 and certainly far busier than any other</p> <p>25 hub in New York outside of New York</p>
<p style="text-align: right;">Page 3</p> <p>1 Transit Committee Meeting</p> <p>2 services. You've been serving the</p> <p>3 committee for many years, and we very</p> <p>4 much appreciate your leadership and</p> <p>5 guidance in ensuring we stay on path.</p> <p>6 On behalf of the thousand</p> <p>7 employees that we have here at NICE Bus</p> <p>8 and the county, I've got a short</p> <p>9 presentation. This is going to be a</p> <p>10 somewhat abbreviated meeting. We don't</p> <p>11 really have any business to conduct at</p> <p>12 this meeting other than to give an</p> <p>13 update on what's going on.</p> <p>14 We just began our fall schedule,</p> <p>15 our September schedule, which is our</p> <p>16 busiest time of year for passenger</p> <p>17 carries.</p> <p>18 Currently, we are providing about</p> <p>19 74,000 trips a day, 40,000 on Saturday</p> <p>20 and about 25,000 on Sunday. It's quite</p> <p>21 a huge jump from August, about an</p> <p>22 eight percent jump from August.</p> <p>23 We are carrying about the same</p> <p>24 level of passengers we carried</p> <p>25 pre-Covid, so we're almost at a hundred</p>	<p style="text-align: right;">Page 5</p> <p>1 Transit Committee Meeting</p> <p>2 City.</p> <p>3 A few years ago, we started</p> <p>4 upgrading the center with a support of</p> <p>5 grants through the federal government</p> <p>6 and some state grants also and through</p> <p>7 the county helping us get it done.</p> <p>8 We've completed things like rust</p> <p>9 mitigation, new paint, new poured</p> <p>10 concrete, various other signing and</p> <p>11 digital signing upgrades, and now we're</p> <p>12 kind of working on all of the surfaces.</p> <p>13 So, we're coming up on the last</p> <p>14 part of this multi-year project. It's</p> <p>15 a very complex project because it</p> <p>16 involves not affecting traffic coming</p> <p>17 in and out of there and trying to</p> <p>18 minimize and mitigate any inconvenience</p> <p>19 to our passengers.</p> <p>20 That being said, Phase 1 is now</p> <p>21 complete and is open to the public.</p> <p>22 New terrazzo floors were poured in</p> <p>23 Phase 1. New wall surfaces, ADA doors,</p> <p>24 air curtains were installed and the</p> <p>25 MetroCard machines were reinstalled,</p>

<p style="text-align: right;">Page 6</p> <p>1 Transit Committee Meeting</p> <p>2 and this weekend they are going to be</p> <p>3 moved once again so we can do Phase 2.</p> <p>4 So, Phase 2 starts, which is</p> <p>5 happening right now. I labeled them</p> <p>6 Jackson Street and Columbia. The</p> <p>7 center really, we've taken it and cut</p> <p>8 it in half and worked on one half at a</p> <p>9 time because these are surfaces, they</p> <p>10 affect ridership flow throughout the</p> <p>11 center, so we have to be very cognizant</p> <p>12 of how we affect ridership.</p> <p>13 Phase 2 on the Columbia side, the</p> <p>14 storefront will be closed and revamped,</p> <p>15 so it is going to be completely redone,</p> <p>16 but it will be closed in the temporary</p> <p>17 stages of it.</p> <p>18 There will be a trailer deployed</p> <p>19 for driver's break room and rest rooms.</p> <p>20 Both the rest rooms and the driver</p> <p>21 break rooms are going to be closed in</p> <p>22 this phase, so there will be some</p> <p>23 inconvenience there.</p> <p>24 In addition to that, the MetroCard</p> <p>25 machines will be moved again. They</p>	<p style="text-align: right;">Page 8</p> <p>1 Transit Committee Meeting</p> <p>2 experience better.</p> <p>3 Additionally, on the capital side,</p> <p>4 coming this Spring, we have 41 new</p> <p>5 Gillig buses coming. They're</p> <p>6 compressed natural gas 40-foot buses.</p> <p>7 So that will retire all the older</p> <p>8 vehicles that are still in service. We</p> <p>9 expect them to come, they will trickle</p> <p>10 in between November and mid Spring,</p> <p>11 probably March. So, again, it will</p> <p>12 update the fleet and give us one of the</p> <p>13 newest fleets in the country. We're</p> <p>14 pretty happy with that.</p> <p>15 In addition to that, an additional</p> <p>16 15 additional Paratransit vehicles will</p> <p>17 be put into service between now and</p> <p>18 then. So, again, just upgrading the</p> <p>19 fleet continuously to ensure that we</p> <p>20 get the reliability and safety and the</p> <p>21 service we need out of that fleet.</p> <p>22 To update everybody, we put in</p> <p>23 some electric buses earlier this year.</p> <p>24 They have been out in service mostly</p> <p>25 servicing the hub area, mostly on the</p>
<p style="text-align: right;">Page 7</p> <p>1 Transit Committee Meeting</p> <p>2 will be deployed again on Monday but</p> <p>3 they will be moved starting tomorrow.</p> <p>4 And then additional security and</p> <p>5 safety measures will be deployed to</p> <p>6 make sure of the safety of everybody</p> <p>7 that goes through there.</p> <p>8 Once we're done with this, and we</p> <p>9 think we're going to be done with it</p> <p>10 before -- let's be conservative; we</p> <p>11 think we'll be done early Spring, let's</p> <p>12 say February we will have the center</p> <p>13 completely updated. Every surface</p> <p>14 touched, rest rooms, signing and</p> <p>15 everything. So, it will be quite a</p> <p>16 different center than it was five years</p> <p>17 ago, ten years ago, that sort of thing.</p> <p>18 So, we're pretty proud of the</p> <p>19 project. Sharon from the county is</p> <p>20 here, who has helped us manage the</p> <p>21 project and has helped design the</p> <p>22 project. So, we're pretty proud of</p> <p>23 the -- I think we will be proud of what</p> <p>24 we end up with at the end of it, and it</p> <p>25 will certainly make the rider</p>	<p style="text-align: right;">Page 9</p> <p>1 Transit Committee Meeting</p> <p>2 N16, which is between, really,</p> <p>3 Rockville Centre and the college. They</p> <p>4 have been working, knock wood, pretty</p> <p>5 well. We're learning more and more</p> <p>6 about them as we go along. So, we're</p> <p>7 excited to have them in service.</p> <p>8 You will see the paint scheme a</p> <p>9 little different than what we have out</p> <p>10 here; they're predominantly blue with</p> <p>11 orange accents instead of orange and</p> <p>12 blue accents. But reliability has been</p> <p>13 keeping up with the C and G vehicles,</p> <p>14 so we're pretty happy with how things</p> <p>15 work out there, and we will talk a</p> <p>16 little about that in a second.</p> <p>17 So, now we really go on to service</p> <p>18 updates. We're very proud of this new</p> <p>19 service. As you know, or may know, we</p> <p>20 do have, and we were one of the first</p> <p>21 in the country to deploy an on-demand</p> <p>22 service earlier this year in the south</p> <p>23 shore.</p> <p>24 We've experimented with on-demand</p> <p>25 for the last five years, and our</p>

<p style="text-align: right;">Page 10</p> <p>1 Transit Committee Meeting</p> <p>2 service and planning team really came</p> <p>3 out with a great combination about a</p> <p>4 few years ago, really came upon a</p> <p>5 formula that really works and deployed</p> <p>6 it as what we call NICE mini.</p> <p>7 It is run out of our Paratransit</p> <p>8 division. It is a smaller vehicle that</p> <p>9 is deployed along a corridor. Again, it</p> <p>10 services the south shore between</p> <p>11 Lynbrook and Freeport right now. It's</p> <p>12 a small service but it really works</p> <p>13 well connecting communities.</p> <p>14 The idea here is that we connect</p> <p>15 to larger routes, we connect to</p> <p>16 railroad stations, we connect shopping</p> <p>17 areas, human services, education,</p> <p>18 hospitals, that sort of thing. And</p> <p>19 instead of a round bubble, we really</p> <p>20 look at it as more of a cigar shape.</p> <p>21 So, the service is much more efficient.</p> <p>22 On the south shore service of</p> <p>23 mini, when you hail a vehicle, we try</p> <p>24 to have a vehicle there within 15</p> <p>25 minutes, if not sooner. So, it's</p>	<p style="text-align: right;">Page 12</p> <p>1 Transit Committee Meeting</p> <p>2 prioritizes depending on who's hailed</p> <p>3 the vehicle.</p> <p>4 In addition to that, this is</p> <p>5 really a bridge. It allows our</p> <p>6 residents in the Syosset area who</p> <p>7 currently do not have Able-Ride service</p> <p>8 to have Able-Ride service. So, it</p> <p>9 expands the Able-Ride footprint.</p> <p>10 The thing it does, though, it will</p> <p>11 take you -- if you want to travel -- if</p> <p>12 you are an Able-Rider customer and you</p> <p>13 want to travel south beyond Hicksville,</p> <p>14 it will take you to Hicksville Railroad</p> <p>15 Station, and that's where you transfer.</p> <p>16 You will transfer to another Able-Ride</p> <p>17 vehicle. And we'll coordinate that</p> <p>18 pickup as we do in the Able-Ride</p> <p>19 system. Transfers are free, just like</p> <p>20 transfer to any other fixed route</p> <p>21 buses.</p> <p>22 So, it's really a cool, innovative</p> <p>23 way to expand service and maximize the</p> <p>24 usage of our vehicles and our drivers</p> <p>25 to perform different functions all in</p>
<p style="text-align: right;">Page 11</p> <p>1 Transit Committee Meeting</p> <p>2 really worked out very, very well.</p> <p>3 We're providing, I believe, over a</p> <p>4 hundred rides a day now just on the</p> <p>5 mini service in the south shore.</p> <p>6 So, with that success, we have</p> <p>7 planned out a new service; this is</p> <p>8 called mini, also in Syosset. This is</p> <p>9 a very interesting model in that we are</p> <p>10 the first in the country that is</p> <p>11 commingling Paratransit and fixed route</p> <p>12 on one vehicle. The platform we use</p> <p>13 allows us to do that. It's a very</p> <p>14 robust platform.</p> <p>15 If you are a certified Paratransit</p> <p>16 customer, you will be prioritized, and</p> <p>17 ADA rules will follow for you. We will</p> <p>18 go to your home and take you from</p> <p>19 address to address.</p> <p>20 If you are not a Paratransit</p> <p>21 customer, you will be given a</p> <p>22 coordinate within a few blocks to walk</p> <p>23 to, and that will allow the bus to be</p> <p>24 much more efficient. So, it</p> <p>25 understands those two parameters and</p>	<p style="text-align: right;">Page 13</p> <p>1 Transit Committee Meeting</p> <p>2 one.</p> <p>3 So, it's literally one of the</p> <p>4 first in the country that commingles</p> <p>5 transit this way. We're pretty proud</p> <p>6 of it. It shot out of the cannon right</p> <p>7 away, and, you know, within a few</p> <p>8 weeks, our ridership was up to 50 or 60</p> <p>9 requests a day.</p> <p>10 The way the algorithm works also</p> <p>11 is, if you're out of the service</p> <p>12 area -- the darker blue areas are the</p> <p>13 service area. If you are out of the</p> <p>14 service area and you hail a vehicle, it</p> <p>15 will tell you you're out of the service</p> <p>16 area, we can't pick you up, but it will</p> <p>17 also record that hail, and if we see a</p> <p>18 lot of hails in areas outside the</p> <p>19 service area, we can literally stretch</p> <p>20 the service area within an hour.</p> <p>21 So, we can decide, you know what,</p> <p>22 we're getting a lot of hails at this</p> <p>23 library just outside, let's open up the</p> <p>24 service area, and literally within the</p> <p>25 next hour or two, the service area will</p>

<p style="text-align: right;">Page 14</p> <p>1 Transit Committee Meeting</p> <p>2 be opened up for those customers.</p> <p>3 That's a way for us to understand</p> <p>4 and flex based upon what we know. It</p> <p>5 allows us to get service out quickly</p> <p>6 and then adjust as we need to go. That</p> <p>7 gives us some flexibility to go, you</p> <p>8 know, further than we are.</p> <p>9 This is a great idea. We hope</p> <p>10 that it will help us perform better on</p> <p>11 the Paratransit side, helps us connect</p> <p>12 to fixed route better, helps us to</p> <p>13 connect to Long Island Railroad better,</p> <p>14 helps us get people to libraries. But</p> <p>15 we're looking for these libraries and</p> <p>16 other services, we're looking for these</p> <p>17 areas to be densely flagged with trip</p> <p>18 generators. So, trip generators are</p> <p>19 what really keeps these services</p> <p>20 moving.</p> <p>21 We just launched it. It's working</p> <p>22 out very well. Hopefully this will</p> <p>23 lead to some future innovations as we</p> <p>24 go forward to increase the service</p> <p>25 area.</p>	<p style="text-align: right;">Page 16</p> <p>1 Transit Committee Meeting</p> <p>2 Haven service.</p> <p>3 Again, Saturday and Sunday has</p> <p>4 outperformed Monday through Friday as</p> <p>5 far as ridership goes. You travel in</p> <p>6 Nassau County now on Saturday, we have</p> <p>7 full buses, and that doesn't happen</p> <p>8 anywhere really in suburban anywhere,</p> <p>9 but we have full buses. We're not to</p> <p>10 the point where we have over-full buses</p> <p>11 but we have full buses, so it really</p> <p>12 speaks to efficiency.</p> <p>13 So, the N79, we're piling in some</p> <p>14 express service there. Then the N80 on</p> <p>15 the Hicksville Massapequa line, the</p> <p>16 mall, Sunrise Mall is seeing a</p> <p>17 redevelopment. So, that as the</p> <p>18 destination is changing a little bit.</p> <p>19 We're trying some different things</p> <p>20 there to make that service more</p> <p>21 efficient. Not carrying the amount of</p> <p>22 people it used to. Again, the mall is</p> <p>23 getting redeveloped and a lot of it's</p> <p>24 going away, so we're trying to figure</p> <p>25 out what to do there. But that may be</p>
<p style="text-align: right;">Page 15</p> <p>1 Transit Committee Meeting</p> <p>2 So, we just started our fall</p> <p>3 service adjustments. This is a listing</p> <p>4 of what we have done. We continue to</p> <p>5 add more service, we continue to add</p> <p>6 more express service and figuring out</p> <p>7 ways to get people from A to B quicker,</p> <p>8 more efficiently, safer.</p> <p>9 So, on the N1, for example, the</p> <p>10 UBS Elmont Long Island Railroad Station</p> <p>11 destination, you know, for events, we</p> <p>12 have now extended service for Saturday</p> <p>13 and Sunday.</p> <p>14 The N16, we streamlined the</p> <p>15 alignment through the NCC and did some</p> <p>16 other things with the express service</p> <p>17 in both directions.</p> <p>18 On the N19 Massapequa -- Freeport</p> <p>19 to Massapequa, again adjusted the</p> <p>20 service to better accommodate what's</p> <p>21 going on in the area. Express trips</p> <p>22 are now on the N22. That also serves</p> <p>23 the Westbury Galleria shopping center.</p> <p>24 Additional Saturday and Sunday</p> <p>25 frequency on the Mineola N23 Manor</p>	<p style="text-align: right;">Page 17</p> <p>1 Transit Committee Meeting</p> <p>2 a transitional period there that we</p> <p>3 have to understand a little bit more.</p> <p>4 Community engagement. Some big</p> <p>5 things happened over the last few</p> <p>6 months. We're talking about all the</p> <p>7 way back to Spring. First and</p> <p>8 foremost, back to school. We held</p> <p>9 another school supply drive.</p> <p>10 I think, Erica, if I'm correct,</p> <p>11 2,500 items were donated to United Way</p> <p>12 for back to school. The employees</p> <p>13 really chipped in here. We do that</p> <p>14 every year. And in the Thanksgiving</p> <p>15 time and Christmas time, we'll do</p> <p>16 turkey drives also. So, it's a great</p> <p>17 way for us to connect directly to</p> <p>18 community.</p> <p>19 The big issue that we had this</p> <p>20 year is we had Cricket. Everybody</p> <p>21 remember that? It seems like ten years</p> <p>22 ago but it was really just this last</p> <p>23 spring, or summer.</p> <p>24 Ten days, we transported 24,000</p> <p>25 people. We quickly came together with</p>

<p style="text-align: right;">Page 18</p> <p>1 Transit Committee Meeting</p> <p>2 a plan, literally within three months,</p> <p>3 and put this together. And it worked</p> <p>4 out great.</p> <p>5 The partnership for Long Island</p> <p>6 Railroad and the county, but, yeah, it</p> <p>7 surprised us, 24,000 people. You see a</p> <p>8 train -- we were at Westbury. All of</p> <p>9 us were there. We were at Westbury and</p> <p>10 seeing a train unload a thousand people</p> <p>11 get off and come down to buses.</p> <p>12 How do we get them paid and on</p> <p>13 buses and to the event within an</p> <p>14 appropriate amount of time was quite an</p> <p>15 ordeal, quite a problem to solve, but</p> <p>16 our team in transportation, Erica,</p> <p>17 safety, Paratransit, everybody kind of</p> <p>18 came up with solutions.</p> <p>19 Literally, we came up with tablets</p> <p>20 that would -- people would be both able</p> <p>21 to tap and go their card on the tablet,</p> <p>22 get them on the bus. It worked out</p> <p>23 really, really well. So, no issues</p> <p>24 there. Very, very happy.</p> <p>25 We're kind of wrapping up here.</p>	<p style="text-align: right;">Page 20</p> <p>1 Transit Committee Meeting</p> <p>2 good to see.</p> <p>3 On the Paratransit side, again,</p> <p>4 call answer ratios, it went down a</p> <p>5 little bit, but again within reason.</p> <p>6 Not exactly where I want it to be but</p> <p>7 we're a little short on</p> <p>8 reservationists. We're back in the</p> <p>9 play right now and so that shouldn't be</p> <p>10 a problem.</p> <p>11 On-time performance suffered a</p> <p>12 little bit also again, back to Cricket,</p> <p>13 but Inner is here, our director of</p> <p>14 Paratransit and Operations. I think</p> <p>15 we're back in the fold there.</p> <p>16 Missed pullouts again were a</p> <p>17 little higher, but again, that's just</p> <p>18 an on-time performance issue. We want</p> <p>19 to get pullout within the five-minute</p> <p>20 window, and we may have missed a few</p> <p>21 more, but it's very, very small</p> <p>22 compared to our total.</p> <p>23 Accidents were great. Our safety</p> <p>24 record was very, very good last quarter</p> <p>25 and really, really hit it out of the</p>
<p style="text-align: right;">Page 19</p> <p>1 Transit Committee Meeting</p> <p>2 Our score card for the quarter, we've</p> <p>3 have got a running score card. We're</p> <p>4 on Q2 already, or Q2 is already behind</p> <p>5 us.</p> <p>6 On-time performance slipped a</p> <p>7 little bit, and the reason being is</p> <p>8 because of the Cricket matches. We had</p> <p>9 to pull some buses off regular routes,</p> <p>10 adjust. And we saw a little bit of hit</p> <p>11 on our on-time performance. Still</p> <p>12 above our goal. As you can see on Q2,</p> <p>13 we're 88 percent. We like to be in the</p> <p>14 90s.</p> <p>15 Missed pullouts were a little bit</p> <p>16 higher but, again, that doesn't mean a</p> <p>17 bus did not do a trip, it just means it</p> <p>18 didn't make the five-minute window to</p> <p>19 pull out on time. A little higher</p> <p>20 again.</p> <p>21 I am happy to report, though --</p> <p>22 and Todd is here from safety -- our</p> <p>23 safety numbers came in very, very good</p> <p>24 for the quarter; quite an improvement</p> <p>25 from last quarter. So, that's very</p>	<p style="text-align: right;">Page 21</p> <p>1 Transit Committee Meeting</p> <p>2 park.</p> <p>3 And productivity again rose a</p> <p>4 little bit, and that's about the sweet</p> <p>5 spot we want to be, about 135 to 145 on</p> <p>6 the productivity side. After that, it</p> <p>7 becomes a little bit arduous for our</p> <p>8 customers. So, overall the quarter was</p> <p>9 fairly strong for productivity and</p> <p>10 service overall.</p> <p>11 So, what's coming up ahead, and</p> <p>12 this is the last slide, I just wanted</p> <p>13 to give everybody kind of a peek</p> <p>14 because between now and the end of the</p> <p>15 year, it's somewhat of a sprint.</p> <p>16 We all kind to say, Oh my gosh,</p> <p>17 it's already the 19th of September, you</p> <p>18 know, and before we know it, it's</p> <p>19 Thanksgiving, then we go into Christmas</p> <p>20 and the holidays.</p> <p>21 So, in January 2025, we're</p> <p>22 thinking we're going to complete the</p> <p>23 Rosa Parks upgrades completely, so we</p> <p>24 can put that behind us a little bit and</p> <p>25 just continue to maintain the center.</p>

<p style="text-align: right;">Page 22</p> <p>1 Transit Committee Meeting</p> <p>2 In January, also we are required</p> <p>3 every three years to do a Title VI</p> <p>4 survey of all our riders, of our rider</p> <p>5 population. What does that is mean?</p> <p>6 That means that we'll have an outside</p> <p>7 company coming in starting in January,</p> <p>8 probably a little earlier than that,</p> <p>9 and they'll start surveying our riders.</p> <p>10 They will have a questionnaire</p> <p>11 about where they live, how they</p> <p>12 identify, how they pay, how often they</p> <p>13 ride, what they pay with, what's their</p> <p>14 household income, you know, why do they</p> <p>15 ride. All those sort of demographic</p> <p>16 understandings.</p> <p>17 It really helps us after we peel</p> <p>18 through those demographics to</p> <p>19 understand changing ridership patterns,</p> <p>20 changing motivations, and helps us</p> <p>21 design the system quite a bit.</p> <p>22 It is a mandated survey that the</p> <p>23 FTA requires us to do every three</p> <p>24 years. So, it's a big project, though.</p> <p>25 It won't be until April or so that</p>	<p style="text-align: right;">Page 24</p> <p>1 Transit Committee Meeting</p> <p>2 service throughout the period. So,</p> <p>3 we've had a very good run and we don't</p> <p>4 want to let that slip at all.</p> <p>5 In summer, we hope that the Oak</p> <p>6 Street charging station along our back</p> <p>7 fence line will be ready. Currently,</p> <p>8 we're charging the electric buses with</p> <p>9 little portable rolling chargers. When</p> <p>10 they come in at night, they get plugged</p> <p>11 in. These rolling chargers get plugged</p> <p>12 in. But we hope by then we will have</p> <p>13 the permanent charging -- secondary</p> <p>14 charging station in the ground, ready</p> <p>15 and operating.</p> <p>16 Each one of those chargers are</p> <p>17 quite large and they have two charging</p> <p>18 plugs. They can charge two vehicles at</p> <p>19 one time. They're fast chargers</p> <p>20 instead of the smaller ones, which take</p> <p>21 a full eight-hour charge. So, we're</p> <p>22 hoping that that will be completed.</p> <p>23 What's holding us up right now is</p> <p>24 a backlog on ordering those chargers.</p> <p>25 ABB, who manufactures the chargers, and</p>
<p style="text-align: right;">Page 23</p> <p>1 Transit Committee Meeting</p> <p>2 we'll have it finished and have it</p> <p>3 turned into the FTA, but that's coming</p> <p>4 in.</p> <p>5 We already talked about new</p> <p>6 vehicles arriving, so that will be good</p> <p>7 to have them in service by Spring.</p> <p>8 Additionally, as we all know, April</p> <p>9 2025 will be the start of a new fiscal</p> <p>10 year, our budget fiscal year, so I'll</p> <p>11 be giving reports to the board and to</p> <p>12 the public about how that's coming</p> <p>13 along.</p> <p>14 Really, our big driver there is</p> <p>15 what does the state allocate to bus</p> <p>16 service here in Nassau County called</p> <p>17 State Transportation Operating</p> <p>18 Assistance Funding? So, that's the</p> <p>19 biggest part of our budget. It's very</p> <p>20 important we get that in there.</p> <p>21 We'll start in Albany literally in</p> <p>22 October making sure that they</p> <p>23 understand our needs and banging the</p> <p>24 drum for Nassau County to continue on</p> <p>25 our path of improving increasing</p>	<p style="text-align: right;">Page 25</p> <p>1 Transit Committee Meeting</p> <p>2 Switchgear, has a long backlog, and we</p> <p>3 hope by then we'll be caught up and see</p> <p>4 what goes on.</p> <p>5 Lastly, we continue to work toward</p> <p>6 the OMNY implementation. We, again,</p> <p>7 are somewhat -- we depend on the MTA</p> <p>8 and their contractors to help us get</p> <p>9 this through, so they are still</p> <p>10 figuring out as they go along also, but</p> <p>11 we hope to have that implementation</p> <p>12 some time in 2025.</p> <p>13 I can't tell you when because I</p> <p>14 don't know, but it's moving forward,</p> <p>15 but it's a slow process, and we hope to</p> <p>16 have that maybe by the end of 2025.</p> <p>17 We'll keep our fingers crossed there.</p> <p>18 That completes my presentation.</p> <p>19 So, thank you.</p> <p>20 CHAIRPERSON FALCO: Thank you,</p> <p>21 Mr. Khzouz.</p> <p>22 At this time, I am going to open</p> <p>23 the floor for comments and questions.</p> <p>24 First, the committee, of which, of</p> <p>25 course, I have some.</p>

<p style="text-align: right;">Page 26</p> <p>1 Transit Committee Meeting</p> <p>2 Mr. Khzouz, first I just want to</p> <p>3 congratulate you for getting through</p> <p>4 all of the challenges that NICE and</p> <p>5 Transit faced yesterday with all of the</p> <p>6 activity and street closures going on</p> <p>7 over at the coliseum. You got through</p> <p>8 it. That's all I could say. You got</p> <p>9 through it. Great job.</p> <p>10 My first question is, you noted</p> <p>11 the relocation of the MetroCard kiosks</p> <p>12 at Rosa Parks. I just want to confirm</p> <p>13 they're going to be in an easy,</p> <p>14 accessible area for the public, if you</p> <p>15 know where they will be.</p> <p>16 MR. KHZOUZ: Unfortunately, for</p> <p>17 the transition, tomorrow afternoon will</p> <p>18 be the last day you can buy the</p> <p>19 MetroCard until Monday at Rosa Parks.</p> <p>20 Saturday and Sunday it will not be</p> <p>21 available. So, it's a challenge.</p> <p>22 CHAIRPERSON FALCO: Is it possible</p> <p>23 to put out a notification on that?</p> <p>24 MR. KHZOUZ: Yes. So, that's what</p> <p>25 we've already worked on. We've also</p>	<p style="text-align: right;">Page 28</p> <p>1 Transit Committee Meeting</p> <p>2 challenges with the summer service to</p> <p>3 Jones Beach and the added services for</p> <p>4 all of their events. How did that go?</p> <p>5 MR. KHZOUZ: It went very well.</p> <p>6 We started out of the gate like</p> <p>7 gangbusters because the weather was a</p> <p>8 little more cooperative this year than</p> <p>9 it was last year. If you remember last</p> <p>10 year, we had a lot of rain very early,</p> <p>11 very cloudy, very overcast. This year,</p> <p>12 charge out of the gate very quickly.</p> <p>13 Both on the concert service and</p> <p>14 the beach service where we ended up</p> <p>15 having some shortfalls on ridership was</p> <p>16 because of the state not being able to</p> <p>17 staff lifeguards.</p> <p>18 So, last year and the years</p> <p>19 before, they extended the beach season</p> <p>20 almost all the way until mid October.</p> <p>21 This year, they stopped a lot earlier.</p> <p>22 So, the ridership had dropped off.</p> <p>23 Also too, the concerts had been</p> <p>24 very spotty, and I don't know -- I'm</p> <p>25 not a big concertgoer; I don't even</p>
<p style="text-align: right;">Page 27</p> <p>1 Transit Committee Meeting</p> <p>2 notified our drivers to please be</p> <p>3 understanding.</p> <p>4 So, there's no other way to work</p> <p>5 it. We have to work through the MTA to</p> <p>6 get those things moving. We don't move</p> <p>7 them ourselves. So, they tell us when</p> <p>8 they can do it and they tell us when</p> <p>9 they can put them back.</p> <p>10 So, we tried to have that happen</p> <p>11 on a Saturday, even a Sunday, and move</p> <p>12 and move, but it wasn't going to</p> <p>13 happen. So, this weekend will be a bit</p> <p>14 disruptive, but the communication team</p> <p>15 and operations team has done what they</p> <p>16 can to alert everybody in addition to</p> <p>17 that. Like I said, we're going to try</p> <p>18 to be as flexible as possible with our</p> <p>19 ridership.</p> <p>20 CHAIRPERSON FALCO: Thank you.</p> <p>21 Just to provide notifications to the</p> <p>22 public, that would be great.</p> <p>23 Then this may be going back a</p> <p>24 little bit but I was hoping you might</p> <p>25 touch a little bit on the successes and</p>	<p style="text-align: right;">Page 29</p> <p>1 Transit Committee Meeting</p> <p>2 know --</p> <p>3 MS. RICHARDS: There is no rhyme</p> <p>4 or reason to it, as to why some</p> <p>5 concerts we have, we carry 800</p> <p>6 passengers to and from the theater and</p> <p>7 some we carry 45. I can't find a</p> <p>8 pattern. I can't find a trend line. I</p> <p>9 don't know. It's been like this</p> <p>10 (Indicating.)</p> <p>11 CHAIRPERSON FALCO: Maybe the</p> <p>12 younger population.</p> <p>13 MS. RICHARDS: I don't know.</p> <p>14 MR. KHZOUZ: I'd like to be able</p> <p>15 to find a pattern but since I don't</p> <p>16 recognize 99 percent of the bands right</p> <p>17 now, I can't speak to that.</p> <p>18 So, but overall, the service ran</p> <p>19 smoothly. You know, over the years</p> <p>20 we've made all the mistakes, and now we</p> <p>21 have obviously corrected them.</p> <p>22 The Freeport and Hempstead both,</p> <p>23 service has worked out very well. It's</p> <p>24 a great feel good service. You know,</p> <p>25 it's a service that doesn't require</p>

<p style="text-align: right;">Page 30</p> <p>1 Transit Committee Meeting</p> <p>2 having to go to work at 6:00 a.m. and</p> <p>3 standing in the cold. So, we love it.</p> <p>4 And it's just a matter of we're victims</p> <p>5 of the weather. Just like the air</p> <p>6 show. You know, sometimes we'll do the</p> <p>7 air show service and then it will be</p> <p>8 canceled because of overcast. That</p> <p>9 kind of thing.</p> <p>10 CHAIRPERSON FALCO: I'm glad to</p> <p>11 hear that ridership was decent enough</p> <p>12 to keep it going.</p> <p>13 MR. KHZOUZ: Oh, yes.</p> <p>14 CHAIRPERSON FALCO: That was what</p> <p>15 I was looking at.</p> <p>16 MR. KHZOUZ: That's our commitment</p> <p>17 to our customers. Again, like I said,</p> <p>18 that's the one -- I used to have a boss</p> <p>19 saying, that's your one warm handshake,</p> <p>20 you know. That's the way to kind of</p> <p>21 get it done.</p> <p>22 MS. RICHARDS: So, for instance,</p> <p>23 Long Island Railroad, they canceled the</p> <p>24 combo ticket that they have with us</p> <p>25 from the city and the boroughs to Jones</p>	<p style="text-align: right;">Page 32</p> <p>1 Transit Committee Meeting</p> <p>2 The idea there is to really get</p> <p>3 people to the larger routes. So, if we</p> <p>4 can get them there and then they can</p> <p>5 take the bigger bus wherever they need</p> <p>6 to go, then that works out really well.</p> <p>7 CHAIRPERSON FALCO: Thank you so</p> <p>8 much. I appreciate it.</p> <p>9 Mr. Duroseau, any questions or</p> <p>10 comments?</p> <p>11 MEMBER DUROSEAU: Those guys are</p> <p>12 amazing from the beginning. All I keep</p> <p>13 on giving them, and they make it easy</p> <p>14 for me, A+, A+, A+. I have been here</p> <p>15 since you guys started.</p> <p>16 One question about Rosa Park</p> <p>17 upgrade. Anything in the blueprints</p> <p>18 for solar panel, something like that?</p> <p>19 MR. KHZOUZ: Well, we've been</p> <p>20 talking about how we do that.</p> <p>21 Currently, the technology to charge</p> <p>22 large buses with solar panels isn't</p> <p>23 there yet, but it doesn't mean that we</p> <p>24 can't put solar panels on this lot to</p> <p>25 charge our non-revenue vehicles, our</p>
<p style="text-align: right;">Page 31</p> <p>1 Transit Committee Meeting</p> <p>2 Beach because of the cut in lifeguards.</p> <p>3 However, we're still running daily</p> <p>4 beach service through September 29th.</p> <p>5 CHAIRPERSON FALCO: Okay.</p> <p>6 Okay, next question. So, I love</p> <p>7 the idea of expanding the NICE mini</p> <p>8 service. What is the charge, the rider</p> <p>9 charge on that?</p> <p>10 MR. KHZOUZ: Same. We try to make</p> <p>11 it as seamless as possible. So, you</p> <p>12 pay 2.90, or if you have a discount</p> <p>13 card, you pay on the discount card. So</p> <p>14 it makes it very seamless that way.</p> <p>15 You get the free transfer to the fixed</p> <p>16 route system without a problem.</p> <p>17 If you are a Paratransit customer</p> <p>18 with door-to-door on the Able-Ride</p> <p>19 side, you pay the Able-Ride fee, which</p> <p>20 is \$4.00. So, but, again, we're trying</p> <p>21 to make it easy. Instead of going,</p> <p>22 okay, well, this is 3.50, this is 2.90,</p> <p>23 this is 4, so we make it as simple as</p> <p>24 possible, and we try to make it as</p> <p>25 seamless as possible.</p>	<p style="text-align: right;">Page 33</p> <p>1 Transit Committee Meeting</p> <p>2 supervisor vehicles, and/or the</p> <p>3 building.</p> <p>4 So, we're talking about that with</p> <p>5 the county on how we make this building</p> <p>6 a green neutral building and/or be able</p> <p>7 to provide service back to the</p> <p>8 provider, selling service back. So,</p> <p>9 those are the two avenues we're looking</p> <p>10 at.</p> <p>11 On the Paratransit side, there may</p> <p>12 be opportunities there. There isn't a</p> <p>13 electric Paratransit vehicle currently</p> <p>14 but we think that technology will</p> <p>15 change also. So, those are things that</p> <p>16 we're exploring.</p> <p>17 Obviously, the infrastructure of</p> <p>18 this building is older and needs some</p> <p>19 upgrades to be able to do that, but</p> <p>20 with the power stations that we're</p> <p>21 installing for the larger buses, that</p> <p>22 allows us to understand a little bit</p> <p>23 the infrastructure that needs to be put</p> <p>24 in.</p> <p>25 MEMBER DUROSEAU: Thank you.</p>

<p style="text-align: right;">Page 34</p> <p>1 Transit Committee Meeting</p> <p>2 CHAIRPERSON FALCO: Thank you</p> <p>3 both.</p> <p>4 Anything else, Mr. Duroseau?</p> <p>5 MEMBER DUROSEAU: No.</p> <p>6 CHAIRPERSON FALCO: At this time,</p> <p>7 I am going to open up the floor to</p> <p>8 public comments and questions. I am</p> <p>9 just going to ask that they be done in</p> <p>10 somewhat of an orderly fashion. If you</p> <p>11 will raise your hands, I will point at</p> <p>12 you, and if you could please very</p> <p>13 clearly state your name, where you are</p> <p>14 from, and then we're going to be</p> <p>15 limiting you to two minutes.</p> <p>16 Please state your name and where</p> <p>17 you are from before you begin.</p> <p>18 MR. TORCIVIA: Joe Torcivia.</p> <p>19 Levittown. Okay. Now, in honor of our</p> <p>20 new committee chairperson, Dawn, I am</p> <p>21 going to make this my shortest comments</p> <p>22 speech ever.</p> <p>23 Very encouraged to see new express</p> <p>24 service popping up, especially in</p> <p>25 places that suffered previous cuts, but</p>	<p style="text-align: right;">Page 36</p> <p>1 Transit Committee Meeting</p> <p>2 reduced to a reasonable hourly</p> <p>3 schedule.</p> <p>4 Thank you.</p> <p>5 CHAIRPERSON FALCO: Thank you,</p> <p>6 Mr. Torcivia. I appreciate it.</p> <p>7 Anyone else?</p> <p>8 Yes, sir? Please state your name</p> <p>9 and where you are from.</p> <p>10 MR. DAVI: Good evening, everyone.</p> <p>11 I'm Salvatore Davi (phon). I'm a new</p> <p>12 Paratransit customer. This is my first</p> <p>13 meeting. I am currently residing in</p> <p>14 Greenvale.</p> <p>15 Currently, as far as I know, there</p> <p>16 is no weekend bus service for the N27</p> <p>17 bus route. Would it be possible for</p> <p>18 NICE to modify the N21, in particular</p> <p>19 to serve Greenvale station Long Island</p> <p>20 Railroad customers as well as provide</p> <p>21 weekend bus service to residents of</p> <p>22 Greenvale and Old Brookville near Glen</p> <p>23 Cove Road, preferably a route change</p> <p>24 from Roslyn Clock Tower to Bryant</p> <p>25 Avenue and to Glenwood Road continuing</p>
<p style="text-align: right;">Page 35</p> <p>1 Transit Committee Meeting</p> <p>2 I wonder how it's doing.</p> <p>3 Assuming that people that have had</p> <p>4 years of reduced or no bus service do</p> <p>5 not regularly visit the website, as</p> <p>6 some of us nutty people do, how are</p> <p>7 they made aware of it? There's never</p> <p>8 even been a bus on most of Sunrise</p> <p>9 Highway, for instance.</p> <p>10 On express service, one thing I</p> <p>11 suggested previously but could become</p> <p>12 more of a possibility now is extending</p> <p>13 the N6 express eastward on Hempstead</p> <p>14 Turnpike to East Meadow, Levittown, or</p> <p>15 even Bethpage, a straight one-seat ride</p> <p>16 to connect with the subway and</p> <p>17 eliminating the delay of detouring into</p> <p>18 Rosa Parks Hempstead Transit Center</p> <p>19 could be an attractive thing that could</p> <p>20 carry more than the currently</p> <p>21 implemented express items might. I</p> <p>22 would definitely transfer to it from</p> <p>23 the N49.</p> <p>24 Finally the 90-minute gap on the</p> <p>25 N49 on Saturday really ought to be</p>	<p style="text-align: right;">Page 37</p> <p>1 Transit Committee Meeting</p> <p>2 on Bryant Avenue to Plaza Road where</p> <p>3 the Greenvale station is, onwards to</p> <p>4 Glen Cove Avenue, returning back to</p> <p>5 Glenwood Road via Scutters Lane?</p> <p>6 Another possibility would be to</p> <p>7 include certain bus intervals to meet</p> <p>8 the Greenvale station, both east and</p> <p>9 westbound intervals from Plaza Road.</p> <p>10 Greenvale station currently runs</p> <p>11 on a two-hour interval on weekends from</p> <p>12 9:18 a.m. to 11:18 p.m. westbound and</p> <p>13 with an earlier additional trip at 5:51</p> <p>14 in the morning, eastbound from 8:17</p> <p>15 a.m. to 8:17 p.m., with the last</p> <p>16 interval at 11:17 p.m.</p> <p>17 CHAIRPERSON FALCO: Thank you,</p> <p>18 Mr. Davi. I have a quick question for</p> <p>19 you or Mr. Khzouz.</p> <p>20 What is the closest bus to the</p> <p>21 Greenvale station currently, because I</p> <p>22 do not know the answer?</p> <p>23 MR. DAVI: N27.</p> <p>24 CHAIRPERSON FALCO: How far is</p> <p>25 that from the station?</p>

<p style="text-align: right;">Page 38</p> <p>1 Transit Committee Meeting</p> <p>2 MR. DAVI: They don't have</p> <p>3 weekends.</p> <p>4 CHAIRPERSON FALCO: I know. I</p> <p>5 heard that they don't have the weekend</p> <p>6 service. But during the week, how</p> <p>7 close is it to the station?</p> <p>8 MR. DAVI: It's maybe about a</p> <p>9 block away.</p> <p>10 CHAIRPERSON FALCO: One block?</p> <p>11 MR. DAVI: I would have to cross</p> <p>12 the street.</p> <p>13 CHAIRPERSON FALCO: Okay, thank</p> <p>14 you. I'll take that under advisement.</p> <p>15 Is there anyone else that has</p> <p>16 comments or questions?</p> <p>17 Sir, I'm going to ask that you</p> <p>18 state your name and where you are from.</p> <p>19 MR. D'SOUZA: Sure. So, I'm the</p> <p>20 president of Passengers United. We're</p> <p>21 a 501(c)(3) nonprofit.</p> <p>22 CHAIRPERSON FALCO: Can you please</p> <p>23 spell that for the stenographer?</p> <p>24 MR. D'SOUZA: Sure. My name is</p> <p>25 Charlton D'Souza. It's</p>	<p style="text-align: right;">Page 40</p> <p>1 Transit Committee Meeting</p> <p>2 the articulated bus at night. I don't</p> <p>3 know if that's a possibility, if that</p> <p>4 could be done, but that would help with</p> <p>5 some of the crowds and adjustments, and</p> <p>6 also better coordination with your role</p> <p>7 operations because sometimes Jamaica</p> <p>8 Avenue is closed, as we saw last week,</p> <p>9 because of the road work, and the buses</p> <p>10 were lost. Literally, there was no</p> <p>11 coordination. Buses were just going</p> <p>12 down Springfield. They were trying to</p> <p>13 go down other streets. So that has to</p> <p>14 be worked out.</p> <p>15 In terms of the express buses, I</p> <p>16 was just on the N22X and I only saw</p> <p>17 five or six people from Jamaica. So,</p> <p>18 maybe you will need to look at, you</p> <p>19 know, maybe working it out where maybe</p> <p>20 the express makes three or more</p> <p>21 additional stops so it can accommodate</p> <p>22 more people.</p> <p>23 But that's the concern we're</p> <p>24 getting from some of our members with</p> <p>25 the express service, that it's not</p>
<p style="text-align: right;">Page 39</p> <p>1 Transit Committee Meeting</p> <p>2 C-H-A-R-L-T-O-N, then D-S-O-U-Z-A.</p> <p>3 Overall, we're very impressed with</p> <p>4 NICE Bus, but there are some concerns.</p> <p>5 So, one thing we noticed, the</p> <p>6 summer service was much better with the</p> <p>7 newer buses. We saw very few</p> <p>8 breakdowns, which was good. However,</p> <p>9 we're very concerned about the late</p> <p>10 night service on the N6 because when</p> <p>11 events are getting out of UBS arena and</p> <p>12 you only have three or four buses</p> <p>13 running and you have the N6 bus running</p> <p>14 on 20-minute headways and let's say if</p> <p>15 a bus does break down or stuck in</p> <p>16 traffic, we're seeing very dangerous</p> <p>17 levels of crowding on the N6.</p> <p>18 And it's not safe for the driver</p> <p>19 because if the driver has to apply his</p> <p>20 brakes or whatever, you know, people</p> <p>21 are hitting each other, bumping into</p> <p>22 each other.</p> <p>23 So, maybe I think events -- on</p> <p>24 nights where events are taking place at</p> <p>25 UBS arena, maybe you guys should run</p>	<p style="text-align: right;">Page 41</p> <p>1 Transit Committee Meeting</p> <p>2 picking up enough people. So, what is</p> <p>3 the cost of that with the local service</p> <p>4 where the local service is getting very</p> <p>5 crowded? So, I guess, the NICE Bus</p> <p>6 people will figure that out.</p> <p>7 CHAIRPERSON FALCO: Yes. I have a</p> <p>8 question. When you noted your issues</p> <p>9 with the UBS arena bus service, do you</p> <p>10 think that's more of a traffic control</p> <p>11 issue with the crowds? I mean, you are</p> <p>12 talking about tens of thousands of</p> <p>13 people coming out at once, or do you</p> <p>14 really believe that that's NICE Bus</p> <p>15 issue? I mean, I've been there to see</p> <p>16 it. That's why I'm curious what your</p> <p>17 position is.</p> <p>18 MR. D'SOUZA: Well, it's a</p> <p>19 combination of both, but because the</p> <p>20 arena is in Nassau County and the bus</p> <p>21 shelter, the way it's positioned,</p> <p>22 it's -- you know, a lot of people</p> <p>23 gravitate towards the Nassau side</p> <p>24 obviously because they don't want to</p> <p>25 take the city bus, they want to take</p>

<p style="text-align: right;">Page 42</p> <p>1 Transit Committee Meeting</p> <p>2 NICE because it goes express in Queens.</p> <p>3 And so what's happening is, we're</p> <p>4 seeing the westbound service heavy</p> <p>5 ridership at night.</p> <p>6 And sometimes there's only -- the</p> <p>7 bus comes every 20 minutes after, like,</p> <p>8 8:00 o'clock, 9:00 p.m., 10:00 p.m.,</p> <p>9 and so that's messing the bus going</p> <p>10 back eastbound because now the bus is</p> <p>11 late and sometimes -- very rarely I've</p> <p>12 seen two buses bunched together, but</p> <p>13 that has to be looked at.</p> <p>14 Maybe you should have more</p> <p>15 service. Maybe, I think, have an</p> <p>16 Arctic running, and that will solve</p> <p>17 that problem because at least everyone</p> <p>18 will be able to get on. Sometimes you</p> <p>19 can't even get on the N6 and you gotta</p> <p>20 wait 20 minutes.</p> <p>21 CHAIRPERSON FALCO: I am sorry, we</p> <p>22 have passed the time. I realize part</p> <p>23 of that is my fault because I asked</p> <p>24 more questions, but have you had an</p> <p>25 opportunity to put some of your</p>	<p style="text-align: right;">Page 44</p> <p>1 Transit Committee Meeting</p> <p>2 them?</p> <p>3 MS. RICHARDS: So, we offer a</p> <p>4 senior discount for riders that are 65</p> <p>5 years or older and a disabled discount</p> <p>6 for qualified individuals.</p> <p>7 And we have various levels of how</p> <p>8 you can qualify. Whether or not you</p> <p>9 have a Medicare card or Medicaid card,</p> <p>10 a Nassau County disability card, an</p> <p>11 Able-Ride membership, or any other type</p> <p>12 of recognized disability proof. So,</p> <p>13 that discount and fare is \$1.45.</p> <p>14 Children, 44 inches or shorter</p> <p>15 ride free. Then our student</p> <p>16 discount -- the way we define students</p> <p>17 are high school age and younger.</p> <p>18 College students are not eligible for</p> <p>19 our student fare. So, for high school</p> <p>20 age and younger students, we provide a</p> <p>21 student discount of \$2.25.</p> <p>22 That is good for rides to and from</p> <p>23 school only, so it is only valid from</p> <p>24 Monday through Friday, 6:00 a.m. to</p> <p>25 7:00 p.m. It is not valid on the</p>
<p style="text-align: right;">Page 43</p> <p>1 Transit Committee Meeting</p> <p>2 concerns in writing by any chance that</p> <p>3 you would be willing to submit?</p> <p>4 MR. D'SOUZA: Yes, I will submit</p> <p>5 it to Erica.</p> <p>6 CHAIRPERSON FALCO: Okay, great.</p> <p>7 Thank you, Mr. D'Souza.</p> <p>8 MS. RICHARDS: Reach out.</p> <p>9 MR. D'SOUZA: Sorry about that.</p> <p>10 CHAIRPERSON FALCO: I appreciate</p> <p>11 it. Thank you.</p> <p>12 Is there anyone else from the</p> <p>13 public that wishes to make a comment or</p> <p>14 ask any questions?</p> <p>15 MS. KAUR: My name is Rajwan,</p> <p>16 R-A-J-W-A-N-T, and last name is Kaur,</p> <p>17 K-A-U-R. I'm from Hempstead.</p> <p>18 CHAIRPERSON FALCO: Thank you,</p> <p>19 Ms. Kaur.</p> <p>20 MS. KAUR: I just have this</p> <p>21 question. Is there any discounts for</p> <p>22 old age people or the students because</p> <p>23 they're always out of cash or always</p> <p>24 out of money? Is there any kind of --</p> <p>25 like, do you guys have discounts for</p>	<p style="text-align: right;">Page 45</p> <p>1 Transit Committee Meeting</p> <p>2 weekends or holidays because it is</p> <p>3 designed to help kids get to and from</p> <p>4 school only. And that fare is \$2.25.</p> <p>5 MS. KAUR: Thank you.</p> <p>6 CHAIRPERSON FALCO: Thank you.</p> <p>7 Are there any other questions or</p> <p>8 comments?</p> <p>9 MR. DAVI: I believe you were</p> <p>10 asking me about the distance.</p> <p>11 CHAIRPERSON FALCO: Yes.</p> <p>12 MR. DAVI: They have a bus stop at</p> <p>13 Helen Street, and that is going in the</p> <p>14 direction of Hempstead, but on the</p> <p>15 other side going towards Glen Cove --</p> <p>16 CHAIRPERSON FALCO: The other side</p> <p>17 of what? The other side of Helen</p> <p>18 Street?</p> <p>19 MR. DAVI: The other side of Back</p> <p>20 Road and Glen Cove Avenue. There is no</p> <p>21 bus stop at the station, the Greenvale</p> <p>22 station, heading towards the Hempstead</p> <p>23 direction.</p> <p>24 CHAIRPERSON FALCO: Okay, great.</p> <p>25 Thank you, Mr. Davi.</p>

Page 46

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

Page 47

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.

Page 48

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 E TRANSCRIPT OF THE
24 ES OF THIS MEETING
25 Debra Smith Court Reporter

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

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	avenue 36:25 37:2,4 40:8 45:20 avenues 33:9 aware 35:7	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	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
	b		c
	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		c 1:9 9:13 38:21 39:2 call 2:8 10:6 20:4 called 11:8 23:16 47:10

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

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	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 e 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	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	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 f 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
---	--	---	---

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	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	full 16:7,9,10 16:11 24:21 functions 12:25 funding 23:18 further 14:8 future 14:23 g 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	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
--	---	---	---

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	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 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	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	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 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
h	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	h	h
		i	i
		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	

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	l	m
k	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	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	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

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	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	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	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
		n	
		n 1:9 39:2 43:16 n1 15:9 n16 9:2 15:14 n19 15:18 n21 36:18 n22 15:22	

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	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	overall 21:8,10 29:18 39:3 overcast 28:11 30:8	passenger 3:16 passengers 3:24 5:19 29:6 38:20 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
o		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 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	

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	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	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	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
			r
			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
		q	
		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	

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
--	--	---	---

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	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	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	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
--	---	--	--

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	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	two 11:25 13:25 24:17,18 33:9 34:15 37:11 42:12 46:9 type 44:11 u 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	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 v 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 w 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
---	--	---	--

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	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	z z 39:2
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	y 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	