



FINAL REPORT  
DECEMBER 2019

# 2019 Title VI Survey

Nassau Inter-County Express (NICE)



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## Section 1

# Executive Summary

In Fall 2019 Transdev contracted with Moore & Associates 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 9,381 responses were received. This sample reflects statistical accuracy of 95 percent and a  $\pm 1.1$  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  $\pm 10$  percent for routes with more than 750 daily boardings (based on February 2019 ridership data). For routes with less than 750 daily boardings (but more than 250 boardings) Moore & Associates achieved a confidence level of at least 95 percent and no greater than  $\pm 15$  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 (i.e., Spanish, Chinese/Mandarin, Italian, Persian/Farsi, Korean, and French Creole).

The majority of respondents (83.6 percent) opted to complete the survey in English, with the second largest group preferring Spanish (15.2 percent). A total of 109 respondents (1.2 percent) opted to complete the survey in one of the other five 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. Slightly less than ten 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 n57 (24.1 percent), n21 (21.4 percent), and n20 (17.2 percent). Spanish was the most frequently cited non-English language for each of these routes. However, on Route n20 nearly 40 percent of respondents citing a barrier to access reported speaking Chinese. An increase in the availability of service information in Spanish and Chinese could “bridge the gap” for those riders who believe their lack of proficiency in English represents a barrier.



## 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. During this survey cycle, Moore & Associates printed color-coded instruments for all languages (e.g., Spanish on yellow paper, Chinese on green, etc.). 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 109 foreign language (i.e., non-English and/or Spanish) responses.



Exhibit 2.1 Language Card

NICE 2019 Customer Survey
I would like to take the survey in . . .
<b>Vorrei partecipare al sondaggio in italiano.</b> (ITALIAN)
<b>我想用中文进行调查</b> (CHINESE)
<b>한국어로 설문조사를 작성하길 원합니다.</b> (KOREAN)
<b>Mwen ta renmen pran sondaj la an kreyòl.</b> (FRENCH CREOLE)
<b>من می خواهم این بررسی را در فارسی انجام دهم</b> (FARSI)
<b>Me gustaría tomar la encuesta en español.</b> (SPANISH)

### *Sampling Plan*

Moore & Associates 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  $\pm 10$  percent margin of error for routes with more than 750 daily boardings (based on February 2019 ridership data) and a confidence level of at least 95 percent; and no greater than  $\pm 15$  percent margin of error for routes with less than 750 daily boardings (but more than 250 boardings).

The overall sample target was 8,600, similar to the number of surveys collected in 2016. Sampling targets as well as the actual samples are shown in Exhibit 2.1. All individual route sample targets were either met or exceeded.

Exhibit 2.2 Sampling by Route

Route	Average Daily Boardings	Percentage of total ridership	Target Sample	Actual Sample
n1	1,387	1.8%	154	157
n4	9,520	12.3%	1,054	1,057
n6	12,331	15.9%	1,366	1,371
n15	4,430	5.7%	491	563
n16	2,331	3.0%	258	378
n19	304	0.4%	35	39
n20	5,537	7.1%	613	643
n21	547	0.7%	61	64
n22	5,665	7.3%	627	764
n23	1,392	1.8%	154	195
n24	4,709	6.1%	521	576
n25	2,786	3.6%	309	323
n26	347	0.5%	38	62
n27	1,139	1.5%	126	140
n31	2,370	3.1%	262	263
n32	2,428	3.1%	269	271
n33	632	0.8%	70	79
n35	2,699	3.48%	299	363
n40/n41	6,160	7.93%	682	702
n43	1,871	2.41%	207	246
n48	890	1.15%	99	146
n49	1,067	1.37%	118	142
n54/n55	1,496	1.93%	166	184
n57	229	0.29%	25	32
n58	1,021	1.32%	113	115
n70/n71/n72	3,702	4.77%	410	410
n78/n79	295	0.38%	35	43
n80	130	0.17%	14	21
FLEXI	125	0.16%	14	17
MMCS	113	0.14%	12	15
<b>Totals</b>	<b>77,652</b>	<b>100.0%</b>	<b>8,604</b>	<b>9,381</b>

## Survey Administration

### Staffing/Recruitment

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



- Fluency in English (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), and
- Possession of a cell phone for communication with field supervisory personnel.

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

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

Recruitment and training of surveyors was completed on September 18, 2019, prior to survey fielding. Additional surveyors were trained on-site as required. Approximately 30 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 100-pound stock 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 an individual surveyor “paddle.” Each surveyor was also provided with the cell phone contact information for his/her assigned field supervisor, who conducted spot-checks of surveyor performance and 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.

Moore & Associates successfully managed the fielding of the transit rider survey using an onboard intercept methodology from September 18 through October 3, 2019. The data collection covered all NICE fixed-routes. A sample of 9,381 surveys was collected.

## **Data Processing**

### *Data Entry*

All surveys were processed utilizing a combination of scanning software and trained market research personnel. The nature of this survey instrument—limited write-in response options—made it ideal for our scanning software, which nevertheless is adept at reading handwriting (including providing side-by-side comparisons of paper and scanned data). Trained personnel monitored data entry throughout the process to ensure responses were being recorded completely and accurately. Our verification system includes both automated and manual verification processes.

All scanned surveys were scanned, converted to PDF format, and saved with file names indicating the route and date on which each survey was collected. These files will be provided to NICE on a flash drive along with this report.

### *Data Cleaning*

Data cleaning was undertaken by trained personnel following completion of data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., route number being entered as 4 versus n4). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis. Following data cleaning, simple frequencies were compiled and submitted for Transdev review.

### *Analytical Methods*

The SPSS database allowed our project team to compile simple frequencies as well as data cross-tabulations 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.



## Section 3

# Analysis and Key Findings

### “Typical Rider” Profiles

By analyzing the simple frequencies arising from the collected data, Moore & Associates 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 (56.7 percent),
- Speaks only English at home (50.2 percent),
- Speaks English very well (73.3 percent),
- Self-identifies as Black/African American (40.6 percent),
- Is between ages 18 and 44 (58.2 percent),
- Is employed full or part-time (80.3 percent),
- Reports an annual household income below \$35,000,
- Lives with at least one other person (85 percent),
- She is living below the federal poverty guidelines<sup>1</sup> or is at risk for falling below them (50.2 percent),
- Has access to a personal bank account (72.0 percent),
- Does not have a valid driver license (58.4 percent), and
- Resides in Nassau County (67.8 percent).

### Travel Patterns

- The profile rider’s primary trip purpose is *work* (59.2 percent),
- Walking is her primary means of accessing both the starting bus stop (66.1 percent) as well as the final destination (68.6 percent),
- She rides five or more days per week (57.2 percent),
- She pays for her trip using a MetroCard (68.4 percent) but is not eligible for a discount (82.6 percent), and
- Will make at least one transfer to complete her trip (59.1 percent).

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.

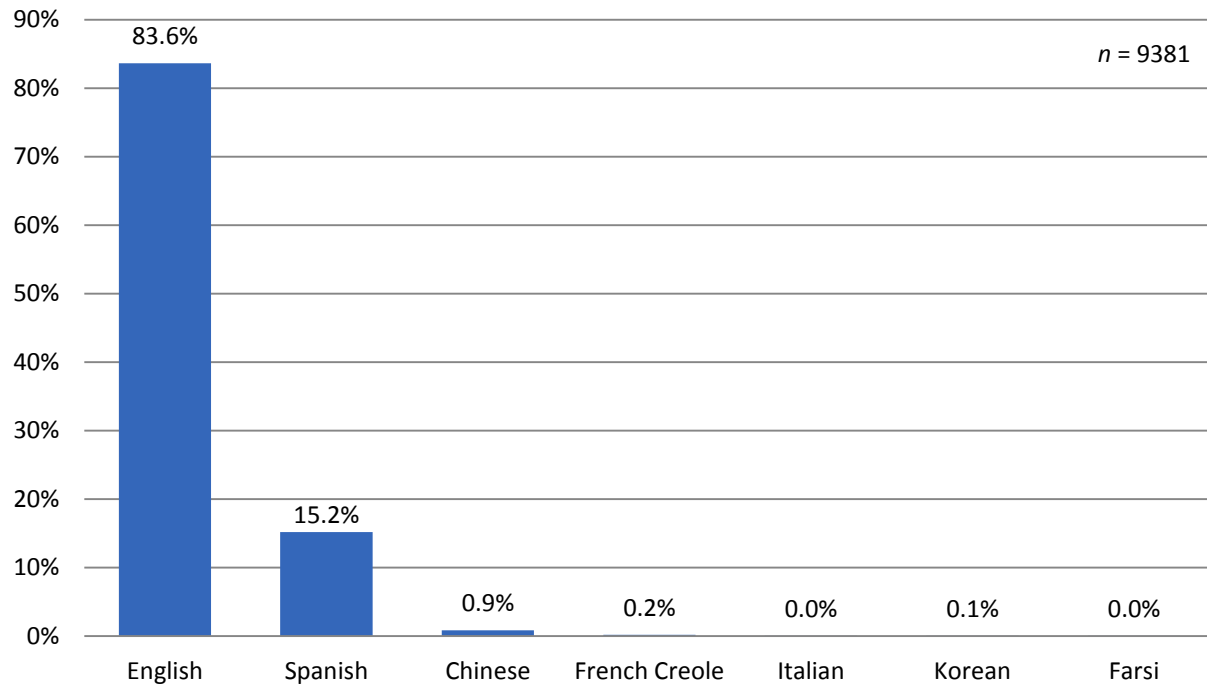
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<sup>1</sup>U.S. Department of Health and Human Services, 2019 Poverty Guidelines, <https://aspe.hhs.gov/poverty-guidelines> (accessed November 25, 2019).

### Survey Language

The majority of respondents (83.6 percent) elected to take the survey in English. Just over 15 percent chose to complete the survey in Spanish.

Exhibit 3.1 Survey Language

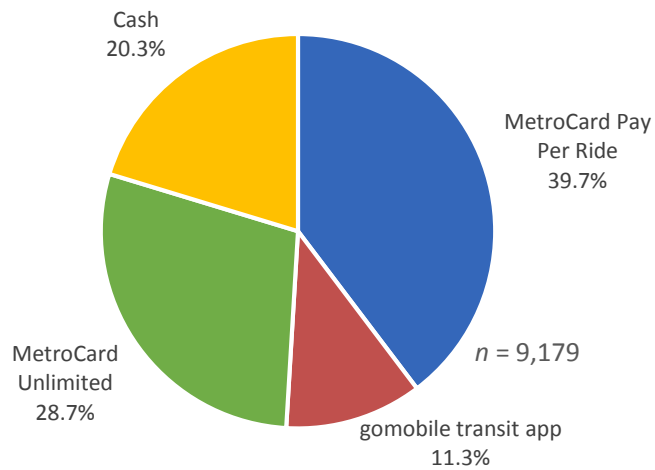


Section 1: Tell us about yourself:

Question 1: What fare media do you typically use?

The MetroCard continues to be the most frequently used type of the available fare media. More than 68 percent of 2019 respondents used a MetroCard, comparable to the 2016 results. More than 11 percent of 2019 respondents indicated use of the gomobile app, an increase compared with 2016 (8.0 percent).

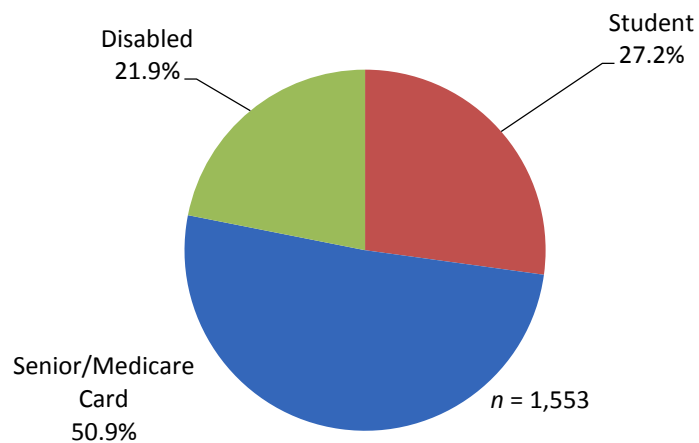
Exhibit 3.1 Fare Media



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

More than 17 percent of respondents reported using a fare discount. Of these, more than half were Senior/Medicare cardholders.

Exhibit 3.2 Discounted Fare Used



Route n33 had the highest percentage of respondents using a Pay-Per-Ride MetroCard (55.1 percent), while 56.5 percent of respondents on Route n26 preferred the Unlimited MetroCard. Route n19 noted the highest use of cash (41.0 percent), while Route n43 exhibited the highest use of the gomobile app (27.6 percent). Route n57 had the lowest level of cash use (just 6.5 percent).

Exhibit 3.3.a Fare Media by Route (n1 – n31)

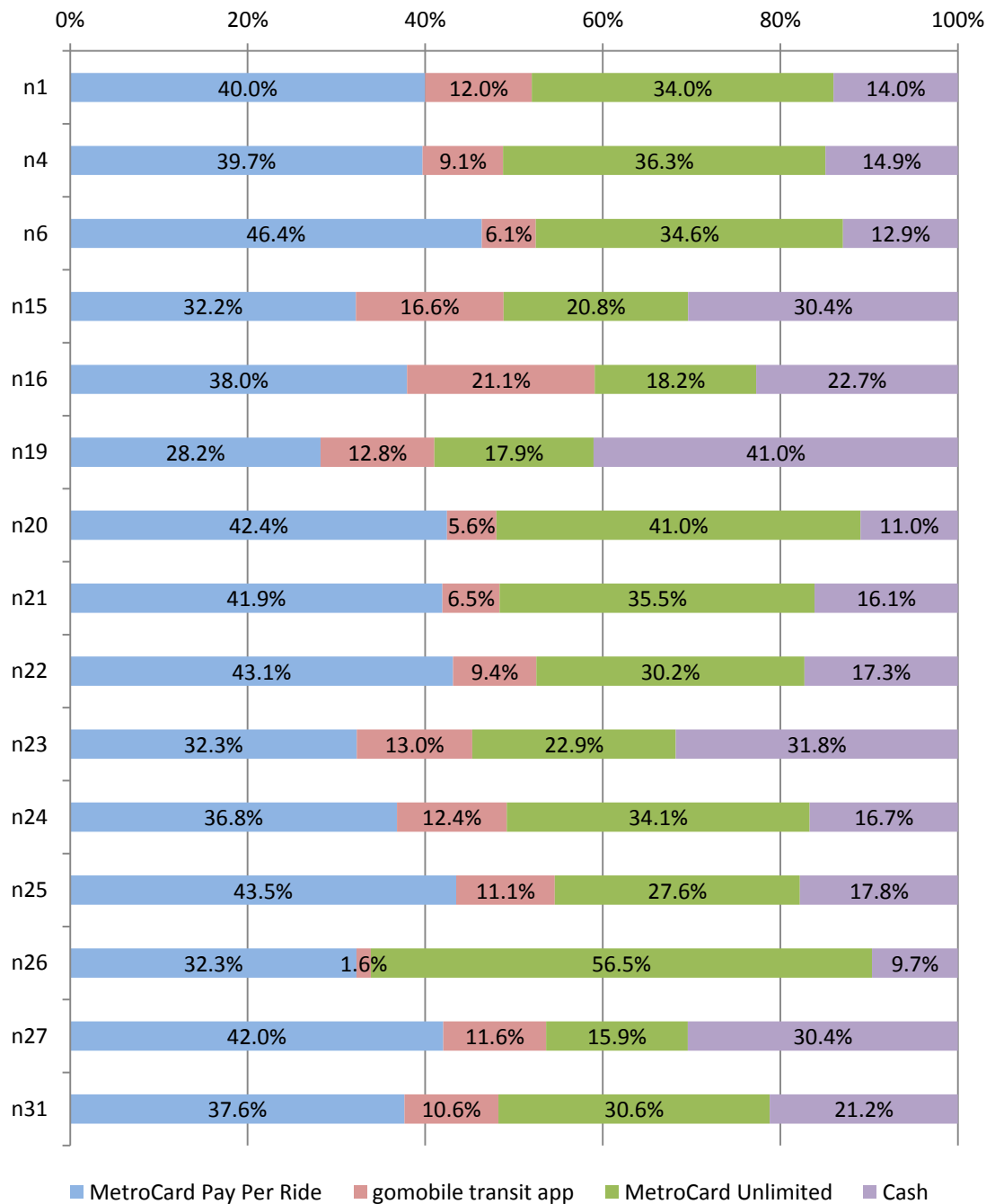
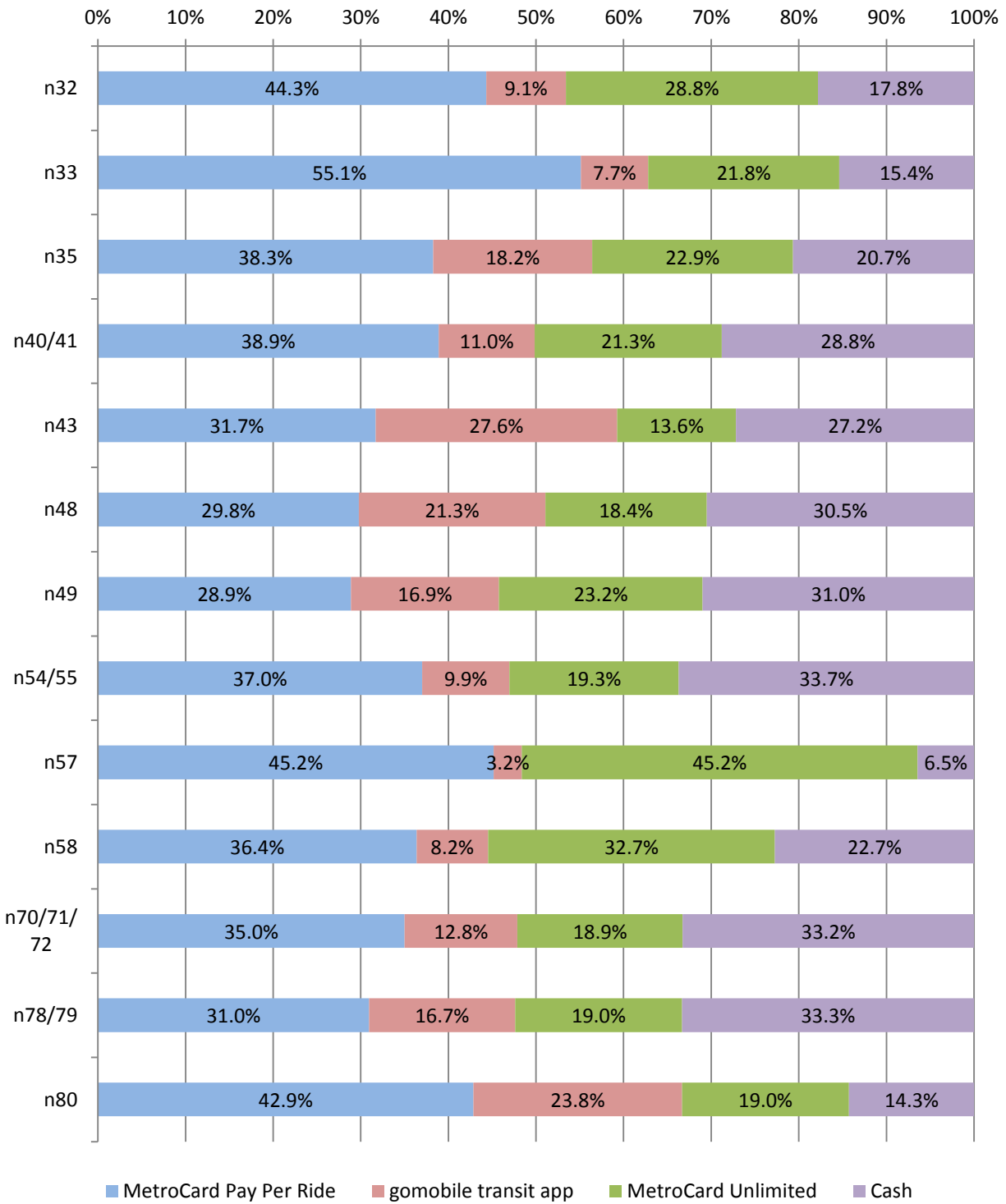
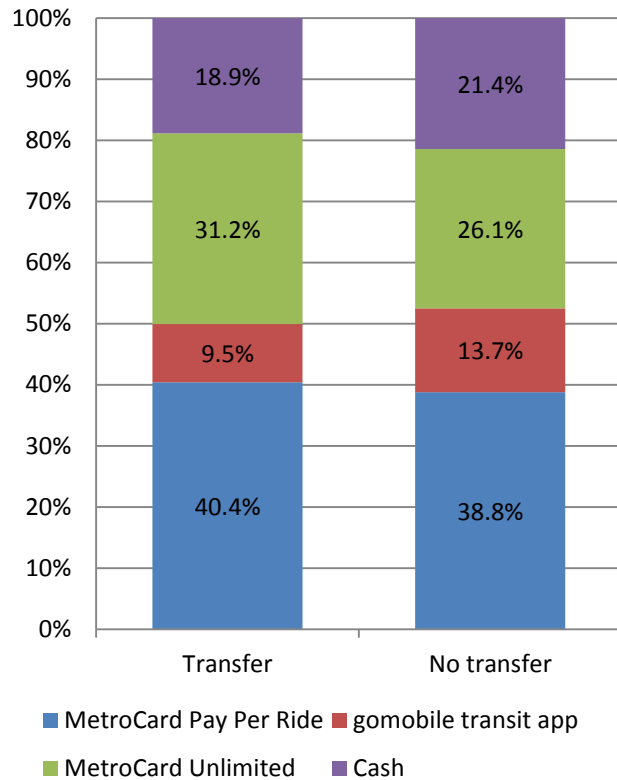


Exhibit 3.3.b Fare Media by Route (n32 – n80)



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 Pay Per Ride MetroCard and slightly less likely to use cash.

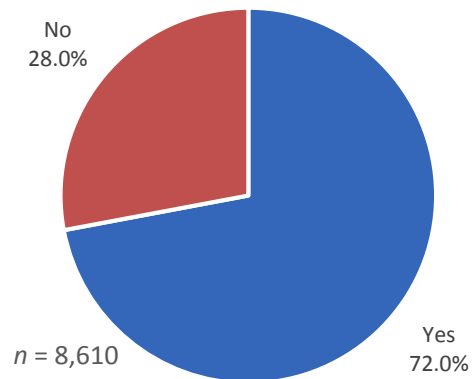
Exhibit 3.4 Fare Media vs. Incidence of Transfer



**Question 3: Do you have a bank account?**

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

Exhibit 3.5 Bank Account

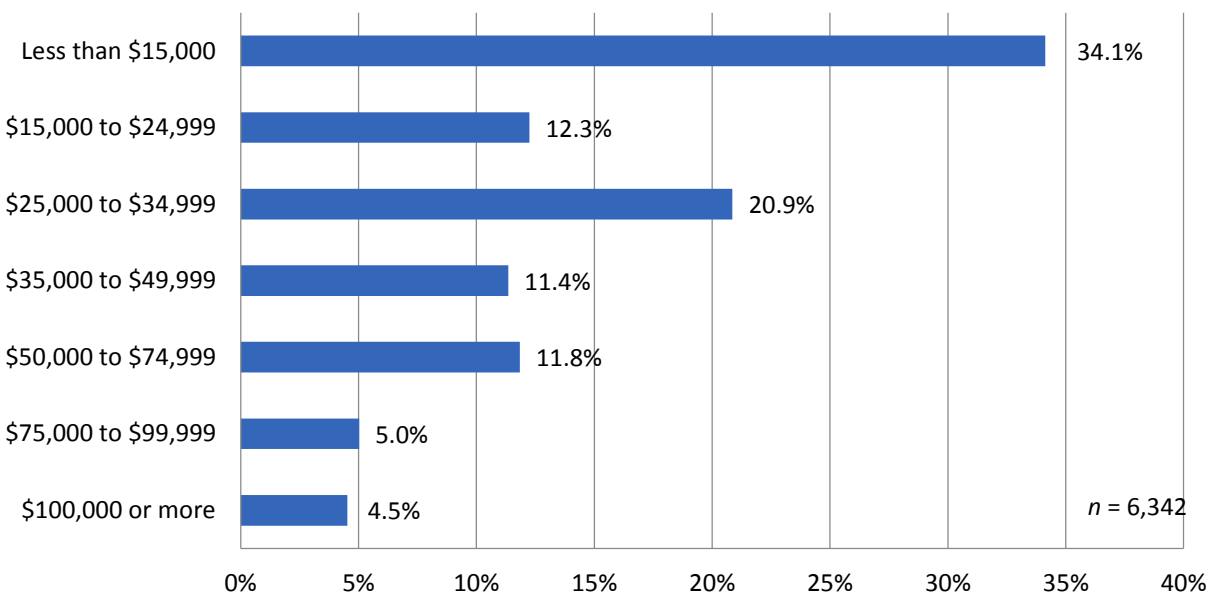




Question 4: What is your approximate annual household income?

More than 34 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, \$16,910 is the poverty threshold for a two-person household.<sup>2</sup> The American Community Survey reports a mean annual household income for Nassau County as \$140,019.<sup>3</sup> By contrast, 78.6 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.

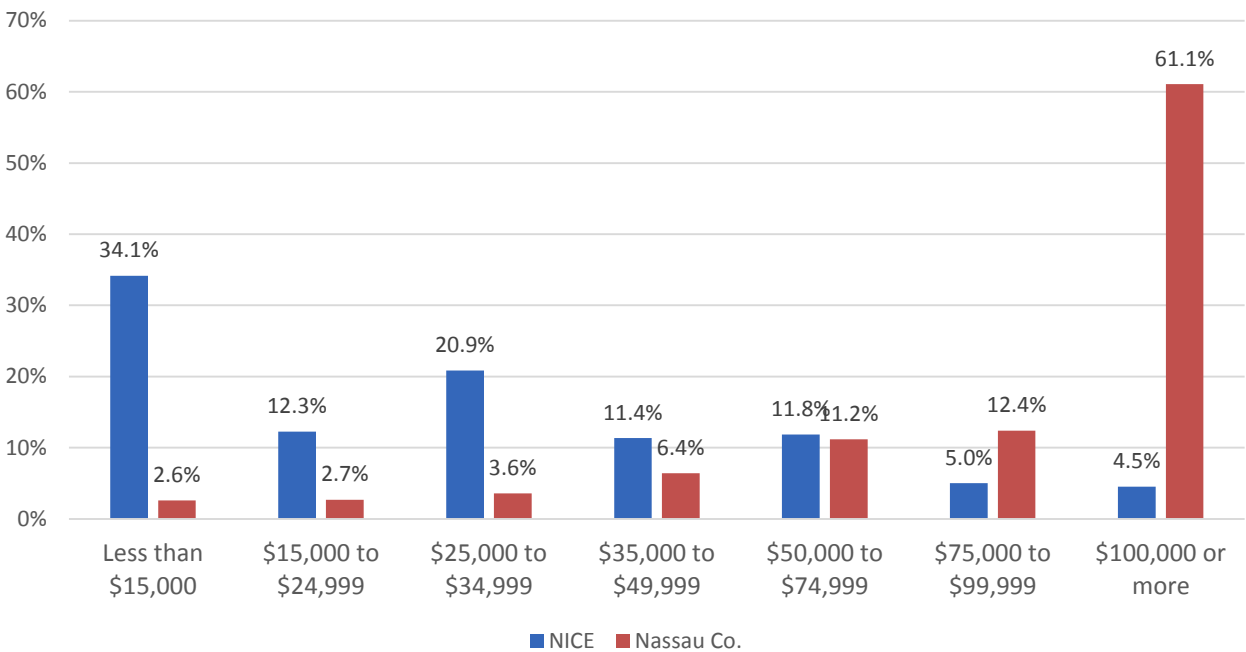
Exhibit 3.6 Annual Household Income



<sup>2</sup> U.S. Department of Health and Human Services, 2019 Poverty Guidelines, <https://aspe.hhs.gov/poverty-guidelines>. Accessed November 25, 2019.

<sup>3</sup> U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, Nassau County, New York, [factfinder2.census.gov](https://factfinder2.census.gov). Accessed November 25, 2019.

Exhibit 3.7 Household Income NICE riders vs Nassau Co.



Minimum wage in New York state was \$12.00 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 \$16.76 per hour.<sup>4</sup> This translates to an annual salary for full-time employment of approximately \$33,520. While these figures may appear adequate on paper, they fail to take into account the many individuals who do not have full-time employment or who may be supporting an entire household on a single salary. This aspect of household income will be addressed further in our analysis of Question 5.

<sup>4</sup> Nassau County, New York, County Comptroller's Office, <https://www.nassaucountyny.gov/1597/Living-Wage>. Accessed November 25, 2019.

Exhibit 3.8.a Annual Household Income by Route (n1 – n31)

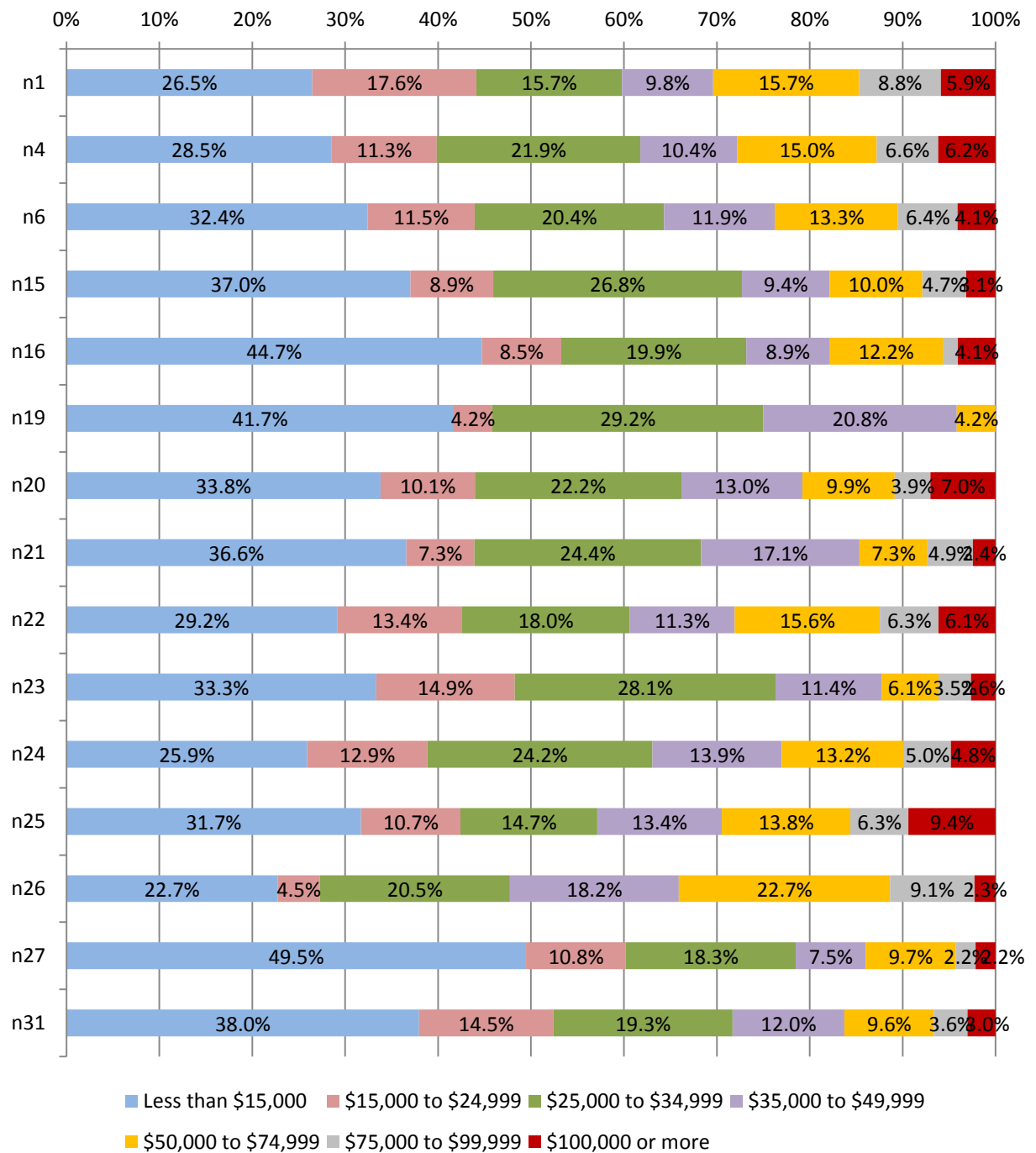
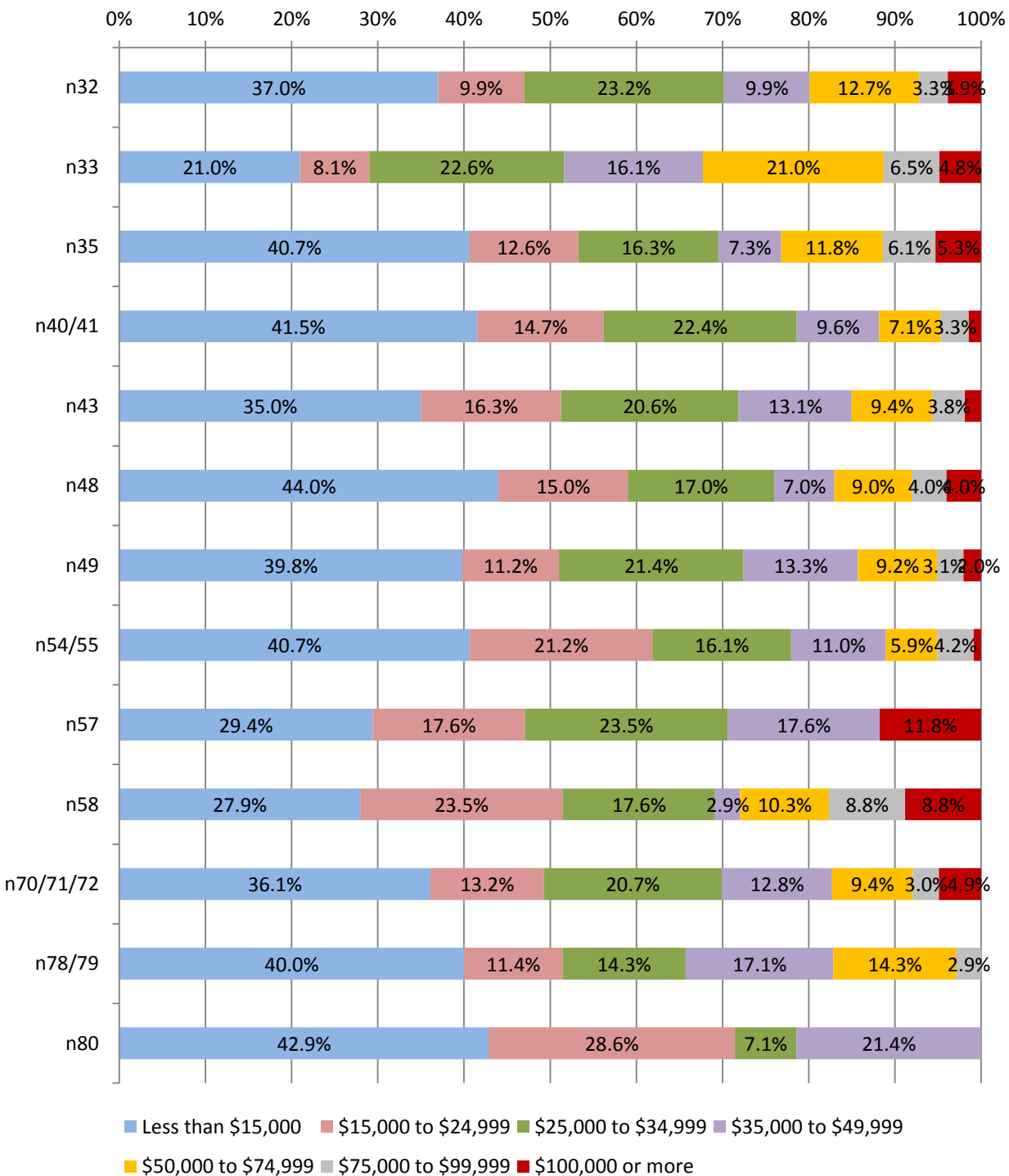


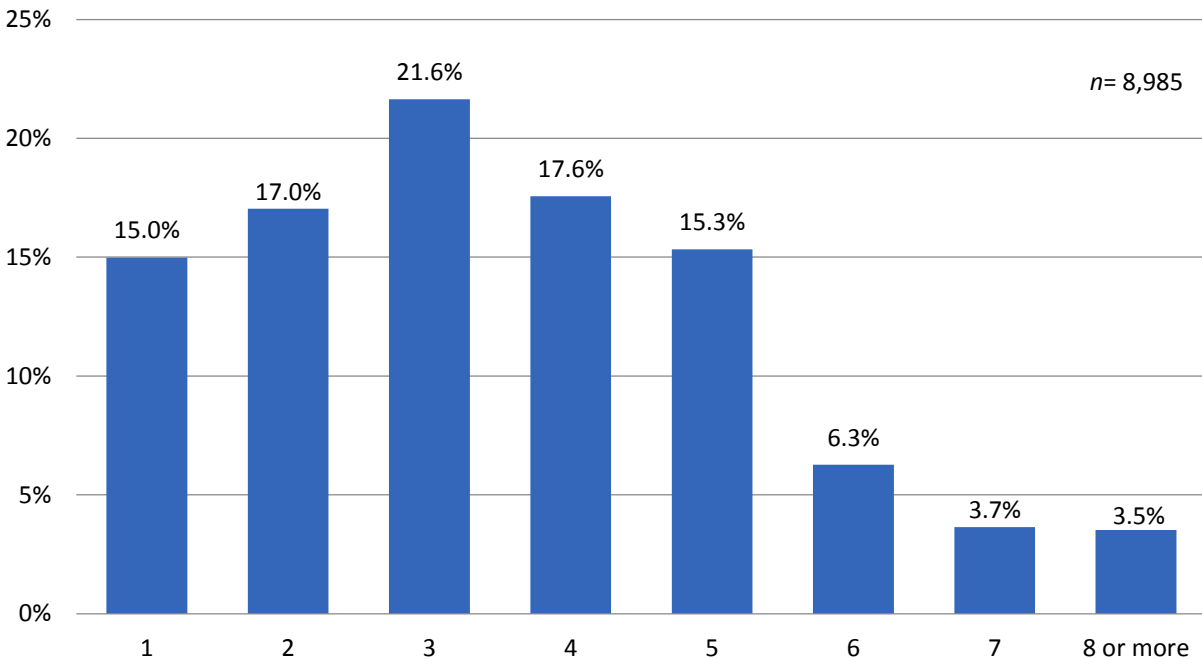
Exhibit 3.8.b Annual Household Income by Route (n32 – n80)



Question 5: How many people live in your household?

The majority of respondents (56.2 percent) cited living in a household of two to four persons. Of those, 17.6 percent live in a four-person household. The average household size in Nassau County is 3.02 persons.<sup>5</sup>

Exhibit 3.9 Household Size



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 3.10 indicate increased likelihood of living below the poverty line, while lighter red squares indicate individuals at risk of living in poverty. Each percentage is shown as the percentage of total respondents who answered both questions. This translates to 3,136 individuals, or 50.2 percent of the total sample, who are at risk for living below federal poverty guidelines.

<sup>5</sup>U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, Nassau County, New York, [factfinder2.census.gov](https://factfinder2.census.gov). Accessed November 25, 2019.

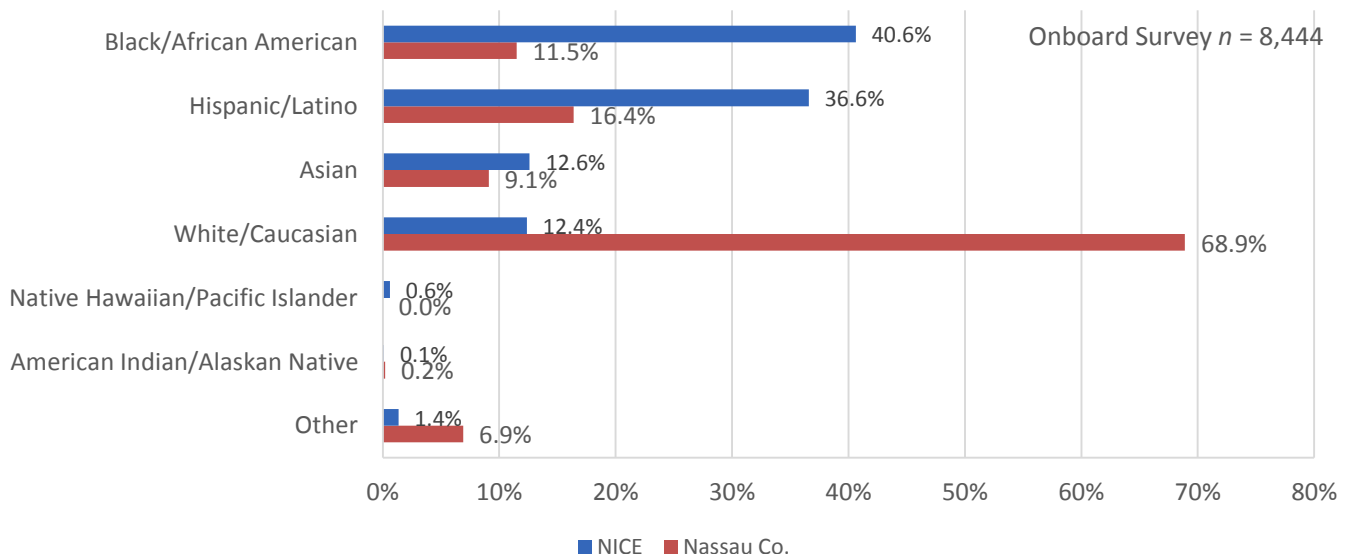
Exhibit 3.10 Household Income vs. Household Size

	1	2	3	4	5	6	7	8 or more
Less than \$15,000	6.4%	5.8%	7.1%	5.3%	4.7%	2.1%	1.3%	1.3%
\$15,000 to \$24,999	2.0%	2.1%	2.8%	2.1%	1.8%	0.7%	0.5%	0.3%
\$25,000 to \$34,999	3.3%	4.1%	4.3%	3.8%	3.0%	1.2%	0.7%	0.6%
\$35,000 to \$49,999	2.3%	2.6%	2.5%	1.6%	1.5%	0.4%	0.4%	0.2%
\$50,000 to \$74,999	1.7%	2.1%	3.1%	2.1%	1.9%	0.5%	0.2%	0.3%
\$75,000 to \$99,999	0.7%	0.8%	1.1%	1.0%	0.8%	0.3%	0.1%	0.2%
\$100,000 or more	0.3%	0.6%	1.1%	1.3%	0.8%	0.2%	0.1%	0.1%

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

Black/African American was the most frequently selected response, cited by 40.6 percent of surveyed riders. Persons of Hispanic/Latino heritage comprised another 36.6 percent of the survey sample. Nearly 13 percent of respondents identified themselves as Asian while White/Caucasian respondents represented just 12.4 percent. This is in distinct contrast with the ethnic breakdown of Nassau County as a whole, wherein 61.4 percent identified as White and just 16.4 percent and 11.9 percent identified as Hispanic/Latino and Black/African American, respectively. Exhibit 3.11 compares the ethnic breakdown of survey respondents versus the population of Nassau County at-large.

Exhibit 3.11 Rider Ethnicity<sup>6</sup>



<sup>6</sup>U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, Nassau County, New York, [factfinder2.census.gov](https://factfinder2.census.gov). Accessed November 25, 2019.

Routes n57 and n58 had the highest concentration Hispanic/Latino respondents (71.0 percent and 56.7 percent, respectively), while Routes n1 and MMCS had the highest percentage of Black/African American respondents (57.0 percent and 73.3 percent, respectively). MMCS also had the highest percentage of Native Hawaiian/Pacific Islander (6.7 percent). Routes n20 and n21 had the highest percentage of Asian respondents (32.7 percent and 32.3 percent, respectively).

Exhibit 3.12.a Rider Ethnicity by Route (n1 – n27)

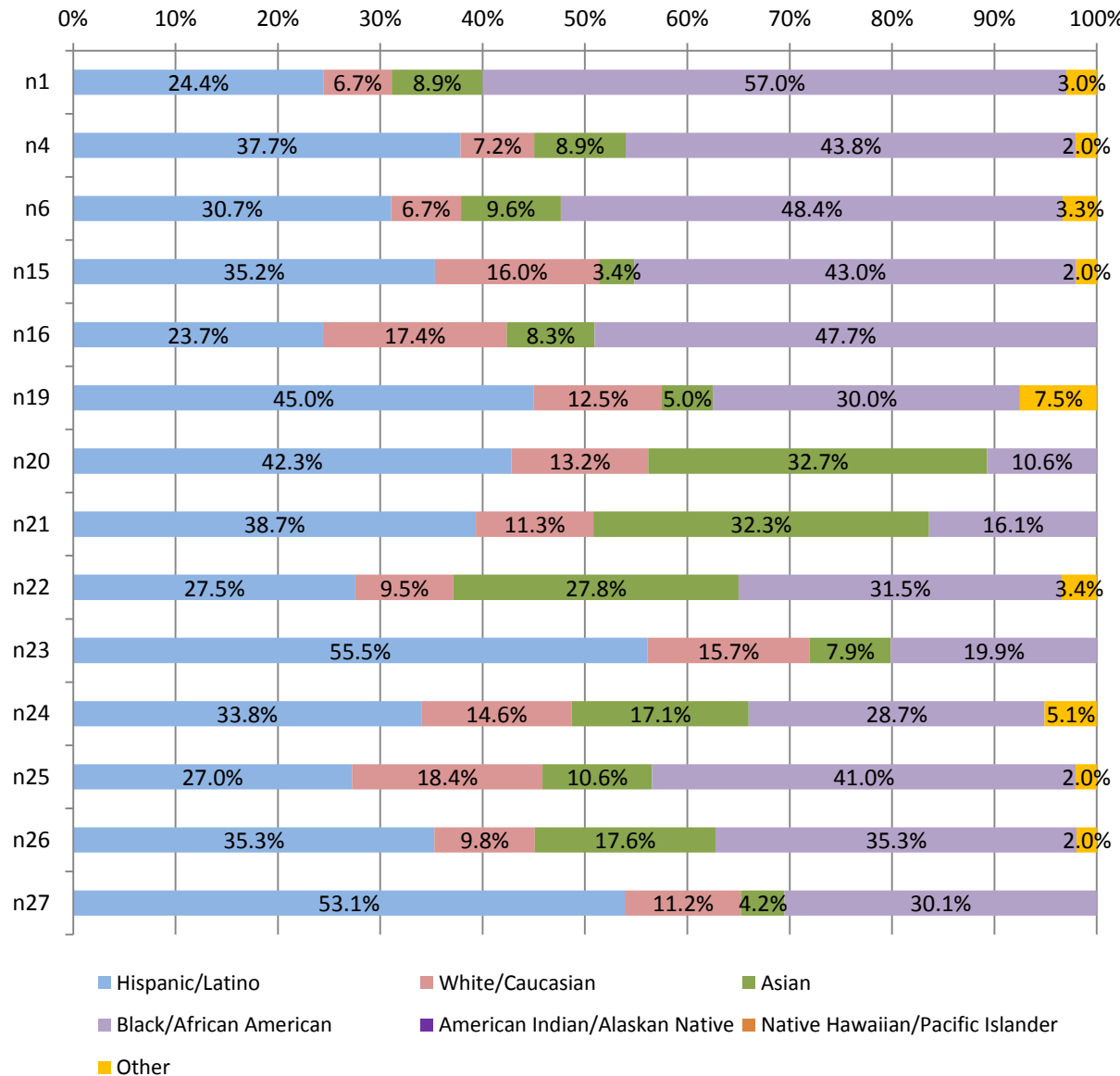
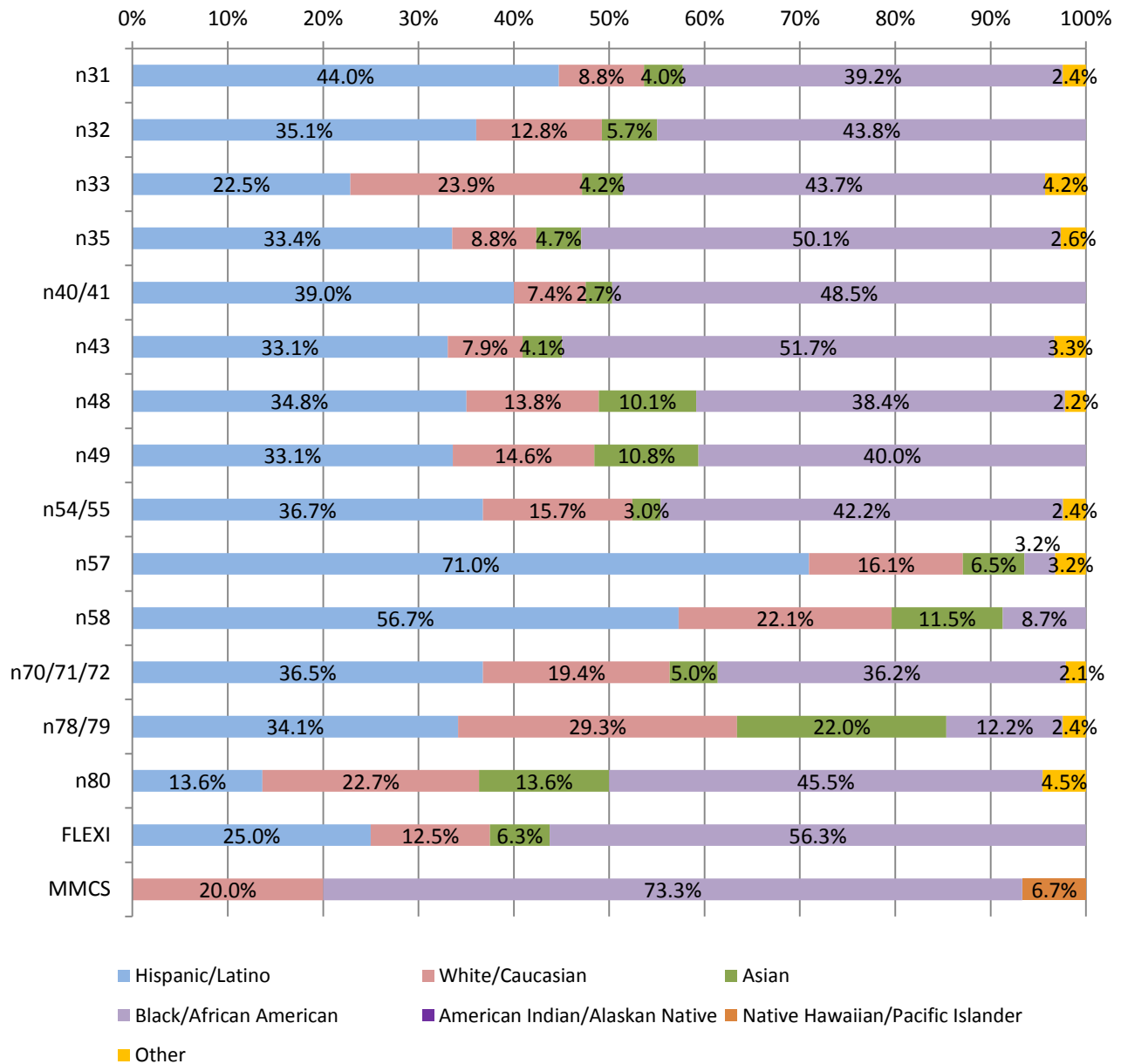




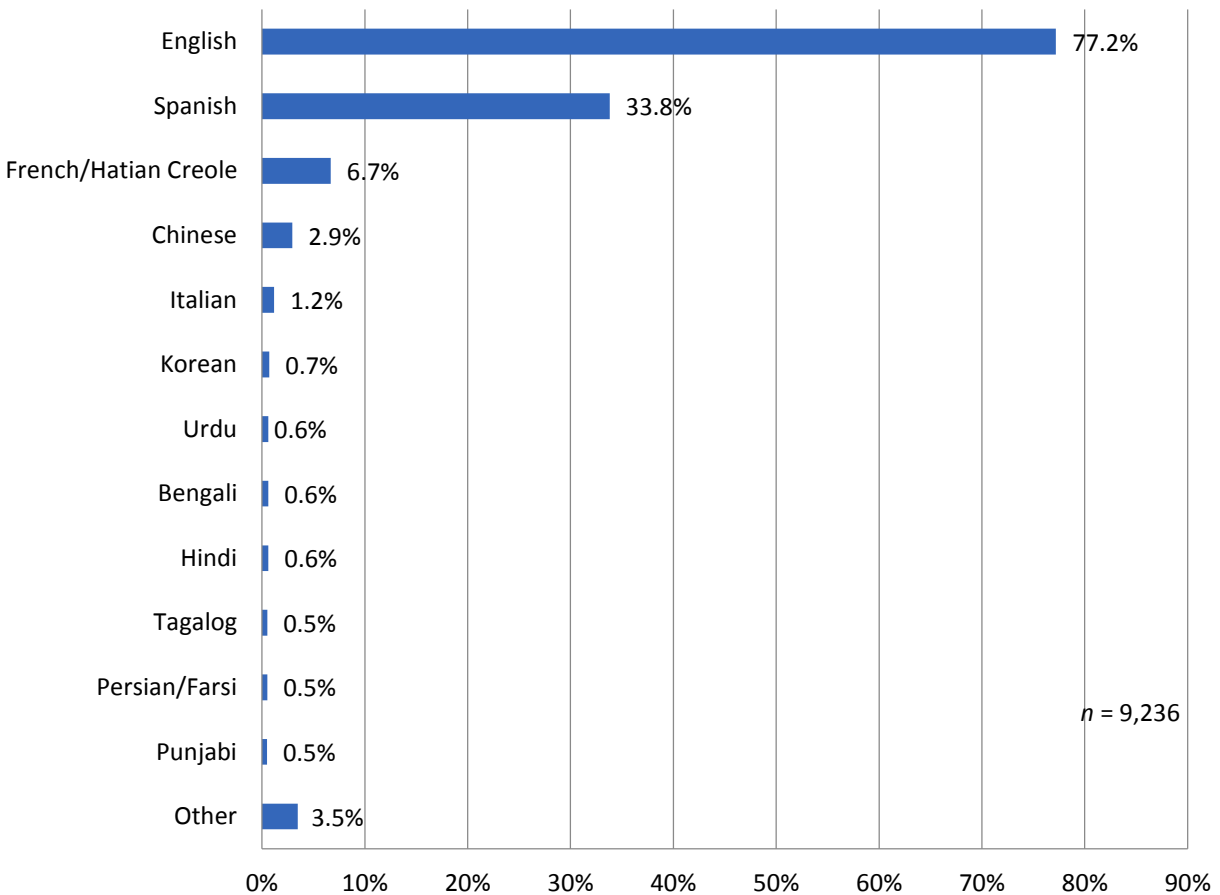
Exhibit 3.12.b Rider Ethnicity by Route (n31 – MMCS)



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

Seventy-seven percent of respondents indicated speaking English at home, followed by 33.8 percent citing Spanish. French/Haitian Creole was the only other significant language group reported (6.7 percent).

Exhibit 3.13 Home Language

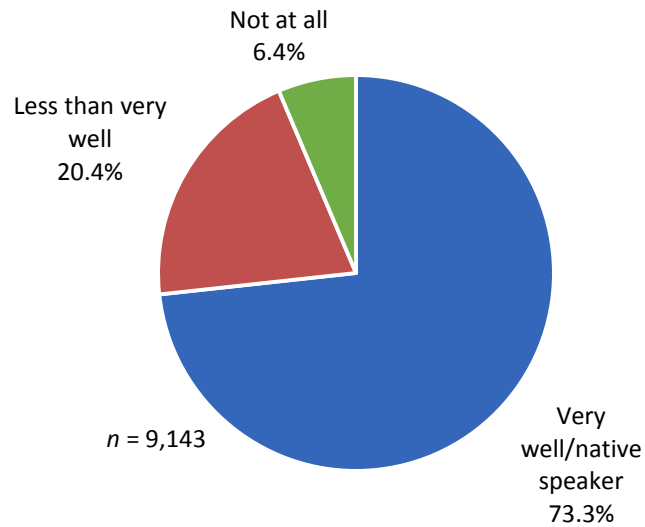


A more in-depth analysis of home language on a route-by-route basis is provided in Appendix C.

Question 8: How well do you speak English?

Nearly three-quarters of respondents reported speaking English “very well.” This is a decrease from the near 84 percent identified during the 2016 survey effort.

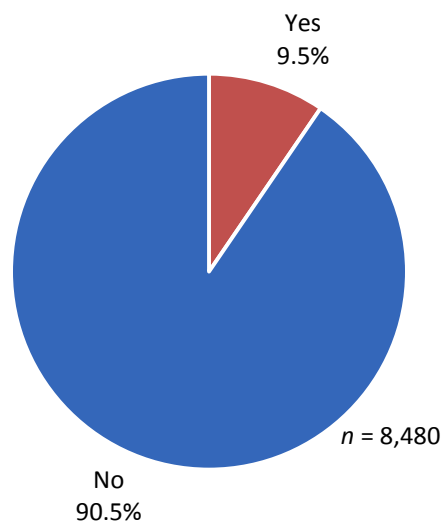
Exhibit 3.14 English Proficiency



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

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

Exhibit 3.15 Barriers Due to Language



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 MMCS and Route n80, where no respondents cited a lack of English-proficiency being a barrier to using NICE. By contrast, 24.1 percent of Route n57 respondents indicated a language barrier. Other routes citing significant language challenges included Route n21 (21.4 percent) and Route n20 (17.2 percent).

Exhibit 3.16.a Barriers Due to Language by Route (n1 – n27)

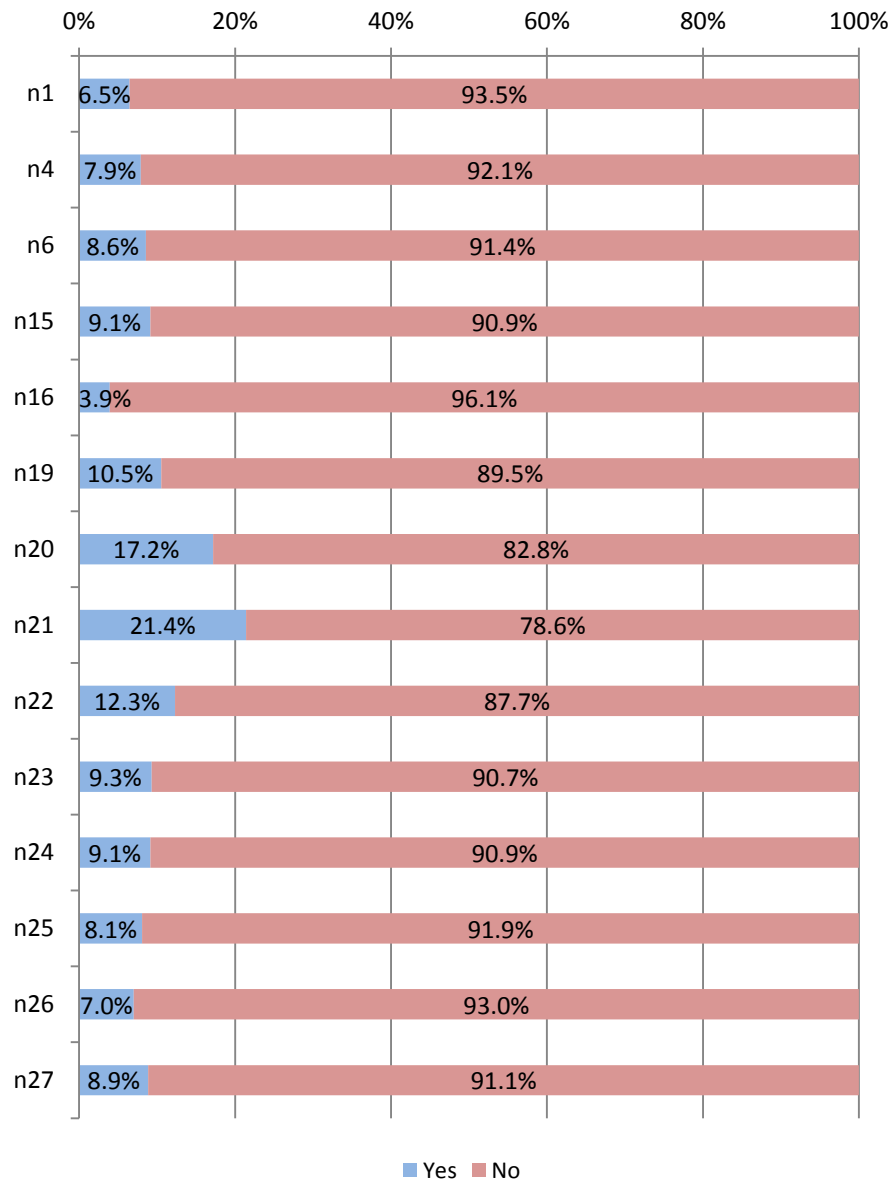


Exhibit 3.16.b Barriers Due to Language by Route (n31 – MMCS)

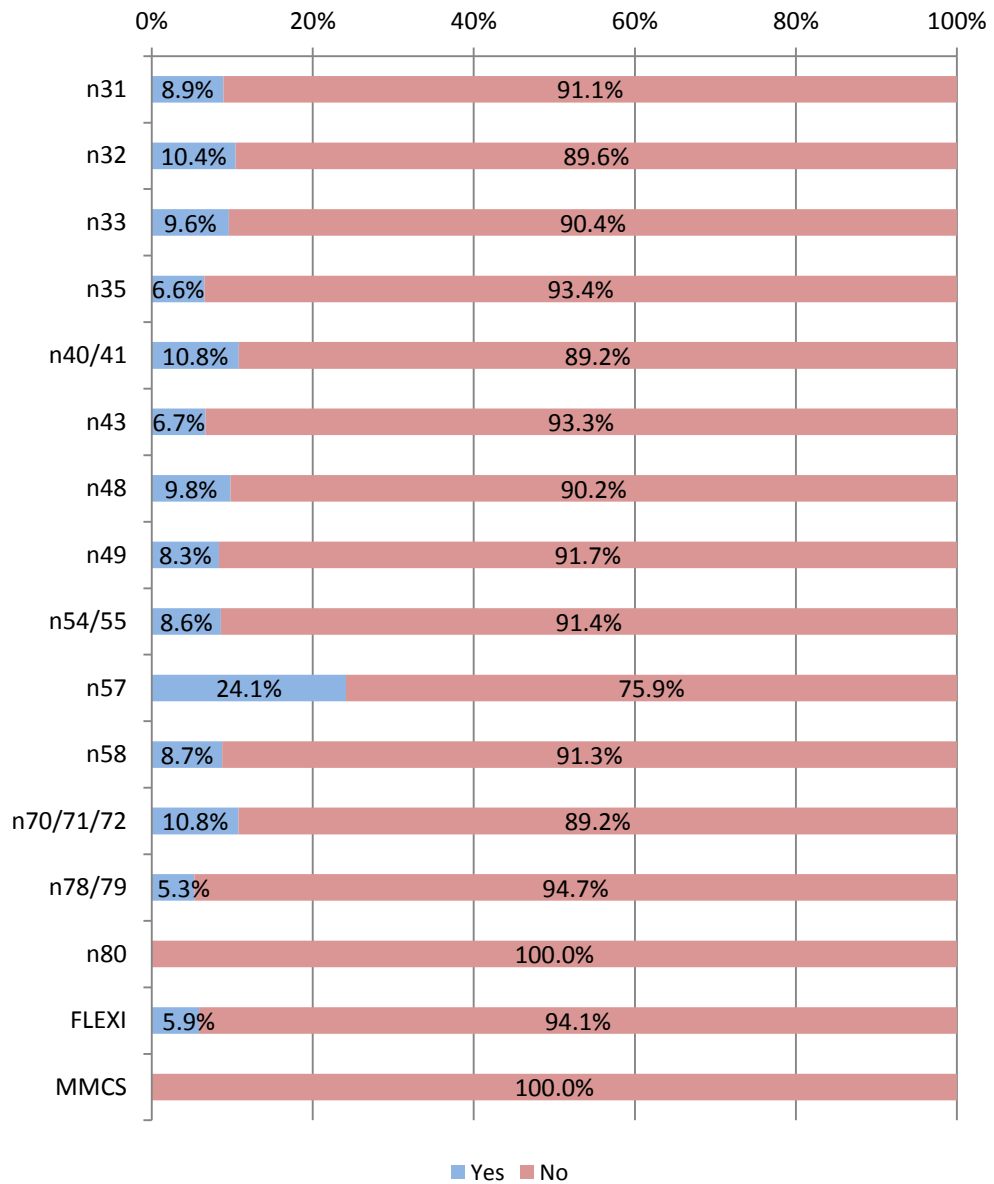
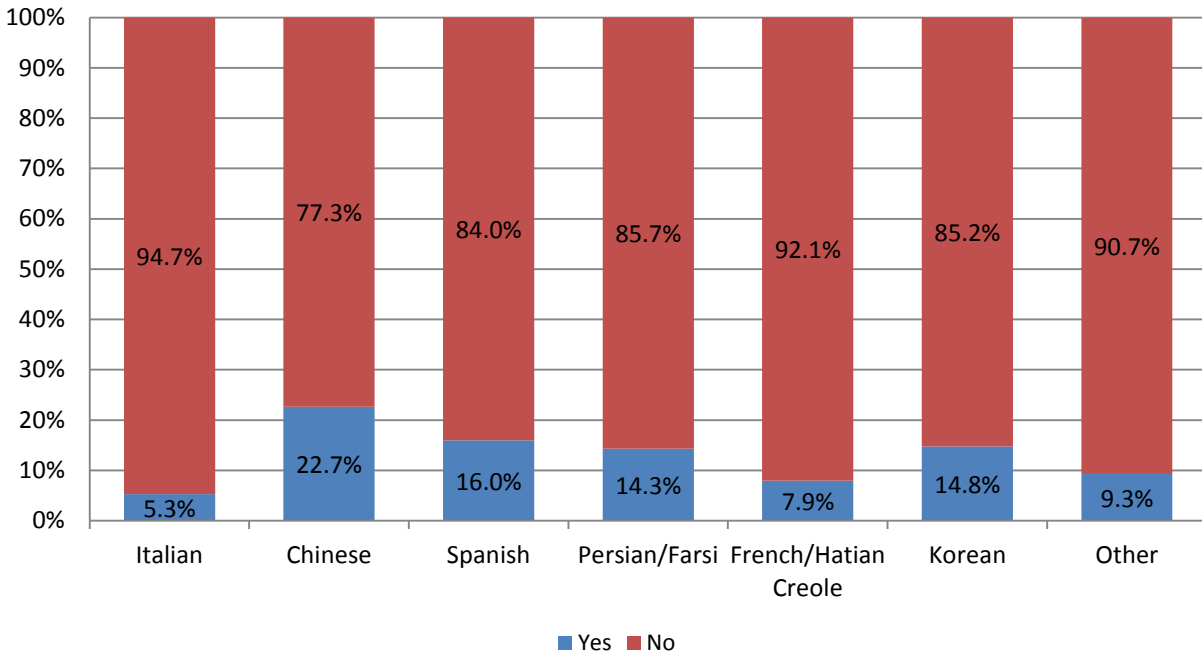


Exhibit 3.17 illustrates the percentages of respondents who cited language barriers while riding NICE. While the percentages of respondents appear significant, it should be noted that only Spanish (454 respondents), French/Haitian Creole (44 respondents), and Chinese (58 respondents) included more than 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.

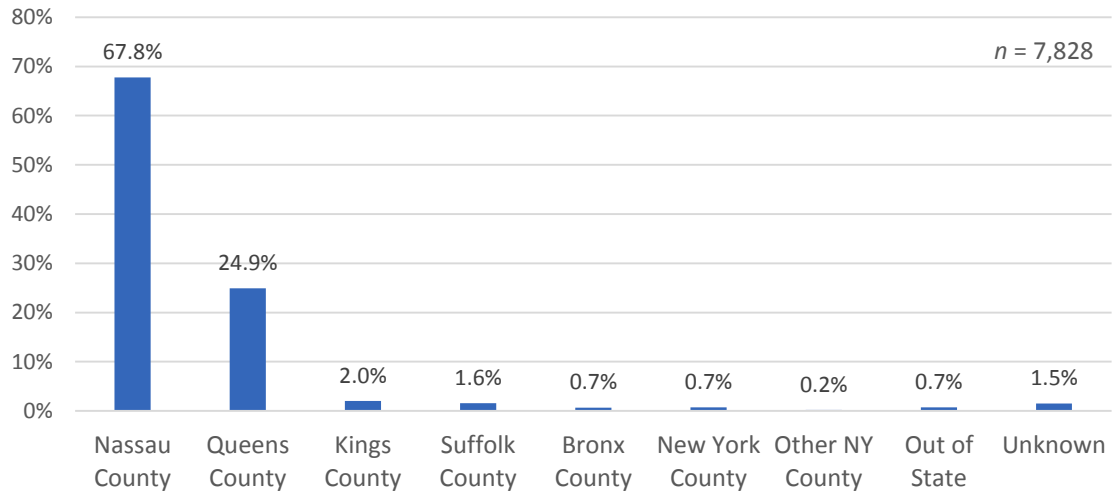
**Exhibit 3.17 Barriers Due to Language vs. Language Spoken at Home**



Question 10: What is your home ZIP code?

Not surprisingly, more than 67 percent of respondents cited a Nassau County ZIP code as their home location. Nearly one-quarter indicated a Queens County home location, while 2.0 percent hailed from Kings County, and 1.6 percent from Suffolk County.

Exhibit 3.18 Home ZIP Code (All)





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).

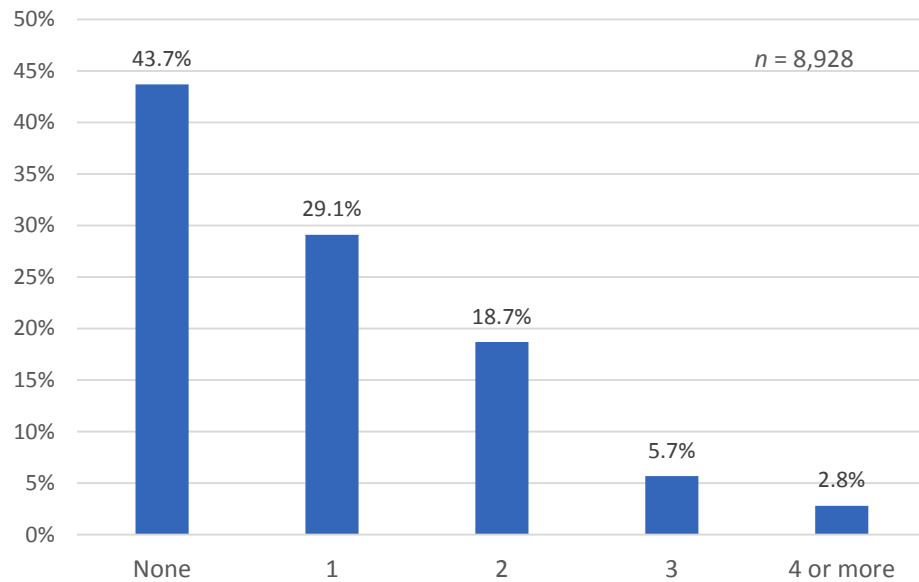
Exhibit 3.19 Home ZIP Code (Nassau County)

Nassau ZIP Code	City	Frequency	Percentage
11549, 11550, 11551	Hempstead	1,085	20.5%
11003	Elmont	405	7.6%
11520	Freeport	397	7.5%
11580, 11581, 11583	Valley Stream	380	7.2%
11553, 11555, 11556	Uniondale	280	5.3%
11020, 11021, 11023, 11024	Great Neck	234	4.4%
11590	Westbury	229	4.3%
11575	Roosevelt	214	4.0%
11510	Baldwin	198	3.7%
11040, 11042	New Hyde Park	176	3.3%
11552	West Hempstead	158	3.0%
11561	Long Beach	121	2.3%
11570, 11571, 11592	Rockville Centre	118	2.2%
11010	Franklin Square	104	2.0%
11801	Hicksville	93	1.8%
11001	Floral Park	90	1.7%
11501	Mineola	92	1.7%
11542	Glen Cove	86	1.6%
11050, 11051	Port Washington	83	1.6%
11563, 11564	Lynbrook	59	1.1%
11756	Levittown	54	1.0%
11554	East Meadow	53	1.0%
11572	Oceanside	46	0.9%
Other Nassau ZIP codes		550	10.4%

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

The majority of respondents (56.3 percent) indicated having at least one personal vehicle available to their household.

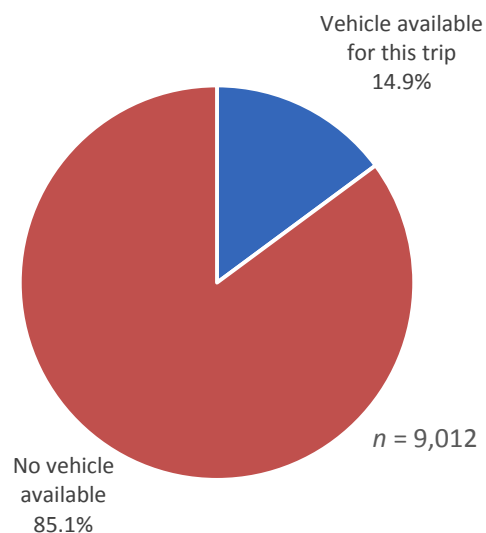
Exhibit 3.20 Vehicle Ownership



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

More than 85 percent of respondents indicated they did not have access to a personal vehicle for the surveyed trip.

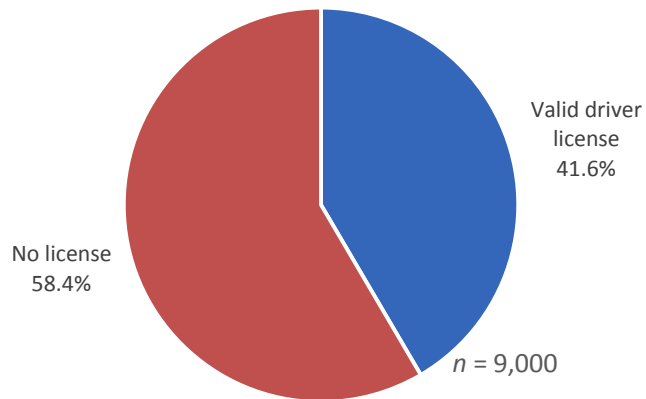
Exhibit 3.21 Private Vehicles Availability for This Trip



Question 13: Do you possess a valid driver license?

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

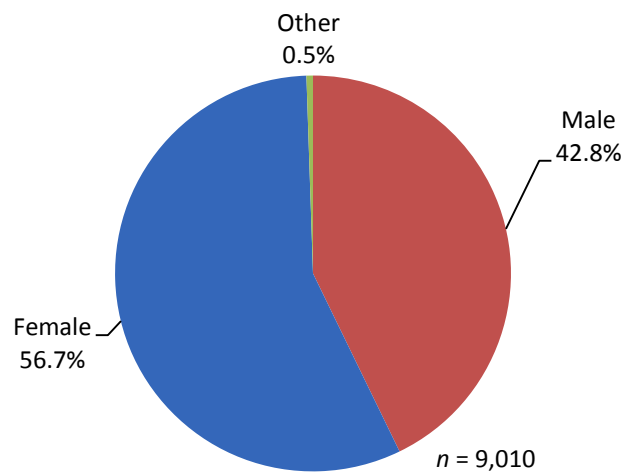
Exhibit 3.22 Driver License



Question 14: What is your gender?

Responses skewed toward females, who represented 56.7 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 51.5 percent of Nassau County's population).

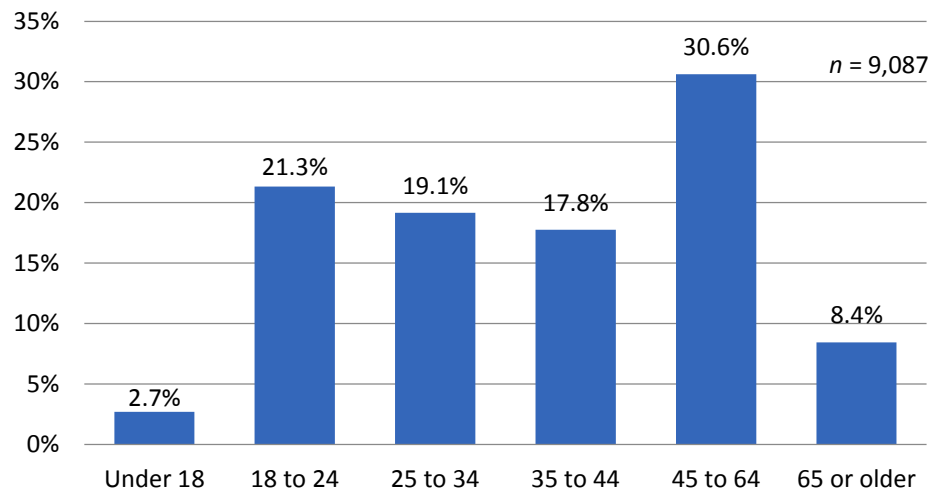
Exhibit 3.23 Respondent Gender



**Question 15: What is your age?**

Adults age 25 to 44 made up the largest response group (36.9 percent). Persons age 45 to 64 also comprised a significant portion of those surveyed (30.6 percent). Another 24.0 percent of respondents cited being age 24 or younger. Relatively few respondents indicated being 65 years of age or older (8.4 percent).

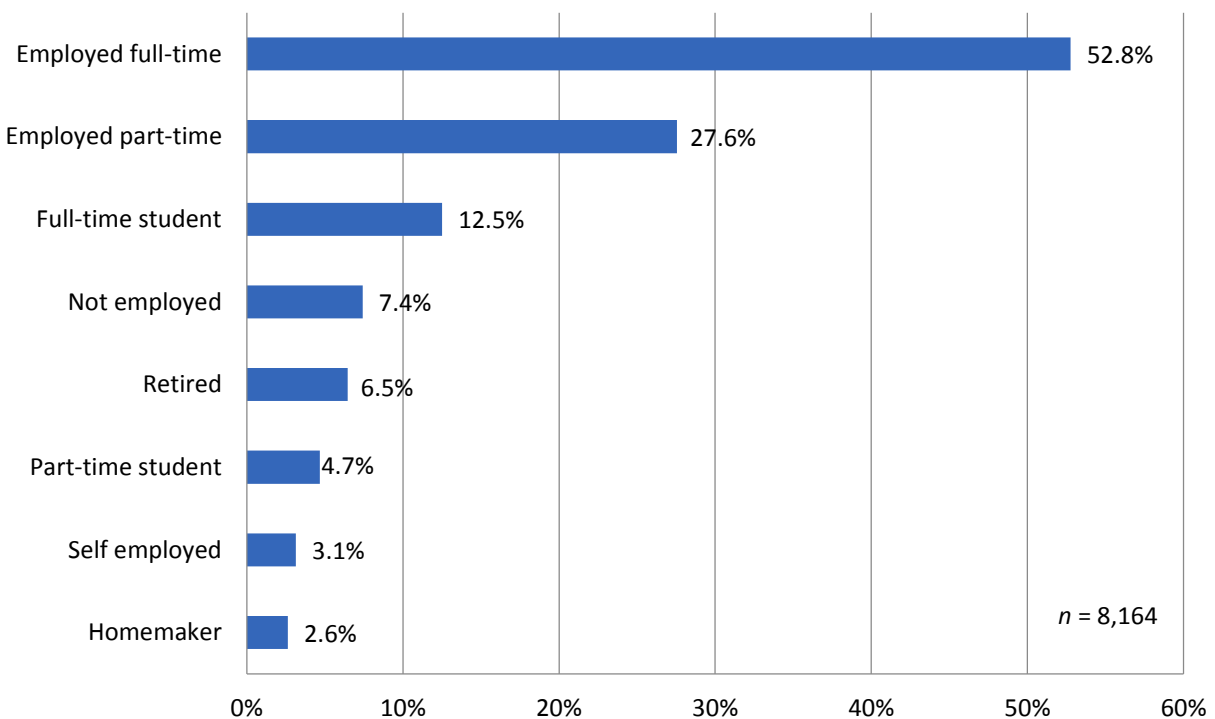
**Exhibit 3.24 Respondent Age**



Question 16: Which of the following describes your status?

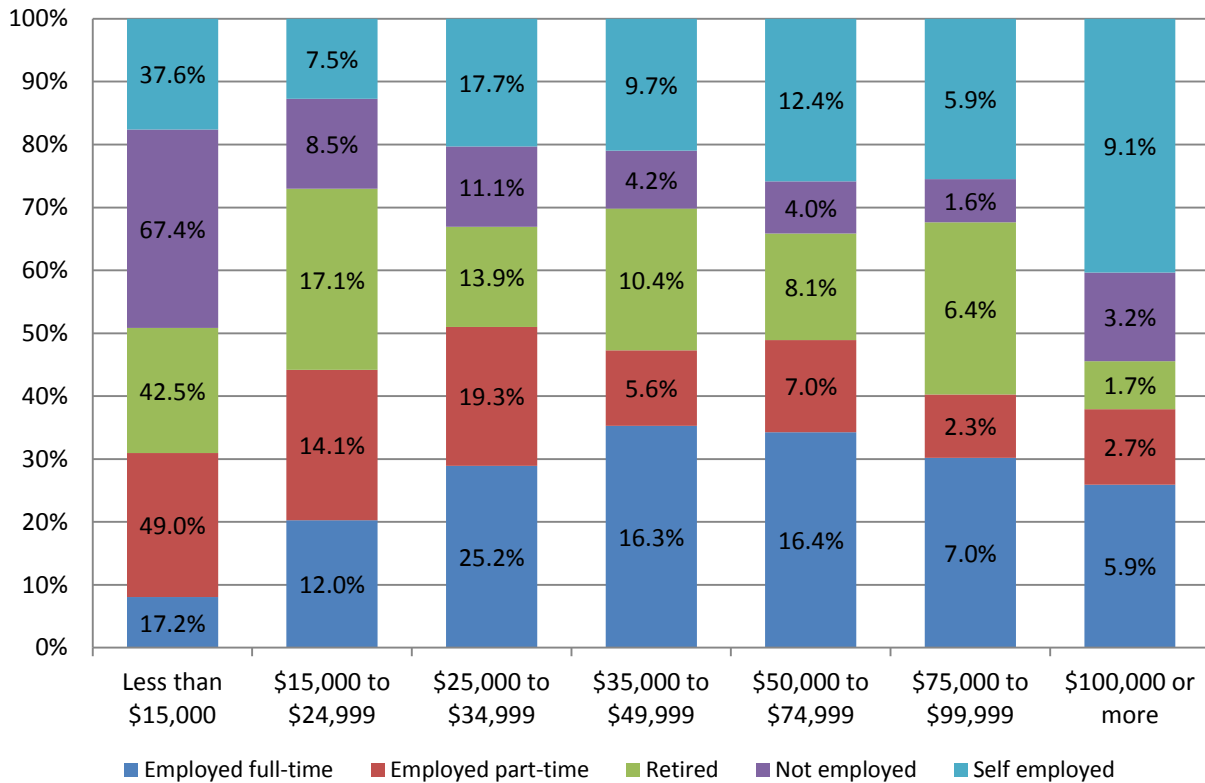
More than 80 percent of total respondents indicated being employed at least part-time, which is consistent with the high number of riders traveling to or from work. Only 13.9 percent indicated not being employed or retired, a category that could include those on disability as well as those looking for work. Slightly more than 17 percent said they were either full- or part-time students. Of the 1,403 respondents who identified as students, 44.3 percent indicated they were also employed full- or part-time.

Exhibit 3.25 Employment Status



A data cross-tabulation was run comparing household income with employment status. Of note are the more than 17 percent who cited being employed full-time yet still reported an annual household income of less than \$15,000.

Exhibit 3.25 Employment Status vs. Income



## 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.

**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 3.25.

Exhibit 3.25 Boarding Location

Boarding Location	Frequency	Percentage
Hempstead	1483	18.8%
Jamaica	679	8.6%
Freeport	422	5.3%
Great Neck	338	4.3%
Queens	337	4.3%
Elmont	265	3.4%
Valley Stream	241	3.1%
Mineola	231	2.9%
Hicksville	225	2.8%
Garden City	211	2.7%
Flushing	210	2.7%
Westbury	203	2.6%
Roosevelt	193	2.4%
Far Rockaway	190	2.4%
Uniondale	173	2.2%
Rockville Centre	162	2.1%
Baldwin	153	1.9%
New Hyde Park	147	1.9%
Nassau	143	1.8%
Lynbrook	142	1.8%
Long Beach	118	1.5%
Franklin Square	103	1.3%



**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 3.26.

Exhibit 3.26 Alighting Location

Alighting Location	Frequency	Percentage
Hempstead	1205	16.0%
Jamaica	792	10.5%
Garden City	377	5.0%
Freeport	314	4.2%
Great Neck	309	4.1%
Queens	269	3.6%
Mineola	246	3.3%
Elmont	205	2.7%
Westbury	193	2.6%
Valley Stream	191	2.5%
Lynbrook	189	2.5%
Roosevelt	178	2.4%
Hicksville	177	2.3%
Rockville Centre	176	2.3%
Nassau	168	2.2%
Uniondale	163	2.2%
Flushing	154	2.0%
New Hyde Park	150	2.0%
Baldwin	143	1.9%
Far Rockaway	125	1.7%
Long Beach	125	1.7%
Long Island	89	1.2%
Franklin Square	87	1.2%
East Meadow	74	1.0%
Roslyn	73	1.0%

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

Nearly 60 percent of respondents cited use of a transfer as part of their trip (down from 62.3 percent in 2016). The majority of these riders (65.5 percent) transferred to/from another NICE route, while another 35.9 percent used an MTA bus or subway as part of the surveyed trip.

Exhibit 3.27 Incidence of Transfer

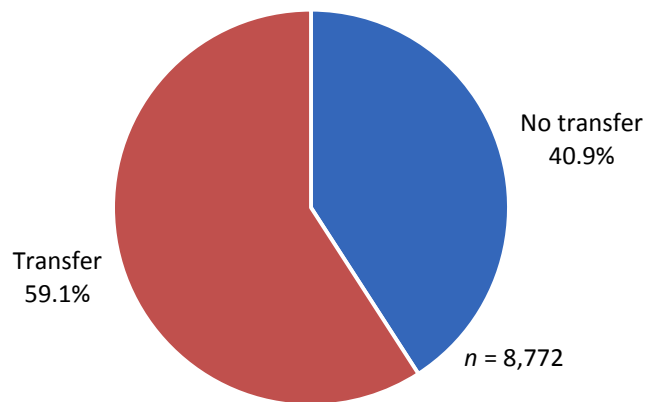
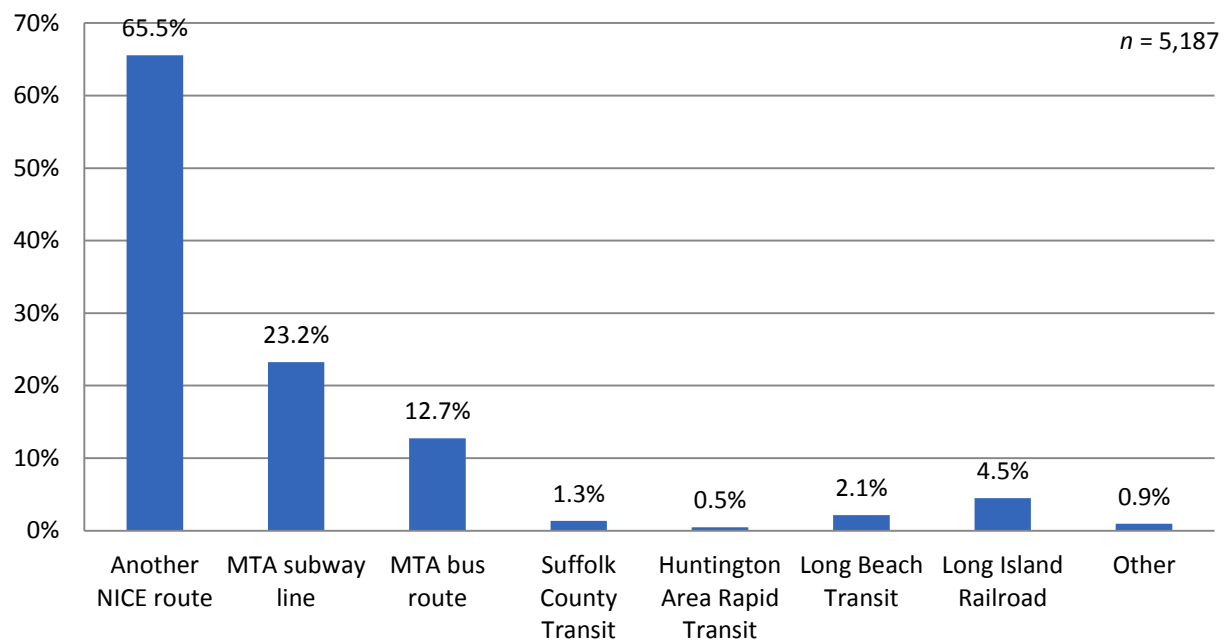


Exhibit 3.28 Transfer – Service



Respondents transferred to/from one or more of nearly 200 individual routes. Exhibit 3.29 identifies the most commonly cited routes among transferring customers.

Exhibit 3.29 Transfers to/from NICE (Route Number)

Route Number	Frequency	Percentage
n4	178	7.5%
n 6	191	8.1%
n 15	175	7.4%
n 16	122	5.2%
n 20	114	4.8%
n 24	107	4.5%
n 25	110	4.7%
n 35	100	4.2%
n 40	144	6.1%
n 41	123	5.2%
n 70	114	4.8%
n 71	108	4.6%
n 72	100	4.2%

Exhibits 3.30.a and 3.30.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 3.30.a Incidence of Transfer by Route (n1 – n31)

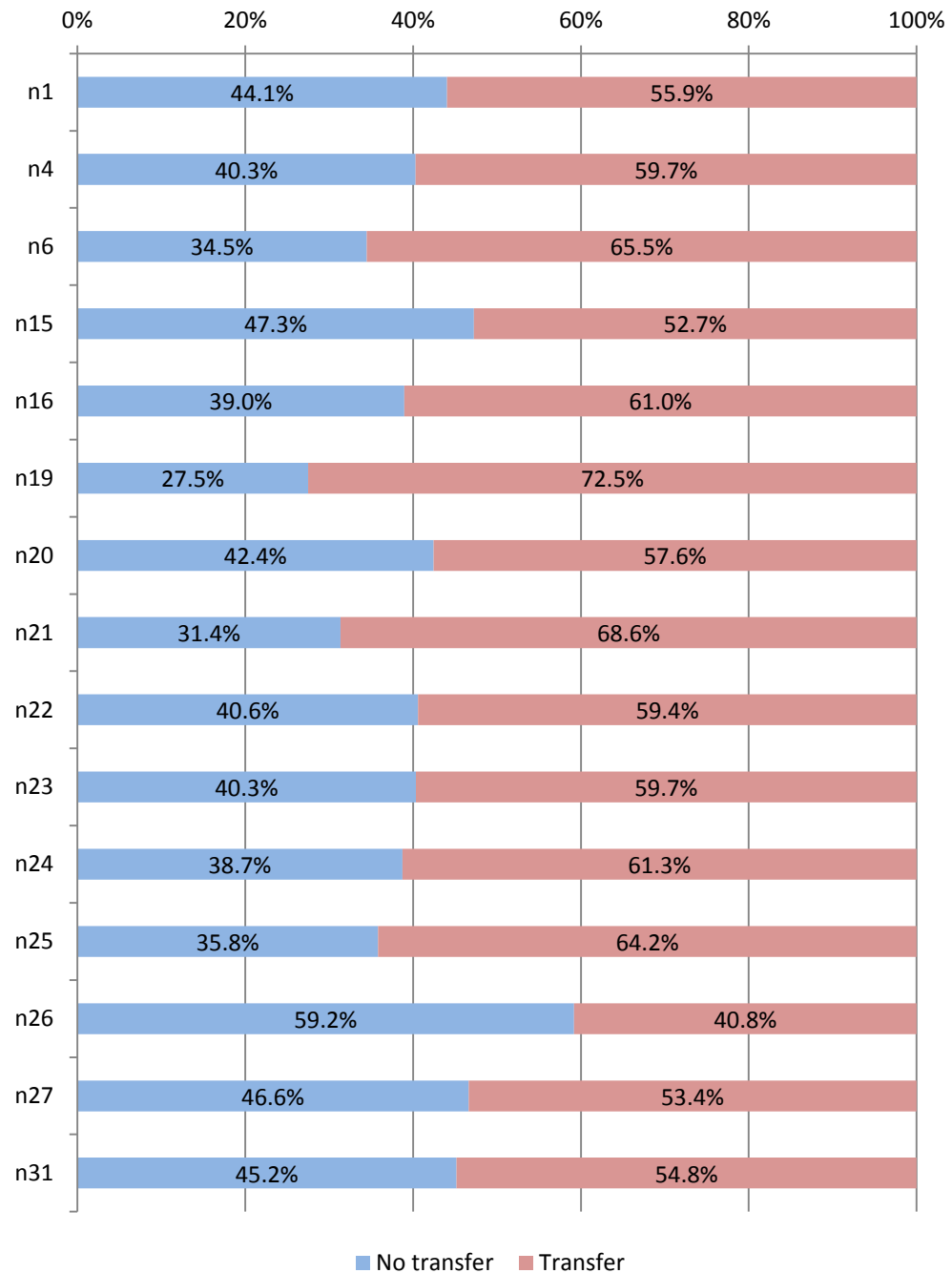
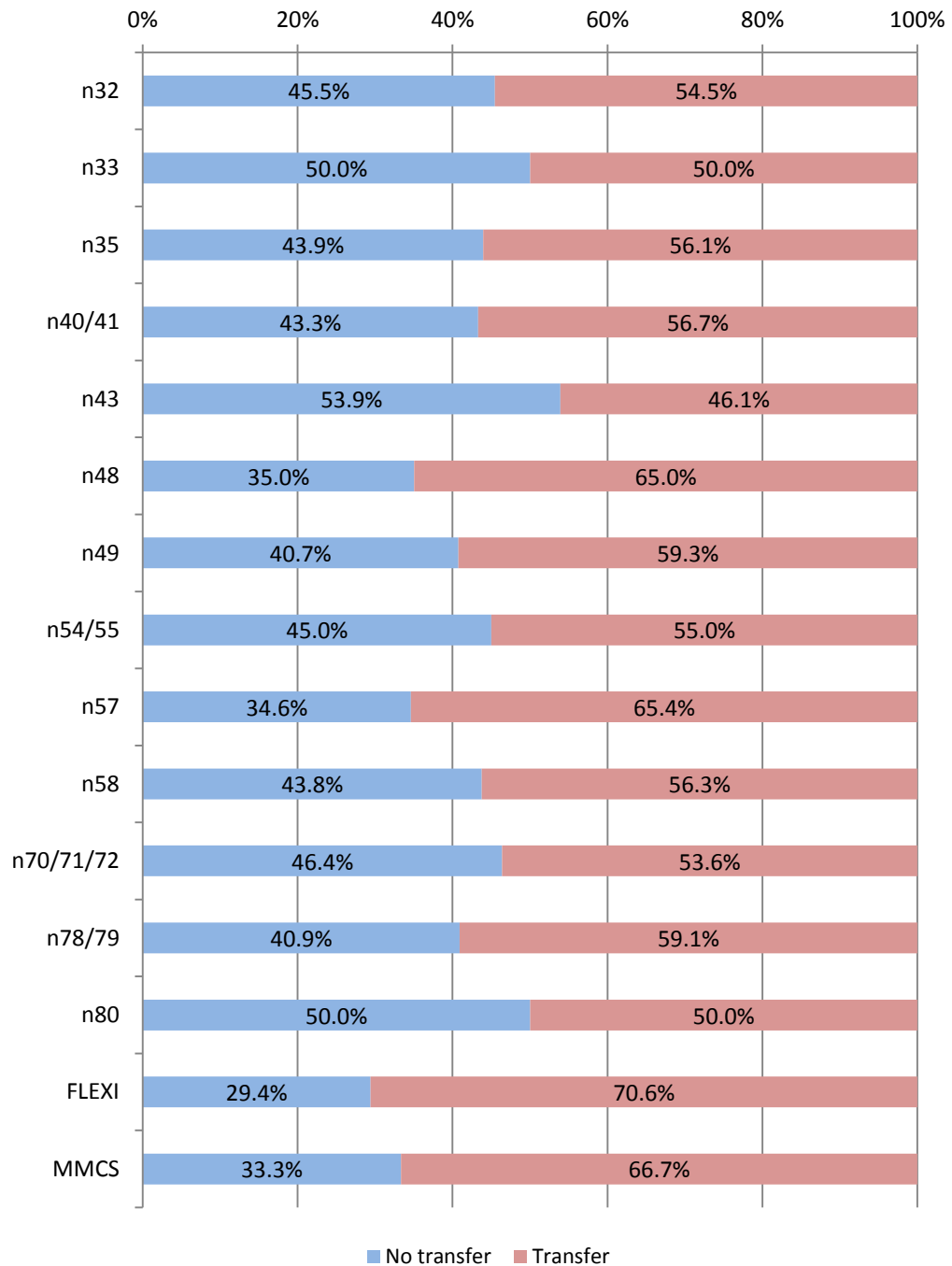


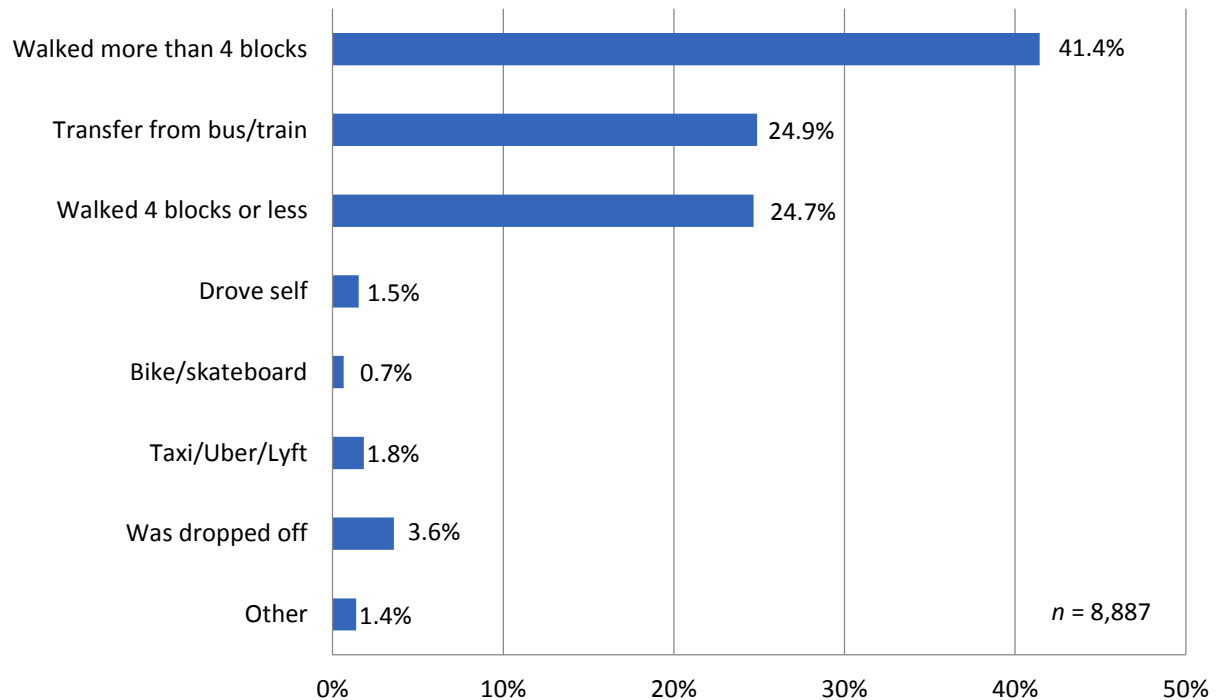
Exhibit 3.30.b Incidence of Transfer by Route (n32 – MMCS)



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

The majority of respondents (66.1 percent) indicated walking to the bus stop, with 24.7 percent walking four blocks or less. Nearly 25 percent transferred from another bus or train. Few respondents reported biking or skateboarding to the bus stop (0.7 percent).

Exhibit 3.31 Bus Stop Access



Routes n27 and the FLEXI had the highest percentage of customers walking to the bus stop (78.2 percent and 87.5 percent, respectively). Route n43 had the highest incidence of riders walking more than four blocks (70.8 percent). Route n78/79 had the highest percentage transferring to/from another bus or train (46.2 percent). Route n80 had the highest incidence of riders being dropped off at the bus stop (14.3 percent).

Exhibit 3.32.a Bus Stop Access by Route (n1 – n31)

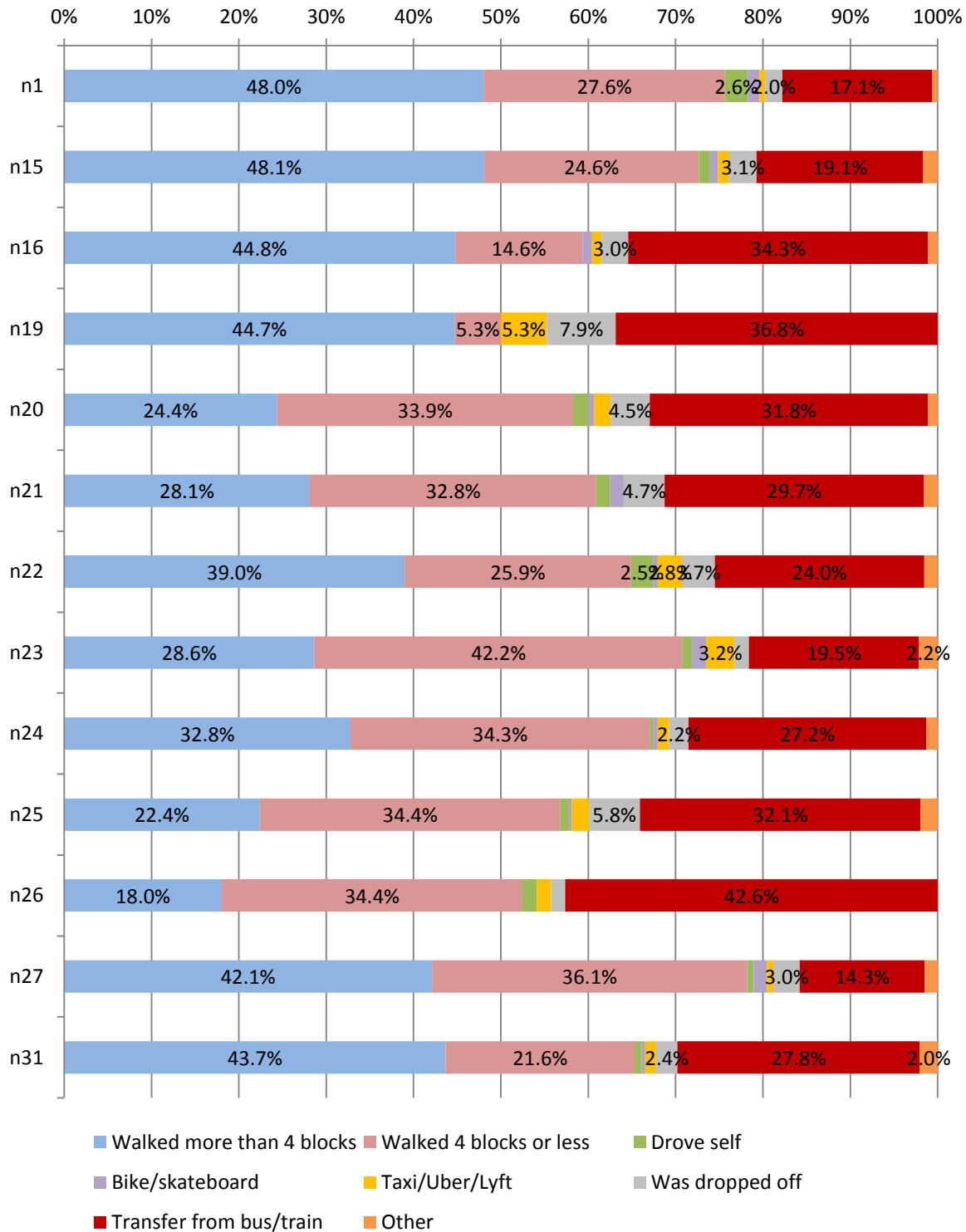
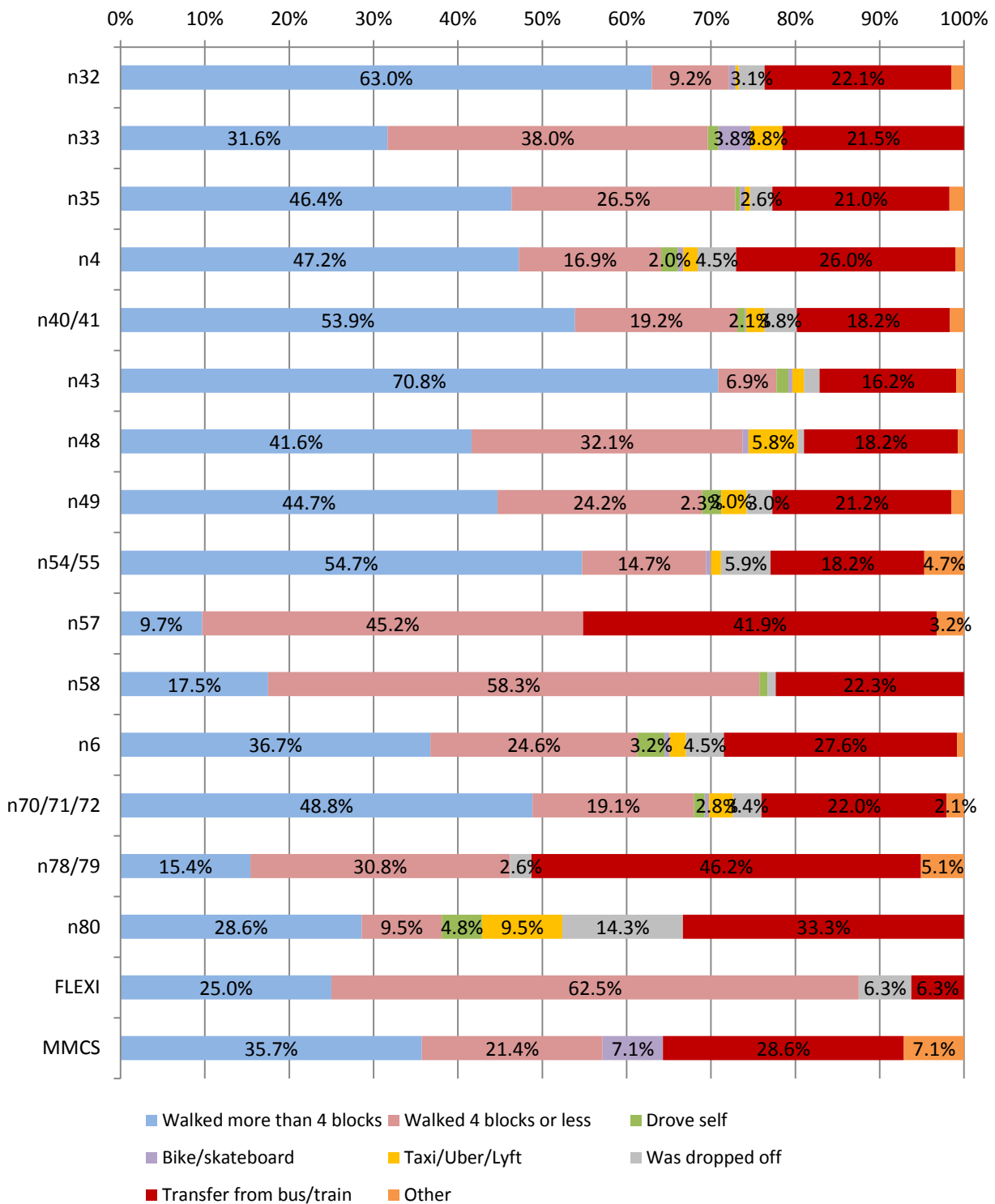


Exhibit 3.32.b Bus Stop Access by Route (n32 – MMCS)

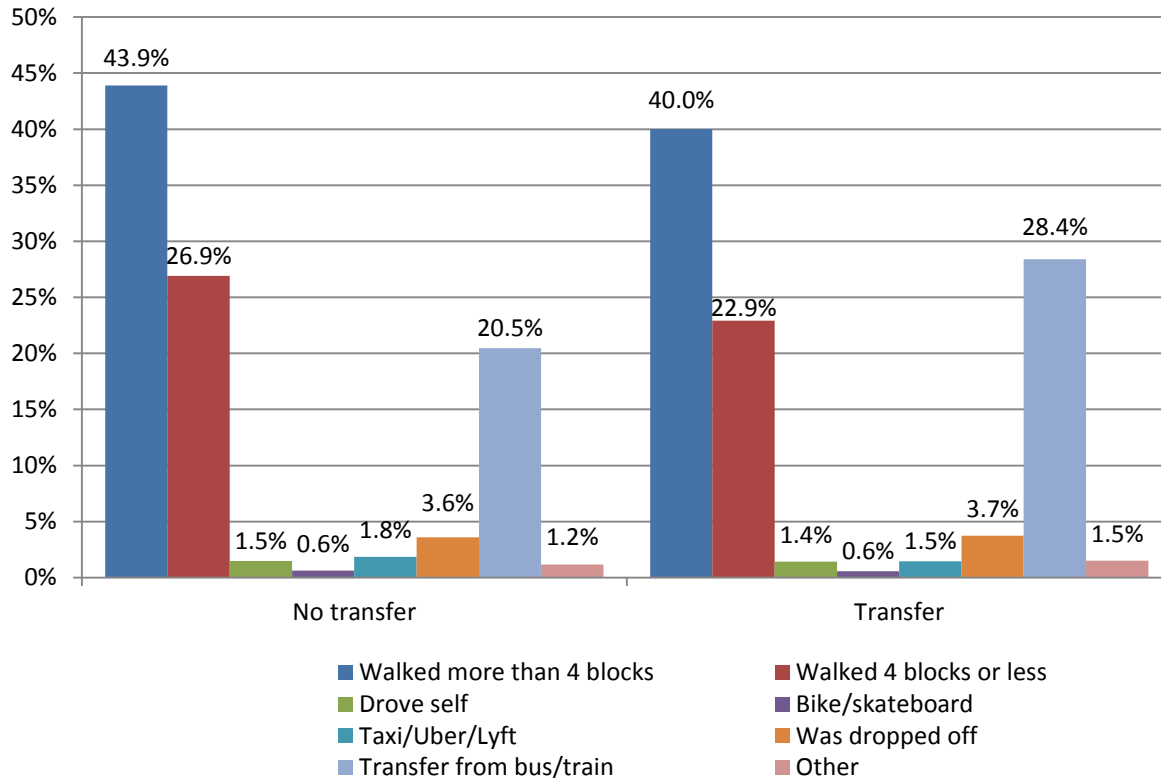




As Exhibit 3.33 illustrates, there were no significant differences in bus stop “destination” access for respondents who transferred or who did not transfer.

Interestingly, a fairly significant number of respondents (20.5 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.

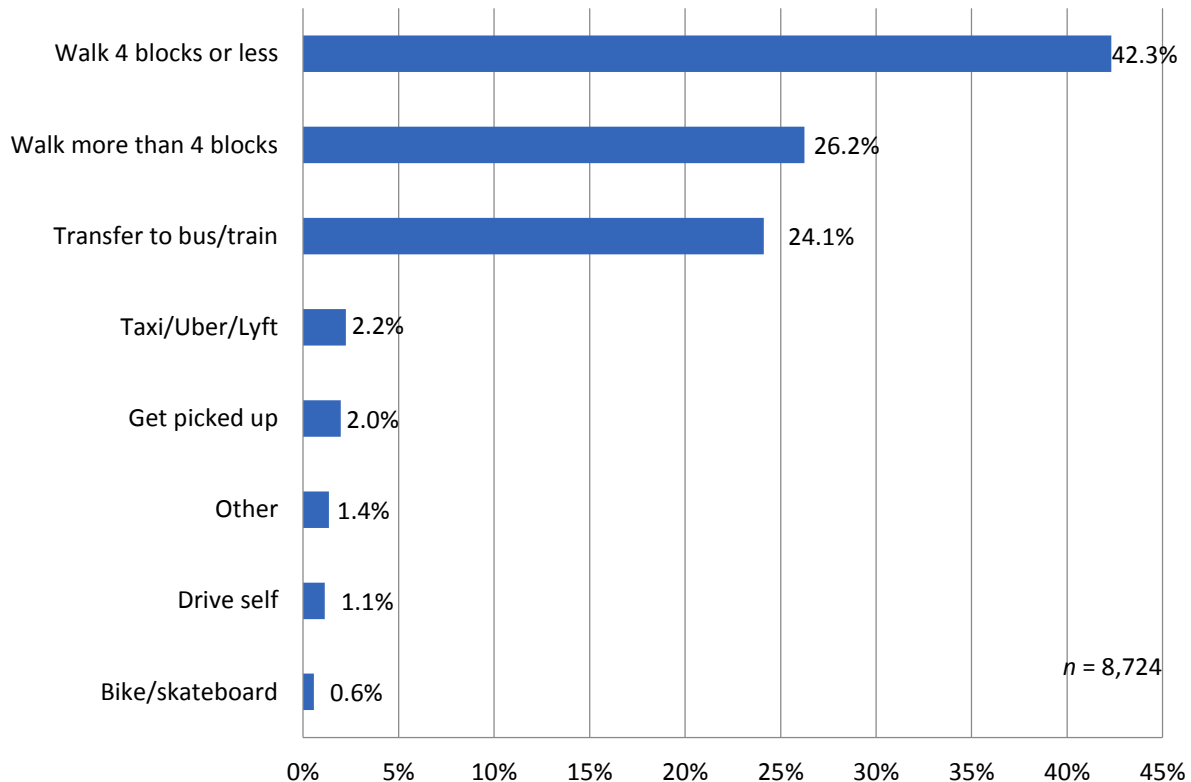
Exhibit 3.33 Bus Stop Origin Access vs. Incidence of Transfer



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 (68.5 percent) indicated they would travel to their destination on foot once they alight the bus. More than 42 percent would travel less than four blocks. More than 24 percent would transfer to another bus or train.

Exhibit 3.34 Destination Access



Route n78/79 had the highest percentage of riders walking to their destination (80.6 percent). Route n80 had the highest incidence of riders walking more than four blocks (45.0 percent), while Route n57 had the lowest (15.6 percent). Route n54/55 had the highest percentage of riders who would be picked up once alighting the bus (6.4 percent).

Exhibit 3.35.a Destination Access by Route (n1 – n31)

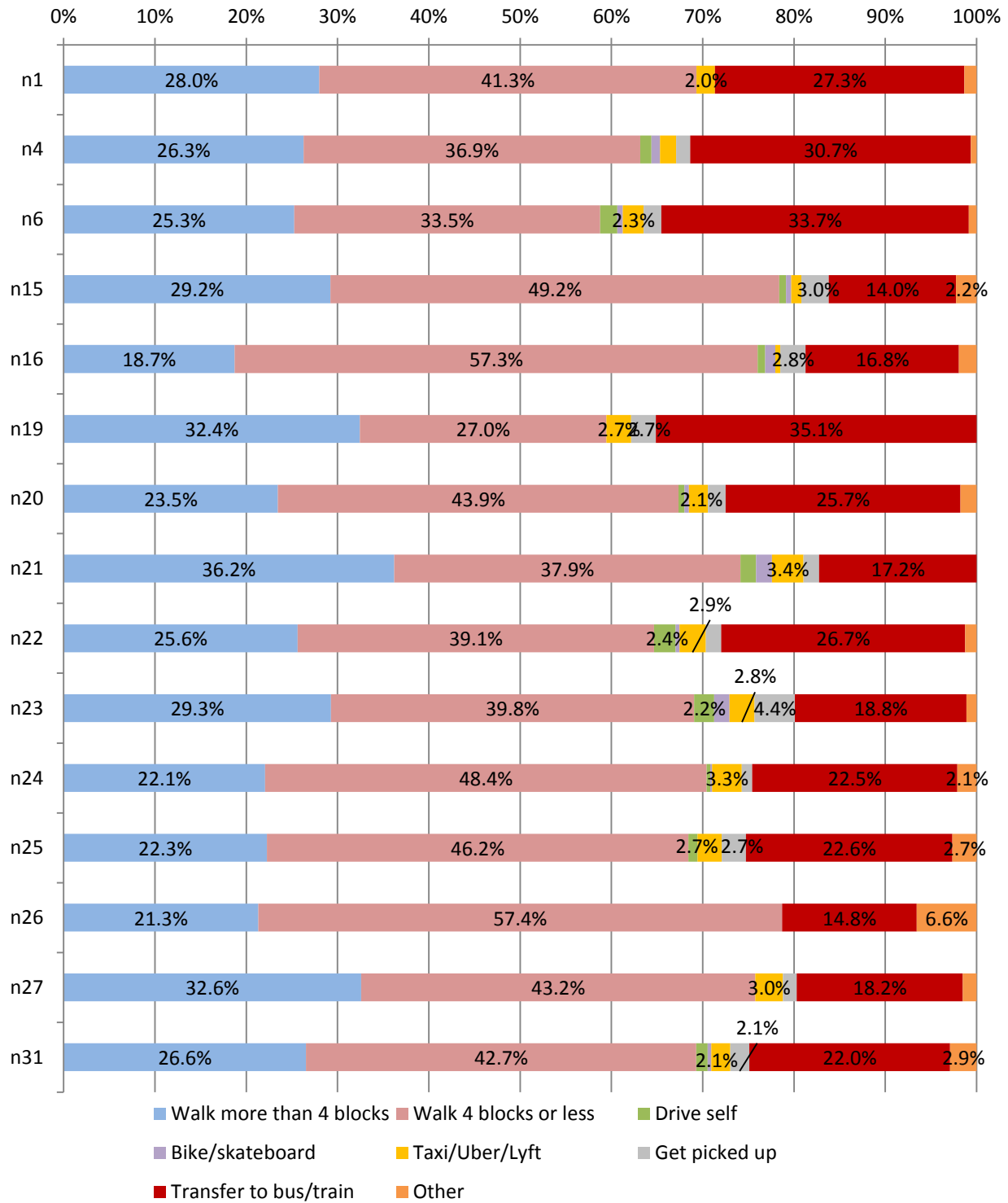
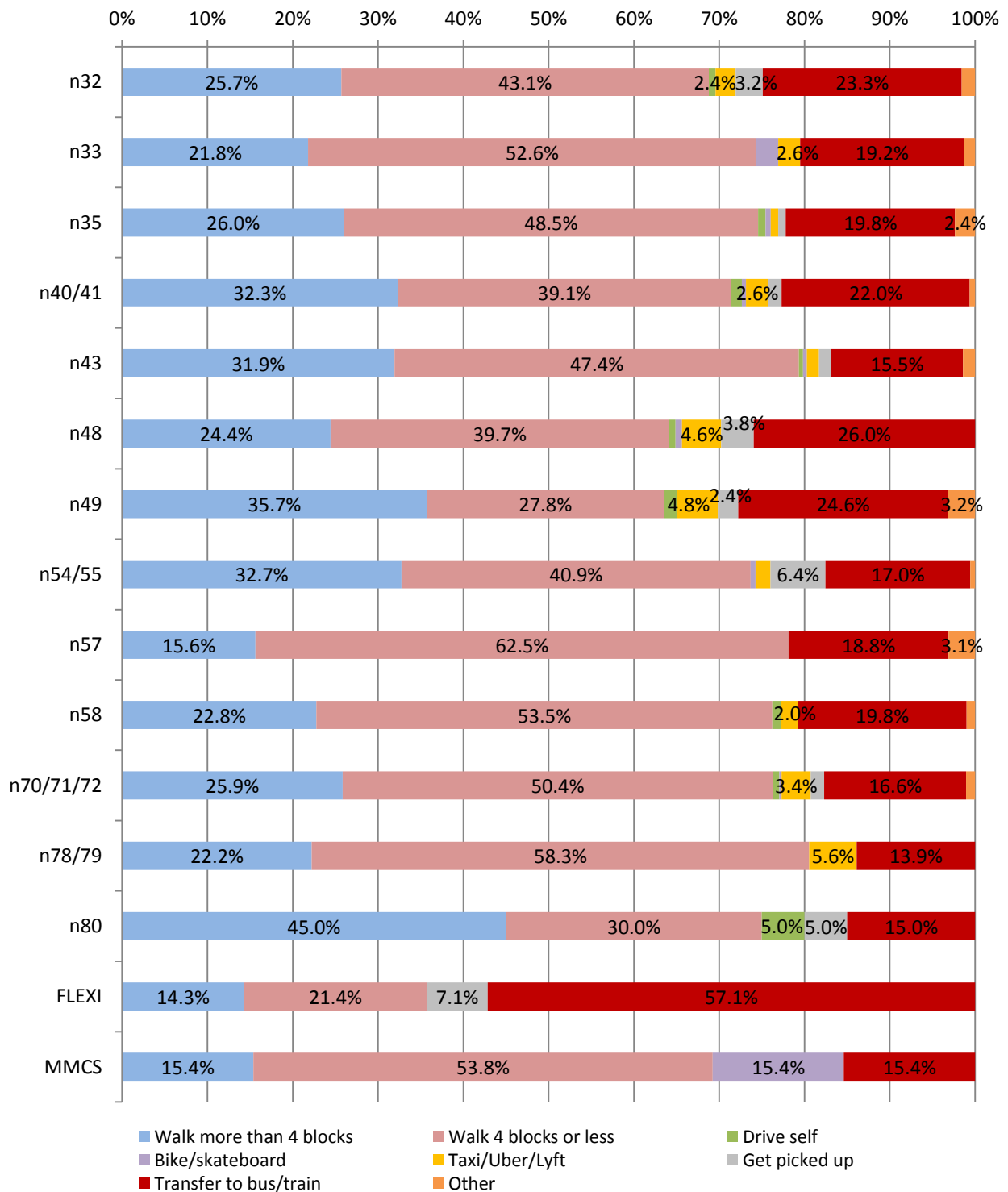
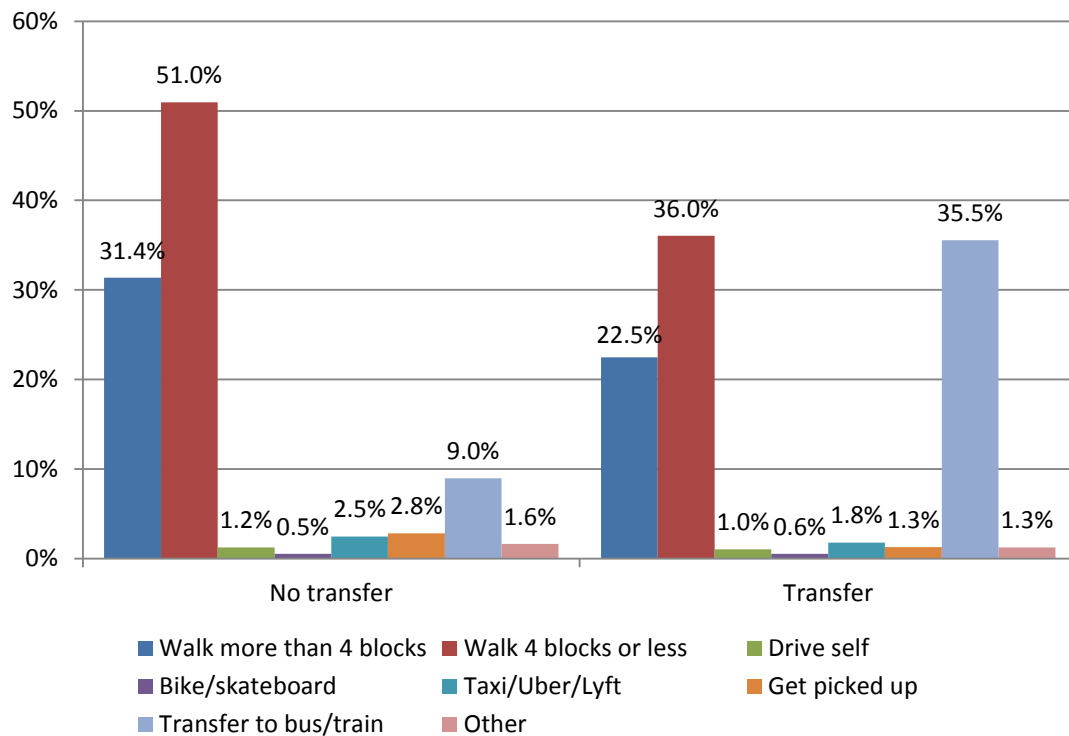


Exhibit 3.35.b Destination Access by Route (n32 – MMCS)



Riders whose trip did not include a transfer were significantly more likely (51.0 percent) to walk four blocks or less to their final destination than those who did (36.0 percent). Nine 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.

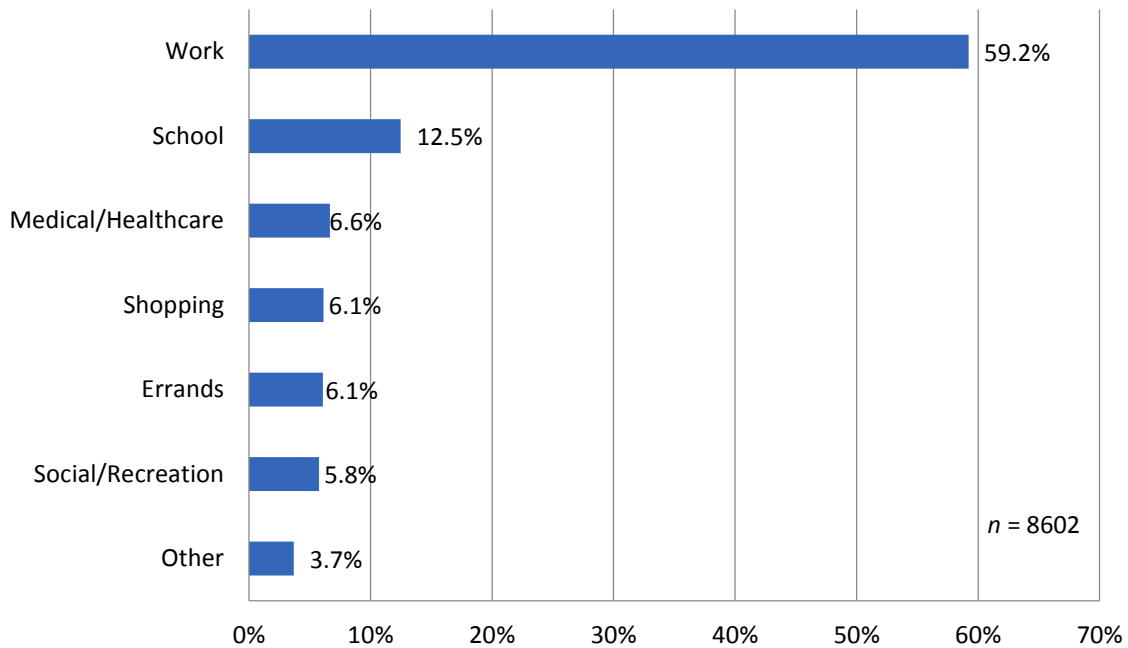
Exhibit 3.36 Destination Access vs. Incidence of Transfer



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 (59.2 percent), followed by school (12.5 percent).

Exhibit 3.37 Trip Purpose



Trip purpose was assessed by route to identify on which routes specific trip purposes were concentrated (Exhibits 3.38.a and 3.38.b). While work was the primary trip purpose overall, the highest percentages of work trips were noted on Route n57 (92.3 percent) and Route n26 (88.1 percent). This is not surprising given both routes operating only during peak hours on weekdays. Routes with the lowest percentage of work trips include Route n16 (29.4 percent) and Route n43 (49.1 percent). School was also a frequent trip purpose on Route n43 (31.1 percent) and Route n16 (46.6 percent). Route n16 serves Nassau Community College and Molloy College, while Route n43 serves Nassau Community College and Hofstra University.

Healthcare, while not a primary trip purpose for most respondents, was cited most frequently on Route n25 (15.8 percent) which serves Franklin Hospital, Long Island Jewish Hillside Medical Center, and North Shore University Hospital.

While shopping was also not a frequently cited trip purpose, it was observed most often on the MMCS (14.3 percent), Route n21 (11.9 percent), and Route n54/55 (10.4 percent).

Exhibit 3.38.a Trip Purpose by Route (n1 – n31)

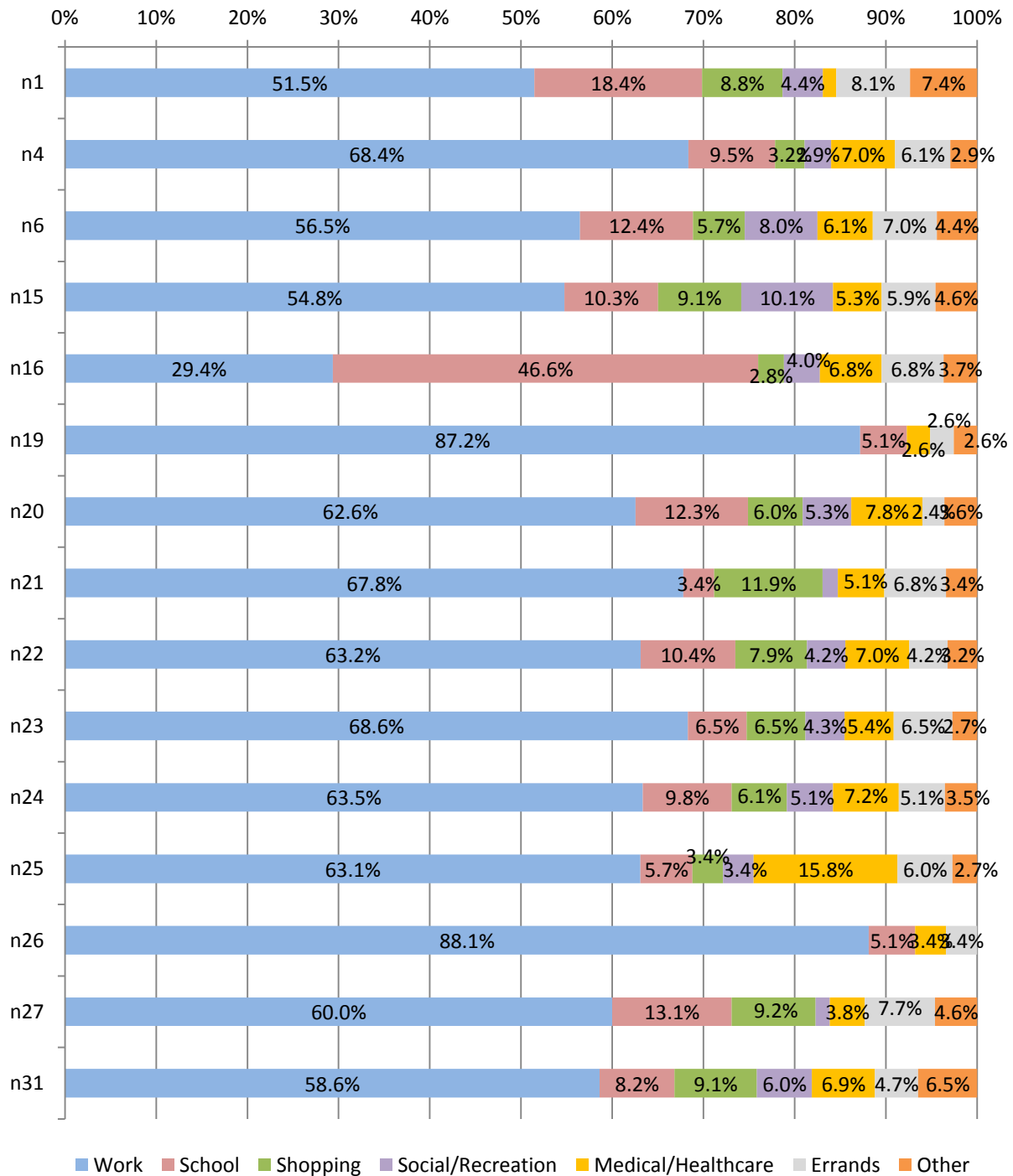
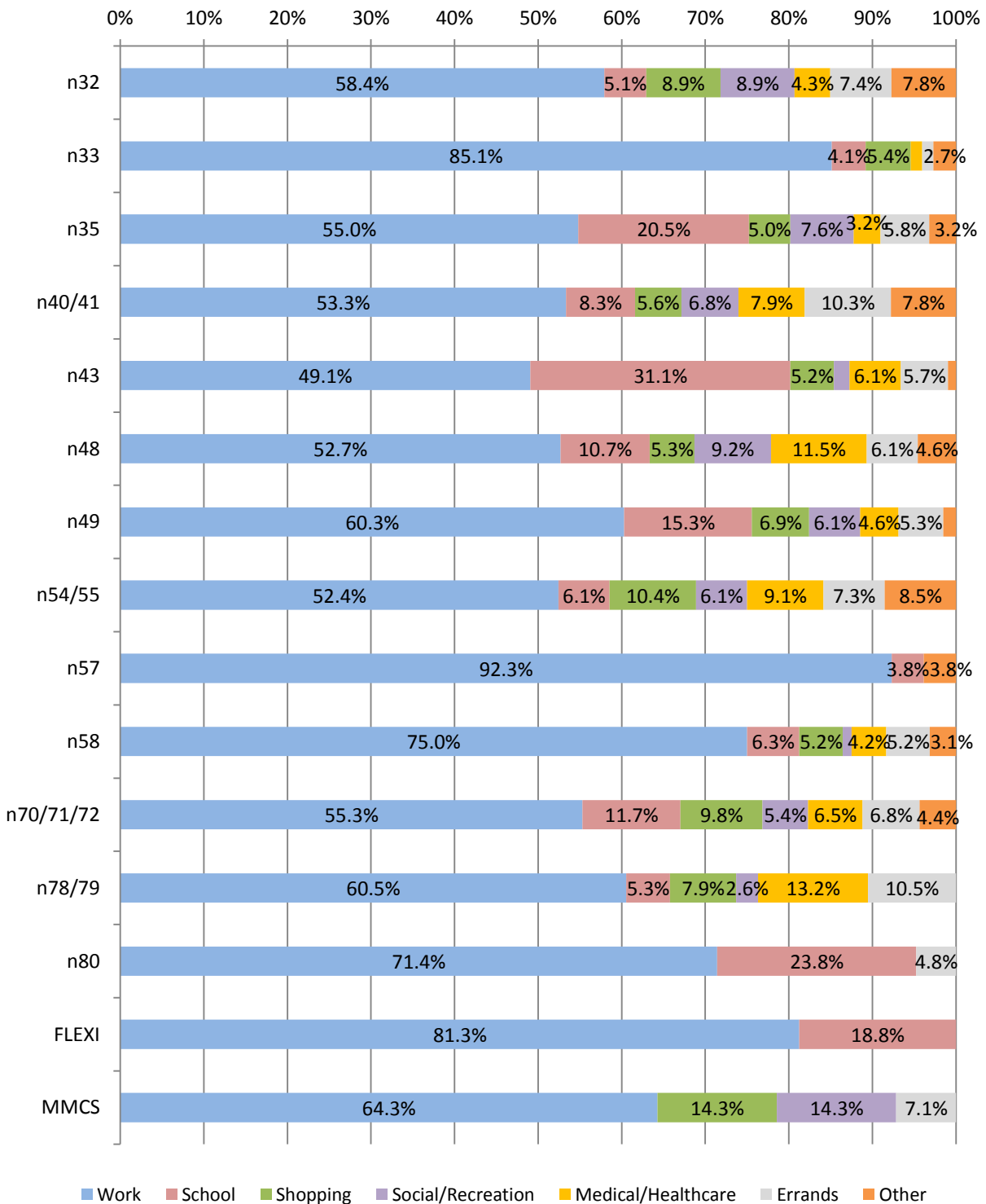


Exhibit 3.38.b Trip Purpose by Route (n32 – MMCS)



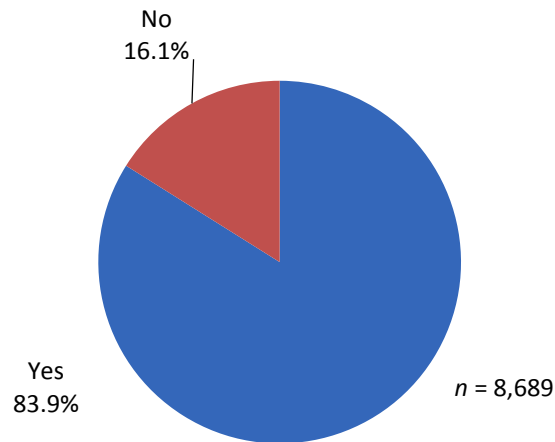


### Section 3: Tell us about your travel habits

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

Nearly 84 percent of respondents indicated having access to a smartphone, an increase from 81 percent in 2016.

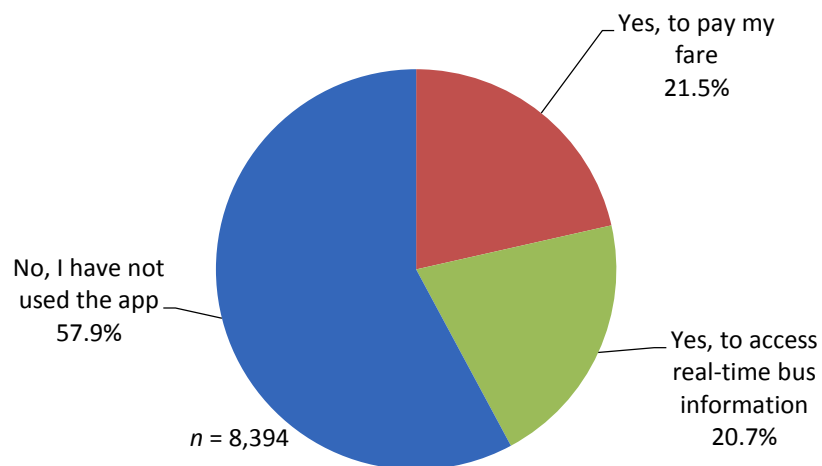
Exhibit 3.39 Access to Smartphone



#### 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 (42.2 percent). Although the majority of riders may not utilize the app (57.9 percent) the percentage of non-users had decreased since 2016 (66.7 percent).

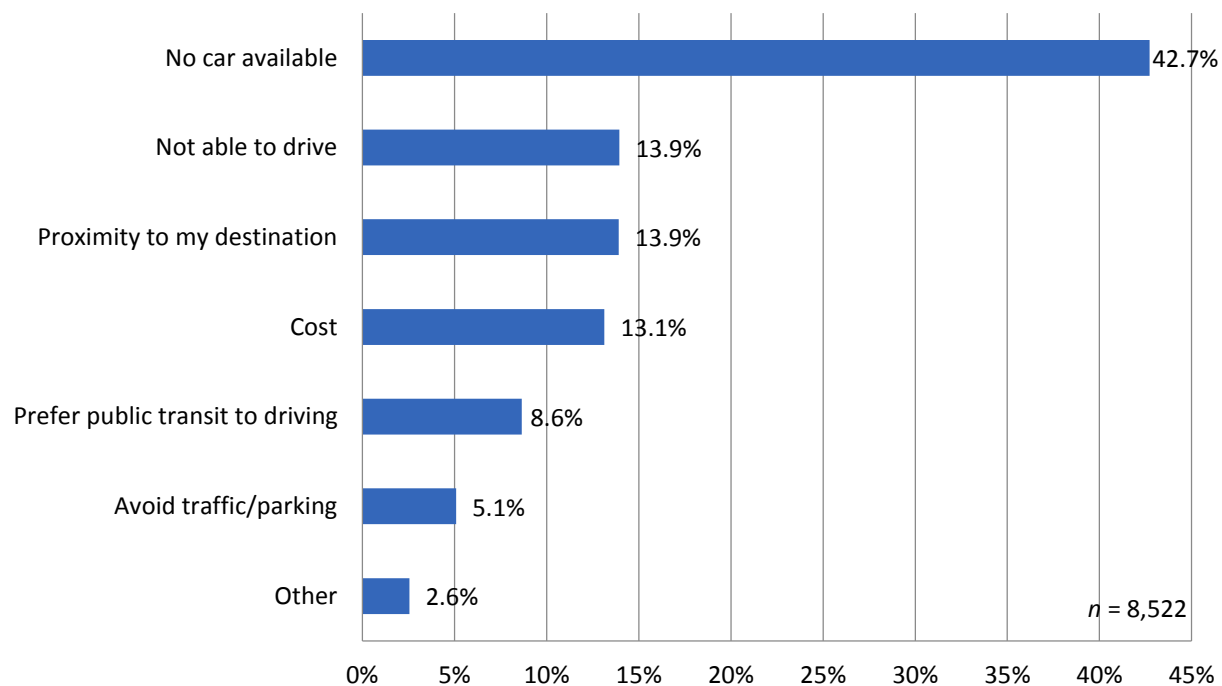
Exhibit 3.40 Usage of gomobile app



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 42.7 percent of respondents cited for using NICE. Another 13.9 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. Few respondents (5.1 percent) indicated avoidance of traffic or parking as their reason for riding NICE.

Exhibit 3.41 Reason for Riding



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 FLEXI route had the lowest incidence of respondents who ride because they lack access to a personal vehicle (12.5 percent), while Route n27 had the highest (61.9 percent). Route n20 had the highest percentage of riders who choose NICE based on cost (19.7 percent). The FLEXI route had the greatest percentage of respondents who patronize NICE because they cannot drive (31.3 percent).

Those who choose public transit to avoid traffic or parking, because of proximity to their destination, or because they prefer it to driving can most likely be classified as “choice riders”. The FLEXI route and Route n80 had the highest percentage of respondents riding NICE to avoid traffic or parking (12.5 percent and 11.1 percent, respectively), while n26 had the highest percentage who ride because of proximity to their destination (26.3 percent). FLEXI also had 25.0 percent who prefer riding public transit to driving.

Exhibit 3.42.a Reason for Riding by Route (n1 – n31)

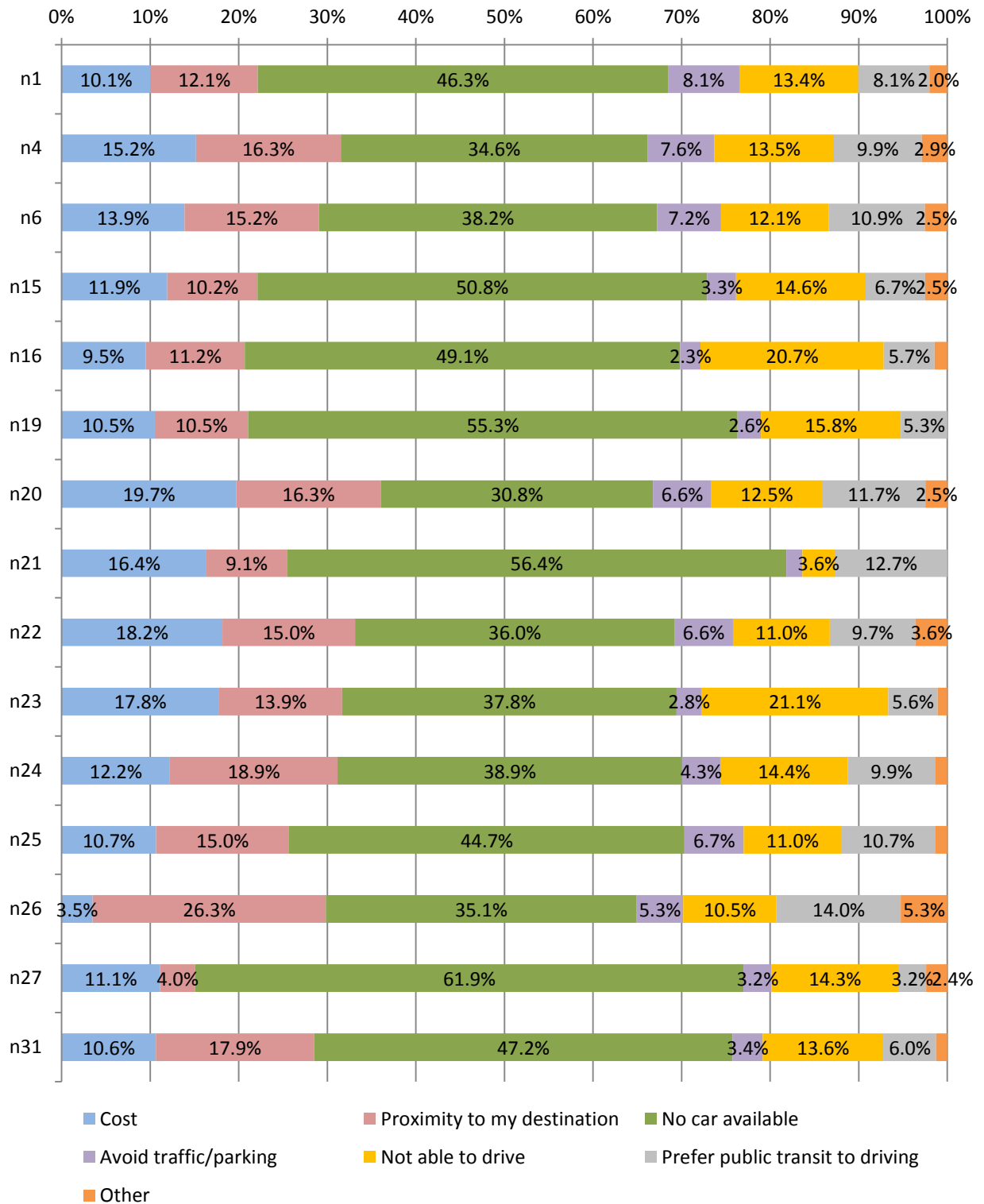
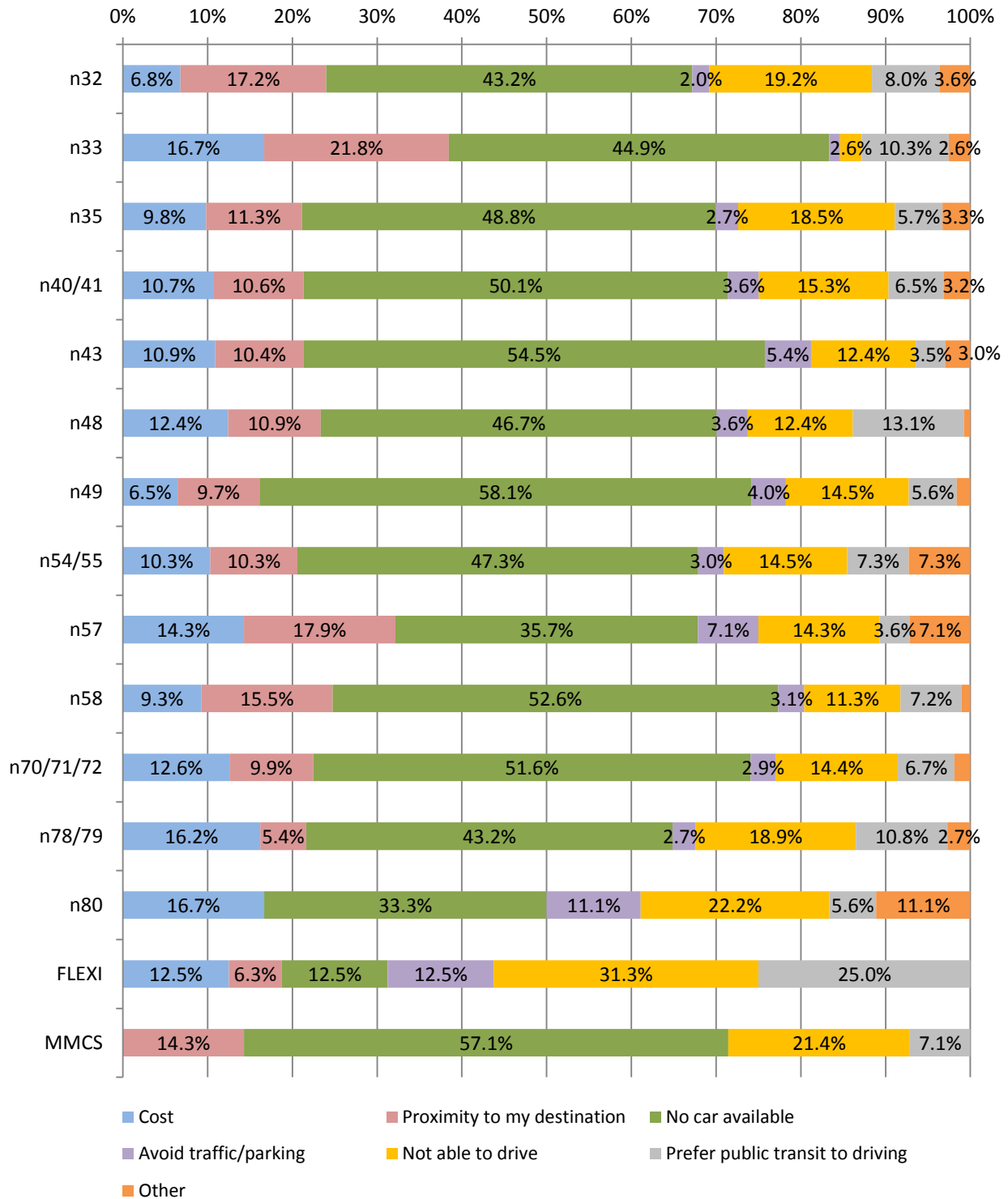


Exhibit 3.42.b Reason for Riding by Route (n32 – MMCS)



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” (78.6 percent), followed by Route n27 (78.0 percent), Route n49 (73.8 percent) and Route n19 (71.1 percent). The FLEXI route had the highest percentage of respondents classified as “choice riders” in terms of motivator (56.3 percent), followed by Route n20 (55.6 percent), Route n26 (51.9 percent) and Routes n22 and n33 (both 51.3 percent).



Exhibit 3.43.a Rider Category (Based on Reason for Riding) by Route (n1 – n31)

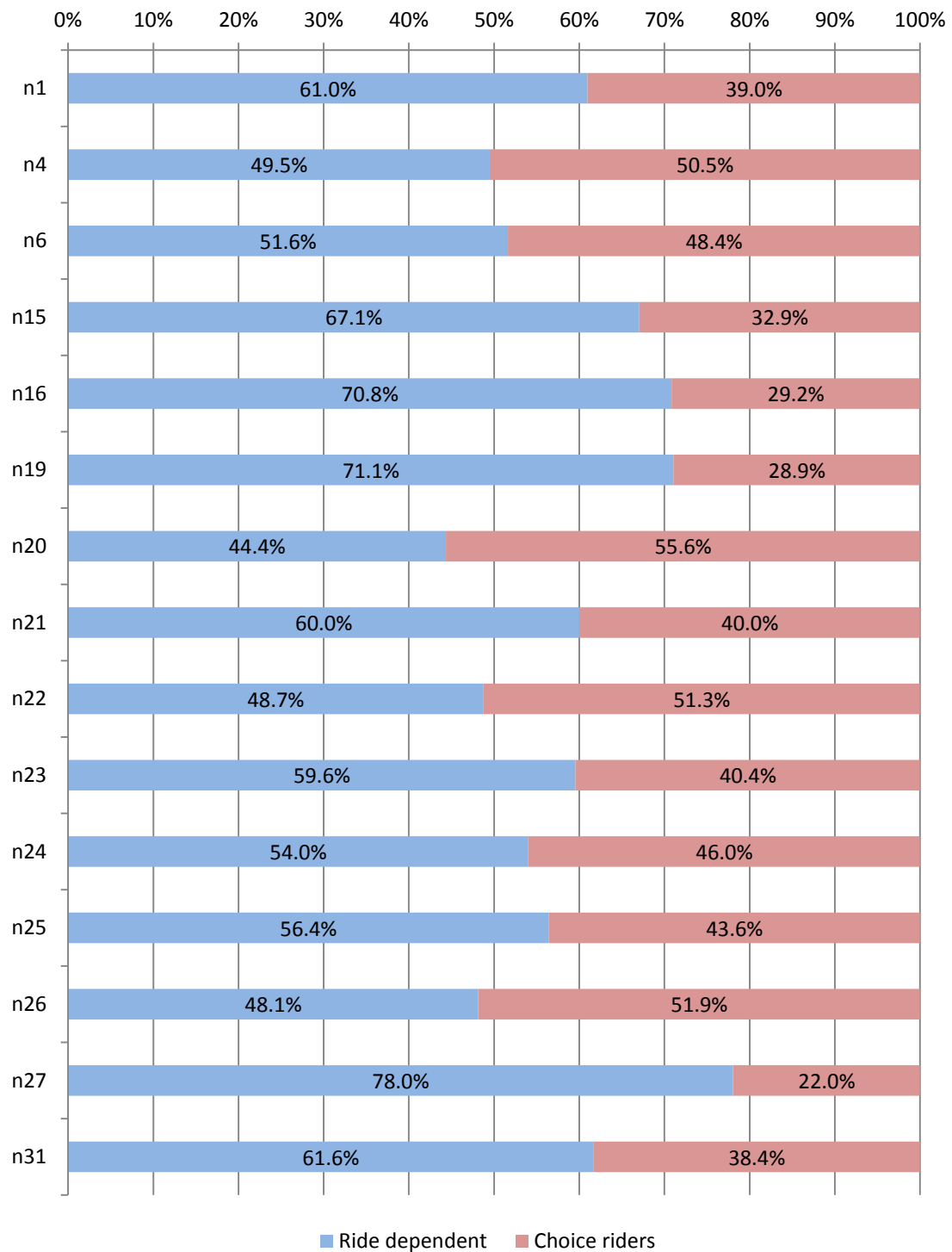
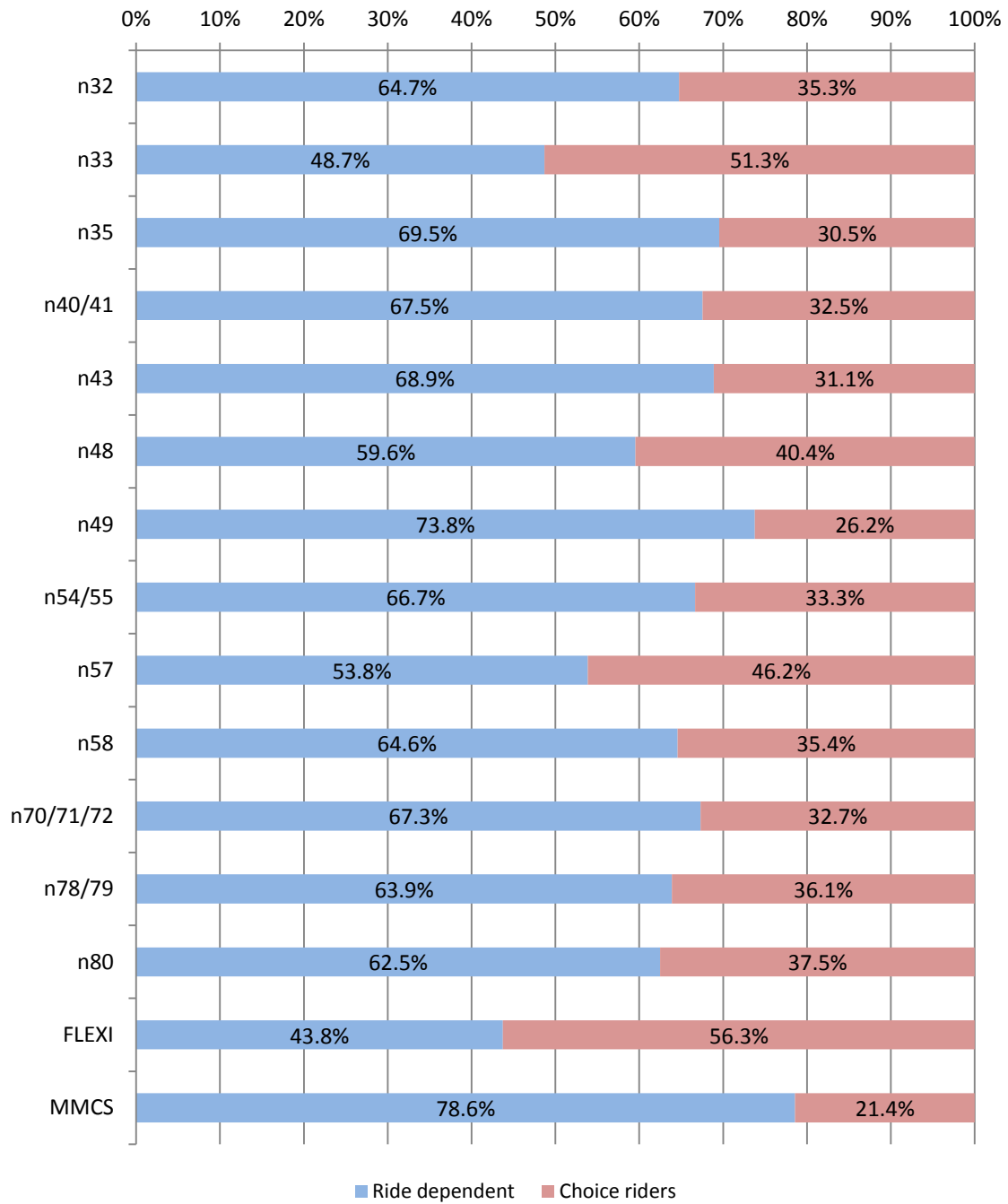


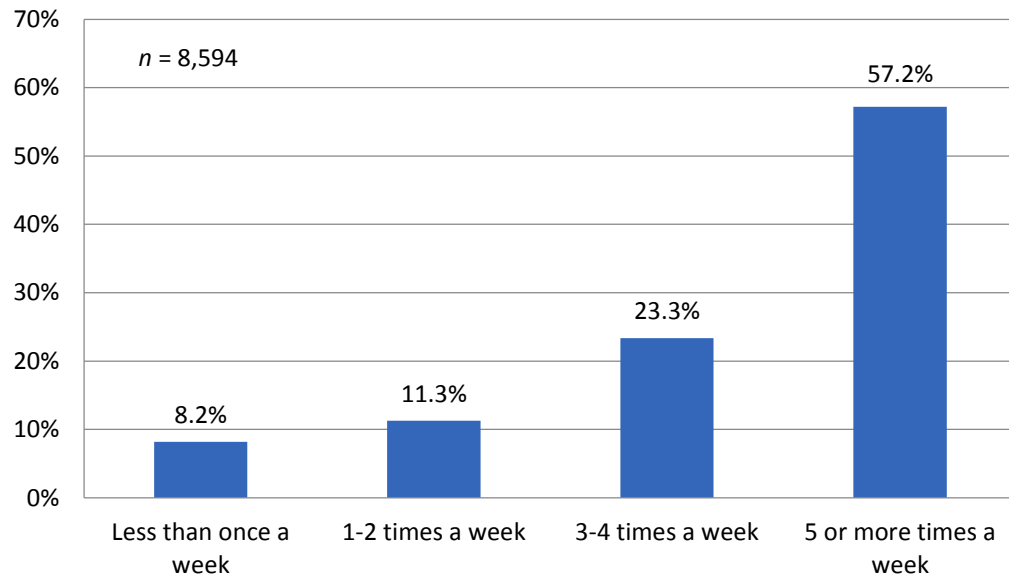
Exhibit 3.43.b Rider Category (Based on Reason for Riding) by Route (n32 – MMCS)



Question 27: How often do you ride NICE?

The majority of respondents (57.2 percent) indicated riding NICE at least five times a week. This is consistent with the high number of respondents indicating their primary trip purpose is “travel to work.” Another 23.3 percent use the service three to four times a week. Overall, 80.5 percent of customers surveyed ride NICE at least three times a week, down slightly from 81.7 percent in 2016.

Exhibit 3.44 Frequency of Ridership



“Five or more times a week” was the most frequently cited response across all routes, cited by at least 47 percent of surveyed riders on every route. FLEXI had the highest percentage of respondents riding five or more times a week (82.4 percent). Route n21 had the greatest percentage of respondents who indicated they ride twice a week or less (30.8 percent).



Exhibit 3.45.a Frequency of Ridership by Route (n1 – n31)

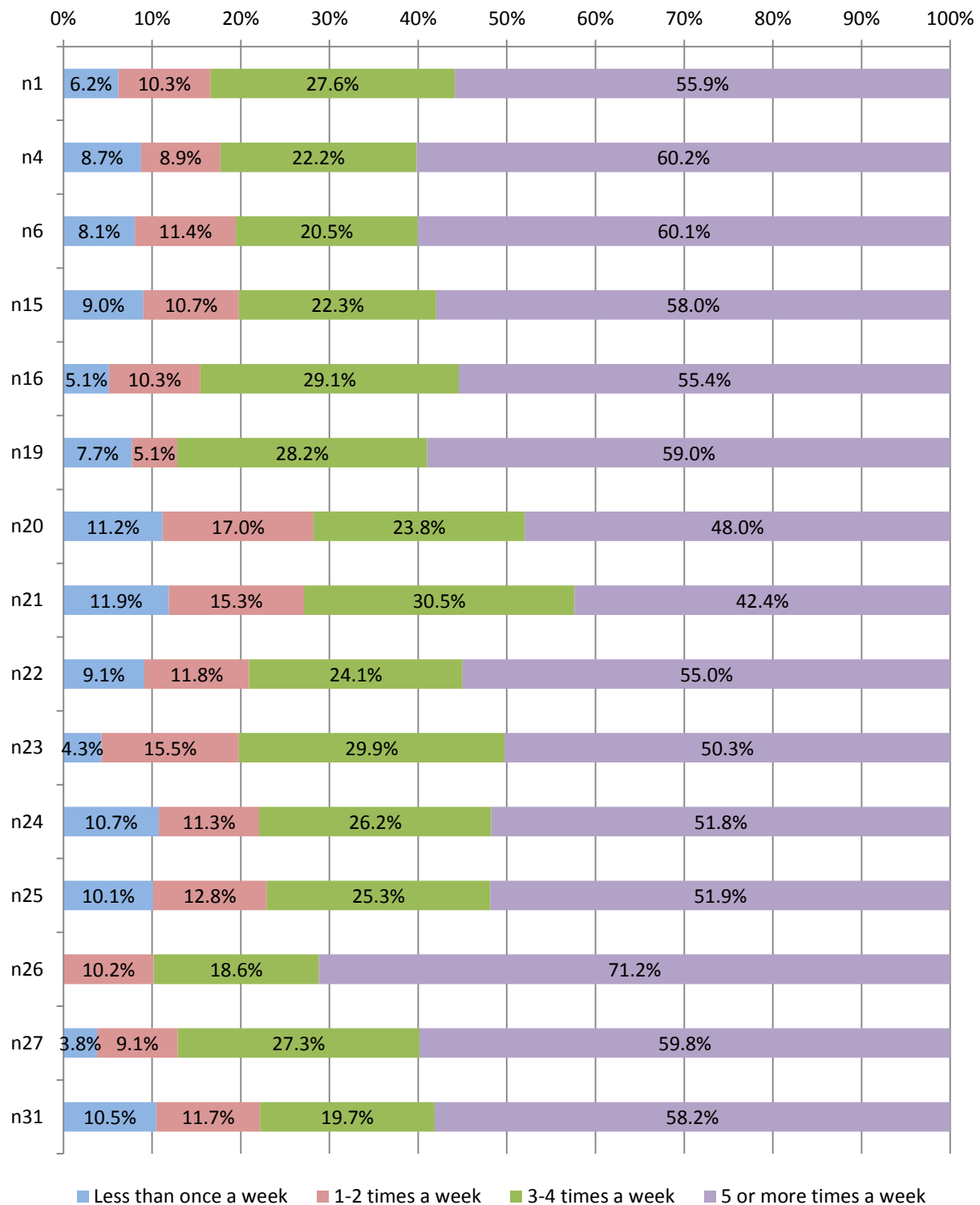
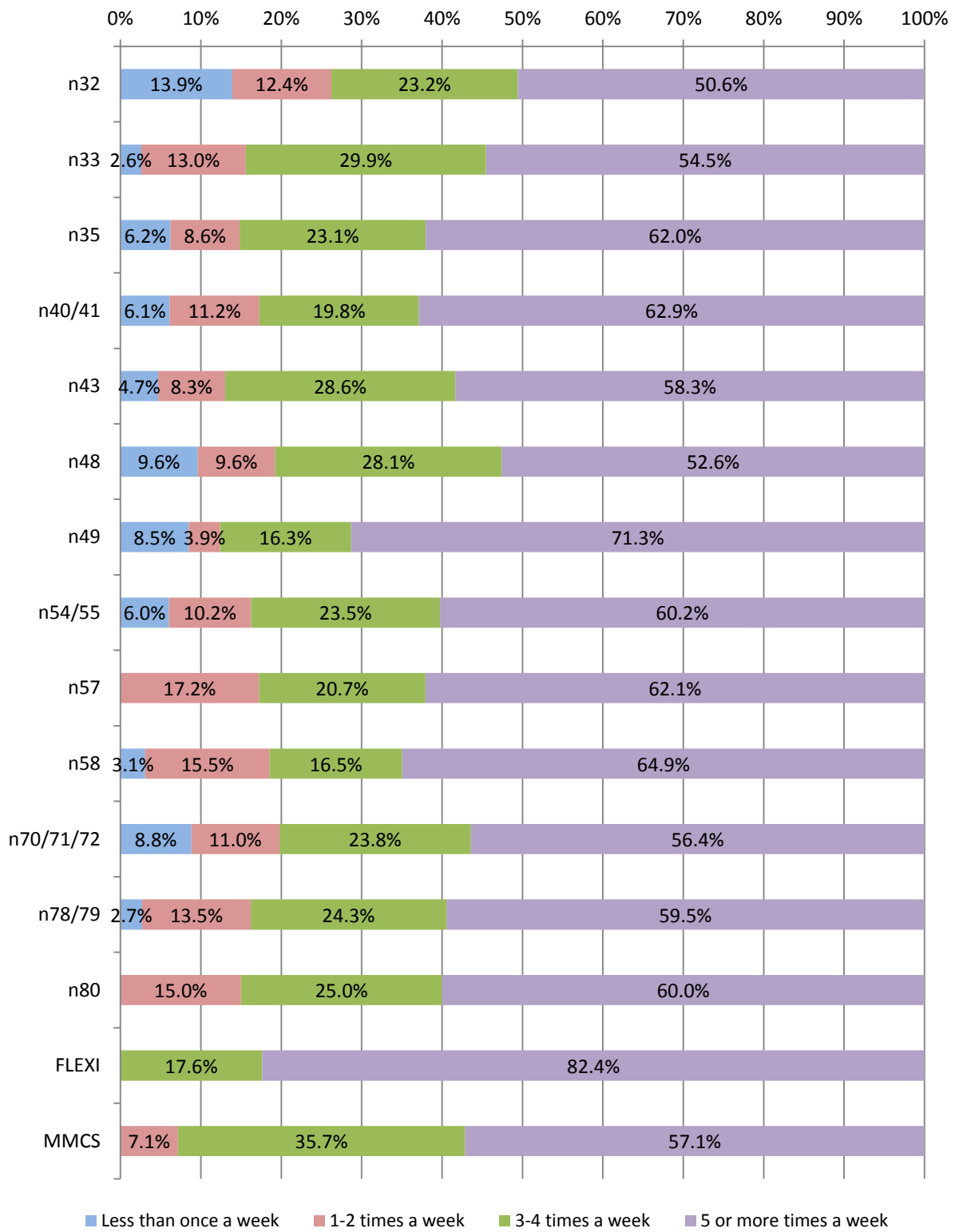
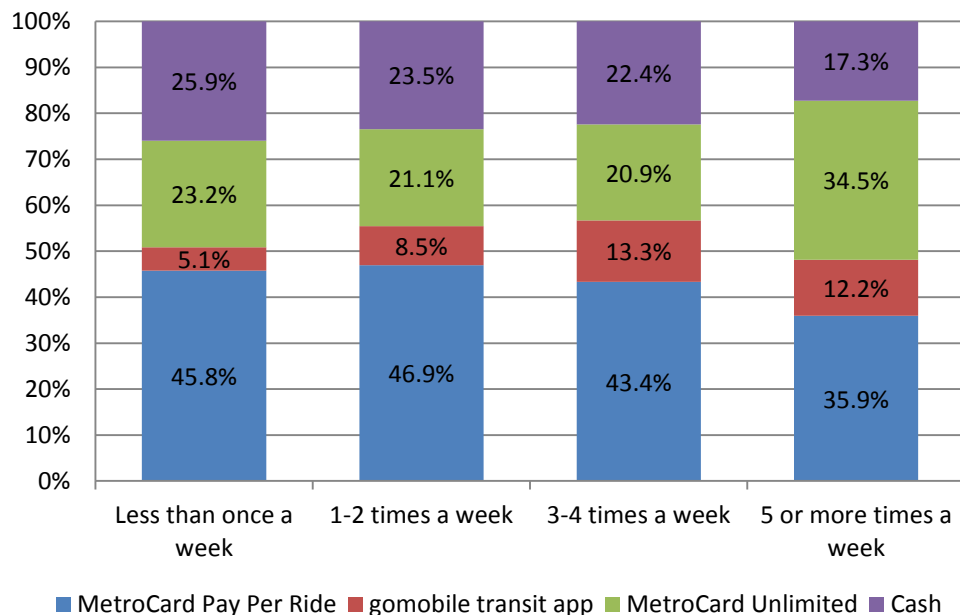


Exhibit 3.45.b Frequency of Ridership by Route (n32 – MMCS)



The most frequent riders are far more likely to use the Unlimited MetroCard than those who ride fewer than five times per week. At the current NICE fare of \$2.75 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 pass). However, if the individual is riding more than five round trips per week, or is transferring to an MTA bus or subway, the Unlimited Pass becomes a greater value. This suggests respondents who use an Unlimited MetroCard yet only cite using NICE four or fewer times per week are likely using the card on other services as well to realize any kind of savings. The Pay-Per-Ride MetroCard is a common choice across all frequency levels, as it eliminates the need to carry exact change. The NICE gomobile app is most popular among respondents who ride at least three 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.

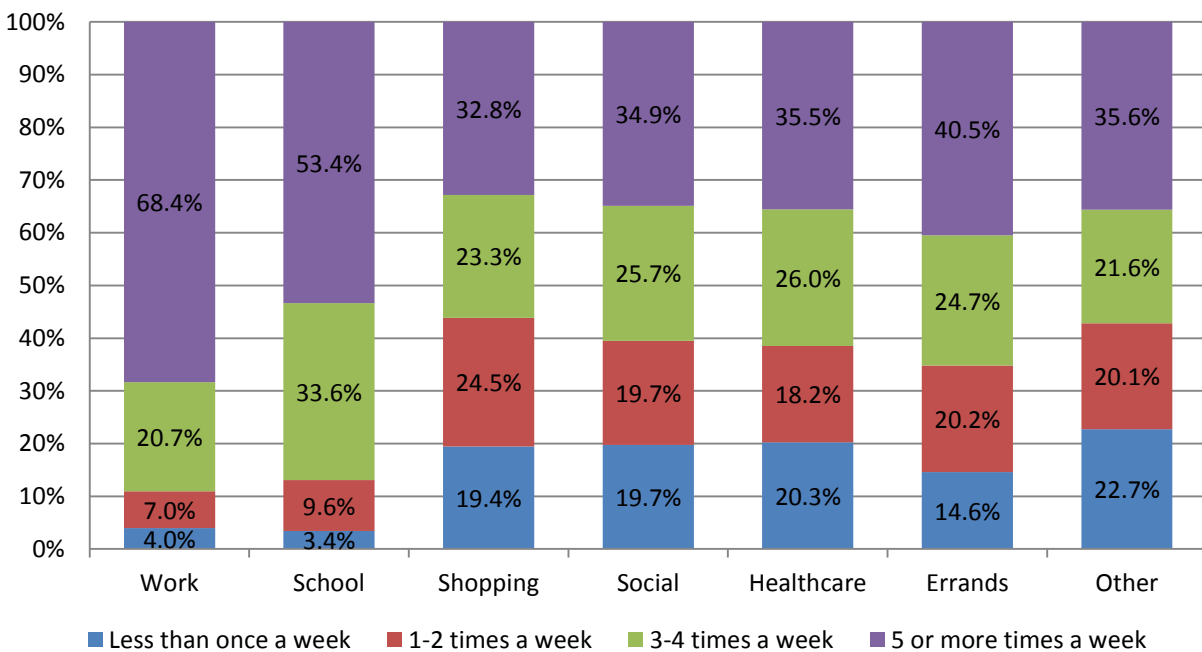
Exhibit 3.46 Fare Media vs. Frequency of Ridership



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 (11.0 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 39.4 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.

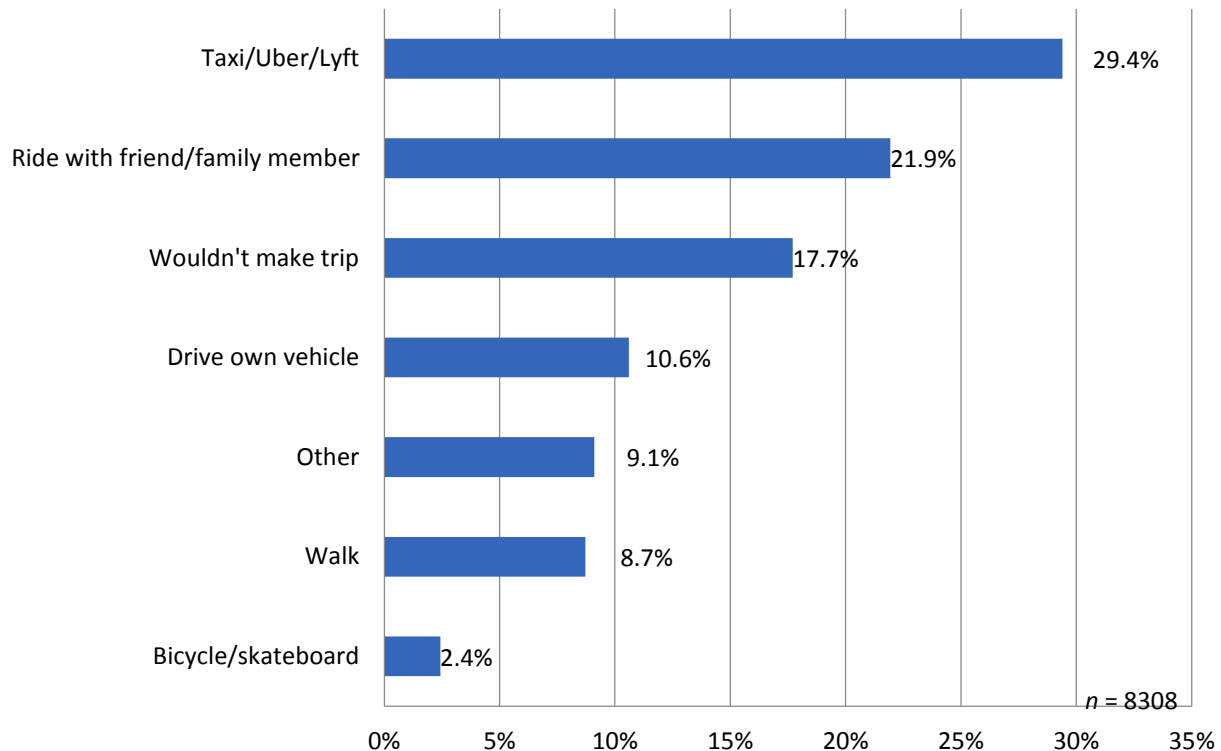
Exhibit 3.47 Frequency of Ridership versus Trip Purpose



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

Only 10.6 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 (29.4 percent), followed by those who would said they would ride with a friend or family member (21.9 percent). Nearly 18 percent said they would not make the trip. Relatively few (11.1 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 3.48 Mobility Options



The FLEXI route had the greatest percentage of respondents who indicated they would drive themselves (25.0 percent). Route n19 had the highest percentage of respondents who said they would ride with a friend or family member (35.1 percent), while Route n78/79 had the greatest percentage who would use a taxi (56.8 percent).

Route n80 had the highest percentage of respondents who would not have made the trip (42.9 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.

Exhibit 3.49.a Mobility Options by Route (n1 – n31)

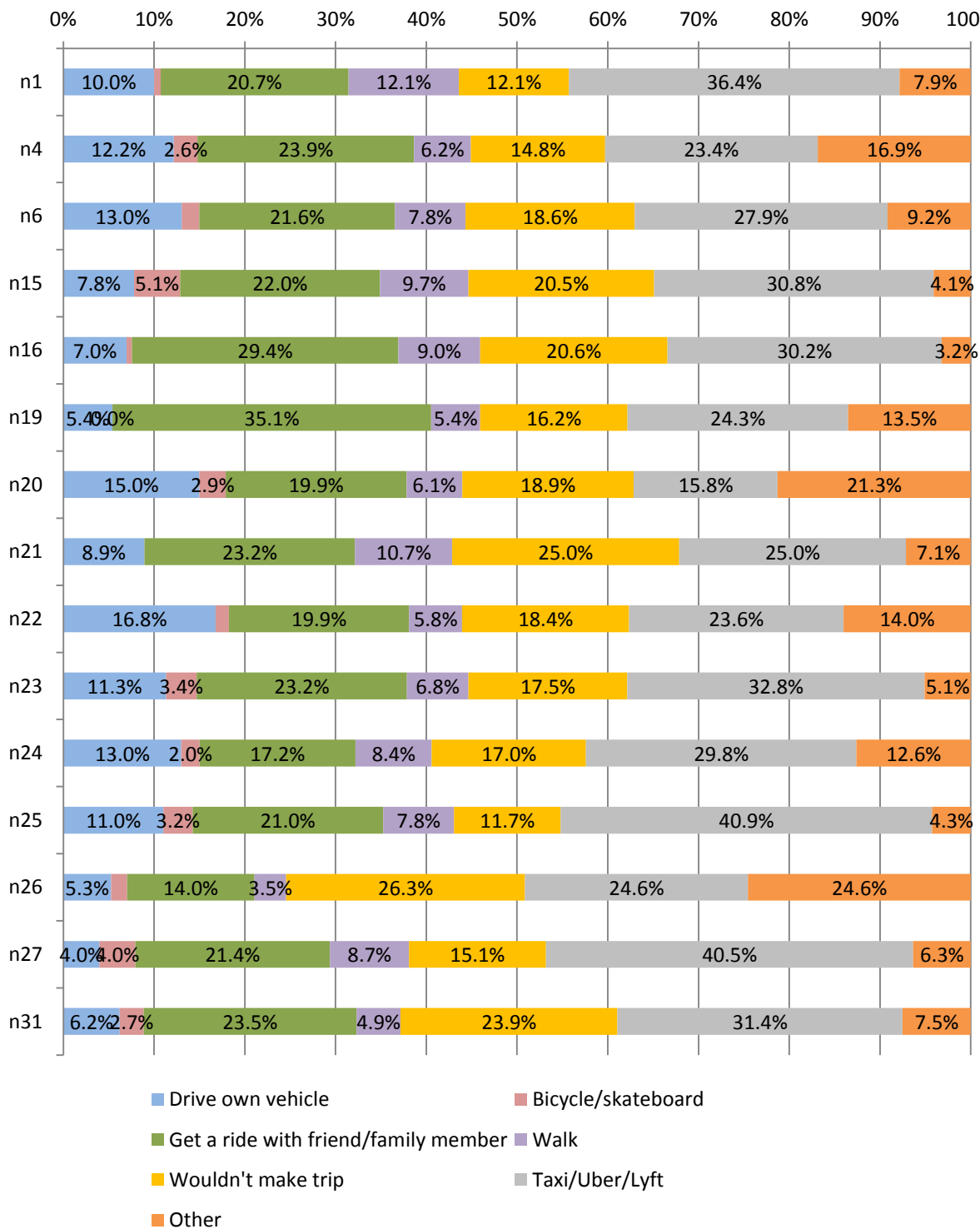
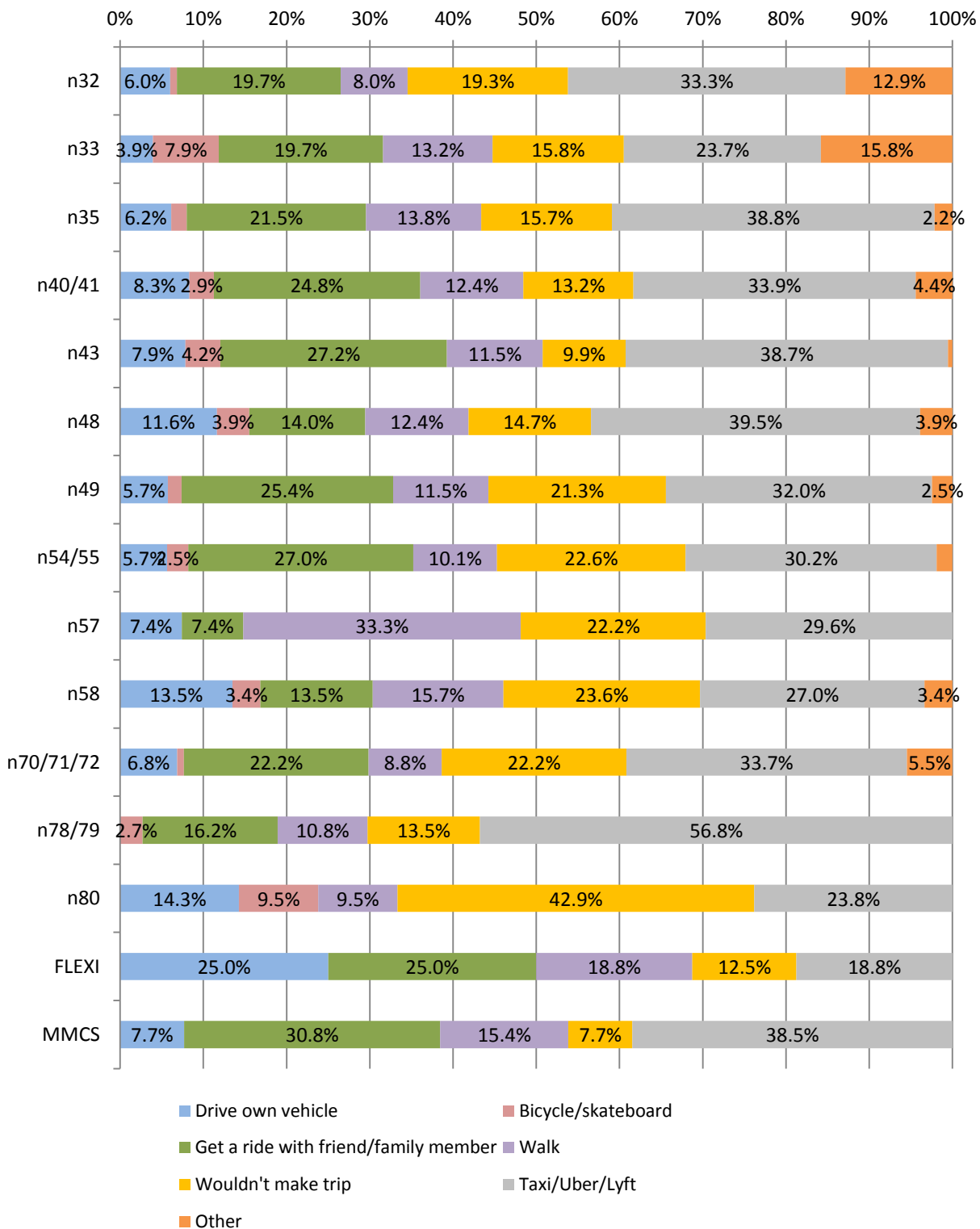
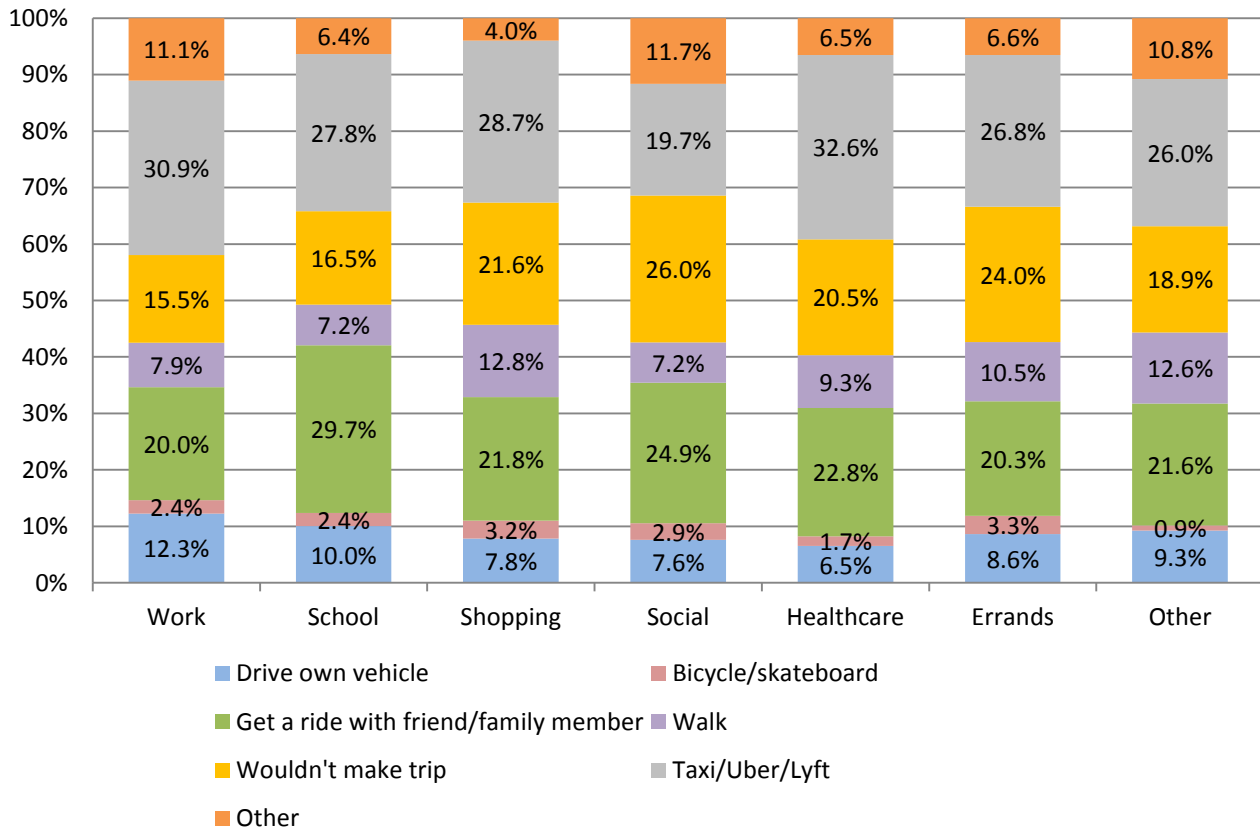


Exhibit 3.49.b Mobility Options by Route (n32 – MMCS)



Survey participants citing a trip purpose of “social” or “errands” were most likely to say they would not make the trip if NICE was not available (26.0 percent and 24.0 percent, respectively), although not by a significant margin. Those traveling to school are most likely to ride with a friend or family member (29.7 percent), while those traveling to access healthcare are most likely to take a taxi (32.6 percent).

Exhibit 3.50 Mobility Options vs. Trip Purpose

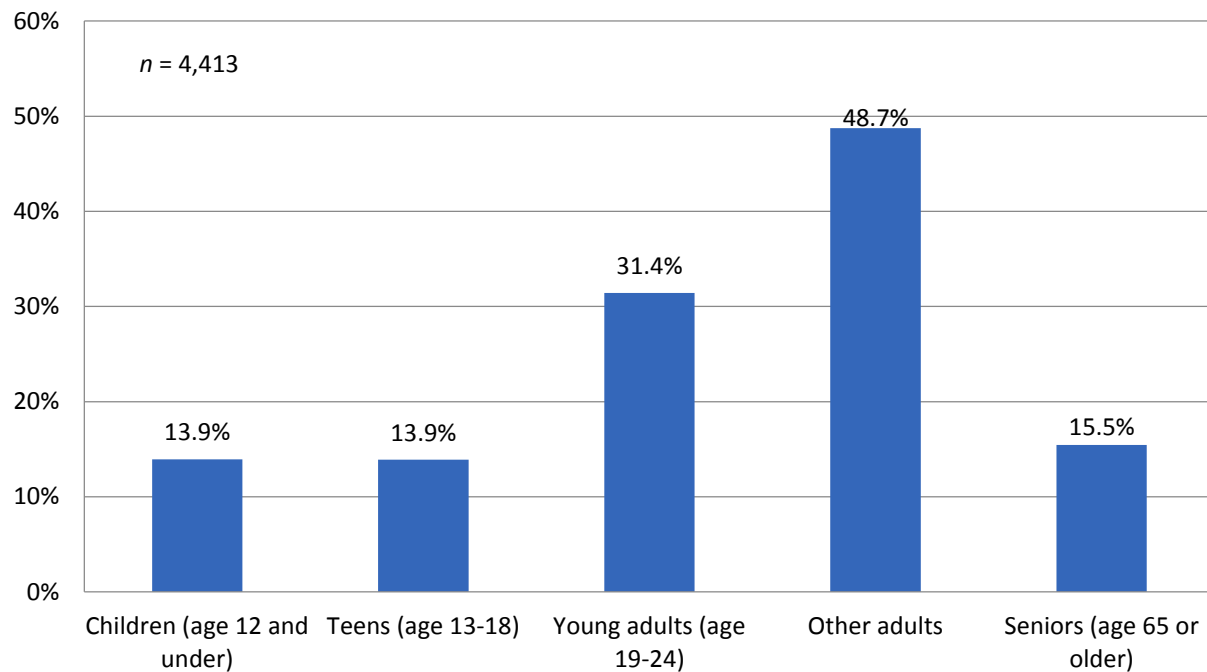




**Question 29: Who else in your household uses NICE?**

Riders were asked to identify which other members of their household (also) use NICE. Nearly 46 percent of respondents indicated they were the only member of their household who used NICE. Of the 54.3 percent of respondents who indicated NICE usage by other members of the household, young adults (age 19-24) and other adults comprise the largest segment (80.1 percent).

**Exhibit 3.51 Household NICE Usage**



## 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.

Data was gathered from the 2013-2017 American Community Survey.

### 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 13,500/square mile) exist in or near Hempstead, Freeport, and Westbury. Modest concentrations (census block groups with Hispanic/Latino population of 6,500/square mile) exist in or near Glen Cove and Long Beach (See Exhibit 4.1).

Black/African-American populations are primarily concentrated in central Nassau County (Hempstead, Freeport, and Westbury) and far west Nassau County (Elmont). A modest Black/African American population resides in or near Great Neck, Glen Cove, and Long Beach (See Exhibit 4.2).

Asian populations are more spread out across Nassau County with pockets of high concentrations (census block groups with Asian population greater than 5,000/square mile) west of Mineola and north of Elmont as well as East of Uniondale and northeast of Hicksville. The majority of the Asian population is concentrated south of the Long Island Expressway in or near Mineola, Westbury, Hicksville, and Levittown, with pockets also in Great Neck and Long Beach (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 Hempstead, Freeport, Uniondale, Oceanside, and Glen Cove (See Exhibit 4.4).

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 350/square mile) 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 2017 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 (\$12,490 – CY 2019) 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.

#### **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.



Exhibit 4.1 Concentration of Hispanic/Latino Population

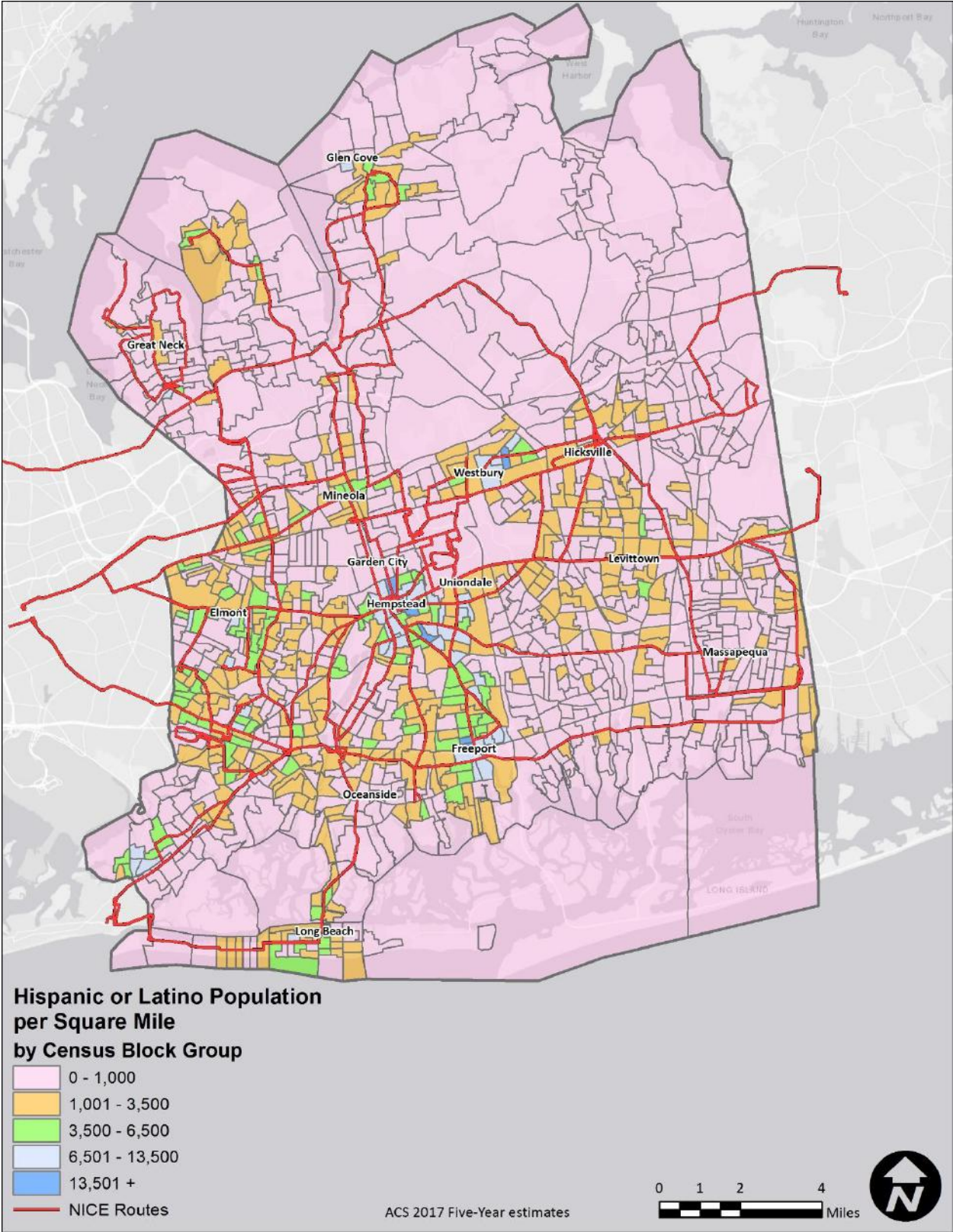




Exhibit 4.2 Concentration of Black/African American Population

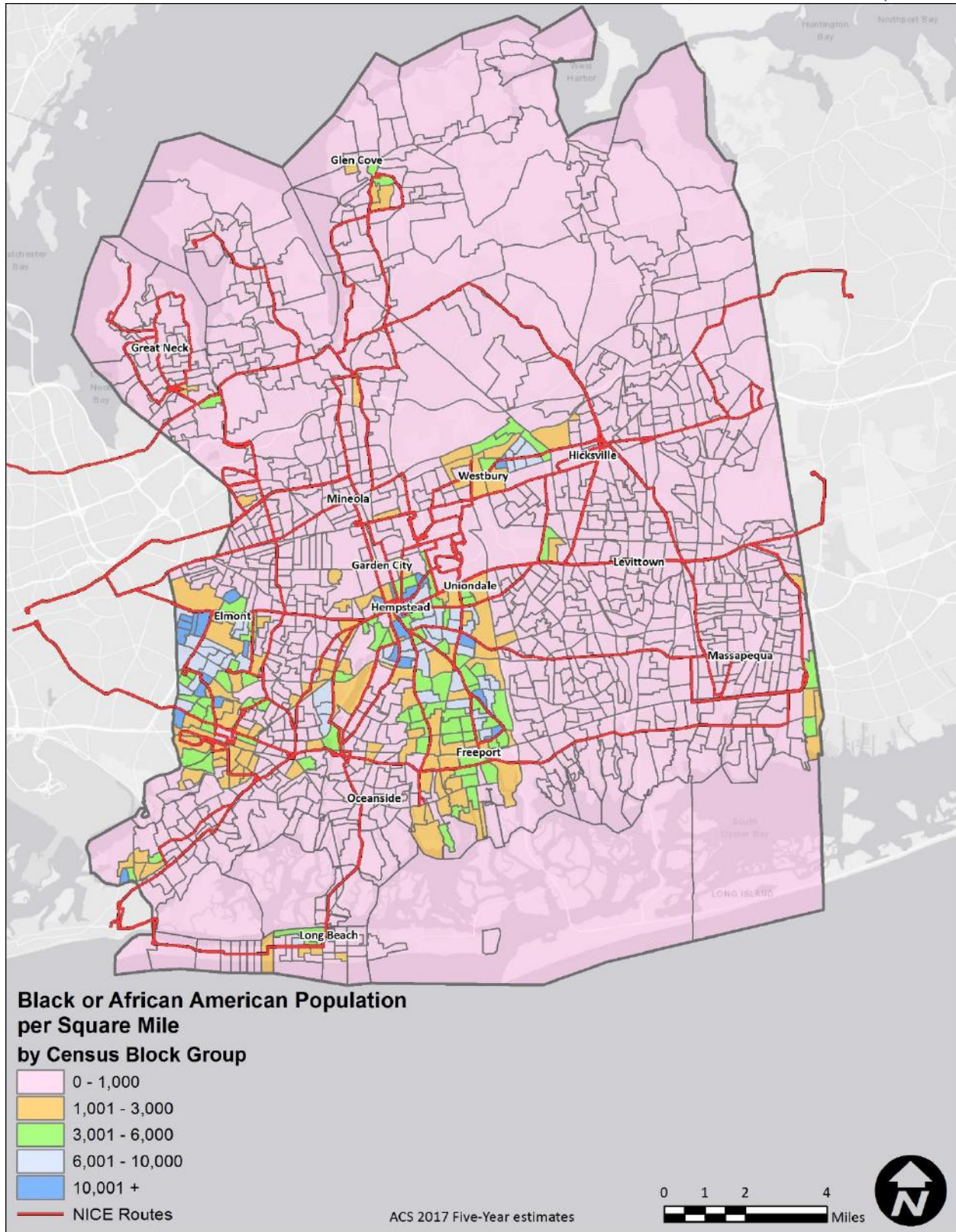


Exhibit 4.3 Concentration of Asian Population

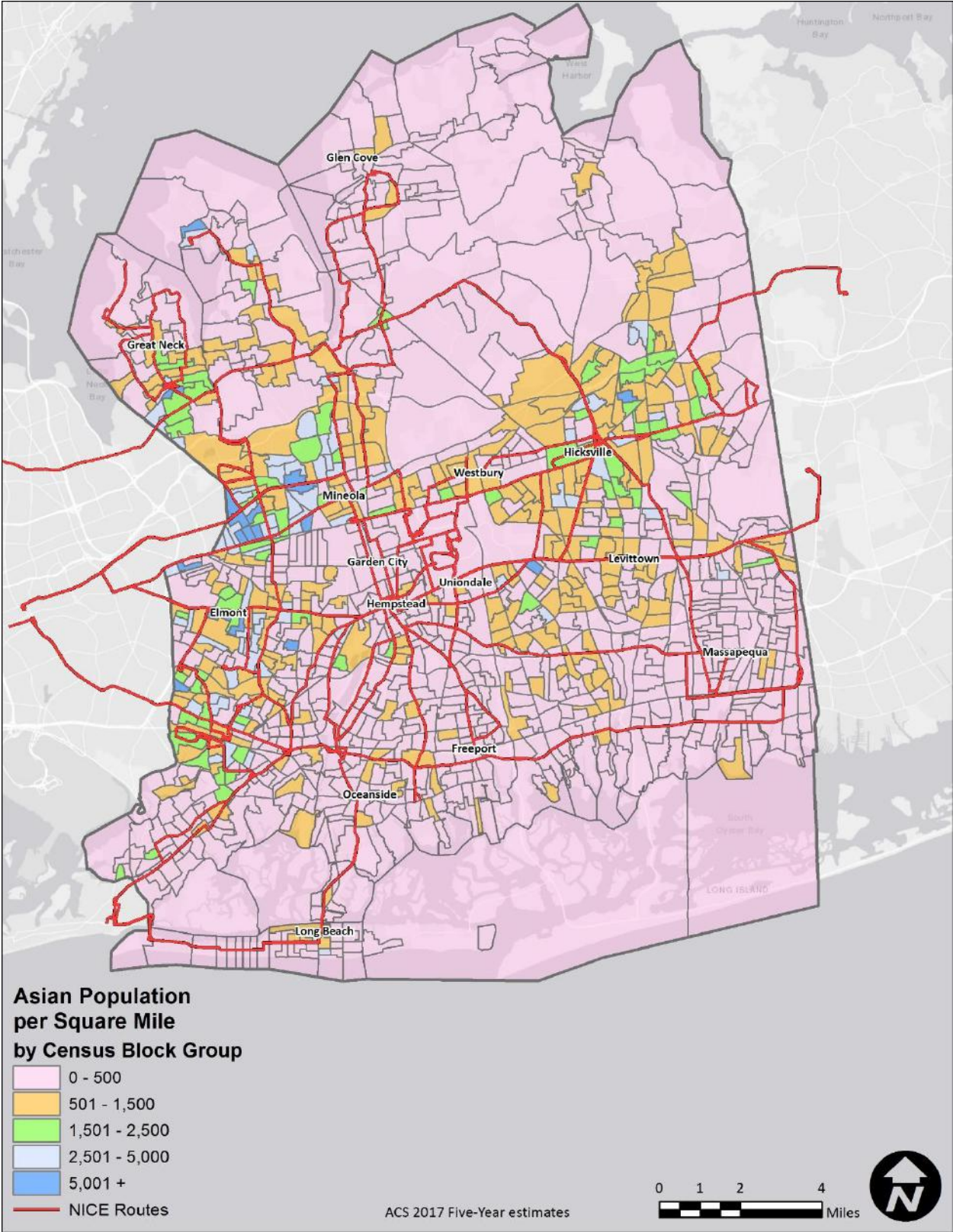




Exhibit 4.4 Concentration of American Indian/Alaskan Native Population

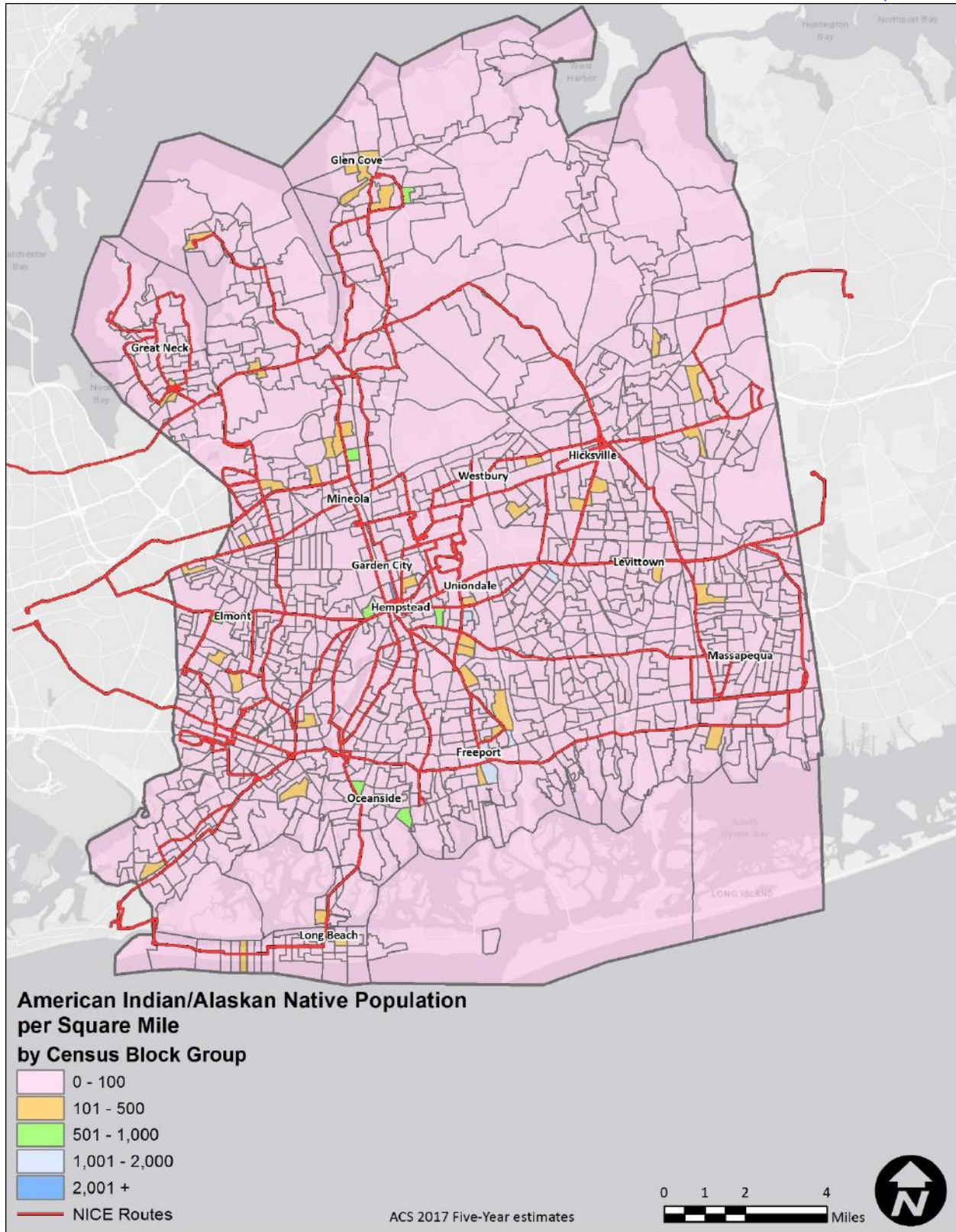




Exhibit 4.5 Concentration of Native Hawaiian/Pacific Islander Population

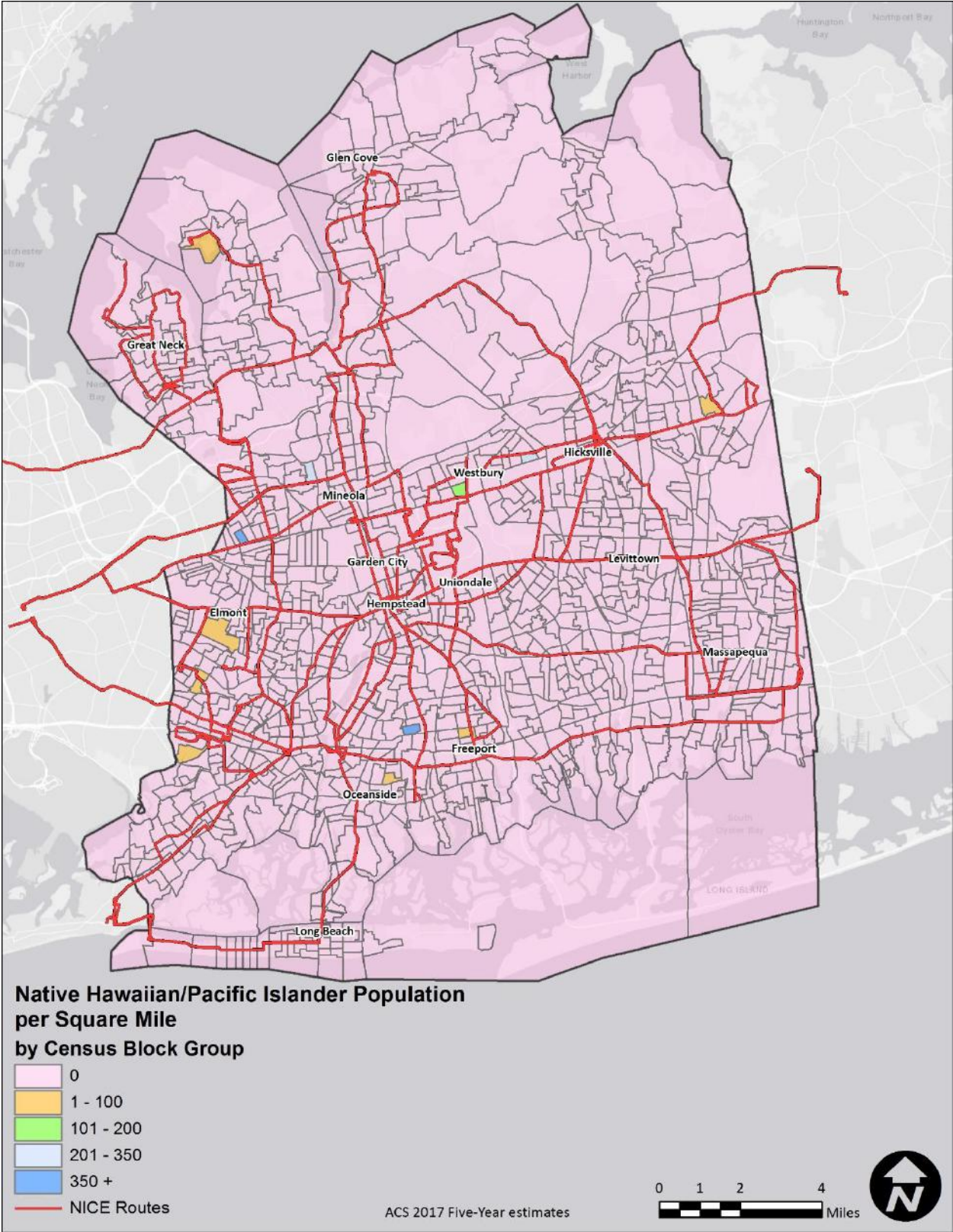




Exhibit 4.6 Concentration of Other Minority Populations

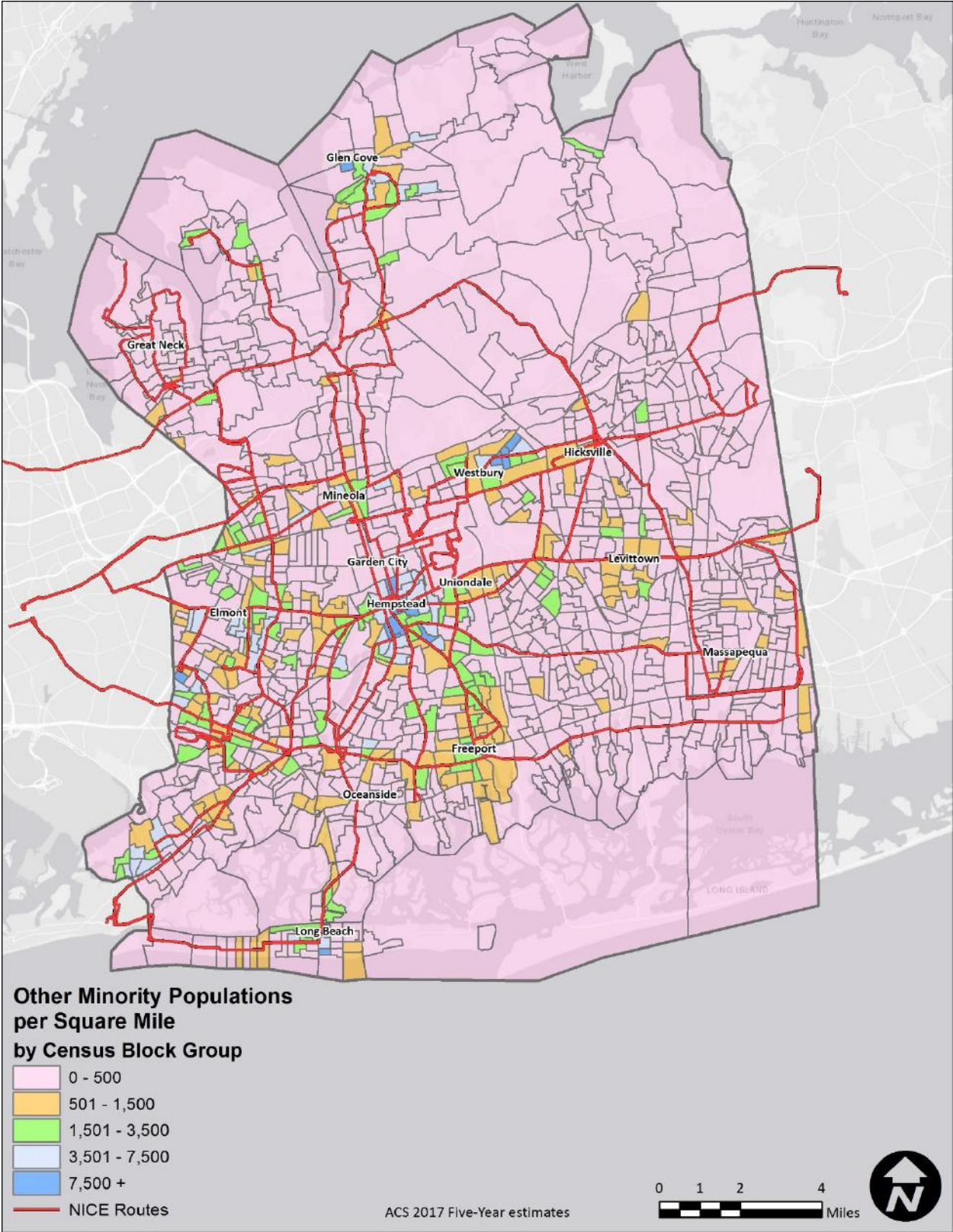




Exhibit 4.7 Concentration of White Population

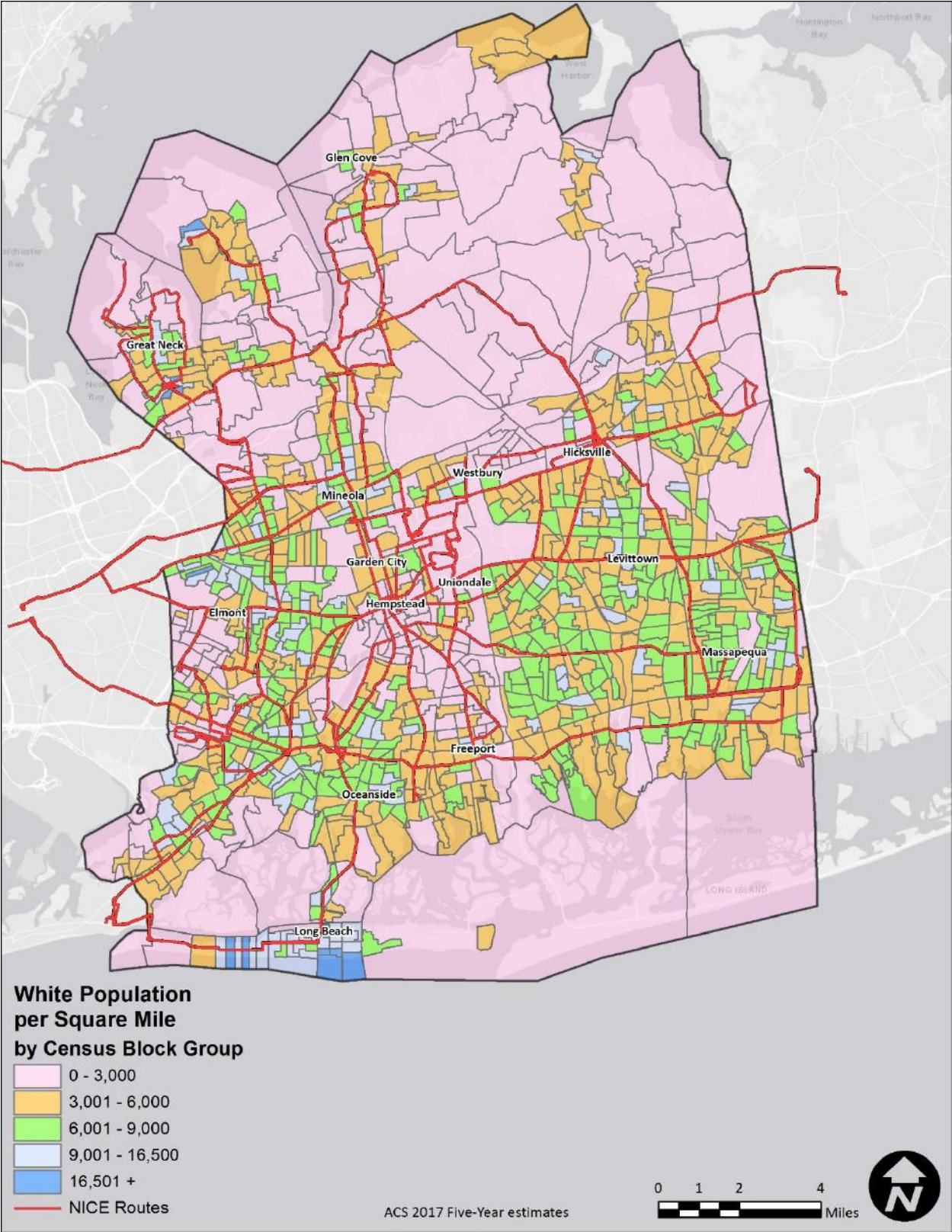




Exhibit 4.8 Concentration of Low-income Population

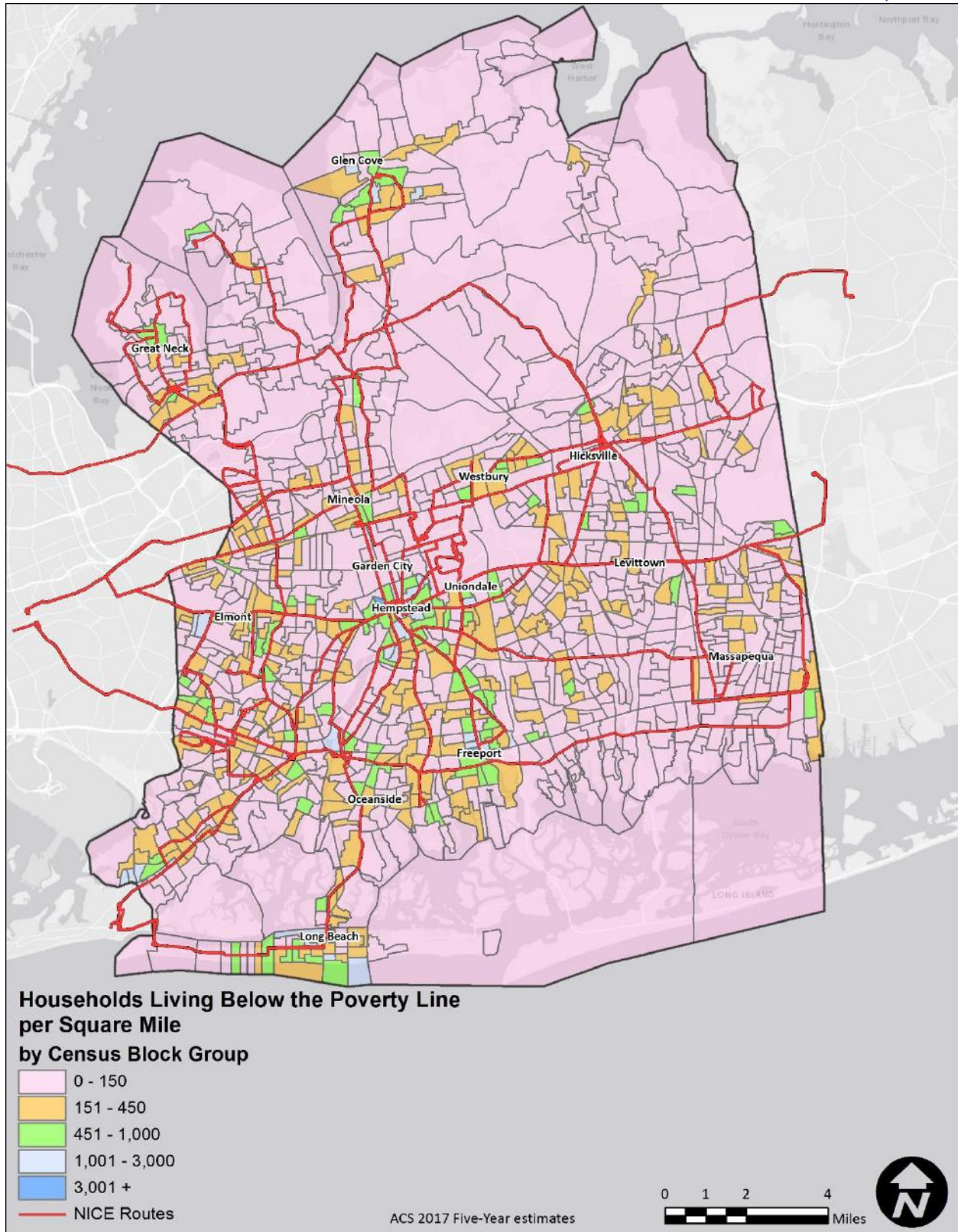




Exhibit 4.9 Concentration of Senior Population

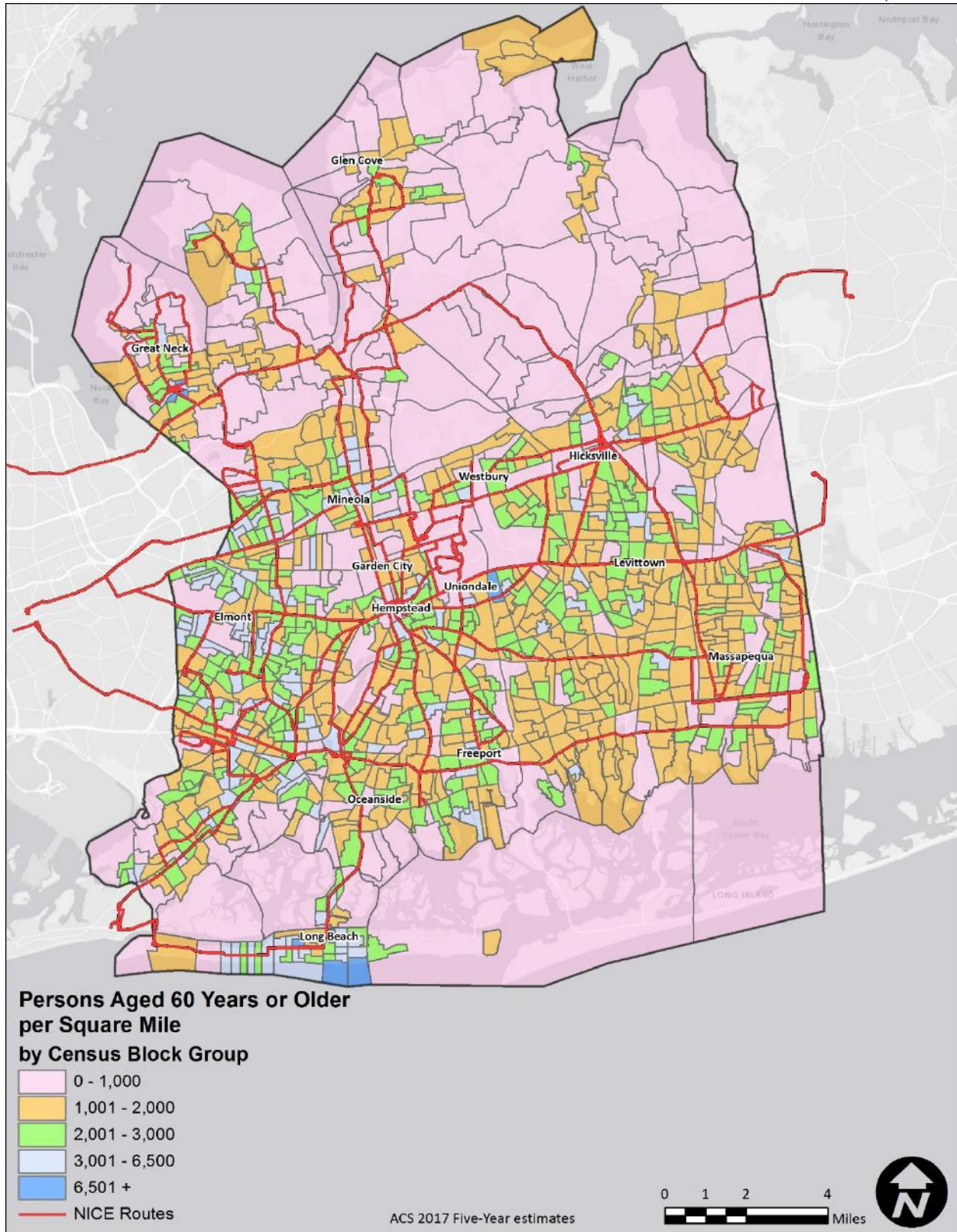




Exhibit 4.10 Concentration of Youth Population

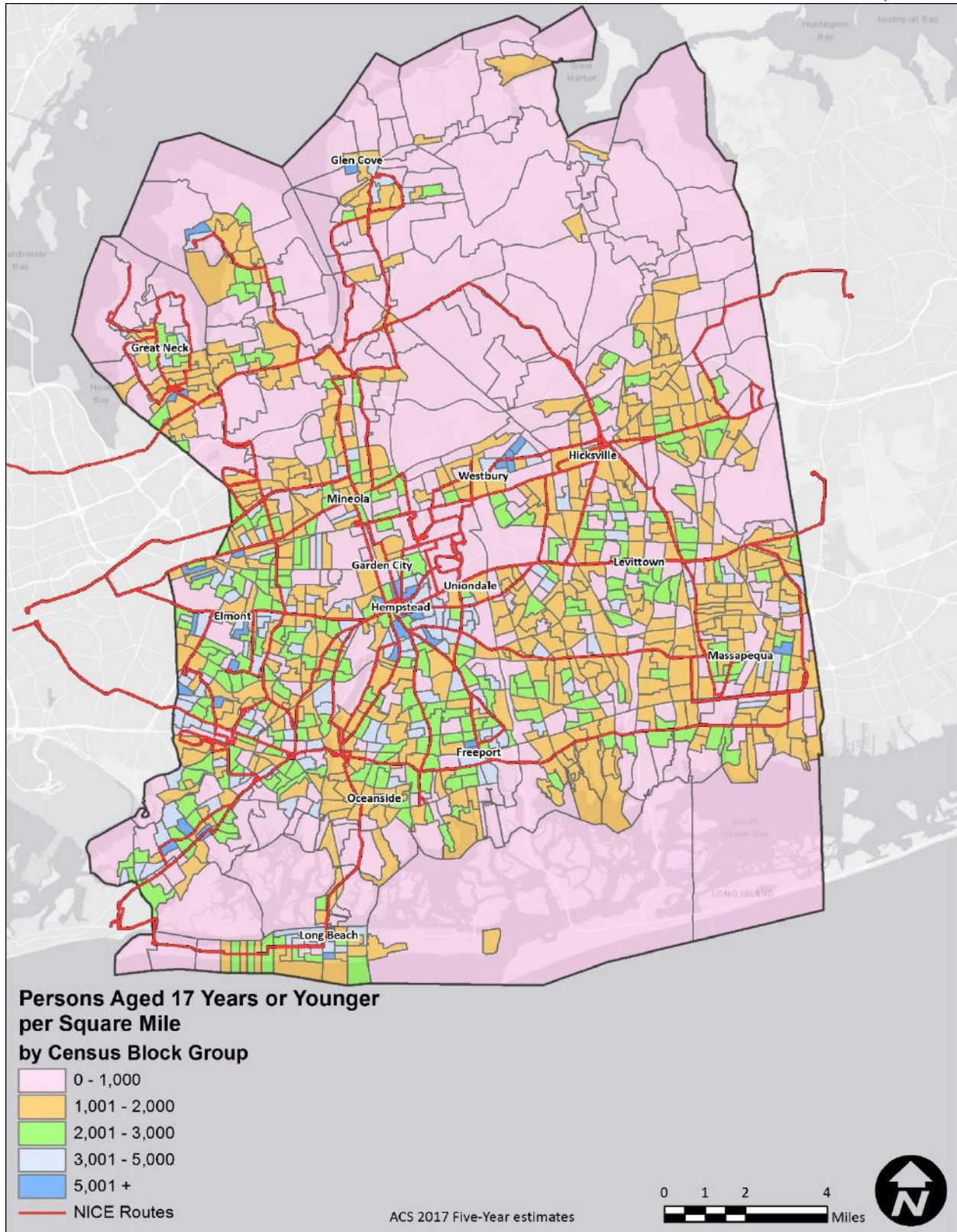
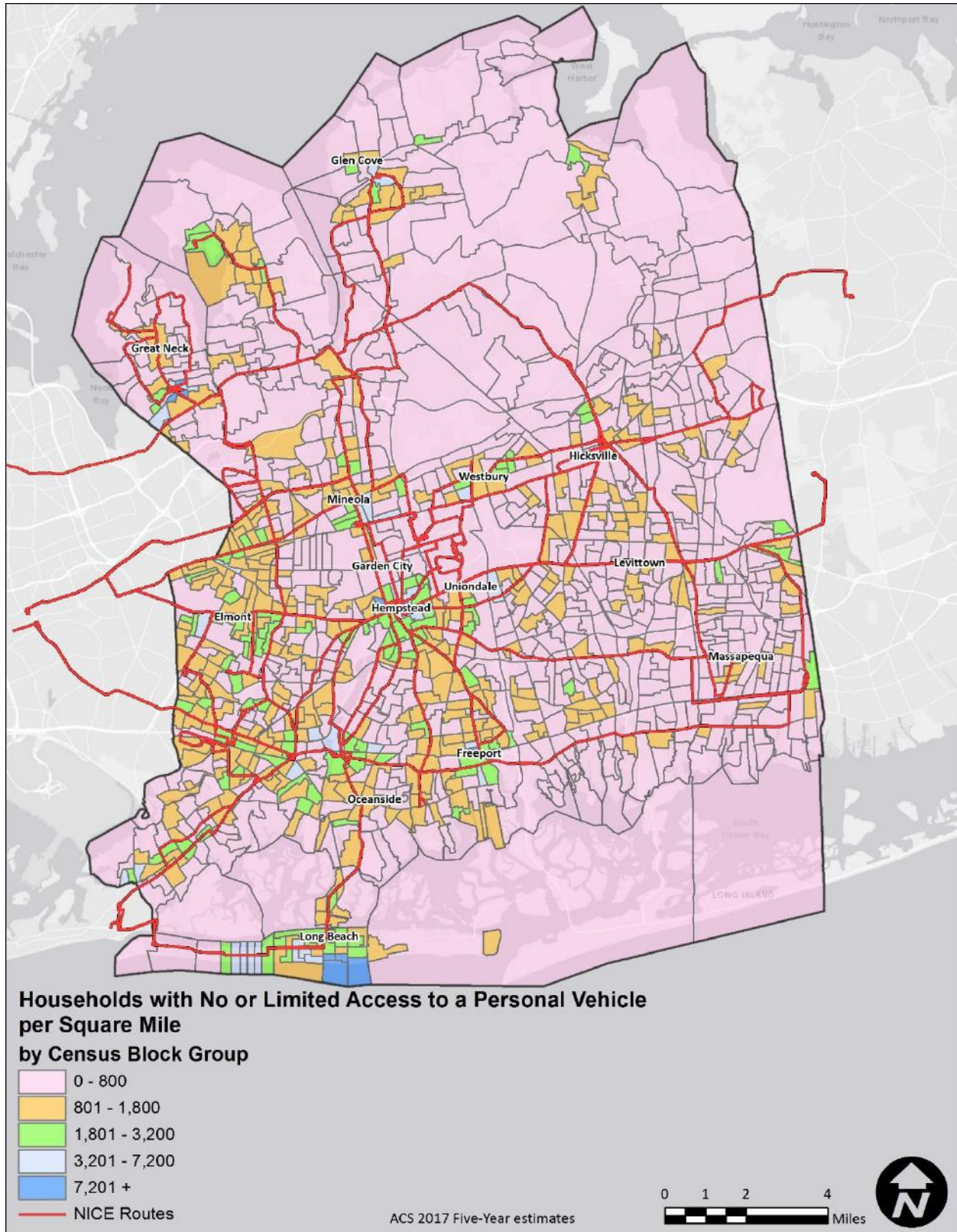




Exhibit 4.11 Concentration of Households with No or Limited Access to a Personal Vehicle



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## Appendix A

# Survey Instruments

On the following pages are the survey instruments used in the 2019 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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**nice** *NASSAU INTER-COUNTY EXPRESS*  
**2019 Transit Rider Survey**

Route:	Date:	Time:	AM/PM
<b>Section 1: Tell us about yourself</b>			
<p><b>1. What fare media do you typically use?</b></p> <p><input type="checkbox"/> MetroCard Pay Per Ride    <input type="checkbox"/> MetroCard Unlimited</p> <p><input type="checkbox"/> gomobile transit app    <input type="checkbox"/> None, I pay cash</p> <p><b>2. What, if any, discounted fare do you use?</b></p> <p><input type="checkbox"/> None    <input type="checkbox"/> Senior/Medicare Card Holder</p> <p><input type="checkbox"/> Student    <input type="checkbox"/> Disabled</p> <p><b>3. Do you have a bank account?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>4. What is your approximate annual household income?</b></p> <p><input type="checkbox"/> Less than \$15,000    <input type="checkbox"/> \$15,000 to \$24,999</p> <p><input type="checkbox"/> \$25,000 to \$34,999    <input type="checkbox"/> \$35,000 to \$49,999</p> <p><input type="checkbox"/> \$50,000 to \$74,999    <input type="checkbox"/> \$75,000 to \$99,999</p> <p><input type="checkbox"/> \$100,000 or more    <input type="checkbox"/> Decline to state</p> <p><b>5. How many people live in your household?</b></p> <p><input type="checkbox"/> 1    <input type="checkbox"/> 3    <input type="checkbox"/> 5    <input type="checkbox"/> 7</p> <p><input type="checkbox"/> 2    <input type="checkbox"/> 4    <input type="checkbox"/> 6    <input type="checkbox"/> 8 or more</p> <p><b>6. What is your race/ethnicity? (select all that apply)</b></p> <p><input type="checkbox"/> Hispanic/Latino    <input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> White/Caucasian    <input type="checkbox"/> American Indian/Alaskan Native</p> <p><input type="checkbox"/> Asian    <input type="checkbox"/> Native Hawaiian/Pacific Islander</p> <p><input type="checkbox"/> Decline to state</p> <p><input type="checkbox"/> Other (specify) _____</p> <p><b>7. What language(s) are spoken in your home? (select all that apply)</b></p> <p><input type="checkbox"/> English    <input type="checkbox"/> Spanish    <input type="checkbox"/> French/Haitian Creole</p> <p><input type="checkbox"/> Italian    <input type="checkbox"/> Persian/Farsi    <input type="checkbox"/> Korean</p> <p><input type="checkbox"/> Chinese    <input type="checkbox"/> Other (specify) _____</p>		<p><b>8. How well do you speak English?</b></p> <p><input type="checkbox"/> Very well/native speaker</p> <p><input type="checkbox"/> Less than very well</p> <p><input type="checkbox"/> Not at all</p> <p><b>9. Has a lack of proficiency in English affected your ability to use NICE?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>10. What is your home zip code?</b> _____</p> <p><b>11. How many working motor vehicles are available to your household (e.g., car, truck, motorcycle)?</b></p> <p><input type="checkbox"/> None    <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4 or more</p> <p><b>12. Did you have a vehicle available to make THIS trip?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>13. Do you possess a valid driver license?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>14. What is your gender?</b></p> <p><input type="checkbox"/> Male    <input type="checkbox"/> Female</p> <p><input type="checkbox"/> Other    <input type="checkbox"/> Decline to state</p> <p><b>15. What is your age?</b></p> <p><input type="checkbox"/> Under 18    <input type="checkbox"/> 18 - 24    <input type="checkbox"/> 25 - 34</p> <p><input type="checkbox"/> 35 - 44    <input type="checkbox"/> 45 to 64    <input type="checkbox"/> 65 or older</p> <p><b>16. Which of the following describes your status? (select all that apply)</b></p> <p><input type="checkbox"/> Employed full-time    <input type="checkbox"/> Full-time student</p> <p><input type="checkbox"/> Employed part-time    <input type="checkbox"/> Part-time student</p> <p><input type="checkbox"/> Retired    <input type="checkbox"/> Not employed</p> <p><input type="checkbox"/> Homemaker    <input type="checkbox"/> Self employed</p> <p><input type="checkbox"/> Decline to state</p>	
<b>Section 2: Tell us about this ONE-WAY trip</b>			
<p><b>17. What route are you riding for THIS TRIP?</b></p> <p>_____</p> <p><b>18. In what community/town/city did you board THIS BUS?</b></p> <p>_____</p> <p><b>19. In what community/town/city will you get off THIS BUS?</b></p> <p>_____</p>		<p><b>20. Does THIS ONE-WAY TRIP include a transfer to or from another NICE Route or other public transit?</b></p> <p><input type="checkbox"/> No transfer</p> <p><input type="checkbox"/> Yes, another NICE route: _____</p> <p><input type="checkbox"/> Yes, MTA subway line: _____</p> <p><input type="checkbox"/> Yes, MTA bus route: _____</p> <p><input type="checkbox"/> Suffolk County Transit    <input type="checkbox"/> Long Beach Transit</p> <p><input type="checkbox"/> Huntington Area Rapid Transit    <input type="checkbox"/> Long Island Railroad</p> <p><input type="checkbox"/> Other (specify): _____</p>	

Continued on back →

**nice** *NASSAU INTER-COUNTY EXPRESS*  
**2019 Transit Rider Survey**

Section 2: Continued	
<p><b>21. How did you get to the bus stop where you boarded THIS BUS?</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Walked more than 4 blocks  <input type="checkbox"/> Walked 4 blocks or less  <input type="checkbox"/> Drove myself  <input type="checkbox"/> Transferred from another bus/train  <input type="checkbox"/> Other (specify): _____                 </div> <div style="width: 50%;"> <input type="checkbox"/> Bike/skateboard  <input type="checkbox"/> Taxi/Uber/Lyft  <input type="checkbox"/> Was dropped off  <input type="checkbox"/> Other (specify): _____                 </div> </div> <p><b>22. How will you travel to your destination once you get off THIS BUS?</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Walk more than 4 blocks  <input type="checkbox"/> Walk 4 blocks or less  <input type="checkbox"/> Drive myself  <input type="checkbox"/> Transfer to another bus/train  <input type="checkbox"/> Other (specify): _____                 </div> <div style="width: 50%;"> <input type="checkbox"/> Bike/skateboard  <input type="checkbox"/> Taxi/Uber/Lyft  <input type="checkbox"/> Get picked up  <input type="checkbox"/> Other (specify): _____                 </div> </div>	<p><b>23. What is the primary purpose for the trip that includes THIS BUS that you are currently riding?</b></p> <p><b>DO NOT indicate HOME (if you are going home, select the option that most closely matches the place you just left). (select only one)</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Work  <input type="checkbox"/> School  <input type="checkbox"/> Shopping  <input type="checkbox"/> Other (specify): _____                 </div> <div style="width: 50%;"> <input type="checkbox"/> Social/Recreation  <input type="checkbox"/> Medical/Healthcare  <input type="checkbox"/> Errands  <input type="checkbox"/> Other (specify): _____                 </div> </div>
Section 3: Tell us about your travel habits	
<p><b>24. Do you own or have access to a smartphone?</b></p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p><b>25. Have you used NICE's gomobile transit app?</b></p> <p><input type="checkbox"/> Yes, to pay my fare  <input type="checkbox"/> Yes, to access real-time bus information  <input type="checkbox"/> No, I have not used the app</p> <p><b>26. What is your primary reason for choosing NICE?</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Cost  <input type="checkbox"/> No car available  <input type="checkbox"/> Not able to drive  <input type="checkbox"/> Other (specify): _____                 </div> <div style="width: 50%;"> <input type="checkbox"/> Proximity to my destination  <input type="checkbox"/> Avoid traffic/parking  <input type="checkbox"/> Prefer public transit to driving  <input type="checkbox"/> Other (specify): _____                 </div> </div>	<p><b>27. How often do you ride NICE?</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Less than once a week  <input type="checkbox"/> 1-2 times a week                 </div> <div style="width: 50%;"> <input type="checkbox"/> 3-4 times a week  <input type="checkbox"/> 5 or more times a week                 </div> </div> <p><b>28. How would you have made this trip if NICE was <u>not</u> available?</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Drive own vehicle  <input type="checkbox"/> Get a ride with friend/family  <input type="checkbox"/> Wouldn't make trip  <input type="checkbox"/> Other (specify): _____                 </div> <div style="width: 50%;"> <input type="checkbox"/> Bicycle/skateboard  <input type="checkbox"/> Walk  <input type="checkbox"/> Taxi/Uber/Lyft  <input type="checkbox"/> Other (specify): _____                 </div> </div> <p><b>29. Who else in your household uses NICE? (select all that apply)</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Child/ren (12 and under)  <input type="checkbox"/> Young adult(s) (age 19-24)  <input type="checkbox"/> Senior(s) (age 65 or older)                 </div> <div style="width: 50%;"> <input type="checkbox"/> Teens (age 13-18)  <input type="checkbox"/> Other adult(s)  <input type="checkbox"/> No one else                 </div> </div>
THANK YOU FOR YOUR TIME!	
<p><b>If you would like to be entered into a drawing for one of several \$50 VISA gift cards, please provide your contact information. All information will remain confidential.</b></p> <p><b>First name:</b> _____ <b>Phone number/email:</b> _____</p>	

## Appendix B

### Simple Frequencies

Route					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	FLEXI	17	0.2	0.2	0.2
	MMCS	15	0.2	0.2	0.3
	n1	157	1.7	1.7	2.0
	n15	563	6.0	6.0	8.0
	n16	378	4.0	4.0	12.0
	n19	39	0.4	0.4	12.5
	n20	643	6.9	6.9	19.3
	n21	64	0.7	0.7	20.0
	n22	764	8.2	8.2	28.2
	n23	195	2.1	2.1	30.3
	n24	576	6.1	6.1	36.4
	n25	323	3.4	3.4	39.8
	n26	62	0.7	0.7	40.5
	n27	140	1.5	1.5	42.0
	n31	263	2.8	2.8	44.8
	n32	271	2.9	2.9	47.7
	n33	79	0.8	0.8	48.5
	n35	363	3.9	3.9	52.4
	n4	1057	11.3	11.3	63.7
	n40/41	702	7.5	7.5	71.2
	n43	246	2.6	2.6	73.8
	n48	146	1.6	1.6	75.3
	n49	142	1.5	1.5	76.8
	n54/55	184	2.0	2.0	78.8
	n57	32	0.3	0.3	79.1
	n58	115	1.2	1.2	80.4
	n6	1371	14.6	14.6	95.0
	n70/71/72	410	4.3	4.3	99.3
	n78/79	43	0.5	0.5	99.8

	n80	21	0.2	0.2	100.0
	Total	9381	100.0	100.0	

Date					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	09/18/19	724	7.7	7.7	7.7
	09/19/19	968	10.3	10.3	18.0
	09/20/19	875	9.3	9.3	27.4
	09/21/19	759	8.1	8.1	35.5
	09/22/19	661	7.0	7.0	42.5
	09/24/19	566	6.0	6.0	48.5
	09/25/19	837	8.9	8.9	57.5
	09/26/19	842	9.0	9.0	66.4
	09/27/19	586	6.2	6.2	72.7
	09/28/19	365	3.9	3.9	76.6
	09/30/19	637	6.8	6.8	83.4
	10/01/19	679	7.2	7.2	90.6
	10/02/19	554	5.9	5.9	96.5
	10/03/19	328	3.5	3.5	100.0
	Total	9381	100.0	100.0	

Time					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before 7 am	267	2.8	2.9	2.9
	7 am - 8:59 am	1998	21.3	21.5	24.4
	9:00 am - 10:59 am	2329	24.8	25.1	49.5
	11:00 am - 1:59 pm	2839	30.3	30.5	80.0
	2:00 pm - 6:00 pm	1554	16.6	16.7	96.7
	After 6:00 pm	307	3.3	3.3	100.0
	Total	9294	99.1	100.0	
Missing	System	87	0.9		
	Total	9381	100.0		

Survey Language					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	7845	83.6	83.6	83.6
	Spanish	1427	15.2	15.2	98.8
	Chinese	81	0.9	0.9	99.7
	French Creole	18	0.2	0.2	99.9
	Italian	2	0.0	0.0	99.9
	Korean	6	0.1	0.1	100.0
	Farsi	2	0.0	0.0	100.0
	Total	9381	100.0	100.0	

1. What fare media do you typically use?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MetroCard Pay Per Ride	3643	38.8	39.7	39.7
	gomobile transit app	1034	11.0	11.3	51.0
	MetroCard Unlimited	2638	28.1	28.7	79.7
	Cash	1864	19.9	20.3	100.0
	Total	9179	97.8	100.0	
Missing	System	202	2.2		
Total		9381	100.0		

2. What, if any, discounted fare do you use?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	7378	78.6	82.6	82.6
	Student	422	4.5	4.7	87.3
	Senior/Medicare Card	791	8.4	8.9	96.2
	Disabled	340	3.6	3.8	100.0
	Total	8931	95.2	100.0	
Missing	System	450	4.8		
Total		9381	100.0		

<b>3. Do you have a bank account?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6203	66.1	72.0	72.0
	No	2407	25.7	28.0	100.0
	Total	8610	91.8	100.0	
Missing	System	771	8.2		
Total		9381	100.0		

<b>4. What is your approximate annual household income?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$15,000	2165	23.1	23.1	23.1
	\$15,000 to \$24,999	777	8.3	8.3	31.4
	\$25,000 to \$34,999	1323	14.1	14.1	45.5
	\$35,000 to \$49,999	720	7.7	7.7	53.1
	\$50,000 to \$74,999	751	8.0	8.0	61.1
	\$75,000 to \$99,999	319	3.4	3.4	64.5
	\$100,000 or more	287	3.1	3.1	67.6
	Decline to state	3039	32.4	32.4	100.0
	Total	9381	100.0	100.0	

<b>5. How many people live in your household?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1346	14.3	15.0	15.0
	2	1531	16.3	17.0	32.0
	3	1945	20.7	21.6	53.7
	4	1578	16.8	17.6	71.2
	5	1377	14.7	15.3	86.6
	6	563	6.0	6.3	92.8
	7	328	3.5	3.7	96.5
	8 or more	317	3.4	3.5	100.0
	Total	8985	95.8	100.0	
Missing	System	396	4.2		
Total		9381	100.0		

<b>6. What is your race/ethnicity?</b>			
		Frequency	Percent
Valid	Hispanic/Latino	3089	32.9
	White/Caucasian	1045	11.1
	Asian	1065	11.4
	Black/African American	3430	36.6
	American Indian/Alaskan Native	9	0.1
	Native Hawaiian/Pacific Islander	51	0.5
	Decline to state	937	10.0
	Other	114	1.2
Total		9381	100.0

<b>Other</b>			
		Frequency	Percent
Valid		9165	97.7
	African	14	0.1
	Caribbean	84	0.9
	Filipino	1	0.0
	Indigenous	3	0.0
	Moor	2	0.0
	Western European	10	0.1
Total		9381	100.0

<b>7. What language(s) are spoken in your home?</b>			
		Frequency	Percent
Valid	English	7130	76.0
	Italian	110	1.2
	Chinese	272	2.9
	Spanish	3122	33.3
	Persian/Farsi	48	0.5
	French/Haitian Creole	617	6.6



	Korean	67	0.7
	Other	587	6.4
Total		9381	100.0

Other			
		Frequency	Percent
Valid		8883	94.7
	Akan Twi	1	0.0
	American Sign Language	7	0.1
	Amharic	2	0.0
	Arabic	21	0.2
	Bemba	1	0.0
	Bengali	57	0.6
	Bisaya	1	0.0
	Bulgarian	1	0.0
	Burmese	3	0.0
	Cambodian	1	0.0
	Cantonese	1	0.0
	Croatian	1	0.0
	Dutch	3	0.0
	Gaelic	2	0.0
	German	8	0.1
	Greek	5	0.1
	Guarani	1	0.0
	Gujarati	19	0.2
	Hebrew	12	0.1
	Hindi	57	0.6
	Hungarian	3	0.0
	Igbo	8	0.1
	Ilongo	1	0.0
	Samoan	1	0.0
	Jamaican Patois	12	0.1
	Japanese	11	0.1
	Kannada	1	0.0

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Lithuanian	1	0.0
Malayalam	19	0.2
Malaysian	1	0.0
Montenegrin	1	0.0
Nepali	2	0.0
Norwegian	1	0.0
Pashto	1	0.0
Polish	9	0.1
Portuguese	18	0.2
Punjabi	45	0.5
Romanian	1	0.0
Russian	15	0.2
Serbian	1	0.0
Shona	1	0.0
Sindhi	1	0.0
Sinhala	2	0.0
Slovak	1	0.0
Swahili	3	0.0
Tagalog	48	0.5
Tamil	3	0.0
Telugu	3	0.0
Thai	3	0.0
Tibetan	2	0.0
Toruba	1	0.0
Turkish	4	0.0
Uisaya	1	0.0
Ukranian	3	0.0
Urdu	58	0.6
Uzbek	1	0.0
Vietnamese	3	0.0
Wolof	4	0.0
Yiddish	2	0.0
Yoruba	16	0.2
Total	9381	100.0

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<b>8. How well do you speak English?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well/native speaker	6699	71.4	73.3	73.3
	Less than very well	1861	19.8	20.4	93.6
	Not at all	583	6.2	6.4	100.0
	Total	9143	97.5	100.0	
Missing	System	238	2.5		
Total		9381	100.0		

<b>9. Has a lack of proficiency in English affected your ability to use NICE?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	814	8.7	9.6	9.6
	No	7666	81.7	90.4	100.0
	Total	8480	90.4	100.0	
Missing	System	901	9.6		
Total		9381	100.0		

<b>10. What is your home zip code?</b>				
	ZIP Code	City	Frequency	Percent
Valid	11549, 11550, 11551	Hempstead	1085	13.9
	11003	Elmont	405	5.2
	11520	Freeport	397	5.1
	11553, 11555, 11556	Uniondale	280	3.6
	11575	Roosevelt	214	2.7
	11580, 11581, 11583	Valley Stream	380	4.9
	11590	Westbury	229	2.9
	11552	West Hempstead	158	2.0
	11020, 11021, 11023, 11024	Great Neck	234	3.0
	11510	Baldwin	198	2.5
	11040, 11042	New Hyde Park	176	2.2

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	11801	Hicksville	93	1.2
	11561	Long Beach	121	1.5
	11542	Glen Cove	86	1.1
	11570, 11571, 11592	Rockville Centre	118	1.5
	11001	Floral Park	90	1.1
	11501	Mineola	92	1.2
	11554	East Meadow	53	0.7
	11050, 11051	Port Washington	83	1.1
	11572	Oceanside	46	0.6
	11010	Franklin Square	104	1.3
	11563, 11564	Lynbrook	59	0.8
	11756	Levittown	54	0.7
	Other Nassau County ZIP codes		550	7.0
	Queens County		1949	24.9
	Kings County		156	2.0
	Suffolk County		125	1.6
	Bronx County		51	0.7
	New York County		55	0.7
	Other NY County		15	0.2
	Out of State		55	0.7
	Unknown		117	1.5
	Total		7828	



11. How many working vehicles are available to your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	3902	41.6	43.7	43.7
	1	2597	27.7	29.1	72.8
	2	1668	17.8	18.7	91.5
	3	513	5.5	5.7	97.2
	4 or more	248	2.6	2.8	100.0
	Total	8928	95.2	100.0	
Missing	System	453	4.8		
Total		9381	100.0		

12. Did you have a vehicle available to make this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1340	14.3	14.9	14.9
	No	7672	81.8	85.1	100.0
	Total	9012	96.1	100.0	
Missing	System	369	3.9		
Total		9381	100.0		

13. Do you have a valid driver license?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3740	39.9	41.6	41.6
	No	5260	56.1	58.4	100.0
	Total	9000	95.9	100.0	
Missing	System	381	4.1		
Total		9381	100.0		

14. What is your gender?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	3856	41.1	41.1	41.1
	Female	5106	54.4	54.4	95.5
	Other	48	0.5	0.5	96.0

	Decline to state	371	4.0	4.0	100.0
	Total	9381	100.0	100.0	

15. What is your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	245	2.6	2.7	2.7
	18 to 24	1939	20.7	21.3	24.0
	25 to 34	1740	18.5	19.1	43.2
	35 to 44	1614	17.2	17.8	60.9
	45 to 64	2782	29.7	30.6	91.6
	65 or older	767	8.2	8.4	100.0
	Total	9087	96.9	100.0	
Missing	System	294	3.1		
Total		9381	100.0		

16. Which of the following describes your status?			
		Frequency	Percent
Valid	Employed full-time	4308	45.9
	Employed part-time	2250	24.0
	Full-time student	1021	10.9
	Part-time student	382	4.1
	Retired	528	5.6
	Homemaker	215	2.3
	Not employed	606	6.5
	Self employed	257	2.7
	Decline to state	632	50.2
Total		9381	100.0



17. What route are you riding?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	FLEXI	17	0.2	0.2	0.2
	MMCS	15	0.2	0.2	0.3
	n1	157	1.7	1.7	2.0
	n15	563	6.0	6.0	8.0
	n16	378	4.0	4.0	12.0
	n19	39	0.4	0.4	12.5
	n20	643	6.9	6.9	19.3
	n21	64	0.7	0.7	20.0
	n22	764	8.2	8.2	28.2
	n23	195	2.1	2.1	30.3
	n24	576	6.1	6.1	36.4
	n25	323	3.4	3.4	39.8
	n26	62	0.7	0.7	40.5
	n27	140	1.5	1.5	42.0
	n31	263	2.8	2.8	44.8
	n32	271	2.9	2.9	47.7
	n33	79	0.8	0.8	48.5
	n35	363	3.9	3.9	52.4
	n4	1057	11.3	11.3	63.7
	n40/41	702	7.5	7.5	71.2
	n43	246	2.6	2.6	73.8
	n48	146	1.6	1.6	75.3
	n49	142	1.5	1.5	76.8
	n54/55	184	2.0	2.0	78.8
	n57	32	0.3	0.3	79.1
	n58	115	1.2	1.2	80.4
	n6	1371	14.6	14.6	95.0
	n70/71/72	410	4.3	4.3	99.3
	n78/79	43	0.5	0.5	99.8
	n80	21	0.2	0.2	100.0
	Total	9381	100.0	100.0	

<b>20. Does this one-way trip include a transfer to or from another NICE Route or other public transit?</b>			
		Frequency	Percent
Valid	No transfer	3585	38.2
	Yes, another NICE route	3400	36.2
	Yes, MTA subway line	1205	12.8
	Yes, MTA bus route	661	7.0
	Suffolk County Transit	70	0.7
	Huntington Area Rapid Transit	24	0.3
	Long Beach Transit	110	1.2
	Long Island Railroad	232	2.5
	Other	49	0.5
Total		9381	100.0

<b>Other</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9375	99.9	99.9	99.9
	School Shuttle	2	0.0	0.0	100.0
	Taxi	2	0.0	0.0	100.0
	Train	2	0.0	0.0	100.0
	Total	9381	100.0	100.0	

<b>21. How did you get to the boarding bus stop?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walked more than 4 blocks	3683	39.3	41.4	41.4
	Walked 4 blocks or less	2193	23.4	24.7	66.1
	Drove self	136	1.4	1.5	67.6
	Bike/skateboard	58	0.6	0.7	68.3
	Taxi/Uber/Lyft	162	1.7	1.8	70.1
	Was dropped off	320	3.4	3.6	73.7



	Transfer from bus/train	2211	23.6	24.9	98.6
	Other	122	1.3	1.4	100.0
	Total	8887	94.7	100.0	
Missing	System	494	5.3		
Total		9381	100.0		

<b>22. How will you travel to your destination once you get off this bus?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk more than 4 blocks	2290	24.4	26.2	26.2
	Walk 4 blocks or less	3691	39.3	42.3	68.6
	Drive self	99	1.1	1.1	69.7
	Bike/skateboard	49	0.5	0.6	70.3
	Taxi/Uber/Lyft	196	2.1	2.2	72.5
	Get picked up	172	1.8	2.0	74.5
	Transfer to bus/train	2104	22.4	24.1	98.6
	Other	118	1.3	1.4	100.0
	Total	8724	93.0	100.0	
Missing	System	657	7.0		
Total		9381	100.0		

<b>23. What is the primary purpose for this trip?</b>			
		Frequency	Percent
Valid	Work	5094	54.2
	School	1072	11.4
	Shopping	528	5.6
	Social/Recreation	496	5.3
	Medical/Healthcare	572	6.1
	Errands	523	5.6
	Other	316	3.4
	Total	8602	91.7
Missing	System	779	8.3
Total		9381	100.0

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9270	98.8	98.8	98.8
	Airport	2	0.0	0.0	98.8
	Cemetary	2	0.0	0.0	98.9
	Church	43	0.4	0.4	99.3
	Social services	17	0.1	0.1	99.4
	Library	1	0.0	0.0	99.8
	Political Action	1	0.0	0.0	99.9
	Total	9381	100.0	100.0	

24. Do you own or have access to a smartphone?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7292	77.7	83.9	83.9
	No	1397	14.9	16.1	100.0
	Total	8689	92.6	100.0	
Missing	System	692	7.4		
Total		9381	100.0		

25. Have you used NICE's gomobile transit app?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, to pay my fare	1802	19.2	21.5	21.5
	Yes, to access real-time bus information	1736	18.5	20.7	42.1
	No, I have not used the app	4856	51.8	57.9	100.0
	Total	8394	89.5	100.0	
Missing	System	987	10.5		
Total		9381	100.0		

<b>26. What is your primary reason for choosing NICE?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cost	1119	11.9	13.1	13.1
	Proximity to my destination	1186	12.6	13.9	27.0
	No car available	3640	38.8	42.7	69.8
	Avoid traffic/parking	434	4.6	5.1	74.9
	Not able to drive	1188	12.7	13.9	88.8
	Prefer public transit to driving	737	7.9	8.6	97.4
	Other	218	2.3	2.6	100.0
	Total	8522	90.8	100.0	
Missing	System	859	9.2		
Total		9381	100.0		

<b>Other</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		9377	100.0	100.0	100.0
	It's the only one	1	0.0	0.0	100.0
	No other way	1	0.0	0.0	100.0
	Only thing I can use	1	0.0	0.0	100.0
	There is no other service	1	0.0	0.0	100.0
	Total	9381	100.0	100.0	

<b>27. How often do you ride NICE?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than once a week	703	7.5	8.2	8.2
	1-2 times a week	969	10.3	11.3	19.5
	3-4 times a week	2005	21.4	23.3	42.8
	5 or more times a week	4917	52.4	57.2	100.0
	Total	8594	91.6	100.0	
Missing	System	787	8.4		
Total		9381	100.0		

<b>28. How would you have made this trip if NICE was not available?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Drive own vehicle	881	9.4	10.6	10.6
	Bicycle/skateboard	202	2.2	2.4	13.0
	Get a ride with friend/family member	1823	19.4	21.9	34.9
	Walk	724	7.7	8.7	43.6
	Wouldn't make trip	1471	15.7	17.7	61.3
	Taxi/Uber/Lyft	2443	26.0	29.4	90.7
	Other	757	8.1	9.1	100.0
	Total	8308	88.6	100.0	
Missing	System	1073	11.4		
Total		9381	100.0		

<b>Other</b>			
		Frequency	Percent
Valid		8760	93.4
	Take another transit system	131	1.4
	Borrow a car	1	0.0
	Find a different job	5	0.1
	I would move	2	0.0
	LIRR	456	4.9
	Use some other alternative that is available	2	0.0
	Total	9381	100.0



<b>29. Who else in your household uses NICE?</b>			
		Frequency	Percent
Valid	Child/ren (age 12 and under)	614	6.5
	Teen(s) (age 13-18)	613	6.5
	Young adult(s) (age 19-24)	1386	14.8
	Other adults	2151	22.9
	Senior(s) (age 65 or older)	682	7.3
	No one else	3709	39.5
Total		9381	100.0



## Appendix C

# Route Profiles

Route n1 .....	C-2
Route n4 .....	C-6
Route n6 .....	C-9
Route n15 .....	C-12
Route n16 .....	C-15
Route n19 .....	C-18
Route n20 .....	C-21
Route n21 .....	C-24
Route n22 .....	C-27
Route n23 .....	C-30
Route n24 .....	C-33
Route n25 .....	C-36
Route n26 .....	C-39
Route n27 .....	C-42
Route n31 .....	C-45
Route n32 .....	C-48
Route n33 .....	C-51
Route n35 .....	C-54
Route n40/41.....	C-57
Route n43 .....	C-60
Route n48 .....	C-63
Route n49 .....	C-66
Route n54/55.....	C-69
Route n57 .....	C-72
Route n58 .....	C-75
Route n70/71/72 .....	C-78
Route n78/79.....	C-81
Route n80 .....	C-84
FLEXI .....	C-87
MMCS .....	C-90

C-1



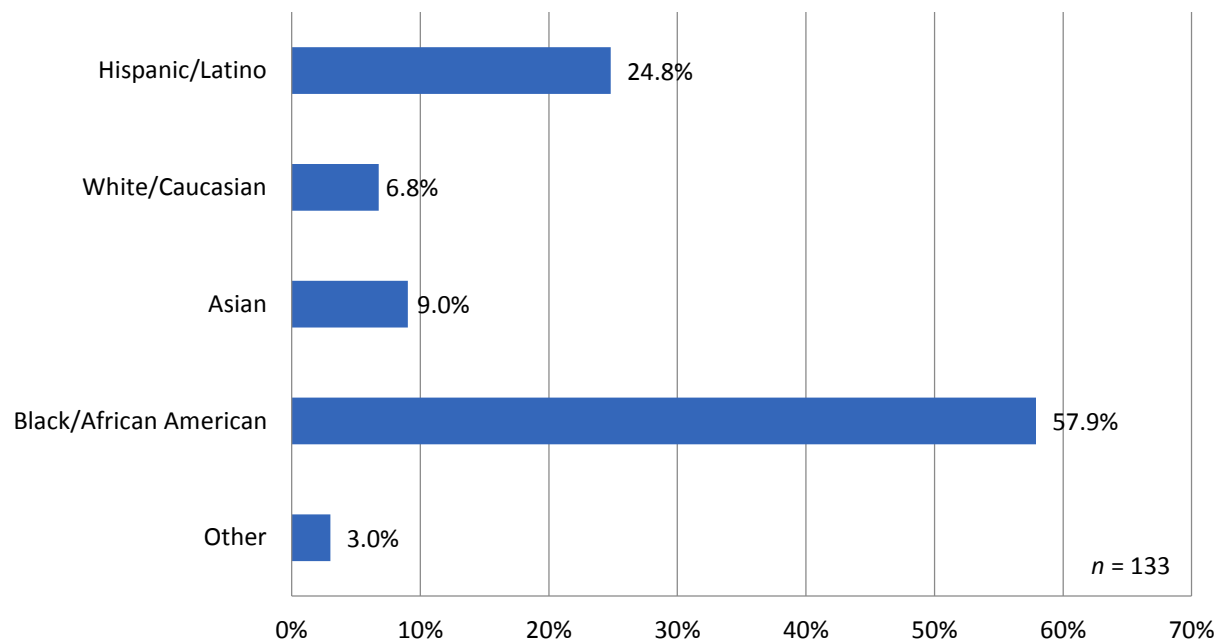
The following Route Profiles present information specific to individual routes relative to customer ethnicity, language, income level, reason for riding, and available mobility alternatives.

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

#### Route n1

Nearly 95 percent of Route n1 respondents indicated being a “minority” ethnicity. Fifty-eight percent of respondents described their ethnicity as Black/African American. One-quarter cited their ethnicity as Hispanic/Latino.

Exhibit C.1.a Route n1 Ethnicity



More than 77 percent of respondents cited speaking English at home. More than six percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.1.b Route n1 Languages

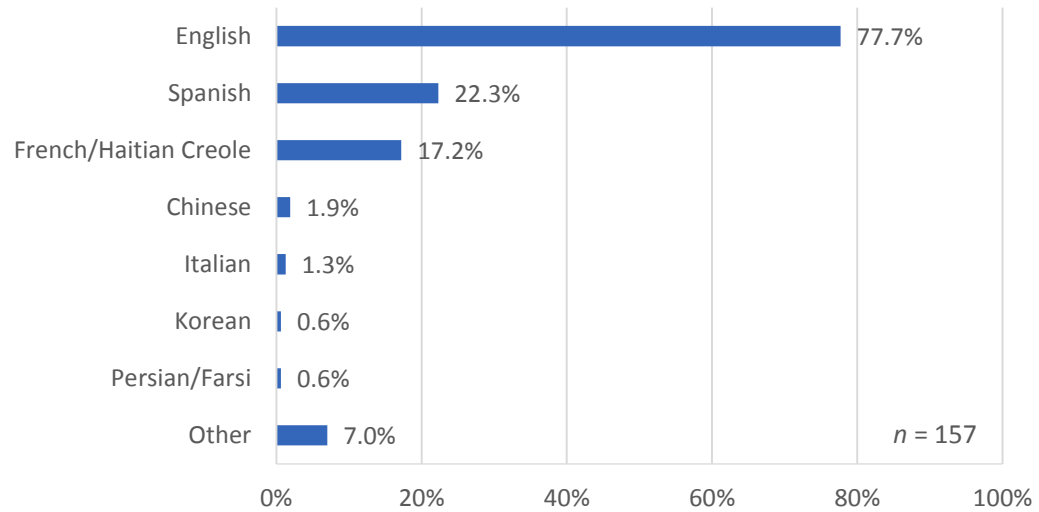
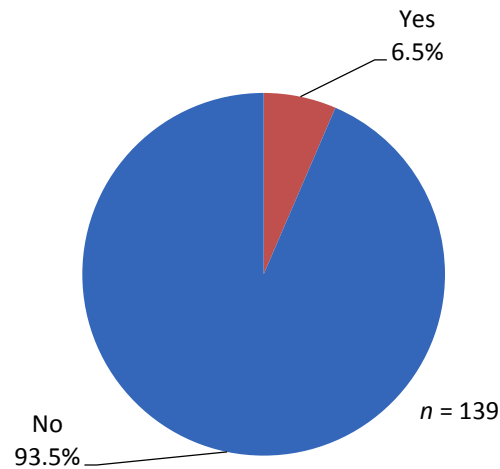


Exhibit C.1.c Route n1 Lack of Proficiency in English Impacting NICE Use





More than 30 percent of respondents cited an annual household income of \$50,000 or more. Nearly 45 percent indicated an income below \$25,000 annually. Nearly 60 percent choose NICE because they lack access to a car or are not able to drive.

Exhibit C.1.d Route n1 Household Income

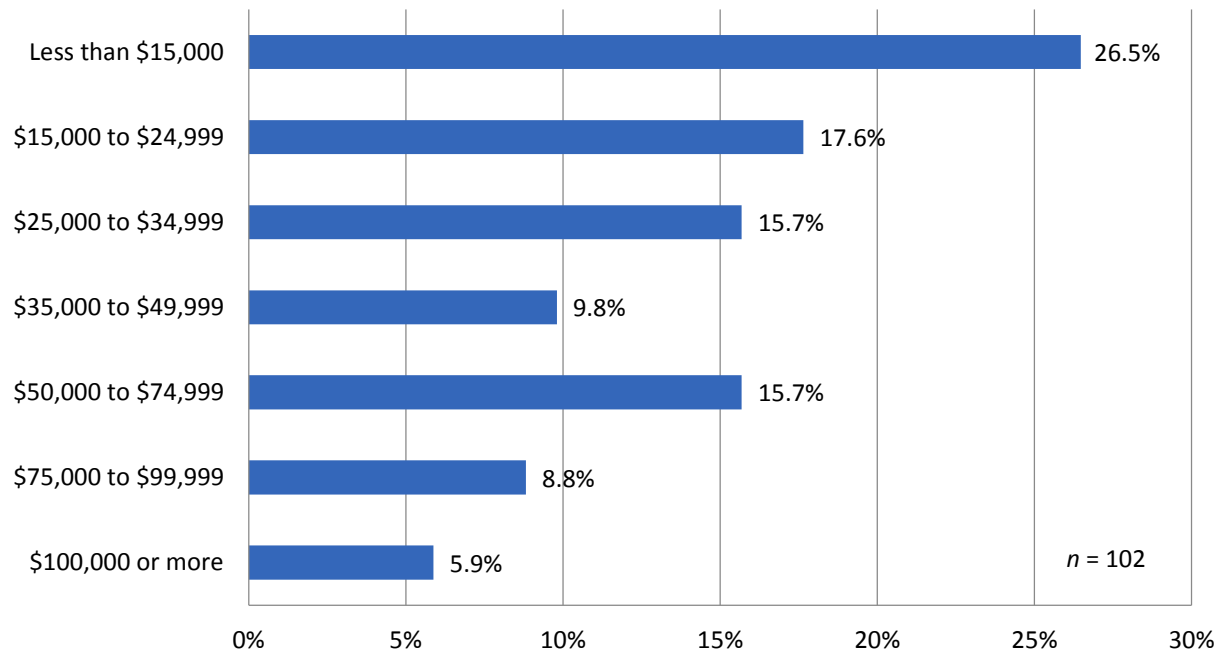


Exhibit C.1.e Route n1 Reason for Riding

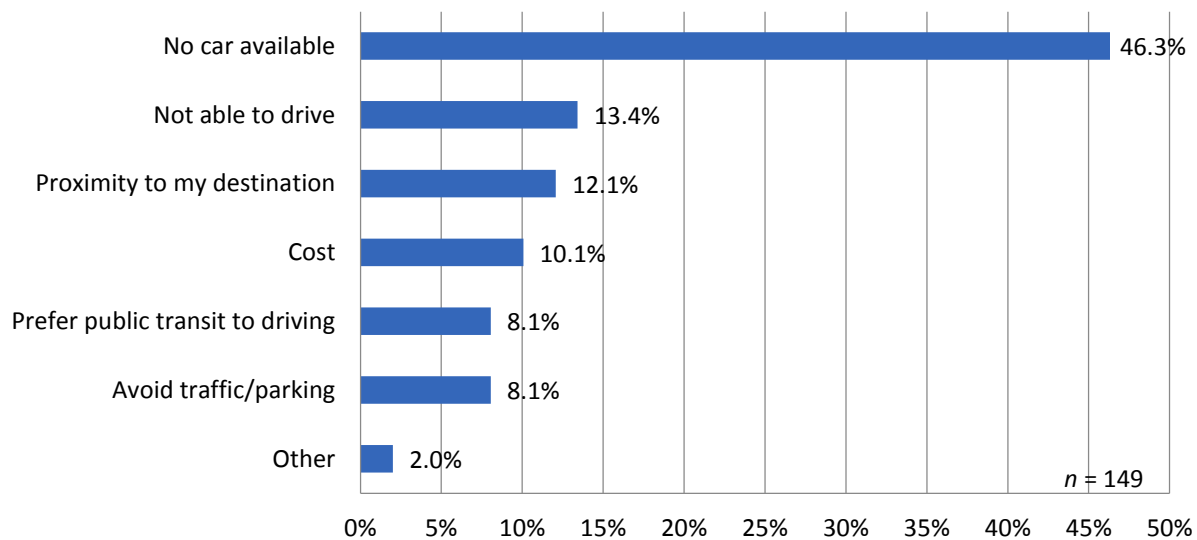
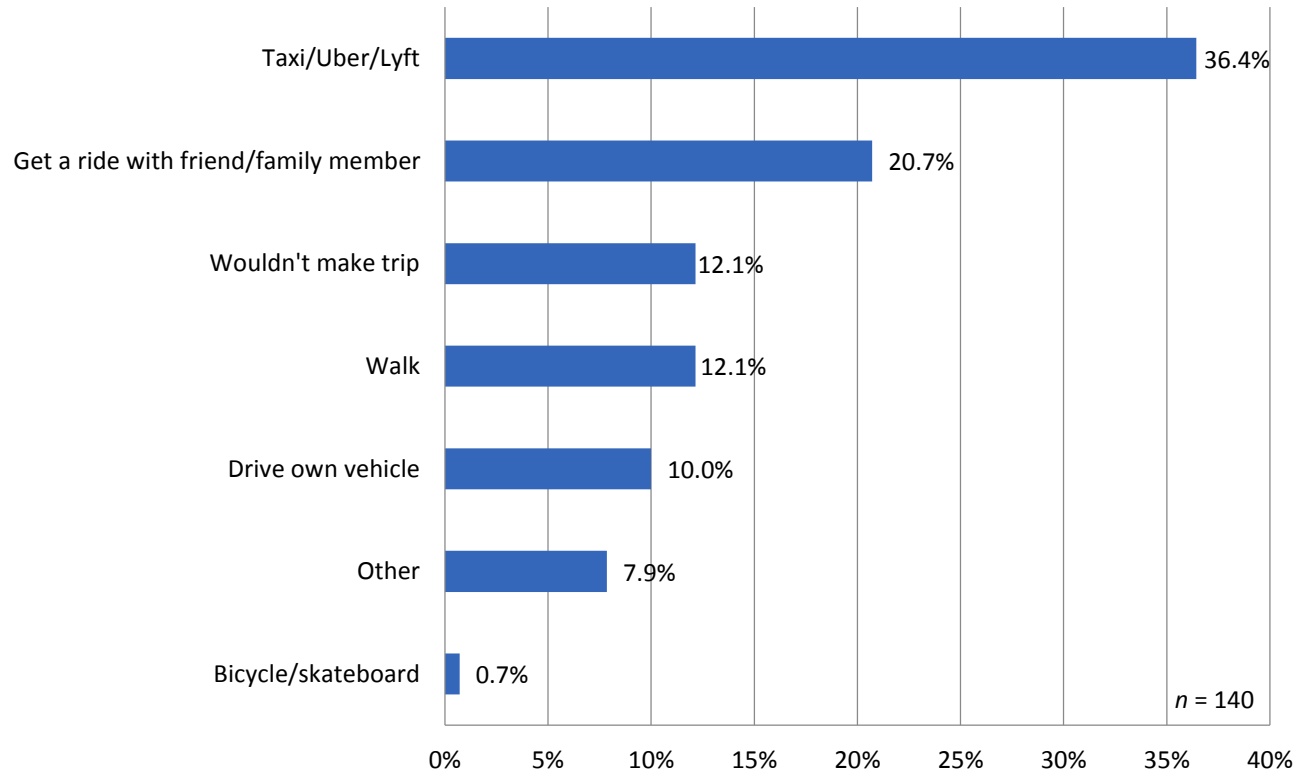


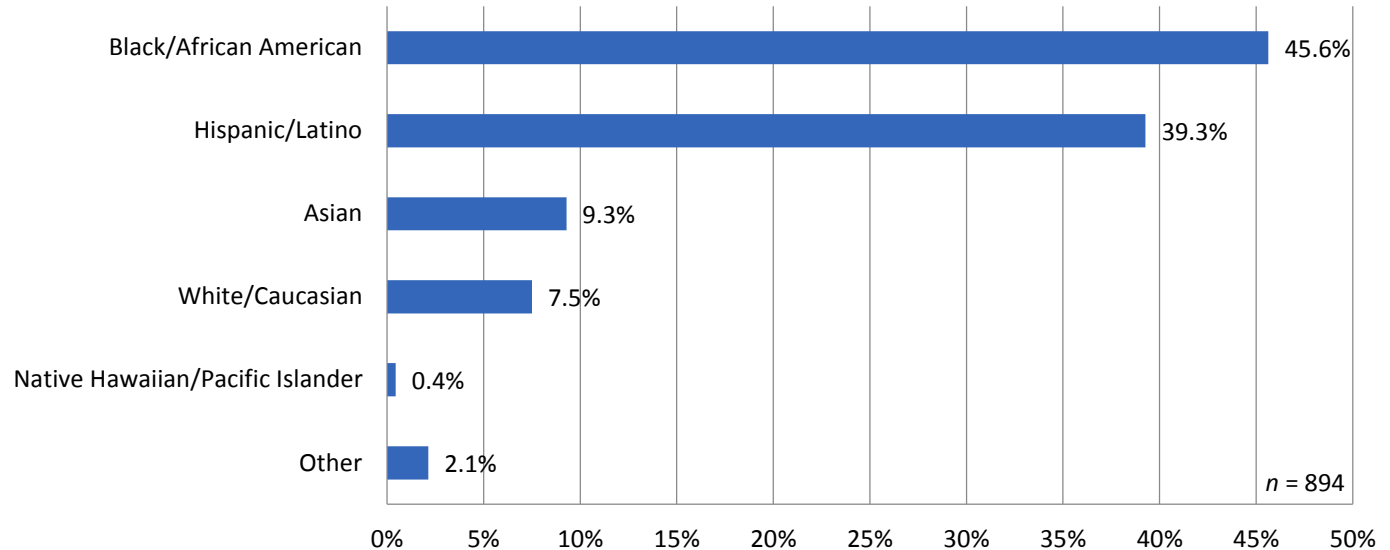
Exhibit C.1.f Route n1 Alternatives to NICE



#### Route n4

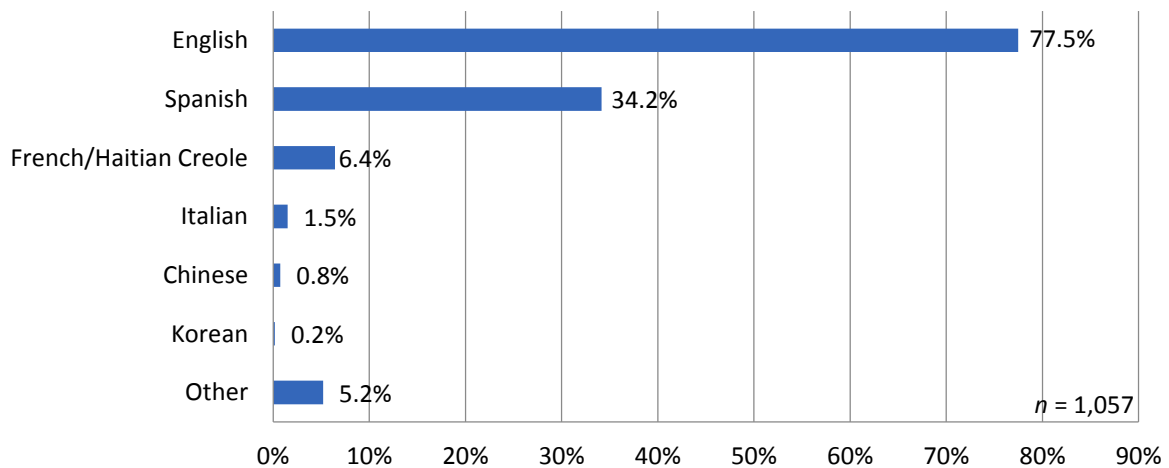
More than 92 percent of Route n4 respondents indicated being a “minority” ethnicity. Nearly 46 percent of respondents described their ethnicity as Black/African American. More than 39 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.2.a Route n4 Ethnicity



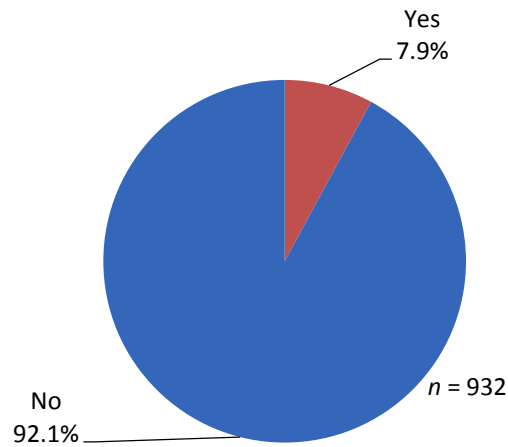
More than 77 percent of respondents cited speaking English at home, while 34.2 percent speak Spanish. Nearly eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.2.b Route n4 Languages



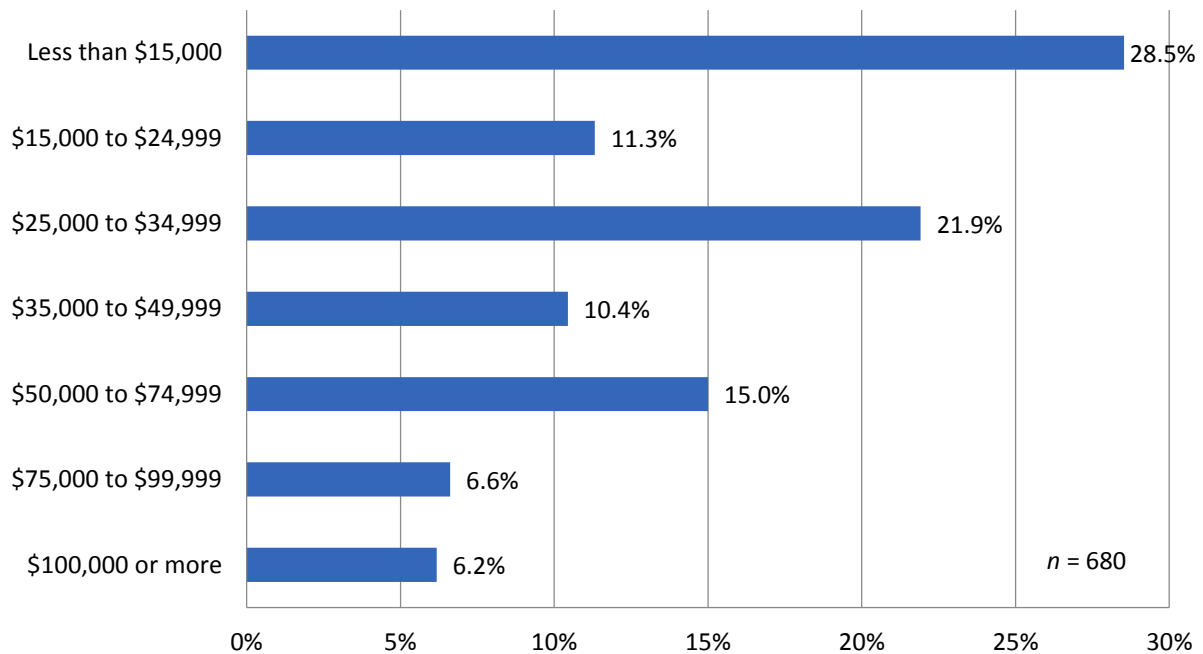
C-6

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



Seventy-two percent of survey respondents cited an annual household income of less than \$50,000. Nearly 40 percent indicated an income below \$25,000 annually. 48 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



C-7

Exhibit C.2.e Route n4 Reason for Riding

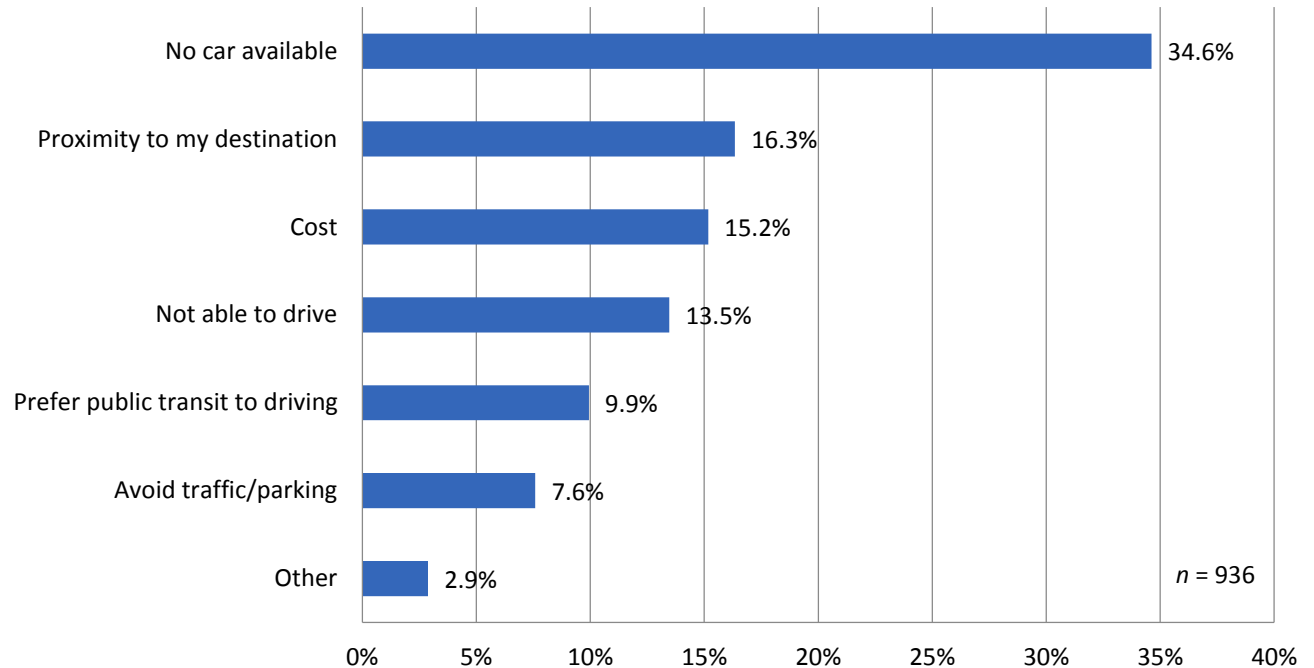
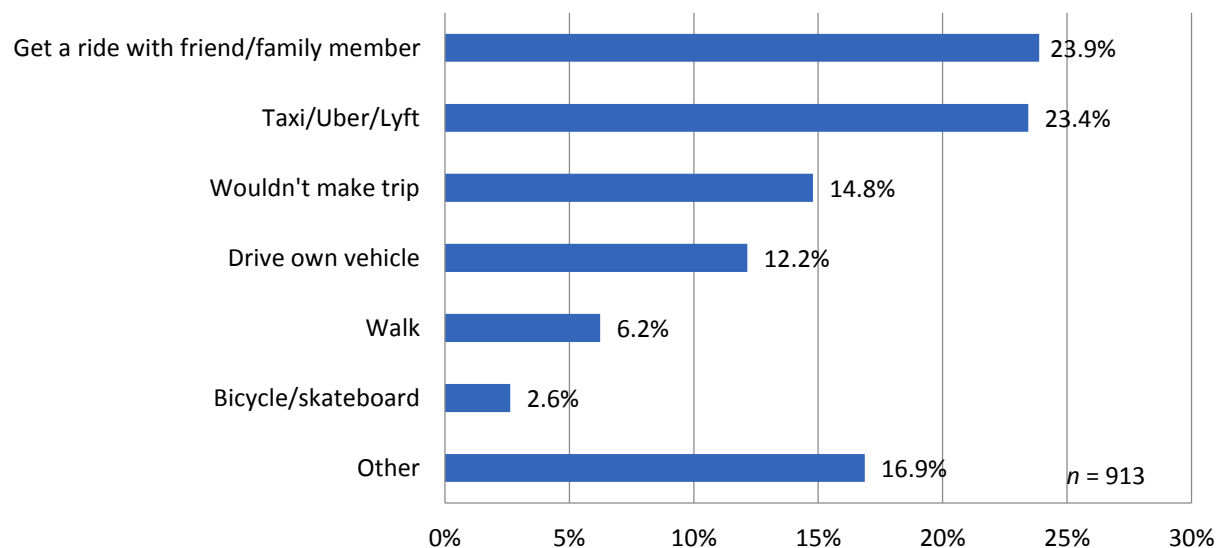


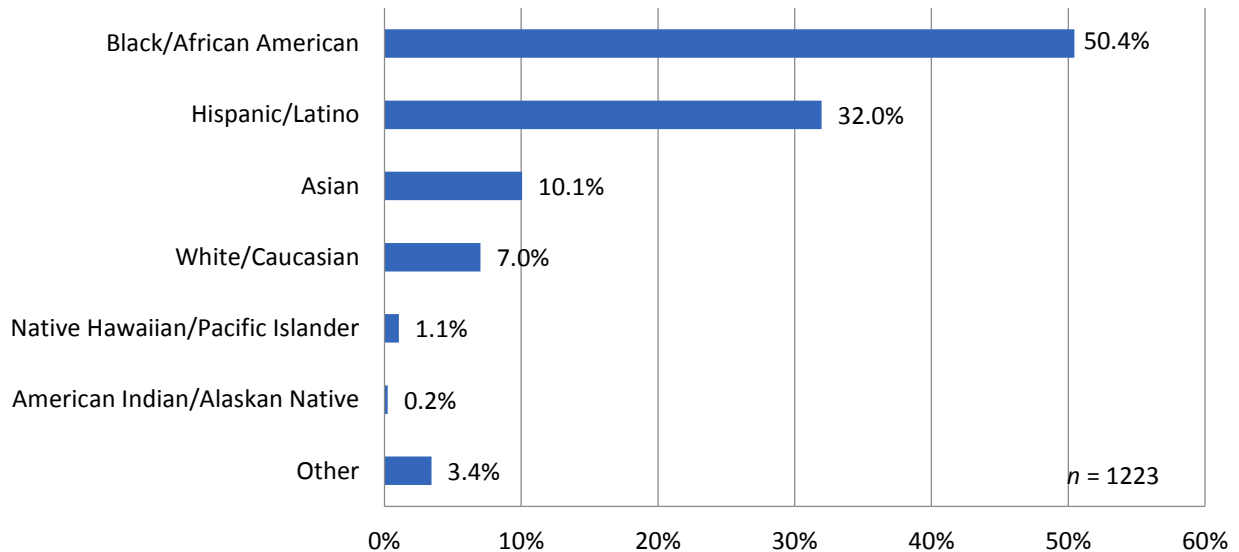
Exhibit C.2.f Route n4 Alternatives to NICE



### Route n6

Ninety-three percent of Route n6 respondents indicated being a “minority” ethnicity. More than 50 percent of respondents described their ethnicity as Black/African American. 32 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.3.a Route n6 Ethnicity



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

Exhibit C.3.b Route n6 Languages

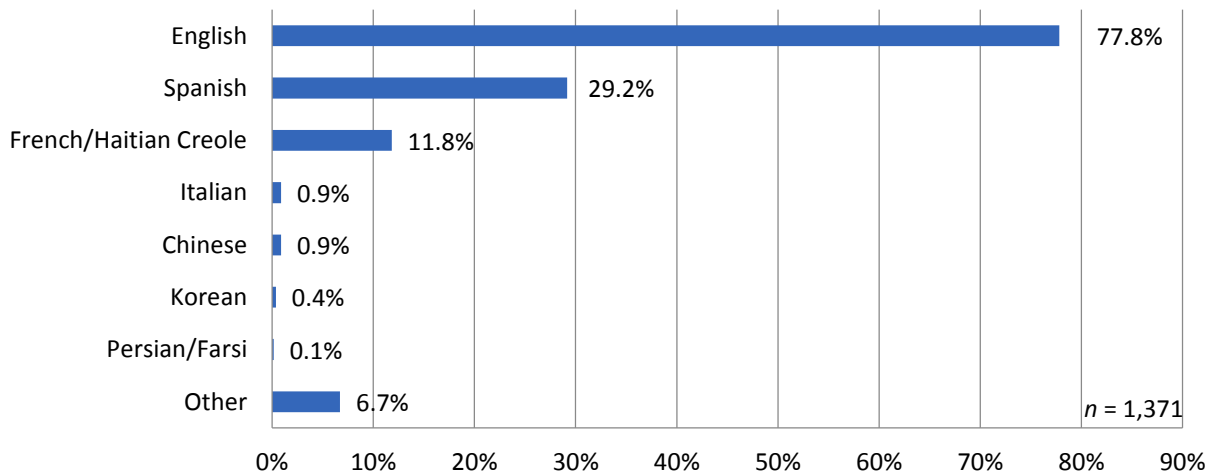
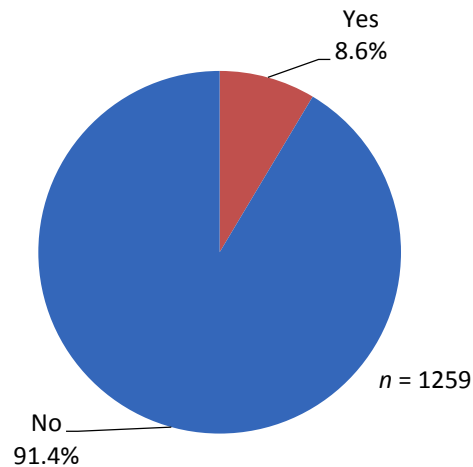


Exhibit C.3.c Route n6 Lack of Proficiency in English Impacting NICE Use



Nearly 44 percent indicated an income below \$25,000 annually. Fifty 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 ride with a friend or family member if NICE was not available.

Exhibit C.3.d Route n6 Household Income

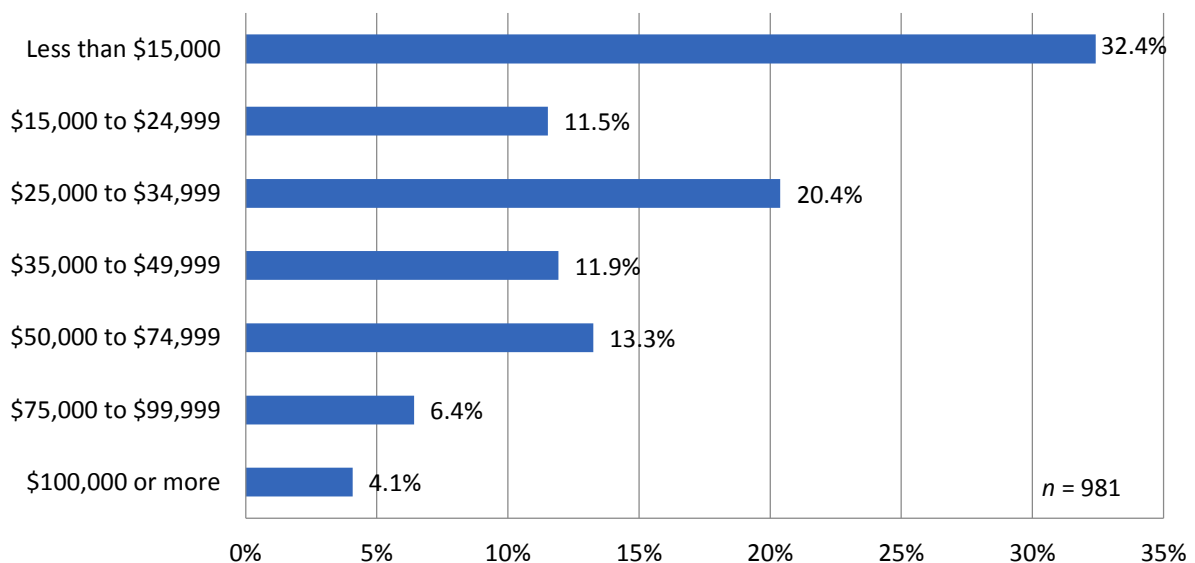


Exhibit C.3.e Route n6 Reason for Riding

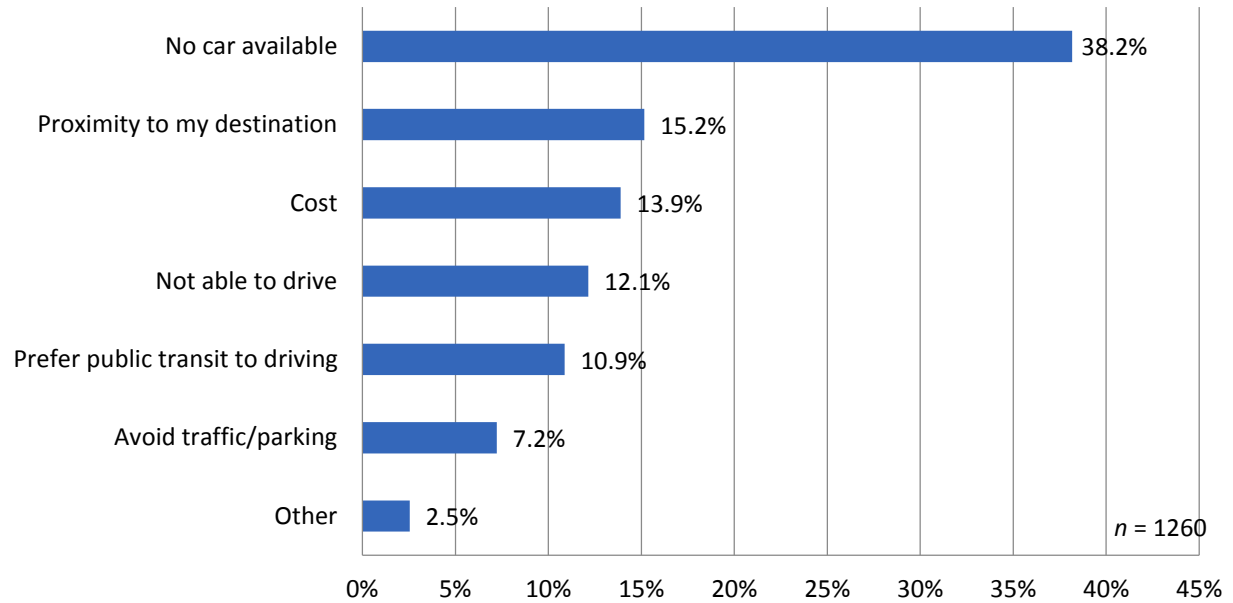
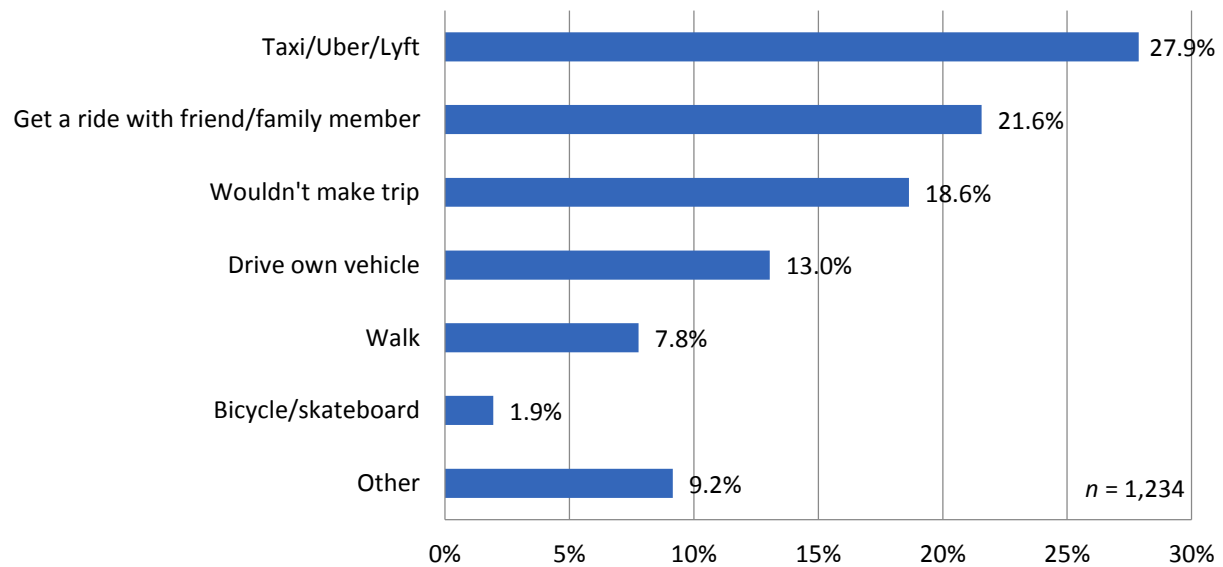


Exhibit C.3.f Route n6 Alternatives to NICE

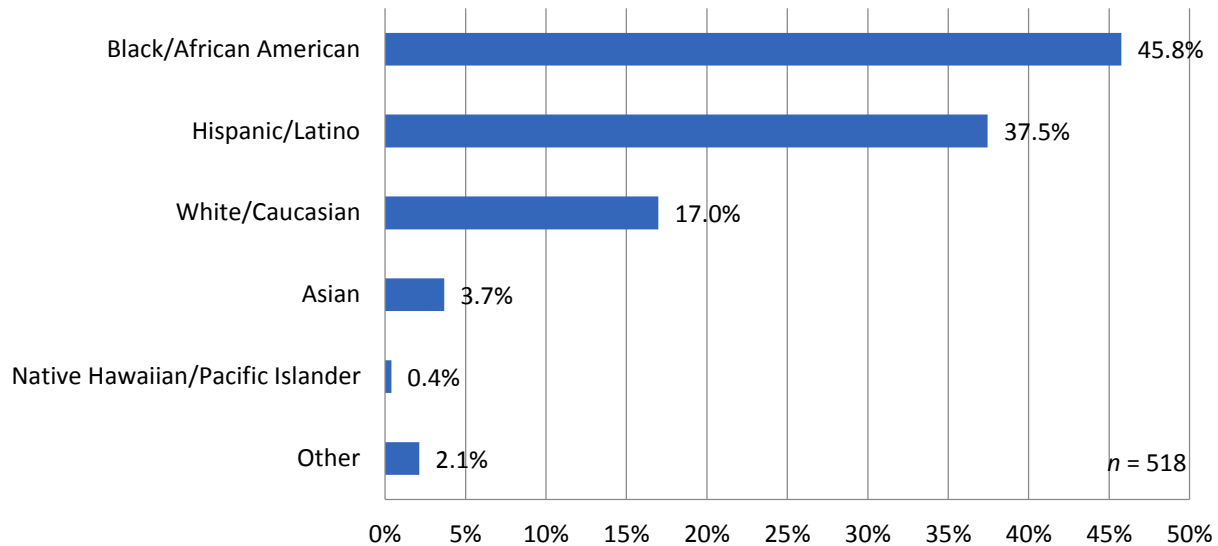




### Route n15

Eighty-three percent of Route n15 respondents indicated being a “minority” ethnicity. Nearly 46 percent of respondents described their ethnicity as Black/African American. More than 37 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.4.a Route n15 Ethnicity



More than 80 percent of respondents cited speaking English at home, while 32.3 percent speak Spanish at home. Nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.4.b Route n15 Languages

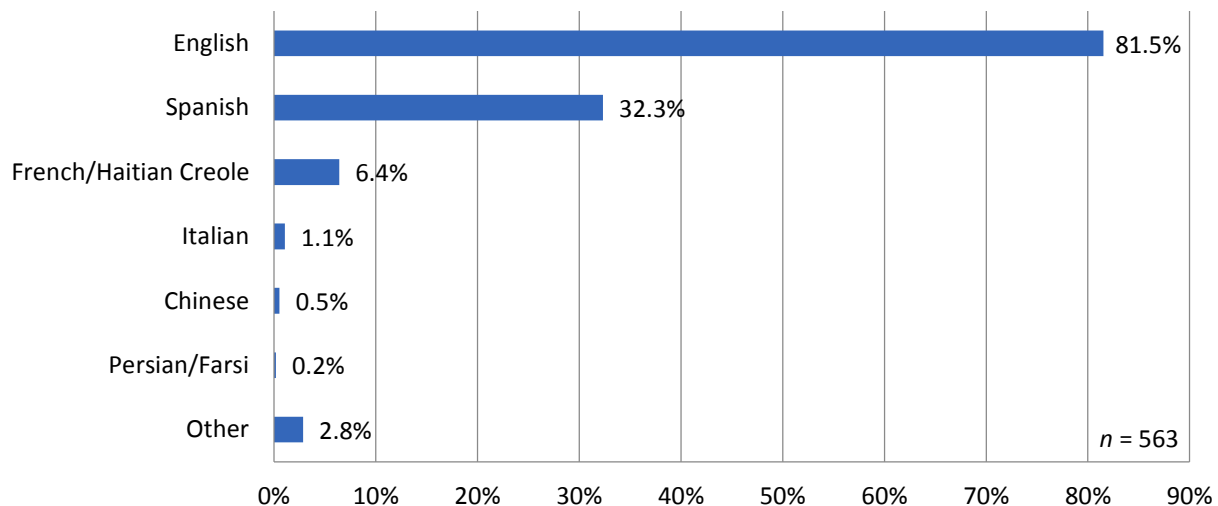
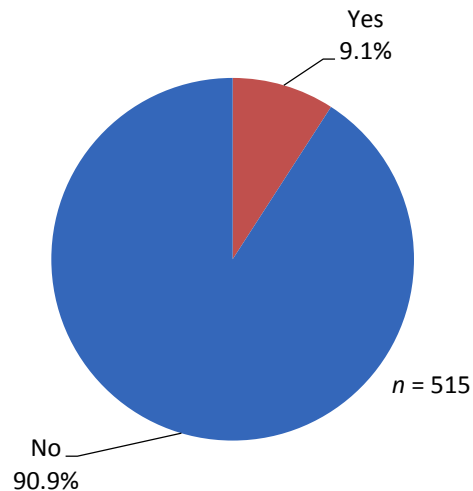


Exhibit C.4.c Route n15 Lack of Proficiency in English Impacting NICE Use



Nearly 46 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. 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

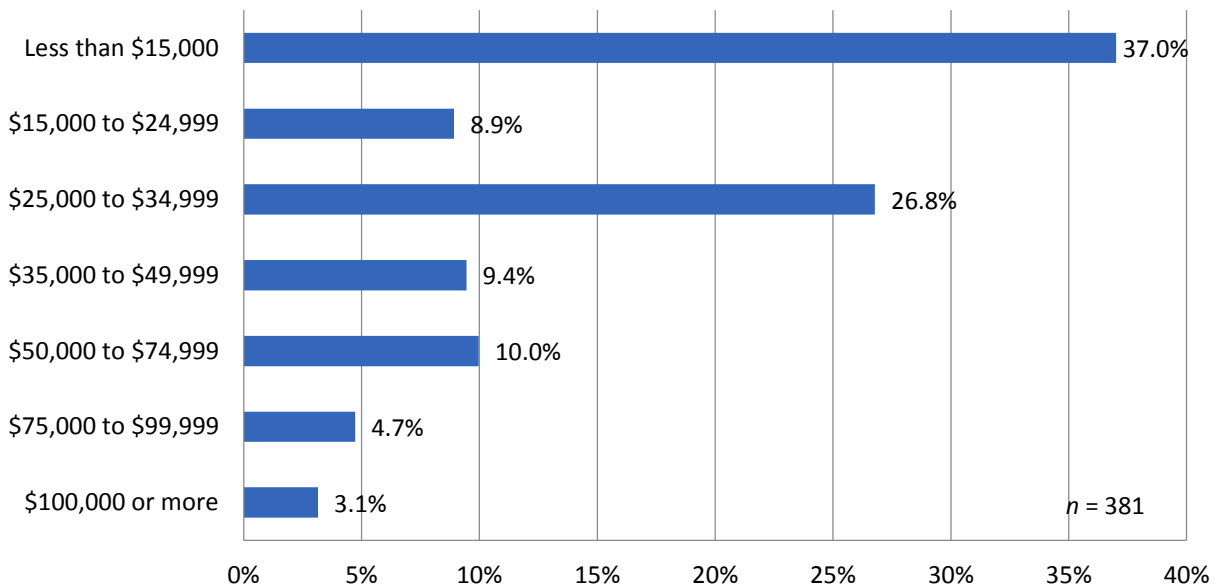


Exhibit C.4.e Route n15 Reason for Riding

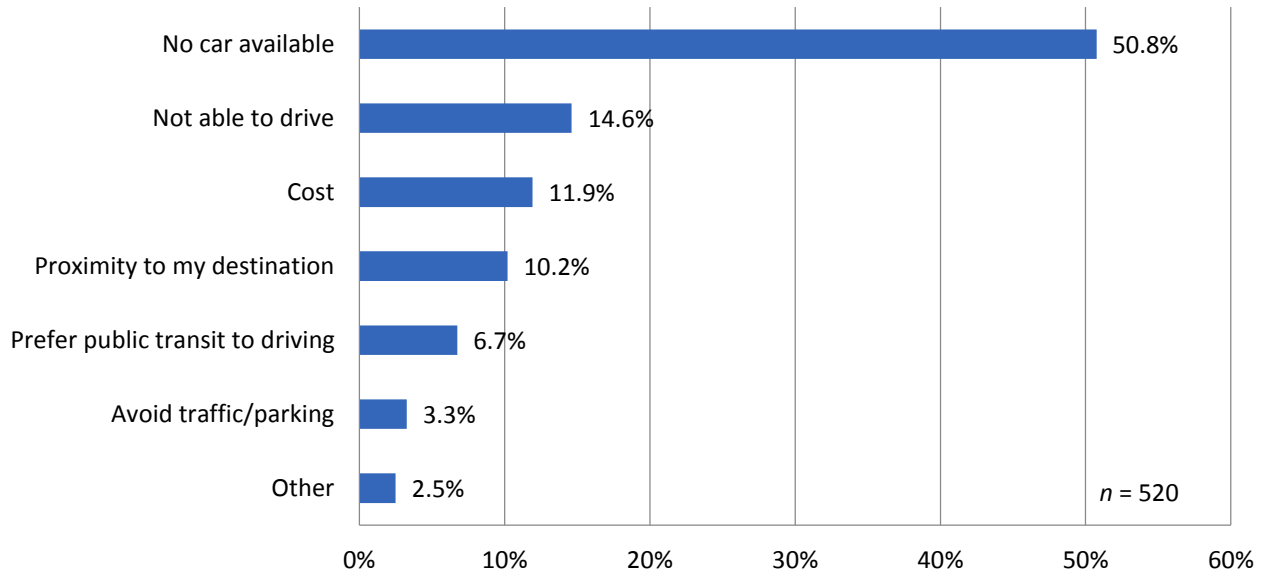
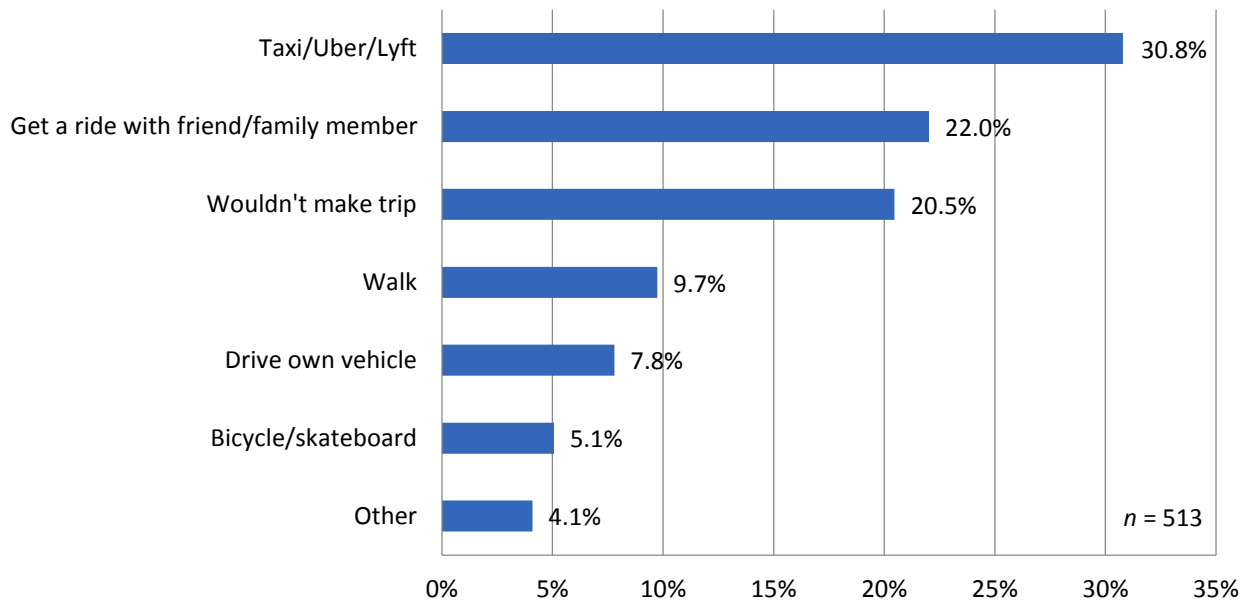


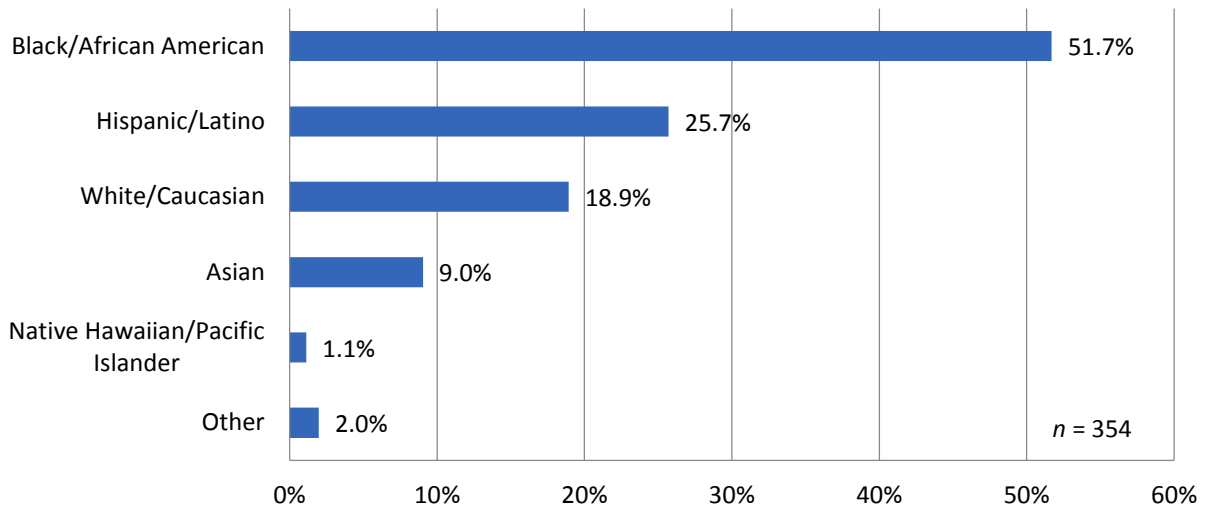
Exhibit C.4.f Route n15 Alternatives to NICE



### Route n16

Nearly 81 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 25 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.5.a Route n16 Ethnicity



More than 86 percent of respondents cited speaking English at home. Twenty-two percent speak Spanish at home. Nearly four percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.5.b Route n16 Languages

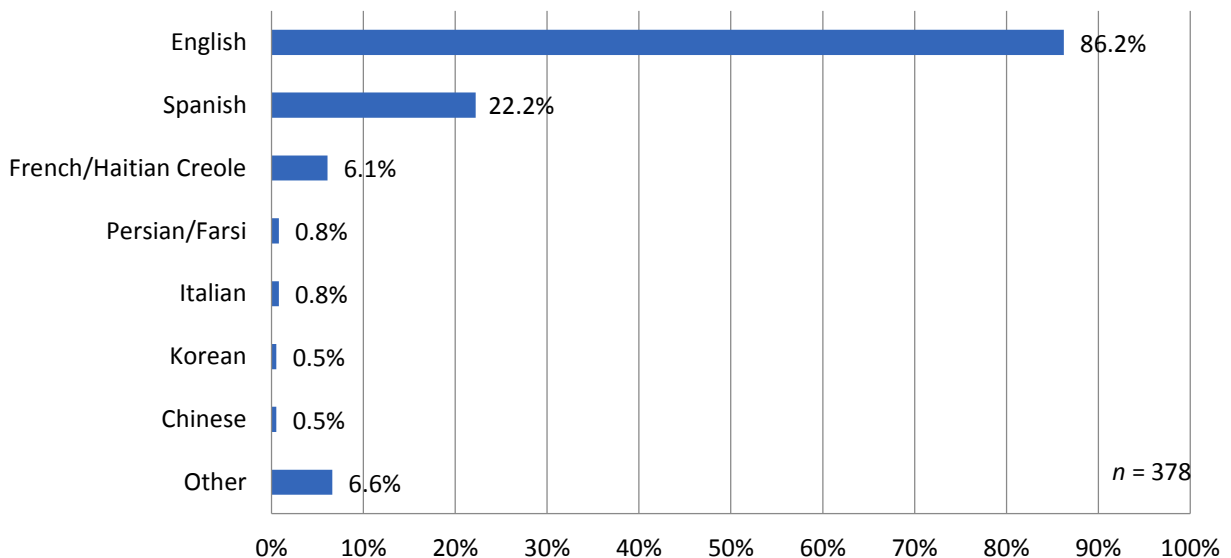
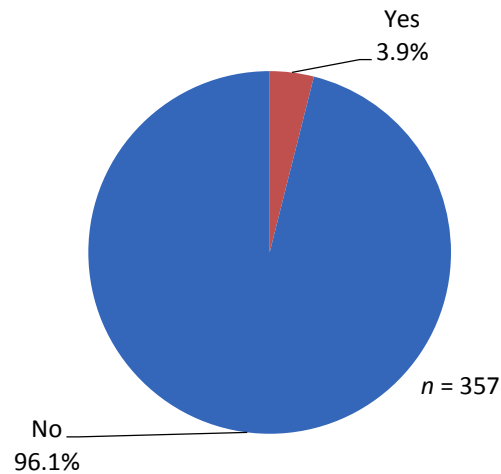


Exhibit C.5.c Route n16 Lack of Proficiency in English Impacting NICE Use



More than 53 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.

Exhibit C.5.d Route n16 Household Income

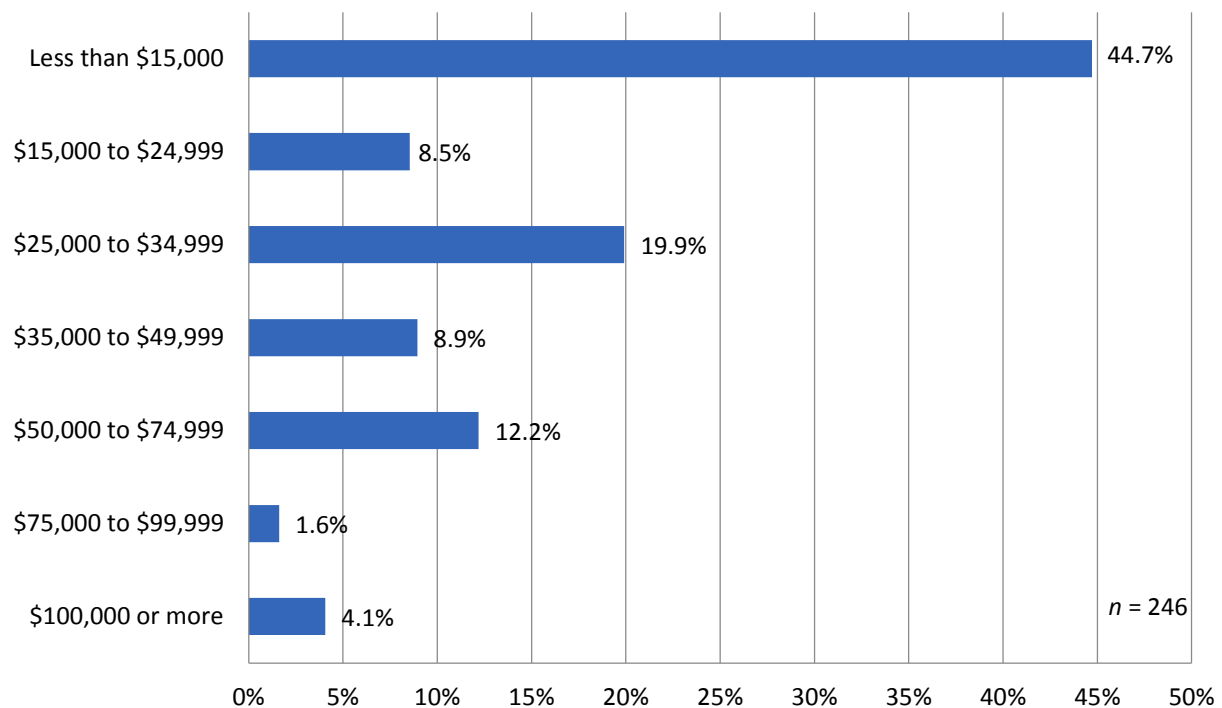


Exhibit C.5.e Route n16 Reason for Riding



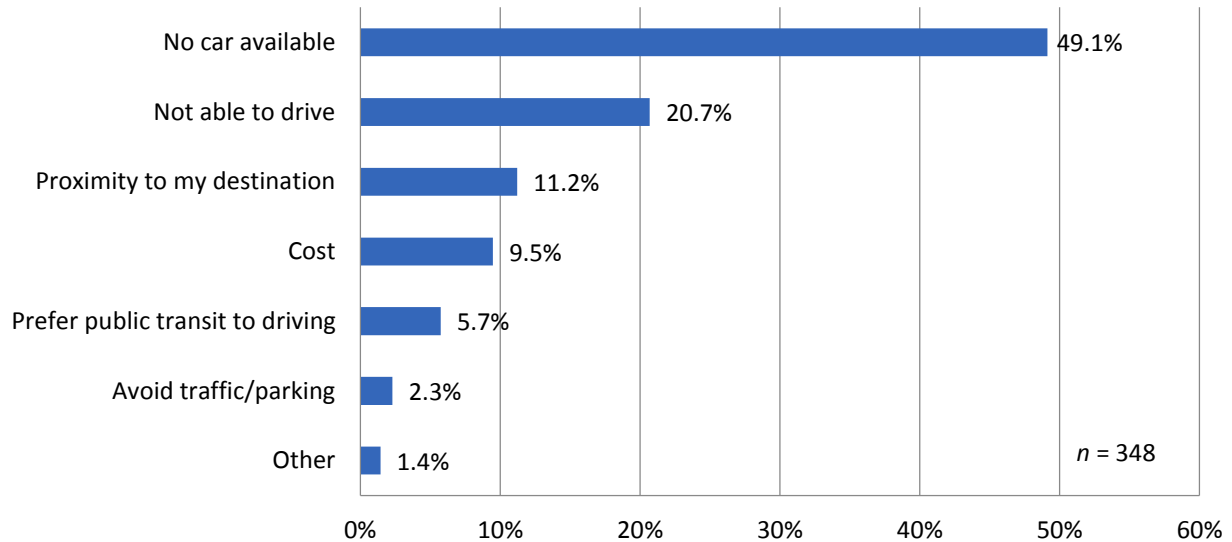
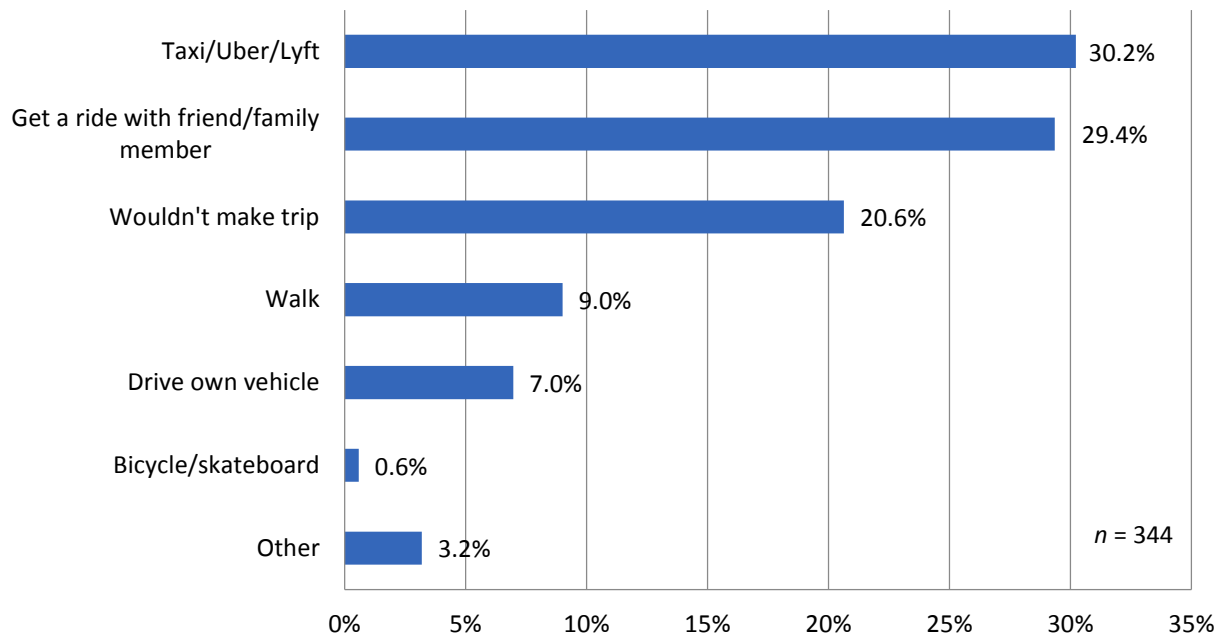


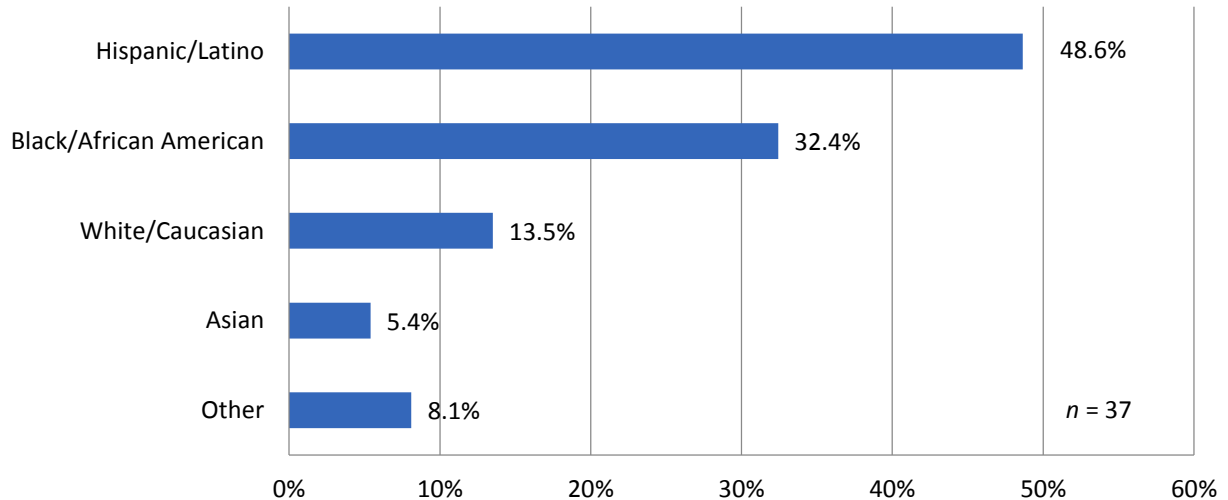
Exhibit C.5.f Route n16 Alternatives to NICE



### 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 32 percent described their ethnicity as Black/African-American.

Exhibit C.6.a Route n19 Ethnicity



More than 66 percent of respondents cited speaking English at home. More than 51 percent speak Spanish at home. Slightly more than 10.5 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.6.b Route n19 Languages

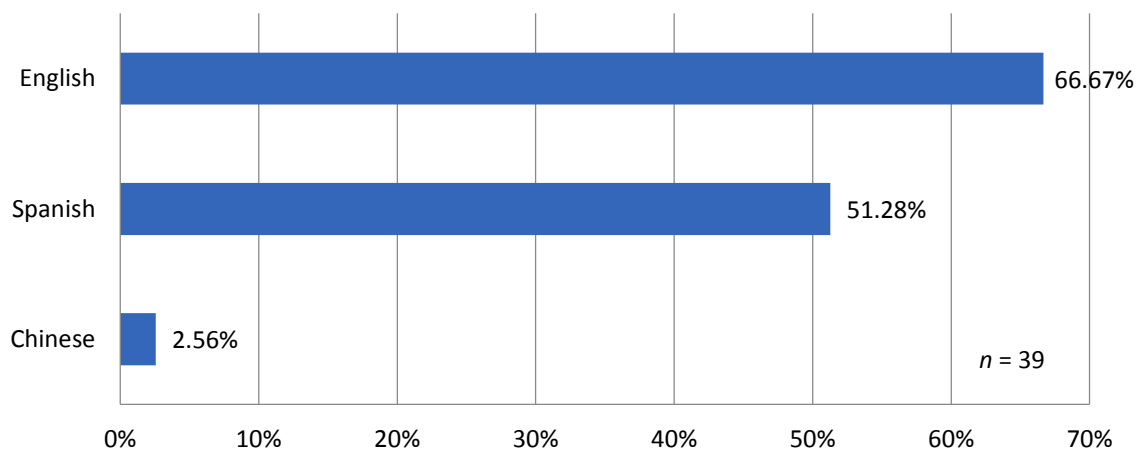
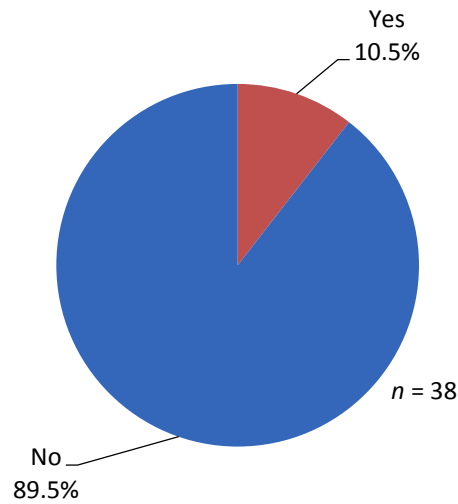


Exhibit C.6.c Route n19 Lack of Proficiency in English Impacting NICE Use



Nearly 46 percent indicated an income below \$25,000 annually. Seventy-one 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 if NICE was not available.

Exhibit C.6.d Route n19 Household Income

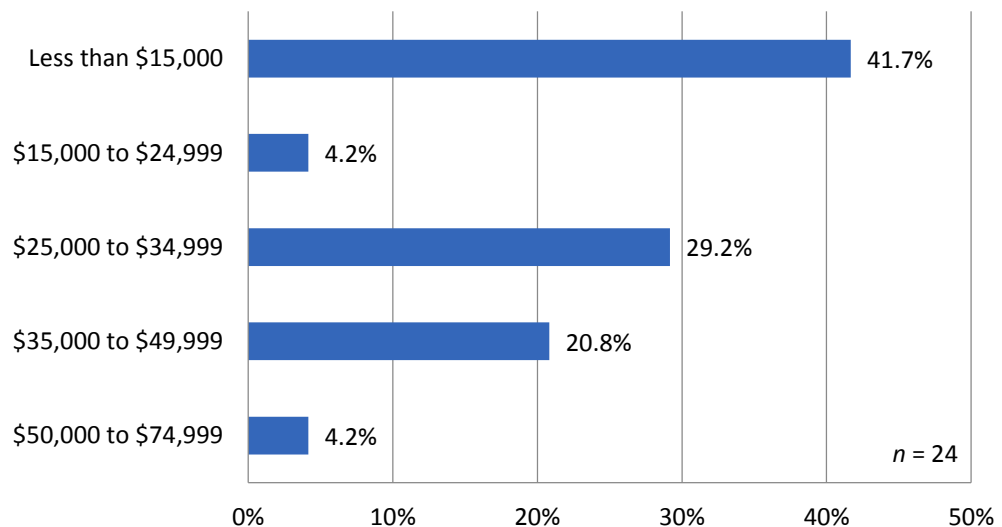




Exhibit C.6.e Route n19 Reason for Riding

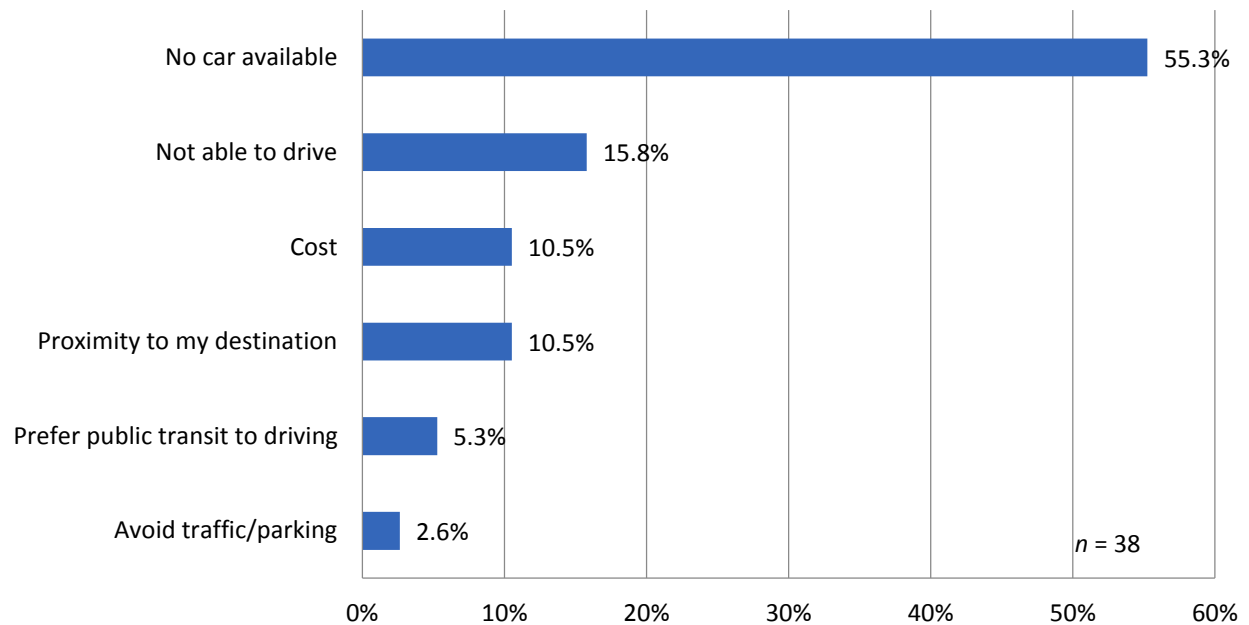
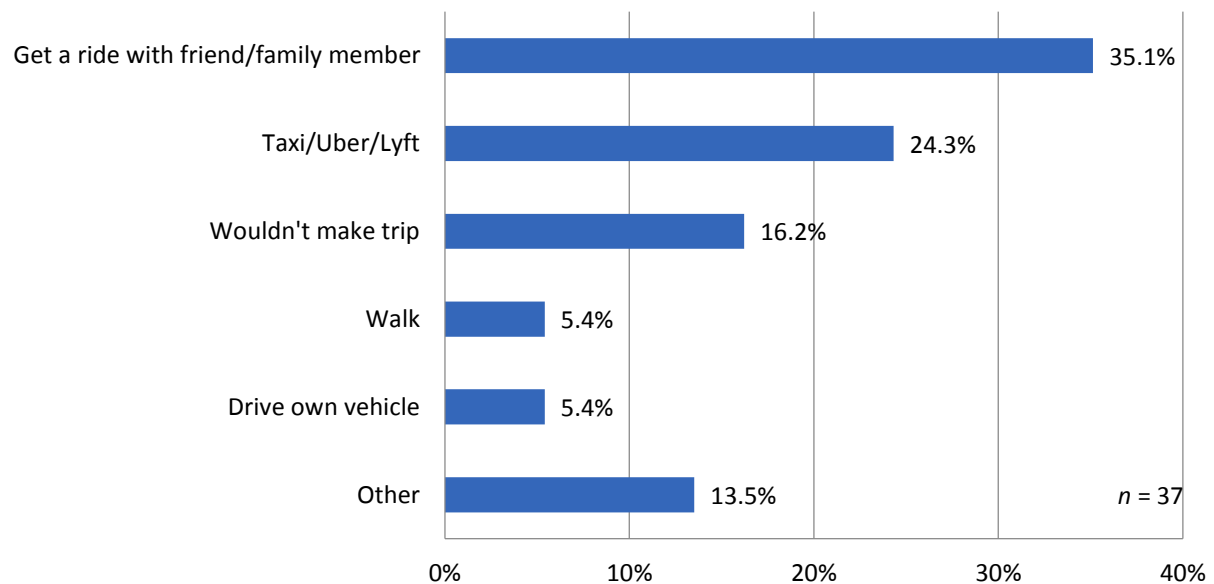


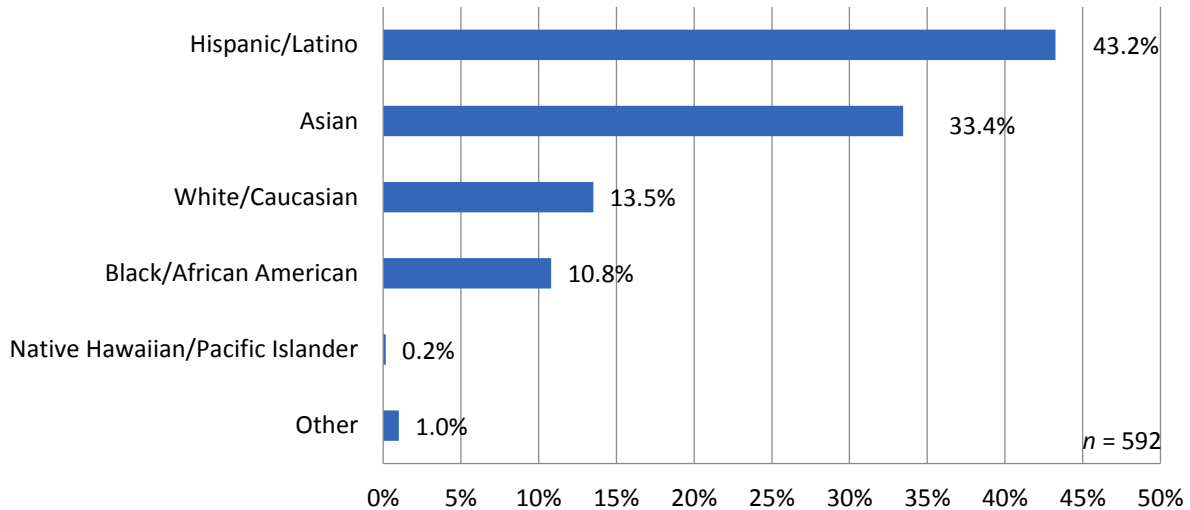
Exhibit C.6.f Route n19 Alternatives to NICE



### Route n20

More than 86 percent of Route n20 respondents indicated being a “minority” ethnicity. Forty-three percent of respondents indicated their ethnicity as Hispanic/Latino. More than 33 percent described themselves as Asian. Nearly 11 percent of respondents described their ethnicity as Black/African American.

Exhibit C.7.a Route n20 Ethnicity



Nearly 60 percent of respondents cited speaking English at home. More than 41 percent speak Spanish at home, while 20.7 percent speak Chinese. Seventeen percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.7.b Route n20 Languages

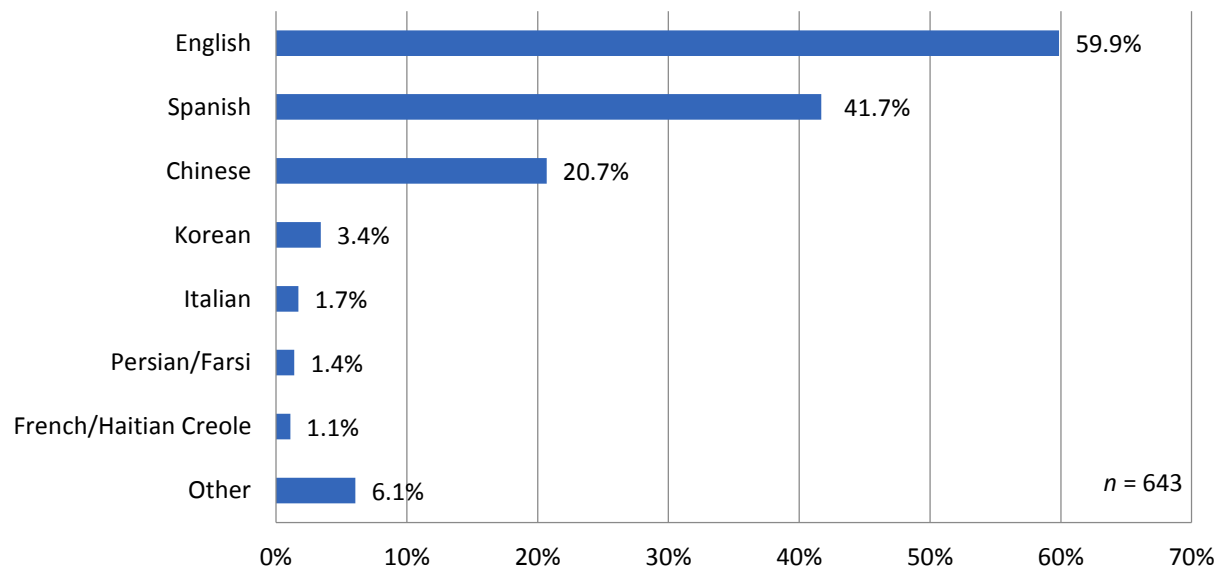
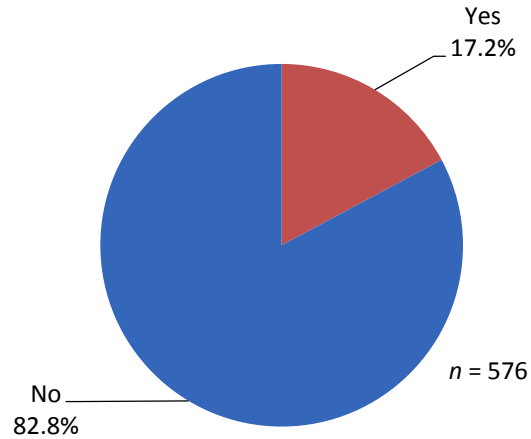
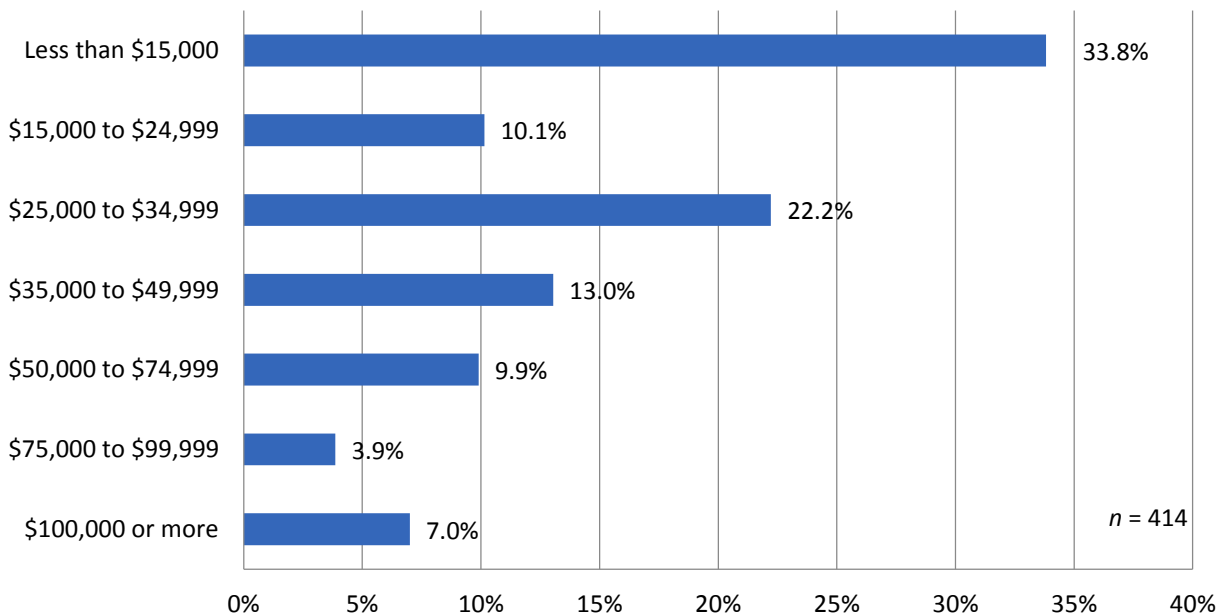


Exhibit C.7.c Route n20 Lack of Proficiency in English Impacting NICE Use



Nearly 44 percent indicated an income below \$25,000 annually. More than 41 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.7.d Route n20 Household Income



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Exhibit C.7.e Route n20 Reason for Riding

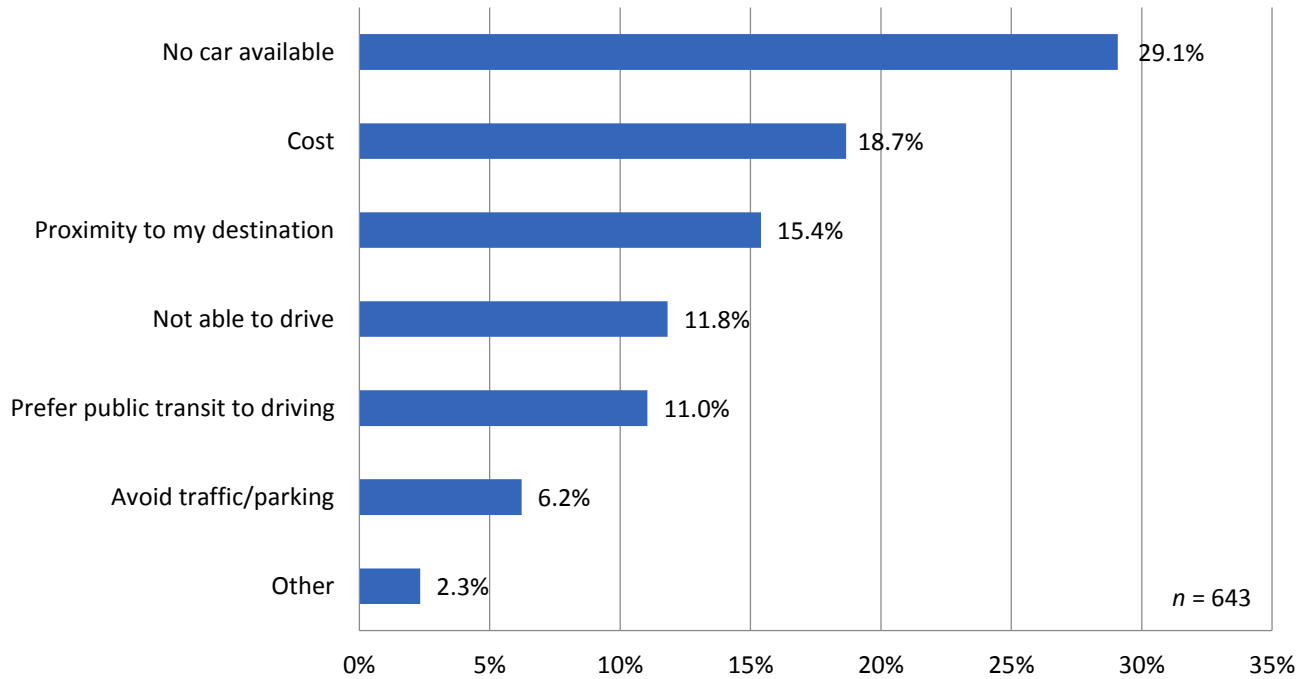
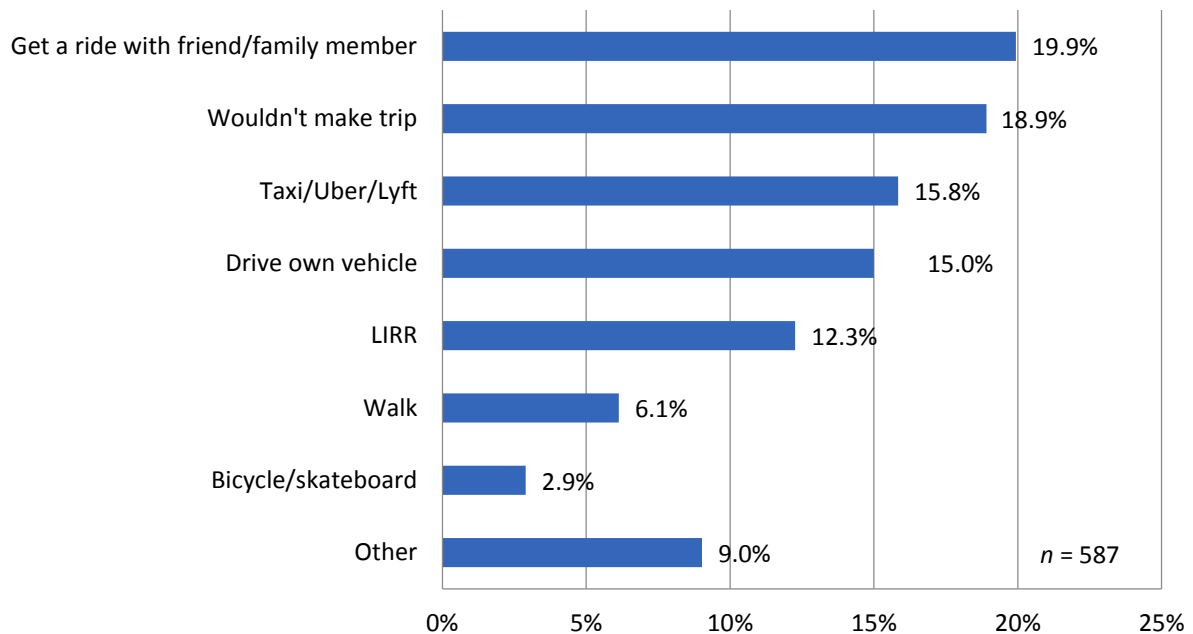


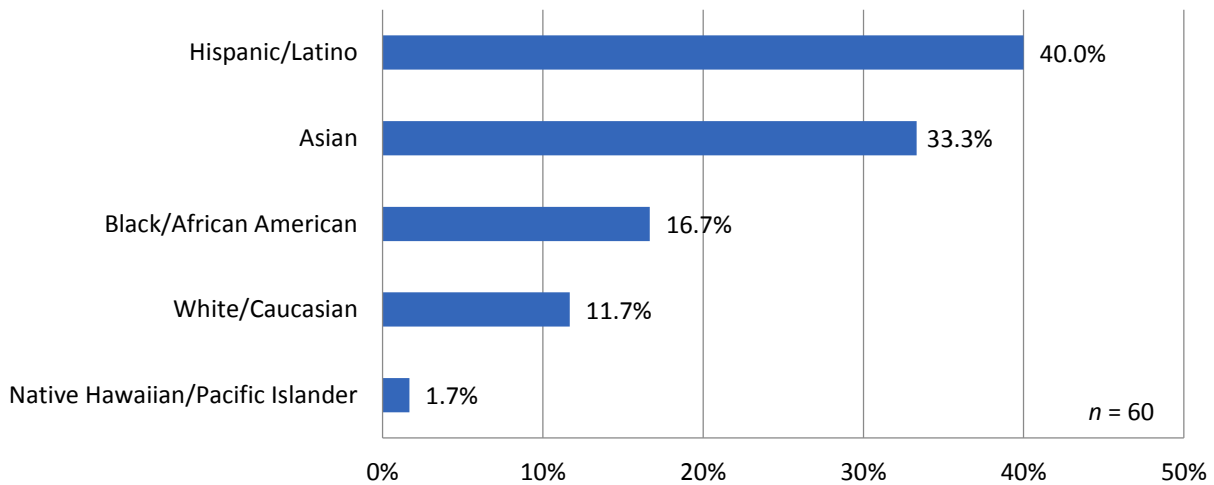
Exhibit C.7.f Route n20 Alternatives to NICE



### Route n21

More than 88 percent of Route n21 respondents indicated being a “minority” ethnicity. Forty percent of respondents indicated their ethnicity as Hispanic/Latino. Thirty-three percent of respondents indicated their ethnicity as Asian, while 16.7 percent described their ethnicity as Black/African-American.

Exhibit C.8.a Route n21 Ethnicity



More than 62 percent of respondents cited speaking English at home. Slightly more than 34 percent speak Spanish at home. Chinese was cited by 7.8 percent. A high percentage – 21.4 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.8.b Route n21 Languages

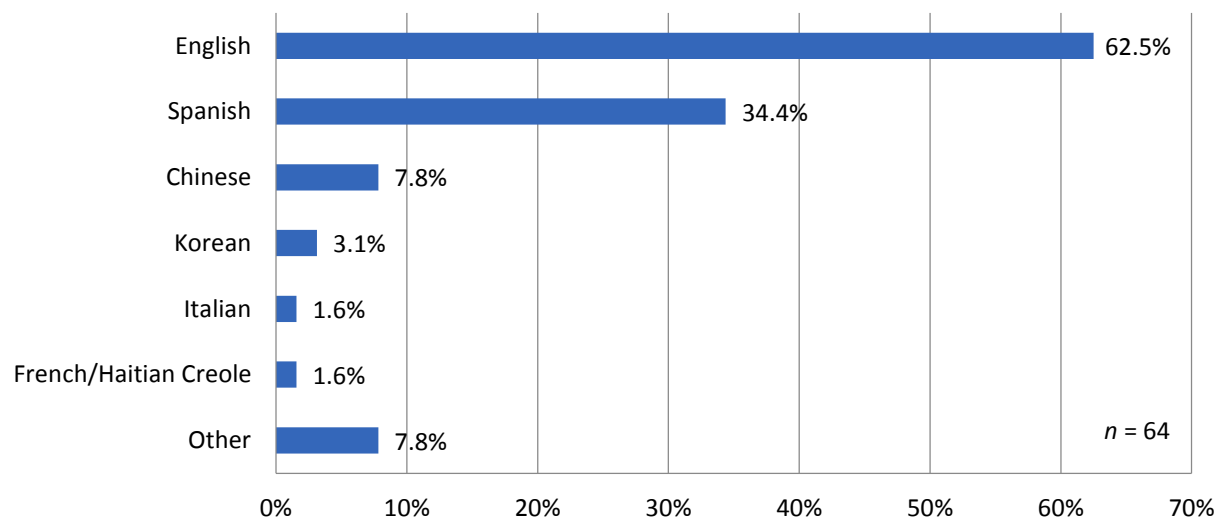
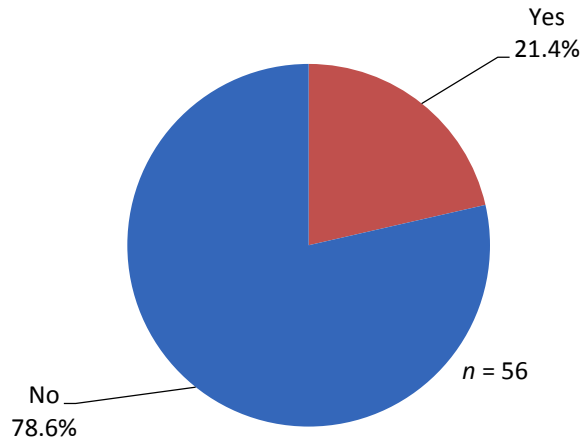


Exhibit C.8.c Route n21 Lack of Proficiency in English Impacting NICE Use



Nearly 44 percent indicated an income below \$15,000 annually. Sixty 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

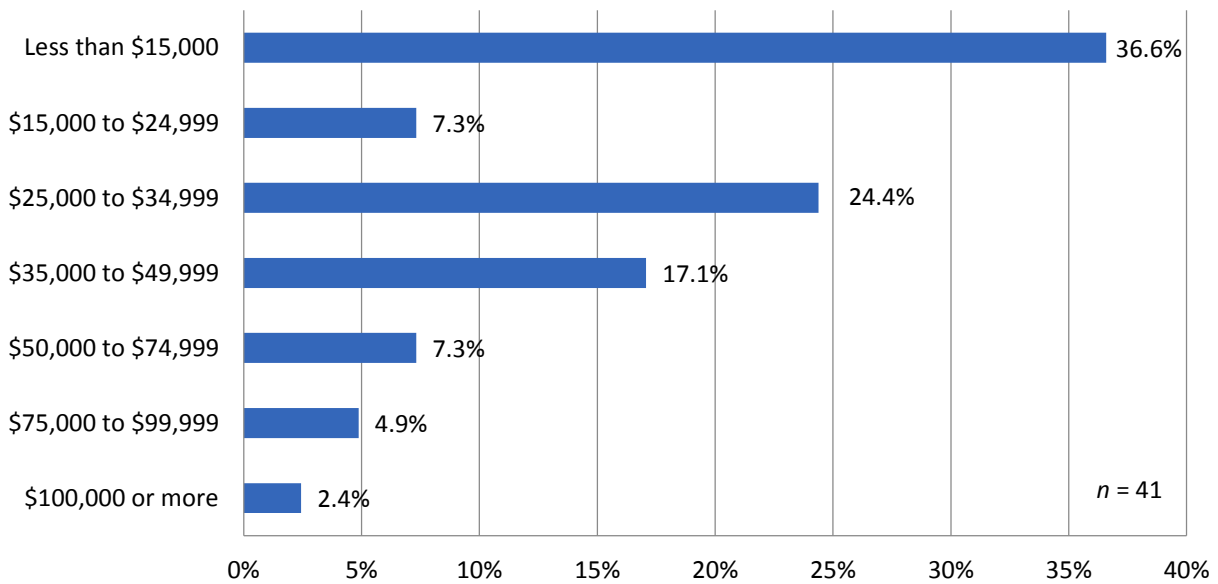


Exhibit C.8.e Route n21 Reason for Riding

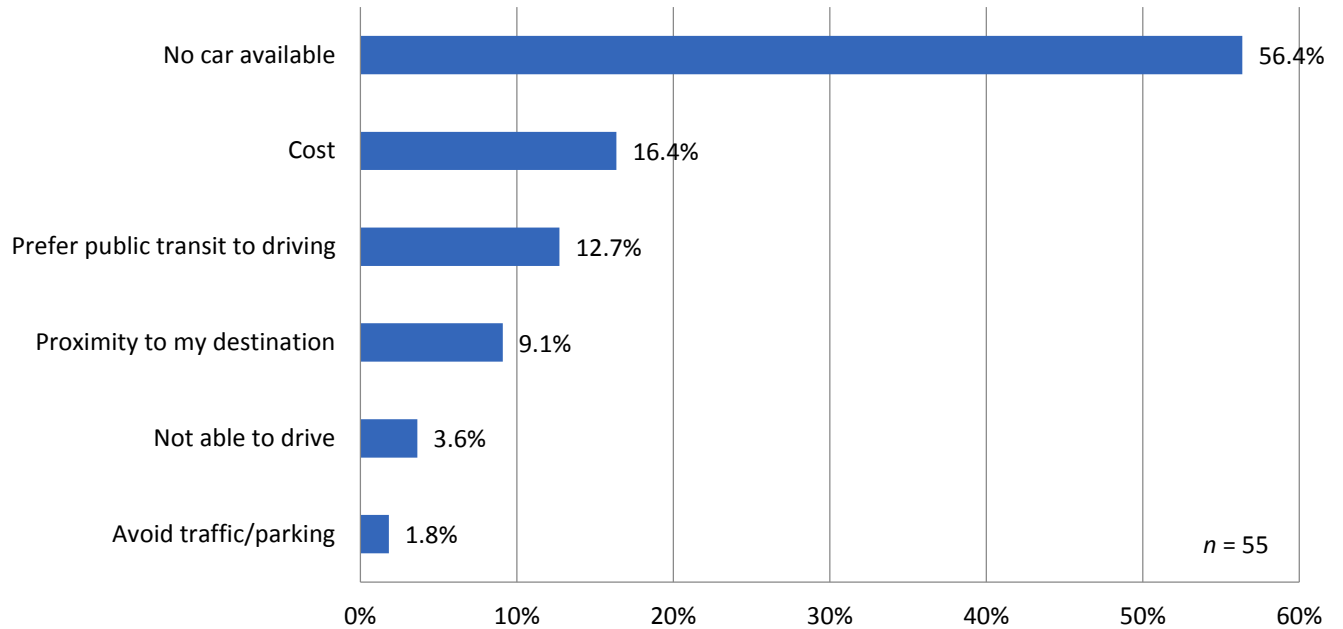
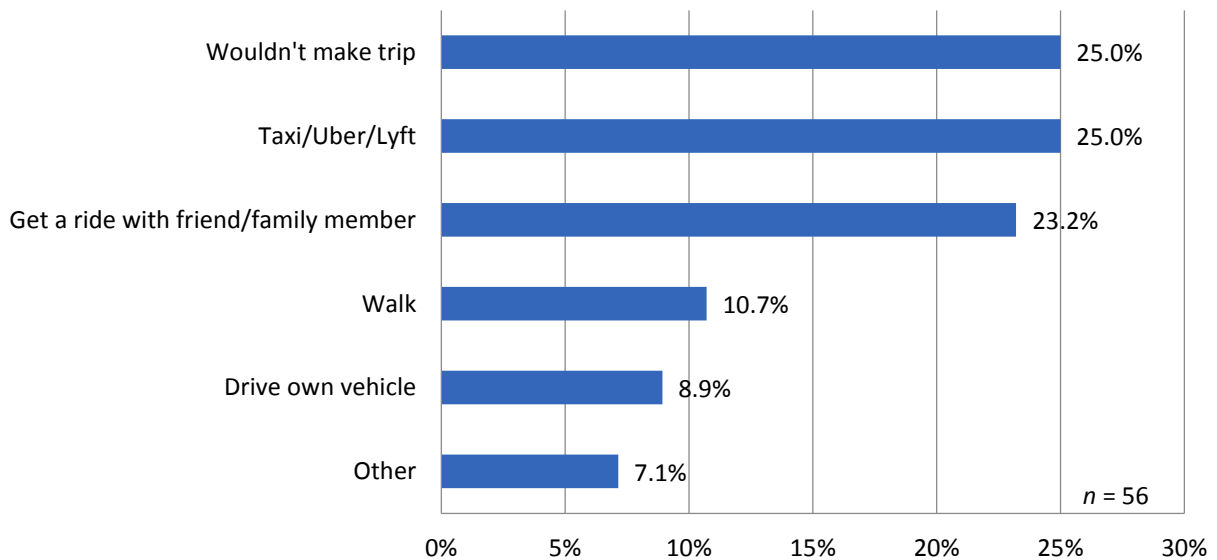


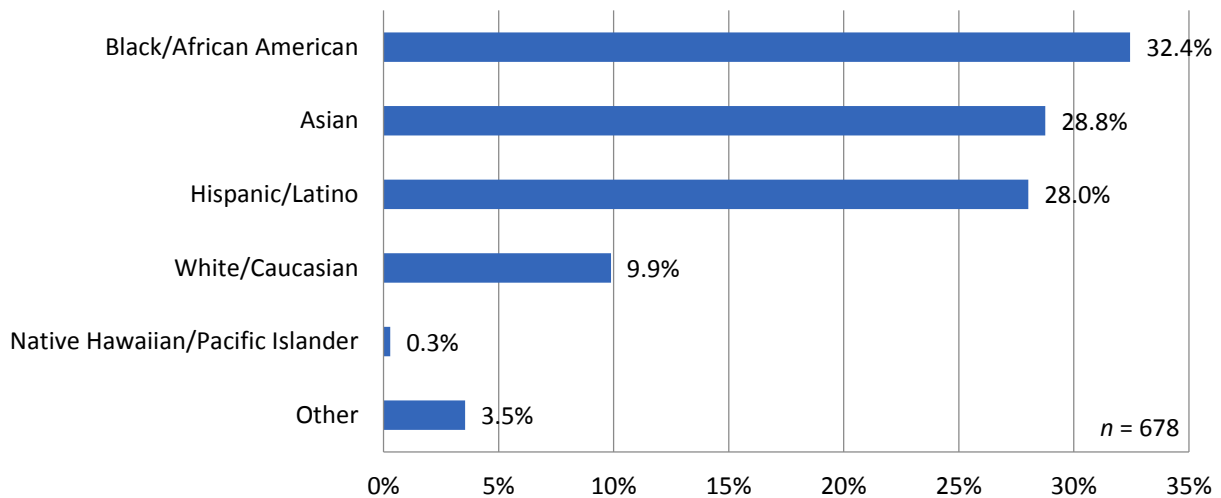
Exhibit C.8.f Route n21 Alternatives to NICE



### Route n22

Ninety percent of Route n22 respondents indicated being a “minority” ethnicity. More than 32 percent of respondents indicated their ethnicity as Black/African-American. More than 28 percent cited being of Asian descent, while 28.0 percent self-identified as Hispanic/Latino.

Exhibit C.9.a Route n22 Ethnicity



More than 76 percent of respondents cited speaking English at home. More than 24 percent speak Spanish at home. Other languages cited by more than one percent of respondents are French/Haitian Creole (4.6 percent) and Chinese (4.2 percent). Despite this language diversity, only 12.4 percent indicated a lack of proficiency in English impacted their use of NICE, which suggests that though many different languages may be spoken at home, there is still a fairly high level of proficiency in English.

Exhibit C.9.b Route n22 Languages

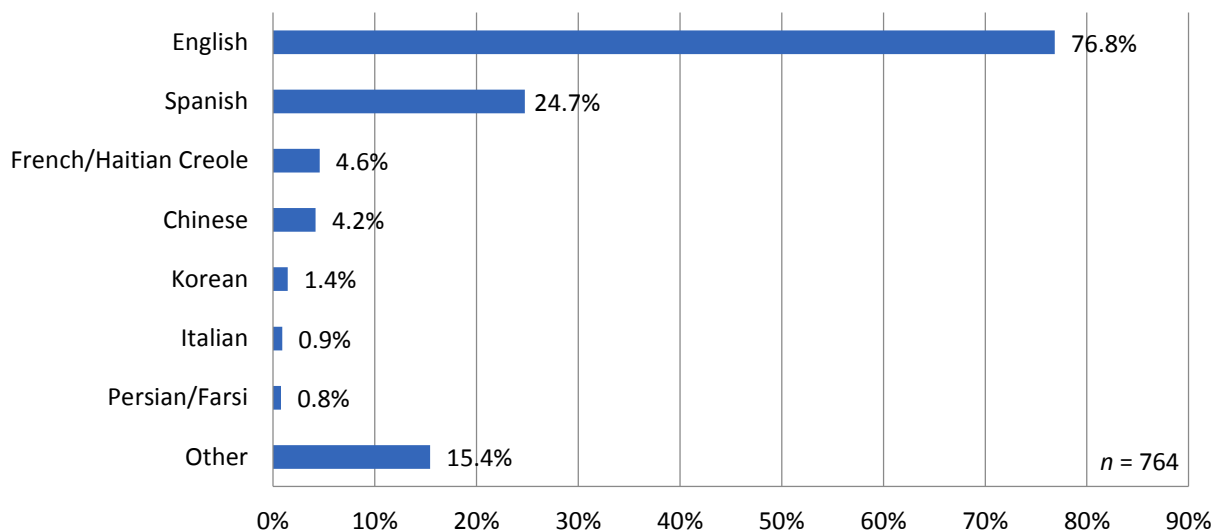
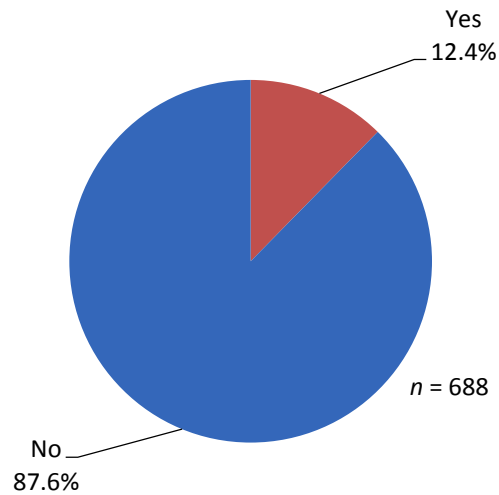




Exhibit C.9.c Route n22 Lack of Proficiency in English Impacting NICE Use



Slightly more than 42 percent indicated an income below \$25,000 annually. Forty-seven percent choose to ride NICE because they lack access to a car or are not able to drive.

Exhibit C.9.d Route n22 Household Income

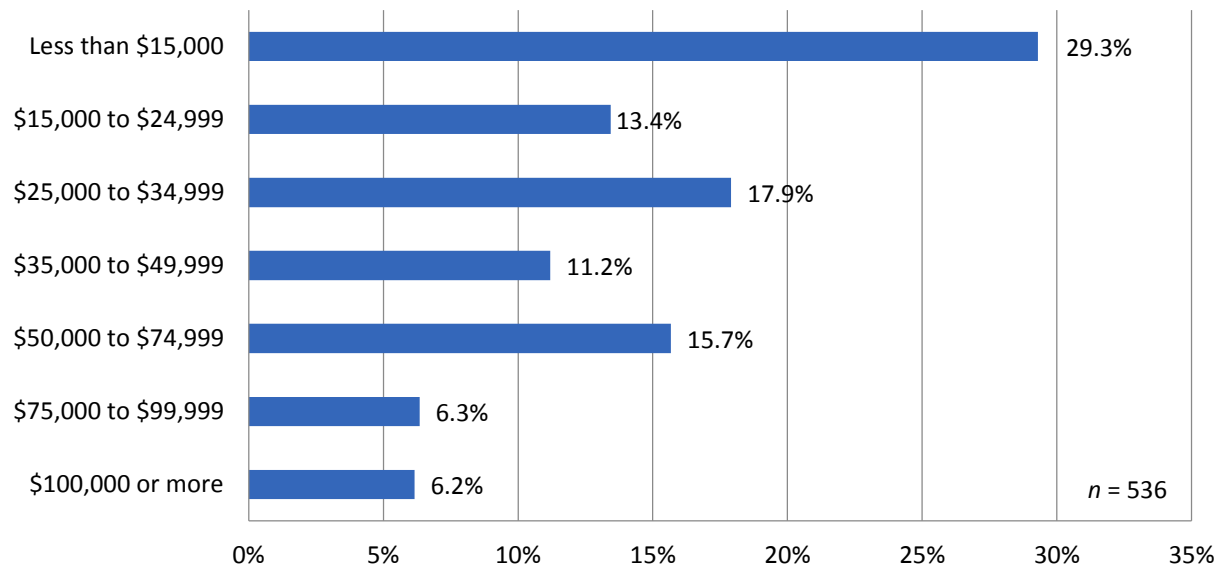


Exhibit C.9.e Route n22 Reason for Riding

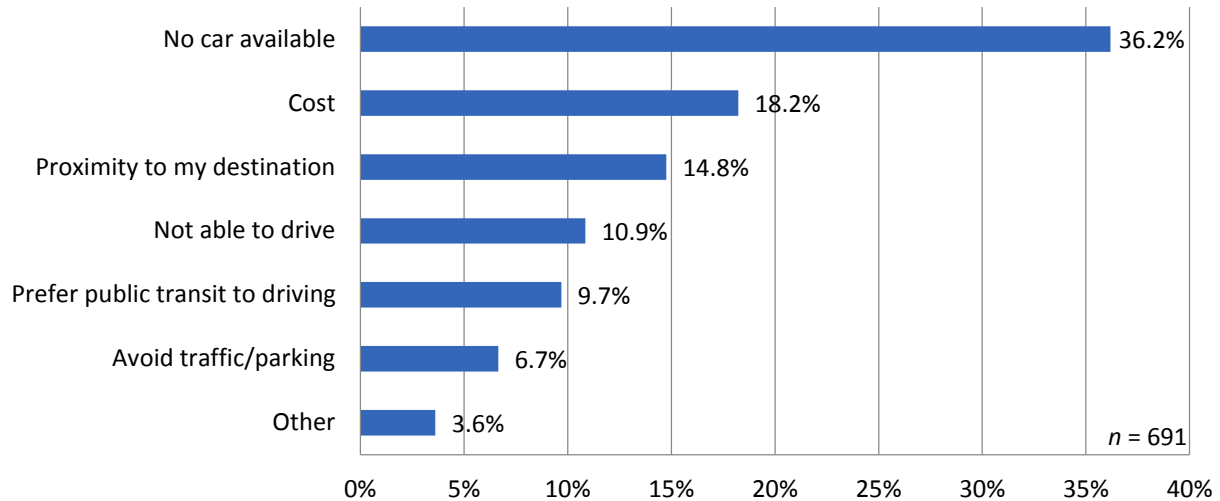
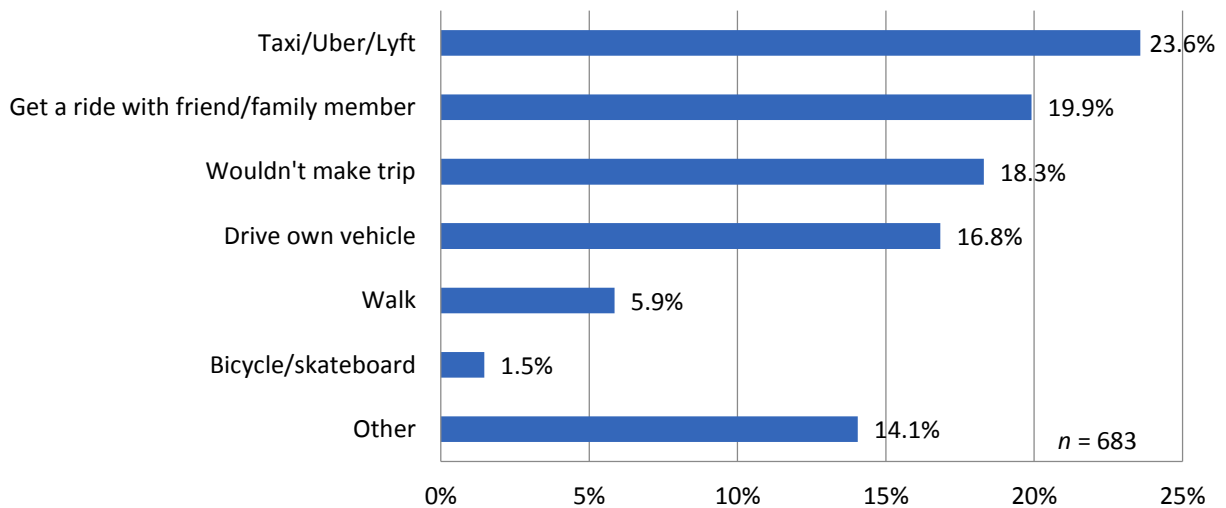


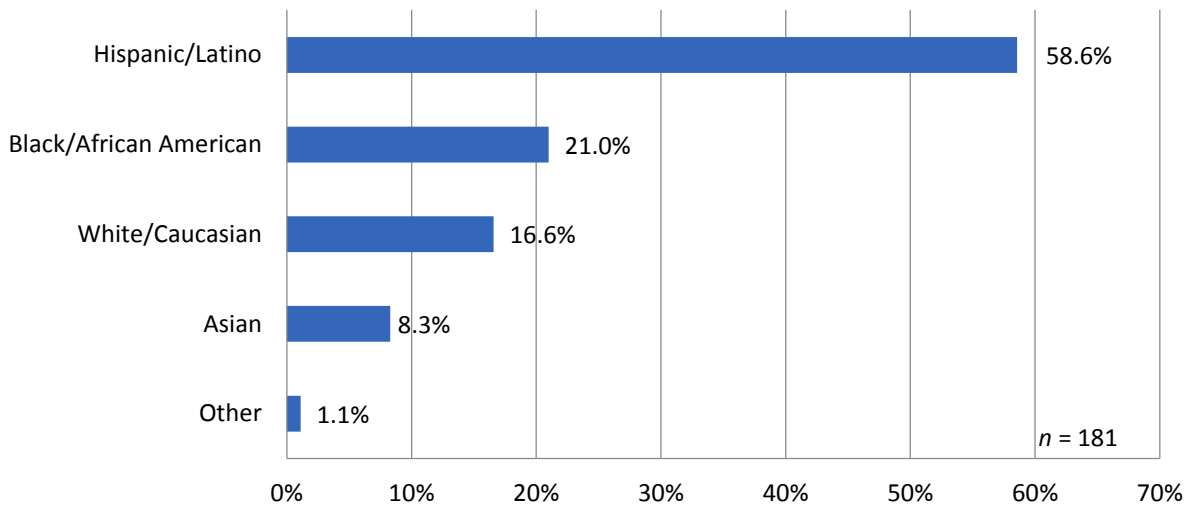
Exhibit C.9.f Route n22 Alternatives to NICE



### Route n23

Slightly more than 83 percent of Route n23 respondents indicated being a “minority” ethnicity. More than 58 percent of respondents indicated their ethnicity as Hispanic/Latino. Twenty-one percent described their ethnicity as Black/African-American.

Exhibit C.10.a Route n23 Ethnicity



More than 59 percent of respondents cited speaking English at home. Fifty-seven percent speak Spanish at home. Just over nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.10.b Route n23 Languages

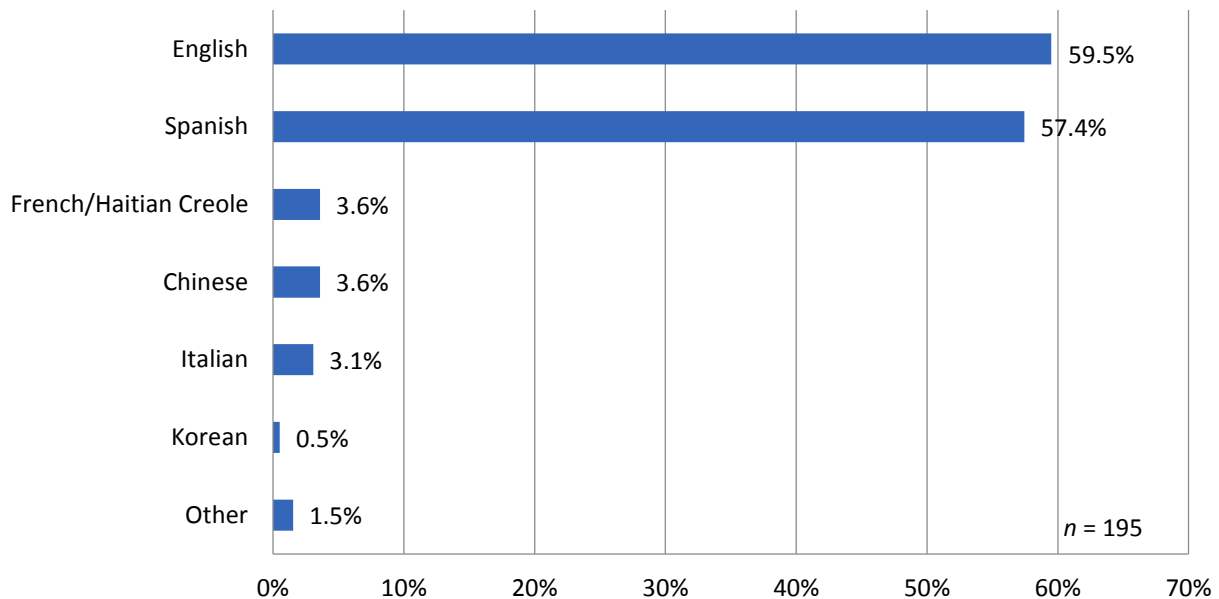
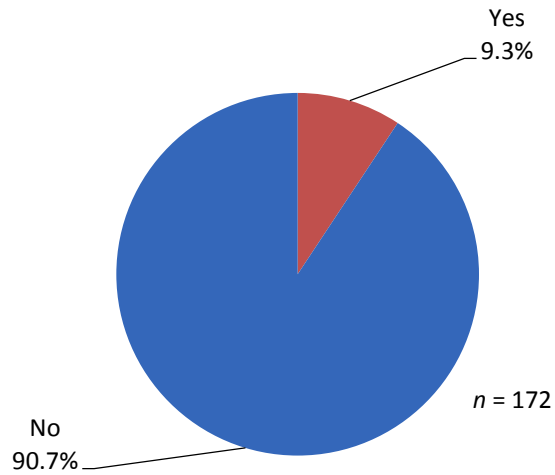
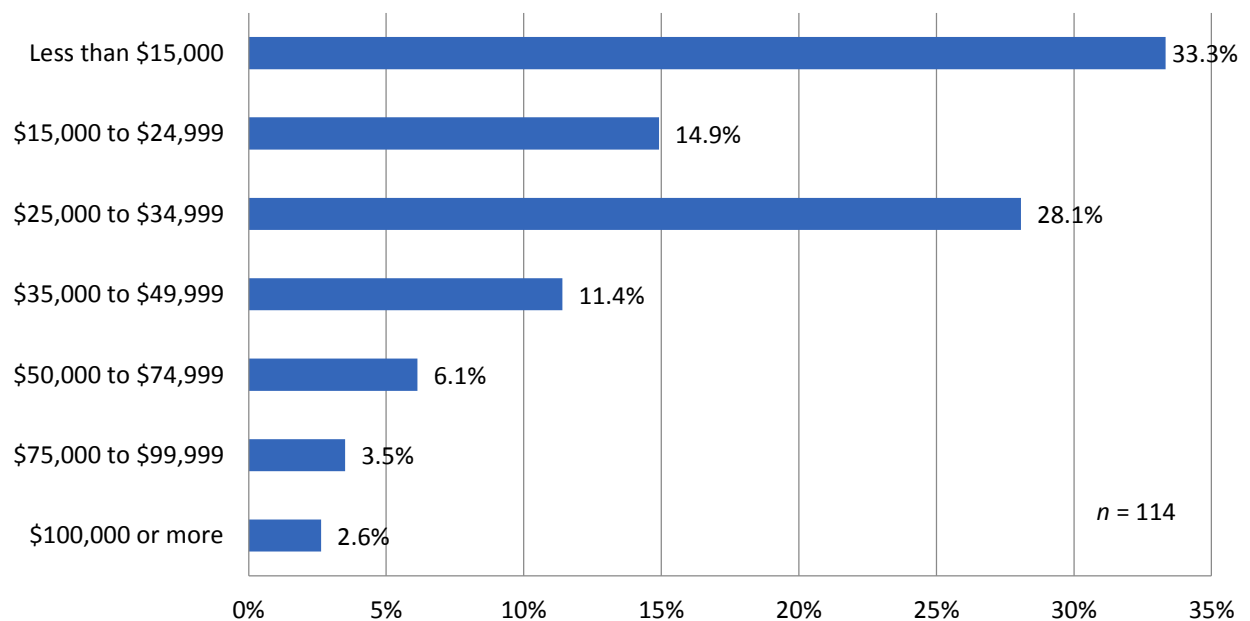


Exhibit C.10.c Route n23 Lack of Proficiency in English Impacting NICE Use



Forty-eight percent indicated an annual income below \$25,000. Nearly 59 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

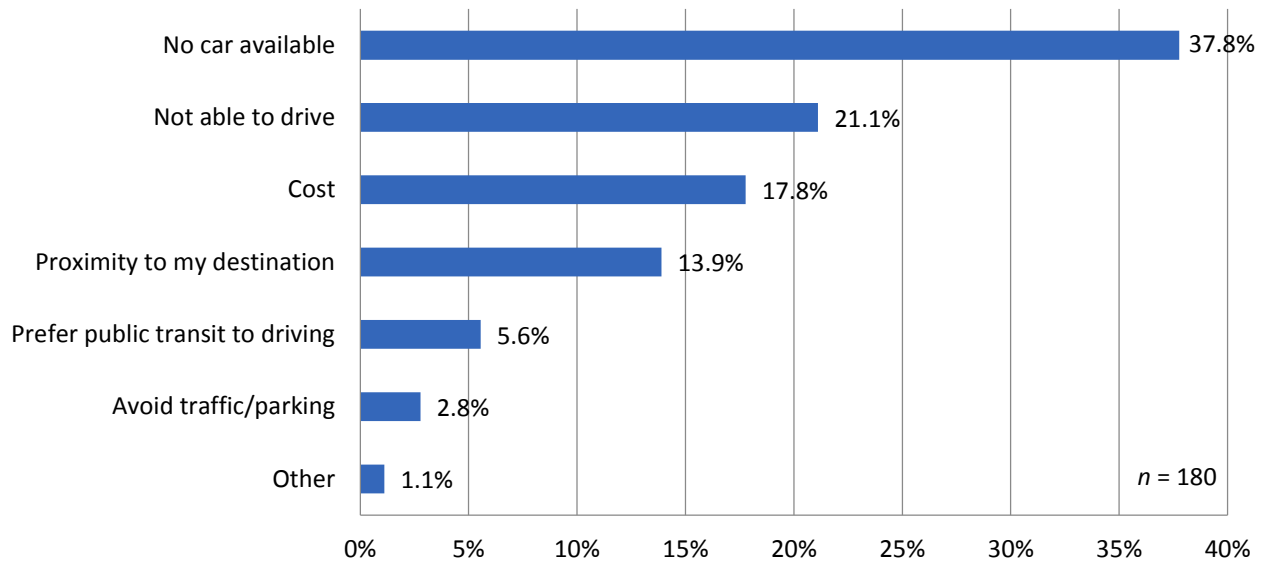
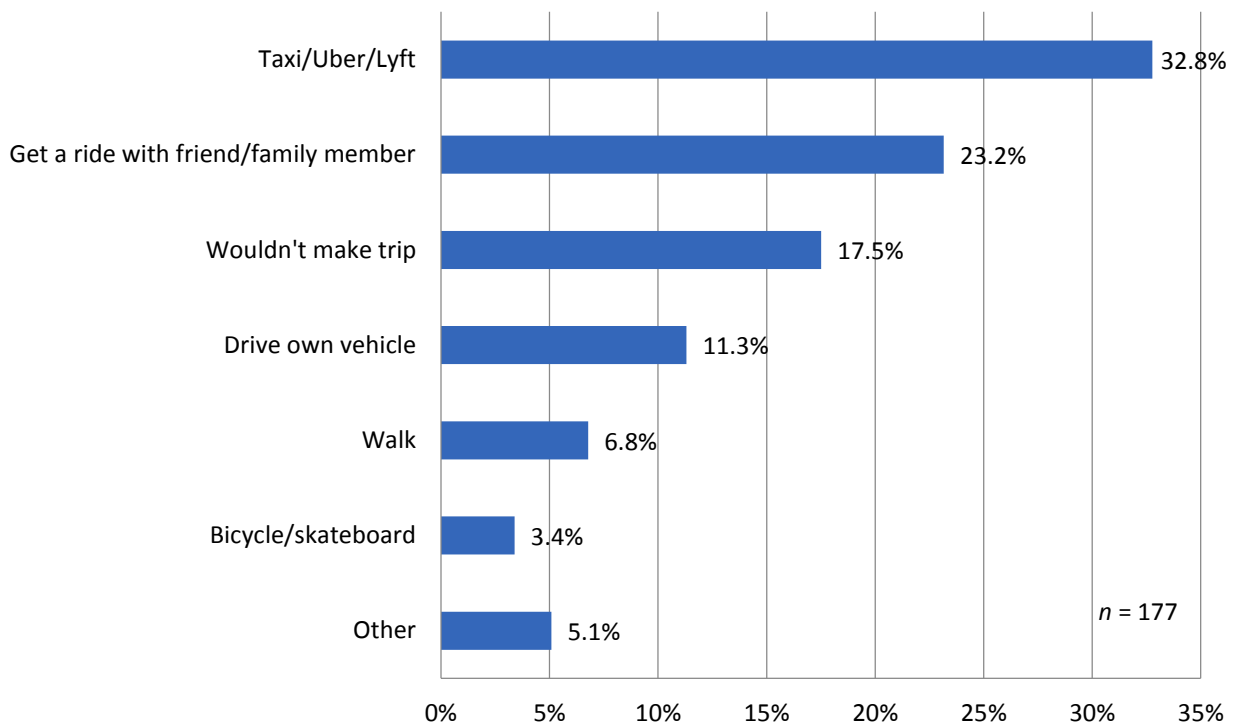


Exhibit C.10.f Route n23 Alternatives to NICE

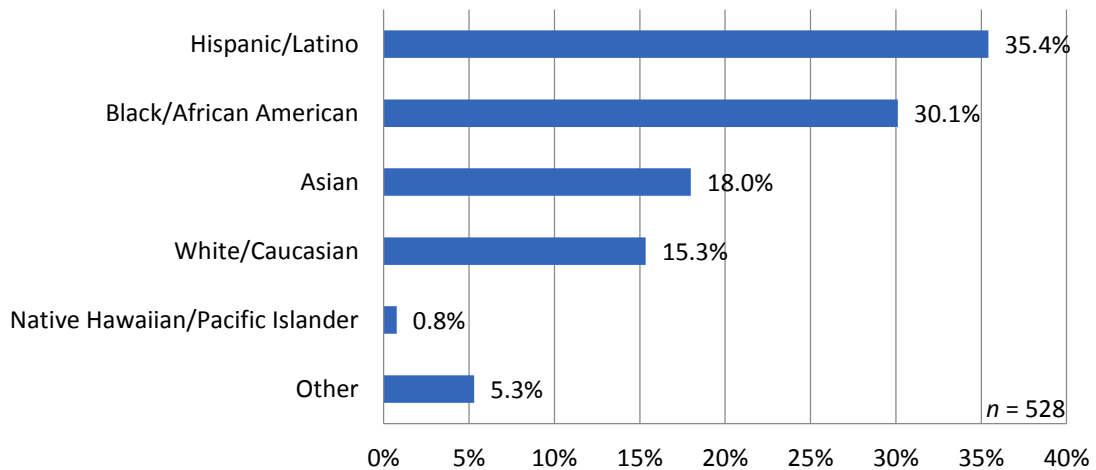


C-32

#### Route n24

More than 84 percent of Route n24 respondents indicated being a “minority” ethnicity. Thirty-five percent described their ethnicity as Hispanic/Latino, while 30 percent of respondents indicated their ethnicity as Black/African-American. Another 14.3 percent identified themselves as Asian.

Exhibit C.11.a Route n24 Ethnicity



More than 77 percent of respondents cited speaking English at home. Nearly 31 percent speak Spanish at home.

Exhibit C.11.b Route n24 Languages

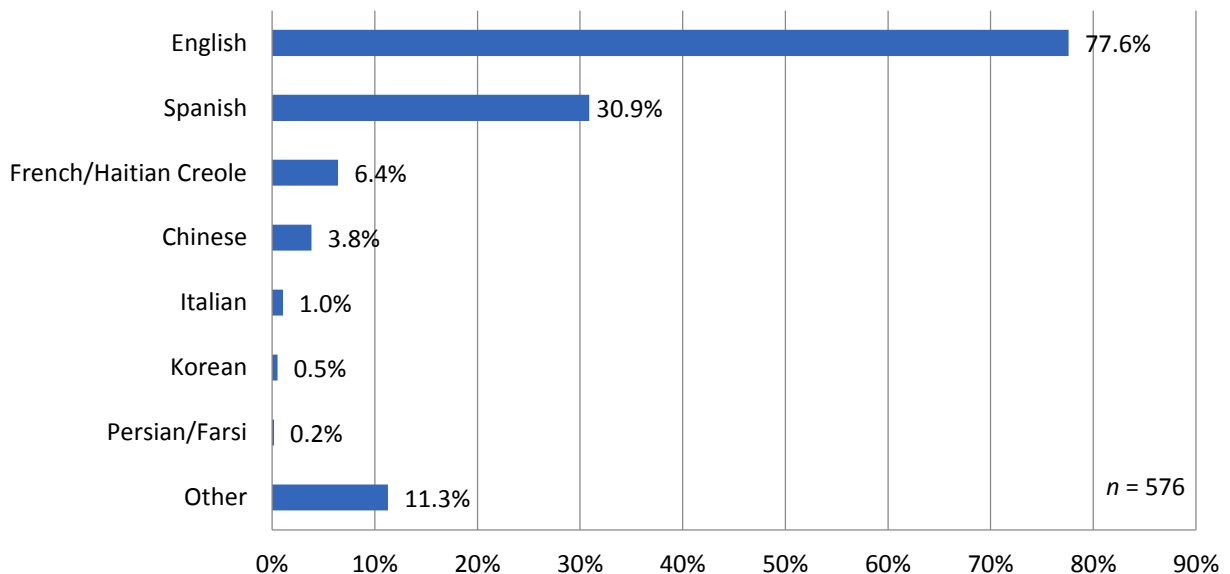
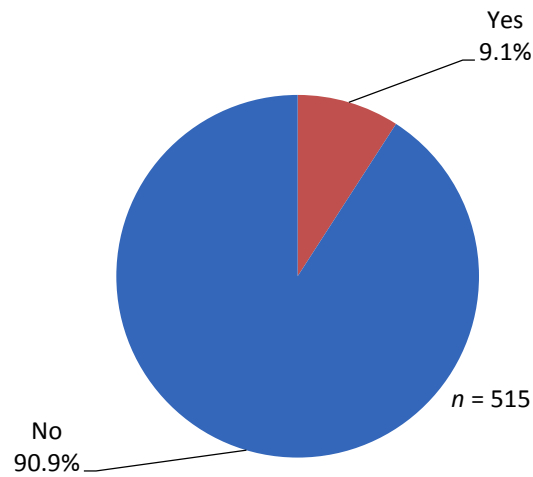
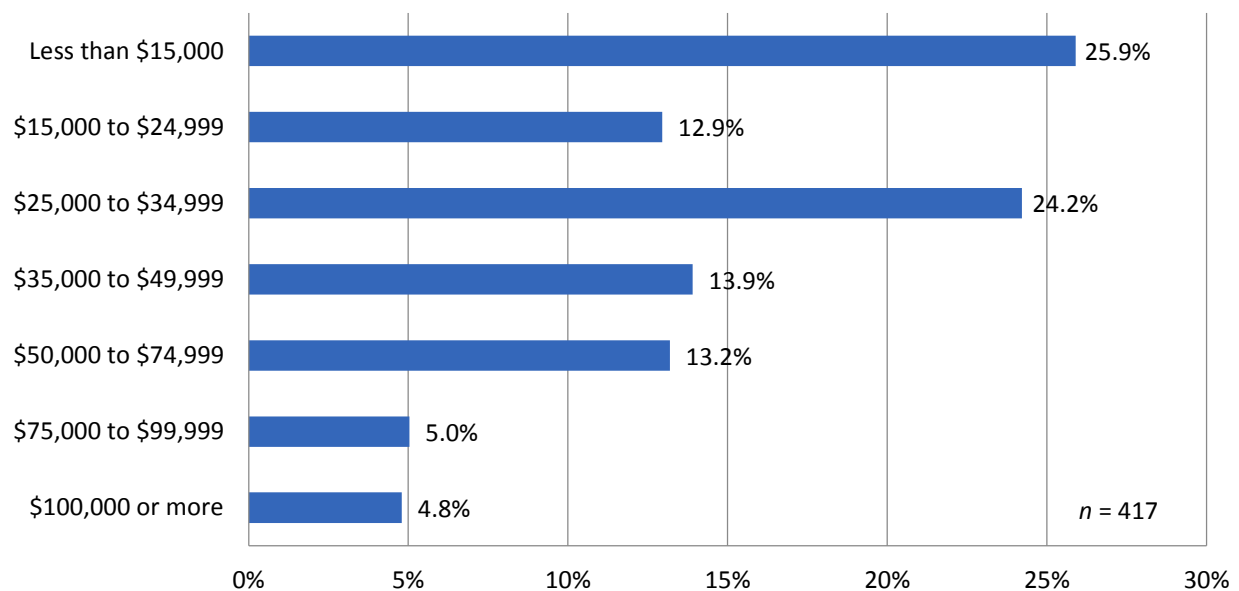


Exhibit C.11.c Route n24 Lack of Proficiency in English Impacting NICE Use



Twenty-three percent of respondents cited an annual household income of \$50,000 or more. Thirty-eight percent indicated an income below \$25,000 annually. Slightly more than 53 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

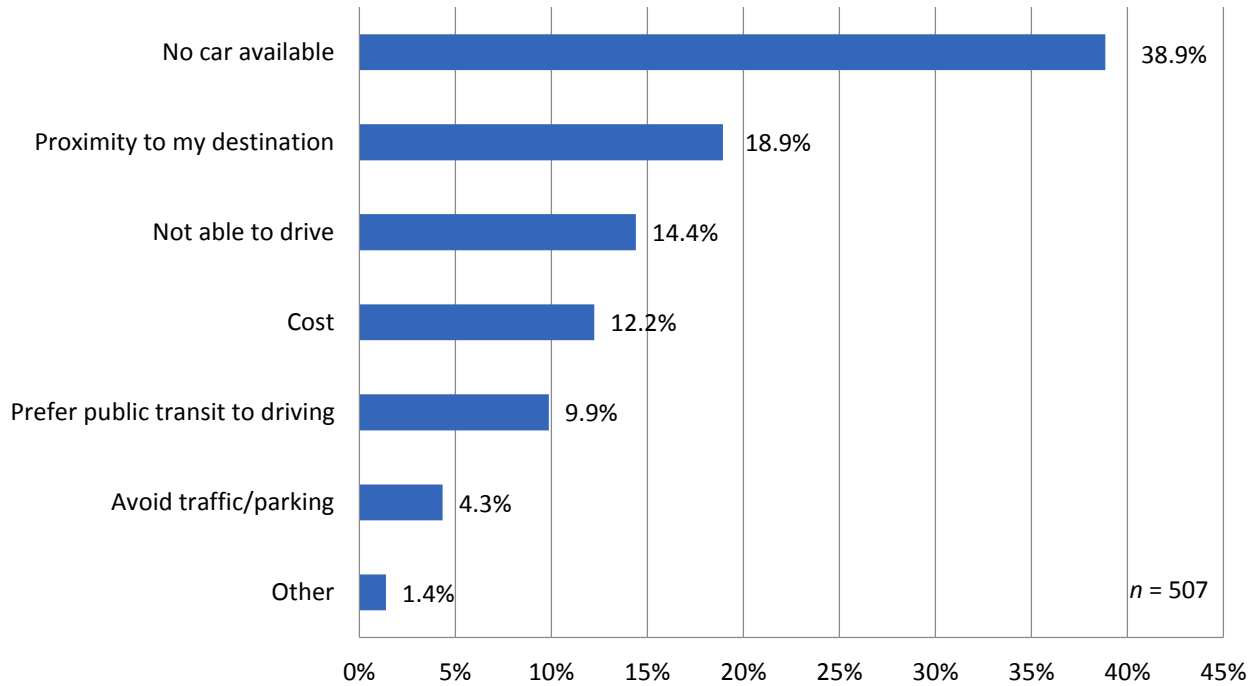
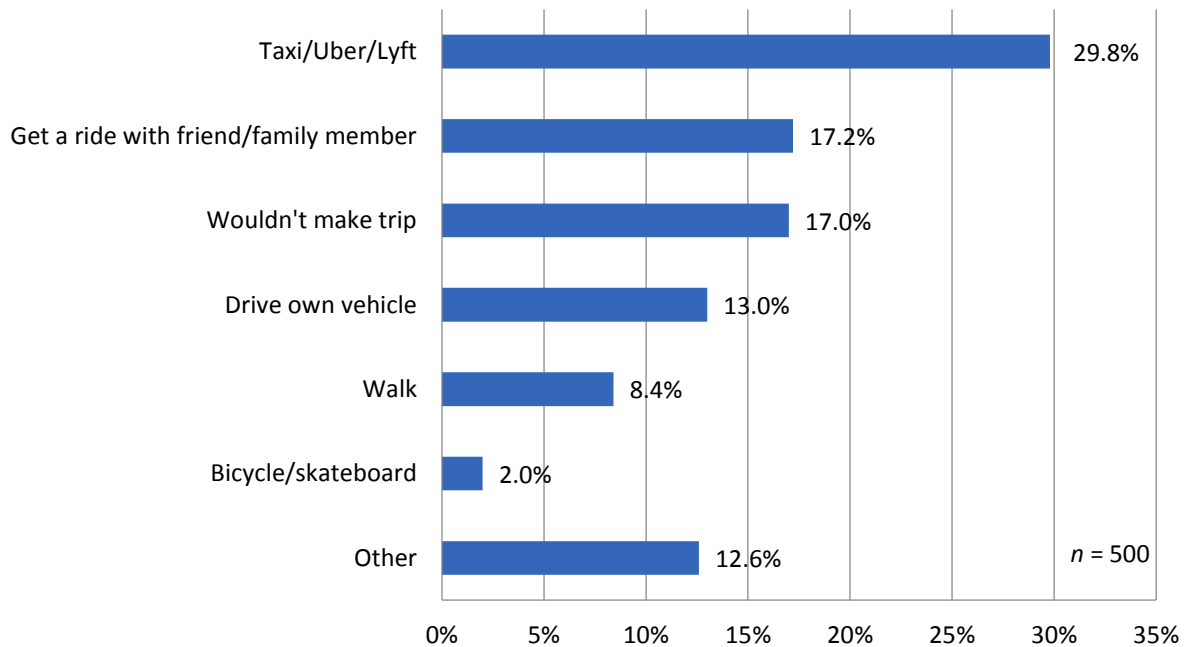


Exhibit C.11.f Route n24 Alternatives to NICE



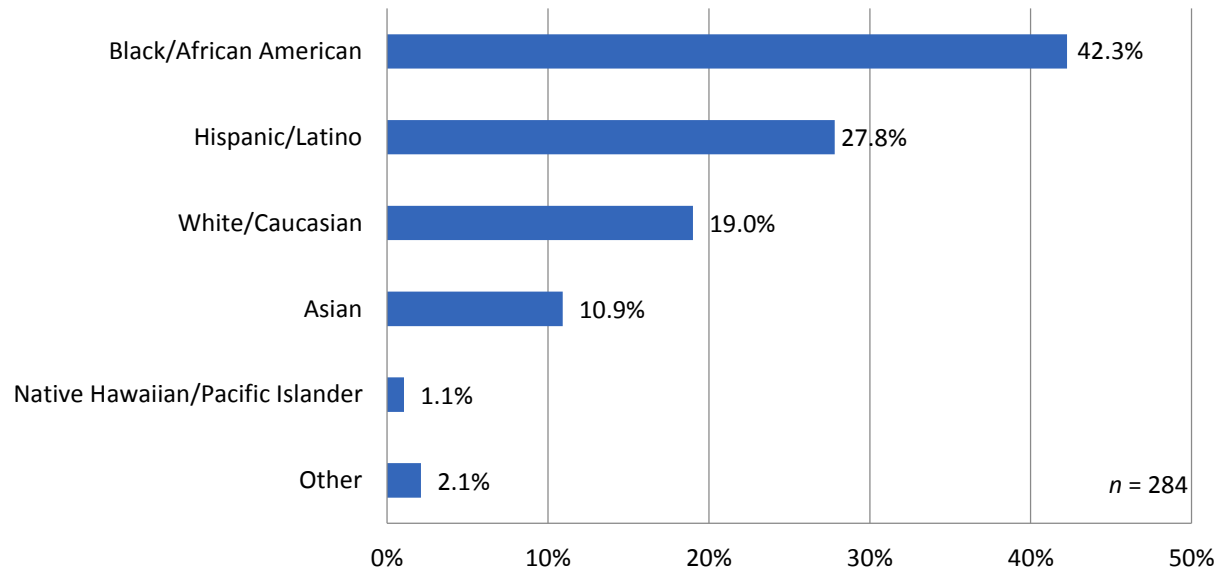
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### Route n25

Eighty-one percent of Route n25 respondents indicated being a “minority” ethnicity. More than 42 percent of respondents indicated their ethnicity as Black/African-American. Twenty-seven percent described their ethnicity as Hispanic/Latino.

Exhibit C.12.a Route n25 Ethnicity



Just over 83 percent of respondents cited speaking English at home. More than 24 percent speak Spanish at home. Nine percent of respondents cited speaking French/Haitian Creole.

Exhibit C.12.b Route n25 Languages

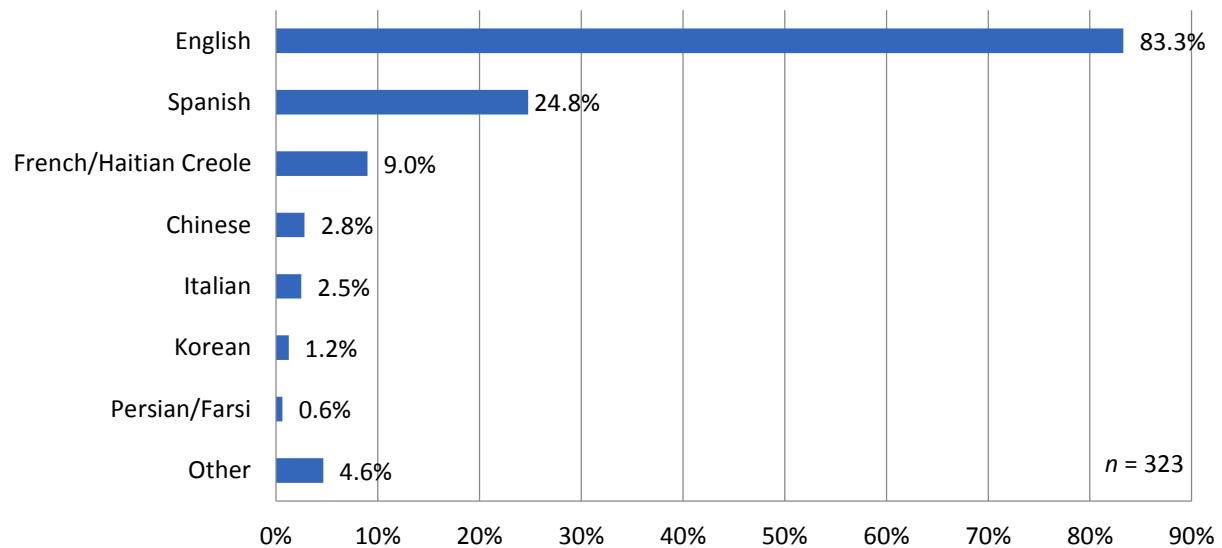
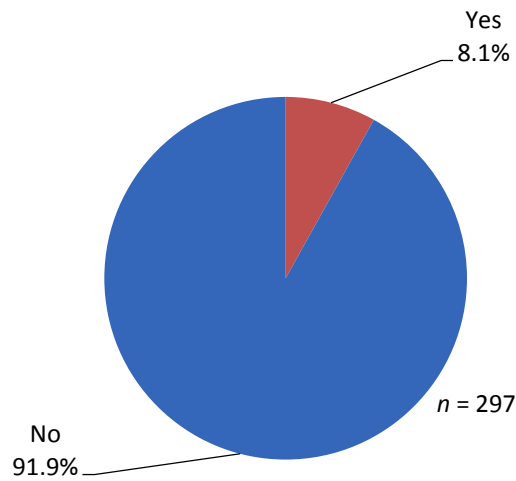


Exhibit C.12.c Route n25 Lack of Proficiency in English Impacting NICE Use



Forty-two percent indicated an income below \$25,000 annually. More than 55 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.12.d Route n25 Household Income

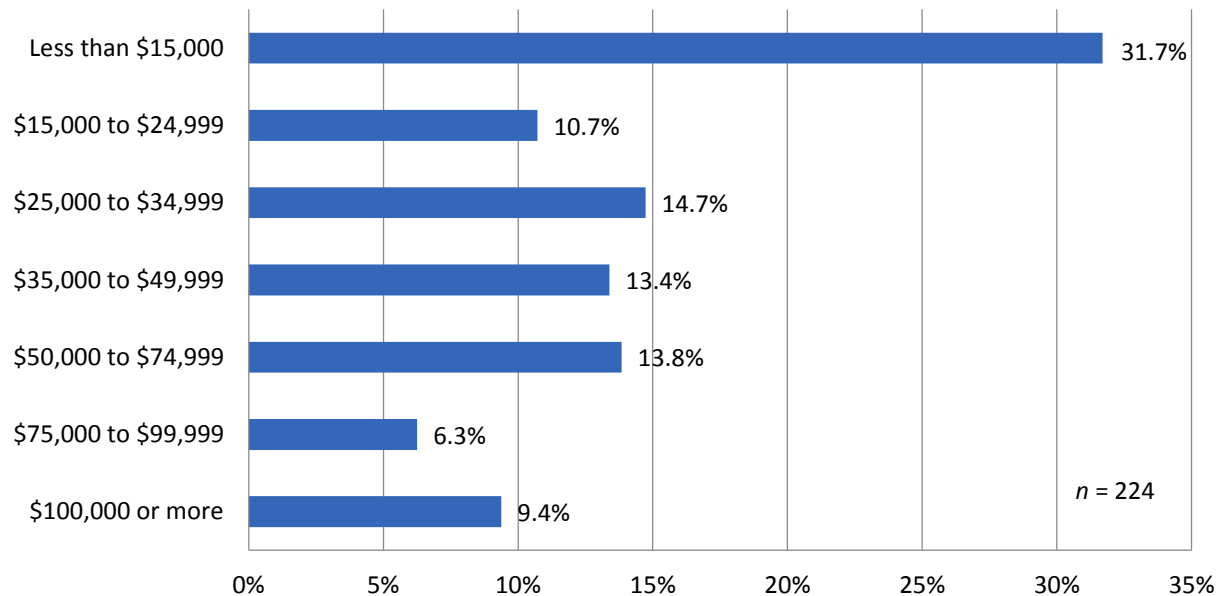


Exhibit C.12.e Route n25 Reason for Riding

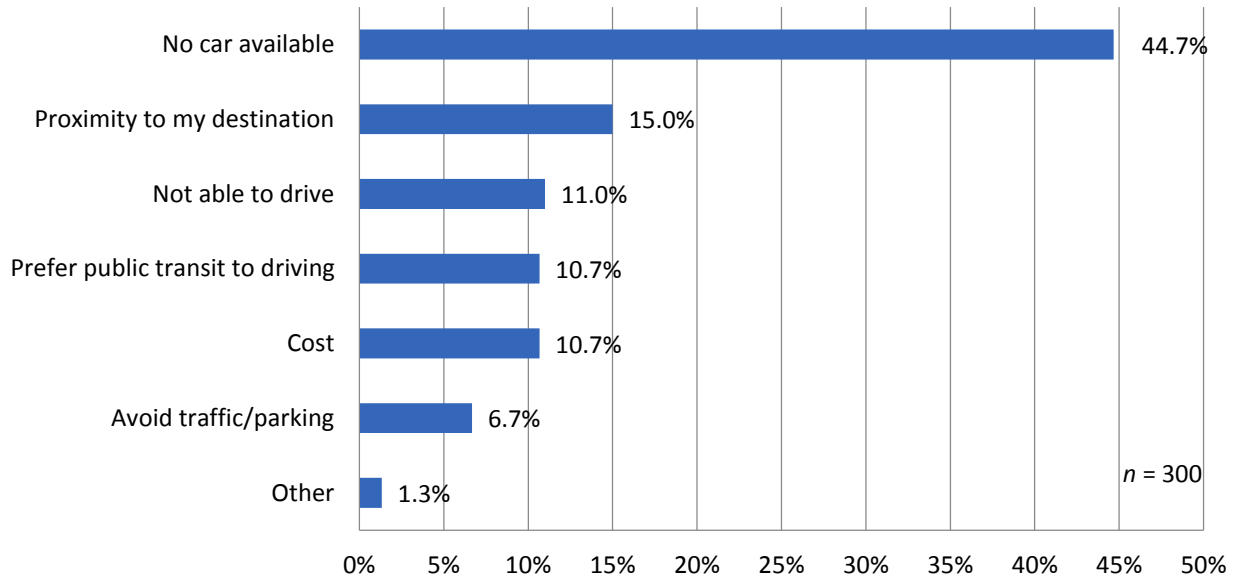
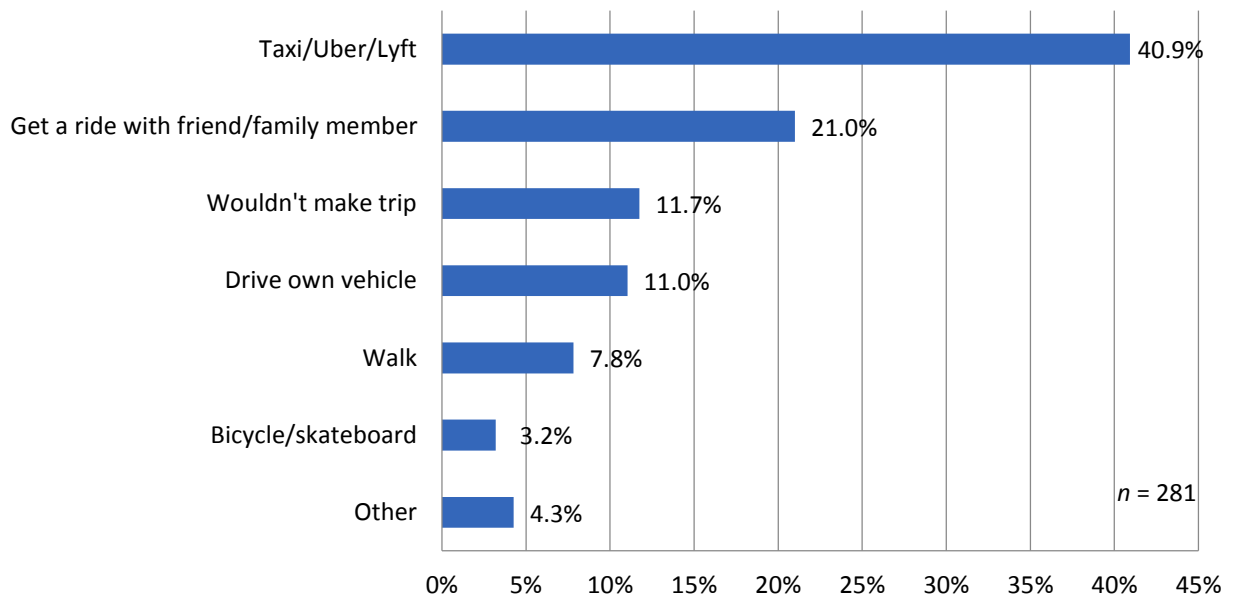


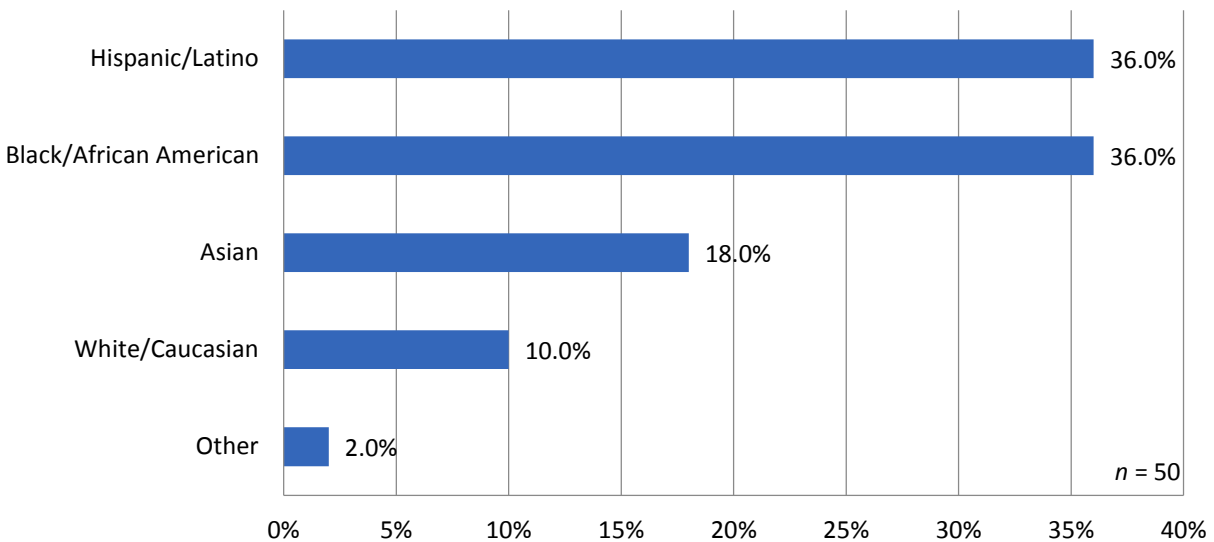
Exhibit C.12.f Route n25 Alternatives to NICE



### Route n26

Ninety percent of Route n26 respondents indicated being a “minority” ethnicity. Thirty-six percent of respondents indicated their ethnicity as Black/African-American. Thirty-six percent described their ethnicity as Hispanic/Latino.

Exhibit C.13.a Route n26 Ethnicity



More than 80 percent of respondents cited speaking English at home. Twenty-nine percent speak Spanish at home. French/Haitian Creole was cited by 4.8 percent. Seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.13.b Route n26 Languages

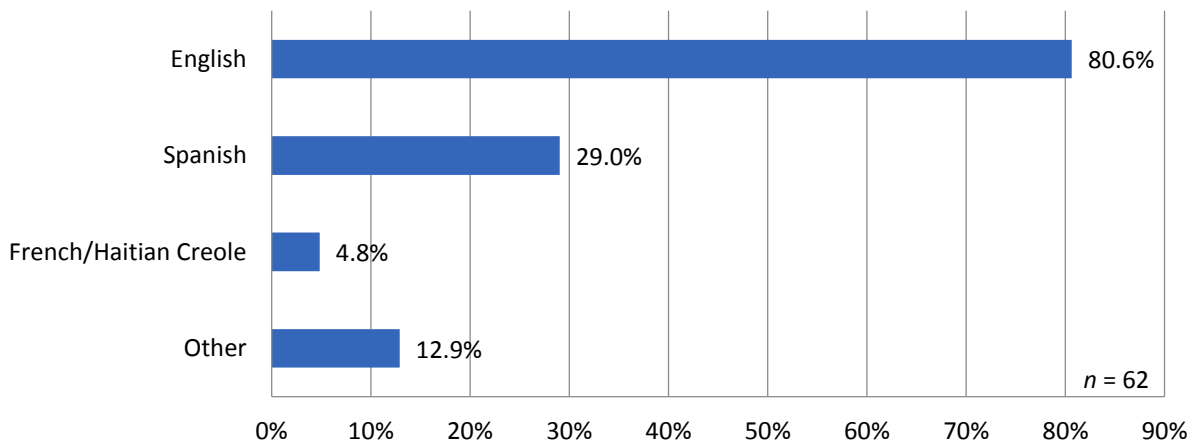
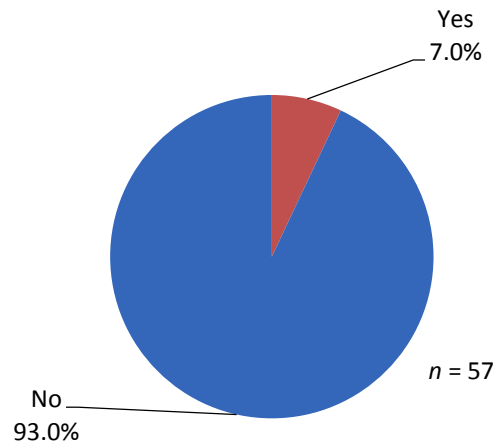
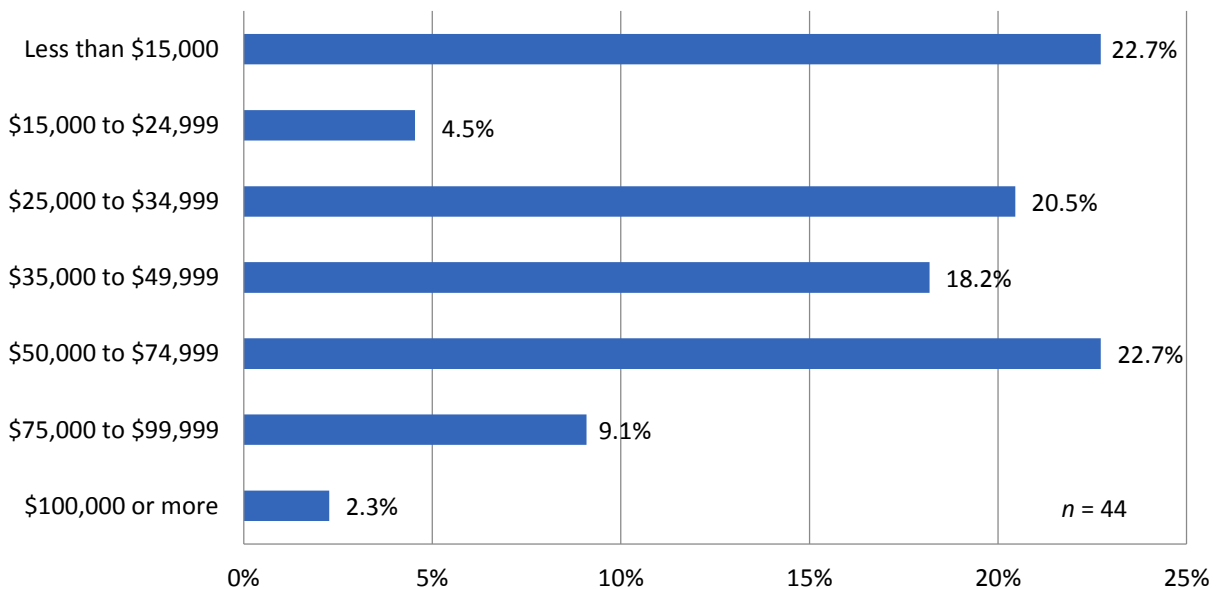


Exhibit C.13.c Route n26 Lack of Proficiency in English Impacting NICE Use



Just over 34 percent of respondents cited an annual household income of \$50,000 or more. Just over 27 percent indicated an income below \$25,000 annually. Forty-five percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 26 percent of Route n26 respondents appear to have few mobility alternatives, as they said they would not make the surveyed trip if NICE was not available.

Exhibit C.13.d Route n26 Household Income



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Exhibit C.13.e Route n26 Reason for Riding

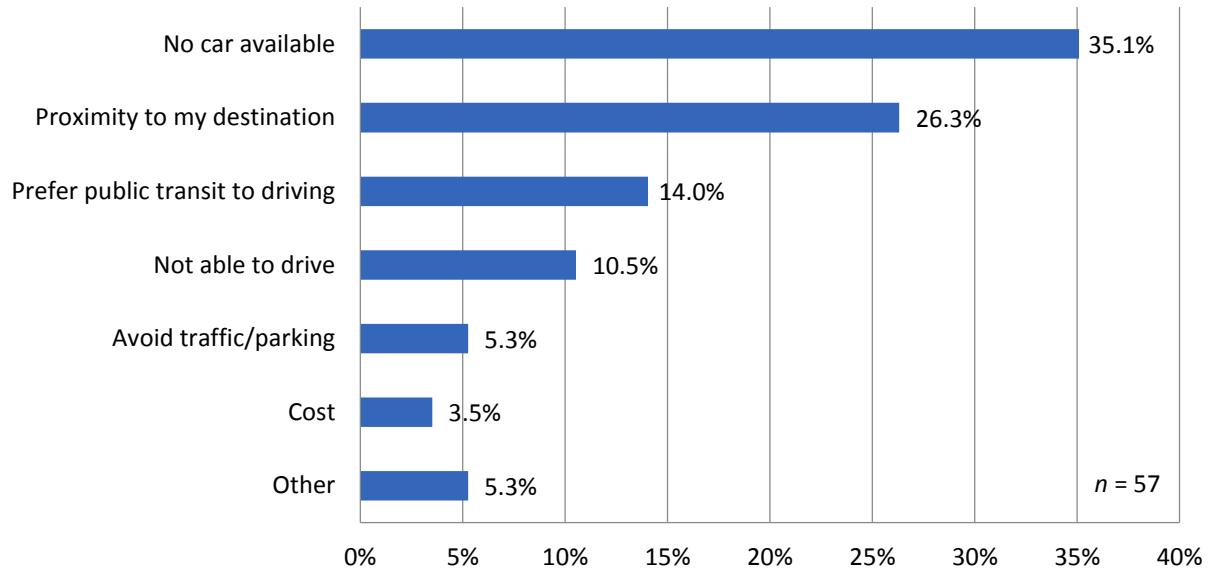
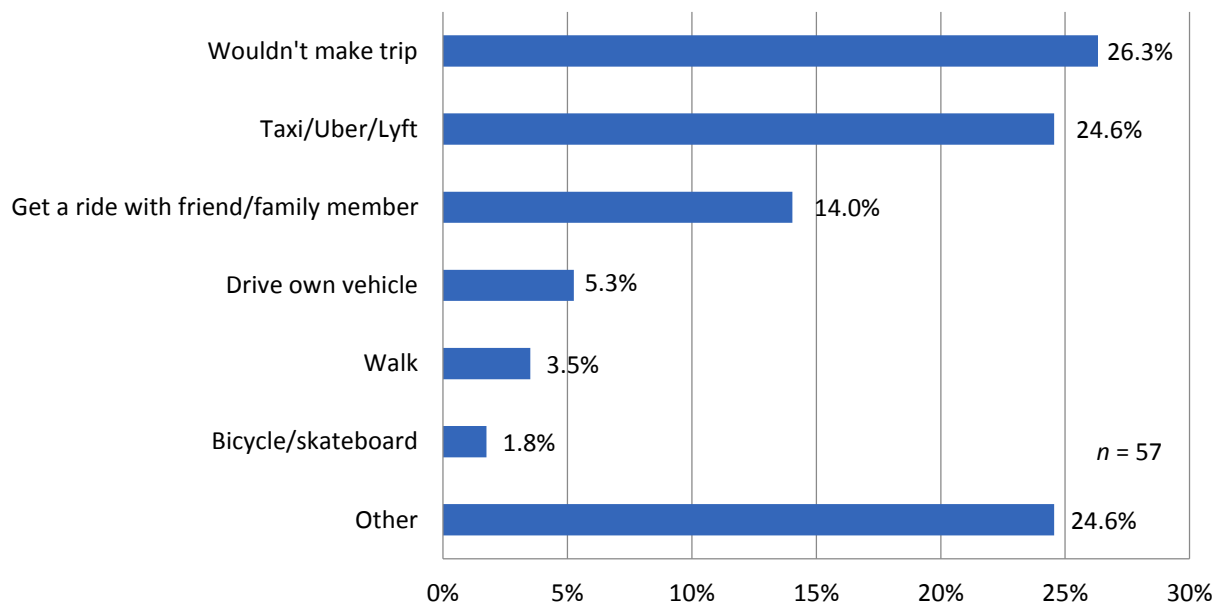


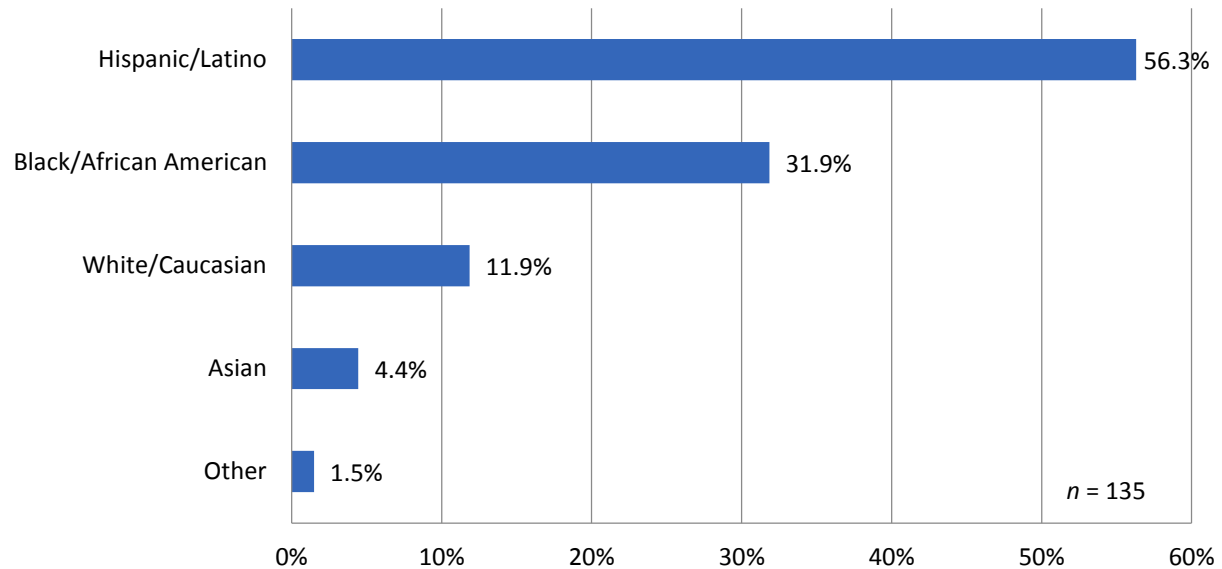
Exhibit C.13.f Route n26 Alternatives to NICE



### Route n27

Eighty-eight percent of Route n27 respondents indicated being a “minority” ethnicity. Nearly 32 percent indicated their ethnicity as Black/African-American. More than 56 percent described their ethnicity as Hispanic/Latino.

Exhibit C.14.a Route n27 Ethnicity



Sixty-five percent of respondents cited speaking English at home. More than 53 percent speak Spanish at home. Nearly nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.14.b Route n27 Languages

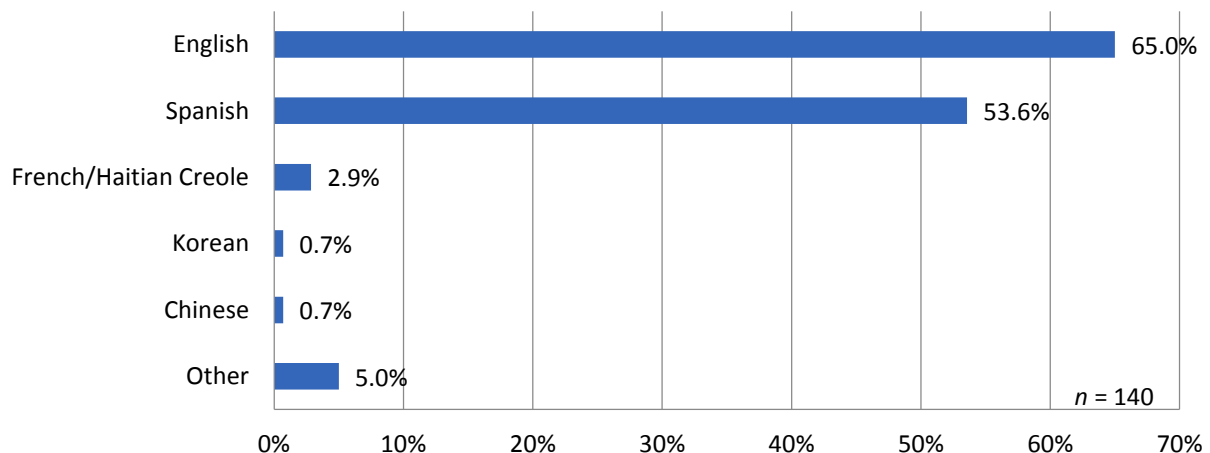
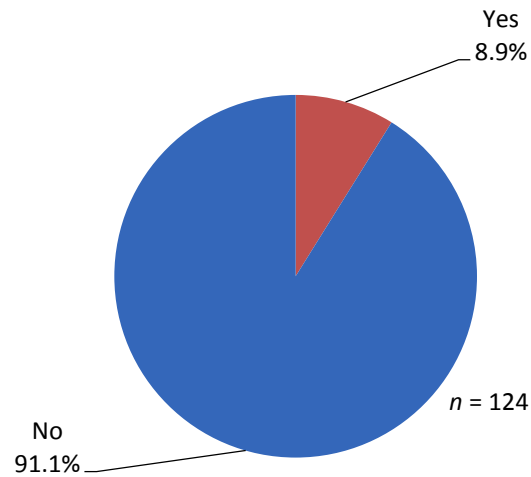


Exhibit C.14.c Route n27 Lack of Proficiency in English Impacting NICE Use



Sixty percent indicated an income below \$25,000 annually. More than 76 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.14.d Route n27 Household Income

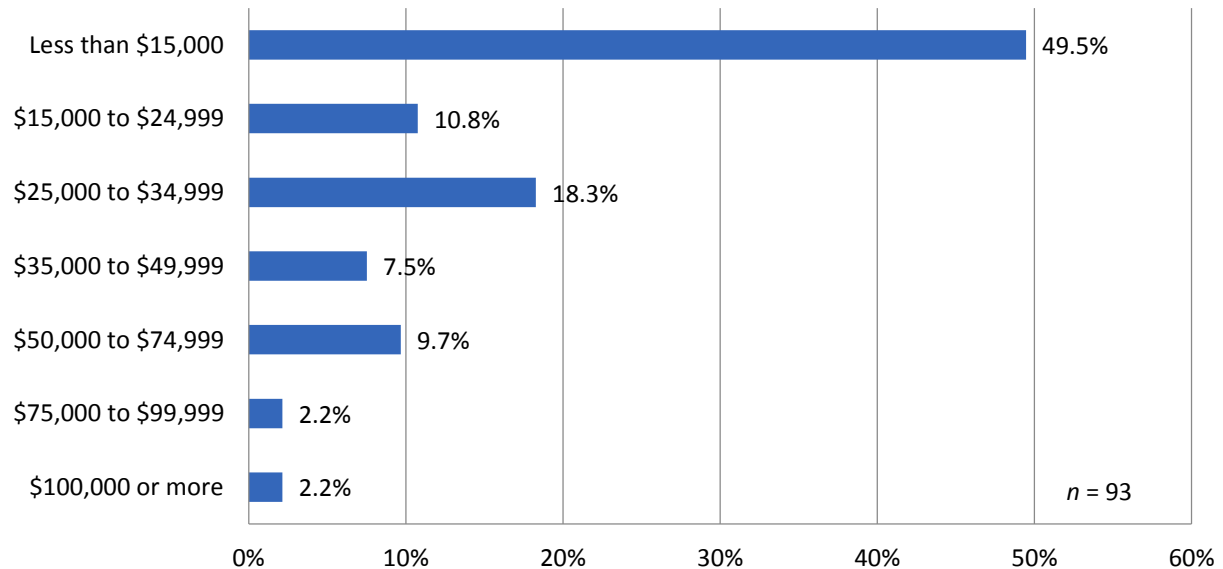




Exhibit C.14.e Route n27 Reason for Riding

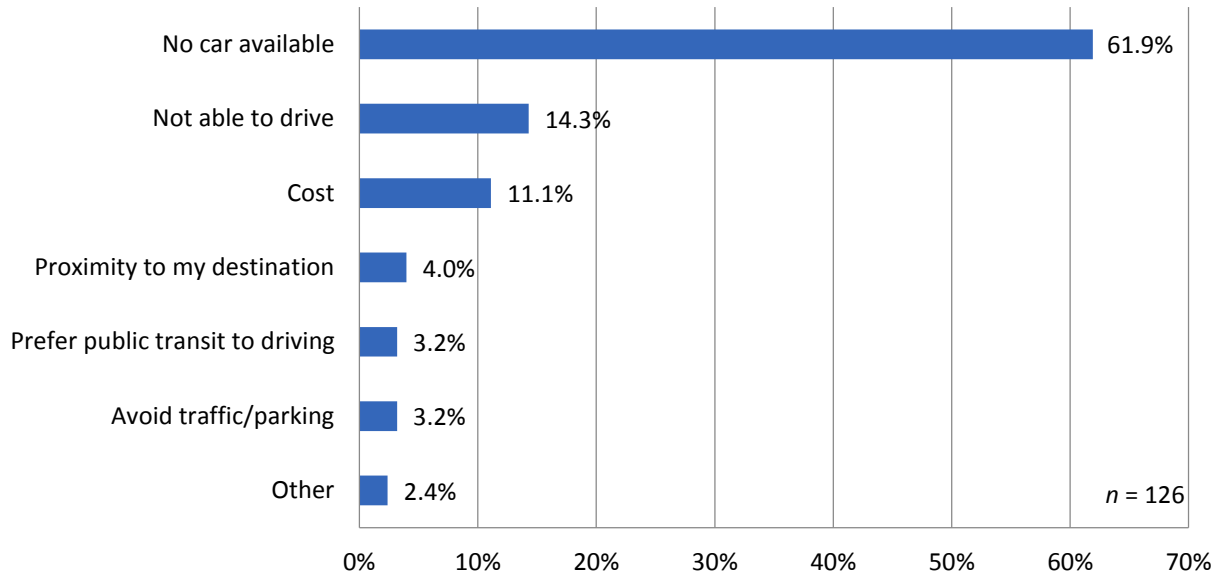
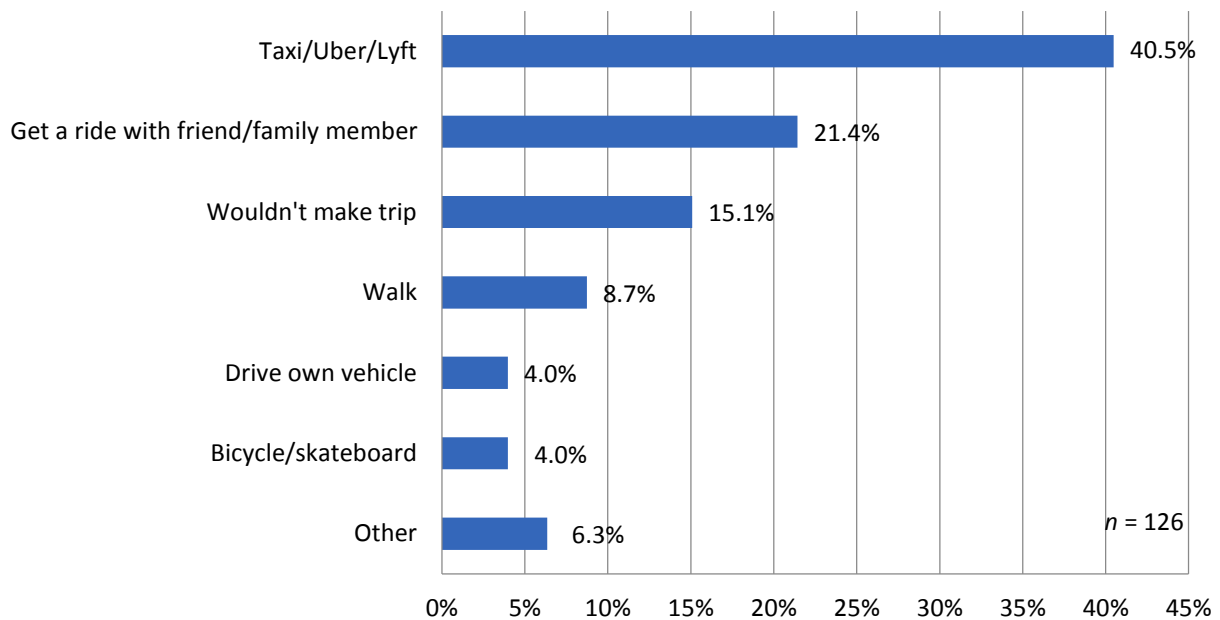


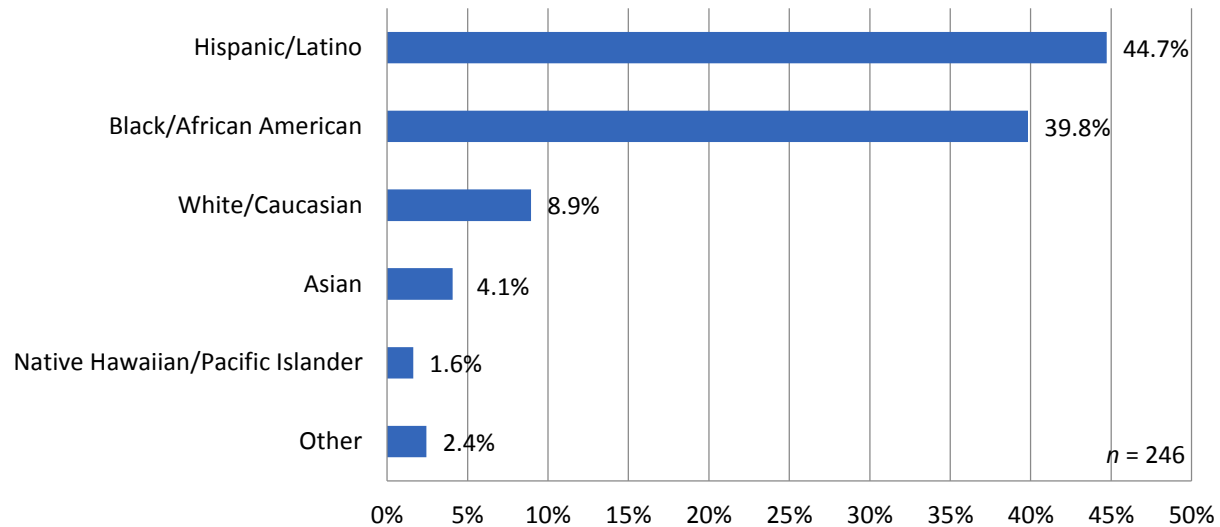
Exhibit C.14.f Route n27 Alternatives to NICE



### Route n31

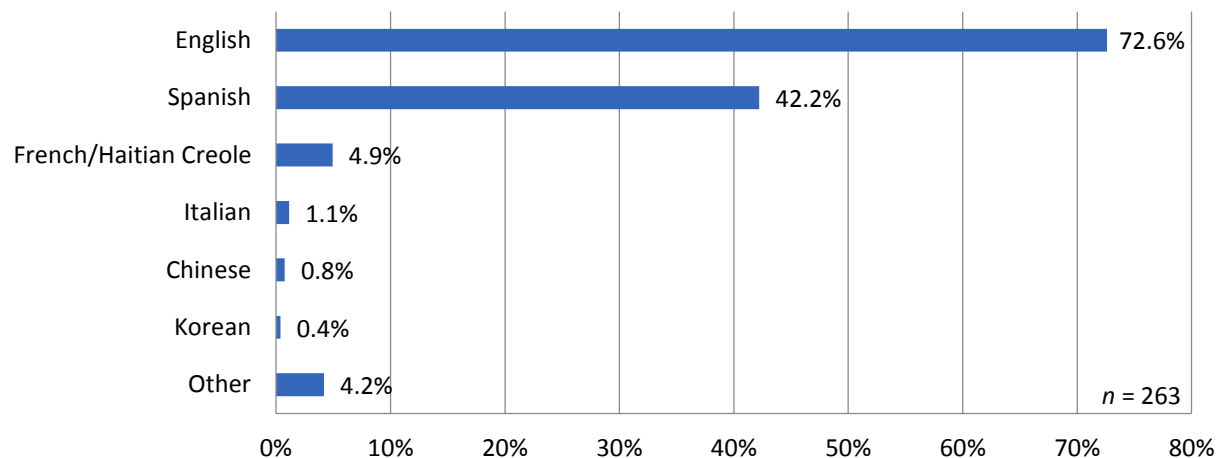
Just over 91 percent of Route n31 respondents indicated being a “minority” ethnicity. Nearly 40 percent of respondents indicated their ethnicity as Black/African-American. More than 44 percent described their ethnicity as Hispanic/Latino.

Exhibit C.15.a Route n31 Ethnicity



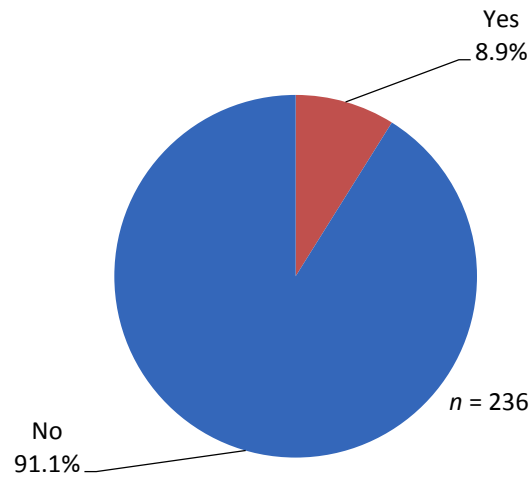
More than 72 percent of respondents cited speaking English at home. Just over 42 percent speak Spanish at home. French/Haitian Creole was cited by 4.9 percent of respondents. Approximately 9 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.15.b Route n31 Languages



C-45

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



Just over 52 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. Nearly 24 percent not make the trip if NICE was not available.

Exhibit C.15.d Route n31 Household Income

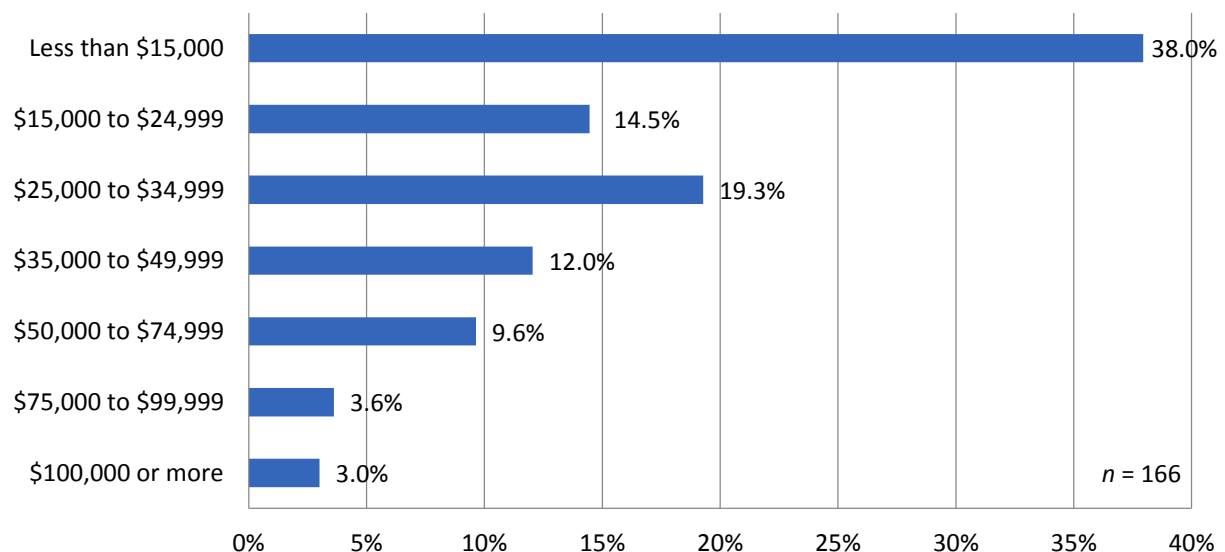


Exhibit C.15.e Route N31 Reason for Riding

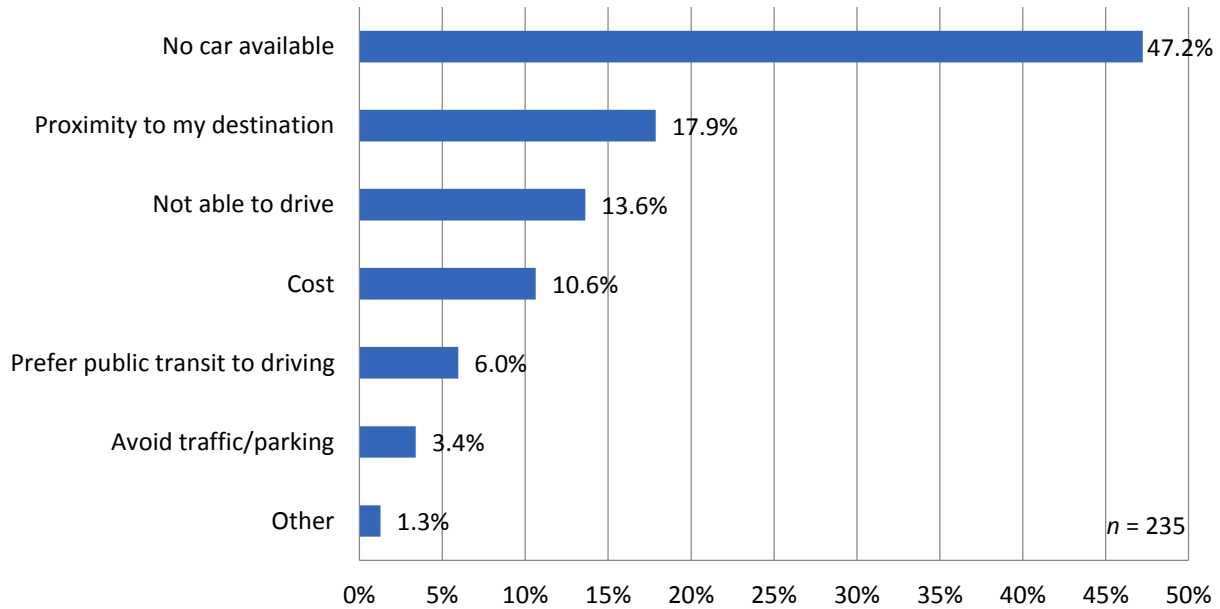
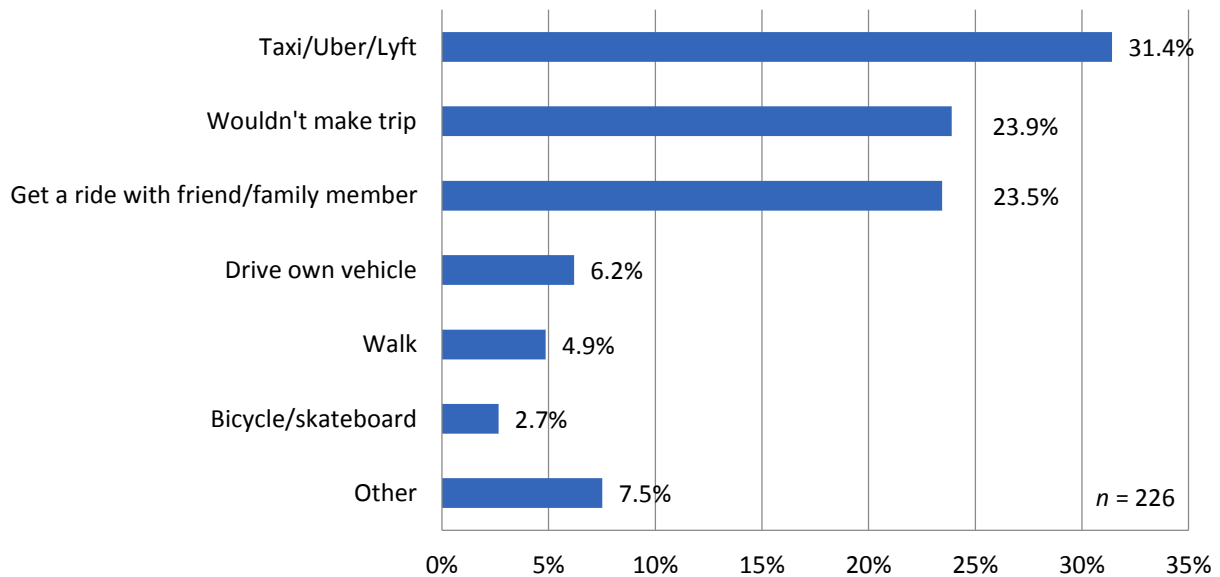


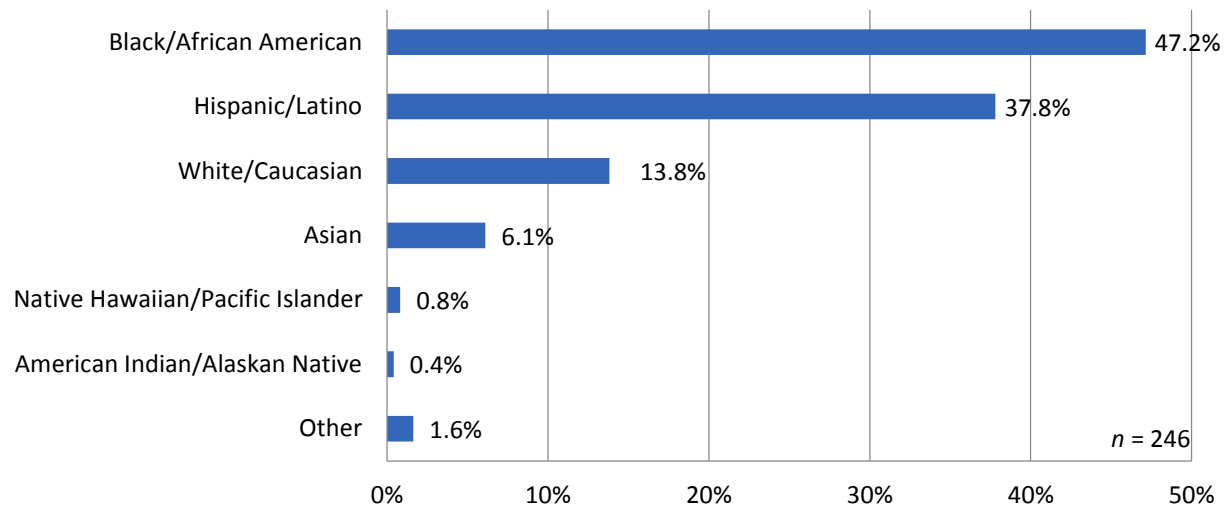
Exhibit C.15.f Route N31 Alternatives to NICE



### Route n32

More than 86 percent of Route n32 respondents indicated being a “minority” ethnicity. More than 47 percent of respondents indicated their ethnicity as Black/African-American. More than 37 percent described their ethnicity as Hispanic/Latino.

Exhibit C.16.a Route n32 Ethnicity



More than 77 percent of respondents cited speaking English at home. Nearly 32 percent speak Spanish at home. Approximately ten percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.16.b Route n32 Languages

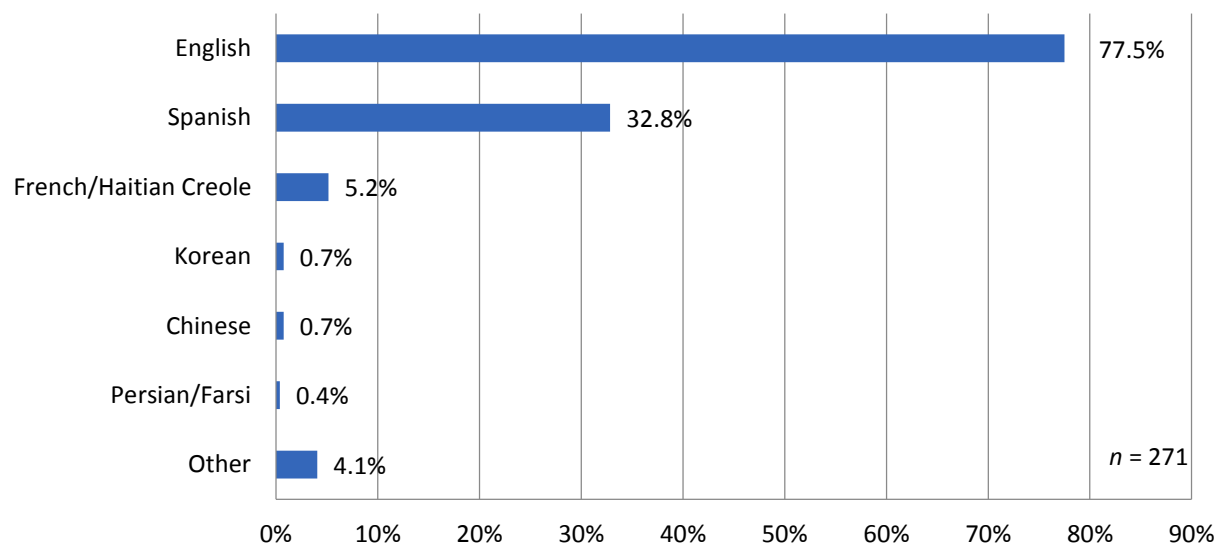
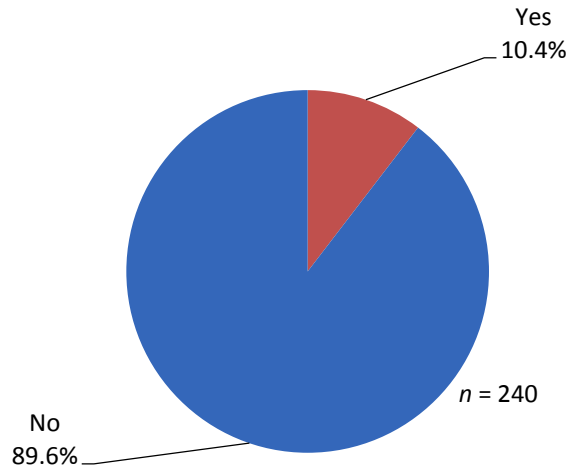


Exhibit C.16.c Route n32 Lack of Proficiency in English Impacting NICE Use



Nearly 20 percent of respondents cited an annual household income of \$50,000 or more. Nearly 47 percent indicated an income below \$25,000 annually. More than 62 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

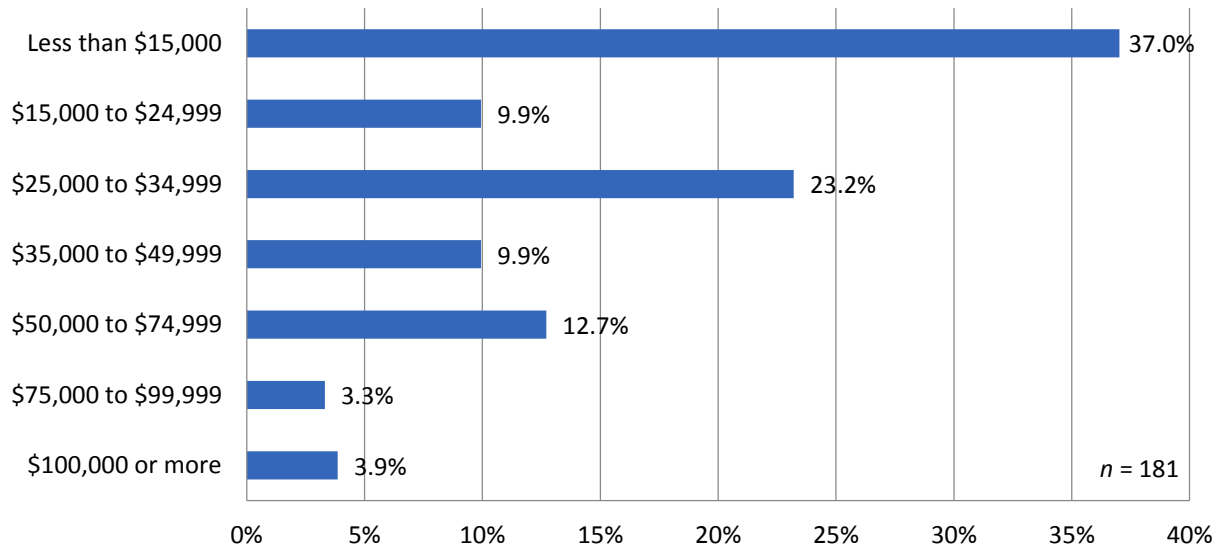


Exhibit C.16.e Route n32 Reason for Riding

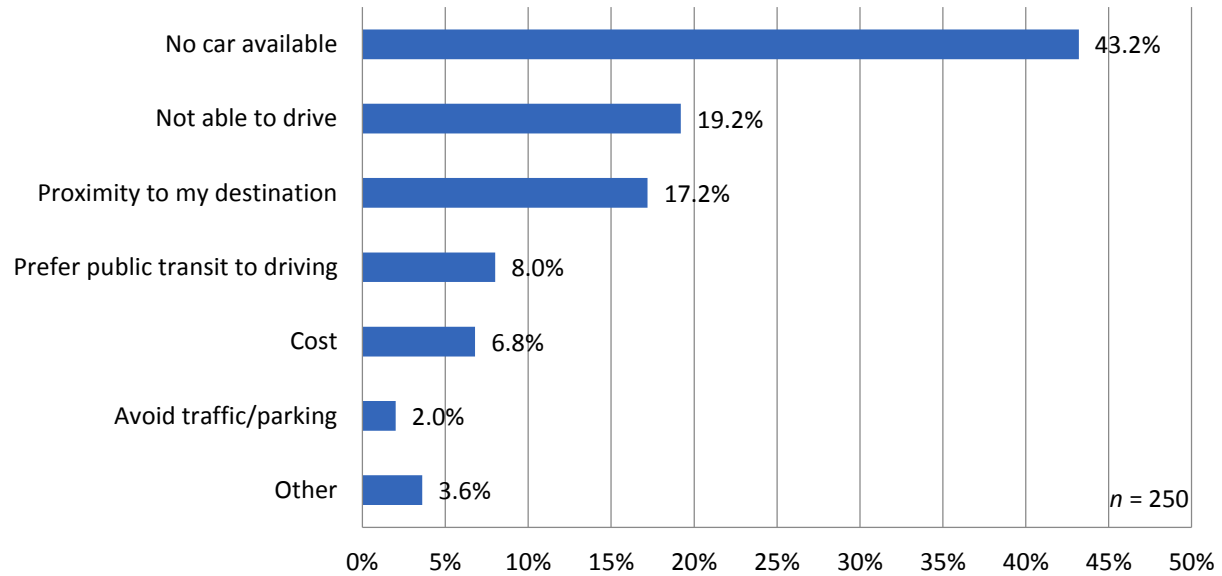
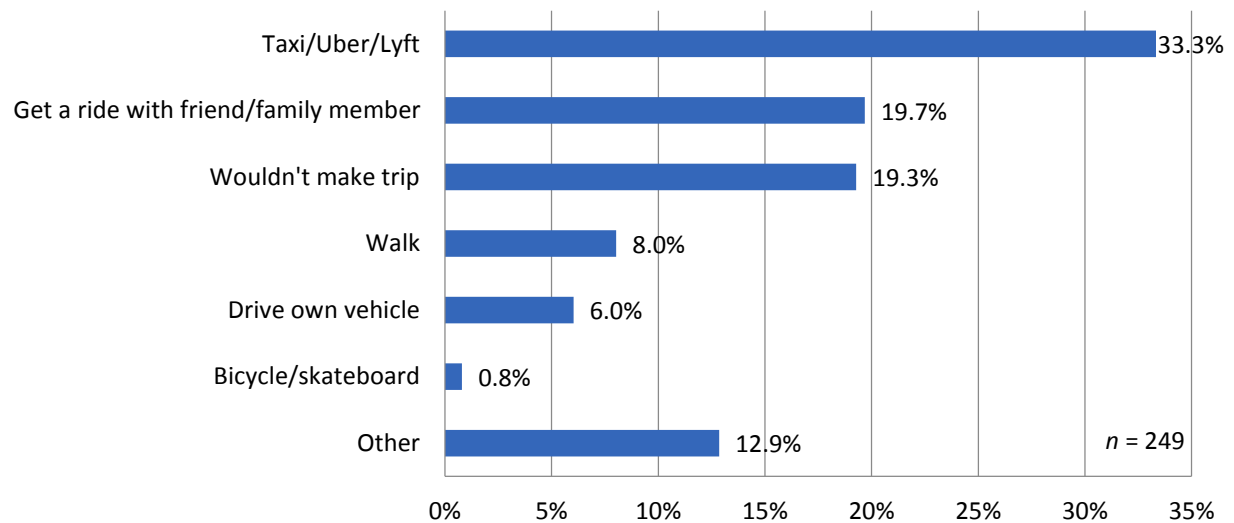


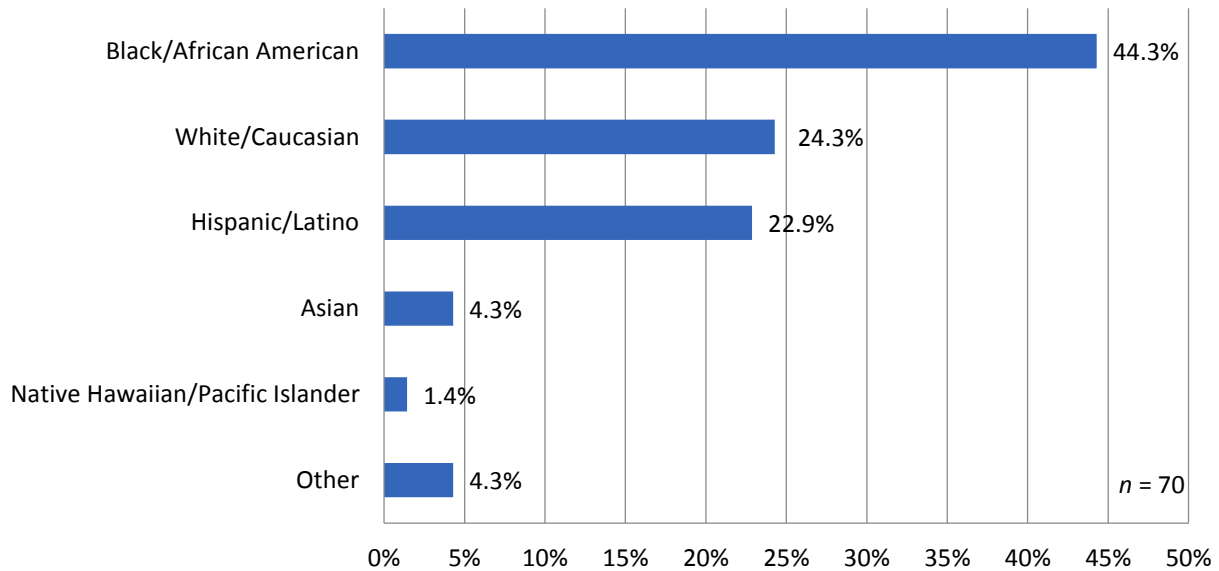
Exhibit C.16.f Route n32 Alternatives to NICE



### Route n33

Nearly 76 percent of Route n33 respondents indicated being a “minority” ethnicity. Forty-four percent of respondents indicated their ethnicity as Black/African-American. More than 22 percent described their ethnicity as Hispanic/Latino.

Exhibit C.17.a Route n33 Ethnicity



Nearly 90 percent of respondents cited speaking English at home. More than 22 percent speak Spanish at home. More than nine percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.17.b Route n33 Languages

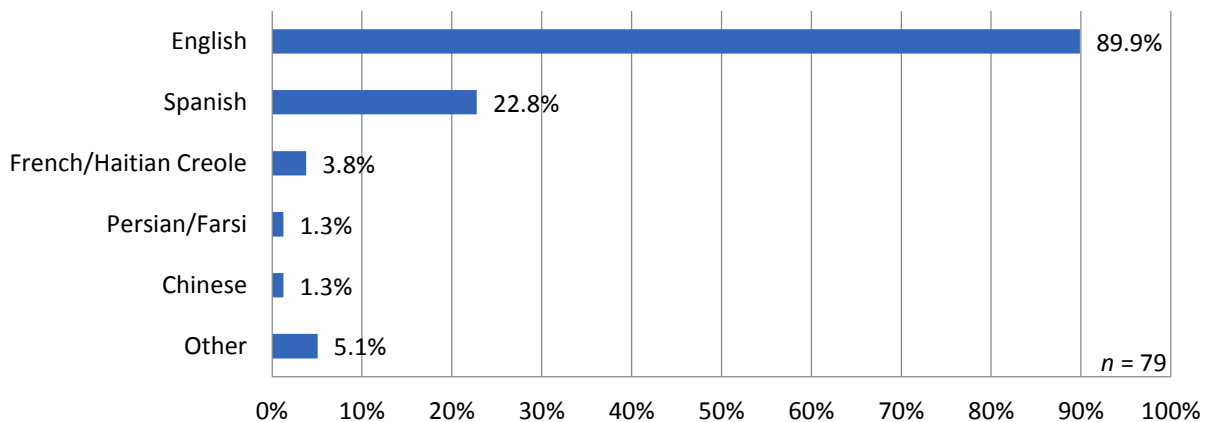
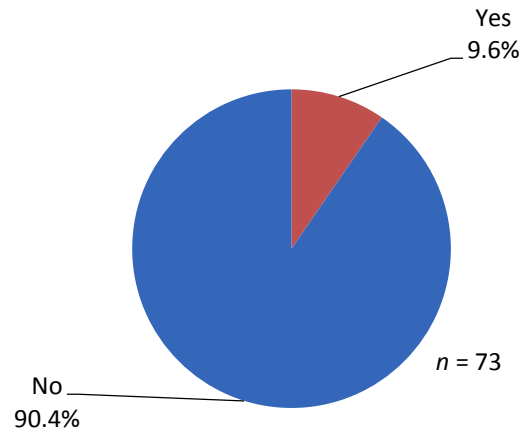




Exhibit C.17.c Route n33 Lack of Proficiency in English Impacting NICE Use



Slightly over 29 percent indicated an income below \$25,000 annually. More than 47 percent said they choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.17.d Route n33 Household Income

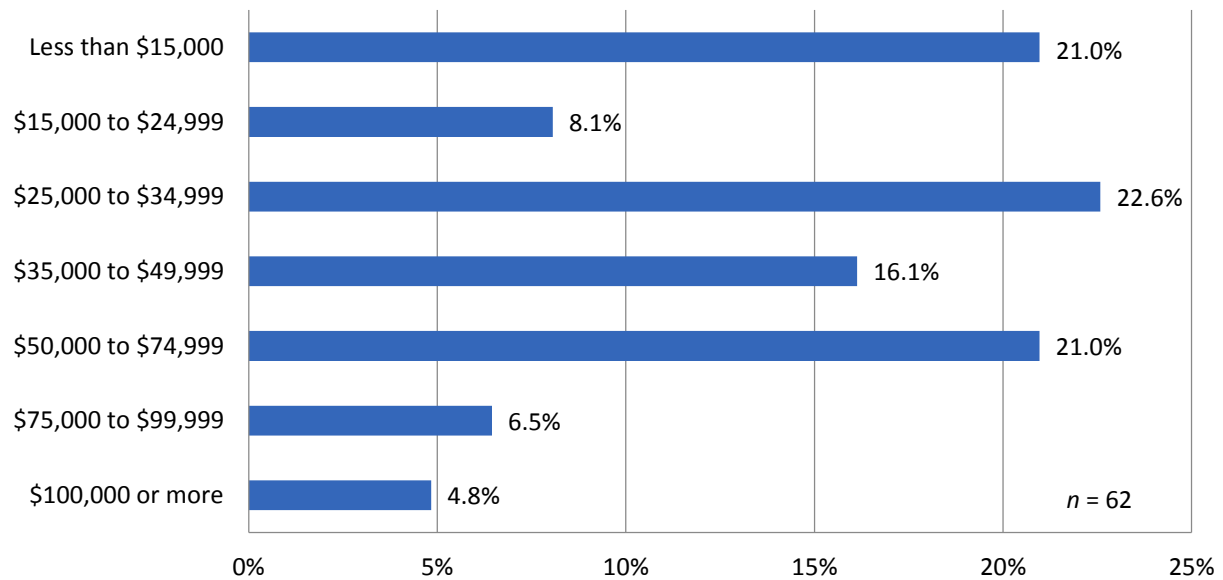


Exhibit C.17.e Route n33 Reason for Riding

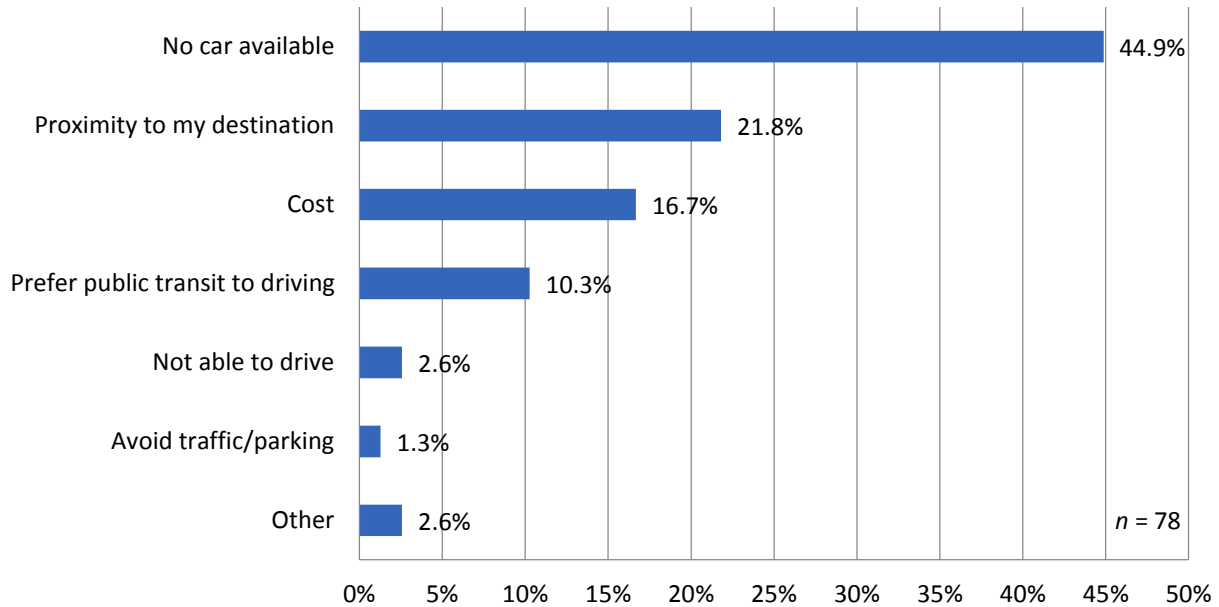
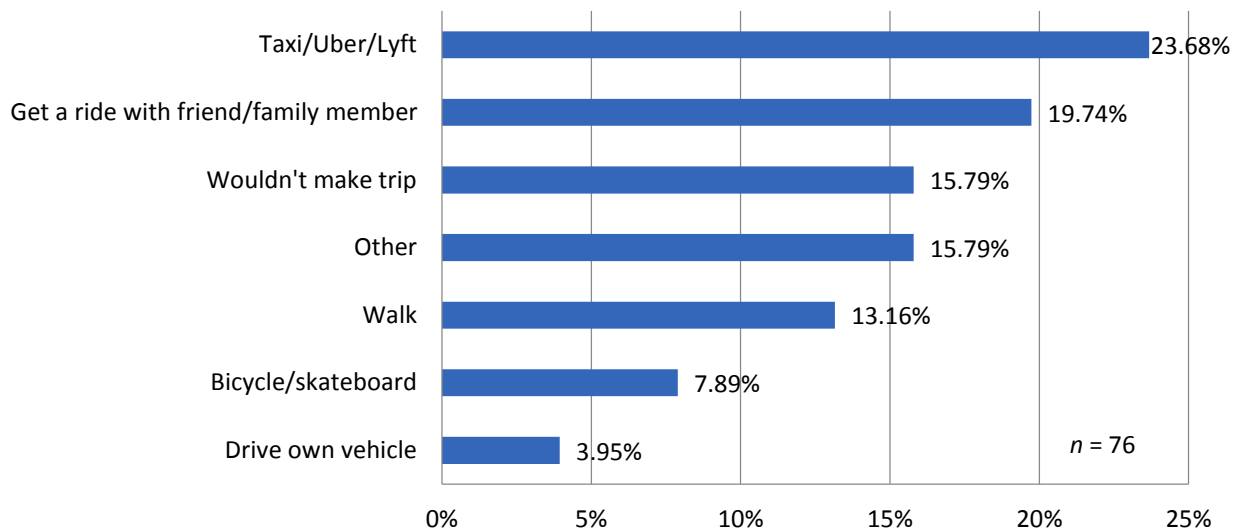


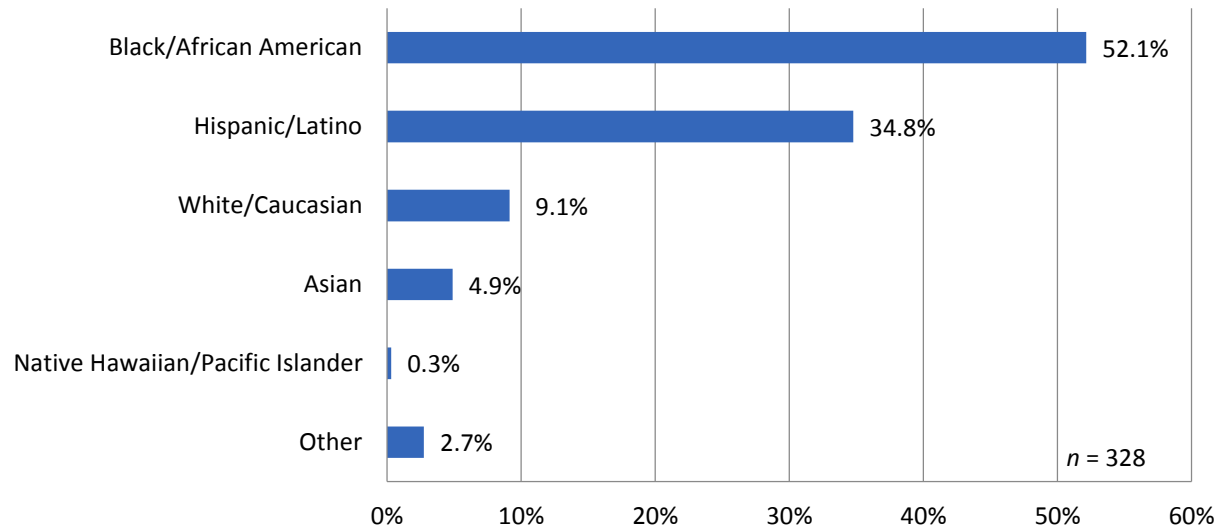
Exhibit C.17.f Route n33 Alternatives to NICE



### Route n35

Nearly 91 percent of Route n35 respondents indicated being a “minority” ethnicity. Sixty percent of respondents indicated their ethnicity as Black/African-American. Nearly 29 percent described their ethnicity as Hispanic/Latino.

Exhibit C.18.a Route n35 Ethnicity



Seventy-nine percent of respondents cited speaking English at home. More than 30 percent speak Spanish at home. French/Haitian Creole was cited by nearly ten percent of respondents. Fewer than seven percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.18.b Route n35 Languages

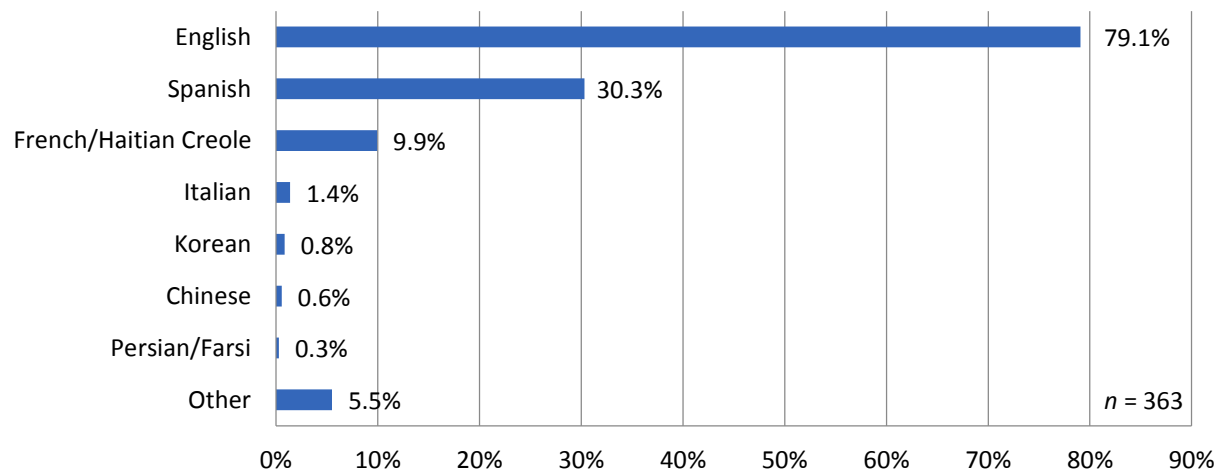
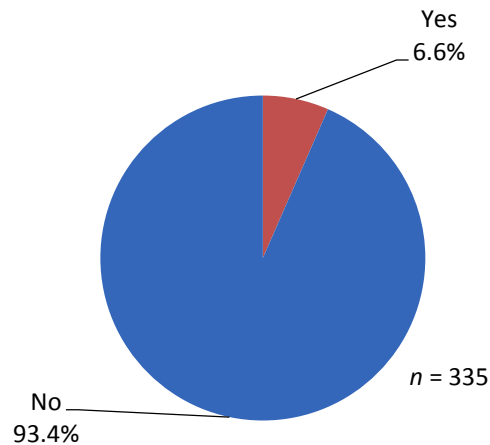


Exhibit C.18.c Route n35 Lack of Proficiency in English Impacting NICE Use



More than 23 percent of respondents cited an annual household income of \$50,000 or more. Fifty-three percent indicated an income below \$25,000 annually. More than 67.3 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n35 respondents would ride with a friend or family member or take a taxi if NICE was not available.

Exhibit C.18.d Route n35 Household Income

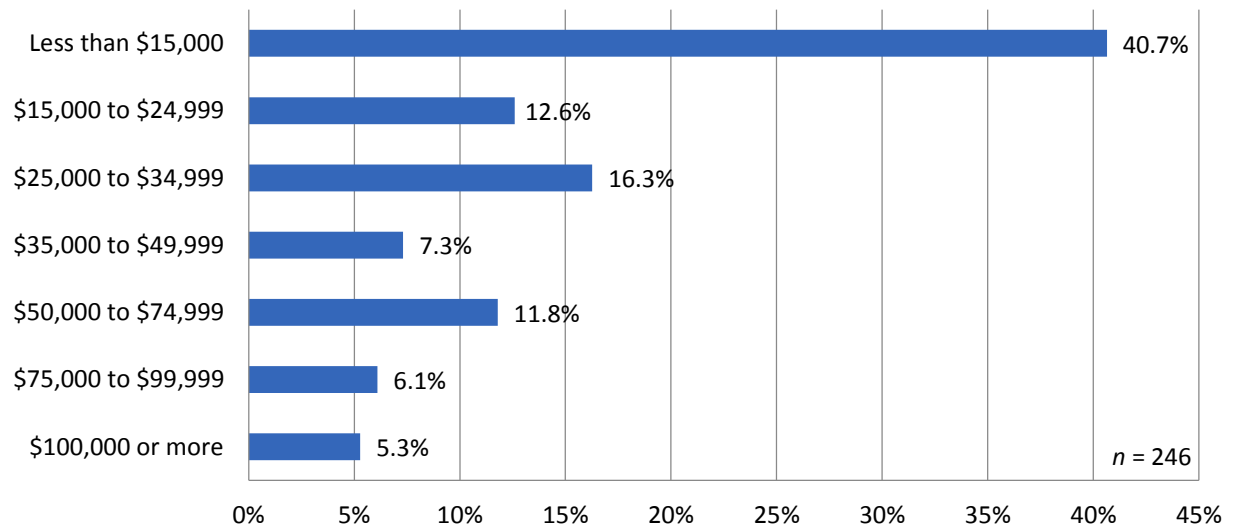


Exhibit C.18.e Route n35 Reason for Riding

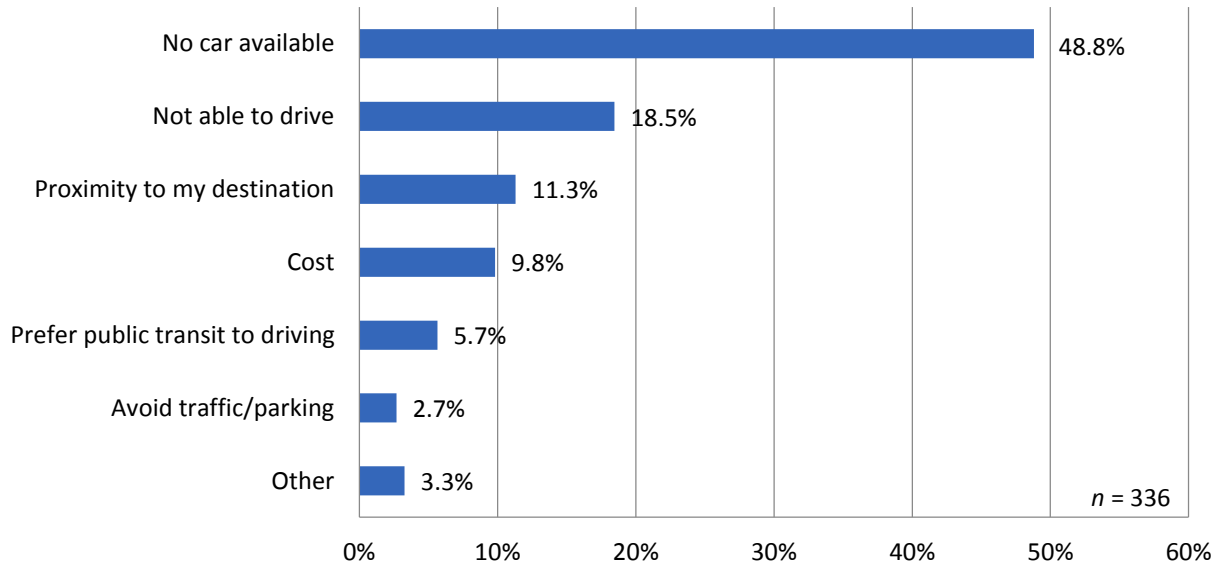
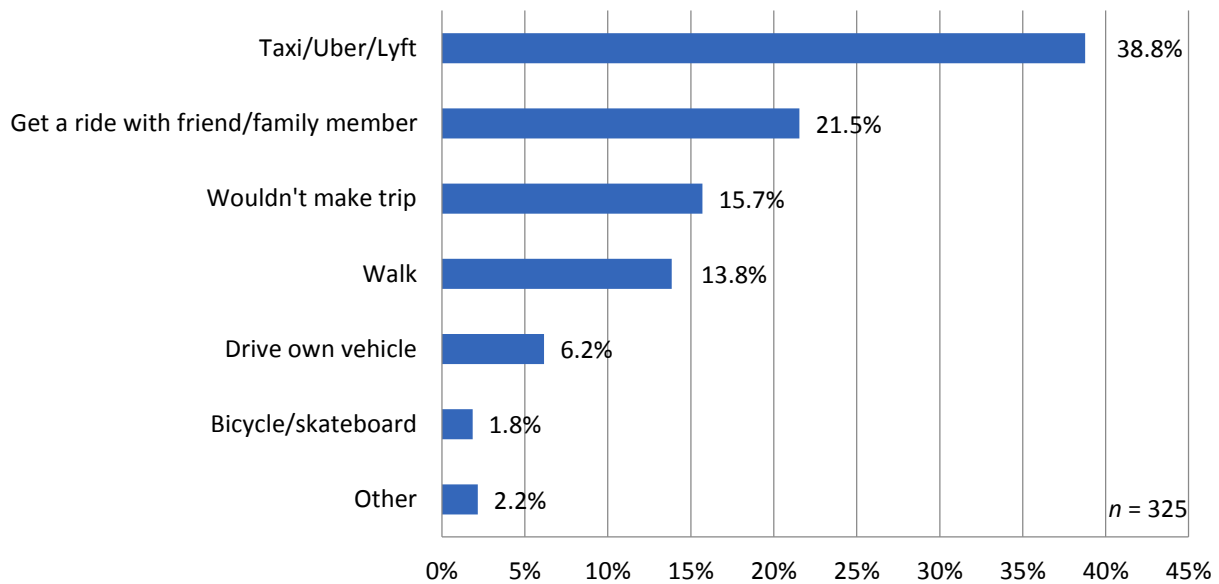


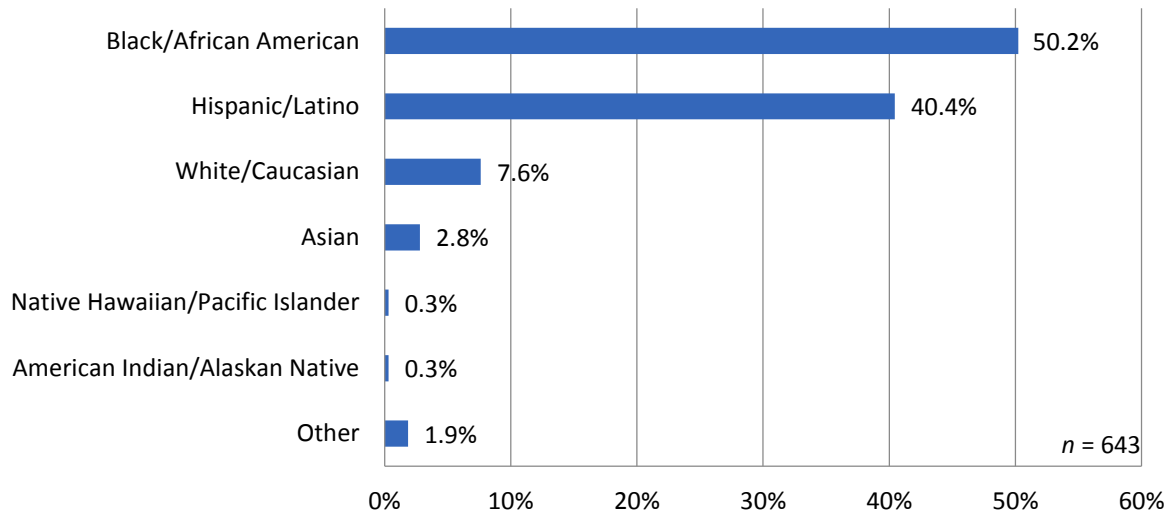
Exhibit C.18.f Route n35 Alternatives to NICE



#### Route n40/41

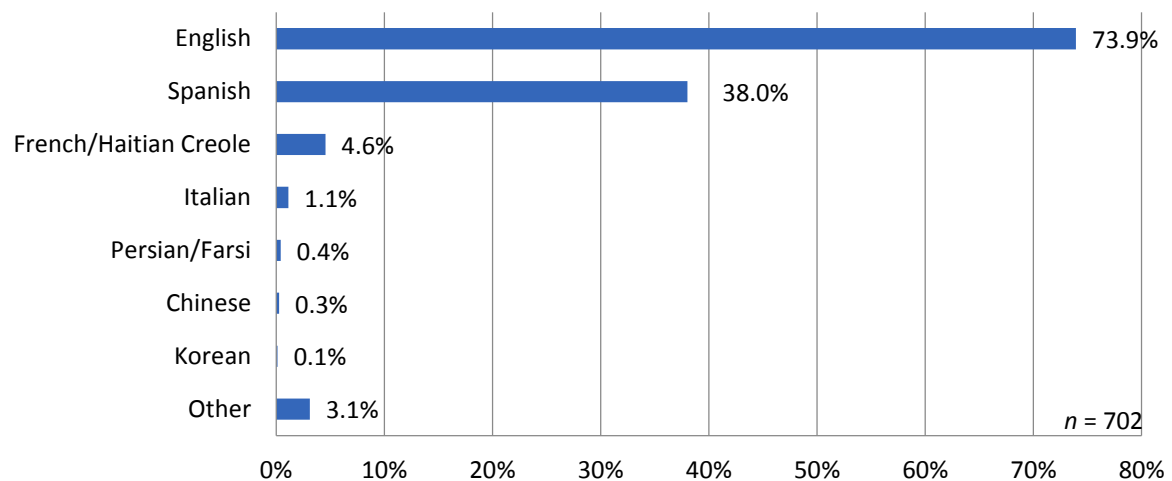
More than 92 percent of Route n40/41 respondents indicated being a “minority” ethnicity. More than 50 percent of respondents indicated their ethnicity as Black/African-American. Forty percent described their ethnicity as Hispanic/Latino.

Exhibit C.19.a Route n40/41 Ethnicity



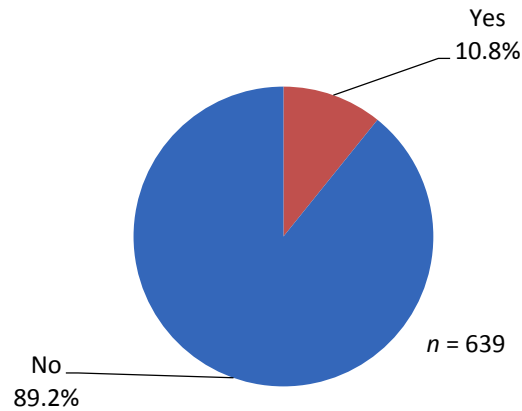
Nearly 74 percent of respondents cited speaking English at home. Thirty-eight percent speak Spanish at home. More than ten percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.19.b Route n40/41 Languages



C-57

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



Fewer than 12 percent of respondents cited an annual household income of \$50,000 or more. Approximately 56 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. Nearly 34 percent of Route n40/41 respondents said they would take a taxi if NICE was not available, while 24.8 percent would ride with a friend or family member.

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

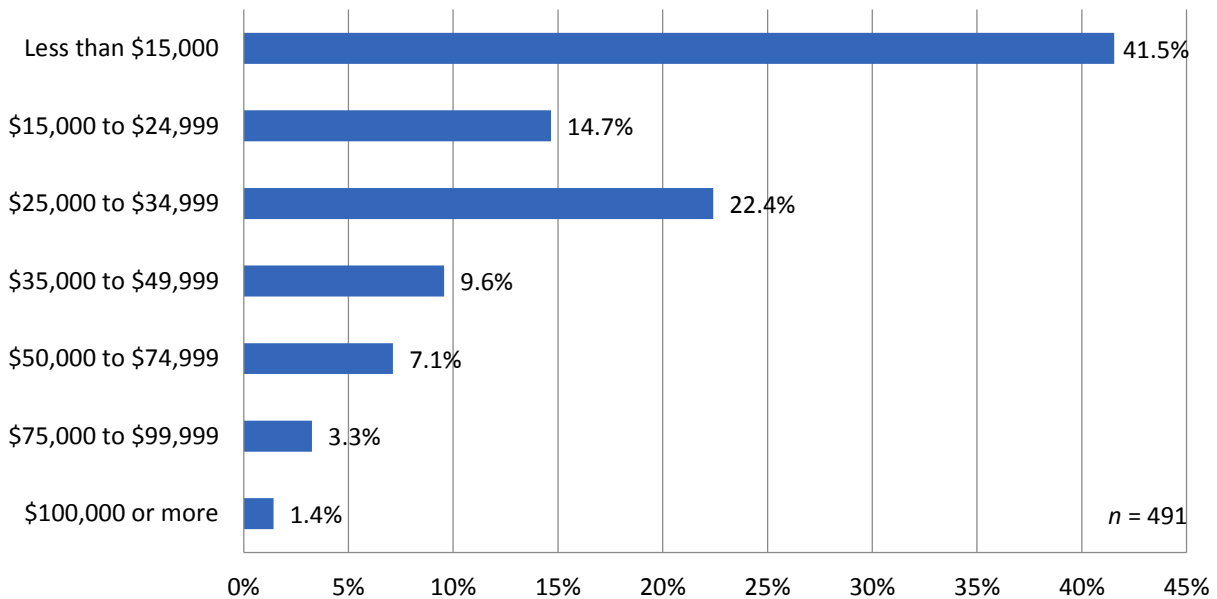


Exhibit C.19.e Route n40/41 Reason for Riding

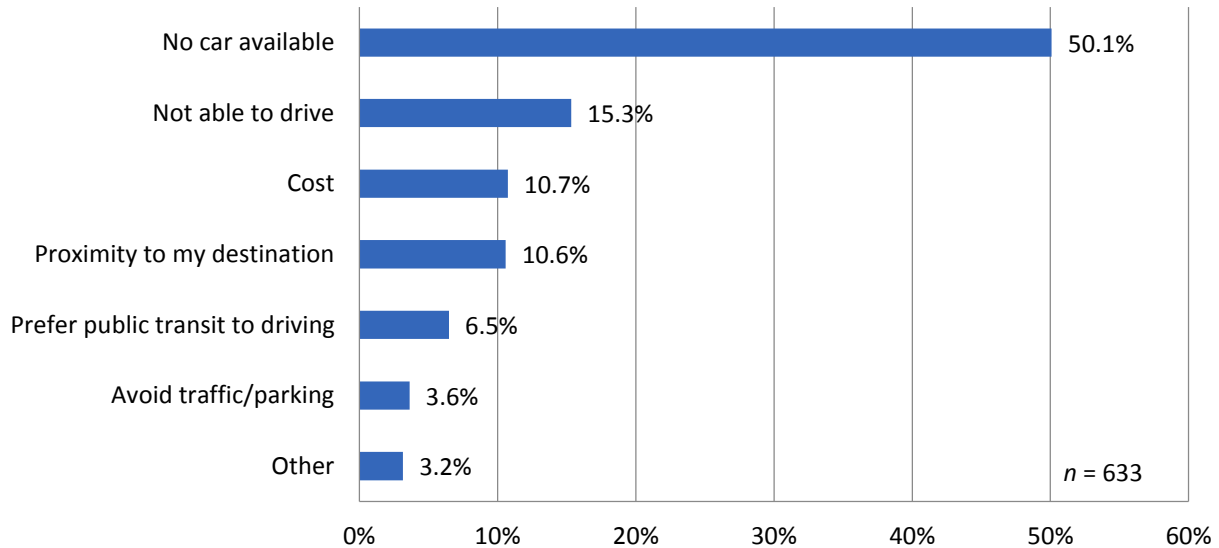
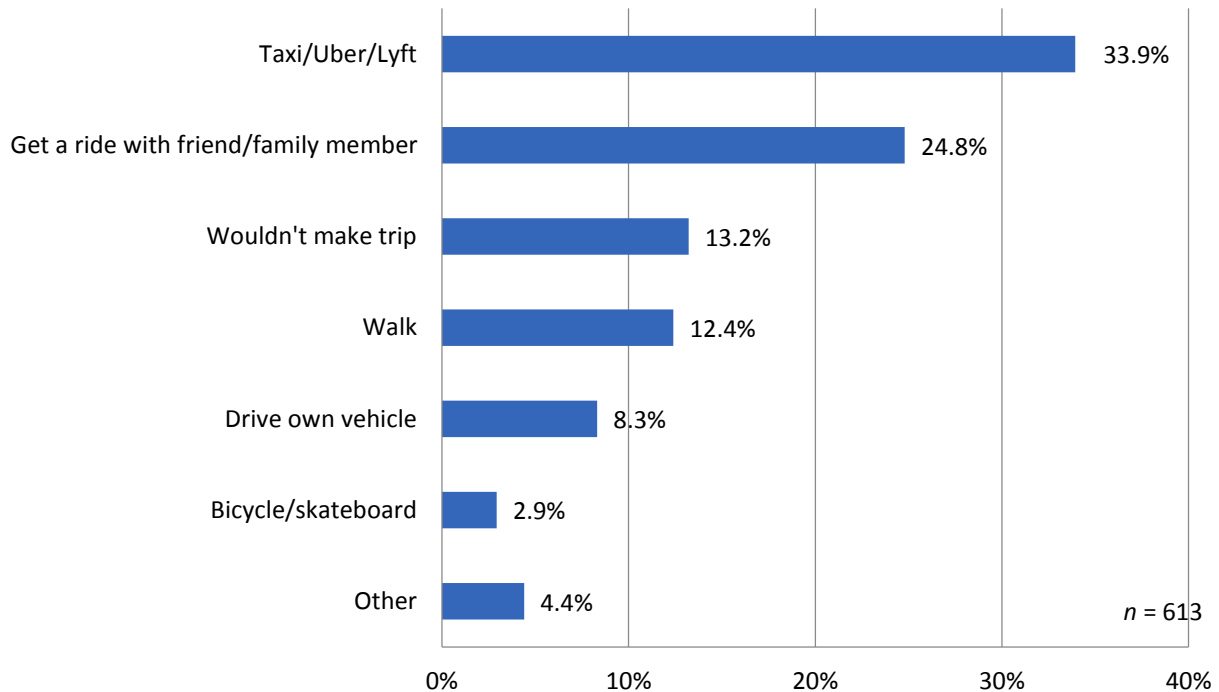


Exhibit C.19.f Route n40/41 Alternatives to NICE

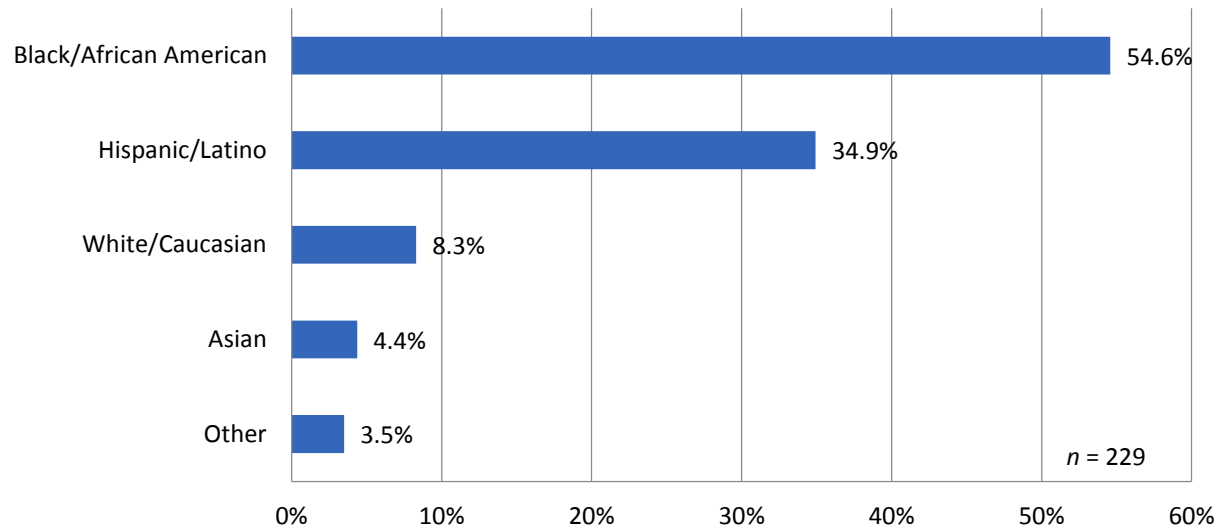




### Route n43

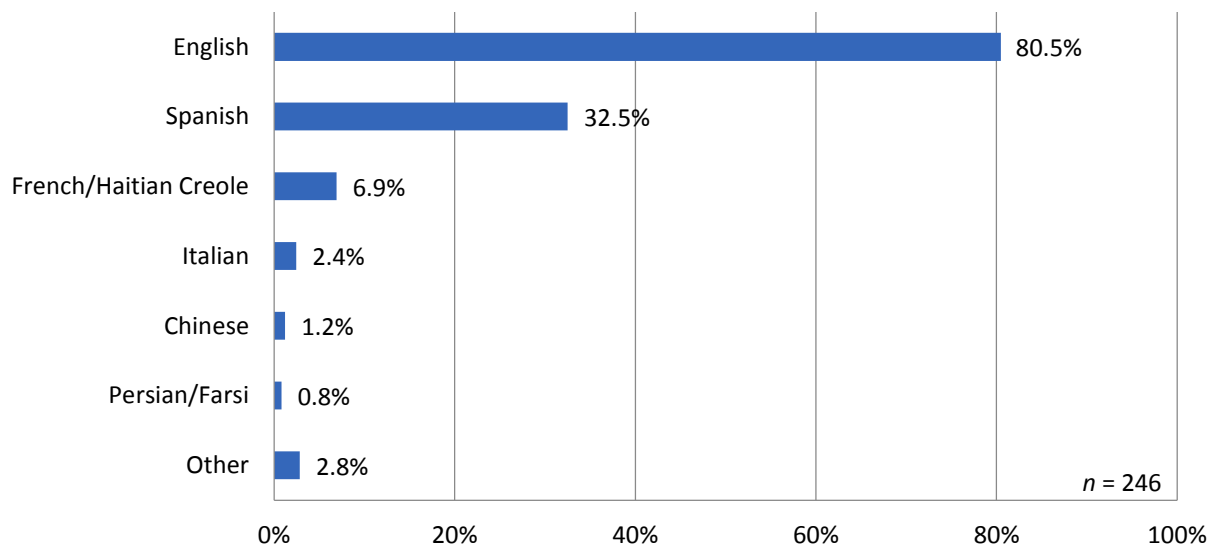
More than 91 percent of Route n43 respondents indicated being a “minority” ethnicity. Slightly more than 54 percent of respondents indicated their ethnicity as Black/African-American. Nearly 35 percent described their ethnicity as Hispanic/Latino.

Exhibit C.20.a Route n43 Ethnicity



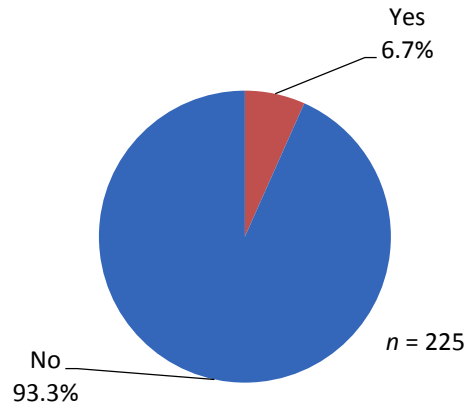
More than 80 percent reported speaking English at home, while 32.5 percent speak Spanish. More than six percent reported barriers due to language when riding NICE.

Exhibit C.20.b Route n43 Languages



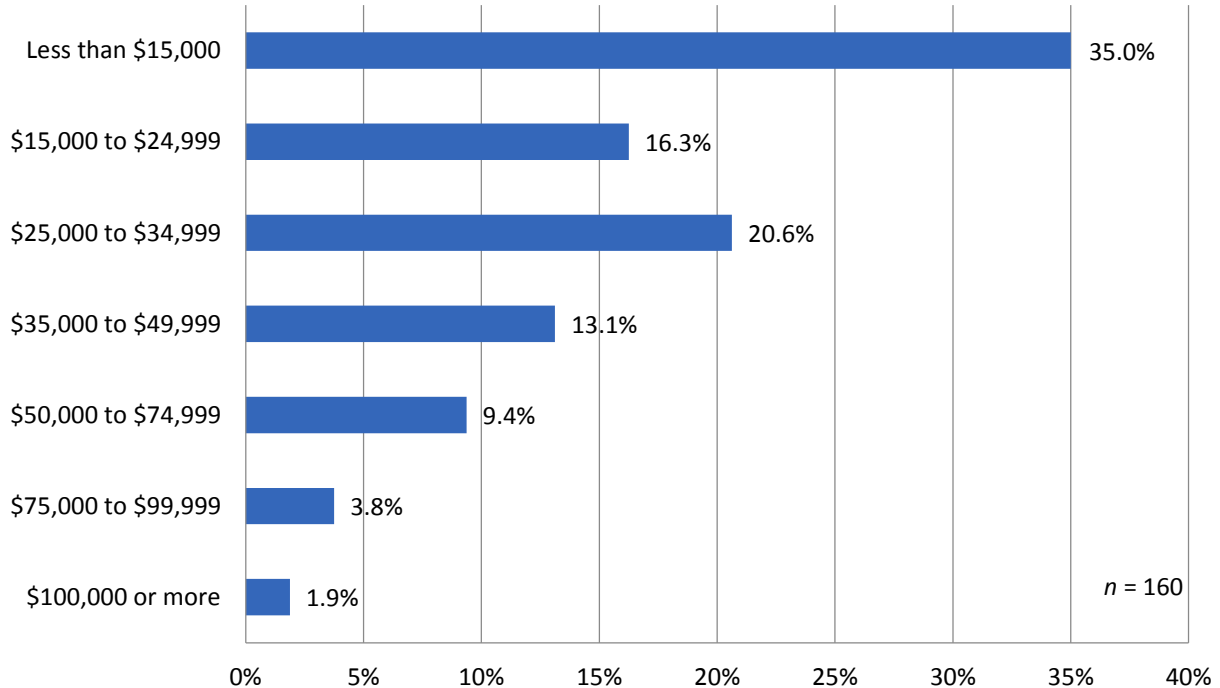
C-60

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



Slightly more than 51 percent indicated an income below \$25,000 annually. Nearly 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.20.d Route n43 Household Income



C-61

Exhibit C.20.e Route n43 Reason for Riding

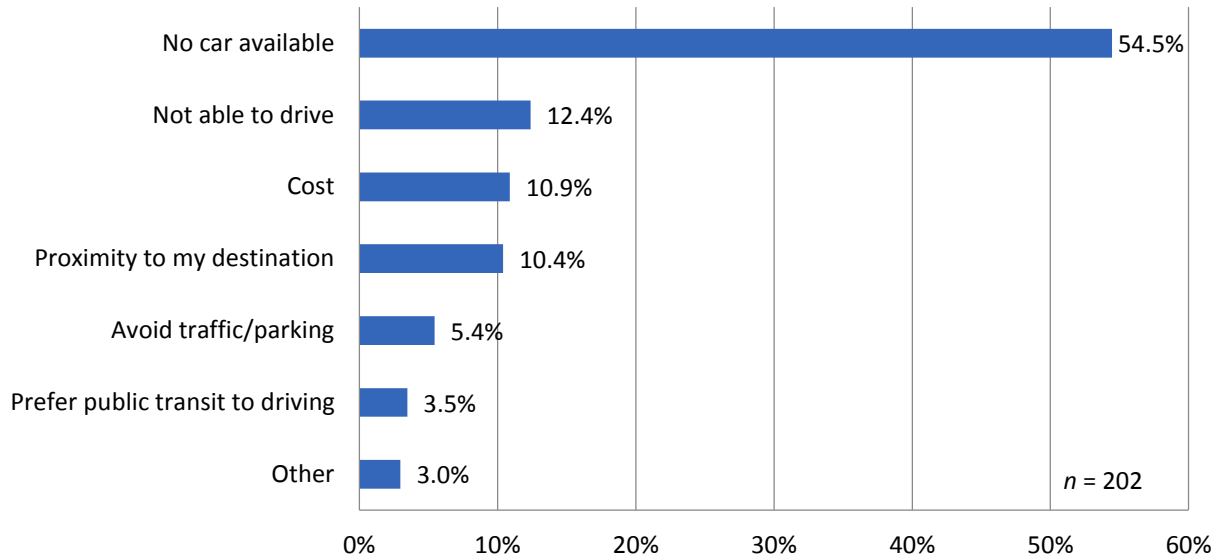
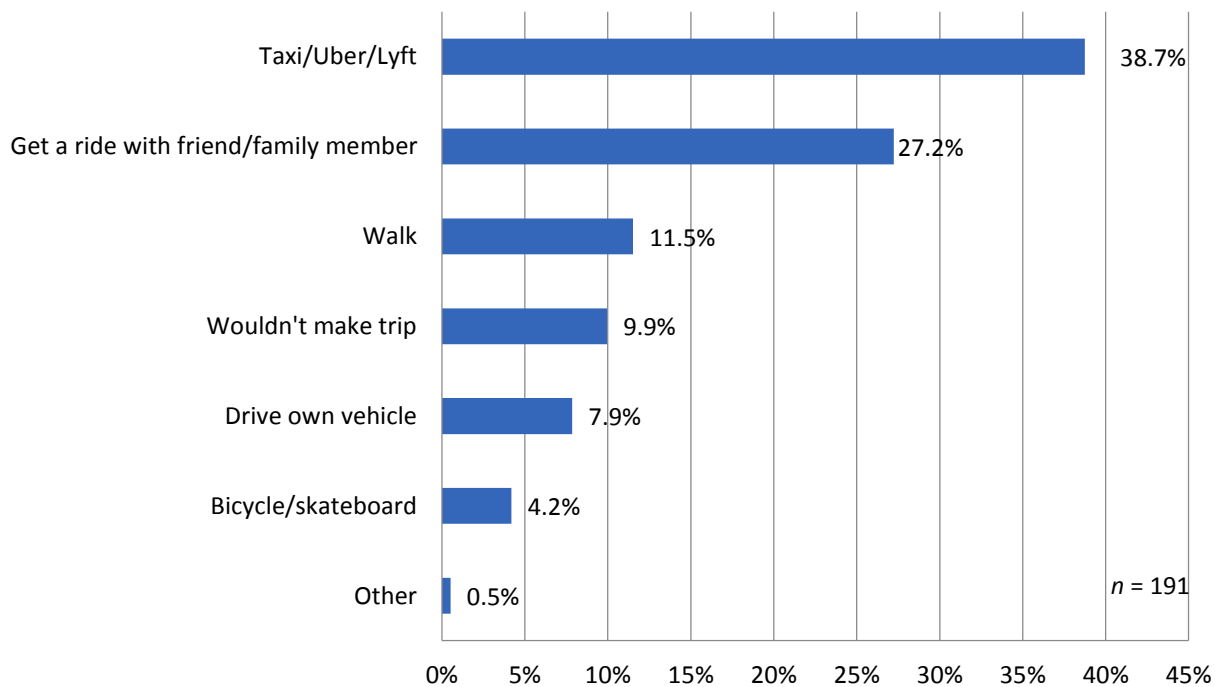


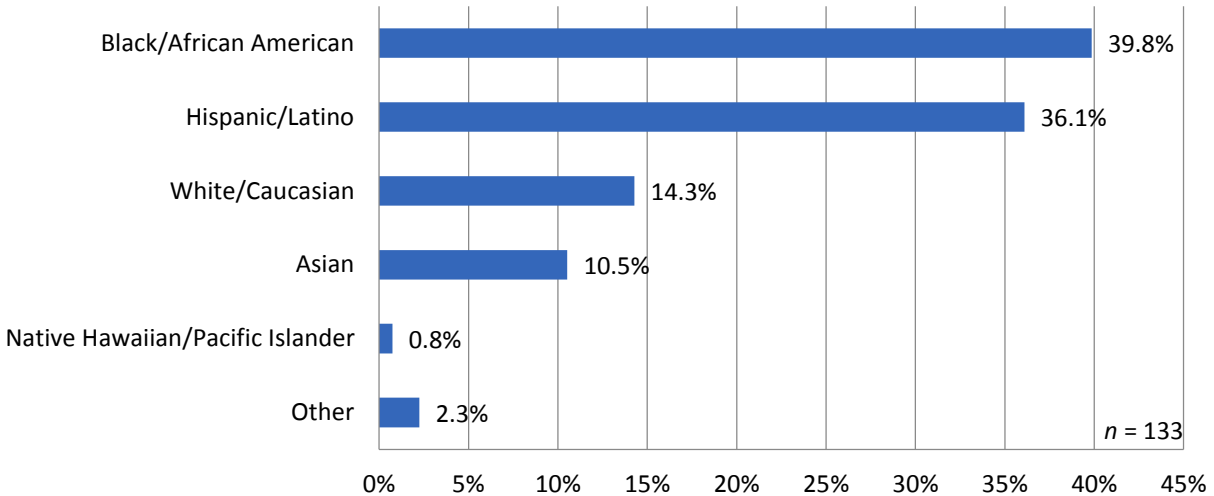
Exhibit C.20.f Route n43 Alternatives to NICE



### Route n48

Ninety-two percent of Route n48 respondents indicated being a “minority” ethnicity. Slightly more than 54 percent of respondents indicated their ethnicity as Black/African-American. More than 30 percent described their ethnicity as Hispanic/Latino.

Exhibit C.21.a Route n48 Ethnicity



More than 76 percent of respondents cited speaking English at home. Nearly 33 percent speak Spanish at home. Six percent indicated speaking French/Haitian Creole. More than 9 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.21.b Route n48 Languages

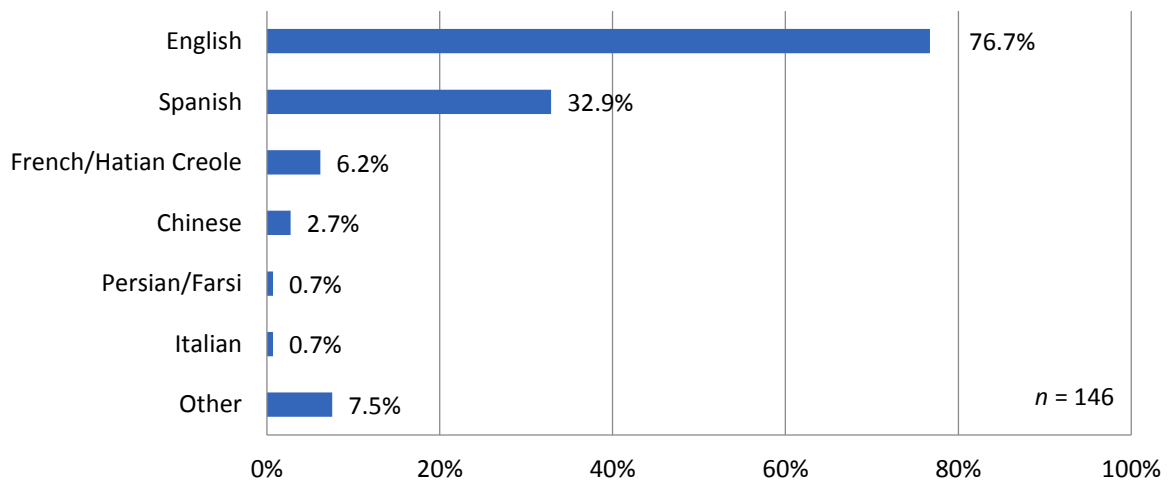
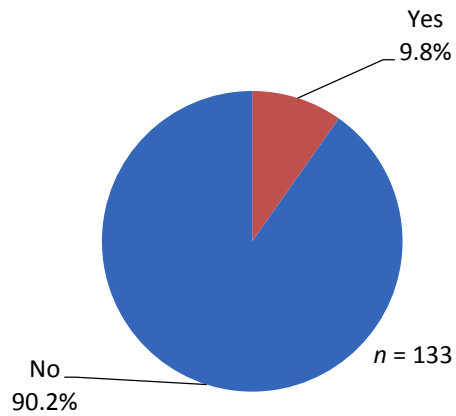


Exhibit C.21.c Route n48 Lack of Proficiency in English Impacting NICE Use



Fifty-nine percent indicated an income below \$25,000 annually. Just over 59 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 39 percent would take a taxi if NICE was not available.

Exhibit C.21.d Route n48 Household Income

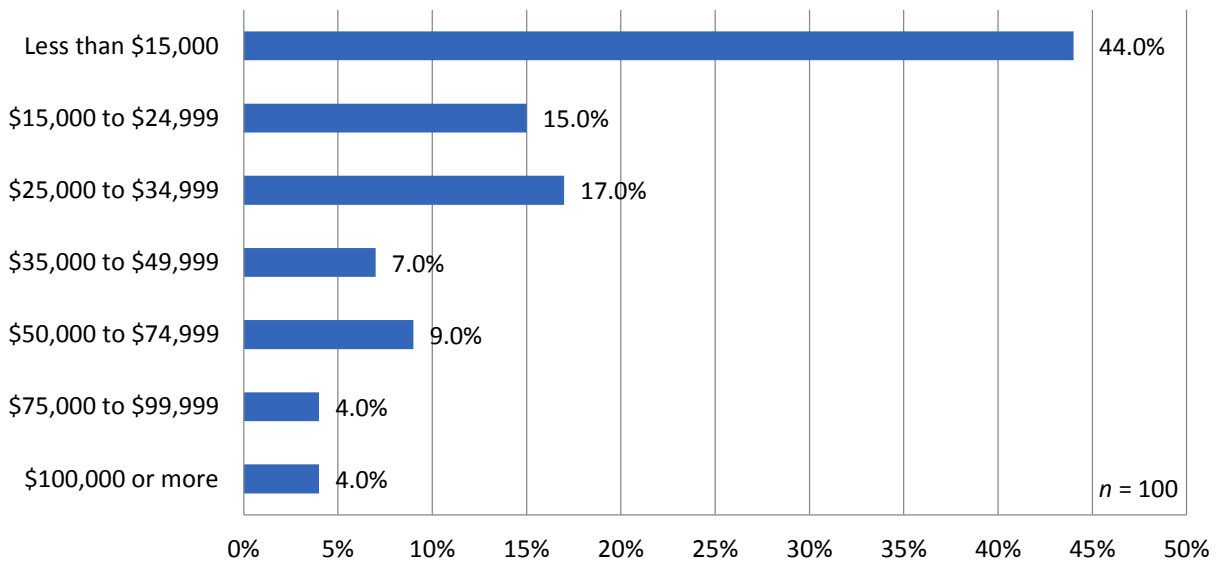


Exhibit C.21.e Route n48 Reason for Riding

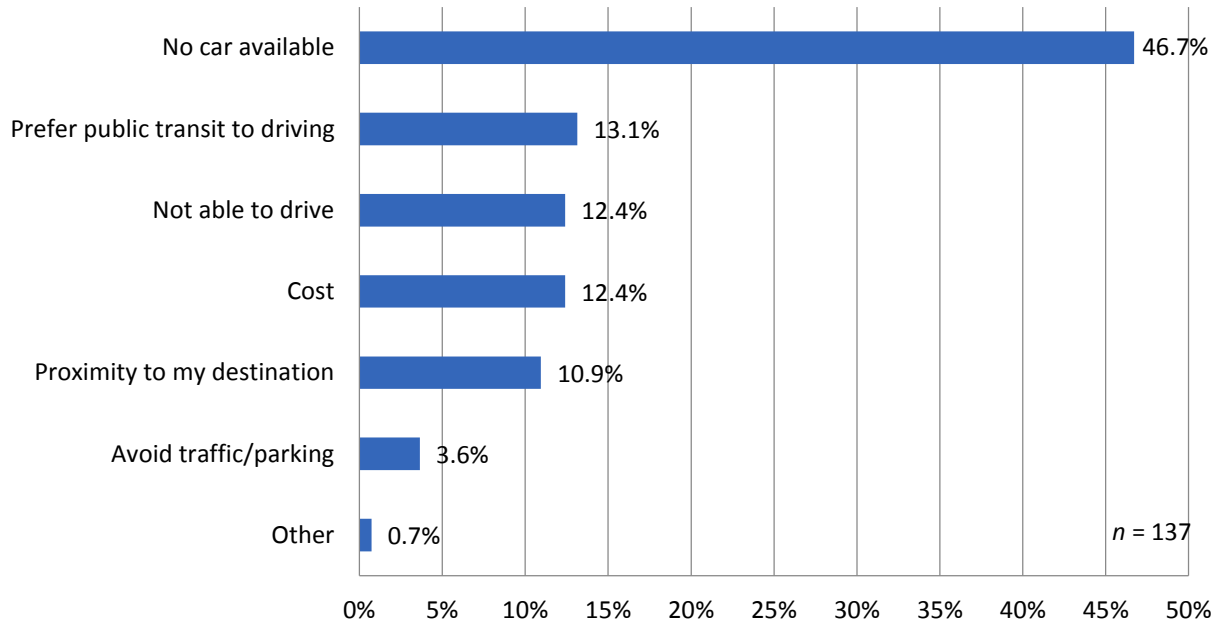
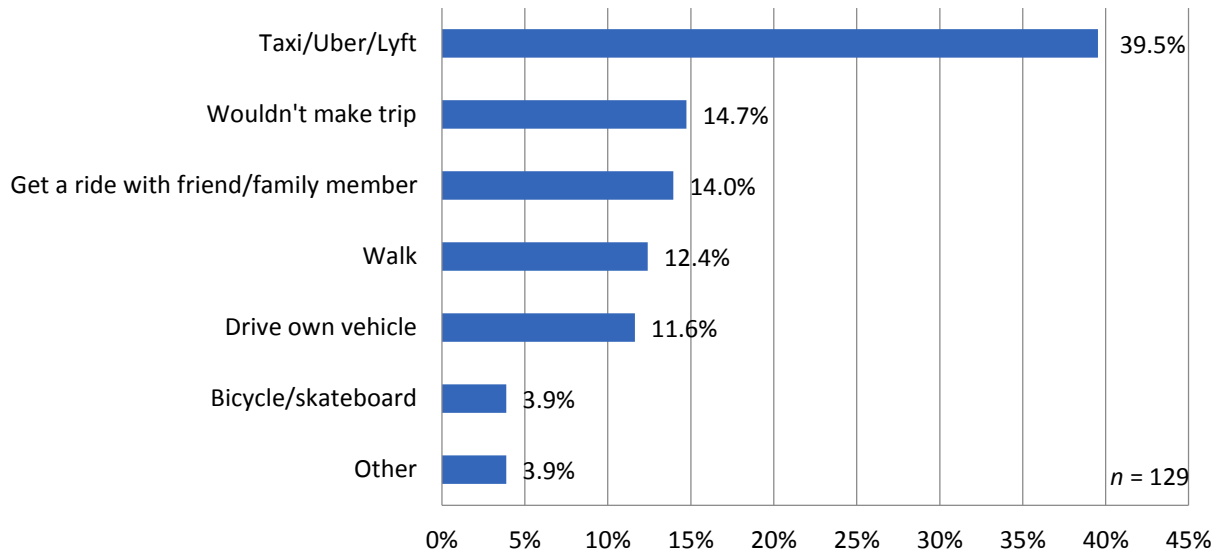


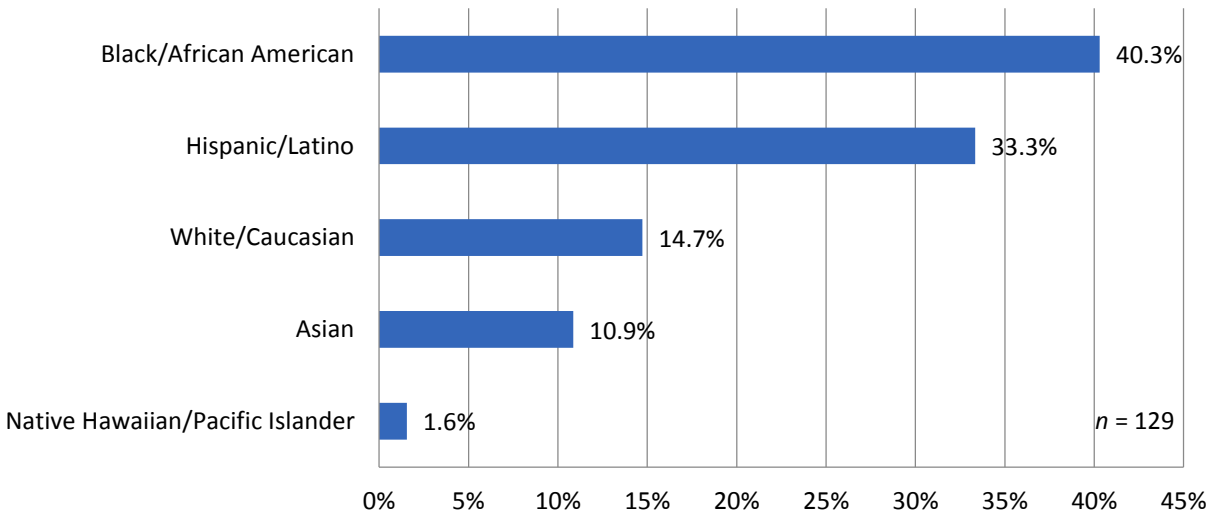
Exhibit C.21.f Route n48 Alternatives to NICE



#### Route n49

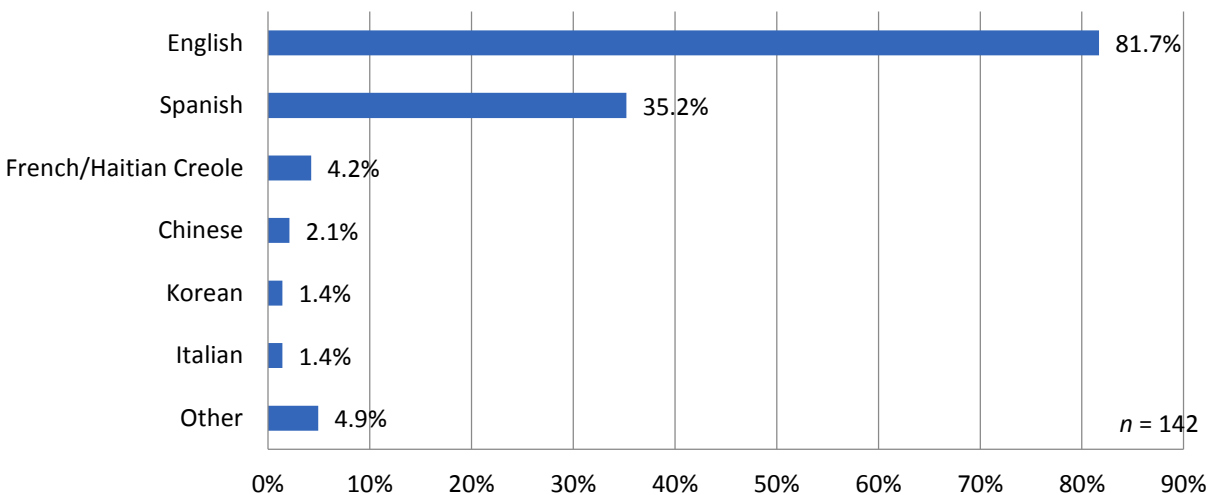
More than 92 percent of Route n49 respondents indicated being a “minority” ethnicity. Nearly 52 percent of respondents indicated their ethnicity as Black/African-American. Another 36.2 percent described their ethnicity as Hispanic/Latino.

Exhibit C.22.a Route n49 Ethnicity



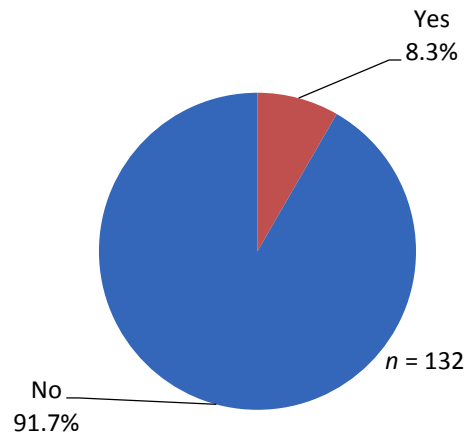
More than 86 percent of respondents cited speaking English at home. Thirty-five percent speak Spanish at home, while 4.2 percent speak French/Haitian Creole. Just eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.22.b Route n49 Languages



C-66

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



Thirty-five percent indicated an income below \$25,000 annually. Nearly 73 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.22.d Route n49 Household Income

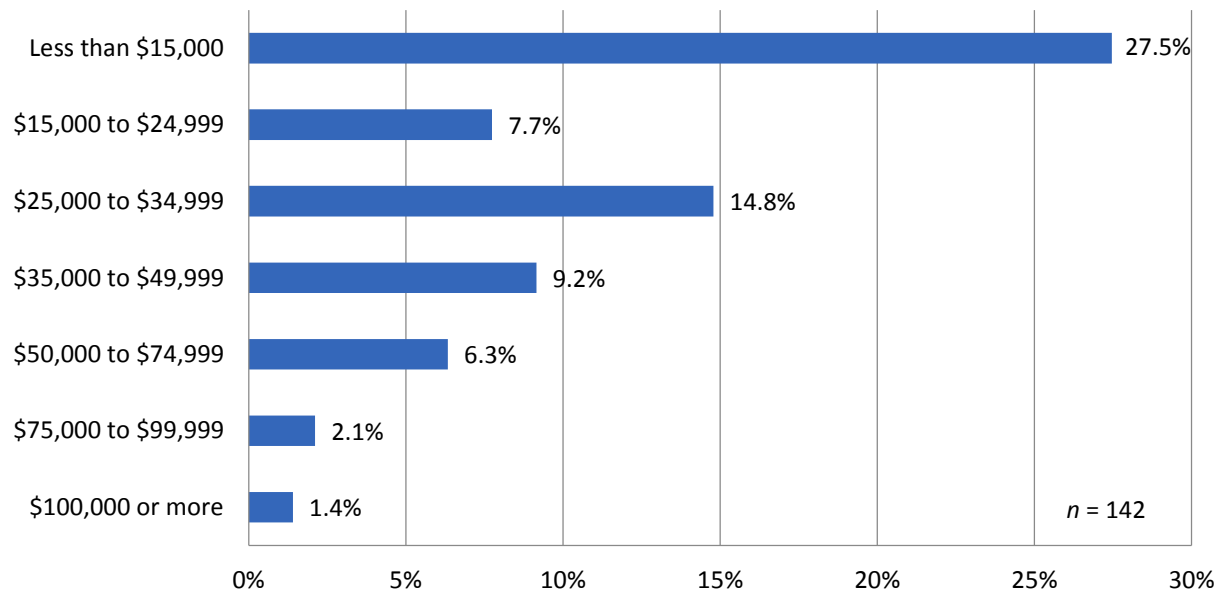




Exhibit C.22.e Route n49 Reason for Riding

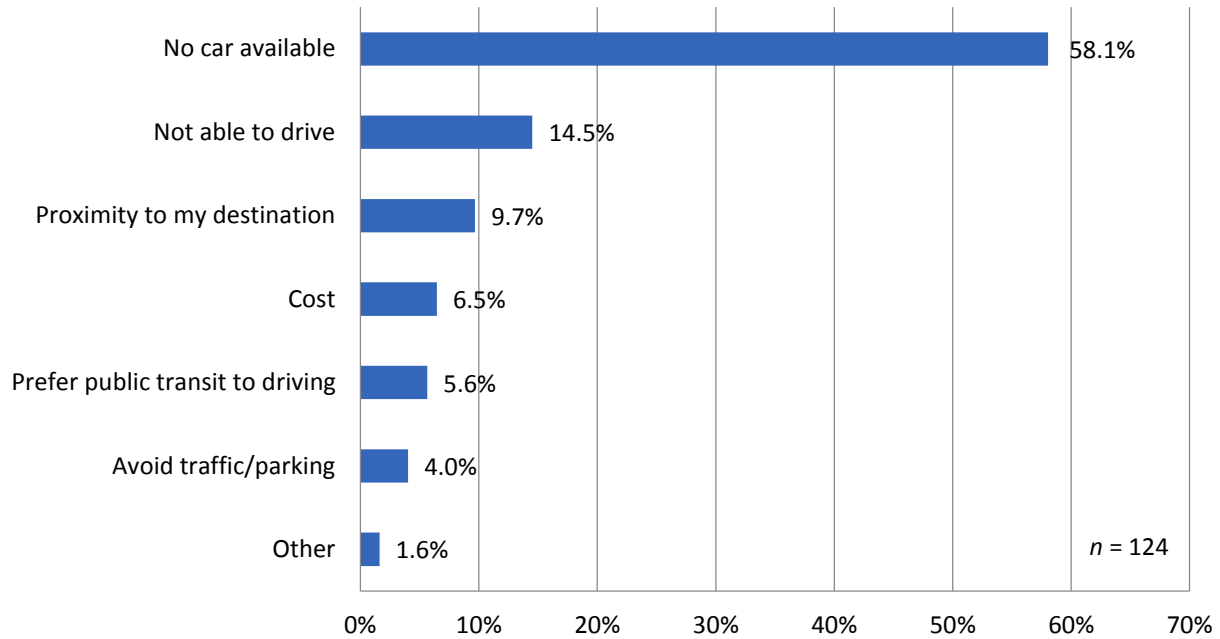
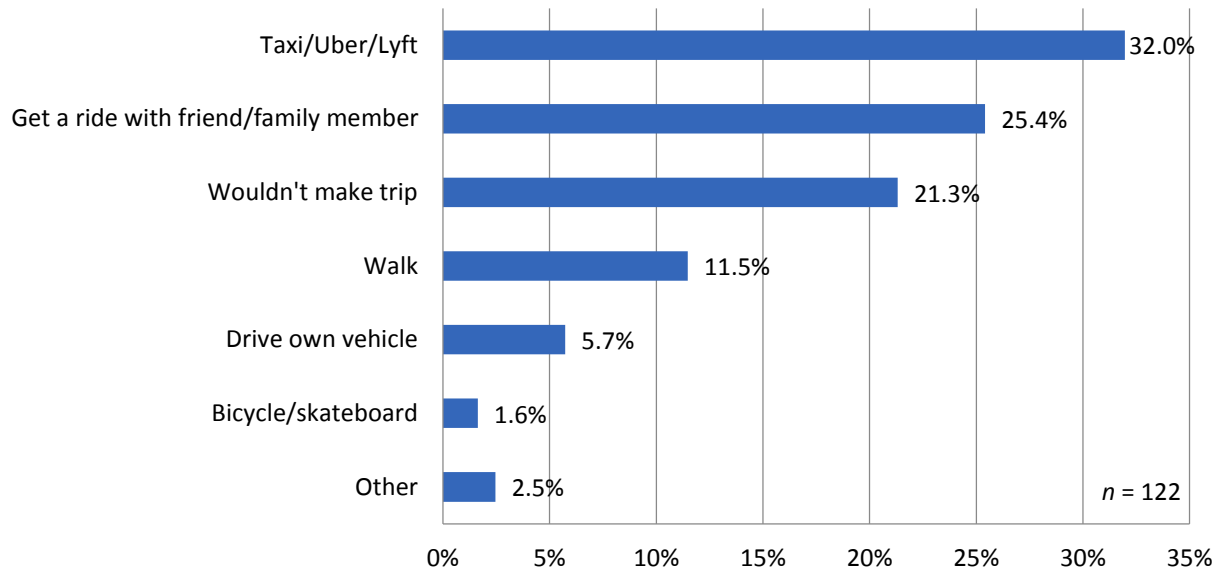


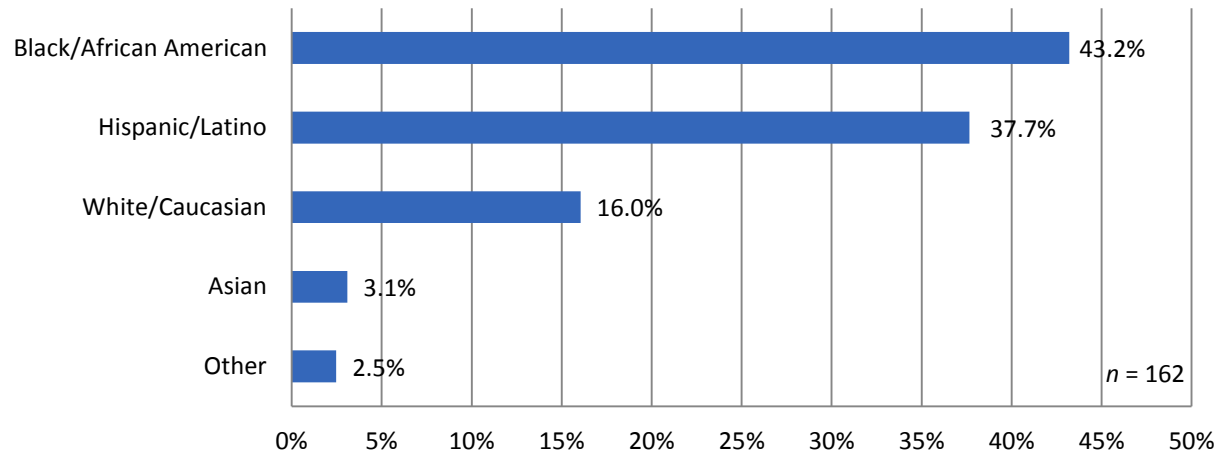
Exhibit C.22.f Route n49 Alternatives to NICE



### Route n54/55

Eighty-four percent of Route n54/55 respondents indicated being a “minority” ethnicity. Forty-three percent of respondents indicated their ethnicity as Black/African-American. Of Route n54/55 respondents 37.7 percent described their ethnicity as Hispanic/Latino.

Exhibit C.23.a Route n54/55 Ethnicity



More than 77 percent of respondents cited speaking English at home. Spanish is spoken in the home by 37 percent. French/Haitian Creole (7.6 percent) and Italian (2.2 percent) were also indicated by multiple respondents.

Exhibit C.23.b Route n54/55 Languages

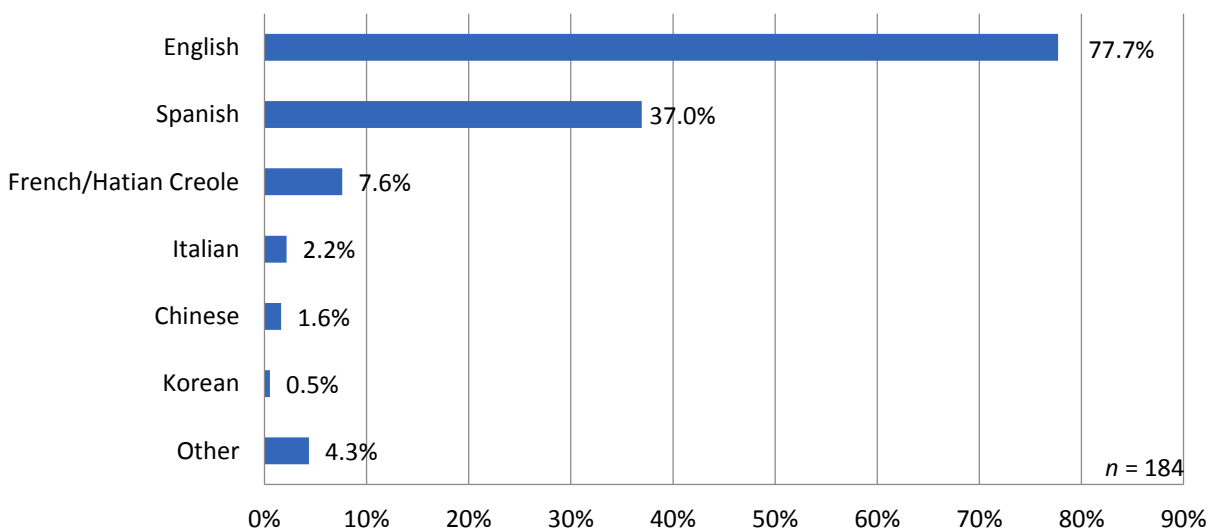
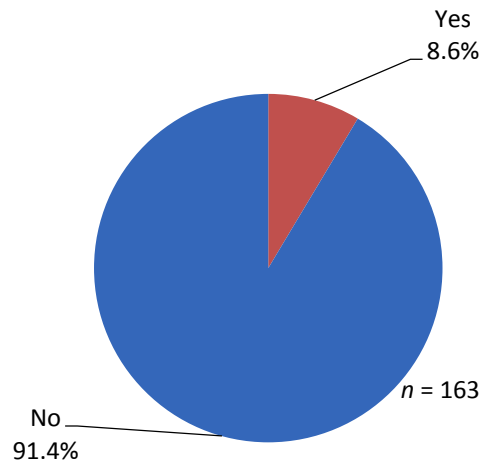


Exhibit C.23.c Route n54/55 Lack of Proficiency in English Impacting NICE Use



Nearly 62 percent indicated an income below \$25,000 annually. More than 61 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Many Route n54/55 respondents appear to have few mobility alternatives, as 22 percent said they would not make the surveyed trip if NICE was not available.

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

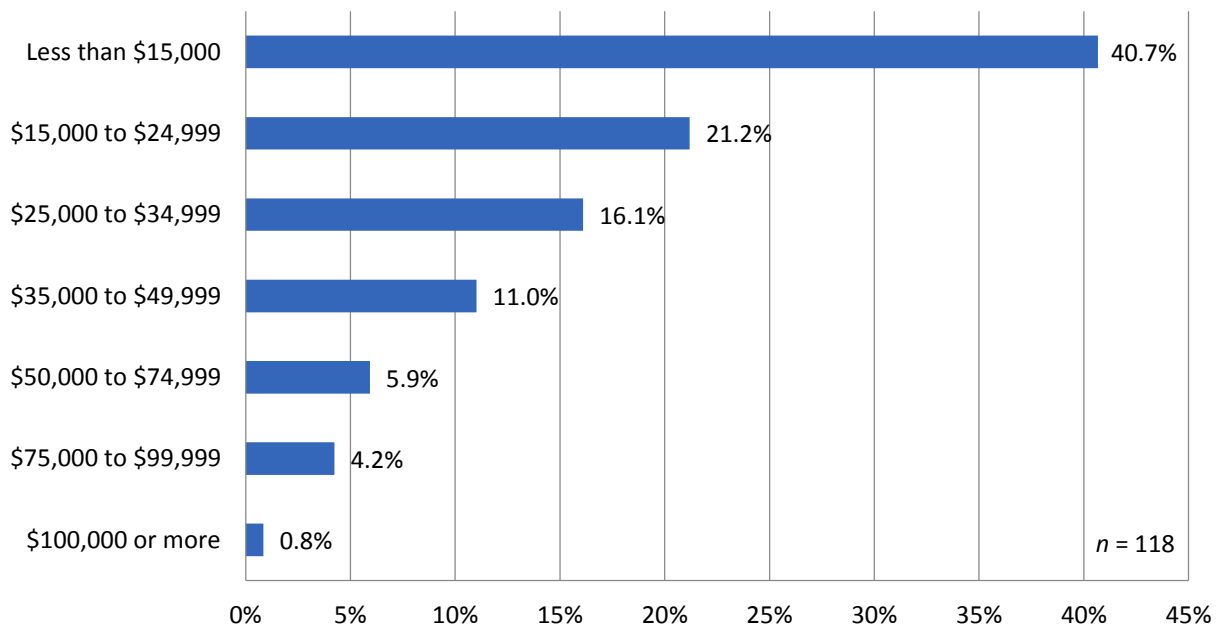


Exhibit C.23.e Route n54/55 Reason for Riding

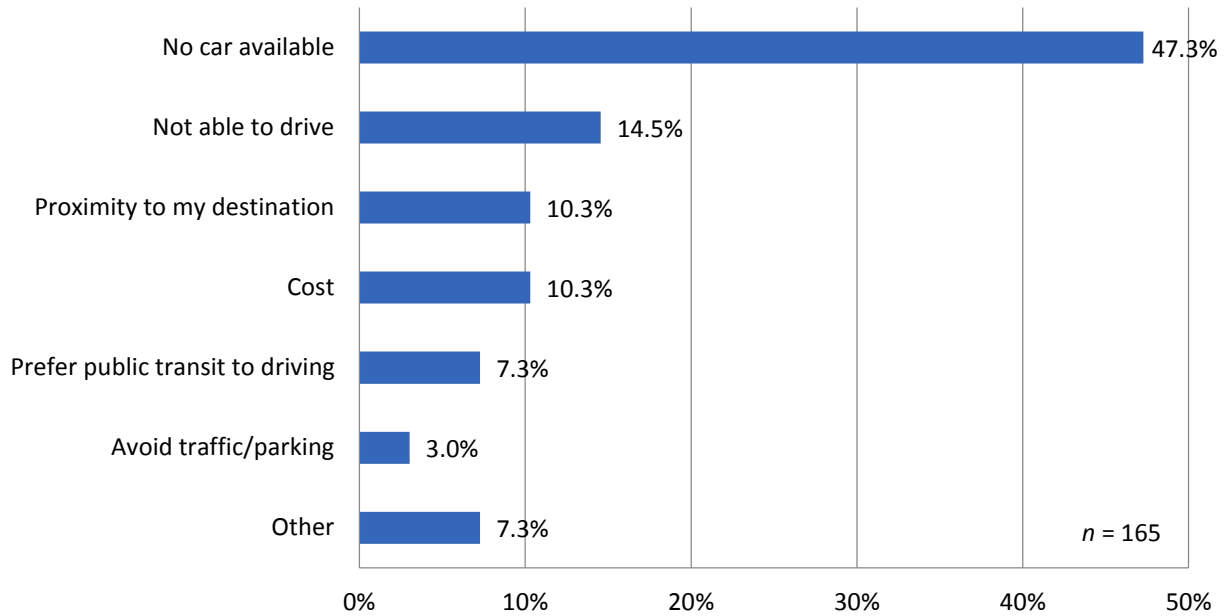
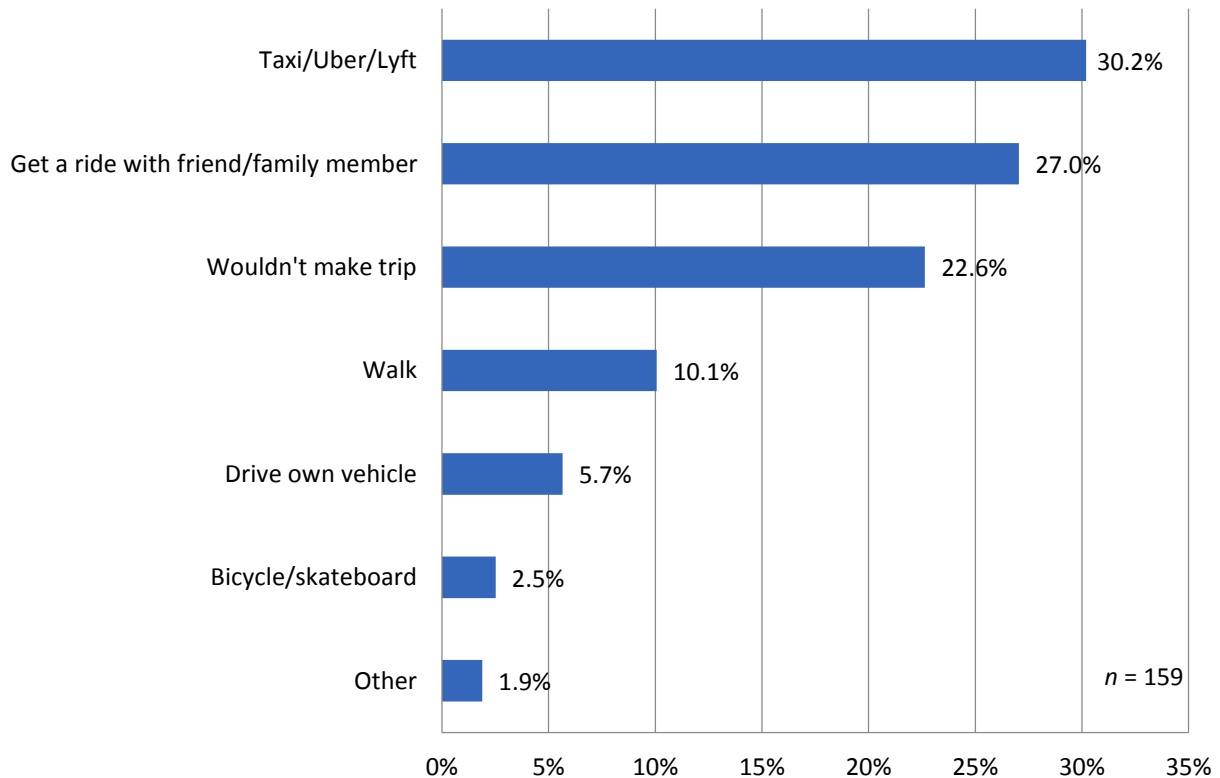


Exhibit C.23.f Route n54/55 Alternatives to NICE

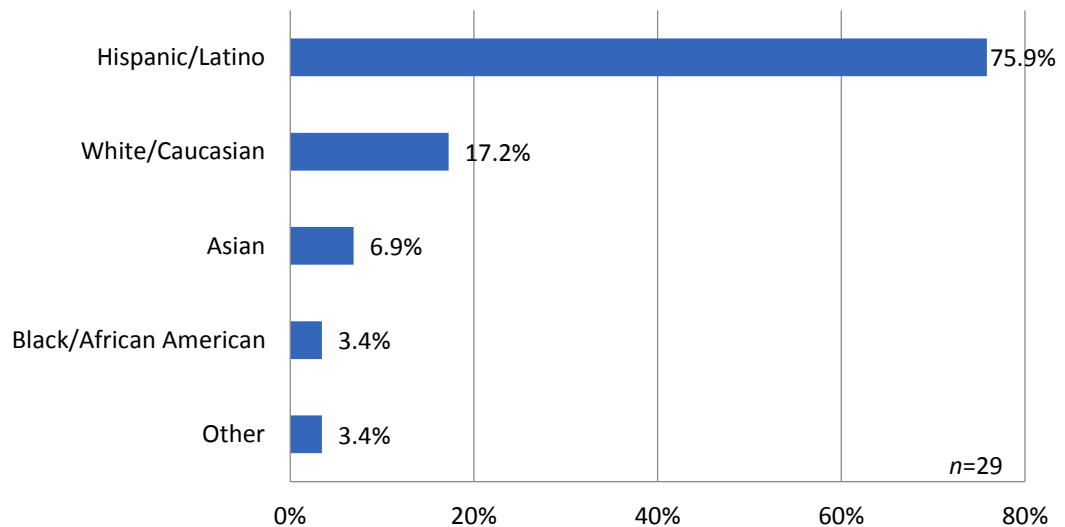


C-71

### Route n57

Nearly 83 percent of Route n57 respondents indicated being a “minority” ethnicity. More than 6 percent of respondents indicated their ethnicity as Asian. Nearly 76 percent described their ethnicity as Hispanic/Latino.

Exhibit C.24.a Route n57 Ethnicity



Seventy-five percent of respondents cited speaking Spanish at home. More than 40 percent speak English at home. A high percentage – 24.1 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

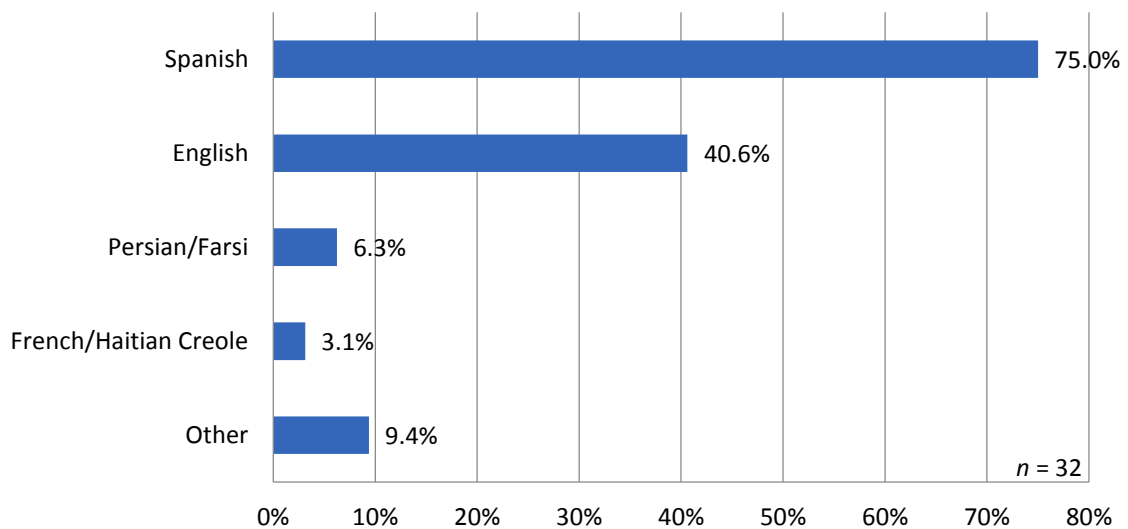
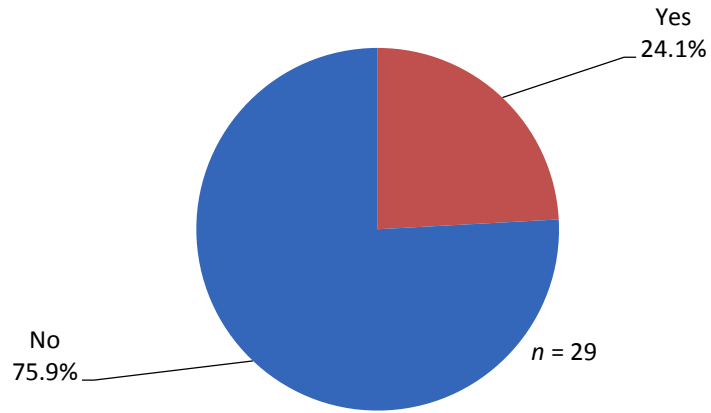


Exhibit C.24.c Route n57 Lack of Proficiency in English Impacting NICE Use



Forty-seven percent indicated an income below \$25,000 annually. Fifty percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.24.d Route n57 Household Income

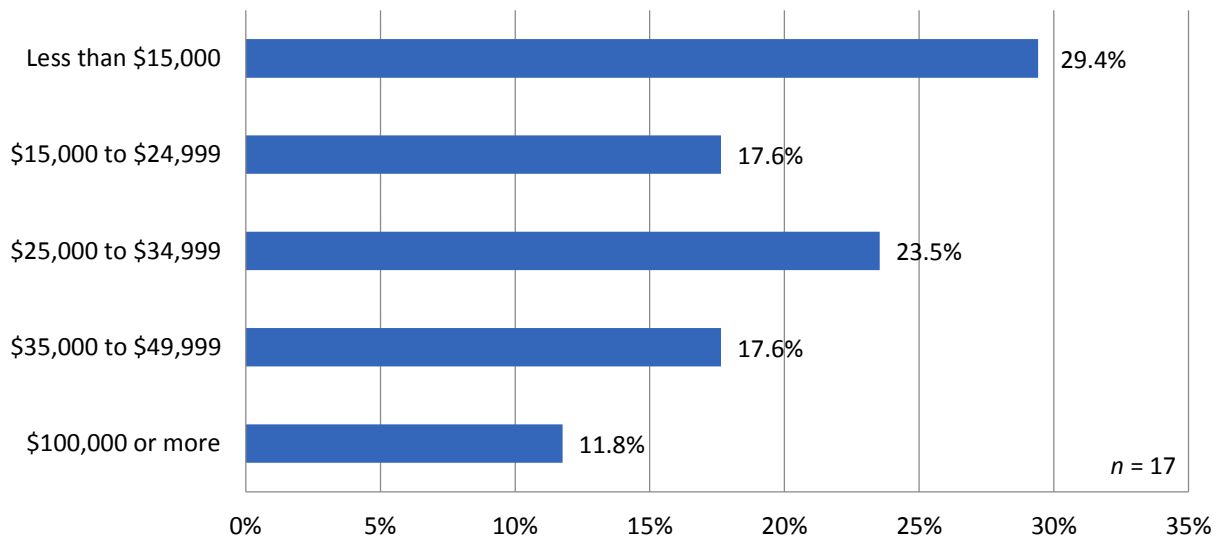


Exhibit C.24.e Route n57 Reason for Riding

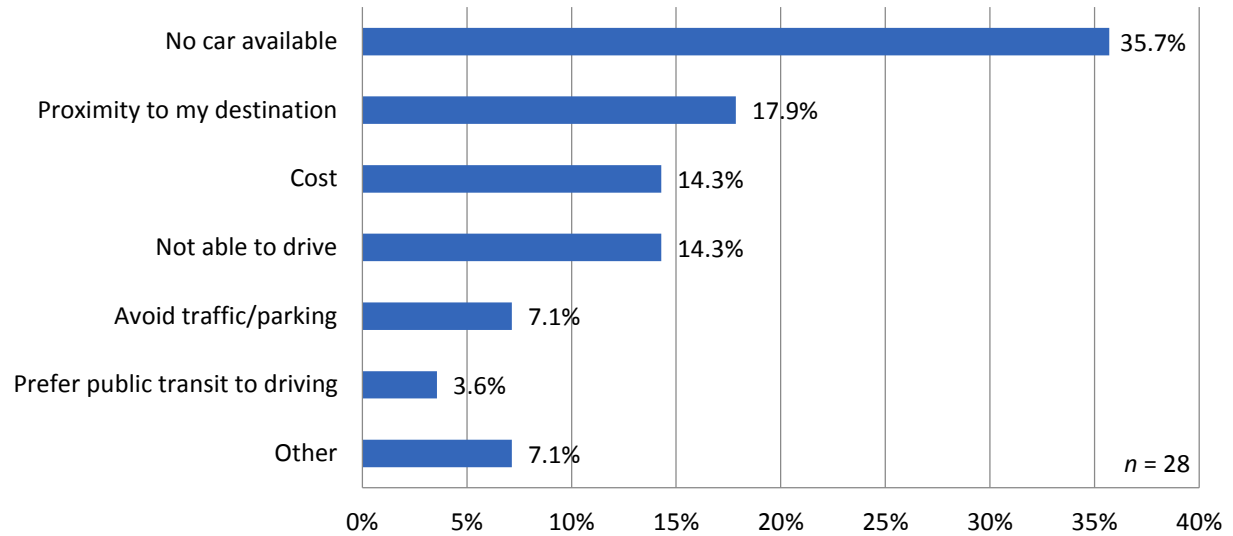
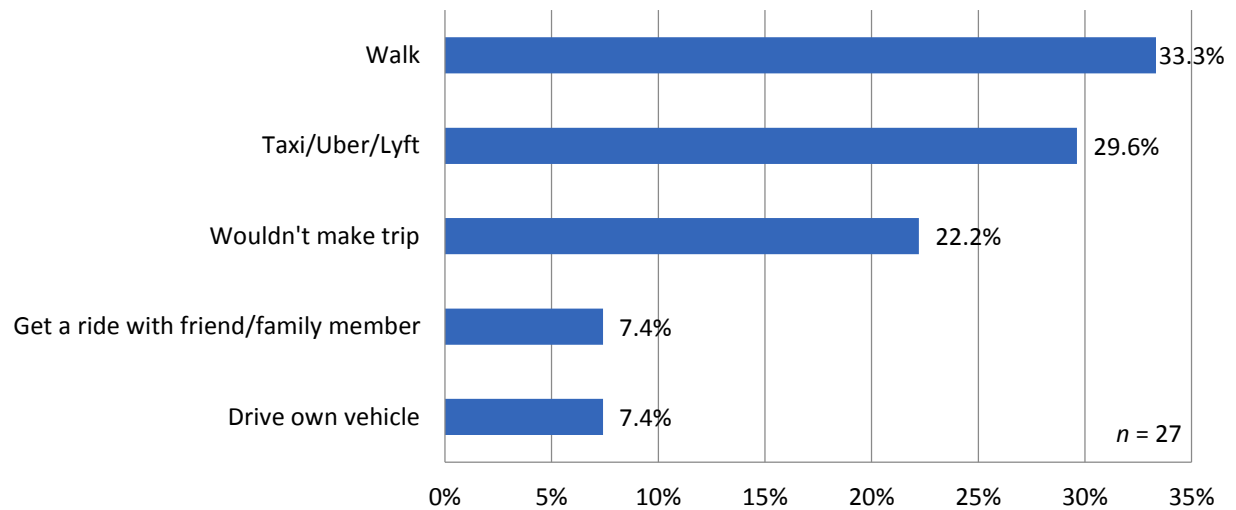


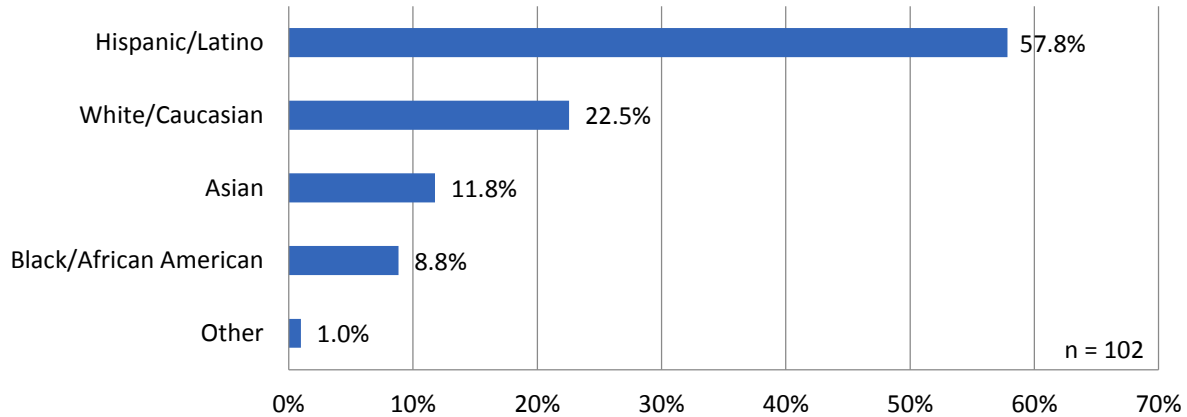
Exhibit C.24.f Route n57 Alternatives to NICE



### Route n58

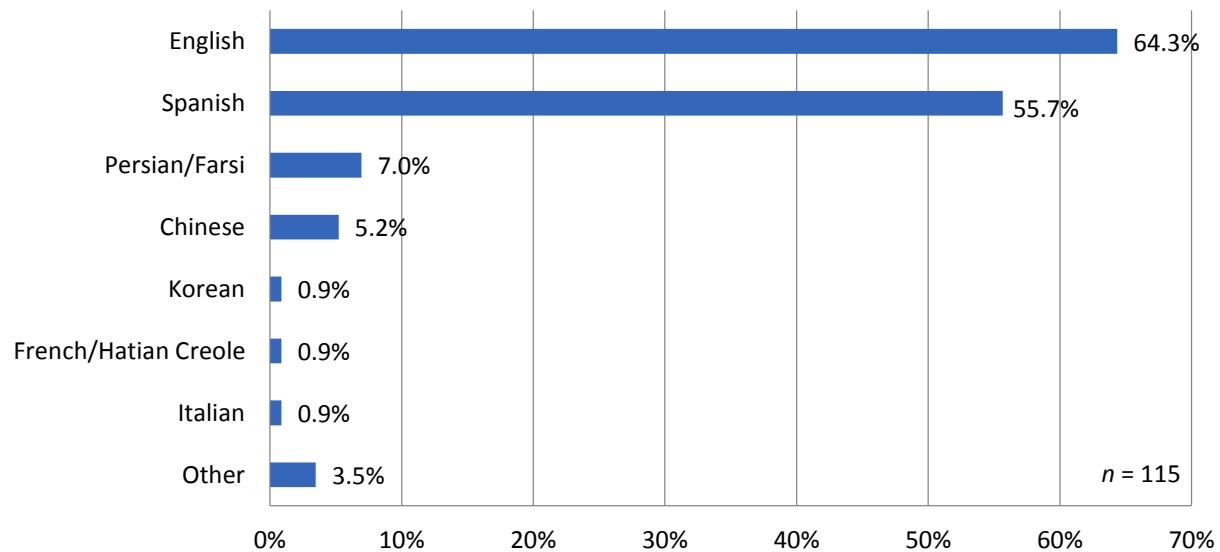
Seventy-seven percent of Route n58 respondents indicated being a “minority” ethnicity. More than 57 percent of respondents indicated their ethnicity as Hispanic/Latino. Slightly more than 8 percent described their ethnicity as Hispanic/Latino, while 11.8 percent self-identified as Asian.

Exhibit C.25.a Route n58 Ethnicity



Nearly 64 percent of respondents cited speaking English at home. More than 55 percent speak Spanish at home. Just 8.7 percent indicated a lack of proficiency in English impacted their use of NICE.

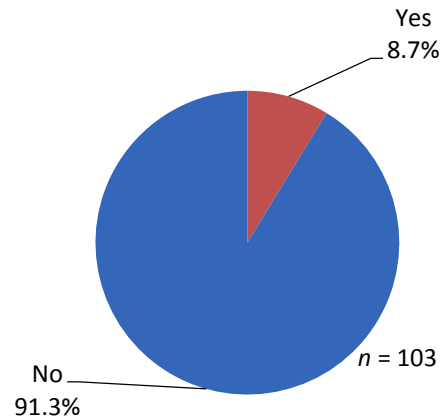
Exhibit C.25.b Route n58 Languages



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



Fifty-one 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. Twenty-seven percent of Route n48 respondents would take a taxi if NICE was not available. More than 23 percent indicated they would not make the trip.

Exhibit C.25.d Route n58 Household Income

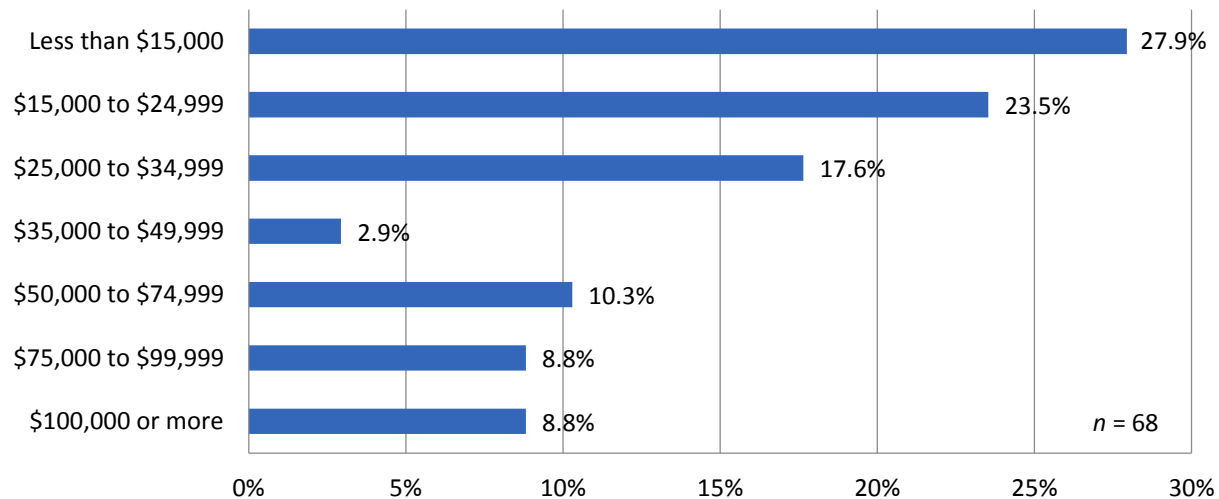


Exhibit C.25.e Route n58 Reason for Riding

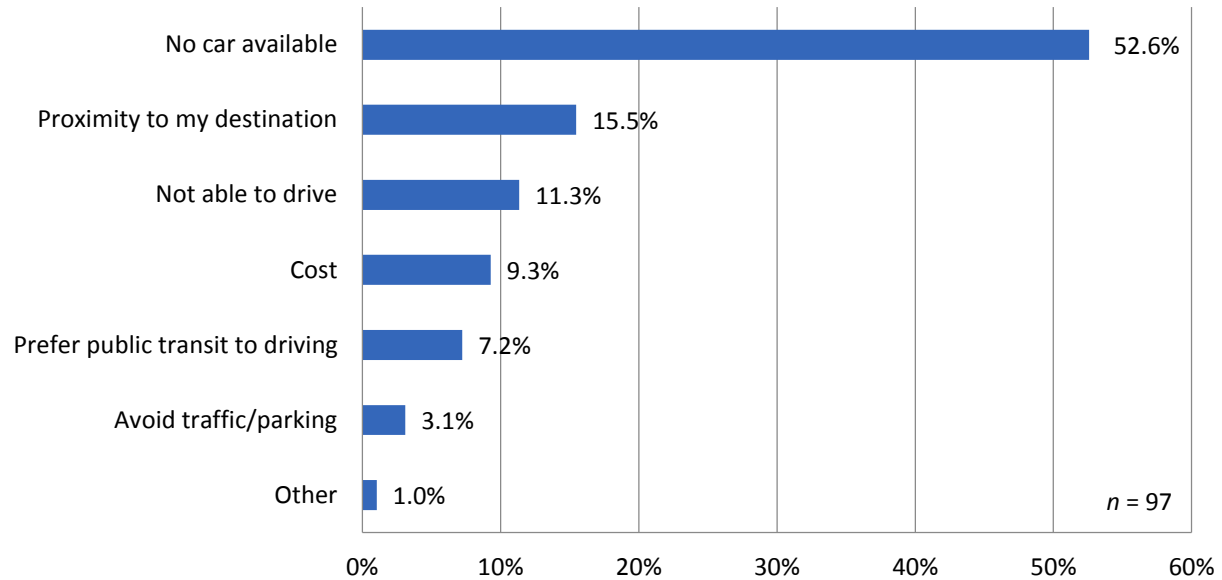
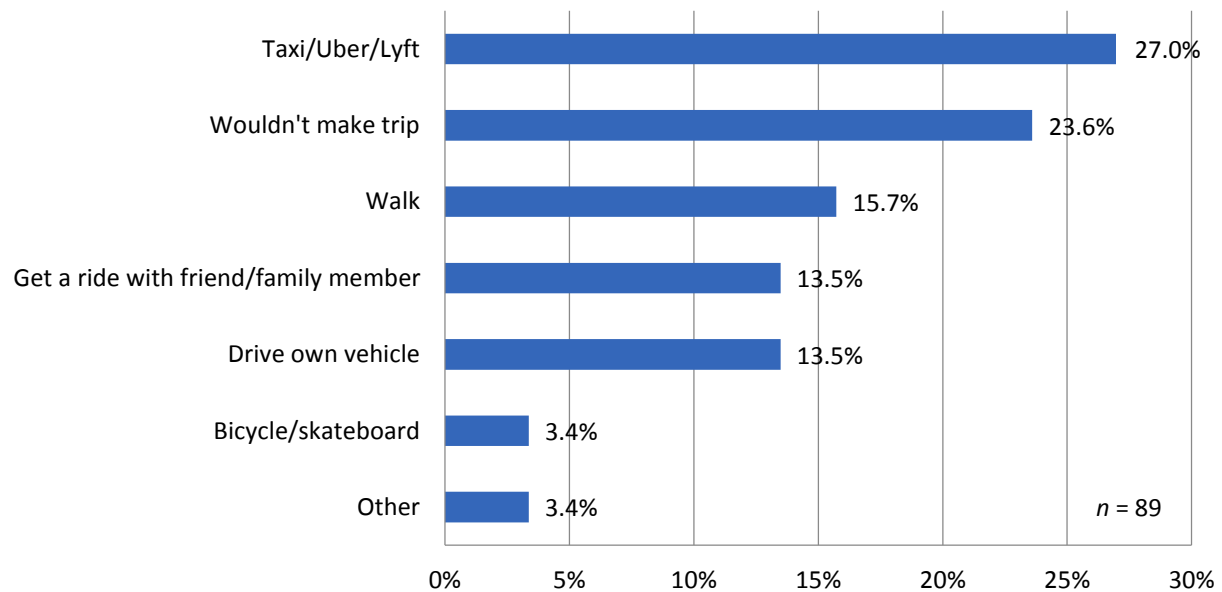


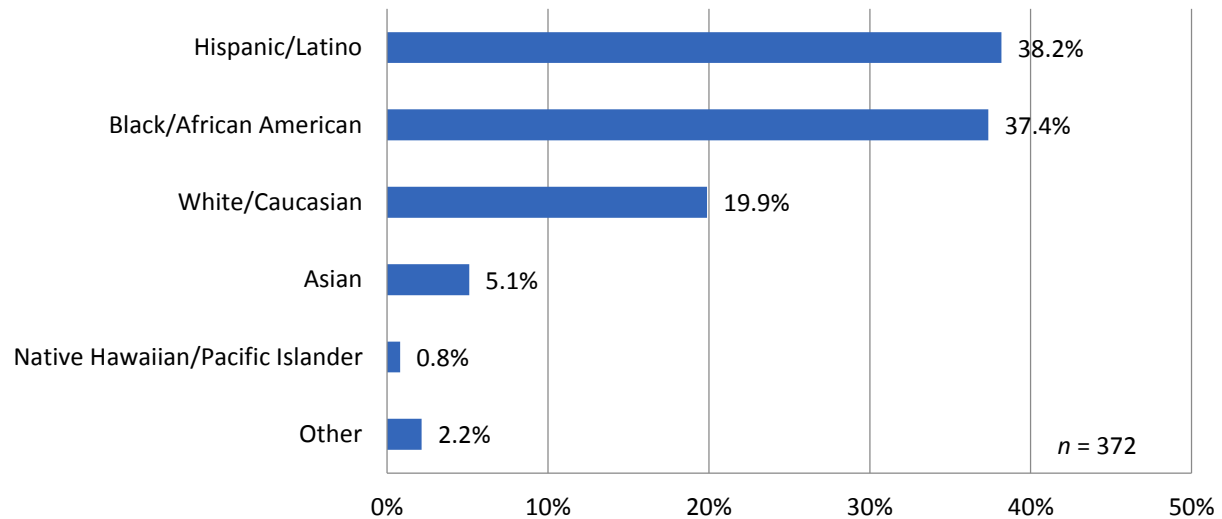
Exhibit C.25.f Route n58 Alternatives to NICE



### Route n70/71/72

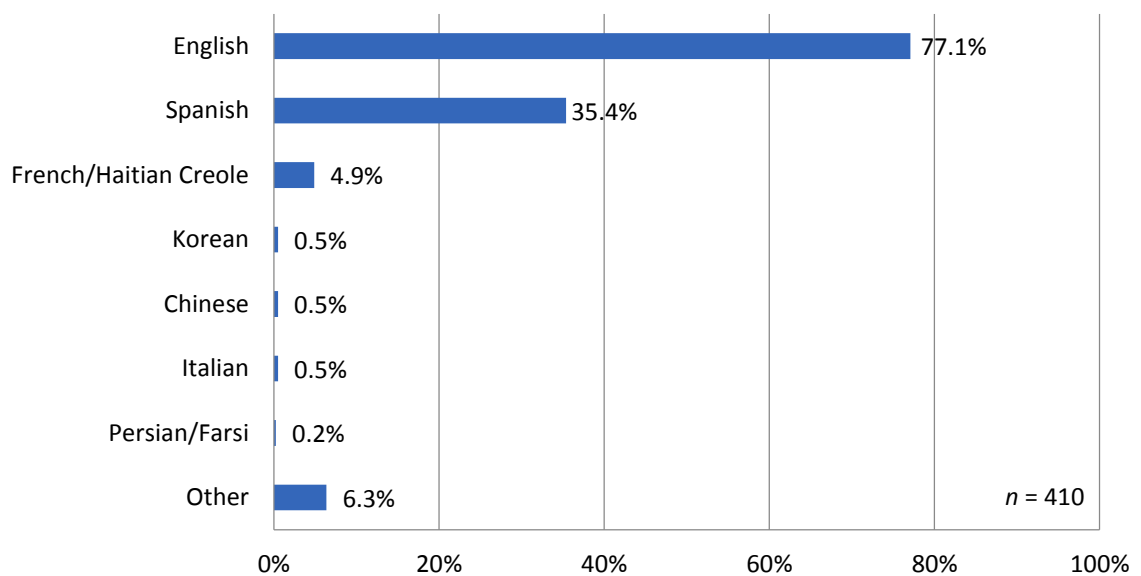
More than 80 percent of Route n70/71/72 respondents indicated being a “minority” ethnicity. More than 37 percent of respondents indicated their ethnicity as Black/African-American. More than 38 percent described their ethnicity as Hispanic/Latino.

Exhibit C.28.a Route n70/71/72 Ethnicity



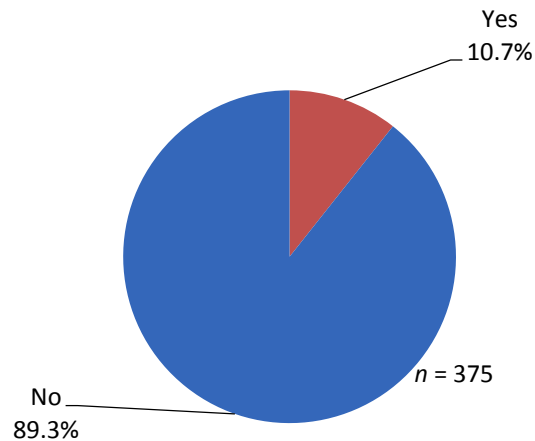
Just over 77 percent of respondents cited speaking English at home. More than 35 percent speak Spanish at home. Ten percent indicated a lack of proficiency in English impacted their use of NICE.

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



C-78

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



Nearly 49 percent indicated an income below \$25,000 annually. Sixty-five percent 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 33 percent of respondents.

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

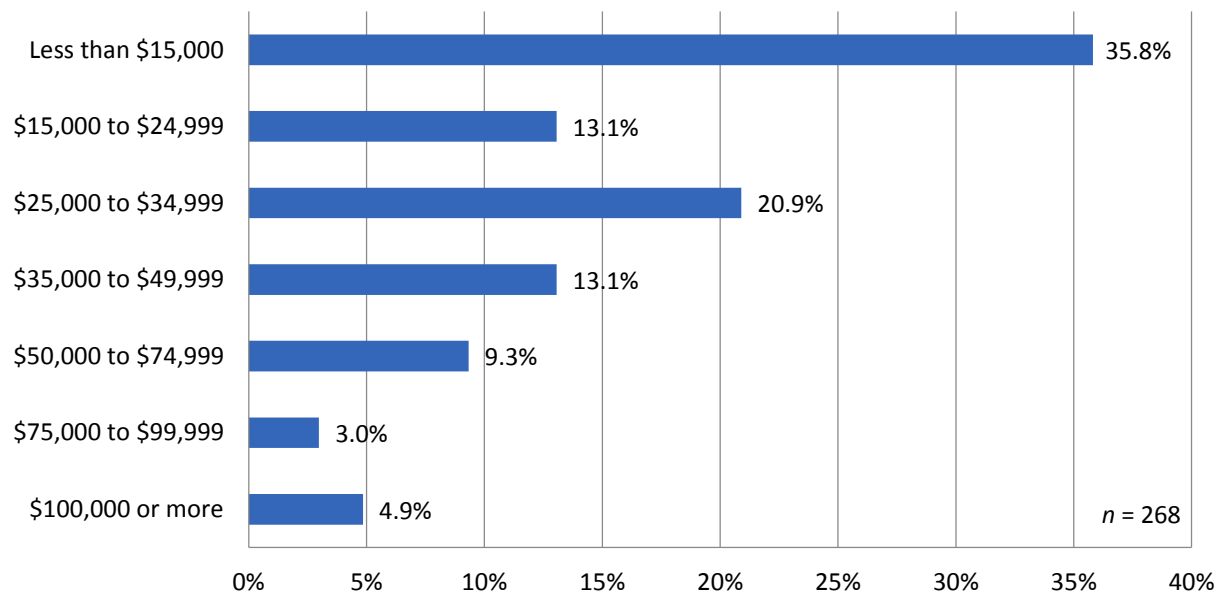


Exhibit C.28.e Route n70/71/72 Reason for Riding

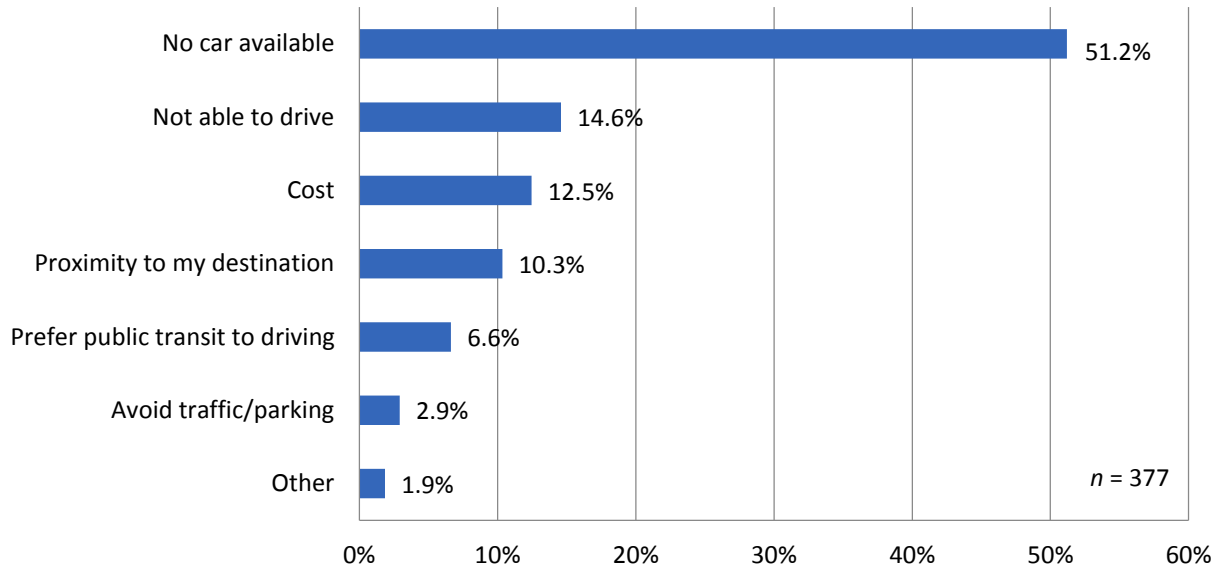
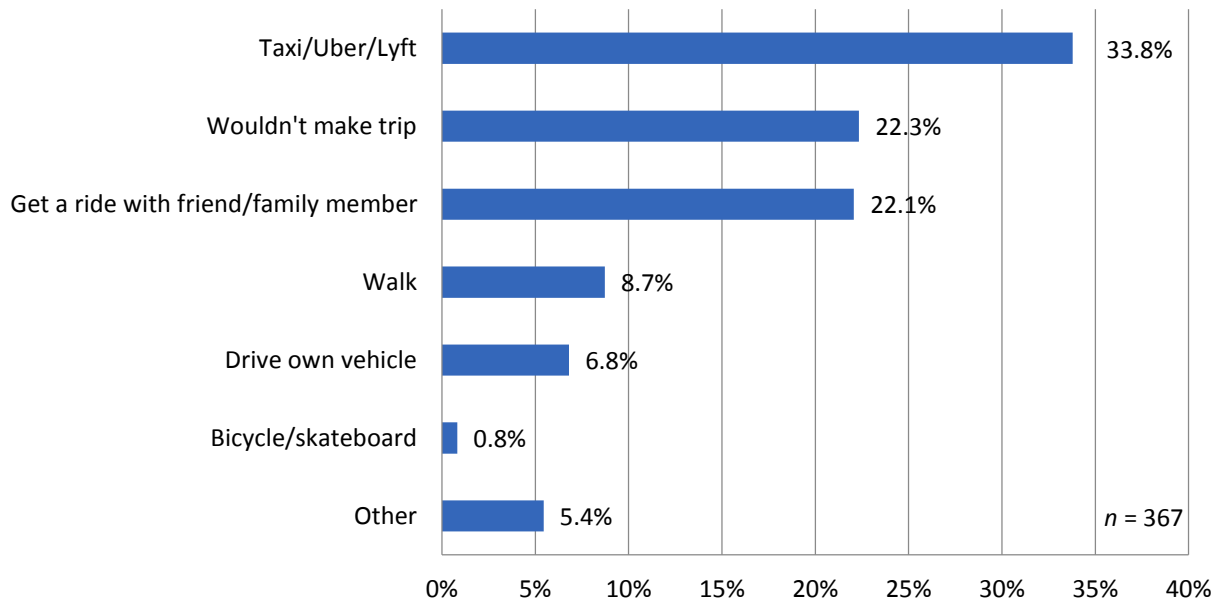


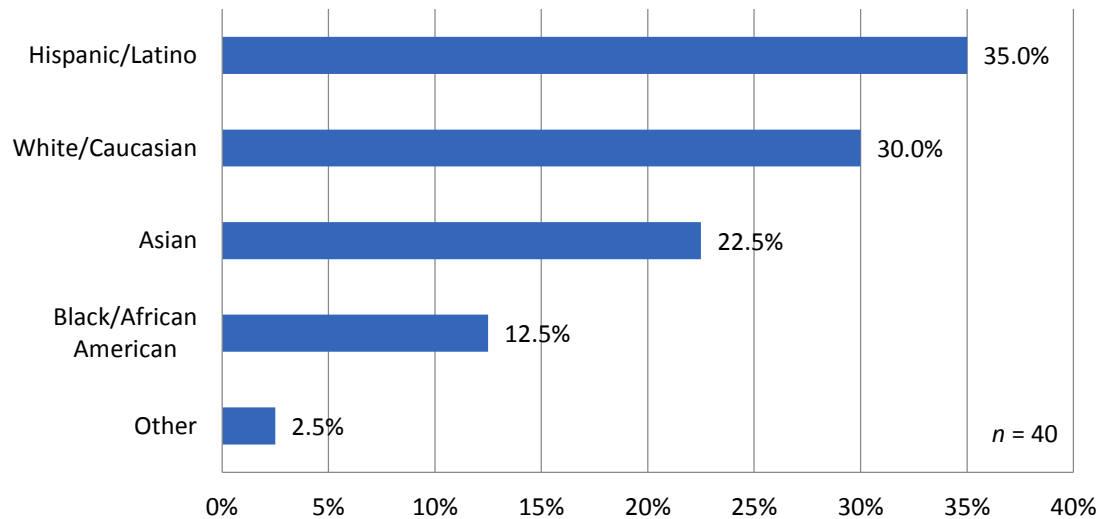
Exhibit C.28.f Route n70/71/72 Alternatives to NICE



### Route n78/79

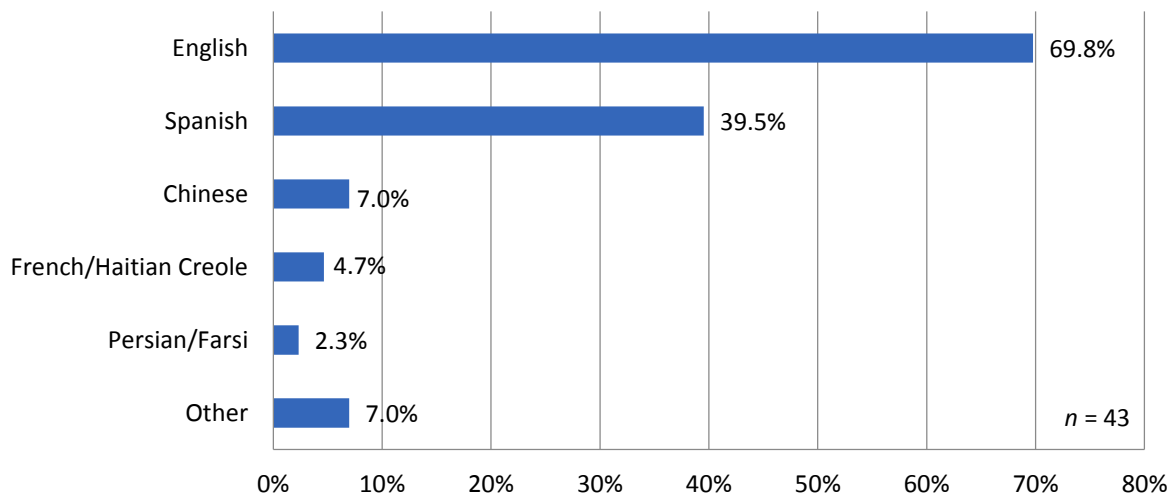
Seventy percent of Route n7879 respondents indicated being a “minority” ethnicity. More than 22 percent of respondents indicated their ethnicity as Asian. Thirty-five percent described their ethnicity as Hispanic/Latino.

Exhibit C.27.a Route n78/79 Ethnicity



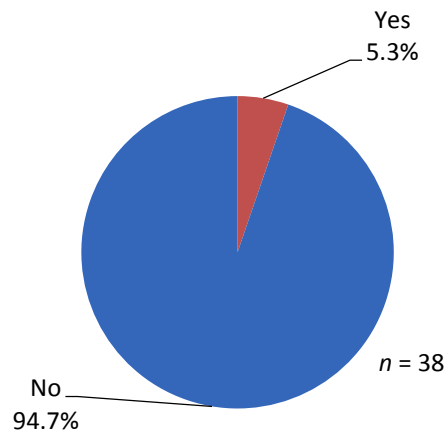
More than 69 percent of respondents cited speaking English at home. Slightly more than 35 percent speak Spanish at home. Fewer than six percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.27.b Route n78/79 Languages



C-81

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



Seventeen percent of respondents cited an annual household income of \$50,000 or more. More than 51 percent indicated an income below \$25,000 annually. Sixty-two percent choose NICE because they lack access to a personal vehicle or are not able to drive. Nearly 57 percent of Route n7879 respondents would take a taxi if NICE was not available, while another 13.5 percent would not make the trip.

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

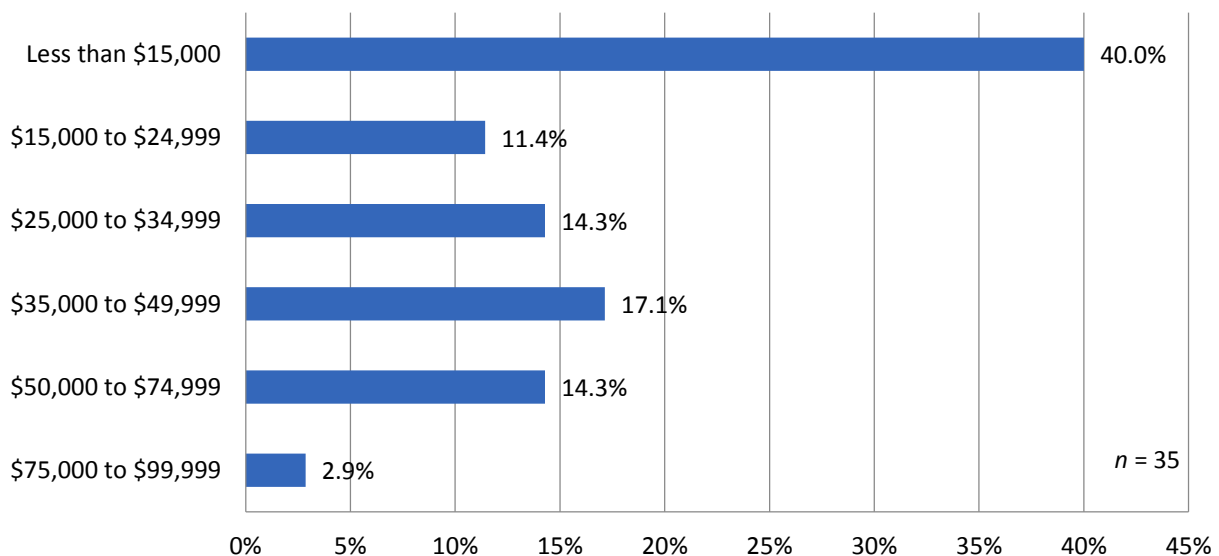


Exhibit C.27.e Route 78/79 Reason for Riding

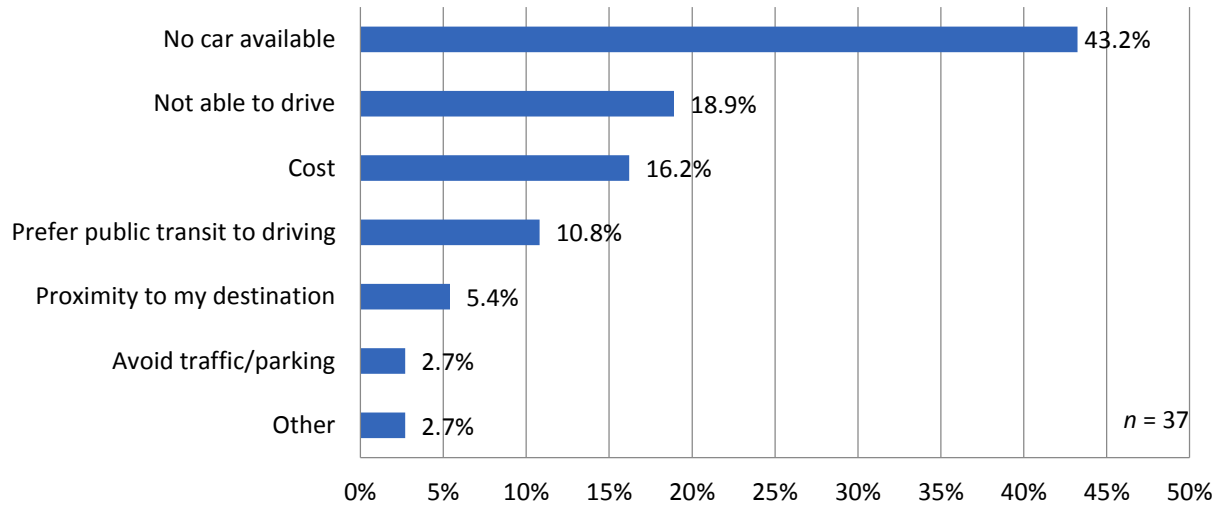
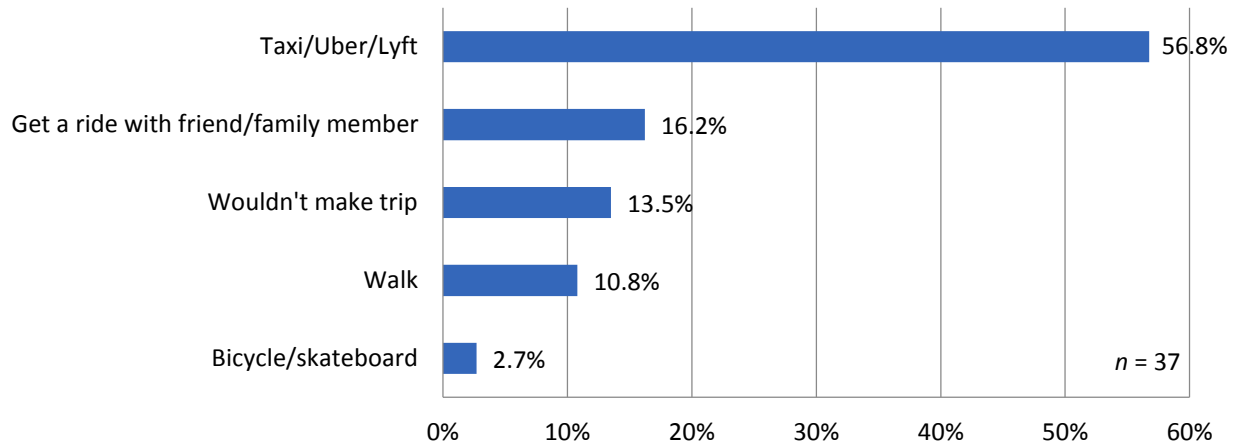


Exhibit C.27.f Route n78/79 Alternatives to NICE

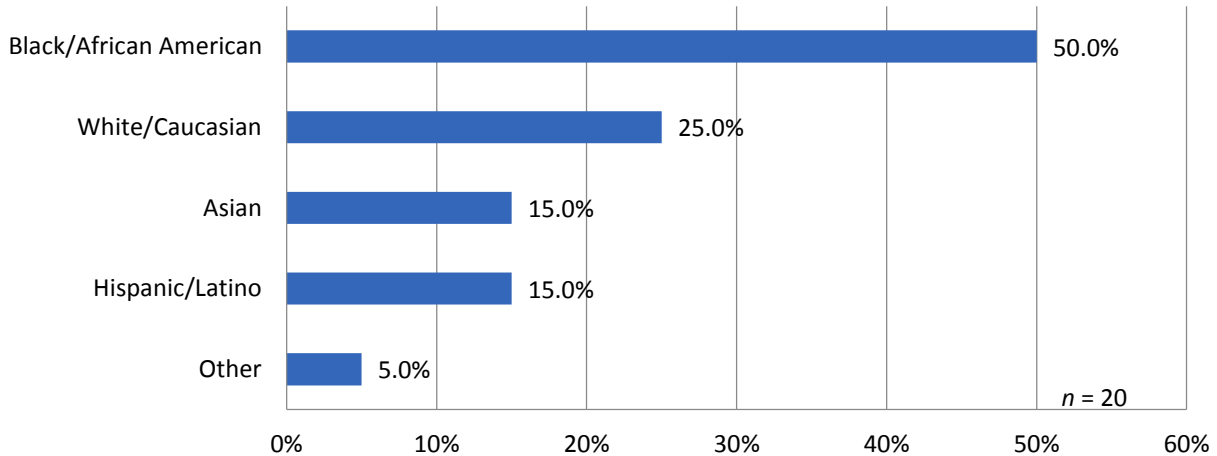




### Route n80

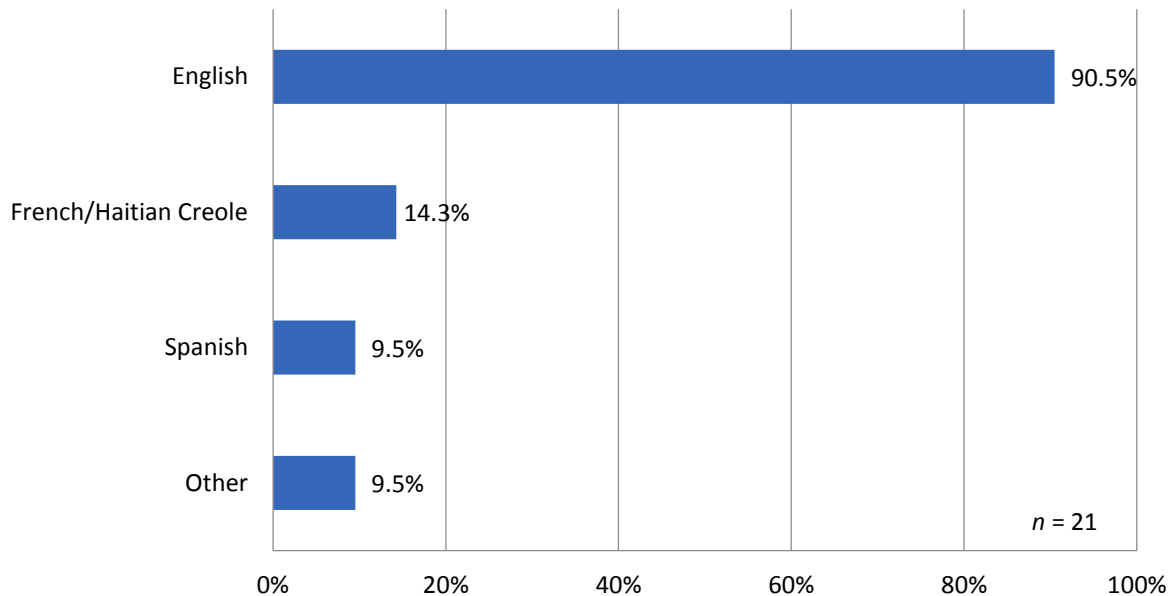
Seventy-five percent of Route n80 respondents indicated being a “minority” ethnicity. Half of the respondents on Route n80 indicated their ethnicity as Black/African-American. Of the respondents 15 percent cited their ethnicity as Asian and 15 percent as Hispanic/Latino.

Exhibit C.26.a Route n80 Ethnicity



More than 90 percent of respondents cited speaking English at home. Fourteen percent speak French/Haitian Creole at home. No respondents indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.26.b Route n80 Languages



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More than 71 percent indicated an income below \$25,000 annually. Nearly 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Nearly 28 of Route n80 respondents would ride with a friend or family member if NICE was not available.

Exhibit C.26.c Route n80 Household Income

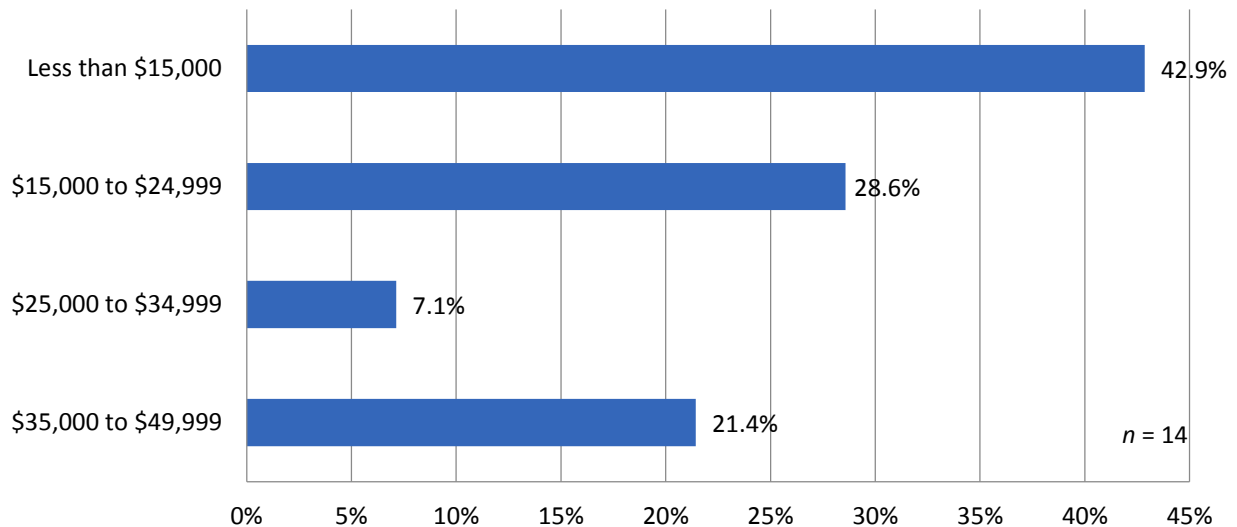


Exhibit C.26.d Route n80 Reason for Riding

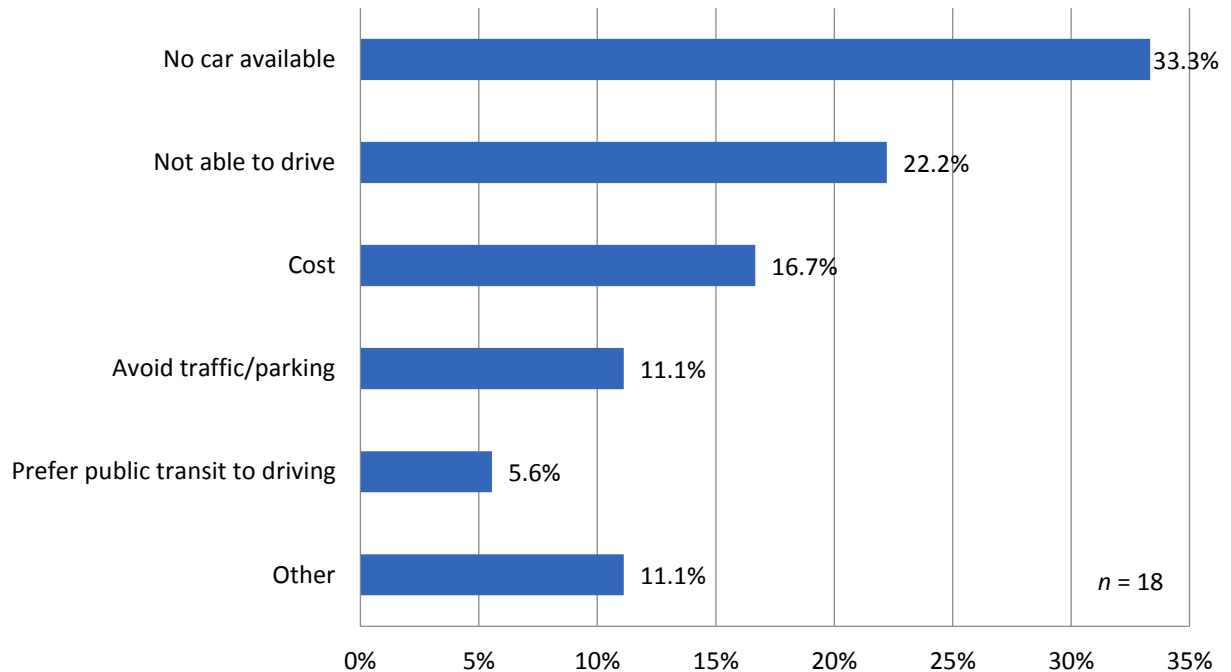
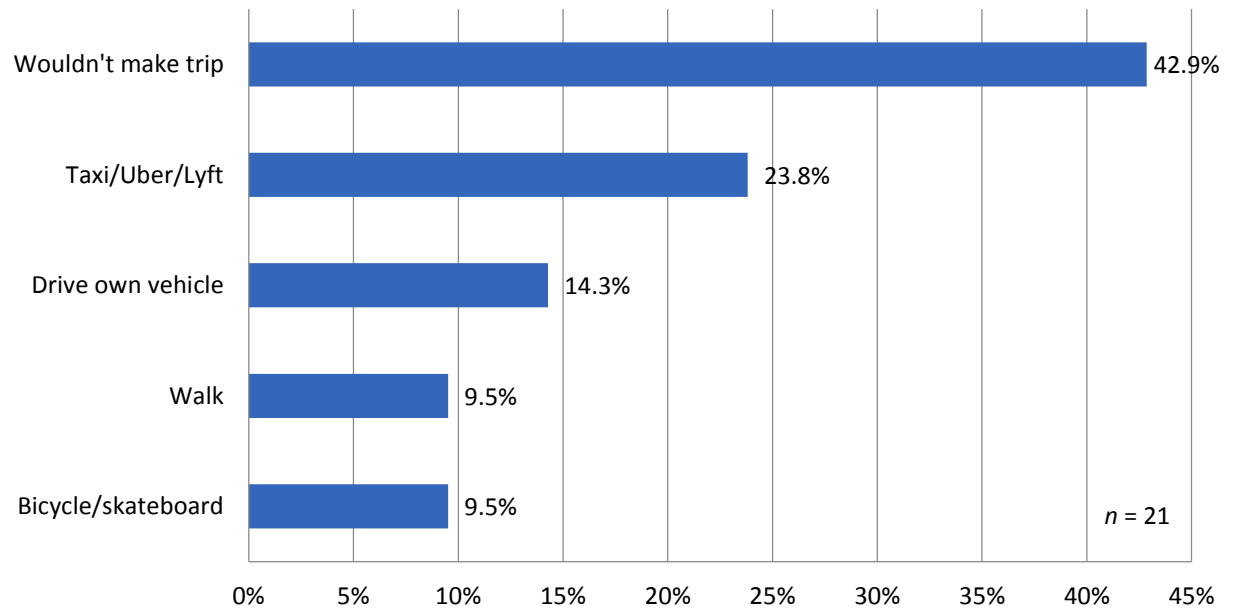


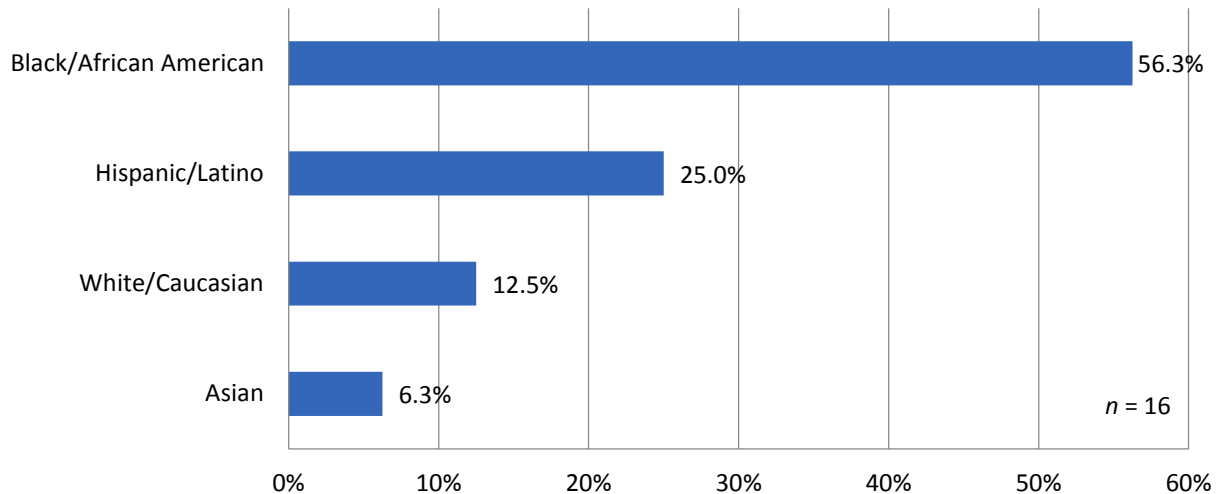
Exhibit C.26.e Route n80 Alternatives to NICE



#### FLEXI

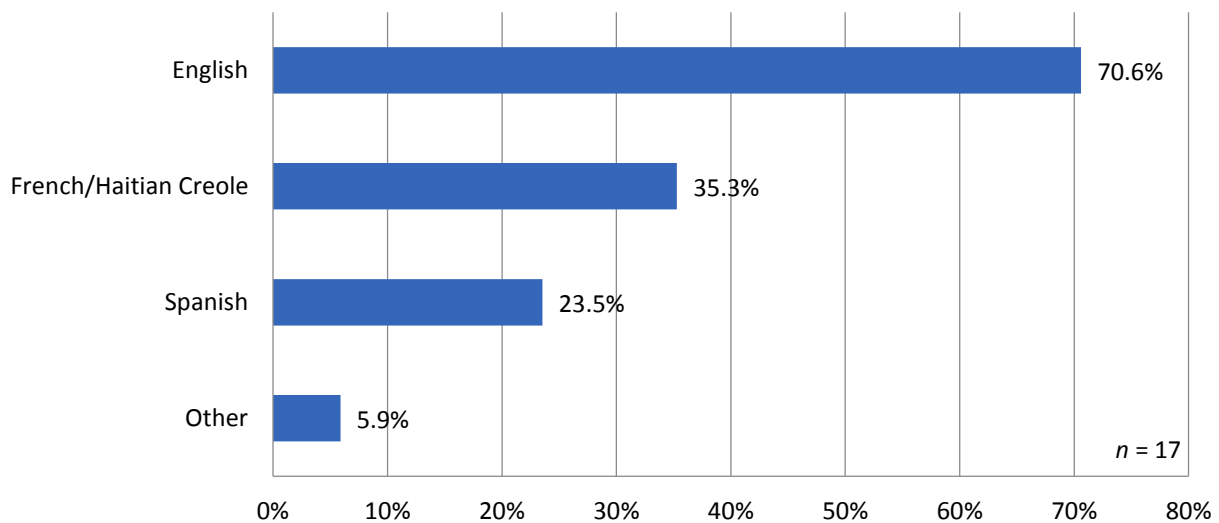
Eighty-seven percent of FLEXI respondents indicated being a “minority” ethnicity. More than 56 percent of respondents indicated their ethnicity as Black/African-American. A quarter of respondents described their ethnicity as Hispanic/Latino.

Exhibit C.29.a FLEXI Ethnicity



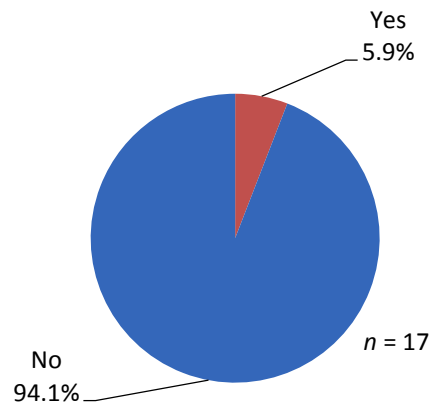
More than 70 percent of respondents cited speaking English at home. Thirty-five percent speak French/Haitian Creole at home. Approximately eight percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.29.b FLEXI Languages



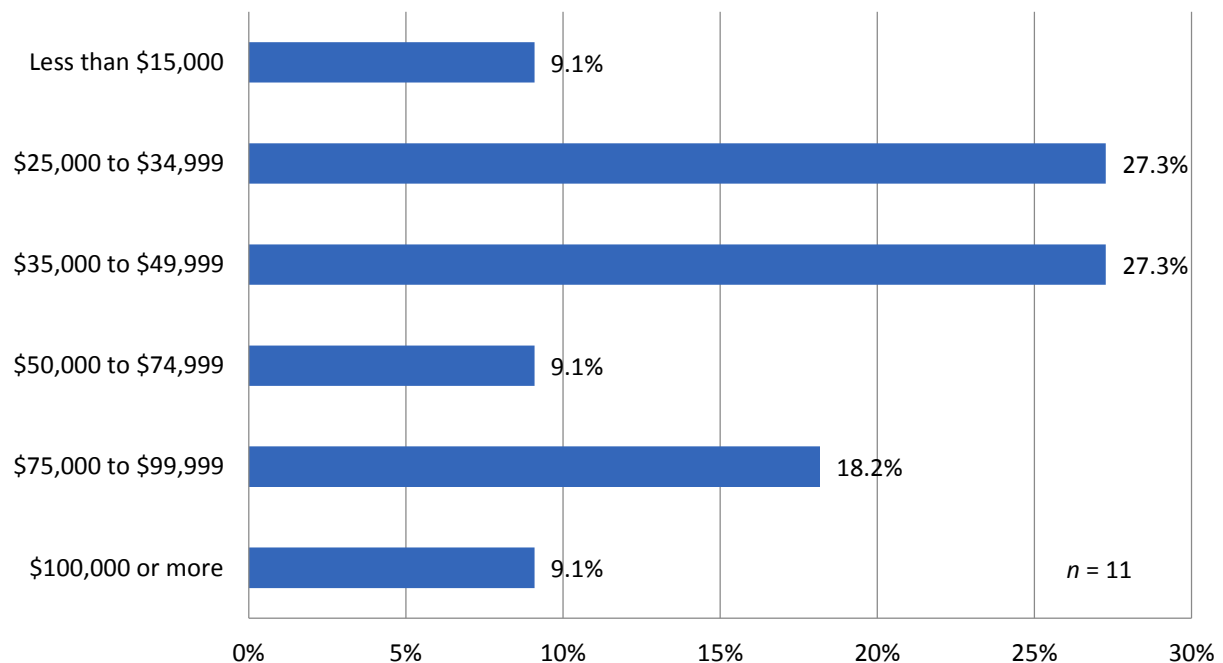
C-87

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



Slightly more than 36 percent indicated an income below \$25,000 annually. Forty-three percent choose NICE because they lack access to a personal vehicle or are not able to drive. A quarter of respondents indicated they would ride with a family or friend if NICE was unavailable.

Exhibit C.29.d FLEXI Household Income



C-88

Exhibit C.29.e FLEXI Reason for Riding

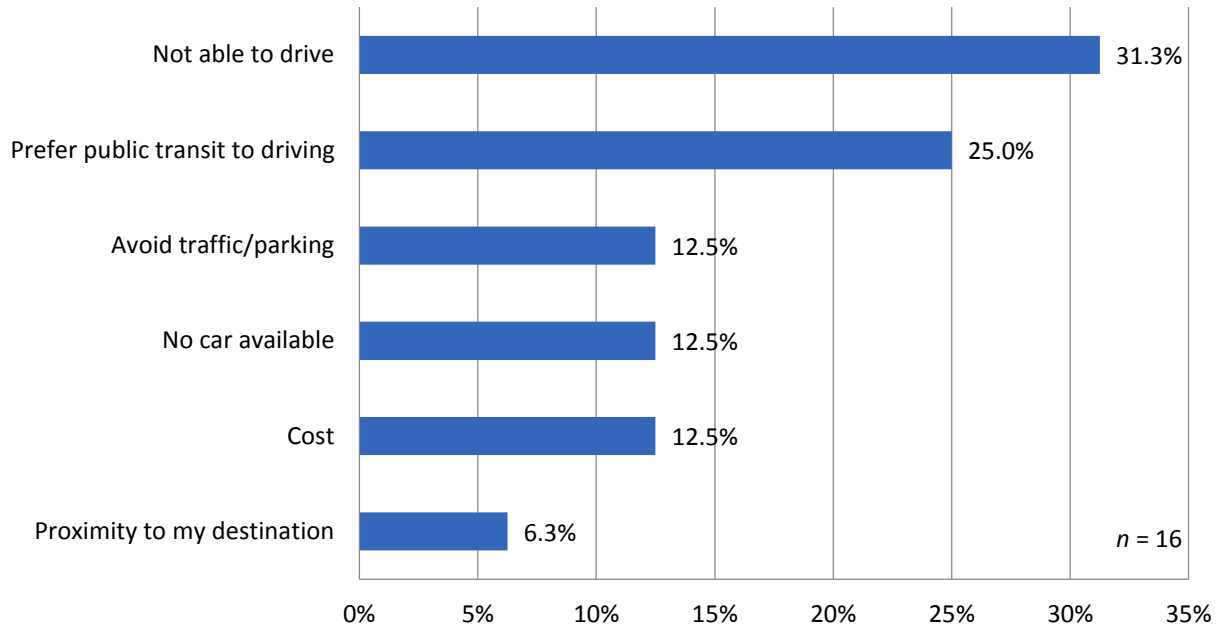
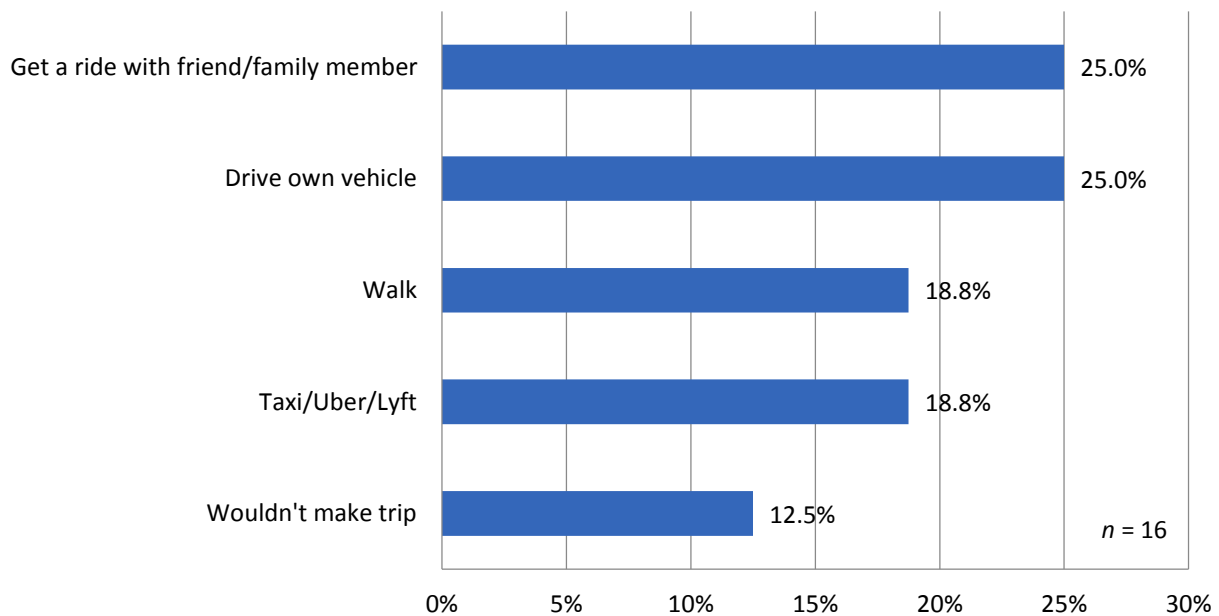


Exhibit C.29.f FLEXI Alternatives to NICE

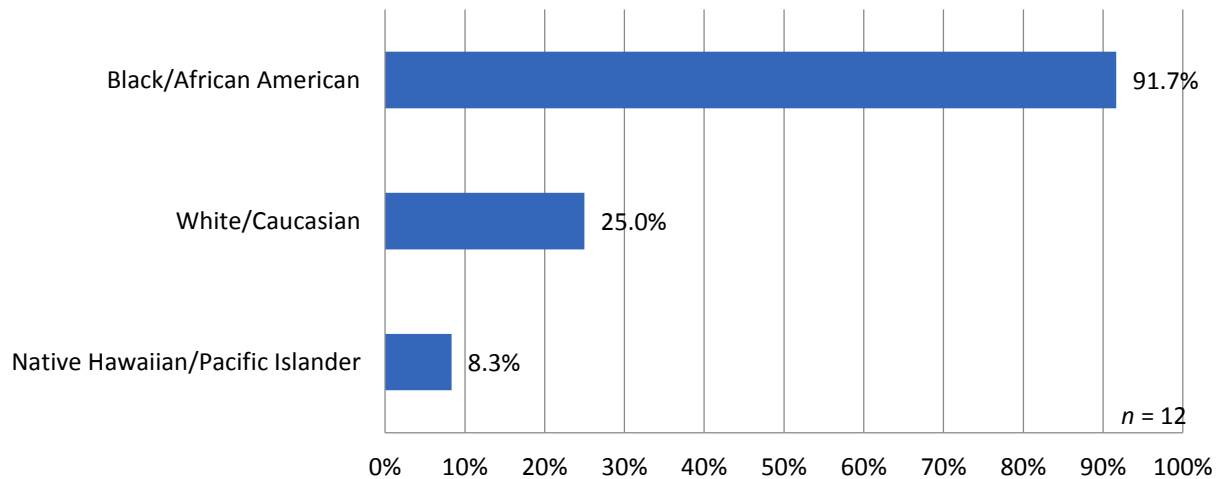


C-89

## MMCS

Seventy-five percent of MMCS respondents indicated being a “minority” ethnicity. Ninety-one percent self-identified as black/African American.

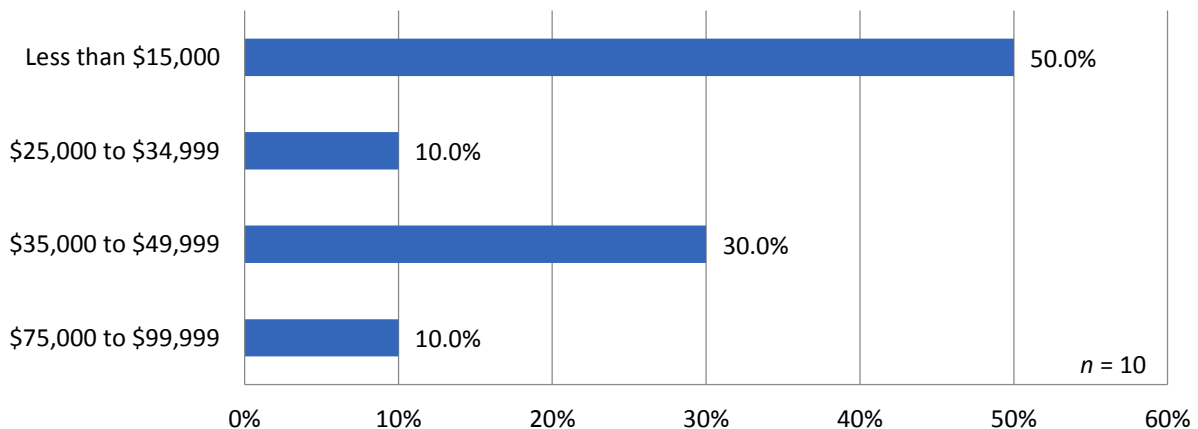
Exhibit C.30.a MMCS Ethnicity



Of the 15 respondents on the MMCS, all reported speaking English at home. One respondent reported also speaking French/Haitian Creole while another claimed to speak Persian/Farsi, Chinese, and Spanish at home. No respondents indicated a lack of proficiency in English impacted their use of NICE.

Ten percent of respondents cited an annual household income of \$50,000 or more. Half of the respondents indicated an income below \$25,000 annually. More than 78 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 38 percent of MMCS respondents would take a taxi if NICE was not available.

Exhibit C.30.b MMCS Household Income



C-90

Exhibit C.30.c MMCS Reason for Riding

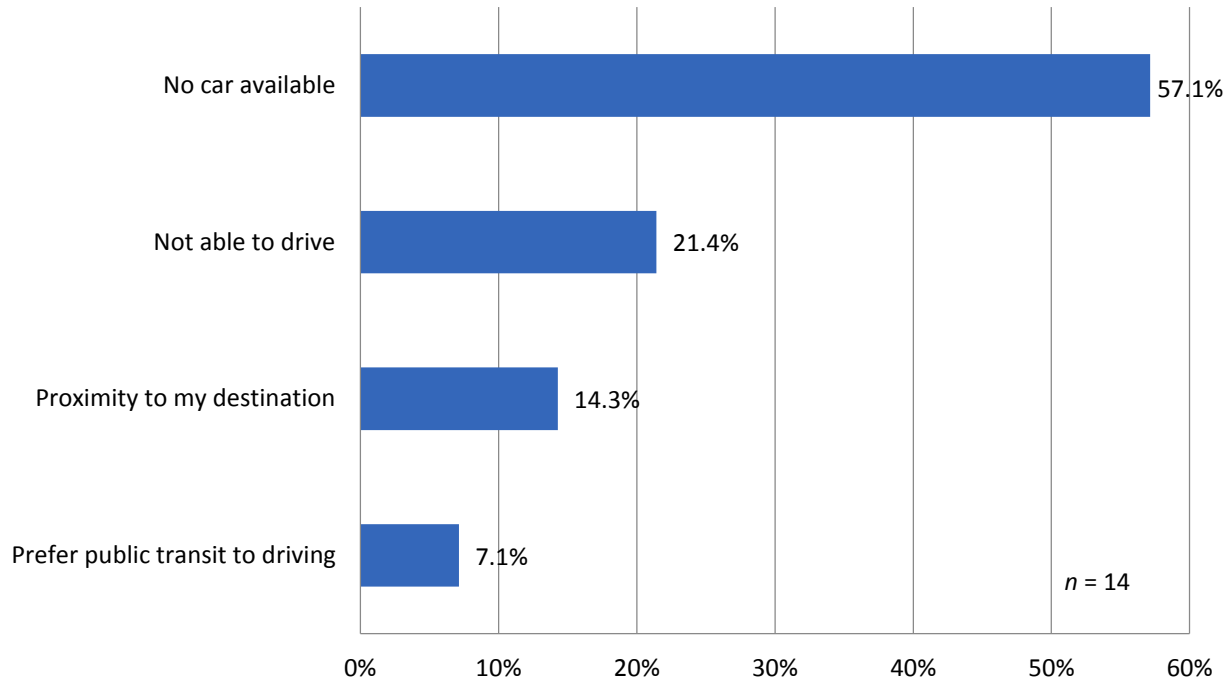
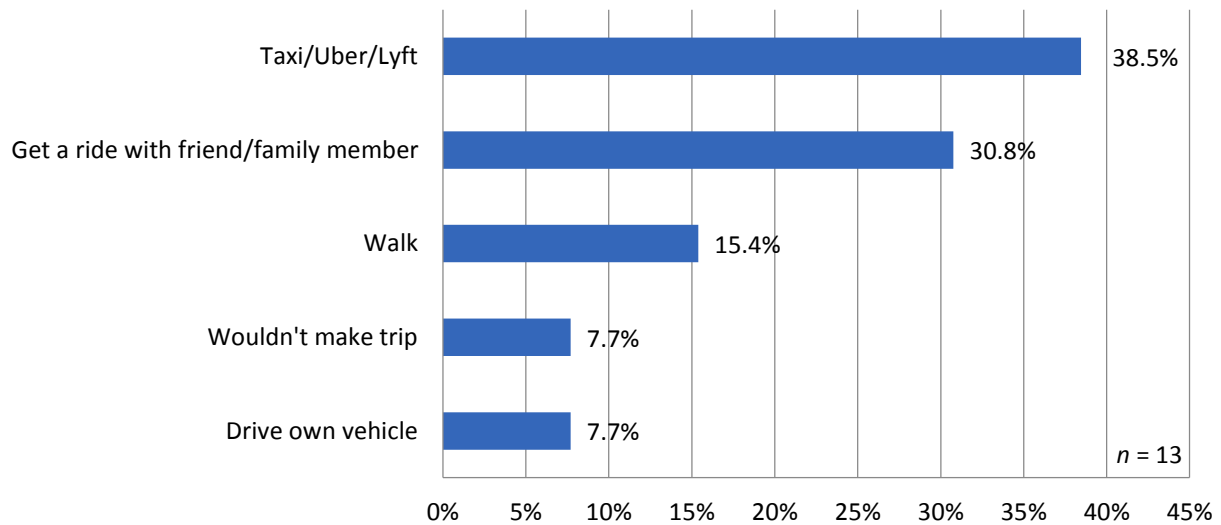


Exhibit C.30.d MMCS Alternatives to NICE





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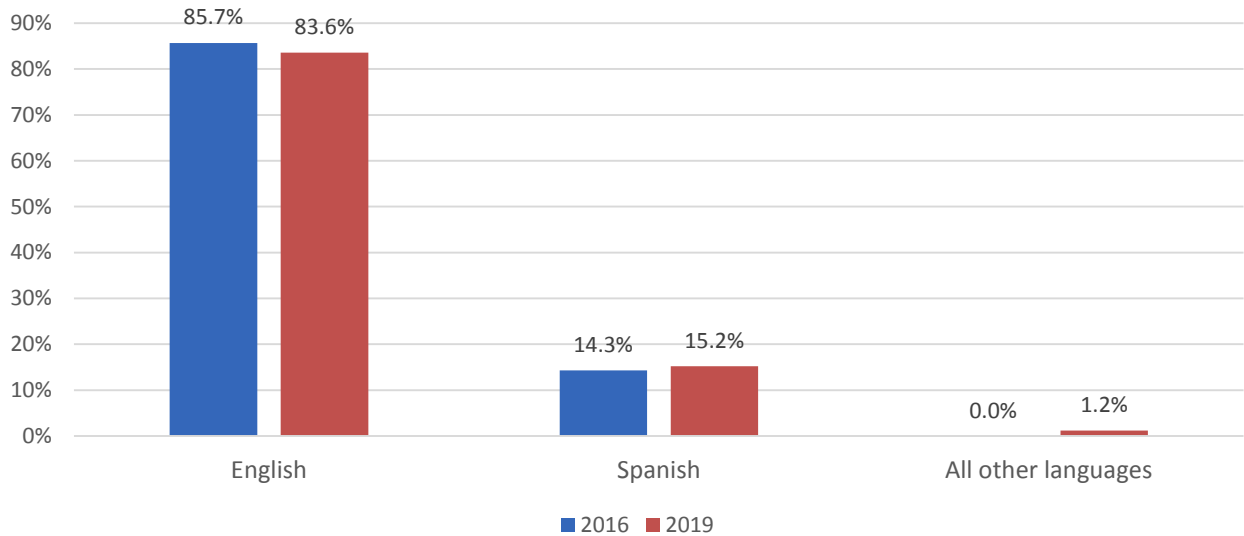


## Appendix D Trend Analysis

This chapter presents a comparison of the 2016 and 2019 survey data.

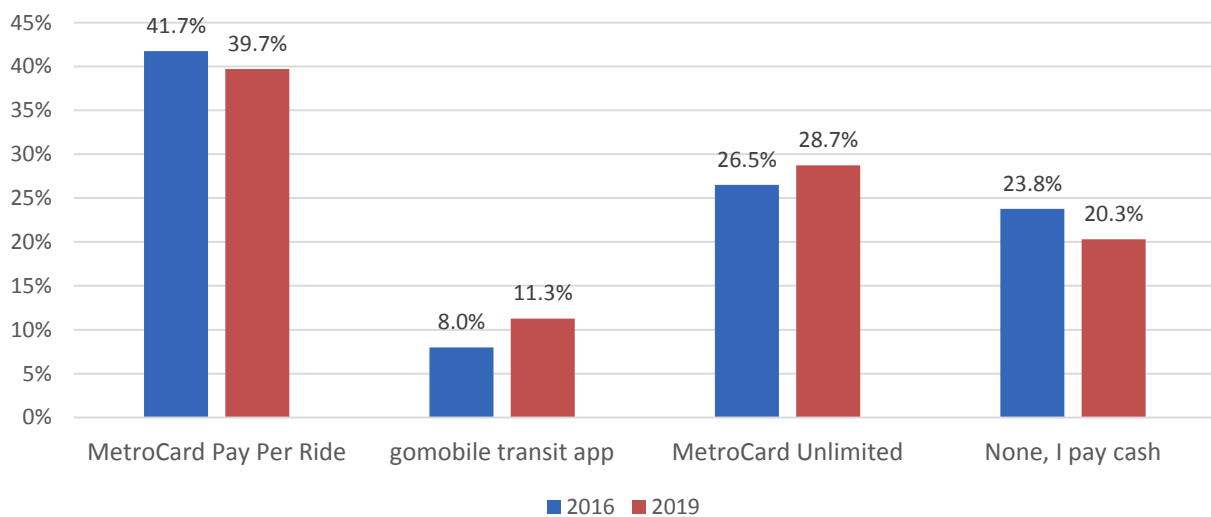
### Survey Language

Exhibit D.1 Survey Language



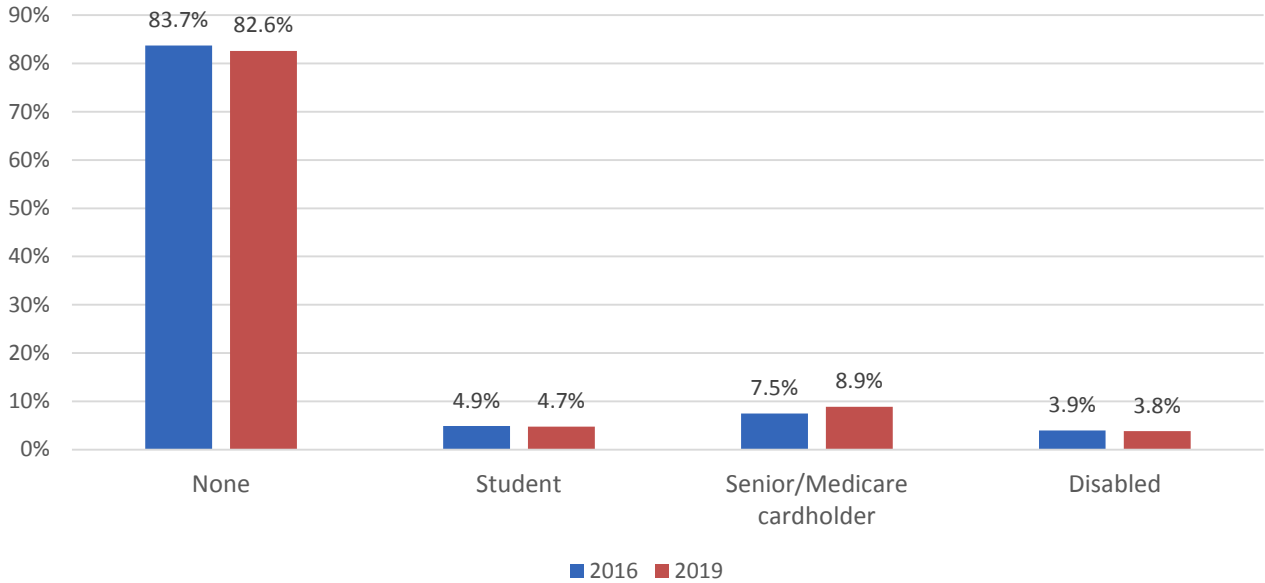
### What fare media do you typically use?

Exhibit D.2 Fare Media



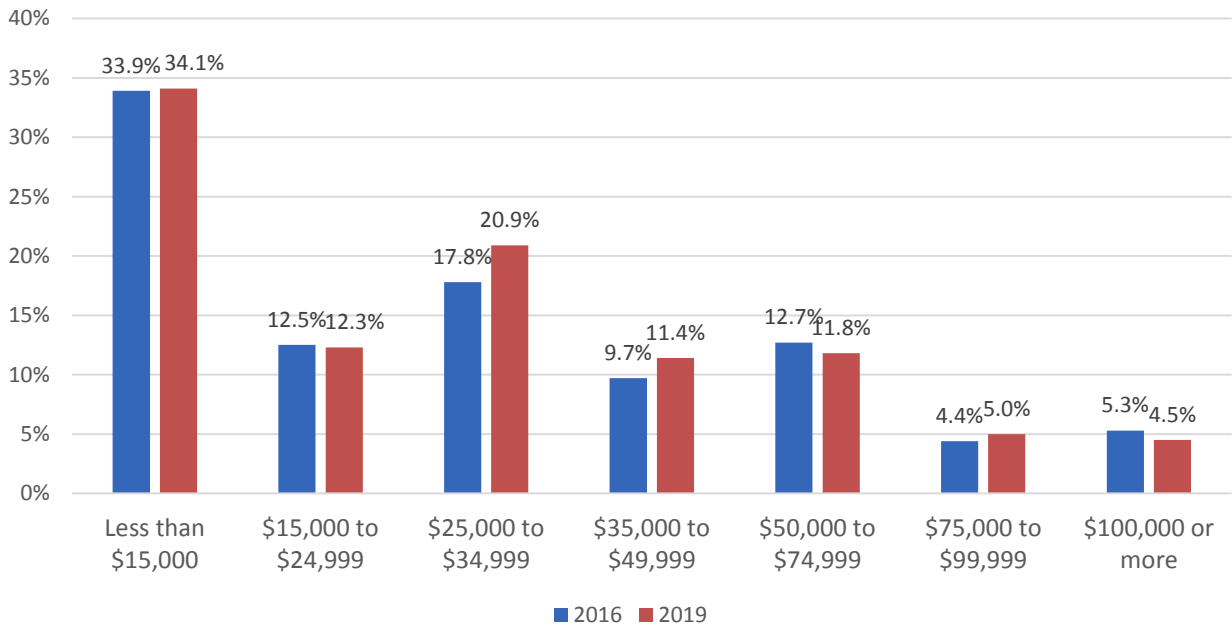
What, if any, discounted fare do you use?

Exhibit D.3 Discounted Fare Used



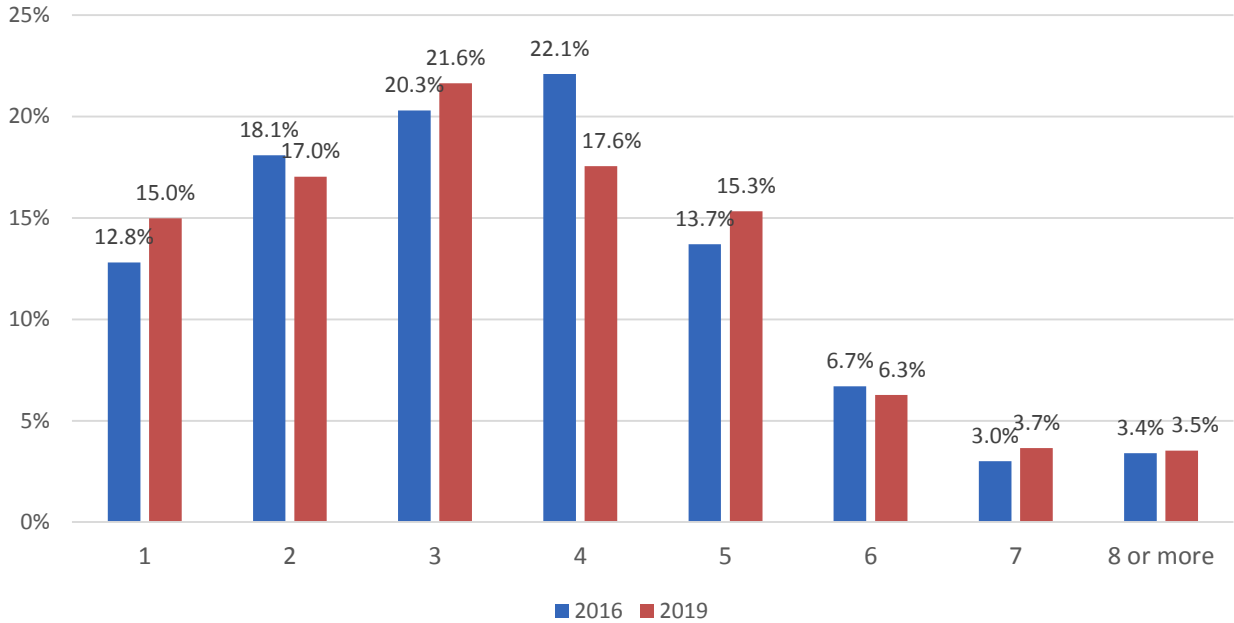
What is your approximate annual household income?

Exhibit D.4 Annual Household Income



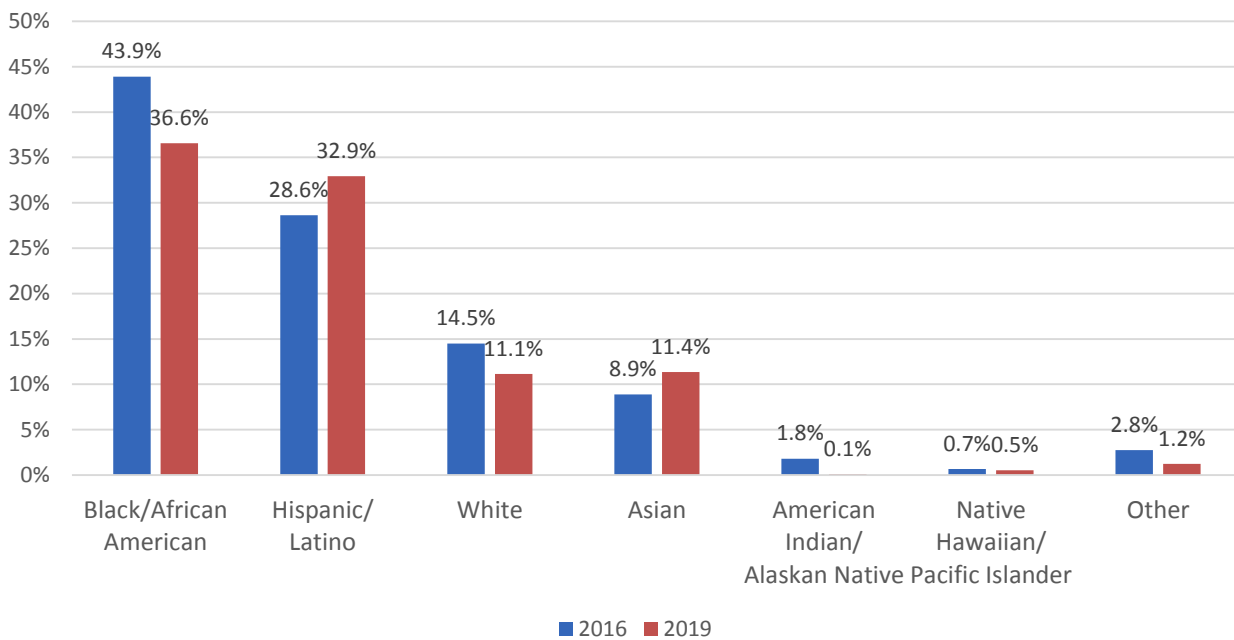
How many people live in your household?

Exhibit D.5 Household Size



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

Exhibit D.6 Rider Ethnicity

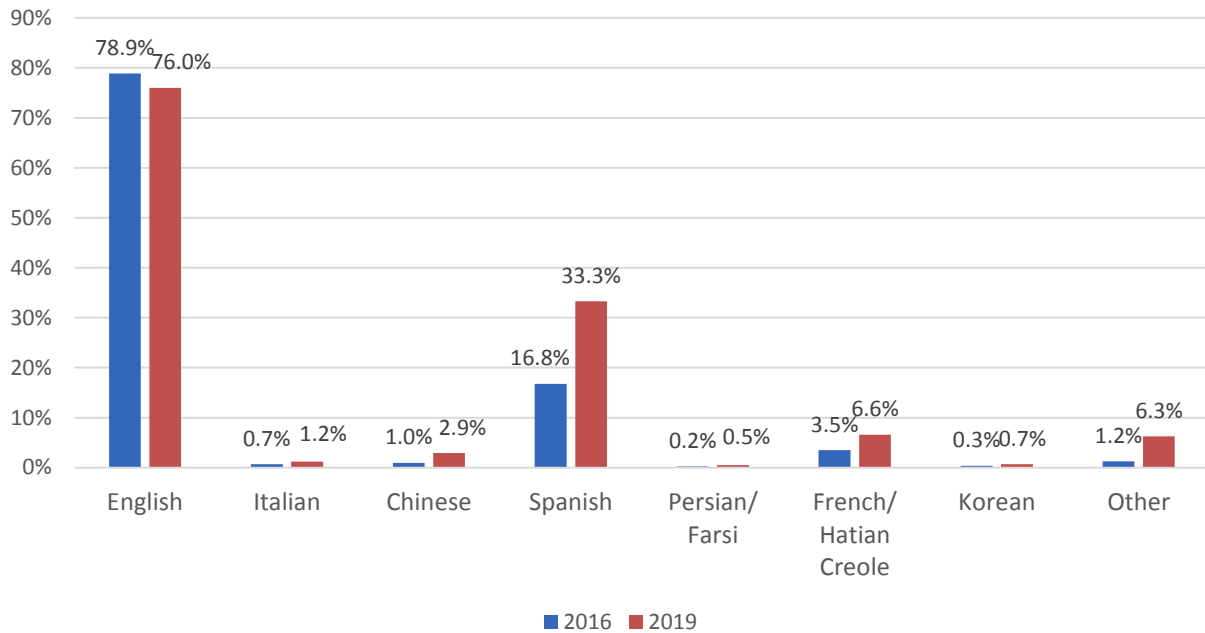


D-3

### What language(s) are spoken in your home?

The dramatic increase in Spanish-speaking persons may be attributed to the increased number of bilingual surveyors utilized during the 2019 data collection effort.

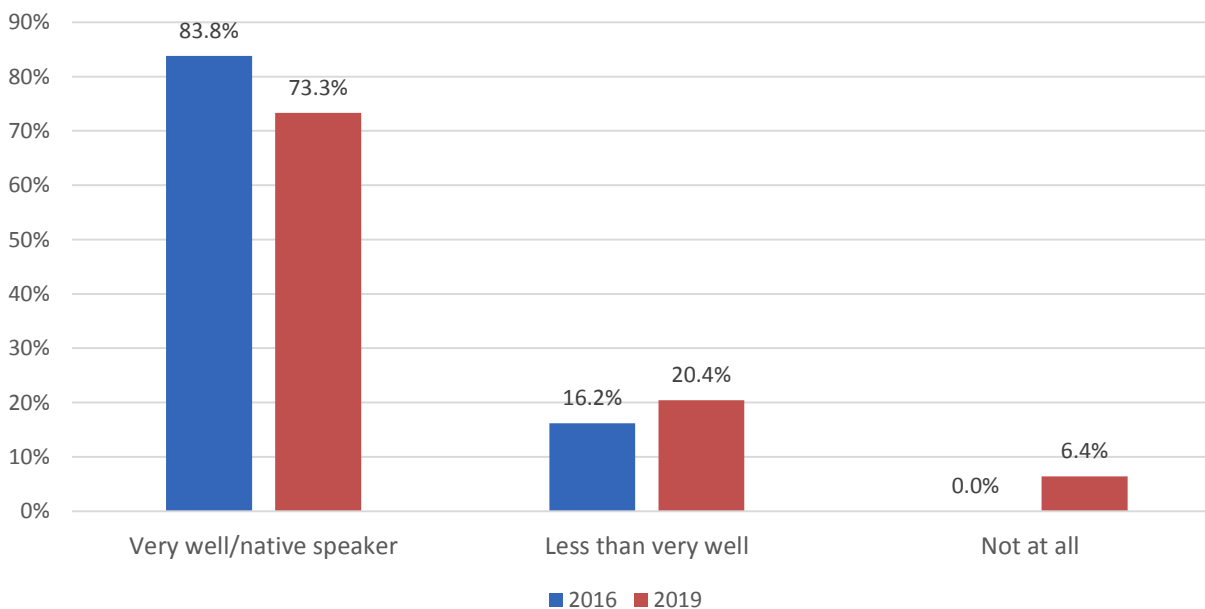
Exhibit D.7 Home Language



### How well do you speak English?

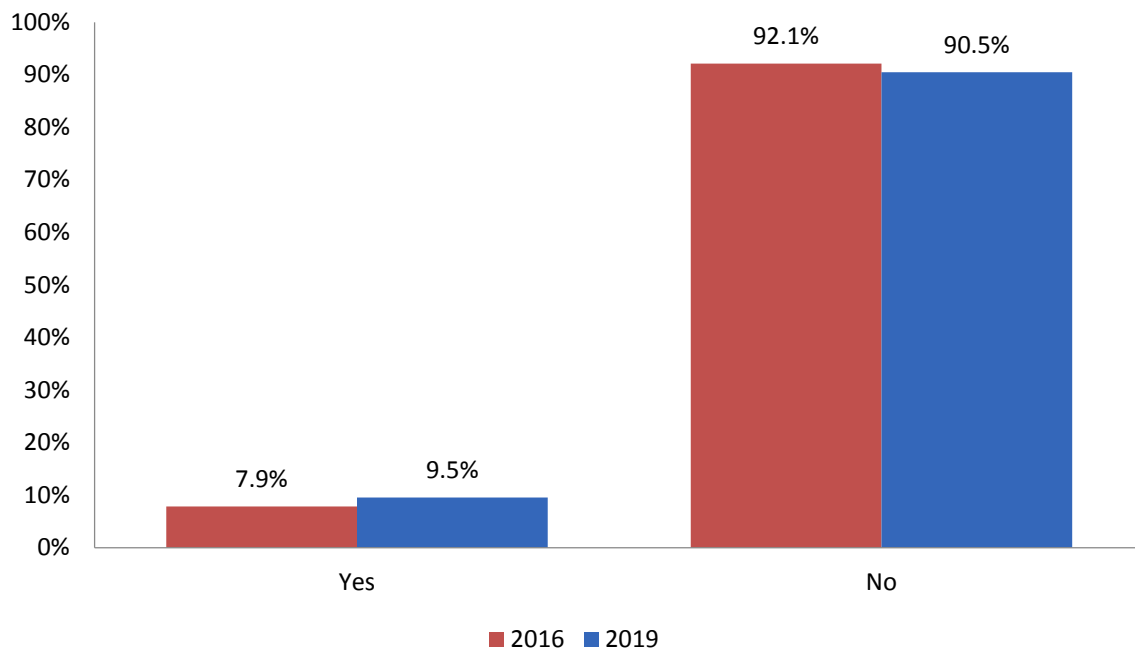
Note: *Not at all* was not included as a response option for the 2016 survey.

Exhibit D.8 English Proficiency



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

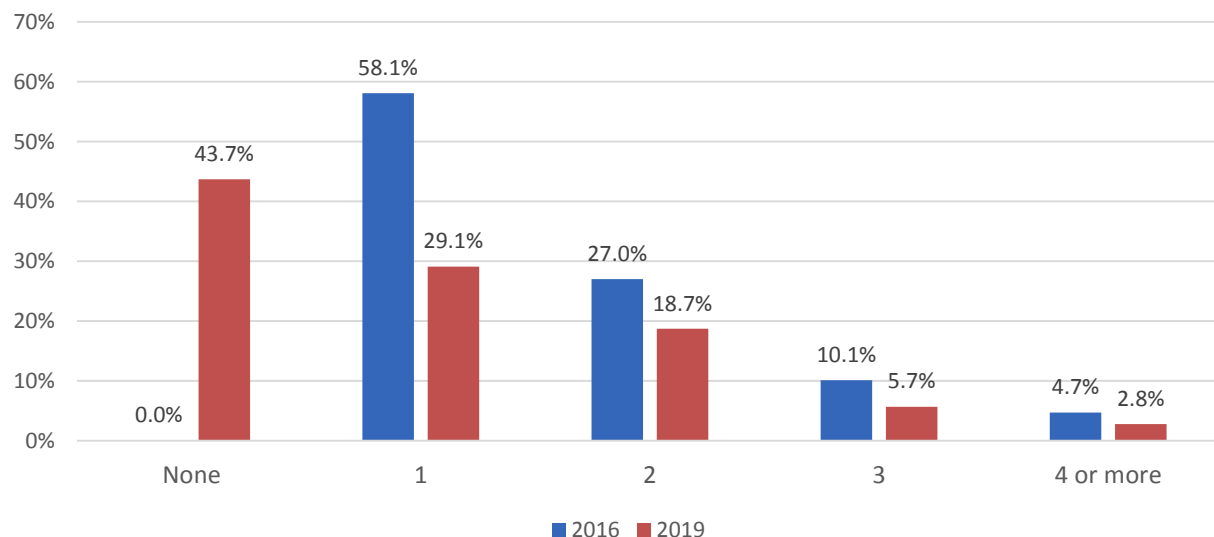
Exhibit D.9 Barriers Due to Language



How many working vehicles are available to your household?

Note: *None* was not included as a response option for the 2016 survey. However, in 2016, 33.3 percent of respondents left this question blank.

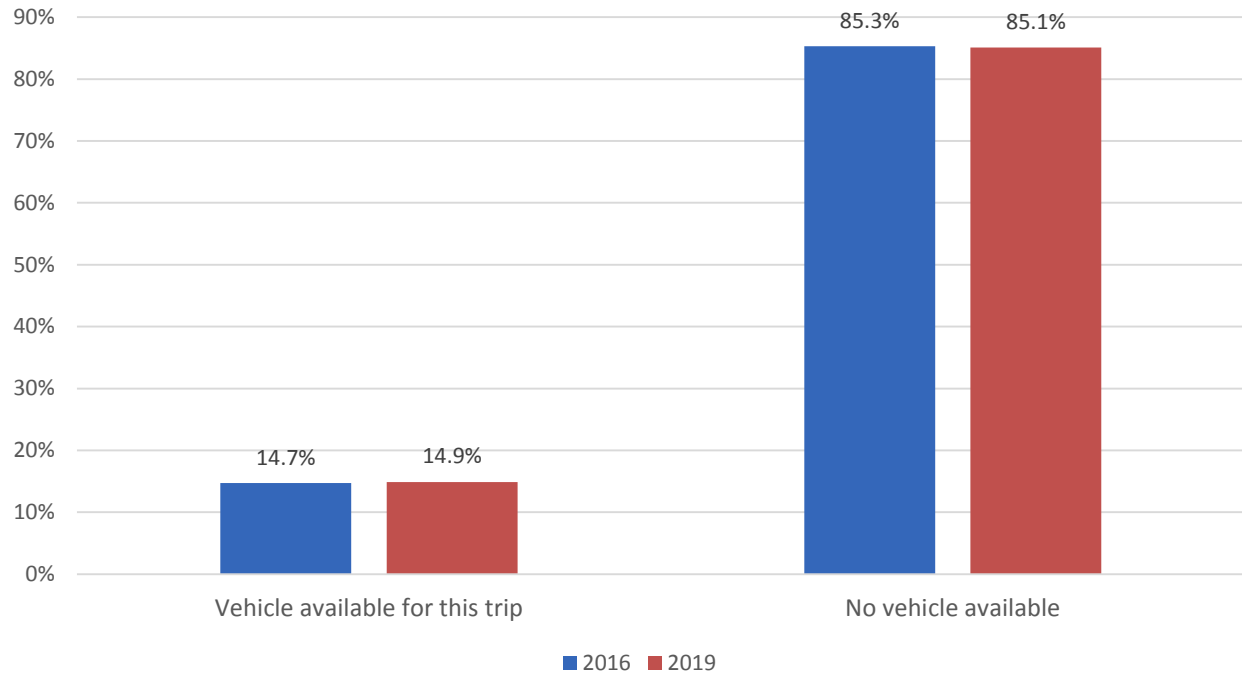
Exhibit D.10 Vehicle Ownership



D-5

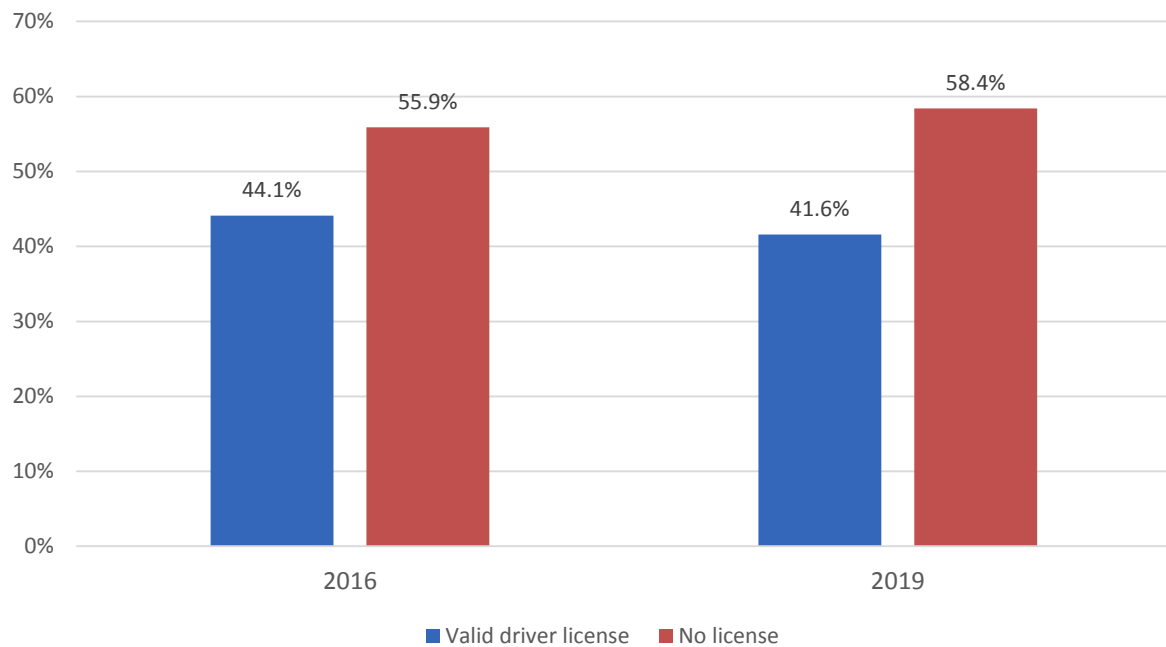
Did you have a vehicle available to make this trip?

Exhibit D.11 Private Vehicles Availability for This Trip



Do you possess a valid driver license?

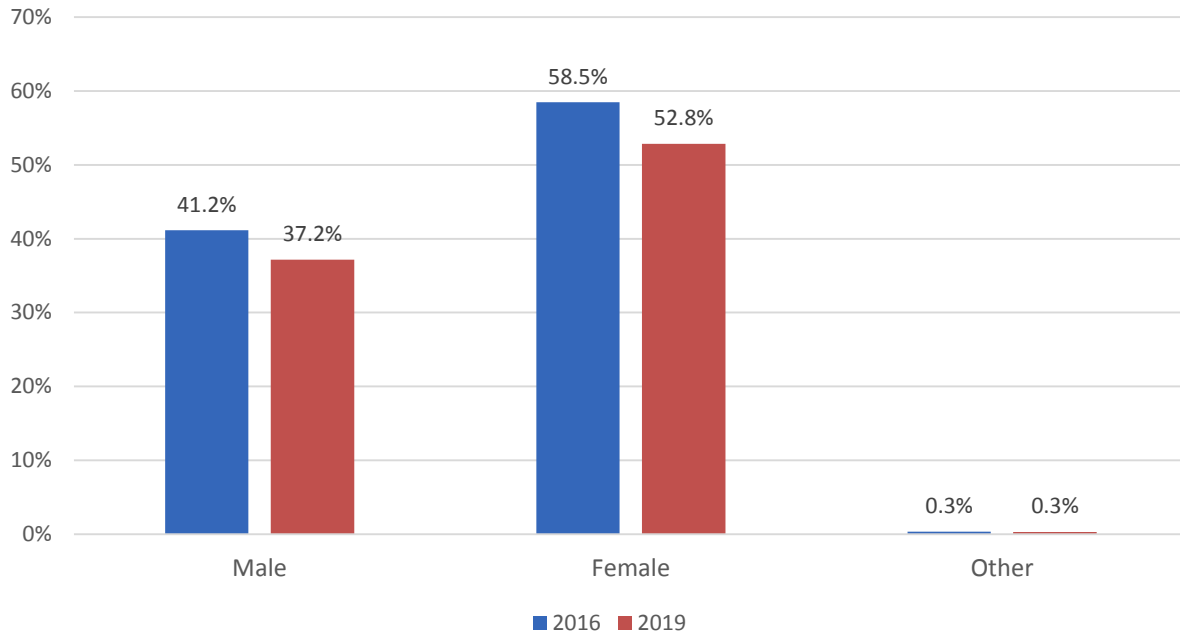
Exhibit D.12 Driver License



D-6

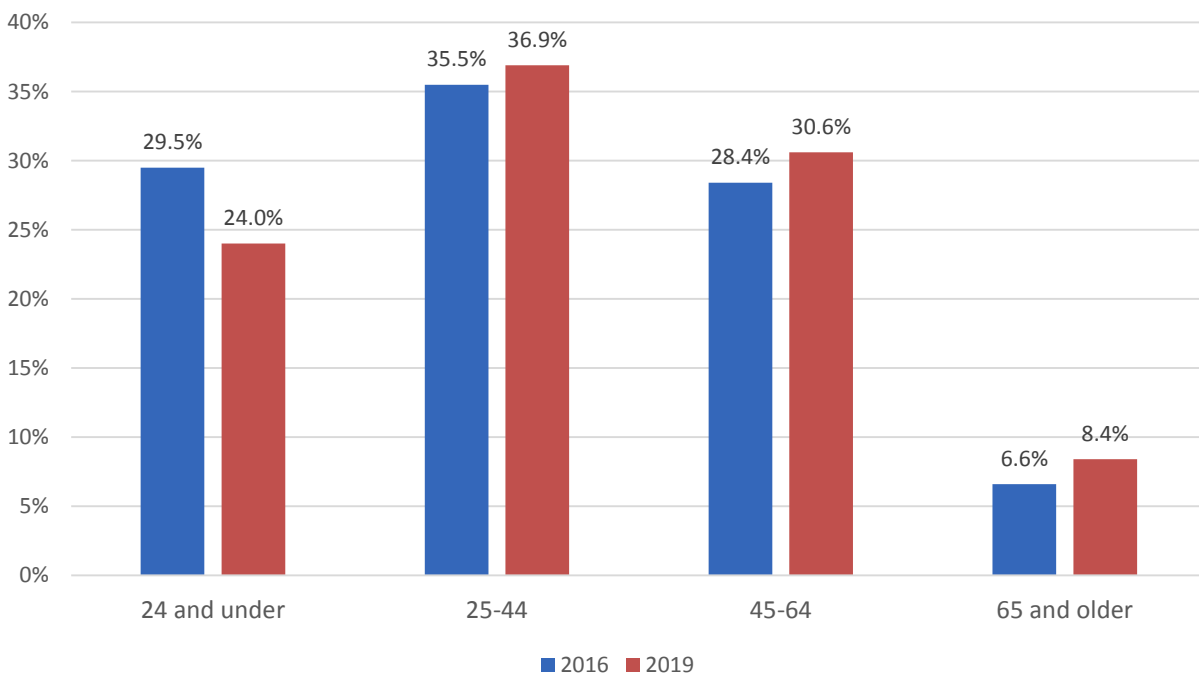
What is your gender?

Exhibit D.13 Respondent Gender



What is your age?

Exhibit D.14 Respondent Age



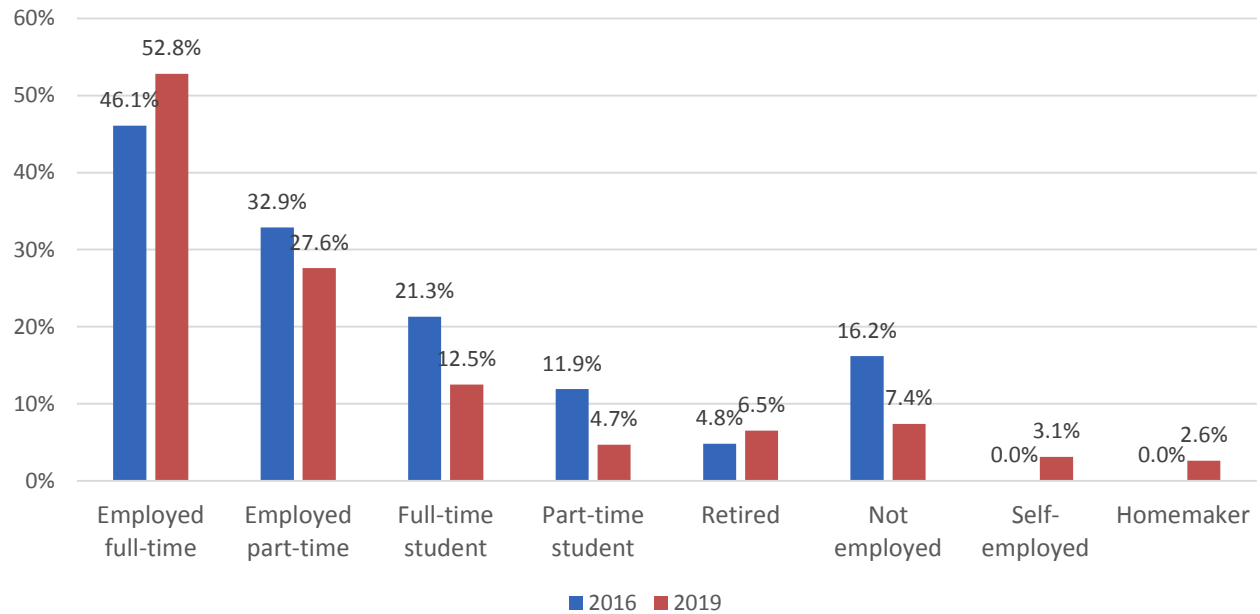
D-7



Which of the following describes your status?

Note: In 2016 this question was split into two versions. The response options were full or part-time student, employed full or part-time, not employed, not a student, or retired. *Homemaker* and *self-employed* were added as response options for the 2019 survey.

Exhibit D.15 Employment Status



Does this one-way trip include a transfer?

Exhibit D.16 Incidence of Transfer

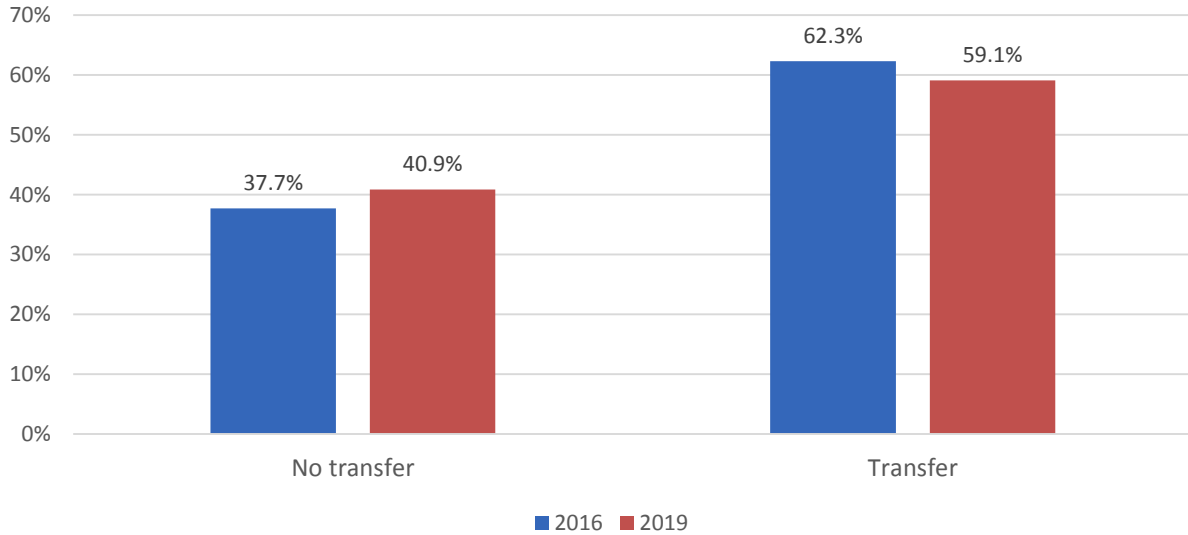
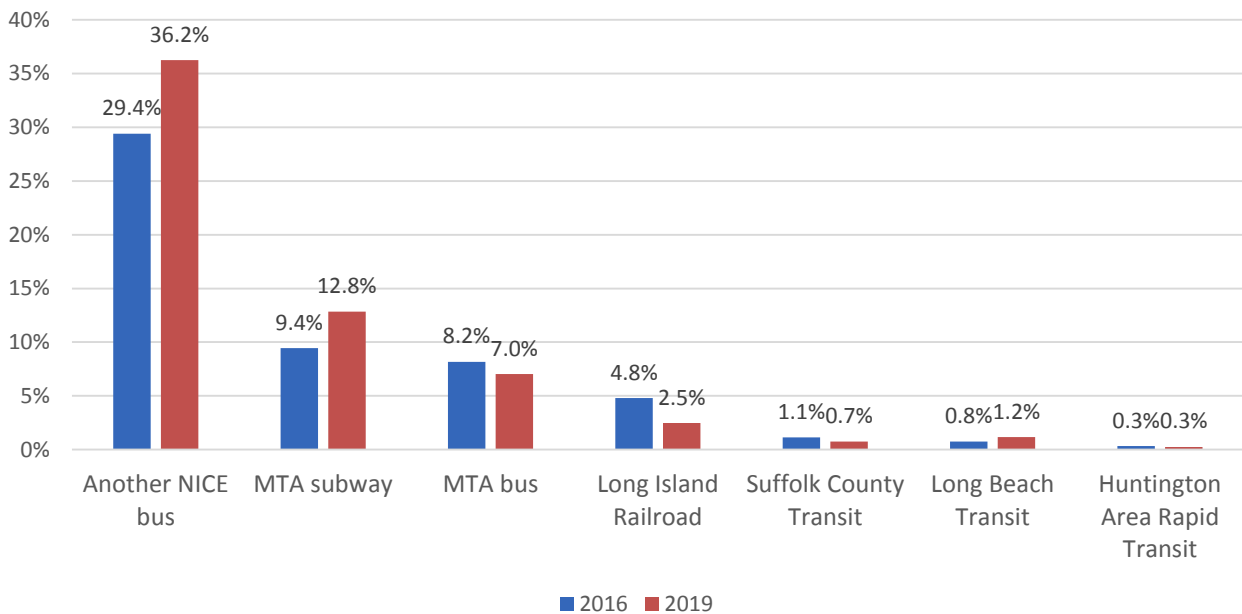


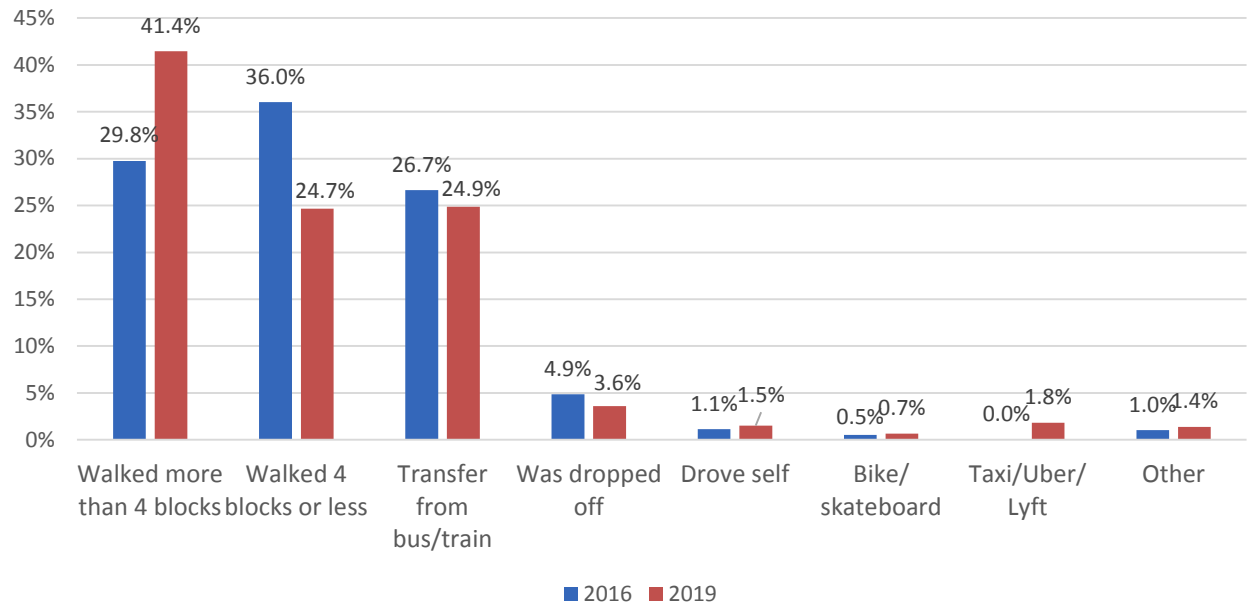
Exhibit D.17 Transfer – Service



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

*Taxi/Uber/Lyft* was added as a response option for the 2019 survey.

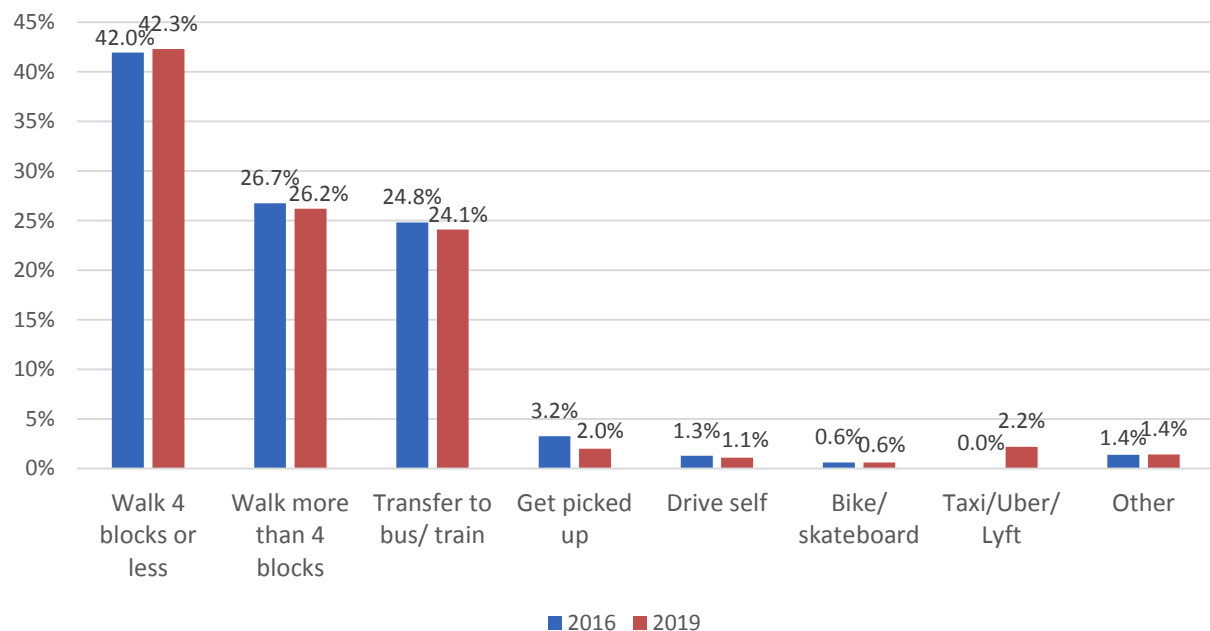
Exhibit D.18 Bus Stop Access



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

*Taxi/Uber/Lyft* was added as a response option for the 2019 survey.

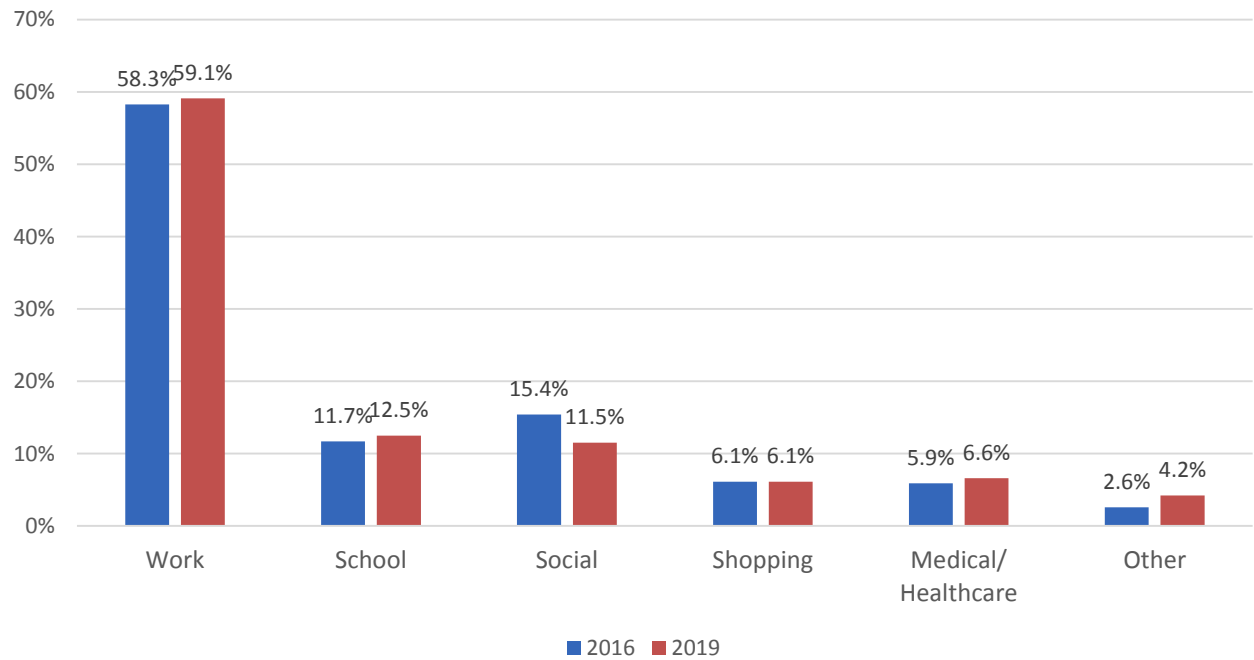
Exhibit D.19 Destination Access



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

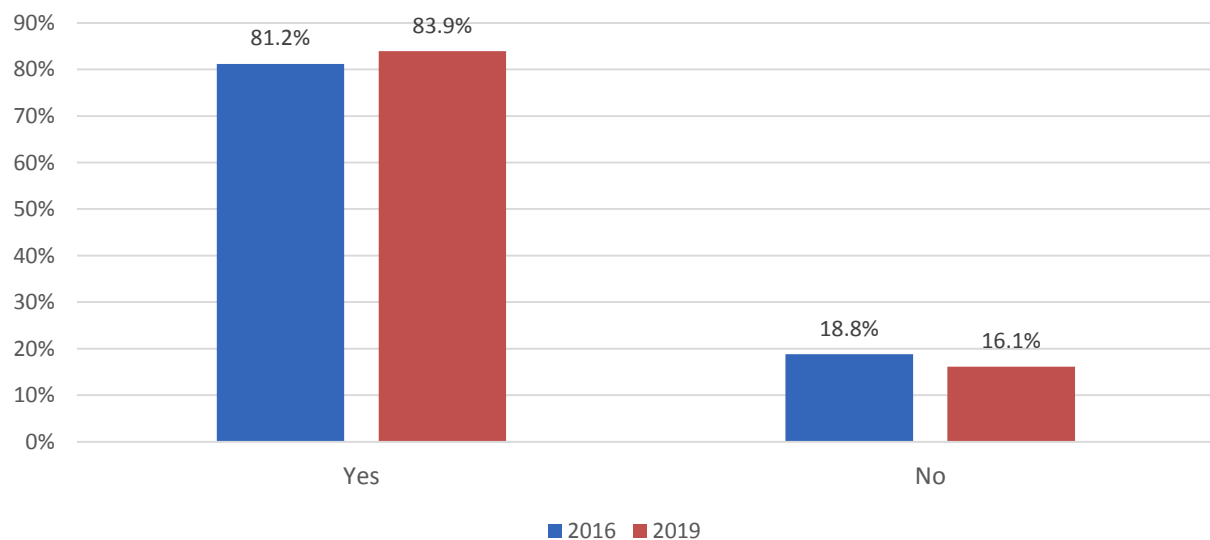
The 2016 survey included *visiting friends* and *personal business* as response options. In 2019, the response options were modified to include social/recreation and errands. To facilitate response comparisons, the response options for each survey year were combined into a single category named *social*.

Exhibit D.20 Trip Purpose



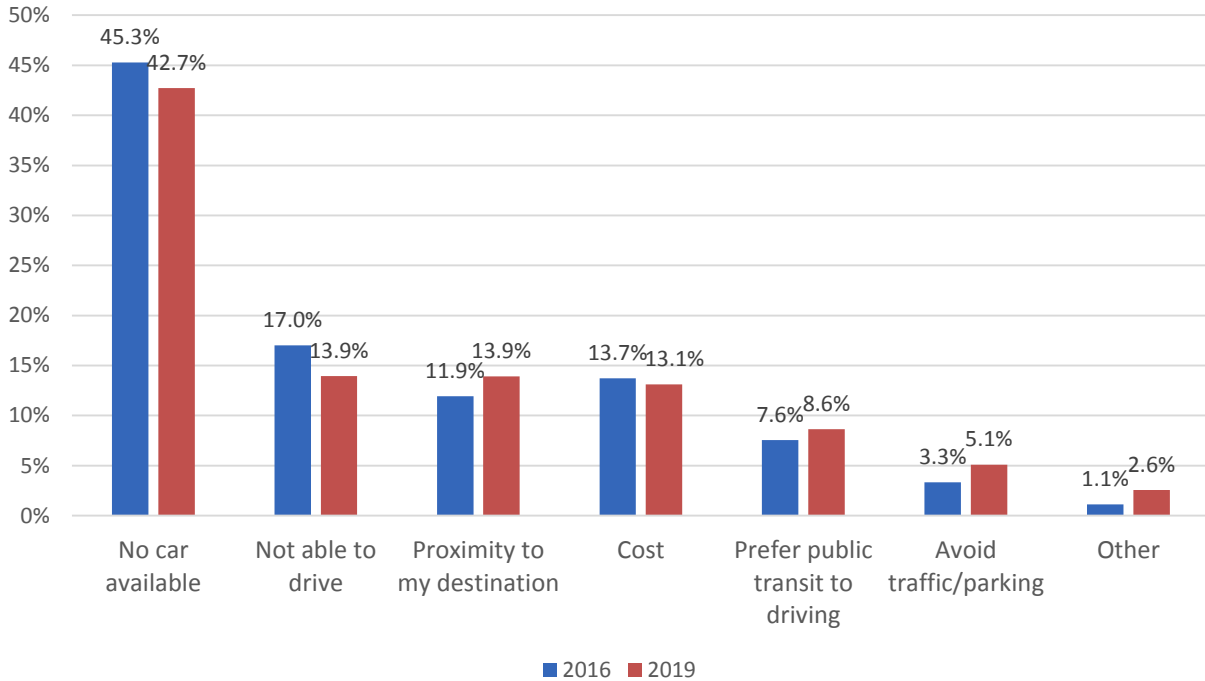
Do you own or have access to a smartphone?

Exhibit D.21 Access to Smartphone



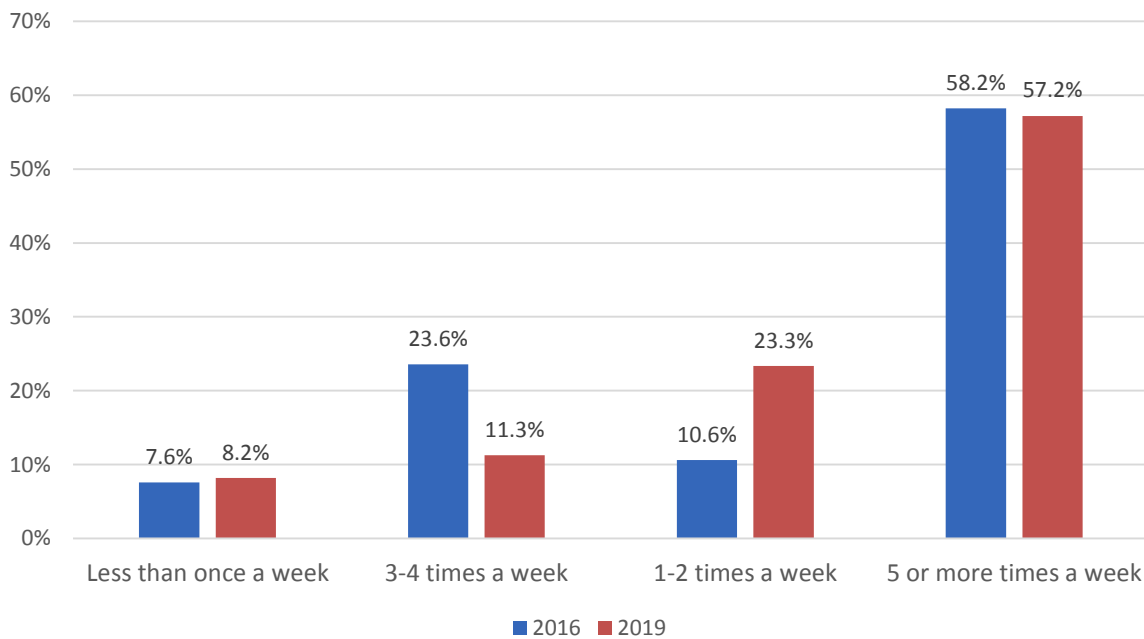
What is your primary reason for choosing NICE for this trip?

Exhibit D.22 Reason for Riding



How often do you ride NICE?

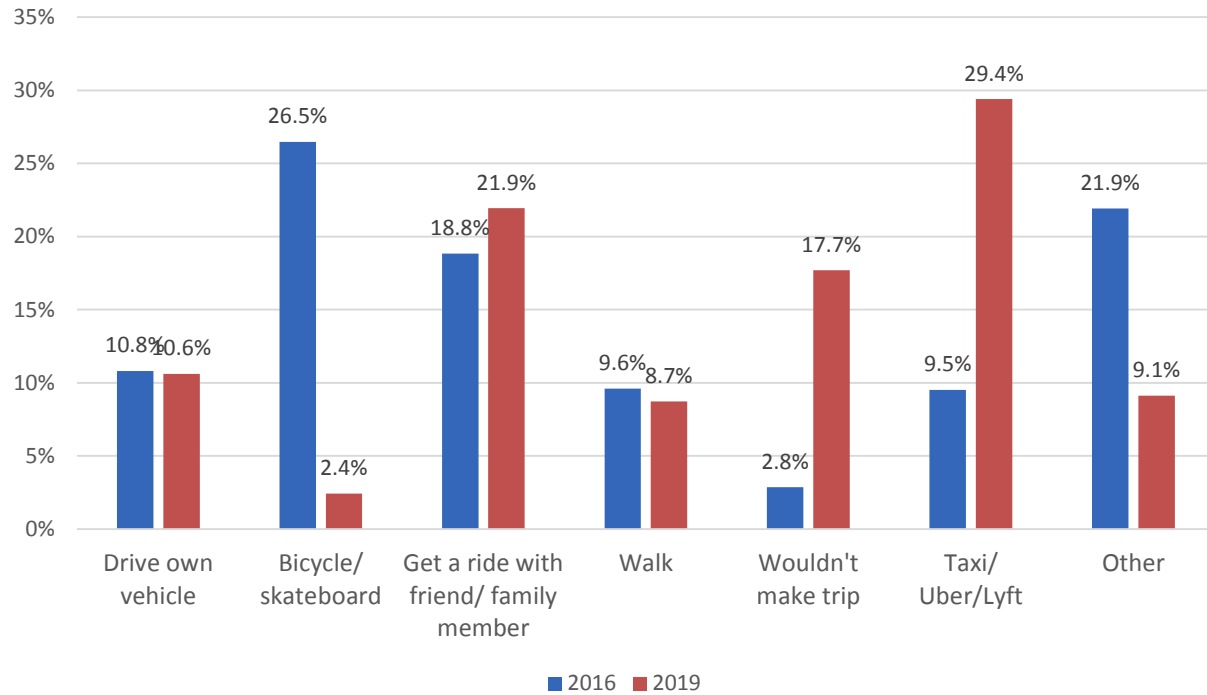
Exhibit D.23 Frequency of Ridership



D-12

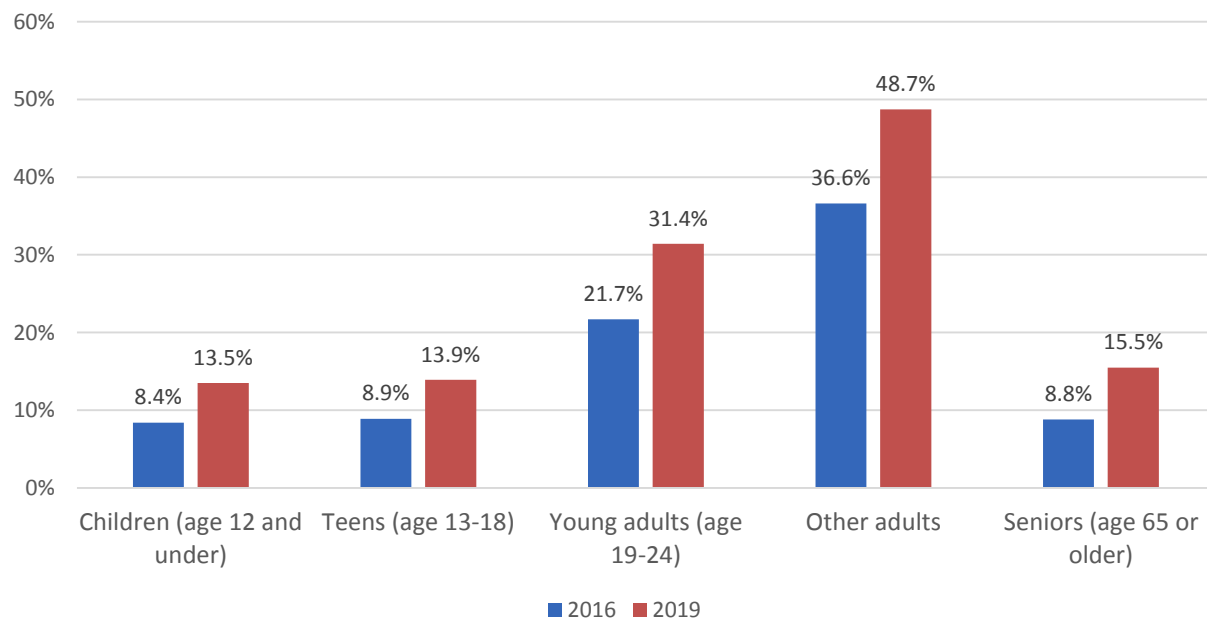
How would you have made this trip if NICE was not available?

Exhibit D.24 Mobility Options



Who else in your household uses NICE?

Exhibit D.25 Household NICE Usage



D-13