

2013 Annual Plan, Budget & 5 year Capital Plan

Presentation to Bus Transit Committee

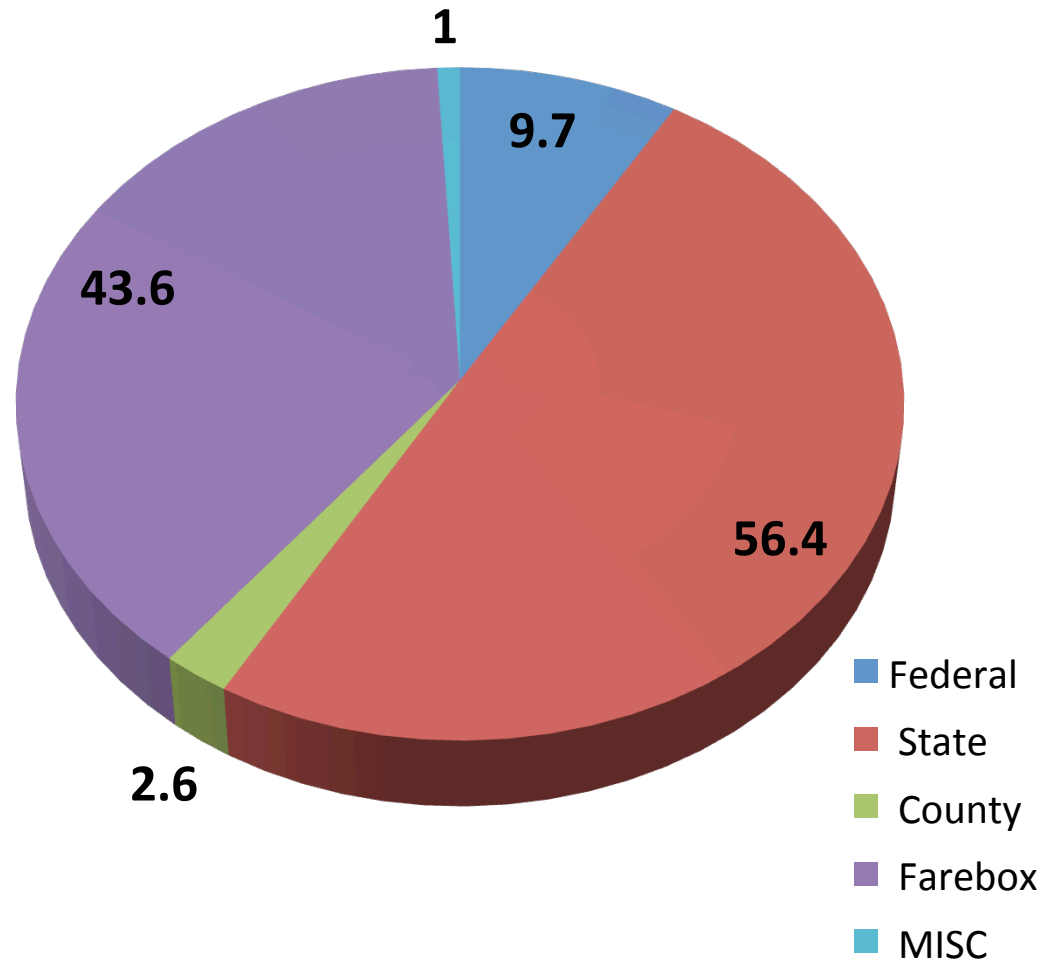
February 13, 2013



Some Key 2012 Results

County's Sources of Revenue 2012

Federal	\$ 9.7
State	56.4
County	2.6
Farebox	43.6
Miscellaneous	1.0
Total	\$113.3



We Had to Use Service Design to Balance the Budget

“Modifications to service levels, routes or fares shall be made to improve the operating efficiency of the Transit System and ensure a balanced budget without requiring additional County funds.”

Veolia contract



April 8 Service Changes

- Overall reduction in platform hours of 10%
- All 48 routes preserved
- 1 new route and 2 express added
- 1 route got increased frequency
- 4 routes; rush hour frequencies reduced
- 11 routes; mid-day frequency reductions
- 10 routes redesigned/combined
- 3 routes: Saturdays discontinued

2012 Farebox Revenue

■ Jan-Mar	\$9,715,611
■ April-June	\$10,894,390*
■ July-Sept.	\$10,982,585
■ Oct-Dec	\$10,430,439

*Service changes effective April 8

A Better Product at a Lower Cost

- MTA's 2012 cost* \$137.26/rev. hr.

- NICE 2012 cost \$104.71/rev. hr.

- A **23.7%** reduction in the cost of service

*hypothetical cost imputed from MTA LIB forecast and NTD data for 2011

Steady Improvement in Customer Satisfaction*

Overall Satisfaction for NICE BUS**

December 2011	March 2012	June 2012	October 2012	December 2012
33%	47%	61%	52%	63%

* Formal Customer Surveys executed by Third Party Marketing Research Firm, IPSOS.

** Percent Satisfaction indicates combined scores of 7, 8, 9 or 10 on a 10-point scale (Top 4 Box).

But Room for More Improvement:

Survey Question	December 2011	March 2012	June 2012	October 2012	December 2012
Overall Satisfaction	33%	47%	61%	52%	63%
Bus Punctuality	26%	42%	55%	34%	35%
Bus Service Reliability	33%	48%	57%	38%	49%
Bus Schedule	28%	39%	59%	31%	31%
Driver's Professionalism / Friendliness	40%	55%	64%	57%	65%
Cleanliness of the Bus	35%	48%	55%	39%	49%
Driver's Communication To Passengers In Unexpected Situations	39%	52%	64%	57%	66%
Quality of Printed Information	41%	54%	53%	53%	66%
Quality of Website Information	42%	58%	55%	50%	66%
Quality of Information from the Customer Service Phone Line	35%	45%	42%	49%	62%
Cleanliness of the Bus Stop	37%	49%	53%	43%	61%

Percent Satisfaction indicates combined scores of 7, 8, 9 or 10 on a 10-point scale (Top 4 Box).

45 New Orion VII Buses Purchased and Placed in Service

- Permits retirement of some very old buses
- Low floor accessibility
- Lower emissions
- Additional safety features
- Reduced maintenance costs



Other 2012 Achievements

- Implemented SmartDrive in all buses
- New mobile data terminals in paratransit
- NYSDOT vehicle inspection program success achieved
- Major emphasis on service quality

What Nassau County Gained

- Saved taxpayers \$35 million when compared with MTA's demands
- Maintained current fares
- Preserved Able-Ride service area for 2012 through 2014
- Increased County's control over its transit system (Bus Transit Committee)
- Focused on customer satisfaction through quarterly customer scorecard
- Smarter, more efficient way of delivering transit

Some Important Factors for 2013 Annual Plan

MTA's MetroCard Increases

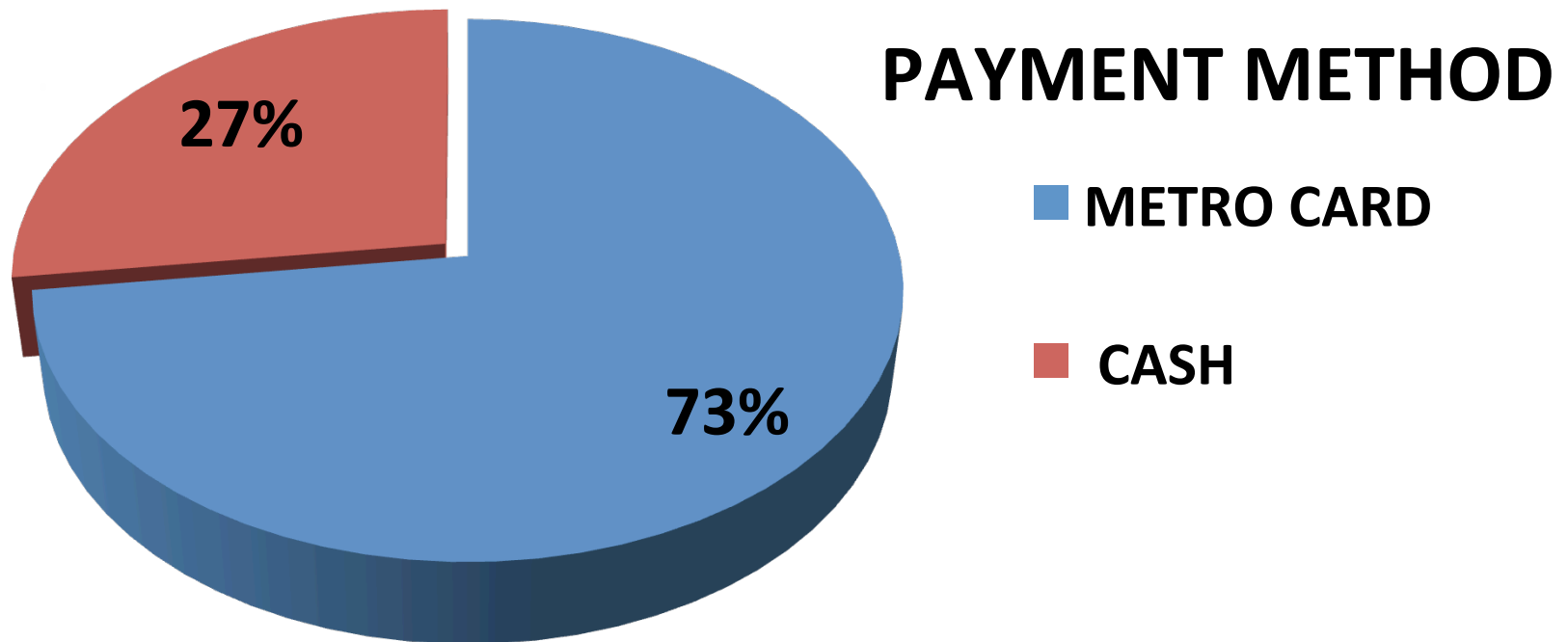


MTA NEW YORK CITY TRANSIT & MTA BUS

MARCH 3, 2013 FARE INCREASE

<u>LOCAL</u>	<u>CURRENT</u>	<u>MARCH</u>	<u>% CHANGE</u>
SINGLE RIDE TICKET	\$2.50	\$2.75	10.00
CASH (BUSES)	\$2.25	\$2.50	11.10
REG METROCARD	\$2.25	\$2.50	11.10
WEEKLY (7 DAY PASS)	\$29.00	\$30.00	3.40
MONTHLY (30 DAY PASS)	\$104.00	\$112.00	7.70
HALF FARE			
CASH (BUSES)	\$1.10	\$1.25	13.60
HALF FARE STUDENT	\$1.10	\$1.25	13.60
REG METROCARD	\$1.10	\$1.25	13.60
WEEKLY (7 DAY PASS)	\$14.50	\$15.00	3.40
MONTHLY (30 DAY PASS)	\$52.00	\$56.00	7.70
METROCARD INITIAL SALES FEE	0	\$1.00	

Current NICE Bus Ridership by Fare Type



Additional Revenue* from Increases

- Coin Fare = \$1.2M
- Pay-per-Ride MetroCards = \$1.9M
- Time limited MetroCards = \$0.4M

* If effective 3/03/13, assuming ridership consistent with 2012.

A Few More Things to Consider

Only MTA sells MetroCards, so no matter what NICE does, passengers will pay:

- The full price of time-limited cards,
- A higher price for pay-per-ride cards, because of the reduction in the bonus,
- \$2.50 (\$2.25 to NICE and .25 to MTA) when they transfer to MTA, and
- The new \$1 “green” surcharge

Increase to State Transportation Operating Assistance (STOA) Proposed

- 2012 \$56.4 million
- 2013 \$61.6
- An increase of **\$5.2 million** or **9.2%**

Negotiated 3% Wage Increases Effective April 1, 2013

- Top Operator rate:
 - From \$27.73/hour to \$28.56

- Top Technician rate:
 - From \$29.50/hour to \$30.39

Good Results in Healthcare Costs

- Slight reduction in monthly premium for Veolia Plan:
 - Family Premium from \$1709.64 to \$1647.72
(-3.8%)
- Slight increase in NYSHIP monthly premiums:
 - Family Premium from \$1423.94 to \$1470.65
(+3.2%)

Good Results in Fuel Costs

- Renegotiated CNG contract to save \$360,000/ annually
- Switched to portable fueling for Able Ride fleet (diesel)

Annual Plan/Budget Recommendation

Accept MetroCard increases But Not Cash (coin) increases



- 7 & 30 Day Unlimited Ride cards per MTA rates
- Pay-per-Ride card base fare to \$2.50
- Maintain cash fare at \$2.25

2013 Fare Revenue Budget

	2012 Actual Fares	2013 Projected	Time Base Increase	Pay Per Ride Increase	
13-Apr	3,587,599	3,624,095	36,464	166,675	3,827,235
13-May	4,186,710	3,628,041	36,504	166,857	3,831,402
13-Jun	3,374,175	3,629,208	36,516	166,911	3,832,634
13-Jul	4,219,563	3,637,450	36,599	167,290	3,841,338
13-Aug	3,544,874	3,635,559	36,580	167,203	3,839,341
13-Sep	3,462,387	3,626,637	36,490	166,792	3,829,919
13-Oct	4,235,304	3,622,481	36,448	166,601	3,825,530
13-Nov	2,874,298	3,624,477	36,468	166,693	3,827,638
13-Dec	3,493,805	3,623,356	36,457	166,641	3,826,454
14-Jan	2,905,728	3,625,430	36,478	166,737	3,828,644
14-Feb	3,453,296	3,624,418	36,468	166,690	3,827,575
14-Mar	3,711,554	3,625,969	36,483	166,762	3,829,214
Total	43,049,293	43,527,120	437,954	2,001,852	45,966,925

2013 Revenues Available

	BUDGET	FY
	CY 2012	FY 2013
STOA	56,431,000	61,601,500
Farebox	43,343,408	45,966,925
County	2,539,500	2,539,500
FTA PM Grant	6,000,000	6,000,000
ADA Service	2,381,633	0
FTA Admin Grant	1,320,000	1,000,000
Advertising	1,061,432	600,000
	113,676,973	117,707,925

Adjust Veolia Hourly Rates

- Maintain monthly fixed fee:
 - \$2,319,664/month
- Maintain Paratransit rate:
 - \$55.81/hour
- But Reduce Fixed-Route rate:
 - 2012; \$87.12/hour
 - 2013: \$85.25/hour

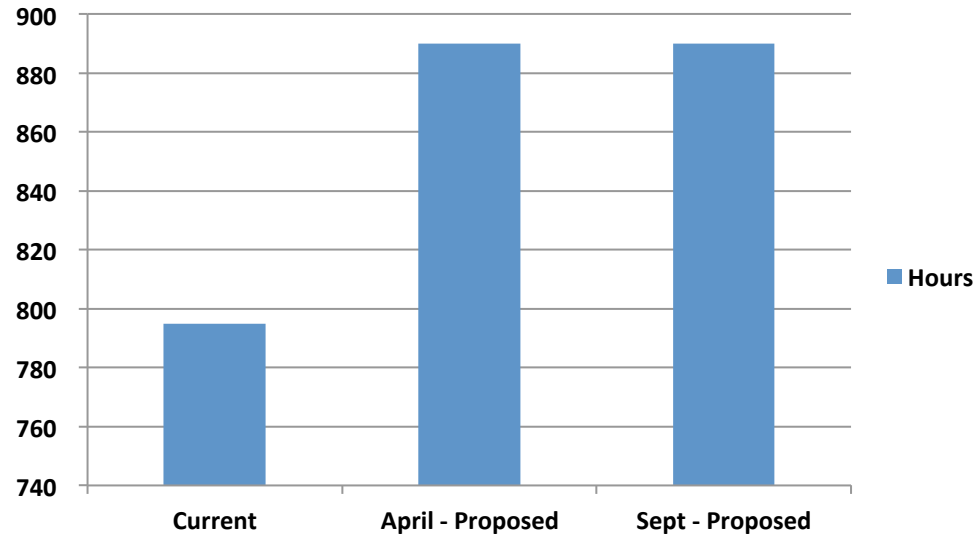
Adjust Able Ride Service levels

- Increase daily hours planned:
 - 2012: 4,475 hours/week
 - 2013: 5,005 hours/week
- Increase Able Ride capacity through the incorporation of 3rd party operators
 - Other Veolia carriers
 - Taxi operators
 - Limo/van operators

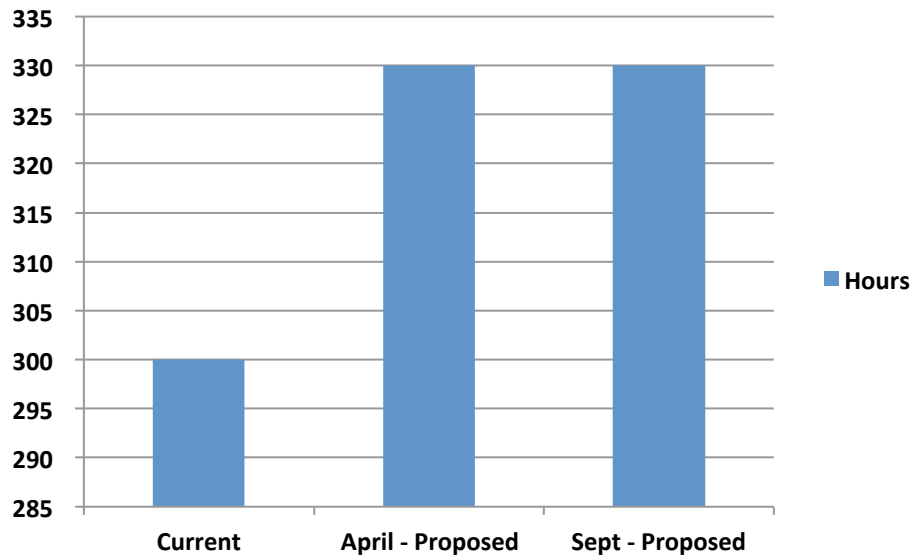


Magnet #1

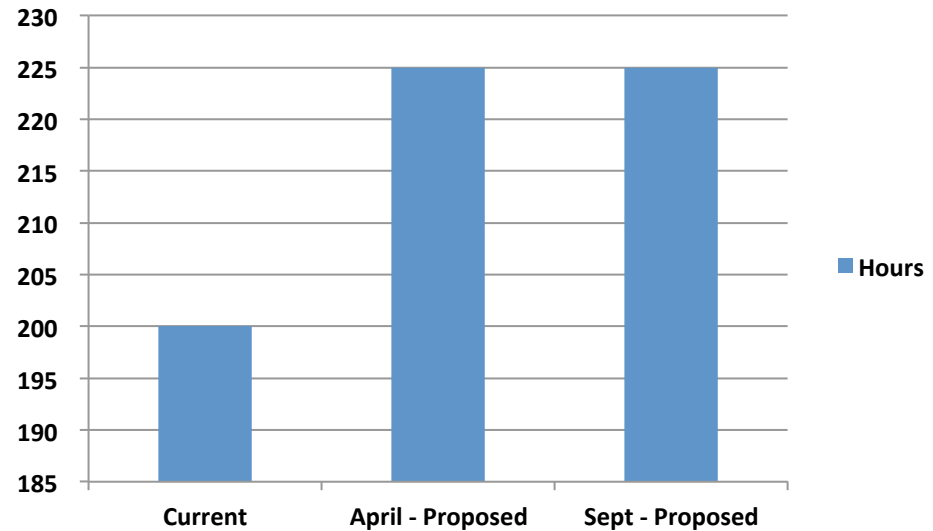
Paratransit Service Hours - Weekday



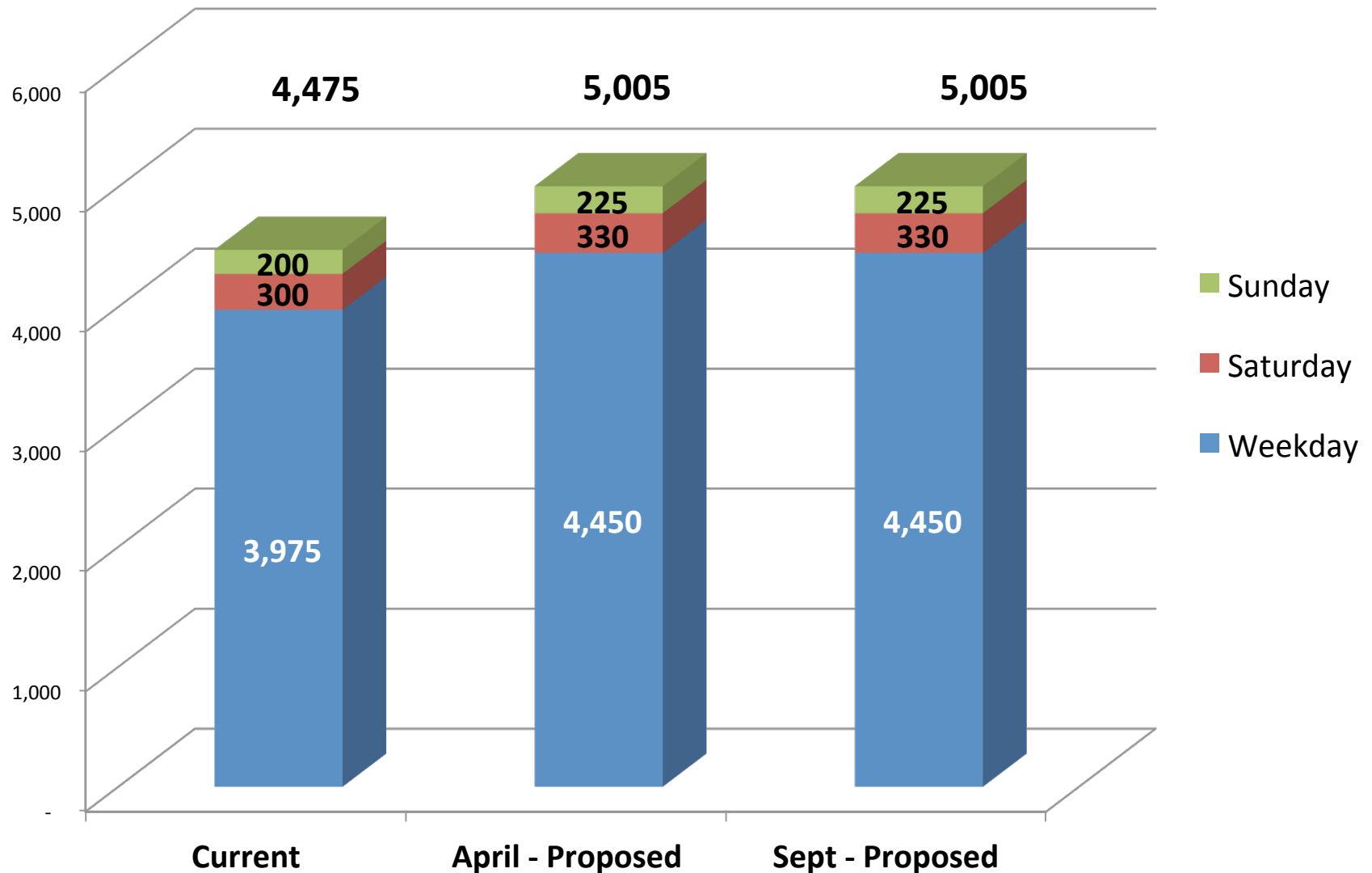
Paratransit Service Hours - Saturday



Paratransit Service Hours - Sunday



Paratransit Weekly Hours

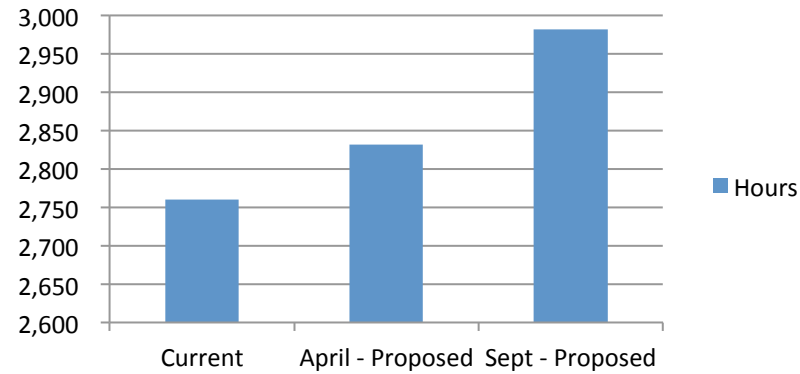


Increase Fixed Route Hours

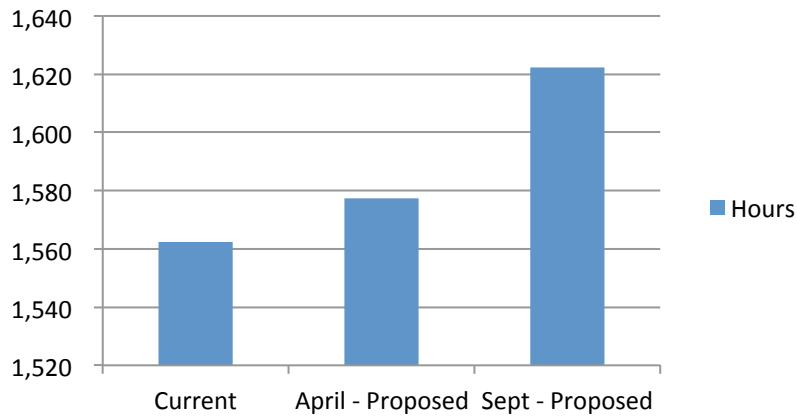
- Weekday hours:
 - 2012 2,760 hours/weekday
 - 2013 (Apr) 2,831 hours/weekday
 - 2013 (Sep) 2,981 hours/weekday

- Implement changes in 2 phases
 - April: fix running time and overload issues
 - September: introduce new services

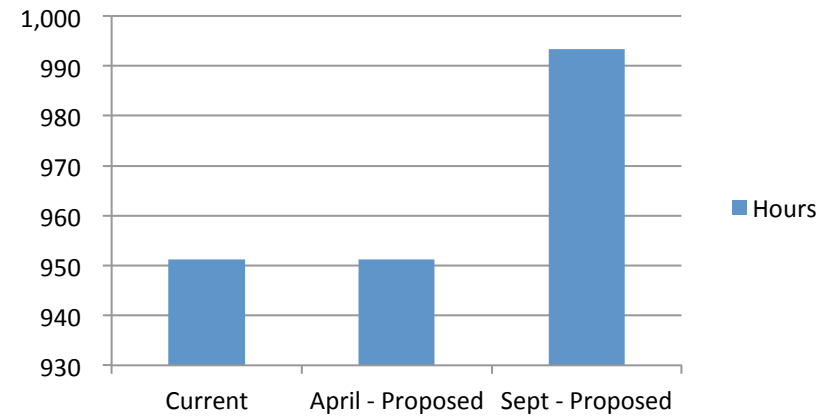
Fixed Route Service Hours - Weekday



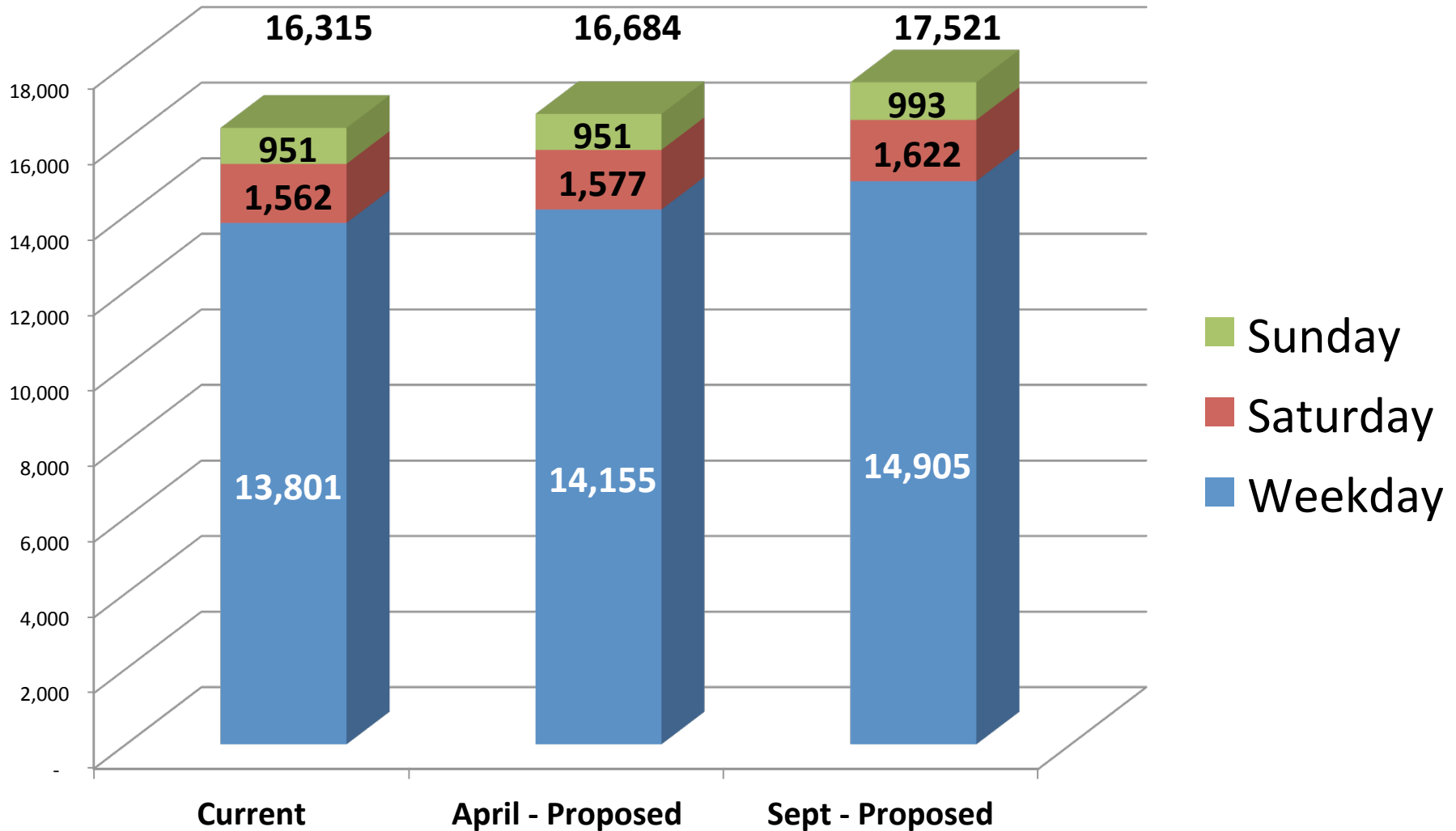
Fixed Route Service Hours - Saturday



Fixed Route Service Hours - Sunday



Fixed Route Weekly Hours



New Technology Infrastructure

- Current technology very outdated
- Issued comprehensive RFP in late 2012
- Will select vendor in June
- New infrastructure will enable:
 - GPS-based technology to improve on-time performance
 - Tools to enable us to actively intervene in real time to solve service issues
 - Next Bus arrival time on smartphones & signs
 - Improved access to information for people with disabilities

Other Service Initiatives

- Improve On-Time-Performance in:
 - Able Ride
 - Fixed Route
- Analyze opportunity for use of articulated fleet
- Increase active fixed route fleet from 297 to 317

FiveYear Capital plan

NASSAU INTER COUNTY EXPRESS (NICE) - FIVE YEAR CAPITAL PLAN										Post
Description	Oblig. Date	Fund Type	Total 5 year	Pre FFY 2014	2014	2015	2016	2017	2018	2018
Purchase 43 replacement CNG 40' Buses Inspection Services & Spare Parts - to maintain operating efficiency, capacity, and the continued use of alternative fuel	FFY 2013	5307 CMAQ		13,895,000 7,500,000						
		TOTAL	\$21,395,000	21,395,000						
Engineering/Design Services - to provide general engineering needs to support the capital program	FFY 2014	5307		700,000	300,000	300,000	300,000	300,000	300,000	
		TOTAL	\$2,200,000	700,000	300,000	300,000	300,000	300,000	300,000	
ITS Customer Information & Vehicle Location/Monitoring System - to install a new customer information system and upgrade the vehicle location and monitoring systems	FFY 2013	5307		9,000,000						
		TOTAL	\$9,000,000	9,000,000						
Purchase New/Replacement Service Support Equipment, and vehicles that are beyond their useful lives	FFY 2014	5307		3,000,000	500,000	200,000	1,000,000	800,000	1,200,000	
		TOTAL	\$6,700,000	3,000,000	500,000	200,000	1,000,000	800,000	1,200,000	
Facility Capital Replacement/Improvement - to maintain the Operating Facilities and Transit Centers in a state of good repair	FFY 2014	5307		4,350,000	500,000	1,250,000	1,000,000	2,000,000	1,000,000	
		TOTAL	\$10,100,000	4,350,000	500,000	1,250,000	1,000,000	2,000,000	1,000,000	
Preventive Maintenance - to maintain the operation in a state of good repair	FFY 2014	5307		12,000,000	6,000,000	6,000,000	6,000,000	6,000,000	6,000,000	
		TOTAL	\$42,000,000	12,000,000	6,000,000	6,000,000	6,000,000	6,000,000	6,000,000	
Mitchel Field CNG Facility Modifications - to replace CNG operating systems that have reached the end of their useful life	FFY 2018	5307							500,000	
		TOTAL	\$500,000						500,000	
Purchase 70 CNG 40' Buses, Inspection Services & Spare Parts - 67 repl/3 exp - to maintain operating efficiency, capacity, and the continued use of alternative fuel	FFY 2014	5307 CMAQ 5339			5,760,000 2,381,250 2,000,000	5,800,000 6,000,000 1,500,000	6,000,000 6,000,000 3,000,000	4,180,000		
		TOTAL	\$36,621,250		10,141,250	7,300,000	15,000,000	4,180,000		

Description	Oblig. Date	Fund	Total	Pre							Post
		Type	5 year	FFY 2014	2014	2015	2016	2017	2018		2018
Purchase 4 Replacement/Expansion Paratransit Vehicles - to maintain operating efficiency, and capacity	FFY 2013	5307		240,000							
		TOTAL	\$240,000	240,000							
Purchase 66 Paratransit Vehicles - 63 repl/3 exp - to maintain operating efficiency, and capacity	FFY 2013	5307			1,420,000	450,000	450,000				
		5339		591,742							
		TOTAL	\$2,911,742	591,742	1,420,000	450,000	450,000				
Assistance for ADA Complementary Paratransit Service	FFY 2013	5307		2,400,000							
		TOTAL	\$2,400,000	2,400,000							
Administration - to manage and support the capital projects	FFY 2014	5307		2,300,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000		
		TOTAL	\$7,300,000	2,300,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000		
Contingency - to provide for capital project reserves	FFY 2014	5307		316,760	500,000	500,000	230,000	500,000	500,000		
		TOTAL	\$2,546,760	316,760	500,000	500,000	230,000	500,000	500,000		
Purchase 103 CNG 40' Buses, Inspection Services & Spare Parts - 100 repl/3 exp - to maintain operating efficiency, capacity, and the continued use of alternative fuel	FFY 2018	5307							5,480,000		
		CMAQ							6,000,000		
		5339									43,520,000
		TOTAL	\$11,480,000							11,480,000	43,520,000
Purchase 26 Replacement Paratransit Vehicles -to maintain operating efficiency, and capacity	FFY 2017	5307						1,200,000			
		TOTAL	\$1,200,000					1,200,000			
MIS Upgrade/Replacement Hardware/ Software	FFY 2015	5307				480,000					
		TOTAL	\$480,000			480,000					

Thank You
Questions and Comments