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Nassau Bus Transit Committee Meeting  
9/22/22 at 5:30pm  
NICE Bus Mitchell Field Depot  
700 Commercial Avenue, Garden City, NY 11530

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MR. SHRENKEL: I'd like to do a roll call, so I'll introduce the members. To my far right, we have Mr. Joel Berse. To my immediate right, we have Mr. Jean Duroseau, And Mr. Tony Rosario, Ms. Dawn Falco. And I'd like to welcome Ms. [inaudible 00:00:21.690] to the community. This is her first meeting. And she's worked behind the scenes in Redding, and coordinating a couple of things so that this meeting is here today.

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I think we have a rather brief agenda. We're going to hear from the CEO of NICE Transportation, Mr. Jack Khzouz. After that, of course, we always invite, you know, the public to issue their comments. And what we ask you to do is to really first think about what you have to say so that you can limit your comments to three minutes, similar with most public hearings. If there's a question or an issue, and Mr. Khzouz thinks it deserves immediate answer, he can do so, and at the same time, he could choose not to answer, but nevertheless, you're on the record for what you said. But you know, the objective here is to make things work better. So even if

1 he doesn't answer your question immediately,  
2 there's, you know, always time after the meeting,  
3 he has a website, there's a hotline, and you  
4 know, you can get your questions answered.

5 I've been with this committee 11 years,  
6 and I've seen tremendous progress, both in  
7 service technology, and in social responsibility  
8 for mass transportation. We have maybe done  
9 things, no fares through the snow, the remarkable  
10 job during COVID, social responsibilities in  
11 adding buses going to Jones Beach, and you know,  
12 recently what I saw was an offer to extend anyone  
13 having difficulty in really understanding the  
14 technology, where they almost send a  
15 representative, okay, to come and help you. And  
16 I don't think you can get more personalized  
17 service than that. Thank you, Mr. Khzouz. And I  
18 think that we have sort of a boutique plus  
19 company prior to NICE Transportation. We were  
20 captives, and we still have a relationship with  
21 the MTA by virtue of MetroCards, so that's going  
22 to stay for a while. But Nassau County has their  
23 own bus company.

24 With that, I'd like to introduce Mr.  
25 Jack Khzouz, from him to give us a presentation.

1 Thank you.

2 MR. KHZOUZ: Thank you, Board. Thank  
3 you, everybody, for being here. It's good to see  
4 everybody, excuse me, after two years. I'm a  
5 little grayer -- I can't get much shorter, but I  
6 am a little grayer. But it's good to see  
7 everybody here. In the room today we have,  
8 excuse me, we have a lot of our team members, a  
9 lot of the directors and managers -- I should  
10 have brought some water. Directors and managers  
11 that help run the system. They really are here  
12 to support our frontline employees. Thank you --  
13 thank you.

14 MAN: Jack, do you want to take a minute  
15 to --?

16 MR. KHZOUZ: No, no, I just needed a  
17 quick drink. To really help support the  
18 frontline drivers, mechanics, and everybody else  
19 that helps to run the system. So I really  
20 appreciate them, and I wanted them to be here and  
21 meet everybody.

22 So, our agenda today is pretty brief,  
23 as our chairman mentioned. We really want to  
24 talk about the scorecard, we're going to talk a  
25 little bit about the budget outlook, and just get

1 a little bit of peek into what we see for next  
2 year, and then some service updates. And again,  
3 I'll take questions as they arise.

4 So, our scorecard, we do this  
5 quarterly. And again, we've got -- I'm going to  
6 put my glasses on so I can see. So, we break our  
7 scorecard into fixed-route, and paratransit, just  
8 to remind everybody. Our on-time performance,  
9 our Q1 performance was 91%. Our Q2 slipped a  
10 little bit to 89%, but we are trending back up  
11 right now. Our goal, our real goal, our  
12 operational goal is 92% on-time performance for  
13 fixed-route bus. Again, a suburban system that  
14 connects into Queens, we do about 1 million, 1.1  
15 million miles a month. That's a pretty good  
16 performance, but we always want to be better.  
17 Again, 92% is kind of our internal goal.

18 Missed pull-outs, that means a pull out  
19 that didn't get off the gate here, that really  
20 speaks to reliability. We did see a small  
21 increase in missed pull-outs. It was still  
22 within the range, but we did see, you know, two-  
23 10ths of 1% of the total pull-outs did not pull  
24 out on time. They did possibly pull out, but  
25 they missed the window of pull-out. That had a

1 lot to do with somewhat of a switchover in a  
2 little aging fleet, between the new buses and the  
3 old buses, but again, we're trending a little  
4 better now than we were then. Accidents, as you  
5 all know, you've experienced traffic and what's  
6 going on, you know? I swear, I think traffic now  
7 is worse than pre-COVID, construction, traffic --  
8 So, our accident numbers crept up a little higher  
9 than we want them to. Again, that goal is still  
10 within our range, but we really want that number  
11 below 1%. So that's for every 100,000 miles, how  
12 many accidents did you have? We had 1.1  
13 accidents per 100,000 miles.

14 So we did gain a little bit of credit  
15 here for the on-time performance, missed pull-  
16 outs and accidents were within range, so we were  
17 fine there. Again, this doesn't -- there's no  
18 money exchanging hands here, it's just credits  
19 and debits. On the paratransit side, or Able-  
20 Ride side, our call answered ratio has been very  
21 good. Again, the number of calls, or the  
22 percentage of calls answered before hang up. You  
23 know, I'd like to see that number to really stick  
24 at 95%, 96%, but we're still above our target,  
25 which is pretty good. Where we did fall below

1 performance, and I'll talk about why that is, is  
2 on our on-time performance on paratransit.  
3 Second quarter, it was only 79%. Really, our  
4 internal goal is 85%, so that fell well below our  
5 goal. Why? Two reasons. Number one, we saw a  
6 sharp increase in ride requests. Now, we didn't  
7 miss any rides, but we didn't get them there on  
8 time. We saw a large increase in ride requests,  
9 and were not able to hire up our driver count to  
10 match the increase. Now, we are doing better  
11 now. We're in the mid-80% now, which is good,  
12 that's our target. So our target has come back  
13 up, but that was a disappointing number. We  
14 don't want to disappoint clients. Again, we did  
15 not -- every client got a ride, so that was good,  
16 but again, that's a disappointing number, so  
17 we're back on track there.

18 Missed pull-outs, again, we're a little  
19 high. Again, all clients got a ride, not a  
20 problem, but it was a little high. It stayed  
21 within our range, but something a little higher  
22 than I want. And then our accidents, again. And  
23 these accidents, by the way, again high, too  
24 high. As a matter of fact, we have to pay  
25 against that penalty, but there were no major

1 accidents. We count everything. We count when  
2 we back into a bush, we count when we nick a  
3 mirror, we count everything. So that number,  
4 again, the severity isn't really measured in  
5 that. And then, productivity was good. We had  
6 one, you know, one-and-a-half people per trip  
7 passengers per hour, and that's a number that  
8 tends to do really well when your on-time  
9 performance is low. As you get your on-time  
10 performance higher, that number doesn't do as  
11 well, because people basically get just  
12 themselves in a car, or in a truck, a van, so  
13 it's a little weird to look at.

14 But that's our report card. I will say  
15 it's not our proudest hour, second quarter was  
16 not our proudest hour, and we have to do better.  
17 We are doing better now, we are trending better  
18 now. A lot of it has to do with headcount  
19 issues, you know? I will tell you that on the  
20 paratransit side, we're hiring like crazy,-on the  
21 fixed route side, we're hiring like crazy, and  
22 we've seen an uptick in our hiring now. So it  
23 seems like we're going in the right direction, so  
24 that's good news. We're not new. You know,  
25 obviously everybody across the country is having



1 driver shortages, but -- and it really hasn't  
2 affected our service too much, but we could be  
3 doing better.

4 I want to talk a little bit about the  
5 budget outlook, the timeline, just to remind  
6 everybody how this works. We're in September  
7 right now, we've worked with our DPW team that we  
8 report to, the Department of Public Works, and  
9 we've worked through a rough budget number, and  
10 it's going through the process. Next, the county  
11 legislators will approve the budget, the number  
12 that we've put in there. Then NIFA approves the  
13 county budget, and then we, NICE Bus submits any  
14 other budget issues to the county, we work  
15 through that, and we present what we think the  
16 budget is going to be in March. And by now,  
17 we've had pretty stable funding. If you all  
18 remember, three, four, five, six years ago, we  
19 saw a lot of ups and downs, we'd add service,  
20 we'd cancel service, we'd add service, we'd  
21 cancel service, but it's been a pretty consistent  
22 five years now. Knock wood.

23 So, what Mr. Berse had said about  
24 before, where we have to sometimes guess and take  
25 a vote before the actual budget, right now, in

1 the last three or four years, it's been pretty  
2 solid. So we'll come back, I'll give you a March  
3 presentation based on my work in Albany, and what  
4 I hear about what's going on in the state, and  
5 then we'll find out April 1st iif that really  
6 comes into fruition. All indications is no  
7 issues with the budget, no service cuts,  
8 everything looks pretty good. We've added  
9 service, so things are good.

10 I will say, you know, we've heard a  
11 little bit in the press about the MTA looking to  
12 possibly raise fares. I haven't heard of that  
13 lately, but that is a small possibility out  
14 there. And because our service is so tied in  
15 with them, including the MetroCard, and  
16 eventually Omni, if they raise fares, we tend to  
17 raise fares also. We'll see how that works out.  
18 I don't think that's going to happen, if I had to  
19 put my crystal ball to it, but I wanted to give  
20 everybody, kind of again, just a reminder of  
21 where we go for the next few months on worrying  
22 about the budget. So the budget starts April  
23 1st, through March 31st.

24 I wanted to give everybody a ridership  
25 update. This does not include September so far,

1 which is really coming in really heavy. In other  
2 words, recovery is on it. We are at about 77%,  
3 76% recovered pre-COVID. We want to get to 78%  
4 by the end of the year, I think we'll blow by  
5 that pretty easily. I was looking at the numbers  
6 last week, and especially on weekends, the  
7 weekend ridership is through the roof, and our  
8 weekday ridership is recovering quite well. And  
9 now September's back, and I think it'll be back  
10 quite a bit, though I will say the college  
11 parking lots are still a little empty. I visit  
12 the colleges this time of year, I was in  
13 Farmingdale this morning, and there was plenty of  
14 parking. So, I'm not sure that there's as many  
15 students on campus as there used to be, but  
16 ridership recovery is really strong. A lot of  
17 people going back to work now, back to the  
18 office, gas prices are pushing people back onto  
19 the buses again. Long Island Railroad is  
20 starting to see ridership return also, so our  
21 trips to Long Island Railroad are going to be  
22 more important as we go forward.

23 I wanted to give just again some  
24 service updates. Westbound, Nassau Community  
25 College and Long Island Railroad trips are still

1 underperforming the total system. So, those were  
2 major trip generators. Again, colleges are down  
3 in enrollment, physical enrollment, westbound  
4 trips into the city, and then Long Island  
5 Railroad connections are still down quite a bit,  
6 but they are recovering. Weekend trips,  
7 outperforming. I think we are now well beyond  
8 what we used to do on weekend pre-COVID, and  
9 especially a few of the routes specifically, and  
10 so we've got to look at how we can beef those  
11 routes up as we go on. Fewer transfers indicates  
12 shorter trips, so more community-based trips  
13 instead of commuter trips, very different travel  
14 patterns. Much more migration to go mobile, away  
15 from cash, and away from the MetroCard. And then  
16 longer peaks in the PM. Our peaks are now going  
17 until 9:00pm, 9:30. Travel patterns are a little  
18 different. AM peaks are still really  
19 concentrated, PMs are stretching out a little  
20 bit.

21 A higher number of Spanish speakers.  
22 So, we just finished our system-wide demographic  
23 survey. We did it earlier this year, in January,  
24 February, March, we put all the numbers together,  
25 we looked at all our ridership demographics, and

1 we've seen a huge spike in Spanish-speaking  
2 riders. So, we are taking the appropriate  
3 measures. We have to change the way we do things  
4 a little bit, how we put signs in the buses,  
5 maybe we go to pictographs instead of words to  
6 help all our riders, right? Is it more emphasis  
7 on Spanish-speaking drivers? Maybe we're going  
8 to start training drivers on basic Spanish  
9 phrases during their training, and remind them of  
10 those things. So very, very important. Able-  
11 Ride ridership, this was done before September.  
12 Obviously, this slide was done before September.  
13 Abel-Ride ridership recovery is at 65% at this  
14 time, now it's matched. It's matched our fixed  
15 route, it's about 75%. So it is coming back  
16 really strong, and we're looking at creative ways  
17 to make sure that we're serving that community as  
18 well as we always have.

19 Fall schedule that just went out, I  
20 will say that, I am proud to say that we've added  
21 service, which is kind of unique in this  
22 environment. Many systems are reducing service  
23 because of driver shortages, and we added  
24 service. So, increase weekday express service on  
25 the 4s, the 6s, and the 22s. Those are important

1 because those were crowded vehicles. So now  
2 we've got more trip, increased frequency on the  
3 N1, still need more, but we're working toward it.  
4 The 20G up in Great Neck, N26, and the N78. NCC  
5 service just started. Again, the buses are being  
6 ridden. They're not as crowded as they used to  
7 be, but that service is very important.  
8 Increased frequency on the 43 on Saturday  
9 schedules. Additional Soundview service on the  
10 Port Washington shuttle, additional PM service on  
11 the 78, and then extended seasonal service  
12 through September on the N88, the Jones Beach  
13 service.

14 So, I want to report about MINI. Now,  
15 I'll remind everybody what MINI is. So, mini is  
16 an on-demand system, using a smaller vehicle.  
17 Very unique, and again, we're the first one that  
18 came up with this. So, yellow is our current  
19 fixed route service, and blue is the new MINI  
20 service, the rest of these are proposed. The  
21 service that we just launched is from Freeport to  
22 Lynbrook, and it serves three quarters of a mile  
23 on each side of Atlantic Avenue. And it connects  
24 multiple routes, the 32, the 24, and the 6,  
25 across the system, the 4 -- it connects all those

1 systems. You hail the bus with your phone on  
2 MINI, the bus responds within 10 minutes, it  
3 picks you up, takes you anywhere within that  
4 service area in that bubble. And that bubble is  
5 really a cigar-shaped bubble. It's really been  
6 successful. We've already hit our end-of-year  
7 goal as far as ridership goes.

8           So the goal here, and the big advantage  
9 here to MINI is if I want to travel to, if I'm in  
10 Freeport and I want to go into the N6, for  
11 example, and go into the city, I don't have to go  
12 back to Hempstead, Rosa Parks, I can take the  
13 MINI and connect. Connections are free,  
14 transfers are free, so it's a great system.  
15 Again, it takes you where you want to, when you  
16 want to. As we hope to in the next 24 months,  
17 all the blue areas that you see will have MINI  
18 service as we roll out, if we can, obviously,  
19 continue the success. So, it's been very  
20 successful. John Feldman's here, he's the father  
21 of MINI, and really did a great job with this.  
22 It also takes -- it's completely ADA accessible,  
23 so if you're a paratransit customer, you can hail  
24 that ride right away, and not have to call ahead.

25           We have new vehicles coming, 33 new

1 GILLIG CNG buses. They are running late because  
2 of supply chain issues, so unfortunately, it  
3 looks like they'll probably push into,  
4 potentially, the next part of them will push into  
5 next year, but we hope to get our first few in  
6 late October, but that's a very fluid time range.  
7 So that'll mean that this year, we'll receive 133  
8 new fixed-route vehicles, so, you know, almost a  
9 third of, or more than a third of the fleet will  
10 be brand new. So, that's great for everybody.

11 Quick project updates, and then we're  
12 almost done, really. I wanted to give everybody  
13 a heads up, so we've been working on Rosa Parks,  
14 Hempstead Transit Center for about three-and-a-  
15 half years, the last phase has just started. So,  
16 the last phase is -- we've already completed the  
17 stamped concrete work, but every surface will be  
18 replaced, all the floors, all the walls.

19 There'll be a brand new refreshment stand, a  
20 little convenience store in there, new ADA doors.  
21 It looks great right now. It really does, the  
22 best it's ever looked, but when we're done with  
23 this, it'll be world class. It'll be really,  
24 really sharp.

25 I'll give everybody an update on the



1 electric bus. As you know, we've got six  
2 electric buses coming, that's the one on the top  
3 there. The portable chargers have been  
4 delivered, so we have those now. We're expecting  
5 the first bus in November/December, and then  
6 we'll get the rest of them next year. We're  
7 developing a secondary charging location on the  
8 back of the property, off -- we call it Oak  
9 Street, the buses will charge there. But  
10 eventually, we'll build a standalone charging  
11 station, that you see at the bottom, it'll be on  
12 the corner of Oak and Commercial. There's an old  
13 water purification plant there, with an old  
14 rusted stack, smokestack. That will come down,  
15 and that's where we'll house all the electric  
16 buses. So, good to see that.

17 Omni, the digital fair payment system  
18 by the MTA replaces the MetroCard. It's a tap-  
19 and-go system, you just tap your phone, or your  
20 credit card, or your Omni card at the reader on  
21 the fare box, no more MetroCard. This is an MTA  
22 product. They promised to share it with their  
23 affiliates, like ourselves, and Westchester  
24 County, and a few others. It's a little slower  
25 to roll out than we had hoped, but we're ready to

1 go on our end, we're just waiting for the MTA to  
2 give us the thumbs up to go. But we have  
3 everything in place, ready to go, so we're still  
4 working with them to get all the little bugs kind  
5 of figured out on that.

6 Our chairman mentioned something, so we  
7 mentioned something about this earlier, we just  
8 launched ride assist, NICE Assist. So, this was  
9 really designed -- transit can be confusing.  
10 Especially if you're not from the area, you don't  
11 know the area, maybe you don't speak the  
12 language, maybe you have a disability, or maybe  
13 you're just visiting, so you don't really have an  
14 opportunity to really learn the system, it takes  
15 some practice, right? So what we did is we  
16 launched this August 1st, you call this number, a  
17 request number, and within two hours, one of our  
18 supervisors will meet you at your stop. So they  
19 will help you get on the bus, they'll help you  
20 pay the fare, they'll do whatever they need to do  
21 to help you along there. They'll tell you how  
22 the kneeler works on the bus, how the ramp works  
23 on the bus, all the seats, and everything else,  
24 how to navigate the system, how to read the  
25 system map, how to read the timetable, that kind

1 of thing. So again, it's mostly because I have  
2 anxiety when I ride -- not on our system,  
3 obviously, but if I go to another system, and you  
4 know, it's like, okay, am I getting on the right  
5 bus, am I going to the right place? No one wants  
6 to get stranded, right? So, we're trying to  
7 alleviate some of those anxiety issues.  
8 Especially, again, especially for people brand  
9 new to the system. So, important for us, and you  
10 know, again, we want to make it frictionless for  
11 people to ride.

12 Community outreach. Erika is here, you  
13 guys know Erika. This is just a since May, these  
14 are all the community outreach events that she's  
15 going to do, all the way through October. So,  
16 there's a ton. There is a ton. Calvin High  
17 School, Baldwin Public School District, I'm not  
18 going to read them all, NUMC, a couple at NUMC,  
19 Northwell Health, Glen Cove City Hall, and  
20 Mineola Public Library, that kind of thing. So,  
21 we're really trying to get out there to the  
22 public to talk about the benefits of riding. And  
23 this is really a county asset that all citizens  
24 should be able to take advantage of, so we need  
25 to do -- to be out there and remind everybody of

1 it, right. So, Erika and her team have done  
2 that. They've done a great job. And again, she  
3 does all the branding and all the messaging,  
4 including social media, so really proud of that.

5 But that's all I've got this time  
6 around, pretty simple, pretty easy, I think. But  
7 at this point, Mr. Shrenkel, I don't know if you  
8 want me to answer questions from the Board.

9 MR. SHRENKEL: Well, I'm going to  
10 certainly invite the committee members to ask you  
11 questions. I only seem to have one. I'd just  
12 like to know where you stand financially on the  
13 budget [inaudible 00:24:14.311] the presentation.  
14 You don't have to give me specifics, and line-by-  
15 line item, but I'd like to if there's any, you  
16 know, concerning variances.

17 MR. KHZOUZ: Yeah, no variances  
18 whatsoever. Right now, the budget shows that we  
19 were able to sustain the current level of  
20 service, again with no fare increase, and no  
21 service cuts, and potentially a couple more  
22 enhancements, little tweaks to make service  
23 better. So we're, right as of now, assuming that  
24 the state comes through with their, you know,  
25 their support, we're looking pretty good. You

1 know, I tend to be a conservative person when we  
2 go to planning --

3 MR. SHRENKEL: Would you say your on  
4 budget, below, or over?

5 MR. KHZOUZ: Oh, yeah. Yeah, yeah.  
6 Yeah. Again, that's assuming the state continues  
7 their very high level of support, and they've  
8 done a great job supporting the system. Assuming  
9 that stays in place, which we have indications  
10 that it will, then we shouldn't have any issues.  
11 Yes?

12 MS. FALCO: Hi, Jack. Just piggybacking  
13 off that, what would affect the STOA  
14 contribution? What would --?

15 MR. KHZOUZ: STOA is about 60% -- almost  
16 70% of our total budget. So, it's a huge amount.  
17 The state is very good to Nassau County, and  
18 based upon our ridership, right, our ridership is  
19 pretty high here, and we depend on STOA very  
20 well. That's why I spend a lot of time in  
21 Albany. I'll be there at the end of the month,  
22 already starting to talk to our representatives  
23 there about our needs, to ensure that that stays  
24 in place. Yeah.

25 MS. FALCO: [inaudible 00:25:51.779]

1 MR. KHZOUZ: Yeah. Yeah.

2 MR. SHRENKEL: Mr. Berse --

3 MR. BERSE: We know that I can't go a  
4 meeting without having something.

5 MR. KHZOUZ: Well --

6 MR. BERSE: I do have two items that I  
7 noted. When you were talking about the Spanish-  
8 speaking riders, you may want to confer with the  
9 police department. They have a new thing in the  
10 system for the entire department, where on a  
11 phone, they have a system where a police officer  
12 can punch in when the person is talking through  
13 the phone, and get it translated, and speaks  
14 their language immediately, on the spot.

15 MR. KHZOUZ: Yeah. Yeah.

16 MR. BERSE: So, that's something that  
17 might want to be investigated, to see about  
18 sharing it here.

19 MR. KHZOUZ: Yeah, that's a good idea.

20 MR. BERSE: That might make it easier  
21 than training everybody how to speak a language,  
22 when there's, like, 29, 30 languages they'd have  
23 to know.

24 MR. KHZOUZ: Right. Yeah, no --

25 MR. BERSE: Where this little program

1 identifies what the person speaks, and they know  
2 what language it is, and they either get an  
3 interpreter on the phone, or they have a computer  
4 -- I don't know the full thing of how it works,  
5 but it's currently in operation.

6 MR. KHZOUZ: Yeah. Yeah, that's a good  
7 idea. I will certainly investigate that.

8 MR. BERSE: So that's something, you  
9 know, the first thing. The second thing is not  
10 anything that you had in the presentation. I  
11 think whoever handles what goes on with the buses  
12 by the Hicksville train station, sometime after  
13 November the permits are going to go through, and  
14 the major construction for 99. Newbridge Road,  
15 Nelson Avenue, and Duffy Avenue is going to  
16 start, and I know that it's going to interfere  
17 with the sidewalks where the buses park to have  
18 their bus stops.

19 MR. KHZOUZ: Yeah.

20 MR. BERSE: So on top of what I've been  
21 saying for years, we've got to get the buses off  
22 Newbridge Road, here it is you're going to have a  
23 conflict almost immediately. And okay, the town  
24 says they'll monitor it, but it's still a private  
25 construction developer, that they're going to do

1 what they want to do when they're doing their  
2 construction. So, I think we have to be  
3 proactive with the buses, to make sure it doesn't  
4 interfere, because this is a key spot. And then  
5 if a snowstorm comes, and we have what I always  
6 complain about, where that state piles the snow,  
7 the buses are halfway out into the driving lane,  
8 now you got that same situation from the  
9 construction.

10 MR. KHZOUZ: Yeah, certainly.

11 MR. BERSE: So we've got to get on top  
12 of that, find out when they're going to start,  
13 and make plans.

14 MR. KHZOUZ: Yeah, will do. Will do.

15 MR. BERSE: So, that's about -- I had a  
16 meeting Monday night that told me that's now a  
17 definite go, it's just a matter of how fast it's  
18 going to go. Okay?

19 MR. KHZOUZ: Yeah, yeah. Good, good  
20 points. Excellent. Anyone else from the panel?

21 MR. SHRENKEL: Mr. Duroseau --

22 MR. DUROSEAU: All I can say is to  
23 praise you guys, because we start with you from  
24 the beginning, and we saw and we understood what  
25 happened from the beginning. Now, you sit, for



1 the past five years your work has been very  
2 strong, and we hope to stay still with, you know,  
3 with their support.

4 MR. KHZOUZ: Yeah. Yeah.

5 MR. DUROSEAU: But I praise you guys. I  
6 commend you.

7 MR. KHZOUZ: Thank you.

8 MR. DUROSEAU: There's nothing that I  
9 would like to say. I'm not looking -- I'm not  
10 looking for anything wrong, but I ride the  
11 busses, I look everywhere, they're clean. Those  
12 guys, they are very professional. It's nothing -  
13 - I look for things, and I can't find anything.  
14 So, I really commend you guys for doing a good  
15 job.

16 MR. KHZOUZ: Well, thank you.

17 MR. BERSE: Now give him his badge.

18 MR. KHZOUZ: Yeah. No, it's this team,  
19 really, that does it, so --

20 MR. SHRENKEL: And let me add that Mr.  
21 Duroseau, of course, has experience in this area,  
22 being a former bus driver.

23 MR. KHZOUZ: Yeah, he certainly does.  
24 He certainly does.

25 MR. SHRENKEL: And to my left, we also

1 have a former bus driver, who worked for the MTA  
2 for many years, and -- is Tony Rosario.

3 MR. ROSARIO: [inaudible 00:30:01.556]  
4 To piggyback on what Jean has said also, that  
5 there is an exceptional job. I've seen the  
6 progress. I've been here from the beginning.  
7 And when it comes to traffic, like you said, my  
8 head was bobbing when you said about traffic,  
9 it's almost double what it was pre-COVID, and I  
10 don't understand it, where all these cars are.  
11 And the buses are doing the best that they can.  
12 I drove out there in that traffic, so I know when  
13 you said about the accidents, it's -- and I don't  
14 know, with MTA, everything was preventable.

15 WOMAN: Yeah.

16 MR. ROSARIO: I see they understand that  
17 word.

18 MR. KHZOUZ: Yeah, we do. We all live  
19 that, so --

20 MR. ROSARIO: But it's not easy, and as  
21 I said, I commend the drivers for what they do.

22 MR. KHZOUZ: Yeah, they do a great job,  
23 and we all try to support that and remember that  
24 every day. So, that's why we're here.

25 MR. ROSARIO: I hope that you get the

1 support for the budget, because Long Island needs  
2 it, and lot of -- more people are working,  
3 apparently, and there are still more jobs that  
4 need to be filled. But you guys are doing your  
5 part. Thank you.

6 MR. KHZOUZ: Yeah. Yep, yeah. Another  
7 question?

8 MR. SHRENKEL: Ms. Falco?

9 MS. FALCO: Yeah, no, I was just asking  
10 earlier about if there was any idea regarding the  
11 STOA fund, but I don't have any other questions.  
12 So, no.

13 MR. SHRENKEL: [crosstalk 00:31:15.936]  
14 Okay, if there are no further questions from our  
15 committee members at this point, we'll invite the  
16 public to talk, and their comments, questions.  
17 Again, please kind of think, frame, and design  
18 what you really want to say, so keep it maybe in  
19 a three-minute timeframe. Please tell us who you  
20 are, please tell us what town you're from. If  
21 there's a specific bus issue, needless to say,  
22 let me say -- tell us which bus route it is so  
23 that if corrective action needs to be taken, we  
24 can try and do it. Sir?

25 MR. TRACIVIA: Man, I guess I'm the

1 public.

2 MR. SHRENKEL: You're sitting in the  
3 right direction.

4 MR. TRACIVIA: On the right. Joe  
5 Tracivia [SP] from Levittown. And before I even  
6 begin with my comments, I just want to offer  
7 something on my trip today, taking the 49 and 27.  
8 I found that about 50/50 masked versus unmasked,  
9 right, if that's of interest to anyone. And I'm  
10 a hybrid, because I still wear a mask on the bus,  
11 I still there wear a mask in the store, but I'm  
12 not wearing one here. So, it's like I'm just  
13 sort of ratcheting down. But I thought that was  
14 interesting, that about 50% --

15 MR. KHZOUZ: Yeah, that's about what  
16 we're seeing. Yeah.

17 MR. TRACIVIA: Okay. So, happy 10th  
18 anniversary to NICE. NICE is 10, and my  
19 grandchildren are 5 and 2. I haven't changed at  
20 all, so -- where does the time go? As a regular  
21 rider, I had my share of trepidations when Nassau  
22 County 78 bus operation was privatized, and there  
23 were times with budget and service cuts that  
24 justified those fears. But since becoming a  
25 regular part of these meetings, I've seen NICE

1 become a system we can be proud of, run by  
2 dedicated individuals who listen to their  
3 customers, and whenever possible, act on their  
4 behalf. Under NICE, improvements have been made  
5 throughout Nassau's bus transportation system,  
6 both in scheduling and infrastructure, with only  
7 minimum adverse effects on less traveled routes.

8 Referring more specifically to my  
9 personal focus on, all together now, Newbridge  
10 Road, two years, you still remember, while we  
11 lost the luxury of the N50, the weekday schedule  
12 for the N49 has been normalized to hourly service  
13 at a consistent time that reduces the need to  
14 check schedules and online sources, and the  
15 additional added benefit of increased early  
16 morning and evening service surpassing even that  
17 of the MTA. Saturday schedules still have the  
18 inconvenient 90-minute gap, so you get an A, but  
19 not an A-plus. But with weekend ridership going  
20 through the roof, I'm hoping that'll change. But  
21 I must say I'm both pleased and satisfied with  
22 all of the progress made.

23 And last thing, I also add that since  
24 the lessening of the pandemic situation, my  
25 renewed experiences with NICE have been

1 overwhelmingly positive. So, everyone keep up  
2 the good work, and thank you very much for  
3 listening.

4 BOARD: Thank you.

5 MR. SHRENKEL: Any other, anyone else  
6 who would like to -- [inaudible 00:35:26.469] no  
7 more public comments. [inaudible 00:35:38.809]  
8 Well, we only have one public comment [crosstalk  
9 00:35:42.545]

10 MR. BERSE: But you only had one public.  
11 We only had one public.

12 MR. SHRENKEL: Any --?

13 MR. TRACIVIA: Ridership may be up, but  
14 attendance here is down.

15 MR. SHRENKEL: Has anything jarred the  
16 committee members to ask any further questions?

17 MR. BERSE: Well, isn't it an indication  
18 that people aren't coming up here to complain?

19 MR. TRACIVIA: Yeah.

20 MR. BERSE: You know, that's got to be a  
21 good thing. I mean, yeah, the room was filled  
22 with NICE staff, but only one, you know,  
23 dedicated public person would come here even if  
24 there was a snow storm. But you're talking about  
25 when we had more and more people, they were

1 giving us a letter, a reading, a whatever, saying  
2 this is a problem, that's a problem, I don't like  
3 this, I don't like that. So if they're not here,  
4 as long as they knew about the meeting, they've  
5 got to be becoming reasonably happy that things  
6 have gone in the right direction. Wouldn't that  
7 be the indication? I mean --

8 MAN: Yeah. Yeah.

9 MR. TRACIVIA: Hey, even this dedicated  
10 public person, who used to complain in every  
11 meeting, is happy. So, take that to the bank.

12 MR. KHZOUZ: Well, we don't take it for  
13 granted, so --

14 MR. SHRENKEL: Would anyone on the  
15 committee move to make a motion to adjourn? I  
16 mean --

17 MR. ROSARIO: I make a motion.

18 MR. DUROSEAU: I second it.

19 MR. SHRENKEL: Mr. Rosario, thank you.  
20 We have a second?

21 MR. DUROSEAU: I second.

22 MR. SHRENKEL: [crosstalk 00:37:00.421]

23 MR. BERSE: And Dawn gets to go on time.

24 MR. SHRENKEL: With that, our meeting is  
25 adjourned. Thank you all for coming.

1 MS. FALCO: Thank you, everybody.

2 MAN: Thank you.

3 MR. BERSE: Jack, did you know about  
4 that system the police have?

5 MR. KHZOUZ: I've been in a few of the  
6 meetings, a few of the planning meetings. So,  
7 yeah, we're on their calendar. We know what's  
8 going on, so we'll stay in touch [crosstalk  
9 00:37:27.822]

10 MR. BERSE: Well, but that's in use now,  
11 on the street.

12 MR. KHZOUZ: Yeah. No, I know.

13 MR. BERSE: That was something that we  
14 learned last night [crosstalk 00:37:37.630]  
15 council meeting.

16 MR. KHZOUZ: Yeah. So, I got the  
17 update, so hopefully [crosstalk 00:37:42.381]

18 MR. BERSE: All right.

19 [00:37:45.579]

20 [crosstalk]

21 [00:39:25.647]

22 WOMAN: Oh, I'll ease myself in.

23 MR. ROSARIO: Yeah, and her first one  
24 was a slam dunk.

25 [00:39:30.928]



1 [crosstalk]

2 [00:39:45.523]

3 MR. DUROSEAU: You need help, man?

4 MR. BERSE: No, no, I'm just -- I'm  
5 sitting so long, I've got to get everything  
6 straightened out.

7 [00:39:53.309]

8 [crosstalk]

9 [00:40:58.905]

10 MS. FALCO: [inaudible 00:40:58.760]  
11 thank you. So good to see you.

12 MAN: Same here.

13 MS. FALCO: Thank you, thank you, thank  
14 you.

15 [00:41:03.390]

16 [crosstalk]

17 [00:41:20.978]

18 MAN: Erika --

19 MS. FALCO: Thank you so much. Good to  
20 see you.

21 [00:41:23.248]

22 [crosstalk]

23 [00:41:35.068]

24 MR. BERSE: I'm walking out. So, when's  
25 our next one, December? September, November --

1 MR. SHRENKEL: We'll see. We'll see.

2 [crosstalk 00:41:41.284]

3 MR. BERSE: No, I said in November  
4 [inaudible 00:41:45.071] right? Well, all right.  
5 Good seeing you guys. You take care of yourself,  
6 and --

7 [00:41:52.479]

8 [crosstalk]

9 [00:42:00.855]

10 MAN: -- that I've already looked into.

11 MR. BERSE: All right, guys -- take it  
12 easy. Take care.

13 [00:42:08.571]

14 [crosstalk]

15 [00:42:31.059]

16 MR. DUROSEAU: No problem.

17 WOMAN: Okay?

18 MR. DUROSEAU: And I thank you very  
19 much.

20 WOMAN: Thank you. Nice to see you.

21 MR. DUROSEAU: Same here. Thank you.

22 MR. BERSE: But it should be an option  
23 for those, everybody should just get one.  
24 Because it's also part of walking into a building  
25 --

1 WOMAN: So, we reached out to everybody

2 --

3 MR. BERSE: I know, and I --

4 WOMAN: And you and Ms. Falco are the  
5 only ones that wanted one. So, we -- I think  
6 Jean saw yours, and then decided, hmm, I do want  
7 one of those, so -- Because I can't make them on  
8 my own, I've got to have a photo, too.

9 MR. BERSE: All right.

10 WOMAN: So, I'll get on it.

11 MR. BERSE: Well, it was easy for my  
12 photo, because you had it already.

13 WOMAN: I have Able-Ride. It was the  
14 Able-Ride photo, exactly. So -- yep.

15 WOMAN: It was nice meeting you.

16 WOMAN: Good, good to see you. I will,  
17 yeah, I'll get in touch with [crosstalk  
18 00:43:15.715]

19 MR. BERSE: I like her better than  
20 Peter.

21 WOMAN: Peter abandoned us.

22 WOMAN: She's cuter than Pater.

23 MR. BERSE: That's right. I didn't want  
24 to say that because I'd get in trouble.

25 WOMAN: Yeah. I can say it. I can say

1     it --

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C E R T I F I C A T I O N

I, Lindsay Peacock, certify that the foregoing transcript is a true and accurate record of the proceedings.



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Date: November 14th, 2022

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