

THE REGIONAL EMERGENCY MEDICAL SERVICES
COUNCIL OF NEW YORK CITY, INC.

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GLEN OAKS VAC

PUBLIC FACT-FINDING HEARING ON DETERMINATION OF
PUBLIC NEED FOR AN EXPANSION OF AN EXITING
AMBULANCE SERVICE IN QUEENS COUNTY, NYC

VIA ZOOM VIDEOCONFERENCE

October 28, 2020

6:00 p.m.

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2 A P P E A R A N C E S (VIA VIDEOCONFERENCE):
3 FRANK SCHORN, HEARING OFFICER
4 MARIE DIGLIO, EXECUTIVE DIRECTOR OF OPERATIONS
5 JOE RANERI
6 HENRY EHRHARDT
7 SUSAN SIENFELD
8 LOUIS GRECO
9 CHRISTOPHER CAPO
10 MICHAEL LYONS
11 JOSEPH HEFFERNAN
12 PAUL MAI
13
14 GREENBERG TRAURIG

Attorneys for GLEN OAKS VAC

MetLife Building

200 Park Avenue

New York, New York 10166

17 BY: MICHAEL A. BERLIN, ESQ.
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1 REMSCO HEARING - October 28, 2020

2 MS. DIGLIO: Good evening again
3 everyone. This is The Regional EMS
4 Council of New York City's Public
5 Hearing on the Glen Oaks Volunteer
6 Ambulance Service Expansion CON
7 Application.

8 Tonight, our Ambulance Committee and
9 many REMSCO members are here to listen
10 to public comment on the application
11 that has already been reviewed and
12 deemed complete by The Regional EMS
13 Council. I would like to introduce
14 Frank Schorn. He is our hearing
15 officer. He has been a hearing officer
16 several times before and he will be
17 leading this meeting.

18 The way we run the meeting is we
19 will have -- we already have speakers
20 and -- speakers who are presenting for
21 the applicant and then speakers who are
22 in opposition or in support of the
23 application. Everyone will have a
24 chance to speak as long as they are on
25 the speakers list and the hearing

1 REMSCO HEARING - October 28, 2020
2 officer does have the right to allow
3 other people to speak if he thinks it's
4 okay. He will limit your time depending
5 on our time here in the meeting and does
6 anyone have any questions?

7 MR. MEKETANSKY: That's me, Dave
8 Meketansky. Henry, our president of
9 Glen Oaks, is having trouble logging on
10 right now. He's working on it. I'm not
11 sure if he's in the waiting room or not.

12 MS. DIGLIO: Joe will check on that.

13 Once the hearing is over, the
14 hearing officer has ten days to produce
15 a report with his recommendation, which
16 will be submitted to our ambulance
17 committee and Regional Council for
18 consideration and vote. The hearing
19 officer only gives a recommendation.
20 The actual decision and recommendation
21 to the State is done by The Regional
22 Council. Our Regional Council meeting
23 will be will held on November 17th and
24 that's when we will be having our vote
25 with regards to this application.

1 REMSCO HEARING - October 28, 2020

2 That's it.

3 Frank, can I hand it over to you at
4 this point? Do you want to get started?

5 HEARING OFFICER SCHORN: Sure.

6 Thanks, Marie. Welcome everyone. Thank
7 you and good evening for being here
8 today. I understand that some of us and
9 all of us have had some level of
10 difficulty with tech, so I know Marie is
11 having some issues with getting her
12 video, my laptop is giving me fits, so
13 the sub quality is coming through to you
14 through an iPad. I understand that
15 Henry Ehrhardt is having some
16 difficulty.

17 I do want to do a little bit of
18 office keeping and housekeeping before
19 we start. The first thing I mentioned
20 to Henry -- I think almost all of us
21 know Henry, some of us on a first name
22 basis. I have known Henry going back
23 for many years. I am a former volunteer
24 EMT in Glendale so I have known Henry
25 going back to 1995, 1996 and I have seen

1 REMSCO HEARING - October 28, 2020
2 him through the years occasionally. I
3 probably have not had a conversation
4 with him even from the hello, how are
5 you kind of level for about two or three
6 years, so I feel it's necessary for me
7 to say that and I also want to make a
8 very clear statement that knowing Henry
9 does not hold any power for or against
10 the application by Glen Oaks. If anyone
11 has any questions on that issue and my
12 inherent fairness, I'm more than happy
13 to answer any questions that you may
14 have on it and I will stop for that.

15 All right, so if you come up with
16 something and you do have a question
17 before we go much into substance, please
18 let me know and, Joe Raneri, are the
19 participants here able to unmute
20 themselves or are you in control of the
21 mute function totally?

22 MR. RANERI: The participants do
23 have the ability to unmute themselves.
24 I'm going to let three participants in
25 and ask them to identify themselves

1 REMSCO HEARING - October 28, 2020
2 before we continue. Just give me one
3 moment because we have some individuals
4 that are joining by phone. One
5 individual I recognize, that is Nancy
6 Benedetto. The individual with the
7 phone number (917)407-8495, please
8 unmute yourself and identify yourself.

9 MS. BURKE: Hey Joe, it's Alison
10 from Greater New York.

11 MR. RANERI: Hi, Alison.

12 MS. BURKE: Hi, I'm sorry and I
13 don't want to distract time, I know
14 people are busy and it's after hours.
15 I'm having a really hard time to get
16 onto the Zoom, but if you are okay with
17 me being on the phone, I'm fine doing it
18 that way.

19 MR. RANERI: Yup, you can be on the
20 phone. I see your number is ending in
21 2467. I'm just going to -- I just need
22 to make sure we have everyone that's on
23 the line identified.

24 MS. BURKE: Okay, great. That's me.

25 MR. RANERI: Yup. We gotcha. Again,

1 REMSCO HEARING - October 28, 2020
2 the person with the phone number ending
3 in 8495, I have asked you to unmute
4 yourself. Please identify yourself or
5 you are going to be moved back into the
6 waiting room. All right, I will put
7 them back in the waiting room.

8 The person with the phone number
9 (718)986-8751, please unmute yourself
10 and identify yourself, please.

11 MR. KMEATEK: Hi, this is Steve.
12 8751 is the last four digits of my phone
13 number.

14 MR. RANERI: I'm sorry, what's your
15 name again?

16 MR. KMEATEK: Steve Kmeatek.

17 MS. DIGLIO: Joe, I just wanted to
18 say that we have a Ms. Charissa -- I'm
19 not sure how to pronounce your last
20 name. You are muted.

21 MS. REPORTER: Hromadka.

22 MS. DIGLIO: -- Hromadka. She is
23 our stenographer for tonight and,
24 please, before you speak, say your name
25 every time. I have provided her with a

1 REMSCO HEARING - October 28, 2020
2 list of all the names of everybody that
3 is supposed to be here, but it will make
4 her job easier taking our record. Thank
5 you.

6 MR. RANERI: Right now everyone
7 that's in is identified. Anybody else
8 that's not, I put in the waiting room
9 and I will verify their identify before
10 allowing them back in.

11 HEARING OFFICER SCHORN: That was
12 Joe Raneri. This is Frank Schorn,
13 S-C-H-O-R-N. A strong and hardy welcome
14 to our stenographer and thank you for
15 your patience. You are probably going
16 to be doing this on audio and not
17 watching us, am I right, ma'am.

18 MS. REPORTER: I am going to try to
19 watch, but it would be very helpful if
20 everyone just stated their name before
21 they spoke because I don't see everyone
22 that's probably on the line on my
23 screen.

24 HEARING OFFICER SCHORN: I am going
25 to do my best to identify myself. You

1 REMSCO HEARING - October 28, 2020
2 might get sick of my voice real fast,
3 but I will try to identify myself. I'm
4 going to ask the speakers here tonight
5 to do the same.

6 A couple of more pieces of business,
7 the plan that I would like to have is we
8 are going to probably blocks of five
9 minutes. The applicant I'm going to
10 give a little more time to. The
11 representative from Greenberg Traurig,
12 you are going to be presenting on behalf
13 of the applicant and that's Mr. Berlin,
14 am I right?

15 MR. BERLIN: That's correct.

16 HEARING OFFICER SCHORN: I assume so
17 because you are the only person here in
18 the room with a tie. Feel free to join
19 or not join without, Mr. Berlin, but you
20 are very welcomed here tonight. So
21 would you feel you are going to need
22 more than five minutes?

23 MR. BERLIN: The plan here is I was
24 just going to give a brief opening, very
25 brief, and then turn it over to Mr.

1 REMSCO HEARING - October 28, 2020
2 Ehrhardt who will be giving the full
3 opening statement. I'm a little
4 concerned he's not on the line yet.

5 MS. DIGLIO: He's on the line.

6 MR. EHRHARDT: I am here now. I was
7 having technical difficulties.

8 MR. BERLIN: All right, great. I
9 was scrolling through from the gallery
10 view, but I think the plan would be
11 that, you know, I would just give a very
12 brief statement and if you would allow
13 it, I would reserve time to make a
14 closing statement on behalf of the
15 applicant.

16 HEARING OFFICER SCHORN: Absolutely
17 and I would like to try to see if we can
18 do it -- if at all, if we can kind of
19 have questions for speakers that we try
20 to keep the questions appropriate. If
21 the proponents for the application have
22 multiple speakers and I assume there
23 will be, I would like to see if we could
24 try to avoid cumulative information, so
25 if stuff has already been presented and

1 REMSCO HEARING - October 28, 2020
2 shared, that it not be repeated. The
3 goal is not to introduce new material at
4 this hearing. It's to identify and
5 point to material contained in the
6 application. So for those of you who
7 know this and who have done this a
8 couple of times or more and some of you
9 may have far more experience in these
10 things than I, but I have been very
11 fortunate to be doing this, I don't
12 know, probably less than ten, but maybe
13 around ten times or so.

14 We have a certificate of need and
15 the process is the process and the
16 standards are the standards and while it
17 would seem, well, why wouldn't we want
18 another ambulance, especially in the
19 days of COVID, especially when it could
20 be a potentially life-saving presence in
21 someone's life, we are limited to what
22 the New York State Department of Health
23 requires us to do and we need to have
24 the applicant, Glen Oaks, make its case,
25 not beyond reasonable doubt, that's a

1 REMSCO HEARING - October 28, 2020
2 criminal standard, but it's more likely
3 than not, preponderance of the evidence,
4 but the applicant, Glen Oaks, has the
5 burden of proof and that even so, you
6 know, I come from a volunteer ambulance
7 background and I have had many years
8 connected to Central Park Medical Unit
9 and as I mentioned earlier, my
10 connections to Glendale when I began and
11 that's where I believe I first met Mr.
12 Ehrhardt. That all being said, the
13 burden is on the applicant and Glen Oaks
14 needs to prove and it's not as simple as
15 it appears and the last application that
16 I had, I think was last November was
17 finally finalized, you know, after
18 appeals and decisions and whatnot in
19 probably August or so of this year, so
20 it gets complicated.

21 I will ask that we keep it civil.
22 We may know each other. Please keep it
23 civil. Don't make it on a personal
24 level and let's see if we can all take
25 the highroad tonight.

REMSCO HEARING - October 28, 2020

I'm going to be very respectful of peoples times. I don't want to list a whole bunch of rules. I would rather be more organic and forward thinking as far as this goes, but if there are issues, we will address them. If somehow there's a feeling that fairness is not happening, I need to know it and I will try to correct it. If it's happening, it certainly would be inadvertent. My goal is to have a fair public hearing and that includes people who are not necessarily the people who are indirect interest in this situation, the Glen Oaks and the other valleys who appear to be in opposition.

I want to hear. I have an open mind. I have not made any decision. My decision is purely recommendation. Even once I make up my mind and there's a lot of esteemed and intelligent people on both the Ambulance Committee and The Regional Council, so I'm very happy for them to be there.

1 REMSCO HEARING - October 28, 2020

2 Hi to Nancy. I understand Nancy is
3 in the audience, Nancy Benedetto. Thank
4 you again to Marie, thank you to Joe,
5 thank you to the rest of the REMSCO
6 staff that's here tonight to make it all
7 happen and that being said, I'm ready to
8 get the ball rolling.

9 Any preliminaries, any questions,
10 any issues before we begin? All right.

11 So questions will come from the
12 Ambulance Committee that are here
13 tonight. Who is here from the Ambulance
14 Committee, just so I have an idea?

15 MR. RANERI: Marie, would you like
16 to give a breakdown of that?

17 MS. DIGLIO: Most of the individuals
18 here tonight are from either the
19 Ambulance Committee or The Regional
20 Council. Aside from our speakers and
21 our presenters who you have on the
22 presenters list, I'm not seeing anybody
23 here that doesn't belong here.

24 HEARING OFFICER SCHORN: Just so I'm
25 clear, Mr. Berlin, you expect to speak.

1 REMSCO HEARING - October 28, 2020

2 Mr. Ehrhardt, you expect to speak in
3 favor. Who else do you expect to be
4 speaking in favor on your behalf?

5 MR. BERLIN: So on the list, which
6 was sent in, is Susan Seinfeld, Louis
7 Greco. I'm not sure if it's going to be
8 Joe Marzilliano or Eileen Miller, I am
9 not sure which one is here and who is
10 going to speak, and Charles Silverstein
11 are the people that were listed as our
12 speakers.

13 HEARING OFFICER SCHORN: Thank you.
14 Are they all here, do we know?

15 MR. BERLIN: I believe so.

16 HEARING OFFICER SCHORN: And in
17 opposition, we have people who signed up
18 in opposition who are already present?

19 MR. BERLIN: Yes, it looks like it.
20 I mean, I don't mean to speak for them.
21 The the names of the people on the list
22 appear to be in the Zoom call.

23 MS. DIGLIO: Frank, I'm going to go
24 over the list and I will doublecheck
25 right now.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Just so I'm
3 clear. My apologies, using my laptop
4 would be a piece of cake. Running back
5 and forth on my iPad is less easy.

6 MR. EHRHARDT: I know Sue Sienfeld
7 is saying she's having some difficulties
8 getting into the meeting and I know the
9 Community Board 11 folks have a meeting
10 tonight that came up with City agency,
11 so I don't know if they are going to be
12 able to join us.

13 HEARING OFFICER SCHORN: Thank you.
14 Since we have enough folks over here,
15 I'm willing to get things going. I want
16 to be respectful of your time. I know
17 we are already 20 minutes after the
18 hour. So if we can, Mr. Berlin, do you
19 want to hit us off and --

20 MR. BERLIN: Yes. Just briefly, as
21 I said, I'm representing the Glen Oaks
22 Volunteer Ambulance Corps and as it
23 detailed in the organizations thorough
24 application there is a clear public need
25 for community based volunteer ambulance

1 REMSCO HEARING - October 28, 2020
2 corp servicing these Bayside and Oakland
3 Gardens communities. Moreover, Glen
4 Oaks is perfectly positioned through its
5 resources and experience to provide
6 those services.

7 I think that anyone who reads
8 through the application will see the
9 great detail that was put in and that
10 each of the criteria, which are supposed
11 to be evaluated, are amply met. On the
12 details of that, I think it's better to
13 come from Mr. Ehrhardt who is the
14 president of the Glen Oaks Volunteer
15 Ambulance Corp and I think his opening
16 statement will address and summarize the
17 application and lead to any questions
18 that you may have, so I will turn it
19 over to Mr. Ehrhardt.

20 MR. EHRHARDT: Thank you. Good
21 evening, Hearing Office Schorn and
22 members of the Ambulance Committee of
23 The Regional Emergency Medical Services
24 Council.

25 HEARING OFFICER SCHORN: Mr.

1 REMSCO HEARING - October 28, 2020

2 Ehrhardt, if you could, please spell
3 your name for the stenographer?

4 MR. EHRHARDT: Sure,
5 E-H-R-H-A-R-D-T.

6 HEARING OFFICER SCHORN: Thank you.

7 MR. EHRHARDT: And members of the
8 Ambulance Committee of The Regional
9 Emergency Medical Services Council for
10 New York City. Thank you for the
11 opportunity to speak tonight about the
12 Glen Oaks Volunteer Ambulance Corp
13 application to expand its primary
14 operating area. The Glen Oaks Volunteer
15 Ambulance Corp was founded in 1973 and
16 for approaching five decades, we have
17 continuously been providing community
18 based EMS services to the Northeast
19 Queens community of North Bellerose,
20 Floral Park, Glen Oaks, New Hyde Park,
21 North Shore Towers and Queens Community
22 District 13 and Oakland Gardens, which
23 some people also refer to as Southern
24 Bayside in Queens Community District 11.

25 Glen Oaks VAC is a participant in

1 REMSCO HEARING - October 28, 2020
2 The Regional Volunteer EMS Mutual Aid
3 Plan and The Regional EMS Council of New
4 York City FDNY EMS Mobilization Plan.
5 The Bayside Community Volunteer
6 Ambulance Corp has effectively not been
7 providing service for half a decade and
8 over two years ago the New York State
9 Department of Health Bureau of EMS
10 revoked its ambulance operating
11 certificate. Prior to this, numerous
12 outreach efforts and offers of
13 assistance were made by GOVAC, other
14 neighboring volunteer ambulance corps as
15 well as by Community Board 11, local
16 officials and the Department of Health
17 Bureau of EMS Staff. These efforts went
18 unanswered and their leadership was
19 nonresponsive. The 40,000 plus
20 residents in this area deserve better.
21 Glen Oaks VAC with 70 plus EMTs, 10
22 paramedics, 30 dispatchers and two dozen
23 youth squad members is ready and quite
24 able to immediately provide service to
25 this area now.

REMSCO HEARING - October 28, 2020

Currently the Glen Oaks Volunteer Corp is requesting to expand its area into the Bayside proffer neighborhood of Community Board 11. The proposed area is immediately adjacent to our existing New York State DOH approved operating community of Oakland Gardens within Queens Community Board 11. As explained in our application and supporting appendices, we believe there remains a need for a community volunteer EMS agency in this area and that GOVAC is best able to meet that need.

Currently basic life support 911 ambulance resources are placed in outlining areas of the community to serve a larger geographical area given the high volume of calls in other area, those ambulances are often dispatched into other communities leaving some gaps in local availability. Additionally, advanced life support units deployed to the field often must travel from areas in CB 13, 105 Precinct, CB 7, 109

1 REMSCO HEARING - October 28, 2020
2 Precinct, as well as CBA 107 precinct
3 based on availability.
4 Our ALS ELS combination capabilities
5 would provide additional advanced life
6 support as well as ELS EMS resources to
7 the community at no expense to the
8 municipality or community. We also see
9 that in fiscal year 2020 and combined
10 overall response time from the 911
11 system our ambulances and fire companies
12 to life threatening medical emergencies
13 increased to 9 minutes and 31 seconds
14 Citywide average. Make no mistake, we
15 are fortunate to have the capable and
16 competent 911 EMS system led by FDNY
17 EMS and its dedicated office and staff
18 managers and personnel along with
19 voluntary hospital partners who
20 typically handle 3,000 plus calls a day.
21 We are also fortunate for the robust
22 commercial EMS sector, which moves
23 hundreds and sometimes thousands of
24 patients a day amongst various
25 healthcare facilities. The City and its

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2 residents also benefit immensely when
3 there is a robust community volunteer
4 EMS agency dedicated to the community
5 which helps to increase availability and
6 reduce EMS response time, which GOVAC
7 can do in the proposed area in terms of
8 the size of New York City and even
9 Queens County, this proposed expansion
10 is a small area. As such, GOVAC
11 expansion into this area will not have a
12 detrimental impact on the current EMS
13 system or existing services all who have
14 vastly larger operating areas and EMS
15 delivery models, but it will result in
16 positive effects for the local
17 community.

18 There are a variety of potential
19 modalities that can be considered and
20 explored regarding our emergency
21 response and response times to this
22 expanded area. They range from
23 equipping our members who live in or
24 near the Bayside area as first
25 responders to stationing an ambulance in

1 REMSCO HEARING - October 28, 2020
2 or closer to the area, this includes
3 obtaining real estate to house vehicles
4 and crews to make them even more
5 accessible to this community. We also
6 have indicated that in accordance with
7 preexisting regional mutual aid
8 agreements, we are also open to having
9 our dispatchers and dispatch center
10 continue to revoke calls to our
11 projected new adjoining volunteer
12 ambulance agencies when we may not be
13 available or impeded by unusual
14 circumstances. This would add to our
15 existing mutual aid partners in the
16 area.

17 New York City is after all a highly
18 diverse and highly dynamic place with
19 eight and a half million residents and
20 an additional two to three million
21 workers and visitors present on any
22 given day. A city that draws immigrants
23 and sadly and tragically, as we
24 particularly know, a city that is a
25 target. As such, there is in a sense a

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2 state of no normal in New York City. We
3 now have seen SARS, Swine Flu, plane
4 crashes, major MCIs, H1N1 and now COVID
5 19.

6 Environmentally, New York City sees
7 devastating heatwaves, cold spells,
8 blizzards, tropical storms and
9 hurricanes. Some of these events can
10 and have happened in the same year.
11 Given the projections for another
12 potential COVID-19 spike, Glen Oaks, to
13 help provide urgently needed added
14 service now during a critical period.
15 In addition to enhancing ambulance
16 availability and reducing response times
17 in its area, Glen Oaks has also been
18 active in virtually every FDNY EMS
19 volunteer sector activation. While we
20 have dedicated a unit to these
21 activations, we have also maintained
22 unit coverage in our community. We have
23 been able to do so because we have a
24 good membership base and a sound
25 financial footing. For sure we would

1 REMSCO HEARING - October 28, 2020

2 like to have more members and we
3 continue to welcome interested
4 individuals.

5 As an EMS agency, we constantly
6 strive to maintain the highest quality
7 of care delivered to our patients. Glen
8 Oaks VAC is proud to have a robust
9 credentialing and orientation program
10 comparing every new provider to meet our
11 vigorous requirements. We have
12 transitioned all records from paper to
13 electronic ensuring the utmost security
14 and compliance. We offer regular
15 in-house training and call review
16 provided by our members who are New York
17 State Certified Instructor Coordinators,
18 as well as guest lecturers and our
19 agency medical director. We maintain a
20 regular QA/QI program with regular
21 reviews of patient encounters and
22 provide constructive feedback to crews.

23 GOVAC is also a participant in the
24 West Queens Volunteer Ambulance
25 Association QA/QI group. Additionally,

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2 periodic call review sessions are hosted
3 at our headquarters moderated by our
4 medical director. Glen Oaks is actively
5 involved in the community and regularly
6 engages in updates local entities and
7 officials on our work and activities.
8 We are very pleased to have broad and
9 solid support from government entities,
10 local community planning agency,
11 community organizations and elected
12 officials, letters of support in our
13 expansion range from the areas U.S.
14 congress woman, Queensborough president,
15 the local state senator, the assembly
16 person, the city council members,
17 Community Board 11 and the areas active
18 local Bayside civil group. We also have
19 included letters from FDNY EMS and other
20 EMS services.

21 I also want to touch on some vital
22 services that community volunteer EMS
23 provides that are often overlooked.
24 Agencies such as ours serve as critical
25 entry points to local youth and to the

1 REMSCO HEARING - October 28, 2020
2 EMS profession that often lead into
3 other medical and emergency services
4 fields. This is a positive activity
5 that has a profound impact on countless
6 young lives in New York City. We have
7 heard back from scores of EMTs,
8 paramedics, nurses, physician's
9 assistants and physicians about how
10 their membership and activity with their
11 community volunteer EMS agency changed
12 their lives and gave them a new career
13 path that they would not have otherwise
14 anticipated.

15 Another important lead that we
16 fulfill is providing medical aid, EMS
17 standby and scores of local community
18 events. These events are often too
19 small to be on the radar of larger
20 systems or technically don't require
21 such services, still they draw hundreds
22 of people and are vital to life in the
23 communities throughout New York City.

24 We cover amenities on a pro bono
25 basis for small nonprofit groups by

1 REMSCO HEARING - October 28, 2020
2 community VACs all over the City and we
3 are one of them. There are many such
4 events in the Bayside area that would
5 also benefit from these services. I can
6 tell you firsthand that over the years
7 serving at such events Glen Oaks has
8 within critical minutes of an occurrence
9 treated several cases of anaphylactic
10 reaction and other serious medical and
11 trauma cases.

12 I also want to touch upon current
13 realities in the environment in which
14 community volunteer EMS faces today. If
15 you have been involved in EMS leadership
16 management or administration in a
17 serious manner in the last decade and
18 have not been keeping current -- and
19 have been keeping current, then you know
20 the challenges. I say the last decade
21 because the challenges facing EMS and
22 the work of EMS today are vastly
23 different than they were a short time
24 ago. This is particularly true for
25 volunteer community EMS agencies.

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2 Volunteer community EMS sector agencies
3 find a lot of challenges in today's
4 world from financial membership
5 community expectations as well as
6 leadership development. No longer is it
7 realistic for small community EMS
8 agencies to survive if they continue to
9 live in their silos. These agencies
10 need a new approach to assure longterm
11 sustainability, a larger base to draw
12 members and contributions and to assure
13 they can maintain a level of clinical
14 experience for their members, join
15 ventures, collaborations, operational
16 arrangements and, yes, consolidations
17 and mergers are all things that need to
18 be seriously thought of and in many
19 cases pursued. Communities and agencies
20 can benefit from these approaches and
21 from enlightened leadership that is
22 willing to keep an open mind. At Glen
23 Oaks we are committed to serving our
24 communities and to helping build and
25 strengthen and sustain the community

1 REMSCO HEARING - October 28, 2020
2 volunteer EMS system in Northeast
3 Queens. We are open to working with our
4 neighboring agencies on joint ventures,
5 enhancements of mutual aid and
6 collaborative experts and arrangements
7 to achieve that goal. Thank you for
8 your time and consideration this evening
9 and during the process that moves
10 forward.

11 HEARING OFFICER SCHORN: Thank you,
12 Mr. Ehrhardt. And I found it very
13 informative and I also have a number of
14 questions, so if you don't mind, I would
15 like to ask you a few questions in no
16 particular order unfortunately, but just
17 so I can follow them through. You
18 mentioned the service area existing is
19 in the far eastern part of Queens. Do
20 you have any coverage in Nassau County
21 or is your service only within the
22 borough of Queens?

23 MR. EHRHARDT: No. We are only in
24 the borough of Queens, but I think you
25 raised something interesting and let me

1 REMSCO HEARING - October 28, 2020
2 touch on that. The ZIP line codes here
3 do not follow political boundaries. If
4 you look at the very eastern most
5 portion of our area that touches Nassau
6 County, part of it is ZIP code 11040,
7 which is often addressed as New Hyde
8 Park. A little sliver of that is actual
9 in Queens County and is usually
10 incorporated and called the Glen Oaks
11 Community. Same time if you look at the
12 western end on the western side of
13 Little Neck Parkway north of Union
14 Turnpike, that area is ZIP code 11426.
15 Again, part of the overall larger
16 Greater Glen Oaks Community, but it is
17 sometimes addressed as Bellerose or
18 North Bellerose. We are all in Queens
19 County. We don't cross the boundary
20 into Nassau.

21 HEARING OFFICER SCHORN: Do you have
22 any mutual agreement with Nassau County
23 or any Nassau County agencies?

24 MR. EHRHARDT: We do not although we
25 have directly called Manhasset Lakeville

1 REMSCO HEARING - October 28, 2020
2 on occasion and we have heard from them
3 on occasion because obviously we share a
4 common border along Lakeville Road and
5 often there are incidents that occur in
6 that community so we do have interaction
7 with them.

8 HEARING OFFICER SCHORN: Thank you.
9 You mentioned that towards the end of
10 your presentation that joint ventures
11 and collaborations and mergers may need
12 to -- and I'm not being precise in my
13 language, but may need to happen in the
14 current environment and I think that
15 there may be some concern that -- well,
16 I have a question, is expansion of GOVAC
17 placing risk of a Volunteer Ambulance
18 Corps getting too big in your situation
19 would you be stretching more than you
20 can handle?

21 MR. EHRHARDT: No, I don't believe
22 so. I believe we have the resources and
23 capabilities to handle that. Let me
24 just take care of my phone here. If you
25 look at other agencies and some right

1 REMSCO HEARING - October 28, 2020
2 near us, Jamaica Estates, for example,
3 Queens Village, Whitestone, they have
4 all areas that are of comparable size to
5 what we would become if we were granted
6 this area. Our area, in fact, currently
7 right now is one of the smaller service
8 areas in the city if you compare it to
9 Bedford Stuyvesant or Bravo or Valley
10 Forge on Staten Island, you know, we are
11 one of the smaller guys.

12 HEARING OFFICER SCHORN: Following
13 on that same kind of train of thought,
14 would you have enough resources to go
15 from a relatively condensed area and
16 extend into Bayside, which would be a
17 substantial increase in service
18 area? Do you have enough
19 downtime/resources/ambulances to --

20 MR. EHRHARDT: We have three
21 ambulances right now so we are all late
22 modeled in excellent shape. We have a
23 solid base of volunteers. As I said, I
24 was very pleased with the service we
25 provided during COVID. We not only

1 REMSCO HEARING - October 28, 2020
2 entered the 911 activation, we also
3 throughout the entire period while we
4 had a unit in the 911 system, we had a
5 unit in the community also continuing to
6 serve the community for direct calls.

7 MR. BERLIN: I would just like to
8 add in putting in this application,
9 there was a very careful analysis of the
10 resources that the organization --
11 sorry, this is Michael Berlin,
12 Counsel -- of the resources that the
13 organization had and after that
14 evaluation, we felt very comfortable
15 that this expansion would not tax our
16 resources or would be any detriment to
17 services of the people that would rely
18 on us.

19 MR. EHRHARDT: I think it's also
20 important to note that if you look at
21 our area, while it looks big, a
22 significant chunk of it is park land
23 and, you know, so that gives the
24 geography a little bit of a deceiving
25 look in terms of that. Population wise,

1 REMSCO HEARING - October 28, 2020
2 we would still, with the expanded area,
3 be under the population, we would have
4 less people than say Bravo, less people
5 than Ridgewood, less people than Queens
6 Village, less people than Jamaica
7 Estates, so population wise I believe
8 it's very manageable and size wise, as I
9 said, it still would not be the largest
10 volunteer agency in New York City by any
11 means.

12 HEARING OFFICER SCHORN: Thank you.
13 I have a question and I don't know the
14 history as well as perhaps the neighbors
15 in Eastern Queens, I live in Western
16 Queens and Bayside the applicant has
17 presented information, I think it's not
18 contracted that there is no ambulance
19 certificate for the Bayside volunteer
20 organization. To what extent would
21 GOVAC be willing to support a
22 rejuvenated Bayside organization should
23 that ever come to be, would you help
24 provide service and if the organization
25 comes in and says, you know, hey,

1 REMSCO HEARING - October 28, 2020
2 Bayside for the Baysiders, would that be
3 something that GOVAC would be willing to
4 say, hey, okay, we are going to cede the
5 responsibility of volunteer ambulance
6 service to that community if they were
7 to reconstitute?

8 MR. BERLIN: The one thing I would
9 say in just answering that, that's a
10 very hypothetical situation. For more
11 than two years there's been an
12 opportunity to put in an application and
13 to be able to -- for other organizations
14 to do that, whatever happens in the
15 future, I mean, we will certainly
16 consider, but the truth of the matter is
17 in front of us right now is a community
18 which does not have these services and
19 an organization that is ready and able
20 and has the resources to do that.
21 Obviously, you know, there's so many
22 different permutations and other things
23 and possibilities in the future, we
24 certainly will look at things in the
25 future, but I don't think it's relevant

1 REMSCO HEARING - October 28, 2020
2 and obviously we are going to answer
3 your questions, but I think the real
4 question is whether or not we are
5 qualified to do this and whether we will
6 be able to meet this need for the
7 community. What happens in the future
8 we can obviously evaluate at that point,
9 but I think it's very hard to answer
10 that question because we don't know what
11 form or where it will be or the
12 stability or who will be running or any
13 of those questions that are there.

14 HEARING OFFICER SCHORN: Thank you.
15 I'm going to -- one further question I'm
16 going to open up to the ambulance
17 community and anyone on The Regional
18 Council that wishes to speak to
19 Mr. Ehrhardt and Mr. Berlin. Can you
20 speak to any direct City support of your
21 application?

22 MR. EHRHARDT: There is a letter in
23 the application from the fire
24 department, which is generally
25 supportive, I would say.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: All right.
3 I'm going to reserve any possible
4 questions perhaps until later.

5 MR. EHRHARDT: I will stay around
6 for as long as the hearing is open. If
7 you want to go to other people, I don't
8 want to hold them up.

9 HEARING OFFICER SCHORN: Not a
10 problem. I'm going to ask if anyone has
11 any questions to either Mr. Ehrhardt or
12 Mr. Berlin on the application.

13 MR. DOWNEY: This is Jim Downey. I
14 have a question or two. On the
15 application narrative, the proposed area
16 of service expansion is different from
17 the map that is included as Appendix A
18 proposed operating expansion area map.
19 Specifically the northwest corner in a
20 narrative would be Francis Lewis
21 Boulevard and 26th Avenue, however, in
22 Appendix A, the map, it shows going
23 north on Francis Lewis Boulevard and
24 then Utopia Parkway and then 26th
25 Avenue, so there is a slight discrepancy

1 REMSCO HEARING - October 28, 2020
2 there and it would leave out a triangle
3 of residential areas, which would not be
4 covered by any Volunteer Ambulance
5 Corps, so I would propose that the map
6 be adjusted to show 26th Avenue and
7 Francis Lewis Boulevard as intersecting.

8 MR. EHRHARDT: Thank you, Jim. Our
9 intent was to mirror the boundary of
10 Community Board 11, which I believe is
11 26th Avenue, you know, because we know
12 that the State Department of Health has
13 been generally taking the position that
14 we shouldn't just draw lines on the map.
15 We should use some identifiable
16 boundary, so the identifiable boundary
17 that we tried to follow on the northern
18 end was the Community Board 11 boundary
19 line. If we need to adjust that
20 slightly to, in fact, do that, you know,
21 certainly we would be amenable doing
22 that.

23 MR. BERLIN: Yeah, to the extent
24 that there is any error on the map, we
25 are certainly happy to correct it. It

1 REMSCO HEARING - October 28, 2020
2 certainly wasn't our intention to have
3 that as was sent. We tried to put in
4 the map that was matching the previous
5 boundaries, but we are happy to make
6 that slight supplement, if necessary.

7 MR. DOWNEY: Again, Jim Downey, on
8 the eastern side, again, the narrative
9 is showing 26th Avenue to the north and
10 Cross Island Parkway to the east,
11 however, the map shows 26th Avenue going
12 to Bell Boulevard and then a jog north
13 to 24th Avenue continuing onto the Cross
14 Island Parkway.

15 MR. EHRHARDT: That's correct, Jim.
16 That is the boundary of Community Board
17 11 and, in fact, that is the boundary of
18 the Bayside Volunteer Ambulance Corps
19 pursuant to a map from one of their
20 fundraising drives some years ago.

21 MR. DOWNEY: The 24th Avenue versus
22 26th Avenue borderline, I believe Bay
23 Terrace Country Club is on 24th, the
24 parking lot is on north and the pool and
25 clubhouse itself is south. I know Bay

1 REMSCO HEARING - October 28, 2020
2 Community has serviced the country club
3 for many years in the past. Is that
4 going to be an issue in the future
5 between the two squads if we go by 24th
6 Avenue versus 26th Avenue?

7 MR. EHRHARDT: I would be more than
8 happy -- if we obtain this area, I would
9 be more than happy to sit down with Bay
10 Community and, you know, work
11 cooperatively to resolve any issue like
12 that.

13 MR. DOWNEY: It would probably be
14 easier right now just to use 26th Avenue
15 as the northwest and northeast boundary.
16 Again, that's a suggestion or
17 clarification right now.

18 MR. EHRHARDT: I appreciate it. We
19 don't want to vary from the community
20 board line because that's what the State
21 Department of Health is looking for, but
22 I'm happy to work with our colleagues in
23 Bay Community to resolve some issue like
24 that. I think that's a resolvable issue
25 between the two agencies.

1 REMSCO HEARING - October 28, 2020

2 MR. MEKETANSKY: I want to quickly
3 chime in on the map. Sorry, this is
4 Dave Meketanksy from Glen Oaks. The
5 26th Avenue doesn't go all the way east
6 to the Cross Island Parkway. Again, we
7 are sticking to that CB 11 -- sorry, I'm
8 looking at the map on my computer. CB
9 11 border that goes 24th Avenue and
10 heads right into that Bay Terrace
11 Country Club that goes directly to the
12 Cross Island Parkway. That's why that
13 map was created that way.

14 MR. DOWNEY: 26th Avenue does curve
15 into 27th Avenue and that goes to the
16 Cross Island or near it.

17 MR. MEKETANSKY: It become Little
18 Neck Boulevard it's called over there
19 right by Service Auto Care.

20 MR. ORLANSKI: Hi, good evening,
21 Scott Orlanski here. I'm sorry to be
22 the stick in the mud here. I think
23 everybody has had a long day. I think
24 these little technicals with the map can
25 be worked out and they don't really pose

1 REMSCO HEARING - October 28, 2020
2 any bearing on the public hearing or the
3 need. If for some reason the
4 application is approved, we can work out
5 the technical details afterwards.
6 That's just my humble opinion in the
7 hopes of moving this thing forward.

8 HEARING OFFICER SCHORN: Scott,
9 thank you. I'm going to ask if there is
10 any particular need to revisit your map,
11 I'm going to ask the applicant to look
12 over it carefully and take care of
13 whatever needs to be done. I don't
14 think we need to know the minutia to
15 this level. I certainly don't need to
16 do it. The Department of Health may,
17 but please I'm going to ask if you need
18 to have a minimus real minor change to
19 the application, not a change, but a
20 clarification of what the service area
21 may or may not be, that would be
22 presented to Regional Council who will
23 include that if appropriate, if it's
24 minor and not a new part of the
25 application in the application itself.

1 REMSCO HEARING - October 28, 2020

2 MR. BERLIN: We are happy to adjust
3 as needed and I don't think it bears on
4 the application, but we are certainly
5 happy to adjust as needed. We will take
6 a look at it afterwards, but I agree,
7 it's not something that I think should
8 affect the application one way or
9 another.

10 MR. DOWNEY: I tend to disagree.
11 This was a concern at the last public
12 hearing on an operating area.

13 HEARING OFFICER SCHORN: Just one
14 second, Jim. We had two voices. We had
15 Michael Berlin who was speaking and the
16 very last person was Jim Downey,
17 D-O-W-N-E-Y, we had Mr. Meketansky -- I
18 am going to do it phonetically for the
19 transcription -- M-E-K-E-T-A-N-S-K-Y and
20 first name Dave, D-A-V-E.

21 Mr. Downey, go ahead.

22 MR. DOWNEY: This was a major issue
23 that cropped up at the last certificate
24 of need application, a discrepancy
25 between the map submitted and the

1 REMSCO HEARING - October 28, 2020
2 narrative submitted so it should be
3 addressed, and it can be addressed at
4 The Regional Council when it's voted
5 upon and we suggest the wording with
6 boundaries in it.

7 MS. DIGLIO: Excuse me, this is
8 Marie.

9 MR. DOWNEY: Another question, last
10 question for me, is there any
11 consideration being given to enlarging
12 the name of Glen Oaks Volunteer
13 Ambulance to address that it's a much
14 larger area now?

15 MR. EHRHARDT: That would be
16 something that we would look at. You
17 know, assuming once the approval is
18 given, that may well be something we
19 look at it.

20 HEARING OFFICER SCHORN: Jim, before
21 you go any further, Marie Diglio, EMS
22 Council Executive Director, would like
23 to say something. Marie?

24 MS. DIGLIO: I just wanted to
25 address the territory. When The

1 REMSCO HEARING - October 28, 2020
2 Regional Council does consider the
3 application and make a vote, the motion
4 will have to include the updated
5 territory, which would be inclusive of
6 the expanded territory, and at that time
7 we can clarify all the territories and
8 that's the way it will go up to the
9 Department of Health.

10 MR. DOWNEY: Jim Downey, that's all
11 my questions.

12 HEARING OFFICER SCHORN: Jim, thank
13 you.

14 Others present from the Ambulance
15 Committee that have questions?

16 MR. RANERI: Frank, this is Joe
17 Raneri. May I make a suggestion? When
18 opening up for questions to prevent
19 people from talking over one another, I
20 would recommend you have them use the
21 raise hand function that is part of the
22 program. So if they are online they can
23 click on the button to raise the hand
24 and you can choose which person to
25 recognize. If you are on the phone, you

1 REMSCO HEARING - October 28, 2020
2 can utilize the phone instructions. So
3 if you are joined by phone, you can also
4 use the raised hand by hitting hashtag 9
5 or star 9 to raise your hand and you can
6 hit star 6 to mute and unmute yourself.
7 This way we don't have to worry about
8 individuals talking over one another and
9 you can maintain control of the hearing.

10 HEARING OFFICER SCHORN: For those
11 of you who may need to, it's usually
12 under the more button on your Zoom
13 dashboard. I know it's on my mine and
14 you can let me know if you need to raise
15 your hand. I'm raising mine right now.
16 I'm not sure if that can be seen or not,
17 but once I see it, I will certainly
18 acknowledge, and ask you to go forward
19 and typically a raised hand comes
20 straight to the forefront, so you won't
21 be left behind. I see no raised hands.
22 Does anyone have questions but can't
23 raise their hand for whatever reason you
24 are un-handable?

25 (No response)

1 REMSCO HEARING - October 28, 2020

2 Let's see if we can get the rest of
3 the proponents and then we are going to
4 get anyone from the opposition. I'm
5 looking for my list of people.

6 MR. BERLIN: I think Ms. Seinfeld
7 was going to be the next person who was
8 on our list speaking. I think she has
9 joined us. Sorry, that was Michael
10 Berlin speaking.

11 HEARING OFFICER SCHORN: Mr. Berlin,
12 Thank you.

13 Is it Ms. Seinfeld or Steinfeld?

14 MS. SEINFELD: Seinfeld like the
15 comedian.

16 HEARING OFFICER SCHORN: I
17 apologize. Would you be kind enough to
18 spell your name and identify yourself
19 for us?

20 MS. SEINFELD: Susan
21 S-E-I-N-F-E-L-D, not field, feld.

22 HEARING OFFICER SCHORN: And Susan
23 is spelled?

24 MS. SEINFELD: S-U-S-A-N
25 S-E-I-N-F-E-L-D.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Okay. You
3 have several minutes we are hoping for
4 in and around five minutes or so.

5 MS. SEINFELD: Yes. I am the
6 retired district manager of Community
7 Board 11, which covered Northeast Queens
8 and in the area where Glen Oaks
9 Volunteer Ambulance Corps is looking to
10 expand their (inaudible) area and I'm
11 also a resident in Floral Park, Queens,
12 which is part of the Glen Oaks Volunteer
13 Ambulance area, so I'm familiar with
14 them.

15 I just wanted to speak on my
16 experience when I was the district
17 manager. A few times the other
18 ambulance corps, the Bayside Ambulance
19 Corps, had spoken at the Community Board
20 and they did offer program and they also
21 were trying very hard to recruit members
22 and that's going back five to ten years
23 now that they had come and were
24 recruiting. I retired three years ago,
25 but before my retirement, it had become

1 REMSCO HEARING - October 28, 2020
2 known to me that we were unable to get
3 hold of them and then I was told that
4 they had closed the doors and, you know,
5 it was very disappointing. I was very
6 pleased when Glen Oaks volunteers
7 applied and said -- I heard that they
8 were going to go into that area because
9 as a resident of the area, I know of
10 their reputation and our neighbors have
11 used them. I mean, I fortunately
12 haven't had to, but that they have been
13 there. They are a very visible presence
14 in the community. You see their
15 ambulances on calls constantly. They
16 offer training, they have done blood
17 drives, which I have participated in.
18 They have just been very available and I
19 am hopeful that they will be very
20 available in the Bayside area because
21 there was certainly a gap in coverage
22 and after all the wonderful things that
23 Bayside might have done at the time,
24 unfortunately, it seems they couldn't
25 get the recruit to continue and it was

1 REMSCO HEARING - October 28, 2020
2 very disappointing. So there's a real
3 gap there and I support their
4 application for extending their coverage
5 into this area. Thank you.

6 HEARING OFFICER SCHORN: Thank you,
7 Ms. Seinfeld.

8 Do we have any questions of
9 Ms. Seinfeld either from the Ambulance
10 Committee?

11 MS. SEINFELD: Let me just say,
12 having been the district manager, the
13 lines that you are talking about, there
14 are some weird places in the lines that
15 are drawn that are the Community Board
16 11 where you think that maybe they would
17 be the other Community Board, but they
18 are not. So, yeah, that would be
19 something you would have to tweak
20 whether you follow the CB 11 line
21 exactly or you adjust it to make it
22 reasonable for the coverage of the area.
23 Thank you.

24 HEARING OFFICER SCHORN: Thank you
25 again.

1 REMSCO HEARING - October 28, 2020

2 Any questions for Ms. Seinfeld? I
3 don't see hands.

4 (No response)

5 All right, I'm going to move on to,
6 if I understand correctly, Greco, Louis
7 Greco..

8 MR. GRECO: Hi, yes, Louis Greco.

9 HEARING OFFICER SCHORN: And,
10 Mr. Greco, is it spelled L-O-U-I-S
11 G-R-E-C-O?

12 MR. GRECO: Yes, sir, that's
13 correct. Good evening, I serve as the
14 vice chair of District 4 of the New York
15 State Volunteer Ambulance Association
16 and I'm attending tonight's public
17 hearing to speak in favor of Glen Oaks
18 application to expand their operating
19 territory into the area formerly covered
20 by Bayside Community.

21 Today, volunteer EMS agencies face
22 many challenges and sometimes obstacles.
23 If it's not financial, it has to do with
24 their membership base or EMS provider
25 training and updates. We also must

1 REMSCO HEARING - October 28, 2020
2 adhere to the community' needs and
3 expectations as well as organizational
4 leadership development and succession
5 planning. Tonight I'm pleased to be
6 able to endorse Glen Oaks VAC's
7 expansion application because it will
8 immediately restore volunteer community
9 EMS services to a community, at no fault
10 of their own, lost that type of
11 coverage.

12 The additional services delivered by
13 Glen Oaks to this area will assist with
14 lowering area EMS response times and
15 permit EMS resources to be at a
16 patient's side quicker, but this is not
17 all that community EMS does. Their
18 service will also be able to provide
19 additional community services, such as
20 CPR training and EED training, EMT
21 services to community events, standby
22 services of such, that allow them to
23 service the community in needs that are
24 not necessarily met if there's no
25 volunteer ambulance in the area. These

1 REMSCO HEARING - October 28, 2020
2 additional areas of service is what
3 community EMS is known for. Glen Oaks
4 is a very capable and stable
5 organization with leadership that is
6 competent and experienced. They also
7 are open to new practices which are
8 extremely important as EMS evolves.

9 This is how they have remained
10 relevant and active community
11 participant for years and by expanding
12 into the Bayside area will be able to
13 provide that level of service to the
14 community. In addition, their
15 leadership has demonstrated their
16 commitment to undertaking the important
17 task at hand and has consistently
18 offered their expertise, problem solving
19 and best practices to those who request
20 it.

21 In a time when many ambulance
22 services are experiencing problems
23 throughout the state, the leaders of
24 Glen Oaks are the same individuals that
25 are called upon to assist other agencies

1 REMSCO HEARING - October 28, 2020
2 facing difficulties because that's
3 exactly what they do, they respond to
4 those who are need. Most community
5 volunteer ambulance agencies need a new
6 formula to achieve long term stability.
7 Expansion such as what is being
8 requested along with operational
9 partnerships, mergers and consolidations
10 have often been characterized as dirty
11 words in the volunteer sector, but now
12 we need to be able to focus on what is
13 the future of volunteer EMS should it
14 continue to succeed in our region.

15 I thank all of you for taking the
16 time to hear me out and partaking in
17 this process. I look forward to the
18 approval of Glen Oaks expansion
19 application.

20 HEARING OFFICER SCHORN: Mr. Greco,
21 thank you for your time. I actually
22 have a couple of questions, if I could.
23 Both you and Mr. Ehrhardt may have used
24 almost the same language or maybe the
25 same language of a new formula for a

1 REMSCO HEARING - October 28, 2020
2 volunteer ambulance and, again, I'm
3 pleased that we have so many people of
4 interest here tonight who have dedicated
5 countless hours in the volunteer
6 ambulance community, but you mentioned a
7 new formula and you also mentioned,
8 Mr. Greco, that GOVAC would be -- I'm
9 going to give a quote "open to new
10 practices" I'm closing my quote. What
11 do you mean by a new formula and what do
12 you mean, you know, if you can speak to
13 what would these new practices be?

14 MR. GRECO: So EMS in the volunteer
15 sector like the rest of the EMS industry
16 evolved, but many volunteer agencies
17 have stuck in the mud to the same way
18 that volunteer EMS occurred 10, 20 and
19 even sometimes 30 years ago from
20 everything to pushing along being
21 progressive from a medical care point of
22 view to how they retain and recruit
23 their membership, and if you look at
24 their roster and you look at some of the
25 other organizations that are

1 REMSCO HEARING - October 28, 2020
2 progressively moving forward and their
3 membership rosters and their
4 availability to be of service to the
5 community that they serve, it's present
6 where you see other organizations that
7 may be doing things the same way, like I
8 said, decades previous, but they are
9 losing their membership legs. They
10 don't have the availability to provide
11 services to their community. Glen Oaks
12 has time in and time out showed that
13 they are willing to change the way they
14 do things, they are willing to address
15 their membership needs because you are
16 dealing with a volunteer workforce to
17 address the needs that their members
18 have to keep them engaged, and that's at
19 the end of the day, why their trucks are
20 on the road, why their trucks are
21 serving the community and some other
22 agencies, you know, aren't able to do so
23 and that's something that's really
24 important. And I'm not saying that
25 those other agencies don't have the

1 REMSCO HEARING - October 28, 2020
2 ability in the future to do so as well,
3 and I think that's just another step
4 here is that Glen Oaks has been willing
5 to help other agencies along the way to
6 get their agencies up to snuff to where
7 they need to be to provide the valid
8 services that their communities require.

9 HEARING OFFICER SCHORN: Thank you.
10 One further and final question, how long
11 have you been associated with the New
12 York State Volunteer Ambulance & Rescue
13 Association?

14 MR. GRECO: I have been the vice
15 chair for this year and I serve as the
16 president and chief of Park Slope
17 Volunteer Ambulance in Brooklyn for the
18 past ten years and have been a member
19 there for approximately 15 years.

20 HEARING OFFICER SCHORN: Thank you
21 for your service and thank you for your
22 presence here tonight. Questions for
23 Mr. Greco?

24 (No response)

25 This is like my 6th grade classroom.

1 REMSCO HEARING - October 28, 2020

2 No one is raising their hands.

3 Mr. Greco, thank you very, very
4 much.

5 Let's see. So after Mr. Greco, I
6 believe we have either Joe Marzilliano,
7 forgive me, or Ms. Eileen Miller from
8 Community Board 11, are either present?

9 MR. EHRHARDT: My hand raising
10 function doesn't seem to be working, but
11 I believe they are in a meeting tonight
12 with the City agency and couldn't be
13 here.

14 HEARING OFFICER SCHORN: That was
15 Mr. Ehrhardt. You mentioned and thank
16 you very much and we did have
17 Ms. Seinfeld formerly from CB 11.

18 I'm going to move onto Charles
19 Silverstein. Is it Silverstein or
20 Silverstine?

21 MR. RANERI: Charles Silverstein is
22 not on the call.

23 HEARING OFFICER SCHORN: He's not,
24 all right. Thank you. Unless I'm
25 mistaken, that's the list of people who

1 REMSCO HEARING - October 28, 2020
2 were scheduled to speak on behalf of the
3 application. Members of the public who
4 would like to speak on behalf will have
5 an opportunity to do so after those who
6 oppose the application have had their
7 time.

8 MR. BERLIN: One thing I would
9 say -- sorry, Michael Berlin. Obviously
10 there's some letters that some of these
11 individuals put in support and so even
12 though they were not able to be here
13 today, I hope you will look at them and
14 obviously you will consider them as they
15 go forward so --

16 HEARING OFFICER SCHORN: Mr. Berlin,
17 again, Frank Schorn, what I want to make
18 super clear is that when I make my
19 recommendation, it is the entirety of
20 everything. There are a number of
21 enumerated factors that have to be
22 considered and they will, in fact, be
23 considered by me, you have my promise
24 and I think I have a fairly good track
25 record of making sure that -- there will

1 REMSCO HEARING - October 28, 2020
2 be a comprehensive report considering
3 the information, and the fact that
4 someone is not here tonight does not
5 diminish or increase the likelihood of
6 a decision in whatever direction so
7 don't --

8 MR. BERLIN: Thank you and we have
9 full faith and I didn't mean to imply at
10 all, but I do note that since they
11 wanted to be here and weren't able to
12 just to particularly point to their
13 letters, but we have full faith.

14 HEARING OFFICER SCHORN: I want to
15 make sure I'm waving the flag of
16 neutrality of Switzerland right here
17 that, you know, the fact that someone
18 isn't here, you know, we are not keeping
19 score. It's not Dodgers versus Rays.
20 Congrats to the Dodgers fans. We are
21 going to move on to the opposition.
22 Christopher Capo I believe is from
23 Bayside Volunteer.

24 Mr. Capo, are you here tonight?

25 MR. CAPO: Yes, I am.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Mr. Capo,
3 I'm going to yield the floor over to
4 you, sir.

5 MR. CAPO: Thank you, sir. My name
6 is Chris Capo, C-H-R-I-S C-A-P, as in
7 Peter, O, and I am now the current
8 president of the Bayside Community
9 Ambulance Corps.

10 I want to say that, yes, we have
11 lost our operating license and I feel
12 this is more of a courtesy of me to come
13 on and speak to you. At the present
14 moment we are restructuring our
15 organization because of the previous
16 administration, all of this has
17 happened. I have received documents
18 from DOH on their investigation, on the
19 hearing and so I'm fully aware of what
20 was done and what wasn't done. I'm here
21 today to explain that Glen Oaks is a
22 fine unit. They have roughly 20,000
23 people in their population. They have
24 three ambulances, they have paramedics
25 as well. Bayside consists of over

1 REMSCO HEARING - October 28, 2020
2 40,000 people, probably close to 50 and
3 so this basically would be doubling
4 their territory.

5 Now, Bayside may not be up and
6 running. I have a building, I have two
7 ambulances and at the present moment I'm
8 still working with the AG trying to get
9 my house in order. To give my territory
10 or once was my territory to Glen Oaks, I
11 feel is more or less a problem. I don't
12 believe that putting one bus in this
13 territory would suffice since we used to
14 run two. If they were dispatched from
15 their location and they have to go
16 through highways and congested areas
17 just to get to the center of Bayside.
18 I'm not saying they couldn't do it, nor
19 am I saying they are understaffed, what
20 I'm trying is they would be pulling
21 their community's insurance for this
22 type of work and dropping it into
23 Bayside. I feel that if something did
24 happen, if COVID did come up again, and
25 we know it is, that this bus would be

1 REMSCO HEARING - October 28, 2020

2 pulled from our neighborhood.

3 I'm trying to get the ambulance
4 corps back up and running. I am working
5 diligently to get all this mess that was
6 left to me in order. I would like the
7 time to get it done and working again.
8 I have support, I have financial
9 support. I do have people that are
10 interested and ready to get involved. I
11 have members from ten years and back
12 willing to work with me. All I ask is
13 for the time. I will have to resubmit
14 an application in and while I'm waiting
15 to get this all done, Bay Comm and
16 Little Neck Douglaston are willing to
17 work with me to cover my area to help me
18 with my needs, to assist me in whatever
19 I would need to get my ambulance corps
20 back up and running. Again, I do
21 understand what was done by the previous
22 administration, how they were trying to
23 be reached. These people right now are
24 no longer part of our ambulance corps or
25 are no longer part of anything to do

1 REMSCO HEARING - October 28, 2020
2 with the administration. All I ask is
3 that I have some time, I have the
4 coverage and I can get this back up and
5 running. I may not have everything that
6 Glen Oaks has right now, but it doesn't
7 mean I can't. If anybody has any
8 questions, I would be glad to take them.

9 HEARING OFFICER SCHORN: Mr. Capo,
10 first of all, apologies for
11 mispronouncing your name. Secondly,
12 thank you for your presence here
13 tonight. Thank you for the open and
14 transparent way that you appear to be
15 conducting what is probably a difficult
16 situation under any circumstances. It
17 is not my job to mediate or conciliate,
18 however, it probably would be a nice
19 idea if there may be mediation
20 conciliation and coordination with your
21 organization and GOVAC, you know,
22 irrespective of the application that's
23 going forward, but that is not my role
24 here tonight and that's not the role of
25 this process, and I don't mean to be

1 REMSCO HEARING - October 28, 2020
2 callus or hard-hearted, I mean to and
3 honest quite literally frank, as I have
4 been for many years, I may suggest, but
5 that's purely a member of, you know, the
6 community small C, you know, that you
7 carry on a dialogue, should you wish,
8 and should the others wish to dialogue
9 with you, the others being GOVAC and
10 whoever else, that may or may not be
11 able to hopefully achieve better
12 community results. Obviously you have
13 resources. I'm going to leave it at
14 that. Thank you.

15 Questions for Mr. Capo?

16 MR. RANERI: Frank, this is Joe
17 Raneri. We have Marie Diglio who has a
18 statement and so I hand it to Marie.

19 HEARING OFFICER SCHORN: Marie, go
20 ahead, please.

21 MS. DIGLIO: Thank you, Frank. This
22 is Marie Diglio, REMSCO. I have to echo
23 what you said, we don't want to be
24 callus, but unfortunately, the CON
25 process in Article 30 of the New York

1 REMSCO HEARING - October 28, 2020
2 State Public Health law does not allow
3 us to delay or in any way prevent the
4 CON process from going forward, and I
5 did send a letter to Mr. Capo after
6 speaking with the New York State
7 Department of Health directing him to
8 direct all these types of questions to
9 the Department of Health and it really
10 is outside of our purview at this point
11 to delay this process. Thank you.

12 HEARING OFFICER SCHORN: Thank you,
13 Marie.

14 Any other questions for Mr. Capo?

15 MR. RANERI: Frank, this is Joseph.
16 We have Edward Gorman who wishes to ask
17 a question.

18 HEARING OFFICER SCHORN: Mr. Gorman,
19 can you identify yourself, please, and
20 spell your name for transcription
21 purposes?

22 MR. GORMAN: Absolutely, Edward
23 Gorman, G-O-R-M-A-N, president chief of
24 operations Queens Village Bellerose
25 Ambulance.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Go ahead,
3 sir.

4 MR. GORMAN: Just a few questions
5 and maybe a statement. Mr. Capo, do you
6 feel that you would need help from the
7 community to reopen? Do you feel that
8 with the issues you had in the past that
9 you would be able to handle the
10 community to the best of your ability?

11 MR. CAPO: I will give you a little
12 bit of a background. My family has
13 lived in this town for 75 years. My
14 grandfather was one of the original
15 founders of Bayside Ambulance Corps. I
16 also have a strong presence in the
17 community with a lot of the business
18 people and also different organizations.
19 So to answer your question, I don't
20 think I would have a problem working
21 with the community or getting the
22 community's support. Right now, I don't
23 need their money. I just need to get
24 everything in order first and then I can
25 reopen. Also, you know, applying and

1 REMSCO HEARING - October 28, 2020
2 all other things needed. I also have
3 Bay Community and Little Neck Douglaston
4 who have reached out to me more times
5 than I can tell you. Glen Oaks has
6 never offered their help to me. Bay
7 Community and also Little Neck have. So
8 I believe I have a big support staff
9 behind me to reopen this ambulance
10 corps. My grandfather started it and I
11 hate to see it go down.

12 MR. BERLIN: I don't mean to jump
13 in. This is Michael Berlin, but I
14 believe the purpose of the hearing is on
15 our application. This isn't a question
16 of competing applications one or the
17 other. This is a question of whether or
18 not there's a public need and whether or
19 not Glen Oaks has the resources and the
20 other pieces to do there. I appreciate
21 Mr. Capo's situation, but again, there
22 is no other application. It has been
23 two years without any application that's
24 there. That's part of what led to this
25 application being put forward and the

1 REMSCO HEARING - October 28, 2020

2 resources and the ability to help the
3 community sort of immediately.

4 MR. GORMAN: Well, sir, the reason
5 for the question is my next question was
6 going to lead back over to the GOVAC
7 side.

8 HEARING OFFICER SCHORN: Mr. Gorman,
9 if you wouldn't mind, I have been
10 advised that you are not a member of the
11 Ambulance Committee. Are you, sir?

12 MR. GORMAN: No, sir.

13 HEARING OFFICER SCHORN: So I'm
14 going to ask -- and forgive me, I
15 thought you might have been and that's
16 why I let you speak. Can I ask that you
17 hold onto your questions for after we go
18 through and you can make your comments
19 and support of or in opposition to at
20 that point?

21 MR. GORMAN: Absolutely.

22 HEARING OFFICER SCHORN: And I don't
23 mean to silence you. I was advised that
24 I wasn't being 100 percent following the
25 rules, but it was because I believed you

1 REMSCO HEARING - October 28, 2020

2 were a member of the Ambulance

3 Committee. I don't know all the

4 Ambulance Committee people.

5 Joe Raneri, if you can be my filter

6 because you know the who is who and the

7 personnel on the Ambulance Committee,

8 can you just help me keep it limited for

9 the time being and then members of the

10 public will be able to ask questions or

11 comment towards the end?

12 MR. RANERI: Understood.

13 MR. CAPO: I would like to answer

14 Mr. Berlin's question, if I may.

15 HEARING OFFICER SCHORN: I'm sorry,

16 who is that speaking, please?

17 MR. CAPO: This is Chris Capó again.

18 HEARING OFFICER SCHORN: Mr. Capó,

19 go ahead, sir.

20 MR. CAPO: Just very quickly,

21 Mr. Berlin, prior to two years ago,

22 there was nobody. Since November I have

23 been working to get the corps back up

24 and running and then took over as

25 president in September. So yes, for the

1 REMSCO HEARING - October 28, 2020
2 past two years there has been no
3 contact, but now there is contact. Just
4 for your information, if you need to,
5 you can call me. I will be glad to give
6 you my contact information.

7 MR. BERLIN: Again, I wasn't really
8 posing a question. I was simply saying
9 that this proceeding is on our
10 application, not a hypothetical
11 application that may happen in the
12 future or one way or another, but I do
13 appreciate your situation.

14 HEARING OFFICER SCHORN: Thank you.
15 Once we get the opposition all taken
16 care of and any concerns addressed. If
17 I understood right, we have Michael
18 Lyons who is present of Bay Community
19 Volunteer Ambulance.

20 Mr. Lyons, are you here tonight?

21 MR. LYONS: Yes, I am.

22 HEARING OFFICER SCHORN: Mr. Lyons,
23 can you spell your name for the
24 transcription purposes, please?

25 MR. LYONS: M-I-K-E, last name

1 REMSCO HEARING - October 28, 2020

2 L-Y-O-N-S.

3 HEARING OFFICER SCHORN: Thank you.
4 Go ahead.

5 MR. LYONS: I am the president of
6 the Bay Community Volunteer Ambulance
7 Corps who currently holds the operating
8 certificate for North Bayside. We are
9 here to speak in opposition of the
10 expansion from Glen Oaks as it's
11 currently written. Basically one of our
12 issues is the community support and the
13 fact that Glen Oaks is not Bayside
14 community based. Their only location is
15 on 25702 Union Turnpike in Glen Oaks.
16 It's a 20-minute drive from its
17 headquarters to most parts of Bayside
18 and Bayside is primarily a residential
19 neighborhood that has many geographical
20 boundaries blocking direct access from
21 its Glen Oaks headquarters. This
22 includes bodies of waters, park, the
23 Long Island Rail Road all of which
24 (inaudible) access to area from a
25 roadway perspective. The ambulance will

1 REMSCO HEARING - October 28, 2020
2 need to return to its headquarters
3 frequently (inaudible) changes,
4 equipment resupply and decom. This will
5 make it more difficult to carry over
6 response times stated in the application
7 for the new area.

8 Additionally, by removing an
9 ambulance and crew from Glen Oaks
10 current territory is very likely that
11 the response time quoted will in
12 actuality increase. Due to the great
13 distance from the community, Bayside
14 residents won't benefit from any
15 additional services that Glen Oaks
16 offers as its headquarters as it is not
17 easily accessible via walking, biking,
18 public transportation or car. Since its
19 operation is not local to the Bayside
20 community, any income from the Bayside
21 operation, which should entirely be
22 going back into the Bayside Community,
23 will now be going to subsidized Glen
24 Oaks Community as it is primarily a Glen
25 Oaks based organization.

REMSCO HEARING - October 28, 2020

After reviewing the application, the support we don't see from the community itself. We don't see a list of letters of support from many individual residents, we don't see Bayside residents making donations for this in support of this expansion, and a lot of the community support that went through the Community Board and from some of the other people all have backgrounds with New York Hospital Queens. In the application they also mention that they might see an increase to the hospital from this expansion. Knowing the Bayside Community, we know a lot of community members here choose a different service than 911 because they primarily want to go out to Northwell Manhasset. So we don't think as a lifelong Baysider that's really truly in the interest of everything for the Bayside Community.

The other thing is that, you know, there's no other really letters of

1 REMSCO HEARING - October 28, 2020
2 endorsement from anyone who really
3 surrounds the borders of Glen Oaks
4 border today. None of their neighbors
5 support this expansion or submitted a
6 letter for it and the community benefits
7 most from a community based organization
8 that's actually based in the community
9 its servicing. (Inaudible) exists in
10 expansion the need would be best served
11 by restoring Bayside VAC and that's
12 something that we would work and help
13 with and provide our expertise for.

14 You know, the only -- if not the
15 only reason for our opposition, the
16 restoration of Bayside VAC should they
17 be unable to restore, we are still
18 opposed to this expansion. In past
19 years, you know, we have been asked and
20 agreed to attend multiple carnivals
21 sponsored by various community
22 associations. We have also made
23 presentations to Girl Scouts, Boy Scouts
24 in the area and since they border right
25 next to us, logically, for the

1 REMSCO HEARING - October 28, 2020
2 community, we are the choice for them.
3 We have opened up our CPR classes, our
4 first aid classes to residents of the
5 Bayside Community as Bayside was, you
6 know, in dire condition and we did try,
7 you know, for the last ten years to work
8 with administrations at Bayside, but
9 they did not want to work with us, no
10 different than, you know, with Glen Oaks
11 or the district New York State had
12 reported.

13 Due to these ties with the
14 residents, businesses and organization
15 with Bayside we believe that if Bayside
16 VAC is not reinstated that, you know,
17 Bay Community would be ready, willing
18 and able to apply for an expansion or a
19 territory further into Bayside.

20 We are certain that we would be
21 better suited than Glen Oaks as we are
22 currently situated to service this
23 community and be able to do it with no
24 negative effects to our current area,
25 supplies or budget. You know, Glen Oaks

1 REMSCO HEARING - October 28, 2020
2 says that they are a small Volunteer
3 Ambulance Corps, we are even smaller.
4 So, you know, it's always been something
5 that we have discussed through the years
6 about doing and really -- you know, we
7 would like to work with Bayside at the
8 first choice. You know, their
9 headquarters is right in the center of
10 Bayside. It's ideally -- it's similar
11 to the way the fire department has
12 firehouses set up in communities and
13 really is truly a nice community based
14 service and that's all I have to say for
15 now.

16 HEARING OFFICER SCHORN: Mr. Lyons,
17 thank you very much. You raised some
18 points that I'm going to ask the
19 applicant to address at some point, but
20 later on about the increase in response
21 time to Bayside. If the applicant would
22 like to ask you questions of it, or if
23 we could possibly address the issue of
24 response time, the claim that you are
25 making of a 20-minute drive from --

1 REMSCO HEARING - October 28, 2020
2 again, as your regular car goes, what
3 would be the response time from Union
4 Turnpike out to Bayside and clarify,
5 again, is there going to be satellite
6 office set up in Bayside, and is
7 response time going to be unrealistic,
8 and more importantly from the way I'm
9 thinking right now, could peoples lives
10 be put at risk by saying, okay, I'm
11 going to get the volunteer ambulance
12 coming over, but then it's such an
13 extended response time that's even
14 longer than the nine minutes plus that a
15 FDNY bus would take or a responding New
16 York City FDNY sponsored bus would take?

17 MR. BERLIN: Henry, do you want to
18 address that?

19 MR. EHRHARDT: I can address that.

20 MR. BERLIN: I would like to address
21 a couple of other points, if you don't
22 mind, that were raised after he's done.
23 That was Michael Berlin, sorry.

24 MR. EHRHARDT: I can get from this
25 end of Queens to the other end of Queens

1 REMSCO HEARING - October 28, 2020
2 in 20 minutes. It's not going to take
3 20 minutes to get to Bayside and as I
4 outlined in my testimony, there are a
5 number of modalities that we can
6 conceivably use to address the response
7 time issue. We have members in Bayside,
8 we can equip them with first responders,
9 we can find real estate and locate an
10 ambulance in Bayside.

11 Should the Attorney General
12 determine who actually should be the
13 trustees of the Bayside Volunteer
14 Ambulance Corps, we would certainly be
15 open to working with them and talking
16 about what kind of collaborative effort
17 we could do to obtain, you know, more
18 members and service in Bayside.

19 I also just want to address that,
20 you know, in the interest of people
21 going to North Shore Manhasset Hospital,
22 we deliver there regularly now so any
23 illusion that we are not able to take
24 people to North Shore Manhasset is pure
25 nonsense to be quite frank.

REMSCO HEARING - October 28, 2020

I also want to address the fact that Mr. Capo said that Little Neck Douglaston and Bay Community are willing and able to serve his area right now. Absolutely not. None of us can serve his area right now because there is no certificate of operation that he holds. That's the problem. That's why there's a need, that's why we are doing this, but you cannot go in there, we cannot go in there and he cannot authorize anybody to go into that area. That's a really misunderstanding and lack of knowledge about what's going on here and what the process is, but also what the legal requirements are to run an ambulance service and that's a very serious matter. I have to raise that because that's a serious issue and it's simply wrong.

Also, we did not hear from Mr. Capo until our application was out there. He reached out to who we knew to be the Bayside Volunteer Ambulance Corps many

1 REMSCO HEARING - October 28, 2020

2 times over the years.

3 MR. BERLIN: Also, one more point,
4 and I want to go back to this, there is
5 only one application that is in there.
6 I mean, there have been two years of
7 this period here. We are the ones who
8 are stepping forward. We have put in
9 this application, we have the resources.
10 We do think this will be a great benefit
11 to the community and there is community
12 support. I mean, if you look at our
13 submission, you will see the letters
14 from the elected officials who represent
15 Bayside and you will see others who are
16 in the community who do support what's
17 going on there. Again, I know you will
18 be reviewing the application, but it is
19 in there and the reason we are doing
20 this and the reason that we think it's
21 so important is that there is no service
22 there right now. We are the ones who
23 are ready to do this. There are no
24 other applications despite over two
25 years of not having the service here and

1 REMSCO HEARING - October 28, 2020
2 the reason that we have chosen to do
3 this is that we believe it will be a
4 benefit to the community and we feel
5 very strongly about that.

6 HEARING OFFICER SCHORN: And that
7 was Mr. Berlin.

8 MR. BERLIN: Sorry, Mr. Berlin
9 again.

10 HEARING OFFICER SCHORN: And this is
11 Schorn again. Just so we are super
12 clear, again, Mr. Ehrhardt, we are not
13 passing on whether another organization
14 would or would not be as good or better,
15 it's is there a need for the services
16 that GOVAC would provide in the Bayside
17 area. So we are not bouncing like who
18 is better, who would be better. We have
19 exactly one application over here and
20 that's all we have. Now, again --

21 MR. EHRHARDT: We believe --

22 HEARING OFFICER SCHORN: Please
23 allow me to finish.

24 MR. EHRHARDT: Oh, sorry. I thought
25 you did.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Nope. I
3 will turn it back to you, Mr. Ehrhardt,
4 and I will let you know when I'm done.

5 MR. EHRHARDT: Thank you. Sorry.

6 HEARING OFFICER SCHORN: You are
7 very welcome. What this process is, is
8 looking at this application and should
9 there be some -- you know, whether you
10 want to talk or don't want to talk to
11 other groups or want to do something at
12 some later point in time is outside this
13 process. It may be good community
14 eventually, but we are looking at things
15 on October 28, 2020, and this is what we
16 got right now and it may be suboptimal.
17 I'm clearly living in suboptimal times
18 as we may all are with the COVID dilemma
19 putting it mildly among other things.
20 So we are dealing with the cards that we
21 have on the table, including the
22 application presented before us. Good,
23 bad or ugly, but that's what we have to
24 deal with, and I'm going to remind us,
25 as we said, Mr. Ehrhardt, you may not

1 REMSCO HEARING - October 28, 2020
2 have been here when I began, but you
3 have been at other hearings where I have
4 been, please let's keep this not
5 personal and just keep this how we can
6 be the best possible people in providing
7 ambulance services as I know is the
8 underlying intent of almost everyone
9 here in this hearing tonight.

10 Mr. Ehrhardt, I'm going to go back
11 to you now.

12 MR. EHRHARDT: Thank you. I
13 appreciate that and no mal intent was
14 intended, nor was there any personality
15 -- you know, no attempts to personally
16 impugn anybody or anything like that.

17 We do believe there is a need, we do
18 believe we are well positioned to meet
19 that need. As I have said and said in
20 my testimony and I've said in many other
21 forms, we are open to working with our
22 neighboring agencies on joint ventures,
23 enhancements of mutual aide and
24 collaborative efforts and arrangements
25 to achieve the goal in improving

1 REMSCO HEARING - October 28, 2020
2 volunteer EMS system and the volunteer
3 EMS sector in Northeast Queens.

4 HEARING OFFICER SCHORN: Thank you
5 very much and sometimes we all get a
6 little passionate about this and I think
7 that may just show how committed we are
8 to this process in helping people.

9 Any other questions for Mr. Lyons
10 from the Ambulance Committee? If not,
11 I'm going to move on to Joseph
12 Heffernan.

13 MR. RANERI: Frank, you did have
14 some hands up from Sean Graves and
15 Travis Kessel.

16 HEARING OFFICER SCHORN: Mr. Graves
17 is first?

18 MR. RANERI: Correct.

19 HEARING OFFICER SCHORN: Mr. Graves,
20 I apologize and I'm going to turn it
21 over to you, please.

22 MR. GRAVES: Sure. Thank you very
23 much. I appreciate that. Sean Graves,
24 I'm a member of the New York City REMSCO
25 Board. I had raised my hand before that

1 REMSCO HEARING - October 28, 2020
2 explantation was given by Mr. Ehrhardt
3 so I do appreciate his clarification on
4 some of the deployment matrix questions
5 that were posed, however, I guess from
6 that I would just like to make a note
7 that it is pretty usual and customarily
8 for ambulance services, whether they are
9 commercial, private or municipal to have
10 a very common ambulance deployment
11 matrix of having a headquarters in one
12 place and ambulances in others, so I
13 don't necessarily understand how that
14 would impact the applicant's efforts and
15 I did raise my hand before Mr. Ehrhardt
16 did clarify that, so I do appreciate
17 that and I just had that comment.

18 HEARING OFFICER SCHORN: Mr. Graves,
19 thank you and I apologize.

20 Joe Raneri, if I could ask you,
21 normally I would see hands raised at
22 a -- would come to the forefront of the
23 people present on a Zoom call. That's
24 not happening. Can you please be my aid
25 to camp, if you will, and let me know

1 REMSCO HEARING - October 28, 2020

2 who has hands up?

3 MR. RANERI: Understood. The other
4 individual that had their hand up,
5 although he did lower it, was Travis
6 Kessel, who is a member of the
7 community, and then you have Joseph
8 Heffernan, who I believe is just waiting
9 for his moment to speak.

10 HEARING OFFICER SCHORN: The person
11 that you said had his hand up, but
12 raised it, can you mention that person?
13 If you would like to still speak, we
14 would love to hear you.

15 MR. RANERI: That individual's name
16 was Travis Kessel.

17 MR. KESSEL: Hi, everyone. This is
18 Travis Kessel. At this time, I'm going
19 to opt out of speaking. Thank you
20 though.

21 HEARING OFFICER SCHORN: Thank you
22 anyway. I think I'm going on to
23 Mr. Heffernan?

24 MR. RANERI: Correct.

25 HEARING OFFICER SCHORN: Okay,

1 REMSCO HEARING - October 28, 2020

2 Mr. Heffernan, can you identify yourself
3 and spell your first and last name,
4 please?

5 MR. HEFFERNAN: It's Joseph,
6 J-O-S-E-P-H, Heffernan,
7 H-E-F-F-E-R-N-A-N.

8 HEARING OFFICER SCHORN: Thank you,
9 sir. Go right ahead.

10 MR. HEFFERNAN: My name is Joseph
11 Heffernan. I was a member of the
12 Bayside Volunteer Ambulance Corps for
13 over ten years. I would like to give
14 you a little history about the corps and
15 their members of the corps. The Bayside
16 Volunteer Ambulance Corps has been
17 around since 1955 and their members that
18 have served the community, not just
19 individuals, but families we have the
20 Laturners (phonetic) and their children,
21 the Debrekys (phonetic), Bill and Bobby,
22 the Myers and their three children that
23 grew up in the -- in our building. My
24 family, my father who served -- Joe
25 Senior, who served the community for

1 REMSCO HEARING - October 28, 2020
2 over 50 years. As president and others
3 -- and other jobs, all right. Mr. Capo,
4 his grandfather was the founder. My
5 mother was a member of the Bayside
6 Ambulance, my cousin. I even met my
7 wife at the Bayside Ambulance Corps.
8 Generations of families passed through
9 our doors helping the community that
10 they lived in. Now this is being taken
11 from this next generation of corps
12 families.

13 Our previous administration dropped
14 the ball. They will say they tried, but
15 the truth is that they dropped it to the
16 community and the EMS community, but
17 because of persons of several of the
18 corps became prompt to reach out to past
19 members and began the reconstruction of
20 the Bayside Ambulance Corps. Our new
21 administration will not drop the ball.
22 We have members that will held the
23 leadership accountable.

24 We have truly started an E-board and
25 everything that we need to have while

1 REMSCO HEARING - October 28, 2020

2 trying to --

3 MR. SCHENKER: Joe, you have to move
4 the paper. We can't see your face.

5 MR. HEFFERNAN: Okay. Well, I'm
6 reading off -- I already sent it over to
7 you so you do have it.

8 In trying to get our house in order,
9 we were informed that Glen Oaks was
10 making a play for the Bayside territory.
11 To give the Bayside territory to Glen
12 Oaks would be a big mistake since they
13 are too far away. Our own community
14 would be losing out. Let the Bayside
15 come back and serve their own community.
16 Even the local corps around us are
17 willing to give us any type of
18 assistance to get Bayside up and
19 running. The only corps that hasn't is
20 Glen Oaks. If you don't want to have
21 Bayside back, I would give Bay Community
22 because they could serve the community
23 -- the Bayside Community with good
24 response times. With FDNY laying off
25 400 personnel, we need more volunteer

1 REMSCO HEARING - October 28, 2020
2 corps. Giving larger areas to corps is
3 not an option. Please give Bayside a
4 chance. Thank you for letting me speak
5 in this important matter.

6 HEARING OFFICER SCHORN:
7 Mr. Heffernan, thank you very, very
8 much. I want to make a couple of
9 comments.

10 First of all, this is for the
11 transcription, when you mention corps, I
12 know what you mean, this is for the
13 transcription, it's C-O-R-P-S and
14 sometimes it's pronounced corps and
15 sometimes it's pronounced corps, but
16 just for English speaking purposes --
17 for transcription purposes, when you
18 said it you meant like ambulance corps,
19 C-O-R-P-S, am I right?

20 MR. HEFFERNAN: Yes.

21 HEARING OFFICER SCHORN: Secondly, I
22 just need to say thank you on behalf of
23 everyone in communities throughout New
24 York City for the service that people
25 like you, your families, generations

1 REMSCO HEARING - October 28, 2020
2 extending passed who have spent
3 countless hours don't get enough credit
4 in providing time and effort to
5 volunteer ambulance organizations and
6 like it or not, Bayside families and
7 changes in life and employment sometimes
8 things have to go and sometimes
9 commitment to organizations like this
10 which are very time intensive and
11 emotionally draining at times, but it's
12 so rewarding as we all know, things fall
13 by the side, and for whatever has
14 happened that left Bayside not being
15 able to operate and operating
16 certificate being gone, you know, it is
17 what it is and we are now moving forward
18 to see what can happen with the
19 application present here.

20 But I need to make sure I'm saying
21 thank you to you for the service that
22 you and everyone who has formerly been
23 with Bayside Volunteer Ambulance and all
24 the ambulance squads for the unsung,
25 unrecognized, but life-saving efforts

1 REMSCO HEARING - October 28, 2020
2 that you have done throughout not just
3 years, but decades. It's beyond the
4 scope of my role here, but since I get
5 to do this, I think I have to give you
6 that thank you and hopefully you have
7 had many happy years and hopefully a
8 very happy marriage, seems like an
9 active dog too.

10 MR. HEFFERNAN: Yes, I have five of
11 them.

12 HEARING OFFICER SCHORN: God bless
13 you. Five dogs and one wife or five --
14 no, no.

15 MR. HEFFERNAN: No, I have five dogs
16 (inaudible).

17 I just worry about the Bayside
18 Community as a whole and that's why I'm
19 opposed to this because they are just
20 too far away. I know where Glen Oaks
21 is. I grew up -- I have friends that
22 rode for Glen Oaks. I have no ill
23 feeling for Glen Oaks, but logistically,
24 it just won't work.

25 HEARING OFFICER SCHORN: And that's

1 REMSCO HEARING - October 28, 2020
2 an issue that needs to be addressed and
3 you may have identified one of the key
4 issues that's already been addressed,
5 raised by you, raised by others,
6 responded to by the applicant Glen Oaks
7 and ultimately it's probably going to be
8 one of the decisions that the Ambulance
9 Committee and The Regional Council
10 will -- I'm going to take a fire on this
11 one -- that they are going to be looking
12 at much more carefully. Thank you for
13 --

14 MR. HEFFERNAN: Glen Oaks only
15 borders --

16 MR. SCHENKER: I think you muted
17 yourself. Joe, you muted yourself.

18 MR. HEFFERNAN: Glen Oaks only
19 borders Bayside in a quarter mile,
20 within a quarter mile, otherwise Glen
21 Oaks does not border Bayside. Where Bay
22 Community and Little Neck border a lot
23 bigger borders than Bayside and Glen
24 Oaks where they are operating now.

25 HEARING OFFICER SCHORN: Questions

1 REMSCO HEARING - October 28, 2020
2 for Mr. Heffernan? Joe, if you can
3 guide me through --

4 MR. RANERI: You have a hand up from
5 Scott Orlanski, who is a community
6 member, so he has a question and we can
7 recognize it.

8 HEARING OFFICER SCHORN: As a matter
9 of policy, I'm allowed to ask four
10 questions from the Ambulance Committee,
11 am I right? I know Scott is known to
12 many of us and I don't mean to be rude,
13 but I don't want to violate rules for
14 one but not for another person.

15 MR. RANERI: Scott is a member of
16 the committee.

17 HEARING OFFICER SCHORN: I heard
18 community. I apologize. Scott, my
19 apologies, go right ahead.

20 MR. ORLANSKI: No apologies
21 necessary. I don't so much as have a
22 question, I just hope and pray that I
23 don't get divorced tonight for being on
24 this for so long. I just want to make
25 sure we are staying on point here.

1 REMSCO HEARING - October 28, 2020
2 Right now, to the best of my knowledge,
3 we have an application for expansion
4 from Glen Oaks. There is no application
5 sadly or not sadly, I spent many, many
6 fun times with Bobby Debreky when I was
7 at Flushing Valleys in the early '90s,
8 but unfortunately we don't have an open
9 application from Bayside and we don't
10 have an open application from Bay
11 Community as to whether or not they can
12 or can't take over. We only have in
13 front of us an application from Glen
14 Oaks and so I think that it's important
15 that we keep this hearing focused on the
16 positive and negatives of the
17 application and not any other crews as
18 we have done, unfortunately, in past
19 application any other agencies since
20 there are no other open applications
21 right now so I'm just respectfully
22 requesting I think for everybody here
23 that we stay focused on Glen Oaks, on
24 the need presented in their application
25 and that we are able to judge and review

1 REMSCO HEARING - October 28, 2020
2 the facts or the opinions or the
3 materials that they presented as such.
4 I'm done.

5 HEARING OFFICER SCHORN: Scott,
6 point well taken. Thank you.
7 Joe?

8 MR. HEFFERNAN: Yes, I would like to
9 answer Scott's thing, but we are talking
10 about a community here, we are not
11 talking about --

12 MR. RANERI: Hold on, Mr. Heffernan.

13 MR. HEFFERNAN: It is about a
14 community that needs to be served.

15 MR. RANERI: Frank, I muted
16 Mr. Heffernan because he was not
17 recognized by you.

18 HEARING OFFICER SCHORN: When I said
19 Joe, I was putting it back to Joe
20 Raneri. Mr. Heffernan, I apologize. If
21 I could, and I know the time is late and
22 we scheduled this until 8:00, I think
23 it's important that we continue this and
24 I'm going to, but I want to stay focused
25 as Scott just indicated and keep the

1 REMSCO HEARING - October 28, 2020
2 focus on the application and chief over
3 here.

4 Is there anything that we haven't
5 already said, Mr. Heffernan, that you
6 still need to share with us? If so,
7 please let me know and let me give you
8 that opportunity.

9 MR. HEFFERNAN: The only thing I was
10 saying, the thing I was talking about
11 was the Bayside Community, not just the
12 ambulance corps, the community how it
13 was going to be served and that should
14 be part of this meeting because that
15 would be part of how they turn around
16 and be able to service that area.

17 HEARING OFFICER SCHORN: And those
18 points have been raised and I'm not
19 minimizing them the least bit. I can
20 tell you that it's going to be
21 considered and the points that you spoke
22 of. So you definitely have been heard
23 and those points will definitely be
24 addressed in my report and, again, I
25 thank you for raising those points.

1 REMSCO HEARING - October 28, 2020

2 Joe Raneri?

3 MR. RANERI: I saw Travis Kessel
4 from the committee had raised his hand
5 and then lowered it and you have one
6 community member, Mr. Paul Myer, which
7 his hand is raised.

8 HEARING OFFICER SCHORN: In this
9 committee?

10 MR. RANERI: No. Paul Myer is a
11 community member. Travis Kessel has his
12 hand raised, he is a committee member.

13 HEARING OFFICER SCHORN: Mr. Kessel,
14 I'm going to go to you. Community
15 members, I'm going to ask to wait until
16 we have -- I think there's one further
17 possibly scheduled speaker after
18 Mr. Heffernan, but Mr. Kessel you have a
19 question. If you do, please, we would
20 love to hear from you tonight.

21 MR. KWOK: Hi, Mr. Schorn, Travis
22 Kessel, T-R-A-V-I-S K-E-S-S-E-L. I
23 think that may have been an issue with
24 the raising from earlier, but I just
25 wanted -- as a Bayside resident and a

1 REMSCO HEARING - October 28, 2020
2 member of Glen Oaks, the reason I joined
3 Glen Oaks was the Bayside and Bayside
4 adjacent ambulance calls didn't answer
5 calls when applications were put in.
6 That's how I wound up with Glen Oaks and
7 they are the only ones consistently who
8 serviced any part of the Northeast
9 Queens area over the last ten to fifteen
10 years.

11 HEARING OFFICER SCHORN: Thank you,
12 sir.

13 I believe we have another person,
14 Yoona Kim who I believe is listed as
15 president of Little Neck Douglaston
16 Volunteer Ambulance.

17 MS. DIGLIO: I don't believe she's
18 here.

19 MR. MAI: Good evening. Yoona Kim
20 was unable to make it tonight. Paul
21 Mai, I'm speaking on behalf of Little
22 Neck Douglaston.

23 HEARING OFFICER SCHORN: Mr. Mai,
24 would you like to speak in her place?

25 MR. MAI: Yes, please.

1 REMSCO HEARING - October 28, 2020

2 HEARING OFFICER SCHORN: Okay. If
3 you could just spell your name for
4 transcription purposes and you are
5 welcomed here tonight, sir.

6 MR. MAI: Paul Mai, P-A-U-L, last
7 name Mai, M-A-I. Hi, good evening
8 everyone. Like I said earlier, I'm
9 speaking on behalf of Yoona Kim and the
10 president of Little Neck Douglaston
11 Ambulance Corps. We are speaking in
12 opposition for this expansion of Glen
13 Oaks into Bayside. I'm going to keep
14 this short and straight to the point.
15 One, the extended response times, Glen
16 Oaks headquarters right now are
17 currently located on Union Turnpike.
18 Bayside is not only an adjacent
19 neighboring town, but would cut through
20 either Little Neck, Douglaston or
21 Jamaica Estates to reach the destination
22 of Bayside, which all already have
23 active operating certificates. With the
24 extended response times and potentially
25 dangerous emergency response only to be

1 REMSCO HEARING - October 28, 2020
2 canceled by either an FDNY municipality
3 or volunteer units already stationed and
4 posted in the Bayside area. I see the
5 benefits do not outweigh the risk.

6 Secondly, like Mr. Lyons stated
7 earlier, we don't see any endorsements
8 from residents or businesses of Bayside
9 supporting the need for this expansion
10 from Glen Oaks.

11 I do have a question for GOVAC. Is
12 this servicing expansion going to be ALS
13 or BLS service only?

14 HEARING OFFICER SCHORN: And I'm
15 happy to have that question answered,
16 Mr. Mai.

17 Mr. Ehrhardt, were you present for
18 that question?

19 MR. EHRHARDT: Yes. We are an
20 authorized ALS service provider. Began
21 our ALS service in March and we would
22 obviously provide an equivalent level of
23 service throughout our service
24 territory.

25 MR. BERLIN: I would like to just

1 REMSCO HEARING - October 28, 2020
2 answer one thing. I mean, we don't
3 respond from our headquarters and we do
4 cover Bayside. I'm not sure I
5 understand some of the comments or the
6 other things that have been put forward.
7 It doesn't seem to be matching either
8 the current situation or what is being
9 proposed here.

10 MR. MAI: I'm just reiterating from
11 your application. You stated you are
12 and ALS ambulance service. Would that
13 be ALS servicing the community of
14 Bayside?

15 MR. EHRHARDT: We would provide
16 equivalent service throughout our
17 service area.

18 HEARING OFFICER SCHORN: This is
19 Mr. Schorn. Mr. Ehrhardt, how many ALS
20 buses do you have?

21 MR. EHRHARDT: Right now we have
22 approximately ten paramedics. We are
23 obviously open to receiving more. We
24 have one of our ambulances fully fitted
25 out as ALS and we have available two ALS

1 REMSCO HEARING - October 28, 2020
2 personnel in the headquarters readily
3 available, equipment that they can
4 easily access and put on any of our
5 other ambulances.

6 MR. MAI: From what I'm hearing, you
7 have one ALS ambulance that would only
8 be covering either Glen Oaks area or the
9 opposed expansion of Bayside, correct?

10 MR. EHRHARDT: No. We have one
11 ambulance that's fully fitted out. We
12 have accessible resources that can be
13 quickly deployed on any of other two
14 ambulances. So we have the capability
15 of equipping other ambulances with ALS
16 equipment in a moments notice.

17 MR. MEKETANSKY: Okay. Thank you.
18 That answered my question.

19 Just to wrap it up, lastly, just to
20 speak, Little Neck Douglaston does not
21 see the need for this expansion. The
22 benefits of this expansion do not
23 outweigh the risks due to the reasons I
24 stated earlier. Thank you.

25 HEARING OFFICER SCHORN: Mr. Mai,

1 REMSCO HEARING - October 28, 2020

2 thank you.

3 Joe Raneri, questions for Mr. Mai?

4 MS. DIGLIO: I do not see any hands
5 raised at the moment other than Marie
6 Diglio.

7 HEARING OFFICER SCHORN: Marie?

8 MS. DIGLIO: That's okay. I will
9 bring this up at the end. I was just
10 going to affirm what Mr. Orlanski had
11 stated that there is one application
12 being discussed right now and we need to
13 focus on that one application and
14 deciding whether they are competent and
15 fit and if there is a need for this
16 expansion.

17 HEARING OFFICER SCHORN: Again,
18 that's something that I clearly
19 recognize and required to focus on. I
20 know that's the end of the scheduled
21 speakers, but this is a public hearing
22 and I would like to open the floor up to
23 other people who have interest in
24 support of or in opposition to the
25 application and if you can just raise

1 REMSCO HEARING - October 28, 2020
2 your hand to request to speak. Please
3 wait until you get recognized, identify
4 yourself and if you are part of any
5 community organization or you are just
6 speaking as a concerned member of the
7 community, identify yourself as well.
8 Joe Raneri, I'm relying on you.

9 MR. RANERI: Understood. So to
10 reiterate, if you are on the Zoom
11 application, you can use the raise hand
12 function by looking underneath the more
13 option. If you are dialing in on phone,
14 to raise your hand is star 9, to unmute
15 yourself is star 6. If you have any
16 difficulties doing either of those, you
17 may certainly put a message in the chat
18 and I will recognize you through that as
19 well. The only hand or indication to
20 speak I have received is from Mr. Edward
21 Gorman again.

22 HEARING OFFICER SCHORN: Mr. Gorman
23 the floor is yours, sir.

24 MR. GORMAN: Good evening. So it
25 goes back to the question I was asking

1 REMSCO HEARING - October 28, 2020
2 before. I have a question for Mr.
3 Ehrhardt. Can you break down your
4 boundaries for me again? I was a little
5 confused on the boundaries of GOVAC, the
6 current boundaries.

7 HEARING OFFICER SCHORN: And we will
8 note it's part of the application, but
9 Mr. Ehrhardt, you can give -- we are not
10 going block by block, give us broad
11 strokes and if this is a particular
12 concern you have, Mr. Gorman, that you
13 are looking to focus in on, please let
14 us know so we can address that.

15 MR. EHRHARDT: Sure, sure.
16 Essentially we cover Glen Oaks and
17 Floral Park in the eastern portion of
18 Queens along the Queens, Nassau border.
19 We then cover the area north of Union
20 Turnpike going west to Oakland Gardens
21 and then going north to the Long Island
22 Expressway, which is where we meet the
23 current Bayside Community Volunteer --
24 passed Bayside Community Volunteer
25 Ambulance Corps border.

1 REMSCO HEARING - October 28, 2020

2 MR. GORMAN: What exactly does your
3 certificate say? Does it say what you
4 are stating right now?

5 MR. EHRHARDT: Well, the certificate
6 lists the broader communities. There's
7 also a map that we have had on file
8 since inception with the New York State
9 Department of Health, which basically
10 mirrors what I just said.

11 MR. BERLIN: Can I ask what this has
12 to do with the application?

13 MR. GORMAN: It doesn't. What it
14 has to do with the application is if
15 they are fit to cover the Bayside
16 territory. The reason I ask these
17 questions is because, again, I'm the
18 president chief of operations of
19 Bellerose Ambulance Queens Village and
20 there's been numerous amount of times
21 that they have responded to calls
22 exactly to building 40 Creedmoor a
23 numerous amount of times. I'm trying to
24 find out exactly what their certificate
25 says. They sent out a letter stating

1 REMSCO HEARING - October 28, 2020
2 areas that they cover when it's a fund
3 drive letter, but it does not have
4 anything to say with their certificate
5 and I would like to get clarification --

6 MR. BERLIN: I think Marie wants to
7 jump in.

8 MS. DIGLIO: Hi, Marie Diglio. A
9 copy of the certificate is in the
10 application. Would you like us to put
11 it up on the screen?

12 MR. GORMAN: Can you do that for me,
13 please?

14 MS. DIGLIO: Joe, can you put it up?
15 I sent you the link.

16 MR. ORLANSKI: As the resident
17 cartographer and director of the mapping
18 tag, what does this have to do with
19 anything? If GOVAC is operating outside
20 of their certificate of need currently
21 then a complaint needs to be lodged with
22 the Department of Health, Bureau of EMS.

23 MS. DIGLIO: You are absolutely
24 correct and there's nothing in Article
25 30 that requires expansion to be to a

1 REMSCO HEARING - October 28, 2020
2 territory that is contiguous with the
3 current territory, so really there is no
4 basis for this question in this hearing.

5 MR. GORMAN: The reason --

6 MS. DIGLIO: Direct your complaint
7 to the --

8 MR. GORMAN: If they are competent
9 and fit to cover another area, they are
10 stating -- the breakdown at the end of
11 the day that they are stating they cover
12 an area that they don't, in fact, cover
13 so there's questions on that, and my
14 second question is they are saying they
15 could possibly outfit another vehicle to
16 cover Bayside, but there's no proof that
17 they can do that. So they are going to
18 drive, let's just say, from building 40
19 of Creedmoor to go all the way to
20 Bayside, that's going to take a little
21 bit of time and traffic to only delay
22 patient care if we are talking about a
23 community that needs help, how are they
24 going to be going to an area that they
25 do not cover to a new area that they do

1 REMSCO HEARING - October 28, 2020
2 cover and yet they are going to drive a
3 life and sirens across town when there
4 can be an FDNY assigned ambulance only
5 nine minutes away. It doesn't make
6 sense to me and that's why I'm asking
7 these questions.

8 MR. BERLIN: Mr. Schorn, does he
9 have to answer that? I mean, that
10 didn't seem like that was a question
11 that was relevant at all to he
12 application that's here.

13 HEARING OFFICER SCHORN: I don't
14 think anyone has to answer any question.
15 I will, again, refocus ourselves. Let's
16 assuming there were some -- that there
17 were violations that are being alleged.
18 Those are just statements being made at
19 this point between us. If it's not in
20 the application, there's nothing that I
21 can really do in giving recognition to
22 any of those complaints that are just
23 now being brought up at this point in
24 time.

25 MR. GORMAN: It's not so much of a

1 REMSCO HEARING - October 28, 2020

2 complaint. I'm trying to --

3 MR. BERLIN: If there was a filed
4 complaint and something which had been
5 filed, that would be one thing, but we
6 are not even talking about that. I
7 would just say our approved map area is
8 what was --

9 MR. RANERI: Frank, I muted everyone
10 so that you can determine who wants to
11 speak next.

12 MS. DIGLIO: Frank, unmute yourself
13 if you are speaking.

14 HEARING OFFICER SCHORN: I have now
15 unmuted myself. Thank you, Joe. If
16 there were transgressions, if there were
17 violations, that is an issue beyond what
18 we have here tonight. Had there been
19 complaints, they should have been
20 included in opposition. My
21 understanding from my review that
22 complaints or charges being raised by
23 Mr. Gorman, even if -- and I'm not
24 saying that they are, even if they were
25 valid, they don't appear from my review,

1 REMSCO HEARING - October 28, 2020
2 unless I missed something, to have been
3 included in the application and from
4 that standpoint, the process that I'm
5 going to be reviewing is limited to the
6 documentation that's presented. If I
7 were to introduce and accept new
8 information, new evidence, I will be
9 faulted for having done so because the
10 application is the application, and the
11 application is complete, including
12 opposition materials and that has not,
13 as I understand, been included so far.

14 So even if valid, Mr. Gorman, and I
15 take your point, but it's not something
16 that I would be able to act on. That's
17 not saying that you are not right,
18 that's not saying you don't have other
19 venues to act on it, but it's beyond
20 what we can do here this evening. If
21 there are other points beyond that, I
22 would like to hear it, but I do want to
23 kind of move things along just a little
24 bit and give time for conclusions.

25 Again, I have not made up my mind,

1 REMSCO HEARING - October 28, 2020
2 but there are things that I can't listen
3 to and new evidence happens to be some
4 of it and it looks like, Mr. Gorman, you
5 would be presenting something that would
6 be new evidence. I won't even mention
7 the word hearsay -- whoops, I just
8 mentioned hearsay. So it's not going to
9 count for a whole lot of beans right
10 now, but it's just not the right time
11 and place. I don't mean to be rude, but
12 it's just not the right time and place.

13 Joe, any other people from the
14 community that wish to speak?

15 MR. RANERI: There are no hands
16 raised at this moment from community
17 members or committee members.

18 HEARING OFFICER SCHORN: I'm going
19 to ask if anyone has something further,
20 otherwise I'm going to open up to
21 Mr. Berlin. I think you have asked to
22 give a conclusion to the hearing
23 statement and if not hearing anyone
24 else, I'm going to turn things over to
25 you, Mr. Berlin.

1 REMSCO HEARING - October 28, 2020

2 MR. BERLIN: Thank you very much
3 and, by the way, I apologize if I jumped
4 in there before I was recognized.

5 As I have listened to all the
6 testimony, there does seem to be one
7 point of agreement that there is a
8 public need for a Volunteer Ambulance
9 Corps in this community. I haven't
10 heard anybody oppose that or say there
11 isn't a need for it here, and for the
12 last two plus years no certified
13 Volunteer Ambulance Corps has been there
14 to serve the community. This has left
15 40,000 residents without the optimal
16 service they are entitled to.

17 Also, I haven't heard anyone
18 question whether the Glen Oaks Volunteer
19 Ambulance Corps is qualified, whether it
20 has the experience of almost 50 years,
21 whether they have the resources with its
22 70 plus EMTs, ten paramedics, 30 plus
23 dispatchers, two dozen youth squad
24 members to fill this need. More than
25 that, the organization has shown

1 REMSCO HEARING - October 28, 2020
2 repeatedly that it is a positive force
3 for any community it's a part of through
4 its active involvement in many, many
5 ways and I urge you to look at the
6 application where those are detailed.

7 Look, the other thing is that these
8 services are going to be provided with
9 no additional costs to the community.
10 It is a win win in every way for the
11 community that has had to suffer for two
12 years of not having this type of
13 ambulance service to help them. There
14 is just simply no reason as I look at
15 the application or otherwise why under
16 the standards that are to be applied
17 here and we have heard a lot of sort of
18 extraneous things that haven't looked at
19 the standards here tonight, but there's
20 no reason that I feel that the approval
21 should not be granted. There's no
22 reason why the community should not have
23 these services.

24 There are a number of people who
25 have talked about potential ideas that

1 REMSCO HEARING - October 28, 2020
2 they would step in or potential that
3 they would fill a gap or that they would
4 like to, but the fact of the matter is
5 that for two years no one else has
6 applied and we are here now trying to
7 rectify this situation. Not in some
8 hypothetical basis, not in the idea that
9 this may happen or something happens, we
10 may choose to do this. The fact is that
11 the Glen Oaks Volunteer Ambulance Corps
12 wants to do this, is committed to do
13 this and has worked very hard to do this
14 and they want to be part of that
15 community as they go forward. I think
16 that if you look at their application,
17 they have talked about their plans to
18 post in the community and to get a
19 facility there. It is certainly valid
20 to look at response times and other
21 things, but I think if you look at our
22 application and you look at the actual
23 map and the actual distance, you will
24 see that this will dramatically cut
25 response times and will be a boon to the

1 REMSCO HEARING - October 28, 2020
2 community. That's really all I have to
3 say. I hope you will consider it
4 carefully, as I know you will, and we
5 certainly appreciate you taking so much
6 time on this very, very important issue.

7 HEARING OFFICER SCHORN: Well, I'm
8 going to give thanks back to everyone in
9 the Zoom room for, again your time, your
10 effort, your passion and, again, coming
11 from a volunteer ambulance background
12 myself, you know, we are preaching to
13 the converted and if we kind of see
14 things differently, we don't see it all
15 that differently, we are looking for the
16 best that we can for the people in
17 whatever communities that we are talking
18 about, so I'm gratified that we have
19 that amount of community support and,
20 again, thanks to all of you who have
21 been doing this as a profession or just
22 as a passion without ever having gotten
23 a nickel from doing EMS work. My
24 personal thanks.

25 I'm going to be doing a -- I will do

1 REMSCO HEARING - October 28, 2020
2 my darnedest. All I can try is my best
3 in getting a fair, unbiased recommendation
4 to the Ambulance Committee and then to
5 The Regional EMS Council.

6 I do see Dr. Langsam there and I
7 just want to acknowledge him and thank
8 him for his many years and thank him for
9 his presence here tonight. As for other
10 members of The Regional Council who I
11 did not recognize, please forgive me for
12 that and thank you to everyone here this
13 evening.

14 I want to bring it back to the final
15 words to Marie before I say the words
16 the hearing is closed and the record is
17 complete, but I'm going to turn it back
18 to Marie Diglio and thanks to Joe
19 Raneri, thank you to the REMSCO staff
20 that helps over here, thank you, Scott,
21 and thank you most importantly to our
22 transcriber for your patience and
23 listening to all of us talking heads and
24 literally talking heads.

25 MR. RANERI: Just to be advised, I

1 REMSCO HEARING - October 28, 2020
2 have Henry Ehrhardt who wishes to speak
3 as well as Alison Burke. I'm not sure
4 if you are still accepting comments.

5 MS. DIGLIO: As long as they are
6 short.

7 MS. BURKE: Very quick, I promise.

8 HEARING OFFICER SCHORN: Ms. Burke,
9 you are with what organization, please?

10 MS. BURKE: My name is Alison Burke.
11 I'm from the Greater New York Hospital
12 Association. My members participate
13 both in the 911 system with FDNY and
14 also have ambulance agencies that
15 operate for critical care transport and
16 other reasons within their communities
17 and organizations.

18 This has been really an interesting
19 conversation. Pre COVID, it probably
20 would have been different, although not
21 much different, and I think we have all
22 learned that there is plenty of
23 opportunity to serve our communities.
24 Everybody looking to have a footprint in
25 the EMS world and to make it to patients

1 REMSCO HEARING - October 28, 2020
2 calling a service, whether it's 911, a
3 volunteer organization or a call number
4 through some other vehicle, we all have
5 plenty of opportunity.

6 I would just -- I think we have made
7 a lot of progress over the years and
8 more recently over the pandemic to
9 realize how we coordinate our sparse
10 resources and not highly funded
11 resources, but I would love to see us
12 work more together to serve our
13 communities and I think we all have the
14 same goal. I'm going to put myself on
15 mute because I have animals barking.

16 HEARING OFFICER SCHORN: Thank you,
17 Ms. Burke, again, for your support and
18 for your wisdom.

19 Mr. Ehrhardt, I think the
20 penultimate or anti-penultimate word
21 tonight.

22 MR. EHRHARDT: Just, you know, I
23 tried to explain in my opening testimony
24 a little bit about community boundaries
25 and ZIP codes and how ZIP codes don't

1 REMSCO HEARING - October 28, 2020
2 necessarily follow political lines here
3 out in Eastern Queens. We are happy to
4 clarify any of that for The Regional
5 Council that you need clarified. Our
6 Oakland Gardens area directly borders on
7 Bayside. We have always served since
8 our inception as our map shows and we
9 haven't changed anything north of Union
10 Turnpike in that area going from Oakland
11 Gardens to the Glen Oaks area, but let's
12 put that aside. We can deal with that
13 in another way.

14 I just really wanted to express my
15 thanks to you, the members of the
16 Ambulance Committee and Council who I
17 know spent countless hours, in addition
18 to all the other things they do working
19 on bettering our EMS system in New York
20 City, and I also want to extend my
21 thanks and appreciation to people like
22 Mike Lyons who takes the time out to
23 lead a community Volunteer Ambulance
24 Corps in his area that is a -- as those
25 of us who do now -- daunting and very

1 REMSCO HEARING - October 28, 2020
2 time consuming task today and he and
3 everybody else who does that, has my
4 respect and appreciation, and regardless
5 of whatever disagreement we have today,
6 I think we all agree that we want the
7 system to work better. We are prepared
8 to work with our neighbors to do that
9 moving forward today and tomorrow
10 regardless of what happens, so I wanted
11 to express that appreciation to
12 everybody and thanks.

13 HEARING OFFICER SCHORN: Thank you
14 very much.

15 Marie, do you and/or your cat have
16 something to say?

17 MS. DIGLIO: Zoey wanted to join the
18 meeting. No, I have nothing to say if
19 you are ready to close up, then I will
20 just give some final remarks.

21 HEARING OFFICER SCHORN: The formal
22 hearing is concluded, the material that
23 we had at the public hearing has been
24 completed, the public hearing part is
25 done and I will proceed and give a

1 REMSCO HEARING - October 28, 2020
2 report to the Ambulance Committee
3 through The Regional Council.

4 MS. DIGLIO: That's it, and the
5 hearing officer's report will be
6 transmitted to the Ambulance Committee
7 members and Regional Council members in
8 plenty of time for their review prior to
9 our meeting on November 17th when the
10 formal vote will take place and unless
11 anyone else has anything else to add, we
12 can close this public hearing.

13 HEARING OFFICER SCHORN: Marie, one
14 thing, if there is any need to submit
15 any further clarification, could you
16 please alert The Regional Council? Just
17 don't send it, alert them that you are
18 going to be sending it so it can be
19 included in whatever materials that I'm
20 going to look at in a reasonable amount
21 of time. We can't look at new
22 materials, but we can look at
23 clarifications of existing contented in
24 your application.

25 MS. DIGLIO: Yes, and you can send

1 REMSCO HEARING - October 28, 2020

2 any of that information directly to me
3 at mdiglio@nycremsco.org.

4 MR. RANERI: So with that I will end
5 the live feed. Know that this meeting
6 has been recorded and is available on
7 the REMSCO YouTube page for those who
8 wish to take the time to re-watch the
9 proceedings, which I know you all would
10 love to do.

11 MS. DIGLIO: Thank you, Frank, for
12 serving as our hearing officer again and
13 thanks to all the members of The
14 Regional Council and Ambulance Committee
15 and Regional Council staff for
16 participating so we can have an educated
17 vote next month. Good night.

18 (Time noted: 8:30 p.m.)
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C E R T I F I C A T E

I, CHARISSA HROMADKA, a shorthand reporter
and Notary Public within and for the State of
New York, do hereby certify:

That the foregoing transcript is a true and
accurate transcript of the original stenographic
notes.

IN WITNESS WHEREOF, I have hereunto set my
hand this 28th day of October, 2020.


CHARISSA HROMADKA

A				
ability (4) 6:23 59:2 69:10 71:2	active (6) 25:18 27:17 55:10 95:9 103:23 118:4	103:18	57:19 72:21	17:22,25
able (26) 6:19 17:12 20:24 21:14 25:23 37:13 37:19 38:6 54:6,18 55:12 56:12 58:22 61:12 62:11 67:11 69:9 72:10 78:18 78:23 81:23 82:5 94:15 98:25 100:16 115:16	actively (1) 27:4	adjoining (1) 24:11	agree (2) 45:6 125:6	18:15,22 19:8 19:12,15 20:6
absolutely (5) 11:16 68:22 71:21 82:6 111:23	activities (1) 27:7	adjust (4) 40:19 45:2,5 52:21	agreed (1) 77:20	20:10,14 21:16 23:25
accept (1) 115:7	activity (2) 28:4,10	adjusted (1) 40:6	agreement (2) 32:22 117:7	24:12 25:15 26:24 33:17
accepting (1) 122:4	actual (4) 4:20 32:8 119:22,23	administrati... 29:16 63:16 65:22 66:2 91:13,21	agreements (1) 24:8	36:18 37:5 38:16 40:4
access (3) 74:20,24 106:4	actuality (1) 75:12	administrati... 78:8	ahead (7) 45:21 67:20 69:2 72:19 74:4 90:9 97:19	41:18 46:13 47:14 50:9,13 50:18,18 52:9 53:15 54:25 55:21 56:5
accessible (3) 24:5 75:17 106:12	add (3) 24:14 35:8 126:11	advanced (2) 21:23 22:5	aid (7) 20:2 24:7,15 28:16 31:5 78:4 88:24	57:2,6 59:12 59:17 63:9 65:3,19,24 68:25 69:15 70:9 71:11 72:2,4,7
accountable ... 91:23	added (1) 25:13	affect (1) 45:8	aide (1) 86:23	73:19 74:6,25 75:9 79:3
accurate (1) 128:8	addition (3) 25:15 55:14 124:17	affirm (1) 107:10	alert (2) 126:16,17	80:11 81:10 81:14 82:17 82:25 86:7
achieve (4) 31:7 56:6 67:11 86:25	additional (7) 22:5 24:20 54:12,19 55:2 75:15 118:9	AG (1) 64:8	Alison (4) 7:9,11 122:3 122:10	87:10 88:8,10 90:12,16 91:6 91:7,20 93:18 94:5,23,24 96:8 97:10 100:12 102:4 102:16 103:11
acknowledge... 48:18 121:7	Additionally ... 21:22 26:25 75:8	agencies (21) 24:12 27:24 29:25 30:2,8 30:19 31:4 32:23 33:25 42:25 53:21 55:25 56:5 57:16 58:22 58:25 59:5,6 86:22 98:19 122:14	alleged (1) 113:17	105:12 106:7 106:11 109:25
act (2) 115:16,19	address (15) 14:7 18:16 46:13,25 58:14,17 79:19,23 80:18,19,20 81:6,19 82:2 109:14	agency (9) 17:10 21:13 23:4 26:5,19 27:10 28:11 36:10 60:12	allow (5) 4:2 11:12 54:22 68:2 84:23	110:19 113:4 117:8,13,19 118:13 119:11 120:11 121:4 122:14 124:16,23 126:2,6 127:14
activation (2) 25:19 35:2	addressed (8) 32:7,17 46:3,3 73:16 96:2,4 100:24	agenesis (1) 30:9	allowed (1) 97:9	ambulances (...)
activations (1) 25:21	adhere (1) 54:2	ago (6) 20:8 29:24 41:20 50:24	allowing (1) 9:10	
	adjacent (3) 21:6 102:4		ALS (11) 22:4 104:12,20 104:21 105:12,13,19 105:25,25 106:7,15	
			ambulance (...) 1:6 3:6,8 4:16 12:18 13:6 14:23 15:12 15:13,19	

21:20 22:11 34:21 51:15 63:24 64:7 88:12 105:24 106:5,14,15 amenable (1) 40:21 amenities (1) 28:24 amount (4) 110:20,23 120:19 126:20 amply (1) 18:11 analysis (1) 35:9 anaphylactic... 29:9 and/or (1) 125:15 animals (1) 123:15 answer (10) 6:13 38:2,9 69:19 72:13 99:9 102:4 105:2 113:9 113:14 answered (2) 104:15 106:18 answering (1) 37:9 anti-penulti... 123:20 anticipated (1) 28:14 anybody (6) 9:7 15:22 66:7 82:12 86:16 117:10 anyway (1) 89:22 apologies (4) 17:3 66:10 97:19,20	apologize (6) 49:17 87:20 88:19 97:18 99:20 117:3 appeals (1) 13:18 appear (4) 14:16 16:22 66:14 114:25 appears (1) 13:15 appendices (1) 21:11 Appendix (2) 39:17,22 applicant (12) 3:21 10:9,13 11:15 12:24 13:4,13 36:16 44:11 79:19 79:21 96:6 applicant's (1) 88:14 application (...) 3:7,10,23 4:25 6:10 11:21 12:6 13:15 17:24 18:8,17 19:13 21:10 35:8 37:12 38:21,23 39:12,15 44:4 44:19,25,25 45:4,8,24 47:3 52:4 53:18 54:7 56:19 61:3,6 65:14 66:22 70:15,22,23 70:25 73:10 73:11 75:6 76:2,13 82:23 83:5,9,18 84:19 85:8,22 94:19 98:3,4 98:9,10,13,17	98:19,24 100:2 105:11 107:11,13,25 108:11 109:8 110:12,14 111:10 113:12,20 115:3,10,10 115:11 118:6 118:15 119:16,22 126:24 applications ... 70:16 83:24 98:20 102:5 applied (3) 51:7 118:16 119:6 apply (1) 78:18 applying (1) 69:25 appreciate (8) 42:18 70:20 73:13 86:13 87:23 88:3,16 120:5 appreciation ... 124:21 125:4 125:11 approach (1) 30:10 approaches (1) 30:20 approaching ... 19:16 appropriate ... 11:20 44:23 approval (3) 46:17 56:18 118:20 approved (3) 21:7 44:4 114:7 approximate... 59:19 105:22	area (69) 19:14 20:20,25 21:3,5,13,18 21:19 23:7,10 23:11,22,24 24:2,16 25:17 29:4 31:18 32:5,14 34:6 34:6,15,18 35:21 36:2 39:15,18 42:8 44:20 45:12 46:14 50:8,10 50:13 51:8,9 51:20 52:5,22 53:19 54:13 54:14,25 55:12 65:17 74:24 75:7 77:24 78:24 82:5,7,13 84:17 100:16 102:9 104:4 105:17 106:8 109:19 112:9 112:12,24,25 114:7 124:6 124:10,11,24 areas (12) 21:17,24 23:14 27:13,17 34:4 34:8 40:3 55:2 64:16 93:2 111:2 arrangement... 30:16 31:6 86:24 Article (2) 67:25 111:24 aside (2) 15:20 124:12 asked (3) 8:3 77:19 116:21 asking (2) 108:25 113:6	assembly (1) 27:15 assigned (1) 113:4 assist (3) 54:13 55:25 65:18 assistance (2) 20:13 92:18 assistants (1) 28:9 associated (1) 59:11 Association (4) 26:25 53:15 59:13 122:12 associations (...) 77:22 assume (2) 10:16 11:22 assuming (2) 46:17 113:16 assure (2) 30:10,12 attempts (1) 86:15 attend (1) 77:20 attending (1) 53:16 Attorney (1) 81:11 Attorneys (1) 2:14 audience (1) 15:3 audio (1) 9:16 August (1) 13:19 authorize (1) 82:12 authorized (1) 104:20 Auto (1) 43:19
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

availability (6) 21:22 22:3 23:5 25:16 58:4,10	base (4) 25:24 30:11 34:23 53:24	82:25 83:15 84:16 90:12 90:15 91:5,7 91:20 92:10 92:11,14,18 92:21,23 93:3 94:6,14,23 95:17 96:19 96:21,23 98:9 100:11 101:25 102:3 102:3 103:13 103:18,22 104:4,8 105:4 105:14 106:9 109:23,24 110:15 112:16,20 124:7	78:15 84:3,21 86:17,18 89:8 102:13,14,17	77:10 86:6 98:2 120:16 121:2
available (6) 24:13 51:18,20 105:25 106:3 127:6	based (8) 17:25 19:18 22:3 74:14 75:25 77:7,8 79:13	basic (1) 21:15	believed (1) 71:25	better (8) 18:12 20:20 67:11 78:21 84:14,18,18 125:7
Avenue (17) 2:15 39:21,25 40:6,11 41:9 41:11,13,21 41:22 42:6,6 42:14 43:5,9 43:14,15	basically (3) 64:3 74:11 110:9	basis (4) 5:22 28:25 112:4 119:8	Bell (1) 41:12	bettering (1) 124:19
average (1) 22:14	Bay (15) 41:22,25 42:9 42:23 43:10 65:15 70:3,6 73:18 74:6 78:17 82:4 92:21 96:21 98:10	Baysider (1) 76:21	Bellerose (5) 19:19 32:17,18 68:24 110:19	beyond (5) 12:25 95:3 114:17 115:19,21
avoid (1) 11:24	Baysiders (1) 37:2	beans (1) 116:9	belong (1) 15:23	big (4) 33:18 35:21 70:8 92:12
aware (1) 63:19	back (25) 5:22,25 8:5,7 9:10 17:4 28:7 50:22 65:4,11,20 66:4 71:6 72:23 75:22 83:4 85:3 86:10 92:15 92:21 99:19 108:25 120:8 121:14,17	bearing (1) 44:2	benefit (6) 23:2 29:5 30:20 75:14 83:10 84:4	bigger (1) 96:23
B	background ... 13:7 69:12 120:11	bears (1) 45:3	benefits (3) 77:6 104:5 106:22	biking (1) 75:17
back (25) 5:22,25 8:5,7 9:10 17:4 28:7 50:22 65:4,11,20 66:4 71:6 72:23 75:22 83:4 85:3 86:10 92:15 92:21 99:19 108:25 120:8 121:14,17	backgrounds... 76:11	Bedford (1) 34:9	Berlin (46) 2:17 10:13,15 10:19,23 11:8 15:25 16:5,15 16:19 17:18 17:20 35:7,11 37:8 38:19 39:12 40:23 45:2,15 49:6 49:10,11 61:8 61:9,16 62:8 70:12,13 72:21 73:7 80:17,20,23 83:3 84:7,8,8 104:25 110:11 111:6 113:8 114:3 116:21,25 117:2	Bill (1) 90:21
bad (1) 85:23	back (25) 5:22,25 8:5,7 9:10 17:4 28:7 50:22 65:4,11,20 66:4 71:6 72:23 75:22 83:4 85:3 86:10 92:15 92:21 99:19 108:25 120:8 121:14,17	begin (4) 13:10 86:2 91:19 104:20	benefits (3) 77:6 104:5 106:22	bit (7) 5:17 35:24 69:12 100:19 112:21 115:24 123:24
ball (3) 15:8 91:14,21	background ... 13:7 69:12 120:11	behalf (8) 10:12 11:14 16:4 61:2,4 93:22 102:21 103:9	Berlin (46) 2:17 10:13,15 10:19,23 11:8 15:25 16:5,15 16:19 17:18 17:20 35:7,11 37:8 38:19 39:12 40:23 45:2,15 49:6 49:10,11 61:8 61:9,16 62:8 70:12,13 72:21 73:7 80:17,20,23 83:3 84:7,8,8 104:25 110:11 111:6 113:8 114:3 116:21,25 117:2	bliss (1) 95:12
barking (1) 123:15	backgrounds... 76:11	believe (23) 13:11 16:15 21:11 33:21 33:22 36:7 40:10 41:22 60:6,11 62:22 64:12 70:8,14	best (9) 9:25 21:14 55:19 69:10	blizzards (1) 25:8
	bad (1) 85:23		Berlin's (1) 72:14	block (2) 109:10,10
	ball (3) 15:8 91:14,21		best (9) 9:25 21:14 55:19 69:10	blocking (1) 74:20
	barking (1) 123:15			blocks (1) 10:8
				blood (1) 51:16
				BLS (1) 104:13
				board (16) 17:9 20:15 21:5,9 27:17

40:10,18 41:16 42:20 50:7,19 52:15 52:17 60:8 76:10 87:25 Bobby (2) 90:21 98:6 bodies (1) 74:22 bono (1) 28:24 boon (1) 119:25 border (8) 33:4 43:9 77:4 77:24 96:21 96:22 109:18 109:25 borderline (1) 41:22 borders (5) 77:3 96:15,19 96:23 124:6 borough (2) 31:22,24 Boulevard (5) 39:21,23 40:7 41:12 43:18 bouncing (1) 84:17 boundaries (8) 32:3 41:5 46:6 74:20 109:4,5 109:6 123:24 boundary (8) 32:19 40:9,16 40:16,18 41:16,17 42:15 Boy (1) 77:23 Bravo (2) 34:9 36:4 break (1) 109:3 breakdown (2)	15:16 112:10 brief (3) 10:24,25 11:12 briefly (1) 17:20 bring (2) 107:9 121:14 broad (2) 27:8 109:10 broader (1) 110:6 Brooklyn (1) 59:17 brought (1) 113:23 budget (1) 78:25 build (1) 30:24 building (5) 2:15 64:6 90:23 110:22 112:18 bunch (1) 14:4 burden (2) 13:5,13 Bureau (3) 20:9,17 111:22 Burke (9) 7:9,12,24 122:3,7,8,10 122:10 123:17 bus (4) 64:12,25 80:15 80:16 buses (1) 105:20 business (2) 10:6 69:17 businesses (2) 78:14 104:8 busy (1) 7:14 button (2)	47:23 48:12 <hr/> C (4) 2:2 67:6 128:2 128:2 C-A-P (1) 63:6 C-H-R-I-S (1) 63:6 C-O-R-P-S (2) 93:13,19 cake (1) 17:4 call (7) 16:22 26:15 27:2 60:22 73:5 88:23 123:3 called (4) 32:10,25 43:18 55:25 calling (1) 123:2 calls (8) 21:19 22:20 24:10 35:6 51:15 102:4,5 110:21 callus (2) 67:2,24 camp (1) 88:25 canceled (1) 104:2 capabilities (2) 22:4 33:23 capability (1) 106:14 capable (2) 22:15 55:4 Capo (21) 2:9 62:22,24 62:25 63:2,5 63:6 66:9 67:15 68:5,14	69:5,11 72:13 72:17,17,18 72:20 82:3,22 91:3 Capo's (1) 70:21 car (2) 75:18 80:2 cards (1) 85:20 care (8) 26:7 33:24 43:19 44:12 57:21 73:16 112:22 122:15 career (1) 28:12 careful (1) 35:9 carefully (3) 44:12 96:12 120:4 carnivals (1) 77:20 carry (2) 67:7 75:5 cartographer... 111:17 case (1) 12:24 cases (3) 29:9,11 30:19 cat (1) 125:15 CB (6) 21:25,25 43:7 43:8 52:20 60:17 CBA (1) 22:2 cede (1) 37:4 center (3) 24:9 64:17 79:9	Central (1) 13:8 certain (1) 78:20 certainly (14) 14:11 37:15,24 40:21,25 41:2 44:15 45:4 48:17 51:21 81:14 108:17 119:19 120:5 certificate (13) 12:14 20:11 36:19 45:23 74:8 82:8 94:16 110:3,5 110:24 111:4 111:9,20 certificates (1) 103:23 certified (2) 26:17 117:12 certify (1) 128:6 chair (2) 53:14 59:15 challenges (4) 29:20,21 30:3 53:22 chance (2) 3:24 93:4 change (3) 44:18,19 58:13 changed (2) 28:11 124:9 changes (2) 75:3 94:7 characterize... 56:10 charges (1) 114:22 Charissa (3) 8:18 128:4,15 Charles (3) 16:10 60:18,21 chat (1)
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

108:17	88:3 111:5	31:6 81:16	101:4,9,12	76:3,9,10,16
check (1)	126:15	86:24	116:17 121:4	76:17,23 77:6
4:12	clarifications...	colleagues (1)	124:16 126:2	77:7,8,21
chief (4)	126:23	42:22	126:6 127:14	78:2,5,17,23
59:16 68:23	clarified (1)	combination ...	common (2)	79:13 82:4
100:2 110:18	124:5	22:4	33:4 88:10	83:11,11,16
children (2)	clarify (4)	combined (1)	communities...	84:4 85:13
90:20,22	47:7 80:4	22:9	18:3 21:21	89:7 90:18,25
chime (1)	88:16 124:4	come (10)	28:23 30:19	91:9,16,16
43:3	classes (2)	6:15 13:6	30:24 59:8	92:13,15,21
choice (2)	78:3,4	15:11 18:13	79:12 93:23	92:22,23
78:2 79:8	classroom (1)	36:23 50:23	110:6 120:17	95:18 96:22
choose (3)	59:25	63:12 64:24	122:16,23	97:5,18 98:11
47:24 76:17	clear (6)	88:22 92:15	123:13	99:10,14
119:10	6:8 15:25 17:3	comedian (1)	community (...)	100:11,12
chosen (1)	17:24 61:18	49:15	17:9,25 19:17	101:6,11,14
84:2	84:12	comes (2)	19:19,21,24	105:13 108:5
Chris (2)	clearly (2)	36:25 48:19	20:5,15 21:5	108:7 109:23
63:6 72:17	85:17 107:18	comfortable ...	21:8,9,12,17	109:24
Christopher ...	click (1)	35:14	22:7,8 23:3,4	112:23
2:9 62:22	47:23	coming (3)	23:17 24:5	116:14,16
chunk (1)	clinical (1)	5:13 80:12	25:22 27:5,10	117:9,14
35:22	30:13	120:10	27:11,17,22	118:3,9,11,22
circumstance...	close (3)	Comm (1)	28:11,17 29:2	119:15,18
24:14 66:16	64:2 125:19	65:15	29:14,25 30:2	120:2,19
city (23)	126:12	comment (3)	30:5,7,25	123:24
1:3 17:10	closed (2)	3:10 72:11	32:11,16 33:6	124:23
19:10 20:4	51:4 121:16	88:17	35:5,6 37:6	community' ...
22:25 23:8	closer (1)	comments (4)	37:17 38:7,17	54:2
24:17,22,24	24:2	71:18 93:9	40:10,18	community's...
25:2,6 27:16	closing (2)	105:5 122:4	41:16 42:2,10	64:21 69:22
28:6,23 29:2	11:14 57:10	commercial (2)	42:19,23 50:6	companies (1)
34:8 36:10	club (3)	22:22 88:9	50:19 51:14	22:11
38:20 60:12	41:23 42:2	commitment ...	52:15,17	comparable (...)
80:16 87:24	43:11	55:16 94:9	53:20 54:8,9	34:4
93:24 124:20	clubhouse (1)	committed (3)	54:17,19,21	compare (1)
City's (1)	41:25	30:23 87:7	54:23 55:3,10	34:8
3:4	code (2)	119:12	55:14 56:4	comparing (1)
Citywide (1)	32:6,14	committee (27)	57:6 58:5,11	26:10
22:14	codes (3)	3:8 4:17 14:23	58:21 60:8	competent (4)
civil (3)	32:2 123:25,25	15:12,14,19	63:8 67:6,12	22:16 55:6
13:21,23 27:18	cold (1)	18:22 19:8	69:7,10,17,21	107:14 112:8
claim (1)	25:7	47:15 52:10	70:3,7 71:3	competing (1)
79:24	collaboration...	71:11 72:3,4	73:18 74:6,12	70:16
clarification ...	30:15 33:11	72:7 87:10	74:14 75:13	complaint (4)
42:17 44:20	collaborative...	96:9 97:10,16	75:20,22,24	111:21 112:6

114:2,4 complaints (3) 113:22 114:19 114:22 complete (3) 3:12 115:11 121:17 completed (1) 125:24 compliance (1) 26:14 complicated ... 13:20 comprehensi... 62:2 computer (1) 43:8 CON (3) 3:6 67:24 68:4 conceivably (1) 81:6 concern (3) 33:15 45:11 109:12 concerned (2) 11:4 108:6 concerns (1) 73:16 conciliate (1) 66:17 conciliation (1) 66:20 concluded (1) 125:22 conclusion (1) 116:22 conclusions (1) 115:24 condensed (1) 34:15 condition (1) 78:6 conducting (1) 66:15 confused (1) 109:5	congested (1) 64:16 Congrats (1) 62:20 congress (1) 27:14 connected (1) 13:8 connections (1) 13:10 consider (4) 37:16 47:2 61:14 120:3 consideratio... 4:18 31:8 46:11 considered (4) 23:19 61:22,23 100:21 considering (1) 62:2 consistently (2) 55:17 102:7 consists (1) 63:25 consolidation... 30:16 56:9 constantly (2) 26:5 51:15 constructive ... 26:22 consuming (1) 125:2 contact (3) 73:3,3,6 contained (1) 12:5 contented (1) 126:23 contiguous (1) 112:2 continue (7) 7:2 24:10 26:3 30:8 51:25 56:14 99:23 continuing (2)	35:5 41:13 continuously... 19:17 contracted (1) 36:18 contribution... 30:12 control (2) 6:20 48:9 conversation... 6:3 122:19 converted (1) 120:13 cooperativel... 42:11 coordinate (1) 123:9 coordination... 66:20 Coordinator... 26:17 copy (1) 111:9 corner (1) 39:19 corp (6) 18:2,15 19:12 19:15 20:6 21:3 corps (43) 17:22 20:14 33:18 40:5 41:18 50:9,18 50:19 63:9 65:4,19,24 69:15 70:10 72:23 74:7 79:3 81:14 82:25 90:12 90:14,15,16 91:7,11,18,20 92:16,19 93:2 93:2,11,14,15 93:18 100:12 103:11 109:25 117:9	117:13,19 119:11 124:24 correct (9) 10:15 14:10 40:25 41:15 53:13 87:18 89:24 106:9 111:24 correctly (1) 53:6 costs (1) 118:9 council (27) 1:3 3:4,13 4:17 4:22,22 14:24 15:20 18:24 19:9 20:3 27:16 38:18 44:22 46:4,22 47:2 96:9 121:5,10 124:5,16 126:3,7,16 127:14,15 Counsel (1) 35:12 count (1) 116:9 countless (4) 28:5 57:5 94:3 124:17 country (3) 41:23 42:2 43:11 County (8) 1:6 23:9 31:20 32:6,9,19,22 32:23 couple (5) 10:6 12:8 56:22 80:21 93:8 courtesy (1) 63:12 cousin (1)	91:6 cover (13) 28:24 65:17 105:4 109:16 109:19 110:15 111:2 112:9,11,12 112:16,25 113:2 coverage (7) 25:22 31:20 51:21 52:4,22 54:11 66:4 covered (3) 40:4 50:7 53:19 covering (1) 106:8 COVID (6) 12:19 25:4 34:25 64:24 85:18 122:19 COVID-19 (1) 25:12 CPR (2) 54:20 78:3 crashes (1) 25:4 created (1) 43:13 credentialing... 26:9 credit (1) 94:3 Creedmoor (2) 110:22 112:19 crew (1) 75:9 crews (3) 24:4 26:22 98:17 criminal (1) 13:2 criteria (1) 18:10 critical (4)
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

25:14 27:24 29:8 122:15 cropped (1) 45:23 cross (6) 32:19 41:10,13 43:6,12,16 cumulative (1) 11:24 current (12) 23:12 29:12,18 29:19 33:14 63:7 75:10 78:24 105:8 109:6,23 112:3 currently (8) 21:2,15 34:6 74:7,11 78:22 103:17 111:20 curve (1) 43:14 customarily (...) 88:7 cut (2) 103:19 119:24	112:11 128:11 days (2) 4:14 12:19 deal (2) 85:24 124:12 dealing (2) 58:16 85:20 Debreky (1) 98:6 Debrekys (1) 90:21 decade (3) 20:7 29:17,20 decades (3) 19:16 58:8 95:3 deceiving (1) 35:24 deciding (1) 107:14 decision (4) 4:20 14:19,20 62:6 decisions (2) 13:18 96:8 decom (1) 75:4 dedicated (4) 22:17 23:4 25:20 57:4 deemed (1) 3:12 definitely (2) 100:22,23 delay (3) 68:3,11 112:21 deliver (1) 81:22 delivered (2) 26:7 54:12 delivery (1) 23:15 demonstrate... 55:15 department (...)	12:22 20:9,16 38:24 40:12 42:21 44:16 47:9 68:7,9 79:11 110:9 111:22 depending (1) 4:4 deployed (2) 21:23 106:13 deployment (2) 88:4,10 deserve (1) 20:20 despite (1) 83:24 destination (1) 103:21 detail (1) 18:9 detailed (2) 17:23 118:6 details (2) 18:12 44:5 DETERMIN... 1:5 determine (2) 81:12 114:10 detriment (1) 35:16 detrimental (1) 23:12 devastating (1) 25:7 development... 30:6 54:4 dialing (1) 108:13 dialogue (2) 67:7,8 different (8) 29:23 37:22 39:16 69:18 76:18 78:10 122:20,21 differently (2)	120:14,15 difficult (2) 66:15 75:5 difficulties (4) 11:7 17:7 56:2 108:16 difficulty (2) 5:10,16 digits (1) 8:12 Diglio (30) 2:4 3:2 4:12 8:17,22 11:5 15:17 16:23 46:7,21,24 67:17,21,22 102:17 107:4 107:6,8 111:8 111:8,14,23 112:6 114:12 121:18 122:5 125:17 126:4 126:25 127:11 dilemma (1) 85:18 diligently (1) 65:5 diminish (1) 62:5 dire (1) 78:6 direct (5) 35:6 38:20 68:8 74:20 112:6 directing (1) 68:7 direction (1) 62:6 directly (4) 32:25 43:11 124:6 127:2 director (5) 2:4 26:19 27:4 46:22 111:17	dirty (1) 56:10 disagree (1) 45:10 disagreemen... 125:5 disappointin... 51:5 52:2 discrepancy ... 39:25 45:24 discussed (2) 79:5 107:12 dispatch (1) 24:9 dispatched (2) 21:20 64:14 dispatchers (3) 20:22 24:9 117:23 distance (2) 75:13 119:23 distract (1) 7:13 district (7) 19:22,24 50:6 50:16 52:12 53:14 78:11 diverse (1) 24:18 divorced (1) 97:23 documentati... 115:6 documents (1) 63:17 Dodgers (2) 62:19,20 dog (1) 95:9 dogs (2) 95:13,15 DOH (2) 21:7 63:18 doing (12) 7:17 9:16 12:11 40:21
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

58:7 79:6	113:2	108:20	elected (2)	54:6
82:10 83:19	drives (2)	EED (1)	27:11 83:14	endorsement...
108:16	41:20 51:17	54:20	electronic (1)	77:2
120:21,23,25	drop (1)	effectively (1)	26:13	endorsement...
donations (1)	91:21	20:6	ELS (2)	104:7
76:7	dropped (2)	effects (2)	22:4,6	engaged (1)
doors (2)	91:13,15	23:16 78:24	emergencies ...	58:18
51:4 91:9	dropping (1)	effort (3)	22:12	engages (1)
doublecheck ...	64:22	81:16 94:4	emergency (6)	27:6
16:24	due (3)	120:10	1:2 18:23 19:9	English (1)
doubling (1)	75:12 78:13	efforts (5)	23:20 28:3	93:16
64:3	106:23	20:12,17 86:24	103:25	enhancement...
doubt (1)	dynamic (1)	88:14 94:25	emotionally (1)	31:5 86:23
12:25	24:18	Ehrhardt (56)	94:11	enhancing (1)
Douglaston (8)	<hr/>	2:6 5:15 11:2,6	employment ...	25:15
65:16 70:3	E	13:12 16:2	94:7	enlarging (1)
82:4 102:15	E (4)	17:6 18:13,19	EMS (54)	46:11
102:22	2:2,2 128:2,2	18:20 19:2,4	3:3,12 19:18	enlightened (1)
103:10,20	E-board (1)	19:7 31:12,23	20:2,3,4,9,17	30:21
106:20	91:24	32:24 33:21	21:12 22:6,16	ensuring (1)
Downey (14)	E-H-R-H-A-...	34:20 35:19	22:17,22 23:4	26:13
39:13,13 41:7	19:5	38:19,22 39:5	23:6,12,14	entered (1)
41:7,21 42:13	earlier (5)	39:11 40:8	25:18 26:5	35:2
43:14 45:10	13:9 101:24	41:15 42:7,18	27:19,20,22	entire (1)
45:16,21,22	103:8 104:7	46:15 56:23	28:2,11,16	35:3
46:9 47:10,10	106:24	60:9,15 80:19	29:14,15,21	entirely (1)
downtime/re...	early (1)	80:24 84:12	29:22,25 30:2	75:21
34:19	98:7	84:21,24 85:3	30:7 31:2	entirety (1)
dozen (2)	easier (2)	85:5,25 86:10	46:21 53:21	61:19
20:22 117:23	9:4 42:14	86:12 88:2,15	53:24 54:9,14	entities (2)
Dr (1)	easily (2)	104:17,19	54:15,17 55:3	27:6,9
121:6	75:17 106:4	105:15,19,21	55:8 56:13	entitled (1)
draining (1)	east (2)	106:10 109:3	57:14,15,18	117:16
94:11	41:10 43:5	109:9,15	87:2,3 91:16	entry (1)
dramatically...	eastern (6)	110:5 122:2	111:22	27:25
119:24	31:19 32:4	123:19,22	120:23 121:5	enumerated ...
draw (3)	36:15 41:8	eight (1)	122:25	61:21
28:21 30:11	109:17 124:3	24:19	124:19	environment...
40:14	easy (1)	Eileen (2)	EMT (2)	29:13 33:14
drawn (1)	17:5	16:8 60:7	5:24 54:20	Environment...
52:15	echo (1)	either (10)	EMTs (3)	25:6
draws (1)	67:22	15:18 39:11	20:21 28:7	equip (1)
24:22	educated (1)	52:9 60:6,8	117:22	81:8
drive (5)	127:16	103:20 104:2	encounters (1)	equipment (3)
74:16 79:25	Edward (3)	105:7 106:8	26:21	75:4 106:3,16
111:3 112:18	68:16,22	108:16	endorse (1)	equipping (2)

23:23 106:15 equivalent (2) 104:22 105:16 error (1) 40:24 especially (2) 12:18,19 ESQ (1) 2:17 Essentially (1) 109:16 estate (2) 24:3 81:9 Estates (3) 34:2 36:7 103:21 esteemed (1) 14:22 evaluate (1) 38:8 evaluated (1) 18:11 evaluation (1) 35:14 evening (11) 3:2 5:7 18:21 31:8 43:20 53:13 102:19 103:7 108:24 115:20 121:13 events (6) 25:9 28:18,18 29:4,7 54:21 eventually (1) 85:14 everybody (6) 9:2 43:23 98:22 122:24 125:3,12 evidence (4) 13:3 115:8 116:3,6 evolved (1) 57:16 evolves (1)	55:8 exactly (6) 52:21 56:3 84:19 110:2 110:22,24 example (1) 34:2 excellent (1) 34:22 Excuse (1) 46:7 Executive (2) 2:4 46:22 existing (5) 21:6 23:13 24:15 31:18 126:23 exists (1) 77:9 EXITING (1) 1:6 expand (4) 19:13 21:3 50:10 53:18 expanded (3) 23:22 36:2 47:6 expanding (1) 55:11 expansion (28) 1:6 3:6 23:9,11 27:13 33:16 35:15 39:16 39:18 54:7 56:7,18 74:10 76:8,15 77:5 77:10,18 78:18 98:3 103:12 104:9 104:12 106:9 106:21,22 107:16 111:25 expect (3) 15:25 16:2,3 expectations ...	30:5 54:3 expense (1) 22:7 experience (5) 12:9 18:5 30:14 50:16 117:20 experienced ... 55:6 experiencing... 55:22 expertise (2) 55:18 77:13 experts (1) 31:6 explain (2) 63:21 123:23 explained (1) 21:9 explantation ... 88:2 explored (1) 23:20 express (2) 124:14 125:11 Expressway ... 109:22 extend (2) 34:16 124:20 extended (3) 80:13 103:15 103:24 extending (2) 52:4 94:2 extent (2) 36:20 40:23 extraneous (1) 118:18 extremely (1) 55:8 <hr/> F (1) 128:2 face (2) 53:21 92:4	faces (1) 29:14 facilities (1) 22:25 facility (1) 119:19 facing (2) 29:21 56:2 fact (11) 34:6 40:20 41:17 61:22 62:3,17 74:13 82:2 112:12 119:4,10 FACT-FIND... 1:5 factors (1) 61:21 facts (1) 99:2 fair (2) 14:12 121:3 fairly (1) 61:24 fairness (2) 6:12 14:8 faith (2) 62:9,13 fall (1) 94:12 familiar (1) 50:13 families (5) 90:19 91:8,12 93:25 94:6 family (2) 69:12 90:24 fans (1) 62:20 far (6) 12:9 14:5 31:19 92:13 95:20 115:13 fast (1) 10:2 father (1)	90:24 fault (1) 54:9 faulted (1) 115:9 favor (3) 16:3,4 53:17 FDNY (10) 20:4 22:16 25:18 27:19 80:15,16 92:24 104:2 113:4 122:13 feed (1) 127:5 feedback (1) 26:22 feel (10) 6:6 10:18,21 63:11 64:11 64:23 69:6,7 84:4 118:20 feeling (2) 14:8 95:23 feld (1) 49:21 felt (1) 35:14 field (2) 21:24 49:21 fields (1) 28:4 fifteen (1) 102:9 file (1) 110:7 filed (2) 114:3,5 fill (2) 117:24 119:3 filter (1) 72:5 final (3) 59:10 121:14 125:20 finalized (1)
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

finalized (1) 13:17	Floral (3) 19:20 50:11	86:21	front (2) 37:17 98:13	21:8 109:20
finally (1) 13:17	109:17	formula (4) 56:6,25 57:7	fulfill (1) 28:16	124:6,11
financial (4) 25:25 30:4 53:23 65:8	Flu (1) 25:3	57:11	full (3) 11:2 62:9,13	General (1) 81:11
find (3) 30:3 81:9 110:24	Flushing (1) 98:7	forth (1) 17:5	fully (3) 63:19 105:24 106:11	generally (2) 38:24 40:13
fine (2) 7:17 63:22	focus (5) 56:12 100:2 107:13,19 109:13	fortunate (3) 12:11 22:15,21	fun (1) 98:6	generation (1) 91:11
finish (1) 84:23	focused (3) 98:15,23 99:24	fortunately (1) 51:11	function (4) 6:21 47:21 60:10 108:12	generations (2) 91:8 93:25
fire (4) 22:11 38:23 79:11 96:10	folks (2) 17:9,14	forward (15) 14:5 31:10 44:7 48:18 56:17 58:2 61:15 66:23 68:4 70:25 83:8 94:17 105:6 119:15 125:9	fund (1) 111:2	geographical... 21:18 74:19
firehouses (1) 79:12	follow (5) 31:17 32:3 40:17 52:20 124:2	found (1) 31:12	funded (1) 123:10	geography (1) 35:24
first (13) 5:19,21 13:11 23:24 45:20 66:10 69:24 78:4 79:8 81:8 87:17 90:3 93:10	following (2) 34:12 71:24	founder (1) 91:4	fundraising (1) 41:20	getting (5) 5:11 17:8 33:18 69:21 121:3
firsthand (1) 29:6	footing (1) 25:25	founders (1) 69:15	further (7) 38:15 46:21 59:10 78:19 101:16 116:19 126:15	Girl (1) 77:23
fiscal (1) 22:9	footprint (1) 122:24	four (2) 8:12 97:9	future (8) 37:15,23,25 38:7 42:4 56:13 59:2 73:12	give (23) 7:2 10:10,24 11:11 15:16 57:9 64:9 69:11 73:5 90:13 92:11 92:17,21 93:3 95:5 100:7 109:9,10 115:24 116:22 120:8 125:20,25
fit (3) 107:15 110:15 112:9	force (1) 118:2	Francis (3) 39:20,23 40:7	G	given (6) 21:18 24:22 25:11 46:11 46:18 88:2
fits (1) 5:12	forefront (2) 48:20 88:22	frank (17) 2:3 3:14 5:3 9:12 16:23 47:16 61:17 67:3,16,21 68:15 81:25 87:13 99:15 114:9,12 127:11	G-O-R-M-A-... 68:23	gives (2) 4:19 35:23
fitted (2) 105:24 106:11	foregoing (1) 128:7	free (1) 10:18	G-R-E-C-O (1) 53:11	giving (4) 5:12 11:2 93:2 113:21
five (9) 10:8,22 19:16 50:4,22 95:10 95:13,13,15	Forge (1) 34:10	frequently (1) 75:3	gallery (1) 11:9	glad (2) 66:8 73:5
flag (1) 62:15	forgive (3) 60:7 71:14 121:11	friends (1) 95:21	gap (3) 51:21 52:3 119:3	Glen (81) 1:5 2:14 3:5 4:9 6:10
floor (3) 63:3 107:22 108:23	form (1) 38:11		gaps (1) 21:21	
	formal (2) 125:21 126:10		Gardens (6) 18:3 19:22	
	former (1) 5:23			
	formerly (3) 53:19 60:17 94:22			
	forms (1)			

12:24 13:4,13	83:4 86:10	107:10	27:9	25:4
14:15 17:21	90:9 94:8	109:10,20,21	grade (1)	half (2)
18:3,14 19:12	97:19 101:14	112:17,20,24	59:25	20:7 24:19
19:14,20,25	112:19	112:24 113:2	grandfather ...	hand (24)
20:21 21:2	119:15	115:5 116:8	69:14 70:10	5:3 47:21,23
25:12,17 26:7	goal (5)	116:18,20,24	91:4	48:4,5,15,19
27:4 29:7	12:3 14:12	118:8 120:8	granted (2)	48:23 55:17
30:22 32:10	31:7 86:25	120:25	34:5 118:21	60:9 67:18
32:16 43:4	123:14	121:17	gratified (1)	87:25 88:15
46:12 50:8,12	God (1)	123:14	120:18	89:4,11 97:4
51:6 53:17	95:12	124:10	Graves (6)	101:4,7,12
54:6,13 55:3	goes (6)	126:18,20	87:14,16,19,22	108:2,11,14
55:24 56:18	14:6 43:9,11	good (15)	87:23 88:18	108:19
58:11 59:4	43:15 80:2	3:2 5:7 18:20	great (5)	128:11
63:21 64:10	108:25	25:24 43:20	7:24 11:8 18:9	handle (4)
66:6 70:5,19	going (95)	53:13 61:24	75:12 83:10	22:20 33:20,23
74:10,13,15	5:22,25 6:24	84:14 85:13	Greater (3)	69:9
74:21 75:9,15	7:21 8:5 9:15	85:22 92:23	7:10 32:16	hands (8)
75:23,24 77:3	9:18,24 10:4	102:19 103:7	122:11	48:21 53:3
78:10,21,25	10:8,9,12,21	108:24	Greco (15)	60:2 87:14
92:9,11,20	10:24 14:2	127:17	2:8 16:7 53:6,7	88:21 89:2
95:20,22,23	16:7,10,23	Gorman (22)	53:8,8,10,12	107:4 116:15
96:6,14,18,20	17:11,15 37:4	68:16,18,22,23	56:20 57:8,14	happen (6)
96:23 98:4,13	38:2,15,16	69:4 71:4,8	59:14,23 60:3	15:7 33:13
98:23 102:2,3	39:3,10,22	71:12,21	60:5	64:24 73:11
102:6 103:12	41:11 42:4	108:21,22,24	Greenberg (2)	94:18 119:9
103:15	44:9,11,17	109:12 110:2	2:14 10:11	happened (3)
104:10 106:8	45:18 49:3,7	110:13	grew (2)	25:10 63:17
109:16	50:22 51:8	111:12 112:5	90:23 95:21	94:14
117:18	53:5 57:9	112:8 113:25	group (2)	happening (3)
119:11	60:18 62:21	114:23	26:25 27:18	14:9,10 88:24
124:11	63:3 66:23	115:14 116:4	groups (2)	happens (5)
Glendale (2)	67:13 68:4	gotcha (1)	28:25 85:11	37:14 38:7
5:24 13:10	71:6,14 75:22	7:25	guess (1)	116:3 119:9
go (31)	75:23 79:18	gotten (1)	88:5	125:10
6:17 16:23	80:5,7,11	120:22	guest (1)	happy (13)
34:14 39:7	81:2,21 82:15	GOVAC (16)	26:18	6:12 14:24
42:5 43:5	83:17 85:24	20:13 21:13	guide (1)	40:25 41:5
45:21 46:21	86:10 87:11	23:6,10 26:23	97:3	42:8,9,22
47:8 48:18	87:20 89:18	33:16 36:21	guys (1)	45:2,5 95:7,8
51:8 61:15	89:22 96:7,10	37:3 57:8	34:11	104:15 124:3
64:15 67:19	96:11 99:24	66:21 67:9		hard (4)
69:2 70:11	100:13,20	71:6 84:16	H	7:15 38:9
71:17 72:19	101:14,15	104:11 109:5	H-E-F-F-E-...	50:21 119:13
74:4 76:19	103:13	111:19	90:7	hard-hearted...
82:11,11,13	104:12	government ...	H1N1 (1)	67:2

hardy (1) 9:13	21:1 22:1 23:1 24:1	90:8 91:1 92:1 93:1,6	99:20 100:5,9 101:18	history (2) 36:14 90:14
hashtag (1) 48:4	25:1 26:1 27:1 28:1	93:21 94:1 95:1,12,25	held (2) 4:23 91:22	hit (2) 17:19 48:6
hate (1) 70:11	29:1 30:1 31:1,11 32:1	96:1,25 97:1 97:8,17 98:1	hello (1) 6:4	hitting (1) 48:4
headquarter... 27:3 74:17,21	32:21 33:1,8 34:1,12 35:1	98:15 99:1,5 99:18 100:1	help (11) 25:13 36:23	hold (5) 6:9 39:8 51:3
75:2,16 79:9	36:1,12 37:1 38:1,14 39:1	100:17 101:1 101:8,13	59:5 65:17 69:6 70:6	71:17 99:12
88:11 103:16	39:2,6,9 40:1 41:1 42:1	102:1,11,23 103:1,2 104:1	71:2 72:8 77:12 112:23	holds (2) 74:7 82:8
105:3 106:2	43:1 44:1,2,8 45:1,12,13	104:14 105:1 105:18 106:1	118:13	honest (1) 67:3
heads (3) 43:10 121:23	46:1,20 47:1 47:12 48:1,9	106:6,25 107:1,7,17,21	helpful (1) 9:19	hope (3) 61:13 97:22
121:24	48:10 49:1,11 49:16,22 50:1	108:1,22 109:1,7 110:1	helping (3) 30:24 87:8	120:3
Health (12) 12:22 20:9,16	50:2 51:1 52:1,6,24	111:1 112:1,4 113:1,13	91:9	hopeful (1) 51:19
40:12 42:21	53:1,9,17 54:1 55:1	114:1,14 115:1 116:1	helps (2) 23:5 121:20	hopefully (3) 67:11 95:6,7
44:16 47:9	56:1,20 57:1 58:1 59:1,9	116:18,22,23 117:1 118:1	Henry (10) 2:6 4:8 5:15,20	hopes (1) 44:7
68:2,7,9	59:20 60:1,14 60:23 61:1,16	119:1 120:1,7 121:1,16	5:21,22,24 6:8 80:17	hoping (1) 50:3
110:9 111:22	62:1,14 63:1 63:2,19 64:1	122:1,8 123:1 123:16 124:1	122:2	hospital (5) 22:19 76:12,14
healthcare (1) 22:25	65:1 66:1,9 67:1,19 68:1	125:1,13,21 125:22,23,24	hereunto (1) 128:10	81:21 122:11
hear (6) 14:18 56:16	68:12,18 69:1 69:2 70:1,14	126:1,5,12,13 127:1,12	hey (3) 7:9 36:25 37:4	hosted (1) 27:2
82:22 89:14	71:1,8,13,22 72:1,15,18	hearings (1) 86:3	Hi (10) 7:11,12 8:11	hour (1) 17:18
101:20	73:1,14,22 74:1,3 75:1	hearsay (2) 116:7,8	15:2 43:20 53:8 89:17	hours (4) 7:14 57:5 94:3
115:22	76:1 77:1 78:1 79:1,16	heatwaves (1) 25:7	101:21 103:7 111:8	124:17
heard (8) 28:7 33:2 51:7	80:1 81:1 82:1 83:1	Heffernan (25) 2:11 87:12	high (1) 21:19	house (3) 24:3 64:9 92:8
97:17 100:22	84:1,6,10,22 85:1,2,6 86:1	89:8,23 90:2 90:5,6,10,11	highest (1) 26:6	housekeepin... 5:18
117:10,17	86:9 87:1,4 87:16,19 88:1	92:5 93:7,20 95:10,15	highly (3) 24:17,18	Hromadka (4) 8:21,22 128:4
118:17	88:18 89:1,10 89:21,25 90:1	96:14,18 97:2 99:8,12,13,16	123:10	128:15
hearing (256) 1:5 2:3 3:1,5			highroad (1) 13:25	humble (1) 44:6
3:14,15,25			highways (1) 64:16	hundreds (2) 22:23 28:21
4:1,13,14,18				hurricanes (1)
5:1,5 6:1 7:1				
8:1 9:1,11,24				
10:1,16 11:1				
11:16 12:1,4				
13:1 14:1,12				
15:1,24 16:1				
16:13,16 17:1				
17:2,13 18:1				
18:21,25 19:1				
19:6 20:1				

25:9	83:21 93:5	24:6 99:25	107:23	45:16 46:20
Hyde (2)	98:14 99:23	indication (1)	interested (2)	47:10,12
19:20 32:7	120:6	108:19	26:3 65:10	job (2)
hypothetical ...	importantly ...	indirect (1)	interesting (2)	9:4 66:17
37:10 73:10	80:8 121:21	14:14	31:25 122:18	jobs (1)
119:8	improving (1)	individual (4)	intersecting (1)	91:3
<hr/> I <hr/>	86:25	7:5,6 76:5 89:4	40:7	Joe (27)
idea (3)	impugn (1)	individual's (1)	introduce (3)	2:5 4:12 6:18
15:14 66:19	86:16	89:15	3:13 12:3	7:9 8:17 9:12
119:8	in-house (1)	individuals (7)	115:7	15:4 16:8
ideally (1)	26:15	7:3 15:17 26:4	investigation...	47:16 60:6
79:10	inadvertent (1)	48:8 55:24	63:18	67:16 72:5
ideas (1)	14:11	61:11 90:19	involved (3)	88:20 90:24
118:25	inaudible (5)	industry (1)	27:5 29:15	92:3 96:17
identifiable (2)	50:10 74:24	57:15	65:10	97:2 99:7,19
40:15,16	75:3 77:9	information ...	involvement ...	99:19 101:2
identified (3)	95:16	11:24 36:17	118:4	107:3 108:8
7:23 9:7 96:3	inception (2)	62:3 73:4,6	iPad (2)	111:14
identify (13)	110:8 124:8	115:8 127:2	5:14 17:5	114:15
6:25 7:8 8:4,10	incidents (1)	informative (1)	irrespective (1)	116:13
9:9,25 10:3	33:5	31:13	66:22	121:18
12:4 49:18	include (2)	informed (1)	Island (8)	jog (1)
68:19 90:2	44:23 47:4	92:9	34:10 41:10,14	41:12
108:3,7	included (6)	inherent (1)	43:6,12,16	join (5)
ill (1)	27:19 39:17	6:12	74:23 109:21	10:18,19 17:12
95:22	114:20 115:3	instructions (...)	issue (13)	30:14 125:17
illusion (1)	115:13	48:2	6:11 42:4,11	joined (3)
81:23	126:19	Instructor (1)	42:23,24	48:3 49:9
immediately ...	includes (3)	26:17	45:22 79:23	102:2
20:24 21:6	14:13 24:2	insurance (1)	81:7 82:20	joining (1)
54:8 71:3	74:22	64:21	96:2 101:23	7:4
immensely (1)	including (2)	intelligent (1)	114:17 120:6	joint (3)
23:2	85:21 115:11	14:22	issues (6)	31:4 33:10
immigrants (1)	inclusive (1)	86:14	5:11 14:6	86:22
24:22	47:5	intensive (1)	15:10 69:8	Joseph (6)
impact (3)	income (1)	94:10	74:12 96:4	2:11 68:15
23:12 28:5	75:20	intent (3)	<hr/> J <hr/>	87:11 89:7
88:14	incorporated...	40:9 86:8,13	J-O-S-E-P-H...	90:5,10
impeded (1)	32:10	intention (1)	90:6	judge (1)
24:13	increase (6)	41:2	Jamaica (3)	98:25
imply (1)	23:5 34:17	interaction (1)	34:2 36:6	jump (2)
62:9	62:5 75:12	33:6	103:21	70:12 111:7
important (10)	76:14 79:20	interest (5)	Jim (9)	jumped (1)
28:15 35:20	increased (1)	14:15 57:4	39:13 40:8	117:3
55:8,16 58:24	22:13	76:22 81:20	41:7,15 45:14	<hr/> K <hr/>
	indicated (2)			

K-E-S-S-E-L...	58:22 62:17	5:12 17:3	let's (7)	124:2
101:22	62:18 64:25	larger (7)	13:24 49:2	link (1)
keep (11)	66:21 67:5,6	21:18 23:14	60:5 86:4	111:15
11:20 13:21,22	69:25 72:3,6	28:19 30:11	112:18	Lions (1)
30:22 58:18	76:16,24	32:15 46:14	113:15	73:20
72:8 86:4,5	77:14,19 78:6	93:2	124:11	list (11)
98:15 99:25	78:7,10,16,25	largest (1)	letter (5)	3:25 9:2 14:3
103:13	79:4,6,8	36:9	38:22 68:5	15:22 16:5,21
keeping (4)	81:17,20	lastly (1)	77:6 110:25	16:24 49:5,8
5:18 29:18,19	83:17 85:4,9	106:19	111:3	60:25 76:4
62:18	86:7,15 88:25	late (2)	letters (7)	listed (2)
Kessel (10)	93:12 94:12	34:21 99:21	27:12,19 61:10	16:11 102:14
87:15 89:6,16	94:16 95:20	Laturners (1)	62:13 76:4,25	listen (2)
89:17,18	97:11 99:21	90:20	83:13	3:9 116:2
101:3,11,13	100:7 107:20	law (1)	letting (1)	listened (1)
101:18,22	109:14 120:4	68:2	93:4	117:5
key (1)	120:12	laying (1)	level (7)	listening (1)
96:3	123:22	92:24	5:9 6:5 13:24	121:23
Kim (3)	124:17 127:5	lead (5)	30:13 44:15	lists (1)
102:14,19	127:9	18:17 28:2,15	55:13 104:22	110:6
103:9	knowing (2)	71:6 124:23	Lewis (3)	literally (2)
kind (7)	6:8 76:15	leaders (1)	39:20,23 40:7	67:3 121:24
6:5 11:18	knowledge (2)	55:23	license (1)	little (25)
34:13 49:17	82:14 98:2	leadership (8)	63:11	5:17 10:10
81:16 115:23	known (5)	20:18 29:15	life (8)	11:3 32:8,13
120:13	5:22,24 51:2	30:6,21 54:4	12:21 21:15,23	35:24 43:17
Kmeatek (3)	55:3 97:11	55:5,15 91:23	22:5,12 28:22	43:24 65:16
8:11,16,16	KWOK (1)	leading (1)	94:7 113:3	69:11 70:3,7
knew (1)	101:21	3:17	life-saving (2)	82:3 87:6
82:24		learned (1)	12:20 94:25	90:14 96:22
know (81)	L	122:22	lifelong (1)	102:15,21
5:10,21 6:18	L-O-U-I-S (1)	leave (2)	76:21	103:10,20
7:13 11:11	53:10	40:2 67:13	likelihood (1)	106:20 109:4
12:7,12 13:6	L-Y-O-N-S (1)	leaving (1)	62:5	112:20
13:17,22 14:9	74:2	21:21	limit (1)	115:23
16:14 17:6,8	lack (1)	lecturers (1)	4:4	123:24
17:11,16	82:14	26:18	limited (3)	live (4)
24:24 29:19	Lakeville (2)	led (2)	12:21 72:8	23:23 30:9
34:10 35:23	32:25 33:4	22:16 70:24	115:5	36:15 127:5
36:13,25	land (1)	left (4)	line (8)	lived (2)
37:21 38:10	35:22	48:21 65:6	7:23 9:22 11:4	69:13 91:10
40:11,11,20	Langsam (1)	94:14 117:14	11:5 32:2	lives (3)
41:25 42:10	121:6	legal (1)	40:19 42:20	28:6,12 80:9
44:14 46:17	language (3)	82:16	52:20	living (1)
48:13,14 51:4	33:13 56:24,25	legs (1)	lines (4)	85:17
51:9 57:12	laptop (2)	58:9	40:14 52:13,14	local (11)

20:15 21:22	49:5 50:9	Mai (13)	15:15 46:8,21	medical (11)
23:16 27:6,10	85:8,14 96:11	2:12 102:19,21	46:23 67:17	1:2 13:8 18:23
27:15,18,25	108:12	102:23,25	67:18,19,22	19:9 22:12
28:17 75:19	109:13	103:6,6,7	68:13 107:5,7	26:19 27:4
92:16	120:15	104:16	111:6,8	28:3,16 29:10
locate (1)	122:24	105:10 106:6	121:15,18	57:21
81:9	looks (3)	106:25 107:3	125:15	meet (6)
located (1)	16:19 35:21	maintain (4)	126:13	21:14,14 26:10
103:17	116:4	26:6,19 30:13	marriage (1)	38:6 86:18
location (2)	losing (2)	48:9	95:8	109:22
64:15 74:14	58:9 92:14	maintained (1)	Marzilliano (2)	meeting (11)
lodged (1)	lost (2)	25:21	16:8 60:6	3:17,18 4:5,22
111:21	54:10 63:11	major (2)	matching (2)	17:8,9 60:11
logging (1)	lot (10)	25:4 45:22	41:4 105:7	100:14
4:9	14:21 30:3	making (4)	material (3)	125:18 126:9
logically (1)	41:24 69:17	61:25 76:7	12:3,5 125:22	127:5
77:25	76:8,16 96:22	79:25 92:10	materials (4)	Meketanksy ...
logistically (1)	116:9 118:17	mal (1)	99:3 115:12	43:4
95:23	123:7	86:13	126:19,22	Meketansky ...
long (9)	Louis (4)	manageable ...	matrix (2)	4:7,8 43:2,17
3:24 39:6	2:8 16:6 53:6,8	36:8	88:4,11	45:17 106:17
43:23 56:6	love (4)	management...	matter (5)	member (15)
59:10 74:23	89:14 101:20	29:16	37:16 82:19	59:18 67:5
97:24 109:21	123:11	manager (3)	93:5 97:8	71:10 72:2
122:5	127:10	50:6,17 52:12	119:4	87:24 89:6
longer (4)	lower (1)	managers (1)	MCIs (1)	90:11 91:5
30:6 65:24,25	89:5	22:18	25:4	97:6,15 101:6
80:14	lowered (1)	Manhasset (4)	mdiglio@nyc...	101:11,12
longterm (1)	101:5	32:25 76:20	127:3	102:2 108:6
30:10	lowering (1)	81:21,24	mean (19)	members (32)
look (25)	54:14	manner (1)	16:20,20 37:15	3:9 18:22 19:7
32:4,11 33:25	Lyons (10)	29:17	51:11 57:11	20:23 23:23
35:20,25	2:10 73:18,21	map (19)	57:12 62:9	26:2,16 27:16
37:24 44:11	73:22,25 74:5	39:17,18,22	66:7,25 67:2	30:12,14
45:6 46:16,19	79:16 87:9	40:5,14,24	70:12 71:23	50:21 58:17
56:17 57:23	104:6 124:22	41:4,11,19	83:6,12 93:12	61:3 65:11
57:24 61:13		43:3,8,13,24	97:12 105:2	72:9 76:17
83:12 118:5,7	M	44:10 45:25	113:9 116:11	81:7,18 90:15
118:14	M-A-I (1)	110:7 114:7	means (1)	90:17 91:19
119:16,20,21	103:7	119:23 124:8	36:11	91:22 101:15
119:22	M-E-K-E-T...	mapping (1)	meant (1)	116:17,17
126:20,21,22	45:19	111:17	93:18	117:24
looked (1)	M-I-K-E (1)	March (1)	mediate (1)	121:10
118:18	73:25	104:21	66:17	122:12
looking (11)	ma'am (1)	Marie (21)	mediation (1)	124:15 126:7
42:21 43:8	9:17	2:4 5:6,10 15:4	66:19	126:7 127:13

membership ... 25:24 28:10 30:4 53:24 57:23 58:3,9 58:15	minimizing (1) 100:19 minimus (1) 44:18 minor (2) 44:18,24 minutes (11) 10:9,22 17:17 22:13 29:8 50:3,4 80:14 81:2,3 113:5 minutia (1) 44:14 mirror (1) 40:9 mirrors (1) 110:10 mispronounc... 66:11 missed (1) 115:2 mistake (2) 22:14 92:12 mistaken (1) 60:25 misundersta... 82:14 Mobilization... 20:4 modalities (2) 23:19 81:5 modeled (1) 34:22 models (1) 23:15 moderated (1) 27:3 moment (6) 7:3 63:14 64:7 89:9 107:5 116:16 moments (1) 106:16 money (1) 69:23 month (1)	127:17 mother (1) 91:5 motion (1) 47:3 move (6) 53:5 60:18 62:21 87:11 92:3 115:23 moved (1) 8:5 moves (2) 22:22 31:9 moving (4) 44:7 58:2 94:17 125:9 mud (2) 43:22 57:17 multiple (2) 11:22 77:20 municipal (1) 88:9 municipality ... 22:8 104:2 mute (3) 6:21 48:6 123:15 muted (5) 8:20 96:16,17 99:15 114:9 mutual (6) 20:2 24:7,15 31:5 32:22 86:23 Myer (2) 101:6,10 Myers (1) 90:22 <hr/> N <hr/> N (1) 2:2 name (20) 5:21 8:15,20 8:24 9:20 19:3 45:20	46:12 49:18 63:5 66:11 68:20 73:23 73:25 89:15 90:3,10 103:3 103:7 122:10 names (2) 9:2 16:21 Nancy (4) 7:5 15:2,2,3 narrative (4) 39:15,20 41:8 46:2 Nassau (6) 31:20 32:5,20 32:22,23 109:18 near (3) 23:24 34:2 43:16 necessarily (4) 14:14 54:24 88:13 124:2 necessary (3) 6:6 41:6 97:21 Neck (12) 32:13 43:18 65:16 70:3,7 82:3 96:22 102:15,22 103:10,20 106:20 need (54) 1:6 7:21 10:21 12:14,23 14:9 17:24 21:12 30:10,17 33:11,13 38:6 40:19 44:3,10 44:14,15,17 45:24 48:11 48:14 56:4,5 56:12 59:7 65:19 69:6,23 69:23 70:18 73:4 75:2	77:10 82:10 84:15 86:17 86:19 91:25 92:25 93:22 94:20 98:24 100:6 104:9 106:21 107:12,15 111:20 117:8 117:11,24 124:5 126:14 needed (4) 25:13 45:3,5 70:2 needs (11) 13:14 44:13 54:2,23 58:15 58:17 65:18 96:2 99:14 111:21 112:23 negative (1) 78:24 negatives (1) 98:16 neighborhoo... 21:4 65:2 74:19 neighboring ... 20:14 31:4 86:22 103:19 neighbors (4) 36:14 51:10 77:4 125:8 neutrality (1) 62:16 never (1) 70:6 new (54) 1:3 2:16,16 3:4 7:10 12:3,22 19:10,20 20:3 20:8 21:7 23:8 24:11,17 25:2,6 26:10 26:16 28:6,12
-----------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

28:23 30:10	northern (1)	19:14,20,25	33:5	86:1 87:1
32:7 36:10	40:17	20:21 21:2	occurred (1)	88:1 89:1
44:24 53:14	Northwell (1)	25:12,17 26:8	57:18	90:1 91:1
55:7 56:5,25	76:19	27:4 29:7	occurrence (1)	92:1 93:1
57:7,9,11,13	northwest (2)	30:23 32:10	29:8	94:1 95:1
59:11 67:25	39:19 42:15	32:16 43:4	October (128)	96:1 97:1
68:6 75:7	Notary (1)	46:12 50:8,12	1:8 3:1 4:1 5:1	98:1 99:1
76:12 78:11	128:5	51:6 53:17	6:1 7:1 8:1	100:1 101:1
80:15 87:24	note (4)	54:6,13 55:3	9:1 10:1 11:1	102:1 103:1
91:20 93:23	35:20 62:10	55:24 56:18	12:1 13:1	104:1 105:1
110:8 112:25	88:6 109:8	58:11 59:4	14:1 15:1	106:1 107:1
115:7,8 116:3	noted (1)	63:21 64:10	16:1 17:1	108:1 109:1
116:6 122:11	127:18	66:6 70:5,19	18:1 19:1	110:1 111:1
124:19	notes (1)	74:10,13,15	20:1 21:1	112:1 113:1
126:21 128:6	128:9	74:21 75:9,15	22:1 23:1	114:1 115:1
nice (2)	notice (1)	75:24,25 77:3	24:1 25:1	116:1 117:1
66:18 79:13	106:16	78:10,21,25	26:1 27:1	118:1 119:1
nickel (1)	November (4)	92:9,12,20	28:1 29:1	120:1 121:1
120:23	4:23 13:16	95:20,22,23	30:1 31:1	122:1 123:1
night (1)	72:22 126:9	96:6,14,18,21	32:1 33:1	124:1 125:1
127:17	number (10)	96:24 98:4,14	34:1 35:1	126:1 127:1
nine (2)	7:7,20 8:2,8,13	98:23 102:2,3	36:1 37:1	128:11
80:14 113:5	31:13 61:20	102:6 103:13	38:1 39:1	offer (3)
nonprofit (1)	81:5 118:24	103:16	40:1 41:1	26:14 50:20
28:25	123:3	104:10 106:8	42:1 43:1	51:16
nonresponsiv...	numerous (3)	109:16	44:1 45:1	offered (2)
20:19	20:11 110:20	117:18	46:1 47:1	55:18 70:6
nonsense (1)	110:23	119:11	48:1 49:1	offers (2)
81:25	nurses (1)	124:11	50:1 51:1	20:12 75:16
Nope (1)	28:8	obstacles (1)	52:1 53:1	office (4)
85:2	NYC (1)	53:22	54:1 55:1	5:18 18:21
normal (1)	1:6	obtain (2)	56:1 57:1	22:17 80:6
25:2	<hr/> O <hr/>	42:8 81:17	58:1 59:1	officer (105)
normally (1)	O (1)	obtaining (1)	60:1 61:1	2:3 3:15,15 4:2
88:21	63:7	24:3	62:1 63:1	4:14,19 5:5
north (14)	Oakland (6)	obviously (9)	64:1 65:1	9:11,24 10:16
19:19,21 32:13	18:2 19:22	33:3 37:21	66:1 67:1	11:16 15:24
32:18 39:23	21:8 109:20	38:2,8 61:9	68:1 69:1	16:13,16 17:2
41:9,12,24	124:6,10	61:14 67:12	70:1 71:1	17:13 18:25
74:8 81:21,24	Oaks (81)	104:22	72:1 73:1	19:6 31:11
109:19,21	1:5 2:14 3:5	105:23	74:1 75:1	32:21 33:8
124:9	4:9 6:10	occasion (2)	76:1 77:1	34:12 36:12
northeast (6)	12:24 13:4,13	33:2,3	78:1 79:1	38:14 39:2,9
19:18 31:2	14:16 17:21	occasionally ...	80:1 81:1	44:8 45:13
42:15 50:7	18:4,14 19:12	6:2	82:1 83:1	46:20 47:12
87:3 102:8		occur (1)	84:1 85:1,15	48:10 49:11

49:16,22 50:2 52:6,24 53:9 56:20 59:9,20 60:14,23 61:16 62:14 63:2 66:9 67:19 68:12 68:18 69:2 71:8,13,22 72:15,18 73:14,22 74:3 79:16 84:6,10 84:22 85:2,6 87:4,16,19 88:18 89:10 89:21,25 90:8 93:6,21 95:12 95:25 96:25 97:8,17 99:5 99:18 100:17 101:8,13 102:11,23 103:2 104:14 105:18 106:25 107:7 107:17 108:22 109:7 113:13 114:14 116:18 120:7 122:8 123:16 125:13,21 126:13 127:12 officer's (1) 126:5 officials (4) 20:16 27:7,12 83:14 Oh (1) 84:24 okay (11) 4:4 7:16,24 37:4 50:2 80:10 89:25 92:5 103:2	106:17 107:8 once (6) 4:13 14:21 46:17 48:17 64:10 73:15 ones (3) 83:7,22 102:7 online (1) 47:22 open (17) 14:18 24:8 30:22 31:3 38:16 39:6 55:7 57:9 66:13 81:15 86:21 98:8,10 98:20 105:23 107:22 116:20 opened (1) 78:3 opening (5) 10:24 11:3 18:15 47:18 123:23 operate (2) 94:15 122:15 operating (13) 19:14 20:10 21:7 23:14 39:18 45:12 53:18 63:11 74:7 94:15 96:24 103:23 111:19 operation (3) 75:19,21 82:8 operational (2) 30:15 56:8 operations (3) 2:4 68:24 110:18 opinion (1) 44:6 opinions (1) 99:2	opportunity ... 19:11 37:12 61:5 100:8 122:23 123:5 oppose (2) 61:6 117:10 opposed (3) 77:18 95:19 106:9 opposition (14) 3:22 14:17 16:17,18 49:4 62:21 71:19 73:15 74:9 77:15 103:12 107:24 114:20 115:12 opt (1) 89:19 optimal (1) 117:15 option (2) 93:3 108:13 order (5) 31:16 64:9 65:6 69:24 92:8 organic (1) 14:5 organization ... 35:10,13 36:20 36:22,24 37:19 55:5 63:15 66:21 75:25 77:7 78:14 84:13 108:5 117:25 122:9 123:3 organization... 54:3 organization... 17:23 27:11 37:13 57:25 58:6 69:18 94:5,9 122:17	orientation (1) 26:9 original (2) 69:14 128:8 Orlanski (6) 43:20,21 97:5 97:20 107:10 111:16 outfit (1) 112:15 outlined (1) 81:4 outlining (1) 21:17 outreach (1) 20:12 outside (3) 68:10 85:12 111:19 outweigh (2) 104:5 106:23 overall (2) 22:10 32:15 overlooked (1) 27:23 <hr/> P <hr/> P (2) 2:2,2 P-A-U-L (1) 103:6 p.m (2) 1:9 127:18 page (1) 127:7 pandemic (1) 123:8 paper (2) 26:12 92:4 paramedics (5) 20:22 28:8 63:24 105:22 117:22 park (10) 2:15 13:8 19:20,20 32:8	35:22 50:11 59:16 74:22 109:17 parking (1) 41:24 Parkway (6) 32:13 39:24 41:10,14 43:6 43:12 part (17) 31:19 32:6,15 44:24 47:21 50:12 65:24 65:25 70:24 100:14,15 102:8 108:4 109:8 118:3 119:14 125:24 partaking (1) 56:16 participant (3) 19:25 26:23 55:11 participants ... 6:19,22,24 participate (1) 122:12 participated ... 51:17 participating... 127:16 particular (3) 31:16 44:10 109:11 particularly ... 24:24 29:24 62:12 partners (2) 22:19 24:15 partnerships... 56:9 parts (1) 74:17 passed (3) 91:8 94:2
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

109:24 passing (1) 84:13 passion (2) 120:10,22 passionate (1) 87:6 path (1) 28:13 patience (2) 9:15 121:22 patient (2) 26:21 112:22 patient's (1) 54:16 patients (3) 22:24 26:7 122:25 Paul (5) 2:12 101:6,10 102:20 103:6 penultimate ... 123:20 people (38) 4:3 7:14 14:13 14:14,22 16:11,17,21 19:23 28:22 35:17 36:4,4 36:5,6 39:7 47:19 49:5 57:3 60:25 63:23 64:2 65:9,23 69:18 72:4 76:11 81:20,24 86:6 87:8 88:23 93:24 107:23 116:13 118:24 120:16 124:21 peoples (2) 14:3 80:9 percent (1) 71:24	perfectly (1) 18:4 period (3) 25:14 35:3 83:7 periodic (1) 27:2 permit (1) 54:15 permutation... 37:22 person (11) 8:2,8 10:17 27:16 45:16 47:24 49:7 89:10,12 97:14 102:13 personal (3) 13:23 86:5 120:24 personality (1) 86:14 personally (1) 86:15 personnel (4) 22:18 72:7 92:25 106:2 persons (1) 91:17 perspective (1) 74:25 Peter (1) 63:7 phone (12) 7:4,7,17,20 8:2 8:8,12 33:24 47:25 48:2,3 108:13 phonetic (2) 90:20,21 phonetically ... 45:18 physician's (1) 28:8 physicians (1) 28:9	piece (1) 17:4 pieces (2) 10:6 70:20 place (6) 24:18 88:12 102:24 116:11,12 126:10 placed (1) 21:16 places (1) 52:14 placing (1) 33:17 plan (5) 10:7,23 11:10 20:3,4 plane (1) 25:3 planning (2) 27:10 54:5 plans (1) 119:17 play (1) 92:10 please (28) 6:17 7:7 8:4,9 8:10,24 13:22 19:2 44:17 67:20 68:19 72:16 73:24 84:22 86:4 87:21 88:24 90:4 93:3 100:7 101:19 102:25 108:2 109:13 111:13 121:11 122:9 126:16 pleased (5) 27:8 34:24 51:6 54:5 57:3 plenty (3)	122:22 123:5 126:8 plus (7) 20:19,21 22:20 80:14 117:12 117:22,22 point (17) 5:4 12:5 38:8 57:21 62:12 68:10 71:20 79:19 83:3 85:12 97:25 99:6 103:14 113:19,23 115:15 117:7 points (8) 27:25 79:18 80:21 100:18 100:21,23,25 115:21 policy (1) 97:9 political (2) 32:3 124:2 pool (1) 41:24 population (4) 35:25 36:3,7 63:23 portion (2) 32:5 109:17 pose (1) 43:25 posed (1) 88:5 posing (1) 73:8 position (1) 40:13 positioned (2) 18:4 86:18 positive (4) 23:16 28:4 98:16 118:2 possibilities (1) 37:23	possible (2) 39:3 86:6 possibly (3) 79:23 101:17 112:15 post (1) 119:18 posted (1) 104:4 potential (4) 23:18 25:12 118:25 119:2 potentially (2) 12:20 103:24 power (1) 6:9 practices (4) 55:7,19 57:10 57:13 pray (1) 97:22 Pre (1) 122:19 preaching (1) 120:12 precinct (3) 21:25 22:2,2 precise (1) 33:12 preexisting (1) 24:7 preliminarie... 15:9 prepared (1) 125:7 preponderan... 13:3 presence (6) 12:20 51:13 59:22 66:12 69:16 121:9 present (11) 16:18 24:21 47:14 58:5 60:8 63:13 64:7 73:18
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

88:23 94:19 104:17 presentation ... 33:10 presentation... 77:23 presented (7) 11:25 36:17 44:22 85:22 98:24 99:3 115:6 presenters (2) 15:21,22 presenting (3) 3:20 10:12 116:5 president (12) 4:8 18:14 27:14 59:16 63:8 68:23 72:25 74:5 91:2 102:15 103:10 110:18 pretty (1) 88:7 prevent (2) 47:18 68:3 previous (5) 41:4 58:8 63:15 65:21 91:13 primarily (3) 74:18 75:24 76:19 primary (1) 19:13 prior (3) 20:11 72:21 126:8 private (1) 88:9 pro (1) 28:24 probably (12) 6:3 9:15,22	10:8 12:12 13:19 42:13 64:2 66:15,18 96:7 122:19 problem (5) 39:10 55:18 64:11 69:20 82:9 problems (1) 55:22 proceed (1) 125:25 proceeding (1) 73:9 proceedings ... 127:9 process (13) 12:15,15 31:9 56:17 66:25 67:25 68:4,11 82:16 85:7,13 87:8 115:4 produce (1) 4:14 profession (2) 28:2 120:21 proffer (1) 21:4 profound (1) 28:5 program (4) 26:9,20 47:22 50:20 progress (1) 123:7 progressive (1) 57:21 progressively... 58:2 projected (1) 24:11 projections (1) 25:11 promise (2) 61:23 122:7 prompt (1)	91:18 pronounce (1) 8:19 pronounced ... 93:14,15 proof (2) 13:5 112:16 proponents (2) 11:21 49:3 propose (1) 40:5 proposed (6) 21:5 23:7,9 39:15,18 105:9 proud (1) 26:8 prove (1) 13:14 provide (14) 18:5 20:24 22:5 25:13 26:22 36:24 54:18 55:13 58:10 59:7 77:13 84:16 104:22 105:15 provided (4) 8:25 26:16 34:25 118:8 provider (3) 26:10 53:24 104:20 provides (1) 27:23 providing (5) 19:17 20:7 28:16 86:6 94:4 public (20) 1:5,6 3:4,10 14:12 17:24 44:2 45:11 53:16 61:3 68:2 70:18	72:10 75:18 107:21 117:8 125:23,24 126:12 128:5 pulled (1) 65:2 pulling (1) 64:20 pure (1) 81:24 purely (2) 14:20 67:5 purpose (1) 70:14 purposes (5) 68:21 73:24 93:16,17 103:4 pursuant (1) 41:19 pursued (1) 30:19 purview (1) 68:10 pushing (1) 57:20 put (17) 8:6 9:8 18:9 37:12 41:3 61:11 70:25 80:10 83:8 102:5 105:6 106:4 108:17 111:10,14 123:14 124:12 putting (4) 35:8 64:12 85:19 99:19	5:13 26:6 quarter (2) 96:19,20 Queens (29) 1:6 19:19,21 19:24 21:9 23:9 26:24 31:3,19,22,24 32:9,18 34:3 36:5,15,16 50:7,11 68:24 76:12 80:25 80:25 87:3 102:9 109:18 109:18 110:19 124:3 Queensboro... 27:14 question (32) 6:16 33:16 36:13 38:4,10 38:15 39:14 46:9,10 59:10 68:17 69:19 70:15,17 71:5 71:5 72:14 73:8 97:6,22 101:19 104:11,15,18 106:18 108:25 109:2 112:4,14 113:10,14 117:18 questions (38) 4:6 6:11,13 11:19,20 15:9 15:11 18:17 31:14,15 38:3 38:13 39:4,11 47:11,15,18 48:22 52:8 53:2 56:22 59:22 66:8 67:15 68:8,14 69:4 71:17
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

72:10 79:22 87:9 88:4 96:25 97:10 107:3 110:17 112:13 113:7 quick (1) 122:7 quicker (1) 54:16 quickly (3) 43:2 72:20 106:13 quite (3) 20:23 67:3 81:25 quote (2) 57:9,10 quoted (1) 75:11	Raneri (40) 2:5 6:18,22 7:11,19,25 8:14 9:6,12 15:15 47:16 47:17 60:21 67:16,17 68:15 72:5,12 87:13,18 88:20 89:3,15 89:24 97:4,15 99:12,15,20 101:2,3,10 107:3 108:8,9 114:9 116:15 121:19,25 127:4 range (2) 23:22 27:13 Rays (1) 62:19 re-watch (1) 127:8 reach (2) 91:18 103:21 reached (3) 65:23 70:4 82:24 reaction (1) 29:10 readily (1) 106:2 reading (1) 92:6 reads (1) 18:7 ready (7) 15:7 20:23 37:19 65:10 78:17 83:23 125:19 real (6) 10:2 24:3 38:3 44:18 52:2 81:9 realistic (1)	30:7 realities (1) 29:13 realize (1) 123:9 really (16) 7:15 43:25 58:23 68:9 73:7 76:21,25 77:2 79:6,13 82:13 112:3 113:21 120:2 122:18 124:14 reason (13) 44:3 48:23 71:4 77:15 83:19,20 84:2 102:2 110:16 112:5 118:14 118:20,22 reasonable (3) 12:25 52:22 126:20 reasons (2) 106:23 122:16 received (2) 63:17 108:20 receiving (1) 105:23 recognition (1) 113:21 recognize (6) 7:5 47:25 97:7 107:19 108:18 121:11 recognized (3) 99:17 108:3 117:4 recommend (...) 47:20 recommenda... 4:15,19,20 14:20 61:19 121:3	reconstitute (...) 37:7 reconstructio... 91:19 record (3) 9:4 61:25 121:16 recorded (1) 127:6 records (1) 26:12 recruit (3) 50:21 51:25 57:22 recruiting (1) 50:24 rectify (1) 119:7 reduce (1) 23:6 reducing (1) 25:16 refer (1) 19:23 refocus (1) 113:15 regarding (1) 23:20 regardless (2) 125:4,10 regards (1) 4:25 region (1) 56:14 regional (26) 1:2 3:3,12 4:17 4:21,22 14:24 15:19 18:23 19:8 20:2,3 24:7 38:17 44:22 46:4 47:2 96:9 121:5,10 124:4 126:3,7 126:16 127:14,15	regular (4) 26:14,20,20 80:2 regularly (2) 27:5 81:22 reinstated (1) 78:16 reiterate (1) 108:10 reiterating (1) 105:10 rejuvenated ... 36:22 relatively (1) 34:15 relevant (3) 37:25 55:10 113:11 rely (1) 35:17 relying (1) 108:8 remained (1) 55:9 remains (1) 21:11 remarks (1) 125:20 remind (1) 85:24 removing (1) 75:8 REMSCO (1... 3:1,9 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1,5 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 27:1 28:1 29:1 30:1 31:1
<hr/> R <hr/>				
R (2) 2:2 128:2 radar (1) 28:19 Rail (1) 74:23 raise (10) 47:21,23 48:5 48:14,23 82:19 88:15 107:25 108:11,14 raised (18) 31:25 48:4,19 48:21 79:17 80:22 87:25 88:21 89:12 96:5,5 100:18 101:4,7,12 107:5 114:22 116:16 raising (5) 48:15 60:2,9 100:25 101:24				

32:1 33:1	123:1 124:1	101:25	80:13 81:6	revoke (1)
34:1 35:1	125:1 126:1	111:16	92:24 103:15	24:10
36:1 37:1	127:1,7	residential (2)	103:24,25	revoked (1)
38:1 39:1	reopen (3)	40:3 74:18	119:20,25	20:10
40:1 41:1	69:7,25 70:9	residents (10)	responsibilit...	rewarding (1)
42:1 43:1	repeated (1)	20:20 23:2	37:5	94:12
44:1 45:1	12:2	24:19 75:14	rest (3)	Ridgewood (1)
46:1 47:1	repeatedly (1)	76:6,7 78:4	15:5 49:2	36:5
48:1 49:1	118:2	78:14 104:8	57:15	right (49)
50:1 51:1	report (5)	117:15	restoration (1)	4:2,10 6:15 8:6
52:1 53:1	4:15 62:2	resolvable (1)	77:16	9:6,17 10:14
54:1 55:1	100:24 126:2	42:24	restore (2)	11:8 15:10
56:1 57:1	126:5	resolve (2)	54:8 77:17	16:25 33:25
58:1 59:1	reported (1)	42:11,23	restoring (1)	34:7,21 37:17
60:1 61:1	78:12	resources (18)	77:11	39:2 42:14,17
62:1 63:1	reporter (3)	18:5 21:16	restructurin...	43:10,19
64:1 65:1	8:21 9:18	22:6 33:22	63:14	48:15 53:5
66:1 67:1,22	128:4	34:14 35:10	resubmit (1)	60:24 62:16
68:1 69:1	represent (1)	35:12,16	65:13	65:23 66:6
70:1 71:1	83:14	37:20 54:15	result (1)	69:22 73:17
72:1 73:1	representativ...	67:13 70:19	23:15	77:24 79:9
74:1 75:1	10:11	71:2 83:9	results (1)	80:9 82:5,7
76:1 77:1	representing ...	106:12	67:12	83:22 85:16
78:1 79:1	17:21	117:21	resupply (1)	90:9 91:3
80:1 81:1	reputation (1)	123:10,11	75:4	93:19 97:11
82:1 83:1	51:10	respect (1)	retain (1)	97:19 98:2,21
84:1 85:1	request (2)	125:4	57:22	103:16
86:1 87:1,24	55:19 108:2	respectful (2)	retired (2)	105:21
88:1 89:1	requested (1)	14:2 17:16	50:6,24	107:12 110:4
90:1 91:1	56:8	respectfully (1)	retirement (1)	115:17 116:9
92:1 93:1	requesting (2)	98:21	50:25	116:10,12
94:1 95:1	21:3 98:22	respond (2)	return (1)	risk (3)
96:1 97:1	require (2)	56:3 105:3	75:2	33:17 80:10
98:1 99:1	28:20 59:8	responded (2)	review (6)	104:5
100:1 101:1	required (1)	96:6 110:21	26:15 27:2	risks (1)
102:1 103:1	107:19	responders (2)	98:25 114:21	106:23
104:1 105:1	requirement...	23:25 81:8	114:25 126:8	road (3)
106:1 107:1	26:11 82:17	responding (1)	reviewed (1)	33:4 58:20
108:1 109:1	requires (2)	80:15	3:11	74:23
110:1 111:1	12:23 111:25	response (23)	reviewing (3)	roadway (1)
112:1 113:1	Rescue (1)	22:10 23:6,21	76:2 83:18	74:25
114:1 115:1	59:12	23:21 25:16	115:5	robust (3)
116:1 117:1	reserve (2)	48:25 53:4	reviews (1)	22:21 23:3
118:1 119:1	11:13 39:3	54:14 59:24	26:21	26:8
120:1 121:1	resident (4)	75:6,11 79:20	revisit (1)	rode (1)
121:19 122:1	50:11 51:9	79:24 80:3,7	44:10	95:22

role (3) 66:23,24 95:4	64:18,19 73:8 80:10 94:20 100:10 112:14 114:24 115:17,18	95:12,25 96:25 97:8,17 99:5,18 100:17 101:8 101:13,21 102:11,23 103:2 104:14 105:18,19 106:25 107:7 107:17 108:22 109:7 113:8,13 114:14 116:18 120:7 122:8 123:16 125:13,21 126:13	22:22 25:19 30:2 56:11 57:15 87:3 security (1) 26:13 see (33) 7:20 9:21 11:17,23 13:24 18:8 22:8 48:17,21 49:2 51:14 53:3 58:6 60:5 70:11 76:3,4,6,14 83:13,15 88:21 92:4 94:18 104:4,7 106:21 107:4 119:24 120:13,14 121:6 123:11	110:25 111:15 September (1) 72:25 serious (4) 29:10,17 82:18 82:20 seriously (1) 30:18 serve (13) 21:18 27:24 35:6 53:13 58:5 59:15 82:5,6 92:15 92:22 117:14 122:23 123:12 served (7) 77:10 90:18,24 90:25 99:14 100:13 124:7 service (42) 1:6 3:6 20:7,24 25:14 31:18 31:21 34:7,17 34:24 36:24 37:6 39:16 43:19 44:20 54:18,23 55:2 55:13 58:4 59:21 76:18 78:22 79:14 81:18 82:18 83:21,25 93:24 94:21 100:16 104:13,20,21 104:23,23 105:12,16,17 117:16 118:13 123:2 serviced (2) 42:2 102:8 services (27) 1:2 18:6,23 19:9,18 23:13
rolling (1) 15:8				
room (6) 4:11 8:6,7 9:8 10:18 120:9	says (3) 36:25 79:2 110:25			
roster (1) 57:24	scheduled (4) 61:2 99:22 101:17 107:20			
rosters (1) 58:3	SCHENKER... 92:3 96:16			
roughly (1) 63:22	Schorn (107) 2:3 3:14 5:5 9:11,12,24 10:16 11:16 15:24 16:13 16:16 17:2,13 18:21,25 19:6 31:11 32:21 33:8 34:12 36:12 38:14 39:2,9 44:8 45:13 46:20 47:12 48:10 49:11,16,22 50:2 52:6,24 53:9 56:20 59:9,20 60:14 60:23 61:16 61:17 62:14 63:2 66:9 67:19 68:12 68:18 69:2 71:8,13,22 72:15,18 73:14,22 74:3 79:16 84:6,10 84:11,22 85:2 85:6 87:4,16 87:19 88:18 89:10,21,25 90:8 93:6,21	scope (1) 95:4 score (1) 62:19 scores (2) 28:7,17 Scott (9) 43:21 44:8 97:5,11,15,18 99:5,25 121:20 Scott's (1) 99:9 Scouts (2) 77:23,23 screen (2) 9:23 111:11 scrolling (1) 11:9 Sean (2) 87:14,23 second (2) 45:14 112:14 Secondly (3) 66:11 93:21 104:6 seconds (1) 22:13 sector (6)	seeing (1) 15:22 seen (3) 5:25 25:3 48:16 sees (1) 25:6 Seinfeld (13) 16:6 49:6,13 49:14,14,20 49:24 50:5 52:7,9,11 53:2 60:17 senator (1) 27:15 send (3) 68:5 126:17,25 sending (1) 126:18 Senior (1) 90:25 sense (2) 24:25 113:6 sent (5) 16:6 41:3 92:6	
rude (2) 97:12 116:11				
rules (3) 14:4 71:25 97:13				
run (3) 3:18 64:14 82:17				
running (8) 17:4 38:12 64:6 65:4,20 66:5 72:24 92:19				
S				
S (1) 2:2				
S-C-H-O-R... 9:13				
S-E-I-N-F-E... 49:21,25				
S-U-S-A-N (1) 49:24				
sadly (3) 24:23 98:5,5				
SARS (1) 25:3				
satellite (1) 80:5				
saw (1) 101:3				
saying (12) 17:7 58:24				

27:20,22 28:3	10:2	slight (2)	63:13 71:16	stability (2)
28:21 29:5	side (5)	39:25 41:6	74:9 89:9,13	38:12 56:6
35:17 37:18	32:12 41:8	slightly (1)	93:4 102:24	stable (1)
54:9,12,19,21	54:16 71:7	40:20	106:20 108:2	55:4
54:22 55:22	94:13	sliver (1)	108:20	staff (6)
58:11 59:8	Sienfeld (2)	32:8	114:11	15:6 20:17
75:15 84:15	2:7 17:6	Slope (1)	116:14 122:2	22:17 70:8
86:7 88:8	signed (1)	59:16	speaker (1)	121:19
118:8,23	16:17	small (6)	101:17	127:15
servicing (4)	significant (1)	23:10 28:19,25	speakers (10)	standard (1)
18:2 77:9	35:22	30:7 67:6	3:19,20,21,25	13:2
104:12	silence (1)	79:2	10:4 11:19,22	standards (4)
105:13	71:23	smaller (3)	15:20 16:12	12:16,16
serving (4)	silos (1)	34:7,11 79:3	107:21	118:16,19
29:7 30:23	30:9	snuff (1)	speaking (13)	standby (2)
58:21 127:12	Silverstein (4)	59:6	16:4 45:15	28:17 54:21
sessions (1)	16:10 60:19,19	solid (2)	49:8,10 68:6	standpoint (1)
27:2	60:21	27:9 34:23	72:16 89:19	115:4
set (3)	Silverstine (1)	solving (1)	93:16 102:21	star (4)
79:12 80:6	60:20	55:18	103:9,11	48:5,6 108:14
128:10	similar (1)	someone's (1)	108:6 114:13	108:15
shape (1)	79:10	12:21	Specifically (1)	start (1)
34:22	simple (1)	sorry (13)	39:19	5:19
share (2)	13:14	7:12 8:14	spell (6)	started (3)
33:3 100:6	simply (3)	35:11 43:3,7	19:2 49:18	5:4 70:10
shared (1)	73:8 82:20	43:21 49:9	68:20 73:23	91:24
12:2	118:14	61:9 72:15	90:3 103:3	state (17)
Shore (3)	sir (12)	80:23 84:8,24	spelled (2)	4:21 12:22
19:21 81:21,24	53:12 63:4,5	85:5	49:23 53:10	20:8 21:7
short (3)	69:3 71:4,11	sort (2)	spells (1)	25:2 26:17
29:23 103:14	71:12 72:19	71:3 118:17	25:7	27:15 40:12
122:6	90:9 102:12	sound (1)	spent (3)	42:20 53:15
shorthand (1)	103:5 108:23	25:24	94:2 98:5	55:23 59:12
128:4	sirens (1)	south (1)	124:17	68:2,6 78:11
show (2)	113:3	41:25	spike (1)	110:8 128:5
40:6 87:7	sit (1)	Southern (1)	25:12	stated (6)
showed (1)	42:9	19:23	spoke (2)	9:20 75:6
58:12	situated (1)	sparse (1)	9:21 100:21	104:6 105:11
showing (1)	78:22	123:9	spoken (1)	106:24
41:9	situation (8)	speak (28)	50:19	107:11
shown (1)	14:15 33:18	3:24 4:3 8:24	sponsored (2)	statement (8)
117:25	37:10 66:16	15:25 16:2,10	77:21 80:16	6:8 11:3,12,14
shows (3)	70:21 73:13	16:20 19:11	squad (2)	18:16 67:18
39:22 41:11	105:8 119:7	38:18,20	20:23 117:23	69:5 116:23
124:8	size (3)	50:15 53:17	squads (2)	statements (1)
sick (1)	23:8 34:4 36:8	57:12 61:2,4	42:5 94:24	113:18

Staten (1) 34:10	strongly (1) 84:5	41:6	system (9) 22:11,16 23:13	tax (1) 35:15
stating (4) 110:4,25 112:10,11	stuck (1) 57:17	supplies (1) 78:25	31:2 35:4	tech (1) 5:10
stationed (1) 104:3	stuff (1) 11:25	support (26) 3:22 21:15,23 22:6 27:9,12	87:2 122:13 124:19 125:7	technical (2) 11:7 44:5
stationing (1) 23:25	Stuyvesant (1) 34:9	36:21 38:20	systems (1) 28:20	technically (1) 28:20
stay (3) 39:5 98:23 99:24	sub (1) 5:13	52:3 61:11	<hr/> T <hr/>	technicals (1) 43:24
staying (1) 97:25	submission (1) 83:13	65:8,9 69:22 70:8 71:19	T (2) 128:2,2	tell (3) 29:6 70:5 100:20
Steinfeld (1) 49:13	submit (1) 126:14	74:12 76:3,5 76:8,9 77:5	T-R-A-V-I-S... 101:22	ten (11) 4:14 12:12,13 50:22 59:18
stenographer... 8:23 9:14 19:3	submitted (4) 4:16 45:25 46:2 77:5	107:24 120:19 123:17	table (1) 85:21	65:11 78:7 90:13 102:9 105:22 117:22
stenographic... 128:8	suboptimal (2) 85:16,17	supporting (2) 21:10 104:9	tag (1) 111:18	tend (1) 45:10
step (2) 59:3 119:2	subsidized (1) 75:23	supportive (1) 38:25	take (15) 13:24 33:24 44:12 45:5 66:8 80:15,16 81:2,23 96:10 98:12 112:20 115:15 126:10 127:8	term (1) 56:6
stepping (1) 83:8	substance (1) 6:17	supposed (2) 9:3 18:10	taken (3) 73:15 91:10 99:6	terms (2) 23:7 35:25
Steve (2) 8:11,16	substantial (1) 34:17	sure (18) 4:11 5:5 7:22 8:19 16:7,9 19:4 25:25 48:16 61:25 62:15 87:22 94:20 97:25 105:4 109:15 109:15 122:3	takes (1) 124:22	Terrace (2) 41:23 43:10
stick (1) 43:22	succeed (1) 56:14	surrounds (1) 77:3	talk (2) 85:10,10	territories (1) 47:7
sticking (1) 43:7	succession (1) 54:4	survive (1) 30:8	talked (2) 118:25 119:17	territory (16) 46:25 47:5,6 53:19 64:4,9 64:10,13 75:10 78:19 92:10,11 104:24 110:16 112:2 112:3
stop (1) 6:14	Sue (1) 17:6	Susan (4) 2:7 16:6 49:20 49:22	talking (12) 47:19 48:8 52:13 81:15 99:9,11 100:10 112:22 114:6 120:17 121:23,24	testimony (4) 81:4 86:20 117:6 123:23
storms (1) 25:8	suffer (1) 118:11	sustain (1) 30:25	target (1) 24:25	thank (74) 5:6 9:4,14 15:3 15:4,5 16:13 17:13 18:20
straight (2) 48:20 103:14	suffice (1) 64:13	sustainabilit... 30:11	task (2) 55:17 125:2	
strengthen (1) 30:25	suggest (2) 46:5 67:4	Swine (1) 25:3		
stretching (1) 33:19	suggestion (2) 42:16 47:17	Switzerland ... 62:16		
strive (1) 26:6	suited (1) 78:21			
strokes (1) 109:11	summarize (1) 18:16			
strong (2) 9:13 69:16	super (2) 61:18 84:11			
	supplement (1)			

19:6,10 31:7 31:11 33:8 36:12 38:14 40:8 44:9 47:12 49:12 52:5,6,23,24 56:15,21 59:9 59:20,21 60:3 60:15,24 62:8 63:5 66:12,13 67:14,21 68:11,12 73:14 74:3 79:17 85:5 86:12 87:4,22 88:19 89:19 89:21 90:8 93:4,7,22 94:21 95:6 96:12 99:6 100:25 102:11 106:17,24 107:2 114:15 117:2 121:7,8 121:12,19,20 121:21 123:16 125:13 127:11 thanks (9) 5:6 120:8,20 120:24 121:18 124:15,21 125:12 127:13 thing (12) 5:19 37:8 44:7 61:8 76:24 99:9 100:9,10 105:2 114:5 118:7 126:14 things (21) 12:10 17:15 30:17 37:22	37:24 51:22 58:7,14 70:2 85:14,19 94:8 94:12 105:6 115:23 116:2 116:24 118:18 119:21 120:14 124:18 think (47) 5:20 11:10 13:16 18:7,12 18:15 31:24 33:14 35:19 36:17 37:25 38:3,9 42:24 43:22,23 44:14 45:3,7 49:6,8 52:16 59:3 61:24 69:20 76:20 83:10,20 87:6 89:22 95:5 96:16 98:14 98:22 99:22 101:16,23 111:6 113:14 116:21 119:15,21 122:21 123:6 123:13,19 125:6 thinking (2) 14:5 80:9 thinks (1) 4:3 thorough (1) 17:23 thought (4) 30:18 34:13 71:15 84:24 thousands (1) 22:23 threatening (1) 22:12	three (7) 6:5,24 24:20 34:20 50:24 63:24 90:22 tie (1) 10:18 ties (1) 78:13 time (50) 4:4,5 7:13,15 8:25 10:10 11:13 17:16 22:10 23:6 29:23 31:8 32:11 47:6 51:23 55:21 56:16,21 58:12,12 61:7 65:7,13 66:3 72:9 75:11 79:21,24 80:3 80:7,13 81:7 85:12 89:18 94:4,10 99:21 112:21 113:24 115:24 116:10,12 120:6,9 124:22 125:2 126:8,21 127:8,18 times (21) 3:16 12:8,13 14:3 23:21 25:16 50:17 54:14 70:4 75:6 83:2 85:17 92:24 94:11 98:6 103:15,24 110:20,23 119:20,25 today (10) 5:8 29:14,22 53:21 61:13	63:21 77:4 125:2,5,9 today's (1) 30:3 told (1) 51:3 tomorrow (1) 125:9 tonight (28) 3:8 8:23 10:4 10:20 13:25 15:6,13,18 17:10 19:11 54:5 57:4 59:22 60:11 62:4,24 66:13 66:24 73:20 86:9 97:23 101:20 102:20 103:5 114:18 118:19 121:9 123:21 tonight's (1) 53:16 totally (1) 6:21 touch (3) 27:21 29:12 32:2 touches (1) 32:5 Towers (1) 19:21 town (3) 69:13 103:19 113:3 track (1) 61:24 traffic (1) 112:21 tragically (1) 24:23 train (1) 34:13 training (5)	26:15 51:16 53:25 54:20 54:20 transcriber (1) 121:22 transcript (2) 128:7,8 transcription... 45:19 68:20 73:24 93:11 93:13,17 103:4 transgressio... 114:16 transitioned ... 26:12 transmitted (1) 126:6 transparent (...) 66:14 transport (1) 122:15 transportatio... 75:18 trauma (1) 29:11 Taurig (2) 2:14 10:11 travel (1) 21:24 Travis (7) 87:15 89:5,16 89:18 101:3 101:11,21 treated (1) 29:9 triangle (1) 40:2 tried (4) 40:17 41:3 91:14 123:23 tropical (1) 25:8 trouble (1) 4:9 trucks (2)
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

58:19,20 true (2) 29:24 128:7 truly (3) 76:21 79:13 91:24 trustees (1) 81:13 truth (2) 37:16 91:15 try (8) 9:18 10:3 11:17,19,24 14:10 78:6 121:2 trying (10) 50:21 64:8,20 65:3,22 92:2 92:8 110:23 114:2 119:6 turn (7) 10:25 18:18 85:3 87:20 100:15 116:24 121:17 Turnpike (6) 32:14 74:15 80:4 103:17 109:20 124:10 tweak (1) 52:19 two (22) 6:5 20:8,22 24:20 37:11 39:14 42:5,25 45:14 64:6,14 70:23 72:21 73:2 83:6,24 105:25 106:13 117:12,23 118:11 119:5 type (4) 54:10 64:22	92:17 118:12 types (1) 68:8 typically (2) 22:20 48:19 <hr/> U <hr/> U.S (1) 27:13 ugly (1) 85:23 ultimately (1) 96:7 un-handable ... 48:24 unable (3) 51:2 77:17 102:20 unanswered ... 20:18 unbias (1) 121:3 underlying (1) 86:8 underneath (1) 108:12 understaffed... 64:19 understand (8) 5:8,14 15:2 53:6 65:21 88:13 105:5 115:13 understandi... 114:21 understood (4) 72:12 73:17 89:3 108:9 undertaking ... 55:16 unfortunatel... 31:16 51:24 67:24 98:8,18 Union (6) 32:13 74:15 80:3 103:17	109:19 124:9 unit (6) 13:8 25:20,22 35:4,5 63:22 units (2) 21:23 104:3 unmute (8) 6:19,23 7:8 8:3 8:9 48:6 108:14 114:12 unmuted (1) 114:15 unrealistic (1) 80:7 unrecognize... 94:25 unsung (1) 94:24 unusual (1) 24:13 updated (1) 47:4 updates (2) 27:6 53:25 urge (1) 118:5 urgently (1) 25:13 use (6) 40:15 42:14 47:20 48:4 81:6 108:11 usual (1) 88:7 usually (2) 32:9 48:11 utilize (1) 48:2 utmost (1) 26:13 Utopia (1) 39:24 <hr/> V <hr/> VAC (8)	1:5 2:14 19:25 20:21 26:8 77:11,16 78:16 VAC's (1) 54:6 VACs (1) 29:2 valid (4) 59:7 114:25 115:14 119:19 Valley (1) 34:9 valleys (2) 14:16 98:7 variety (1) 23:18 various (2) 22:24 77:21 vary (1) 42:19 vastly (2) 23:14 29:22 vehicle (2) 112:15 123:4 vehicles (1) 24:3 ventures (4) 30:15 31:4 33:10 86:22 venues (1) 115:19 verify (1) 9:9 versus (3) 41:21 42:6 62:19 vice (2) 53:14 59:14 video (1) 5:12 VIDEOCON... 1:8 2:2 view (2) 11:10 57:22	vigorous (1) 26:11 Village (4) 34:3 36:6 68:24 110:19 violate (1) 97:13 violations (2) 113:17 114:17 virtually (1) 25:18 visible (1) 51:13 visitors (1) 24:21 vital (2) 27:21 28:22 voice (1) 10:2 voices (1) 45:14 volume (1) 21:19 voluntary (1) 22:19 volunteer (72) 3:5 5:23 13:6 17:22,25 18:14 19:12 19:14 20:2,5 20:14 21:2,12 23:3 24:11 25:19 26:24 27:22 28:11 29:14,25 30:2 31:2 33:17 36:10,19 37:5 40:4 41:18 46:12 50:9,12 53:15,21 54:8 54:25 56:5,11 56:13 57:2,5 57:14,16,18 58:16 59:12 59:17 62:23 73:19 74:6
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

79:2 80:11	wanted (8)	western (3)	42:10,22 44:4	37:11 41:20
81:13 82:25	8:17 46:24	32:12,12 36:15	64:22 65:12	42:3 50:22,24
87:2,2 90:12	50:15 62:11	whatnot (1)	65:17 77:12	55:11 57:19
90:16 92:25	101:25	13:18	78:7,9 79:7	59:18,19
94:5,23	124:14	WHEREOF ...	95:24 120:23	65:11 67:4
102:16 104:3	125:10,17	128:10	123:12 125:7	69:13 70:23
109:23,24	wants (3)	Whitestone (1)	125:8	72:21 73:2
117:8,13,18	111:6 114:10	34:3	worked (2)	77:19 78:7
119:11	119:12	whoops (1)	43:25 119:13	79:5 83:2,6
120:11 123:3	wasn't (4)	116:7	workers (1)	83:25 90:13
124:23	41:2 63:20	wife (2)	24:21	91:2 95:3,7
volunteers (2)	71:24 73:7	91:7 95:13	workforce (1)	102:10
34:23 51:6	watch (1)	willing (12)	58:16	117:12,20
vote (5)	9:19	17:15 30:22	working (11)	118:12 119:5
4:18,24 47:3	watching (1)	36:21 37:3	4:10 31:3	121:8 123:7
126:10	9:17	58:13,14 59:4	60:10 64:8	yield (1)
127:17	waters (1)	65:12,16	65:4,7 69:20	63:3
voted (1)	74:22	78:17 82:4	72:23 81:15	Yoona (3)
46:4	waving (1)	92:17	86:21 124:18	102:14,19
	62:15	win (2)	world (2)	103:9
W	way (20)	118:10,10	30:4 122:25	York (31)
wait (2)	3:18 7:18 43:5	wisdom (1)	worry (2)	1:3 2:16,16 3:4
101:15 108:3	43:13 45:8	123:18	48:7 95:17	7:10 12:22
waiting (6)	47:8 48:7	wise (3)	wouldn't (2)	19:10 20:4,8
4:11 8:6,7 9:8	57:17 58:7,13	35:25 36:7,8	12:17 71:9	21:7 23:8
65:14 89:8	59:5 66:14	wish (4)	wound (1)	24:17 25:2,6
walking (1)	68:3 73:12	67:7,8 116:14	102:6	26:16 28:6,23
75:17	79:11 80:8	127:8	wrap (1)	36:10 53:14
want (39)	112:19 117:3	wishes (3)	106:19	59:12 67:25
5:4,17 6:7 7:13	118:10	38:18 68:16	written (1)	68:6 76:12
12:17 14:3,18	124:13	122:2	74:11	78:11 80:16
17:15,19	ways (1)	WITNESS (1)	wrong (1)	87:24 93:24
27:21 29:12	118:5	128:10	82:21	110:8 122:11
39:7,8 42:19	weird (1)	woman (1)		124:19 128:6
43:2 61:17	52:14	27:14	X	young (1)
62:14 63:10	welcome (4)	wonderful (1)	x (2)	28:6
67:23 76:19	5:6 9:13 26:3	51:22	1:4,9	youth (3)
78:9 80:17	85:7	word (2)	Y	20:23 27:25
81:19 82:2	welcomed (2)	116:7 123:20	yeah (2)	117:23
83:4 85:10,10	10:20 103:5	wording (1)	40:23 52:18	YouTube (1)
85:11 92:20	went (2)	46:5	year (4)	127:7
93:8 97:13,24	20:17 76:9	words (3)	13:19 22:9	Yup (2)
99:24 115:22	weren't (1)	56:11 121:15	25:10 59:15	7:19,25
119:14 121:7	62:11	121:15	years (38)	Z
121:14	west (2)	work (17)	5:23 6:2,6 13:7	ZIP (5)
124:20 125:6	26:24 109:20	27:7 29:22	20:8 29:6	

32:2,6,14 123:25,25 Zoey (1) 125:17 Zoom (7) 1:8 7:16 16:22 48:12 88:23 108:10 120:9	1973 (1) 19:15 1995 (1) 5:25 1996 (1) 5:25 <hr/> 2 <hr/> 20 (4) 17:17 57:18 81:2,3 20-minute (2) 74:16 79:25 20,000 (1) 63:22 200 (1) 2:15 2020 (129) 1:8 3:1 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 27:1 28:1 29:1 30:1 31:1 32:1 33:1 34:1 35:1 36:1 37:1 38:1 39:1 40:1 41:1 42:1 43:1 44:1 45:1 46:1 47:1 48:1 49:1 50:1 51:1 52:1 53:1 54:1 55:1 56:1 57:1 58:1 59:1 60:1 61:1 62:1 63:1 64:1 65:1 66:1 67:1 68:1 69:1 70:1 71:1 72:1 73:1 74:1 75:1 76:1 77:1 78:1 79:1 80:1 81:1 82:1 83:1 84:1 85:1,15 86:1 87:1 88:1 89:1 90:1 91:1 92:1 93:1 94:1 95:1 96:1 97:1 98:1 99:1 100:1 101:1 102:1 103:1 104:1 105:1 106:1 107:1 108:1 109:1 110:1 111:1 112:1 113:1 114:1 115:1 116:1 117:1 118:1 119:1 120:1 121:1 122:1 123:1 124:1 125:1 126:1 127:1 128:11 2467 (1) 7:21 24th (5) 41:13,21,23 42:5 43:9 25702 (1) 74:15 26th (11) 39:21,24 40:6 40:11 41:9,11 41:22 42:6,14 43:5,14	27th (1) 43:15 28 (127) 1:8 3:1 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 27:1 28:1 29:1 30:1 31:1 32:1 33:1 34:1 35:1 36:1 37:1 38:1 39:1 40:1 41:1 42:1 43:1 44:1 45:1 46:1 47:1 48:1 49:1 50:1 51:1 52:1 53:1 54:1 55:1 56:1 57:1 58:1 59:1 60:1 61:1 62:1 63:1 64:1 65:1 66:1 67:1 68:1 69:1 70:1 71:1 72:1 73:1 74:1 75:1 76:1 77:1 78:1 79:1 80:1 81:1 82:1 83:1 84:1 85:1,15 86:1 87:1 88:1 89:1 90:1 91:1	92:1 93:1 94:1 95:1 96:1 97:1 98:1 99:1 100:1 101:1 102:1 103:1 104:1 105:1 106:1 107:1 108:1 109:1 110:1 111:1 112:1 113:1 114:1 115:1 116:1 117:1 118:1 119:1 120:1 121:1 122:1 123:1 124:1 125:1 126:1 127:1 28th (1) 128:11 <hr/> 3 <hr/> 3,000 (1) 22:20 30 (5) 20:22 57:19 67:25 111:25 117:22 31 (1) 22:13 <hr/> 4 <hr/> 4 (1) 53:14 40 (2) 110:22 112:18 40,000 (3) 20:19 64:2 117:15 400 (1) 92:25 <hr/> 5 <hr/> 50 (3) 64:2 91:2 117:20
-------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<hr/> <p>6</p> <hr/> <p>6 (2) 48:6 108:15 6:00 (1) 1:9 6th (1) 59:25</p> <hr/> <p>7</p> <hr/> <p>7 (1) 21:25 70 (2) 20:21 117:22 718)986-8751... 8:9 75 (1) 69:13</p> <hr/> <p>8</p> <hr/> <p>8:00 (1) 99:22 8:30 (1) 127:18 8495 (1) 8:3 8751 (1) 8:12</p> <hr/> <p>9</p> <hr/> <p>9 (4) 22:13 48:4,5 108:14 90s (1) 98:7 911 (8) 21:15 22:10,16 35:2,4 76:18 122:13 123:2 917)407-8495... 7:7</p>				
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