



2021/2022 Title VI Survey

Nassau Inter-County Express (NICE)

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Section 1: Executive Summary

In November 2021 Transdev contracted with Mjach Designs to conduct an onboard survey of riders using 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 to ensure compliance with federal Title VI reporting requirements. The survey instrument was designed to capture the following information:

- Travel patterns and behavior, including why NICE riders select transit, how they access transit services, how they reach their final destination, how frequently they ride, what fare media they use, and incidence of transfer.
- Rider demographics, including race, gender, ethnicity, English proficiency, household income, and vehicle availability. Such demographic information is necessary to address Title VI reporting requirements.

All customers boarding the surveyed routes were offered the opportunity to complete the survey. A sample of 7,998 responses was received. This sample reflects statistical accuracy of 95 percent and a ± 1.1 percent margin of error at the system level. Further, sufficient surveys were collected to ensure individual route sampling targets achieved a confidence level of not less than 95 percent and no greater than a ± 5 percent for routes with more than 750 daily boardings (based on December 2021 ridership data). For routes with less than 750 daily boardings (but more than 250 boardings) Mjach Designs achieved a confidence level of at least 95 percent and no greater than ± 10 percent margin of error.

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

The majority of respondents (70.9 percent) opted to complete the survey in English, with the second-largest group preferring Spanish (28 percent). A total of 78 respondents (almost one percent) opted to complete the survey in one of the other alternate languages.

An analysis of the NICE system as a whole as well as individual routes revealed no significant barriers arising from ethnicity, language, or income. About 10.6 percent of total respondents said a lack of proficiency in English affected their ability to use NICE. The highest percentage of affirmative responses was observed on Routes n40/41 (16.6 percent), n6 (12.5 percent), and n32 (11.0 percent). Spanish was the most frequently cited non-English language for each of these routes. On each of these routes, between 30 and 50 percent of respondents citing a barrier to access reported speaking Spanish. An



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increase in the availability of service information in Spanish could “bridge the gap” for those riders who believe their lack of proficiency in English represents a barrier.



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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

Survey Development

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

Our work plan was enhanced by a new methodology to ensure an inclusive effort from the five languages (other than English and Spanish) most commonly spoken in the service area. This approach will assist NICE address federal Title VI compliance as well as encourage the participation of transit riders with limited English proficiency (LEP).

Prior survey methodologies required LEP individuals to download PDF versions of the instrument, print the instrument, and mail the instrument back at their own expense. This resulted in no responses in languages other than English or Spanish during both the 2013 and 2016 survey efforts. Printed and color-coded instruments for all languages (e.g., Spanish on yellow paper, Chinese on green, etc.) were initiated with the 2019 survey and Mjach Designs continued with this printed survey in 2021. Each surveyor carried a color-coded language card. By pointing to their preferred language (printed in the associated color) LEP individuals were provided with the appropriate survey instrument. This resulted in 78 foreign language (i.e., non-English and/or Spanish) responses.

In response to the ongoing Covid-19 pandemic, Mjach Designs ensured that methods for taking the survey were Covid-friendly, utilizing paper surveys on disposable cardboard backings, providing individual pens for each survey recipient to keep so no pens were used more than once, having sanitizing wipes available, and providing appropriate face masks for all surveyors as well as any passengers in need of a face covering.

Exhibit 2.1 Language Card

I would like to take the survey in . . .
Vorrei partecipare al sondaggio in italiano. (ITALIAN)
我想用中文进行调查 (CHINESE)
한국어로 설문조사를 작성하길 원합니다. (KOREAN)
Mwen ta renmen pran sondaj la an kreyòl. (FRENCH CREOLE)
من می خواهم این بررسی را در فارسی انجام دهم (FARSI)
Me gustaría tomar la encuesta en español. (SPANISH)



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Sampling Plan

Mjach Designs 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 Transdev.

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 for routes with more than 750 daily boardings (based on December 2021 ridership data) and a confidence level of at least 95 percent; and no greater than ± 15 percent margin of error for routes with less than 750 daily boardings (but more than 250 boardings).

The overall sample target was 6,000 – 8,000, similar to the number of surveys collected in 2019. Sampling targets as well as the actual samples are shown in Exhibit 2.2.

Exhibit 2.2 Sampling by Route

Route	Average Daily Boardings	Percentage of total ridership	Target sample	Actual Sample
n1	1,033	1.82%	114	86
n4	7,726	13.59%	780	444
n6	8,444	14.85%	879	782
n15	3,439	6.05%	379	569
n16	1,494	2.63%	165	494
n19	208	0.37%	23	81
n20	4,015	7.06%	435	282
n21	433	0.76%	48	33
n22	3,639	6.40%	301	119
n23	1,099	1.93%	121	90
n24	3,637	6.39%	351	202
n25	1,905	3.35%	210	155
n26	466	0.82%	52	41
n27	749	1.32%	83	304
n31	1,660	2.92%	183	542
n32	1,827	3.21%	201	474
n33	458	0.80%	51	112
n35	2,067	3.64%	228	226
n40/n41	4,759	8.37%	524	873
n43	1,325	2.33%	146	168
n48	520	0.91%	58	211



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Route	Average Daily Boardings	Percentage of total ridership	Target sample	Actual Sample
n49	955	1.68%	106	131
n54/n55	1,056	1.86%	117	430
n57	198	0.35%	22	105
n58	765	1.34%	85	117
n70/n71/n72	2,434	4.28%	268	569
n78/n79	223	0.39%	25	207
n80	118	0.21%	13	20
FLEXI	122	0.21%	14	4
MMCS	71	0.12%	8	108
PWS	26	0.05%	3	3
TOTALS	56,871	100.00%	6000	7982

Survey Administration

Staffing/Recruitment

Mjach Designs recruited all surveyor candidates. Mjach retained current employees as well as hired and trained temporary staff from local communities, as well as hired a translator to ensure language accuracy on all collected surveys. Our goal was to recruit individuals with a professional appearance and demeanor as well as the skills necessary to conduct the survey, which included background checks and ensuring each recruit was legally eligible to work in the United States. Our criteria for selection included the following:

- Fluency in English (written and oral) (required)
- Conversant in 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) (preferred)
- 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
- 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)
- Possession of a cell phone for communication with field supervisory personnel



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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.

Unacceptable behavior – which included making or receiving calls from persons other than Mjach Designs' 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 December 2, 2021, prior to survey fielding. Additional surveyors were trained on-site as required. Approximately 11 surveyors were trained as part of this engagement.

Data Collection

Data collection was accomplished using an onboard intercept methodology. All survey questionnaires were printed on regular stock paper with disposable cardboard backings to eliminate the need for clipboards. Survey instruments were printed double-sided.

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, pens, schedule, and face masks. 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 maintained a presence in the service area throughout the entire data collection period as a quality control measure.

Surveyors offered the color-coded survey to all customers boarding the bus while also making themselves available to answer questions regarding the survey. Respondents were requested 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.

Mjach Designs successfully managed the fielding of the transit rider survey using an onboard intercept methodology from December 6, 2021 through January 14, 2022. The data collection covered all NICE fixed routes. A sample of 7,998 surveys was collected.



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Data Processing

Data Entry

All surveys were processed utilizing a combination of portable digital scanners and trained market research personnel. Using trained personnel and scanners, insured each survey was handled professionally. Our trained personnel monitored data entry throughout the process to ensure responses were being recorded completely and accurately.

All scanned surveys were scanned, converted to PDF format, and saved to a secured shared server. These files will be provided to NICE on a flash drive along with this report.

Data Cleaning

Data cleaning was undertaken by trained personnel upon data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., route number being entered as 4 versus n4).

Analytical Methods

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



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Section 3: Analysis and Key Findings

“Typical Rider” Profiles

By analyzing the simple frequencies arising from the collected data, Mjach Designs is able to provide a snapshot of the “profile 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 as well as in Appendix C.

The profile NICE rider:

- Self-identifies as female (54.1 percent),
- Speaks only English at home (69.6 percent),
- Speaks English very well (66.7 percent),
- Self-identifies as Hispanic/Latino (40.9 percent),
- Is between ages 18 and 44 (60.7 percent),
- Is employed full or part-time (77.4 percent),
- Reports an annual household income below \$35,000,
- Lives with at least one other person (83 percent),
- She is living below federal poverty guidelines¹ or is at risk for falling below them (53.4 percent),
- Has access to a personal bank account (71.3 percent),
- Does not have a valid driver license (61.9 percent), and
- Resides in Nassau County (68.7 percent).

Travel Patterns

- The profile rider’s primary trip purpose is *work* (60.4 percent),
- Walking is her primary means of accessing both the starting bus stop (67 percent) as well as the final destination (65.4 percent),
- She rides five or more days per week (48.7 percent),
- She pays for her trip using Cash (35.4 percent) and is not eligible for a discounted fare (81 percent), and
- Will make at least one transfer to complete her trip (51 percent).

¹ U.S. Department of Health and Human Services, 2022 Poverty Guidelines, <https://aspe.hhs.gov/poverty-guidelines> (accessed Jan. 20, 2022).



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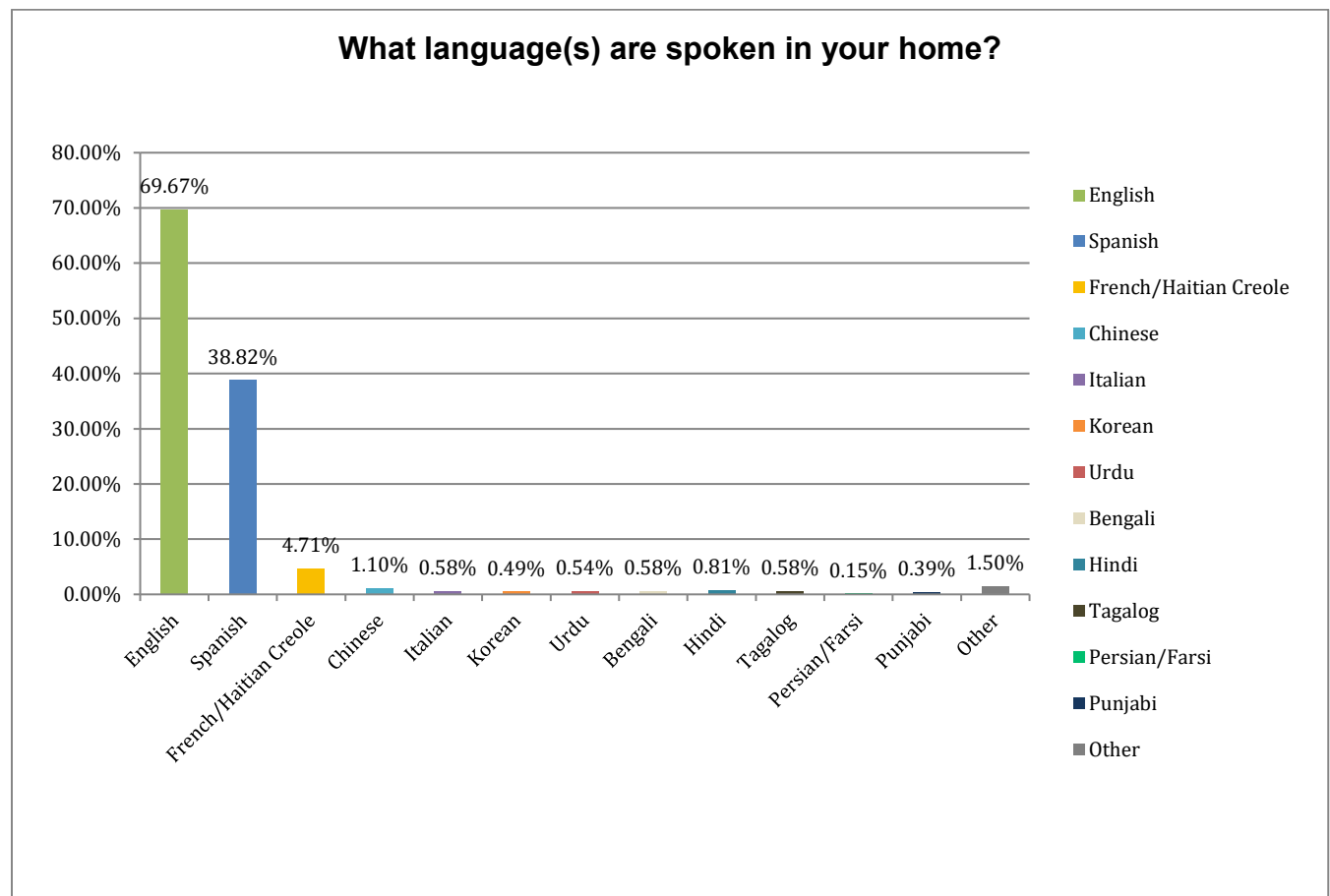
The following analysis looks at each question on a more in-depth basis, offering data cross-tabulations where appropriate to explore certain findings further. Additional information on a route-by-route basis is provided in Appendix C.

Survey Language

The majority of respondents (69.6 percent) elected to take the survey in English. More than 38 percent chose to complete the survey in Spanish and another 4.7 percent took the survey in French/Haitian Creole.

Exhibit 3.1 Survey Language

n=7,982



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Survey Results

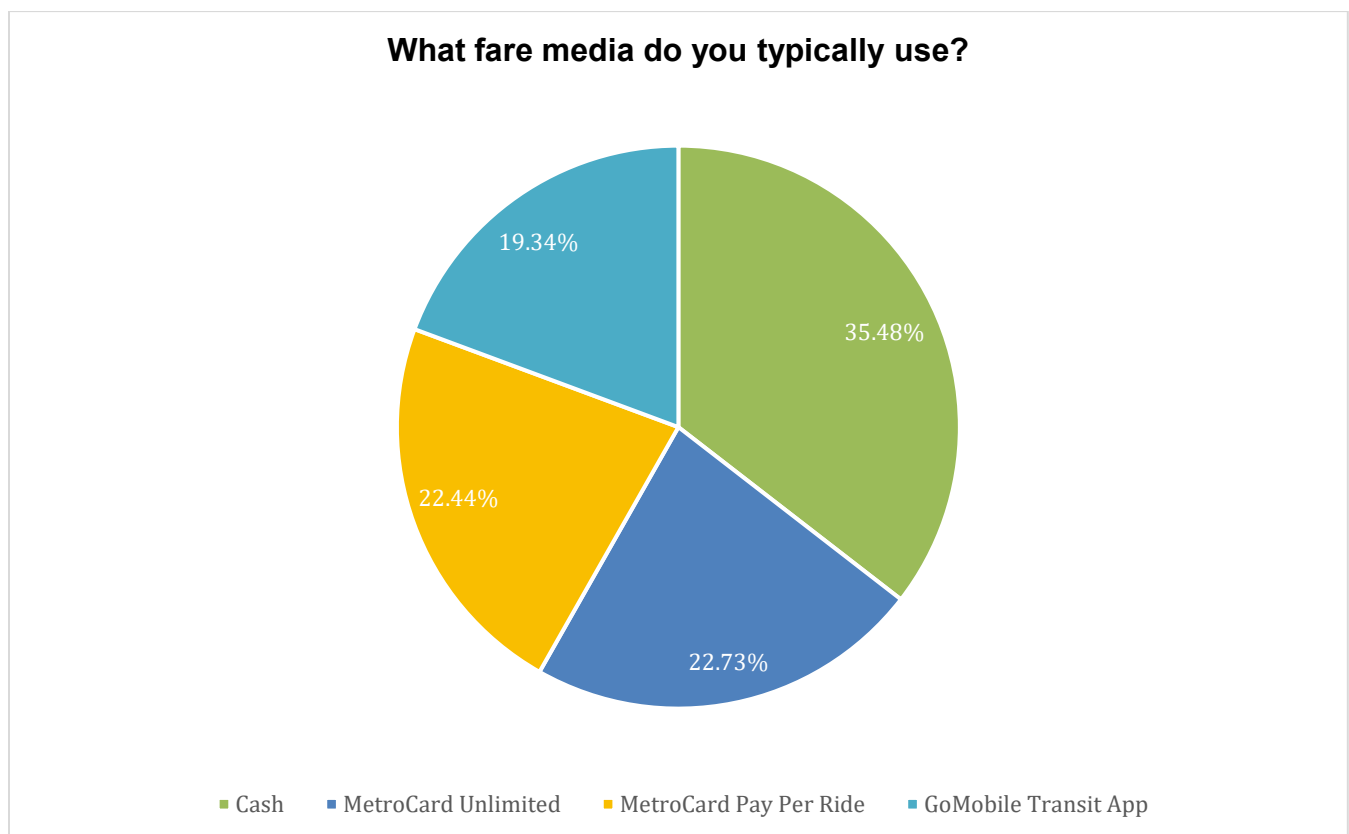
Section 1: Tell us about yourself:

Question 1: What fare media do you typically use?

Cash was the most frequently used type of fare media in 2021 with 36 percent of respondents using cash, a change from the more than 68 percent of respondents who used a MetroCard in the 2019 survey. MetroCard Unlimited and the MetroCard Pay Per Ride were close seconds being used 23 percent and 22 percent respectively. About 19 percent of 2021 respondents indicated use of the GoMobile app, an increase compared with 11 percent of people in 2019.

Exhibit 3.2 Fare Media

n=7,982



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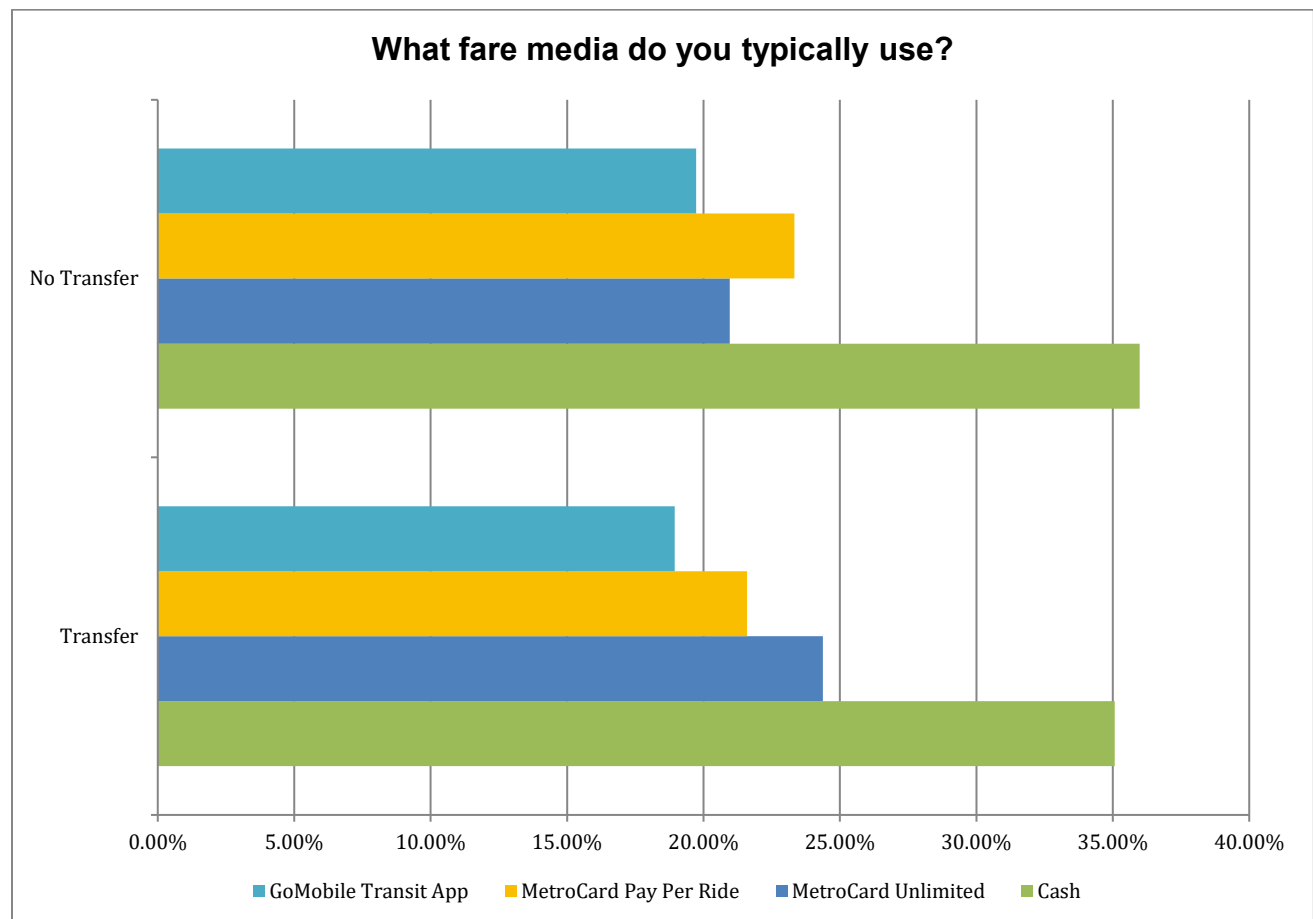
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Route FLEX had the highest percentage of respondents using a Pay-Per-Ride MetroCard (50.0 percent), while 48.5 percent of respondents on Route n21 preferred the Unlimited MetroCard. Route n79 noted the highest use of cash (66.7 percent), while Route n43 exhibited the highest use of the GoMobile app (45.8 percent). Route n80 had the lowest level of cash use (10 percent).

There was little difference between NICE riders who cited making 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 a MetroCard Unlimited and slightly less likely to use a MetroCard Pay Per Ride.

Exhibit 3.3 Fare Media vs. Incidence of Transfer



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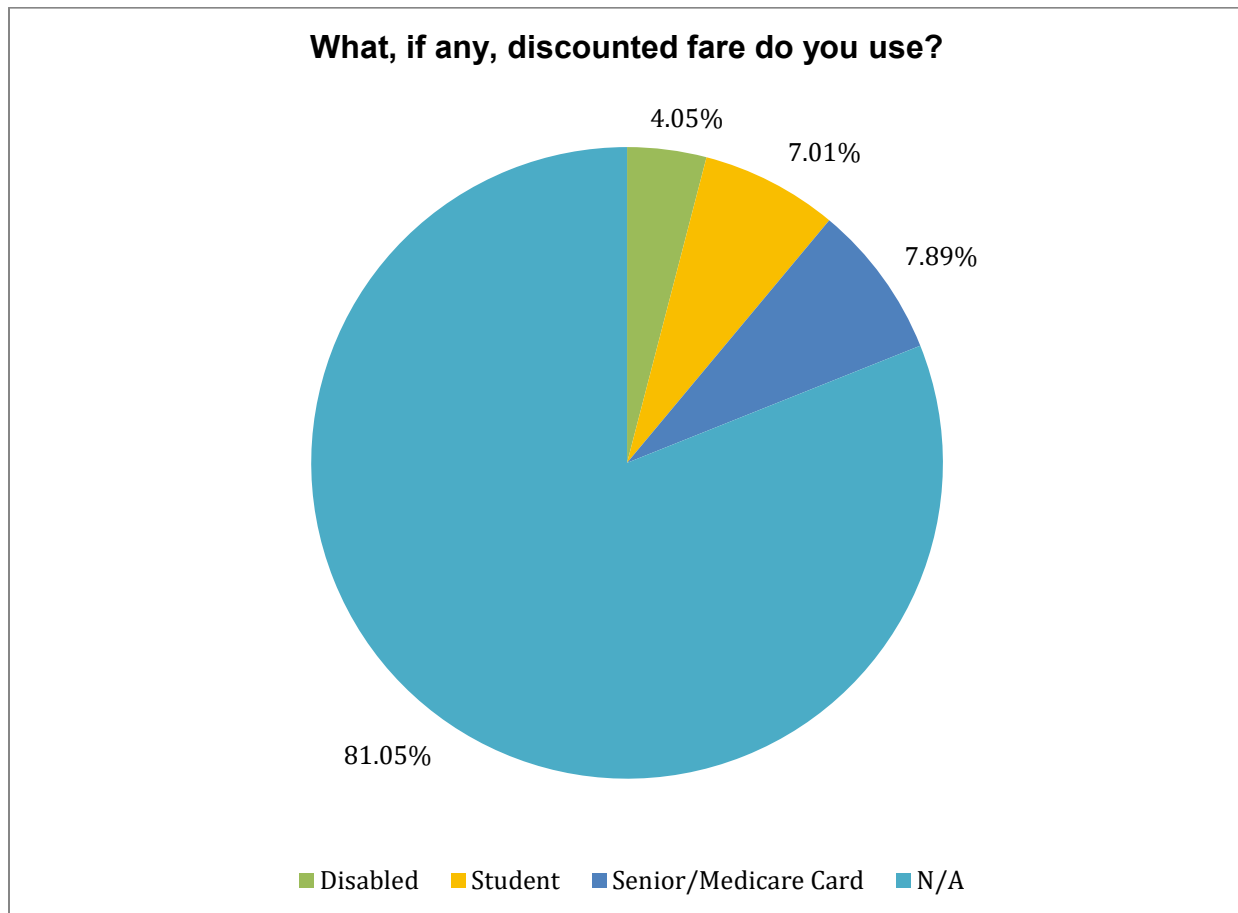
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Question 2: What, if any, discounted fare do you use?

More than 19 percent of respondents reported using a fare discount. Of these, eight percent were Senior/Medicare cardholders.

Exhibit 3.4 Discounted Fare Used

n=7,982



Route n26 had the highest percentage of respondents identifying as Disabled with 12.2 percent (5 respondents), while N40/41 had the highest volume with a total of 59 respondents (6.8 percent). Route 6x had the highest percentage of respondents identifying as Students with 15.4 percent (2 respondents), while n16 had the highest volume of Students with 68 (14.5percent). Route n79 had the highest percentage of respondents identifying as using a Senior or Medicare Card with 35.2 percent (19 respondents), while N40/41 had the highest volume with 90 (10.3 percent). Route n40/41 had the highest number of respondents using no discounts with 77.1 percent (673 respondents).

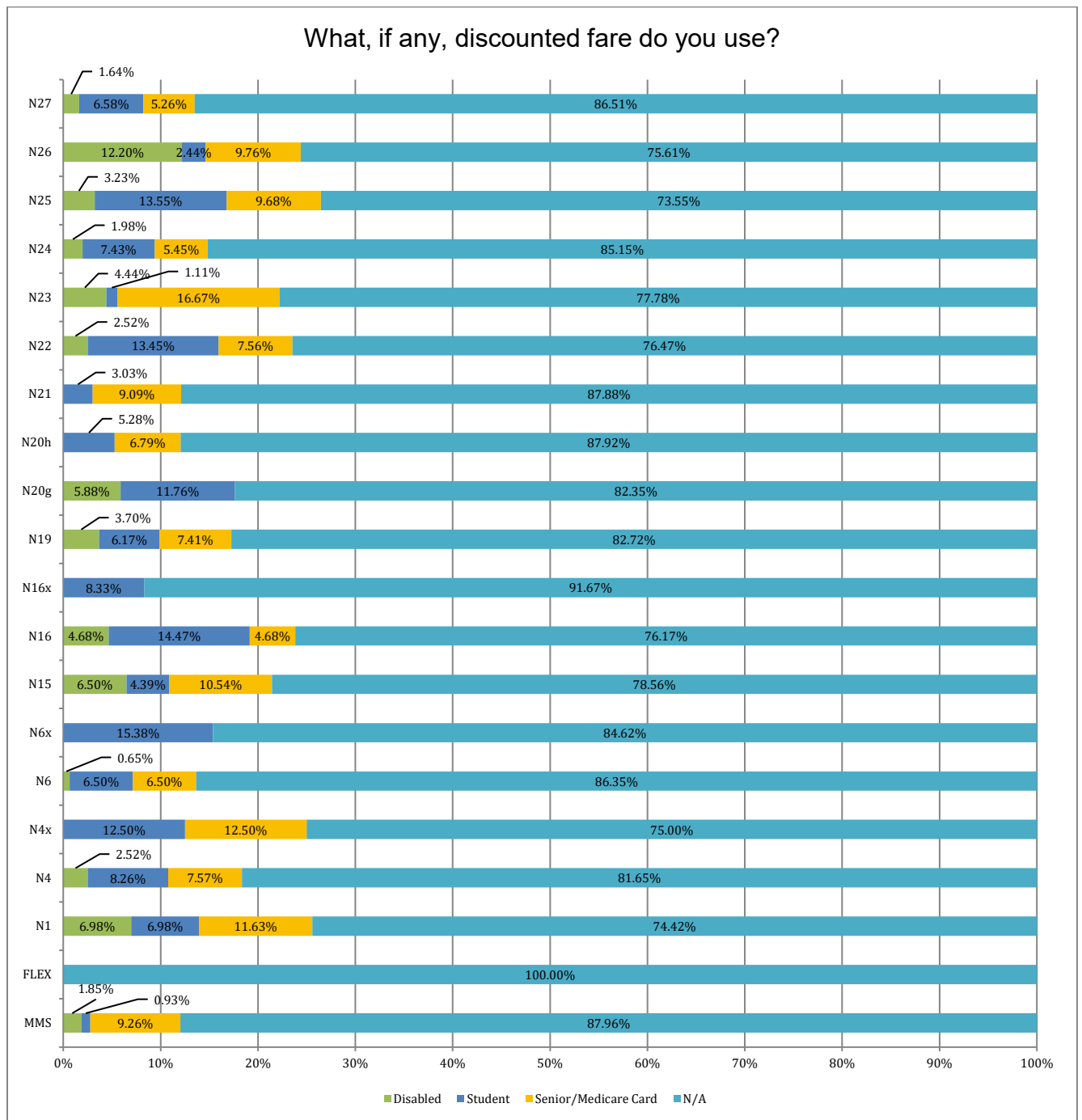


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Exhibit 3.5.a Discounted Fare by Route (MMS, FLEX, n1 – n27)

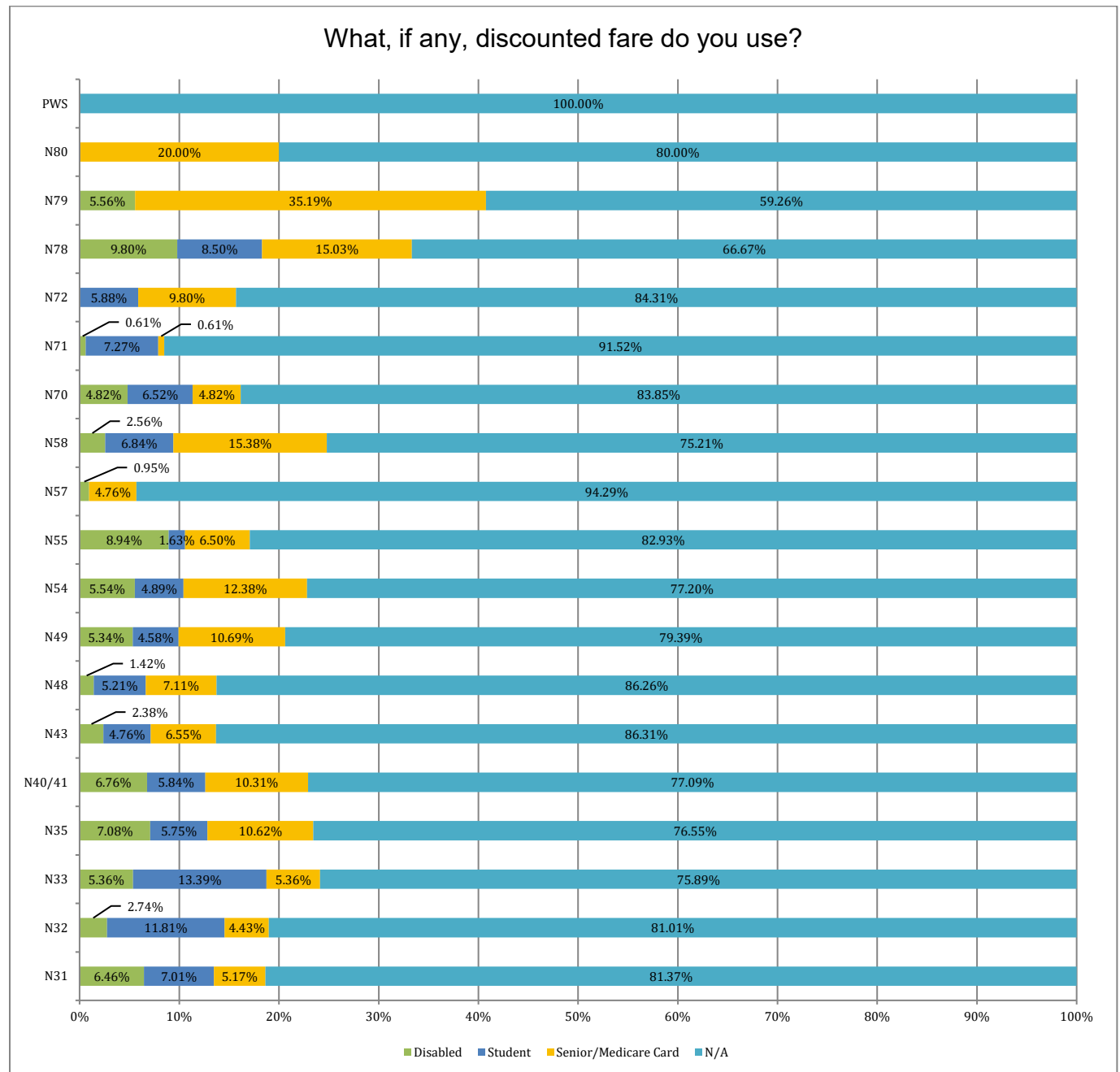


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Exhibit 3.5.b Discounted Fare by Route (n31 – n80, PWS)



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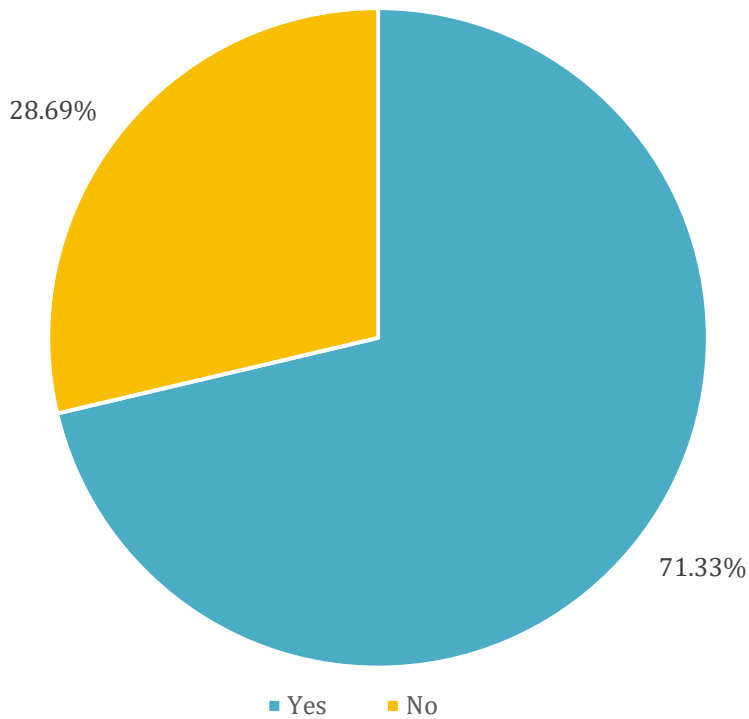
Question 3: Do you have a bank account?

Nearly three-quarters of respondents indicated having access to a personal bank account.

Exhibit 3.6 Bank Account

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What, if any, discounted fare do you use?



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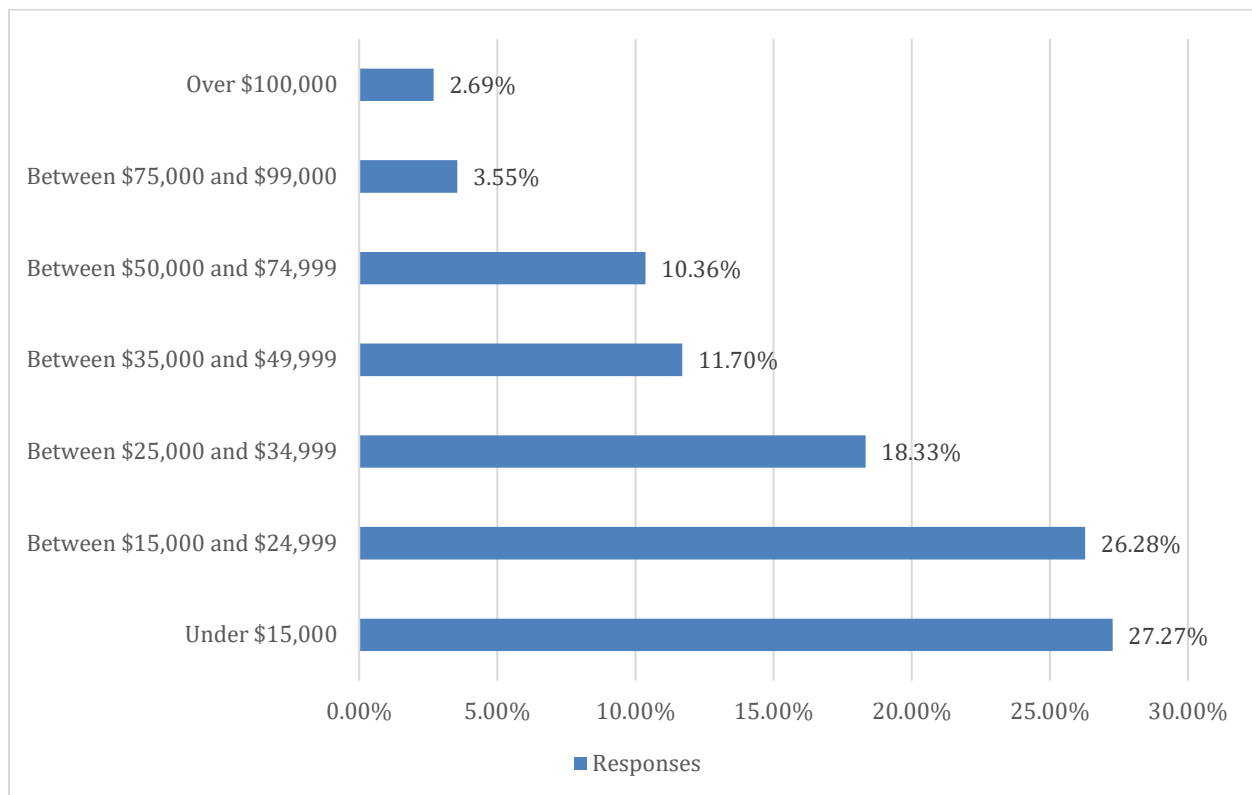
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Question 4: What is your approximate annual household income?

About 27 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, \$18,310 is the poverty threshold for a two-person household.² The United States Census Bureau reports the mean annual household income for Nassau County as \$116,000 (data current as of 2019).³ By contrast, 83.5 percent of respondents reported an income of less than \$50,000 annually. Exhibit 3.7 compares the breakdown of NICE rider incomes with those of the Nassau County population at-large.⁴

Exhibit 3.7 Annual Household Income *n*=7,982



² U.S. Department of Health and Human Services, 2019 Poverty Guidelines, <https://aspe.hhs.gov/poverty-guidelines>. Accessed Jan.20, 2022.

³ U.S. Census Bureau, QuickFacts, Nassau County, New York, <https://www.census.gov/quickfacts/fact/table/nassaucountynewyork/LND110210>. Accessed Jan. 20, 2022

⁴ Statistical Atlas, based on 2020 US Census Bureau data, Nassau County, New York <https://statisticalatlas.com/county/New-York/Nassau-County/Household-Income>

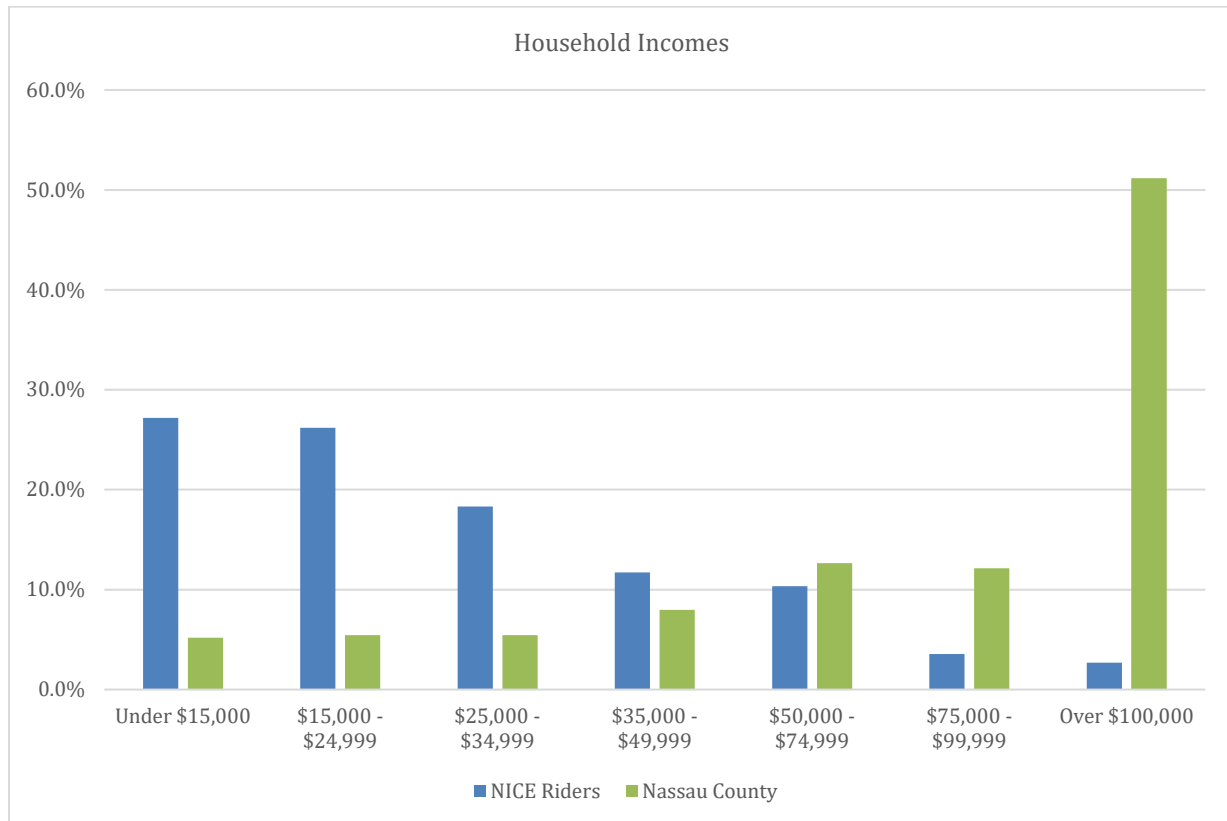


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Exhibit 3.8 Household Income NICE Riders vs Nassau Co.



Minimum wage in New York state was \$12.50 per hour at the time of the survey. Nassau County also has a Living Wage Law, which requires employers with which the County does business to pay employees a minimum of \$17.57 per hour.⁵ This translates to an annual salary for full-time employment of approximately \$36,545. While these figures may appear adequate on paper, they fail to consider 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 further in our analysis of Question 5.

⁵ Nassau County, NY [Living Wage Overview | Nassau County, NY - Official Website \(nassaucountyny.gov\)](https://www.nassaucountyny.gov/living-wage-overview). Accessed Jan. 21, 2022

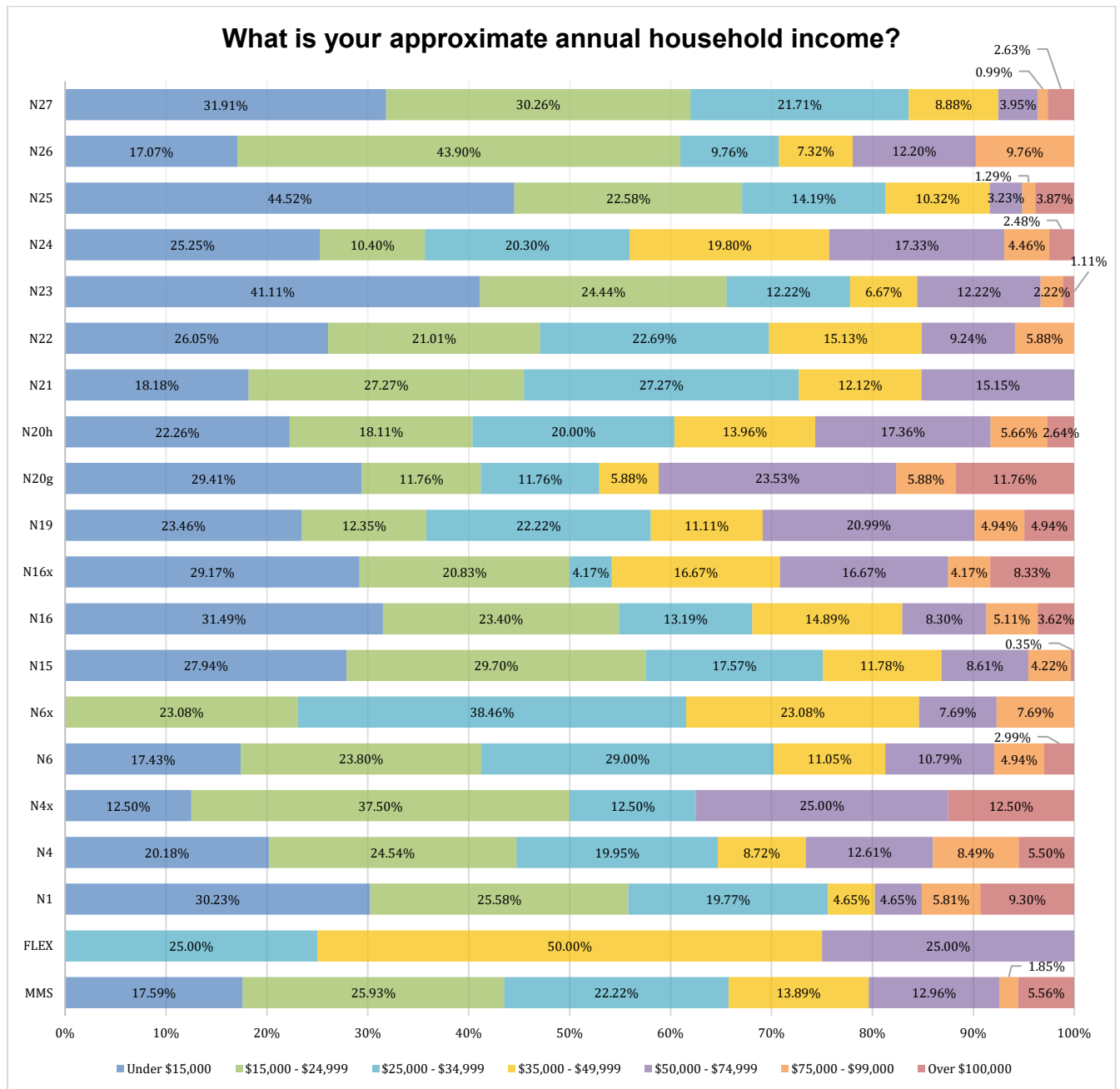


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Exhibit 3.9.a Annual Household Income by Route (MMS, FLEX, n1 – n27)
n=7,982

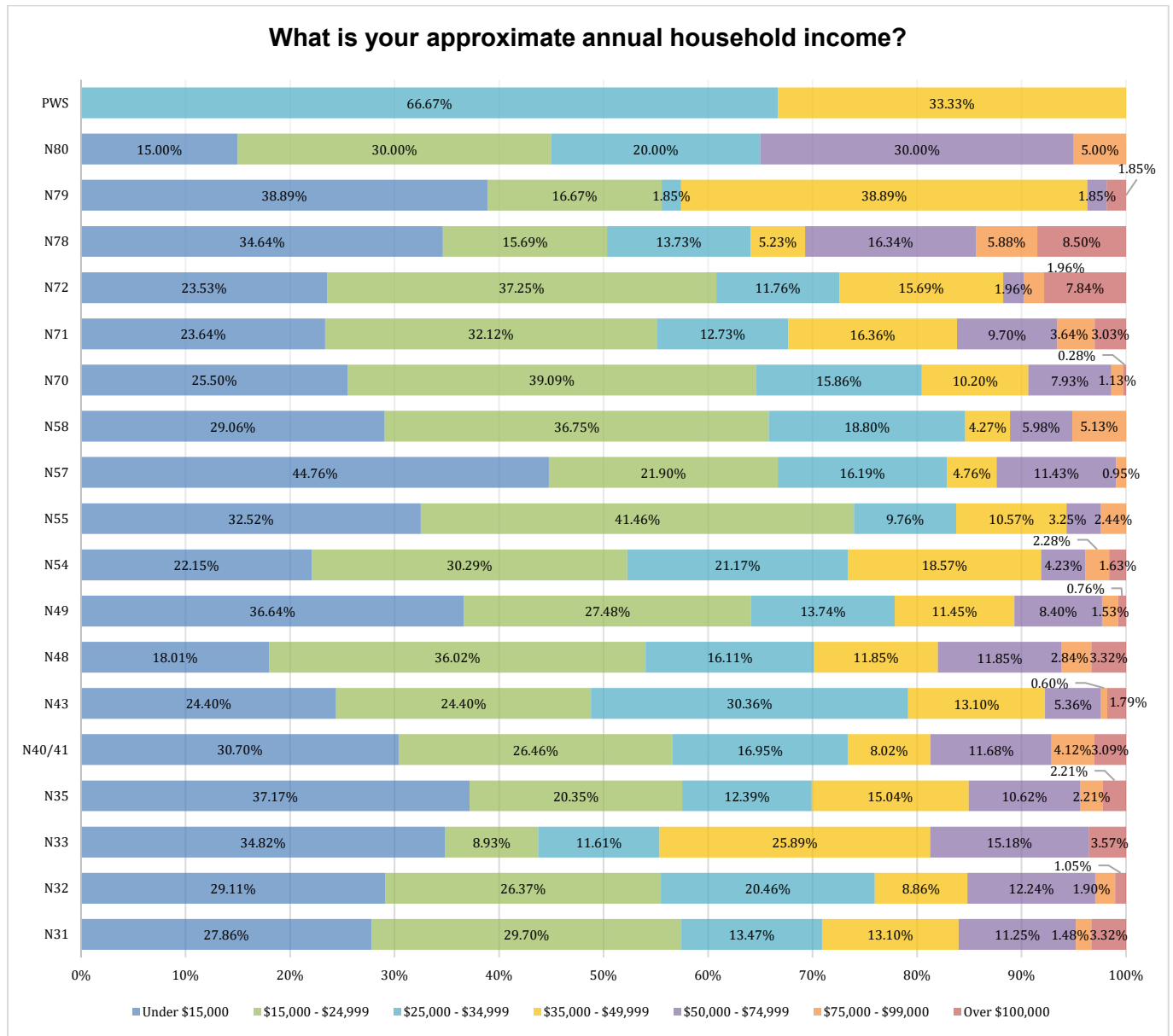


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Exhibit 3.9.b Annual Household Income by Route (n31 – n80, PWS)
n=7,982



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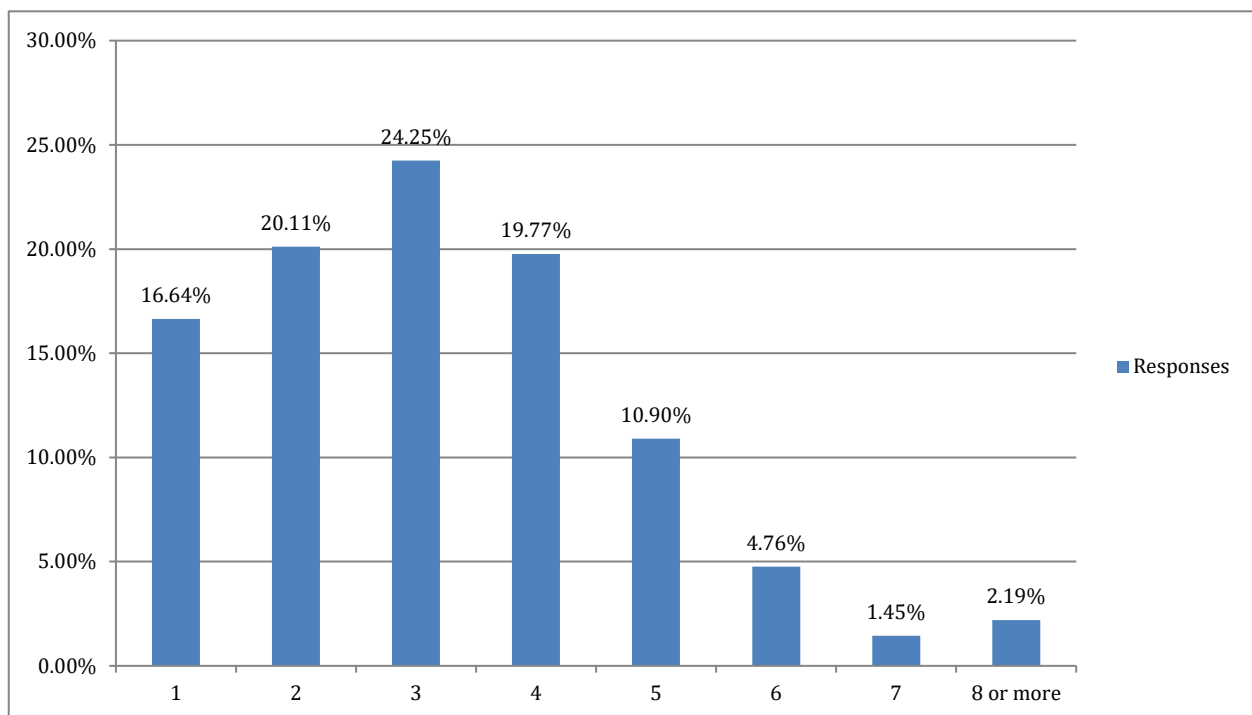
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Question 5: How many people live in your household?

The majority of respondents (64.1 percent) cited living in a household of two to four persons. Of those, 19.7 percent live in a four-person household. The average household size in Nassau County is 3.46 persons.⁶

Exhibit 3.10 Household Size
n=7,982



To assess the likelihood of NICE customers living below federal poverty guidelines, we compared household size to annual household income. Darker red squares in Exhibit 3.11 indicate increased likelihood of living below the poverty line⁷, 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.

6 U.S. Census Bureau, Nassau County, NY, 2019 ACS 5-Year Estimates Data Profiles, <https://data.census.gov/cedsci/profile?g=0500000US36059>. Accessed Jan. 22, 2022

7 Dept. of Housing and Human Services, HHS Poverty Guidelines for 2022, <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>. Accessed Jan. 26, 2022



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This translates to 5,033 individuals, or 62.6 percent of the total sample, who are at risk for living below federal poverty guidelines. This is an increase of 12.4 percent since 2019.

Exhibit 3.11 Household Income vs. Household Size

	1	2	3	4	5	6	7	8 or more
Under \$15,000	6.03%	4.85%	5.16%	4.86%	3.13%	1.53%	0.51%	1.07%
\$15,000 and \$24,999	4.07%	5.84%	6.90%	5.09%	2.54%	0.86%	0.39%	0.50%
\$25,000 and \$34,999	2.28%	3.74%	5.11%	4.09%	1.94%	0.78%	0.21%	0.15%
\$35,000 and \$49,999	1.91%	2.37%	3.17%	2.06%	1.21%	0.61%	0.11%	0.27%
\$50,000 and \$74,999	1.58%	1.90%	2.55%	2.14%	1.39%	0.53%	0.21%	0.05%
\$75,000 and \$99,000	0.35%	0.82%	0.78%	0.85%	0.42%	0.24%	0.06%	0.06%
Over \$100,000	0.35%	0.55%	0.46%	0.65%	0.29%	0.26%	0.02%	0.15%
Total	16.56%	20.08%	24.13%	19.73%	10.92%	4.81%	1.52%	2.25%



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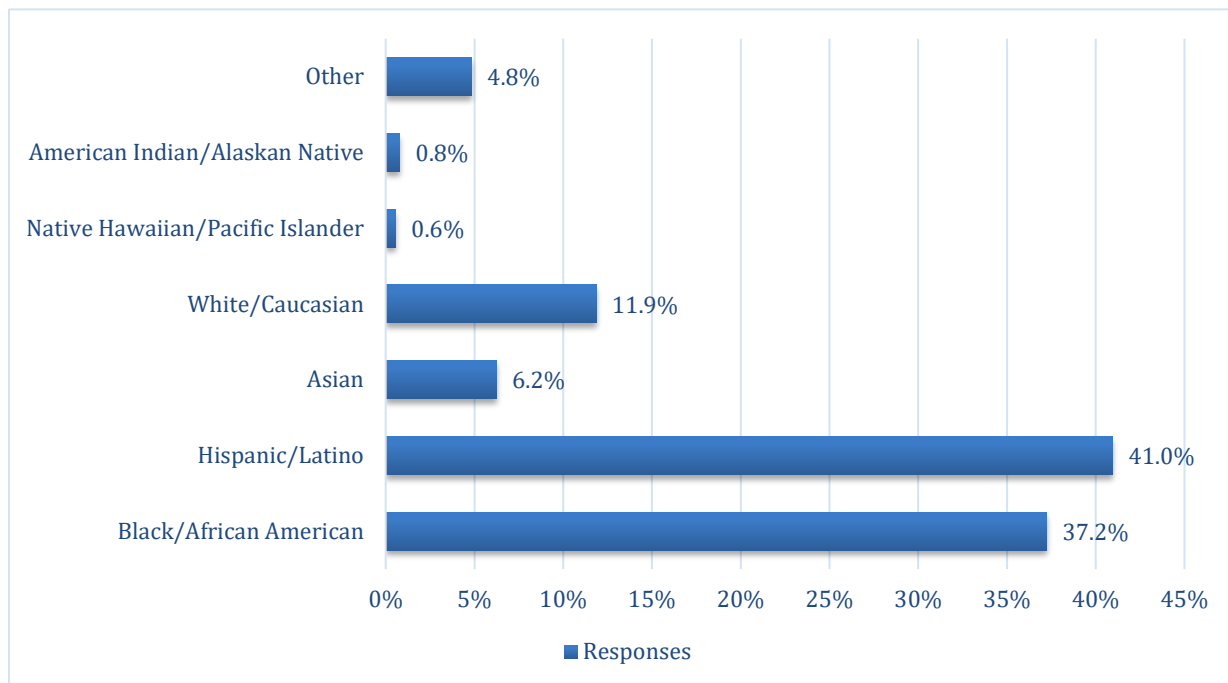
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Question 6: What is your race/ethnicity? (select all that apply)

Persons of Hispanic/Latino heritage was the most frequently selected response, cited by 41 percent of surveyed riders. Black/African American comprised another 37.2 percent of the survey sample. About 6.2 percent of respondents identified themselves as Asian while White/Caucasian respondents represented just 11.9 percent.

Exhibit 3.12 Rider Ethnicity⁶



This is in distinct contrast with the ethnic breakdown of Nassau County as a whole, wherein 55.9 percent identified as White and just 17.5 percent and 13.1 percent identified as Hispanic/Latino and Black/African American, respectively. Exhibit 3.13 compares the ethnic breakdown of survey respondents versus the population of Nassau County at-large.⁸ Note that there is a disparity between the 2019 results and this report for percentage of White/Caucasians in Nassau County. The US Census data has two values for White/Caucasians. One is inclusive of Hispanic/Latinos, the other value is exclusive of. As the NICE survey data has a category for Hispanic/Latinos, our report uses the Census

⁸ U.S. Census Bureau, Nassau County, NY <https://data.census.gov/cedsci/profile?g=0500000US36059>. Accessed Jan. 22, 2022.



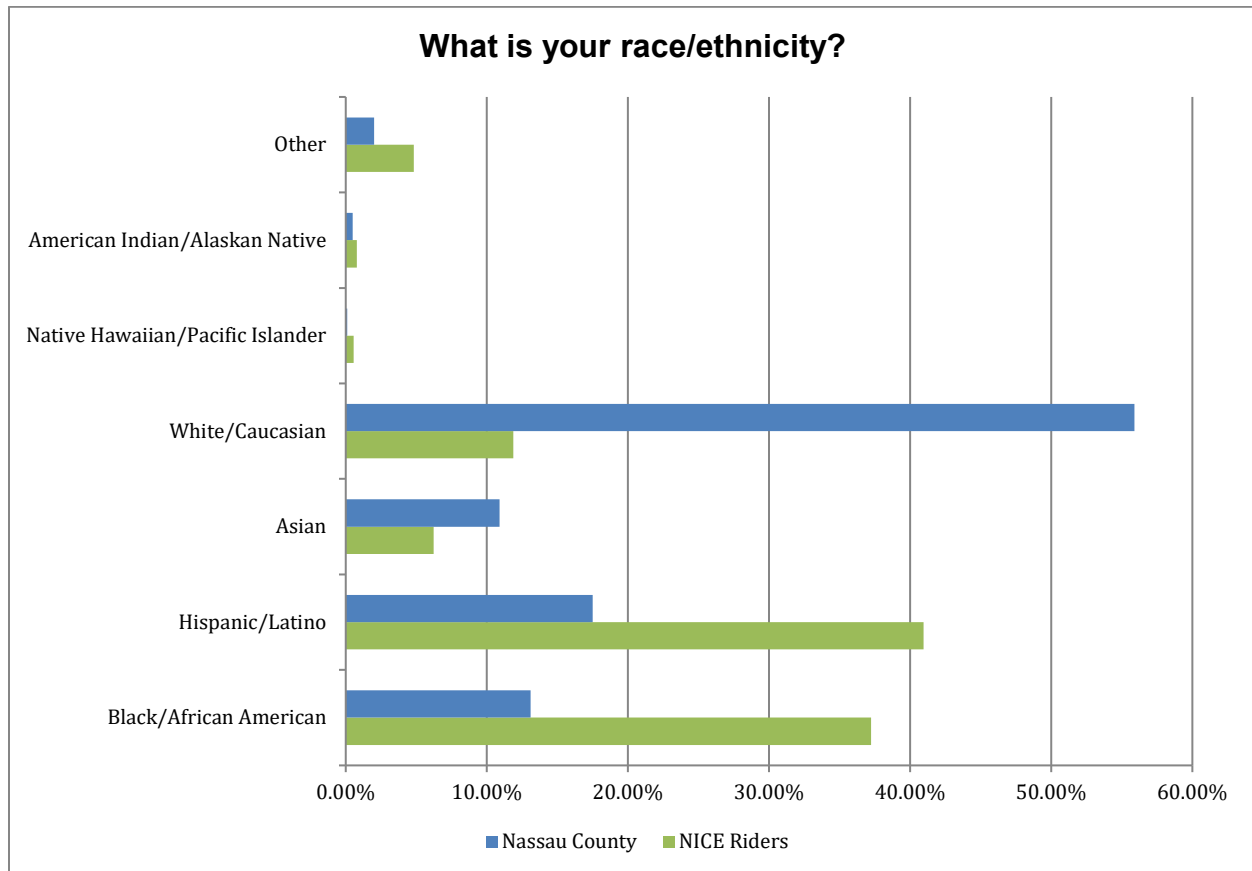
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data value for White/Caucasians that is exclusive of Hispanic/Latinos. The 2019 report uses the value inclusive of.

Exhibit 3.13 Rider Ethnicity – NICE Riders vs Nassau County



Routes n 4x, n57, and n58 had the highest concentration Hispanic/Latino respondents (75 percent, 72.3 percent and 60.6 percent, respectively), while Routes n16 and n6 had the highest percentage of Black/African American respondents (51.4 percent and 48.1 percent, respectively). N33 also had the highest percentage of Native Hawaiian/Pacific Islander (3.5 percent). Routes n20g and n21 had the highest percentage of Asian respondents (47 percent and 33.3 percent, respectively).

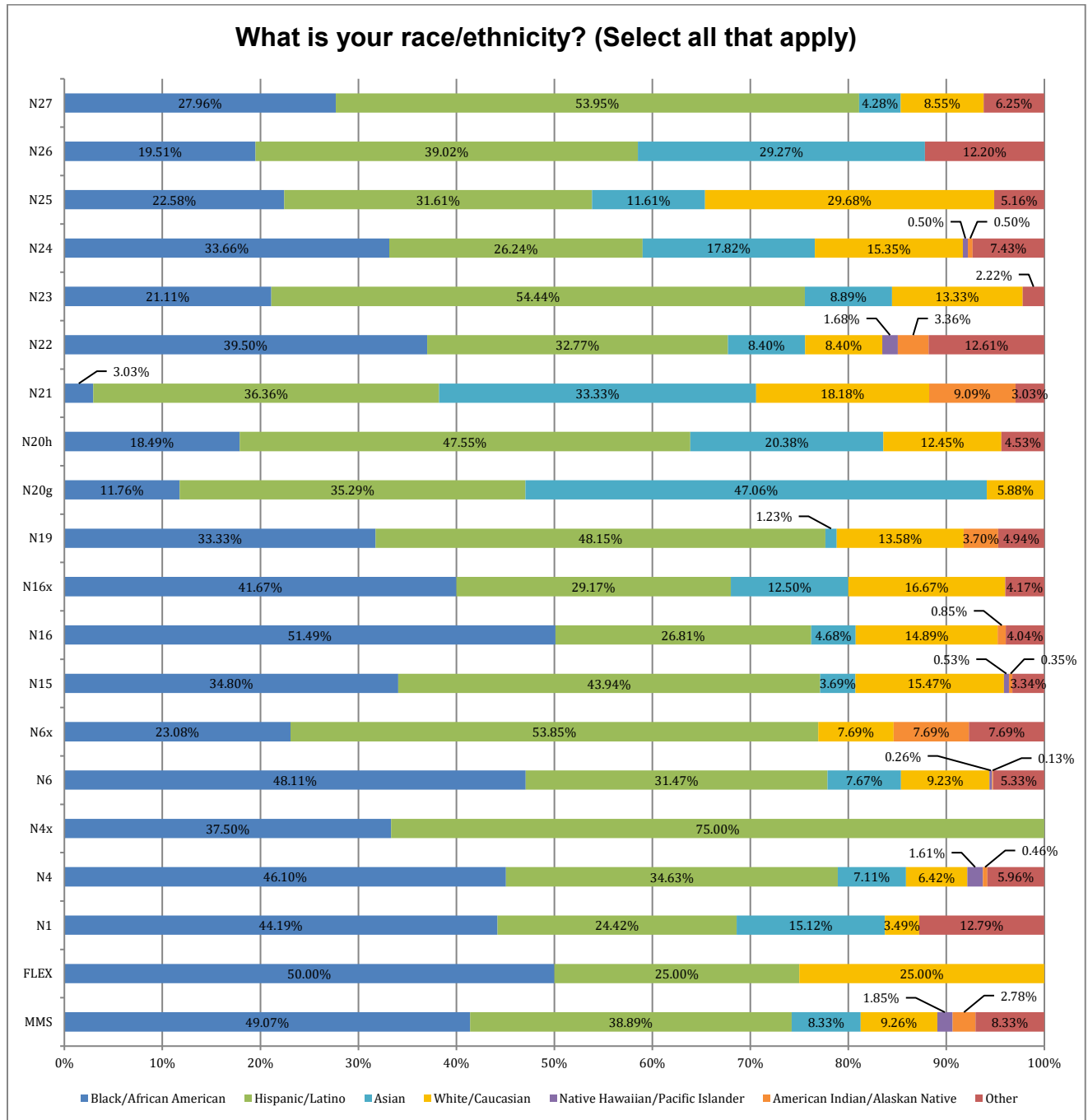


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Exhibit 3.14.a Rider Ethnicity by Route (n1 – n27, MMS, FLEX)

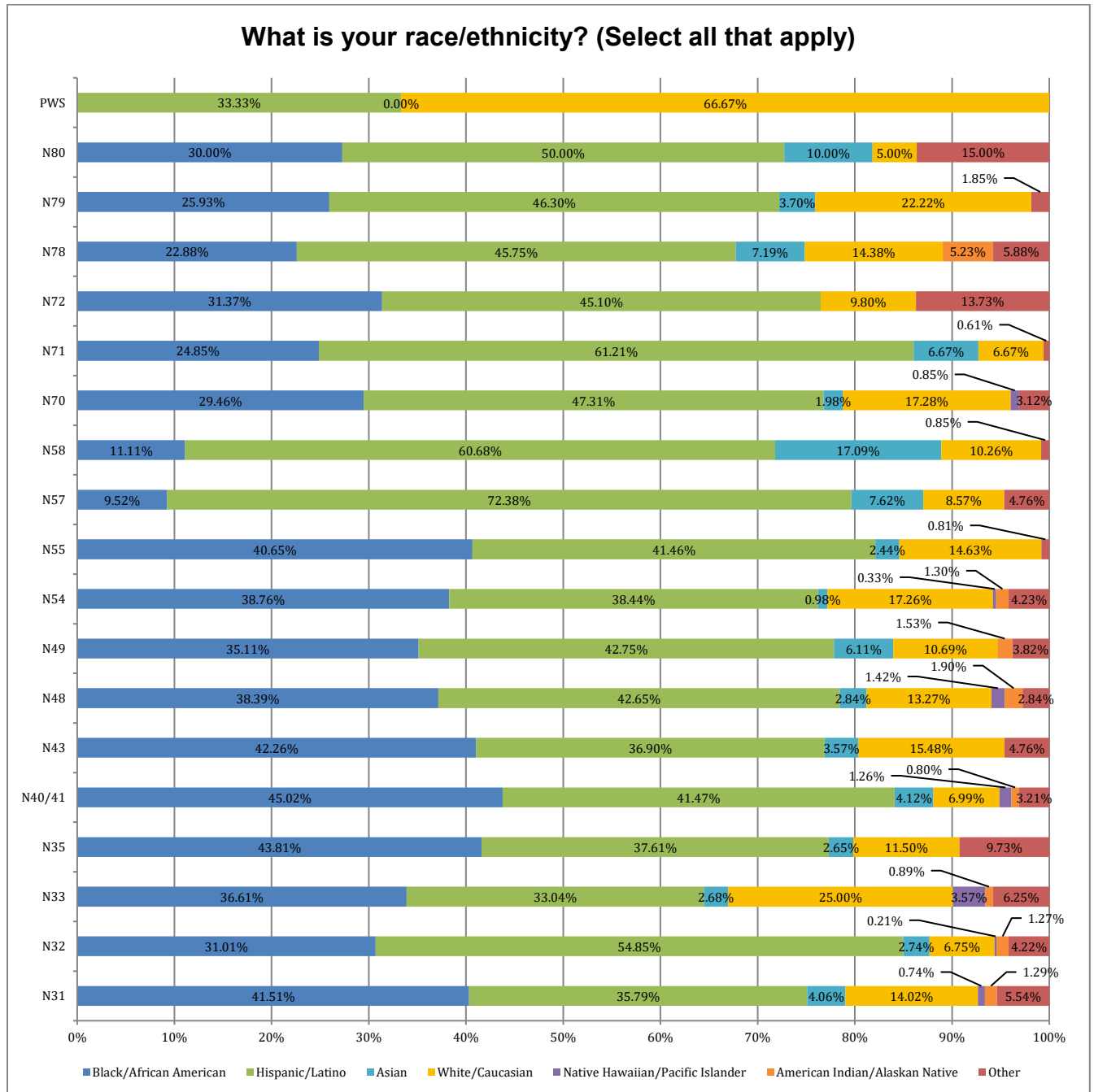


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Exhibit 3.14.b Rider Ethnicity by Route (n31 – N80, PWS)



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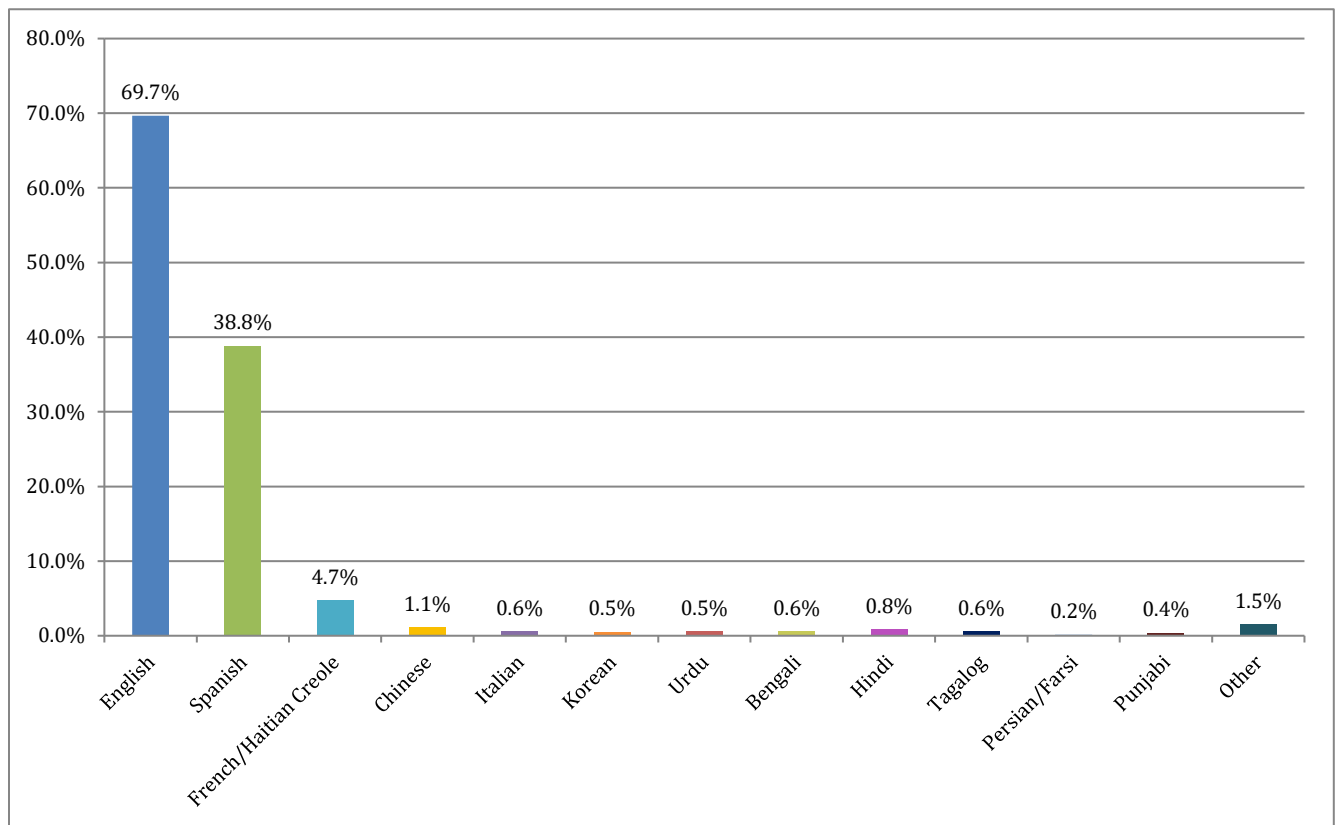
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Question 7: What language(s) are spoken in your home?

Over 69 percent of respondents indicated speaking English at home, followed by 38.8 percent citing Spanish. French/Haitian Creole was the only other significant language group reported (4.7 percent) with Chinese following at 1.1 percent.

Exhibit 3.15 Home Language
n=7,982



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



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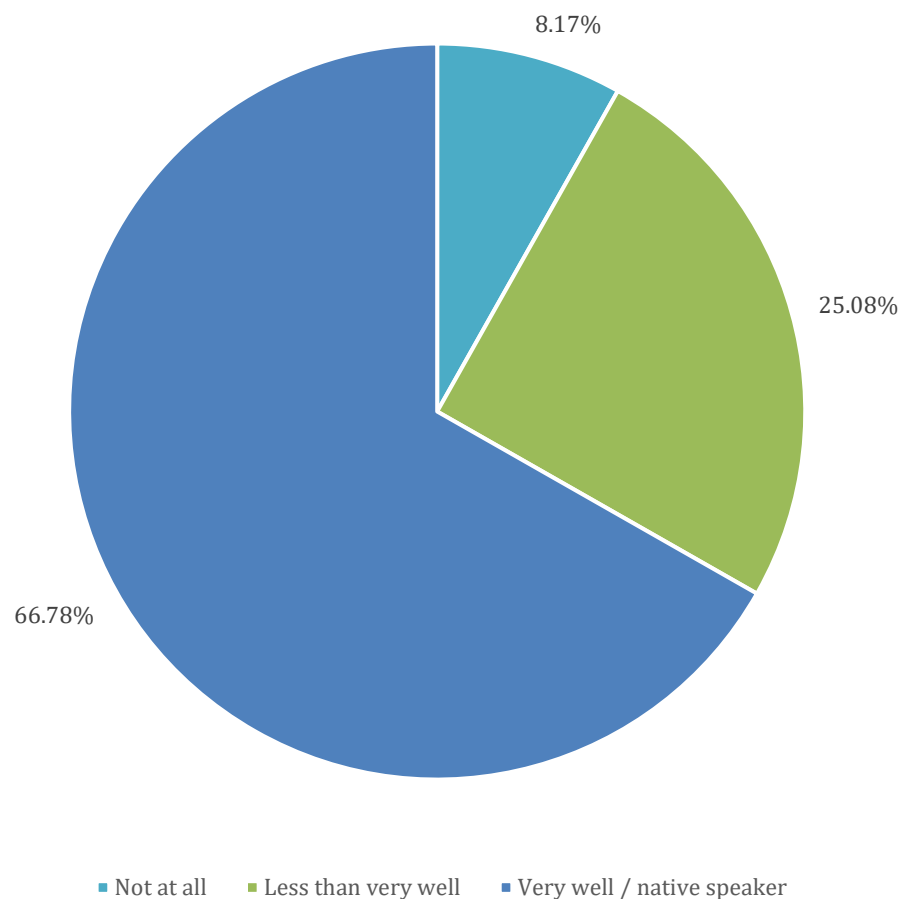
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Question 8: How well do you speak English?

More than 66 percent of respondents reported speaking English “very well.” This is a decrease from the nearly three quarters percent and 84 percent identified during the 2019 and 2016 survey efforts respectively.

Exhibit 3.16 English Proficiency
n=7,982



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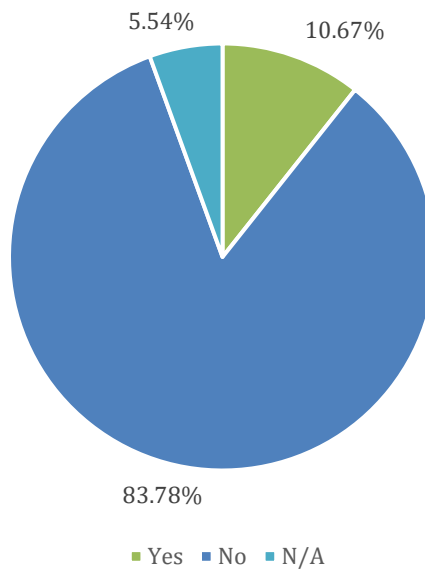
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Question 9: Has a lack of proficiency in English affected your ability to use NICE?

A little more than 10 percent of respondents said a lack of English proficiency has affected their ability to use NICE.

Exhibit 3.17 Barriers Due to Language
n=7,982



The relatively modest language barrier revealed in Question 20 becomes more apparent when considered on a route-by-route basis. The lowest incidence of language barrier was seen on the Route N4x, where no respondents cited a lack of English-proficiency being a barrier to using NICE. By contrast, 29.4 percent of Route n57 respondents indicated a language barrier. Other routes citing significant language challenges included Route n20g (26.7 percent) and n26 (23.7 percent).

See Exhibit 3.18 on next page.

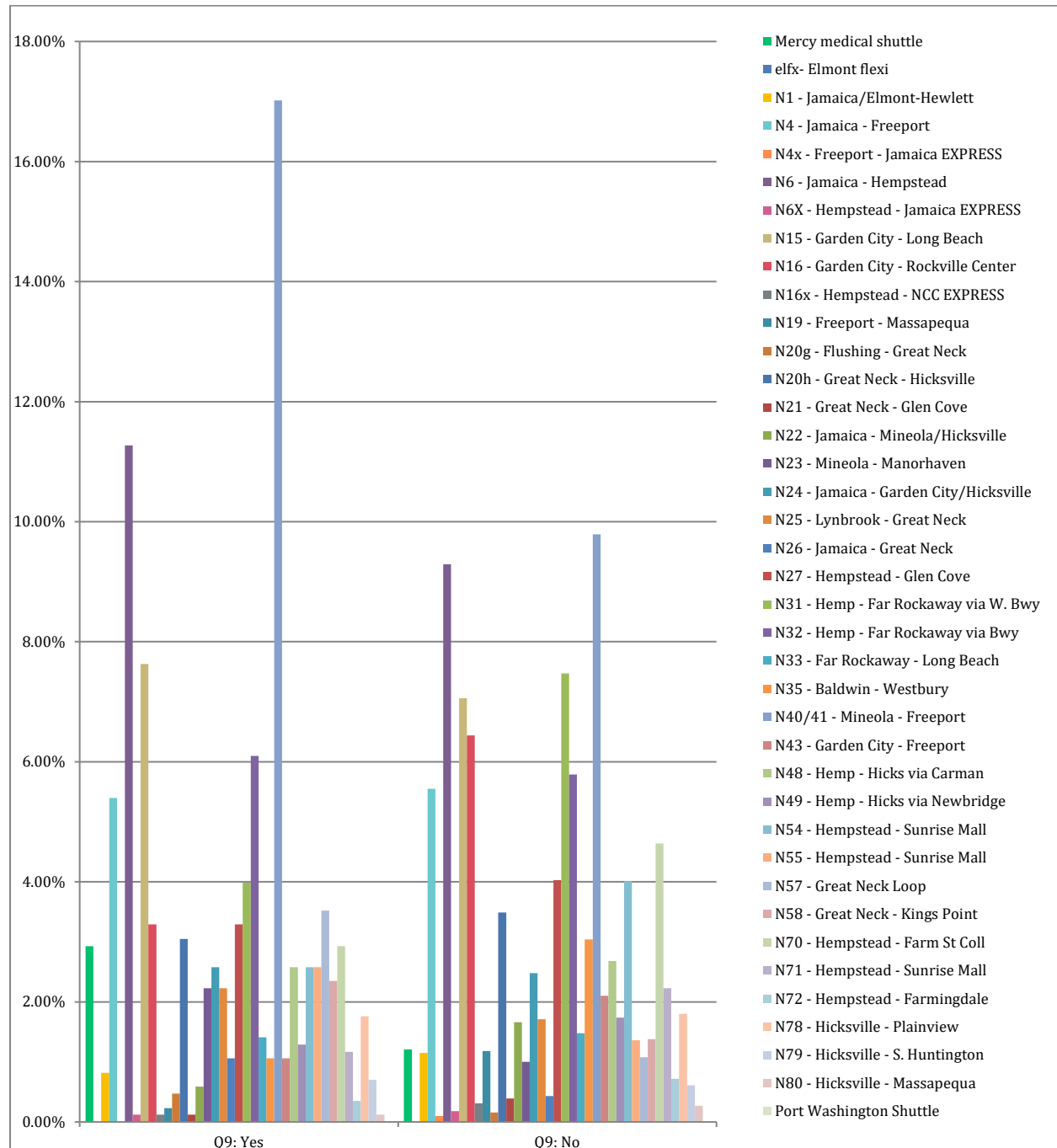


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Exhibit 3.18 Barriers Due to Language by Route (n1 – n80, MMS, FLEX, PWS)



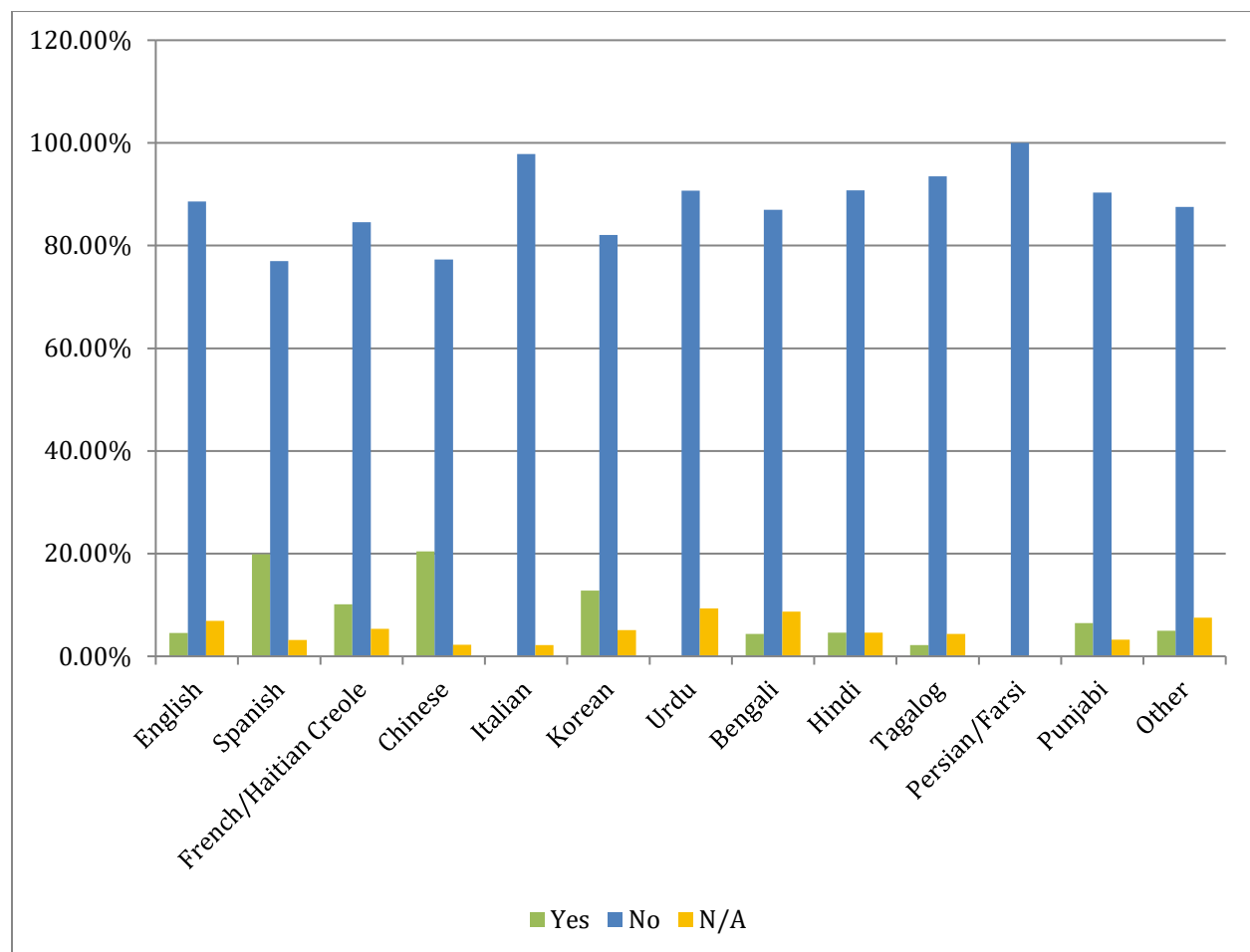
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Exhibit 3.19 illustrates the percentages of respondents who cited language barriers while riding NICE. While the percentages of respondents appear significant, it should be noted that only Spanish (616 respondents), French/Haitian Creole (38 respondents), and Chinese (18 respondents) included more than 10 respondents who identified a language barrier. We believe significant increase in respondents citing a language barrier who speak languages other than Spanish can be attributed to expanded foreign language methodology.

Exhibit 3.19 Barriers Due to Language vs. Language Spoken at Home
n=7,982



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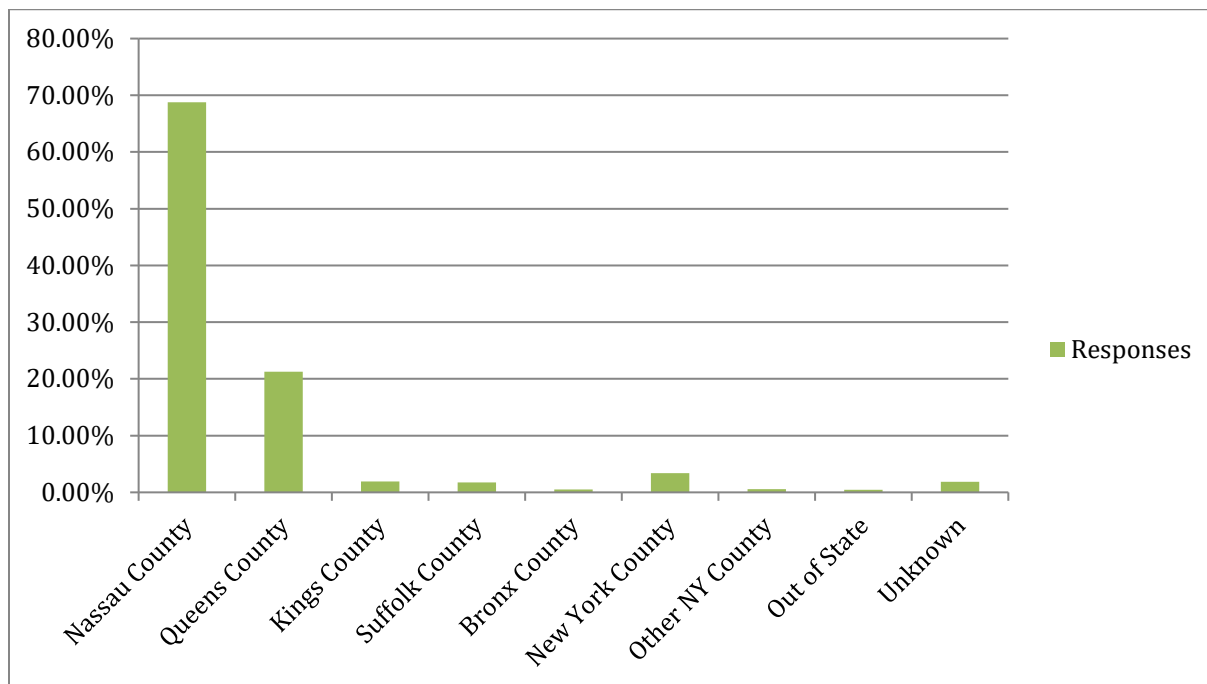
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Question 10: What is your home ZIP code?

Not surprisingly, more than 68 percent of respondents cited a Nassau County ZIP code as their home location. About 21 percent indicated a Queens County home location, while less than 2.0 percent hailed from Kings County, and 1.76 percent from Suffolk County. Over 3 percent were from New York County. Over 3 percent were from New York County. Over 3 percent were from New York County.

Exhibit 3.20 Home ZIP Code (All)

n=7,982



The three ZIP codes comprising Hempstead (11549, 11550, and 11551) were the most cited of all Nassau County ZIP codes (20.5 percent). Other notable concentrations of survey respondents included Elmont (11003; 7.6 percent), Freeport (11520; 7.5 percent), and Valley Stream (11580, 11581, 11583; 7.2 percent combined).



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Exhibit 3.21 Home ZIP Code (Nassau County)
n=7,982

Nassau ZIP Code	City	Frequency	Percentage
11549, 11550, 11551	Hempstead	2,662	33.7%
11432, 11433, 11434, 11435, 11436	Jamaica	596	7.5%
11520	Freeport	491	6.2%
11020, 11021, 11023, 11024	Great Neck	249	3.1%
11427, 11428, 11429	Queens	199	2.5%
11003	Elmont	123	1.5%
11580, 11581, 11583	Valley Stream	162	2.0%
11501	Mineola	188	2.4%
11801	Hicksville	426	5.3%
11530, 11531, 11599	Garden City	259	3.3%
11354, 11355, and 11358	Flushing	55	0.7%
11590	Westbury	165	2.1%
11575	Roosevelt	185	2.3%
11691	Far Rockaway	422	5.3%
11553, 11555, 11556	Uniondale	169	2.1%
11570, 11571, 11592	Rockville Centre	263	3.3%
11510	Baldwin	72	0.9%
11040, 11042	New Hyde Park	62	0.8%
12123	Nassau	412	5.16%
11563, 11564	Lynbrook	230	2.9%
11561	Long Beach	179	2.2%
11010	Franklin Square	49	0.6%
11101, 11102, 11103, 11104, 11105, 11106, 11109, 11120	Long Island	168	2.1%
11554	East Meadow	40	0.5%
11576, 11577	Roslyn	63	0.8%
11735, 11737	Farmingdale	88	1.1%



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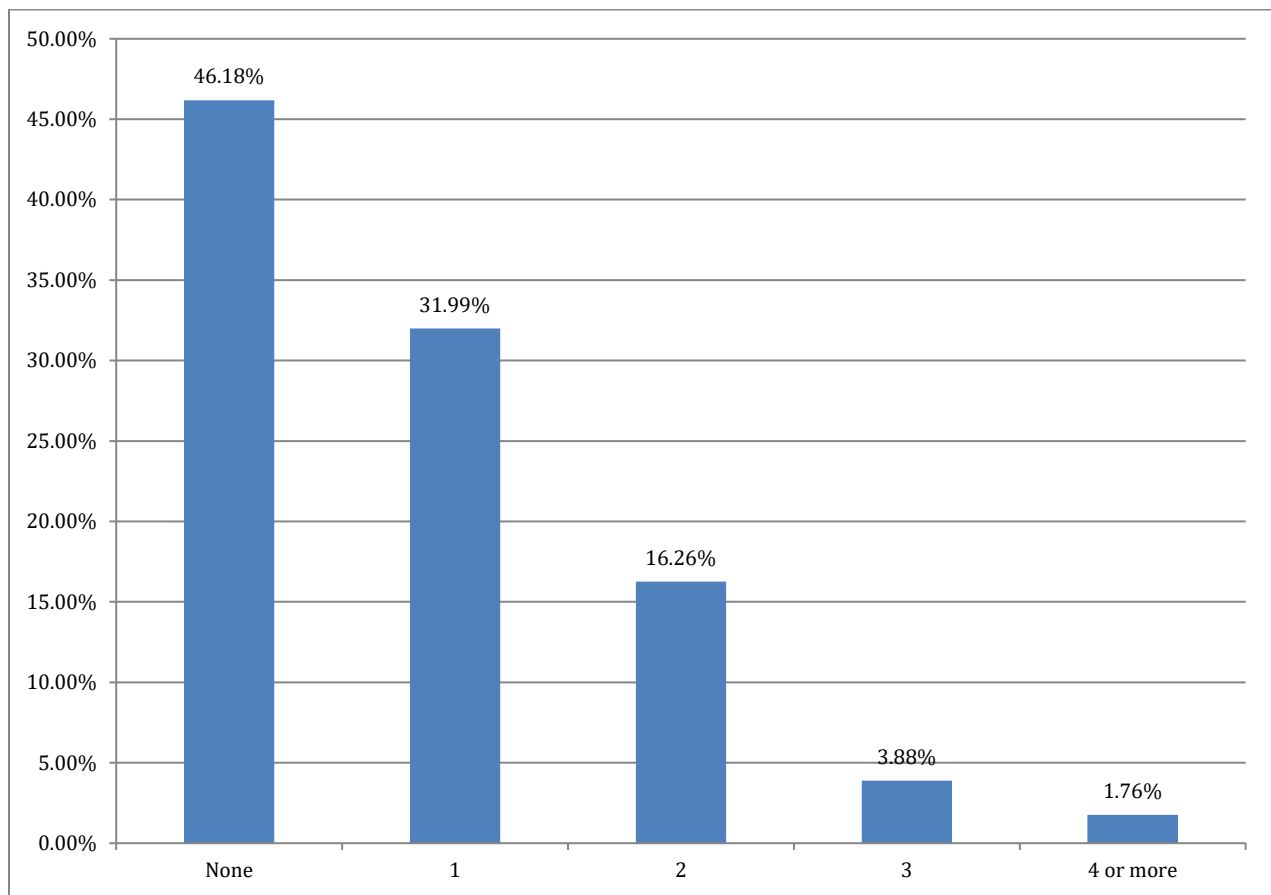
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Question 11: How many working motor vehicles are available to your household?

The majority of respondents (46.1 percent) indicated having at least one personal vehicle available to their household.

Exhibit 3.22 Vehicle Ownership
n=7,982



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Question 12: Did you have a vehicle available to make this trip?

More than 87 percent of respondents indicated they did not have access to a personal vehicle for the surveyed trip.

Exhibit 3.23 Private Vehicles Availability for This Trip
n=7,982



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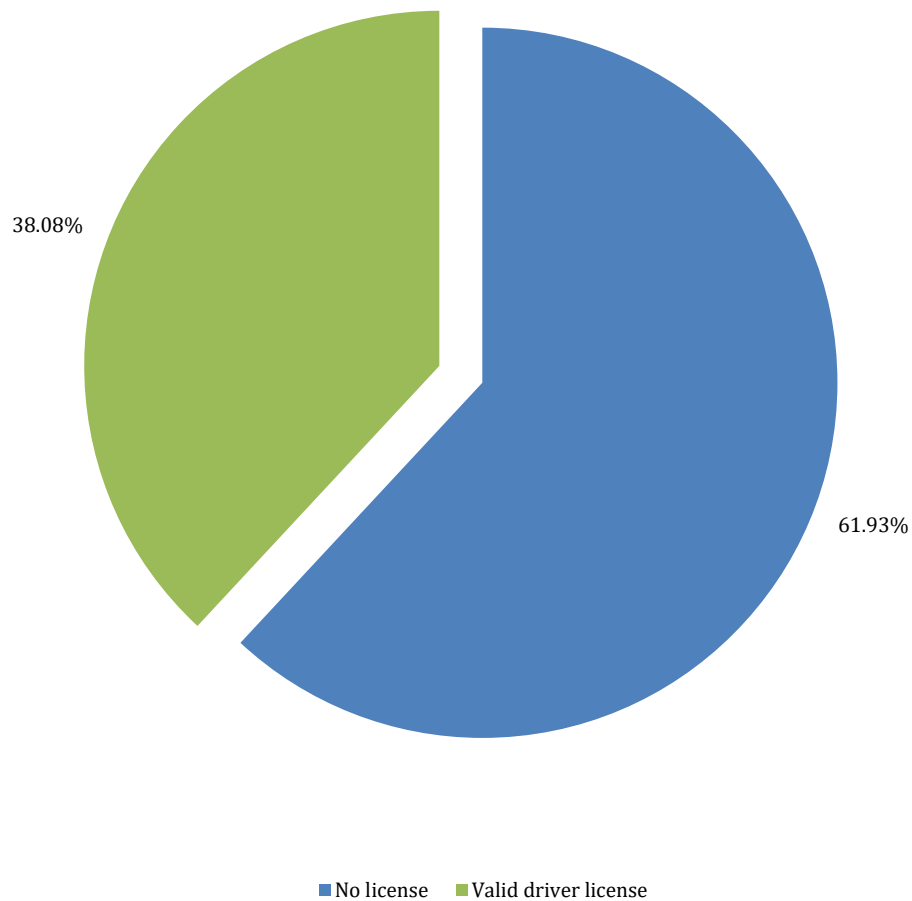
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Question 13: Do you possess a valid driver license?

More than 61 percent of the total respondents cited no possession of a valid driver license.

Exhibit 3.24 Driver License
 $n=7,982$



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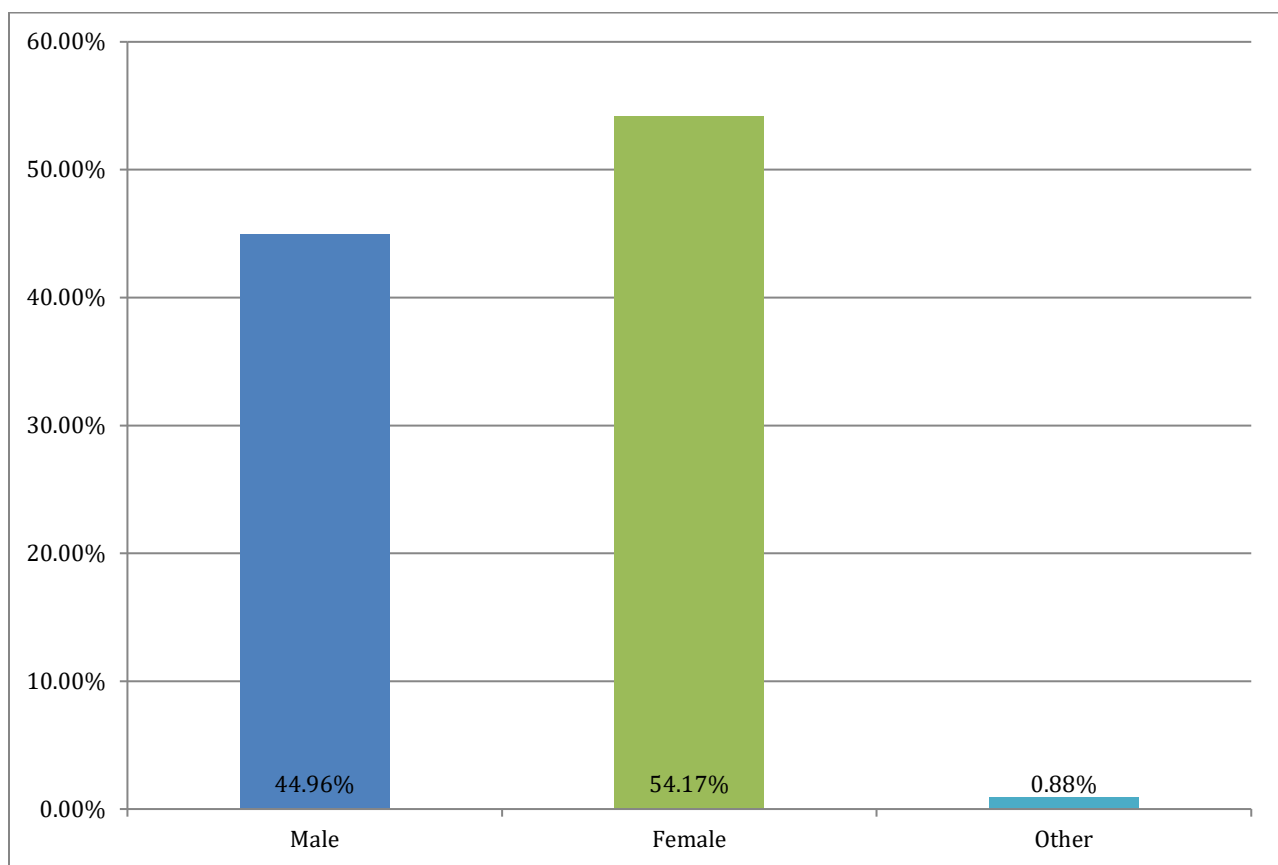
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Question 14: What is your gender?

Responses skewed toward females, who represented 54.1 percent of the sample. The population of Nassau County as a whole also skews slightly toward female, although not to the same degree (females comprise 51.2 percent of Nassau County's population).

Exhibit 3.25 Respondent Gender

n=7,982



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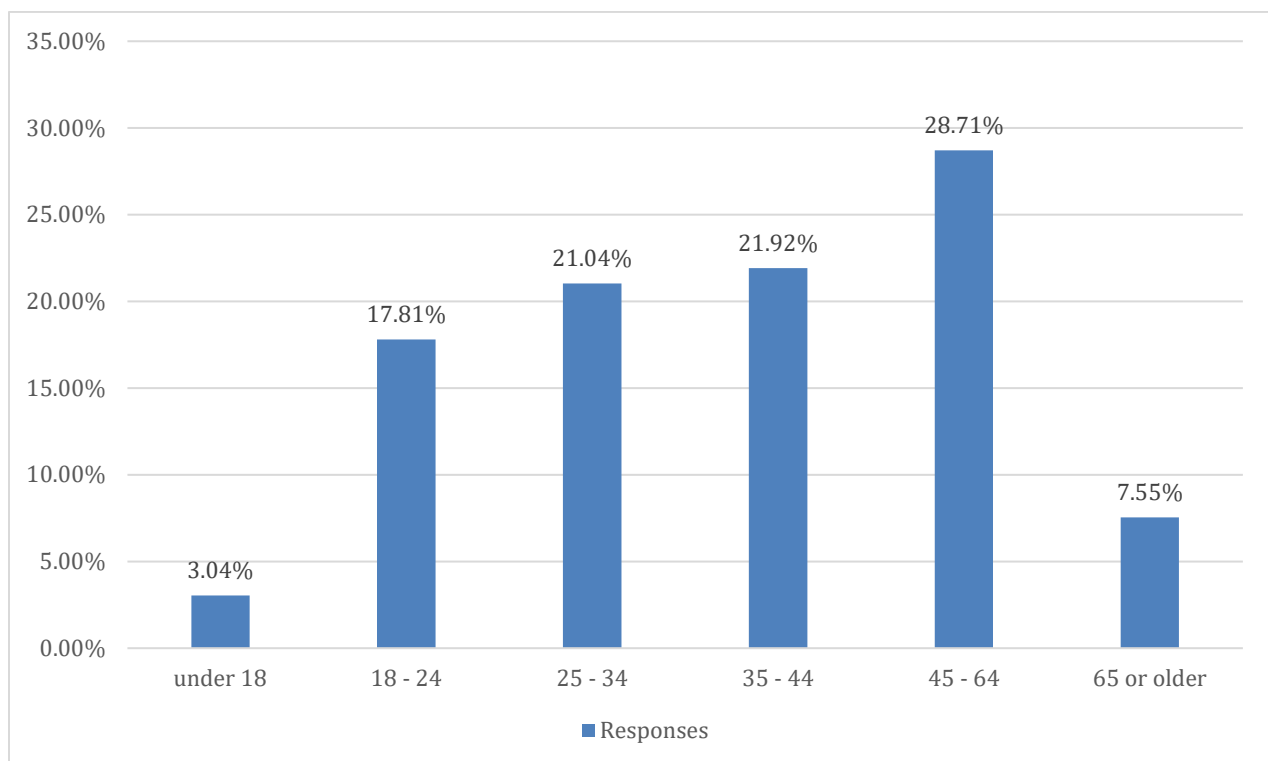
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Question 15: What is your age?

Adults aged 45-64 made up the largest response group (28.7 percent). Persons aged 35-44 also comprised a significant portion of those surveyed (21.9 percent). Another 17.8 percent of respondents cited being age 24 or younger. Relatively few respondents indicated being 65 years of age or older (7.55 percent).

Exhibit 3.26 Respondent Age
n=7,982



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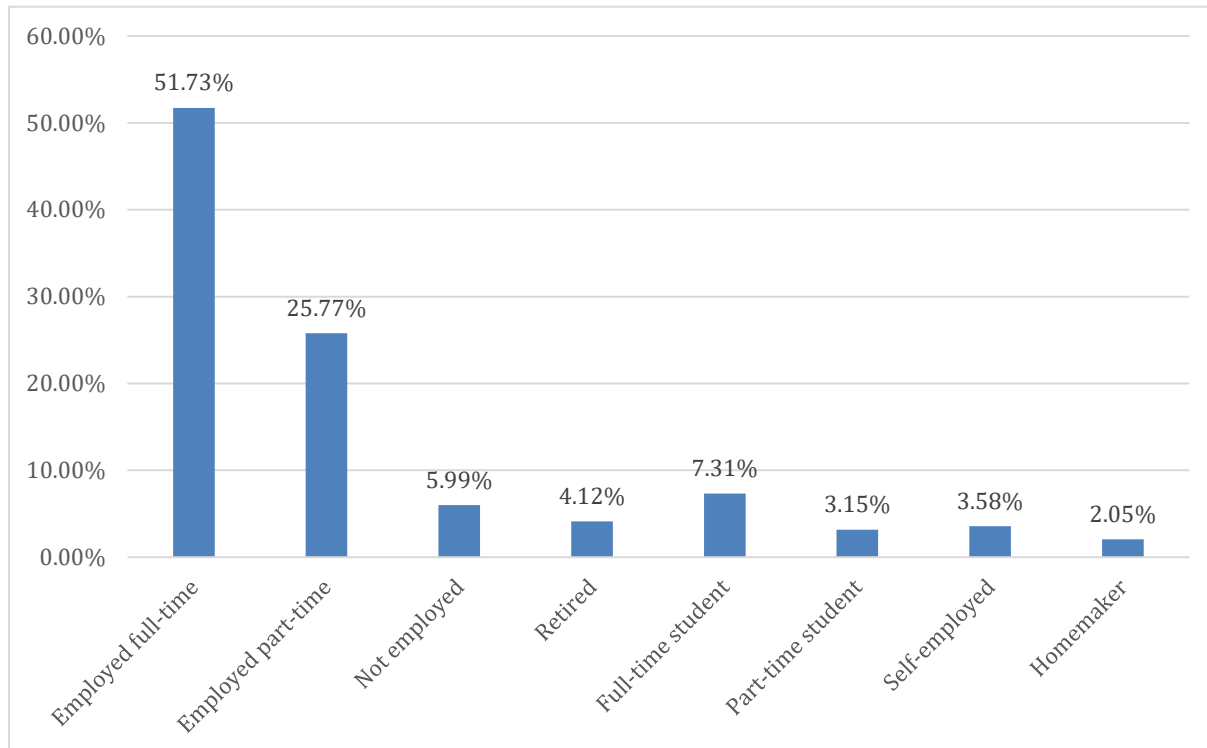
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Question 16: Which of the following describes your status?

More than 77 percent of total respondents indicated being employed at least part-time, which is consistent with the high number of riders traveling to or from work. Only 10.1 percent indicated not being employed or retired, a category that could include those on disability as well as those looking for work. Slightly more than 10 percent said they were either full- or part-time students.

Exhibit 3.27 Employment Status
n=7,982



A data cross-tabulation was run comparing household income with employment status. Of note are the more than 16 percent who cited being employed full-time yet still reported an annual household income of less than \$15,000.

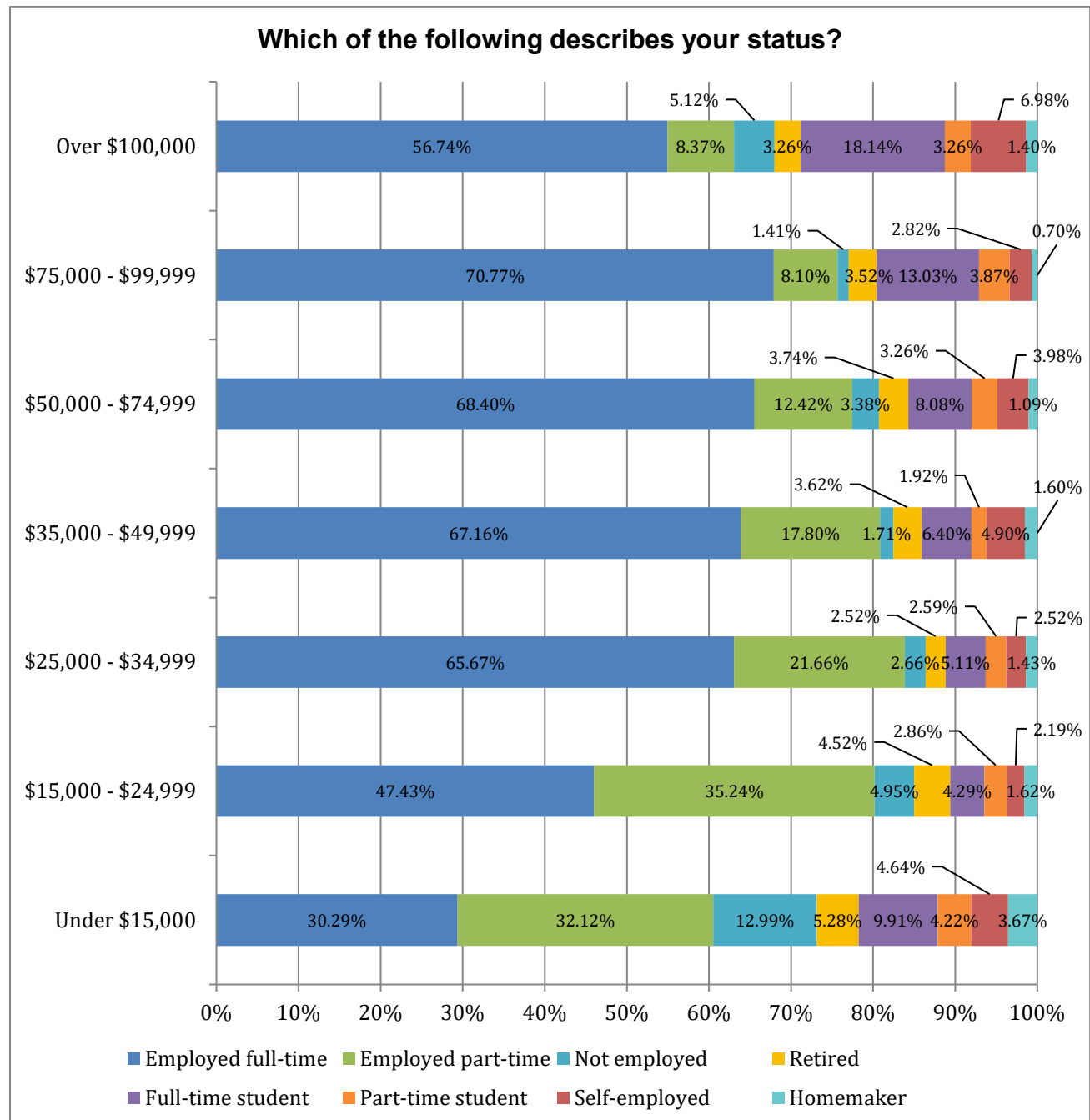


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Exhibit 3.28 Employment Status vs. Income



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Section 2: Tell us about this one-way trip

Question 17: What route are you telling us about for this trip?

Riders were asked to provide the route number of the bus they were riding when the survey was administered. A summary of how many surveys were collected for each route was provided in Exhibit 2.2.



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Question 18: In what community, town, or city did you board this bus?

Riders were asked to indicate the name of the community, town, or city in which they boarded the bus on which they were taking the survey. Origin locations cited by at least one percent of respondents are shown in Exhibit 3.29.

Exhibit 3.29 Boarding Location

Boarding Locations	Responses	
Hempstead	33.37%	2662
Jamaica	7.47%	596
Freeport	6.16%	491
Great Neck	3.12%	249
Queens	2.49%	199
Elmont	1.54%	123
Valley Stream	2.03%	162
Mineola	2.36%	188
Hicksville	5.34%	426
Garden City	3.25%	259
Flushing	0.69%	55
Westbury	2.07%	165
Roosevelt	2.32%	185
Far Rockaway	5.29%	422
Uniondale	2.12%	169
Rockville Centre	3.30%	263
Baldwin	0.90%	72
New Hyde Park	0.78%	62
Nassau	5.16%	412
Lynbrook	2.88%	230
Long Beach	2.24%	179
Franklin Square	0.61%	49
Long Island	2.11%	168
East Meadow	0.50%	40
Roslyn	0.79%	63
Farmingdale	1.10%	88
Answered		7977
Skipped		21



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Question 19: In what community, town, or city will you get off this bus?

Riders were asked to indicate the name of the community, town, or city where they would alight the bus on which they were taking the survey. Destination locations cited by at least one percent of respondents are shown in Exhibit 3.30.

Exhibit 3.30 Alighting Location

Alighting Location	Responses	
Hempstead	25.01%	1996
Jamaica	9.02%	720
Freeport	5.46%	436
Great Neck	3.85%	307
Queens	2.67%	213
Elmont	1.74%	139
Valley Stream	2.02%	161
Mineola	2.32%	185
Hicksville	4.51%	360
Garden City	4.02%	321
Flushing	0.74%	59
Westbury	2.34%	187
Roosevelt	2.78%	222
Far Rockaway	4.60%	367
Uniondale	3.91%	312
Rockville Centre	3.66%	292
Baldwin	1.24%	99
New Hyde Park	1.18%	94
Nassau	4.97%	397
Lynbrook	2.62%	209
Long Beach	3.02%	241
Franklin Square	0.99%	79
Long Island	3.27%	261
East Meadow	0.95%	76
Roslyn	1.83%	146
Farmingdale	1.29%	103
Answered		7982
Skipped		16



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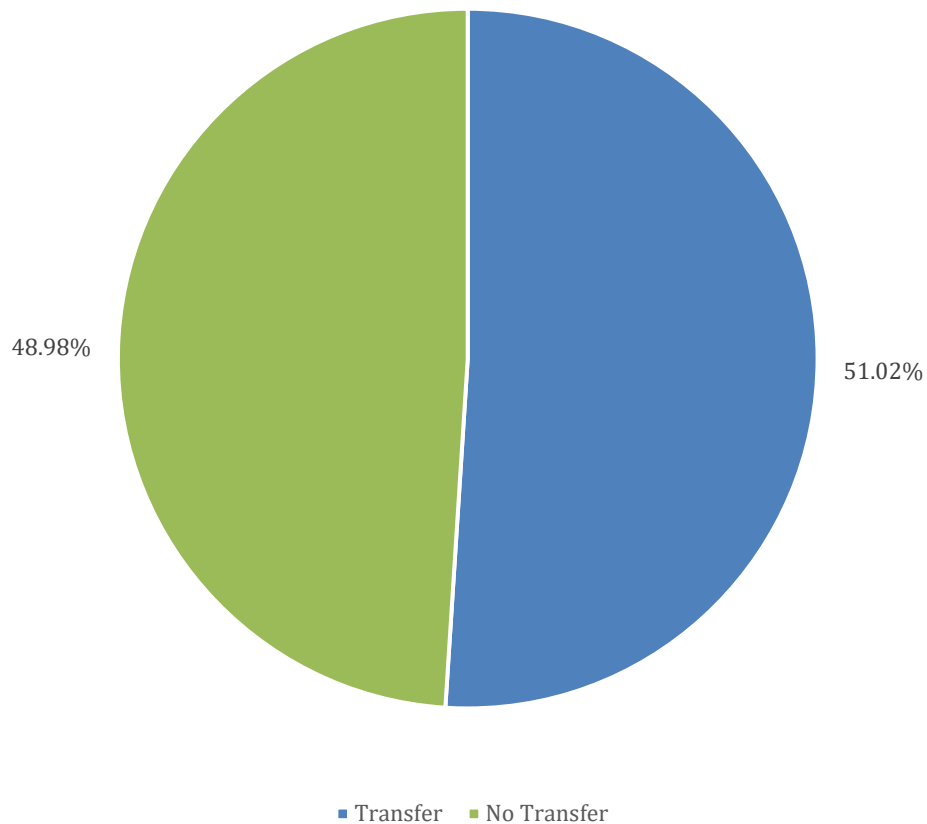
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Question 20: Does this one-way trip include a transfer?

A little more than 51 percent of respondents cited use of a transfer as part of their trip (down from 60 percent in 2019).

Exhibit 3.31 Incidence of Transfer
n=7,982



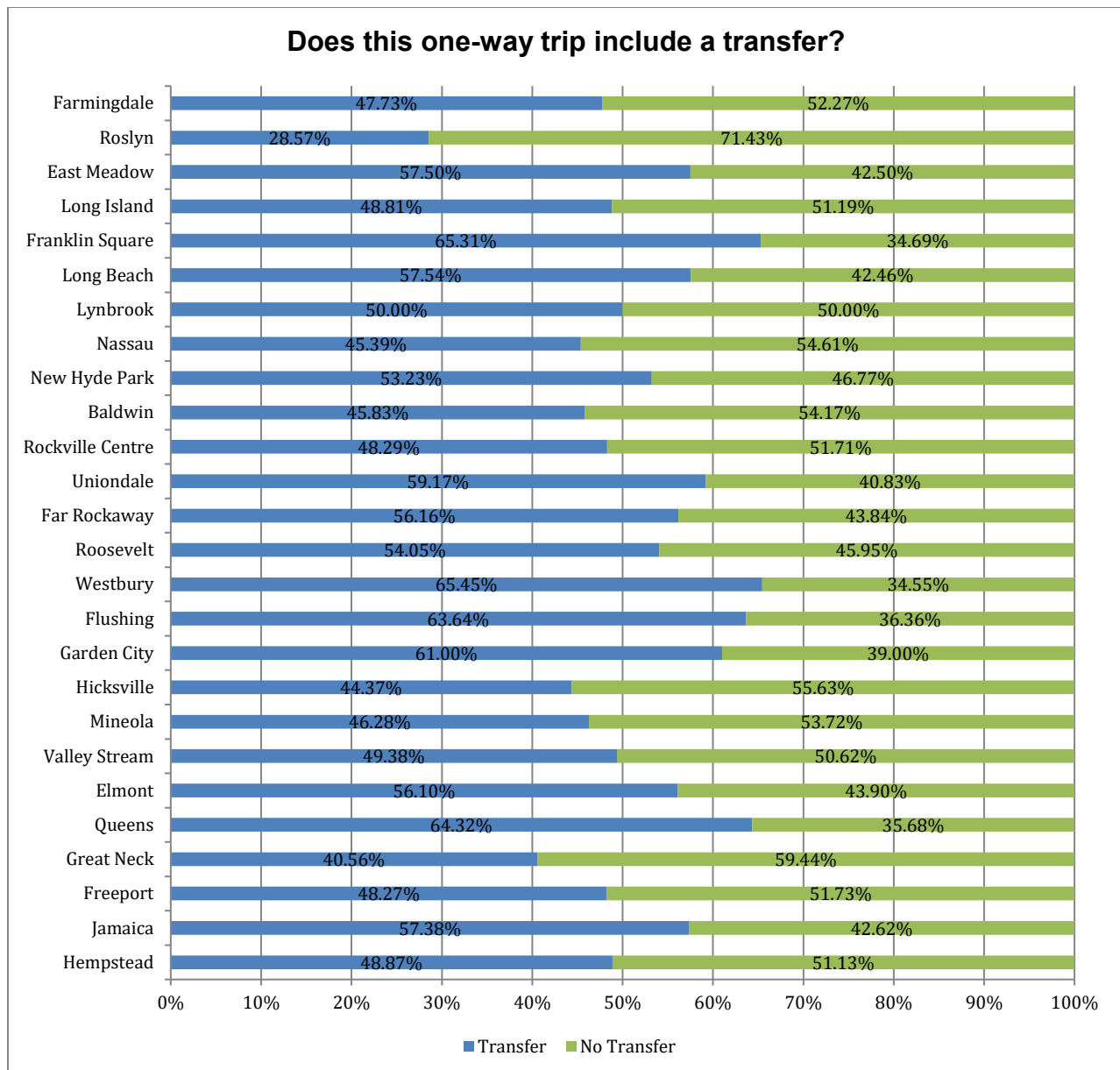
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There was no correlation between respondents who indicated a transfer was part of their trip and the respondent's initial boarding location.

Exhibit 3.32. Incidence of Transfer by Boarding Location



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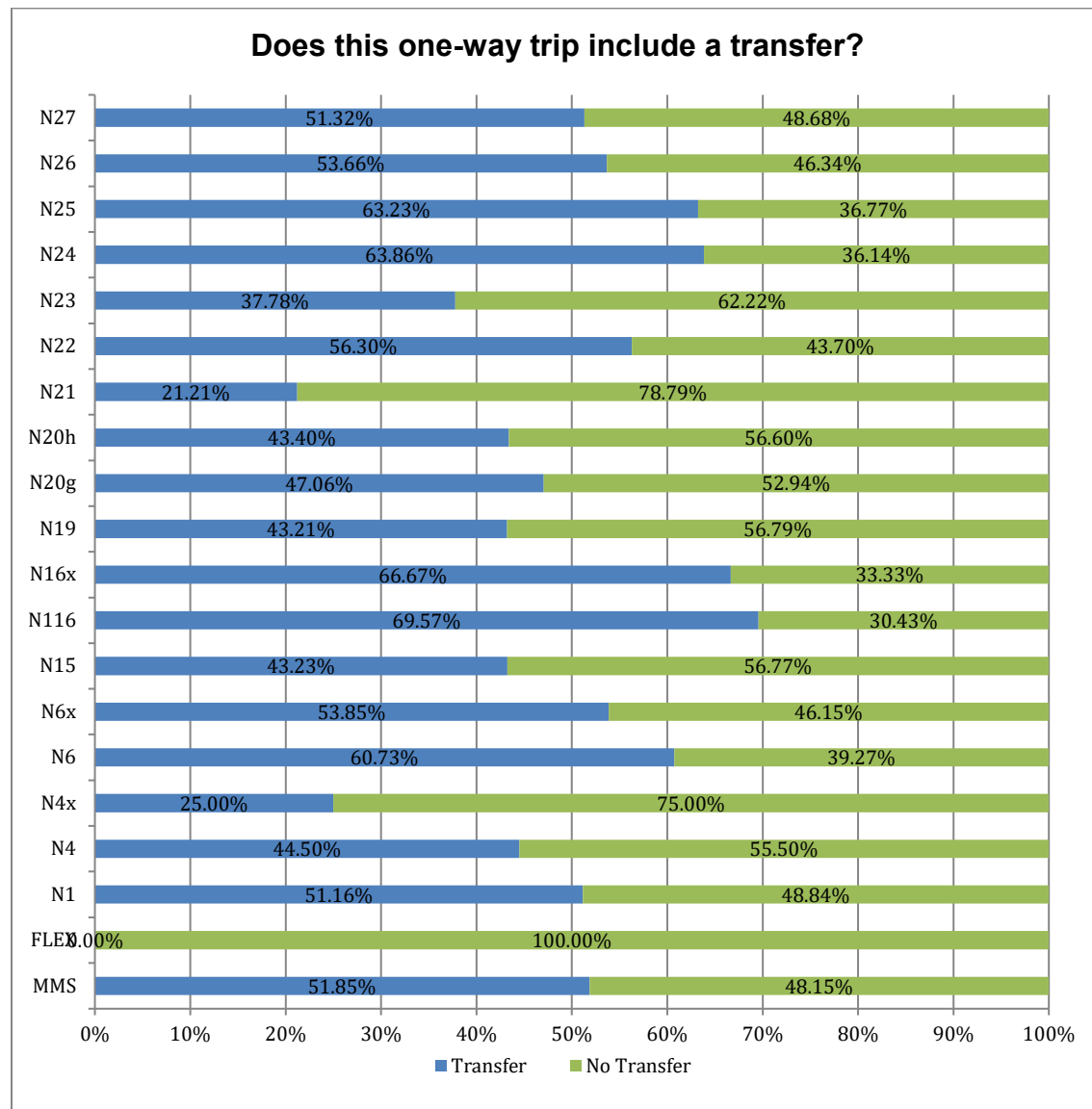
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Exhibits 3.33.a and 3.33.b illustrate the number of riders who indicated a trip transfer by route surveyed.

This data cross-tabulation was divided into two charts to improve readability. Route n19 featured the highest percentage of transfers (72.5 percent), while Route n26 featured the lowest (40.8 percent).

Exhibit 3.33.a Incidence of Transfer by Route (n1 – n27, MMS, FLEX)

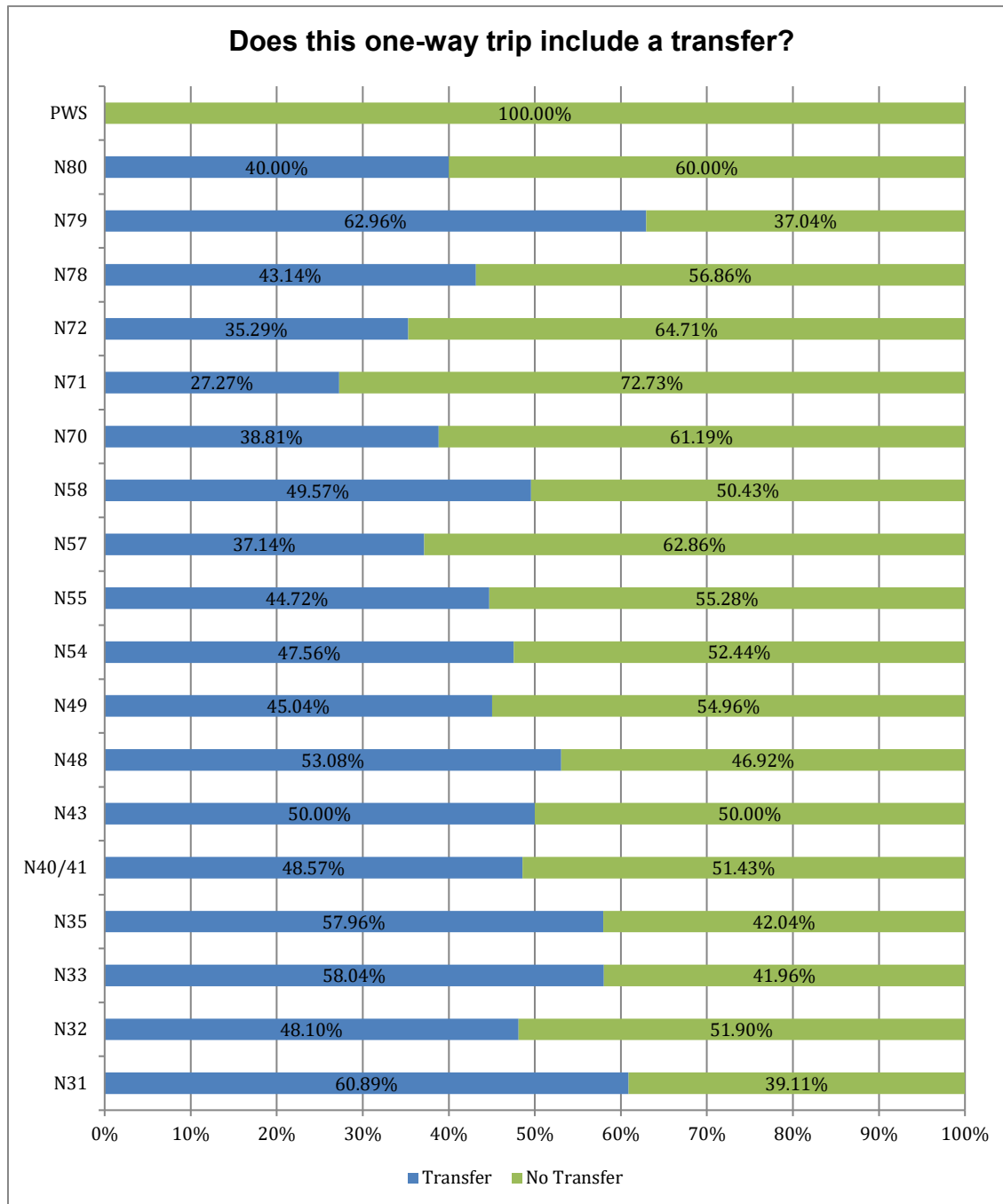


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Exhibit 3.33.b Incidence of Transfer by Route (n31 –n80, PWS)



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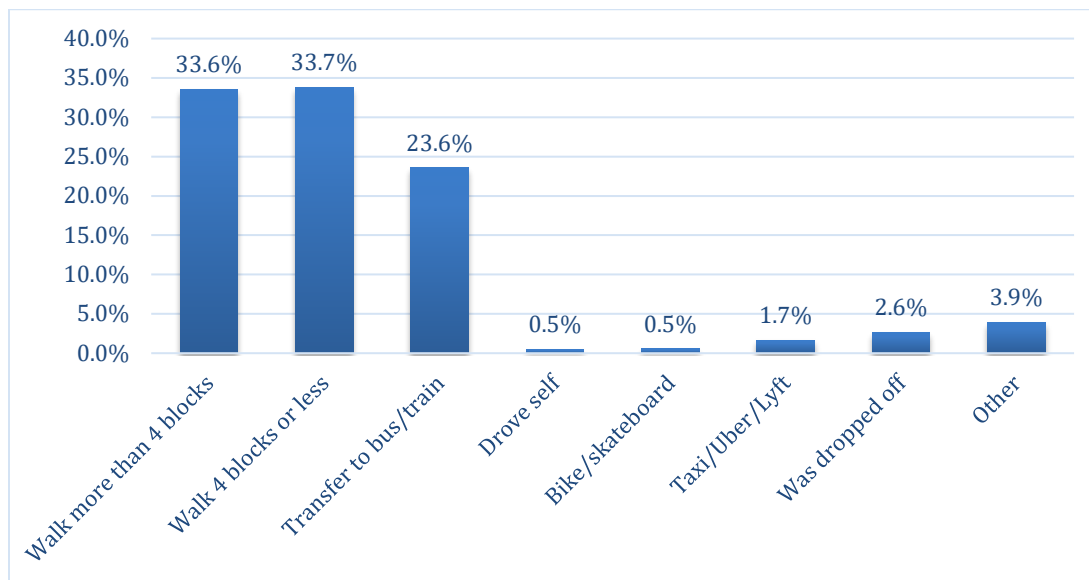
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Question 21: How did you get to the bus stop where you boarded this bus?

The majority of respondents (67.2 percent) indicated walking to the bus stop, with 33.7 percent walking four blocks or less. Nearly 24 percent transferred from another bus or train. Few respondents reported biking or skateboarding to the bus stop (0.5 percent).

Exhibit 3.34 Bus Stop Access

n=7,982



Route n21 had the highest incidence of riders walking more than four blocks (51.5 percent). Route n6X had the highest percentage transferring to/from another bus or train (46.2 percent). Route n16X had the highest incidence of riders being dropped off at the bus stop (8.3 percent).

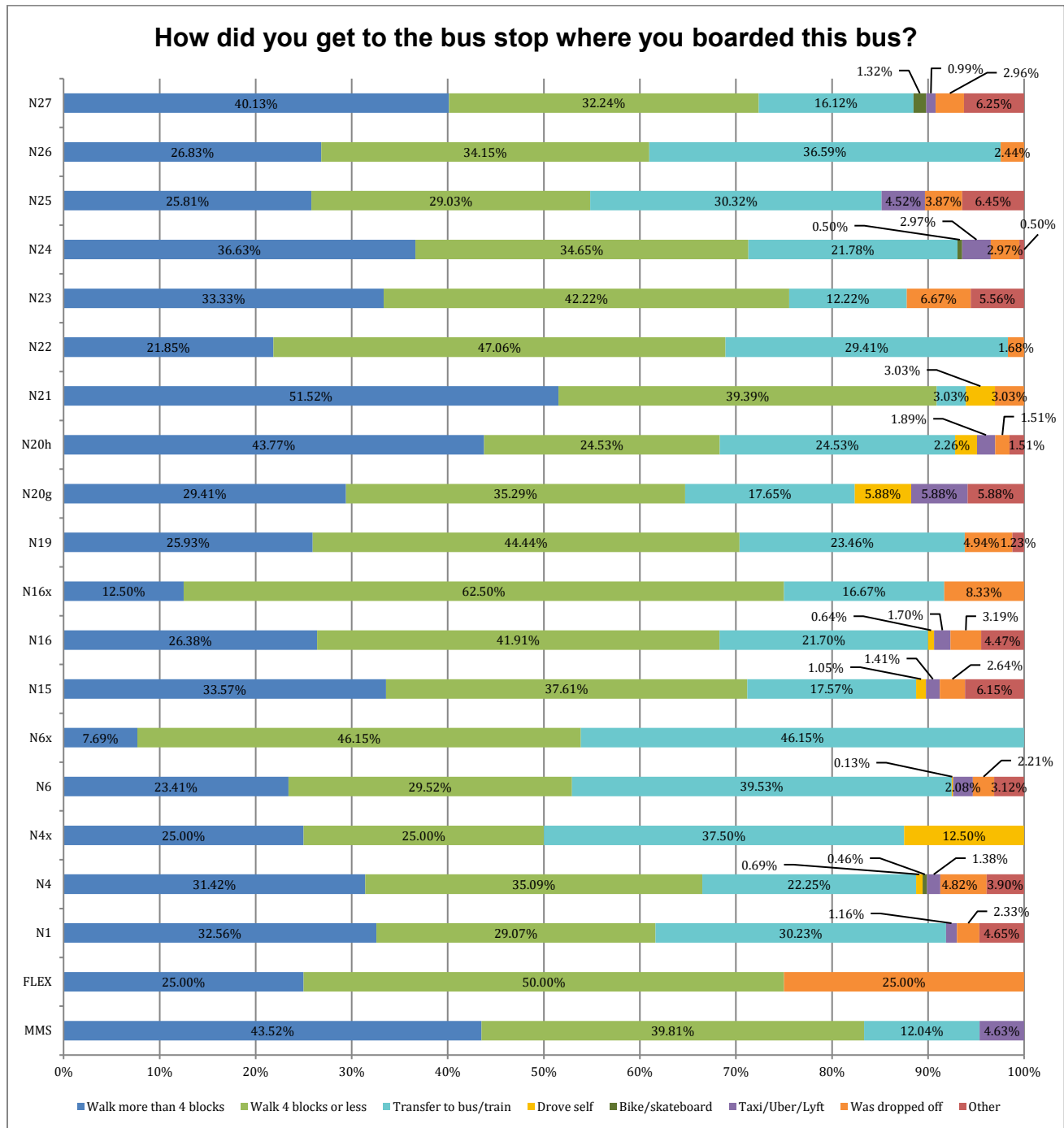


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Exhibit 3.35.a Bus Stop Access by Route (MMS, FLEX, n1 – n27)

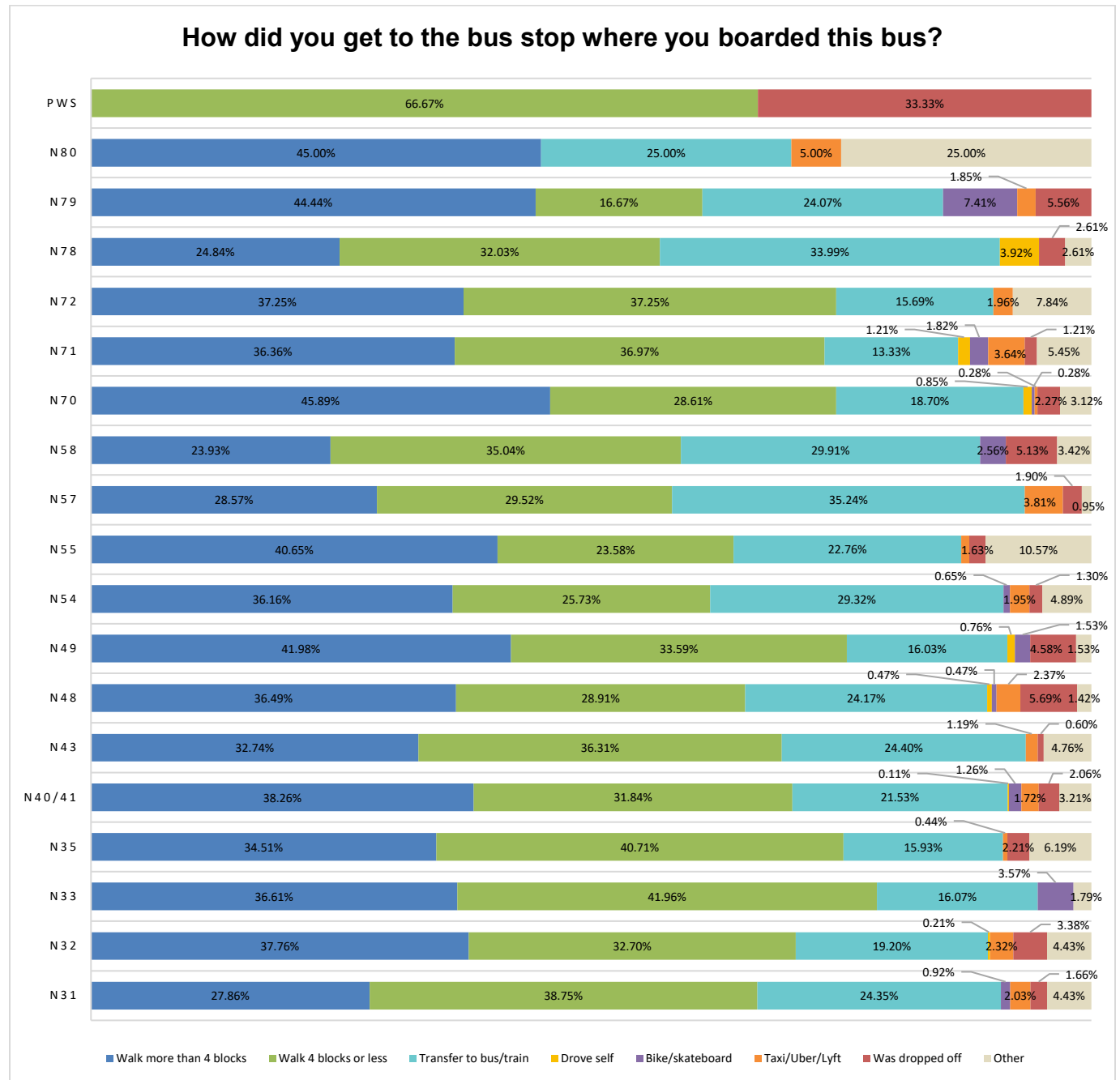


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Exhibit 3.35.b Bus Stop Access by Route (n31 – n80, PWS)



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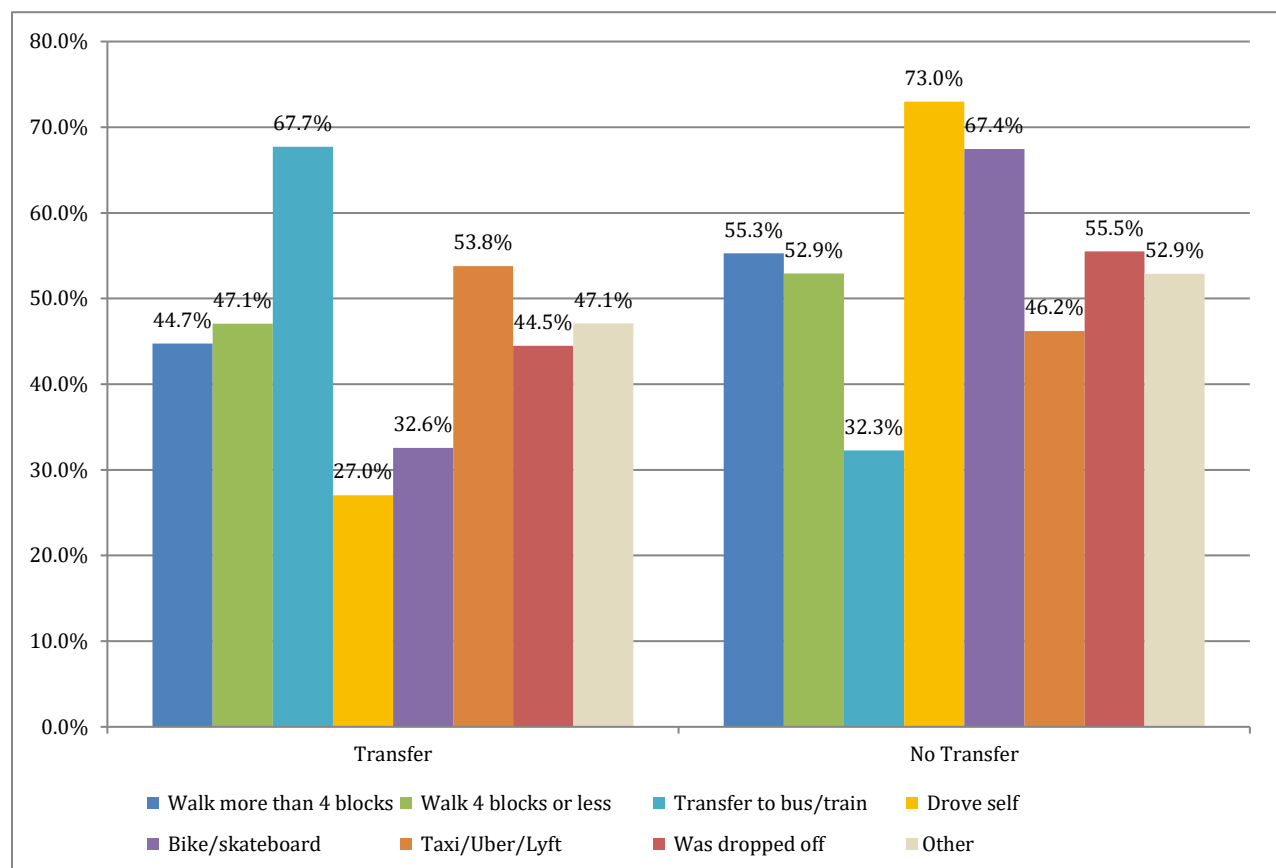
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As Exhibit 3.36 illustrates, there were no significant differences in bus stop “destination” access for respondents who transferred or who did not transfer.

Interestingly, a fairly significant number of respondents (32.3 percent) who reported their NICE trip did not include a transfer indicated accessing the bus stop via a transfer from another bus or train. The cause for this discrepancy is unclear.

Exhibit 3.36 Bus Stop Origin Access vs. Incidence of Transfer



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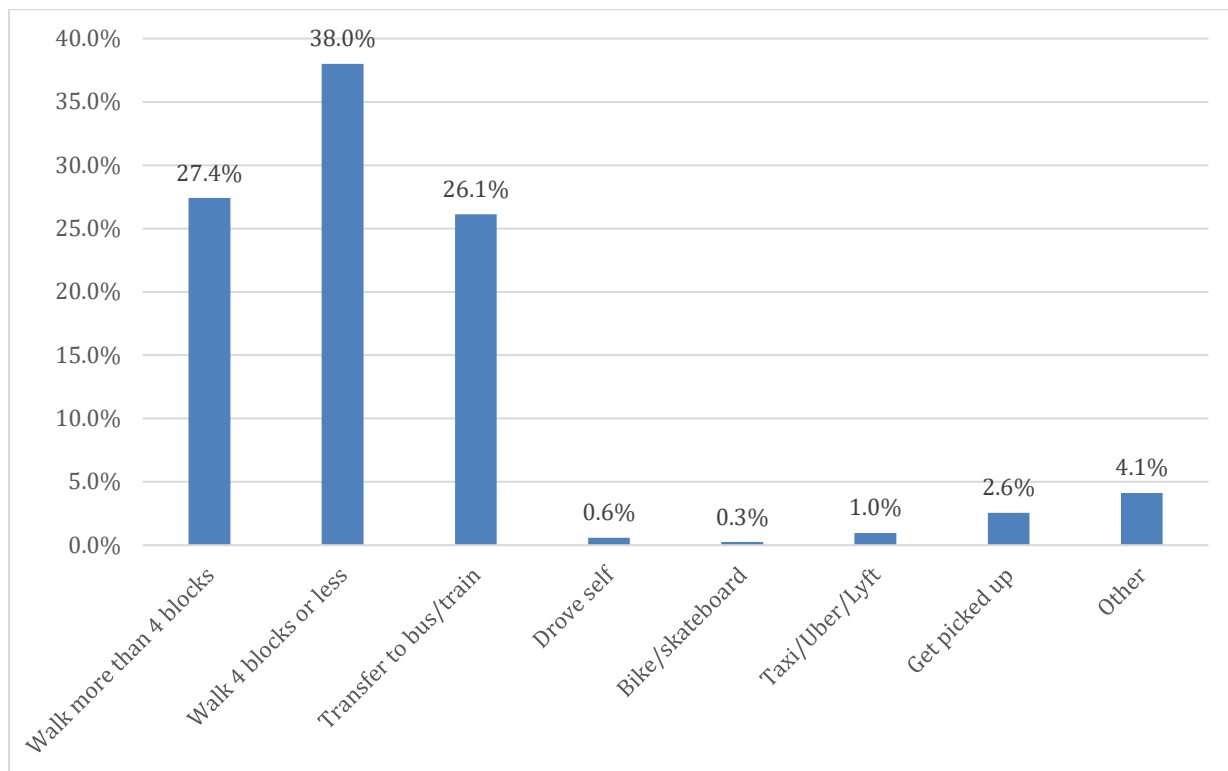
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Question 22: How will you travel to your destination once you get off this bus?

Similar to responses to Question 21, the majority of respondents (65.4 percent) indicated they would travel to their destination on foot once they alight the bus. Thirty eight percent would travel less than four blocks. About 26 percent would transfer to another bus or train.

Exhibit 3.37 Destination Access

n=7,982



Route n21 had the highest percentage of riders walking to their destination (90.9 percent). Route n21 also had the highest incidence of riders walking more than four blocks (51.5 percent), while Route n6X had the lowest (7.7 percent).

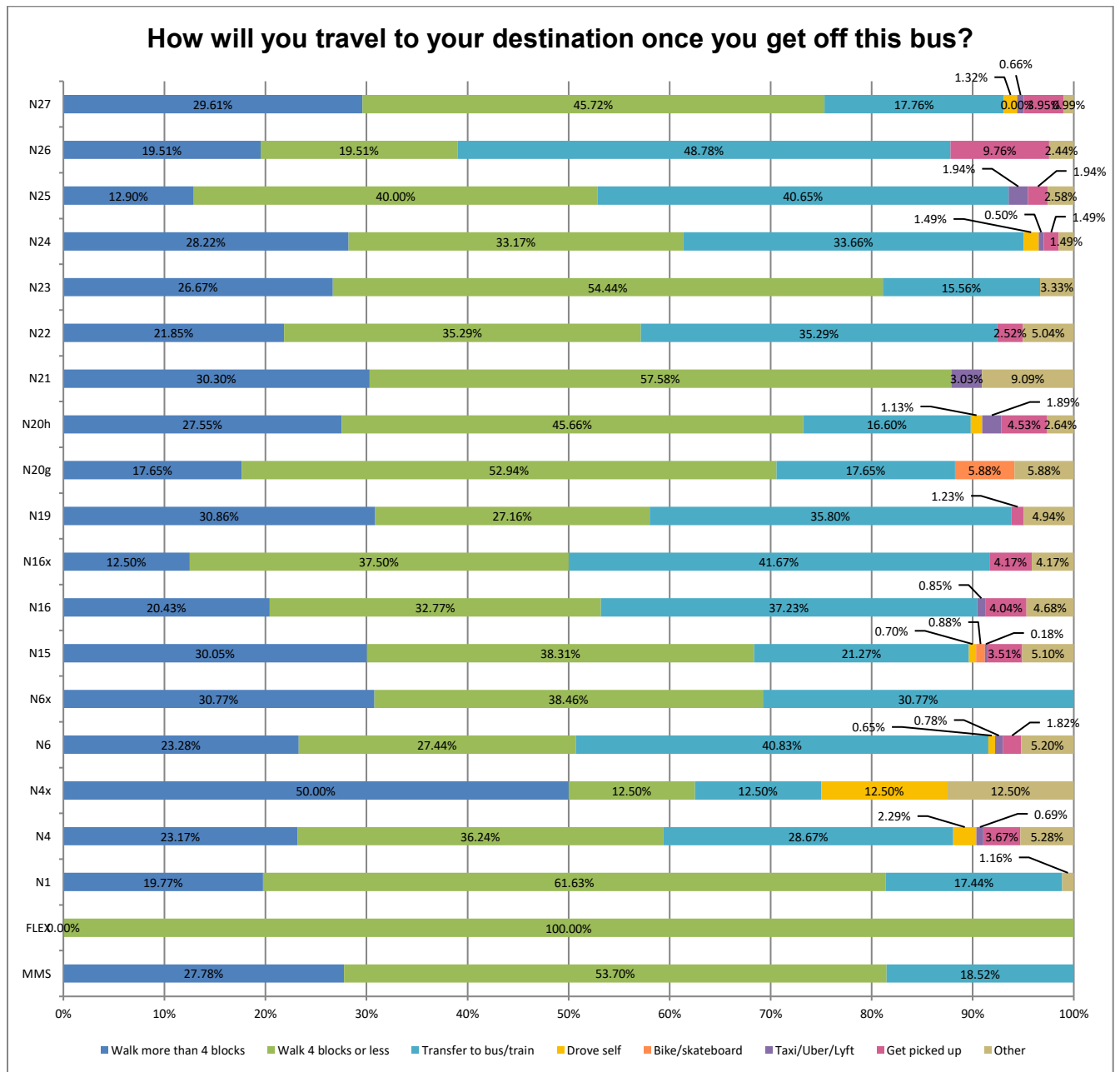


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Exhibit 3.38.a Destination Access by Route (n1 – n27, MMS, FLEX)
n=7,982

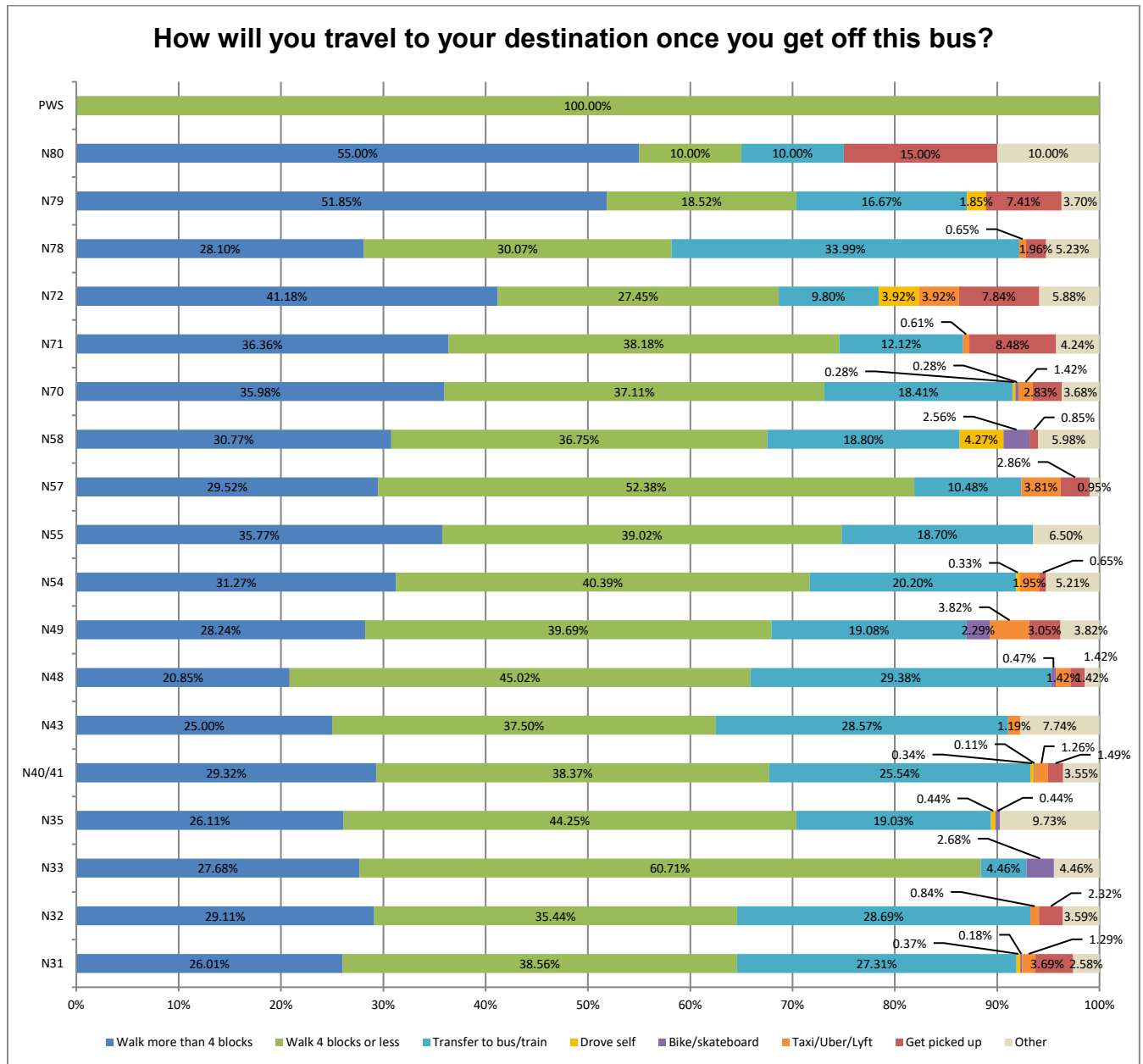


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Exhibit 3.38.b Destination Access by Route (n31 – n80, PWS)
n=7,982



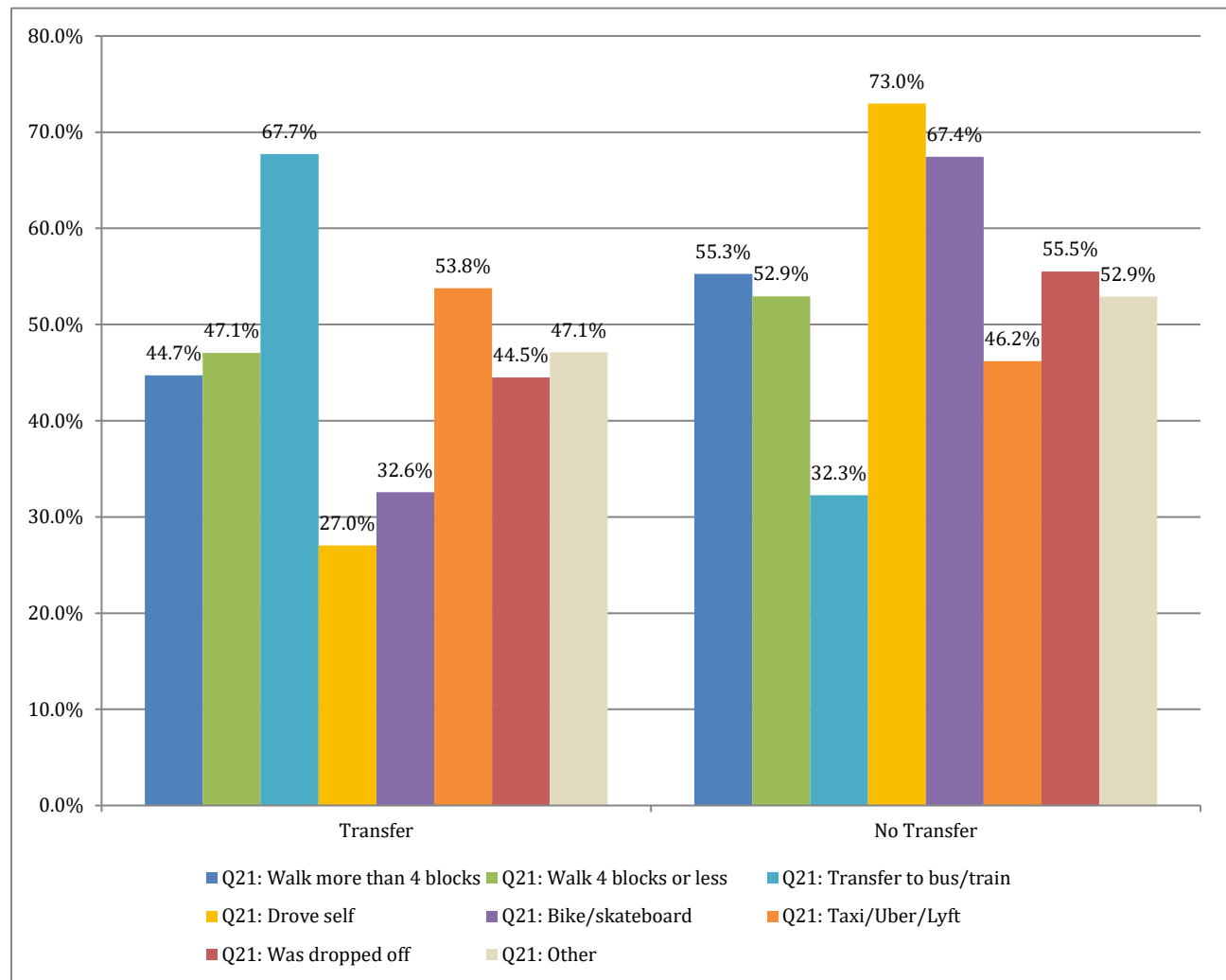
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Riders whose trip did not include a transfer were significantly more likely (52.9 percent) to walk four blocks or less to their final destination than those who did (47.1 percent). About 32 percent of riders who said their trip did not include a transfer indicated that they transferred from a bus or train. The reason for this discrepancy is unclear.

Exhibit 3.39 Destination Access vs. Incidence of Transfer
n=7,982



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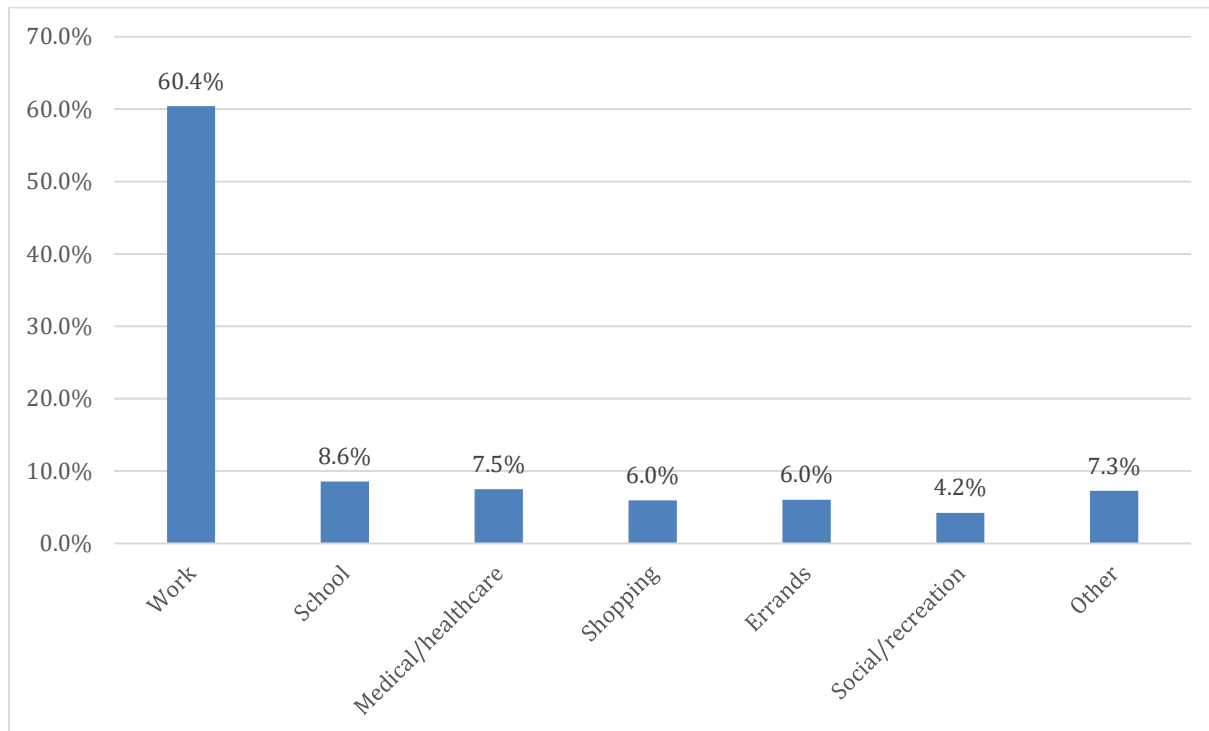
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Question 23: What is the primary purpose for the trip that includes this bus that you are currently riding?

Work was the most frequently cited trip purpose (60.4 percent), followed by school (8.6 percent).

Exhibit 3.40 Trip Purpose
n=7,982



Trip purpose was assessed by route to identify on which routes specific trip purposes were concentrated (Exhibits 3.41.a and 3.41.b). While work was the primary trip purpose overall, the highest percentages of work trips were noted on the Mercy Medical Shuttle (91.7 percent) and Route n6X (84.6 percent). Routes with the lowest percentage of work trips include Route n16X (37.5 percent) and Route n43 (49.1 percent). School was also a frequent trip purpose on Route n43 (31.1 percent) and Route n16 (42.3 percent). Route n16 serves Nassau Community College and Molloy College⁹, while Route n43 serves Nassau Community College and Hofstra University¹⁰.

9 Nassau Inter-County Express, N16 Route Map, <https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n16>, Accessed 1/27/2022.

10 Nassau Inter-County Express, N43 Route Map, <https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n43>, Accessed 1/27/2022.



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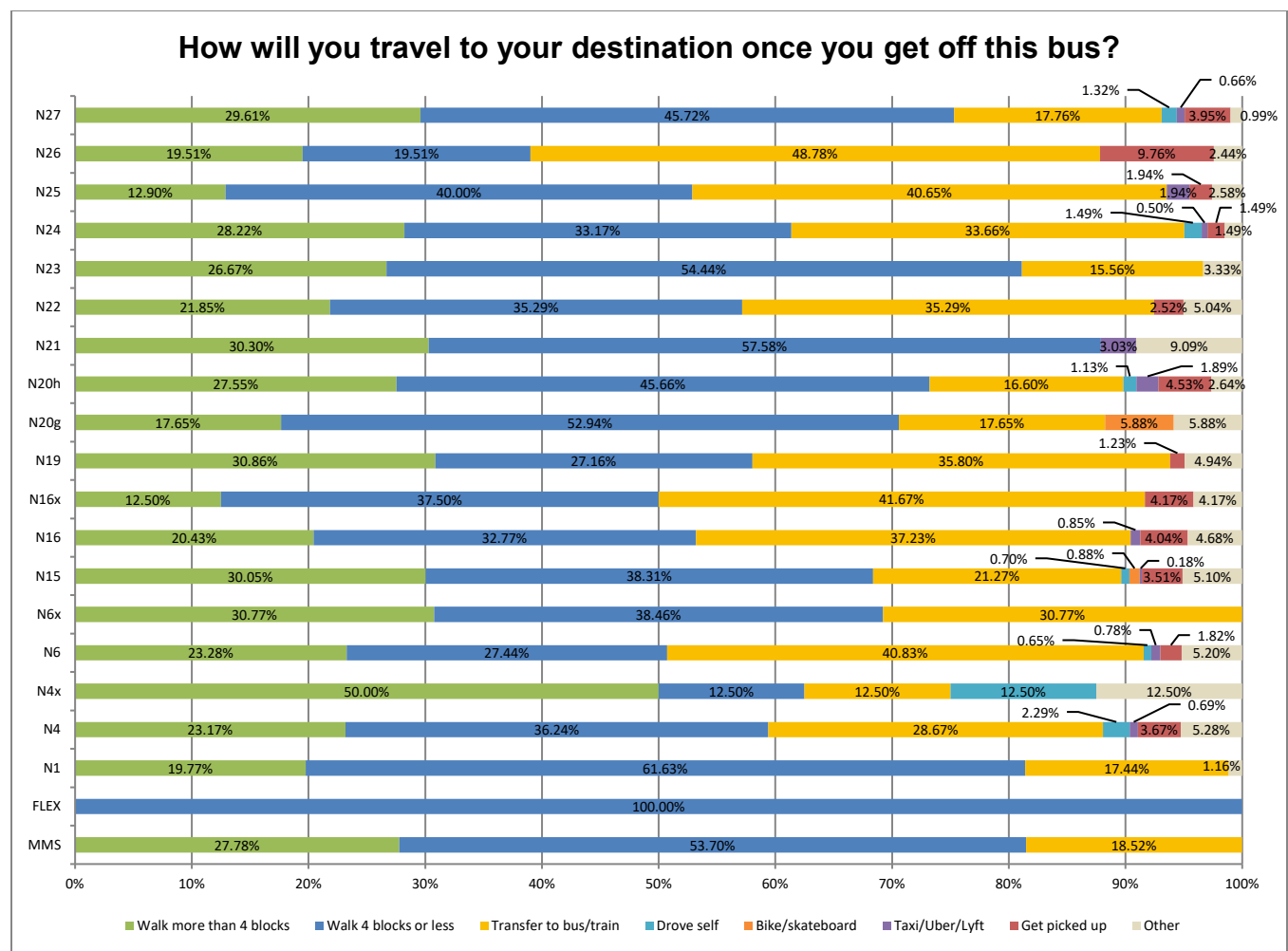
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Healthcare, while not a primary trip purpose for most respondents, was cited most frequently on Route N4X (25 percent) which serves Franklin Hospital, Long Island Jewish Hillside Medical Center, and North Shore University Hospital¹¹.

While shopping was also not a frequently cited trip purpose, it was observed most often on Route n55 (Sunrise Mall) (22 percent), Route n20g (17.6 percent), and Route n4X (12.5 percent).

Exhibit 3.41.a Trip Purpose by Route (n1 – n27, MMS, FLEX)



¹¹ Nassau Inter-County Express, N4x Route Map, <https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n4X>, Accessed 1/27/2022.

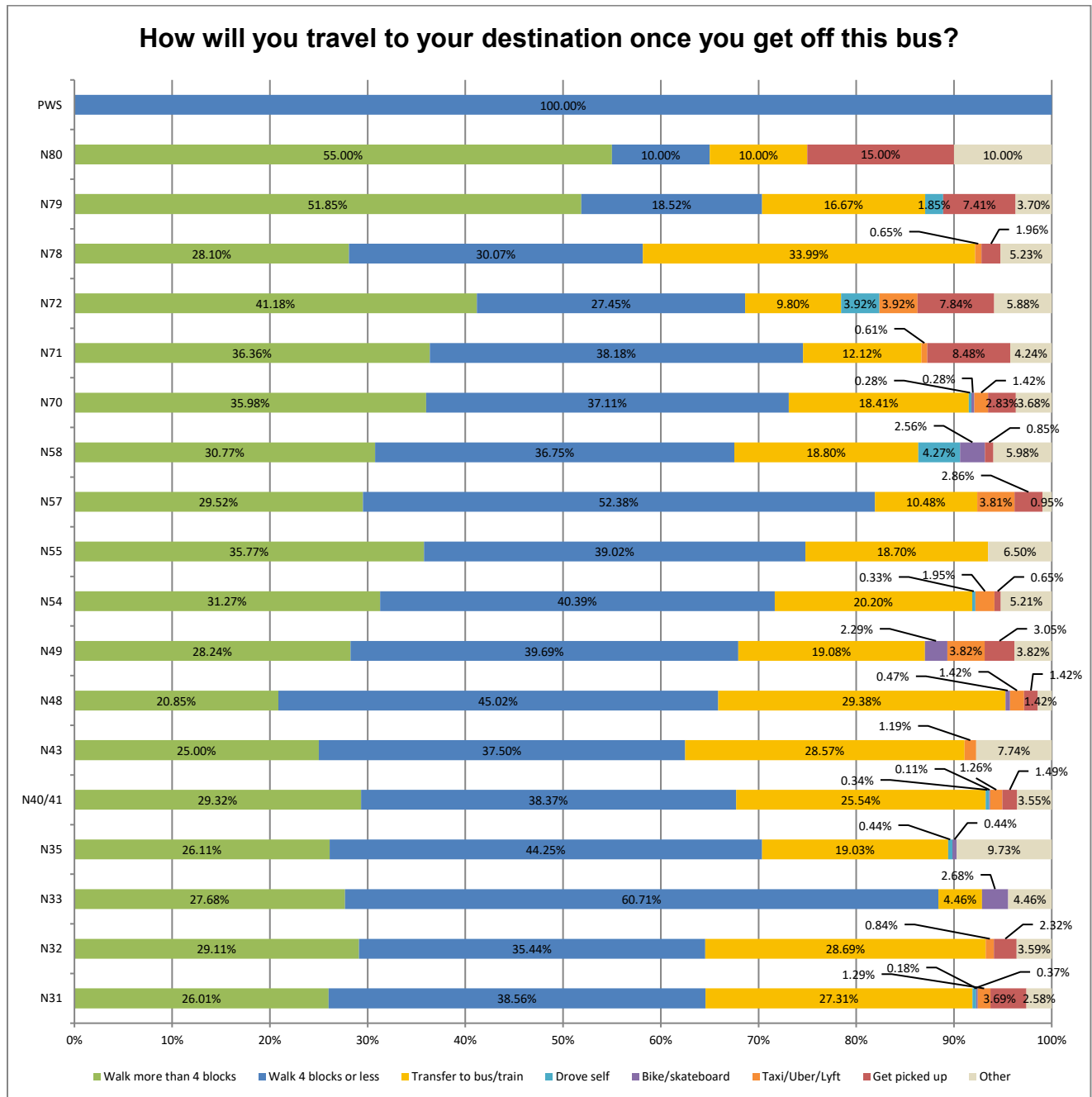


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Exhibit 3.41.b Trip Purpose by Route (n31 – n80, PWS)



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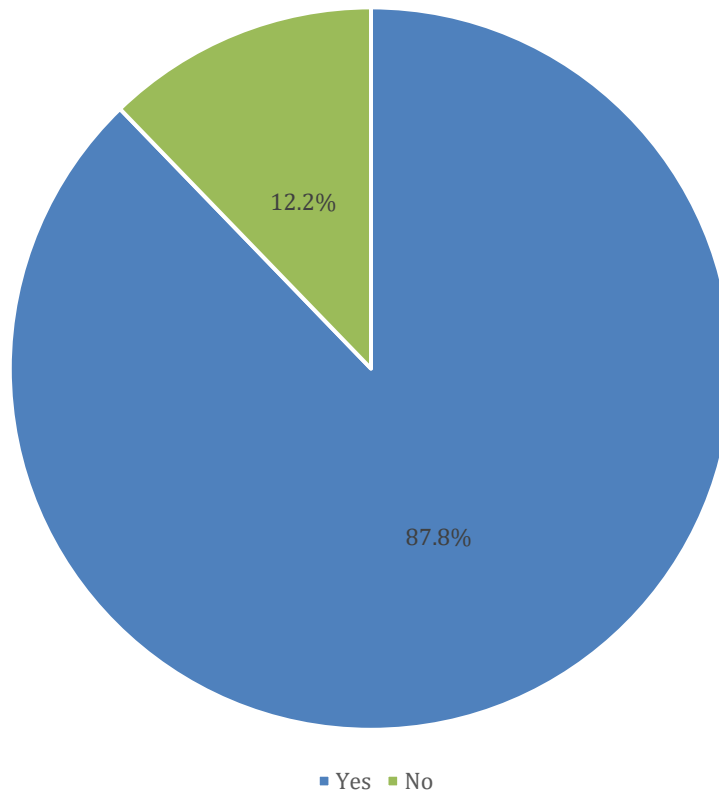
Section 3: Tell us about your travel habits

Question 24: Do you own or have access to a smartphone?

Nearly 88 percent of respondents indicated having access to a smartphone, an increase from 84 percent in 2019.

Exhibit 3.42 Access to Smartphone

n=7,982



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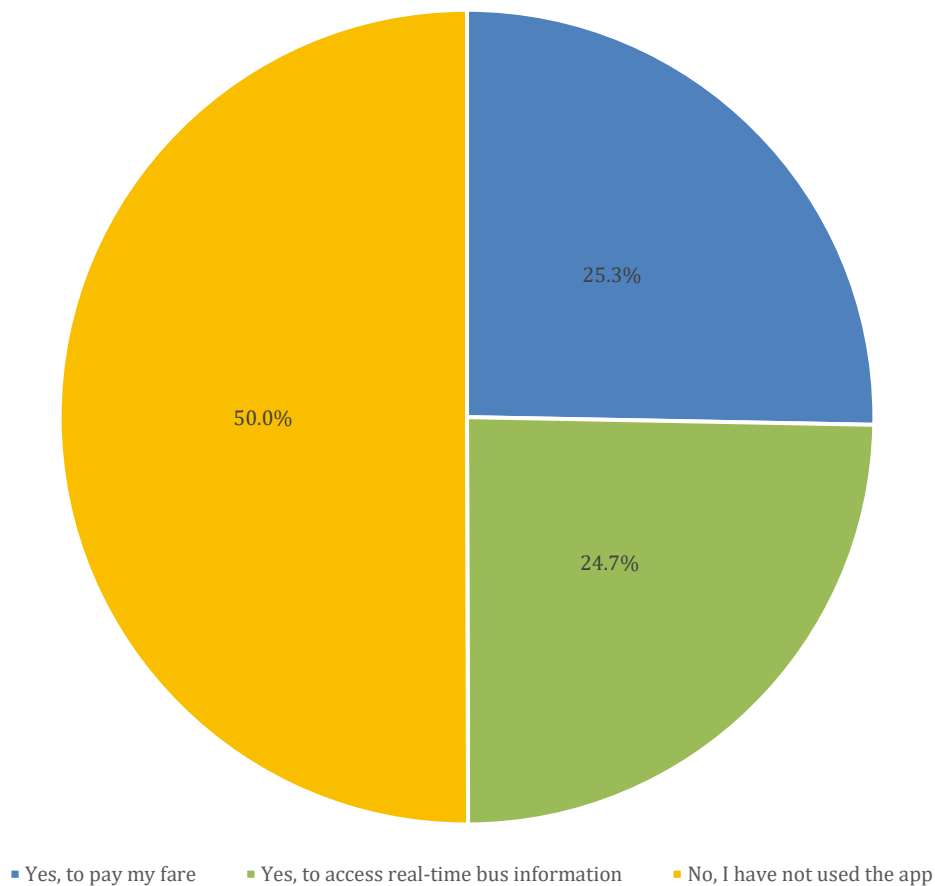
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Question 25: Have you used NICE's GoMobile transit app?

The prevalence of smartphone access appears to have translated to appreciable usage of NICE's GoMobile app (50 percent). Although half (50 percent) of riders may not utilize the app the percentage of non-users had decreased since 2019 (66.7 percent).

Exhibit 3.43 Usage of GoMobile app
n=7,982



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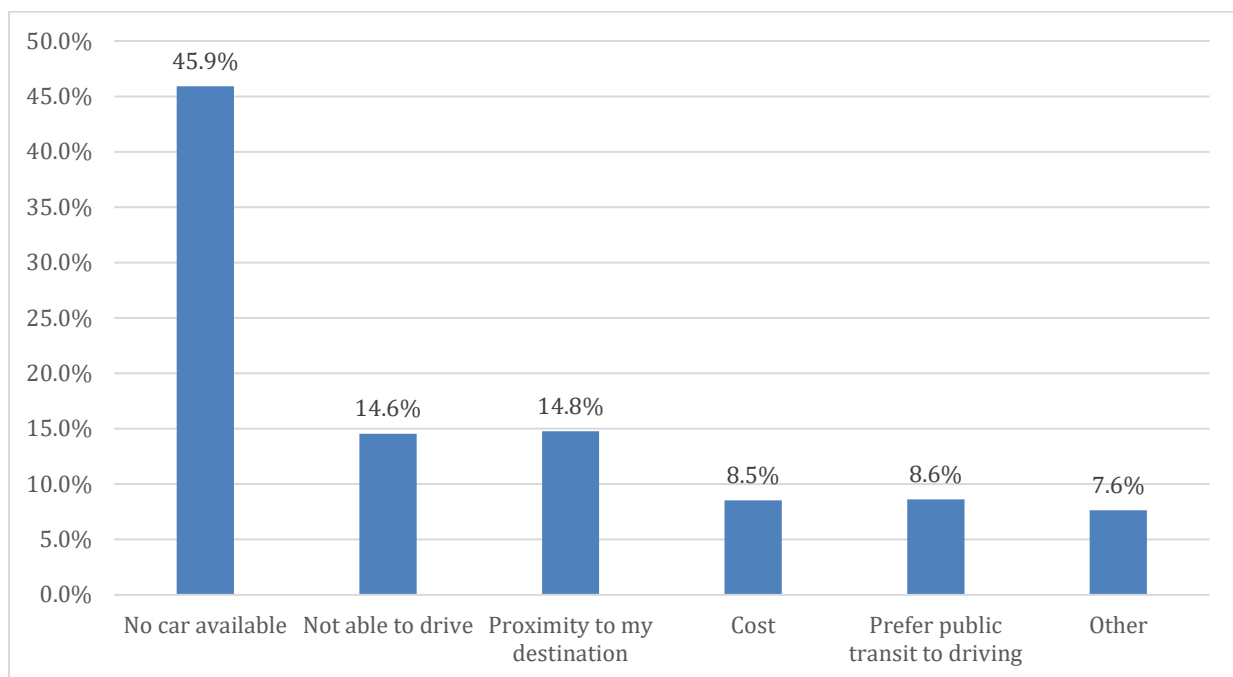
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Question 26: What is your primary reason for choosing NICE for this trip?

Absence (or lack of access to) of a personal vehicle is the reason 45.9 percent of respondents cited for using NICE. Another 14.6 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. Close to 15 percent of respondents cited proximity to destination as a reason for riding NICE. Few respondents (8.6 percent) indicated a preference for public transit as their reason for riding NICE.

Exhibit 3.44 Reason for Riding *n=7,982*



While vehicle absence (or lack of access) is a dominant reason for selecting NICE, it did not occur equally across all routes. Respondents on the n20g (11.8 percent) and FLEXI route (0 percent) had the lowest incidence of respondents who ride because they lack access to a personal vehicle, while Route n4X had the highest (75 percent). Route n6 had the highest percentage of riders who choose NICE based on cost (25 percent). Route n20g had the highest percentage who ride because of proximity to their destination (52.9 percent). Route n78 also had 19.7 percent who prefer riding public transit to driving.

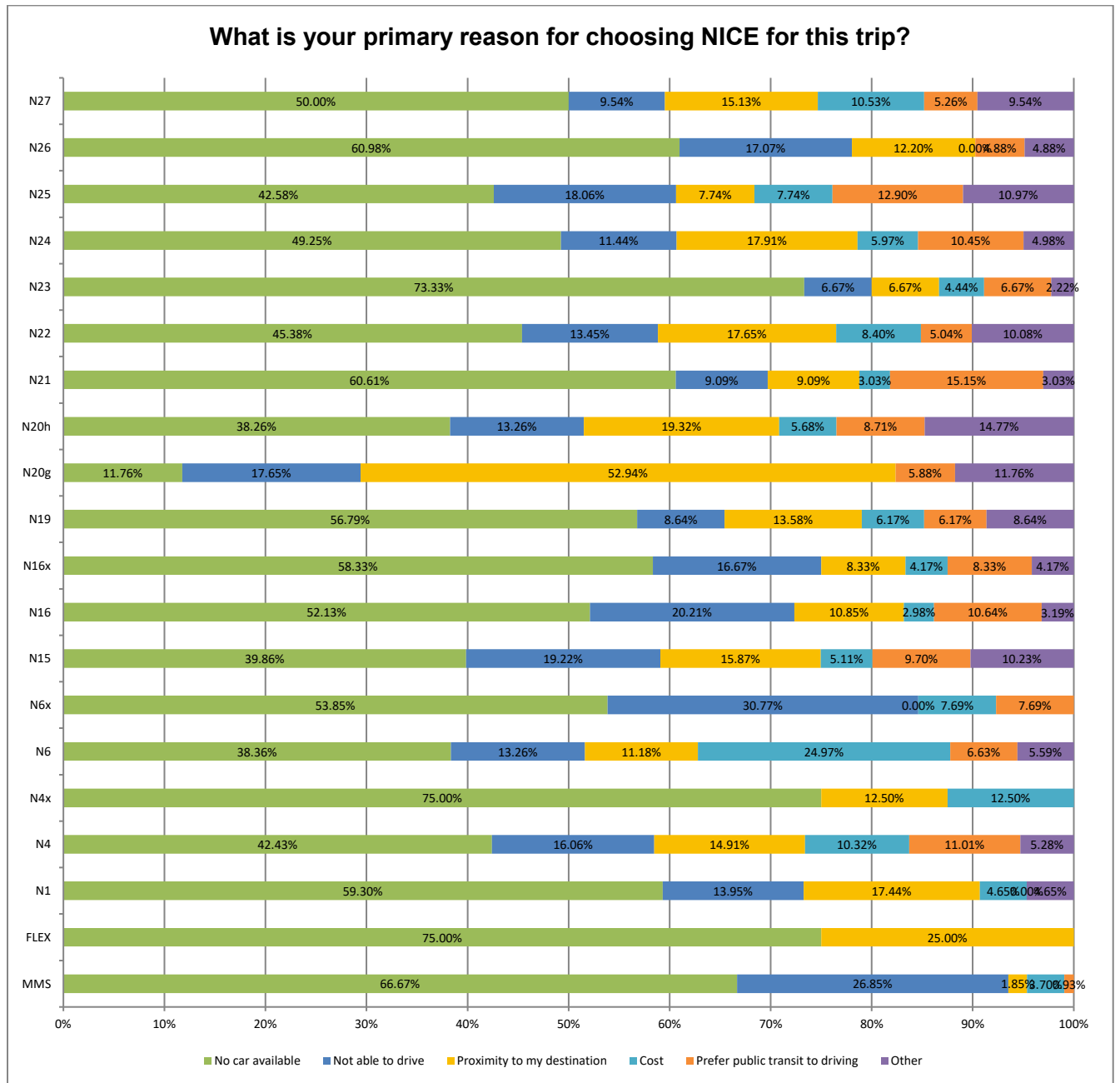


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Exhibit 3.45.a Reason for Riding by Route (n1 – n27, MMS, FLEX)
n=7,982

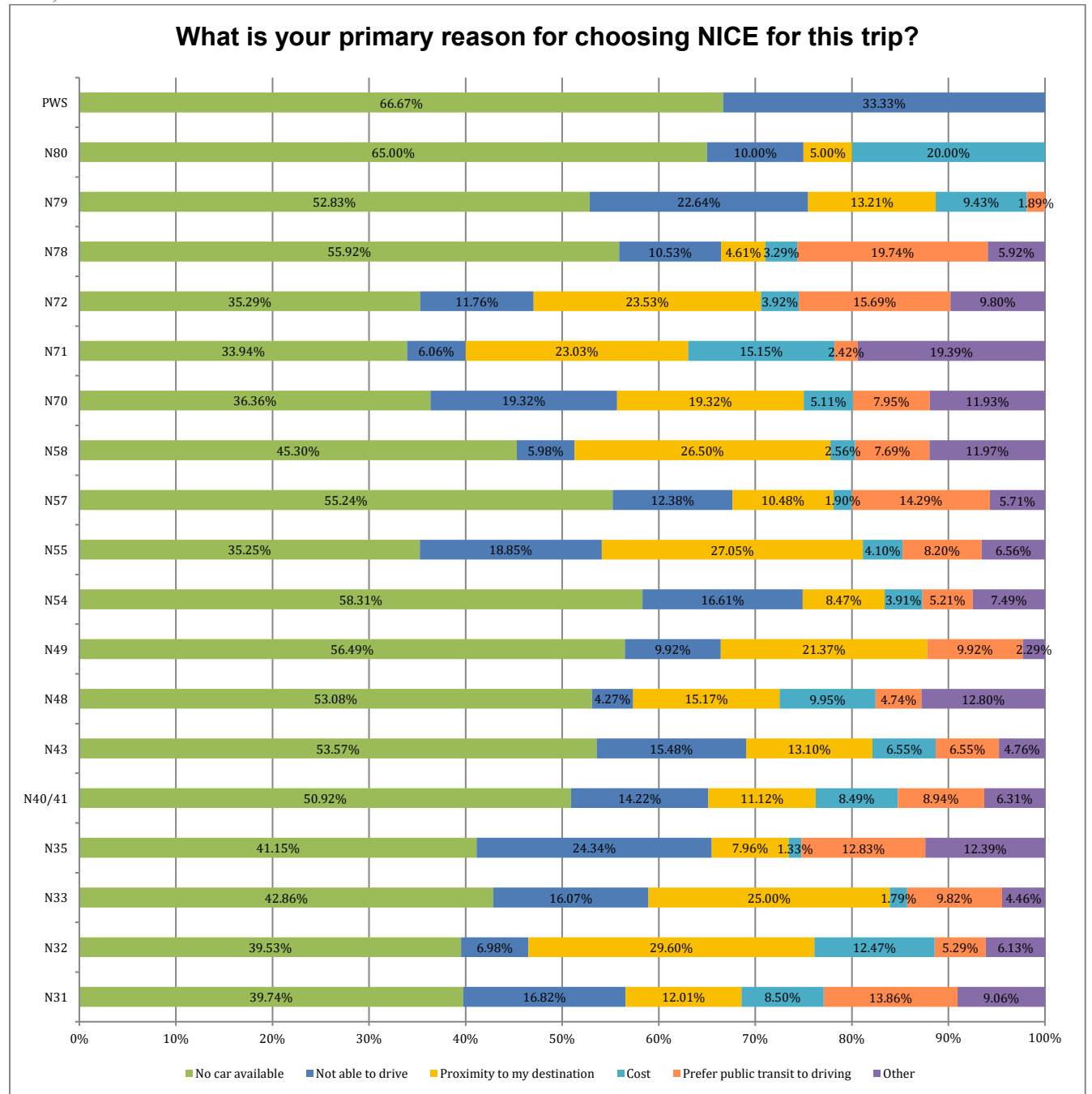


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Exhibit 3.45.b Reason for Riding by Route (n31 – n80, PWS)
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To further analyze the reasons for selecting NICE by individual route, respondents were grouped based on cost, vehicle access, inability 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.)

The MMCS had the highest percentage of respondents classified as “ride-dependent” (93.6 percent), followed by Route n6X (84.6 percent), Route n26 (78 percent), Route n80 (75 percent) and Route n4x (75 percent). The n20g route had the highest percentage of respondents classified as “choice riders” in terms of motivator (58.8 percent), followed by Route n32 (47.4 percent), Route n55 (39.3 percent).



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Exhibit 3.46.a Rider Category (Based on Reason for Riding) by Route (n1 – n27, MMS, FLEX)
n=7,982

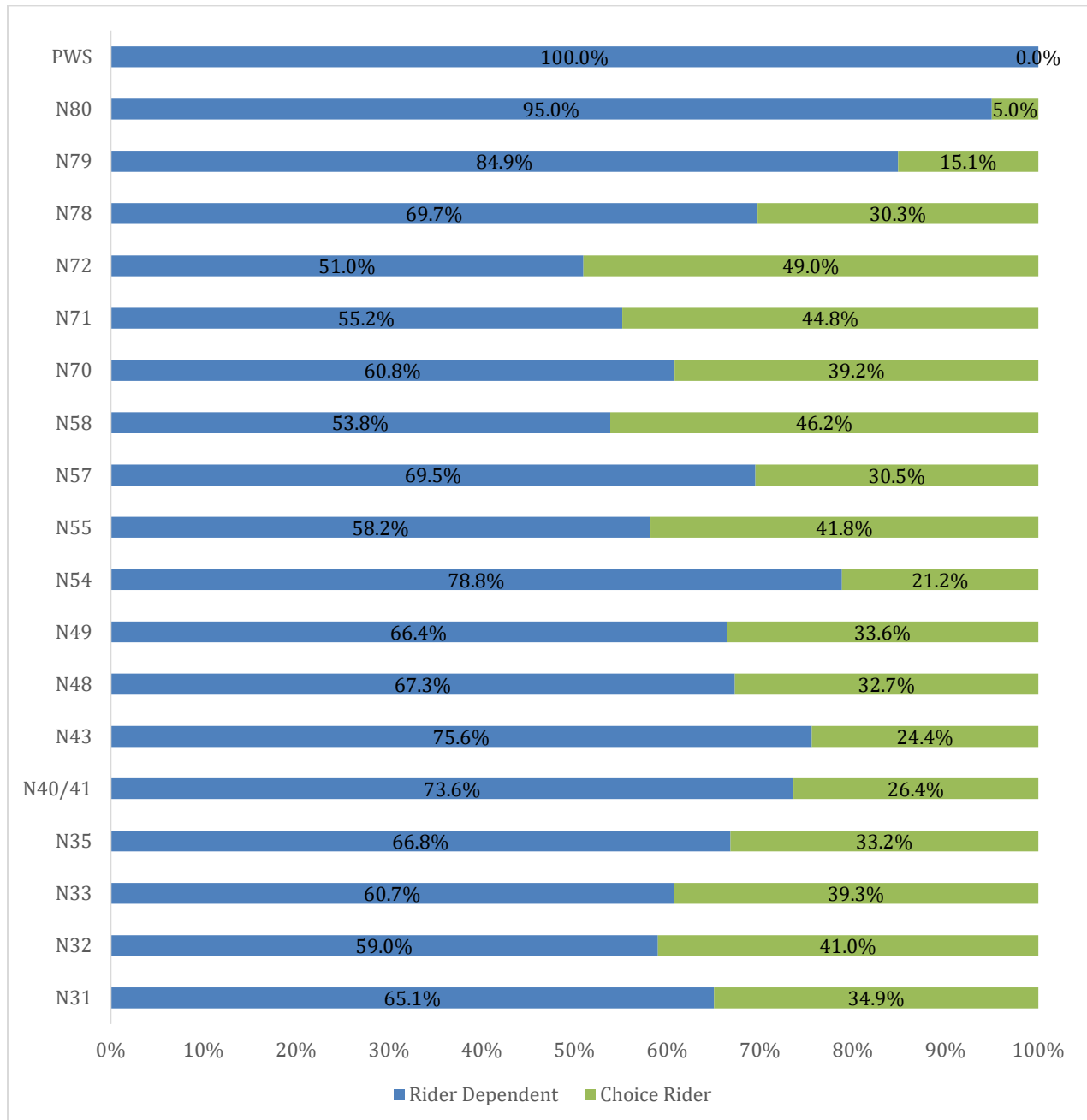


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Exhibit 3.46.b Rider Category (Based on Reason for Riding) by Route (n31 – n80, PWS)
n=7,982



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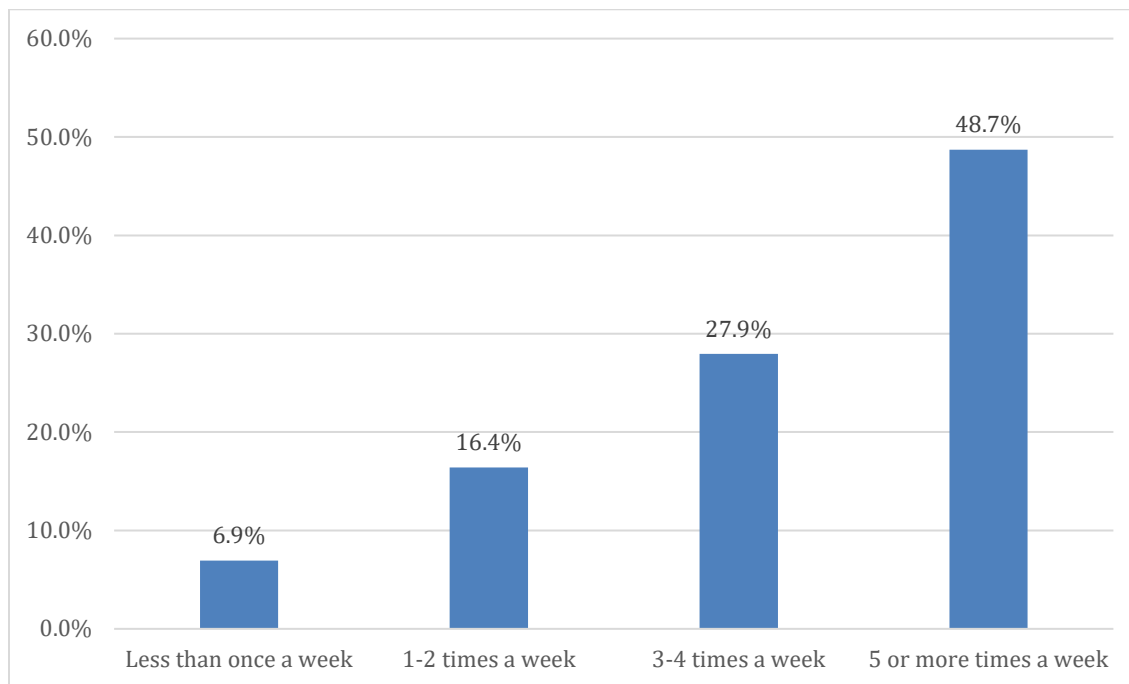
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Question 27: How often do you ride NICE?

The majority of respondents (48.7 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 27.9 percent use the service three to four times a week. Overall, 76.6 percent of customers surveyed ride NICE at least three times a week, down from 80.5 percent in 2019.

Exhibit 3.47 Frequency of Ridership



“Five or more times a week” was the most frequently cited response across all routes. Route n26 had the highest percentage of respondents riding five or more times a week (91.7 percent). Route n20g had the greatest percentage of respondents who indicated they ride twice a week or less (26.7 percent).

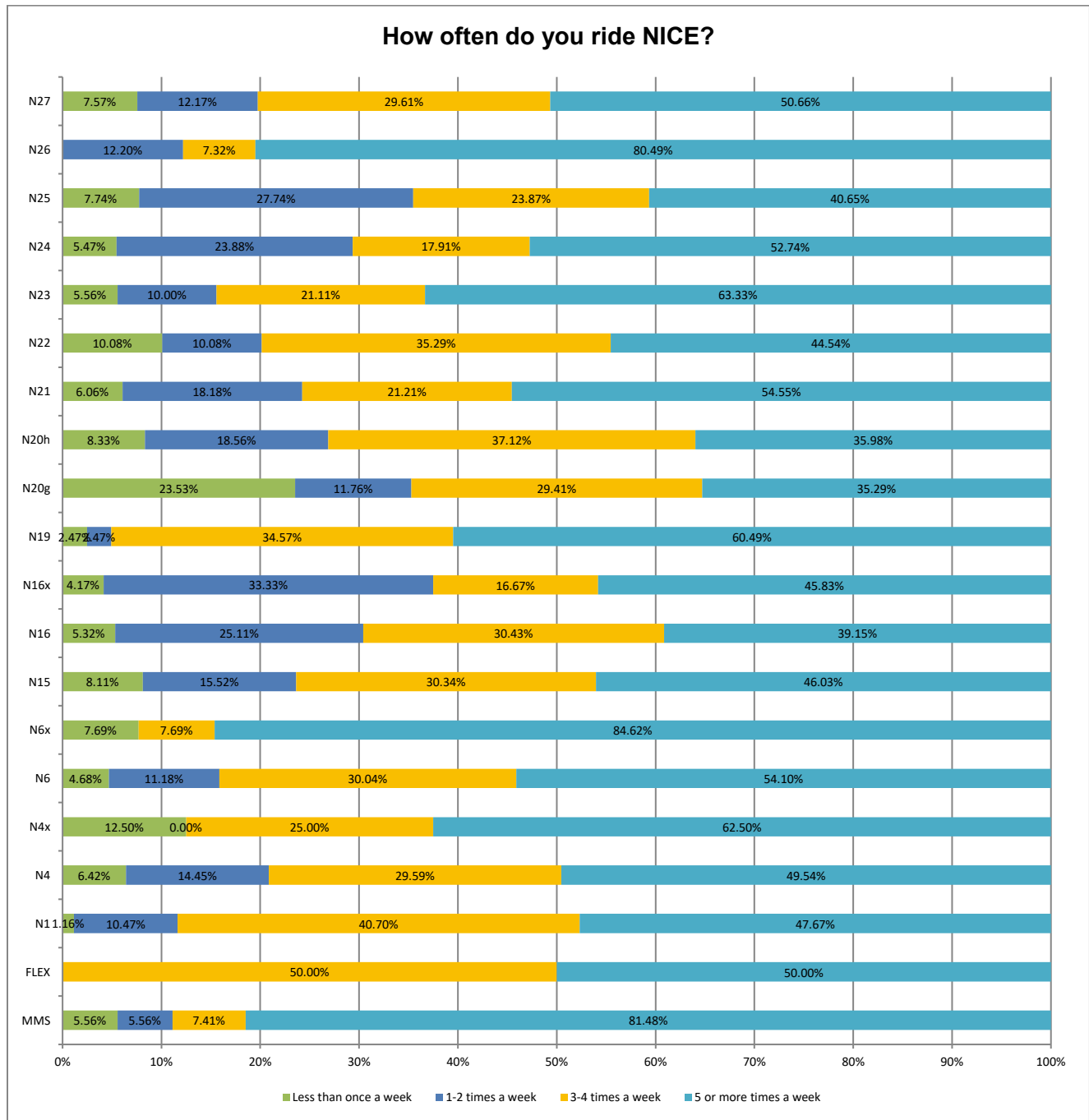


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Exhibit 3.48.a Frequency of Ridership by Route (n1-n27, MMS, FLEX)

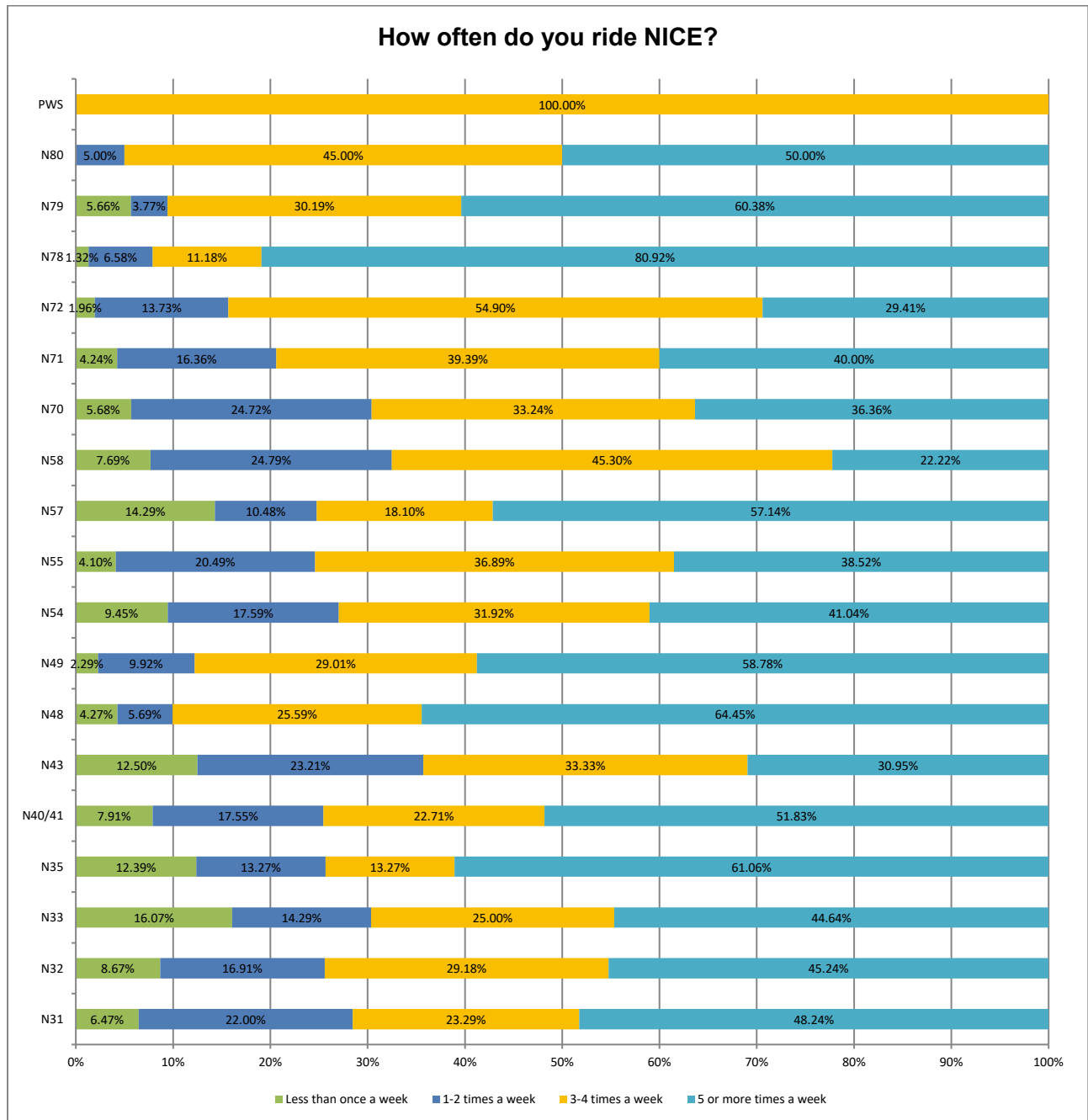


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Exhibit 3.48.b Frequency of Ridership by Route (n31 – n80, PWS)



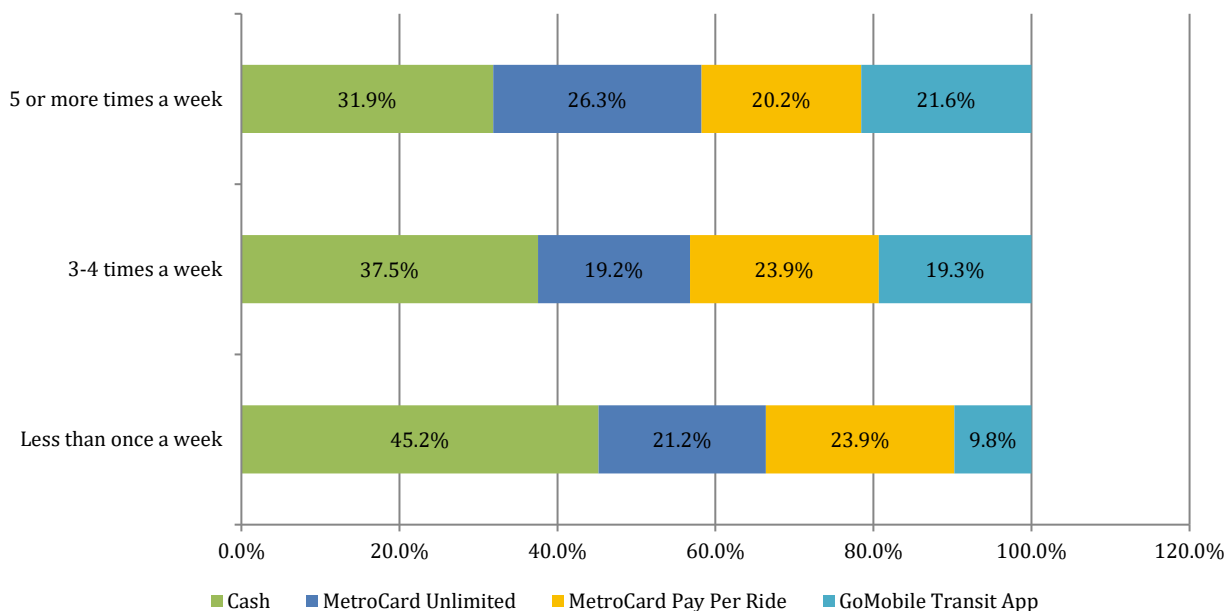
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The most frequent riders are far more likely to use Cash than those who ride fewer than five times per week. At the current NICE fare of \$2.75 per trip, an Unlimited MetroCard does not offer savings if the individual is making only five round trips per week on NICE only (\$27.50, versus \$33 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 (\$110, versus \$127 for the Metrocard). 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 eliminates the need to carry exact change. The NICE GoMobile app is most popular among respondents who ride at five or more times per week, as it offers small discounts when 20 rides are purchased but an upcharge if only one ride is purchased (\$3.00 vs. \$2.75) based on the number of rides purchased.

Exhibit 3.49 Fare Media vs. Frequency of Ridership



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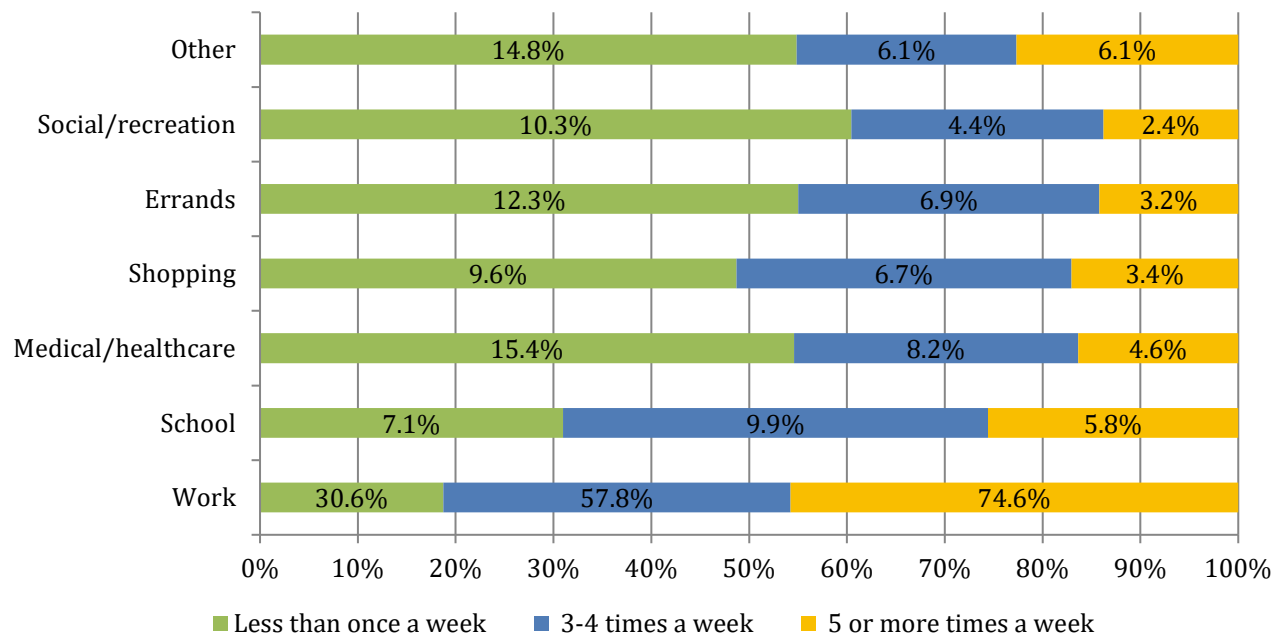
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Not surprisingly, respondents who use NICE to travel to work and school are most likely to ride five or more times per week. In fact, few who said they were traveling to work (3.9 percent) indicated riding fewer than three times a week. By contrast, customers who ride NICE for social reasons are most likely to ride infrequently, with 23.2 percent of respondents in this category indicating they ride twice a week or less.

Forty percent or more of those indicating healthcare, errands, or “other” as their trip purpose also indicated riding three or more times a week. This suggests these customers use NICE for more than just the trip purpose cited.

Exhibit 3.50 Frequency of Ridership versus Trip Purpose



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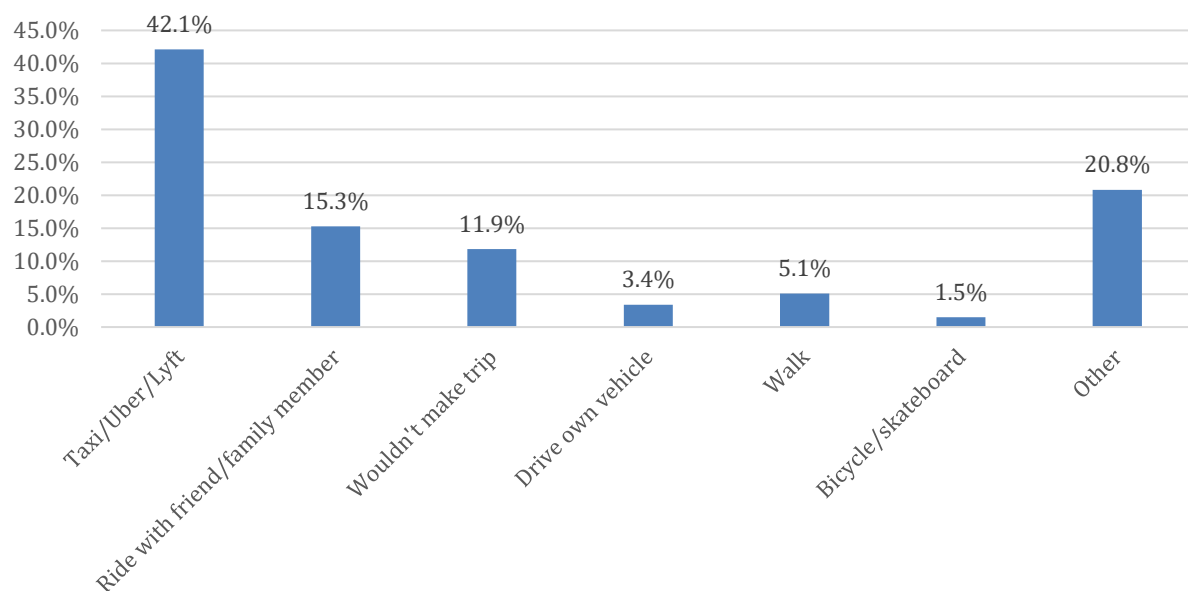
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Question 28: How would you have made this trip if NICE was not available?

Only 3.4 percent of respondents indicated they would drive their own vehicle if the NICE bus was not available. Taking a taxi, Uber, or Lyft was the most frequently cited option (42.1 percent), followed by those who said they would ride with a friend or family member (15.3 percent). Nearly 12 percent said they would not make the trip. Relatively few (6.6 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 3.51 Mobility Options



Route N4x had the greatest percentage of respondents who indicated they would drive themselves (25.0 percent). Route n57 had the highest percentage of respondents who said they would ride with a friend or family member (25.7 percent), while Route n1 had the greatest percentage who would use a taxi (66.3 percent).

Route n33 had the highest percentage of respondents who would not have made the trip (25.9 percent), which typically indicates a lack of other mobility options. This could also identify customers who have the option of telecommuting rather than traveling to a conventional work location. However, this number is likely to be modest given the overall demographic profile of NICE riders.

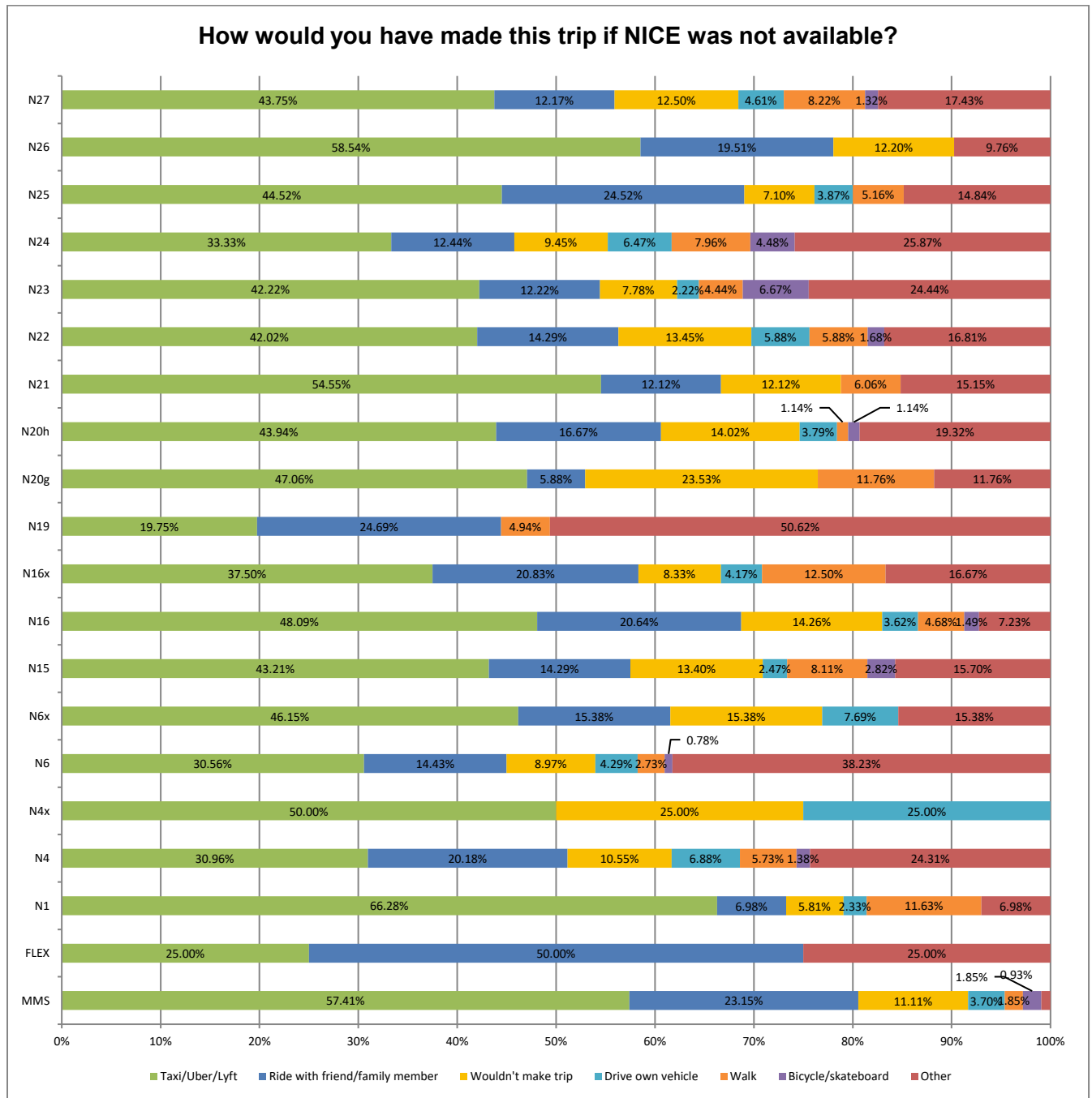


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Exhibit 3.52.a Mobility Options by Route (n1-n27, MMS, FLEX)

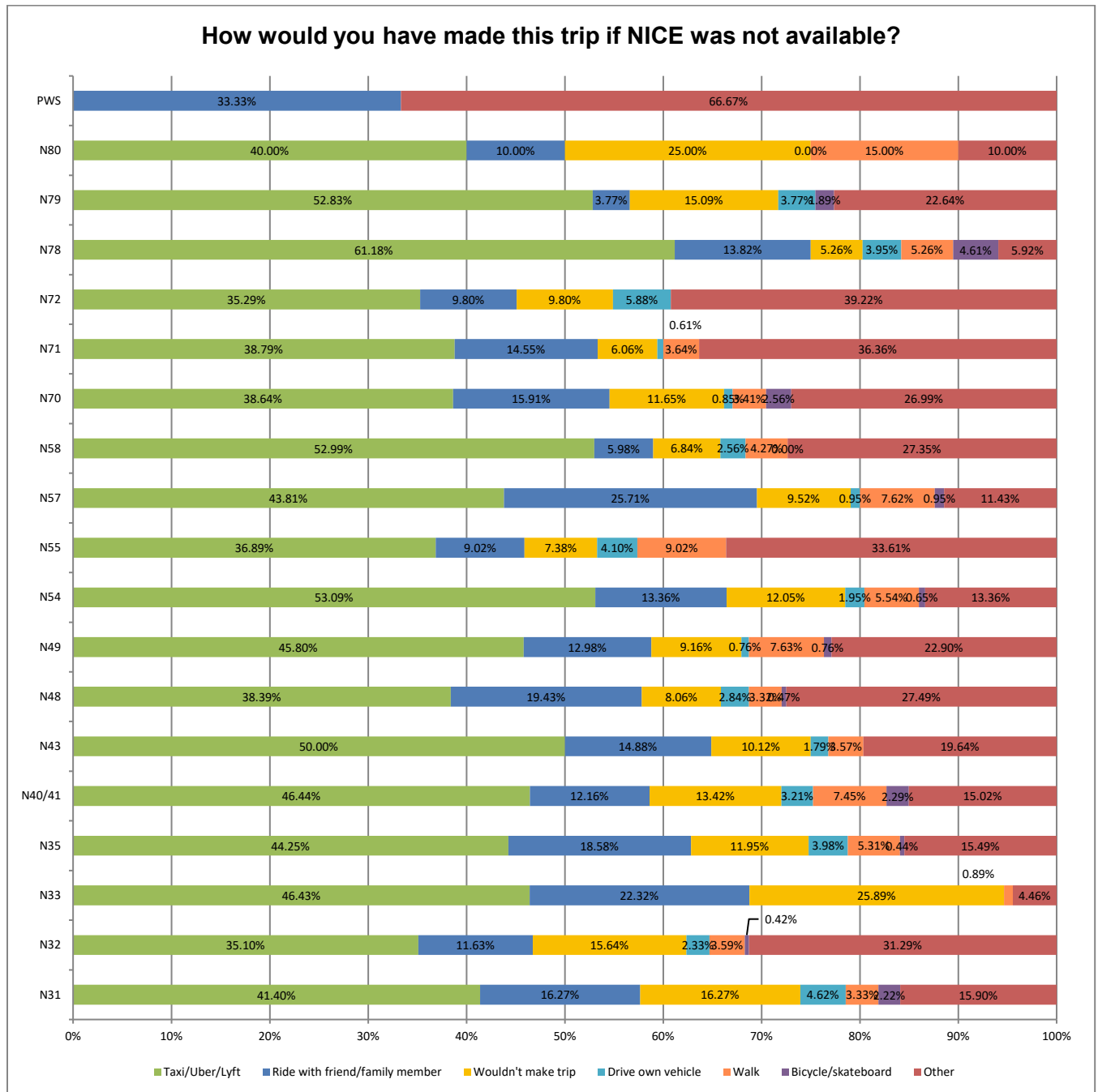


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Exhibit 3.52.b Mobility Options by Route (n31 – n80, PWS)



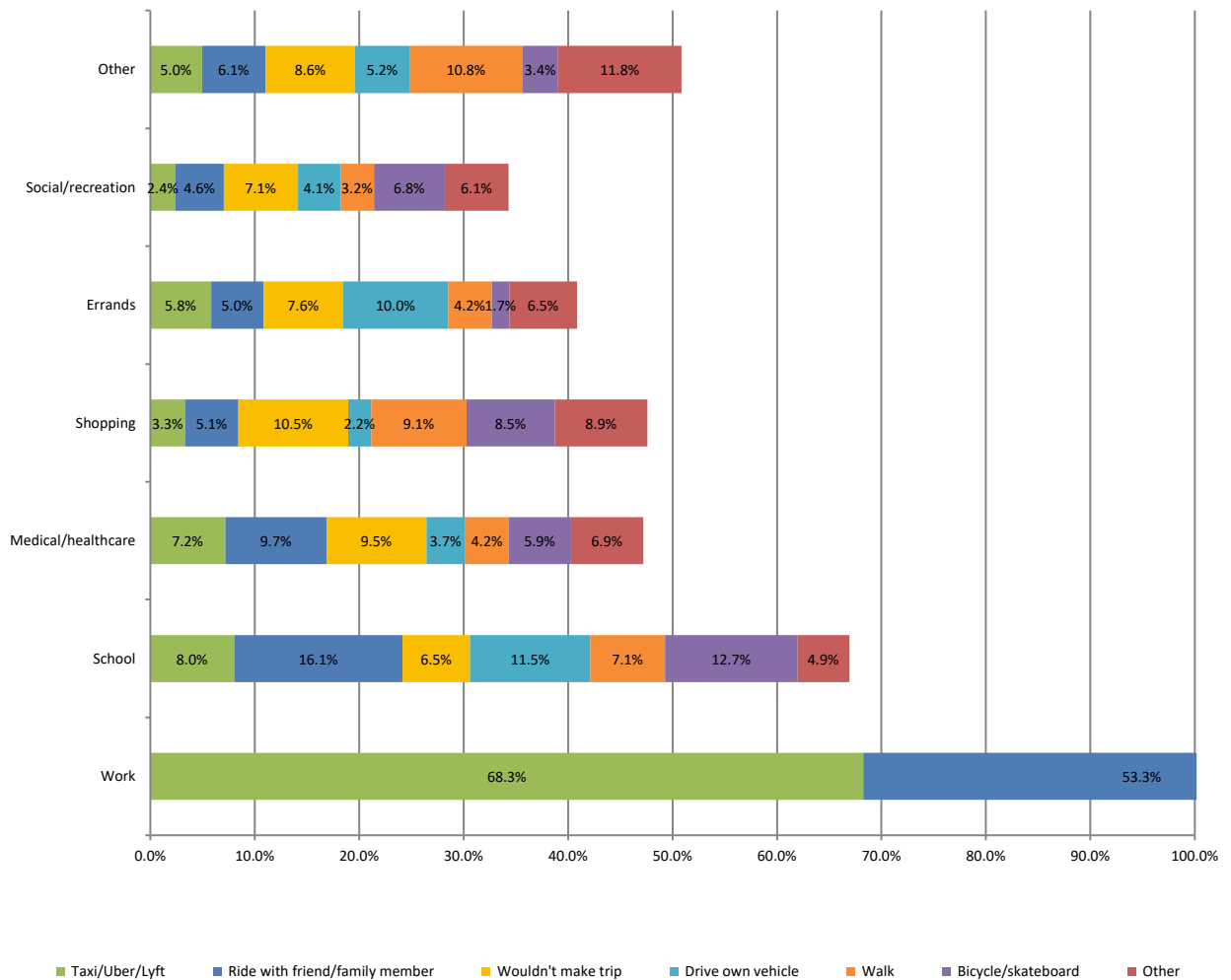
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Survey participants citing a trip purpose of “shopping” and “social” were most likely to say they would not make the trip if NICE was not available (20.9 percent and 19.9 percent, respectively), although not by a significant margin. Those traveling to school are most likely to ride with a friend or family member (28.7 percent), while those traveling to work are most likely to take a taxi (47.6 percent).

Exhibit 3.53 Mobility Options vs. Trip Purpose



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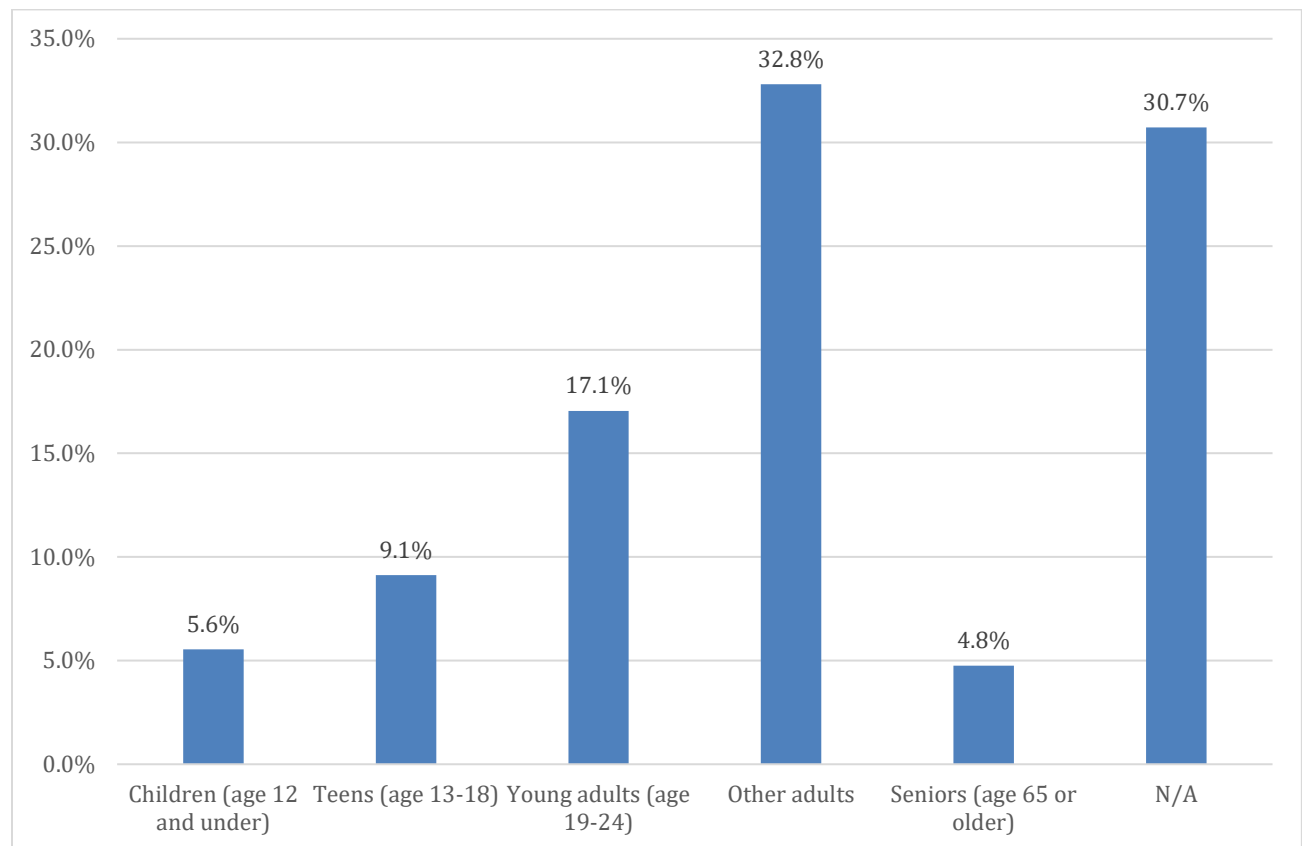
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Question 29: Who else in your household uses NICE?

Riders were asked to identify which other members of their household (also) use NICE. Other adults and young adults (age 19-24) comprised the largest segment of other riders in a household (49.9 percent).

Exhibit 3.54 Household NICE Usage

n=7,982



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Section 4: Title VI Analysis

The following is an assessment of the geographic distribution of key population groups relevant to Title VI of the Civil Rights Act of 1964. Title VI prohibits the discrimination on the basis of race, color or national origin in programs or activities receiving federal assistance. This assessment reflects the racial/ethnic makeup of Nassau County, along with low-income populations, and those with limited access (zero or one) to a personal vehicle. This allowed us to identify locations within Nassau County still in need of NICE services. This analysis is intended to provide decision-makers with relevant information when considering service changes or route development.

The 2021/2022 Title VI Survey used the American Community Survey 2020 Decennial data and 2020 US Census Data, where available. The 2020 American Community Survey 5-Year Estimates has been delayed due to COVID-19 and is set to be released in March 2022.¹² Where map data was not available in the 2020 ACS survey, the 2021/2022 Title VI Survey uses the 2019 American Community Survey 5-Year Estimates.

Minority Populations

Hispanic/Latino populations are primarily clustered near the center and west portions of Nassau County. The heaviest concentrations (census block groups with Hispanic/Latino population greater than 35 percent of the total population) exist in or near Hempstead, Freeport, and Westbury. Modest concentrations (census block groups with Hispanic/Latino population of 30 to 35 percent of the total population) exist in or near Inwood and Long Beach (See Exhibit 4.1).¹³

Black/African American populations are primarily concentrated in central Nassau County (Hempstead, Uniondale, Baldwin, Bay Colony, Freeport, and Westbury), far east Nassau County (East Massapequa) and far west Nassau County (Elmont). A modest Black/African American population resides in or near Lawrence and Long Beach (See Exhibit 4.2).

Asian populations are more spread out across Nassau County with high concentrations (census block groups with Asian population greater than 11 percent of the total population) throughout most of the

12 2020 ACS 5-Year Estimates, <https://data.census.gov/cedsci/all?q=ACS%205%20year>, Accessed 1/30/2022.

13 2020 Decennial Survey Data for Nassau County, <https://data.progress-index.com/census/total-population/hispanic-population/nassau-county-new-york/050-36059/#cmap>, Accessed 1/30/2022.



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county north of Hempstead and Massapequa Park. The Asian population is least concentrated in the southern portions of the county (census block groups with Asian population less than 3 percent of the total population) including Hempstead, Point Lookout, Long Beach, and Freeport (See Exhibit 4.3).

Concentrations of American Indian/Alaskan Native populations are modest within Nassau County. However, clusters do exist throughout the County, including near Franklin Square, Westbury, and Freeport (See Exhibit 4.4).

Maps for Native Hawaiian/Pacific Islander populations and Other Minorities by Census Block were not available in the 2020 ACS Census data. Therefore, maps and data from the 2019 5-year comparison was used.

There are no significant concentrations of persons identifying themselves as being Native Hawaiian/Pacific Islander in Nassau County. Small, low-density pockets (census block groups with Native Hawaiian/Pacific Islander population greater than 1% of the total population) exist in the vicinity of Elmont and Freeport. (See Exhibit 4.5.)

Other minority populations (those who indicated being something other than those cited in the 2019 American Community Survey) are loosely concentrated in the northern and central Nassau County areas of Hempstead, Glen Cove, Westbury, Elmont, and Long Beach (See Exhibit 4.6).

While White is not a minority population, the map depicting the concentration of White population within Nassau County serves to illustrate areas where the “majority” ethnicity is not dominant. Specifically, these areas include Freeport, Uniondale, and portions of Hempstead (See Exhibit 4.7).

Low-Income Populations

Exhibit 4.8 presents the concentration of persons living below the federal poverty line (\$12,880 – CY 2021) in Nassau County. Low-income residents are primarily clustered south of the Long Island Expressway. Key areas with a more dense concentration (census block groups with low-income population greater than 1,000/square mile) include Hempstead, Freeport, Elmont, and Long Beach. There are several modest concentrations near Glen Cove and Great Neck as well.

Senior Populations

As defined by the Older Americans Act (OAA), “senior citizens” are individuals over the age of 60 years. Exhibit 4.9 details senior population growth throughout Nassau County. While modest senior populations are spread throughout the County, the greatest concentrations (census block groups with seniors greater than 6,500/square mile) are located in Great Neck, Long Beach, and Uniondale.



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Youth Populations

Exhibit 4.10 presents those persons age of 17 or younger residing in Nassau County by census block group. Youth populations are spread across Nassau County, with heavy concentrations (census block groups with youths greater than 5,000/square mile) in or near Elmont, Freeport, Glen Cove, Hempstead, Long Beach, and Westbury.

Households with No or Limited Access to a Personal Vehicle

Exhibit 4.11 presents the number of households with no or limited access to a personal vehicle. “No or limited” access is defined as a household having access to zero or one vehicles. Areas with the greatest concentration of households with limited access to a personal vehicle include Great Neck, Hempstead, and Long Beach.

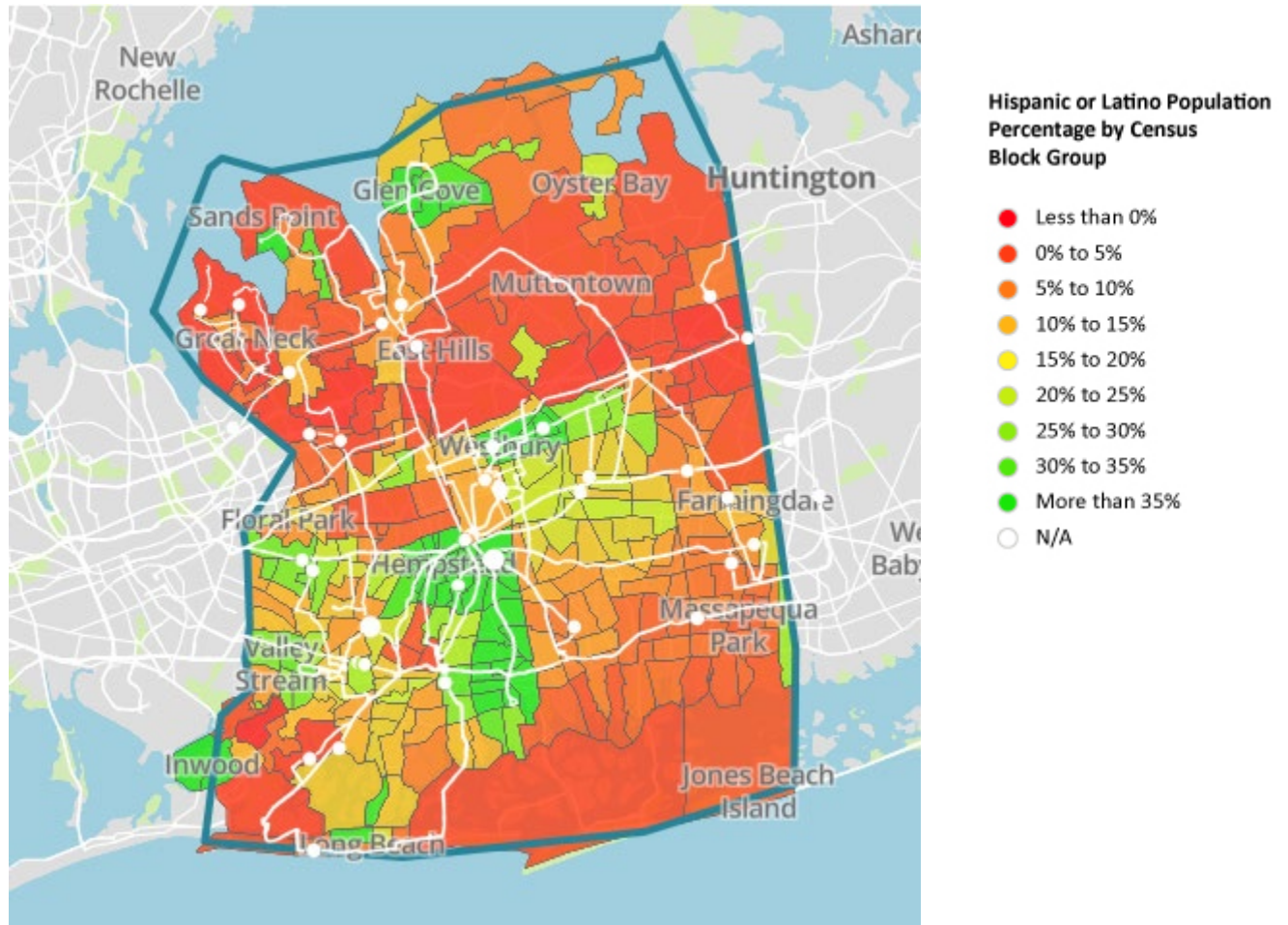


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Exhibit 4.1 Concentration of Hispanic/Latino Population



2020 American Community Survey Decennial Survey

Nassau County, New York: Population: Hispanic

<https://data.progress-index.com/census/total-population/hispanic-population/nassau-county-new-york/050-36059/#cmap>

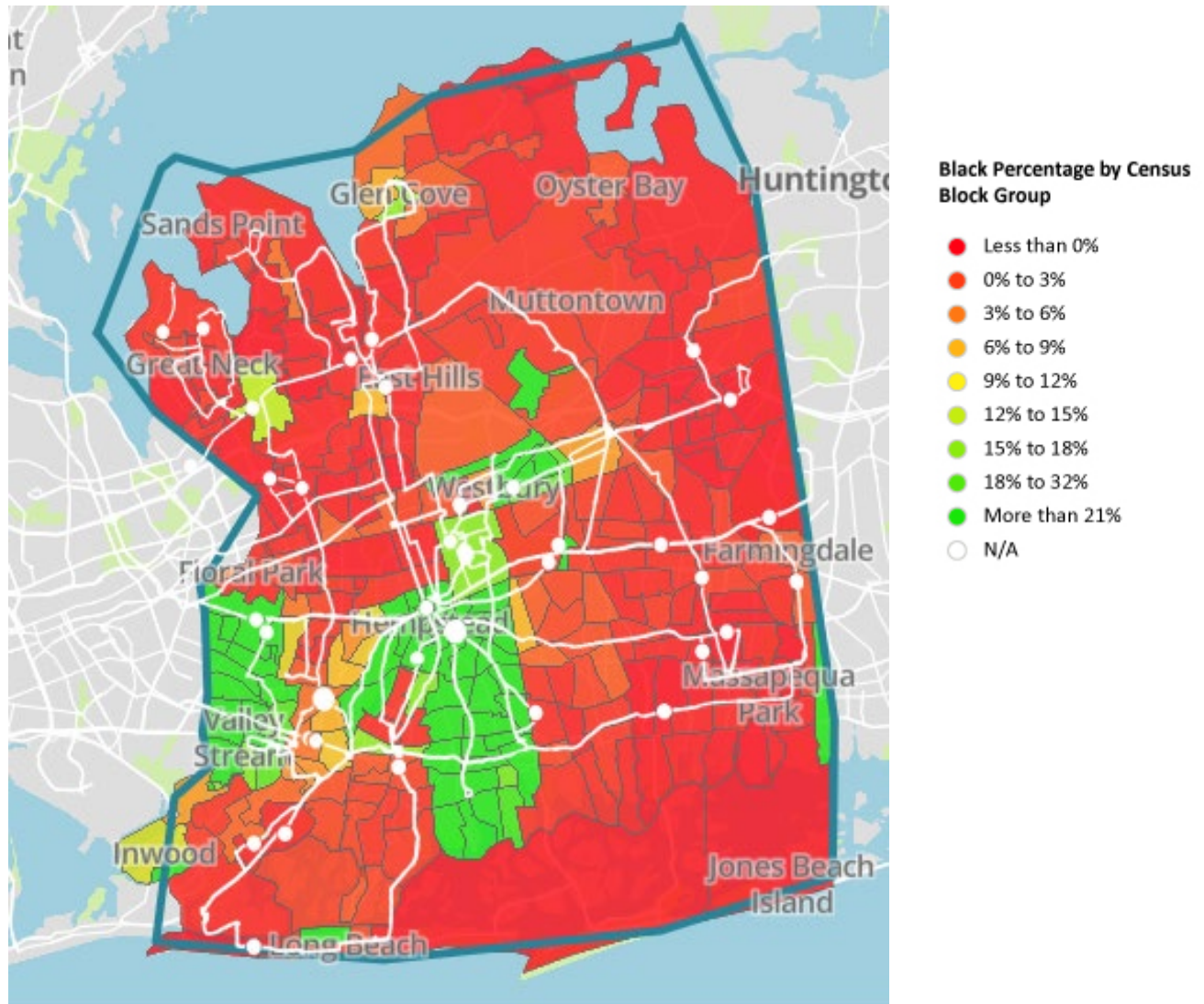


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Exhibit 4.2 Concentration of Black/African American Population



2020 American Community Survey Decennial Survey
Nassau County, New York: Population: Black/African American
<https://data.progress-index.com/census/total-population/black-population/nassau-county-new-york/050-36059/#cmap>

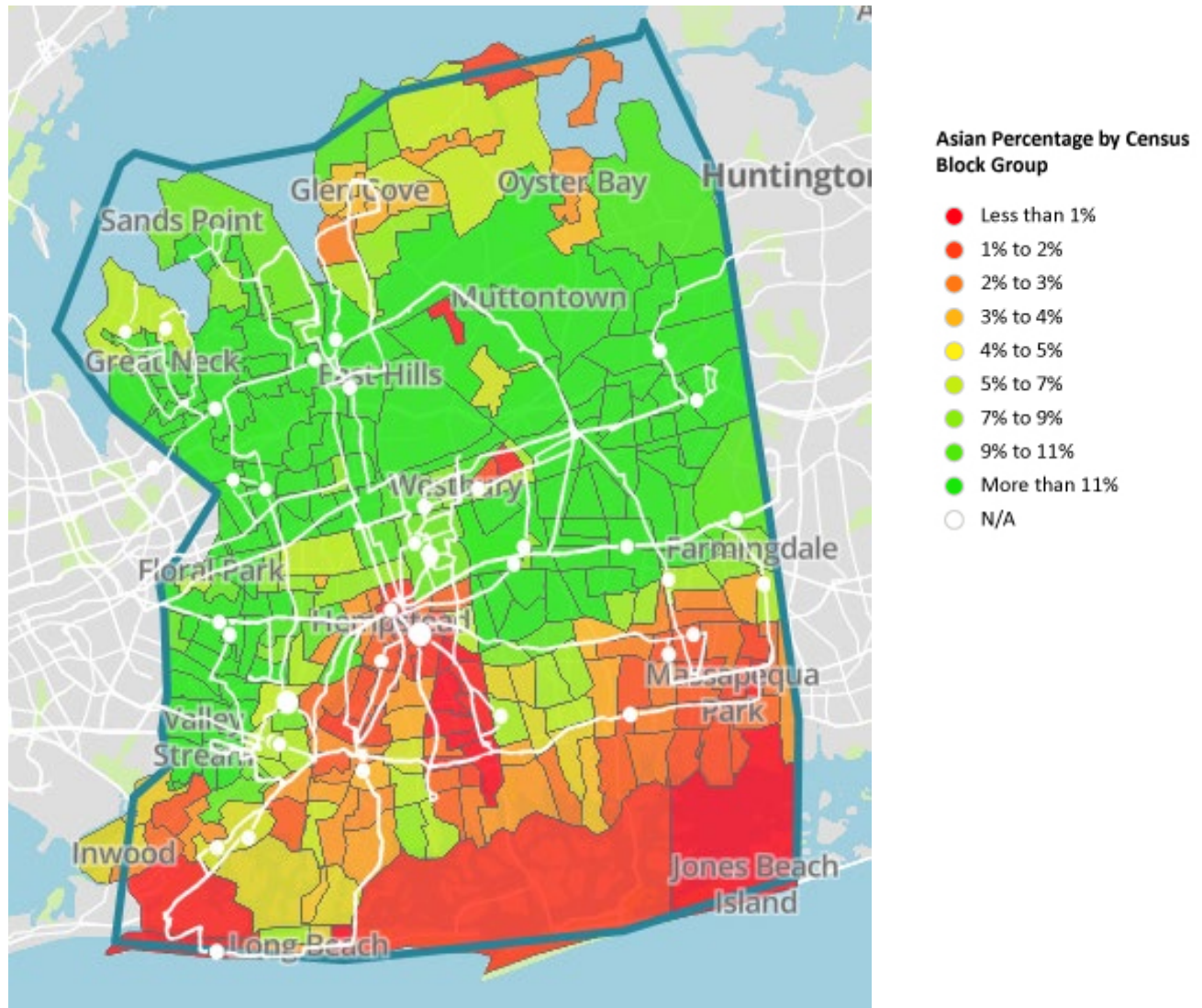


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Exhibit 4.3 Concentration of Asian Population



2020 American Community Survey Decennial Survey

Nassau County, New York: Population: Asian

<https://data.progress-index.com/census/total-population/asian-population/nassau-county-new-york/050-36059/#cmap>

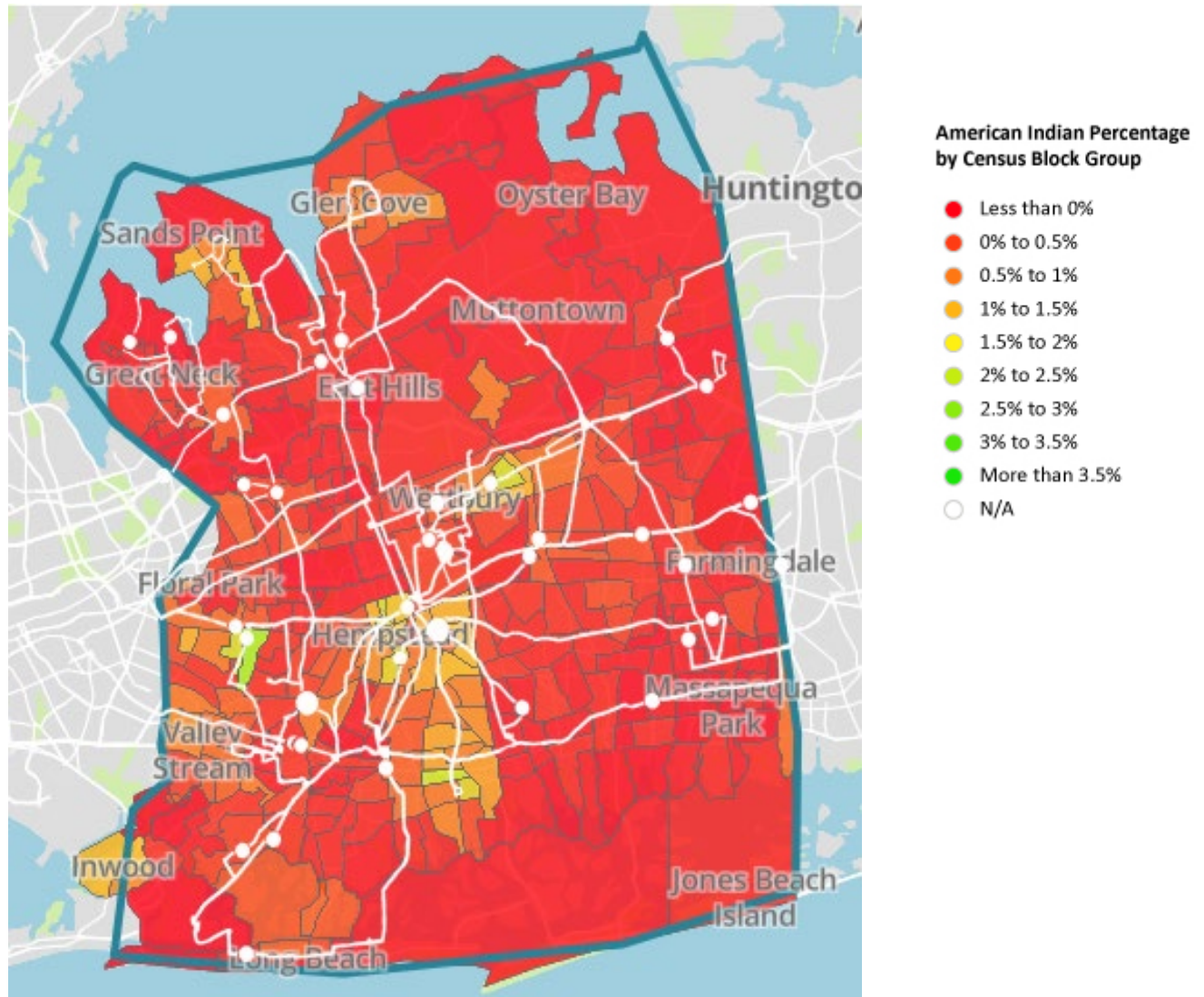


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Exhibit 4.4 Concentration of American Indian/Alaskan Native Population



2020 American Community Survey Decennial Survey
Nassau County, New York: Population: American Indian/Alaskan Native
<https://data.progress-index.com/census/total-population/indian-population/nassau-county-new-york/050-36059/#cmap>

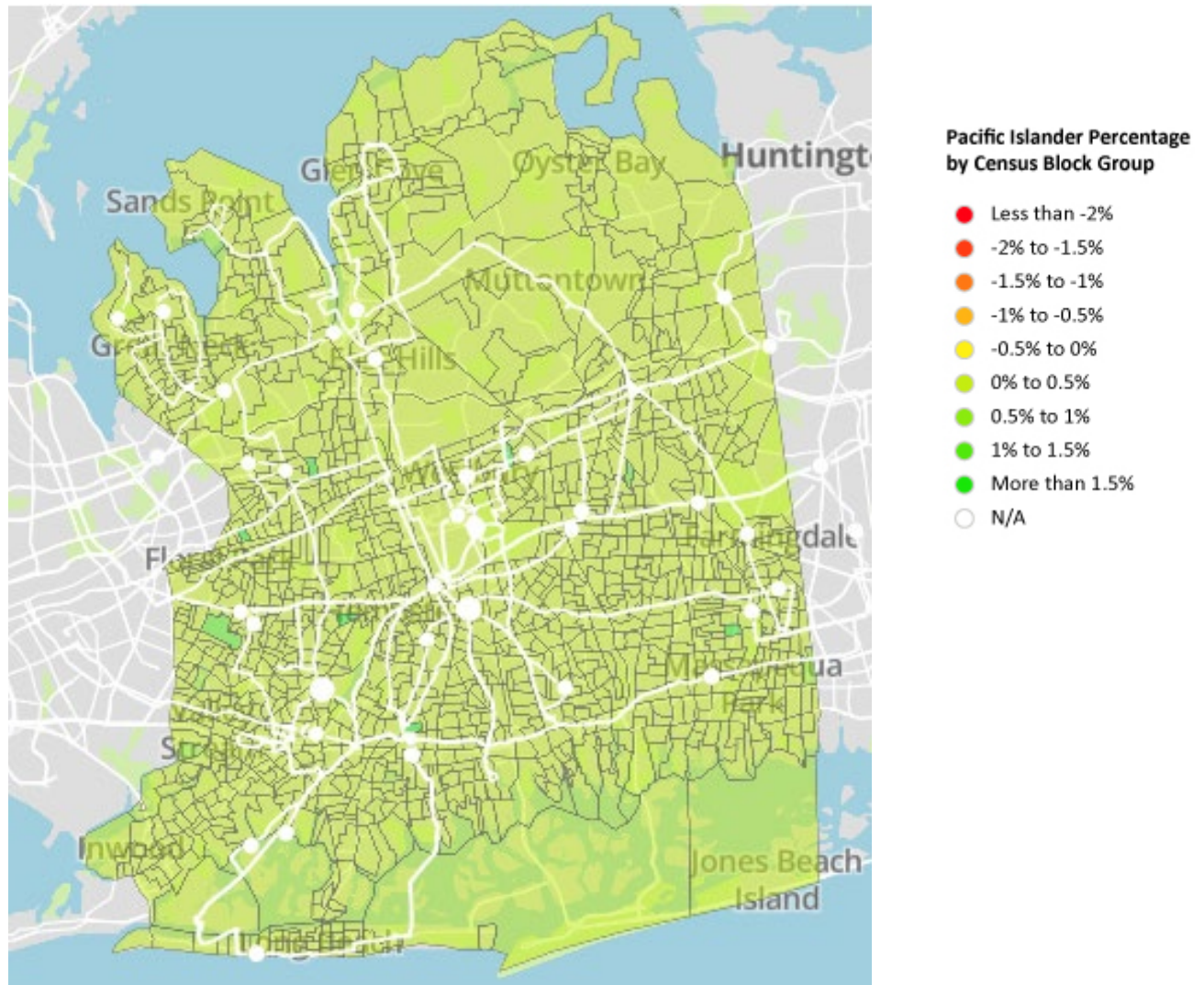


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Exhibit 4.5 Concentration of Native Hawaiian/Pacific Islander Population



2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Native Hawaiian/Pacific Islander
<https://data.progress-index.com/american-community-survey/nassau-county-new-york/population/islander/num/05000US36059/>

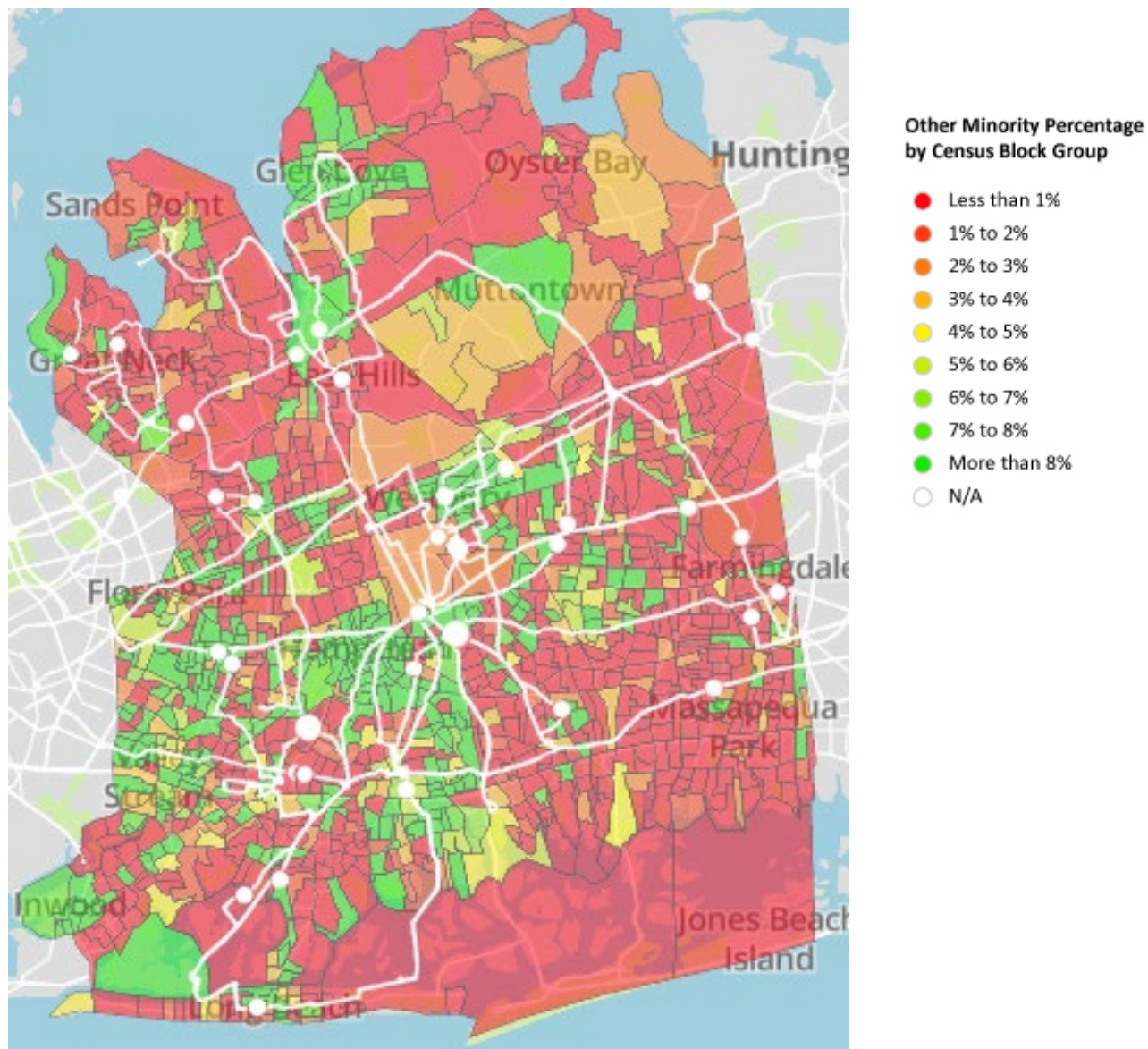


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Exhibit 4.6 Concentration of Other Minority Populations



2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Other Minorities
<https://data.progress-index.com/american-community-survey/nassau-county-new-york/population/other/num/05000US36059/>

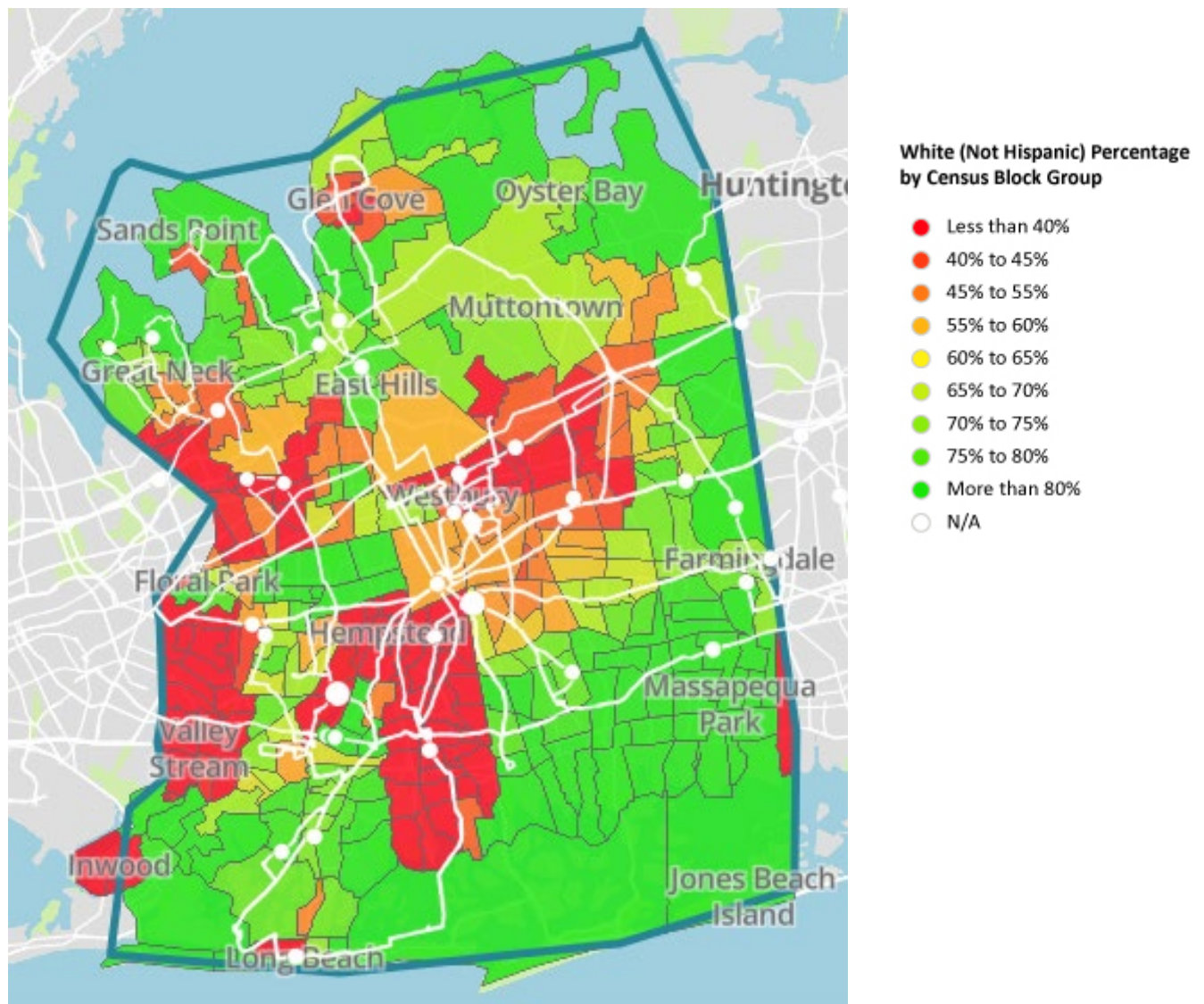


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Exhibit 4.7 Concentration of White Population



2020 American Community Survey Decennial Survey
Nassau County, New York: Population: American Indian/Alaskan Native
<https://data.progress-index.com/census/total-population/not-hispanic-white/nassau-county-new-york/050-36059/#cmap>

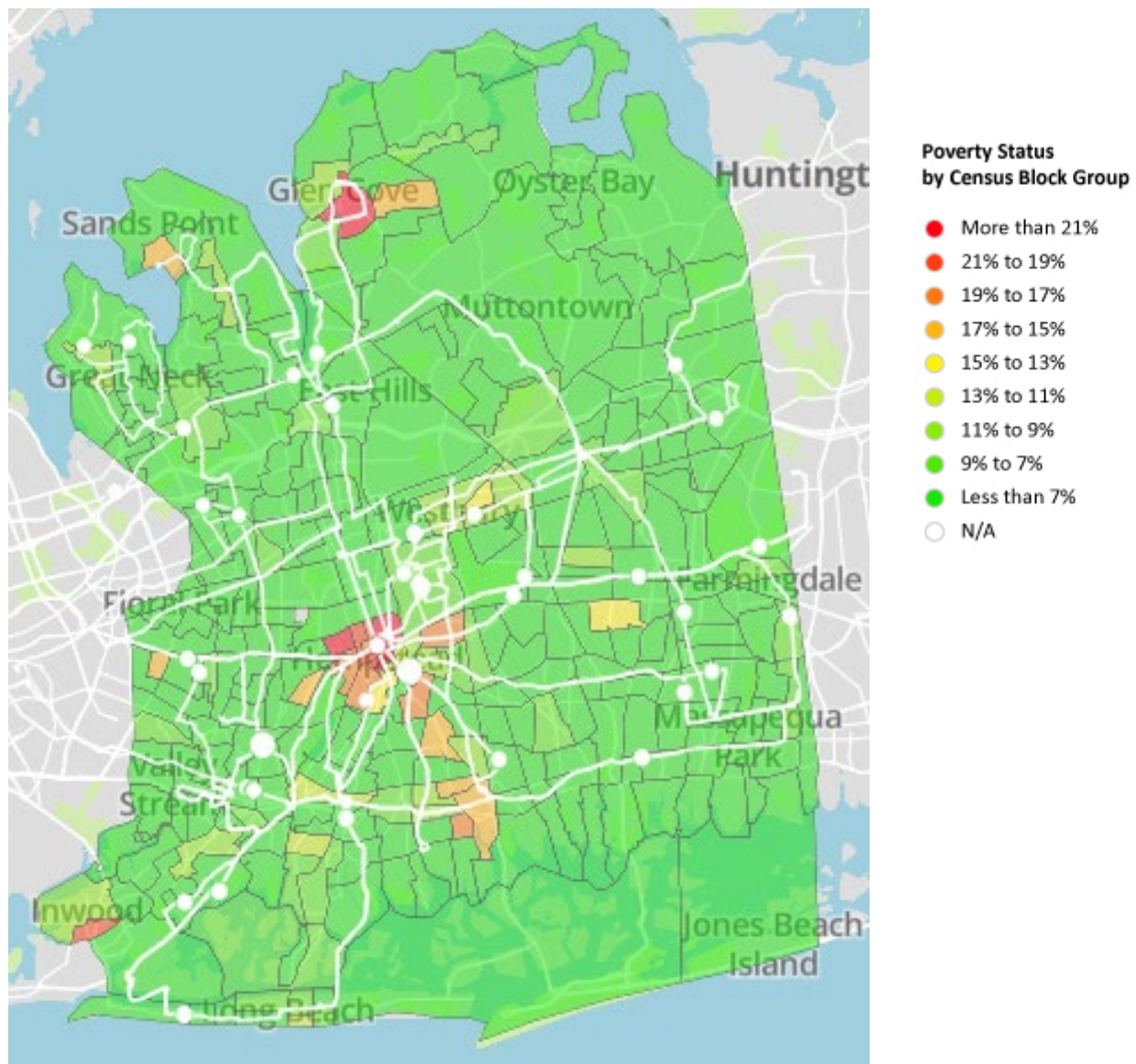


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Exhibit 4.8 Concentration of Low-Income Population



2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Poverty Status
<https://data.progress-index.com/american-community-survey/nassau-county-new-york/poverty-status/population/num/05000US36059/>



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Exhibit 4.9 Concentration of Senior Population



2020 US Census Bureau QuickFacts

Nassau County, New York: Population: Age 65 and Over

<https://www.census.gov/quickfacts/fact/dashboard/nassaucountynynewyork,hempsteadtownnassaucountynynewyork/AGE775219>

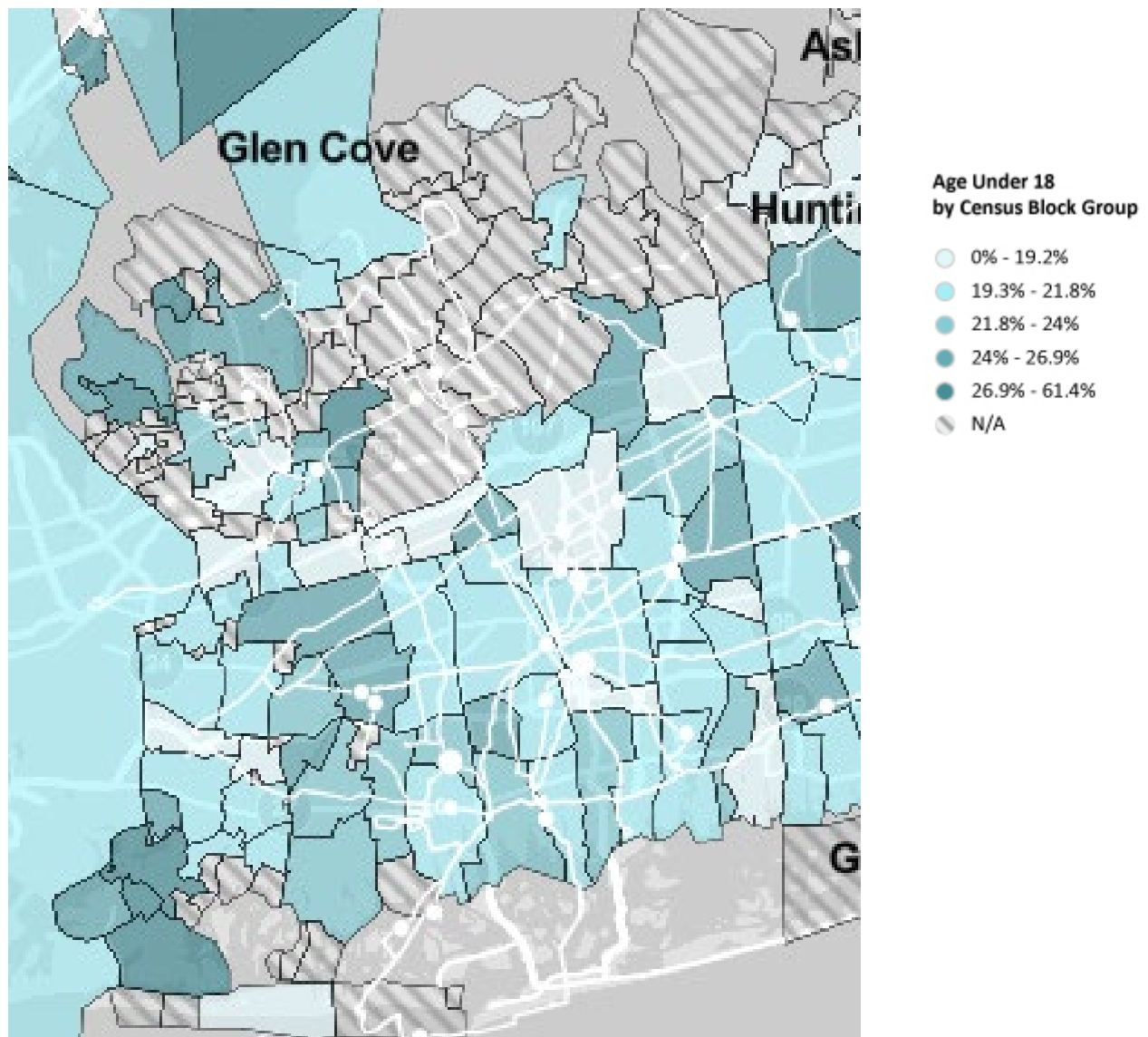


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Exhibit 4.10 Concentration of Youth Population



2020- US Census Bureau QuickFacts

Nassau County, New York: Population: Age 18 and Under

<https://www.census.gov/quickfacts/fact/dashboard/nassaucountynynewyork,hempsteadtownnassaucountynynewyork/AGE295219#AGE295219>

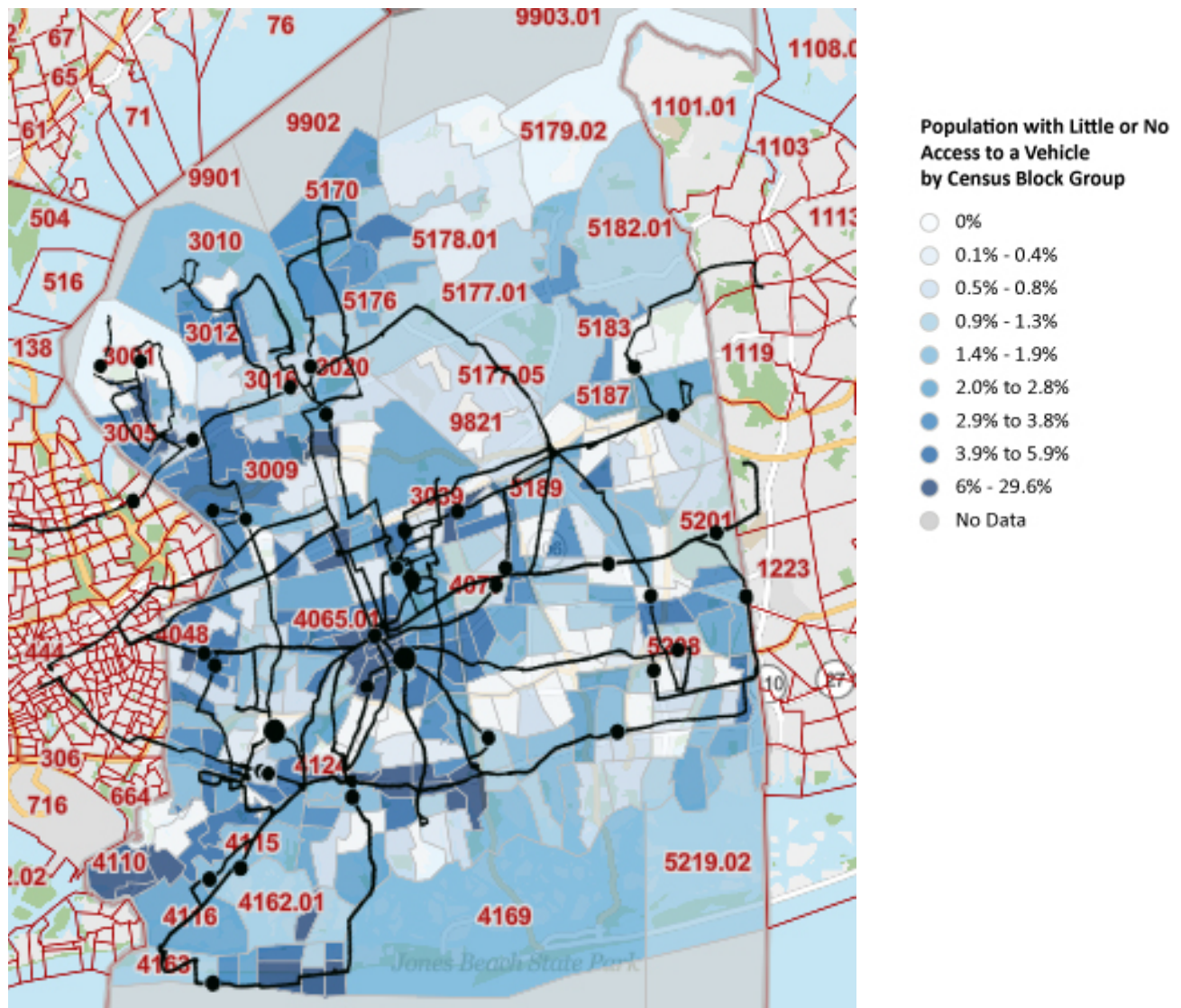


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Exhibit 4.11 Concentration of Households with No or Limited Access to a Personal Vehicle



2019- US Census Bureau

Nassau County, New York: Population: Little or No Access to Vehicle

https://data.census.gov/cedsci/map?g=05000000US36059%241400000&tid=ACST5Y2019.S0802&cid=S0802_C01_094E&vintage=2019&layer=VT_2019_140_00_PY_D1&break=9&classification=Quantile&mode=thematic&loc=40.7552,-73.6487,z9.2267



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Appendix A: Survey Instruments

On the following pages are the survey instruments used in the 2021 Onboard Transit Survey. Included is the English survey. Spanish, Chinese, Farsi, Italian, Korean, and Haitian Creole translations were available as well.



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2021 Ridership Survey

Section 1: Tell us about yourself

1. What fare media do you typically use?

- ☐ Cash ☐ MetroCard Unlimited ☐ MetroCard Pay Per Ride ☐ GoMobile Transit App

2. What, if any, discounted fare do you use?

- ☐ Disabled ☐ Student ☐ Senior/Medicare Card ☐ N/A

3. Do you have a bank account?

- ☐ Yes ☐ No

4. What is your approximate annual household income?

- ☐ Less than \$15,000 ☐ \$15,000 to \$24,999 ☐ \$25,000 to \$34,999 ☐ \$35,000 to \$49,999
☐ \$50,000 to \$74,999 ☐ \$75,000 to \$99,999 ☐ \$100,000 or more

5. How many people live in your household?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 or more

6. What is your race/ethnicity? (select all that apply)

- ☐ Black/African American ☐ Hispanic/Latino ☐ Asian ☐ White/Caucasian ☐ Native Hawaiian/Pacific Islander
☐ American Indian/Alaskan Native ☐ Other

7. What language(s) are spoken in your home?

- ☐ English ☐ Spanish ☐ French/Haitian Creole ☐ Chinese ☐ Italian ☐ Korean ☐ Urdu
☐ Bengali ☐ Hindi ☐ Tagalog ☐ Persian/Farsi ☐ Punjabi ☐ Other

8. How well do you speak English?

- ☐ Not at all ☐ Less than very well ☐ Very well / native speaker

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

- ☐ Yes ☐ No

10. What is your home ZIP code?

- ☐ Nassau County ☐ Queens County ☐ Kings County ☐ Suffolk County ☐ Bronx County
☐ New York County ☐ Other NY County ☐ Out of State ☐ Unknown

11. How many working motor vehicles are available to your household?

- ☐ None ☐ 1 ☐ 2 ☐ 3 ☐ 4 or more

12. Did you have a vehicle available to make this trip?

- ☐ No vehicle available ☐ Vehicle available for this trip

13. Do you possess a valid driver license?

- ☐ No license ☐ Valid driver license

14. What is your gender?

- ☐ Male ☐ Female ☐ Other

15. What is your age?

- ☐ Under 18 ☐ 18 to 24 ☐ 25 to 34 ☐ 35 to 44 ☐ 45 to 64 ☐ 65 or older

16. Which of the following describes your status?

- ☐ Employed full-time ☐ Employed part-time ☐ Full-time student ☐ Not employed ☐ Retired
☐ Part-time student ☐ Self-employed ☐ Homemaker



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2021 Ridership Survey

Section 2: Tell us about this one-way trip

17. What route are you telling us about for this trip (enter route number)?

18. In what community, town, or city did you board this bus?

- ☐ Hempstead ☐ Jamaica ☐ Freeport ☐ Great Neck ☐ Queens ☐ Elmont ☐ Valley Stream ☐ Mineola
☐ Hicksville ☐ Garden City ☐ Flushing ☐ Westbury ☐ Roosevelt ☐ Far Rockaway ☐ Uniondale
☐ Rockville Centre ☐ Baldwin ☐ New Hyde Park ☐ Nassau ☐ Lymbrook ☐ Long Beach ☐ Franklin Square
☐ Long Island ☐ East Meadow ☐ Roslyn ☐ Farmingdale

19. In what community, town, or city will you get off this bus?

- ☐ Hempstead ☐ Jamaica ☐ Freeport ☐ Great Neck ☐ Queens ☐ Elmont ☐ Valley Stream ☐ Mineola
☐ Hicksville ☐ Garden City ☐ Flushing ☐ Westbury ☐ Roosevelt ☐ Far Rockaway ☐ Uniondale
☐ Rockville Centre ☐ Baldwin ☐ New Hyde Park ☐ Nassau ☐ Lymbrook ☐ Long Beach ☐ Franklin Square
☐ Long Island ☐ East Meadow ☐ Roslyn ☐ Farmingdale

20. Does this one-way trip include a transfer?

- ☐ Transfer ☐ No Transfer

21. How did you get to the bus stop where you boarded this bus?

- ☐ Walk more than 4 blocks ☐ Walk 4 blocks or less ☐ Transfer to bus/train ☐ Drove self
☐ Bike/skateboard ☐ Taxi/Uber/Lyft ☐ Was dropped off ☐ Other

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

- ☐ Walk more than 4 blocks ☐ Walk 4 blocks or less ☐ Transfer to bus/train ☐ Taxi/Uber/Lyft
☐ Get picked up ☐ Drove self ☐ Bike/skateboard ☐ Other

23. What is the primary purpose for the trip that includes this bus that you are currently riding?

- ☐ Work ☐ School ☐ Medical/healthcare ☐ Shopping ☐ Errands ☐ Social/recreation ☐ Other

Section 3: Tell us about your travel habits

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

- ☐ Yes ☐ No

25. Have you used NICE's GoMobile transit app?

- ☐ Yes, to pay my fare ☐ Yes, to access real-time bus information ☐ No, I have not used the app

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

- ☐ No car available ☐ Not able to drive ☐ Proximity to my destination ☐ Cost ☐ Prefer public transit to driving
☐ Other

27. How often do you ride NICE?

- ☐ Less than once a week ☐ 1-2 times a week ☐ 3-4 times a week ☐ 5 or more times a week

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

- ☐ Taxi/Uber/Lyft ☐ Ride with friend/family member ☐ Wouldn't make trip ☐ Drive own vehicle ☐ Walk
☐ Bicycle/skateboard ☐ Other

29. Who else in your household uses NICE?

- ☐ Children (age 12 and under) ☐ Teens (age 13-18) ☐ Young adults (age 19-24) ☐ Other adults
☐ Seniors (age 65 or older) ☐ N/A



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Appendix B: Sample Frequencies

ROUTE				
Route	Frequency	Percent	Valid Percent	Cumulative Percent
n1	86	1.1%	1.1%	1.1%
n4	444	5.6%	5.6%	6.6%
n6	782	9.8%	9.8%	16.4%
n15	569	7.1%	7.1%	23.6%
n16	494	6.2%	6.2%	29.8%
n19	81	1.0%	1.0%	30.8%
n20	282	3.5%	3.5%	34.3%
n21	33	0.4%	0.4%	34.7%
n22	119	1.5%	1.5%	36.2%
n23	90	1.1%	1.1%	37.3%
n24	202	2.5%	2.5%	39.9%
n25	155	1.9%	1.9%	41.8%
n26	41	0.5%	0.5%	42.3%
n27	304	3.8%	3.8%	46.1%
n31	542	6.8%	6.8%	52.9%
n32	474	5.9%	5.9%	58.9%
n33	112	1.4%	1.4%	60.3%



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ROUTE				
Route	Frequency	Percent	Valid Percent	Cumulative Percent
n35	226	2.8%	2.8%	63.1%
n40/n41	873	10.9%	10.9%	74.0%
n43	168	2.1%	2.1%	76.1%
n48	211	2.6%	2.6%	78.8%
n49	131	1.6%	1.6%	80.4%
n54/n55	430	5.4%	5.4%	85.8%
n57	105	1.3%	1.3%	87.1%
n58	117	1.5%	1.5%	88.6%
n70/n71/n72	569	7.1%	7.1%	95.7%
n78/n79	207	2.6%	2.6%	98.3%
n80	20	0.3%	0.3%	98.6%
FLEXI	4	0.1%	0.1%	98.6%
MMCS	108	1.4%	1.4%	100.0%
PWS	3	0.0%	0.0%	100.0%
TOTAL	7982		100.0%	
	16	0.2%		
TOTALS	7998	100.0%		



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SURVEY LANGUAGE				
Language	Frequency	Percent	Valid Percent	Cumulative Percent
English	5657	70.7%	71.0%	71.0%
Spanish	2236	28.0%	28.1%	99.0%
Chinese	31	0.4%	0.4%	99.4%
French Creole	20	0.3%	0.3%	99.7%
Italian	2	0.0%	0.0%	99.7%
Korean	6	0.1%	0.1%	99.8%
Farsi	3	0.0%	0.0%	99.8%
Other	16	0.2%	0.2%	100.0%
TOTAL	7971	99.7%	100.0%	
Missing	27	0.3%		
TOTALS	7998	100.0%		



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Q1 What fare media do you typically use?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Cash	2838	35.48%	35.48%	35.48%
MetroCard Unlimited	1818	22.73%	22.73%	58.21%
MetroCard Pay Per Ride	1795	22.44%	22.44%	80.66%
GoMobile Transit App	1547	19.34%	19.34%	100.00%
TOTAL	7998	99.70%	100.00%	
Missing	0	0.00%		
TOTALS	7998	100.00%		

Q2. What, if any, discounted fare do you use?				
	Frequency	Percent	Valid Percent	Cumulative Percent
None	6482	81.05%	81.05%	81.05%
Disabled	324	4.05%	4.05%	85.10%
Student	561	7.01%	7.01%	92.11%
Senior/Medicare Card	631	7.89%	7.89%	100.00%
TOTAL	7998	99.70%	100.00%	
Missing	0	0.00%		
TOTALS	7998	100.00%		



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Q2. Do you have a bank account?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	5704	71.3%	71.3%	71.3%
No	2294	28.7%	28.7%	100.0%
TOTAL	7998	99.7%	100.0%	
Missing	0	0.0%		
TOTALS	7998	100.0%		

Q4. What is your approximate annual household income?

	Frequency	Percent	Valid Percent	Cumulative Percent
Under \$15,000	2179	27.24%	27.19%	27.19%
\$15,000 - \$24,999	2100	26.26%	26.21%	53.40%
\$25,000 - \$34,999	1468	18.35%	18.32%	71.72%
\$35,000 - \$49,999	938	11.73%	11.71%	83.43%
\$50,000 - \$74,999	829	10.37%	10.35%	93.77%
\$75,000 - \$99,999	284	3.55%	3.54%	97.32%
Over \$100,000	215	2.69%	2.68%	100.00%
TOTAL Responses	8013	100%	100.00%	
Multiple Responses	15	0.19%		
TOTAL Surveys	7998	99.70%		



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Q5. How many people live in your household?

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1330	16.63%	16.62%	16.62%
2	1613	20.17%	20.15%	36.77%
3	1939	24.24%	24.23%	60.99%
4	1580	19.75%	19.74%	80.73%
5	871	10.89%	10.88%	91.62%
6	380	4.75%	4.75%	96.36%
7	116	1.45%	1.45%	97.81%
8 or more	175	2.19%	2.19%	100.00%
TOTAL Responses	8004	100%	100.00%	
Multiple Responses	6	0.08%		
TOTAL Surveys	7998	99.70%		

Q6. What is your race/ethnicity? (Select all that apply)

	Frequency	Percent
Black/African American	2977	37.22%
Hispanic/Latino	3274	40.94%
Asian	498	6.23%
White/Caucasian	950	11.88%
Native Hawaiian/Pacific Islander	44	0.55%
American Indian/Alaskan Native	63	0.79%
Other	386	4.83%
TOTAL SURVEYS	7998	99.70%
Multiple Responses	194	2.43%
TOTAL RESPONSES	8192	100.00%



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Q7. What languages are spoken in your home?		
	Frequency	Valid Percent
English	5574	58.12%
Spanish	3104	32.37%
French/Haitian Creole	376	3.92%
Chinese	88	0.92%
Italian	46	0.48%
Korean	39	0.41%
Urdu	43	0.45%
Bengali	46	0.48%
Hindi	65	0.68%
Tagalog	46	0.48%
Persian/Farsi	12	0.13%
Punjabi	31	0.32%
Other	120	1.25%
TOTAL Responses	9590	100.00%
Multiple Responses	1592	
TOTAL Surveys	7998	

Q8. How well do you speak English?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	653	8.16%	8.16%	8.16%
Less than very well	2004	25.06%	25.05%	33.21%
Very well/native speaker	5343	66.80%	66.79%	100.00%
TOTAL Responses	8000	100.03%	100.00%	
Multiple Responses	2	0.03%		
TOTAL Surveys	7998	100.00%		



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Q9. Has a lack of proficiency in English affected your ability to use NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	853	10.67%	10.67%	10.67%
No	6695	83.71%	83.71%	94.37%
N/A	450	5.63%	5.63%	100.00%
TOTAL Responses	7998	100.00%	100.00%	
Multiple Responses	0	0.00%		
TOTAL Surveys	7998	100.00%		

Q10. What is your home ZIP code?

	Frequency	Percent	Valid Percent	Cumulative Percent
Nassau County	5503	68.80%	66.62%	66.62%
Queens County	1699	21.24%	20.57%	87.19%
Kings County	152	1.90%	1.84%	89.03%
Suffolk County	141	1.76%	1.71%	90.74%
Bronx County	38	0.48%	0.46%	91.20%
New York County	272	3.40%	3.29%	94.49%
Other NY County	272	3.40%	3.29%	97.78%
Out of State	35	0.44%	0.42%	98.21%
Unknown	148	1.85%	1.79%	100.00%
TOTAL Responses	8260	103.28%	100.00%	
Multiple Responses	262	3.28%		
TOTAL Surveys	7998	100.00%		



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Q11. How many working motor vehicles are available to your household?				
	Frequency	Percent	Valid Percent	Cumulative Percent
None	3694	46.19%	46.16%	46.16%
1	2559	32.00%	31.98%	78.13%
2	1299	16.24%	16.23%	94.36%
3	310	3.88%	3.87%	98.24%
4 or more	141	1.76%	1.76%	100.00%
TOTAL Responses	8003	100.06%	100.00%	
Multiple Responses	5	0.06%		
TOTAL Surveys	7998	100.00%		

Q12. Did you have a vehicle available to make this trip?				
	Frequency	Percent	Valid Percent	Cumulative Percent
No Vehicle Available	7024	87.8%	87.8%	87.8%
Vehicle Available for this trip	976	12.2%	12.2%	100.0%
TOTAL Responses	8000	100.0%	100.0%	
Multiple Responses	2	0.0%		
TOTAL Surveys	7998	100.1%		



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Q13. Do you possess a valid driver's license?

	Frequency	Percent	Valid Percent	Cumulative Percent
No license	4949	61.9%	61.9%	61.9%
Valid driver's license	3050	38.1%	38.1%	100.0%
TOTAL Responses	7999	100.0%	100.0%	
Multiple Responses	1	0.0%		
TOTAL Surveys	7998	100.0%		

Q14. What is your gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	3597	44.97%	44.97%	44.97%
Female	4332	54.16%	54.16%	99.12%
Other	70	0.88%	0.88%	100.00%
TOTAL Responses	7999	100.01%	100.00%	
Multiple Responses	1	0.01%		
TOTAL Surveys	7998	100.00%		



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Q15. What is your age?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Under 18	243	3.04%	3.04%	3.04%
18 - 24	1424	17.80%	17.79%	20.83%
35 - 34	1686	21.08%	21.07%	41.90%
35 - 44	1753	21.92%	21.90%	63.80%
45 - 64	2294	28.68%	28.66%	92.47%
65 or older	603	7.54%	7.53%	100.00%
TOTAL Responses	8003	100.06%	100.00%	
Multiple Responses	5	0.06%		
TOTAL Surveys	7998	100.00%		

Q16. Which of the following describes your status?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Employed full-time	4137	51.73%	49.87%	49.87%
Employed part-time	2063	25.79%	24.87%	74.74%
Not employed	479	5.99%	5.77%	80.52%
Retired	329	4.11%	3.97%	84.48%
Full-time student	584	7.30%	7.04%	91.53%
Part-time student	253	3.16%	3.05%	94.58%
Self-employed	286	3.58%	3.45%	98.02%
Homemaker	164	2.05%	1.98%	100.00%
TOTAL Responses	8295	103.71%	100.00%	
Multiple Responses	297	3.71%		
TOTAL Surveys	7998	100.00%		



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Q17. What route are you telling us about for this trip?				
	Frequency	Percent	Valid Percent	Cumulative Percent
n1	86	1.1%	1.1%	1.1%
n4	436	5.5%	5.5%	6.5%
n4x	8	0.1%	0.1%	6.6%
n6	769	9.6%	9.6%	16.2%
n6x	13	0.2%	0.2%	6.8%
n15	569	7.1%	7.1%	23.3%
n16	470	5.9%	5.9%	29.2%
n16x	24	0.3%	0.3%	29.5%
n19	81	1.0%	1.0%	30.2%
n20g	17	0.2%	0.2%	30.4%
n20h	265	3.3%	3.3%	33.7%
n21	33	0.4%	0.4%	30.8%
n22	119	1.5%	1.5%	32.3%
n23	90	1.1%	1.1%	33.4%
n24	202	2.5%	2.5%	36.0%
n25	155	1.9%	1.9%	37.9%
n26	41	0.5%	0.5%	38.4%
n27	304	3.8%	3.8%	42.2%
n31	542	6.8%	6.8%	49.0%
n32	474	5.9%	5.9%	55.0%
n33	112	1.4%	1.4%	56.4%
n35	226	2.8%	2.8%	59.2%
n40/n41	873	10.9%	10.9%	70.1%
n43	168	2.1%	2.1%	72.2%
n48	211	2.6%	2.6%	74.9%
n49	131	1.6%	1.6%	76.5%
n54	307	3.8%	3.8%	80.4%
n55	123	1.5%	1.5%	81.9%



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Q17. What route are you telling us about for this trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
n57	105	1.3%	1.3%	81.7%
n58	117	1.5%	1.5%	83.2%
n70	353	4.4%	4.4%	87.6%
n71	165	2.1%	2.1%	89.6%
n72	51	0.6%	0.6%	88.2%
n78	153	1.9%	1.9%	89.5%
n79	54	0.7%	0.7%	90.3%
n80	20	0.3%	0.3%	89.7%
FLEXI	4	0.1%	0.1%	89.8%
MMCS	108	1.4%	1.4%	91.2%
PWS	3	0.0%	0.0%	91.2%
Total Responses	7982	99.8%	100.0%	
Missing	16	0.2%		
TOTAL Surveys	7998	100.0%		

Q18. In what community, town, or city did you board this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Hempstead	2662	33.3%	33.4%	33.3%
Jamaica	596	7.5%	7.5%	40.8%
Freeport	491	6.1%	6.2%	46.9%
Great Neck	249	3.1%	3.1%	43.9%
Queens	199	2.5%	2.5%	49.4%
Elmont	123	1.5%	1.5%	45.4%
Valley Stream	162	2.0%	2.0%	47.4%



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Q18. In what community, town, or city did you board this bus?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Mineola	188	2.4%	2.4%	49.8%
Hicksville	426	5.3%	5.3%	52.8%
Garden City	259	3.2%	3.2%	56.0%
Flushing	55	0.7%	0.7%	56.7%
Westbury	165	2.1%	2.1%	58.1%
Roosevelt	185	2.3%	2.3%	60.4%
Far Rockaway	422	5.3%	5.3%	65.7%
Uniondale	169	2.1%	2.1%	67.8%
Rockville Centre	263	3.3%	3.3%	71.1%
Baldwin	72	0.9%	0.9%	72.0%
New Hyde Park	62	0.8%	0.8%	72.8%
Nassau	412	5.2%	5.2%	78.0%
Lynbrook	230	2.9%	2.9%	80.9%
Long Beach	179	2.2%	2.2%	83.1%
Franklin Square	49	0.6%	0.6%	83.7%
Long Island	168	2.1%	2.1%	85.8%
East Meadow	40	0.5%	0.5%	86.3%
Roslyn	63	0.8%	0.8%	87.1%
Farmingdale	88	1.1%	1.1%	88.2%
Total Responses	7977	99.7%	100.0%	
Missing	21	0.3%		
TOTAL Surveys	7998	100.0%		



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Q19. In what community, town, or city will you get off this bus?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Hempstead	1996	25.0%	25.0%	25.0%
Jamaica	720	9.0%	9.0%	34.0%
Freeport	436	5.5%	5.5%	39.4%
Great Neck	307	3.8%	3.8%	37.8%
Queens	213	2.7%	2.7%	42.1%
Elmont	139	1.7%	1.7%	39.6%
Valley Stream	161	2.0%	2.0%	41.6%
Mineola	185	2.3%	2.3%	43.9%
Hicksville	360	4.5%	4.5%	46.1%
Garden City	321	4.0%	4.0%	50.1%
Flushing	59	0.7%	0.7%	50.9%
Westbury	187	2.3%	2.3%	52.5%
Roosevelt	222	2.8%	2.8%	55.2%
Far Rockaway	367	4.6%	4.6%	59.8%
Uniondale	312	3.9%	3.9%	63.7%
Rockville Centre	292	3.7%	3.7%	67.4%
Baldwin	99	1.2%	1.2%	68.6%
New Hyde Park	94	1.2%	1.2%	69.8%
Nassau	397	5.0%	5.0%	74.8%
Lynbrook	209	2.6%	2.6%	77.4%
Long Beach	241	3.0%	3.0%	80.4%
Franklin Square	79	1.0%	1.0%	81.4%
Long Island	261	3.3%	3.3%	84.7%
East Meadow	76	1.0%	1.0%	85.6%
Roslyn	146	1.8%	1.8%	87.5%
Farmingdale	103	1.3%	1.3%	88.8%
Total Responses	7982	99.8%	100.0%	
Missing	16	0.2%		
TOTAL Surveys	7998	100.0%		



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Q20. Does this one-way trip include a transfer?

	Frequency	Percent	Valid Percent	Cumulative Percent
Transfer	4069	50.9%	51.0%	51.0%
No Transfer	3913	48.9%	49.0%	100.0%
TOTAL Responses	7982	99.8%	100.0%	
Missing	16	0.2%		
TOTAL Surveys	7998	100.0%		

Q21. How did you get to the bus stop where you boarded this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Walk more than 4 blocks	2677	33.47%	33.54%	33.54%
Walk 4 blocks or less	2694	33.68%	33.75%	67.29%
Transfer to bus/train	1878	23.48%	23.53%	90.82%
Drove self	37	0.46%	0.46%	91.28%
Bike/skateboard	43	0.54%	0.54%	91.82%
Taxi/Uber/ Lyft	132	1.65%	1.65%	93.47%
Was dropped off	211	2.64%	2.64%	96.12%
Other	310	3.88%	3.88%	100.00%
TOTAL Responses	7982	99.80%	100.00%	
Missing	16	0.20%		
TOTAL Surveys	7998	100.00%		



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Q22. How will you travel to your destination once you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Walk more than 4 blocks	2186	27.33%	27.39%	27.39%
Walk 4 blocks or less	3038	37.98%	38.06%	65.45%
Transfer to bus/train	2083	26.04%	26.10%	91.54%
Drove self	46	0.58%	0.58%	92.12%
Bike/skateboard	20	0.25%	0.25%	92.37%
Taxi/Uber/ Lyft	77	0.96%	0.96%	93.34%
Was dropped off	203	2.54%	2.54%	95.88%
Other	329	4.11%	4.12%	100.00%
TOTAL Responses	7982	99.80%	100.00%	
Missing	16	0.20%		
TOTAL Surveys	7998	100.00%		

Q23. What is the primary purpose for the trip that includes this bus that you are currently riding?

	Frequency	Percent	Valid Percent	Cumulative Percent
Work	4826	60.34%	60.46%	60.46%
School	683	8.54%	8.56%	69.02%
Medical/healthcare	599	7.49%	7.50%	76.52%
Shopping	476	5.95%	5.96%	82.49%
Errands	481	6.01%	6.03%	88.51%
Social/recreation	338	4.23%	4.23%	92.75%
Other	579	7.24%	7.25%	100.00%
TOTAL Responses	7982	99.80%	100.00%	
Missing	16	0.20%		
TOTAL Surveys	7998	100.00%		



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Q24. Do you own or have access to a smartphone?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	6997	87.5%	87.8%	87.8%
No	974	12.2%	12.2%	100.0%
TOTAL Responses	7971	99.7%	100.0%	
Missing	27	0.3%		
TOTAL Surveys	7998	100.0%		

Q25. Have you used NICE's GoMobile transit app?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes, to pay my fare	2018	25.23%	25.32%	25.32%
Yes, to access real-time bus information	1968	24.61%	24.69%	50.01%
No, I have not used the app	3985	49.82%	49.99%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Multiple Responses	-27	-0.34%		
TOTAL Surveys	7998	100.00%		



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Q26. What is your primary reason for choosing NICE for this trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
No car available	3661	45.77%	45.93%	45.93%
Not able to drive	1160	14.50%	14.55%	60.48%
Proximity to my destination	1177	14.72%	14.77%	75.25%
Cost	679	8.49%	8.52%	83.77%
Prefer public transit to driving	686	8.58%	8.61%	92.37%
Other	608	7.60%	7.63%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Missing	27	0.34%		
TOTAL Surveys	7998	100.00%		

Q27. How often do you ride NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than once a week	553	6.91%	6.94%	6.94%
1-2 times a week	1306	16.33%	16.38%	23.32%
3-4 times a week	2230	27.88%	27.98%	51.30%
5 or more times a week	3882	48.54%	48.70%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Missing	27	0.34%		
TOTAL Surveys	7998	100.00%		



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Q28. How would you have made this trip if NICE was not available?

	Frequency	Percent	Valid Percent	Cumulative Percent
Taxi/Uber/Lyft	3354	41.94%	42.08%	42.08%
Ride with friend/family member	1218	15.23%	15.28%	57.36%
Wouldn't make trip	944	11.80%	11.84%	69.20%
Drive own vehicle	269	3.36%	3.37%	72.58%
Walk	406	5.08%	5.09%	77.67%
Bicycle/skateboard	118	1.48%	1.48%	79.15%
Other	1662	20.78%	20.85%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Missing	27	0.34%		
TOTAL Surveys	7998	100.00%		

Q29. Who else in your household uses NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Children (age 12 and under)	442	5.53%	5.55%	5.55%
Teens (age 13-18)	727	9.09%	9.12%	14.67%
Young adults (age 19-24)	1360	17.00%	17.06%	31.73%
Other Adults	2613	32.67%	32.78%	64.51%
Seniors (age 65 or older)	378	4.73%	4.74%	69.25%
N/A	2451	30.65%	30.75%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Missing	27	0.34%		
TOTAL Surveys	7998	100.00%		



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Q30. In what language was this survey completed?				
	Frequency	Percent	Valid Percent	Cumulative Percent
English	5657	70.73%	70.97%	70.97%
Spanish	2236	27.96%	28.05%	99.02%
Chinese	31	0.39%	0.39%	99.41%
Haitian Creole	20	0.25%	0.25%	99.66%
Korean	6	0.08%	0.08%	99.74%
Farsi	3	0.04%	0.04%	99.77%
Italian	2	0.03%	0.03%	99.80%
Other	16	0.20%	0.20%	100.00%
TOTAL Responses	7971	99.66%	100.00%	
Missing	27	0.34%		
TOTAL Surveys	7998	100.00%		



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Appendix C: Route Profiles

Route n1.....	118
Route n4.....	122
Route n6.....	125
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Route n70/71/72.....	201
Route n78/79	204
Route n80.....	207
Mercy Medical Center Shuttle (MMCS).....	210
Elmont Flexi (elfx)	213



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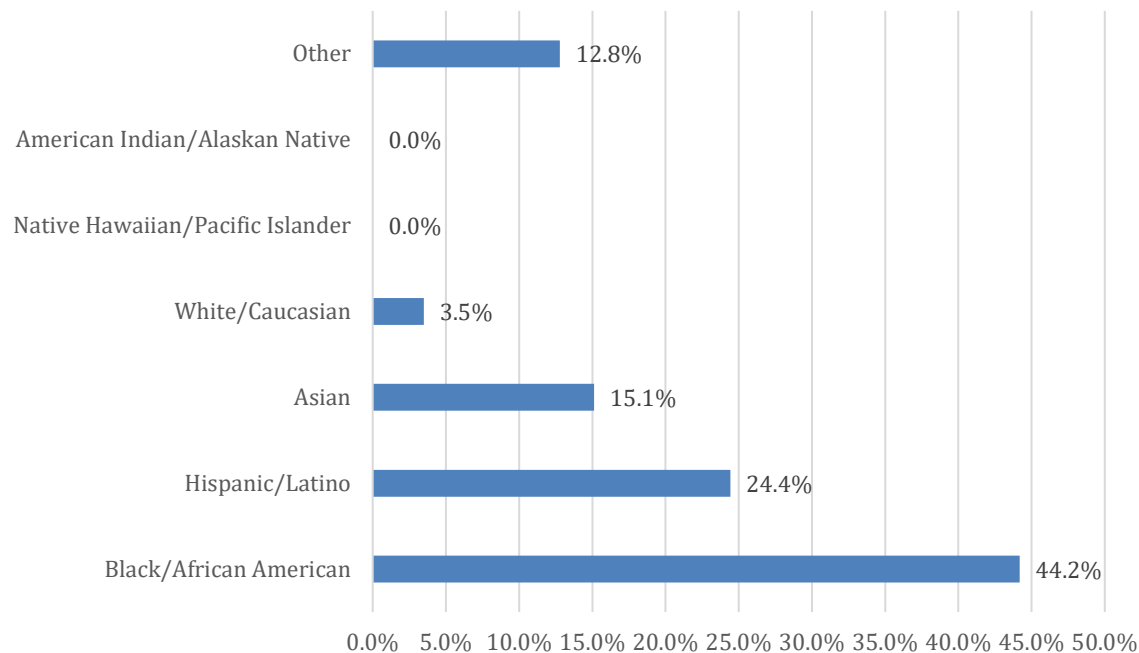
The following Route Profiles present information specific to individual routes relative to customer ethnicity, language, income level, reason for riding, and available mobility alternatives.

It should be noted that since multiple responses were allowed with respect to ethnicity and language, response totals may exceed 100 percent.

Route n1

More than 96 percent of Route n1 respondents indicated being a “minority” ethnicity. About 44 percent of respondents described their ethnicity as Black/African American. Almost one-quarter cited their ethnicity as Hispanic/Latino.

Exhibit C.1.a Route n1 Ethnicity
n=86



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More than 67 percent of respondents cited speaking English at home. More than eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.1.b Route n1 Languages
n=86

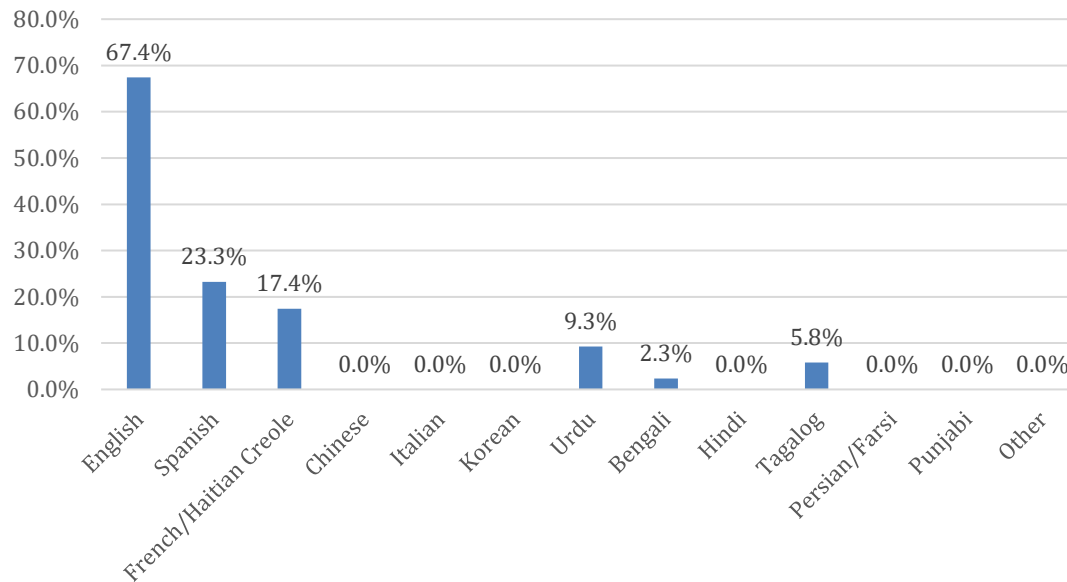
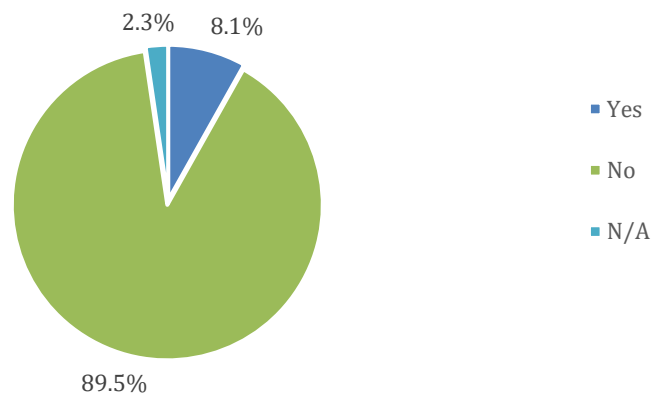


Exhibit C.1.c Route n1 Lack of Proficiency in English Impacting NICE Use



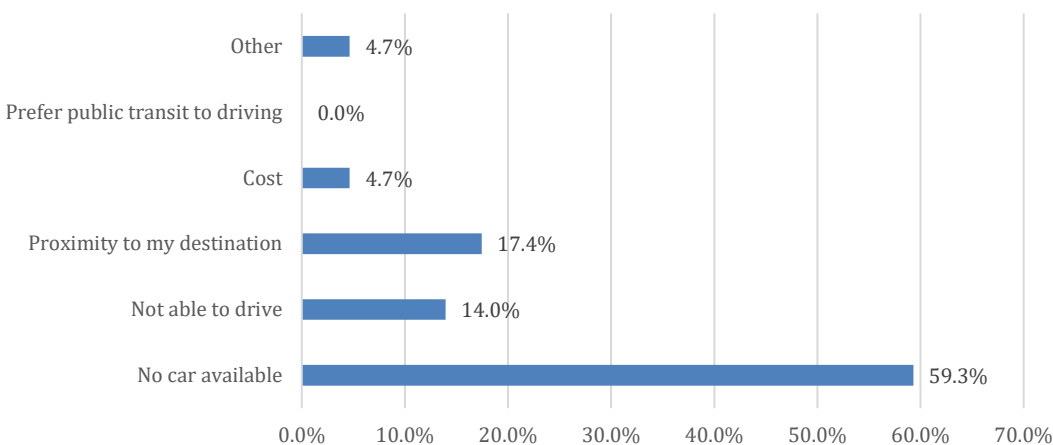
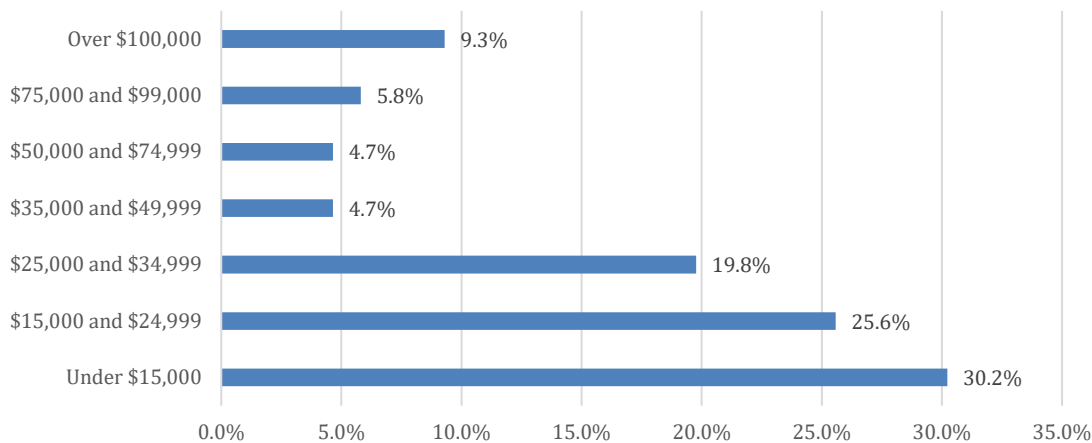
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In 2021, only 4.4 percent of respondents cited an annual household income of \$50,000 or more, compared to 30 percent in 2019. Over 25 percent indicated an income below \$25,000 annually and the majority of riders (30.2 percent) indicated an income under \$15,000. About 59 percent choose NICE because they lack access to a car or are not able to drive.

Exhibit C.1.d Route n1 Household Income
n=86

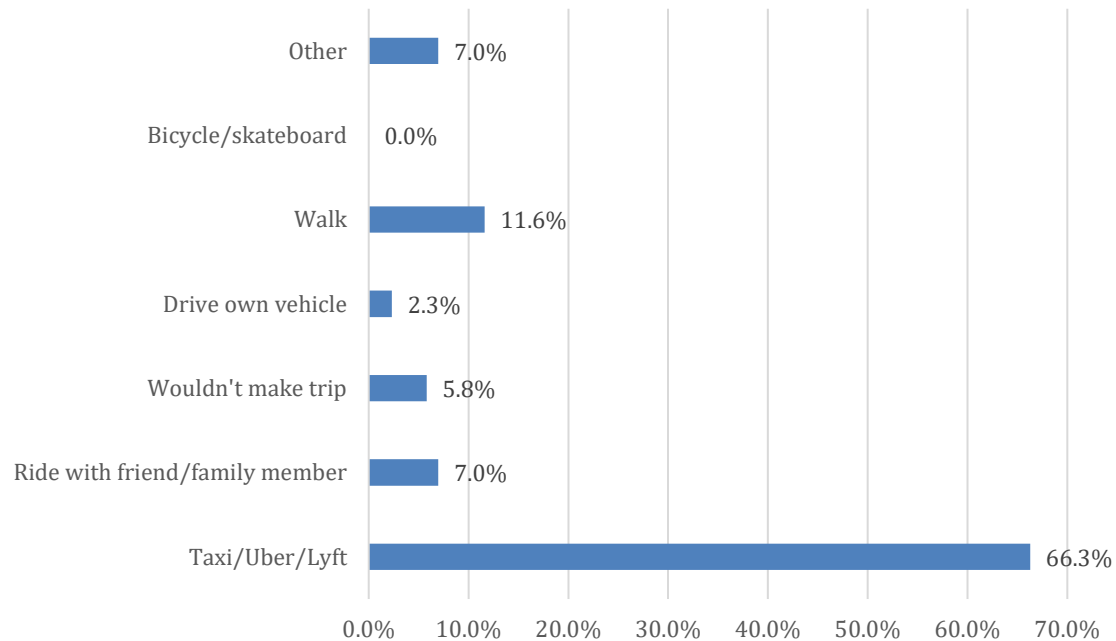


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Exhibit C.1.f Route n1 Alternatives to NICE
n=86



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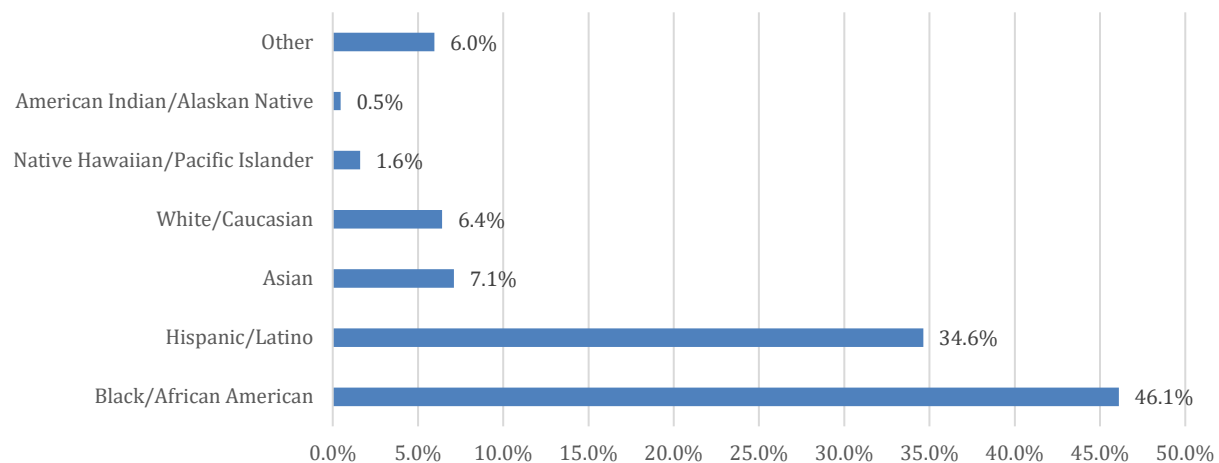
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Route n4

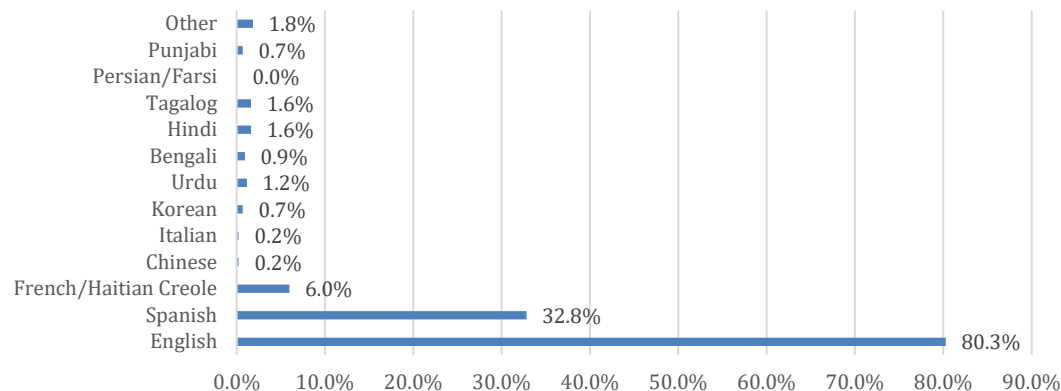
More than 93 percent of Route n4 respondents indicated being a “minority” ethnicity. About 46 percent of respondents described their ethnicity as Black/African American. More than 34 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.2.a Route n4 Ethnicity
n=436



More than 80 percent of respondents cited speaking English at home, while 32.8 percent speak Spanish. Over 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.2.b Route n4 Languages

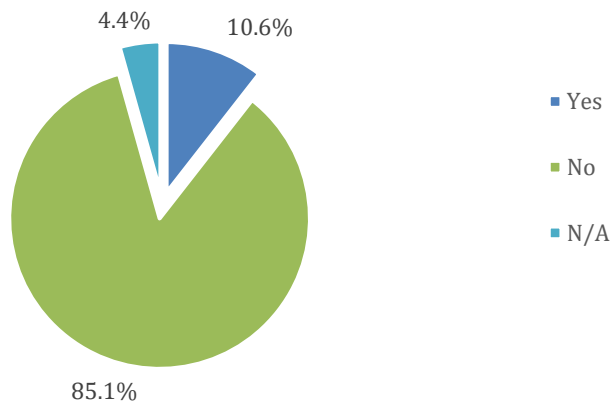


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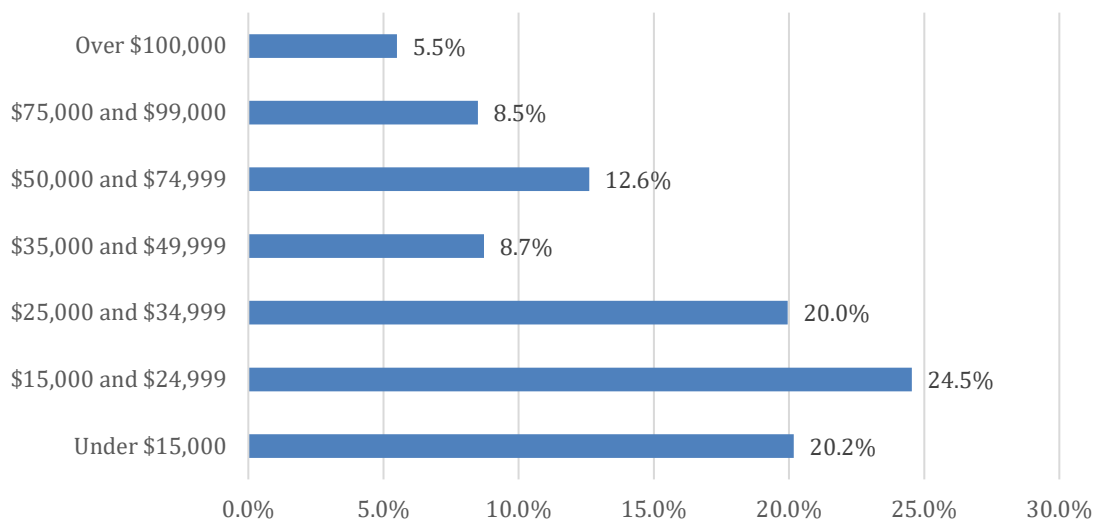
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Exhibit C.2.c Route n4 Lack of Proficiency in English Impacting NICE Use
n=436



Over 73 percent of survey respondents cited an annual household income of less than \$50,000. Close to 45 percent indicated an income below \$25,000 annually. 42.4 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.2.d Route n4 Household Income
n=436



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Exhibit C.2.e Route n4 Reason for Riding n=436

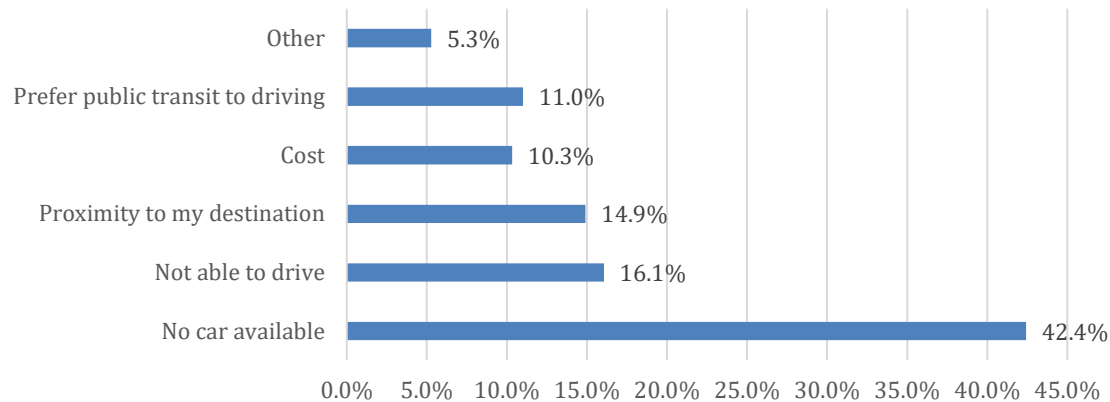
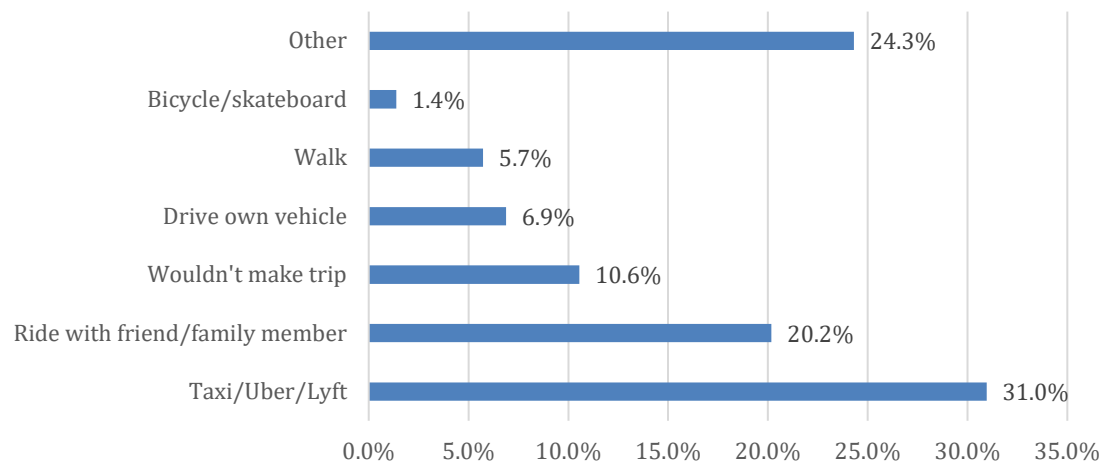


Exhibit C.2.f Route n4 Alternatives to NICE



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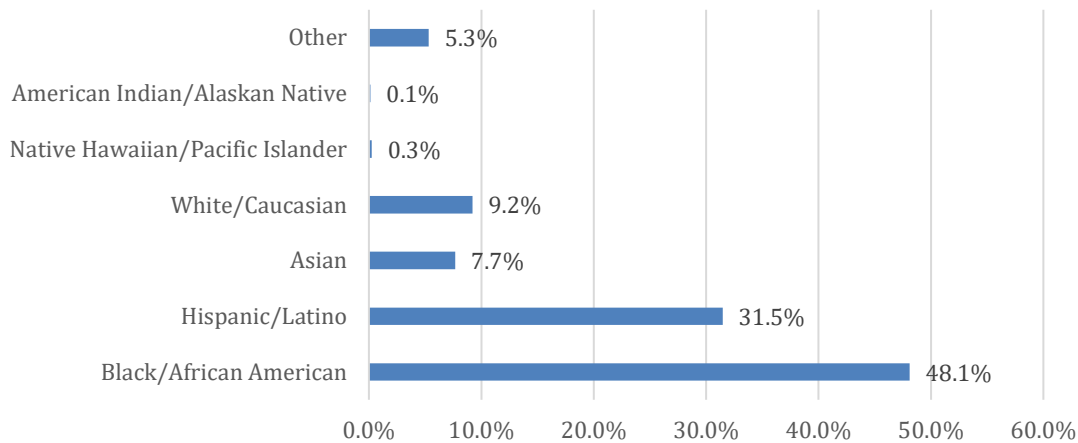
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Route n6

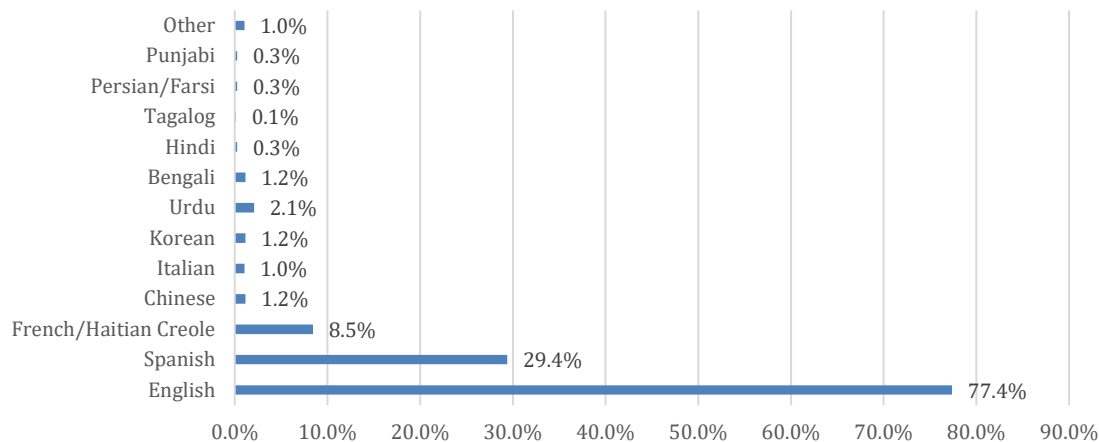
Close to 91 percent of Route n6 respondents indicated being a “minority” ethnicity. More than 48 percent of respondents described their ethnicity as Black/African American. 31.5 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.3.a Route n6 Ethnicity
N=769



Over 77 percent of respondents cited speaking English at home. Spanish and French/Haitian Creole are the only other languages that were cited by more than 2 percent of respondents. 12.5 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.3.b Route n6 Languages

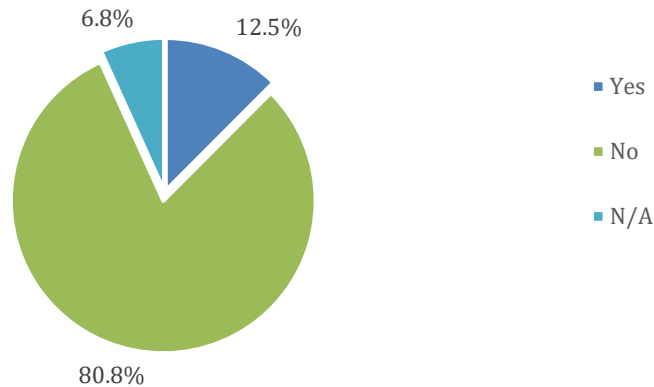


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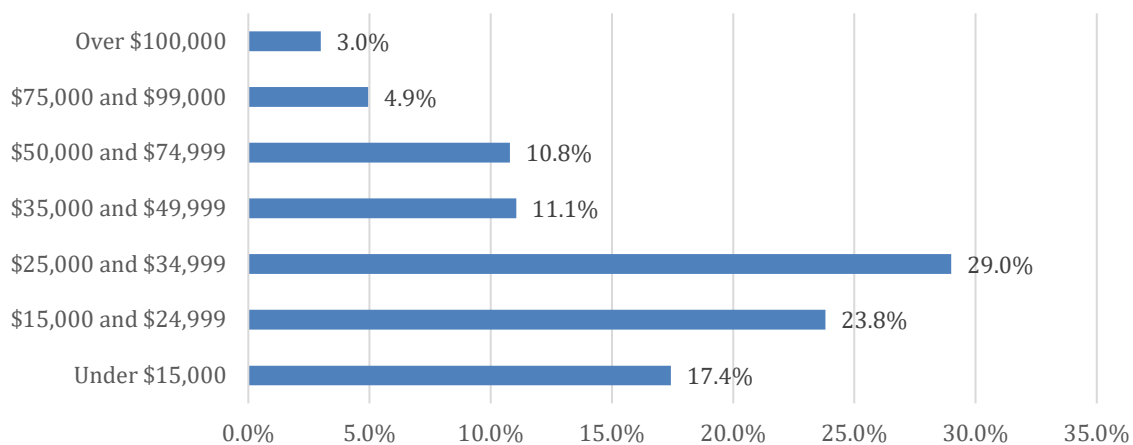
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Exhibit C.3.c Route n6 Lack of Proficiency in English Impacting NICE Use n=769



Over 41 percent indicated an income below \$25,000 annually. 38.4 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n6 respondents are most likely to take a taxi or “other” mode if NICE was not available.

Exhibit C.3.d Route n6 Household Income



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Exhibit C.3.e Route n6 Reason for Riding

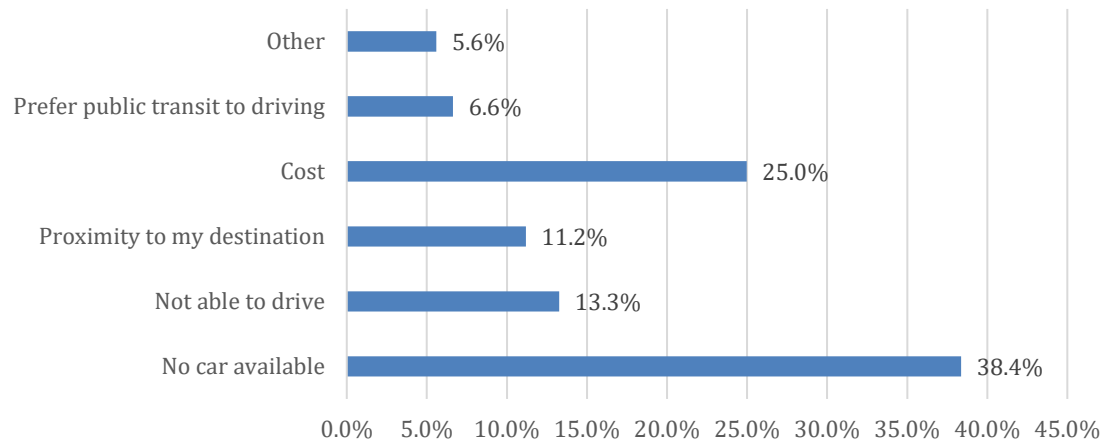
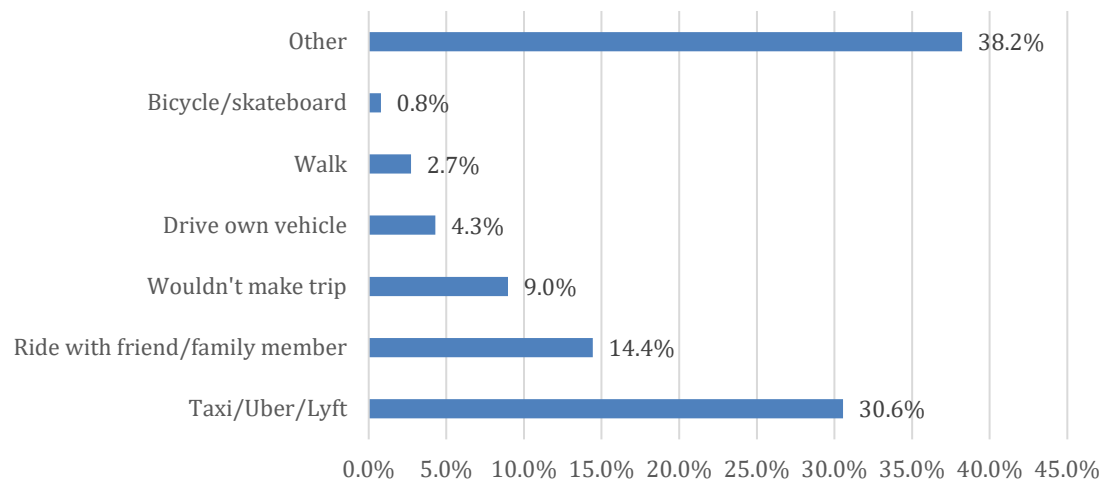


Exhibit C.3.f Route n6 Alternatives to NICE



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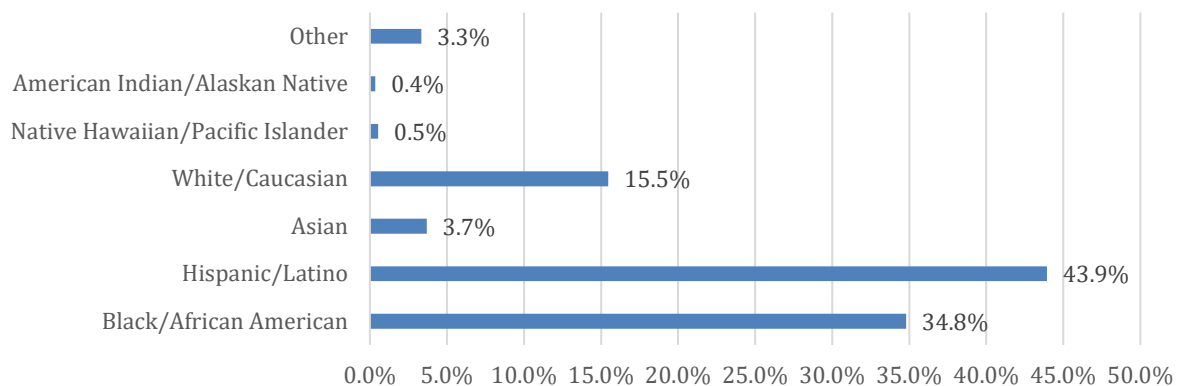
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Route n15

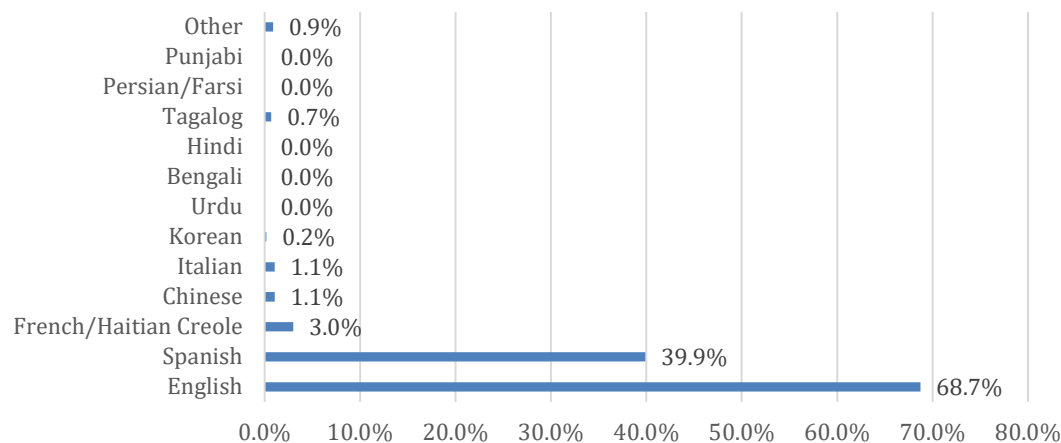
Over Eighty-four percent of Route n15 respondents indicated being a “minority” ethnicity. Nearly 35 percent of respondents described their ethnicity as Black/African American. Close to 44 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.4.a Route n15 Ethnicity
n=569



More than 68 percent of respondents cited speaking English at home, while 39.9 percent speak Spanish at home. 11.4 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.4.b Route n15 Languages

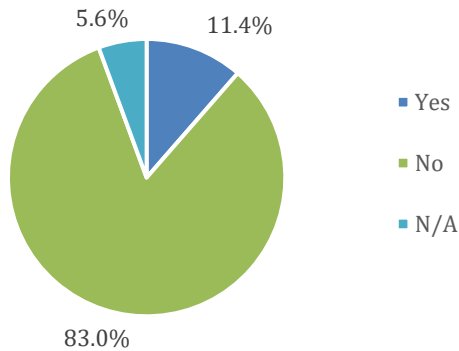


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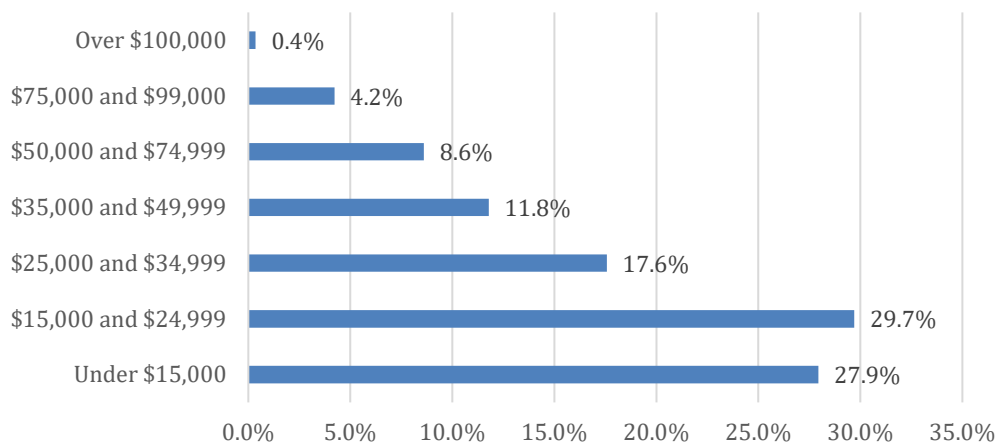
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Exhibit C.4.c Route n15 Lack of Proficiency in English Impacting NICE Use
n=569



Over 57 percent indicated an income below \$25,000 annually. Close to 40 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n15 riders are most likely to take a taxi or ride with a friend or family member if NICE was not available.

Exhibit C.4.d Route n15 Household Income



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Exhibit C.4.e Route n15 Reason for Riding n=567

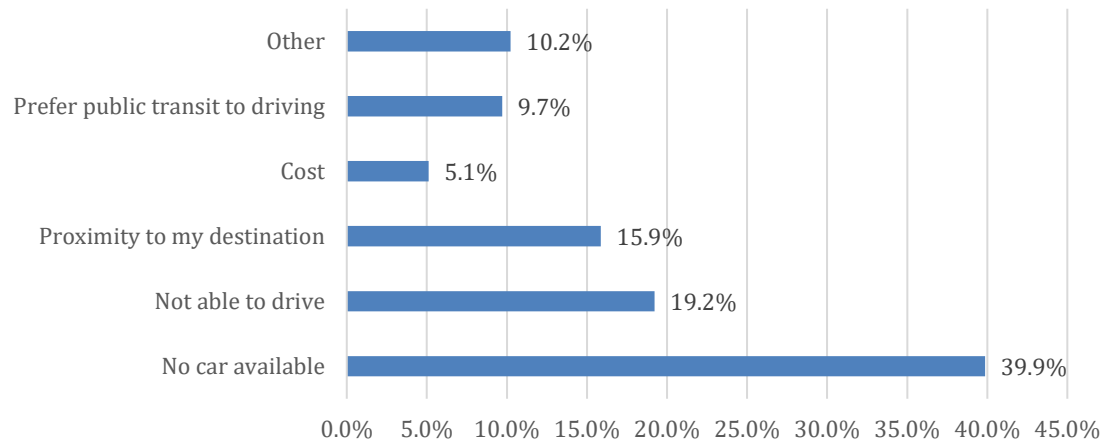
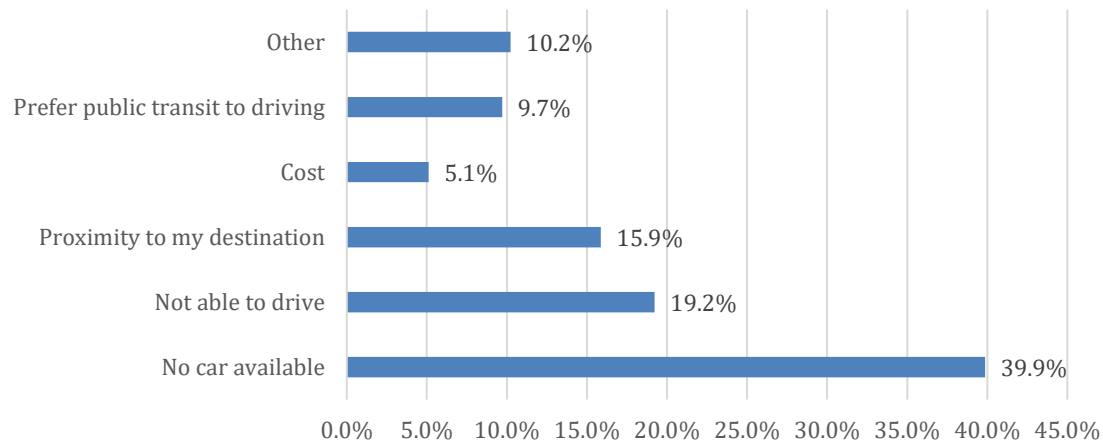


Exhibit C.4.f Route n15 Alternatives to NICE N=567



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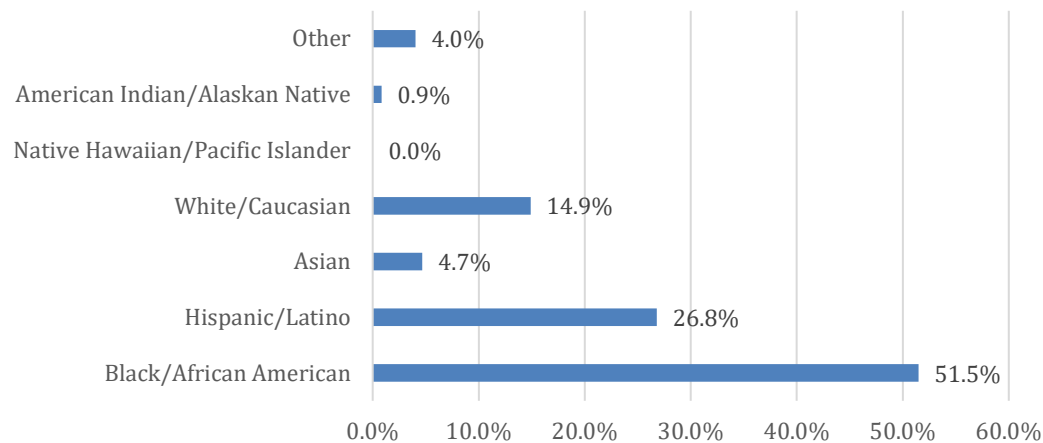
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Route n16

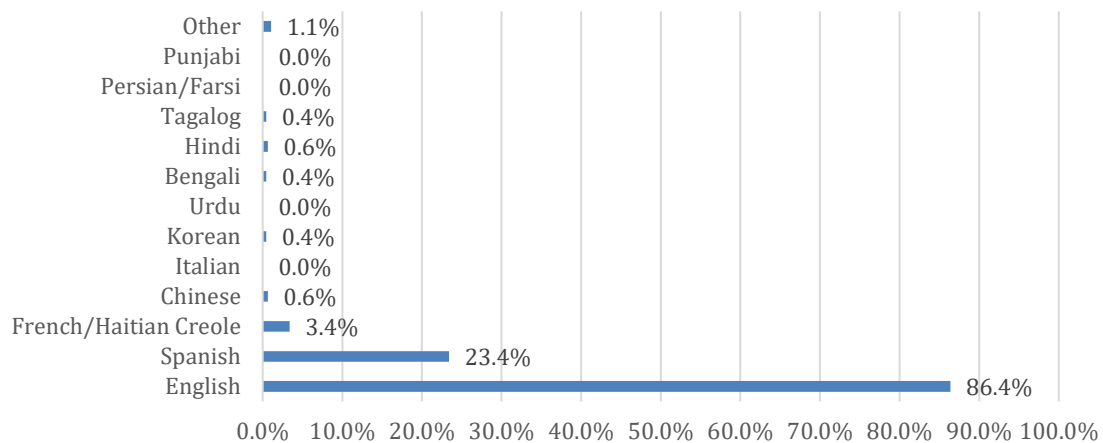
About 85 percent of Route n16 respondents indicated being a “minority” ethnicity. More than 51 percent of respondents described their ethnicity as Black/African American. More than 26 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.5.a Route n16 Ethnicity n=470



More than 86 percent of respondents cited speaking English at home. Over 23 percent speak Spanish at home. Six percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.5.b Route n16 Languages

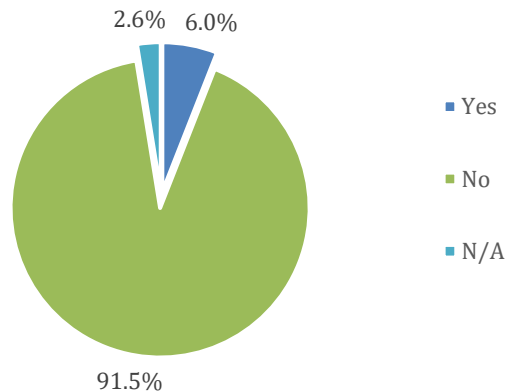


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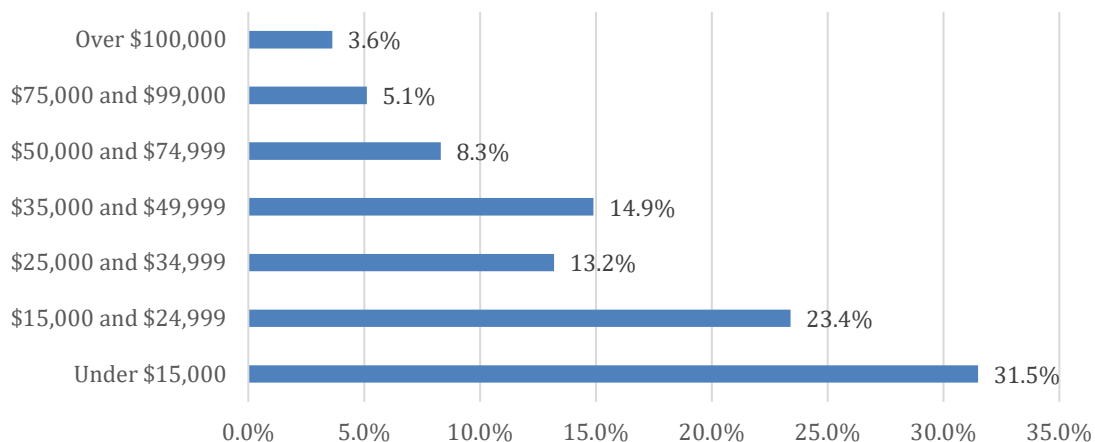
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Exhibit C.5.c Route n16 Lack of Proficiency in English Impacting NICE Use
n=470



Over 54 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. Route n16 riders are most likely to take a taxi or ride with a friend or family member if NICE was not available.

Exhibit C.5.d Route n16 Household Income



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Exhibit C.5.e Route n16 Reason for Riding
n=470

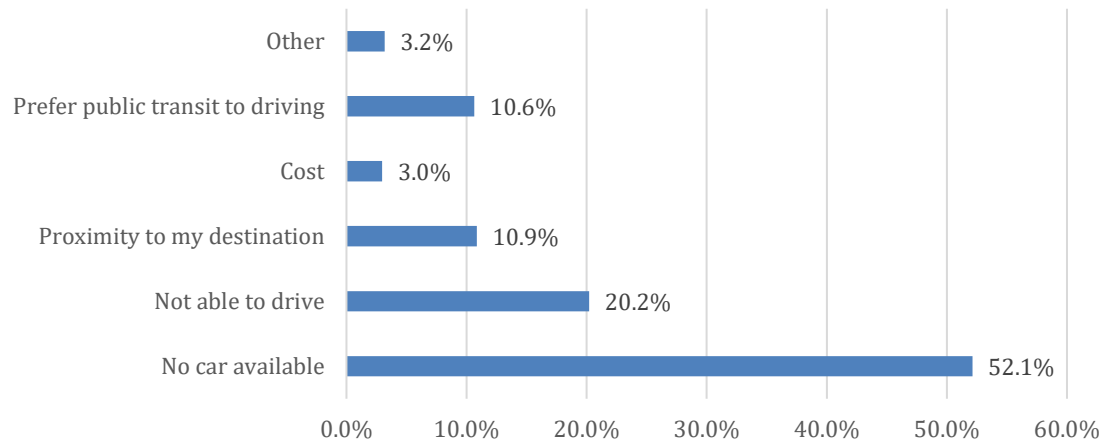
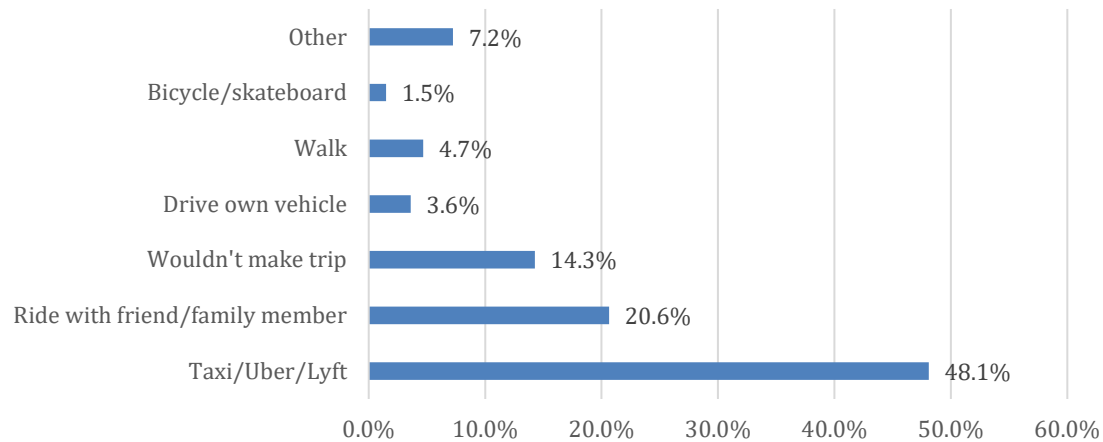


Exhibit C.5.f Route n16 Alternatives to NICE



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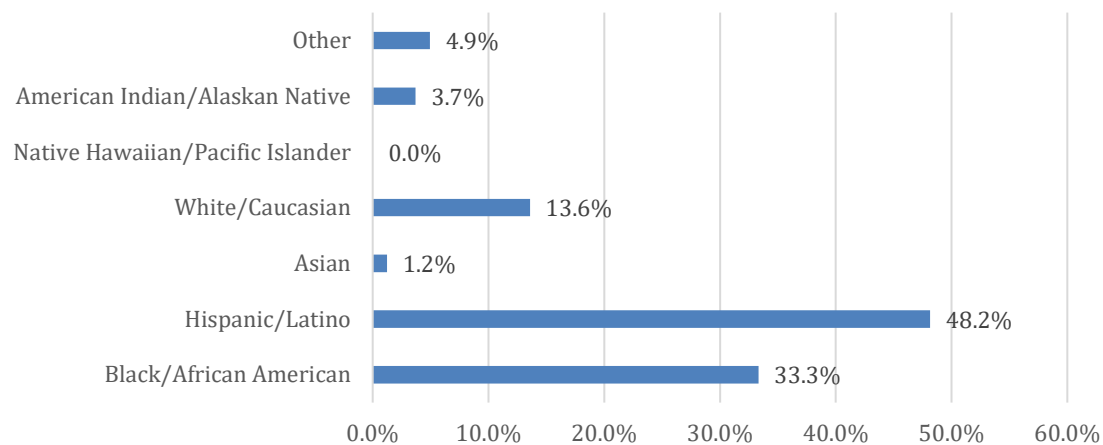
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Route n19

More than 86 percent of Route n19 respondents indicated being a “minority” ethnicity. More than 48 percent of respondents indicated their ethnicity as Hispanic/Latino. More than 33 percent described their ethnicity as Black/African American.

Exhibit C.6.a Route n19 Ethnicity n=81



More than 71 percent of respondents cited speaking English at home. More than 51 percent speak Spanish at home. 2.5 percent indicated a lack of proficiency in English impacted their use of NICE.



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Exhibit C.6.b Route n19 Languages

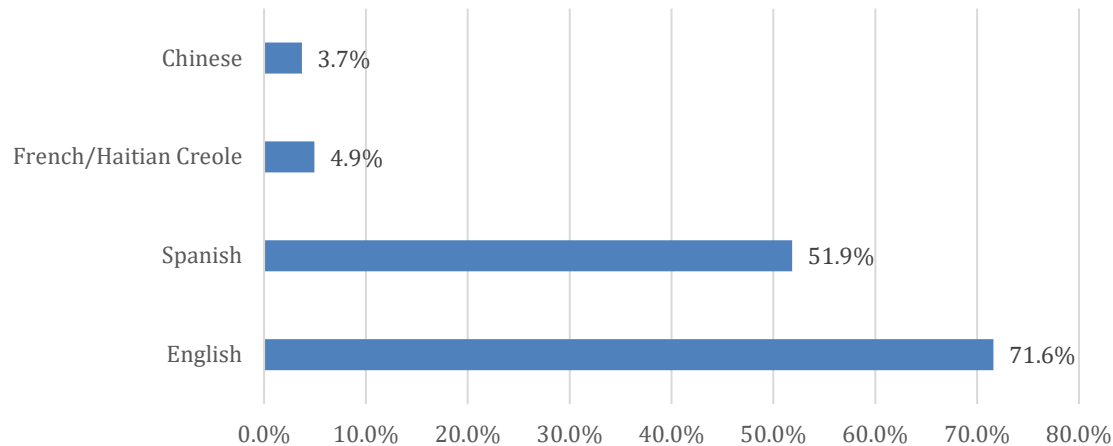
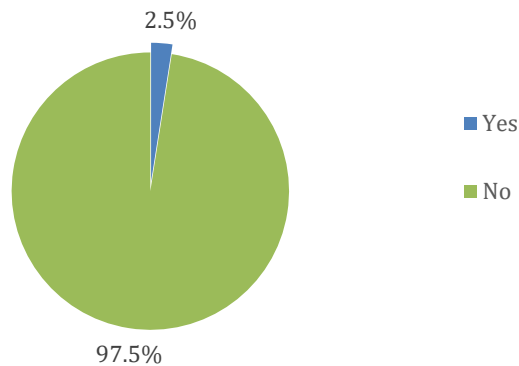


Exhibit C.6.c Route n19 Lack of Proficiency in English Impacting NICE Use
n=81



Over 35 percent indicated an income below \$25,000 annually. 65.4 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n19 respondents are most likely to ride with a friend or family member and over 50 percent noted “other” if NICE was not available.



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Exhibit C.6.d Route n19 Household Income

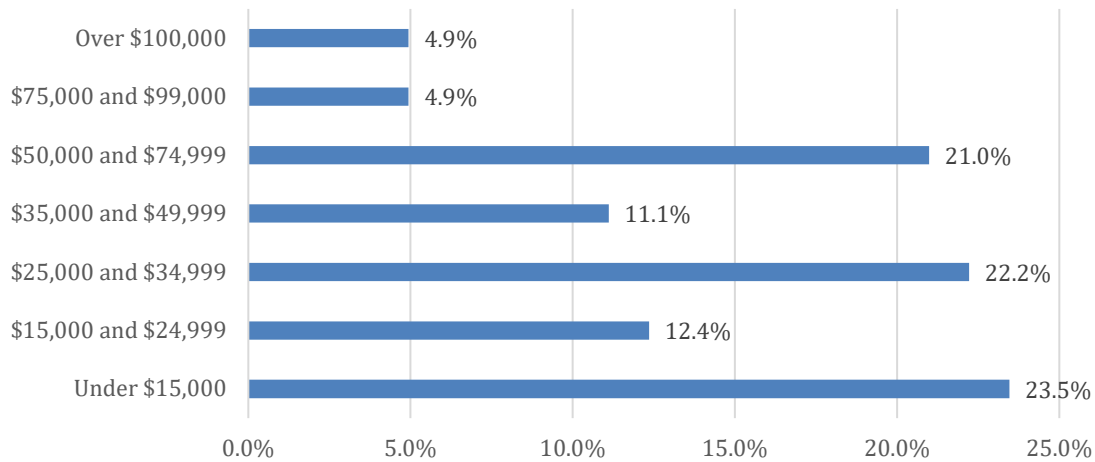
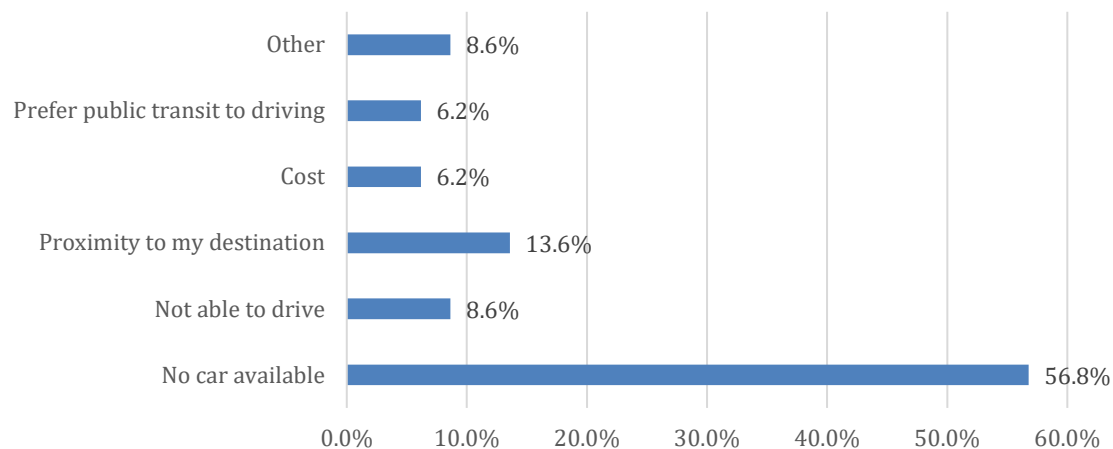


Exhibit C.6.e Route n19 Reason for Riding
n=81

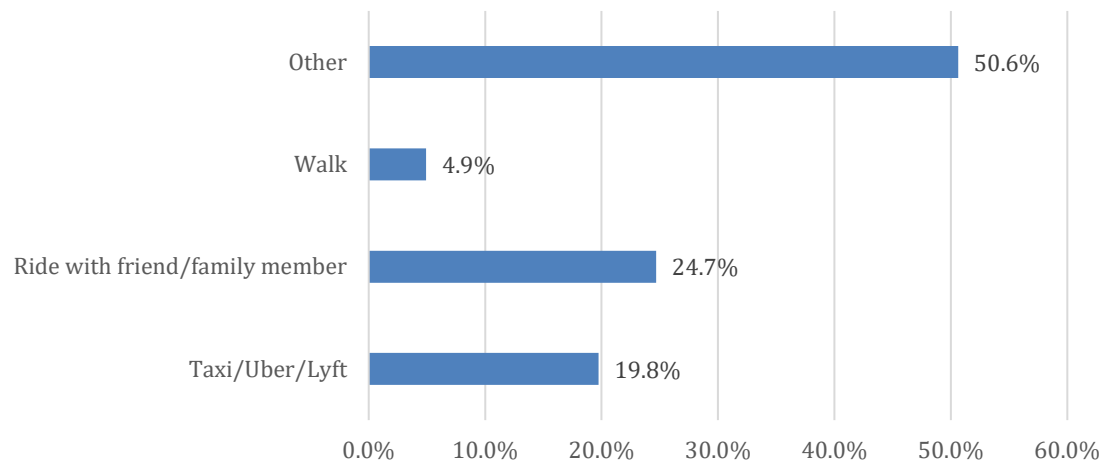


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Exhibit C.6.f Route n19 Alternatives to NICE



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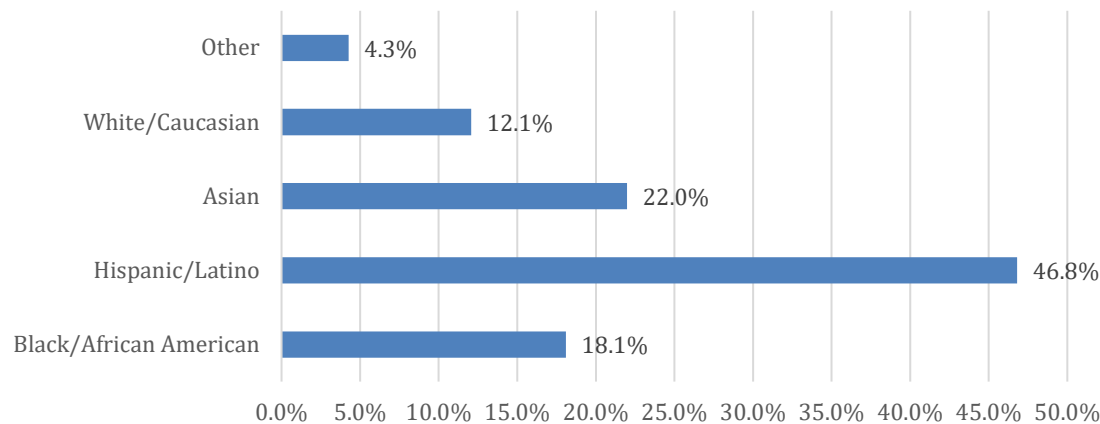
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Route n20g/n20h

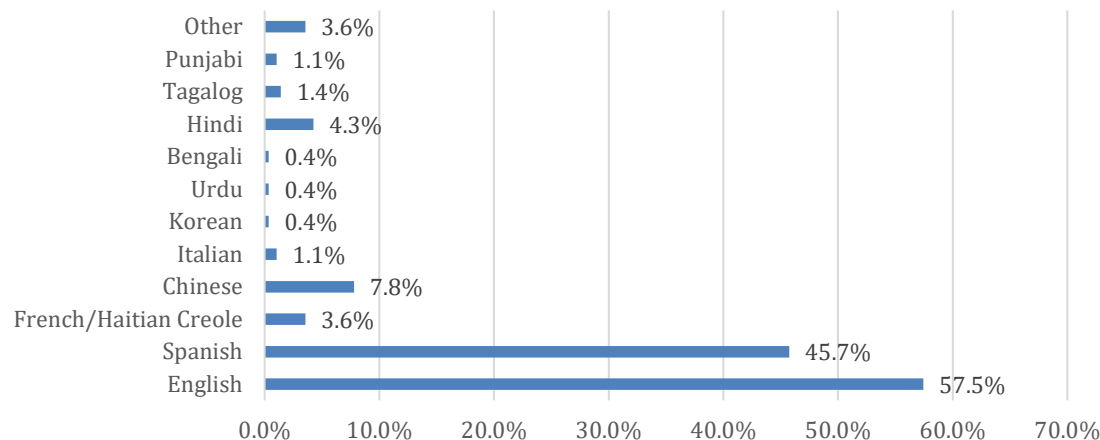
About 88 percent of Route n20g/n20h respondents indicated being a “minority” ethnicity. Over 46 percent of respondents indicated their ethnicity as Hispanic/Latino while 22 percent reported their ethnicity as Asian. 18.1 percent of respondents described their ethnicity as Black/African American.

Exhibit C.7.a Route n20g/n20h Ethnicity
n=282



Over 57 percent of respondents cited speaking English at home. More than 45 percent speak Spanish at home, while 7.8 percent speak Chinese. Close to 13 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.7.b Route n20g/n20h Languages

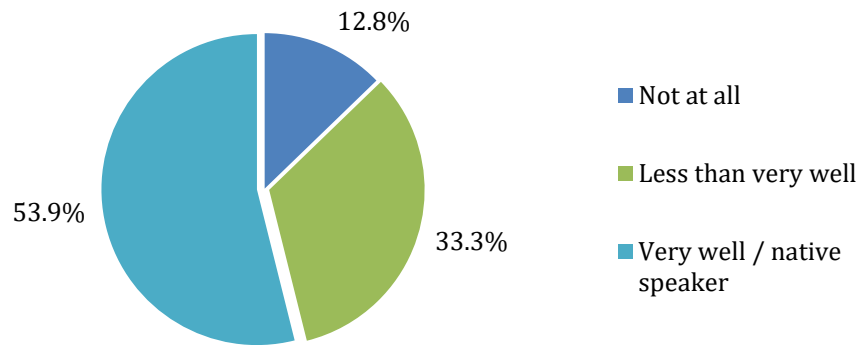


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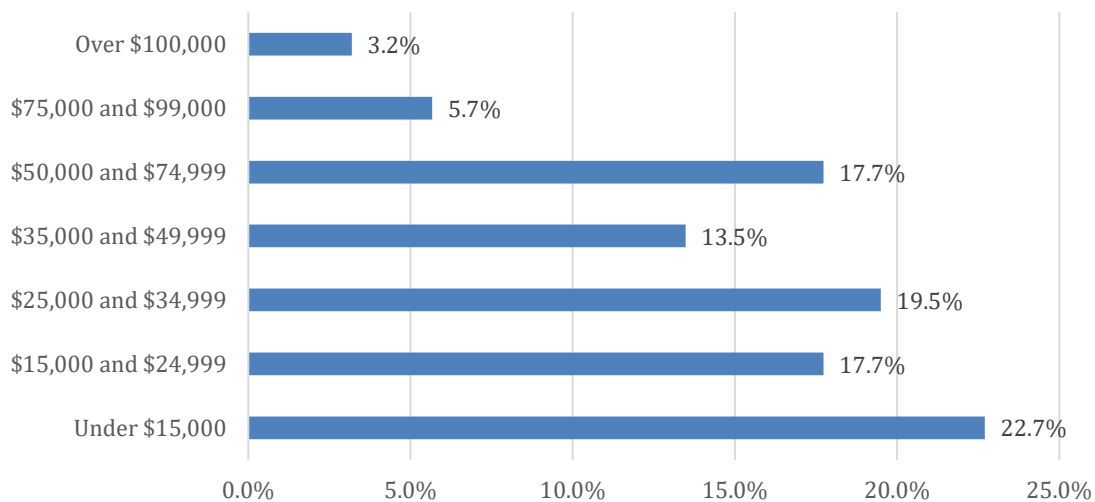
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Exhibit C.7.c Route n20g/n20h Lack of Proficiency in English Impacting NICE Use
n=282



Over 40 percent indicated an income below \$25,000 annually while 26.6 percent indicated an income of over \$50,000. More than 21 percent choose NICE because of proximity to the destination while over 50 percent choose nice because they lack access to a personal vehicle or are not able to drive. About 44 percent of respondents indicated they would take a taxi if NICE was unavailable.

Exhibit C.7.d Route n20g/n20h Household Income



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Exhibit C.7.e Route n20g/n20h Reason for Riding
n=281

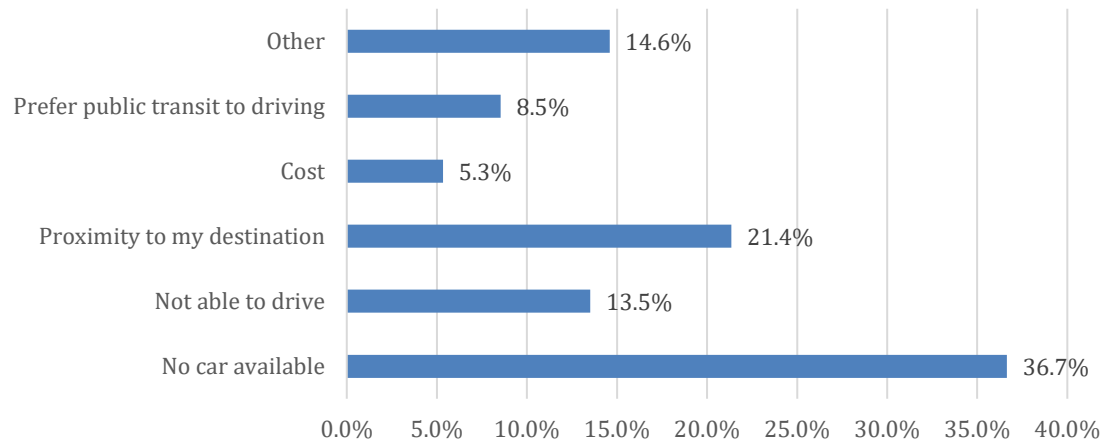
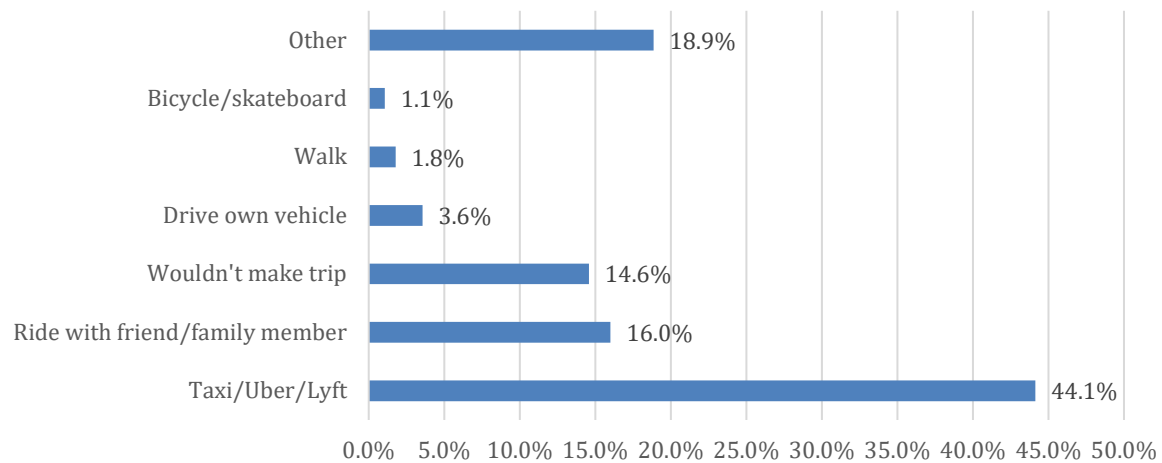


Exhibit C.7.f Route n20g/n20h Alternatives to NICE



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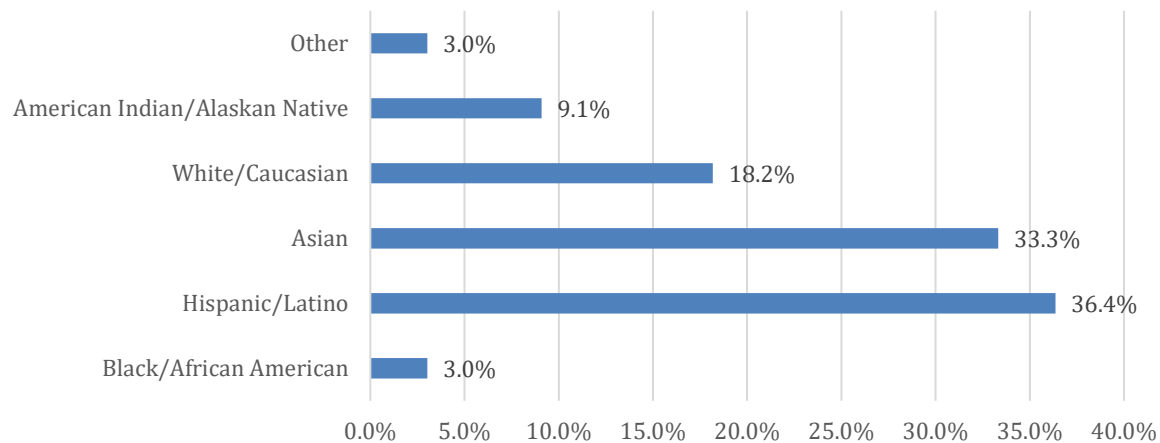
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Route n21

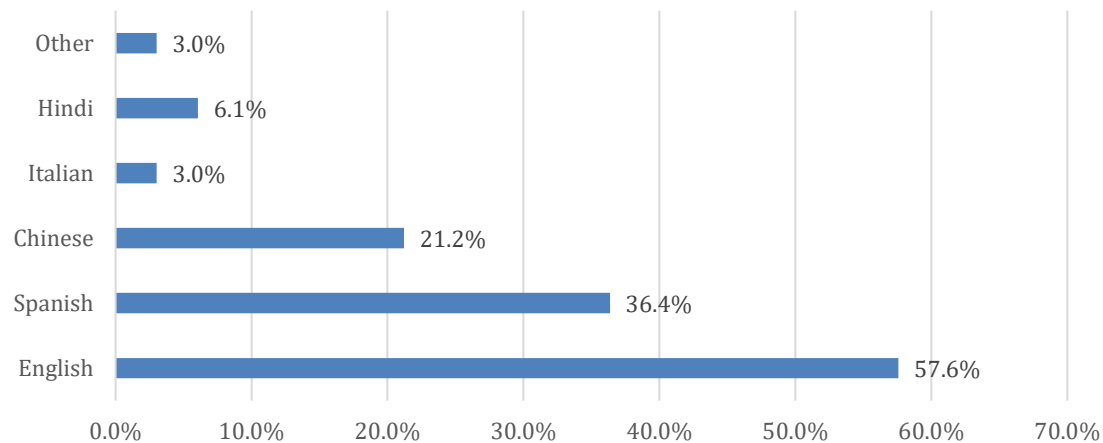
More than 81 percent of Route n21 respondents indicated being a “minority” ethnicity. 36.4 percent of respondents indicated their ethnicity as Hispanic/Latino. Over 33 percent of respondents indicated their ethnicity as Asian, while 3.0 percent described their ethnicity as Black/African American.

Exhibit C.8.a Route n21 Ethnicity
n=33



More than 57 percent of respondents cited speaking English at home. Slightly more than 36 percent speak Spanish at home. Chinese was cited by 21.2 percent. Only 3.0 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.8.b Route n21 Languages

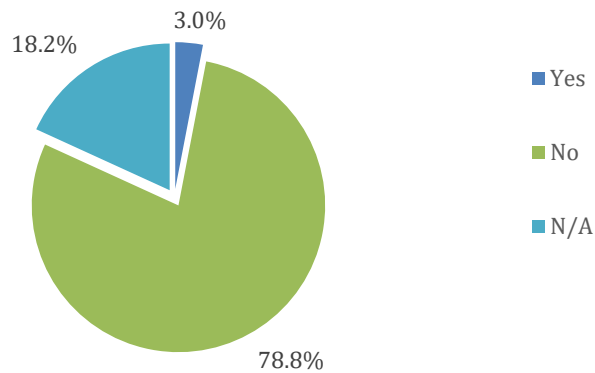


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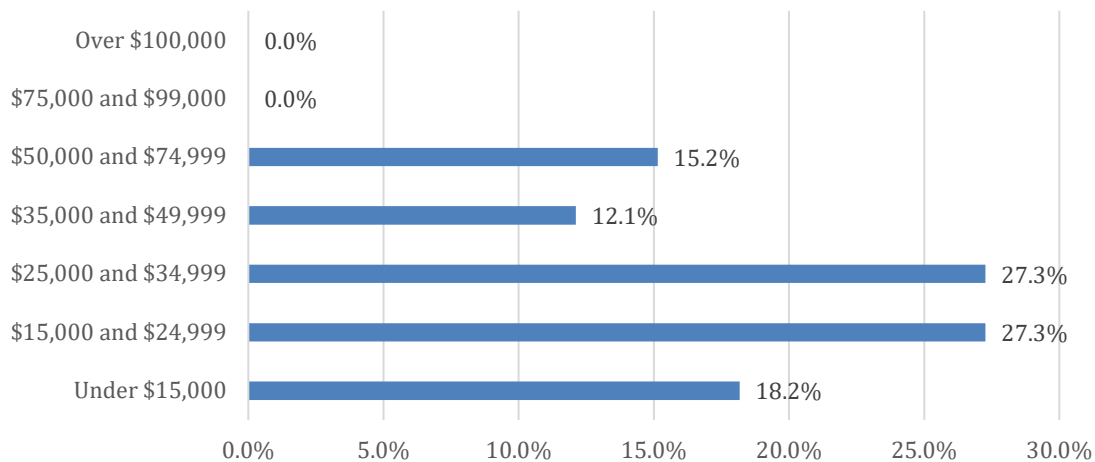
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Exhibit C.8.c Route n21 Lack of Proficiency in English Impacting NICE Use
n=33



Over 45 percent indicated an income below \$25,000 annually. Close to 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.8.d Route n21 Household Income



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Exhibit C.8.e Route n21 Reason for Riding

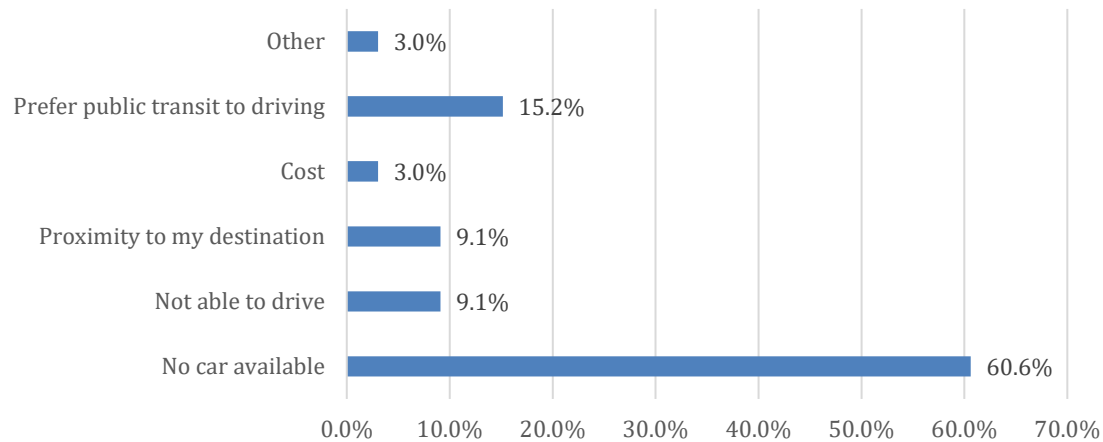
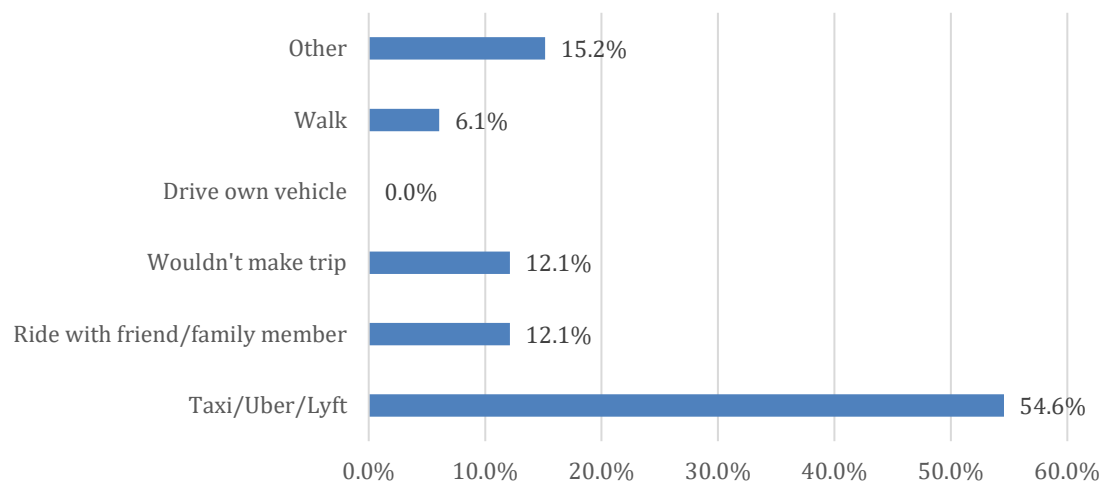


Exhibit C.8.f Route n21 Alternatives to NICE



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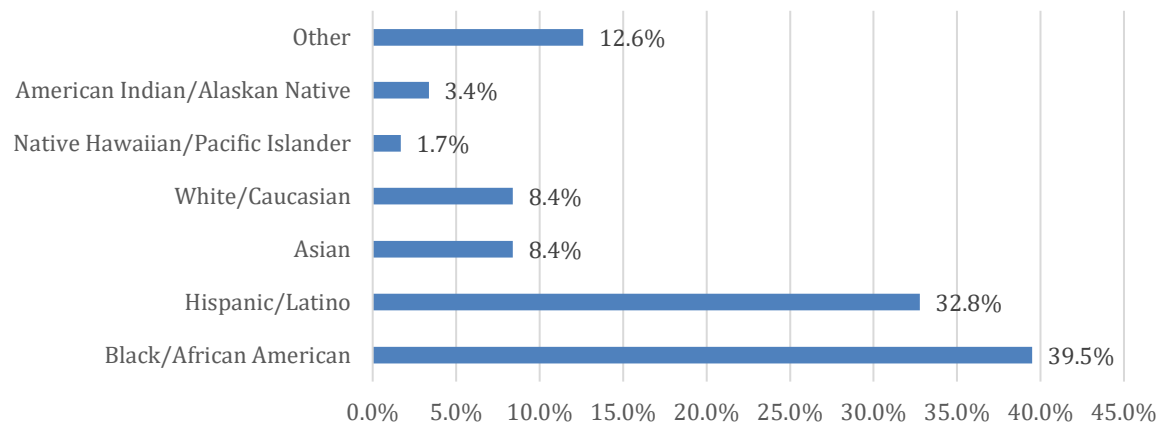
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Route n22

Over 91 percent of Route n22 respondents indicated being a “minority” ethnicity. More than 39 percent of respondents indicated their ethnicity as Black/African American. Close to 33 percent self-identified as Hispanic/Latino and 8.4 percent cited being of Asian descent.

Exhibit C.9.a Route n22 Ethnicity n=119



More than 72 percent of respondents cited speaking English at home. More than 28 percent speak Spanish at home. Other languages cited by more than one percent of respondents are French/Haitian Creole (47.6 percent), Punjabi (5 percent), and Hindi (2.5 percent). About 2.5 percent indicated a lack of proficiency in English impacted their use of NICE, suggesting that though many different languages may be spoken at home, there is still a fairly high level of proficiency in English.



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Exhibit C.9.b Route n22 Languages

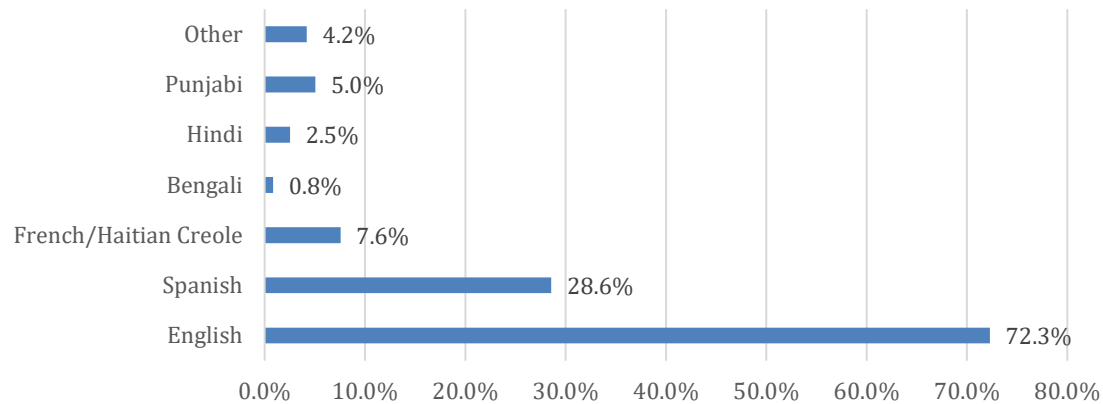
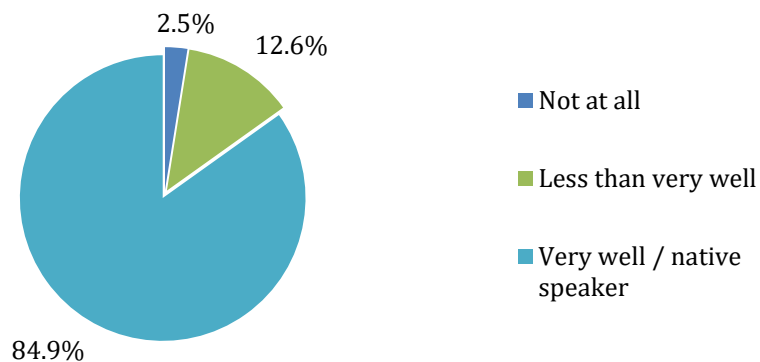


Exhibit C.9.c Route n22 Lack of Proficiency in English Impacting NICE Use



Slightly more than 47 percent indicated an income below \$25,000 annually. 58.9 percent choose to ride NICE because they lack access to a car or are not able to drive.



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Exhibit C.9.d Route n22 Household Income

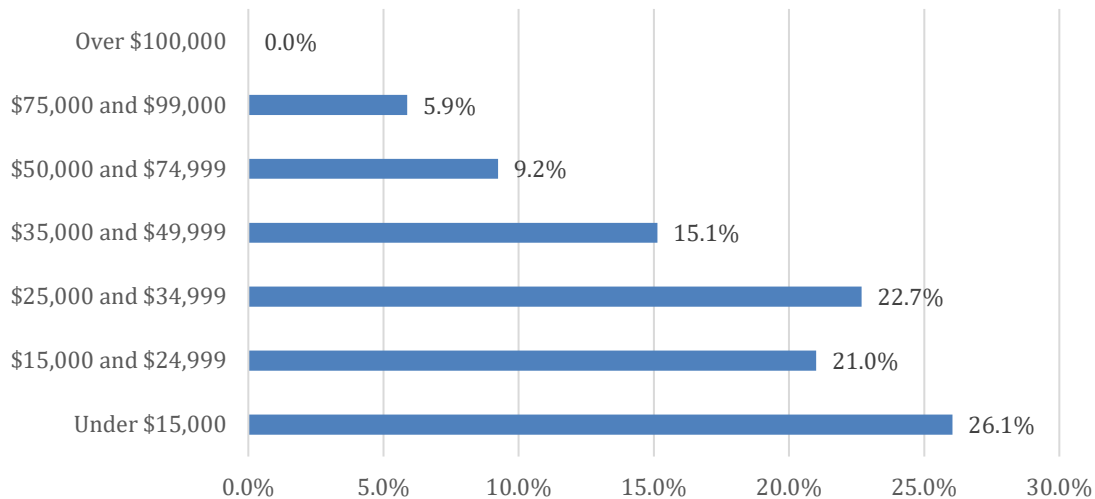
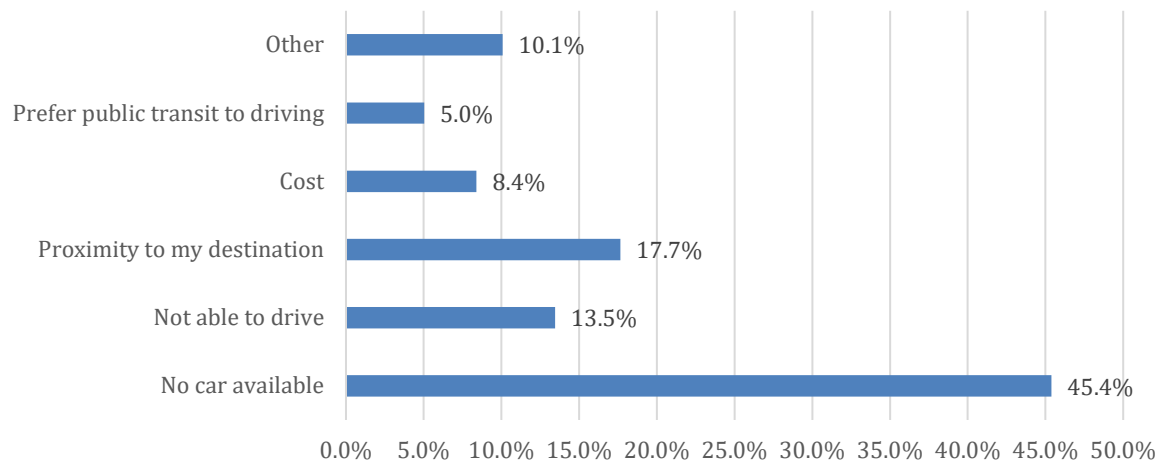


Exhibit C.9.e Route n22 Reason for Riding

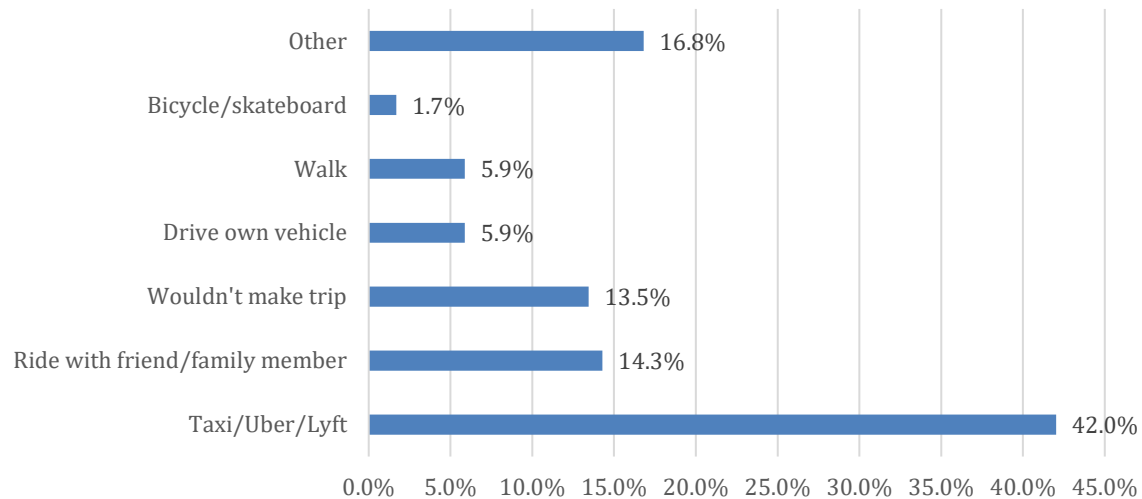


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Exhibit C.9.f Route n22 Alternatives to NICE



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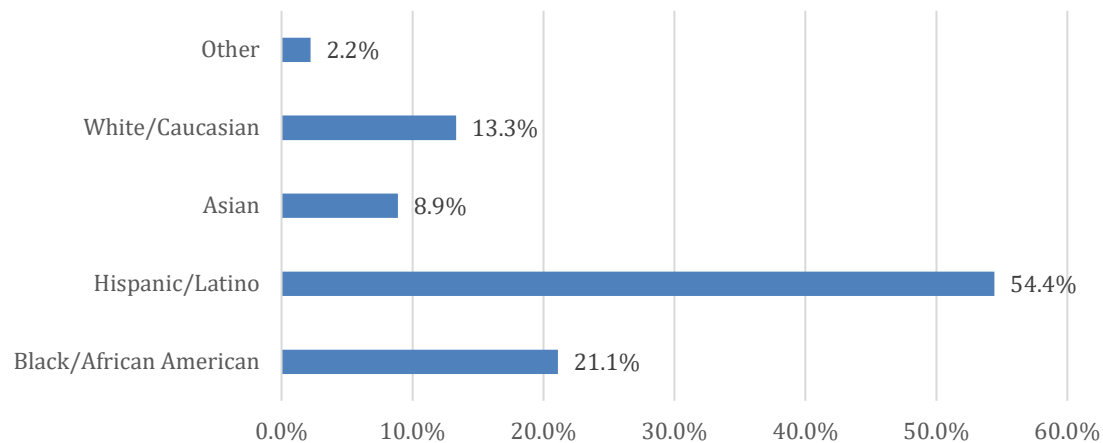
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Route n23

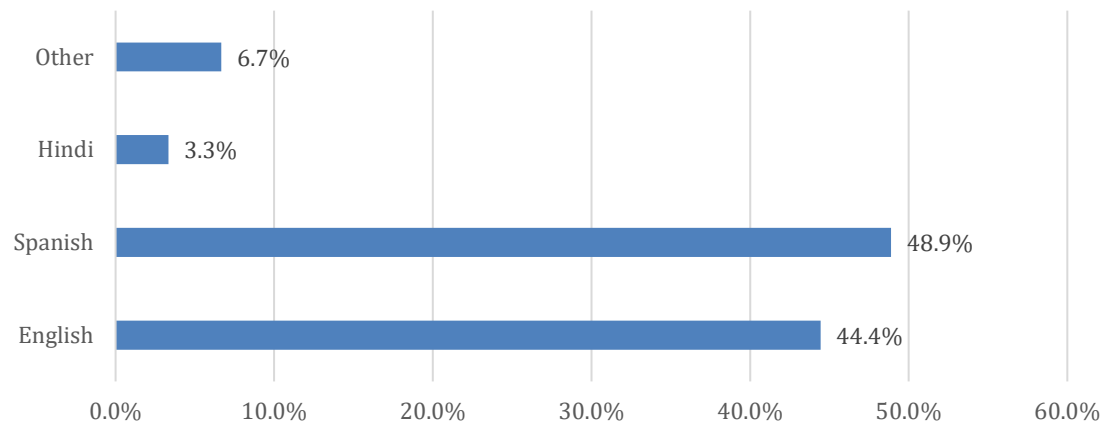
More than 96 percent of Route n23 respondents indicated being a “minority” ethnicity. More than 54 percent of respondents indicated their ethnicity as Hispanic/Latino. Twenty-one percent described their ethnicity as Black/African American while 8.9 percent cited their ethnicity as Asian.

Exhibit C.10.a Route n23 Ethnicity
n=90



More than 44 percent of respondents cited speaking English at home. Close to 49 percent speak Spanish at home. Over 7 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.10.b Route n23 Languages

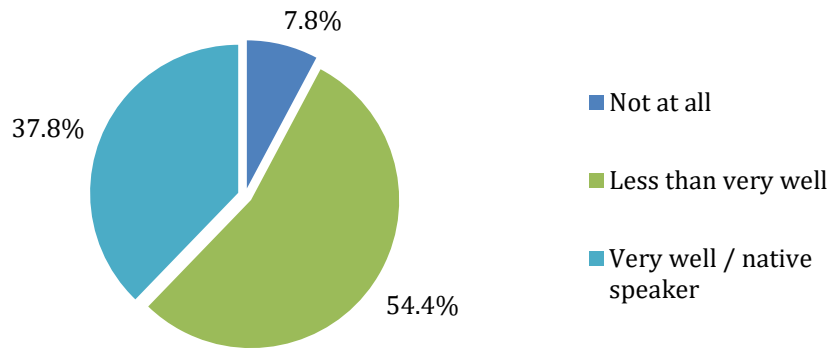


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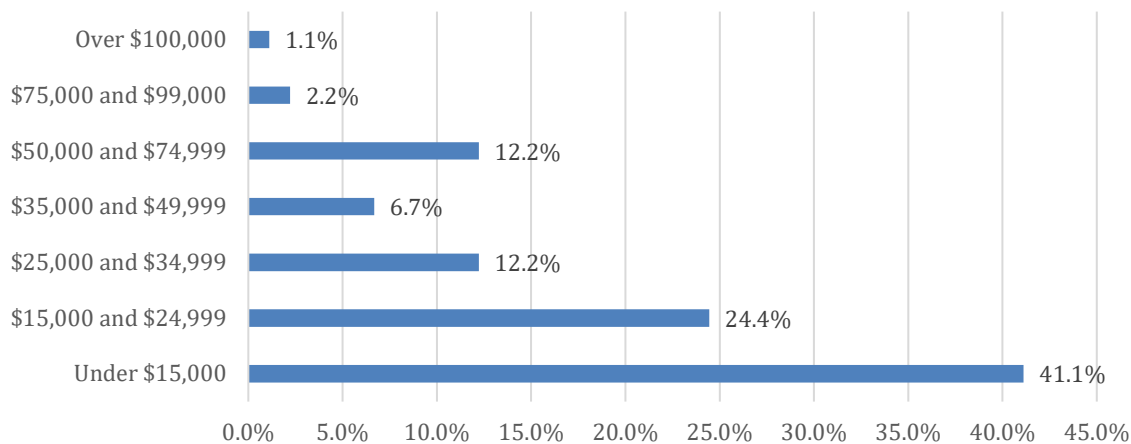
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Exhibit C.10.c Route n23 Lack of Proficiency in English Impacting NICE Use
n=90



More than 65 percent indicated an annual income below \$25,000. 77 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.10.d Route n23 Household Income



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Exhibit C.10.e Route n23 Reason for Riding

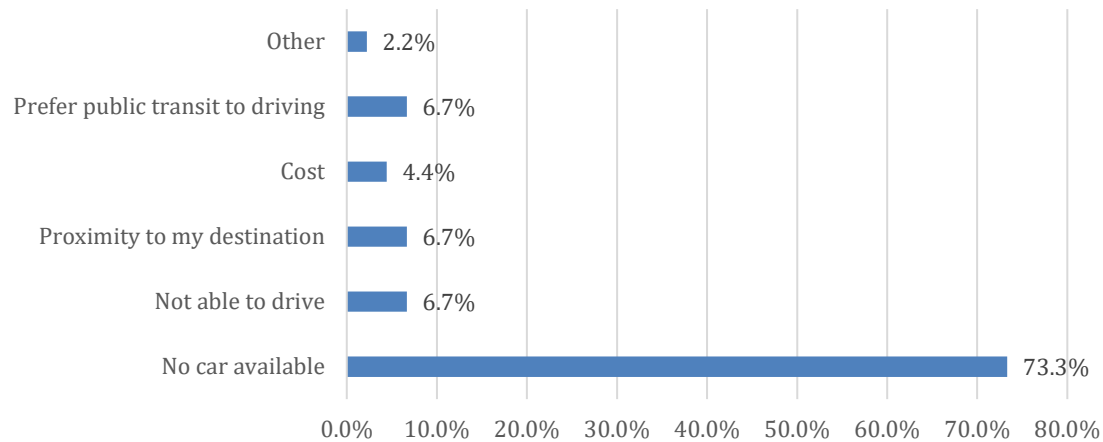
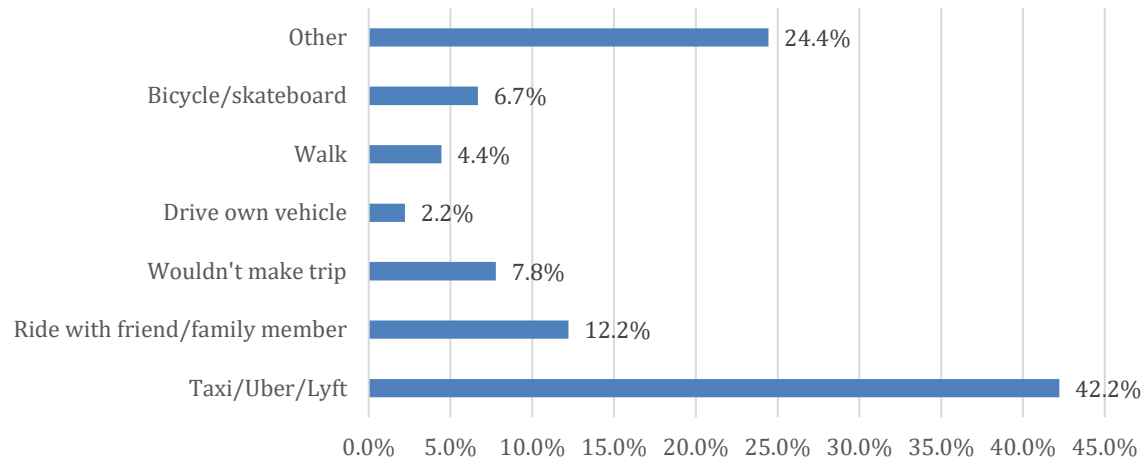


Exhibit C.10.f Route n23 Alternatives to NICE



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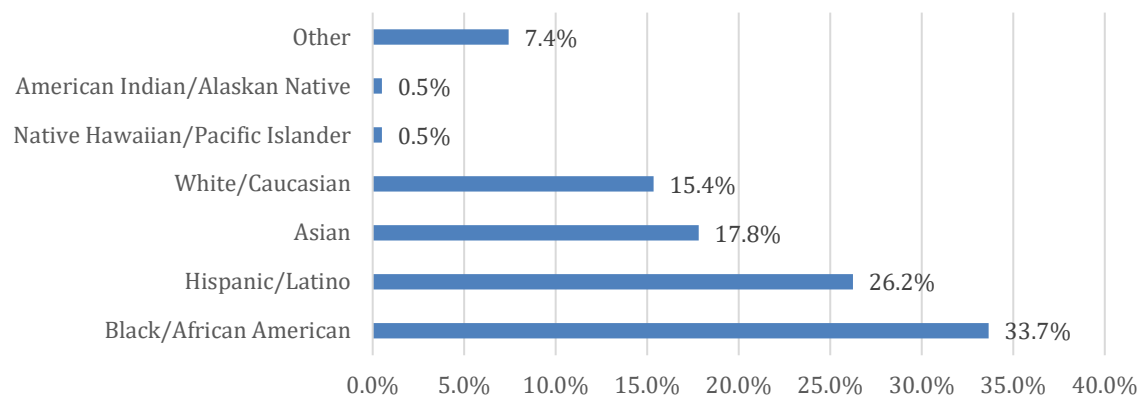
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Route n24

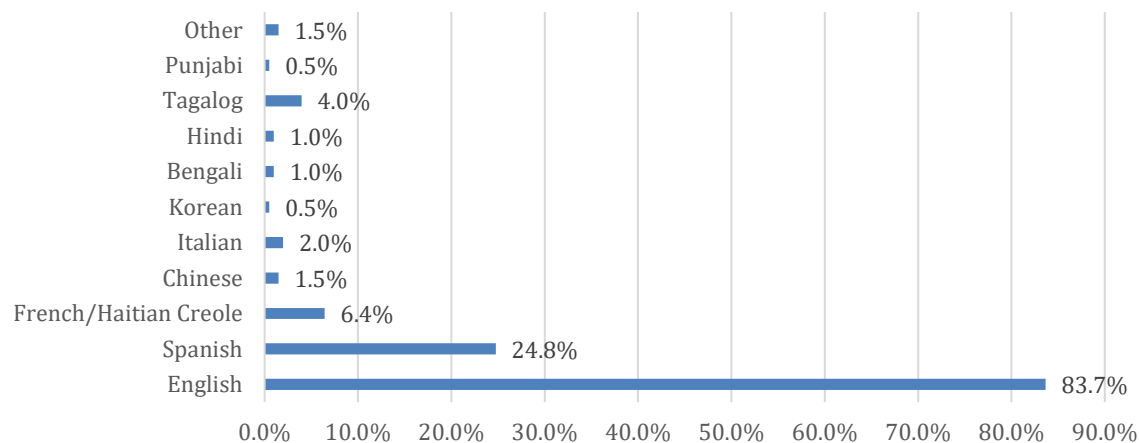
More than 84 percent of Route n24 respondents indicated being a “minority” ethnicity. Over 26 percent described their ethnicity as Hispanic/Latino, while 33.7 percent of respondents indicated their ethnicity as Black/African American. Another 17.8 percent identified themselves as Asian.

Exhibit C.11.a Route n24 Ethnicity
n=202



More than 83 percent of respondents cited speaking English at home. 24.8 percent speak Spanish at home and 6.4 percent speak French/Haitian Creole. Over 5 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.11.b Route n24 Languages

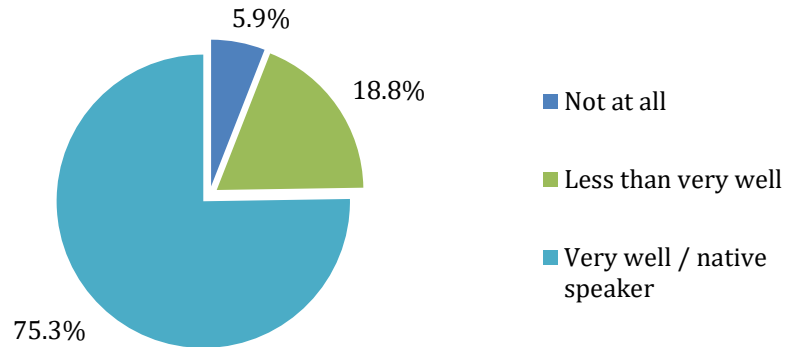


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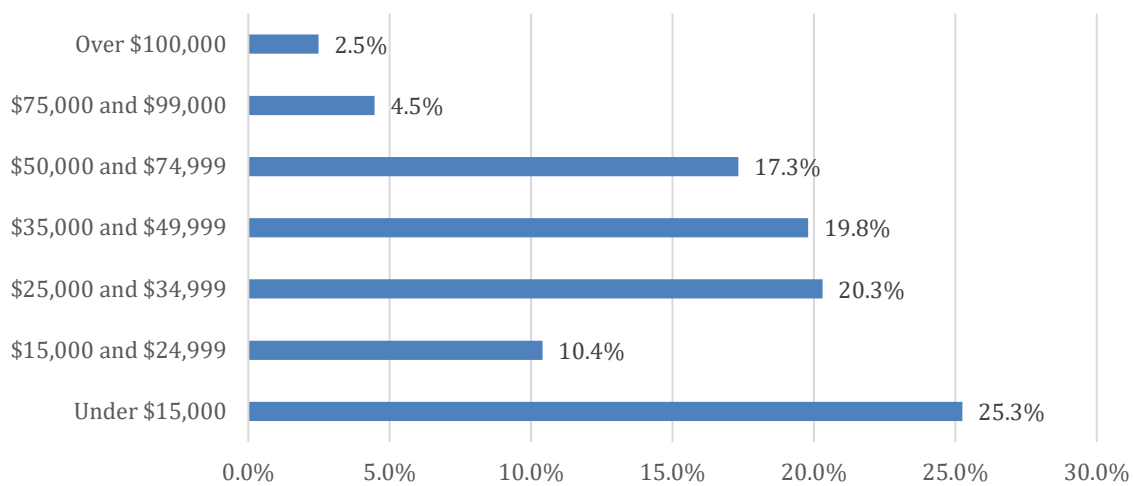
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Exhibit C.11.c Route n24 Lack of Proficiency in English Impacting NICE Use



About 17 percent of respondents cited an annual household income of \$50,000 or more. 35.7 percent indicated an income below \$25,000 annually. Slightly more than 60 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.11.d Route n24 Household Income



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Exhibit C.11.e Route n24 Reason for Riding
n=201

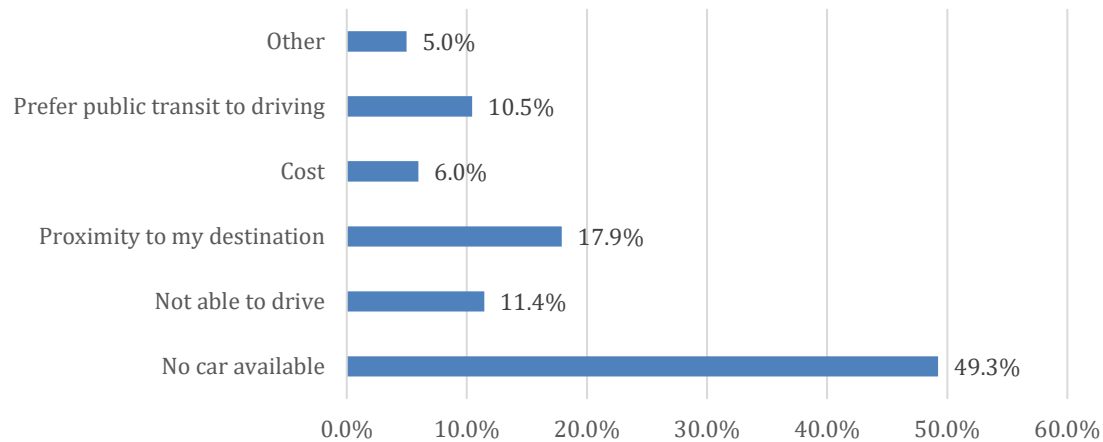
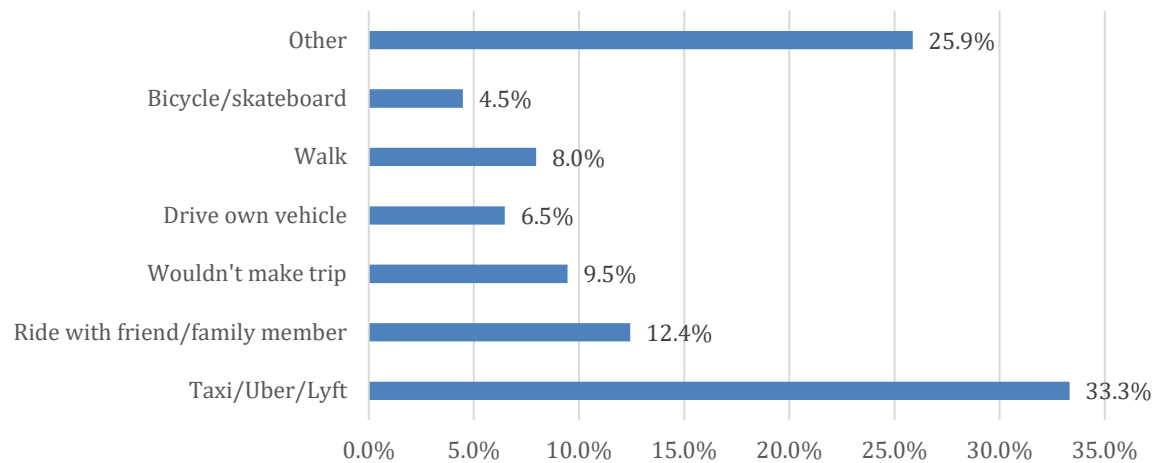


Exhibit C.11.f Route n24 Alternatives to NICE
n=201



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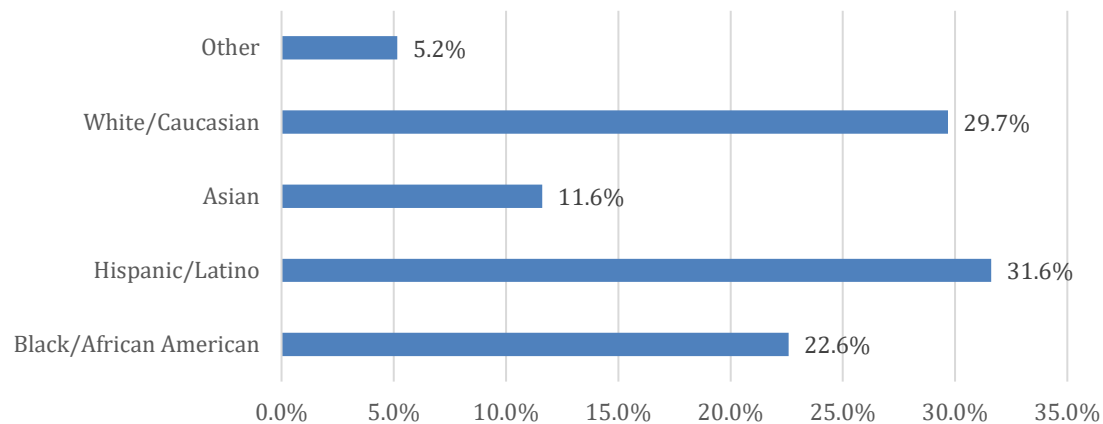
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Route n25

Over 70 percent of Route n25 respondents indicated being a “minority” ethnicity. More than 22 percent of respondents indicated their ethnicity as Black/African American. 31.6 percent described their ethnicity as Hispanic/Latino and 11.6 percent as Asian.

Exhibit C.12.a Route n25 Ethnicity
n= 155



Just over 73 percent of respondents cited speaking English at home. 31 percent speak Spanish at home. 5.8 percent of respondents cited speaking French/Haitian Creole. More than 8 percent indicated a lack of proficiency in English impacted their use of NICE.



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Exhibit C.12.b Route n25 Languages

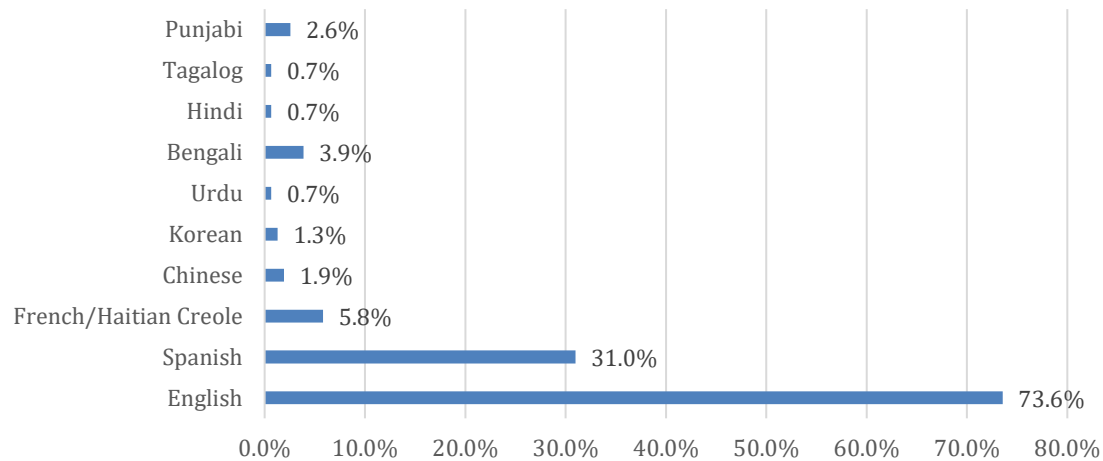
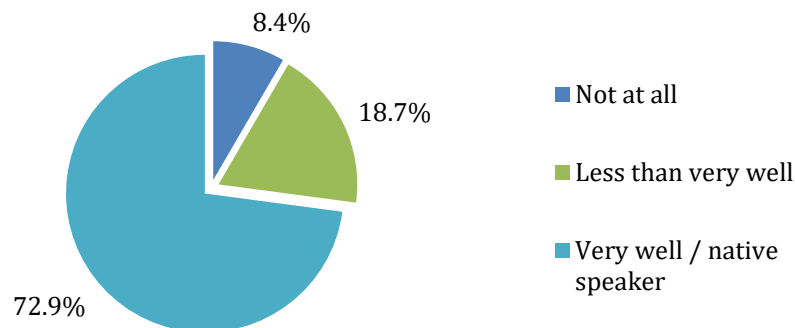


Exhibit C.12.c Route n25 Lack of Proficiency in English Impacting NICE Use
n=155



Over 67 percent indicated an income below \$25,000 annually. More than 60 percent choose NICE because they lack access to a personal vehicle or are not able to drive.



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Exhibit C.12.d Route n25 Household Income

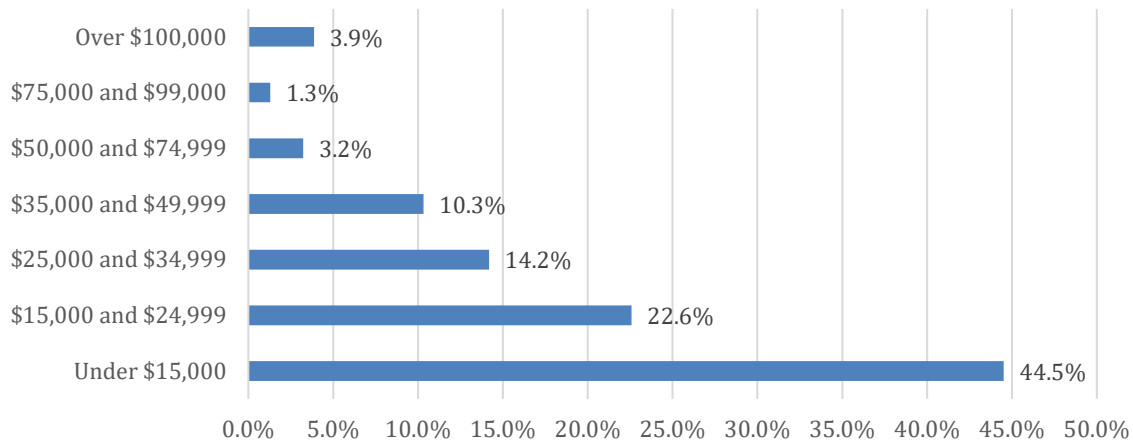
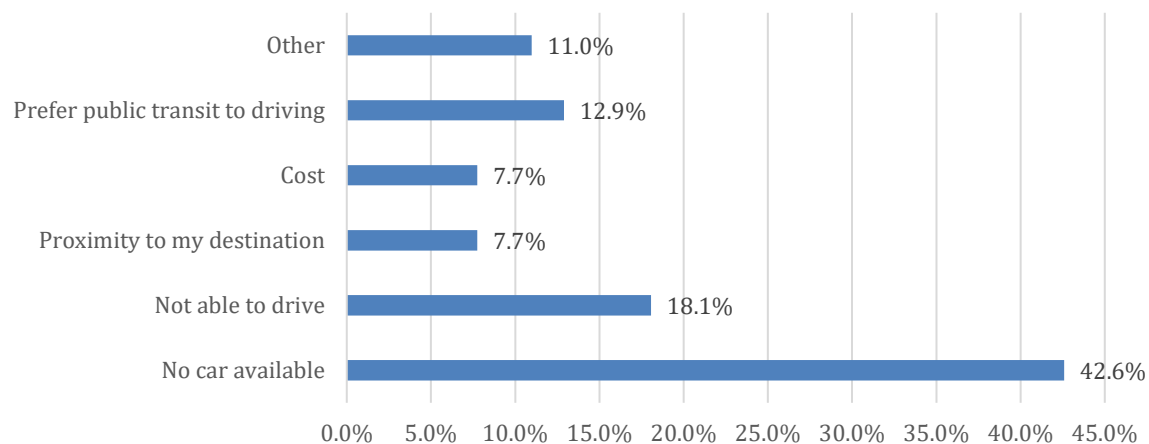


Exhibit C.12.e Route n25 Reason for Riding
n=155

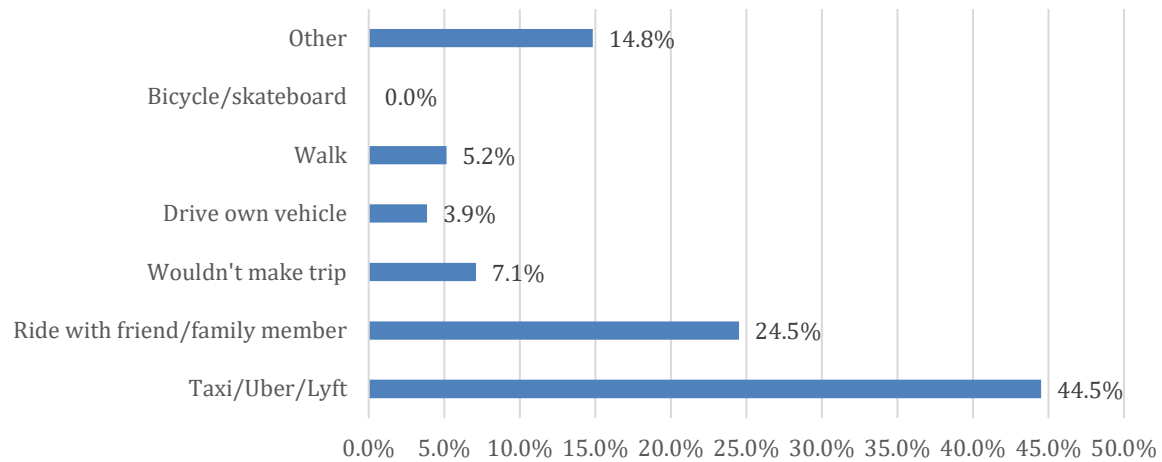


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Exhibit C.12.f Route n25 Alternatives to NICE



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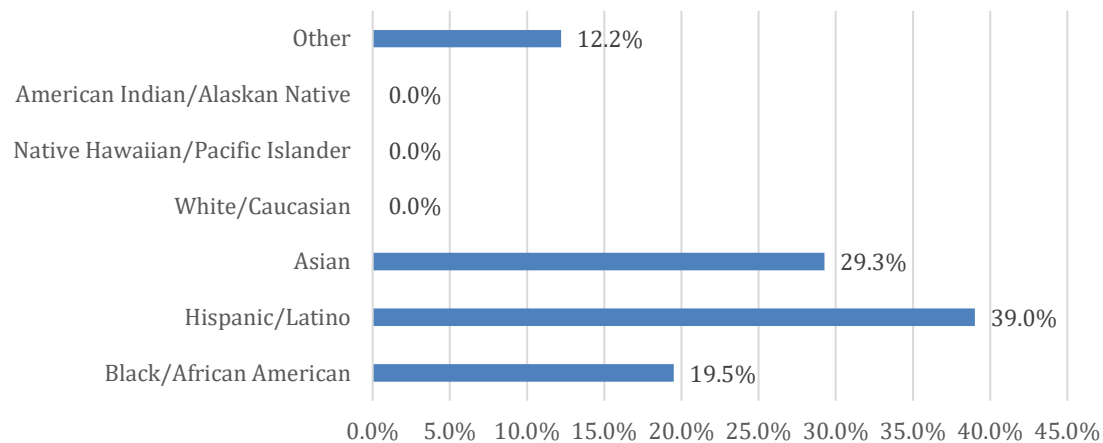
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Route n26

100 percent of Route n26 respondents indicated being a “minority” ethnicity. Over 19 percent of respondents indicated their ethnicity as Black/African American while 39 percent described their ethnicity as Hispanic/Latino. Over 29 percent indicated their ethnicity as Asian.

Exhibit C.13.a Route n26 Ethnicity
n=41



More than 34 percent of respondents cited speaking English at home while 39 percent speak Spanish at home. Bengali was cited by 14.6 percent of respondents and French/Haitian Creole was cited by 12.2 percent. More than 34 percent indicated a lack of proficiency in English impacted their use of NICE.



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Exhibit C.13.b Route n26 Languages

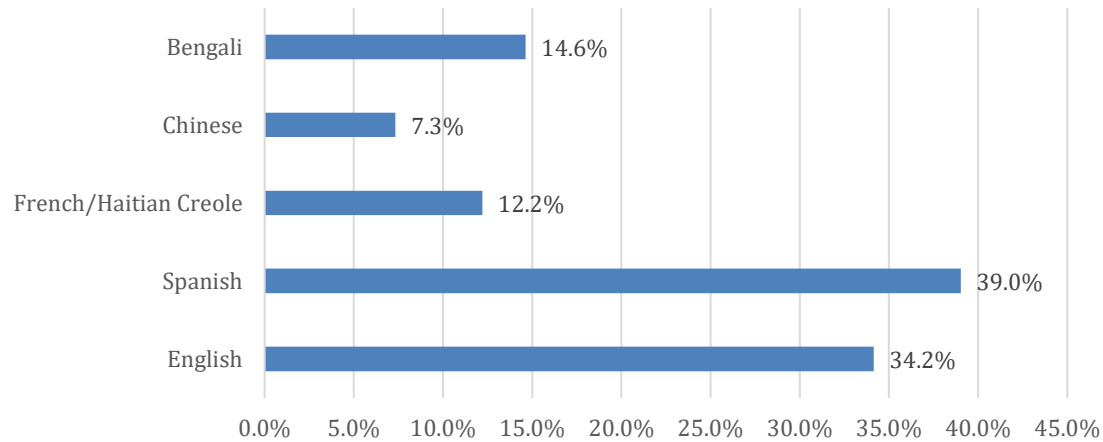
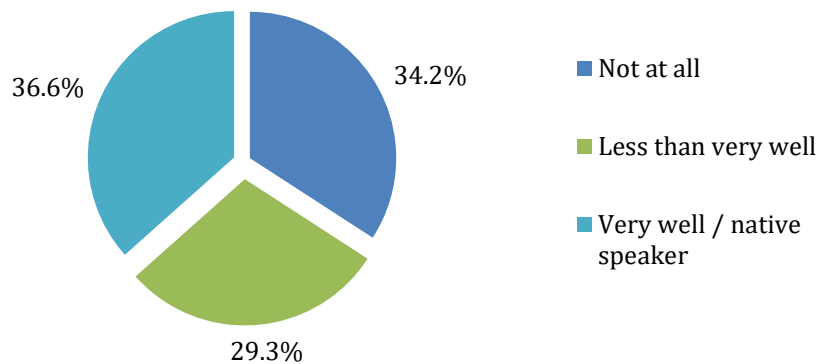


Exhibit C.13.c Route n26 Lack of Proficiency in English Impacting NICE Use



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The majority of respondent have a household income of \$15,000 - \$25,000 (43.9 percent) and a total of 61 percent of respondents indicated an income below \$25,000 annually. About 78 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 58 percent of Route n26 respondents would take a taxi/Uber and close to 20 percent would ride with a family member/friend if NICE was not available.

Exhibit C.13.d Route n26 Household Income

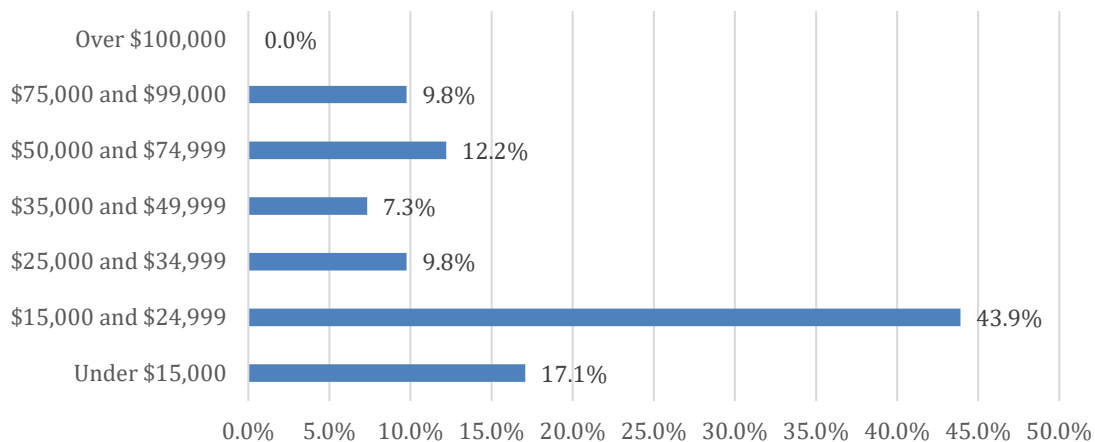
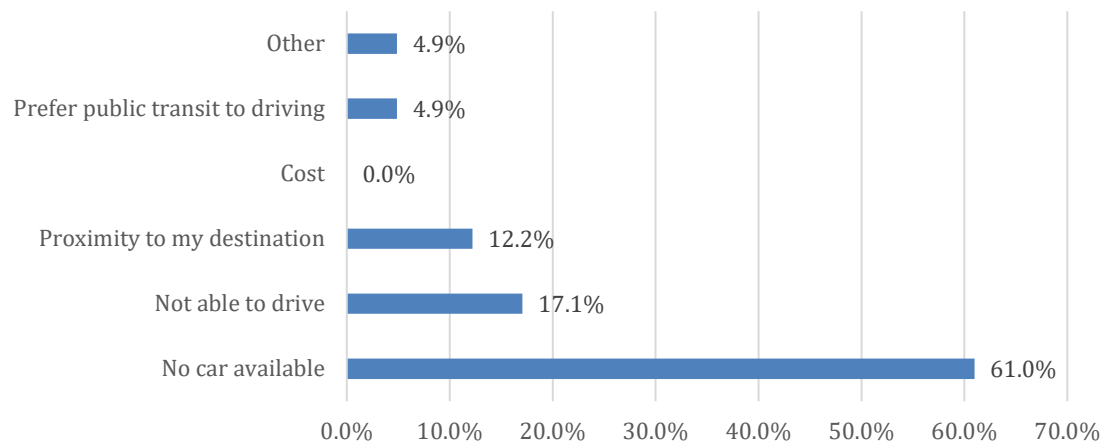


Exhibit C.13.e Route n26 Reason for Riding

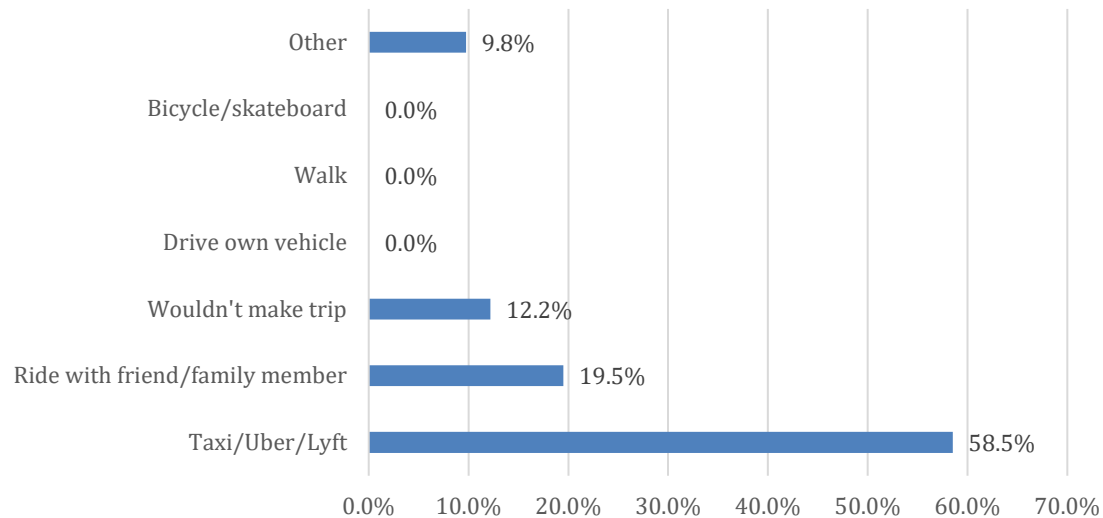


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Exhibit C.13.f Route n26 Alternatives to NICE



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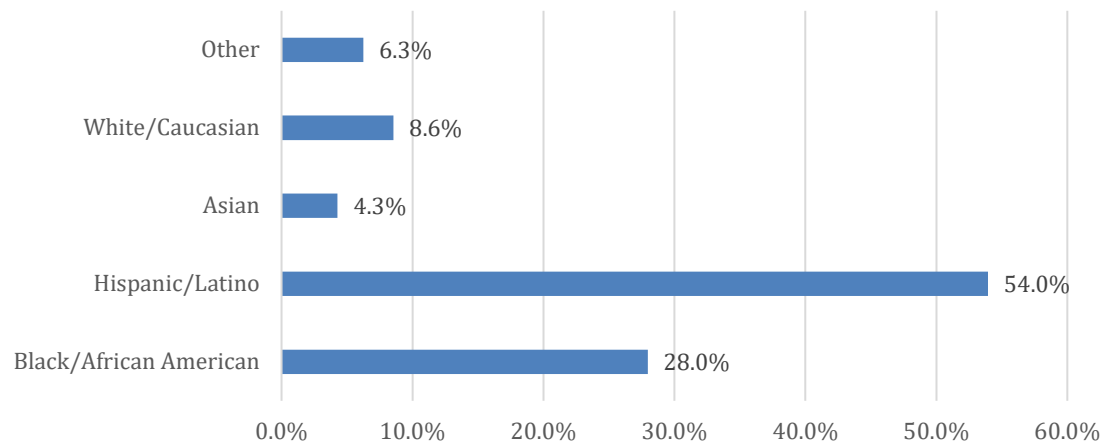
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Route n27

Over 91 percent of Route n27 respondents indicated being a “minority” ethnicity. Twenty eight percent indicated their ethnicity as Black/African American. More than 54 percent described their ethnicity as Hispanic/Latino.

Exhibit C.14.a Route n27 Ethnicity
n=304



Over 57 percent of respondents cited speaking English at home. More than 52 percent speak Spanish at home. More than 13 percent indicated a lack of proficiency in English impacted their use of NICE.



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Exhibit C.14.b Route n27 Languages

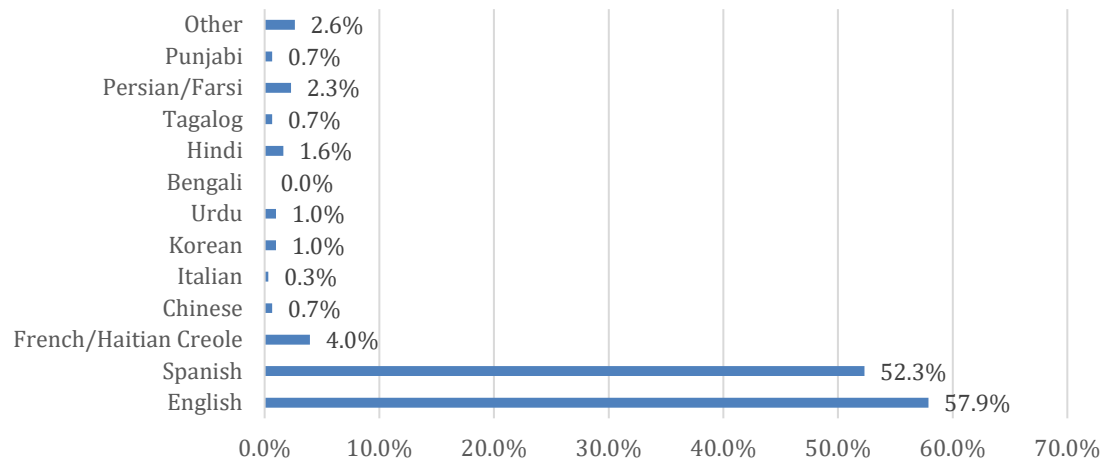
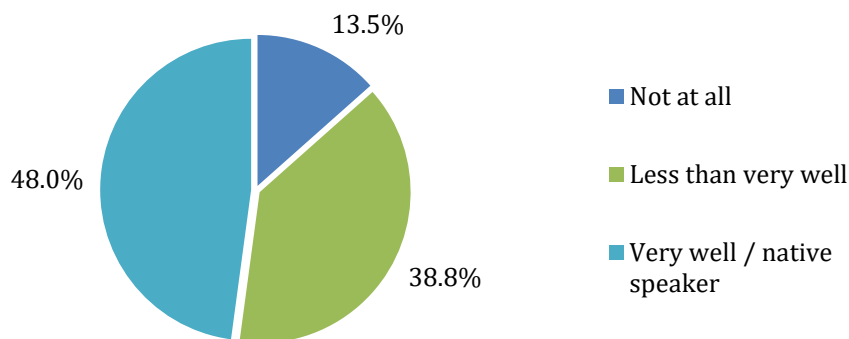


Exhibit C.14.c Route n27 Lack of Proficiency in English Impacting NICE Use



Sixty two percent indicated an income below \$25,000 annually. More than 90 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of respondents (43.8 percent) would take a taxi/rideshare if NICE was not available.



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Exhibit C.14.d Route n27 Household Income

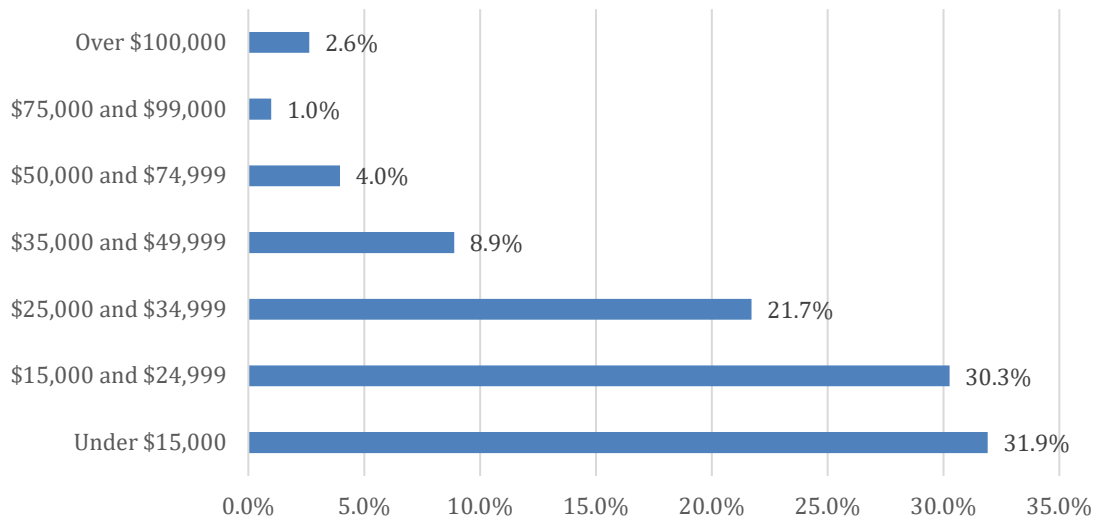
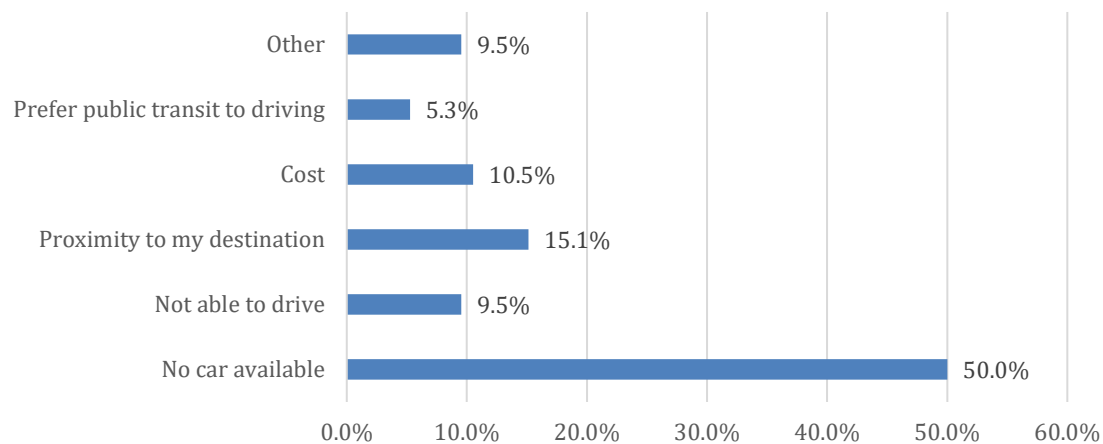


Exhibit C.14.e Route n27 Reason for Riding

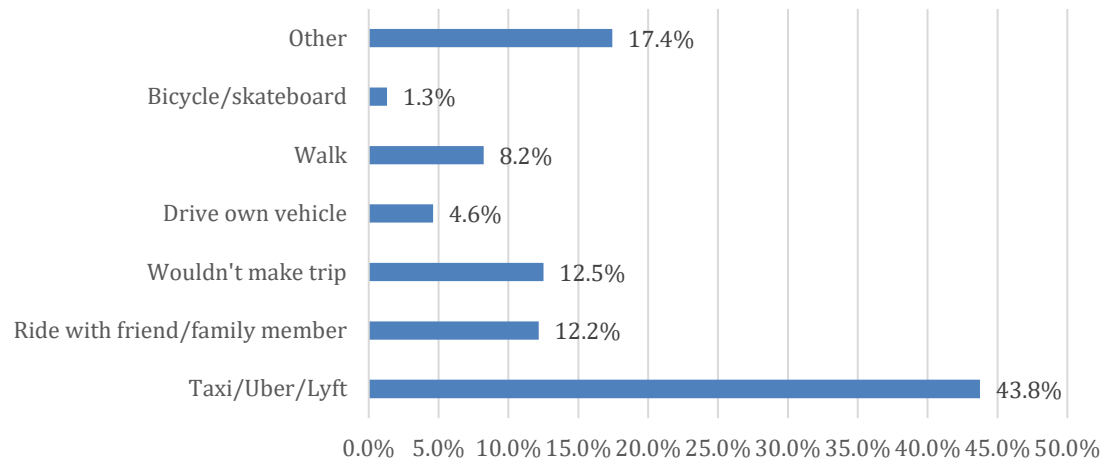


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Exhibit C.14.f Route n27 Alternatives to NICE



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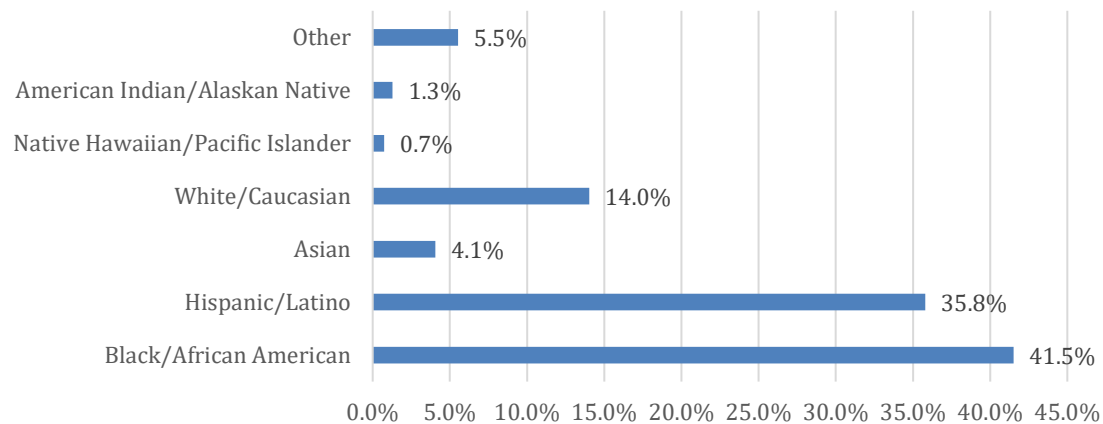
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Route n31

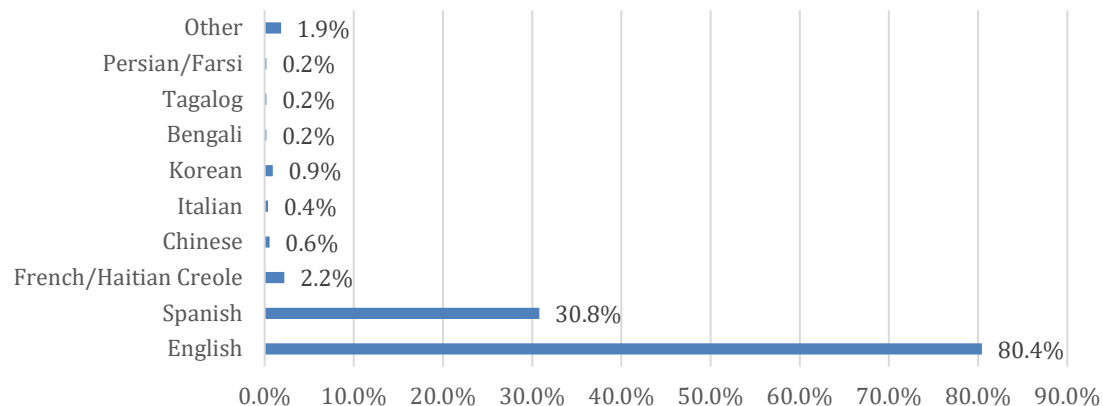
Eighty six percent of Route n31 respondents indicated being a “minority” ethnicity. Over 41 percent of respondents indicated their ethnicity as Black/African American. More than 35 percent described their ethnicity as Hispanic/Latino.

Exhibit C.15.a Route n31 Ethnicity
n=542



More than 80 percent of respondents cited speaking English at home. Just over 30 percent speak Spanish at home. French/Haitian Creole was cited by 2.2 percent of respondents. Approximately 5.4 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.15.b Route n31 Languages

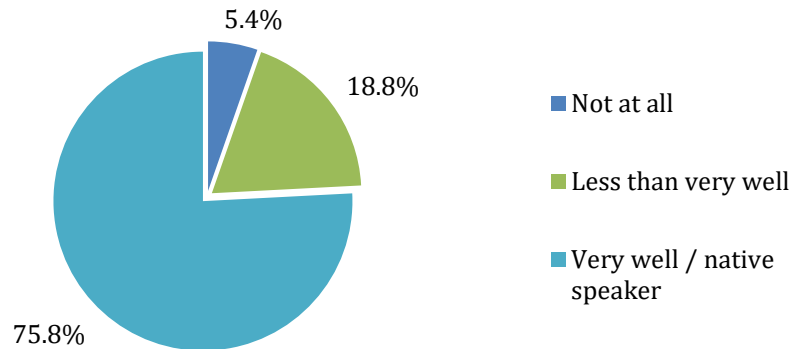


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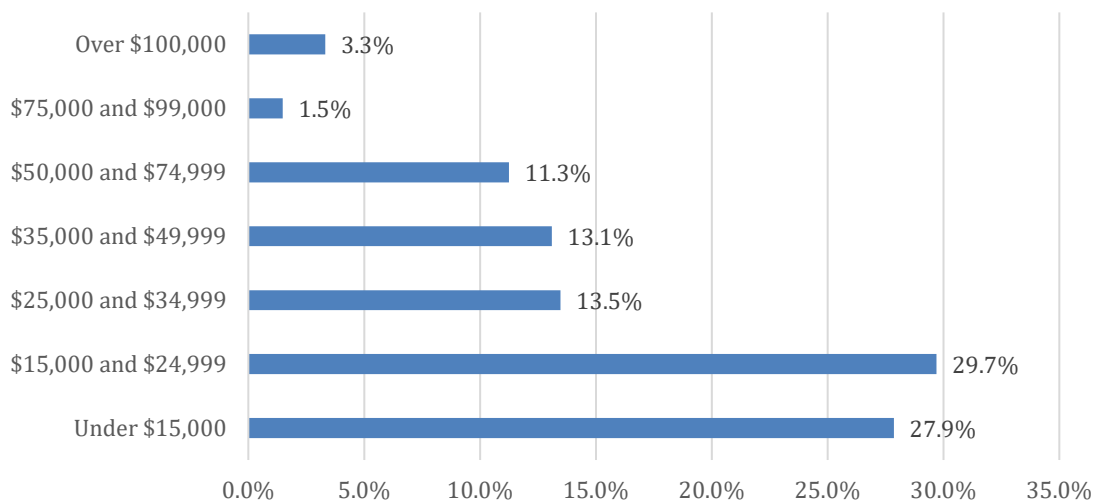
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Exhibit C.15.c Route n31 Lack of Proficiency in English Impacting NICE Use



Over 57 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. Over 41 percent would take a taxi/rideshare if NICE was not available.

Exhibit C.15.d Route n31 Household Income



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Exhibit C.15.e Route N31 Reason for Riding

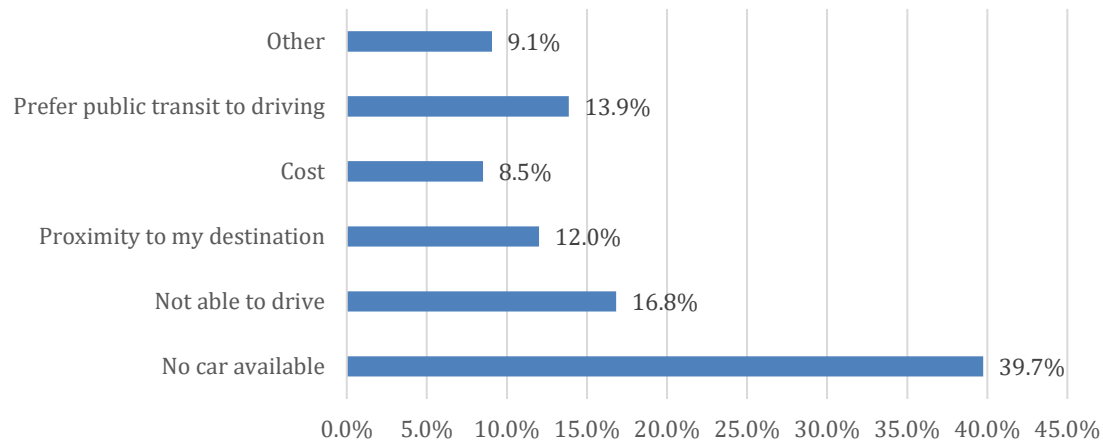
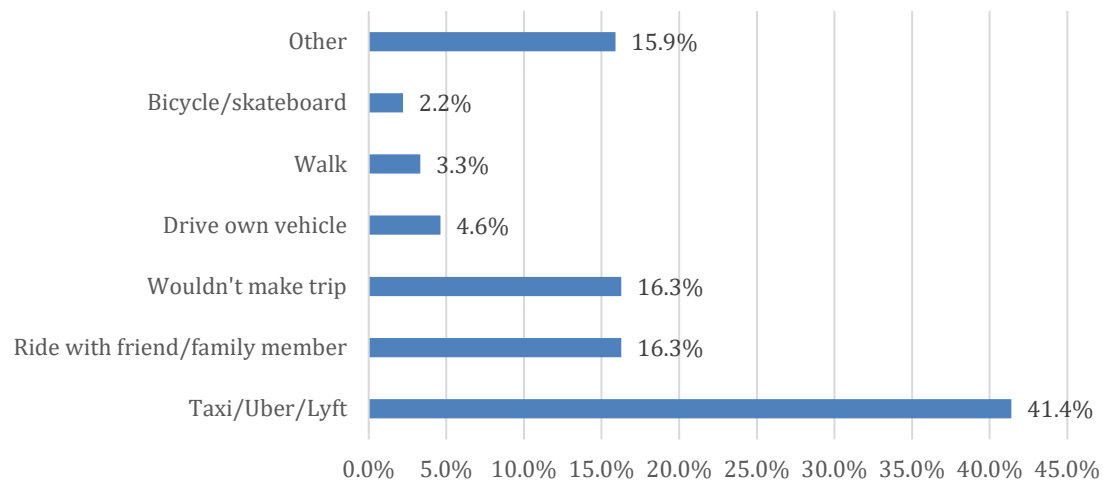


Exhibit C.15.f Route N31 Alternatives to NICE



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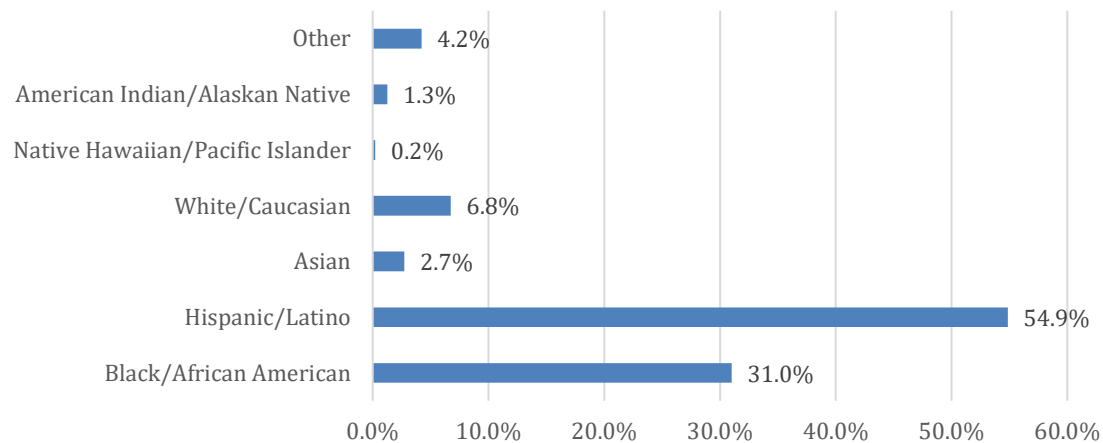
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Route n32

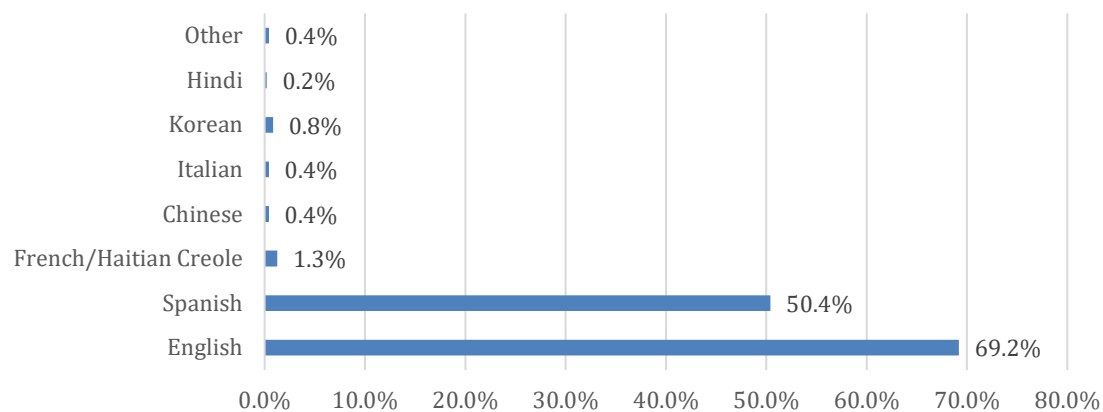
More than 93 percent of Route n32 respondents indicated being a “minority” ethnicity. 31 percent of respondents indicated their ethnicity as Black/African American. More than 54 percent described their ethnicity as Hispanic/Latino.

Exhibit C.16.a Route n32 Ethnicity
n=474



More than 69 percent of respondents cited speaking English at home. Over 50 percent speak Spanish at home. Approximately 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.16.b Route n32 Languages

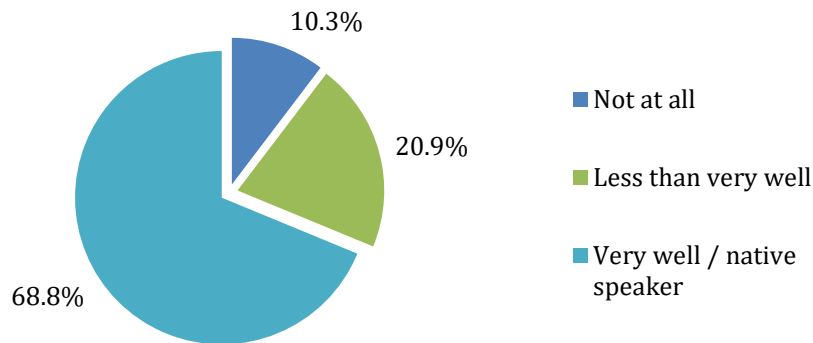


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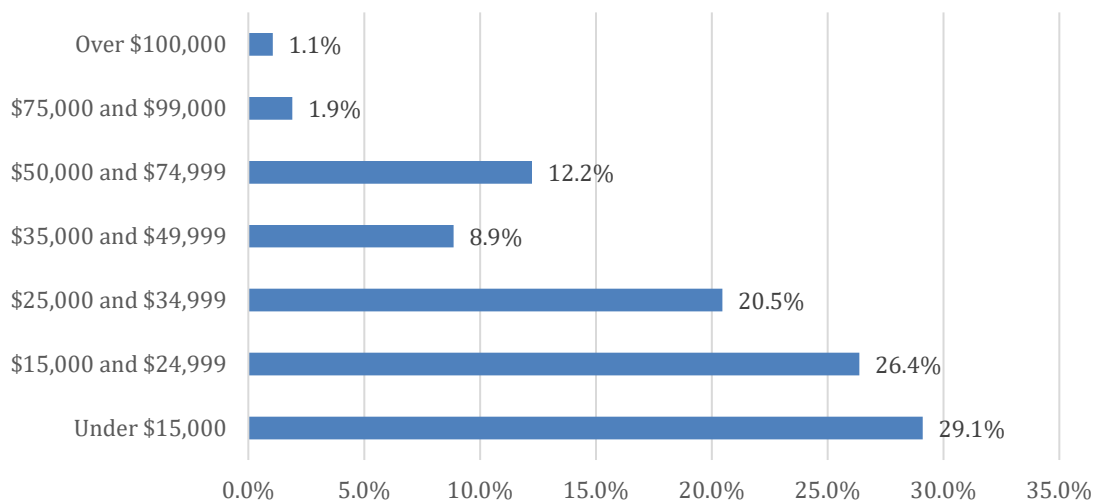
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Exhibit C.16.c Route n32 Lack of Proficiency in English Impacting NICE Use



About 15 percent of respondents cited an annual household income of \$50,000 or more while more than 55 percent indicated an income below \$25,000 annually. Close to 47 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.16.d Route n32 Household Income



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Exhibit C.16.e Route n32 Reason for Riding
n=473

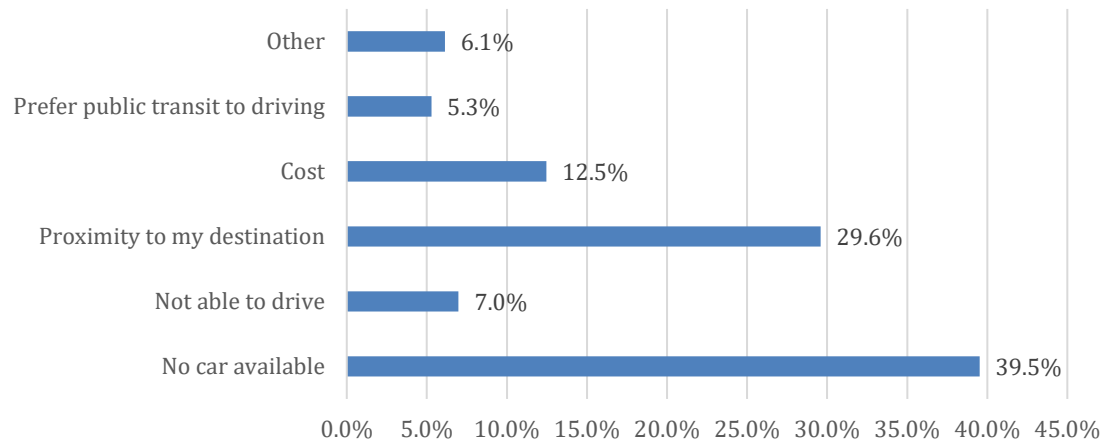
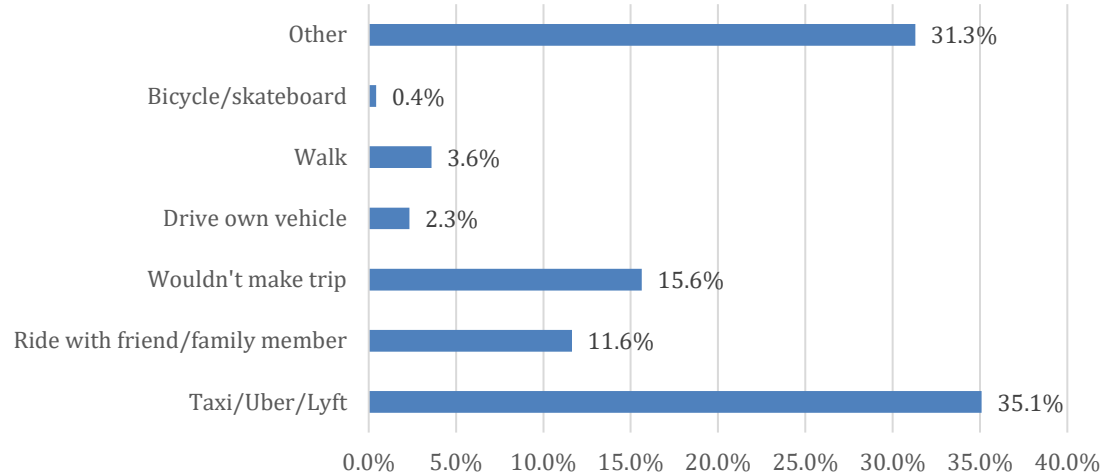


Exhibit C.16.f Route n32 Alternatives to NICE



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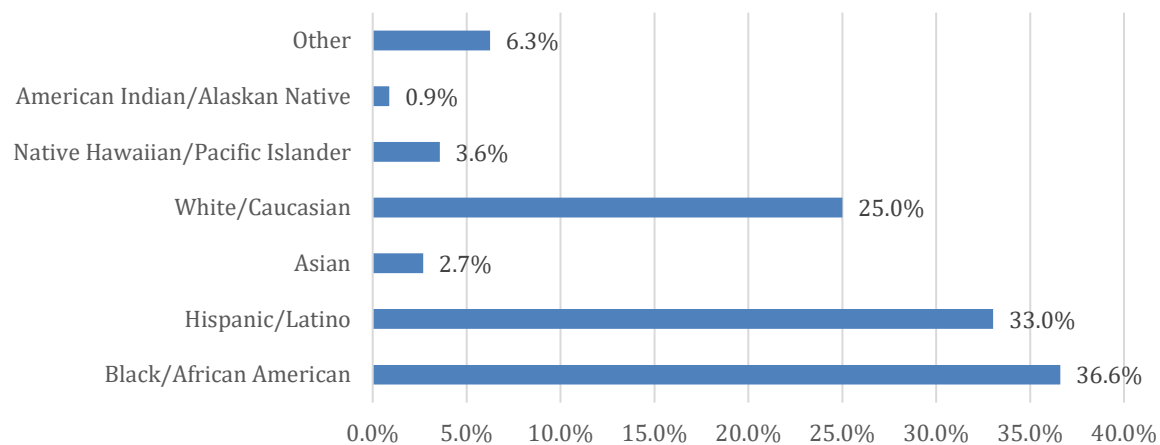
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Route n33

Three quarters of Route n33 respondents indicated being a “minority” ethnicity. 36.6 percent of respondents indicated their ethnicity as Black/African American. More than 33 percent described their ethnicity as Hispanic/Latino.

Exhibit C.17.a Route n33 Ethnicity
n=112



Over 81 percent of respondents cited speaking English at home. More than 27 percent speak Spanish at home. More than 4 percent indicated a lack of proficiency in English impacted their use of NICE.



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Exhibit C.17.b Route n33 Languages

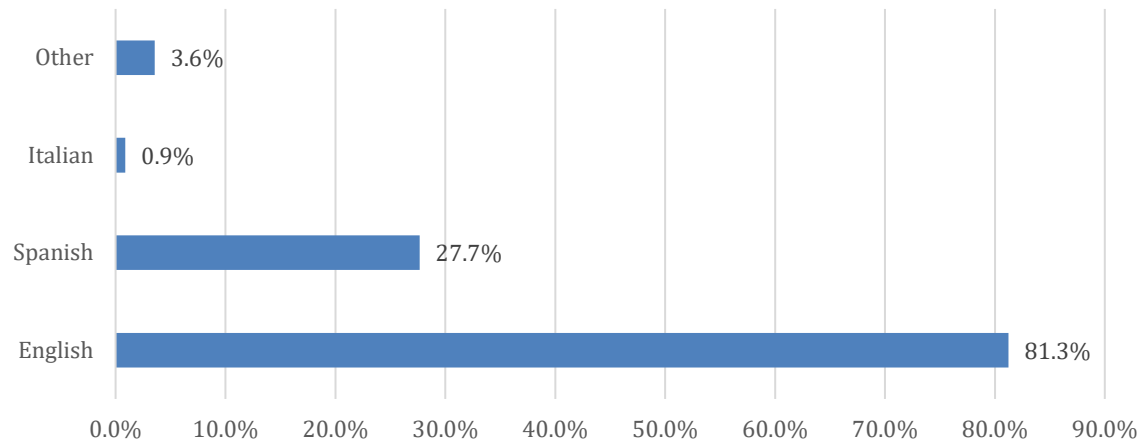
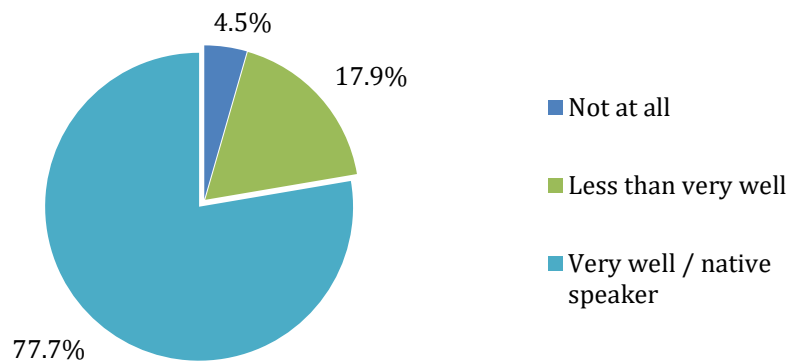


Exhibit C.17.c Route n33 Lack of Proficiency in English Impacting NICE Use



Over 43 percent indicated an income below \$25,000 annually. More than 58 percent said they choose NICE because they lack access to a personal vehicle or are not able to drive.



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Exhibit C.17.d Route n33 Household Income

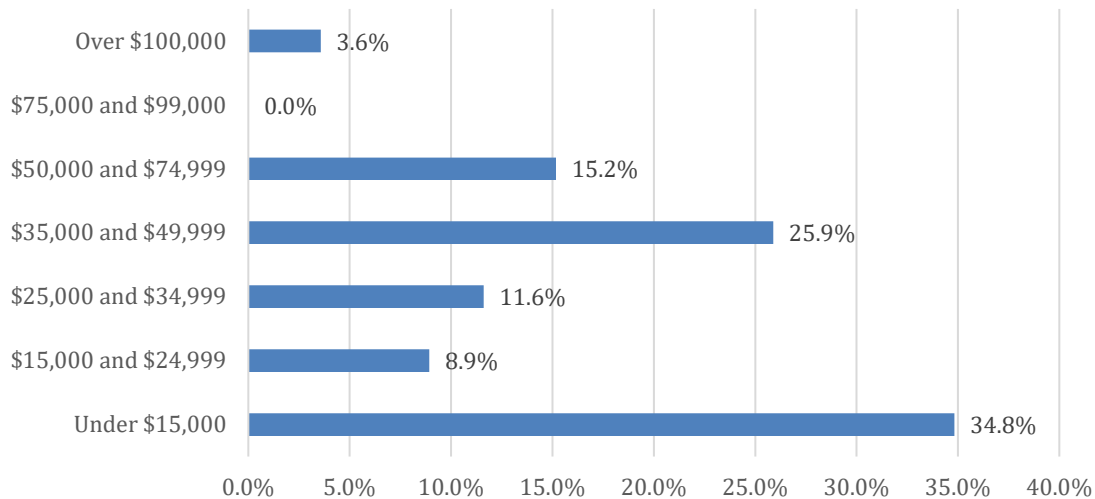
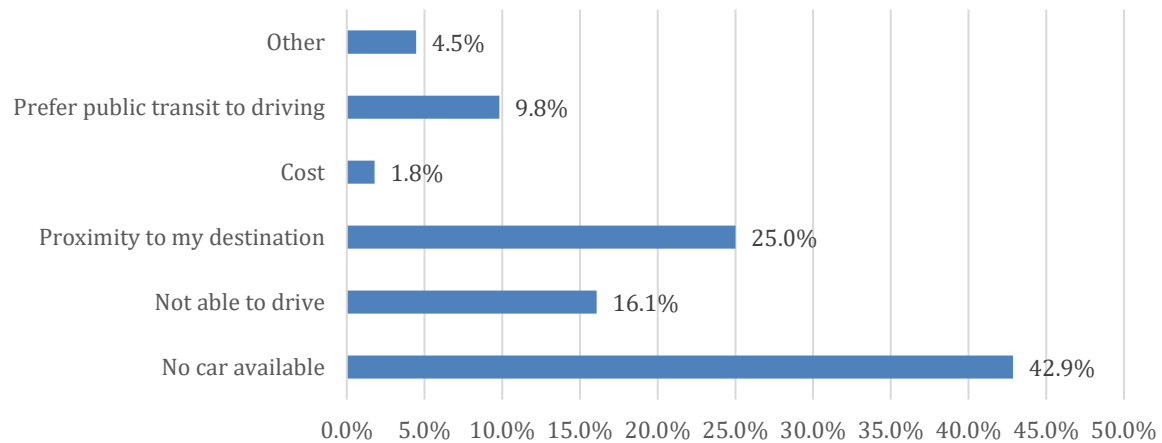


Exhibit C.17.e Route n33 Reason for Riding

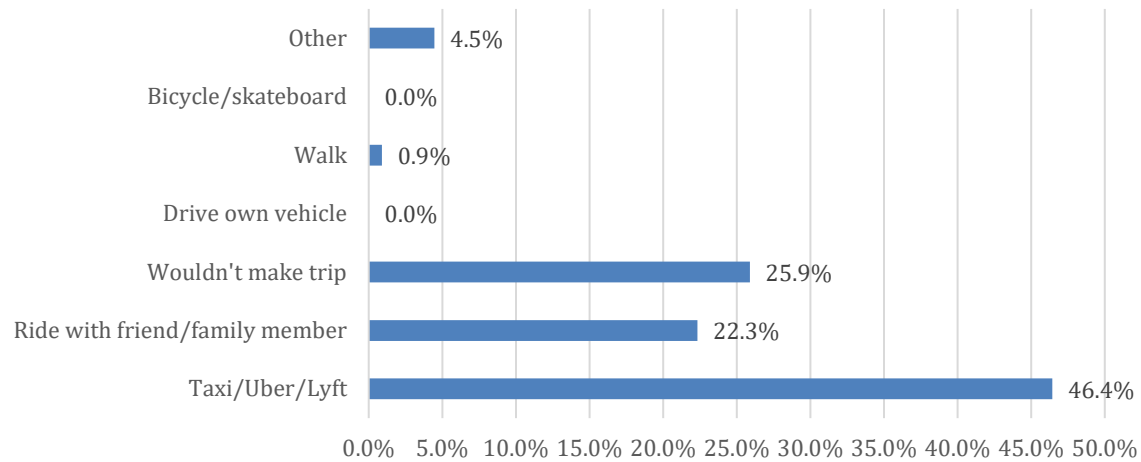


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Exhibit C.17.f Route n33 Alternatives to NICE



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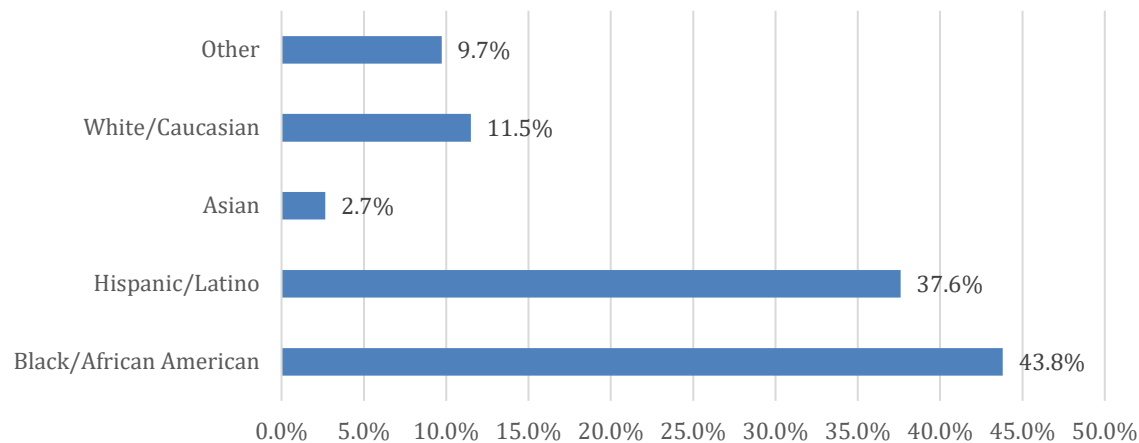
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Route n35

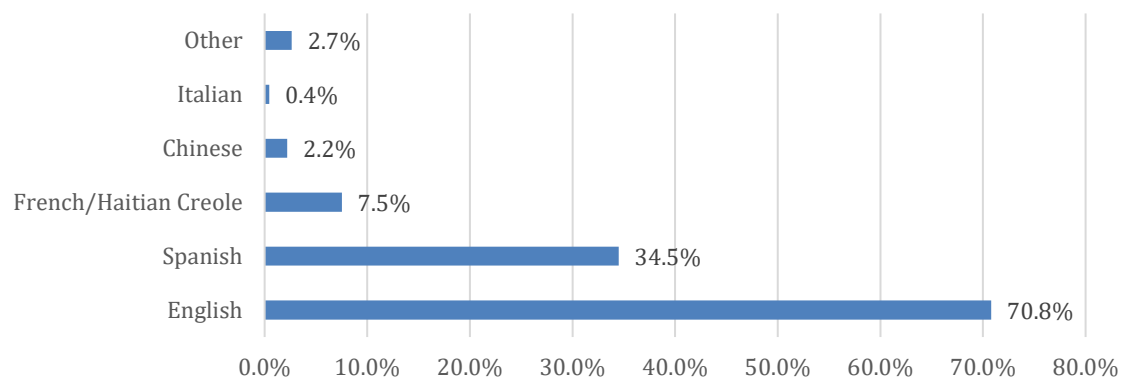
Nearly 89 percent of Route n35 respondents indicated being a “minority” ethnicity. 43.8 percent of respondents indicated their ethnicity as Black/African American. Nearly 38 percent described their ethnicity as Hispanic/Latino.

Exhibit C.18.a Route n35 Ethnicity
n=226



Over 70 percent of respondents cited speaking English at home. More than 34 percent speak Spanish at home. French/Haitian Creole was cited by 7.5 percent of respondents. More than 4 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.18.b Route n35 Languages

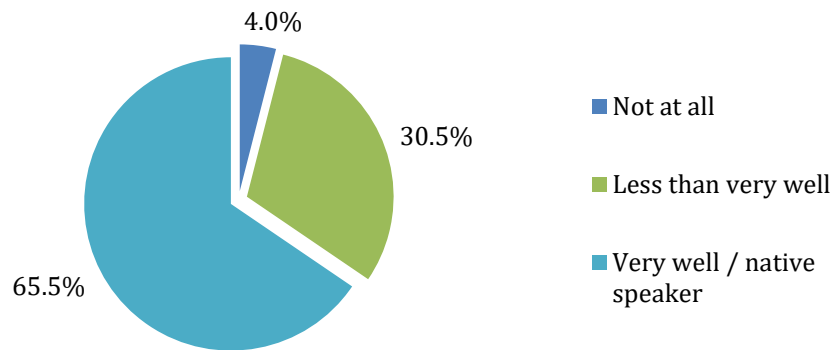


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Exhibit C.18.c Route n35 Lack of Proficiency in English Impacting NICE Use



Fifteen percent of respondents cited an annual household income of \$50,000 or more. Over 57 percent indicated an income below \$25,000 annually. More than 65 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n35 respondents would take a taxi or ride with a friend or family member if NICE was not available.



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Exhibit C.18.d Route n35 Household Income

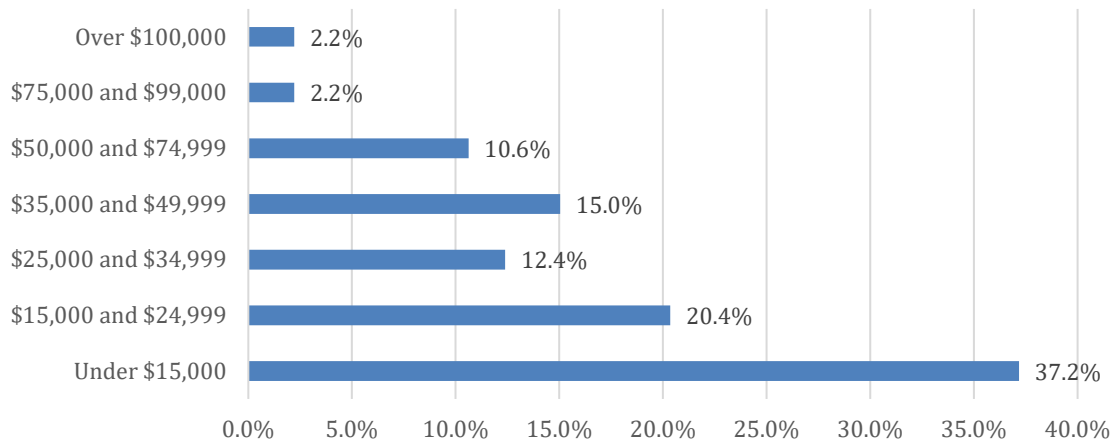
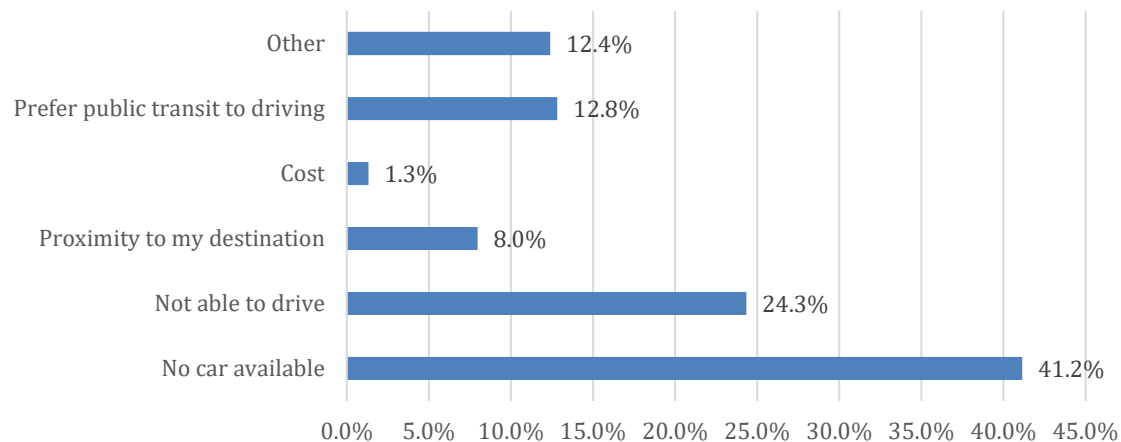


Exhibit C.18.e Route n35 Reason for Riding

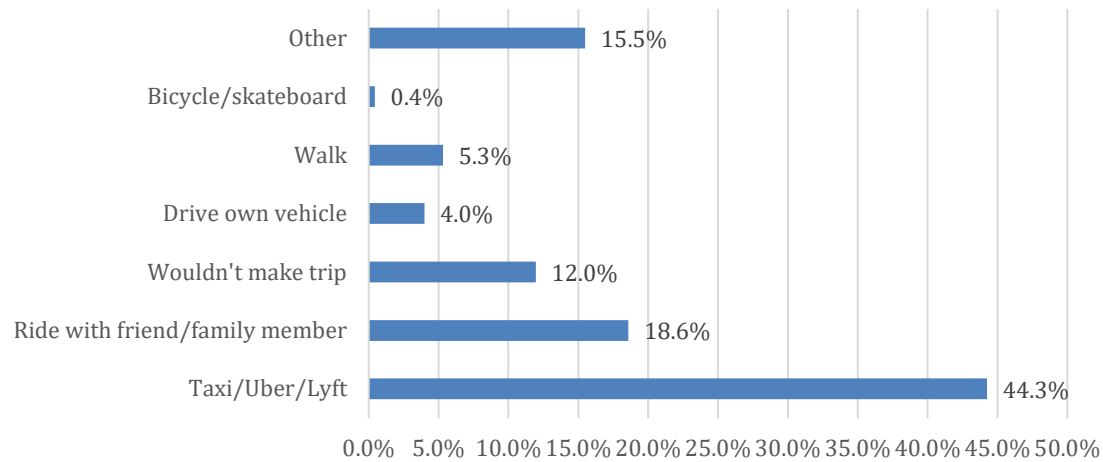


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Exhibit C.18.f Route n35 Alternatives to NICE



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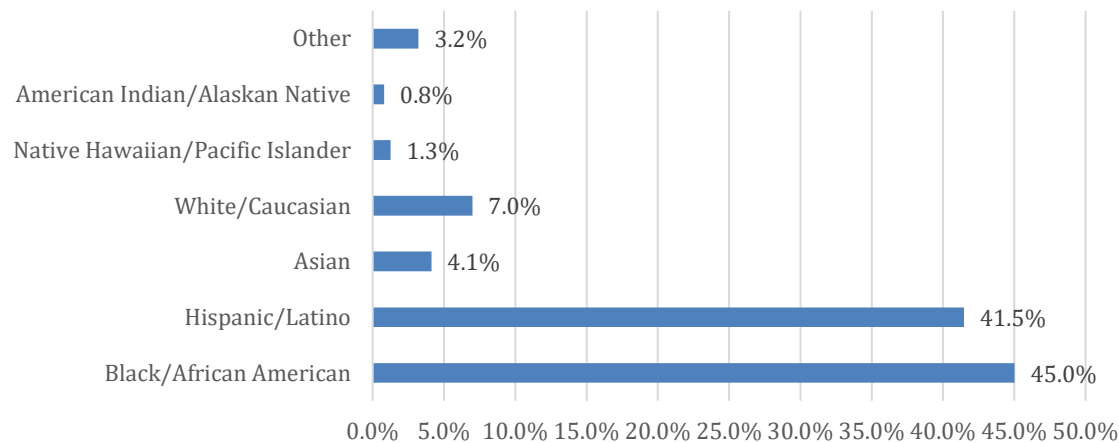
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Route n40/41

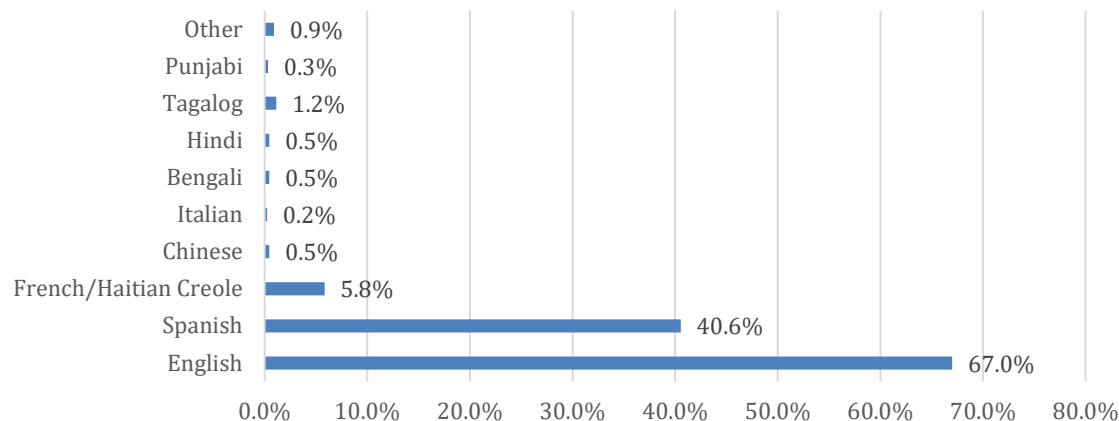
93 percent of Route n40/41 respondents indicated being a “minority” ethnicity. 45 percent of respondents indicated their ethnicity as Black/African American. Over 41 percent described their ethnicity as Hispanic/Latino.

Exhibit C.19.a Route n40/41 Ethnicity
n=873



67 percent of respondents cited speaking English at home. Over 40 percent speak Spanish at home. More than 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.19.b Route n40/41 Languages

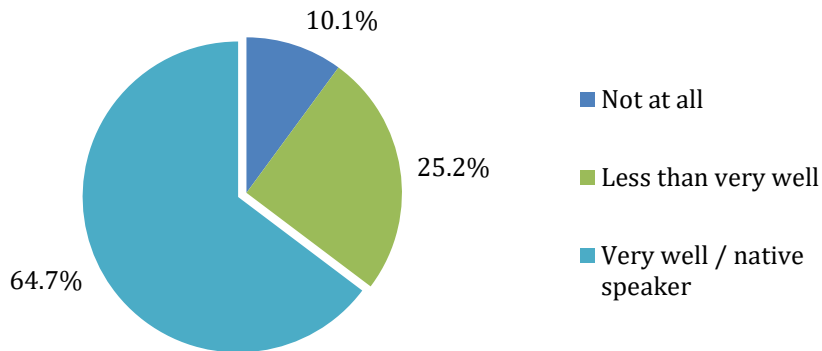


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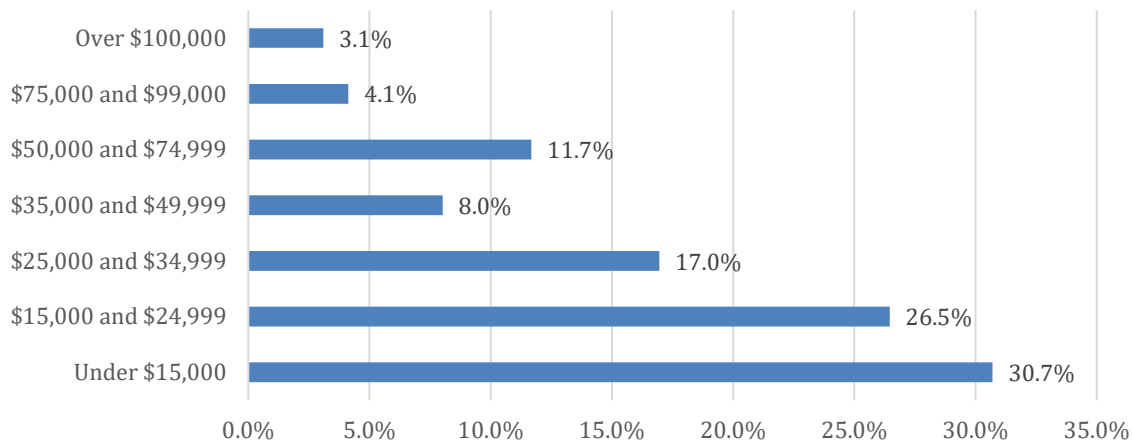
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Exhibit C.19.c Route n40/41 Lack of Proficiency in English Impacting NICE Use



Close to 19 percent of respondents cited an annual household income of \$50,000 or more. Approximately 57 percent indicated an income below \$25,000 annually. Sixty-five percent of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. Over 46 percent of Route n40/41 respondents said they would take a taxi if NICE was not available, while 13.4 percent wouldn't make the trip.

Exhibit C.19.d Route n40/41 Household Income



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Exhibit C.19.e Route n40/41 Reason for Riding
n=872

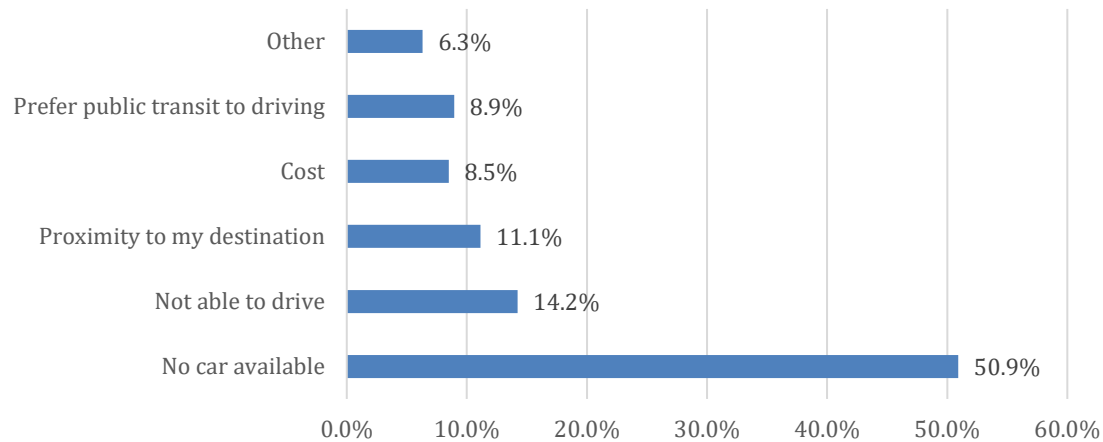
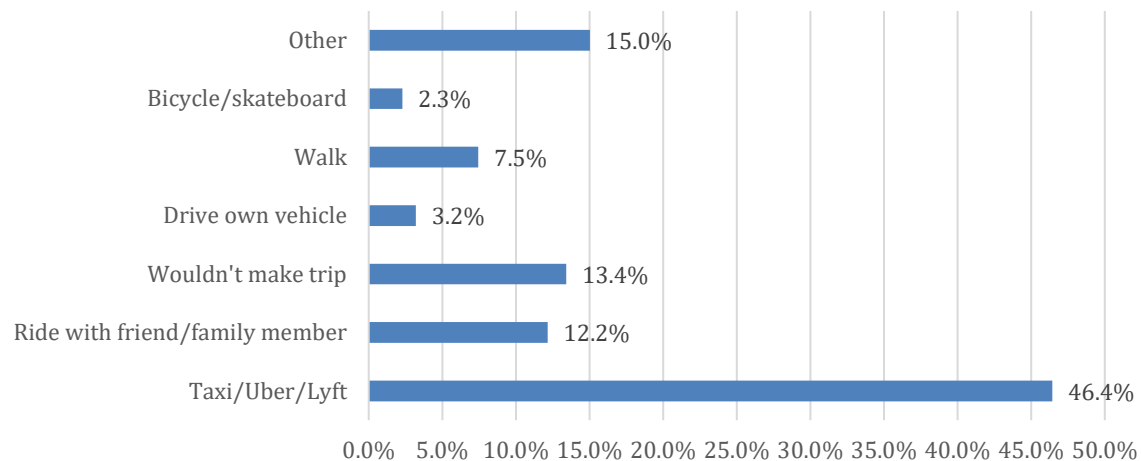


Exhibit C.19.f Route n40/41 Alternatives to NICE



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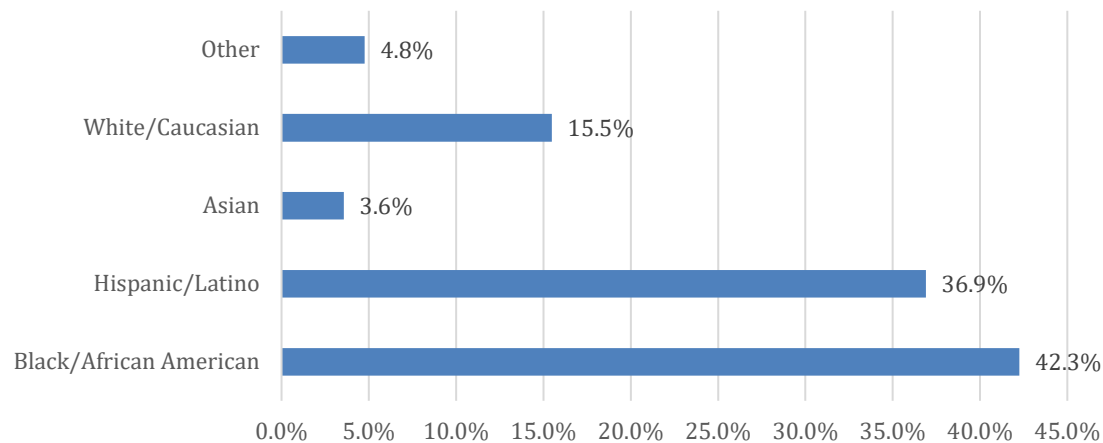
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Route n43

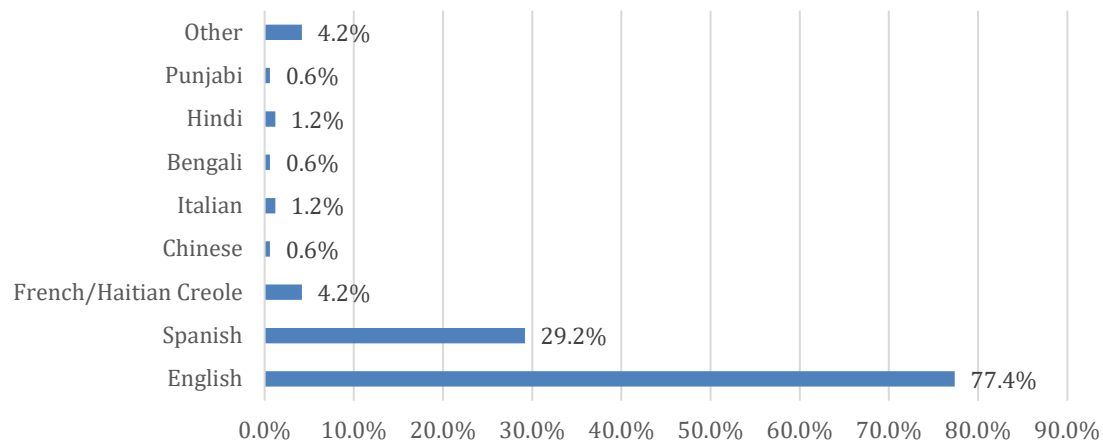
More than 84 percent of Route n43 respondents indicated being a “minority” ethnicity. Slightly more than 42 percent of respondents indicated their ethnicity as Black/African American. Over 36 percent described their ethnicity as Hispanic/Latino.

Exhibit C.20.a Route n43 Ethnicity
n=168



More than 77 percent reported speaking English at home, while 29.2 percent speak Spanish. About 2.4 percent reported barriers due to language when riding NICE.

Exhibit C.20.b Route n43 Languages

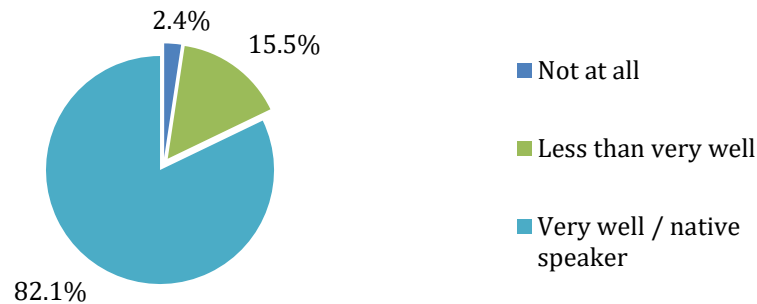


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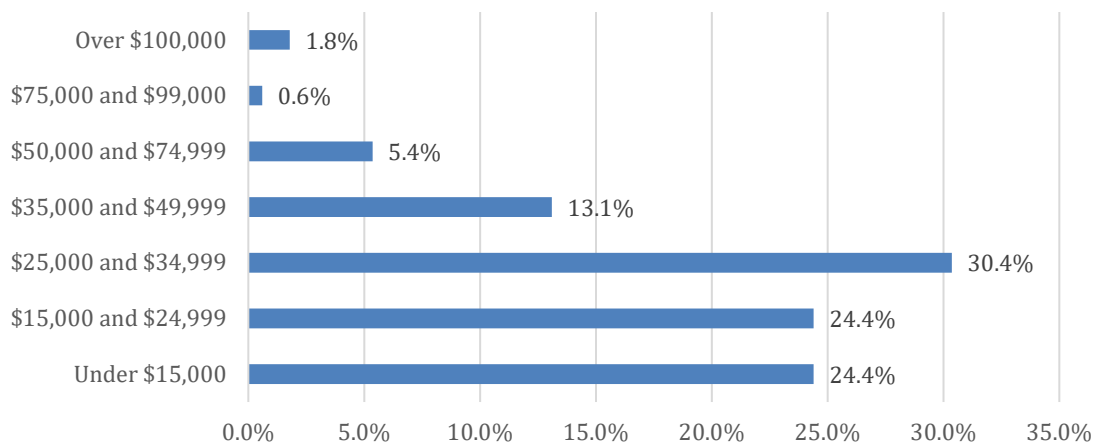
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Exhibit C.20.c Route n43 Lack of Proficiency in English Impacting NICE Use



Close to 50 percent indicated an income below \$25,000 annually. About 69 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 50 percent would take a taxi if NICE was not available.

Exhibit C.20.d Route n43 Household Income



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Exhibit C.20.e Route n43 Reason for Riding

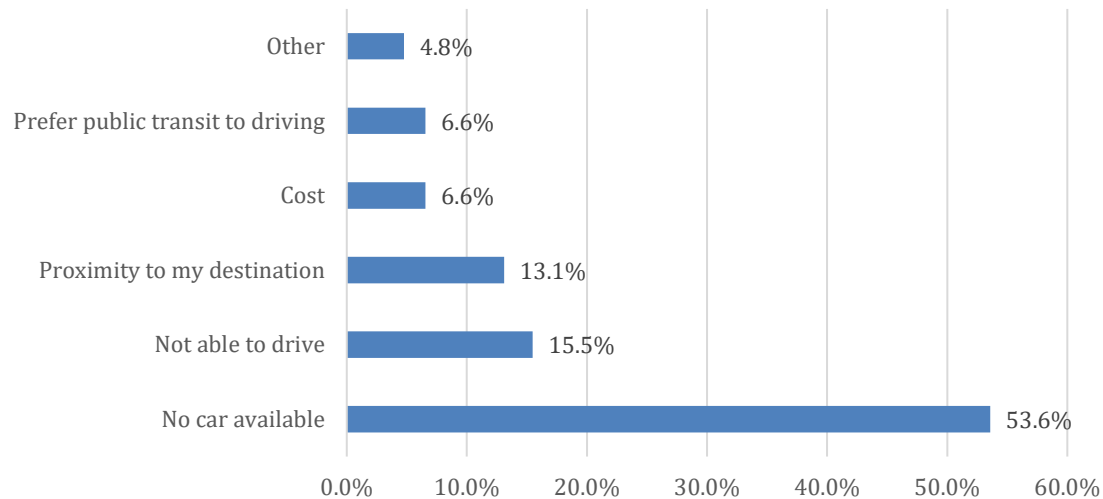
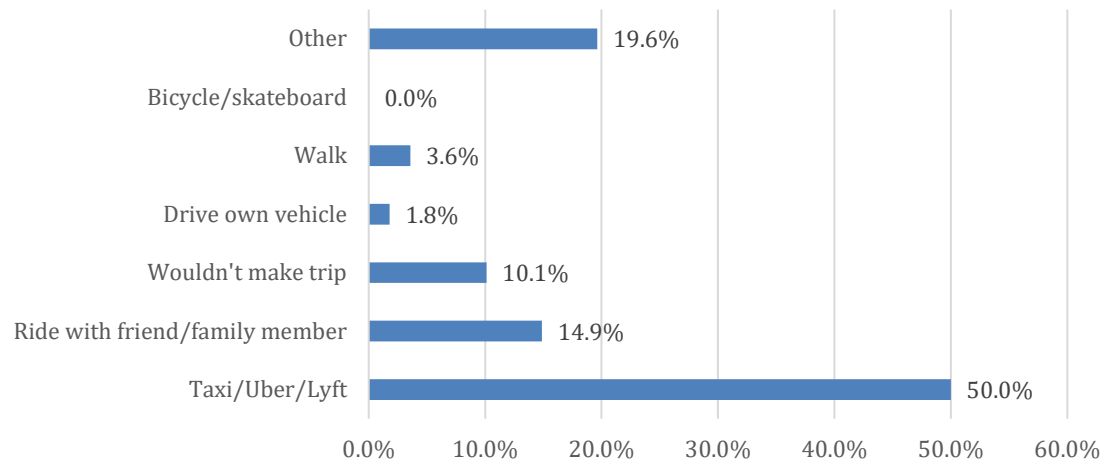


Exhibit C.20.f Route n43 Alternatives to NICE



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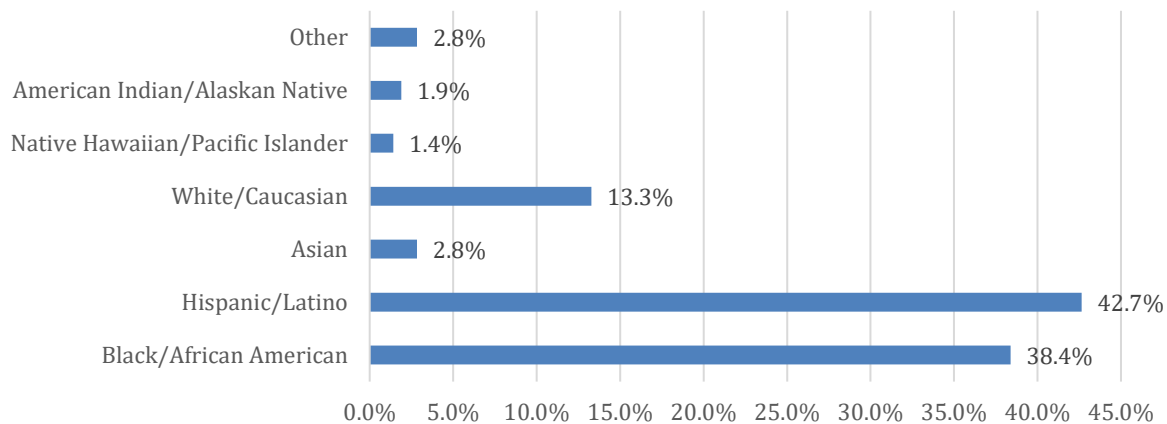
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Route n48

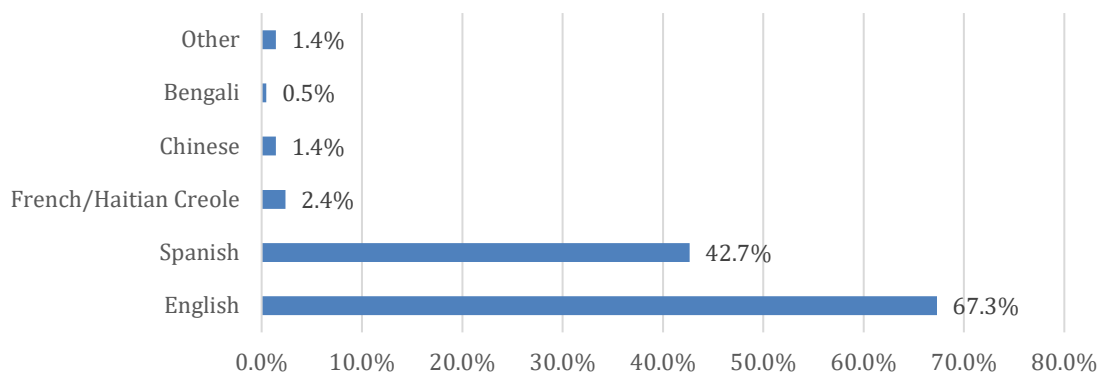
Over 86 percent of Route n48 respondents indicated being a “minority” ethnicity. Slightly more than 38 percent of respondents indicated their ethnicity as Black/African American. More than 42 percent described their ethnicity as Hispanic/Latino.

Exhibit C.21.a Route n48 Ethnicity
n=211



More than 67 percent of respondents cited speaking English at home. Nearly 43 percent speak Spanish at home. 2.4 percent indicated speaking French/Haitian Creole. Ten percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.21.b Route n48 Languages

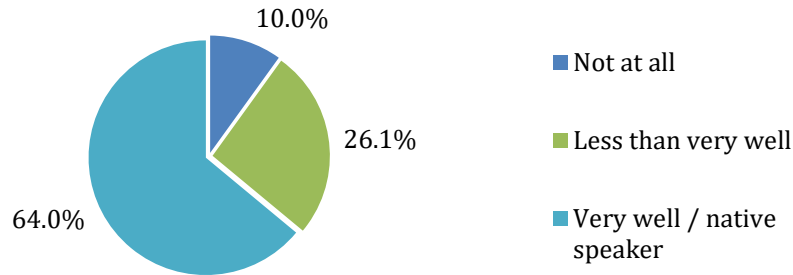


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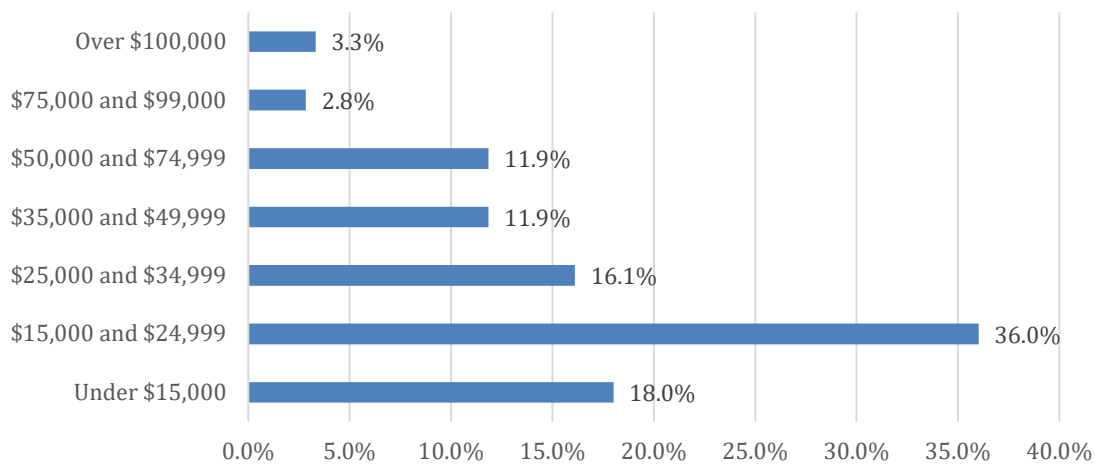
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Exhibit C.21.c Route n48 Lack of Proficiency in English Impacting NICE Use



Fifty-four percent indicated an income below \$25,000 annually. Just over 53 percent choose NICE because they lack access to a personal vehicle and 15.2 percent because of proximity to location. More than 38 percent would take a taxi if NICE was not available.

Exhibit C.21.d Route n48 Household Income



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Exhibit C.21.e Route n48 Reason for Riding

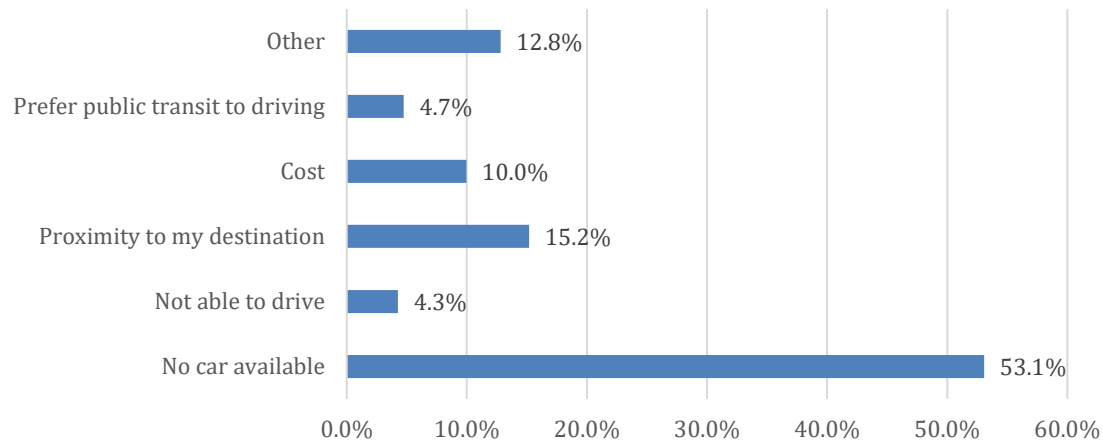
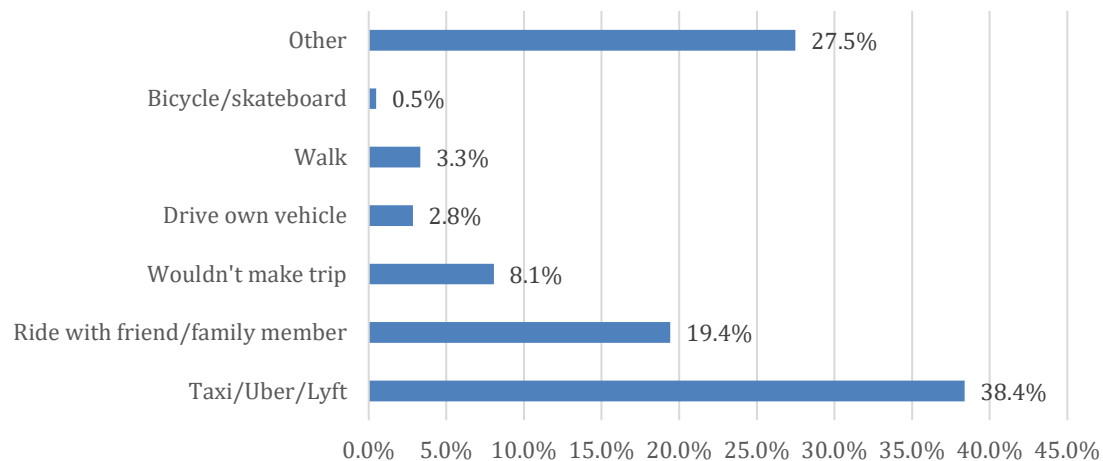


Exhibit C.21.f Route n48 Alternatives to NICE



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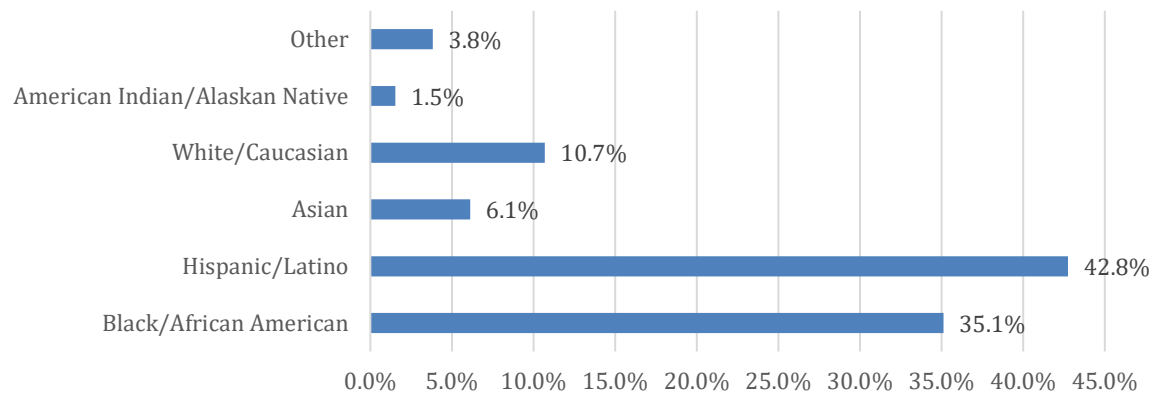
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Route n49

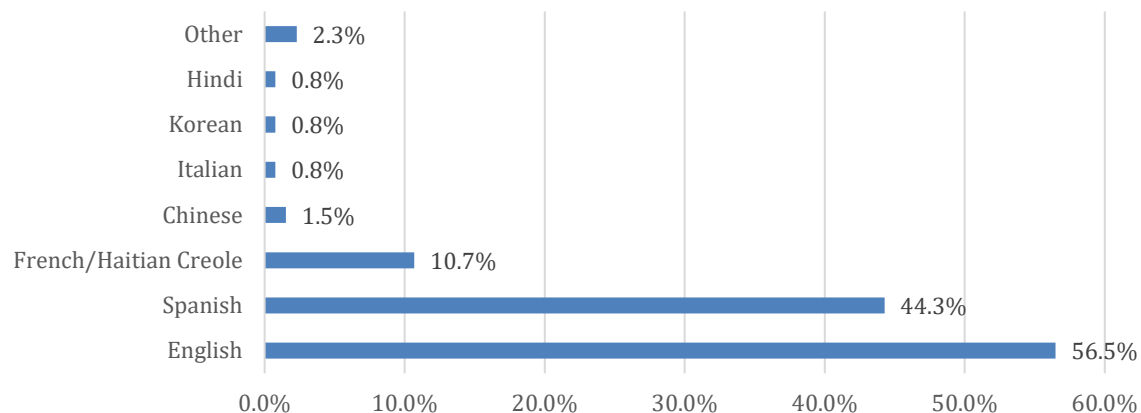
More than 89 percent of Route n49 respondents indicated being a “minority” ethnicity. Over 35 percent of respondents indicated their ethnicity as Black/African American. Another 42.8 percent described their ethnicity as Hispanic/Latino.

Exhibit C.22.a Route n49 Ethnicity
n=131



More than 56 percent of respondents cited speaking English at home. Over 44 percent speak Spanish at home, while 10.7 percent speak French/Haitian Creole. A little more than 10 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.22.b Route n49 Languages

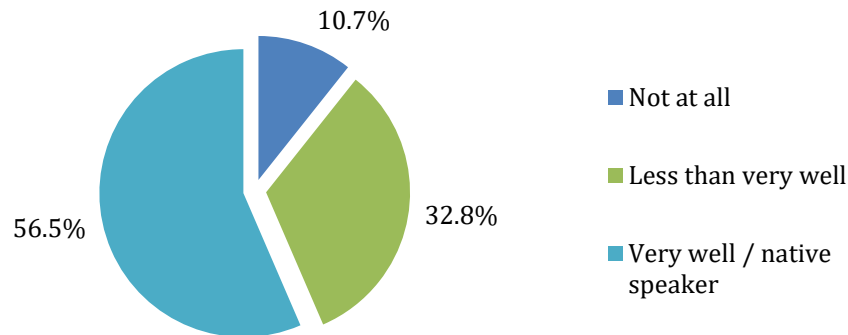


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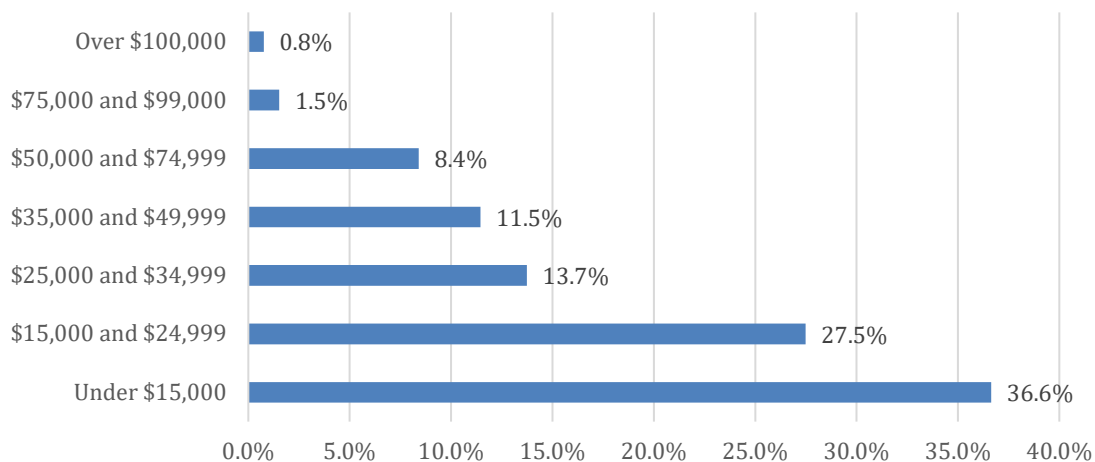
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Exhibit C.22.c Route n49 Lack of Proficiency in English Impacting NICE Use



Over 64 percent indicated an income below \$25,000 annually. More than 66 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Over 45 percent would take a taxi/rideshare if NICE was not available.

Exhibit C.22.d Route n49 Household Income



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Exhibit C.22.e Route n49 Reason for Riding

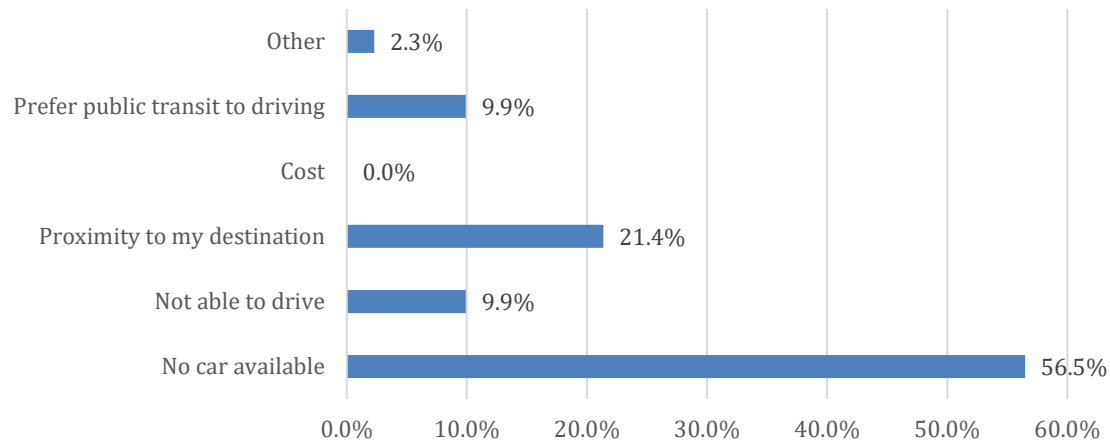
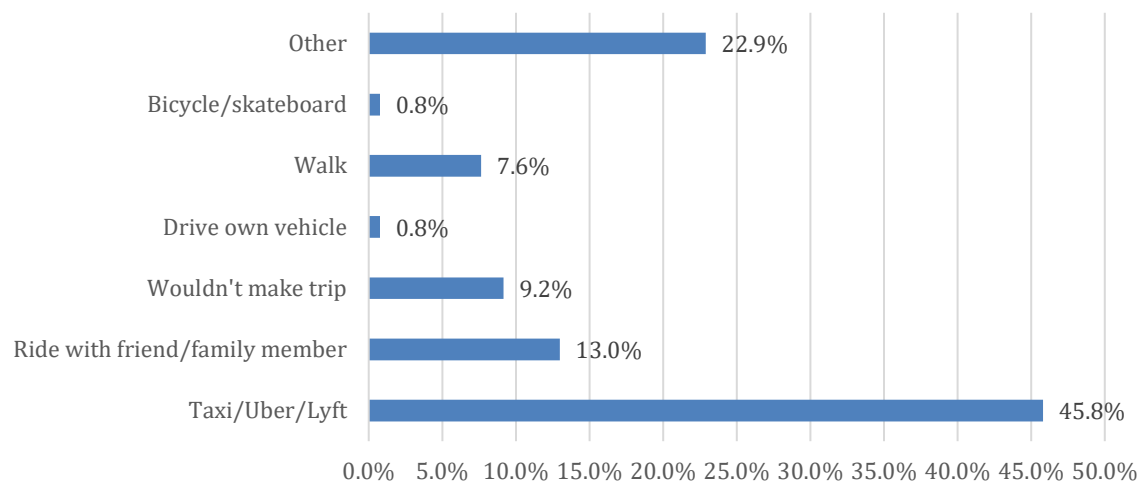


Exhibit C.22.f Route n49 Alternatives to NICE



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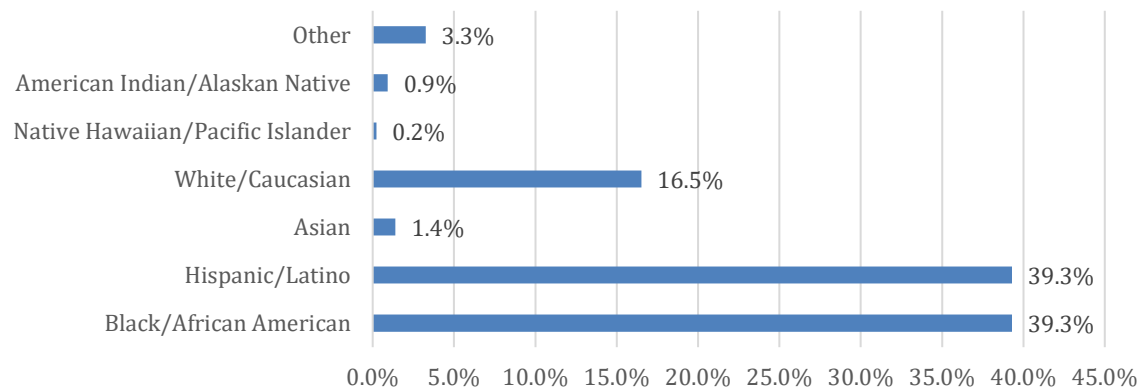
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Route n54/55

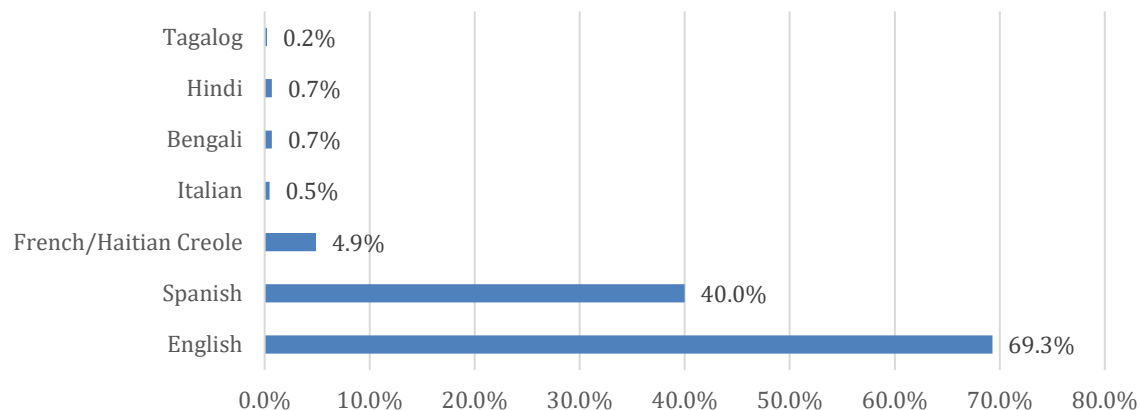
Over 83 percent of Route n54/55 respondents indicated being a “minority” ethnicity. More than 39 percent of respondents indicated their ethnicity as Black/African American. Of Route n54/55 respondents, 39.3 percent described their ethnicity as Hispanic/Latino.

Exhibit C.23.a Route n54/55 Ethnicity
n=430



More than 69 percent of respondents cited speaking English at home. Spanish is spoken in the home by 40 percent. French/Haitian Creole (4.9 percent) was also indicated. 3.7 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.23.b Route n54/55 Languages

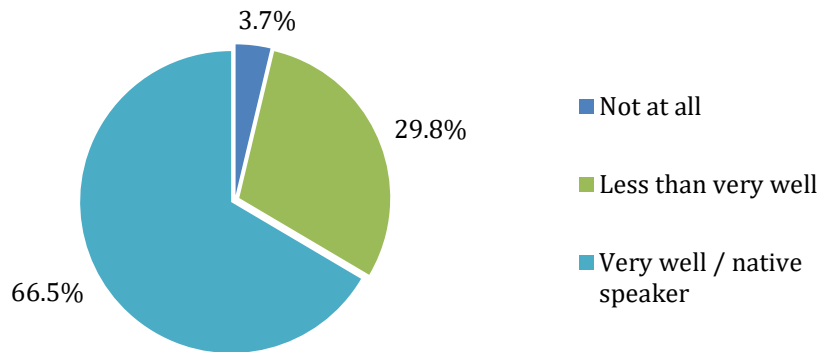


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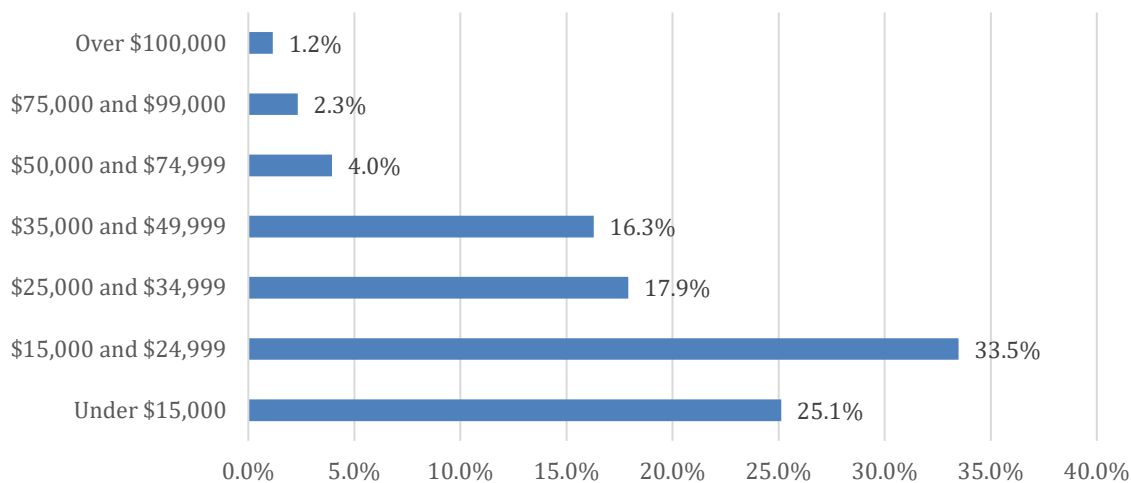
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Exhibit C.23.c Route n54/55 Lack of Proficiency in English Impacting NICE Use



Over 58 percent indicated an income below \$25,000 annually. More than 69 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Over 48 percent would take a taxi/rideshare if NICE was not available.

Exhibit C.23.d Route n54/55 Household Income



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Exhibit C.23.e Route n54/55 Reason for Riding
n=429

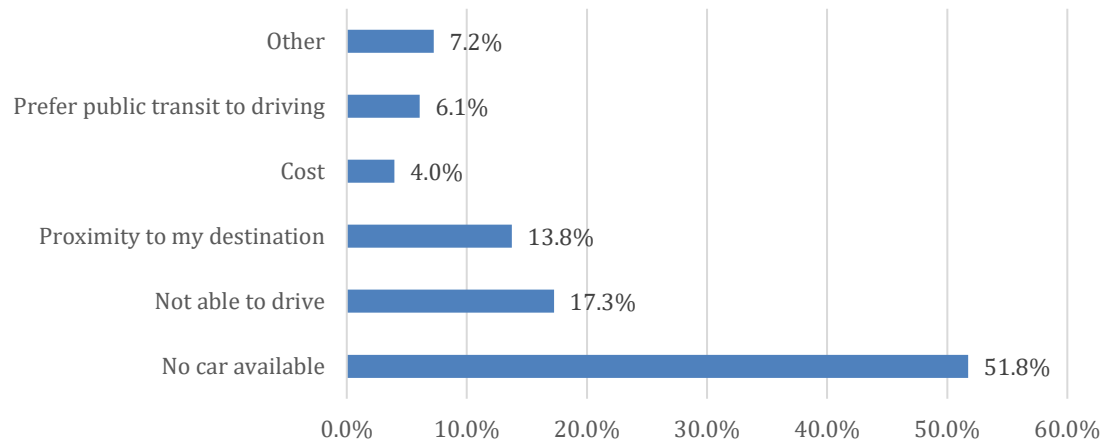
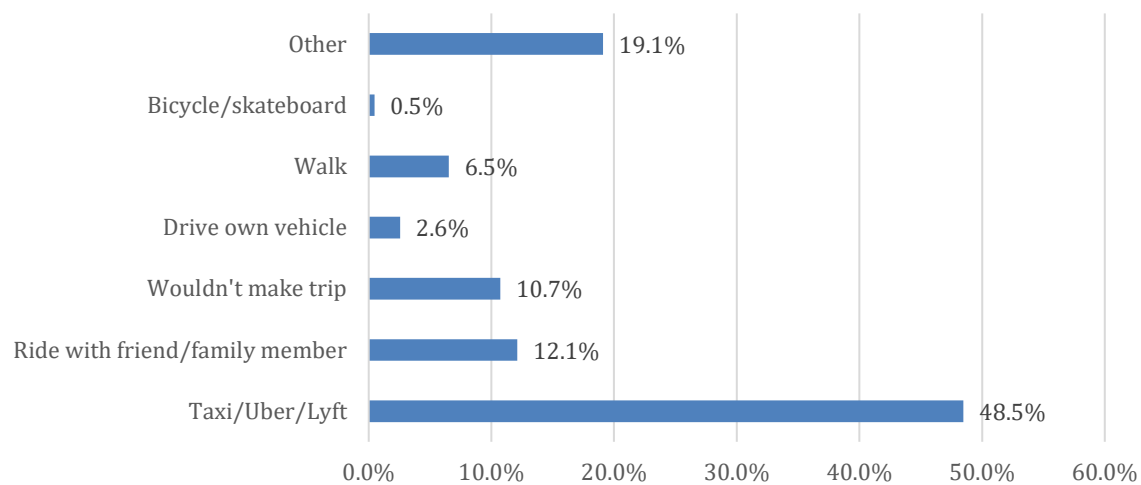


Exhibit C.23.f Route n54/55 Alternatives to NICE



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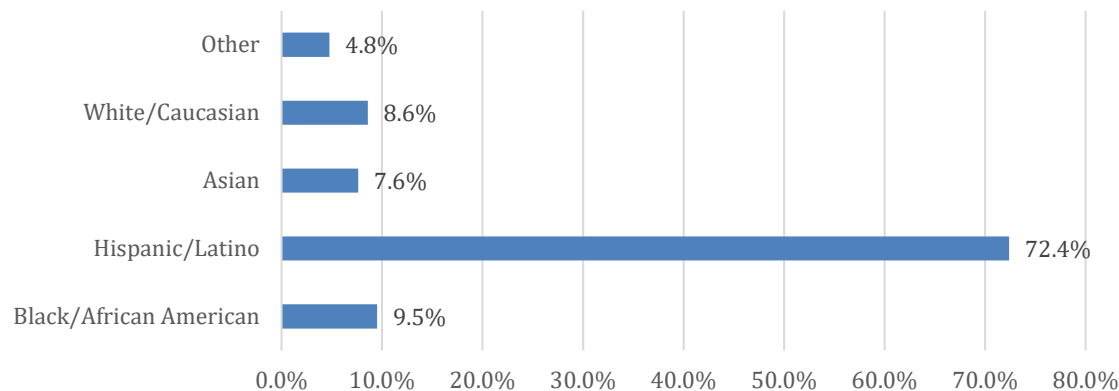
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Route n57

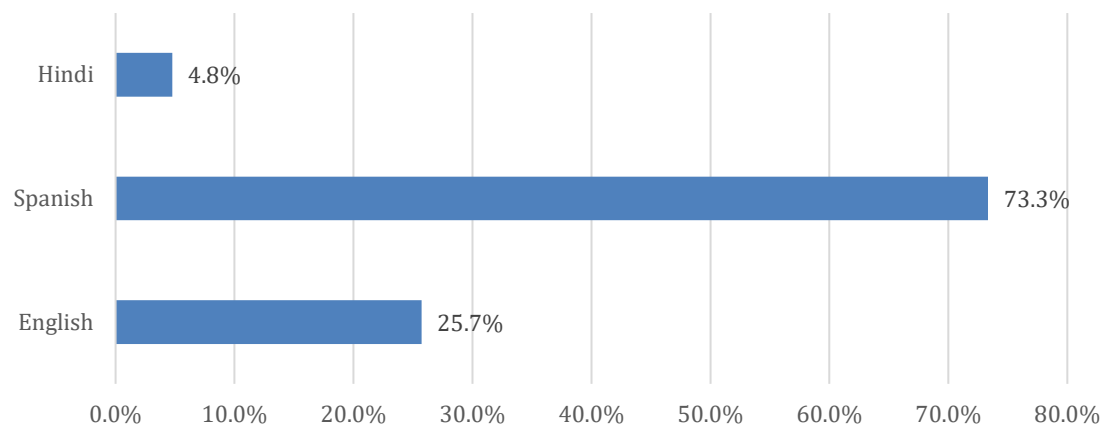
More than 91 percent of Route n57 respondents indicated being a “minority” ethnicity. More than 72 percent of respondents indicated their ethnicity as Hispanic/Latino and 9.5 percent as Black/African American. 7.6 percent described their ethnicity as Asian.

Exhibit C.24.a Route n57 Ethnicity
n=105



Over 73 percent of respondents cited speaking Spanish at home while 25.7 percent speak English. A high percentage – 37.1 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 C.24.b Route n57 Languages

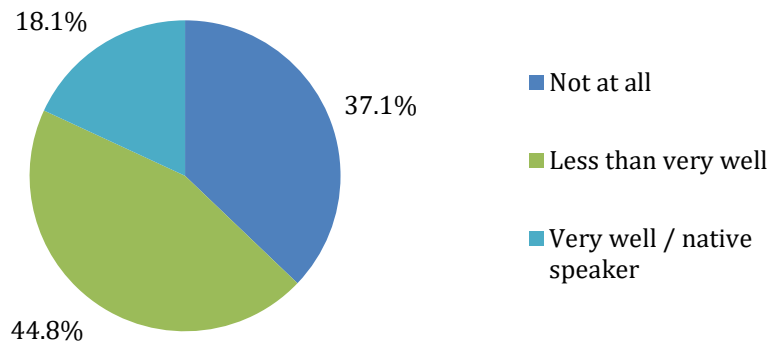


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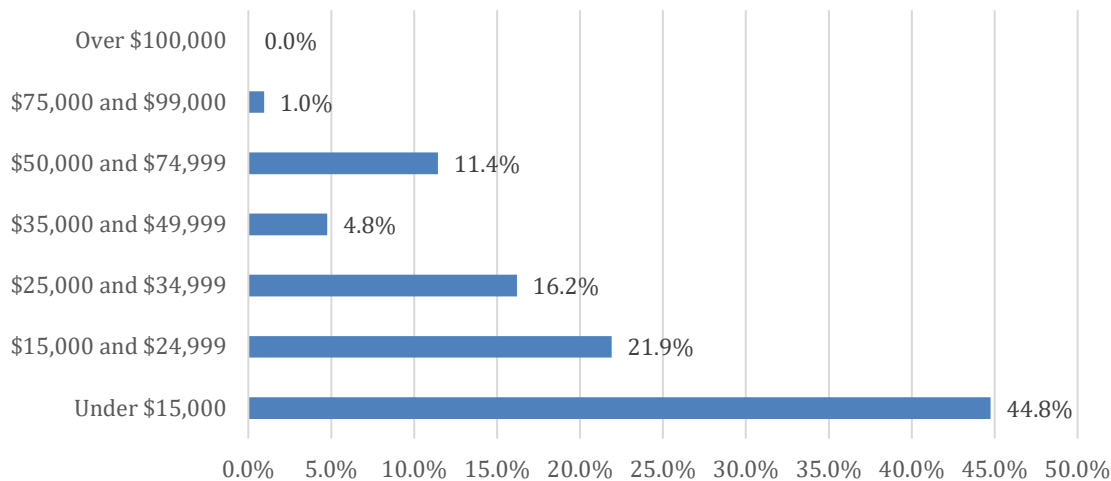
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Exhibit C.24.c Route n57 Lack of Proficiency in English Impacting NICE Use



Over 66 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. 43.8 percent would take a taxi/rideshare if NICE was not available and 25.7 percent would ride with a family member or friend.

Exhibit C.24.d Route n57 Household Income



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Exhibit C.24.e Route n57 Reason for Riding

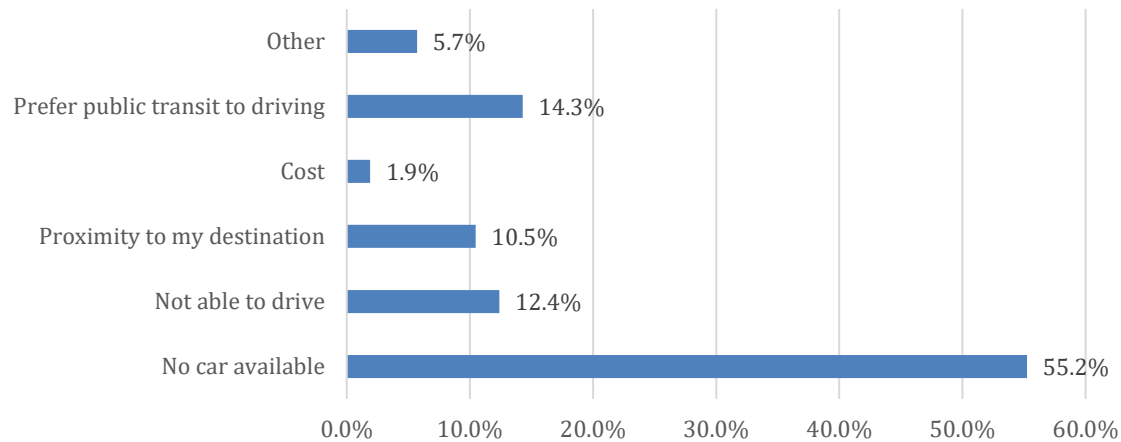
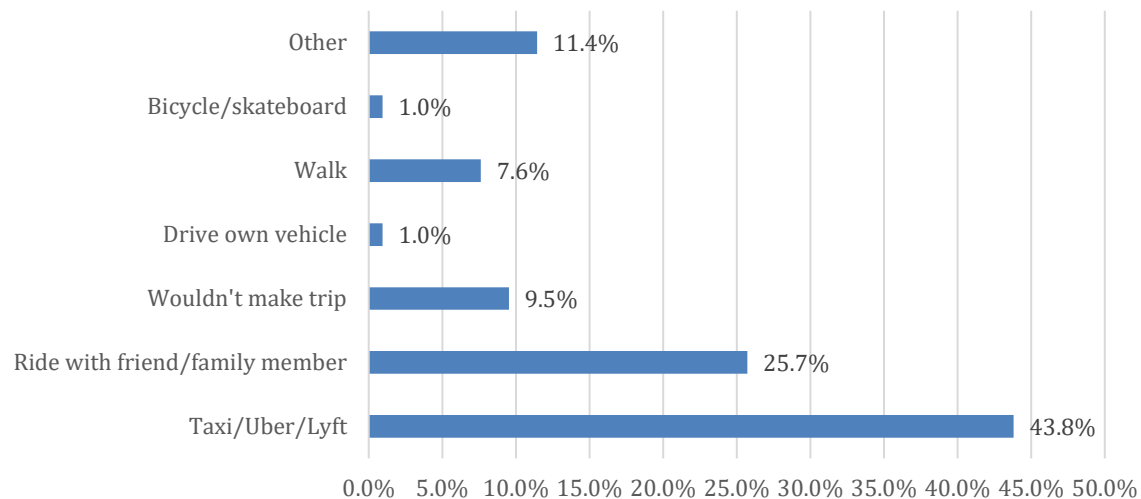


Exhibit C.24.f Route n57 Alternatives to NICE



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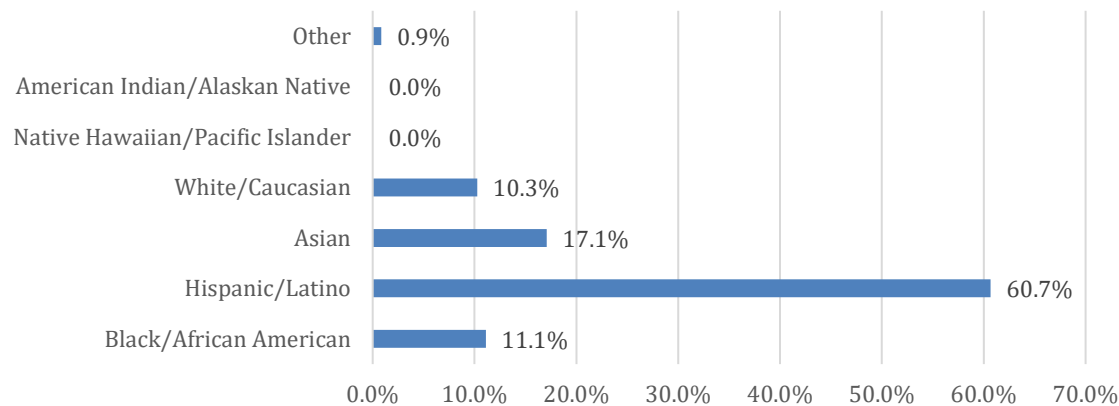
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Route n58

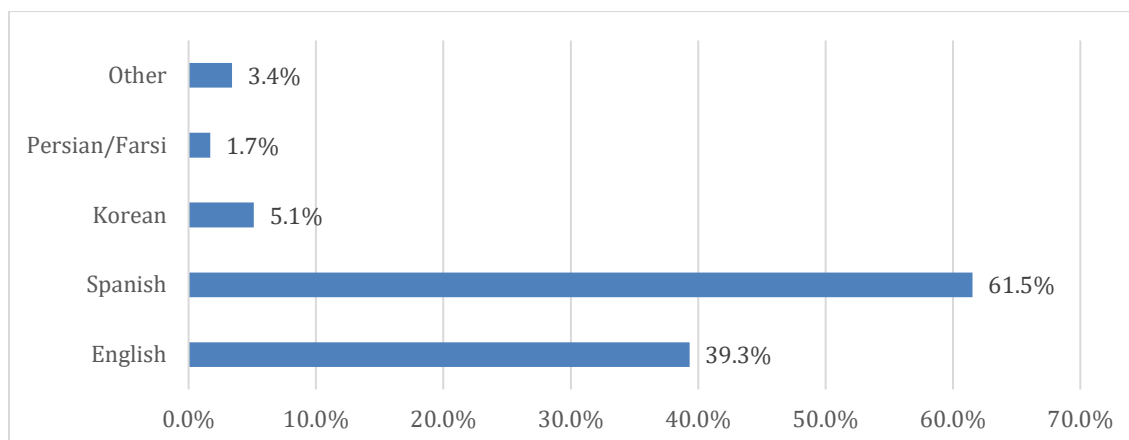
About 89 percent of Route n58 respondents indicated being a “minority” ethnicity. More than 60 percent of respondents indicated their ethnicity as Hispanic/Latino. Slightly more than 11 percent described their ethnicity as Black/African American, while 17.1 percent self-identified as Asian.

Exhibit C.25.a Route n58 Ethnicity
n=117



More than 61 percent of respondents cited speaking Spanish at home while 39.3 percent speak English at home. Slightly more than 16 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.25.b Route n58 Languages

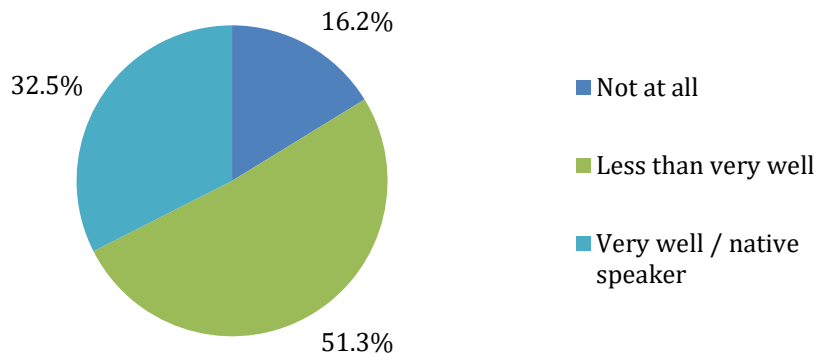


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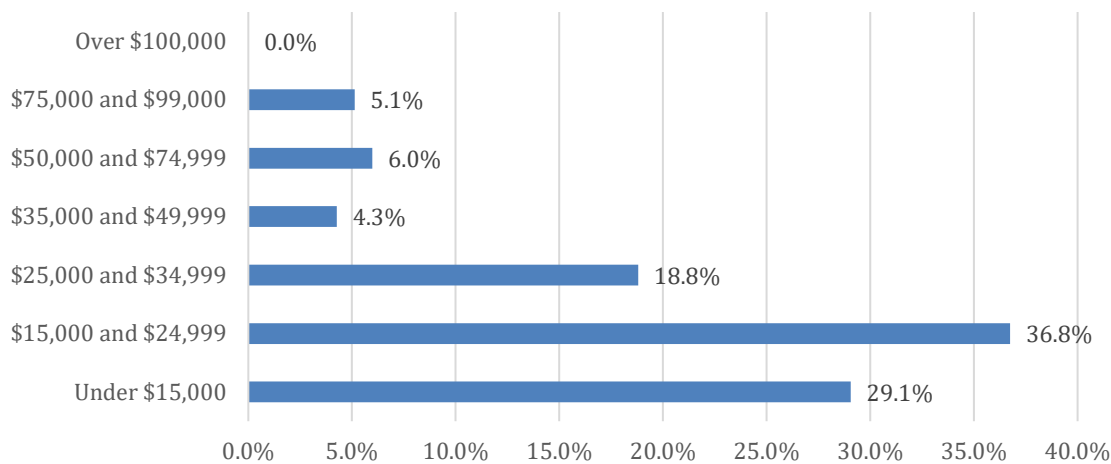
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Exhibit C.25.c Route n58 Lack of Proficiency in English Impacting NICE Use



Close to 66 percent indicated an income below \$25,000 annually. More than 51 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 53 percent of Route n48 respondents would take a taxi if NICE was not available.

Exhibit C.25.d Route n58 Household Income



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Exhibit C.25.e Route n58 Reason for Riding

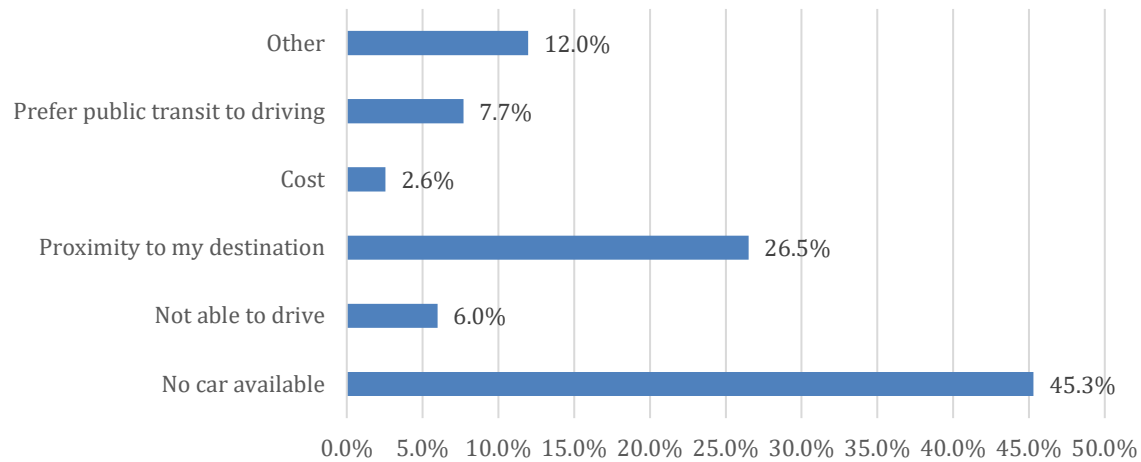
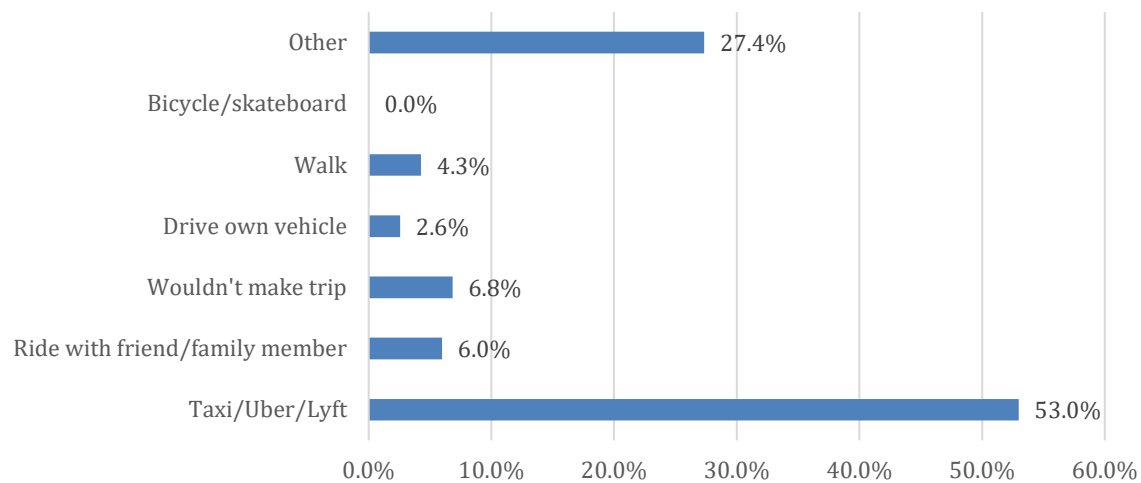


Exhibit C.25.f Route n58 Alternatives to NICE



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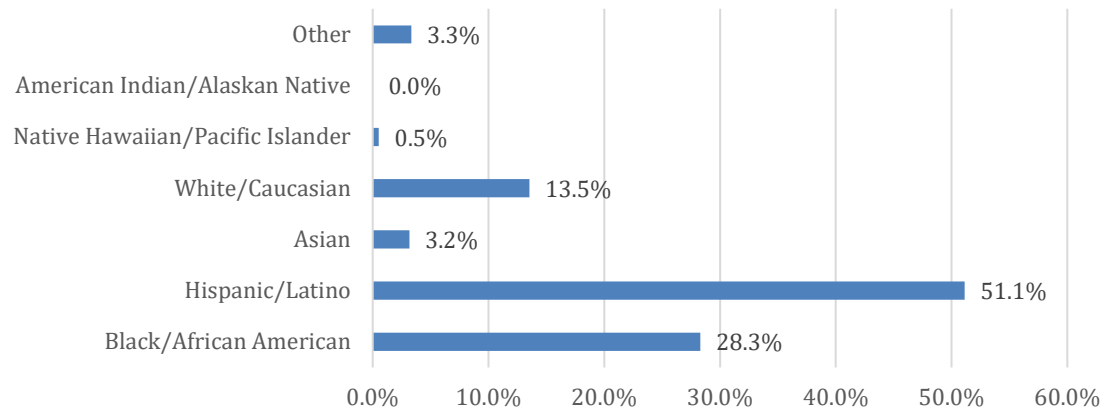
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Route n70/71/72

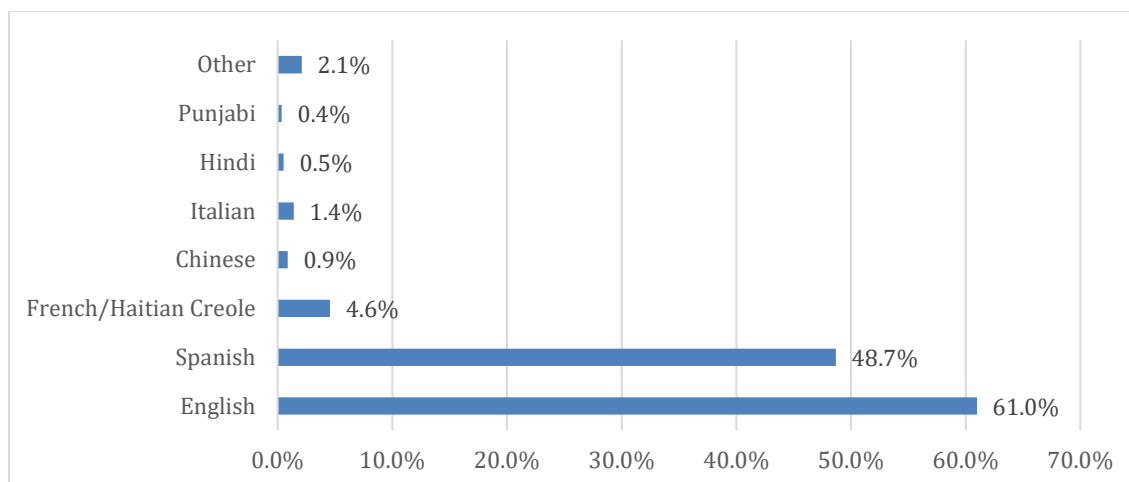
More than 86 percent of Route n70/71/72 respondents indicated being a “minority” ethnicity. More than 28 percent of respondents indicated their ethnicity as Black/African American while over 51 percent described their ethnicity as Hispanic/Latino.

Exhibit C.28.a Route n70/71/72 Ethnicity
n= 569



Sixty-one percent of respondents cited speaking English at home. More than 48 percent speak Spanish at home. Over seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.28.b Route n70/71/72 Languages

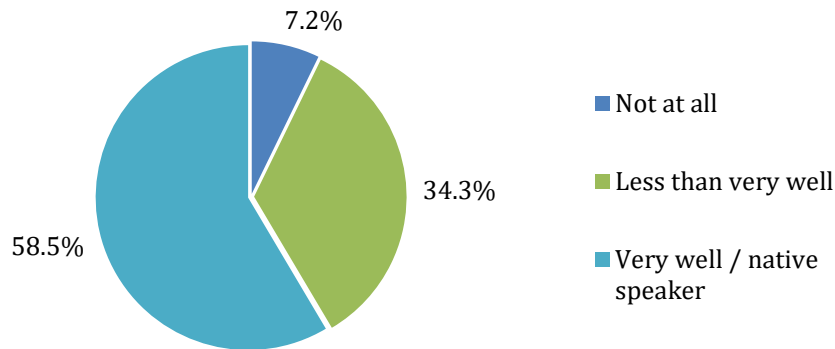


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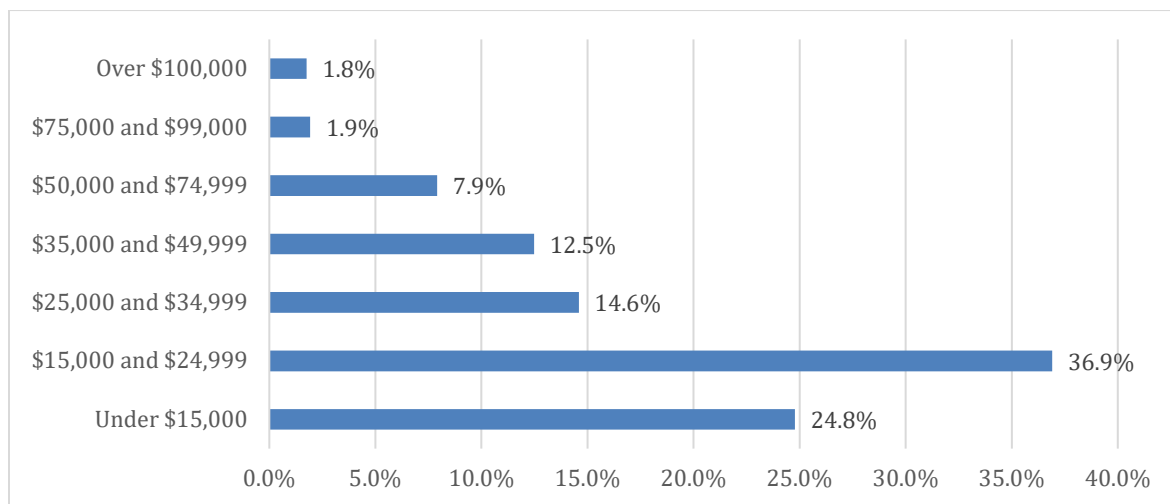
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Exhibit C.28.c Route n70/71/72 Lack of Proficiency in English Impacting NICE Use



Over 61 percent indicated an income below \$25,000 annually. More than 50 percent of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. Taking a taxi if NICE was not available was the option cited by nearly 38.4 percent of respondents.

Exhibit C.28.d Route n70/71/72 Household Income



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Exhibit C.28.e Route n70/71/72 Reason for Riding
n=568

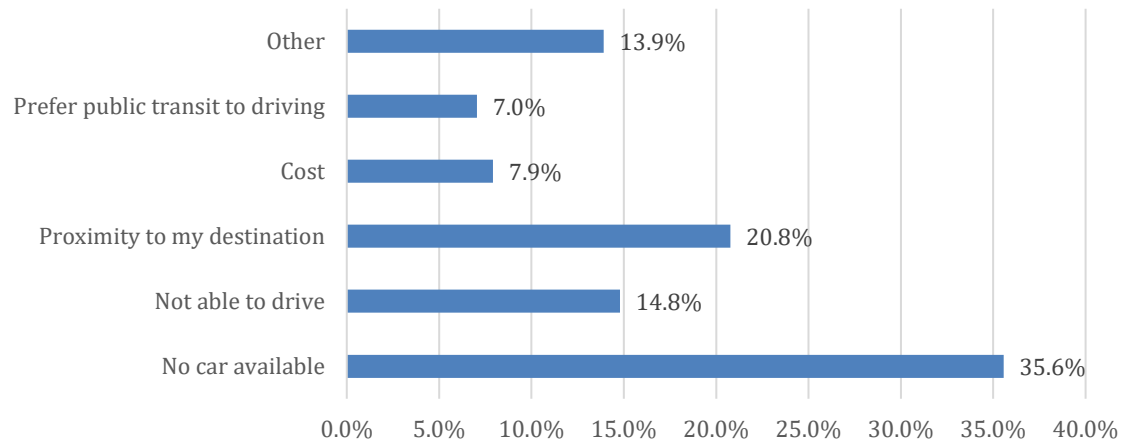
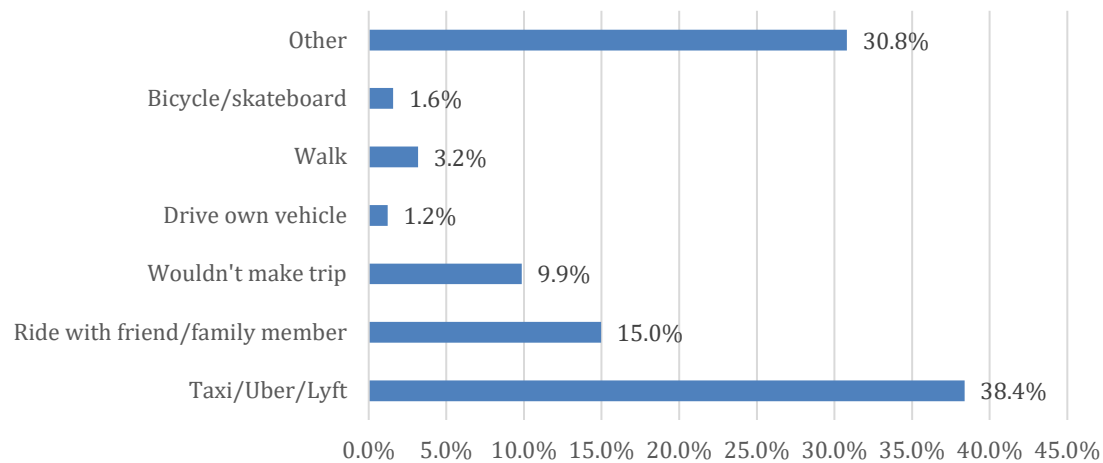


Exhibit C.28.f Route n70/71/72 Alternatives to NICE



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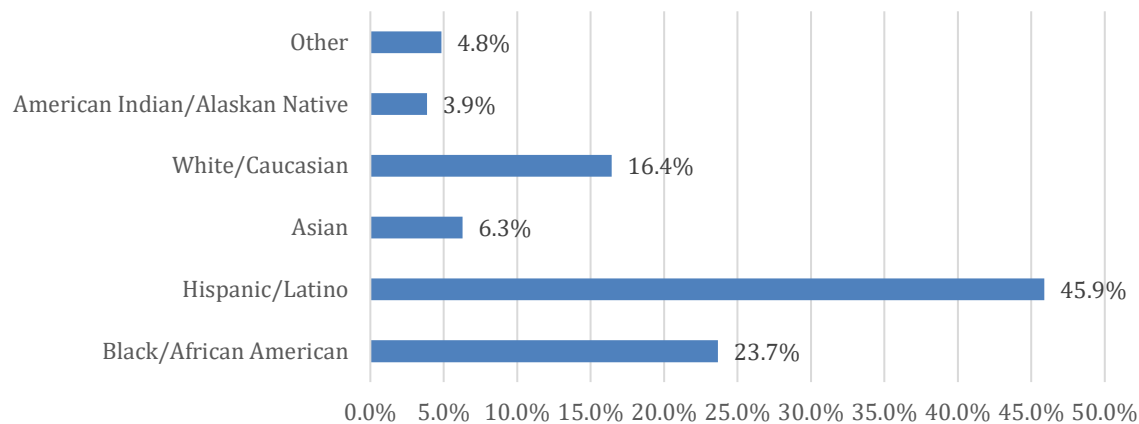
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Route n78/79

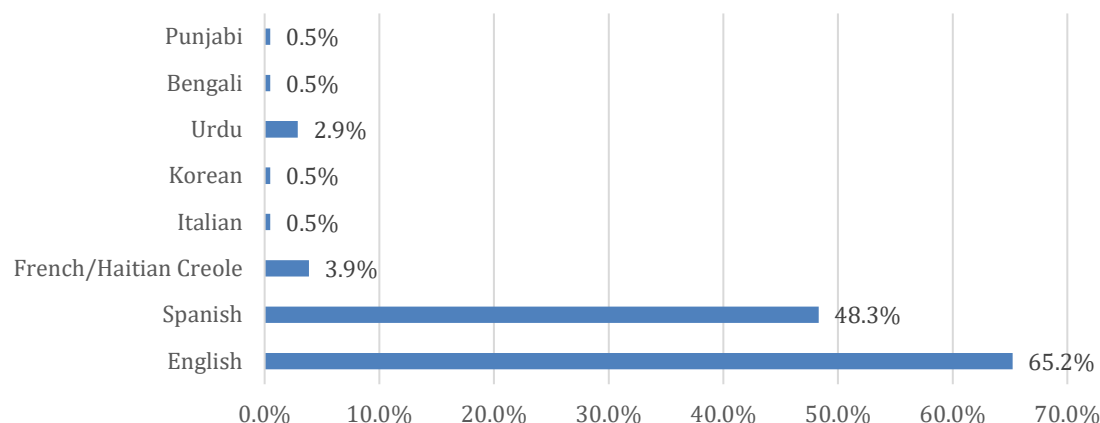
More than 83 percent of Route n78/79 respondents indicated being a “minority” ethnicity. Close to 46 percent described their ethnicity as Hispanic/Latino while more than 23 percent of respondents indicated their ethnicity as Black/African American.

Exhibit C.27.a Route n78/79 Ethnicity
n=207



More than 65 percent of respondents cited speaking English at home. Slightly more than 48 percent speak Spanish at home. Slightly more than 9 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.27.b Route n78/79 Languages

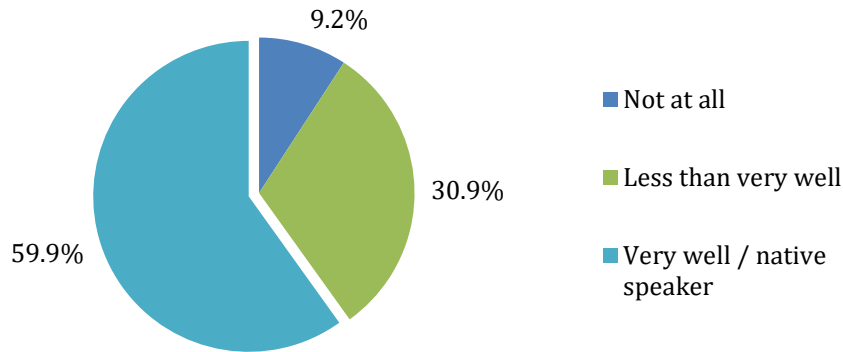


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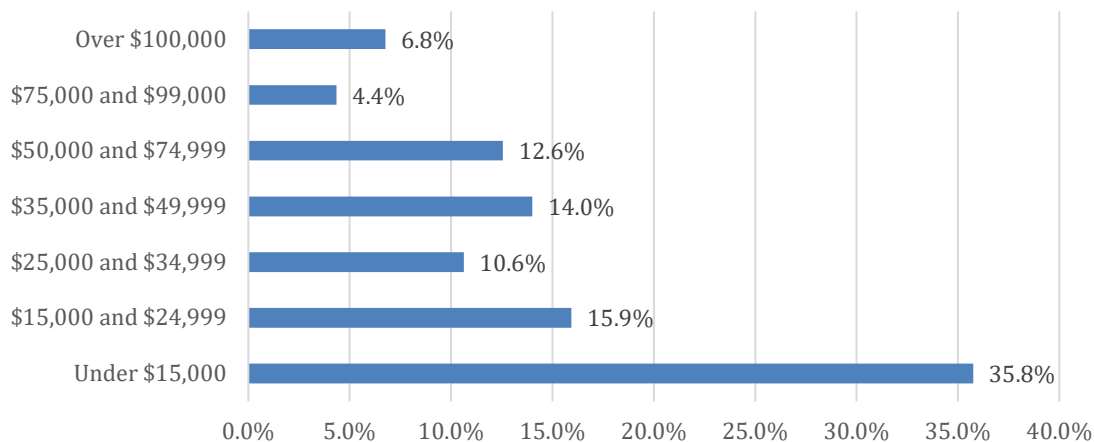
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Exhibit C.27.c Route n78/79 Lack of Proficiency in English Impacting NICE Use



While over 12 percent of respondents cited an annual household income of \$50,000 or more, another 67.6 percent indicated an income below \$25,000 annually. 68.8 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 59 percent of Route n78/79 respondents would take a taxi if NICE was not available, while another 11.2 percent would ride with family/a friend.

Exhibit C.27.d Route n78/79 Household Income



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Exhibit C.27.e Route 78/79 Reason for Riding
n=205

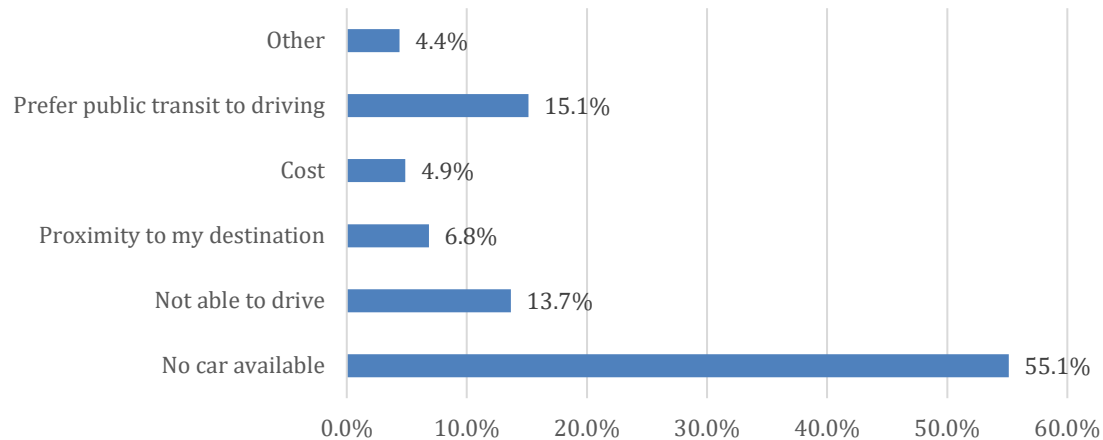
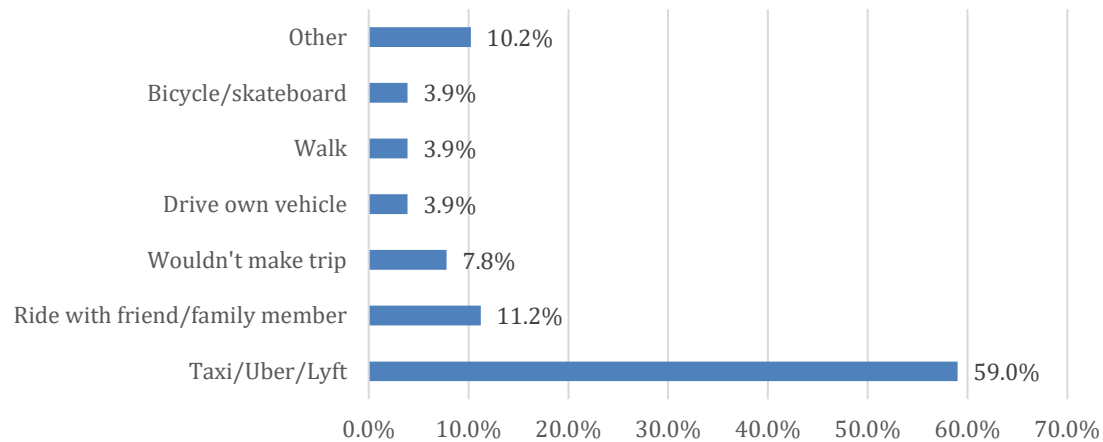


Exhibit C.27.f Route n78/79 Alternatives to NICE



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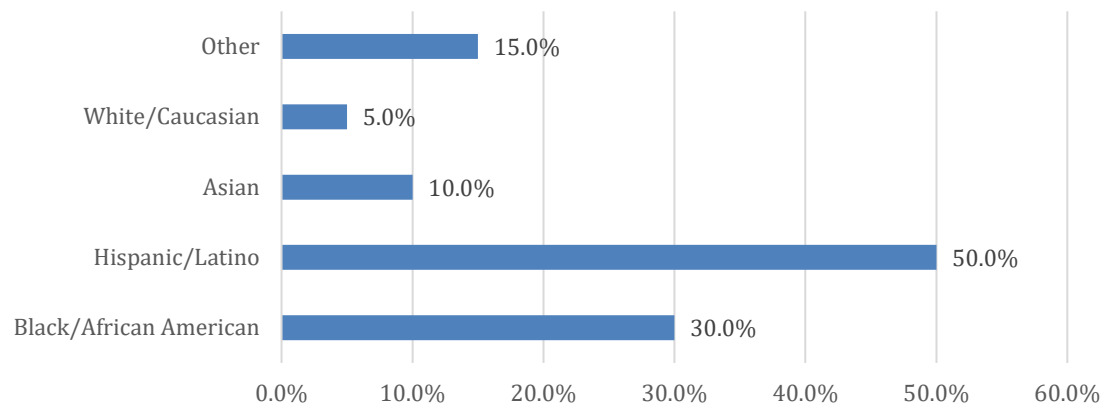
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Route n80

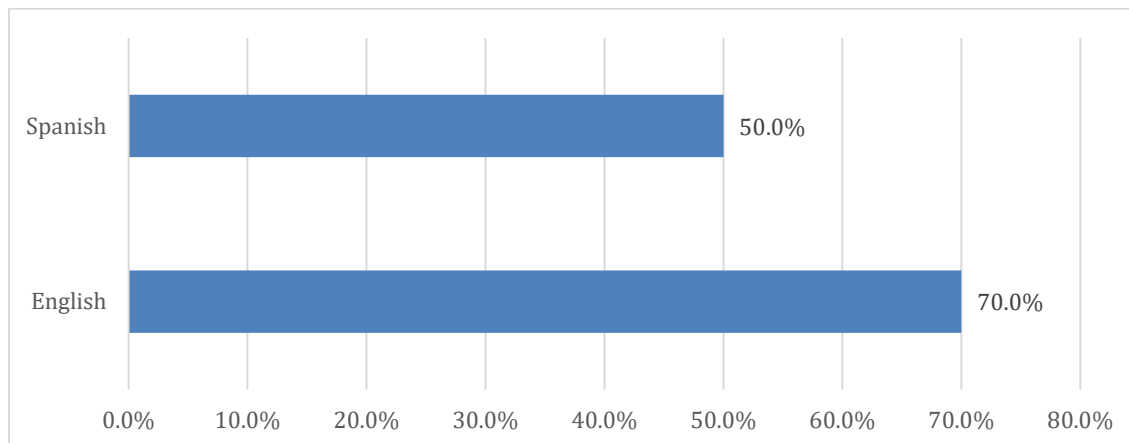
Ninety-five percent of Route n80 respondents indicated being a “minority” ethnicity. Thirty percent of the respondents on Route n80 indicated their ethnicity as Black/African American while half of the respondents cited their ethnicity as Hispanic/Latino. Ten percent cited their ethnicity as Asian.

Exhibit C.26.a Route n80 Ethnicity
n=20



English and Spanish are the only two languages noted as being spoken at home for respondents of Route n80. Seventy percent of respondents cited speaking English at home while 50 percent speak Spanish. Twenty percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.26.b Route n80 Languages

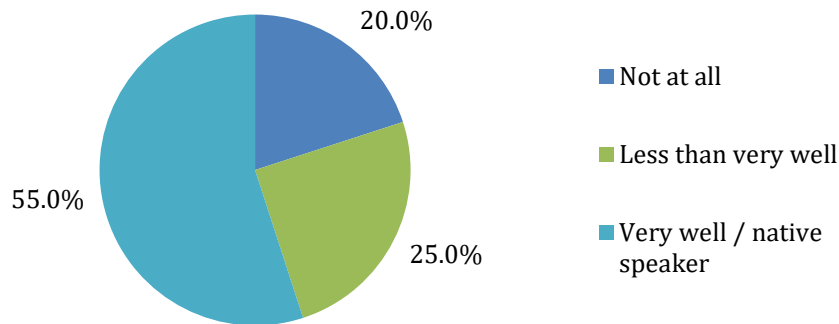


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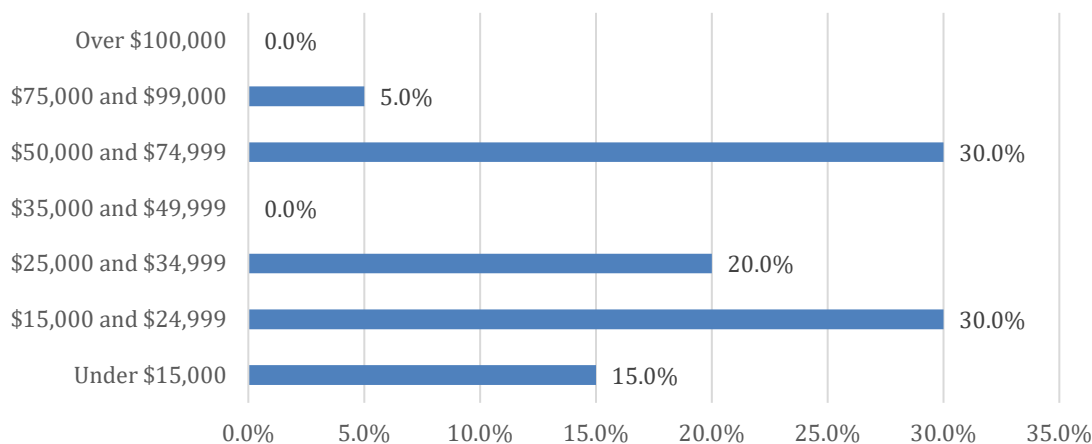
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Exhibit C.26.c Route n80 Lack of Proficiency in English Impacting NICE Use



While 45 percent indicated an income below \$25,000 annually, another 35 percent indicated income levels above \$50,000 annually. Seventy-five percent choose NICE because they lack access to a personal vehicle or are not able to drive. Forty percent of Route n80 respondents would take a taxi and another 25 percent would not make the trip if NICE was not available.

Exhibit C.26.d Route n80 Household Income



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Exhibit C.26.e Route n80 Reason for Riding

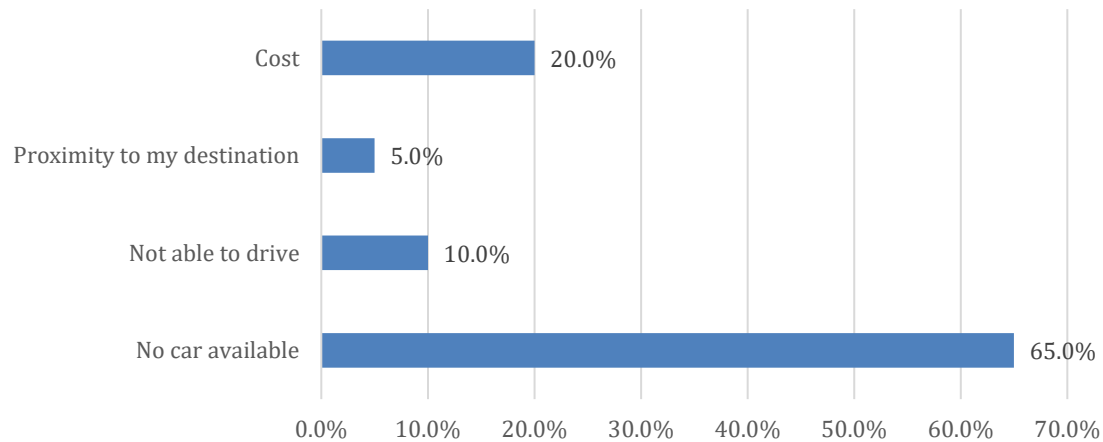
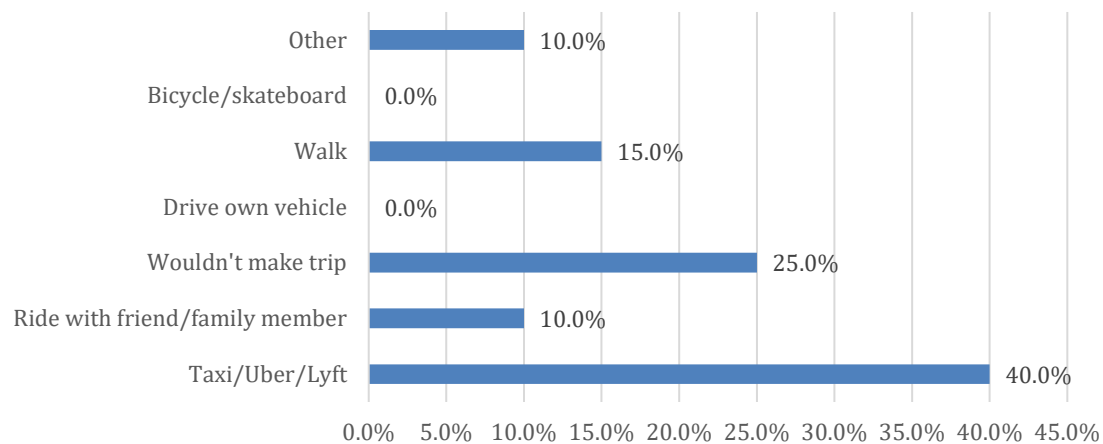


Exhibit C.26.f Route n80 Alternatives to NICE



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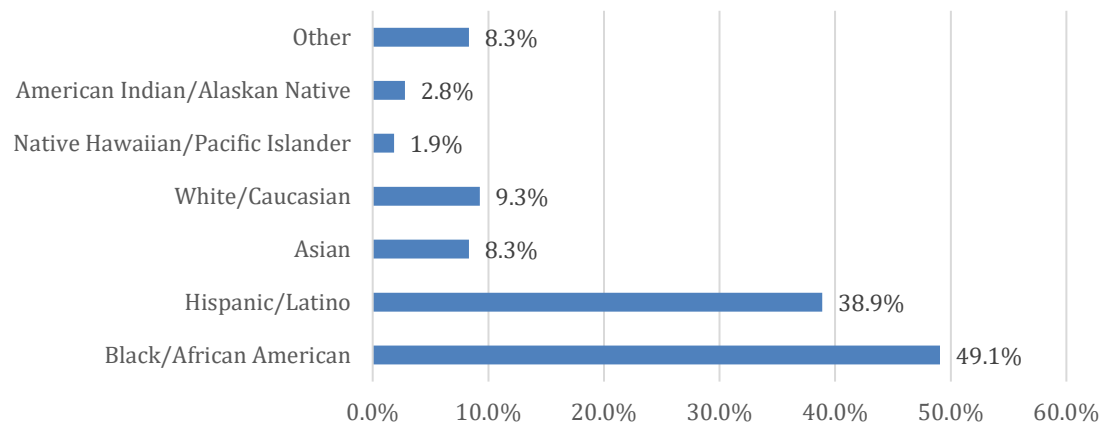
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Mercy Medical Center Shuttle (MMCS)

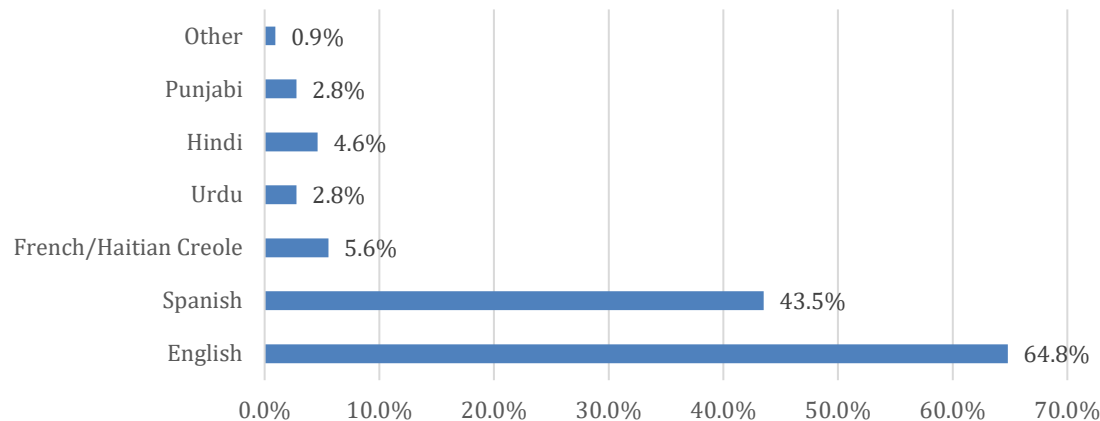
About 91 percent of MMCS respondents indicated being a “minority” ethnicity. More than 49 percent of respondents indicated their ethnicity as Black/African American. Over 38 percent of respondents described their ethnicity as Hispanic/Latino while 8.3 percent cited being of Asian ethnicity.

Exhibit C.29.a MMCS Ethnicity
n=108



More than 64 percent of respondents cited speaking English at home. Over 43 percent speak Spanish and 5.6 percent speak French/Haitian Creole at home. 18.5 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.29.b MMCS Languages

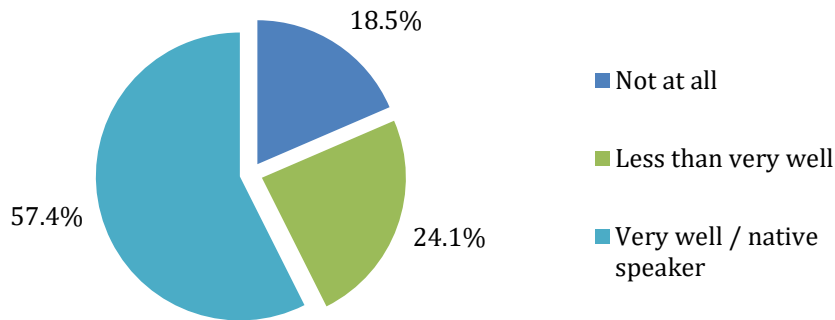


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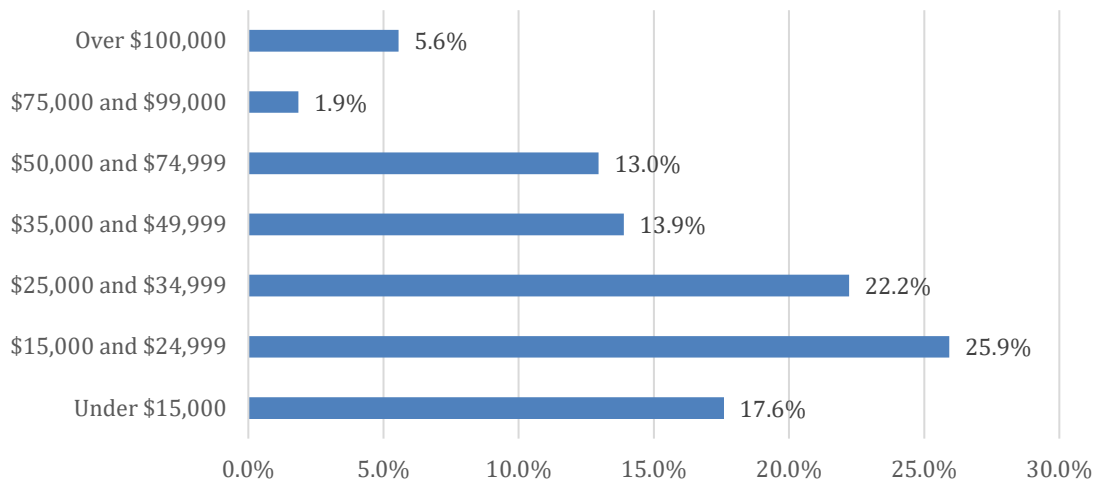
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Exhibit C.29.c MMCS Lack of Proficiency in English Impacting NICE Use



Slightly more than 48 percent indicated an income below \$25,000 annually. Over 93 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 57 percent would take a taxi and another 23.2 percent would ride with a friend/family member if NICE was not available.

Exhibit C.29.d MMCS Household Income



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Exhibit C.29.e MMCS Reason for Riding

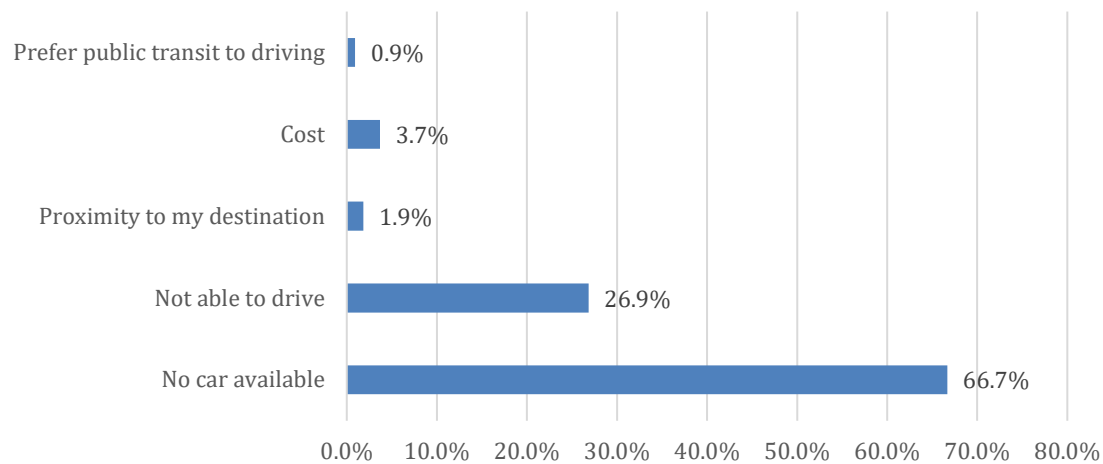
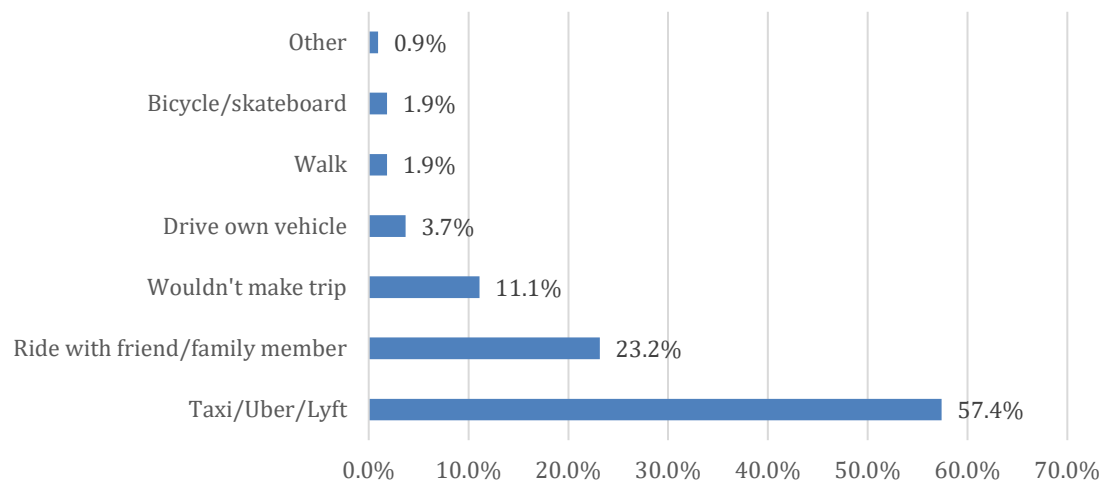


Exhibit C.29.f MMCS Alternatives to NICE



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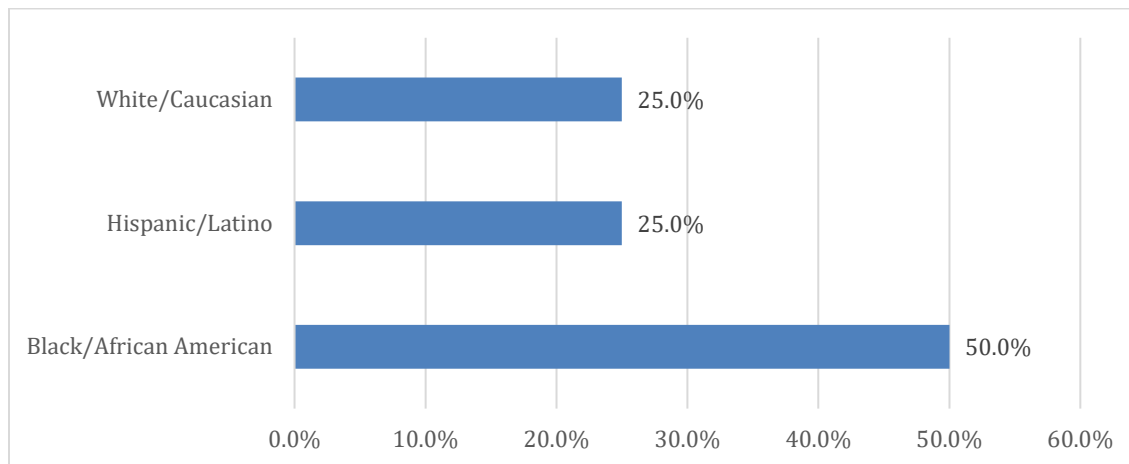
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Elmont Flexi (elfx)

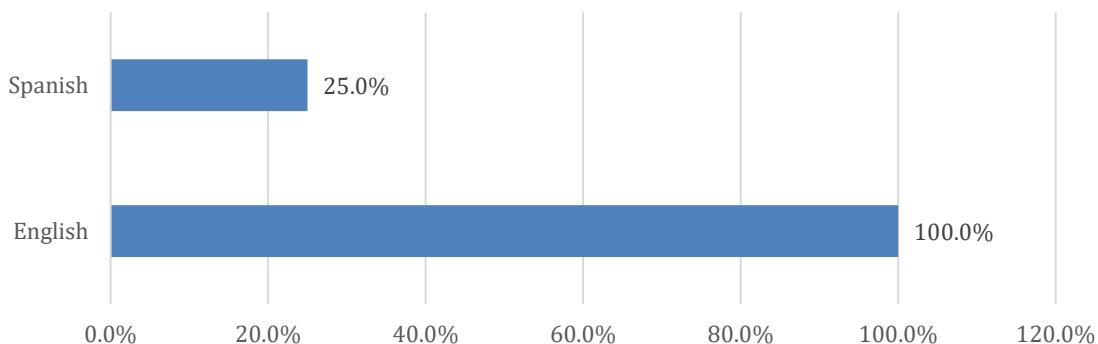
Three quarters of FLEXI respondents indicated being a “minority” ethnicity. Fifty percent of respondents indicated their ethnicity as Black/African American while 25 percent described their ethnicity as Hispanic/Latino.

Exhibit C.30.a FLEXI Ethnicity
n=4



One hundred percent of respondents cited speaking English at home as well as 25 percent speaking Spanish at home as well. Approximately eight percent indicated a lack of proficiency in English impacted their use of NICE. No respondents indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.30.b FLEXI Languages



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Fifty percent of respondents indicated an income between \$35,000 and \$50,000 with 25 percent reporting annual income between \$25,000 to \$35,000 annually and 25 percent reporting annual income of \$50,000 to \$75,000. Seventy-five percent choose NICE because they lack access to a personal vehicle. Fifty percent of respondents indicated they would ride with a family or friend if NICE was unavailable.

Exhibit C.30.c FLEXI Household Income

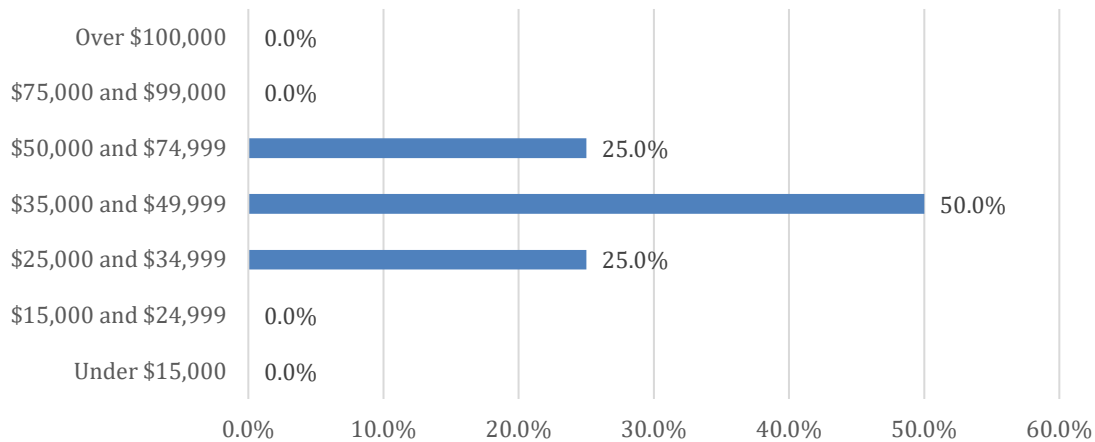
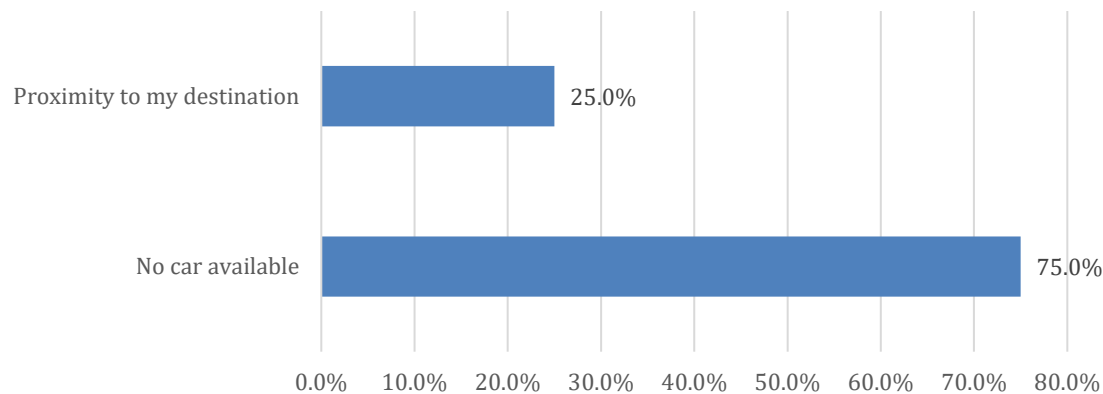


Exhibit C.30.d FLEXI Reason for Riding

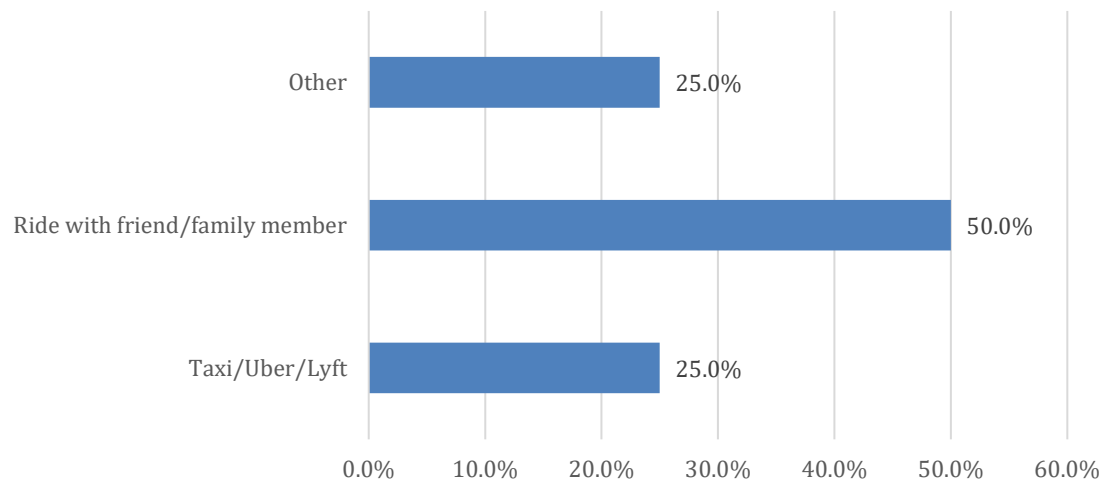


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Exhibit C.30.e FLEXI Alternatives to NICE



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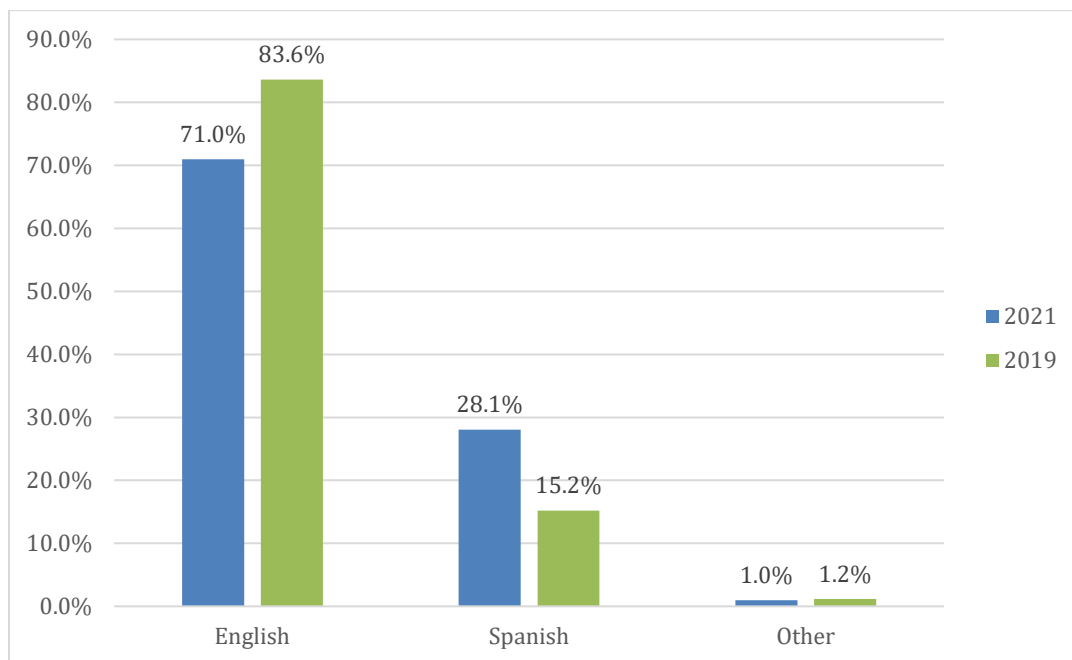
Appendix D: Trend Analysis

This chapter presents a comparison of the 2019 and 2021 survey data.

Survey Language

The increase in survey language for Spanish is likely due to a larger number of interpreters available as survey administrators.

Exhibit D.1 Survey Language



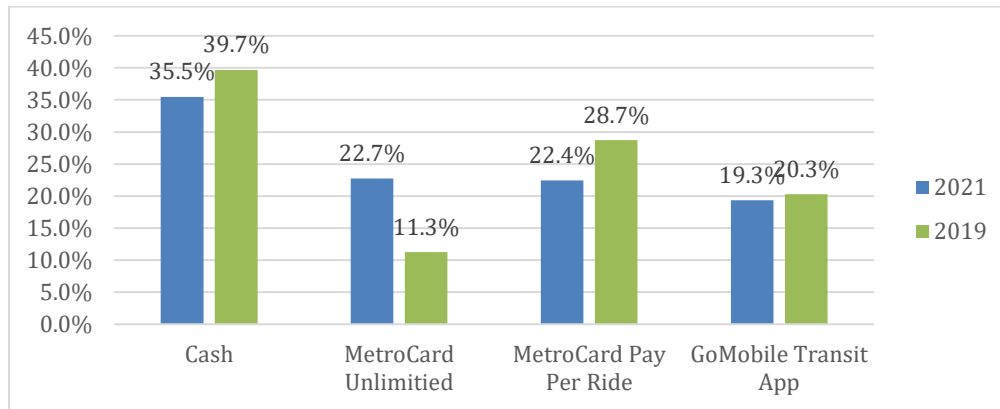
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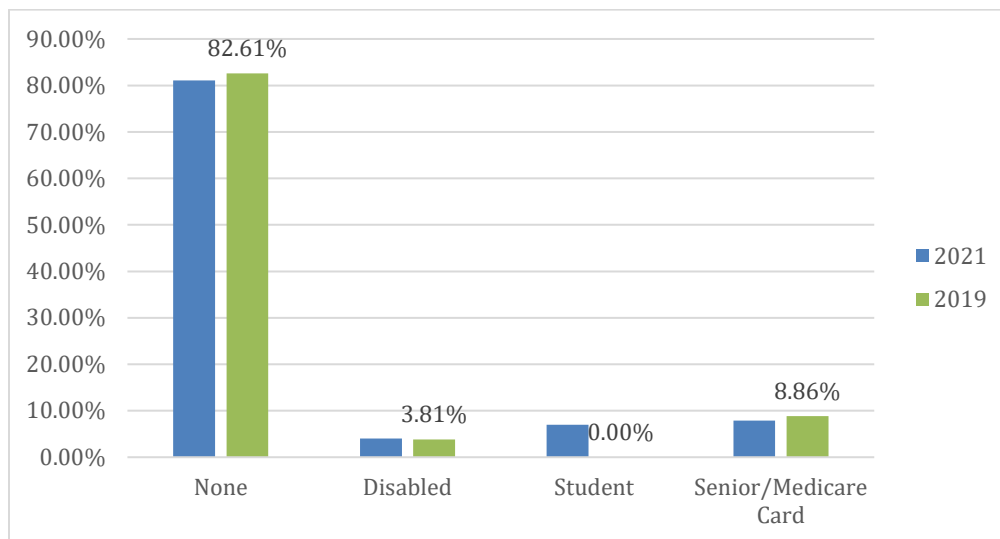
What fare media do you typically use?

Exhibit D.2 Fare Media



What, if any, discounted fare do you use?

Exhibit D.3 Discounted Fare Used



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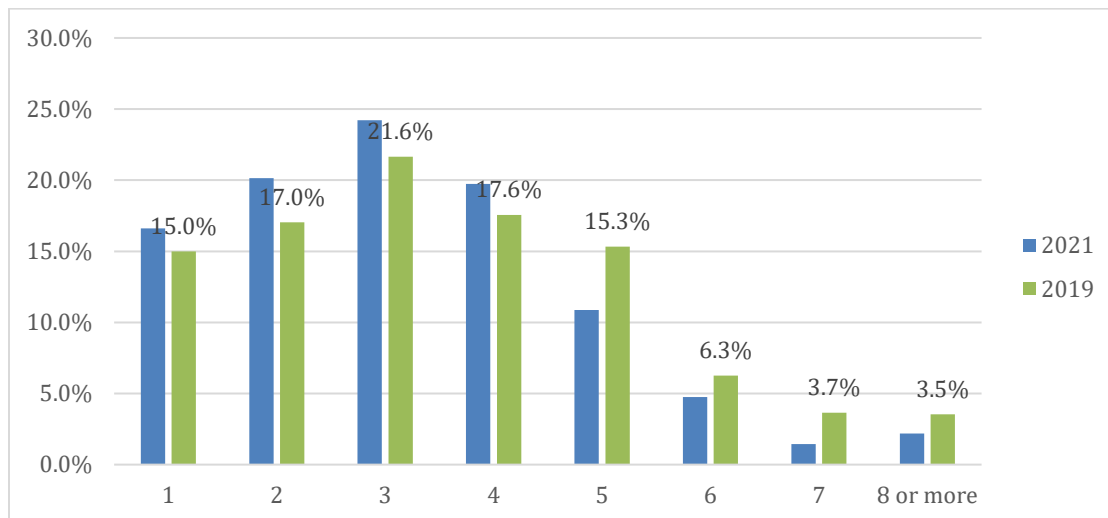
What is your approximate annual household income?

Exhibit D.4 Annual Household Income



How many people live in your household?

Exhibit D.5 Household Size



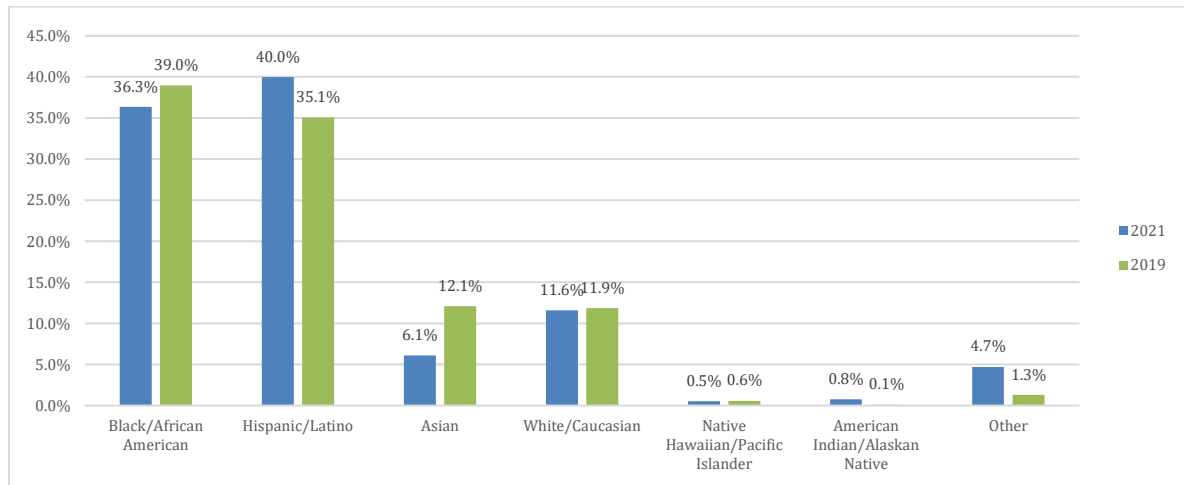
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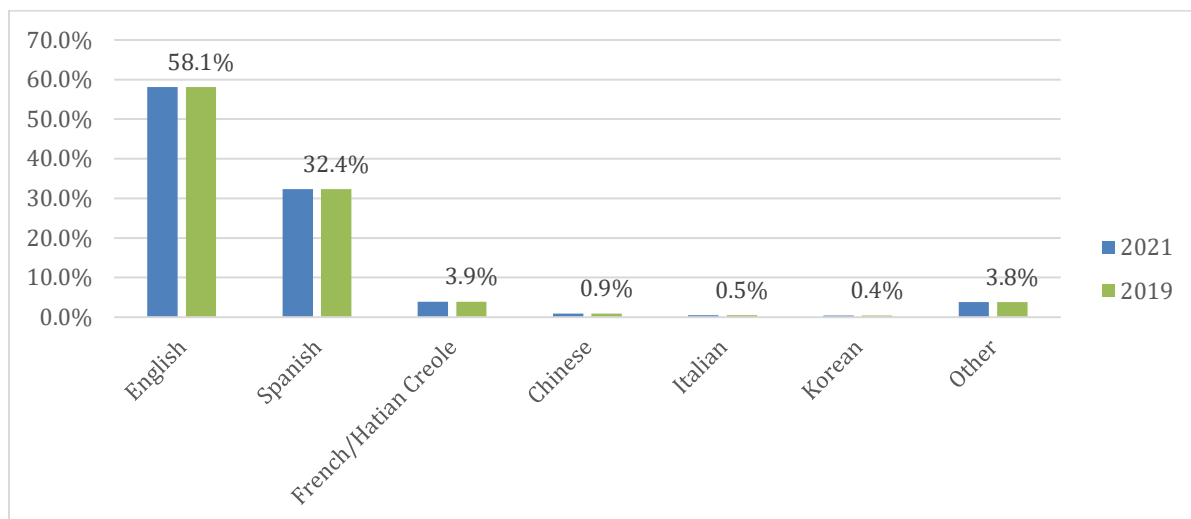
What is your race/ethnicity? (select all that apply)

Exhibit D.6 Rider Ethnicity



What language(s) are spoken in your home?

Exhibit D.7 Home Language



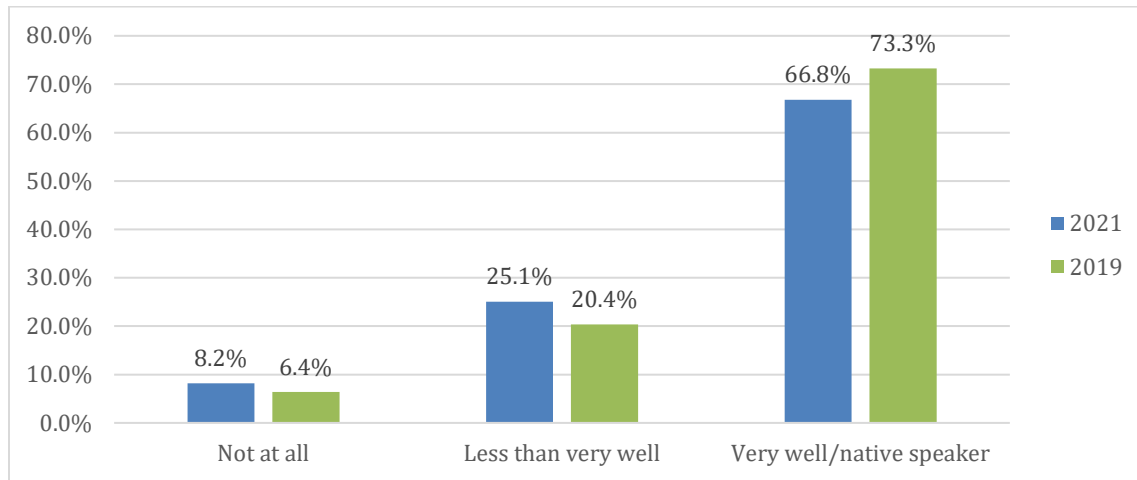
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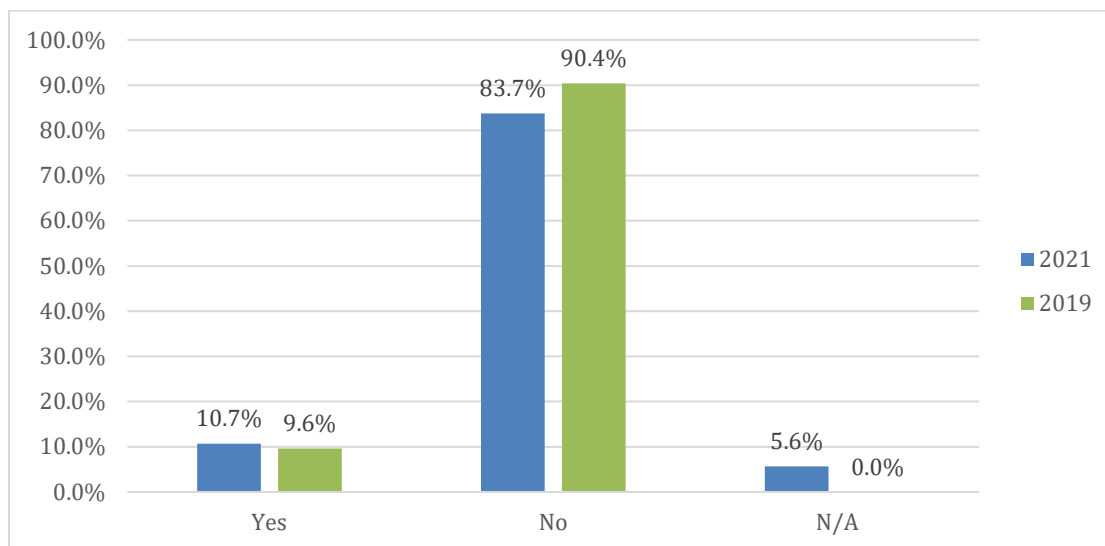
How well do you speak English?

Exhibit D.8 English Proficiency



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

Exhibit D.9 Barriers Due to Language



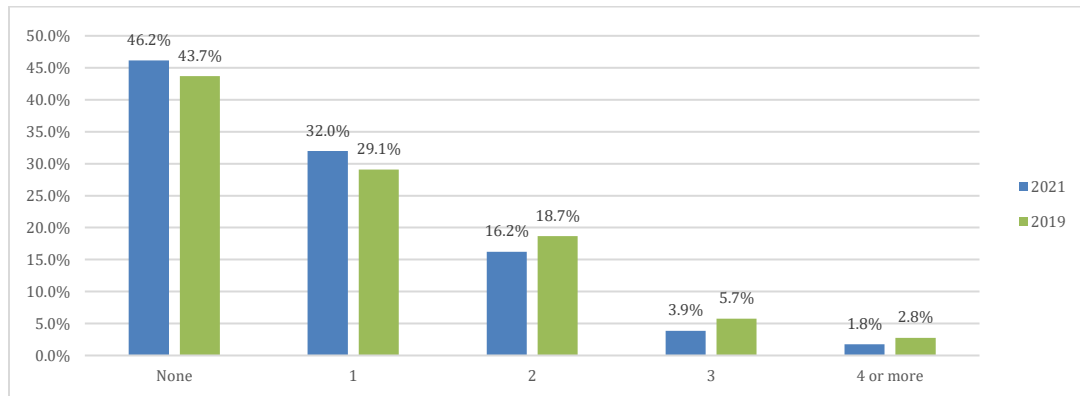
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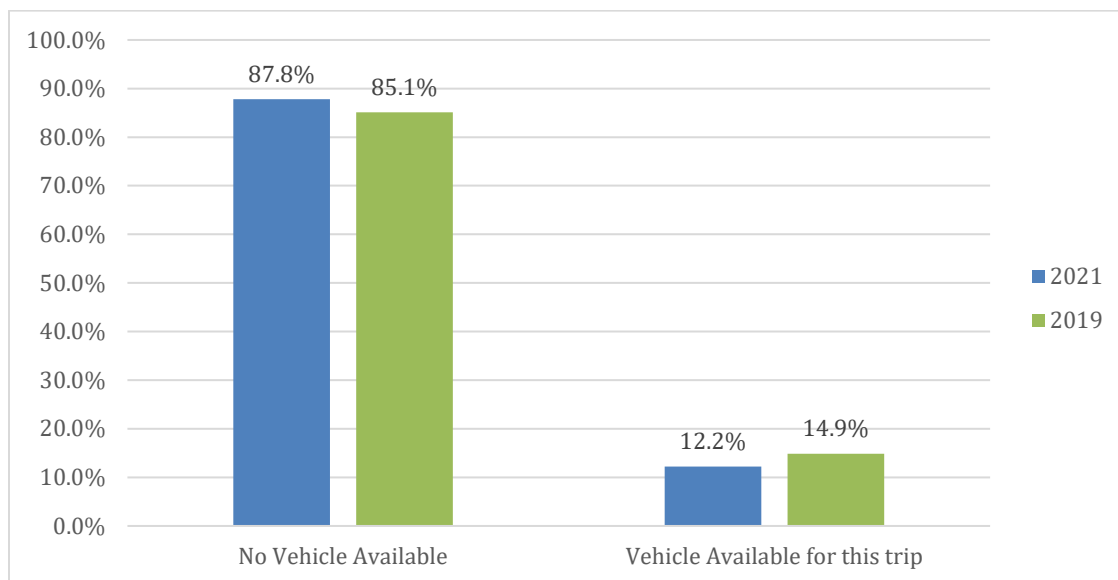
How many working vehicles are available to your household?

Exhibit D.10 Vehicle Ownership



Did you have a vehicle available to make this trip?

Exhibit D.11 Private Vehicles Availability for This Trip



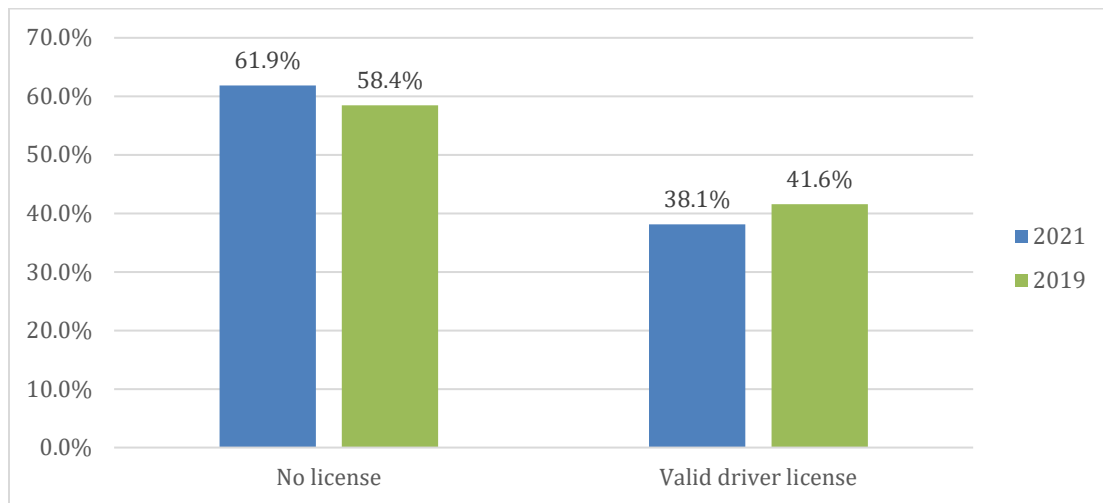
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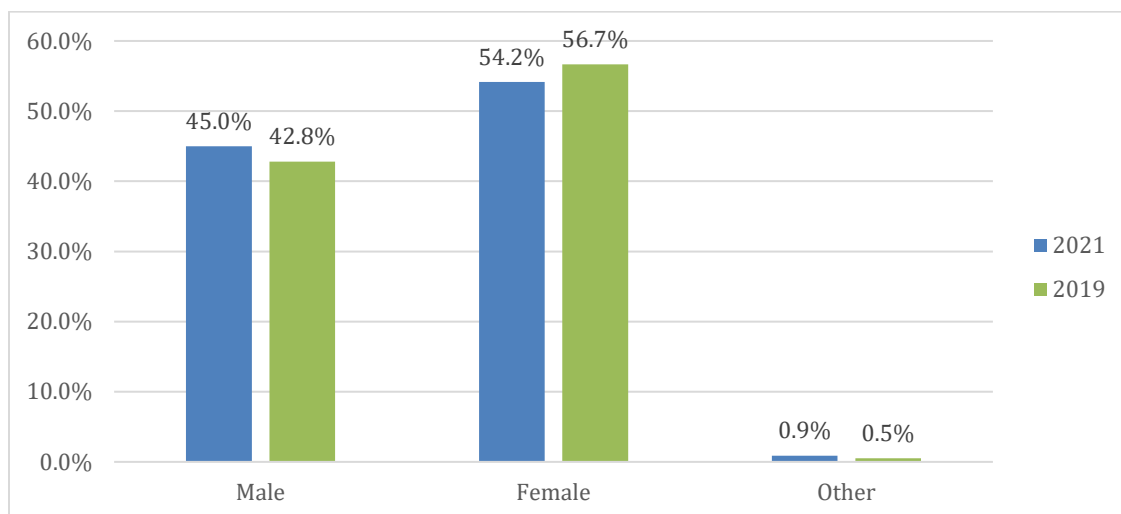
Do you possess a valid driver's license?

Exhibit D.12 Driver License



What is your gender?

Exhibit D.13 Respondent Gender



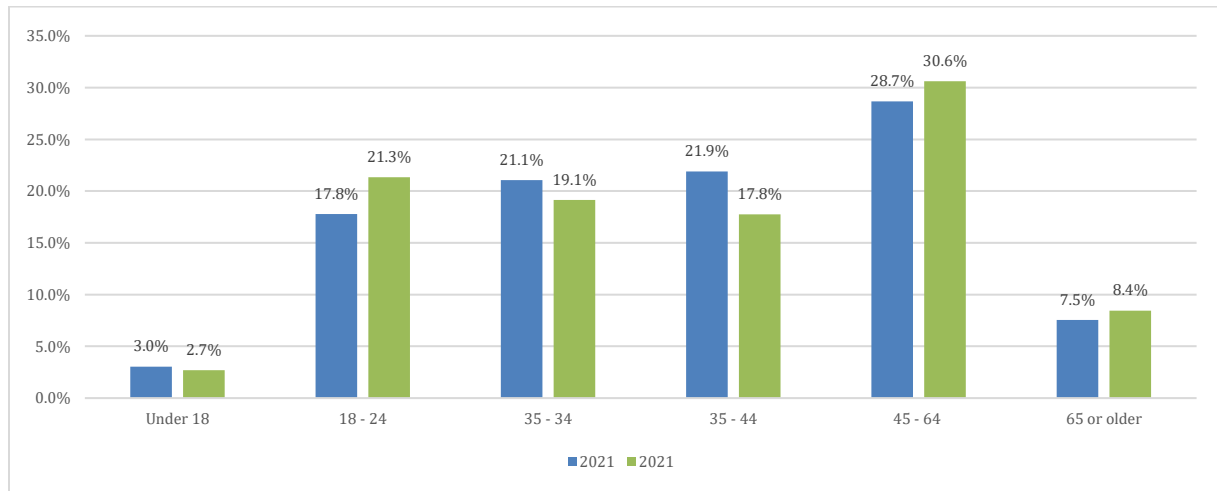
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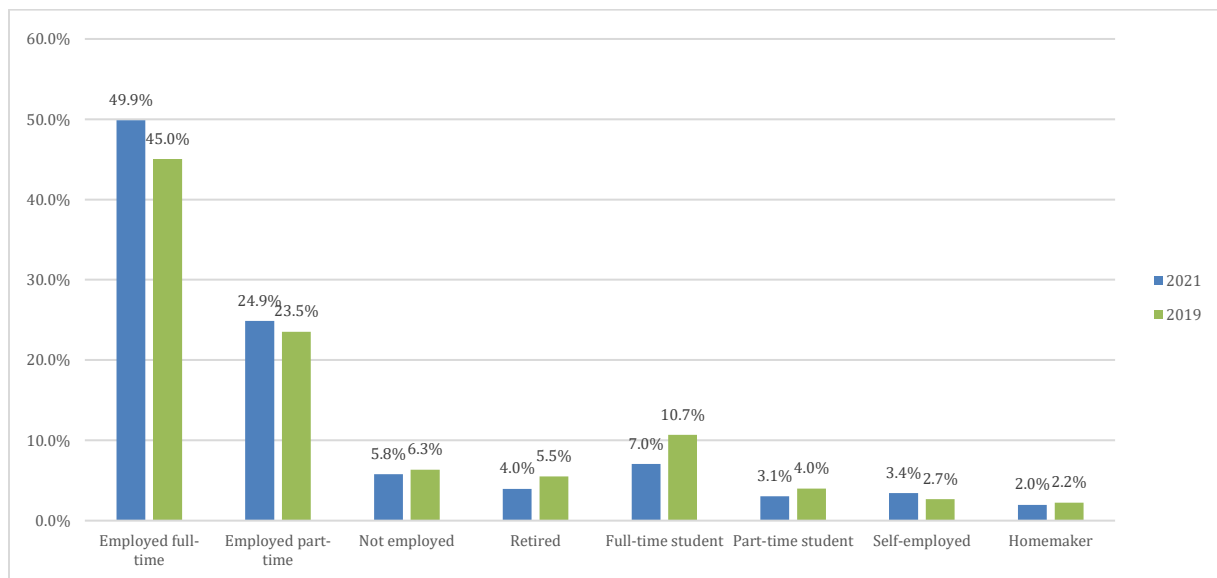
What is your age?

Exhibit D.14 Respondent Age



Which of the following describes your status?

Exhibit D.15 Employment Status



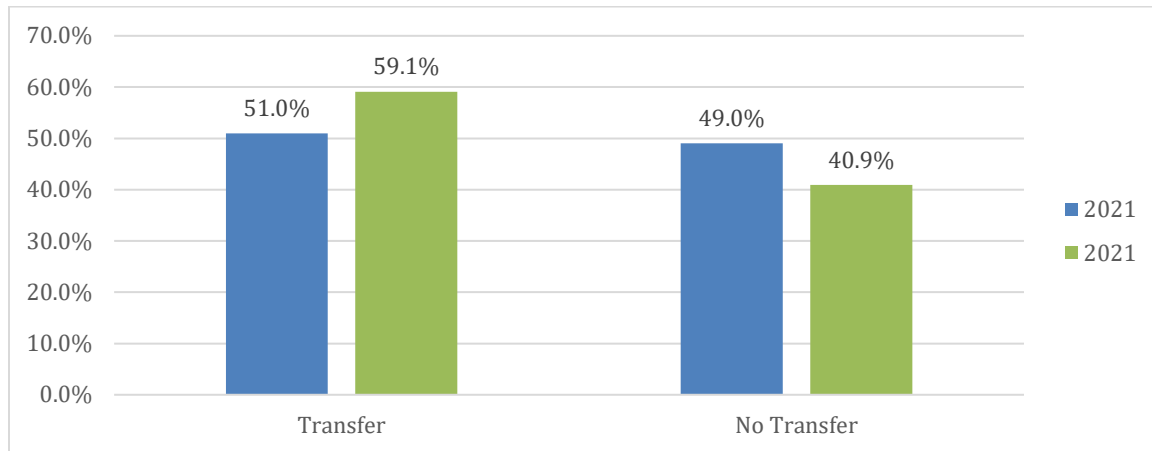
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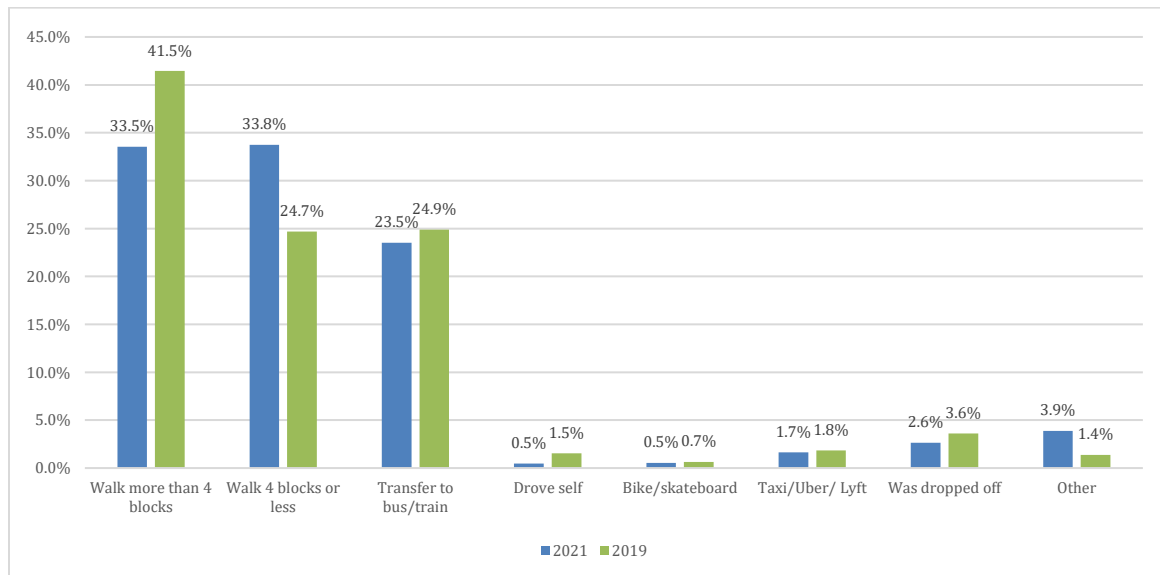
Does this one-way trip include a transfer?

Exhibit D.16 Incidence of Transfer



How did you get to the bus stop where you boarded this bus?

Exhibit D.17 Bus Stop Access



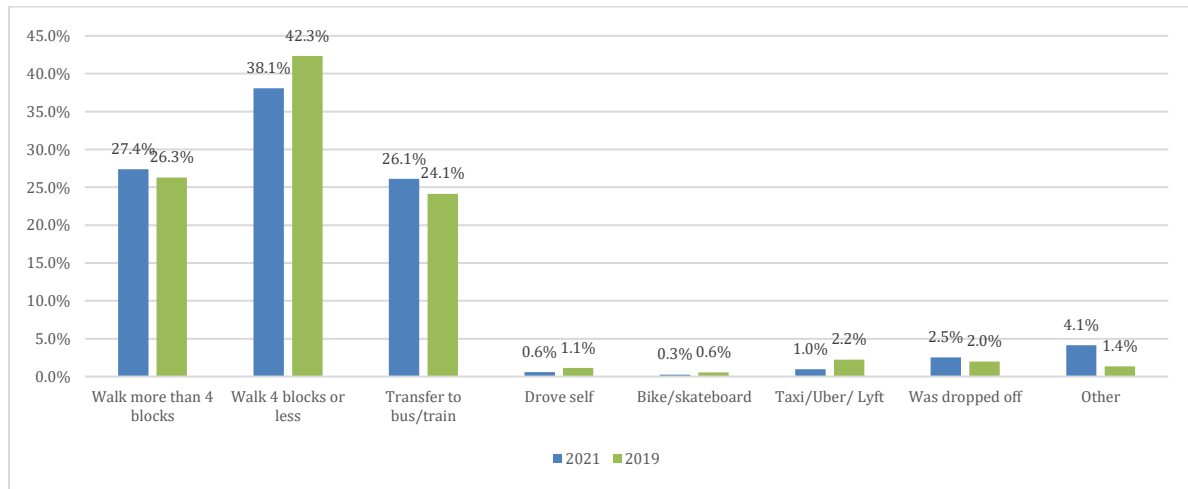
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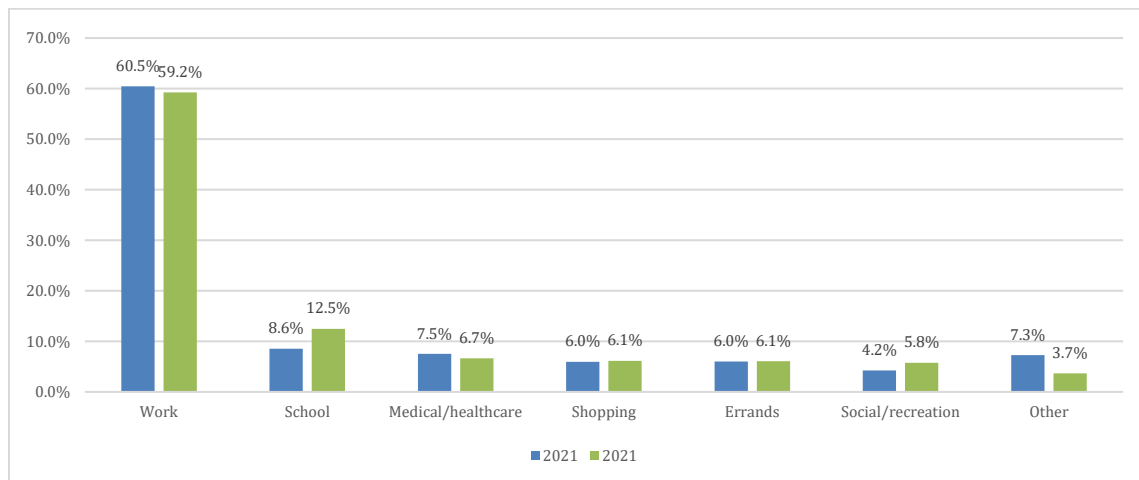
How will you travel to your destination once you get off this bus?

Exhibit D.18 Destination Access



What is the primary purpose for the trip that includes this bus that you are currently riding?

Exhibit D.19 Trip Purpose



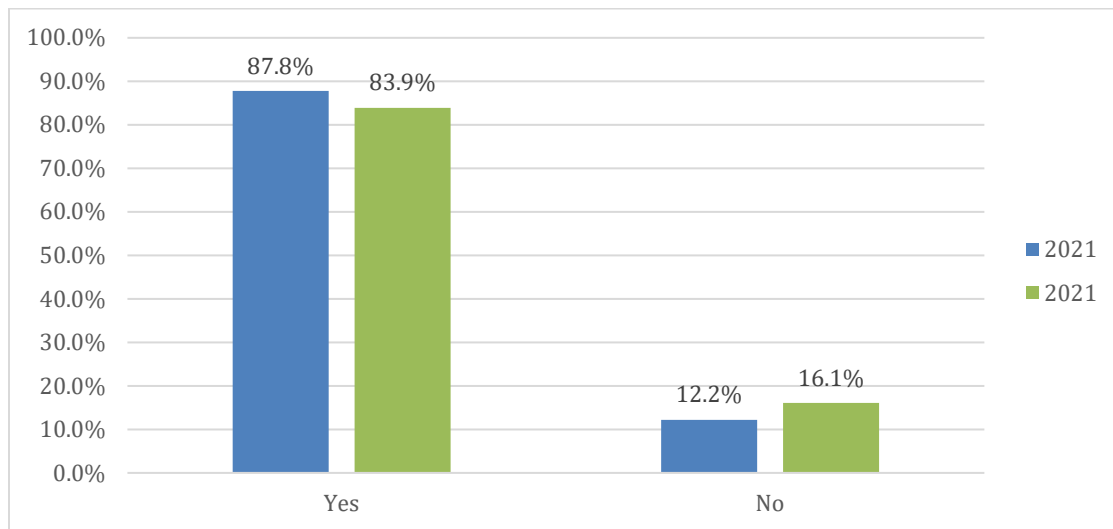
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Do you own or have access to a smartphone?

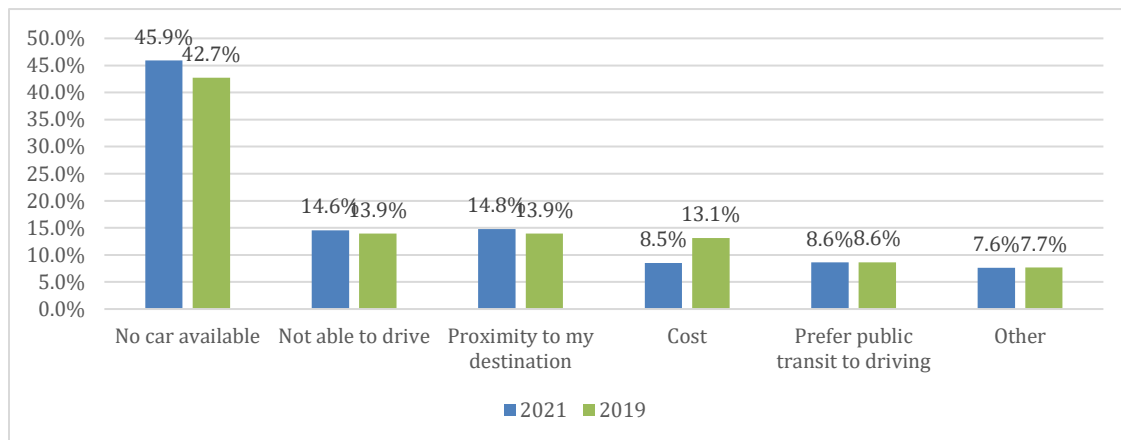
Exhibit D.20 Access to Smartphone



What is your primary reason for choosing NICE this trip?

The 2019 Survey also contained a selection for “Avoid traffic/parking”. This selection was not available on the 2021 survey and for comparison was combined with the Other category.

Exhibit D.21 Reason for Riding



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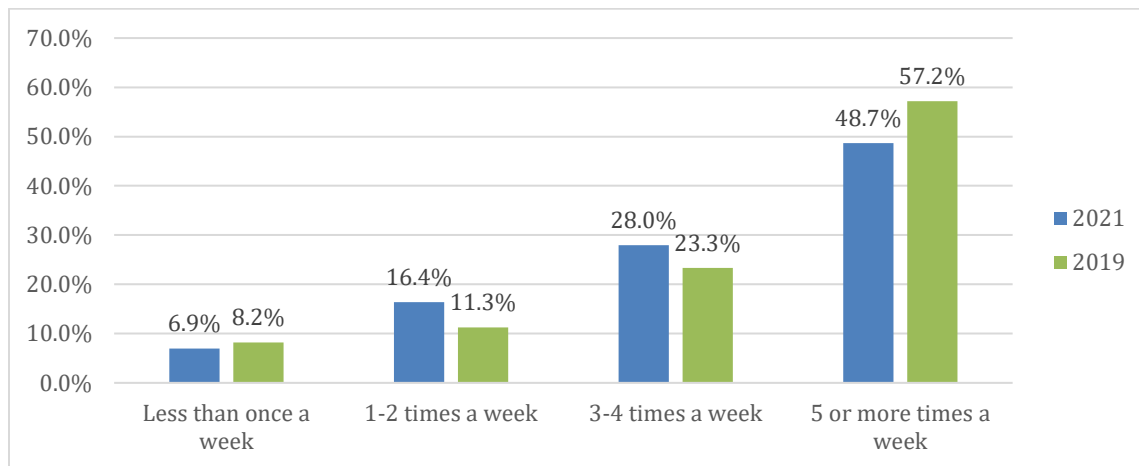
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How often do you ride NICE?

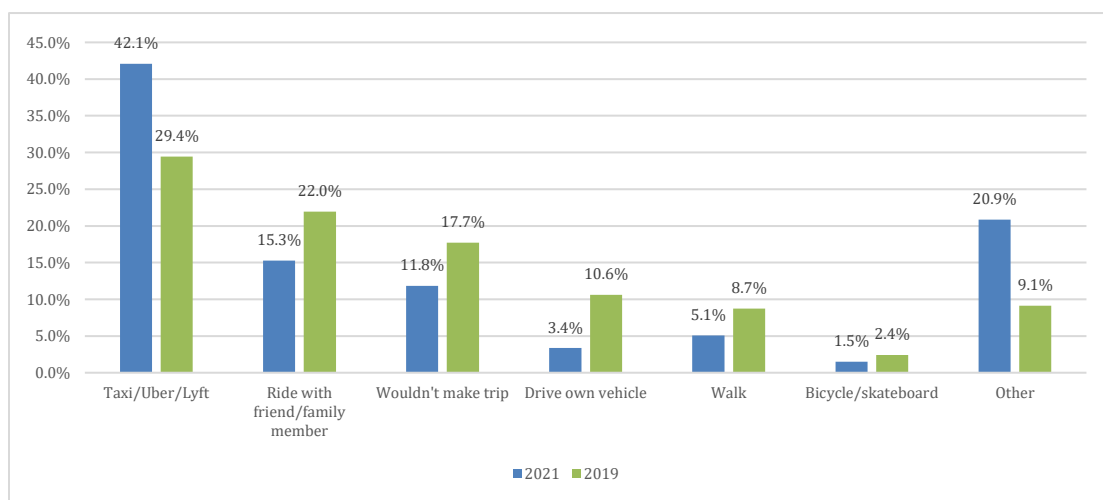
The decrease in ridership for 5 or more trips per week and increase in 3-4 times per week between 2019 and 2021 can likely be explained by the societal changes from COVID-19 including more people telecommuting at least one day a week.

Exhibit D.22 Frequency of Ridership



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

Exhibit D.23 Mobility Options



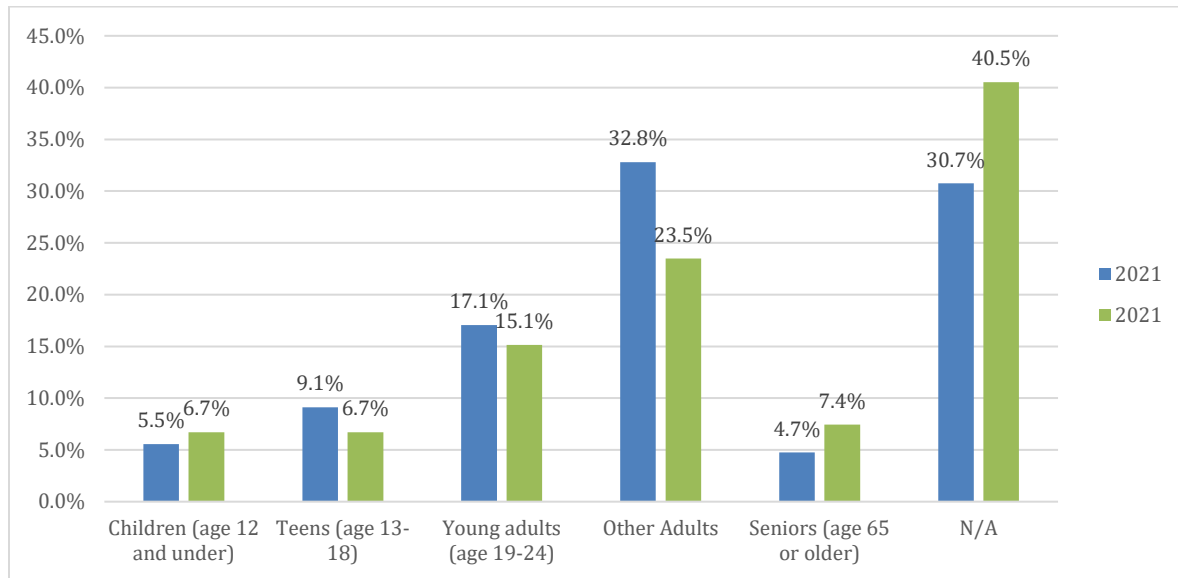
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Who else in your household uses NICE?

Exhibit D.24 Household NICE Usage



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