



NASSAU COUNTY, NEW YORK

TITLE VI OF THE CIVIL RIGHTS

ACT OF 1964

SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

IN FULFILLMENT OF REPORTING REQUIREMENTS OUTLINED IN FTA CIRCULAR 4702.1B (10-1-2012)

2019

INTRODUCTION

Nassau County as a designated recipient of the Federal Transit Administration (FTA), submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964 and the implementing guidelines under FTA Circular 4702.1B, published October 1, 2012.

Nassau County is the designated recipient of FTA funds, for the County's public transit system. Pursuant to New York General Municipal Law Section 119-r and Nassau County Local Law 15-1972, the County is authorized to provide bus transportation services to the public. In 2011 the County determined that the interests of the County and the residents were best served if bus transportation services in the County were provided by private enterprise operating under a contract with the County; and as of January 2012, the County's public transportation system renamed as: "Nassau Inter-County Express" (NICE) has been directly managed, operated and maintained by Transdev Transportation Services, Inc.

The Nassau Inter-County Express (NICE) fixed-route network has a 36-route network serving Nassau County, eastern Queens, and western Suffolk County; providing fixed-route service within a service area of 1,369,514 residents.

The Plan incorporates Chapters III, IV from the Title VI-Dependent Guidelines for FTA Recipients—Circular 4702.1B.

The purpose of the Plan is to describe how NICE in conjunction with Nassau County will develop and implement the Title VI Program. Its intent is to identify the steps taken and will take to ensure that, for all programs and activities supported by federal financial assistance, NICE provides services without excluding or discriminating on the grounds of race, color or national origin, or creating additional barriers to accessing services and activities.

Consistent with its commitment to meet FTA regulatory requirements, this Plan was prepared in accordance with:

- Title VI of the Civil Rights Act of 1964 and related statutes
- 49 CFR 21
- FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"
- U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 FR 74087 (December 14, 2005)
- DOT Guidance of 2001: To Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries
- Executive Order 13166 of August 11, 2000: Limited English Proficiency (LEP)
- Executive Order 12898 of February 1994: Environmental Justice Executive Order

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TITLE VI NOTICE TO THE PUBLIC

ENGLISH

NICE Respects Civil Rights

Transdev Services, Inc. operates and maintains the Nassau Inter-County Express (NICE) fixed route and paratransit bus system without regard to race, color, national origin, religion, gender, sexual orientation, marital status, age or disability, and in accordance with applicable law.

Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

NICE is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. To request additional information on NICE Title VI nondiscrimination requirements, contact us at 516.542-0100 TTY rely on 711 or email Latoya.Pippins@transdev.com

LIST OF LOCATIONS WHERE THE NOTICE TO THE PUBLIC IS POSTED

The Public Notification are posted at the Rosa Parks Transit Center as well as the Mitchell Field facility and Able-Ride Depot. It is also printed on the back of all the timetables.

The notice can also be found on the NICE's website at:

<https://www.nicebus.com/About-NICE/Compliance>

TITLE VI COMPLAINT PROCEDURE - Public

Any person who believes he or she has been unlawfully discriminated against on the basis of race, color or national origin in violation of Title VI as a result of a NICE action may file a complaint with NICE. Any such complaint must be in writing and filed with NICE within 180 days following the date of the alleged discriminatory action. For information on how to file a complaint, to obtain a Title VI Complaint Form, or for additional information regarding the NICE Title VI complaint procedures, contact NICE by any of the following methods:

Written correspondence addressed to:

Latoya Pippins

700 Commercial Ave. Garden City, NY 11530

Phone: 516.228.4000 TTY relay 711 Email: latoya.pippens@transdev.com


In addition to your right to file a complaint with Transdev/NICE, you have the right to file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration, and Office of Civil Rights. Office of Civil Rights /1200 New Jersey Avenue, SE /Washington, DC 20590

Proof of Approval

Nassau County as a designated recipient of Federal Transit Administration (FTA) funds, submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964 and the implementation guidelines under circular 4702.1B published October 1, 2012. To the best of my knowledge and belief, all data in this program is true and correct.

EVLYN R. TSIMIS

Name of County Executive (or Designee)



Signature of County Executive (or Designee)

Deputy County Executive for

Title Economic Development

5.1.19

Date

List of Locations where the Notice to the Public are posted;

Mitchel Field Main Depot

700 Commercial Ave
Garden City, NY 11530

Able-Ride

947 Stewart Ave
Garden City, NY 11530

Hempstead Transit Center

West Columbia Street
Hempstead, NY 11550

Mineola Intermodal Center

229 Station Rd
Mineola, New York 11501

**All Fixed Route Buses
All Able-Ride Revenue Vehicles**

TITLE VI COMPLAINT PROCEDURES - NICE

Any person who believes he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color, or national origin by NICE Bus may file a complaint by completing and submitting NICE Bus Title VI Complaint Form.

Title VI complaints must be received no more than 180 days after the alleged discriminatory action. NICE will process all completed complaint forms in accordance with the following procedures:

A completed complaint will be reviewed by NICE staff trained to recognize, investigate and respond to Title VI complaints. The complaint first will be reviewed to confirm that a discriminatory action in violation of Title VI has been alleged. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by NICE.

If applicable, an investigation of the allegations in the complaint will be conducted and generally completed within 90 days of receipt. If more information is needed to resolve the case, NICE may contact the complainant. If further information is requested by NICE from the complainant, the complainant shall respond with the necessary information within ten (10) days with the information to the investigator assigned to the case unless additional time is requested. NICE may administratively close the case if the requested additional information is not timely provided or if the complainant advises that, he or she no longer wishes to pursue the complaint.

After an investigation is complete, NICE will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any action to be taken because of the investigation. If a complainant disagrees with this determination, he/she may request reconsideration by submitting a request in writing to the NICE CEO within seven (7) days after the date of the initial NICE determination letter, stating with specificity the basis for the reconsideration. The CEO will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the CEO will issue a final determination letter to the complainant upon completion of his review of the matter.

TITLE VI COMPLAINT FORM
FORM IS AVAILABLE IN ADDITIONAL LANGUAGES UPON REQUEST

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form or need additional information in alternative formats, please let us know.

Complete and return this form to:

Latoya Pippins
NICE Bus
700 Commercial Avenue
Garden City, NY 11530

or

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue SE,
Washington, DC 20590.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone(home) : _____ Office: _____
5. Email: _____
6. Are you filling out the complaint on your behalf? Yes/No If not, please supply the name and relationship of the person for whom you are filing the complaint:
7. Please explain why you have filed a complaint about a third party:
8. Please confirm that you have obtained the permission of the aggrieved party if you are filing on the behalf of the third party:
9. Which of the following best describes the basis for the discrimination you alleged to have taken place?

- a. Race _____
- b. Color _____
- c. National Origin _____
- d. Other _____

10. What date did the incident occur?

11. In your own words, please describe what took place. Please explain what policy, program, activity or person you believe was discriminatory.

12. Have you filed a complaint concerning this incident with any other state, federal or local agency? Or with any federal or state court? If yes, please explain.

13. Please provide information about a contact person at the agency/court where the complaint was filed: Agency/Name of person/ phone/address/city/etc.

14. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Print Name

Date

Signature

Though Nassau Inter-County Express did not have any formal Title VI complaints filed through any channel from 2016-2018, NICE Bus did have complaints that may be classified as potential issues. Each complaint was handled through NICE Bus Customer Engagement Protocol: Each customer was contacted within 48 hours, the issues were then sent to the appropriate “owners” for immediate action and follow up.

2016

Date Filed	Last Name	First Name	Case #	Contact	Title VI	Subject	Action Taken	Closed Date
04-02-16	Szatinski	Betty	2441613	Web		B.O. didn't pick up wheelchair pax	Interviewed & reinstructed	2-25-16
19-02-16	Copeland	Bryanna	2457482	Web		B.O. didn't pick up wheelchair pax	Interviewed & reinstructed	3-1-16
06-03-16	Copeland	Bryanna	2481264	Phone		B.O. didn't pick up wheelchair pax	Interviewed & reinstructed	3-7-16
20-05-16	Copeland	Bryanna	2589423	Mail		B.O. didn't pick up wheelchair pax	Interviewed & reinstructed	5-24-16
29-05-16	Copeland	Bryanna	2651585	phone		wheelchair pax not following protocol	Interviewed & reinstructed	5-26-16
20-06-16	Copeland	Bryanna	2650682	Phone		B.O. didn't pick up wheelchair pax	Interviewed & reinstructed	6-20-16
30-06-16	Copeland	Bryanna	2651807	email		wheelchair securement	Interviewed & reinstructed	6-30-16
11-10-16	Lopez	Celeste		lettter		B.O. service dog	Interviewed & reinstructed	10-17-16

2017

Date Filed	Last Name	First Name	Case #	Contact	Title VI	Subject	Action Taken	Closed Date
03-01-17	Copeland	Bryanna	2896047	Phone		W/C ramp not working	No fault	1-3-17
19-01-17	Copeland	Bryanna	2901254	Phone		W/C securement	Interviewed & reinstructed	1-19-17
29-01-17	Copeland	Bryanna	2968541	Email		Pass improperly boarding	Interviewed & reinstructed	1-29-17
2/212017	Copeland	Bryanna	2970456	Email		W/C securement	Interviewed & reinstructed	2-21-17
11-05-17	Carter	Craig	3072599	Facebook		Pass up	No fault	5-11-17
18-05-17	Copeland	Bryanna	3072558	Email		Pass improperly boarding	No fault	5-18-17
23-06-17	Copeland	Bryanna	3156492	Phone		Pass up	No fault	6-23-17
26-06-17	Watson	Dolores	3132778	Email		Rude B.O.	Interviewed & reinstructed	6-26-17
24-08-17	Copeland	Bryanna	3253656	Phone		W/C securement	Interviewed & reinstructed	8-30-17
26-09-17	Copeland	Bryanna	3276082	Phone		Pass up	Interviewed & reinstructed	9-26-17
16-10-17	Szatinski	Betty	3308660	Web		Pass up	Interviewed & reinstructed	10-16-17
18-10-17	Copeland	Bryanna	3572611	Phone		Pass up	No fault	10-18-17

2018

Date Filed	Last Name	First Name	Case #	Contact	Title VI	Subject	Action Taken	Closed Date
2.26.2018	Coopeland	Bryanna	3581451	Email		Ramp wasn't working	Interviewed & reinstructed	1-3-18
3.14.2018	Bebee	Michael	3711109	Email		Pass up	Interviewed & reinstructed	3-15-18
4.16.2018	Szatinski	Betty	3669479	Web		Pass up	Interviewed & reinstructed	4-23-18
5.04.2018	Coopeland	Bryanna	3725546	Email		Pass up	Interviewed & reinstructed	11-5-18
5.07.2018	Coopeland	Bryanna	3727443	Phone		Capacity	No Fault	9-5-18
7.12.2018	Anonymous	Anonymous	3854992	Web		4 point strap	No Fault	12-7-18
7.23.2018	Coopeland	Bryanna	3908230	Email		Wheelchair Ramp	No Fault	7-27-18
9.17.2018	Cohen	Mindy	4027105	Email		Pass up	Interviewed & reinstructed	9-18-18
9.26.2018	Anonymous	Anonymous	4041614	None		Wheelchair Securement	Interviewed & reinstructed	9-27-18
10.24.2018	Fletcher	Anonymous	4026972	Phone		Disabled Fare	Interviewed & reinstructed	10-24-18
10.29.2018	Copeland	Bryanna	4026945	Email/Phone		Pass up	Interviewed & reinstructed	2-11-18
11.08.2018	Anonymous	Anonymous	4041638	Email		Wheelchair Securement	Interviewed & reinstructed	8-11-18

PUBLIC PARTICIPATION PLAN

INTRODUCTION

This Public Participation Plan (PPP) was developed to ensure that prior to implementing adjustments to fares, services and routes of the NICE Transit System, appropriate public comment is solicited and considered in accordance with the terms of the Fixed Route Bus and Paratransit Operation, Management and License Agreement (Operating Agreement) and applicable federal, state and local law. This PPP also identifies strategies and processes to ensure effective public and stakeholder notice and participation, as appropriate, in NICE transportation planning activities, and in the authorized functions of the Transit Committee established pursuant to the Operating Agreement and Local Law 10-2011 (Local Law).

Sound policy and service delivery decisions need to take into consideration community sentiment and public opinion based on well-executed outreach efforts. The public outreach strategies described herein are designed to provide the public with effective access to information about NICE fixed-route bus and paratransit service and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to the NICE service.

NICE also recognizes the importance of many types of stakeholders in decision-making processes, including other units of government, other metropolitan area agencies, Community Based Organizations (CBOs), major employers, passengers and the public, including its low income, minority, and Limited English Proficiency (LEP) members.

GUIDING PRINCIPLES

The PPP endeavors to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low income, minority and LEP groups, to comment, as appropriate and as required by the Operating Agreement and applicable law, on proposed adjustments to fares, services and routes of the NICE Transit System. Guiding principles for this PPP include:

Inclusion and Diversity: NICE will proactively reach out and engage low income, minority and LEP populations from the NICE service area so these groups will have an opportunity to participate.

Accessibility: All legal requirements for accessibility will be met. Every effort will be made to enhance the accessibility of the public's participation - physically, geographically, temporally, linguistically and culturally.

Clear, Focused, Understandable and Relevant: Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions are understood by participants. Proposed adjustments to fares and service will be described in language that is clear and easy to understand.

Respectful: All feedback received will be given careful and respectful consideration.

Responsive: NICE will strive to respond to, and incorporate where possible, appropriate public comments into transportation decisions.

Tailored: Public participation methods will be tailored to match local and cultural preferences as much as possible.

Trustworthy: Information will be accurate and trustworthy.

Transparent: NICE will communicate on its website, in a clear and transparent way, the information that the public needs to know in order to utilize the bus system (schedules, service alerts, proposed changes, etc.). The site will also inform the public, again in a clear and transparent way, about any proposed changes, and any scheduled Community Meetings or Public Hearings.

Flexible: The public participation process will accommodate participation in a variety of ways and are adjusted over time as needed.

METHODS FOR ACHIEVING PUBLIC PARTICIPATION AND PROVIDING NOTICE AND GENERATING AWARENESS ABOUT COMMUNITY MEETINGS AND PUBLIC HEARINGS

The methods of public participation included in this PPP were developed based on contractual and legal requirements and best practices employed by other leading public transportation systems in the country.

NICE intends to achieve meaningful public participation by a variety of methods with respect to changes to NICE service, and, when legally required, will formally solicit and consider public comment following the terms of its agreement with Nassau County. These include Public Hearings, when legally required to be conducted by the Transit Committee, to be established pursuant to the Local Law and Operating Agreement; Community Meetings. Public Hearings are discussed in more detail in the “Public Hearings” section of this document.

While not formally required, NICE has already and will in the future also conduct other types of Community Meetings and Listening Sessions as appropriate with passengers, employers, CBOs, and Advisory Committees (e.g., the Accessibility Advisory Committee and a Customer Advisory Committee) to gather public input and distribute information about service quality, proposed changes or new service options.

In addition, the public will be invited at all times to provide feedback via NICE’s website (www.nicebus.com) and all feedback collected on the site will be recorded and passed on to the NICE management team and responded to as appropriate. The public will also be able to call the NICE Travel Information Center at 516.228.4000 during its hours of operation and feedback collected at this call center will be shared with and responded to by the NICE management team. Finally, formal customer surveys to measure performance and listening sessions to solicit input will be conducted periodically.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment to service, routes or fares. Some meetings will be designed to share information and answer questions. Some will

be designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comment before implementing proposed adjustments to fares, route eliminations and major changes to service. In each case, an agenda for each meeting will be created that works to achieve the stated goals but is relevant to and not overwhelming for the public.

For all public meetings and hearings, the venue will be a facility that is accessible for persons with disabilities and, preferably, are served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient for all participants.

For Community Meetings and Public Hearings, NICE uses a variety of means to make riders and citizens aware that the meetings/hearings are taking place, including some or all of the following methods:

- In-bus Advertisements (“Car Cards”) and/or “Take One” Messages
- Posters or flyers at NICE transit centers
- Postings and information on the NICE website (www.NICEbus.com)
- Press releases and briefings to major media outlets
- Flyer Distribution to CBOs, particularly those that target audiences with Limited English Proficiency, in Spanish and English
- Flyers and Information distribution through various libraries, universities and civic organizations that currently help distribute our timetables and information.
- Postings on the County website (**required by Local Law 10-2011 for Public Hearings**)
- Notices in Long Island Newsday & El Diario (**required by Local Law 10-2011 for Public Hearings**) as well as notifying local municipal publications and websites.
- Communications to relevant elected officials

All major printed and website information and materials that communicate proposed and actual service adjustments will be provided in both English and Spanish, as Spanish is by far the most predominant non-English language in Nassau County.

PUBLIC HEARINGS

Under this PPP and as specified in the contract between Transdev Transportation and Nassau County, a formal public hearing will be conducted by the Transit Committee in the following circumstances:

1. When a fare increase for NICE Transit System services is proposed.
2. When the elimination of a NICE Transit System route is proposed.
3. When a reduction in a NICE Transit System route, which reduction constitutes at least a 25% decrease in the service hours assigned to the route, is proposed.
4. As otherwise required by the Operating Agreement and applicable law.

Such Public Hearings are subject to Local Law 10-2011 and the New York State Open Meetings Law (NYOML) and will be noticed and conducted in accordance with the following procedures and practices:

1. **Notice of Public Hearing** – Public notice of the Hearing date, time and location will be provided at least seven (7) days before the scheduled date for the hearing. A notice shall be advertised using a variety of the methods provided above including, at a minimum, on the County's website and in the official County newspaper including Spanish Language publications. Notice of the proposed agenda for the Hearing and the proposed fare and/or route adjustments shall be provided at least three (3) days before the Hearing.
2. **Number and Timing of Public Hearings** - at least two (2) Hearings will be conducted, one during the day between the hours of 8:00 a.m. and 3:00 p.m., and one during the evening between the hours of 3:00 p.m. and 11:00 p.m. Reasonable efforts will be made to hold additional Hearings, as necessary, to accommodate public comment. Meetings will include Spanish language interpreters and material will be available in both English and Spanish. The last Hearing shall be conducted no sooner than 45 days before the proposed fare increase or applicable route adjustment is scheduled to be implemented by NICE.
3. **Location of Public Hearings** – Hearings will be conducted in a location that is accessible to persons with disabilities and adequate in size and venue to accommodate the anticipated public attendance. Sign language interpreters will be present and material will be made available in various formats for the disabled. All Information will also be available in Spanish.
4. **Receipt of Public Comments** – meetings will be formatted to accommodate written and verbal comment by the public with respect to the proposed fare, service, and route adjustments. Specific rules and procedures regarding the timing and manner of providing comments will be as established and noticed by the Transit Committee in advance of each Hearing. Comments provided by the public at the hearing will be recorded. The public will have the opportunity to comment via phone, email or letter, as well as at the hearing. As permitted by time and other considerations, NICE staff members will respond to the questions and comments submitted by the public. Comments

will be considered by both Planning and Operating Managers at NICE bus to assess viability and need.

5. **Minutes** – Minutes of the Public Hearing including public comments received and any other motions, proposals, discussions, and resolutions made by participants at the Hearing will be recorded or transcribed and made available to the public within two (2) weeks of the Hearing date.

Other meetings of the Transit Committee will be conducted in accordance with the terms of the Operating Agreement and the NYOML except that unless requested by the Transit Committee, public comment will not be received. Such meetings will be open to the public except for those portions of the meeting conducted in Executive Session. The minutes of such meetings will be recorded as required by the NYOML.

TITLE VI

NICE Bus operates its system without regard to race, color, national origin, religion, sex, sexual orientation, marital status, age or disability in accordance with applicable law.

NICE Bus is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. For more information, please visit www.nicebus.com or call 516.228.4000



**TITLE VI LIMITED ENGLISH PROFICIENCY ANALYSIS
AND LANGUAGE IMPLEMENTATION PLAN**

2019

[In compliance with Federal Transit Administration Circular 4702.1B dated October 1, 2012 which requires that Under Title VI of the Civil Rights Acts of 1964, Nassau Inter-County Express (NICE) is committed to taking reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and/or who have limited ability to read, speak, write or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.]

I. INTRODUCTION

The Nassau Inter-County Express (NICE) fixed-route network has grown to a 40-route network serving Nassau County, eastern Queens, and western Suffolk County. The paratransit service is operated within three-quarters of a mile from a fixed route service running within Nassau County. The NICE system is owned by Nassau County, but managed and operated by Transdev.

In providing fixed-route service within a service area of 1,369,514 residents, NICE understandably interacts with individuals with varying degrees of ability to speak and/or understand English. For this reason, NICE has developed this Limited English Proficiency (LEP) plan. Additionally, the LEP plan has been prepared to address Nassau's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills.

Individuals, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP." In the NICE service area, there are roughly 146,513 residents or 11.4% who describe themselves as not able to communicate in English very well (Source: U.S. Census). NICE is federally mandated (executive order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. NICE has utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LEP plan.

The U.S. Department of Transportation handbook, titled *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)"* (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (*Handbook, page 5*).

The *Handbook* further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (*Handbook*, page 5).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (*Handbook*, page 6). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. (*Handbook*, page 6) These provisions are included in *FTA Circular C 4702.1B* in Section 9 of Chapter III (pages III-6 -- III-9).

For many LEP individuals, public transit is the principal transportation mode used. It is important that NICE be able to communicate effectively with all riders, both LEP and non-LEP individuals alike. When NICE is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible service for all of the agency's customers. For these reasons, NICE is committed to taking those reasonable steps to ensure meaningful access for LEP individuals to this agency's services.

This Plan will demonstrate the efforts that NICE has undertaken to make its service as accessible as possible to all persons irrespective of their ability to communicate using the English language. More specifically, the plan addresses how services will be provided through general guidelines and procedures:

- **Notification:** Providing notice to LEP individuals about their right to language services
- **Identification:** Identifying LEP populations and LEP services in County departments
- **Interpretation:** Offering free and timely interpretation to LEP individuals upon request
- **Translation:** Providing free and timely translation of vital NICE documents
- **Staffing:** Identifying NICE/County employees to meet LEP customer service needs.

- **Training:** Delivering training on LEP service mandates to all responsible employees

Additionally, NICE does welcome any comments or suggestions that would further improve the effectiveness of this Plan and/or our ability to communicate more effectively with our customers.

II. FOUR-FACTOR ANALYSIS

The analysis provided in this report has been developed to identify Limited English Proficient (LEP) population that may use the NICE system and identify needs for language assistance. This analysis is based upon (and follows) the “Four Factor Analysis” presented in the *Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons*, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a NICE program, activity or service.
2. The frequency with which LEP persons come in contact with NICE programs, activities or services.
3. The nature and importance of programs, activities or services provided by NICE to the LEP population.
4. The resources available to NICE and overall costs to provide LEP assistance

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

DOT guidance for this first factor says, “The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed.”

Task 1, Step 1: Examine prior experiences with LEP individuals

NICE provides services to individuals with limited proficiency in English. The most common languages spoken within the NICE service area are English and Spanish. Below is a list of policies and practices that NICE has instituted in order to ensure that those seeking service from NICE for

their transportation needs have equal opportunities to communicate with NICE.

- 1) Most customer service representatives are fluent in English and Spanish. A Customer Service Representative is typically the initial contact for potential NICE customers.
- 2) Many NICE drivers speak a language other than English and can answer service questions in the field from customers.
- 3) To the extent feasible, assign bilingual drivers to bus runs serving groups with a high concentration of LEP riders/patrons.
- 4) Network with the Department of Social Services for Nassau County that provides services to LEP individuals by providing informational literature and workshops on NICE's transportation services.

NICE spoke with its customer service representatives in preparation for this report, and they confirmed that Spanish is the most common language other than English.

Task 1, Step 2: Become familiar with data from the U.S. Census

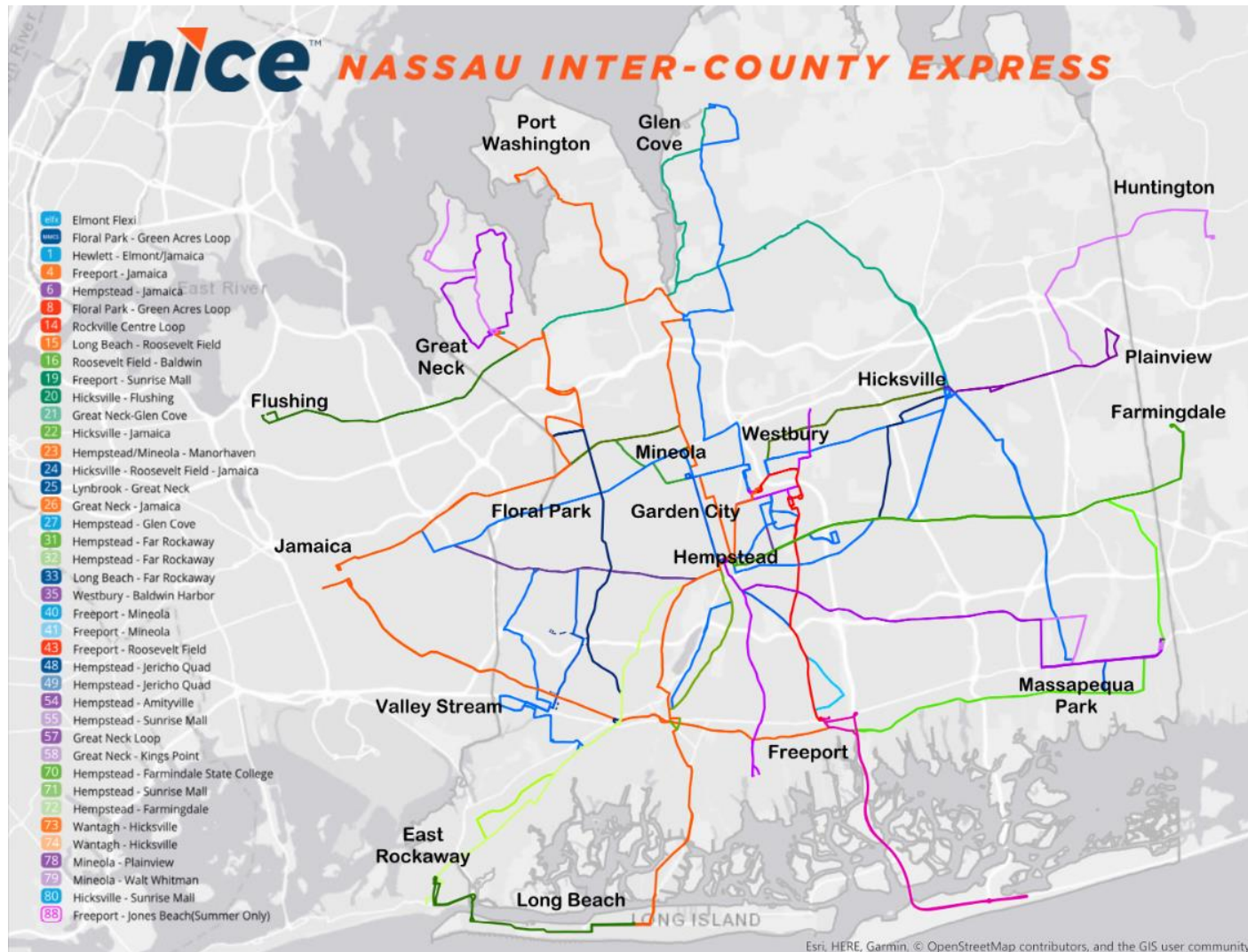
The U.S. Census Bureau compiles data in its American Community Survey (ACS). Among the data collected is information on primary language is spoken at home and the ability to speak English. Categories include whether individuals indicate they speak English "very well" or "less than very well." This report uses the 2012-2017 ACS 5-Year Estimates as for the basis for the analysis that follows.

According to the American Community Survey, transit riders represent 15.83% of the population in Nassau County. Of those who commute by public transit, 7.68% are Spanish LEP and 4.83% speak some other language and are LEP. Spanish LEP makes up 1.2% of the total population in Nassau County and all other languages LEP represent 0.8% of the total population.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves

The geographic boundaries for the NICE service area are determined by including Nassau County census tracts served by a NICE bus route. Figure 1 shows the NICE service area.

NICE Service Area



Task 1, Step 2B: Obtain Census data on the LEP population in your service area

Table 1 provides information on the LEP population in the NICE service area. The data is derived from the 2013-2017 Census American Community Survey data. As presented in Table 1, 23% (or 302,732) of the 1,288,754 residents within the NICE service area reported that they spoke English less than “very well.”

Table 1
Language Proficiency in NICE Service Area

Languages Spoken and English

<u>Proficiency</u>	<u>Population</u>	<u>Percent</u>
All Languages	1,288,754	100.00%
Speak English less than “very well:”	302,732	23%
English Only	928,135	72.00%
All Languages Other than English	360,619	28.00%
Speak English less than “very well:”	151,366	11.70%
Spanish	165,978	12.90%
Speak English less than “very well:”	85,619	6.65%
Other languages	184,361	15.10%
Speak English less than “very well:”	65,747	5.10%

Source: U.S. Census Bureau, 2013-2017 ACS

Task 1, Step 2C: Analyze the data you have collected

Data confirms that Spanish is the most commonly spoken language after English in the NICE service area. NICE has worked to ensure that most customer service representatives are capable of communicating effectively in both English and Spanish. In the event of a call from an individual who does not speak one of these languages, it is our practice to engage the assistance of a NICE worker who speaks the requested language to assist. When a bilingual employee is unavailable to assist, NICE utilizes the help of a Translation Call Service. NICE is committed to providing English and Spanish in key documents (pamphlets and individual route

brochures/schedules). In summary, NICE has taken steps to ensure that information about its transit services is available in English and Spanish.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area

Federal guidance recommends that the transit agency identify specific census tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole. Generally, Federal guidance requests that a transit agency determine the LEP population concentrated around specific rail stations or along specific transit routes.

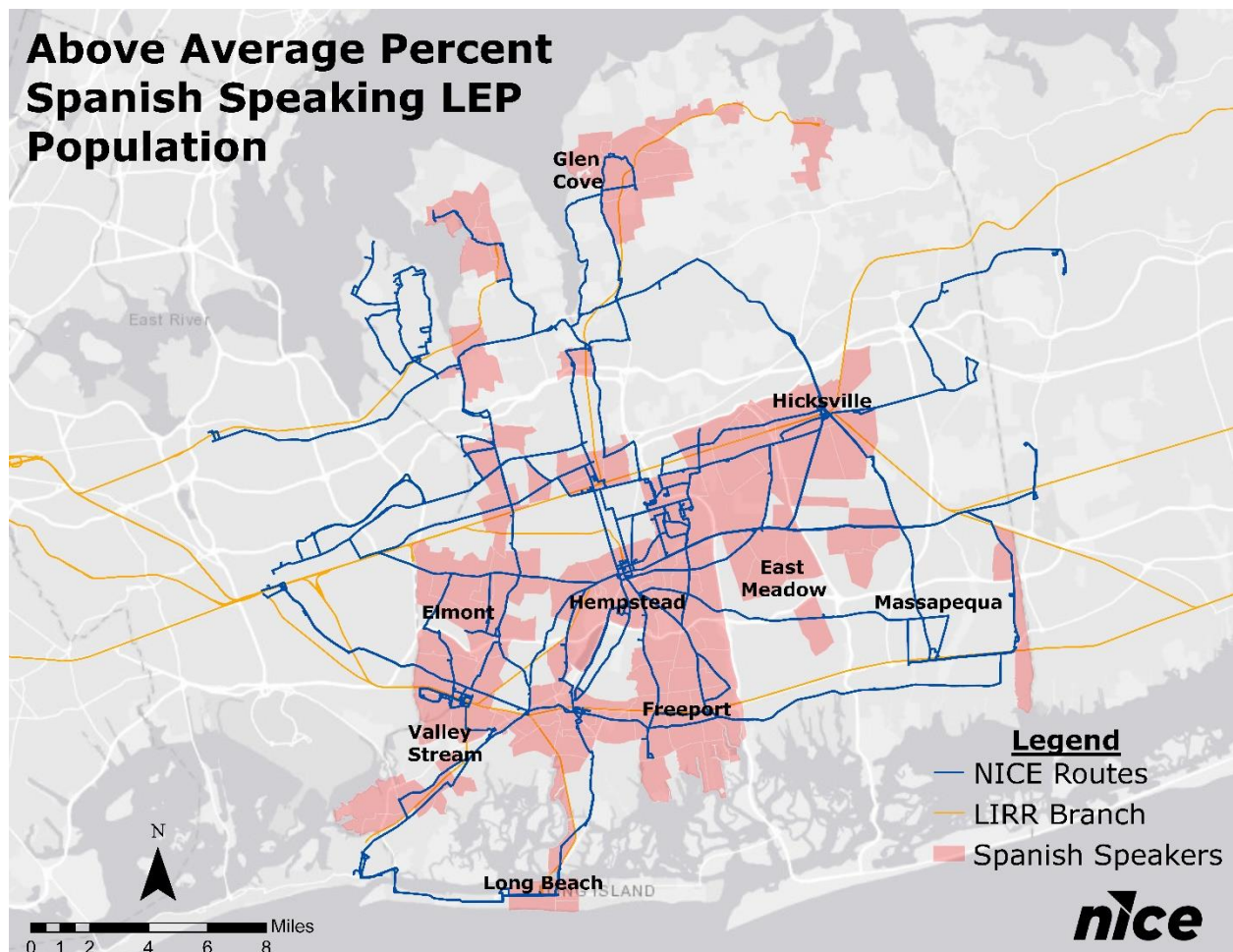
The following maps show census tracts where the percentage of residents who are Spanish speaking and speak English less than very well is above the average (6.65%) for the NICE service area as a whole. All of these census tracts are well served by transit. The LEP population is not concentrated along specific routes; as indicated in the maps below, all NICE routes serve LEP census tracts.

Task 1, Step 3: Consult state and local sources of data

NICE provides transportation services within Nassau County and surrounding areas. There are several local authorities NICE can obtain data on LEP populations from including NYMTC and the NYS Data Center.

As Nassau County continues to refine its Title VI and LEP reporting procedures, we will share information on concentrations of LEP populations and frequency of contact by individuals who do not speak English well.

Nassau County: Above Average Percent Spanish Speaking Limited English Proficiency (LEP) Population



Task 1, Step 4: Obtain information

The Federal Transit Administration recommends that each agency conduct community outreach to organizations that work with LEP populations. These may be able to provide the agency with information that is not included in the Census, such as information on specific languages spoken by the LEP population, population trends and what services the LEP population most frequently seeks.

In its review of the U.S Census Bureau's 2013-2017 American Community Survey, NICE can confidently confirm that Spanish is the most prevalent language other than English in the NICE service area and that fixed-route

transit service is important to the Spanish-speaking population since 17% of Nassau County's Spanish speaking population are public transit riders. Spanish speakers make up roughly 14.3% of NICE transit riders in Nassau County and 54.3% of these Spanish speaking transit riders are LEP according to the most recent NICE Bus LEP survey.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

The Federal guidance for this factor recommends that agencies should, as accurately as possible; assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

The most common use of NICE for LEP individuals is getting to work (87.5%) and it is most commonly used daily (100%).

Task 2, Step 1: Review the relevant programs, activities, and services you provide

NICE operates fixed-route service and complementary paratransit within Nassau County. NICE has developed its programs and services to ensure that its transportation services are available to individuals in the County of Nassau who rely upon public transportation. Federal guidelines recommend that agencies list the various points at which LEP individuals may come into contact with the agency. In the case of NICE, the most common points of contact are the customer service telephone center and on the buses themselves. Within the past five years, very few calls have been received in a language other than English or Spanish. Many NICE drivers speak English and also speak another language and thus can answer service questions in the field from customers.

Task 2, Step 2: Review information obtained by community organizations

For this section, the Federal guidance recommends an agency to review community organization information on how frequently LEP persons use transit service and which routes of service are used most frequently.

As shown in the maps below, there are concentrations of LEP persons along several NICE routes. NICE is expanding its outreach to community groups to provide information on the services it provides. To date, no community group has indicated any problems among their members in

terms of utilizing NICE services or communicating with NICE through its customer service representatives.

Task 2, Step 3: Consult directly with LEP persons

The Federal guidance for this section recommends that an agency obtain relevant LEP community information by conducting face-to-face meetings or group interviews with individuals to discover additional needs of this community. The agency may instead choose to conduct a survey of LEP individuals to determine their unique needs and whether or not the agency is meeting the community's needs.

NICE conducted an onboard survey (in English and Spanish) of its existing ridership to determine trip origins and destinations, extent and history of transit use, overall customer satisfaction and rider demographics. This survey was conducted in Fall 2016. The next survey will be conducted over several months starting Spring 2019.

Table 4 shows the number of surveys returned by language. Approximately 14.3 percent of the surveys were completed in Spanish. Respondents completing the survey in a language other than English may be considered the LEP population.

Table 2

On-Board Surveys Returned by Language		
	Number of	Percentage of
<u>Language</u>	<u>Responses</u>	<u>Responses</u>
English	7371	85.70%
Spanish	1231	14.30%
Total	8602	100%

Source: 2016 Onboard Survey

Table 3 shows trip purpose by language. Spanish-speaking respondents were much more likely to be traveling for work and much less likely to be traveling for school, with minor differences in other categories. Most school-related travel on NICE is college-related, and college students are more likely to be fluent in English.

Table 3
Trip Purpose by Language

<u>Trip Purpose</u>	<u>English</u>	<u>Spanish</u>
Work	189	21
School	18	1
Shopping	6	0
Medical	5	0
Other	9	2
Total	249	24

Source: 2016 Onboard Survey

Table 4 shows age by language group. Those who responded in Spanish were much more likely to be in the age groups 30 to 49 years old, explaining their greater propensity to travel for work and their lesser propensity to travel for school.

Table 4
Age by Language

<u>Age</u>	<u>English</u>	<u>Spanish</u>
18 and under	0	0
18 to 29	64	1
30 to 49	104	16
50 and older	66	6
Total	234	23

Source: 2016 Onboard Survey

Table 5 presents the average overall rating for NICE service by language group. Ratings were on a scale of 1 to 5, with 1 being “very dissatisfied” and 5 being “Very satisfied.” The average overall ratings were virtually identical for the English and Spanish groups.

Table 5
Overall Rating for NICE
Service by Language

<u>Language</u>	<u>Average Rating</u>
English	3.02
Spanish	2.83
Total	3.01

Source: 2016 Onboard Survey

Factor 3: The Importance to LEP Persons of Your Program, Activities, and Services

Federal guidance provides that in this section, the more important the activity, information, service or program, or the greater the possible consequences of the service to LEP individuals, the more likely language services are needed. A recipient of Federal financial assistance needs to

determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

Task 3, Step 1: Identify your agency's most critical services

In this section, Federal guidance requires that NICE should identify what programs or activities would have serious consequences to individuals if language barriers prevent a person from benefiting from the activity. NICE fixed-route service is our most critical service. NICE also provides paratransit service to persons with disabilities who cannot use the fixed route service within Nassau County.

Factor 4: The Resources Available to the Recipient and Costs

This section of the Four-Factor Analysis allows NICE to present proposed efforts to provide further access for LEP individuals for the agency's fixed-route transit services. Federal guidance looks to evaluate the proposed improvements against the level of resources available in an agency's budget to provide meaningful access for LEP individuals.

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs

NICE currently prints all major documents, including service brochures and routes schedules, in English and Spanish. NICE posts notices in both languages in its office lobby and on its buses. Beyond these measures, NICE ensures that most telephone operators in the Customer Service Department are fluent in English and Spanish. Recorded telephone greetings are in English and Spanish and automated information is provided in both languages. While not a formal requirement for employment, many drivers speak a second language and can answer questions on the bus. In addition, the MetroCard (the fare medium used on NICE buses) vending machines at the Hempstead Transit Center provide information in four different languages. These are English, Spanish, Chinese and Korean. Lastly, the NICE website currently has a feature that allows the entire website to be translated into Spanish using Google Translate.

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access

Electronic versions of major documents are also available in both languages on the Nassau County transit webpage, but the website itself is

in English. Nassau County will explore the possibility of adding a Spanish translation to the Nassau County website. Of importance is to note that the Nassau County transit webpage is used as a repository for Transit Committee and FTA Capital Program information, but information regarding transit service, upcoming meetings, and Title VI information is posted on the NICE website.

Task 4, Step 3: Analyze your budget

NICE's Fiscal Year 2019 budget uses operating dollars to fund important LEP services for marketing to or communicating with LEP persons in their language (Spanish) about transit services available to them. This includes funding for translation services of current brochures (i.e. Rider's Guide), posters, website, etc. We will augment the publication of the Rider's Guide with Pull One(s) and Flyers on a case by case basis. We would like to increase this in future years to include training for Drivers and Customer Service Representatives and/or interpreter services. During each budget cycle, the Marketing and Communications Director at NICE will evaluate the services NICE provides to LEP individuals. Based on the evaluation, the Marketing and Communications Director will be responsible to include the necessary funds for providing additional LEP services.

Task 4, Step 4: Consider cost-effective practices for providing language services

The analysis of 2013-2017 American Community Survey data, review of Customer Service Experience, analysis of the onboard survey, and the results of community outreach suggest that translation into languages other than Spanish would not be a cost-effective means to ensure meaningful access for LEP individuals. Only 4.9 percent of service area residents cannot communicate well in English or Spanish. NICE will encourage community groups to provide an interpreter to help individuals who do not speak English or Spanish well in obtaining transit information from NICE.

The Conclusion to Limited English Proficiency Plan

NICE provides transit service to Nassau, eastern parts of Queens, and western parts of Suffolk. According to the U.S. Census records, 151,366 residents or 12% describe themselves as not able to communicate in English "very well." Spanish-speaking residents accounted for 85,619 of this group, 6.65 percent of the total population. The majority of NICE's interactions with individuals who are LEP are with individuals who speak

Spanish as their primary language. Most telephone operators in the Customer Service Department are bilingual in English and Spanish.

NICE has taken steps to ensure that Spanish LEP residents will be able to talk to a Customer Services representative in a language that they speak well. Community groups have not indicated any problems among their members in terms of utilizing NICE services or communicating with Customer Service Representatives.

The vast majority of NICE's interactions with individuals who are LEP are with individuals who speak Spanish as their primary language. For that reason, NICE has adapted its language services with the public to make the customer service telephone line more accessible to Spanish-speaking individuals who contact the agency. Most Customer Service Representatives are bilingual in English and Spanish. NICE contracts for a third-party translation service for document translation into other languages as required. Major documents such as pamphlets and route brochures are printed in English and Spanish.

NICE's goal is to make its service accessible to those who rely upon transit for their transportation needs. The analysis that follows has been completed to identify areas where NICE can expect to encounter LEP individuals in its operation of transit services and to determine whether NICE's efforts are sufficient to ensure that LEP individuals are not prevented from using NICE services.

NICE's primary language assistance measures are to print all major documents, including service brochures and routes schedules, in English and Spanish, to post notices in both languages in its office lobby, major transit hubs in Hempstead and Mineola, and on its buses, to ensure that telephone operators in the Customer Service Department are fluent in English and Spanish. While not a formal requirement for employment, many drivers speak a second language.

III. Language Assistance Plan

Introduction

In developing a Limited English Proficiency Plan, FTA guidance recommends the analysis of an implementation plan. Generally, these Language Assistance Plans include the following five elements: 1)

Identifying LEP individuals who need language assistance; 2) Providing language assistance measures; 3) Training staff; 4) Providing notice to LEP persons, and 5) Monitoring and updating the plan.

Each of these five elements is addressed below.

Element 1: Identifying LEP Individuals Who Need Language Assistance

Federal guidance provides that “there should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.”

There is considerable overlap between this request and analysis that were done during the LEP four-factor analysis. NICE has identified the number and proportion of LEP individuals within its service area using United States Census data, (See Tables 1 and 2 in Task 1, Step 2A above).

As presented in Table 1 earlier, 71% of the service area population speaks English only. The largest non-English language spoken in the service area is Spanish (13.8%). As shown in Table 1, service area residents whose primary language is not English or Spanish and who speak English “less than very well” account for only 6.65% of the County population.

NICE staff may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at NICE meetings. This will assist NICE in identifying language assistance needs for future events and meetings and;
3. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered,

vehicle operators will be instructed to try to obtain contact information to give to NICE's management for follow-up.

4. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year

Element 2: Language Assistance Measures

Federal Guidance provides that "an effective LEP plan would likely include information about the ways in which language assistance will be provided." This refers to listing the different language services an agency provides and how staff can go about accessing this information.

For this task, the Federal guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively assist LEP individuals when they either call in to agency call centers or otherwise interact with the agency.

NICE is undertaking actions to improve access to information and services for LEP individuals:

1. Provide a bilingual Community Outreach Coordinator at community events, public hearings and Bus Transit Committee meetings.
2. Survey bus drivers and other front-line staff (i.e. dispatchers, TOSs, etc.), annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide *Language Assistance Signs* with contact information onboard all NICE buses
4. Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters.
5. When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers. A list of volunteers will need to be developed.

Task 3: Training Staff

Federal guidance states that staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing this Task 3 of the Language Assistance Plan, involve (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities and provide regular re-training for staff for assisting LEP individual needs; and (3) designing and implementing LEP training for agency staff.

In the case of NICE, the most important staff training is for Customer Service Representatives and Bus Operators. Most representatives are bi-lingual in English and Spanish.

The following training will be provided to Customer Service Representative:

1. Information on the NICE Title VI Procedures and LEP responsibilities.
2. Documentation of language assistance requests.
3. How to handle a potential Title VI/LEP complaint.
4. Feature a language assistance phone number on vehicles.

Task 4: Providing Notice to LEP Persons

NICE will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in NICE's office lobby, on buses, and at the Hempstead Transit and Mineola Intermodal Center. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Task 5: Monitoring and Updating the LEP Plan

NICE will update the LEP as required by the U.S. DOT. The plan will be reviewed and updated with the next Title VI filing in 2022 or when it is clearly higher concentrations of LEP individuals are present in the NICE service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether NICE's financial resources are sufficient to fund language assistance resources needed.

NICE understands the value that its service plays in the lives of individuals who rely on our service, and is committed to taking important measures to make the use of system easier. NICE welcomes suggestions from all sources, including customers, NICE staff, other transportation agencies with similar experiences with LEP communities, and the general public regarding additional methods to improve accessibility for its LEP communities.

TABLE DEPICTING THE MEMBERSHIP OF THE TRANSIT COMMITTEE

Transit Committee

The County appointed the members of the Nassau County Bus Transit Committee, the committee was formed in accordance with applicable Nassau County laws, rules and regulations (the “Transit Committee”) were empowered to act on behalf of the County. The Transit Committee meets with Transdev as necessary to timely review and approves, propose modifications to, or disapprove Transdev’s proposed Annual Plans and Budgets, and undertake such other actions as are expressly provided under applicable law.

The Transit Committee has the following representation:

<u>Body</u>	<u>Caucasian</u>	<u>Latino</u>	<u>African American</u>
Nassau Demographics	62%	16%	12%
Demographic			
Committee Members	60%	20%	20%
Demographics			



Nassau Inter-County Express Service Standards 2019

Executive Summary

“NICE Bus operates on a mission of meeting the needs of its community by providing efficient and economical public transportation services in keeping with our commitment to safety, quality and effectiveness.”

Core Values

- Commitment to Customers
- Accountability, especially for Safety
- Respect for Others and the Planet
- Empowerment of Employees

Objectives

As a provider of transportation to the residents of Nassau County, NICE strives to be at our highest level of performance, which is reflected in our core values to provide quality service to our customers. Managing a public transit operation is a serious undertaking; therefore having an outline of our standards and expectations, will guide our company in the right direction to achieve our goals as a transit company. This document does not only outline how our system runs, but also assists us in staying consistent in providing quality and service to all the different areas we operate in.

Service Standards and Policies

Service guidelines build a systematic foundation for allocating capital and operating resources. Guidelines set criteria for the amount and quality of services carried out. NICE Bus uses the guidelines to develop optimal fixed route service configuration, to assess these services, and to institute a foundation for evaluating service alternatives consistently and equitably. Because markets, customer expectations and NICE’s resources change over time, NICE must be receptive to these changes in order to keep hold of current customers and stimulate ridership growth.

NICE Bus uses performance indicators, internal service committee and quarterly progress reviews to evaluate fixed route and paratransit service delivery. Agency-wide and departmental goals are created annually and tracked through quarterly progress reports. Customer satisfaction is measured quarterly through system-wide surveys. Service changes and enhancements are programmed for quarterly schedule and operator picks.

Six key measures that have the utmost influence on service design are: service availability, span of service, vehicle headway, vehicle load, on-time performance, vehicle assignment, and distribution of transit amenities.

NICE's *service availability* policy determines the average customer's walk to get to a bus stop at certain times of the day.

Span of service are the hours and days a route operates which are based on a balance of market demand and service coverage.

Service frequency (headways) governs how long customers wait for service.

Vehicle load determines how crowded the bus will be when it arrives at the busiest location on a route.

On-time performance refers to the number of runs completed on time.

Vehicle assignment refers to the method by which vehicles are assigned to routes throughout the system.

Distribution of transit amenities refers to the items of ease and convenience available to the riders.

Overview

NICE in Brief

Nassau Inter-County Express is an integral link for thousands of residents of Nassau County, New York and nearby communities. NICE runs fixed-route service on 38 routes and paratransit service known as Able-Ride. NICE's service area is approximately 287 square miles and serves a population of 1.36 million. There are two operating facilities within the region, one for fixed-route and one for paratransit. There are 275 vehicles operated by the fixed route service and 96 vehicles operated by the paratransit service. NICE's service links riders to/from the city.

Our Mission

NICE Bus operates on a mission of meeting the needs of the community by providing safe, efficient, and economical public transportation services. In addition, we also strive to deliver an affordable transit service which is vital to our customers. Service standards steer the planning and design of transit service in support of NICE's mission.

Providing affordable service is not only key to our customers, but to NICE Bus as well. We must present services that maximize efficiency. At the same time, we must keep fares reasonably priced. From a corporate viewpoint, externally imposed funding constraints can influence the amount of service that we can provide.

The Need for Service Standards

The foremost objective of the service standards is to provide a structure for a consistent and fair assessment of both existing and projected services. Because markets, customer expectations and NICE Bus resources vary over time, service standards are evolutionary by nature.

NICE Bus must be quick to respond to these changes in order to preserve existing customers and achieve and maintain ridership. The link between our service standards and our funds are dynamic. The level of service NICE provides has a direct result on our operating and capital budgets. In turn, our service standards have an effect on the amount of service that we offer. Moreover, the amount of service provided must also operate within the bounds of limited financial resources.

Balancing customer expectations and budget constraints is an arduous challenge. NICE Bus' current services must be managed carefully and modified frequently to match service labels to demand and respond to opportunities for new or enhanced services.

GOALS AND OBJECTIVES

NICE Bus is designed to meet or exceed the needs and expectations of its customers and its employees. NICE is dedicated to:

- Creating a bus system and paratransit network that above all is safe, as well as reliable, accessible, and affordable.
- Delivering the highest possible levels of customer service, welcoming the input of its riders through numerous open communications channels, and responding to the needs of current customers and those of new ones.
- Working cooperatively with labor unions representing our employees to create a positive, diverse workplace, fulfilling careers and productive lines of communications; building strong and constructive relationships with the unions; and valuing the contributions of all employees and treating them with dignity and respect.
- Building an organization that maximizes the financial resources that are available to it by creating new operating efficiencies, improving system performance and maximizing best practices in all aspects of its operations.
- Creating a culture where employees are accountable for top performance, and are respected, valued, and appreciated by their supervisors and peers.

The following essential goals and objectives offer context for the service guidelines:

1. Guarantee the design of efficient and equitable transit service.

Objectives

- Create a cost-effective transit service that favors both current and emergent origin-destination patterns.

- Improve the bus service to guarantee critical regional mobility and to ensure that all neighborhoods have access to NICE service.
 - Allocate services and customer amenities based on ridership, equity, and geographic balance.
2. Make available a consistent method for planning, designing, and evaluating transit services and proposals within related laws and regulations.

Objectives

- Develop a consistent, regular process for improving service in those areas within established demand.
 - Attend to customer and community service needs and requests in a consistent and thorough manner by better engaging local communities.
 - Evaluate and execute services consistent with Title VI and the Americans with Disabilities Act requirements.
3. Provide mobility to our customers by responding to varying travel patterns and new markets opportunities.

Objectives

- Support intermodal services and connections that maximize the trip-making options offered to customers.
- Observe the results of customer service and satisfaction surveys to support service changes that will progress NICE Bus' overall performance.

SERVICE DELIVERY GUIDELINES

Types of NICE Service:

- Bus
- Paratransit Service
- Emergency Response Service
- Special Events Service
- Niche Market Service
- Flexible Service

Bus

NICE Bus currently has a total of 285 vehicles operating from two different facilities in Garden City. The vehicles are used to run service for 40 distinct routes. Key routes and suburb routes define the bus system. The key bus routes provide the majority of the farebox revenue.

Paratransit Service

NICE's paratransit service is known as Able-Ride. It provides door-to-door service for customers with disabilities. The Americans with Disabilities Act defines the standards for paratransit. Service coverage is defined by the ADA as within $\frac{3}{4}$ mile of fixed route service. Frequency is based on demand. Currently, Able-Ride has a total of 98 vans, cut-a-way buses and town cars.

Emergency Response Service

NICE provides emergency service for customers when requested by the county or fire department. If a situation is to occur, such a fire, NICE sends out buses to the location to pick up individuals in need through cooperation with county or state emergency services organizations.

Special Events Service

NICE provides additional bus service for events that occur in Nassau County. During the summer months, NICE sends out additional buses to and from Freeport to Jones Beach on concert nights. Because these services are temporary, and have atypical operating characteristics, they may not follow regular service procedures.

Niche Market Service

Niche market services are established in response to a demonstrated need for specialized transit services. These services are open to the public and can include alterations to existing bus routes or new routes for shift changes and other work intentions. Services can also be modified for large employment centers, universities, high schools, medical centers, sports venues, industrial parks and other large traffic generators.

In some occurrences, NICE Bus creates a financial partnership with organizations to offer these niche market services. In these agreements, the partnering organization provides funding that, in combination with the projected customer revenue, meets variable cost for a particular service. (For more detail see Appendix C: *Niche Market Services*.)

Flexible Service

Flexible service was created as a means to balance customer needs with productivity goals. It is generally provided by smaller vehicles and is added to the key and support bus network. NICE Bus is currently studying the feasibility of this service and will be implemented if the results are positive.

Service Standard Measures

- Service Availability
- Span of Service
- Vehicle Headways
- Vehicle Load
- On-time performance
- Vehicle Assignment
- Distribution of Transit Amenities

These measures allow NICE to establish appropriate levels of service to meet existing demand, while maximizing use of equipment and labor. Alterations made to any of the guidelines influence the size and cost of services and the charisma of the service to customers. Consequently, each guideline is significant, and all are used in conjunction to make service choices.

1. Service Availability

NICE's service availability is a measure of the distance a person must travel to gain access to a transit service. When measured in time intervals,

it is a factor of the travel time calculation. Service availability is a general measure of the distribution of routes within a transit area. The standards covering this area relate to existing services as well as proposed changes in levels of service.

Service availability and coverage are based on density of development. The maximum distance one must walk to obtain access to a transit service is 1-mile. In the more urban areas of Nassau County, routes will be spaced every 3/8ths to every 1-mile. In the lesser dense/suburban areas of Nassau County, busses will operate on major roads.

Guidelines for Employment/Commercial Trip End

Service should be provided to chief activity centers that produce adequate trip activity to support cost-effective operations. Below are some key activity centers that may generate trip levels warranting bus services:

- Existing employment centers with 500 persons or more per shift
- At new or emerging employment centers; 2,000 employees is the threshold for extending a route or initiating an employee's shuttle loop
- Hospitals with 400 beds or more
- Colleges with 4,000 or more day students
- Shopping centers and freestanding stores and village business districts of 200,000 square feet or longer

Directness

Because the NICE Bus system is operated in a north-south or east-west fashion many passengers must transfer to reach their destination.

Connections

NICE Bus has connections to the LIRR, MTA Bus, Subway, Suffolk County Bus, and Huntington Bus. The need for bus service to the LIRR stations is governed by parking availability, customer volumes, population density and railroad service frequency.

New service, service changes, and improvements will be provided based on identified needs and demand levels in NICE Bus' service area. In the

interest of furthering public participation in service planning, delivery and changes, NICE Bus will include local, state, and federal government agencies, community groups, non-profit and public interest entities in planning new services or major service changes. Public participation undertaken as required for new routes, and for determining the threshold for major service changes. In terms of monitoring this, system-wide evaluations will be made annually.

2. Span of Service

Span of service refers to the hours that service is provided and defines the minimum period of time that service will operate at any point in the system. This provides customers with the self-assurance that direct and connecting service will be provided during the span hours.

For the city routes, services are offered every day, usually for at least 14 hours. For the suburb routes, services are determined by demand. These routes are offered for a minimum of 6 hours.

Key Routes

n1 Jamaica-Elmont-Hewlett
n4 Freeport-Jamaica
n6 Hempstead-Jamaica
n15 Long Beach-Hempstead-Roosevelt Field
n20 Flushing-Great Neck-Hicksville
n21 Great Neck - Hicksville
n22 Hicksville-Roosevelt Field-Jamaica
n24 Hicksville-Roosevelt Field-Jamaica
n31/32 Hempstead-Far Rockaway
n40/41 Mineola-Freeport
n70/71/72 Hempstead-Farmingdale-Sunrise Mall

Suburb Routes

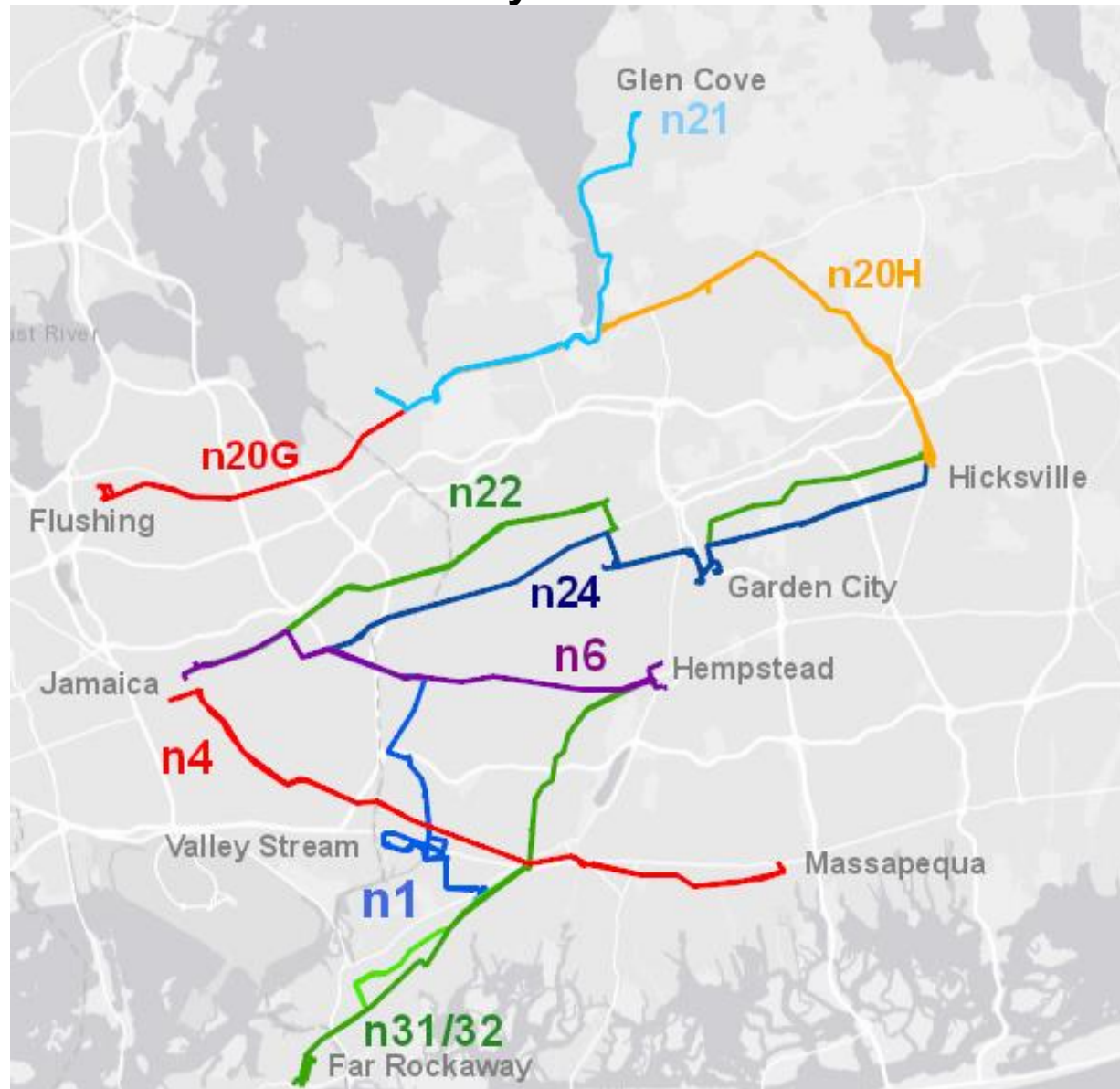
n15 Long Beach-Hempstead-Roosevelt Field
n16 NCC-Hempstead-RVC LIRR
n19 Freeport-Sunrise Mall
n23 Mineola-Manorhaven
n25 Lynbrook-Great Neck
n26 Jamaica-Great Neck
n27 Hempstead-Roosevelt Field-Glen Cove
n33 Long Beach-Far Rockaway
n35 Baldwin-Hempstead-Westbury
n40/41 Mineola-Freeport
n43 Freeport-Roosevelt Field
n48/49 Hempstead-Hicksville-Jericho
n54/55 Hempstead-Sunrise Mall
n57 Great Neck Loop
n58 Great Neck-Kings Point
n70 Hempstead-Sunrise Mall
n71 Hempstead-Sunrise Mall
n72 Hempstead-Farmingdale
n78 Plainview-Hicksville
n79 Hicksville-Walt Whitman
n80 Hicksville-Sunrise Mall
n88 Freeport-Jones Beach

Span of service, when provided during the Owl (overnight) period, is mostly market driven with consideration given to coverage and equitable service distribution. Owl service is offered to protect work trips in the strongest markets and to uphold some coverage in those markets at all times. NICE Bus provides Owl service for two routes: n4 and n6. These two routes operate 7 days a week, 24 hours a day.

All Routes:

n1 Jamaica-Elmont -Hewlett	n31/32 Hempstead-Far Rockaway
n4 Freeport- Jamaica	n33 Long Beach-Far Rockaway
n4X Freeport-Jamaica Express	n35 Baldwin-Hempstead-Westbury
n6 Hempstead - Jamaica	n40/41 Freeport- Mineola
n6X Hempstead - Jamaica Express	n43 Roosevelt Field- Freeport
n15 Long Beach- Roosevelt Field	n48/49 Hempstead- Hicksville
n16 Hempstead-Rockville Centre	n54/55 Hempstead-Sunrise Mall
n16X NCC-Hempstead-Rockville Centre	n57 Great Neck Loop
n19 Freeport-Sunrise Mall	n58 Great Neck LIRR-Kings Point
n20G Great Neck-Flushing	n70 Hempstead- SUNY Farmingdale
n20H Great Neck-Hicksville	n71 Hempstead- Sunrise Mall
n21 Great Neck-Glen Cove	n72 Hempstead-Farmingdale
n22 Hicksville-Roosevelt Field-Jamaica	n78 Hicksville- Plainview
n22X Jamaica-Hicksville Express	n79 Hicksville- Walt Whitman
n23 Mineola-Manorhaven	n80 Hicksville-Sunrise Mall
n24 Hicksville-Roosevelt Field-Jamaica	n88 Freeport-Jones Beach
n25 Great Neck-Lynbrook	MMCS Mercy Medical Shuttle
n26 Jamaica - Great Neck	EIFx Elmont Flexi
n27 Hempstead- Glen Cove	SRS Shore Road Shuttle

Key Routes



3. Frequency of Service

Frequency of service is a measurement of the time interval between two vehicles traveling in the same direction on the same route. The frequency of service is a general indication of the level of service provided along a route and an aspect in the computation of the amount of travel time spent by a passenger to reach his/her endpoint. On heavily traveled routes, the frequency of service provided is a function of demand and peak period loading levels. The average maximum frequency of service for key routes during the day is 30 minutes. The average maximum frequency of service for secondary routes is 60 minutes. The table shown to the right indicates the frequency of service for each route throughout the day on Weekdays, Saturdays and Sundays.

Schedule Adherence

- On-time performance is defined as up to 5 minutes late.
- At no point should a bus depart from a single point before its scheduled departure time.

Policy

Within available resources, NICE Bus will provide a level of service essential to meet recognized customer demand. NICE Bus evaluates reliability and schedule adherence performance through quarterly reports and reviews

Route	Frequency				
	Weekday AM	Weekday Noon	Weekday PM	Saturday Noon	Sunday Noon
n1	30	30	20	60	90
n4	10	15	10	20	30
n4X	10		10		
n6	15	15	15	15	15
n6X	10		10		
n15	15	20	15	20	30
n16	30	30	30		
n16X	30		40		
n19	30	60	40		
n20G	15	15	15	15	30
n20H	20	30	20	30	60
n21	30		30	60	
n22	20	30	15	20	30
n22X	15		15		
n23	20	30	60	60	60
n24	15	30	20	30	60
n25	15	30	15	60	60
n26	30				
n27	60	60	60		
n31/32	15	15	15	30	30
n33	30	60	30	30	
n35	20	60	30	30	30
n40/41	10	15	20	20	30
n43	30	30	30	30	50
n48/49	15	60	15	40	60
n54/55	30	60	30	40	60
n57	25				
n58	30	30	30	60	60
n70	15	40	40		
n71	60	60	60	60	60
n72			60	60	60
n78	60		60		
n79	60		60		
n80	60		60		
n88 *	30	30	30	30	30
MMCS	40		40		
Flexi	60		60		
SRS	30		30		

*Summer Only

4. Vehicle Load

Vehicle load is a ratio of the number of seats on a vehicle to the number of passengers. Load factor is an indicator of the extent of possible overcrowding or the need for supplementary vehicles. It is also a means to determine whether the level of service on a route at a particular time is adequate to guarantee a level of service demand appropriate for the transit system. Each bus is evaluated in terms of passenger flow, which is the number of passengers on buses at the busiest location along a route. This is known as the maximum load point.

NICE Bus will monitor peak loads on lines that are at or above ratios. When loads at the peak load point exceed vehicle load standards, service should be evaluated for adjustment.

System-wide evaluations will be conducted annually. The guidelines allow for a scheduled load of no more than 66 passengers per bus.

Standard 40-foot Bus: ORION VII & New Flyer

Average seating capacity: 44 / 39

Average Standees: 21 / 22

Peak hours: 150% of seated load

Off-Peak hours: 125% of seated load

Weekends: 125% of seated load

5. Vehicle Assignment

Vehicle assignment refers to the method by which transit vehicles are assigned to routes throughout the system due to variations among vehicles. Vehicles are assigned based on the depots vehicle requirement needs. Runs are distributed between depots strategically to minimize deadhead time to starting time point. All vehicles at NICE Bus are maintained in a state of good repair and assigned equitability throughout the system and service periods. Transit vehicle distribution equity should be maintained for:

- New buses

- Mobility devices: Wheelchairs, lifts and kneeling equipped vehicles
- Non-polluting and new technology vehicles
- Clean, operational vehicles in a state of good repair
- Heating and air-conditioned vehicles
- Operational radio, public address and annunciator systems
- NICE Bus will periodically review vehicle age and condition.

6. On-Time Performance

On-time performance refers to the number of runs completed on time. Routes are monitored every Pick and a hierarchy is set using information from customers, drivers and service quality managers to identify routes that need improvement.

7. Distribution of Transit Amenities

Bus customer shelters, benches and signs make NICE Bus secure and pleasant. These amenities are dispersed by factors that consider equity in distribution throughout the service area, the utility of the advantage to the customer and site-related constraints. Furthermore, high consideration is given to stops on key bus routes due to a higher level of demand.

Stop Spacing and Location

A system-wide guideline for bus stop spacing is no less than four stops per mile. In denser parts of the county, stop spacing will be ¼ mile, wider in less dense areas.

Bus Shelter Location

Nassau County Planning Department is the responsible agency for bus shelter installation and maintenance, which are provided, repaired and cleaned by a private contractor. All shelter and bench sites are approved by the County and local municipalities in the view of safety and spatial concerns.

Bus Stop Signs

All bus stop signs should indicate, at minimum, route number, route destination, and Travel Information Center telephone number. New signs will be distributed starting with routes with the highest ridership numbers.

Public Information

- Public timetables contain a route map, intermediate time points, fare and transfer information, and holiday schedule
- Bus information is obtainable by telephone and a representative or recorded message is available at all times
- Bus information is available on the NICE Bus website and can assist one to his/her destination with the use of the interactive system map and trip planner
- Bus information is readily available on smartphone through the GoMobile app

NICE Bus will uphold equitable distribution of transit amenities. Subject to supply and demand, public timetables should be available to customers.

System-wide evaluations will be made annually. Customer satisfaction surveys will be conducted quarterly.

The transit amenities policy is designed to provide the framework for the distribution of amenities equitably throughout the system, targeting locations with the highest number of boarding passengers; and taking into account other factors such as transfers between routes and access to other modes of transportation.

In situations where the County has the authority and available resources to site new amenities at multiple bus stops, amenities will be programmed for placement at those stops or terminals based on a ranked score. The ranking is determined by the system-wide evaluations. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop or terminal and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity modes. While the ranking system will be used to program the installation of amenities, external factors (e.g., site limitations, regulations

of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all.

SERVICE CHANGE PROCESS

NICE Bus has a well thought-out method for evaluating services and anticipated changes that is tied to the annual budget, yet is responsive to small market changes all year long.

As part of the continuing evaluation of the performance of all routes and services and contemplation of service change proposals, moderate and major service changes are to be brought to the Travel Advisory Committee for approval once a year. Minor service changes are examined frequently and can be executed at each section pick.

The process comprises of the following attributes:

- Development of an Annual Service Budget Proposal
- A translucent procedure for evaluating service changes
- Accountability and flexibility in minor and major service change decisions
- An annual comparative assessment for major alterations

Annual Service Budget Proposal

In support of the annual budget process, Planning & Scheduling creates an Annual Service Budget Proposal that recognizes budget needs for each service change type for the following year's finances. This is derived from an evaluation of the performance of all routes and the service change proposals received.

Once approved, the Annual Service Change Budget guides the service changes that will be assessed and executed over the budget year. The Service Change Budget includes allotments for various classifications of service changes such as enhancements, reductions and major, moderate, and minor service alterations.

Service Change Process Overview

Requests for service alterations and new services can be proposed by anyone such as private citizens, elected officials, NICE Bus employees, employers, etc. It can also be an effect of ongoing monitoring and data compilation.

Minor and moderate service changes are assessed within Planning and Scheduling through the Service Change Committee and can be executed throughout the year, in agreement with section picks, with the exception of when Bus Transit Committee approval is necessary. Major service changes must undergo an annual review and may be executed only once a year. These changes affect the budget and vehicle requirements and necessitate approval from the Board.

Once the Committee obtains a proposal, it is screened to see if it warrants additional study or rejection. This necessitates a brief analysis.

SERVICE MONITORING AND REPORTING

Service monitoring and data compilation are essential elements of the service evaluation process. All services and routes are regularly reviewed to assess their performance and efficiency.

Monitoring & Data Collection

The two broad classifications of service monitoring activities are ridership monitoring and route/branch performance monitoring.

Through the monitoring of ridership and customer feedback, NICE is able to ensure that service frequency is suitable to passenger demand. Data collection and analysis activities for this type of monitoring include point checks, ride checks, and analysis of AFC data. Monitoring ridership allows for an immediate response to demand changes.

Monitoring route performance confirms the efficiency of existing services with respect to their variable operating costs and usage. Data collection and analysis activities for performance monitoring include point checks, productivity analysis, and analysis of AFC and APC data.

Operations Analysis, Maintenance, and Planning & Scheduling all evaluate the service and work together in approving any changes being made in service.

Reporting

Planning and Scheduling reports bus ridership and passenger entries at bus stops monthly. Bus routes are ranked using passengers per vehicle hour to emphasize productivity. Passenger entries are used to rank the performance of different routes. It serves as an initial screening method for investigating service improvements and associated expenses.

BUS DESIGN GUIDELINES

When designing routes and making alterations to current routes, a balance is attempted between accessibility and reducing travel time. An objective is to control and reduce door-to-door travel time for all potential customers. Transit travel time factors for a particular trip are made up of four components:

1. Walk access: amount of time from when one leaves his/her starting point to the bus stop
2. Wait for service: amount of time one is waiting on the bus for it to depart
3. On-board: amount of time traveling on the bus. Including delays
4. Walk distribution: amount of time to get to the destination point from the point where one got off the bus stop

Walking Distance to Service

It is the Authority's policy to provide service accessible to nearly all of the residents within the NICE Bus service area with a 1-mile walking distance during the weekday peak period. These walking distances increase during the midday, evenings, weekends, and owl periods due to a decrease in the level of passenger demand at these times and thus fewer frequencies of service. Demand generators, such as shopping centers, factories, and schools that are not within a 1-mile walking distance to a bus route and have streets competent of supporting bus service, will be considered for service if there is probable ridership.

Stop Spacing – Local Service

When locations of stops are being thought-out for a route, it is essential to create a balance among customer convenience, result on average bus speed, and safety. A stop is usually located at major cross-street intersections and/or major traffic generators. In most cases, stops will be approximately 1/4 mile apart, depending on neighborhood density.

Travel Time

Routes should be designed to reduce on-boardtime, while taking into account customers' overall travel time. Short routes maximize operating efficiency, by allowing a better match of service levels to demand along certain zones of a street, but may lead to additional transfers. Long routes, where one-way running time exceeds 75 minutes, are more susceptible to schedule adherence problems, but will reduce the need for customers to transfer.

Route Branch

A branch is a new route that departs from the main route to serve a different market. It shares a common trunk segment; it may or may not have the same route name and number. To keep service intervals even, trunk line buses are usually alternated between branches. This leads to the branch interval being two times that of the trunk. Routes 40/41, 57/58, 70/71/72, and 78/79 are examples of a branch.

Bus Route Deviation

Routes will be intended to operate as directly as possible, using key streets. A route deviation brings service closer to a trip generator, decreasing walk access travel time for customers to/from the location, and thus making the route more attractive.

Express Services

Limited-Stop

A limited-stop service is one that stops only at major transfer points. It typically operates on the same street with local service, with the local route making all the stops. NICE Bus has limited service for the N20 and N22 routes.

Express

Express service is considered where there is a significant market that is utilizing the route from the start point to the end point and decreasing travel time could be acquired by introducing an express portion to a route. This would uphold our goal of increasing productivity. The express service draws customers from the local portion and thus service intervals widen. It appeals to existing/new passengers who are sensitive to time, convenience and comfort. NICE has an express service for N4, N6, N16 and N22 routes.

Facilities Characteristics

Any roadway section anticipated for operations with buses must meet minimum design standards for safe operations:

- Minimum turning radius of 50 feet
- Street composition must adequately support a bus' weight
- Minimum lane width of 12 feet
- No speed bumps
- Overhead clearance of 14 feet

Utilization of local streets should be avoided, except as part of a terminal routing. Turnarounds and off-street stands should comprise of a range of amenities such as operator restrooms, shelters, seating, and operational needs. Partnerships with the primary beneficiary of the service are encouraged for the supply and maintenance of these facilities.

CALCULATING SERVICE COSTS

A fundamental component of service planning is factoring in the financial impacts of certain service proposals. In determining the costs for most service proposals, Planning will compute the estimated direct operational costs, which are known as the variable costs. Examples of variable costs are operator pay, fuel and light maintenance supplies.

Variable Cost Estimates

A straightforward variable cost model is used to calculate the overall operational cost effects of a service plan. A cost model is an estimating method that uses past expenditures for certain functions and divides them

based on cost drivers, such as pay hours, platform hours or vehicle mileage.

In nearly all instances, the labor rate will be applied to the labor pay hours for a projected service change. NICE Bus uses platform hours as a substitute. NICE Bus bills Nassau County based on platform hours. The fuel, power and maintenance supply costs are all applied to the vehicle miles of the service proposal, since those costs are more probable to be affected by distance traveled and not time traveled.

In scrutinizing a service proposal, all aspects of the plan will be calculated to assure that there are no additional costs that should be incorporated in addition to the variable costs. An example of this could be whether an additional administrator would be needed if NICE were to add on a new bus service. Also considered are administrative costs such as marketing and community outreach costs.

NICHE MARKET SERVICES

Introduction

NICE Bus recognizes that there are many advantages in operating niche market services. Such services assist NICE in entering new markets and intensifying ties to the community. Niche market services strengthen NICE's current bus route network and as a result helps provide greater mobility and access to demand generators such as schools and tourist attractions. As a result, it would then improve the quality of transit in NICE's service area.

A niche market service is one that is open to the public but is targeted to a particular group with common characteristics. Examples of this are employers, residential area, and universities. A niche market service guarantees operating cost recovery.

Mission

- Enter new markets and increase ridership
- Promote NICE as a key transportation option in the area
- Institute business relationships with private and non-profit business and organizations

Goals

1. Expand markets and ridership
 - Inquire services that have potential for growth

- Inquire services in markets not already served or are indirectly served by transit
- 2. Seek an optimistic fiscal position
 - Cover direct operating costs with farebox income
 - Make certain that cost recovery is well-suited with NICE's system-wide average variable cost recovery
- 3. Guarantee that the service is justifiable as a publicly operated service
 - Ensure that existing services are not pessimistically impacted by new niche services

Types

There are several types of niche market service that NICE Bus provides/or is planning to operate.

- Employment Center Services: Special changes to existing bus service or additional service for a group of employers' shift alterations outside the downtown area. A high priority is targeted for low income workers and services tailored for large employment centers such as medical centers.
- Downtown Services: Special supplementary service to existing routes or new routes to employer sites in the downtown area. Downtown shuttles could be presented with lower fares under subsidy arrangements.
- Institutional Services: New routes or alterations to existing routes or new routes for students and employees of institutions including universities and medical centers. Institutional services include special campus and/or shuttle services designed around institutional campuses.

Process of Receiving and Choosing Requests for Niche Services

1. Requests are received from employers, employment centers, agencies, or institutions via phone calls or letters.
2. Rank requests based on simplicity of execution, importance, readiness for execution, level of interest, practicability, capital and/or land acquisition requirements, forecasted productivity compared with other NICE Bus routes, and anticipated costs involved.

3. Choose requests for implementation based on forecasted efficiency, compliance with NICE Bus goals, and whether the change is a time-sensitive opportunity.

Examples

1. University Campus Service

- Provide mobility within campus and major destinations; including express service to and from campus to the LIRR in order to offer seamless service.
- Increase NICE Bus ridership in the market.
- Establish U-Pass program to attract student ridership. If a university requests a service improvement, U-Pass could be used to subsidize the request.

2. Major Employers

- Serve employees, including persons transitioning from welfare, more suitably at times with NICE Bus service is insufficient, inconvenient, and/or too distant, such as late at night.
- If major job center exists outside of route, create branch to service.
- When branch is not an option, create a shuttle.

Pricing Subsidized Bus Services

When attempting to create a niche service, NICE Bus looks to cover direct operating costs by means of farebox revenue. NICE Bus will enter into contractual agreement with third parties, such as non-profit organizations and businesses, and in this agreement the third party will present full or partial revenue guarantee to a particular bus service.

In a subsidized service, as long as the service stays open to the general public, NICE Bus is not obligated to charge the charter rate. NICE Bus can design its contracts to attain performance goals based on market progress, social equity and revenue-enhancement ambitions to NICE.

In pricing these services:

1. Employees will compute the operational costs of the service, based on the service design and the variable cost model that comprises of operator pay, fuel, light maintenance parts, and continuing costs directly related to the service, such as marketing.
2. Farebox revenues should cover the routes' variable costs. The average bus variable cost recovery is intended for the entire bus system and is used as a benchmark for niche services.
3. All niche services will be experimental at first to ensure that they meet NICE Bus goals. Services will be examined consistent with fixed-route service standards.

Implementation Issues

Niche services may be implemented on an experimental basis. The new service will be examined and assessed after completions in order to conclude if the service meets ridership and productivity expectations. Special vehicles or special paint design on vehicles for service may entail an additional charge to the person or organization requesting the service. An agreement between NICE Bus and the requesting entity outlines the essential operating and subsidy arrangements.

Title VI Service Standards Compliance

Minority Average Service					
<u>Route</u>	<u>Direction</u>	<u>Route</u>	<u>Spacing</u>	<u>Standard</u>	<u>Compliant</u>
n6	East	Yes	0.18	0.25	Yes
n6	West	Yes	0.17	0.25	Yes
n4	East	Yes	0.19	0.25	Yes
n4	West	Yes	0.18	0.25	Yes
n19	East	No	0.21	0.25	Yes
n19	West	No	0.21	0.25	Yes
n24	East	Yes	0.19	0.25	Yes
n24	West	Yes	0.2	0.25	Yes
n15	North	No	0.18	0.25	Yes
n15	South	No	0.17	0.25	Yes

DEMOGRAPHIC AND SERVICE PROFILE MAPS

Demographic and Service Profile and Charts

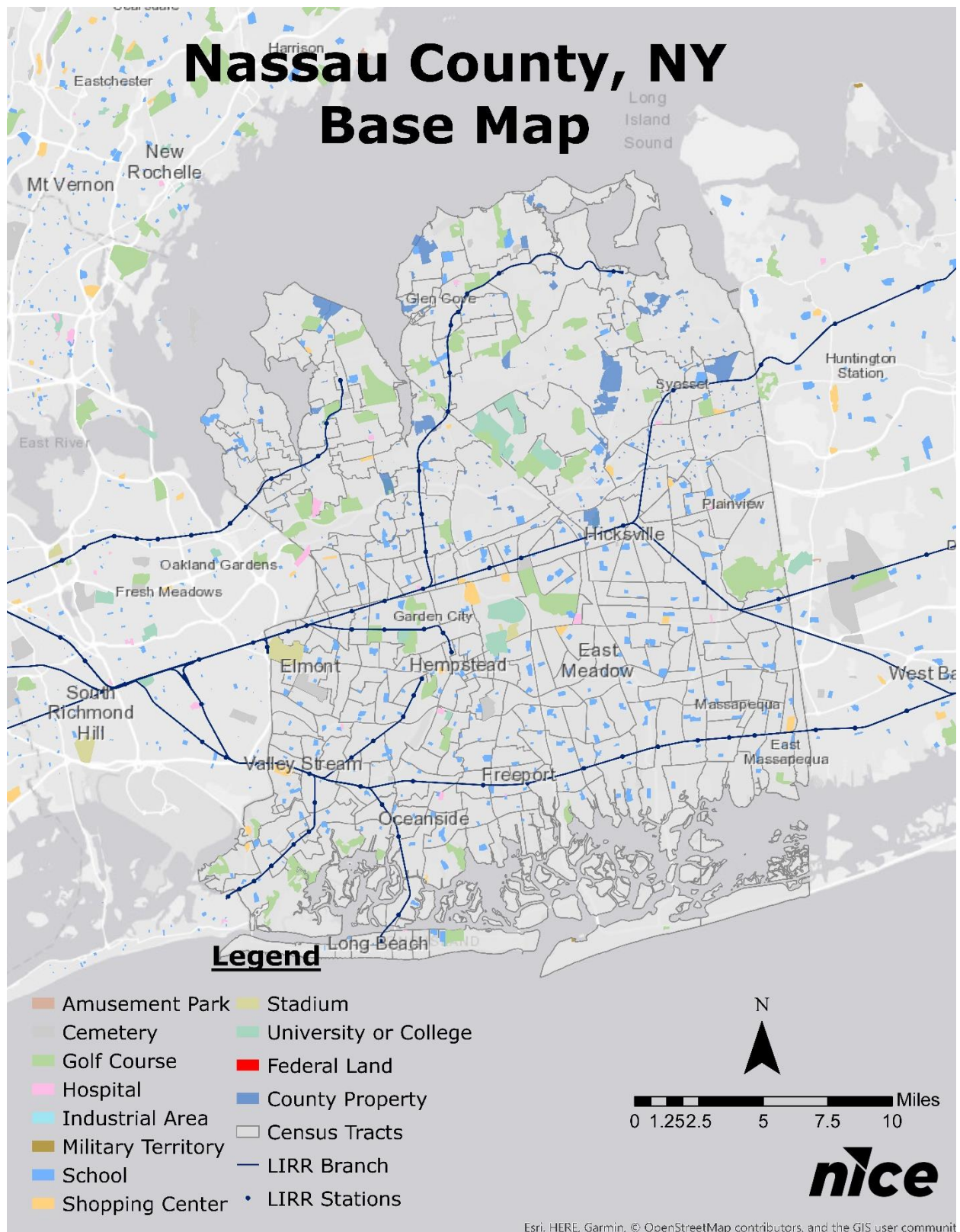
On April 8 2012, a major service redesign project was put into place. Most of the 40 routes operated by the previous operator, Long Island Bus, an arm of the Metropolitan Transit Authority, were affected in some way. Many had schedule changes and adjustments implemented which adapted them to current ridership, running time, and traffic conditions and to improved transfer opportunities between NICE routes and between NICE and other carriers, principally the Long Island Rail Road. Some routes saw increases in vehicle hours and miles and others saw decreases. Care was taken to stop short of the 25% threshold in order to implement the change expeditiously and with a minimum of disruption to passengers and to Nassau County government.

Additionally, significant improvements were created in the form of reinstatement of a route (n17 Hempstead-Rockville Centre) that had been eliminated by MTA several years earlier, addition of express trips to two routes, both of which are designated as minority routes, and improvements in connectivity with LIRR stations and schedules. During June of 2012 seasonal service to Jones Beach (n88) was also restored though it had been eliminated the previous year by the MTA.

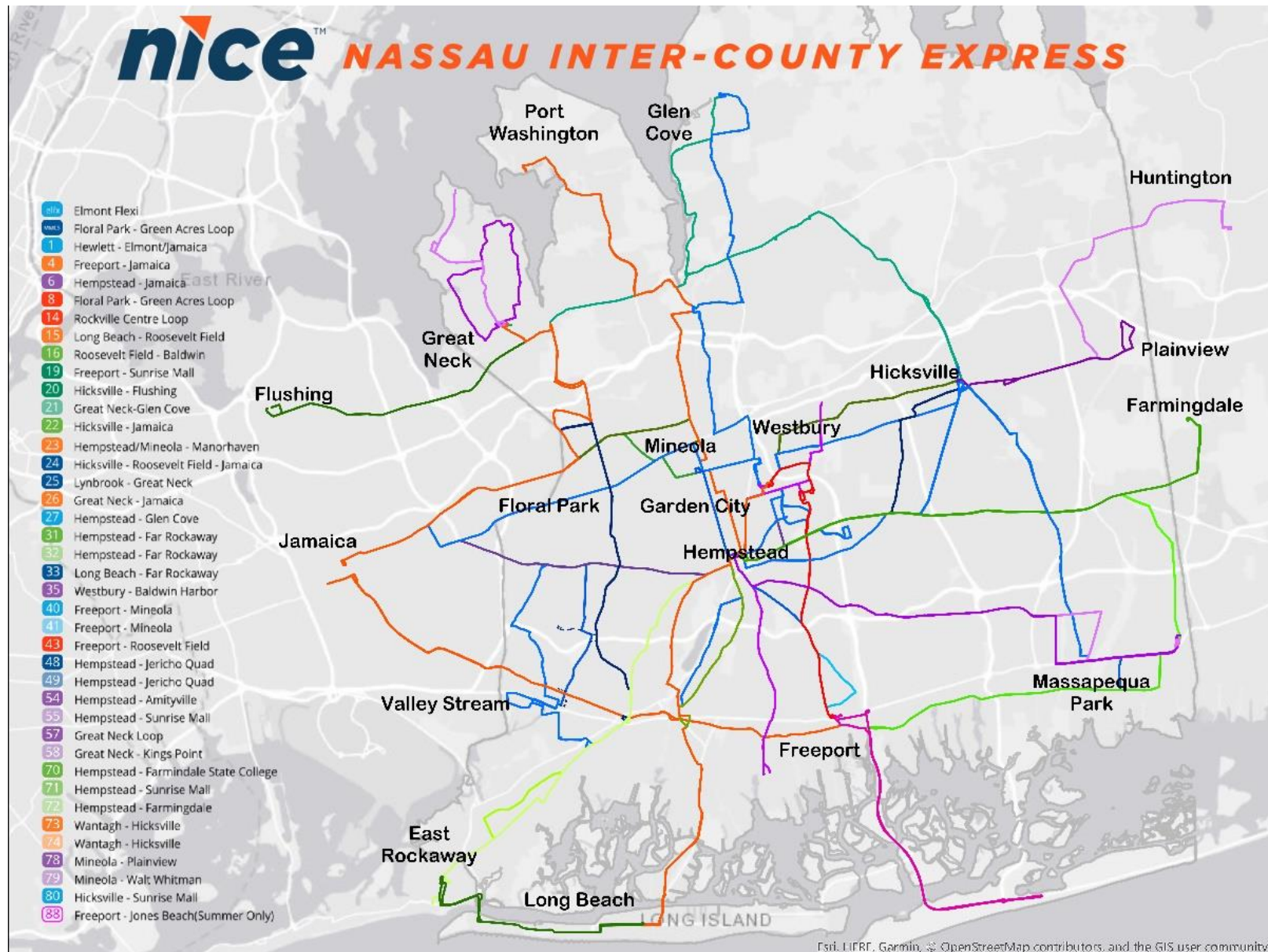
In general, resources were allocated to the most heavily used routes in the system and away from very lightly used routes. But all existing routes were preserved and the service hours on every route were preserved at a level of no less than 75% of the previous levels. Chief beneficiaries of the reallocation process were two of the heaviest routes, n6 Hempstead-Jamaica and n22 Hicksville-Roosevelt Field-Jamaica, both of which saw additional service and the addition of express service. Both are classified as minority routes.

Integral to the planning process for this major service revision was a “Title VI Analysis” which was submitted to Nassau County for information purposes. Among its conclusions was that no route experienced a “major change” as then defined by the FTA. Though no formal public participation process requirement was triggered by the changes, public information sessions were held in two different locations in Nassau County during February of 2012. Included in the analysis of the April changes was the following table.

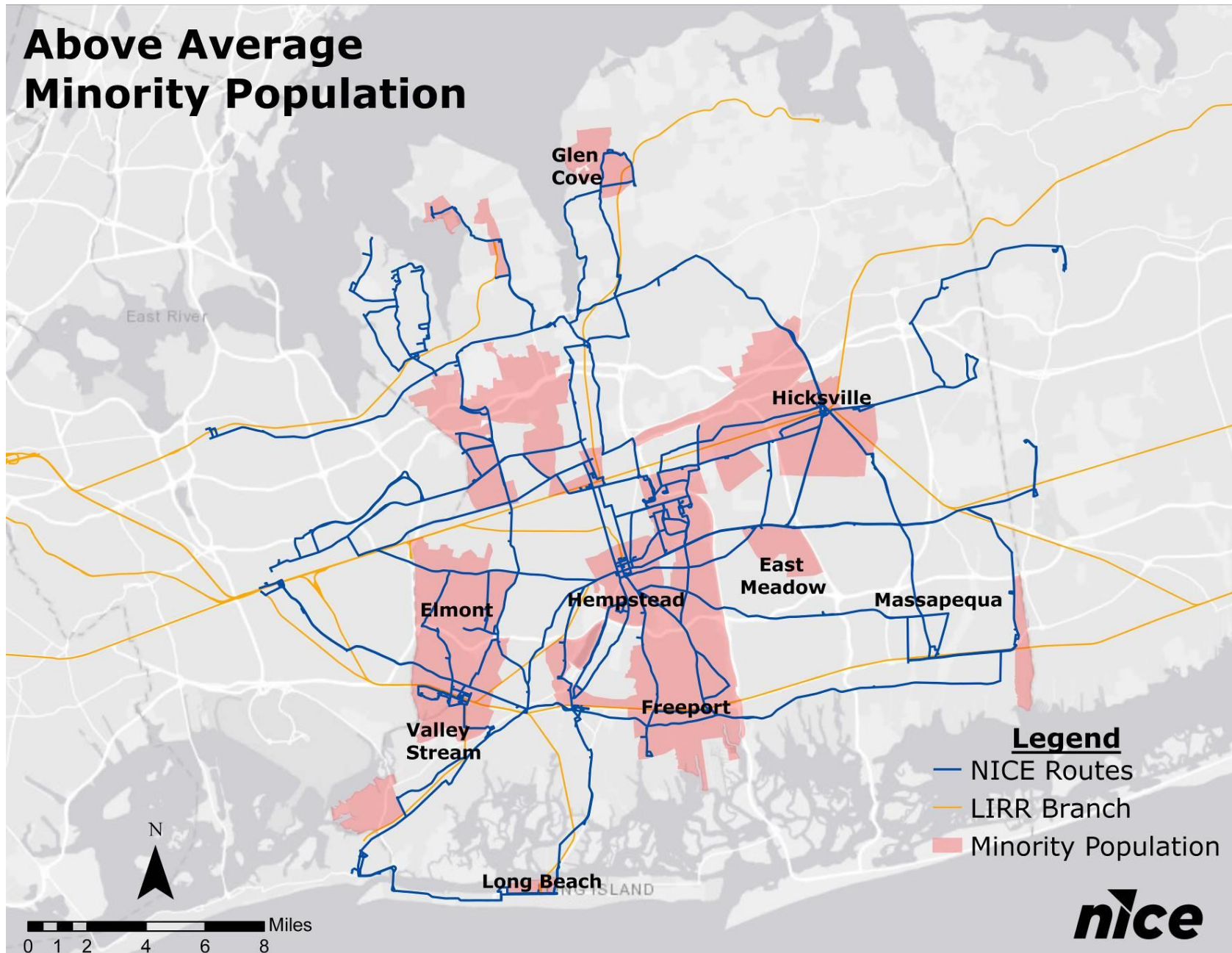
Maps were prepared in late 2018, using 2017 ACS data and are presented within this report for informational purposes.



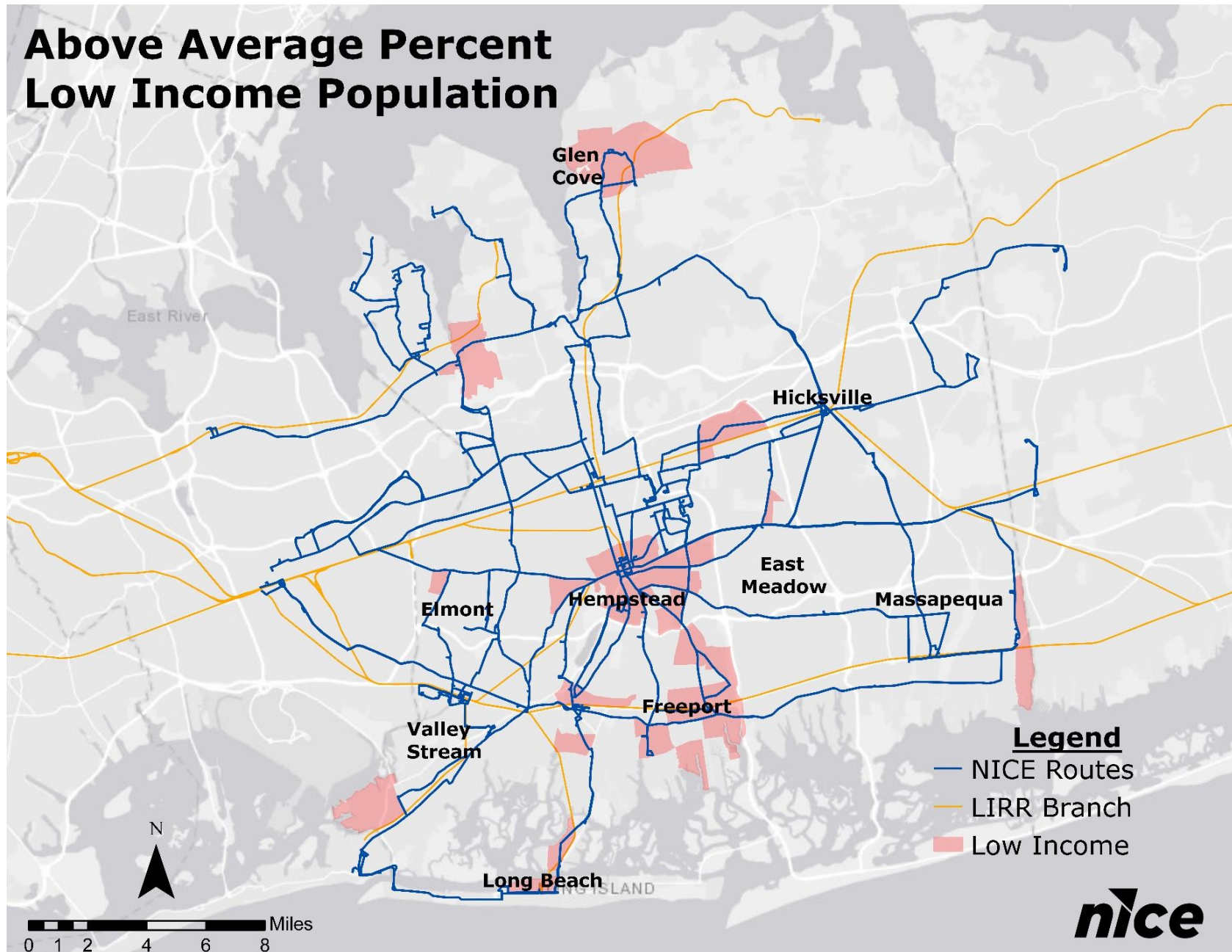
NICE SERVICE AREA



Above Average Minority Population



Above Average Percent Low Income Population



MONITORING PROGRAM AND REPORT

REQUIREMENT TO MONITOR TRANSIT SERVICE

Recipients are to adopt service standards describing the design and performance of transit routes and to then perform analyses of “Minority Transit Routes” versus non-minority routes comparing the degree to which the standards are met. Nassau County’s Bus Transit Committee adopted service standards on December 18, 2012. There are 6 standards which are described briefly here:

- **OTP** All routes are measured for On-time Performance with a minimum goal of 75%. OTP is currently measured using Clever Devices which capture real-time data, providing NICE with up-to-the-minute performance numbers. OTP = up to 5 minutes late or up to 1 minute early.
- **Span of Service** Routes identified as “key routes” are to operate for at least 14 hours a day between the commencement of the first morning trip and the conclusion of the last trip in the evening. Routes identified as “Suburb Routes” will operate for a span of at least 6 hours.
- **Frequency of Service** Key routes are to average a frequency of no greater than 30 minutes during the day and Suburb Routes no greater than 60 minutes between trips.
- **Vehicle Load** Buses operating during peak hours are to carry no more than 150% of seated capacity and during the off-peak hours and on weekends no more than 125%. Seated capacity is 41 on the newest buses.
- **Vehicle Assignment** To the extent that buses vary in material ways that affect passenger experience, buses are to be distributed equitably between Minority and non-minority routes. NICE has only two kinds of buses and the only material differences are floor height and mobility device access method.
- **Distribution of Transit Amenities** Non-vehicular elements of riders’ experience such as stop spacing, signage, shelters, and information resources are to be distributed equitably between minority and non-minority routes.

- **Service Accessibility** It is the Authority's policy to have service accessible to nearly all of the residents in NICE Bus' service area within a 1-mile walking distance during the weekday peak period. These walking distances increase during the midday, evenings, weekends, and owl periods due to a decrease in the level of passenger demand at these times and thus fewer frequencies of service.

Monitoring Service Standards

Vehicle Assignment

NICE Bus does not currently run vehicle specific routes. All vehicles, including new vehicles are randomly assigned each pull out. This ensures a random and fair distribution of the fleet throughout the system without regard to route.

Monitoring of Service Standards

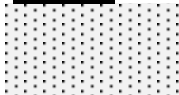

On-Time Performance Measurement

Minority Routes		Non-Minority Routes	
<u>Routes</u>	<u>OTP</u>	<u>Routes</u>	<u>OTP</u>
n4	81%	n20	85%
n6	Headway	n23	85%
n15	85%	n54	79%
n31	Headway	n70	85%
		n80	82%

Data collected through Clever Devices daily for the period of September 2018 through January 2019. OTP is the average of all rides taken during this period per route. A trip is considered On-time when it arrives up to 5 minutes late and 1 minute early.

Span of Service

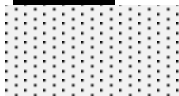

Minority Routes Mon-Fri

<u>Routes</u>	<u>Span</u>	<u>Hours</u>
n4	24h	
n6	24h	
n15	20h	5:10-1:11
n31	16h	5:15-8:48


Non Minority Routes Mon-Fri

<u>Routes</u>	<u>Span</u>	<u>Hours</u>
n20	17h	4:55-11:23
n23	18h	5:00-11:36
n54	17h	5:34-10:24
n70	17h	4:56-9:48
n80	14h	6:40-8:26

Minority Routes Sat-Sun

<u>Routes</u>	<u>Span</u>	<u>Hours</u>
n4	24h	
n6	24h	
n15	18h	6:25-12:49
n31	14h	5:55-8:05

Non Minority Routes Sat-Sun

<u>Routes</u>	<u>Span</u>	<u>Hours</u>
n20	17h	5:30-11:23
n23	16h	6:55-10:46
n54	17h	6:00-10:40
n70		
n80		

As demonstrated above, span of service is equitable across both minority and non-minority routes and, in general, falls within our overall system plan of 14 hours.

Monitoring of Service Standards

Headway Comparisons

Minority Routes

<u>Routes</u>	<u>Begin</u>	<u>End</u>	<u>Peak</u>	<u>Base</u>	<u>Peak</u>	<u>Night</u>	<u>Sat</u>	<u>Sun</u>
n4	24- Hour Service		10	15	10	10	20	30
n6	24- Hour Service		10	15	10	15	15	15
n15	5:10	01:11	15	20	15	30	20	30
n31	5:15	08:48	15	30	15	15	30	

Non Minority Routes

<u>Routes</u>	<u>Begin</u>	<u>End</u>	<u>Peak</u>	<u>Base</u>	<u>Peak</u>	<u>Night</u>	<u>Sat</u>	<u>Sun</u>
n20	4:55	11:23	15	30	20	30	15	30
n23	5:00	11:36	20	30	20	60	60	60
n54	5:34	10:24	30	60	30	40	40	60
n70	4:56	09:48	15	40	40	40		
n80	6:40	08:26	60	60	60	60		

As demonstrated above, headways for both minority and non-minority routes fall within our guidelines.

Average Customer Loads

Monday - Friday

Minority Routes

<u>Routes</u>	<u>Sitting</u>	<u>Standing</u>	<u>Total</u>
n4	36	0	36
n6	38	0	38
n15	26	0	26
n31	12	0	12

Non Minority Routes

<u>Routes</u>	<u>Sitting</u>	<u>Standing</u>	<u>Total</u>
n20	37	0	37
n23	24	0	24
n54	31	0	31
n70	29	0	29
n80	12	0	12

Saturday – Sunday

Minority Routes

<u>Routes</u>	<u>Sitting</u>	<u>Standing</u>	<u>Total</u>
n4	11	0	11
n6	35	0	35
n15	37	0	37
n31	24	0	24

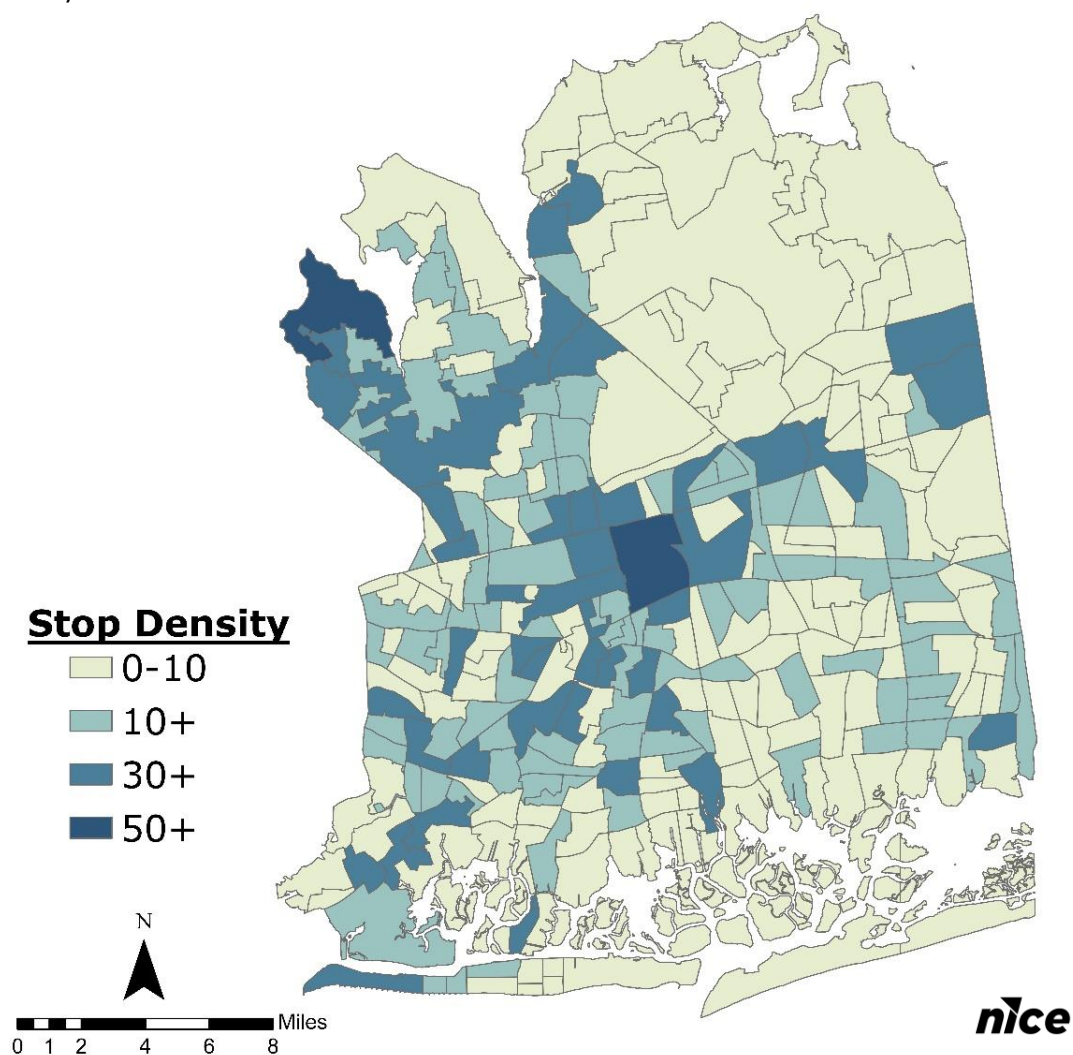
Non Minority Routes

<u>Routes</u>	<u>Sitting</u>	<u>Standing</u>	<u>Total</u>
n20	30	0	37
n23	16	0	24
n54	20	0	31
n70			
n80			

As demonstrated above, average Customer loads fall within our guidelines and are equitable for both groups.

Service Accessibility

It is NICE Bus policy to have service accessible to nearly all of the residents in the NICE Bus service area within a 1-mile walking distance during the weekday peak period. These walking distances increase during the midday, evenings, weekends, and owl periods due to a decrease in the level of passenger demand at these times and thus fewer frequencies of service.



The map above demonstrates stop density as it relates to various communities throughout Nassau County. Nassau County has approximately 4000+ stops with almost all falling within a half-mile of most residents which achieves our overall system goal and is equitable for both minority and non-minority residents.

Distribution of Transit Amenities

Bus stops are spaced throughout the County at no more than ¼ of a mile in either direction.

Minority Average Service					
<u>Route</u>	<u>Direction</u>	<u>Route</u>	<u>Spacing</u>	<u>Standard</u>	<u>Compliant</u>
n6	East	Yes	0.18	0.25	Yes
n6	West	Yes	0.17	0.25	Yes
n4	East	Yes	0.19	0.25	Yes
n4	West	Yes	0.18	0.25	Yes
n19	East	No	0.21	0.25	Yes
n19	West	No	0.21	0.25	Yes
n24	East	Yes	0.19	0.25	Yes
n24	West	Yes	0.2	0.25	Yes
n15	North	No	0.18	0.25	Yes
n15	South	No	0.17	0.25	Yes

As shown above, the stop locations are set within the guidelines discussed in this document and are equitable across both groups. NICE Bus does not control, own or maintain various bus shelters found throughout Nassau County as many are overseen by individual municipalities.

Analysis and Mitigation

Service Standards are fully met on all routes including Minority Transit Routes, thus no mitigation measures are required at this time. NICE services on certain routes are heavily used and, though the Vehicle load standard is not violated, NICE is cognizant of the intense usage of certain lines and continues to look for ways to add service to over crowded routes, including the use of articulated buses.

Proof of Approval of Monitoring of Service Standards

NICE Bus, operated by Transdev Services, on behalf of Nassau County has carried out monitoring of service standards as required by Title VI of the Civil Rights Act of 1964 and the implantation guidelines under circular 4702.1B

To my knowledge and belief, all data is correct and true:

A handwritten signature in black ink, appearing to read "Jack Khzouz". The signature is fluid and cursive, with the first name "Jack" and last name "Khzouz" clearly distinguishable.

Jack Khzouz – CEO NICE Bus

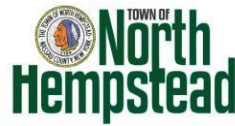
MONITORING PROCESS OF NASSAU'S COUNTY SUBRECIPIENTS FOR TITLE VI COMPLIANCE

Nassau County as a designated recipient of the Federal Transit Administration (FTA), submits a Title VI Program in compliance with the Civil Rights Act of 1964 and implementing guidelines under FTA Circular 4702.1B, published October 1, 2012.

In addition to the NICE service, Nassau County has a sub-recipient: the Town of North Hempstead previously received FTA funding in 2007 through the County for the purchase of two 30-foot transit vehicles. The Town operates a demand responsive transportation service (Project Independence) that allows the Town's senior and disabled residents to schedule a trip to shopping centers, doctor's visits and community events. The Town Board approved a Title VI Policy for the Town's transit program in 2011 and 2015. The transit program began operating in February 2012.

In accordance with 49 CFR 21.9(b), and to ensure that the County and its sub-recipient are in compliance with the Title VI requirements, the County undertakes the following activities as part of its annual monitoring process:

- (1) Conduct an annual site visit review to ensure compliance with the general reporting requirements, as well as other requirements that apply to the sub-recipient based on the type of entity and the number of fixed route vehicles it operates in peak service as a transit provider.
- (2) Notify, collect, and review the Title VI Program from the sub-recipient within a three-month time frame of due dates.
- (3) At the request of FTA, in response to a complaint of discrimination or as otherwise deemed necessary by the County, the sub-recipient will be required to verify that their level and quality of service provided is conducted on an equitable basis.



TOWN OF NORTH HEMPSTEAD TITLE VI POLICY

I. TITLE VI NONDISCRIMINATION STATEMENT

The Town of North Hempstead ("Town") seeks to ensure full compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; and related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, or national origin.

Toward this end, it is the Town's objective to:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out the Town's commitment to this program has been delegated to the Title VI Coordinator by the Town Board and is responsible for the day-to-day operations of this Program.

The Town Attorney's Office shall maintain overall authority for enforcement of the Town's Title VI policies instituted and carried out by the Town. The Town Attorney shall exercise all powers delegated by the Supervisor, including, but not limited to, the receipt, acknowledgement, investigation, review, final disposition, and reporting of Title VI complaints. However, all managers, supervisors and employees share in the responsibility for making the Town's Title VI Program a success.

Additional information concerning the Town's Title VI obligations and the complaint procedure can be found on the Town's web site www.northhempsteadny.gov or by calling (516) 869-6311.

II. COMPLAINT PROCEDURES

a. PURPOSE

This complaint procedure is designed to provide guidance on the identification, reporting and investigation of complaints asserting claims arising under Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations “Title VI”. Title VI prohibits discrimination on the basis of race, color, and national origin, and provides that no person shall be excluded from participation in, denied the benefits of, or be subjected to discrimination under any federally-funded program or activity, including the services and other transit-related benefits provided by the Town. Title VI does not cover employment-related discrimination complaints arising under Title VII of the Civil Rights Act of 1964 and other statutes, which are governed by Policy/Code entitled Equal Employment Opportunity Policy (EEO)/ Anti-Discrimination Law.

b. SCOPE

This procedure applies to all Town departments responsible for receiving, identifying, reporting, processing, and resolving complaints of discrimination asserted under Title VI.

c. DEFINITIONS

1. Administrative Closure: A complaint that is closed without an investigation.
2. Complainant: An individual who files a Title VI complaint.
3. Discrimination: Any act or any failure to act, which has the effect of excluding or denying a person from participation in benefits, or has otherwise subjected a person to unequal treatment under any program or activity, including transit services and other benefits, because of race, color, or national origin.
4. Title VI Complaint: A written complaint alleging a violation of Title VI made by a Complainant, usually a customer, and filed with the Town Attorney’s office. Only complaints alleging discrimination in transit services and benefits provided by the Town on the basis of race, color, or national origin will be considered Title VI complaints for purposes of this Policy.
5. Title VI Program: The system of requirements, procedures, and actions adopted by the Town, and approved by the Federal Transit Administration (FTA), which are deemed necessary and appropriate to comply with Title VI.

d. RESPONSIBILITIES

1. Town Attorney’s office- Maintains overall authority for enforcement of the Town’s Title VI policies instituted and carried out by the Town Attorney’s office. The Town Attorney shall exercise all powers delegated by the Supervisor, including,

but not limited to, the receipt, acknowledgement, investigation, review, final disposition, and reporting of Title VI complaints.

2. Title VI Coordinator: Reports to the Town Attorney and is responsible for the coordination, development, implementation, and monitoring and training of and for the Town's Title VI Program. The Coordinator will reside in the Department of Finance.
3. Town Responsibilities: Any department, division, or office may receive a complaint alleging what might arguably be construed as a Title VI violation. For those complaints it receives, the department or division is responsible for responding in the same fashion as it would respond to any other service-related complaint. However, if the complaint appears to allege a Title VI violation, the receiving department should also notify the Complainant of his or her right to follow up by filing a written Title VI complaint. With respect to each such response, the receiving department should advise the Complainant of the following:

"The Town is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI"). If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the Town Attorney's office at 220 Plandome Road, Manhasset, NY 11030".

The department or division shall report all complaints it receives that might arguably be construed as asserting allegations of Title VI discrimination to the Town Attorney's office within a reasonable time after receiving such complaint.

e. **PROCEDURES**

1. How to File a Title VI Complaint (using the Title VI complaint form)

Title VI complaints must be filed within 180 days of the most recent allegation of discrimination. The complaint must include the following information:

- A written statement of facts supporting the allegation of discrimination, including the date of the alleged discrimination, the location and the names, addresses, and telephone numbers of any witnesses;
- The Complainant's name, address, telephone number, electronic mail address or other method of communicating with the Complainant;
- The type of discrimination alleged, i.e., race, color, or national origin;
- The name or other identifying information of the individual alleged to have engaged in the discrimination;
- The transit service or other benefit that the Complainant was allegedly

denied.

A complaint must be filed in writing with the Town as follows:

Town Attorney's Office
Town of North Hempstead
220 Plandome Road
Manhasset, NY 11030

An individual who alleges a violation of Title VI either by telephone or e-mail will be advised that such a complaint must be made in writing to the Town Attorney's office.

For assistance to complainants, a sample Complaint Form is included for filing a Title VI complaint with the Town.

2. Assignment of Title VI Complaint Number

All complaints alleging race, color, or national origin discrimination in a service or benefit provided by the Town should be immediately assigned a complaint number by the Town Attorney's office. However, only when a written complaint is received should the Town Attorney's office assign a Title VI complaint number.

3. Acknowledgement of the Complaint

The Town Attorney's office should send written confirmation to the Complainant within a reasonable time, advising the Complainant that the Town has received the complaint and is reviewing its allegations.

4. Processing the Complaint

The Town Attorney's office should provide appropriate assistance to Complainants, including those persons with disabilities, or who speak a language other than English, or who may need assistance in submitting their complaints to the appropriate department.

In instances where additional information is needed for assessment or investigation of the complaint, the Town Attorney's office shall contact the Complainant in writing within a reasonable time. The Town Attorney's office should explain in the letter to the Complainant that the failure to provide the requested information by a certain date may result in the administrative closure of the complaint.

5. Complaint Investigation

The Town Attorney's office should prepare a draft written response or, if appropriate, administratively close the complaint. The Town Attorney's office should use best efforts to respond to Title VI complaints within 60 working days of its receipt of such complaints. The Town Attorney's office will send a final written response to the Complainant and advise the Complainant of his or her right to file a complaint externally.

6. External Redress

In addition to the complaint process within the Town, a Complainant may file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, One Bowling Green, Room 429, New York, NY 10004-1415.

7. Freedom from Reprisal or Interference

Reprisal against or interference with a Complainant's right to file a Title VI complaint, testify, assist, or participate in any manner in an investigation constitutes a violation of the Town's Title VI Program.

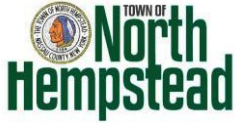
8. Title VI Training

The Coordinator is responsible for the coordination of Title VI Awareness Training. Personnel in Town departments who manage and supervise the handling of customer complaints will periodically attend such Title VI Awareness Training.

9. Monitoring and Reporting

The Coordinator shall monitor the implementation of the Title VI complaint procedure and shall annually develop a report of alleged Title VI complaints and the disposition of such complaints. The Coordinator will also ensure that the public is made aware of the avenues for filing Title VI complaints.

Approved by North Hempstead Town Board on May 24, 2011/Resolution #346-2011



TOWN OF NORTH HEMPSTEAD

(THE TOWN) TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of **race, color, or national origin** in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for the Town, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the Town provides.

The Town works to ensure nondiscriminatory transportation in support of our mission to provide effective and efficient management and delivery of public, specialized, and coordinated transportation services in North Hempstead. The Town’s Title VI Coordinator is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs.

Complaint No.: _____

Complainant’s Name _____

Home Number: _____ Email Address: _____

Work Number: _____

Address: _____

City: _____ Zip Code: _____

List type of discrimination (please check all that apply):

Race ()

National Origin ()

Color ()

Other _____

Please indicate your race/color, if it is a basis of your complaint: _____

Please describe your national origin, if it is a basis of your complaint: _____

Location where incident occurred: _____

Time and date of incident: _____

Name/Position title of the person who allegedly subjected you to Title VI discrimination: _____

Briefly describe the incident (use a separate sheet, if necessary):

Did anyone else witness the incident? Yes () No () List

witnesses (Use a separate sheet, if necessary):

Name: _____

Address: _____

Telephone No.: _____

Name: _____

Address: _____

Telephone No.: _____

Have you or the person identified in section 6 filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No

If yes, check all that apply:

_____ Federal agency _____ Federal court _____ State agency _____ State court

_____ Local agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature

Date

MUNICIPIO DE NORTH HEMPSTEAD POLIZAS DE TÍTULO VI

I. Título VI declaración de no discriminación

El Municipio de North Hempstead ("pueblo") intenta garantizar el pleno cumplimiento de Título VI de la ley de Derechos Civiles de 1964; 49 CFR, parte 21; relacionados estatutos y reglamentos cuales indican que ninguna persona deberá ser excluida de la participación en o ser negada los beneficios de o ser objeto de discriminación bajo ningún programa o actividad cual recibe asistencia financiera federal bajo el Departamento de Transporte de los Estados Unidos por motivos de raza, color u origen nacional.

Por esa razón, es objetivo del Municipio:

- A. Asegúrese de que el nivel y la calidad de servicios de transporte es proporcionado sin distinción de raza, color u origen nacional;**
- B. Identificar y dirigir, en forma adecuada, desproporcionadamente altos y adversos efectos de programas y actividades en las minorías y las poblaciones de bajos ingresos**
- C. Promover la participación plena y equitativa de todas las poblaciones afectadas en las decisiones de transporte;**
- D. Evitar la negación, reducción o retraso en los beneficios relacionados con programas y actividades que benefician a las poblaciones minorías o poblaciones de bajos ingresos;**
- E. Asegurar un acceso significativo a los programas y las actividades de las personas con conocimiento limitado del inglés.**

La responsabilidad de este programa ha sido delegado al Coordinador de Título VI por la Junta del Municipio y es responsable por manejar las responsabilidades diarias de este programa.

La Fiscalía del Municipio deberá mantener la autoridad general para la ejecución de pólizas de Título VI del Municipio instituido y llevada a cabo por el Municipio. El abogado del Municipio podrá ejercer todos los poderes delegados por el Supervisor, incluyendo, pero no limitado a, la recepción,

reconocimiento, investigación, revisión, disposición final y la notificación de las denuncias del Título VI. Sin embargo, todos los gerentes, supervisores y empleados comparten la responsabilidad de hacer que el programa Título VI sea un éxito.

Para información adicional sobre las obligaciones de Título VI Del Municipio North Hempstead, visite www.northhempsteadny.gov o llamando al (516) 869-6311.

I. Procedimientos de denuncia

a. Propósito

Este procedimiento de queja está diseñado para proporcionar orientación sobre la identificación, reporte e investigación de quejas afirmando las reclamaciones acerca de título VI de la ley de derechos civiles de 1964, enmendada y su normativa de desarrollo "Título VI". Título VI prohíbe la discriminación de la base de raza, color y origen nacional y proporciona que ninguna persona deberá ser excluida de la participación, negado los beneficios de, o ser objeto de discriminación en programas financiados por el Gobierno Federal de actividad, incluyendo los servicios y otros beneficios relacionados con el transporte proporcionados por la ciudad. Título VI no cubre las quejas de discriminación laboral que surjan bajo el título VII de la ley de derechos civiles de 1964 y otras leyes, que se rigen por la política/código titulado política de igualdad de oportunidad de empleo (EEO) / Ley contra la discriminación.

b. Ámbito de aplicación

Este procedimiento se aplica a todos los departamentos del Municipio responsables de recibir, identificar, informes, procesamiento y resolver denuncias de discriminación afirmado bajo el Título VI.

c. definiciones

1. Cierre administrativo: una denuncia que está cerrada sin una investigación.
2. Autor: un individuo que presenta una queja del título VI.
3. Discriminación: cualquier acto o cualquier omisión, que tiene el efecto de excluir o negar a una persona de la participación en beneficios, o ha sufrido una persona a un trato desigual bajo cualquier programa o actividad, incluyendo servicios de tránsito y otros beneficios, a causa de raza, color u origen nacional.

4. Título VI denuncia: una queja alegando una violación del título VI hecha por el demandante, por lo general un cliente y ante la Fiscalía del Municipio. Sólo denuncias de discriminación en los servicios de tránsito y los beneficios proporcionados por el municipio por motivos de raza, color u origen nacional se considerará quejas título VI para propósitos de esta política.
5. Título VI Programa: el sistema de requisitos, procedimientos y acciones adoptadas por el Municipio y aprobado por la Administración Federal de tránsito (FTA), que se consideran necesarias y adecuadas cumplir con el título VI.

d.responsabilidad

1. Oficina del fiscal del Municipio- mantiene la autoridad general para la ejecución de políticas de título VI de la ciudad instituido y llevada a cabo por la Fiscalía de la ciudad. El abogado de la ciudad podrá ejercer todos los poderes delegados por el Supervisor, incluyendo, pero no limitado a, la recepción, reconocimiento, investigación, revisión, disposición final y la notificación de las denuncias del título VI.
2. Título VI Coordinador: informes a la Fiscalía del Municipio y es responsable de la coordinación, desarrollo, implementación y supervisión y capacitación de y para título VI Programa del pueblo. El Coordinador se ubicará en el Departamento de Finanzas.
3. Responsabilidades del Municipio: cualquier departamento, división u oficina puede recibir una queja de lo que posiblemente podría interpretarse como una violación del título VI. Para las quejas que recibe, el departamento o división es responsable de responder de la misma manera como respondería a cualquier queja relacionada con el servicio. Sin embargo, si la queja parece que alegan una violación del título VI, el Departamento de recepción también debe notificar al demandante de su derecho de seguimiento mediante la presentación de una queja por escrito del título VI. Con respecto a cada respuesta de este tipo, el Departamento de recepción debe aconsejar al demandante de las siguientes acciones:

"El Municipio de North Hempstead se compromete a garantizar que ninguna persona está excluida de la participación en, o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional como protegido en el título VI de la ley de derechos civiles de 1964"(título VI de). Si usted cree que ha sido sometidos a discriminación bajo el Título VI, usted puede presentar una queja por escrito con la Fiscalía del Pueblo, dirección postal: 220 Plandome Road, Manhasset, Nueva York 11030 ".

El departamento o la División informará a todas las quejas que recibe posiblemente podrían interpretarse como afirmación de denuncias de discriminación de título VI a la Fiscalía del Municipio en un plazo razonable después de recibir la denuncia.

e. procedimientos

1. Cómo presentar una queja de título VI (usando el formulario de queja de título VI)

Título VI quejas deben ser presentadas dentro de 180 días de la más reciente acusación de

discriminación. La queja debe incluir la siguiente información:

- **Una declaración escrita de los hechos en que la denuncia de** discriminación, incluida la fecha de la supuesta discriminación, la ubicación y los nombres, direcciones y números de teléfono de los testigos;
- **Nombre del autor, dirección, teléfono dirección de correo** electrónico, número u otro método de comunicación con el demandante;
- **El tipo de discriminación, afirma, es decir, raza, color u origen** nacional;
- **El nombre u otra información de la persona que supuestamente han** participado en la discriminación;
- **El tránsito de servicio u otro beneficios que supuestamente negó el** querellante.

Una queja debe presentarse por escrito con la ciudad como sigue:

Oficina del fiscal

Municipio de North Hempstead

220 Plandome Road
ManhassetNY 11030

Un individuo que alegue una violación del título VI, ya sea por teléfono o correo electrónico será informado que dicha queja debe hacerse por escrito a la Fiscalía de la ciudad.

Asistencia a los denunciantes, una muestra de formulario de reclamación se incluye para presentar una queja de título VI con la ciudad.

2. Asignación de título VI queja número

Todas las denuncias de raza, color o discriminación de origen nacional en un servicio o beneficio proporcionado por la ciudad deben ser inmediatamente le asigna a un número de queja por la Fiscalía de la ciudad. Sin embargo, sólo cuando se recibe una queja por escrito debe la Fiscalía de la ciudad asignar a un número de queja del título VI.

3. Reconocimiento de queja

La Fiscalía de la ciudad debe enviar una confirmación por escrito al demandante dentro de un plazo razonable, asesorando a los querellantes que la ciudad ha recibido la denuncia y está revisando sus alegatos.

4. Proceso de queja

La Fiscalía del Municipio debe proporcionar asistencia apropiada a los denunciantes,

incluyendo a las personas con discapacidad, que hablan un idioma diferente al inglés, o que necesite ayuda en la presentación de sus quejas al departamento correspondiente.

En casos donde se necesita información adicional para la evaluación o investigación de la denuncia, la Fiscalía del Municipio pondrá en contacto con el autor por escrito dentro de un plazo razonable. La Fiscalía del Municipio debe explicar en la carta a la organización querellante que la falta de proporcionar la información solicitada en una fecha determinada puede resultar en el cierre administrativo de la queja.

5. Investigación de la queja

La Fiscalía del Municipio debe preparar un borrador de respuesta por escrito o, en su caso, cierre administrativamente la queja. La Fiscalía de la ciudad debe utilizar mejores esfuerzos para responder a quejas del título VI dentro de 60 días hábiles de la recepción de las quejas.

La Fiscalía del Municipio enviará una respuesta por escrito final al demandante y aconsejar al demandante de su derecho a presentar una queja externamente.

6. Reparación externa

Además del proceso de queja dentro de la Pueblo, el demandante puede presentar una queja de título VI con el Departamento de transporte de Estados Unidos, Administración Federal de tránsito, Oficina de Derechos Humanos, One Bowling Green, sala 429, Nueva York, NY 10004-1415.

7. Libertad de represalia o interferencia

Represalia contra o interferencia con el demandante del derecho a presentar una queja del título VI, testificar, ayudar o participar en alguna manera en una investigación constituye una violación del título VI Programa de la.

8. Título VI formación

El coordinador es responsable de la coordinación de la formación de conciencia de título VI. Personal en los departamentos del Municipio que administran y supervisan el manejo de quejas de clientes periódicamente asistirán a esa formación de conciencia título VI.

9. Monitoreo y Informe

El Coordinador supervisará la aplicación del procedimiento de queja del título VI y elaborará anualmente un informe de supuestas denuncias de título VI y la disposición de tales denuncias. El Coordinador también se asegurará de que el público se hace consciente de las avenidas para la presentación de quejas del título VI.

FECHA: APROBADO:

Abogado del Municipio

MUNICIPIO DE NORTH HEMPSTEAD
FORMULARIO DE QUEJA DE TÍTULO VI

Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación por **raza, color, u origen nacional** en programas y actividades que reciben asistencia financiera Federal. Específicamente, título VI establece que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, se excluirá de la participación en, ser negada los beneficios de o ser objeto de discriminación bajo ningún programa o actividad que reciba asistencia financiera Federal."

El componente de justicia ambiental del título VI garantiza un trato justo para todas las personas y ofrece para que la ciudad, para identificar y proporciona dirección, según corresponda, desproporcionadamente altas y adversos efectos de sus actividades, programas y políticas sobre minorías y las poblaciones de bajos ingresos, como empresa medidas razonables para garantizar que las personas de inglés limitado (LEP) tienen significativa el acceso a la información, programas y servicios del Municipio.

El Municipio de North Hempstead trabaja para asegurar el transporte NO discriminatorio para apoyar nuestra misión proporcionar eficaz y eficiente la gestión y prestación de servicios de transporte público, especializados y coordinados en el Municipio de North Hempstead. El Coordinador de la Municipio título VI es responsable del cumplimiento de los derechos civiles y monitoreo para garantizar no discriminatoria prestación de servicios de tránsito y programas.

Queja N°:

Nombre de querellante _____

Telefono de casa: _____ dirección de correo electrónico: _____

Telefono de Trabajo: _____

(direccion): _____

(Ciudad): _____ (Codigo Postal): _____

Tipo de discriminación (Marque todas las que apliquen): Raza ☐ ☐

de origen nacional

☐ (de Color)

Other(Otro) _____

Por favor indique su raza/color, si es una base de su queja: _____

Por favor describa su origen nacional, si es una base de su queja: _____

Lugar donde ocurrió el incidente: _____

Hora y fecha del incidente: _____

Nombre/posición de la persona que supuestamente le sometidos a discriminación de título VI:

Describa brevemente el incidente (use una hoja aparte, si es necesario):

¿Nadie presenció el incidente? No _____ Sí _____

Testigos de la lista (Use otra hoja, si es necesario):

(Nombre): _____

(Dirección): _____

Teléfono: _____

(Nombre): _____

(Dirección): _____

Teléfono: _____

¿Usted o la persona identificada en la sección 6 presentada esta queja con cualquier otro federal, estatal o agencia local; ¿o con cualquier tribunal federal o estatal? _____ Sí
_____ No

Si sí, compruebe todas las que apliquen:

____ Agencia Federal _____ Federal _____ Agencia Estatal _____ Tribunal Estatal

Agencia _____ Local

Sírvanse proporcionar información sobre una persona de contacto en la Agencia/corte donde se presentó la queja.

(Nombre) _____

(Dirección) _____

____ Ciudad, estado y código postal

____Número de teléfono

Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante a su queja.

Firma Fecha

Telephone No.:(Num.Telefono) _____

PUBLIC ENGAGEMENT PROCESS FOR SETTING THE “MAJOR SERVICE CHANGE POLICY,” DISPARATE IMPACT POLICY, AND DISPROPORTIONATE BURDEN POLICY

NICE and Nassau County are committed to engage the public in a meaningful way (including receipt and consideration of the public's comments on the draft Title VI Program for NICE Bus operations) prior to approval of the Program (that is, prior to approval of the Program by Nassau County Executive).

NICE in conjunction with Nassau County followed the following process to engage the public in the review/comment of the Title VI Program and all its elements.

Notices were posted during the third week in March 2016, in a variety of media (NICE and Nassau County websites, NICE Facebook page, in local newspapers, on buses and transit centers (Hempstead Transit Center, Roosevelt Field, Hicksville and Mineola) advising the public of the following:

- That a draft Title VI Program for NICE Bus had been developed;
- That the draft Title VI Program was available for public review;
- That the Program was to be subject to final approval by the County Executive
- That the public was invited to file comments in writing to Transdev and the County Executive by the end of March allowing sufficient time for receipt and consideration of the comments before the Program was reviewed for approval.

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Bus Transit Committee for its consideration and included in the NICE Title VI Program with a record of action taken by the BTC.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles or hours in service on any specific route. The following service changes are exempted:

Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is reduced or increased by 50 percent or more in total vehicle revenue miles or hours.

The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months. NICE-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, a span of service, and stops.

REGULATORY REQUIREMENTS

As stated in the Major Service Change Policy, all major increases or decreases in transit service must be presented to the Bus Transit Committee for its consideration. Nassau Inter-County Express (NICE) during its annual system-wide evaluations will identify any necessary changes.

NICE in accordance with Title VI regulations, will assess whether the needed changes will constitute a change that meets the category of “Major Service Change”. If the changes will be Major, NICE will conduct the proper analysis to make sure that the changes are implemented in a non-discriminatory manner with respect to both the minority and income status of riders.

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial

legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by nonminority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Equity Analysis, NICE will analyze how the proposed action would impact minority as compared to non-minority populations. In the event, the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, NICE will evaluate whether there is an alternative that has a more equitable impact. Otherwise, NICE will take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income

populations will bear a disproportionate burden of the proposed fare/service change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare/service changes.

NICE Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

RESULTS OF SERVICE AND/OR FARE EQUITY ANALYSES CONDUCTED SINCE THE LAST TITLE VI PROGRAM SUBMISSION SPRING 2016 – SPRING 2019

Analysis	Conclusion Page	TC Approval	Approval Page(s)
Fare Equity Analysis – 2019	120		
Service Equity Analysis – 2017	138		



Title VI Fare Equity Analysis
Nassau Inter-County Express
2019

EXECUTIVE SUMMARY

Regulatory Requirements

Nassau Inter-County Express or NICE operated by Transdev North America is conducting a Fare Equity Analysis under Title VI of the Civil Rights Act of 1964 to evaluate a proposal to increase cash and MetroCard base fares by \$0.25 in the Spring of 2019. In compliance with the Federal Transit Administrations (FTA) Circular 4702.1B, NICE conducted a study which required NICE Bus to evaluate fare change proposals to determine if such changes have a discriminatory impact on minority or low-income populations. After completion of the equity analysis no base fare increase was implemented. The MTA, with whom NICE Bus's fare structure is closely tied, implemented a MetroCard bonus reduction and time-based MetroCard increase.

NICE Bus Service Profile

NICE service covers Nassau County, New York and serves the County's 1.3 million residents over 285 square miles. The service area extends to Suffolk County in the East and into Queens to the West. The area is comprised of both suburban and urban areas. The service provides approximately twenty-nine million rides annually, or approximately 100,000 per day.

The proposed \$0.25 fare increase to fares are needed to help bridge a funding gap created by rising costs, attributable to negotiated labor increase, fuel costs and the rising cost of medical benefits.

Title VI Guidelines

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:
"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients was published in 2012 by the FTA in order to comply with the law and fulfill the requirement for all transit agencies receiving Federal funds to develop and implement an agency-wide Title VI program. Executive Order 12898, "Federal Actions to Address

Environmental Justice in Minority Populations and Low-Income Populations” is a directive from the Federal government to prevent minority communities and low-income populations from being subject to disproportionately high and adverse environmental effects. The FTA circular on Title VI compliance states that while low-income populations are not a protected class under Title VI there is an "...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

Since NICE receives federal funding from the FTA via Nassau County's administration, NICE Bus must comply with the circular. In accordance with Chapter 4 of 4702.1B of the FTA Title VI guidelines, fixed route transit providers that operate fifty or more fixed route vehicles in the peak and are in an urbanized area of a population of 200,000 or more are required to analyze the impacts of any fare changes to their system. NICE's service exceeds these thresholds, and therefore a fare equity analysis is required for the proposed fare increase.

CURRENT FARE STRUCTURE

The following is a summary of the fare categories and pricing currently governing NICE Bus system:

\$2.75	Regular Fare
\$1.35	Senior Fare <hr/> <p>Must be 65 years and older or a Medicare Card Holder</p> <p><i>Acceptable Forms of ID:</i></p> <ul style="list-style-type: none">• Medicare Card• Governmental Issued ID• Nassau County Senior Citizen Leisure pass (Apply Here)
	Disabled Fare <hr/> <p><i>Acceptable Forms of ID:</i></p> <ul style="list-style-type: none">• MTA Reduced-Fare MetroCard (Apply Here)• Any Disable ID issued by any Governmental agency or other Transit Agency• Medicare Card• Nassau County Disability Leisure Pass (Apply Here)• Nice Able-Ride ID (Apply Here)
\$2.25	Children's Fare <hr/> <p>Children under 44" ride for free with fare paying adult, limit 3 children per adult.</p>
	Student's Fare <hr/> <p><i>Student fares apply to elementary and high school students only.</i></p> <p>College students are NOT eligible for our Student Fare.</p> <p>The Student Fare is only valid with a NICE student pass, which is issued to students, on request, by their school system. To obtain a pass, please email a photo of the student's current school ID to NICE.Ticketing@transdev.com for account set up and verification. Student passes are valid for travel ONLY Monday-Friday during the school year from 6:00 am -7:00 pm, for travel to and from school only.</p>

The base cash fare (\$2.75) is currently less than both MTA's and NICE Bus's single-ride MetroCard fare (\$3.00).

COMPARATIVE FARE STRUCTURE OF PEER AGENCIES

The following chart shows comparative systems (in both size and location) that offer non-zoned single ride cash fares. Currently, NICE Bus offers cash and MetroCard fares for \$2.75. The chart compares fares in areas demographically similar serving populations that are comparable to the NY metro area.

	<u>Long Island</u>	<u>NYC</u>	<u>Westchester</u>	<u>Suffolk</u>	<u>Philadelphia</u>
	NICE	MTA	Bee-Line	SCT	SEPTA
Cash Fare	\$3.00*	\$3.00	\$2.75	\$2.25	\$2.50
	<u>Chicago</u>	<u>Los Angeles</u>	<u>Atlanta</u>	<u>Portland</u>	<u>Dallas</u>
	CTA	Metro	MARTA	TriMet	DART
Cash Fare	\$2.25	\$1.75	\$2.50	\$2.50	\$2.50

*proposed

BACKGROUND

Many NICE Bus passengers travel into NYC and utilize the MTA-issued MetroCard. NICE Bus is committed to accepting the MetroCard on its system, and thus identifies and aligns with the MTA on many issues that affect our collective customers.

For the Spring 2019, MTA made two fare proposals for consideration. Option 1 would maintain the current base fare, decrease the MetroCard bonus and increase the time-based MetroCards, Option 2 would increase the base cash and MetroCard fare from \$2.75 to \$3.00 and increase time-based MetroCards. At present, the proposed fare increase is needed, as the company works to bridge a funding gap created by rising costs attributable to negotiated labor increases, fuel costs and the rising cost of medical benefits.

FARE TYPE	CURRENT	PROPOSAL 1	PROPOSAL 2
BASE FARE	\$2.75	\$2.75	\$3.00
BONUS	5% with \$5.50 purchase	N/A	10% with \$6.00 purchase
EFFECTIVE FARE W/ BONUS	\$2.62	\$2.75	\$2.73
SINGLE RIDE TICKET	\$3.00	\$3.00	\$3.25
PARATRANSIT FARE	\$3.75	\$4.00	\$4.00
UNLIMITED 30 DAY PASS	\$121.00	\$127.00	\$126.25
UNLIMITED 7 DAY PASS	\$32.00	\$33.00	\$33.00

METHODOLOGY

The main steps in completing the Fare Equity Analysis included:

- Determine overall ridership and ridership by fare category for Title VI populations
- Establishing fare equity impact analysis thresholds
- Evaluating whether planned fare changes will have a disparate impact on populations protected under the Title VI and whether low-income populations will bear a disproportionate burden of the changes
- Recommending methods to avoid, minimize or mitigate impacts as needed
- Propose alternatives to fare increase.

NICE collected onboard survey data in order to assess ridership characteristics. Data on age, race, income, minority status, ability to speak English and type of fare used are provided in the 2017 NICE Bus System-wide Survey. To help identify the Title VI populations, demographic data from the region and transit providers were examined. Data for the county were compiled to provide context and comparison for the survey data. A full FTA mandated system survey was completed and filed in 2017. Data

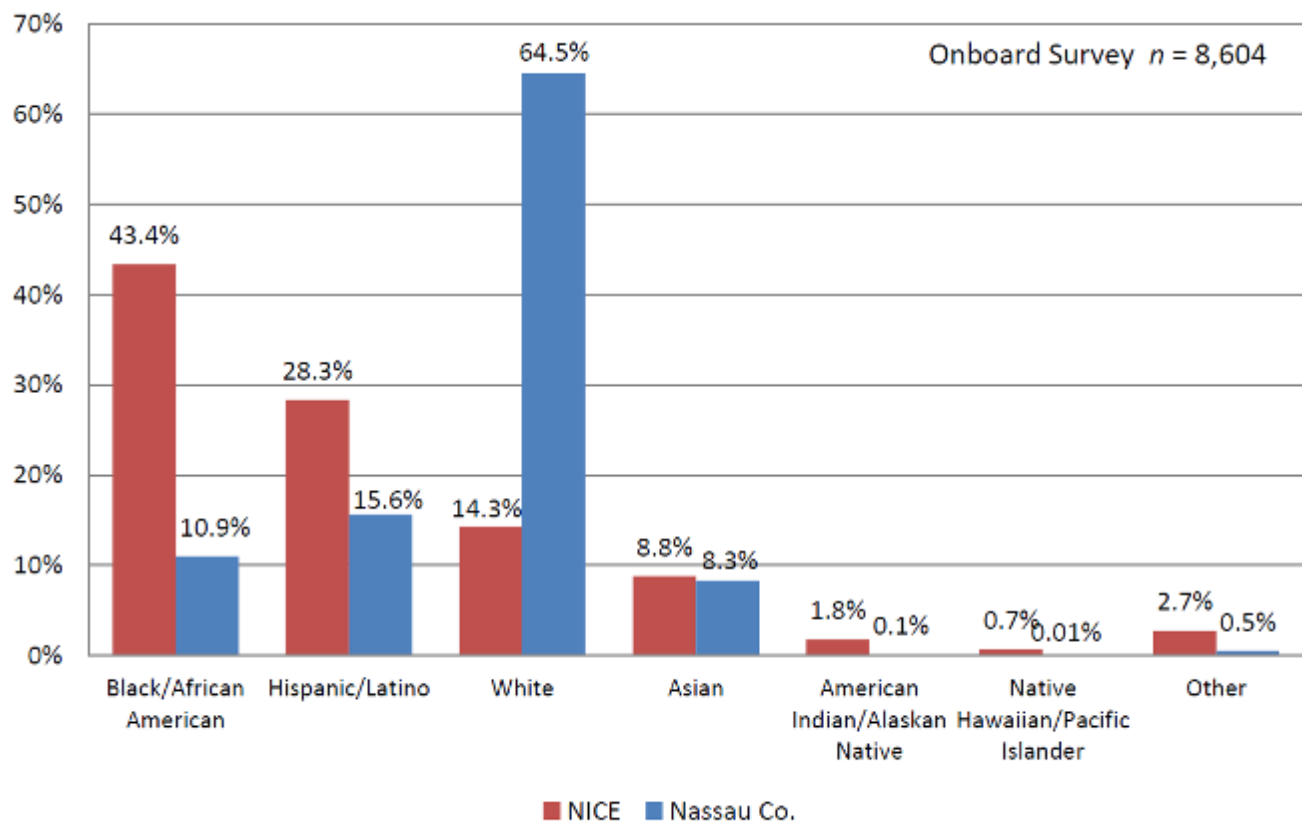
collected in the survey were compiled and compared to the US Census Survey from 2010. The data and proposed fare changes were then evaluated to determine whether the proposal will create a disparate impact or a disproportionate burden on Title VI populations. The fare equity analysis focused on the transit provider information, given that the fare increase will specifically affect existing riders.

The Title VI guidelines identify disparate impacts as impacts to the minority population, while disproportionate burdens address impacts on low-income populations. The assessment of these potential impacts were also completed using the onboard survey data.

RIDERSHIP ANALYSIS

Survey Population Demographics

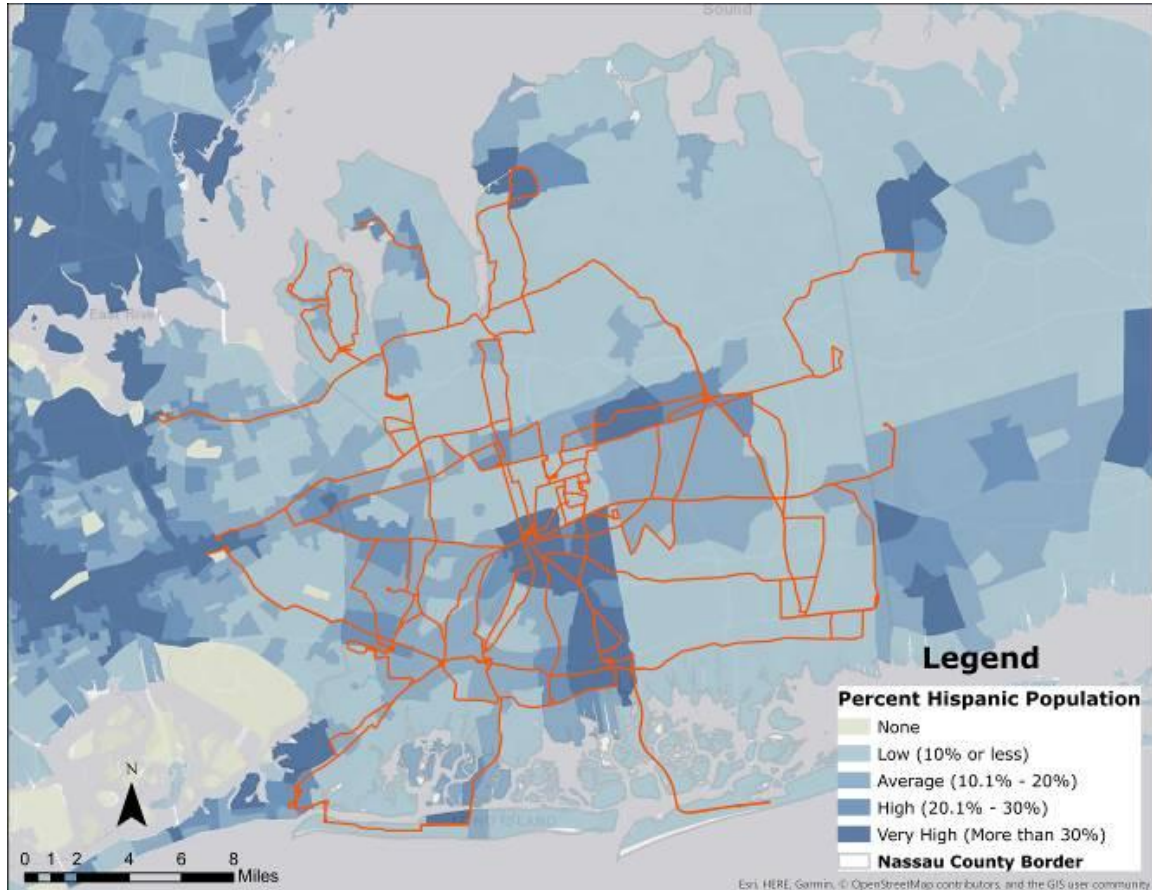
The most recent system-wide survey shows Black or African American was the most frequently selected response cited by 43.4 of those surveyed. Persons of Hispanic/Latino heritage made up 28.3 percent of those sampled. Respondents identifying themselves as white represented 14.3 percent, while 8.8 percent identified themselves as Asian.



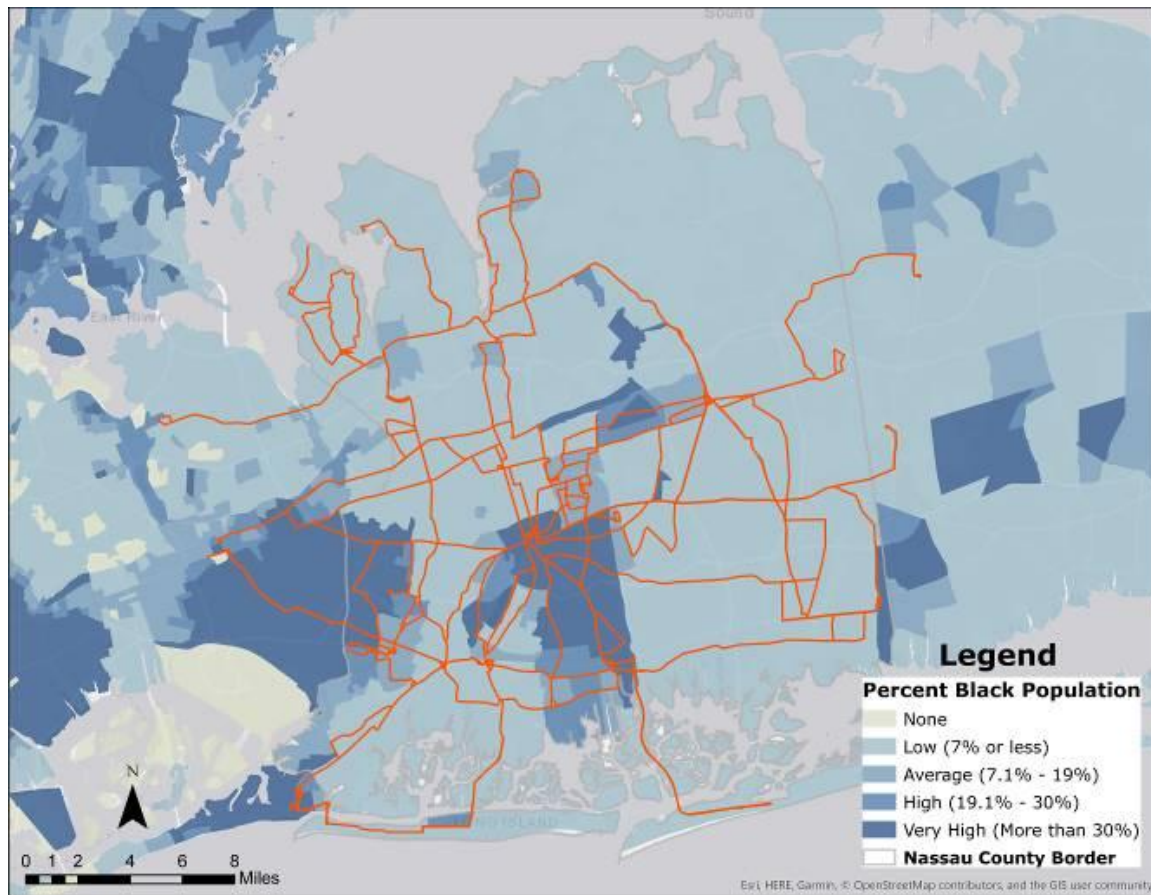
The following are maps that represent the minority /low-income populations with NICE Bus route overlays for Nassau County (2010 Census). Each map represents a minority population's distribution across the county, and the system routes are overlaid for comparison/assessment of their access to existing service. A similar analysis was done for the low-income population in the county. Legends with concentrations are located at the bottom left of each map.

Hispanic /Latino Populations

Hispanic/Latino populations are primarily clustered around transit lines. There is one modest concentration in the far northeast portion of the county (Oyster Bay), with transit service from the Long Island Railroad (LIRR). Other key concentrations are in or near Westbury, Hempstead, Plandome Manor, Thomaston, Freeport, Hewlett Bay Park, Inwood, and Long Beach. Nearly all routes serve one or more census blocks that include 22 percent or more of individuals who identify themselves as Hispanic/Latino.

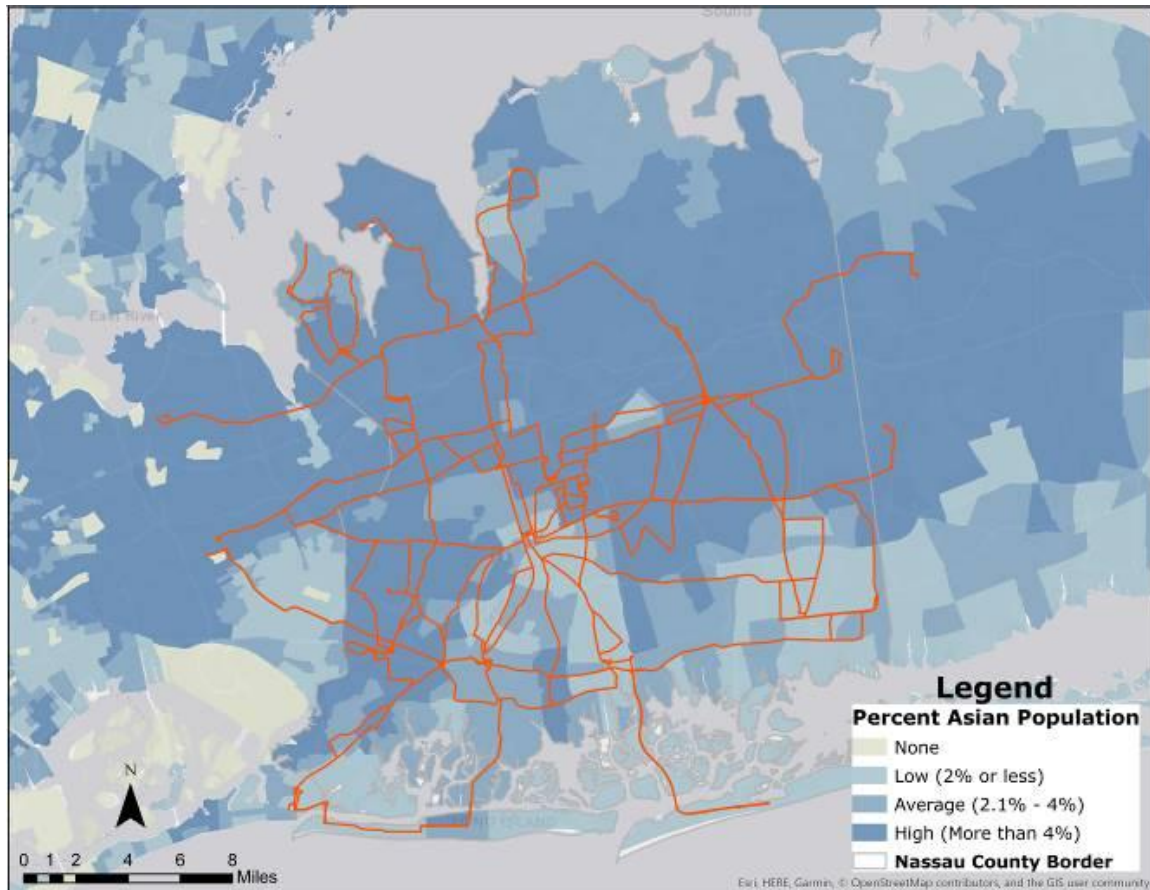


Black/African American



Black/African-American populations are primarily concentrated through central Nassau County (Hempstead, Freeport, Lynbrook, Garden City, and Westbury) and far west Nassau County (Elmont). Most of the routes in the southern portion of the county travel through one or more census block with a substantial Black/African-American population.

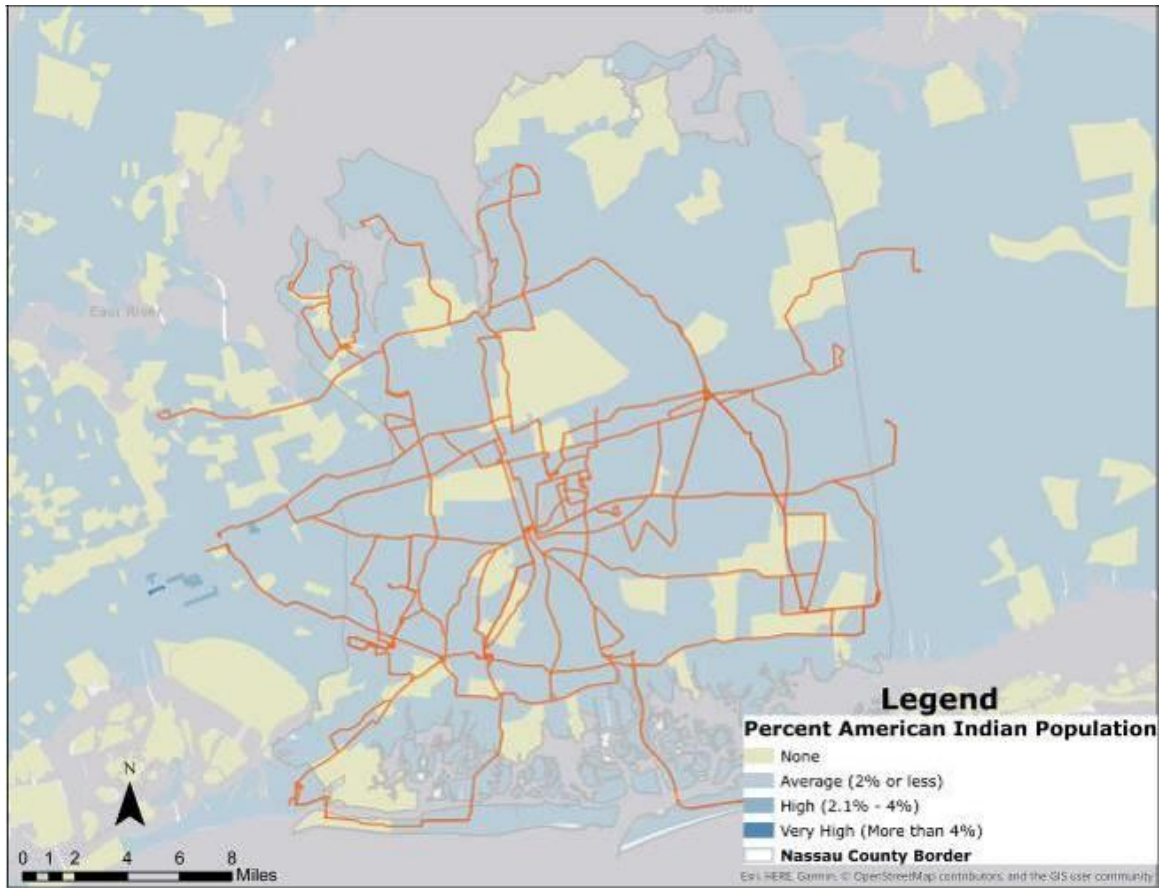
Asian



Asian populations are primarily concentrated in the northern half of the county; however, the sub-population are evenly dispersed with a few areas of higher densities. These denser areas are comprised of census blocks in Hicksville, New Hyde Park, West Hempstead, Franklin Square, and Valley Stream. Two areas in eastern Nassau County have an absence of NICE service – Muttontown and Syosset (Syosset, however, is served by LIRR). Most of the routes in the northern portion of the county travel through one or more census block with a substantial Asian population.

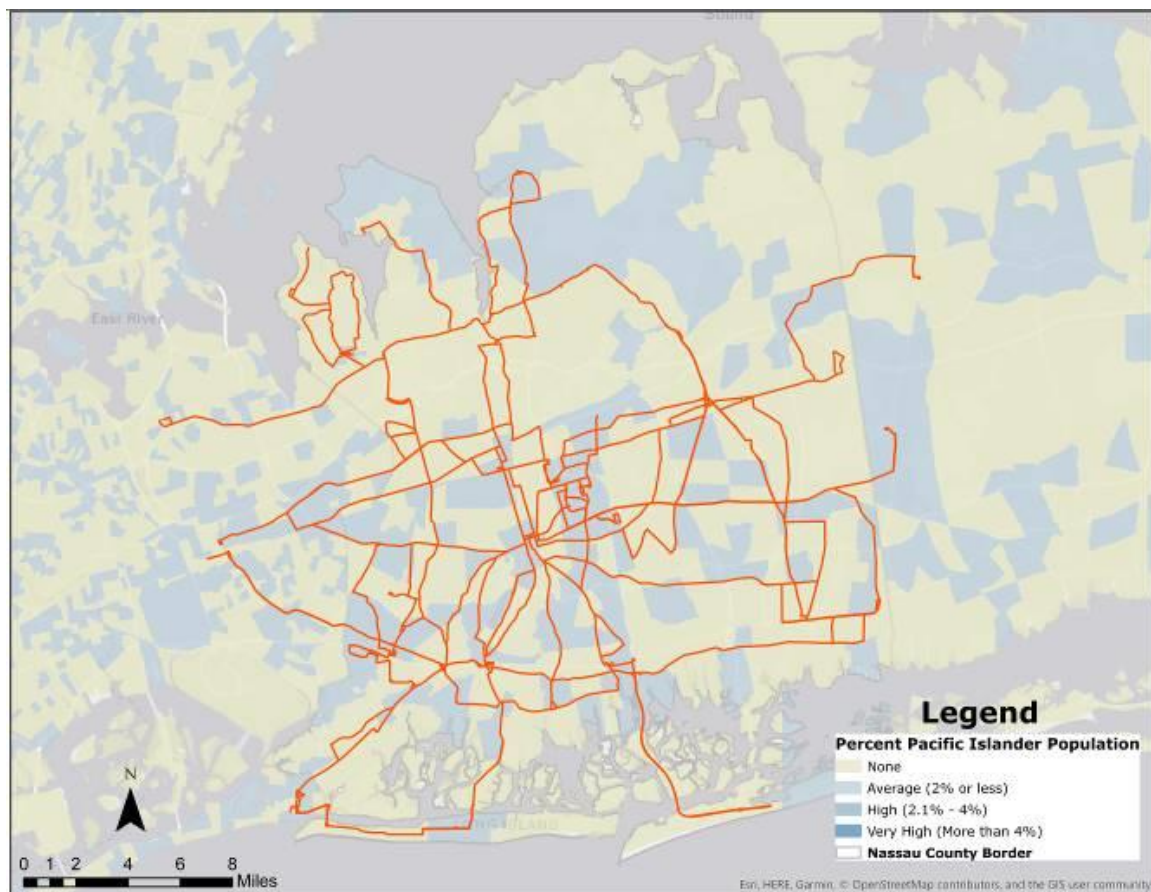
American Indian/Alaskan Native

American Indian/Alaskan Native populations are average across the county.



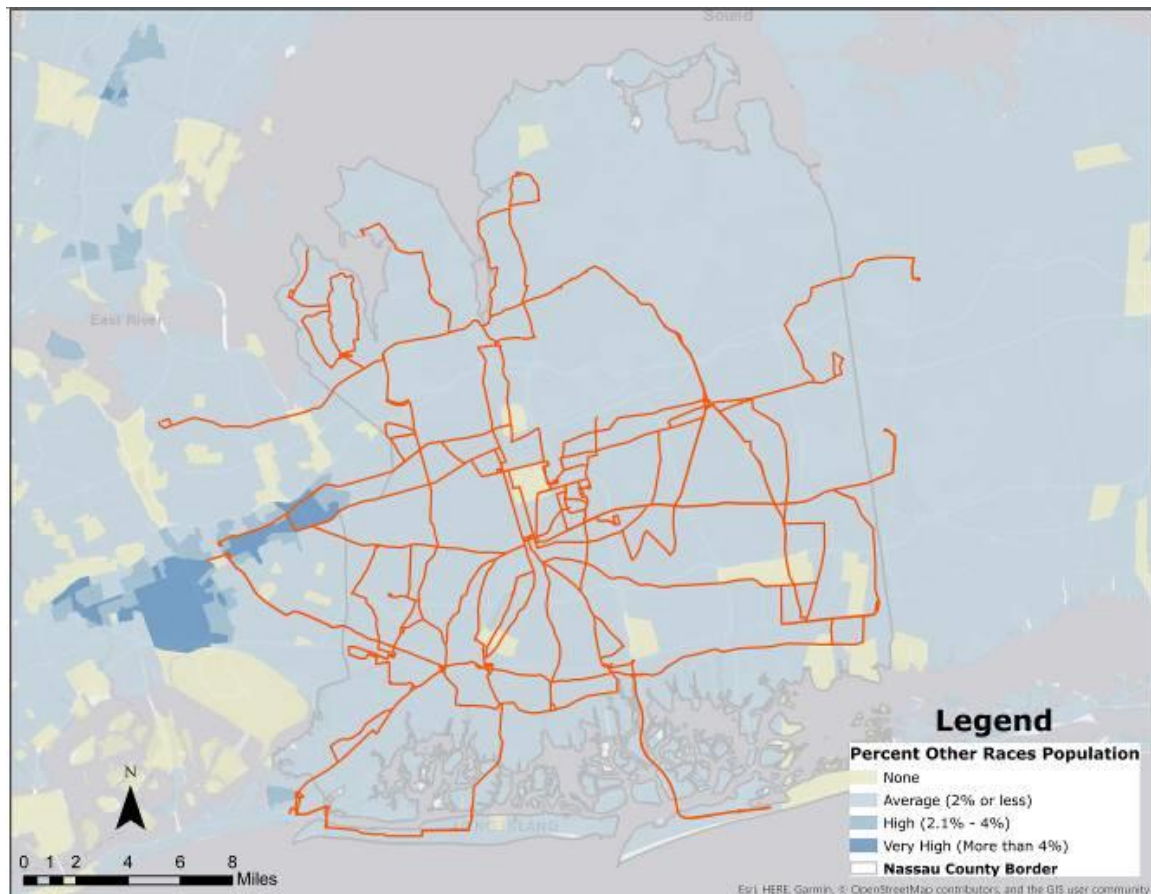
Hawaiian/Pacific Islander

There are no significant concentrations of persons identifying themselves as being Native Hawaiian/Pacific Islander in Nassau County. Small low-density pockets exist near New Hyde Park and Locust Valley.



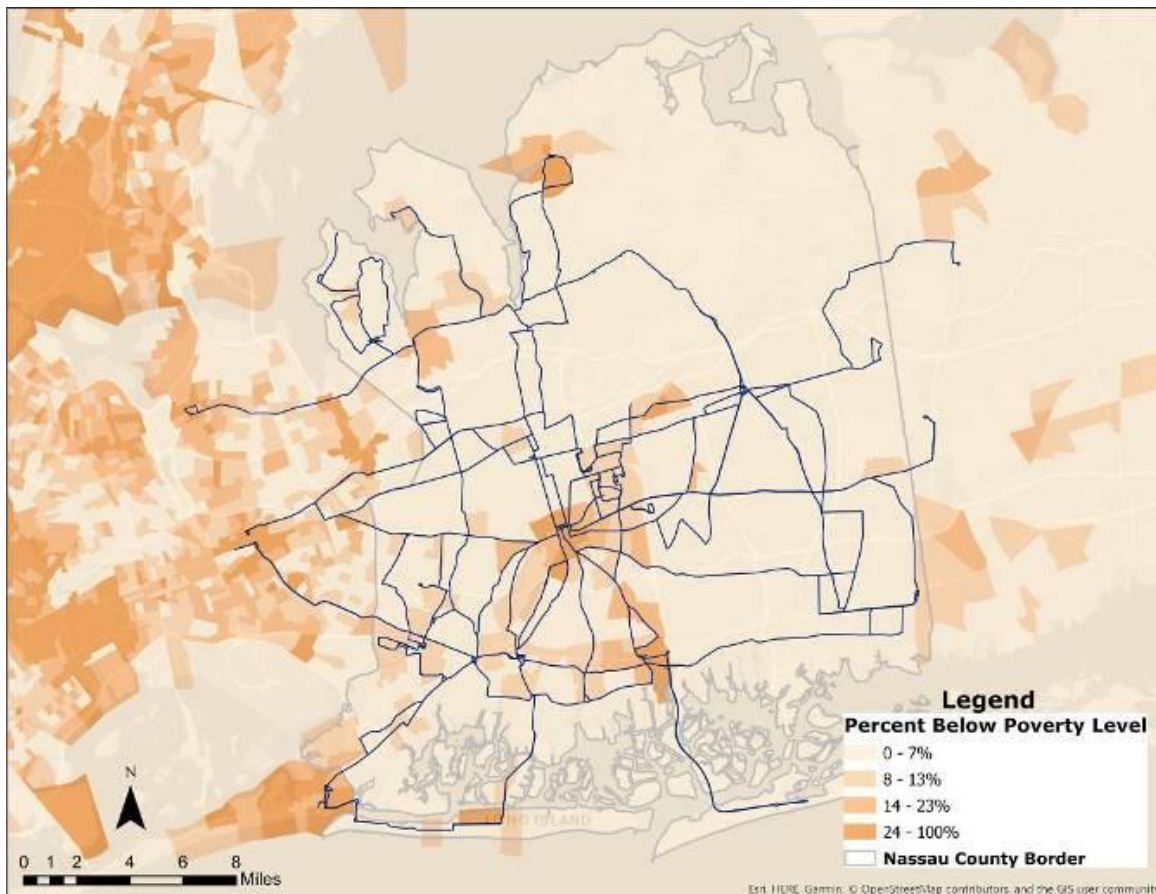
Other Minority Populations

Other minority populations (those who indicated being something other than those cited above on the 2010 census) are average throughout Nassau.



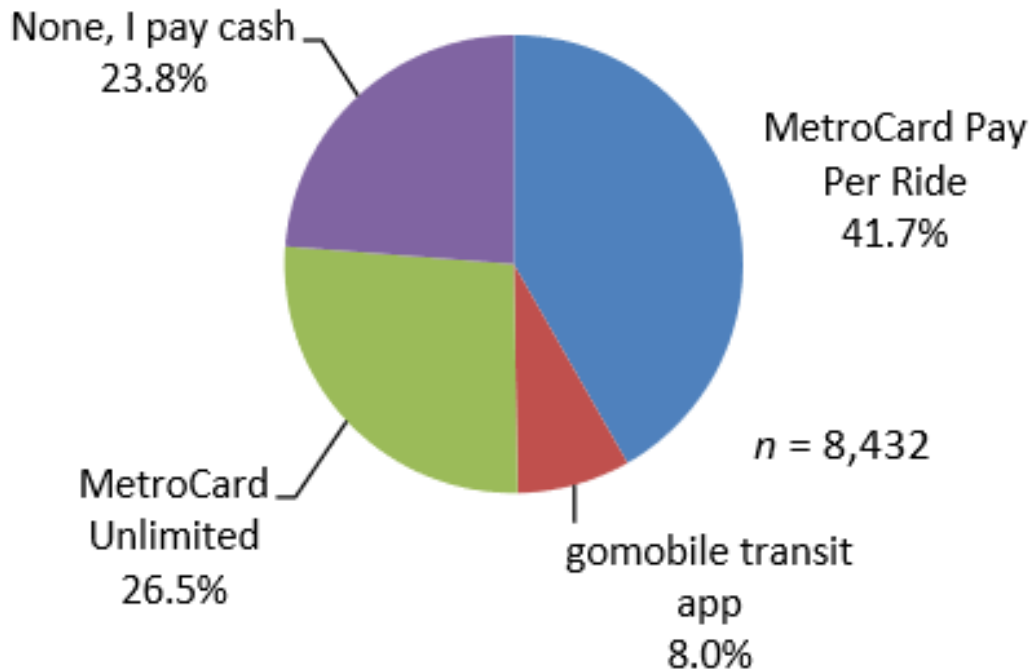
Low-Income Populations

Low-income residents are primarily clustered around central Nassau. Areas with a denser concentration include Plandome Manor, Thomaston, Westbury, Hempstead, and Freeport. Nearly all routes serve one or more census blocks that include a 4.6 percent or greater concentration of individuals considered to be low-income.



Ridership by Fare Type

The following chart shows the fare media by usage, system-wide:



System Fare Media by Usage

Nearly 24 percent of surveyed riders use cash instead of a MetroCard. Access to MetroCards is extremely limited inside the County and is a contributing factor to a higher percentage of riders using cash. Currently Hempstead Transit Center is the only location within the County that has machines that allow customers to reload their MetroCards. Nearly 42% use the Pay-Per-Ride option, while 26.5% choose the Unlimited option. Those who use the Pay-Per-Ride option get a 5% bonus to any money they add onto the card, which slightly reduces the cost of each trip. Customer who purchases a 7 or 30-Day Unlimited pass can see significant savings, depending on how many trips they make in the covered period.

FARE EQUITY IMPACT - THRESHOLDS ANALYSIS

Fare Usage by Route

The n21 has the highest percentage of those surveyed using a Pay-Per-Ride MetroCard (51.1%), while almost half of the respondents on the n26 preferred the Unlimited MetroCard(46.3.5%). The n81 saw the highest use of cash, with less than half of the riders (44.0%) citing its use. The n81 had the lowest Pay-Per-Ride MetroCard usage (26.0%) while the n54 had the lowest level of Unlimited MetroCard usage (19.4%). The n20 had the lowest level of cash (11.5%).

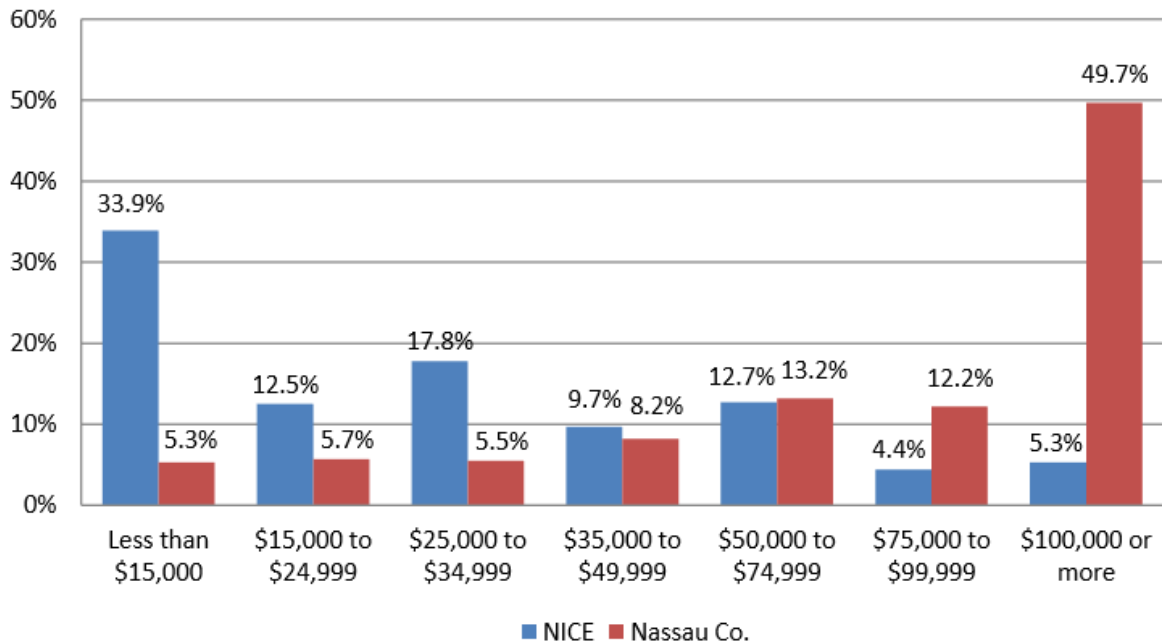
Income

The following table and chart summarize Federal Poverty Guidelines and the Household Incomes of the NICE Bus Survey and Nassau County, respectively. The Nassau County households are adjusted based upon cost of living. Nearly 34% of respondents cited an annual household income of less than \$15,000. Depending on the size of the household, many of these individuals may live in households below the federal poverty guidelines.

Federal Poverty Guidelines

Size of Family	100%	120%	135%	138%	150%	185%	200%	253%	261%
1	\$11,670.00	\$14,004.00	\$15,754.50	\$16,104.60	\$17,505.00	\$21,589.50	\$23,340.00	\$29,525.00	\$30,458.70
2	\$15,730.00	\$18,876.00	\$21,235.50	\$21,707.40	\$23,595.00	\$29,100.50	\$31,460.00	\$39,796.90	\$41,055.30
3	\$19,790.00	\$23,748.00	\$26,716.50	\$27,310.20	\$29,685.00	\$36,611.50	\$39,580.00	\$50,068.70	\$51,651.90
4	\$23,850.00	\$28,620.00	\$32,197.50	\$32,913.00	\$35,775.00	\$44,122.50	\$47,700.00	\$60,340.50	\$62,248.50
5	\$27,910.00	\$33,492.00	\$37,678.50	\$38,515.80	\$41,865.00	\$51,633.50	\$55,820.00	\$70,612.30	\$72,845.10
6	\$31,970.00	\$38,364.00	\$43,159.50	\$44,118.60	\$47,955.00	\$59,144.50	\$63,940.00	\$80,884.10	\$83,441.70

NICE Survey Household Incomes



Overall, 27% of the sampled ridership will be affected by the cash fare increase, and within those that reported less than \$15,000 household income, 34%. Overall, the impact to the cash paying passengers from households below the poverty guidelines does not appear to be adversely different from that of passengers above it.

PUBLIC OUTREACH

The Title VI guidelines recommend the public be included in the decision-making process for determining the disparate impact thresholds for fare equity review. The guidelines for general Title VI program public involvement are fairly broad and allow the transit providers to choose specific strategies that will best meet the needs of their rider demographics but requires a public participation plan to outline the strategies for engaging minority, low-income, and LEP populations. A detailed plan was drafted for the proposed fare change and below is a summary of the strategies.

Goals and Measures

The overall goal of this process was to raise awareness of the study and provide opportunities for learning about the study and providing valuable input to be used in the decision-making process. The objectives of the Public Participation Plan, in support of this goal, included:

- Actively engage regional transit agencies on the Title VI Fare Equity Analysis;
 - Solicit participation and feedback from target Title VI populations;
 - Hold meetings early in the process;
 - Provide frequent notification of opportunities to be involved;
 - Provide equitable access to relevant project information; and
 - Monitor and evaluate outreach activities to determine effectiveness;
- The performance measures to determine the effectiveness of the participation plan are the following:
- Accessibility
 - Reach
 - Diversity/Equity
 - Decision Integration

Outreach Meetings

A variety of public participation methods were used to facilitate public involvement throughout the Title VI Fare Equity Analysis. The public outreach included public meetings, press releases, a car card campaign, posters at major transit centers, notifications and announcements in area newspapers, website and social media and media coverage.

Public Meetings

Two public meetings have been scheduled to present draft findings and obtain feedback on the Fare Equity Analysis. Meetings were provided to educate attendees on the project; obtain feedback on fare equity findings and provide input on any mitigation that may be needed. The following is a list of the meetings:

NICE Bus
700 Commercial Ave
Garden City, NY 11530
January 31, 2019 at 4:00PM and 7:00PM

Summaries of the public meetings including comments will be provided for review.

Communications Methods

Several notification strategies have been implemented to ensure the public remains aware of upcoming opportunities to engage in the study. A series of posters were created to convey key project information and to advertise the public forums. Posters were strategically placed and/or distributed in public locations in an effort to reach the target audiences; locations included at transit centers, on buses and at other locations effective at reaching audiences with limited access to the online information. Notification materials were translated in Spanish to reach LEP populations. Copies of these handouts, flyers and notifications are found in the Public Participation Summary document.

Web-based communications and social media outreach was another component of the public outreach strategies that was a highly effective tool in providing information quickly to a wide and diverse audience, all for little

cost. Updates and announcements were included in the web page, Facebook pages and Twitter pages.

Press releases were developed and circulated to media outlets across the region and provided updates on the project and important meeting notifications. The news releases are distributed to minority and Spanish language media outlets to support outreach to Title VI minority population groups and those LEP populations. A copy of the notification list for all stakeholders were provided in the Public Participation Summary document.

Minority, Low-Income, And Limited-English Proficiency Populations

The demographic data identified a significant proportion of Spanish speakers in the region that use NICE Bus transit services, therefore, translation services were recommended. Translation of vital project materials, such as handouts and comment forms, were developed, and targeted meetings were scheduled for groups that serve Spanish-speaking LEP populations and interpretation services were provided at select public forums and community events

Public Comments

Comment forms will continue to be collected at all community events and public meetings, and through a project webpage, dedicated phone line, and email. Information on name, address, email, stakeholder type, voluntary demographic data, and specific comments were entered into a comment database. Comments will be tabulated upon completion of the PPP process, categorized and analyzed.

CONCLUSIONS TO FARE EQUITY EVALUATION

This fare equity analysis has shown that the cash fare increase will impact low income riders disproportionately compared to the overall ridership that uses cash (33.80% compared to overall cash usage of 26.96%), though it is highly likely that the result may be artificially inflated because of the lack of retail outlets to purchase MetroCards in Nassau County. However, research shows that the fare is aligned with other comparable systems.

RECOMMENDATIONS

If the MTA adopts proposal 2, then it is recommended that the \$0.25 increase to the cash and MetroCard fare be implemented at NICE Bus, as it is the best solution to assist with the budget deficit, minimally impacts the system and the customer, and satisfies the Title VI guidelines. If MTA adopts proposal 1, then no base fare increase should be implemented. The reduction in the value-based bonus and increase in the time-based MetroCards would balance the 2019 budget. Other options for NICE would include reducing service or elimination of routes, this would have a more significant impact on low income riders and riders overall.

ALTERNATIVES TO FARE INCREASE

NICE Bus has as its top priority, the provision of service that is attractive and cost-effective to the customer, and as such made every effort to retain the cash fare at its current price, even though the MTA raised both cash and MetroCard Fares in spring of 2019. As operating costs have since increased and continue to be on the rise, NICE Bus is mandated by our County contract to present a balanced budget. NICE Bus has explored all options for additional funding without sacrificing service. Raising the cash fare has remained the last resort, and though NICE Bus was able to save its riders 18 months of additional fares, mitigating the full impact without major service reductions, it may not be possible to continue status quo.

The alternative to a cash fare increases to balance the budget, aside from a cash fare increase, is system-wide service reductions, which would include canceling entire routes, reducing frequency on heavily traveled routes, eliminating weekend or mid-day service and eliminating one seat rides especially on the heavily traveled college routes. It would also mean reducing or eliminating under-performing and minimum-service routes that currently serve some areas with significant concentrations of minority passengers, in addition to other select populations such as the elderly that depend on the service.

LAURA CURRAN
County Executive



JARED A. KASSCHAU
County Attorney

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Nassau County Bus Transit Committee

Thursday, January 31st, 2019 at 3:00 pm

Thursday, January 31st, 2019 at 6:00 pm

- I. Call to Order
- II. General Items
 - Introduction of Members and Roll Call
- III. Presentation by NICE CEO Jack Khzouz
 - Acknowledgment of receipt of title 6 study
 - Discussion of April fare increase
- IV. Public Comment
- V. Vote on fare increase proposal based upon MTA decision
- VI. Adjournment

LAURA CURRAN
County Executive



JARED KASSCHAU
County Attorney

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516-571-3056
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Nassau County Bus Transit Committee
Thursday, April 4th, 2019 at 5:00 pm

- I. Call to Order
- II. General Items
 - Introduction of Members and Roll Call
- III. Presentation by NICE CEO Jack Khzouz
 - Final 2019 Budget (and request a vote of approval)
 - Acknowledgment of the FTA Title 6 Plan
- IV. Public Comment
- V. Vote on fare increase proposal based upon MTA decision
- VI. Adjournment



Title VI Analysis April 2017

Executive Summary

Regulatory Requirements

Nassau Inter-County Express or NICE operated by Transdev is conducting an Equity Analysis under Title VI of the Civil Rights Act of 1964 to evaluate a proposal to eliminate or reduce current 2017 service. In compliance with the Federal Transit Administrations (FTA) Circular 4702.1B, NICE will conduct a study which requires NICE Bus to evaluate a proposal to reduce service in order to maintain current Nassau County funding for 2017.

NICE Bus Service Profile

NICE service covers Nassau County, New York and serves the County's 1.3 million residents over 285 square miles. The service area extends to Suffolk County in the East and into Queens to the West. The area is comprised of both suburban and urban areas. The service provides approximately twenty-nine million rides annually, or approximately 100,000 per day.

Title VI Guidelines

In compliance with Federal Transit Administration Circular 4702.1B dated October 1, 2012 which requires that Under Title VI of the Civil Rights Acts of 1964, NICE evaluates significant system-wide service changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact on minority and low income populations.

An analysis will be conducted by Nassau Inter-County Express (NICE) for all service changes that meet the definition of a Major Service Change as provided in NICE's system-wide service standards and policies, which equals a change of 25 percent change in transit revenue vehicle hours. In order to address the mandates in Title VI of the Civil Rights Act of 1964, as well as the Environmental Justice (EJ) provisions in Presidential Executive Order 12898, the service change analysis will evaluate minority (Title VI protected classes) as well as low-income populations (persons who are either members of a minority and/or at or below the U.S Department Of Health and human Services poverty guidelines). NICE's approach must include:

- A description of the methodology used to determine the impact of the service change
- A determination as to whether the proposed change would have discriminatory impacts
- An analysis of modifications to avoid, minimize, or mitigate potential discriminatory impacts
- A description of what, if any, action was taken by the agency in response to the analysis conducted

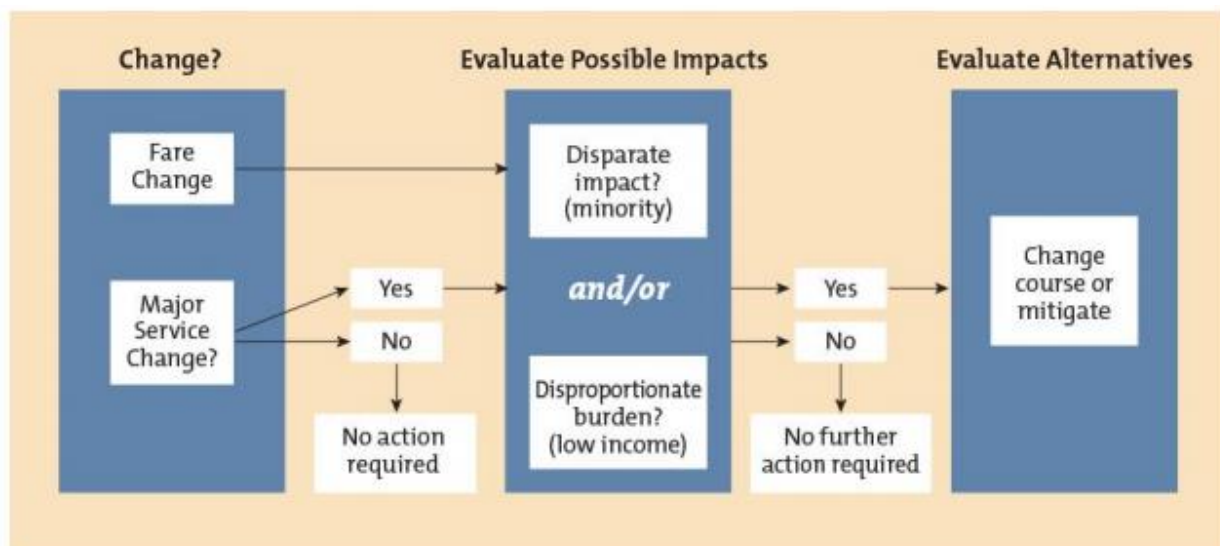
Background

Nassau County has reduced its County contribution for the 2017 budget year in order to help close a large County budget gap. This factor, along with a 3% contractual wage increase for the represented bus employees, has left a major operating budget deficit in the bus system.

As a recipient of Federal financial assistance, NICE Bus must ensure that service changes – both increases and reductions – comply with Title VI of the Civil Rights Act of 1964, which states:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The FTA has provided specific implementing guidelines and regulations for complying with Title VI in Circular 4702.1B (“Circular”). Due to the interrelated nature of race/ethnicity and income, the Circular instructs transit agencies to consider impacts on low-income populations as well as minority populations; the assessment of potential Title VI issues related to service changes is completed through a service equity analysis.



Major Service Change Policy

All changes in service meeting the definition of Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change. A NICE Bus Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Bus Transit Committee for its consideration and included in the subsequent NICE Bus Title VI Program report with a record of action taken by the Bus Transit Committee.

A Major Service Change is defined as:

A change in service of 25 percent or more of the number of route miles, or a 25 percent or more of the number of revenue vehicle hours of service on a daily basis for the day of the week for which a change is made, or;

A new transit route is established.

If changes in service on a route to be effective at more than one date within any fiscal year would equal or exceed 1(a) and/or 1(b) above, the changes in total will be considered a Major Service Change, and an equity analysis will be completed in advance of action on the proposed change.

Disparate Impact Policy

Testing for Disparate Impact evaluates effects on minority riders or populations as compared to nonminority riders or populations. “Minority” is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

Major Service Changes – a Major Service Change to a line will be considered to have a Disparate Impact if condition 1 and either condition 2(a) or 2(b) below is found to be true:

The percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of the NICE Bus System as a whole, and;

2. (a) In the event of service reductions, the service change has an adverse effect on the minority population in the service area of the line.

2. (b) In the event of service additions, the addition is linked to other service changes that have adverse effects on the minority population in the service area of the line, or; the service addition on the subject line is linked with a service change(s) on other line(s) that have adverse effects on the minority population in the service area of that line or lines.

For lines with Major Service Changes, if the percentage of minority population in block groups 1 served by the impacted portion of the line (sum of minority population in all impacted block groups divided by the total population in all impacted block groups) exceeds the percentage of minority population of Nassau County as a whole, the impacts of changes to the line will be considered disparate.

Evaluation Methodology

Impacts of the proposed service changes on residents of the study area are determined based on the change in access to transit. Access to transit is measured as the number of bus trips that serve a given population. Since Census data is used for this analysis, service change impacts are determined by Census division. For Minority populations, the Census “block” divisions are used. For Low-Income populations, the Census “block group” divisions are used. In the analysis, the number of transit trips serving each Census division is calculated for both the existing service and the proposed Concept Plan. The change in service level is calculated for each census division by subtracting current total trips from future total trips, as shown:

$$\begin{array}{l} \text{Future trips available} \\ \text{within census division} \\ \text{(modified/planned bus} \\ \text{routes)} \end{array} - \begin{array}{l} \text{Current trips available} \\ \text{within census division} \\ \text{(existing bus routes)} \end{array} = \begin{array}{l} \text{Change in service} \\ \text{by census division} \end{array}$$

Under the population method, the average percent change in service is calculated by assigning weights to each division’s individual percent change according to its population makeup. This is achieved by multiplying each division’s population by the

percent change in that division, summing the results for all analyzed areas, and dividing the sum by the total population of the analyzed census divisions, as shown:

$$\text{Avg \%}\Delta = \frac{\sum \text{Population}_i \times \text{Percent Change}_i}{\sum \text{Population}_i}$$

ROUTES AFFECTED

The following is a summary of the proposed service changes and customers affected:

Routes Affected			
Route	Summary of Changes	Avg Ridership Affected	
<i>Elmont Flexi</i>	Frequency reduced to 60 Minutes	150	150
<i>Freeport Community Shuttle</i>	Eliminate	35	35
<i>Hicksville Wantagh Community Shuttle</i>	Eliminate	120	120
<i>Rockville Centre Community Shuttle</i>	Eliminate	50	50
<i>n 19</i>	Eliminate	360	630
<i>n 27</i>	Weekday Frequency reduced to 60 Minutes & No Weekend Service	550	150
<i>n 36</i>	Eliminate	423	423
<i>n 45</i>	Eliminate	271	271
<i>n 47</i>	Eliminate	515	515
<i>n 51</i>	Eliminate	45	45
<i>n 57</i>	Eliminate	280	280
<i>n 70/72</i>	Route will end at Suny Farmingdale	350	350
<i>n 78/79</i>	Eliminate	710	710
<i>n 80/81</i>	Combined into new routing & Frequency reduced to 60 Minutes	130	130

Of these routes only the Elmont Flexi and Freeport Community Shuttle, n36 and n45 are considered minority and low income. All other routes affected are not considered low-income or minority and require no further analysis.

METHODOLOGY

The main steps in completing the Service Change Analysis included:

- Determine if route is minority or low income
- Establishing service equity impact analysis thresholds
- Evaluating whether planned service changes will have a disparate impact on populations protected under the Title VI and whether low-income populations will bear a disproportionate burden of the changes
- Recommending methods to avoid, minimize or mitigate impacts as needed
- Propose alternatives to service changes.

NICE collected onboard survey data in order to assess ridership characteristics. Data on age, race, income, minority status, ability to speak English and type of fare used are provided in the 2013 NICE Bus System-wide Survey. In order to help identify the Title VI populations, demographic data from the region and transit providers were examined. Data for the county were compiled in order to provide context and comparison for the survey data. A full FTA mandated system survey was completed and filed in 2013. Data collected in the survey were compiled and compared to the US Census Survey data between 2000 and 2011. The data and proposed fare changes were then evaluated to determine whether the proposal will create a disparate impact or a disproportionate burden on Title VI populations. The fare equity analysis focused on the transit provider information, given that the fare increase will specifically impact existing riders.

The Title VI guidelines identify disparate impacts as impacts to the minority population, while disproportionate burdens address impacts on low-income populations. The assessment of these potential impacts was also completed using the onboard survey data.

Major Service Changes – System Level

To determine the system-wide impacts of service changes on more than one line, the percentage of impacted minority population (sum of minority population in all impacted block groups divided by the minority population of the NICE Bus System as a whole) is compared to the percentage of impacted nonminority population (sum of non-minority population in all impacted block groups divided by the nonminority population of the NICE Bus System as a whole). Comparisons of impacts between minority and nonminority populations will be made for all changes for each respective day of service — weekday, Saturday, and Sunday. If the percentage of impacted minority population

differs from the percentage of impacted non-minority population by more than 20 percent, the overall impact of changes will be considered disparate.

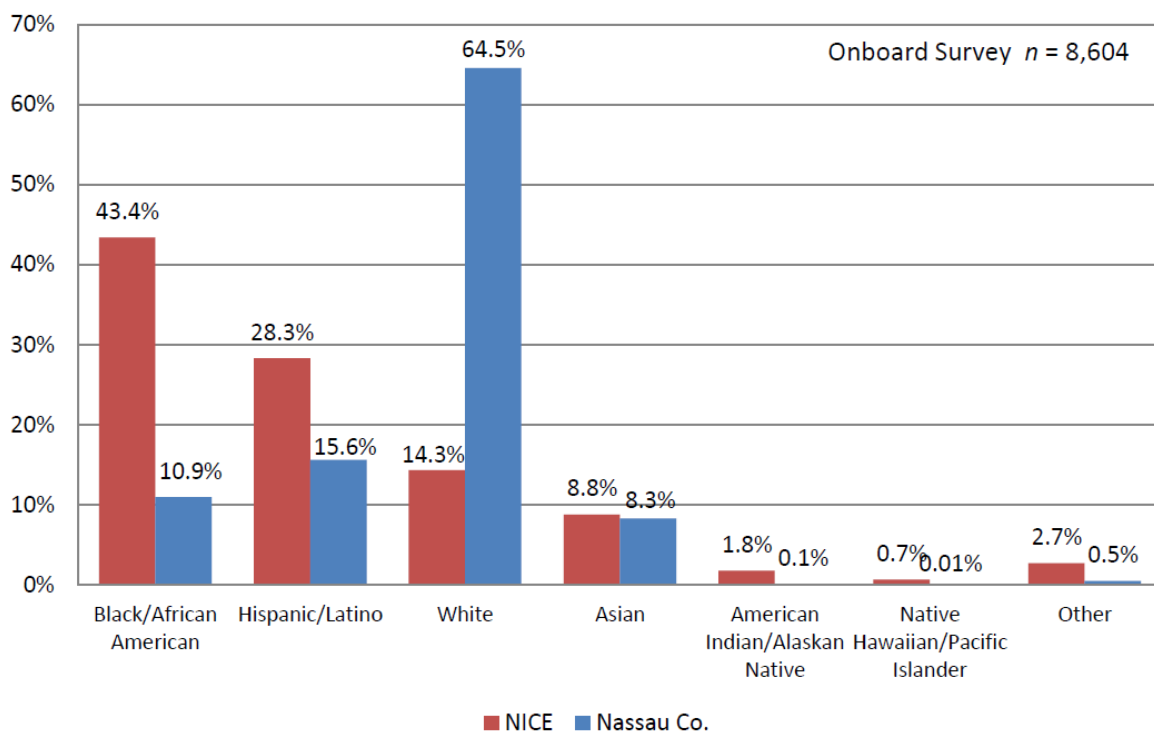
Disproportionate Burden Policy

Testing for Disproportionate Burden evaluates potential effects on low-income riders or populations, defined as at or below 150% of the U.S. Department of Health and Human Services Poverty Guidelines. The line and system level evaluations are identical to those used to determine potential Disparate Impacts but comparing low-income and higher income populations rather than minority and non-minority populations.

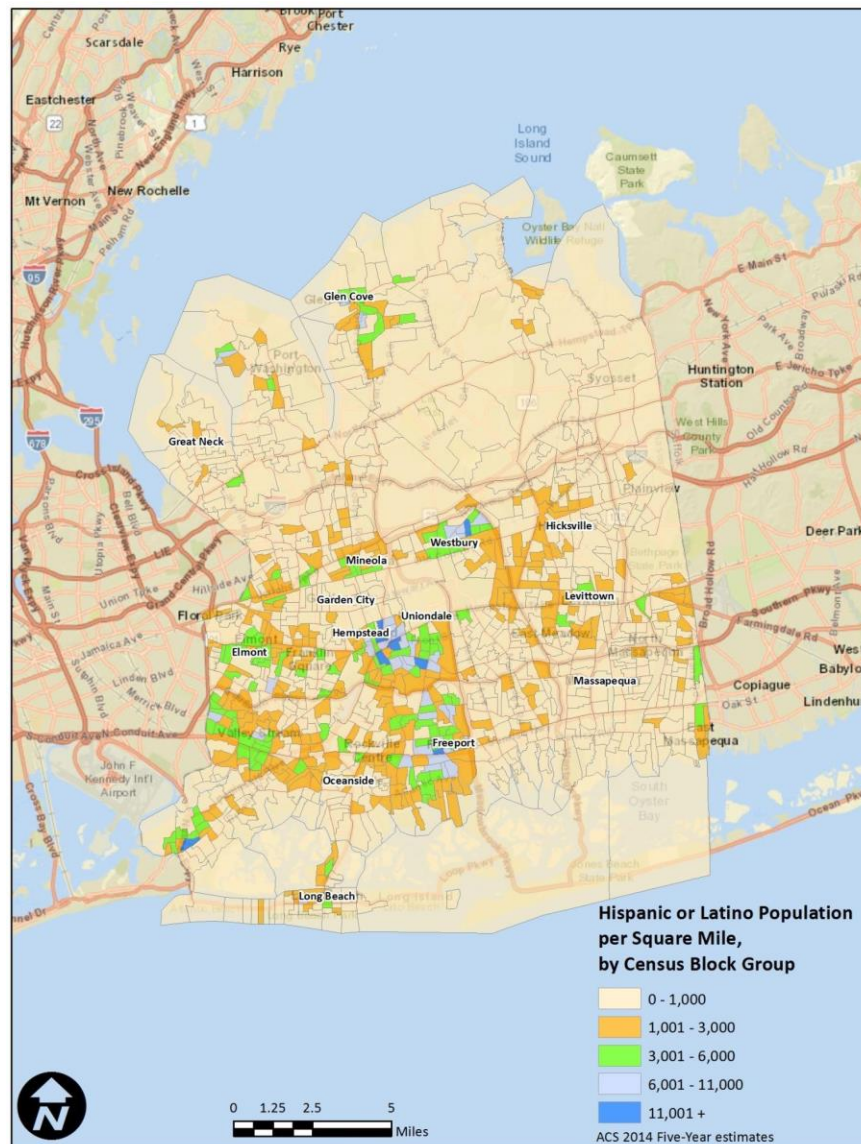
Ridership Analysis

Survey Population Demographics

The most recent system-wide survey shows Black or African American was the most frequently selected response cited by 43.4 percent of those surveyed. Persons of Hispanic/Latino heritage made up 28.3 percent of those sampled. Respondents identifying themselves as White represented 14.3 percent, while 8.8 percent identified themselves as Asian.



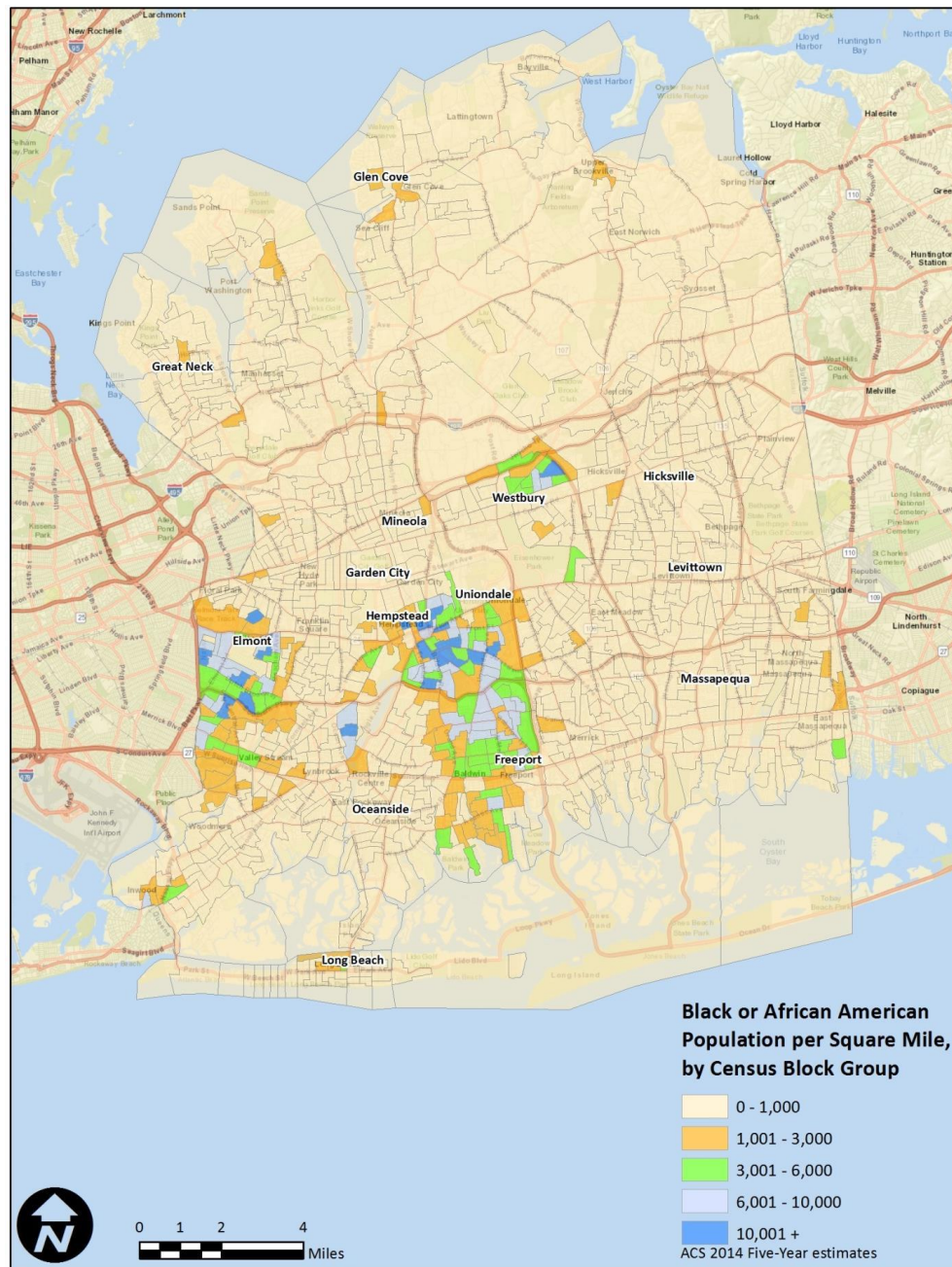
The following are maps that represent the minority /low income populations with NICE Bus route overlays for Nassau County. The data was gathered from the 2010-2014 American Community Survey. Each map represents a minority population's distribution across the county, and the system routes are overlaid for comparison/assessment of their access to existing service. A similar analysis was done for the low-income population in the county. Legends with concentrations are located at the bottom right of each map.



Hispanic /Latino Populations

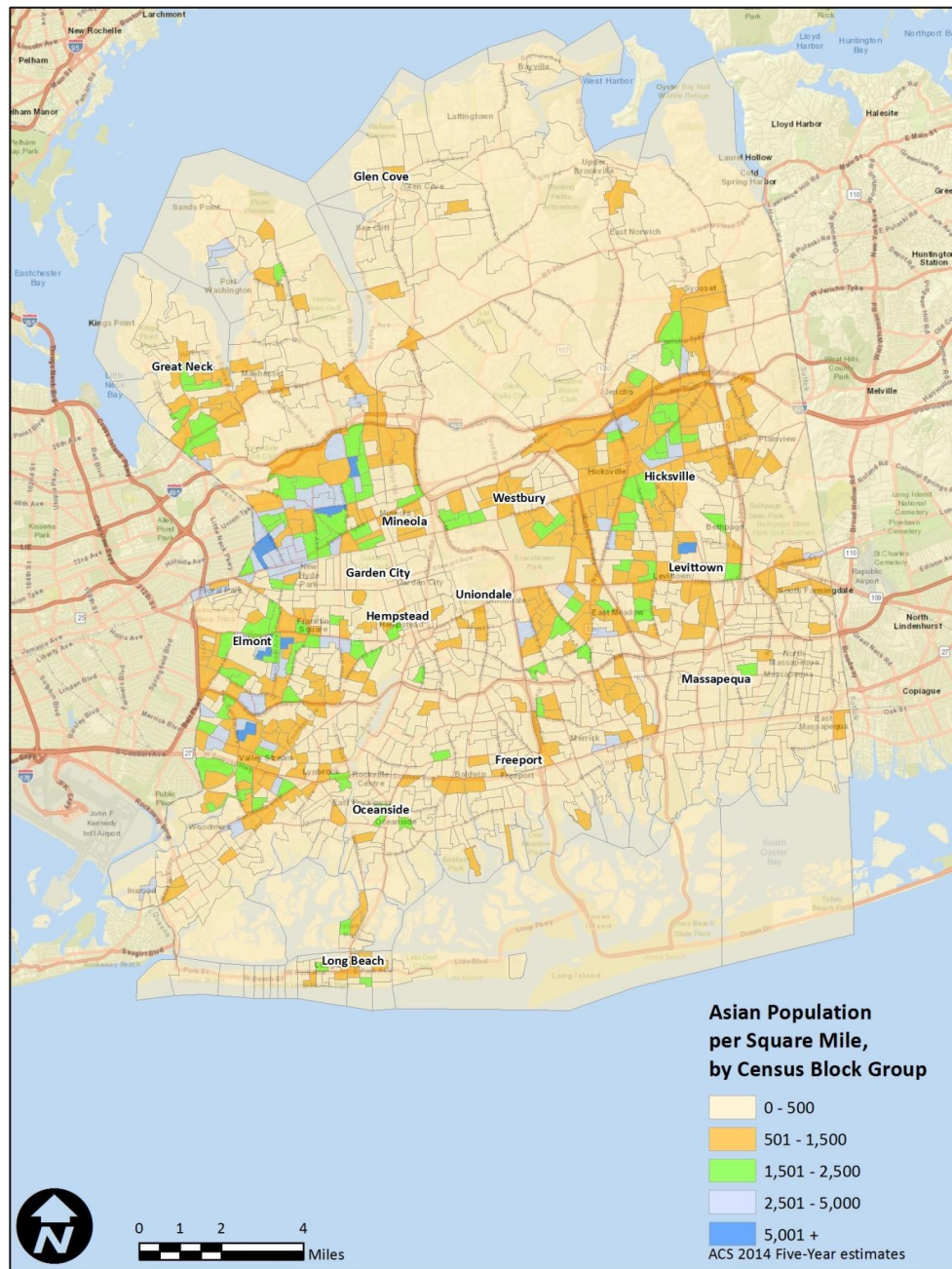
Hispanic/Latino populations are primarily clustered around transit lines. There is one modest concentration in the far northeast portion of the county (Glen Cove), with transit service from the Long Island Railroad (LIRR). Other key concentrations are located in or near Westbury, Hempstead, Freeport, Roosevelt, Hewlett Bay Park, Inwood, and Long Beach. Nearly all routes serve one or more census blocks that include 22 percent or more of individuals who identify themselves as Hispanic/Latino.

Black/African American



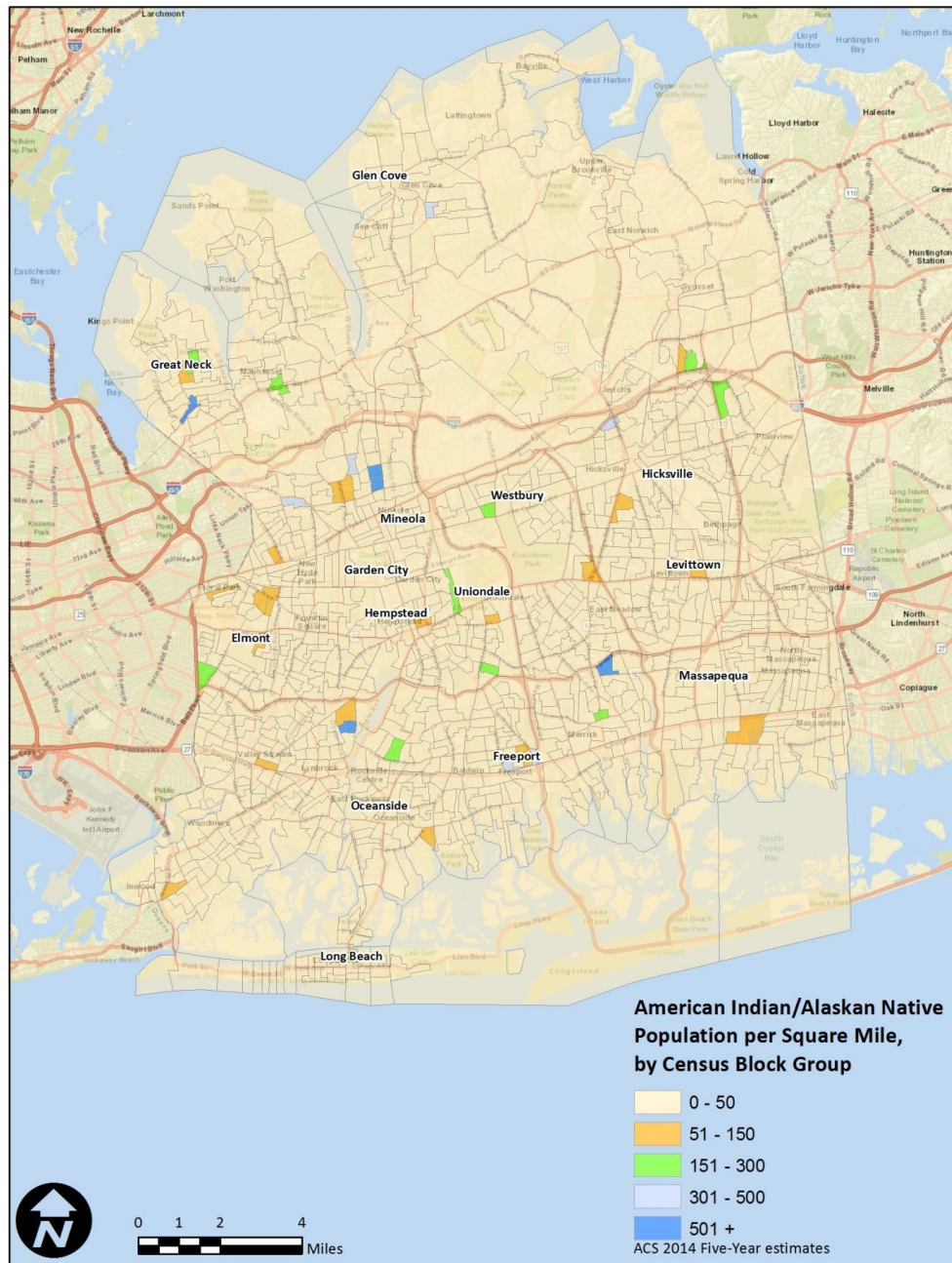
Black/African-American populations are primarily concentrated through central Nassau County (Hempstead, Freeport, Roosevelt, Lynbrook, Garden City, and Westbury) and far west Nassau County (Elmont). A majority of the routes in the southern portion of the county travel through one or more census block with a substantial Black/African-American population.

Asian



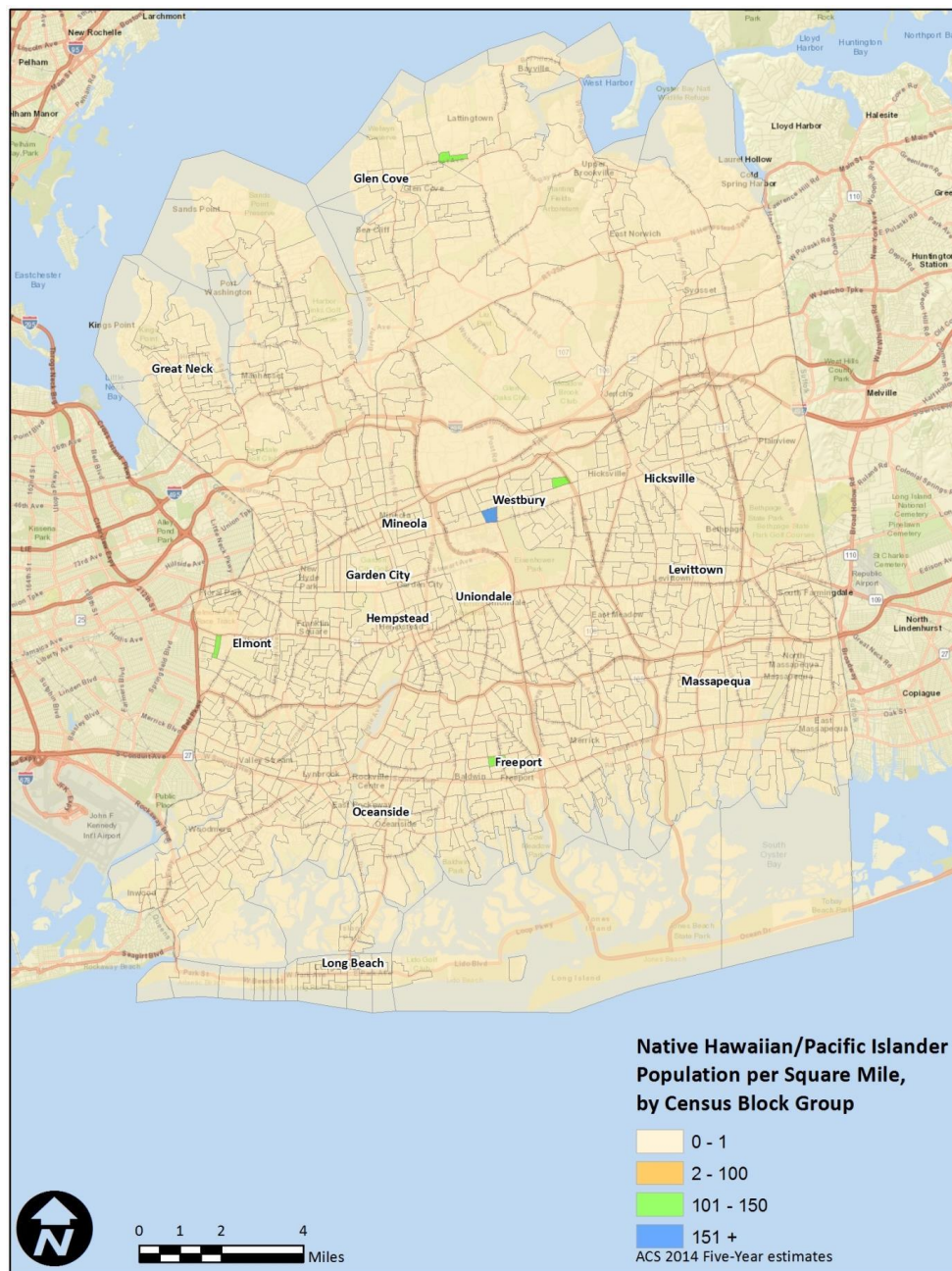
Asian populations are primarily concentrated in the northern half of the county; however, the sub-population is fairly evenly dispersed with a few areas of higher densities. These denser areas are comprised of census blocks in Hicksville, New Hyde Park, West Hempstead, Franklin Square, and Valley Stream. Two areas in eastern Nassau County have an absence of NICE service – Muttontown and Syosset (Syosset, however, is served by the LIRR). The majority of the routes in the northern portion of the county travel through one or more census block with a substantial Asian population.

American Indian/Alaskan Native



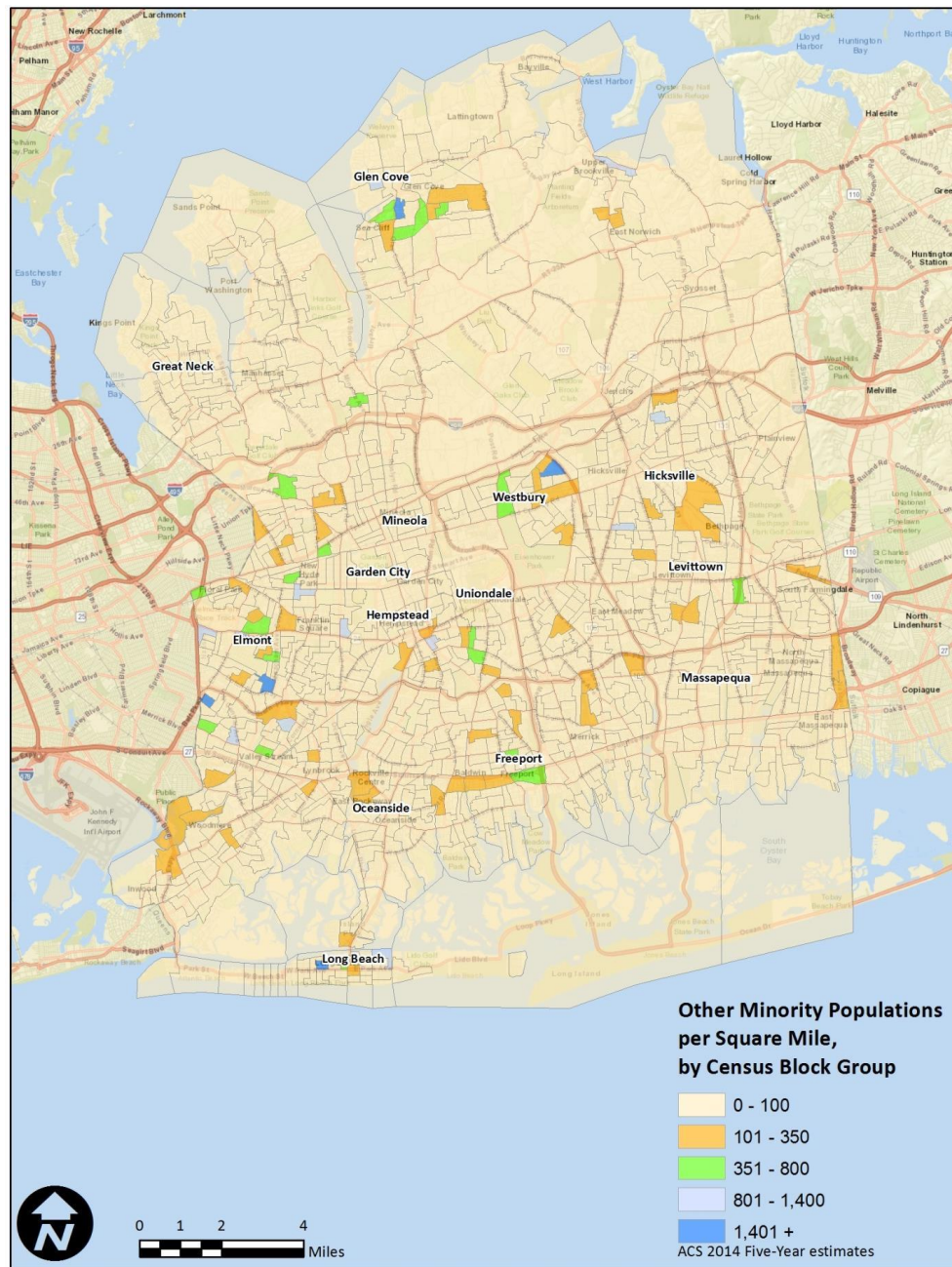
American Indian/Alaskan Native populations are moderately concentrated across the county but are primarily clustered around transit service. These small concentrations are located in or near Williston Park, Hicksville, Westbury, Baldwin, Lynbrook, Westwood, Island Park, and Long Beach. There is one moderately dense area in the far northeast portion of the county (east of Jericho) that is not currently served by NICE.

Hawaiian/Pacific Islander



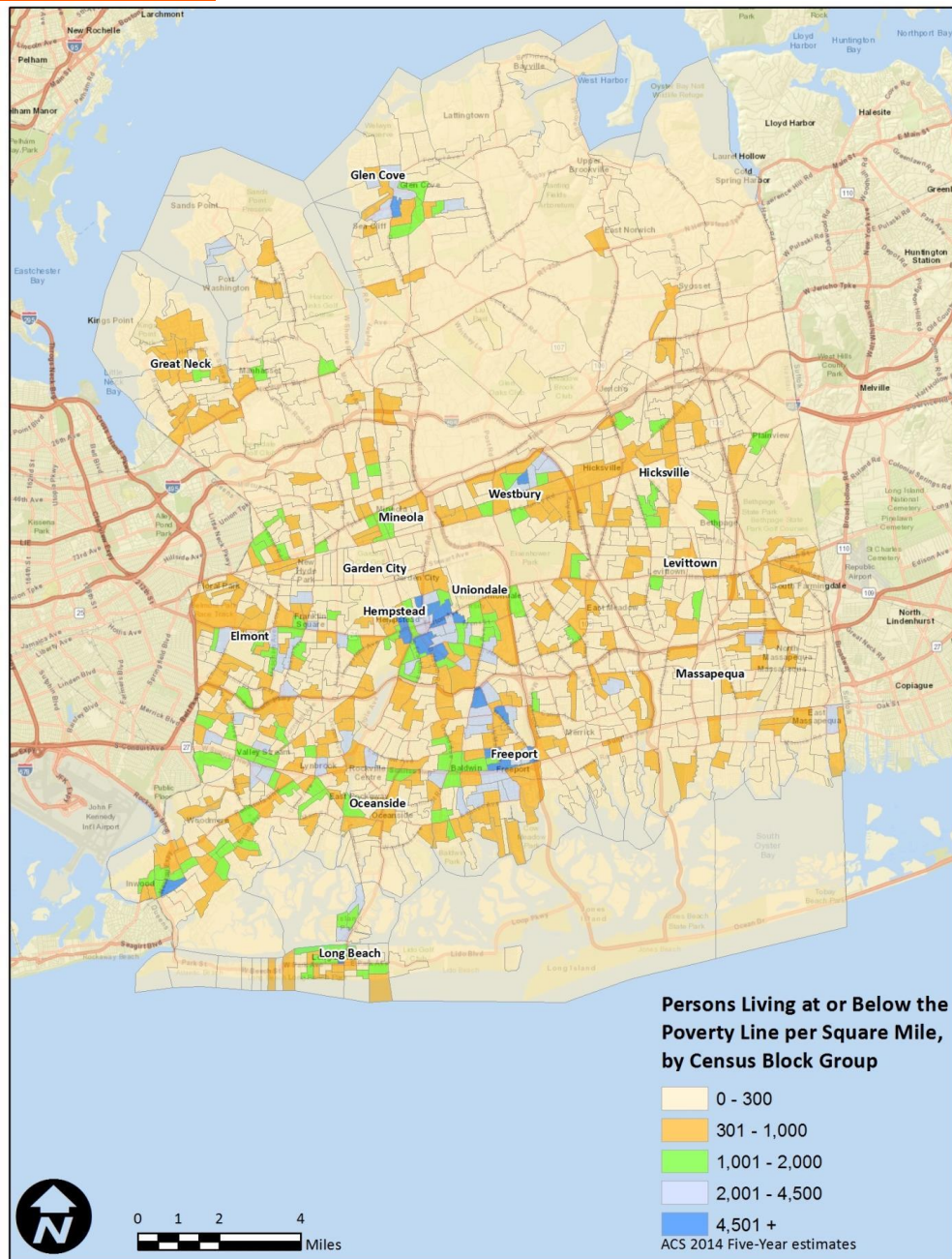
There are no significant concentrations of persons identifying themselves as being Native Hawaiian/Pacific Islander in Nassau County. Small low-density pockets exist in the vicinity of New Hyde Park and Locust Valley.

Other Minority Populations



Other minority populations (those who indicated being something other than those cited above on the 2010 census) are dispersed through northern and central Nassau County, including Sea Cliff, Hempstead, Westbury, and Freeport.

Low-Income Populations



Low-income residents are primarily clustered around central Nassau. Areas with a denser concentration include Westbury, Hempstead, Freeport Roosevelt, Glen Cove and Inwood. There are several modest concentrations in the far northeast portion of the county which currently is not served by NICE. Nearly all routes serve one or more census blocks that include a 4.6 percent or greater concentration of individuals considered to be low-income.

SERVICE EQUITY ANALYSIS

Minority Proportion of the Service Area			
Route	Census Tracts Along Route	Average Population in Service Area	Difference
<i>Elmont Flexi</i>	62.06%	34.00%	28.06%
<i>Freeport Community Shuttle</i>	73.25%	34.00%	39.25%
<i>Hicksville Wantagh Community Shuttle</i>	18.62%	34.00%	-15.38%
<i>Rockville Centre Community Shuttle</i>	13.31%	34.00%	-20.69%
<i>n 19</i>	26.09%	34.00%	-7.91%
<i>n 27</i>	45.00%	34.00%	11.00%
<i>n 36</i>	35.00%	34.00%	1.00%
<i>n 45</i>	23.00%	34.00%	-11.00%
<i>n 47</i>	10.27%	34.00%	-23.73%
<i>n 51</i>	23.48%	34.00%	-10.52%
<i>n 57</i>	37.00%	34.00%	3.00%
<i>n 70/72</i>	41.00%	34.00%	7.00%
<i>n 78/79</i>	16.00%	34.00%	-18.00%
<i>n 80/81</i>	21.83%	34.00%	-12.17%

Low Income Proportion of the Service Area			
Route	Census Tracts Along Route	Average Population in Service Area	Difference
<i>Elmont Flexi</i>	10.00%	9.00%	1.00%
<i>Freeport Community Shuttle</i>	20.00%	9.00%	11.00%
<i>Hicksville Wantagh Community Shuttle</i>	5.00%	9.00%	-4.00%
<i>Rockville Centre Community Shuttle</i>	9.00%	9.00%	0.00%
<i>n 19</i>	8.00%	9.00%	-1.00%
<i>n 27</i>	14.60%	9.00%	5.60%
<i>n 36</i>	13.80%	9.00%	4.80%
<i>n 45</i>	6.00%	9.00%	-3.00%
<i>n 47</i>	9.00%	9.00%	0.00%
<i>n 51</i>	6.00%	9.00%	-3.00%
<i>n 57</i>	6.00%	9.00%	-3.00%
<i>n 70/72</i>	7.00%	9.00%	-2.00%
<i>n 78/79</i>	6.00%	9.00%	-3.00%
<i>n 80/81</i>	6.00%	9.00%	-3.00%

CONCLUSIONS TO SERVICE EQUITY ANALYSIS

The analysis indicates that these changes will have a disparate impact on the minority and low-income population in the following routes; Elmont Flexi and Freeport Community Shuttle. In total these routes carry a total of 185 passengers on an average weekday and in some cases these changes represent improvements.

RECOMENDATIONS

It is recommended that these service changes be implemented, as it is the best solution to assist with the budget deficit, minimally impacts the system and the customer, and satisfies the Title VI guidelines. These changes affect total of roughly 11,000 daily customers but will allow us to balance the budget and improve running time and service on high ridership routes throughout the system. These cuts are targeted at the lowest performing routes and which do not have a disproportionate impact on low income or minority riders.

ALTERNATIVES TO SERVICE CHANGES

The alternative to making these cuts of under-performing routes in order to balance the budget is a system-wide service reduction, which would include canceling entire routes, reducing frequency on heavily traveled routes, eliminating weekend or mid- day service and eliminating one seat rides especially on our heavily traveled routes. The current routes scheduled to be eliminated combined have an average subsidy per ride of \$25.01 per ride for the Community Shuttles and \$6.36 for fixed routes. In order to spread the cuts around the system we would have to target routes like the n4, n6 and n40/41 which carry about 35% of our ridership and have an average subsidy per passenger of \$0.20 per ride.

Transit Committee Meeting Agenda

Nassau County Bus Transit Committee

Agenda for Regular Meeting

Thursday, March 30, 2017 4:00PM

Legislative Chamber, Theodore Roosevelt Executive & Legislative Building, 1550 Franklin Avenue,
Mineola, NY 11501



A. General Items

1. Introduction of Members and Roll Call
2. Acknowledgement of Receipt of Transcript from meetings held on
February 16, 2017

B. Presentation by NICE CEO Michael Setzer

C. Public Comments

D. Resolution to Approve 2017 Annual Plan and Budget

E. Adjournment

<p style="text-align: center;">NASSAU COUNTY BUS TRANSIT COMMITTEE MEETING</p> <p style="text-align: center;">Nassau Inter-County Express 700 Commercial Avenue Garden City, New York 11530 February 16, 2017 6:05 P.M.</p> <p>BEFORE: SHELDON SHRENKEL, CHAIRMAN</p> <p>COMMITTEE MEMBERS PRESENT:</p> <p>SAMUEL LITTMAN, ESQ. JOEL BERSE JEAN DUROSEAU LIVIO TONY ROSARIO JACLENE D'AGOSTINO AARON WATKINS-LOPEZ DAWN FALCO</p> <p style="text-align: right;">1</p>	<p style="text-align: center;">2/16/17 - Session #2</p> <p>to talk about a few things. And possibly making a resolution on some of the proposals. By a show of hands I would like an acknowledgement of receipt of the last transcript of our meeting of 12/8/17 -- 12/8/16, receipt of the Title and Equity Analysis, Title VI. Raise hands? (All raise hands.)</p> <p>MR. SHRENKEL: Please record that it was unanimous. I would like an acknowledgement of receipt by the committee of presently, Analysis and including customer comments presented to us by NICE Transportation including the Annual Plan. Show of hands? (All raise hands.)</p> <p>MR. SHRENKEL: Unanimous, thank you. Our format this evening will be presentation by the CEO of NICE Transportation, Mr. Michael Setzer. Followed by public comments. We do expect more people as the night goes on. We ask everyone here to follow the public comment rule of designing your thoughts</p> <p style="text-align: right;">3</p>
<p>1 2/16/17 - Session #2</p> <p>2 MR. SHRENKEL: Good evening. May I</p> <p>3 ask you to please put your phone on</p> <p>4 vibrate. Silence them. Thank you.</p> <p>5 Welcome to the second public hearing</p> <p>6 today for the Nassau County Bus Transit</p> <p>7 Committee. I am Sheldon Shrenkel, I'm</p> <p>8 the Chairman of the committee. As part</p> <p>9 of our roll call, I would like to</p> <p>10 introduce our members. To my far left.</p> <p>11 MS. FALCO: Dawn Falco.</p> <p>12 MR. SHRENKEL: Miss Dawn Falco.</p> <p>13 MS. FALCO: Good evening.</p> <p>14 MR. SHRENKEL: Mr. Aaron</p> <p>15 Watkins-Lopez.</p> <p>16 MR. WATKINS-LOPEZ: Good evening.</p> <p>17 MR. SHRENKEL: Mr. Tony Rosario.</p> <p>18 MR. ROSARIO: Good evening.</p> <p>19 MR. SHRENKEL: Mr. Jean Duroseau?</p> <p>20 Mr. Joel Berse. And counsel for the</p> <p>21 committee, Mr. Sam Littman. Thank you,</p> <p>22 Miss Anderson, for taking the notes.</p> <p>23 Everything you do is recorded, this is a</p> <p>24 public hearing. So talk into the</p> <p>25 microphone. Today, tonight we are going</p> <p style="text-align: right;">2</p>	<p style="text-align: center;">2/16/17 - Session #2</p> <p>and saying what you have to say in three minutes. That also includes public officials. I want to thank everyone in advance for coming. We welcome your thoughts. With that I would like to introduce the CEO of NICE Transportation, Mr. Michael Setzer.</p> <p>MR. SETZER: Thank you, Mr. Chairman. Good evening members of the committee and we welcome all the members of the public and I'm glad to see some elected officials here, Minority Leader Abrahams, Legislator Bynoe, and Assemblyman McDonough, thank you very much for your interest and for being here with us.</p> <p>There are a couple of news items that have come up recently I'd like to touch on before we get into the main subject here. Thursday, you know we had a pretty fierce blizzard and it was one of the worst kind because it started with ice and then snow on top of it, so we ended up curtailing service beginning in</p> <p style="text-align: right;">4</p>

<p>1 2/16/17 - Session #2</p> <p>2 mid afternoon, we had everything off the</p> <p>3 street by evening, by 6:00. We generally</p> <p>4 try not to curtail service unless we</p> <p>5 absolutely have to, but it became a</p> <p>6 matter of safety, there were a lot of</p> <p>7 small accidents, so we stopped it before</p> <p>8 a small accident turned into a big</p> <p>9 accident.</p> <p>10 (Ms. D'Agostino arrives.)</p> <p>11 MR. SHRENKEL: I would like to</p> <p>12 welcome and add to our committee, Ms.</p> <p>13 Jaclene D'Agostino, she was a few minutes</p> <p>14 late and we are glad she could attend for</p> <p>15 this important session.</p> <p>16 Mr. Setzer, I'm sorry for the</p> <p>17 interruption, please continue.</p> <p>18 MR. SETZER: The day after that snow</p> <p>19 event or the day before, was a much nicer</p> <p>20 day, it was like April, and that was the</p> <p>21 day we kicked off the Everyone Rides NICE</p> <p>22 not-for-profit corporation. Everyone</p> <p>23 Rides NICE is separate but closely</p> <p>24 related to NICE, it's a not-for-profit,</p> <p>25 it is a 501C3 awaiting final approval but</p> <p>5</p>	<p>1 2/16/17 - Session #2</p> <p>2 delivery of five new articulated buses.</p> <p>3 These will go into service in April with</p> <p>4 the April service changes, both of these</p> <p>5 are financed with 2016 money. And both</p> <p>6 of them provide a little bit of assist</p> <p>7 with the 2017 budget, Everyone Rides NICE</p> <p>8 not-for-profit puts a little extra money</p> <p>9 in our fare box and the articulated</p> <p>10 buses, also financed by Transdev, allows</p> <p>11 a little more efficient operation on the</p> <p>12 n6 line, the cost of operating an</p> <p>13 articulated bus is just a little more</p> <p>14 than the cost of operating a regular bus</p> <p>15 but it has fifty percent more capacity,</p> <p>16 so we can serve more people for about the</p> <p>17 same expense. Those are not directly</p> <p>18 related to the budget recommendation that</p> <p>19 we are about to make to you, but they are</p> <p>20 tangentially related at least. We also</p> <p>21 have one other matter of regular</p> <p>22 business, every quarter we report to you</p> <p>23 on the key performance indicators that</p> <p>24 are defined in the contract between</p> <p>25 Nassau County and Transdev, three of them</p> <p>7</p>
<p>1 2/16/17 - Session #2</p> <p>2 feel free to donate right now, it will</p> <p>3 still be tax deductible. What Everyone</p> <p>4 Rides NICE is, we partnered with the</p> <p>5 United Way of Long Island to distribute</p> <p>6 free MetroCards to agencies that serve</p> <p>7 low income people. The initial funding</p> <p>8 for it, a million-two came from Transdev,</p> <p>9 the process has begun now, there are</p> <p>10 10,000 new cards in circulation through</p> <p>11 the six agencies whose logos are up here</p> <p>12 on the screen. These agencies are all --</p> <p>13 all serve particular missions and they</p> <p>14 are indirectly in touch with low income</p> <p>15 individuals, their clients and they will</p> <p>16 distribute the cards to those people.</p> <p>17 These cards are two ride MetroCards,</p> <p>18 unfortunately they don't include transfer</p> <p>19 privilege to the MTA, but they do allow</p> <p>20 free transfers on any NICE bus. This will</p> <p>21 help those agencies fulfill their mission</p> <p>22 of service and it's a way for us to</p> <p>23 achieve the names of the agent for the</p> <p>24 organization, Everyone Rides NICE. Also</p> <p>25 this past few months we've been taking</p> <p>6</p>	<p>1 2/16/17 - Session #2</p> <p>2 relate to fixed route and five to</p> <p>3 Paratransit service. The three fixed</p> <p>4 route ones are on time performance, where</p> <p>5 the goal we set last year was 70 percent,</p> <p>6 and as you can see reading across the</p> <p>7 line, we're pretty close to the 70</p> <p>8 percent throughout the year, frankly,</p> <p>9 we're getting better already this year</p> <p>10 and we will make a more detailed</p> <p>11 presentation to you later in the year</p> <p>12 about this, but we are close enough that</p> <p>13 it doesn't involve either a liquidated</p> <p>14 damage that we must pay or an incentive</p> <p>15 that the county must pay. The second one</p> <p>16 is missed pullouts, our goal is to never</p> <p>17 miss a pullout, we are pretty close most</p> <p>18 of the time to never missing a pullout,</p> <p>19 but once in awhile, either due to the</p> <p>20 driver -- driver shortage or equipment,</p> <p>21 we miss one once in a while, so again we</p> <p>22 are close enough to 0 that it doesn't</p> <p>23 generate either a liquidated damage or an</p> <p>24 incentive payer. Accidents per hundred</p> <p>25 thousand miles is the third one in fixed</p> <p>8</p>

<p>1 2/16/17 - Session #2</p> <p>2 route, the goal is 120, 1.2 accidents per</p> <p>3 hundred thousand miles and I need to</p> <p>4 emphasize, an accident is any preventable</p> <p>5 incident involving a vehicle. It doesn't</p> <p>6 mean a crash, it doesn't mean an injury,</p> <p>7 it doesn't necessarily even mean any real</p> <p>8 damage to the bus. It could be brushing a</p> <p>9 mirror of one bus against the mirror of</p> <p>10 another bus, but we count all those acts</p> <p>11 of negligence as preventable accidents,</p> <p>12 so our goal is 1.2 and we made it for</p> <p>13 this year.</p> <p>14 In Paratransit we have another set</p> <p>15 of goals. The 90 percent is the goal for</p> <p>16 calls answered ratio, that's the one we</p> <p>17 missed. We had some equipment issues</p> <p>18 during the year, we missed that one, so</p> <p>19 we owe the county \$5,000 in liquidated</p> <p>20 damages for missing that one key</p> <p>21 performance indicator. However, the next</p> <p>22 one, on-time performance, 70 percent, we</p> <p>23 readily beat that in every quarter in</p> <p>24 2016, so that offsets the \$5,000</p> <p>25 liquidated damage or the \$5,000</p> <p>9</p>	<p>1 2/16/17 - Session #2</p> <p>2 They are credits that we can use to pay</p> <p>3 off a future liquidated damage if there</p> <p>4 is one. We will spend some more time on</p> <p>5 that later in the year, but since we got</p> <p>6 budget tonight, I think I would like to</p> <p>7 move right ahead to the main event. So</p> <p>8 just to remind you and to bring you up to</p> <p>9 date, in December the committee met and</p> <p>10 we did a couple of things, we considered</p> <p>11 what was then a proposed \$6.8 million</p> <p>12 dollar shortfall in county funding. The</p> <p>13 county's budget had not yet been adopted,</p> <p>14 we heard about some likely increases in</p> <p>15 our operating costs in 2017. We proposed</p> <p>16 some service reductions to take effect in</p> <p>17 January which, as a way to get an early</p> <p>18 start on what we could see even then was</p> <p>19 a coming budget problem. And we also</p> <p>20 talked about the number of things that we</p> <p>21 didn't know at that time, which is always</p> <p>22 a challenge for all of us here in that we</p> <p>23 have to make some decisions while there</p> <p>24 is still key unknown factors in play.</p> <p>25 Before we talked about this, this is a</p> <p>11</p>
<p>1 2/16/17 - Session #2</p> <p>2 incentive, percent missed pull-outs, 0</p> <p>3 percent is our goal, we did miss some</p> <p>4 pull-outs during the year mostly due to</p> <p>5 equipment issues, we finally got some</p> <p>6 replacement vehicles for Paratransit late</p> <p>7 in the year, but not soon enough to head</p> <p>8 off some of these issues. Please</p> <p>9 understand that a missed pullout doesn't</p> <p>10 mean an abandoned passenger, it means</p> <p>11 that the bus didn't pull out on time and</p> <p>12 the passenger was rescheduled onto</p> <p>13 another bus already in service.</p> <p>14 Accidents per hundred thousand miles,</p> <p>15 also 1.2, we beat that handily, in fact,</p> <p>16 enough to earn another \$5,000 incentive.</p> <p>17 And productivity, measured as passengers</p> <p>18 per hour, 1.3 is the goal and we were</p> <p>19 pretty close to that, close enough within</p> <p>20 that five percent up or down, that</p> <p>21 doesn't cause any kind of an incentive</p> <p>22 payment or damage payment. So for the</p> <p>23 year, we are about \$10,000 ahead. These</p> <p>24 are credits, they are not cash. The</p> <p>25 county doesn't write a check for \$10,000.</p> <p>10</p>	<p>1 2/16/17 - Session #2</p> <p>2 slide we showed you in December where the</p> <p>3 State Transportation Operating</p> <p>4 Assistance, the biggest part of our</p> <p>5 budget that's now over half of our</p> <p>6 budget, that is -- was unknown at the</p> <p>7 time when we met in December. We also</p> <p>8 knew that the MTA was considering changes</p> <p>9 in the fare program, but had not yet</p> <p>10 decided. We also knew that we were,</p> <p>11 about our current labor contract, was</p> <p>12 about to expire, expires in mid April, so</p> <p>13 there would be a new, presumably a new</p> <p>14 collective bargaining agreement this year</p> <p>15 that would have a significant effect on</p> <p>16 our costs, but we don't know what that is</p> <p>17 yet. At that point when we met, there</p> <p>18 was still not an approved Nassau County</p> <p>19 budget, they were still back and forth</p> <p>20 with NIFA to get an approved budget, so</p> <p>21 you also added another one based on some</p> <p>22 -- the testimony that you heard from some</p> <p>23 people, who felt that there might be some</p> <p>24 new money available and that on that</p> <p>25 basis you rejected the recommended</p> <p>12</p>

<p>1 2/16/17 - Session #2</p> <p>2 service changes in hopes that someone</p> <p>3 would solve this problem for us. So</p> <p>4 let's just update all of those, STOA is,</p> <p>5 at this point, still no change. The</p> <p>6 governor's executive budget introduced in</p> <p>7 late January had flat STOA levels for all</p> <p>8 STOA recipients across the state, except</p> <p>9 for the MTA which actually had a slight</p> <p>10 reduction. The one thing that moved in a</p> <p>11 positive direction is that the MTA</p> <p>12 decided to raise the price of MetroCards,</p> <p>13 and because many of our riders use</p> <p>14 MetroCard, we'll enjoy about a \$800,000</p> <p>15 increase in revenues because of the price</p> <p>16 increases. The committee need not do</p> <p>17 anything about this, this is something</p> <p>18 that the MTA did to the price of those</p> <p>19 cards, so it's in effect no matter what</p> <p>20 we do here. The new collective</p> <p>21 bargaining agreement is nowhere near</p> <p>22 resolution, we have begun, we are in the</p> <p>23 very early stages of negotiation. We've</p> <p>24 actually had only one meeting so far, so</p> <p>25 that is still an unknown and we just have</p> <p>13</p>	<p>1 2/16/17 - Session #2</p> <p>2 balancing the budget is first we try to</p> <p>3 increase revenues, we try to get as much</p> <p>4 revenue as we can, because we would much</p> <p>5 rather be adding service, improving</p> <p>6 existing service and adding new services</p> <p>7 which are needed, so we start off by</p> <p>8 trying to increase revenues. The three</p> <p>9 places you can get revenue, practically</p> <p>10 speaking, are fares and we did get a</p> <p>11 little bit more there; the state, and we</p> <p>12 have not gotten any more there. Now it's</p> <p>13 possible that we could. The way the</p> <p>14 state budget works is the governor</p> <p>15 produces a budget, the legislature can</p> <p>16 change that budget and send it back to</p> <p>17 the governor and the governor can accept</p> <p>18 that budget or veto it. So there is a</p> <p>19 possibility, a potential that those</p> <p>20 numbers, that the STOA number would</p> <p>21 increase. However, I've been to Albany a</p> <p>22 couple of times, I can tell you that the</p> <p>23 first thing I hear is the state's got a</p> <p>24 revenue situation this year that's much</p> <p>25 less positive than it was last year.</p> <p>15</p>
<p>1 2/16/17 - Session #2</p> <p>2 to accept that unknown. In the meantime</p> <p>3 the county budget was approved by NIFA,</p> <p>4 so the budget in place now has a \$6.8</p> <p>5 million dollar reduction in the county's</p> <p>6 discretionary funding for NICE Bus and</p> <p>7 lastly, that potential new money that we</p> <p>8 were hoping for has not materialized.</p> <p>9 Not one dime of it. We are -- we always</p> <p>10 start off with this in our budget</p> <p>11 presentation, we are obligated, with the</p> <p>12 committee and Transdev, by the contract</p> <p>13 between the county and Transdev and by</p> <p>14 the law which adopts that contract, to</p> <p>15 adjust the hours of service to the</p> <p>16 available revenue. We have no way to</p> <p>17 operate service beyond what the county</p> <p>18 can afford to pay for and that's in a</p> <p>19 dependable place where we can count on</p> <p>20 that for purposes of building a budget,</p> <p>21 so whether we like it or not, at the end</p> <p>22 of the day, we are required to adjust the</p> <p>23 budget. So the way we balance the budget</p> <p>24 -- I'm sorry, adjust the amount of</p> <p>25 service. So the way I think about</p> <p>14</p>	<p>1 2/16/17 - Session #2</p> <p>2 That almost all state programs across the</p> <p>3 board have gotten no increase and that</p> <p>4 the potential for more STOA money is</p> <p>5 limited, to be optimistic about it. The</p> <p>6 -- it's -- it remains a possibility, but</p> <p>7 we won't know until at least the end of</p> <p>8 March. It's one of the challenges that</p> <p>9 we both face, when we're making these big</p> <p>10 decisions, not knowing what the biggest</p> <p>11 single part of the revenue pie will be</p> <p>12 for the year and then the last source is</p> <p>13 the county. The county can appropriate</p> <p>14 additional money legally. We're not</p> <p>15 talking about a fiscal position. After</p> <p>16 we maximize revenues as much as we can,</p> <p>17 then we look at non service costs, and I</p> <p>18 will talk to you about those in just a</p> <p>19 second and finally if the budget isn't</p> <p>20 balanced, then we are required to go look</p> <p>21 at service levels and that is the</p> <p>22 situation this year and I can tell you it</p> <p>23 is very distasteful, even disappointing</p> <p>24 to even be asking you to approve service</p> <p>25 cuts, but it is also necessary. Let's go</p> <p>16</p>

<p>1 2/16/17 - Session #2</p> <p>2 down that list, revenue, non service, and</p> <p>3 service costs. Here's the revenue</p> <p>4 outlook for this year based on what we</p> <p>5 know today. First line, 66 million -- 66</p> <p>6 and a half million, that's the State</p> <p>7 Transportation Operating Assistance, the</p> <p>8 same this year as it was last year and by</p> <p>9 the way, the same as it was in 2015.</p> <p>10 Could change, but our best information</p> <p>11 states that it's not likely to change at</p> <p>12 least not by an amount significant enough</p> <p>13 to affect the 6.8 mill -- to offset the</p> <p>14 \$6.8 million dollar reduction. Next</p> <p>15 line, \$2,539,000, that's the minimum</p> <p>16 county contribution in order to qualify</p> <p>17 for the state assistance. So it can't</p> <p>18 really go any lower or they would lose</p> <p>19 much or all of the 66 million, so that's</p> <p>20 the same as it was last year. The next</p> <p>21 line is the big one. The county</p> <p>22 discretionary share, I would call it.</p> <p>23 Last year there was another 6,751,000 on</p> <p>24 top of that two and half million, this</p> <p>25 year that's been zeroed out, and so as we</p> <p>17</p>	<p>1 2/16/17 - Session #2</p> <p>2 MetroCard rate and the loss of riders</p> <p>3 will be minus \$2.1 million dollars. The</p> <p>4 last line, 700,000, that's mostly</p> <p>5 advertising revenue, so the total is</p> <p>6 \$130.5 million last year, 121.6 million</p> <p>7 this year. And 8.9 million dollar swing,</p> <p>8 huge swing. Here it is, the same</p> <p>9 information in graphic format, we often</p> <p>10 use these revenue pie charts, so the one</p> <p>11 on the left is last year. The one on the</p> <p>12 right is this year. The big section is</p> <p>13 the state, 66 million, the darker blue</p> <p>14 section is the fare box, the little</p> <p>15 orange slice, that's the two and a half</p> <p>16 million local match from Nassau County in</p> <p>17 order to get the state. And the gray</p> <p>18 wedge that's there in 2016 and gone in</p> <p>19 2017, that's the \$6.8 million dollar</p> <p>20 discretionary funding from the county,</p> <p>21 that is making the big difference between</p> <p>22 last year and this year. Just a quick</p> <p>23 historical look at that also. On the</p> <p>24 left you see the blue columns, that's the</p> <p>25 graphic representation of the county's</p> <p>19</p>
<p>1 2/16/17 - Session #2</p> <p>2 look over in the difference column, there</p> <p>3 is the six million -- what I call the</p> <p>4 \$6.8 million dollar reduction in funding</p> <p>5 that we are coping with. The next few</p> <p>6 lines have to do with federal funds and</p> <p>7 matches for federal funds. That's pretty</p> <p>8 much formulaic and there is no real</p> <p>9 opportunity to increase that amount. The</p> <p>10 federal funds come to us through a</p> <p>11 formula. Passenger revenue, this is the</p> <p>12 one that might be a surprise. Passenger</p> <p>13 revenue is going to go down by \$2.1</p> <p>14 million dollars, and that's because, this</p> <p>15 is what's ironic and tragic about using</p> <p>16 service cuts to balance the budget. As</p> <p>17 you eliminate service, you also throw</p> <p>18 away fare box revenue. It's what makes a</p> <p>19 service revenue the real blunt instrument</p> <p>20 for budget balancing that -- the last one</p> <p>21 we want to use, but I'm going to</p> <p>22 recommend some service reductions here in</p> <p>23 a few minutes and if those service</p> <p>24 reductions are adopted, we think that the</p> <p>25 net effect of the increase in the</p> <p>18</p>	<p>1 2/16/17 - Session #2</p> <p>2 discretionary funding of bus service from</p> <p>3 2005 to 2011. So from 2005 to 2010, it's</p> <p>4 steady. It's kind of reliable and it's a</p> <p>5 lot higher than it is anywhere else on</p> <p>6 this chart. In 2011, the Nassau</p> <p>7 County-MTA relationship deteriorated, the</p> <p>8 MTA left, the MTA canceled the contract</p> <p>9 in spring of 2011. We were still</p> <p>10 competing to be their replacement.</p> <p>11 County funding went down then, and has</p> <p>12 never gone back up to the levels that it</p> <p>13 had been in the 2005 to 2010. Not only</p> <p>14 didn't it go back up, but it's not even</p> <p>15 predictable. You see 2012, it's less</p> <p>16 than two million; 2013 it's 0; 2014 it's</p> <p>17 back up to a little over a million. Then</p> <p>18 at '15 and then at '16 and then 2017,</p> <p>19 it's back down to 0 again. So I would</p> <p>20 say it resembles a roller coaster and</p> <p>21 that's a very difficult way to operate an</p> <p>22 important public service like this. I'm</p> <p>23 not reviewing this history as a way to</p> <p>24 point fingers at anybody, but simply to</p> <p>25 point out the challenge that both you and</p> <p>20</p>

<p>1 2/16/17 - Session #2</p> <p>2 your operator face, the lack of</p> <p>3 predictability and the lack of growth and</p> <p>4 in '17 the lack of any discretionary</p> <p>5 funding at all. The five years before</p> <p>6 NICE Bus started, the county put in \$41</p> <p>7 million dollars in discretionary funding,</p> <p>8 the five years since NICE Bus started,</p> <p>9 \$15 million dollars. That kind of</p> <p>10 variation in discretionary funding has to</p> <p>11 have a big impact. It's just too much to</p> <p>12 manage with tweaks and with changes</p> <p>13 around the margins. So that's the --</p> <p>14 the first part of that was you first try</p> <p>15 to raise revenue, we didn't do so well</p> <p>16 there. Next you try to reduce non</p> <p>17 service costs. What costs can we take</p> <p>18 out without removing service from the</p> <p>19 street. Here the news is much better.</p> <p>20 We have been working on this for months,</p> <p>21 we believe we can take \$2.2 million</p> <p>22 dollars out of the fuel budget based on a</p> <p>23 number of changes. One is taking</p> <p>24 advantage of the national gas market</p> <p>25 right now and locking in some pricing at</p> <p>21</p>	<p>1 2/16/17 - Session #2</p> <p>2 Rockville Centre garage allows us to</p> <p>3 eliminate some management positions</p> <p>4 there, allows us to avoid the security</p> <p>5 costs, allows us to avoid the utility</p> <p>6 costs, and allows us to cancel a very</p> <p>7 expensive contract to operate the</p> <p>8 compressed natural gas fueling facility,</p> <p>9 so in the eight months of this year, if</p> <p>10 we proceed with this plan, in the eight</p> <p>11 remaining months of this year we will be</p> <p>12 able to save about a million and a half</p> <p>13 in non service costs by closing that</p> <p>14 facility and moving all fixed route</p> <p>15 service into this facility. We have to</p> <p>16 remove about at least 40 buses from the</p> <p>17 peak hour requirement in order to fit it</p> <p>18 in here. It's going to be very crowded,</p> <p>19 you think it's hard to find a parking</p> <p>20 place now, when we get all the service in</p> <p>21 here, it will be even harder to do and</p> <p>22 same with bus parking, but it's doable,</p> <p>23 we have serious plans to do this. We'll</p> <p>24 change some of the configuration here to</p> <p>25 do that. Lastly, we found a</p> <p>23</p>
<p>1 2/16/17 - Session #2</p> <p>2 very opportune times. The second is, we</p> <p>3 should do this in reverse order. Closing</p> <p>4 Rockville Centre, we have two fixed route</p> <p>5 bus garages, the smaller one is in</p> <p>6 Rockville Centre, if we close that, we</p> <p>7 can also eliminate the cost to maintain</p> <p>8 the compressed natural gas fueling</p> <p>9 facility there, which is quite</p> <p>10 significant. Third change is that we are</p> <p>11 in the process of replacing, using a</p> <p>12 federal grant, replacing the compressed</p> <p>13 natural gas fueling facility here, and</p> <p>14 because we are doing this with a federal</p> <p>15 grant, for a while we can cover the costs</p> <p>16 of operating that with our contractor,</p> <p>17 out of that federal grant, so we can keep</p> <p>18 those costs out of the fuel line and</p> <p>19 lastly, we've got some tax incentive</p> <p>20 money that does -- there's tax incentive</p> <p>21 programs for using alternative fuels, we</p> <p>22 can apply some of that here and together</p> <p>23 we can take \$2.2 million dollars out of</p> <p>24 the fuel line, which I am very glad we</p> <p>25 found a way to do that. Closing the</p> <p>22</p>	<p>1 2/16/17 - Session #2</p> <p>2 million-three in other savings in very</p> <p>3 small amounts. Some of these have to do</p> <p>4 with head count reductions, very</p> <p>5 sensitive, very unpleasant, but we</p> <p>6 believe that we must look at every other</p> <p>7 cost before we take service away from our</p> <p>8 customers and so we -- there's another</p> <p>9 million-three in a lot of small places,</p> <p>10 together that's five million dollars.</p> <p>11 Five million dollars is the forecast</p> <p>12 increase in costs that we talked to you</p> <p>13 about in December. So we basically are</p> <p>14 keeping the cost of a mile of -- or an</p> <p>15 hour of fixed route service flat this</p> <p>16 year compared to last year, and you will</p> <p>17 see that in the rates a little bit later,</p> <p>18 so I'm very pleased to be able to show</p> <p>19 you that, and very proud of that. The</p> <p>20 staff here has done a tremendous amount</p> <p>21 of work in order to get to that number.</p> <p>22 So now we need to talk about service.</p> <p>23 Our proposal is to not affect Able-Ride</p> <p>24 service area at all. We could, when I</p> <p>25 show you the map of the fixed route</p> <p>24</p>

<p>1 2/16/17 - Session #2</p> <p>2 changes that we propose, you will see</p> <p>3 that there are areas that won't have</p> <p>4 fixed route service any more. Those</p> <p>5 areas we could legally also withdraw</p> <p>6 Able-Ride service. The Americans With</p> <p>7 Disabilities Act requires that Able-Ride</p> <p>8 service be offered within three-quarters</p> <p>9 of a mile of any fixed route bus stop.</p> <p>10 However, our recommendation, even though</p> <p>11 there could be some savings here, our</p> <p>12 recommendation is not to touch the</p> <p>13 Able-Ride service area because as vital</p> <p>14 as fixed route service is to everybody</p> <p>15 who uses that, to the people with</p> <p>16 disabilities who use Able-Ride, it's even</p> <p>17 more vital, for many of them it's the</p> <p>18 difference between living a life of</p> <p>19 isolation and having access to employment</p> <p>20 and education and social opportunities,</p> <p>21 so we just don't have the heart to</p> <p>22 recommend any pullback there. We also</p> <p>23 don't think there is any significant</p> <p>24 value in changing Able-Ride fares. The</p> <p>25 fare structure in Able-Ride is \$3.50 now,</p> <p style="text-align: right;">25</p>	<p>1 2/16/17 - Session #2</p> <p>2 in order to cover that \$6.8 million</p> <p>3 dollar deficit, we recommend some route</p> <p>4 eliminations and some route changes.</p> <p>5 There are ten routes that we recommend</p> <p>6 for complete elimination. And they are</p> <p>7 listed here on the screen. These routes</p> <p>8 were selected on the basis of ridership,</p> <p>9 and the basis of fare box. How much of</p> <p>10 the service is covered by the fare box,</p> <p>11 so the other part has to be covered by</p> <p>12 the taxpayer. So these are services that</p> <p>13 are undoubtedly valuable and I think you</p> <p>14 will hear in a few minutes, not just</p> <p>15 valuable but invaluable to the people who</p> <p>16 use them, but we are out of services that</p> <p>17 aren't valuable that we could eliminate,</p> <p>18 there are no less painful alternatives.</p> <p>19 Painful as these will be, there are no</p> <p>20 better alternatives that we can find. We</p> <p>21 also recommend that four routes be</p> <p>22 modified in an amount greater than the 25</p> <p>23 percent threshold, contract and law</p> <p>24 requires that when we modify a route by</p> <p>25 more -- remove more than 25 percent of a</p> <p style="text-align: right;">27</p>
<p>1 2/16/17 - Session #2</p> <p>2 it is -- increasing that would provide so</p> <p>3 little additional revenue as to not</p> <p>4 really make a significant contribution to</p> <p>5 dealing with that \$6.8 million dollar</p> <p>6 deficit, so our recommendation is to</p> <p>7 leave Able-Ride fares as they are also.</p> <p>8 One other item as a matter of</p> <p>9 information, we are trying to, we are</p> <p>10 working on a demonstration or pilot</p> <p>11 program with a taxi operator to see if we</p> <p>12 can shift some Able-Ride service to taxis</p> <p>13 at the discretion of the passengers. So</p> <p>14 an ambulatory passenger who doesn't need</p> <p>15 a wheelchair lift device, will be offered</p> <p>16 the opportunity to take a taxi instead.</p> <p>17 Some of them may prefer that, some of</p> <p>18 them may not. We will see. We don't</p> <p>19 know if it will save any money, we</p> <p>20 haven't planned any savings in here, it</p> <p>21 could actually even cost money for all we</p> <p>22 know, but it's a way to experiment to see</p> <p>23 if there's a way to deliver service even</p> <p>24 more efficiently than we do now. Here's</p> <p>25 the hard part, on the fixed route side,</p> <p style="text-align: right;">26</p>	<p>1 2/16/17 - Session #2</p> <p>2 route, the committee has to approve it.</p> <p>3 In addition to these, there are some</p> <p>4 changes that fall below that 25 percent</p> <p>5 threshold, largely on weekends that we</p> <p>6 can implement without BTC approval, so</p> <p>7 that they would also be part of the</p> <p>8 overall savings package. These changes,</p> <p>9 if approved, would go into effect April</p> <p>10 9, which is a Sunday. Here's what it</p> <p>11 looks like on a map. On this map the</p> <p>12 routes that remain mostly unchanged are</p> <p>13 in blue, those would be the routes that</p> <p>14 might have some changes on weekend</p> <p>15 service, but still operate pretty much as</p> <p>16 they do now. The routes that would be</p> <p>17 reduced by more than 25 percent are the</p> <p>18 ones in green, and the ones in red are</p> <p>19 the ones that would be eliminated</p> <p>20 altogether. As you can see there are</p> <p>21 some fairly significant parts of Nassau</p> <p>22 County that then wouldn't have a fixed</p> <p>23 route service and then those are the</p> <p>24 places where legally we could also remove</p> <p>25 Able-Ride service. But we recommend not</p> <p style="text-align: right;">28</p>

<p>1 2/16/17 - Session #2</p> <p>2 doing so. So if we take in 800,000,000 --</p> <p>3 800,000 in additional revenue from higher</p> <p>4 priced MetroCards, the effect those five</p> <p>5 million dollars worth of non service</p> <p>6 savings and then carry out the route</p> <p>7 reductions that we just talked about,</p> <p>8 this is what the 2017 expense budget</p> <p>9 would look like. Let's just go line by</p> <p>10 line. Operator wages, the biggest line</p> <p>11 here goes down a little bit, because</p> <p>12 we're operating fewer hours. Maintenance</p> <p>13 wages don't go down much, because we are</p> <p>14 in the middle of a maintenance rebuilding</p> <p>15 campaign, bringing the fleet up to where</p> <p>16 it should be, and we still have a lot of</p> <p>17 work to do, so we are not recommending</p> <p>18 much of a decrease there. If you look</p> <p>19 down a little bit, parts and repairs,</p> <p>20 part of the sign of progress is that</p> <p>21 we're able to use -- we're able to reduce</p> <p>22 parts significantly. The cost per mile</p> <p>23 for parts hasn't been going down lately</p> <p>24 because of the maintenance upgrade</p> <p>25 program and that's the reason we would</p> <p>29</p>	<p>1 2/16/17 - Session #2</p> <p>2 is calculated as a percentage of the</p> <p>3 total budget. So when you add all those</p> <p>4 up, the budget for 2016 was 130,525,000</p> <p>5 the budget for 2017, if we approve these</p> <p>6 things, will be 121,605,000. Here's what</p> <p>7 it looks like graphically, that light</p> <p>8 blue wedge, the biggest one, that's</p> <p>9 operator wages, the orange one next to</p> <p>10 it, that's mechanic wages. The --</p> <p>11 whatever color -- gray one is all the</p> <p>12 other wages and salaries here. And the</p> <p>13 big yellow one are the fringe benefits</p> <p>14 for all three of those groups. So as you</p> <p>15 can see, two-thirds of that pie are</p> <p>16 people costs, and that's the nature of</p> <p>17 our business, it's a very labor intensive</p> <p>18 business. And that's also the reason why</p> <p>19 sometimes it's unavoidable that costs</p> <p>20 will grow from year to year, you can't</p> <p>21 save enough from the others to offset the</p> <p>22 growth in personnel costs. The rates,</p> <p>23 the way the contract works, the county</p> <p>24 pays a fixed monthly fee and that covers</p> <p>25 the -- those kinds of costs that don't go</p> <p>31</p>
<p>1 2/16/17 - Session #2</p> <p>2 like to keep it going. There's still</p> <p>3 room for improvement there. Back up to</p> <p>4 the top, other wages go down a little</p> <p>5 bit, fringe benefits also go down a</p> <p>6 little bit, this is all because of head</p> <p>7 count reductions. Services goes down</p> <p>8 just a little bit. Fuel and lubricants</p> <p>9 goes down by over three million. That's</p> <p>10 the 2.2 million that I talked about</p> <p>11 earlier plus the reduced mileage of</p> <p>12 operation during 2017, so we get over</p> <p>13 three million, that's the big change in</p> <p>14 this budget year over year. Other</p> <p>15 material, the rest of them are almost</p> <p>16 immaterial, utilities goes down, that's</p> <p>17 the Rockville Centre closing mostly.</p> <p>18 Casualty and liability stays about the</p> <p>19 same. Let's go down -- so corporate</p> <p>20 overhead goes down slightly as a --</p> <p>21 corporate overhead is charged at five</p> <p>22 percent of the overall budget so that</p> <p>23 goes down slightly and margin at risk,</p> <p>24 which is what we call pre tax profit,</p> <p>25 also goes down slightly because that also</p> <p>30</p>	<p>1 2/16/17 - Session #2</p> <p>2 up and down with levels of bus service</p> <p>3 like the cost of this building, for</p> <p>4 instance, or management's salaries and</p> <p>5 things like that, so that's going down</p> <p>6 from 2016 to 2017 per month, and that</p> <p>7 largely reflects the closing of Rockville</p> <p>8 Centre, as well as changes in the</p> <p>9 management staff here. More important,</p> <p>10 and I think more -- I'm more excited</p> <p>11 about this, we managed to actually reduce</p> <p>12 the per hour charge for fixed route</p> <p>13 service. That's those changes I was</p> <p>14 talking about, \$91.53 last year to \$91.40</p> <p>15 this year, not much of an increase, but</p> <p>16 when you consider that labor costs are</p> <p>17 going up, the fact that we are able to</p> <p>18 completely offset that with other kinds</p> <p>19 of savings, I think is very important,</p> <p>20 very valuable and we are very proud of</p> <p>21 being able to do that. Paratransit goes</p> <p>22 up slightly next year because most of the</p> <p>23 -- most of the efficiencies that we found</p> <p>24 offset the growth in costs, we are in a</p> <p>25 fixed route world, not in a Paratransit</p> <p>32</p>

<p>1 2/16/17 - Session #2</p> <p>2 world so if the budget's approved as is,</p> <p>3 these are the rates that would be charged</p> <p>4 for 2017. Service hours for fixed route</p> <p>5 would go down by about ten percent for</p> <p>6 the actual for 2016 which reflects an</p> <p>7 increase, no, I'm sorry, that's</p> <p>8 Paratransit, the actual for 2016 was</p> <p>9 872,000, that would go down to 785,000</p> <p>10 based on those service cuts that you saw</p> <p>11 on the screen a few minutes ago. The</p> <p>12 Paratransit would stay the same. The</p> <p>13 actual Paratransit for this year reflects</p> <p>14 an increase in demand which occurred</p> <p>15 during 2016. We expect that level to</p> <p>16 stay about the same for 2017. So I want</p> <p>17 to finish up then with a little --</p> <p>18 pulling back a little bit in looking at</p> <p>19 this. I realize that what we've just</p> <p>20 talked about is very unpleasant. You</p> <p>21 have a very difficult job. You're being</p> <p>22 asked to approve some things that I know</p> <p>23 you don't want to approve. I can tell</p> <p>24 you that the entire NICE staff, including</p> <p>25 myself hates making this kind of a</p> <p>33</p>	<p>1 2/16/17 - Session #2</p> <p>2 private operator and have for many years,</p> <p>3 your cost here in Nassau County are</p> <p>4 \$40.00 lower than theirs is. So the</p> <p>5 result of that for the first five years</p> <p>6 is that the county has saved \$209 million</p> <p>7 dollars. That's a number that comes from</p> <p>8 an estimate made by the County's Office</p> <p>9 of Management and Budget, that's not our</p> <p>10 number. That \$209 million dollars</p> <p>11 represents tons of service that's still</p> <p>12 on the street today that probably</p> <p>13 wouldn't be if not for the NICE Bus</p> <p>14 project. If not for bringing in an</p> <p>15 operator that could put service on the</p> <p>16 street much less expensively. The</p> <p>17 service cuts that we have just looked at</p> <p>18 now, plus many more, would have happened</p> <p>19 and they would have happened a long time</p> <p>20 ago. So as challenging as this is, let's</p> <p>21 not lose sight of the successes that</p> <p>22 we've already had, so with that I think</p> <p>23 we will take some public comment. First</p> <p>24 we will take any questions and then we</p> <p>25 will take some public comments and then I</p> <p>35</p>
<p>1 2/16/17 - Session #2</p> <p>2 recommendation to you. We would be</p> <p>3 cutting -- we would be cutting a ribbon,</p> <p>4 not cutting service if we could. The</p> <p>5 people of Nassau County need more bus</p> <p>6 service than we have today, not less, so</p> <p>7 it's extremely unpleasant or worse than</p> <p>8 that, it is extremely distasteful to even</p> <p>9 be making this recommendation, but given</p> <p>10 the balanced budget requirement, we think</p> <p>11 we have no choice. Do not, however, miss</p> <p>12 the point that the NICE Bus project</p> <p>13 between Nassau County and Transdev has</p> <p>14 produced tremendous benefits for Nassau</p> <p>15 County bus riders. Our costs for an hour</p> <p>16 of service is \$141.00. If you still had</p> <p>17 Long Island Bus, their cost, assuming</p> <p>18 their costs go the same way as the other,</p> <p>19 MTA bus operating costs, these are</p> <p>20 figures that are published in a federal</p> <p>21 document, the MTA's cost is \$216.00 to</p> <p>22 put an hour of service on the street.</p> <p>23 The next comparison in the middle is</p> <p>24 with another private operator, Bee-Line</p> <p>25 which is Westchester County, they have a</p> <p>34</p>	<p>1 2/16/17 - Session #2</p> <p>2 have some more comments to make at the</p> <p>3 end if I may.</p> <p>4 MR. SHRENKEL: Mr. Setzer, and to</p> <p>5 the public, we had an earlier public</p> <p>6 hearing that started at 3:00 and a lot of</p> <p>7 members had many comments to Mr. Setzer</p> <p>8 and just want everybody to know that is</p> <p>9 part of the public record. So I'm not</p> <p>10 going to repeat some of the questions</p> <p>11 which I made in the last session.</p> <p>12 The only thing that came to mind now</p> <p>13 is Nassau's capital budget for new buses</p> <p>14 in 2017, how much is in that?</p> <p>15 MR. SETZER: That number is not</p> <p>16 really -- Sharon?</p> <p>17 MS. SHARON PERSAUD: 5.2 million.</p> <p>18 MR. SHRENKEL: And obviously many of</p> <p>19 those items are necessary?</p> <p>20 MR. SETZER: Uh, huh.</p> <p>21 MR. SHRENKEL: And of course if we</p> <p>22 substituted some of those items such as</p> <p>23 using some older buses as opposed to new</p> <p>24 buses, I'm aware that maintenance will go</p> <p>25 up to some extent, but I sincerely doubt</p> <p>36</p>

<p>1 2/16/17 - Session #2</p> <p>2 that it will equalize and perhaps there</p> <p>3 could be some savings there if it's</p> <p>4 thought of, and if you'd agree to it and</p> <p>5 they would agree to it?</p> <p>6 MR. SETZER: Mr. Chairman, most of</p> <p>7 that 5.2 million and I will get some help</p> <p>8 from Sharon.</p> <p>9 MR. SHRENKEL: Those are for buses</p> <p>10 I'm talking about, not for mechanical</p> <p>11 equipment and things like that that are</p> <p>12 absolutely essential.</p> <p>13 MR. SETZER: Those funds are mostly</p> <p>14 federal and state, when we buy a bus,</p> <p>15 it's 80 percent federal, 10 percent state</p> <p>16 and 10 percent local, so it's not really</p> <p>17 the cost of the bus, it's the cost of the</p> <p>18 10 percent local match that could be</p> <p>19 redirected to something else. The</p> <p>20 federal and state funds typically cannot</p> <p>21 be redirected to operating expenses.</p> <p>22 MR. SHRENKEL: I have no further</p> <p>23 questions. I would like to invite my</p> <p>24 committee members to feel free to repeat</p> <p>25 your question if you think it is</p> <p style="text-align: right;">37</p>	<p>1 2/16/17 - Session #2</p> <p>2 the three-quarter mile rule, or is it</p> <p>3 just regarding those areas that there is</p> <p>4 no longer a fixed route? Does this open</p> <p>5 up any new parts of Nassau County with</p> <p>6 the Able-Ride system or is this just --</p> <p>7 it's still going to operate in the area</p> <p>8 with no fixed route there?</p> <p>9 MR. SETZER: It's the latter,</p> <p>10 essentially we grandfathered the current</p> <p>11 service area and we are going to keep it</p> <p>12 the same.</p> <p>13 MR. SHRENKEL: Thank you, Mr.</p> <p>14 Watkins.</p> <p>15 And that pilot program, you said</p> <p>16 you're only go to start it for two months</p> <p>17 because you could lose money too?</p> <p>18 MR. SETZER: We don't know what to</p> <p>19 expect with it. So we don't have a set</p> <p>20 time on this. We will see if it becomes</p> <p>21 clear that it costs money, then we will</p> <p>22 probably terminate it earlier. If it</p> <p>23 becomes clear that it saves money, then</p> <p>24 we will probably expand it and if it's</p> <p>25 not clear then we will keep it going for</p> <p style="text-align: right;">39</p>
<p>1 2/16/17 - Session #2</p> <p>2 important enough, where you want people</p> <p>3 to know about your thoughts and if not,</p> <p>4 obviously it's in the public record, but</p> <p>5 by all means, any new questions. Mr.</p> <p>6 Lopez?</p> <p>7 MR. WATKINS-LOPEZ: Thank you, Mr.</p> <p>8 Setzer. Just some questions regarding</p> <p>9 Able-Ride. I mentioned this at the</p> <p>10 previous meeting, but what contractor are</p> <p>11 you looking to do this voucher system</p> <p>12 with, have you done an RPF, were there</p> <p>13 any other bidders? I want to see a</p> <p>14 little -- what's going on with that?</p> <p>15 MR. SETZER: I understand your</p> <p>16 question, Mr. Watkins-Lopez. This is a</p> <p>17 pilot program that we entered into</p> <p>18 discussions with All Island Taxi as the</p> <p>19 likely provider. We will see how it</p> <p>20 works, whether it can be expanded, should</p> <p>21 we expand it or not.</p> <p>22 MR. WATKINS-LOPEZ: Thank you.</p> <p>23 Secondly, if Able-Ride service is not</p> <p>24 going to change, does that mean you will</p> <p>25 no longer adhere to the bare minimum of</p> <p style="text-align: right;">38</p>	<p>1 2/16/17 - Session #2</p> <p>2 a while.</p> <p>3 MR. SHRENKEL: And if it's equal, is</p> <p>4 it worth it?</p> <p>5 MR. SETZER: If some Able-Ride users</p> <p>6 have a preference for taxi and we can do</p> <p>7 that at no additional cost, then</p> <p>8 certainly.</p> <p>9 MR. SHRENKEL: Counselor?</p> <p>10 MR. LITTMAN: Mr. Setzer, we talked</p> <p>11 about this at the earlier meeting and I</p> <p>12 just wanted to make it known to everybody</p> <p>13 in attendance tonight, if this committee</p> <p>14 decides to vote against the service</p> <p>15 reduction, what's plan B, if there is a</p> <p>16 plan B?</p> <p>17 MR. SETZER: That's a very good</p> <p>18 question. We have given it some thought.</p> <p>19 I wouldn't call it a plan yet because I</p> <p>20 can't imagine we are going to have to do</p> <p>21 this, but plan B would be to call and ask</p> <p>22 for this committee to meet again in a few</p> <p>23 months and unless new resources have</p> <p>24 materialized, that list of 10 routes</p> <p>25 would grow to 15 or 20 or 25 routes,</p> <p style="text-align: right;">40</p>

<p>1 2/16/17 - Session #2</p> <p>2 depending on when and whether any</p> <p>3 additional funding was found. That would</p> <p>4 mean -- remember earlier in the slide</p> <p>5 where for every dollar of operating</p> <p>6 expense we save by eliminating services,</p> <p>7 we are also throwing away fare box</p> <p>8 revenue, well, that gets worse and worse</p> <p>9 as you work your way up from the bottom</p> <p>10 of the list. You are getting more and</p> <p>11 more productive routes so the lost</p> <p>12 revenue that goes with those, not to</p> <p>13 mention the lost convenience for people</p> <p>14 or the lost service for people, gets</p> <p>15 worse and worse as you go up that list.</p> <p>16 So I -- I almost want to say that's a</p> <p>17 completely untenable approach, that would</p> <p>18 be one approach. Increasing order of</p> <p>19 absurdity, the next level would be for us</p> <p>20 to unilaterally cut 24 percent of every</p> <p>21 route. The BTC has to approve any cut of</p> <p>22 25 percent or more. We are obligated to</p> <p>23 balance the budget by reducing service.</p> <p>24 So we can cut 24 percent without BTC</p> <p>25 approval, but that would be even worse,</p> <p>41</p>	<p>1 2/16/17 - Session #2</p> <p>2 that we do this. And if I can expand on</p> <p>3 that answer just a little bit, I know</p> <p>4 there's some hope for additional funding.</p> <p>5 I would be very happy if that hope</p> <p>6 materializes. If it does, we would know</p> <p>7 what to do with that additional funding,</p> <p>8 so I am asking that you approve these</p> <p>9 service cuts with the understanding that</p> <p>10 if anything happens that mitigates that</p> <p>11 and we can restore or not cut some of</p> <p>12 that service, well, of course, we will do</p> <p>13 that. It's in our best -- we like</p> <p>14 adding, we like carrying passengers.</p> <p>15 It's in our best financial interest to</p> <p>16 operate as many hours as you can afford</p> <p>17 to pay for, so we have powerful</p> <p>18 incentives to get every hour of service</p> <p>19 on the street as possible, and that's</p> <p>20 what we would do if there is some Manna</p> <p>21 from heaven or if the Tooth Fairy visits</p> <p>22 or whatever, and there's more money, we</p> <p>23 would know what to do with it. We</p> <p>24 wouldn't necessarily even need to call</p> <p>25 the committee back into session. If it</p> <p>43</p>
<p>1 2/16/17 - Session #2</p> <p>2 because we would be cutting 24 percent of</p> <p>3 some very productive routes and throwing</p> <p>4 away even more fare box revenue and</p> <p>5 disenfranchising even more people. And</p> <p>6 the last one, the most absurd imaginable</p> <p>7 is that we do nothing until we run out of</p> <p>8 money in early November and then we lock</p> <p>9 the gates and send everybody home and</p> <p>10 say, we will see you in January. None of</p> <p>11 those is a plan, none of those comes</p> <p>12 close to a plan, but that's an answer to</p> <p>13 your question about what are the other</p> <p>14 alternatives. That's a long way of</p> <p>15 saying there aren't any decent</p> <p>16 alternatives. There are no ways to</p> <p>17 accommodate the \$6.8 million dollar cut</p> <p>18 that are not terrible, but the</p> <p>19 alternatives to the one before you, if I</p> <p>20 were you, I would be sitting there</p> <p>21 thinking I wish I had another alternative</p> <p>22 and I can tell you I wish I had another</p> <p>23 alternative too, but you really have --</p> <p>24 we will really have no good choices left</p> <p>25 after this. This is -- it's critical</p> <p>42</p>	<p>1 2/16/17 - Session #2</p> <p>2 was a million dollars, we would restore a</p> <p>3 lot of that weekend service.</p> <p>4 MR. LITTMAN: What's the timeline,</p> <p>5 Mr. Setzer, because these service</p> <p>6 reductions are supposed to take effect</p> <p>7 April 9?</p> <p>8 MR. SETZER: That's right.</p> <p>9 MR. LITTMAN: What would be the</p> <p>10 timeline to get additional funding from</p> <p>11 the state or county?</p> <p>12 MR. BERSE: Or the Tooth Fairy.</p> <p>13 MR. SETZER: There's a whole bunch</p> <p>14 of processes we have to take. We can't</p> <p>15 add service or shut down service</p> <p>16 tomorrow. Especially to add service, you</p> <p>17 have to have enough personnel, you can't</p> <p>18 just bring in a bunch of bus drivers, you</p> <p>19 have to hire them and train them and put</p> <p>20 them into service. So there's 30 days,</p> <p>21 minimum, if there was a small increase.</p> <p>22 If there was a large increase, where we</p> <p>23 had to hire and train a lot of people, it</p> <p>24 would take a little while longer to do</p> <p>25 it, but remember we did it last year.</p> <p>44</p>

<p>1 2/16/17 - Session #2</p> <p>2 Remember how last year we cut some</p> <p>3 service at the beginning of the year and</p> <p>4 then additional funds became available</p> <p>5 and we reinstituted some service, so</p> <p>6 we've done this before, it's not a good</p> <p>7 way to do it, because when you shut the</p> <p>8 service down and then start it up again,</p> <p>9 all the customers don't come back. So</p> <p>10 the poorly used service that you</p> <p>11 eliminated is even poorer after you put</p> <p>12 it back. So I hope that's not the way it</p> <p>13 happens. If there are additional funds,</p> <p>14 I desperately hope that they're</p> <p>15 available, very soon, very quickly, so</p> <p>16 I'm sorry, that's a long winded answer to</p> <p>17 your question, but it's a very good</p> <p>18 question.</p> <p>19 MR. SHRENKEL: Are there any other</p> <p>20 questions?</p> <p>21 MR. WATKINS-LOPEZ: Just one more</p> <p>22 clarifying question and I asked this at</p> <p>23 the previous meeting as well.</p> <p>24 We have, essentially NICE Bus has</p> <p>25 filled a naturally recurring deficit that</p> <p>45</p>	<p>1 2/16/17 - Session #2</p> <p>2 have to bear in mind what he did say,</p> <p>3 that if money does come in, either prior</p> <p>4 to April or after April, after April,</p> <p>5 perhaps things could be restored. We</p> <p>6 know that from experience because last</p> <p>7 year, this committee approved his cuts,</p> <p>8 and subsequently money was given, and</p> <p>9 many routes were restored. Yes, there</p> <p>10 was an interruption, it was difficult,</p> <p>11 but it was better getting them restored</p> <p>12 than having them eliminated entirely.</p> <p>13 Are there any other comments from</p> <p>14 anybody? Okay.</p> <p>15 With that, we would like to invite</p> <p>16 you, okay, to have your comments. Please</p> <p>17 be patient, we will get to everyone. I'm</p> <p>18 trying to take these in a certain order,</p> <p>19 but please do understand, think about</p> <p>20 what you have to say, because you have</p> <p>21 three minutes, and we are being -- we're</p> <p>22 adhering to this rule and the rule really</p> <p>23 goes for everyone including the elected</p> <p>24 officials, so.</p> <p>25 Young lady, would you like -- do you</p> <p>47</p>
<p>1 2/16/17 - Session #2</p> <p>2 we had at the end of last year. Right</p> <p>3 now, what we are trying to fill in is the</p> <p>4 \$6.8 million dollar contribution that</p> <p>5 Nassau County has reneged on, that they</p> <p>6 have taken back; correct?</p> <p>7 MR. SETZER: Yes, that's it in a</p> <p>8 nutshell.</p> <p>9 MR. WATKINS-LOPEZ: Okay. Thank</p> <p>10 you.</p> <p>11 MR. SHRENKEL: Any other questions</p> <p>12 from committee members for Mr. Setzer?</p> <p>13 I think Mr. Littman's question was</p> <p>14 one of extreme importance, so that</p> <p>15 everyone in this room can understand that</p> <p>16 NICE has to have a balanced budget in</p> <p>17 order for them to operate and his</p> <p>18 request, of course, is to reduce routes,</p> <p>19 eliminate routes, and in the event this</p> <p>20 particular plan is rejected by the</p> <p>21 committee, it would simply take further</p> <p>22 cuts at a shortly later date, that can be</p> <p>23 more catastrophic than what we are facing</p> <p>24 now. So it's just a different</p> <p>25 permutation and a strong delay, and we</p> <p>46</p>	<p>1 2/16/17 - Session #2</p> <p>2 want to go to the podium?</p> <p>3 MS. AMANDA DAVIS: I'm sorry,</p> <p>4 pointing doesn't help.</p> <p>5 MR. SHRENKEL: Do we have a portable</p> <p>6 mike? Stay right there.</p> <p>7 MS. AMANDA DAVIS: I will go up.</p> <p>8 It's all right.</p> <p>9 MR. SHRENKEL: Because we have a</p> <p>10 mike coming to you.</p> <p>11 MS. AMANDA DAVIS: Hi. My name is</p> <p>12 Amanda Davis. I live in Roslyn, but I</p> <p>13 work in Hempstead and I happen to be a</p> <p>14 disability and health care law attorney.</p> <p>15 We primarily work with low income and</p> <p>16 disabled clients and the NICE Bus is</p> <p>17 their key to pretty much everything.</p> <p>18 With that I have made four points because</p> <p>19 it sort of seems like there is a</p> <p>20 disconnect in that this bus budget</p> <p>21 operates in a vacuum. There are</p> <p>22 repercussions to cutting service. One of</p> <p>23 them being the n27 is actually one of the</p> <p>24 buses in the line slated for reductions</p> <p>25 in service. However, I'm not sure if</p> <p>48</p>

<p>1 2/16/17 - Session #2</p> <p>2 this was taken into account at the time</p> <p>3 the decision was made for the proposal,</p> <p>4 but it is one of two buses that services</p> <p>5 the Department of Social Services. This</p> <p>6 is key, if our clients are unable to</p> <p>7 reach this area, they cannot access their</p> <p>8 hearings, they cannot access assistance.</p> <p>9 If they are in job training programs, if</p> <p>10 they are part of different programs that</p> <p>11 they have to attend in order to maintain</p> <p>12 their benefits, and the bus comes once an</p> <p>13 hour and they miss that bus, they will</p> <p>14 lose those benefits. This results in</p> <p>15 increased and incurred costs for the</p> <p>16 county, itself, because there has to be</p> <p>17 sanctions that are put on them, they have</p> <p>18 to appeal those, you have to pay for</p> <p>19 different agencies that would have to</p> <p>20 supply services in the interim. The</p> <p>21 second thing is that the n27 line is the</p> <p>22 only one from the north shore that</p> <p>23 directly services the Roosevelt Field</p> <p>24 Mall. That's important because this is a</p> <p>25 source of employment for many people.</p> <p>49</p>	<p>1 2/16/17 - Session #2</p> <p>2 need to drive home the importance of</p> <p>3 these programs and public transit to</p> <p>4 maintaining the standard of life that</p> <p>5 many people need and actually creating</p> <p>6 progress on Long Island for the long</p> <p>7 term. We can't just look at it as</p> <p>8 something in a vacuum. That seems to be</p> <p>9 the problem. So my question is, what do</p> <p>10 we have to do to convince the county to</p> <p>11 prioritize this sort of funding? Thank</p> <p>12 you.</p> <p>13 MR. SHRENKEL: Thank you very much.</p> <p>14 Richard?</p> <p>15 MR. RICHARD (Last name unknown):</p> <p>16 Yeah.</p> <p>17 MR. SHRENKEL: Three minutes rule,</p> <p>18 Richard.</p> <p>19 MR. RICHARD: I know, I'm well</p> <p>20 aware.</p> <p>21 MR. SHRENKEL: If I go like this</p> <p>22 (Indicating), Richard, it means you're</p> <p>23 running out of time.</p> <p>24 MR. RICHARD: Let's get to the nasty</p> <p>25 part of this conversation. To the</p> <p>51</p>
<p>1 2/16/17 - Session #2</p> <p>2 The fourth is that you can't actually</p> <p>3 encourage development on Long Island, if</p> <p>4 you're going to cut back bus service.</p> <p>5 You can't entice young couples who are</p> <p>6 less dependent on vehicles to come here.</p> <p>7 So basically this is very shortsighted in</p> <p>8 the sense that the less transportation</p> <p>9 they have, the less they are likely to</p> <p>10 work. They are then going to need more</p> <p>11 and more public benefits. We see this</p> <p>12 system as a burden and not an investment.</p> <p>13 And that is very shortsighted. I,</p> <p>14 myself, is actually a demonstration of</p> <p>15 what a good investment it is. Without</p> <p>16 this transit system, I would be</p> <p>17 unemployed. I would be forced to rely on</p> <p>18 public benefits as opposed to actually</p> <p>19 fulfilling a role in society. I would be</p> <p>20 unable to serve my various clients. In</p> <p>21 essence, we need to look at this as a</p> <p>22 larger picture. Why does the county make</p> <p>23 this not a priority and I am not blaming</p> <p>24 anyone here, and I am certainly not</p> <p>25 blaming NICE Bus in any capacity, but we</p> <p>50</p>	<p>1 2/16/17 - Session #2</p> <p>2 members of the TAC, I realize that after</p> <p>3 the vote at the last meeting that the bus</p> <p>4 cuts were being delayed for a time, but</p> <p>5 before you consider the request that NICE</p> <p>6 has made to you guys to make those cuts,</p> <p>7 I want you to think about what those cuts</p> <p>8 will do to everyone here who uses these</p> <p>9 buses, from the people from my old</p> <p>10 residence who used to hitch on the</p> <p>11 Wantagh shuttle to those who use the n47,</p> <p>12 myself, on occasion and just about anyone</p> <p>13 who uses the bus that NICE wants to cut,</p> <p>14 I want you to reflect on those people</p> <p>15 whose lives you want to hurt or</p> <p>16 potentially destroy because of those cuts</p> <p>17 and ask yourself this question, where --</p> <p>18 when does this end? You know, before I</p> <p>19 go, I want to reveal an observation that</p> <p>20 I had about Nassau County, they have it</p> <p>21 in for people who can't or won't drive.</p> <p>22 A perfect example of this is outside.</p> <p>23 After a major snowstorm in New York City,</p> <p>24 where I came, people came out with</p> <p>25 shovels, salt and sand so people won't</p> <p>52</p>

<p>1 2/16/17 - Session #2</p> <p>2 have to worry about slipping and falling</p> <p>3 on the sidewalk. Out here though, it</p> <p>4 seems that people don't care about that</p> <p>5 little detail. Most people because --</p> <p>6 I'm sorry, because most people -- because</p> <p>7 the inconsistency of shoveled walks or</p> <p>8 lack of, you know what happens when this</p> <p>9 happens, you know what happens when</p> <p>10 people have no sidewalks, they have to</p> <p>11 walk in the streets. They have to walk</p> <p>12 in the streets to get to places and don't</p> <p>13 get me started on Hempstead Turnpike</p> <p>14 when, after a snowstorm, it is a death</p> <p>15 wish to walk on an unplowed sidewalk or</p> <p>16 especially the street. You want to prove</p> <p>17 me wrong, reject NICE's request or seek</p> <p>18 alternative means to raise revenues</p> <p>19 without sacrificing bus lines and the</p> <p>20 people who use them everyday, because</p> <p>21 people can't or won't drive, depend on</p> <p>22 them. Thank you.</p> <p>23 MR. SHRENKEL: Thank you, Richard.</p> <p>24 Mr. Endo, would you like to introduce</p> <p>25 yourself and what I'd appreciate is that</p> <p style="text-align: right;">53</p>	<p>1 2/16/17 - Session #2</p> <p>2 idea for the n79 during rush hour, n79</p> <p>3 bus should operate n78 Plainview segment</p> <p>4 in both directions en route to Walt</p> <p>5 Whitman Mall and Hicksville. N72 bus is</p> <p>6 needed to run to/from Babylon including</p> <p>7 Sundays because this bus routes are busy</p> <p>8 routes.</p> <p>9 I agree with the elimination of</p> <p>10 Rockville Centre, Mercy Medical Center</p> <p>11 and Freeport shuttle, n36 and n51 bus.</p> <p>12 N72 bus is needed on Route 109</p> <p>13 because it's major restaurants and stores</p> <p>14 along this route. Bus stops along Route</p> <p>15 109 is busy during rush hour. N79 bus is</p> <p>16 needed because it serves major shopping</p> <p>17 centers, Walt Whitman Mall.</p> <p>18 If the n79 bus is gone, there</p> <p>19 wouldn't be connection between HART BUS.</p> <p>20 In replacement of the Mercy Medical</p> <p>21 Center Shuttle, select rush hour n16 trip</p> <p>22 should serve Mercy Medical Center or</p> <p>23 implement rush hour both directions n15X</p> <p>24 trips running limited-stop between Long</p> <p>25 Beach Station and Rockville Centre</p> <p style="text-align: right;">55</p>
<p>1 2/16/17 - Session #2</p> <p>2 -- why don't you give that to Mr.</p> <p>3 Watkins, and he will pick up the selling</p> <p>4 points to read it, but please introduce</p> <p>5 yourself?</p> <p>6 MR. YUKI ENDO: My name is Yuki</p> <p>7 Endo. I'm resident of Jackson Heights,</p> <p>8 Queens. Please?</p> <p>9 MR. SHRENKEL: Thank you, Mr. Endo.</p> <p>10 Mr. Watkins will read this and please</p> <p>11 understand, we are going to enter this</p> <p>12 into the minutes and the stenographer has</p> <p>13 a copy too.</p> <p>14 MR. WATKINS-LOPEZ: (Reading Mr.</p> <p>15 Endo's statement.) My name is Yuki Endo,</p> <p>16 resident of Jackson Heights, Queens and a</p> <p>17 member of the Long Island Bus Riders</p> <p>18 Union. I'm devastated Nassau County</p> <p>19 refuses to fund Transdev NICE Bus system.</p> <p>20 I do not support the elimination of the</p> <p>21 n19, 45 and n79 bus along with the</p> <p>22 elimination of n72 East Farmingdale. For</p> <p>23 n19 bus idea, extend n19 bus from</p> <p>24 Freeport to Lynbrook via the n36 bus</p> <p>25 route and eliminate Sunday service. An</p> <p style="text-align: right;">54</p>	<p>1 2/16/17 - Session #2</p> <p>2 Station, followed by Mercy Medical Center</p> <p>3 and non-stop via Clinton Road between</p> <p>4 Hempstead and Roosevelt Field Mall.</p> <p>5 There is no need for County Seat Drive</p> <p>6 service. I also agree that n24 Reckson</p> <p>7 Building service is not needed because</p> <p>8 there are nearby bus routes. Also n20H</p> <p>9 bus is becoming empty because you</p> <p>10 separate and split two routes, which is</p> <p>11 not working out. Transfer connection at</p> <p>12 Great Neck Station between n20G and n20H</p> <p>13 bus need to be ten minutes because 4-5</p> <p>14 minutes is not enough time for</p> <p>15 connection, forcing riders to play</p> <p>16 frogger at extremely dangerous</p> <p>17 intersection at Northern Boulevard and</p> <p>18 Middle Neck Road, risking their lives to</p> <p>19 catch connecting buses, which everyone is</p> <p>20 asking for full restoration of the n20</p> <p>21 bus. If n20 bus cannot be restored, all</p> <p>22 when school is closed for session, all</p> <p>23 n20H bus should skip NYIT Loop in both</p> <p>24 directions.</p> <p>25 This service cut will impact</p> <p style="text-align: right;">56</p>

<p>1 2/16/17 - Session #2</p> <p>2 hospitals, libraries, schools, colleges,</p> <p>3 universities, senior centers, day care</p> <p>4 centers, gas stations, auto shops and car</p> <p>5 dealerships.</p> <p>6 Also n72 bus is needed in Babylon</p> <p>7 because former n19 bus rider will be</p> <p>8 forced to take Long Island Railroad or</p> <p>9 force to take n40/41 to connect to n70/72</p> <p>10 to Farmingdale, then S1 to Walt Whitman</p> <p>11 Mall to s23/29 bus to Babylon, which is</p> <p>12 more frustrated travel and most Suffolk</p> <p>13 County buses do not run early in the</p> <p>14 morning or late in evening, so n72 needed</p> <p>15 at Babylon at all times.</p> <p>16 Do not cut n19, n72 and n79 bus.</p> <p>17 N45 bus should be -- should operate</p> <p>18 during school days and during off</p> <p>19 sessions, it should only run during rush</p> <p>20 hour.</p> <p>21 Also please do not think of</p> <p>22 terminating/originating n27 bus at Roslyn</p> <p>23 Station because that connection with n23</p> <p>24 bus never works out. Roosevelt Field</p> <p>25 Mall is better connection.</p> <p>57</p>	<p>1 2/16/17 - Session #2</p> <p>2 two years they've only paid \$2.5 million</p> <p>3 dollars to NICE which is the minimum for</p> <p>4 them to be able to get funding from the</p> <p>5 state, while the state has paid lots more</p> <p>6 money than that. If the county doesn't</p> <p>7 pay \$6 million dollars by April 1, the</p> <p>8 cuts, in my opinion, would be so bad and</p> <p>9 would force more cars on the streets and</p> <p>10 people to use taxis to get around. I</p> <p>11 looked at a chart the other day and saw</p> <p>12 that in the last three years, that</p> <p>13 ridership has gone down about four</p> <p>14 million people per year since 2014, which</p> <p>15 is outrageous and there needs to be a way</p> <p>16 to prove to these riders that NICE can</p> <p>17 run a bus system. I understand that</p> <p>18 these cuts have to happen, but NICE is</p> <p>19 proposing that they would cut service on</p> <p>20 ten routes and significantly reduce them</p> <p>21 on four other routes would be the largest</p> <p>22 amount of cuts in the history of Nassau</p> <p>23 County. The county thinks that the bus</p> <p>24 system is not essential, but it is very</p> <p>25 important to us as it would be a problem</p> <p>59</p>
<p>1 2/16/17 - Session #2</p> <p>2 I have conducted surveys and</p> <p>3 petitions on affected bus routes which</p> <p>4 I'll present to the Nassau County Bus</p> <p>5 Transit Committee.</p> <p>6 Thank you for your cooperation.</p> <p>7 MR. SHRENKEL: Thank you. Is there</p> <p>8 anyone else who would like to address the</p> <p>9 committee? Young lady, are you here to</p> <p>10 address the committee? You, who you're</p> <p>11 with?</p> <p>12 UNKNOWN SPEAKER: No.</p> <p>13 MR. SHRENKEL: Okay.</p> <p>14 MR. Good evening, everyone. As you</p> <p>15 may have heard, Nassau County hasn't</p> <p>16 paid --</p> <p>17 MR. SHRENKEL: Excuse me, state your</p> <p>18 name?</p> <p>19 MR. MATT CAMPER: I'm sorry. My</p> <p>20 name is Matt Camper and I'm from East</p> <p>21 Meadow.</p> <p>22 As you may have heard Nassau County</p> <p>23 hasn't paid its fair share for the bus</p> <p>24 service here in Nassau County. They have</p> <p>25 paid NICE lots of money and in the last</p> <p>58</p>	<p>1 2/16/17 - Session #2</p> <p>2 for people such as myself who rely on</p> <p>3 NICE to get to work, sporting events and</p> <p>4 social events, as well as connect to the</p> <p>5 Long Island Railroad to get to New York</p> <p>6 City from time to time. NICE also is</p> <p>7 making such a dumb decision by cutting</p> <p>8 routes that have low ridership without</p> <p>9 even looking at if there is a nearby</p> <p>10 route in the area. For example, as I</p> <p>11 said, I live into East Meadow and my</p> <p>12 fellow riders in Merrick, along with</p> <p>13 Bellmore and Wantagh on the n45 won't</p> <p>14 have any routes in Merrick or even the</p> <p>15 n19, which means that south of Jerusalem</p> <p>16 Avenue, where you can get the n54, 55</p> <p>17 there is absolutely no bus service which</p> <p>18 is very crucial for those people who are</p> <p>19 students that need to get to Nassau</p> <p>20 Community College. Number 1 is cutting</p> <p>21 the n78, 79 to Walt Whitman Mall, in my</p> <p>22 opinion you should instead have the n78</p> <p>23 and 79 combined and have them go as far</p> <p>24 north as Woodbury Road and Jericho</p> <p>25 Turnpike, and also the n47, which I take</p> <p>60</p>

<p>1 2/16/17 - Session #2</p> <p>2 every single day to get to work, I think,</p> <p>3 in my opinion, you can cut the Hempstead</p> <p>4 Transit extension to Nassau University</p> <p>5 Medical Center route as there are five</p> <p>6 other routes that run in that area and</p> <p>7 customers can get those other routes.</p> <p>8 MR. SHRENKEL: Thank you. You're</p> <p>9 out of time.</p> <p>10 MR. MATT CAMPER: And you should, in</p> <p>11 my opinion, have the n47 run between</p> <p>12 Hempstead Transfer and North Jerusalem</p> <p>13 Road and Newbridge Road. Thank you so</p> <p>14 much.</p> <p>15 MR. SHRENKEL: Thank you.</p> <p>16 MR. WATKINS-LOPEZ: Thank you.</p> <p>17 MR. SHRENKEL: I realize we have</p> <p>18 some public officials here. I thought I</p> <p>19 saw the Minority Leader, is he still</p> <p>20 here? Did he leave?</p> <p>21 UNKNOWN SPEAKER: He will be trying</p> <p>22 to return, but he had to go somewhere.</p> <p>23 MR. SHRENKEL: I was going to give</p> <p>24 him preference, I figured he might be</p> <p>25 busy, so I wanted him to address this.</p> <p>61</p>	<p>1 2/16/17 - Session #2</p> <p>2 different issues that will be presented</p> <p>3 by way of these cuts, and so I do realize</p> <p>4 that the county has not, in fact, been</p> <p>5 able to provide a discretionary portion</p> <p>6 this year. And so this takes me back to</p> <p>7 one of the questions that I want to put</p> <p>8 on the record, which is that in December</p> <p>9 2014 this contract was extended and it</p> <p>10 was extended at a time to which</p> <p>11 discretionary portion was, in fact,</p> <p>12 provided by the county. So one of the</p> <p>13 questions that I have is why would NICE</p> <p>14 Bus engage in an extension on a contract</p> <p>15 when they knew they needed additional</p> <p>16 discretionary funding without, in fact,</p> <p>17 requiring that as part of the extension?</p> <p>18 I have tons of concerns about the fact</p> <p>19 that this was done in the dark and not in</p> <p>20 the light. I believe, in fact, that the</p> <p>21 taxpayers of Nassau County and more</p> <p>22 importantly, the bus riders of Nassau</p> <p>23 County were taken for a ride when this</p> <p>24 contract was extended in the dark and not</p> <p>25 in the light. One of the other concerns</p> <p>63</p>
<p>1 2/16/17 - Session #2</p> <p>2 UNKNOWN VOICE: Why should he get</p> <p>3 preference?</p> <p>4 MR. SHRENKEL: Are there any other</p> <p>5 elected officials?</p> <p>6 MS. SIELA BYNOE: Good evening,</p> <p>7 members of the board. This -- the</p> <p>8 presentation by Mr. Setzer actually</p> <p>9 raised more questions for me --</p> <p>10 MR. SHRENKEL: You want to state</p> <p>11 your name for the record?</p> <p>12 MS. SIELA BYNOE: I'm sorry. My</p> <p>13 name is Siela Bynoe, Legislator for</p> <p>14 District 2, Nassau County and again, it</p> <p>15 raised some questions for me and I</p> <p>16 realize this is not a format for that.</p> <p>17 So I will go ahead and make a short</p> <p>18 statement and maybe register some of my</p> <p>19 questions on the record.</p> <p>20 I echo the sentiments of every other</p> <p>21 individual who stood here this evening.</p> <p>22 I am gravely concerned that we are going</p> <p>23 to be cutting people off from access to</p> <p>24 education opportunities, for doctor's</p> <p>25 visits, for employment, there's a host of</p> <p>62</p>	<p>1 2/16/17 - Session #2</p> <p>2 that I do have and, listen, I don't</p> <p>3 begrudge their being a profit margin, but</p> <p>4 I do have grave concerns about the fact</p> <p>5 that the profit margin is considered to</p> <p>6 be reasonable, that it's a reasonable</p> <p>7 profit margin. This is not a margin that</p> <p>8 was set and established by the county,</p> <p>9 and this is one that is incorporated into</p> <p>10 the budget by way of what is considered</p> <p>11 to be reasonable by the provider, or I</p> <p>12 should say, the individuals that are</p> <p>13 actually providing the service to NICE</p> <p>14 Bus. One of the other concerns I had is</p> <p>15 the corporate overhead. The corporate</p> <p>16 overhead, again, is a five percent fixed</p> <p>17 rate. It doesn't tie to the actual</p> <p>18 expenses that are incurred by the</p> <p>19 operator in terms of legal services and</p> <p>20 marketing and the like. I'm going to</p> <p>21 finish in just one second. Thank you.</p> <p>22 And one of the other concerns is</p> <p>23 that those, I believe that those line</p> <p>24 items for marketing and the like are</p> <p>25 broken out separate in the budget,</p> <p>64</p>

<p>1 2/16/17 - Session #2</p> <p>2 however, according to the contract, it's</p> <p>3 supposed to be part of the corporate</p> <p>4 overhead, so I think that we really need</p> <p>5 to look at how this contract has been</p> <p>6 created and the parameters to which the</p> <p>7 operator is conducting business through</p> <p>8 this contract. That being said --</p> <p>9 MR. SHRENKEL: You're out of time.</p> <p>10 MS. SIELA BYNOE: That being said, I</p> <p>11 did request an audit, and I'm hoping that</p> <p>12 the audit will prove that I am, in fact,</p> <p>13 correct on some of this -- the comments</p> <p>14 that I have made on the record today. I</p> <p>15 believe there are additional services,</p> <p>16 additional savings that could be realized</p> <p>17 in this contract and I believe these</p> <p>18 efficiencies could, in fact, save some of</p> <p>19 these routes. Thank you.</p> <p>20 MR. SHRENKEL: Thank you.</p> <p>21 Assemblyman McDonough? Is he here?</p> <p>22 MR. BERSE: He walked out.</p> <p>23 MR. SHRENKEL: I thought I saw him</p> <p>24 also. Legislator?</p> <p>25 MR. ARNIE DRUCKER: Nassau County</p> <p>65</p>	<p>1 2/16/17 - Session #2</p> <p>2 where this corporate margin of profit,</p> <p>3 reasonable profit is and he should be</p> <p>4 able to open up his books and show you</p> <p>5 who's making a profit there, why they're</p> <p>6 making a profit and how they're making a</p> <p>7 profit and the overhead expenses at a</p> <p>8 steady five percent, there's fat that can</p> <p>9 be trimmed. I have no doubt that there's</p> <p>10 fat that can be trimmed here and before</p> <p>11 you people vote on this budget, he should</p> <p>12 have to explain himself to you, where the</p> <p>13 fat that can be trimmed is, and who is</p> <p>14 making the profit here. When he talks</p> <p>15 about his rationale that NICE has</p> <p>16 achieved successes for the riders of</p> <p>17 their buses in Nassau County because it</p> <p>18 costs \$40.00 less per hour than</p> <p>19 Westchester's, it's of no significance to</p> <p>20 the people in this room. The residents</p> <p>21 in this room, the residents of Nassau</p> <p>22 County are paid the highest taxes in the</p> <p>23 country. And yet what are they going to</p> <p>24 get for those taxes, they lose their</p> <p>25 jobs, have to move out of the county.</p> <p>67</p>
<p>1 2/16/17 - Session #2</p> <p>2 Legislator Arnie Drucker. I will keep my</p> <p>3 comments brief too to echo the comments</p> <p>4 of my colleague, Legislator Bynoe.</p> <p>5 There's no dispute that we are all</p> <p>6 experiencing dire financial</p> <p>7 circumstances.</p> <p>8 MR. SHRENKEL: We will get you next.</p> <p>9 MR. ARNIE DRUCKER: We are</p> <p>10 experiencing dire financial circumstances</p> <p>11 and everyone has to tighten their belts</p> <p>12 in those situations. There is no</p> <p>13 question about it and every single person</p> <p>14 here who has bravely stood up and</p> <p>15 explained the hardship that they will</p> <p>16 experience by the elimination or</p> <p>17 reduction of the routes they use and</p> <p>18 depend upon, it's a horrible thing, but</p> <p>19 every route that they're thinking of</p> <p>20 eliminating is going to cause a hardship.</p> <p>21 Every route that they are going to reduce</p> <p>22 is going to cause a hardship, but before</p> <p>23 Mr. Setzer comes to you with hat in hand,</p> <p>24 and try to get you to approve this</p> <p>25 budget, he should have to really justify</p> <p>66</p>	<p>1 2/16/17 - Session #2</p> <p>2 Where is the long-term vision for this?</p> <p>3 It's a short-term fix that has terrible</p> <p>4 long-term consequences. There are people</p> <p>5 in my community, the n79 bus, it services</p> <p>6 a hospital, there are hundreds of workers</p> <p>7 that get there every day from a bus,</p> <p>8 what's going to happen to people in those</p> <p>9 hospitals, and the people that go there</p> <p>10 for those jobs, they are going to lose</p> <p>11 those jobs. We have large supermarket</p> <p>12 chains that employ lots of people, and</p> <p>13 then people, seniors, who don't drive any</p> <p>14 more that need the buses to get to</p> <p>15 doctor's appointments. It's a hardship</p> <p>16 everyone in this room that lives in any</p> <p>17 area of Nassau County, has experienced</p> <p>18 hardships. But before these hardships go</p> <p>19 into place and are implemented, Mr.</p> <p>20 Setzer should have to open up his books</p> <p>21 here and explain to everybody where the</p> <p>22 profit is going and why is corporate</p> <p>23 overhead is a steady six million dollars</p> <p>24 for this, and six million dollar</p> <p>25 corporate profit. Thank you very much.</p> <p>68</p>

<p>1 2/16/17 - Session #2</p> <p>2 MR. WATKINS-LOPEZ: Thank you.</p> <p>3 MR. SHRENKEL: Mr. McDonough, do you</p> <p>4 want to address this?</p> <p>5 MR. DAVID MCDONOUGH: I just want to</p> <p>6 explain what is happening in the state.</p> <p>7 Thank you very much. Maybe all of you</p> <p>8 know, and I'm sure the committee knows,</p> <p>9 the governor presents his budget proposal</p> <p>10 in January, remember what I said, it's a</p> <p>11 proposal, 30 days later, which is coming</p> <p>12 up, I think, tomorrow or the next day, he</p> <p>13 presents his 30 day amendments. Now,</p> <p>14 what happens is, when he presents the</p> <p>15 budget, the assembly and the senate, they</p> <p>16 each take the budget and then they draft</p> <p>17 their budget proposal, their, it's</p> <p>18 actually a resolution, so they take the</p> <p>19 governor's budget, look at it and each</p> <p>20 house, the assembly and the senate, come</p> <p>21 up with their version of what they want</p> <p>22 to see in the budget. Then what happens</p> <p>23 is, the senate and the assembly get</p> <p>24 together and their two budget</p> <p>25 resolutions, they come together and have</p> <p style="text-align: right;">69</p>	<p>1 2/16/17 - Session #2</p> <p>2 without erasing the whole budget. At</p> <p>3 that point we decide if we are going to</p> <p>4 override those things. So right now it's</p> <p>5 sort of too early to say what's happened.</p> <p>6 I have spoken with the commissioner of</p> <p>7 transportation yesterday, I met with him,</p> <p>8 I have met with the senate majority also,</p> <p>9 to talk about what the situation is here</p> <p>10 with Nassau County, and the situation</p> <p>11 with NICE. As you know, the problem with</p> <p>12 the Nassau is, I believe is, that NIFA</p> <p>13 will not allow them to invade whatever</p> <p>14 reserves they have to bring the money</p> <p>15 back up. So right now it's difficult to</p> <p>16 say what will happen in the state. Am I</p> <p>17 hopeful, yes, but I'm going to try and</p> <p>18 make sure the governor gets this message,</p> <p>19 explain it to him directly to see if</p> <p>20 there is something that can be done in</p> <p>21 the state operating, STOA, State</p> <p>22 Operating Assistance budget. But he did</p> <p>23 come in flat. And it's been that way, as</p> <p>24 Mr. Setzer has already told you, for two</p> <p>25 years now, but that means he would have</p> <p style="text-align: right;">71</p>
<p>1 2/16/17 - Session #2</p> <p>2 a joint conference committee to come up</p> <p>3 with one legislative budget proposal,</p> <p>4 that is the budget proposal that is sent</p> <p>5 back to the governor. Now, the fiscal</p> <p>6 year ends on March 31, the fiscal year</p> <p>7 begins every April 1 of each year. What</p> <p>8 happens then is the governor gets the</p> <p>9 budget and, of course, then negotiations</p> <p>10 go on with the governor and the leaders</p> <p>11 of the assembly and the leaders of the</p> <p>12 senate, and those negotiations are back</p> <p>13 and forth constantly, then he decides if</p> <p>14 he is going to approve the budget that</p> <p>15 has been presented to him, it was his</p> <p>16 budget with the changes that the</p> <p>17 legislature has made. At that point he</p> <p>18 decides, now, he cannot veto -- he could</p> <p>19 veto the whole budget, but in this state,</p> <p>20 like only two other states in the union,</p> <p>21 I believe, this governor has line item</p> <p>22 veto, so he can take the budget that is</p> <p>23 presented to him by the legislature after</p> <p>24 all the negotiations go on, he can take</p> <p>25 it and he can cut out certain things</p> <p style="text-align: right;">70</p>	<p>1 2/16/17 - Session #2</p> <p>2 to increase the non MTA transit funding</p> <p>3 for several places, six different</p> <p>4 categories throughout the state, but</p> <p>5 that's where it is now, so the budget is</p> <p>6 not finished yet, but right now, hope</p> <p>7 springs eternal. I don't guarantee it,</p> <p>8 but that's where it is now, but it is up</p> <p>9 to Nassau County to do their share too,</p> <p>10 because they have cut it down to the bare</p> <p>11 minimum that they must continue in order</p> <p>12 to qualify for STOA. It used to be</p> <p>13 higher. So any questions?</p> <p>14 MR. SHRENKEL: Well, Assemblyman, I</p> <p>15 thank you for letting us know the</p> <p>16 progress, and we'd appreciate whatever</p> <p>17 you can do with your influence. You've</p> <p>18 been there awhile, and with both sides of</p> <p>19 the aisle, including the senate.</p> <p>20 MR. DAVID MCDONOUGH: Right.</p> <p>21 MR. SHRENKEL: And Nassau County</p> <p>22 pays one of the highest amounts of money</p> <p>23 in taxes to Albany, and now we are asking</p> <p>24 for something in return. And these</p> <p>25 people have spoken, NICE has spoken, I,</p> <p style="text-align: right;">72</p>

<p>1 2/16/17 - Session #2</p> <p>2 as Chairman of the committee, encourage</p> <p>3 you to continue lobbying for us and we</p> <p>4 appreciate it. Thank you.</p> <p>5 MR. DAVID MCDONOUGH: I will do</p> <p>6 that. Thank you very much.</p> <p>7 MR. WATKINS-LOPEZ: Excuse me,</p> <p>8 Assemblyman?</p> <p>9 MR. DAVID MCDONOUGH: Yes, I'm</p> <p>10 sorry.</p> <p>11 MR. WATKINS-LOPEZ: Just one thing,</p> <p>12 before you leave.</p> <p>13 MR. DAVID MCDONOUGH: Yes.</p> <p>14 MR. WATKINS-LOPEZ: Thank you so</p> <p>15 much for coming out today. I just want</p> <p>16 to make you aware that there's</p> <p>17 legislation going through right now to</p> <p>18 tax and regulate Uber.</p> <p>19 MR. DAVID MCDONOUGH: I know, I'm</p> <p>20 aware of that. The Uber isn't approved,</p> <p>21 it's proposed legislation, not going</p> <p>22 through. Proposed to take fifty cents a</p> <p>23 ride out of that, to come to Nassau --</p> <p>24 Nassau and Suffolk for the bus</p> <p>25 operations.</p> <p>73</p>	<p>1 2/16/17 - Session #2</p> <p>2 Long Island communities to fund their</p> <p>3 buses and give WiFi to their residents on</p> <p>4 every subway platform when the people in</p> <p>5 this room are walking over snow piles</p> <p>6 taller than NBA players, it's not fair,</p> <p>7 it's not right, so I'm happy that you're</p> <p>8 talking to everyone in Albany, but we</p> <p>9 can't let that happen again, one MTA</p> <p>10 commuter tax was enough, we can't have a</p> <p>11 second one.</p> <p>12 MR. DAVID MCDONOUGH: Okay, we will</p> <p>13 try. I promise you.</p> <p>14 MR. WATKINS-LOPEZ: Thank you.</p> <p>15 MR. DAVID MCDONOUGH: Thank you very</p> <p>16 much.</p> <p>17 MR. SHRENKEL: Thank you,</p> <p>18 Assemblyman, thank you for coming.</p> <p>19 Any other elected officials that I</p> <p>20 didn't get to?</p> <p>21 Mr. Sparberg, did you want to say</p> <p>22 something?</p> <p>23 MR. ANDREW SPARBERG: Yes, if I may?</p> <p>24 MR. SHRENKEL: Tell us who are you.</p> <p>25 MR. ANDREW SPARBERG: Yes. Good</p> <p>75</p>
<p>1 2/16/17 - Session #2</p> <p>2 MR. WATKINS-LOPEZ: That's not what</p> <p>3 the legislation says. It actually says</p> <p>4 it would go to the MTA.</p> <p>5 MR. DAVID MCDONOUGH: We would have</p> <p>6 to get MTA to agree to cut that piece off</p> <p>7 for Nassau and Suffolk.</p> <p>8 MR. WATKINS-LOPEZ: I would just</p> <p>9 like to say I know there are groups on</p> <p>10 Long Island working, if there was a way</p> <p>11 to stop that from going through this year</p> <p>12 or get it amended, so non MTA systems</p> <p>13 would see a return back on their taxes,</p> <p>14 no taxation without representation, we</p> <p>15 cannot afford another MTA commuter</p> <p>16 payroll tax and this Uber tax is nothing</p> <p>17 more than that, because we are going to</p> <p>18 once again see non MTA systems and non</p> <p>19 MTA residents paying a tax going straight</p> <p>20 to the MTA, we can't have that. So I</p> <p>21 applaud the work that you're doing, I</p> <p>22 look forward to working with you in the</p> <p>23 future and I know groups in this room</p> <p>24 also do, but we can't let the MTA take</p> <p>25 another \$130 plus million dollars out of</p> <p>74</p>	<p>1 2/16/17 - Session #2</p> <p>2 evening. My name is Andrew Sparberg.</p> <p>3 I'm part of a three person household that</p> <p>4 has resided in Oceanside for the last 38</p> <p>5 years. My wife and myself and a disabled</p> <p>6 adult son. We are all occasional NICE</p> <p>7 users and just before I continue I want</p> <p>8 the panel to know that I'm a retired</p> <p>9 manager from the Long Island Railroad,</p> <p>10 I'm also an adjunct instructor at CUNY</p> <p>11 right now and I'm very familiar with</p> <p>12 transit operations and challenges, but I</p> <p>13 want to focus on why I am so concerned</p> <p>14 about these proposed service cuts. My</p> <p>15 son is a disabled adult who does not</p> <p>16 drive which causes a disability here in</p> <p>17 Nassau County. He does rely on NICE for</p> <p>18 some of his transportation needs,</p> <p>19 including both fixed route service on the</p> <p>20 n16, and Able-Ride service. Now, while I</p> <p>21 note that neither the n16 nor Able-Ride</p> <p>22 is proposed for cutting, my more global</p> <p>23 and more professional concern is about</p> <p>24 those individuals who will lose some or</p> <p>25 all of their service. Of course, as a</p> <p>76</p>

<p>1 2/16/17 - Session #2</p> <p>2 transit professional I understand the</p> <p>3 logic of elimination or reducing services</p> <p>4 because of low ridership. Now, of course</p> <p>5 for the people who are impacted, the</p> <p>6 impact is very negative and real. That's</p> <p>7 why I am suggesting that our Nassau</p> <p>8 County officials strive to restore all of</p> <p>9 that \$6.8 million dollar subsidy cut</p> <p>10 planned for this year, so that county</p> <p>11 residents who are impacted will not lose</p> <p>12 service, so -- and for those people the</p> <p>13 services are essential, for the heavy</p> <p>14 services such as n6, n4 and n15, which</p> <p>15 are all near where I live. I understand</p> <p>16 the reason for this meeting is not</p> <p>17 because NICE wants to cut service because</p> <p>18 Nassau has cut the subsidy and so my</p> <p>19 suggestion is a long-term solution to</p> <p>20 earmark or dedicate by law a specific</p> <p>21 amount of county tax revenue dollars to</p> <p>22 support NICE Bus service so we don't have</p> <p>23 to go through this exercise again. Think</p> <p>24 of the money that we save by not having</p> <p>25 public hearings, but seriously, the</p> <p style="text-align: right;">77</p>	<p>1 2/16/17 - Session #2</p> <p>2 MR. SHRENKEL: Do we have two seats</p> <p>3 here? Bring them in, please.</p> <p>4 MR. GARY YOUNG: So my name is Gary</p> <p>5 Young, and I just have a few questions</p> <p>6 that when Mr. Setzer made a presentation</p> <p>7 I came up with. The first question is, I</p> <p>8 wonder how does NICE determine which</p> <p>9 routes to cut because back then in</p> <p>10 December, we came up with a different</p> <p>11 plan which is to cut the Mercy Medical</p> <p>12 Center, and n48 and n49, Jericho Quad,</p> <p>13 which no one uses, how come that is not</p> <p>14 on this proposal which may save the n79</p> <p>15 which there are no alternatives. The</p> <p>16 second thing I am very concerned about is</p> <p>17 the closing of the Rockville Centre</p> <p>18 depot. Mr. Setzer said he's going to</p> <p>19 restore service when there's the money,</p> <p>20 but he also said that there's no room in</p> <p>21 Mitchell Field to put all the buses, so</p> <p>22 by closing Rockville Centre, I'm afraid</p> <p>23 that these cuts may be permanent for the</p> <p>24 next who knows how long years, because</p> <p>25 there is nowhere to store the buses. I</p> <p style="text-align: right;">79</p>
<p>1 2/16/17 - Session #2</p> <p>2 county's contribution is small compared</p> <p>3 to what we get from New York State and</p> <p>4 from the riders, so it's time the county</p> <p>5 took its responsibility to fund bus</p> <p>6 service more seriously and to realize</p> <p>7 that the transit-dependent population out</p> <p>8 there is more numerous than a lot of the</p> <p>9 driving population realizes. Thank you</p> <p>10 very much.</p> <p>11 MR. SHRENKEL: Thank you, Mr.</p> <p>12 Sparberg. You weren't here for the first</p> <p>13 meeting, your thoughts are good because</p> <p>14 those were certainly echoed by Mr.</p> <p>15 Setzer, himself, and I sort of second it</p> <p>16 and put it in the public record.</p> <p>17 Is there anyone else who would like</p> <p>18 to address the committee, please? Sir,</p> <p>19 thank you. Please state your name and</p> <p>20 the town you live in the bus routes</p> <p>21 you're talking about?</p> <p>22 MR. GARY YOUNG: My name is --</p> <p>23 MR. SHRENKEL: One second?</p> <p>24 UNKNOWN SPEAKER: We have two</p> <p>25 speakers in the hallway.</p> <p style="text-align: right;">78</p>	<p>1 2/16/17 - Session #2</p> <p>2 think that's a really shortsighted move</p> <p>3 because to save 1.5 million this year, we</p> <p>4 jeopardize the future of Nassau County</p> <p>5 bus system and I think that really needs</p> <p>6 to be addressed. Unless we expand</p> <p>7 Mitchell Field in the future which is</p> <p>8 going to be much more expensive than</p> <p>9 keeping Rockville Centre open for the</p> <p>10 next five years. I wish the committee</p> <p>11 ask NICE Bus how they're going to operate</p> <p>12 or how they are going to expand service</p> <p>13 once they close Rockville Centre. That's</p> <p>14 all I have to say. Thank you.</p> <p>15 MR. WATKINS-LOPEZ: Thank you.</p> <p>16 MR. SHRENKEL: Thank you. Anyone</p> <p>17 else, please?</p> <p>18 MR. ANTHONY DEVIONCI: Hi. People</p> <p>19 like Jarrett and Jordan, who do work, and</p> <p>20 for people like me who don't work, need</p> <p>21 these bus services.</p> <p>22 MR. SHRENKEL: Sir, please state</p> <p>23 your name for the record?</p> <p>24 MR. DEVIONCI: My name is Anthony</p> <p>25 Devionci. And people like Jordan and</p> <p style="text-align: right;">80</p>

<p>1 2/16/17 - Session #2</p> <p>2 Jarrett, who do work, and people like me</p> <p>3 who don't work, needs these bus services</p> <p>4 to keep going because we need a better</p> <p>5 quality of life to keep going as is and</p> <p>6 students also, as well, and I would like</p> <p>7 to keep going to the gym and keep going</p> <p>8 to my parents' house by bus since we</p> <p>9 don't drive cars. And that's very</p> <p>10 important for everybody who is disabled</p> <p>11 or don't have licenses yet. And that's</p> <p>12 why these services are very important for</p> <p>13 us all. And thank you.</p> <p>14 MR. SHRENKEL: Thank you very much.</p> <p>15 MR. WATKINS-LOPEZ: Thank you.</p> <p>16 MS. FALCO: Thank you.</p> <p>17 MR. SHRENKEL: Please raise your</p> <p>18 hands if you would like to address the</p> <p>19 committee? Sir?</p> <p>20 MR. AMON MILES: Hi. My name is a</p> <p>21 Amon.</p> <p>22 MR. SHRENKEL: Your full name,</p> <p>23 please?</p> <p>24 MR. AMON MILES: Amon Miles.</p> <p>25 MR. SHRENKEL: I didn't get that.</p> <p>81</p>	<p>1 2/16/17 - Session #2</p> <p>2 MR. SHRENKEL: Thank you.</p> <p>3 MR. WATKINS-LOPEZ: Thank you.</p> <p>4 MR. SHRENKEL: Is Mr. Setzer around?</p> <p>5 MR. SETZER: Yes.</p> <p>6 MR. SHRENKEL: I don't know if we</p> <p>7 are quite through yet, but I just wanted</p> <p>8 to know where you were.</p> <p>9 MR. SETZER: I didn't leave.</p> <p>10 MR. SHRENKEL: Well, I would like</p> <p>11 you to hear the comments, word for word.</p> <p>12 MR. SETZER: I was listening in the</p> <p>13 hallway.</p> <p>14 MR. SHRENKEL: Is there anyone else</p> <p>15 who would like to address the committee?</p> <p>16 No?</p> <p>17 MR. JARRETT MACEDONIO: Hi, my name</p> <p>18 is Jarrett Macedonio. I'm from the</p> <p>19 Hicksville residence. I've been taking</p> <p>20 NICE Bus for the past five years. I'm</p> <p>21 really concerned about my bus route, the</p> <p>22 n27, I've been taking it for fifteen</p> <p>23 years to go mom's, and I've been taking</p> <p>24 it for many years and they've been</p> <p>25 changing the schedules a lot each time</p> <p>83</p>
<p>1 2/16/17 - Session #2</p> <p>2 She has to get this down.</p> <p>3 MR. AMON MILES: My name is Amon</p> <p>4 Miles.</p> <p>5 MR. SHRENKEL: Lamar Miles.</p> <p>6 MR. AMON MILES: Amon, A M O N,</p> <p>7 Miles. I'm a resident of Westbury and I</p> <p>8 work at Stop and Shop in Woodbury and I</p> <p>9 rely on the n79 to get me there every day</p> <p>10 from Hicksville after transferring from</p> <p>11 the n22. Basically I'm just requesting</p> <p>12 on behalf of all the people that rely on</p> <p>13 that route and that need that route</p> <p>14 because it's quite a large amount of</p> <p>15 them, that you don't cut that route. I</p> <p>16 know there are a lot of other routes that</p> <p>17 are going to be cut, but that specific</p> <p>18 route is something that I'm focused on</p> <p>19 because that's the route that concerns me</p> <p>20 the most. Probably a lot of other people</p> <p>21 in here too. And I'm pleading that you</p> <p>22 don't cut that route because that's like</p> <p>23 a lifeline for me for getting there and</p> <p>24 probably a lot of other people too.</p> <p>25 Thank you.</p> <p>82</p>	<p>1 2/16/17 - Session #2</p> <p>2 when I take it, and I'm also taking the</p> <p>3 n70 to go to work and I also see the</p> <p>4 college students on the n70 and as well,</p> <p>5 and I get off at the n -- I get off</p> <p>6 Newsday Pinelawn Road, and I walk from</p> <p>7 there to get to my job, and I'm worried</p> <p>8 what they're going to be doing with the</p> <p>9 n70, and I also will take the community</p> <p>10 shuttle to -- I get off at Jerusalem and</p> <p>11 Hempstead Turnpike, and I transfer to get</p> <p>12 the n70 on Gardner Avenue, so I'm worried</p> <p>13 about the shuttle situation and I'm also</p> <p>14 concerned with the 27, how is it going to</p> <p>15 affect me not getting to my mom's house</p> <p>16 if they're going to do some -- are they</p> <p>17 going to try to come up with some</p> <p>18 agreement with the 27? I hope something</p> <p>19 comes up as best as you can, if there's</p> <p>20 anything up to date, let me know. Thank</p> <p>21 you very much.</p> <p>22 MS. FALCO: Thank you.</p> <p>23 MR. SHRENKEL: Thank you for</p> <p>24 addressing the committee. Thank you.</p> <p>25 Yes, ma'am?</p> <p>84</p>

<p>1 2/16/17 - Session #2</p> <p>2 MS. KIMBERLY COOLEY: Hi, my name is</p> <p>3 Kimberly Cooley. I'm a founding steering</p> <p>4 committee member of Long Island</p> <p>5 Activists. I haven't prepared remarks so</p> <p>6 I'm going with a potpourri here. Forgive</p> <p>7 me, I wasn't at the earlier session, so</p> <p>8 perhaps this has been asked and answered,</p> <p>9 but I'm very curious what the fee is that</p> <p>10 NICE spends on attorneys either on staff</p> <p>11 or retainer because to me it would make</p> <p>12 more sense, rather than needing to</p> <p>13 protect yourself at what I'm guessing are</p> <p>14 exorbitant fees for their discriminatory</p> <p>15 practices, racist, sexist, aegis, ablist,</p> <p>16 perhaps they should inject that money</p> <p>17 into no longer continuing and</p> <p>18 perpetuating those discriminatory</p> <p>19 practices. I left my water at my chair.</p> <p>20 I should have prepared. From a personal</p> <p>21 perspective, I should defend the n36,</p> <p>22 when I first heard about these cuts this</p> <p>23 evening, the material that NICE sent out</p> <p>24 included the n16, which I believe has not</p> <p>25 been running since MTA ran the Nassau bus</p> <p>85</p>	<p>1 2/16/17 - Session #2</p> <p>2 Cooley. I don't believe there are any</p> <p>3 more individuals who want to address us.</p> <p>4 Mr. Setzer -- did I see one hand go up?</p> <p>5 Excuse me, Mr. Setzer, one more.</p> <p>6 MS. EMILY ELIZABETH BROWN: I</p> <p>7 apologize. Good afternoon, my name is</p> <p>8 Emily Elizabeth Brown and I'm from</p> <p>9 Bethpage. And I'm actually a social</p> <p>10 worker and staff member at YAI, Young</p> <p>11 Adults Institute. The individuals that I</p> <p>12 support are senior citizens with both</p> <p>13 physical and developmental disabilities.</p> <p>14 These people rely on NICE, they live with</p> <p>15 it. They make a living for themselves by</p> <p>16 taking Able-Ride to and from work. They</p> <p>17 attend day programs and doctor's</p> <p>18 appointments by using NICE. It is their</p> <p>19 livelihood. May I tell you, it is their</p> <p>20 livelihood. I understand that there are</p> <p>21 cuts and that it needs to be trimming the</p> <p>22 fat as one individual said. But I have</p> <p>23 personally seen what staying at home all</p> <p>24 day, every day does to a person with a</p> <p>25 disability. It is simply horrible, it is</p> <p>87</p>
<p>1 2/16/17 - Session #2</p> <p>2 service, so that just shows how out of</p> <p>3 touch NICE is with reality. The n16 for</p> <p>4 me from where I live is, was a ten minute</p> <p>5 walk, and now the n36 is a 20 minute</p> <p>6 walk, and it's been discussed previously</p> <p>7 about the treacherous nature of walking,</p> <p>8 on your way to work at 6:30 through snow</p> <p>9 and ice. Is there anything else.</p> <p>10 Forgive me, is the Rockville Centre loop</p> <p>11 being cut or just the garage? As a</p> <p>12 former resident of Rockville Centre that</p> <p>13 is crazy. Rockville Centre is one of the</p> <p>14 few downtowns that Nassau has to offer,</p> <p>15 one of our biggest issues is the Long</p> <p>16 Island brain drain and Rockville Centre's</p> <p>17 downtown area and Molloy College, I'm</p> <p>18 surprised this room isn't filled with</p> <p>19 Rockville Centre residents and Molloy</p> <p>20 students. That is one of the few</p> <p>21 communities that draws Millennial's in to</p> <p>22 spend their money and support local</p> <p>23 business. I think that's all. Thank</p> <p>24 you.</p> <p>25 MR. SHRENKEL: Thank you, Ms.</p> <p>86</p>	<p>1 2/16/17 - Session #2</p> <p>2 absolutely terrible. So I implore you</p> <p>3 today, to when you are voting for -- on</p> <p>4 this ballot, to think about the</p> <p>5 independence that most of us take for</p> <p>6 granted every single day. I want you to</p> <p>7 think about what we would do if we</p> <p>8 weren't able to go outside as we wished</p> <p>9 every day. I want you to think about</p> <p>10 what these cuts will do to these people,</p> <p>11 not just my individuals that I support,</p> <p>12 but everyone affected by these cuts.</p> <p>13 Thank you.</p> <p>14 MR. WATKINS-LOPEZ: Thank you.</p> <p>15 MR. SHRENKEL: I think we've taken</p> <p>16 all the public comments and given</p> <p>17 everybody an opportunity to speak. And</p> <p>18 we thank you for your thoughts. And</p> <p>19 again, this is a big issue and the issue</p> <p>20 comes down to one word, it comes down to</p> <p>21 money. Mr. Setzer, please take the</p> <p>22 opportunity to address any of the</p> <p>23 individual questions you deem appropriate</p> <p>24 or if you choose to summarize a couple of</p> <p>25 things. Take some time to do it.</p> <p>88</p>

<p>1 2/16/17 - Session #2</p> <p>2 MR. SETZER: Thank you, Mr.</p> <p>3 Chairman. As I think most of what you</p> <p>4 heard this evening is very similar to</p> <p>5 what we heard this afternoon, which is</p> <p>6 what a vital service, existing bus</p> <p>7 service is and the impact that it has on</p> <p>8 people's lives, and the very negative</p> <p>9 impact it has if it's reduced. That's</p> <p>10 not news to any of you committee members,</p> <p>11 it's certainly not a new thought to</p> <p>12 anybody who works for NICE. We are, as I</p> <p>13 said earlier, appalled at the idea that</p> <p>14 our efforts have to go to reducing and</p> <p>15 eliminating service. It is distasteful,</p> <p>16 it is most unwelcome. It's not what we</p> <p>17 want to be doing at all, because we</p> <p>18 really get how critical it is, we</p> <p>19 interact with passengers every day. We</p> <p>20 understand how vital a service it is to</p> <p>21 their lives, so we are most unhappy about</p> <p>22 being in this situation, as I know you</p> <p>23 committee members are too. This is not</p> <p>24 of your making or of ours and it is not</p> <p>25 within our power to solve this, because</p> <p>89</p>	<p>1 2/16/17 - Session #2</p> <p>2 payroll tax. It grows, it's theirs, they</p> <p>3 don't have to fight for it against other</p> <p>4 kinds of public goods, and it's</p> <p>5 predictable, so they can plan for</p> <p>6 something more than a few months ahead.</p> <p>7 We, on the other hand, you and us are</p> <p>8 here seven weeks into the year and we're</p> <p>9 still trying to figure out how to balance</p> <p>10 the budget for the remainder of the year.</p> <p>11 This, and the result is that, is that</p> <p>12 roller coaster that you saw before, which</p> <p>13 keeps us from being as good as we could</p> <p>14 be. I need to touch on the subject of</p> <p>15 profit and overhead, because it was</p> <p>16 raised here, and so it's a complicated</p> <p>17 discussion and I want to make a couple of</p> <p>18 points. You used to have a</p> <p>19 not-for-profit operator. They spent a</p> <p>20 lot more money, they do today, to put the</p> <p>21 same amount of service. We put better</p> <p>22 service on the street at a much lower</p> <p>23 rate, which means there's much more</p> <p>24 service available for Nassau County with</p> <p>25 the for profit operator. Profit means</p> <p>91</p>
<p>1 2/16/17 - Session #2</p> <p>2 it's a revenue issue, that's a funding</p> <p>3 issue and neither one of us is a funding</p> <p>4 agency or has the power or ability to do</p> <p>5 that. The basic problem is that roller</p> <p>6 coaster that you saw before. In order</p> <p>7 for us not to have this kind of meeting</p> <p>8 in the future, the funding available to</p> <p>9 Nassau County has to be like the funding</p> <p>10 available to most other transit systems,</p> <p>11 which means it's dedicated to public</p> <p>12 transportation. It can't be used for</p> <p>13 other public things like public health or</p> <p>14 public safety, as important as those are,</p> <p>15 when public transportation gets thrown in</p> <p>16 the hopper in the Nassau County budget,</p> <p>17 with those other very important things,</p> <p>18 it loses. Almost every other transit</p> <p>19 system of any size in the country,</p> <p>20 including in the rest of New York State,</p> <p>21 has a dedicated source of local funds</p> <p>22 that can only be used for public</p> <p>23 transportation that's predictable and</p> <p>24 that grows. For instance, the most</p> <p>25 obvious one is the MTA and the commuter</p> <p>90</p>	<p>1 2/16/17 - Session #2</p> <p>2 that we are incentivized to be efficient,</p> <p>3 to look for new revenues. By the way, we</p> <p>4 have been up to Albany several times,</p> <p>5 I've been around to see every elected</p> <p>6 official that would talk to me to make</p> <p>7 that same argument that I just made about</p> <p>8 the importance of predictability and</p> <p>9 dedicated funding. It's our incentive to</p> <p>10 both grow this service, to run as much</p> <p>11 service as the public needs and to do it</p> <p>12 as efficiently as possible. That's what</p> <p>13 for profit operators do. And I think</p> <p>14 your results with your for profit</p> <p>15 operator are far better than they were</p> <p>16 with your nonprofit operator. Frankly,</p> <p>17 if I can recall, bring you back to the</p> <p>18 roller coaster, that's the problem,</p> <p>19 profit isn't the problem, overhead isn't</p> <p>20 the problem. If there are questions as</p> <p>21 the legislators raised, by all means</p> <p>22 audit, audit away. We are quite</p> <p>23 accustomed to that, we have no fear of</p> <p>24 that, in fact, we responded to Legislator</p> <p>25 Bynoe that not only do we think an audit</p> <p>92</p>

<p>1 2/16/17 - Session #2</p> <p>2 is a good idea, we think it should be</p> <p>3 done by a well respected CPA firm, we</p> <p>4 think it's important enough, that we will</p> <p>5 reimburse the county for the cost of it,</p> <p>6 if that's the problem. We want to lay</p> <p>7 those questions to rest. We are out of</p> <p>8 time right now. We're asking you to take</p> <p>9 this action because we're in a desperate</p> <p>10 situation that gets only worse if you</p> <p>11 don't take this action and auditing the</p> <p>12 profit and auditing the overhead won't</p> <p>13 fix any of that. It won't do a thing</p> <p>14 about that roller coaster that we just</p> <p>15 saw. So I implore you, as much as I know</p> <p>16 you don't want to do this, as much as I</p> <p>17 hope you understand we don't want to do</p> <p>18 this. We are obligated to balance the</p> <p>19 budget, and we have applied every tool</p> <p>20 that we can. The only tool we have left</p> <p>21 for service reductions and unfortunately</p> <p>22 as distasteful as that is, we are out of</p> <p>23 alternatives.</p> <p>24 MR. SHRENKEL: Well, we would like</p> <p>25 to be here before we can consider any</p> <p>93</p>	<p>1 2/16/17 - Session #2</p> <p>2 to state that number again?</p> <p>3 MR. SETZER: Nassau County Office of</p> <p>4 Management and Budget estimates \$207</p> <p>5 million dollars in savings over the first</p> <p>6 -- over the five years that just ended</p> <p>7 which means \$207 million dollars worth of</p> <p>8 service that is still on the street</p> <p>9 including the n16, in spite what the</p> <p>10 young lady just said, that's still on the</p> <p>11 street today and that's a major benefit</p> <p>12 to the residents of Nassau County and the</p> <p>13 taxpayers.</p> <p>14 MR. SHRENKEL: Tell her where the</p> <p>15 bus stop is.</p> <p>16 MR. SETZER: Well, I think that's</p> <p>17 the extent of my remarks.</p> <p>18 MR. SHRENKEL: Mr. Setzer, thank you</p> <p>19 very much. Thank you, everyone.</p> <p>20 At this time, again, we have to make</p> <p>21 these decisions, prior to April 1, when</p> <p>22 the state budget comes out. So at this</p> <p>23 point I'm going to ask someone to move to</p> <p>24 make a resolution regarding the NICE</p> <p>25 service structure, as proposed for</p> <p>95</p>
<p>1 2/16/17 - Session #2</p> <p>2 resolution to vote after April 1, but we</p> <p>3 know we can't do that.</p> <p>4 MR. SETZER: That's correct. And by</p> <p>5 the way, I left out one point and I'm</p> <p>6 sorry, Mr. Chairman. If, in fact, there</p> <p>7 is some new funding that's about to</p> <p>8 materialize, I'm skeptical because we've</p> <p>9 been down this road before in December,</p> <p>10 we were waiting for new funding to</p> <p>11 materialize, not one dime has shown up</p> <p>12 yet. If new funding does materialize, we</p> <p>13 will know what to do with it, we will get</p> <p>14 that service on the street as quickly as</p> <p>15 humanly possible.</p> <p>16 MR. SHRENKEL: I don't know if</p> <p>17 people missed your slide, but I was</p> <p>18 around when the MTA was servicing it. I</p> <p>19 realize when you took over in the first</p> <p>20 year the savings was something like 26 or</p> <p>21 27 million and I recall you adding routes</p> <p>22 and you had a cumulative number on the</p> <p>23 board before, if you want to repeat to</p> <p>24 these people again, what you think Nassau</p> <p>25 County has saved by using NICE, I ask you</p> <p>94</p>	<p>1 2/16/17 - Session #2</p> <p>2 service cuts, effective April 9, 2017?</p> <p>3 MR. ROSARIO: So move.</p> <p>4 MR. DUROSEAU: I second it.</p> <p>5 MR. SHRENKEL: I would ask the</p> <p>6 counselor if he might be willing to</p> <p>7 please go down the aisle and take</p> <p>8 everyone's vote with comments or without.</p> <p>9 MR. LITTMAN: Will do, Mr. Chairman.</p> <p>10 Mr. Watkins-Lopez? We have Miss Falco.</p> <p>11 Miss Falco is at the end, sorry, Dawn.</p> <p>12 Miss Falco?</p> <p>13 MS. FALCO: Thank you, Mr. Littman.</p> <p>14 This was a difficult vote to place back</p> <p>15 in December, and I find it even harder</p> <p>16 now today. But with such a significant</p> <p>17 shortage of funds and the inability to</p> <p>18 operate with the deficit, I vote yes.</p> <p>19 MR. LITTMAN: Mr. Watkins-Lopez?</p> <p>20 MR. WATKINS-LOPEZ: I just want to</p> <p>21 thank all the bus riders that came out</p> <p>22 tonight. I know it's not easy to get</p> <p>23 here, there's only one bus route, but do</p> <p>24 I want to give you three people that can</p> <p>25 definitely give you what you want. And</p> <p>96</p>

<p>1 2/16/17 - Session #2</p> <p>2 what you want is adequate funding. The</p> <p>3 first is our County Executive, Ed</p> <p>4 Mangano. As you saw in the chart, he</p> <p>5 came into the office and the funding was</p> <p>6 cut drastically. You need to bang on his</p> <p>7 door and you need to tell him what you</p> <p>8 want and that's buses. The second is</p> <p>9 your local senator, right now we want the</p> <p>10 state to step up, their residents need to</p> <p>11 be there, calling their office, banging</p> <p>12 on their doors and let them know that</p> <p>13 buses do matter, and buses matter even if</p> <p>14 they're not MTA buses. And the third</p> <p>15 person is Senator Flanagan, he is the</p> <p>16 speaker of the majority and he personally</p> <p>17 does not understand how important buses</p> <p>18 are because nobody rides the bus in his</p> <p>19 district. Those are the three people</p> <p>20 that can get you what you want. This</p> <p>21 committee has no power over the money, we</p> <p>22 have no power at all, aside from this</p> <p>23 vote, but those three people are the</p> <p>24 three people that you need to be banging</p> <p>25 on their doors, but as a bus rider I'm</p> <p style="text-align: right;">97</p>	<p>1 2/16/17 - Session #2</p> <p>2 this has to stop, this roller coaster has</p> <p>3 to stop, so that we, as committee</p> <p>4 members, can make honest and good</p> <p>5 balanced decisions, so I vote yes.</p> <p>6 MR. LITTMAN: Mr. Shrenkel?</p> <p>7 MR. SHRENKEL: Thank you, Mr.</p> <p>8 Rosario.</p> <p>9 In addition to what Mr. Lopez said,</p> <p>10 irrespective of his vote, I'm not going</p> <p>11 to forget the New York State Assembly</p> <p>12 either in their push, walking across the</p> <p>13 aisles, the both parties, and to the</p> <p>14 senate, and to the governor. I do</p> <p>15 believe they have more money right now</p> <p>16 than Nassau County does, and it probably</p> <p>17 will be more likely that we might be able</p> <p>18 to get some money from the state and see</p> <p>19 an increase in the STOA and listening to</p> <p>20 everybody here, my heart goes out with</p> <p>21 sympathy, okay, to every bus rider, but</p> <p>22 unfortunately, we can't dig a deeper</p> <p>23 hole. It would just get catastrophic and</p> <p>24 because of that, I have to vote yes.</p> <p>25 MR. LITTMAN: Mr. Duroseau?</p> <p style="text-align: right;">99</p>
<p>1 2/16/17 - Session #2</p> <p>2 voting no.</p> <p>3 MR. LITTMAN: Miss D'Agostino?</p> <p>4 MS. D'AGOSTINO: Unfortunately with</p> <p>5 the information that has been presented</p> <p>6 tonight, I regret to have to vote yes.</p> <p>7 MR. SHRENKEL: Mr. Rosario?</p> <p>8 MR. ROSARIO: I'm also torn with</p> <p>9 this like I was in December, but I feel</p> <p>10 that more has to be done at the county</p> <p>11 step. All this weight that's put on</p> <p>12 myself, and I know the other committee</p> <p>13 members, but the reality of it is it</p> <p>14 starts at the county and it ends at the</p> <p>15 county. That's the only way that we can</p> <p>16 make an honest decision. They're</p> <p>17 obligated by contract. This contract was</p> <p>18 drawn up by the county, and it was</p> <p>19 negotiated with the county, so people</p> <p>20 talking about, they want to know where</p> <p>21 every dollar is going, let's start with</p> <p>22 the county, how are they spending their</p> <p>23 money, and why aren't they putting the</p> <p>24 bus drivers as their number one priority.</p> <p>25 It only comes around election time, and</p> <p style="text-align: right;">98</p>	<p>1 2/16/17 - Session #2</p> <p>2 MR. DUROSEAU: In December I was one</p> <p>3 of the members that says no, but I did</p> <p>4 say no with hope, that the legislators</p> <p>5 and the senate will find the money</p> <p>6 somewhere, but with all the fact</p> <p>7 presented to us by Mr. Setzer tonight, I</p> <p>8 say yes.</p> <p>9 MR. LITTMAN: Mr. Berse?</p> <p>10 MR. BERSE: This whole situation is</p> <p>11 very dramatic to a lot of people. There</p> <p>12 were comments that people on this board</p> <p>13 do not ride buses. I know two of them on</p> <p>14 the board do, and from when I was five</p> <p>15 until I was 17, when I got a license, I</p> <p>16 did. And I rode the buses that were</p> <p>17 here. The problems that we've talked</p> <p>18 about in the past have been that the</p> <p>19 budget cycle is not the same as the</p> <p>20 budget cycles at the levels of government</p> <p>21 affecting NICE, that needs to be</p> <p>22 corrected. Other beliefs that I</p> <p>23 personally have is that rather than</p> <p>24 cutting whole runs and having certain</p> <p>25 parts of the county with no service, that</p> <p style="text-align: right;">100</p>

<p>1 2/16/17 - Session #2</p> <p>2 maybe, as I think Mr. Endo touched on</p> <p>3 some of the points, was to condense some</p> <p>4 of the runs that are redundant on certain</p> <p>5 roadways to save places where there is no</p> <p>6 bus service. The 79 that goes through</p> <p>7 Plainview, I know quite a few people that</p> <p>8 use it. Whether it's part-time or</p> <p>9 full-time, I live within breathing</p> <p>10 distance of the Hicksville station and</p> <p>11 see the bus traffic that goes to and</p> <p>12 from. The 22 talks to my house as it</p> <p>13 turns the corner. And I just feel for</p> <p>14 the people that really depend on all of</p> <p>15 this, and regardless of what I'm going to</p> <p>16 say now, unfortunately, this is going to</p> <p>17 pass, but my personal feeling, as it was</p> <p>18 in December, is not to have these cuts as</p> <p>19 they're presented. There should be some</p> <p>20 alteration of the way they're planned,</p> <p>21 like I say, condense the runs, make it</p> <p>22 more economical as not as dollars and</p> <p>23 cents, but as roads they travel and the</p> <p>24 way they service. 78 and 79 can be</p> <p>25 combined. Those buses that run through</p> <p style="text-align: right;">101</p>	<p>1 2/16/17 - Session #2</p> <p>2 a motion to adjourn our meeting? Mr.</p> <p>3 Rosario?</p> <p>4 MR. ROSARIO: Motion.</p> <p>5 MR. DUROSEAU: I second that.</p> <p>6 MR. SHRENKEL: Mr. Duroseau, thank</p> <p>7 you. This meeting is adjourned. Thank</p> <p>8 you all for coming.</p> <p>9 (Time noted: 7:53 P.M.)</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p> <p style="text-align: right;">103</p>
<p>1 2/16/17 - Session #2</p> <p>2 Bellmore, there's like three or four of</p> <p>3 them, make two of them run. Some of the</p> <p>4 redundant stuff that goes between</p> <p>5 Roosevelt Field and other locations are</p> <p>6 multiple buses, reorganize that. Maybe</p> <p>7 that can save some of the money, but I'm</p> <p>8 sure it's not going to cover \$6.8 million</p> <p>9 dollars. Our legislators have to find a</p> <p>10 way to get NIFA to let them loosen up the</p> <p>11 purse strings and support the bus system,</p> <p>12 because a bus system is an obligation to</p> <p>13 the public. That being said, I'm going</p> <p>14 to vote no.</p> <p>15 MR. LITTMAN: The resolution to</p> <p>16 approve service eliminations and</p> <p>17 reductions effective April 9 is approved</p> <p>18 five votes to two.</p> <p>19 MR. SHRENKEL: I believe the</p> <p>20 committee has heard Mr. Setzer's</p> <p>21 presentation, heard the public comments.</p> <p>22 And of course, have voted on the</p> <p>23 resolution of reduced routes, route</p> <p>24 reduction structure. At this point in</p> <p>25 time I would like to ask a member to make</p> <p style="text-align: right;">102</p>	<p>1</p> <p>2 C E R T I F I C A T I O N</p> <p>3 I, KATHLEEN ANDERSON, a Notary Public in</p> <p>4 and for the State of New York, do hereby</p> <p>5 certify:</p> <p>6 THAT the foregoing record was taken by me</p> <p>7 on the 16th day of February, 2017 at the</p> <p>8 aforesaid time and place, and it is a true and</p> <p>9 accurate transcript of my stenographic notes.</p> <p>10 IN WITNESS WHEREOF, I have hereunto set my</p> <p>11 hand this 3rd day of March, 2017.</p> <p>12</p> <p>13 <i>Kathleen Anderson</i></p> <p>14 KATHLEEN ANDERSON</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p> <p style="text-align: right;">104</p>

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NASSAU COUNTY BUS TRANSIT COMMITTEE
PUBLIC MEETING

- - - - -x
700 Commercial Avenue
Garden City, New York

April 4, 2019
5:06 p.m.

TRANSCRIPT OF PROCEEDINGS

COMMITTEE MEMBERS:
SHELDON SHRENKEL, Chairman
JOEL BERSE, Member
DAWN FALCO, Member
LIVIO ROSARIO, Member

PETER DISILVIO
Assistant County Attorney

JACK KHZOUZ, CEO of NICE

Public Speakers:
Richard Colory (phonetic)
Joseph Torcivia
Yuki Endo

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2 MR. SHRENKEL: Good afternoon.
3 Will the meeting, please, come to
4 order?

5 Welcome to NICE Transportation,
6 Nassau County Bus Transit Committee.
7 I'm Sheldon Shrenkel. I'm the
8 Chairman of the Committee.

9 As part of our roll call, I
10 would like to introduce our
11 membership. On my far left is Joel
12 Berse. To my immediate left is Dawn
13 Falco. To my immediate right is Livio
14 Rosario. To my far right is the
15 Committee's counsel, Mr. Peter
16 Disilvio. And we have with us a court
17 reporter, Ms. Susan Bartlett.

18 We do expect one other member
19 coming shortly. Nevertheless, we have
20 a quorum to conduct all the necessary
21 business right now.

22 Our basic agenda for today is we
23 are going to hear a presentation by
24 the CEO of NICE Transportation,
25 Mr. Jack Khzouz. He'll be talking

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2 about various issues, including the
3 2019 Budget and requesting an approval
4 from the Committee.

5 We will be also given a
6 presentation on a requirement to
7 acknowledge the FTA Title VI Plan and
8 there may be some additional
9 information that Mr. Khzouz wants
10 authorization from the Committee on.

11 After Mr. Khzouz's presentation,
12 I will ask you first to put your cell
13 phone on silent and we will take
14 public comments.

15 If you are here for the first
16 time, we conduct this similar -- as a
17 public hearing and we ask you to limit
18 your comments to three minutes.

19 What I ask you to do is frame
20 them -- design your thoughts so that
21 you can complete them within a three
22 minute timeframe.

23 If you have some additional
24 thoughts, if Mr. Khzouz is available
25 after the meeting, perhaps, you can

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2 speak with him or he can give you a
3 telephone number to contact him at a
4 subsequent time.

5 That's pretty much our agenda
6 today.

7 With that, I would like to
8 introduce the Chairman of NICE
9 Transportation, Mr. Jack Khzouz.

10 MR. KHZOUZ: Thank you, Mr.
11 Shrenkel.

12 MR. SHRENKEL: You're welcome.

13 MR. KHZOUZ: We have a few
14 points of business to conduct today.

15 Not unlike what we have done in
16 the past years, we will talk a little
17 bit about the Budget. We'll be voting
18 on the Budget to approve the Budget.

19 There is also an additional
20 funding resolution that we will talk
21 about.

22 We'll be showing a score card
23 for the fourth quarter of the year and
24 then we'll be asking you to approve
25 and acknowledge acceptance of the

1 Proceedings

2 Title VI Plan, the FTA Title VI Plan.
3 I'll explain what it is a little later
4 on.

5 With that, we'll go ahead and
6 get started.

7 So our available funding this
8 year, this is how the funding laid
9 out. As we know, the State Operating
10 Assistance Fund, the STOA Fund, is our
11 largest portion of our Budget. This
12 year with the support of our State
13 Senators and Assembly people and the
14 Governor, we were fully funded up and
15 beyond our expectation. The funding
16 this year came out to 74 Million
17 dollars and change.

18 That allows us to have
19 everything else line up correctly.
20 Nassau County required the STOA match
21 and then additional discretionary
22 funds; the FTA Grant, that's a capital
23 cost grant, the FTA match, the
24 Passenger Revenue and the Nonuser
25 Revenue makes up the 133 million

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2 dollars we need to run service.

3 Again, the State Operating
4 Assistance Fund is the largest portion
5 of our funding that was in question up
6 until just recently. The State just
7 past their Budget this last weekend.
8 We found out about that number just
9 recently.

10 So I'll take questions as I go
11 through, but let me go through
12 everything else.

13 So the way the funding lays out,
14 it allows us to go ahead and assign
15 the monthly -- both the monthly fixed
16 fee and the variable rate fee.

17 The monthly fixed fee is as
18 shown. This year against last year,
19 it's relatively flat. It's a slight
20 increase.

21 The fix variable rate rises just
22 a little bit and that's mostly due to
23 wages. You'll see that in a second.

24 Then the para transit rate is
25 flat.

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2 Generally, it comes to a flat
3 number or a slight increase over the
4 previous year.

5 So, how does that translate into
6 revenue hours? As I mentioned, the
7 133 million dollars allows us to
8 sustain the service that we had
9 established last year. We're very
10 fortunate in having that service
11 established.

12 As you can see, the revenue
13 hours in para transit stayed virtually
14 flat. Those vary based on demand.
15 That is our projection.

16 The fixed hours you see pick up
17 just slightly. You see 800,000
18 revenue hours last year to 816 this
19 year.

20 The reason that's different is
21 there are some service adjustments.
22 There is a service that we launched in
23 Port Washington in January as a pilot.
24 And then there is a little bit of a
25 restored service on the 78/79 on

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2 Saturday that begins in April. There
3 also will be some other small
4 adjustments as we go forward with our
5 revenue hours. Those are revenue
6 hours that are fully paid for by the
7 Budget as it sits now.

8 As you can see, our wages and
9 benefits, again, this is not a new
10 chart, 64 percent of our expenses go
11 to wages and benefits. It's a very
12 people driven service. So...

13 This is how the Budget lays out
14 in detail. I'll go right to the
15 bottom line. Last year our Budget to
16 run this service was about
17 \$130,129,848. This year it's 133.
18 That's a two percent increase.

19 The majority of that increase
20 comes from operators' wages.

21 It also comes from an increase
22 in our maintenance costs. We're
23 really trying to get the fleet up to
24 where it should be.

25 Additionally, what you see in

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2 the fleet, a lot of the current fleet
3 is coming off of warranty. Now those
4 costs are being born by us directly.
5 So you'll see the number go up.

6 The other area that you saw an
7 increase in here is in casualty and
8 liability. I'm proud to say that our
9 safety numbers have improved year
10 after year after year. We continue to
11 run an extremely safe operation
12 considering our operating environment.

13 But being in New York State, the
14 cost of each claim has gone up. There
15 are less claims, but per claim cost
16 has risen. We are trying to be much
17 more aggressive because we can't
18 sustain a great service in growth with
19 that number growing out of control.

20 It's not a number -- not an
21 issue unique to us. It's unique to
22 New York Metro, the MTA. It's unique
23 to the County. We are all trying to
24 get our arms around that. We here in
25 New York and California both kind of

1 Proceedings

2 suffer from this issue, but I wanted
3 to point it out.

4 Again, it's about a two percent
5 increase in costs. It keeps up with
6 our contractual agreement with our
7 Union.

8 Before I go on to Capital Plan
9 Highlights, does anyone have any
10 questions regarding the actual Budget
11 numbers?

12 MR. ROSARIO: No.

13 MR. KHZOUZ: So I'll go on and
14 just interrupt me if you have any
15 questions.

16 The Capital Plan Highlights, I'm
17 very happy to report that we'll have
18 14 new para transit vehicles here very
19 shortly. Those are well overdue.
20 We're glad to have them in our
21 service. That will certainly help our
22 delivery for our para transit folks.
23 We're anticipating those starting to
24 come in early May, late June.

25 The installation of additional

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2 bus cameras also is another capital
3 expense.

4 Upgrade of the Mitchell Field
5 fuel area, as you know, we have
6 pressed natural gas. We just
7 completed a huge -- I believe an 11
8 million dollar upgrade to that
9 facility. It's currently, probably,
10 the highest pressed natural gas
11 fueling facility in the country. It
12 also allows us to fuel buses much more
13 efficiently, much quicker. So buses
14 can get in and out of the fuel line.
15 Again, when you are trying to fuel 300
16 vehicles every night or twice a day,
17 getting them in and out is very
18 important.

19 This garage is going through
20 installation of new overhead doors.
21 They are high speed safety doors that
22 open automatically. That is happening
23 right now.

24 The Hempstead Transit Center, we
25 are -- this Spring we will begin a

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2 refresh at the Hempstead Transit
3 Center. The whole Transit Center will
4 be repainted, power washed, new bird
5 netting going up. We already
6 installed new security cameras and
7 security lighting. A lot of rust
8 mitigation will go on. That whole
9 facility will see a facelift.

10 We'll go from there. This is
11 hard to read but it's our -- actually,
12 it's the Improvement Plan, the Capital
13 Improvement Plan over the next year or
14 so by the particular project. It just
15 lays it out. There is two pages of
16 very small print here and I apologize
17 for that. There is no better way to
18 do this.

19 So, that is the Budget, as I
20 mentioned. It allows us, again, at
21 the current level of funding to
22 provide the same level or slightly
23 more service than last year. Again,
24 we're very happy and very thankful and
25 grateful to all those that worked on

1 Proceedings

2 that Budget.

3 Any other questions?

4 CHAIRMAN SHRENKEL: Just leave
5 that up for a minute.

6 MR. KHZOUZ: Sure.

7 CHAIRMAN SHRENKEL: Thank you.

8 MR. KHZOUZ: At this point, I
9 would like the Chairman to ask for a
10 vote to approve the Budget.

11 At the same time we're doing
12 something a little unique here. That
13 is we're asking for a resolution that
14 allows NICE Bus to increase the Budget
15 up to \$300,000 at the current rate
16 should additional funding become
17 available. I'll speak a little bit to
18 that.

19 There may be some opportunities
20 to get funding directly from local
21 villages or private companies to
22 provide service independently of the
23 County and State Budget. So what we
24 would like is the approval from the
25 Board to go up to that 300,000 dollar

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2 level so that we don't have to come
3 back to you again before we can get
4 that implemented. That's why this is
5 in here. That's really the mechanism
6 that we are trying to solve here.

7 CHAIRMAN SHRENKEL: It sounds
8 reasonable.

9 MR. BERSE: Point of
10 information?

11 MR. KHZOUZ: Yes.

12 MR. BERSE: I'd actually like a
13 question answer.

14 Last year the Chairman that
15 preceded you and our former counsel
16 told us that we were mandated to vote
17 on the Budget by the end of March,
18 even though the STOA money was in
19 flux. And I had made a motion that
20 everybody knock down and would not
21 allow to ask us to extend 20 days. As
22 it turned out, the money came through
23 in that amount of time.

24 Here we are past March 31st
25 being asked to vote on the Budget just

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2 the way we did last year, but what
3 happened to that contractual
4 obligation to do it by the end of
5 March?

6 This now creates a vicious
7 inconsistency in my opinion that may
8 or may not be your fault because it
9 was predecessors of yours, but I want
10 an explanation.

11 MS. FALCO: It could be the
12 timeframe that it took for the MTA to
13 resolve their finances.

14 MR. BERSE: No, we were told
15 that we had to vote on it by the
16 contract between the County and NICE.
17 That was the reason we were compelled
18 to vote.

19 And now we're not compelled to
20 meet before the end of March and vote.
21 What changed?

22 MR. KHZOUZ: What changed is
23 last year we were under an umbrella of
24 potential service reductions because
25 we didn't know what the Budget was

1 Proceedings

2 finally going to be. There was a lot
3 of messaging to us that said, you're
4 not going to get the full Budget you
5 need to run the service that you
6 expect.

7 In order to effect that Budget
8 correctly, those service changes had
9 to go into effect in April. In order
10 to have those service changes done in
11 April, we had to vote early enough so
12 that we could make those changes. So,
13 that's why.

14 It's a calendar issue. We don't
15 have that issue this year. We may
16 have that issue again some day soon,
17 but that's why. The State Budget
18 doesn't come out until the end of
19 March, early April.

20 Our first opportunity to adjust
21 service is late April and in order to
22 take advantage of that, we have to
23 vote early. That's not the case this
24 year.

25 MR. BERSE: Well, I still

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2 think and I thought so last year that
3 asking for an additional 20 days to
4 see what would happen with the STOA
5 was proper.

6 And now the STOA money came out
7 after March in this past weekend, we
8 know that, so this is the way that it
9 should have been done last year.

10 But I object to the fact that it
11 is being an inconsistency thing for
12 this panel and I wanted that on the
13 record.

14 MR. KHZOUZ: I understand that,
15 Mr. Berse. Again, it's a calendar
16 issue. If we would have waited and it
17 went the other way, the cuts would
18 have been doubled because we would
19 have to wait until June to effectuate
20 those cuts. It's not ideal. I
21 understand your frustration. I
22 certainly do.

23 MR. DI SILVIO: Chairman?

24 CHAIRMAN SHRENKEL: Sure.

25 MR. DI SILVIO: Point of

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2 information, questions from the Board
3 should be raised as a point of inquiry
4 and points of information should be
5 points of information, just to keep
6 the record straight.

7 MR. SHRENKEL: Thank you,
8 counsel.

9 MR. KHZOUZ: No other questions?

10 MR. BERSE: I think counsel this
11 year knows what he is doing, instead
12 of like last year.

13 Thank you, Peter.

14 MR. DI SILVIO: No problem,
15 Joel.

16 MR. KHZOUZ: If there are no
17 questions, I would like to go ahead
18 and ask to go ahead and approve the
19 Budget and also the Resolution.

20 CHAIRMAN SHRENKEL: We're going
21 to take this vote after the public
22 comments, if it's okay with you.

23 MR. KHZOUZ: Yes. I would like
24 to continue then.

25 MR. SHRENKEL: Please, finish

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2 your presentation.

3 Then I'll give you time before
4 the vote if you think it's appropriate
5 and necessary to address any issues
6 raised through the public comments.

7 MR. KHZOUZ: Yes.

8 The other thing to cover is the
9 Score Card on the agenda. This is I
10 feel a little bit late in our covering
11 it. It is the Fourth Quarter Score
12 Card. But we will cover it now.

13 I will tell you that I'm not
14 necessarily proud of the Score Card.
15 And I know the team isn't proud of the
16 Score Card.

17 We had some very cold weather in
18 the fourth quarter. And in the third
19 quarter, we had a lot of construction.
20 So, in the very first line, the on
21 time performance really suffered. As
22 you can see, it's 64.91. I will tell
23 you that our current on time
24 performance is closer to 75. So it's
25 bounced back quite a bit. As you can

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2 see, we did receive a penalty on that
3 line.

4 Missed pullouts, the number of
5 vehicles that don't pull out because
6 of mechanical or personnel issues were
7 right on target. Nothing happened
8 there.

9 Accidents for 100,000 miles,
10 again we were within our goal so
11 nothing transpired there.

12 But, again, that OTP, that on
13 time performance number, we really --
14 I have a really hard time -- our whole
15 team has a hard time with that. We're
16 trying to correct and have corrected
17 that.

18 On the Para Transit side, you
19 saw in the fourth quarter, our calls
20 answered ratio dropped. That was a
21 staffing shortage. We are fully back
22 on staff. We paid a penalty there.

23 Our on time performance on the
24 Para Transit side, it continues to
25 stay steady. It needs to improve.

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2 It's at 80 at the fourth quarter.
3 Currently it's running at 84 percent.
4 Again, we are seeing improvement
5 there.

6 Missed pullouts, we were within
7 our goal. So there was no penalty
8 there. Then accidents, we actually
9 performed better than the goal. So we
10 received a \$5,000 award there.

11 And productivity, passengers per
12 hour, again within the goal so there
13 was no LD or award.

14 So that's the Fourth Quarter
15 Score Card. I promise you a better
16 Score Card in Q1. Like I said, we had
17 some serious work to do on it and it
18 did come out much better.

19 We'll talk a little bit now
20 about the Title VI Program. The Title
21 VI Program is a federally mandated
22 program by the FTA.

23 I'll just read what it says
24 here. I can't say it any better.

25 Title VI. The Civil Rights Act

1 Proceedings

2 of 1964 protects people from
3 discrimination based on race, color
4 and national origin in programs and
5 activities receiving federal financial
6 assistance.

7 The Federal Transit

8 Administration works to ensure
9 nondiscriminatory transportation in
10 support of our mission to enhance the
11 social and economic quality of life
12 for all Americans.

13 So this is a large program that
14 you have in front of you. It's also
15 on our website. We update it every
16 three years with new information and
17 data on how we distribute service, how
18 we distribute even stock assets,
19 things like that. It's an important
20 plan. How we take care of people who
21 maybe don't speak English as their
22 first language. All those things are
23 very important to us and important to
24 the FTA. They require us to update
25 the plan every three years.

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2 The plan is in front of you.
3 Assuming your approval, then it will
4 go to our County Executive for their
5 approval also.

6 Any questions on the Score Card?
7 That's all I have.

8 CHAIRMAN SHRENKEL: There were
9 no material changes to the Title VI as
10 opposed to in the past?

11 MR. KHZOUZ: Exactly.

12 Any questions?

13 MS. FALCO: I have a couple of
14 questions, not necessarily related to
15 what you gave us.

16 By the way, thank you.

17 First, I was wondering, was
18 there any feedback that you can
19 provide regarding the Port Washington
20 shuttle?

21 MR. KHZOUZ: The Port Washington
22 Shuttle is a shuttle that we
23 engineered and committed to for a
24 year. We launched it in January. It
25 is servicing people from the Port

1 Proceedings

2 Washington Railroad Station, to the
3 North Shore Road, down to Roslyn
4 Railroad Station.

5 It's being used. It's being
6 used very lightly. We are just in the
7 process of reengineering the service
8 so it actually extends up into Manor
9 Haven and picks people up at the end
10 of block pick-ups and takes them to
11 the train station and then does the
12 loop.

13 MS. FALCO: Okay.

14 MR. KHZOUZ: So it's actually
15 going to serve two separate types of
16 customers. We're working on that plan
17 now. Hopefully, we will have it
18 rolled out sometime in June.

19 But it's a lightly populated
20 area. It's not as dense as the rest
21 of the County. So the expectations
22 are a little bit lower there. It's a
23 smaller vehicle. And the headway for
24 service frequency is very light. You
25 may wait an hour between service. So

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2 -- but it is a trial. It is a test.
3 It's a pilot.

4 MS. FALCO: How do you think
5 residents will find out about it?
6 Will there be advertising?

7 MR. KHZOUZ: We just had the
8 meeting yesterday with the local
9 politicians in the area. We are --
10 John Feldman here, who is our Manager
11 of Service and Planning, is just
12 starting to engineer it. So, over the
13 next 30 days, we'll have a final and
14 then we'll go out with marketing.

15 MS. FALCO: Thank you.

16 Totally off topic, I have
17 another unrelated question. Have your
18 guys given any consideration to
19 increasing the number of locations
20 where there are Metro card kiosks?

21 MR. KHZOUZ: Unfortunately, we
22 don't have that. They are a product
23 of the MTA. We have lobbied and
24 pushed hard.

25 MS. FALCO: They are /#45RD hard

1 Proceedings

2 to find.

3 MR. KHZOUZ: Right. The MTA is
4 very hesitant to expand the
5 distribution of them. There are
6 retailers that sell the card also.

7 The MTA has begun a process of
8 migrating from the Metro card to
9 what's called the Omni card. The Omni
10 card is a smart card embedded, a
11 re-loadable system. So, over the next
12 three years, the next five years, that
13 will start becoming the prevalent fare
14 medium. Obviously, they don't want to
15 invest in the old and still introduce
16 the new. That's a challenge.

17 UNIDENTIFIED PUBLIC SPEAKER:
18 That sucks.

19 MR. KHZOUZ: That's a challenge.

20 MS. FALCO: Thank you.

21 CHAIRMAN SHRENKEL: Thank you
22 very much, Mr. Khzouz, for such a
23 detailed presentation.

24 I would like to at this time ask
25 if any of you folks would like to

1 Proceedings

2 address the Committee.

3 When you come up, please,
4 identify yourself with your name,
5 whether you represent an organization
6 or an institution or you're simply
7 representing yourself. Please, try to
8 keep it to three minutes. Thank you.

9 Richard?

10 MR. COLORY (phonetic): To the
11 members of the Committee. My name is
12 Richard Colory. I am the current
13 President of the Long Island Bus
14 Drivers Union. I would like to ask a
15 couple of questions.

16 Well, I guess there's no point
17 of me asking about the State Budget.

18 Let's move on to question 2.
19 Why are we meeting here? Do you know
20 that the Bus Union and I would like
21 you to move the location of these
22 meetings to a more accessible
23 location, like Mineola because this
24 place is almost inaccessible to those
25 who use public transportation.

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2 For some reason, the past couple
3 of times we had it here. Why is that?
4 You don't want to hear people's
5 comments? Is it that difficult to
6 hold it like at the city building?
7 Come on. Let's be honest with each
8 other.

9 It must be you simply want to
10 represent all the recommendations that
11 NICE has sent to you regarding the
12 consequences of people that use the
13 buses everyday. Why don't you guys
14 and girls -- I mean, why are we here?
15 Is it really that difficult?

16 Also, I want to ask you guys
17 something about the NICE bus service.
18 I tried looking it up to see what the
19 current service is, if they are going
20 expand it or not. It just disappeared
21 from the Internet, like it didn't
22 exist at all. I know it was in the
23 pilot stage. I wasn't sure if someone
24 decided to discontinue it.

25 Look, I live in an area that

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2 used to be populated by the n47 and
3 the n55 buses, but it's no longer -- I
4 am just wondering if at all you guys
5 plan to restore it. If you are, are
6 you going to increase the weekend
7 service? Because it would really help
8 a lot of good people out there.
9 People who can't drive well, among
10 other things.

11 Look, all I'm asking is that, A,
12 that you guys try to figure out the
13 n47 and n55 buses. That way I can
14 fully participate -- right now I
15 depend on Uber if it rains or snows.
16 Do you know what I am saying? Don't
17 get me wrong, I like Uber but I want
18 to save money too. Do you know what I
19 am saying?

20 Look, guys, if you are going to
21 have more meeting, can we try, A, to
22 get it at a city building? B, can you
23 advertise it on-line and off line so
24 that way people know and can actually
25 come and do what they need to do? You

1 Proceedings

2 get the idea.

3 MS. FALCO: Thank you, Richard.

4 MR. ROSARIO: Thanks, Richard.

5 MR. COLORY: Thank you.

6 Have a good day.

7 CHAIRMAN SHRENKEL: Anyone else
8 who would like to comment?

9 MR. TORCIVIA: Not counting this
10 against my time, but you can get here
11 on the n35 and the n16 with a very
12 short walk. That's the way I prefer
13 to do it rather than the 27, which is
14 the advertised way. So, it's really
15 not inaccessible at all.

16 CHAIRMAN SHRENKEL: Richard, sit
17 down.

18 Thank you.

19 MR. TORCIVIA: 35 and 16. Okay.

20 My name is Joe Torcivia. I
21 speak for myself.

22 And my first topic is, once
23 again, the reduced service on the
24 Newbridge Road n49. I'm too far south
25 of Old Country Road and too far north

1 Proceedings

2 of Hempstead Turnpike to have any
3 other option. And as I so often say
4 not long ago, weekday service was
5 every 30 minutes between the 49 and
6 the 50 and then it became every hour
7 with the 49 only and in the last round
8 of cuts, the weekday intervals are one
9 hour and ten minutes. Saturday
10 service used to be hourly. Now it's
11 every 90 minutes. Hourly was the
12 standard in 1970. Why would it be 75
13 minutes -- 70, 75 minutes on weekdays
14 and 90 minutes on Saturdays today?

15 The last time I proposed that
16 the existing n49 be augmented by a
17 shuttle that could operate between
18 Broadway Mall, Hicksville Railroad
19 Station and Newbridge Road and
20 Hempstead Turnpike to take up that
21 slack. It would be a short run that
22 would only require mini buses used for
23 NICE link, maybe even take it as a
24 loop and travel down Newbridge to
25 Hempstead Turnpike, where you can

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2 transfer to 70, 71, 72 and continue to
3 Hempstead and travel back up to
4 Hicksville, being that you abandoned
5 the 73 and 74 routes in alternating
6 directions. It need only be like from
7 9:00 to 5:00 or 9:00 to 6:00 Monday
8 through Saturday. Hopefully, somebody
9 might take that into consideration.

10 Final topic for today, the n24
11 between Hicksville and Jamaica was
12 recently split into two parts with a
13 free transfer between the two. But
14 when the same thing was previously
15 done to the n20 between Hicksville and
16 Flushing, there was no free transfer.
17 There still isn't.

18 Since the n20 was split some
19 years ago, this became problematic
20 because unless I use a Metro card,
21 which allows two transfers, I am no
22 longer able to make a trip that I
23 frequently make from Levittown,
24 Newbridge Road on the 49 to Hicksville
25 and Hicksville to Flushing on the n20

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2 because cash fare only allows one
3 transfer.

4 In addition, especially on
5 Saturday, when the n49 runs at 90
6 minute intervals, once again, even
7 when I use a Metro card and get the
8 second transfer, which was not
9 necessary before the n20 was split. I
10 rarely make the n49 within the two
11 hour timeframe for transfers after
12 waiting for both the n20g and the n20h
13 in Hicksville.

14 In short, can the free transfers
15 at Great Neck --

16 MR. SHRENKEL: You're running
17 out of time.

18 MR. TORCIVIA: Yes, I'm good.

19 Can free transfers at Great Neck
20 between the n20h and the n20g be
21 considered, as NICE has already done
22 for the n24?

23 I thank you for your time.

24 MS. FALCO: Thank you.

25 MR. ROSARIO: I thank you.

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2 CHAIRMAN SHRENKEL: Anybody
3 else?

4 Yuki, I am going to ask you to
5 introduce yourself and what have you,
6 the protocol. We will ask Mr. Berse
7 to read your comments to everyone if
8 that's okay with you.

9 Introduce yourself and tell us
10 who you're with.

11 My name is Yuki Endo. I am a
12 resident of Jackson Heights.

13 MS. FALCO: I have seen your
14 comments on that.

15 CHAIRMAN SHRENKEL: Mr. Berse,
16 please. Thank you.

17 MR. BERSE: My name is Yuki
18 Endo, resident of Jackson Heights,
19 Queens and organizer of Facebook group
20 NOT NICE with NICE Bus, SCT Bus and
21 Hudson Link and member of Long Island
22 Failroad Facebook group. Failroad
23 Facebook, that's correct?

24 MS. FALCO: Yes.

25 I'm also asking Nassau County

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2 Executive Laura Curran to put more
3 funding for NICE Bus for maintenance
4 because Nassau Hub will not be
5 successful without NICE Bus.

6 I do not support fare hike, but
7 NICE Bus need to be same fare as MTA
8 in order for Unlimited Metro Card to
9 be accepted. Before NICE Bus adopt
10 MTA fare hike, which is already
11 approve, NICE Bus need to restore
12 following buses fully like n79, n45,
13 n50, n73, n36 and n19 buses and
14 restoration of n72 bus back to/from
15 Babylon as well.

16 We also need full restoration of
17 n27 bus on weekend. Instead of
18 terminating n27 bus at Roslyn Station,
19 n27 bus should terminate/originate at
20 Roosevelt Field.

21 n22X bus stop at Mineola Station
22 during rush hour should be at same
23 stop as Hofstra University/Adelphi
24 University on west side of Mineola
25 Station for Jamaica-bound and taxi

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2 pickup on east side at
3 Hicksville-bound because it is forcing
4 passenger to cross over pedestrian
5 overpass to get to n22X bus stop at
6 Mineola Boulevard/Second Street.

7 Also if n36 bus cannot be
8 restore, reinstate back as
9 Freeport-Lynbrook Shuttle Bus via
10 Atlantic Avenue serving East Rockaway
11 and Central Avenue station during rush
12 hour. Also why Shore Road Shuttle Bus
13 does not serve directly into Port
14 Washington and Roslyn Station. Most
15 Bee-Line Community Shuttle Bus and
16 Loop Bus are directly outside
17 Metro-North Railroad Station.

18 I also suggest NICE Bus to make
19 new update NICE Bus System Map for
20 passengers who want NICE Bus Map.

21 I also suggest NICE Bus to make
22 same times table PDF format for Shore
23 Road Shuttle Bus and n88 bus service.

24 Respectfully yours truly, Yuki
25 Endo.

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2 MS. FALCO: Thank you, Mr. Endo.

3 CHAIRMAN SHRENKEL: Thank you.

4 Thank you, Mr. Berse.

5 Mr. Khzouz, do you have a copy
6 of Mr. Endo's recommendation?

7 MR. KHZOUZ: Yes, I do.

8 MR. SHRENKEL: Does Mr. Khzouz
9 have a copy of your recommendations?

10 MR. TORCIVIA: I could send it
11 to him or just give him these?

12 MR. SHRENKEL: Did you get his
13 notes?

14 MR. KHZOUZ: Yes.

15 CHAIRMAN SHRENKEL: Sometimes
16 the public comments do influence
17 changes that NICE can implement. In
18 other cases, obviously, they cannot.
19 We appreciate your thoughts. And
20 sometimes they are very worthwhile.

21 Is there anyone else who would
22 like to address the Committee with
23 public comments? No one else?

24 MR. BERSE: Don't be shy.

25 CHAIRMAN SHRENKEL: At this time

1 Proceedings

2 I'd like to ask any Member of the
3 Committee if they would adopt a
4 resolution to approve the 2019 Annual
5 Budget for NICE Transportation?

6 MS. FALCO: So move.

7 MR. ROSARIO: I'll second that.

8 MR. SHRENKEL: I can do this
9 without a roll call, but just a show
10 of hands.

11 Does everyone agree to approve
12 the Budget?

13 (All Board members raise their
14 hands.)

15 MR. SHRENKEL: Please, let the
16 record show the vote is unanimous from
17 all the Members today.

18 Next I would like to ask someone
19 to make a motion to act on -- as far
20 as the FTA Title VI Plan so we can
21 adopt that resolution.

22 MR. ROSARIO: I'll make the
23 resolution.

24 MS. FALCO: I second.

25 MR. SHRENKEL: Again, with a

1 Proceedings

2 show of hands, will the Committee
3 adopt the resolution for the FTA Title
4 VI Proposed Plan for NICE
5 Transportation?

6 (All Board members raise their
7 hands.)

8 CHAIRMAN SHRENKEL: Please, let
9 the record show it's a unanimous
10 consent.

11 In addition to the agenda today,
12 Mr. Khzouz has also asked the
13 Committee for some additional support.

14 And would anybody like to vote
15 to adopt the resolution for NICE
16 Transportation at their current rates
17 to increase the Budget for \$300,000
18 for additional funding for additional
19 service?

20 MR. BERSE: Question first.

21 MS. FALCO: Yes, I have a
22 comment also.

23 MR. BERSE: Would we have any
24 sort of oversight on how they would
25 amend the Budget if we would approve

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this?

It would be nice if they got this additional funding to maybe be able to take some of the suggestions that the public has spoken about today and implement them with that \$300,000.

MR. KHZOUZ: May I?

MR. SHRENKEL: Yes, I think it would be better if you answer it because I have some idea of what this is. These are designated similar to grants for specific items.

MR. KHZOUZ: Right. The way this resolution is worded is specifically addressed to funding that is earmarked separately than the County funding. So, if a village comes to us and says, we would like a shuttle to help take our residents from their home to the Long Island Railroad Station or if a private business comes to us and says, we would like a shuttle to take our employees back and forth to two

1 Proceedings

2 different campuses.

3 It's not general funding for
4 regular service, but it does need a
5 Budget approval vote. So though we
6 would love to be able to add more
7 service in or add more service, we
8 will look for creative ways to do it
9 as we have been creative in the past.

10 Right now there is no
11 necessarily clear path forward on some
12 of those ideas, but we'll continue to
13 look for ways to get that done.

14 As mentioned, the current Budget
15 Resolution is the County funded Budget
16 and State funded Budget allows us to
17 keeps this level of service stable,
18 but not additional service.

19 CHAIRMAN SHRENKEL: I think that
20 answers the question.

21 With that, would someone like to
22 move to adopt the Resolution for NICE
23 Transportation to increase the Budget?

24 MS. FALCO: I'll so move.

25 CHAIRMAN SHRENKEL: Will someone

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2 second it?

3 MR. ROSARIO: I'll second it.

4 CHAIRMAN SHRENKEL: With that
5 said, we will take a vote again by a
6 show of hands.

7 (All Board members except Mr.
8 Berse raise their hands.)

9 MR. SHRENKEL: Mr. Berse, do you
10 abstain or negative?

11 MR. BERSE: No, I'm negative.

12 CHAIRMAN SHRENKEL: Please, note
13 for the record, we have one negative
14 vote and three to adopt this
15 resolution. Therefore, this
16 resolution shall be considered passed
17 given a forum with a majority vote.

18 MS. FALCO: I do commend NICE
19 Bus' efforts to tap into additional
20 resources in trying to expand and
21 additional resources for either
22 specific additions and/or general as
23 those referenced by Mr. Berse. Thank
24 you.

25 CHAIRMAN SHRENKEL: Any other

1 Proceedings

2 questions or comments from the
3 Committee Members? Mr. Berse?

4 MR. BERSE: What was the
5 increase in the STOA amount year to
6 year?

7 MR. KHZOUZ: STOA amount
8 increase was roughly 5.2 million.

9 MR. BERSE: Okay.

10 MR. KHZOUZ: The local
11 contribution was level flat.

12 MR. BERSE: That I saw.

13 Are there any particular State
14 Legislators that we could commend and
15 thank for helping us with this?

16 MR. KHZOUZ: All of them.
17 Senator Kaminsky, obviously, was very
18 pivotal in pushing the funding
19 through, but both the Senate and
20 Assembly were very supportive of all
21 State systems, both Upstate and
22 Downstate systems, every system in the
23 State of New York, including the MTA.
24 So we have a lot of Thank-You notes to
25 write.

1 Proceedings

2 MS. FALCO: Thank you.

3 CHAIRMAN SHRENKEL: Thank you.

4 MR. COLORY: I want to ask --

5 CHAIRMAN SHRENKEL: Excuse me,
6 Richard. You had your three minutes
7 in public comments.

8 MR. COLORY: I understand.

9 MR. ROSARIO: Thank you.

10 CHAIRMAN SHRENKEL: At this
11 point, this Committee has heard the
12 Budget presentation. We have taken
13 the appropriate votes that are
14 necessary. And all three have passed.

15 So, with no further business
16 with the Committee, I would like to
17 make a motion that someone make a move
18 to adjourn our meeting.

19 MS. FALCO: So move.

20 MR. BERSE: I second.

21 CHAIRMAN SHRENKEL: Everyone
22 agrees?

23 MR. ROSARIO: Yes.

24 MS. FALCO: Yes.

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MR. BERSE: Yes.

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(Time noted: 5:50 p.m.)

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CERTIFICATION

I, Susan C. Bartlett, a Notary Public
for and within the State of New York, do
hereby certify:

That the witness whose testimony as
herein set forth, was duly sworn by me;
and that the within transcript is a true
record of the testimony given by said
witness.

I further certify that I am not
related to any of the parties to this
action by blood or marriage, and that I am
in no way interested in the outcome of
this matter.

IN WITNESS WHEREOF, I have hereunto
set my hand this 16th day of April, 2019.



Susan C. Bartlett