



NICE Bus welcomes State-of-the-Art Vehicles

Introduces New Real-Time Paratransit Notification App

*New buses to improve on-time performance and rush-hour routing;
“My Transit Manager” app provides bus arrival alerts for paratransit riders*

FOR IMMEDIATE RELEASE: December 2, 2019: Nassau Inter-County Express (NICE) announced enhancements to its fixed-route and paratransit services with the addition of twenty-nine (29) new vehicles as well as a smartphone app for paratransit riders which provides real-time notifications of arrivals.

The new vehicles were received in the second and third quarter of 2019 and were purchased with Federal Transit Administration funding secured by matching dollars earmarked from local and state budgets.

NICE Bus received 10 Compressed Natural Gas (CNG) vehicles for its fixed-route fleet. With a seating capacity for 35 seated riders and up to two mobility devices, the 40-foot Xcelsior XN40 New Flyer of America vehicles offer state-of-the-art safety features, including an advanced brake monitoring system, back-up camera, HD interior and exterior video surveillance, and digital rear signage which alerts drivers when the vehicle is coming to a stop.

"These fleet additions will enhance efficiency and improve on-time performance across Nassau's fixed-route system, especially during rush-hour," said Jack Khzouz, NICE CEO. "The vehicles are a much-needed addition to our fleet, bringing it to 278 fixed-route vehicles, which accommodate roughly 445 scheduled trips a day on average."

Able Ride, NICE's paratransit division, received 14 new 22-foot Ford E-350 StarCraft vehicles, capable of accommodating 10 seated riders and up to three mobility devices, and five 26-foot Ford E-450 buses, which can accommodate 20 seated passengers and up to three mobility devices. Some of the new vehicles replaced outdated models which were more than 10 years old, increasing the Able Ride fleet from 103 to 108 vehicles.

"Riders will find the new vehicles roomy and very comfortable, not only for them but also for their Guide Dogs," said Sudesh DeSilva, Director of Paratransit. "In addition, our customers using a mobility device will appreciate the extra space to easily maneuver themselves without assistance from an operator."

The new smartphone app – My Transit Manager by Transdev -- debuted in October, and enables paratransit riders to monitor the status of their trip in real-time. The app shows riders exactly where their vehicle is on a map, and automatically provides text alerts on the status of their ride. It can also be configured to inform family members or caretakers of the same trip status. The app is available free from iOS and Android stores.

"This new, accessible platform will keep riders updated down to the minute, and provides peace of mind for our paratransit customers and their loved ones" DeSilva said.

NICE Bus services roughly 90,000 passengers a day, operating as the official public transportation agency of Nassau County. Able-Ride currently services nearly 10,000 customers, providing roughly 26,000 trips a month, and 320,000 trips a year on average to people with disabilities. This door-to-door service is designed to help make Nassau County accessible for riders who are unable to take advantage of the fixed-route bus system. To learn more about NICE visit www.nicebus.com.

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