



Nassau Inter-County Express/Veolia Transportation

2013 Onboard Transit Survey

FINAL REPORT

December 2013

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Section 1

Executive Summary

In October 2013, Veolia Transportation sponsored an onboard survey of the Nassau Inter-County Express (NICE) fixed-route bus service. The purpose of the survey was to develop a profile of travel and demographic characteristics of NICE fixed-route customers in order to ensure compliance with federal Title VI reporting requirements.

The survey instrument was designed to capture the following information:

- Travel patterns and behavior, including where people are traveling to, when they tend to travel, where they come from, how they access transit services, how they travel to their final destination, how frequently they use transit services, trip purpose, trip length, and other travel modes they use.
- Rider demographics, including race, gender, ethnicity, English proficiency, income, vehicle availability, and other information, which will provide Veolia with a clear picture of who is using transit services.

To ensure NICE riders had an equal opportunity to participate in the survey, the survey instrument was made available in the six non-English languages most commonly spoken in Nassau County (Spanish, Chinese, Italian, Persian, Korean, and French Creole).

All customers boarding the surveyed routes were offered the opportunity to take the survey. A total of 9,430 responses were received. This sample ensured statistical accuracy of 95 percent and a ± 1 percent margin of error at the system level. Route-specific sample sizes ensured statistical accuracy of not less than 95 percent and a ± 10 percent margin of error (based on average daily ridership) at the individual level.

The majority of respondents (85 percent) opted to take the survey in English, with the remainder preferring Spanish (15 percent). No customers requested an alternate-language survey.

An analysis of the NICE system as a whole as well as individual routes revealed no significant barriers arising from ethnicity, language, or income. Slightly more than ten percent of respondents said a lack of proficiency in English affected their ability to use NICE. The highest percentage of affirmative responses was observed on Routes n17 (39.3 percent), n50 (27.5 percent), n21 (25 percent), n2 (22.8 percent), and n14 (21.4 percent). Spanish was the most frequently cited non-English language for each of these routes, suggesting that an increased availability of service information in Spanish would “bridge the gap” for those riders who believe their lack of proficiency in English presents a barrier.

An overlay of NICE routes against census block data for minority ethnicities, low-income populations, senior and youth populations, and transportation-disadvantaged populations (defined as households lacking access to a personal vehicle) did not reveal gaps in coverage, although nearly all routes serve one or more census blocks with a low-income population of at least 4.6 percent.

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Section 2

Overview and Methodology

This section discusses the methodologies by which the survey was developed and administered along with the data collected.

Project Overview

Project Management

A key component of our project management was the use of Basecamp, an online platform which allowed us to share documents and results with Veolia staff as well as document discussions among the project team. As-needed telephone conferences between Veolia staff and our project team were held during the project initiation, survey development, and data collection aspects of the engagement.

Survey Development

Our project team created a specific survey instrument for the NICE fixed-route service. The survey instrument was posted to Basecamp for Veolia review and approval. Upon approval, it was translated into Spanish and five other languages: Chinese, Italian, Persian, Korean, or French Creole. These languages were identified as the most frequently occurring languages in Nassau County.

Sampling Plan

We utilized a stratified random-sampling methodology to collect data that accurately represented all rider types on NICE fixed-route service. A Formal sampling target was calculated for each route reflective of recent actual average daily ridership data provided by Veolia.

Our sampling plan was weighted such that individual route sampling targets ensured a confidence level of 95 percent and a +/- 10 percent margin of error (based on daily average ridership by route). Sampling targets, as well as the actual samples, are shown in Exhibit 2.1. Data collection resulted in a total data sample 11 percent larger than the initial sampling target.

Exhibit 2.1 Sampling by Route

Route	Sampling Target	Actual Sample
n1	166	168
n2	58	76
n4/4X	796	837
n6/6X	1,192	1225
n8	59	60
n14	36	49
n15	447	576
n16	160	289
n17	36	38
n19	87	162
n20/20L	494	497

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Route	Sampling Target	Actual Sample
n21	100	103
n22/22A/22L/22X	600	607
n23	195	223
n24	420	432
n25	268	273
n26	62	67
n27	132	139
n31	176	190
n32	221	251
n33	80	91
n35	250	275
n36	71	87
n40	351	392
n41	292	310
n43	163	255
n45	55	59
n46	63	77
n47	57	62
n48	85	118
n49	118	124
n50	54	58
n51	54	56
n54	82	91
n55	79	100
n57	64	66
n58	90	92
n62	47	49
n70	134	145
n71	87	89
n72	186	211
n73	54	57
n74	40	41
n78	54	56
n79	76	78
n80	63	64
n81	60	64
Total¹	8,512	9,429

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¹ Note: The sample included one response indicating Route n87. While that seasonal route was not operating during the survey fielding, we considered it a valid response yet did not include it in any of the route quotas. As such, the total sample reflects 9,430 responses.

Survey Administration

Staffing/Recruitment

Moore & Associates contracted with a local temporary staffing firm to recruit surveyor candidates. Our goal was to recruit individuals with a professional appearance and demeanor as well as the skills necessary to conduct the survey. While the staffing firm conducted a background check and ensured each recruit was legally eligible to work in the United States, our criteria for selection included the following:

- Fluency in English as well as one of the top six most common languages spoken by limited English-proficient residents in Nassau County (Spanish, Chinese, Italian, Persian, Korean, or French Creole) (written and oral),
- Ability to read and understand a bus schedule,
- “Common sense” problem solving capabilities,
- Ability to conform with appearance standards (“business casual” dress code – black or khaki pants, polo or collared shirt, and comfortable shoes),
- No facial tattoos or extensive visible piercings,
- The physical ability to board and ride the bus unassisted,
- Punctuality (ability to arrive 15 minutes before the start of the shift),
- Availability of reliable transportation (including public transit, bicycle, or ride from friend/family), and
- Possession of a cell phone for communication with field supervisory personnel.

All surveyors were screened and then trained by our project team. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with the NICE system and survey instrument, onboard etiquette, protocol for conducting the survey, and a review of individual assignments. Moore & Associates trained more surveyors than we anticipated needing in order to have trained back-up personnel immediately available should a surveyor fail to report or be dismissed.

Unacceptable behavior – which included making or receiving calls from persons other than the Moore & Associates’ field supervisors, listening to music on an iPod or phone, causing any type of disruption onboard the vehicle, use of profanity, failure to comply with appearance standards, and tardiness – was communicated to all recruits as cause for immediate dismissal.

Recruitment and training of surveyors was completed on October 17, 2013, prior to survey pre-test fielding. Approximately 20 surveyors were trained as part of this engagement. Associated training materials were posted to Basecamp prior to the training. Each surveyor was assigned to a specific field supervisor for the duration of the engagement.

Data Collection

Data collection was accomplished using an onboard intercept methodology. All survey questionnaires were printed on 100-pound stock to eliminate the need for clipboards. Survey instruments were printed double-sided, with English on one side and Spanish on the other. Survey instruments in the additional five languages identified above were available upon request. Each surveyor was provided with a laminated language card so that riders with limited proficiency in English could identify their preferred

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language. In such an event, the rider was then provided with a survey form in one of the alternate languages.

Surveyors were easily identified by an identification badge worn on a lanyard around the neck as well as a reflective vest. Prior to boarding the assigned vehicle, each surveyor was provided with a surveyor bag containing survey forms, sharpened pencils, a system map, a route-specific map and schedule, and an individual surveyor “paddle.” Each surveyor was also provided with the cell phone contact information for his/her assigned field supervisor, who conducted spot-checks of surveyor performance and maintaining a presence in the service area throughout the entire data collection period as a quality control measure.

Surveyors offered the bilingual (English/Spanish) survey to all customers boarding the vehicle while also making themselves available to answer questions regarding the survey. Respondents were instructed to return the completed instrument to the surveyor or leave it on their seat for retrieval by our surveyor. At the conclusion of each day’s surveying, all collected surveys, identification badges, and reflective vests were returned to the assigned field supervisor.

Our field supervisors completed an in-field pretest of the approved survey instruments on October 17 and October 18, 2013. A pretest sample of 547 valid responses was achieved, exceeding the pretest target of 450. The results of the survey pretest were posted to Basecamp. No significant issues were identified. Therefore, the pretest responses were incorporated into the total sample.

Moore & Associates successfully managed the fielding of a transit rider survey using an onboard intercept methodology from October 19 through October 30, 2013. The data collection covered all NICE fixed-routes. A total sample of 9,430 surveys was collected against a sample target of 8,512, exceeding the target by nearly 11 percent.

Data Processing

Data Entry

All survey data was entered into an Excel spreadsheet using trained data entry personnel. Moore & Associates’ staff monitored the entire data entry process, reviewing data entry work on a daily basis while also conducting spot-checks throughout each day.

Data Cleaning

Data cleaning was undertaken by trained personnel following completion of data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., route number being entered as N4 versus n4). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis. Following data cleaning, simple frequencies were compiled and posted to Basecamp for Veolia review.

Geocoding

Once the base data was cleaned, corresponding location data was appropriately formatted, then geocoded by longitude and latitude for import into ArcGIS 10.1. Data formatting included standardization of street names, use of street types, and identification of precise boarding and alighting information based on cross-streets and/or landmarks.

Analytical Methods

The SPSS database allowed our project team to compile simple frequencies as well as data cross-tabulations within each dataset. Cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.



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Section 3

Analysis and Key Findings

“Typical” Rider Profile

By analyzing the simple frequencies arising from the collected data, we can provide a profile of the “typical” NICE rider. This “typical” rider reflects data from across the system as a whole and for this reason may not be reflective of specific routes. Specific analysis on the route level is provided later in this section and in Appendix D.

The profile NICE rider is an English-speaking female between the ages of 25 and 64. She identifies as either Black/African-American or Hispanic/Latino and lives in Nassau County. She has an annual household income of \$35,000 or less and lives in a household with four or fewer persons. She is at risk for living below the federal poverty guidelines.² She is employed at least part-time and is not a student. She does not face language barriers in her use of NICE and has access to a smartphone.

The profile rider walks to and from the bus stop and uses NICE to travel to work. She pays on a per-ride basis, either through a Pay-Per-Ride MetroCard or cash. She rides NICE because she does not have access to a car or is otherwise unable to drive. She rides the bus five or more times a week and typically uses a transfer to complete her trip. She would rely (in hierarchical order) on a friend, family member, or taxi to make the trip if NICE was not available, or might not make the trip.

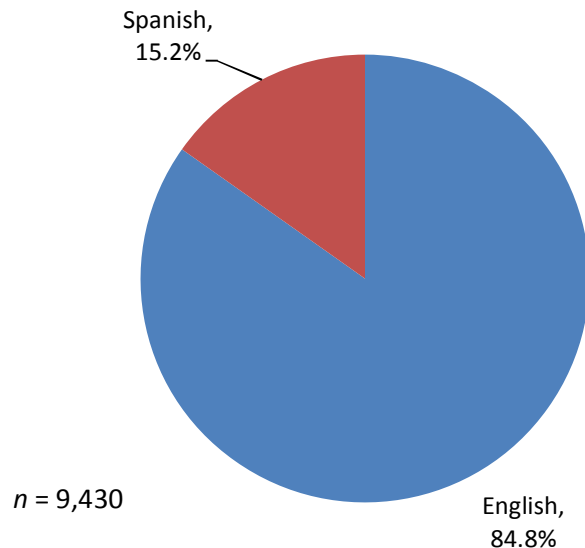
The following analysis looks at each question on a more in-depth basis, offering data cross-tabulations where appropriate to explore certain findings further. Additional information on a route-by-route basis is provided in Appendix D.

² U.S. Department of Health and Human Services, 2013 Poverty Guidelines, aspe.hhs.gov/poverty/13poverty.cfm (accessed November 25, 2013).

Survey Language

The majority of respondents (84.8 percent) elected to take the survey in English. Just over 15 percent chose to complete the survey in Spanish. Though survey instruments in five additional languages (Chinese, Italian, Persian, Korean, and French Creole) were available upon request, and each surveyor was equipped with a language card to help them identify which language the respondent desired, no surveys were completed in any language other than English and Spanish.

Exhibit 3.1 Survey Language



Section 1: Tell us about THIS trip

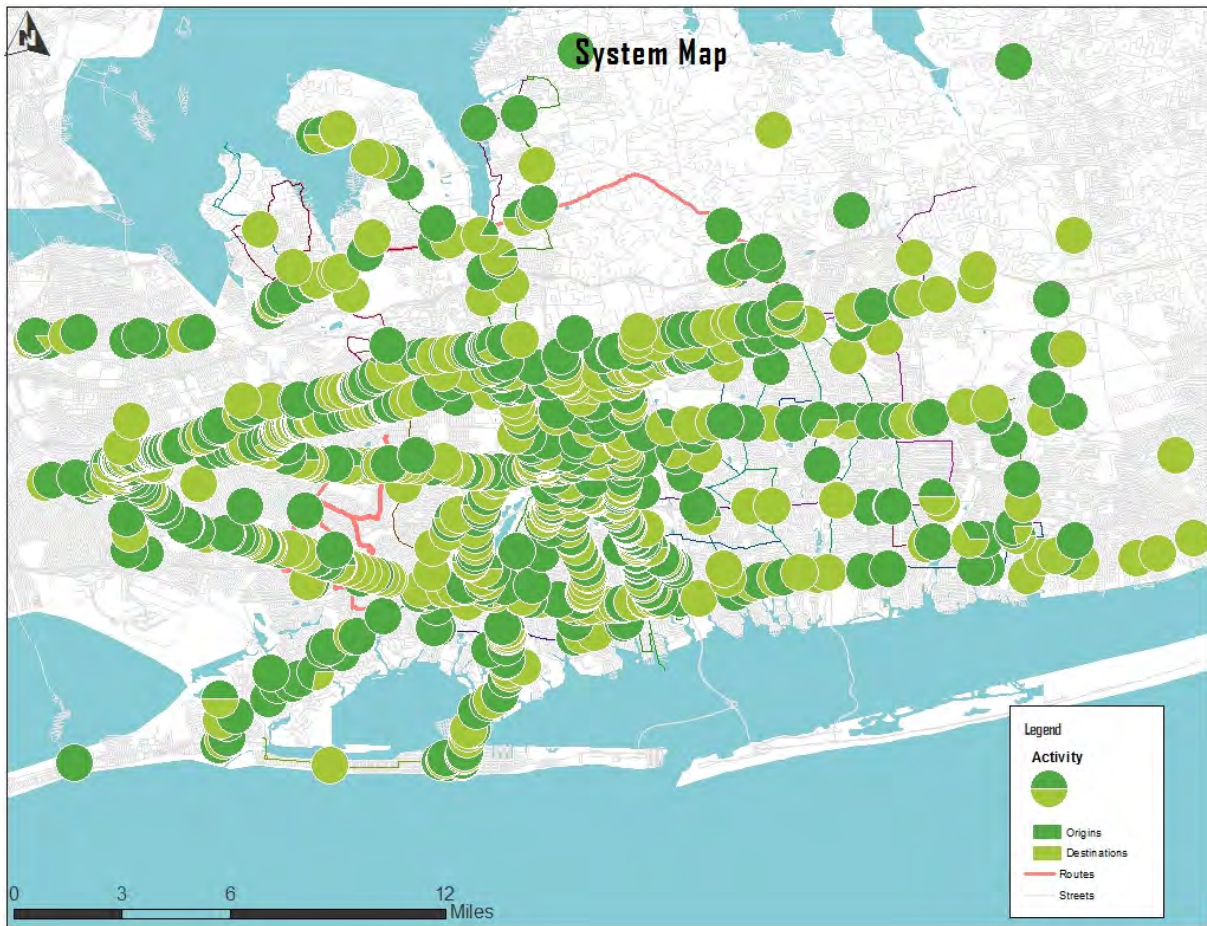
Question 1: What route are you telling us about today?

Question 2: Where did you board the bus for this trip?

Question 3: Where will you get off the bus for this trip?

We asked riders to provide the route number of the bus they were riding as well as their boarding and alighting locations to identify common origin-destination pairs. These locations were then geocoded and plotted using ArcGIS. Exhibit 3.2 illustrates the boarding and alighting patterns for the NICE network as a whole. Additional maps of individual routes are provided in Appendix C.

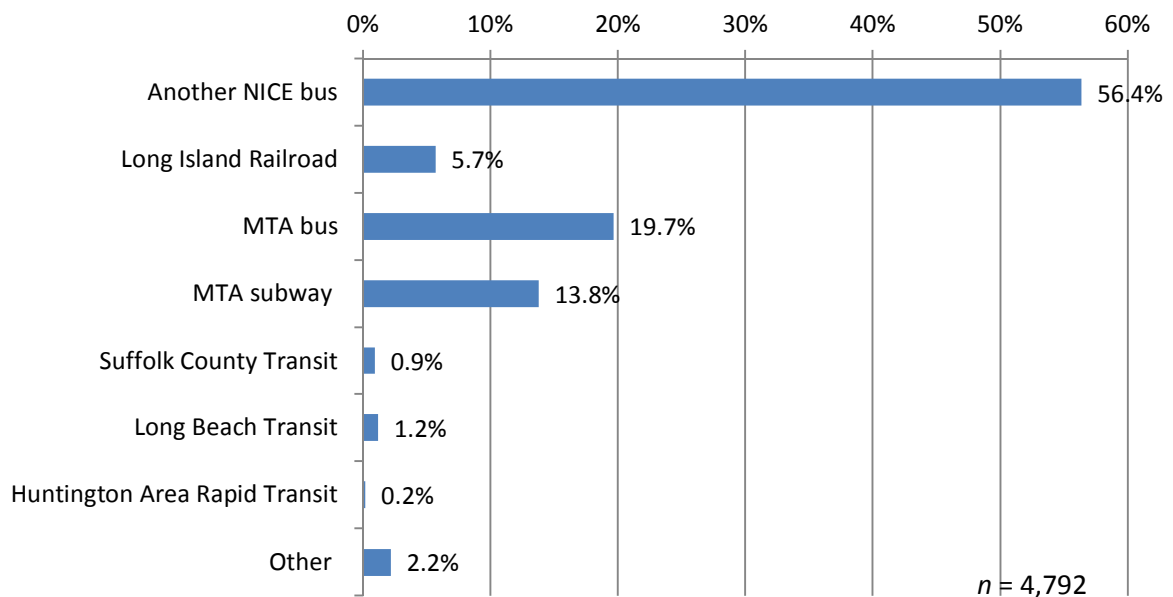
Exhibit 3.2 System-Wide Origin/Destination Map



Question 4: Does this trip include a transfer?

More than 69 percent of respondents cited use of a transfer as part of their trip. The majority of those (56.4 percent) transferred to/from another NICE bus, while another 33.5 percent used an MTA bus or subway as part of their trip.

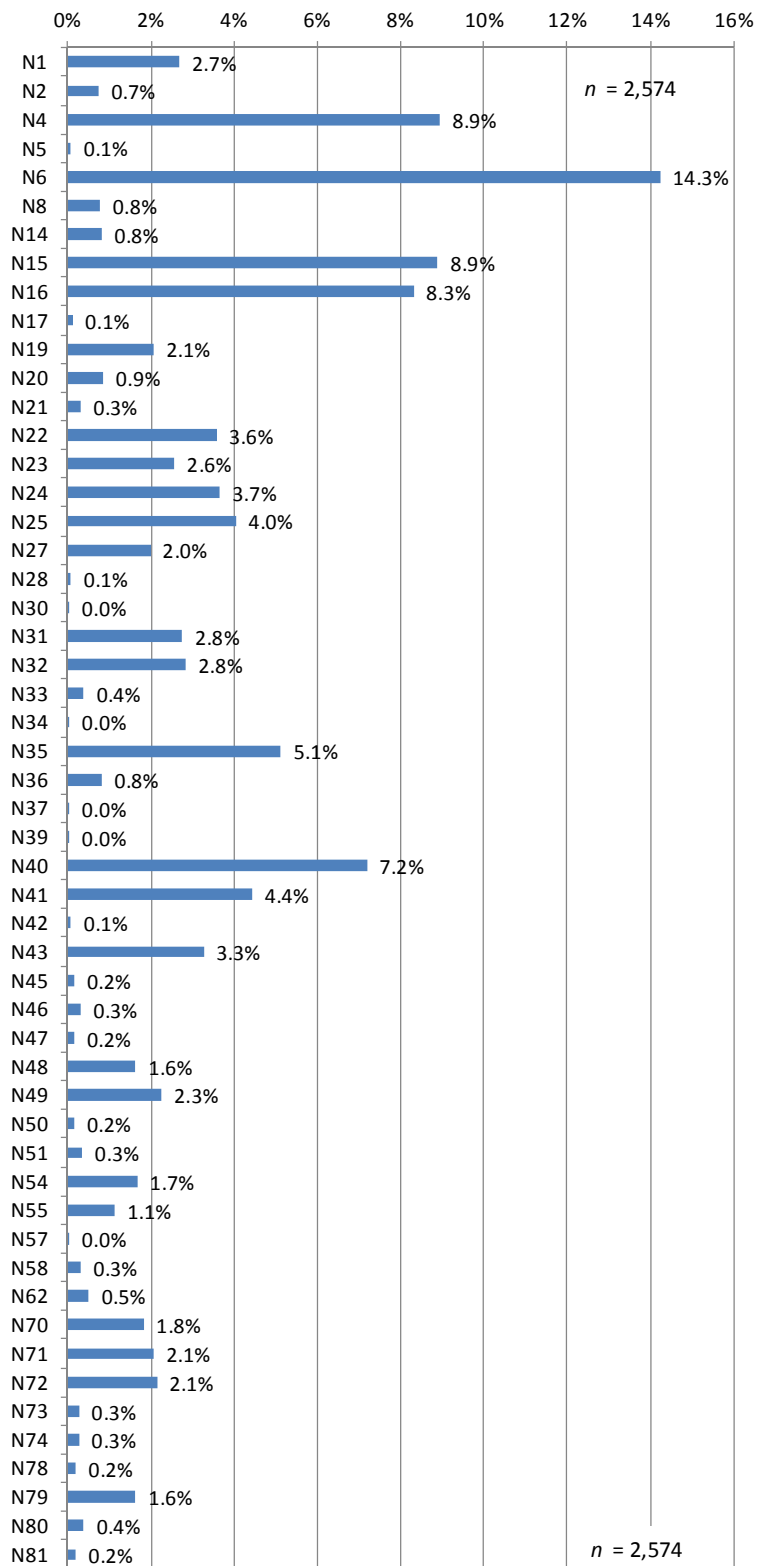
Exhibit 3.3 Incidence of Transfer



Many respondents who cited a transfer to/from another NICE bus indicated either multiple transfers or transfer to one of multiple paired lines (i.e., n40/n41). Exhibit 3.4 demonstrates the percentage of respondents citing each route with regard to transfers. (Given many respondents cited multiple routes, the percentages add up to more than 100 percent.)



Exhibit 3.4 Transfers to/from NICE (Route Number)



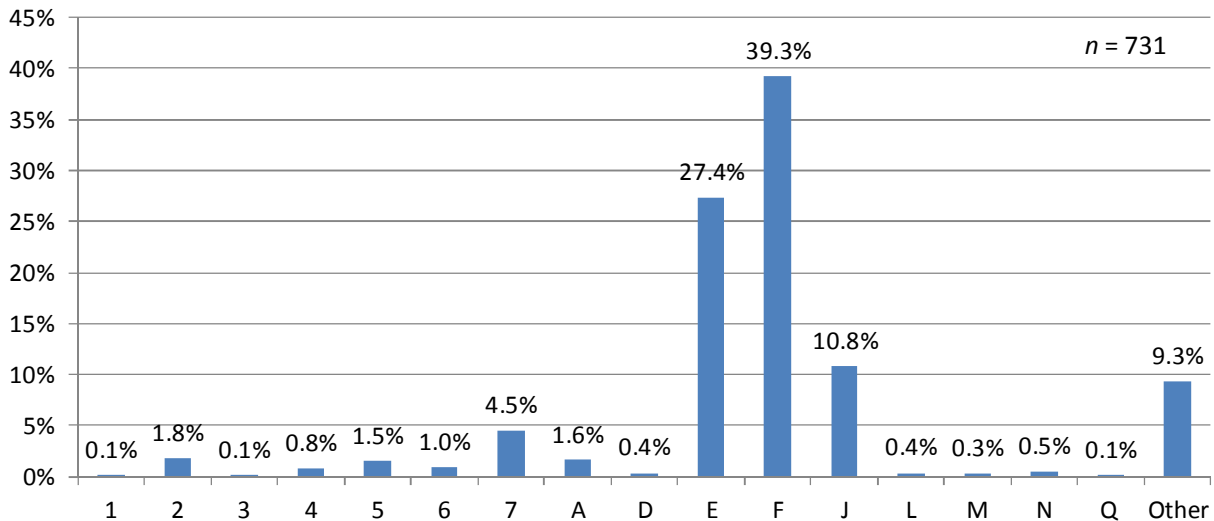
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More than 700 respondents indicated transferring to/from an MTA subway. The E and F trains were the most frequently cited, which is consistent given their service to Jamaica, Queens. The J train also serves Jamaica, while the 7 train serves Flushing, all of which have connections with NICE.

Exhibit 3.5 Transfers to/from MTA Subway



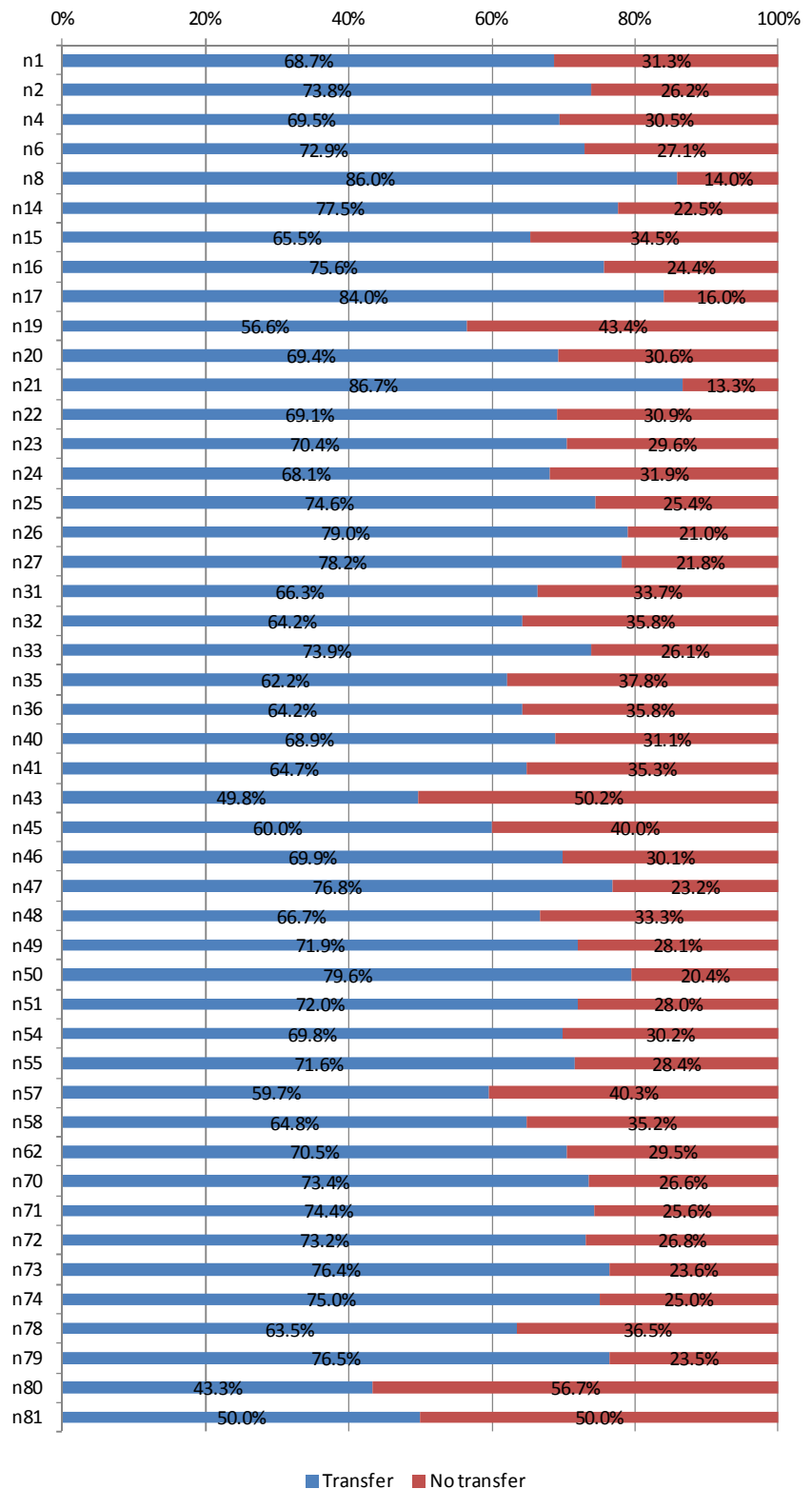
Route n21 saw the highest incidence of transfers, with nearly 87 percent of respondents citing use of a transfer. Route n8 followed closely, with 86 percent of respondents using transfers. By contrast, Route n80 had the lowest incidence of transfers, with just 43.3 percent of respondents using a transfer. Route n43 also had a fairly low rate of transfers (49.8 percent).

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Exhibit 3.6 Incidence of Transfer by Route



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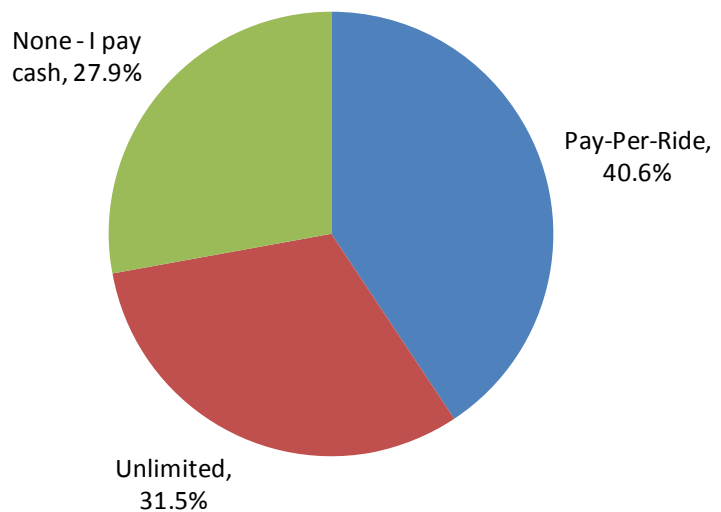
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Question 5: What MetroCard product do you typically use?

Nearly 28 percent of respondents prefer using cash over a MetroCard. Nearly 41 percent use the Pay-Per-Ride option, while 31.5 percent choose the Unlimited option. Customers paying cash pay the base fare of \$2.25 per one-way trip. Those who use the Pay-Per-Ride option get a five percent bonus to any money they add onto the card, which slightly reduces the cost of each trip. Customers who purchase a 7- or 30-Day Unlimited pass can see significant savings, depending on how many trips they make in the covered period.

Exhibit 3.7 Fare Media



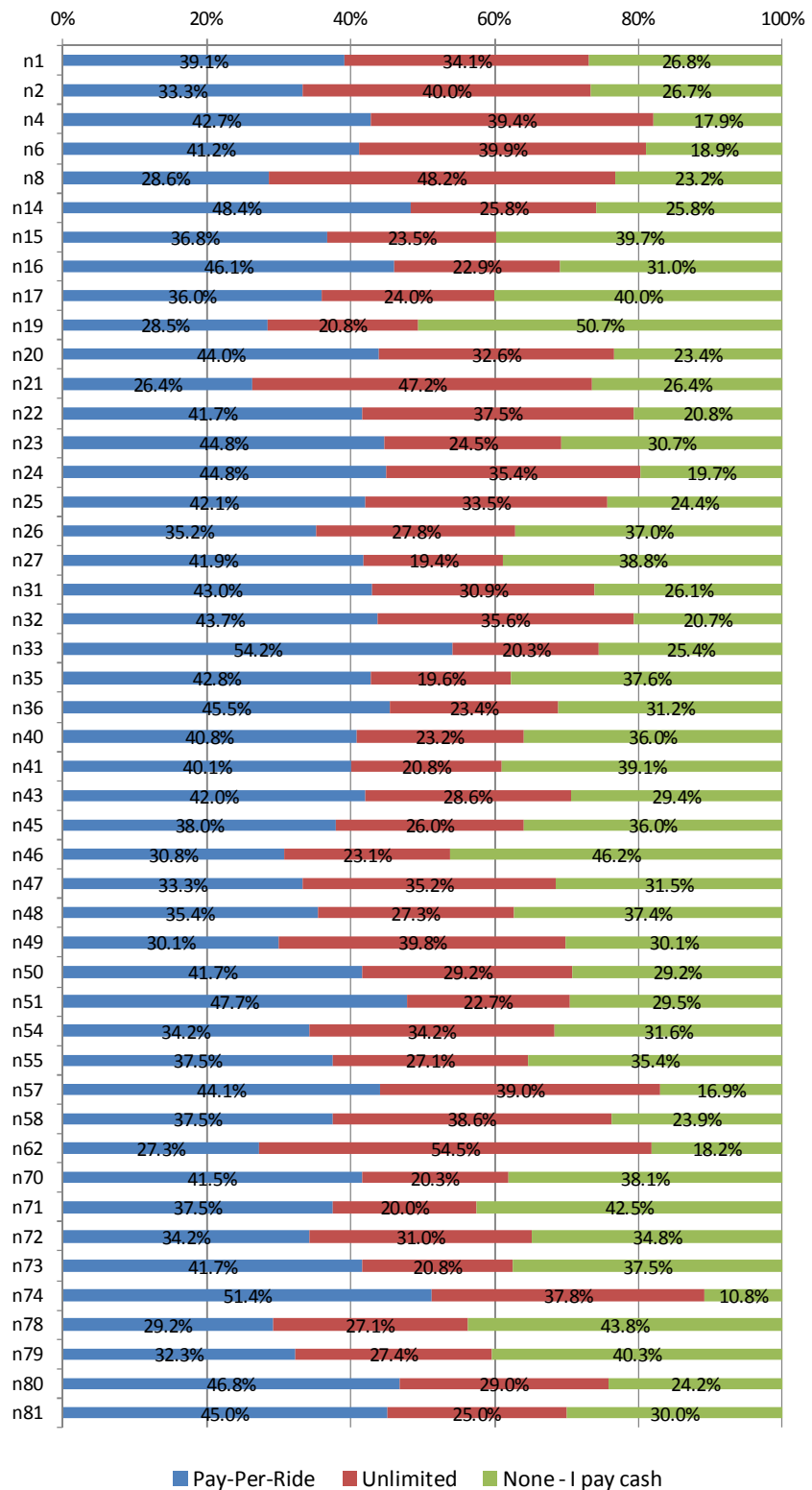
Route n33 had the highest percentage of respondents using a Pay-Per-Ride MetroCard (54.2 percent), while more than half of respondents on Route n62 preferred the Unlimited MetroCard (54.5 percent). Route n19 saw the highest use of cash, with more than half of respondents (50.7 percent) citing its use. Route n21 had the lowest Pay-Per-Ride MetroCard usage (26.4 percent), while Route n27 had the lowest level of Unlimited MetroCard usage (19.4 percent). Route n74 had the lowest level of cash use (just 10.8 percent).

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Exhibit 3.8 Fare Media by Route



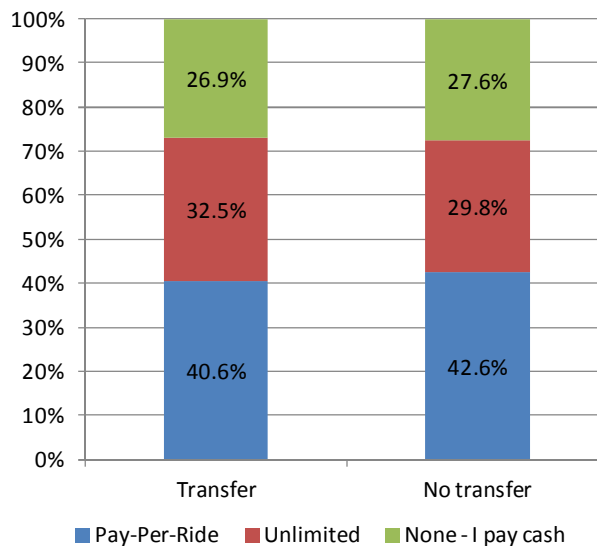
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There was little difference between NICE riders who cited using a transfer as part of their trip and those who did not with respect to fare media. Those who cited a transfer were slightly more likely to use an Unlimited MetroCard.

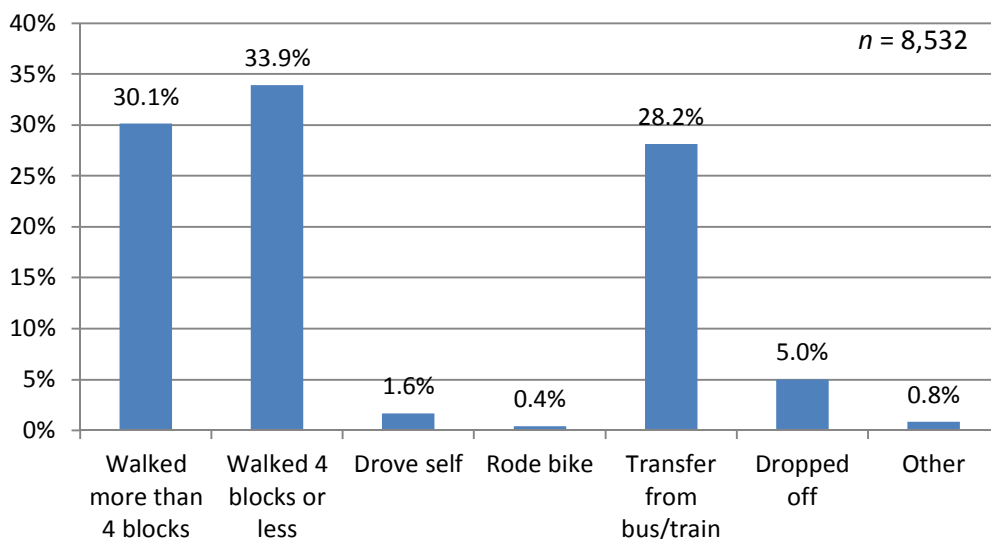
Exhibit 3.9 Fare Media vs. Incidence of Transfer



Question 6: How did you get to the bus stop for this trip?

The majority of respondents (64 percent) walk to the bus stop, with nearly 34 percent walking four blocks or less. More than 28 percent transfer from another bus or train. Few riders bike to the bus stop (0.4 percent).

Exhibit 3.10 Bus Stop Access



Routes n45 and n81 had the highest percentage of riders walking to the bus stop (81.7 percent and 80.3 percent, respectively), though Route n45 had a higher percentage that cited walking more than four blocks. Route n17 had the highest incidence of riders walking more than four blocks (46.4 percent), while Route n80 had the lowest (16.7 percent).

Route n62 had the highest percentage transferring to/from another bus or train (43.5 percent). Route n14 had the highest incidence of riders being dropped off at the bus stop (14.3 percent), while Route n45 had the lowest (none).

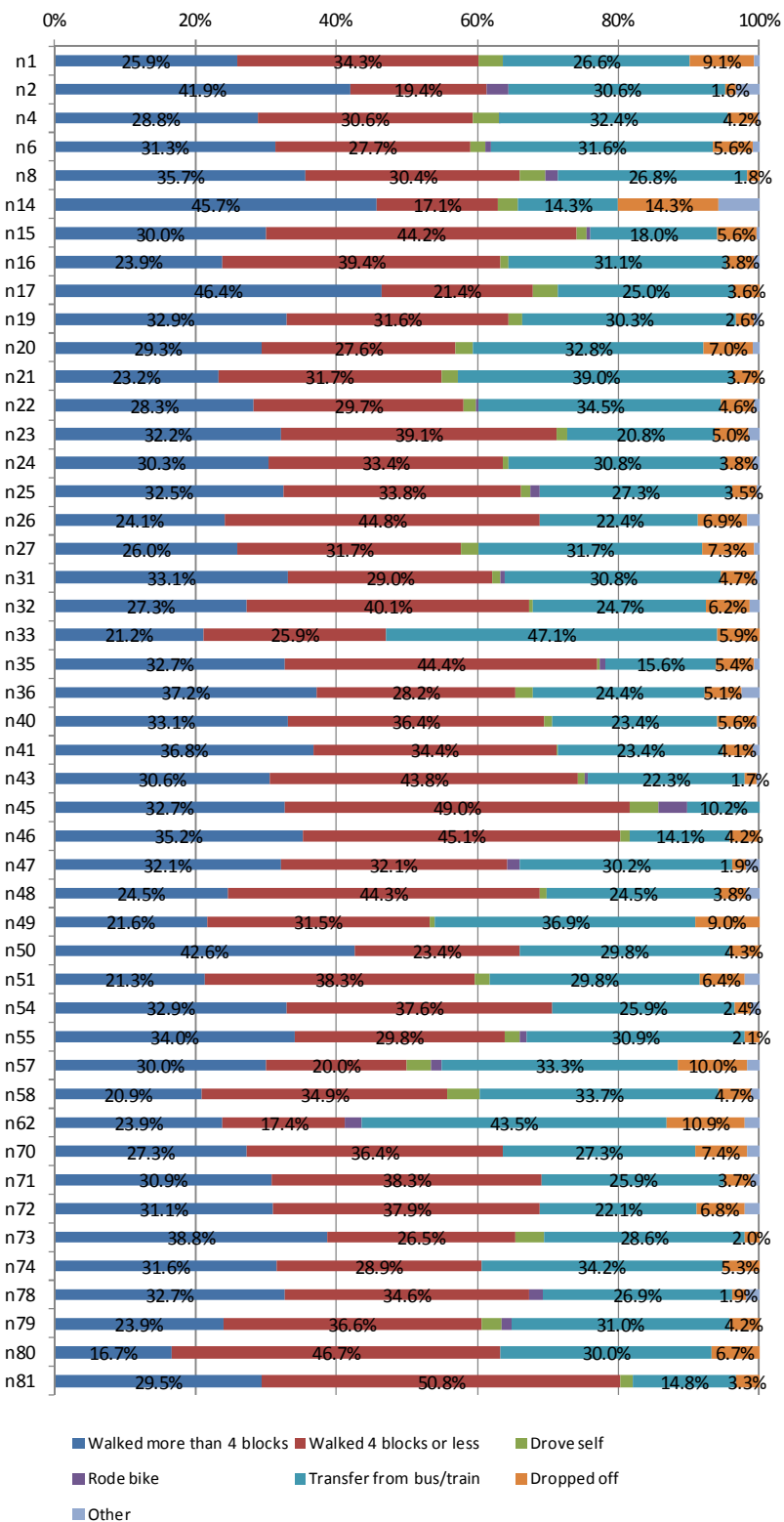


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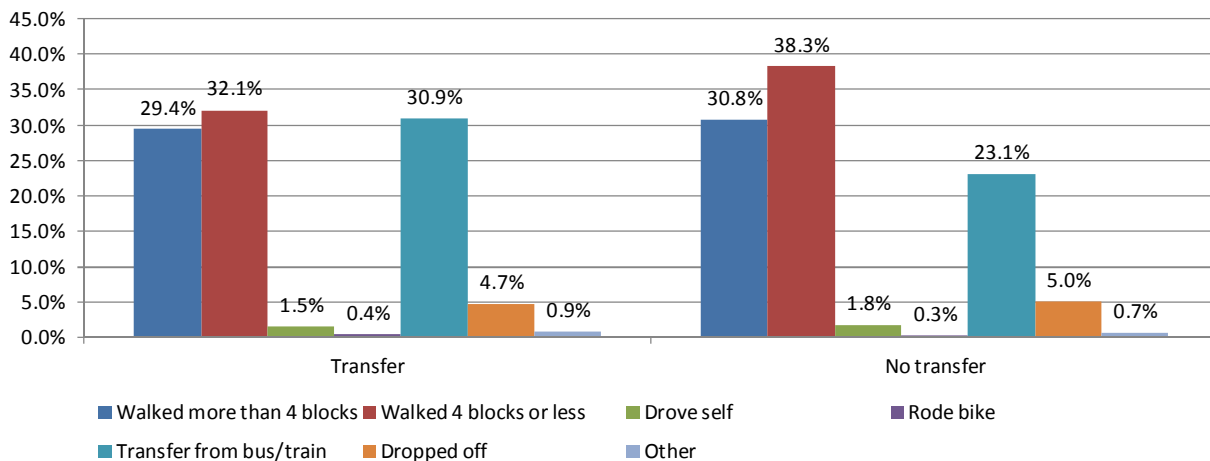
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Exhibit 3.11 Bus Stop Access by Route



Interestingly, a fairly significant number of respondents (564) who said their NICE trip did not include a transfer indicated accessing the bus stop via a transfer from another bus or train. The cause of this discrepancy is unclear.

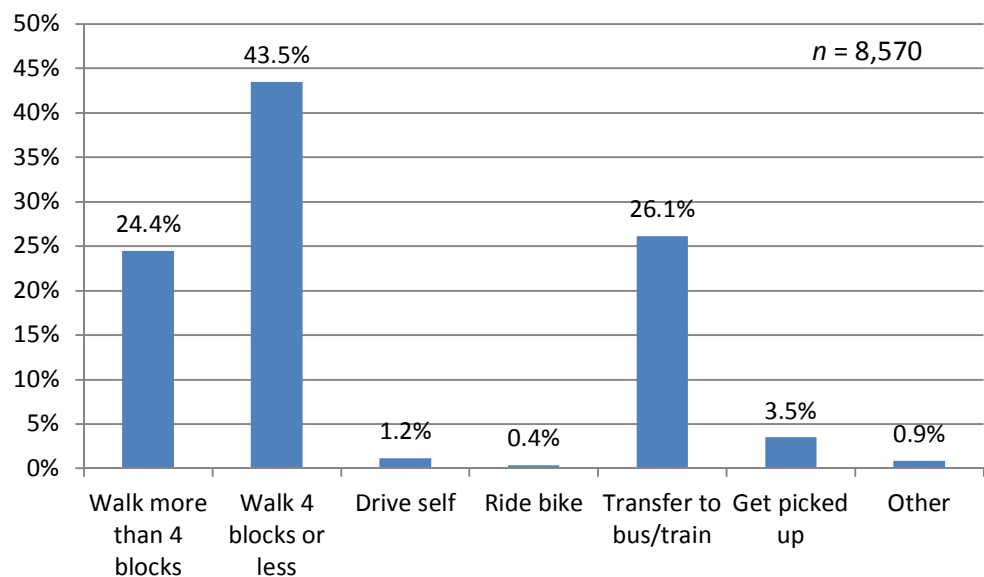
Exhibit 3.12 Bus Stop Access vs. Incidence of Transfer



Question 7: How will you travel to your destination once you get off this bus?

As noted in Question 6, the majority of respondents (67.9 percent) will travel to their destination on foot once they alight the bus. More than 43 percent will travel less than four blocks. Slightly more than 26 percent will transfer to another bus or train.

Exhibit 3.13 Destination Access



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Routes n74 and n80 had the highest percentage of riders walking to their destination (84.2 percent and 83.3 percent, respectively), though Route n74 had a higher percentage that cited walking more than four blocks. Route n17 had the highest incidence of riders walking more than four blocks (43.3 percent), while Route n80 had the lowest (10 percent).

Route n33 had the highest percentage transferring to/from another bus or train (51.8 percent). Route n49 had the highest incidence of riders getting picked up at their alighting bus stop (nine percent), while Routes n17, n26, n45, n74, and n78 had the lowest (none).

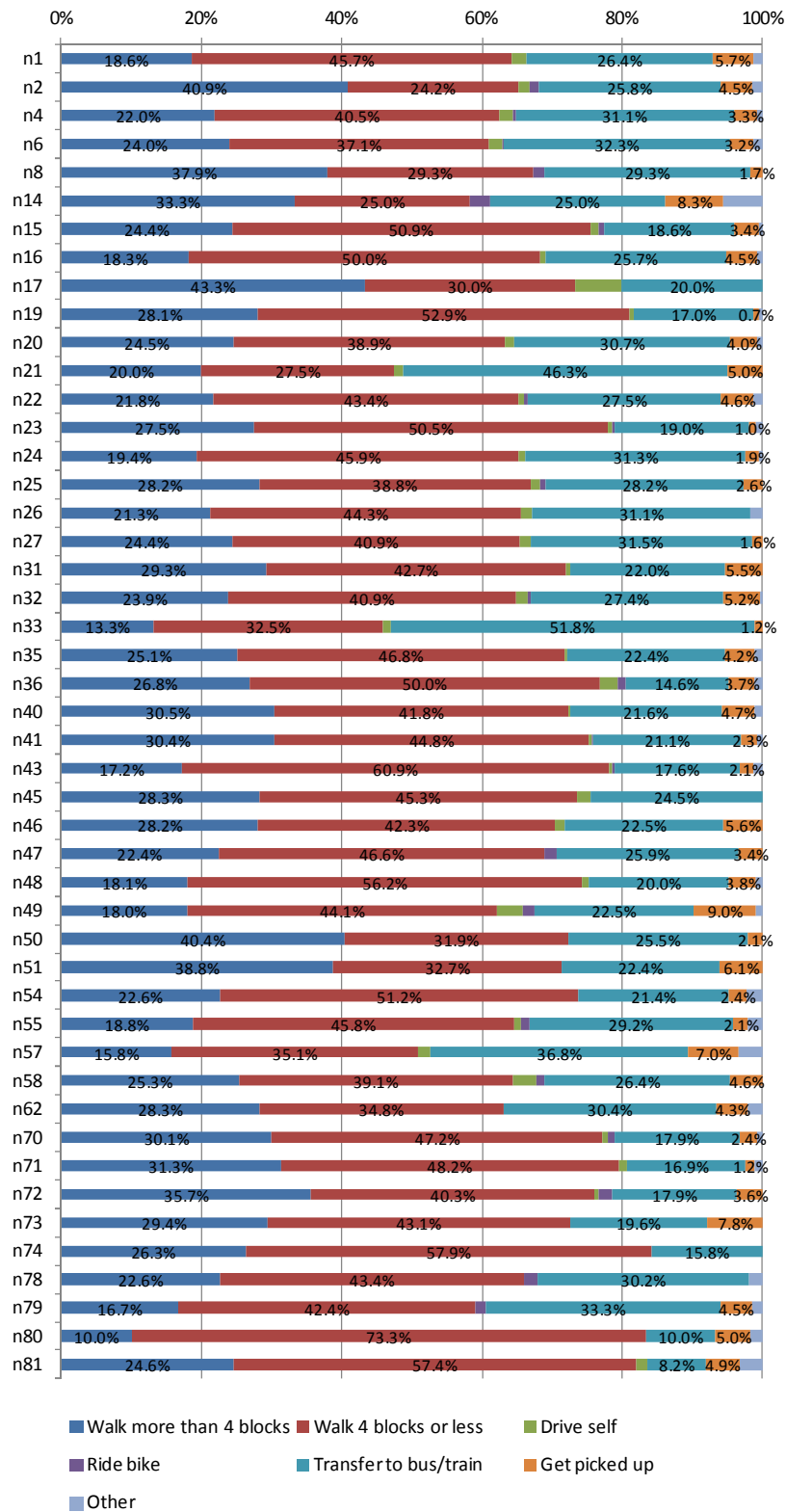


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Exhibit 3.14 Destination Access by Route



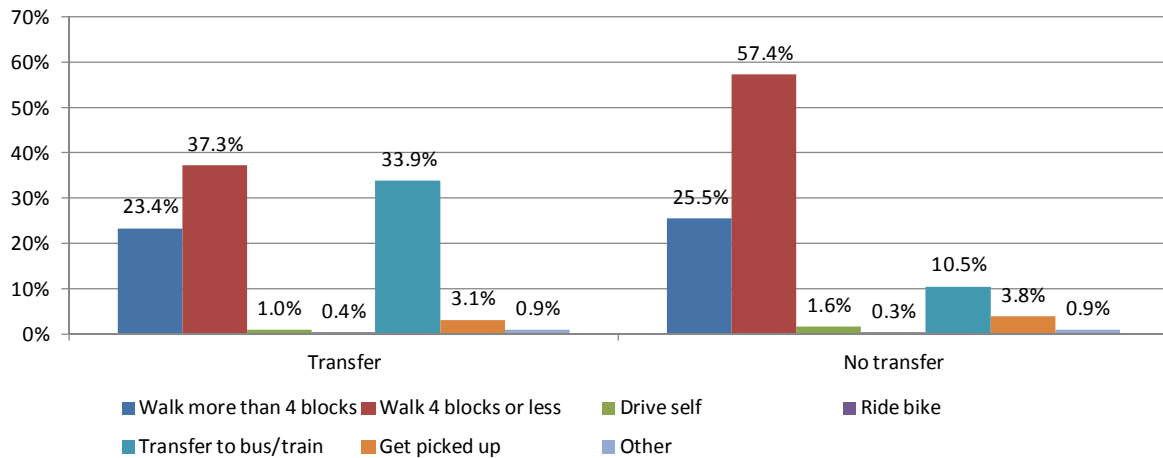
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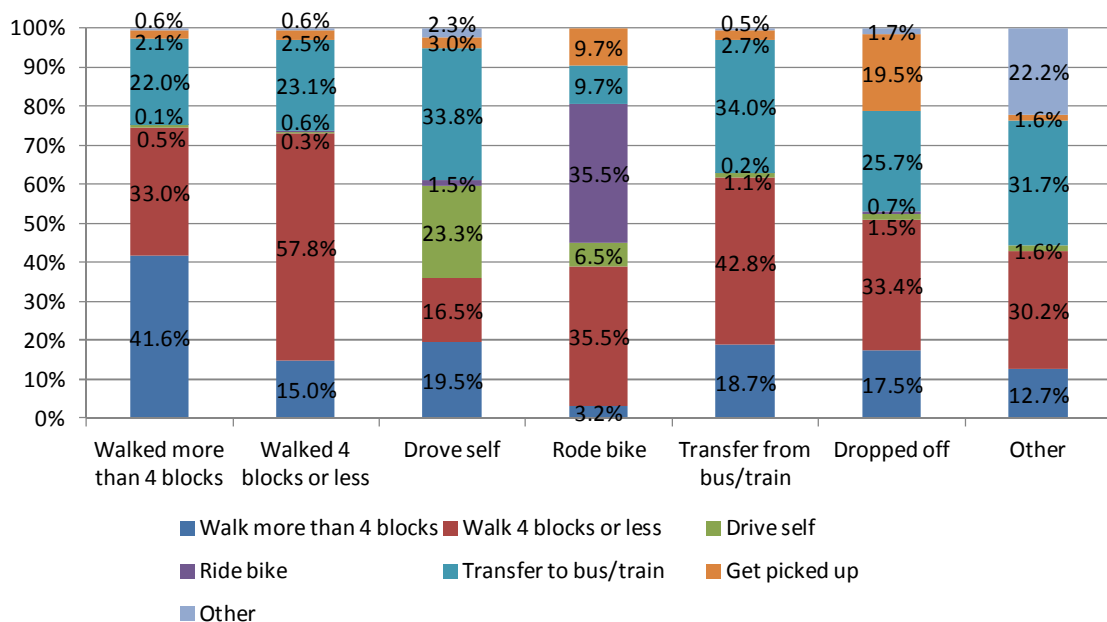
While fewer respondents who indicated their trip did not include a transfer cited transferring *to* a bus or train as did *from* a bus or train, approximately ten percent of respondents did (274 responses). The cause of this discrepancy remains unclear.

Exhibit 3.15 Destination Access vs. Incidence of Transfer



More than 47 percent of respondents cited walking as both their means of accessing the bus stop and their means of accessing their destination (once they left the bus). More than 12 percent of respondents said they walk more than four blocks each way, while 9.6 percent said their current trip was accessed via a transfer and would require another transfer to reach their destination. This last “finding” should be taken with caution given the discrepancies regarding transfers noted above.

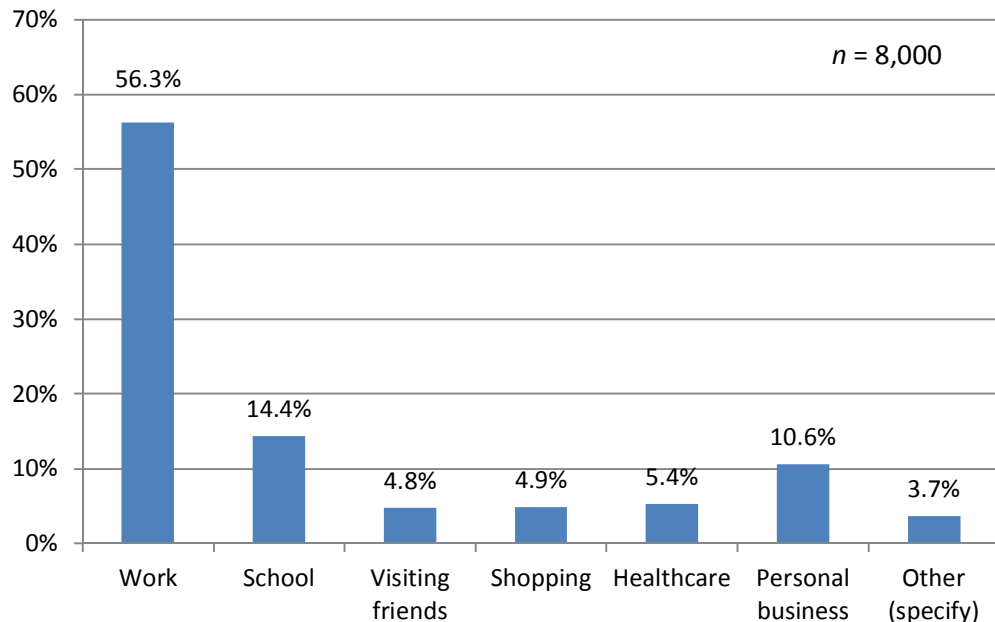
Exhibit 3.16 Bus Stop Access vs. Destination Access



Question 8: What is the primary purpose for this trip?

Work was the most frequently cited trip purpose (56.3 percent), followed by school (14.4 percent).

Exhibit 3.17 Trip Purpose



We assessed trip purpose by route to identify on which routes particular trip purposes were concentrated (Exhibit 3.18). While work was the primary trip purpose overall, the highest percentages of work trips were noted on Route n21 (71.4 percent) and Route n78 (69.6 percent). Both routes bring riders from outlying areas with limited transit service into a NICE hub. Route n21 connects the Glen Cove/Sea Cliff area with Flushing, while Route n78 connects Plainview with Hicksville. Routes with the lowest percentage of work trips include Route n80 (32.1 percent), Route n16 (32.5 percent), and Route n45 (34 percent).

School was also a frequent trip purpose on Route n16 (42 percent) and Route n43 (41.2 percent). This is not surprising, as both routes serve Nassau Community College. Route n43 also serves Hofstra University, while Route n16 serves Molloy College. Other routes with significant concentrations of students included Routes n80 and n81 (32.1 percent and 31.4 percent, respectively). While neither of these routes serves a college or university directly, both offer connections to routes that do via Hicksville. Routes with the lowest percentage of school trips include Route n19 (3.4 percent), Route n17 (3.6 percent), and Route n78 (4.3 percent). None of these routes directly serve a college or university.

Healthcare, while not a primary trip purpose for most respondents, was cited most frequently on Route n70 (14.5 percent), Route n78 (13 percent), and Route n71 (12.7 percent). Routes n70 and n71 both serve Nassau University Medical Center in East Meadow and St. Joseph Hospital in Bethpage, while Route n78 serves the North Shore University Hospital in Plainview. Four routes saw less than two percent of healthcare trip purposes: Route n2 (1.7 percent), Route n43 (1.9 percent), Route n33 (1.2

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percent), and Route n81 (zero responses). Only one of these routes serves a major healthcare facility (Route 33, St. John's Episcopal Hospital).

While shopping was also not a frequently cited trip purpose, it was observed most often on Route n17 (10.7 percent) and Route n57 (10.2 percent), neither of which feature any significant retail centers. Route n71, which serves Sunrise Mall, saw a shopping trip percentage of 9.9 percent.

Trip purposes such as visiting friends and personal business are more difficult to tie to specific trip generators. Visiting friends was most frequently cited on Route n49 (12.8 percent), Route n14 (11.4 percent), and Route n48 (11.1 percent), while personal business was a common trip purpose on Route n80 (20.8 percent), Route n51 (20 percent), and Route n57 (18.6 percent).

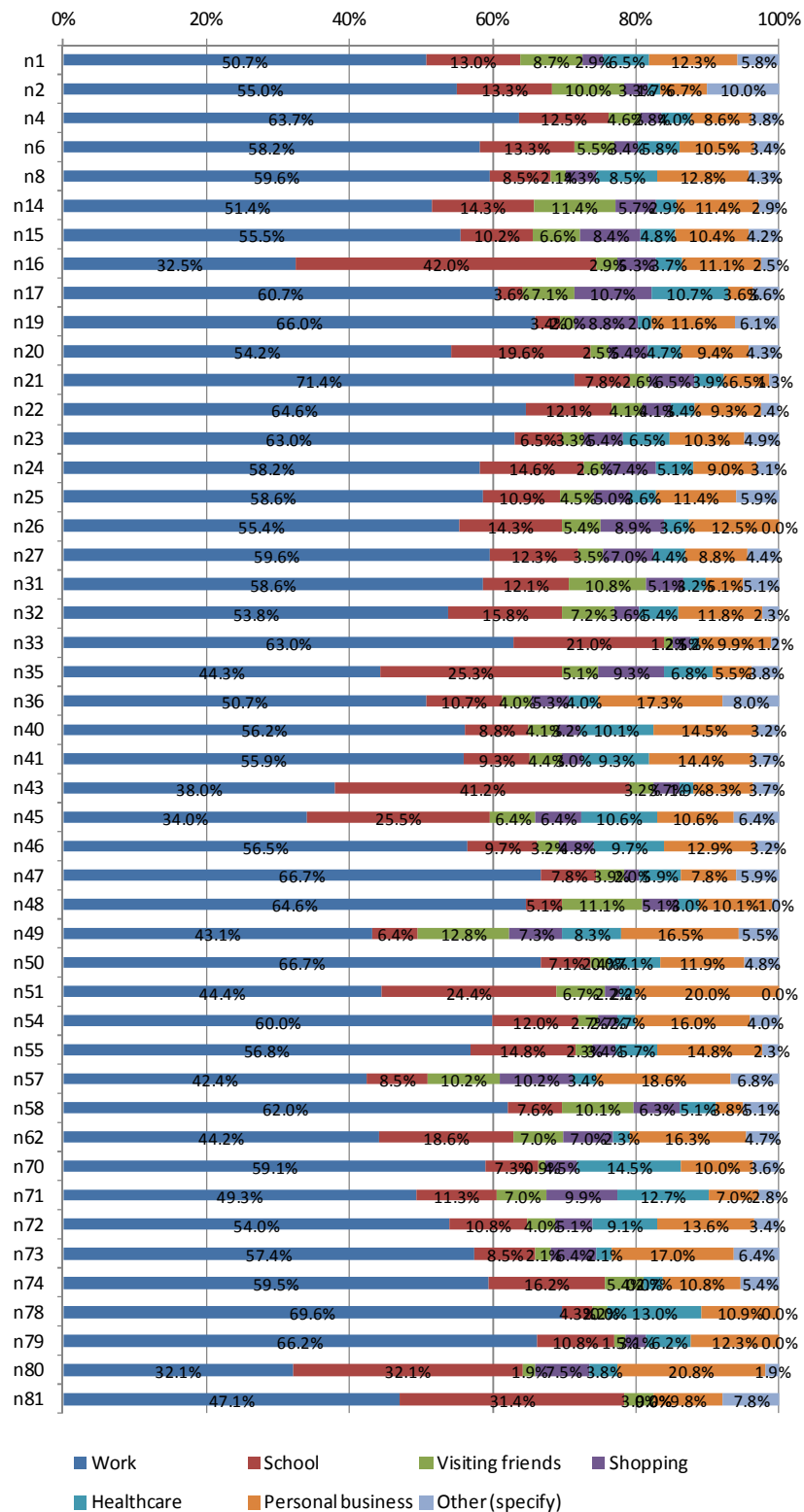


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Exhibit 3.18 Trip Purpose by Route



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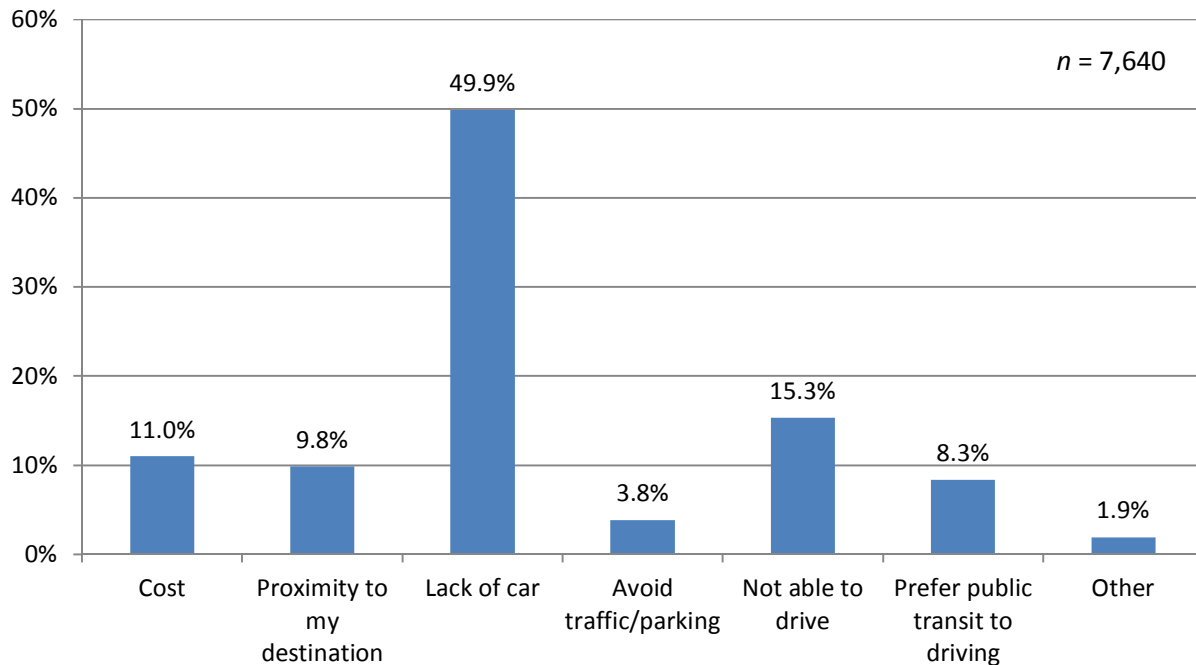
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Question 9: What is your primary reason for choosing NICE for this trip?

Absence of a personal vehicle is the reason nearly half of respondents gave for using NICE. Another 15.3 percent said they ride NICE because they are not able to drive, which could include lack of a driver license or a disability that prevents them from driving. Surprisingly, few respondents (3.8 percent) indicated avoidance of traffic or parking as their reason for riding NICE.

Exhibit 3.19 Reason for Riding



While lack of a car is a dominant reason for selecting NICE, it did not occur equally across all routes. Route n57 had the lowest incidence of respondents who ride because they lack access to a car (38.2 percent), while Route n81 had the highest (65.5 percent). Route n17 had the highest percentage of riders who choose NICE based on cost (27.6 percent). Route n26 had the greatest percentage of respondents who patronize NICE because they cannot drive (29.6 percent).

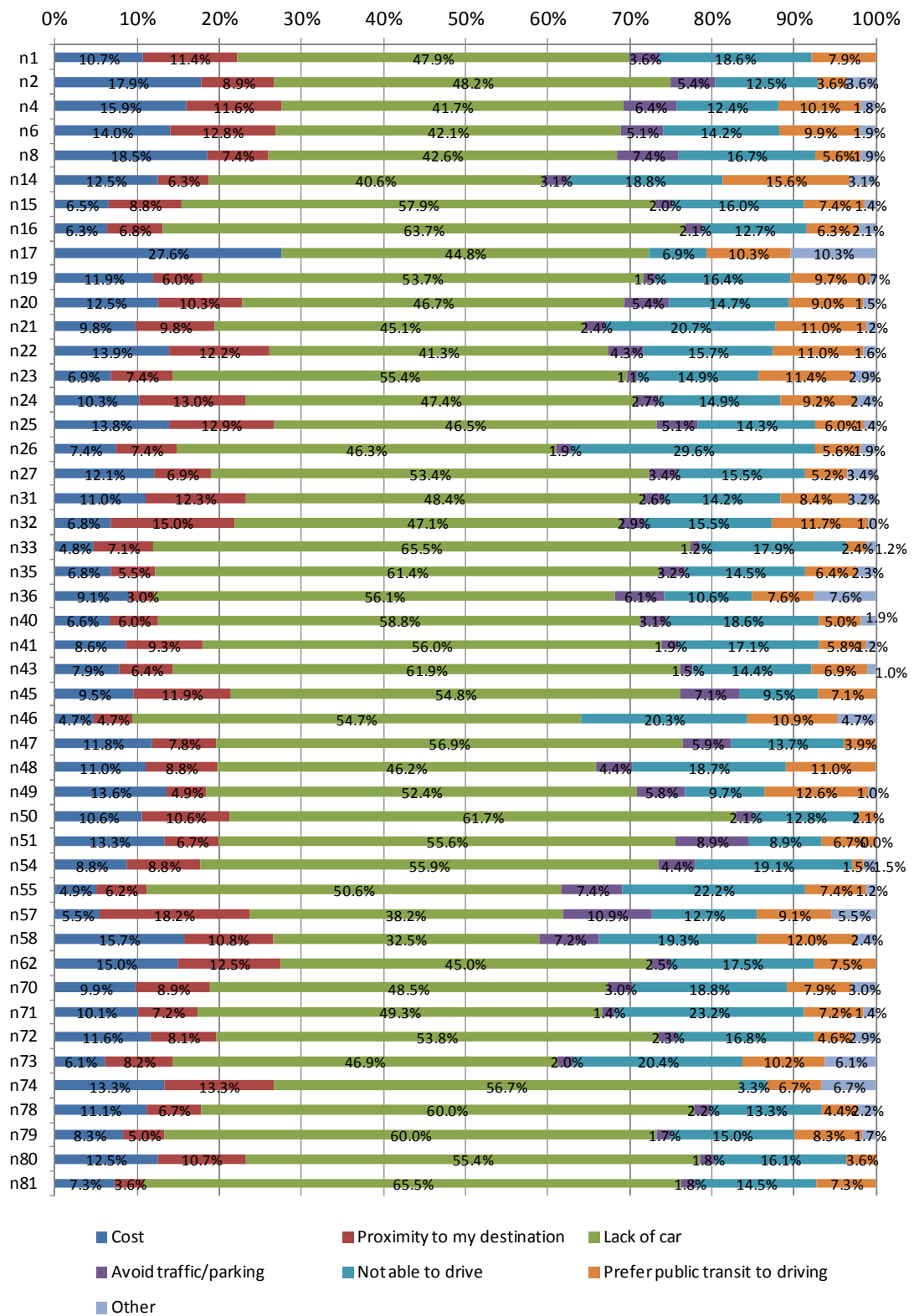
Those who choose public transit to avoid traffic or parking, because of proximity to their destination, or because they prefer it to driving can most likely be classified as “choice riders.” Route n57 had the highest percentage of respondents riding NICE to avoid traffic or parking (10.9 percent) as well as the highest percentage who ride because of proximity to their destination (18.2 percent). Route n14 had 15.6 percent who prefer public transit to driving.

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Exhibit 3.20 Reason for Riding by Route



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To further analyze the reasons for riding NICE by individual route, we grouped respondents who ride because of cost, lack of car, or being unable to drive as “ride-dependent”; and those who ride because of proximity, to avoid traffic or parking, or personal preference as “choice riders.” (“Other” responses were omitted for this data comparison.)

Route n33 had the highest percentage of respondents classified as “ride-dependent” (89.2 percent), followed by Route n17 (88.5 percent) and Route n81 (87.3 percent). Route n57 had the highest percentage of respondents classified as “choice riders” in terms of motivator (40.4 percent), followed by Route n58 (30.9 percent) and Route n32 (29.9 percent).

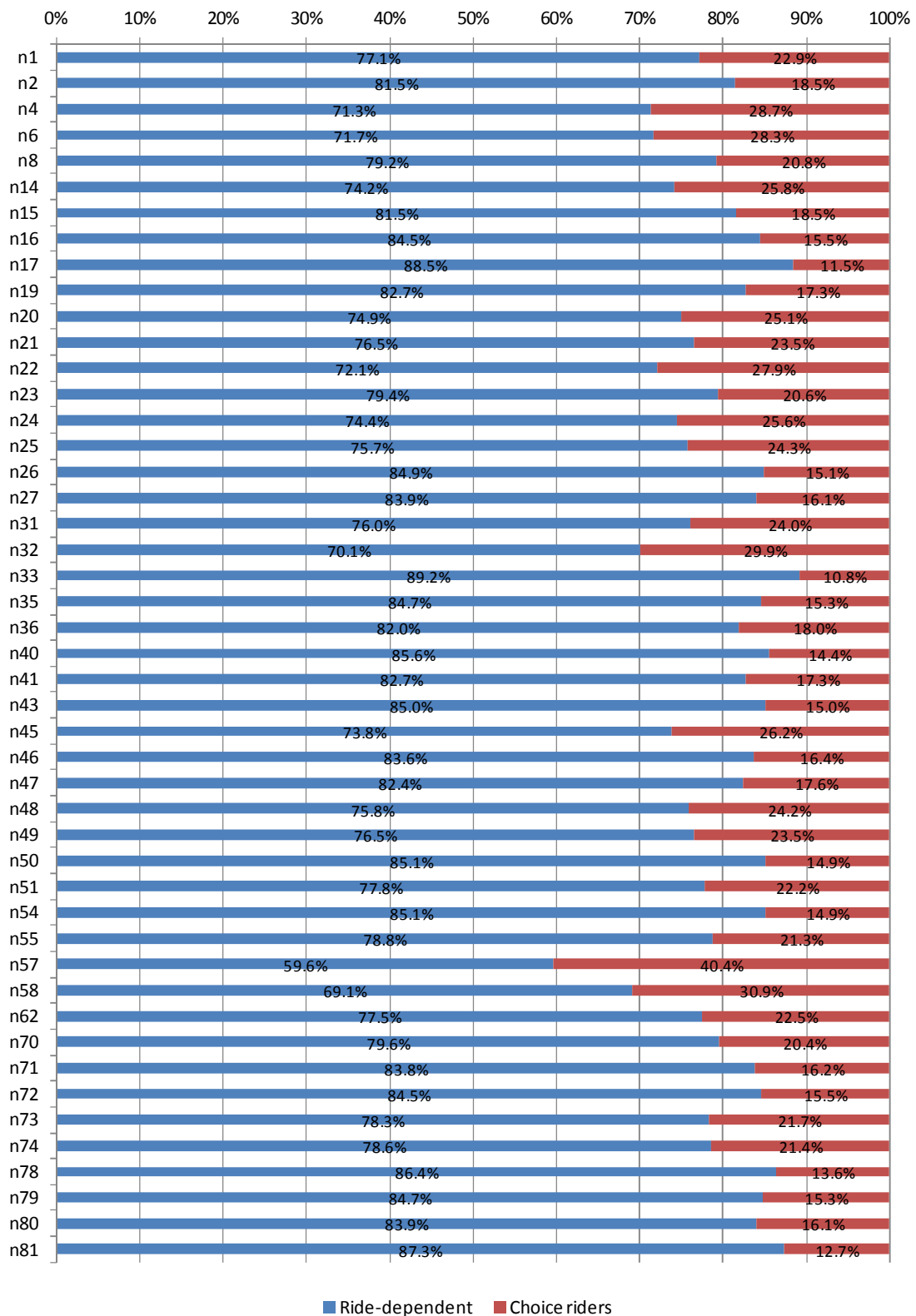


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Exhibit 3.21 Rider Category (Based on Reason for Riding) by Route

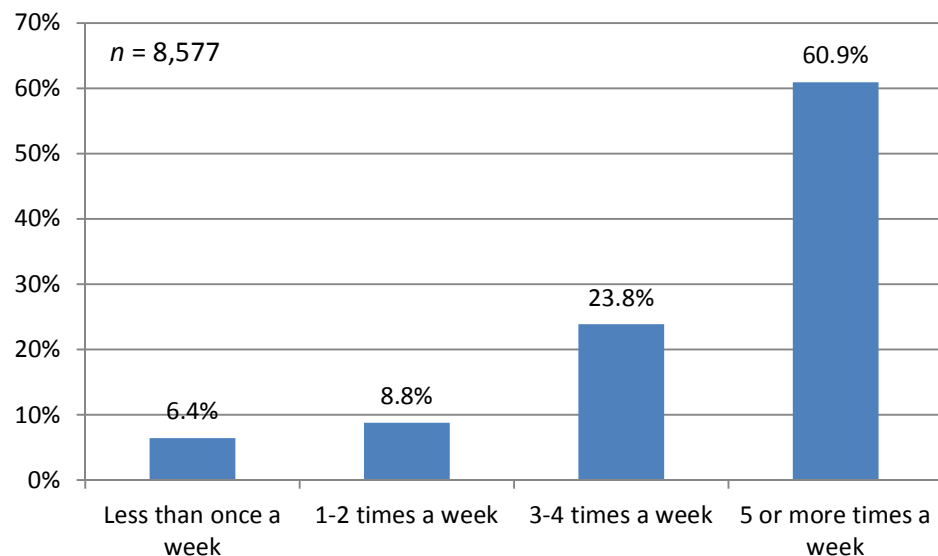


Section 2: Tell us about yourself

Question 10: How often do you ride NICE?

The majority of respondents (60.9 percent) indicated riding NICE at least five times a week. This is consistent with the high number of respondents indicating their primary trip purpose is “travel to work.” Another 23.8 percent use the service three to four times a week. Overall, 84.7 percent of customers surveyed ride NICE at least three times a week.

Exhibit 3.22 Frequency of Ridership

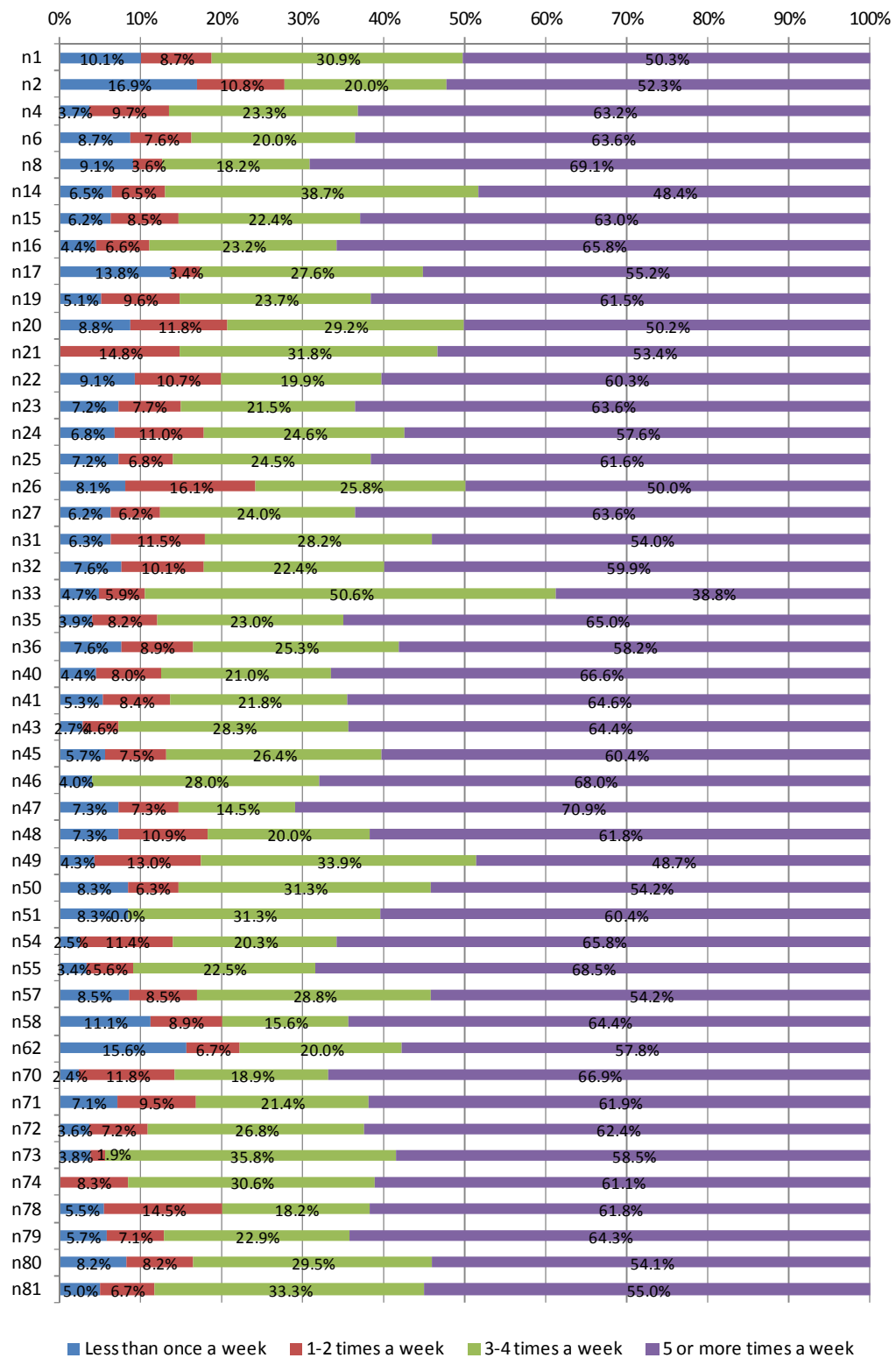


Route n33 was the only route wherein “5 or more times a week” was not the most frequently cited response. Instead, more than half of respondents indicated riding three to four times a week, while only 38.8 percent rode five or more times a week. Other routes with fairly low percentages of five-times-a-week riders were Route n14 (48.4 percent), Route n49 (48.7 percent), and Route n26 (50 percent).

Route n47 had the highest percentage of respondents riding five or more times a week (70.9 percent), followed by Route n8 (69.1 percent) and Route n55 (68.5 percent). Route n2 had the greatest percentage of respondents who indicated they ride twice a week or less (27.7 percent), followed by Route n26 (24.2 percent) and Route n62 (22.3 percent).

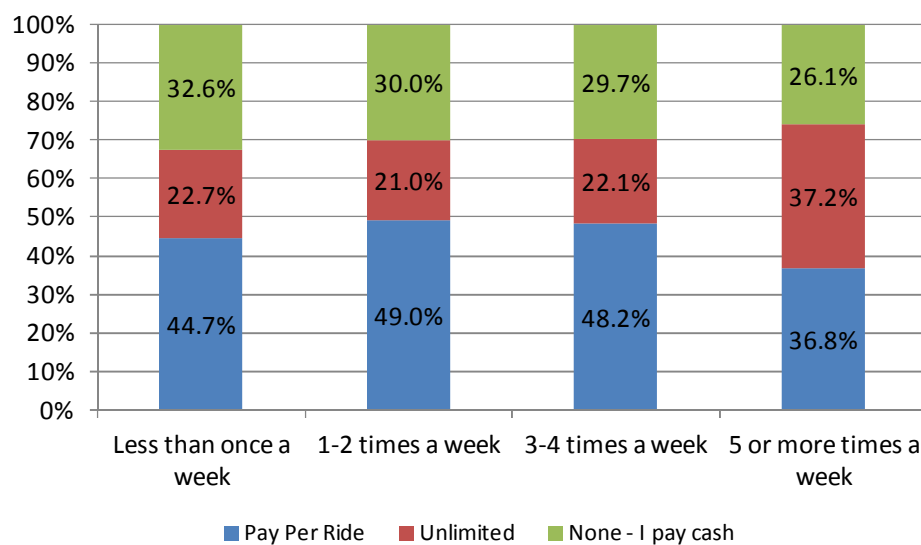


Exhibit 3.23 Frequency of Ridership by Route



Frequent riders are far more likely to use the Unlimited MetroCard than those who ride fewer than five times per week. At the current NICE fare of \$2.25 per trip, an Unlimited MetroCard does not offer savings if the individual is making five round trips per week on NICE only (\$22.50, versus \$30 for a 7-Day Unlimited MetroCard). A 30-Day Unlimited MetroCard also offers no savings if used on NICE for 20 or fewer round trips in a month (\$90, versus \$112 for the pass). However, if the individual is riding more than five round trips per week, or is transferring to an MTA bus or subway, the Unlimited Pass becomes a greater value. This suggests respondents who use an Unlimited MetroCard yet only cite using NICE four or fewer times per week are likely using the card on other services as well to realize any kind of savings. The Pay-Per-Ride MetroCard is a common choice across all frequency levels, as it provides a small savings over cash regardless of how many rides are made in a week.

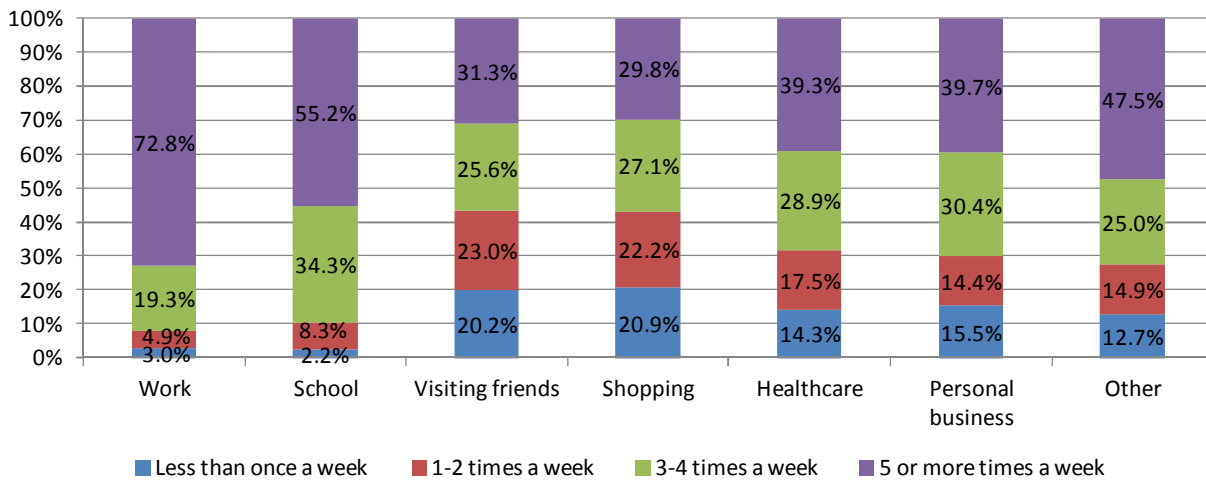
Exhibit 3.24 Fare Media vs. Frequency of Ridership



Not surprisingly, those who use NICE to travel to work and school are most likely to ride five or more times per week. In fact, few who said they were traveling to work (7.9 percent) indicated riding fewer than three times a week. By contrast, those who ride NICE to visit friends or go shopping are most likely to ride infrequently, with approximately 43 percent of respondents in these categories indicating they ride twice a week or less. School riders are also likely to ride three or four times a week, which is consistent with the schedule for a college student who may not attend classes every day and/or a part-time student.

Nearly 40 percent of those indicating healthcare or personal business as their trip purpose also indicated riding five or more times a week. This suggests such riders use NICE for more than just the trip purpose cited.

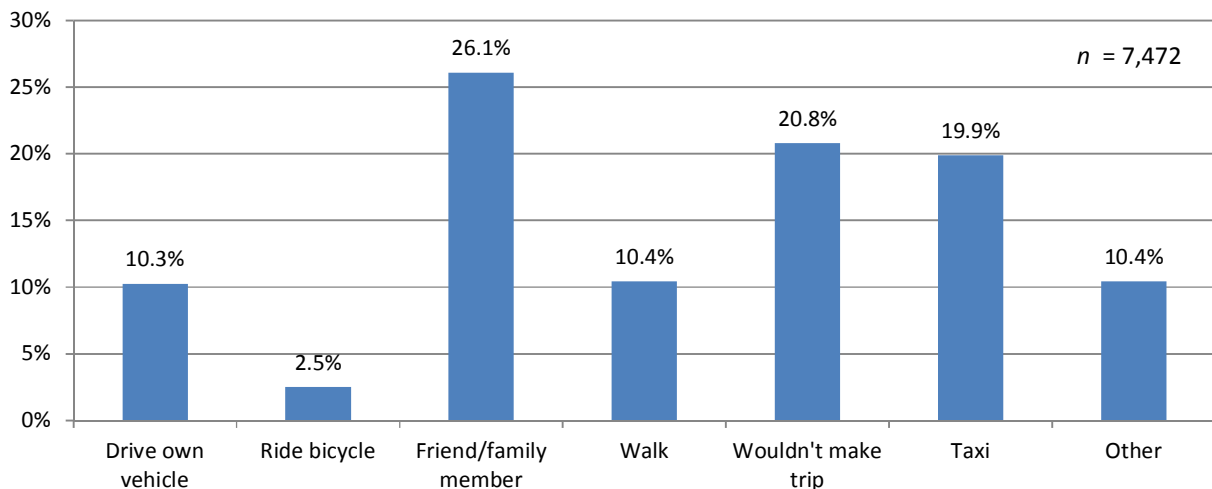
Exhibit 3.25 Frequency of Ridership versus Trip Purpose



Question 11: How would you have made this trip if NICE was not available?

Just 10.3 percent of respondents said they would drive their own vehicle if the NICE bus was not available. Riding with a friend or family member was the most frequently cited option (26.1 percent), followed by those who would not make the trip (20.8 percent). Nearly 21 percent said they would take a taxi. Relatively few (12.9 percent) would walk or ride a bicycle, suggesting they are traveling a longer distance than they are willing to make using active transportation modes.

Exhibit 3.26 Mobility Options



Route n17 had the greatest percentage of respondents who indicated they would drive themselves (19 percent), followed by Route n58 (18.7 percent) and Route n8 (17.4 percent). Route n33 had the highest percentage of respondents who said they would ride with a friend or family member (54.9 percent), while Route n78 had the greatest percentage who would take a taxi (35.6 percent).

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Routes n26 and n71 had the highest percentage of respondents who would not have made the trip (30.4 percent each), which typically indicates a lack of other mobility options. It could also indicate customers who have the option of telecommuting rather than traveling to a conventional work location, but this number is likely to be modest given the overall demographic profile of NICE riders. Routes n8 (28.3 percent) and n80 (28.1 percent) also saw robust responses in this area.

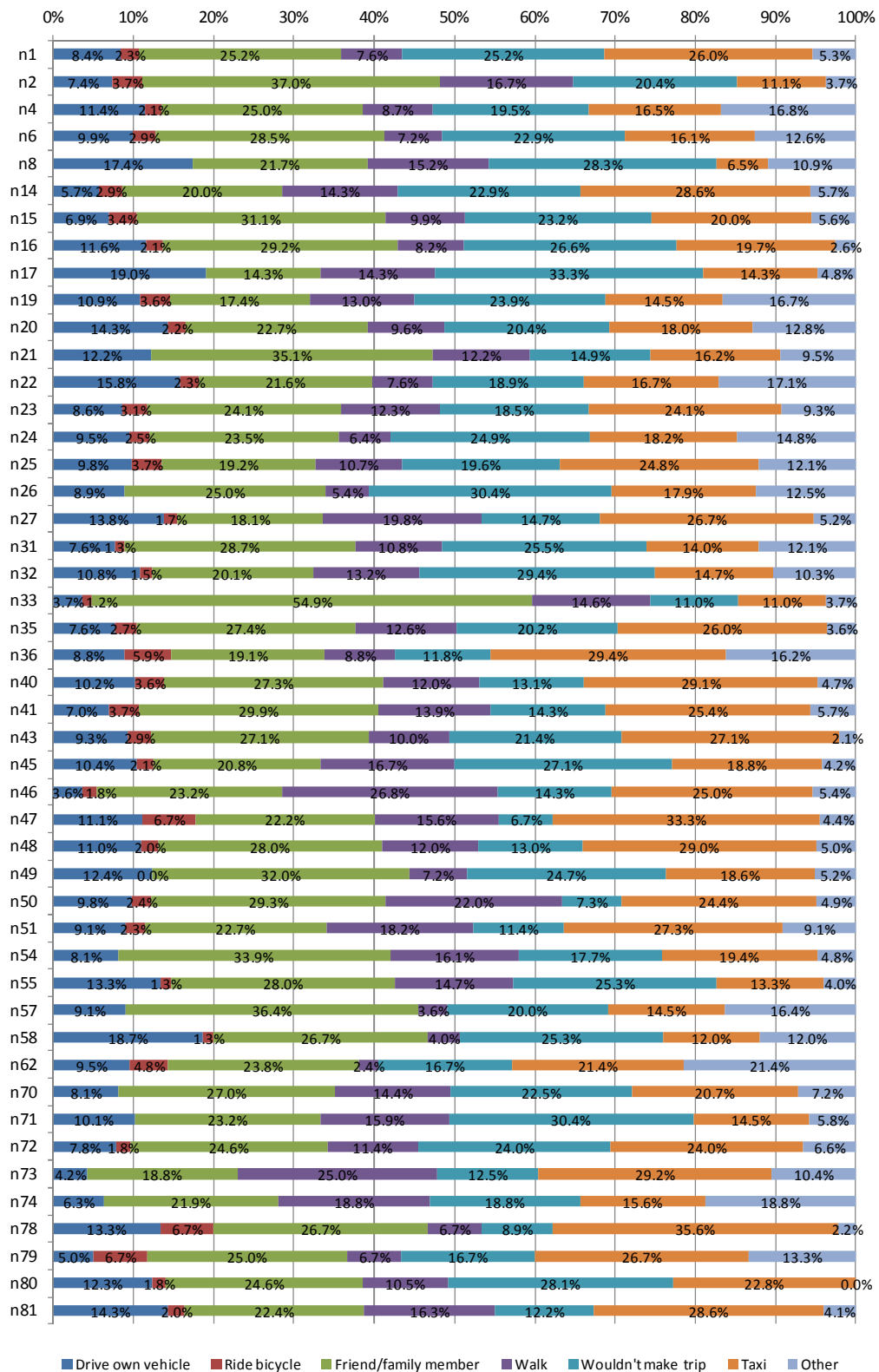


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Exhibit 3.27 Mobility Options by Route



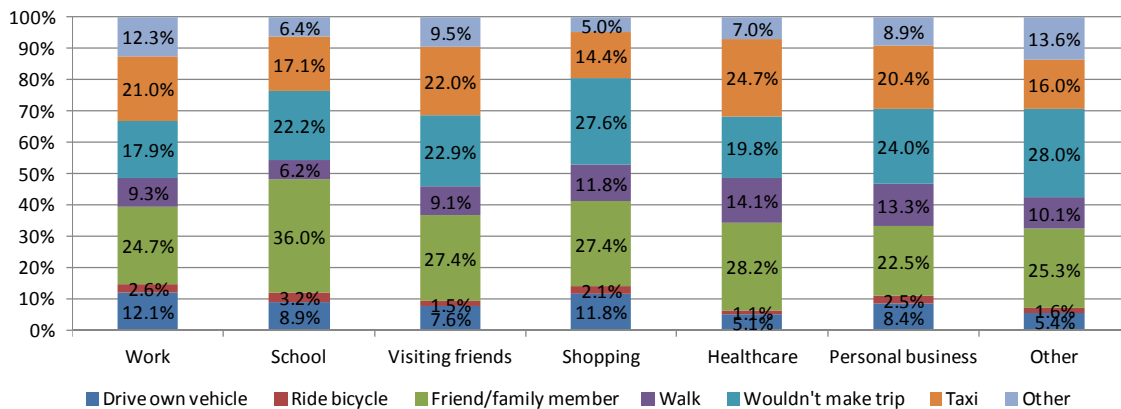
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Those citing a trip purpose of shopping or “other” were most likely to say they would not make the trip if NICE was not available, though not by a significant margin. Those traveling to school are most likely to ride with a friend or family member (36 percent), while those traveling to access healthcare are most likely to take a taxi (24.7 percent).

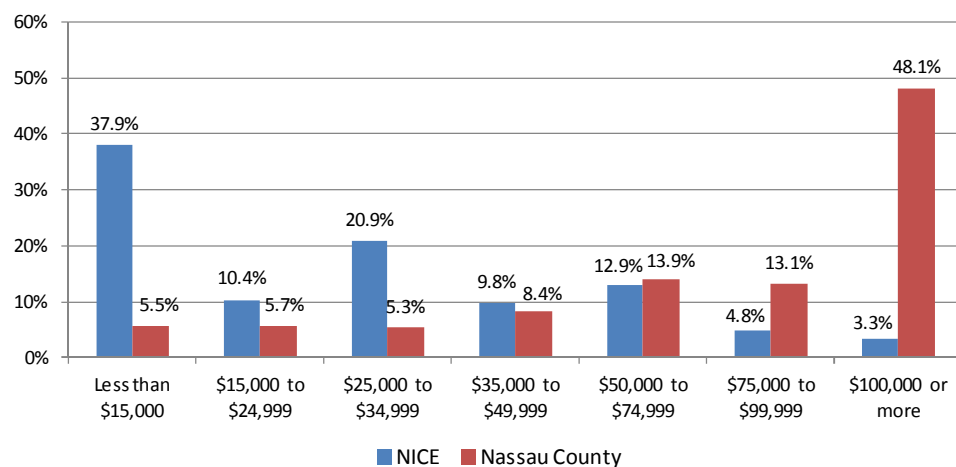
Exhibit 3.28 Mobility Options vs. Trip Purpose



Question 12: What is your approximate annual household income?

Nearly 38 percent of respondents cited an annual household income of less than \$15,000. Depending on the size of the household, many of these individuals are at risk for being below federal poverty guidelines. Currently, \$15,510 is the poverty threshold for a two-person household.³ The American Community Survey reports a mean annual household income for Nassau County as nearly \$125,000.⁴ By contrast, 79 percent reported an income of less than \$50,000 annually. Exhibit 3.29 compares the breakdown of NICE rider incomes to those of the overall Nassau County population.

Exhibit 3.29 Annual Household Income



³ U.S. Department of Health and Human Services, 2013 Poverty Guidelines, aspe.hhs.gov/poverty/13poverty.cfm. Accessed November 11, 2013.

⁴ American Community Survey 2007-2011, Nassau County, New York, factfinder2.census.gov. Accessed November 12, 2013.

Minimum wage in the state of New York was \$7.25 per hour at the time of the survey, which translates to an annual salary for full-time employment of approximately \$31,000. Nassau County also has a Living Wage Law, which requires employers with which the County does business to pay employees a minimum of \$15.21 per hour (or \$13.35 if they provide benefits).⁵ While these figures may appear adequate on paper, they fail to take into account the many individuals who do not have full-time employment or who may be supporting an entire household on a single salary. This aspect of household income will be addressed fully in our analysis of Question 13.

⁵ Nassau County, New York, County Comptroller's Office, www.nassaucountyny.gov/agencies/Comptroller/Livingwage/index.html. Accessed November 13, 2013.

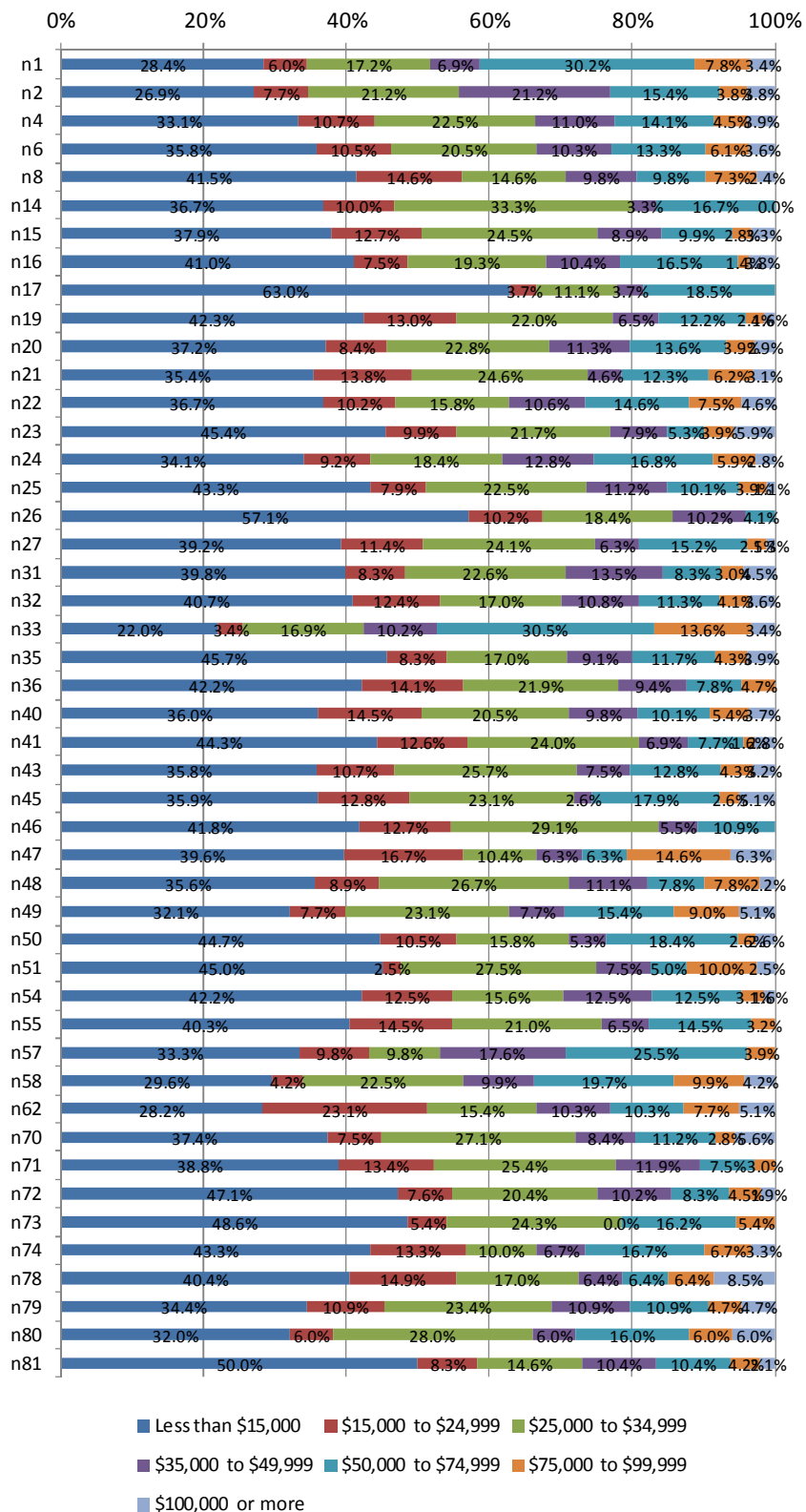


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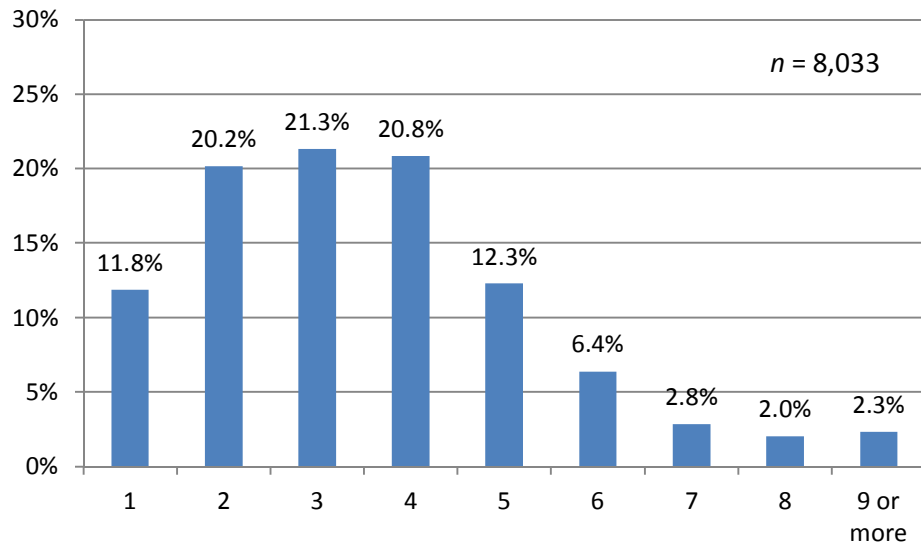
Exhibit 3.30 Annual Household Income by Route



Question 13: How many people live in your household?

The majority of respondents (74.1 percent) cited living in a household with four or fewer persons. Of those, 32 percent live in a one- or two-person household. The average household size in Nassau County is 2.96, while the average family size is 3.42 persons.⁶ The average household size for NICE survey respondents is 3.56 persons.

Exhibit 3.31 Household Size



To assess the likelihood of customers living below federal poverty guidelines, we compared household size to annual household income. Darker red squares indicate increased likelihood of living below the poverty line, while lighter red squares indicate individuals at risk of living in poverty. Each percentage is shown as the percentage of total respondents who answered both questions. This translates to 3,600 individuals, or 52.9 percent of the total sample, who are at risk for living below federal poverty guidelines.

⁶ American Community Survey 2007-2011, Nassau County, New York, factfinder2.census.gov. Accessed November 12, 2013.

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Exhibit 3.32 Household Income vs. Household Size

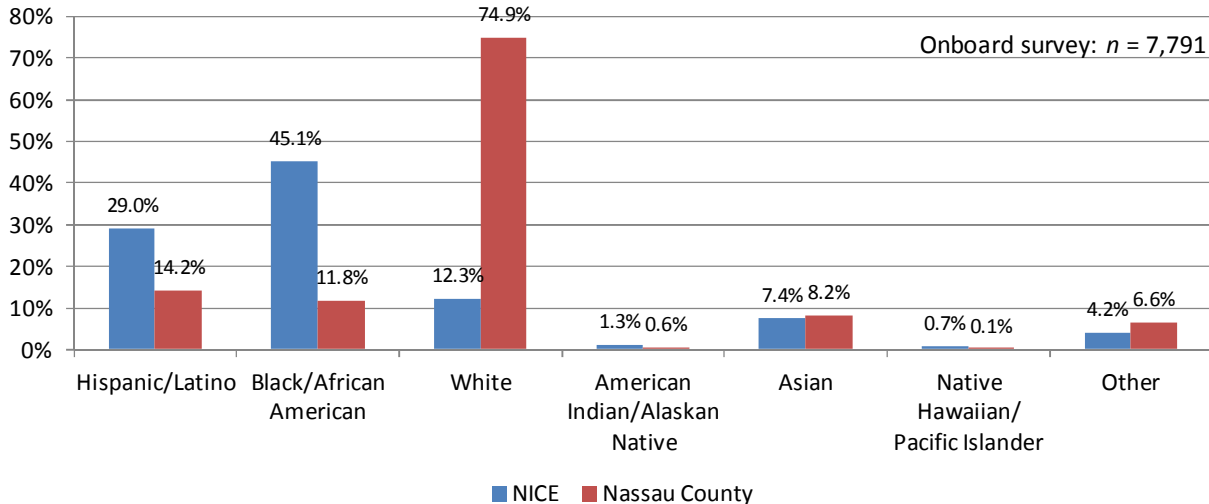
	Number of Persons in Household								
	1	2	3	4	5	6	7	8	9 or more
Less than \$15,000	5.8%	7.6%	8.0%	7.0%	3.9%	2.0%	1.2%	1.0%	1.3%
\$15,000 to \$24,999	1.4%	2.3%	2.2%	2.3%	1.2%	0.4%	0.2%	0.1%	0.2%
\$25,000 to \$34,999	2.6%	4.6%	4.5%	3.7%	2.5%	1.6%	0.7%	0.5%	0.4%
\$35,000 to \$49,999	1.0%	2.1%	2.0%	2.0%	1.4%	0.7%	0.2%	0.1%	0.2%
\$50,000 to \$74,999	1.0%	3.0%	3.2%	3.0%	1.4%	0.7%	0.4%	0.1%	0.1%
\$75,000 to \$99,999	0.5%	0.6%	1.0%	1.4%	0.7%	0.4%	0.1%	0.1%	0.1%
\$100,000 or more	0.1%	0.4%	0.7%	0.9%	0.7%	0.2%	0.2%	0.1%	0.04%

n = 6,804

Question 14: what is your race? (select all that apply)

Black or African-American was the most frequently selected response, cited by 45.1 percent of surveyed riders. Persons of Hispanic/Latino heritage made up another 29 percent of the survey sample. Respondents identifying themselves as White represented just 12.3 percent, while 7.4 percent identified themselves as Asian. This is in distinct contrast with the ethnic breakdown of Nassau County as a whole, wherein nearly 75 percent identified as White and just 14.2 percent and 11.8 percent identified as Hispanic/Latino and Black/African-American, respectively. Exhibit 3.33 compares the ethnic breakdown of survey respondents against the overall population of Nassau County.

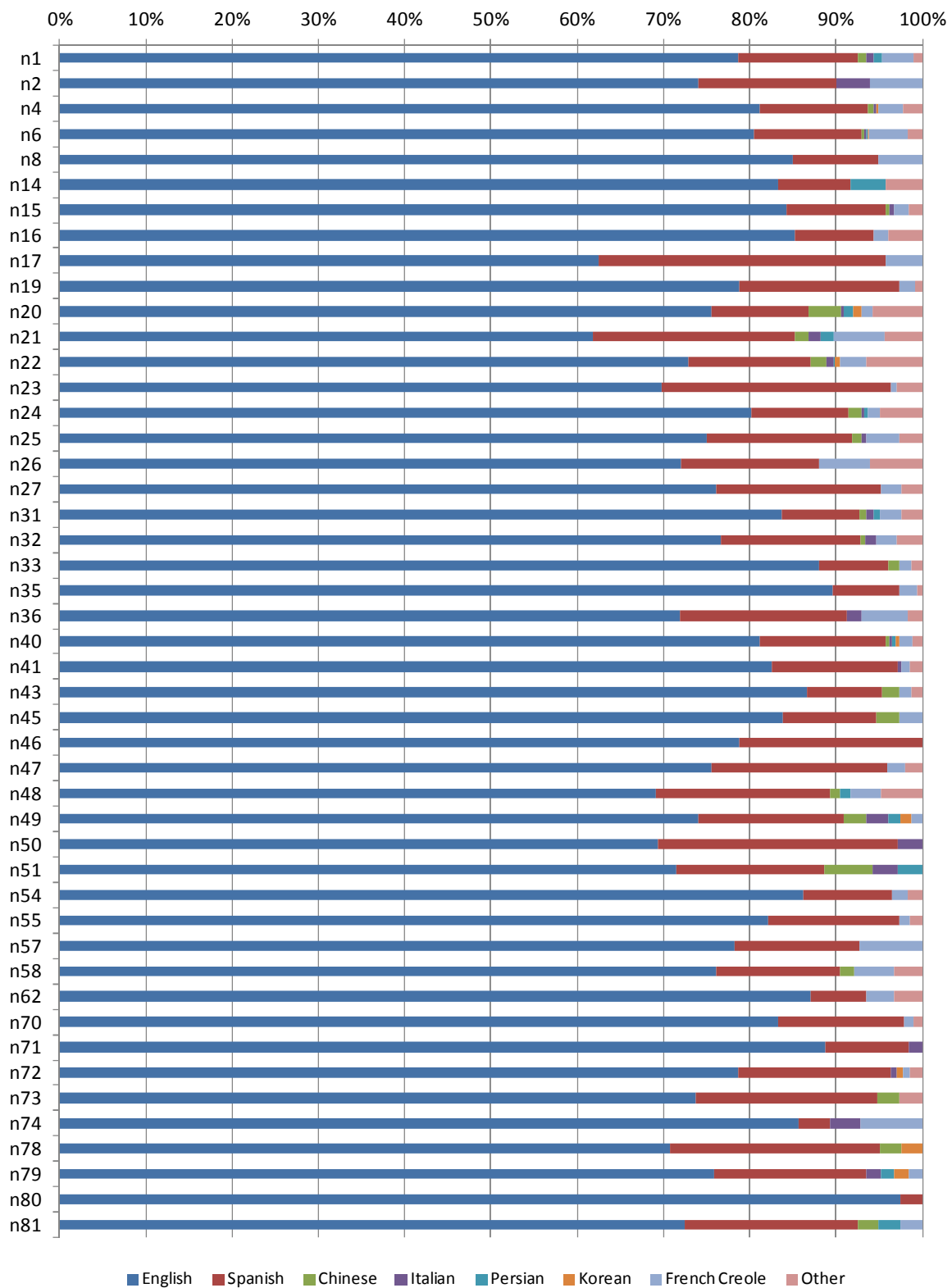
Exhibit 3.33 Rider Ethnicity⁷



Routes n21 and n23 had the highest concentration Hispanic/Latino respondents (41.9 percent and 41.2 percent, respectively), while Routes n55 and n43 had the highest percentage of Black/African-American respondents (61.6 percent and 58.2 percent, respectively). Route n14 had the highest percentage of American Indian/Alaskan Native respondents (7.1 percent), while Route n22 had the highest percentage of Asian respondents (20.3 percent). Route n14 had the highest percentage of "other" responses (14.3 percent).

⁷ American Community Survey 2007-2011, Nassau County, New York, factfinder2.census.gov. Accessed November 12, 2013.

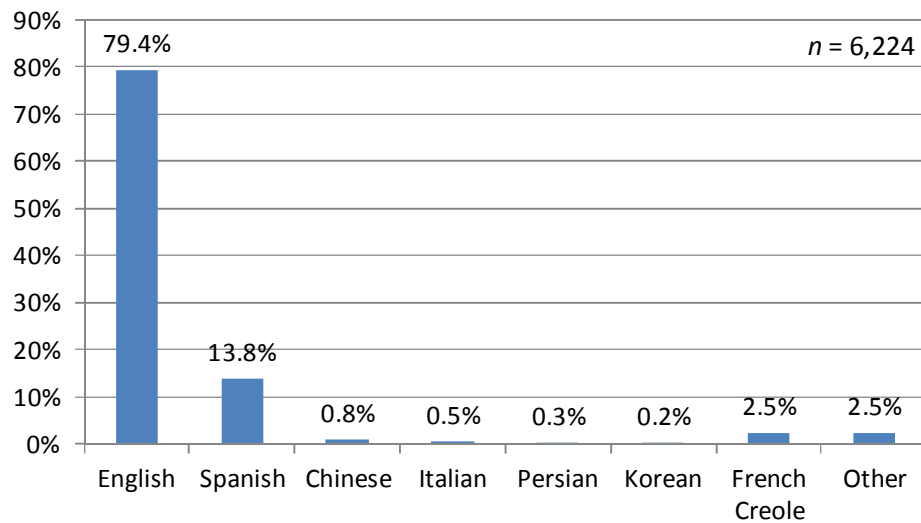
Exhibit 3.34 Rider Ethnicity by Route



Question 15: Please indicate which languages are spoken in your home. (select all that apply)

Nearly 80 percent of respondents indicated speaking English at home, followed by nearly 14 percent that speak Spanish. French Creole was the only other significant language group noted (2.5 percent).

Exhibit 3.35 Home Language

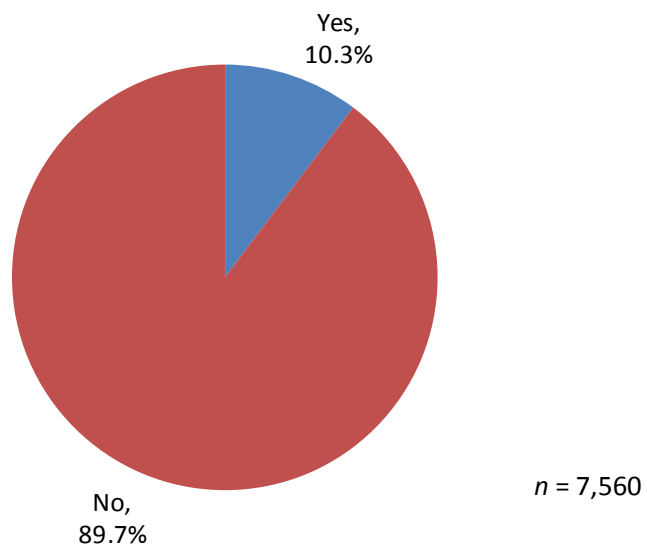


A more in-depth analysis of home language on a route-by-route basis is provided in Appendix D.

Question 16: Has a lack of proficiency in English affected your ability to use NICE?

Approximately 10 percent of respondents said a lack of proficiency in English has affected their ability to use NICE.

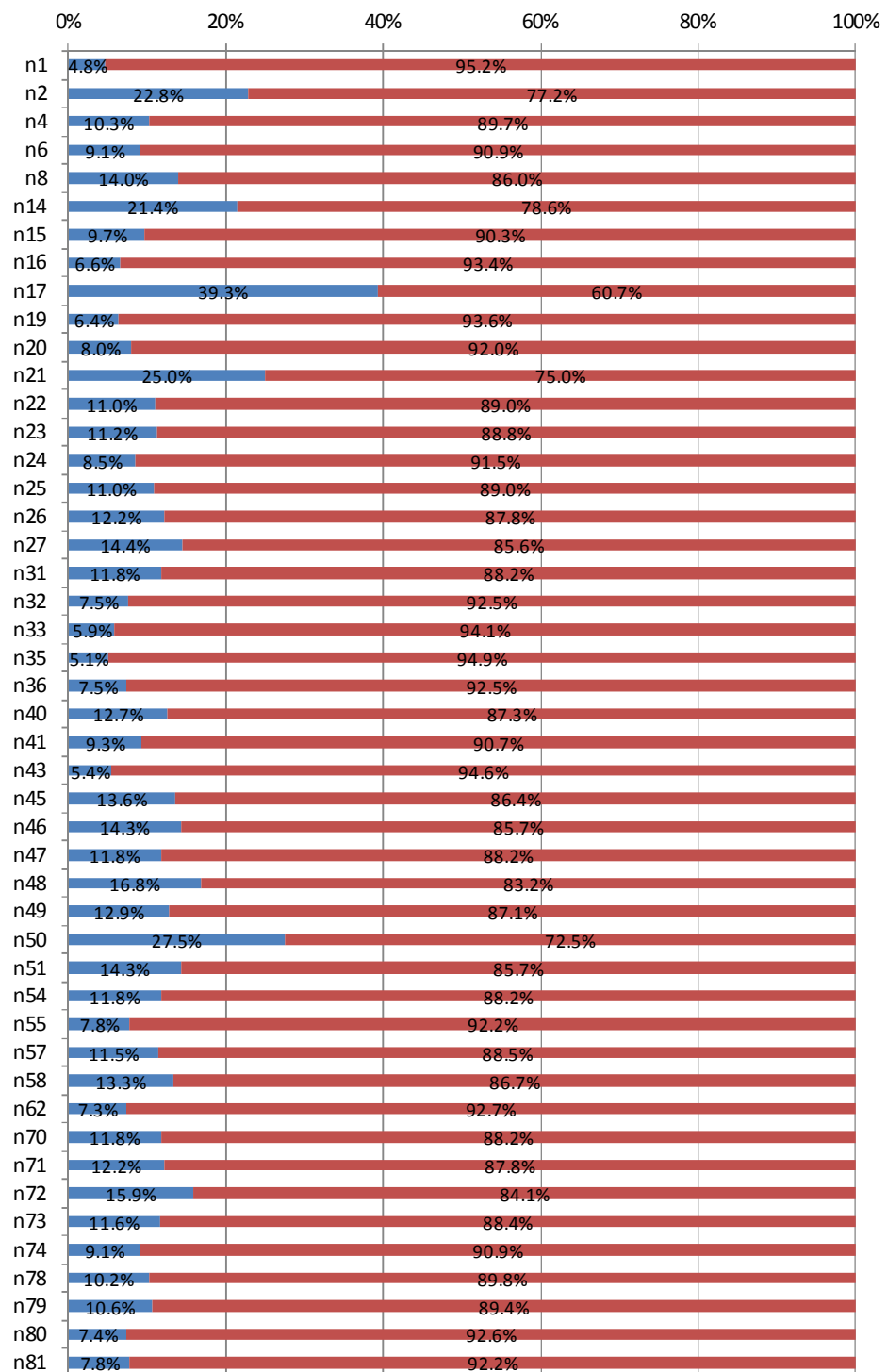
Exhibit 3.36 Barriers Due to Language



The relatively modest language barrier revealed in Question 16 becomes more apparent when assessed on a route-by-route basis. The lowest incidence of language barrier was seen on Route n1, where fewer than five percent of respondents cited a lack of proficiency in English being a barrier to using NICE. By contrast, nearly 40 percent of Route n17 respondents indicated a language barrier. Other routes noting significant language challenges included Route n50 (27.5 percent), Route n21 (25 percent), and Route n2 (22.8 percent).



Exhibit 3.37 Barriers Due to Language by Route

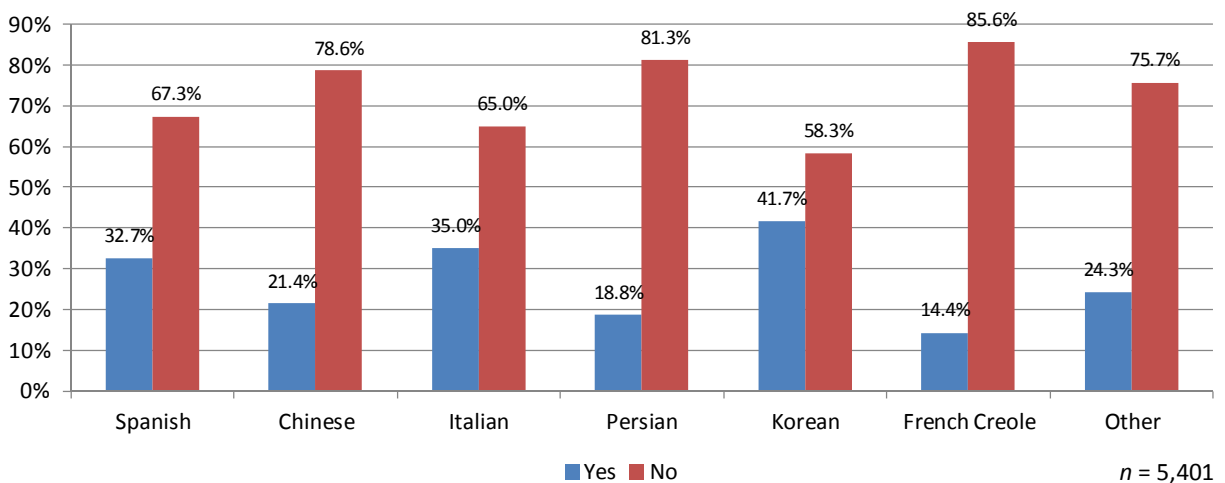


■ Lack of proficiency in English has affected ability to use NICE
 ■ Lack of proficiency in English has not affected ability to use NICE

Those respondents who indicated speaking Korean at home cited the greatest barriers due to language. However, it must be considered that this represents just 12 individual responses. A similar result is seen specific to Italian, which represents 20 individual responses. Spanish, on the other hand, includes more than 700 individual responses, of which 232 cited their lack of proficiency in English impacting their ability to use NICE. While NICE currently provides a Spanish version of its website via Google Translate, this can be problematic to some users who must navigate to the appropriate page before utilizing the translation feature. Other than this online feature, it does not appear NICE presents its service information collateral in other languages. NICE should consider a more user-friendly Spanish website, particularly if language needs do not warrant printed materials in other languages.

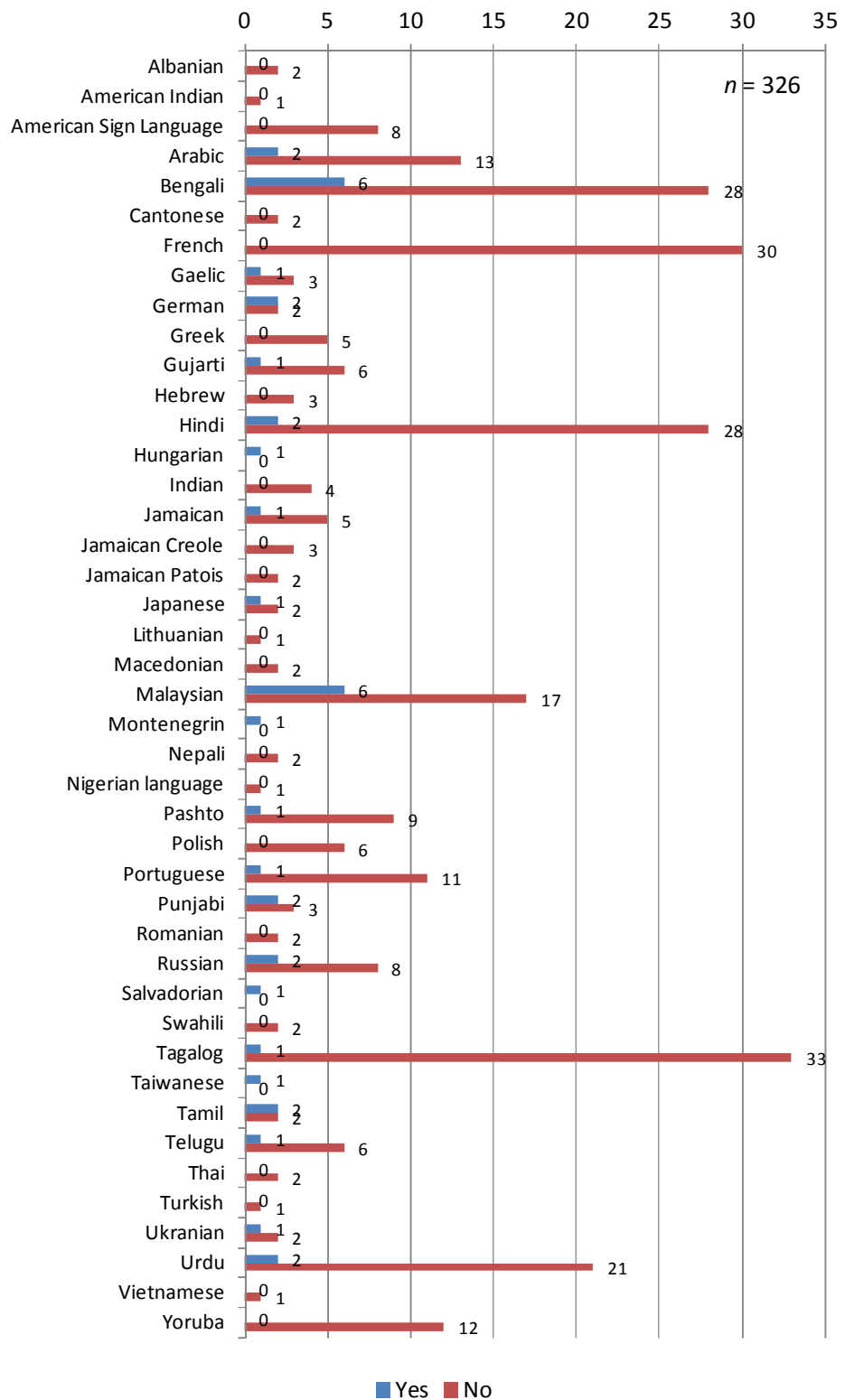
Respondents who indicated speaking French Creole at home cited the least difficulty in utilizing NICE services.

Exhibit 3.38 Barriers Due to Language vs. Language Spoken at Home



We analyzed the “other” responses as well to identify any significant language barriers. Bengali and Malaysian had the most individuals citing difficulties using NICE due to a lack of proficiency in English (6 responses each). In many cases, none of the respondents citing a particular language indicated any problems using NICE, which suggests that many of these riders are sufficiently proficient in English despite speaking another language at home.

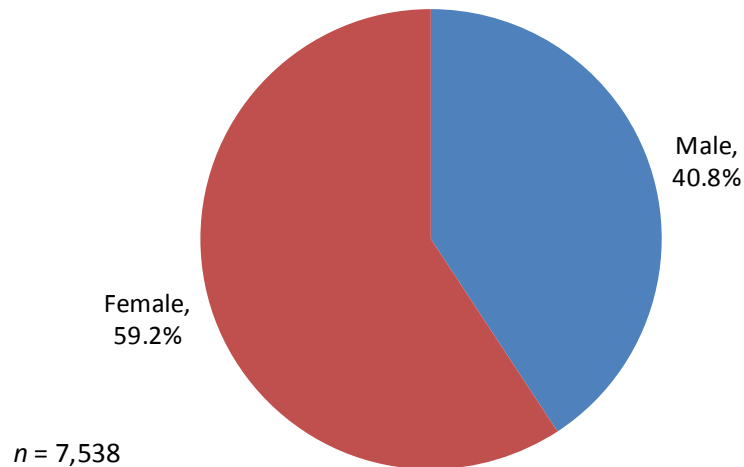
Exhibit 3.39 Barriers Due to Language versus Language Spoken at Home (Other)



Question 17: What is your gender?

Responses skewed toward females, who represented 59.2 percent of the sample. The population of Nassau County as a whole also skews slightly toward females, though not to the same degree (females make up 51.6 percent of Nassau County residents).

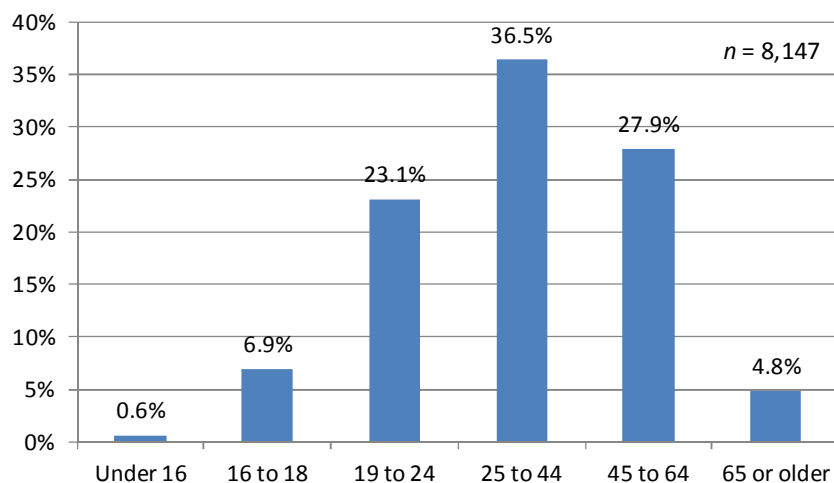
Exhibit 3.40 Respondent Gender



Question 18: What is your age?

Adults age 25 to 44 made up the largest single response group (36.5 percent). Persons age 19 to 24 also comprised a significant portion of those surveyed (23.1 percent), especially given the relatively small range of ages it contains. Another 27.9 percent of respondents cited being age 45 to 64. Relatively few respondents indicated they were 65 years of age or older (4.8 percent) or under age 19 (7.5 percent).

Exhibit 3.41 Respondent Age



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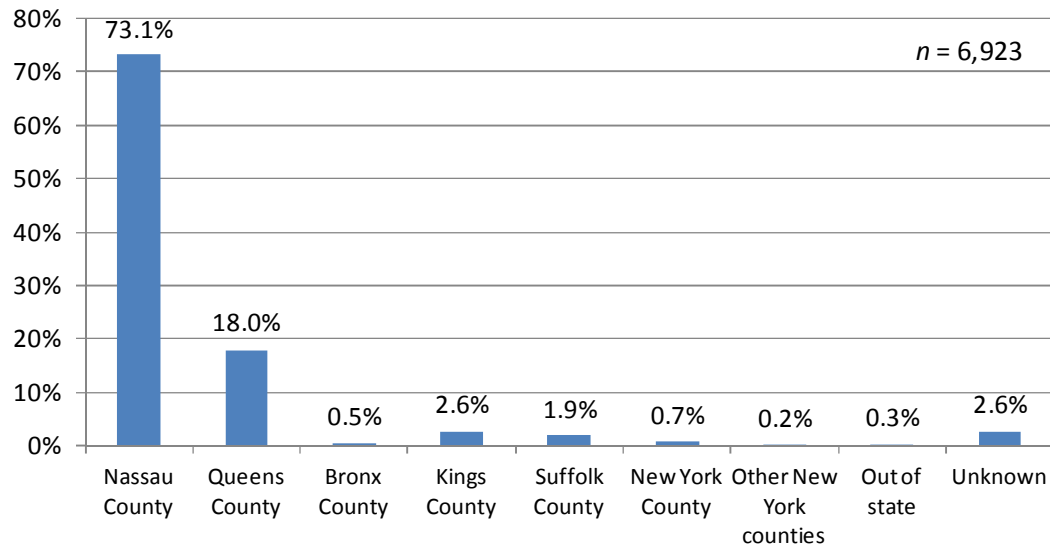
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Question 19: What is your home ZIP code?

Not surprisingly, nearly three-quarters of respondents cited a Nassau County ZIP code with relation to their home location. Eighteen percent indicated a Queens County home location, while 2.6 percent hailed from Kings County, and just under two percent from Suffolk County.

Exhibit 3.42 Home ZIP Code (All)



The three ZIP codes comprising Hempstead (11549, 11550, and 11551) were the most cited of all Nassau County ZIP codes (22.5 percent). Other notable concentrations of survey respondents included Freeport (11520; 11.9 percent), Elmont (11003; 8.1 percent), Roosevelt (6.8 percent), and Uniondale (11553, 11555, and 11556; 6.5 percent combined).

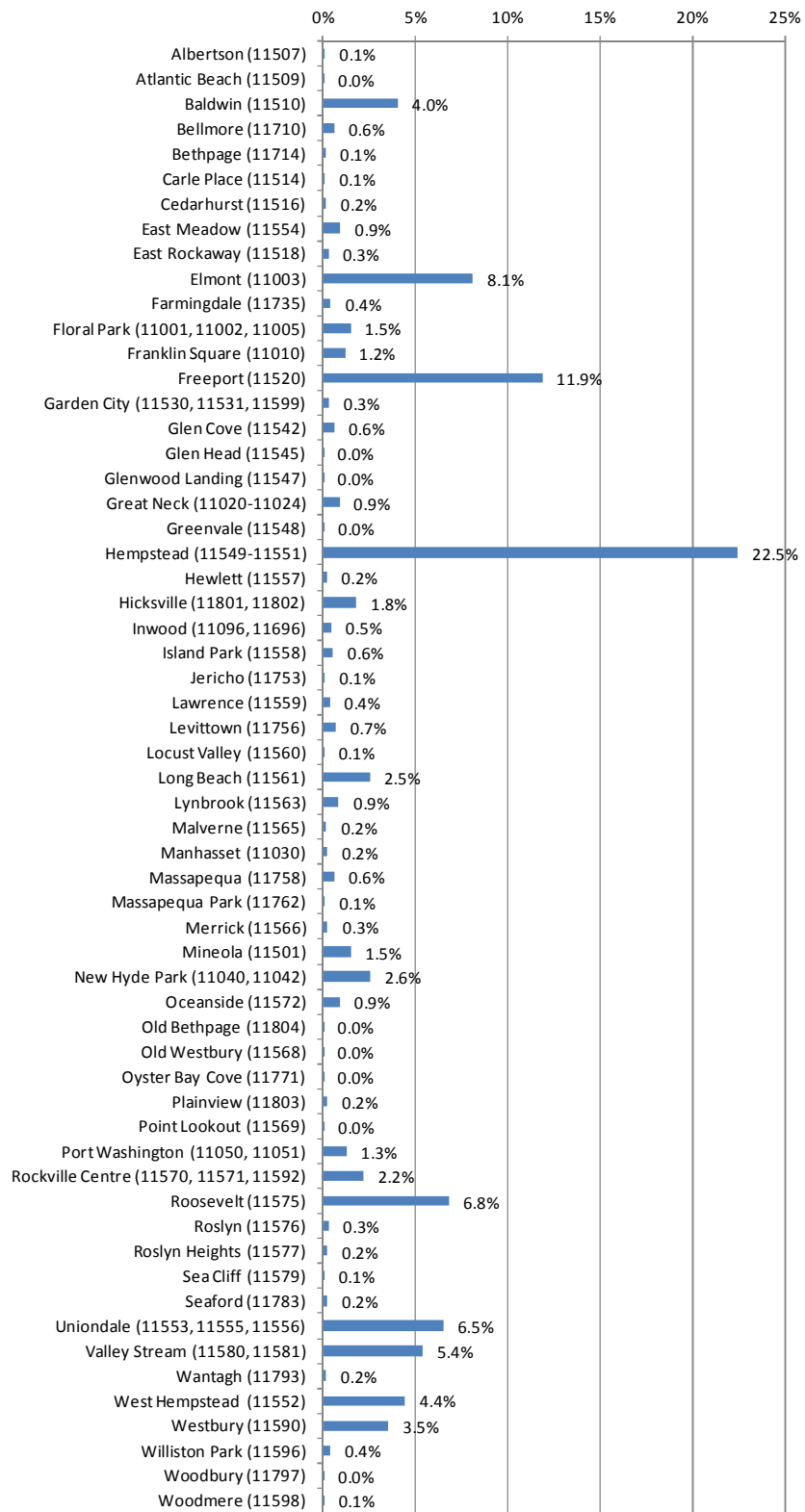


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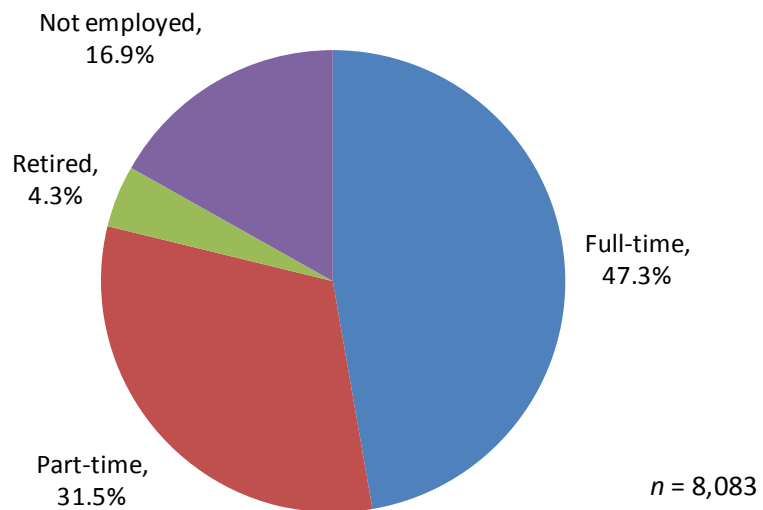
Exhibit 3.43 Home ZIP Code (Nassau County)



Question 20: Are you employed?

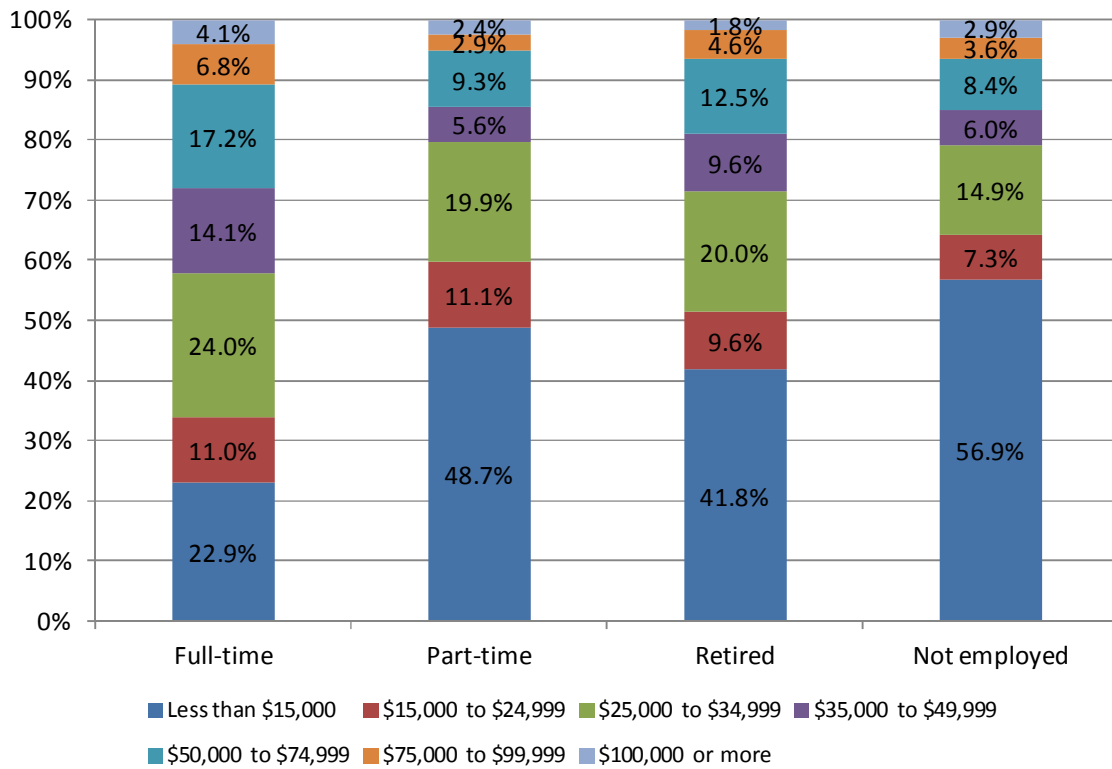
Nearly 80 percent of respondents indicated being employed at least part-time, which is consistent with the high percentage of riders traveling to or from work. Fewer than 17 percent said they were not employed, which could include students and homemakers as well as those looking for work.

Exhibit 3.44 Respondent Employment Status



Not surprisingly, those who indicated being employed full-time reported higher incomes than those who worked part-time or were retired or not employed. More than 66 percent of full-time employees reported an annual household income of \$25,000 or greater, compared to 40.1 percent of part-time employees, 48.5 percent of retired persons, and 35.8 percent of those who are not employed. Nearly 57 percent of those who are not employed cited an income of less than \$15,000 per year.

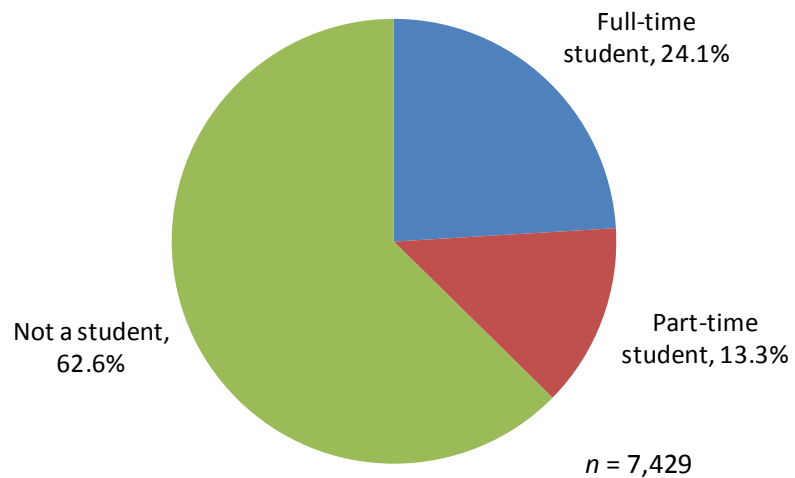
Exhibit 3.45 Employment Status vs. Household Income



Question 21: Are you a student?

Slightly more than 37 percent of respondents said they were either full- or part-time students.

Exhibit 3.46 Student Status



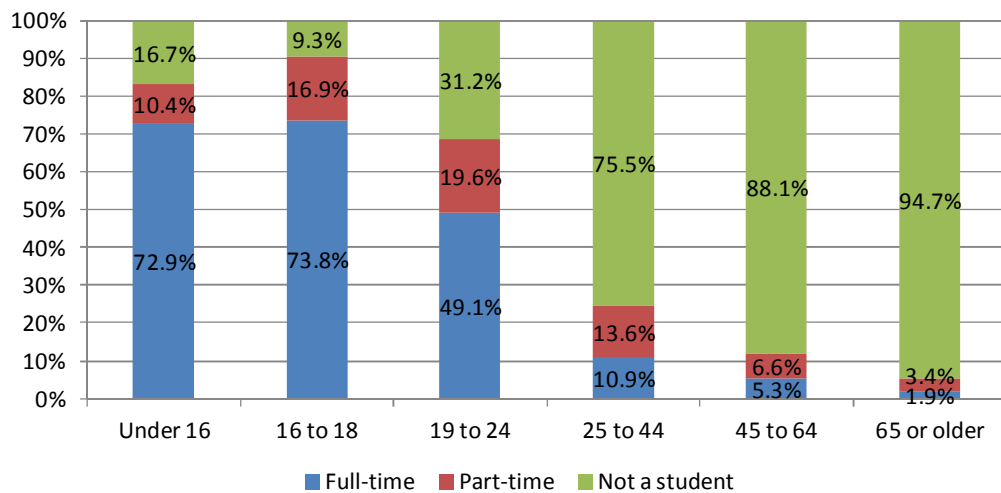
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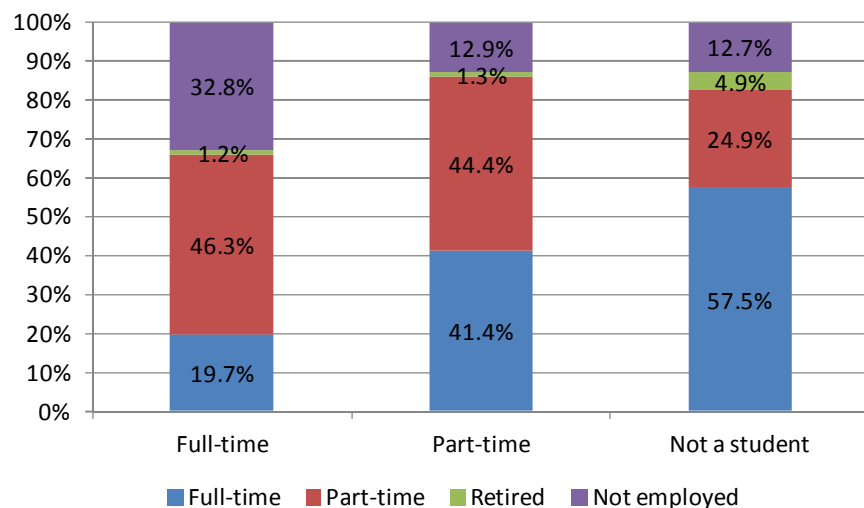
Not surprisingly, the incidence of being a full-time student is inversely proportional to age. More than 90 percent of those age 18 and under cited being either part-time or full-time students. This number decreased to 68.7 percent for those age 19 to 24, then dropped to 18.6 percent for those age 25 and older. This is consistent with students traditionally attending college in their late teens and early twenties, then transitioning to employment as they get older. It is important to note that not all students are within the traditional student age range, however. More than 230 respondents age 45 and older cited being full- or part-time students as well.

Exhibit 3.47 Student Status vs. Age



The majority of full-time students indicated being employed part-time or not employed. Fewer than 20 percent of full-time students also work full-time. Part-time students were nearly equally likely to work full-time or part-time. Only 12.7 percent of those who said they were not a student indicated not being employed.

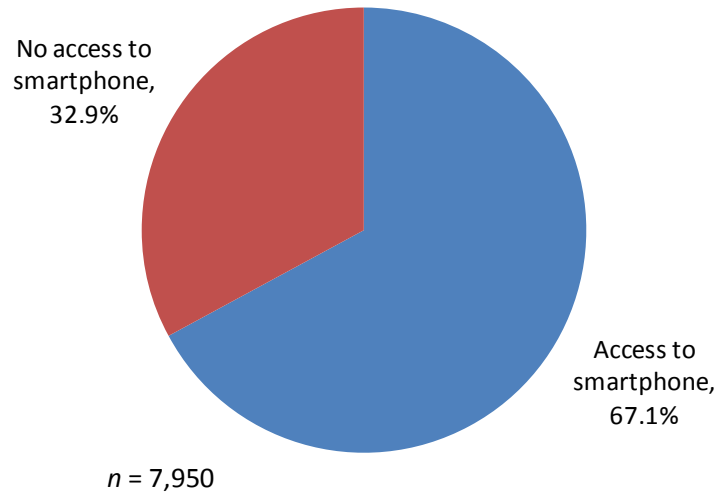
Exhibit 3.48 Student Status vs. Employment Status



Question 22: Do you own or have access to a smartphone?

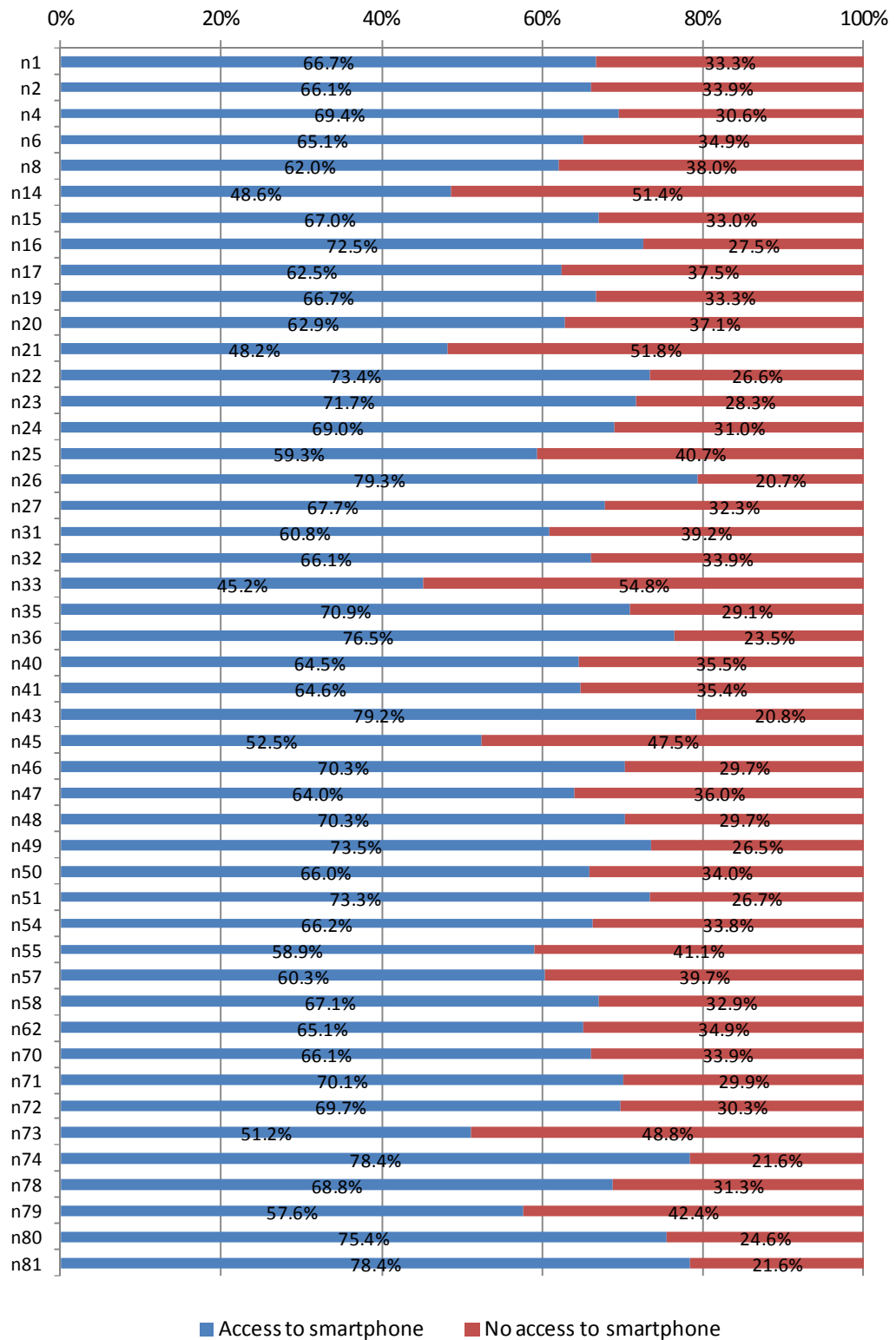
More than two-thirds of respondents indicated having access to a smartphone.

Exhibit 3.49 Access to Smartphone



As has been noted in prior questions, overall results are not necessarily indicative of all routes. With regard to smartphones, several routes stand out with respect to respondent access to the devices. Route n33 has the lowest incidence of smartphone access (45.2 percent), followed by Route n21 (48.2 percent) and Route n14 (48.6 percent). This indicates that while smartphone informational features are likely to benefit a significant portion of the NICE ridership, they should not supplant more traditional means of communication and service information channels.

Exhibit 3.50 Access to Smartphone by Route



Section 4

Title VI Analysis

In conducting additional analysis specific to Title VI, we developed maps of key populations overlaid with NICE routes. This allowed us to identify locations in Nassau County that may lack transit service as well as identify “minority routes” which must be kept in mind before any service changes or route development are made. These key populations include minority ethnicities, low-income individuals, those with no access to a personal vehicle, seniors, and youth.

Minority Populations

Hispanic/Latino populations are primarily clustered around transit lines. There is one modest concentration in the far northeast portion of the county (Oyster Bay) with no NICE transit service, although that area is served by the Long Island Railroad (LIRR). Other key concentrations are located in or near Westbury, Hempstead, Plandome Manor, Thomaston, Freeport, Hewlett Bay Park, Inwood, and Long Beach. Nearly all routes serve one or more census blocks that include not less than 22 percent individuals identifying themselves as Hispanic/Latino. (See Exhibit 4.1.)

Black/African-American populations are primarily concentrated in central Nassau County (Hempstead, Freeport, Lynbrook, Garden City, and Westbury) and far west Nassau County (Elmont). A majority of the routes in the southern portion of the county travel through one or more census block with a significant Black/African-American population. (See Exhibit 4.2.)

Asian populations are primarily concentrated in the northern half of the county, with populations more spread out and few pockets of high concentrations of persons of Asian descent. These denser pockets are comprised of census blocks in Hicksville, New Hyde Park, West Hempstead, Franklin Square, and Valley Stream. Two areas in eastern Nassau County have an absence of NICE service – Muttontown and Syosset (although Syosset is served by LIRR). The majority of the routes in the northern portion of the county travel through one or more census block with a significant Asian population. (See Exhibit 4.3.)

American Indian/Alaskan Native populations saw modest concentrations primarily clustered around transit lines. These concentrations are located in or near Williston Park, Hicksville, Westbury, Baldwin, Lynbrook, Westwood, Island Park, and Long Beach. There is one modest concentration in the far northeast portion of the county (east of Jericho) that is not currently served by NICE. NICE routes serving the most densely concentrated areas of American Indian/Alaskan Native individuals include Routes n2/n8, n4, n15, n22, n23, n25, n36, n41, n49, n50, and n62. (See Exhibit 4.4.)



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There are no significant concentrations of persons identifying themselves as being Native Hawaiian/Pacific Islander in Nassau County. Small low-density pockets exist in the vicinity of New Hyde Park and Locust Valley. (See Exhibit 4.5.)

Other minority populations (those who indicated being something other than those cited above on the 2010 census) are loosely concentrated in northern and central Nassau County, including Sea Cliff, Plandome Manor, Thomaston, Hempstead, Westbury, and Freeport. (See Exhibit 4.6.)

While White is not a minority population, the map of White population serves to illustrate areas where the “majority” ethnicity is not dominant. Specifically, these areas include Elmont, Hempstead south to Freeport, Lynbrook, and Westbury. (See Exhibit 4.7.)

Low-Income Populations

Low-income residents are primarily clustered around transit lines. Key areas with a more dense concentration include Plandome Manor, Thomaston, Westbury, Hempstead, and Freeport. There are several modest concentrations in the far northeast portion of the county (primarily the Upper Brookville area) that currently is not served by NICE. Nearly all routes serve one or more census blocks that includes a 4.6 percent or greater concentration of individuals considered to be low-income. (See Exhibit 4.8.)

Senior Populations

While modest senior populations are spread throughout Nassau County, the greatest concentrations are located in Bethpage, Woodbury, North Hills, Port Washington, Locust Valley, and Uniondale. The majority of these areas are in relatively close proximity of a NICE route, although population concentrations in Oyster Bay and Laurel Hollow are not served by NICE. Oyster Bay is served by the Long Island Railroad, however. (See Exhibit 4.9.)

Youth Populations

Youth populations are spread across Nassau County, with no real dominant areas of concentration. Every NICE route serves one or more census block with a youth population of at least 17 percent. (See Exhibit 4.10.)

Transportation-Disadvantaged Populations

Not surprisingly, each concentration of individuals lacking access to a person vehicle is located in close proximity to transit. Key concentrations include Westbury, Hempstead, East Meadow, Baldwin, Freeport, Rockville Centre, Lynbrook, and Long Beach. (See Exhibit 4.11.)



Exhibit 4.1 Hispanic/Latino Population

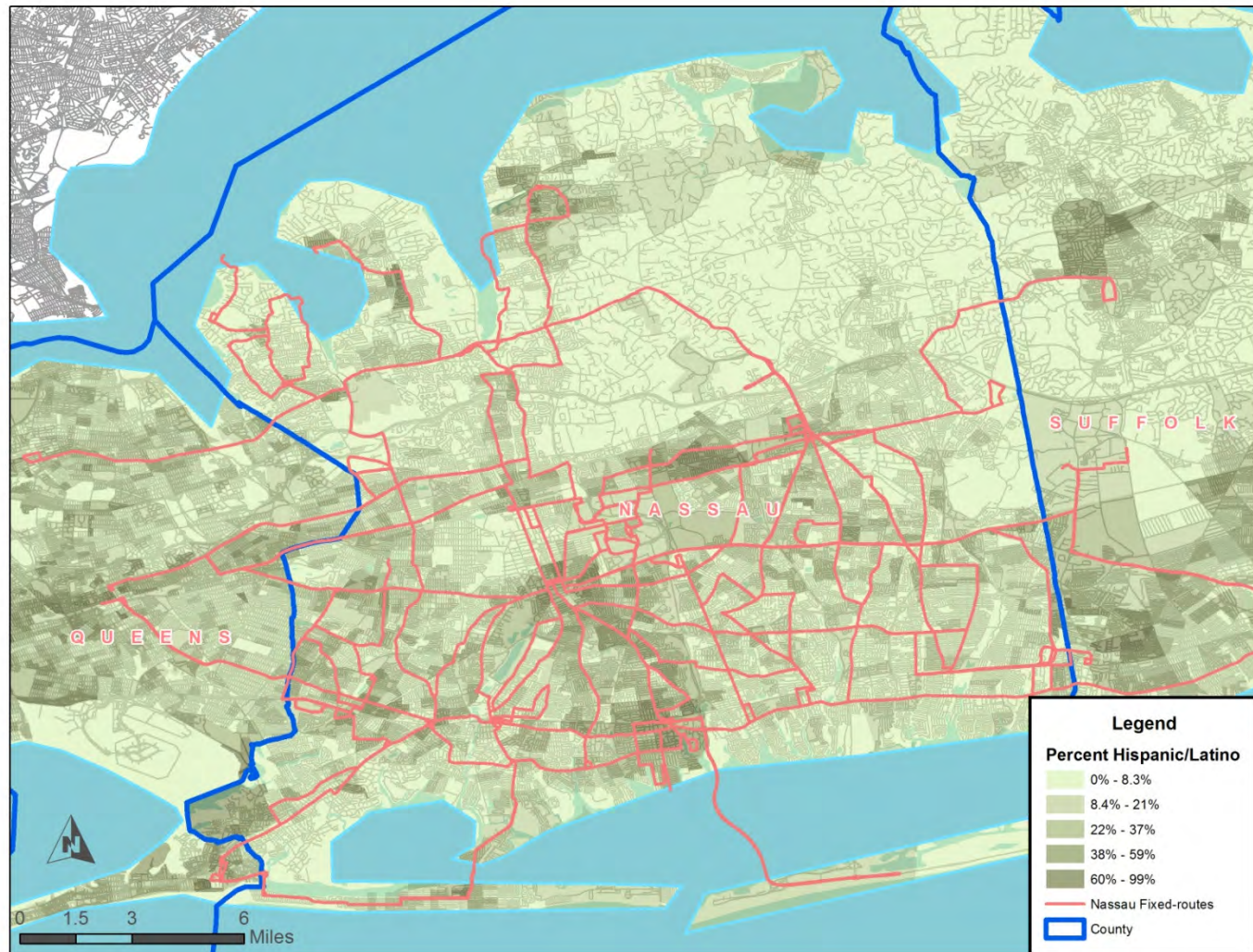


Exhibit 4.2 Black/African-American Population

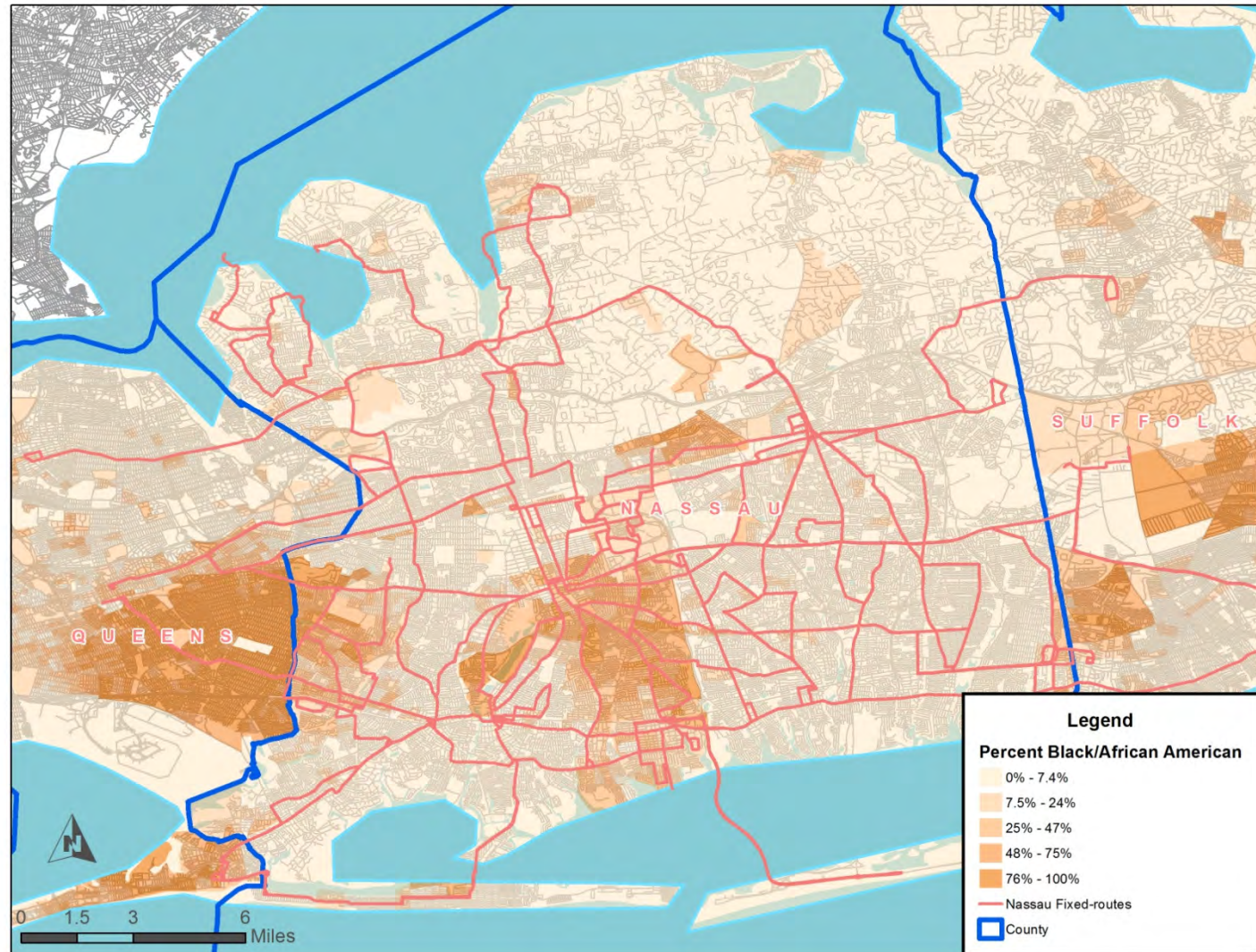


Exhibit 4.3 Asian Population

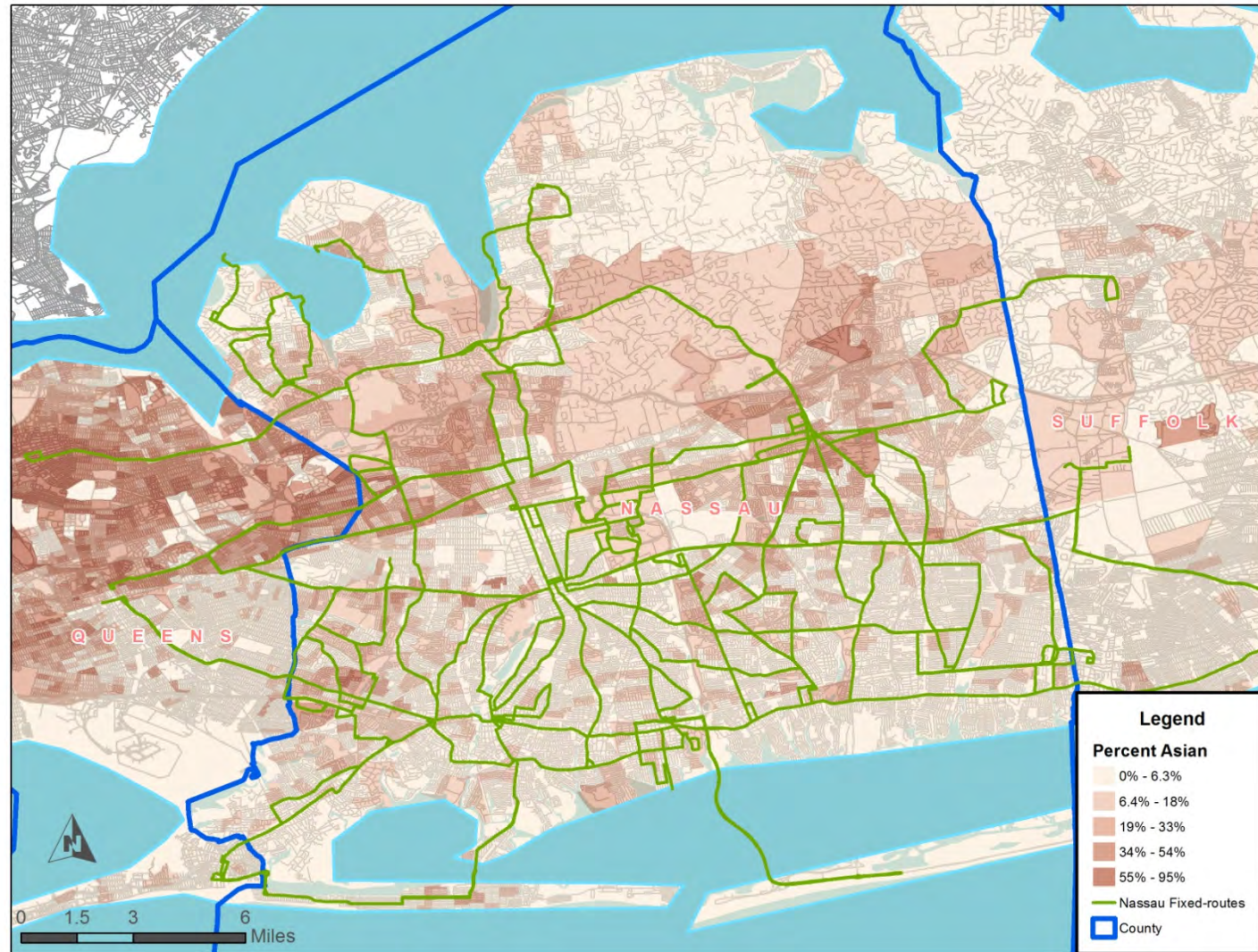


Exhibit 4.4 American Indian/Alaskan Native Population

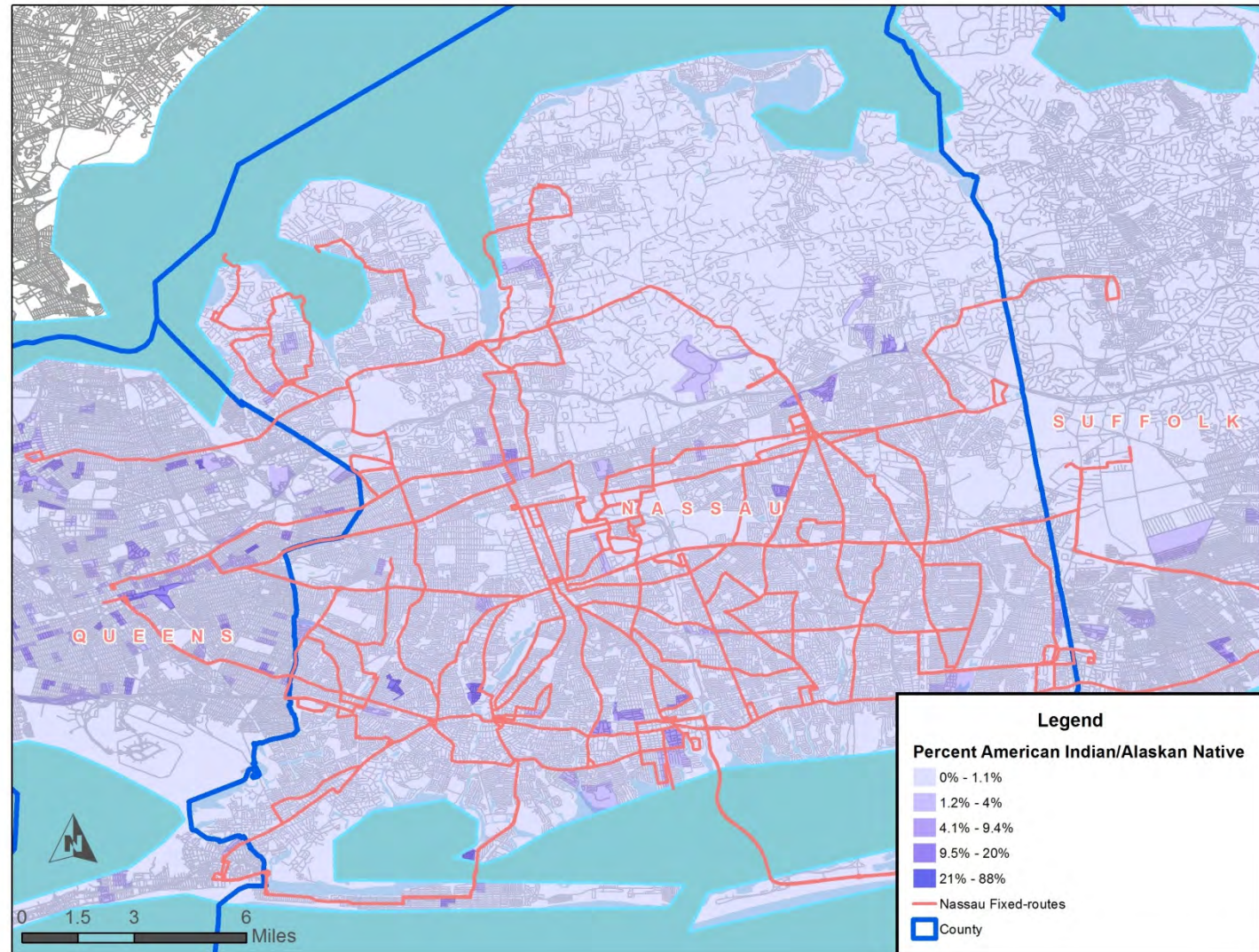


Exhibit 4.5 Native Hawaiian/Pacific Islander Population

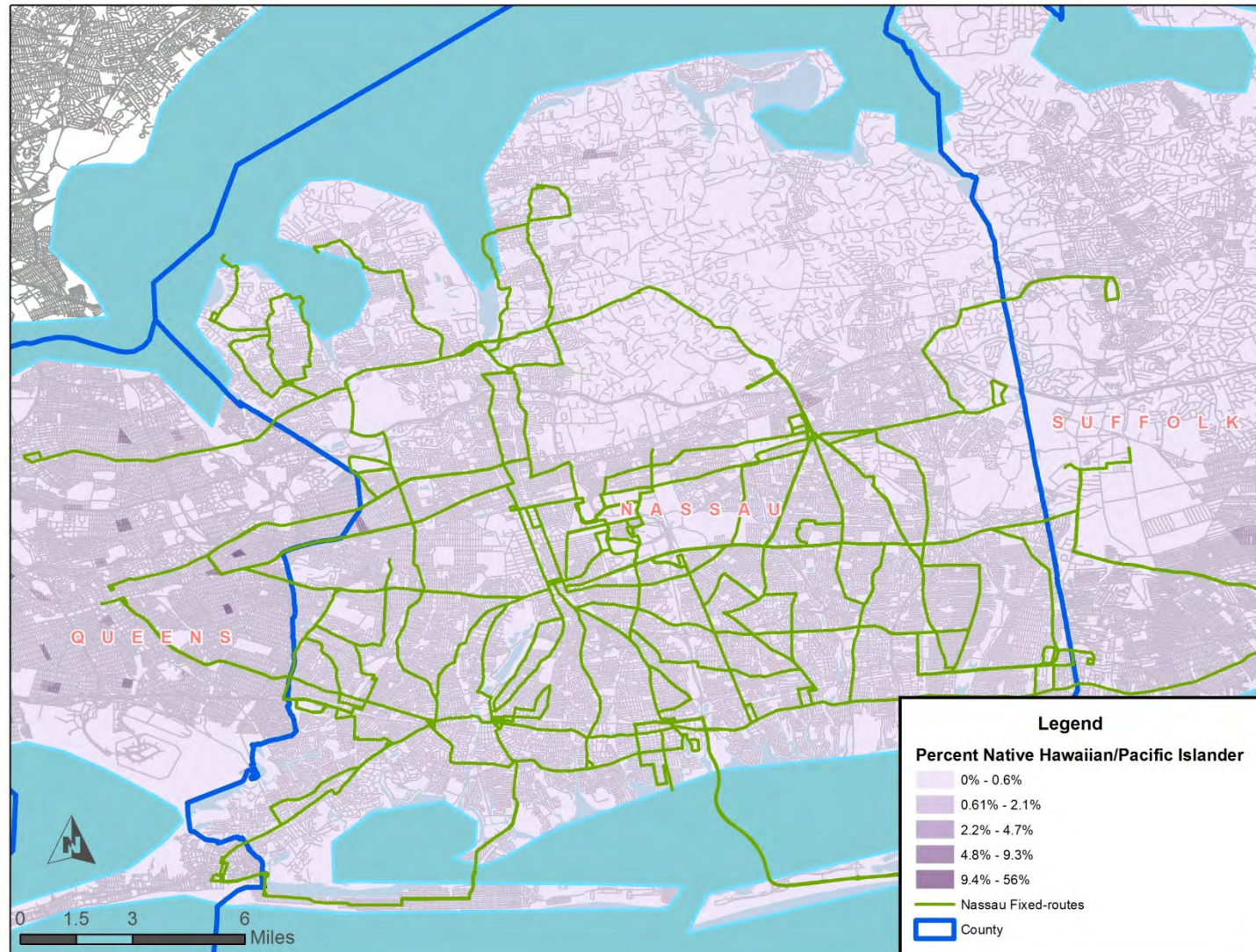


Exhibit 4.6 Other Minority Populations

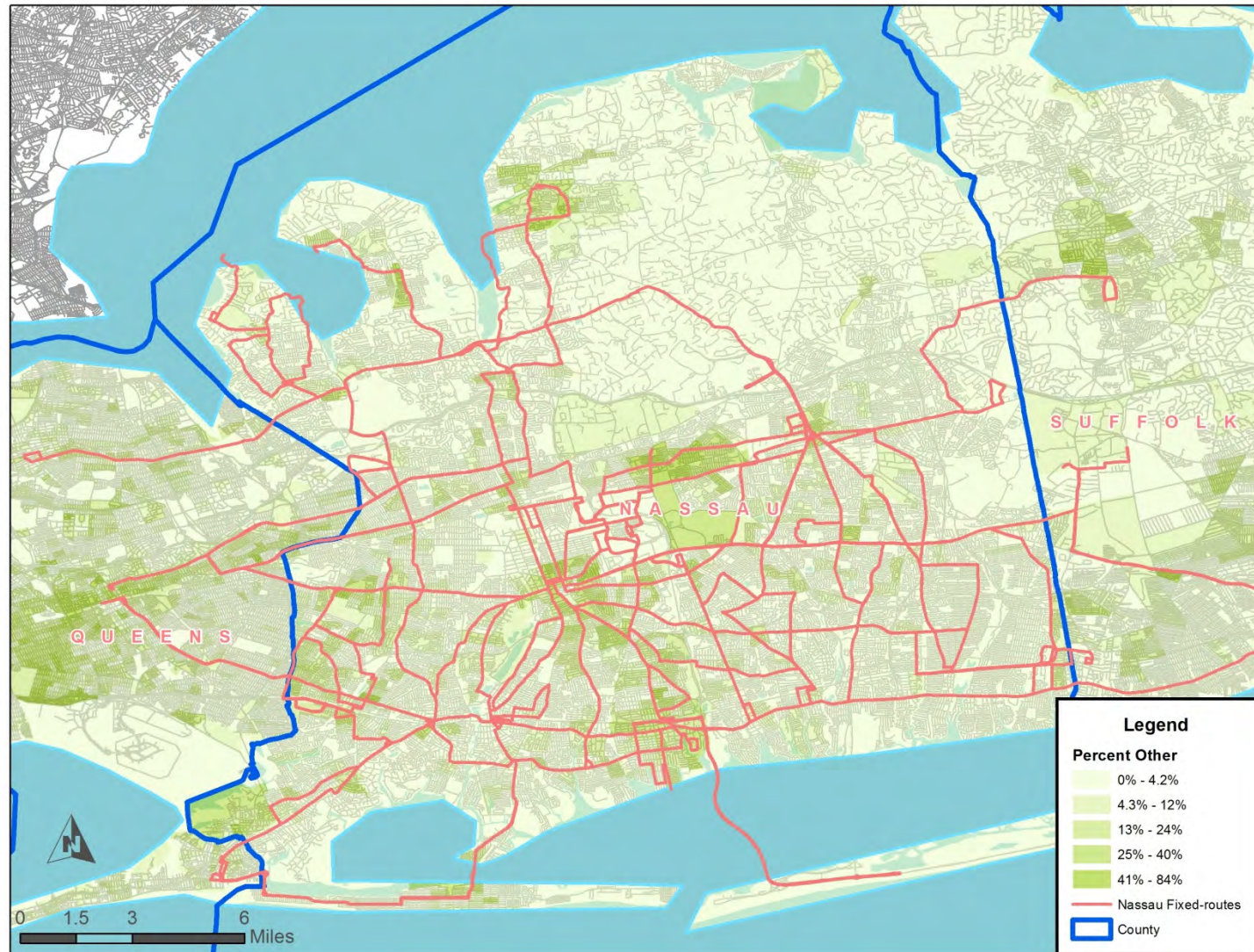


Exhibit 4.7 White Population

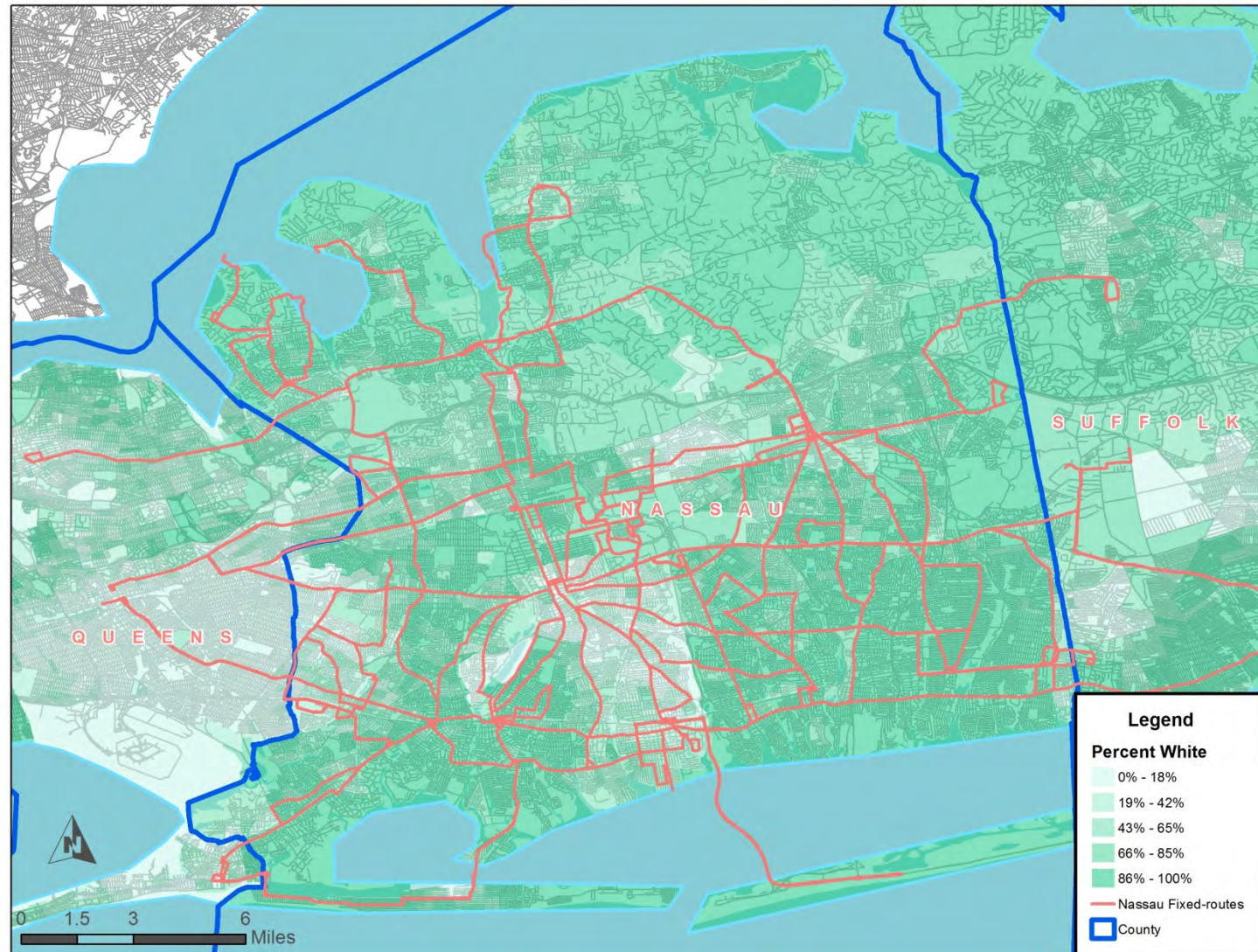


Exhibit 4.8 Low-Income Population

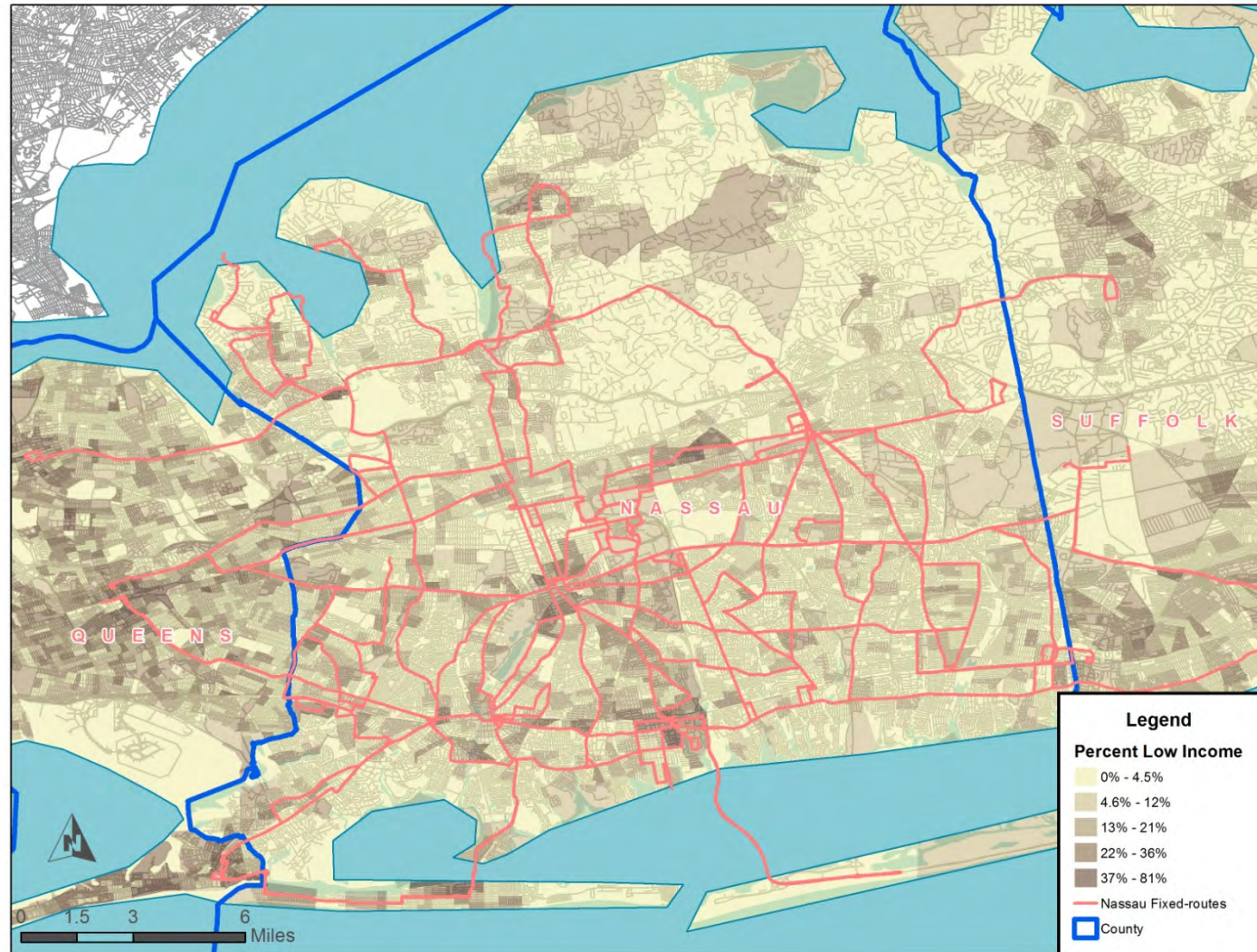


Exhibit 4.9 Senior Population

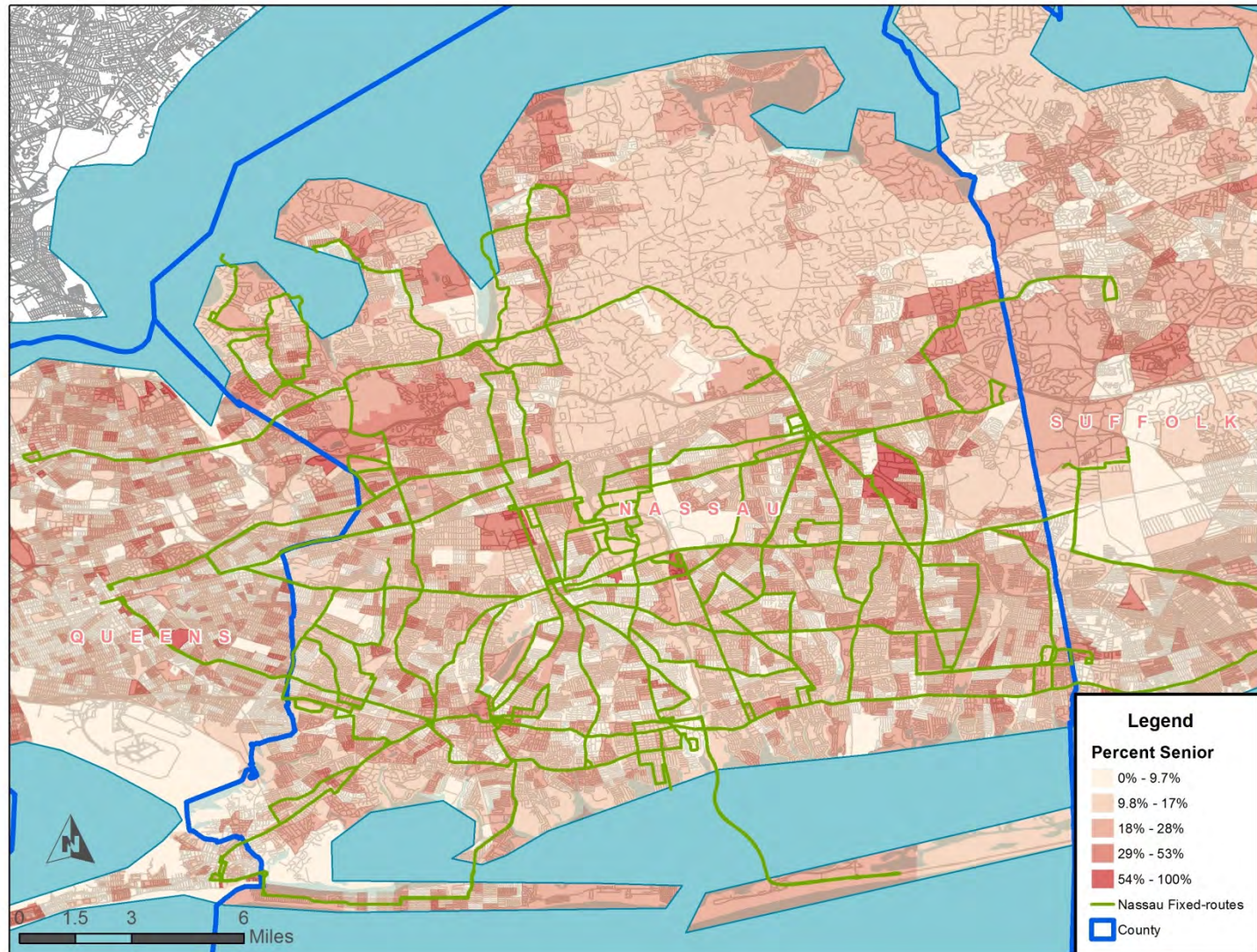


Exhibit 4.10 Youth Population

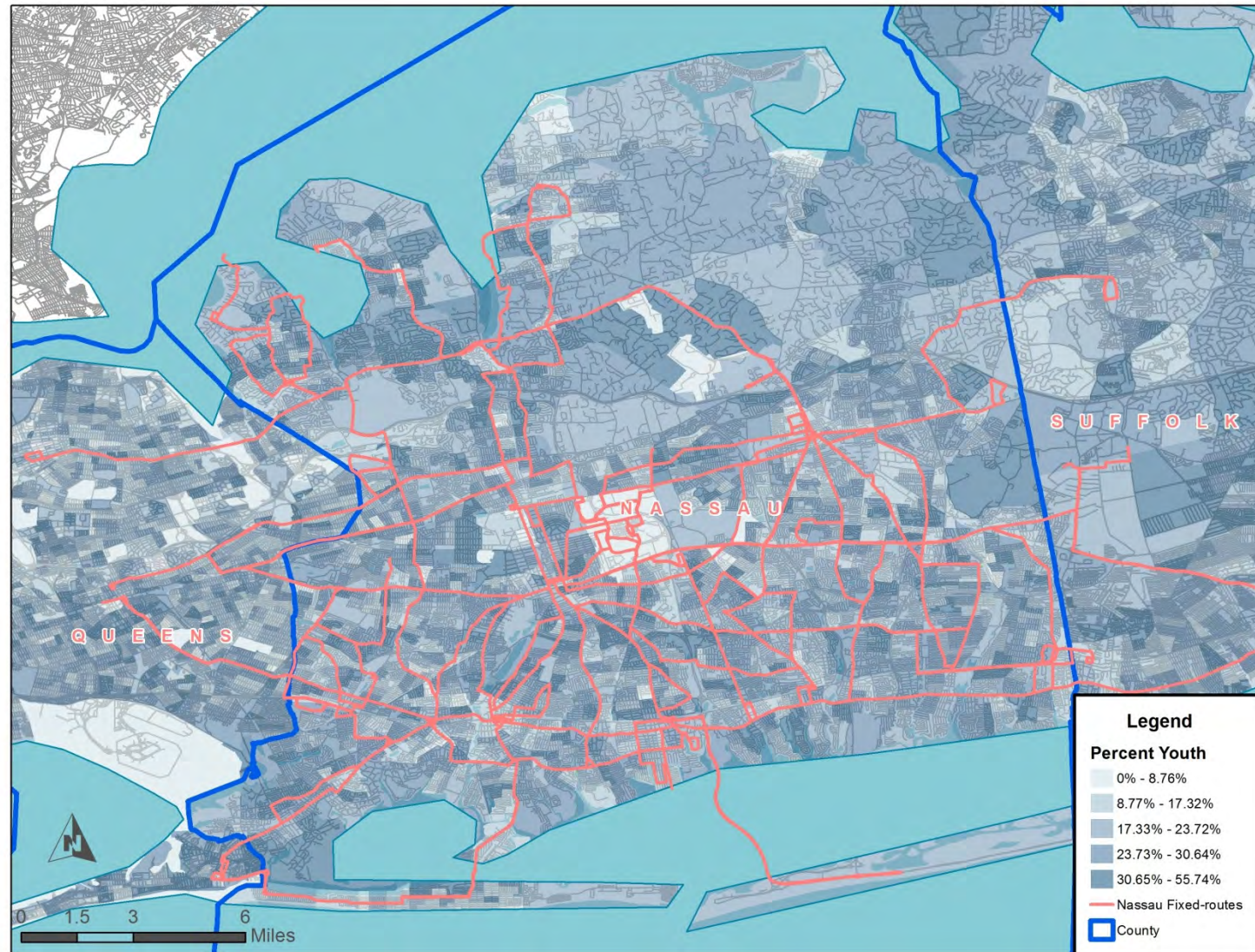
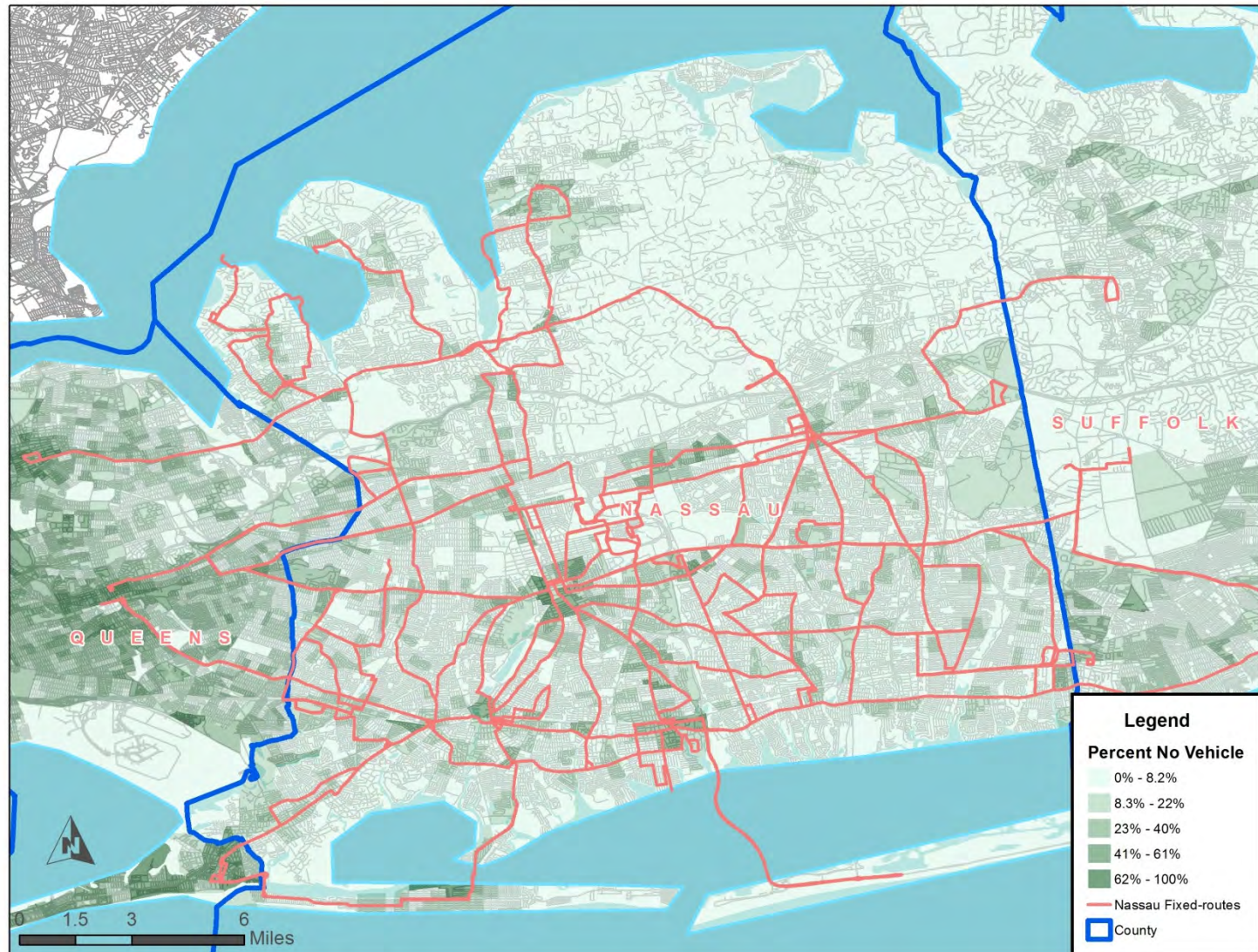


Exhibit 4.11 No Access to Personal Vehicle



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Appendix A

Survey Instruments

On the following pages are the survey instruments used in the 2013 Onboard Transit Survey. Included is the English survey as well as translations into Spanish, Chinese, Farsi, Italian, Korean, and Haitian Creole. Alternate language surveys were color-coded to facilitate distribution by surveyors. An image of the language card used by surveyors to identify non-English languages during the survey is included as well.



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nice **NASSAU INTER-COUNTY EXPRESS**
2013 Transit Rider Survey

Section 1: Tell us about THIS trip

1. What route are you telling us about today?
 1 _____
 Date: 2 ____ / ____ / ____
 Time: 3 ____ : ____ AM / PM
2. Where did you board the bus for this trip? Please provide the nearest cross streets and/or a nearby landmark (such as "Hillside Ave & Cherry Lane" or "Nassau Community College").
 Cross-streets: 1 _____
 and 2 _____
 Landmark: 3 _____
3. Where will you get off the bus for this trip? Please provide the nearest cross streets and/or a nearby landmark.
 Cross-streets: 1 _____
 and 2 _____
 Landmark: 3 _____
4. Does this trip include a transfer?
☐ 1 Yes— indicate to/from:
☐ Another NICE bus (which route? _____)
☐ Long Island Railroad
☐ MTA bus
☐ MTA subway (which line? _____)
☐ Suffolk County Transit
☐ Long Beach Transit
☐ Huntington Area Rapid Transit
☐ Other (specify) _____
☐ 2 No
5. What MetroCard product do you typically use?
☐ 1 Pay Per Ride ☐ 2 Unlimited
☐ 3 None—I pay cash
6. How did you get to the bus stop for this trip?
☐ 1 Walked more than 4 blocks ☐ 2 Walked 4 blocks or less
☐ 3 Drove self ☐ 4 Rode bike
☐ 5 Transfer from bus/train ☐ 6 Dropped off
☐ 7 Other (specify) _____
7. How will you travel to your destination once you get off this bus?
☐ 1 Walk more than 4 blocks ☐ 2 Walk 4 blocks or less
☐ 3 Drive self ☐ 4 Ride bike
☐ 5 Transfer to bus/train ☐ 6 Get picked up
☐ 7 Other (specify) _____
8. What is the primary purpose for this trip?
☐ 1 Work ☐ 2 School ☐ 3 Visiting friends
☐ 4 Shopping ☐ 5 Healthcare ☐ 6 Personal business
☐ 7 Other (specify) _____
9. What is your primary reason for choosing NICE for this trip?
☐ 1 Cost ☐ 2 Proximity to my destination
☐ 3 Lack of car ☐ 4 Avoid traffic/parking
☐ 5 Not able to drive ☐ 6 Prefer public transit to driving
☐ 7 Other (specify) _____

Section 2: Tell us about yourself

10. How often do you ride NICE?
☐ 1 Less than once a week ☐ 2 1-2 times a week
☐ 3 3-4 times a week ☐ 4 5 or more times a week
11. How would you have made this trip if NICE was not available?
☐ 1 Drive own vehicle ☐ 2 Ride bicycle
☐ 3 Friend/family member ☐ 4 Walk
☐ 5 Wouldn't make trip ☐ 6 Taxi
☐ 7 Other (specify) _____
12. What is your approximate annual household income?
☐ 1 Less than \$15,000 ☐ 2 \$15,000 to \$24,999
☐ 3 \$25,000 to \$34,999 ☐ 4 \$35,000 to \$49,999
☐ 5 \$50,000 to \$74,999 ☐ 6 \$75,000 to \$99,999
☐ 7 \$100,000 or more
13. How many people live in your household?
☐ 1 1 ☐ 2 2 ☐ 3 3 ☐ 4 4 ☐ 5 5 ☐ 6 6
☐ 7 7 ☐ 8 8 ☐ 9 9 or more
14. What is your race? (select all that apply)
☐ 1 Hispanic/Latino ☐ 2 Black/African American
☐ 3 White ☐ 4 American Indian/Alaskan Native
☐ 5 Asian ☐ 6 Native Hawaiian/Pacific Islander
☐ 7 Other (specify) _____
15. Please indicate which languages are spoken in your home (select all that apply)
☐ 1 English ☐ 2 Spanish ☐ 3 Chinese
☐ 4 Italian ☐ 5 Persian ☐ 6 Korean
☐ 7 French Creole ☐ 8 Other (specify) _____
16. Has a lack of proficiency in English affected your ability to use NICE? ☐ 1 Yes ☐ 2 No
17. What is your gender? ☐ 1 Male ☐ 2 Female
18. What is your age?
☐ 1 Under 16 ☐ 2 16 to 18 ☐ 3 19 to 24
☐ 4 25 to 44 ☐ 5 45 to 64 ☐ 6 65 or older
19. What is your home zip code? 1 _____
20. Are you employed?
☐ 1 Full-time ☐ 2 Part-time ☐ 3 Retired ☐ 4 Not employed
21. Are you a student?
☐ 1 Full-time ☐ 2 Part-time ☐ 3 Not a student
22. Do you own or have access to a smartphone?
☐ 1 Yes ☐ 2 No

Thank you for your participation!

Optional:

Your name _____

Phone/email _____

All contact information will be kept confidential.



Encuesta de Pasajero 2013

Sección 1: Díganos sobre ESTE viaje

- ¿De qué ruta nos cuenta hoy?
 1. _____
 Fecha: 2. ____ / ____ / ____
 Hora: 3. ____ : ____ AM / PM
- ¿Dónde abordó el autobús para este viaje? Indique las calles transversales más cercanas y / o un punto de referencia cercano (como "Hillside Ave & Cherry Lane" o "Nassau Community College").
 Cruce de calles: 1. _____
 Y 2. _____
 Monumento: 3. _____
- ¿Dónde se va a bajar del autobús para este viaje? Indique las calles transversales más cercanas y / o un punto de referencia cercano.
 Cruce de calles: 1. _____
 Y 2. _____
 Monumento: 3. _____
- ¿Este viaje incluye una transferencia?
☐ 1 Sí – indique donde o/a donde
☐ Otro autobús NICE (¿Cuál ruta? _____)
☐ Long Island Railroad
☐ Autobús MTA
☐ Metro MTA (¿Cuál línea? _____)
☐ Suffolk County Transit
☐ Long Beach Transit
☐ Huntington Area Rapid Transit
☐ Otro (especifique) _____
☐ 2 No
- ¿Cuál producto de MetroCard utiliza típicamente?
☐ 1 Pay Per Ride ☐ 2 Ilimitado
☐ 3 Ninguno – pago en efectivo
- ¿Cómo llegó a la parada de autobús para este viaje?
☐ 1 Caminé más de 4 cuadras ☐ 2 Caminé 4 cuadras o menos
☐ 3 Manejé solo ☐ 4 En bicicleta
☐ 5 Transferencia de otro autobús/tren
☐ 6 Dejado en la parada
☐ 7 Otro (especifique) _____
- ¿Cómo llegará a su destino después de bajarse del autobús?
☐ 1 Caminaré más de 4 cuadras
☐ 2 Caminaré 4 cuadras o menos
☐ 3 Manejaré solo ☐ 4 En bicicleta
☐ 5 Transferencia a otro autobús/tren ☐ 6 Recogido en la parada
☐ 7 Otro (especifique) _____
- ¿Cuál es el propósito de su viaje?
☐ 1 Trabajo ☐ 2 Escuela ☐ 3 Visitando amigos
☐ 4 Ir de compras ☐ 5 Cuidado médico ☐ 6 Negocios personales
☐ 7 Otro (especifique) _____
- ¿Por qué escogió NICE para este viaje?
☐ 1 Costo ☐ 2 Proximidad a mi destino
☐ 3 No tengo auto ☐ 4 Evitar tráfico/estacionamiento
☐ 5 No puedo manejar ☐ 6 Prefiero tránsito público
☐ 7 Otro (especifique) _____

Sección 2: Díganos sobre usted mismo

- ¿Con qué frecuencia viaja en NICE?
☐ 1 Menos de una vez por semana ☐ 2 1-2 veces por semana
☐ 3 3-4 veces por semana ☐ 4 5 o más veces por semana
- ¿Cómo viajaría si NICE no fuera disponible?
☐ 1 Manejaría mi vehículo ☐ 2 En bicicleta
☐ 3 Viajaría con amigo/familiar ☐ 4 Caminará
☐ 5 No haría el viaje ☐ 6 Taxi
☐ 7 Otro (especifique) _____
- ¿Aproximadamente cuáles son los ingresos anuales de su familia?
☐ 1 Menos de \$15,000 ☐ 2 \$15,000 a \$24,999
☐ 3 \$25,000 a \$34,999 ☐ 4 \$35,000 a \$49,999
☐ 5 \$50,000 a \$74,999 ☐ 6 \$75,000 a \$99,999
☐ 7 \$100,000 o más
- ¿Cuántas personas viven en su hogar?
☐ 1 1 ☐ 2 2 ☐ 3 3 ☐ 4 4 ☐ 5 5 ☐ 6 6
☐ 7 7 ☐ 8 8 ☐ 9 9 o más
- ¿Cuál es su raza? (seleccione todos los que apliquen)
☐ 1 Hispano/Latino ☐ 2 Negro/Afro Americano
☐ 3 Blanco ☐ 4 Indio Americano/Nativo de Alaska
☐ 5 Asiático ☐ 6 Nativo de Hawaii/Islandico Pacífico
☐ 7 Otro (especifique) _____
- Por favor, indique qué idiomas se hablan en su hogar (seleccione todos los que apliquen).
☐ 1 Inglés ☐ 2 Español ☐ 3 Chino
☐ 4 Italiano ☐ 5 Pérsico ☐ 6 Coreano
☐ 7 Criollo Francés ☐ 8 Otro (especifique) _____
- ¿La falta de suficiencia en inglés ha afectado su capacidad para utilizar NICE?
☐ 1 Sí ☐ 2 No
- ¿Cuál es su género?
☐ 1 Hombre ☐ 2 Mujer
- ¿Cuál es su edad?
☐ 1 Menor de 16 ☐ 2 16 a 18 ☐ 3 19 a 24
☐ 4 25 a 44 ☐ 5 45 a 64 ☐ 6 65 o mayor
- ¿Cuál es el código postal de su residencia? _____
- ¿Tienes empleo actualmente?
☐ 1 Tiempo completo ☐ 2 Tiempo parcial
☐ 3 Retirado ☐ 4 No tengo empleo
- ¿Es usted estudiante?
☐ 1 Tiempo completo ☐ 2 Tiempo parcial
☐ 3 No soy estudiante
- ¿Tiene un teléfono inteligente (Smartphone), o tiene acceso a uno?
☐ 1 Sí ☐ 2 No

¡Gracias por su participación!

Opcional:

Su nombre _____

Teléfono/email _____

Toda la información se mantendrá confidencial.



CHINESE

2013 Transit Rider Survey

NICE 2013 年交通调查

第 1 部分: 关于本次出行

第 2 部分: 关于你自己

1. 您走的是哪条路线?
 1. _____
 日期: 2. ____ / ____ / ____
 时间: 3. ____ : ____ 上午 / 下午
2. 您在哪里登上巴士? 请提供最近的十字路口和/或附近的地标
 (如 "Hillside Ave & Cherry Lane" 或 "Nassau Community College")
 十字路口: 1. _____
 与 2. _____
 地标: 3. _____
3. 您会在哪里下车? 请提供最近的十字路口和/或附近的地标。
 十字路口: 1. _____
 与 2. _____
 地标: 3. _____
4. 本次出行要转车吗?
☐ 1 是—请标明去时/来时:
☐ 另一辆 NICE 巴士 (哪条路线? _____)
☐ 长岛铁路
☐ MTA 巴士
☐ MTA 地铁 (哪条线? _____)
☐ 萨福克 (Suffolk)
☐ 长滩 (Long Beach) 交通线
☐ 亨廷顿 (Huntington) 地区快速交通
☐ 其它 (请具体说明) _____
☐ 2 否
5. 您通常使用哪种 MetroCard?
☐ 1 按次付费卡 ☐ 2 期限内无限乘坐卡
☐ 3 无, 我使用现金
6. 您如何到达巴士站?
☐ 1 步行超过 4 个街区 ☐ 2 步行短于 4 个街区
☐ 3 自己开车 ☐ 4 骑自行车
☐ 5 转乘巴士/火车 ☐ 6 他人送行
☐ 7 其它 (请具体说明) _____
7. 您下车后会如何到达目的地?
☐ 1 步行超过 4 个街区 ☐ 2 步行短于 4 个街区
☐ 3 自己开车 ☐ 4 骑自行车
☐ 5 转乘巴士/火车 ☐ 6 他人来接
☐ 7 其它 (请具体说明) _____
8. 出行的主要目的是什么?
☐ 1 工作 ☐ 2 学校 ☐ 3 访友
☐ 4 购物 ☐ 5 医疗 ☐ 6 个人业务
☐ 7 其它 (请具体说明) _____
9. 您选择 NICE 的主要原因是什么?
☐ 1 费用 ☐ 2 距离我的终点近
☐ 3 没有私家车 ☐ 4 避免堵车/停车
☐ 5 自己不能开车 ☐ 6 比起开车更喜欢公共交通
☐ 7 其它 (请具体说明) _____

10. 您多久搭乘一次 NICE?
☐ 1 每周不到一次 ☐ 2 每周 1-2 次
☐ 3 每周 3-4 次 ☐ 4 每周 5 次或更多
11. 如果不能搭乘 NICE, 您会怎么出行?
☐ 1 自己开车 ☐ 2 骑自行车
☐ 3 寻求朋友/家人帮助 ☐ 4 步行
☐ 5 不会出门旅行 ☐ 6 出租车
☐ 7 其它 (请具体说明) _____
12. 您的家庭年收入大概是多少?
☐ 1 低于 \$15,000 ☐ 2 \$15,000 - \$24,999
☐ 3 \$25,000 - \$34,999 ☐ 4 \$35,000 - \$49,999
☐ 5 \$50,000 - \$74,999 ☐ 6 \$75,000 - \$99,999
☐ 7 \$100,000 及以上
13. 您家有几口人?
☐ 1 1 ☐ 2 2 ☐ 3 3 ☐ 4 4 ☐ 5 5 ☐ 6 6
☐ 7 7 ☐ 8 8 ☐ 9 9 及以上
14. 您是什么人种? (请选择所有符合的选项)
☐ 1 西班牙裔/拉丁裔 ☐ 2 黑/非裔美国人
☐ 3 白人 ☐ 4 美洲印第安人/阿拉斯加原住民
☐ 5 亚裔 ☐ 6 夏威夷土著/太平洋岛民
☐ 7 其它 (请具体说明) _____
15. 您家使用哪种语言 (请选择所有符合的选项)
☐ 1 英语 ☐ 2 西班牙语 ☐ 3 汉语
☐ 4 意大利语 ☐ 5 波斯语 ☐ 6 韩语
☐ 7 法语克里奥尔语 ☐ 8 其它 (请详细说明) _____
16. 英语不够熟练是否影响到您使用 NICE?
☐ 1 是 ☐ 2 否
17. 您的性别是? ☐ 1 男性 ☐ 2 女性
18. 您的年龄是?
☐ 1 16 岁以下 ☐ 2 16 - 18 ☐ 3 19 - 24
☐ 4 25 - 44 ☐ 5 45 - 64 ☐ 6 65 及以上
19. 您的邮编是? _____
20. 您有工作吗?
☐ 1 全职 ☐ 2 兼职 ☐ 3 已退休 ☐ 4 无业
21. 您是学生吗?
☐ 1 全日制 ☐ 2 半工半读 ☐ 3 不是学生
22. 您有或可以使用智能手机吗?
☐ 1 是 ☐ 2 否

感谢您的参与!

选择填写: :

姓名 _____

电话/邮箱 _____

所有联系信息会保密。

FARSI


NASSAU INTER-COUNTY EXPRESS
نظرسنجی از استفاده‌کنندگان از وسایل حمل و نقل عمومی-2013

بخش 1: درباره "این" سفر

1. دیدگاه امروز شما درباره چه مسیری است؟
 1 _____
 تاریخ: _____ / _____ / _____
 ساعت: _____: _____ ق.ظ. / ب.ظ.

2. برای این سفر از کجا سوار اتوبوس شدید؟ نزدیکترین تقاطع و/یا مکان شاخص نزدیک به خود (مانند "Hillside Ave & Cherry Lane" یا "کالج عمومی Nassau") را ذکر کنید.
 تقاطع: 1 _____
 2 _____
 مکان شاخص: 3 _____

3. در این سفر کجا از اتوبوس پیاده شدید؟ نزدیکترین تقاطع و/یا مکان شاخص نزدیک به خود را ذکر کنید.
 تقاطع: 1 _____
 2 _____
 مکان شاخص: 3 _____

4. آیا این سفر شامل انتقال می‌شود؟
 1. بله - به/از را مشخص کنید:
 2. یک اتوبوس NICE دیگر (کدام مسیر؟) _____
 3. راه‌آهن لانگ‌ایلند _____
 4. اتوبوس MTA _____
 5. مترو MTA (کدام خط؟) _____
 6. ترانزیت بخش سافوک _____
 7. ترانزیت لانگ‌ایلند _____
 8. ترانزیت سریع ناحیه هانتینگتون _____
 9. سایر (ذکر کنید) _____

5. معمولاً از کدام محصول MetroCard استفاده می‌کنید؟
 1. پرداخت بر اساس سفر _____
 2. پرداخت نقدی _____
 3. هیچ - پرداخت نقدی _____

6. برای این سفر چگونه به ایستگاه اتوبوس رسیدید؟
 1. با پیاده‌روی در مسیری با طول کمتر از 4 بلوک _____
 2. با پیاده‌روی در مسیری با طول بیش از 4 بلوک _____
 3. با خودروی شخصی _____
 4. با دوچرخه _____
 5. با اتوبوس/قطار _____
 6. سایر (ذکر کنید) _____

7. پس از پیاده شدن از این اتوبوس چگونه به مقصد خود می‌رسید؟
 1. پیاده‌روی در مسیری با طول بیش از 4 بلوک _____
 2. با پیاده‌روی در مسیری با طول حداکثر 4 بلوک _____
 3. با خودروی شخصی _____
 4. با دوچرخه _____
 5. با اتوبوس/قطار _____
 6. سایر (ذکر کنید) _____

8. هدف اصلی این سفر چیست؟
 1. کار _____
 2. مدرسه _____
 3. خرید _____
 4. خدمت درمانی _____
 5. کسب و کار شخصی _____
 6. سایر (ذکر کنید) _____

9. دلیل اصلی انتخاب NICE برای این سفر چیست؟
 1. هزینه _____
 2. نزدیکی به مقصد من _____
 3. ونداشتن خودرو _____
 4. ونداشتن توانایی رانندگی _____
 5. ترجیح دادن استفاده از وسایل حمل و نقل عمومی به رانندگی _____
 6. سایر (ذکر کنید) _____

بخش 2: درباره ماش

10. هر چند وقت یک بار از NICE استفاده می‌کنید؟
 1. کمتر از یک بار در هفته _____
 2. 1-2 بار در هفته _____
 3. 3-4 بار در هفته _____
 4. 5 بار یا بیشتر در هفته _____

11. اگر به NICE دسترسی نداشتید، چگونه این سفر را ترتیب می‌دادید؟
 1. با خودروی شخصی _____
 2. با دوچرخه _____
 3. با خودروی دوستان/بستگان _____
 4. با پیاده‌روی _____
 5. به سفر نمی‌رفتم _____
 6. سایر (ذکر کنید) _____

12. به طور تقریبی، درآمد سالانه خانواده شما چقدر است؟
 1. کمتر از \$15,000 _____
 2. \$15,000 تا \$24,999 _____
 3. \$25,000 تا \$34,999 _____
 4. \$35,000 تا \$49,999 _____
 5. \$50,000 تا \$74,999 _____
 6. \$75,000 تا \$99,999 _____
 7. \$100,000 یا بیشتر _____

13. چند نفر در منزل شما زندگی می‌کنند؟
 1. 1 _____
 2. 2 _____
 3. 3 _____
 4. 4 _____
 5. 5 _____
 6. 6 _____
 7. 7 _____
 8. 8 _____
 9. 9 یا بیشتر _____

14. نژاد شما؟ (کلیه موارد مرتبط را انتخاب کنید)
 1. اسپانیولی/لاتین _____
 2. آمریکایی سیاه‌پوست/آفریقایی-آمریکایی _____
 3. سفید پوست _____
 4. سرخ‌پوست آمریکایی/بومی آلاسکا _____
 5. آسیایی _____
 6. بومی هاوایی/جزایر اقیانوس آرام _____
 7. سایر (ذکر کنید) _____

15. در منزل شما به چه زبان‌هایی تکلم می‌شود (همه موارد مرتبط را انتخاب کنید)
 1. انگلیسی _____
 2. اسپانیولی _____
 3. چینی _____
 4. ایتالیایی _____
 5. فارسی _____
 6. کره‌ای _____
 7. فرانسوی مختلط _____
 8. سایر (ذکر کنید) _____

16. آیا ناآشنایی با زبان انگلیسی بر روی استفاده شما از NICE تأثیر گذاشته است؟
 1. بله _____
 2. خیر _____

17. جنسیت شما؟
 1. مذکر _____
 2. مؤنث _____

18. سن شما؟
 1. زیر 16 _____
 2. 16 تا 18 _____
 3. 19 تا 24 _____
 4. 25 تا 44 _____
 5. 45 تا 64 _____
 6. 65 یا بیشتر _____

19. کد پستی منزل شما؟ _____


20. آیا شاغل هستید؟
 1. تمام وقت _____
 2. پاره وقت _____
 3. بازنشسته _____
 4. بیکار _____

21. آیا دانشجو هستید؟
 1. تمام وقت _____
 2. پاره وقت _____
 3. دانشجو نیستم _____

22. آیا دارای تلفن هوشمند هستید یا به تلفن هوشمند دسترسی دارید؟
 1. بله _____
 2. خیر _____

از مشارکت شما سپاسگزاریم!

نام شما: _____
 تلفن / ایمیل: _____
 کلیه اطلاعات تماس محرمانه نگهداری می‌شوند.


ITALIAN

Sondaggio per l'utente del trasporto pubblico 2013

Sezione 1: Ci racconti di QUESTO viaggio

1. Di quale percorso ci parlerà oggi?
 1 _____
 Data: 2 / / Ora: 3 : AM / PM

2. Dove è salito sull'autobus per questo viaggio? La preghiamo di fornire le strade trasversali più vicine e/o un punto di riferimento vicino (come "Hillside Ave & Cherry Lane" o "Nassau Community College"). Strade laterali: 1 _____
 e 2 _____
 Punto di riferimento: 3 _____

3. Dove scenderà dall'autobus per questo viaggio? Fornisca la strada laterale più vicina e/o un punto di riferimento vicino.
 Strade laterali: 1 _____
 e 2 _____
 Punto di riferimento: 3 _____

4. Questo viaggio prevede che Lei debba cambiare?
☐ 1 Sì - indicare a/d: _____
☐ Un altro autobus NICE (quale percorso? _____)
☐ Ferrovia di Long Island
☐ Autobus MTA
☐ Metropolitana MTA (quale linea? _____)
☐ Suffolk County Transit
☐ Long Beach Transit
☐ Huntington Area Rapid Transit
☐ Altro (specificare) _____
☐ 2 No

5. Quale prodotto MetroCard utilizza in genere?
☐ 1 Pay Per Ride ☐ 2 Unlimited
☐ 3 Nessuno - Pago in contanti

6. Come è arrivato alla fermata dell'autobus per questo viaggio?
☐ 1 Ho camminato per più di 4 isolati
☐ 2 Ho camminato per 4 isolati o meno
☐ 3 Ho guidato la mia auto ☐ 4 Sono arrivato in bicicletta
☐ 5 Ho cambiato autobus/treno ☐ 6 Ho ricevuto un passaggio
☐ 7 Altro (specificare) _____

7. Come viaggerà per raggiungere la Sua destinazione quando scenderà da questo autobus?
☐ 1 Camminerò per più di 4 isolati
☐ 2 Camminerò per 4 isolati o meno
☐ 3 Guiderò la mia auto ☐ 4 Userò la bicicletta
☐ 5 Cambierò autobus/treno ☐ 6 Verranno a prendermi
☐ 7 Altro (specificare) _____

8. Qual è il motivo principale del Suo viaggio?
☐ 1 Lavoro ☐ 2 Scuola ☐ 3 Visita ad amici
☐ 4 Fare spese ☐ 5 Assistenza sanitaria
☐ 6 Questioni personali
☐ 7 Altro (specificare) _____

9. Qual è il motivo principale per cui ha scelto NICE per questo viaggio?
☐ 1 Costo ☐ 2 La prossimità alla mia destinazione
☐ 3 Non ho l'auto ☐ 4 Per evitare il traffico/parcheggio
☐ 5 Non so guidare
☐ 6 Preferisco il trasporto pubblico che guidare
☐ 7 Altro (specificare) _____

Sezione 2: Ci parli di Lei

10. Quante volte usa NICE?
☐ 1 Meno di una volta alla settimana ☐ 2 1-2 volte alla settimana
☐ 3 3-4 volte alla settimana ☐ 4 5 o più volte alla settimana

11. Come avrebbe fatto questo viaggio se NICE non fosse stato disponibile?
☐ 1 Avrei guidato la mia auto ☐ 2 Sarei arrivato in bicicletta
☐ 3 Amico/membro familiare ☐ 4 Avrei camminato
☐ 5 Non avrei fatto il viaggio ☐ 6 Tassi
☐ 7 Altro (specificare) _____

12. Qual è approssimativamente il suo reddito familiare annuo?
☐ 1 Inferiore a \$15,000 ☐ 2 \$15,000 a \$24,999
☐ 3 \$25,000 a \$34,999 ☐ 4 \$35,000 a \$49,999
☐ 5 \$50,000 a \$74,999 ☐ 6 \$75,000 a \$99,999
☐ 7 \$100,000 o superiore

13. Da quante persone è costituito il suo nucleo familiare?
☐ 1 1 ☐ 2 2 ☐ 3 3 ☐ 4 4 ☐ 5 5 ☐ 6 6
☐ 7 7 ☐ 8 8 ☐ 9 9 o oltre

14. Qual è la Sua razza? (selezionare tutto ciò che è pertinente)
☐ 1 Ispanica/Latina ☐ 2 Nera/Afro-americana
☐ 3 Bianca ☐ 4 Indiano d'America/Nativo dell'Alaska
☐ 5 Asiatica ☐ 6 Nativo delle Hawaii/Isolano del Pacifico
☐ 7 Altro (specificare) _____

15. La preghiamo di indicare La Sua madrelingua (selezioni ciò che è pertinente)
☐ 1 Inglese ☐ 2 Spagnolo ☐ 3 Cinese
☐ 4 Italiano ☐ 5 Persiano ☐ 6 Coreano
☐ 7 Francese-creolo ☐ 8 Altro (specificare) _____

16. Il fatto di non parlare bene la lingua inglese ha influito negativamente sulla capacità di usare NICE? ☐ 1 Sì ☐ 2 No

17. Qual è il Suo sesso? ☐ 1 Maschile ☐ 2 Femminile

18. Qual è la Sua età?
☐ 1 Inferiore a 16 ☐ 2 da 16 a 18 ☐ 3 da 19 a 24
☐ 4 da 25 a 44 ☐ 5 da 45 a 64 ☐ 6 65 o superiore

19. Qual è il CAP del Suo indirizzo? 1 _____

20. Lei lavora?
☐ 1 A tempo pieno ☐ 2 Part-time ☐ 3 In pensione ☐ 4 Non impiegato

21. Lei è uno studente?
☐ 1 A tempo pieno ☐ 2 Part-time ☐ 3 Non sono uno studente

22. Lei possiede o ha accesso a uno smartphone?
☐ 1 Sì ☐ 2 No

Grazie per la Sua partecipazione!

Facoltativo:
 il Suo nome _____
 Telefono/email _____
Tutte le informazioni di contatto rimarranno riservate.



KOREAN

2013 환승 승객 설문조사

단락 1: 현재 여행에 대한 정보

- 오늘 이용하고 있는 노선은 무엇입니까?
 1. _____
 일자: 2. ____ / ____ / ____
 시간: 3. ____ : ____ AM / PM
- 현재의 여행을 위해 어디에서 버스를 탑승했습니까? 가장 가까운 곳의 교차로 및/또는 인근의 대표적 장소(예, "힐사이드 거리 및 체리 레인" 또는 "나사우 커뮤니티 컬리지")의 명칭을 제공해 주십시오.
 교차로: 1. _____
 및 2. _____
 대표적 장소: 3. _____
- 현재의 여행에 어디에서 버스에서 하차할 예정입니까? 가장 가까운 곳의 교차로 및/또는 인근의 대표적 장소의 명칭을 제공해 주십시오.
 교차로: 1. _____
 및 2. _____
 대표적 장소: 3. _____
- 현재의 여행에는 환승이 포함됩니까?
 □ 예 - 출발지/도착지 표시:
 □ 다른 NICE 버스 (노선명: _____)
 □ Long Island 철도
 □ MTA 버스
 □ MTA 지하철 (노선명: _____)
 □ Suffolk County Transit
 □ Long Beach Transit
 □ Huntington Area Rapid Transit
 □ 기타 (구체적으로 기입) _____
 □ 아니요
- 일반적으로 사용하는 MetroCard 제품은 무엇입니까?
 □ Pay Per Ride □ Unlimited
 □ 없음 - 현금 사용
- 이 여행을 위해 버스 정류장에 어떻게 도착했습니까?
 □ 4 불럭 이상을 도보로 도착 □ 4 불럭 이하를 도보로 도착
 □ 자가용 차량 이용 □ 자전거 이용
 □ 버스/열차에서 환승 □ 다른 사람이 태워줌
 □ 기타 (구체적으로 기입) _____
- 이 버스에서 하차한 이후에 목적지까지 어떻게 여행할 예정입니까?
 □ 4 불럭 이상을 도보로 이동 □ 4 불럭 이하를 도보로 이동
 □ 자가용 차량으로 이동 □ 자전거 이용
 □ 버스/열차로 환승 □ 다른 사람의 차량에 탑승
 □ 기타 (구체적으로 기입) _____
- 현재의 여행의 일차적인 목적은 무엇입니까?
 □ 출근 □ 등교 □ 친구 방문
 □ 쇼핑 □ 건강관리 □ 개인 용무
 □ 기타 (구체적으로 기입) _____
- 현재의 여행을 하기 위해 NICE 을 선택한 일차적 이유는 무엇입니까?
 □ 비용 □ 목적지에서의 근접성
 □ 차량 무소유 □ 교통체증/주차 문제 고려
 □ 운전 못함 □ 운전보다 대중교통 수단 선호
 □ 기타 (구체적으로 기입) _____

단락 2: 자신에 대한 정보

- NICE 교통편을 얼마나 자주 이용하십니까?
 □ 1 주일에 1 회 미만 □ 1 주일에 1-2 회
 □ 1 주일에 3-4 회 □ 1 주일에 5 회 이상
- NICE 교통편을 이용할 수 없었다면 현재의 여행을 어떻게 했을 것
 갔습니까?
 □ 자가용 차량 이용 □ 자전거 이용
 □ 친구/가족이 교통편 제공 □ 도보
 □ 여행을 하지 않았을 것임 □ 택시
 □ 기타 (구체적으로 기입) _____
- 귀하 가구의 연간 수입은 어떻게 됩니까?
 □ \$15,000 미만 □ \$15,000 - \$24,999
 □ \$25,000 - \$34,999 □ \$35,000 - \$49,999
 □ \$50,000 - \$74,999 □ \$75,000 - \$99,999
 □ \$100,000 이상
- 현재 귀하의 가구의 구성원은 몇 명입니까?
 □ 1 명 □ 2 명 □ 3 명 □ 4 명 □ 5 명 □ 6 명
 □ 7 명 □ 8 명 □ 9 명 이상
- 귀하의 인종은 어떻게 됩니까? (해당되는 모든 항목 선택)
 □ 히스패닉/라틴계 □ 흑인/아프리카계 미국인
 □ 백인 □ 미국 인디언/알래스카 원주민
 □ 아시아계 □ 하와이/태평양군도 원주민
 □ 기타 (구체적으로 기입) _____
- 집에서 사용하는 언어를 표시해 주십시오
 (해당되는 모든 항목 선택)
 □ 영어 □ 스페인어 □ 중국어
 □ 이탈리아어 □ 페르시아어 □ 한국어
 □ 프랑스계 크레올 □ 기타 (구체적으로 기입) _____
- 언어를 잘 사용하지 못하는 경우에 NICE 이용에 영향을 미칩니까?
 □ 예 □ 아니요
- 성별을 알려 주십니까? □ 남성 □ 여성
- 귀하의 연령대는 어디에 속하십니까?
 □ 16 세 미만 □ 16 - 18 □ 19 - 24
 □ 25 - 44 □ 45 - 64 □ 65 세 이상
- 자택의 우편번호는 어떻게 됩니까? 1. _____
- 귀하는 현재 고용된 상태입니까?
 □ 정규직 □ 시간제 □ 은퇴 □ 실업
- 학생입니까?
 □ 정규학생 □ 비정규학생 □ 학생 아님
- 스마트폰을 소유/이용하십니까?
 □ 예 □ 아니요

참여해 주셔서 감사합니다!

선택 사항:

성명 _____

전화/이메일 _____

모든 연락처 정보에 대해서는 기밀이 보장됩니다.

nice **NASSAU INTER-COUNTY EXPRESS**
Sondaj Tranzit Rider 2013

**HAITIAN
CREOLE**

Seksyon 1: Pale nou sou vwayaj SA a

1. Sou ki wout w ap pale nou jodi a?
 1. _____
 Dat la: 2. ____ / ____ / ____
 Orè: 3. ____ : ____ AM / PM
2. Ki kote ou te monte otobis la pou vwayaj sa a? Tanpri bay lari transvèsal ki pi pre an ak / oswa yon pwèn koni ki ki tou pre (tankou "Hillside Ave ak Cherry Lane" oswa "Nassau Community College").
 Lari transvèsal: 1. _____
 ak 2. _____
 Pwèn Kon: 3. _____
3. Ki kote ou te desann otobis la pou vwayaj sa a? anpri bay lari transvèsal ki pi pre an ak/oswa yon pwèn koni ki pi pre.
 Lari transvèsal: 1. _____
 ak 2. _____
 Pwèn Kon: 3. _____
4. Èske te gen yon transfè nan vwayaj sa a?
☐ 1 Wi — endike ale / soti:
☐ Yon lòt otobis NICE (ki wout? _____)
☐ Vwa Fere Long Island
☐ Otobis MTA
☐ Tren MTA (ki liy? _____)
☐ Tranzit Konte Suffolk
☐ Tranzit Long Beach
☐ Tranzit Rapid Zòn Huntington
☐ Lòt (espesifye) _____
☐ 2 Non
5. Ki pwodui MetroCard ou itilize nòmalman?
☐ 1 Peye Pou Chak Kous ☐ 2 San Limit
☐ 3 Okenn — Mwen peye kash
6. Kijan ou te rive nan estòp pou otobis la pou vwayaj sa a?
☐ 1 Te mache plis pase 4 blòk ☐ 2 Te mache 4 blòk oswa mwens
☐ 3 Te kondwit tèt mwen ☐ 4 Monte bisiklèt
☐ 5 Transfere nan otobis/tren ☐ 6 Yo te depoze mwen
☐ 7 Lòt (espesifye) _____
7. Kijan ou pral vwayaje nan destinasyon ou yon fwa ou desann otobis la?
☐ 1 Te mache plis pase 4 blòk ☐ 2 Te mache 4 blòk oswa mwens
☐ 3 Te kondwit tèt mwen ☐ 4 Monte bisiklèt
☐ 5 Transfere nan otobis/tren ☐ 6 Yo pral vin chèche mwen
☐ 7 Lòt (espesifye) _____
8. Ki objektif prensipal ou pou vwayaj sa a?
☐ 1 Travay ☐ 2 Lekòl ☐ 3 Vizite zanmi
☐ 4 Al nan magazen ☐ 5 Swen medikal ☐ 6 Biznis pèsònèl
☐ 7 Lòt (espesifye) _____
9. Ki rezon prensipal ou pou chwazi NICE pou vwayaj sa a?
☐ 1 Pri ☐ 2 Pwòksimite destinasyon mwen
☐ 3 Pa gen machin ☐ 4 Evite trafik/estasyonman
☐ 5 Pa kapab kondwi ☐ 6 Prefere tranzit piblik pase kondwi
☐ 7 Lòt (espesifye) _____

Seksyon 2: Pale nou sou ou

10. Konbyen fwa ou monte NICE?
☐ 1 Mwens pase yon fwa pa semèn ☐ 2 1-2 fwa pa semèn
☐ 3 3-4 fwa pa semèn ☐ 4 5 oswa plis fwa pa semèn
11. Kijan ou ta pral fè vwayaj sa si NICE pat disponib?
☐ 1 Kondwit pwòp veyikil mwen ☐ 2 Monte bisiklèt
☐ 3 Zanmi/manm fanmi ☐ 4 Mache
☐ 5 Pat ap fè vwayaj sa ☐ 6 Taksi
☐ 7 Lòt (espesifye) _____
12. Ki revni anyèl apwòksimatif nan kay ou an?
☐ 1 Mwens pase \$15,000 ☐ 2 \$15,000 a \$24,999
☐ 3 \$25,000 a \$34,999 ☐ 4 \$35,000 a \$49,999
☐ 5 \$50,000 a \$74,999 ☐ 6 \$75,000 a \$99,999
☐ 7 \$100,000 a \$24,999
13. Konbyen moun k ap viv lakay ou?
☐ 1 1 ☐ 2 2 ☐ 3 3 ☐ 4 4 ☐ 5 5 ☐ 6 6
☐ 7 7 ☐ 8 8 ☐ 9 9 oswa plis
14. Ki ras ou ye? (chwazi tout repons ki aplikab)
☐ 1 Panyòl /Latino ☐ 2 Nwa/Afriken-Ameriken
☐ 3 Blan ☐ 4 Amerendyen oswa Natif natal Alaska
☐ 5 Azyatik ☐ 6 Natif Awayi / Il Pasifik
☐ 7 Lòt (espesifye) _____
15. Tanpri endike ki lang ou pale lakay ou (chwazi tou ki aplike)
☐ 1 Anglè ☐ 2 Panyòl ☐ 3 Chinwa
☐ 4 Italyen ☐ 5 Pèsi ☐ 6 Koreyen
☐ 7 Kreyòl Ayisyen ☐ 8 Lòt (espesifye) _____
16. Èske mank pwofisyans nan Anglè afekte kapasite w pou itilize NICE?
☐ 1 Wi ☐ 2 Non
17. Ki sèks ou? ☐ 1 Gason ☐ 2 Fanm
18. Ki laj ou?
☐ 1 mwens pase 16 ☐ 2 16 a 18 ☐ 3 19 a 24
☐ 4 25 a 44 ☐ 5 45 a 64 ☐ 6 65 oswa pi aje
19. Ki kòd postal ou? 1. _____
20. Kote w ap travay?
☐ 1 Atanplen ☐ 2 Atan pasyèl ☐ 3 Nan retrèt ☐ 4 Pap travay
21. Èske ou se yon etidyan?
☐ 1 Atanplen ☐ 2 Atan pasyèl ☐ 3 Pa yon etidyan
22. Èske w genyen oswa gen aksè sou yon smartphone?
☐ 1 Wi ☐ 2 Non

Mèsi pou patisipasyon w!

Atik ki odwa :

Non ou _____

Telefòn/imèl _____

o pral kenbe tout enfòmasyon kontak ou konfidansyèl.

2013 Onboard Transit Survey

Nassau Inter-County Express/Veolia Transportation

Final Report



We are conducting a survey of transit customers on behalf of the NICE Bus. Would you be willing to complete a survey? Thank you for your participation!

☐ I would like to take the survey in English.

Estamos llevando a cabo una encuesta entre los clientes de tránsito NICE. ¿Estaría usted dispuesto a completar una encuesta? ¡Gracias por su participación!

☐ Me gustaría participar en la encuesta en español. [Spanish]

我们代表NICE公司对乘客进行调查。您愿意完成此项调查吗？感谢您的参与！

☐ 我希望调查是形式中国的。 [Chinese]

Stiamo svolgendo un sondaggio sugli utenti del trasporto pubblico per conto di NICE Bus. Vorrebbe svolgere un sondaggio? Grazie per la Sua partecipazione!

☐ Vorrei svolgere il sondaggio in italiano. [Italian]

ما در حال اجرای برنامه نظرسنجی از مشتریان سامانه حمل و نقل عمومی از طرف NICE Bus هستیم. آیا مایلید در این نظرسنجی شرکت کنید؟ از مشارکت شما سپاسگزاریم

☐ لہجہ ما بہ زبان فارس در نظر یسنج شرکت کنیم. [Farsi]

NICE Bus를 대신하여 환승 고객에 대한 설문조사를 수행하고 있습니다. 설문조사에 참여하시겠습니까? 참여해 주셔서 감사합니다!

☐ 한국어로 마련된 설문조사에 참여하고 습니다. [Korean]

N ap fè yon sondaj sou kliyan transpò piblik sou non otobis NICE. Èske ou ta vle konplete yon sondaj? Mèsi pou patisipasyon w!

☐ Mwen ta renmen pran sondaj la nan lang Kreyòl [Creole]



Appendix B

Simple Frequencies

Q1. What route are you telling us about today?

Q2. Where did you board the bus for this trip?

Q3. Where will you get off the bus for this trip?

Q4. Does this trip include a transfer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5,957	63.2	69.1	69.1
	No	2,669	28.3	30.9	100.0
	Total	8,626	91.5	100.0	
Missing	System	804	8.5		
Total		9,430	100.0		

Q4. Does this trip include a transfer? - Yes (where)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Another NICE bus	2,701	28.6	56.4	56.4
	Long Island Railroad	273	2.9	5.7	62.1
	MTA bus	943	10.0	19.7	81.7
	MTA subway	661	7.0	13.8	95.5
	Suffolk County Transit	44	0.5	0.9	96.5
	Long Beach Transit	57	0.6	1.2	97.6
	Huntington Area Rapid Transit	9	0.1	0.2	97.8
	Other	104	1.1	2.2	100.0
	Total	4,792	50.8	100.0	
Missing	System	4,638	49.2		
Total		9,430	100.0		

Q4A. Does this trip include a transfer? – NICE bus route #

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		6,856	72.7	72.7	72.7
	N1	57	0.6	0.6	73.3
	N1/N15/N16/N2	1	0.0	0.0	73.3
	N1/N6	6	0.1	0.1	73.4
	N1/N6/N48/N49	4	0.0	0.0	73.4
	N14	21	0.2	0.2	73.6
	N15	210	2.2	2.2	75.9
	N15/N16	2	0.0	0.0	75.9

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N15/N35/N23/N27	1	0.0	0.0	75.9
N15/N4	1	0.0	0.0	75.9
N15/N43	3	0.0	0.0	75.9
N16	192	2.0	2.0	78.0
N16,N6,N35	1	0.0	0.0	78.0
N16/N35	2	0.0	0.0	78.0
N16/N40	1	0.0	0.0	78.0
N16/N43	1	0.0	0.0	78.0
N16/N43/	1	0.0	0.0	78.0
N17	3	0.0	0.0	78.1
N19	53	0.6	0.6	78.6
N2	12	0.1	0.1	78.8
N2/N32	1	0.0	0.0	78.8
N2/N8	4	0.0	0.0	78.8
N2/N8/N1/N25	1	0.0	0.0	78.8
N20	14	0.1	0.1	79.0
N20/N21	1	0.0	0.0	79.0
N20/N24	4	0.0	0.0	79.0
N21	5	0.1	0.1	79.1
N22	86	0.9	0.9	80.0
N22/N21/N15	1	0.0	0.0	80.0
N22/N24	3	0.0	0.0	80.0
N22/N24/N43	1	0.0	0.0	80.1
N23	56	0.6	0.6	80.6
N23/N27	5	0.1	0.1	80.7
N24	83	0.8	0.8	81.5
N24/N22	1	0.0	0.0	81.5
N24/N81	1	0.0	0.0	81.6
N25	96	1.0	1.0	82.6
N25/N24	1	0.0	0.0	82.6
N27	39	0.4	0.4	83.0
N27/N16	2	0.0	0.0	83.0
N27/N16/N43/N35	4	0.0	0.0	83.1
N28	2	0.0	0.0	83.1
N30	1	0.0	0.0	83.1
N31	52	0.6	0.6	83.7
N31/N32	13	0.1	0.1	83.8
N32	54	0.6	0.6	84.4
N32/31	1	0.0	0.0	84.4
N32/N31	2	0.0	0.0	84.4
N33	9	0.1	0.1	84.5
N34	1	0.0	0.0	84.5
N35	108	1.1	1.1	85.7
N35/N15	2	0.0	0.0	85.7
N35/N15/N16	2	0.0	0.0	85.7
N35/N15/N23	2	0.0	0.0	85.7
N35/N16/N6	1	0.0	0.0	85.8

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N35/N40/N41	1	0.0	0.0	85.8
N35/N43	1	0.0	0.0	85.8
N35/N43/N16	1	0.0	0.0	85.8
N36	20	0.2	0.2	86.0
N37	1	0.0	0.0	86.0
N39	1	0.0	0.0	86.0
N4	223	2.4	2.4	88.4
N4,N15,N8,N25	3	0.0	0.0	88.4
N4/N15	1	0.0	0.0	88.4
N4/N25	3	0.0	0.0	88.5
N40	143	1.5	1.5	90.0
N40/41/35	1	0.0	0.0	90.0
N40/N35	3	0.0	0.0	90.0
N40/N41	34	0.4	0.4	90.4
N40/N43	1	0.0	0.0	90.4
N41	73	0.8	0.8	91.2
N41/N35	1	0.0	0.0	91.2
N41/N43	1	0.0	0.0	91.2
N41/N49/N43	1	0.0	0.0	91.2
N42	1	0.0	0.0	91.2
N43	64	0.7	0.7	91.9
N43/N16/N35/N51	1	0.0	0.0	91.9
N43/N23	2	0.0	0.0	91.9
N43/N51/N16	1	0.0	0.0	91.9
N45	3	0.0	0.0	92.0
N46	3	0.0	0.0	92.0
N46/N41	1	0.0	0.0	92.0
N46/N47	1	0.0	0.0	92.0
N46/N49	3	0.0	0.0	92.0
N47	3	0.0	0.0	92.1
N48	28	0.3	0.3	92.4
N48/49	5	0.1	0.1	92.4
N48/N49	3	0.0	0.0	92.5
N48/N49/N20	1	0.0	0.0	92.5
N49	40	0.4	0.4	92.9
N49/N48	1	0.0	0.0	92.9
N5/N33	1	0.0	0.0	92.9
N50	4	0.0	0.0	93.0
N51	6	0.1	0.1	93.0
N51/16/43/45	1	0.0	0.0	93.0
N54	31	0.3	0.3	93.4
N54/55 OR N40/41	1	0.0	0.0	93.4
N54/N55	7	0.1	0.1	93.4
N55	16	0.2	0.2	93.6
N55/N54	4	0.0	0.0	93.7
N57	1	0.0	0.0	93.7
N58	8	0.1	0.1	93.8

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N6	350	3.7	3.7	97.5
N6/N20/21	1	0.0	0.0	97.5
N6/N31/N32	2	0.0	0.0	97.5
N6/N4	1	0.0	0.0	97.5
N6/N5/N31	1	0.0	0.0	97.5
N62	12	0.1	0.1	97.6
N62/N36	1	0.0	0.0	97.7
N70	34	0.4	0.4	98.0
N70/N55	1	0.0	0.0	98.0
N70/N71	1	0.0	0.0	98.0
N70/N71/N72	8	0.1	0.1	98.1
N70/N72	2	0.0	0.0	98.1
N70/N74/N72	1	0.0	0.0	98.2
N71	44	0.5	0.5	98.6
N72	44	0.5	0.5	99.1
N73	5	0.1	0.1	99.1
N73/N74	2	0.0	0.0	99.2
N74	3	0.0	0.0	99.2
N78	5	0.1	0.1	99.2
N78/N79	1	0.0	0.0	99.3
N79	41	0.4	0.4	99.7
N8	9	0.1	0.1	99.8
N8/N20	1	0.0	0.0	99.8
N8/N4	1	0.0	0.0	99.8
N8/N42	1	0.0	0.0	99.8
N80	9	0.1	0.1	99.9
N80/N81	1	0.0	0.0	99.9
N81	3	0.0	0.0	100.0
Y	4	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q4B. Does this trip include a transfer? – MTA subway line

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8,716	92.4	92.4	92.4
1	1	0.0	0.0	92.4
10	1	0.0	0.0	92.4
110	1	0.0	0.0	92.5
15	4	0.0	0.0	92.5
16	1	0.0	0.0	92.5
2	5	0.1	0.1	92.6
21	1	0.0	0.0	92.6
22,48	3	0.0	0.0	92.6
23	1	0.0	0.0	92.6
24	1	0.0	0.0	92.6
27	4	0.0	0.0	92.7

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2S	7	0.1	0.1	92.7
3	1	0.0	0.0	92.8
32	1	0.0	0.0	92.8
4	3	0.0	0.0	92.8
4/6	1	0.0	0.0	92.8
40	3	0.0	0.0	92.8
41	1	0.0	0.0	92.9
43	2	0.0	0.0	92.9
44	1	0.0	0.0	92.9
5	11	0.1	0.1	93.0
50	1	0.0	0.0	93.0
50/10	3	0.0	0.0	93.0
51	1	0.0	0.0	93.1
54	1	0.0	0.0	93.1
6	3	0.0	0.0	93.1
6/8	2	0.0	0.0	93.1
66	1	0.0	0.0	93.1
7	31	0.3	0.3	93.5
7,4	1	0.0	0.0	93.5
72	2	0.0	0.0	93.5
79	1	0.0	0.0	93.5
85	1	0.0	0.0	93.5
A	12	0.1	0.1	93.6
D	3	0.0	0.0	93.7
E	189	2.0	2.0	95.7
E / F	1	0.0	0.0	95.7
E/F	4	0.0	0.0	95.7
E/F/ 7	1	0.0	0.0	95.7
E/J	1	0.0	0.0	95.7
F	278	2.9	2.9	98.7
F/E	3	0.0	0.0	98.7
INO	1	0.0	0.0	98.7
J	77	0.8	0.8	99.6
J/E	1	0.0	0.0	99.6
K	1	0.0	0.0	99.6
L	2	0.0	0.0	99.6
L TRAIN	1	0.0	0.0	99.6
M	1	0.0	0.0	99.6
M0	1	0.0	0.0	99.6
N-6	1	0.0	0.0	99.6
N TRAIN	1	0.0	0.0	99.7
N TRAIN/2 TRAIN	1	0.0	0.0	99.7
N:4	1	0.0	0.0	99.7

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N0	1	0.0	0.0	99.7
N11?	1	0.0	0.0	99.7
N15	1	0.0	0.0	99.7
N16	1	0.0	0.0	99.7
N22	1	0.0	0.0	99.7
N24	2	0.0	0.0	99.7
N31	1	0.0	0.0	99.8
N4	4	0.0	0.0	99.8
N54	1	0.0	0.0	99.8
N6	3	0.0	0.0	99.8
NGCO	1	0.0	0.0	99.9
Q	1	0.0	0.0	99.9
Q17	1	0.0	0.0	99.9
Q27	1	0.0	0.0	99.9
Q3	2	0.0	0.0	99.9
Q43	1	0.0	0.0	99.9
Q44	2	0.0	0.0	99.9
Q54	2	0.0	0.0	100.0
Q77,Q110	1	0.0	0.0	100.0
S1	2	0.0	0.0	100.0
V1	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q4C. Does this trip include a transfer? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,389	99.6	99.6	99.6
ADELPHI UNIVERSITY SHUTTLE	1	0.0	0.0	99.6
EXPRESS 6X	1	0.0	0.0	99.6
F TRAIN	1	0.0	0.0	99.6
FREEPORT TO LONG BEACH SANDY RELOCATED FOR NOW?	1	0.0	0.0	99.6
FRONT STREET	1	0.0	0.0	99.6
GLENCOVE	1	0.0	0.0	99.6
LEVITTOWN	1	0.0	0.0	99.6
LIRR	2	0.0	0.0	99.7
LOWER ISLAND BUS	1	0.0	0.0	99.7
LRR	4	0.0	0.0	99.7
M7/M11	7	0.1	0.1	99.8
MALL TRANS	1	0.0	0.0	99.8
MINEOLA	2	0.0	0.0	99.8
Q111	1	0.0	0.0	99.8
Q17	1	0.0	0.0	99.8

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Q2	2	0.0	0.0	99.9
Q27	2	0.0	0.0	99.9
Q3	1	0.0	0.0	99.9
Q54	1	0.0	0.0	99.9
QUEENS BUS	4	0.0	0.0	99.9
S1	1	0.0	0.0	100.0
S40	1	0.0	0.0	100.0
SCHOOL SHUTTLE	2	0.0	0.0	100.0
TAXI	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q5. What MetroCard product do you typically use?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pay Per Ride	3,349	35.5	40.6	40.6
Unlimited	2,597	27.5	31.5	72.1
None - I pay cash	2,296	24.3	27.9	100.0
Total	8,242	87.4	100.0	
Missing System	1,188	12.6		
Total	9,430	100.0		

Q6. How did you get to the bus stop for this trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Walked more than 4 blocks	2,569	27.2	30.1	30.1
Walked 4 blocks or less	2,894	30.7	33.9	64.0
Drove self	140	1.5	1.6	65.7
Rode bike	32	0.3	0.4	66.0
Transfer from bus/train	2,402	25.5	28.2	94.2
Dropped off	426	4.5	5.0	99.2
Other	69	0.7	0.8	100.0
Total	8,532	90.5	100.0	
Missing System	898	9.5		
Total	9,430	100.0		

Q6A. How did you get to the bus stop for this trip? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,400	99.7	99.7	99.7
ADELPHI UNIVERSITY SHUTTLE	1	0.0	0.0	99.7
COMMUTE VAN	2	0.0	0.0	99.7
SHUTTLE FROM SCHOOL	1	0.0	0.0	99.7
SKATEBOARD	2	0.0	0.0	99.7
TAKE A DOLLAR VAN	2	0.0	0.0	99.8

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TAXI	21	0.2	0.2	100.0
UNIVERSITY SHUTTLE	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q7. How will you travel to your destination once you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Walk more than 4 blocks	2,094	22.2	24.4	24.4
Walk 4 blocks or less	3,726	39.5	43.5	67.9
Drive self	102	1.1	1.2	69.1
Ride bike	34	0.4	0.4	69.5
Transfer to bus/train	2,238	23.7	26.1	95.6
Get picked up	299	3.2	3.5	99.1
Other	77	0.8	0.9	100.0
Total	8,570	90.9	100.0	
Missing System	860	9.1		
Total	9,430	100.0		

Q7A. How will you travel to your destination once you get off this bus? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,400	99.7	99.7	99.7
LONGBOARD/SKATEBOARD	1	0.0	0.0	99.7
NEVER KNOW UNTIL THAT MOMENT EXISTS	1	0.0	0.0	99.7
TAXI	28	0.3	0.3	100.0
Total	9,430	100.0	100.0	

Q8. What is the primary purpose for this trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Work	4,500	47.7	56.3	56.3
School	1,151	12.2	14.4	70.6
Visiting friends	384	4.1	4.8	75.4
Shopping	390	4.1	4.9	80.3
Healthcare	428	4.5	5.4	85.7
Personal business	848	9.0	10.6	96.3
Other (specify)	299	3.2	3.7	100.0
Total	8,000	84.8	100.0	
Missing System	1,430	15.2		
Total	9,430	100.0		

Q8A. What is the primary purpose for this trip? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,150	97.0	97.0	97.0
AIRPORT	1	0.0	0.0	97.0
ALL ABOVE	1	0.0	0.0	97.1
ARMY TRAINING	1	0.0	0.0	97.1
BANKING	4	0.0	0.0	97.1
BEAUTY SHOP	1	0.0	0.0	97.1
BELMONT RACETRACK	2	0.0	0.0	97.1
BOWLING	1	0.0	0.0	97.1
CHESS CLUB	1	0.0	0.0	97.2
CHURCH	55	0.6	0.6	97.7
CITY TRIP	1	0.0	0.0	97.8
CLASSIFIED	1	0.0	0.0	97.8
COLLEGE	1	0.0	0.0	97.8
COMMUNITY SERVICE	1	0.0	0.0	97.8
COURT	10	0.1	0.1	97.9
DAYCARE	2	0.0	0.0	97.9
DEPT OF LABOR	2	0.0	0.0	97.9
DINNER	1	0.0	0.0	97.9
DROP MY SON TO SCHOOL	1	0.0	0.0	98.0
DROPPING OFF CAR AT A FURTHER POINT	1	0.0	0.0	98.0
FAIR	5	0.1	0.1	98.0
FREE TIME	1	0.0	0.0	98.0
FUN DAY	1	0.0	0.0	98.0
GAME	2	0.0	0.0	98.1
GET TO LIRR	1	0.0	0.0	98.1
GO TO CLUB HOUSE	1	0.0	0.0	98.1
GO TO THE MET MUSEUM	1	0.0	0.0	98.1
GOING HOME	113	1.2	1.2	99.3
GYM	10	0.1	0.1	99.4
HAIRCUT	2	0.0	0.0	99.4
HIKE IN CITY	1	0.0	0.0	99.4
INTERVIEW	4	0.0	0.0	99.5
JOB INTERVIEW	9	0.1	0.1	99.6
KIDS	2	0.0	0.0	99.6
LIBRARY	1	0.0	0.0	99.6
MEAL	1	0.0	0.0	99.6
MILITARY	1	0.0	0.0	99.6
MUSIC FAIR	1	0.0	0.0	99.6
NO CAR	1	0.0	0.0	99.6
PAY ELECTRICAL BILL	2	0.0	0.0	99.7
PESCAR	1	0.0	0.0	99.7
PLAY SPORTS	4	0.0	0.0	99.7

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POST OFFICE	2	0.0	0.0	99.7
PROBATION	1	0.0	0.0	99.7
PROGRAM	3	0.0	0.0	99.8
SENIOR CENTER	1	0.0	0.0	99.8
SHOP	1	0.0	0.0	99.8
SHOPPING	3	0.0	0.0	99.8
SOUP KITCHEN	2	0.0	0.0	99.9
SSI	1	0.0	0.0	99.9
SURGERY	1	0.0	0.0	99.9
TO FIX MY METRO CARD BY PASSONIST ARCHER AVE TO THE LIRR	1	0.0	0.0	99.9
TOUR	1	0.0	0.0	99.9
TRADER JOES	1	0.0	0.0	99.9
TRAINING	6	0.1	0.1	100.0
UNEMPLOYMENT	1	0.0	0.0	100.0
WALK	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q9. What is your primary reason for choosing NICE for this trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cost	839	8.9	11.0	11.0
	Proximity to my destination	751	8.0	9.8	20.8
	Lack of car	3,810	40.4	49.9	70.7
	Avoid traffic/parking	291	3.1	3.8	74.5
	Not able to drive	1,170	12.4	15.3	89.8
	Prefer public transit to driving	636	6.7	8.3	98.1
	Other (specify)	143	1.5	1.9	100.0
	Total	7,640	81.0	100.0	
Missing	System	1,790	19.0		
Total		9,430	100.0		



Q9A. What is your primary reason for choosing NICE for this trip? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,313	98.8	98.8	98.8
BLIND	1	0.0	0.0	98.8
BROKEN BIKE	1	0.0	0.0	98.8
DISABLED	8	0.1	0.1	98.9
FAST	4	0.0	0.0	98.9
FINANCIAL BUDGET	2	0.0	0.0	98.9
JUST RELAXING	1	0.0	0.0	98.9
NO OTHER CHOICE	82	0.8	0.8	99.8
ONLY BUS AVAILABLE	17	0.2	0.2	100.0
THE ONLY OPTION	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q10. How often do you ride NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Less than once a week	553	5.9	6.4	6.4
1-2 times a week	753	8.0	8.8	15.2
3-4 times a week	2,045	21.7	23.8	39.1
5 or more times a week	5,226	55.4	60.9	100.0
Total	8,577	91.0	100.0	
Missing				
System	853	9.0		
Total	9,430	100.0		

Q11. How would you have made this trip if NICE was not available?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Drive own vehicle	766	8.1	10.2	10.2
Ride bicycle	187	1.9	2.4	12.6
Friend/family member	1,948	20.4	25.7	38.3
Walk	780	8.3	10.4	48.7
Wouldn't make trip	1,553	16.4	20.7	69.5
Taxi	1,486	15.8	19.9	89.3
Other (specify)	780	8.4	10.7	100.0
Total	7,472	79.2	100.0	
Missing				
System	1,958	20.8		
Total	9,430	100.0		

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Q11A. How would you have made this trip if NICE was not available? – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8,650	91.7	91.7	91.7
DROP OUT OF SCHOOL	1	0.0	0.0	91.7
EXPRESS	2	0.0	0.0	91.8
FIND ANOTHER WORK	1	0.0	0.0	91.8
FLY	1	0.0	0.0	91.8
HITCH HIKE	1	0.0	0.0	91.8
I'M NOT SURE	1	0.0	0.0	91.8
I'M TOO LAZY	1	0.0	0.0	91.8
I COULD NOT	1	0.0	0.0	91.8
I DON'T KNOW	60	0.6	0.6	92.5
I PREFER NOT TO THINK ABOUT IT	1	0.0	0.0	92.5
I WOULD MOVE TO N.YC.	1	0.0	0.0	92.5
IF MONEY ON HAND.	1	0.0	0.0	92.5
IS THIS A TRICK QUESTION?	1	0.0	0.0	92.5
LOOK FOR ANOTHER JOB	9	0.1	0.1	92.6
MOVE	1	0.0	0.0	92.6
MOVE TO QUEENS	1	0.0	0.0	92.6
MTA BUS	64	0.7	0.7	93.3
MTA WILL PROVIDE	2	0.0	0.0	93.3
OTHER	1	0.0	0.0	93.3
OTHER ROUTE	1	0.0	0.0	93.3
QUEENS BUS	16	0.2	0.2	93.5
ROLLER BLADE	1	0.0	0.0	93.5
SCHOOL SHUTTLE	2	0.0	0.0	93.5
SCHOOL SHUTTLE OR WOULDN'T WORK AT NYIT NOW THRU SEPT	1	0.0	0.0	93.6
TRAIN	608	6.4	6.4	100.0
Total	9,430	100.0	100.0	

Q12. What is your approximate annual household income?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Less than \$15,000	2,665	28.3	37.9	37.9
\$15,000 to \$24,999	728	7.7	10.4	48.3
\$25,000 to \$34,999	1,470	15.6	20.9	69.2
\$35,000 to \$49,999	690	7.3	9.8	79.0
\$50,000 to \$74,999	905	9.6	12.9	91.8
\$75,000 to \$99,999	339	3.6	4.8	96.7
\$100,000 or more	235	2.5	3.3	100.0
Total	7,032	74.6	100.0	
Missing				
System	2,398	25.4		
Total	9,430	100.0		

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Q13. How many people live in your household?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	951	10.1	11.8	11.8
2	1,621	17.2	20.2	32.0
3	1,714	18.2	21.3	53.4
4	1,674	17.8	20.8	74.2
5	986	10.5	12.3	86.5
6	511	5.4	6.4	92.8
7	228	2.4	2.8	95.7
8	162	1.7	2.0	97.7
9 or more	186	2.0	2.3	100.0
Total	8,033	85.2	100.0	
Missing System	1,397	14.8		
Total	9,430	100.0		

Q14. What is your race? (select all that apply)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Hispanic/Latino	2,263	24.0	29.0	29.0
Black/African America	3,516	37.3	45.1	74.2
White	955	10.1	12.3	86.4
American Indian/Alaskan Native	101	1.1	1.3	87.7
Asian	575	6.1	7.4	95.1
Native Hawaiian/Pacific Islander	55	0.6	0.7	95.8
Other (specify)	326	3.5	4.2	100.0
Total	7,791	82.6	100.0	
Missing System	1,639	17.4		
Total	9,430	100.0		

Q14A. What is your race? (select all that apply) – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,153	97.1	97.1	97.1
A HUMAN BEING	1	0.0	0.0	97.1
ALL NATION	3	0.0	0.0	97.1
AMERICAN/GUYANESE	1	0.0	0.0	97.1
ARAB	2	0.0	0.0	97.1
ARAB/SPANISH	1	0.0	0.0	97.1
ARGENTINEAN	1	0.0	0.0	97.2
ASIAN,BENGALI	1	0.0	0.0	97.2
BANGLADESH	2	0.0	0.0	97.2
BIRACIAL	1	0.0	0.0	97.2
BLACK,HAITIAN	1	0.0	0.0	97.2

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BLACK/WHITE	1	0.0	0.0	97.2
BRAZILIAN	1	0.0	0.0	97.2
BRITISH	1	0.0	0.0	97.2
BRITISH JAMAICAN	1	0.0	0.0	97.3
BROWN SLIM	2	0.0	0.0	97.3
CAMBEAN	1	0.0	0.0	97.3
CANADIAN AMERICA	4	0.0	0.0	97.3
CARIBBEAN	3	0.0	0.0	97.4
CARIBBEAN AMERICAN	3	0.0	0.0	97.4
CARIBBEAN INDIAN	2	0.0	0.0	97.4
CENTRAL AMERICA	1	0.0	0.0	97.4
CHADIAN	1	0.0	0.0	97.4
CHEROKEE INDIAN 100%	2	0.0	0.0	97.5
CHINESE	1	0.0	0.0	97.5
CHOOSE NOT TO COMMENT	1	0.0	0.0	97.5
CUBAN	1	0.0	0.0	97.5
DOES THAT REALLY MATTER	1	0.0	0.0	97.5
DOESN'T CONCERN YOU	1	0.0	0.0	97.5
DOMINICAN	1	0.0	0.0	97.5
EAST INDIAN	2	0.0	0.0	97.5
EGYPTIAN	1	0.0	0.0	97.6
EUROPEAN,AMERICAN	1	0.0	0.0	97.6
EVERYTHING	1	0.0	0.0	97.6
FRENCH	1	0.0	0.0	97.6
GUYANESE	6	0.0	0.0	97.6
HAITIAN	21	0.2	0.2	97.9
HAITIAN AMERICAN	1	0.0	0.0	97.9
HINDI	1	0.0	0.0	97.9
HINDU	2	0.0	0.0	97.9
HUMAN	5	0.1	0.1	98.0
HUMAN RACE	1	0.0	0.0	98.0
INDIAN-WESTINDIES	2	0.0	0.0	98.0
INDIAN	26	0.3	0.3	98.3
INDIAN & IRISH	1	0.0	0.0	98.3
INDIAN CINDIAL	1	0.0	0.0	98.3
ISPANO	1	0.0	0.0	98.3
ISRAELI	3	0.0	0.0	98.3
ITALIAN	1	0.0	0.0	98.3
ITALIAN/AFRICAN AMERICAN	2	0.0	0.0	98.4
ITALIANO HISPANIC	1	0.0	0.0	98.4
JAMAICAN	26	0.3	0.3	98.7
JAMAICAN MIX RACES	1	0.0	0.0	98.7
JAMAICAN, INDIAN	1	0.0	0.0	98.7

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LATINAS	2	0.0	0.0	98.7
LATINO	2	0.0	0.0	98.7
LATINO, ASIAN	1	0.0	0.0	98.7
LEBANESE, AMERICAN	1	0.0	0.0	98.7
LEBANESE, EUROPEAN	1	0.0	0.0	98.7
MANY	4	0.0	0.0	98.8
MEXICAN	1	0.0	0.0	98.8
MIDDLE EAST	1	0.0	0.0	98.8
MIDDLE EASTERN MUSLIM	1	0.0	0.0	98.8
MIXED	31	0.3	0.3	99.2
MOORISH AMERICAN	3	0.0	0.0	99.2
NATIVE AMERICAN	2	0.0	0.0	99.2
NIGERIAN	1	0.0	0.0	99.2
NO RACE - WE ARE ALL EQUAL	1	0.0	0.0	99.2
NO RACE	3	0.0	0.0	99.3
NONE	9	0.1	0.1	99.4
NONE OF YOUR BUSINESS	1	0.0	0.0	99.4
NOT IMPORTANT	3	0.0	0.0	99.4
NOT SPECIFIED	1	0.0	0.0	99.4
NOT SURE	1	0.0	0.0	99.4
OF SPAIN	2	0.0	0.0	99.4
PAKISTANI	1	0.0	0.0	99.4
PURE SPIRIT SOUL	2	0.0	0.0	99.5
PERSIAN	3	0.0	0.0	99.5
PORTUGUESE	1	0.0	0.0	99.5
PORTUGUESE AMERICAN	2	0.0	0.0	99.5
RUSSIAN	1	0.0	0.0	99.5
RUSSIAN/GERMAN	1	0.0	0.0	99.6
SALVADORIAN	4	0.0	0.0	99.6
SOUTH AMERICAN	2	0.0	0.0	99.6
SOUTH ASIAN	2	0.0	0.0	99.6
SPAIN	1	0.0	0.0	99.7
TRINADAD	3	0.0	0.0	99.7
TURKISH	1	0.0	0.0	99.7
UNITED STATES	3	0.0	0.0	99.7
UNKNOWN	4	0.0	0.0	99.8
WEST INDIAN	16	0.2	0.2	99.9
WEST INDIAN AMERICAN	1	0.0	0.0	99.9
WEST INDIAN HAIFIAN HUEEICAN	1	0.0	0.0	100.0
WEST JUDRIAN	1	0.0	0.0	100.0
WEST LINDAN	1	0.0	0.0	100.0
WEST MALIAN	1	0.0	0.0	100.0
WHITE,SPANISH MIX	1	0.0	0.0	100.0

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Total	9,430	100.0	100.0	
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Q15. Please indicate which languages are spoken in your home. (select all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	4,943	52.4	79.4	79.4
	Spanish	861	9.1	13.8	93.3
	Chinese	51	0.5	0.8	94.1
	Italian	30	0.3	0.5	94.6
	Persian	17	0.2	0.3	94.8
	Korean	13	0.1	0.2	95.0
	French Creole	155	1.5	2.3	97.3
	Other (specify)	154	1.7	2.7	100.0
	Total	6,224	66.0	100.0	
Missing	System	3,206	34.0		
Total		9,430	100.0		

Q15A. Please indicate which languages are spoken in your home. (select all that apply) – Other (specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,051	96.0	96.0	96.0
ALBANIAN	2	0.0	0.0	96.0
ALL	2	0.0	0.0	96.0
AMBOSBILINGUES	1	0.0	0.0	96.0
AMERICAN	1	0.0	0.0	96.0
AMERICAN INDIAN	1	0.0	0.0	96.1
AMERICAN SIGN LANGUAGE	8	0.1	0.1	96.1
ARABIC	15	0.1	0.1	96.3
AUSTRALIAN	1	0.0	0.0	96.3
BENGALI	36	0.3	0.3	96.7
BENGALI / INDIAN / PAKISTANI	1	0.0	0.0	96.7
EBONICS	1	0.0	0.0	96.7
FRENCH	34	0.4	0.4	97.1
FRENCH,GERMAN	1	0.0	0.0	97.2
Gaelic	4	0.0	0.0	97.3
GERMAN	5	0.1	0.1	97.3
GERMAN, HEBREW	1	0.0	0.0	97.3
GIBBERISH	1	0.0	0.0	97.3
GREEK	5	0.1	0.1	97.4
GUJARATI	7	0.1	0.1	97.5
HEBREW	3	0.0	0.0	97.5
HINDI	31	0.3	0.3	97.8

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HINDI, PUNJABI	2	0.0	0.0	97.9
HINDI, TAGALOG	1	0.0	0.0	97.9
HINDI, TAMIL	1	0.0	0.0	97.9
HUNGARIAN	3	0.0	0.0	97.9
INDIAN	5	0.1	0.1	98.0
JAMAICAN	6	0.1	0.1	98.1
JAMAICAN CREOLE	3	0.0	0.0	98.1
JAMAICAN PATOIS	2	0.0	0.0	98.1
JAPANESE	4	0.0	0.0	98.2
LATINO	1	0.0	0.0	98.2
LITHUANIAN	1	0.0	0.0	98.2
MACEDONIAN	2	0.0	0.0	98.2
MALAYSIAN	23	0.2	0.2	98.4
MONTENEGRIN	1	0.0	0.0	98.4
NEPALI	2	0.0	0.0	98.4
NIGERIA LANGUAGE	1	0.0	0.0	98.5
NONE	2	0.0	0.0	98.5
PASHTO	10	0.1	0.1	98.6
POLISH	7	0.1	0.1	98.7
PORTUGUESE	12	0.1	0.1	98.8
PUNJABI	5	0.1	0.1	98.8
ROMANIAN	2	0.0	0.0	98.9
RUSSIAN	12	0.1	0.1	99.0
SALVADORIAN	1	0.0	0.0	99.0
SWAHILI	2	0.0	0.0	99.0
TAGALOG	35	0.4	0.4	99.4
TAIWANESE	1	0.0	0.0	99.4
TAMIL	1	0.1	0.1	99.4
TELUGU	6	0.1	0.1	99.5
TELUGU, HINDI	1	0.0	0.0	99.5
THAI	2	0.0	0.0	99.5
TURKISH	4	0.0	0.0	99.6
UKRAINIAN	3	0.0	0.0	99.6
URDU	20	0.2	0.2	99.8
URDU, PUNJABI	2	0.0	0.0	99.9
URDU/HINDI	2	0.0	0.0	99.9
VIETNAMESE	1	0.0	0.0	99.9
YORUBA	12	0.1	0.1	100.0
Total	9,430	100.0	100.0	

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Q16. Has a lack of proficiency in English affected your ability to use NICE?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	777	8.2	10.3	10.3
	No	6,783	71.9	89.7	100.0
	Total	7,560	80.2	100.0	
Missing	System	1,870	19.8		
Total		9,430	100.0		

Q17. What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	3,074	32.6	40.8	40.8
	Female	4,464	47.3	59.2	100.0
	Total	7,538	79.9	100.0	
Missing	System	1,892	20.1		
Total		9,430	100.0		

Q18. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 16	52	0.6	0.6	0.6
	16 to 18	565	6.0	6.9	7.6
	19 to 24	1,886	20.0	23.1	30.7
	25 to 44	2,973	31.5	36.5	67.2
	45 to 64	2,276	24.1	27.9	95.2
	65 or older	395	4.2	4.8	100.0
	Total	8,147	86.4	100.0	
Missing	System	1,283	13.6		
Total		9,430	100.0		

Q19. What is your home ZIP code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2,507	26.6	26.6	26.6
	00520	1	0.0	0.0	26.6
	01155	2	0.0	0.0	26.6
	07018	1	0.0	0.0	26.6
	07047	1	0.0	0.0	26.6
	07104	1	0.0	0.0	26.6
	07111	3	0.0	0.0	26.7
	07601	1	0.0	0.0	26.7
	10002	1	0.0	0.0	26.7
	10007	1	0.0	0.0	26.7
	10010	2	0.0	0.0	26.7
	10011	3	0.0	0.0	26.8

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10013	1	0.0	0.0	26.8
10014	4	0.0	0.0	26.8
10018	3	0.0	0.0	26.9
10019	3	0.0	0.0	26.9
10024	1	0.0	0.0	26.9
10025	3	0.0	0.0	26.9
10026	2	0.0	0.0	26.9
10027	2	0.0	0.0	27.0
10029	2	0.0	0.0	27.0
10031	4	0.0	0.0	27.0
10032	2	0.0	0.0	27.1
10033	1	0.0	0.0	27.1
10034	3	0.0	0.0	27.1
10035	2	0.0	0.0	27.1
10036	1	0.0	0.0	27.1
10039	5	0.1	0.1	27.2
10040	1	0.0	0.0	27.2
10053	1	0.0	0.0	27.2
10128	1	0.0	0.0	27.2
10370	1	0.0	0.0	27.2
10451	1	0.0	0.0	27.2
10452	4	0.0	0.0	27.3
10456	2	0.0	0.0	27.3
10457	1	0.0	0.0	27.3
10458	3	0.0	0.0	27.3
10462	2	0.0	0.0	27.4
10463	1	0.0	0.0	27.4
10465	1	0.0	0.0	27.4
10466	2	0.0	0.0	27.4
10467	3	0.0	0.0	27.4
10468	2	0.0	0.0	27.5
10469	2	0.0	0.0	27.5
10471	1	0.0	0.0	27.5
10472	5	0.1	0.1	27.5
10473	2	0.0	0.0	27.6
10475	2	0.0	0.0	27.6
10550	4	0.0	0.0	27.6
10581	1	0.0	0.0	27.6
10604	1	0.0	0.0	27.6
10704	1	0.0	0.0	27.7
10705	1	0.0	0.0	27.7
10821	1	0.0	0.0	27.7
10973	1	0.0	0.0	27.7



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11001	71	0.8	0.8	28.4
11002	2	0.0	0.0	28.5
11003	411	4.4	4.4	32.8
11004	8	0.1	0.1	32.9
11005	2	0.0	0.0	32.9
11006	2	0.0	0.0	32.9
11008	1	0.0	0.0	33.0
11009	1	0.0	0.0	33.0
11010	60	0.6	0.6	33.6
11020	19	0.2	0.2	33.8
11021	15	0.2	0.2	34.0
11022	1	0.0	0.0	34.0
11023	5	0.1	0.1	34.0
11024	5	0.1	0.1	34.1
11025	1	0.0	0.0	34.1
11030	12	0.1	0.1	34.2
11031	1	0.0	0.0	34.2
11032	1	0.0	0.0	34.2
11033	1	0.0	0.0	34.3
11040	129	1.4	1.4	35.6
11042	1	0.0	0.0	35.6
11046	1	0.0	0.0	35.6
11050	64	0.7	0.7	36.3
11051	1	0.0	0.0	36.3
11056	1	0.0	0.0	36.3
11058	2	0.0	0.0	36.4
11061	3	0.0	0.0	36.4
11090	3	0.0	0.0	36.4
11093	1	0.0	0.0	36.4
11094	2	0.0	0.0	36.5
11096	22	0.2	0.2	36.7
11098	2	0.0	0.0	36.7
11101	2	0.0	0.0	36.7
11102	2	0.0	0.0	36.8
11103	4	0.0	0.0	36.8
11104	3	0.0	0.0	36.8
11105	3	0.0	0.0	36.9
11106	2	0.0	0.0	36.9
11156	1	0.0	0.0	36.9
11201	4	0.0	0.0	36.9
11203	8	0.1	0.1	37.0
11205	1	0.0	0.0	37.0
11206	4	0.0	0.0	37.1

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11207	13	0.1	0.1	37.2
11208	9	0.1	0.1	37.3
11209	6	0.1	0.1	37.4
11210	4	0.0	0.0	37.4
11211	2	0.0	0.0	37.4
11212	18	0.2	0.2	37.6
11213	5	0.1	0.1	37.7
11214	2	0.0	0.0	37.7
11215	2	0.0	0.0	37.7
11216	6	0.1	0.1	37.8
11217	1	0.0	0.0	37.8
11218	1	0.0	0.0	37.8
11219	2	0.0	0.0	37.8
11220	3	0.0	0.0	37.9
11221	16	0.2	0.2	38.0
11223	2	0.0	0.0	38.0
11225	7	0.1	0.1	38.1
11226	15	0.2	0.2	38.3
11227	2	0.0	0.0	38.3
11230	2	0.0	0.0	38.3
11231	2	0.0	0.0	38.3
11233	14	0.1	0.1	38.5
11234	4	0.0	0.0	38.5
11235	3	0.0	0.0	38.6
11236	20	0.2	0.2	38.8
11237	2	0.0	0.0	38.8
11238	4	0.0	0.0	38.8
11239	1	0.0	0.0	38.9
11255	1	0.0	0.0	38.9
11267	1	0.0	0.0	38.9
11268	1	0.0	0.0	38.9
11286	1	0.0	0.0	38.9
11305	1	0.0	0.0	38.9
11317	1	0.0	0.0	38.9
11330	1	0.0	0.0	38.9
11333	1	0.0	0.0	38.9
11335	1	0.0	0.0	39.0
11341	1	0.0	0.0	39.0
11343	2	0.0	0.0	39.0
11350	1	0.0	0.0	39.0
11353	1	0.0	0.0	39.0
11354	7	0.1	0.1	39.1
11355	20	0.2	0.2	39.3

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11356	5	0.1	0.1	39.3
11357	4	0.0	0.0	39.4
11358	10	0.1	0.1	39.5
11360	1	0.0	0.0	39.5
11361	6	0.1	0.1	39.6
11363	5	0.1	0.1	39.6
11364	6	0.1	0.1	39.7
11365	13	0.1	0.1	39.8
11366	6	0.1	0.1	39.9
11367	7	0.1	0.1	40.0
11368	21	0.2	0.2	40.2
11369	5	0.1	0.1	40.2
11370	4	0.0	0.0	40.3
11372	12	0.1	0.1	40.4
11373	18	0.2	0.2	40.6
11374	4	0.0	0.0	40.6
11375	4	0.0	0.0	40.7
11377	11	0.1	0.1	40.8
11378	5	0.1	0.1	40.8
11379	5	0.1	0.1	40.9
11380	1	0.0	0.0	40.9
11385	8	0.1	0.1	41.0
11390	1	0.0	0.0	41.0
11396	1	0.0	0.0	41.0
11398	1	0.0	0.0	41.0
11401	1	0.0	0.0	41.0
11402	1	0.0	0.0	41.0
11410	1	0.0	0.0	41.1
11411	23	0.2	0.2	41.3
11412	86	0.9	0.9	42.2
11413	93	1.0	1.0	43.2
11414	2	0.0	0.0	43.2
11415	2	0.0	0.0	43.2
11416	8	0.1	0.1	43.3
11417	11	0.1	0.1	43.4
11418	15	0.2	0.2	43.6
11419	28	0.3	0.3	43.9
11420	29	0.3	0.3	44.2
11421	10	0.1	0.1	44.3
11422	65	0.7	0.7	45.0
11423	49	0.5	0.5	45.5
11424	2	0.0	0.0	45.5
11425	1	0.0	0.0	45.6

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11426	32	0.3	0.3	45.9
11427	27	0.3	0.3	46.2
11428	56	0.6	0.6	46.8
11429	64	0.7	0.7	47.5
11430	1	0.0	0.0	47.5
11432	100	1.1	1.1	48.5
11433	60	0.6	0.6	49.2
11434	101	1.1	1.1	50.2
11435	46	0.5	0.5	50.7
11436	14	0.1	0.1	50.9
11439	1	0.0	0.0	50.9
11442	1	0.0	0.0	50.9
11453	3	0.0	0.0	50.9
11458	1	0.0	0.0	50.9
11462	3	0.0	0.0	51.0
11470	1	0.0	0.0	51.0
11471	1	0.0	0.0	51.0
11473	1	0.0	0.0	51.0
11479	1	0.0	0.0	51.0
11484	1	0.0	0.0	51.0
11491	2	0.0	0.0	51.0
11492	4	0.0	0.0	51.1
11493	1	0.0	0.0	51.1
11500	10	0.1	0.1	51.2
11501	76	0.8	0.8	52.0
11502	3	0.0	0.0	52.0
11503	1	0.0	0.0	52.0
11504	1	0.0	0.0	52.1
11505	1	0.0	0.0	52.1
11507	6	0.1	0.1	52.1
11509	2	0.0	0.0	52.2
11510	205	2.2	2.2	54.3
11511	1	0.0	0.0	54.3
11512	1	0.0	0.0	54.3
11514	5	0.1	0.1	54.4
11515	8	0.1	0.1	54.5
11516	9	0.1	0.1	54.6
11518	15	0.2	0.2	54.7
11519	1	0.0	0.0	54.8
11520	602	6.4	6.4	61.1
11521	2	0.0	0.0	61.2
11522	1	0.0	0.0	61.2
11523	1	0.0	0.0	61.2



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11525	8	0.1	0.1	61.3
11526	4	0.0	0.0	61.3
11528	2	0.0	0.0	61.3
11530	15	0.2	0.2	61.5
11531	1	0.0	0.0	61.5
11533	3	0.0	0.0	61.5
11534	1	0.0	0.0	61.5
11540	5	0.1	0.1	61.6
11541	5	0.1	0.1	61.6
11542	30	0.3	0.3	62.0
11543	3	0.0	0.0	62.0
11544	1	0.0	0.0	62.0
11545	1	0.0	0.0	62.0
11546	1	0.0	0.0	62.0
11547	1	0.0	0.0	62.0
11548	2	0.0	0.0	62.1
11549	4	0.0	0.0	62.1
11550	1,125	11.9	11.9	74.0
11551	9	0.1	0.1	74.1
11552	225	2.4	2.4	76.5
11553	310	3.3	3.3	79.8
11554	48	0.5	0.5	80.3
11555	1	0.0	0.0	80.3
11556	18	0.2	0.2	80.5
11557	11	0.1	0.1	80.6
11558	28	0.3	0.3	80.9
11559	19	0.2	0.2	81.1
11560	3	0.0	0.0	81.2
11561	128	1.4	1.4	82.5
11563	44	0.5	0.5	83.0
11565	10	0.1	0.1	83.1
11566	14	0.1	0.1	83.2
11567	1	0.0	0.0	83.2
11568	1	0.0	0.0	83.3
11569	2	0.0	0.0	83.3
11570	109	1.2	1.2	84.4
11571	1	0.0	0.0	84.4
11572	46	0.5	0.5	84.9
11573	3	0.0	0.0	85.0
11575	344	3.6	3.6	88.6
11576	16	0.2	0.2	88.8
11577	12	0.1	0.1	88.9
11578	1	0.0	0.0	88.9



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11579	3	0.0	0.0	89.0
11580	241	2.6	2.6	91.5
11581	32	0.3	0.3	91.8
11586	3	0.0	0.0	91.9
11588	1	0.0	0.0	91.9
11590	179	1.9	1.9	93.8
11592	1	0.0	0.0	93.8
11595	1	0.0	0.0	93.8
11596	20	0.2	0.2	94.0
11598	3	0.0	0.0	94.1
11599	1	0.0	0.0	94.1
11601	1	0.0	0.0	94.1
11603	1	0.0	0.0	94.1
11611	1	0.0	0.0	94.1
11620	1	0.0	0.0	94.1
11642	5	0.1	0.1	94.2
11646	1	0.0	0.0	94.2
11681	1	0.0	0.0	94.2
11691	92	1.0	1.0	95.2
11692	10	0.1	0.1	95.3
11693	11	0.1	0.1	95.4
11694	3	0.0	0.0	95.4
11696	1	0.0	0.0	95.4
11701	21	0.2	0.2	95.6
11702	1	0.0	0.0	95.7
11703	2	0.0	0.0	95.7
11704	9	0.1	0.1	95.8
11706	9	0.1	0.1	95.9
11710	30	0.3	0.3	96.2
11714	7	0.1	0.1	96.3
11717	5	0.1	0.1	96.3
11719	1	0.0	0.0	96.3
11722	4	0.0	0.0	96.4
11724	1	0.0	0.0	96.4
11725	1	0.0	0.0	96.4
11726	10	0.1	0.1	96.5
11729	2	0.0	0.0	96.5
11733	1	0.0	0.0	96.5
11735	22	0.2	0.2	96.8
11738	2	0.0	0.0	96.8
11742	1	0.0	0.0	96.8
11743	5	0.1	0.1	96.8
11746	8	0.1	0.1	96.9



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11747	1	0.0	0.0	96.9
11751	1	0.0	0.0	96.9
11752	1	0.0	0.0	97.0
11753	5	0.1	0.1	97.0
11756	35	0.4	0.4	97.4
11757	14	0.1	0.1	97.5
11758	30	0.3	0.3	97.8
11762	5	0.0	0.0	97.9
11771	1	0.0	0.0	97.9
11775	3	0.0	0.0	97.9
11776	2	0.0	0.0	98.0
11777	2	0.0	0.0	98.0
11779	2	0.0	0.0	98.0
11782	1	0.0	0.0	98.0
11783	12	0.1	0.1	98.1
11784	1	0.0	0.0	98.2
11787	2	0.0	0.0	98.2
11793	9	0.1	0.1	98.3
11795	2	0.0	0.0	98.3
11797	2	0.0	0.0	98.3
11798	4	0.0	0.0	98.4
11801	91	1.0	1.0	99.3
11802	1	0.0	0.0	99.3
11803	12	0.1	0.1	99.5
11804	1	0.0	0.0	99.5
11807	1	0.0	0.0	99.5
11810	2	0.0	0.0	99.5
11811	1	0.0	0.0	99.5
11829	1	0.0	0.0	99.5
11852	1	0.0	0.0	99.5
11891	1	0.0	0.0	99.5
11901	1	0.0	0.0	99.6
11911	1	0.0	0.0	99.6
11912	1	0.0	0.0	99.6
11928	2	0.0	0.0	99.6
11933	4	0.0	0.0	99.6
11934	1	0.0	0.0	99.7
11935	1	0.0	0.0	99.7
11951	1	0.0	0.0	99.7
11953	3	0.0	0.0	99.7
11967	1	0.0	0.0	99.7
12010	1	0.0	0.0	99.7
12434	1	0.0	0.0	99.7



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12701	2	0.0	0.0	99.8
14429	1	0.0	0.0	99.8
15125?	1	0.0	0.0	99.8
15432	1	0.0	0.0	99.8
15520	2	0.0	0.0	99.8
15561	1	0.0	0.0	99.8
16002	1	0.0	0.0	99.8
16550	1	0.0	0.0	99.8
17542	1	0.0	0.0	99.9
17860	1	0.0	0.0	99.9
18510	1	0.0	0.0	99.9
20110	1	0.0	0.0	99.9
23324	1	0.0	0.0	99.9
30004	1	0.0	0.0	99.9
30349	1	0.0	0.0	99.9
41125	1	0.0	0.0	99.9
46115	2	0.0	0.0	99.9
50116	1	0.0	0.0	100.0
51757	1	0.0	0.0	100.0
52011	1	0.0	0.0	100.0
70002	1	0.0	0.0	100.0
90020	1	0.0	0.0	100.0
Total	9,430	100.0	100.0	

Q20. Are you employed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	3,823	40.5	47.3	47.3
	Part-time	2,548	27.0	31.5	78.8
	Retired	349	3.7	4.3	83.1
	Not employed	1,363	14.5	16.9	100.0
	Total	8,083	85.7	100.0	
Missing	System	1,347	14.3		
Total		9,430	100.0		

Q21. Are you a student?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time student	1,787	19.0	24.1	24.1
	Part-time student	990	10.5	13.3	37.4
	Not a student	4,652	49.3	62.6	100.0
	Total	7,429	78.8	100.0	
Missing	System	2,001	21.2		
Total		9,430	100.0		

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Q22. Do you own or have access to a smartphone?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5,337	56.6	67.1	67.1
	No	2,613	27.7	32.9	100.0
	Total	7,950	84.3	100.0	
Missing	System	1,480	15.7		
Total		9,430	100.0		



Appendix C

Maps



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Exhibit C.1 Route n1 Origin/Destination Map

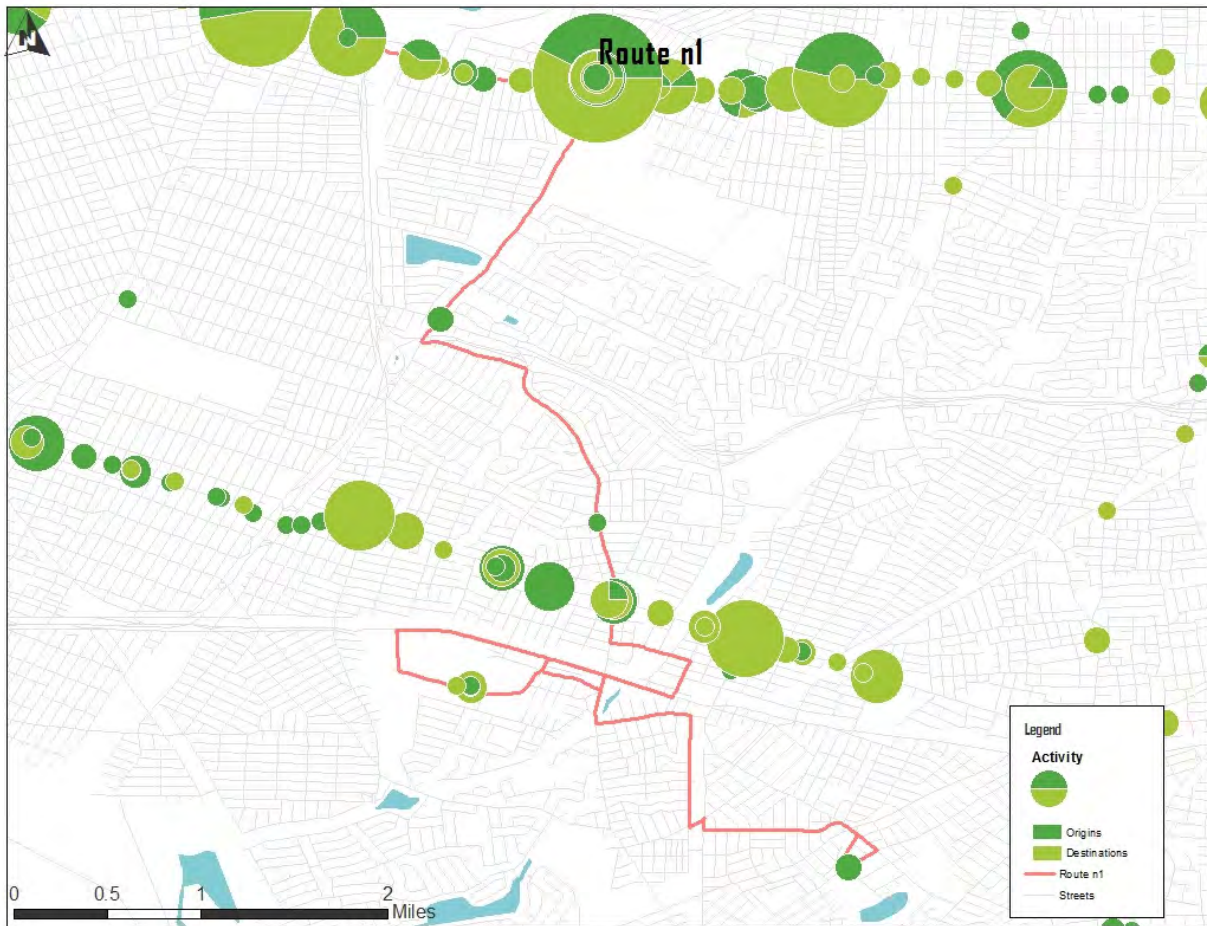


Exhibit C.2 Route n2 Origin/Destination Map

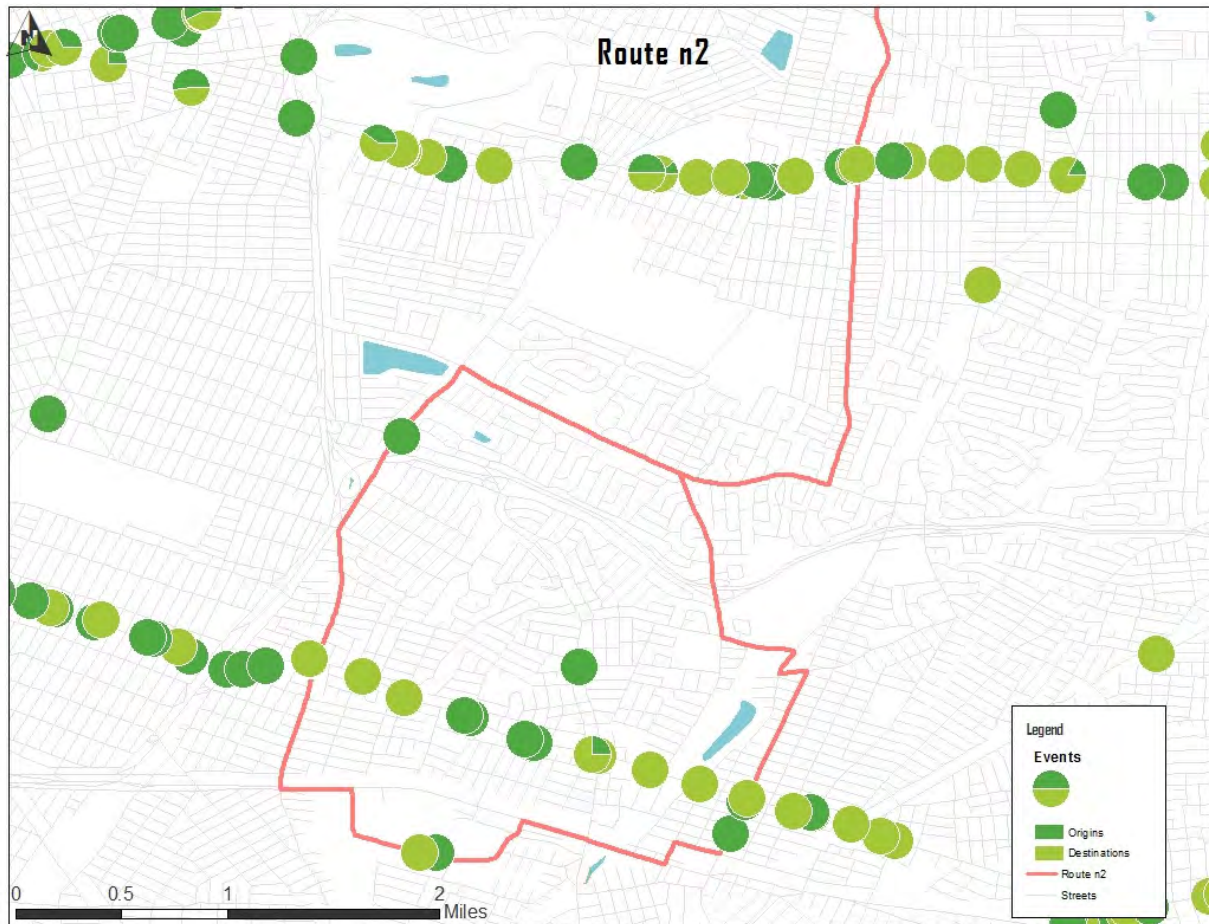


Exhibit C.3 Route n4/4X Origin/Destination Map

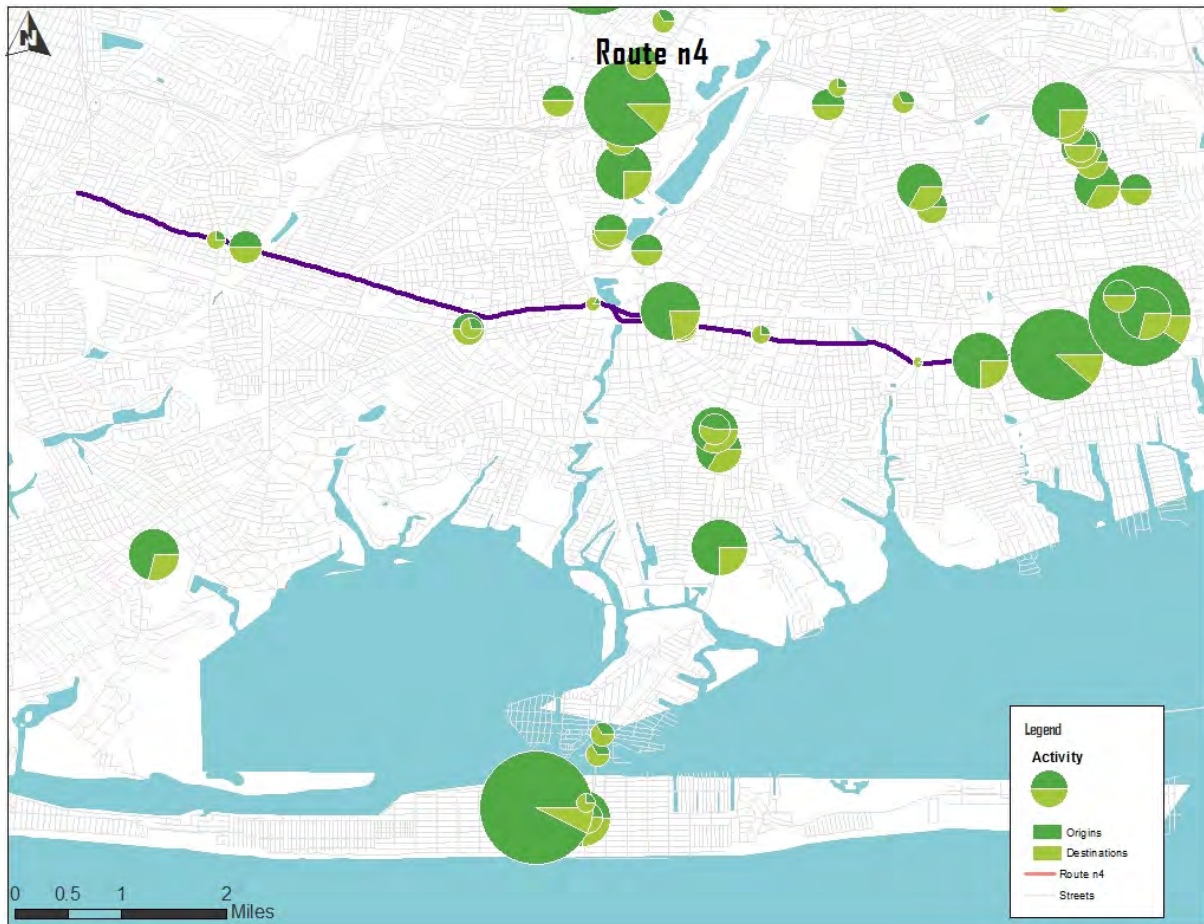


Exhibit C.4 Route n6/6X Origin/Destination Map

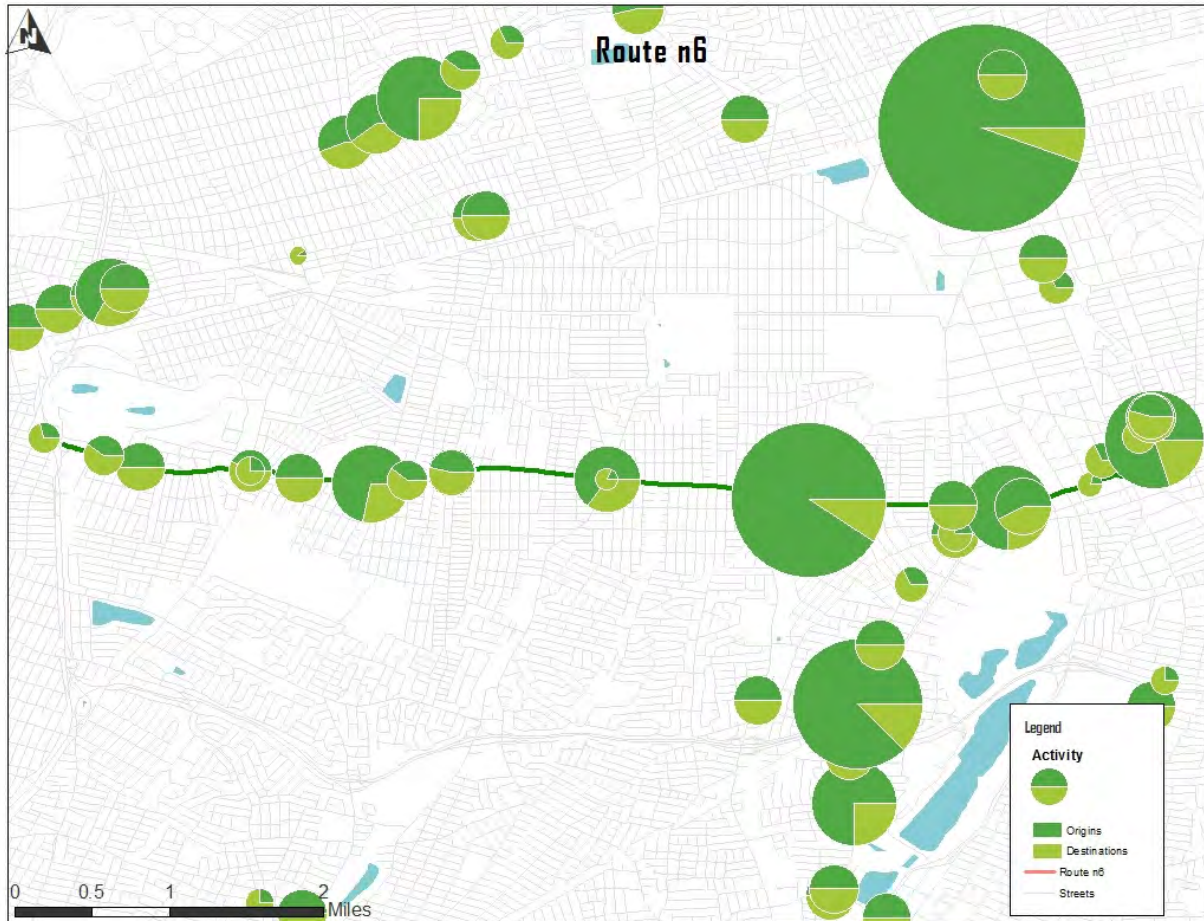


Exhibit C.5 Route n8 Origin/Destination Map

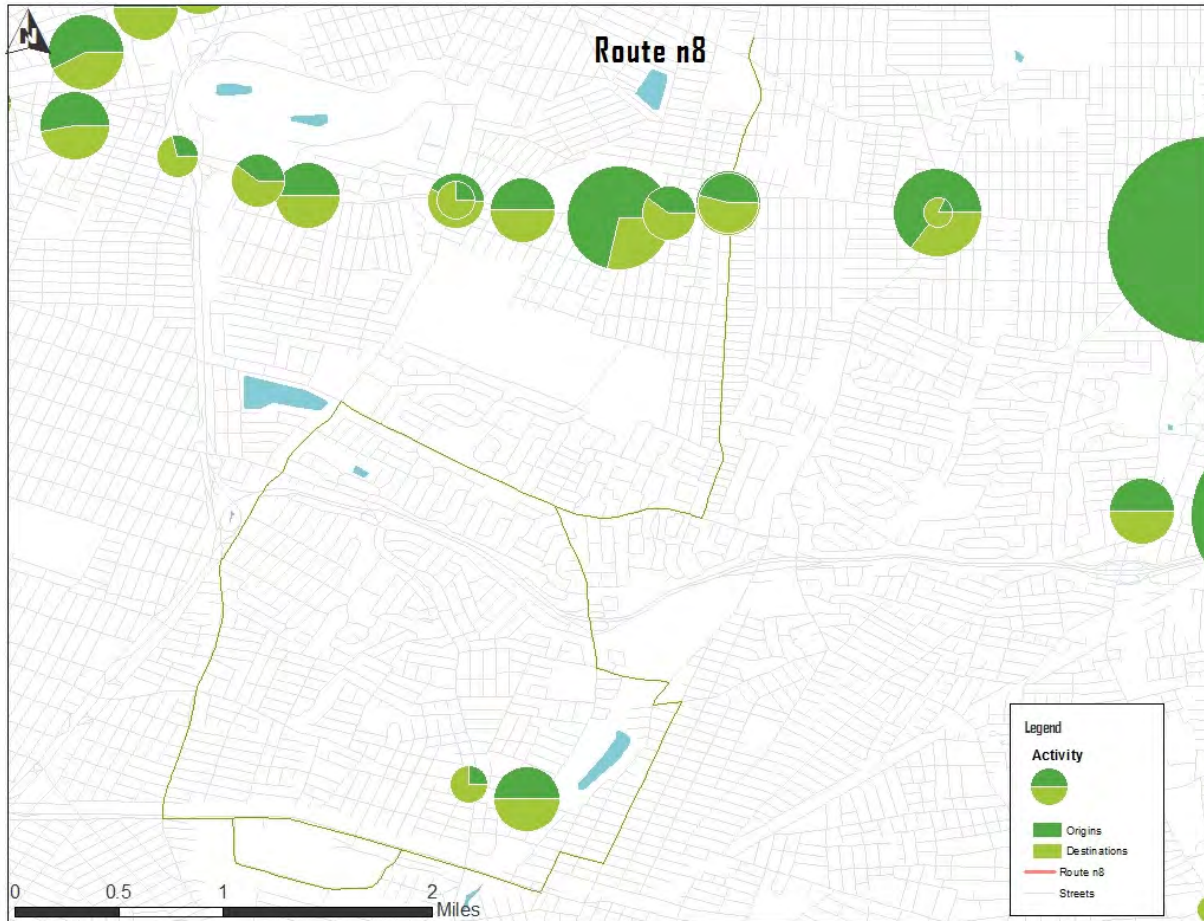


Exhibit C.6 Route n14 Origin/Destination Map



Exhibit C.7 Route n15 Origin/Destination Map

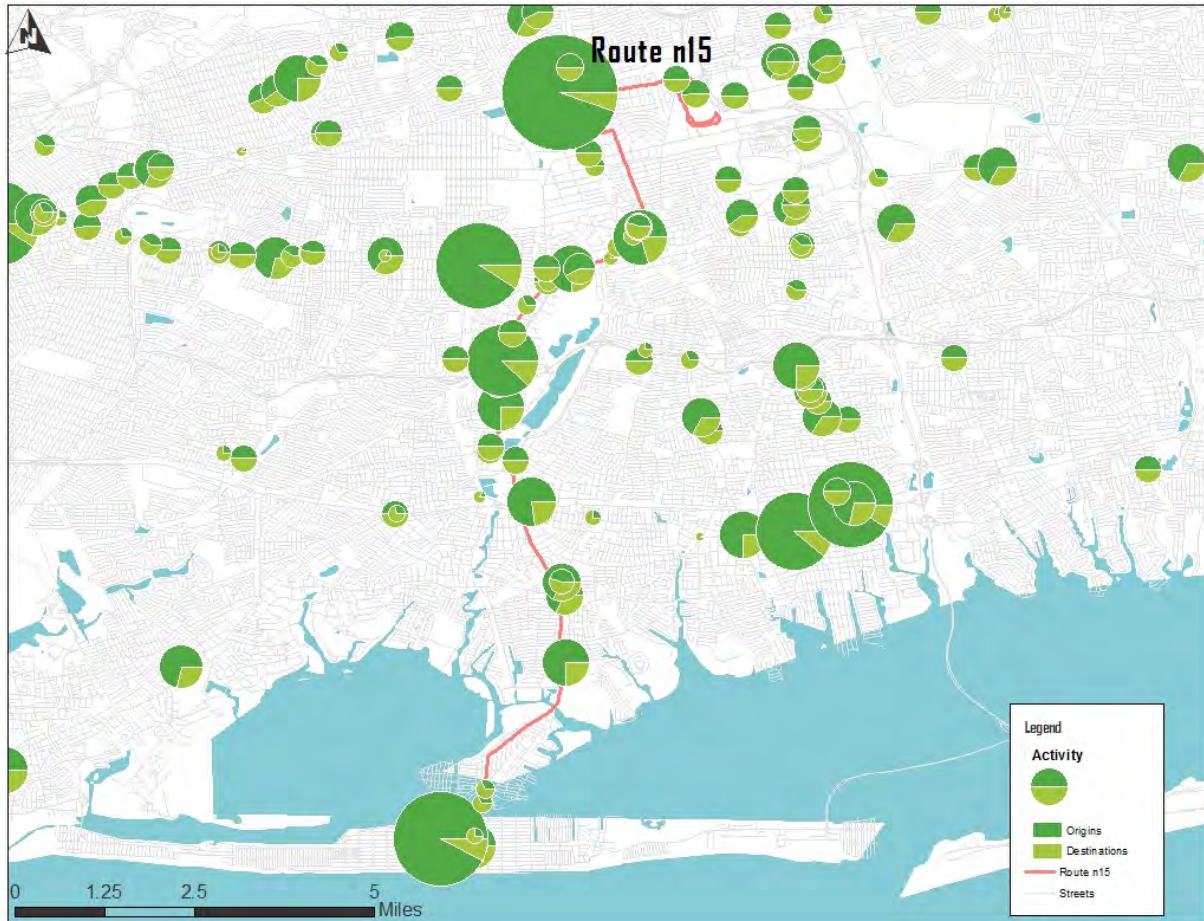


Exhibit C.8 Route n16 Origin/Destination Map

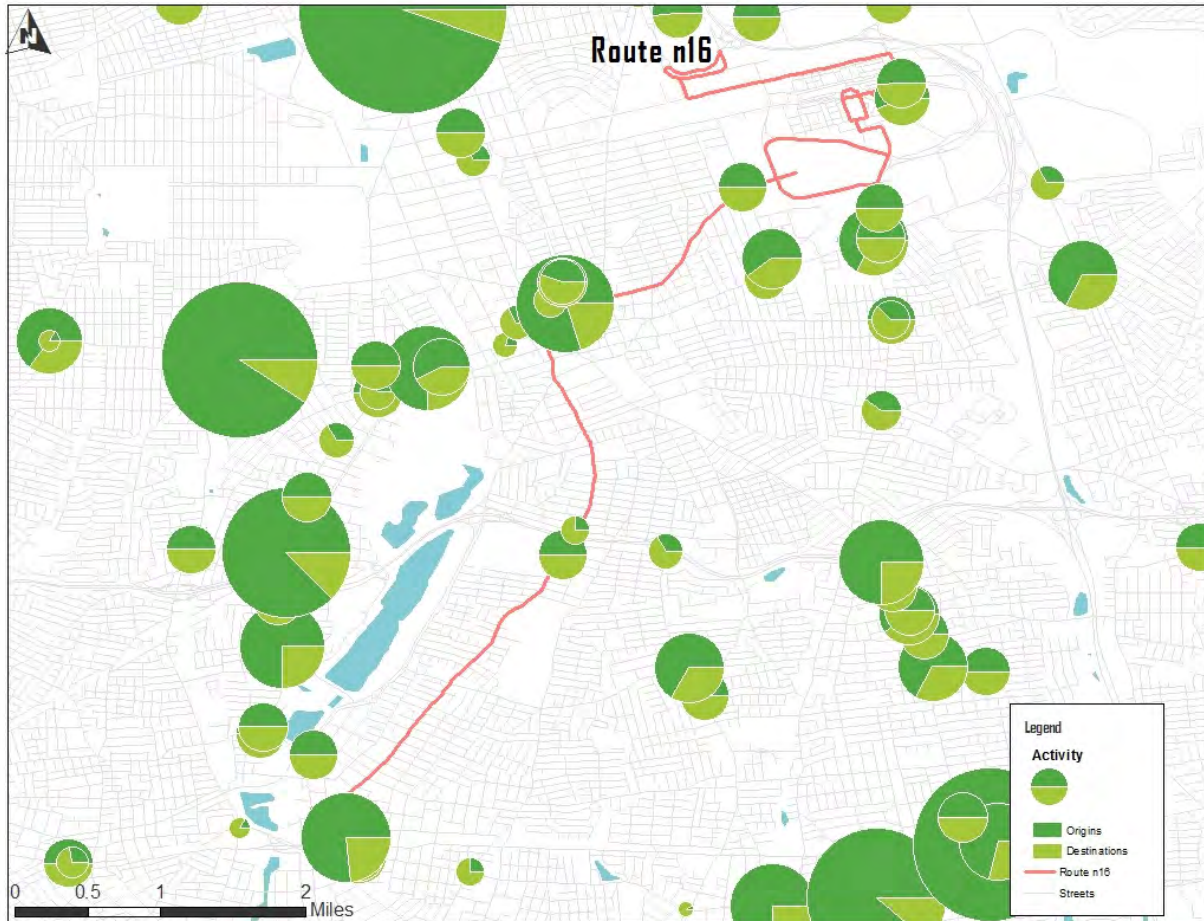


Exhibit C.9 Route n17 Origin/Destination Map

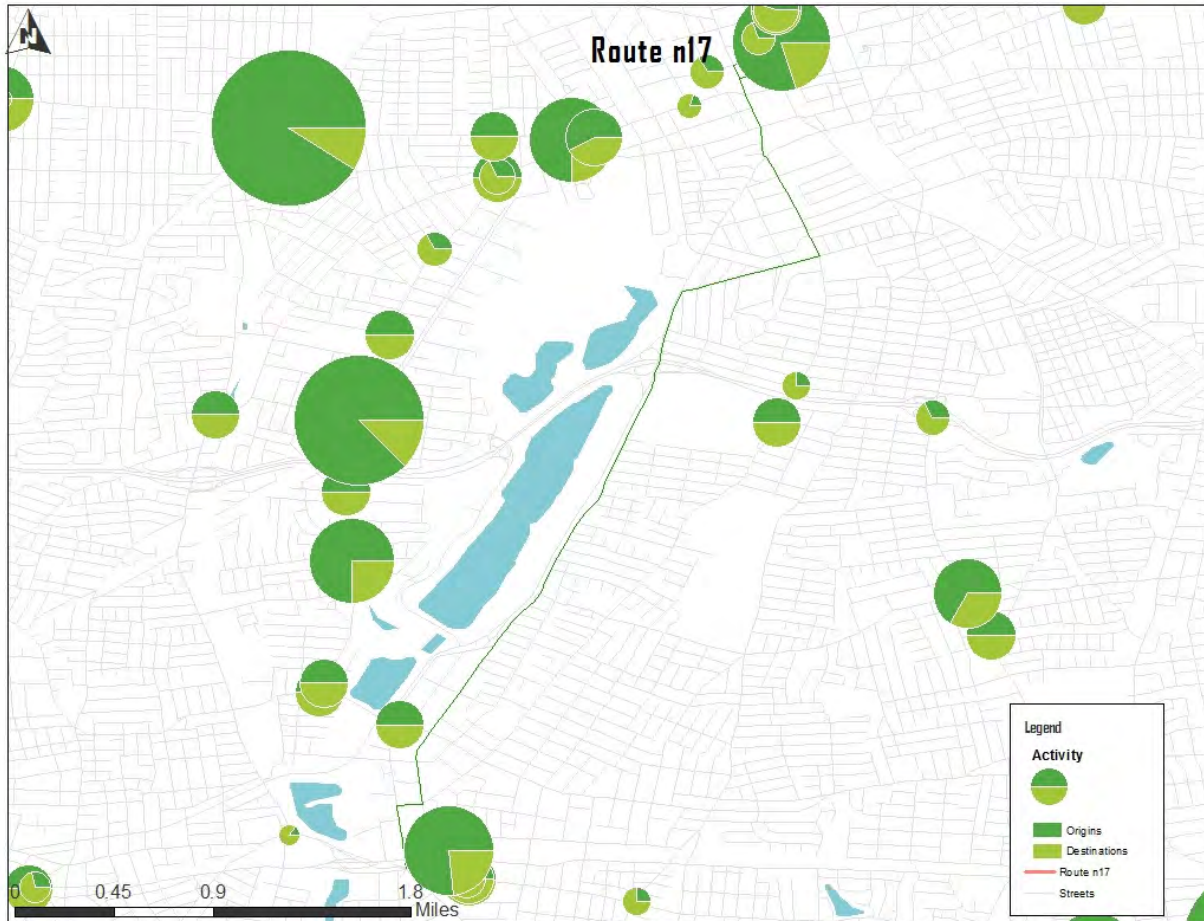


Exhibit C.10 Route n19 Origin/Destination Map

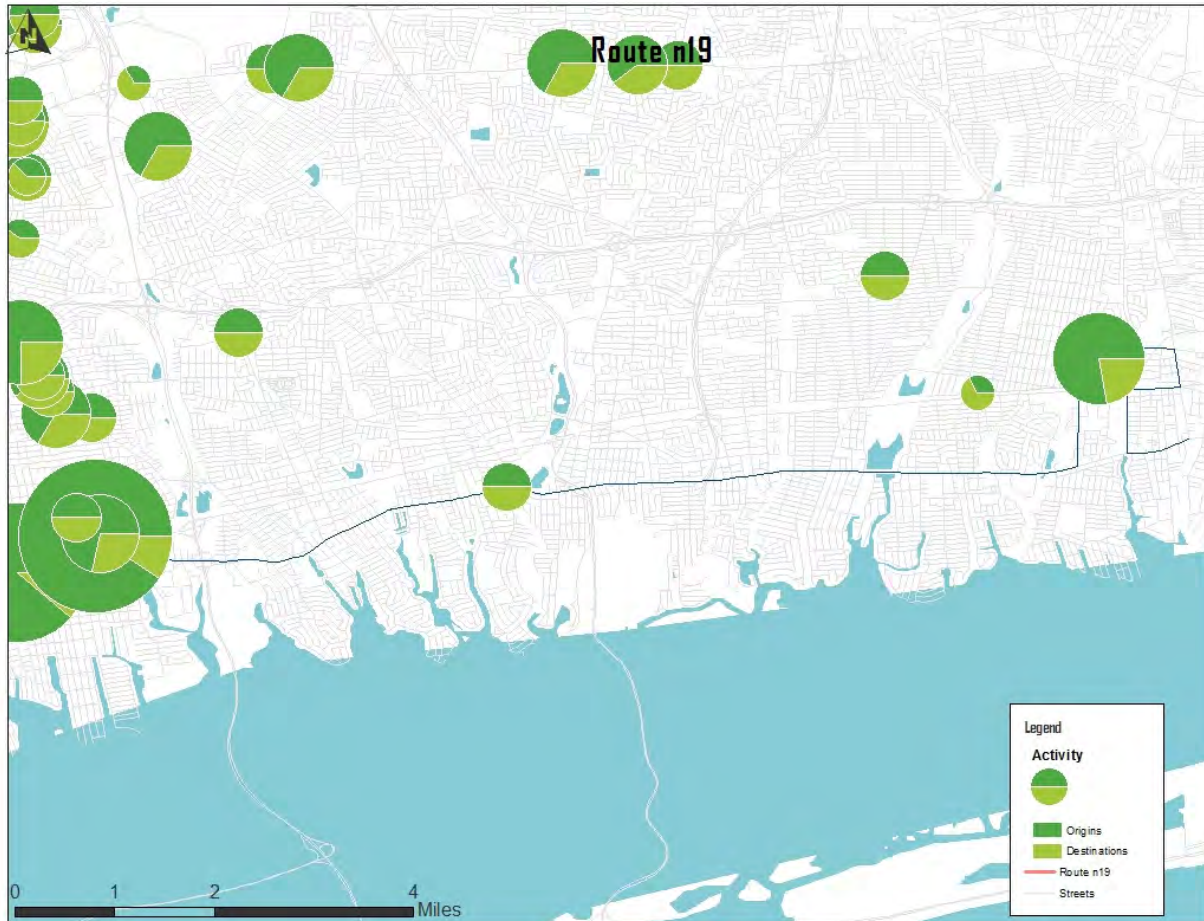


Exhibit C.11 Route n21 Origin/Destination Map

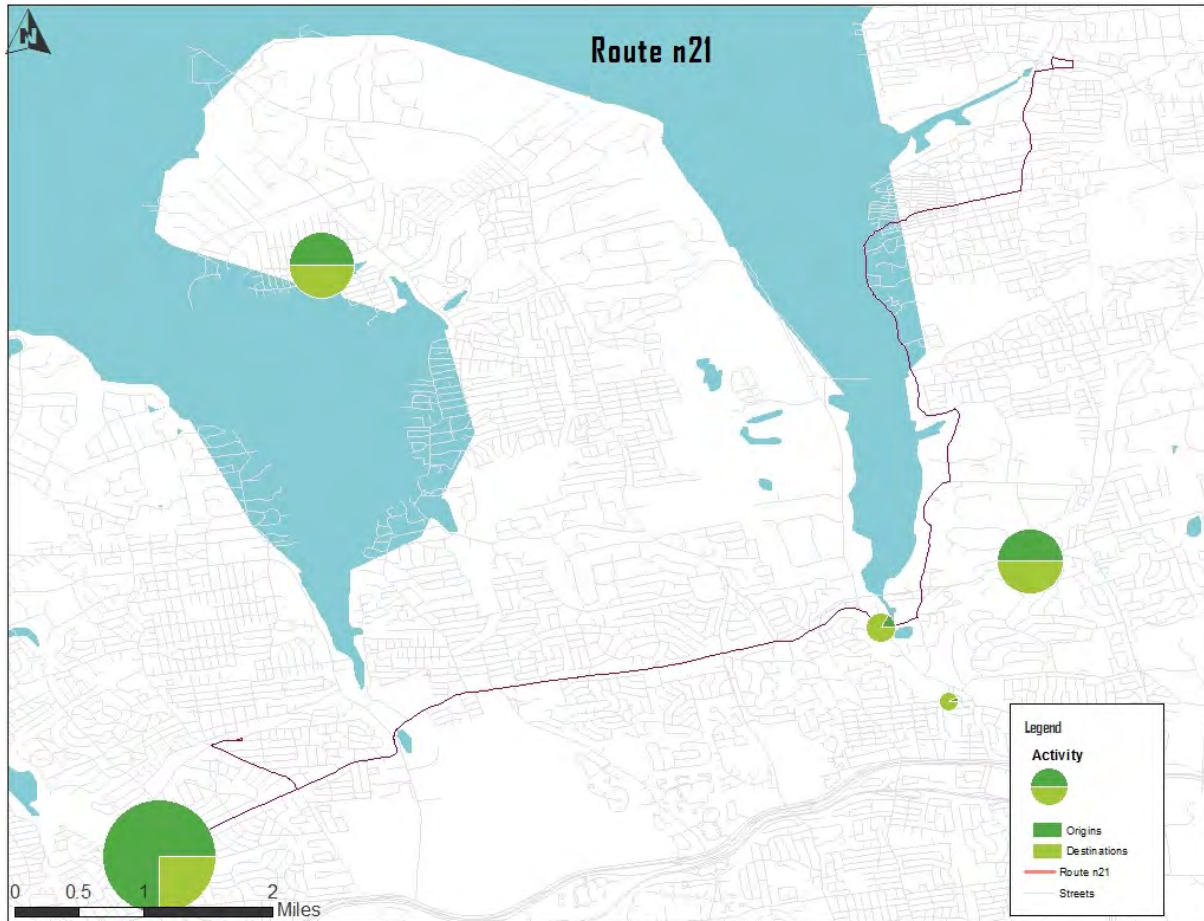


Exhibit C.12 Route n22/22A/22L/22X Origin/Destination Map

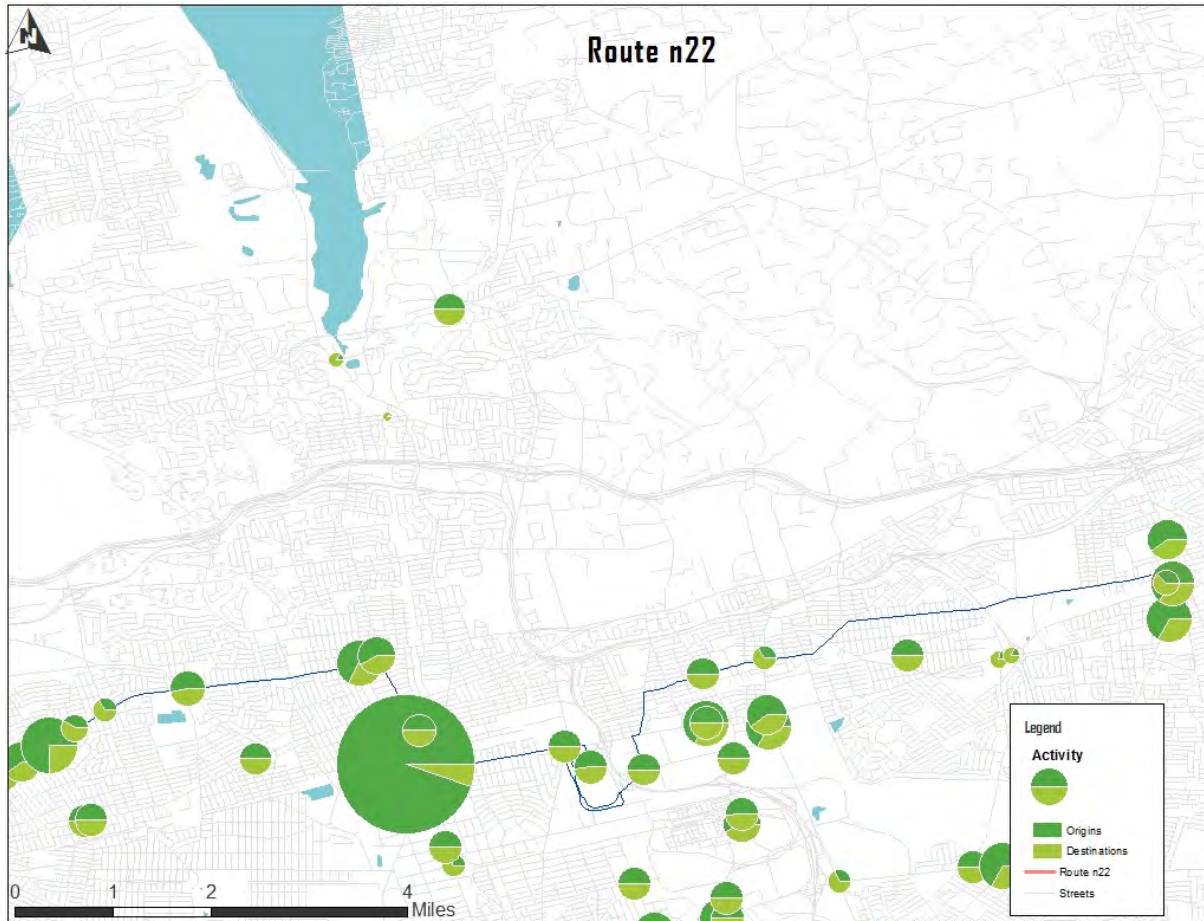


Exhibit C.13 Route n23 Origin/Destination Map

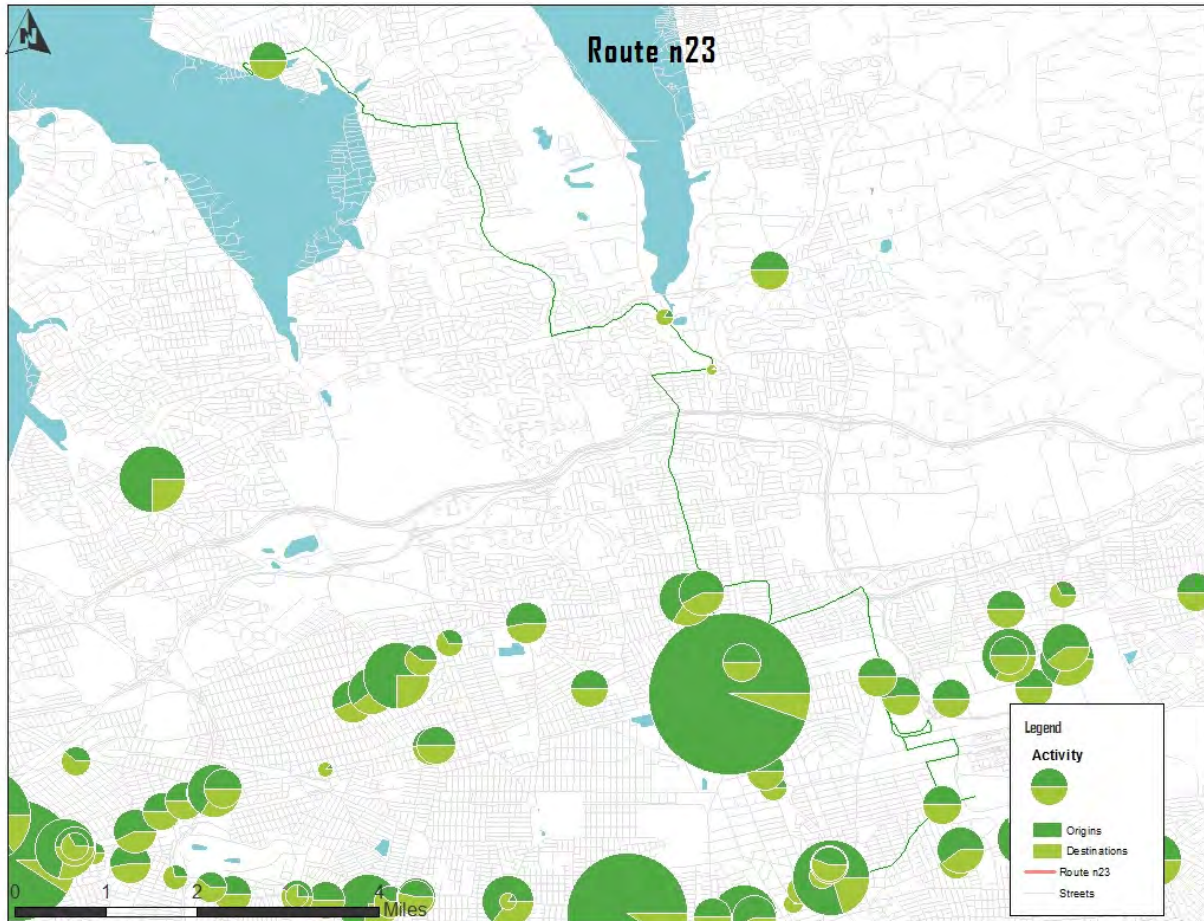


Exhibit C.14 Route n24 Origin/Destination Map

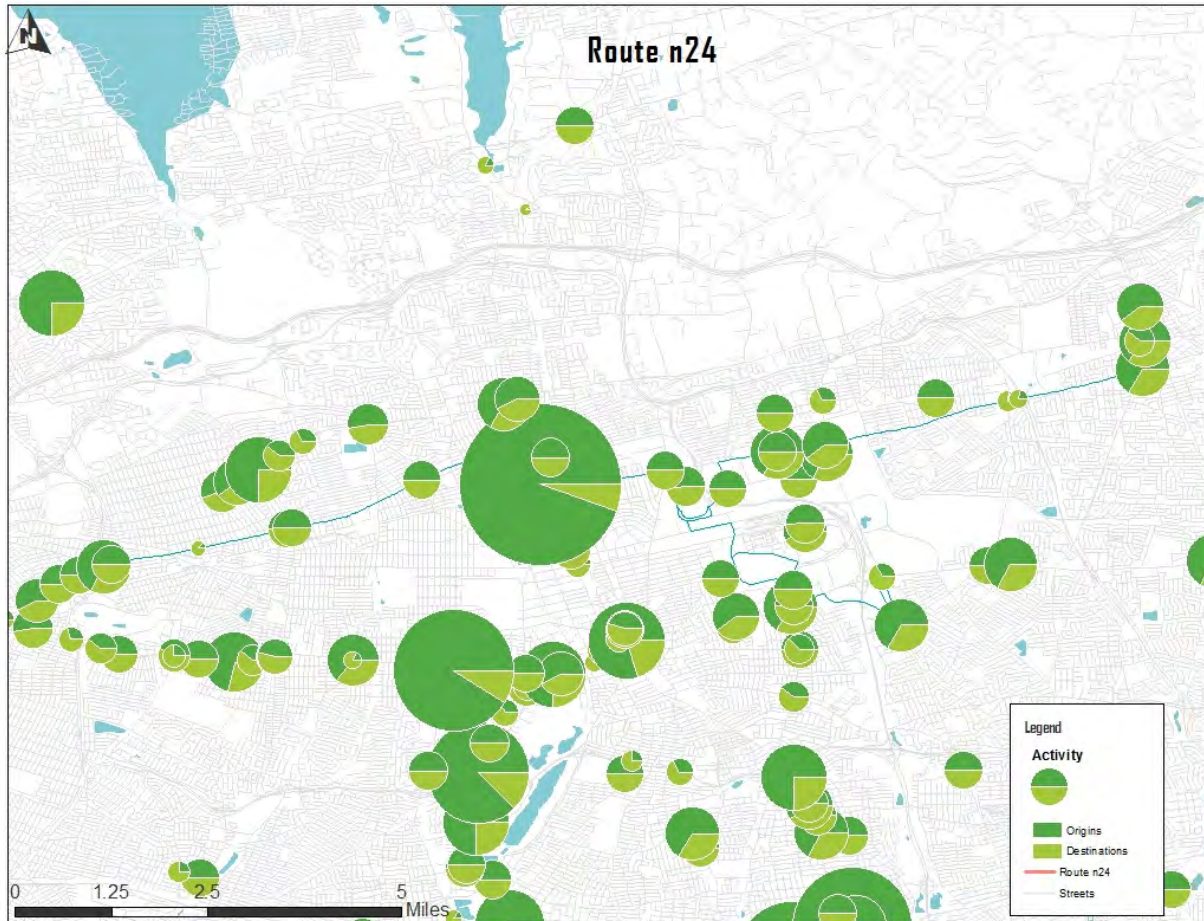


Exhibit C.15 Route n25 Origin/Destination Map

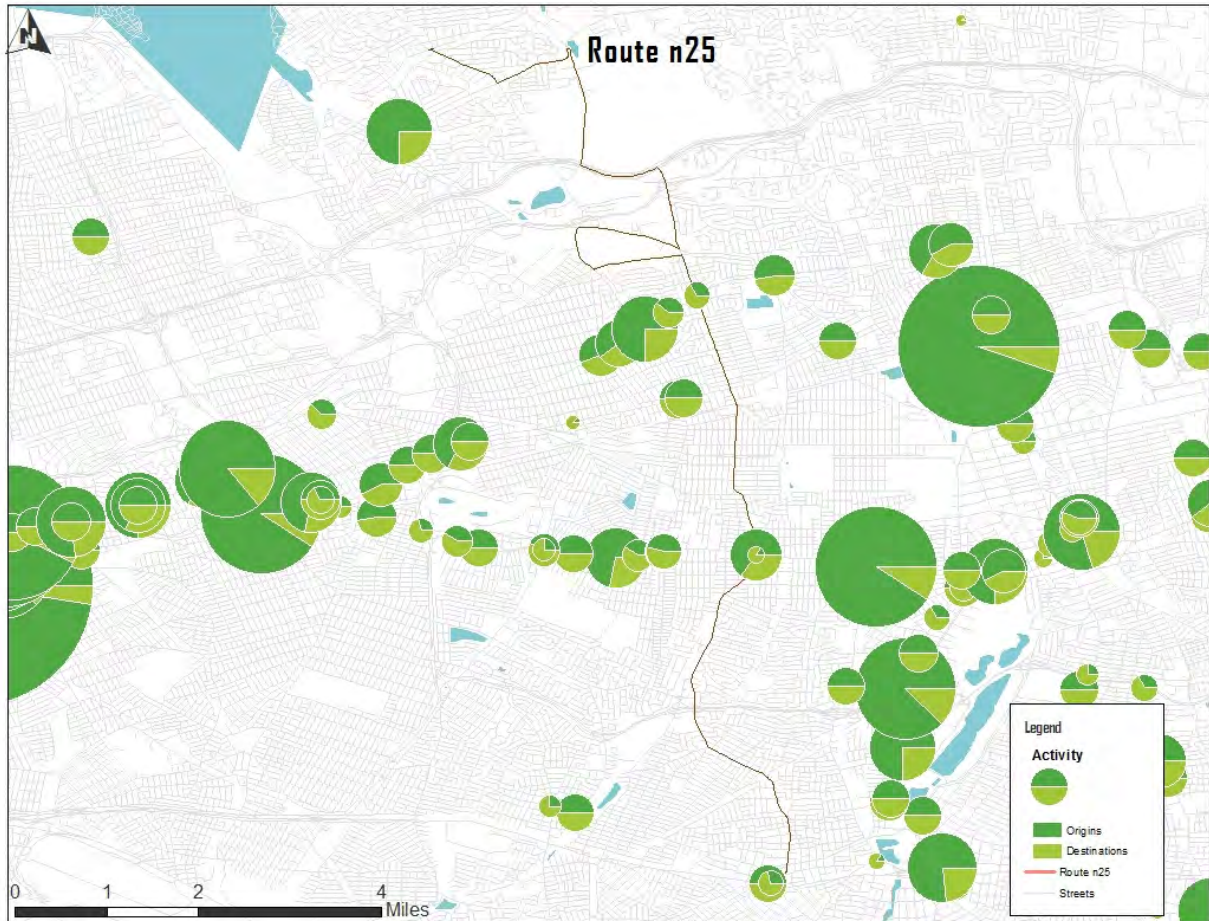


Exhibit C.16 Route n26 Origin/Destination Map



Exhibit C.17 Route n27 Origin/Destination Map

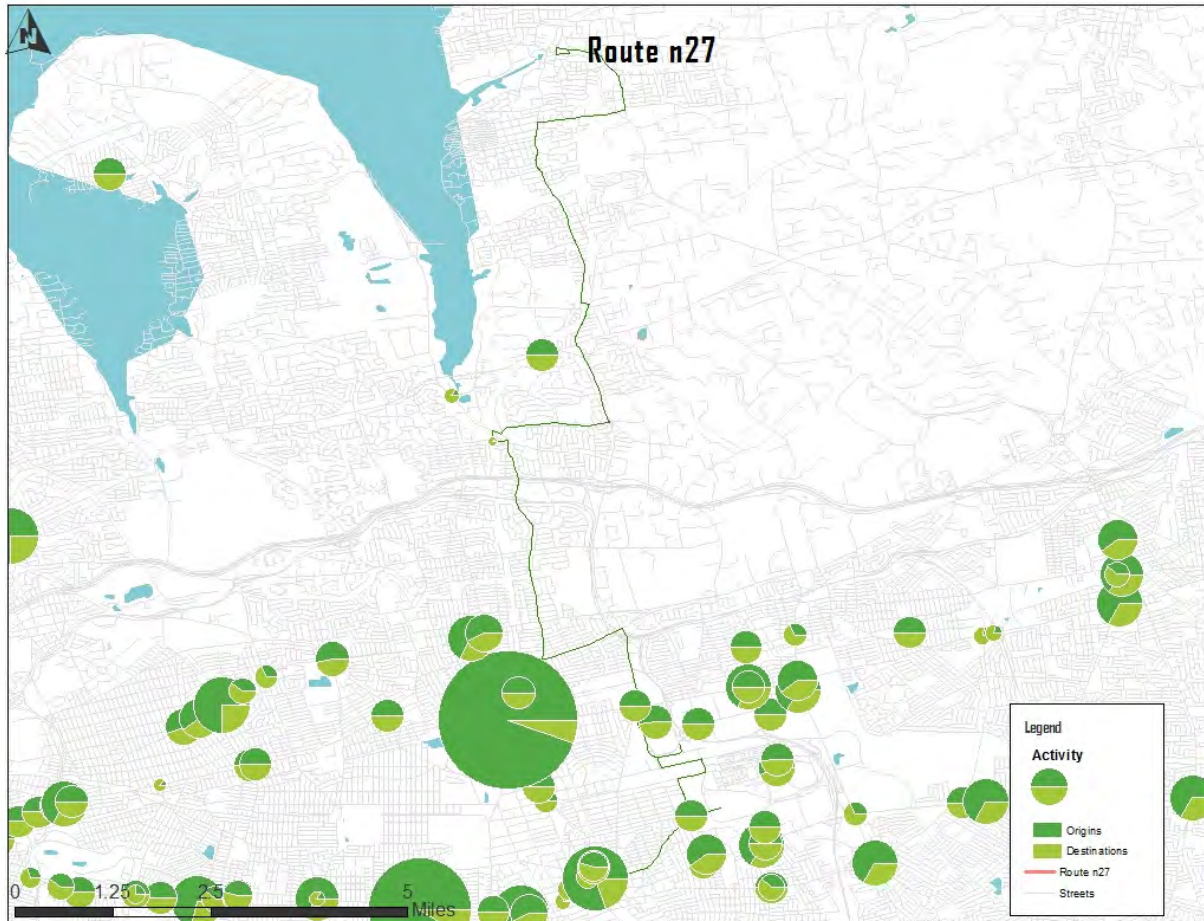


Exhibit C.18 Route n31 Origin/Destination Map

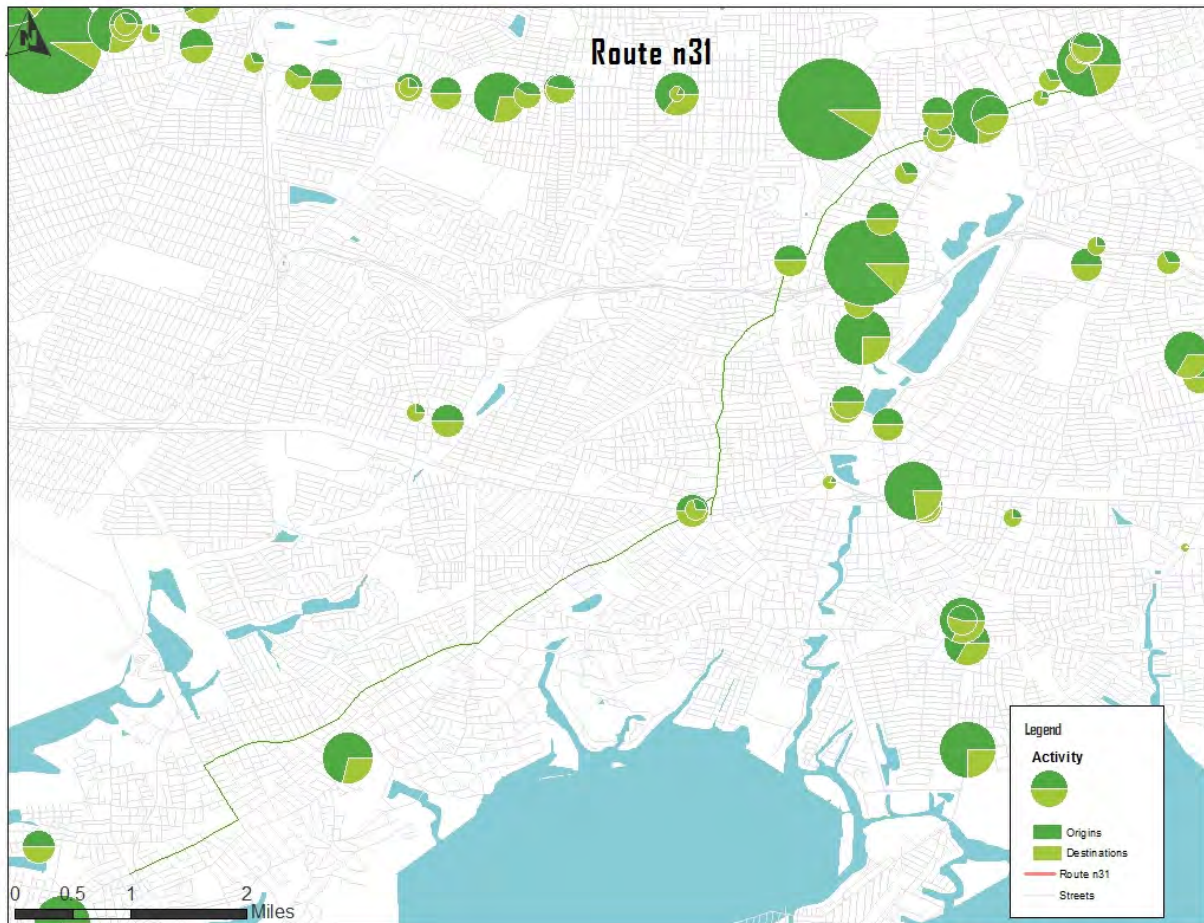


Exhibit C.19 Route n32 Origin/Destination Map

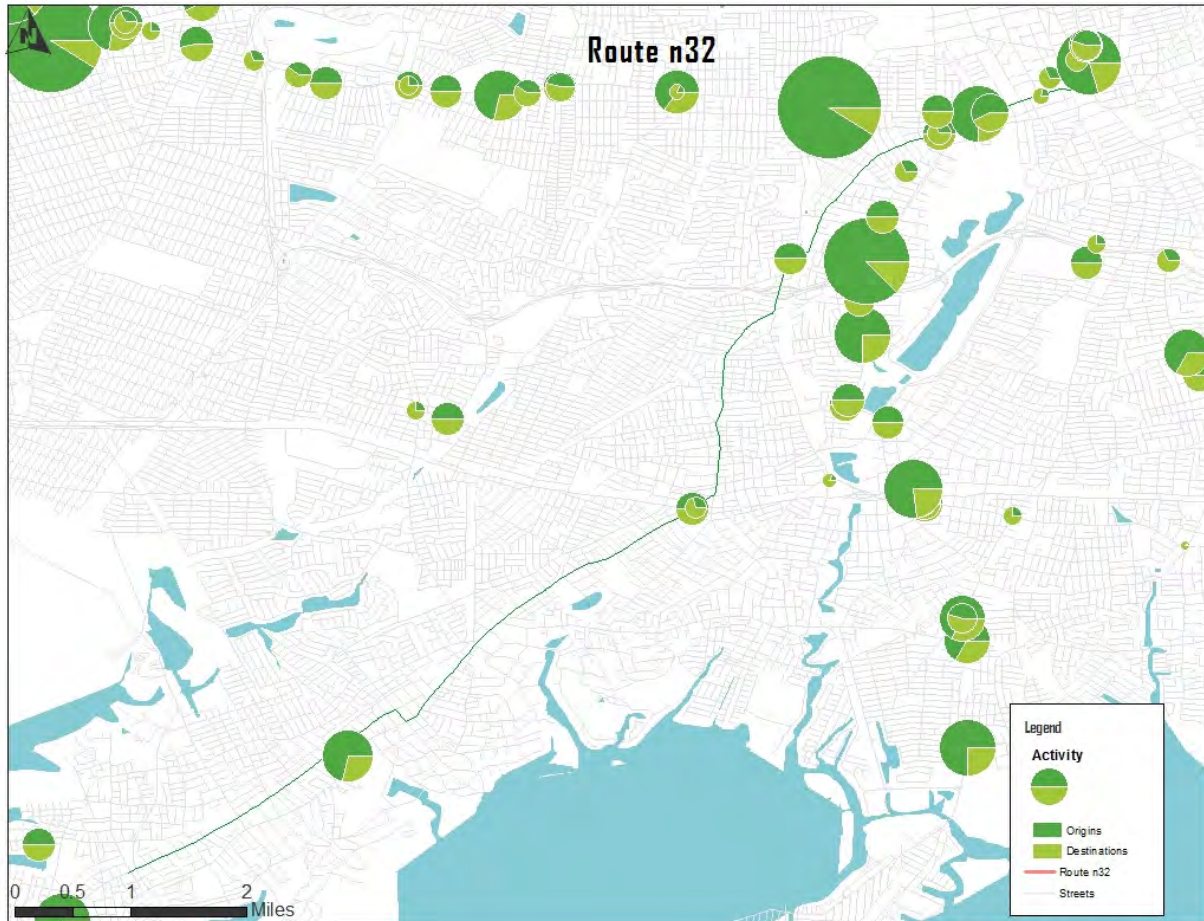


Exhibit C.20 Route n33 Origin/Destination Map

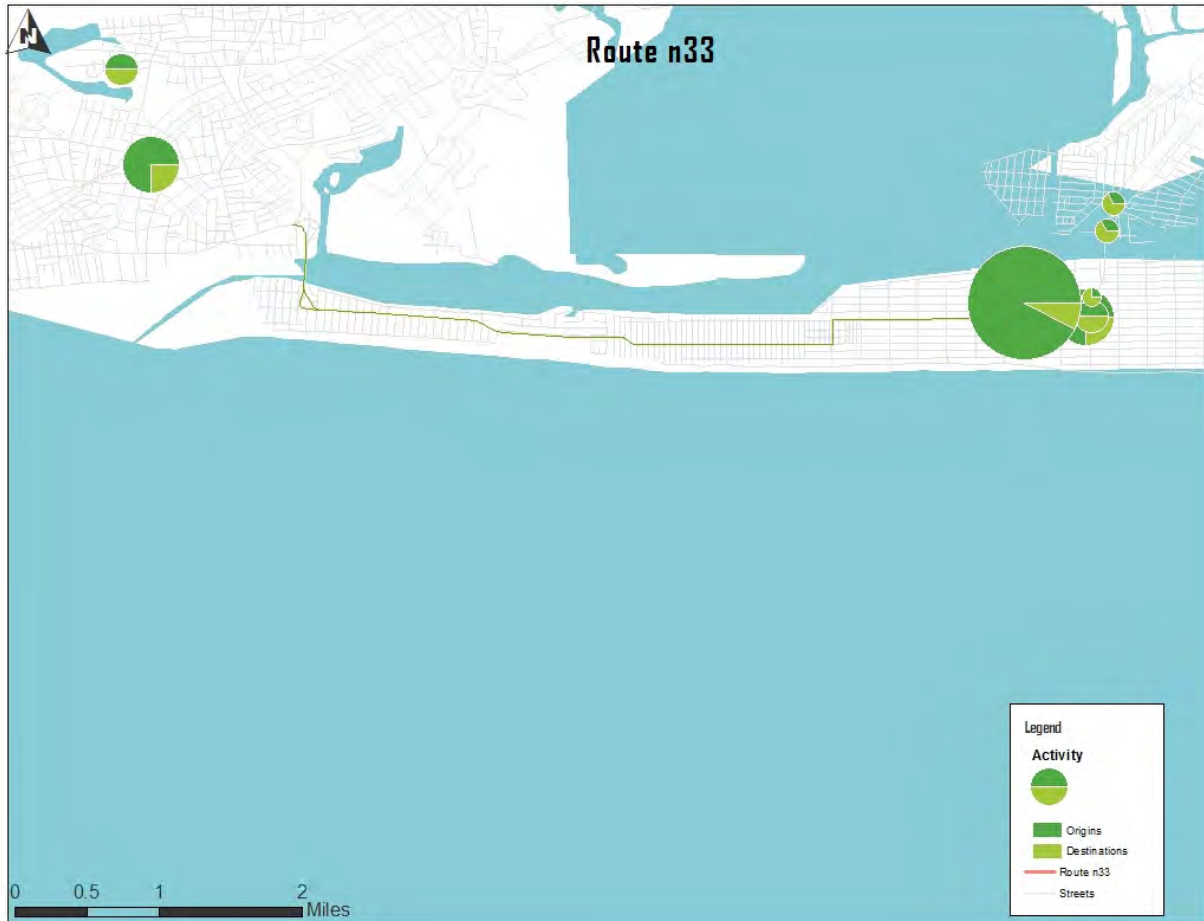


Exhibit C.21 Route n35 Origin/Destination Map

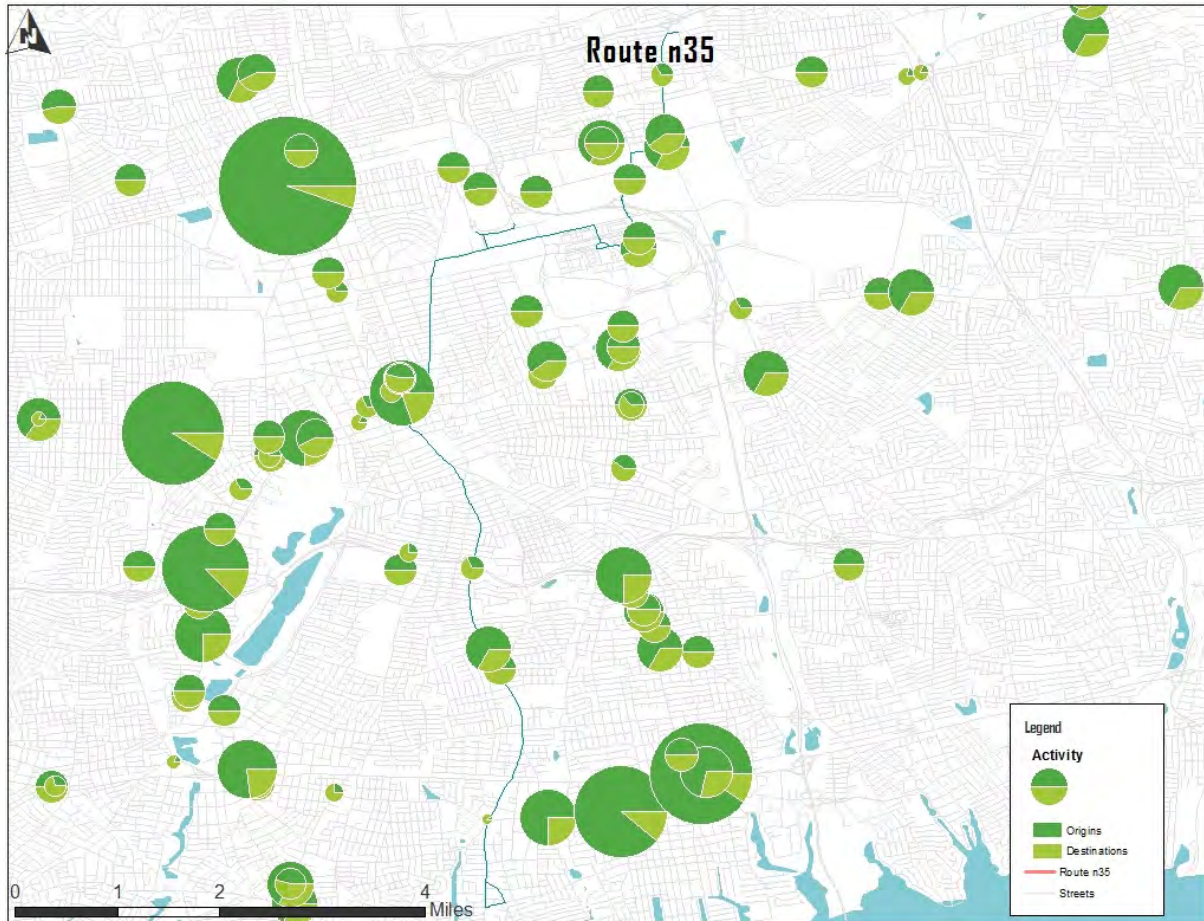


Exhibit C.22 Route n36 Origin/Destination Map

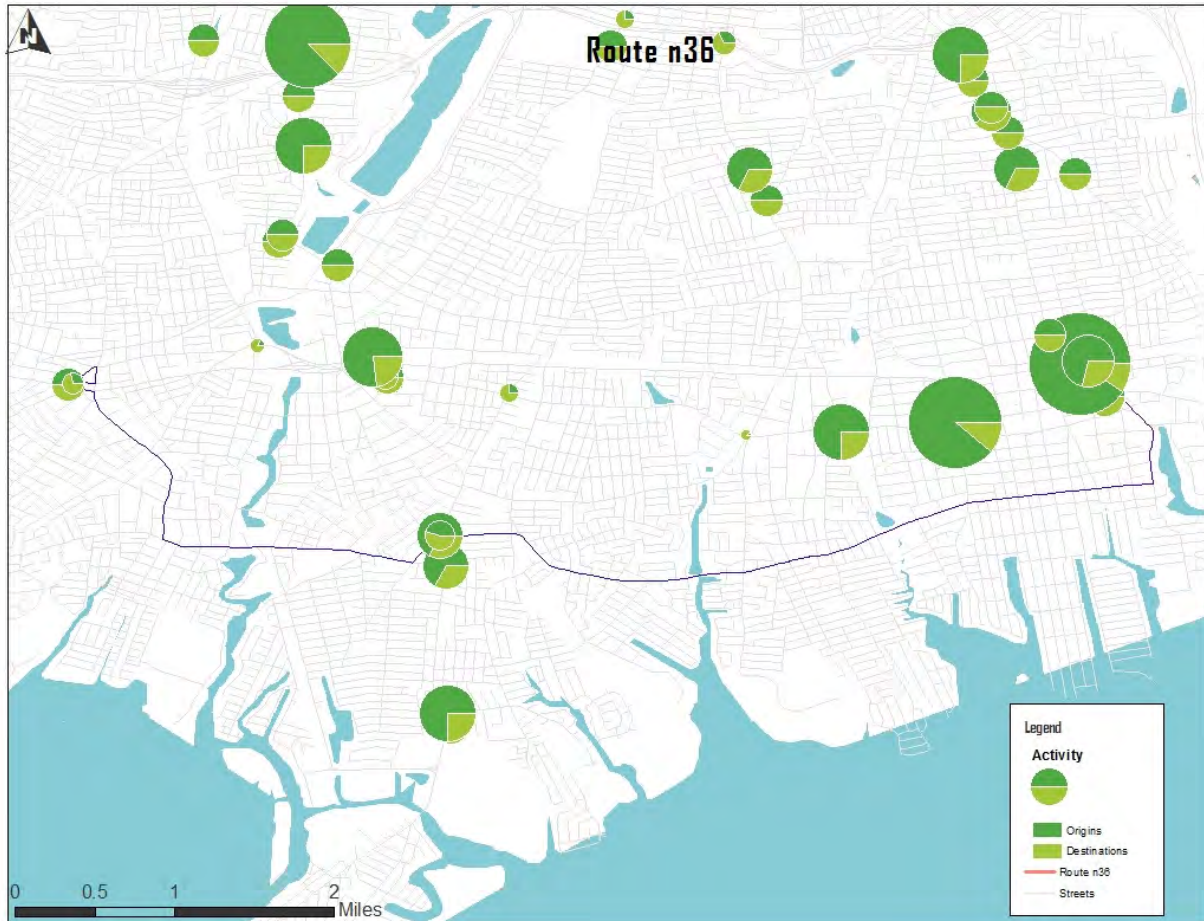


Exhibit C.23 Route n40 Origin/Destination Map

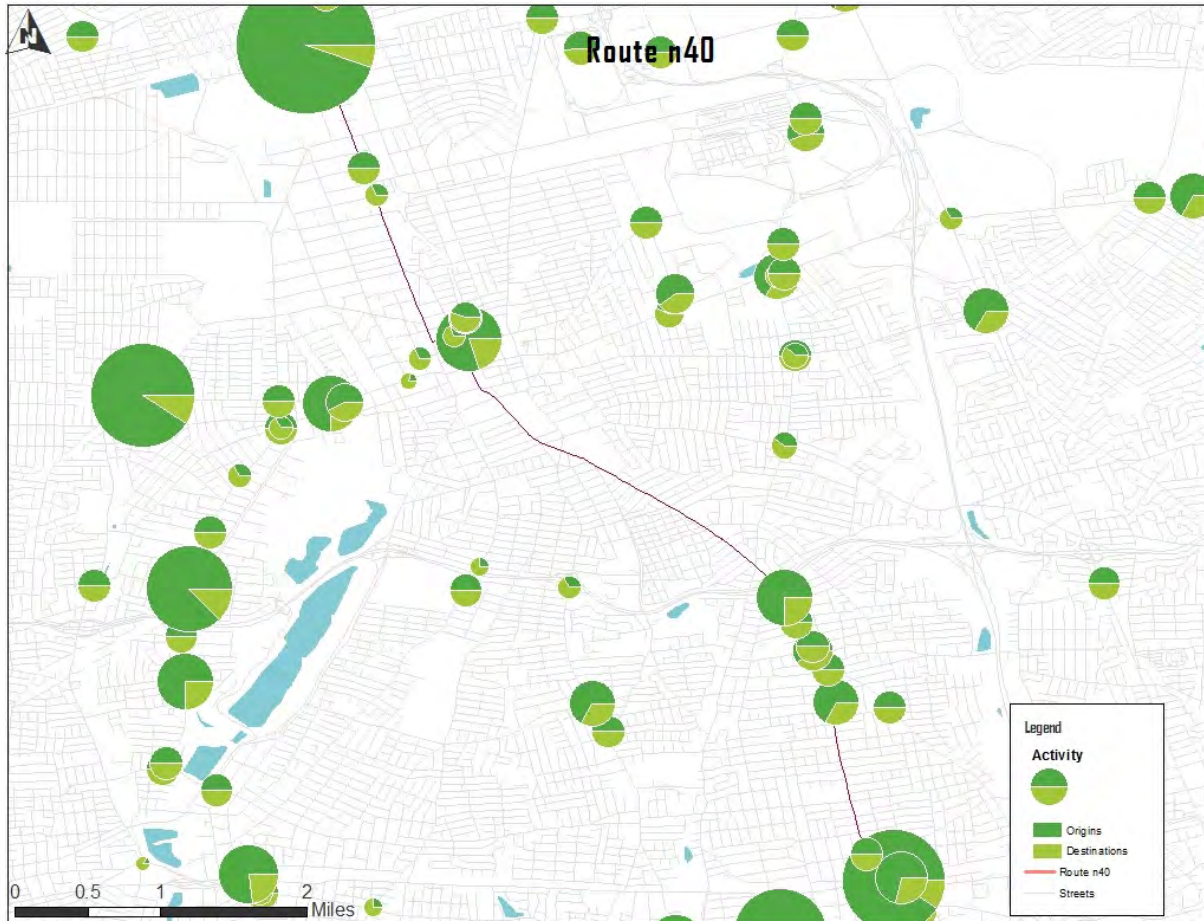


Exhibit C.24 Route n41 Origin/Destination Map

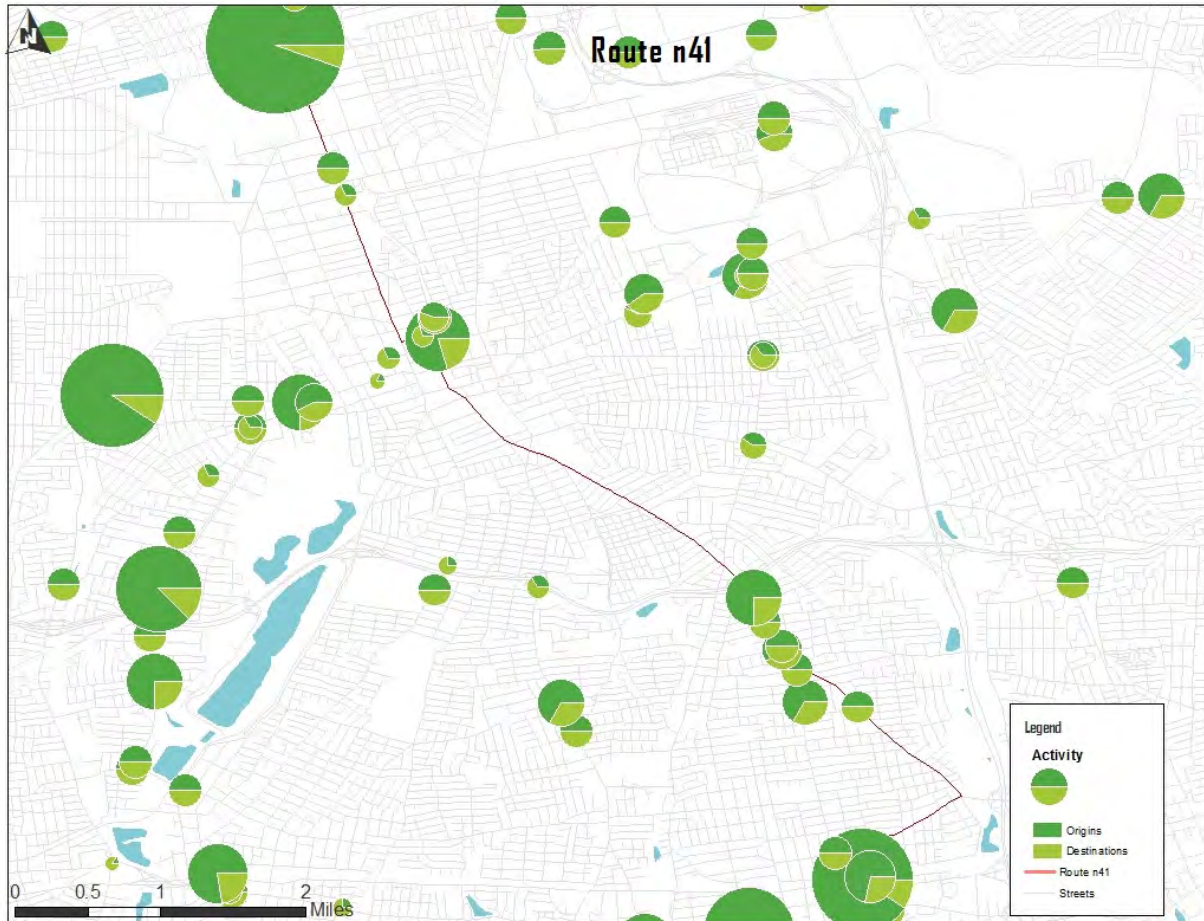


Exhibit C.25 Route n43 Origin/Destination Map

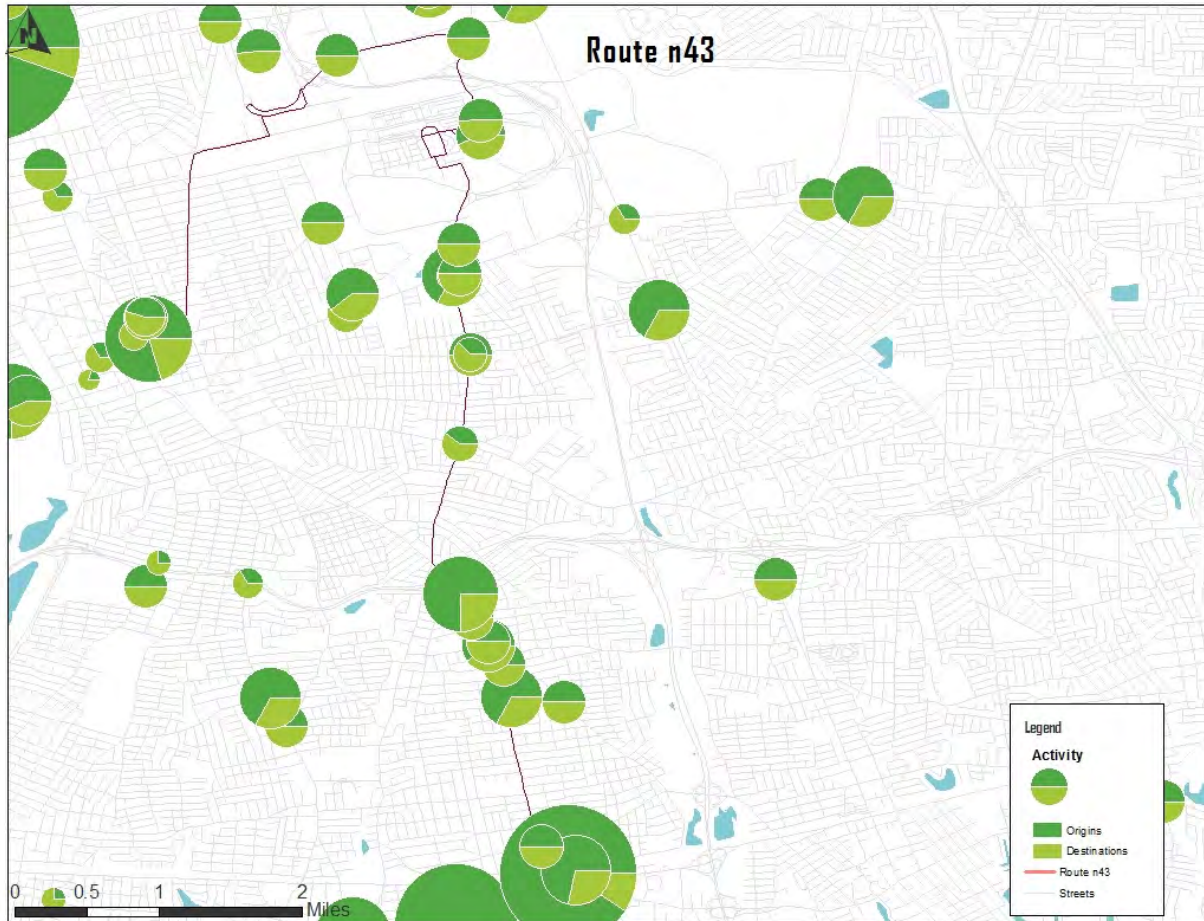


Exhibit C.26 Route n45 Origin/Destination Map

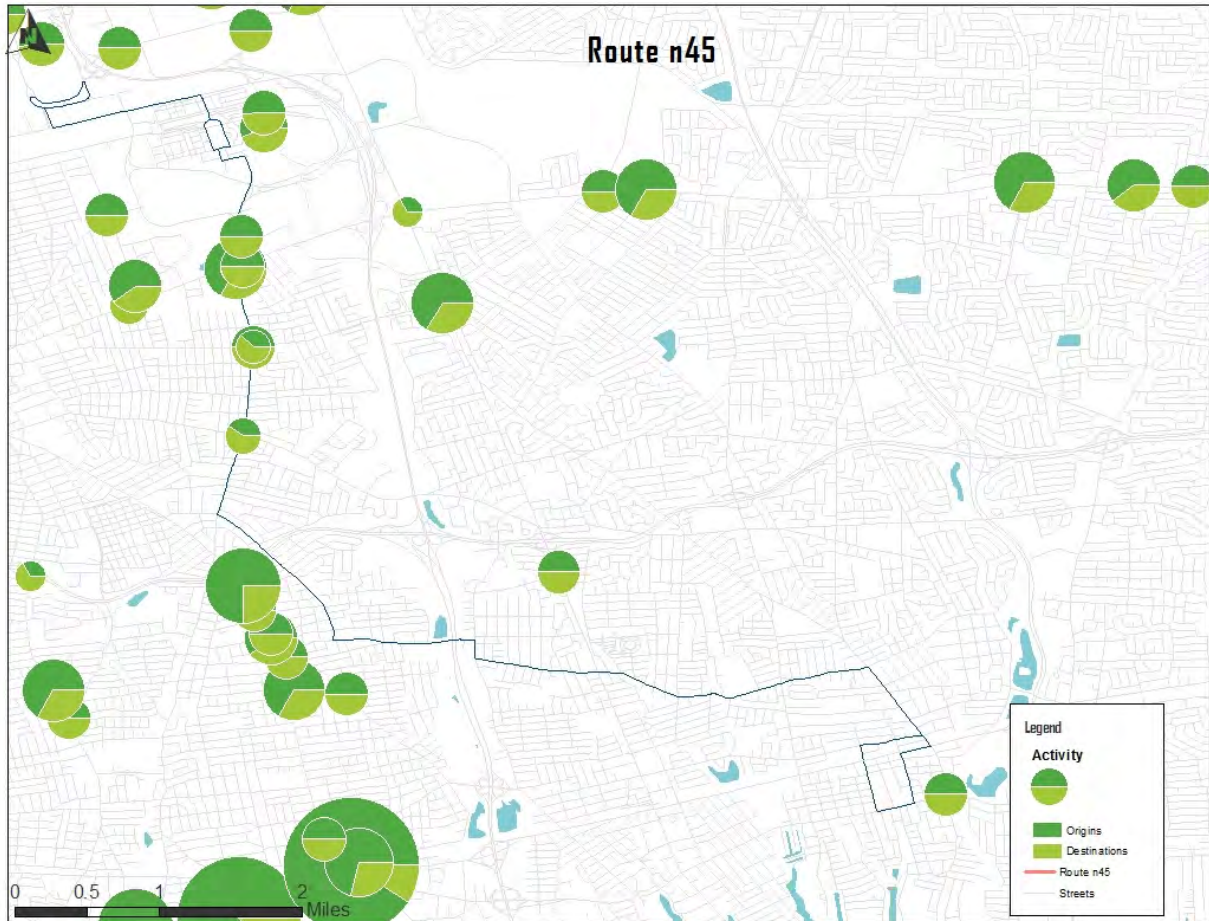


Exhibit C.27 Route n46 Origin/Destination Map

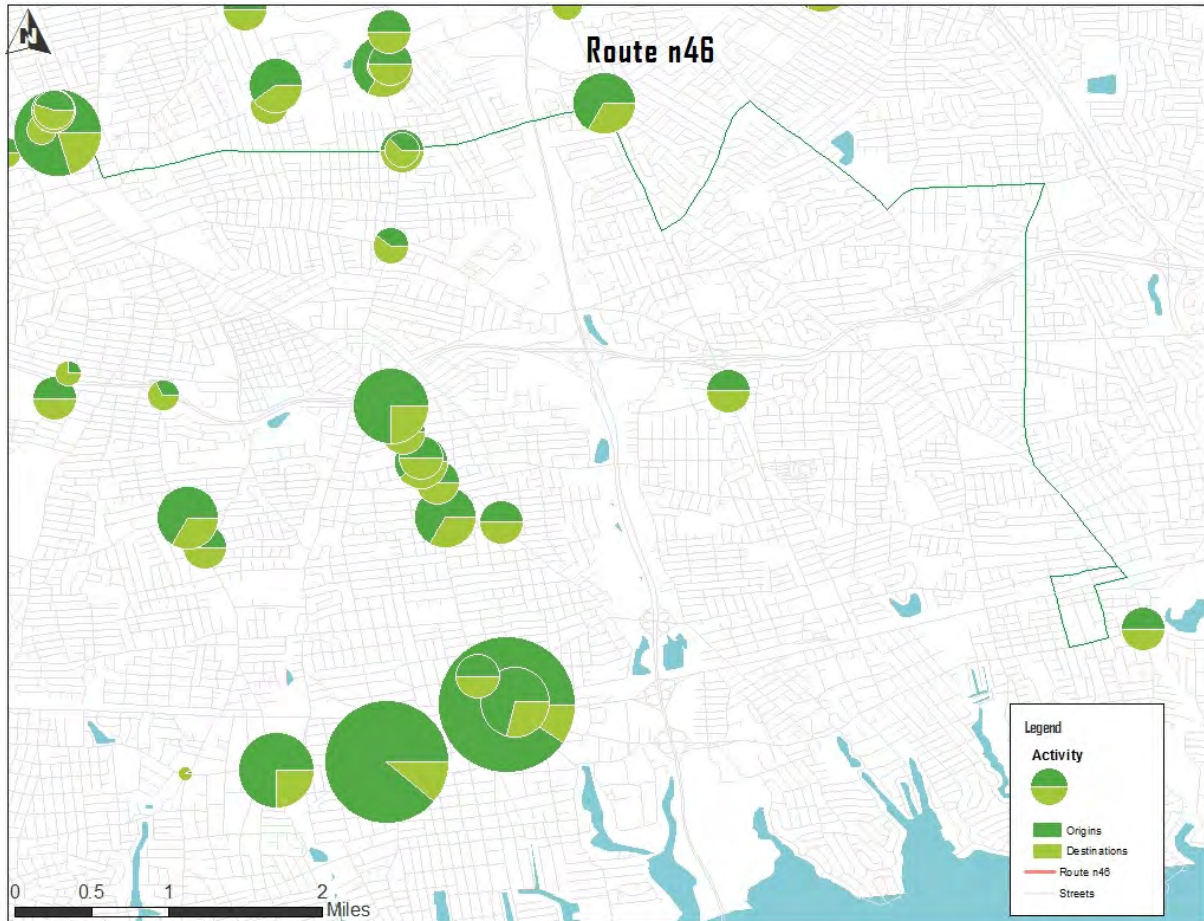


Exhibit C.28 Route n47 Origin/Destination Map

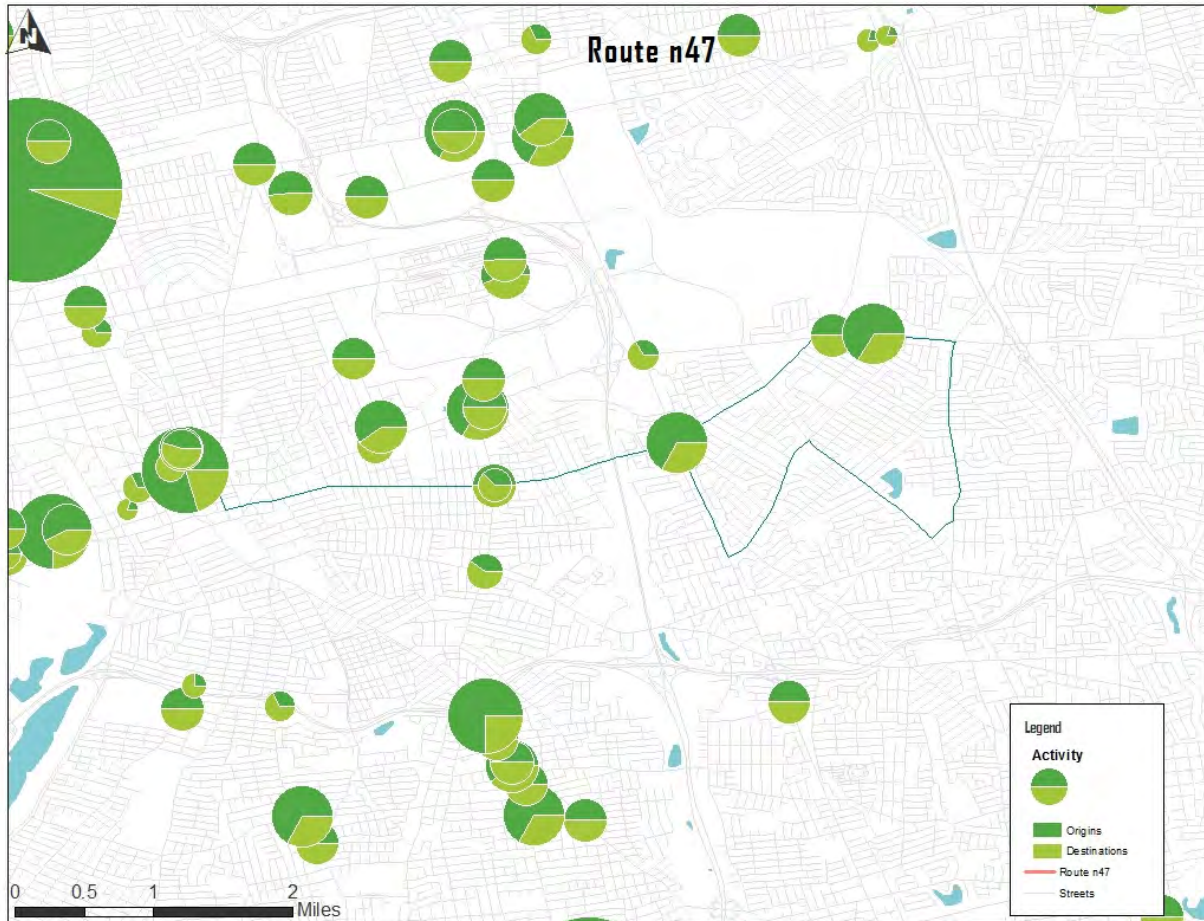


Exhibit C.29 Route n48 Origin/Destination Map

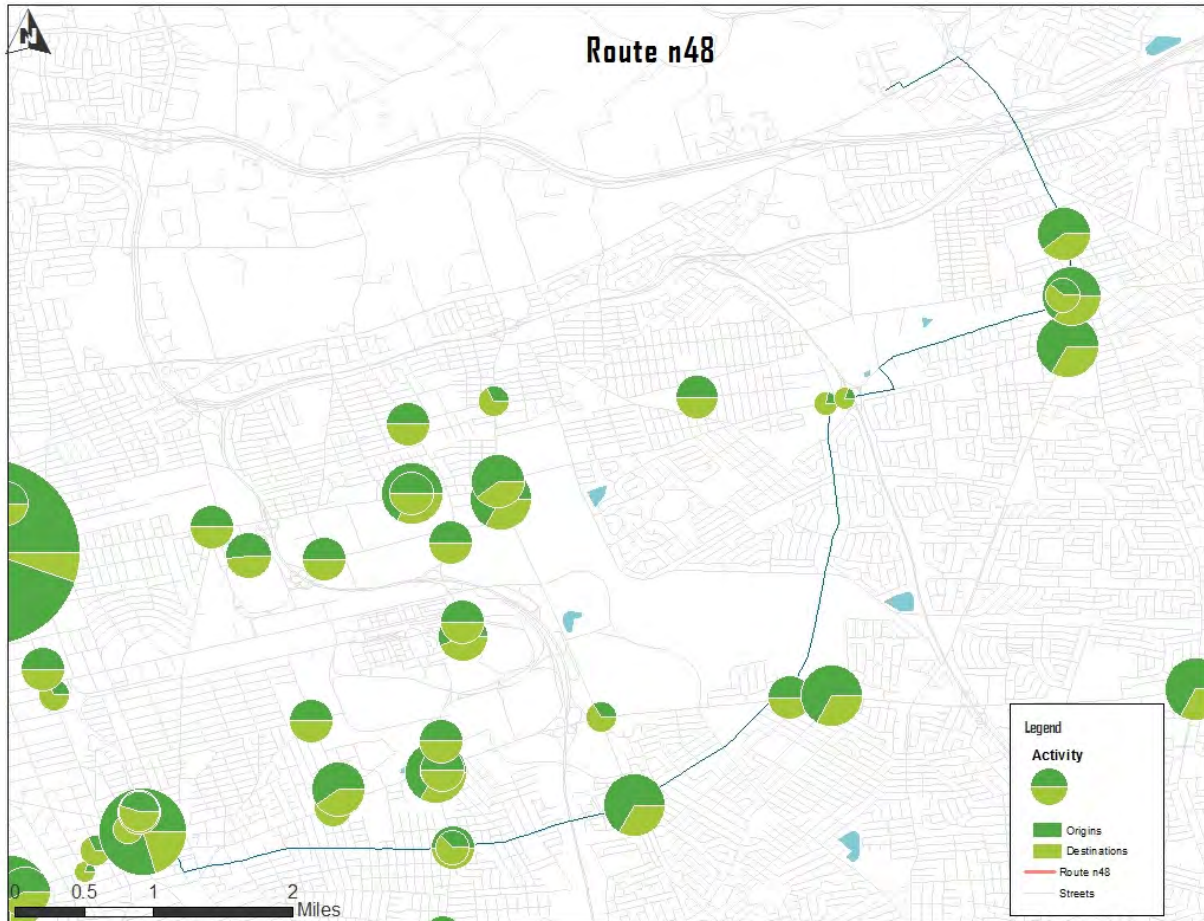


Exhibit C.30 Route n49 Origin/Destination Map

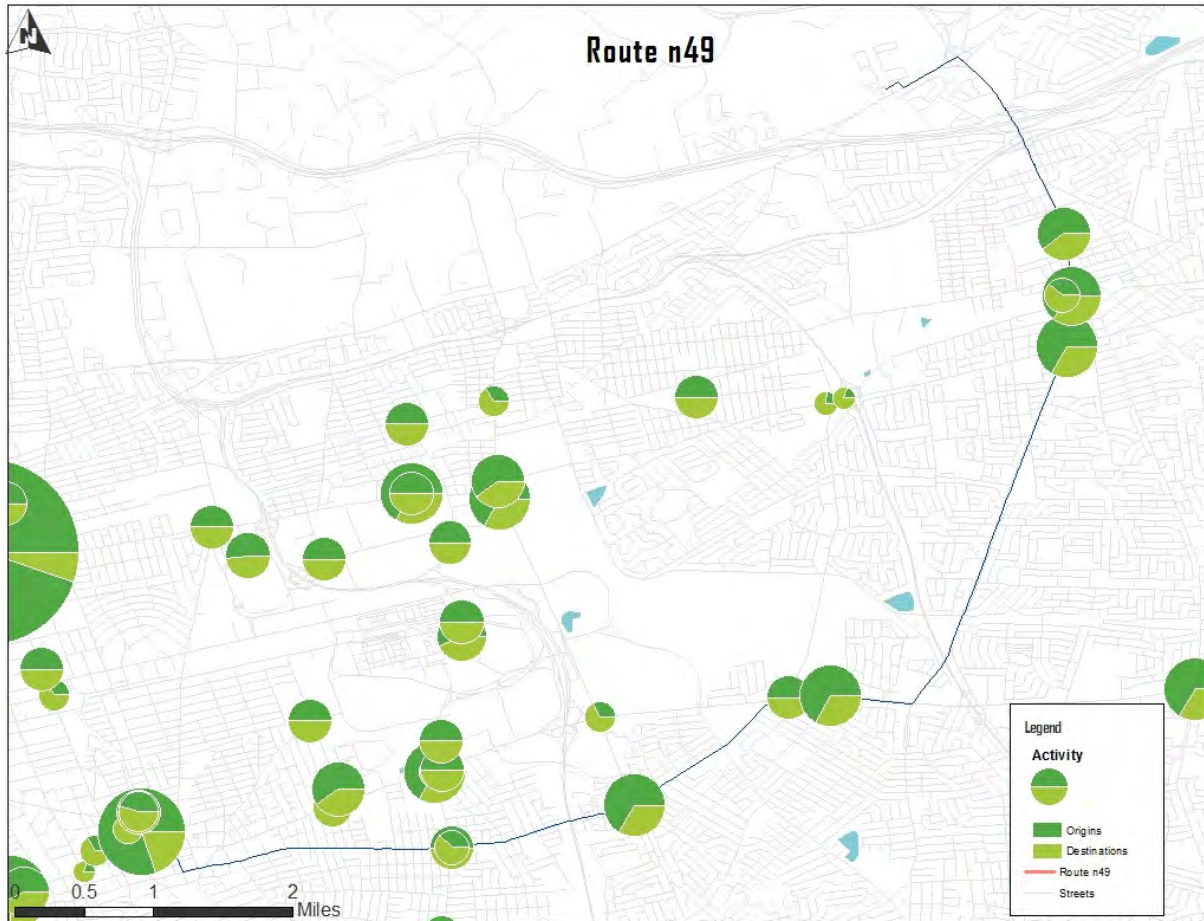


Exhibit C.31 Route n50 Origin/Destination Map

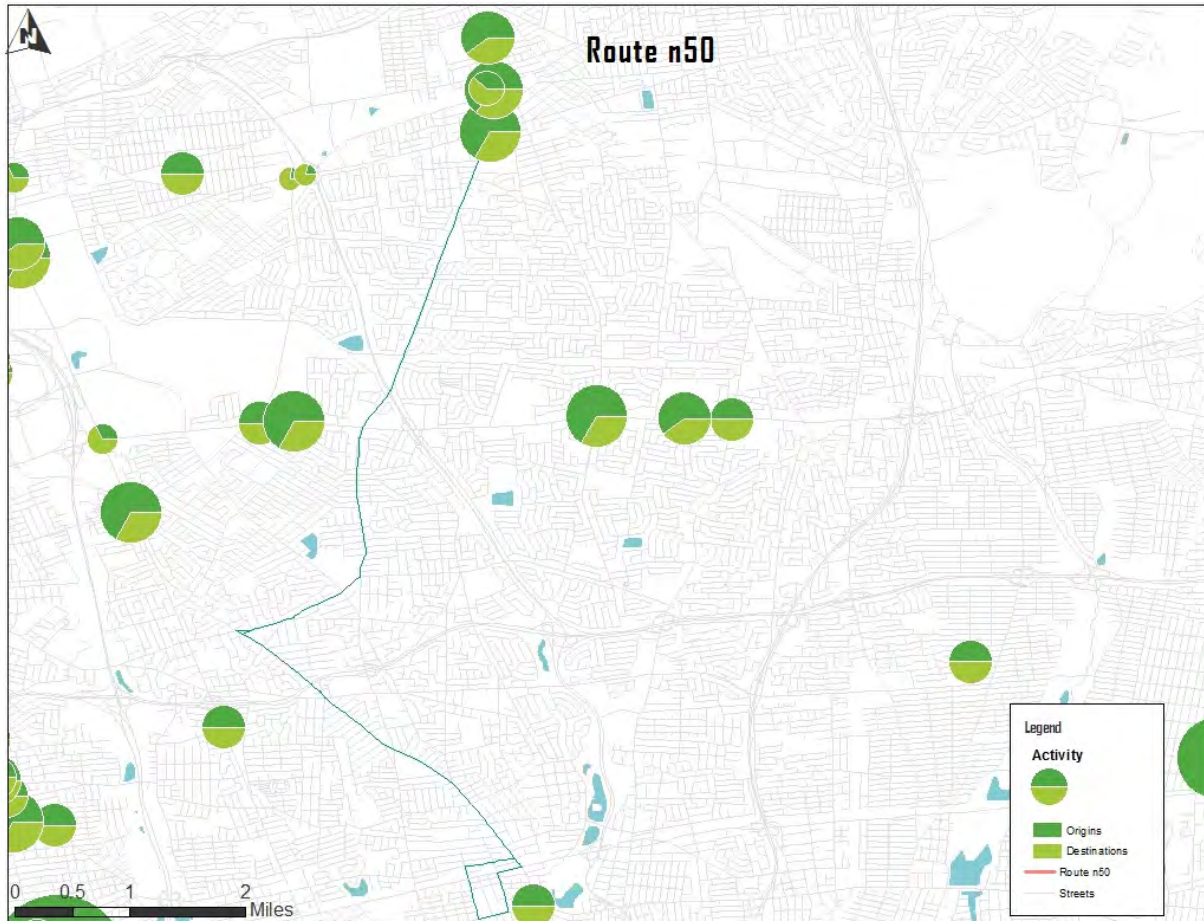


Exhibit C.32 Route n51 Origin/Destination Map

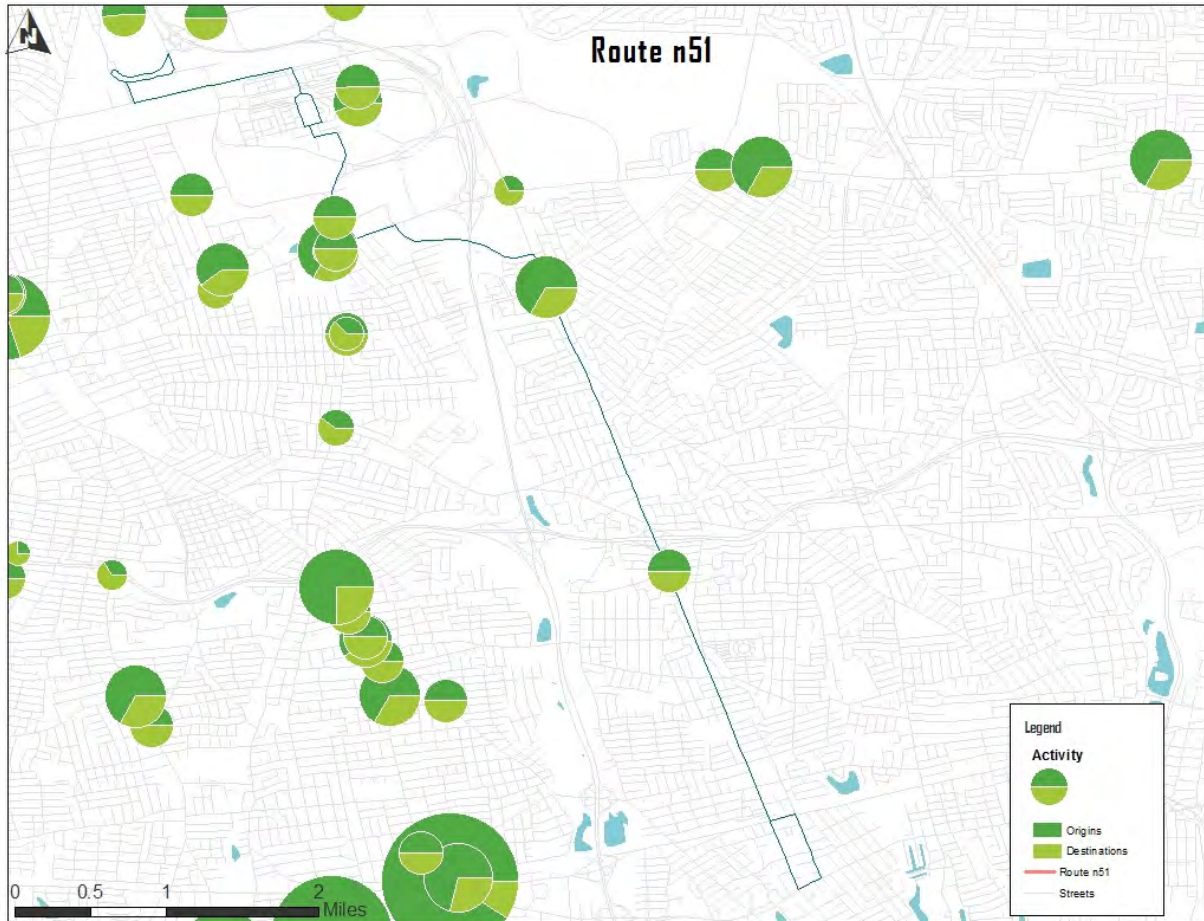


Exhibit C.33 Route n54 Origin/Destination Map

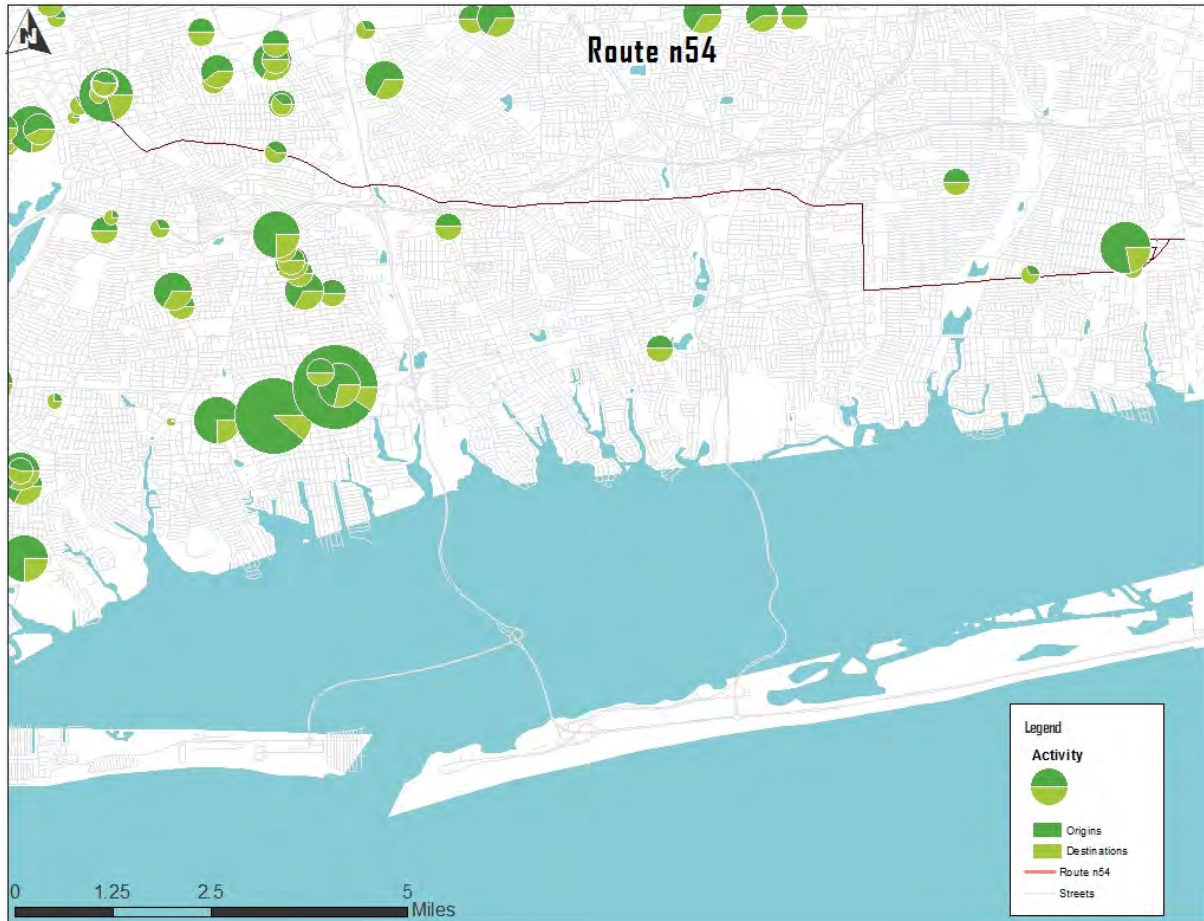


Exhibit C.34 Route n55 Origin/Destination Map

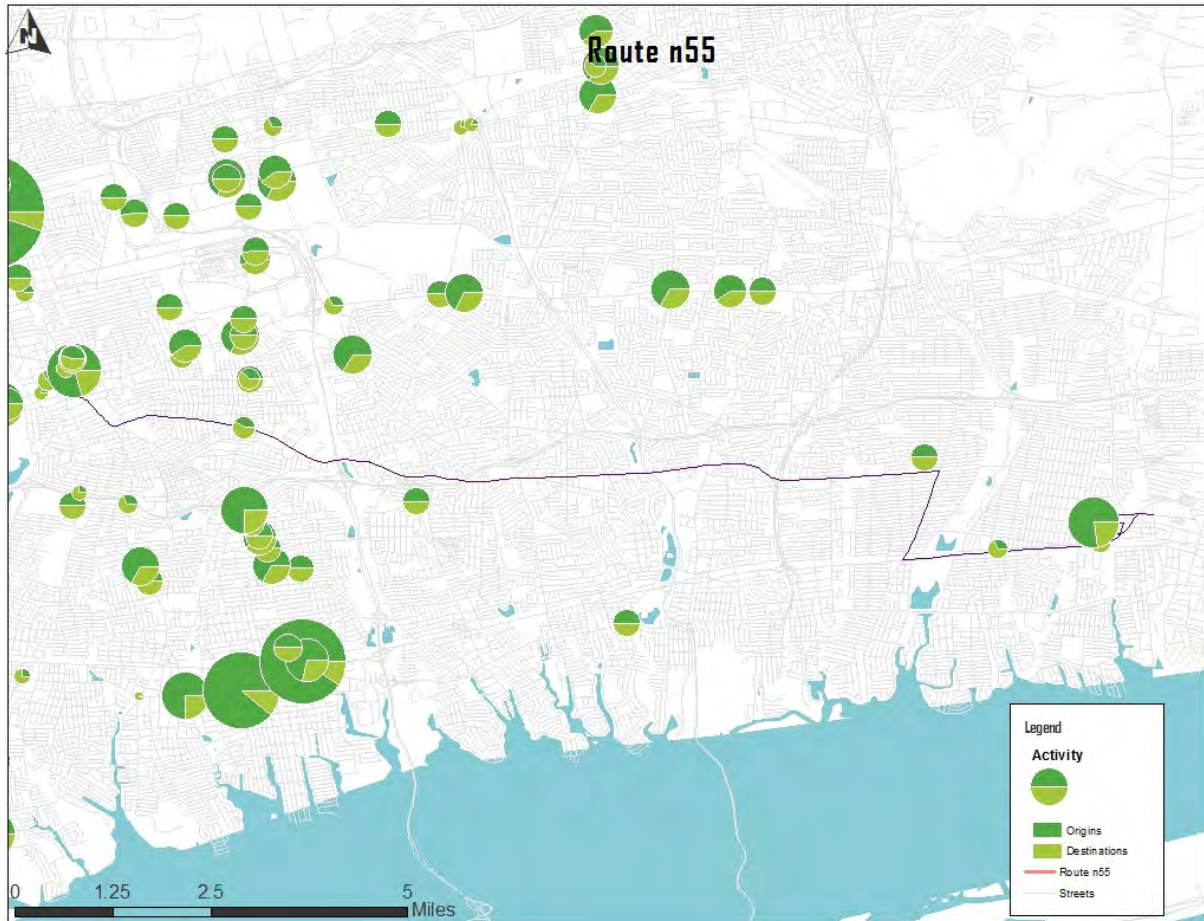


Exhibit C.35 Route n57 Origin/Destination Map

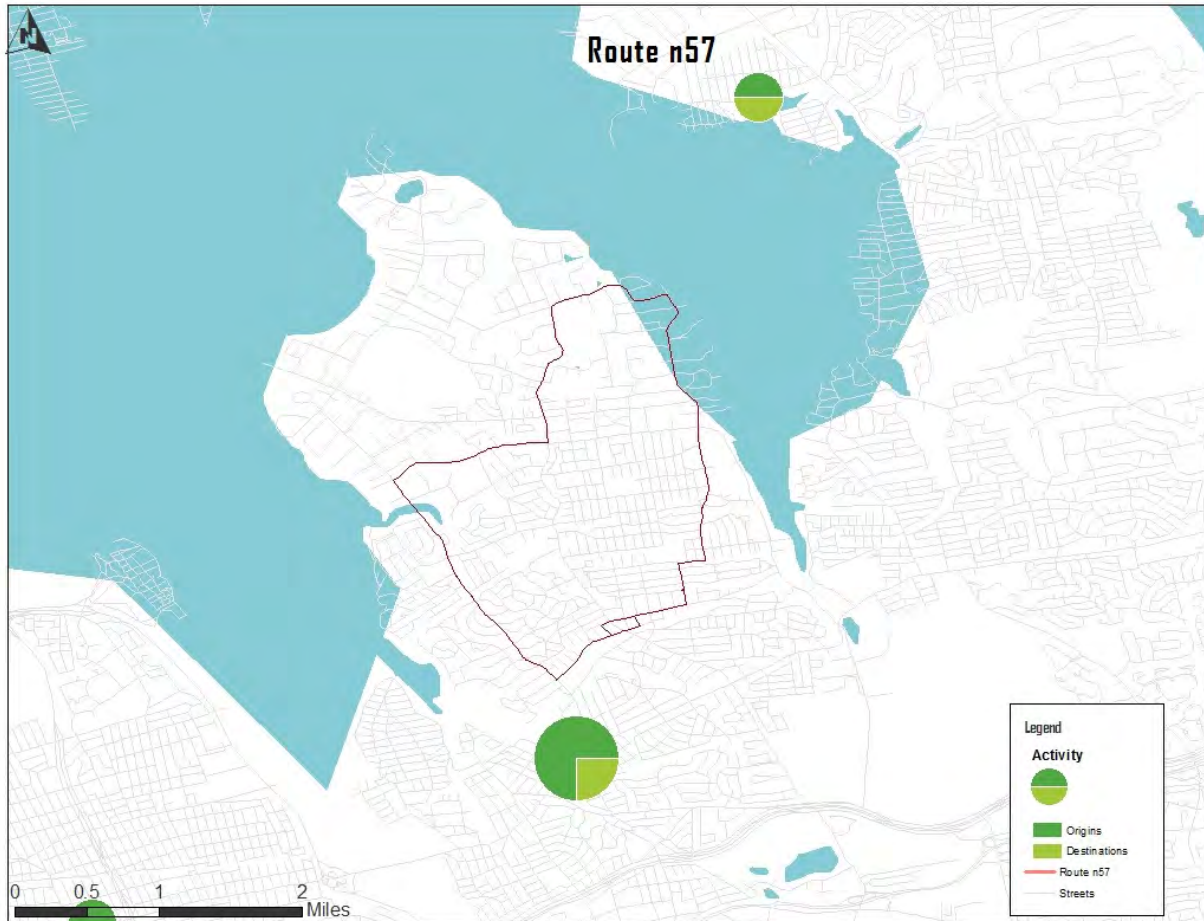


Exhibit C.36 Route n58 Origin/Destination Map

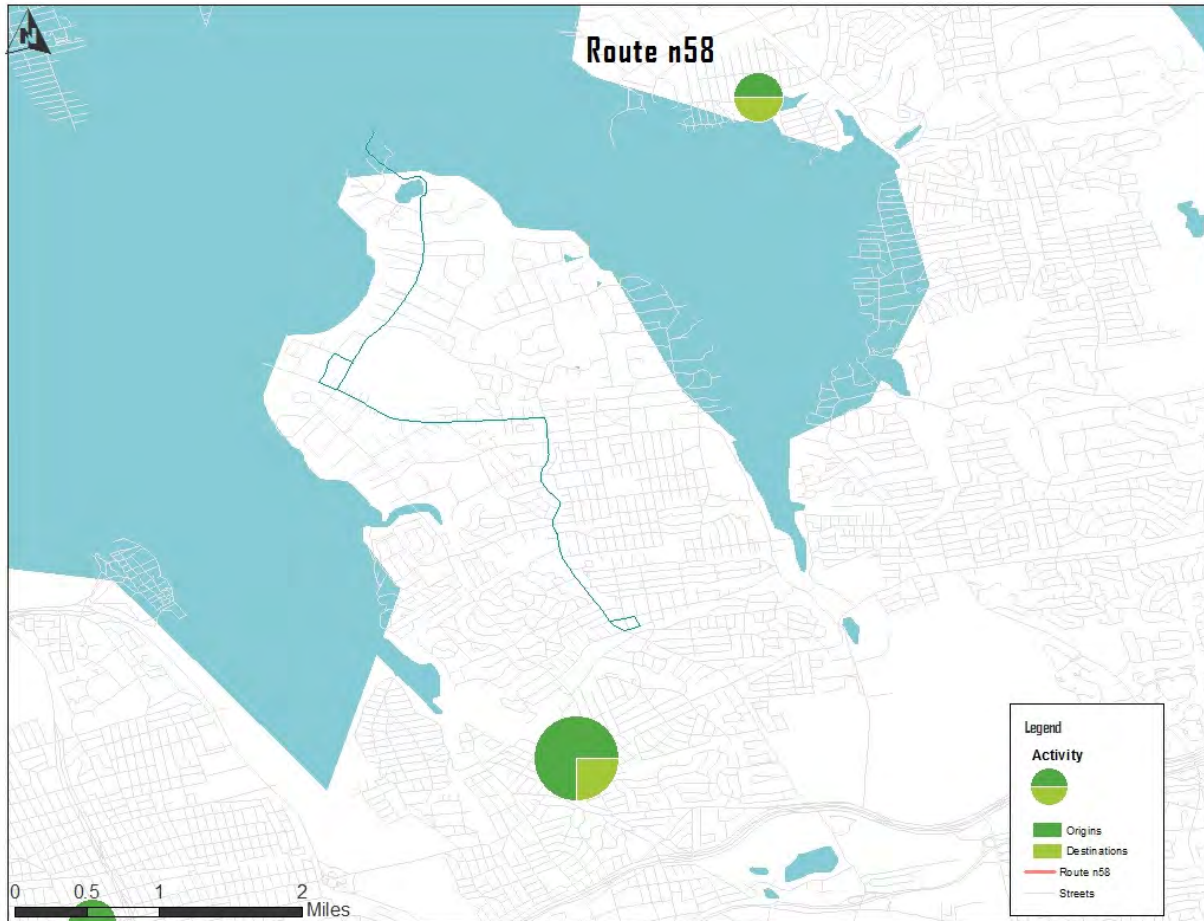


Exhibit C.37 Route n62 Origin/Destination Map



Exhibit C.38 Route n70 Origin/Destination Map

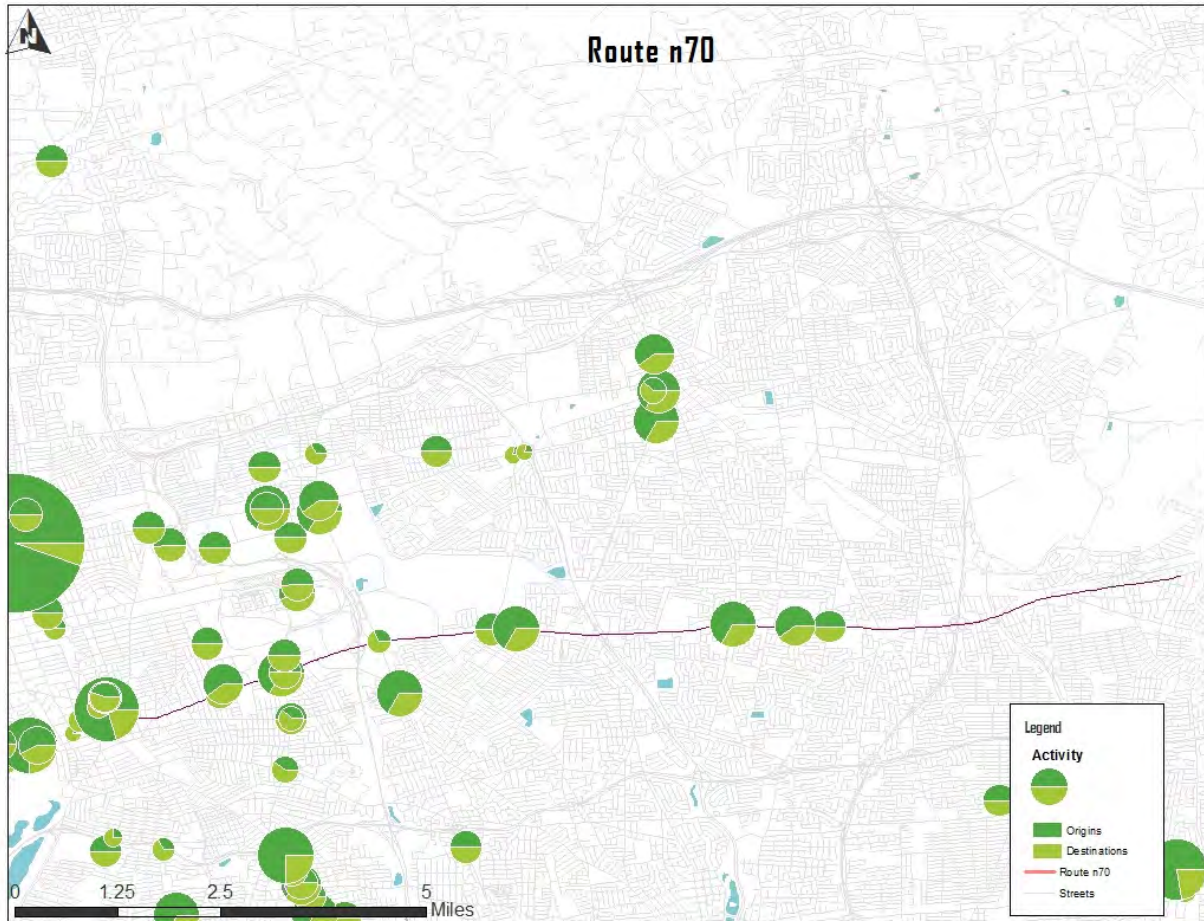


Exhibit C.39 Route n71 Origin/Destination Map

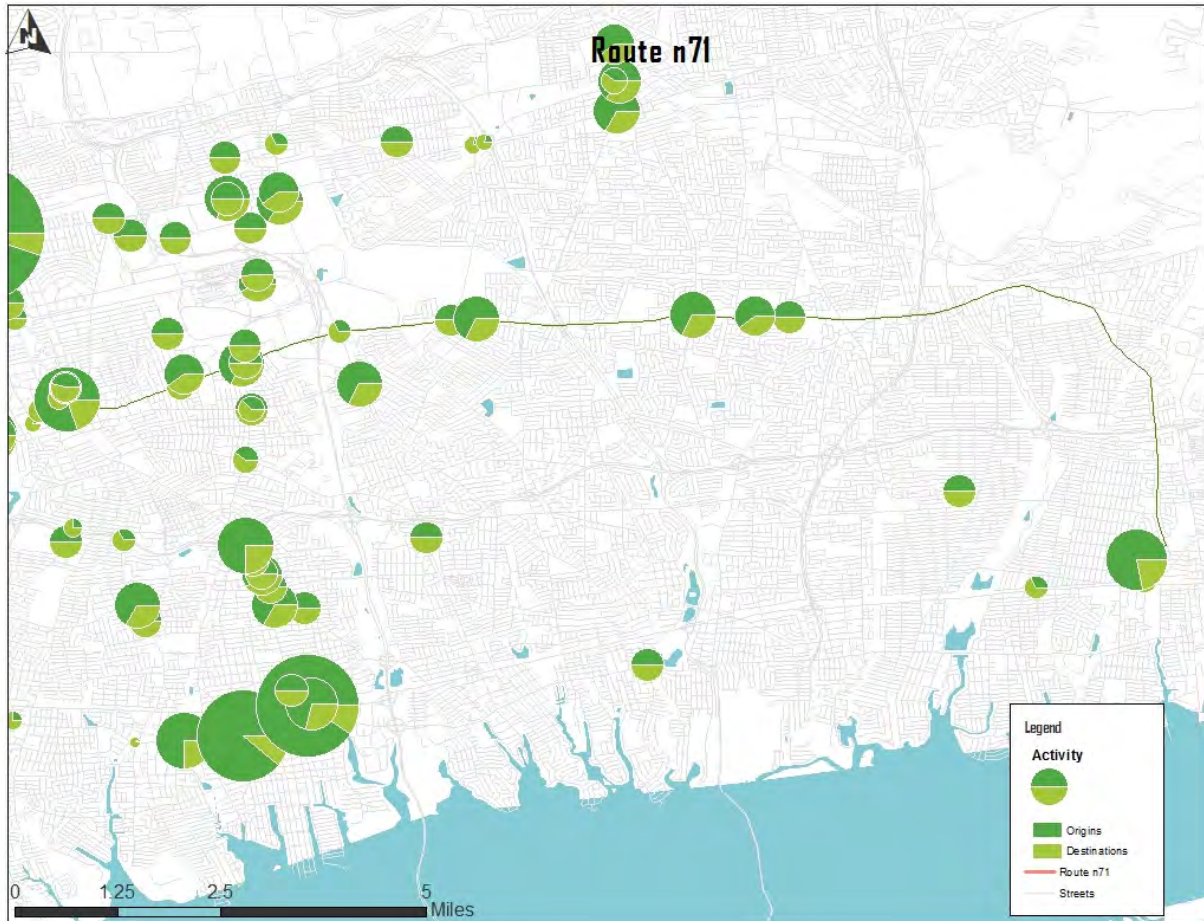


Exhibit C.40 Route n72 Origin/Destination Map

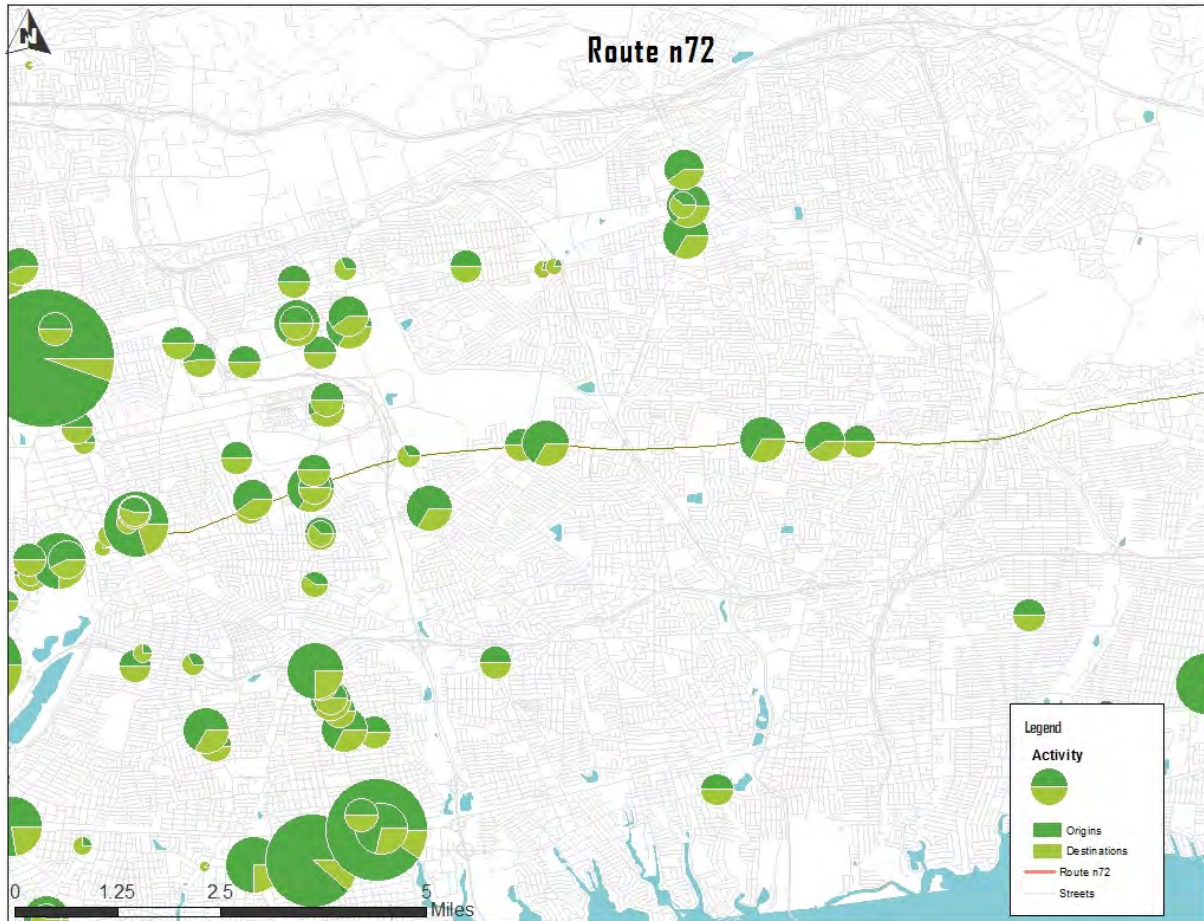


Exhibit C.41 Route n73 Origin/Destination Map

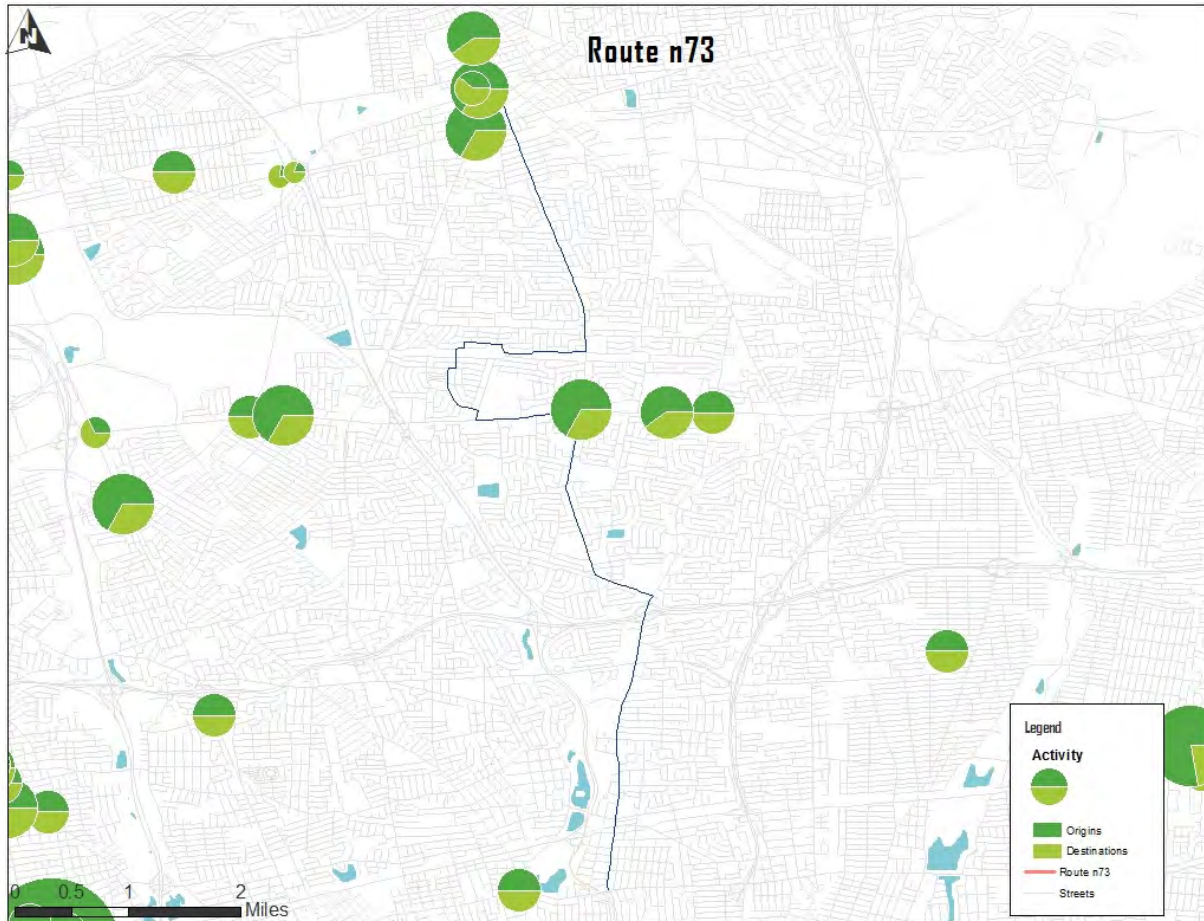


Exhibit C.42 Route n74 Origin/Destination Map

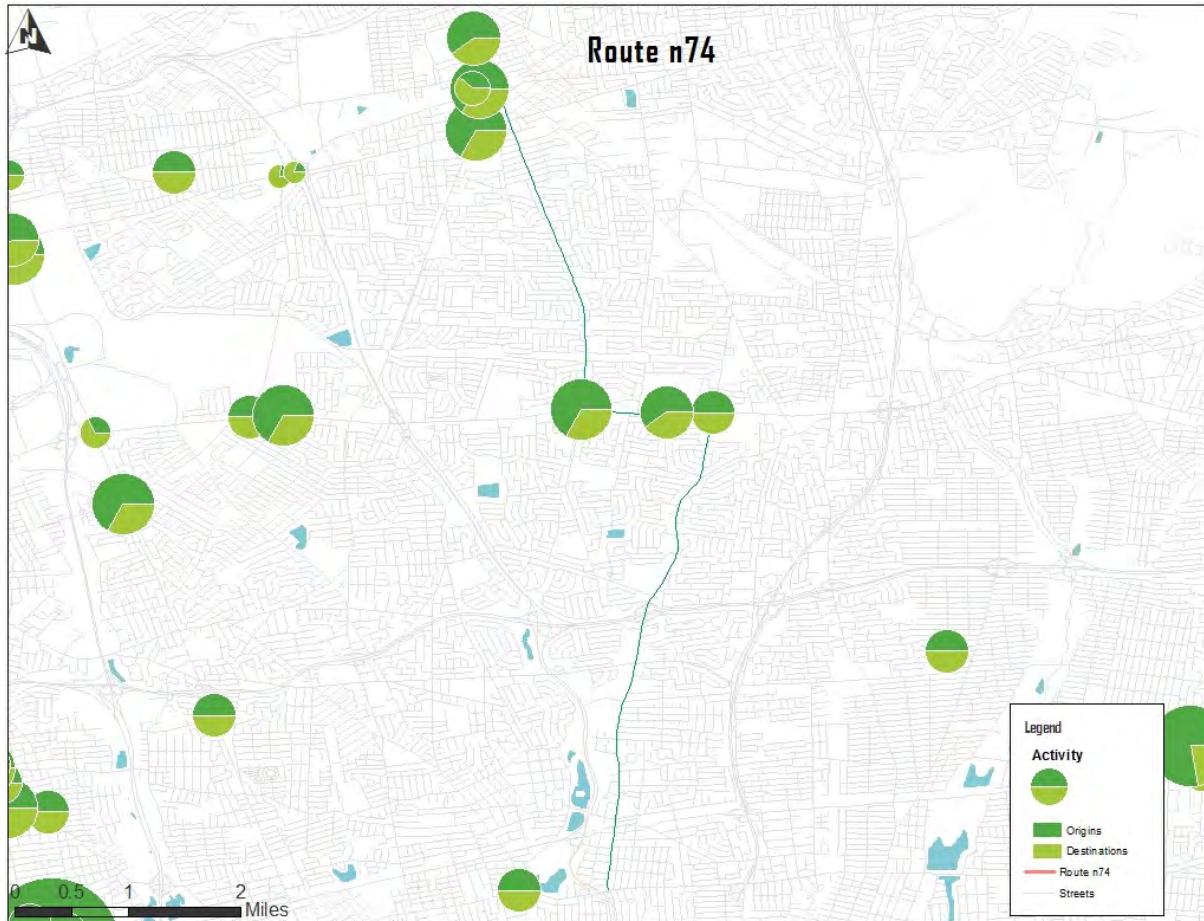


Exhibit C.43 Route n78 Origin/Destination Map

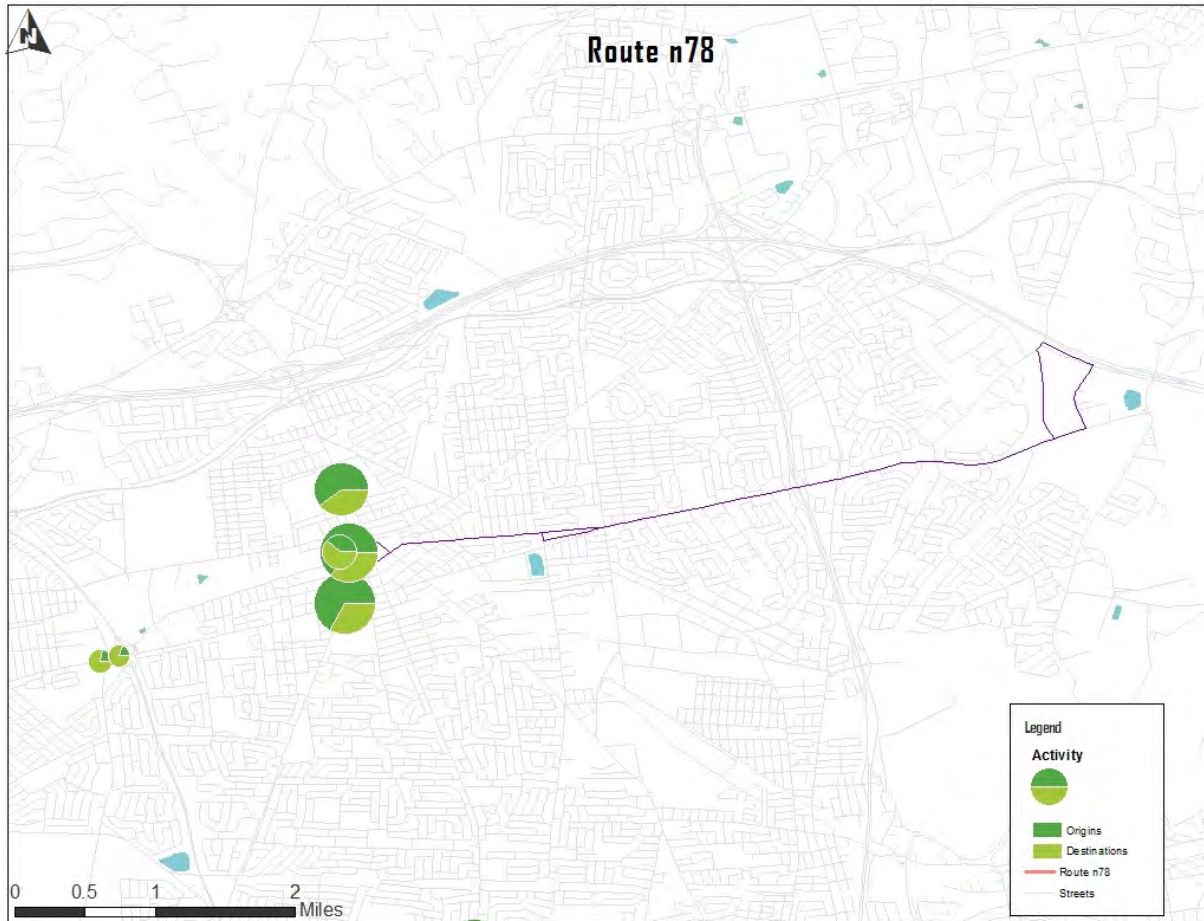


Exhibit C.44 Route n79 Origin/Destination Map

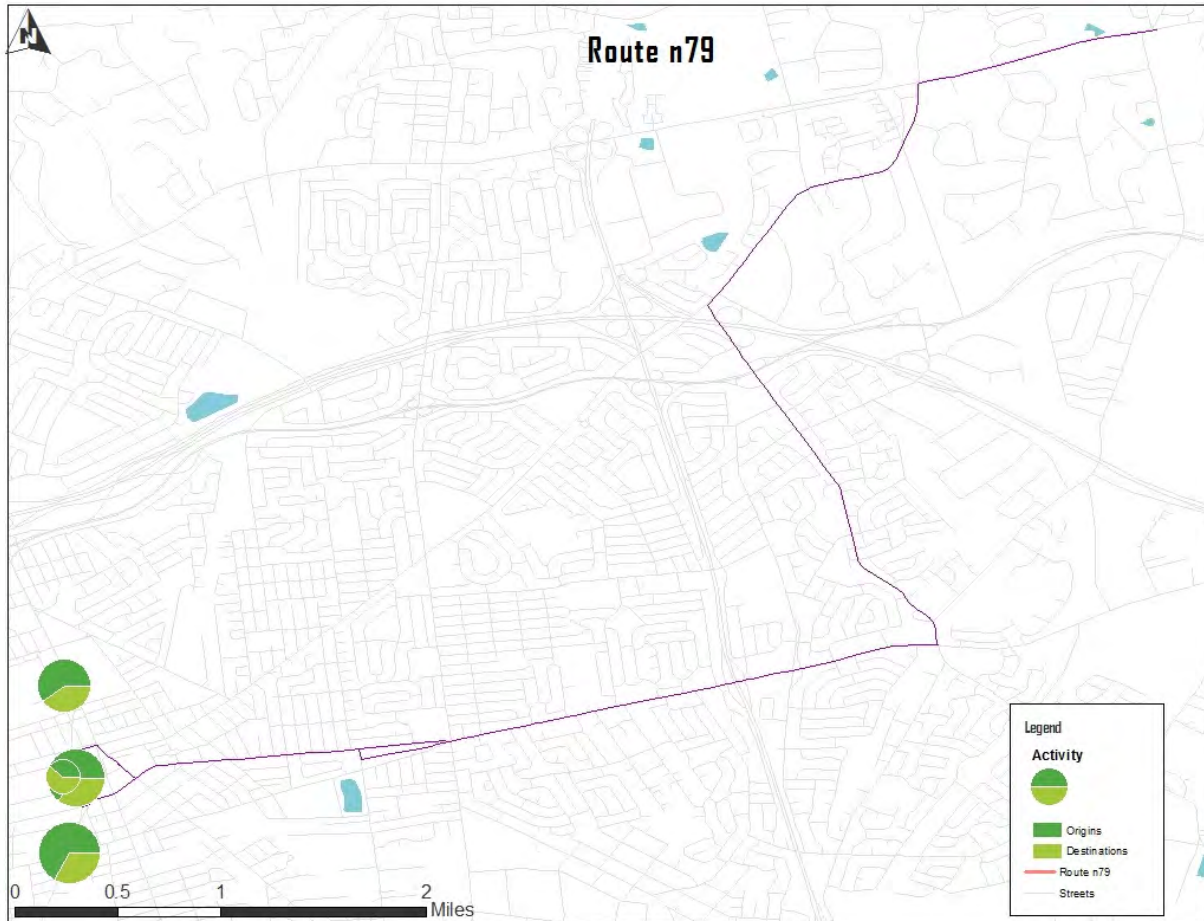


Exhibit C.45 Route n80 Origin/Destination Map

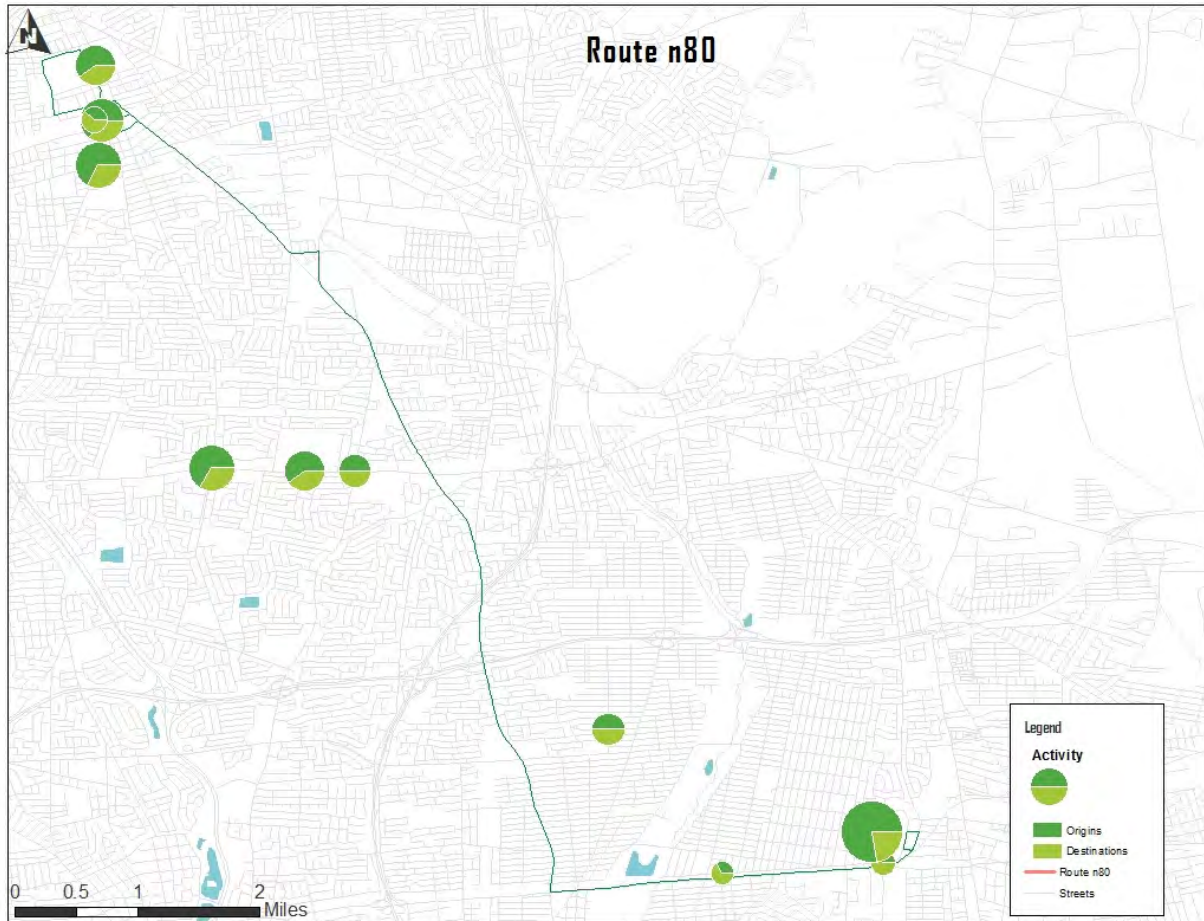
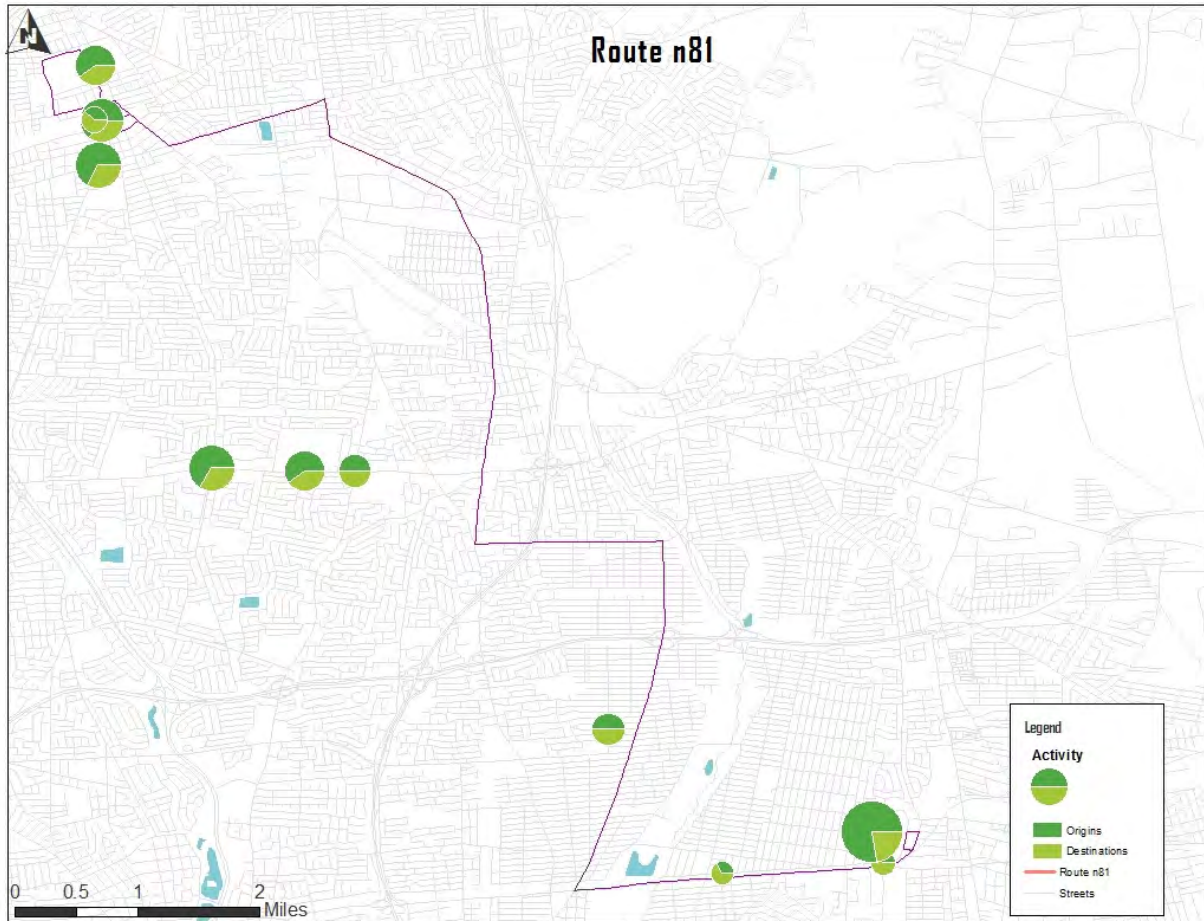


Exhibit C.46 Route n81 Origin/Destination Map



Appendix D

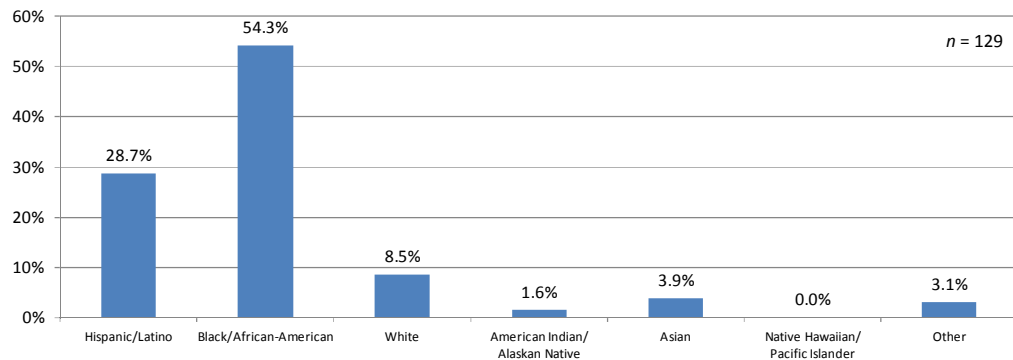
Route Profiles

The following Route Profiles present information specific to individual routes relative to customer ethnicity, language, income level, reason for riding, and available mobility alternatives.

Route n1

More than 88 percent of Route n1 respondents indicated being a “minority” ethnicity. More than 54 percent of respondents described their ethnicity as Black/African-American. Nearly 29 percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.1 Route n1 Ethnicity



Nearly 76 percent of respondents cited speaking English at home. Spanish and French/Haitian Creole are the only other languages that were cited by more than one respondent. Fewer than five percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.2 Route n1 Languages

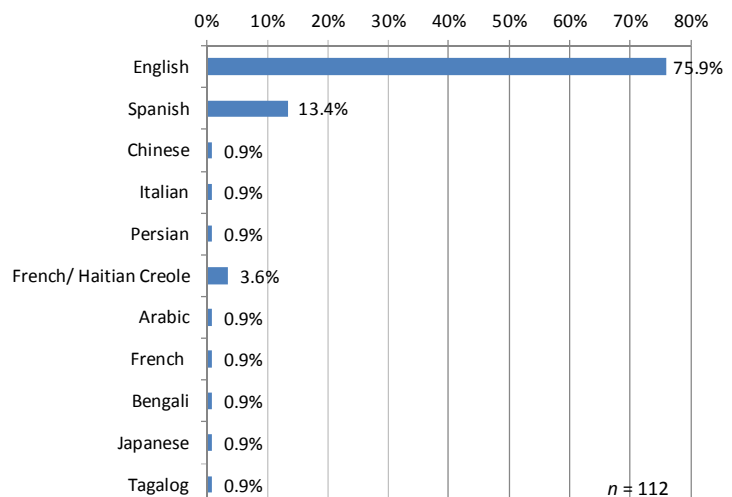
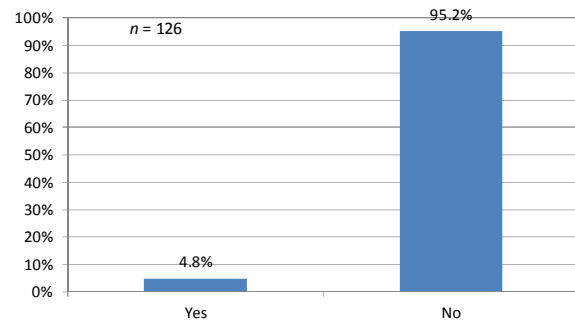


Exhibit D.3 Route n1 Lack of Proficiency in English Impacting NICE Use



More than 41 percent of respondents cited an annual household income of \$50,000 or more. Just over 34 percent indicated an income below \$25,000 annually. More than 66 percent choose NICE because they lack access to a car or are not able to drive. Alternatives to NICE are fairly evenly split between taxi, friend or family member, and not making the surveyed trip.

Exhibit D.4 Route n1 Household Income

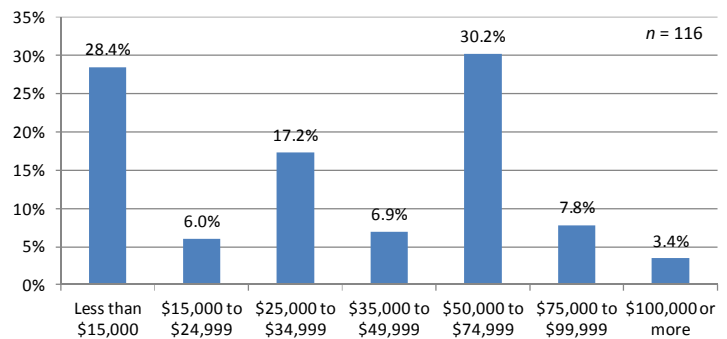


Exhibit D.5 Route n1 Reason for Riding

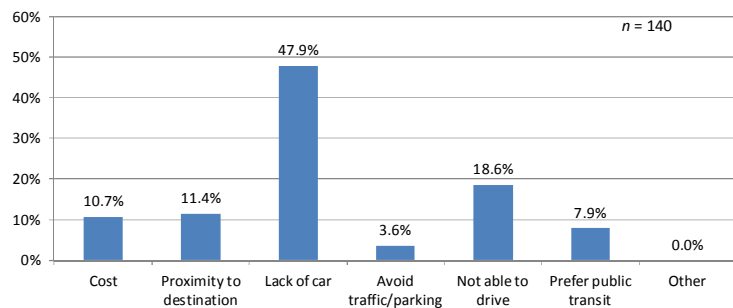
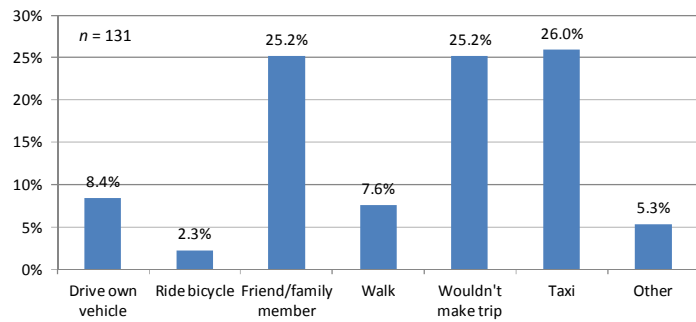


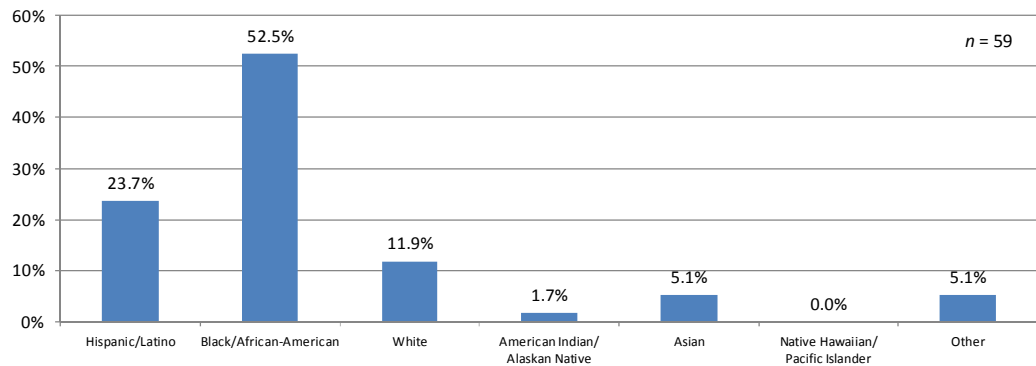
Exhibit D.6 Route n1 Alternatives to NICE



Route n2

Eighty-three percent of Route n2 respondents indicated being a “minority” ethnicity. More than 52 percent of respondents described their ethnicity as Black/African-American. Nearly 24 percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.7 Route N2 Ethnicity



Nearly 73 percent of respondents cited speaking English at home. Nearly 16 percent speak Spanish at home. Italian and French/Haitian Creole are the only other languages cited by more than one respondent. A significant portion of respondents – nearly 23 percent – indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.8 Route n2 Languages

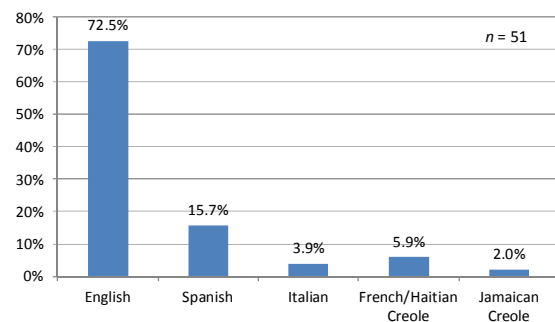
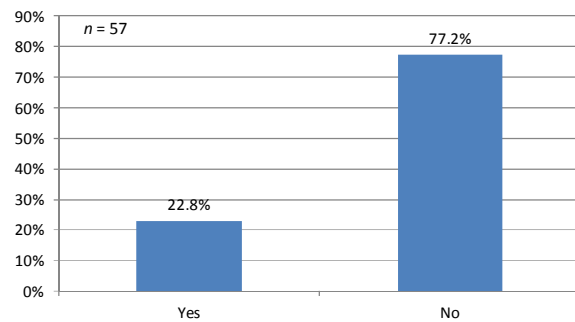


Exhibit D.9 Route n2 Lack of Proficiency in English Impacting NICE Use



Twenty-three percent of respondents cited an annual household income of \$50,000 or more. Nearly 35 percent indicated a household income below \$25,000 annually. Nearly 61 percent choose NICE because they lack access to a car or are not able to drive. Thirty-seven percent of Route n2 respondents would rely on a friend or family member if NICE was not available; alternately, 20.4 percent would not make the surveyed trip.

Exhibit D.10 Route n2 Household Income

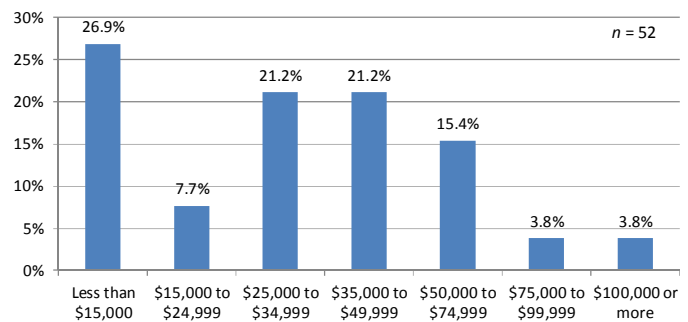


Exhibit D.11 Route n2 Reason for Riding

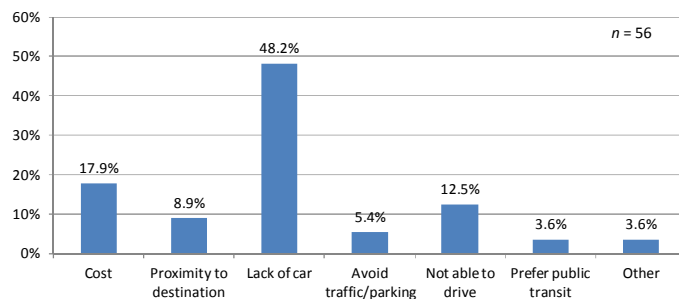
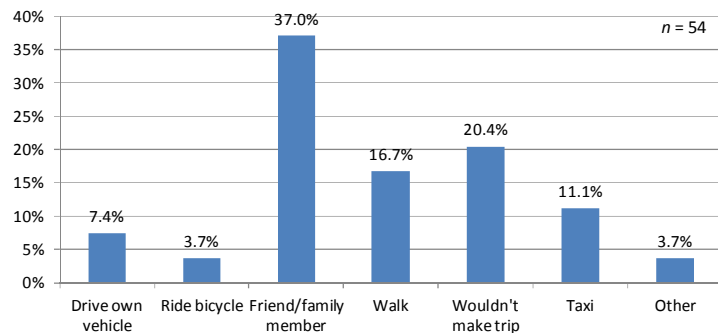


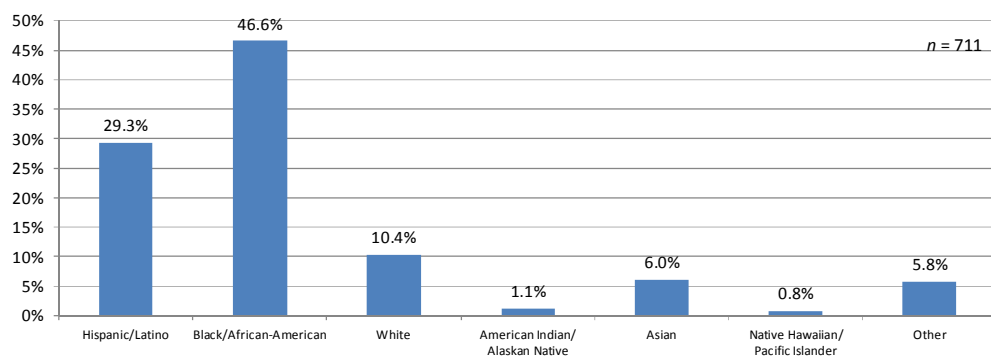
Exhibit D.12 Route n2 Alternatives to NICE



Route n4

Nearly 84 percent of Route n4 respondents indicated being a “minority” ethnicity. More than 46 percent of respondents described their ethnicity as Black/African-American. More than 29 percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.13 Route n4 Ethnicity



Nearly 78 percent of respondents cited speaking English at home, while less than 12 percent speak Spanish. French/Haitian Creole was only other language cited by more than one percent of respondents. Slightly more than 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.14 Route n4 Languages

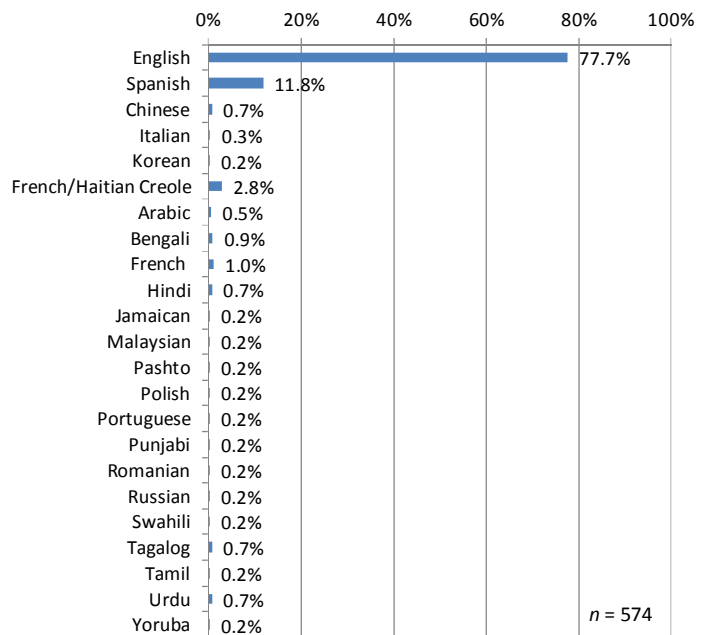
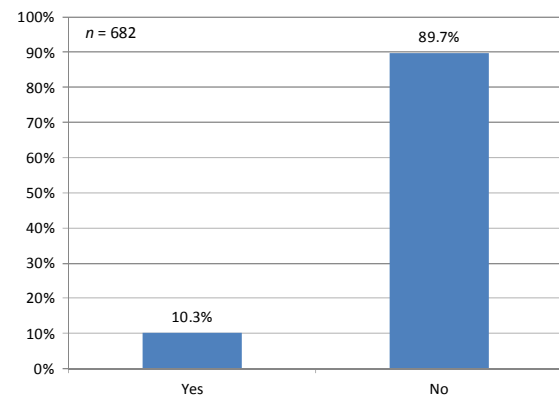


Exhibit D.15 Route n4 Lack of Proficiency in English Impacting NICE Use



Fewer than 23 percent of survey respondents cited an annual household income of \$50,000 or more. Nearly 44 percent indicated an income below \$25,000 annually. More than 54 percent choose NICE because they lack access to a personal vehicle or are not able to drive. A quarter of respondents would ride with a friend or family member if NICE was not available. Other commonly cited alternatives include not making the surveyed trip and taking a taxi.



Exhibit D.16 Route n4 Household Income

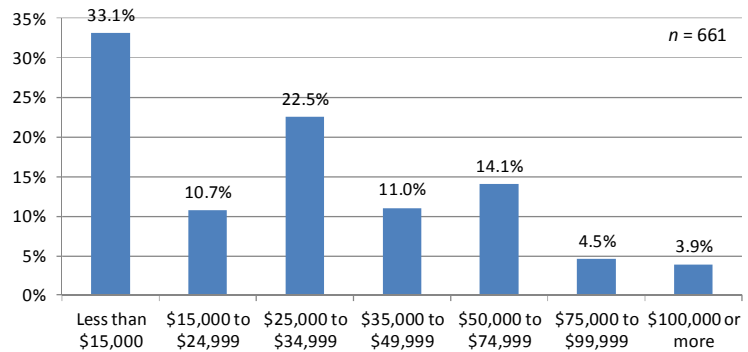


Exhibit D.17 Route n4 Reason for Riding

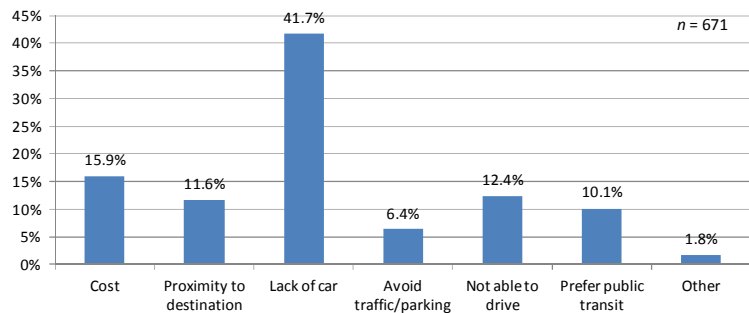
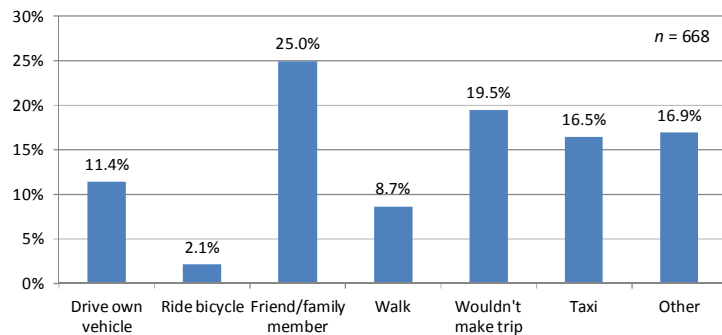


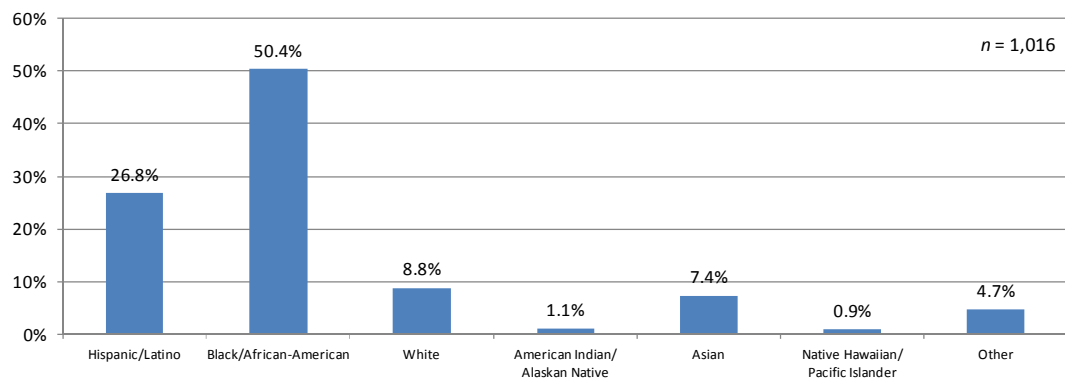
Exhibit D.18 Route n4 Alternatives to NICE



Route n6

More than 86 percent of Route n6 respondents indicated being a “minority” ethnicity. More than 50 percent of respondents described their ethnicity as Black/African-American. Nearly 27 percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.19 Route n6 Ethnicity



Nearly 78 percent of respondents cited speaking English at home. Spanish, French/Haitian Creole, and French are the only other languages that were cited by more than one percent of respondents. Just over nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.20 Route n6 Languages

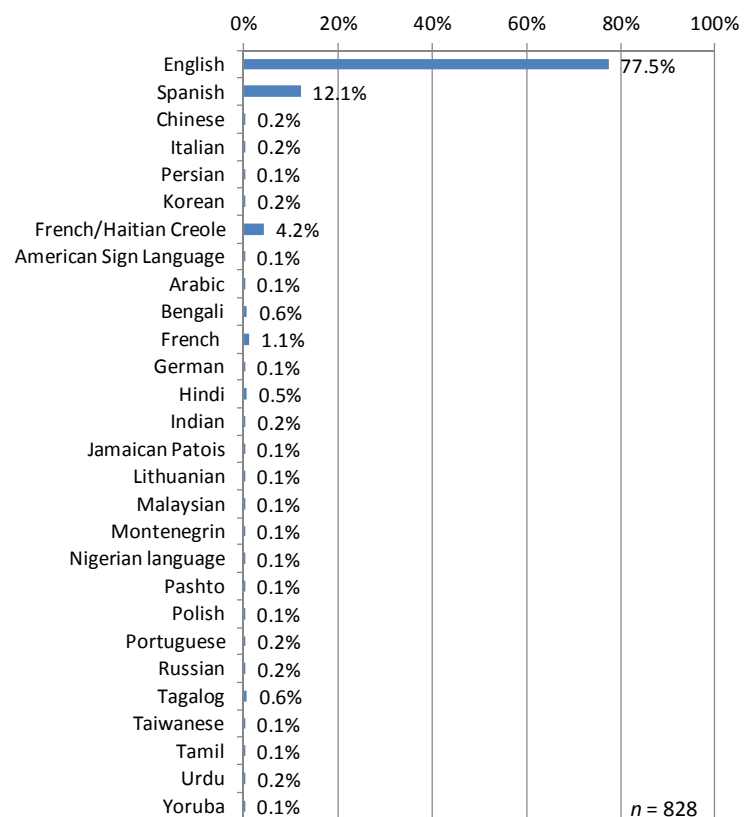
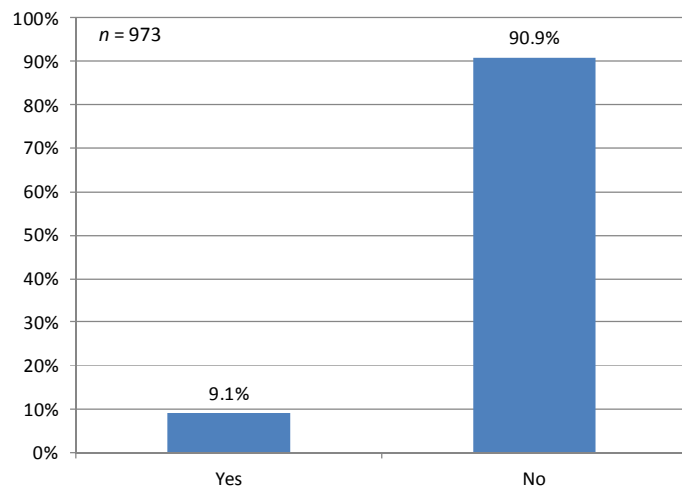


Exhibit D.21 Route n6 Lack of Proficiency in English Impacting NICE Use



Twenty-three percent of respondents cited an annual household income of \$50,000 or more. More than 46 percent indicated an income below \$25,000 annually. More than 56 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n6 respondents would most likely ride with a friend or family member or not make the surveyed trip if NICE was not available.

Exhibit D.22 Route n6 Household Income

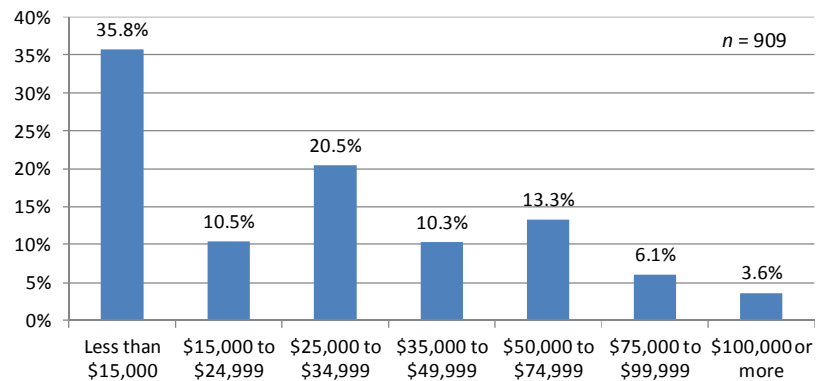


Exhibit D.23 Route n6 Reason for Riding

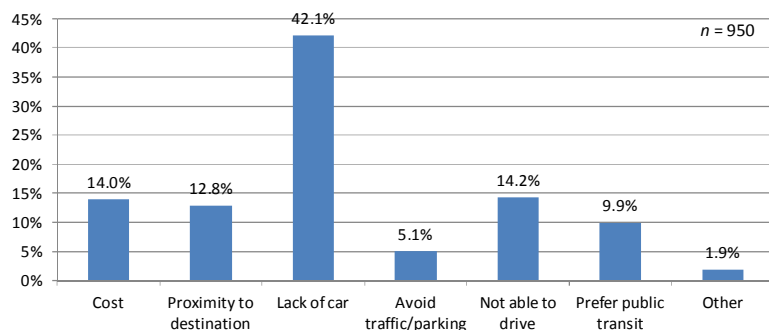
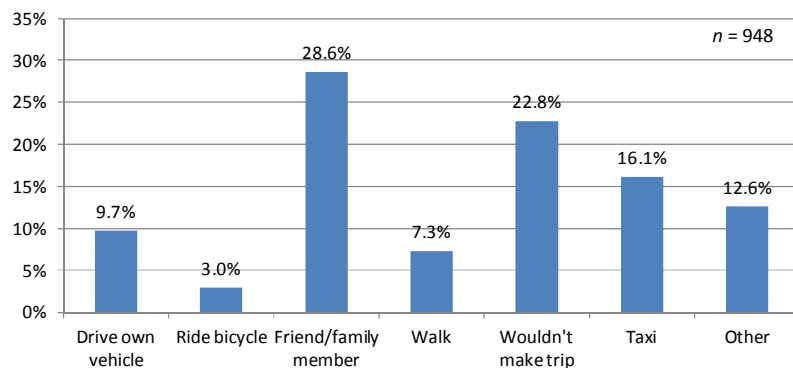


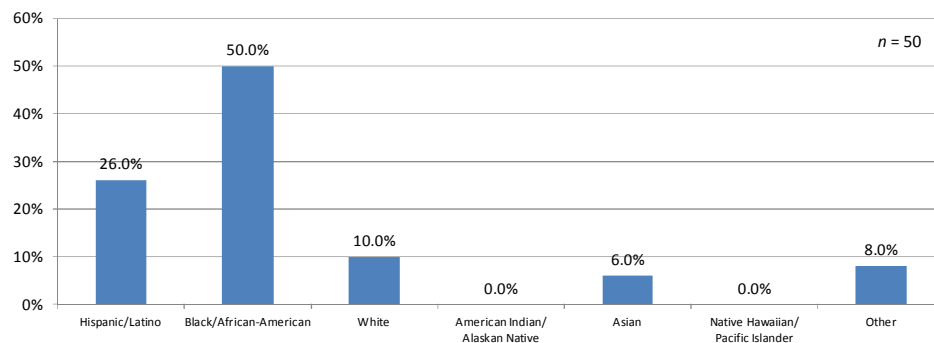
Exhibit D.24 Route n6 Alternatives to NICE



Route n8

Eighty-two percent of Route n8 respondents indicated being a “minority” ethnicity. Half of respondents described their ethnicity as Black/African-American. Twenty-six percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.25 Route n8 Ethnicity



Nearly 83 percent of respondents cited speaking English at home. Fewer than ten percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. Fourteen percent indicated a lack of proficiency in English impacted their use of NICE.



Exhibit D.26 Route n8 Languages

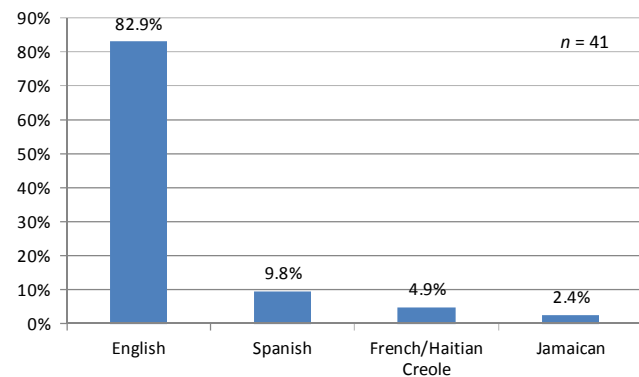
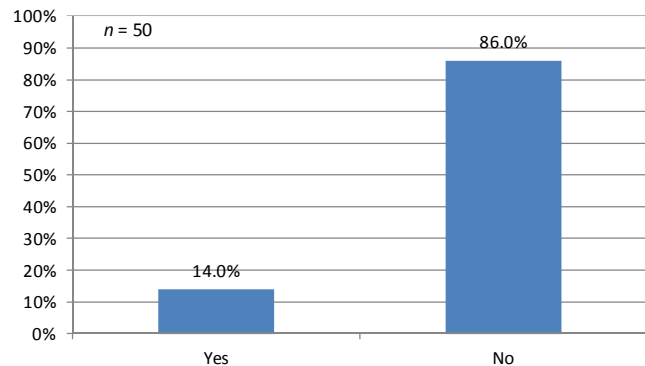
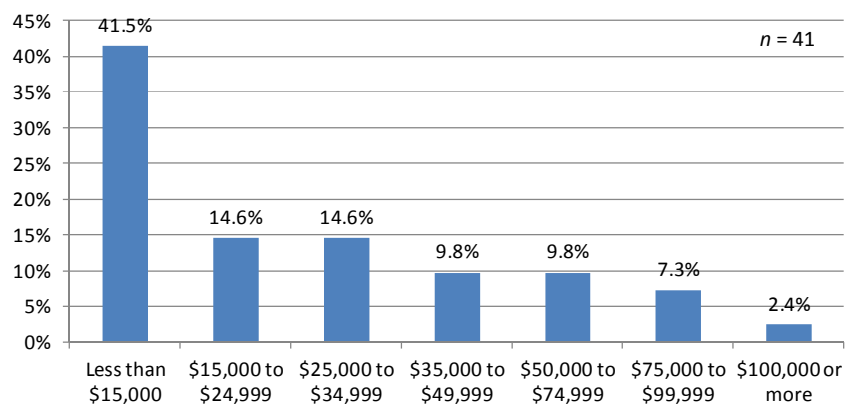


Exhibit D.27 Route n8 Lack of Proficiency in English Impacting NICE Use



More than 19 percent of respondents cited an annual household income of \$50,000 or more. Just over 56 percent indicated an income below \$25,000 annually. More than 59 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 28 percent would not make the surveyed trip if NICE was not available; other commonly cited options are riding with a friend or family member or driving a personal vehicle.

Exhibit D.28 Route n8 Household Income



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Exhibit D.29 Route n8 Reason for Riding

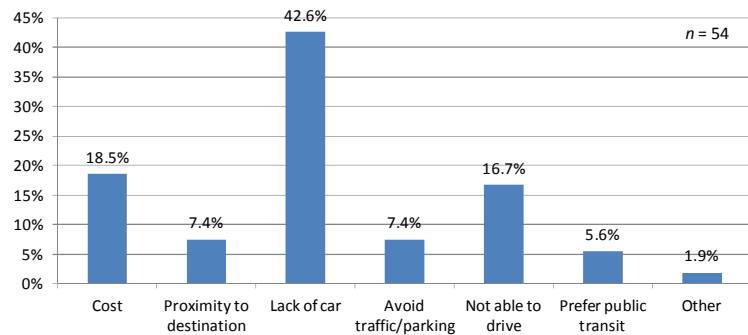
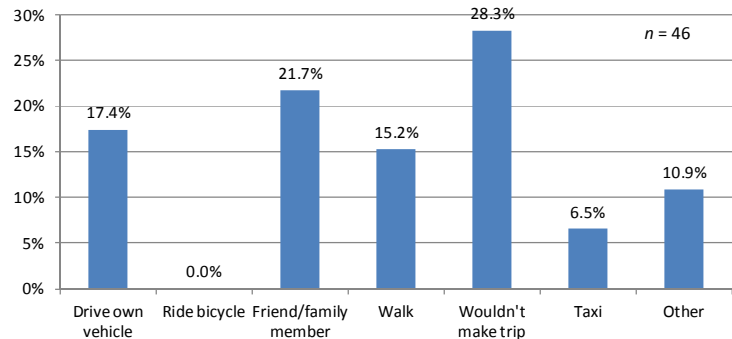


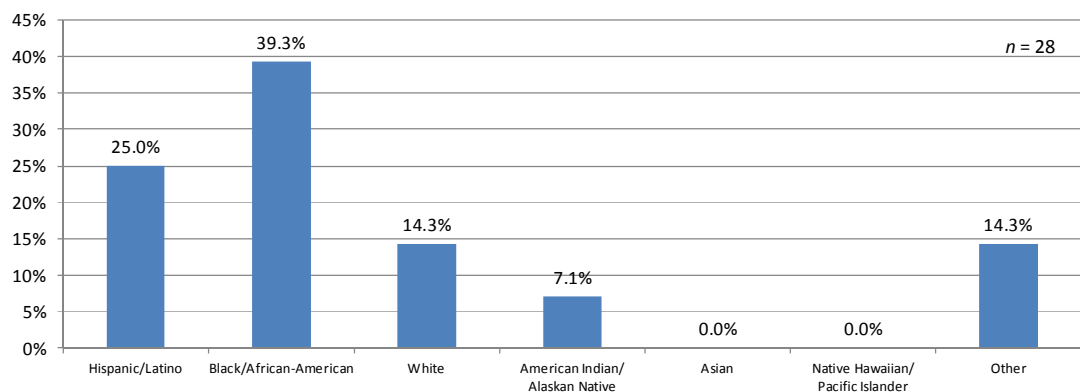
Exhibit D.30 Route n8 Alternatives to NICE



Route n14

More than 71 percent of Route n14 respondents indicated being a “minority” ethnicity. More than 39 percent of respondents described their ethnicity as Black/African-American. Twenty-five percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.31 Route n14 Ethnicity



D-12

More than 83 percent of respondents cited speaking English at home. Just over eight percent speak Spanish at home. Both Persian and French were cited by just one respondent each. A significant

percentage – more than 21 percent – indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.32 Route n14 Languages

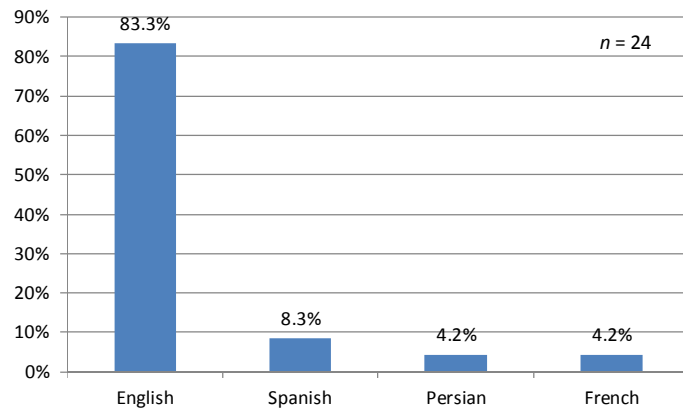
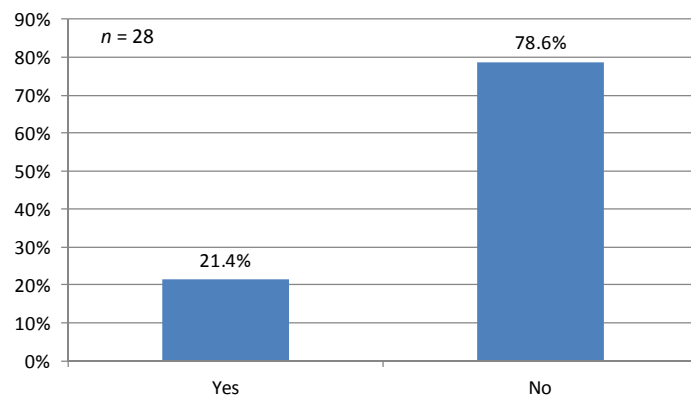


Exhibit D.33 Route n14 Lack of Proficiency in English Impacting NICE Use



Just 16.7 percent of respondents cited an annual household income of \$50,000 or more. Nearly 47 percent indicated an income below \$25,000 annually. More than 59 percent choose NICE because they lack access to a car or are not able to drive. Taxi was the most frequently cited alternative to NICE, followed by not making the surveyed trip and/or riding with a friend or family member.

Exhibit D.34 Route n14 Household Income

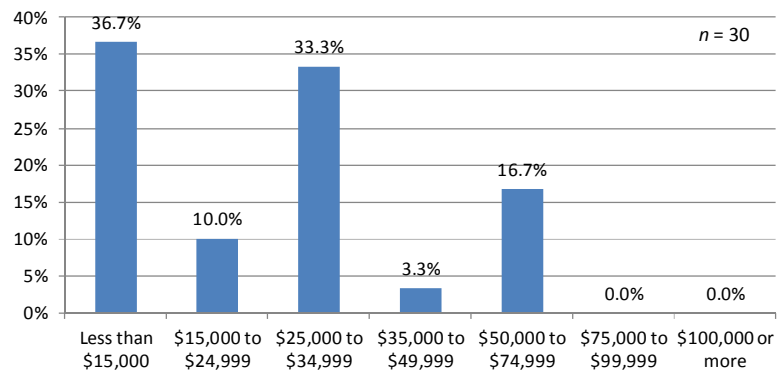


Exhibit D.35 Route n14 Reason for Riding

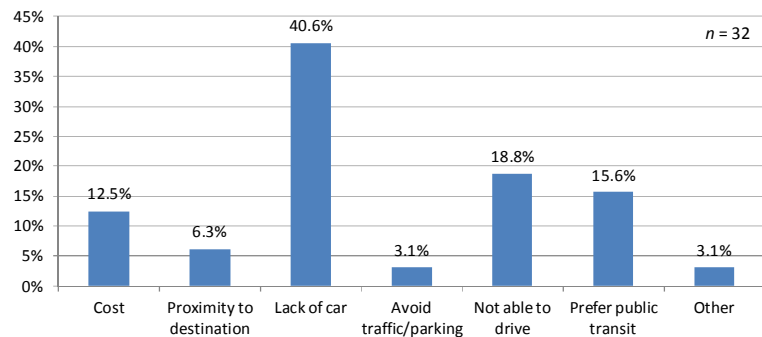
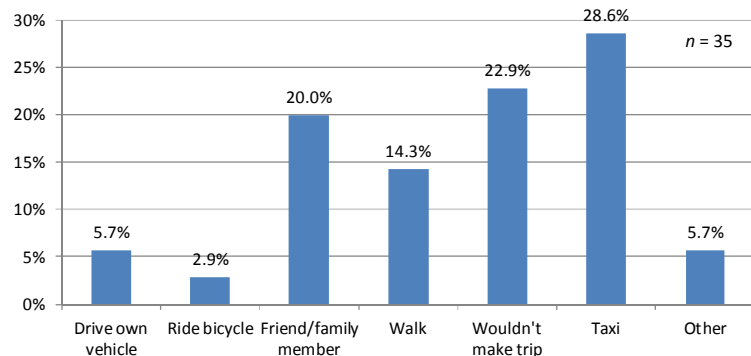


Exhibit D.36 Route n14 Alternatives to NICE

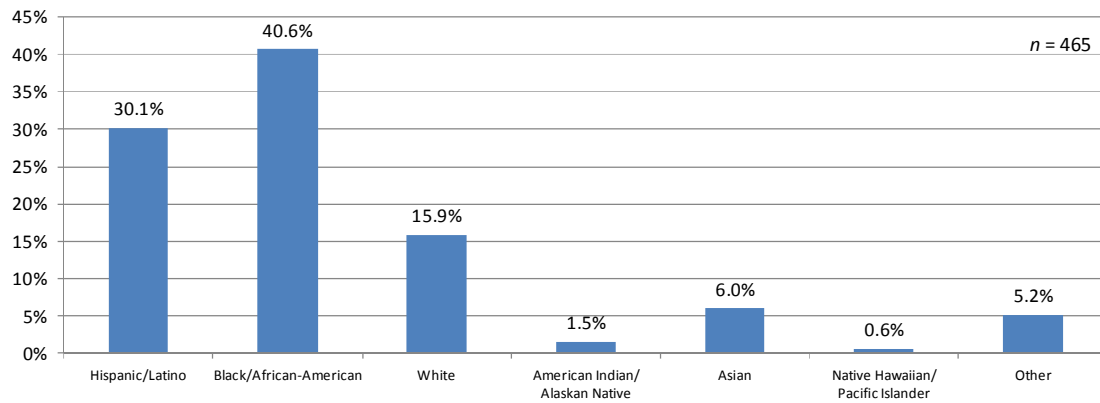


Route n15

Nearly 80 percent of Route n15 respondents indicated being a “minority” ethnicity. More than 40 percent of respondents described their ethnicity as Black/African-American. More than 30 percent indicated their ethnicity as Hispanic/Latino.



Exhibit D.37 Route n15 Ethnicity



More than 82 percent of respondents cited speaking English at home. Slightly more than 11 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one percent of respondents. Fewer than ten percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.38 Route n15 Languages

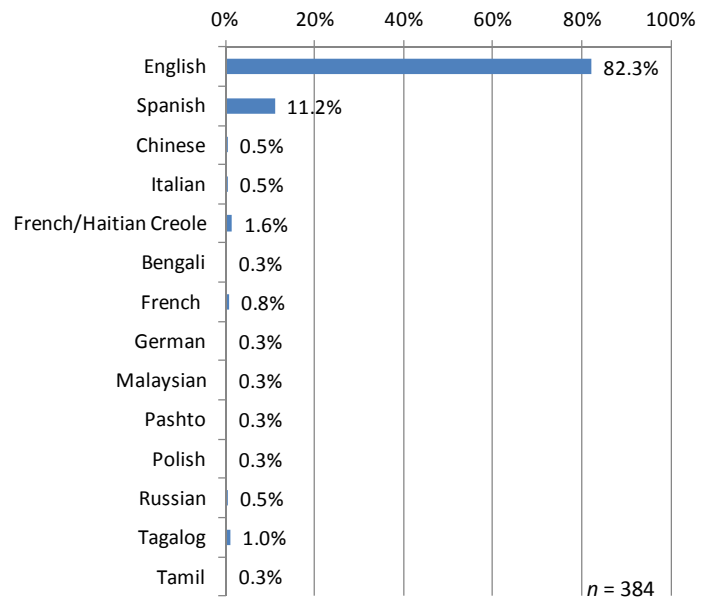
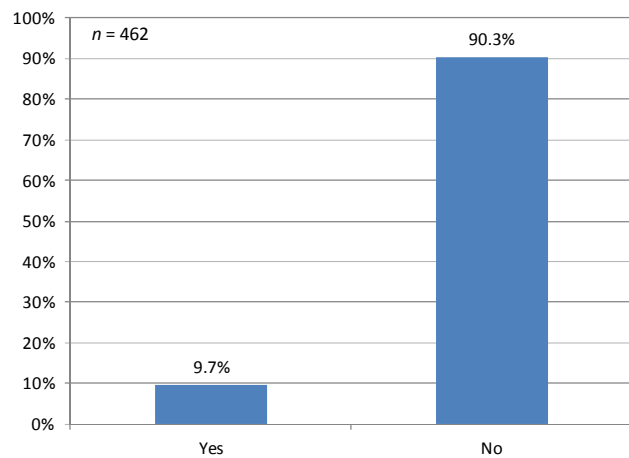


Exhibit D.39 Route n15 Lack of Proficiency in English Impacting NICE Use



Sixteen percent of respondents cited an annual household income of \$50,000 or more. More than half indicated an income below \$25,000 annually. Nearly 74 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n15 riders are most likely to ride with a friend or family member or not make the surveyed trip if NICE was not available.

Exhibit D.40 Route n15 Household Income

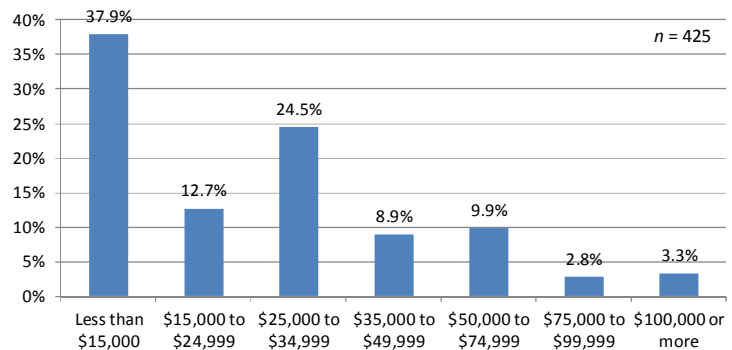


Exhibit D.41 Route n15 Reason for Riding

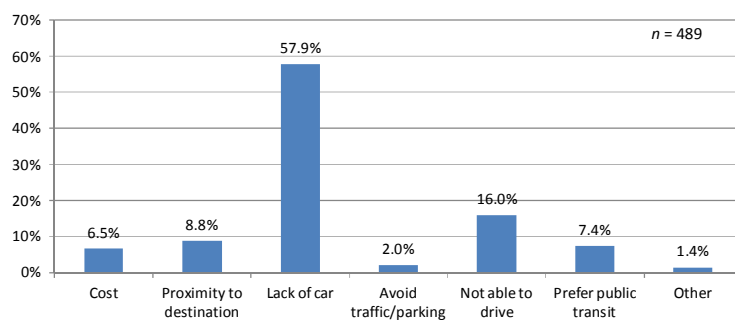
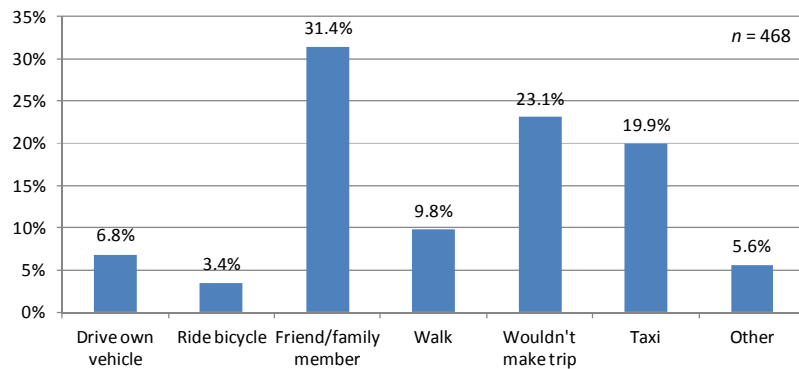


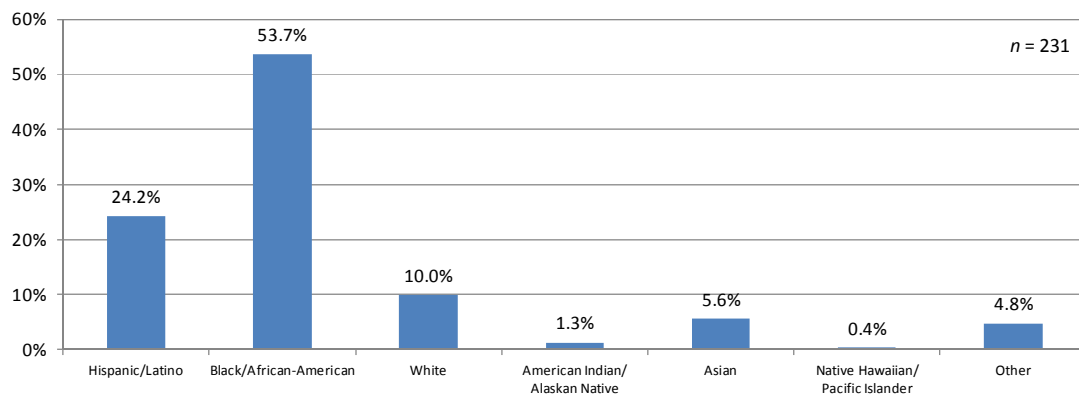
Exhibit D.42 Route n15 Alternatives to NICE



Route n16

More than 85 percent of Route n16 respondents indicated being a “minority” ethnicity. Nearly 54 percent of respondents described their ethnicity as Black/African-American. More than 24 percent indicated their ethnicity as Hispanic/Latino.

Exhibit D.43 Route n16 Ethnicity



Eighty-two percent of respondents cited speaking English at home. Less than nine percent speak Spanish at home. French/Haitian Creole and Urdu are the only other languages cited by more than one percent of respondents. Fewer than seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.44 Route n16 Languages

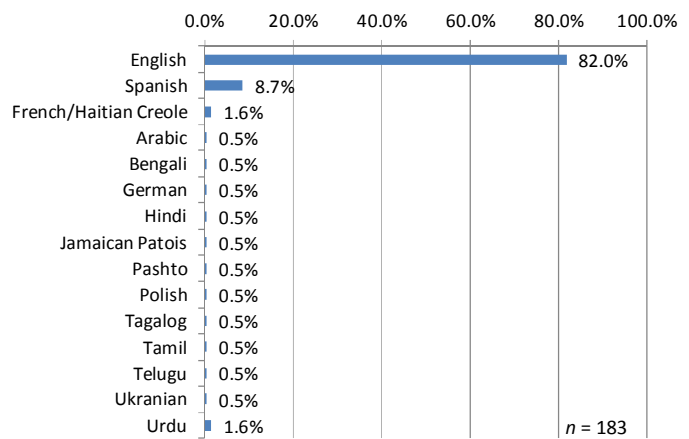
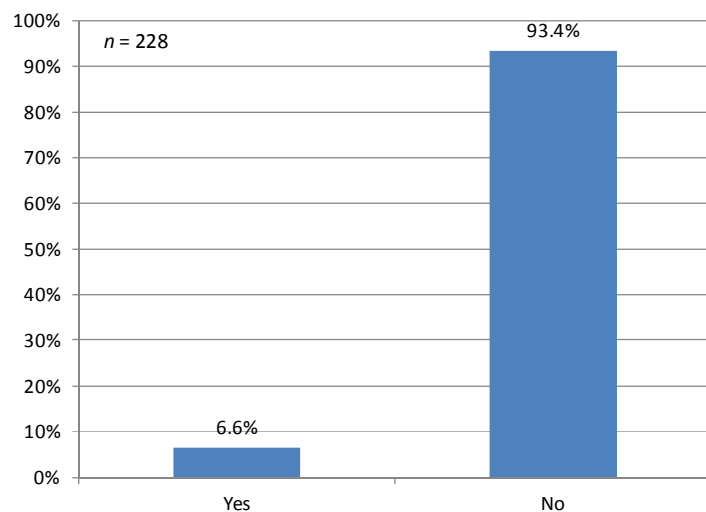


Exhibit D.45 Route n16 Lack of Proficiency in English Impacting NICE Use



Nearly 22 percent of respondents cited an annual household income of \$50,000 or more. More than 48 percent indicated an income below \$25,000 annually. More than 76 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n16 respondents are most likely to ride with a friend or family member or not make the surveyed trip if NICE was not available.



Exhibit D.46 Route n16 Household Income

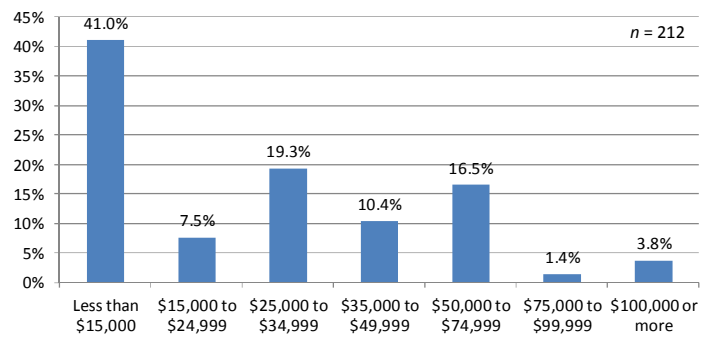


Exhibit D.47 Route n16 Reason for Riding

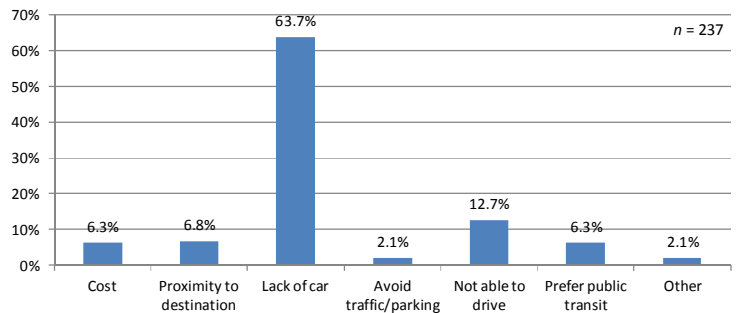
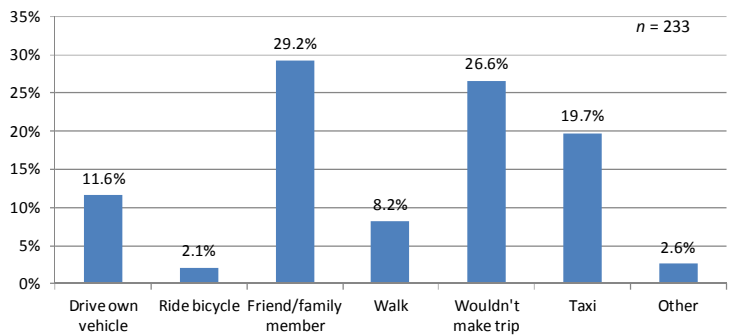


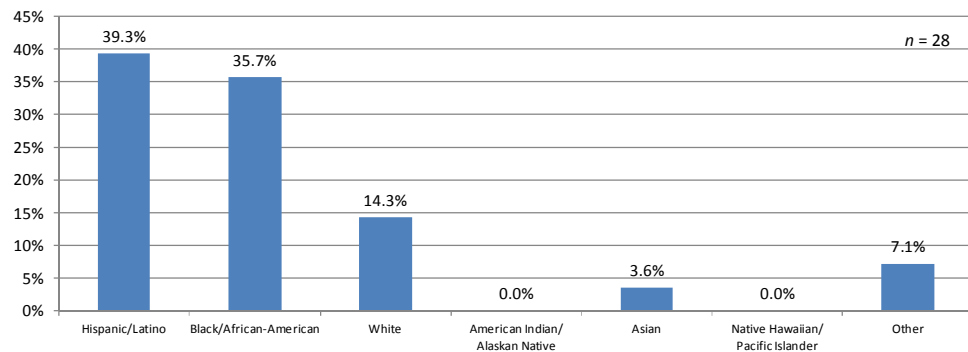
Exhibit D.48 Route n16 Alternatives to NICE



Route n17

More than 78 percent of Route n17 respondents indicated being a “minority” ethnicity. More than 39 percent of respondents indicated their ethnicity as Hispanic/Latino. Nearly 36 percent described their ethnicity as Black/African-American.

Exhibit D.49 Route n17 Ethnicity



More than 82 percent of respondents cited speaking English at home. Slightly more than 11 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one percent of respondents. A high percentage – more than 39 percent – indicated a lack of proficiency in English impacted their use of NICE. Given the higher-than-average incidence of Spanish being cited as a home language, service information in Spanish is likely the primary need on this route.

Exhibit D.50 Route n17 Languages

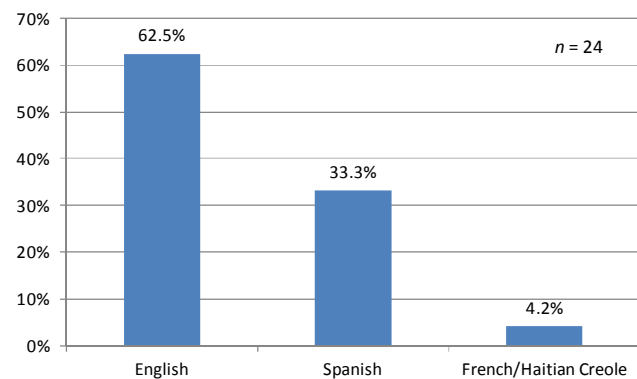
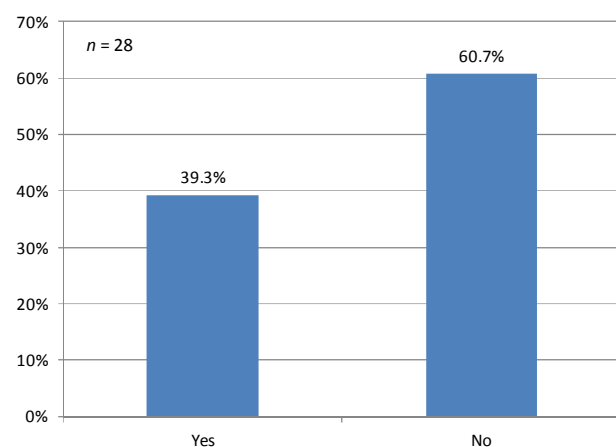


Exhibit D.51 Route n17 Lack of Proficiency in English Impacting NICE Use



Just over 18 percent of respondents cited an annual household income of \$50,000 or more. Nearly 67 percent indicated an income below \$25,000 annually. Nearly 52 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n17 respondents appear to have few mobility alternatives, as one-third said they would not make the surveyed trip if NICE was not available.

Exhibit D.52 Route n17 Household Income

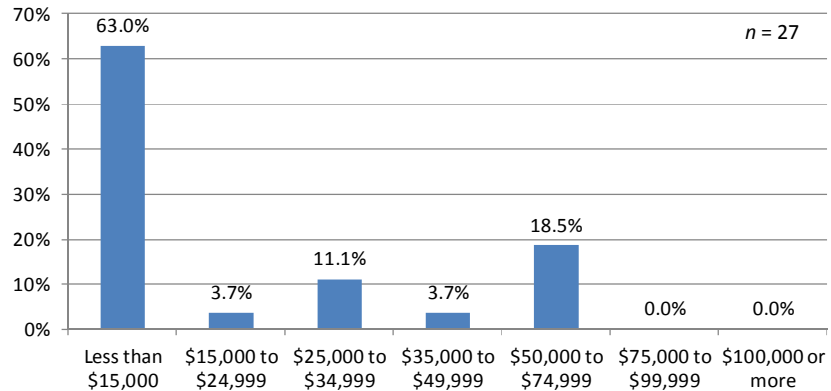


Exhibit D.53 Route n17 Reason for Riding

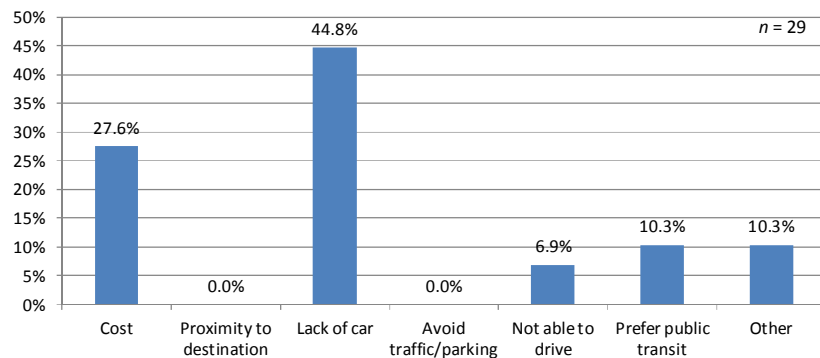
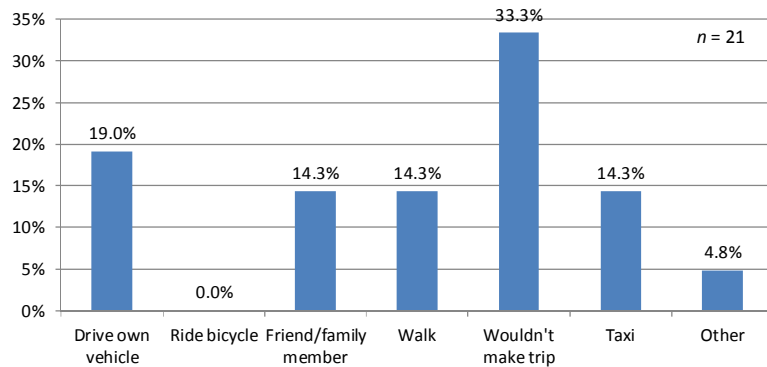


Exhibit D.54 Route n17 Alternatives to NICE

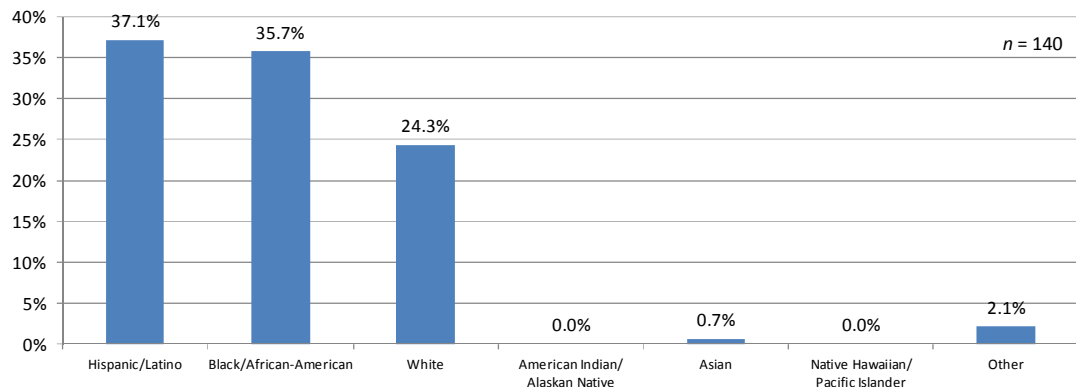




Route n19

More than 73 percent of Route n19 respondents indicated being a “minority” ethnicity. More than 37 percent of respondents indicated their ethnicity as Hispanic/Latino. Nearly 36 percent described their ethnicity as Black/African-American.

Exhibit D.55 Route n19 Ethnicity



More than 77 percent of respondents cited speaking English at home. More than 18 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. Fewer than seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.56 Route n19 Languages

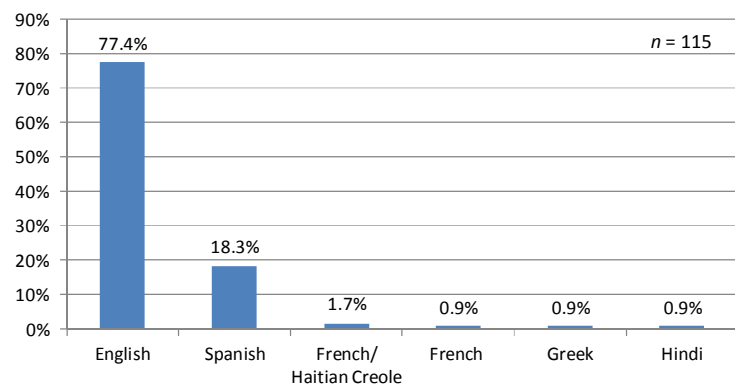
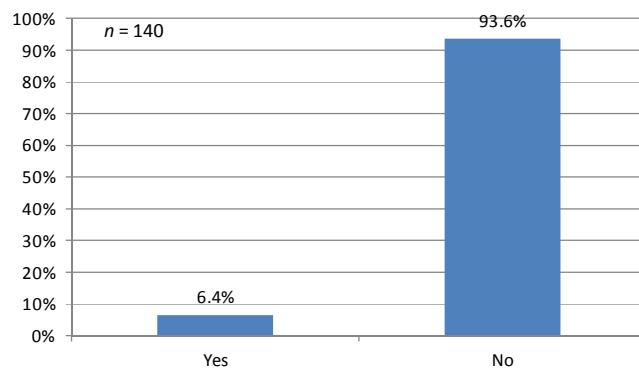


Exhibit D.57 Route n19 Lack of Proficiency in English Impacting NICE Use



Just over 16 percent of respondents cited an annual household income of \$50,000 or more. More than 55 percent indicated an income below \$25,000 annually. More than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n19 respondents appear to have few mobility alternatives, as nearly one-quarter said they would not make the surveyed trip if NICE was not available.

Exhibit D.58 Route n19 Household Income

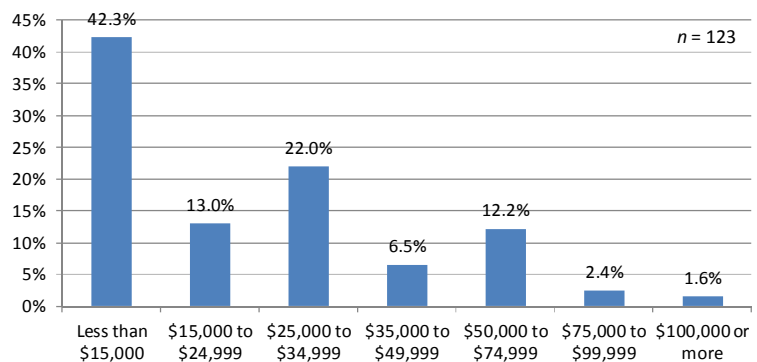


Exhibit D.59 Route n19 Reason for Riding

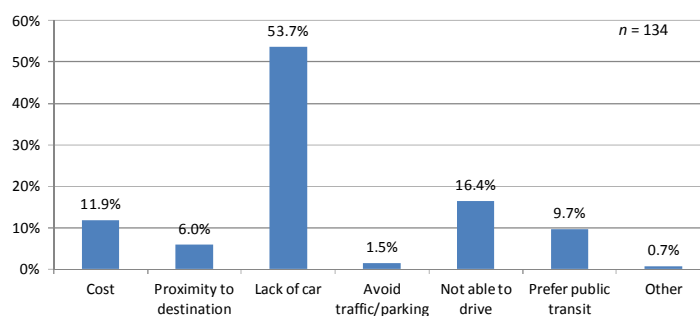
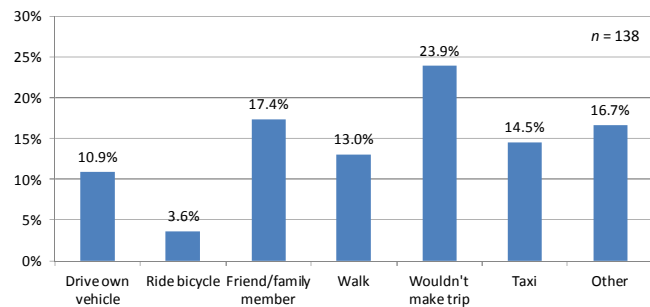


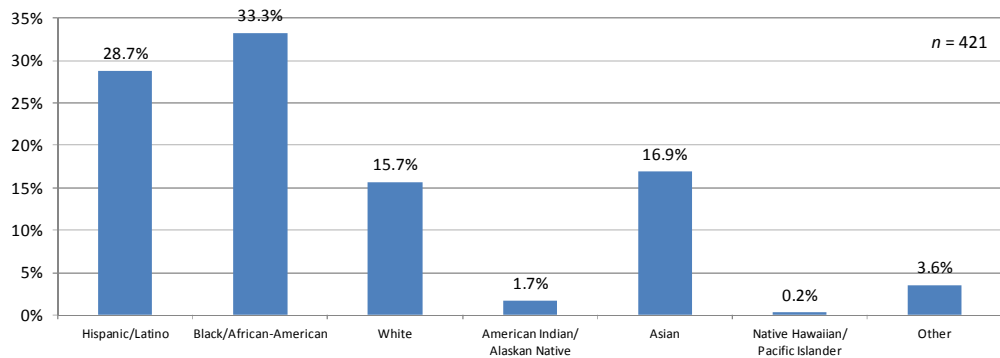
Exhibit D.60 Route n19 Alternatives to NICE



Route n20

Nearly 81 percent of Route n20 respondents indicated being a “minority” ethnicity. More than 33 percent of respondents indicated their ethnicity as Black/African-American. Nearly 29 percent described their ethnicity as Hispanic/Latino. Nearly 17 percent described themselves as Asian.

Exhibit D.61 Route n20 Ethnicity



More than 72 percent of respondents cited speaking English at home. Nearly 11 percent speak Spanish at home, while 3.5 percent speak Chinese. Persian, French/Haitian Creole, Bengali, and Hindi were also cited by more than one percent of respondents. Eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.62 Route n20 Languages

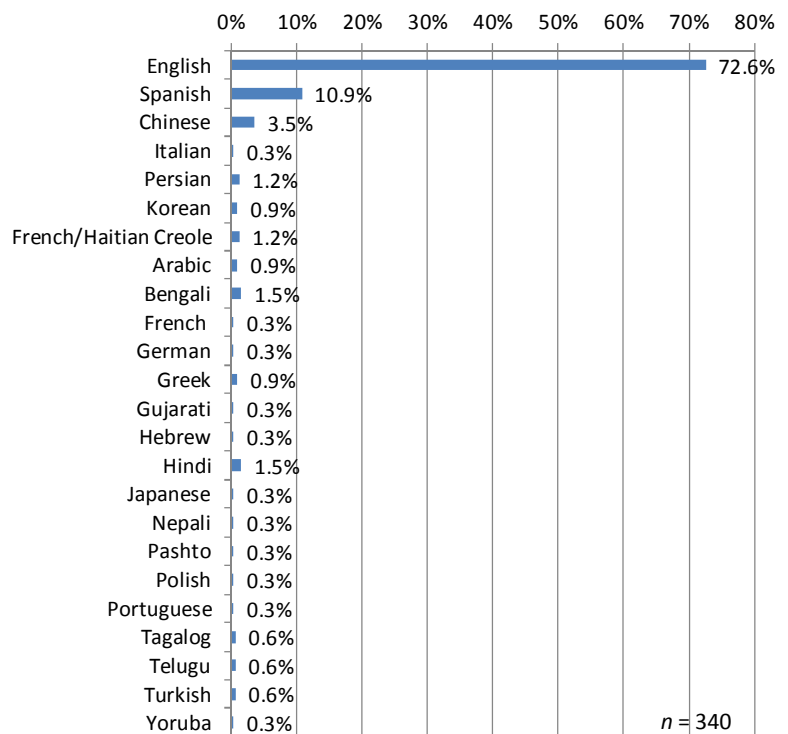
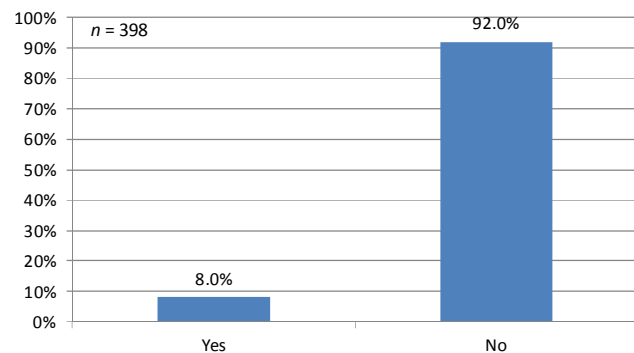


Exhibit D.63 Route n20 Lack of Proficiency in English Impacting NICE Use



Just over 20 percent of respondents cited an annual household income of \$50,000 or more. More than 45 percent indicated an income below \$25,000 annually. More than 61 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n20 respondents are most likely to ride with a friend or family member or not make the surveyed trip if NICE was not available.



Exhibit D.64 Route n20 Household Income

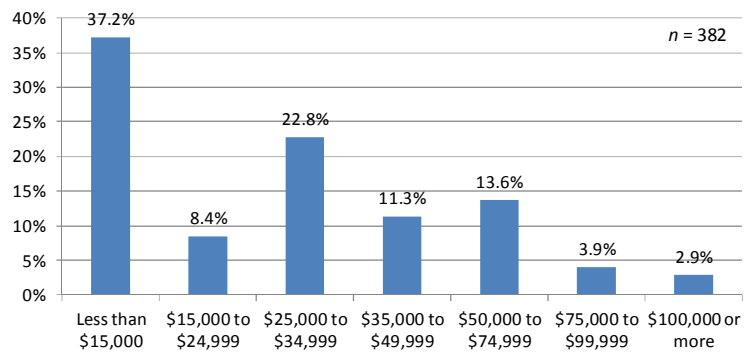


Exhibit D.65 Route n20 Reason for Riding

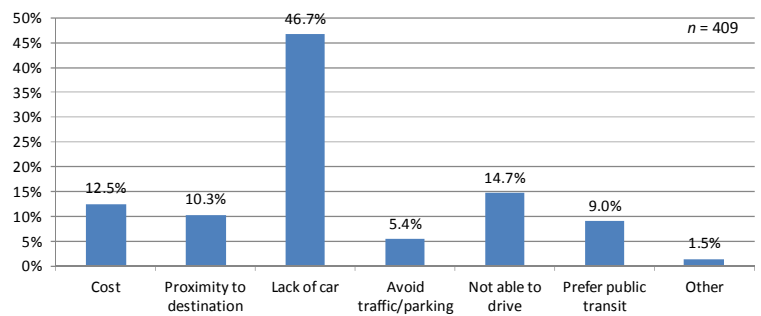
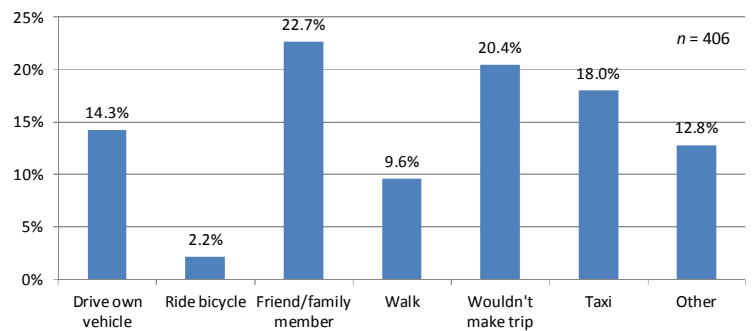


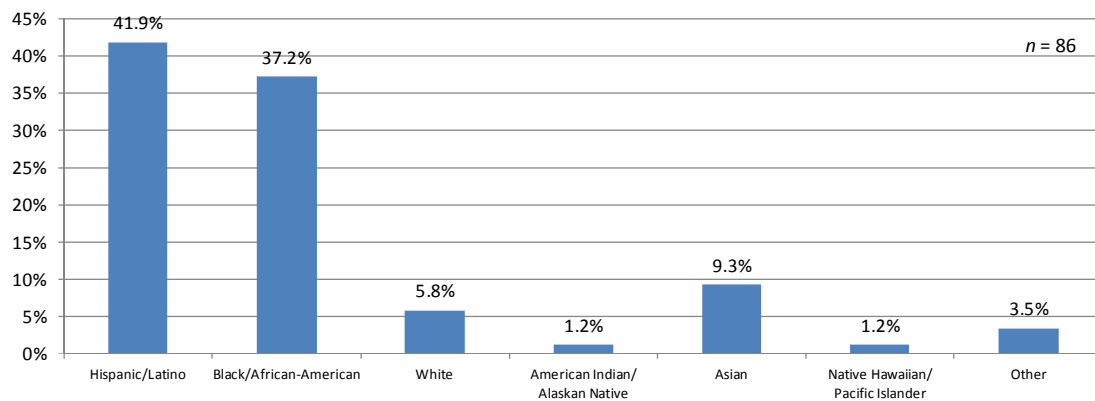
Exhibit D.66 Route n20 Alternatives to NICE



Route n21

Nearly 91 percent of Route n21 respondents indicated being a “minority” ethnicity. Nearly 42 percent of respondents indicated their ethnicity as Hispanic/Latino. More than 37 percent described their ethnicity as Black/African-American.

Exhibit D.67 Route n21 Ethnicity



Nearly 63 percent of respondents cited speaking English at home. Nearly 24 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. A high percentage – 25 percent – indicated a lack of proficiency in English impacted their use of NICE. Given the higher-than-average incidence of Spanish being cited as a “home” language, service information in Spanish is likely the primary need on this route.

Exhibit D.68 Route n21 Languages

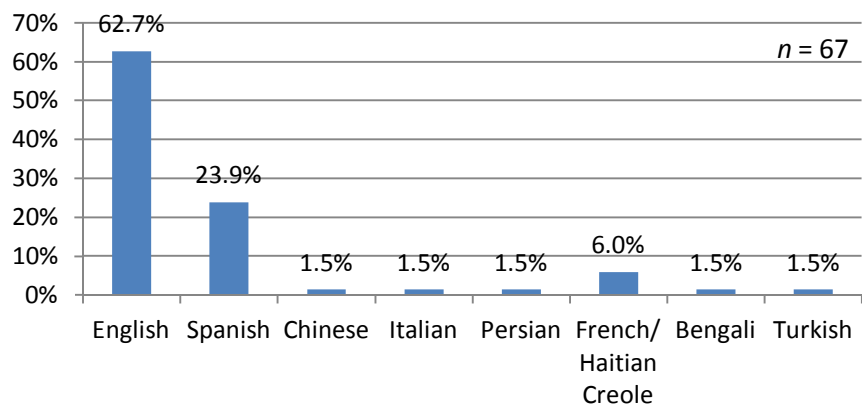
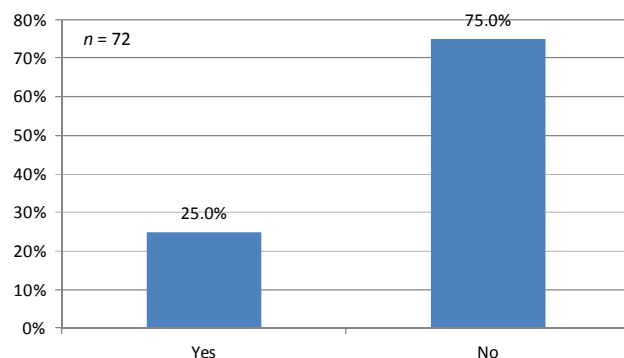


Exhibit D.69 Route n21 Lack of Proficiency in English Impacting NICE Use



More than 21 percent of respondents cited an annual household income of \$50,000 or more. More than 49 percent indicated an income below \$25,000 annually. Nearly 66 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n21 respondents are most likely to rely on a friend or family member if NICE was not available.

Exhibit D.70 Route n21 Household Income

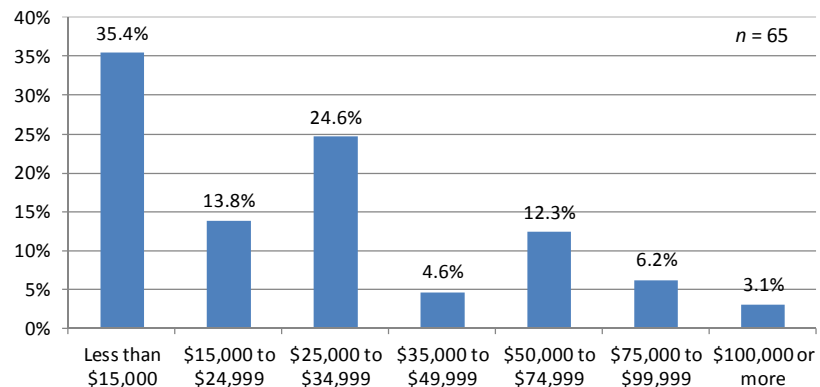


Exhibit D.71 Route n21 Reason for Riding

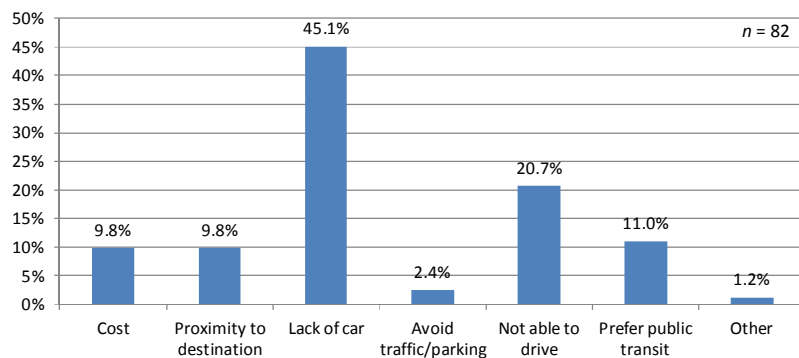
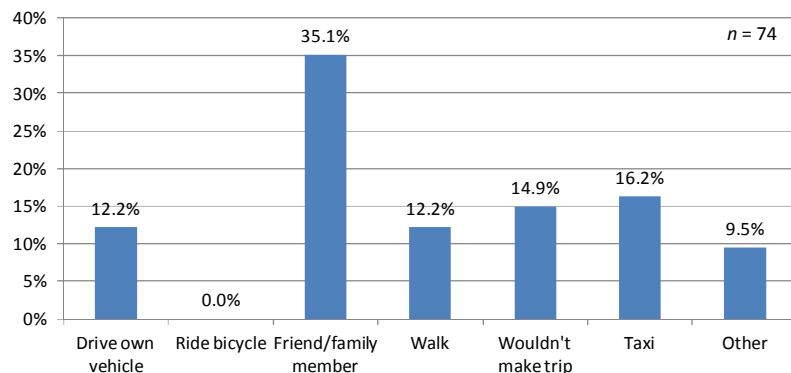


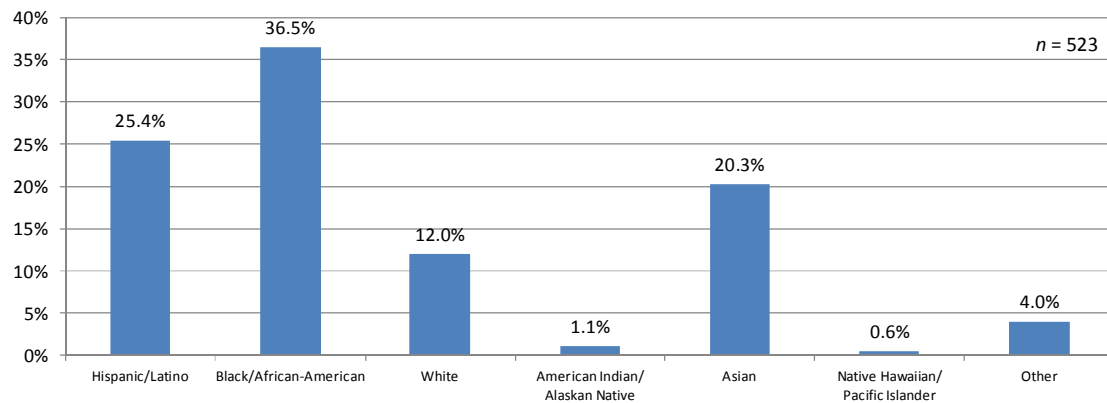
Exhibit D.72 Route n21 Alternatives to NICE



Route n22

Nearly 84 percent of Route n22 respondents indicated being a “minority” ethnicity. More than 36 percent of respondents indicated their ethnicity as Black/African-American. More than a quarter described their ethnicity as Hispanic/Latino. Slightly more than 20 percent cited being of Asian descent.

Exhibit D.73 Route n22 Ethnicity



Fewer than 69 percent of respondents cited speaking English at home. Slightly more than 13 percent speak Spanish at home. Other languages cited by more than one percent of respondents are French/Haitian Creole (2.9 percent), Hindi (2.3 percent), Bengali (2.0 percent), Chinese (1.8 percent), and Tagalog (1.4 percent). Despite this language diversity, only 11 percent indicated a lack of proficiency in English impacted their use of NICE, which suggests that though many different languages may be spoken at home, there is still a fairly high level of proficiency in English.



Exhibit D.74 Route n22 Languages

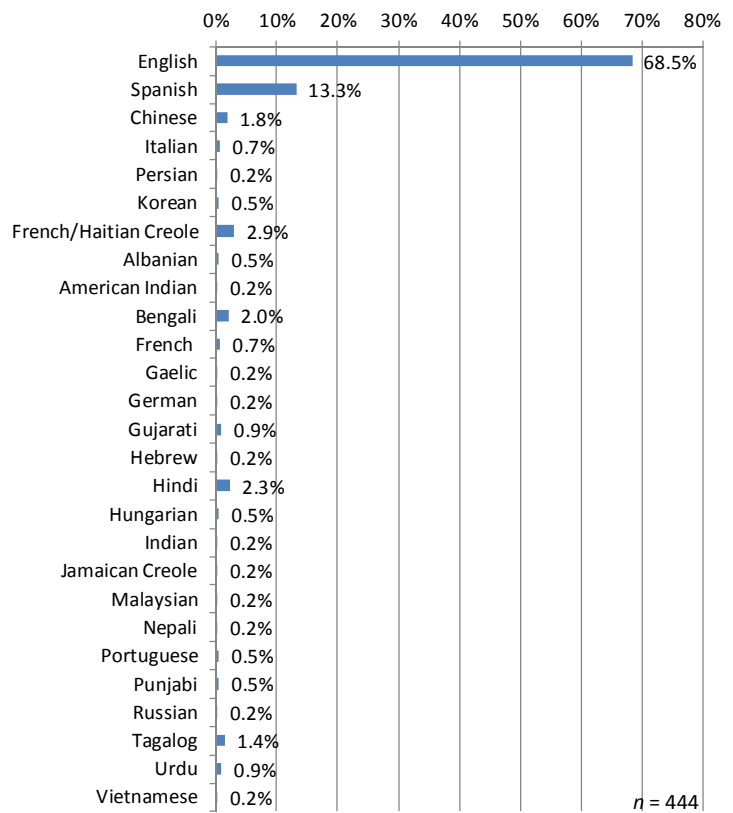
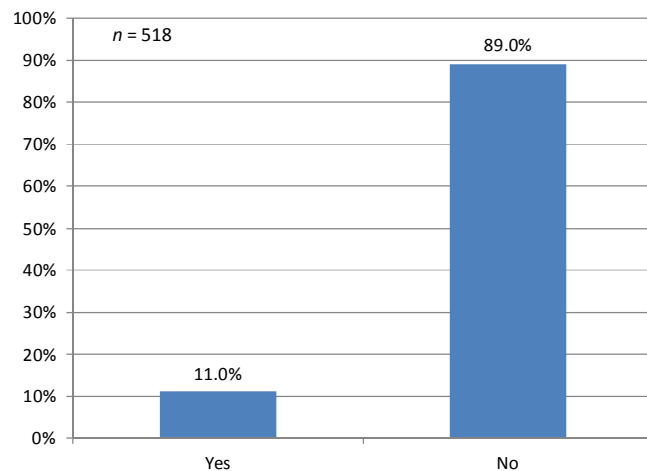


Exhibit D.75 Route n22 Lack of Proficiency in English Impacting NICE Use



Nearly 27 percent of respondents cited an annual household income of \$50,000 or more. Nearly 47 percent indicated an income below \$25,000 annually. Fifty-seven percent choose to ride NICE because they lack access to a car or are not able to drive. Alternatives to NICE are fairly evenly divided among drive own vehicle, ride with a friend or family member, not make the surveyed trip, and/or take a taxi.

Exhibit D.76 Route n22 Household Income

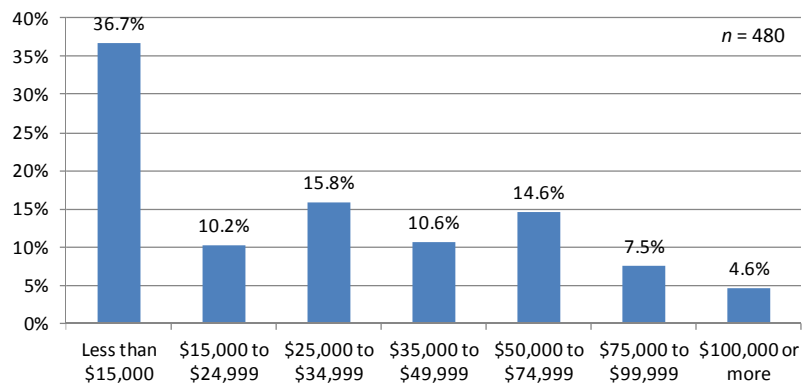


Exhibit D.77 Route n22 Reason for Riding

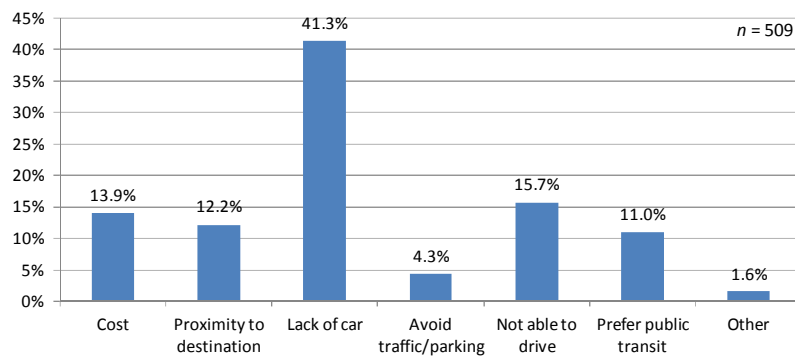
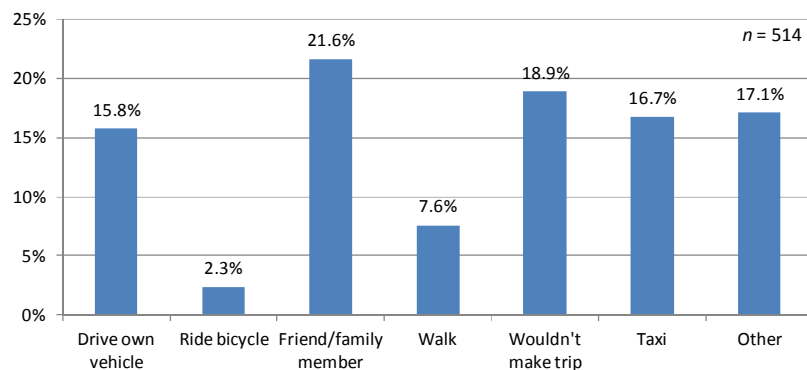


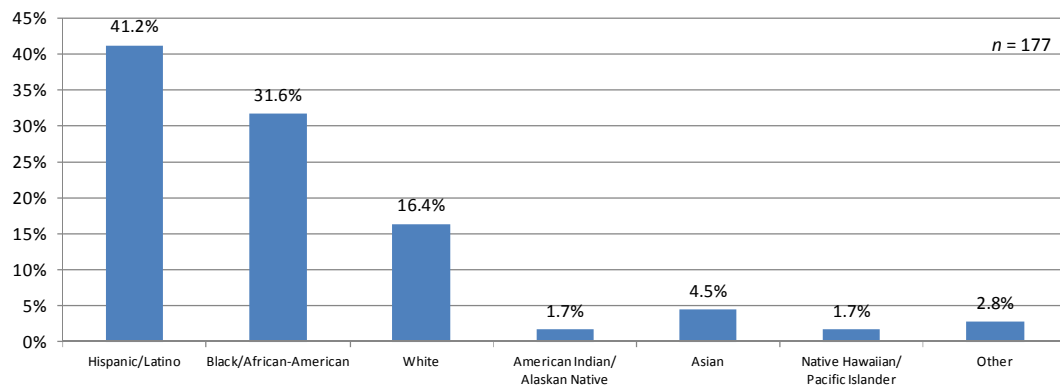
Exhibit D.78 Route n22 Alternatives to NICE



Route n23

Nearly 81 percent of Route n23 respondents indicated being a “minority” ethnicity. More than 41 percent of respondents indicated their ethnicity as Hispanic/Latino. More than 31 percent described their ethnicity as Black/African-American.

Exhibit D.79 Route n23 Ethnicity



Nearly 68 percent of respondents cited speaking English at home. Nearly 26 percent speak Spanish at home. Hindi is the only other language cited by more than one percent of respondents. Just over 11 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.80 Route n23 Languages

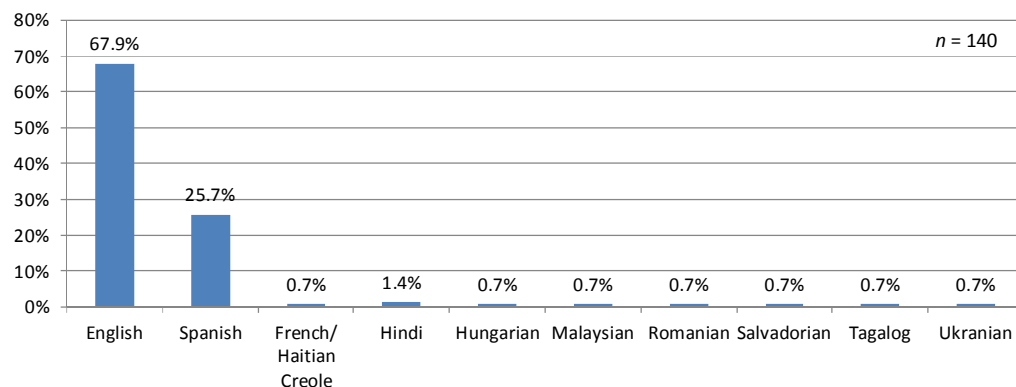
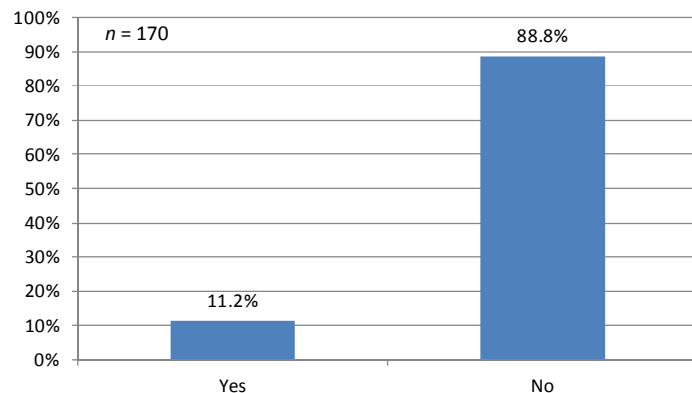


Exhibit D.81 Route n23 Lack of Proficiency in English Impacting NICE Use



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Just over 15 percent of respondents cited an annual household income of \$50,000 or more. More than 55 percent indicated an annual income below \$25,000. More than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n23 respondents are most likely to ride with a friend or family member or take a taxi if NICE was not available.

Exhibit D.82 Route n23 Household Income

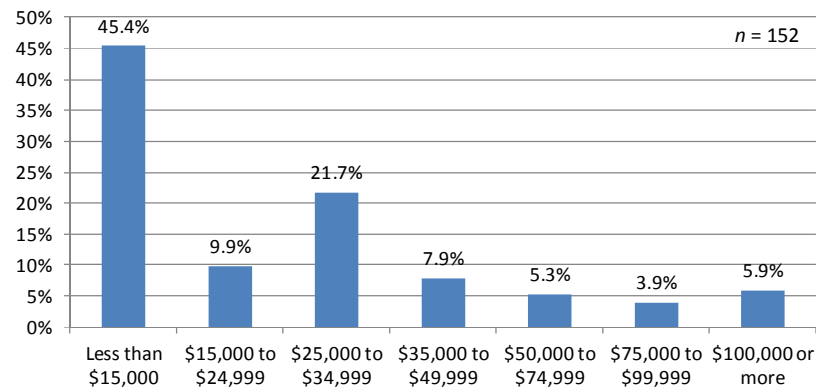


Exhibit D.83 Route n23 Reason for Riding

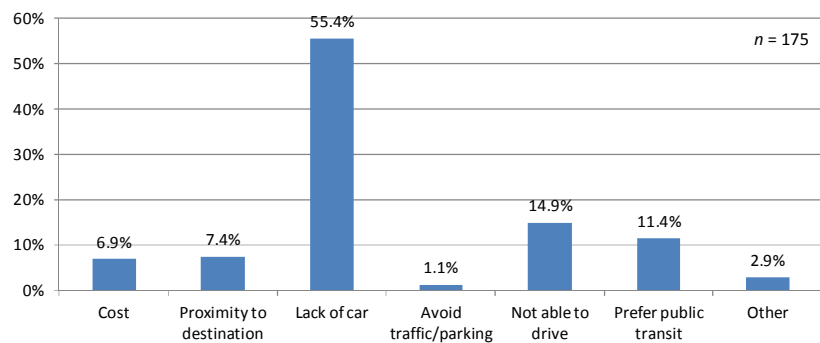
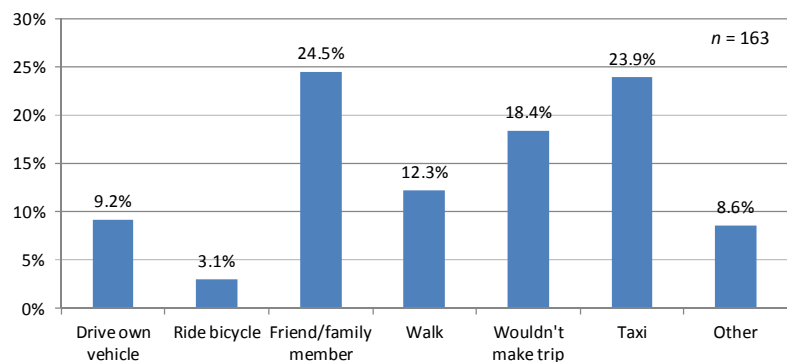


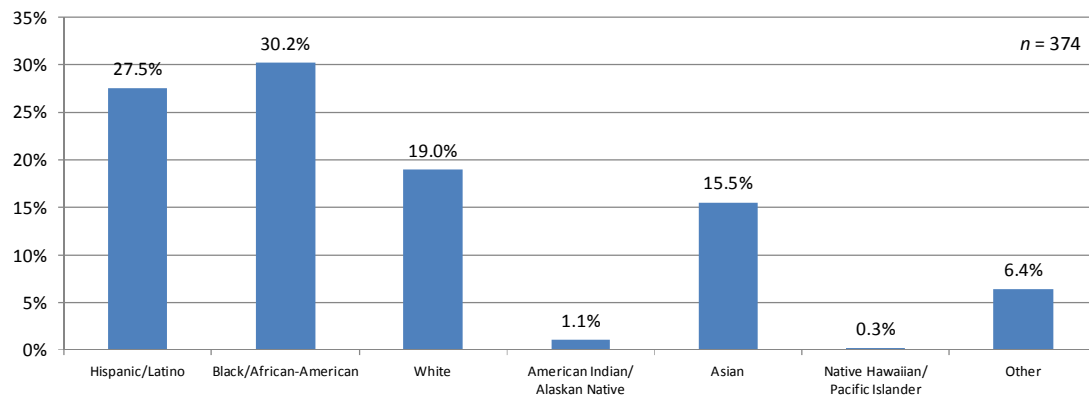
Exhibit D.84 Route n23 Alternatives to NICE



Route n24

Nearly 75 percent of Route n24 respondents indicated being a “minority” ethnicity. More than 30 percent of respondents indicated their ethnicity as Black/African-American. More than 27 percent described their ethnicity as Hispanic/Latino. Another 15.5 percent identified themselves as Asian.

Exhibit D.85 Route n24 Ethnicity



Nearly 72 percent of respondents cited speaking English at home. Ten percent speak Spanish at home. Other languages cited by more than one percent of respondents are Malaysian (3.0 percent), Hindi (2.3 percent), French/Haitian Creole (1.3 percent), and Chinese (1.3 percent). A high percentage – more than 39 percent – indicated a lack of proficiency in English impacted their use of NICE. Given the higher-than-average incidence of Spanish being cited as a home language, Spanish service information is likely the primary need on this route.

Exhibit D.86 Route n24 Languages

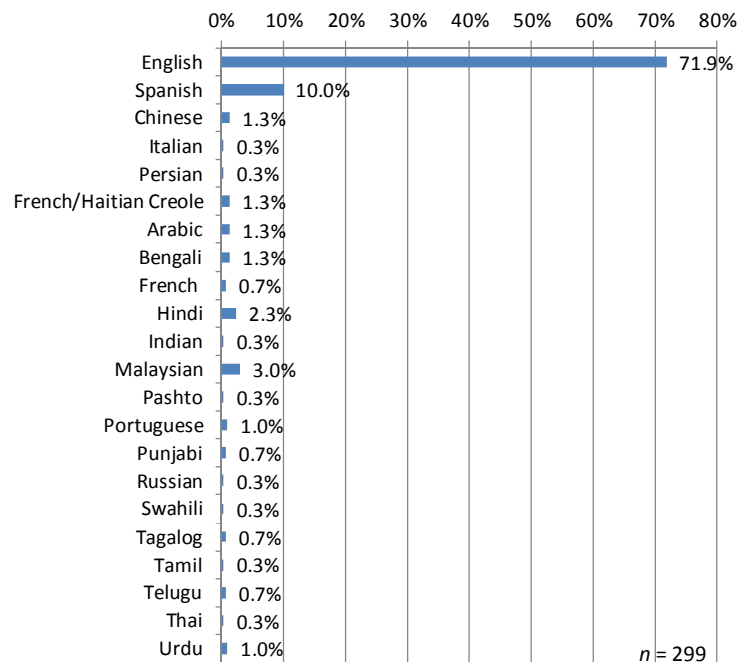
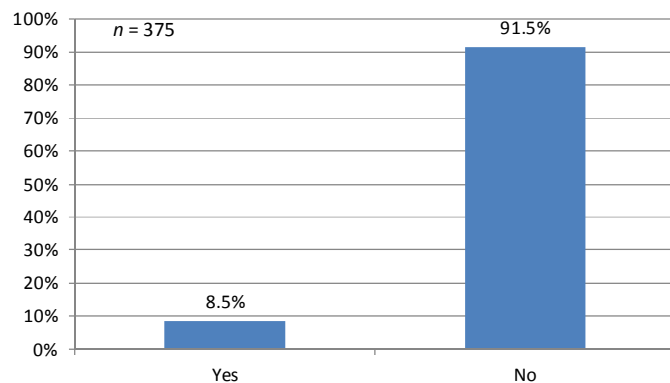


Exhibit D.87 Route n24 Lack of Proficiency in English Impacting NICE Use



More than 25 percent of respondents cited an annual household income of \$50,000 or more. More than 43 percent indicated an income below \$25,000 annually. More than 62 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route N24 respondents are most likely to not make the surveyed trip, ride with a friend or family member, and/or take a taxi if NICE was not available.



Exhibit D.88 Route n24 Household Income

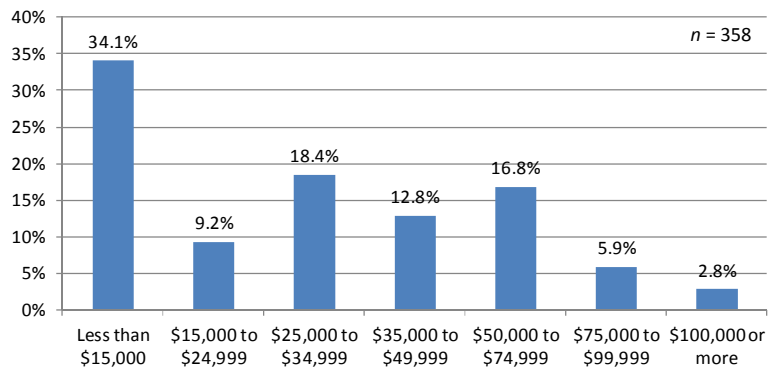


Exhibit D.89 Route n24 Reason for Riding

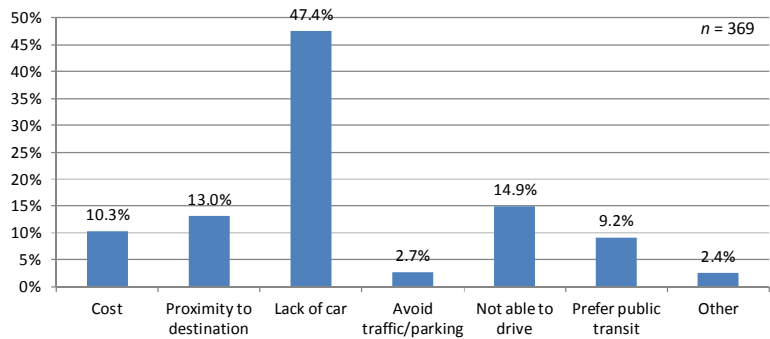
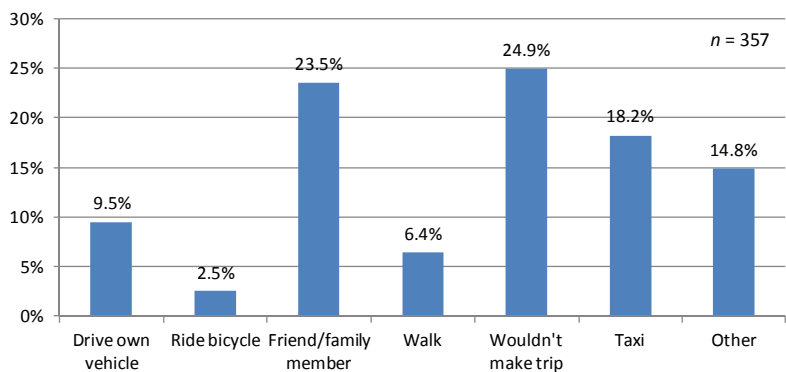


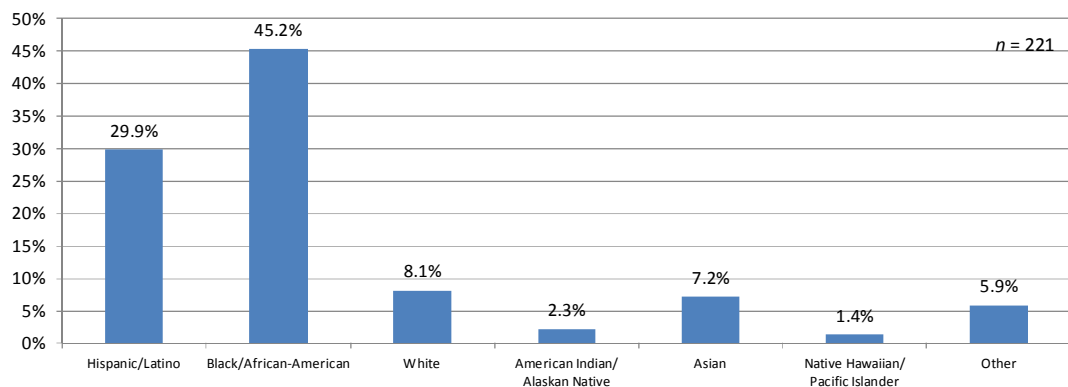
Exhibit D.90 Route n24 Alternatives to NICE



Route n25

Eighty-six percent of Route n25 respondents indicated being a “minority” ethnicity. More than 45 percent of respondents indicated their ethnicity as Black/African-American. Nearly 30 percent described their ethnicity as Hispanic/Latino.

Exhibit D.91 Route n25 Ethnicity



More than 75 percent of respondents cited speaking English at home. Nearly 17 percent speak Spanish at home. French/Haitian Creole and Chinese are the only other languages cited by more than one percent of respondents. Eleven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.92 Route n25 Languages

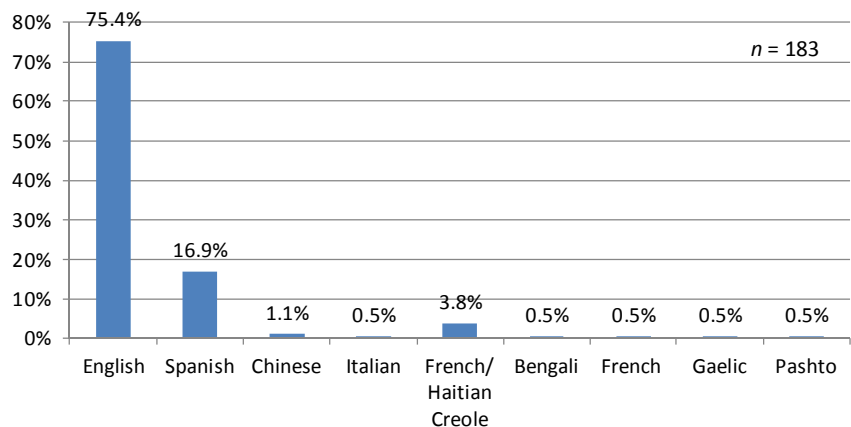
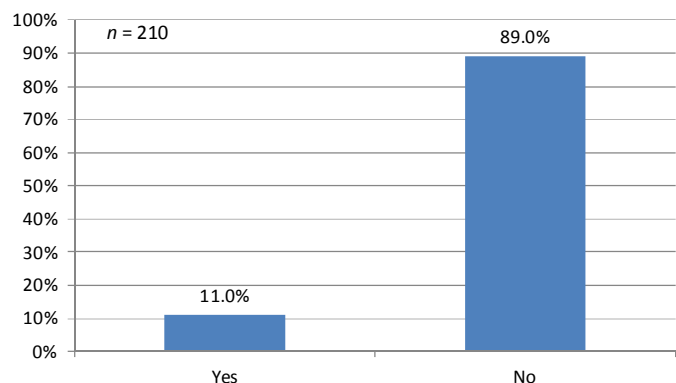


Exhibit D.93 Route n25 Lack of Proficiency in English Impacting NICE Use



Just over 15 percent of respondents cited an annual household income of \$50,000 or more. Just over 51 percent indicated an income below \$25,000 annually. Nearly 61 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n25 respondents are most likely to take a taxi, not make the surveyed trip, and/or ride with a friend or family member if NICE was not available.

Exhibit D.94 Route n25 Household Income

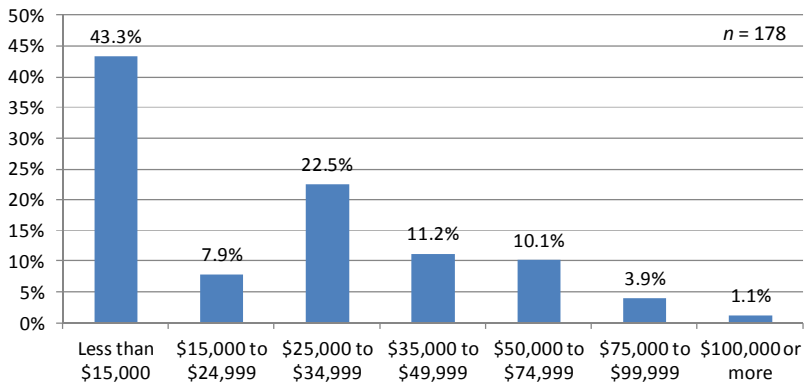


Exhibit D.95 Route n25 Reason for Riding

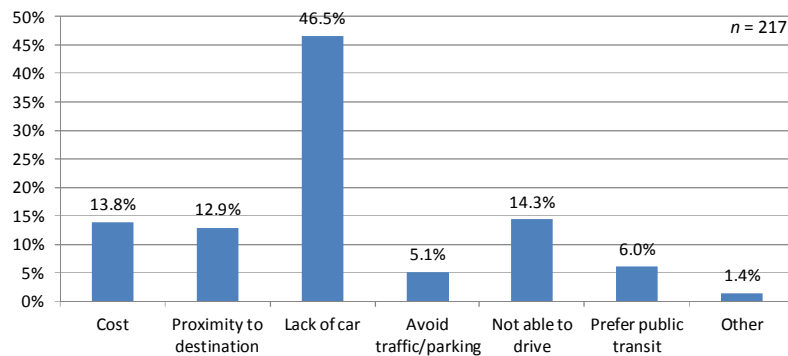
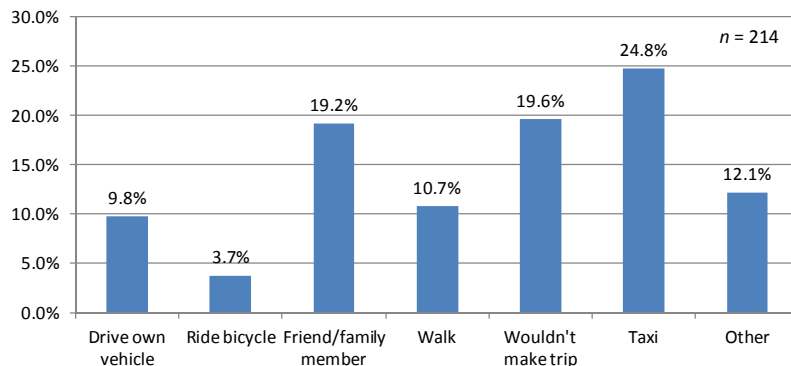


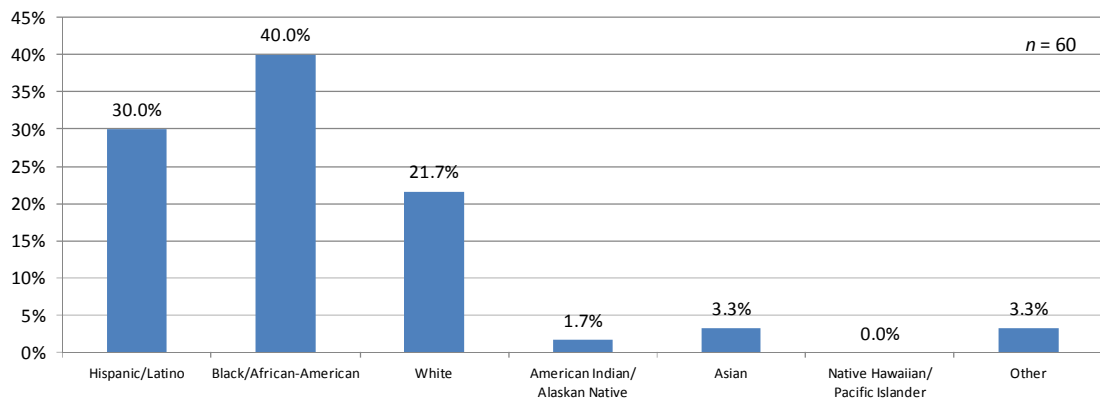
Exhibit D.96 Route n25 Alternatives to NICE



Route n26

Seventy-five percent of Route n25 respondents indicated being a “minority” ethnicity. Forty percent of respondents indicated their ethnicity as Black/African-American. Thirty percent described their ethnicity as Hispanic/Latino.

Exhibit D.97 Route n26 Ethnicity



Seventy-two percent of respondents cited speaking English at home. Sixteen percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. Just over 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.98 Route n26 Languages

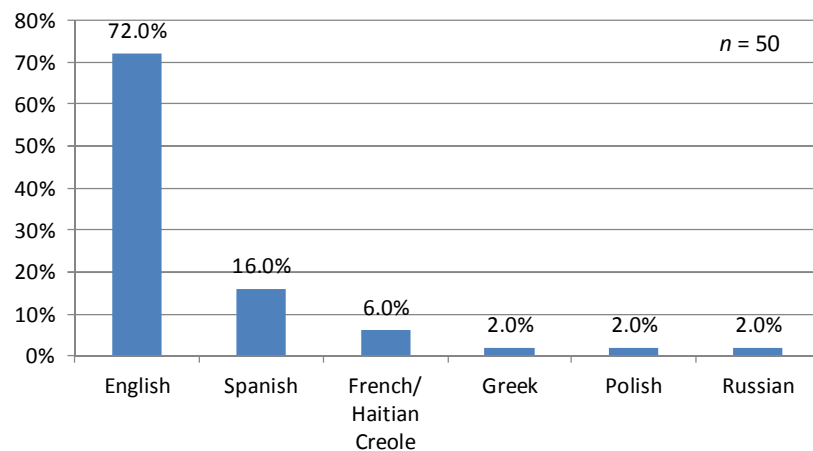
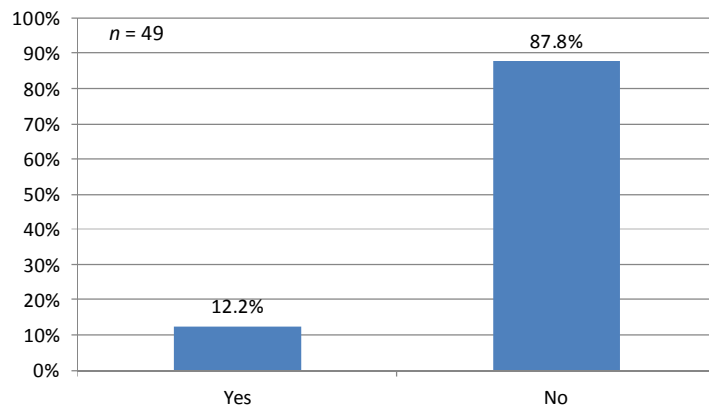


Exhibit D.99 Route n26 Lack of Proficiency in English Impacting NICE Use



Just over four percent of respondents cited an annual household income of \$50,000 or more. More than 67 percent indicated an income below \$25,000 annually. Nearly 76 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 30 percent of Route n26 respondents appear to have few mobility alternatives, as they said they would not make the surveyed trip if NICE was not available.

Exhibit D.100 Route n26 Household Income

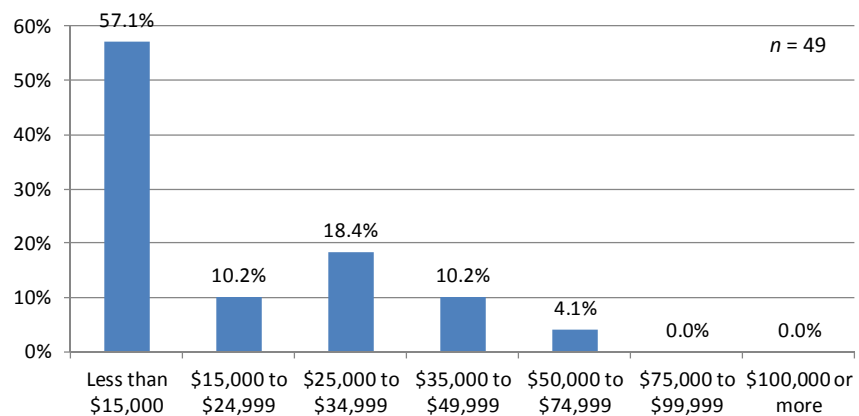


Exhibit D.101 Route n26 Reason for Riding

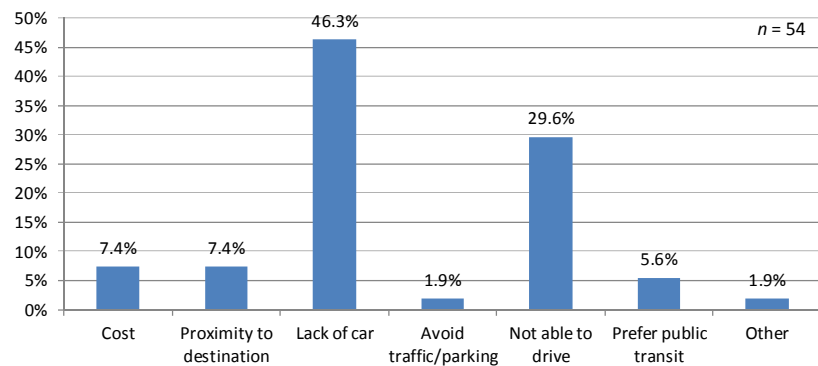
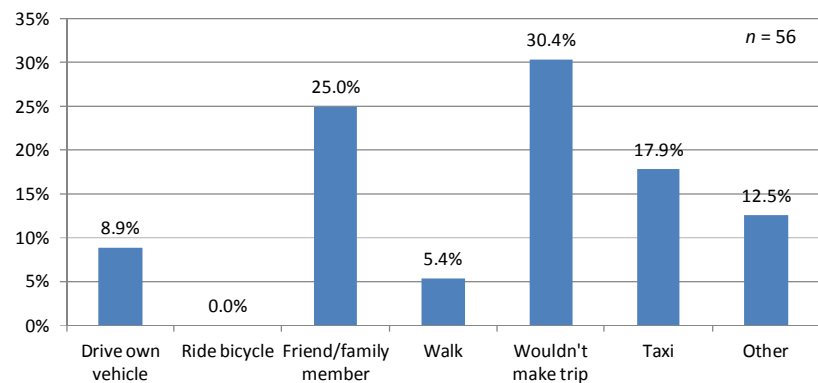


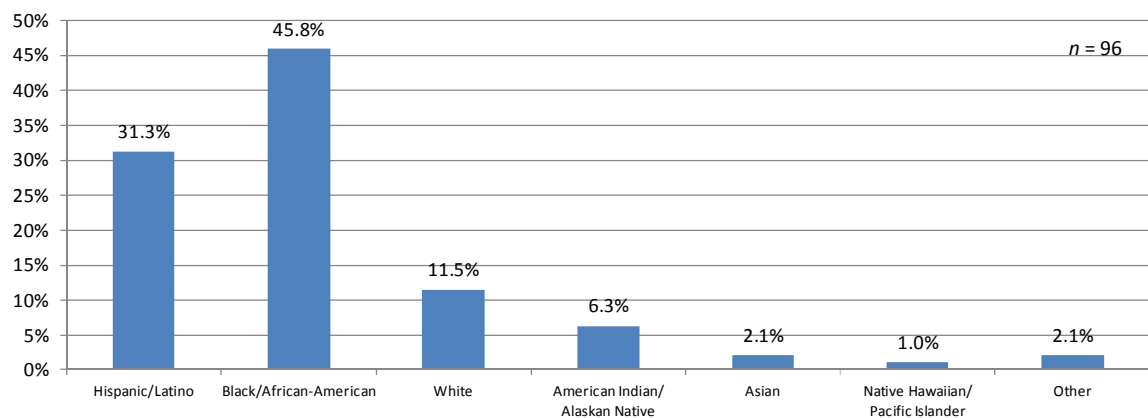
Exhibit D.102 Route n26 Alternatives to NICE



Route n27

More than 86 percent of Route n27 respondents indicated being a “minority” ethnicity. Nearly 46 percent of respondents indicated their ethnicity as Black/African-American. More than 31 percent described their ethnicity as Hispanic/Latino.

Exhibit D.103 Route n27 Ethnicity



More than 75 percent of respondents cited speaking English at home. Nearly 19 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. More than 14 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.104 Route n27 Languages

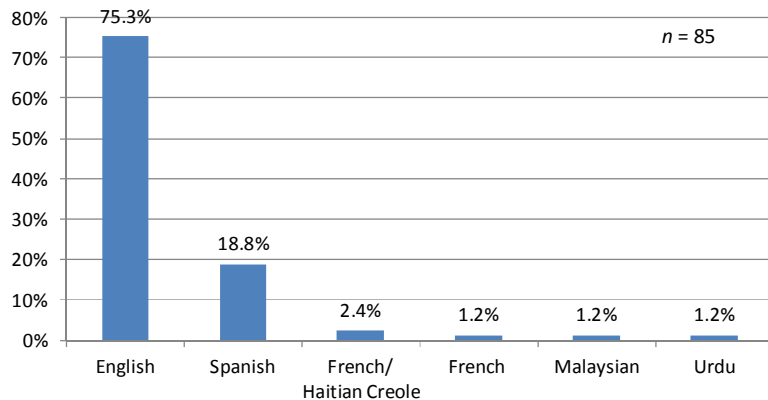
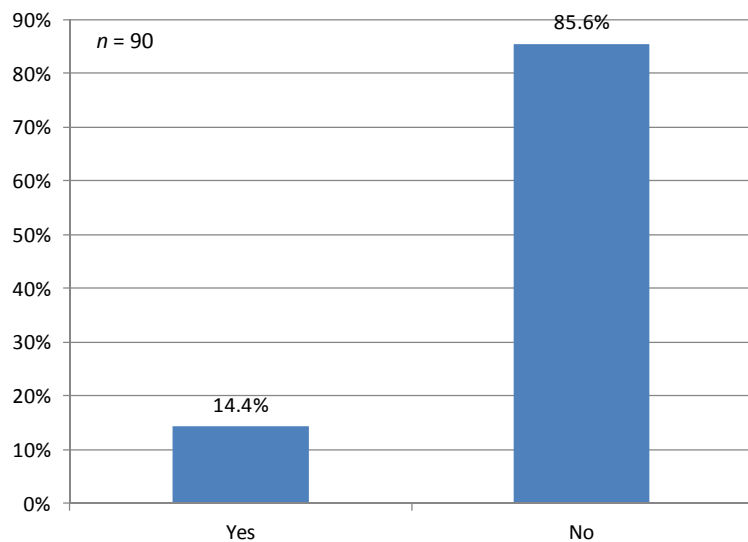


Exhibit D.105 Route n27 Lack of Proficiency in English Impacting NICE Use



Nineteen percent of respondents cited an annual household income of \$50,000 or more. Just over half indicated an income below \$25,000 annually. Nearly 69 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Nearly 27 percent said they would take a taxi if NICE was not available.

Exhibit D.106 Route n27 Household Income

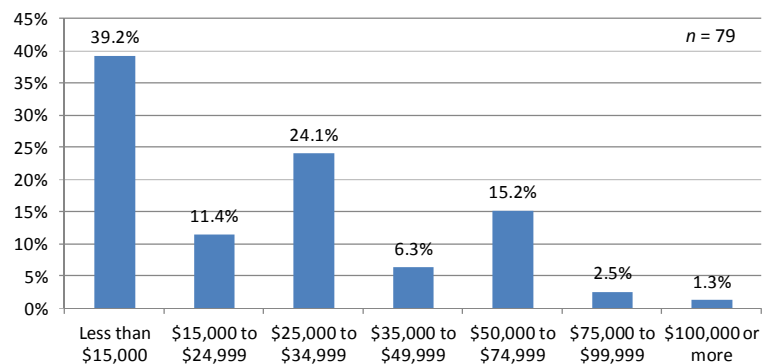


Exhibit D.107 Route n27 Reason for Riding

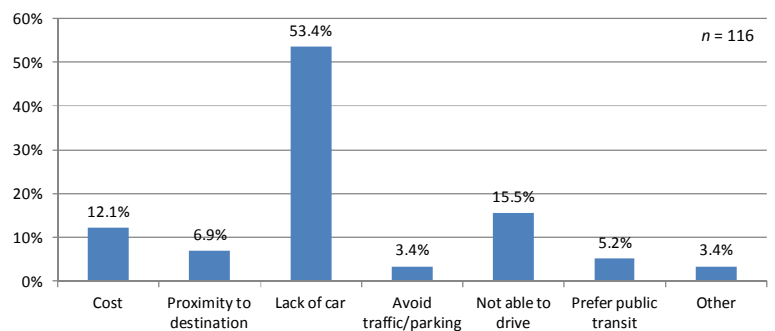
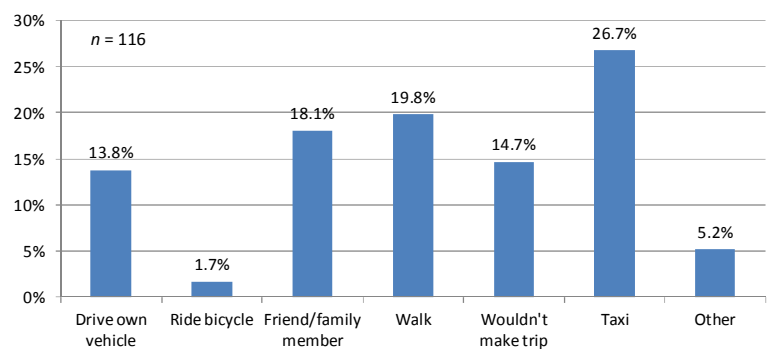


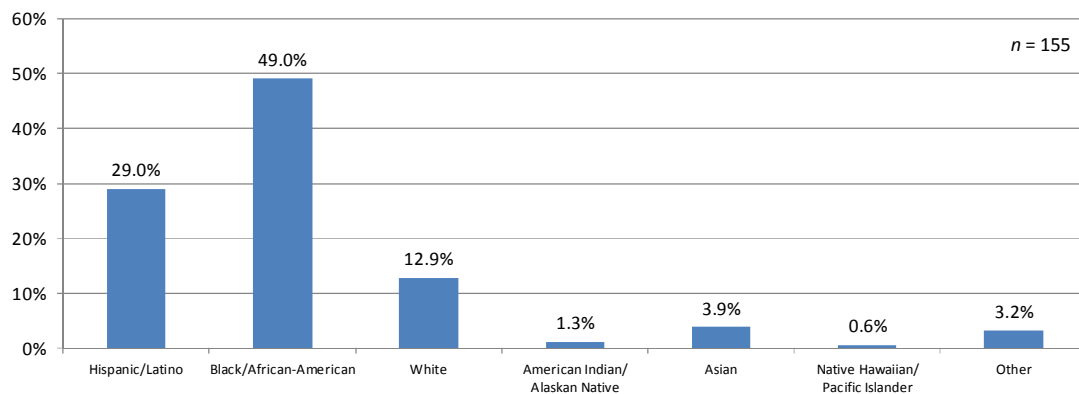
Exhibit D.108 Route n27 Alternatives to NICE



Route n31

Nearly 84 percent of Route n31 respondents indicated being a “minority” ethnicity. Forty-nine percent of respondents indicated their ethnicity as Black/African-American. Twenty-nine percent described their ethnicity as Hispanic/Latino.

Exhibit D.109 Route n31 Ethnicity



More than 83 percent of respondents cited speaking English at home. Just under nine percent speak Spanish at home. French/Haitian Creole and Tagalog are the only other languages cited by more than one respondent. Fewer than 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.110 Route n31 Languages

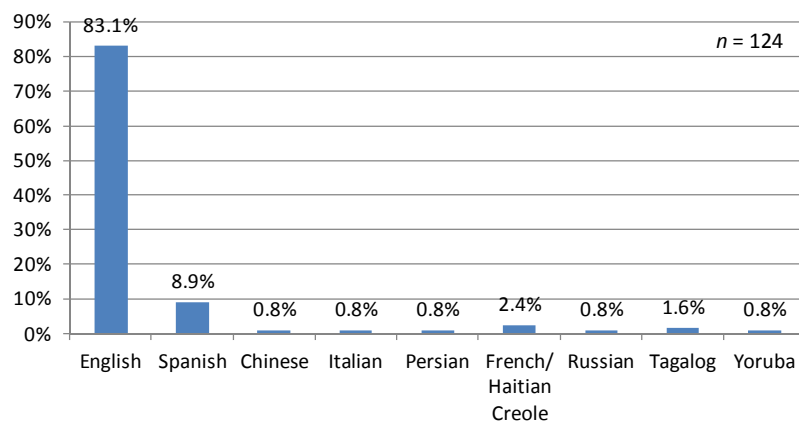
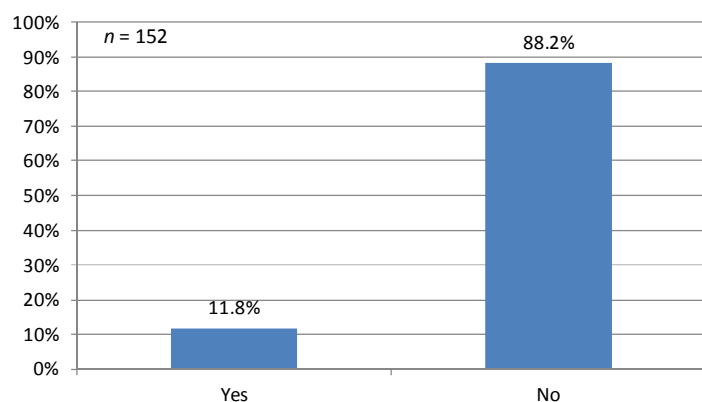


Exhibit D.111 Route n31 Lack of Proficiency in English Impacting NICE Use



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Nearly 16 percent of respondents cited an annual household income of \$50,000 or more. Just over 48 percent indicated an income below \$25,000 annually. More than 62 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n31 respondents appear equally likely to take a taxi, ride with a friend or family member, and/or not make the trip if NICE was not available.

Exhibit D.112 Route n31 Household Income

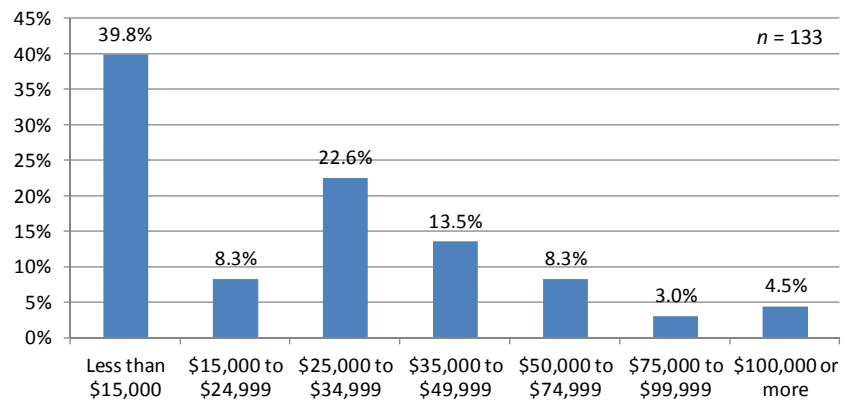


Exhibit D.113 Route N31 Reason for Riding

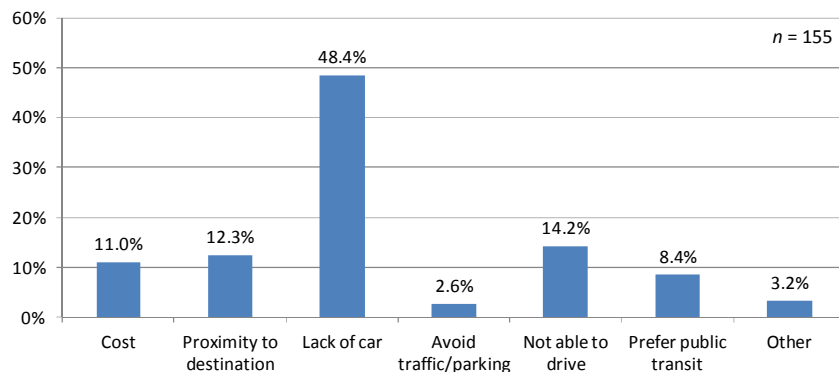
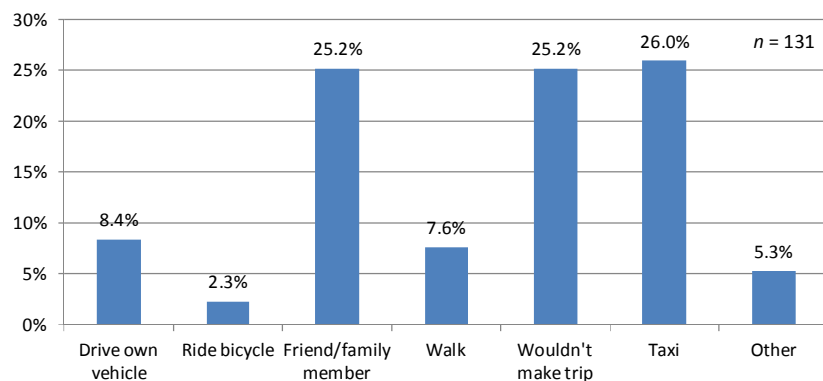


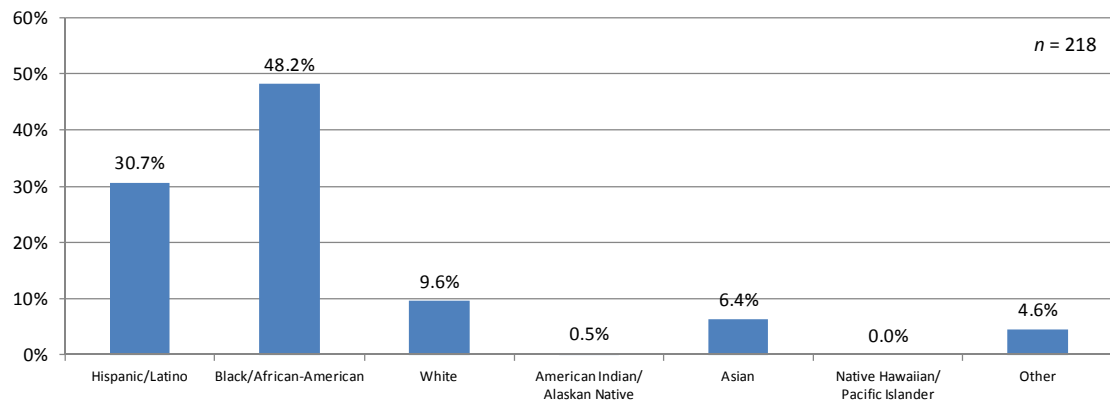
Exhibit D.114 Route N31 Alternatives to NICE



Route n32

Nearly 86 percent of Route n32 respondents indicated being a “minority” ethnicity. More than 48 percent of respondents indicated their ethnicity as Black/African-American. Nearly 31 percent described their ethnicity as Hispanic/Latino.

Exhibit D.115 Route n32 Ethnicity



More than 76 percent of respondents cited speaking English at home. Slightly more than 16 percent speak Spanish at home. French/Haitian Creole and Italian are the only other languages cited by more than one respondent. Fewer than eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.116 Route n32 Languages

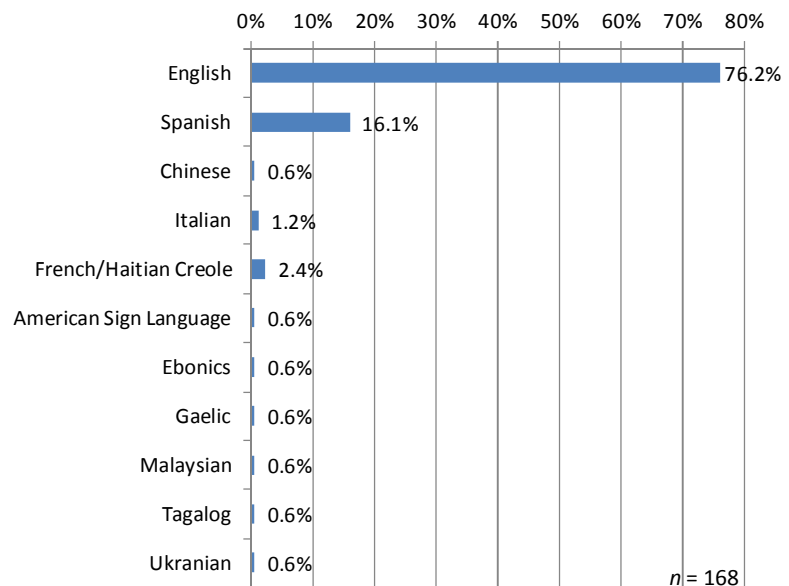
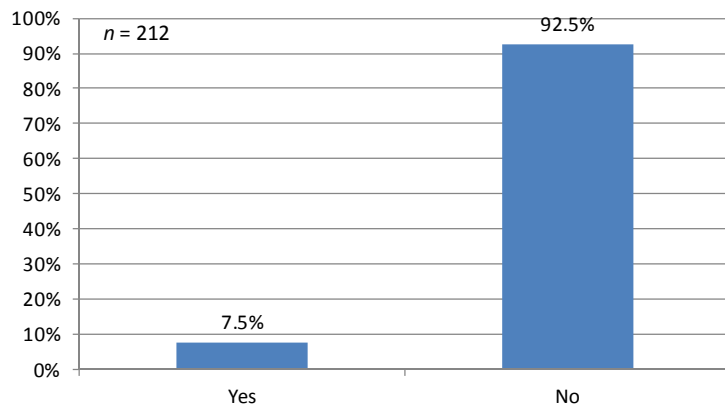


Exhibit D.117 Route n32 Lack of Proficiency in English Impacting NICE Use



Nineteen percent of respondents cited an annual household income of \$50,000 or more. More than 53 percent indicated an income below \$25,000 annually. More than 62 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n32 respondents appear to have few mobility alternatives, as more than 29 percent said they would not make the surveyed trip if NICE was not available.

Exhibit D.118 Route n32 Household Income

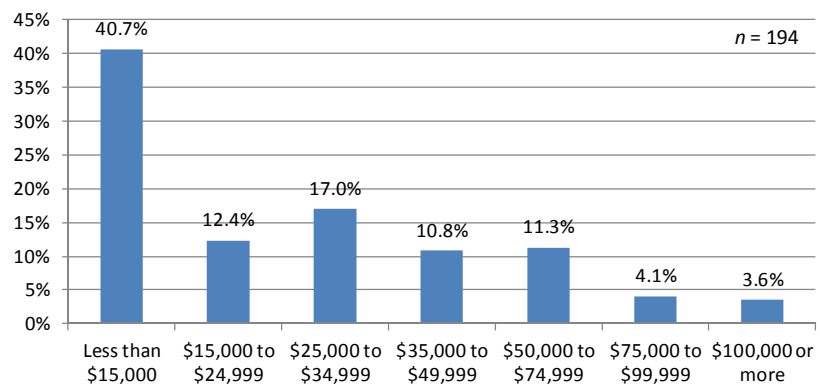


Exhibit D.119 Route n32 Reason for Riding

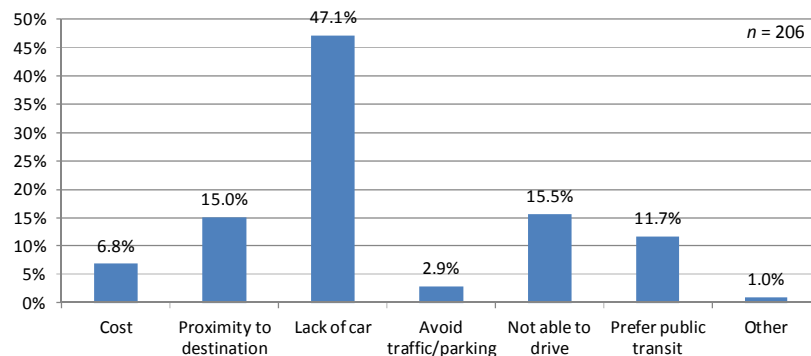
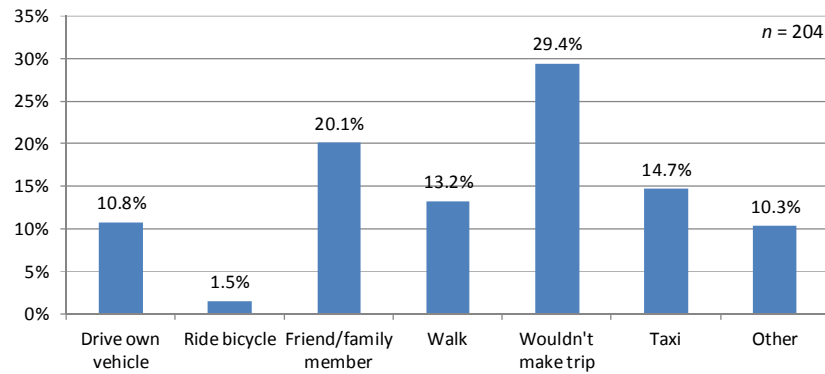


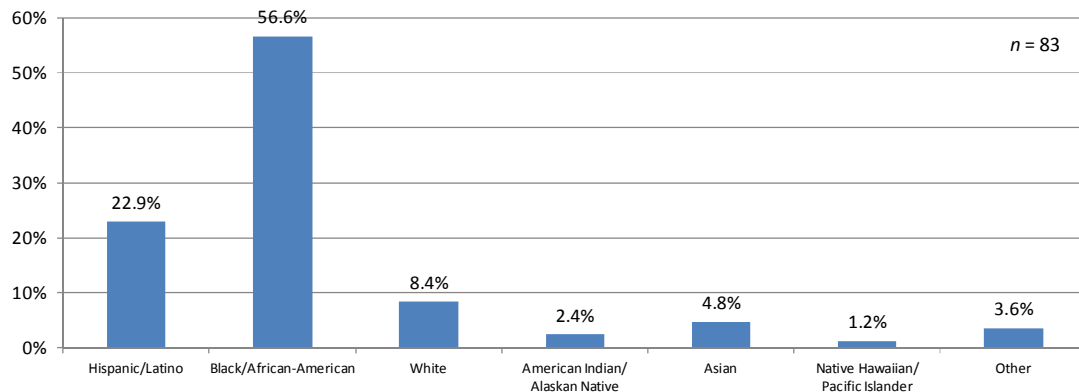
Exhibit D.120 Route n32 Alternatives to NICE



Route n33

Nearly 88 percent of Route n33 respondents indicated being a “minority” ethnicity. More than 56 percent of respondents indicated their ethnicity as Black/African-American. Nearly 23 percent described their ethnicity as Hispanic/Latino.

Exhibit D.121 Route n33 Ethnicity



Eighty-eight percent of respondents cited speaking English at home. Eight percent speak Spanish at home. No other languages were cited by more than one respondent. Fewer than six percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.122 Route n33 Languages

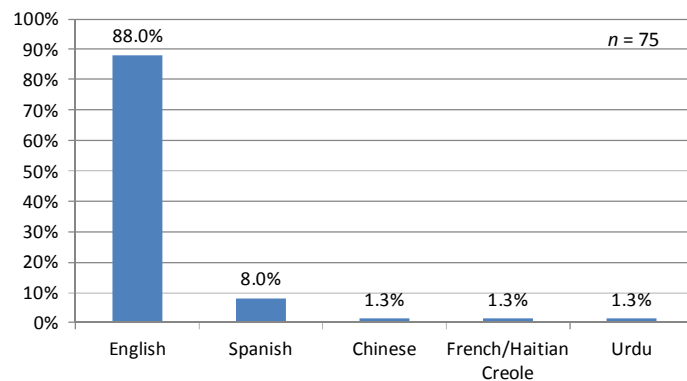
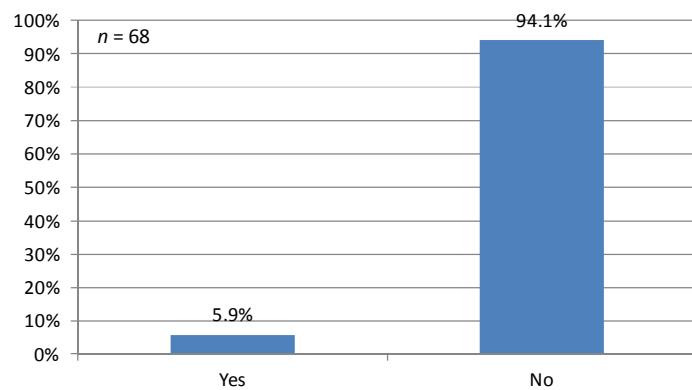


Exhibit D.123 Route n33 Lack of Proficiency in English Impacting NICE Use



More than 47 percent of respondents cited an annual household income of \$50,000 or more. More than 25 percent indicated an income below \$25,000 annually. Despite the higher-than-average number of respondents in the higher income categories, more than 83 percent said they choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n33 respondents would ride with a friend or family member if NICE was not available.

Exhibit D.124 Route n33 Household Income

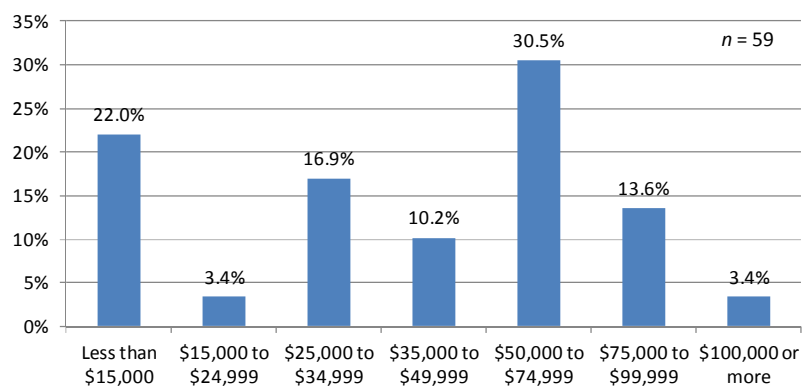


Exhibit D.125 Route n33 Reason for Riding

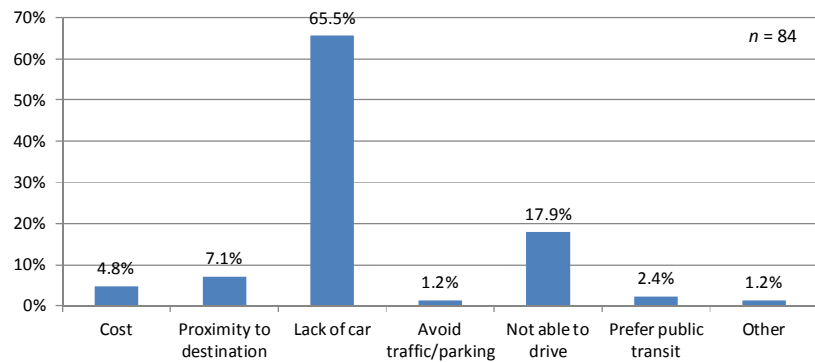
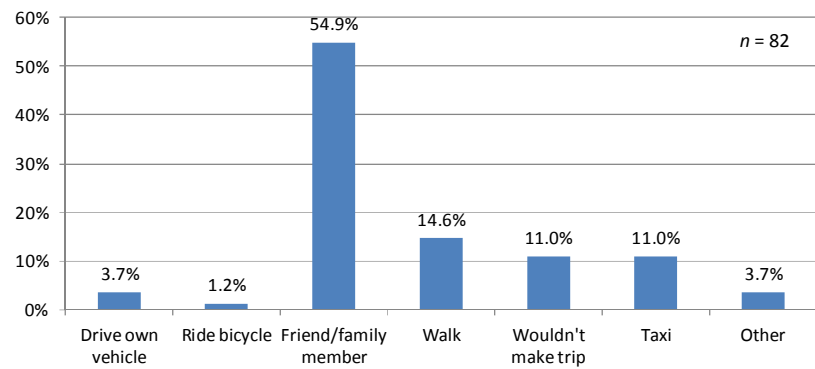


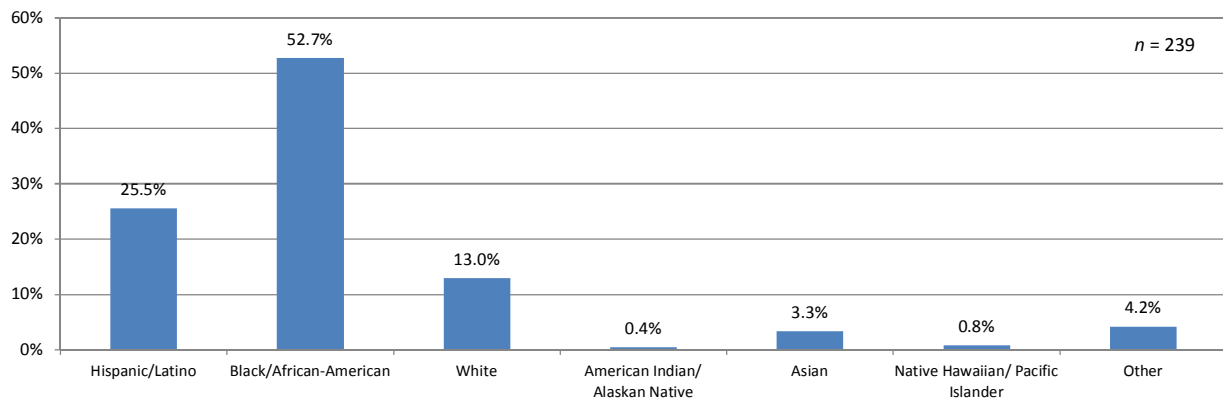
Exhibit D.126 Route n33 Alternatives to NICE



Route n35

Nearly 83 percent of Route n35 respondents indicated being a “minority” ethnicity. Nearly 53 percent of respondents indicated their ethnicity as Black/African-American. More than 25 percent described their ethnicity as Hispanic/Latino.

Exhibit D.127 Route n35 Ethnicity



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More than 85 percent of respondents cited speaking English at home. Fewer than eight percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one percent of respondents. Just over five percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.128 Route n35 Languages

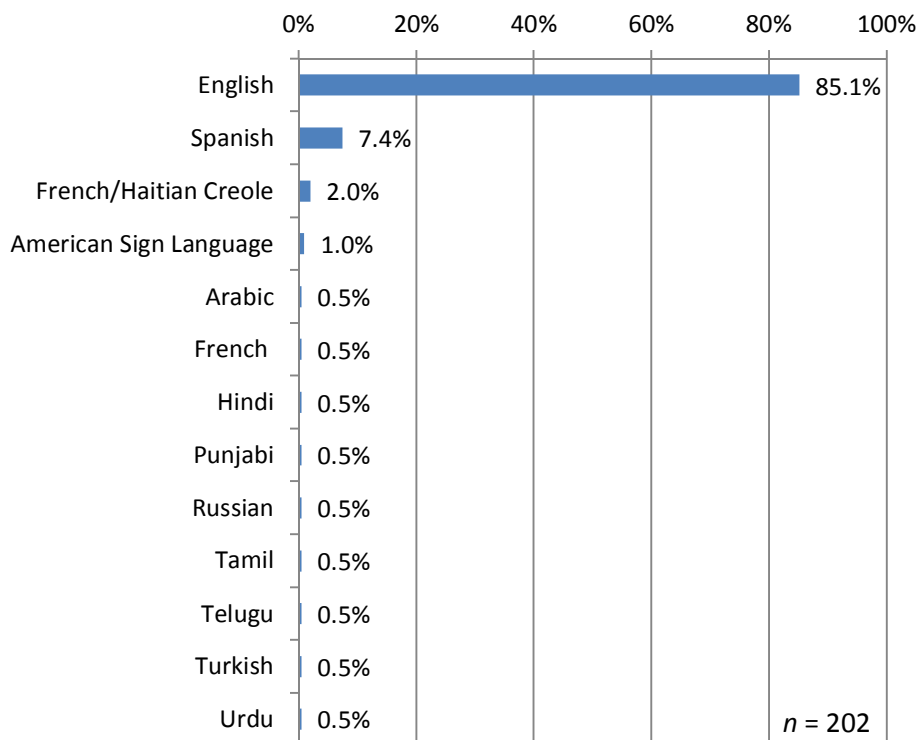
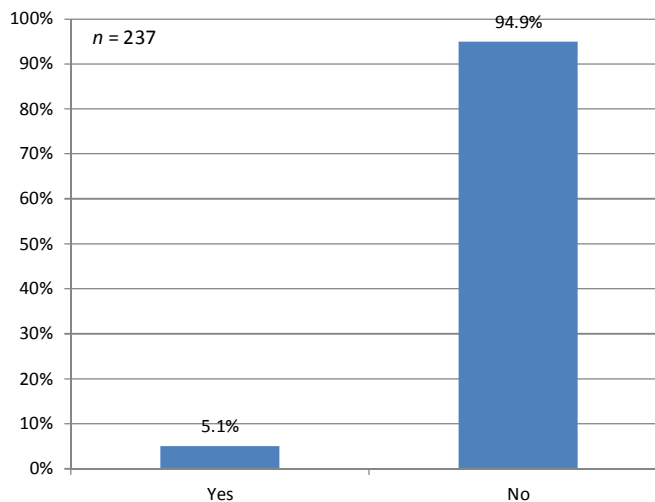


Exhibit D.129 Route n35 Lack of Proficiency in English Impacting NICE Use



Fewer than 20 percent of respondents cited an annual household income of \$50,000 or more. Fifty-four percent indicated an income below \$25,000 annually. Nearly 76 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n35 respondents would ride with a friend or family member or take a taxi if NICE was not available, though more than 20 percent would not make the surveyed trip.

Exhibit D.130 Route n35 Household Income

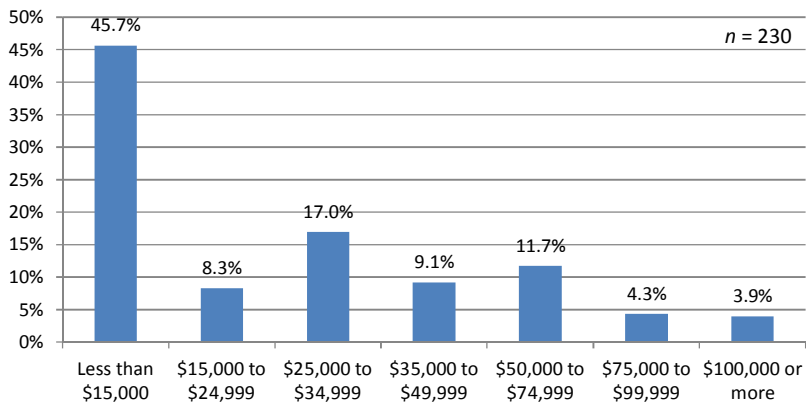


Exhibit D.131 Route n35 Reason for Riding

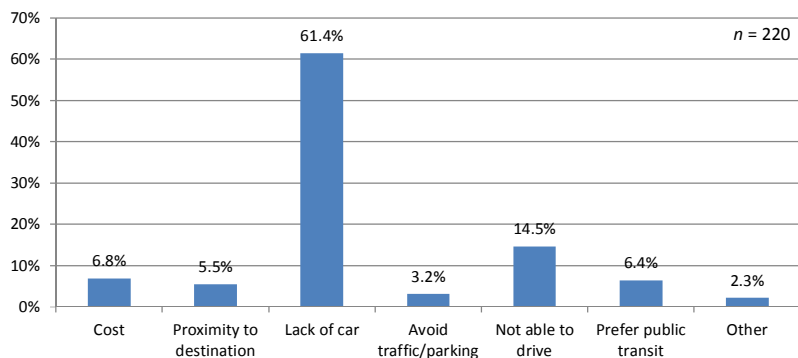
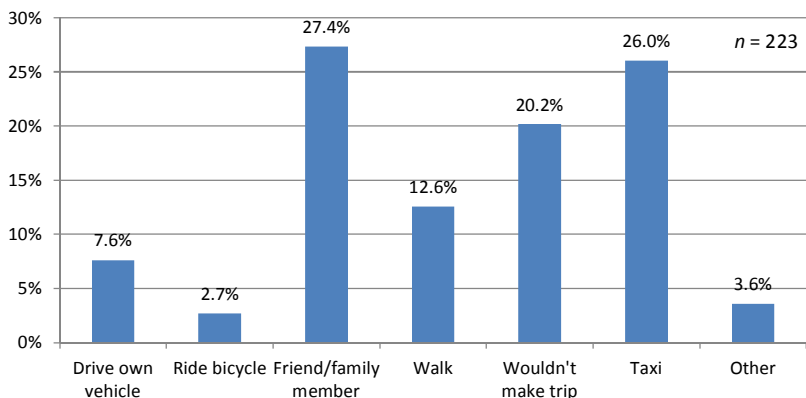


Exhibit D.132 Route n35 Alternatives to NICE



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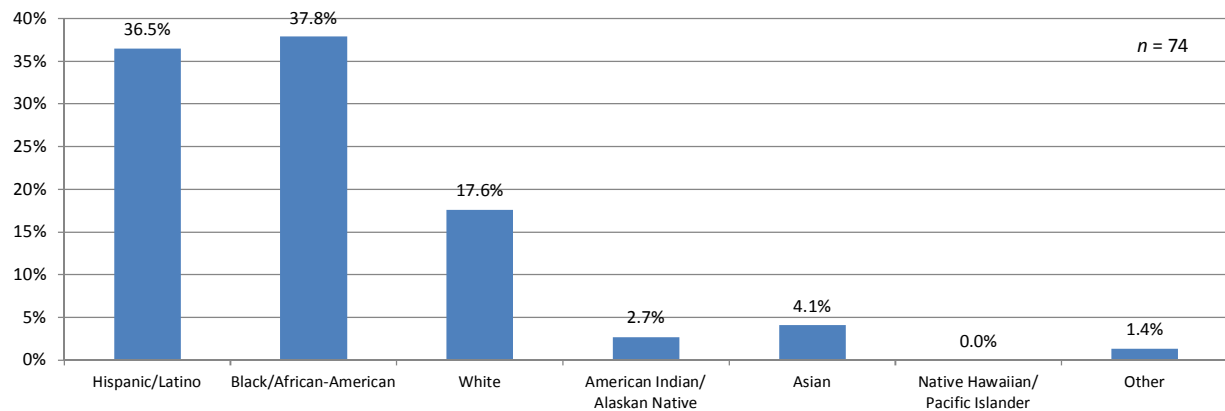
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Route n36

More than 81 percent of Route n36 respondents indicated being a “minority” ethnicity. Nearly 39 percent of respondents indicated their ethnicity as Black/African-American. Nearly 37 percent described their ethnicity as Hispanic/Latino.

Exhibit D.133 Route n36 Ethnicity



Nearly 72 percent of respondents cited speaking English at home. Slightly more than 11 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. Fewer than eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.134 Route n36 Languages

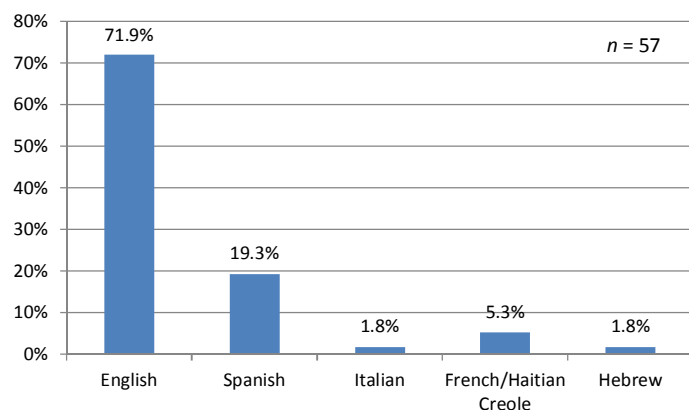
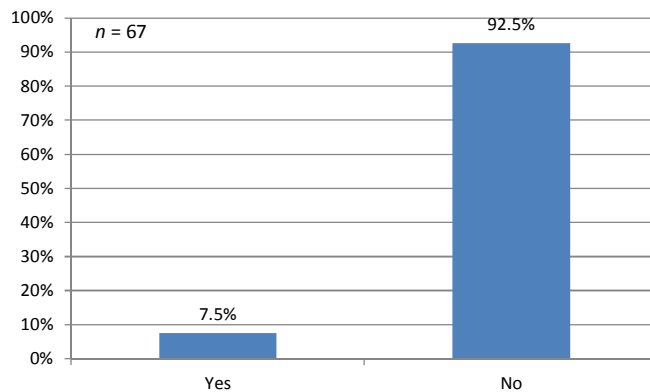


Exhibit D.135 Route n36 Lack of Proficiency in English Impacting NICE Use



Fewer than 13 percent of respondents cited an annual household income of \$50,000 or more. More than 56 percent indicated an income below \$25,000 annually. One-third of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. Twenty-nine percent of Route N36 respondents said they would take a taxi if NICE was not available, while nearly 19 percent would ride with a friend or family member.

Exhibit D.136 Route n36 Household Income

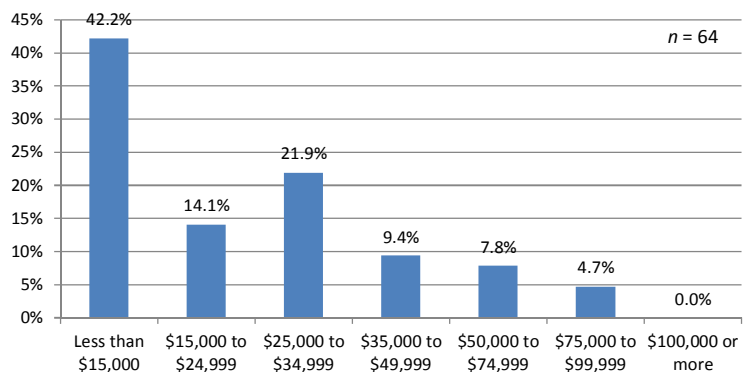


Exhibit D.137 Route n36 Reason for Riding

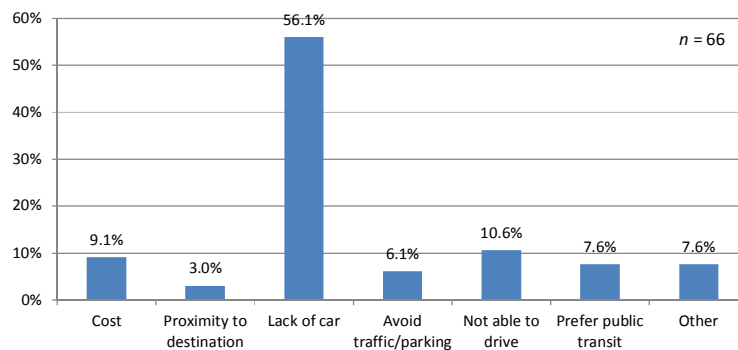
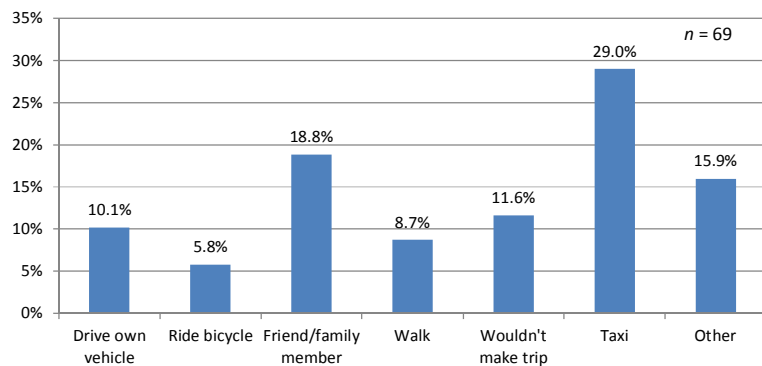


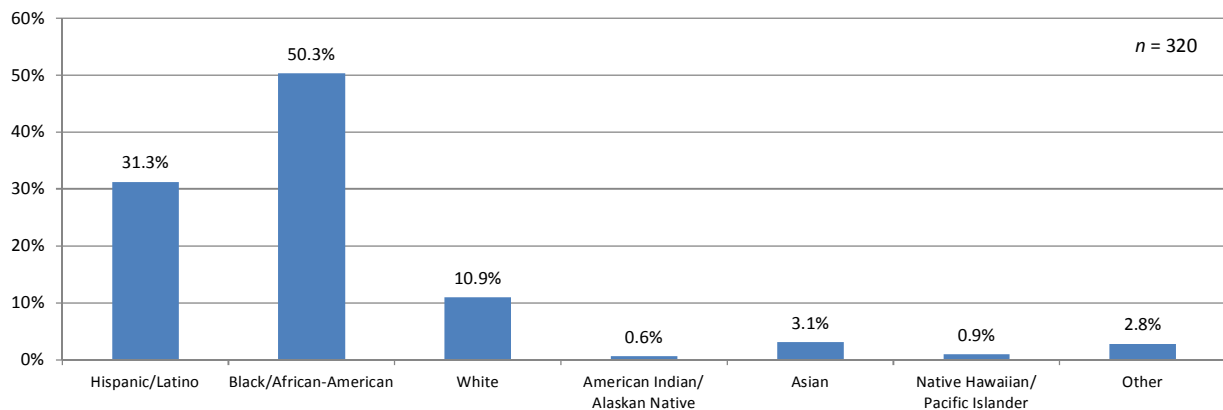
Exhibit D.138 Route n36 Alternatives to NICE



Route n40

More than 86 percent of Route n40 respondents indicated being a “minority” ethnicity. More than 50 percent of respondents indicated their ethnicity as Black/African-American. Just over 31 percent described their ethnicity as Hispanic/Latino.

Exhibit D.139 Route n40 Ethnicity



More than 79 percent of respondents cited speaking English at home. Slightly more than 14 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one percent of respondents. Nearly 13 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.140 Route n40 Languages

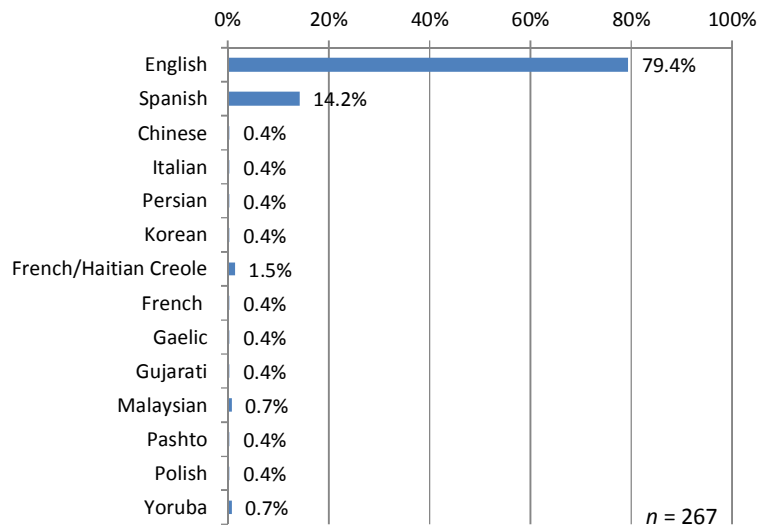
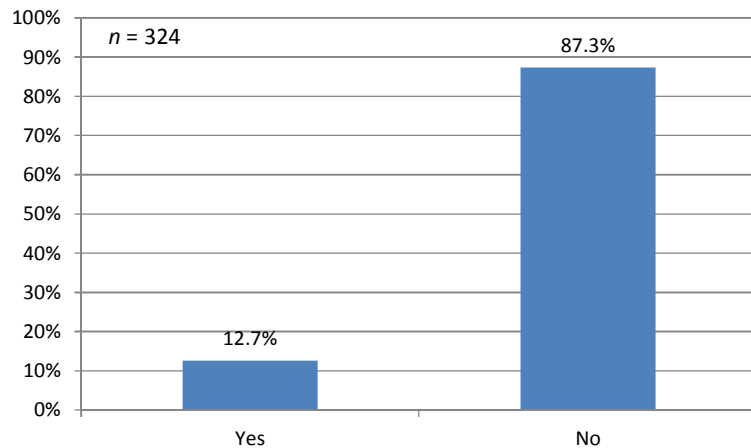


Exhibit D.141 Route n40 Lack of Proficiency in English Impacting NICE Use



Just over 19 percent of respondents cited an annual household income of \$50,000 or more. More than 50 percent indicated an income below \$25,000 annually. More than 77 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n40 respondents would take a taxi or ride with a friend or family member if NICE was not available.

Exhibit D.142 Route n40 Household Income

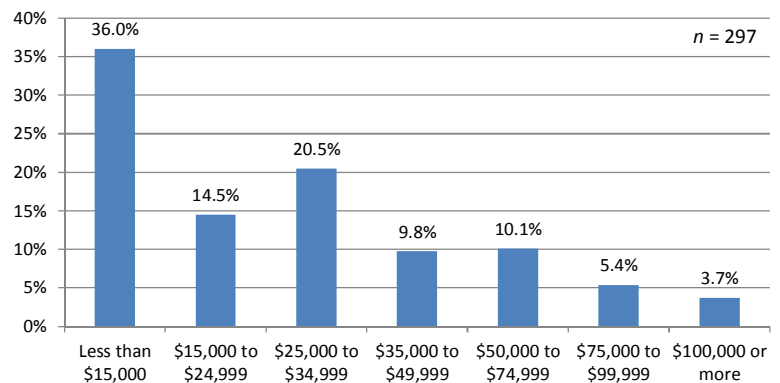


Exhibit D.143 Route n40 Reason for Riding

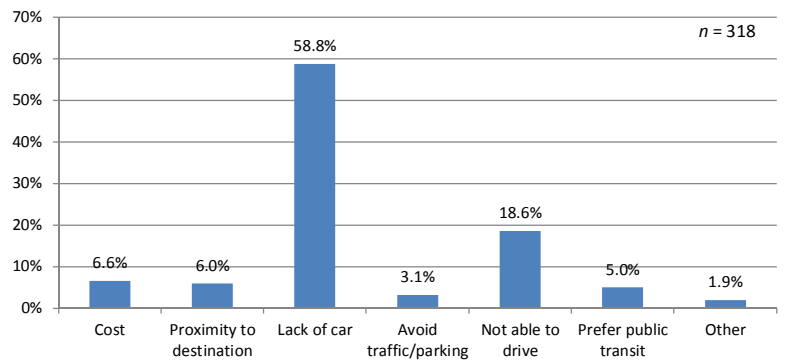
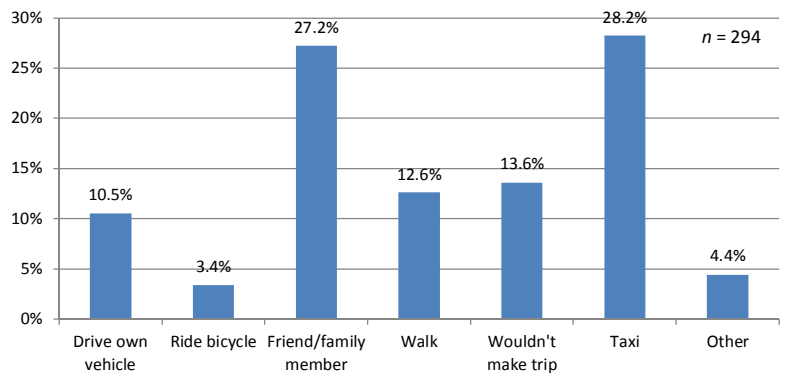


Exhibit D.144 Route n40 Alternatives to NICE

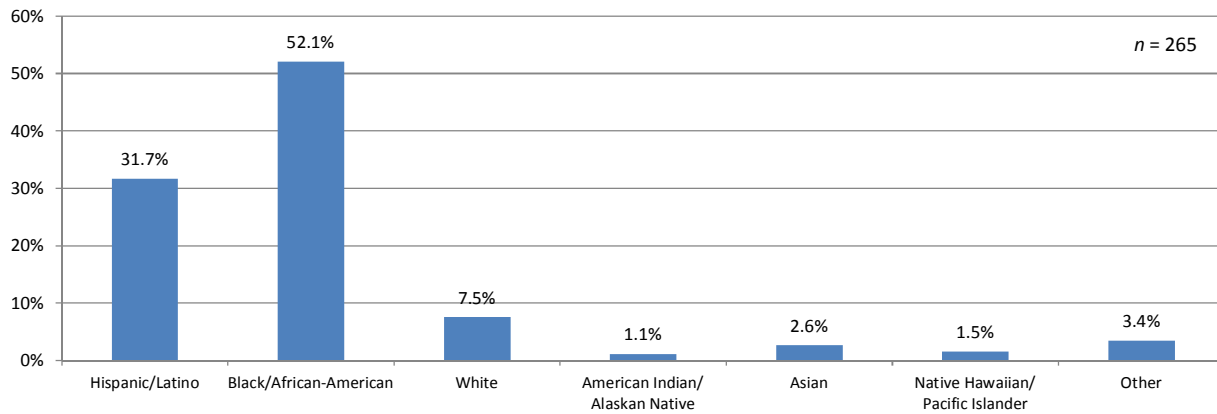


Route n41

Eighty-nine percent of Route n41 respondents indicated being a “minority” ethnicity. More than 52 percent of respondents indicated their ethnicity as Black/African-American. Nearly 32 percent described their ethnicity as Hispanic/Latino.



Exhibit D.145 Route n41 Ethnicity



Eighty percent of respondents cited speaking English at home. Slightly more than 14 percent speak Spanish at home. No other languages were cited by more than one percent of respondents. Just over nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.146 Route n41 Languages

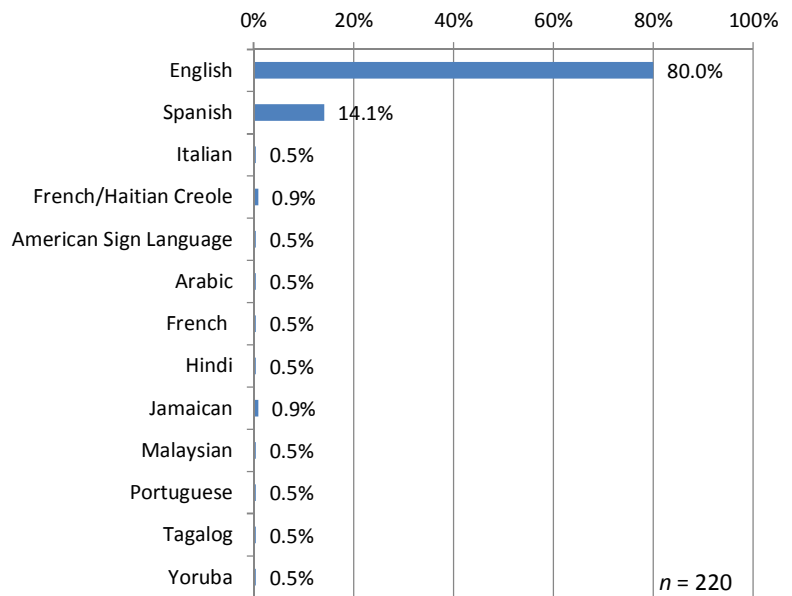
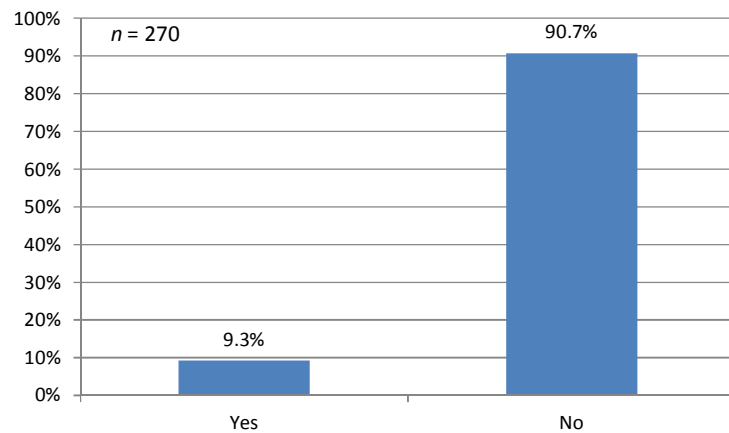


Exhibit D.147 Route n41 Lack of Proficiency in English Impacting NICE Use



Just over 12 percent of respondents cited an annual household income of \$50,000 or more. Nearly 57 percent indicated an income below \$25,000 annually. More than 73 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of respondents would ride with a friend or family member or take a taxi if NICE was not available.

Exhibit D.148 Route n41 Household Income

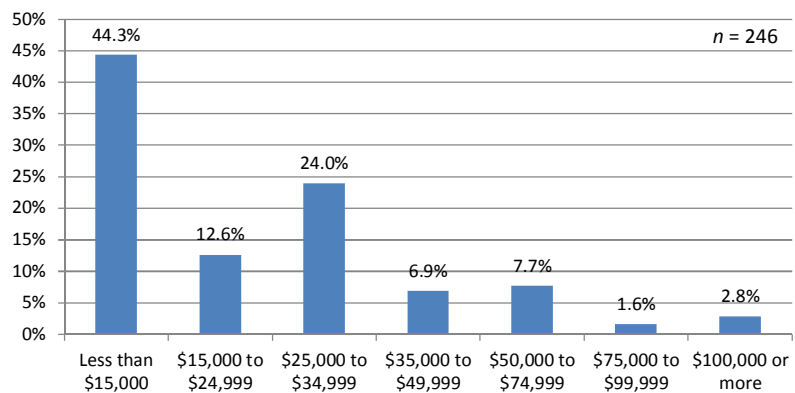


Exhibit D.149 Route n41 Reason for Riding

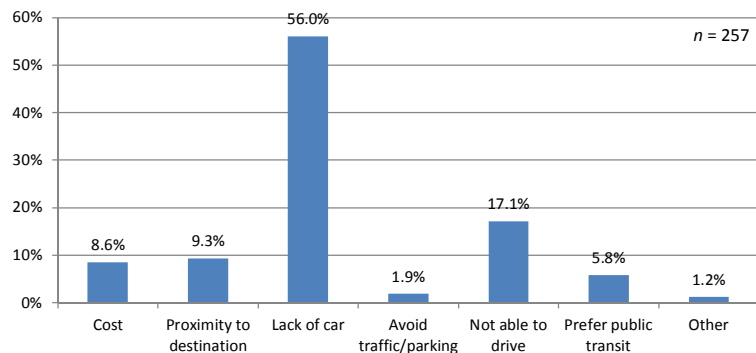
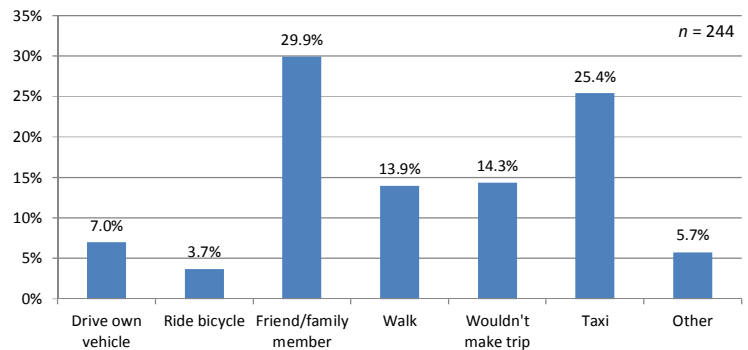


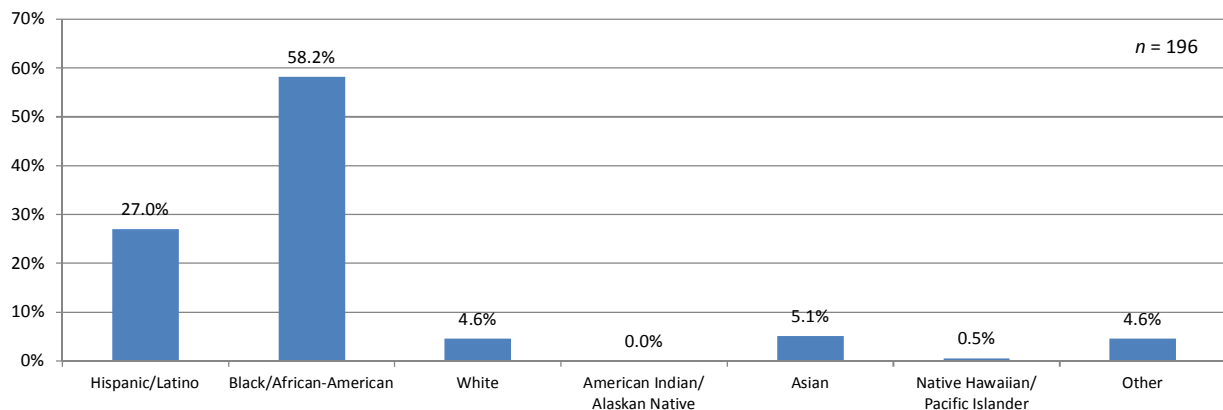
Exhibit D.150 Route n41 Alternatives to NICE



Route n43

Nearly 91 percent of Route n43 respondents indicated being a “minority” ethnicity. More than 58 percent of respondents indicated their ethnicity as Black/African-American. Twenty-seven percent described their ethnicity as Hispanic/Latino.

Exhibit D.151 Route n43 Ethnicity



Nearly 82 percent of respondents cited speaking English at home. Slightly more than eight percent speak Spanish at home. Chinese and French/Haitian Creole is the only other language cited by more than one percent of respondents. Fewer than six percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.152 Route n43 Languages

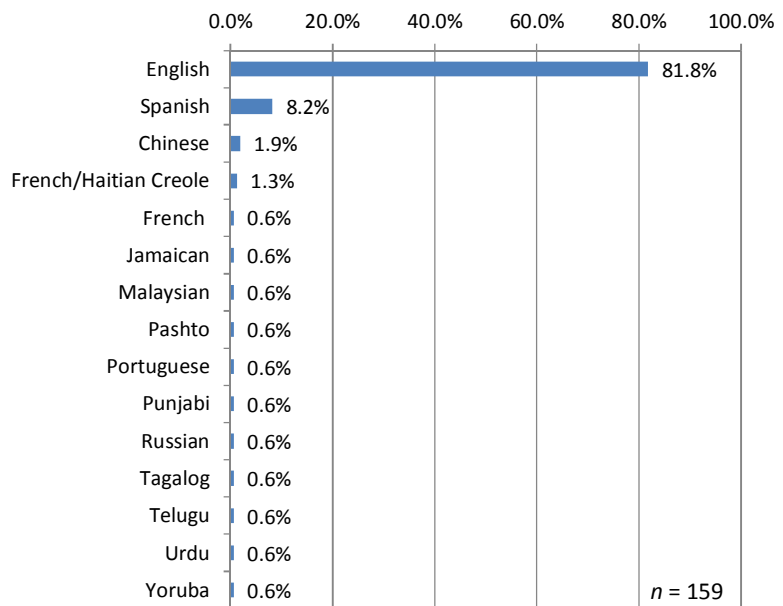
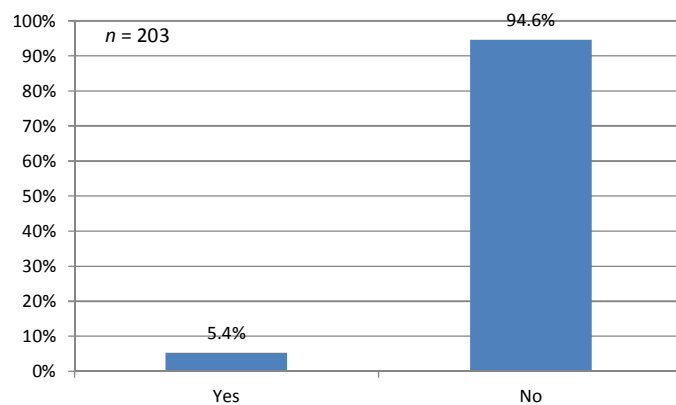


Exhibit D.153 Route n43 Lack of Proficiency in English Impacting NICE Use



Just over 20 percent of respondents cited an annual household income of \$50,000 or more. More than 46 percent indicated an income below \$25,000 annually. More than 76 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Riding with a friend or family member or taking a taxi were nearly equally cited as options if NICE was not available, though more than 21 percent would not make the surveyed trip.



Exhibit D.154 Route n43 Household Income

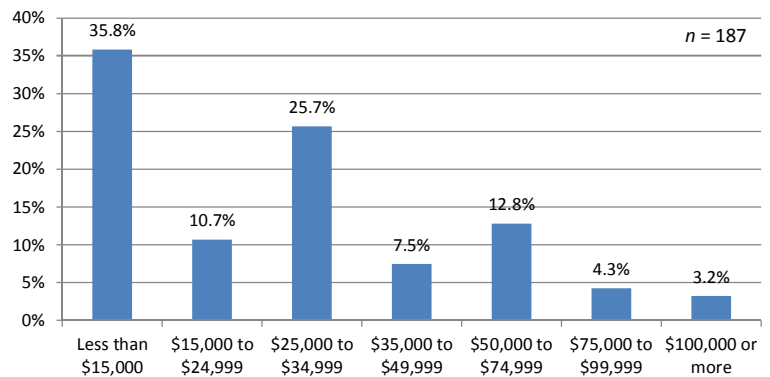


Exhibit D.155 Route n43 Reason for Riding

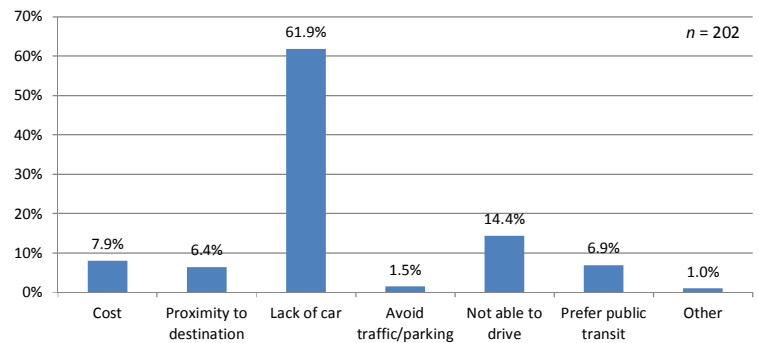
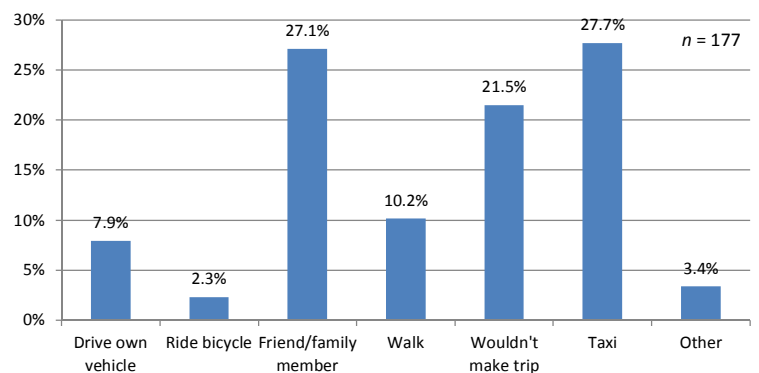


Exhibit D.156 Route n43 Alternatives to NICE



Route n45

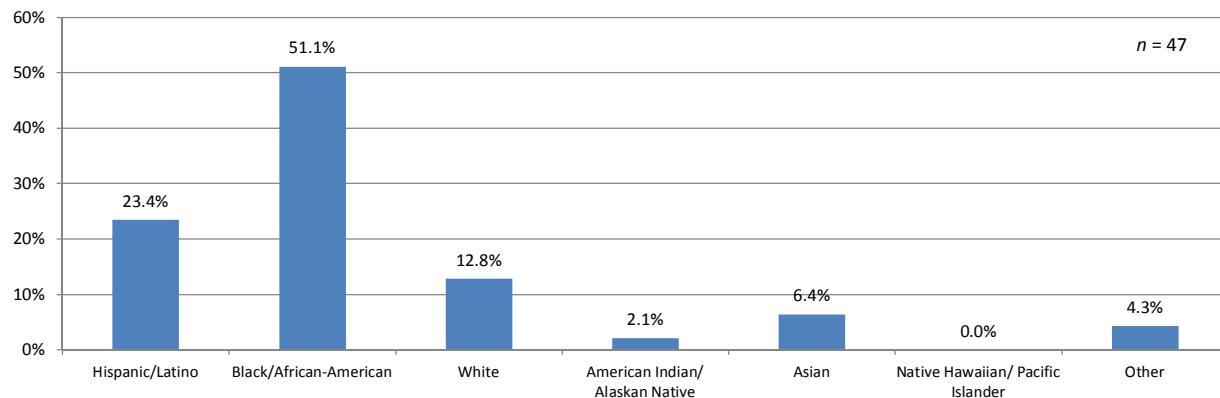
Eighty-three percent of Route n45 respondents indicated being a “minority” ethnicity. More than 51 percent of respondents indicated their ethnicity as Black/African-American. More than 23 percent described their ethnicity as Hispanic/Latino.

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Exhibit D.157 Route n45 Ethnicity



Nearly 82 percent of respondents cited speaking English at home. More than 10 percent speak Spanish at home. No other languages were cited by more than one respondent each. Fewer than 14 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.158 Route n45 Languages

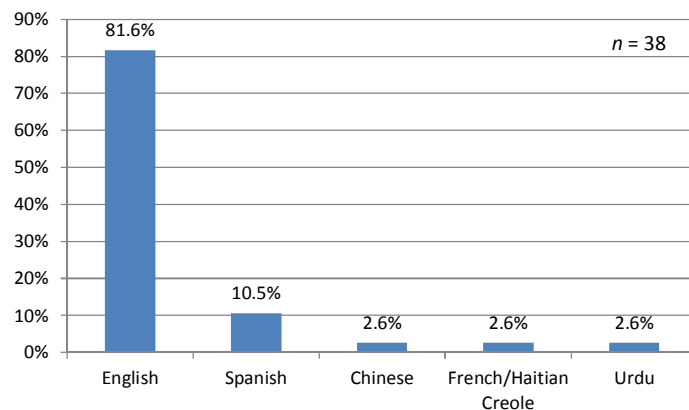
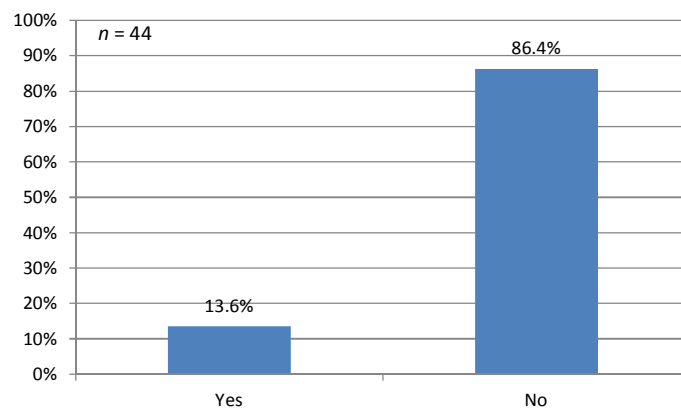


Exhibit D.159 Route n45 Lack of Proficiency in English Impacting NICE Use



More than 25 percent of respondents cited an annual household income of \$50,000 or more. Nearly 49 percent indicated an income below \$25,000 annually. More than 64 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n45 respondents appear to have few mobility alternatives, as 27.1 percent said they would not make the surveyed trip if NICE was not available.

Exhibit D.160 Route n45 Household Income

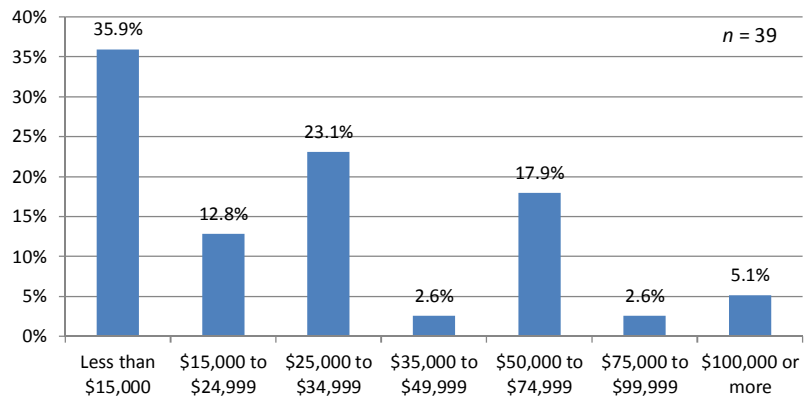


Exhibit D.161 Route n45 Reason for Riding

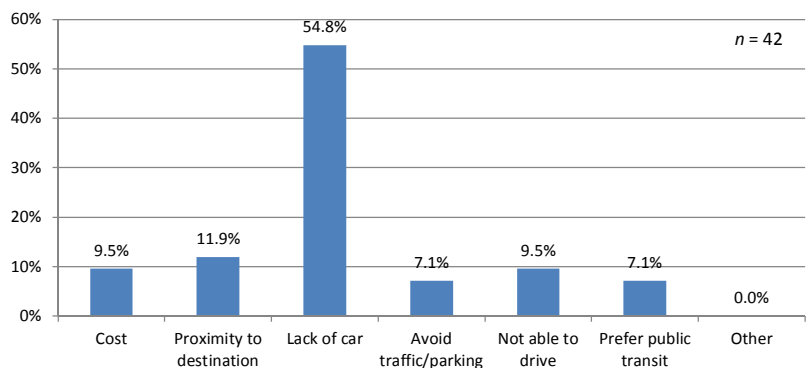
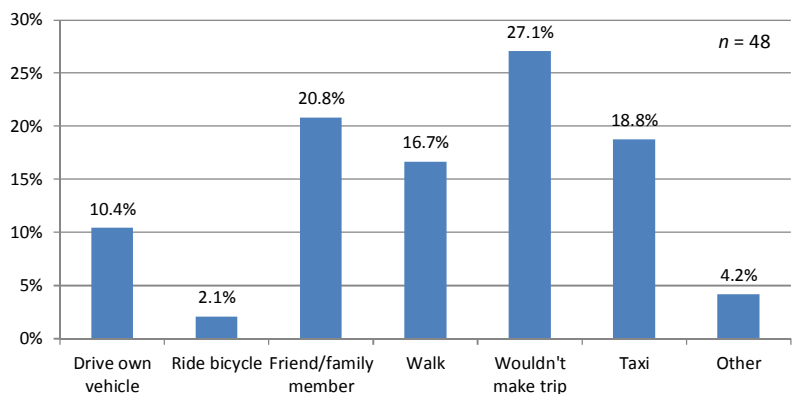


Exhibit D.162 Route n45 Alternatives to NICE



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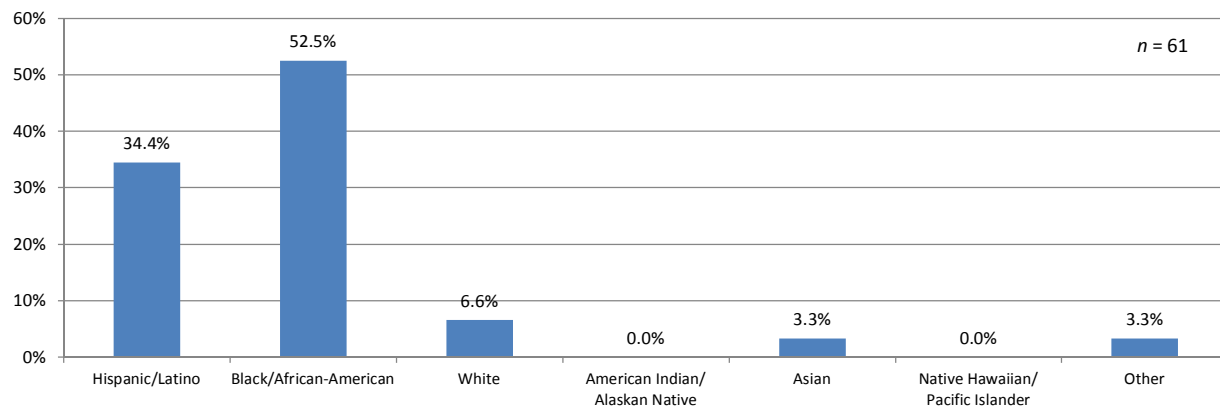
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Route n46

More than 90 percent of Route n46 respondents indicated being a “minority” ethnicity. More than 52 percent of respondents indicated their ethnicity as Black/African-American. More than 34 percent described their ethnicity as Hispanic/Latino.

Exhibit D.163 Route n46 Ethnicity



Nearly 79 percent of respondents cited speaking English at home. The remainder cited speaking Spanish at home. More than 14 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.164 Route n46 Languages

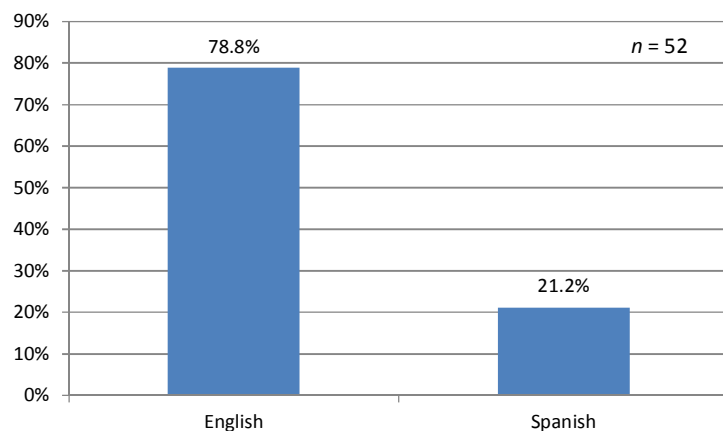
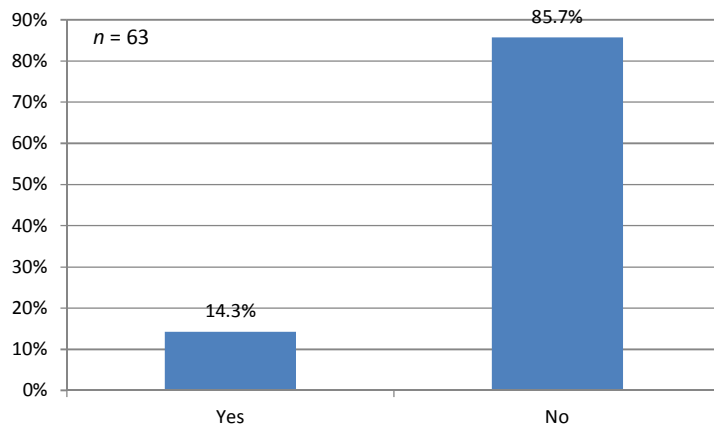


Exhibit D.165 Route n46 Lack of Proficiency in English Impacting NICE Use



Nearly 11 percent of respondents cited an annual household income of \$50,000 or more. More than 54 percent indicated an income below \$25,000 annually. Seventy-five percent choose NICE because they lack access to a personal vehicle or are not able to drive. Nearly 27 percent of respondents said they would walk if NICE was not available, followed by taking a taxi or riding with a friend or family member. Not taking the surveyed trip is an option cited by relatively few respondents.

Exhibit D.166 Route n46 Household Income

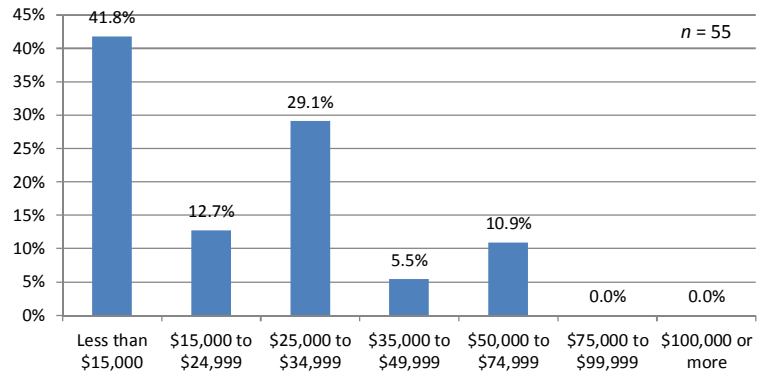
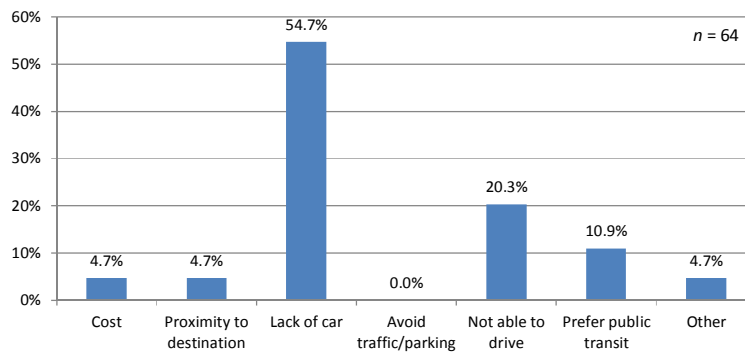
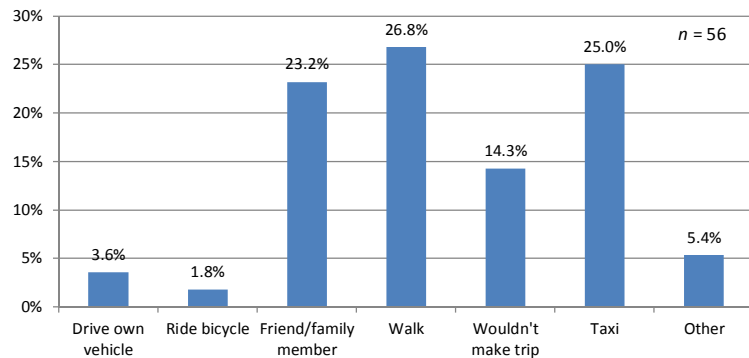


Exhibit D.167 Route n46 Reason for Riding



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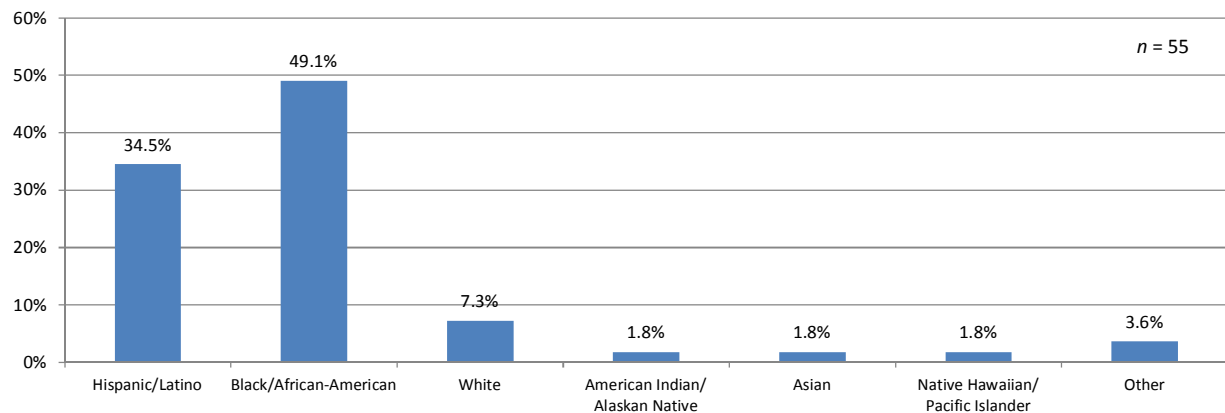
Exhibit D.168 Route n46 Alternatives to NICE



Route n47

Eighty-nine percent of Route n47 respondents indicated being a “minority” ethnicity. More than 49 percent of respondents indicated their ethnicity as Black/African-American. Nearly 35 percent described their ethnicity as Hispanic/Latino.

Exhibit D.169 Route n47 Ethnicity



More than 75 percent of respondents cited speaking English at home. More than 20 percent speak Spanish at home. No other languages were cited by more than one respondent. Fewer than 12 percent indicated a lack of proficiency in English impacted their use of NICE.



Exhibit D.170 Route n47 Languages

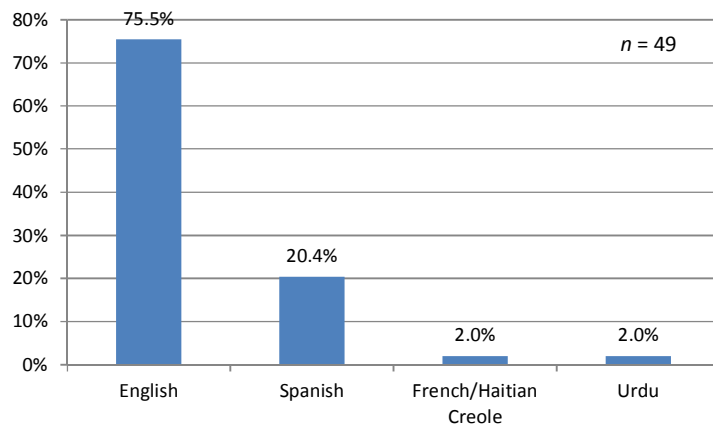
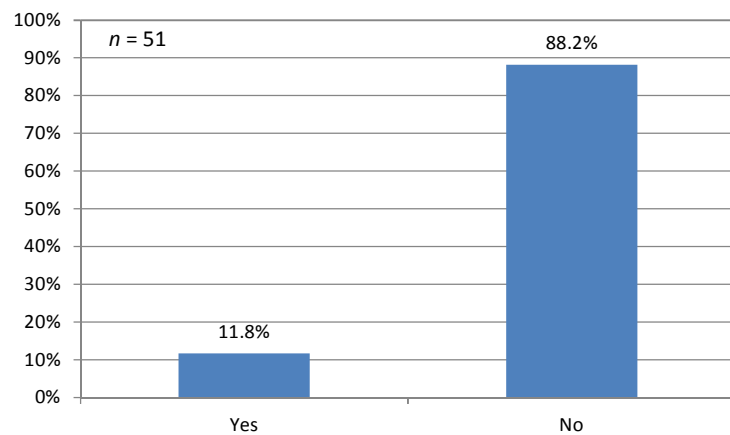


Exhibit D.171 Route n47 Lack of Proficiency in English Impacting NICE Use



Just over 27 percent of respondents cited an annual household income of \$50,000 or more. More than 56 percent indicated an income below \$25,000 annually. More than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. One-third of respondents said they would take a taxi if NICE was not available.

Exhibit D.172 Route n47 Household Income

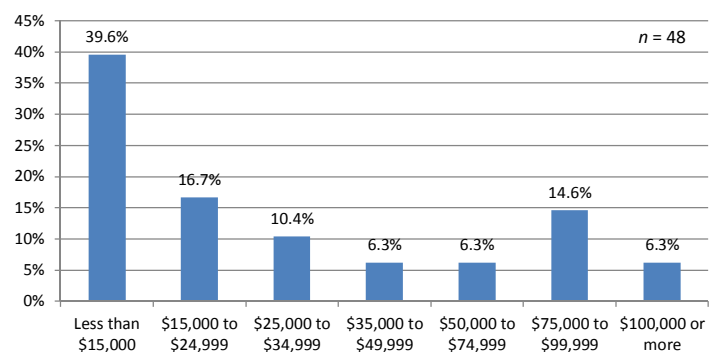


Exhibit D.173 Route n47 Reason for Riding

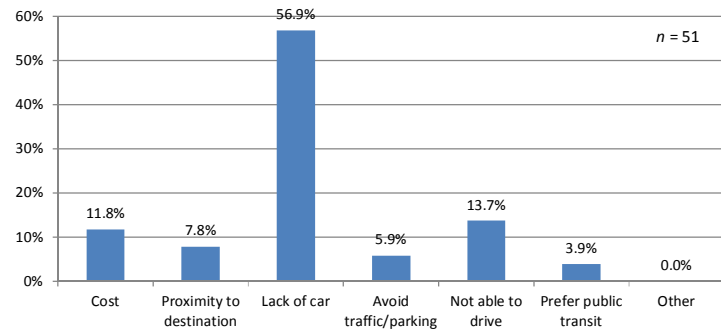
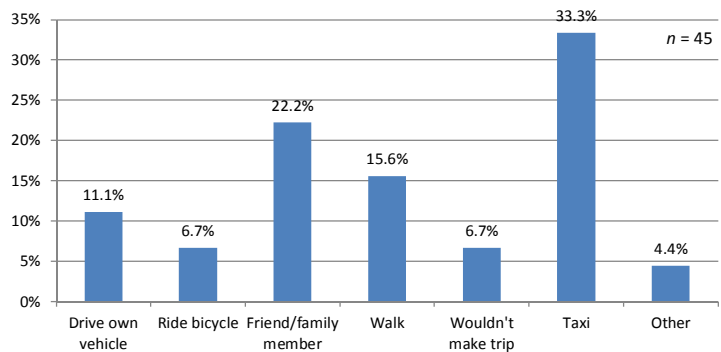


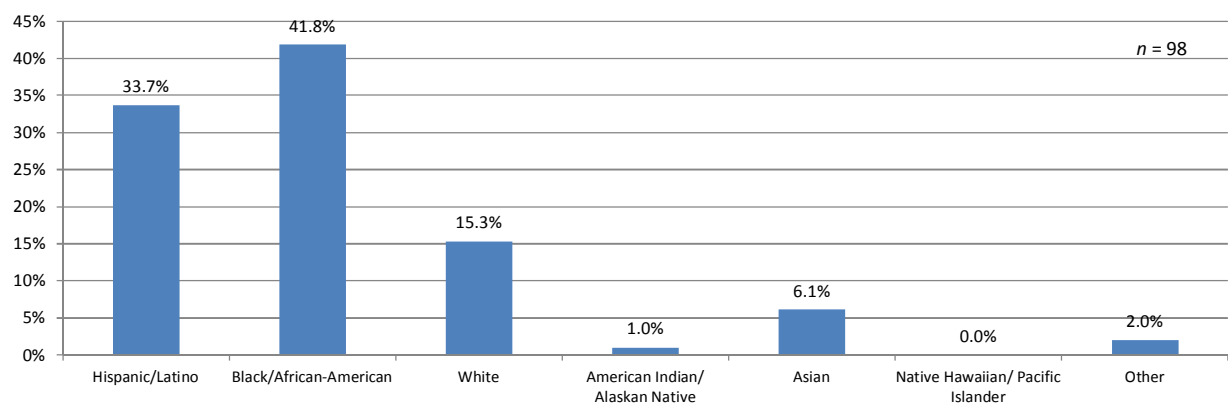
Exhibit D.174 Route n47 Alternatives to NICE



Route n48

More than 82 percent of Route n48 respondents indicated being a “minority” ethnicity. Nearly 42 percent of respondents indicated their ethnicity as Black/African-American. Nearly 34 percent described their ethnicity as Hispanic/Latino.

Exhibit D.175 Route n48 Ethnicity



Slightly more than 68 percent of respondents cited speaking English at home. Twenty percent speak Spanish at home. French/Haitian Creole and Malaysian were the only other languages cited by more than one respondent each. Nearly 17 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.176 Route n48 Languages

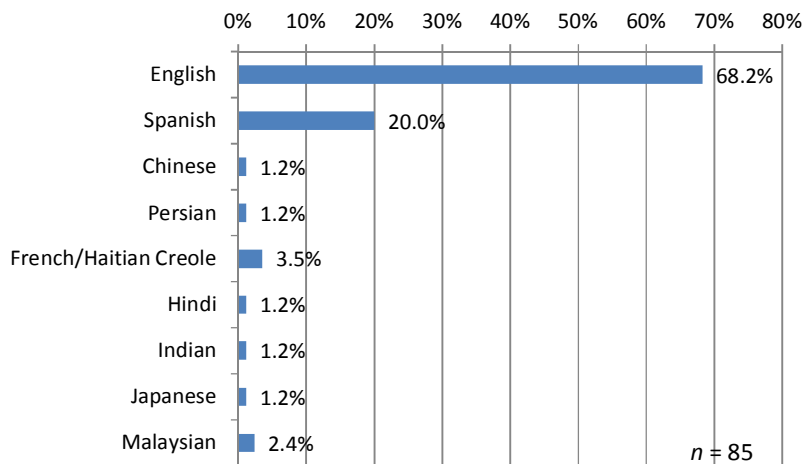
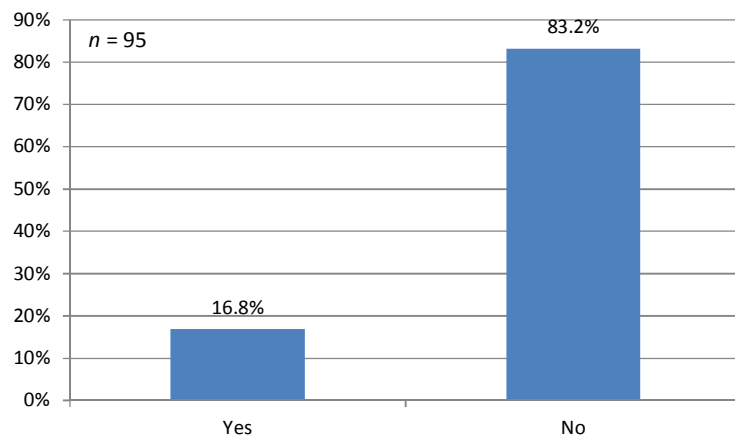


Exhibit D.177 Route n48 Lack of Proficiency in English Impacting NICE Use



Nearly 18 percent of respondents cited an annual household income of \$50,000 or more. More than 44 percent indicated an income below \$25,000 annually. Nearly 65 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n48 respondents would take a taxi or ride with a friend or family member if NICE was not available.

Exhibit D.178 Route n48 Household Income

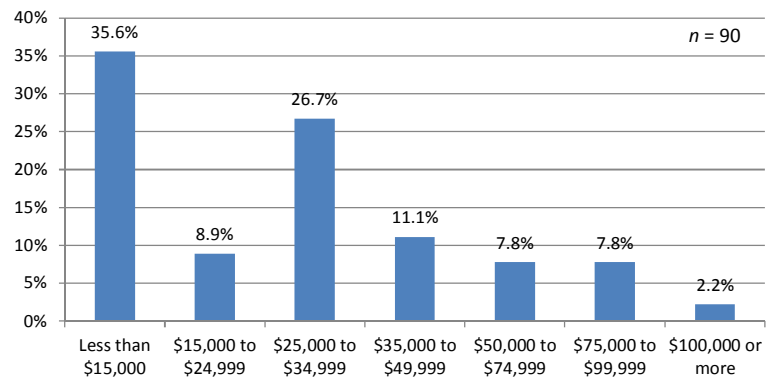


Exhibit D.179 Route n48 Reason for Riding

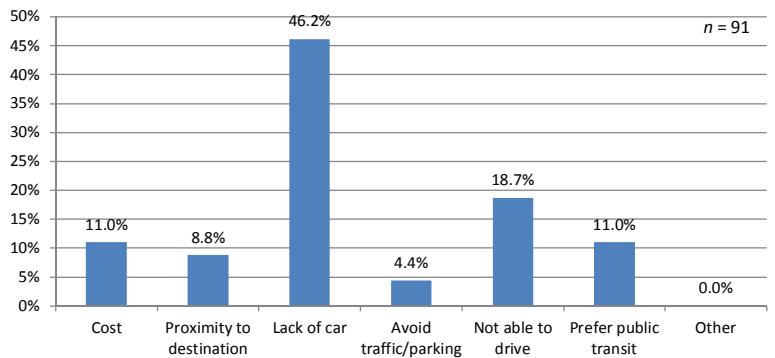
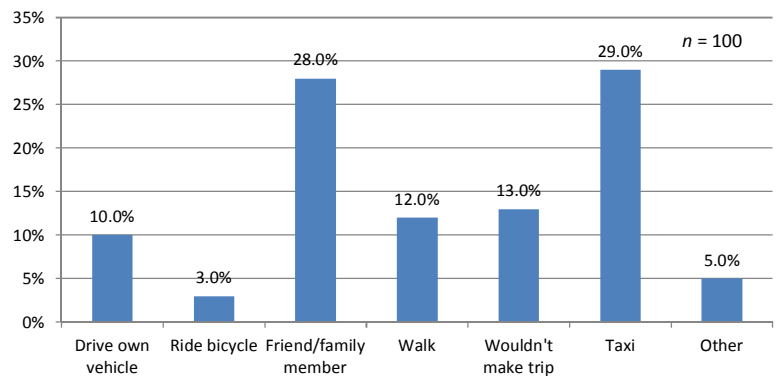


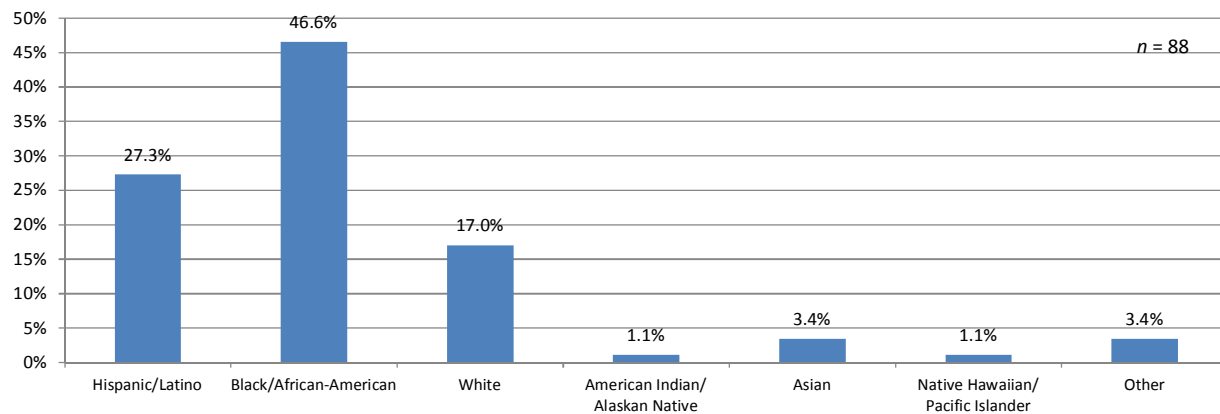
Exhibit D.180 Route n48 Alternatives to NICE



Route n49

Nearly 80 percent of Route n49 respondents indicated being a “minority” ethnicity. Nearly 47 percent of respondents indicated their ethnicity as Black/African-American. Just over 27 percent described their ethnicity as Hispanic/Latino.

Exhibit D.181 Route n49 Ethnicity



Just over 71 percent of respondents cited speaking English at home. More than 16 percent speak Spanish at home. Chinese and Italian were the only other languages cited by more than one respondent each. Nearly 13 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.182 Route n49 Languages

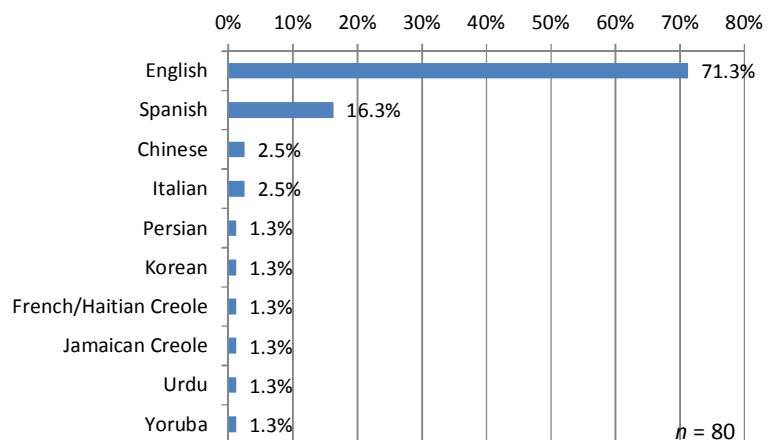
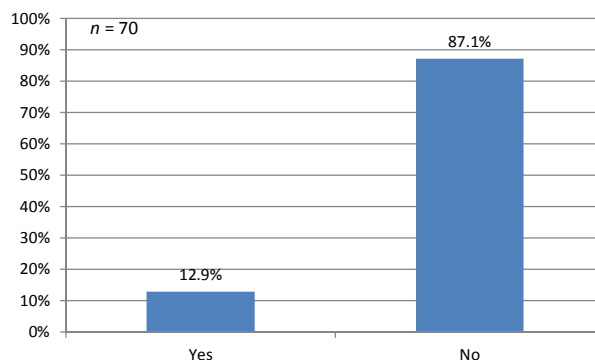


Exhibit D.183 Route n49 Lack of Proficiency in English Impacting NICE Use



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More than 29 percent of respondents cited an annual household income of \$50,000 or more. Nearly 40 percent indicated an income below \$25,000 annually. More than 62 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Nearly one-third of Route n49 respondents would ride with a friend or family member if NICE was not available, while nearly 25 percent would not make the surveyed trip.

Exhibit D.184 Route n49 Household Income

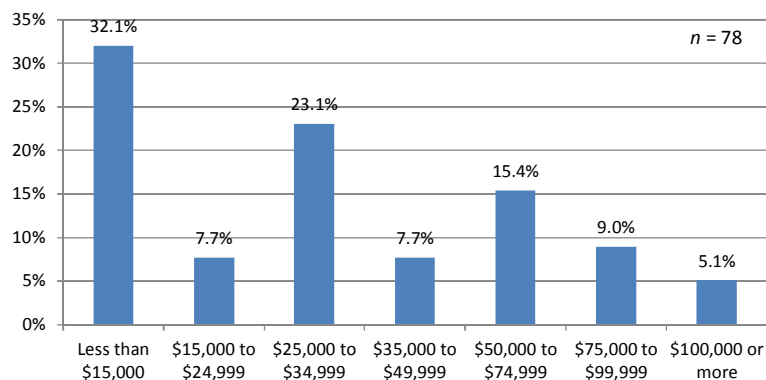


Exhibit D.185 Route n49 Reason for Riding

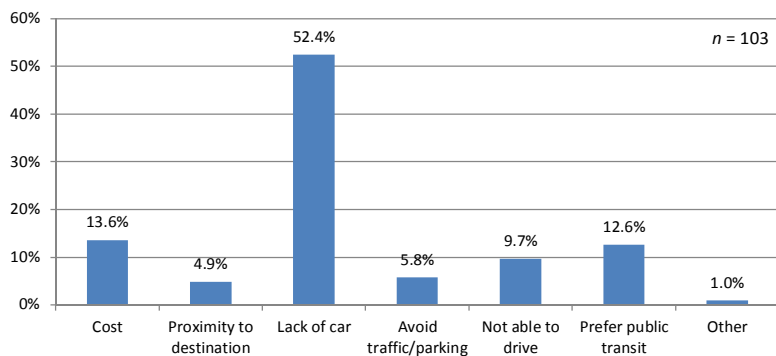
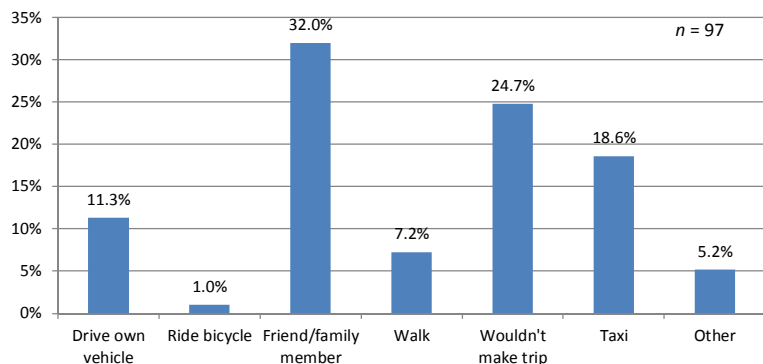


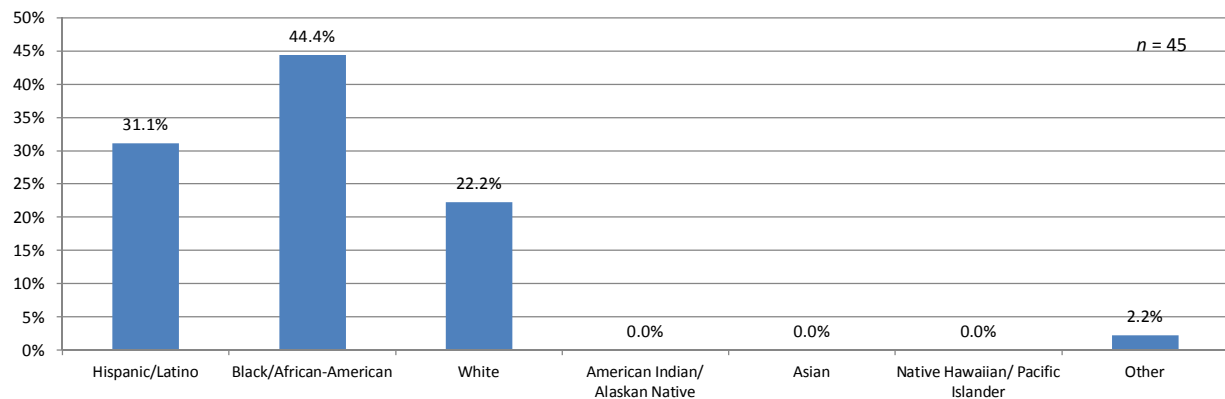
Exhibit D.186 Route n49 Alternatives to NICE



Route n50

More than 75 percent of Route n50 respondents indicated being a “minority” ethnicity. More than 44 percent of respondents indicated their ethnicity as Black/African-American. More than 31 percent described their ethnicity as Hispanic/Latino.

Exhibit D.187 Route n50 Ethnicity



More than 69 percent of respondents cited speaking English at home. Nearly 28 percent speak Spanish at home. No other languages were cited by more than one respondent. A high percentage – more than 27 percent – indicated a lack of proficiency in English impacted their use of NICE. Given the prevalence of Spanish cited as a home language, service information in Spanish is likely the primary need on this route.

Exhibit D.188 Route n50 Languages

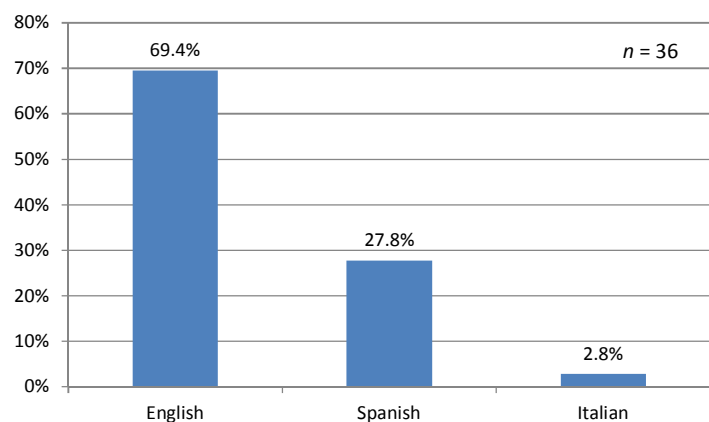
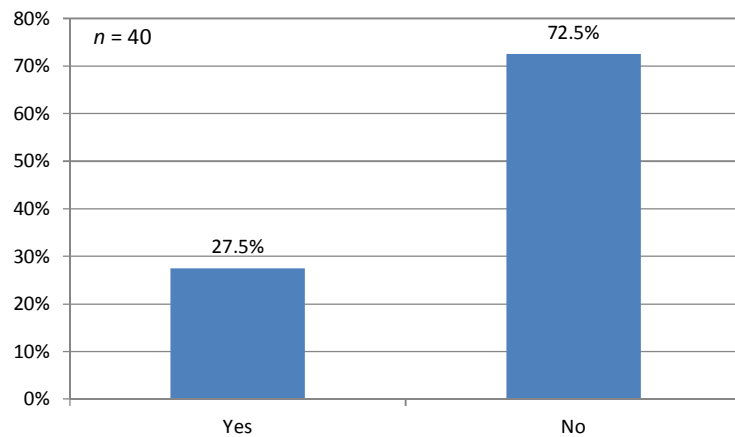


Exhibit D.189 Route n50 Lack of Proficiency in English Impacting NICE Use



More than 23 percent of respondents cited an annual household income of \$50,000 or more. More than 55 percent indicated an income below \$25,000 annually. Nearly 75 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n50 respondents would ride with a friend or family member, take a taxi, or walk if NICE was not available.

Exhibit D.190 Route n50 Household Income

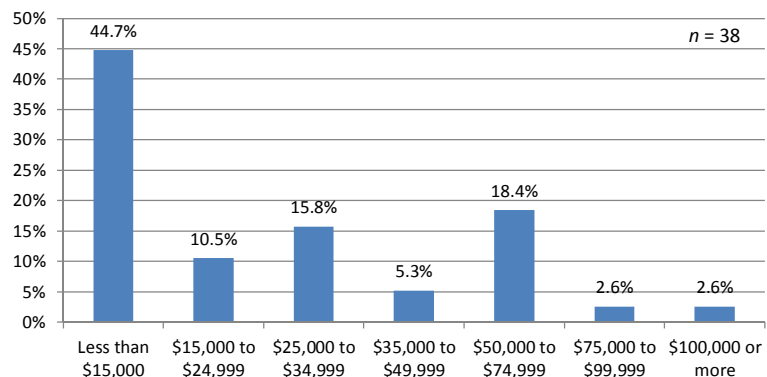


Exhibit D.191 Route n50 Reason for Riding

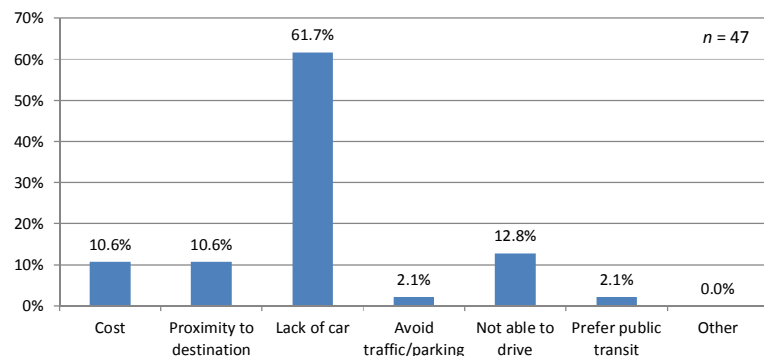
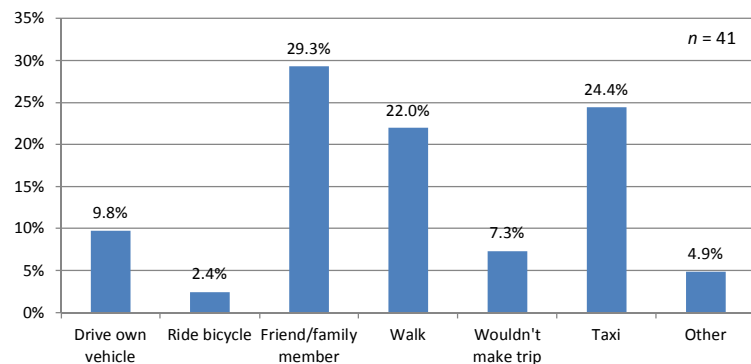




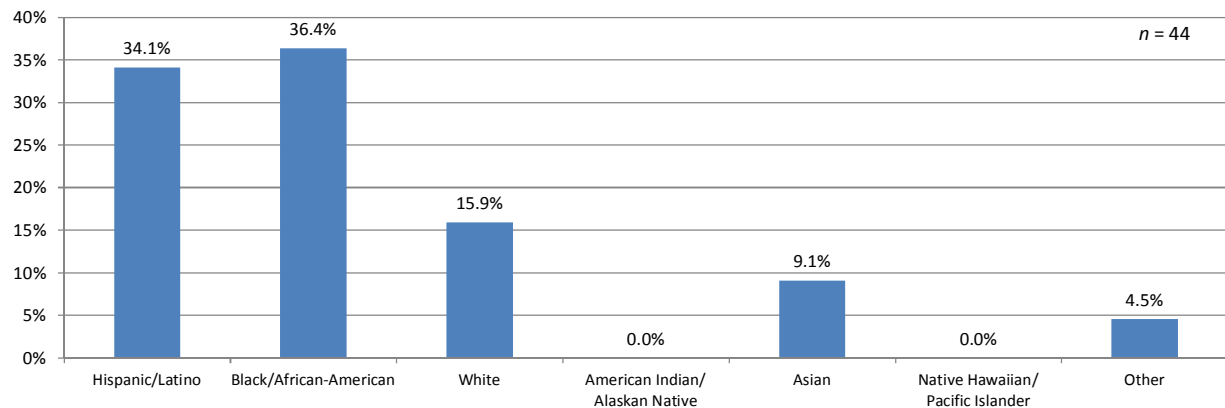
Exhibit D.192 Route n50 Alternatives to NICE



Route n51

Nearly 80 percent of Route n51 respondents indicated being a “minority” ethnicity. More than 36 percent of respondents indicated their ethnicity as Black/African-American. Slightly more than 34 percent described their ethnicity as Hispanic/Latino.

Exhibit D.193 Route n51 Ethnicity



More than 71 percent of respondents cited speaking English at home. Slightly more than 17 percent speak Spanish at home. Chinese is the only other language cited by more than one respondent each. Just over 14 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.194 Route n51 Languages

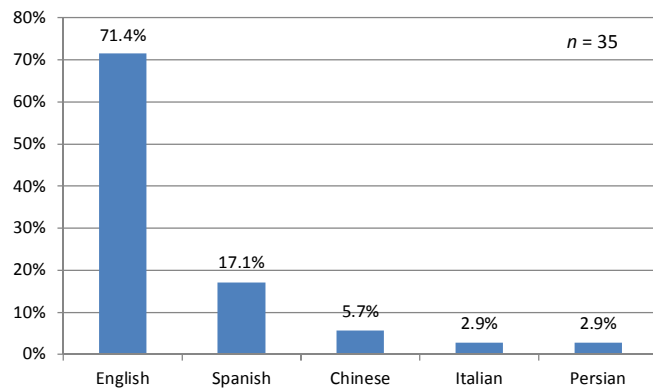
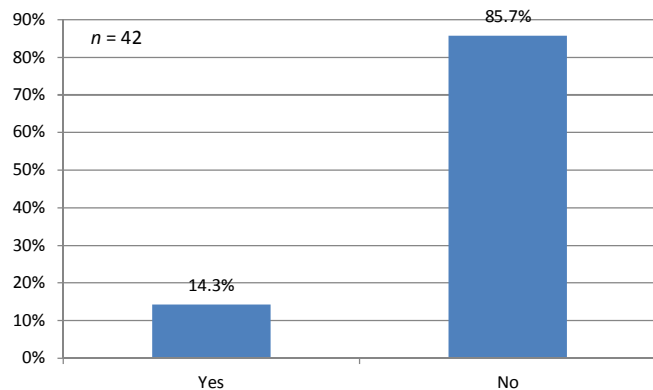


Exhibit D.195 Route n51 Lack of Proficiency in English Impacting NICE Use



Just over 17 percent of respondents cited an annual household income of \$50,000 or more. More than 47 percent indicated an income below \$25,000 annually. More than 64 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 27 percent of Route n51 respondents would take a taxi if NICE was not available, while another 22.7 percent would ride with a friend or family member.

Exhibit D.196 Route n51 Household Income

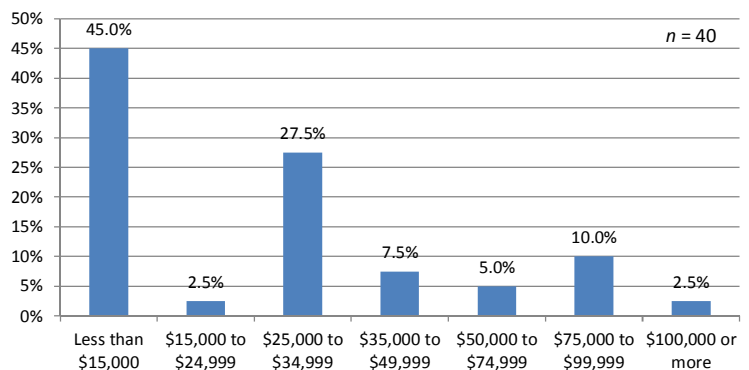


Exhibit D.197 Route n51 Reason for Riding

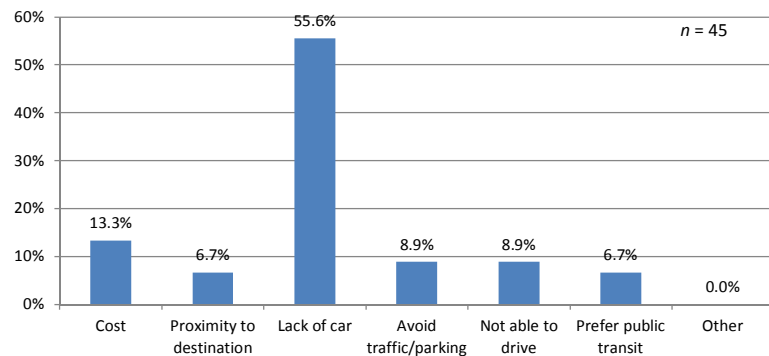
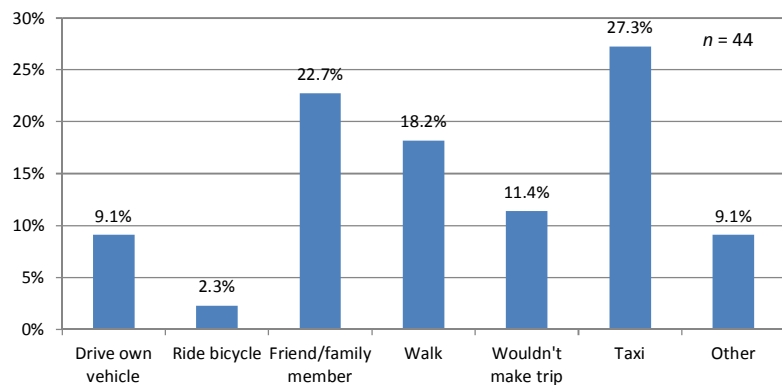


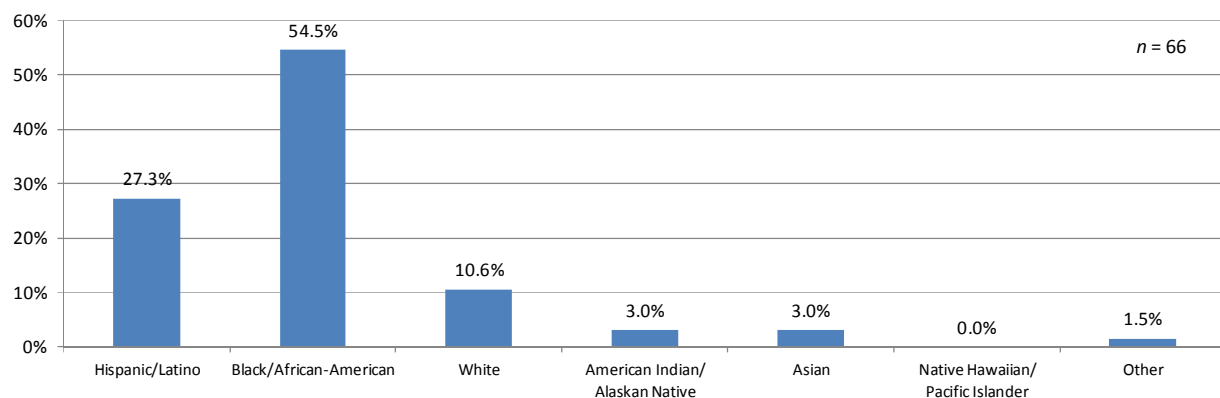
Exhibit D.198 Route n51 Alternatives to NICE



Route n54

Nearly 88 percent of Route n54 respondents indicated being a “minority” ethnicity. More than 54 percent of respondents indicated their ethnicity as Black/African-American. Slightly more than 27 percent described their ethnicity as Hispanic/Latino.

Exhibit D.199 Route n54 Ethnicity



More than 83 percent of respondents cited speaking English at home. Ten percent speak Spanish at home. Yoruba is the only other language cited by more than one respondent. Nearly 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.200 Route n54 Languages

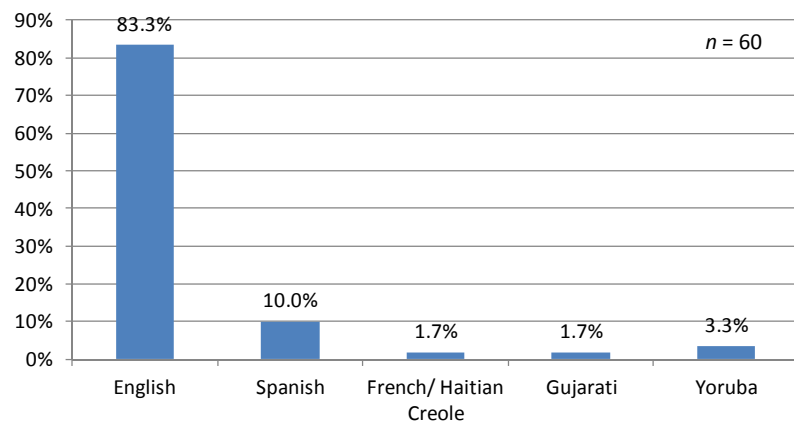
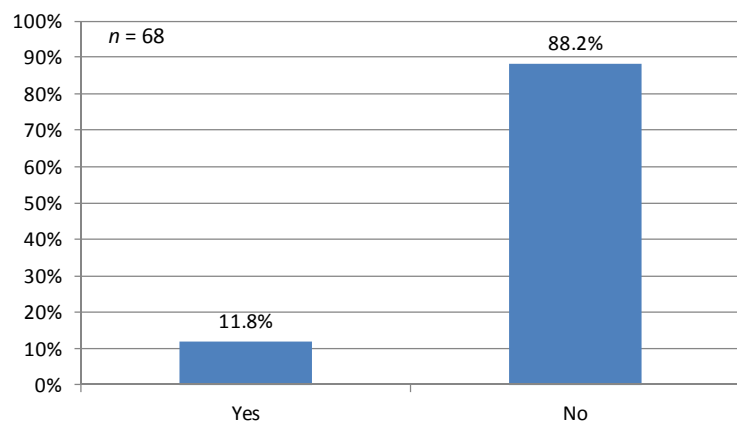


Exhibit D.201 Route n54 Lack of Proficiency in English Impacting NICE Use



Just over 17 percent of respondents cited an annual household income of \$50,000 or more. Nearly 55 percent indicated an income below \$25,000 annually. Seventy-five percent choose NICE because they lack access to a personal vehicle or are not able to drive. Riding with a friend or family member if NICE was not available was the option cited by more than one-third of respondents.

Exhibit D.202 Route n54 Household Income

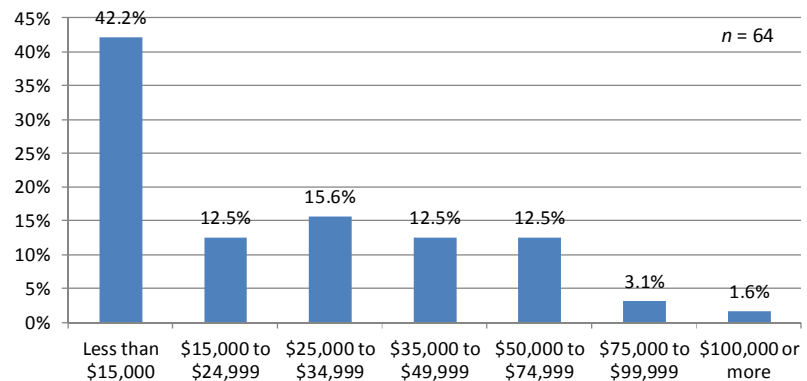


Exhibit D.203 Route n54 Reason for Riding

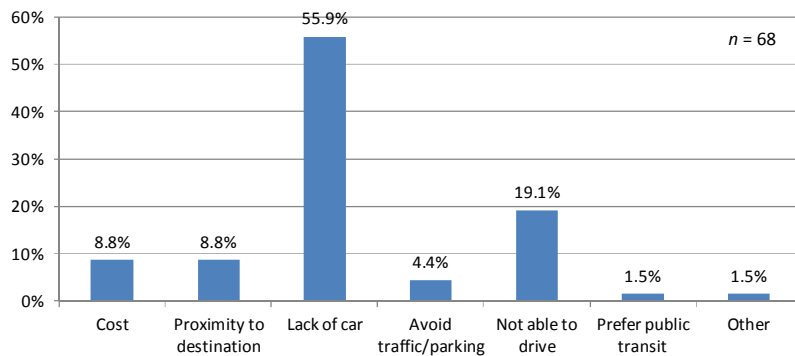
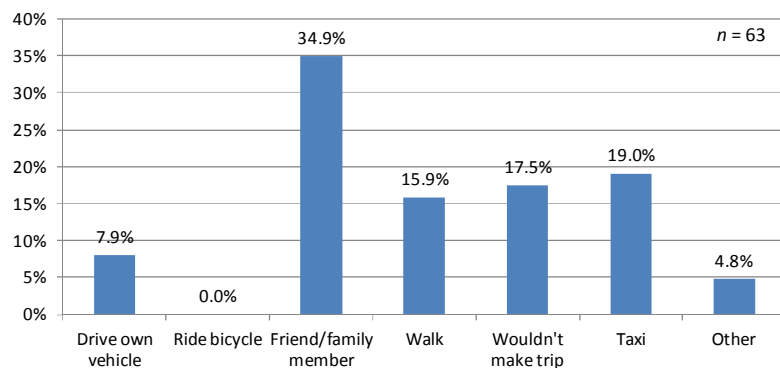


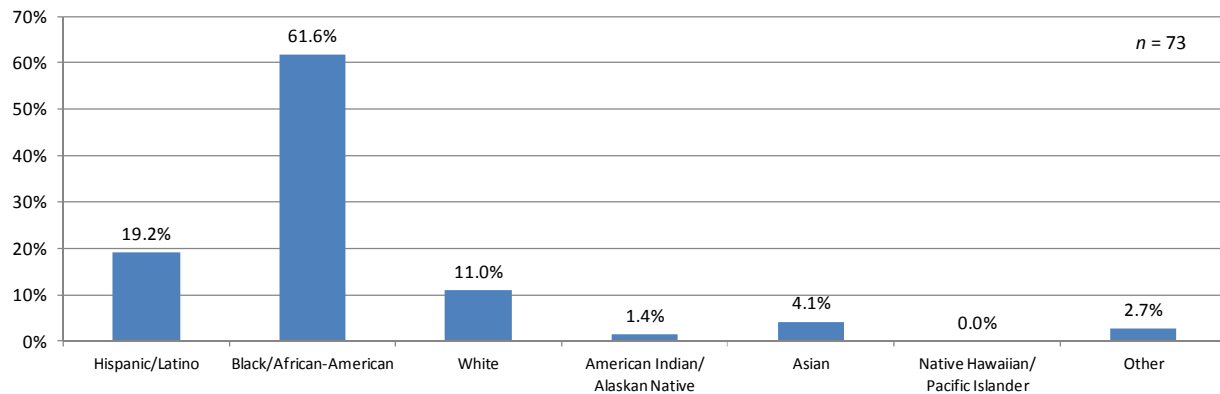
Exhibit D.204 Route n54 Alternatives to NICE



Route n55

More than 86 percent of Route n55 respondents indicated being a “minority” ethnicity. More than 61 percent of respondents indicated their ethnicity as Black/African-American. Approximately 20 percent described their ethnicity as Hispanic/Latino.

Exhibit D.205 Route n55 Ethnicity



Eighty percent of respondents cited speaking English at home. Nearly 15 percent speak Spanish at home. No other language was cited by more than one respondent. Fewer than eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.206 Route n55 Languages

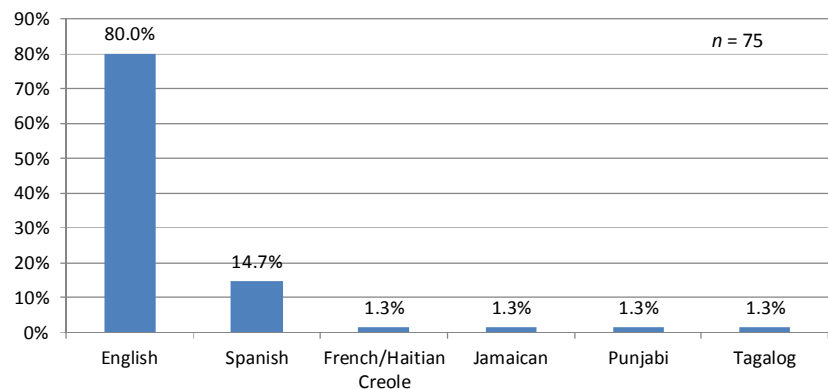
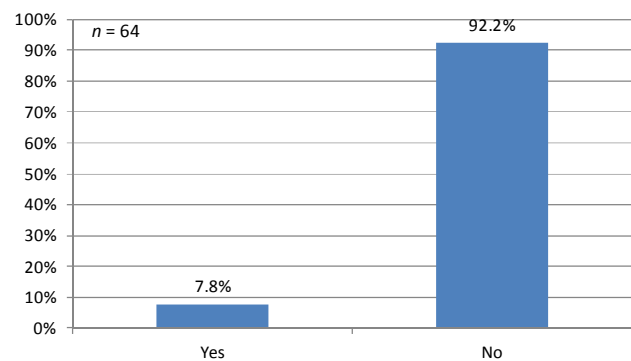


Exhibit D.207 Route n55 Lack of Proficiency in English Impacting NICE Use



Nearly 18 percent of respondents cited an annual household income of \$50,000 or more. Nearly 55 percent indicated an income below \$25,000 annually. Approximately 73 percent choose NICE because

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they lack access to a personal vehicle or are not able to drive. Riding with a friend or family member was the most commonly cited option if NICE was not available, followed by not making the surveyed trip.

Exhibit D.208 Route n55 Household Income

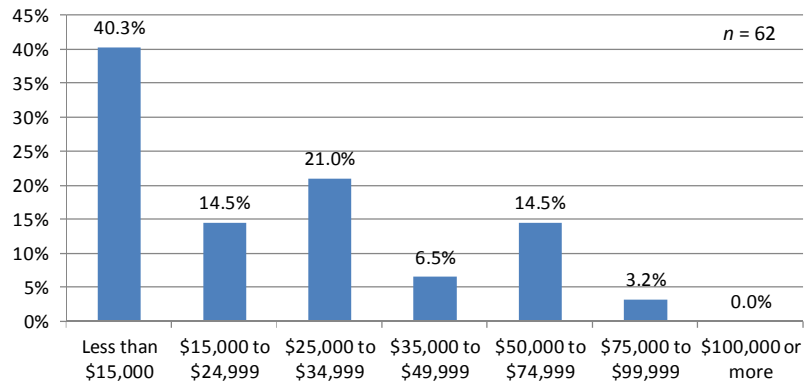


Exhibit D.209 Route n55 Reason for Riding

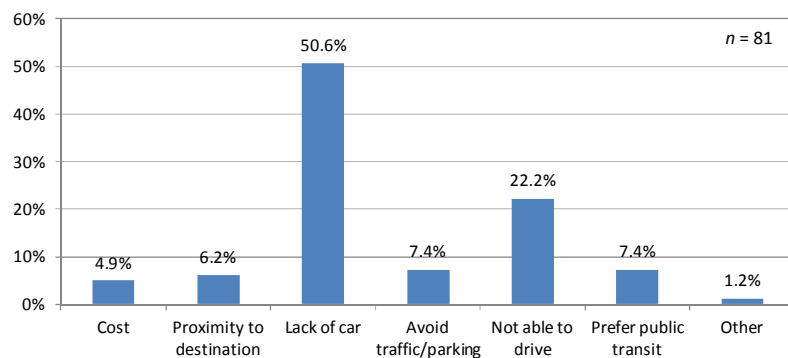
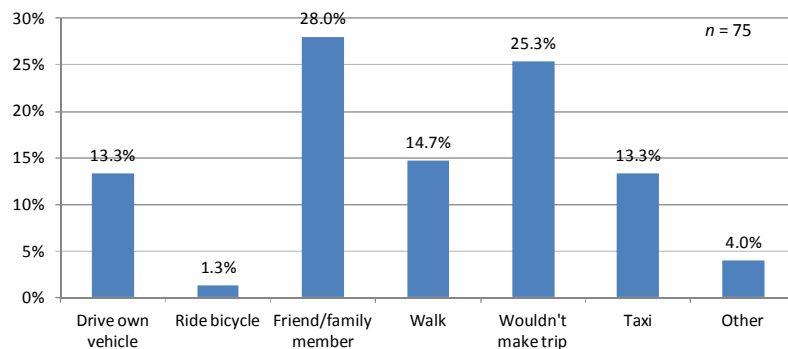


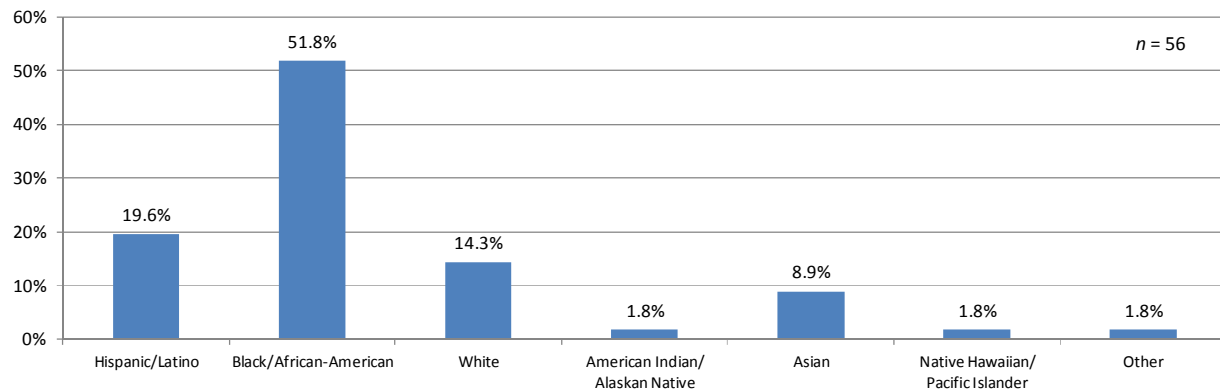
Exhibit D.210 Route n55 Alternatives to NICE



Route n57

Nearly 84 percent of Route n57 respondents indicated being a “minority” ethnicity. Approximately 52 percent of respondents indicated their ethnicity as Black/African-American. Nearly 20 percent described their ethnicity as Hispanic/Latino.

Exhibit D.211 Route n54 Ethnicity



Approximately 77 percent of respondents cited speaking English at home. Slightly more than 14 percent speak Spanish at home. French/Haitian Creole is the only other language cited by more than one respondent. Fewer than 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.212 Route n54 Languages

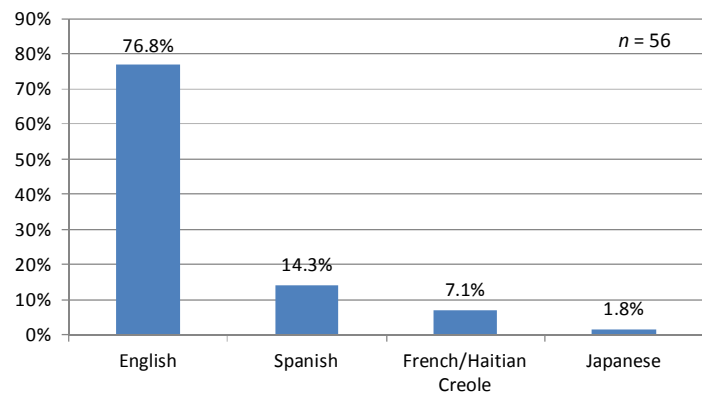
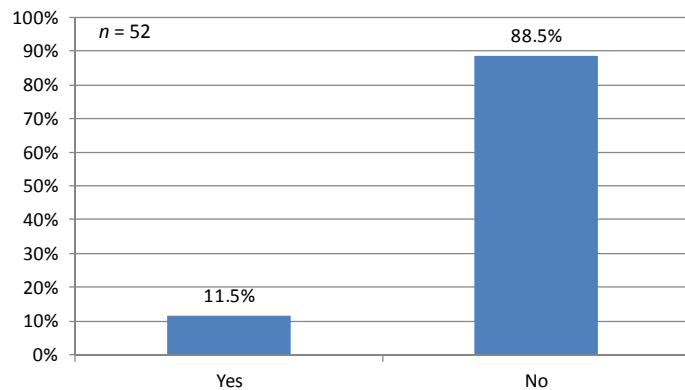


Exhibit D.213 Route n54 Lack of Proficiency in English Impacting NICE Use



More than 29 percent of respondents cited an annual household income of \$50,000 or more. Just over 43 percent indicated an income below \$25,000 annually. Approximately 51 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 36 percent of Route n54 respondents would ride with a friend or family member to make the surveyed trip if NICE was not available.

Exhibit D.214 Route n54 Household Income

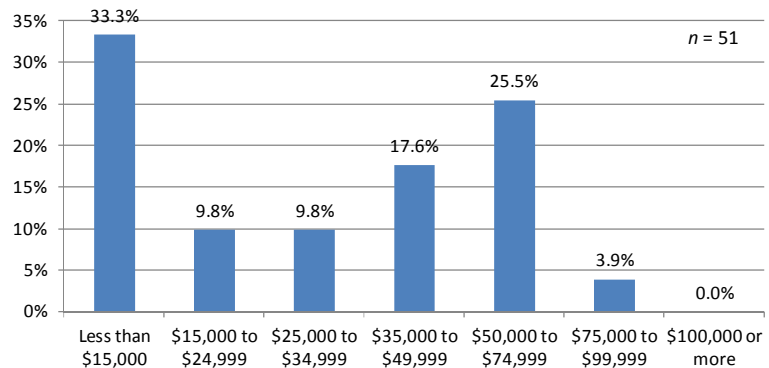


Exhibit D.215 Route n54 Reason for Riding

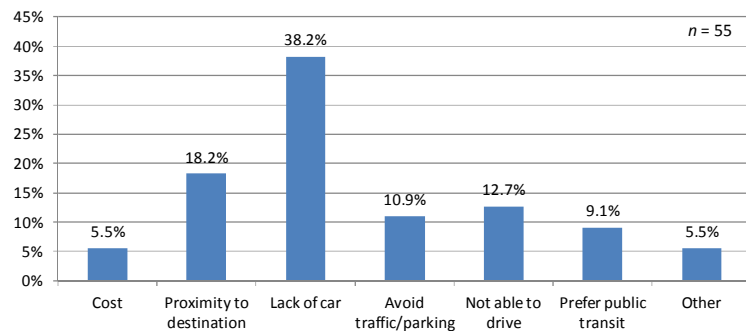
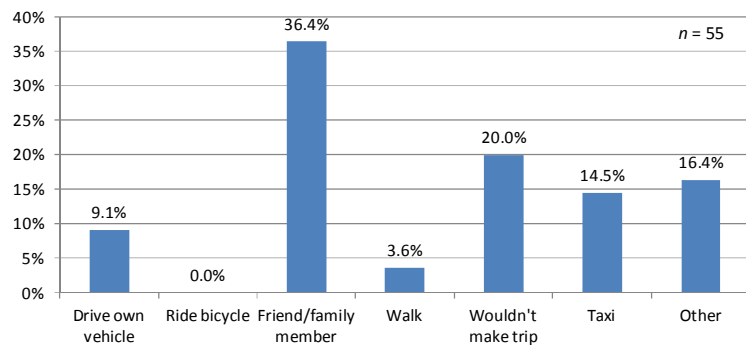


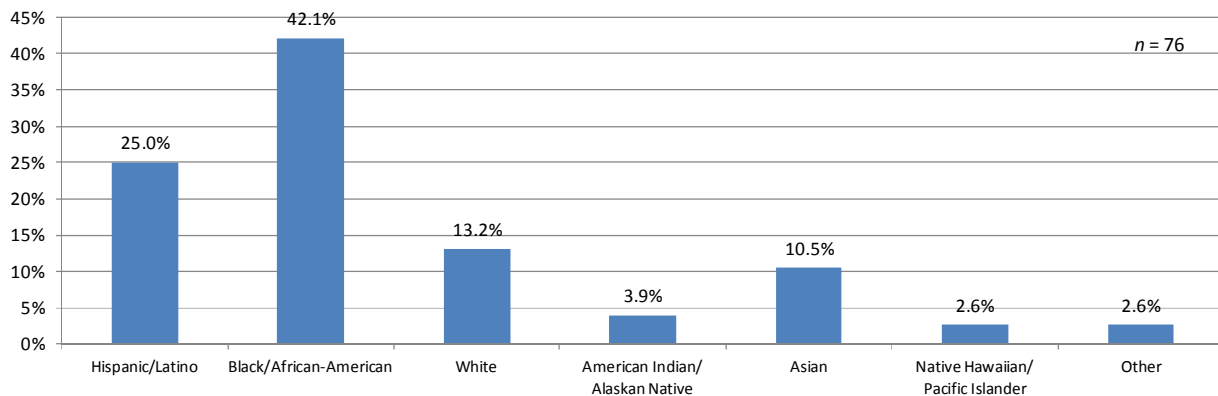
Exhibit D.216 Route n54 Alternatives to NICE



Route n58

More than 84 percent of Route n58 respondents indicated being a “minority” ethnicity. More than 42 percent of respondents indicated their ethnicity as Black/African-American. Twenty-five percent described their ethnicity as Hispanic/Latino.

Exhibit D.217 Route n58 Ethnicity



More than 71 percent of respondents cited speaking English at home. More than 13 percent speak Spanish at home. French/Haitian Creole and Bengali are the only other language cited by more than one respondent. Approximately 13 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.218 Route n58 Languages

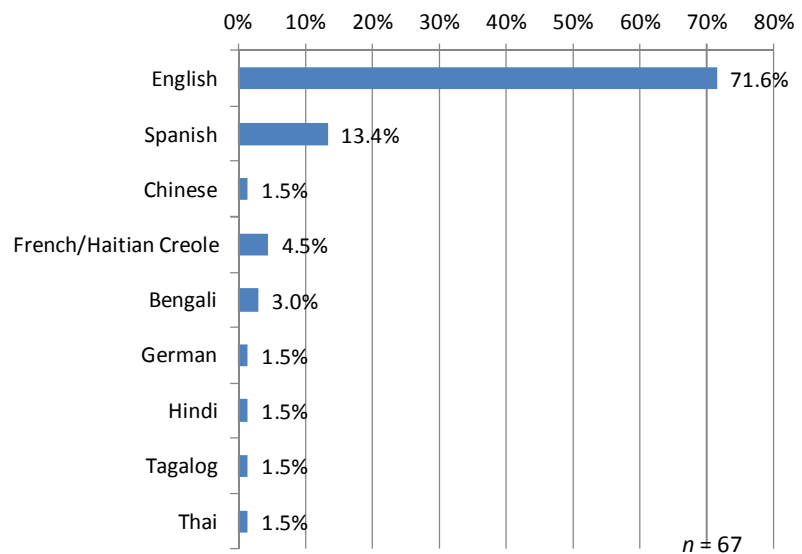
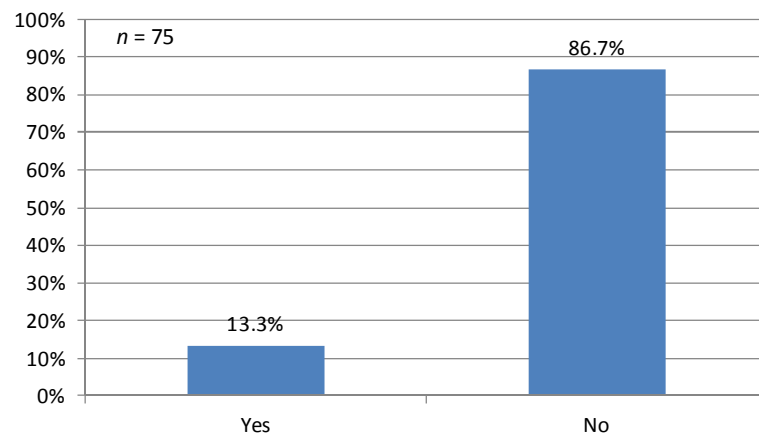


Exhibit D.219 Route n58 Lack of Proficiency in English Impacting NICE Use



Nearly 34 percent of respondents cited an annual household income of \$50,000 or more. Approximately 39 percent indicated an income below \$25,000 annually. Nearly 52 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n58 respondents are nearly equally likely to ride with a friend or family member or not make the trip if NICE was not available. In addition, nearly 19 percent indicated they would drive their own vehicle.



Exhibit D.220 Route n58 Household Income

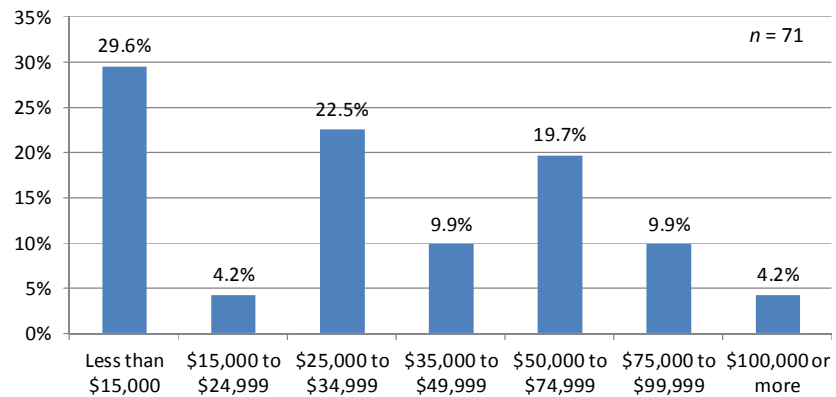


Exhibit D.221 Route n58 Reason for Riding

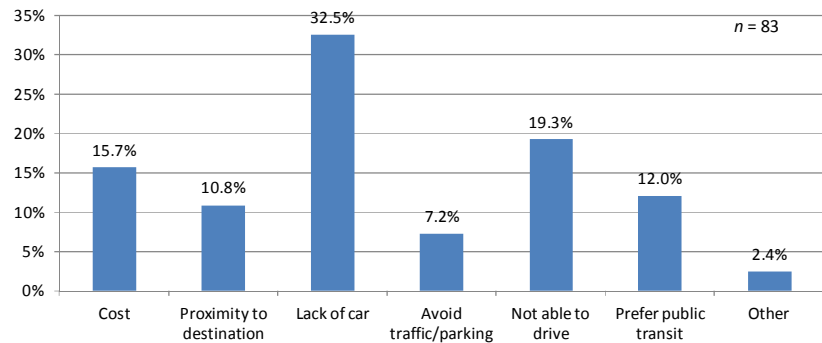
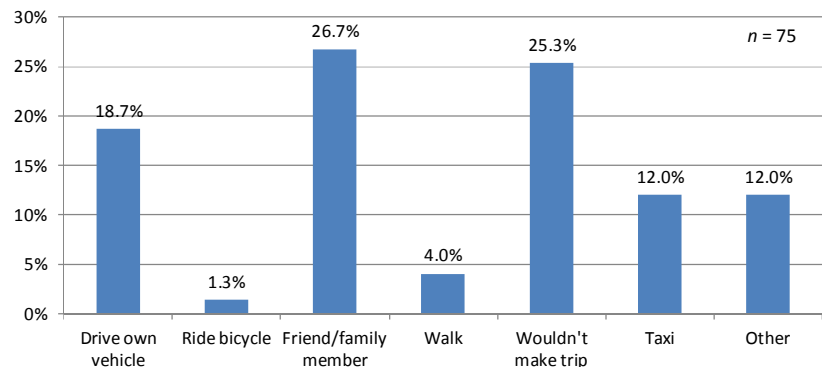


Exhibit D.222 Route n58 Alternatives to NICE



Route n62

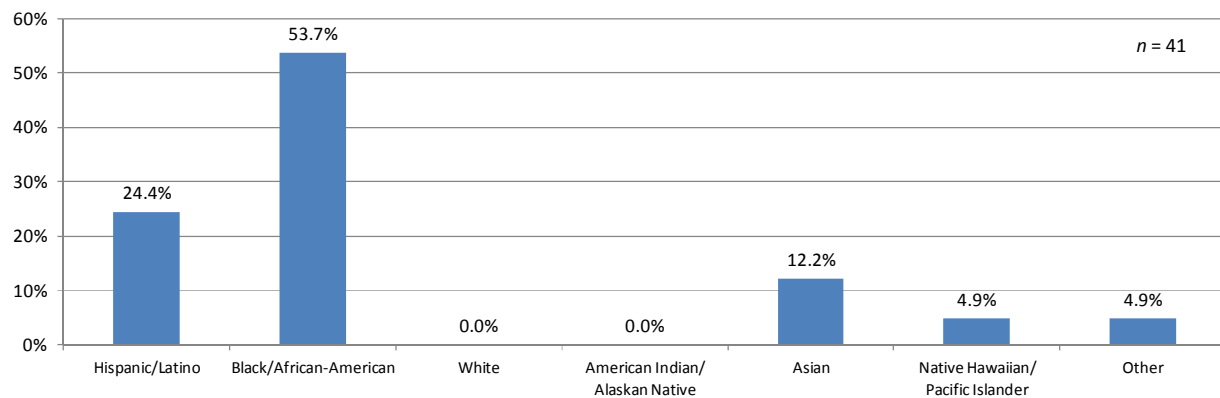
More than 95 percent of Route n62 respondents indicated being a “minority” ethnicity. No respondents identified themselves as White, though more than 12 percent identified as Asian. Approximately 54 percent of respondents indicated their ethnicity as Black/African-American. More than 24 percent described their ethnicity as Hispanic/Latino.

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Exhibit D.223 Route n62 Ethnicity



Nearly 82 percent of respondents cited speaking English at home. Approximately six percent speak Spanish at home. French/Haitian Creole and Tagalog are the only other languages cited by more than one respondent. Just over seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.224 Route n62 Languages

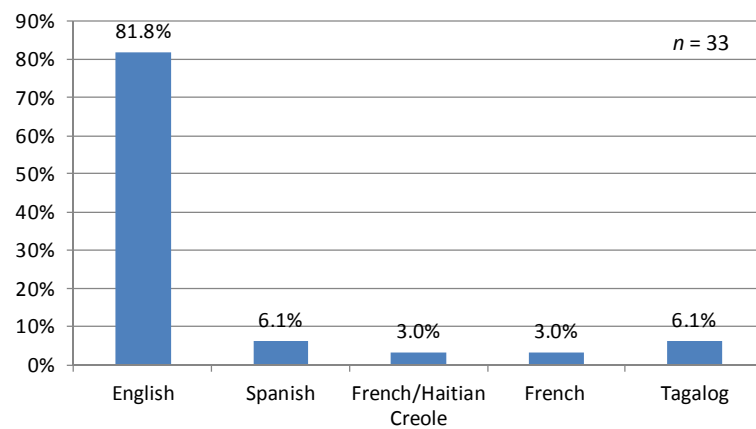
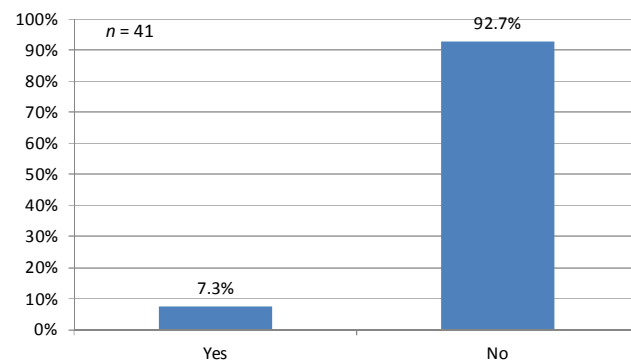


Exhibit D.225 Route n62 Lack of Proficiency in English Impacting NICE Use



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Just over 23 percent of respondents cited an annual household income of \$50,000 or more. Approximately 51 percent indicated an income below \$25,000 annually. More than 62 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Riding with a friend or family member was the most commonly cited option if NICE was not available, though taxi and “other” each garnered more than 21 percent of responses.

Exhibit D.226 Route n62 Household Income

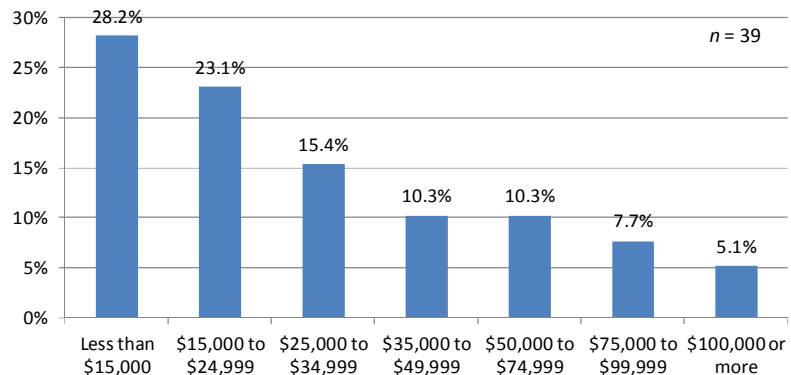


Exhibit D.227 Route n62 Reason for Riding

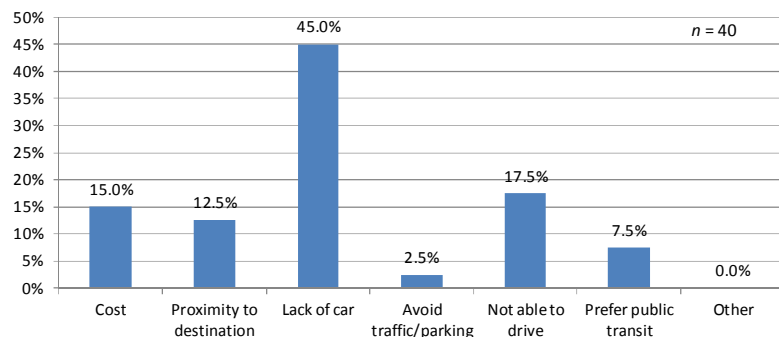
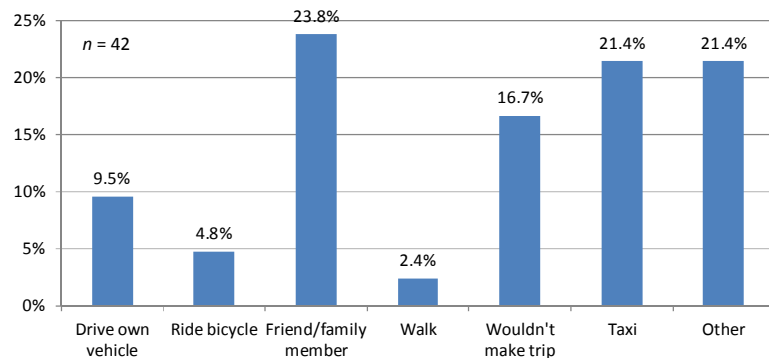


Exhibit D.228 Route n62 Alternatives to NICE



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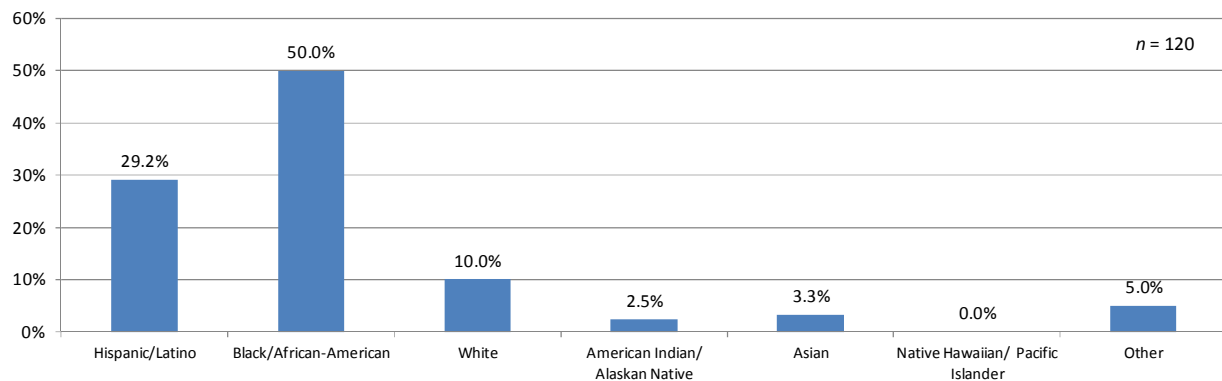
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Route n70

Eighty-five percent of Route n70 respondents indicated being a minority ethnicity. Fifty percent of respondents indicated their ethnicity as Black/African-American. Approximately 29 percent described their ethnicity as Hispanic/Latino.

Exhibit D.229 Route n70 Ethnicity



Nearly 82 percent of respondents cited speaking English at home. Slightly more than 14 percent speak Spanish at home. No other language is cited by more than one respondent. Fewer than 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.230 Route n70 Languages

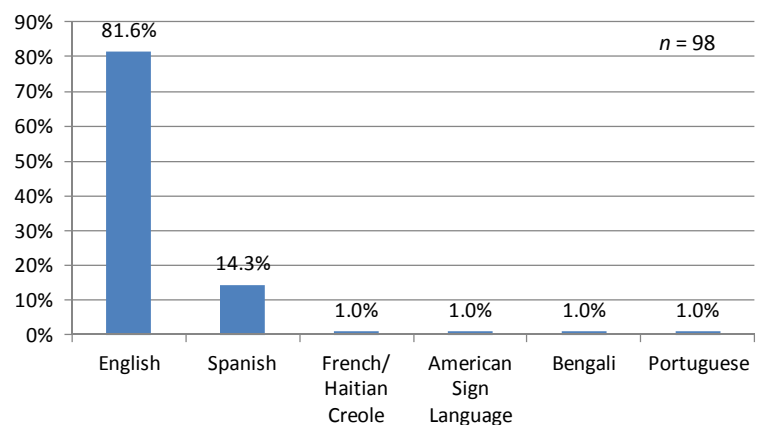
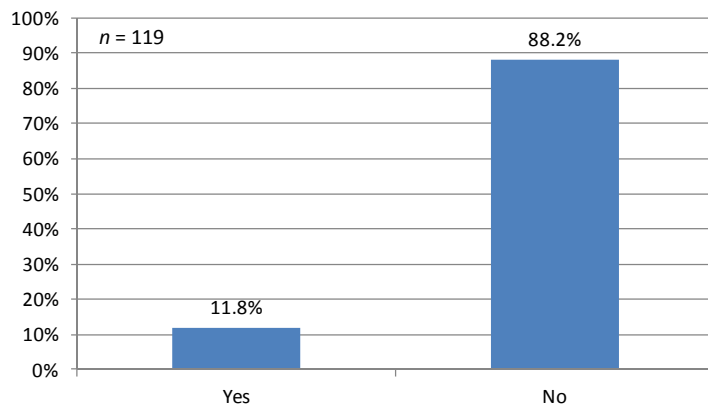


Exhibit D.231 Route n70 Lack of Proficiency in English Impacting NICE Use



More than 19 percent of respondents cited an annual household income of \$50,000 or more. Approximately 45 percent indicated an income below \$25,000 annually. More than 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Riding with a friend or family member was the most commonly cited option if NICE was not available, not making the surveyed trip or taking a taxi were also cited by more than 20 percent of respondents each.

Exhibit D.232 Route n70 Household Income

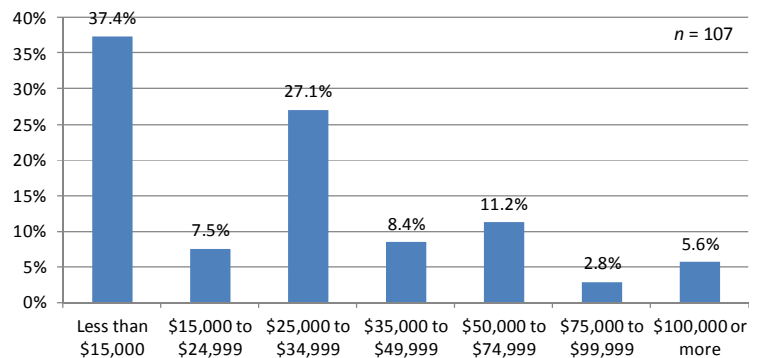


Exhibit D.233 Route n70 Reason for Riding

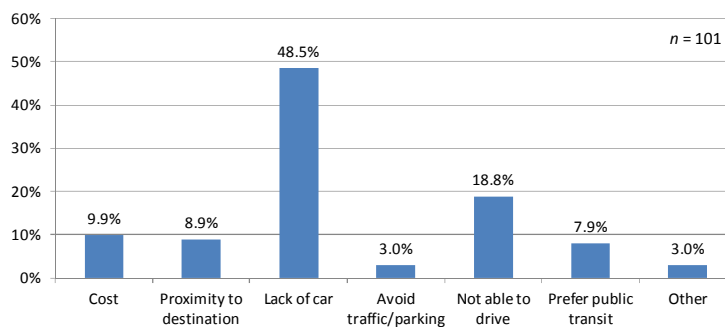
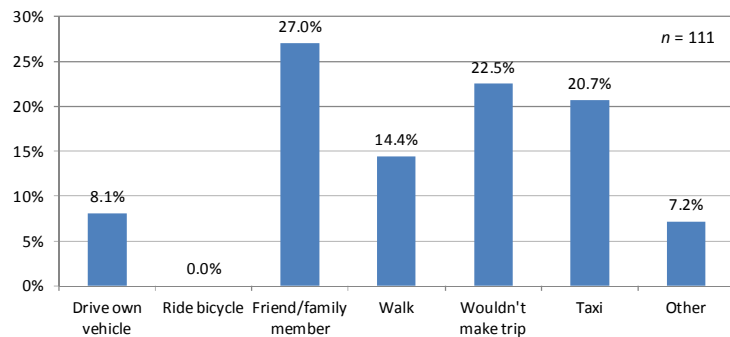


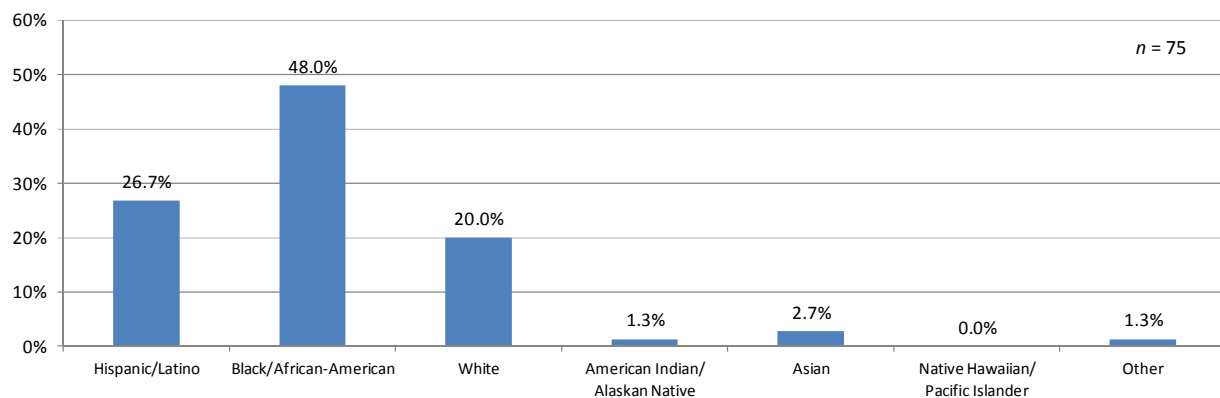
Exhibit D.234 Route n70 Alternatives to NICE



Route n71

Nearly 79 percent of Route n71 respondents indicated being a “minority” ethnicity. Forty-eight percent of respondents indicated their ethnicity as Black/African-American. Nearly 27 percent described their ethnicity as Hispanic/Latino.

Exhibit D.235 Route n71 Ethnicity



Approximately 89 percent of respondents cited speaking English at home. Nearly 10 percent speak Spanish at home. No other languages were cited by more than one respondent. Approximately 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.236 Route n71 Languages

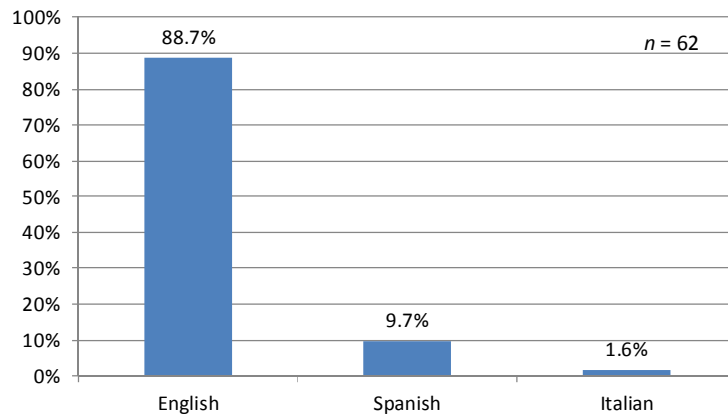
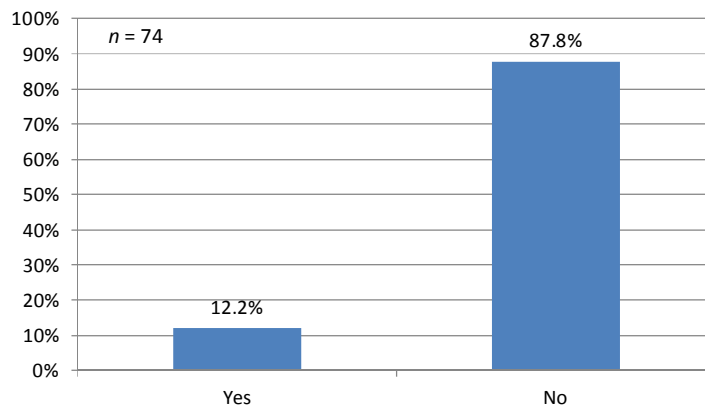


Exhibit D.237 Route n71 Lack of Proficiency in English Impacting NICE Use



Just over 10 percent of respondents cited an annual household income of \$50,000 or more. Approximately 52 percent indicated an income below \$25,000 annually. More than 72 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n71 respondents appear to have few mobility alternatives, as more than 30 percent said they would not make the surveyed trip if NICE was not available. Riding with a friend or family member is the second most commonly cited option.



Exhibit D.238 Route n71 Household Income

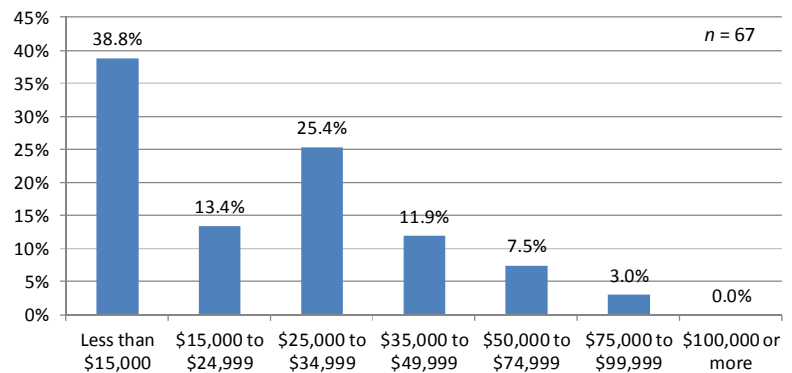


Exhibit D.239 Route n71 Reason for Riding

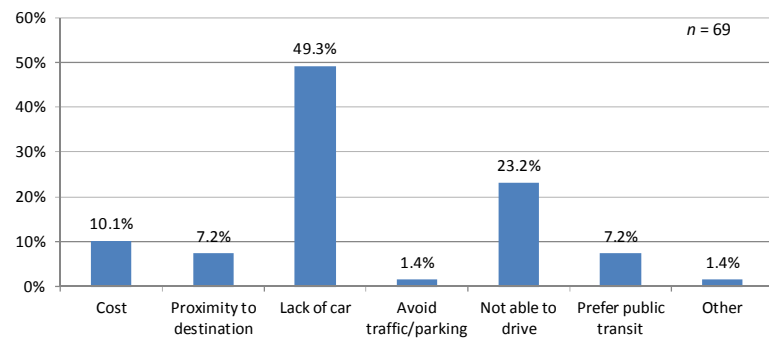
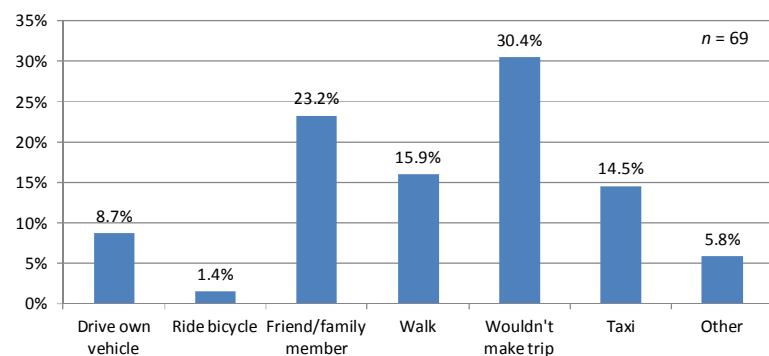


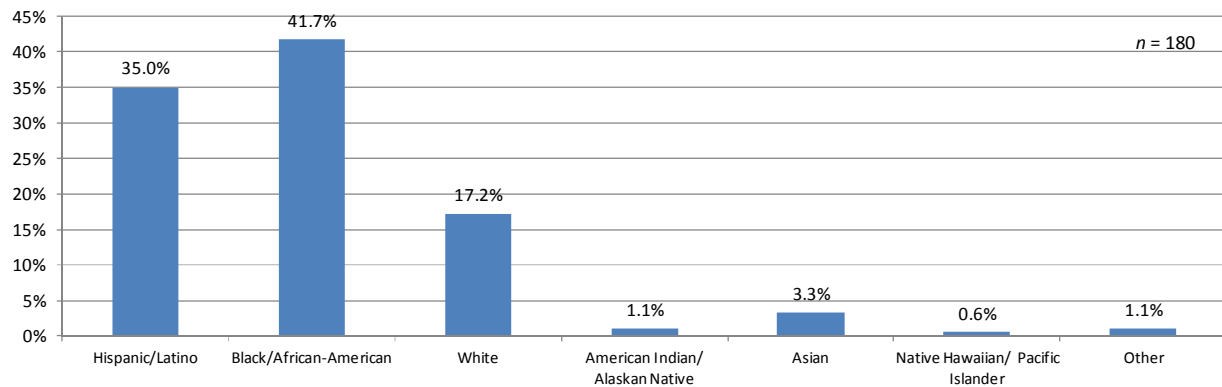
Exhibit D.240 Route n71 Alternatives to NICE



Route n72

Nearly 82 percent of Route n72 respondents indicated being a “minority” ethnicity. Nearly 42 percent of respondents indicated their ethnicity as Black/African-American. Thirty-five percent described their ethnicity as Hispanic/Latino.

Exhibit D.241 Route n72 Ethnicity



More than 76 percent of respondents cited speaking English at home. Slightly more than 17 percent speak Spanish at home. American Sign Language is the only other language cited by more than one respondent. Nearly 16 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.242 Route n72 Languages

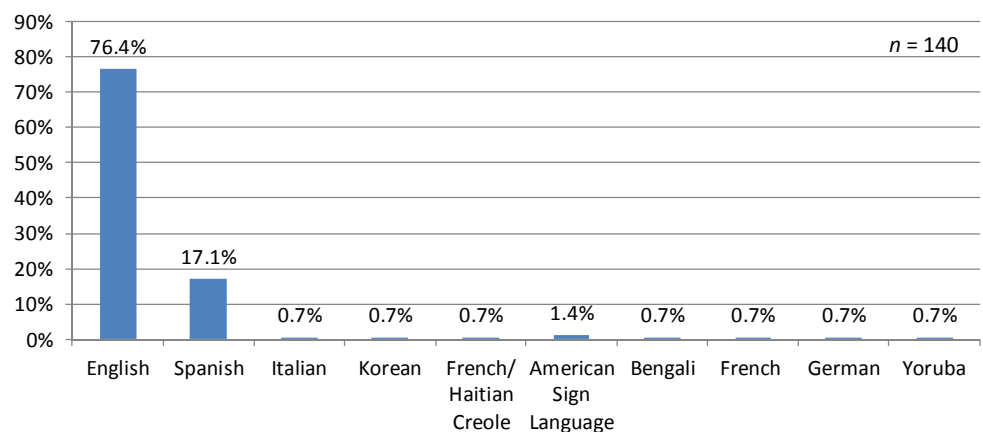
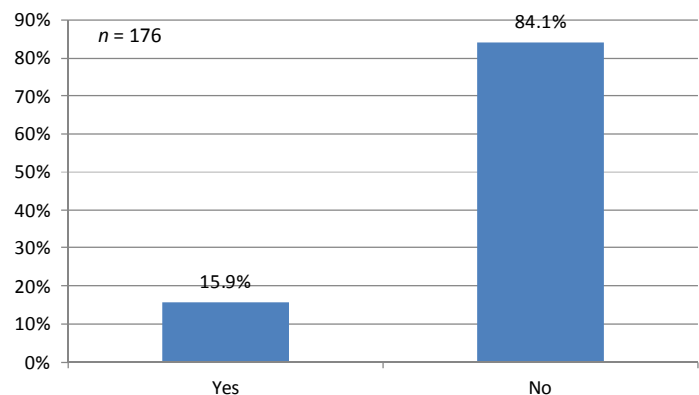


Exhibit D.243 Route n72 Lack of Proficiency in English Impacting NICE Use



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Fewer than 15 percent of respondents cited an annual household income of \$50,000 or more. Nearly 55 percent indicated an income below \$25,000 annually. More than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n72 respondents appear to be fairly evenly split between riding with a friend or family member, taking a taxi, or not making the surveyed trip if NICE was not available.

Exhibit D.244 Route n72 Household Income

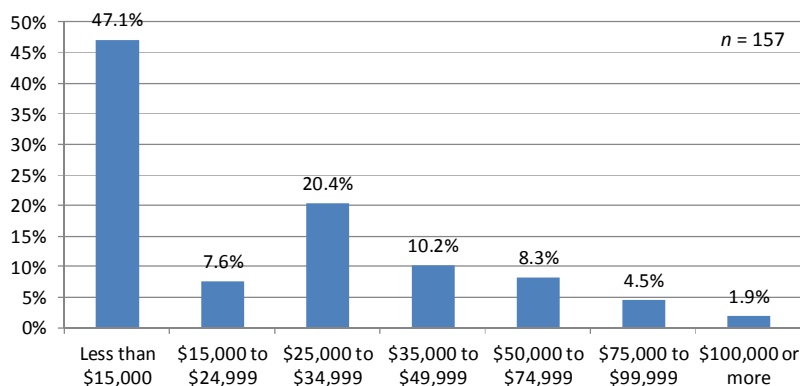


Exhibit D.245 Route n72 Reason for Riding

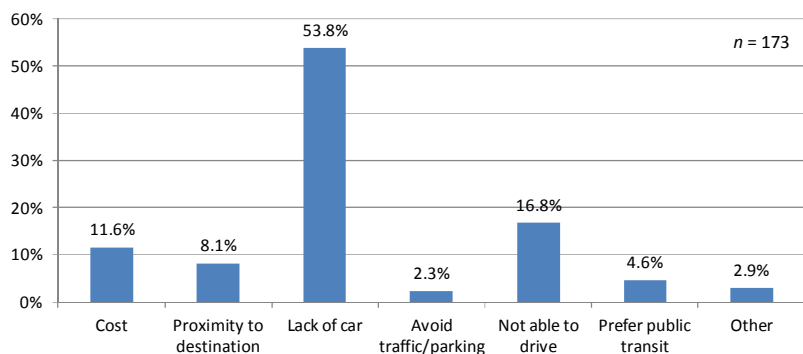
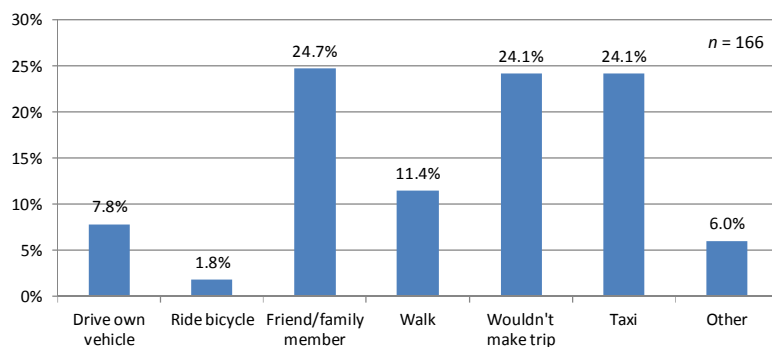


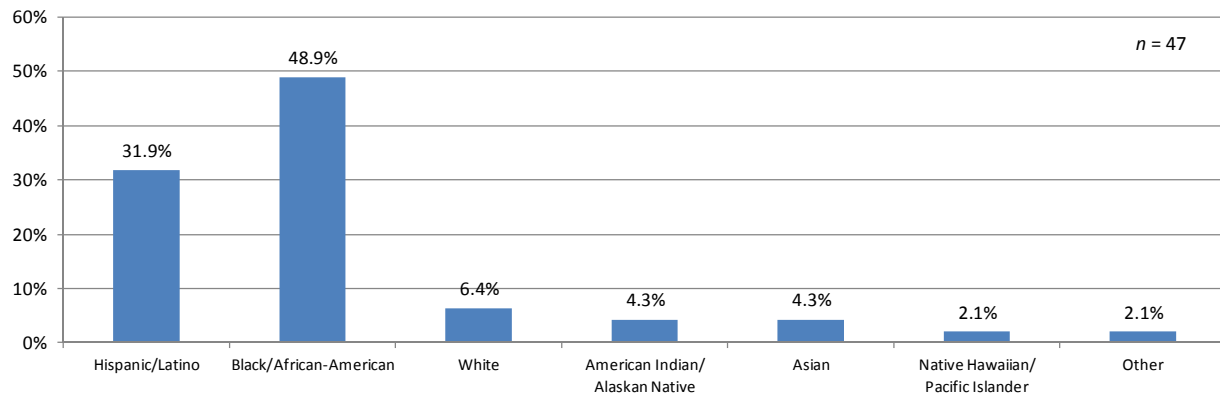
Exhibit D.246 Route n72 Alternatives to NICE



Route n73

More than 91 percent of Route n73 respondents indicated being a “minority” ethnicity. Approximately 49 percent of respondents indicated their ethnicity as Black/African-American. Approximately 32 percent described their ethnicity as Hispanic/Latino.

Exhibit D.247 Route n73 Ethnicity



Nearly 76 percent of respondents cited speaking English at home. More than 21 percent speak Spanish at home. No other language was cited by more than one respondent. Fewer than 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.248 Route n73 Languages

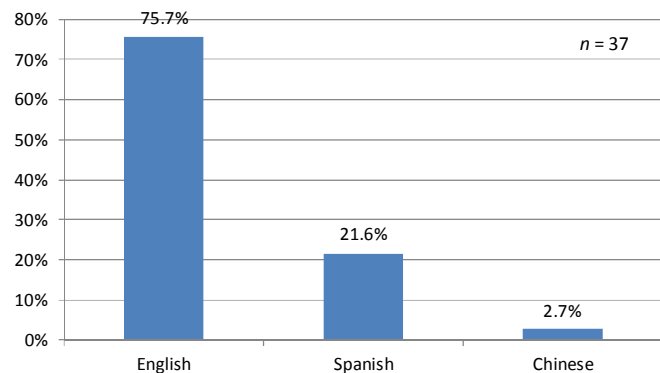
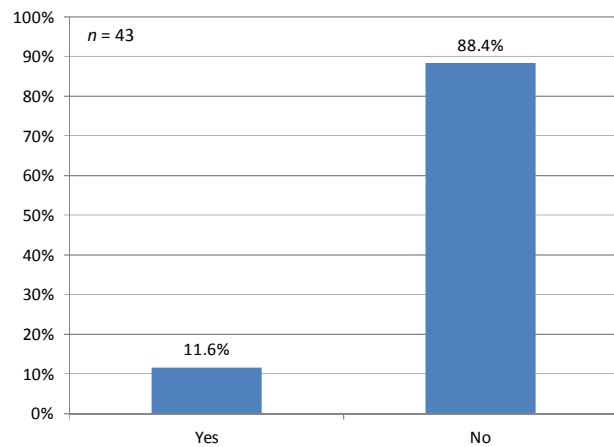


Exhibit D.249 Route n73 Lack of Proficiency in English Impacting NICE Use



More than 21 percent of respondents cited an annual household income of \$50,000 or more. Fifty-four percent indicated an income below \$25,000 annually. More than 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 29 percent would take a taxi for the surveyed trip if NICE was not available, while another 25 percent would walk.

Exhibit D.250 Route n73 Household Income

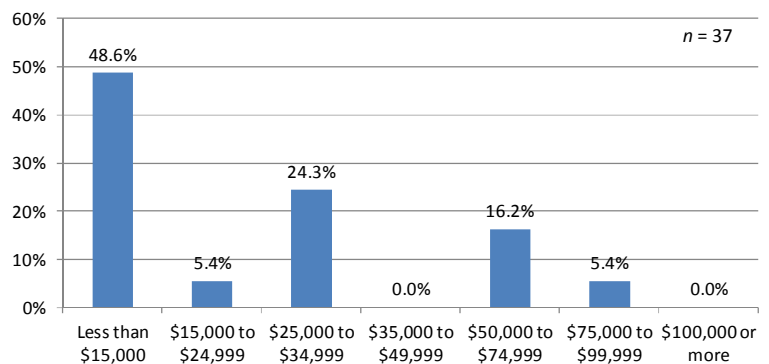


Exhibit D.251 Route n73 Reason for Riding

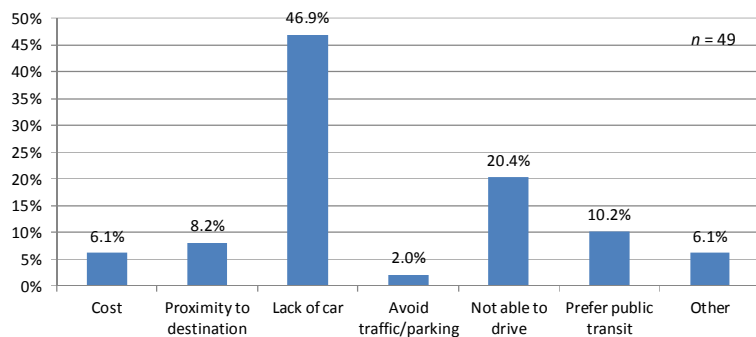
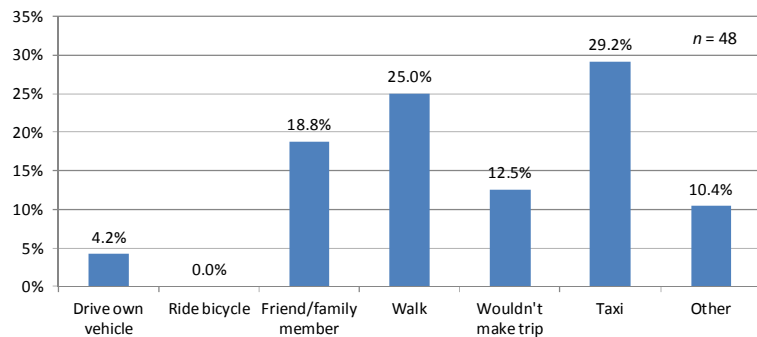


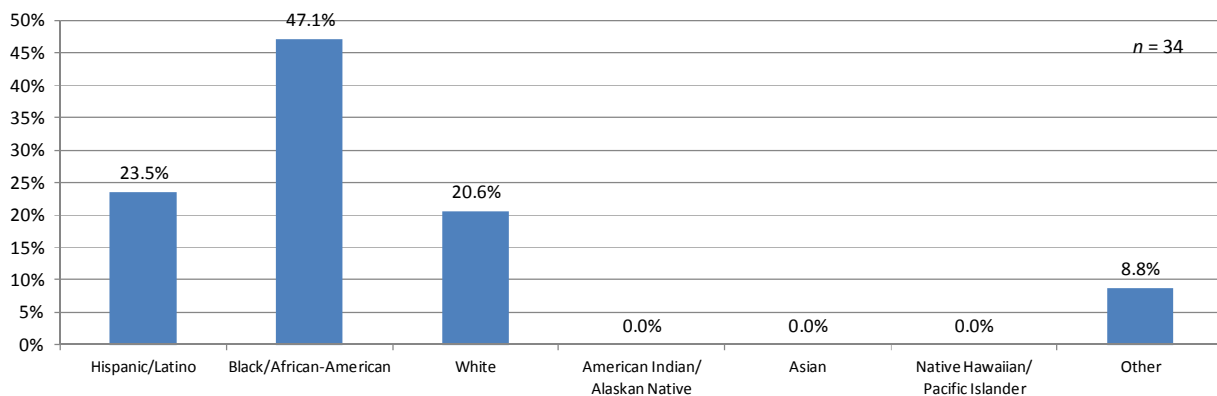
Exhibit D.252 Route n73 Alternatives to NICE



Route n74

More than 70 percent of Route n74 respondents indicated being a “minority” ethnicity. More than 47 percent of respondents indicated their ethnicity as Black/African-American. More than 23 percent described their ethnicity as Hispanic/Latino.

Exhibit D.253 Route n74 Ethnicity



Nearly 86 percent of respondents cited speaking English at home. French/Haitian Creole is the only other language cited by more than one respondent. Fewer than 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.254 Route n74 Languages

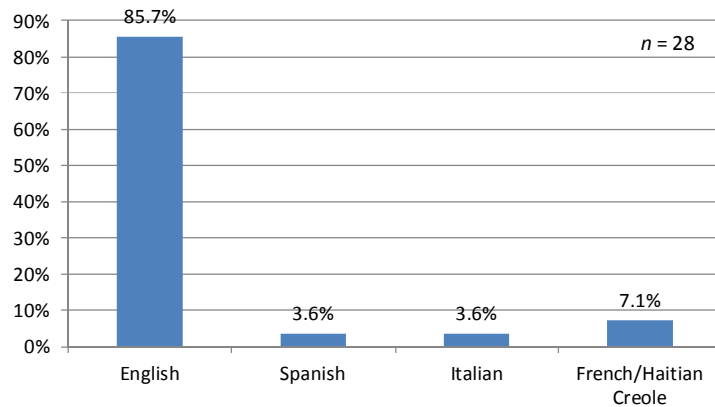
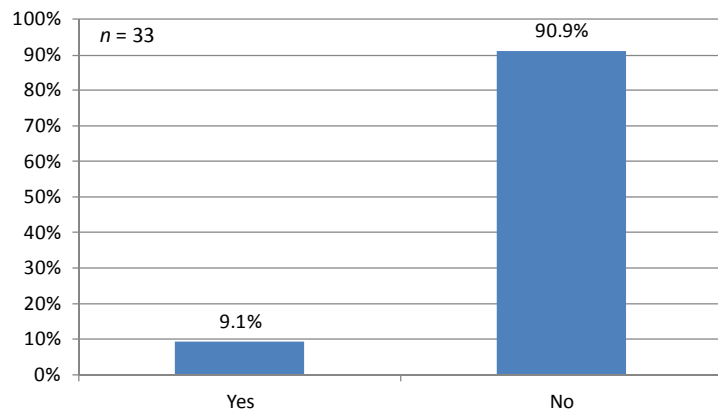


Exhibit D.255 Route n74 Lack of Proficiency in English Impacting NICE Use



More than 26 percent of respondents cited an annual household income of \$50,000 or more. Nearly 57 percent indicated an income below \$25,000 annually. Sixty percent choose NICE because they lack access to a personal vehicle or are not able to drive. While riding with a friend or family member was the most commonly cited alternative for making the surveyed trip if NICE was not available, Route n74 respondents were also likely to choose to walk, not make the surveyed trip, or use another means of transportation.

Exhibit D.256 Route n74 Household Income

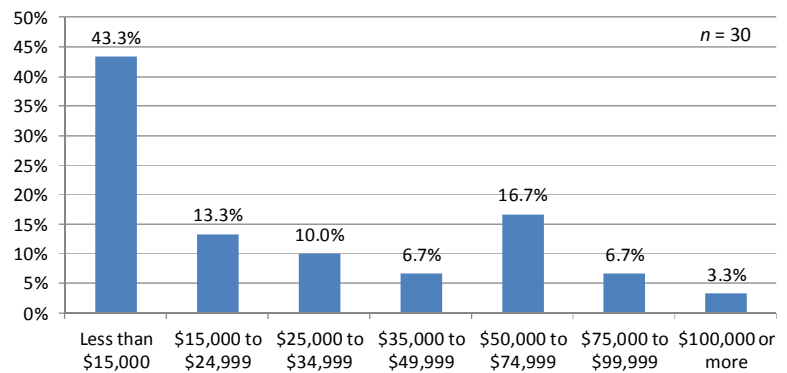


Exhibit D.257 Route n74 Reason for Riding

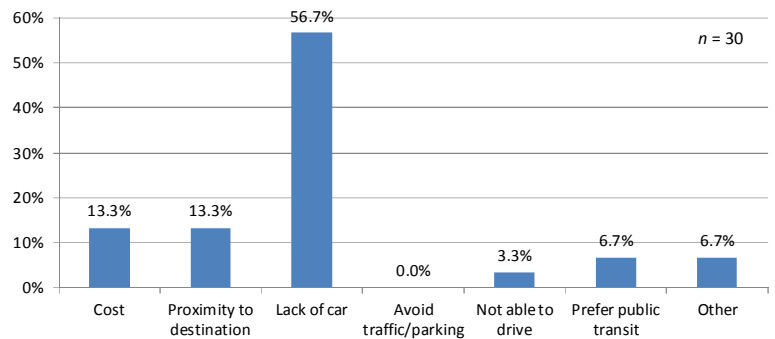
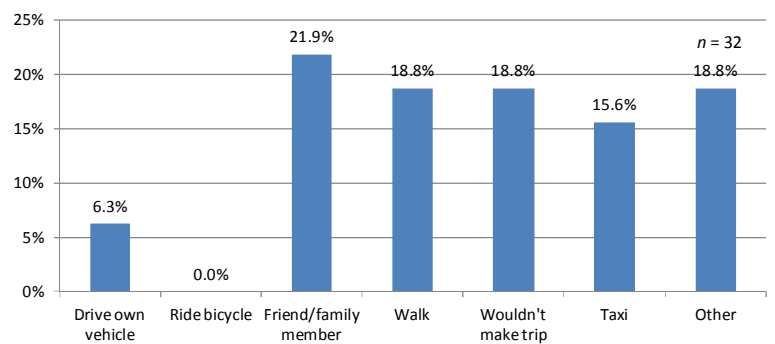


Exhibit D.258 Route n74 Alternatives to NICE



Route n78

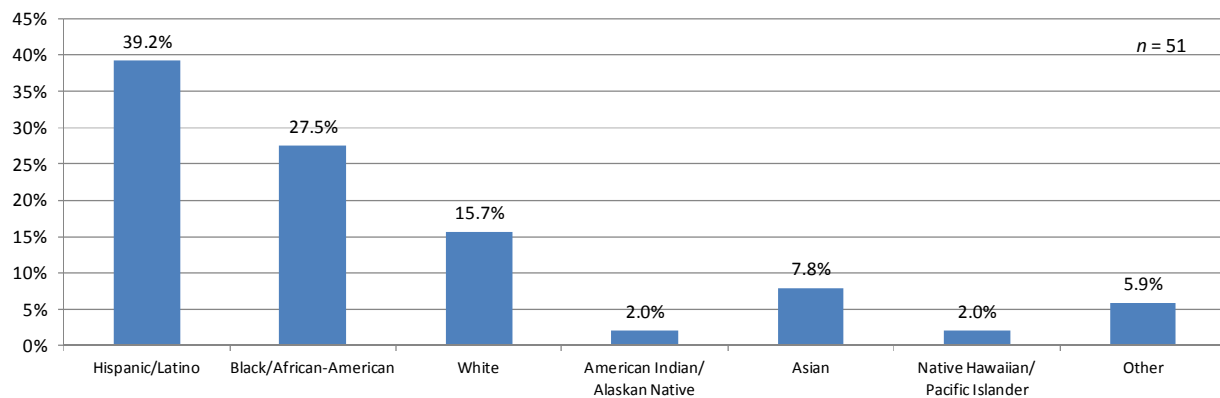
More than 78 percent of Route n78 respondents indicated being a “minority” ethnicity. More than 39 percent of respondents indicated their ethnicity as Hispanic/Latino. More than 27 percent described their ethnicity as Black/African-American.

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Exhibit D.259 Route n78 Ethnicity



Approximately 66 percent of respondents cited speaking English at home. Nearly 23 percent speak Spanish at home. No other languages were cited by more than one respondent. Ten percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.260 Route n78 Languages

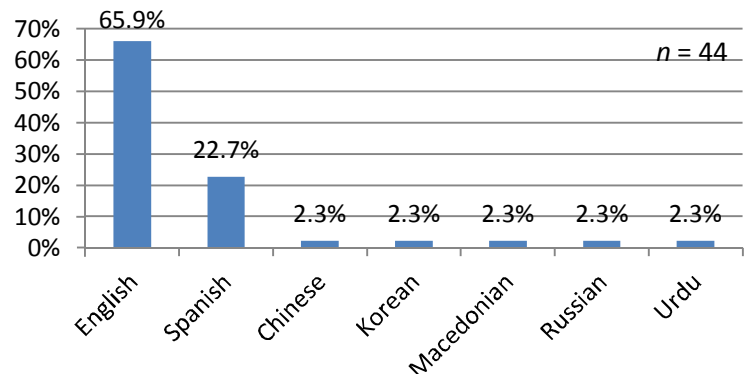
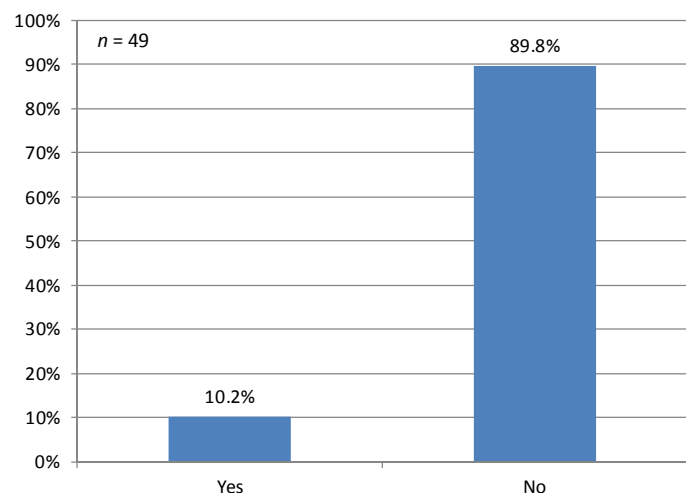


Exhibit D.261 Route n78 Lack of Proficiency in English Impacting NICE Use



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Just over 21 percent of respondents cited an annual household income of \$50,000 or more. Approximately 55 percent indicated an income below \$25,000 annually. More than 73 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Taxi was the most commonly cited alternative for the surveyed trip if NICE was not available, followed by riding with a friend or family member.

Exhibit D.262 Route n78 Household Income

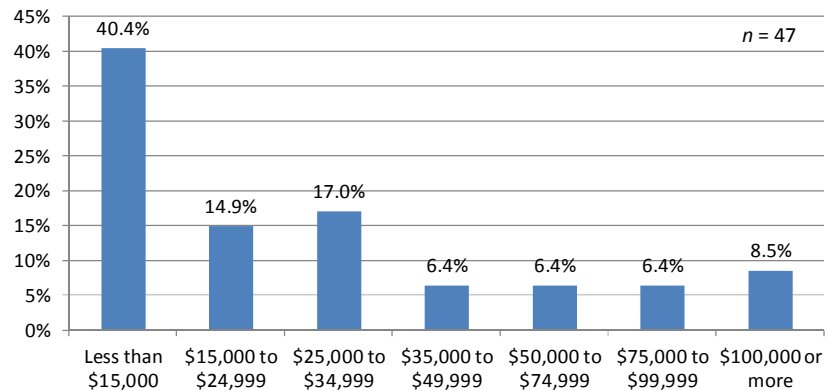


Exhibit D.263 Route n78 Reason for Riding

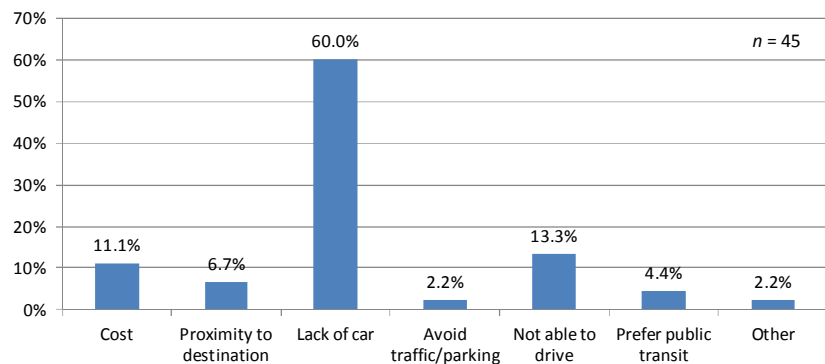
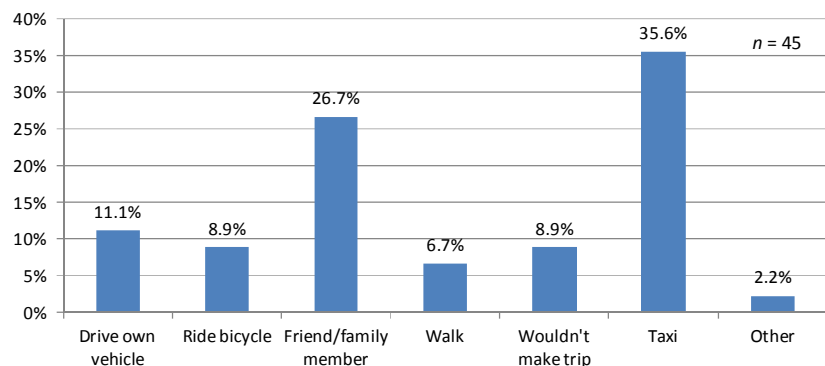


Exhibit D.264 Route n78 Alternatives to NICE



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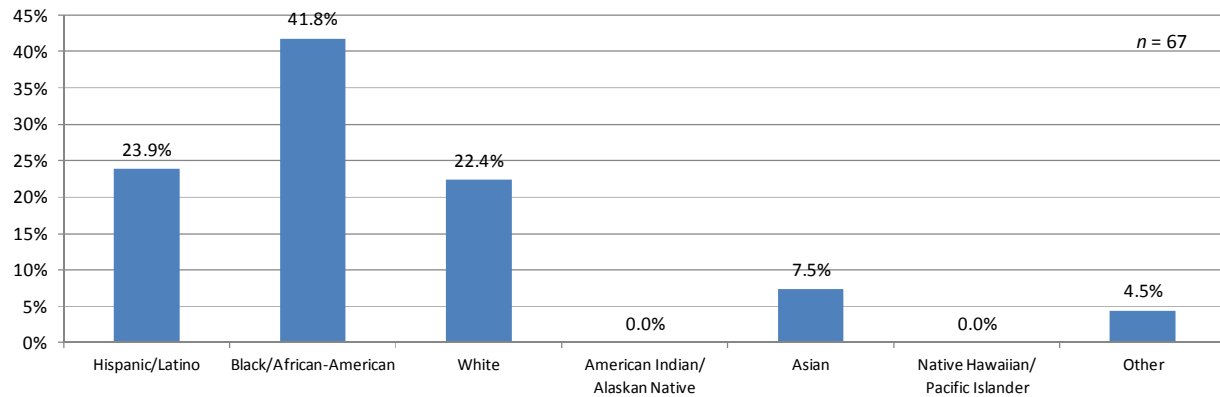
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Route n79

More than 73 percent of Route n79 respondents indicated being a “minority” ethnicity. Nearly 42 percent of respondents indicated their ethnicity as Black/African-American. Nearly 24 percent described their ethnicity as Hispanic/Latino.

Exhibit D.265 Route n79 Ethnicity



More than 72 percent of respondents cited speaking English at home. Approximately 17 percent speak Spanish at home. No other language was cited by more than one respondent. Fewer than 11 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.266 Route n79 Languages

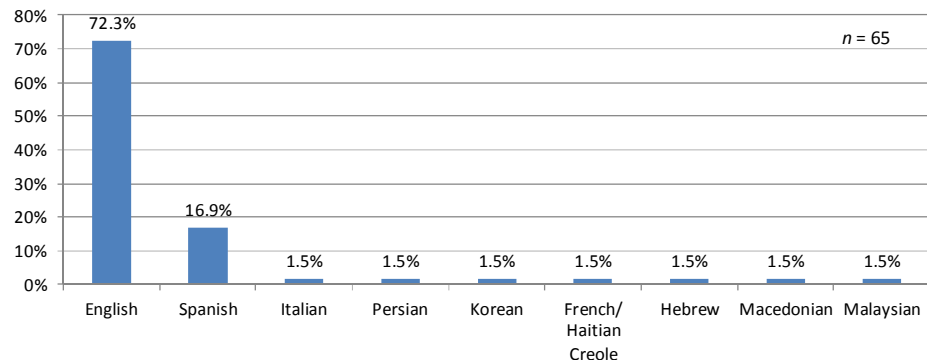
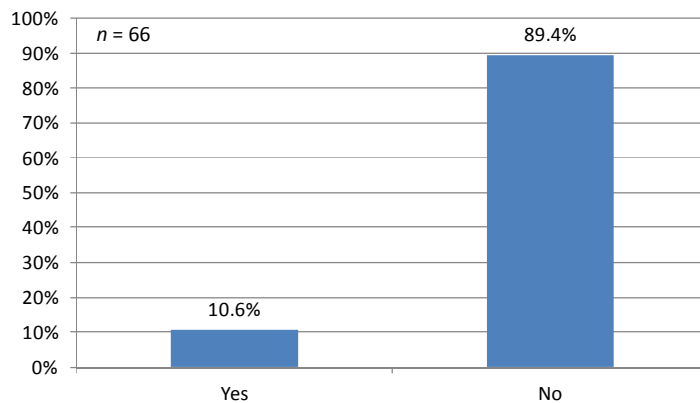


Exhibit D.267 Route n79 Lack of Proficiency in English Impacting NICE Use



Just over 20 percent of respondents cited an annual household income of \$50,000 or more. Approximately 45 percent indicated an income below \$25,000 annually. Seventy-five percent choose NICE because they lack access to a personal vehicle or are not able to drive. Taxi was the most commonly cited alternative for the surveyed trip if NICE was not available, followed closely by riding with a friend or family member.

Exhibit D.268 Route n79 Household Income

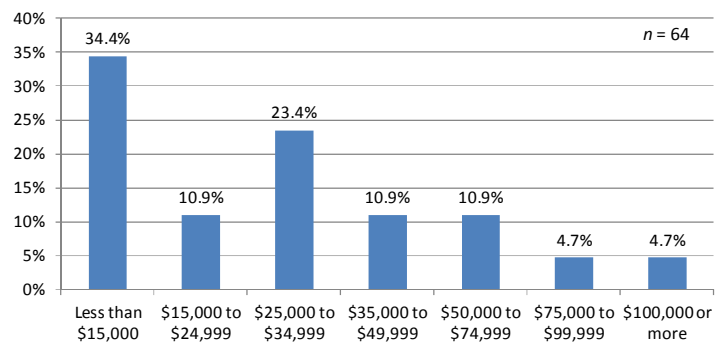


Exhibit D.269 Route n79 Reason for Riding

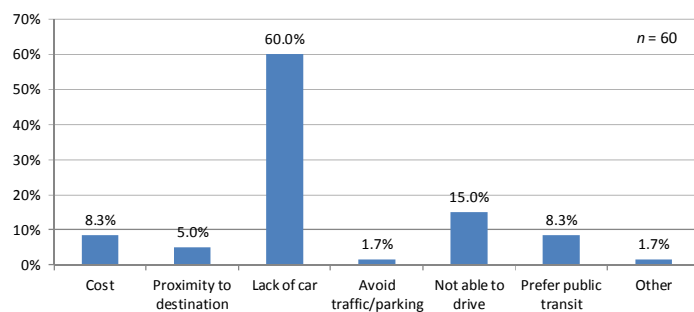
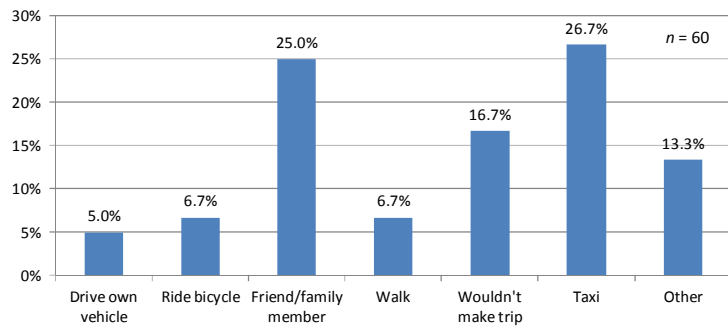


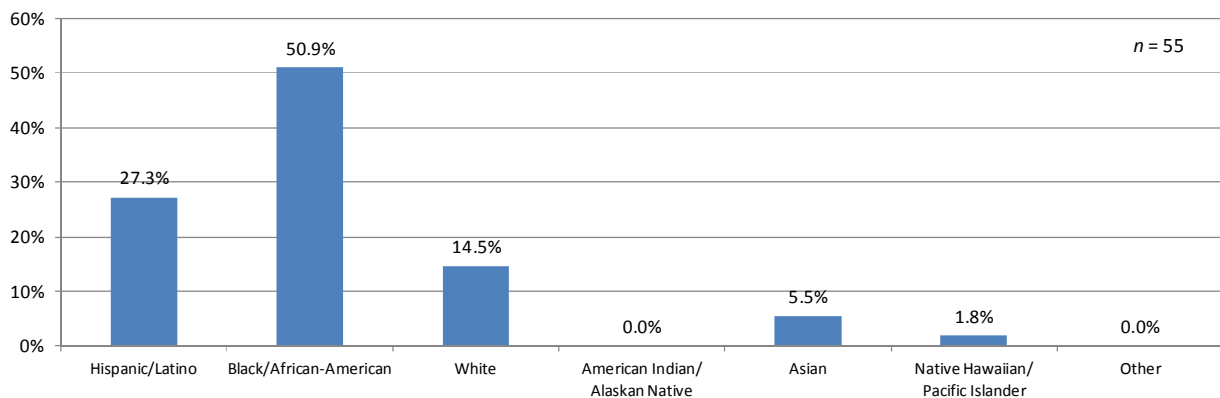
Exhibit D.270 Route n79 Alternatives to NICE



Route n80

More than 85 percent of Route n80 respondents indicated being a “minority” ethnicity. Nearly 51 percent of respondents indicated their ethnicity as Black/African-American. Approximately 27 percent described their ethnicity as Hispanic/Latino.

Exhibit D.271 Route n80 Ethnicity



Nearly 93 percent of respondents cited speaking English at home. No other language was cited by more than one respondent. Approximately seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.272 Route n80 Languages

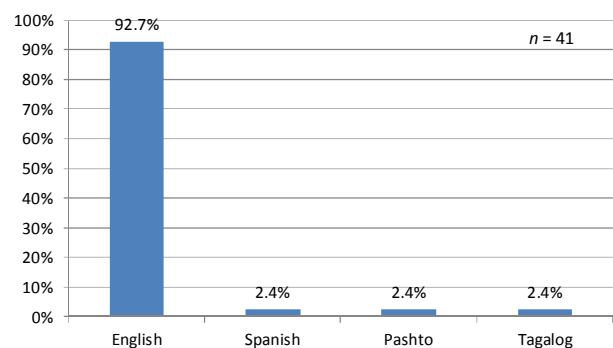
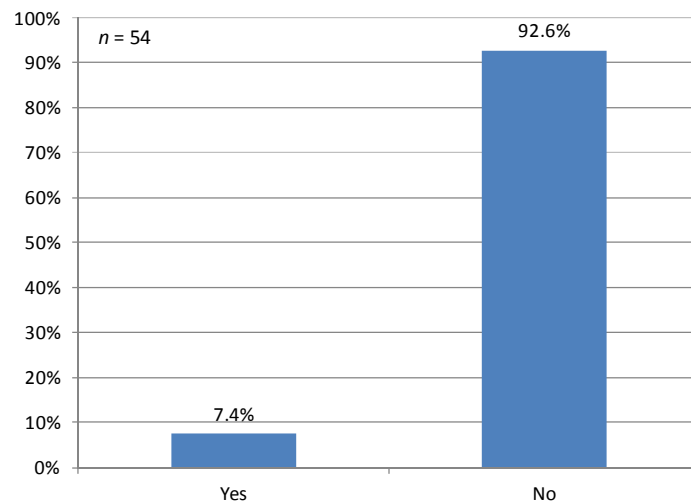


Exhibit D.273 Route n80 Lack of Proficiency in English Impacting NICE Use



Twenty-eight percent of respondents cited an annual household income of \$50,000 or more. Thirty-eight percent indicated an income below \$25,000 annually. More than 71 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n80 respondents appear to have few mobility alternatives, as more than 27 percent said they would not make the surveyed trip if NICE was not available. Riding with a friend or family member and taking a taxi were also commonly cited responses.

Exhibit D.274 Route n80 Household Income

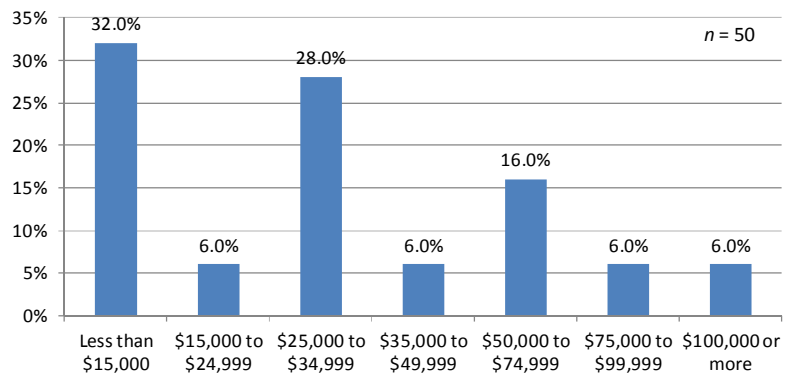


Exhibit D.275 Route n80 Reason for Riding

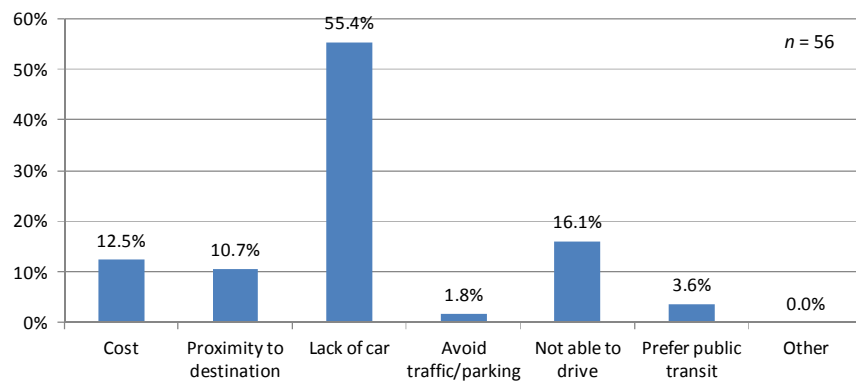
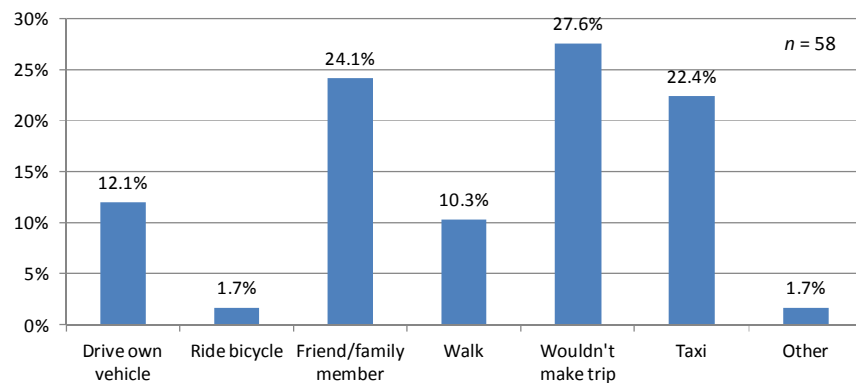


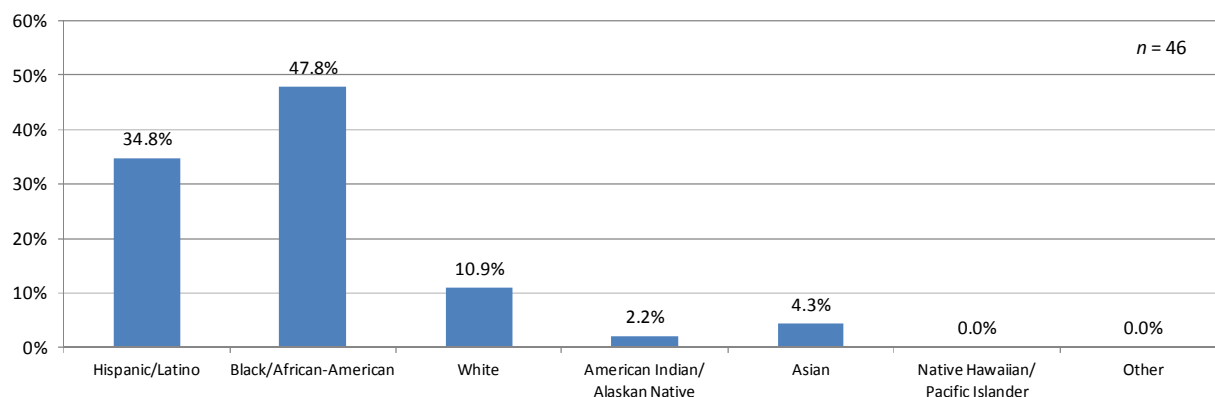
Exhibit D.276 Route n80 Alternatives to NICE



Route n81

More than 89 percent of Route n81 respondents indicated being a “minority” ethnicity. Nearly 48 percent of respondents indicated their ethnicity as Black/African-American. Nearly 35 percent described their ethnicity as Hispanic/Latino.

Exhibit D.277 Route n81 Ethnicity



More than 72 percent of respondents cited speaking English at home. Twenty percent speak Spanish at home. No other language was cited by more than one respondent. Fewer than eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit D.278 Route n81 Languages

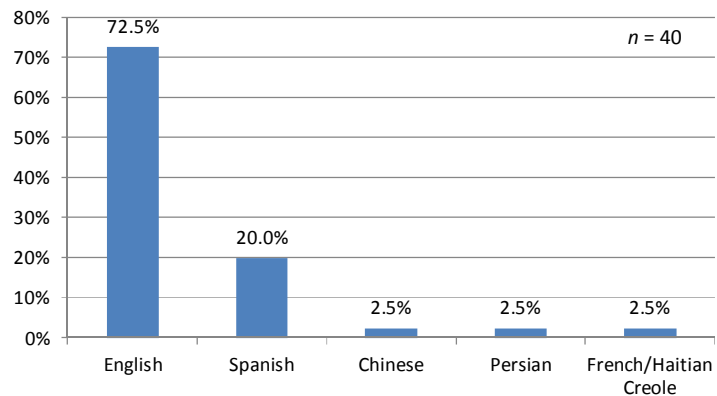
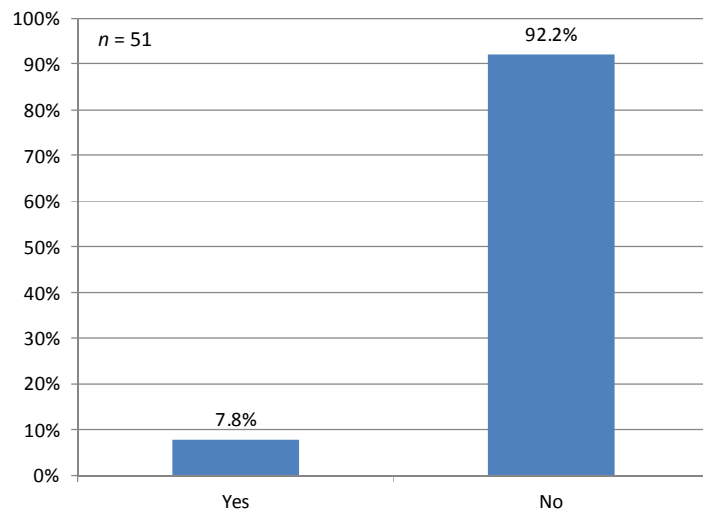


Exhibit D.279 Route n81 Lack of Proficiency in English Impacting NICE Use



Nearly 17 percent of respondents cited an annual household income of \$50,000 or more. More than 58 percent indicated an income below \$25,000 annually. Eighty percent choose NICE because they lack access to a personal vehicle or are not able to drive. Taking a taxi was the most commonly cited option for making the surveyed trip if NICE was not available, followed by riding with a friend or family member.



Exhibit D.280 Route n81 Household Income

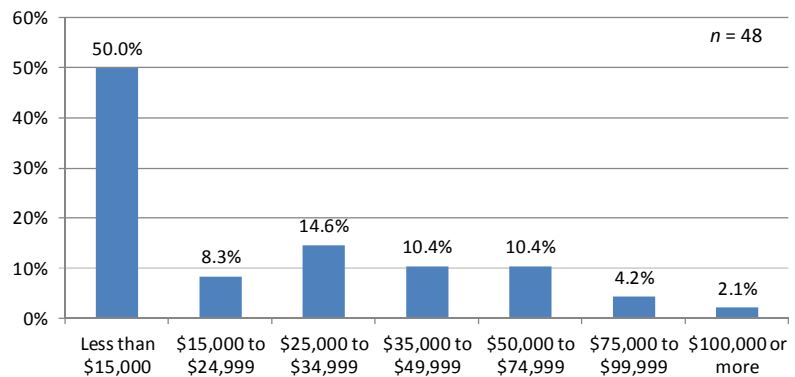


Exhibit D.281 Route n81 Reason for Riding

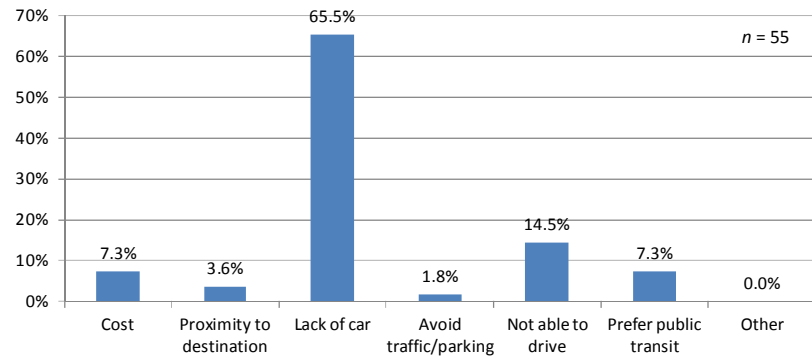


Exhibit D.282 Route n81 Alternatives to NICE

