2025 Title VI Survey
Nassau Inter-County Express (NICE)

Mjach Designs
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Section 1:
Executive Summary

In March 2025 Transdev contracted with Mjach Designs to conduct an onboard survey of riders using the Nassau Inter-County Express (NICE) fixed-route bus service. The purpose of the survey was to develop a profile of travel and demographic characteristics of NICE fixed-route customers to ensure compliance with federal Title VI reporting requirements. The survey instrument was designed to capture the following information:

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

All customers boarding the surveyed routes were offered the opportunity to complete the survey. A sample of 8,045 responses was received. This sample reflects statistical accuracy of 95 percent and a ±1.03 percent margin of error at the system level. Further, sufficient surveys were collected to ensure individual route sampling targets achieved a confidence level of not less than 95 percent and no greater than a ±5 percent for routes with more than 750 daily boardings (based on Fall 2024 ridership data). For routes with less than 750 daily boardings (but more than 250 boardings) Mjach Designs achieved a confidence level of at least 95 percent and no greater than ±10 percent margin of error.

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

The majority of respondents (77.63%) opted to complete the survey in English, with the second-largest group preferring Spanish (16.97%). Almost four percent (3.75%) completed the survey in French Creole. A total of 124 respondents (over 1.5%) opted to complete the survey in one of the other alternate languages.

An analysis of the NICE system as a whole as well as individual routes revealed no significant barriers arising from ethnicity, language, or income. About 10.6 percent of total respondents said

a lack of proficiency in English affected their ability to use NICE. The highest percentage of affirmative responses were observed on Mercy Medical Shuttle (32.14% of the route survey respondents), N71 (29.03% of route survey respondents), N20g (18.18% of route survey respondents), and N4x (15.65% of route survey respondents. Spanish was the most frequently cited non-English language for each of these routes. On each of these routes, between 45 and 60 percent of respondents citing a barrier to access reported speaking Spanish. An increase in the availability of service information in Spanish could "bridge the gap" for those riders who believe their lack of proficiency in English represents a barrier.

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 seven other languages: French/Haitian Creole, Korean, Chinese, Italian, Farsi, Russian, and Urdu. 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 seven languages (other than English and Spanish) most commonly spoken in the service area. This approach will assist NICE address federal Title VI compliance as well as encourage the participation of transit riders with limited English proficiency (LEP).

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

In 2025, Mjach Designs again implemented an improved methodology by providing each surveyor with multiple electronic tablets. Respondents were able to select their preferred language, and LEP individuals could then complete the survey in their preferred language. Additionally, each surveyor had QR codes that they could provide to respondents allowing them to complete the survey (in any of the nine languages) after leaving the bus.

The overall sample target was 6,000 – 8,000, similar to the number of surveys collected in 2019 and 2021. Sampling targets as well as the actual samples are shown in Exhibit 2.1.

Exhibit 2.1 Sampling by Route

Route	Average Daily Boardings	Percentage of total ridership	Target sample	Actual Sample
n1	1,679	2.39%	191	96
n4/n4x	8,446	12.01%	961	647/115
n6/n6x	10,107	14.37%	1,150	608/130
n15	4,121	5.86%	469	362
n16	1,989	2.83%	226	312
n19	113	0.16%	13	87
n20g/n20h	3,985	5.67%	453	110/133
n21	542	0.77%	62	43
n22/n22x	4,943	7.03%	562	559/48
n23	1,333	1.90%	152	83
n24	3,879	5.52%	441	429
n25	2,885	4.10%	328	290
n26	520	0.74%	59	74
n27	971	1.38%	110	134
n31/n31x	2,036	2.90%	232	175/36
n32	2,332	3.32%	265	162
n33	521	0.74%	59	34
n35	2,627	3.74%	299	341
n40/n41	5,569	7.92%	634	565
n43	2,068	2.94%	235	411
n48	877	1.25%	100	103
n49	1,170	1.66%	133	111
n54	808	1.15%	92	244
N55	931	1.32%	106	187
n57	194	0.28%	22	35
n58	1,005	1.43%	114	50
n70	3,555	5.06%	404	467

Route	Average Daily Boardings	Percentage of total ridership	Target sample	Actual Sample
n71	213	0.30%	24	31
n78	164	0.23%	19	28
n79	219	0.31%	25	62
n80	141	0.20%	16	29
ELFX	213	0.30%	24	40
MMCS	92	0.13%	10	56
PWS	71	0.10%	8	26
TOTALS	70,320	100.00%	8,000	8,045[1]

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[1] Difference between total surveys collected (8,045) and total samples per route is due to some respondents not providing survey route.

SURVEY ADMINISTRATION
Staffing/Recruitment

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

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

All surveyors were screened and then trained by our project team. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with the NICE system and survey instrument, onboard etiquette, protocol for conducting the survey, and a review of individual assignments.

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

Recruitment and training of surveyors was completed on March 3, 2025, prior to survey fielding. Additional surveyors were trained on-site as required. Approximately 13 surveyors were trained as part of this engagement.

Data Collection

Data collection was accomplished using an onboard intercept methodology. All survey questionnaires were provided via electronic tablet or QR Code.

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 electronic tablets, pens, schedule, and note pad. 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 ability to take the 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. At the conclusion of each day's surveying, all tablets, identification badges, and reflective vests were returned to the assigned field supervisor.

Mjach Designs successfully managed the fielding of the transit rider survey using an onboard intercept methodology from March 3, 2025, through April 13, 2025. The data collection covered all NICE fixed routes. A sample of 8,045 surveys was collected.

DATA PROCESSING

Data Entry

Data entry was not required as each survey participant directly entered their responses into the database.

Data Cleaning

Data cleaning was no longer required as survey participants directly entered their responses into the database as single or multi-select answers (excluding comments).

Analytical Methods

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

Section 3:

Analysis and Key Findings

"TYPICAL RIDER" PROFILES

By analyzing the simple frequencies arising from the collected data, Mjach Designs is able to provide a snapshot of the "profile rider." This "typical" rider reflects data from across the system as a whole, and for this reason, may not be reflective of specific routes. Specific analysis on the route level is provided later in this section as well as in Appendix C.

The profile NICE rider:
- Self-identifies as female (51.13%),
- Speaks only English at home (81.76%),
- Speaks English very well (69.83%),
- Self-identifies as Black/African American (42.22%),
- Is between ages 18 and 44 (26.98%),
- Is employed full- or part-time (70.47%),
- Reports an annual household income below $25,000 (47.49% with 30.88% under $15,000),
- Lives with at least one other person (84.54%),
- She is living below federal poverty guidelines[2] or is at risk for falling below them (53.6%),
- Has access to a personal bank account (82.35%),
- Does not have a valid driver license (54.77%), and
- Resides in Nassau County (71.73%).

TRAVEL PATTERNS

- The profile rider's primary trip purpose is *work* (56.31%),
- Walking is her primary means of accessing both the starting bus stop (63.64%) as well as the final destination (63.95%),
- She rides five or more days per week (55.29%),
- She pays for her trip using MetroCard (40.32%) and is not eligible for a discounted fare (86.30%), and

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[2]U.S. Department of Health and Human Services, 2025 Poverty Guidelines, https://aspe.hhs.gov/poverty-guidelines (accessed April 13, 2025).

- Will make at least one transfer to complete her trip (54.53%).

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

SURVEY LANGUAGE

The majority of respondents (77.63%) elected to take the survey in English. Approximately 17 percent chose to complete the survey in Spanish and another 3.75 percent took the survey in French/Haitian Creole.

Exhibit 3.1 Survey Language

n=7,433
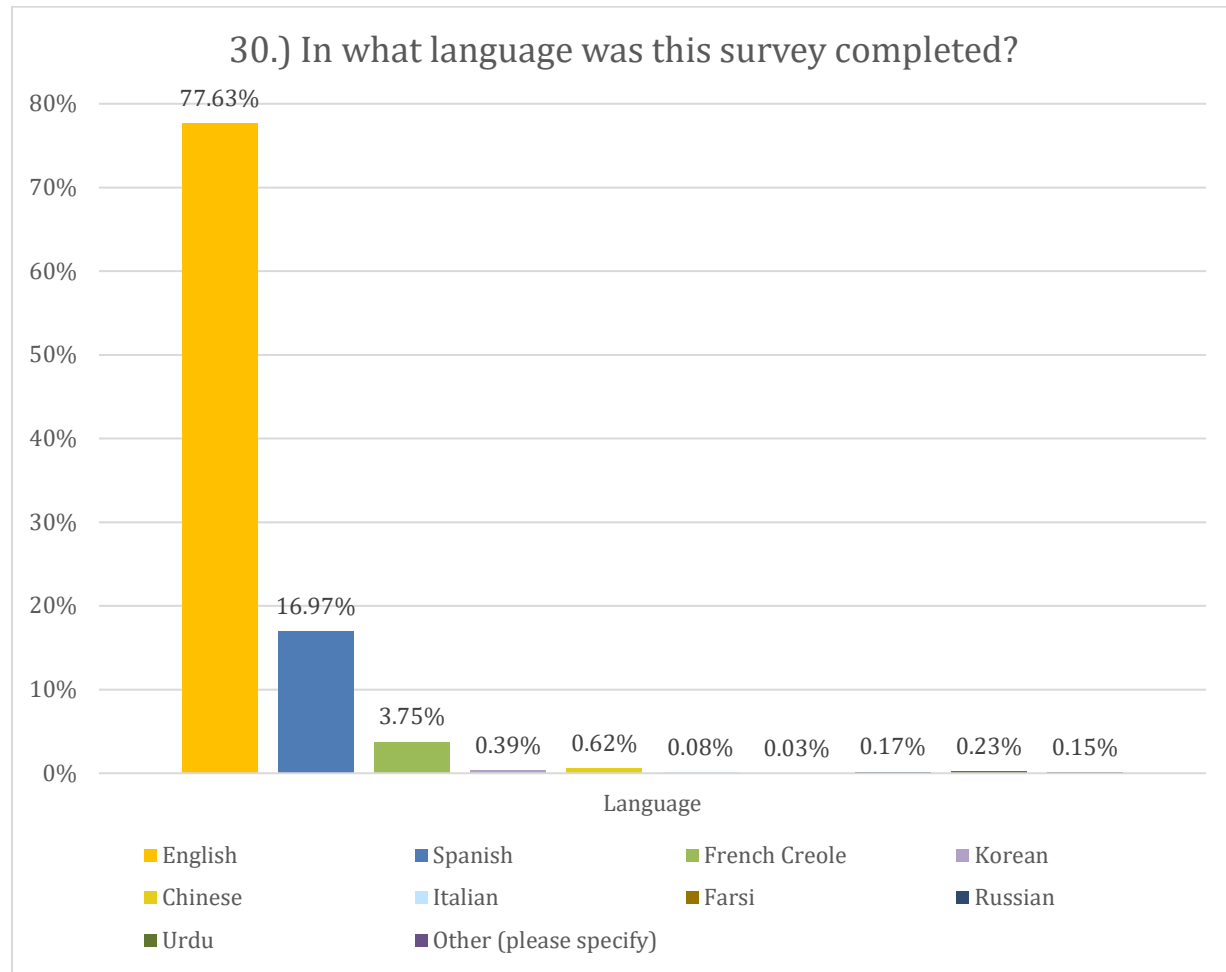
30.) In what language was this survey completed?

Language	Percentage
English	77.63%
Spanish	16.97%
French Creole	3.75%
Korean	0.39%
Chinese	0.62%
Italian	0.08%
Farsi	0.03%
Russian	0.17%
Urdu	0.23%
Other (please specify)	0.15%

SURVEY RESULTS

Section 1: Tell us about yourself:

Question 1: How do you pay your fare?

MetroCard was the most frequently used type of fare media in 2025 with 40.32 percent of respondents using cash, a change from the more than 36 percent of respondents who used cash in the 2021 survey. About 33 percent of 2025 respondents indicated use of the GoMobile app, an increase compared with 19 percent of people in 2021.

Exhibit 3.2 Fare Media

n=7,975
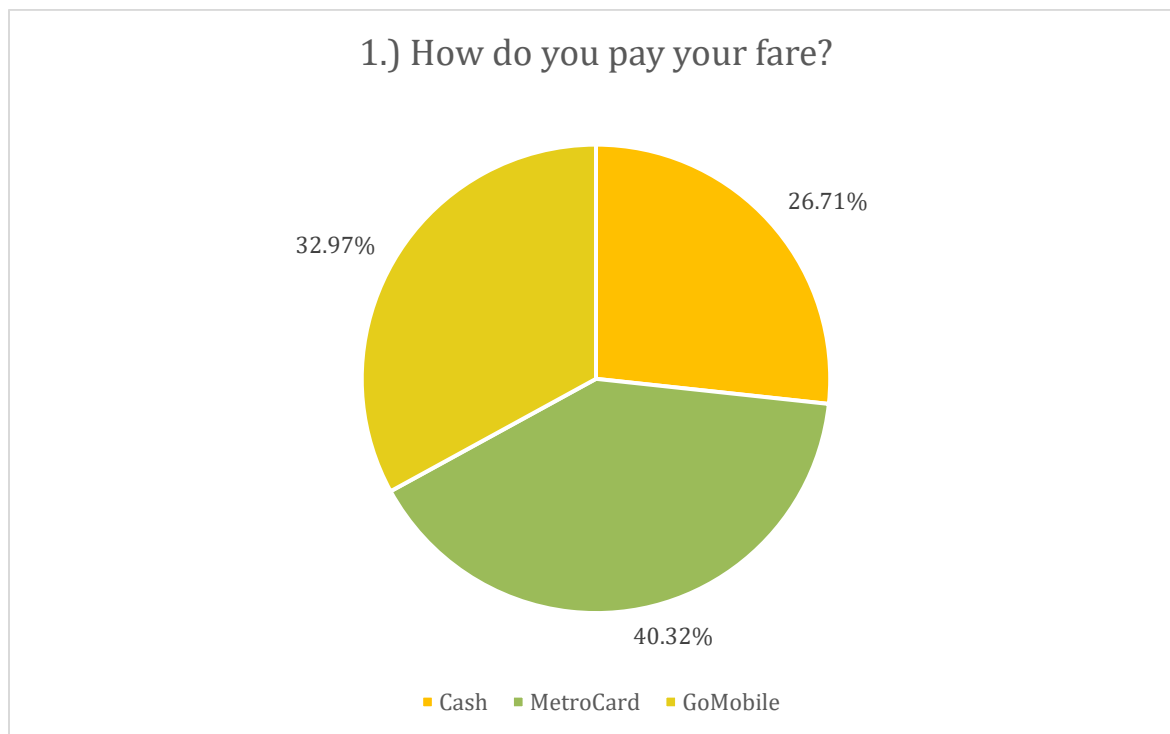
1.) How do you pay your fare?

26.71%

32.97%

40.32%

■ Cash ■ MetroCard ■ GoMobile

Route with the highest percentage of respondents using MetroCard included n20g (74.55%), n26 (60.81%), and n6x (58.91%). Route n80 noted the highest use of cash (51.72%), while Route n16 exhibited the highest use of the GoMobile app (51.29%). Route n26 had the lowest level of cash usage (5.41%).

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

Exhibit 3.3 Fare Media vs. Incidence of Transfer

n=7,975
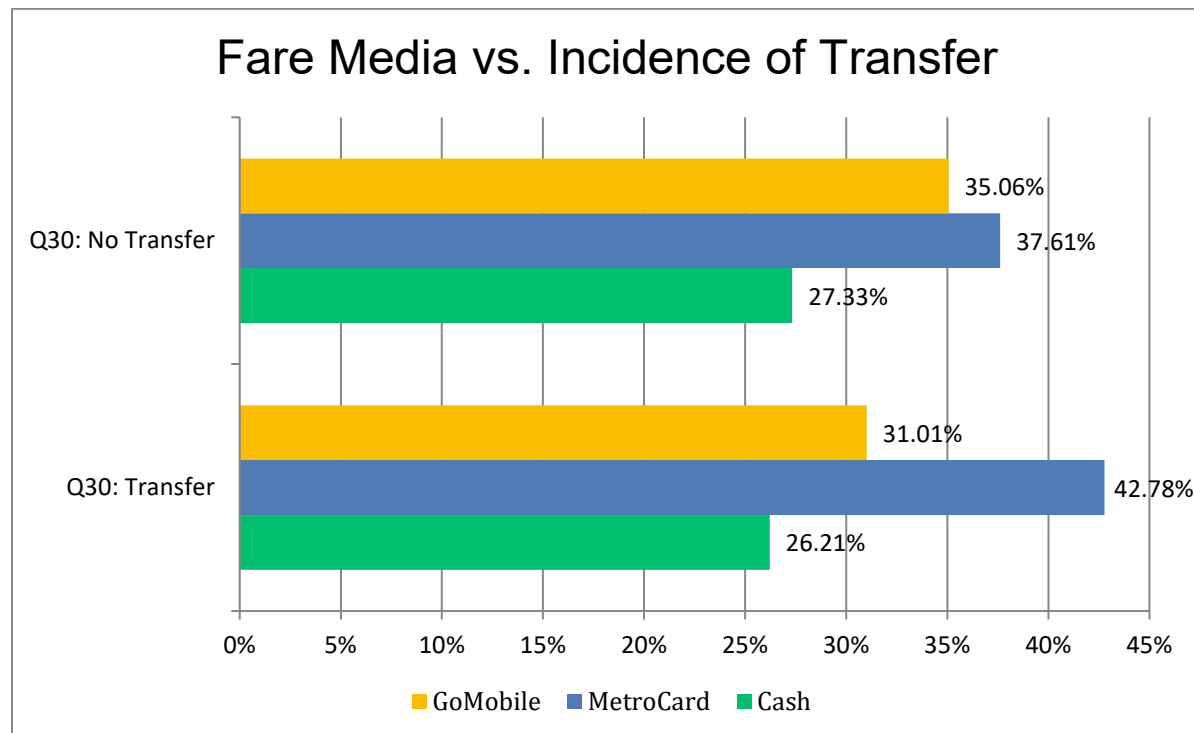
Fare Media vs. Incidence of Transfer

Q30: No Transfer
- GoMobile: 35.06%
- MetroCard: 37.61%
- Cash: 27.33%

Q30: Transfer
- GoMobile: 31.01%
- MetroCard: 42.78%
- Cash: 26.21%

■ GoMobile ■ MetroCard ■ Cash

Question 2: What category fare do you pay?

Less than 14 percent of respondents reported using a fare discount. Of these, eight percent were Senior/Medicare cardholders.

Exhibit 3.4 Discounted Fare Used

n=8,045

2a.) What category fare do you pay?

- 8.06%
- 2.20%
- 3.44%
- 86.30%

Legend: ■ Regular ■ Reduced - Senior ■ Reduced - Disabled ■ Student
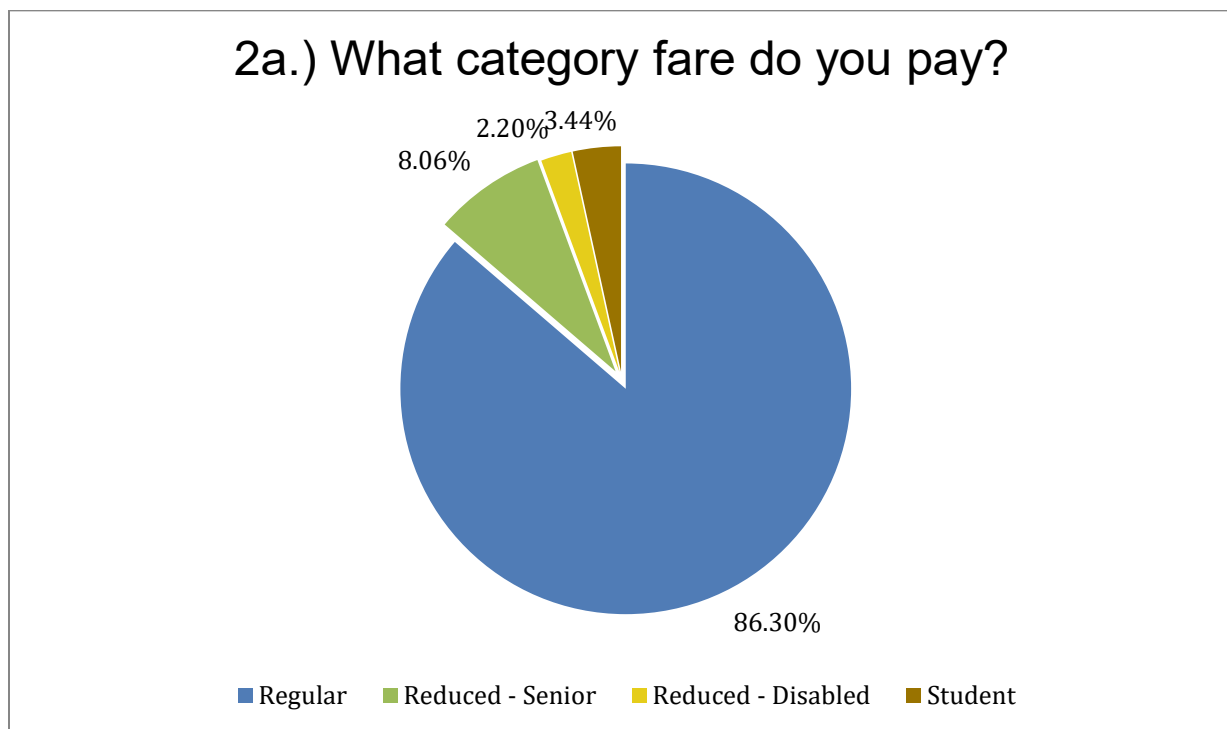
Route n33 had the highest percentage of respondents identifying as Senior with 14.71 percent (5 respondents), while Route n4 had the highest volume with a total of 68 respondents (10.51%). Mercy Medical Shuttle and Route n78 had the highest percentage of respondents identifying as Disabled with 6 respondents (10.71%) and 3 respondents (10.71%) respectively. Route n4 experienced the highest volume of disabled respondents with a total of 17 respondents (2.63%). Route n71 had the highest percentage of respondents identifying as Students with 9.68% (3 respondents), while Route n70 had the highest volume with a total of 29 respondents (6.21%).

Exhibit 3.5.a Discounted Fare by Route (MMS, ELFX, n1 – n27)
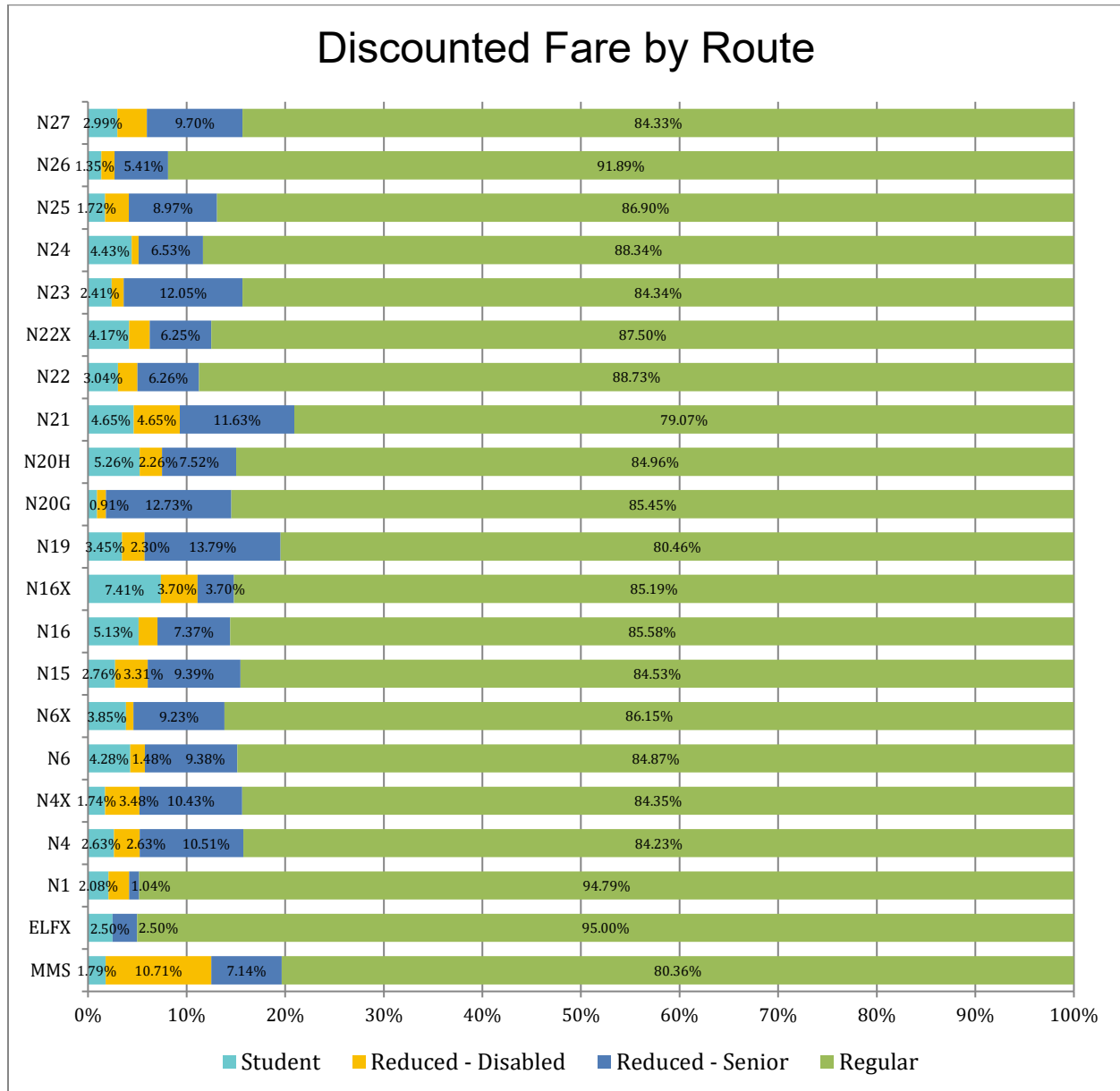
n=4,410

Discounted Fare by Route

Route	Student	Reduced - Disabled	Reduced - Senior	Regular
N27	2.99%		9.70%	84.33%
N26	1.35%		5.41%	91.89%
N25	1.72%		8.97%	86.90%
N24		4.43%	6.53%	88.34%
N23	2.41%		12.05%	84.34%
N22X		4.17%	6.25%	87.50%
N22	3.04%		6.26%	88.73%
N21	4.65%	4.65%	11.63%	79.07%
N20H	5.26%	2.26%	7.52%	84.96%
N20G		0.91%	12.73%	85.45%
N19	3.45%	2.30%	13.79%	80.46%
N16X	7.41%	3.70%	3.70%	85.19%
N16	5.13%		7.37%	85.58%
N15	2.76%	3.31%	9.39%	84.53%
N6X	3.85%		9.23%	86.15%
N6	4.28%	1.48%	9.38%	84.87%
N4X	1.74%	3.48%	10.43%	84.35%
N4	2.63%	2.63%	10.51%	84.23%
N1	2.08%		1.04%	94.79%
ELFX	2.50%		2.50%	95.00%
MMS	1.79%	10.71%	7.14%	80.36%

Legend: ■ Student ■ Reduced - Disabled ■ Reduced - Senior ■ Regular

Exhibit 3.5.b Discounted Fare by Route (n31 – n80, PWS)
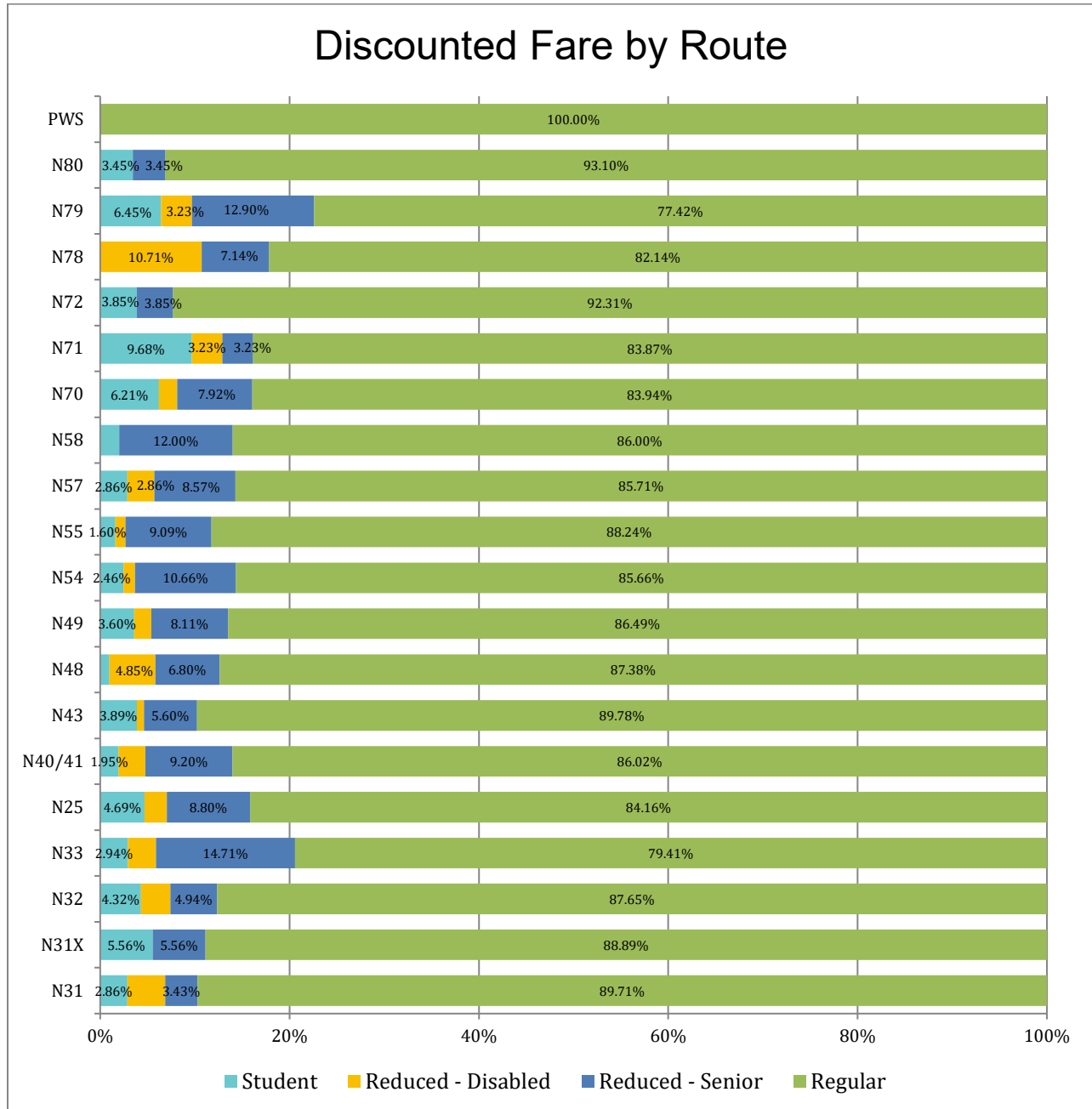
n=3,123

Discounted Fare by Route

Route	Student	Reduced - Disabled	Reduced - Senior	Regular
PWS				100.00%
N80		3.45%	3.45%	93.10%
N79	6.45%	3.23%	12.90%	77.42%
N78		10.71%	7.14%	82.14%
N72		3.85%	3.85%	92.31%
N71	9.68%	3.23%	3.23%	83.87%
N70	6.21%		7.92%	83.94%
N58			12.00%	86.00%
N57	2.86%	2.86%	8.57%	85.71%
N55	1.60%		9.09%	88.24%
N54	2.46%		10.66%	85.66%
N49	3.60%		8.11%	86.49%
N48		4.85%	6.80%	87.38%
N43	3.89%		5.60%	89.78%
N40/41	1.95%		9.20%	86.02%
N25		4.69%	8.80%	84.16%
N33	2.94%		14.71%	79.41%
N32	4.32%		4.94%	87.65%
N31X	5.56%		5.56%	88.89%
N31	2.86%		3.43%	89.71%

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Question 3: Do you have a bank account?

Over 80 percent of respondents indicated having access to a personal bank account.

Exhibit 3.6 Bank Account

n=8,045
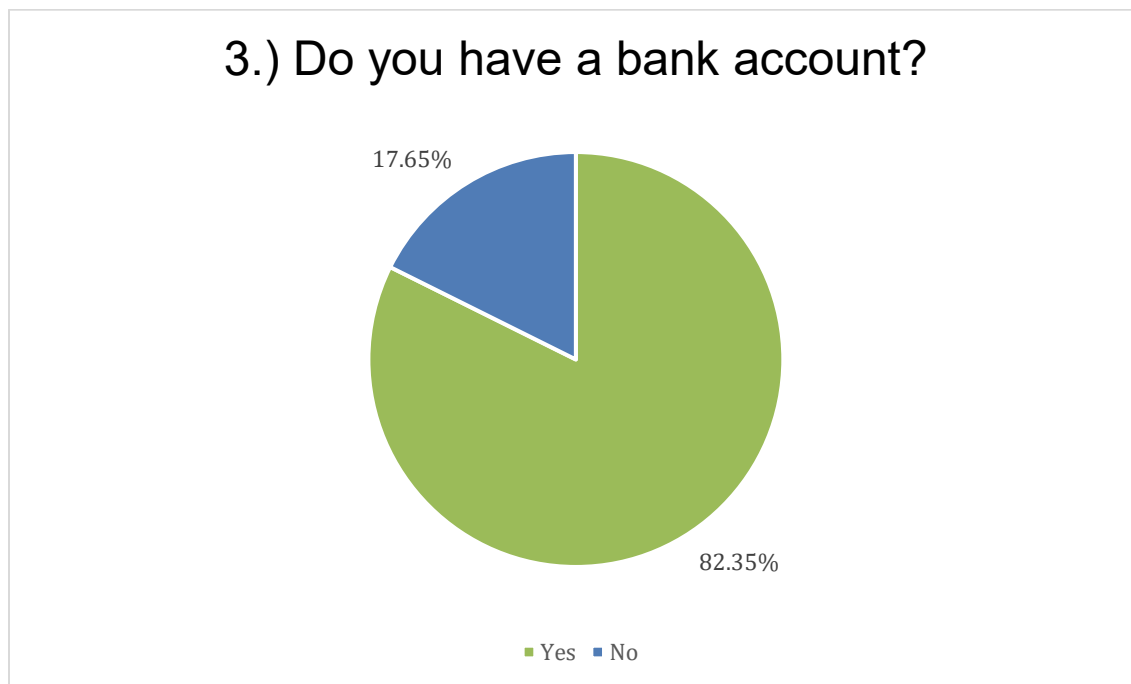
3.) Do you have a bank account?

17.65%

82.35%

■ Yes ■ No

Question 4: What is your approximate annual household income?

About 31 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. Regardless of household size, all respondents with annual household incomes of less than $15,000 fall below federal poverty guidelines.

Exhibit 3.7 Annual Household Income

n=8,045

4.) What is your approximate annual household income?

- Under $15,000 — 30.88%
- Between $15,000 and $24,999 — 16.61%
- Between $25,000 and $34,999 — 12.79%
- Between $35,000 and $49,999 — 12.32%
- Between $50,000 and $74,999 — 12.66%
- Between $75,000 and $99,000 — 8.83%
- Over $100,000 — 5.92%
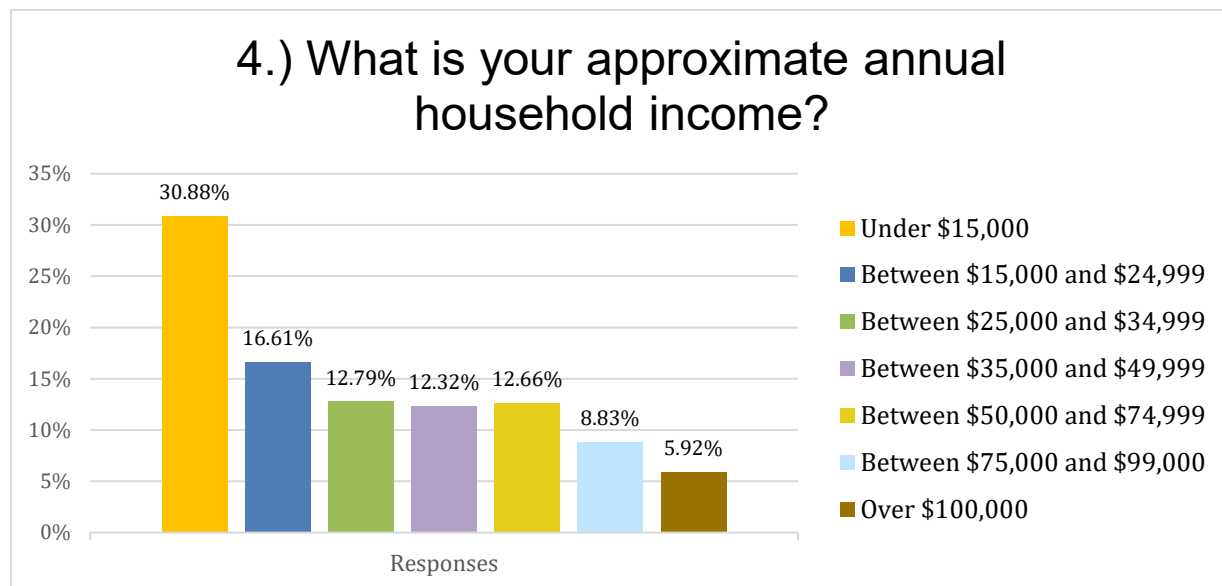
Currently, $21,150 is the poverty threshold for a two-person household.[3] The United States Census Bureau reports the mean annual household income for Nassau County as $181,795 (data current as of 2023).[4] By contrast, 72.6 percent of respondents reported an income of less than $50,000 annually. Exhibit 3.7 compares the breakdown of NICE rider incomes with those of the Nassau County population at-large[5].

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3 U.S. Department of Health and Human Services, 2025 Poverty Guidelines, https://aspe.hhs.gov/poverty-guidelines. Accessed April 13, 2025.
4 U.S. Census Bureau, QuickFacts, Nassau County, New York, 2024, https://www.census.gov/quickfacts/fact/table/nassaucountynewyork/LND110210. Accessed April 13, 2025.
5 Statistical Atlas,based on 2020 US Census Bureau data, Nassau County, New York https://statisticalatlas.com/county/New-York/Nassau-County/Household-Income

Exhibit 3.8 Household Income NICE Riders vs Nassau Co.

Household Income NICE Riders vs Nassau Co.
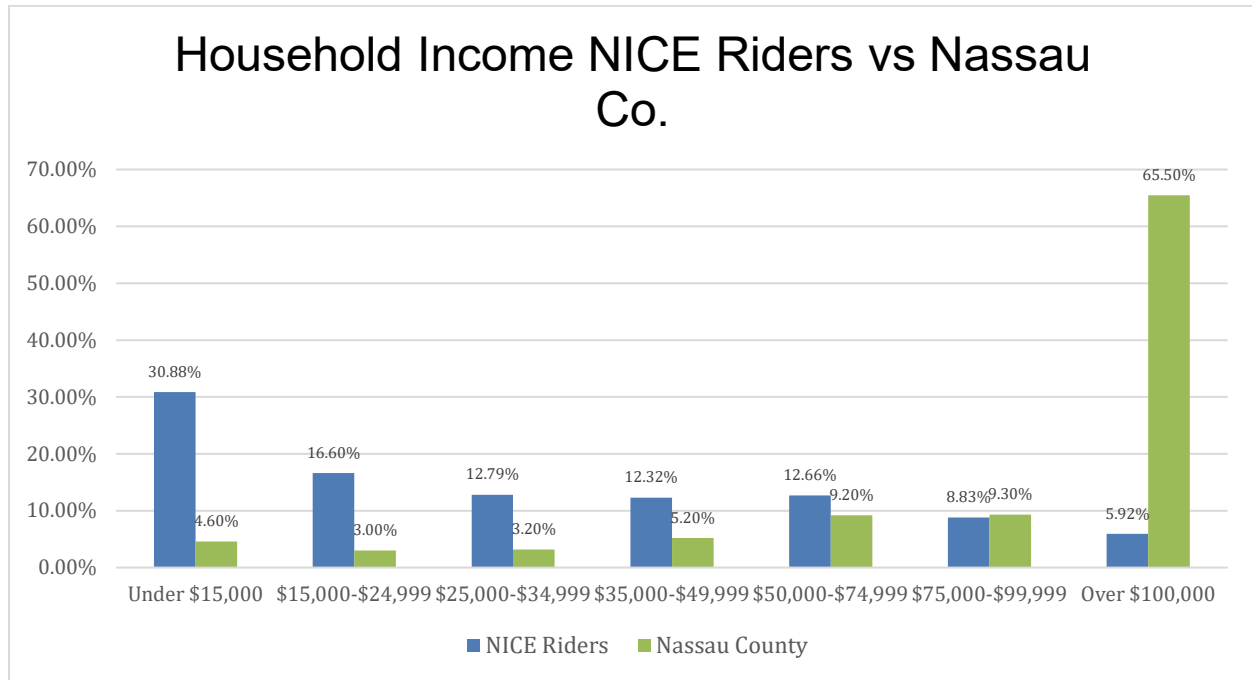
Minimum wage in New York state was $16.50 per hour at the time of the survey. Nassau County also has a Living Wage Law, which requires employers with which the County does business to pay employees a minimum of $16.68 per hour or $19.21 per hour if no health benefits are provided.[6] This translates to an annual salary for full-time employment of approximately $34,695. While these figures may appear adequate on paper, they fail to consider the many individuals who do not have full-time employment or who may be supporting an entire household on a single salary. This aspect of household income will be addressed further in our analysis of Question 5.

6 Nassau County, NY Living Wage Overview | Nassau County, NY - Official Website (nassaucountyny.gov). Accessed April 13, 2025

Exhibit 3.9.a Annual Household Income by Route (MMS, ELFX, n1 – n27)

n=4,410

Annual Household Income by Route

Route	Under $15,000	$15,000–$24,999	$25,000–$34,999	$35,000–$49,999	$50,000–$74,999	$75,000–$99,000	Over $100,000
N27	23.13%	14.18%	11.94%	14.93%	12.69%	17.91%	5.22%
N26	22.97%	14.86%	16.22%	16.22%	20.27%	2.70%	6.76%
N25	30.00%	16.21%	12.76%	12.76%	16.55%	3.79%	7.93%
N24	31.00%	15.62%	11.66%	16.08%	11.42%	6.06%	8.16%
N23	45.78%	13.25%	13.25%	8.43%	9.64%	4.82%	4.82%
N22X	37.50%	14.58%	6.25%	14.58%	8.33%	6.25%	12.50%
N22	37.75%	16.82%	14.31%	11.81%	8.94%	4.29%	6.08%
N21	37.21%	16.28%	9.30%	11.63%	13.95%	4.65%	6.98%
N20H	37.59%	15.04%	12.78%	14.29%	11.28%	6.02%	3.01%
N20G	30.00%	24.55%	9.09%	9.09%	9.09%	5.45%	12.73%
N19	19.54%	10.34%	5.75%	2.30%	26.44%	21.84%	13.79%
N16X	33.33%	11.11%	14.81%	12.96%	14.81%	9.26%	3.70%
N16	24.04%	19.87%	11.22%	14.42%	9.94%	13.78%	6.73%
N15	26.80%	18.51%	17.13%	13.81%	14.64%	4.70%	4.42%
N6X	28.46%	16.15%	16.92%	13.85%	11.54%	10.00%	3.08%
N6	30.10%	15.79%	14.14%	12.34%	13.98%	9.21%	4.44%
N4X	21.74%	12.17%	18.26%	12.17%	12.17%	11.30%	12.17%
N4	29.68%	15.77%	12.36%	11.90%	13.76%	9.58%	6.96%
N1	31.25%	14.58%	16.67%	17.71%	9.38%	7.29%	3.13%
ELFX	15.00%	10.00%	40.00%	15.00%	12.50%	5.00%	2.50%
MMS	46.43%	25.00%	5.36%	3.57%	12.50%	3.57%	3.57%

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

n=3,123

Annual Household Income by Route

Route	Under $15,000	Between $15,000 and $24,999	Between $25,000 and $34,999	Between $35,000 and $49,999	Between $50,000 and $74,999	Between $75,000 and $99,000	Over $100,000
PWS	84.62%	15.38%					
N80	31.03%	24.14%	10.34%	20.69%	13.79%		
N79	25.81%	14.52%	30.65%	20.97%	4.84%	1.61%	
N78	28.57%	7.14%	14.29%	17.86%	25.00%	7.14%	
N72	38.46%	19.23%	19.23%	15.38%	7.69%		
N71	32.26%	25.81%	16.13%	9.68%	9.68%	3.23%	3.23%
N70	34.05%	20.77%	14.35%	9.64%	9.42%	7.28%	4.50%
N58	38.00%	12.00%	14.00%	8.00%	8.00%	10.00%	10.00%
N57	20.00%	34.29%	28.57%	8.57%	2.86%	2.86%	
N55	28.34%	11.76%	8.56%	12.83%	16.04%	16.04%	6.42%
N54	21.72%	15.98%	8.20%	11.89%	20.08%	18.44%	3.69%
N49	35.14%	22.52%	13.51%	12.61%	4.50%	4.50%	7.21%
N48	32.04%	20.39%	9.71%	18.45%	5.83%	7.77%	5.83%
N43	26.03%	16.55%	9.25%	10.71%	15.33%	13.63%	8.52%
N40/41	24.07%	16.81%	9.91%	11.33%	13.81%	17.52%	6.55%
N25	29.91%	13.49%	14.66%	15.25%	14.37%	8.21%	4.11%
N33	23.53%	26.47%	11.76%	11.76%	14.71%	8.82%	2.94%
N32	38.89%	16.05%	12.35%	13.58%	10.49%	2.47%	6.17%
N31X	13.89%	16.67%	22.22%	13.89%	13.89%	11.11%	8.33%
N31	30.86%	20.00%	13.71%	12.57%	13.71%	5.14%	4.00%

Legend:
- Under $15,000
- Between $15,000 and $24,999
- Between $25,000 and $34,999
- Between $35,000 and $49,999
- Between $50,000 and $74,999
- Between $75,000 and $99,000
- Over $100,000

Question 5: How many people live in your household?

The majority of respondents (64.1%) cited living in a household of two to four persons. Of those, 19.7 percent live in a four-person household. The average household size in Nassau County is 3.46 persons.[7]

Exhibit 3.10 Household Size

n=8,045

5.) How many people live in your household?

Household Size	Percentage
8 or more	2.24%
7	2.31%
6	4.77%
5	11.67%
4	21.19%
3	21.50%
2	20.85%
1	15.46%
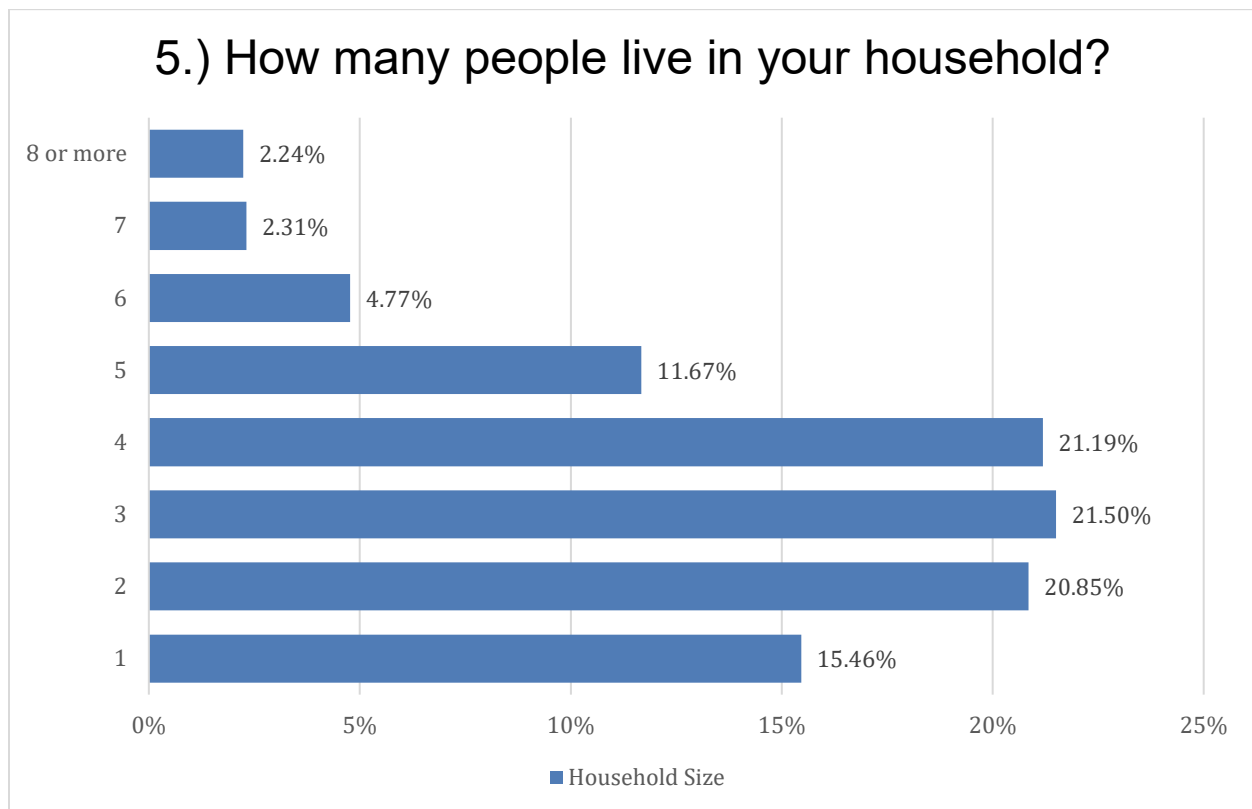
To assess the likelihood of NICE customers living below federal poverty guidelines, we compared household size to annual household income. Darker red squares in Exhibit 3.11

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7 U.S. Census Bureau, Nassau County, NY, 2019 ACS 5-Year Estimates Data Profiles, https://data.census.gov/cedsci/profile?g=0500000US36059. Accessed April 13, 2025

indicate increased likelihood of living below the poverty line[8], 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 5,188 individuals, or 64.6 percent of the total sample, who are at risk for living below federal poverty guidelines. This is an increase of 3.19 percent since 2022.

Exhibit 3.11 Household Income vs. Household Size

	1	2	3	4	5	6	7	8 or more
Under $15,000	6.46%	5.83%	5.69%	6.13%	3.38%	1.45%	0.89%	1.04%
$15,000 and $24,999	2.65%	3.75%	3.87%	3.03%	1.94%	0.67%	0.34%	0.36%
$25,000 and $34,999	1.8%	2.82%	2.85%	2.92%	1.28%	0.67%	0.22%	0.22%
$35,000 and $49,999	2.03%	2.5%	2.39%	3.07%	1.37%	0.53%	0.3%	0.14%
$50,000 and $74,999	1.68%	3.41%	3.06%	2.32%	1.29%	0.5%	0.26%	0.14%
$75,000 and $99,000	0.42%	1.73%	2.34%	2.15%	1.47%	0.48%	0.14%	0.1%
Over $100,000	0.42%	0.81%	1.32%	1.57%	0.94%	0.46%	0.16%	0.24%
Total	15.46%	20.85%	21.52%	21.19%	11.67%	4.76%	2.31%	2.24%

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[8] Dept. of Housing and Human Services, HHS Poverty Guidelines for 2025, https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines, Accessed April 13, 2025

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

Persons of Black/African American heritage was the most frequently selected response, cited by 42.2 percent of surveyed riders. Hispanic/Latino comprised another 32 percent of the survey sample. About 10.6 percent of respondents identified themselves as Asian while White/Caucasian respondents represented just 9.5 percent.

Exhibit 3.12 Rider Ethnicity

n=8,045

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

Category	Percent
Other	6.58%
American Indian/Alaskan Native	1.43%
Native Hawaiian/Pacific Islander	0.65%
White/Caucasian	9.48%
Asian	10.59%
Hispanic/Latino	35.04%
Black/African American	42.22%
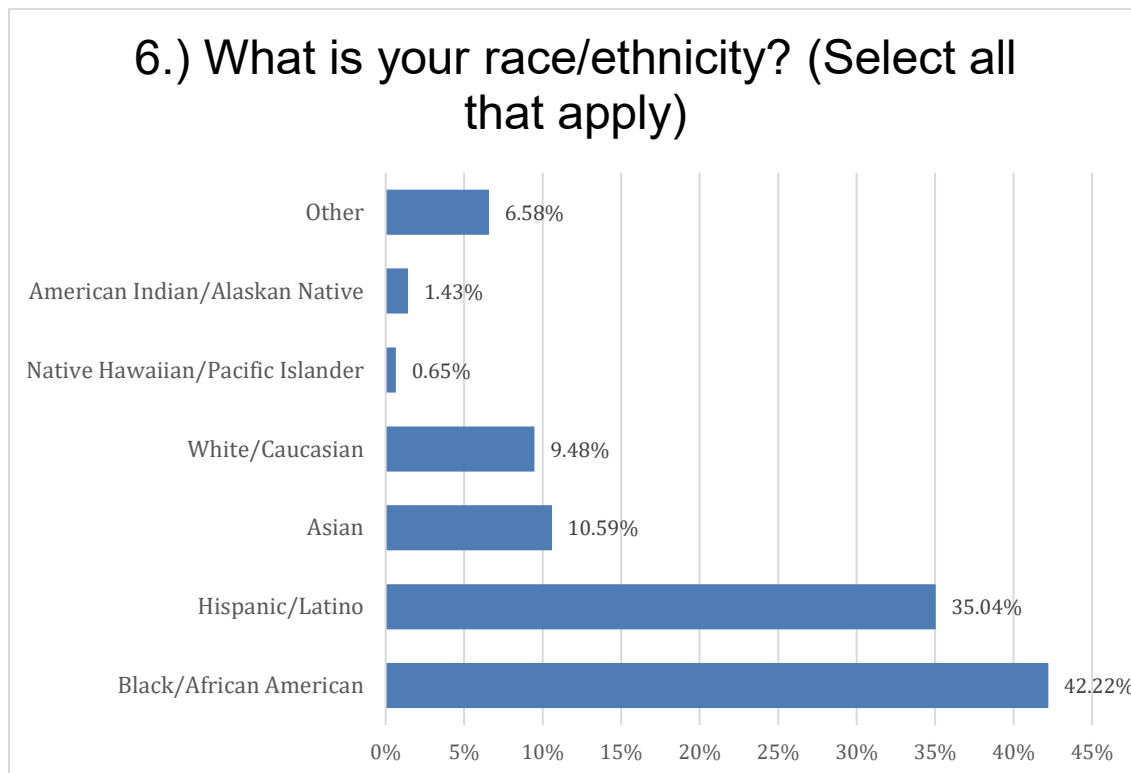
This is in distinct contrast with the ethnic breakdown of Nassau County as a whole, wherein 49.5 percent identified as White and just 15.5 percent and 9.3 percent identified as Hispanic/Latino and Black/African American, respectively. Exhibit 3.13 compares the ethnic breakdown of survey respondents versus the population of Nassau County at-large.[9] Note that the US Census

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9 U.S. Census Bureau, Nassau County, NY https://data.census.gov/cedsci/profile?g=0500000US36059. Accessed April 13, 2025.

data has two values for White/Caucasian. One is inclusive of Hispanic/Latinos, the other value is exclusive of. As the NICE survey data has a category for Hispanic/Latinos, our report uses the Census data value for White/Caucasians that is exclusive of Hispanic/Latinos. The 2019 report uses the value inclusive of.

Exhibit 3.13 Rider Ethnicity – NICE Riders vs Nassau County

What is your race/ethnicity? (NICE Riders vs Nassau County)

Category	NICE Riders	Nassau County
Other	15.40%	6.58%
American Indian/Alaskan Native	0.38%	1.43%
Native Hawaiian/Pacific Islander	0.03%	0.65%
White/Caucasian	49.46%	9.48%
Asian	9.94%	10.59%
Hispanic/Latino	15.52%	35.04%
Black/African American	9.28%	42.22%
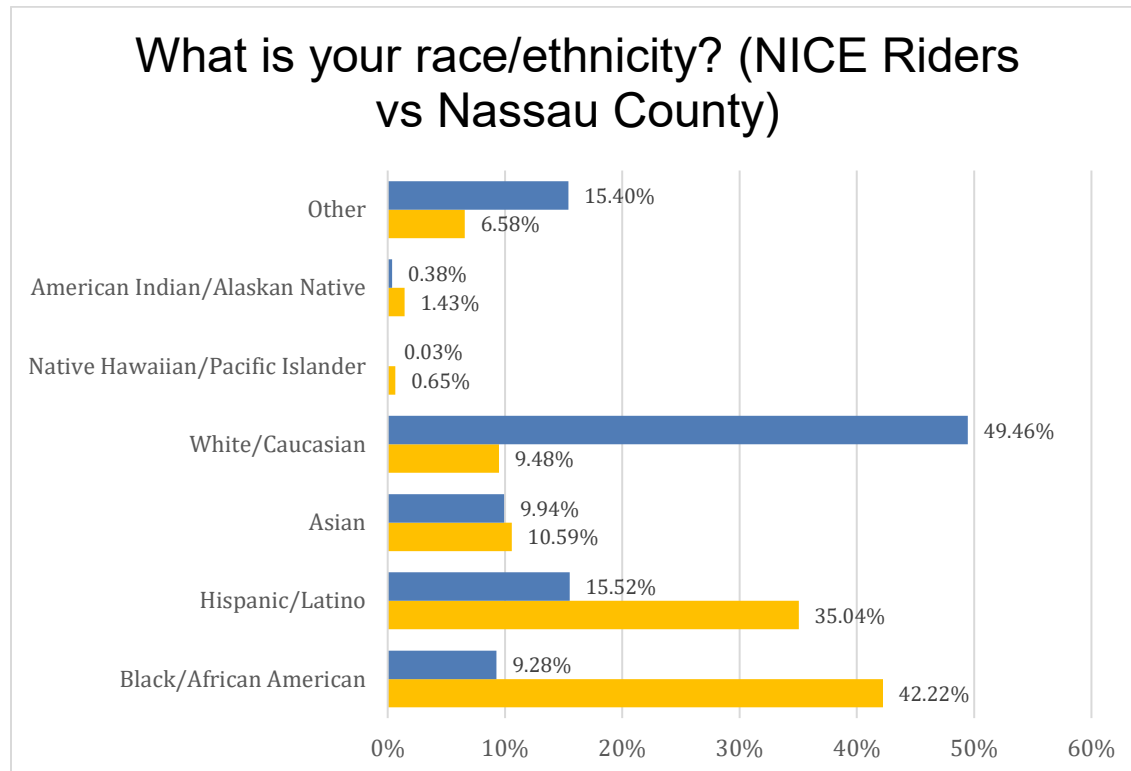
Routes PWS, n80, and n20g had the highest concentration Hispanic/Latino respondents (96.15 percent, 65.82 percent, and 49.09 percent, respectively), while Routes ELFX, n33, n55 had the highest percentage of Black/African American respondents (90.0 percent, 61.76 percent, 58.82 percent, respectively). N22x had the highest percentage of American Indian/Alaskan Natives (4.17%). N16x had the highest percentage of Native Hawaiian/Pacific Islander (5.56%). Route N23 had the highest percentage of White respondents (25.3%), while Routes n26 and n20h had the highest percentage of Asian respondents (29.73 percent and 28.57 percent, respectively).

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

n=4,410

Rider Ethnicity by Route

Route	Black/African American	Hispanic/Latino	Asian	White/Caucasian	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Other
N27	41.04%	40.30%	5.97%	11.94%	1.49%		9.70%
N26	33.78%	20.27%	29.73%	5.41%			16.22%
N25	31.72%	30.69%	16.55%	16.21%	1.03%		8.28%
N24	33.57%	30.77%	23.08%	8.16%	0.93%		7.23%
N23	14.46%	45.78%	10.84%	25.30%			6.02%
N22X	22.92%	29.17%	22.92%	12.50%	4.17%		8.33%
N22	30.05%	33.63%	24.15%	7.87%			6.26%
N21	20.93%	44.19%	11.63%	18.60%			2.33%
N20H	17.29%	43.61%	28.57%	16.54%	0.75%		5.26%
N20G	14.55%	49.09%	26.36%	7.27%			1.82%
N19	34.48%	37.93%	2.30%	17.24%			11.49%
N16X	48.15%	40.74%	5.56%	9.26%	5.56%		
N16	48.08%	33.97%	7.05%	10.90%			5.77%
N15	45.03%	35.91%	4.70%	17.13%			3.59%
N6X	51.54%	28.46%	12.31%	4.62%			9.23%
N6	48.52%	29.11%	11.02%	6.58%	1.15%		6.41%
N4X	43.48%	33.04%	9.57%	6.09%	3.48%		11.30%
N4	48.22%	31.68%	9.43%	4.95%	0.46%		9.43%
N1	50.00%	20.83%	14.58%	7.29%			8.33%
ELFX	90.00%			5.00%	5.00%		5.00%
MMS	46.43%	46.43%	1.79%	7.14%			7.14%

Legend: Black/African American, Hispanic/Latino, Asian, White/Caucasian, Native Hawaiian/Pacific Islander, American Indian/Alaskan Native, Other

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

n=3,123

Rider Ethnicity by Route

Route	Black/African American	Hispanic/Latino	Asian	White/Caucasian	Native Hawaiian/Pacific Islander	American Indian/Alaskan Native	Other
PWS	3.85%	96.15%					
N80	27.59%	65.52%	6.90%				
N79	33.87%	38.71%	11.29%	20.97%	3.23%		3.23%
N78	50.00%	17.86%	14.29%	21.43%			10.71%
N72	42.31%	38.46%	7.69%	15.38%			
N71	32.26%	51.61%	3.23%	6.45%			6.45%
N70	41.33%	37.26%	7.28%	13.92%			4.28%
N58	20.00%	56.00%	16.00%	4.00%			6.00%
N57	42.86%	40.00%	5.71%	11.43%		2.86%	5.71%
N55	58.82%	27.81%	3.21%	7.49%			8.02%
N54	44.67%	35.66%	3.69%	11.48%			8.20%
N49	39.64%	36.04%	10.81%	10.81%		2.70%	3.60%
N48	49.51%	33.98%	11.65%	7.77%			1.94%
N43	45.99%	39.90%	4.14%	7.30%			5.60%
N40/41	48.67%	38.94%	2.48%	7.96%			7.26%
N25	55.72%	30.50%	2.93%	10.56%	1.17%		4.99%
N33	61.76%	29.41%	5.88%	2.94%			5.88%
N32	41.36%	40.12%	6.17%	10.49%	0.62%		6.17%
N31X	50.00%	33.33%	2.78%	13.89%			
N31	42.29%	40.57%	2.86%	11.43%	0.57%		8.00%

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

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

Over 81 percent of respondents indicated speaking English at home, followed by 33.91 percent citing Spanish. French/Haitian Creole was the only other significant language group reported (10.71%) with Chinese following at 1.57 percent.

Exhibit 3.15 Home Language

n=8,045

7.) What language(s) are spoken in your home? (select all that apply)
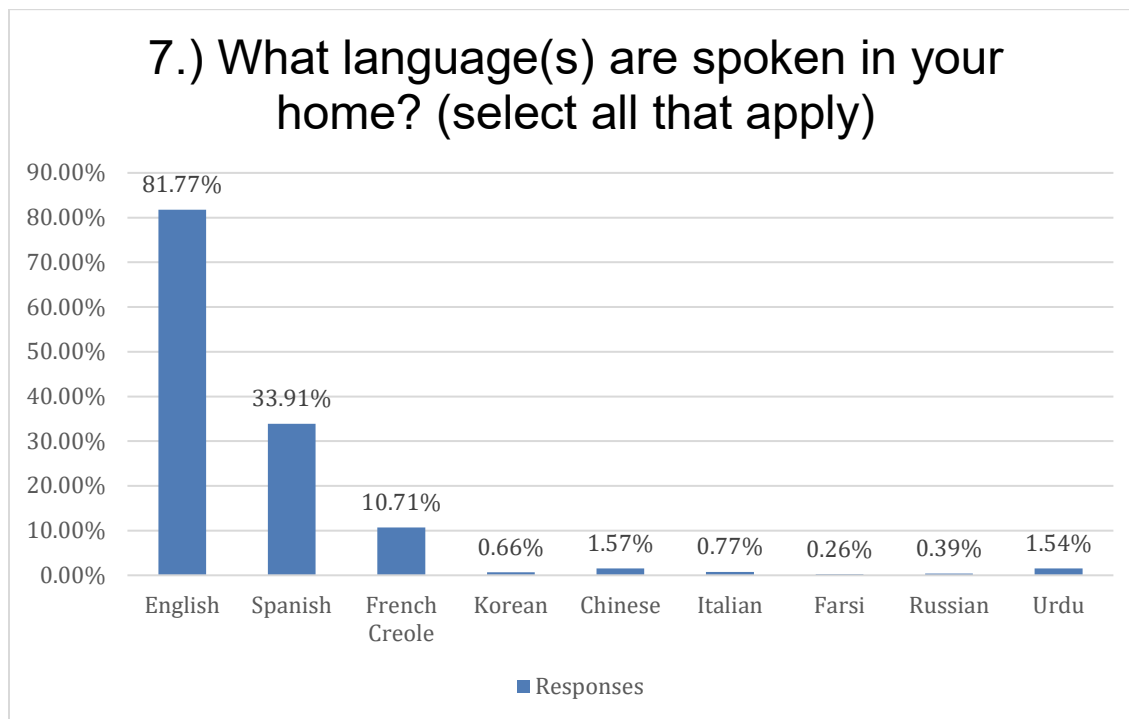
A more in-depth analysis of home language on a route-by-route basis is provided in Appendix C.

Question 8: How well do you speak English?

More than 69 percent of respondents reported speaking English "very well." This is an increase from 66 percent identified during the 2021 survey efforts. Those respondents reporting that they cannot speak English at all has also dropped from over 8 percent to just under 7 percent.

Exhibit 3.16 English Proficiency

n=8,045
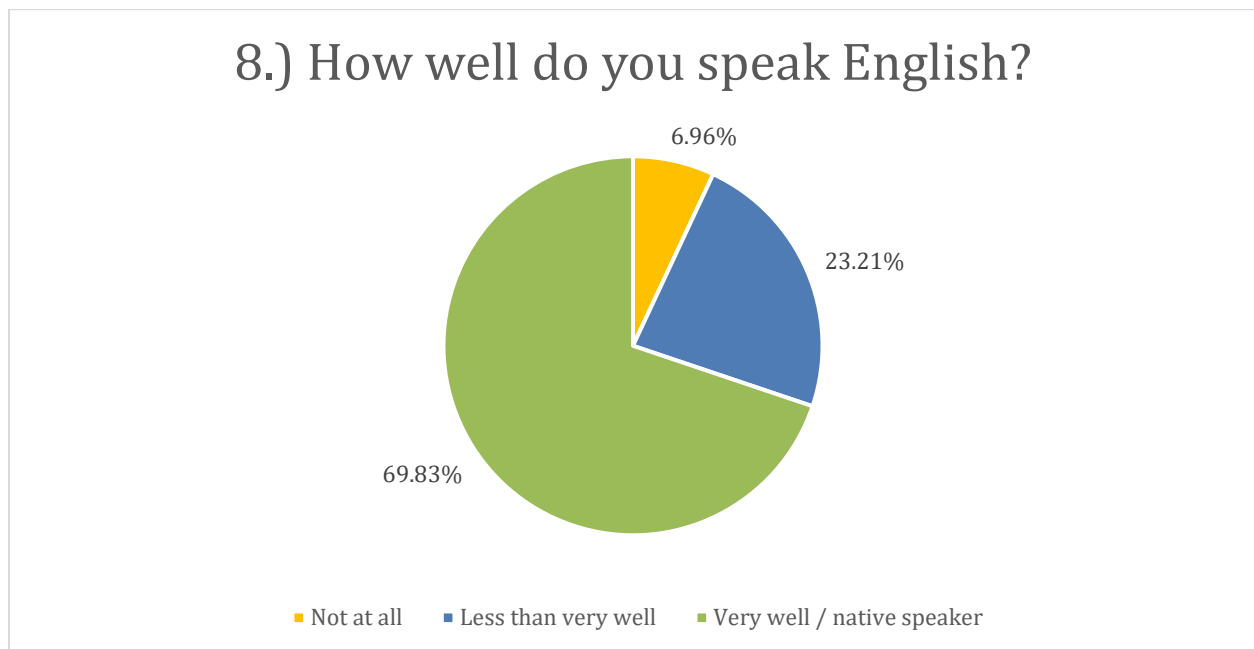
8.) How well do you speak English?

6.96%

23.21%

69.83%

■ Not at all   ■ Less than very well   ■ Very well / native speaker

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

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

Exhibit 3.17 Barriers Due to Language

n=8,045

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

- 10.68%
- 14.46%
- 74.87%

■ Yes ■ No ■ N/A
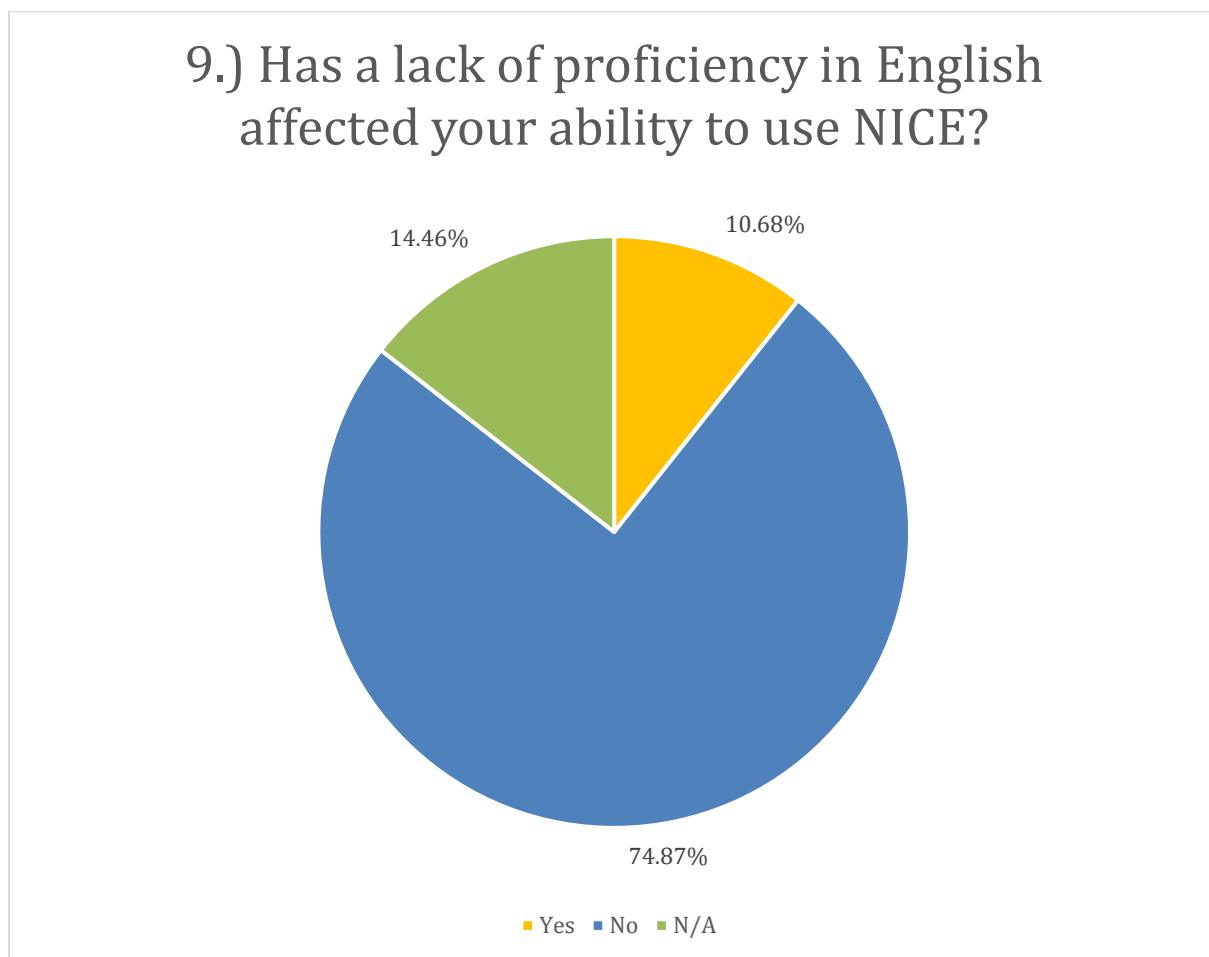
The relatively modest language barrier revealed in Question 9 becomes more apparent when considered on a route-by-route basis. The lowest incidence of language barrier was seen on the

Route N80, where 92.31 percent of respondents cited a lack of English-proficiency was no barrier to using NICE. By contrast, 32.14 percent of Route MMS and 29.03 percent of n71 respondents indicated a language barrier. Other routes citing significant language challenges included Route n72 (19.23%) and n20g (18.18%).

See Exhibit 3.18 on next page.

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

n=7,533

Barriers Due to Language by Route
(n1 - n80, MMS, ELFX, PWS)

Exhibit 3.19 illustrates the actual number of respondents who cited language barriers while riding NICE. While the percentages of respondents appear significant in Exhibit 3.18, it should be noted that only Spanish (491 respondents), French/Haitian Creole (82 respondents), and Chinese (19 respondents) included more than 15 respondents who identified a language barrier. We believe significant increase in respondents citing a language barrier who speak languages other than Spanish can be attributed to expanded foreign language methodology.

Exhibit 3.19 Barriers Due to Language vs. Language Spoken at Home

n=8,045

Barriers Due to Language vs. Language Spoken at Home (actual)

Question 10: What is your home ZIP code?

Not surprisingly, more than 71 percent of respondents cited a Nassau County ZIP code as their home location. Almost 20 percent indicated a Queens County home location, while a little over 3 percent hailed from New York County. All other counties were less than 2percent.

Exhibit 3.20 Home County

n=8,045

10.a) What county do you live in?

County	Percentage
Nassau County	71.73%
Queens County	19.74%
Kings County	1.19%
Suffolk County	1.38%
Bronx County	0.66%
New York County	3.13%
Other NY County	0.91%
Out of State	0.37%
Unknown	0.88%
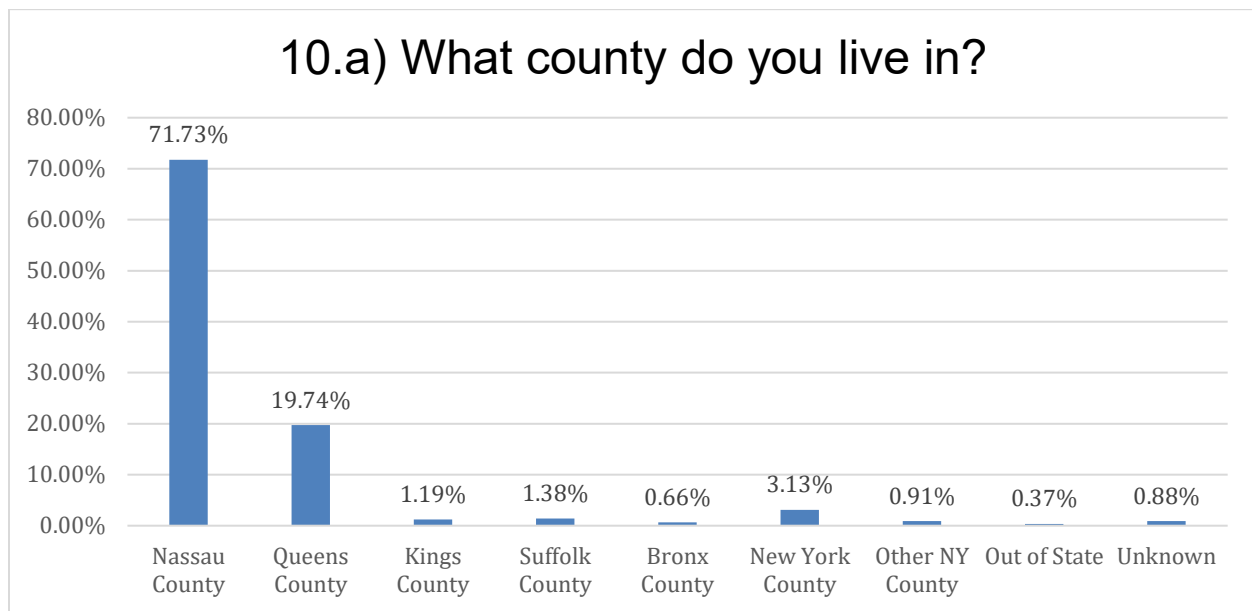
The most cited cities/zip codes were Hempstead (11550, 15.89%), Freeport (11520, 7.83%), and Uniondale (11553, 6.47%). Other notable concentrations of survey respondents included Roosevelt (11575, 5.92%), Elmont (11003; 5.12%), Baldwin (11510, 4.40%), and Valley Stream (11580, 3.67%).
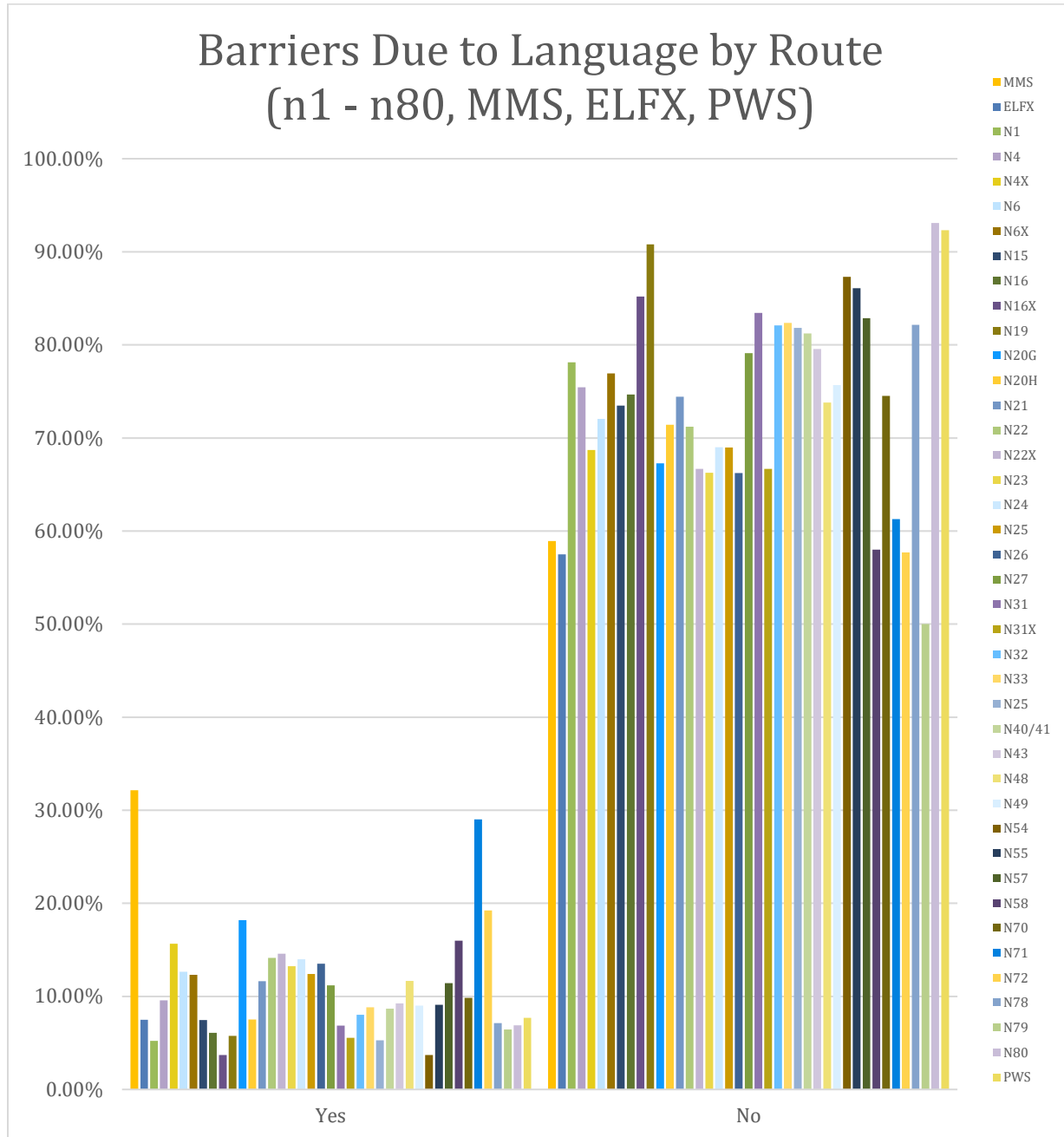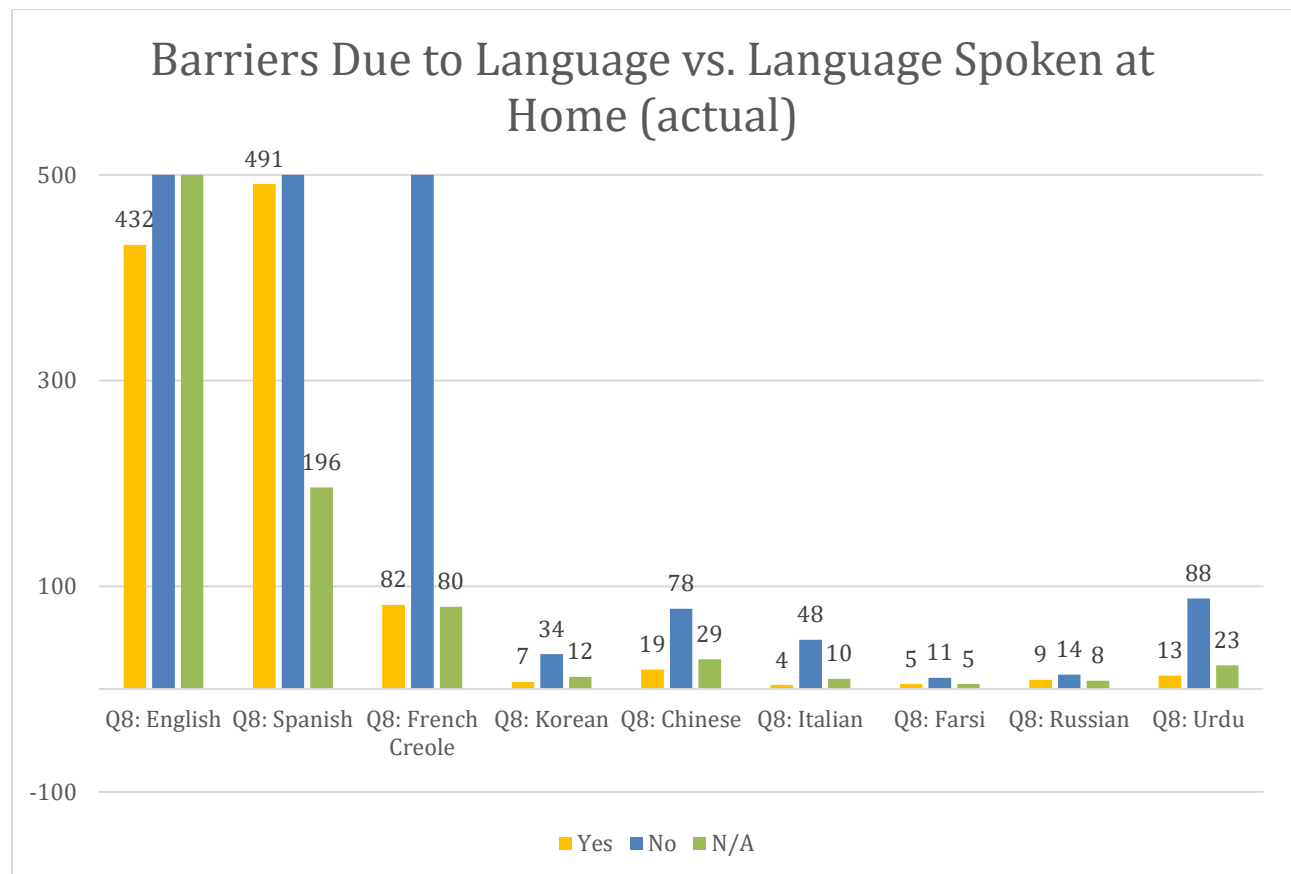
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Exhibit 3.21 Home ZIP Code (Nassau County)

n=5,608

Zip Code	City	Frequency	Percentage
11001	Floral Park	104	1.85%
11002	Floral Park	17	0.30%
11003	Alden Manor	3	0.05%
11003	Elmont	287	5.12%
11003	Floral Park	68	1.21%
11003	Meacham	0	0.00%
11010	Franklin Square	111	1.98%
11020	Great Neck	45	0.80%
11021	Great Neck	63	1.12%
11022	Great Neck	23	0.41%
11023	Great Neck	24	0.43%
11024	Great Neck	25	0.45%
11024	Kings Point	2	0.04%
11026	Great Neck	13	0.23%
11027	Great Neck	11	0.20%
11030	Manhasset	7	0.12%
11030	Plandome	1	0.02%
11040	New Hyde Park	113	2.01%
11042	New Hyde Park	16	0.29%
11050	Port Washington	119	2.12%
11050	Sands Point	1	0.02%
11096	Far Rockaway	20	0.36%
11096	Inwood	8	0.14%
11501	Mineola	110	1.96%
11507	Albertson	27	0.48%
11509	Atlantic Beach	23	0.41%
11510	Baldwin	247	4.40%
11510	North Baldwin	11	0.20%
11514	Carle Place	37	0.66%
11516	Cedarhurst	27	0.48%
11518	East Rockaway	21	0.37%
11520	Freeport	439	7.83%

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Zip Code	City	Frequency	Percentage
11530	Garden City	98	1.75%
11530	Stewart Manor	0	0.00%
11531	Garden City	7	0.12%
11542	Glen Cove	74	1.32%
11545	Glen Head	15	0.27%
11547	Glenwood Landing	8	0.14%
11548	Greenvale	13	0.23%
11550	Hempstead	891	15.89%
11550	South Hempstead	19	0.34%
11551	Hempstead	40	0.71%
11552	West Hempstead	156	2.78%
11553	Uniondale	363	6.47%
11554	East Meadow	80	1.43%
11557	Hewlett	41	0.73%
11558	Island Park	42	0.75%
11559	Lawrence	10	0.18%
11560	Locust Valley	13	0.23%
11561	East Atlantic Beach	2	0.04%
11561	Lido Beach	2	0.04%
11561	Long Beach	81	1.44%
11563	Lynbrook	82	1.46%
11565	Malverne	31	0.55%
11566	Merrick	40	0.71%
11566	North Merrick	1	0.02%
11568	Old Westbury	14	0.25%
11569	Point Lookout	0	0.00%
11570	Rockville Centre	98	1.75%
11571	Rockville Centre	7	0.12%
11572	Oceanside	52	0.92%
11572	Rockville Centre	1	0.02%
11575	Roosevelt	332	5.92%
11576	Roslyn	19	0.34%
11577	Roslyn Heights	17	0.30%
11579	Sea Cliff	16	0.29%

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Zip Code	City	Frequency	Percentage
11580	Valley Stream	206	3.67%
11581	Valley Stream	38	0.68%
11582	Valley Stream	1	0.02%
11590	Westbury	153	2.73%
11596	East Williston	21	0.37%
11599	Garden City	7	0.12%
11709	Bayville	3	0.05%
11710	Bellmore	47	0.84%
11710	North Bellmore	0	0.00%
11714	Bethpage	46	0.82%
11732	East Norwich	3	0.05%
11735	Farmingdale	45	0.80%
11735	South Farmingdale	2	0.04%
11753	Jericho	26	0.46%
11756	Levittown	80	1.43%
11758	Massapequa	48	0.86%
11758	North Massapequa	1	0.02%
11762	Massapequa Park	2	0.04%
11765	Mill Neck	4	0.07%
11771	Oyster Bay	3	0.05%
11783	Seaford	10	0.18%
11791	Syosset	16	0.29%
11793	Wantagh	4	0.07%
11797	Woodbury	3	0.05%
11798	Wyandanch	1	0.02%
11801	Hicksville	129	2.30%
11802	Hicksville	1	0.02%
11803	Hicksville	9	0.16%
11803	Plainview	7	0.12%
11804	Hicksville	2	0.04%
11804	Old Bethpage	2	0.04%
TOTAL		**5608**	**99.98%**

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

The majority of respondents (46.1%) indicated they had no personal vehicles available to their household.

Exhibit 3.22 Vehicle Ownership

n=7,677
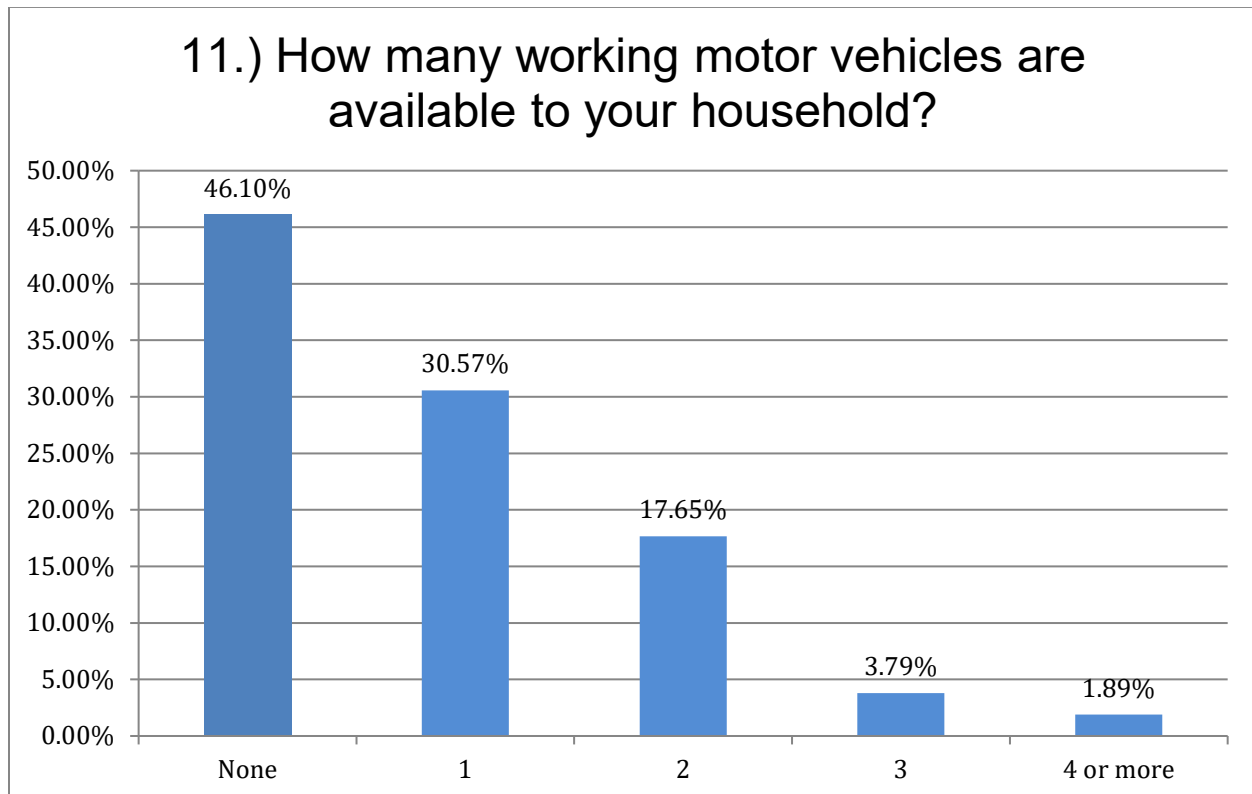
11.) How many working motor vehicles are available to your household?

Category	Percentage
None	46.10%
1	30.57%
2	17.65%
3	3.79%
4 or more	1.89%

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

More than 88 percent of respondents indicated they did not have access to a personal vehicle for the surveyed trip.

Exhibit 3.23 Private Vehicles Availability for This Trip

n=7,677
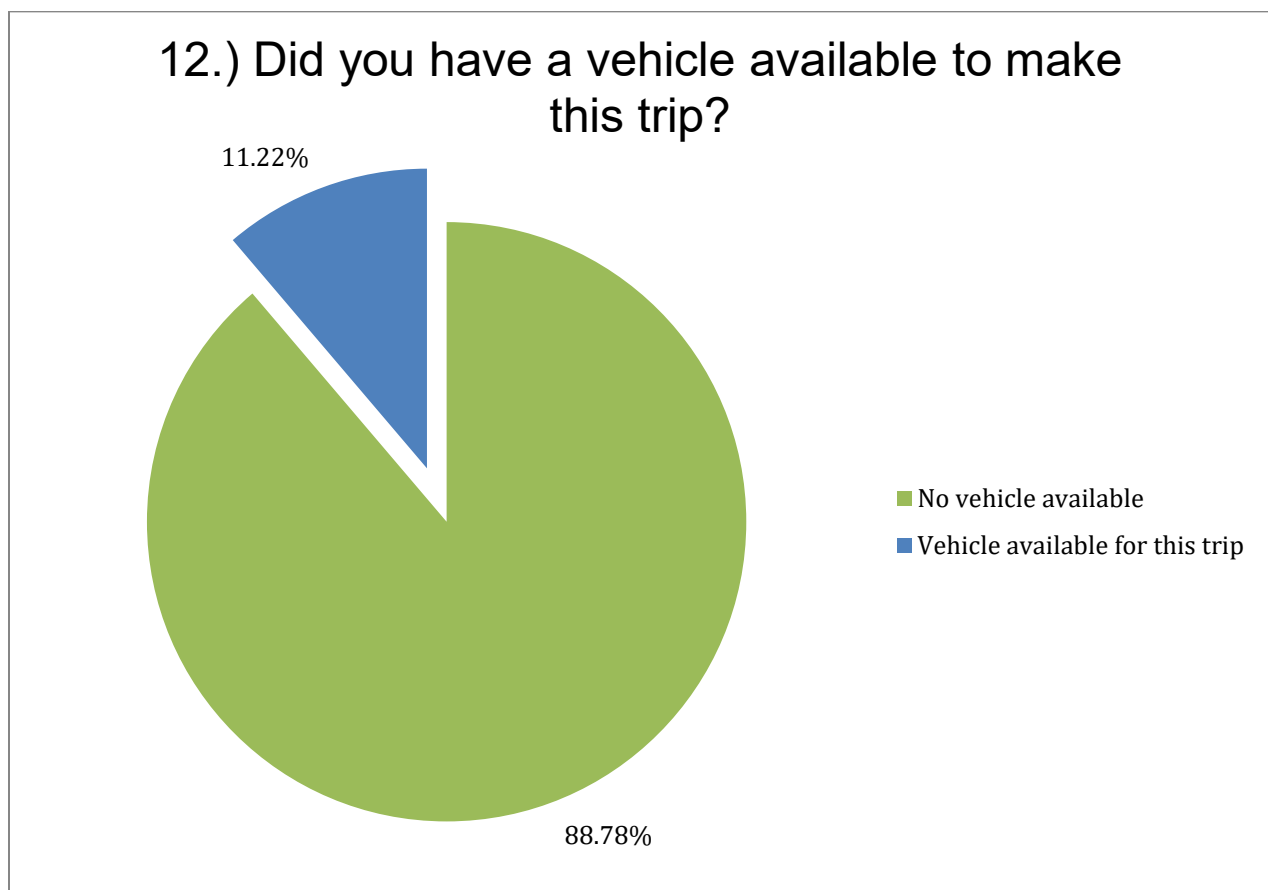
12.) Did you have a vehicle available to make this trip?

11.22%

88.78%

- No vehicle available
- Vehicle available for this trip

Question 13: Do you possess a valid driver license?

More than 54 percent of the total respondents cited no possession of a valid driver license.

Exhibit 3.24 Driver License

n=7,677
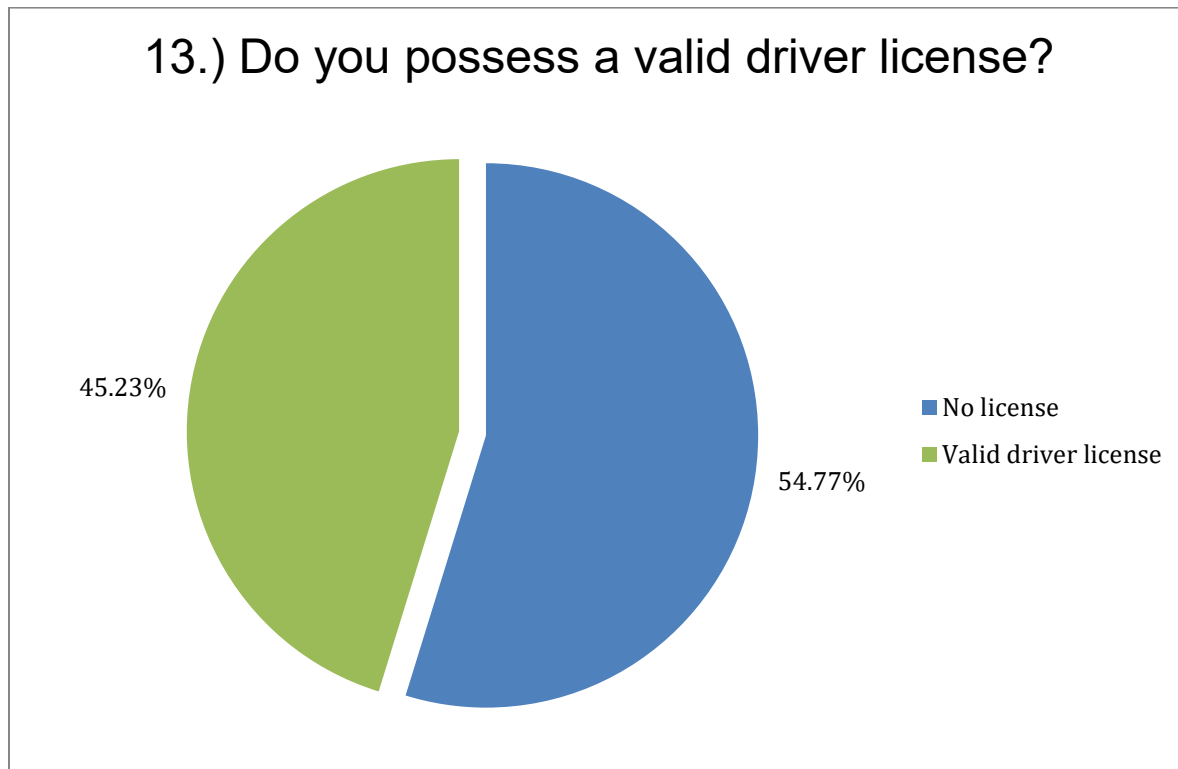
13.) Do you possess a valid driver license?

45.23%

54.77%

■ No license
■ Valid driver license

Question 14: What is your gender?

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

Exhibit 3.25 Respondent Gender

n=7,677
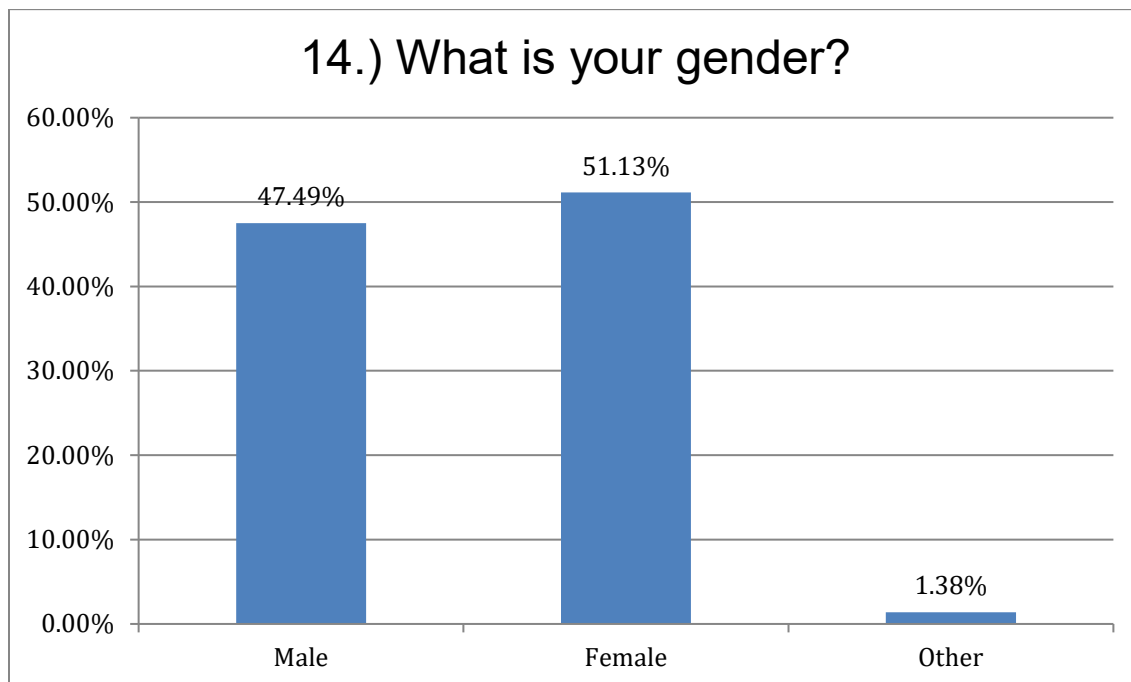
14.) What is your gender?

- Male: 47.49%
- Female: 51.13%
- Other: 1.38%

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Question 15: What is your age?

Adults aged 18-24made up the largest response group (26.98%). Persons aged 25-34 also comprised a significant portion of those surveyed (23.33%). Persons aged 35-44 and 45-64 were each around 20 percent (18.98% and 20/26%, respectively). Relatively few respondents indicated being 65 years of age or older or under 18 (3.79% and 6.67%, respectively).

Exhibit 3.26 Respondent Age

n=7,677
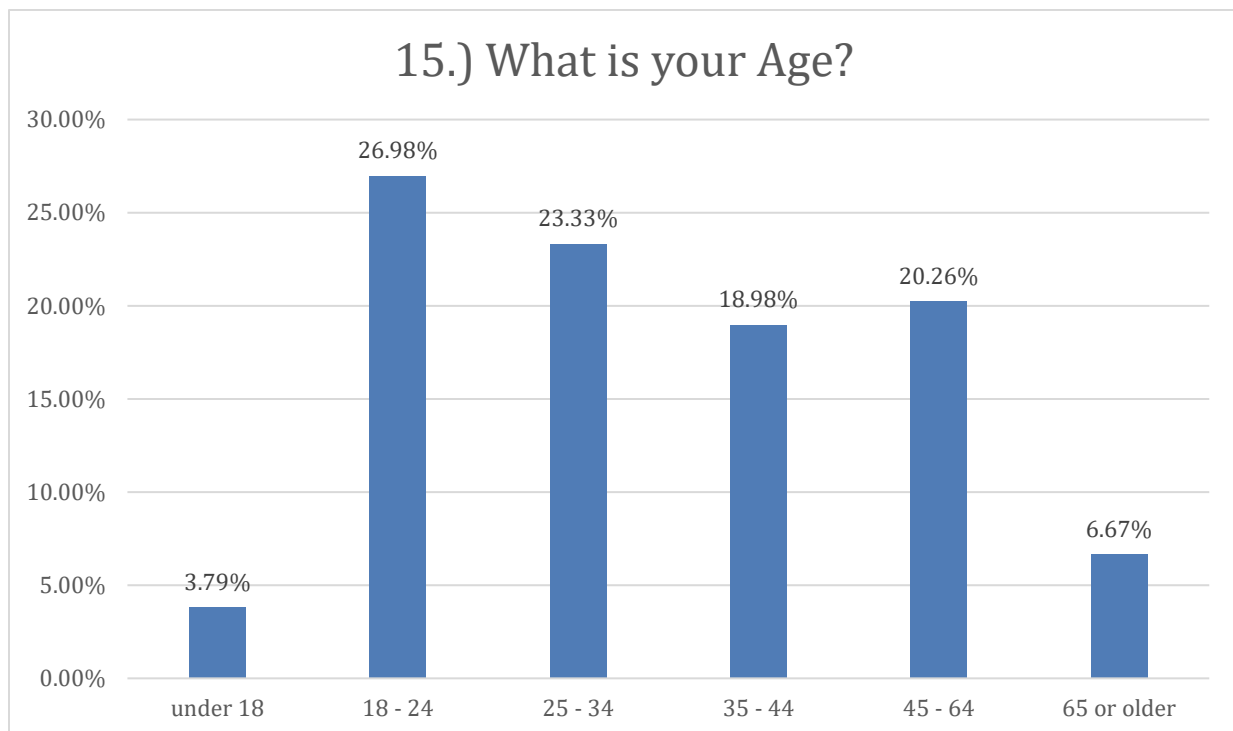
15.) What is your Age?

Question 16: Which of the following describes your status?

More than 72 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 12.5 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 13 percent said they were either full- or part-time students.

Exhibit 3.27 Employment Status

n=7,677
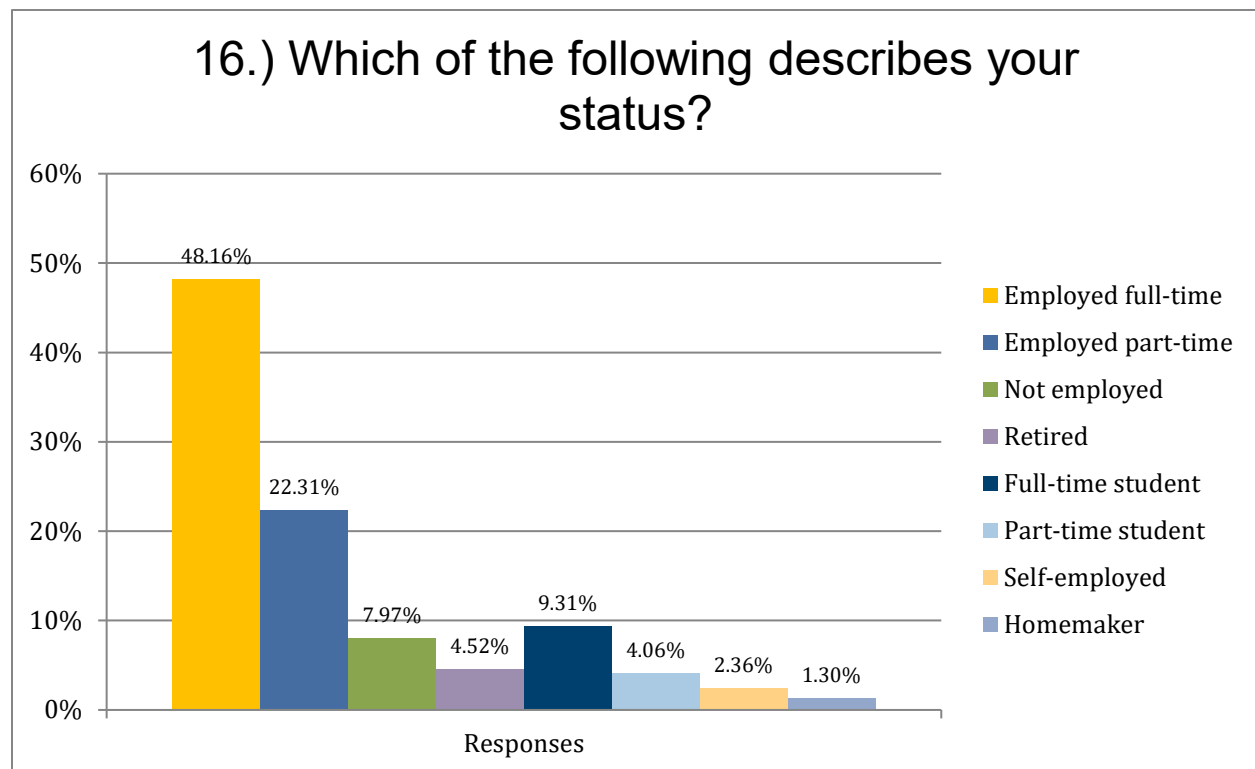
A data cross-tabulation was run comparing household income with employment status. Of note are the more than 27 percent who cited being employed full-time yet still reported an annual household income of less than $15,000. This is a significant increase over the 2021 survey reporting 16 percent.

Exhibit 3.28 Employment Status vs. Income
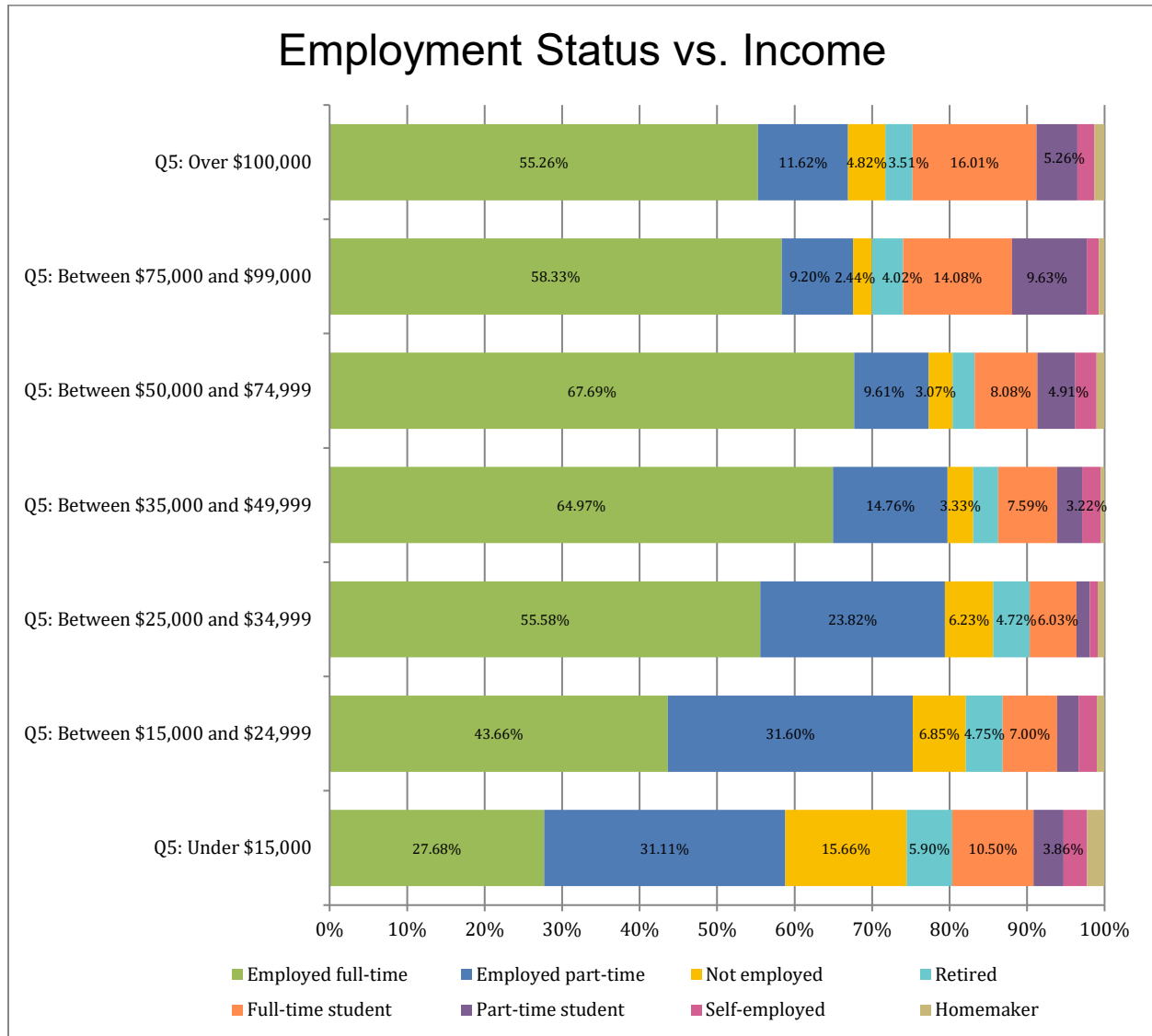
Employment Status vs. Income

Income	Employed full-time	Employed part-time	Not employed	Retired	Full-time student	Part-time student	Self-employed	Homemaker
Q5: Over $100,000	55.26%	11.62%	4.82%	3.51%	16.01%	5.26%		
Q5: Between $75,000 and $99,000	58.33%	9.20%	2.44%	4.02%	14.08%	9.63%		
Q5: Between $50,000 and $74,999	67.69%	9.61%	3.07%		8.08%	4.91%		
Q5: Between $35,000 and $49,999	64.97%	14.76%	3.33%		7.59%	3.22%		
Q5: Between $25,000 and $34,999	55.58%	23.82%	6.23%	4.72%	6.03%			
Q5: Between $15,000 and $24,999	43.66%	31.60%	6.85%	4.75%	7.00%			
Q5: Under $15,000	27.68%	31.11%	15.66%	5.90%	10.50%	3.86%		

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.

Exhibit 3.29 Boarding Location

n=7,533

Boarding Locations	Responses	
Hempstead	18.53%	1396
Jamaica	8.10%	610
Freeport	7.43%	560
Garden City	6.98%	526
Baldwin	4.16%	313
Uniondale	3.68%	277
Hicksville	3.41%	257
Mineola	3.29%	248
Great Neck	3.16%	238
Roosevelt	2.84%	214
Elmont	2.62%	197
Rockville Centre	2.08%	157
Lynbrook	1.79%	135
New Hyde Park	1.78%	134
Westbury	1.73%	130
Valley Stream	1.69%	127
Far Rockaway	1.63%	123
Amityville	1.46%	110

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Boarding Locations	Responses	
Farmingdale	1.22%	92
Queens Village	1.15%	87
East Meadow	1.09%	82
Long Beach	1.05%	79
Franklin Square	0.98%	74
Flushing	0.88%	66
Levittown	0.84%	63
West Hempstead	0.80%	60
Glen Cove	0.66%	50
Bellerose	0.65%	49
Babylon	0.64%	48
Massapequa	0.64%	48
Merrick	0.61%	46
Oceanside	0.57%	43
Floral Park	0.56%	42
Albertson	0.48%	36
Astoria	0.41%	31
Manhasset	0.40%	30
Roslyn	0.40%	30
Port Washington	0.37%	28
Long Island City	0.33%	25
Bellmore	0.32%	24
Bayside	0.31%	23
Hollis	0.31%	23
Plainview	0.29%	22
Hewlett	0.28%	21
Arverne	0.25%	19
Carle Place	0.25%	19
Bethpage	0.24%	18
Jericho	0.24%	18
Cedarhurst	0.23%	17
Atlantic Beach	0.20%	15
Island Park	0.20%	15
Old Westbury	0.19%	14
Amity Harbor	0.17%	13

Boarding Locations	Responses	
Cambria Heights	0.17%	13
East Rockaway	0.17%	13
Lake Success	0.17%	13
Aquebogue	0.16%	12
Laurelton	0.16%	12
Bay Shore	0.15%	11
Malverne	0.13%	10
Alden Manor	0.12%	9
Kings Point	0.12%	9
Lawrence	0.12%	9
Springfield Gardens	0.12%	9
Farmingville	0.11%	8
Glen Oaks	0.11%	8
Greenvale	0.11%	8
Rosedale	0.11%	8
Woodbury	0.11%	8
Bayport	0.09%	7
Bayville	0.09%	7
Elmhurst	0.09%	7
Jamaica Est	0.09%	7
Wantagh	0.09%	7
Brentwood	0.08%	6
Brookhaven	0.08%	6
Central Islip	0.08%	6
Corona	0.08%	6
Little Neck	0.08%	6
Manorhaven	0.08%	6
Massapequa Park	0.08%	6
Seaford	0.08%	6
Amagansett	0.07%	5
Centerport	0.07%	5
College Point	0.07%	5
East Elmhurst	0.07%	5
Forest Hills	0.07%	5
Roslyn Heights	0.07%	5

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Boarding Locations	Responses	
St. Albans	0.07%	5
Bellport	0.05%	4
Briarwood	0.05%	4
Davis Park	0.05%	4
Deer Park	0.05%	4
Huntington Station	0.05%	4
Lido Beach	0.05%	4
South Farmingdale	0.05%	4
Calverton	0.04%	3
Cherry Grove	0.04%	3
East Hampton	0.04%	3
Glen Head	0.04%	3
Great River	0.04%	3
Hauppauge	0.04%	3
Inwood	0.04%	3
Sands Point	0.04%	3
South Hempstead	0.04%	3
Center Moriches	0.03%	2
Copiague	0.03%	2
Dix Hills	0.03%	2
Douglaston	0.03%	2
East Northport	0.03%	2
East Williston	0.03%	2
Eastport	0.03%	2
Elwood	0.03%	2
Fair Harbor	0.03%	2
Huntington	0.03%	2
Lindenhurst	0.03%	2
Middle Village	0.03%	2
North Baldwin	0.03%	2
Oyster Bay	0.03%	2
Beechhurst	0.01%	1
Bohemia	0.01%	1
Bridgehampton	0.01%	1
Brightwaters	0.01%	1

Boarding Locations	Responses	
Broad Channel	0.01%	1
Captree Island	0.01%	1
Centereach	0.01%	1
Ctr Moriches	0.01%	1
Cutchogue	0.01%	1
East Atlantic Beach	0.01%	1
East Marion	0.01%	1
East Moriches	0.01%	1
East Norwich	0.01%	1
East Quogue	0.01%	1
East Setauket	0.01%	1
Edgemere	0.01%	1
Edgewood	0.01%	1
Elmhurst A	0.01%	1
Fresh Meadows	0.01%	1
Gilgo Beach	0.01%	1
Glendale	0.01%	1
Glenwood Landing	0.01%	1
Hampton Bays	0.01%	1
Jackson Heights	0.01%	1
Jamesport	0.01%	1
John F Kennedy Airport	0.01%	1
Kew Gardens	0.01%	1
Kings Park	0.01%	1
Manorville	0.01%	1
Meacham	0.01%	1
Medford	0.01%	1
Middle Island	0.01%	1
Montauk	0.01%	1
Neponsit	0.01%	1
Nesconset	0.01%	1
North Bellmore	0.01%	1
North Massapequa	0.01%	1
North Merrick	0.01%	1

Boarding Locations	Responses	
Old Bethpage	0.01%	1
Ozone Park	0.01%	1
Peconic	0.01%	1
Quogue	0.01%	1
Ridge	0.01%	1
Sea Cliff	0.01%	1
Shelter Island	0.01%	1
Smithtown	0.01%	1
South Richmond Hill	0.01%	1
Stewart Manor	0.01%	1
Upton	0.01%	1
Wainscott	0.01%	1
	Answered	**7533**
	Skipped	**512**

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.

Exhibit 3.30 Alighting Location

n=7,533

Alighting Locations	Responses	
Hempstead	19.49%	1468
Jamaica	7.61%	573
Garden City	7.38%	556
Freeport	6.36%	479
Uniondale	4.59%	346
Mineola	4.49%	338
Baldwin	3.50%	264
Great Neck	2.93%	221
Hicksville	2.54%	191
Elmont	2.51%	189
Farmingdale	2.07%	156
Rockville Centre	2.04%	154
Roosevelt	2.04%	154
Westbury	1.91%	144
Lynbrook	1.89%	142
New Hyde Park	1.75%	132
Valley Stream	1.69%	127
Far Rockaway	1.66%	125
Franklin Square	1.19%	90
Amityville	1.13%	85
Long Beach	1.08%	81
East Meadow	1.00%	75
Queens Village	0.84%	63
Babylon	0.77%	58
Levittown	0.73%	55
Glen Cove	0.72%	54
Flushing	0.66%	50

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Alighting Locations	Responses	
West Hempstead	0.64%	48
Floral Park	0.62%	47
Bellerose	0.57%	43
Oceanside	0.50%	38
Astoria	0.46%	35
Carle Place	0.45%	34
Merrick	0.44%	33
Manhasset	0.42%	32
Port Washington	0.42%	32
Massapequa	0.40%	30
Roslyn	0.40%	30
Hollis	0.38%	29
Long Island City	0.36%	27
Aquebogue	0.32%	24
Bellmore	0.32%	24
Plainview	0.31%	23
Albertson	0.29%	22
Arverne	0.28%	21
Atlantic Beach	0.28%	21
Bayside	0.27%	20
Greenvale	0.25%	19
Bethpage	0.24%	18
Hewlett	0.24%	18
Jericho	0.24%	18
Cambria Heights	0.21%	16
Island Park	0.21%	16
Jamaica Est	0.21%	16
Lake Success	0.21%	16
Old Westbury	0.21%	16
Amity Harbor	0.19%	14
Laurelton	0.19%	14
Springfield Gardens	0.19%	14
Bay Shore	0.16%	12
Cedarhurst	0.15%	11
Rosedale	0.15%	11

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Alighting Locations	Responses	
East Williston	0.13%	10
Huntington	0.13%	10
Alden Manor	0.11%	8
Farmingville	0.11%	8
Little Neck	0.11%	8
Roslyn Heights	0.11%	8
Amagansett	0.09%	7
Kings Point	0.09%	7
Elmhurst	0.08%	6
Inwood	0.08%	6
Kings Park	0.08%	6
Malverne	0.08%	6
South Hempstead	0.08%	6
Briarwood	0.07%	5
Bridgehampton	0.07%	5
College Point	0.07%	5
East Hampton	0.07%	5
Forest Hills	0.07%	5
Fresh Meadows	0.07%	5
Huntington Station	0.07%	5
South Farmingdale	0.07%	5
St. Albans	0.07%	5
Woodbury	0.07%	5
Bayport	0.05%	4
Bayville	0.05%	4
Bellport	0.05%	4
Cherry Grove	0.05%	4
Corona	0.05%	4
Deer Park	0.05%	4
Lawrence	0.05%	4
Manorhaven	0.05%	4
Melville	0.05%	4
Sea Cliff	0.05%	4
Seaford	0.05%	4
Wantagh	0.05%	4

Alighting Locations	Responses	
Brentwood	0.04%	3
Centereach	0.04%	3
Centerport	0.04%	3
Central Islip	0.04%	3
Dix Hills	0.04%	3
East Northport	0.04%	3
Glen Head	0.04%	3
Glenwood Landing	0.04%	3
Holtsville	0.04%	3
Manorville	0.04%	3
Massapequa Park	0.04%	3
Meacham	0.04%	3
Beechhurst	0.03%	2
Blue Point	0.03%	2
Bohemia	0.03%	2
Breezy Point	0.03%	2
Brightwaters	0.03%	2
Brookhaven	0.03%	2
Coram	0.03%	2
East Atlantic Beach	0.03%	2
East Elmhurst	0.03%	2
East Rockaway	0.03%	2
Fort Totten	0.03%	2
Glen Oaks	0.03%	2
Glendale	0.03%	2
Great River	0.03%	2
Hauppauge	0.03%	2
Jackson Heights	0.03%	2
Lloyd Harbor	0.03%	2
North Baldwin	0.03%	2
North Massapequa	0.03%	2
Northport	0.03%	2
Rockaway Beach	0.03%	2
Rockaway Park	0.03%	2
South Ozone Park	0.03%	2

Alighting Locations	Responses	
Stewart Manor	0.03%	2
Broad Channel	0.01%	1
Calverton	0.01%	1
Captree Island	0.01%	1
Center Moriches	0.01%	1
Copiague	0.01%	1
Cutchogue	0.01%	1
East Islip	0.01%	1
East Marion	0.01%	1
East Moriches	0.01%	1
East Norwich	0.01%	1
East Patchogue	0.01%	1
Eastport	0.01%	1
Edgemere	0.01%	1
Edgewood	0.01%	1
Elmhurst A	0.01%	1
Elwood	0.01%	1
Fair Harbor	0.01%	1
Gilgo Beach	0.01%	1
Halesite	0.01%	1
Hampton Bays	0.01%	1
Holbrook	0.01%	1
Howard Beach	0.01%	1
Islandia	0.01%	1
Kew Gardens	0.01%	1
Lake Grove	0.01%	1
Lake Ronkonkoma	0.01%	1
Lido Beach	0.01%	1
Maspeth	0.01%	1
Medford	0.01%	1
Middle Village	0.01%	1
Oak Beach	0.01%	1
Oakdale	0.01%	1
Ozone Park	0.01%	1
Port Jefferson	0.01%	1

Alighting Locations	Responses	
Remsenburg	0.01%	1
Ridgewood	0.01%	1
Riverhead	0.01%	1
Sagaponack	0.01%	1
Sound Beach	0.01%	1
Syosset	0.01%	1
Upton	0.01%	1
Wave Crest	0.01%	1
Wyandanch	0.01%	1
Cold Spring Harbor	0.00%	0
Commack	0.00%	0
Ctr Moriches	0.00%	0
Davis Park	0.00%	0
Douglaston	0.00%	0
East Quogue	0.00%	0
East Setauket	0.00%	0
East Yaphank	0.00%	0
Fire Island Pines	0.00%	0
Fishers	0.00%	0
Flanders	0.00%	0
Fort Tilden	0.00%	0
Greenlawn	0.00%	0
Greenport	0.00%	0
Islip	0.00%	0
Islip Terrace	0.00%	0
Jackson Hts	0.00%	0
Jamesport	0.00%	0
John F Kennedy Airport	0.00%	0
Kismet	0.00%	0
La Guardia Airport	0.00%	0
Laurel	0.00%	0
Lindenhurst	0.00%	0
Locust Valley	0.00%	0
Malba	0.00%	0
Mastic	0.00%	0

Alighting Locations	Responses	
Mastic Beach	0.00%	0
Mattituck	0.00%	0
Mid Island	0.00%	0
Middle Island	0.00%	0
Middle Vlg	0.00%	0
Mill Neck	0.00%	0
Miller Place	0.00%	0
Montauk	0.00%	0
Moriches	0.00%	0
Mount Sinai	0.00%	0
Neponsit	0.00%	0
Nesconset	0.00%	0
New Suffolk	0.00%	0
North Babylon	0.00%	0
North Bellmore	0.00%	0
North Merrick	0.00%	0
Oak Island	0.00%	0
Oakland Gardens	0.00%	0
Ocean Beach	0.00%	0
Old Bethpage	0.00%	0
Orient	0.00%	0
Oyster Bay	0.00%	0
Patchogue	0.00%	0
Peconic	0.00%	0
Plandome	0.00%	0
Point Lookout	0.00%	0
Port Jefferson Station	0.00%	0
Prt Jefferson	0.00%	0
Prt Jefferson Station	0.00%	0
Quogue	0.00%	0
Rego Park	0.00%	0
Richmond Hill	0.00%	0
Ridge	0.00%	0
Rockaway Point	0.00%	0
Rocky Point	0.00%	0

Alighting Locations	Responses	
Ronkonkoma	0.00%	0
Sag Harbor	0.00%	0
Saltaire	0.00%	0
Sands Point	0.00%	0
Sayville	0.00%	0
Selden	0.00%	0
Setauket	0.00%	0
Shelter Island	0.00%	0
Shelter Island Heights	0.00%	0
Shirley	0.00%	0
Shoreham	0.00%	0
Smithtown	0.00%	0
South Jamesport	0.00%	0
South Richmond Hill	0.00%	0
South Setauket	0.00%	0
Southampton	0.00%	0
Southold	0.00%	0
Speonk	0.00%	0
St. James	0.00%	0
Stony Brook	0.00%	0
Sunnyside	0.00%	0
Wading River	0.00%	0
Wainscott	0.00%	0
Water Mill	0.00%	0
West Babylon	0.00%	0
West Brentwood	0.00%	0
West Gilgo Beach	0.00%	0
West Islip	0.00%	0
	Answered	**7533**
	Skipped	**512**

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

A little more than 54 percent of respondents cited use of a transfer as part of their trip.

Exhibit 3.31 Incidence of Transfer
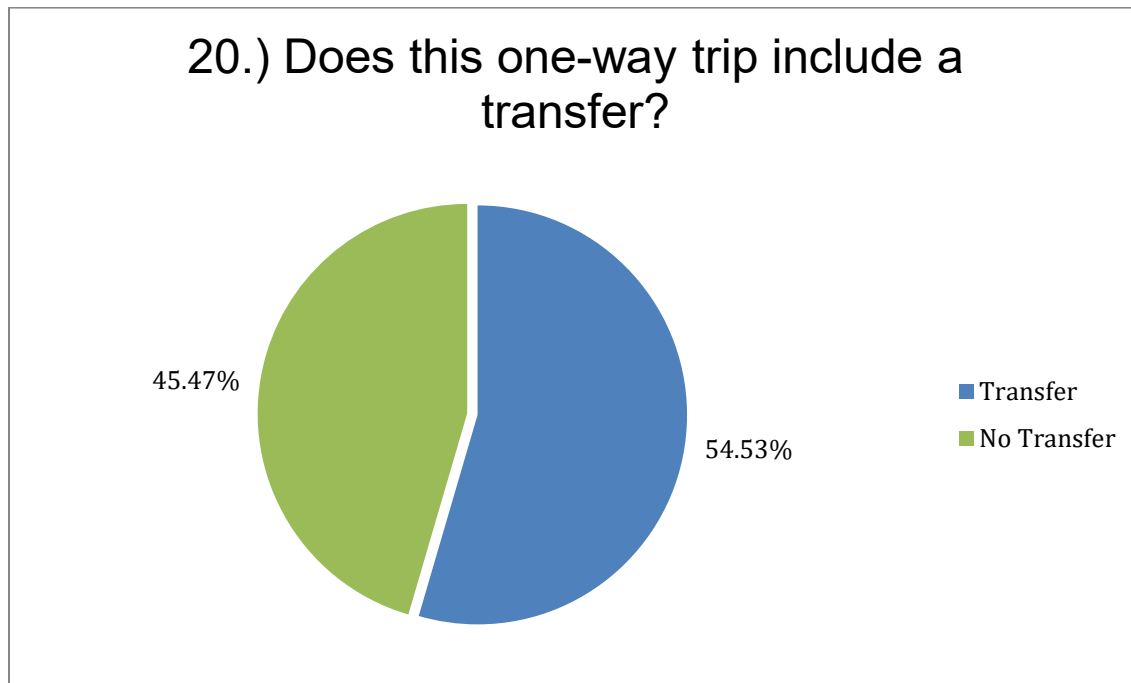
n=7,533

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

- Transfer: 54.53%
- No Transfer: 45.47%

There was a correlation between respondents who indicated a transfer was part of their trip and the respondent's initial boarding location. The most highly trafficked boarding locations (Hempstead, Jamaica, Freeport, Garden City, Baldwin, Uniondale) are also experienced the highest incidence of transfers.

Exhibit 3.32 Incidence of Transfer by Boarding Location

n=7,533

Boarding Location	No Transfer	Transfer	Grand Total
Hempstead	679	717	1396
Jamaica	257	353	610
Garden City	234	292	526
Freeport	280	280	560
Baldwin	118	195	313
Great Neck	92	146	238
Uniondale	136	141	277
Mineola	116	132	248
Hicksville	132	125	257
Elmont	73	124	197
Roosevelt	110	104	214
Rockville Centre	74	83	157
Lynbrook	56	79	135
Westbury	52	78	130
Valley Stream	50	77	127
New Hyde Park	62	72	134
Far Rockaway	56	67	123
Amityville	49	61	110
Farmingdale	42	50	92
Queens Village	39	48	87
Franklin Square	27	47	74
East Meadow	40	42	82
Flushing	25	41	66
Long Beach	41	38	79

Boarding Location	No Transfer	Transfer	Grand Total
West Hempstead	23	37	60
Babylon	15	33	48
Massapequa	16	32	48
Levittown	32	31	63
Merrick	18	28	46
Glen Cove	24	26	50
Albertson	13	23	36
Bellerose	27	22	49
Oceanside	21	22	43
Bellmore	5	19	24
Astoria	14	17	31
Manhasset	14	16	30
Roslyn	14	16	30
Floral Park	27	15	42
Long Island City	11	14	25
Hollis	10	13	23
Arverne	8	11	19
Bayside	12	11	23
Plainview	11	11	22
Carle Place	9	10	19
Cedarhurst	7	10	17
Laurelton	2	10	12
Old Westbury	4	10	14
Port Washington	18	10	28
Bethpage	9	9	18
Cambria Heights	4	9	13
Bay Shore	3	8	11
Hewlett	13	8	21
Lake Success	5	8	13
Alden Manor	2	7	9
Aquebogue	5	7	12
Atlantic Beach	8	7	15

Boarding Location	No Transfer	Transfer	Grand Total
Malverne	3	7	10
Island Park	9	6	15
Jericho	12	6	18
Kings Point	3	6	9
Amity Harbor	8	5	13
Brookhaven	1	5	6
College Point		5	5
Springfield Gardens	4	5	9
Woodbury	3	5	8
Bellport		4	4
Briarwood		4	4
Corona	2	4	6
Deer Park		4	4
East Rockaway	9	4	13
Forest Hills	1	4	5
Greenvale	4	4	8
Jamaica Est	3	4	7
Little Neck	2	4	6
Rosedale	4	4	8
Wantagh	3	4	7
Bayport	4	3	7
Brentwood	3	3	6
Central Islip	3	3	6
East Elmhurst	2	3	5
East Hampton		3	3
Elmhurst	4	3	7
Farmingville	5	3	8
Glen Oaks	5	3	8
Lawrence	6	3	9
Lido Beach	1	3	4
Massapequa Park	3	3	6
Seaford	3	3	6

Boarding Location	No Transfer	Transfer	Grand Total
South Farmingdale	1	3	4
St. Albans	2	3	5
Amagansett	3	2	5
Bayville	5	2	7
Calverton	1	2	3
Centerport	3	2	5
Dix Hills		2	2
Douglaston		2	2
East Williston		2	2
Elwood		2	2
Great River	1	2	3
Hauppauge	1	2	3
Inwood	1	2	3
Manorhaven	4	2	6
Middle Village		2	2
Roslyn Heights	3	2	5
Sands Point	1	2	3
Beechhurst		1	1
Bohemia		1	1
Broad Channel		1	1
Captree Island		1	1
Center Moriches	1	1	2
Cherry Grove	2	1	3
Copiague	1	1	2
Cutchogue		1	1
Davis Park	3	1	4
East Marion		1	1
East Moriches		1	1
East Northport	1	1	2
East Norwich		1	1
East Quogue		1	1
East Setauket		1	1

Boarding Location	No Transfer	Transfer	Grand Total
Eastport	1	1	2
Edgewood		1	1
Elmhurst A		1	1
Fair Harbor	1	1	2
Gilgo Beach		1	1
Glen Head	2	1	3
Glenwood Landing		1	1
Huntington	1	1	2
Huntington Station	3	1	4
Jamesport		1	1
Kew Gardens		1	1
Kings Park		1	1
Lindenhurst	1	1	2
Manorville		1	1
Medford		1	1
Middle Island		1	1
Nesconset		1	1
North Baldwin	1	1	2
North Massapequa		1	1
Oyster Bay	1	1	2
Ozone Park		1	1
Peconic		1	1
Smithtown		1	1
South Richmond Hill		1	1
Wainscott		1	1
Bridgehampton	1		1
Brightwaters	1		1
Centereach	1		1
Ctr Moriches	1		1
East Atlantic Beach	1		1
Edgemere	1		1
Fresh Meadows	1		1

Boarding Location	No Transfer	Transfer	Grand Total
Glendale	1		1
Hampton Bays	1		1
Jackson Heights	1		1
John F Kennedy Airport	1		1
Meacham	1		1
Montauk	1		1
Neponsit	1		1
North Bellmore	1		1
North Merrick	1		1
Old Bethpage	1		1
Quogue	1		1
Ridge	1		1
Sea Cliff	1		1
Shelter Island	1		1
South Hempstead	3		3
Stewart Manor	1		1
Upton	1		1
Grand Total	**3425**	**4108**	**7533**

Exhibit 3.33 illustrates the number of riders who indicated a trip transfer by route surveyed.

Route n4 featured the highest percentage of transfers (72.5%), while Route n26 featured the lowest (40.8 percent).

Exhibit 3.33 Incidence of Transfer by Route (n1 – n80, MMS, ELFX, PWS)

n=7,533

Incidence of Transference by Route

Route	Transfer	No Transfer
Port Washington Shuttle	38.46%	61.54%
N80 - Hicksville - Massapequa	34.48%	65.52%
N72 - Hempstead - Farmingdale	46.15%	53.85%
N33 - Far Rockaway - Long Beach	38.24%	61.76%
N31x - Hemp - Far Rockaway Express	38.89%	61.11%
N78 - Hicksville - Plainview	60.71%	39.29%
N71 - Hempstead - Sunrise Mall	58.06%	41.94%
N22x - Hillside Avenue Express	47.92%	52.08%
N21 - Great Neck - Glen Cove	53.49%	46.51%
N57 - Great Neck Loop	68.57%	31.43%
N58 - Great Neck - Kings Point	50.00%	50.00%
elfx- Elmont flexi	62.50%	37.50%
N16x - Hempstead - NCC EXPRESS	50.00%	50.00%
N79 - Hicksville - S. Huntington	48.39%	51.61%
Mercy medical shuttle	57.14%	42.86%
N1 - Jamaica/Elmont-Hewlett	44.79%	55.21%
N23 - Mineola - Manorhaven	54.22%	45.78%
N20h - Great Neck - Hicksville	37.59%	62.41%
N48 - Hemp - Hicks via Carman	49.51%	50.49%
N26 - Jamaica - Great Neck	68.92%	31.08%
N49 - Hemp - Hicks via Newbridge	47.75%	52.25%
N19 - Freeport - Massapequa	68.97%	31.03%
N27 - Hempstead - Glen Cove	53.73%	46.27%
N4x - Freeport - Jamaica EXPRESS	63.48%	36.52%
N20g - Flushing - Great Neck	71.82%	28.18%
N6X - Hempstead - Jamaica EXPRESS	62.31%	37.69%
N55 - Hempstead - Sunrise Mall	49.73%	50.27%
N31 - Hemp - Far Rockaway via W. Bwy	56.00%	44.00%
N32 - Hemp - Far Rockaway via Bwy	61.11%	38.89%
N54 - Hempstead - Sunrise Mall	53.69%	46.31%
N16 - Garden City - Rockville Center	54.81%	45.19%
N15 - Garden City - Long Beach	47.24%	52.76%
N35 - Baldwin - Westbury	50.73%	49.27%
N25 - Lynbrook - Great Neck	60.00%	40.00%
N43 - Garden City - Freeport	44.28%	55.72%
N24 - Jamaica - Garden City/Hicksville	49.88%	50.12%
N70 - Hempstead - Farm St Coll	51.39%	48.61%
N40/41 - Mineola - Freeport	55.40%	44.60%
N22 - Jamaica - Mineola/Hicksville	60.64%	39.36%
N6 - Jamaica - Hempstead	60.20%	39.80%
N4 - Jamaica - Freeport	59.20%	40.80%

■ Transfer ■ No Transfer

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

The majority of respondents (63.64%) indicated walking to the bus stop, with 28.29 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 (0.5%).

Exhibit 3.34 Bus Stop Access

n=7,533
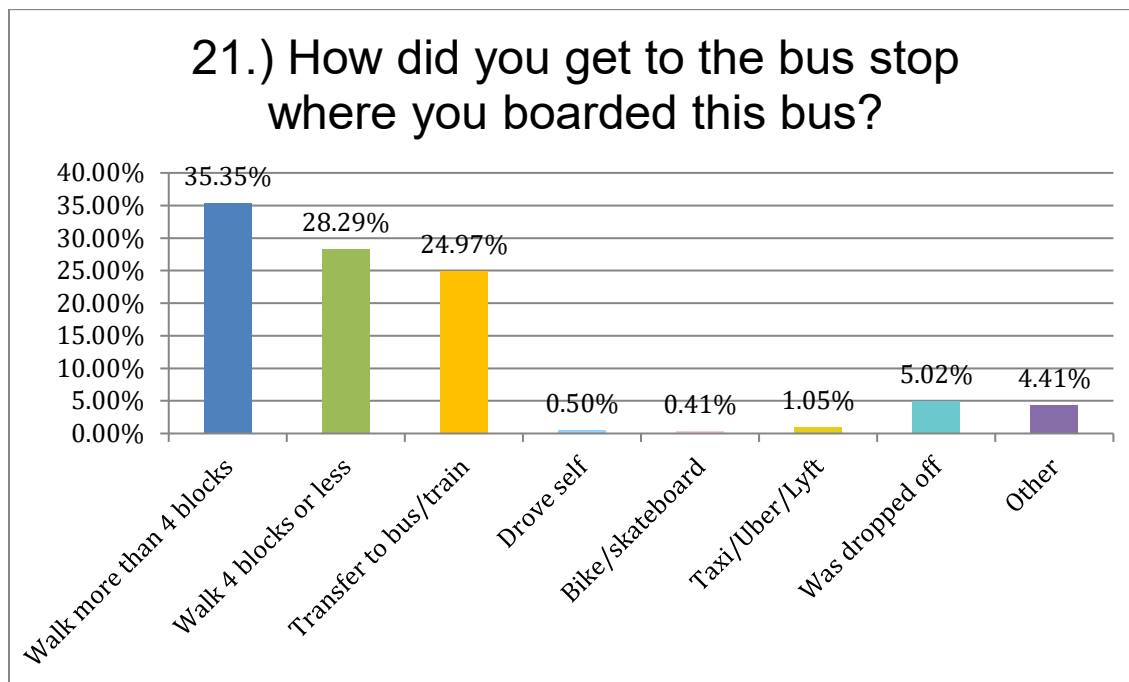
Routes MMS and n21 had the highest incidence of riders walking more than four blocks (57.14% and 51.5%, respectively). Route n57 had the highest percentage transferring to/from another bus or train (40.0%). Route n19 had the highest incidence of riders being dropped off at the bus stop (28.74%).

Exhibit 3.35.a Bus Stop Access by Route (MMS, ELFX, n1 – n27)
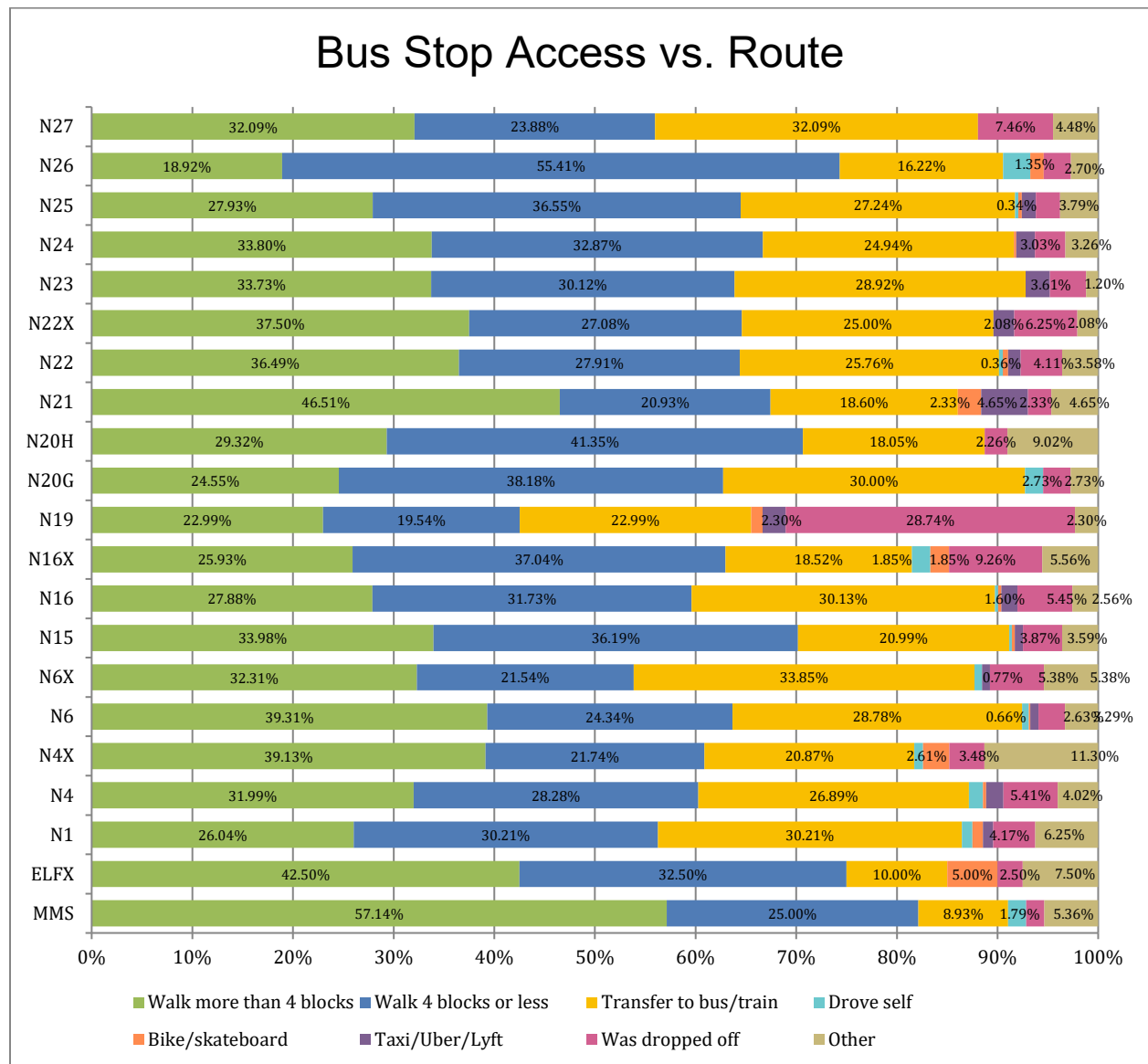
n=4,410

Bus Stop Access vs. Route

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

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

n=3,123

Bus Stop Access vs. Route

Route	Walk more than 4 blocks	Walk 4 blocks or less	Transfer to bus/train	Drove self	Bike/skateboard	Taxi/Uber/Lyft	Was dropped off	Other
PWS	73.08%		3.85%	19.23%				
N80	65.52%	13.79%	13.79%					
N79	24.19%	33.87%	20.97%			1.61%	6.45%	1.61%
N78	35.71%	14.29%	21.43%					7.14%
N72	38.46%	30.77%	26.92%					3.85%
N71	51.61%	19.35%	16.13%		3.23%			
N70	39.19%	29.55%	19.49%					3.85%
N58	16.00%	46.00%	34.00%					
N57	34.29%	25.71%	40.00%					
N55	42.78%	10.16%	24.06%	0.53%				13.37%
N54	38.11%	11.07%	29.51%	0.41%				11.07%
N49	38.74%	28.83%	25.23%			1.80%		1.80%
N48	35.92%	33.01%	24.27%					1.94%
N43	41.61%	27.74%	20.92%				1.22%	1.95%
N40/41	38.76%	22.48%	27.26%	0.35%				4.42%
N25	35.48%	30.50%	21.11%		1.17%			8.21%
N33	38.24%	35.29%	23.53%					2.94%
N32	32.10%	31.48%	27.78%					4.94%
N31X	30.56%	38.89%	13.89%					8.33%
N31	34.86%	32.00%	21.71%	0.57%				3.43%

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

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

Interestingly, a fairly significant number of respondents (16.76%) who reported their NICE trip did not include a transfer indicated accessing the bus stop via a transfer from another bus or train. The cause for this discrepancy is unclear.

Exhibit 3.36 Bus Stop Origin Access vs. Incidence of Transfer
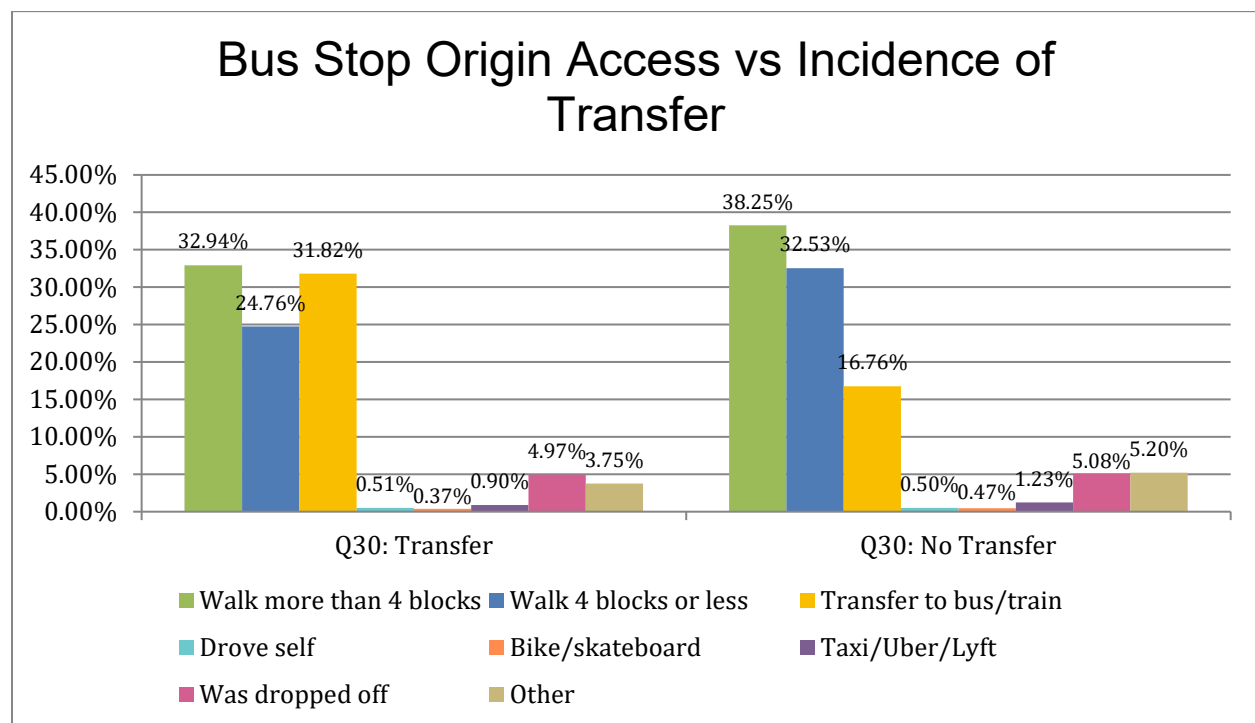
n=7,533

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 (63.95%) indicated they would travel to their destination on foot once they alight the bus. Thirty one percent would travel less than four blocks. About 26 percent would transfer to another bus or train.

Exhibit 3.37 Destination Access

n=7,533

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

- Walk more than 4 blocks: 32.83%
- Walk 4 blocks or less: 31.12%
- Transfer to bus/train: 26.83%
- Drove self: 0.66%
- Bike/skateboard: 0.46%
- Taxi/Uber/Lyft: 0.97%
- Get picked up: 2.44%
- Other: 4.69%
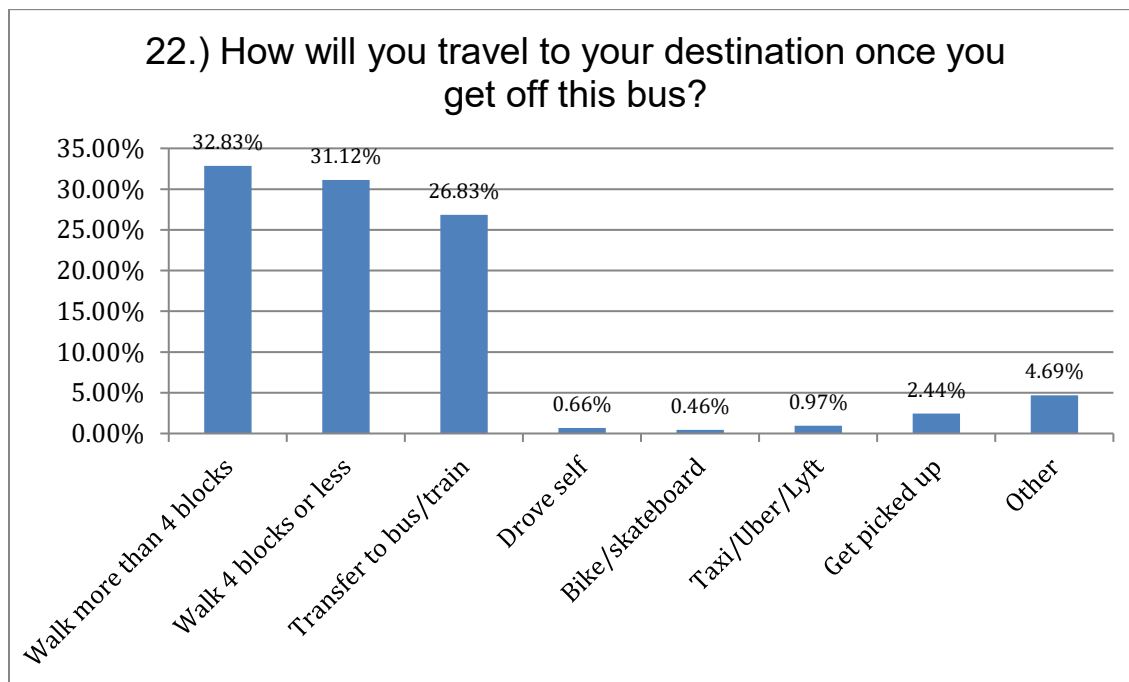
Route n72 had the highest percentage of riders walking to their destination (76.93%). Route PWS had the highest incidence of riders walking more than four blocks (65.38%), while Route n79 had the lowest (19.35%).

Exhibit 3.38.a Destination Access by Route (n1 – n27, MMS, ELFX)

n=4,410

Destination Access by Route

Route	Walk more than 4 blocks	Walk 4 blocks or less	Transfer to bus/train	Drove self	Bike/skateboard	Taxi/Uber/Lyft	Get picked up	Other
N27	34.33%	28.36%	19.40%			2.24%	3.73%	11.94%
N26	25.68%	35.14%	35.14%					2.70%
N25	21.38%	40.34%	33.45%				2.07%	1.03%
N24	31.93%	32.17%	28.21%				0.93%	4.20%
N23	36.14%	33.73%	21.69%	1.20%		3.61%		2.41%
N22X	29.17%	31.25%	20.83%		4.17%	6.25%		6.25%
N22	33.27%	30.23%	28.80%			1.43%		3.22%
N21	46.51%	30.23%	18.60%				2.33%	
N20H	20.30%	56.39%	18.80%			2.26%		1.50%
N20G	22.73%	30.00%	41.82%				4.55%	
N19	29.89%	19.54%	41.38%			5.75%		2.30%
N16X	29.63%	35.19%	16.67%	3.70%	1.85%	3.70%		7.41%
N16	27.56%	44.55%	24.04%				1.60%	
N15	36.46%	33.43%	20.17%	0.55%	5.52%			2.76%
N6X	43.08%	17.69%	26.15%	2.31%		1.54%		7.69%
N6	36.68%	26.15%	31.25%			1.64%		2.96%
N4X	29.57%	18.26%	33.91%	2.61%		3.48%		6.96%
N4	31.38%	28.90%	31.99%			2.16%		3.09%
N1	29.17%	39.58%	18.75%	2.08%		2.08%		6.25%
ELFX	50.00%	12.50%	25.00%			2.50%		7.50%
MMS	50.00%	25.00%	16.07%			3.57%		5.36%

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

Exhibit 3.38.b Destination Access by Route (n31 – n80, PWS)

n=3123

Destination Access by Route

Route	Walk more than 4 blocks	Walk 4 blocks or less	Transfer to bus/train	Drove self	Bike/skateboard	Taxi/Uber/Lyft	Get picked up	Other
PWS	65.38%	11.54%	23.08%					
N80	44.83%	27.59%	13.79%			3.45%		10.34%
N79	19.35%	38.71%	35.48%			3.23%		1.61%
N78	39.29%	32.14%	10.71%		3.57%	7.14%		7.14%
N72	42.31%	34.62%	11.54%		3.85%	3.85%		3.85%
N71	35.48%	32.26%	22.58%		3.23%		3.23%	
N70	39.40%	28.05%	24.20%			1.71%		4.50%
N58	22.00%	44.00%	30.00%				2.00%	
N57	20.00%	54.29%	22.86%				2.86%	
N55	31.55%	27.81%	19.25%		1.60%			18.18%
N54	29.92%	22.95%	25.00%		3.69%			17.21%
N49	38.74%	24.32%	27.93%			3.60%		3.60%
N48	33.98%	32.04%	26.21%			3.88%		2.91%
N43	30.90%	38.93%	22.14%			3.16%		2.68%
N40/41	34.51%	24.25%	32.92%			2.48%		4.78%
N25	34.02%	31.38%	19.35%			3.23%		10.26%
N33	26.47%	41.18%	26.47%					5.88%
N32	30.86%	36.42%	27.16%			2.47%		
N31X	33.33%	33.33%	13.89%	2.78%			2.78%	11.11%
N31	33.71%	32.57%	26.29%				4.00%	2.29%

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

Riders whose trip did not include a transfer were significantly more likely (40.47%) to walk four blocks or less to their final destination than those who did (23.32%). About 10 percent of riders who said their trip did not include a transfer indicated that they transferred from a bus or train. The reason for this discrepancy is unclear.

Exhibit 3.39 Destination Access vs. Incidence of Transfer
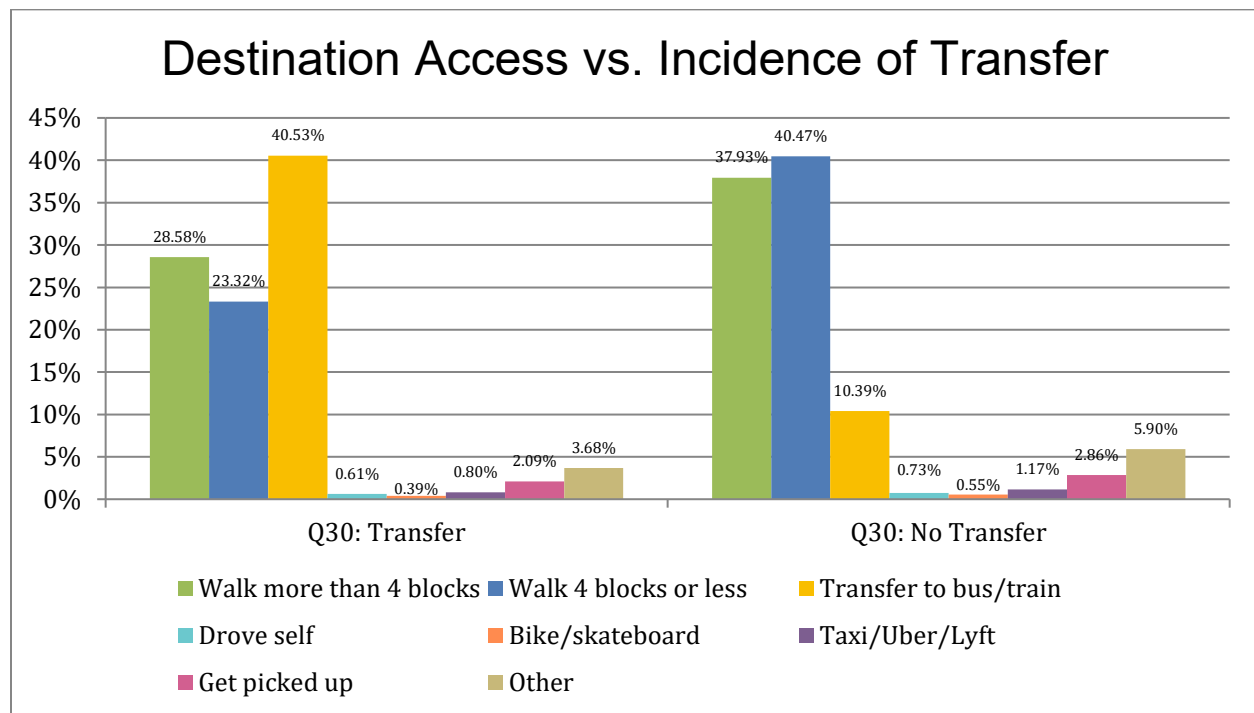
n=7,533

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 (56.31%), followed by school (13.31%).

Exhibit 3.40 Trip Purpose

n=7,533
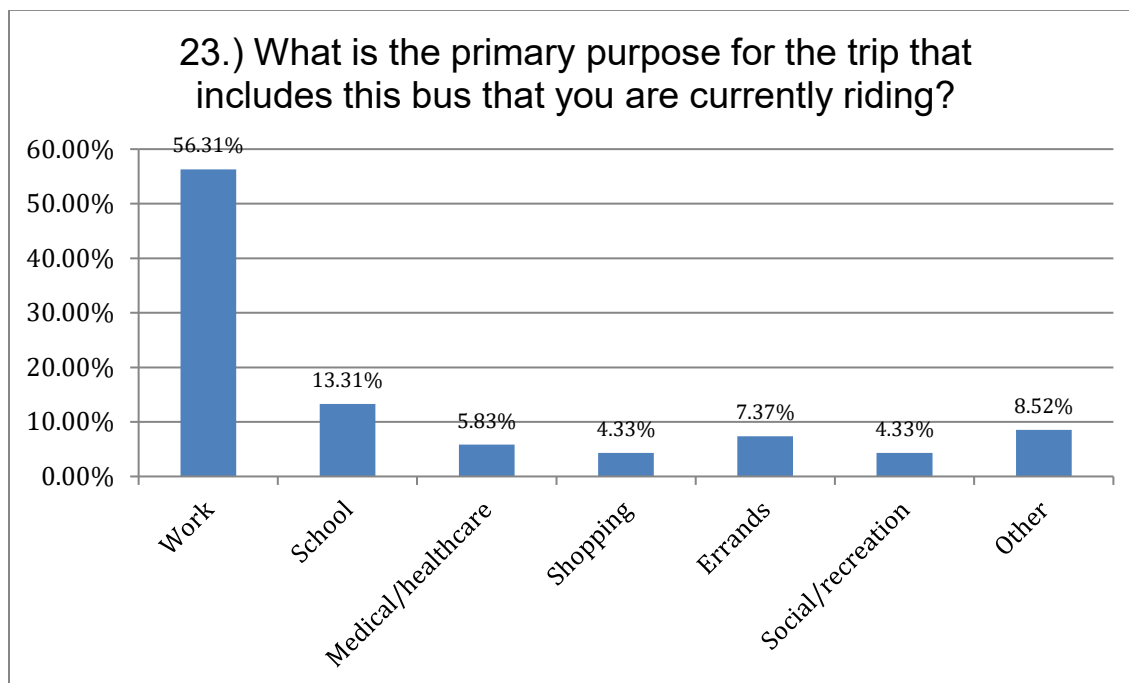
Trip purpose was assessed by route to identify on which routes specific trip purposes were concentrated (Exhibits 3.41.a and 3.41.b). While work was the primary trip purpose overall, the highest percentages of work trips were noted on the Port Washington Shuttle (84.62%) and Route n26 (83.78%). Routes with the lowest percentage of work trips include Route n16X (33.3%) and Route n16 (31.09%). School was also a frequent trip purpose on Route n16x (46.3%) and Route n16 (42.95%). Route n16 serves Nassau Community College and Molloy College[10], while Route n16x serves Nassau Community College only. Route N43 (25.55%)

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[10] Nassau Inter-County Express, N16 Route Map, https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n16, Accessed 4/15/2025.

serves both Nassau Community College and Hofstra University[11]. Route n70 (21.20%) serves Farmingdale State College.[12]

Healthcare, while not a primary trip purpose for most respondents, was cited most frequently on Route n27 (13.43%) which serves Glen Cove Hospital and Northwell Health, and route n4x (11.3%) which serves Franklin Hospital, Long Island Jewish Hillside Medical Center, and North Shore University Hospital[13].

While shopping was also not a frequently cited trip purpose, it was observed most often on Route n55 (17.11%) and n54 (14.75%) which both serve Sunrise Mall. Bus routes that serve Roosevelt Field Mall (n22, n22X, n24, n15, n16, n35, n43, and n27) all averaged around 5% for shopping.

See Exhibits 3.41. and 3.41.b on the next page.

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[11] Nassau Inter-County Express, N43 Route Map, https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n43, Accessed 4/15/2025.

[12] Nassau Inter-County Express, N70 Route Map, 4/15/2025 https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n70, Accessed 4/15/2025.

[13] Nassau Inter-County Express, N4x Route Map, https://www.nicebus.com/Tools/Maps-and-Schedules/Line?route=n4X, Accessed 4/15/2025.

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

n=4,410

Trip Purpose by Route

Route	Work	School	Medical/healthcare	Shopping	Errands	Social/recreation	Other
N27	55.22%	10.45%	13.43%	4.48%	6.72%	2.24%	7.46%
N26	83.78%		4.05%	8.11%	1.35%		2.70%
N25	59.31%	6.21%	12.41%	2.07%	6.90%	4.83%	8.28%
N24	59.67%	9.56%	3.26%	7.69%	5.83%	5.59%	8.39%
N23	55.42%	6.02%	10.84%	7.23%	9.64%		9.64%
N22X	56.25%	14.58%	4.17%		10.42%	8.33%	6.25%
N22	58.68%	11.09%	4.11%	5.19%	6.26%	4.47%	10.20%
N21	58.14%		6.98%	4.65%	6.98%	4.65%	18.60%
N20H	50.38%	29.32%		3.01%	3.76%	3.01%	7.52%
N20G	67.27%	10.00%	3.64%	3.64%	6.36%	1.82%	7.27%
N19	67.82%	9.20%	6.90%	2.30%	5.75%	1.15%	6.90%
N16X	33.33%	46.30%	3.70%				12.96%
N16	31.09%	42.95%	6.73%	1.60%	10.26%	1.28%	6.09%
N15	57.46%	5.52%	5.25%	6.91%	12.15%	5.80%	6.91%
N6X	63.08%	12.31%	9.23%	1.54%	3.85%		7.69%
N6	55.26%	13.98%	4.11%	2.80%	7.57%	5.76%	10.53%
N4X	56.52%	11.30%	11.30%	3.48%	4.35%		11.30%
N4	60.28%	8.81%	6.34%	3.86%	7.11%	5.10%	8.50%
N1	55.21%	11.46%	5.21%	5.21%	4.17%	4.17%	14.58%
ELFX	75.00%		10.00%				15.00%
MMS	64.29%	14.29%	5.36%	1.79%	10.71%		3.57%

Legend: ■ Work ■ School ■ Medical/healthcare ■ Shopping ■ Errands ■ Social/recreation ■ Other

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

n=3123

Trip Purpose by Route

Route	Work	School	Medical/healthcare	Shopping	Errands	Social/recreation	Other
PWS	84.62%	11.54%					3.85%
N80	72.41%	6.90%	6.90%		3.45%		10.34%
N79	54.84%	6.45%	9.68%	8.06%	3.23%	12.90%	4.84%
N78	64.29%	10.71%	3.57%	3.57%	7.14%		10.71%
N72	38.46%	23.08%	3.85%	11.54%		15.38%	7.69%
N71	64.52%	16.13%	9.68%		3.23%		6.45%
N70	52.68%	21.20%	5.35%	3.00%	7.28%	4.71%	5.78%
N58	64.00%	4.00%	10.00%	10.00%		6.00%	6.00%
N57	85.71%		5.71%				2.86%
N55	42.78%	12.30%	2.14%	17.11%	13.90%	4.81%	6.95%
N54	59.84%	8.20%	2.05%	14.75%	7.79%	2.46%	4.92%
N49	55.86%	11.71%	9.01%		7.21%	6.31%	9.01%
N48	55.34%	13.59%	4.85%	5.83%	4.85%	2.91%	12.62%
N43	49.39%	25.55%		4.14%	7.06%	3.16%	8.03%
N40/41	55.22%	8.67%	8.50%	2.30%	9.56%	5.13%	10.62%
N25	57.18%	8.80%	4.69%		9.68%	5.87%	10.56%
N33	64.71%	8.82%	8.82%	8.82%			5.88%
N32	61.11%	12.35%	4.32%	3.70%	6.17%	4.32%	8.02%
N31X	69.44%	2.78%	8.33%	5.56%	5.56%		8.33%
N31	58.86%	13.14%	9.14%	1.14%	5.14%	3.43%	9.14%

Legend: ■ Work ■ School ■ Medical/healthcare ■ Shopping ■ Errands ■ Social/recreation ■ Other

Section 3: Tell us about your travel habits

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

Nearly 94 percent of respondents indicated having access to a smartphone, an increase from 88 percent in 2021.

Exhibit 3.42 Access to Smartphone

n=7,473
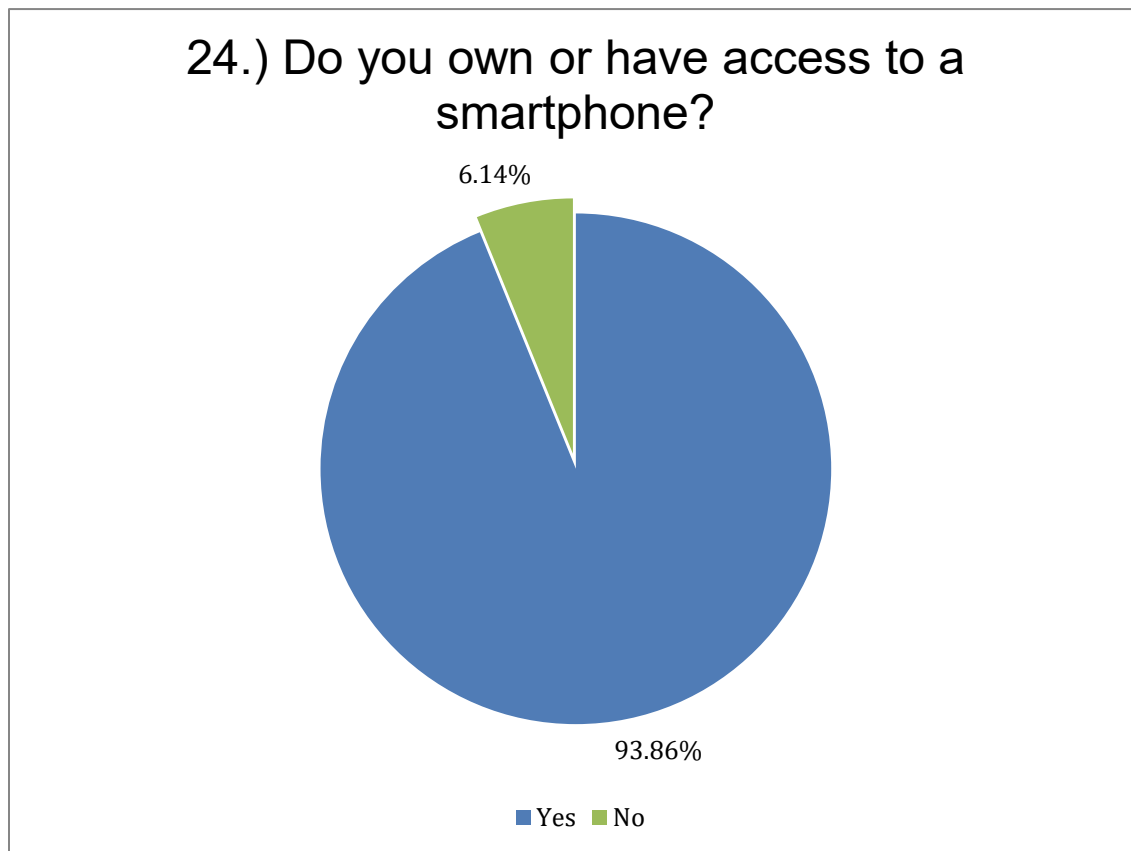
24.) Do you own or have access to a smartphone?

6.14%

93.86%

■ Yes ■ No

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

The prevalence of smartphone access appears to have translated to appreciable usage of NICE's GoMobile app (41.66%) and the Transit app (25.71%). Only twenty five percent of riders have not utilize the app the percentage of non-users, a decrease from fifty percent in 2021.

Exhibit 3.43 Usage of GoMobile app

n=7,473
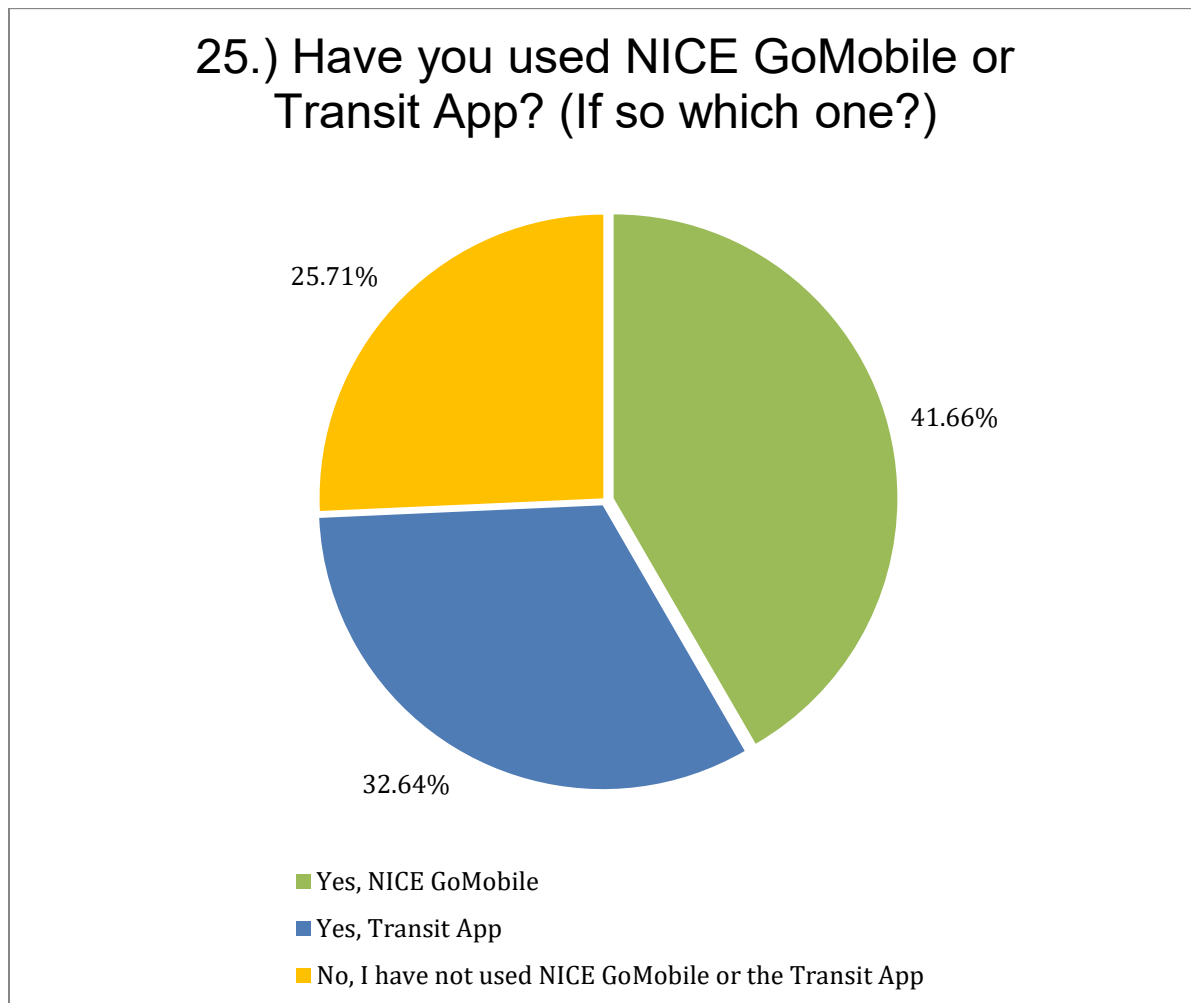
25.) Have you used NICE GoMobile or Transit App? (If so which one?)

- 25.71%
- 41.66%
- 32.64%

■ Yes, NICE GoMobile
■ Yes, Transit App
■ No, I have not used NICE GoMobile or the Transit 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 55.68 percent of respondents cited for using NICE. Another 17.7 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. Only 5 percent of respondents cited proximity to destination as a reason for rising NICE, a decrease from 15 percent in 2021. Few respondents (8.47%) indicated a preference for public transit as their reason for riding NICE.

Exhibit 3.44 Reason for Riding

n=7,473
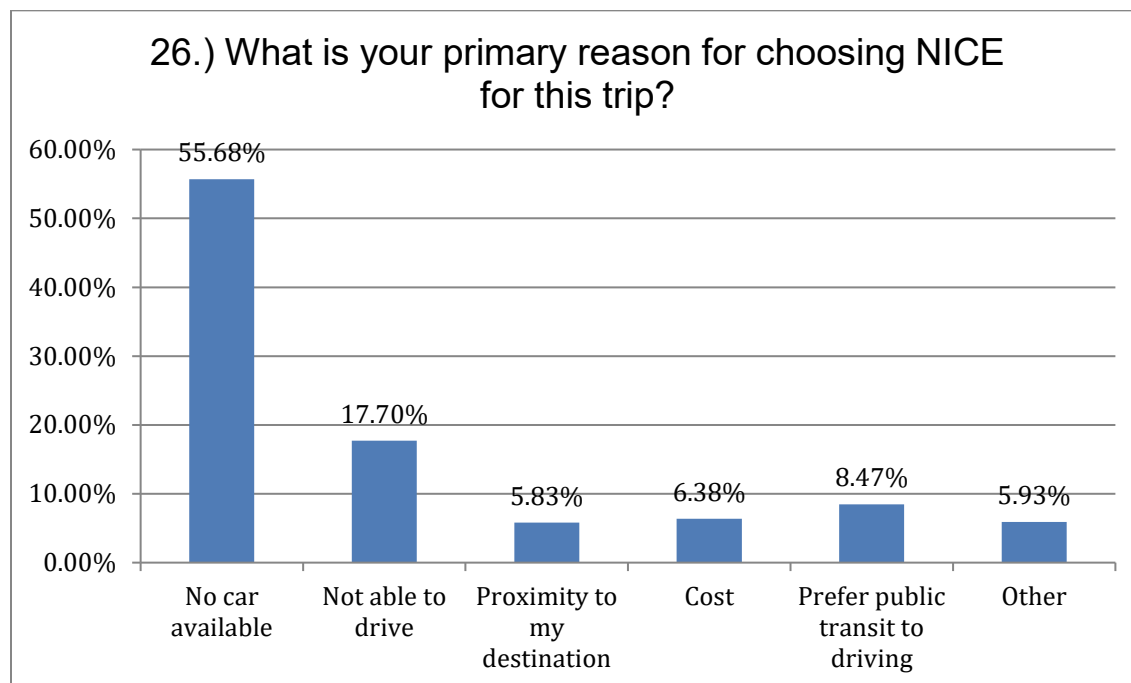
While vehicle absence (or lack of access) is a dominant reason for selecting NICE, it did not occur equally across all routes. Most routes averaged 50 percent of riders selecting vehicle absence (or lack of access) as the dominant reason for selecting NICE. However, both the Port Washington Shuttle (88.46%) and route n72 (88.46%) had the highest percentage of riders who

choose NICE based on vehicle absence. Route n21 had the highest percentage of riders who choose NICE based on cost (13.95%%). Route n79 had the highest percentage who ride because of proximity to their destination (22.58%).

Exhibit 3.45.a Reason for Riding by Route (n1 – n27, MMS, ELFX)

n=4,410

Reason for Riding by Route

Route	No car available	Not able to drive	Proximity to my destination	Cost	Prefer public transit to driving	Other
N27	49.62%	19.55%	4.51%	9.02%	8.27%	9.02%
N26	48.65%	17.57%	10.81%	8.11%	5.41%	9.46%
N25	48.78%	19.86%	6.62%	9.06%	11.15%	4.53%
N24	54.10%	16.63%	7.26%	6.79%	9.37%	5.85%
N23	50.00%	14.63%	6.10%	8.54%	14.63%	6.10%
N22X	50.00%	12.50%	6.25%	6.25%	12.50%	12.50%
N22	47.91%	20.33%	5.99%	7.99%	11.25%	6.53%
N21	51.16%	6.98%	2.33%	13.95%	23.26%	2.33%
N20H	64.39%	10.61%	3.79%	5.30%	9.85%	6.06%
N20G	49.07%	13.89%	1.85%	12.04%	18.52%	4.63%
N19	65.52%	22.99%		1.15%		4.60%
N16X	53.70%	24.07%	11.11%		3.70%	3.70%
N16	58.52%	24.76%	4.50%	3.86%	4.50%	3.86%
N15	61.34%	16.81%	5.88%	5.32%	7.84%	2.80%
N6X	46.15%	16.92%	6.15%	6.15%	16.92%	7.69%
N6	53.65%	13.95%	7.31%	8.64%	10.80%	5.65%
N4X	44.35%	20.00%	6.96%	7.83%	5.22%	15.65%
N4	48.44%	17.76%	8.10%	9.19%	11.37%	5.14%
N1	45.83%	14.58%	11.46%	2.08%	17.71%	8.33%
ELFX	76.92%	2.56%	5.13%		10.26%	5.13%
MMS	75.00%	10.71%	3.57%		3.57%	7.14%

Exhibit 3.45.b Reason for Riding by Route (n31 – n80, PWS)

n=3,123

Reason for Riding by Route

Route	No car available	Not able to drive	Proximity to my destination	(other)	(other)	(other)
PWS	88.46%	11.54%				
N80	79.31%	6.90%	3.45%	6.90%	3.45%	
N79	41.94%	11.29%	22.58%	9.68%	14.52%	
N78	50.00%	14.29%	14.29%	3.57%	7.14%	10.71%
N72	88.46%	3.85%	3.85%	3.85%		
N71	64.52%	16.13%	3.23%	9.68%	6.45%	
N70	67.10%	14.62%	3.23%	5.38%	5.38%	4.30%
N58	55.10%	12.24%	8.16%	8.16%	12.24%	4.08%
N57	77.14%	5.71%	2.86%	11.43%		
N55	55.08%	22.46%	3.21%	4.28%	3.21%	11.76%
N54	57.26%	16.18%	3.32%	7.88%	2.49%	12.86%
N49	56.36%	23.64%	4.55%	4.55%	5.45%	5.45%
N48	61.76%	21.57%	3.92%	4.90%	5.88%	1.96%
N43	63.88%	20.64%	3.44%	3.69%	5.65%	2.70%
N40/41	56.07%	21.25%	5.36%	6.25%	5.18%	5.89%
N25	59.35%	15.43%	3.86%	5.34%	7.42%	8.61%
N33	50.00%	31.25%	6.25%	6.25%	6.25%	
N32	58.39%	16.77%	8.07%	3.73%	5.59%	7.45%
N31X	55.56%	8.33%	2.78%	30.56%	2.78%	
N31	49.14%	22.86%	9.14%	4.00%	8.00%	6.86%

Legend: ■ No car available   ■ Not able to drive   ■ Proximity to my destination

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To further analyze the reasons for selecting NICE by individual route, respondents were grouped based on cost, vehicle access, inability to drive as "ride-dependent;" and those who ride because of proximity, to avoid traffic or parking, or personal preference as "choice riders." ("Other" responses were omitted for this data comparison.)

The PWS had the highest percentage of respondents classified as "ride-dependent" (100.0%), followed by Route n19 (88.51%), n72 (88.46%), n80 (86.21%), and MMS (85.71%), . The n79 route had the highest percentage of respondents classified as "choice riders" in terms of motivator (46.77%), followed by Route n21 (41.86%), and Route n1 (39.58%).

Exhibit 3.46.a Rider Category (Based on Reason for Riding) by Route (n1 – n27, MMS, ELFX)

n=4,374
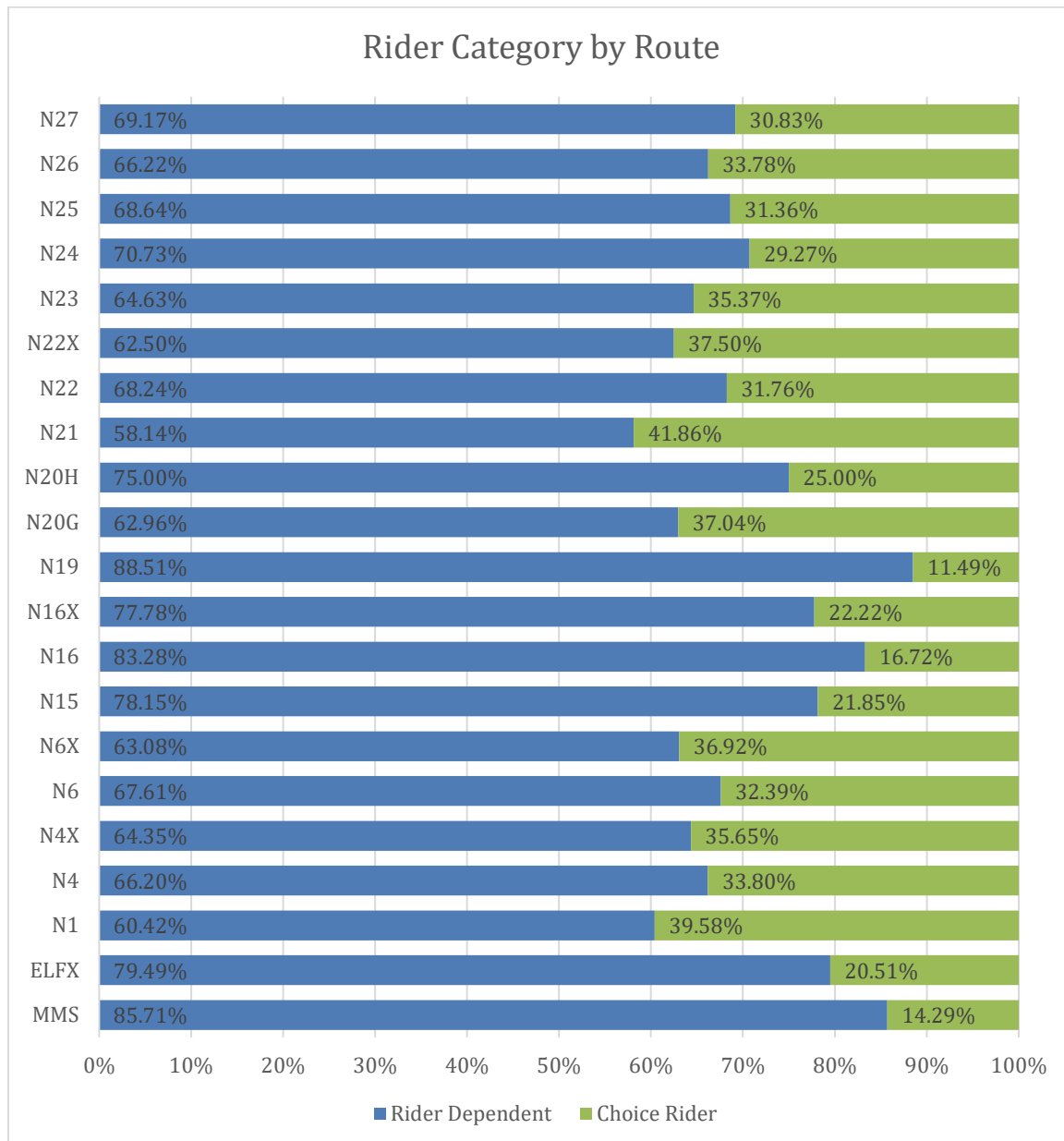
Rider Category by Route

Route	Rider Dependent	Choice Rider
N27	69.17%	30.83%
N26	66.22%	33.78%
N25	68.64%	31.36%
N24	70.73%	29.27%
N23	64.63%	35.37%
N22X	62.50%	37.50%
N22	68.24%	31.76%
N21	58.14%	41.86%
N20H	75.00%	25.00%
N20G	62.96%	37.04%
N19	88.51%	11.49%
N16X	77.78%	22.22%
N16	83.28%	16.72%
N15	78.15%	21.85%
N6X	63.08%	36.92%
N6	67.61%	32.39%
N4X	64.35%	35.65%
N4	66.20%	33.80%
N1	60.42%	39.58%
ELFX	79.49%	20.51%
MMS	85.71%	14.29%

Legend: ■ Rider Dependent ■ Choice Rider

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

n=3,099
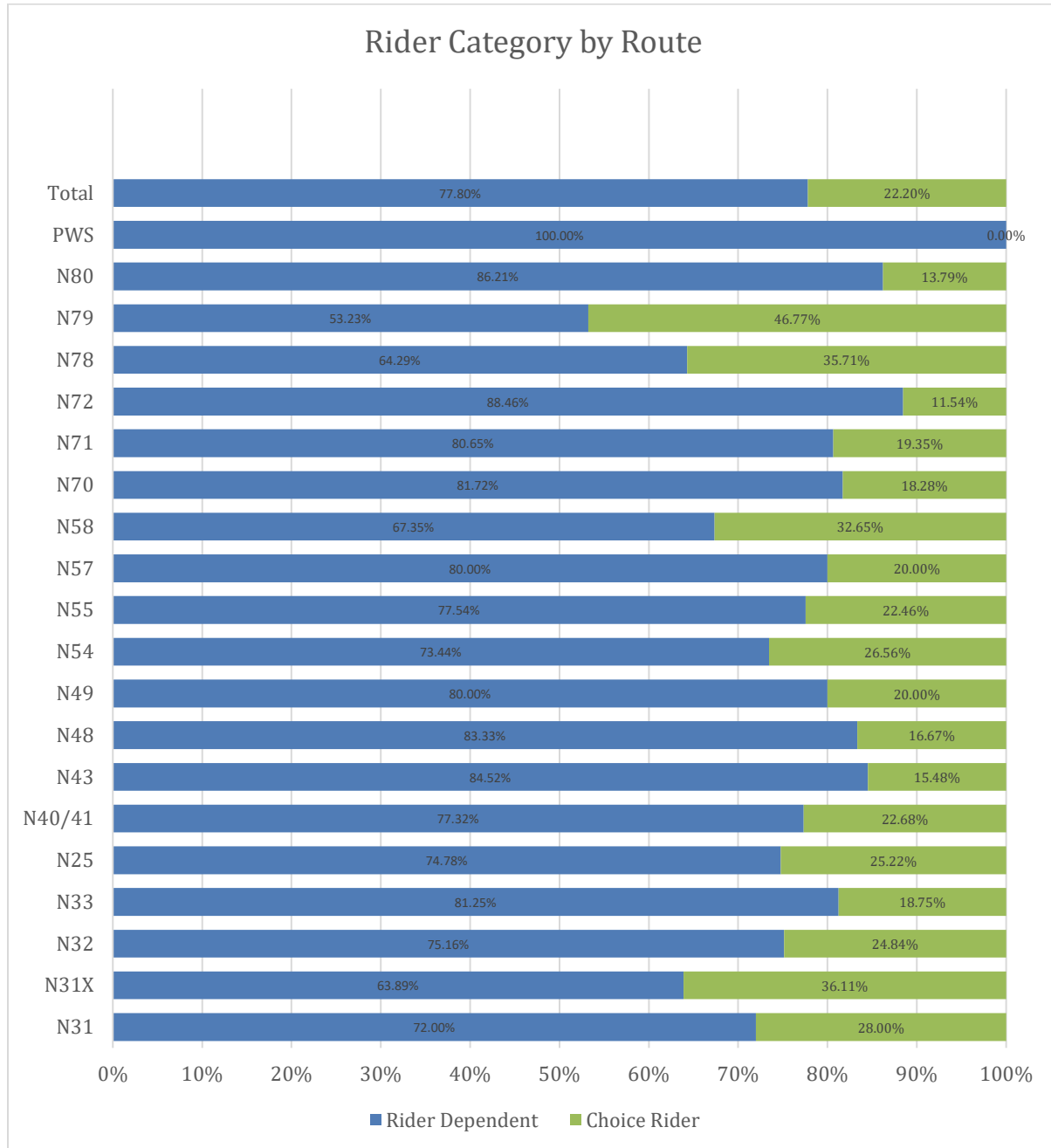
Rider Category by Route

Route	Rider Dependent	Choice Rider
Total	77.80%	22.20%
PWS	100.00%	0.00%
N80	86.21%	13.79%
N79	53.23%	46.77%
N78	64.29%	35.71%
N72	88.46%	11.54%
N71	80.65%	19.35%
N70	81.72%	18.28%
N58	67.35%	32.65%
N57	80.00%	20.00%
N55	77.54%	22.46%
N54	73.44%	26.56%
N49	80.00%	20.00%
N48	83.33%	16.67%
N43	84.52%	15.48%
N40/41	77.32%	22.68%
N25	74.78%	25.22%
N33	81.25%	18.75%
N32	75.16%	24.84%
N31X	63.89%	36.11%
N31	72.00%	28.00%

■ Rider Dependent   ■ Choice Rider

Question 27: How often do you ride NICE?

The majority of respondents (55.29%) 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 24.5 percent use the service three to four times a week. Overall, 79.79 percent of customers surveyed ride NICE at least three times a week, up from 76.6 percent in 2021.

Exhibit 3.47 Frequency of Ridership

27.) How often do you ride NICE?

- Less than once a week: 8.48%
- 1-2 times a week: 11.72%
- 3-4 times a week: 24.50%
- 5 or more times a week: 55.29%
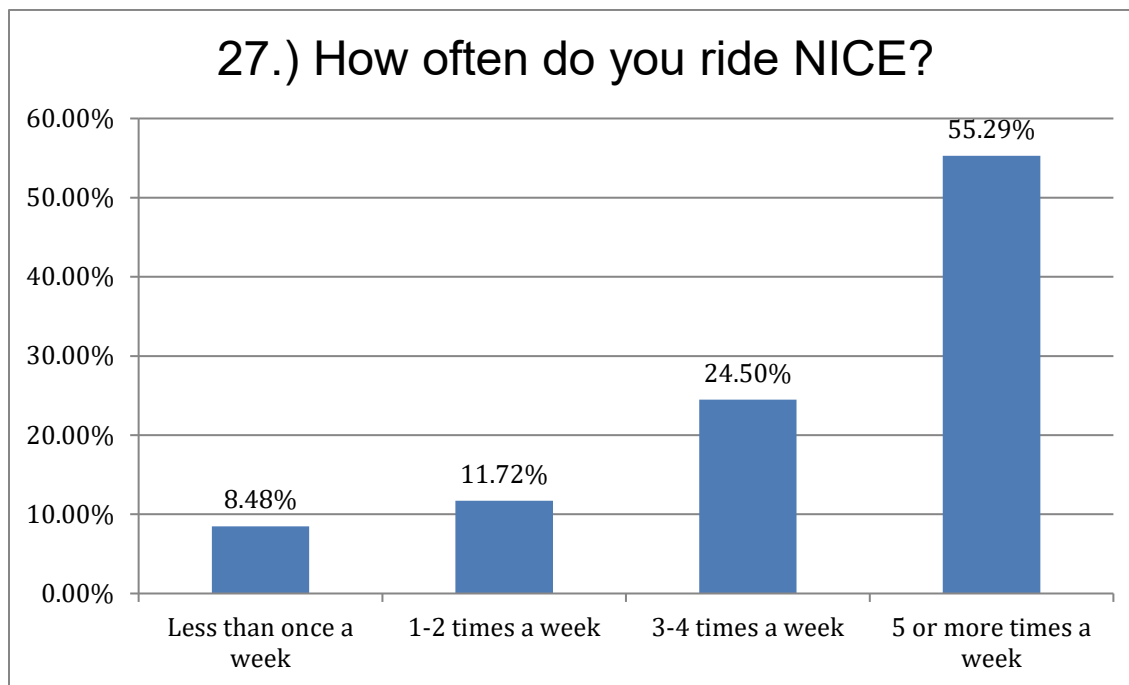
With few exception, "Five or more times a week" was the most frequently cited response across all routes with most routes averaging over 50 percent. Route n31x had the highest percentage of respondents riding five or more times a week (69.44%). Route n79 had the greatest percentage of respondents who indicated they ride twice a week or less (37.1%).

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

Frequency of Ridership by Route

Route	Less than once a week	1-2 times a week	3-4 times a week	5 or more times a week
N27	12.03%	15.04%	30.83%	42.11%
N26	10.81%	4.05%	21.62%	63.51%
N25	13.24%	10.45%	25.78%	50.52%
N24	10.30%	8.67%	25.76%	55.27%
N23	10.98%	20.73%	23.17%	45.12%
N22X	16.67%	14.58%	18.75%	50.00%
N22	11.43%	12.70%	25.23%	50.64%
N21	11.63%	20.93%	30.23%	37.21%
N20H	5.30%	12.88%	35.61%	46.21%
N20G	10.19%	13.89%	31.48%	44.44%
N19	5.75%	6.90%	25.29%	62.07%
N16X	1.85%	12.96%	38.89%	46.30%
N16	5.79%	10.93%	27.97%	55.31%
N15	8.40%	12.32%	25.21%	54.06%
N6X	6.92%	13.08%	21.54%	58.46%
N6	9.80%	12.13%	20.60%	57.48%
N4X	20.00%	13.04%	19.13%	47.83%
N4	9.50%	11.99%	22.90%	55.61%
N1	9.38%	22.92%	22.92%	44.79%
ELFX	7.69%	10.26%	20.51%	61.54%
MMS	10.71%	10.71%	30.36%	48.21%

Legend: ■ Less than once a week ■ 1-2 times a week ■ 3-4 times a week ■ 5 or more times a week

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

Frequency of Ridership by Route

Route	Less than once a week	1-2 times a week	3-4 times a week	5 or more times a week
PWS	7.69%		57.69%	34.62%
N80	10.34%	10.34%	44.83%	34.48%
N79	6.45%	30.65%	33.87%	29.03%
N78	7.14%	21.43%	21.43%	50.00%
N72	15.38%	11.54%	26.92%	46.15%
N71	9.68%	6.45%	35.48%	48.39%
N70	4.52%	12.90%	26.67%	55.91%
N58	4.08%	16.33%	24.49%	55.10%
N57	2.86%	11.43%	14.29%	71.43%
N55	11.76%	17.11%	26.74%	44.39%
N54	6.22%	10.79%	20.33%	62.66%
N49	10.00%	9.09%	26.36%	54.55%
N48	5.88%	8.82%	21.57%	63.73%
N43	4.67%	7.62%	21.87%	65.85%
N40/41	6.43%	9.46%	18.39%	65.71%
N25	6.82%	9.20%	26.41%	57.57%
N33	15.63%	6.25%	31.25%	46.88%
N32	6.83%	12.42%	23.60%	57.14%
N31X	5.56%	5.56%	19.44%	69.44%
N31	6.29%	13.14%	23.43%	57.14%

Legend: ■ Less than once a week ■ 1-2 times a week ■ 3-4 times a week ■ 5 or more times a week

Exhibit 3.49 NICE Fare Methods and Costs[14]

Fare Medium	Cash	MetroCard	GoMobile
Single Ride	$2.90	$3.25	$3.25
Pay Per Ride		$2.90	
4 Pack E-Ticket ($2.90/ea)			$11.60
6-Pack E-Ticket ($2.90/ea)			$17.40
8-Pack E-Ticket ($2.90/ea)			$23.20
12-Pack E-Ticket ($2.90/ea)			$34.80
20-Pack E-Ticket ($2.76/ea)			$58.00
7-Day Unlimited Ride		$34.00	
30-Day Unlimited Ride		$132.00	

The most frequent riders are far more likely to use the GoMobile app instead of Cash as opposed to those who ride fewer than five times per week. The current NICE fare for those paying in cash or using a pay per ride MetroCard is $2.90.

At the current NICE fare of $2.90 per trip, a 7-Day Unlimited MetroCard offers savings once the individual has completed 12 one-way trips in 7-day period. A 30-day Unlimited MetroCard offers savings after 46 one-way trips in the 30-day period. However, if the individual is riding more than five round trips per week, or is transferring to an MTA bus or subway, the Unlimited Pass becomes a greater value.

This suggests respondents who use an Unlimited MetroCard yet only cite using NICE four or fewer times per week are likely using the card on other services as well to realize any kind of savings.

The Pay-Per-Ride MetroCard is a common choice across all frequency levels, as it eliminates the need to carry exact change. The NICE GoMobile app is most popular among respondents who ride at five or more times per week, as it offers small discounts when 20 rides are purchased but an upcharge if only one ride is purchased ($3.25 vs. $2.90) based on the number of rides purchased.

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[14] Nassau Inter-County Express, Fares & Passes , https://www.nicebus.com/Fares-Passes/Learn-more-about-fares-and-passes, Accessed 4/15/2025.

Exhibit 3.50 Fare Media vs. Frequency of Ridership

Fare Media vs. Frequency of Ridership

Frequency	Q1: Cash	Q1: MetroCard	Q1: GoMobile
Less than once a week	11.84%	8.33%	5.81%
1-2 times a week	15.78%	11.23%	8.82%
3-4 times a week	25.55%	23.49%	25.01%
5 or more times a week	46.82%	56.95%	60.36%
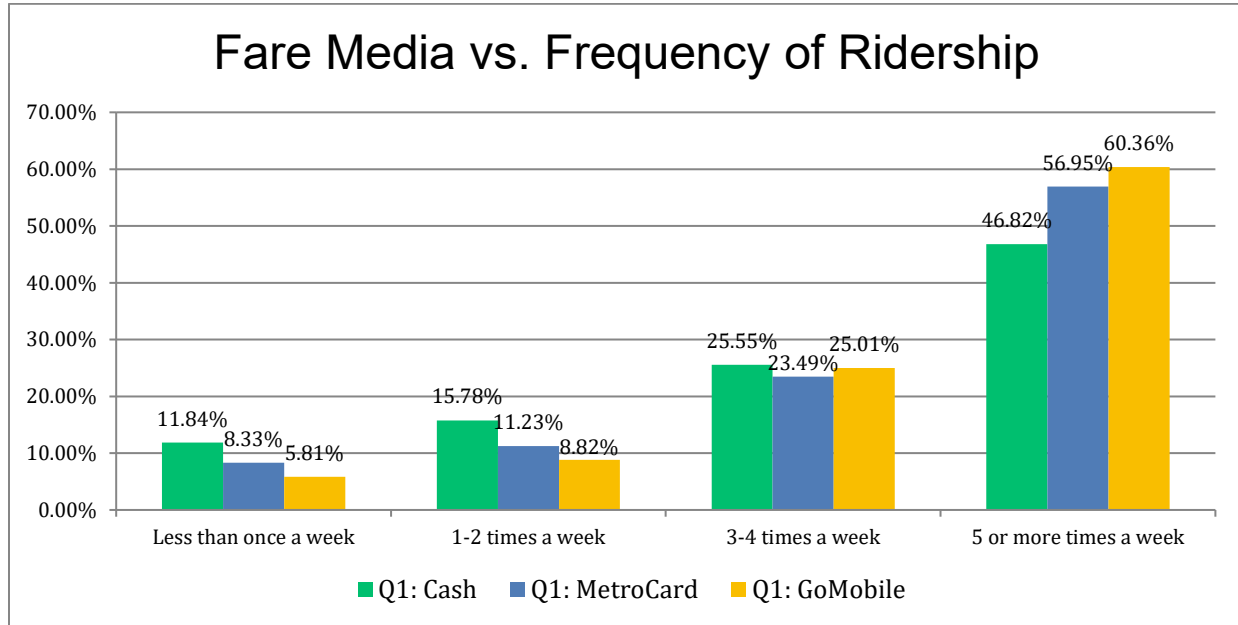
Not surprisingly, respondents who use NICE to travel to work and school are most likely to ride five or more times per week. In fact, few who said they were traveling to work (10.61%) indicated riding fewer than three times a week. By contrast, customers who ride NICE for social reasons are most likely to ride infrequently, with 40.31.2 percent of respondents in this category indicating they ride twice a week or less.

Fifty 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 3.51 Frequency of Ridership versus Trip Purpose
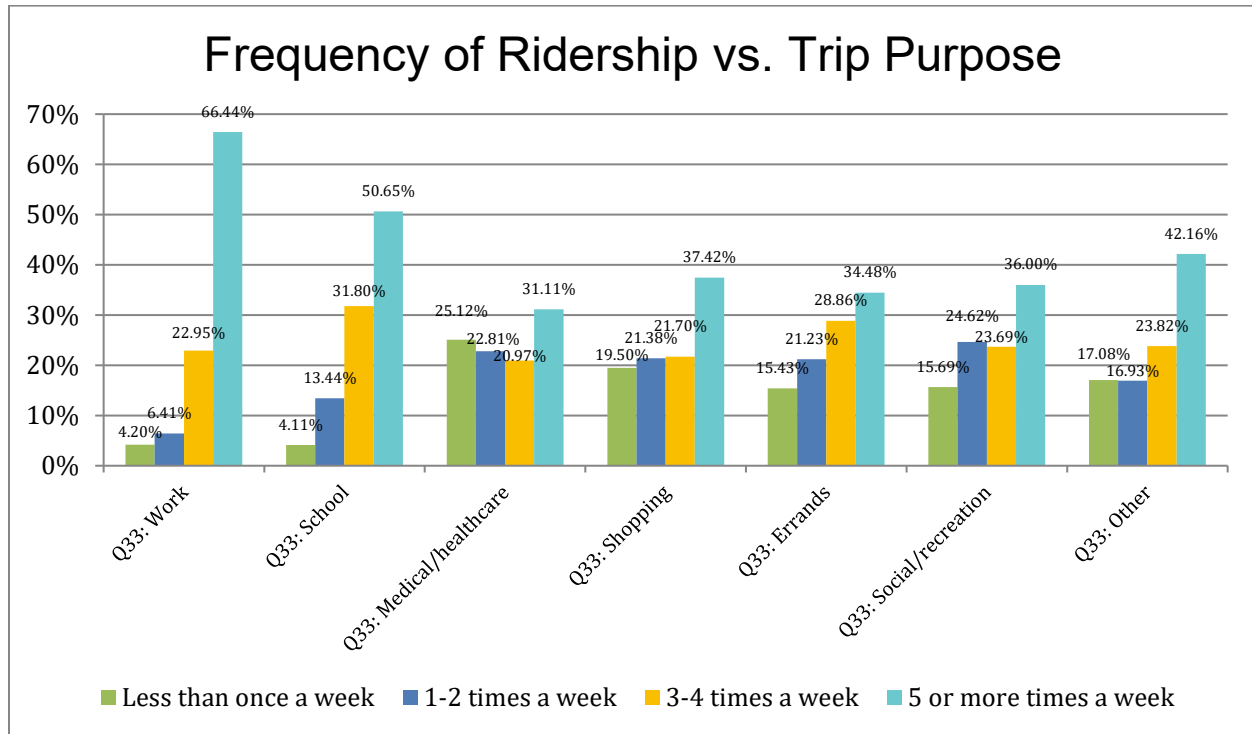
Frequency of Ridership vs. Trip Purpose

Legend: ■ Less than once a week   ■ 1-2 times a week   ■ 3-4 times a week   ■ 5 or more times a week

Trip Purpose	Less than once a week	1-2 times a week	3-4 times a week	5 or more times a week
Q33: Work	4.20%	6.41%	22.95%	66.44%
Q33: School	4.11%	13.44%	31.80%	50.65%
Q33: Medical/healthcare	25.12%	22.81%	20.97%	31.11%
Q33: Shopping	19.50%	21.38%	21.70%	37.42%
Q33: Errands	15.43%	21.23%	28.86%	34.48%
Q33: Social/recreation	15.69%	24.62%	23.69%	36.00%
Q33: Other	17.08%	16.93%	23.82%	42.16%

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

Only 3.88 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 (46.25%), followed by said they would make "Other" arrangements (14.88%) or would ride with family or friends (14.34%). Nearly 12 percent said they would not make the trip. Relatively few (9.33%) would walk or ride a bicycle, suggesting they are traveling a longer distance than they are willing to make using active transportation modes.

Exhibit 3.52 Mobility Options

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

46.25% Taxi/Uber/Lyft, 14.34% Ride with friend/family member, 11.32% Wouldn't make trip, 3.88% Drive own vehicle, 7.83% Walk, 1.50% Bicycle/skateboard, 14.88% Other
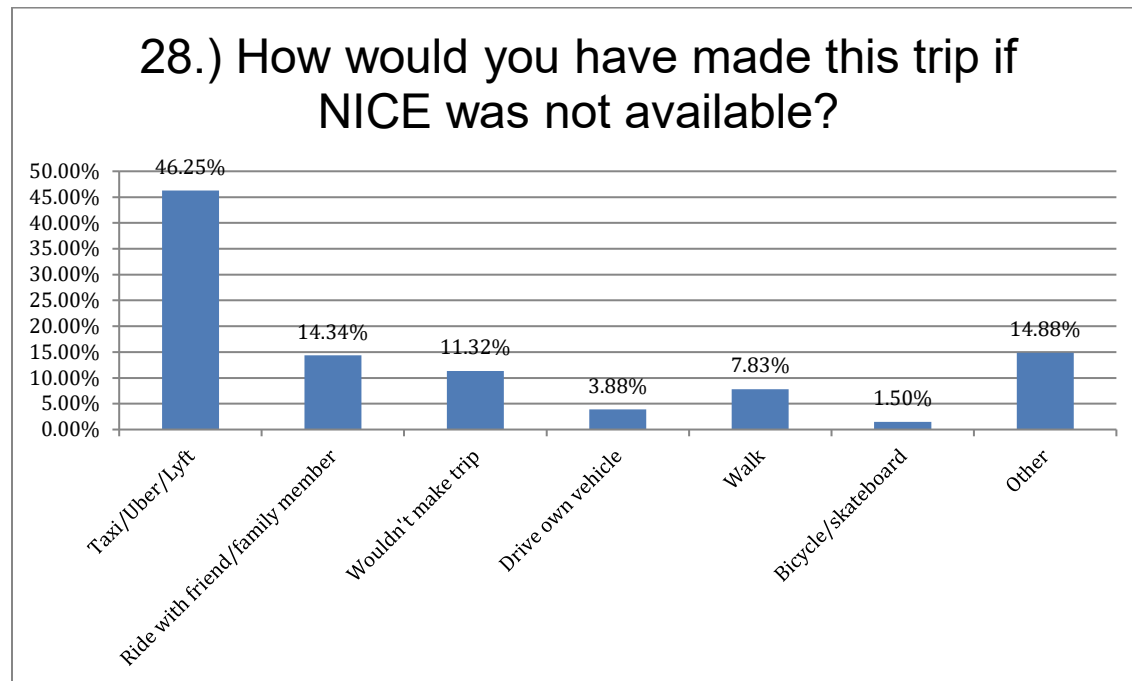
Route N31x had the greatest percentage of respondents who indicated they would drive themselves (16.67%). Route n78 had the highest percentage of respondents who said they would ride with a friend or family member (32.14%), while Route MMS and n80 had the greatest percentage who would use a taxi (62.50% and 62.07%, respectively).

Route n31x had the highest percentage of respondents who would not have made the trip (27.78%), 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 3.53.a Mobility Options by Route (n1-n27, MMS, ELFX)

Mobility Options by Route

Route	Taxi/Uber/Lyft	Ride with friend/family member	Wouldn't make trip	Drive own vehicle	Walk	Bicycle/skateboard	Other
N27	30.08%	18.80%	9.02%	6.02%	4.51%	0.75%	30.83%
N26	44.59%	14.86%	12.16%	4.05%	6.76%	1.35%	16.22%
N25	51.57%	14.98%	11.15%	5.92%	5.23%	1.39%	9.76%
N24	42.86%	10.77%	14.05%	3.75%	9.13%	1.17%	18.27%
N23	42.68%	20.73%	9.76%	3.66%	12.20%	2.44%	8.54%
N22X	29.17%	12.50%	25.00%	8.33%	10.42%	4.17%	10.42%
N22	45.92%	12.34%	12.52%	3.81%	9.98%	2.54%	12.89%
N21	41.86%	9.30%	9.30%	11.63%	13.95%		13.95%
N20H	46.21%	28.03%	8.33%	4.55%	6.82%		6.06%
N20G	27.78%	20.37%	18.52%	6.48%	4.63%	0.93%	21.30%
N19	41.38%	16.09%	4.60%	2.30%	2.30%		32.18%
N16X	40.74%	24.07%	7.41%	5.56%	12.96%	3.70%	5.56%
N16	49.52%	19.61%	9.00%	1.29%	10.29%	1.29%	9.00%
N15	42.58%	17.09%	18.49%	4.48%	10.36%	0.84%	6.16%
N6X	38.46%	11.54%	10.00%	8.46%	10.77%	0.77%	20.00%
N6	40.86%	12.13%	12.13%	7.48%	8.64%	1.33%	17.44%
N4X	36.52%	15.65%	9.57%	7.83%	7.83%		20.87%
N4	47.51%	14.02%	9.81%	3.89%	7.94%	1.56%	15.26%
N1	48.96%	9.38%	13.54%	3.13%	8.33%	2.08%	14.58%
ELFX	35.90%	23.08%	12.82%	12.82%	5.13%	2.56%	7.69%
MMS	62.50%	8.93%	8.93%	3.57%	8.93%	1.79%	5.36%

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

Exhibit 3.53.b Mobility Options by Route (n31 – n80, PWS)

Mobility Options by Route

Route	Taxi/Uber/Lyft	Ride with friend/family member	Wouldn't make trip	Drive own vehicle	Walk	Bicycle/skateboard	Other
PWS	11.54%	53.85%	15.38%		7.69%		11.54%
N80	62.07%	17.24%	6.90%		3.45%		10.34%
N79	50.00%	29.03%	16.13%		3.23%		
N78	42.86%	32.14%	10.71%	3.57%	7.14%		3.57%
N72	57.69%	7.69%	19.23%		7.69%	3.85%	3.85%
N71	32.26%	29.03%	19.35%	6.45%	3.23%	6.45%	3.23%
N70	40.65%	15.27%	19.14%	3.87%	6.67%	3.66%	10.75%
N58	32.65%	24.49%	16.33%	2.04%	12.24%	6.12%	6.12%
N57	28.57%	25.71%	11.43%	2.86%	22.86%		8.57%
N55	49.20%	9.63%	2.67%		8.56%		28.88%
N54	46.06%	9.54%	6.22%	4.56%			31.54%
N49	51.82%	7.27%	13.64%	1.82%	7.27%	1.82%	16.36%
N48	46.08%	16.67%	14.71%	2.94%	5.88%	1.96%	11.76%
N43	58.72%	14.99%	6.88%	1.47%	8.35%	1.47%	8.11%
N40/41	52.86%	10.36%	5.36%	2.86%	7.14%	1.25%	20.18%
N25	55.49%	11.28%	8.31%	2.67%	7.72%		14.54%
N33	43.75%	25.00%	15.63%		3.13%	3.13%	9.38%
N32	60.25%	10.56%	8.70%	1.24%	5.59%		13.04%
N31X	30.56%	11.11%	27.78%	16.67%		2.78%	11.11%
N31	47.43%	13.71%	16.00%	1.71%	4.00%	0.57%	16.57%

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

Regardless of purpose, more than 40% of all survey participants were more likely to take a Taxi/Uber/Lyft by a significant margin over any other option. Survey participants citing a trip purpose of "shopping" and "social" were next most likely to say they would not make the trip if NICE was not available (20.13% and 21.54%, respectively), although not by a significant margin. Those traveling to school are next most likely to ride with a friend or family member (22.47%), while those traveling to work are most likely to make "other" arrangements (16.01%). This could be an indication of a work from home/telecommuting option.

Exhibit 3.54 Mobility Options vs. Trip Purpose
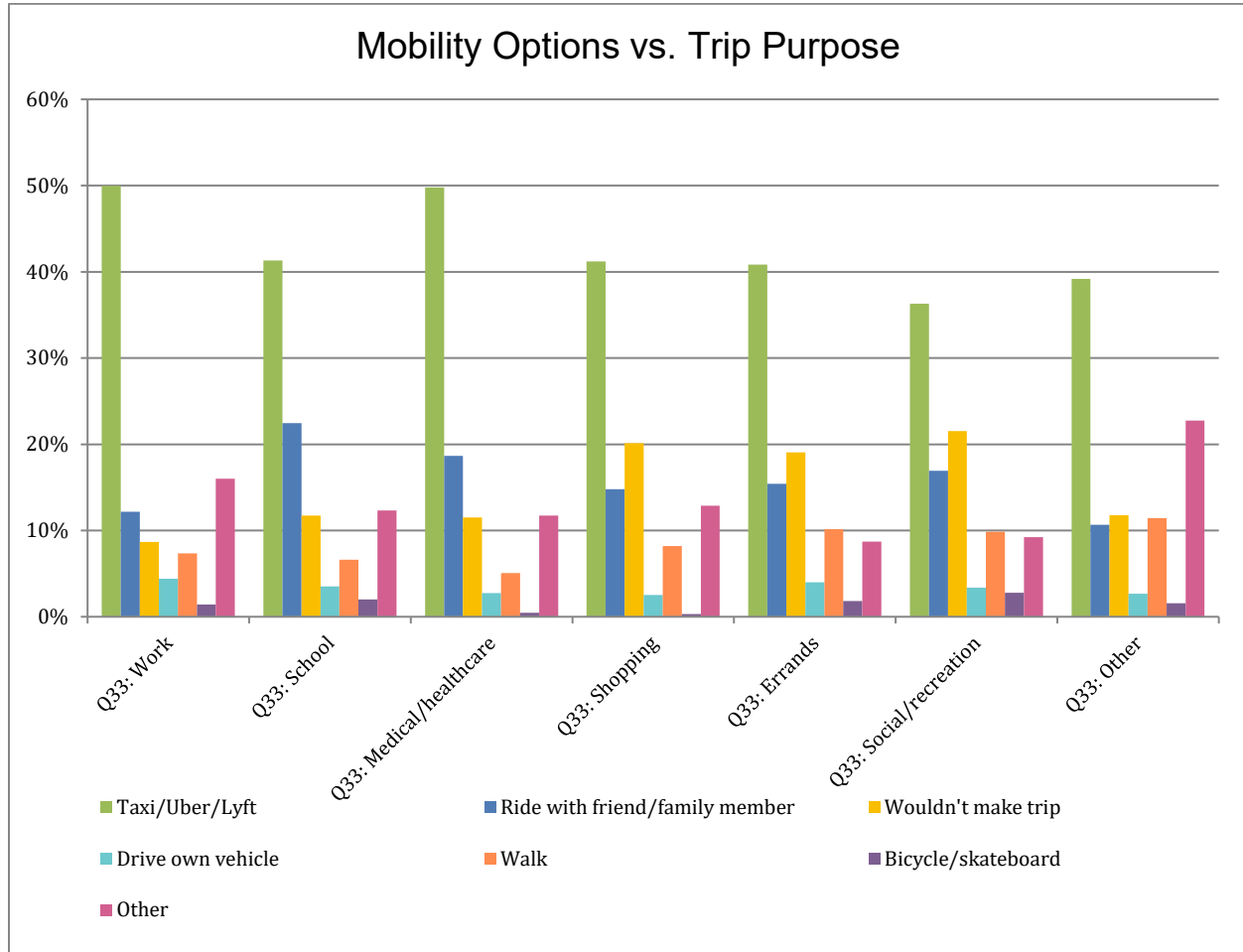
Mobility Options vs. Trip Purpose

Question 29: Who else in your household uses NICE?

Riders were asked to identify which other members of their household (also) use NICE. Other adults and young adults (age 19-24) comprised the largest segment of other riders in a household (41.33%).

Exhibit 3.55 Household NICE Usage

n=7,473
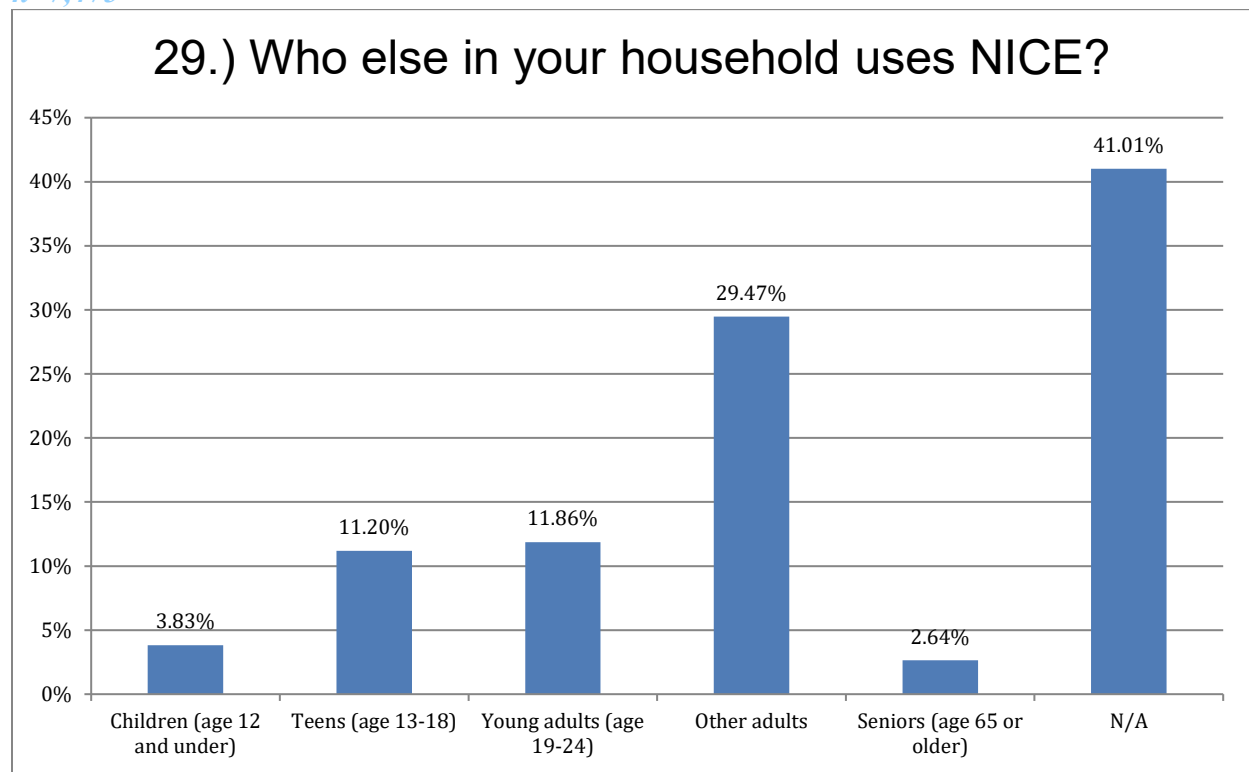
29.) Who else in your household uses NICE?

Category	Percentage
Children (age 12 and under)	3.83%
Teens (age 13-18)	11.20%
Young adults (age 19-24)	11.86%
Other adults	29.47%
Seniors (age 65 or older)	2.64%
N/A	41.01%

Section 4:
Title VI Analysis

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

The 2024/2025 Title VI Survey used the American Community Survey 2020 Decennial data and 2020 US Census Data, where available. The 2020 American Community Survey 5-Year Estimates which were delayed due to COVID-19 and were set to be released in March 2022 have not been released.[15] Where map data was not available in the 2020 ACS survey, the 2021/2022 Title VI Survey uses the 2019 American Community Survey 5-Year Estimates. Where available, compilation maps have been added from Best Neighborhood to help visualize each category. These maps were updated in 2023 using the most recent data available (2021).

NOTE: For the following maps taken from https://data.progress-index.com, new and updated maps for 2025 mid-decennial estimates have not yet been posted.

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[15] 2020 ACS 5-Year Estimates, https://data.census.gov/cedsci/all?q=ACS%205%20year, Accessed 1/30/2022.

MINORITY POPULATIONS

The map below shows majority race by area in Nassau County, as self-identified on the US census. Darker shades indicate a larger racial majority in that neighborhood. All NICE bus routes overlay the map.

Exhibit 4.1 Race, Diversity, and Ethnicity in Nassau County
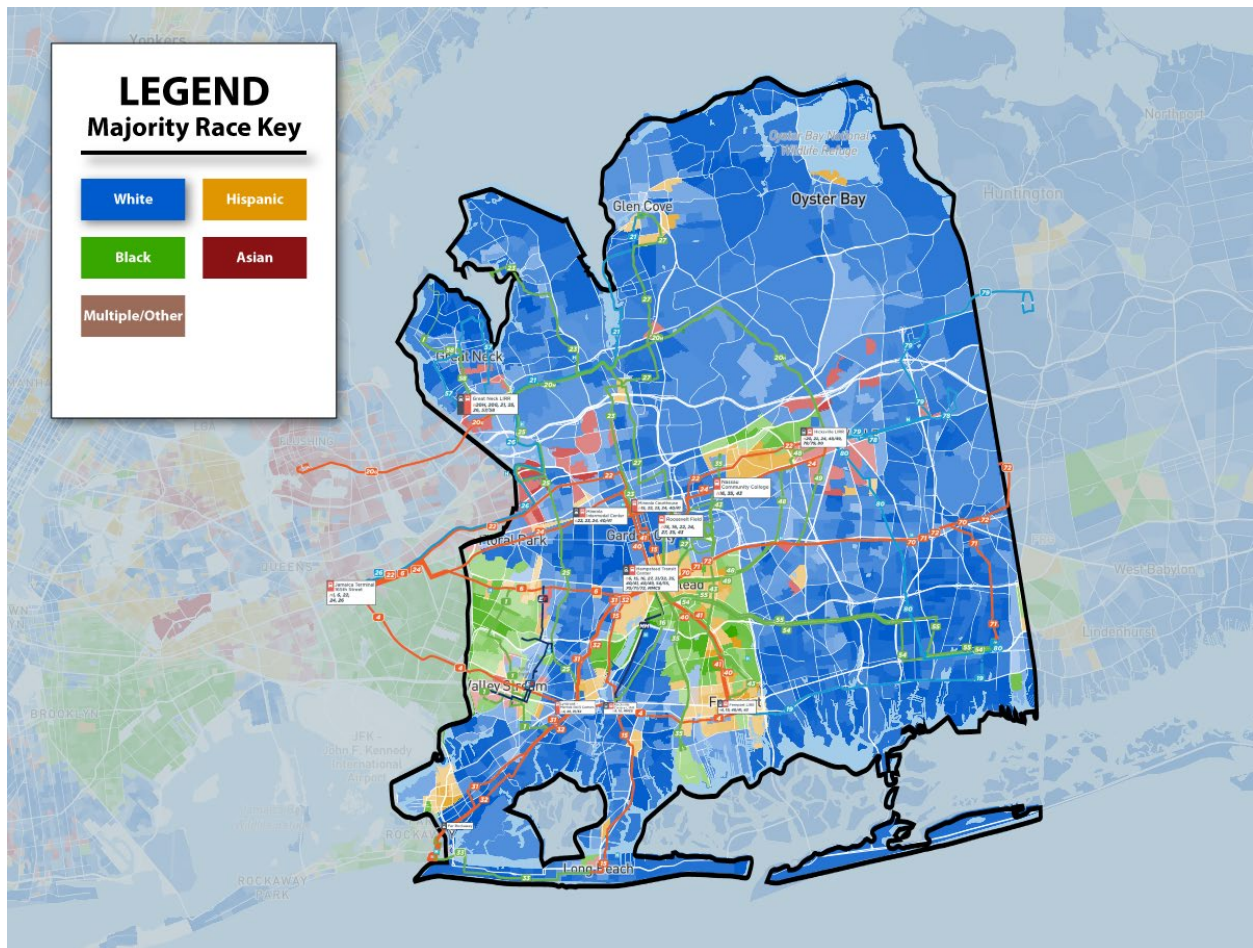
2020 US Census Data Compilation - Race[16]
Nassau County, NY

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[16] 2020 US Census Data Compilation https://bestneighborhood.org/race-in-nassau-county-ny/ Accessed April 15, 2025

Hispanic/Latino Populations

Hispanic/Latino populations are primarily clustered near the center and west portions of Nassau County. The heaviest concentrations (census block groups with Hispanic/Latino population greater than 35 percent of the total population) exist in or near Hempstead, Freeport, and Westbury. Modest concentrations (census block groups with Hispanic/Latino population of 30 to 35 percent of the total population) exist in or near Inwood and Long Beach.[17]

Exhibit 4.2 Concentration of Hispanic/Latino Population
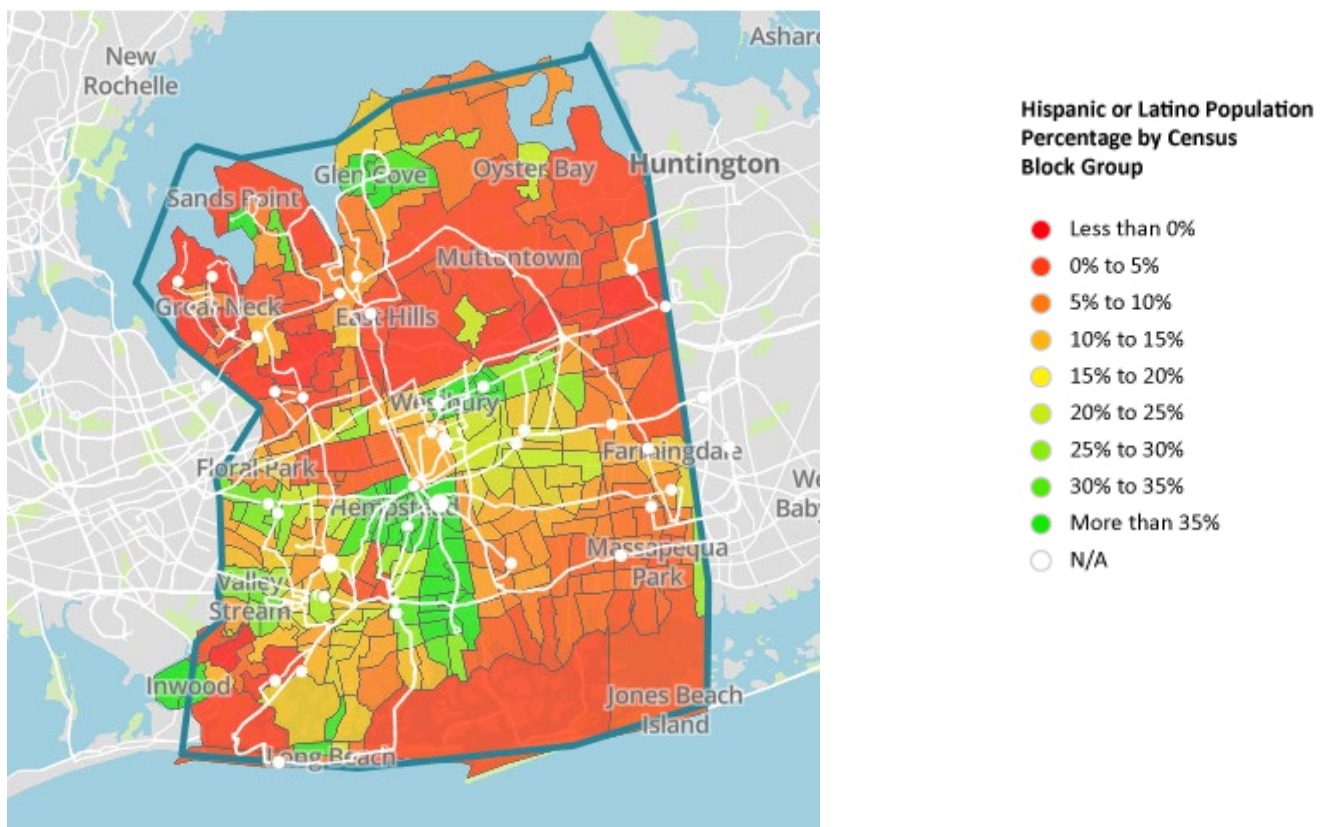
2020 American Community Survey Decennial Survey
Nassau County, New York: Population: Hispanic[18]

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[17] 2020 Decennial Survey Data for Nassau County, https://data.progress-index.com/census/total-population/hispanic-population/nassau-county-new-york/050-36059/#cmap, Accessed April 15, 2025.
[18] 2020 American Community Survey Decennial Survey, https://data.progress-index.com/census/total-population/hispanic-population/nassau-county-new-york/050-36059/#cmap Access April 15, 2025

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Black/African American Populations

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

Exhibit 4.3 Concentration of Black/African American Population
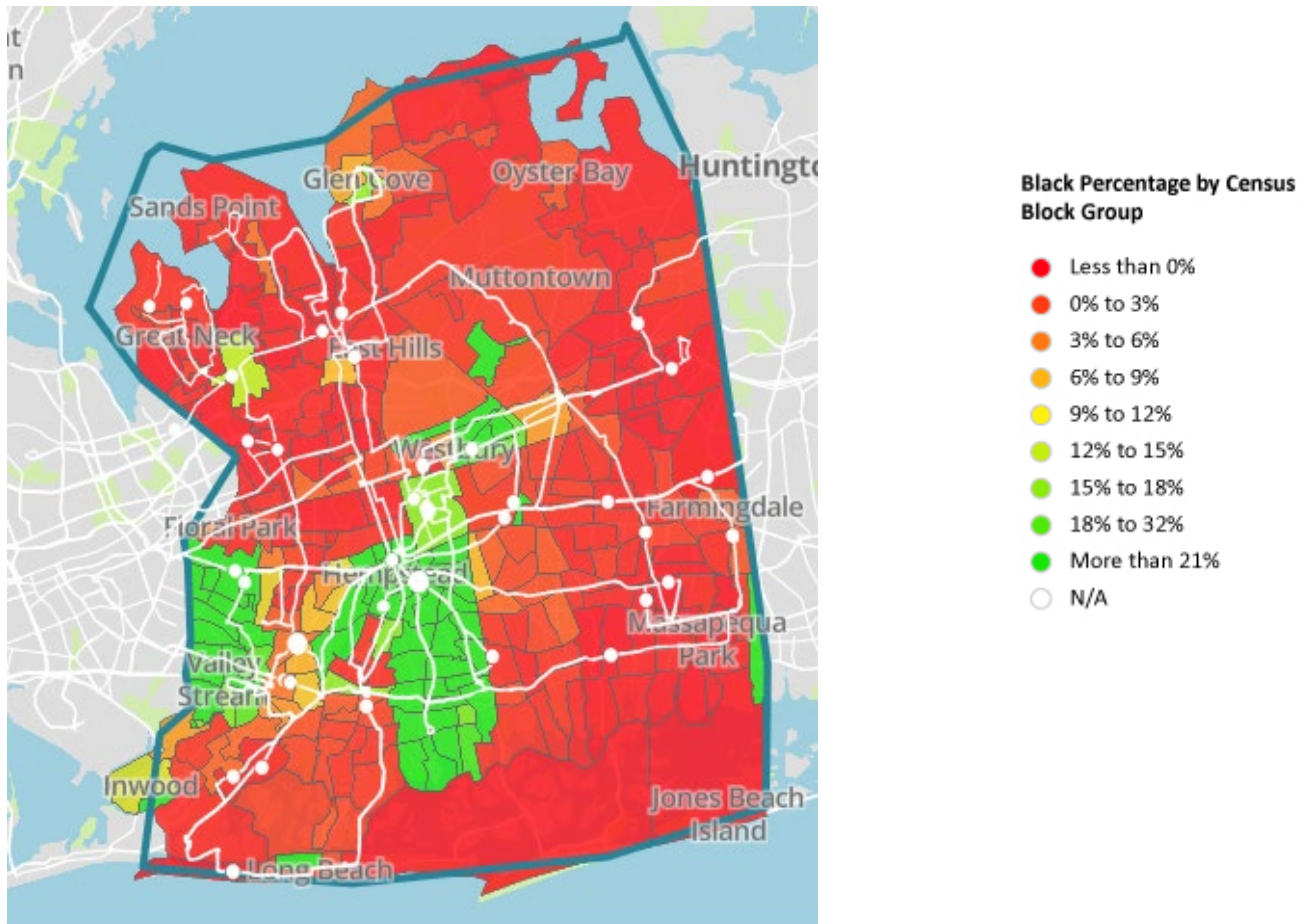
2020 American Community Survey Decennial Survey
Nassau County, New York: Population: Black/African American[19]

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[19] 2020 American Community Survey Decennial Survey, https://data.progress-index.com/census/total-population/black-population/nassau-county-new-york/050-36059/#cmap Accessed April 15, 2025

Asian Populations

Asian populations are more spread out across Nassau County with high concentrations (census block groups with Asian population greater than 11 percent of the total population) throughout most of the county north of Hempstead and Massapequa Park. The Asian population is least concentrated in the southern portions of the county (census block groups with Asian population less than 3 percent of the total population) including Hempstead, Point Lookout, Long Beach, and Freeport.

Exhibit 4.4 Concentration of Asian Population
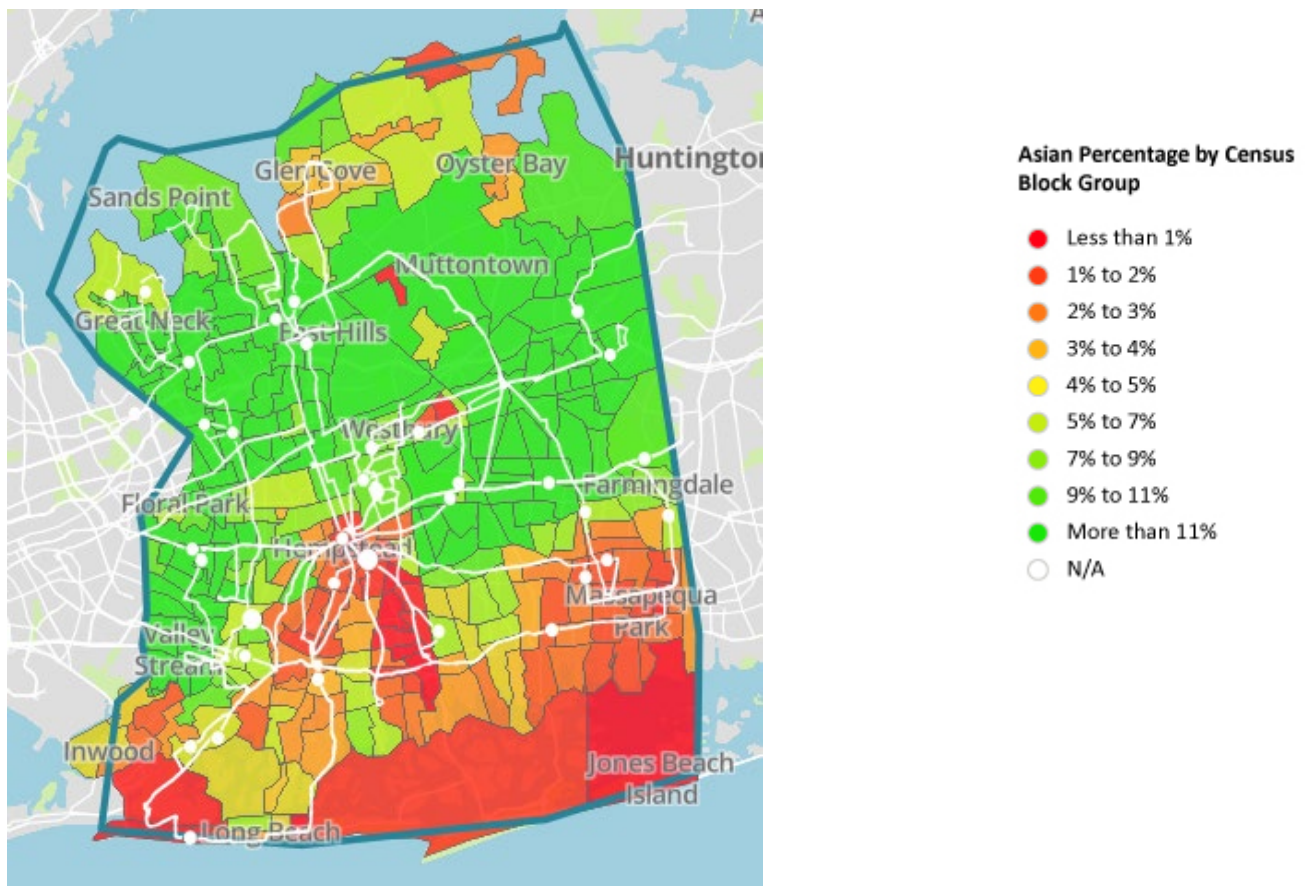
2020 American Community Survey Decennial Survey
Nassau County, New York: Population: Asian[20]

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[20] 2020 American Community Survey Decennial Survey https://data.progress-index.com/census/total-population/asian-population/nassau-county-new-york/050-36059/#cmap Accessed April 15, 2025

American Indian/Alaskan Native Populations

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

Exhibit 4.5 Concentration of American Indian/Alaskan Native Population
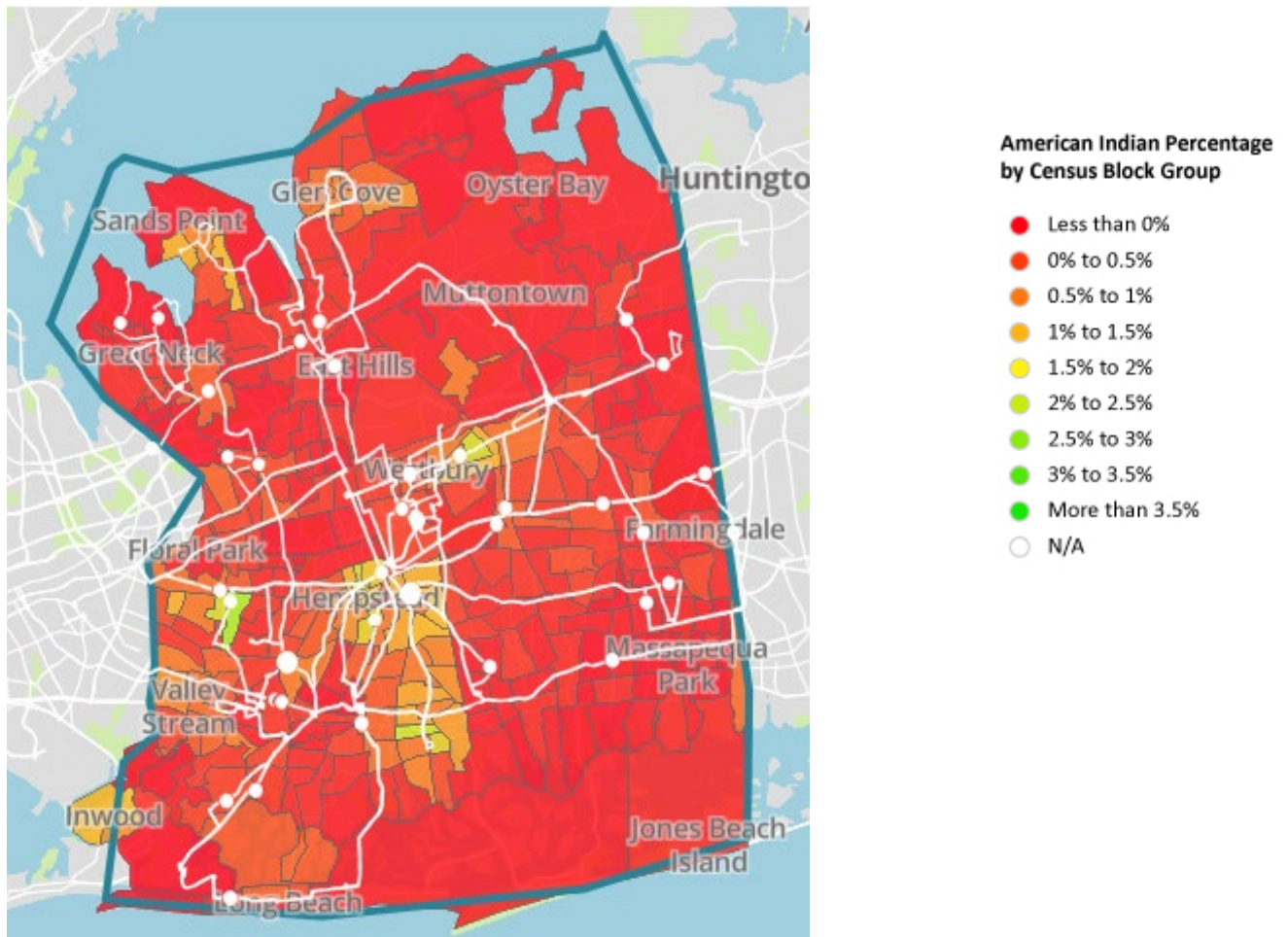
2020 American Community Survey Decennial Survey
Nassau County, New York: Population: American Indian/Alaskan Native[21]

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[21] 2020 American Community Survey Decennial Survey https://data.progress-index.com/census/total-population/indian-population/nassau-county-new-york/050-36059/#cmap Access April 15, 2025

Native Hawaiian/Pacific Islander and Other Populations

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

Exhibit 4.6 Concentration of Native Hawaiian/Pacific Islander Population

Pacific Islander Percentage by Census Block Group

- 🔴 Less than -2%
- 🔴 -2% to -1.5%
- 🟠 -1.5% to -1%
- 🟠 -1% to -0.5%
- 🟡 -0.5% to 0%
- 🟡 0% to 0.5%
- 🟢 0.5% to 1%
- 🟢 1% to 1.5%
- 🟢 More than 1.5%
- ⚪ N/A
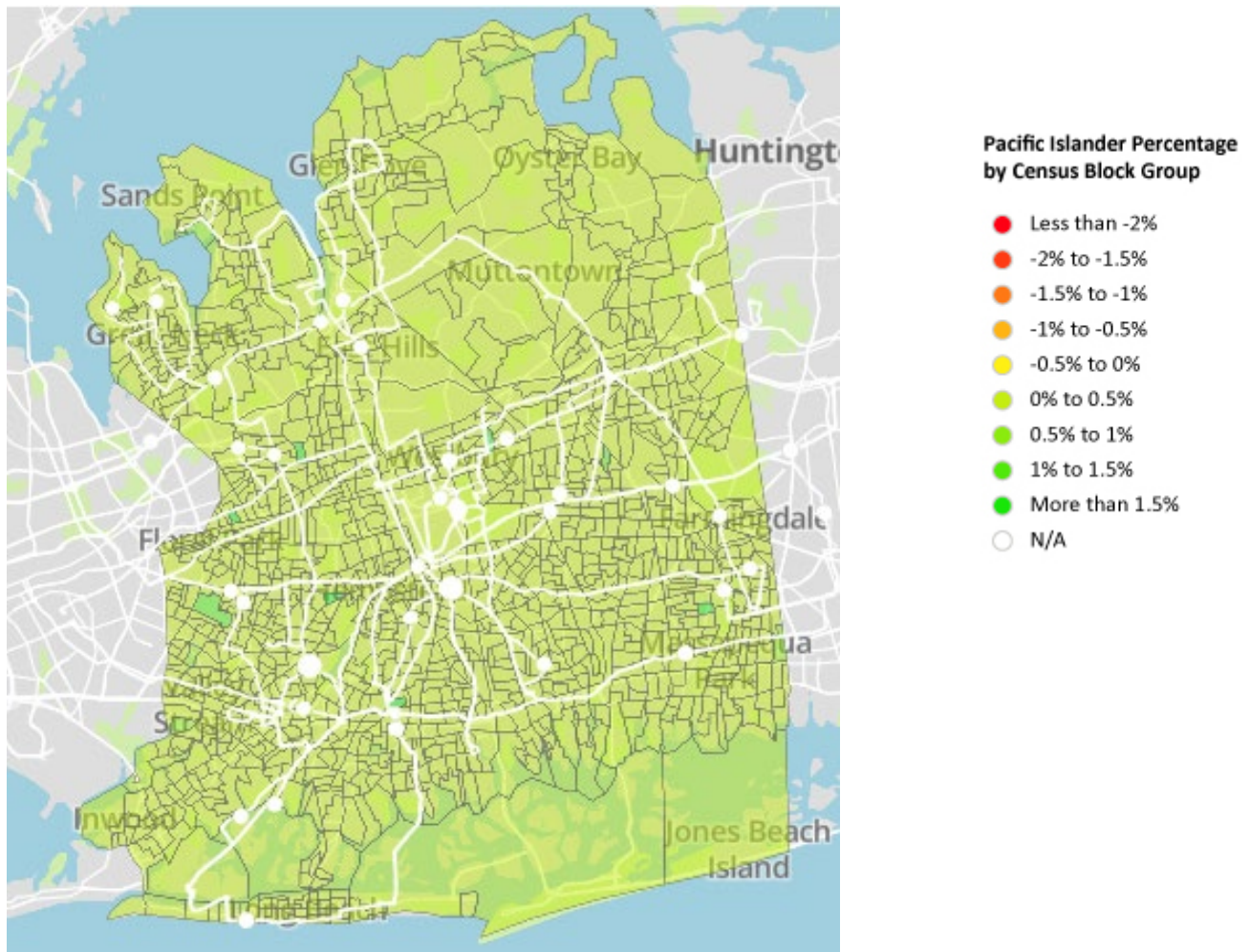
2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Native Hawaiian/Pacific Islander[22]

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[22] 2019 American Community Survey 5-Year Estimates https://data.progress-index.com/american-community-survey/nassau-county-new-york/population/islander/num/05000US36059/ Accessed April 15, 2025

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

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

Exhibit 4.7 Concentration of Other Minority Populations
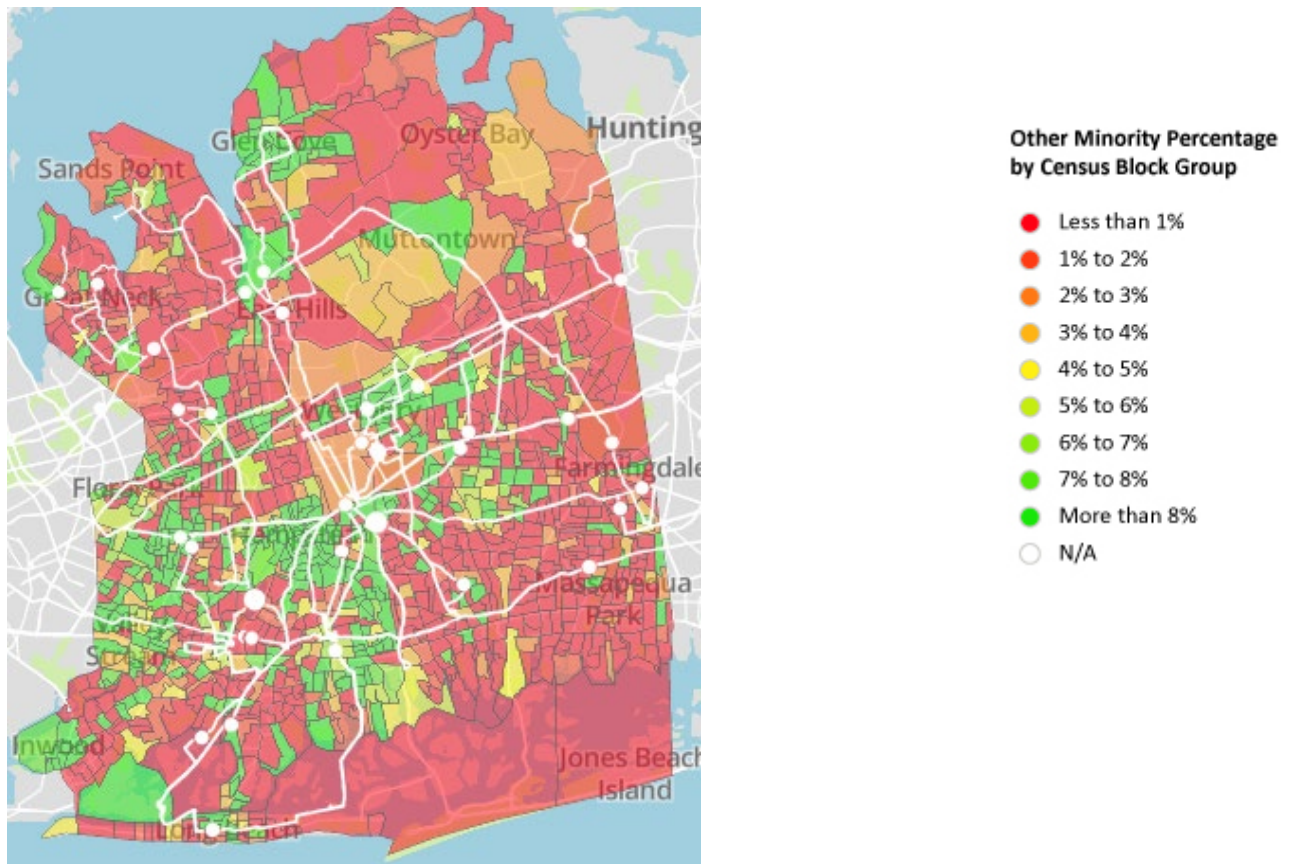
2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Other Minorities[23]

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[23] 2019 American Community Survey 5-Year Estimates https://data.progress-index.com/american-community-survey/nassau-county-new-york/population/other/num/05000US36059/ Accessed April 15, 2025

White/Caucasian Populations

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.

Exhibit 4.8 Concentration of White Population
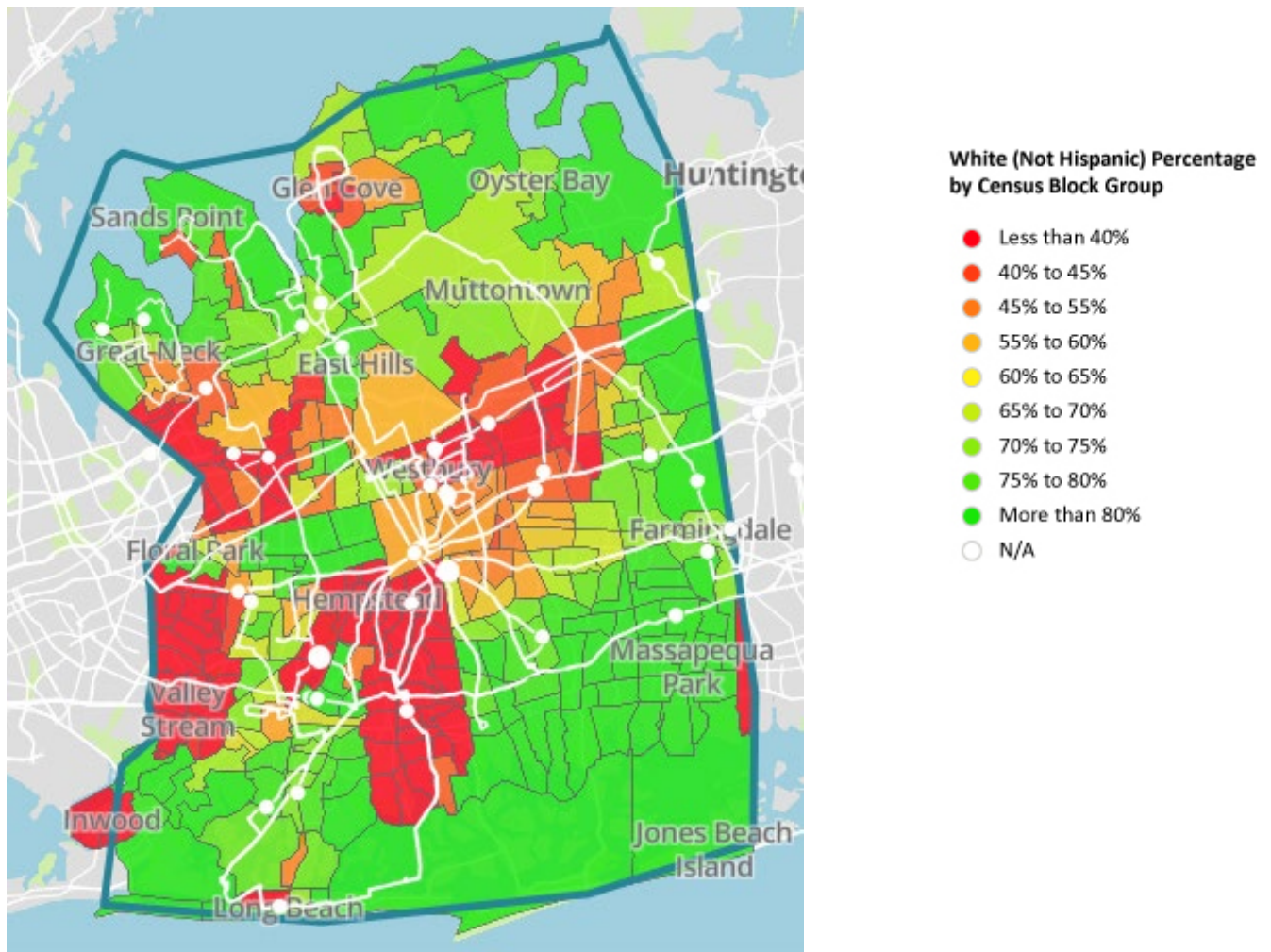
2020 American Community Survey Decennial Survey
Nassau County, New York: Population: American Indian/Alaskan Native[24]

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[24] 2020 American Community Survey Decennial Survey https://data.progress-index.com/census/total-population/not-hispanic-white/nassau-county-new-york/050-36059/#cmap Accessed April 15, 2025

LOW INCOME POPULATIONS

The map below shows median household income in Nassau County by area. High-earning areas are in green, moderate-earning areas are in yellow, and low-earning areas are in red. All NICE bus routes overlay the map.

Exhibit 4.9 Highest and Lowest Income Areas in Nassau County
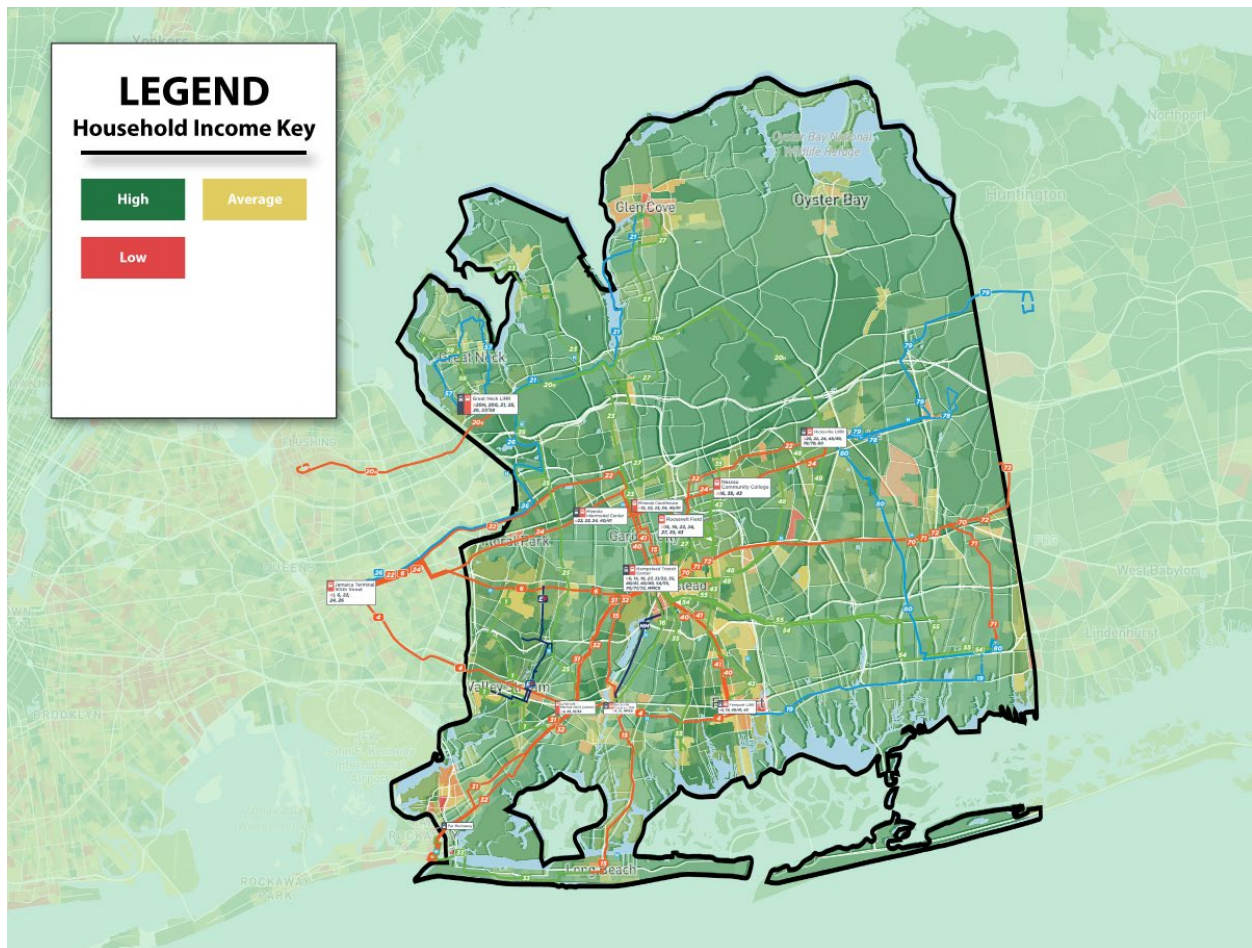
2020 US Census Data Compilation – Household Income[25]
Nassau County, NY

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[25] 2020 US Census Data Compilation https://bestneighborhood.org/household-income-nassau-county-ny/ Accessed April 15, 2025

The most recent data indicates that mean household income for Nassau County as of 2023 was $143,408 with a mean of $206,090.[26] By comparison, for those areas in red on Exhibits 4.9 and 4.10, median household income is as low as $20,996.[27]

Exhibit 4.10 2025 Poverty Guidelines

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	**Poverty guideline**
1	$15,650
2	$21,150
3	$26,650
4	$32,150
5	$37,650
6	$43,150
7	$48,650
8	$54,150
For families/households with more than 8 persons, add $5,500 for each additional person.	

Poverty Guidelines for 2025
48 Contiguous States and Washington DC[28]

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[26] Data USA https://datausa.io/profile/geo/nassau-county-ny, %20Accessed April 15, 2025
[27] Data Progress Index https://data.progress-index.com/american-community-survey/block_group_1_census_tract_406702_nassau_county_new_york/median-household-income/total/num/15000US360594067021/ Accessed April 25, 2025
[28] 2025 Poverty Guidelines https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines Accessed April 15, 2025

Exhibit 4.11 presents the concentration of persons living below the federal poverty line ($12,880 – CY 2021) in Nassau County. Low-income residents are primarily clustered south of the Long Island Expressway. Key areas with a denser 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.

Exhibit 4.11 Concentration of Low-Income Population
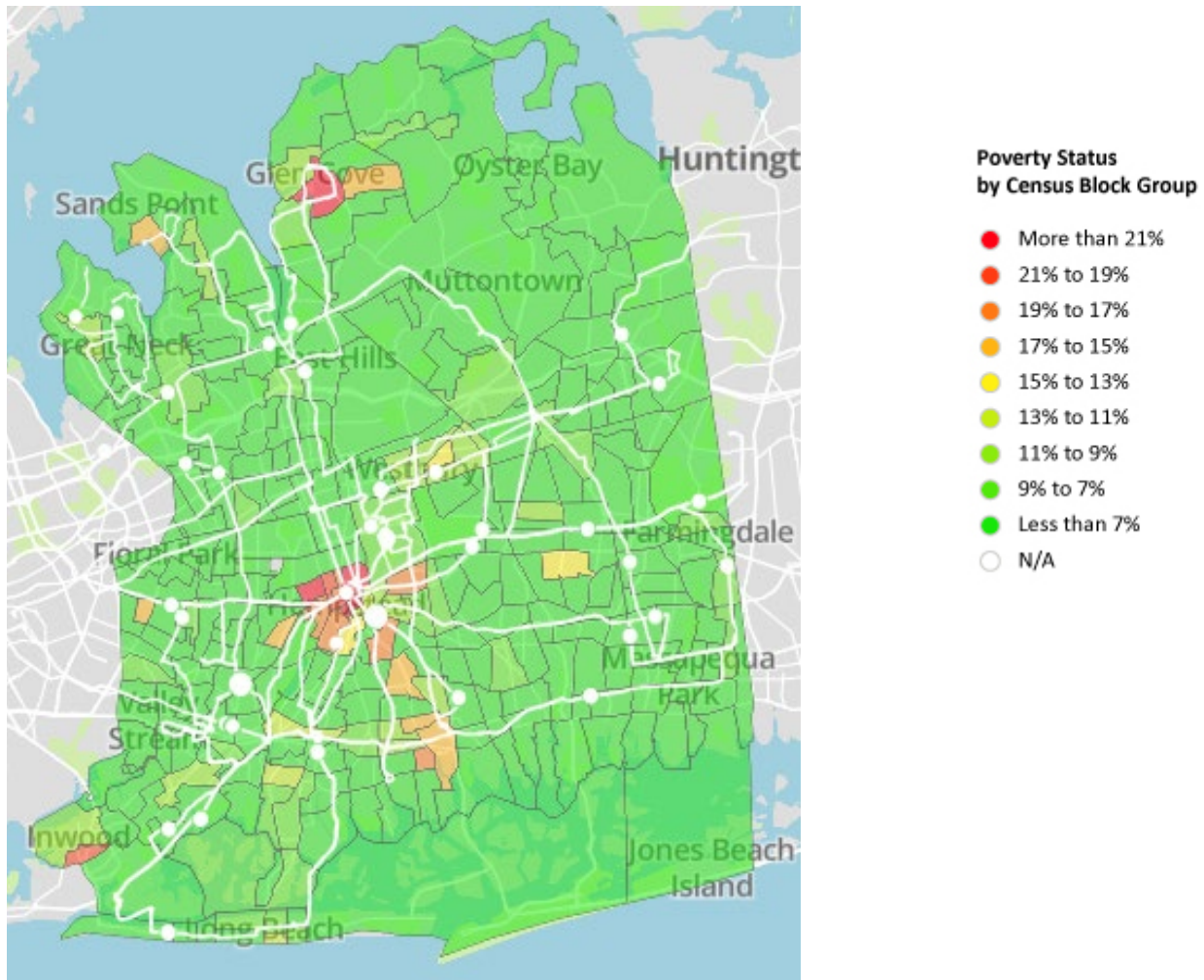
2019 American Community Survey 5-Year Estimates
Nassau County, New York: Population: Poverty Status[29]

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[29] 2019 American Community Survey https://data.progress-index.com/american-community-survey/nassau-county-new-york/poverty-status/population/num/05000US36059/ Accessed April 15, 2025

AGE DEMOGRAPHIC POPULATIONS

Senior Populations

As defined by the Older Americans Act (OAA), "senior citizens" are individuals over the age of 60 years.

Exhibit 4.12 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.

Exhibit 4.12 Concentration of Senior Population

2020 US Census Bureau QuickFacts
Nassau County, New York: Population: Age 65 and Over[30]

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[30] 2020 US Census Bureau Quick Facts
https://www.census.gov/quickfacts/fact/dashboard/nassaucountynewyork,hempsteadtownnassaucountynewyork/AGE775219

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.

Exhibit 4.13 Concentration of Youth Population
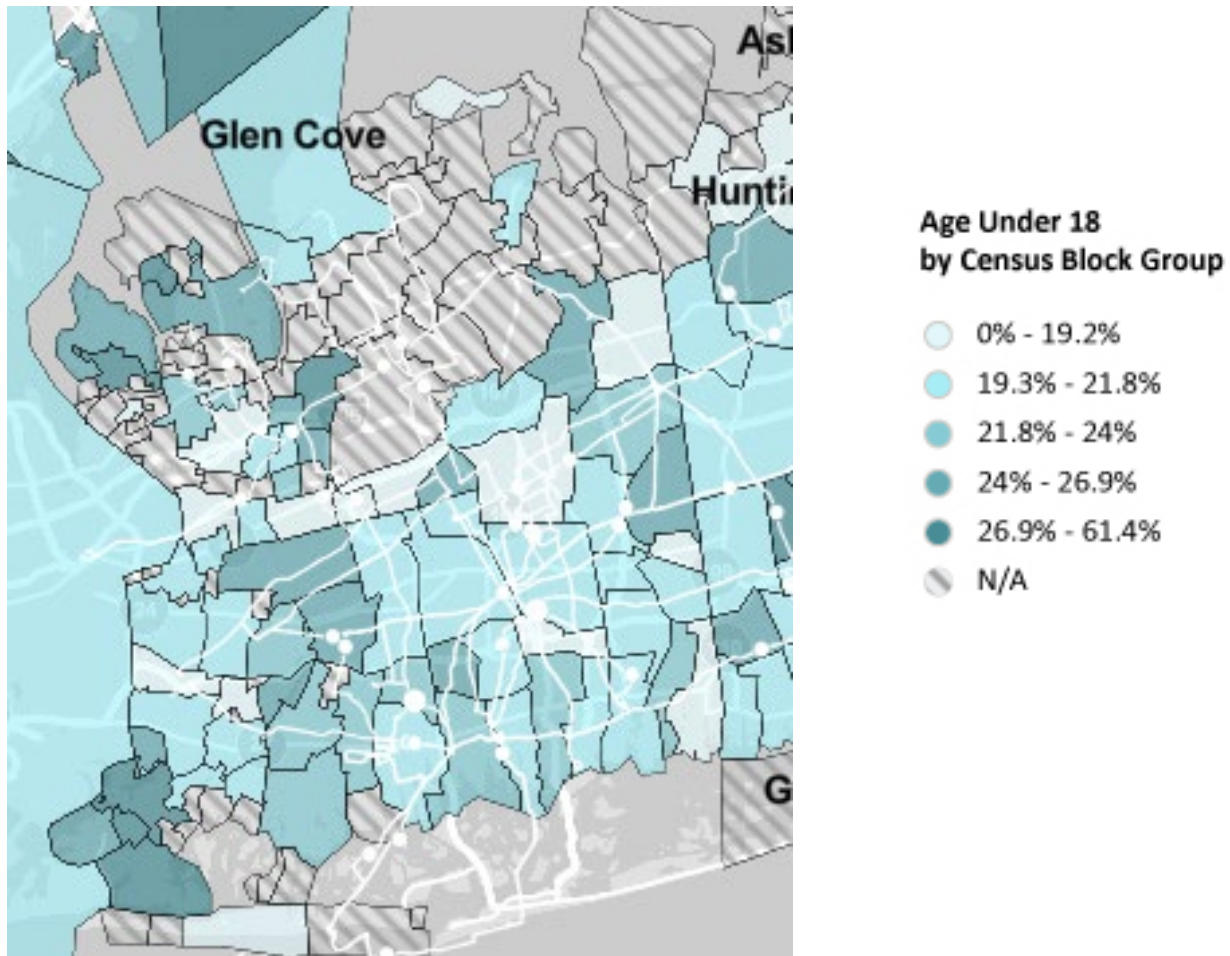
2020- US Census Bureau QuickFacts
Nassau County, New York: Population: Age 18 and Under[31]

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[31] 2020 US Census Bureau QuickFacts
https://www.census.gov/quickfacts/fact/dashboard/nassaucountynewyork,hempsteadtownnassaucountynewyork/AGE295219#AGE295219

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

Population with Little or No Access to a Vehicle by Census Block Group

- 0%
- 0.1% - 0.4%
- 0.5% - 0.8%
- 0.9% - 1.3%
- 1.4% - 1.9%
- 2.0% to 2.8%
- 2.9% to 3.8%
- 3.9% to 5.9%
- 6% - 29.6%
- No Data
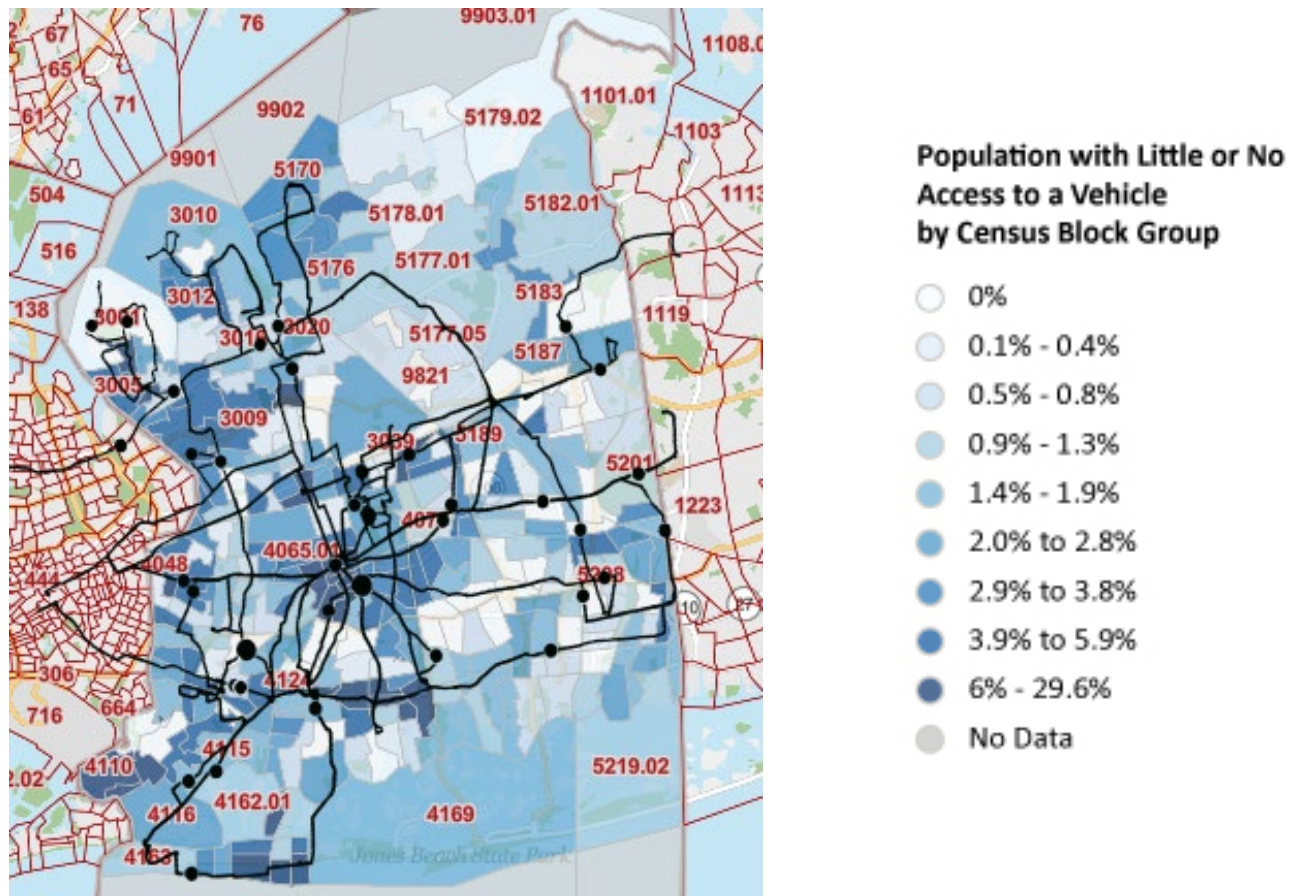
2019- US Census Bureau
Nassau County, New York: Population: Little or No Access to Vehicle[32]

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[32] 2019 US Census Bureau
https://data.census.gov/cedsci/map?g=0500000US36059%241400000&tid=ACSST5Y2019.S0802&cid=S0802_C0
1_094E&vintage=2019&layer=VT_2019_140_00_PY_D1&break=9&classification=Quantile&mode=thematic&loc
=40.7552,-73.6487,z9.2267

Appendix A:

Survey Instruments

On the following pages are the survey instruments used in the 2025 Onboard Transit Survey. Included is the English survey. Spanish, Haitian/French Creole, Korean, Chinese, Italian, Farsi, Russian, and Urdu translations were available as well.

Riders were presented with the choice of completing the survey on an electronic or scanning a QR code to perform the survey on their own device. The survey can be viewed online at https://www.surveymonkey.com/r/3D3D969.

nice

2025 Title VI Customer Survey

Section 1:Questions 1-10a

Section 1: Tell us about yourself

1.) How do you pay your fare?

- ◯ Cash
- ◯ MetroCard
- ◯ GoMobile

* 2a.) What category fare do you pay?

- ◯ Regular
- ◯ Reduced - Senior
- ◯ Reduced - Disabled
- ◯ Student

* 2b.) What type of ticket do you use?

- ◯ Single Ride or E-Ticket
- ◯ 7-Day Unlimited Ride
- ◯ 30-Day Unlimited Ride
- ◯ Pay-Per Ride Metrocard
- ◯ 20-Pack E-Ticket

* 3.) Do you have a bank account?

- ◯ Yes
- ◯ No

* 4.) What is your approximate annual household income?

- ◯ Under $15,000
- ◯ Between $15,000 and $24,999
- ◯ Between $25,000 and $34,999
- ◯ Between $35,000 and $49,999
- ◯ Between $50,000 and $74,999
- ◯ Between $75,000 and $99,000
- ◯ Over $100,000

* 5.) How many people live in your household?

○ 1

○ 2

○ 3

○ 4

○ 5

○ 6

○ 7

○ 8 or more

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

☐ Black/African American   ☐ Native Hawaiian/Pacific Islander

☐ Hispanic/Latino   ☐ American Indian/Alaskan Native

☐ Asian   ☐ Other

☐ White/Caucasian

Other (please specify)

[   ]

* 7.) What language(s) are spoken in your home? (select all that apply)

☐ English   ☐ Italian

☐ Spanish   ☐ Farsi

☐ French Creole   ☐ Russian

☐ Korean   ☐ Urdu

☐ Chinese

Other (please specify)

[   ]

* 8.) How well do you speak English?

○ Not at all

○ Less than very well

○ Very well / native speaker

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

○ Yes

○ No

○ N/A

* 10.a) What county do you live in?

○ Nassau County   ○ Suffolk County   ○ Other NY County

○ Queens County   ○ Bronx County   ○ Out of State

○ Kings County   ○ New York County   ○ Unknown

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2025 Title VI Customer Survey
Question 10b: Nassau County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey

Question 10b: Queens County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey
Question 10b: Kings County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code	⬍	⬍

nice

2025 Title VI Customer Survey
Question 10b: Suffolk County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey
Question 10b: Bronx County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey
Question 10b: New York County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

2025 Title VI Customer Survey

Question 10b: Other

* 10.b) What City and Zip Code do you live in?

City

Zip Code

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2025 Title VI Customer Survey
Question 10b: Rockland County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey
Question 10b: Richmond County

* 10.b) What City and Zip Code do you live in?

	City	Zip Code
City/Zip Code		

nice

2025 Title VI Customer Survey

Section 1: Questions 11-16

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

◯ None

◯ 1

◯ 2

◯ 3

◯ 4 or more

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

◯ No vehicle available

◯ Vehicle available for this trip

* 13.) Do you possess a valid driver license?

◯ No license

◯ Valid driver license

* 14.) What is your gender?

◯ Male

◯ Female

◯ Other

* 15.) What is your Age?

◯ under 18

◯ 18 - 24

◯ 25 - 34

◯ 35 - 44

◯ 45 - 64

◯ 65 or older

* 16.) Which of the following describes your status?

○ Employed full-time

○ Employed part-time

○ Not employed

○ Retired

○ Full-time student

○ Part-time student

○ Self-employed

○ Homemaker

nice

2025 Title VI Customer Survey

Section 2: Questions 17-23

Section 2: Tell us about this one-way trip

* 17.) What route are you telling us about for this trip?

- ◯ Mercy medical shuttle
- ◯ elfx- Elmont flexi
- ◯ N1 - Jamaica/Elmont-Hewlett
- ◯ N4 - Jamaica - Freeport
- ◯ N4x - Freeport - Jamaica EXPRESS
- ◯ N6 - Jamaica - Hempstead
- ◯ N6X - Hempstead - Jamaica EXPRESS
- ◯ N15 - Garden City - Long Beach
- ◯ N16 - Garden City - Rockville Center
- ◯ N16x - Hempstead - NCC EXPRESS
- ◯ N19 - Freeport - Massapequa
- ◯ N20g - Flushing - Great Neck
- ◯ N20h - Great Neck - Hicksville
- ◯ N21 - Great Neck - Glen Cove

- ◯ N22 - Jamaica - Mineola/Hicksville
- ◯ N22x - Hillside Avenue Express
- ◯ N23 - Mineola - Manorhaven
- ◯ N24 - Jamaica - Garden City/Hicksville
- ◯ N25 - Lynbrook - Great Neck
- ◯ N26 - Jamaica - Great Neck
- ◯ N27 - Hempstead - Glen Cove
- ◯ N31 - Hemp - Far Rockaway via W. Bwy
- ◯ N31x - Hemp - Far Rockaway Express
- ◯ N32 - Hemp - Far Rockaway via Bwy
- ◯ N33 - Far Rockaway - Long Beach
- ◯ N35 - Baldwin - Westbury
- ◯ N40/41 - Mineola - Freeport
- ◯ N43 - Garden City - Freeport

- ◯ N48 - Hemp - Hicks via Carman
- ◯ N49 - Hemp - Hicks via Newbridge
- ◯ N54 - Hempstead - Sunrise Mall
- ◯ N55 - Hempstead - Sunrise Mall
- ◯ N57 - Great Neck Loop
- ◯ N58 - Great Neck - Kings Point
- ◯ N70 - Hempstead - Farm St Coll
- ◯ N71 - Hempstead - Sunrise Mall
- ◯ N72 - Hempstead - Farmingdale
- ◯ N78 - Hicksville - Plainview
- ◯ N79 - Hicksville - S. Huntington
- ◯ N80 - Hicksville - Massapequa
- ◯ Port Washington Shuttle

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

[⬍]

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

[⬍]

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

- ◯ Transfer
- ◯ No Transfer

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

  ○ Walk more than 4 blocks   ○ Bike/skateboard

  ○ Walk 4 blocks or less   ○ Taxi/Uber/Lyft

  ○ Transfer to bus/train   ○ Was dropped off

  ○ Drove self   ○ Other

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

  ○ Walk more than 4 blocks   ○ Bike/skateboard

  ○ Walk 4 blocks or less   ○ Taxi/Uber/Lyft

  ○ Transfer to bus/train   ○ Get picked up

  ○ Drove self   ○ Other

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

  ○ Work   ○ Errands

  ○ School   ○ Social/recreation

  ○ Medical/healthcare   ○ Other

  ○ Shopping

nice

| 2025 Title VI Customer Survey |

Section 3: Questions 24-29

Section 3: Tell us about your travel habits

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

○ Yes

○ No

* 25.) Have you used NICE GoMobile or Transit App? (If so which one?)

○ Yes, NICE GoMobile

○ Yes, Transit App

○ No, I have not used NICE GoMobile or the Transit App

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

○ No car available　　　　　　　○ Cost

○ Not able to drive　　　　　　　○ Prefer public transit to driving

○ Proximity to my destination　　○ Other

* 27.) How often do you ride NICE?

○ Less than once a week

○ 1-2 times a week

○ 3-4 times a week

○ 5 or more times a week

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

○ Taxi/Uber/Lyft　　　　　　　　○ Walk

○ Ride with friend/family member　○ Bicycle/skateboard

○ Wouldn't make trip　　　　　　○ Other

○ Drive own vehicle

* 29.) Who else in your household uses NICE?

○ Children (age 12 and under)　　○ Other adults

○ Teens (age 13-18)　　　　　　　○ Seniors (age 65 or older)

○ Young adults (age 19-24)　　　　○ N/A

* 30.) In what language was this survey completed?

○ English   ○ Italian

○ Spanish   ○ Farsi

○ French Creole   ○ Russian

○ Korean   ○ Urdu

○ Chinese

○ Other (please specify)

31.) Feel Free to Share Any Comments or Perceptions about the NICE bus service

Appendix B:

Sample Frequencies

Route				
Route	Frequency	Percent	Valid Percent	Cumulative Percent
n1	96	1.19%	1.28%	1.28%
n4	647	8.04%	8.62%	9.90%
n4x	115	1.43%	1.53%	11.43%
n6	608	7.56%	8.10%	19.53%
n6x	130	1.62%	1.73%	21.26%
n15	362	4.50%	4.82%	26.08%
n16	312	3.88%	4.16%	30.24%
n16x	54	0.67%	0.72%	30.96%
n19	87	1.08%	1.16%	32.12%
n20g	110	1.37%	1.47%	33.58%
n20h	133	1.65%	1.77%	35.35%
n21	43	0.53%	0.57%	35.93%
n22	559	6.95%	7.45%	43.37%
n22x	48	0.60%	0.64%	44.01%
n23	83	1.03%	1.11%	45.12%
n24	429	5.33%	5.71%	50.83%
n25	290	3.60%	3.86%	54.70%
n26	74	0.92%	0.99%	55.68%
n27	134	1.67%	1.79%	57.47%
n31	175	2.18%	2.33%	59.80%
n31x	36	0.45%	0.48%	60.28%
n32	162	2.01%	2.16%	62.44%
n33	34	0.42%	0.45%	62.89%

Route				
Route	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
n35	341	4.24%	4.54%	67.43%
n40/n41	565	7.02%	7.53%	74.96%
n43	411	5.11%	5.47%	80.43%
n48	103	1.28%	1.37%	81.80%
n49	111	1.38%	1.48%	83.28%
n54	244	3.03%	3.25%	86.53%
N55	187	2.32%	2.49%	89.02%
n57	35	0.44%	0.47%	89.49%
n58	50	0.62%	0.67%	90.16%
n70	467	5.80%	6.22%	96.38%
n71	31	0.39%	0.41%	96.79%
n78	28	0.35%	0.37%	97.16%
n79	62	0.77%	0.83%	97.99%
n80	29	0.36%	0.39%	98.38%
ELFX	40	0.50%	0.53%	98.91%
MMCS	56	0.70%	0.75%	99.65%
PWS	26	0.32%	0.35%	100.00%
Total Responses	**7507**	**93.31%**	**100.00%**	
Missing/Multiple Responses	**538**	**6.69%**		
TOTALS	**8,045**	**100.00%**		

Survey Language				
Language	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
English	5801	72.11%	77.63%	77.63%
Spanish	1268	15.76%	16.97%	94.59%
French Creole	280	3.48%	3.75%	98.34%
Korean	29	0.36%	0.39%	98.73%
Chinese	46	0.57%	0.62%	99.34%
Italian	6	0.07%	0.08%	99.42%
Farsi	2	0.02%	0.03%	99.45%
Russian	13	0.16%	0.17%	99.63%
Urdu	17	0.21%	0.23%	99.85%
Other	11	0.14%	0.15%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Multiple Responses	**572**	**7.11%**		
TOTAL	**8045**	**100.00%**		

Q1 How do you pay your fare?

	Frequency	Percent	Valid Percent	Cumulative Percent
Cash	2130	26.48%	26.71%	26.71%
MetroCard	3215	39.96%	40.31%	67.02%
GoMobile	2630	32.69%	32.98%	100.00%
Total Responses	**7975**	**99.13%**	**100.00%**	
Missing/Multiple Responses	**70**	**0.87%**		
TOTAL	**8045**	**100.00%**		

Q2a What category fare do you pay?

	Frequency	Percent	Valid Percent	Cumulative Percent
Regular	6943	86.30%	86.30%	86.30%
Reduced - Senior	648	8.05%	8.05%	94.36%
Reduced - Disabled	177	2.20%	2.20%	96.56%
Student	277	3.44%	3.44%	100.00%
Total Responses	**8045**	**100.00%**	**100.00%**	
Missing/Multiple Responses	**0**	**0.00%**		
TOTAL	**8045**	**100.00%**		

Q2b What type of ticket do you use?

	Frequency	Percent	Valid Percent	Cumulative Percent
Single Ride or E-Ticket	3690	45.87%	45.87%	45.87%
7-Day Unlimited Ride	1529	19.01%	19.01%	64.87%
30-Day Unlimited Ride	680	8.45%	8.45%	73.33%
Pay-Per_Ride Metrocard	1787	22.21%	22.21%	95.54%
20-Pack E-Ticket	359	4.46%	4.46%	100.00%
Total Responses	8045	100.00%	100.00%	
Missing/Duplicate Responses	0	0.00%		
TOTAL	8045	100.00%		

Q3 Do you have a bank account?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	6625	82.35%	82.35%	82.35%
No	1420	17.65%	17.65%	100.00%
Total Responses	8045	100.00%	100.00%	
Missing/Multiple Responses	0	0.00%		
TOTAL	8045	100.00%		

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Q4 What is your approximate annual household income?

	Frequency	Percent	Valid Percent	Cumulative Percent
Under $15,000	2485	30.89%	30.89%	30.89%
Between $15,000 and $24,999	1336	16.61%	16.61%	47.50%
Between $25,000 and $34,999	1029	12.79%	12.79%	60.29%
Between $35,000 and $49,999	991	12.32%	12.32%	72.60%
Between $50,000 and $74,999	1018	12.65%	12.65%	85.26%
Between $75,000 and $99,999	710	8.83%	8.83%	94.08%
Over $100,000	476	5.92%	5.92%	100.00%
Total Responses	**8045**	**100.00%**	**100.00%**	
Missing/Multiple Responses	**0**	**0.00%**		
TOTAL	**8045**	**100.00%**		

Q5 How many people live in your household?

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1244	15.46%	15.46%	15.46%
2	1677	20.85%	20.85%	36.31%
3	1730	21.50%	21.50%	57.81%
4	1705	21.19%	21.19%	79.01%
5	939	11.67%	11.67%	90.68%
6	384	4.77%	4.77%	95.45%
7	186	2.31%	2.31%	97.76%
8 or More	180	2.24%	2.24%	100.00%
Total Responses	**8045**	**100.00%**	**100.00%**	
Missing/Multiple Responses	**0**	**0.00%**		
TOTAL	**8045**	**100.00%**		

Q6 What is your race/ethnicity?

	Frequency	Percent	Valid Percent	Cumulative Percent
Black/African American	3397	42.22%	39.84%	39.84%
Hispanic/Latino	2819	35.04%	33.06%	72.90%
Asian	852	10.59%	9.99%	82.89%
White/Caucasian	763	9.48%	8.95%	91.84%
Native Hawaiian/Pacific Islander	52	0.65%	0.61%	92.45%
American Indian/Alaskan Native	115	1.43%	1.35%	93.80%

Q6 What is your race/ethnicity?

	Frequency	Percent	Valid Percent	Cumulative Percent
Other	529	6.58%	6.20%	100.00%
Total Responses	**8527**	**105.99%**	**100.00%**	
Missing/Multiple Responses	**-482**	**-5.99%**		
TOTAL	**8045**	**100.00%**		

Q7 What language(s) are spoken in your home?

	Frequency	Percent	Valid Percent	Cumulative Percent
English	6578	81.77%	62.14%	62.14%
Spanish	2728	33.91%	25.77%	87.92%
French Creole	862	10.71%	8.14%	96.06%
Korean	53	0.66%	0.50%	96.56%
Chinese	126	1.57%	1.19%	97.75%
Italian	62	0.77%	0.59%	98.34%
Farsi	21	0.26%	0.20%	98.54%
Russian	31	0.39%	0.29%	98.83%
Urdu	124	1.54%	1.17%	100.00%
Total Responses	**10585**	**131.57%**	**100.00%**	
Missing/Multiple Responses	**-2540**	**-31.57%**		
TOTAL	**8045**	**100.00%**		

Q8 How well do you speak English?

	Frequency	Percent	Valid Percent	Cumulative Percent
Not at All	6578	81.77%	69.76%	69.76%
Less than very well	2728	33.91%	28.93%	98.69%
Very well / native speaker	124	1.54%	1.31%	100.00%
Total Responses	**9430**	**117.22%**	**100.00%**	
Missing/Duplicate Responses	**-1385**	**-17.22%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	859	10.68%	10.68%	10.68%
No	6023	74.87%	74.87%	85.54%
N/A	1163	14.46%	14.46%	100.00%
Total Responses	**8045**	**100.00%**	**100.00%**	
Missing/Duplicate Responses	**0**	**0.00%**		
TOTAL	**8045**	**100.00%**		

Q10a What county do you live in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Nassau County	5771	71.73%	71.73%	71.73%
Queens County	1588	19.74%	19.74%	91.47%

Q10a What county do you live in?

	Frequency	Percent	Valid Percent	Cumulative Percent
Kings County	96	1.19%	1.19%	92.67%
Suffolk County	111	1.38%	1.38%	94.05%
Bronx County	53	0.66%	0.66%	94.70%
New York County	252	3.13%	3.13%	97.84%
Other NY County	73	0.91%	0.91%	98.74%
Out of State	30	0.37%	0.37%	99.12%
Unknown	71	0.88%	0.88%	100.00%
Total Responses	**8045**	**100.00%**	**100.00%**	
Missing/Duplicate Responses	**0**	**0.00%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11550 - Hempstead	891	11.08%	15.89%	15.89%
11520 - Freeport	439	5.46%	7.83%	23.72%
11553 - Uniondale	363	4.51%	6.47%	30.19%
11575 - Roosevelt	332	4.13%	5.92%	36.11%
11003 - Elmont	287	3.57%	5.12%	41.23%
11510 - Baldwin	247	3.07%	4.40%	45.63%
11580 - Valley Stream	206	2.56%	3.67%	49.30%
11552 - West Hempstead	156	1.94%	2.78%	52.09%
11590 - Westbury	153	1.90%	2.73%	54.81%

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11801 - Hicksville	129	1.60%	2.30%	57.11%
11050 - Port Washington	119	1.48%	2.12%	59.24%
11040 - New Hyde Park	113	1.40%	2.01%	61.25%
11010 - Franklin Square	111	1.38%	1.98%	63.23%
11501 - Mineola	110	1.37%	1.96%	65.19%
11001 - Floral Park	104	1.29%	1.85%	67.05%
11530 - Garden City	98	1.22%	1.75%	68.79%
11570 - Rockville Centre	98	1.22%	1.75%	70.54%
11563 - Lynbrook	82	1.02%	1.46%	72.00%
11561 - Long Beach	81	1.01%	1.44%	73.45%
11554 - East Meadow	80	0.99%	1.43%	74.88%
11756 - Levittown	80	0.99%	1.43%	76.30%
11542 - Glen Cove	74	0.92%	1.32%	77.62%
11003 - Floral Park	68	0.85%	1.21%	78.83%
11021 - Great Neck	63	0.78%	1.12%	79.96%
11572 - Oceanside	52	0.65%	0.93%	80.88%
11758 - Massapequa	48	0.60%	0.86%	81.74%
11710 - Bellmore	47	0.58%	0.84%	82.58%
11714 - Bethpage	46	0.57%	0.82%	83.40%

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11020 - Great Neck	45	0.56%	0.80%	84.20%
11735 - Farmingdale	45	0.56%	0.80%	85.00%
11558 - Island Park	42	0.52%	0.75%	85.75%
11557 - Hewlett	41	0.51%	0.73%	86.48%
11551 - Hempstead	40	0.50%	0.71%	87.20%
11566 - Merrick	40	0.50%	0.71%	87.91%
11581 - Valley Stream	38	0.47%	0.68%	88.59%
11514 - Carle Place	37	0.46%	0.66%	89.25%
11565 - Malverne	31	0.39%	0.55%	89.80%
11507 - Albertson	27	0.34%	0.48%	90.28%
11516 - Cedarhurst	27	0.34%	0.48%	90.76%
11753 - Jericho	26	0.32%	0.46%	91.23%
11024 - Great Neck	25	0.31%	0.45%	91.67%
11023 - Great Neck	24	0.30%	0.43%	92.10%
11022 - Great Neck	23	0.29%	0.41%	92.51%
11509 - Atlantic Beach	23	0.29%	0.41%	92.92%
11518 - East Rockaway	21	0.26%	0.37%	93.30%
11596 - East Williston	21	0.26%	0.37%	93.67%

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11096 - Far Rockaway	20	0.25%	0.36%	94.03%
11550 - South Hempstead	19	0.24%	0.34%	94.37%
11576 - Roslyn	19	0.24%	0.34%	94.70%
11002 - Floral Park	17	0.21%	0.30%	95.01%
11577 - Roslyn Heights	17	0.21%	0.30%	95.31%
11042 - New Hyde Park	16	0.20%	0.29%	95.60%
11579 - Sea Cliff	16	0.20%	0.29%	95.88%
11791 - Syosset	16	0.20%	0.29%	96.17%
11545 - Glen Head	15	0.19%	0.27%	96.43%
11568 - Old Westbury	14	0.17%	0.25%	96.68%
11026 - Great Neck	13	0.16%	0.23%	96.92%
11548 - Greenvale	13	0.16%	0.23%	97.15%
11560 - Locust Valley	13	0.16%	0.23%	97.38%
11027 - Great Neck	11	0.14%	0.20%	97.57%
11510 - North Baldwin	11	0.14%	0.20%	97.77%
11559 - Lawrence	10	0.12%	0.18%	97.95%
11783 - Seaford	10	0.12%	0.18%	98.13%
11803 - Hicksville	9	0.11%	0.16%	98.29%
11096 - Inwood	8	0.10%	0.14%	98.43%

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11547 - Glenwood Landing	8	0.10%	0.14%	98.57%
11030 - Manhasset	7	0.09%	0.12%	98.70%
11531 - Garden City	7	0.09%	0.12%	98.82%
11571 - Rockville Centre	7	0.09%	0.12%	98.95%
11599 - Garden City	7	0.09%	0.12%	99.07%
11803 - Plainview	7	0.09%	0.12%	99.20%
11765 - Mill Neck	4	0.05%	0.07%	99.27%
11793 - Wantagh	4	0.05%	0.07%	99.34%
11003 - Alden Manor	3	0.04%	0.05%	99.39%
11709 - Bayville	3	0.04%	0.05%	99.45%
11732 - East Norwich	3	0.04%	0.05%	99.50%
11771 - Oyster Bay	3	0.04%	0.05%	99.55%
11797 - Woodbury	3	0.04%	0.05%	99.61%
11024 - Kings Point	2	0.02%	0.04%	99.64%
11561 - East Atlantic Beach	2	0.02%	0.04%	99.68%
11561 - Lido Beach	2	0.02%	0.04%	99.71%
11735 - South Farmingdale	2	0.02%	0.04%	99.75%

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11762 - Massapequa Park	2	0.02%	0.04%	99.79%
11804 - Hicksville	2	0.02%	0.04%	99.82%
11804 - Old Bethpage	2	0.02%	0.04%	99.86%
11030 - Plandome	1	0.01%	0.02%	99.88%
11050 - Sands Point	1	0.01%	0.02%	99.89%
11566 - North Merrick	1	0.01%	0.02%	99.91%
11572 - Rockville Centre	1	0.01%	0.02%	99.93%
11582 - Valley Stream	1	0.01%	0.02%	99.95%
11758 - North Massapequa	1	0.01%	0.02%	99.96%
11798 - Wyandanch	1	0.01%	0.02%	99.98%
11802 - Hicksville	1	0.01%	0.02%	100.00%
11003 - Meacham	0	0.00%	0.00%	100.00%
11530 - Stewart Manor	0	0.00%	0.00%	100.00%
11569 - Point Lookout	0	0.00%	0.00%	100.00%
11710 - North Bellmore	0	0.00%	0.00%	100.00%
Total Responses	**5608**	**38.21%**	**100.00%**	

Q10b What City and Zip Code do you live in? (Nassau County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
Missing/Duplicate Responses	2437	30.29%		
TOTAL	8045	68.50%		

Q10b What City and Zip Code do you live in? (Queens County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11004 - Glen Oaks	43	0.53%	2.81%	2.81%
11005 - Floral Park	9	0.11%	0.59%	3.40%
11101 - Long Island City	22	0.27%	1.44%	4.84%
11102 - Astoria	12	0.15%	0.79%	5.63%
11103 - Astoria	4	0.05%	0.26%	5.89%
11104 - Sunnyside	10	0.12%	0.65%	6.54%
11105 - Astoria	6	0.07%	0.39%	6.94%
11106 - Astoria	6	0.07%	0.39%	7.33%
11109 - Long Island City	7	0.09%	0.46%	7.79%
11351 - Flushing	7	0.09%	0.46%	8.25%
11352 - Flushing	9	0.11%	0.59%	8.84%
11354 - Flushing	16	0.20%	1.05%	9.88%
11355 - Flushing	42	0.52%	2.75%	12.63%
11356 - College Point	11	0.14%	0.72%	13.35%

Q10b What City and Zip Code do you live in? (Queens County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11357 - Whitestone	7	0.09%	0.46%	13.81%
11358 - Flushing	15	0.19%	0.98%	14.79%
11359 - Bayside	2	0.02%	0.13%	14.92%
11360 - Bayside	7	0.09%	0.46%	15.38%
11361 - Bayside	10	0.12%	0.65%	16.03%
11362 - Little Neck	9	0.11%	0.59%	16.62%
11363 - Little Neck	0	0.00%	0.00%	16.62%
11364 - Oakland Gardens	6	0.07%	0.39%	17.02%
11365 - Fresh Meadows	13	0.16%	0.85%	17.87%
11366 - Fresh Meadows	9	0.11%	0.59%	18.46%
11367 - Flushing	19	0.24%	1.24%	19.70%
11368 - Corona	22	0.27%	1.44%	21.14%
11369 - East Elmhurst	9	0.11%	0.59%	21.73%
11370 - East Elmhurst	1	0.01%	0.07%	21.79%
11371 - Flushing	5	0.06%	0.33%	22.12%
11372 - Jackson Heights	21	0.26%	1.37%	23.49%
11373 - Elmhurst	24	0.30%	1.57%	25.07%
11374 - Rego Park	3	0.04%	0.20%	25.26%
11375 - Forest Hills	12	0.15%	0.79%	26.05%
11377 - Woodside	12	0.15%	0.79%	26.83%

Q10b What City and Zip Code do you live in? (Queens County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11378 - Maspeth	4	0.05%	0.26%	27.09%
11379 - Middle Village	7	0.09%	0.46%	27.55%
11380 - Rego Park	0	0.00%	0.00%	27.55%
11385 - Ridgewood	7	0.09%	0.46%	28.01%
11386 - Ridgewood	0	0.00%	0.00%	28.01%
11411 - Cambria Heights	31	0.39%	2.03%	30.04%
11412 - Saint Albans	58	0.72%	3.80%	33.84%
11413 - Springfield Gardens	63	0.78%	4.12%	37.96%
11414 - Howard Beach	10	0.12%	0.65%	38.61%
11415 - Kew Gardens	21	0.26%	1.37%	39.99%
11416 - Ozone Park	8	0.10%	0.52%	40.51%
11417 - Ozone Park	4	0.05%	0.26%	40.77%
11418 - Richmond Hill	19	0.24%	1.24%	42.02%
11419 - South Richmond Hill	20	0.25%	1.31%	43.32%
11420 - South Ozone Park	21	0.26%	1.37%	44.70%

Q10b What City and Zip Code do you live in? (Queens County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11421 - Woodhaven	10	0.12%	0.65%	45.35%
11422 - Rosedale	59	0.73%	3.86%	49.21%
11423 - Hollis	65	0.81%	4.25%	53.47%
11424 - Jamaica	3	0.04%	0.20%	53.66%
11426 - Bellerose	39	0.48%	2.55%	56.22%
11427 - Queens Village	53	0.66%	3.47%	59.69%
11428 - Queens Village	56	0.70%	3.66%	63.35%
11429 - Queens Village	64	0.80%	4.19%	67.54%
11430 - Jamaica	24	0.30%	1.57%	69.11%
11431 - Jamaica	10	0.12%	0.65%	69.76%
11432 - Jamaica	109	1.35%	7.13%	76.90%
11433 - Jamaica	64	0.80%	4.19%	81.09%
11434 - Jamaica	80	0.99%	5.24%	86.32%
11435 - Jamaica	46	0.57%	3.01%	89.33%
11436 - Jamaica	12	0.15%	0.79%	90.12%
11690 - Far Rockaway	5	0.06%	0.33%	90.45%
11691 - Far Rockaway	122	1.52%	7.98%	98.43%
11692 - Arverne	12	0.15%	0.79%	99.21%
11693 - Rockaway Beach	9	0.11%	0.59%	99.80%
11694 - Rockaway Park	2	0.02%	0.13%	99.93%

Q10b What City and Zip Code do you live in? (Queens County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11695 - Far Rockaway	0	0.00%	0.00%	99.93%
11697 - Breezy Point	1	0.01%	0.07%	100.00%
Total Responses	**1528**	**18.99%**	**100.00%**	
Missing/Duplicate Responses	**6517**	**81.01%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Kings County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11201 - Brooklyn Heights, DUMBO, Downtown Brooklyn	5	0.06%	5.43%	5.43%
11202 - Brooklyn (P.O. Box ZIP)	0	0.00%	0.00%	5.43%
11203 - East Flatbush, Wingate	3	0.04%	3.26%	8.70%
11204 - Borough Park, Kensington	2	0.02%	2.17%	10.87%
11205 - Fort Greene, Clinton Hill	0	0.00%	0.00%	10.87%

Q10b What City and Zip Code do you live in? (Kings County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11206 - Williamsburg, Bushwick	1	0.01%	1.09%	11.96%
11207 - East New York, Cypress Hills	8	0.10%	8.70%	20.65%
11208 - East New York, Cypress Hills	7	0.09%	7.61%	28.26%
11209 - Bay Ridge, Fort Hamilton	5	0.06%	5.43%	33.70%
11210 - Flatbush, Midwood	2	0.02%	2.17%	35.87%
11211 - Williamsburg	2	0.02%	2.17%	38.04%
11212 - Brownsville	4	0.05%	4.35%	42.39%
11213 - Crown Heights	7	0.09%	7.61%	50.00%
11214 - Bensonhurst, Bath Beach	0	0.00%	0.00%	50.00%
11215 - Park Slope, Gowanus	1	0.01%	1.09%	51.09%
11216 - Bedford-Stuyvesant, Crown Heights	3	0.04%	3.26%	54.35%
11217 - Boerum Hill, Park Slope, Gowanus	0	0.00%	0.00%	54.35%

Q10b What City and Zip Code do you live in? (Kings County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11218 - Kensington, Windsor Terrace	1	0.01%	1.09%	55.43%
11219 - Borough Park	1	0.01%	1.09%	56.52%
11220 - Sunset Park	4	0.05%	4.35%	60.87%
11221 - Bushwick, Bedford-Stuyvesant	2	0.02%	2.17%	63.04%
11222 - Greenpoint	5	0.06%	5.43%	68.48%
11223 - Gravesend, Bensonhurst	4	0.05%	4.35%	72.83%
11224 - Coney Island, Sea Gate	2	0.02%	2.17%	75.00%
11225 - Prospect Lefferts Gardens, Wingate	4	0.05%	4.35%	79.35%
11226 - Flatbush, East Flatbush	6	0.07%	6.52%	85.87%
11228 - Dyker Heights, Bensonhurst	0	0.00%	0.00%	85.87%
11229 - Sheepshead Bay, Homecrest	0	0.00%	0.00%	85.87%

Q10b What City and Zip Code do you live in? (Kings County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11230 - Midwood, Flatbush	2	0.02%	2.17%	88.04%
11231 - Red Hook, Carroll Gardens	0	0.00%	0.00%	88.04%
11232 - Sunset Park, Greenwood Heights	0	0.00%	0.00%	88.04%
11233 - Bedford-Stuyvesant, Ocean Hill	2	0.02%	2.17%	90.22%
11234 - Flatlands, Marine Park, Mill Basin	2	0.02%	2.17%	92.39%
11235 - Brighton Beach, Manhattan Beach	0	0.00%	0.00%	92.39%
11236 - Canarsie, Flatlands	4	0.05%	4.35%	96.74%
11237 - Bushwick	0	0.00%	0.00%	96.74%
11238 - Prospect Heights, Clinton Hill	2	0.02%	2.17%	98.91%
11239 - Spring Creek, Starrett City	0	0.00%	0.00%	98.91%
11240 - Brooklyn (P.O. Box ZIP)	1	0.01%	1.09%	100.00%
11241 - Brooklyn (P.O. Box ZIP)	0	0.00%	0.00%	100.00%

Q10b What City and Zip Code do you live in? (Kings County Residents)

	Frequency	Percent	Valid Percent	Cumulative Percent
11242 - Brooklyn (P.O. Box ZIP)	0	0.00%	0.00%	100.00%
11243 - Brooklyn (P.O. Box ZIP)	0	0.00%	0.00%	100.00%
11247 - Brooklyn (P.O. Box ZIP)	0	0.00%	0.00%	100.00%
11249 - Williamsburg	0	0.00%	0.00%	100.00%
11256 - Brooklyn (Spring Creek Mail Facility – USPS)	0	0.00%	0.00%	100.00%
Total Responses	**92**	**1.14%**	**100.00%**	
Missing/Duplicate Responses	**7953**	**98.86%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11453 - Jamaica	6	0.07%	5.83%	5.83%
11701 - Amityville	12	0.15%	11.65%	17.48%
11702 - Babylon	12	0.15%	11.65%	29.13%
11703 - North Babylon	3	0.04%	2.91%	32.04%

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11704 - West Babylon	2	0.02%	1.94%	33.98%
11705 - Bayport	3	0.04%	2.91%	36.89%
11706 - Bay Shore	8	0.10%	7.77%	44.66%
11707 - West Babylon	0	0.00%	0.00%	44.66%
11708 - Amityville	0	0.00%	0.00%	44.66%
11713 - Bellport	2	0.02%	1.94%	46.60%
11715 - Blue Point	0	0.00%	0.00%	46.60%
11716 - Bohemia	3	0.04%	2.91%	49.51%
11717 - Brentwood	9	0.11%	8.74%	58.25%
11718 - Brightwaters	0	0.00%	0.00%	58.25%
11719 - Brookhaven	0	0.00%	0.00%	58.25%
11720 - Centereach	0	0.00%	0.00%	58.25%
11721 - Centerport	0	0.00%	0.00%	58.25%
11722 - Central Islip	5	0.06%	4.85%	63.11%
11724 - Cold Spring Harbor	0	0.00%	0.00%	63.11%
11725 - Commack	1	0.01%	0.97%	64.08%
11726 - Copiague	4	0.05%	3.88%	67.96%
11727 - Coram	1	0.01%	0.97%	68.93%
11729 - Deer Park	2	0.02%	1.94%	70.87%
11730 - East Islip	0	0.00%	0.00%	70.87%

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11731 - East Northport	0	0.00%	0.00%	70.87%
11733 - East Setauket	2	0.02%	1.94%	72.82%
11738 - Farmingville	1	0.01%	0.97%	73.79%
11739 - East Islip	0	0.00%	0.00%	73.79%
11740 - Greenlawn	1	0.01%	0.97%	74.76%
11741 - Holbrook	0	0.00%	0.00%	74.76%
11742 - Holtsville	0	0.00%	0.00%	74.76%
11743 - Huntington	1	0.01%	0.97%	75.73%
11746 - Huntington Station	5	0.06%	4.85%	80.58%
11747 - Melville	2	0.02%	1.94%	82.52%
11749 - Hauppauge	0	0.00%	0.00%	82.52%
11751 - Islip	0	0.00%	0.00%	82.52%
11752 - Islip Terrace	0	0.00%	0.00%	82.52%
11754 - Kings Park	0	0.00%	0.00%	82.52%
11755 - Lake Grove	0	0.00%	0.00%	82.52%
11757 - Lindenhurst	7	0.09%	6.80%	89.32%
11760 - Medford	0	0.00%	0.00%	89.32%
11763 - Medford	0	0.00%	0.00%	89.32%

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Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11764 - Miller Place	0	0.00%	0.00%	89.32%
11766 - Mount Sinai	0	0.00%	0.00%	89.32%
11767 - Nesconset	0	0.00%	0.00%	89.32%
11768 - Northport	0	0.00%	0.00%	89.32%
11769 - Oakdale	0	0.00%	0.00%	89.32%
11770 - Ocean Beach	0	0.00%	0.00%	89.32%
11772 - Patchogue	0	0.00%	0.00%	89.32%
11776 - Port Jefferson Station	0	0.00%	0.00%	89.32%
11777 - Port Jefferson	0	0.00%	0.00%	89.32%
11778 - Ridge	0	0.00%	0.00%	89.32%
11779 - Ronkonkoma	0	0.00%	0.00%	89.32%
11780 - St. James	0	0.00%	0.00%	89.32%
11782 - Sayville	0	0.00%	0.00%	89.32%
11784 - Selden	0	0.00%	0.00%	89.32%
11786 - Shoreham	0	0.00%	0.00%	89.32%
11787 - Smithtown	0	0.00%	0.00%	89.32%
11788 - Hauppauge	0	0.00%	0.00%	89.32%
11789 - Sound Beach	0	0.00%	0.00%	89.32%
11790 - Stony Brook	0	0.00%	0.00%	89.32%

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11792 - Wading River	0	0.00%	0.00%	89.32%
11795 - West Islip	5	0.06%	4.85%	94.17%
11805 - Hicksville	0	0.00%	0.00%	94.17%
11901 - Riverhead	0	0.00%	0.00%	94.17%
11930 - Amagansett	0	0.00%	0.00%	94.17%
11931 - Amagansett	0	0.00%	0.00%	94.17%
11932 - Bridgehampton	0	0.00%	0.00%	94.17%
11933 - Calverton	0	0.00%	0.00%	94.17%
11934 - Center Moriches	0	0.00%	0.00%	94.17%
11935 - Cutchogue	0	0.00%	0.00%	94.17%
11937 - East Hampton	0	0.00%	0.00%	94.17%
11939 - East Marion	0	0.00%	0.00%	94.17%
11940 - East Moriches	0	0.00%	0.00%	94.17%
11941 - Eastport	0	0.00%	0.00%	94.17%
11942 - East Quogue	0	0.00%	0.00%	94.17%
11944 - Greenport	0	0.00%	0.00%	94.17%
11946 - Hampton Bays	0	0.00%	0.00%	94.17%
11947 - Jamesport	0	0.00%	0.00%	94.17%

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11948 - Laurel	0	0.00%	0.00%	94.17%
11949 - Manorville	0	0.00%	0.00%	94.17%
11950 - Mastic	1	0.01%	0.97%	95.15%
11951 - Mastic Beach	1	0.01%	0.97%	96.12%
11952 - Mattituck	0	0.00%	0.00%	96.12%
11953 - Middle Island	0	0.00%	0.00%	96.12%
11954 - Montauk	0	0.00%	0.00%	96.12%
11955 - Moriches	0	0.00%	0.00%	96.12%
11956 - New Suffolk	0	0.00%	0.00%	96.12%
11957 - Orient	0	0.00%	0.00%	96.12%
11958 - Peconic	0	0.00%	0.00%	96.12%
11959 - Quogue	0	0.00%	0.00%	96.12%
11960 - Remsenburg	0	0.00%	0.00%	96.12%
11961 - Ridge	0	0.00%	0.00%	96.12%
11962 - Sagaponack	0	0.00%	0.00%	96.12%
11963 - Sag Harbor	0	0.00%	0.00%	96.12%
11964 - Shelter Island	0	0.00%	0.00%	96.12%
11965 - Shelter Island Heights	0	0.00%	0.00%	96.12%
11967 - Shirley	3	0.04%	2.91%	99.03%

Q10b What City and Zip Code do you live in? (Suffolk County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11968 - Southampton	1	0.01%	0.97%	100.00%
11969 - Southampton	0	0.00%	0.00%	100.00%
11970 - Speonk	0	0.00%	0.00%	100.00%
11971 - Southold	0	0.00%	0.00%	100.00%
11972 - South Jamesport	0	0.00%	0.00%	100.00%
11973 - Upton	0	0.00%	0.00%	100.00%
11975 - Wainscott	0	0.00%	0.00%	100.00%
11976 - Water Mill	0	0.00%	0.00%	100.00%
Total Responses	**103**	**1.28%**	**100.00%**	
Missing/Duplicate Responses	**7942**	**98.72%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Bronx County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10451 - Bronx	6	0.07%	12.24%	12.24%
10452 - Bronx	3	0.04%	6.12%	18.37%
10453 - Bronx	5	0.06%	10.20%	28.57%
10454 - Bronx	2	0.02%	4.08%	32.65%
10455 - Bronx	3	0.04%	6.12%	38.78%
10456 - Bronx	5	0.06%	10.20%	48.98%

Q10b What City and Zip Code do you live in? (Bronx County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10457 - Bronx	5	0.06%	10.20%	59.18%
10458 - Bronx	1	0.01%	2.04%	61.22%
10459 - Bronx	1	0.01%	2.04%	63.27%
10460 - Bronx	1	0.01%	2.04%	65.31%
10461 - Bronx	2	0.02%	4.08%	69.39%
10462 - Bronx	3	0.04%	6.12%	75.51%
10463 - Bronx	1	0.01%	2.04%	77.55%
10464 - Bronx	0	0.00%	0.00%	77.55%
10465 - Bronx	0	0.00%	0.00%	77.55%
10466 - Bronx	2	0.02%	4.08%	81.63%
10467 - Bronx	2	0.02%	4.08%	85.71%
10468 - Bronx	0	0.00%	0.00%	85.71%
10469 - Bronx	2	0.02%	4.08%	89.80%
10470 - Bronx	0	0.00%	0.00%	89.80%
10471 - Bronx	0	0.00%	0.00%	89.80%
10472 - Bronx	2	0.02%	4.08%	93.88%
10473 - Bronx	0	0.00%	0.00%	93.88%
10474 - Bronx	0	0.00%	0.00%	93.88%
10475 - Bronx	3	0.04%	6.12%	100.00%
Total Responses	**49**	**0.61%**	**100.00%**	
Missing/Duplicate Responses	**7996**	**99.39%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (New York County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10001 - New York	25	0.31%	11.42%	11.42%
10002 - New York	11	0.14%	5.02%	16.44%
10003 - New York	10	0.12%	4.57%	21.00%
10004 - New York	4	0.05%	1.83%	22.83%
10005 - New York	10	0.12%	4.57%	27.40%
10006 - New York	2	0.02%	0.91%	28.31%
10007 - New York	6	0.07%	2.74%	31.05%
10008 - New York	4	0.05%	1.83%	32.88%
10009 - New York	5	0.06%	2.28%	35.16%
10010 - New York	6	0.07%	2.74%	37.90%
10011 - New York	8	0.10%	3.65%	41.55%
10012 - New York	1	0.01%	0.46%	42.01%
10013 - New York	3	0.04%	1.37%	43.38%
10014 - New York	5	0.06%	2.28%	45.66%
10015 - New York	6	0.07%	2.74%	48.40%
10016 - New York	2	0.02%	0.91%	49.32%
10017 - New York	1	0.01%	0.46%	49.77%
10018 - New York	0	0.00%	0.00%	49.77%
10019 - New York	2	0.02%	0.91%	50.68%
10020 - New York	2	0.02%	0.91%	51.60%
10021 - New York	3	0.04%	1.37%	52.97%
10022 - New York	2	0.02%	0.91%	53.88%
10023 - New York	1	0.01%	0.46%	54.34%
10024 - New York	2	0.02%	0.91%	55.25%
10025 - New York	2	0.02%	0.91%	56.16%
10026 - New York	3	0.04%	1.37%	57.53%
10027 - New York	1	0.01%	0.46%	57.99%

Q10b What City and Zip Code do you live in? (New York County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10028 - New York	1	0.01%	0.46%	58.45%
10029 - New York	2	0.02%	0.91%	59.36%
10030 - New York	2	0.02%	0.91%	60.27%
10031 - New York	1	0.01%	0.46%	60.73%
10032 - New York	1	0.01%	0.46%	61.19%
10033 - New York	0	0.00%	0.00%	61.19%
10034 - New York	0	0.00%	0.00%	61.19%
10035 - New York	2	0.02%	0.91%	62.10%
10036 - New York	0	0.00%	0.00%	62.10%
10037 - New York	0	0.00%	0.00%	62.10%
10038 - New York	3	0.04%	1.37%	63.47%
10039 - New York	4	0.05%	1.83%	65.30%
10040 - New York	3	0.04%	1.37%	66.67%
10041 - New York	0	0.00%	0.00%	66.67%
10044 - New York	0	0.00%	0.00%	66.67%
10045 - New York	0	0.00%	0.00%	66.67%
10048 - New York	1	0.01%	0.46%	67.12%
10055 - New York	2	0.02%	0.91%	68.04%
10060 - New York	0	0.00%	0.00%	68.04%
10069 - New York	0	0.00%	0.00%	68.04%
10090 - New York	1	0.01%	0.46%	68.49%
10095 - New York	1	0.01%	0.46%	68.95%
10098 - New York	1	0.01%	0.46%	69.41%
10099 - New York	0	0.00%	0.00%	69.41%
10101 - New York	2	0.02%	0.91%	70.32%
10103 - New York	0	0.00%	0.00%	70.32%
10104 - New York	0	0.00%	0.00%	70.32%

Q10b What City and Zip Code do you live in? (New York County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10105 - New York	1	0.01%	0.46%	70.78%
10106 - New York	1	0.01%	0.46%	71.23%
10107 - New York	2	0.02%	0.91%	72.15%
10108 - New York	2	0.02%	0.91%	73.06%
10110 - New York	1	0.01%	0.46%	73.52%
10111 - New York	1	0.01%	0.46%	73.97%
10112 - New York	1	0.01%	0.46%	74.43%
10113 - New York	0	0.00%	0.00%	74.43%
10115 - New York	1	0.01%	0.46%	74.89%
10116 - New York	0	0.00%	0.00%	74.89%
10118 - New York	1	0.01%	0.46%	75.34%
10119 - New York	2	0.02%	0.91%	76.26%
10120 - New York	1	0.01%	0.46%	76.71%
10121 - New York	1	0.01%	0.46%	77.17%
10122 - New York	1	0.01%	0.46%	77.63%
10123 - New York	2	0.02%	0.91%	78.54%
10128 - New York	3	0.04%	1.37%	79.91%
10129 - New York	1	0.01%	0.46%	80.37%
10150 - New York	1	0.01%	0.46%	80.82%
10151 - New York	1	0.01%	0.46%	81.28%
10152 - New York	0	0.00%	0.00%	81.28%
10153 - New York	2	0.02%	0.91%	82.19%
10154 - New York	1	0.01%	0.46%	82.65%
10155 - New York	2	0.02%	0.91%	83.56%
10156 - New York	0	0.00%	0.00%	83.56%
10158 - New York	1	0.01%	0.46%	84.02%
10159 - New York	0	0.00%	0.00%	84.02%

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Q10b What City and Zip Code do you live in? (New York County)				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
10161 - New York	0	0.00%	0.00%	84.02%
10162 - New York	0	0.00%	0.00%	84.02%
10163 - New York	1	0.01%	0.46%	84.47%
10165 - New York	0	0.00%	0.00%	84.47%
10166 - New York	0	0.00%	0.00%	84.47%
10167 - New York	0	0.00%	0.00%	84.47%
10168 - New York	0	0.00%	0.00%	84.47%
10169 - New York	0	0.00%	0.00%	84.47%
10170 - New York	1	0.01%	0.46%	84.93%
10171 - New York	0	0.00%	0.00%	84.93%
10172 - New York	0	0.00%	0.00%	84.93%
10173 - New York	1	0.01%	0.46%	85.39%
10174 - New York	0	0.00%	0.00%	85.39%
10175 - New York	1	0.01%	0.46%	85.84%
10176 - New York	2	0.02%	0.91%	86.76%
10177 - New York	2	0.02%	0.91%	87.67%
10178 - New York	0	0.00%	0.00%	87.67%
10185 - New York	0	0.00%	0.00%	87.67%
10199 - New York	1	0.01%	0.46%	88.13%
10242 - New York	2	0.02%	0.91%	89.04%
10249 - New York	1	0.01%	0.46%	89.50%
10268 - New York	1	0.01%	0.46%	89.95%
10270 - New York	2	0.02%	0.91%	90.87%
10271 - New York	2	0.02%	0.91%	91.78%
10272 - New York	4	0.05%	1.83%	93.61%
10274 - New York	2	0.02%	0.91%	94.52%
10276 - New York	1	0.01%	0.46%	94.98%

Q10b What City and Zip Code do you live in? (New York County)

	Frequency	Percent	Valid Percent	Cumulative Percent
10278 - New York	2	0.02%	0.91%	95.89%
10279 - New York	2	0.02%	0.91%	96.80%
10280 - New York	1	0.01%	0.46%	97.26%
10281 - New York	1	0.01%	0.46%	97.72%
10282 - New York	5	0.06%	2.28%	100.00%
Total Responses	**219**	**2.72%**	**100.00%**	
Missing/Duplicate Responses	**7826**	**97.28%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
- Great neck	1	0.01%	1.00%	1.00%
- Hempted	1	0.01%	1.00%	2.00%
- Jamaica	1	0.01%	1.00%	3.00%
- Petersonl	1	0.01%	1.00%	4.00%
- Philadelphia	1	0.01%	1.00%	5.00%
07002 - Bayonne nj	1	0.01%	1.00%	6.00%
07106 - Newark	1	0.01%	1.00%	7.00%
07307 - Jersey	1	0.01%	1.00%	8.00%
07307 - Jersey City	1	0.01%	1.00%	9.00%
07502 - Paterson	1	0.01%	1.00%	10.00%

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
07676 - Township of Washington	1	0.01%	1.00%	11.00%
10001 - New York	1	0.01%	1.00%	12.00%
10001 - New York, Manhattan	1	0.01%	1.00%	13.00%
10005 - New York	3	0.04%	3.00%	16.00%
10033 - Manhattan	1	0.01%	1.00%	17.00%
10052 - Long Island	1	0.01%	1.00%	18.00%
10052 - Newyork	1	0.01%	1.00%	19.00%
10304 - Staten Island	1	0.01%	1.00%	20.00%
10308 - New York	1	0.01%	1.00%	21.00%
10308 - Richmond county	1	0.01%	1.00%	22.00%
10312 - Staten Island	1	0.01%	1.00%	23.00%
10312 - Staten Island	1	0.01%	1.00%	24.00%
10461 - Westchester	1	0.01%	1.00%	25.00%
10956 - New city	1	0.01%	1.00%	26.00%
10956 - New city	1	0.01%	1.00%	27.00%
10977 - Spring valley	1	0.01%	1.00%	28.00%
11001 - Beijing	1	0.01%	1.00%	29.00%
11001 - Floral park	1	0.01%	1.00%	30.00%

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11003 -	1	0.01%	1.00%	31.00%
11003 - Elmont	2	0.02%	2.00%	33.00%
11003 - Hempstead	1	0.01%	1.00%	34.00%
11003 - Island	1	0.01%	1.00%	35.00%
11003 - NY	1	0.01%	1.00%	36.00%
11020 - Great neck	1	0.01%	1.00%	37.00%
110401 - New York	1	0.01%	1.00%	38.00%
1105 - Roosevelt	1	0.01%	1.00%	39.00%
11050 - Port Washington	1	0.01%	1.00%	40.00%
11102 - Astoria long island	1	0.01%	1.00%	41.00%
11206 - New York city	1	0.01%	1.00%	42.00%
11222 - Jersey	1	0.01%	1.00%	43.00%
11226 - Brooklyn	1	0.01%	1.00%	44.00%
11226 - Broolyn	1	0.01%	1.00%	45.00%
11233 - Brooklyn	1	0.01%	1.00%	46.00%
11234 - Brooklyn	1	0.01%	1.00%	47.00%
11350 - Hempstead	1	0.01%	1.00%	48.00%
11361 - Bayside	1	0.01%	1.00%	49.00%
11361 - Nueva York	1	0.01%	1.00%	50.00%
11364 - Bayside	1	0.01%	1.00%	51.00%
11367 - Flushing	1	0.01%	1.00%	52.00%
11372 - Queens	1	0.01%	1.00%	53.00%

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11411 -	1	0.01%	1.00%	54.00%
11413 - New York	1	0.01%	1.00%	55.00%
11417 - Ozone pack	1	0.01%	1.00%	56.00%
11417 - Ozone Park	1	0.01%	1.00%	57.00%
11423 - New York	1	0.01%	1.00%	58.00%
11432 - Jamica	1	0.01%	1.00%	59.00%
11432 - Queens	1	0.01%	1.00%	60.00%
11432 - Queens	1	0.01%	1.00%	61.00%
11435 - Queens	1	0.01%	1.00%	62.00%
11510 - New york	1	0.01%	1.00%	63.00%
11520 - Freeport	2	0.02%	2.00%	65.00%
11550 - Freeport	1	0.01%	1.00%	66.00%
11550 - Hempstead	2	0.02%	2.00%	68.00%
11550 - Hempstead	4	0.05%	4.00%	72.00%
11550 - Hempstead NY	1	0.01%	1.00%	73.00%
11550 - Ny	2	0.02%	2.00%	75.00%
11553 - Hemtead	1	0.01%	1.00%	76.00%
11553 - Lon island	1	0.01%	1.00%	77.00%
11554 - Ny	1	0.01%	1.00%	78.00%
11554 - Row east medow	1	0.01%	1.00%	79.00%
11566 - Long Island	1	0.01%	1.00%	80.00%

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
11575 - 73 Debevoise roosevlet	1	0.01%	1.00%	81.00%
11580 - Valley Stream	2	0.02%	2.00%	83.00%
11590 - Long Island	1	0.01%	1.00%	84.00%
11590 - Westbury	1	0.01%	1.00%	85.00%
11710 - North Bellmore	1	0.01%	1.00%	86.00%
11735 - New York	1	0.01%	1.00%	87.00%
11756 - Levittown NY	1	0.01%	1.00%	88.00%
11772 - New York	1	0.01%	1.00%	89.00%
11850 - Valley stream	1	0.01%	1.00%	90.00%
15042 - Glen cove ny	1	0.01%	1.00%	91.00%
18015 - Bethlehem	1	0.01%	1.00%	92.00%
20879 - Gaithersburg	1	0.01%	1.00%	93.00%
21212 - Baltimore	1	0.01%	1.00%	94.00%
21702 - Frederick	2	0.02%	2.00%	96.00%
235667 - Ethan ybvtec	1	0.01%	1.00%	97.00%
29803 - Aiken	1	0.01%	1.00%	98.00%
77001 - Houston	1	0.01%	1.00%	99.00%

Q10b What City and Zip Code do you live in? (Other NY County)

	Frequency	Percent	Valid Percent	Cumulative Percent
I don't know - New york	1	0.01%	1.00%	100.00%
Total Responses	**100**	**1.24%**	**100.00%**	
Missing/Duplicate Responses	**7945**	**98.76%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Out of State)

	Frequency	Percent	Valid Percent	Cumulative Percent
None	0	0.00%	0.00%	0.00%
Total Responses	**0**	**0.00%**	**0.00%**	
Missing/Duplicate Responses	**8045**	**100.00%**		
TOTAL	**8045**	**100.00%**		

Q10b What City and Zip Code do you live in? (Unknown)

	Frequency	Percent	Valid Percent	Cumulative Percent
None	0	0.00%	0.00%	0.00%
Total Responses	**0**	**0.00%**	**0.00%**	
Missing/Duplicate Responses	**8045**	**100.00%**		
TOTAL	**8045**	**100.00%**		

Q11 How many working motor vehicles are available to your household?

	Frequency	Percent	Valid Percent	Cumulative Percent
None	3539	43.99%	46.10%	46.10%
1	2347	29.17%	30.57%	76.67%
2	1355	16.84%	17.65%	94.32%
3	291	3.62%	3.79%	98.11%
4 or more	145	1.80%	1.89%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

Q12 Did you have a vehicle available to make this trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
No vehicle available	6816	84.72%	88.78%	88.78%
Vehicle available for this trip	861	10.70%	11.22%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

Q13 Do you possess a valid driver license?

	Frequency	Percent	Valid Percent	Cumulative Percent
No license	4205	52.27%	54.77%	54.77%
Valid driver license	3472	43.16%	45.23%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

Q14 What is your gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	3646	45.32%	47.49%	47.49%
Female	3925	48.79%	51.13%	98.62%
Other	106	1.32%	1.38%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

Q15 What is your Age?

	Frequency	Percent	Valid Percent	Cumulative Percent
under 18	291	3.62%	3.79%	3.79%
18 - 24	2071	25.74%	26.98%	30.77%
25 - 34	1791	22.26%	23.33%	54.10%
35 - 44	1457	18.11%	18.98%	73.08%
45 - 64	1555	19.33%	20.26%	93.33%
65 or older	512	6.36%	6.67%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

Q16 Which of the following describes your status?

	Frequency	Percent	Valid Percent	Cumulative Percent
Employed full-time	3697	45.95%	48.16%	48.16%
Employed part-time	1713	21.29%	22.31%	70.47%
Not employed	612	7.61%	7.97%	78.44%
Retired	347	4.31%	4.52%	82.96%
Full-time student	715	8.89%	9.31%	92.28%
Part-time student	312	3.88%	4.06%	96.34%
Self-employed	181	2.25%	2.36%	98.70%
Homemaker	100	1.24%	1.30%	100.00%
Total Responses	**7677**	**95.43%**	**100.00%**	
Missing/Duplicate Responses	**368**	**4.57%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Mercy medical shuttle	56	0.70%	0.74%	0.74%
elfx- Elmont flexi	40	0.50%	0.53%	1.27%
N1 - Jamaica/Elmont-Hewlett	96	1.19%	1.27%	2.55%
N4 - Jamaica - Freeport	647	8.04%	8.59%	11.14%
N4x - Freeport - Jamaica EXPRESS	115	1.43%	1.53%	12.66%
N6 - Jamaica - Hempstead	608	7.56%	8.07%	20.74%
N6X - Hempstead - Jamaica EXPRESS	130	1.62%	1.73%	22.46%
N15 - Garden City - Long Beach	362	4.50%	4.81%	27.27%
N16 - Garden City - Rockville Center	312	3.88%	4.14%	31.41%
N16x - Hempstead - NCC EXPRESS	54	0.67%	0.72%	32.13%
N19 - Freeport - Massapequa	87	1.08%	1.15%	33.28%
N20g - Flushing - Great Neck	110	1.37%	1.46%	34.74%
N20h - Great Neck - Hicksville	133	1.65%	1.77%	36.51%
N21 - Great Neck - Glen Cove	43	0.53%	0.57%	37.08%
N22 - Jamaica - Mineola/Hicksville	559	6.95%	7.42%	44.50%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
N22x - Hillside Avenue Express	48	0.60%	0.64%	45.13%
N23 - Mineola - Manorhaven	83	1.03%	1.10%	46.24%
N24 - Jamaica - Garden City/Hicksville	429	5.33%	5.69%	51.93%
N25 - Lynbrook - Great Neck	290	3.60%	3.85%	55.78%
N26 - Jamaica - Great Neck	74	0.92%	0.98%	56.76%
N27 - Hempstead - Glen Cove	134	1.67%	1.78%	58.54%
N31 - Hemp - Far Rockaway via W. Bwy	175	2.18%	2.32%	60.87%
N31x - Hemp - Far Rockaway Express	36	0.45%	0.48%	61.34%
N32 - Hemp - Far Rockaway via Bwy	162	2.01%	2.15%	63.49%
N33 - Far Rockaway - Long Beach	34	0.42%	0.45%	63.95%
N35 - Baldwin - Westbury	341	4.24%	4.53%	68.47%
N40/41 - Mineola - Freeport	565	7.02%	7.50%	75.97%
N43 - Garden City - Freeport	411	5.11%	5.46%	81.43%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
N48 - Hemp - Hicks via Carman	103	1.28%	1.37%	82.80%
N49 - Hemp - Hicks via Newbridge	111	1.38%	1.47%	84.27%
N54 - Hempstead - Sunrise Mall	244	3.03%	3.24%	87.51%
N55 - Hempstead - Sunrise Mall	187	2.32%	2.48%	89.99%
N57 - Great Neck Loop	35	0.44%	0.46%	90.46%
N58 - Great Neck - Kings Point	50	0.62%	0.66%	91.12%
N70 - Hempstead - Farm St Coll	467	5.80%	6.20%	97.32%
N71 - Hempstead - Sunrise Mall	31	0.39%	0.41%	97.73%
N72 - Hempstead - Farmingdale	26	0.32%	0.35%	98.08%
N78 - Hicksville - Plainview	28	0.35%	0.37%	98.45%
N79 - Hicksville - S. Huntington	62	0.77%	0.82%	99.27%
N80 - Hicksville - Massapequa	29	0.36%	0.38%	99.65%
Port Washington Shuttle	26	0.32%	0.35%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Albertson	36	0.45%	0.48%	0.48%
Alden Manor	9	0.11%	0.12%	0.60%
Amagansett	5	0.06%	0.07%	0.66%
Amity Harbor	13	0.16%	0.17%	0.84%
Amityville	110	1.37%	1.46%	2.30%
Aquebogue	12	0.15%	0.16%	2.46%
Arverne	19	0.24%	0.25%	2.71%
Astoria	31	0.39%	0.41%	3.12%
Atlantic Beach	15	0.19%	0.20%	3.32%
Babylon	48	0.60%	0.64%	3.96%
Baldwin	313	3.89%	4.16%	8.11%
Bay Shore	11	0.14%	0.15%	8.26%
Bayport	7	0.09%	0.09%	8.35%
Bayside	23	0.29%	0.31%	8.66%
Bayville	7	0.09%	0.09%	8.75%
Beechhurst	1	0.01%	0.01%	8.76%
Bellerose	49	0.61%	0.65%	9.41%
Bellmore	24	0.30%	0.32%	9.73%
Bellport	4	0.05%	0.05%	9.78%
Bethpage	18	0.22%	0.24%	10.02%
Blue Point	0	0.00%	0.00%	10.02%
Bohemia	1	0.01%	0.01%	10.04%
Breezy Point	0	0.00%	0.00%	10.04%
Brentwood	6	0.07%	0.08%	10.12%
Briarwood	4	0.05%	0.05%	10.17%
Bridgehampton	1	0.01%	0.01%	10.18%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Brightwaters	1	0.01%	0.01%	10.20%
Broad Channel	1	0.01%	0.01%	10.21%
Brookhaven	6	0.07%	0.08%	10.29%
Calverton	3	0.04%	0.04%	10.33%
Cambria Heights	13	0.16%	0.17%	10.50%
Captree Island	1	0.01%	0.01%	10.51%
Carle Place	19	0.24%	0.25%	10.77%
Cedarhurst	17	0.21%	0.23%	10.99%
Center Moriches	2	0.02%	0.03%	11.02%
Centereach	1	0.01%	0.01%	11.03%
Centerport	5	0.06%	0.07%	11.10%
Central Islip	6	0.07%	0.08%	11.18%
Cherry Grove	3	0.04%	0.04%	11.22%
Cold Spring Harbor	0	0.00%	0.00%	11.22%
College Point	5	0.06%	0.07%	11.28%
Commack	0	0.00%	0.00%	11.28%
Copiague	2	0.02%	0.03%	11.31%
Coram	0	0.00%	0.00%	11.31%
Corona	6	0.07%	0.08%	11.39%
Ctr Moriches	1	0.01%	0.01%	11.40%
Cutchogue	1	0.01%	0.01%	11.42%
Davis Park	4	0.05%	0.05%	11.47%
Deer Park	4	0.05%	0.05%	11.52%
Dix Hills	2	0.02%	0.03%	11.55%
Douglaston	2	0.02%	0.03%	11.58%
East Atlantic Beach	1	0.01%	0.01%	11.59%
East Elmhurst	5	0.06%	0.07%	11.66%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
East Hampton	3	0.04%	0.04%	11.70%
East Islip	0	0.00%	0.00%	11.70%
East Marion	1	0.01%	0.01%	11.71%
East Meadow	82	1.02%	1.09%	12.80%
East Moriches	1	0.01%	0.01%	12.81%
East Northport	2	0.02%	0.03%	12.84%
East Norwich	1	0.01%	0.01%	12.85%
East Patchogue	0	0.00%	0.00%	12.85%
East Quogue	1	0.01%	0.01%	12.86%
East Rockaway	13	0.16%	0.17%	13.04%
East Setauket	1	0.01%	0.01%	13.05%
East Williston	2	0.02%	0.03%	13.08%
East Yaphank	0	0.00%	0.00%	13.08%
Eastport	2	0.02%	0.03%	13.10%
Edgemere	1	0.01%	0.01%	13.12%
Edgewood	1	0.01%	0.01%	13.13%
Elmhurst	7	0.09%	0.09%	13.22%
Elmhurst A	1	0.01%	0.01%	13.24%
Elmont	197	2.45%	2.62%	15.85%
Elwood	2	0.02%	0.03%	15.88%
Fair Harbor	2	0.02%	0.03%	15.90%
Far Rockaway	123	1.53%	1.63%	17.54%
Farmingdale	92	1.14%	1.22%	18.76%
Farmingville	8	0.10%	0.11%	18.86%
Fire Island Pines	0	0.00%	0.00%	18.86%
Fishers	0	0.00%	0.00%	18.86%
Flanders	0	0.00%	0.00%	18.86%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Floral Park	42	0.52%	0.56%	19.42%
Flushing	66	0.82%	0.88%	20.30%
Forest Hills	5	0.06%	0.07%	20.36%
Fort Tilden	0	0.00%	0.00%	20.36%
Fort Totten	0	0.00%	0.00%	20.36%
Franklin Square	74	0.92%	0.98%	21.35%
Freeport	560	6.96%	7.43%	28.78%
Fresh Meadows	1	0.01%	0.01%	28.79%
Garden City	526	6.54%	6.98%	35.78%
Gilgo Beach	1	0.01%	0.01%	35.79%
Glen Cove	50	0.62%	0.66%	36.45%
Glen Head	3	0.04%	0.04%	36.49%
Glen Oaks	8	0.10%	0.11%	36.60%
Glendale	1	0.01%	0.01%	36.61%
Glenwood Landing	1	0.01%	0.01%	36.63%
Great Neck	238	2.96%	3.16%	39.78%
Great River	3	0.04%	0.04%	39.82%
Greenlawn	0	0.00%	0.00%	39.82%
Greenport	0	0.00%	0.00%	39.82%
Greenvale	8	0.10%	0.11%	39.93%
Halesite	0	0.00%	0.00%	39.93%
Hampton Bays	1	0.01%	0.01%	39.94%
Hauppauge	3	0.04%	0.04%	39.98%
Hempstead	1396	17.35%	18.53%	58.52%
Hewlett	21	0.26%	0.28%	58.79%
Hicksville	257	3.19%	3.41%	62.21%
Holbrook	0	0.00%	0.00%	62.21%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Hollis	23	0.29%	0.31%	62.51%
Holtsville	0	0.00%	0.00%	62.51%
Howard Beach	0	0.00%	0.00%	62.51%
Huntington	2	0.02%	0.03%	62.54%
Huntington Station	4	0.05%	0.05%	62.59%
Inwood	3	0.04%	0.04%	62.63%
Island Park	15	0.19%	0.20%	62.83%
Islandia	0	0.00%	0.00%	62.83%
Islip	0	0.00%	0.00%	62.83%
Islip Terrace	0	0.00%	0.00%	62.83%
Jackson Heights	1	0.01%	0.01%	62.84%
Jackson Hts	0	0.00%	0.00%	62.84%
Jamaica	610	7.58%	8.10%	70.94%
Jamaica Est	7	0.09%	0.09%	71.03%
Jamesport	1	0.01%	0.01%	71.05%
Jericho	18	0.22%	0.24%	71.29%
John F Kennedy Airport	1	0.01%	0.01%	71.30%
Kew Gardens	1	0.01%	0.01%	71.31%
Kings Park	1	0.01%	0.01%	71.33%
Kings Point	9	0.11%	0.12%	71.45%
Kismet	0	0.00%	0.00%	71.45%
La Guardia Airport	0	0.00%	0.00%	71.45%
Lake Grove	0	0.00%	0.00%	71.45%
Lake Ronkonkoma	0	0.00%	0.00%	71.45%
Lake Success	13	0.16%	0.17%	71.62%
Laurel	0	0.00%	0.00%	71.62%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Laurelton	12	0.15%	0.16%	71.78%
Lawrence	9	0.11%	0.12%	71.90%
Levittown	63	0.78%	0.84%	72.73%
Lido Beach	4	0.05%	0.05%	72.79%
Lindenhurst	2	0.02%	0.03%	72.81%
Little Neck	6	0.07%	0.08%	72.89%
Lloyd Harbor	0	0.00%	0.00%	72.89%
Locust Valley	0	0.00%	0.00%	72.89%
Long Beach	79	0.98%	1.05%	73.94%
Long Island City	25	0.31%	0.33%	74.27%
Lynbrook	135	1.68%	1.79%	76.07%
Malba	0	0.00%	0.00%	76.07%
Malverne	10	0.12%	0.13%	76.20%
Manhasset	30	0.37%	0.40%	76.60%
Manorhaven	6	0.07%	0.08%	76.68%
Manorville	1	0.01%	0.01%	76.69%
Maspeth	0	0.00%	0.00%	76.69%
Massapequa	48	0.60%	0.64%	77.33%
Massapequa Park	6	0.07%	0.08%	77.41%
Mastic	0	0.00%	0.00%	77.41%
Mastic Beach	0	0.00%	0.00%	77.41%
Mattituck	0	0.00%	0.00%	77.41%
Meacham	1	0.01%	0.01%	77.42%
Medford	1	0.01%	0.01%	77.43%
Melville	0	0.00%	0.00%	77.43%
Merrick	46	0.57%	0.61%	78.04%
Mid Island	0	0.00%	0.00%	78.04%

COMMITTED to COMMUNICATION

FREDERICK 5100 Buckeystown Pike, Suite 250 • Frederick, MD 21704 • 410.520.4357

Q18 In what community, town, or city did you board this bus?				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Middle Island	1	0.01%	0.01%	78.06%
Middle Village	2	0.02%	0.03%	78.08%
Middle Vlg	0	0.00%	0.00%	78.08%
Mill Neck	0	0.00%	0.00%	78.08%
Miller Place	0	0.00%	0.00%	78.08%
Mineola	248	3.08%	3.29%	81.38%
Montauk	1	0.01%	0.01%	81.39%
Moriches	0	0.00%	0.00%	81.39%
Mount Sinai	0	0.00%	0.00%	81.39%
Neponsit	1	0.01%	0.01%	81.40%
Nesconset	1	0.01%	0.01%	81.42%
New Hyde Park	134	1.67%	1.78%	83.19%
New Suffolk	0	0.00%	0.00%	83.19%
North Babylon	0	0.00%	0.00%	83.19%
North Baldwin	2	0.02%	0.03%	83.22%
North Bellmore	1	0.01%	0.01%	83.23%
North Massapequa	1	0.01%	0.01%	83.25%
North Merrick	1	0.01%	0.01%	83.26%
Northport	0	0.00%	0.00%	83.26%
Oak Beach	0	0.00%	0.00%	83.26%
Oak Island	0	0.00%	0.00%	83.26%
Oakdale	0	0.00%	0.00%	83.26%
Oakland Gardens	0	0.00%	0.00%	83.26%
Ocean Beach	0	0.00%	0.00%	83.26%
Oceanside	43	0.53%	0.57%	83.83%
Old Bethpage	1	0.01%	0.01%	83.84%
Old Westbury	14	0.17%	0.19%	84.03%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Orient	0	0.00%	0.00%	84.03%
Oyster Bay	2	0.02%	0.03%	84.06%
Ozone Park	1	0.01%	0.01%	84.07%
Patchogue	0	0.00%	0.00%	84.07%
Peconic	1	0.01%	0.01%	84.08%
Plainview	22	0.27%	0.29%	84.38%
Plandome	0	0.00%	0.00%	84.38%
Point Lookout	0	0.00%	0.00%	84.38%
Port Jefferson	0	0.00%	0.00%	84.38%
Port Jefferson Station	0	0.00%	0.00%	84.38%
Port Washington	28	0.35%	0.37%	84.75%
Prt Jefferson	0	0.00%	0.00%	84.75%
Prt Jefferson Station	0	0.00%	0.00%	84.75%
Queens Village	87	1.08%	1.15%	85.90%
Quogue	1	0.01%	0.01%	85.92%
Rego Park	0	0.00%	0.00%	85.92%
Remsenburg	0	0.00%	0.00%	85.92%
Richmond Hill	0	0.00%	0.00%	85.92%
Ridge	1	0.01%	0.01%	85.93%
Ridgewood	0	0.00%	0.00%	85.93%
Riverhead	0	0.00%	0.00%	85.93%
Rockaway Beach	0	0.00%	0.00%	85.93%
Rockaway Park	0	0.00%	0.00%	85.93%
Rockaway Point	0	0.00%	0.00%	85.93%
Rockville Centre	157	1.95%	2.08%	88.01%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Rocky Point	0	0.00%	0.00%	88.01%
Ronkonkoma	0	0.00%	0.00%	88.01%
Roosevelt	214	2.66%	2.84%	90.85%
Rosedale	8	0.10%	0.11%	90.96%
Roslyn	30	0.37%	0.40%	91.36%
Roslyn Heights	5	0.06%	0.07%	91.42%
Sag Harbor	0	0.00%	0.00%	91.42%
Sagaponack	0	0.00%	0.00%	91.42%
Saltaire	0	0.00%	0.00%	91.42%
Sands Point	3	0.04%	0.04%	91.46%
Sayville	0	0.00%	0.00%	91.46%
Sea Cliff	1	0.01%	0.01%	91.48%
Seaford	6	0.07%	0.08%	91.56%
Selden	0	0.00%	0.00%	91.56%
Setauket	0	0.00%	0.00%	91.56%
Shelter Island	1	0.01%	0.01%	91.57%
Shelter Island Heights	0	0.00%	0.00%	91.57%
Shirley	0	0.00%	0.00%	91.57%
Shoreham	0	0.00%	0.00%	91.57%
Smithtown	1	0.01%	0.01%	91.58%
Sound Beach	0	0.00%	0.00%	91.58%
South Farmingdale	4	0.05%	0.05%	91.64%
South Hempstead	3	0.04%	0.04%	91.68%
South Jamesport	0	0.00%	0.00%	91.68%
South Ozone Park	0	0.00%	0.00%	91.68%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
South Richmond Hill	1	0.01%	0.01%	91.69%
South Setauket	0	0.00%	0.00%	91.69%
Southampton	0	0.00%	0.00%	91.69%
Southold	0	0.00%	0.00%	91.69%
Speonk	0	0.00%	0.00%	91.69%
Springfield Gardens	9	0.11%	0.12%	91.81%
St. Albans	5	0.06%	0.07%	91.88%
St. James	0	0.00%	0.00%	91.88%
Stewart Manor	1	0.01%	0.01%	91.89%
Stony Brook	0	0.00%	0.00%	91.89%
Sunnyside	0	0.00%	0.00%	91.89%
Syosset	0	0.00%	0.00%	91.89%
Uniondale	277	3.44%	3.68%	95.57%
Upton	1	0.01%	0.01%	95.58%
Valley Stream	127	1.58%	1.69%	97.27%
Wading River	0	0.00%	0.00%	97.27%
Wainscott	1	0.01%	0.01%	97.28%
Wantagh	7	0.09%	0.09%	97.37%
Water Mill	0	0.00%	0.00%	97.37%
Wave Crest	0	0.00%	0.00%	97.37%
West Babylon	0	0.00%	0.00%	97.37%
West Brentwood	0	0.00%	0.00%	97.37%
West Gilgo Beach	0	0.00%	0.00%	97.37%
West Hempstead	60	0.75%	0.80%	98.17%
West Islip	0	0.00%	0.00%	98.17%

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Westbury	130	1.62%	1.73%	99.89%
Woodbury	8	0.10%	0.11%	100.00%
Wyandanch	0	0.00%	0.00%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Hempstead	1468	18.25%	19.49%	19.49%
Jamaica	573	7.12%	7.61%	27.09%
Garden City	556	6.91%	7.38%	34.47%
Freeport	479	5.95%	6.36%	40.83%
Uniondale	346	4.30%	4.59%	45.43%
Mineola	338	4.20%	4.49%	49.91%
Baldwin	264	3.28%	3.50%	53.42%
Great Neck	221	2.75%	2.93%	56.35%
Hicksville	191	2.37%	2.54%	58.89%
Elmont	189	2.35%	2.51%	61.40%
Farmingdale	156	1.94%	2.07%	63.47%
Rockville Centre	154	1.91%	2.04%	65.51%
Roosevelt	154	1.91%	2.04%	67.56%
Westbury	144	1.79%	1.91%	69.47%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Lynbrook	142	1.77%	1.89%	71.35%
New Hyde Park	132	1.64%	1.75%	73.11%
Valley Stream	127	1.58%	1.69%	74.79%
Far Rockaway	125	1.55%	1.66%	76.45%
Franklin Square	90	1.12%	1.19%	77.65%
Amityville	85	1.06%	1.13%	78.77%
Long Beach	81	1.01%	1.08%	79.85%
East Meadow	75	0.93%	1.00%	80.84%
Queens Village	63	0.78%	0.84%	81.68%
Babylon	58	0.72%	0.77%	82.45%
Levittown	55	0.68%	0.73%	83.18%
Glen Cove	54	0.67%	0.72%	83.90%
Flushing	50	0.62%	0.66%	84.56%
West Hempstead	48	0.60%	0.64%	85.20%
Floral Park	47	0.58%	0.62%	85.82%
Bellerose	43	0.53%	0.57%	86.39%
Oceanside	38	0.47%	0.50%	86.90%
Astoria	35	0.44%	0.46%	87.36%
Carle Place	34	0.42%	0.45%	87.81%
Merrick	33	0.41%	0.44%	88.25%
Manhasset	32	0.40%	0.42%	88.68%
Port Washington	32	0.40%	0.42%	89.10%
Massapequa	30	0.37%	0.40%	89.50%
Roslyn	30	0.37%	0.40%	89.90%
Hollis	29	0.36%	0.38%	90.28%
Long Island City	27	0.34%	0.36%	90.64%
Aquebogue	24	0.30%	0.32%	90.96%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Bellmore	24	0.30%	0.32%	91.28%
Plainview	23	0.29%	0.31%	91.58%
Albertson	22	0.27%	0.29%	91.88%
Arverne	21	0.26%	0.28%	92.15%
Atlantic Beach	21	0.26%	0.28%	92.43%
Bayside	20	0.25%	0.27%	92.70%
Greenvale	19	0.24%	0.25%	92.95%
Bethpage	18	0.22%	0.24%	93.19%
Hewlett	18	0.22%	0.24%	93.43%
Jericho	18	0.22%	0.24%	93.67%
Cambria Heights	16	0.20%	0.21%	93.88%
Island Park	16	0.20%	0.21%	94.09%
Jamaica Est	16	0.20%	0.21%	94.31%
Lake Success	16	0.20%	0.21%	94.52%
Old Westbury	16	0.20%	0.21%	94.73%
Amity Harbor	14	0.17%	0.19%	94.92%
Laurelton	14	0.17%	0.19%	95.10%
Springfield Gardens	14	0.17%	0.19%	95.29%
Bay Shore	12	0.15%	0.16%	95.45%
Cedarhurst	11	0.14%	0.15%	95.59%
Rosedale	11	0.14%	0.15%	95.74%
East Williston	10	0.12%	0.13%	95.87%
Huntington	10	0.12%	0.13%	96.00%
Alden Manor	8	0.10%	0.11%	96.11%
Farmingville	8	0.10%	0.11%	96.22%
Little Neck	8	0.10%	0.11%	96.32%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Roslyn Heights	8	0.10%	0.11%	96.43%
Amagansett	7	0.09%	0.09%	96.52%
Kings Point	7	0.09%	0.09%	96.61%
Elmhurst	6	0.07%	0.08%	96.69%
Inwood	6	0.07%	0.08%	96.77%
Kings Park	6	0.07%	0.08%	96.85%
Malverne	6	0.07%	0.08%	96.93%
South Hempstead	6	0.07%	0.08%	97.01%
Briarwood	5	0.06%	0.07%	97.08%
Bridgehampton	5	0.06%	0.07%	97.15%
College Point	5	0.06%	0.07%	97.21%
East Hampton	5	0.06%	0.07%	97.28%
Forest Hills	5	0.06%	0.07%	97.35%
Fresh Meadows	5	0.06%	0.07%	97.41%
Huntington Station	5	0.06%	0.07%	97.48%
South Farmingdale	5	0.06%	0.07%	97.54%
St. Albans	5	0.06%	0.07%	97.61%
Woodbury	5	0.06%	0.07%	97.68%
Bayport	4	0.05%	0.05%	97.73%
Bayville	4	0.05%	0.05%	97.78%
Bellport	4	0.05%	0.05%	97.84%
Cherry Grove	4	0.05%	0.05%	97.89%
Corona	4	0.05%	0.05%	97.94%
Deer Park	4	0.05%	0.05%	98.00%
Lawrence	4	0.05%	0.05%	98.05%
Manorhaven	4	0.05%	0.05%	98.10%
Melville	4	0.05%	0.05%	98.15%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Sea Cliff	4	0.05%	0.05%	98.21%
Seaford	4	0.05%	0.05%	98.26%
Wantagh	4	0.05%	0.05%	98.31%
Brentwood	3	0.04%	0.04%	98.35%
Centereach	3	0.04%	0.04%	98.39%
Centerport	3	0.04%	0.04%	98.43%
Central Islip	3	0.04%	0.04%	98.47%
Dix Hills	3	0.04%	0.04%	98.51%
East Northport	3	0.04%	0.04%	98.55%
Glen Head	3	0.04%	0.04%	98.59%
Glenwood Landing	3	0.04%	0.04%	98.63%
Holtsville	3	0.04%	0.04%	98.67%
Manorville	3	0.04%	0.04%	98.71%
Massapequa Park	3	0.04%	0.04%	98.75%
Meacham	3	0.04%	0.04%	98.79%
Beechhurst	2	0.02%	0.03%	98.82%
Blue Point	2	0.02%	0.03%	98.85%
Bohemia	2	0.02%	0.03%	98.87%
Breezy Point	2	0.02%	0.03%	98.90%
Brightwaters	2	0.02%	0.03%	98.92%
Brookhaven	2	0.02%	0.03%	98.95%
Coram	2	0.02%	0.03%	98.98%
East Atlantic Beach	2	0.02%	0.03%	99.00%
East Elmhurst	2	0.02%	0.03%	99.03%
East Rockaway	2	0.02%	0.03%	99.06%
Fort Totten	2	0.02%	0.03%	99.08%
Glen Oaks	2	0.02%	0.03%	99.11%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Glendale	2	0.02%	0.03%	99.14%
Great River	2	0.02%	0.03%	99.16%
Hauppauge	2	0.02%	0.03%	99.19%
Jackson Heights	2	0.02%	0.03%	99.22%
Lloyd Harbor	2	0.02%	0.03%	99.24%
North Baldwin	2	0.02%	0.03%	99.27%
North Massapequa	2	0.02%	0.03%	99.30%
Northport	2	0.02%	0.03%	99.32%
Rockaway Beach	2	0.02%	0.03%	99.35%
Rockaway Park	2	0.02%	0.03%	99.38%
South Ozone Park	2	0.02%	0.03%	99.40%
Stewart Manor	2	0.02%	0.03%	99.43%
Broad Channel	1	0.01%	0.01%	99.44%
Calverton	1	0.01%	0.01%	99.46%
Captree Island	1	0.01%	0.01%	99.47%
Center Moriches	1	0.01%	0.01%	99.48%
Copiague	1	0.01%	0.01%	99.50%
Cutchogue	1	0.01%	0.01%	99.51%
East Islip	1	0.01%	0.01%	99.52%
East Marion	1	0.01%	0.01%	99.54%
East Moriches	1	0.01%	0.01%	99.55%
East Norwich	1	0.01%	0.01%	99.56%
East Patchogue	1	0.01%	0.01%	99.58%
Eastport	1	0.01%	0.01%	99.59%
Edgemere	1	0.01%	0.01%	99.60%
Edgewood	1	0.01%	0.01%	99.62%
Elmhurst A	1	0.01%	0.01%	99.63%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Elwood	1	0.01%	0.01%	99.64%
Fair Harbor	1	0.01%	0.01%	99.65%
Gilgo Beach	1	0.01%	0.01%	99.67%
Halesite	1	0.01%	0.01%	99.68%
Hampton Bays	1	0.01%	0.01%	99.69%
Holbrook	1	0.01%	0.01%	99.71%
Howard Beach	1	0.01%	0.01%	99.72%
Islandia	1	0.01%	0.01%	99.73%
Kew Gardens	1	0.01%	0.01%	99.75%
Lake Grove	1	0.01%	0.01%	99.76%
Lake Ronkonkoma	1	0.01%	0.01%	99.77%
Lido Beach	1	0.01%	0.01%	99.79%
Maspeth	1	0.01%	0.01%	99.80%
Medford	1	0.01%	0.01%	99.81%
Middle Village	1	0.01%	0.01%	99.83%
Oak Beach	1	0.01%	0.01%	99.84%
Oakdale	1	0.01%	0.01%	99.85%
Ozone Park	1	0.01%	0.01%	99.87%
Port Jefferson	1	0.01%	0.01%	99.88%
Remsenburg	1	0.01%	0.01%	99.89%
Ridgewood	1	0.01%	0.01%	99.91%
Riverhead	1	0.01%	0.01%	99.92%
Sagaponack	1	0.01%	0.01%	99.93%
Sound Beach	1	0.01%	0.01%	99.95%
Syosset	1	0.01%	0.01%	99.96%
Upton	1	0.01%	0.01%	99.97%
Wave Crest	1	0.01%	0.01%	99.99%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Wyandanch	1	0.01%	0.01%	100.00%
Cold Spring Harbor	0	0.00%	0.00%	100.00%
Commack	0	0.00%	0.00%	100.00%
Ctr Moriches	0	0.00%	0.00%	100.00%
Davis Park	0	0.00%	0.00%	100.00%
Douglaston	0	0.00%	0.00%	100.00%
East Quogue	0	0.00%	0.00%	100.00%
East Setauket	0	0.00%	0.00%	100.00%
East Yaphank	0	0.00%	0.00%	100.00%
Fire Island Pines	0	0.00%	0.00%	100.00%
Fishers	0	0.00%	0.00%	100.00%
Flanders	0	0.00%	0.00%	100.00%
Fort Tilden	0	0.00%	0.00%	100.00%
Greenlawn	0	0.00%	0.00%	100.00%
Greenport	0	0.00%	0.00%	100.00%
Islip	0	0.00%	0.00%	100.00%
Islip Terrace	0	0.00%	0.00%	100.00%
Jackson Hts	0	0.00%	0.00%	100.00%
Jamesport	0	0.00%	0.00%	100.00%
John F Kennedy Airport	0	0.00%	0.00%	100.00%
Kismet	0	0.00%	0.00%	100.00%
La Guardia Airport	0	0.00%	0.00%	100.00%
Laurel	0	0.00%	0.00%	100.00%
Lindenhurst	0	0.00%	0.00%	100.00%
Locust Valley	0	0.00%	0.00%	100.00%
Malba	0	0.00%	0.00%	100.00%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Mastic	0	0.00%	0.00%	100.00%
Mastic Beach	0	0.00%	0.00%	100.00%
Mattituck	0	0.00%	0.00%	100.00%
Mid Island	0	0.00%	0.00%	100.00%
Middle Island	0	0.00%	0.00%	100.00%
Middle Vlg	0	0.00%	0.00%	100.00%
Mill Neck	0	0.00%	0.00%	100.00%
Miller Place	0	0.00%	0.00%	100.00%
Montauk	0	0.00%	0.00%	100.00%
Moriches	0	0.00%	0.00%	100.00%
Mount Sinai	0	0.00%	0.00%	100.00%
Neponsit	0	0.00%	0.00%	100.00%
Nesconset	0	0.00%	0.00%	100.00%
New Suffolk	0	0.00%	0.00%	100.00%
North Babylon	0	0.00%	0.00%	100.00%
North Bellmore	0	0.00%	0.00%	100.00%
North Merrick	0	0.00%	0.00%	100.00%
Oak Island	0	0.00%	0.00%	100.00%
Oakland Gardens	0	0.00%	0.00%	100.00%
Ocean Beach	0	0.00%	0.00%	100.00%
Old Bethpage	0	0.00%	0.00%	100.00%
Orient	0	0.00%	0.00%	100.00%
Oyster Bay	0	0.00%	0.00%	100.00%
Patchogue	0	0.00%	0.00%	100.00%
Peconic	0	0.00%	0.00%	100.00%
Plandome	0	0.00%	0.00%	100.00%
Point Lookout	0	0.00%	0.00%	100.00%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
Port Jefferson Station	0	0.00%	0.00%	100.00%
Prt Jefferson	0	0.00%	0.00%	100.00%
Prt Jefferson Station	0	0.00%	0.00%	100.00%
Quogue	0	0.00%	0.00%	100.00%
Rego Park	0	0.00%	0.00%	100.00%
Richmond Hill	0	0.00%	0.00%	100.00%
Ridge	0	0.00%	0.00%	100.00%
Rockaway Point	0	0.00%	0.00%	100.00%
Rocky Point	0	0.00%	0.00%	100.00%
Ronkonkoma	0	0.00%	0.00%	100.00%
Sag Harbor	0	0.00%	0.00%	100.00%
Saltaire	0	0.00%	0.00%	100.00%
Sands Point	0	0.00%	0.00%	100.00%
Sayville	0	0.00%	0.00%	100.00%
Selden	0	0.00%	0.00%	100.00%
Setauket	0	0.00%	0.00%	100.00%
Shelter Island	0	0.00%	0.00%	100.00%
Shelter Island Heights	0	0.00%	0.00%	100.00%
Shirley	0	0.00%	0.00%	100.00%
Shoreham	0	0.00%	0.00%	100.00%
Smithtown	0	0.00%	0.00%	100.00%
South Jamesport	0	0.00%	0.00%	100.00%
South Richmond Hill	0	0.00%	0.00%	100.00%

Q19 In what community, town, or city will you get off this bus?

	Frequency	Percent	Valid Percent	Cumulative Percent
South Setauket	0	0.00%	0.00%	100.00%
Southampton	0	0.00%	0.00%	100.00%
Southold	0	0.00%	0.00%	100.00%
Speonk	0	0.00%	0.00%	100.00%
St. James	0	0.00%	0.00%	100.00%
Stony Brook	0	0.00%	0.00%	100.00%
Sunnyside	0	0.00%	0.00%	100.00%
Wading River	0	0.00%	0.00%	100.00%
Wainscott	0	0.00%	0.00%	100.00%
Water Mill	0	0.00%	0.00%	100.00%
West Babylon	0	0.00%	0.00%	100.00%
West Brentwood	0	0.00%	0.00%	100.00%
West Gilgo Beach	0	0.00%	0.00%	100.00%
West Islip	0	0.00%	0.00%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

Q20 Does this one-way trip include a transfer?

	Frequency	Percent	Valid Percent	Cumulative Percent
Transfer	4108	51.06%	54.53%	54.53%
No Transfer	3425	42.57%	45.47%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Walk more than 4 blocks	2663	33.10%	35.35%	35.35%
Walk 4 blocks or less	2131	26.49%	28.29%	63.64%
Transfer to bus/train	1881	23.38%	24.97%	88.61%
Drove self	38	0.47%	0.50%	89.11%
Bike/skateboard	31	0.39%	0.41%	89.53%
Taxi/Uber/Lyft	79	0.98%	1.05%	90.57%
Was dropped off	378	4.70%	5.02%	95.59%
Other	332	4.13%	4.41%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Walk more than 4 blocks	2473	30.74%	32.83%	32.83%
Walk 4 blocks or less	2344	29.14%	31.12%	63.95%
Transfer to bus/train	2021	25.12%	26.83%	90.77%
Drove self	50	0.62%	0.66%	91.44%
Bike/skateboard	35	0.44%	0.46%	91.90%
Taxi/Uber/Lyft	73	0.91%	0.97%	92.87%
Was dropped off	184	2.29%	2.44%	95.31%
Other	353	4.39%	4.69%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Work	4242	52.73%	56.31%	56.31%
School	1003	12.47%	13.31%	69.63%
Medical/healthcare	439	5.46%	5.83%	75.45%
Shopping	326	4.05%	4.33%	79.78%
Errands	555	6.90%	7.37%	87.15%
Social/recreation	326	4.05%	4.33%	91.48%
Other	642	7.98%	8.52%	100.00%
Total Responses	**7533**	**93.64%**	**100.00%**	
Missing/Duplicate Responses	**512**	**6.36%**		
TOTAL	**8045**	**100.00%**		

Q24 Do you own or have access to a smartphone?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	7014	87.18%	93.86%	93.86%
No	459	5.71%	6.14%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Duplicate Responses	**572**	**7.11%**		
TOTAL	**8045**	**100.00%**		

Q25 Have you used NICE GoMobile or Transit App? (If so, which one?)

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes, NICE GoMobile	3113	38.69%	41.66%	41.66%
Yes, Transit App	2439	30.32%	32.64%	74.29%
No I have not used NICE GoMobile or the Transit app	1921	23.88%	25.71%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Duplicate Responses	**572**	**7.11%**		
TOTAL	**8045**	**100.00%**		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No car available	4161	51.72%	55.68%	55.68%
Not able to drive	1323	16.44%	17.70%	73.38%
Proximity to my destination	436	5.42%	5.83%	79.22%
Cost	477	5.93%	6.38%	85.60%
Prefer public transit to driving	633	7.87%	8.47%	94.07%
Other	443	5.51%	5.93%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Duplicate Responses	**572**	**7.11%**		
TOTAL	**8045**	**100.00%**		

Q27 How often do you ride NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than once a week	634	7.88%	8.48%	8.48%
1-2 times a week	876	10.89%	11.72%	20.21%
3-4 times a week	1831	22.76%	24.50%	44.71%
5 or more times a week	4132	51.36%	55.29%	100.00%
Total Responses	7473	92.89%	100.00%	
Missing/Duplicate Responses	572	7.11%		
TOTAL	8045	100.00%		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Taxi/Uber/Lyft	3456	42.96%	46.25%	46.25%
Ride with friend/family member	1072	13.33%	14.34%	60.59%
Wouldn't make trip	846	10.52%	11.32%	71.91%
Drive own vehicle	290	3.60%	3.88%	75.79%
Walk	585	7.27%	7.83%	83.62%
Bicycle/skateboard	112	1.39%	1.50%	85.12%
Other	1112	13.82%	14.88%	100.00%
Total Responses	7473	92.89%	100.00%	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Missing/Duplicate Responses	572	7.11%		
TOTAL	8045	100.00%		

Q29 Who else in your household uses NICE?

	Frequency	Percent	Valid Percent	Cumulative Percent
Children (age 12 and under)	286	3.56%	3.83%	3.83%
Teens (age 13-18)	837	10.40%	11.20%	15.03%
Young adults (age 19-24)	886	11.01%	11.86%	26.88%
Other adults	2202	27.37%	29.47%	56.35%
Seniors (age 65 or older)	197	2.45%	2.64%	58.99%
N/A	3065	38.10%	41.01%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Duplicate Responses	572	7.11%		
TOTAL	8045	100.00%		

Q30 In what language was this survey completed?				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
English	5801	72.11%	77.63%	77.63%
Spanish	1268	15.76%	16.97%	94.59%
French Creole	280	3.48%	3.75%	98.34%
Korean	29	0.36%	0.39%	98.73%
Chinese	46	0.57%	0.62%	99.34%
Italian	6	0.07%	0.08%	99.42%
Farsi	2	0.02%	0.03%	99.45%
Russian	13	0.16%	0.17%	99.63%
Urdu	17	0.21%	0.23%	99.85%
Other	11	0.14%	0.15%	100.00%
Total Responses	**7473**	**92.89%**	**100.00%**	
Missing/Duplicate Responses	**572**	**7.11%**		
TOTAL	**8045**	**100.00%**		

Appendix C:

Route Profiles

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

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

ROUTE N1

Almost 96 percent of Route n1 respondents indicated being a "minority" ethnicity. Fifty percent of respondents described their ethnicity as Black/African American. A little over 20 percent cited their ethnicity as Hispanic/Latino.

Exhibit C.1.a Route n1 Ethnicity
n=96
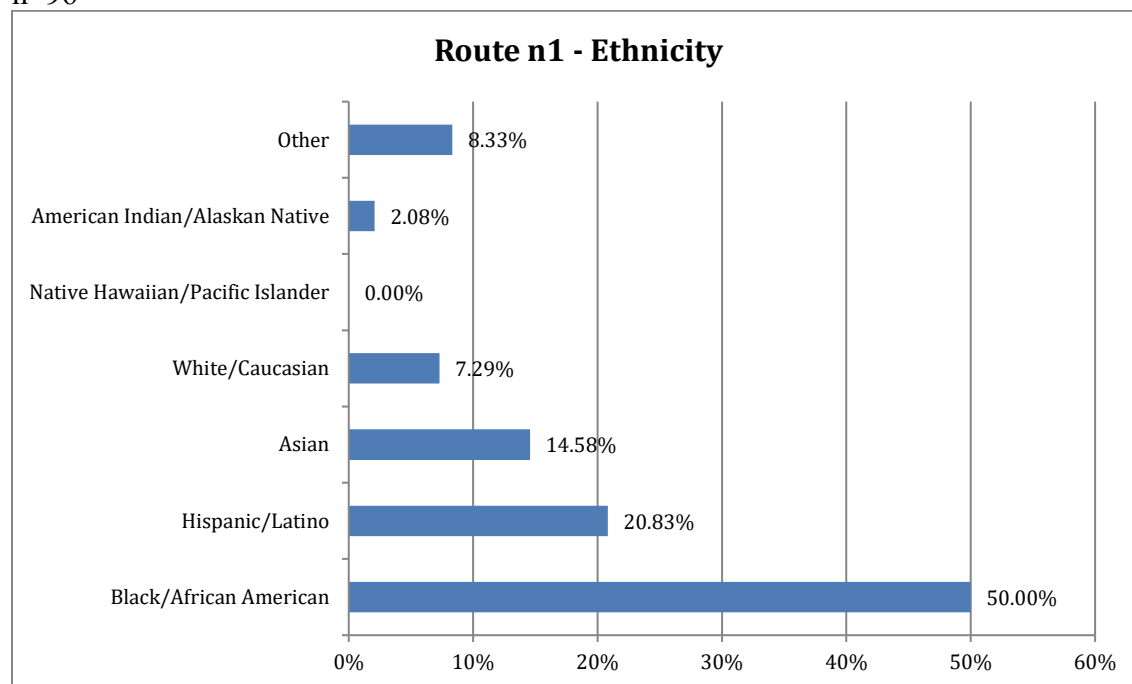
Route n1 - Ethnicity

Ethnicity	Percent
Other	8.33%
American Indian/Alaskan Native	2.08%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	7.29%
Asian	14.58%
Hispanic/Latino	20.83%
Black/African American	50.00%

More than 80 percent of respondents cited speaking English at home. More than five percent indicated a lack of proficiency in English impacted their use of NICE.
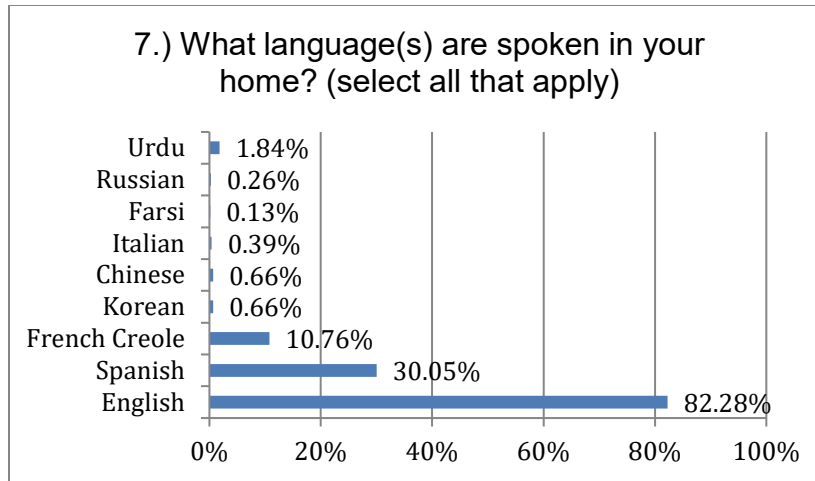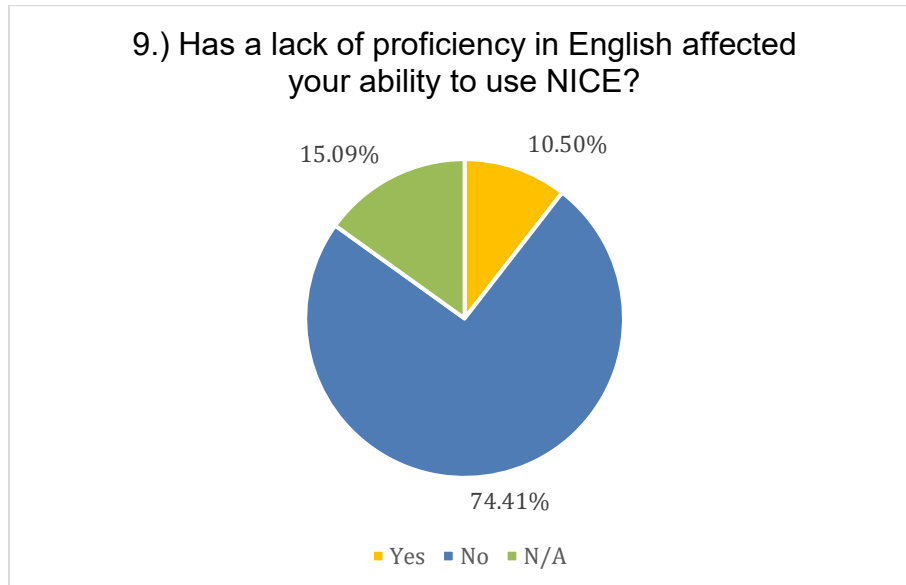
Exhibit C.1.b Route n1 Languages
n=96

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	7.29%
Russian	0.00%
Farsi	4.17%
Italian	1.04%
Chinese	0.00%
Korean	1.04%
French Creole	14.58%
Spanish	23.96%
English	80.21%
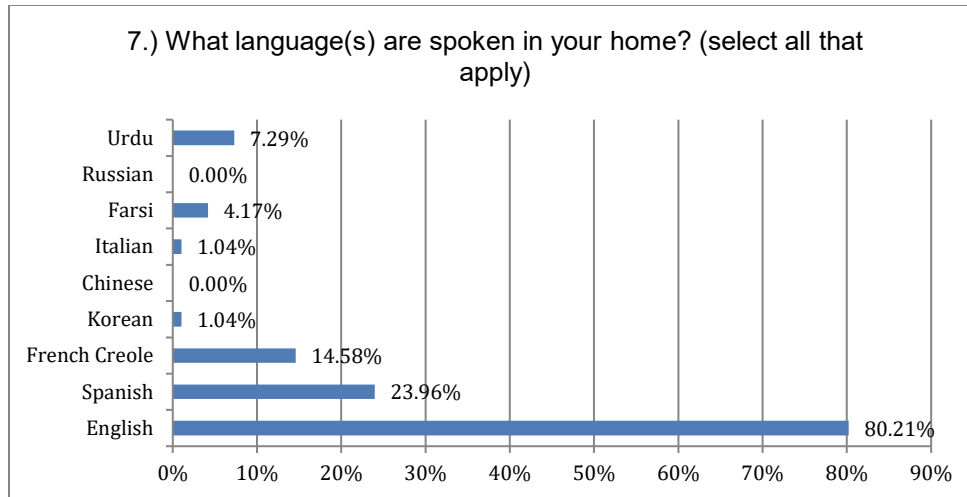
Exhibit C.1.c Route n1 Lack of Proficiency in English Impacting NICE Use
n=96
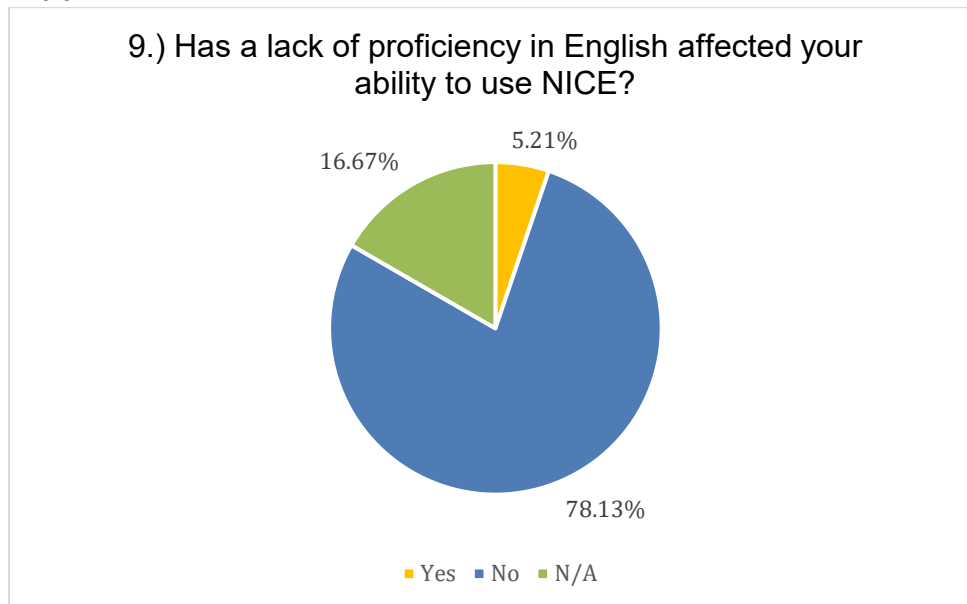
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes: 5.21%
- No: 78.13%
- N/A: 16.67%

In 2025, 19.8 percent of respondents cited an annual household income of $50,000, compared to only 4.4 percent in 2021. Over 45 percent indicated an income below $25,000 annually of which the majority of riders (31.25%) indicated an income under $15,000. About 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
n=96

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	3.13%
Between $75,000 and $99,000	7.29%
Between $50,000 and $74,999	9.38%
Between $35,000 and $49,999	17.71%
Between $25,000 and $34,999	16.67%
Between $15,000 and $24,999	14.58%
Under $15,000	31.25%
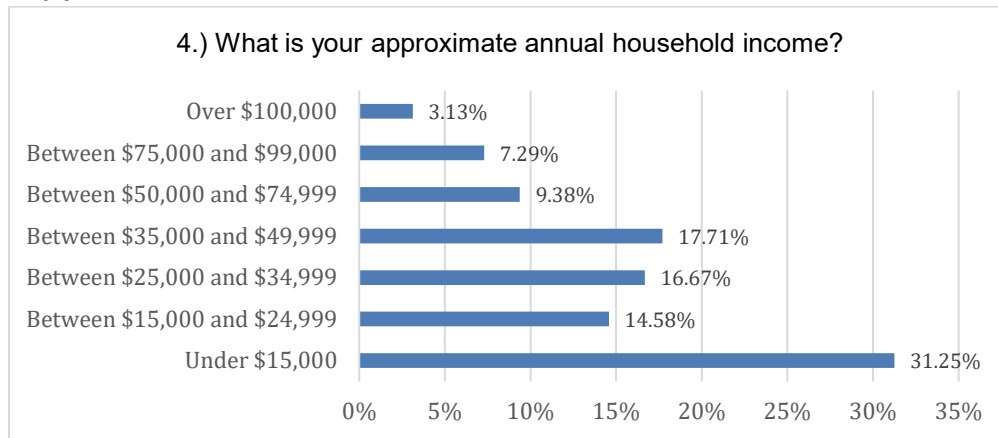
Exhibit C.1.e Route n1 Reason for Riding
n=96
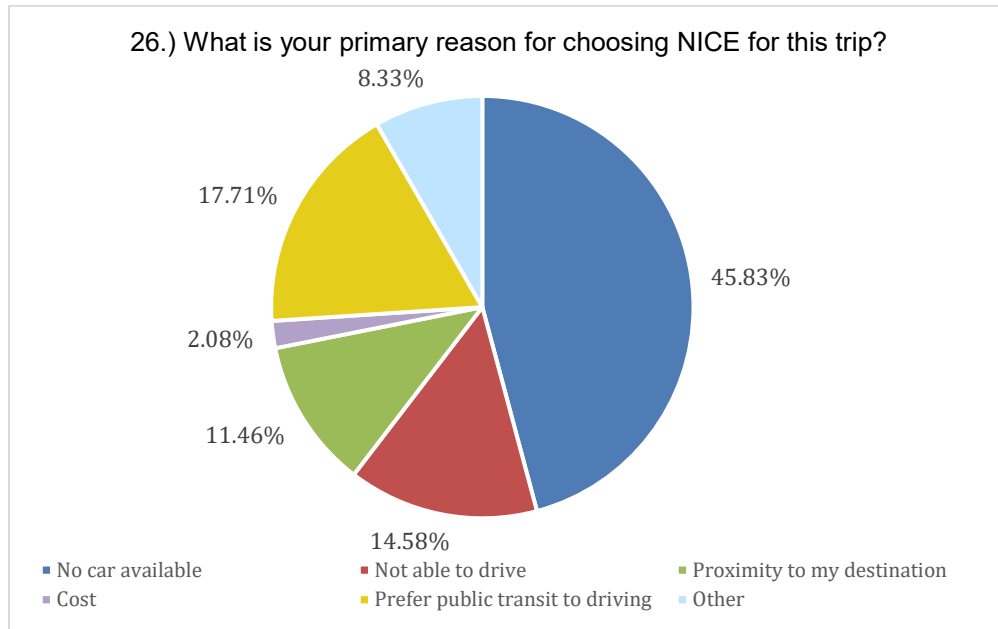
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	45.83%
Not able to drive	14.58%
Proximity to my destination	11.46%
Cost	2.08%
Prefer public transit to driving	17.71%
Other	8.33%

Exhibit C.1.f Route n1 Alternatives to NICE

n=96
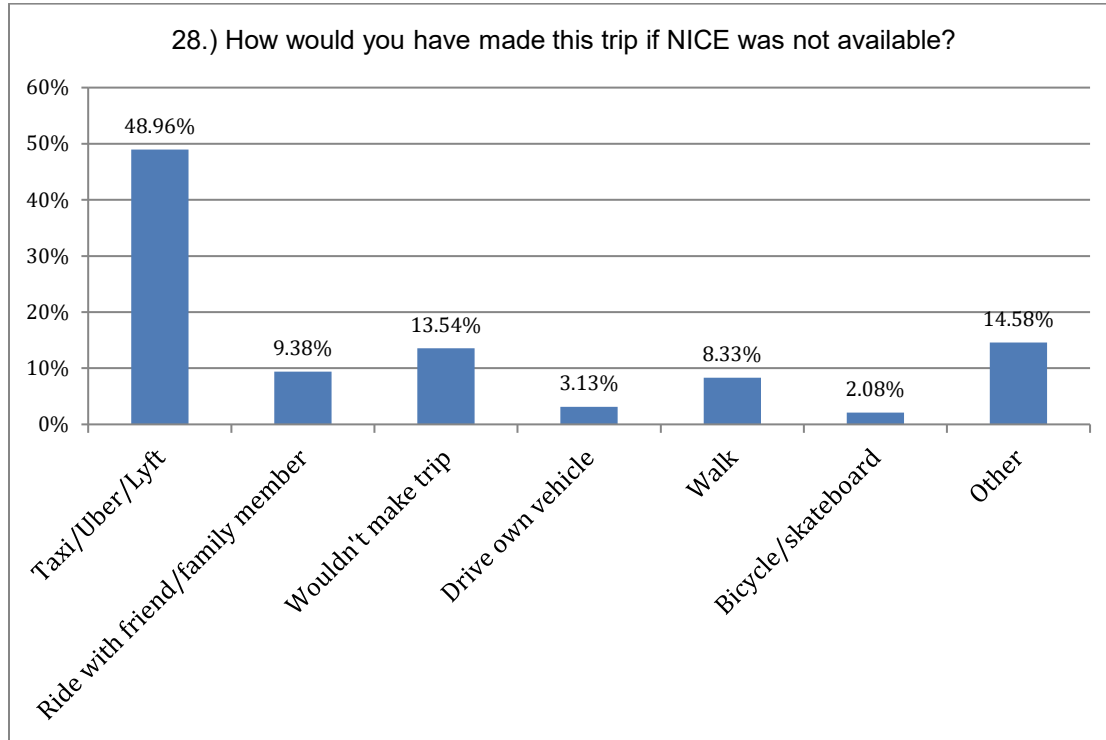
28.) How would you have made this trip if NICE was not available?

Response	Percentage
Taxi/Uber/Lyft	48.96%
Ride with friend/family member	9.38%
Wouldn't make trip	13.54%
Drive own vehicle	3.13%
Walk	8.33%
Bicycle/skateboard	2.08%
Other	14.58%

ROUTE N4/N4X

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

Exhibit C.2.a Route n4/4x Ethnicity
n=762
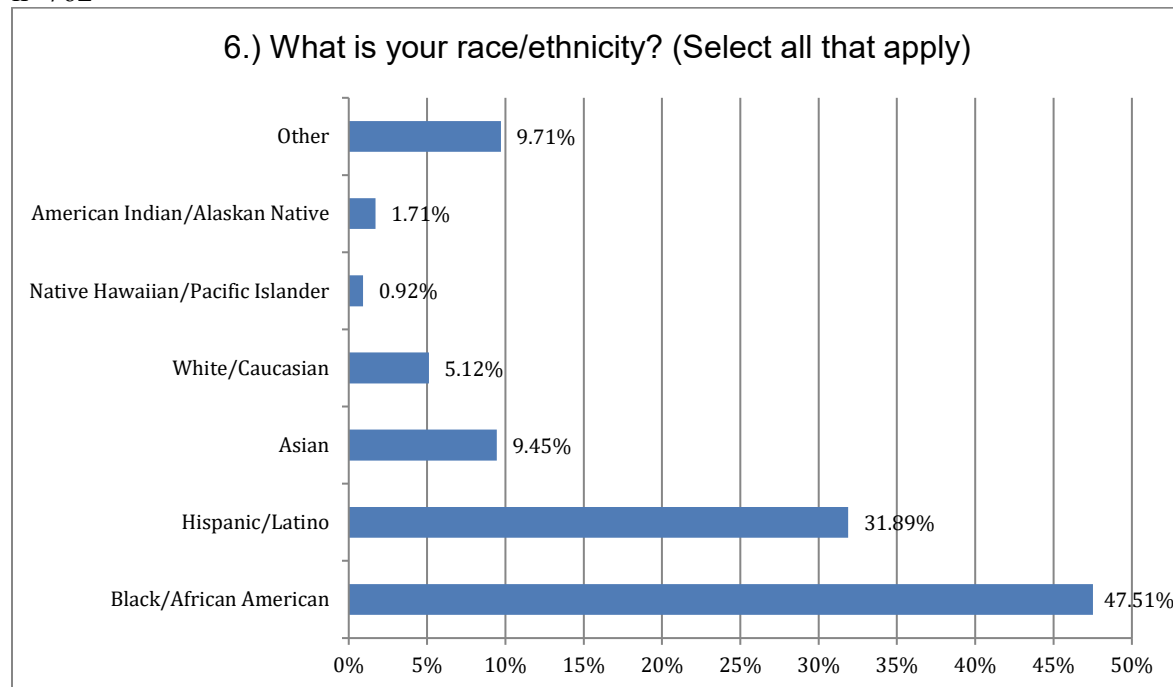
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	9.71%
American Indian/Alaskan Native	1.71%
Native Hawaiian/Pacific Islander	0.92%
White/Caucasian	5.12%
Asian	9.45%
Hispanic/Latino	31.89%
Black/African American	47.51%

More than 80 percent of respondents cited speaking English at home, while 30.0 percent speak Spanish. Over 10 percent indicated a lack of proficiency in English impacted their use of NICE.
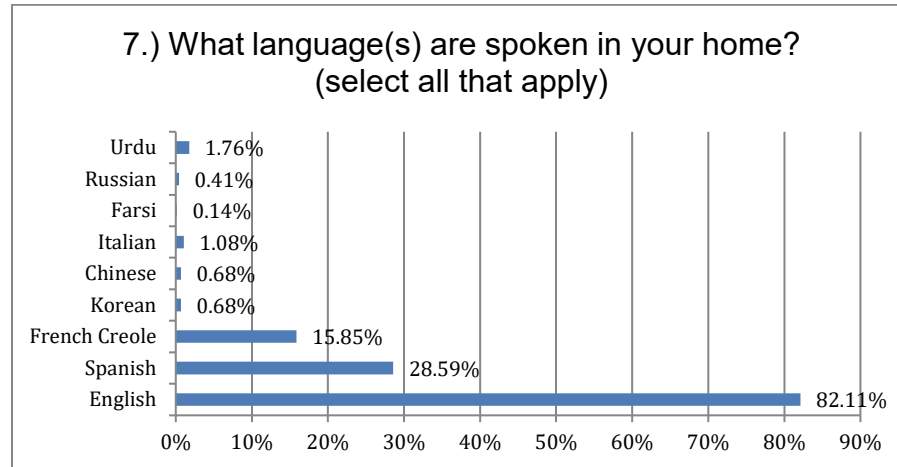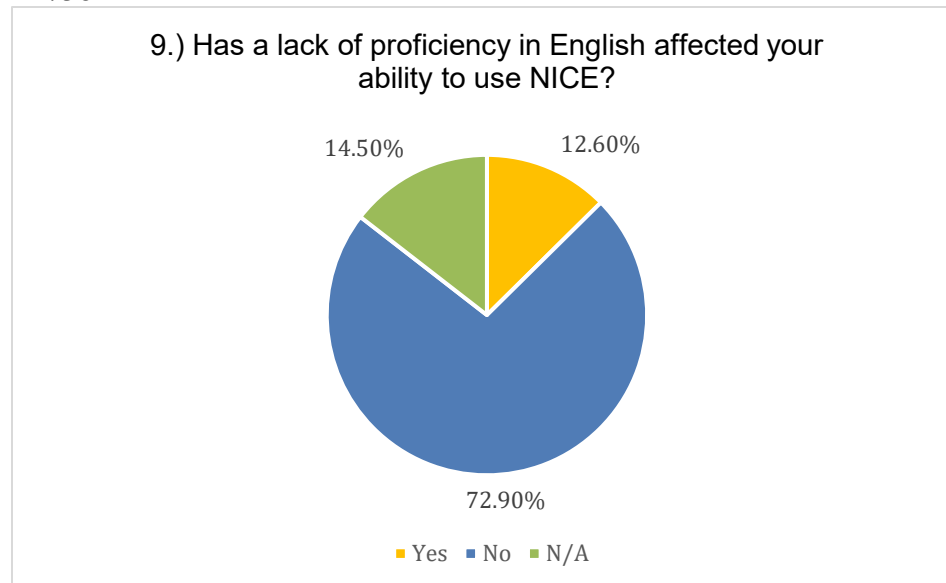
Exhibit C.2.b Route n4/4x Languages
n=762

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	1.84%
Russian	0.26%
Farsi	0.13%
Italian	0.39%
Chinese	0.66%
Korean	0.66%
French Creole	10.76%
Spanish	30.05%
English	82.28%

Exhibit C.2.c Route n4/4x Lack of Proficiency in English Impacting NICE Use
n=762

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

- Yes: 10.50%
- No: 74.41%
- N/A: 15.09%

Over 50 percent of survey respondents cited an annual household income of less than $50,000. Close to 44 percent indicated an income below $25,000 annually. Almost 66 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Over 45 percent indicated that they would use a Uber, Lyft, or a Taxi if NICE were not an option.

Exhibit C.2.d Route n4/4x Household Income

n=762

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	7.74%
Between $75,000 and $99,000	9.84%
Between $50,000 and $74,999	13.52%
Between $35,000 and $49,999	11.94%
Between $25,000 and $34,999	13.25%
Between $15,000 and $24,999	15.22%
Under $15,000	28.48%
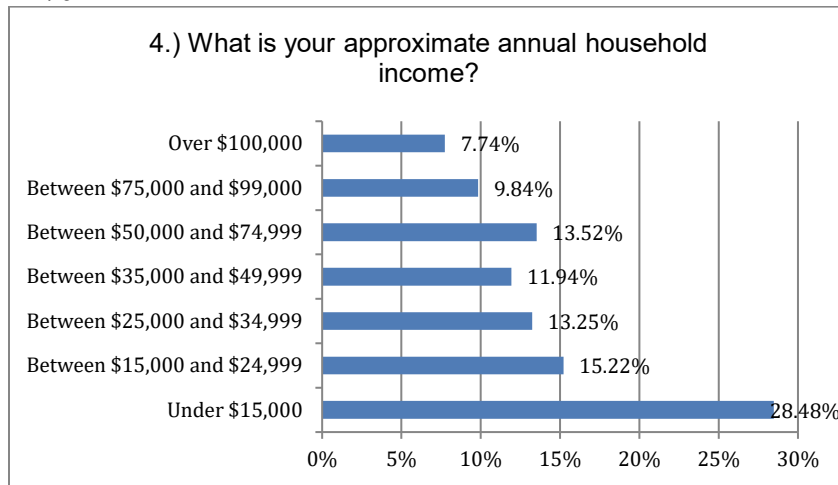
Exhibit C.2.e Route n4/4x Reason for Riding

n=762
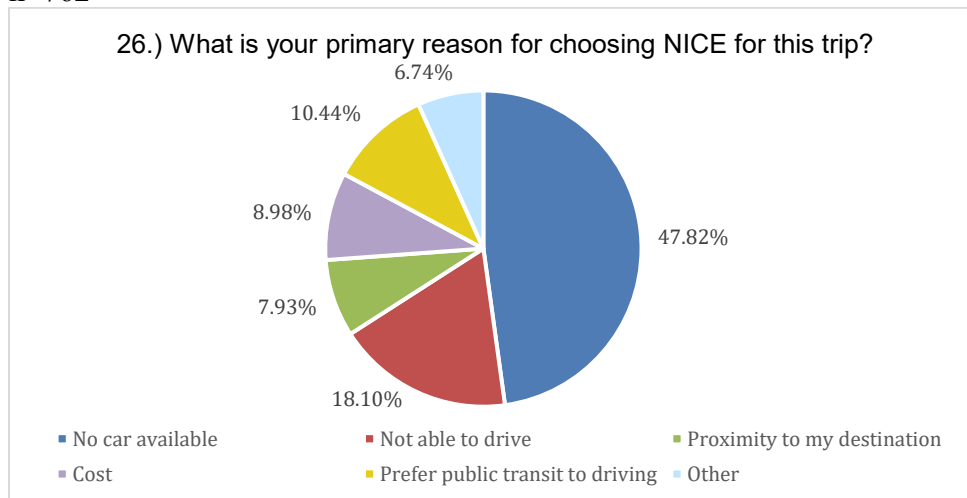
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percentage
No car available	47.82%
Not able to drive	18.10%
Proximity to my destination	7.93%
Cost	8.98%
Prefer public transit to driving	10.44%
Other	6.74%

Exhibit C.2.f Route n4/4x Alternatives to NICE

n=762
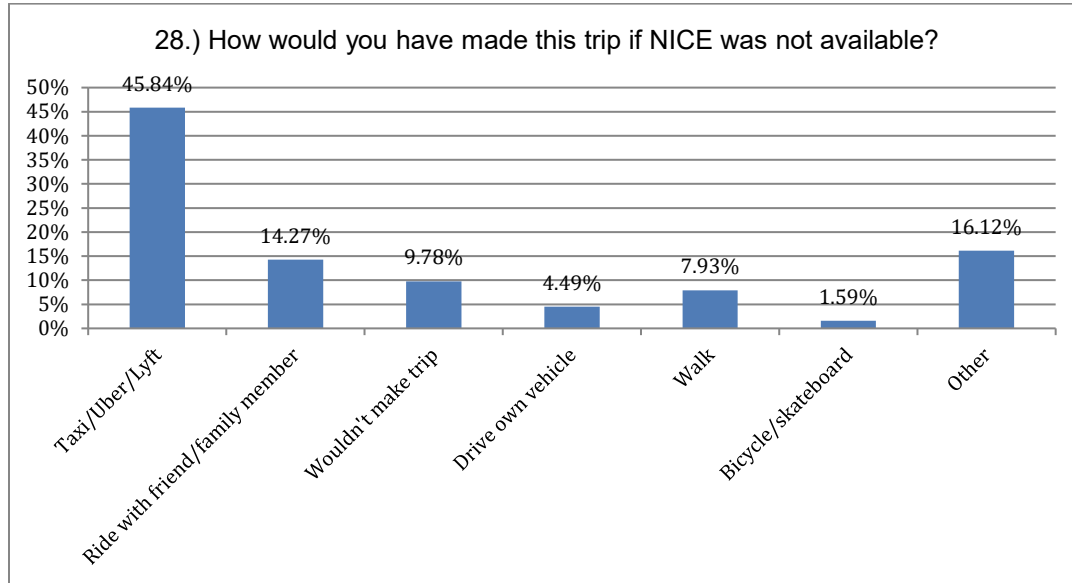
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	45.84%
Ride with friend/family member	14.27%
Wouldn't make trip	9.78%
Drive own vehicle	4.49%
Walk	7.93%
Bicycle/skateboard	1.59%
Other	16.12%

ROUTE N6/6X

Over 93 percent of Route n6/6x respondents indicated being a "minority" ethnicity. More than 49 percent of respondents described their ethnicity as Black/African American. 29.0 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.3.a Route n6/6x Ethnicity
n=738
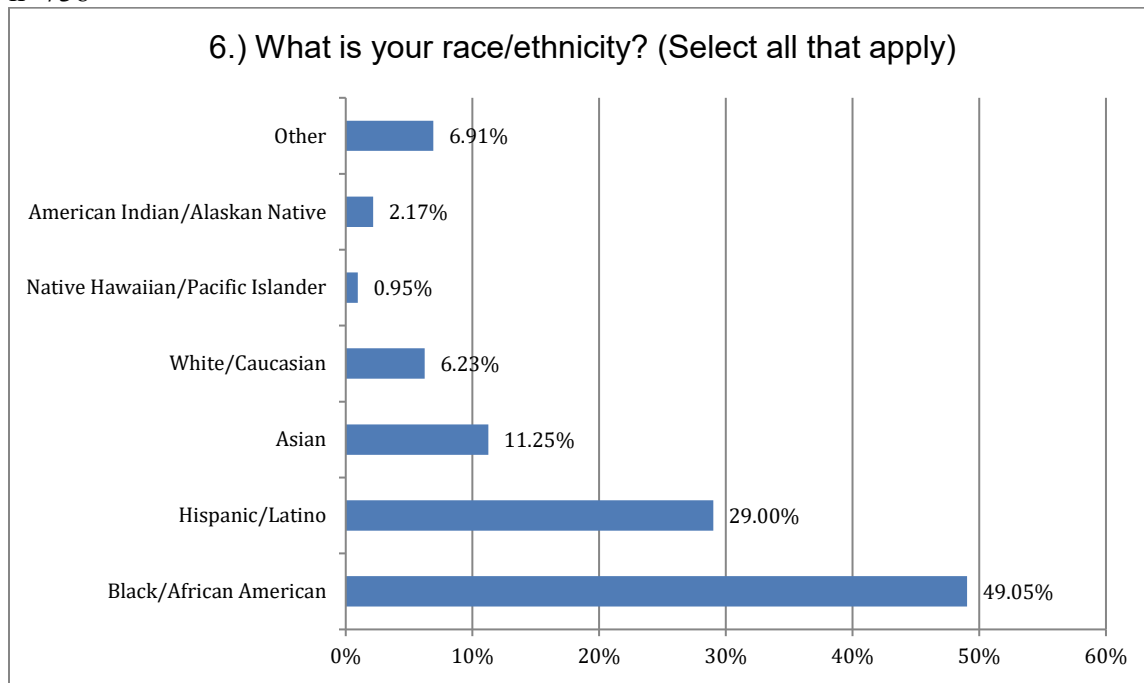
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	6.91%
American Indian/Alaskan Native	2.17%
Native Hawaiian/Pacific Islander	0.95%
White/Caucasian	6.23%
Asian	11.25%
Hispanic/Latino	29.00%
Black/African American	49.05%

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

Exhibit C.3.b Route n6/6x Languages
n=738

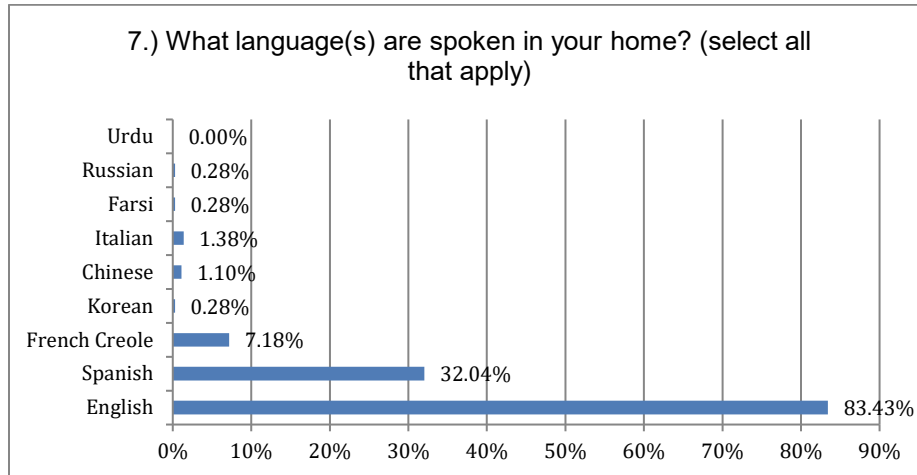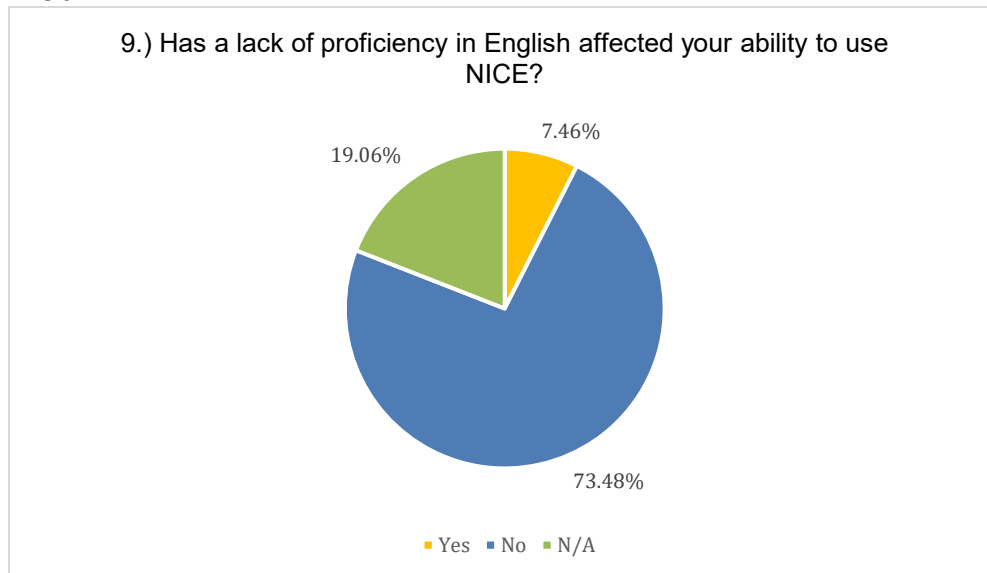7.) What language(s) are spoken in your home?
(select all that apply)

Language	Percentage
Urdu	1.76%
Russian	0.41%
Farsi	0.14%
Italian	1.08%
Chinese	0.68%
Korean	0.68%
French Creole	15.85%
Spanish	28.59%
English	82.11%

Exhibit C.3.c Route n6/6x Lack of Proficiency in English Impacting NICE Use
n=738

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

- Yes: 12.60%
- No: 72.90%
- N/A: 14.50%

Over 45 percent indicated an income below $25,000 annually. Almost 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n6 respondents are most likely to take a taxi or "other" mode if NICE was not available.

Exhibit C.3.d Route n6/6x Household Income
n=738

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	4.20%
Between $75,000 and $99,000	9.35%
Between $50,000 and $74,999	13.55%
Between $35,000 and $49,999	12.60%
Between $25,000 and $34,999	14.63%
Between $15,000 and $24,999	15.85%
Under $15,000	29.81%
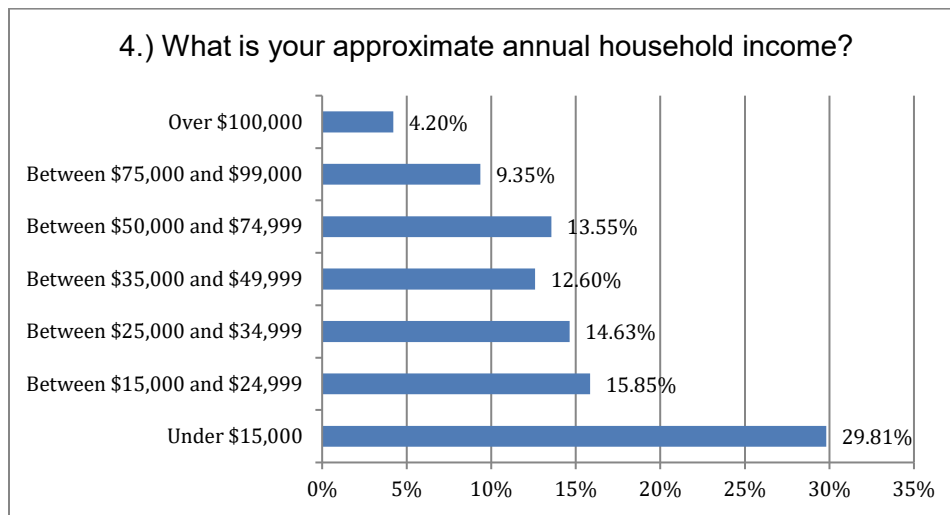
Exhibit C.3.e Route n6/6x Reason for Riding
n=738
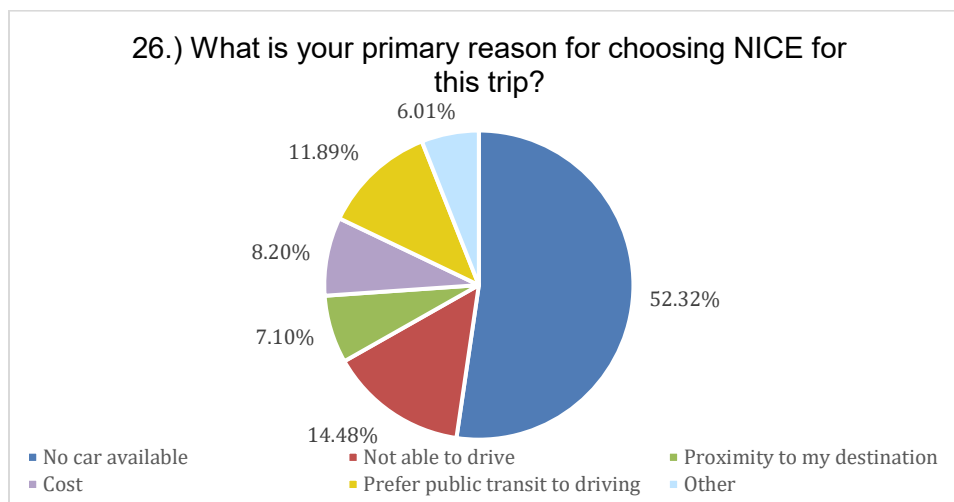
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	52.32%
Not able to drive	14.48%
Proximity to my destination	7.10%
Cost	8.20%
Prefer public transit to driving	11.89%
Other	6.01%

Exhibit C.3.f Route n6/6x Alternatives to NICE

n=738
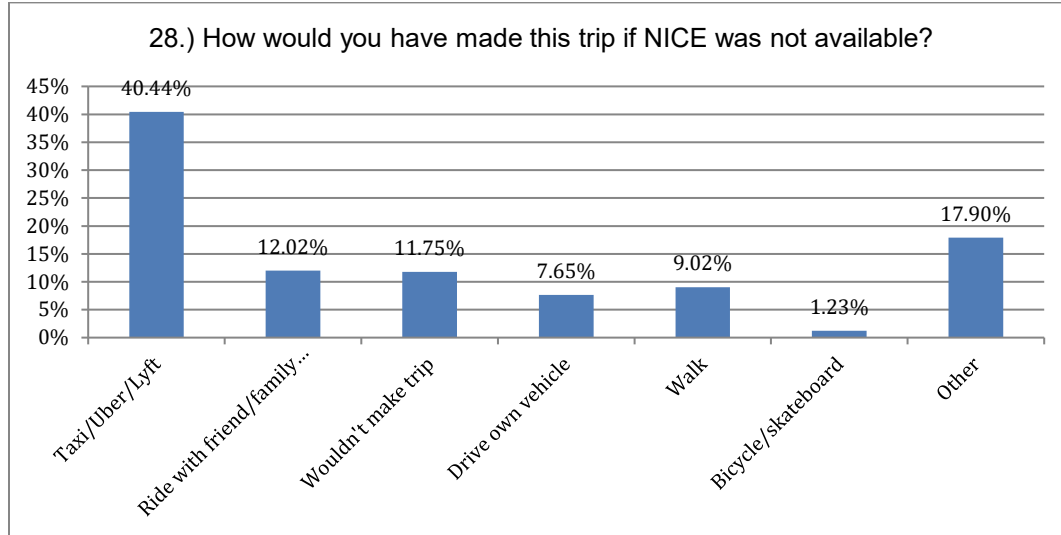
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	40.44%
Ride with friend/family…	12.02%
Wouldn't make trip	11.75%
Drive own vehicle	7.65%
Walk	9.02%
Bicycle/skateboard	1.23%
Other	17.90%

ROUTE N15

Over Eighty-two percent of Route n15 respondents indicated being a "minority" ethnicity. Over 45 percent of respondents described their ethnicity as Black/African American. Close to 36 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.4.a Route n15 Ethnicity
n=362
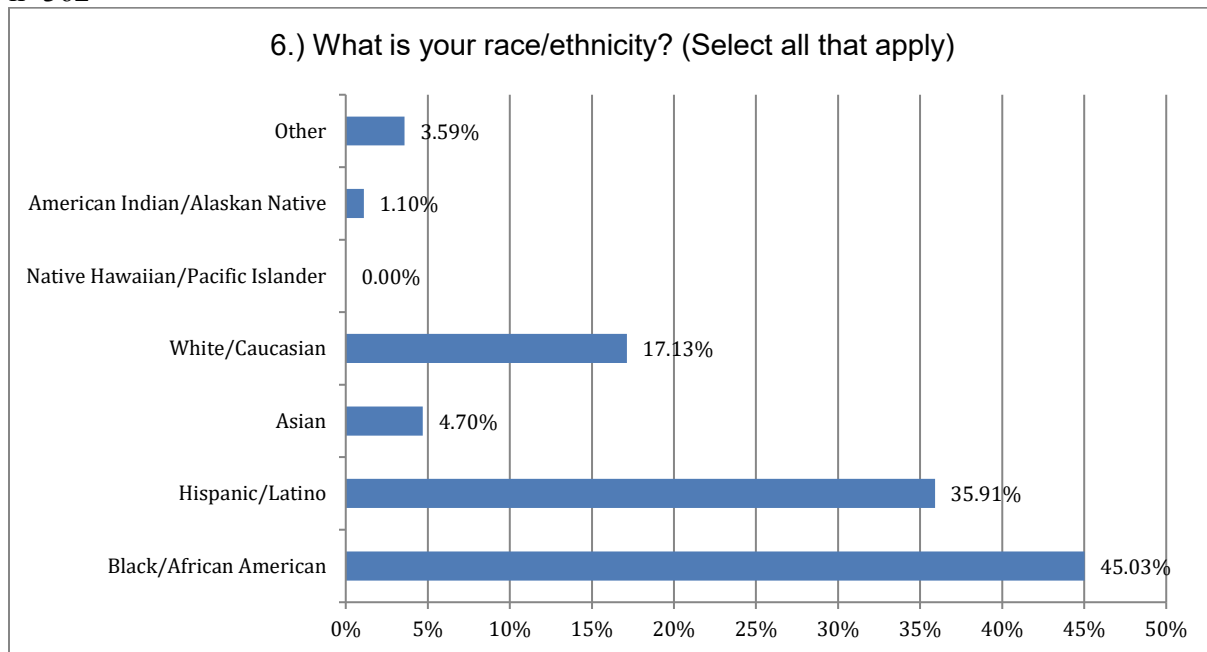
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	3.59%
American Indian/Alaskan Native	1.10%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	17.13%
Asian	4.70%
Hispanic/Latino	35.91%
Black/African American	45.03%

More than 83 percent of respondents cited speaking English at home, while 32.04 percent speak Spanish at home. 7.46 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.4.b Route n15 Languages
n=362

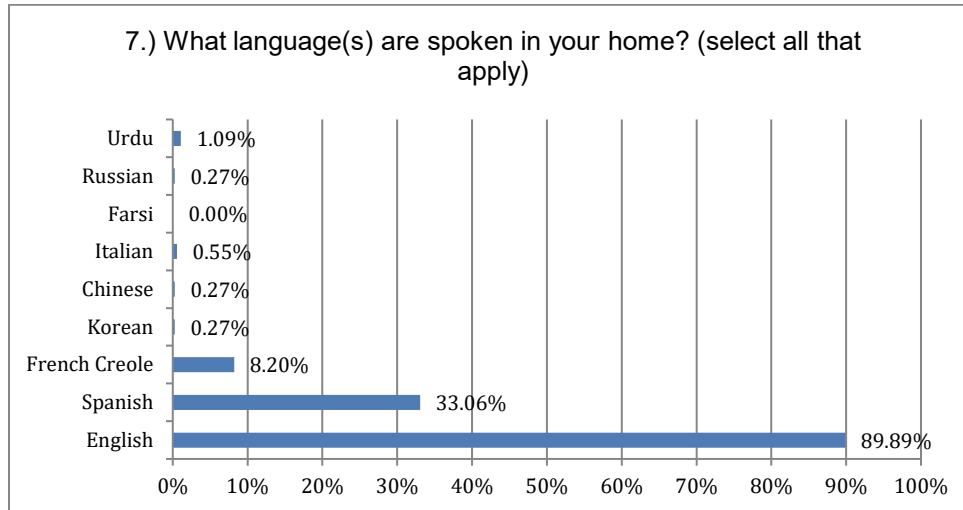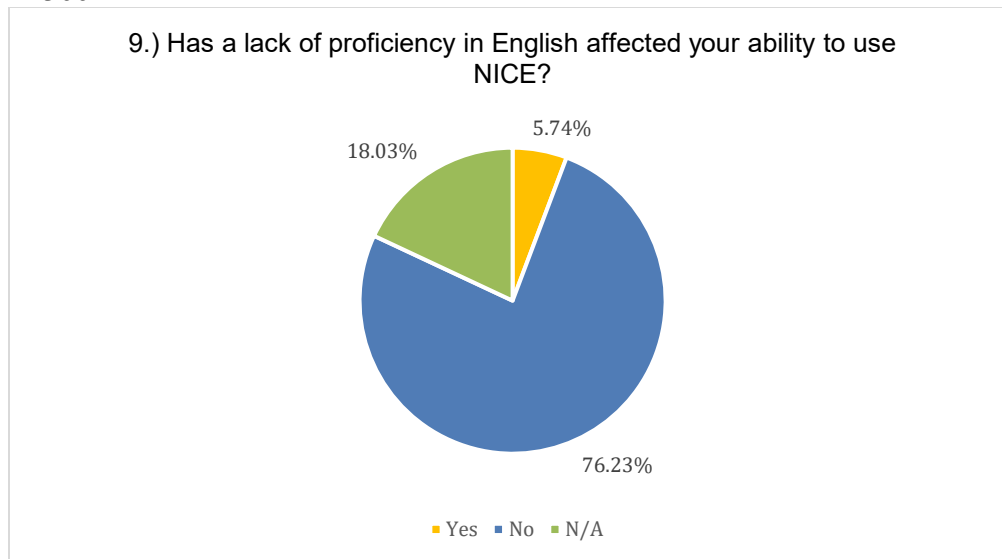**7.) What language(s) are spoken in your home? (select all that apply)**

Language	Percentage
Urdu	0.00%
Russian	0.28%
Farsi	0.28%
Italian	1.38%
Chinese	1.10%
Korean	0.28%
French Creole	7.18%
Spanish	32.04%
English	83.43%

Exhibit C.4.c Route n15 Lack of Proficiency in English Impacting NICE Use
n=362

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

Response	Percentage
Yes	7.46%
No	73.48%
N/A	19.06%

■ Yes ■ No ■ N/A

Over 45 percent indicated an income below $25,000 annually. Over to 78 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.
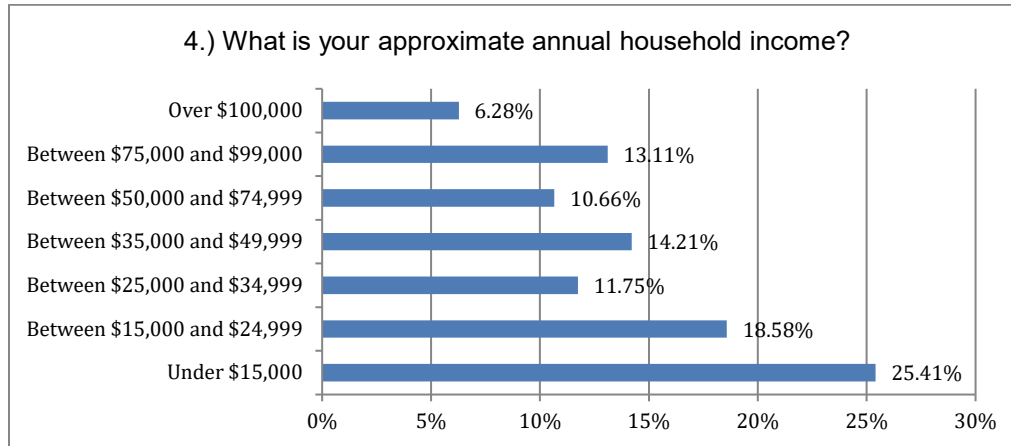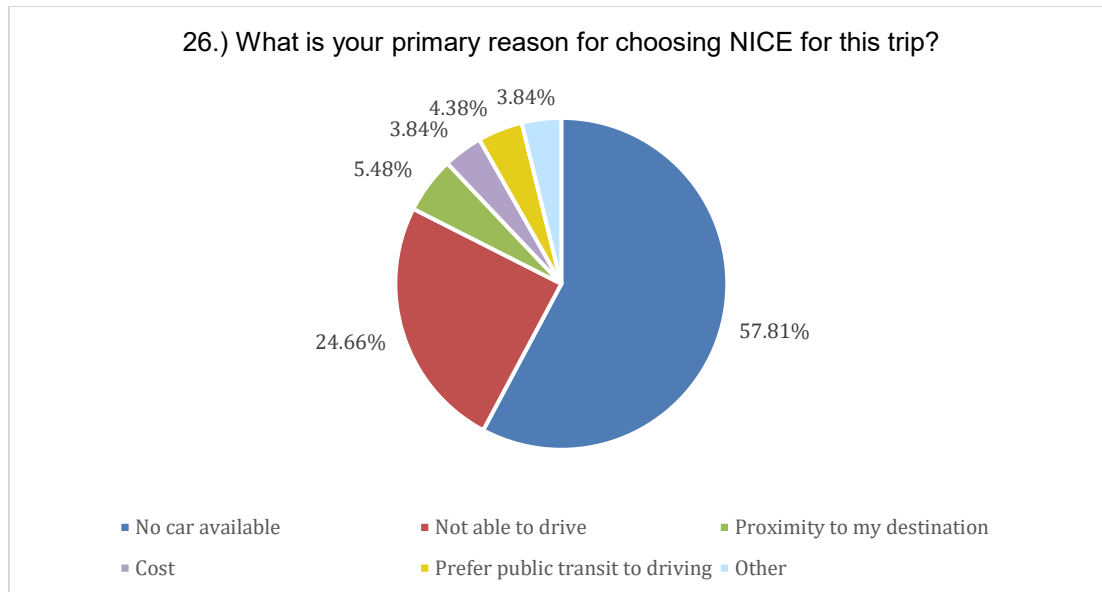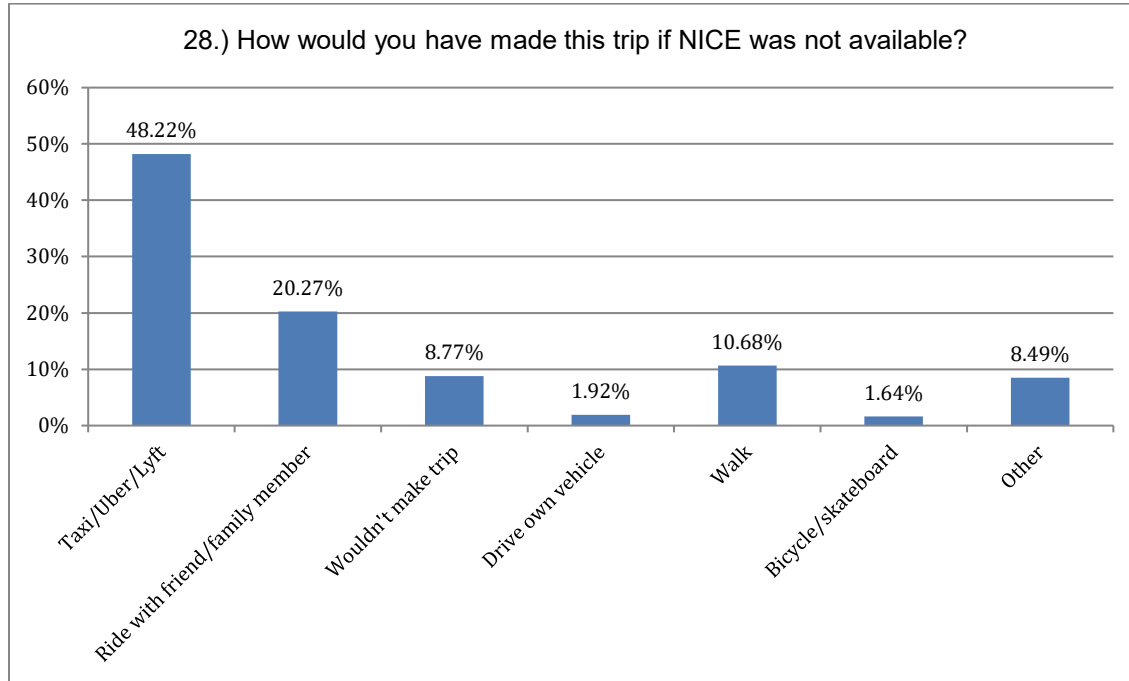
Exhibit C.4.d Route n15 Household Income
n=362

4.) What is your approximate annual household income?

Income Category	Percentage
Over $100,000	4.42%
Between $75,000 and $99,000	4.70%
Between $50,000 and $74,999	14.64%
Between $35,000 and $49,999	13.81%
Between $25,000 and $34,999	17.13%
Between $15,000 and $24,999	18.51%
Under $15,000	26.80%
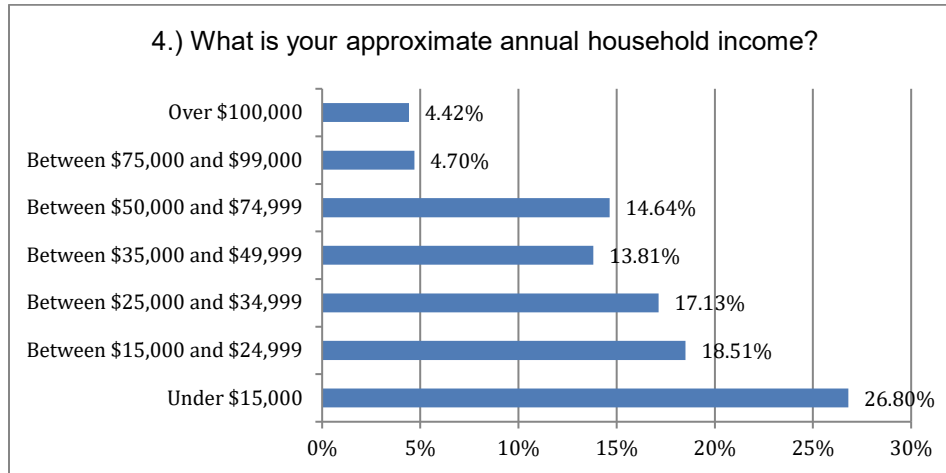
Exhibit C.4.e Route n15 Reason for Riding
n=357

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

Reason	Percentage
No car available	61.34%
Not able to drive	16.81%
Proximity to my destination	5.88%
Cost	5.32%
Prefer public transit to driving	7.84%
Other	2.80%
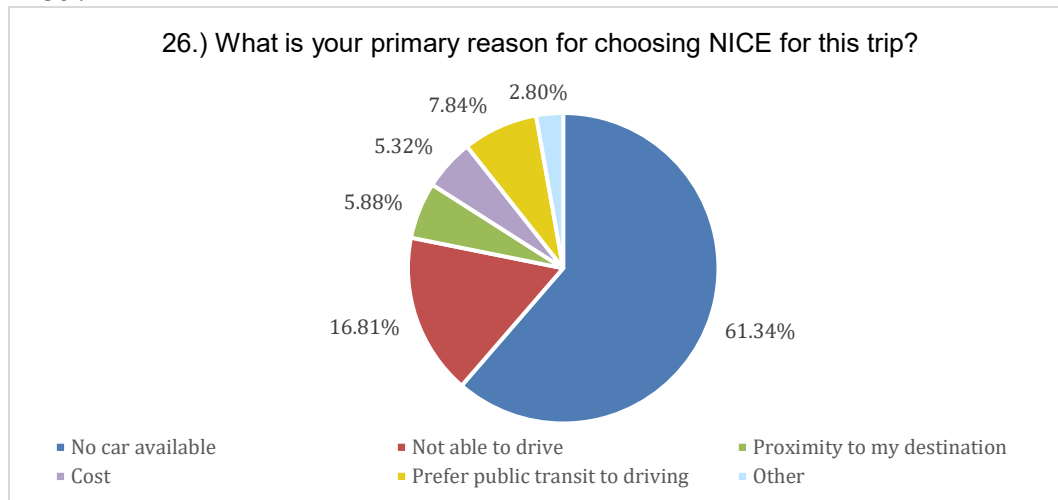
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Exhibit C.4.f Route n15 Alternatives to NICE

n=357
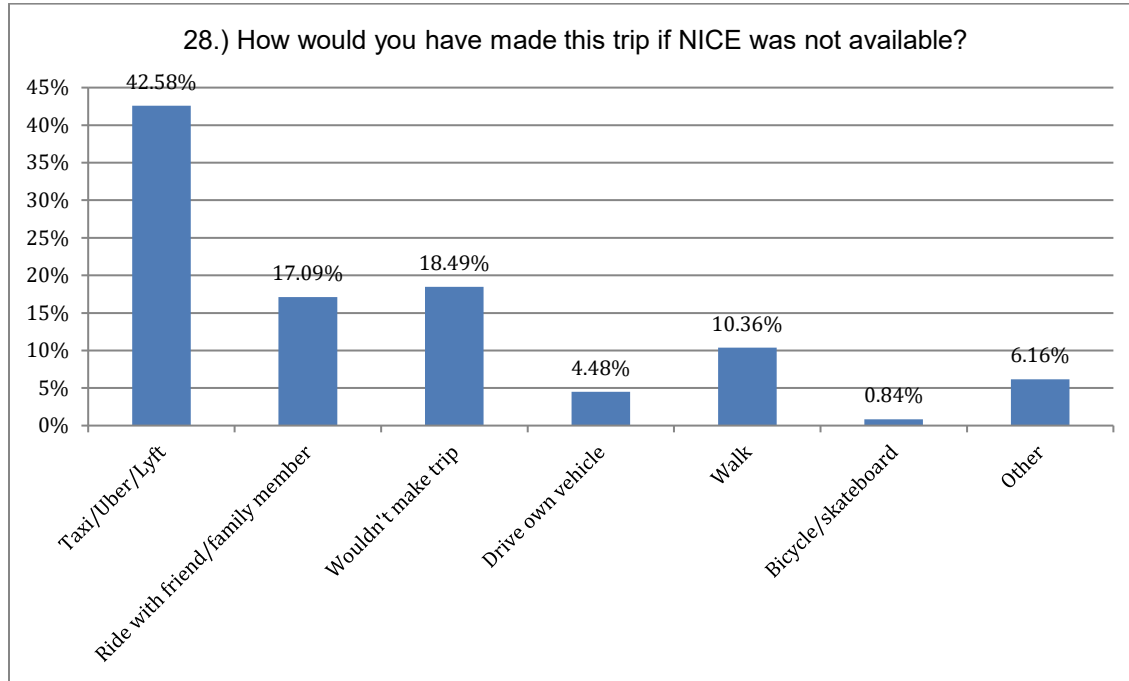
28.) How would you have made this trip if NICE was not available?

ROUTE N16/16X

About 89 percent of Route n16 respondents indicated being a "minority" ethnicity. A little over 48 percent of respondents described their ethnicity as Black/African American. Almost 35 percent indicated their ethnicity as Hispanic/Latino.

Exhibit C.5.a Route n16/16x Ethnicity
n=366
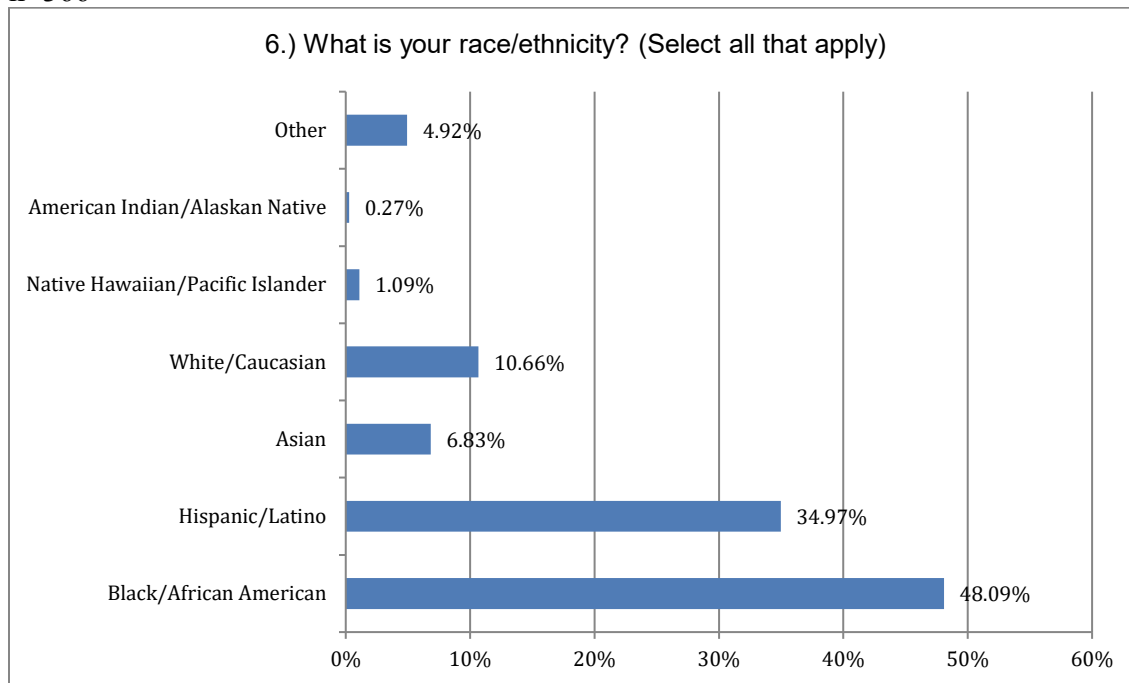
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	4.92%
American Indian/Alaskan Native	0.27%
Native Hawaiian/Pacific Islander	1.09%
White/Caucasian	10.66%
Asian	6.83%
Hispanic/Latino	34.97%
Black/African American	48.09%

Almost 90 percent of respondents cited speaking English at home. Over 33 percent speak Spanish at home. Almost 6 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.5.b Route n16/16x Languages
n=366

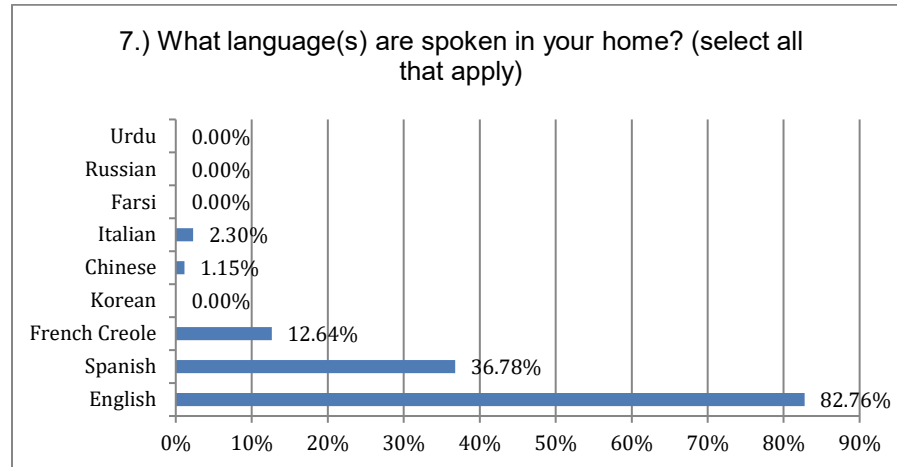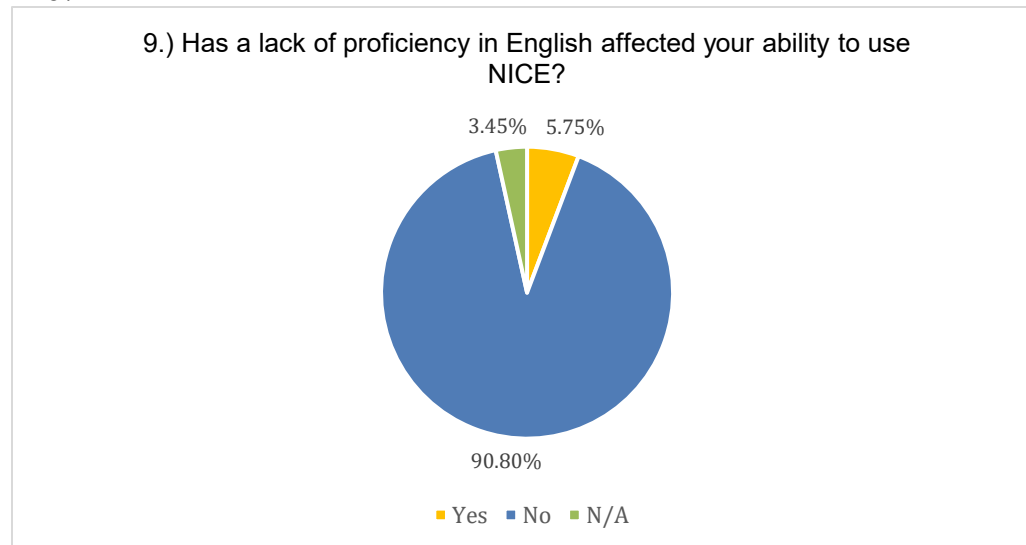**7.) What language(s) are spoken in your home? (select all that apply)**

Language	Percentage
Urdu	1.09%
Russian	0.27%
Farsi	0.00%
Italian	0.55%
Chinese	0.27%
Korean	0.27%
French Creole	8.20%
Spanish	33.06%
English	89.89%

Exhibit C.5.c Route n16/16x Lack of Proficiency in English Impacting NICE Use
n=366

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

- Yes: 5.74%
- No: 76.23%
- N/A: 18.03%

Almost 44 percent indicated an income below $25,000 annually. More than 82 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n16 riders are most likely to take a taxi or ride with a friend or family member if NICE was not available.

Exhibit C.5.d Route n16/16x Household Income
n=366

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	6.28%
Between $75,000 and $99,000	13.11%
Between $50,000 and $74,999	10.66%
Between $35,000 and $49,999	14.21%
Between $25,000 and $34,999	11.75%
Between $15,000 and $24,999	18.58%
Under $15,000	25.41%

Exhibit C.5.e Route n16/16x Reason for Riding
n=365

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

- No car available — 57.81%
- Not able to drive — 24.66%
- Proximity to my destination — 5.48%
- Cost — 3.84%
- Prefer public transit to driving — 4.38%
- Other — 3.84%

Exhibit C.5.f Route n16/16x Alternatives to NICE

n=365

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

Category	Percentage
Taxi/Uber/Lyft	48.22%
Ride with friend/family member	20.27%
Wouldn't make trip	8.77%
Drive own vehicle	1.92%
Walk	10.68%
Bicycle/skateboard	1.64%
Other	8.49%

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ROUTE N19

More than 82 percent of Route n19 respondents indicated being a "minority" ethnicity. Almost 38 percent of respondents indicated their ethnicity as Hispanic/Latino. More than 34 percent described their ethnicity as Black/African American.

Exhibit C.6.a Route n19 Ethnicity
n=87
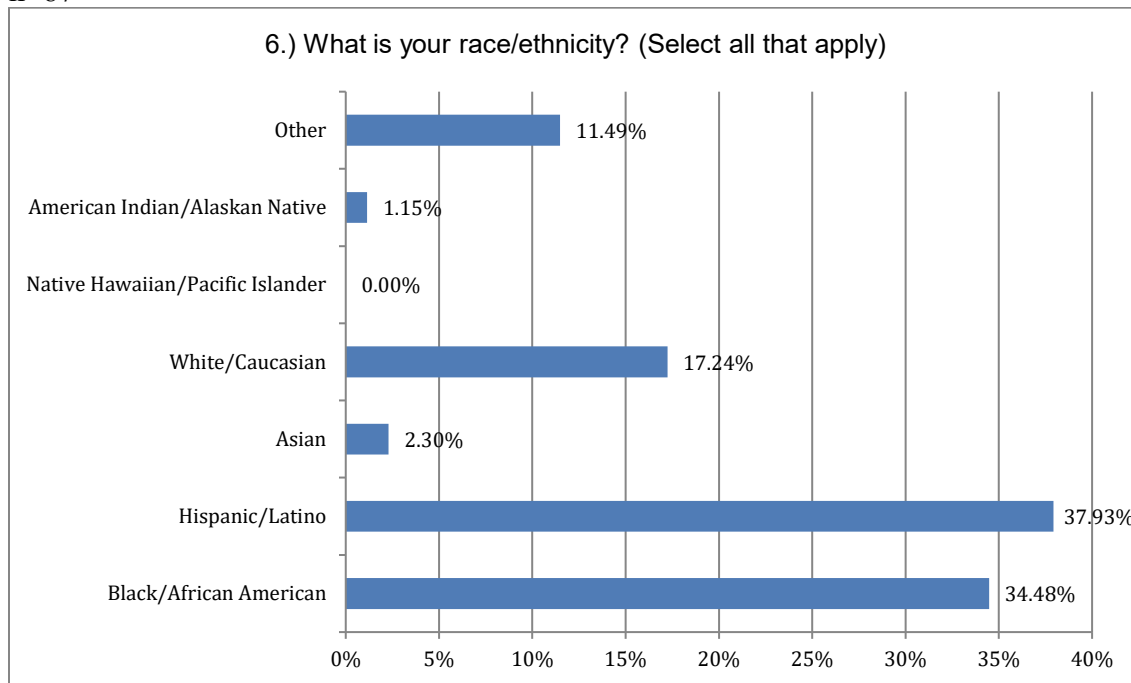
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	11.49%
American Indian/Alaskan Native	1.15%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	17.24%
Asian	2.30%
Hispanic/Latino	37.93%
Black/African American	34.48%

Almost 83 percent of respondents cited speaking English at home. More than 36 percent speak Spanish at home. 2Another 12.6percent speak Hatian/French Creole. Over 5 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.6.b Route n19 Languages
n=87

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	2.30%
Chinese	1.15%
Korean	0.00%
French Creole	12.64%
Spanish	36.78%
English	82.76%

Exhibit C.6.c Route n19 Lack of Proficiency in English Impacting NICE Use
n=87

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

Yes 5.75%
No 90.80%
N/A 3.45%

Over 35 percent indicated an income below $25,000 annually. Over 88.5 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Route n19 respondents are most likely to ride with a friend or family member and over 50 percent noted "other" if NICE was not available.

Exhibit C.6.d Route n19 Household Income
n=87

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	13.79%
Between $75,000 and $99,000	21.84%
Between $50,000 and $74,999	26.44%
Between $35,000 and $49,999	2.30%
Between $25,000 and $34,999	5.75%
Between $15,000 and $24,999	10.34%
Under $15,000	19.54%
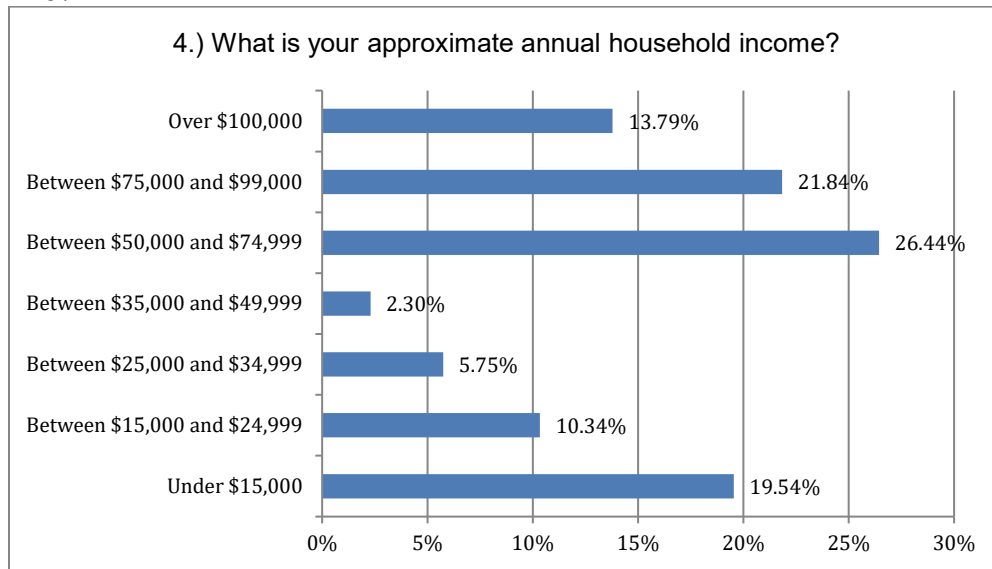
Exhibit C.6.e Route n19 Reason for Riding
n=87

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

- 65.52%
- 22.99%
- 4.60%
- 3.45%
- 1.15%
- 2.30%

- No car available
- Not able to drive
- Proximity to my destination
- Cost
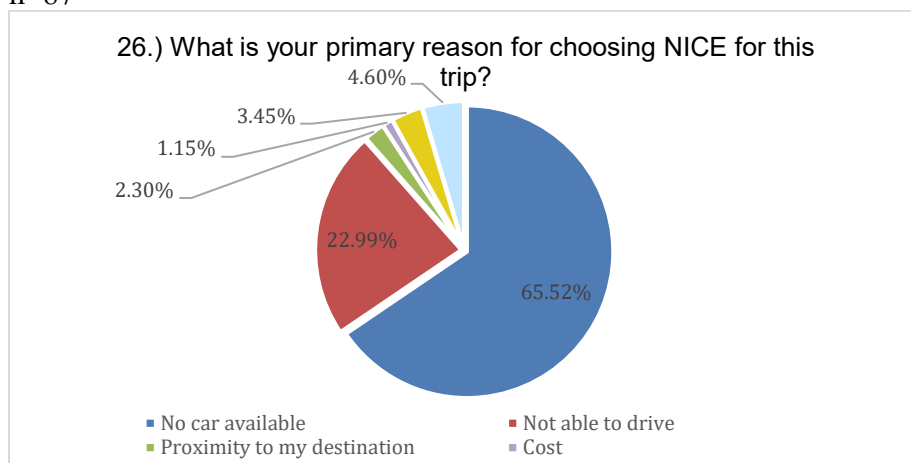
Exhibit C.6.f Route n19 Alternatives to NICE

n=87
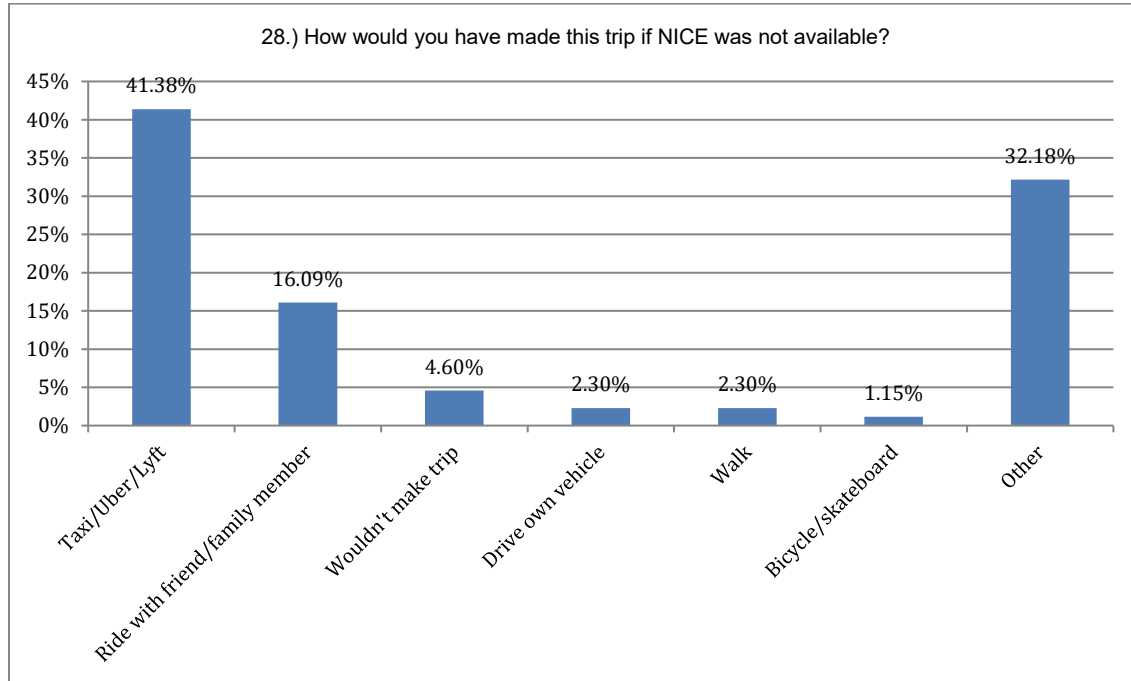
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	41.38%
Ride with friend/family member	16.09%
Wouldn't make trip	4.60%
Drive own vehicle	2.30%
Walk	2.30%
Bicycle/skateboard	1.15%
Other	32.18%

ROUTE N20G/N20H

About 87 percent of Route n20g/n20h respondents indicated being a "minority" ethnicity. Over 46 percent of respondents indicated their ethnicity as Hispanic/Latino while over 27 percent reported their ethnicity as Asian. Just 16.05 percent of respondents described their ethnicity as Black/African American.

Exhibit C.7.a Route n20g/n20h Ethnicity
n=243
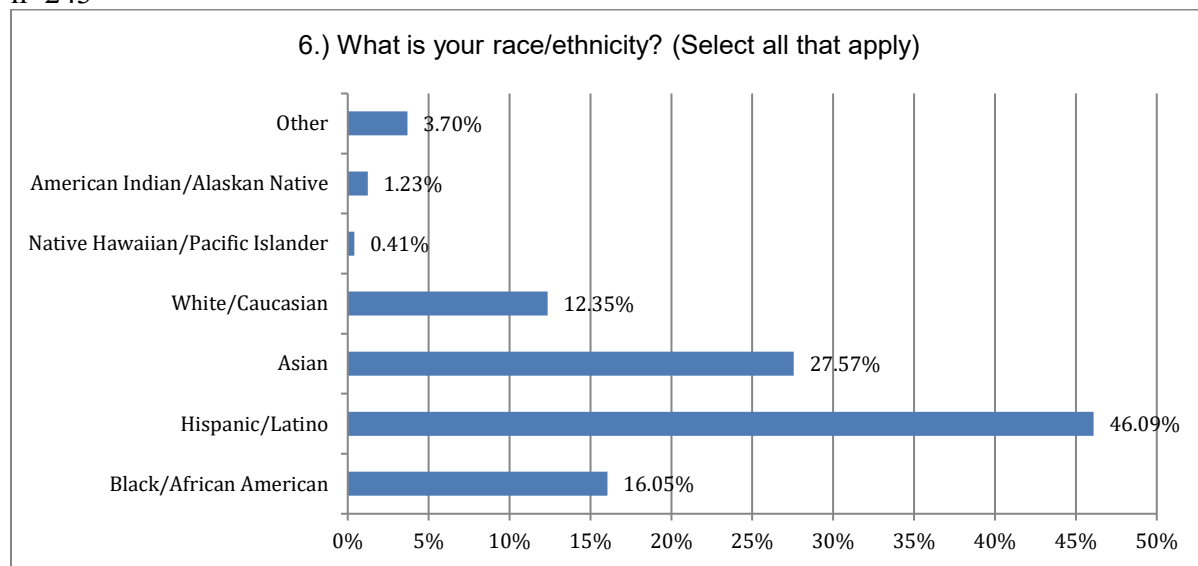
6.) What is your race/ethnicity? (Select all that apply)

Category	Percentage
Other	3.70%
American Indian/Alaskan Native	1.23%
Native Hawaiian/Pacific Islander	0.41%
White/Caucasian	12.35%
Asian	27.57%
Hispanic/Latino	46.09%
Black/African American	16.05%

Over 74 percent of respondents cited speaking English at home. More than 44 percent speak Spanish at home, while 8.64 percent speak Chinese. Close to 13 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.7.b Route n20g/n20h Languages
n=243

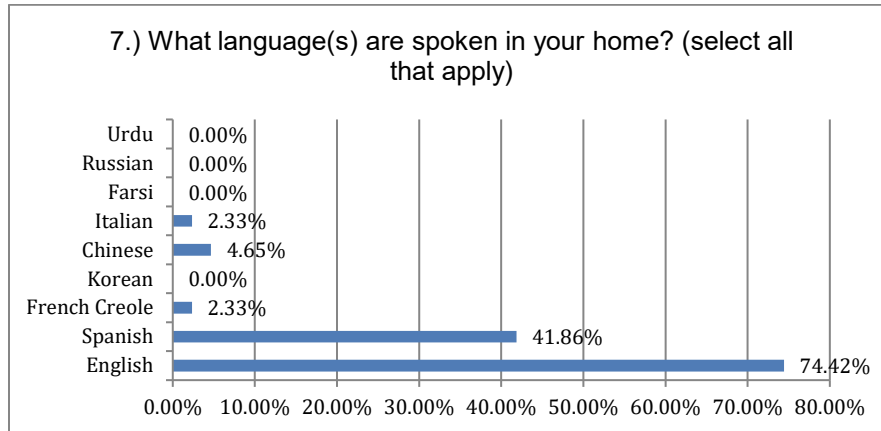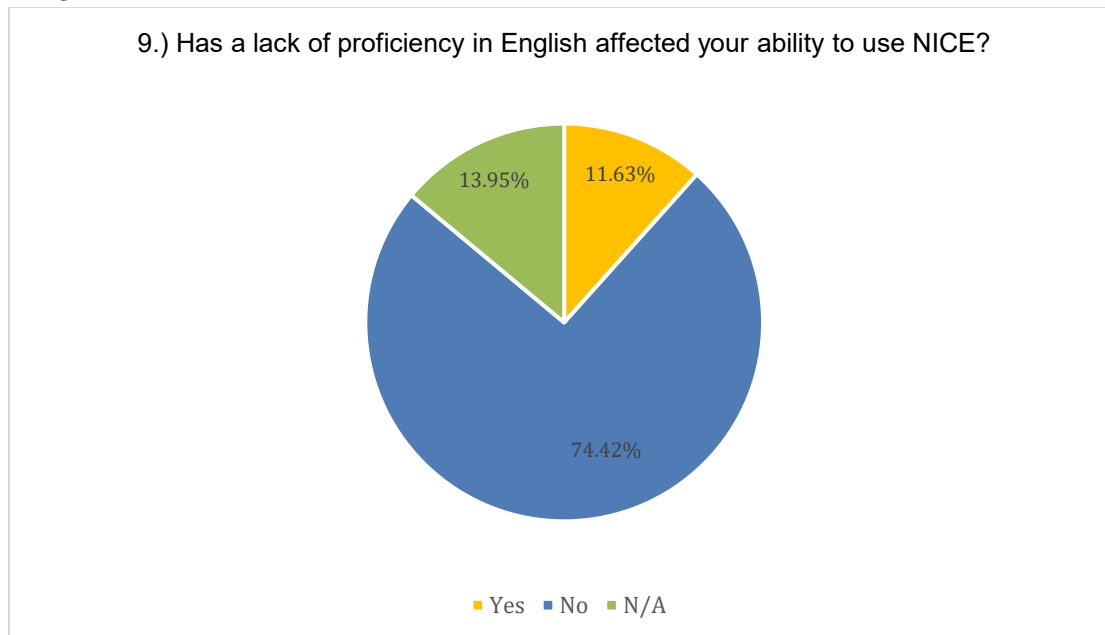7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	1.65%
Russian	0.41%
Farsi	0.00%
Italian	0.82%
Chinese	8.64%
Korean	3.70%
French Creole	0.41%
Spanish	44.03%
English	74.07%
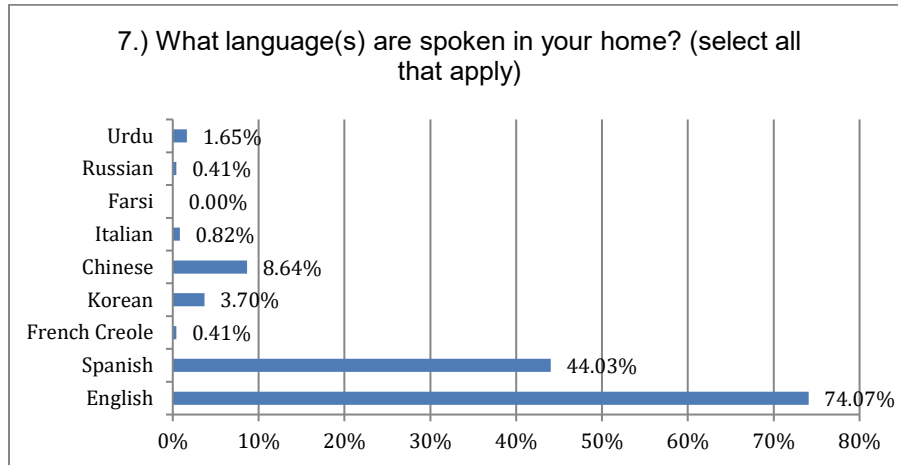
Exhibit C.7.c Route n20g/n20h Lack of Proficiency in English Impacting NICE Use
n=243
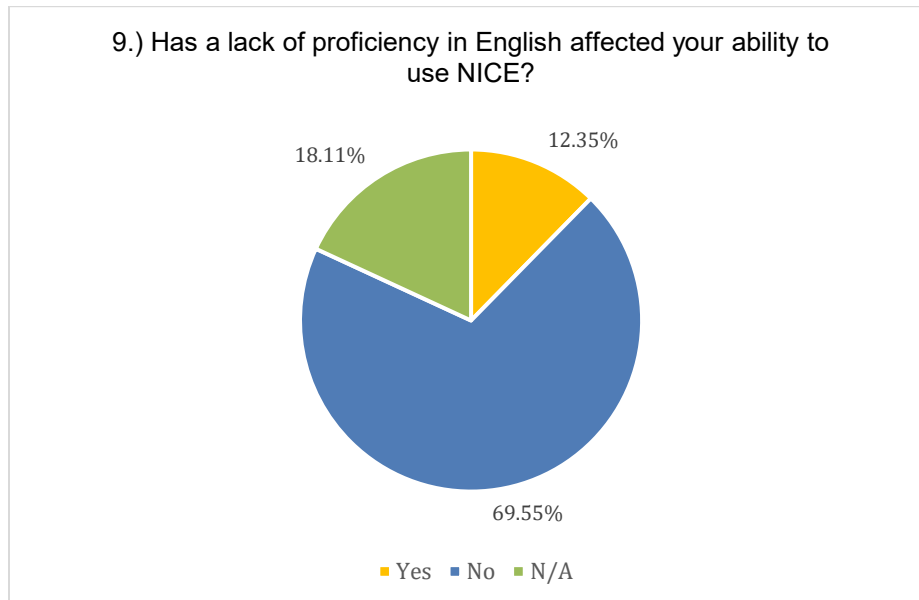
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes 12.35%
- No 69.55%
- N/A 18.11%

Over 40 percent indicated an income below $25,000 annually while 26.6 percent indicated an income of over $50,000. Almost 70 percent of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. More than 21 percent choose NICE because of proximity to the destination while over 50 percent choose nice because they lack access to a personal vehicle or are not able to drive. About 44 percent of respondents indicated they would take a taxi if NICE was unavailable.

Exhibit C.7.d Route n20g/n20h Household Income
n=243

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	7.41%
Between $75,000 and $99,000	5.76%
Between $50,000 and $74,999	10.29%
Between $35,000 and $49,999	11.93%
Between $25,000 and $34,999	11.11%
Between $15,000 and $24,999	19.34%
Under $15,000	34.16%
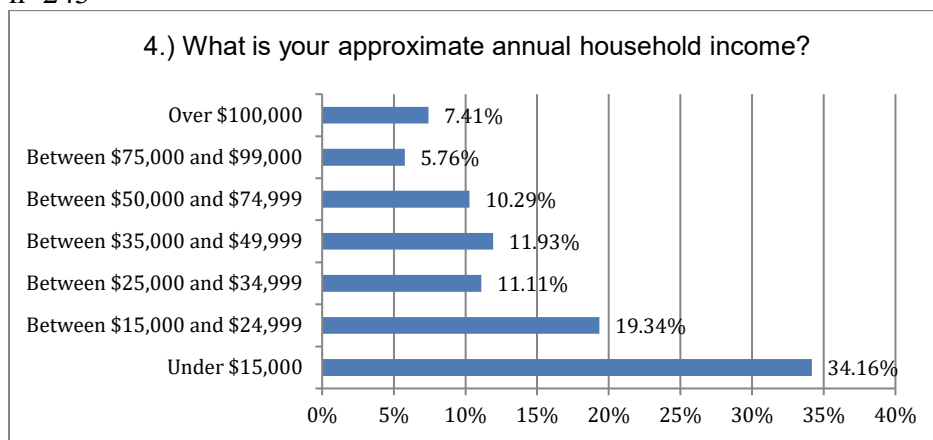
Exhibit C.7.e Route n20g/n20h Reason for Riding
n=240

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

Reason	Percent
No car available	57.50%
Not able to drive	12.08%
Proximity to my destination	2.92%
Cost	8.33%
Prefer public transit to driving	13.75%
Other	5.42%
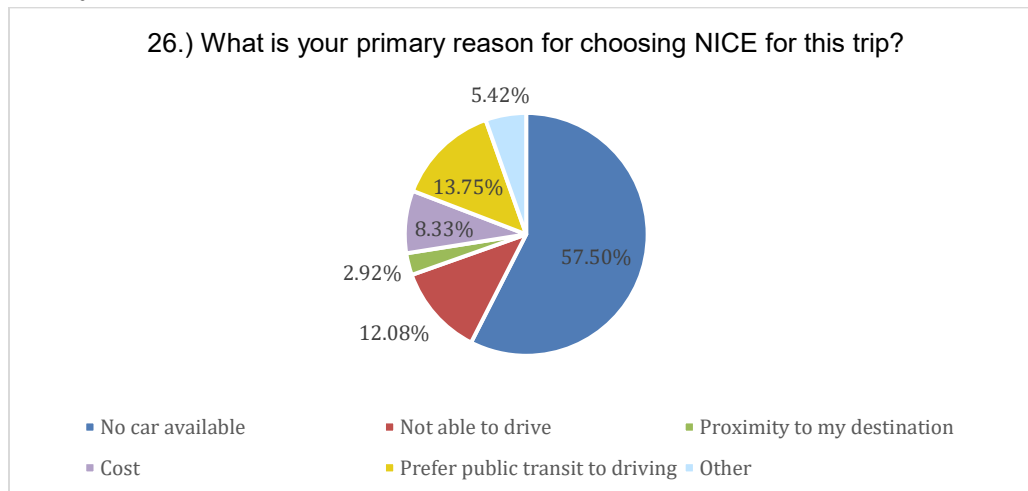
Exhibit C.7.f Route n20g/n20h Alternatives to NICE

n=240
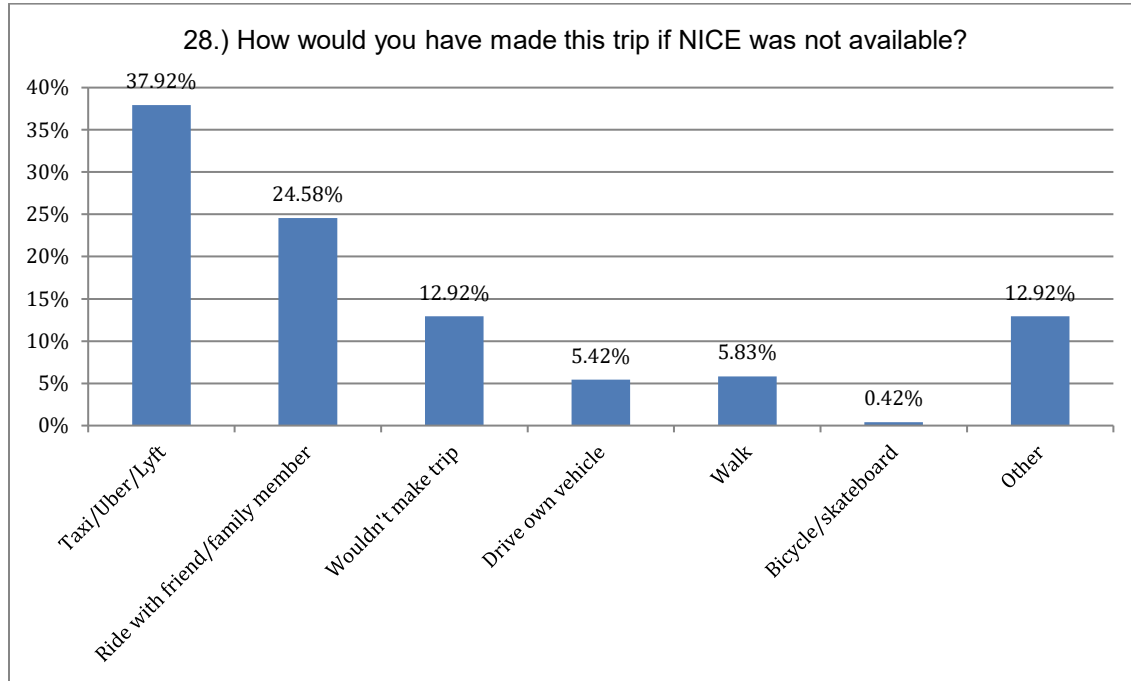
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	37.92%
Ride with friend/family member	24.58%
Wouldn't make trip	12.92%
Drive own vehicle	5.42%
Walk	5.83%
Bicycle/skateboard	0.42%
Other	12.92%

ROUTE N21

More than 81 percent of Route n21 respondents indicated being a "minority" ethnicity. 44.19 percent of respondents indicated their ethnicity as Hispanic/Latino. Over 11 percent of respondents indicated their ethnicity as Asian. Almost 21 percent described their ethnicity as Black/African American.

Exhibit C.8.a Route n21 Ethnicity
n=43
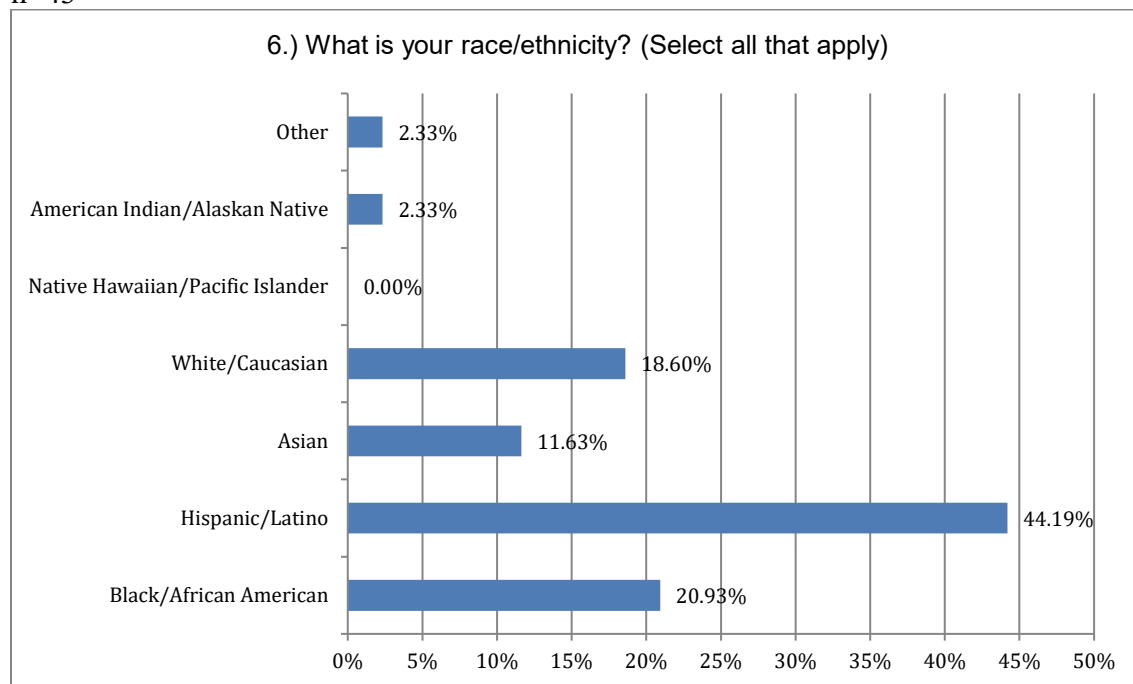
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	2.33%
American Indian/Alaskan Native	2.33%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	18.60%
Asian	11.63%
Hispanic/Latino	44.19%
Black/African American	20.93%

More than 57 percent of respondents cited speaking English at home. Slightly more than 36 percent speak Spanish at home. Chinese was cited by 21.2 percent. Over 11 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.8.b Route n21 Languages
n=43

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	2.33%
Chinese	4.65%
Korean	0.00%
French Creole	2.33%
Spanish	41.86%
English	74.42%

Exhibit C.8.c Route n21 Lack of Proficiency in English Impacting NICE Use
n=43

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

Response	Percent
Yes	11.63%
No	74.42%
N/A	13.95%

Over 53 percent indicated an income below $25,000 annually. A little over 58 percent choose NICE because they lack access to a personal vehicle or are not able to drive.
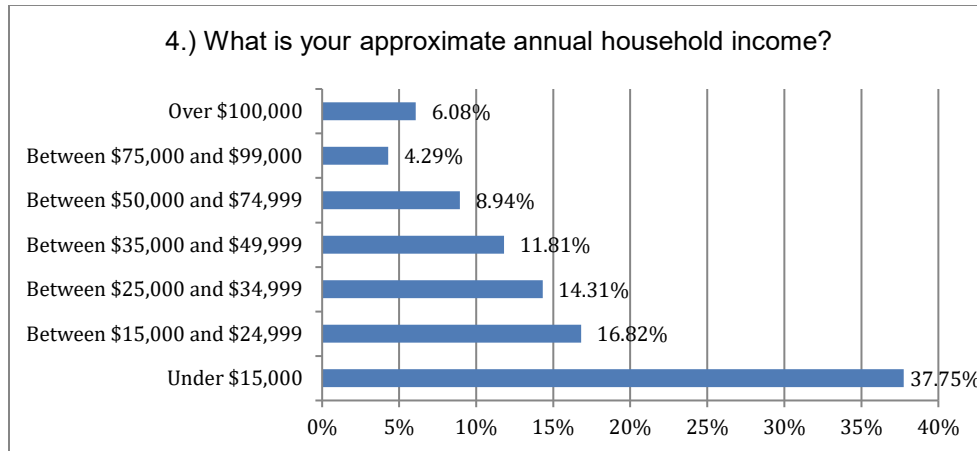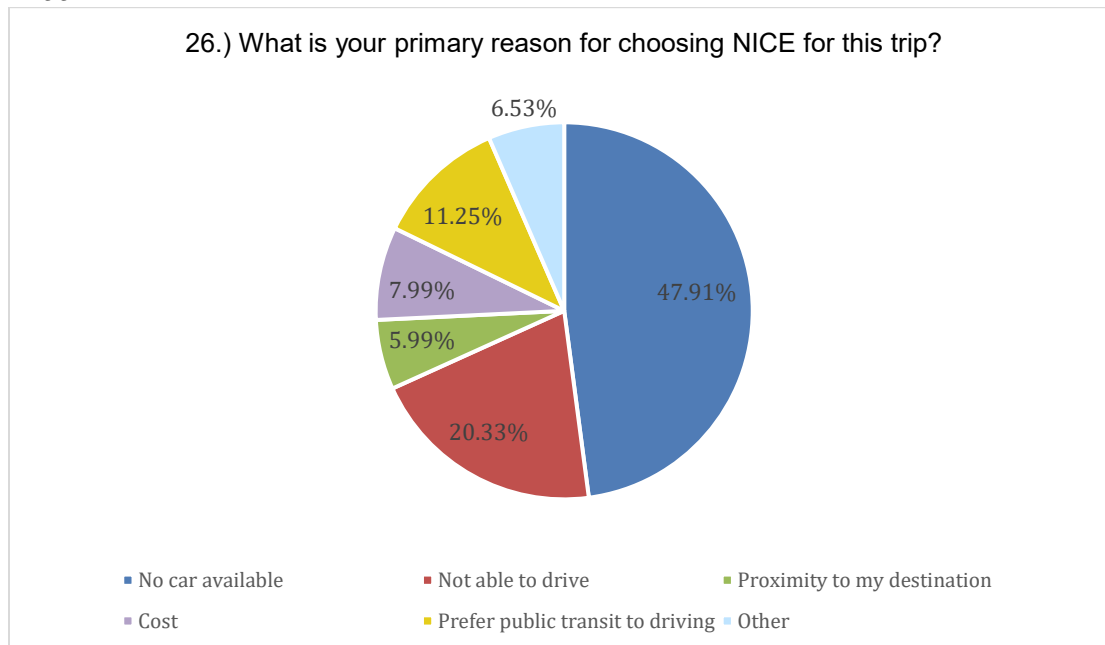
Exhibit C.8.d Route n21 Household Income
n=43

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	6.98%
Between $75,000 and $99,000	4.65%
Between $50,000 and $74,999	13.95%
Between $35,000 and $49,999	11.63%
Between $25,000 and $34,999	9.30%
Between $15,000 and $24,999	16.28%
Under $15,000	37.21%
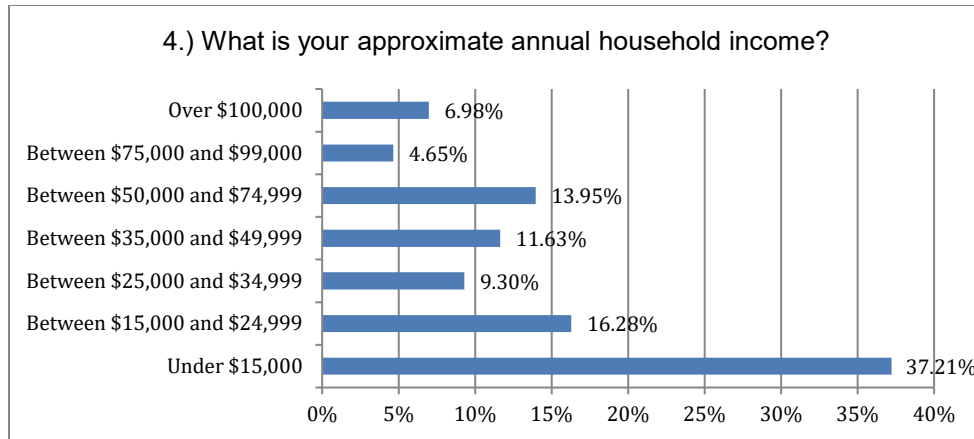
Exhibit C.8.e Route n21 Reason for Riding
n=43
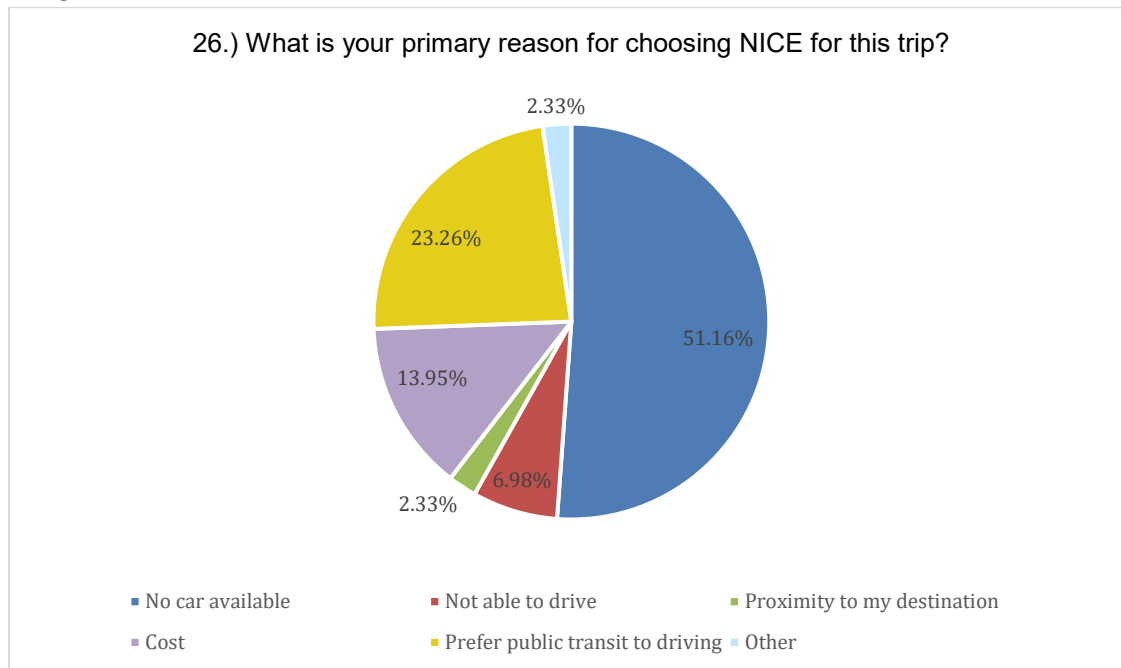
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percentage
No car available	51.16%
Not able to drive	6.98%
Proximity to my destination	2.33%
Cost	13.95%
Prefer public transit to driving	23.26%
Other	2.33%

Exhibit C.8.f Route n21 Alternatives to NICE

n=43
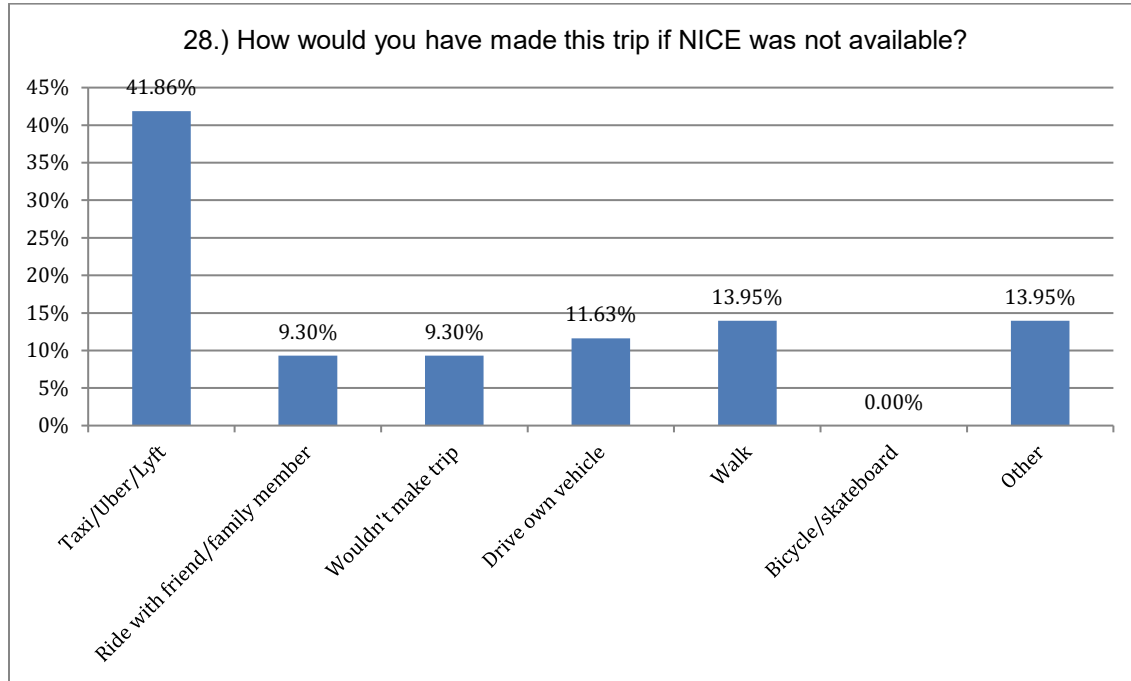
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	41.86%
Ride with friend/family member	9.30%
Wouldn't make trip	9.30%
Drive own vehicle	11.63%
Walk	13.95%
Bicycle/skateboard	0.00%
Other	13.95%

ROUTE N22

Over 92 percent of Route n22 respondents indicated being a "minority" ethnicity. More than 30 percent of respondents indicated their ethnicity as Black/African American. A little over 33 percent self-identified as Hispanic/Latino and 24.15 percent cited being of Asian descent.

Exhibit C.9.a Route n22 Ethnicity
n=559
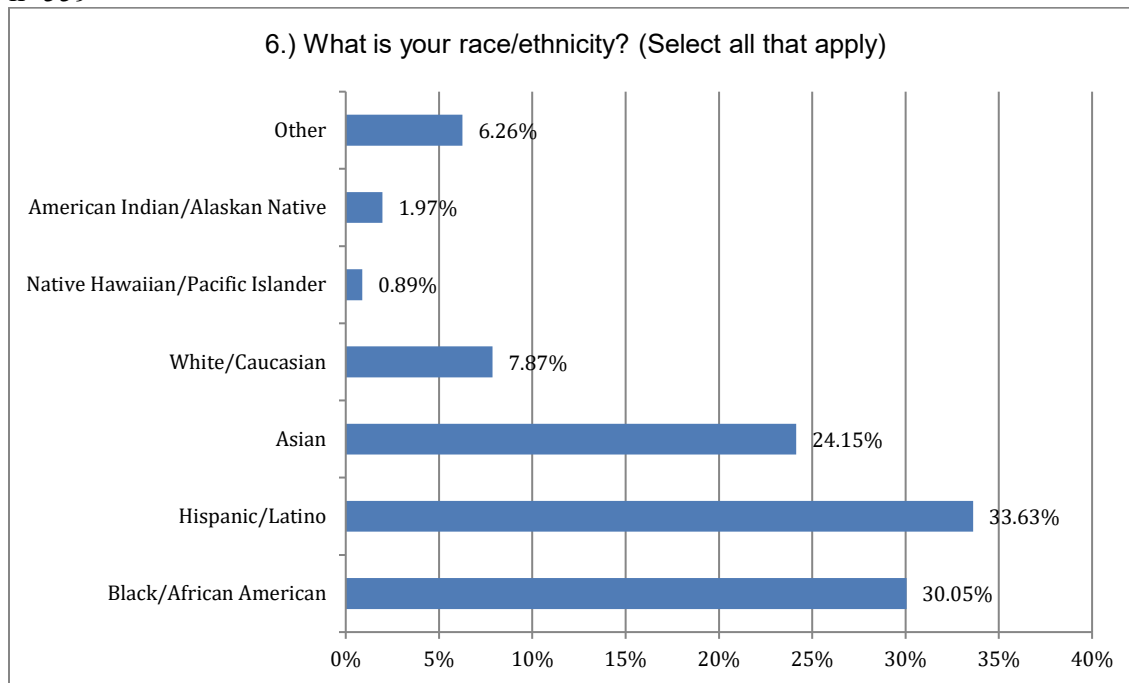
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	6.26%
American Indian/Alaskan Native	1.97%
Native Hawaiian/Pacific Islander	0.89%
White/Caucasian	7.87%
Asian	24.15%
Hispanic/Latino	33.63%
Black/African American	30.05%

More than 78 percent of respondents cited speaking English at home. Almost 34 percent speak Spanish at home. Other languages cited by more than one percent of respondents are French/Haitian Creole (5.90%), Chinese (3.776%), and Urdu (2.68%). About 14 percent indicated a lack of proficiency in English impacted their use of NICE, a significant increase over 2 percent in the 2021 survey.
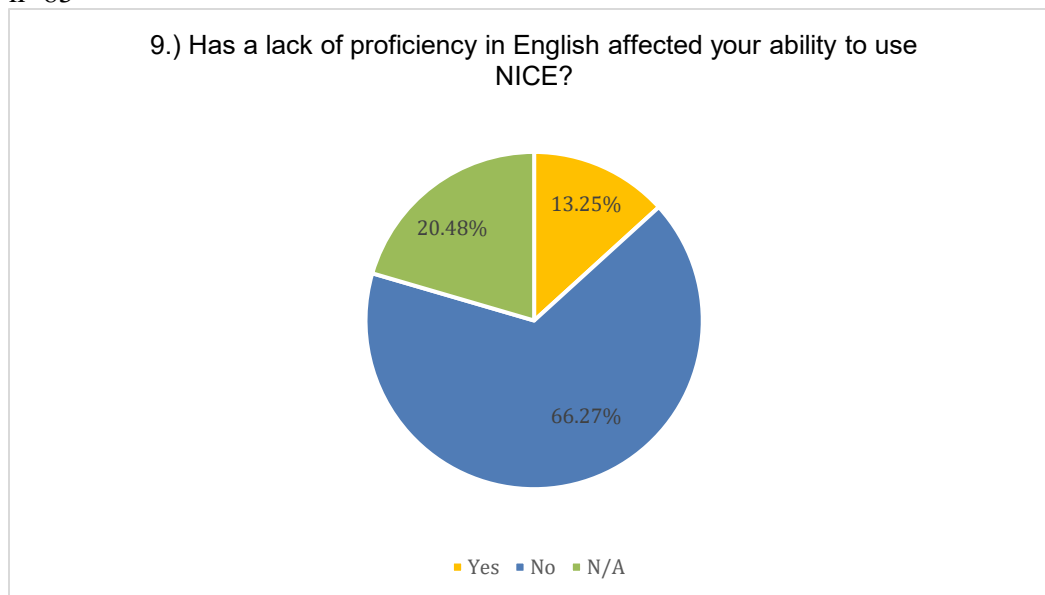
Exhibit C.9.b Route n22Languages
n=559

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	2.68%
Russian	0.54%
Farsi	0.00%
Italian	0.72%
Chinese	3.76%
Korean	1.07%
French Creole	5.90%
Spanish	33.99%
English	78.71%
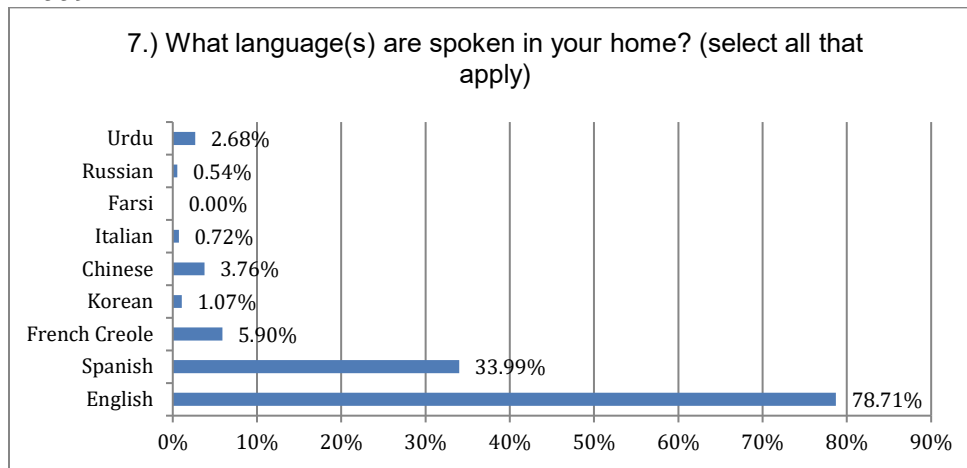
Exhibit C.9.c Route n22Lack of Proficiency in English Impacting NICE Use
n=559
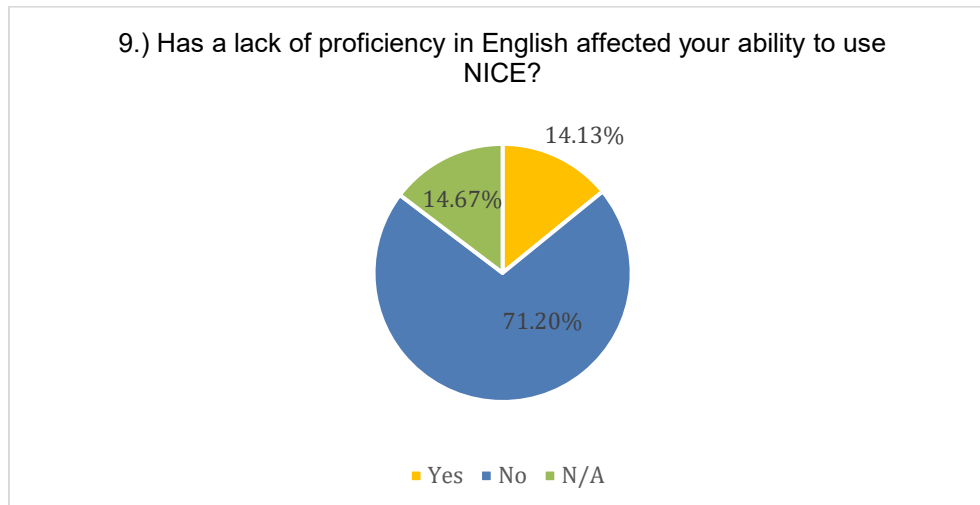
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes: 14.13%
- No: 71.20%
- N/A: 14.67%

Almost 55 percent indicated an income below $25,000 annually. Over 68 percent choose to ride NICE because they lack access to a car or are not able to drive.

Exhibit C.9.d Route n22Household Income
n=559

4.) What is your approximate annual household income?

Income Range	Percent
Over $100,000	6.08%
Between $75,000 and $99,000	4.29%
Between $50,000 and $74,999	8.94%
Between $35,000 and $49,999	11.81%
Between $25,000 and $34,999	14.31%
Between $15,000 and $24,999	16.82%
Under $15,000	37.75%

Exhibit C.9.e Route n22Reason for Riding
n=551

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

Reason	Percent
No car available	47.91%
Not able to drive	20.33%
Proximity to my destination	5.99%
Cost	7.99%
Prefer public transit to driving	11.25%
Other	6.53%

Exhibit C.9.f Route n22Alternatives to NICE

n=551
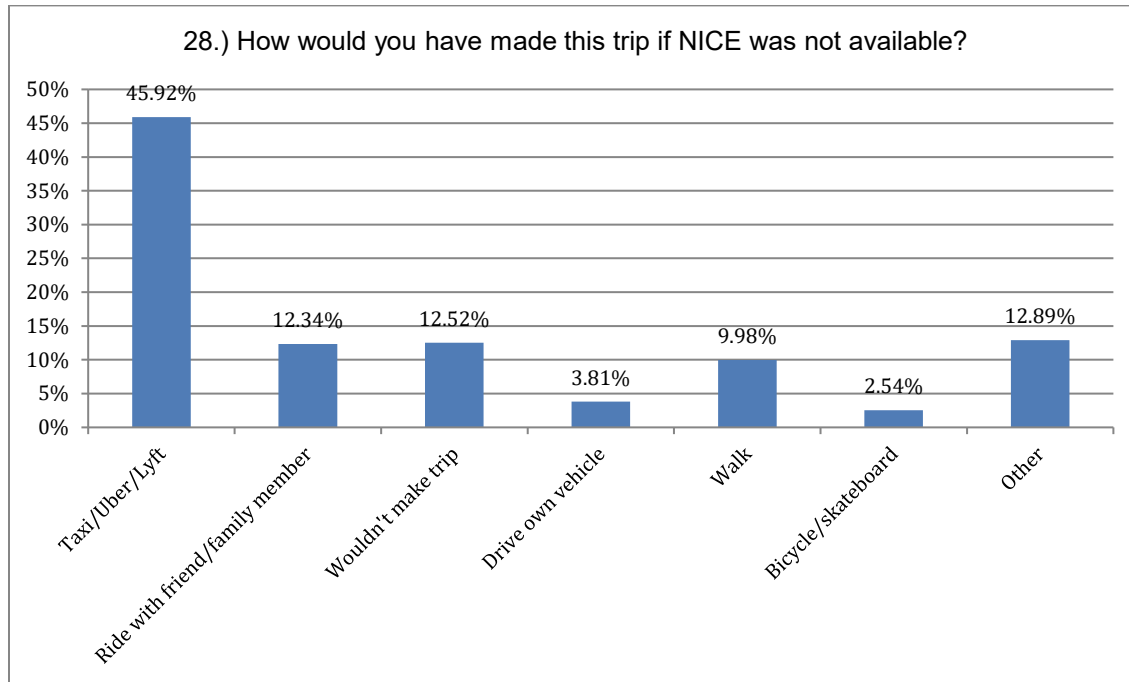
28.) How would you have made this trip if NICE was not available?

Category	Percent
Taxi/Uber/Lyft	45.92%
Ride with friend/family member	12.34%
Wouldn't make trip	12.52%
Drive own vehicle	3.81%
Walk	9.98%
Bicycle/skateboard	2.54%
Other	12.89%

ROUTE N23

More than 74 percent of Route n23 respondents indicated being a "minority" ethnicity. More than 45 percent of respondents indicated their ethnicity as Hispanic/Latino. Almost 15 percent described their ethnicity as Black/African American while 10.8 percent cited their ethnicity as Asian.

Exhibit C.10.a Route n23 Ethnicity

n=83
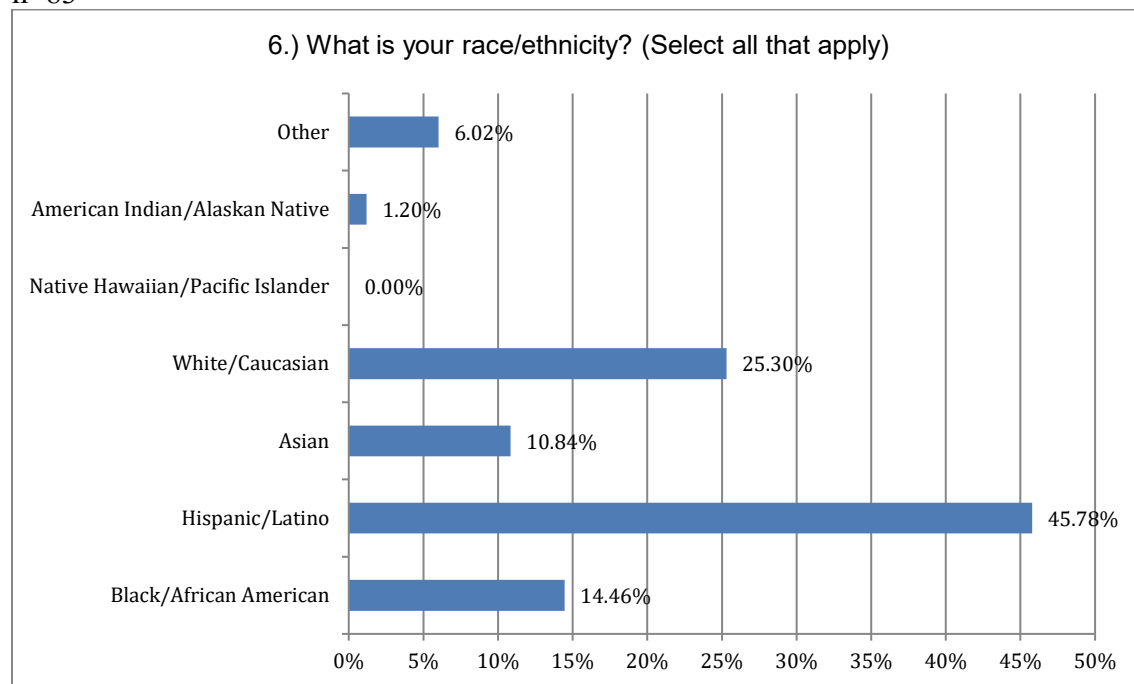
6.) What is your race/ethnicity? (Select all that apply)

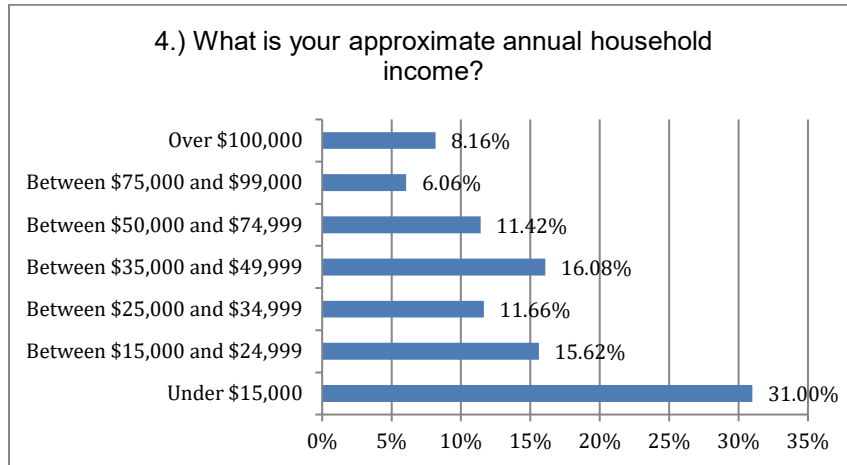| Category	Percentage
Other	6.02%
American Indian/Alaskan Native	1.20%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	25.30%
Asian	10.84%
Hispanic/Latino	45.78%
Black/African American	14.46%

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More than 75 percent of respondents cited speaking English at home. Close to 47 percent speak Spanish at home. Over 13 percent indicated a lack of proficiency in English impacted their use of NICE, a significant increase from 7 percent in the 2021 survey.

Exhibit C.10.b Route n23 Languages

n=83

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	2.41%
Russian	0.00%
Farsi	0.00%
Italian	2.41%
Chinese	0.00%
Korean	1.20%
French Creole	2.41%
Spanish	46.99%
English	75.90%
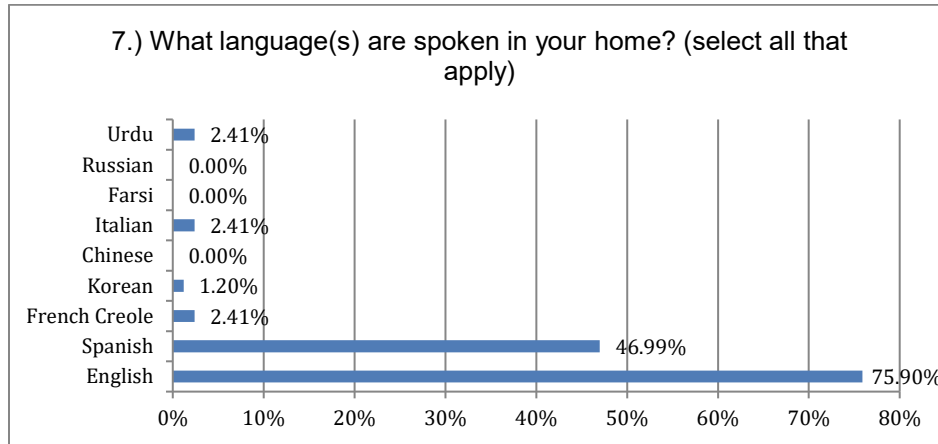
Exhibit C.10.c Route n23 Lack of Proficiency in English Impacting NICE Use

n=83

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

Response	Percentage
Yes	13.25%
No	66.27%
N/A	20.48%

More than 59 percent indicated an annual income below $25,000. Almost 65 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
n=83

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	4.82%
Between $75,000 and $99,000	4.82%
Between $50,000 and $74,999	9.64%
Between $35,000 and $49,999	8.43%
Between $25,000 and $34,999	13.25%
Between $15,000 and $24,999	13.25%
Under $15,000	45.78%
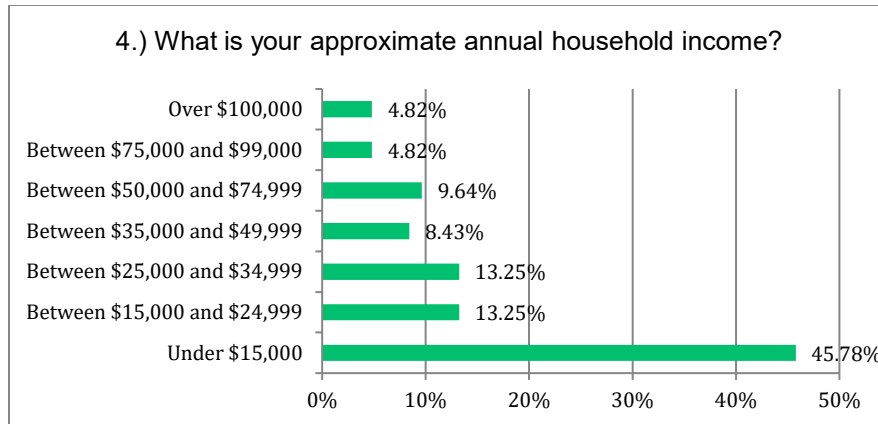
Exhibit C.10.e Route n23 Reason for Riding
n=82
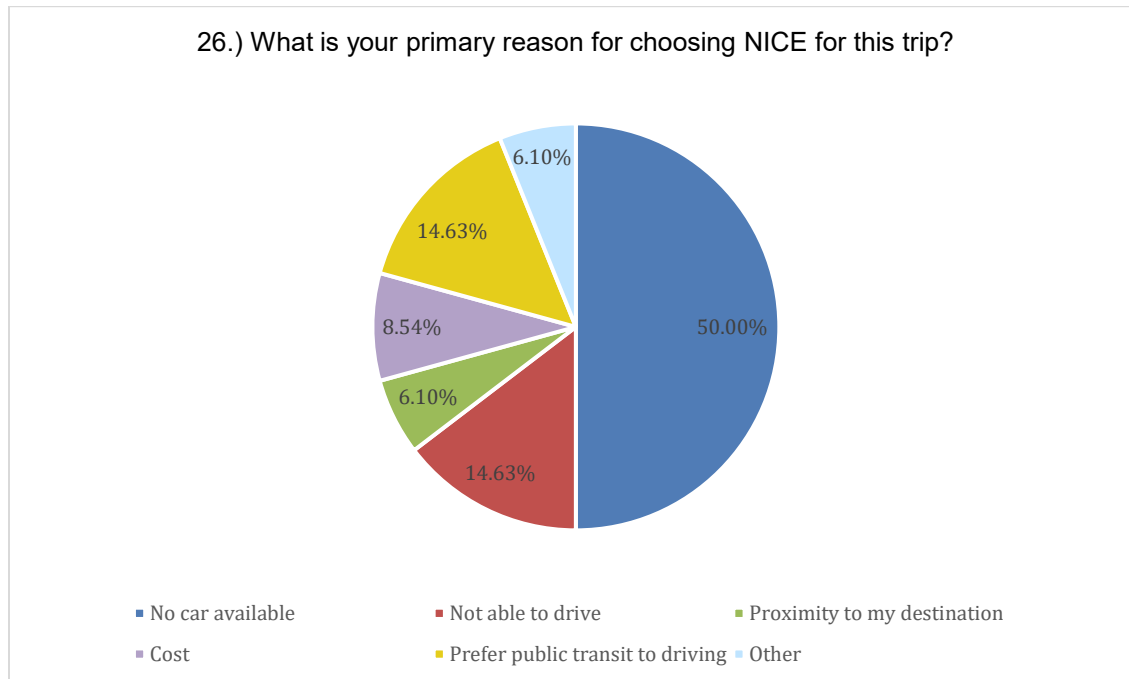
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	50.00%
Not able to drive	14.63%
Proximity to my destination	6.10%
Cost	8.54%
Prefer public transit to driving	14.63%
Other	6.10%

Exhibit C.10.f Route n23 Alternatives to NICE

n=82
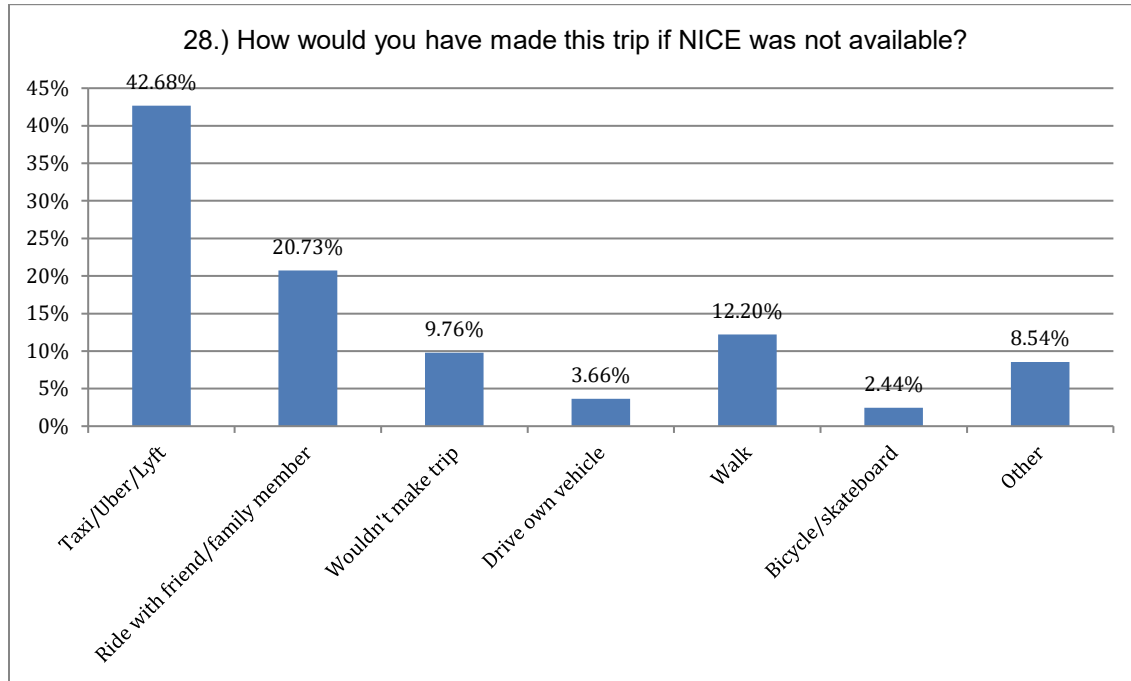
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	42.68%
Ride with friend/family member	20.73%
Wouldn't make trip	9.76%
Drive own vehicle	3.66%
Walk	12.20%
Bicycle/skateboard	2.44%
Other	8.54%

ROUTE N24

More than 83 percent of Route n24 respondents indicated being a "minority" ethnicity. Over 26 percent described their ethnicity as Hispanic/Latino, while 33.7 percent of respondents indicated their ethnicity as Black/African American. Another 17.8 percent identified themselves as Asian.

Exhibit C.11.a Route n24 Ethnicity
n=429
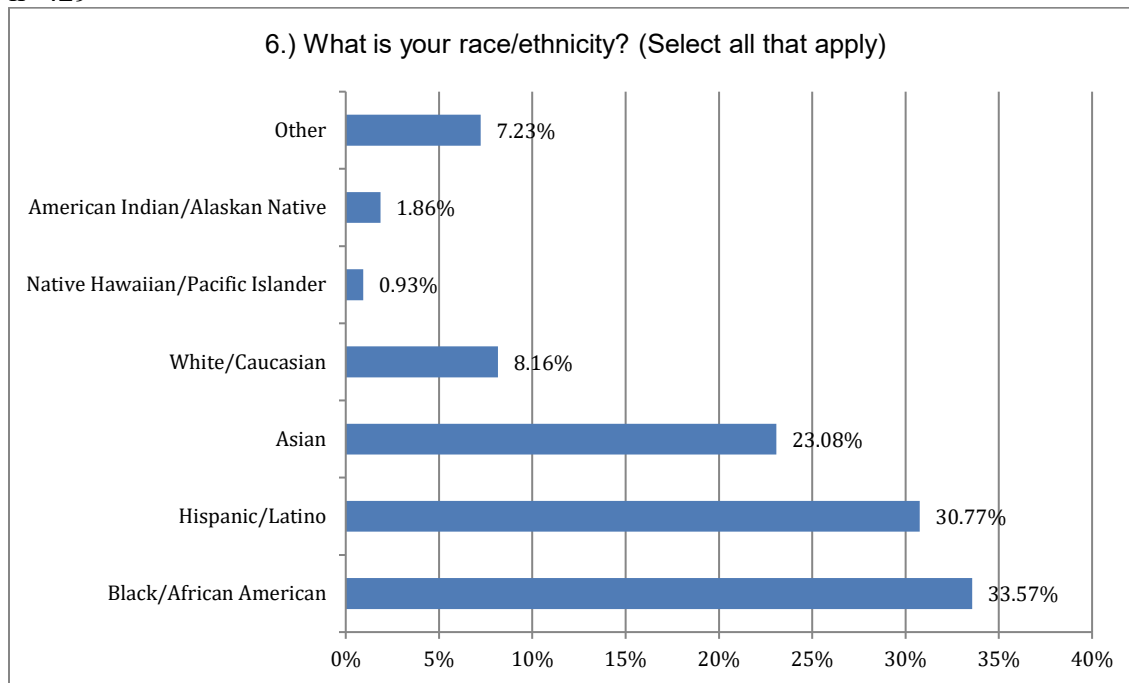
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	7.23%
American Indian/Alaskan Native	1.86%
Native Hawaiian/Pacific Islander	0.93%
White/Caucasian	8.16%
Asian	23.08%
Hispanic/Latino	30.77%
Black/African American	33.57%

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More than 87 percent of respondents cited speaking English at home. 27.27 percent speak Spanish at home and 6.06 percent speak French/Haitian Creole. Almost 14 percent indicated a lack of proficiency in English impacted their use of NICE, a significant increase over the 5 percent in the 2021 survey.

Exhibit C.11.b Route n24 Languages
n=429
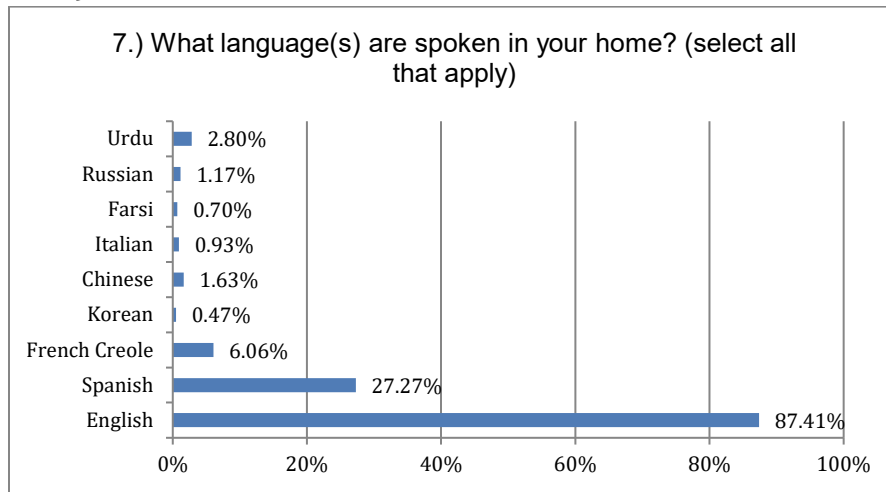
Exhibit C.11.c Route n24 Lack of Proficiency in English Impacting NICE Use
n=429
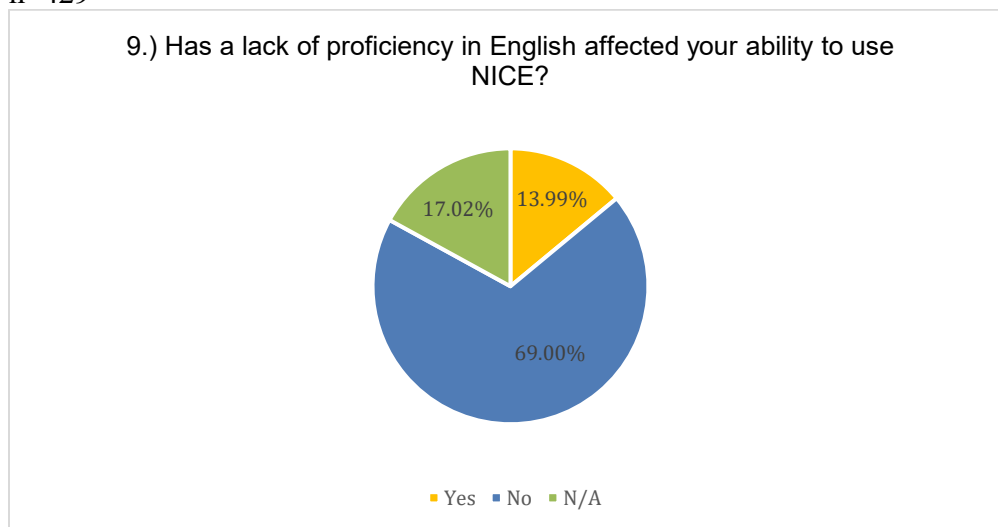
About 25 percent of respondents cited an annual household income of $50,000 or more. Over 46 percent indicated an income below $25,000 annually. Slightly more than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.11.d Route n24 Household Income
n=429

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	8.16%
Between $75,000 and $99,000	6.06%
Between $50,000 and $74,999	11.42%
Between $35,000 and $49,999	16.08%
Between $25,000 and $34,999	11.66%
Between $15,000 and $24,999	15.62%
Under $15,000	31.00%

Exhibit C.11.e Route n24 Reason for Riding
n=427

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

Reason	Percentage
No car available	54.10%
Not able to drive	16.63%
Proximity to my destination	7.26%
Cost	6.79%
Prefer public transit to driving	9.37%
Other	5.85%
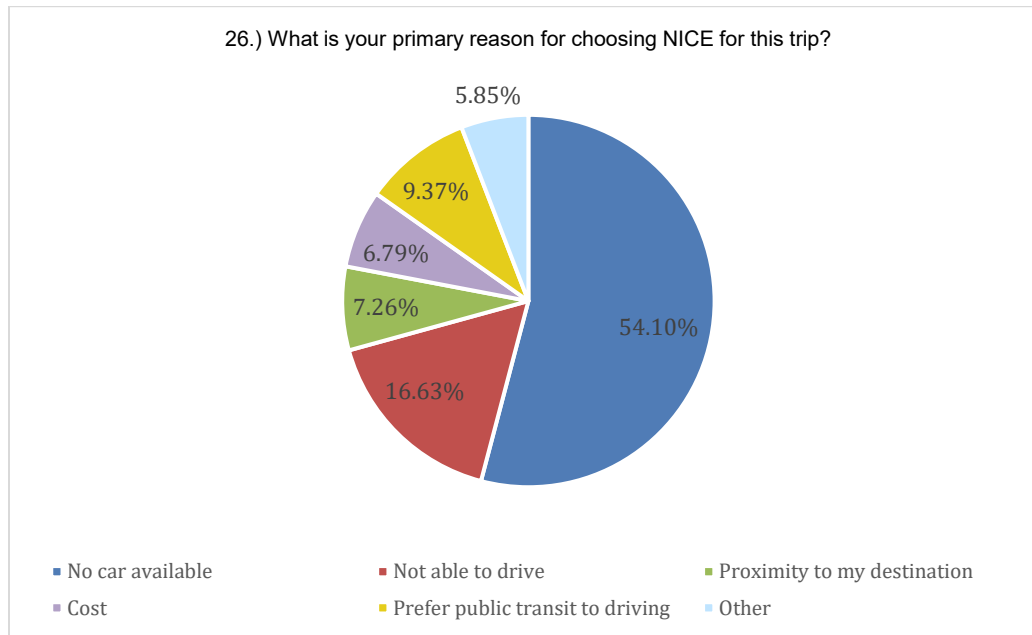
Exhibit C.11.f Route n24 Alternatives to NICE

n=427
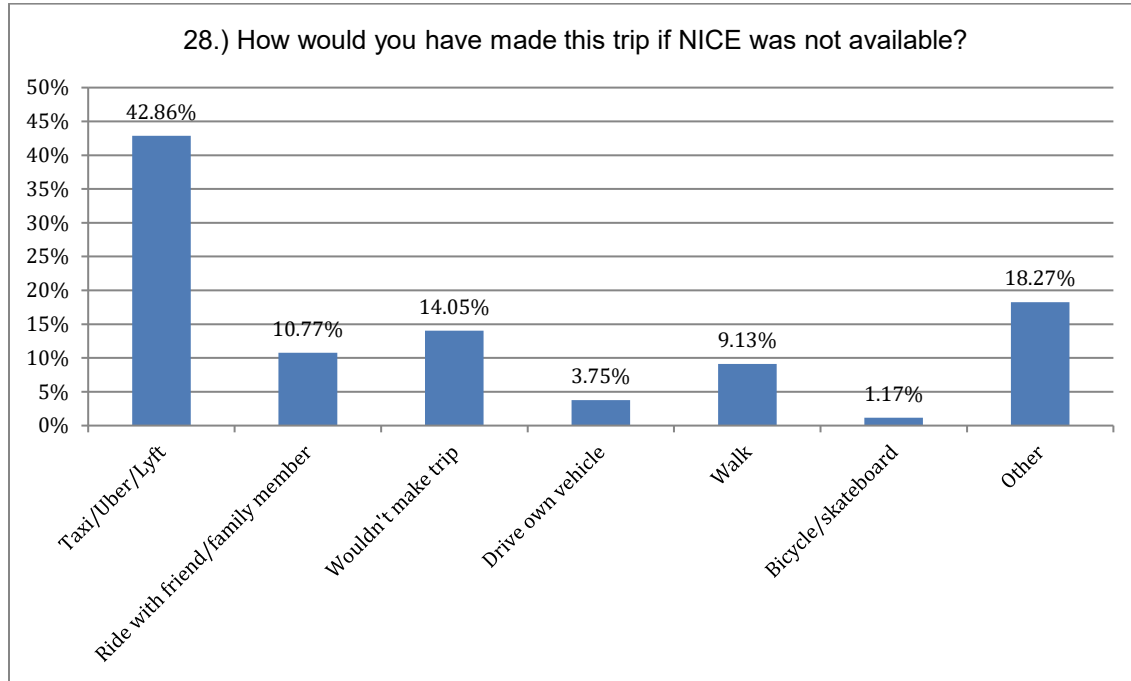
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	42.86%
Ride with friend/family member	10.77%
Wouldn't make trip	14.05%
Drive own vehicle	3.75%
Walk	9.13%
Bicycle/skateboard	1.17%
Other	18.27%

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ROUTE N25

Over 83 percent of Route n25 respondents indicated being a "minority" ethnicity. Almost 32 percent of respondents indicated their ethnicity as Black/African American. Over 30 percent described their ethnicity as Hispanic/Latino and 16.55 percent as Asian.

Exhibit C.12.a Route n25 Ethnicity
n=290
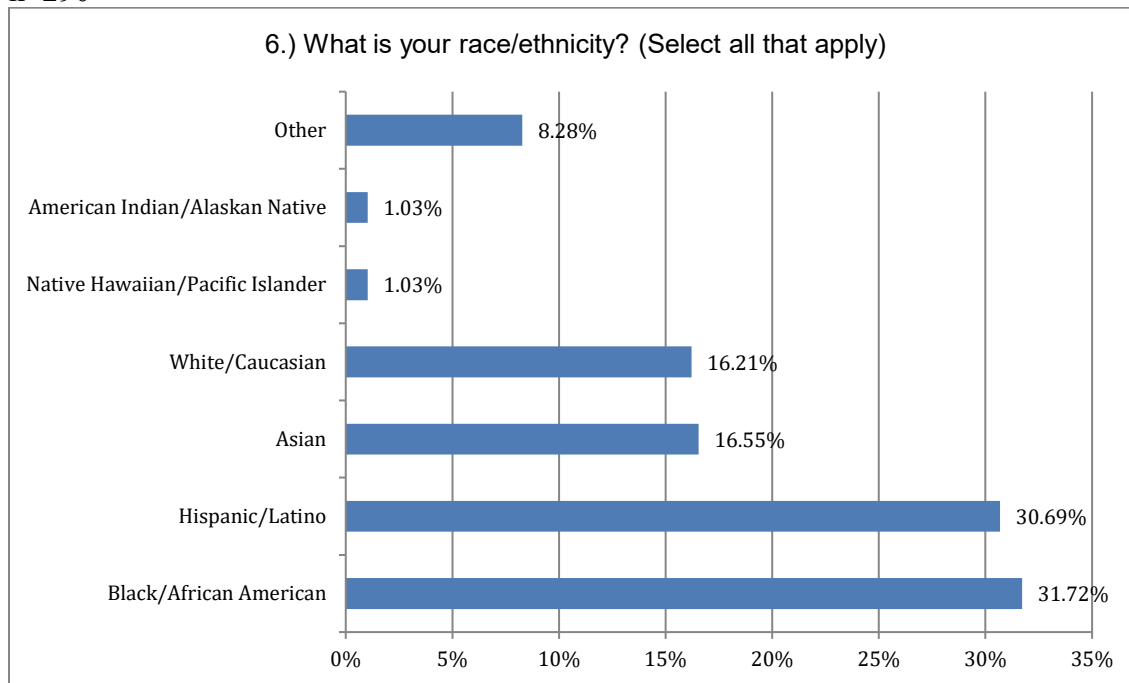
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	8.28%
American Indian/Alaskan Native	1.03%
Native Hawaiian/Pacific Islander	1.03%
White/Caucasian	16.21%
Asian	16.55%
Hispanic/Latino	30.69%
Black/African American	31.72%

Just over 83 percent of respondents cited speaking English at home. Over 30 percent speak Spanish at home. Over 6 percent of respondents cited speaking French/Haitian Creole. More than 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.12.b Route n25 Languages

n=290
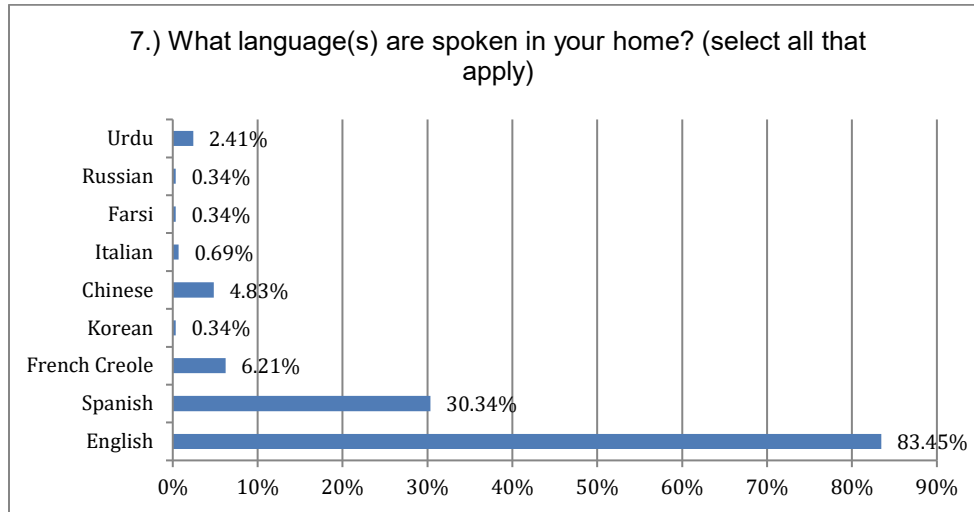
Exhibit C.12.c Route n25 Lack of Proficiency in English Impacting NICE Use

n=290
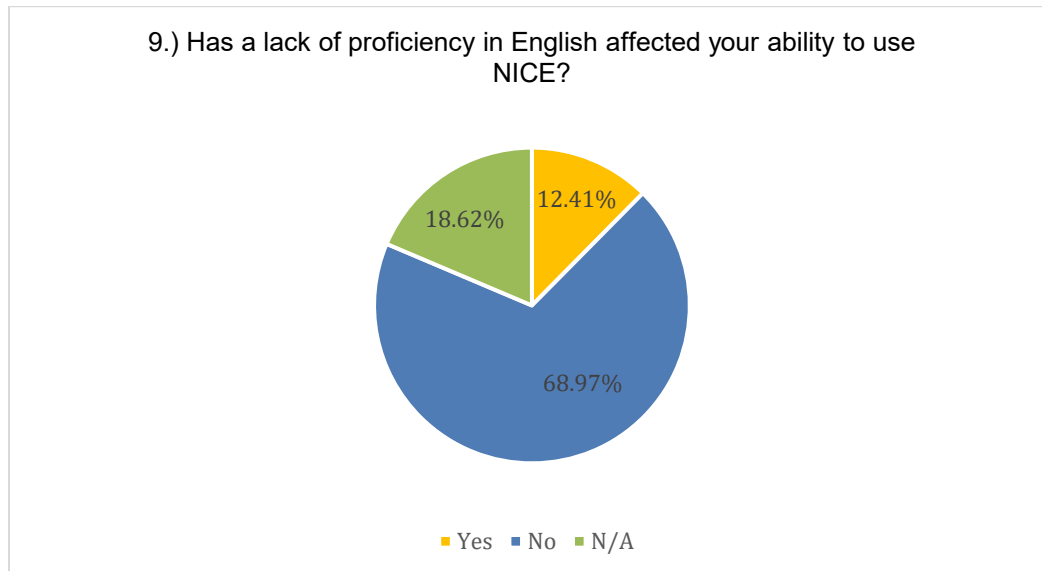
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Over 67 percent indicated an income below $25,000 annually. More than 68.6 percent choose NICE because they lack access to a personal vehicle or are not able to drive.

Exhibit C.12.d Route n25 Household Income
n=290

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	7.93%
Between $75,000 and $99,000	3.79%
Between $50,000 and $74,999	16.55%
Between $35,000 and $49,999	12.76%
Between $25,000 and $34,999	12.76%
Between $15,000 and $24,999	16.21%
Under $15,000	30.00%
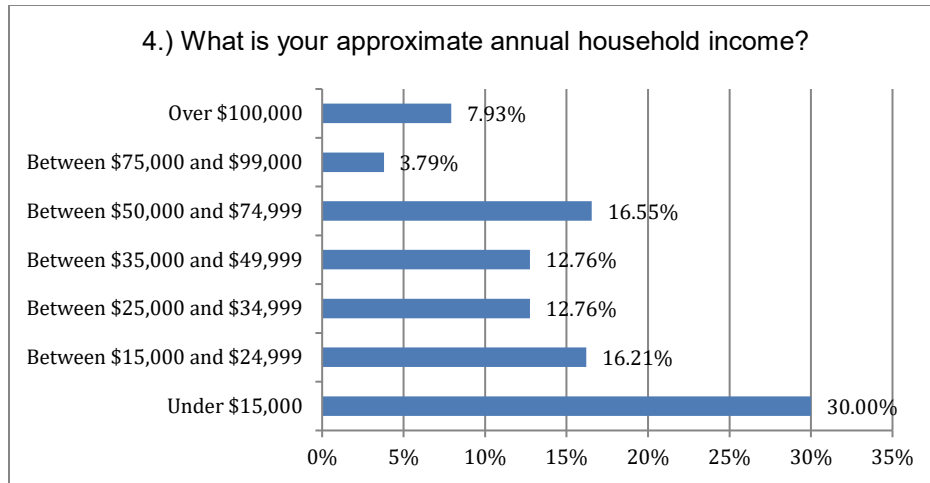
Exhibit C.12.e Route n25 Reason for Riding
n=287
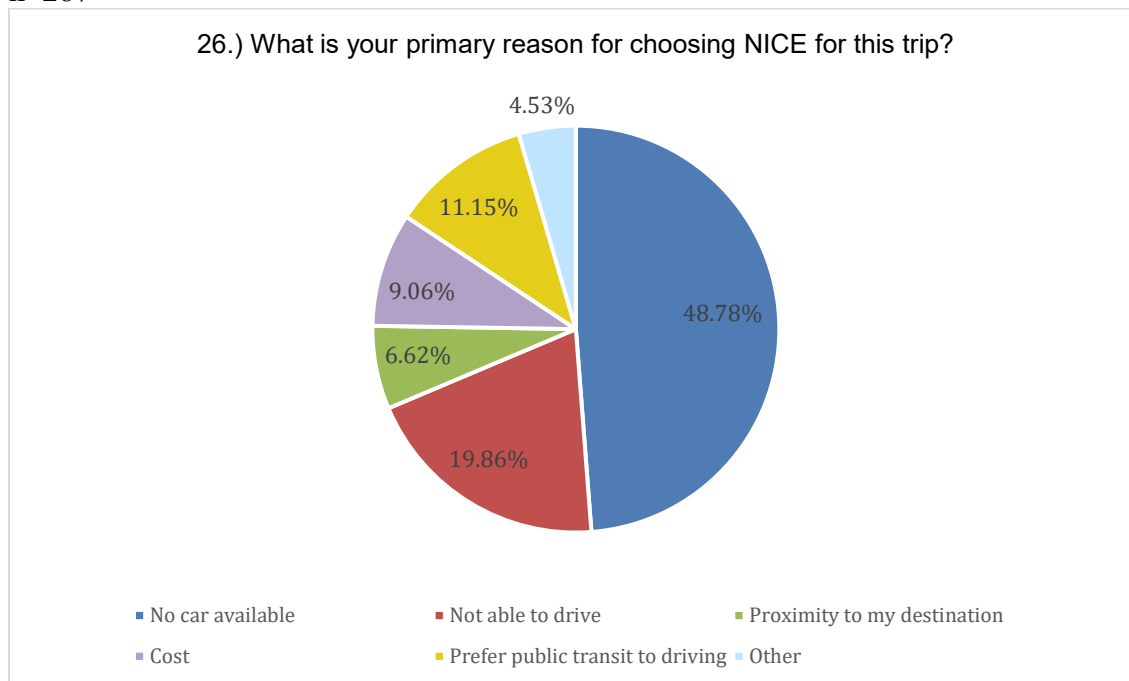
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	48.78%
Not able to drive	19.86%
Proximity to my destination	6.62%
Cost	9.06%
Prefer public transit to driving	11.15%
Other	4.53%

Exhibit C.12.f Route n25 Alternatives to NICE

n=287
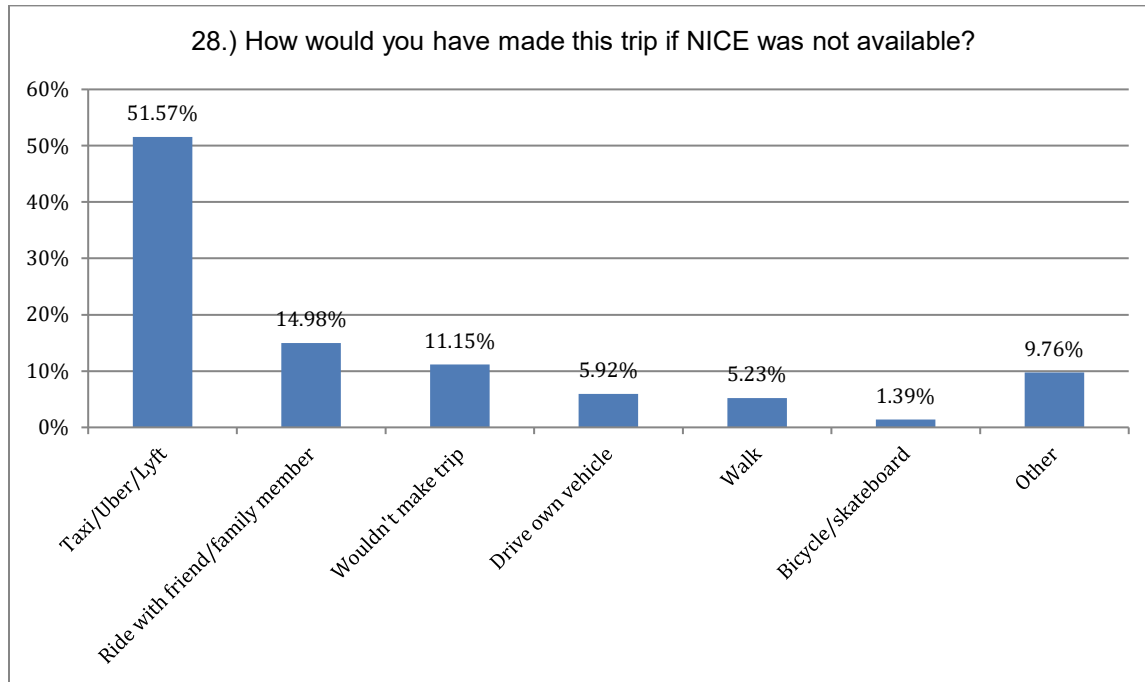
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	51.57%
Ride with friend/family member	14.98%
Wouldn't make trip	11.15%
Drive own vehicle	5.92%
Walk	5.23%
Bicycle/skateboard	1.39%
Other	9.76%

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ROUTE N26

Almost 95 percent of Route n26 respondents indicated being a "minority" ethnicity. Over 33 percent of respondents indicated their ethnicity as Black/African American while 20.27 percent described their ethnicity as Hispanic/Latino. Over 29 percent indicated their ethnicity as Asian.

Exhibit C.13.a Route n26 Ethnicity
n=74
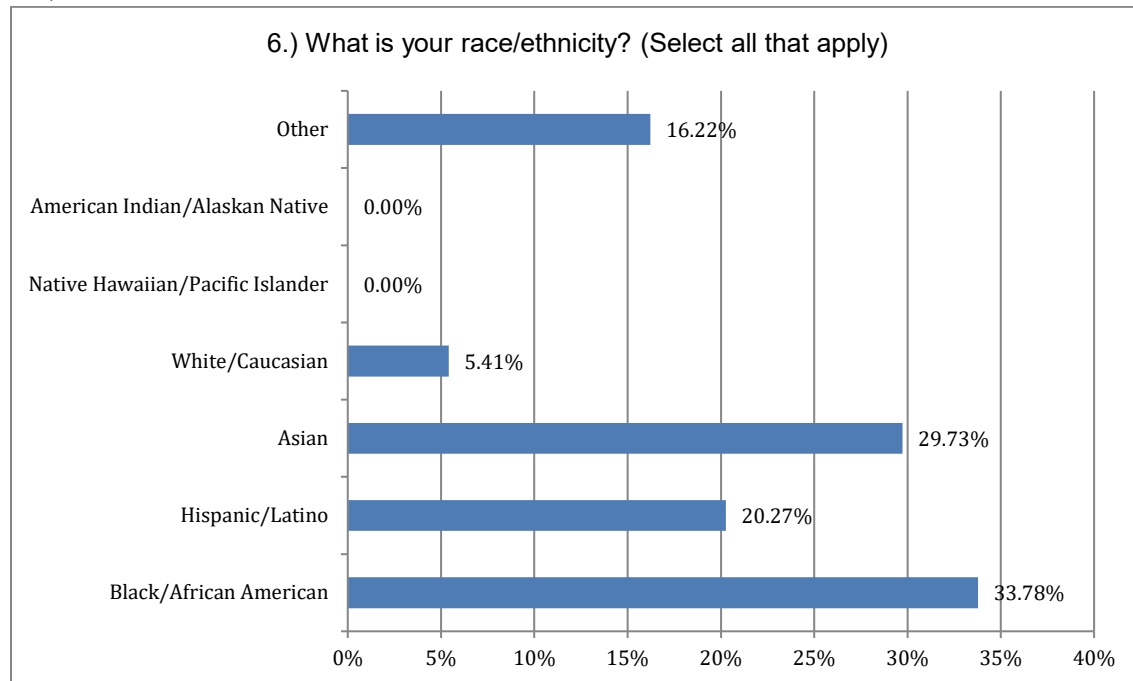
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	16.22%
American Indian/Alaskan Native	0.00%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	5.41%
Asian	29.73%
Hispanic/Latino	20.27%
Black/African American	33.78%

More than 90 percent of respondents cited speaking English at home while 16.22 percent speak Spanish at home. French/Haitian Creole was cited by 4.05 percent. More than 13.51 percent indicated a lack of proficiency in English impacted their use of NICE, a significant decrease from the reported 34 percent in the 2021 survey.

Exhibit C.13.b Route n26 Languages
n=74

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	0.00%
Chinese	0.00%
Korean	0.00%
French Creole	4.05%
Spanish	16.22%
English	90.54%
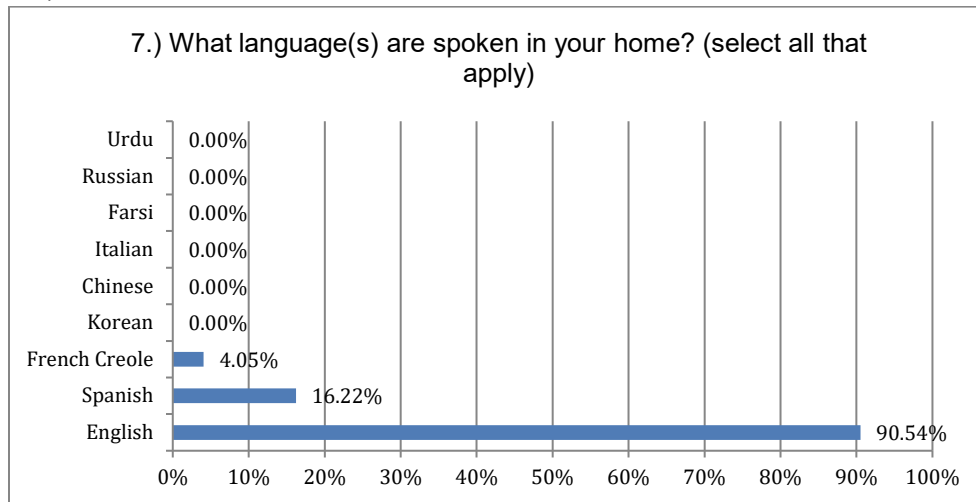
Exhibit C.13.c Route n26 Lack of Proficiency in English Impacting NICE Use
n=74
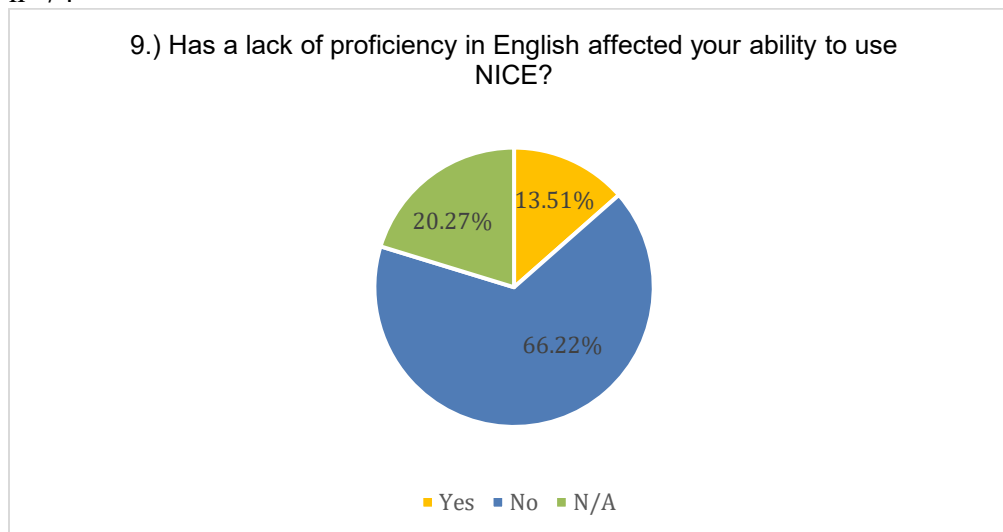
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes 13.51%
- No 66.22%
- N/A 20.27%

A total of 37.83 percent of respondents indicated an income below $25,000 annually with 22.97% under $15,000. About 66 percent choose NICE because they lack access to a personal vehicle or are not able to drive. More than 44 percent of Route n26 respondents would take a taxi/Uber and close to 15 percent would ride with a family member/friend if NICE was not available.

Exhibit C.13.d Route n26 Household Income
n=74

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	6.76%
Between $75,000 and $99,000	2.70%
Between $50,000 and $74,999	20.27%
Between $35,000 and $49,999	16.22%
Between $25,000 and $34,999	16.22%
Between $15,000 and $24,999	14.86%
Under $15,000	22.97%
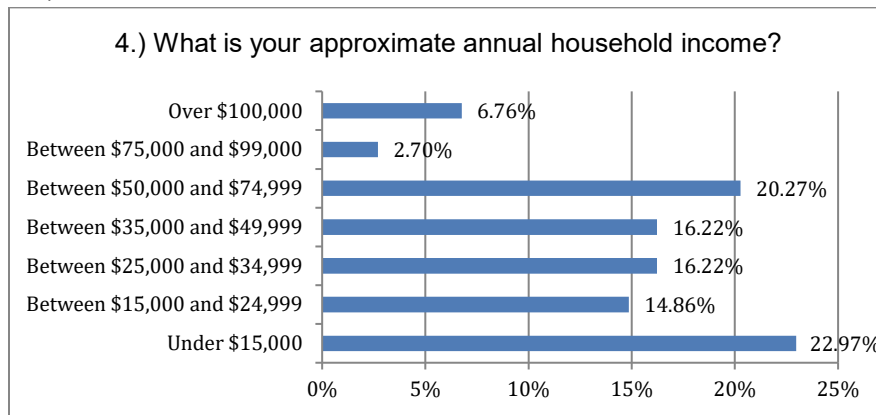
Exhibit C.13.e Route n26 Reason for Riding
n=74

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

- No car available: 48.65%
- Not able to drive: 17.57%
- Proximity to my destination: 10.81%
- Cost: 8.11%
- Prefer public transit to driving: 5.41%
- Other: 9.46%
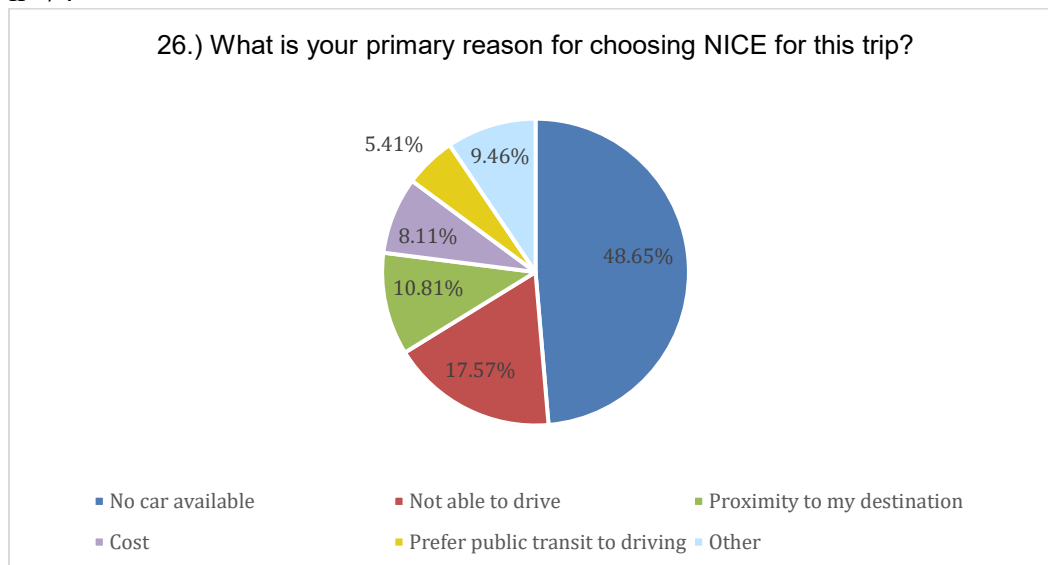
Exhibit C.13.f Route n26 Alternatives to NICE

n=74
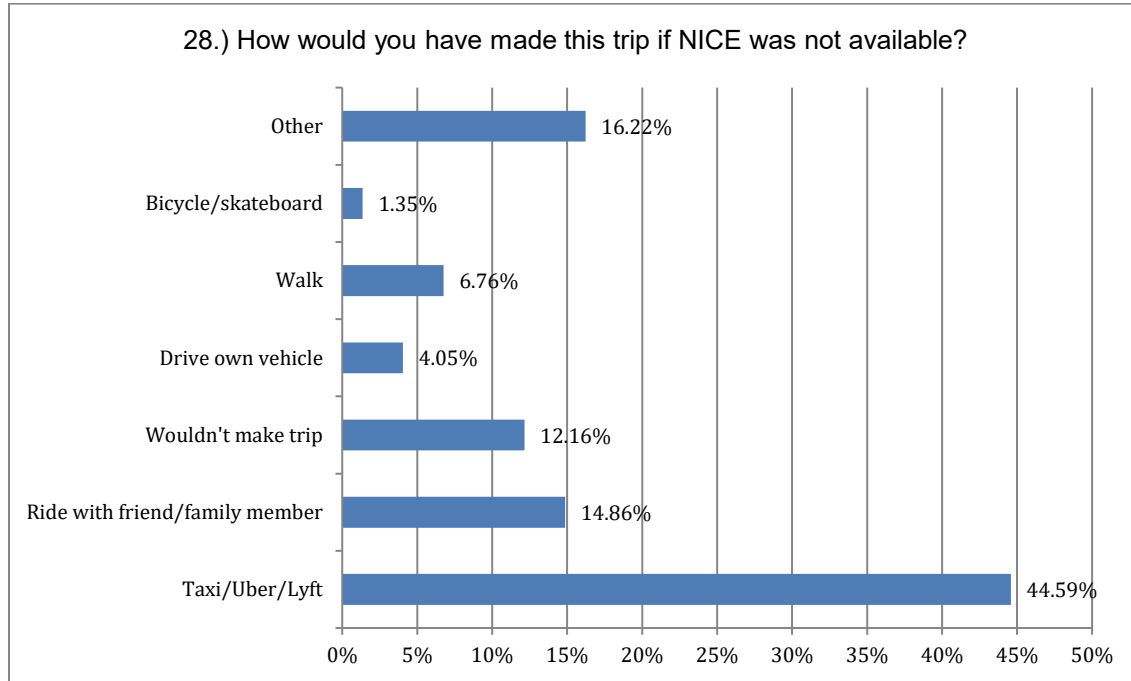
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Other	16.22%
Bicycle/skateboard	1.35%
Walk	6.76%
Drive own vehicle	4.05%
Wouldn't make trip	12.16%
Ride with friend/family member	14.86%
Taxi/Uber/Lyft	44.59%

ROUTE N27

Over 88 percent of Route n27 respondents indicated being a "minority" ethnicity. Over 41 percent indicated their ethnicity as Black/African American. More than 40 percent described their ethnicity as Hispanic/Latino.

Exhibit C.14.a Route n27 Ethnicity
n=134
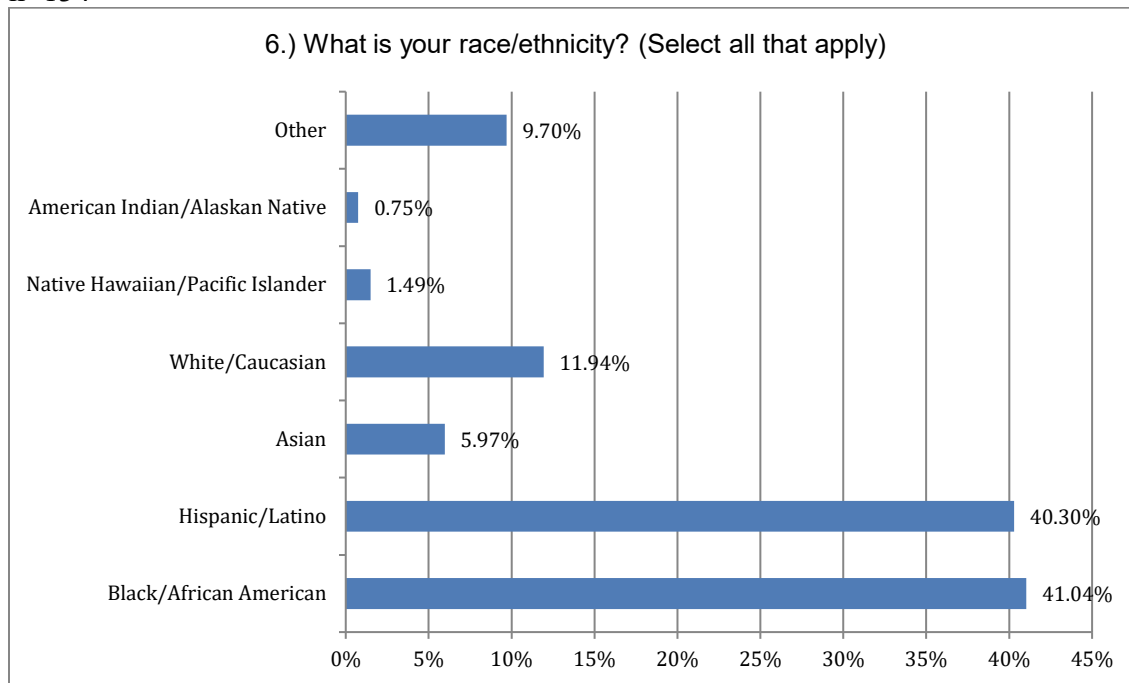
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	9.70%
American Indian/Alaskan Native	0.75%
Native Hawaiian/Pacific Islander	1.49%
White/Caucasian	11.94%
Asian	5.97%
Hispanic/Latino	40.30%
Black/African American	41.04%

Over 86 percent of respondents cited speaking English at home. More than 32 percent speak Spanish at home. More than 11 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.14.b Route n27 Languages
n=134

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	0.75%
Russian	0.00%
Farsi	0.00%
Italian	0.00%
Chinese	0.75%
Korean	0.75%
French Creole	9.70%
Spanish	32.84%
English	86.57%
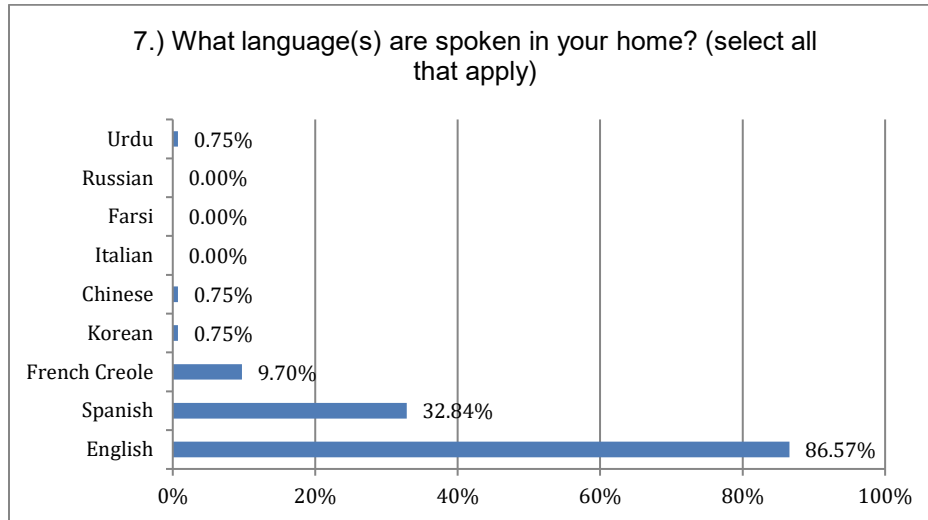
Exhibit C.14.c Route n27 Lack of Proficiency in English Impacting NICE Use
n=134
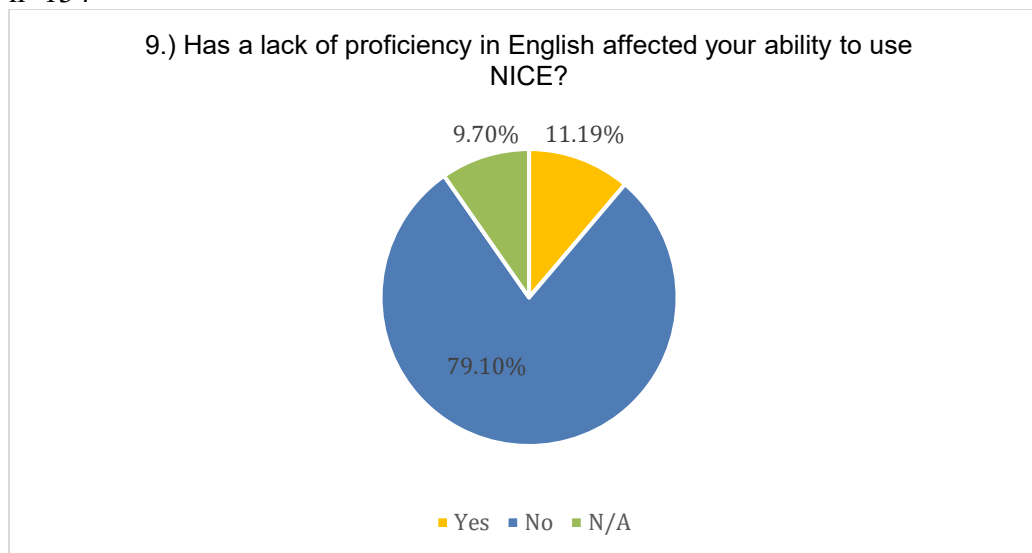
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes: 11.19%
- No: 79.10%
- N/A: 9.70%

Legend: ■ Yes ■ No ■ N/A

More than 37 percent indicated an income below $25,000 annually, as significant decrease from the reported 62 percent during the 2021 survey. Almost 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of respondents (30.08%) would take a taxi/rideshare or would make other arrangements (30.83%) if NICE was not available.

Exhibit C.14.d Route n27 Household Income
n=134

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	5.22%
Between $75,000 and $99,000	17.91%
Between $50,000 and $74,999	12.69%
Between $35,000 and $49,999	14.93%
Between $25,000 and $34,999	11.94%
Between $15,000 and $24,999	14.18%
Under $15,000	23.13%
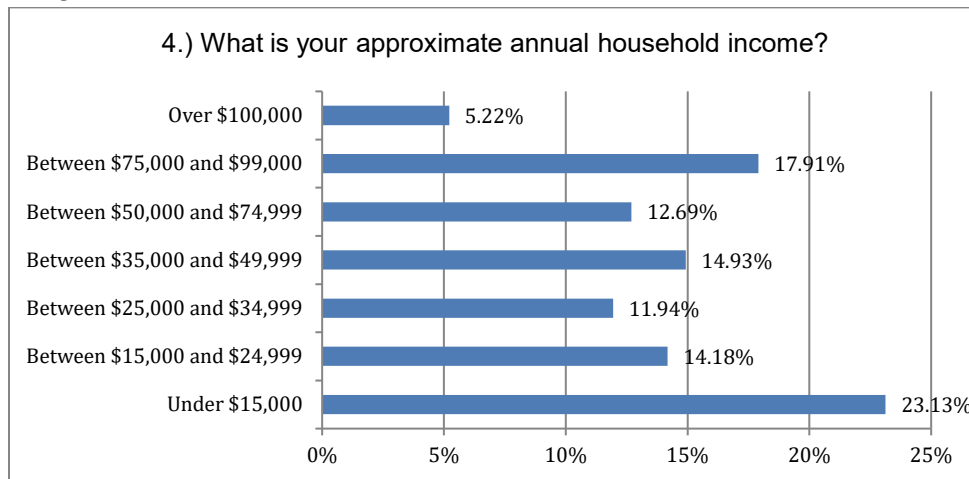
Exhibit C.14.e Route n27 Reason for Riding
n=133

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

Reason	Percent
No car available	49.62%
Not able to drive	19.55%
Proximity to my destination	4.51%
Cost	9.02%
Prefer public transit to driving	8.27%
Other	9.02%
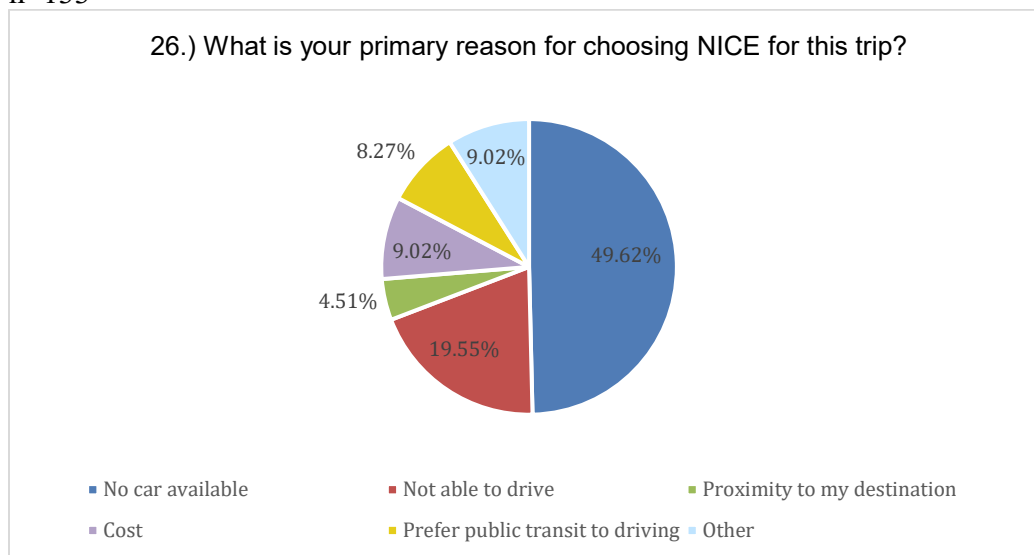
Exhibit C.14.f Route n27 Alternatives to NICE

n=133
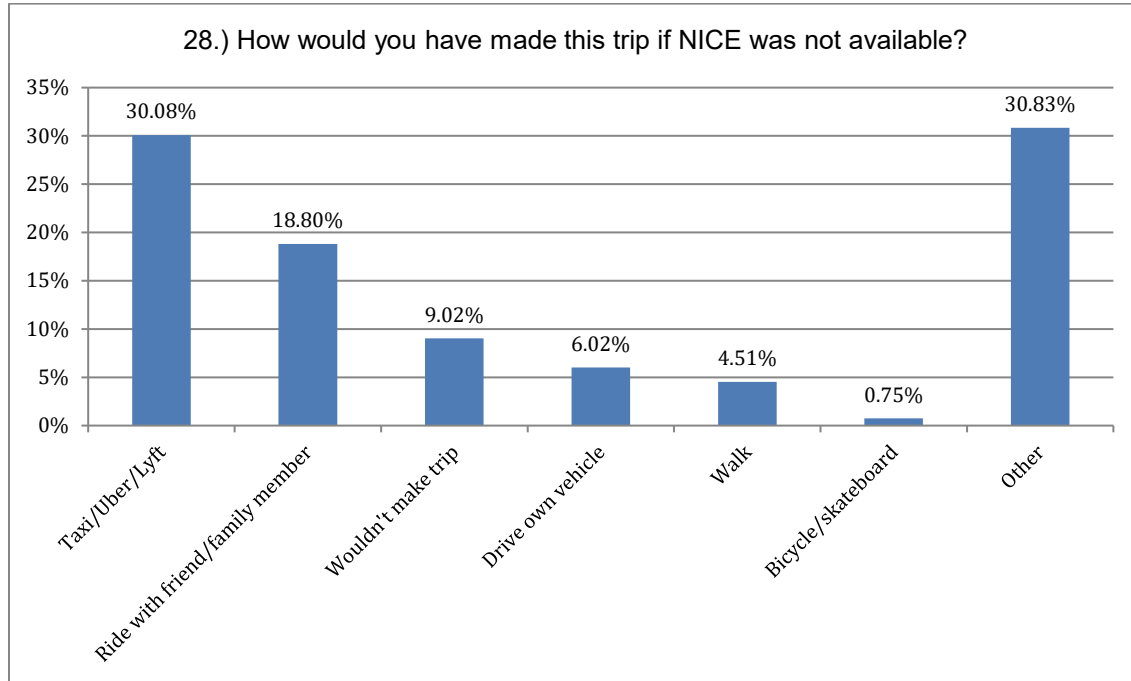
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	30.08%
Ride with friend/family member	18.80%
Wouldn't make trip	9.02%
Drive own vehicle	6.02%
Walk	4.51%
Bicycle/skateboard	0.75%
Other	30.83%

ROUTE N31/31X

Just over 88 percent of Route n31/31x respondents indicated being a "minority" ethnicity. Over 43 percent of respondents indicated their ethnicity as Black/African American. More than 39 percent described their ethnicity as Hispanic/Latino.

Exhibit C.15.a Route n31 Ethnicity
n=211
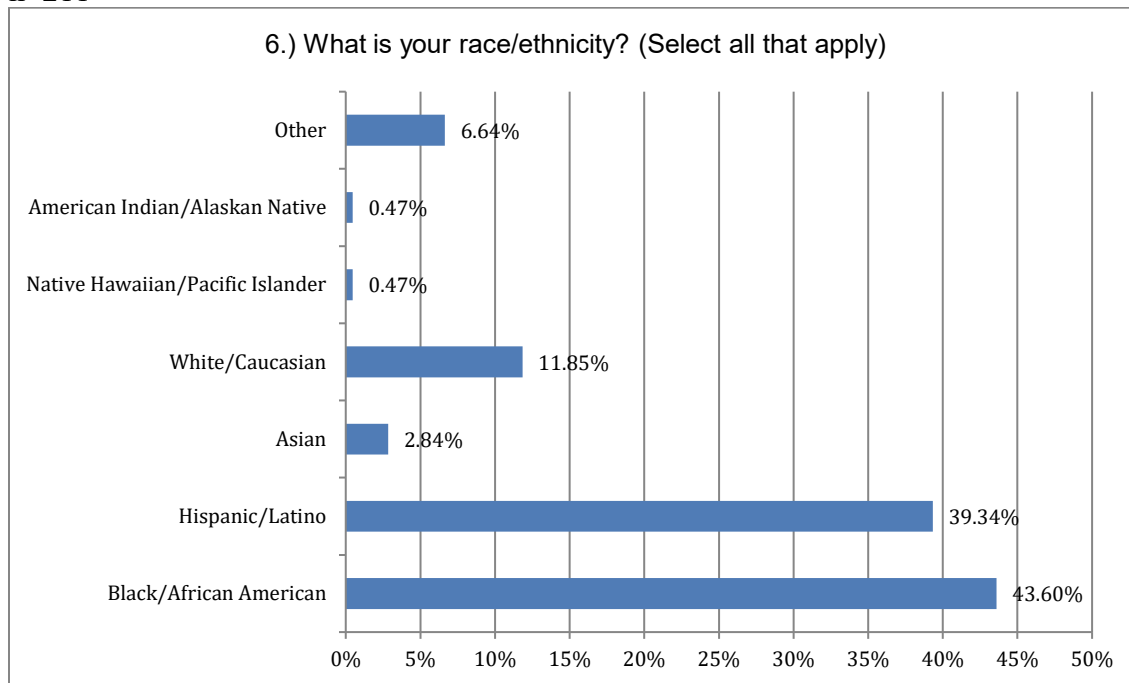
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	6.64%
American Indian/Alaskan Native	0.47%
Native Hawaiian/Pacific Islander	0.47%
White/Caucasian	11.85%
Asian	2.84%
Hispanic/Latino	39.34%
Black/African American	43.60%

More than 81 percent of respondents cited speaking English at home. Just over 37.4 percent speak Spanish at home. French/Haitian Creole was cited by 6.17 percent of respondents. Approximately 6.6 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.15.b Route n31 Languages

n=211

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.95%
Farsi	0.47%
Italian	0.95%
Chinese	0.47%
Korean	0.00%
French Creole	6.16%
Spanish	37.44%
English	81.04%
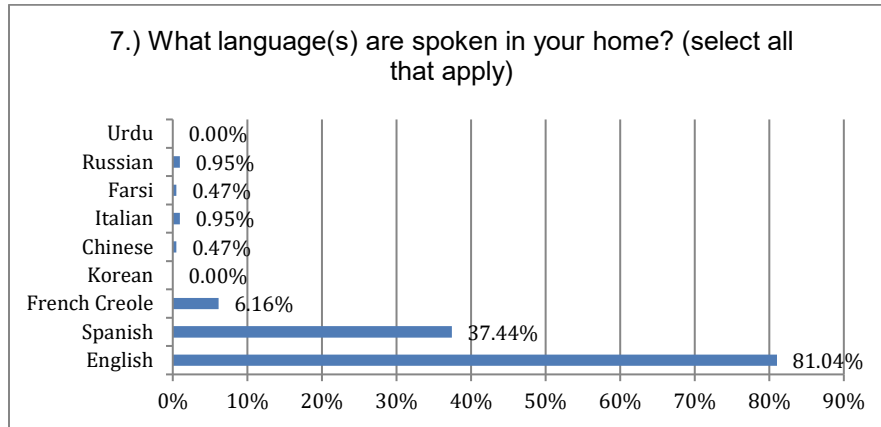
Exhibit C.15.c Route n31 Lack of Proficiency in English Impacting NICE Use

n=211

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

- Yes 6.64%
- No 80.57%
- N/A 12.80%
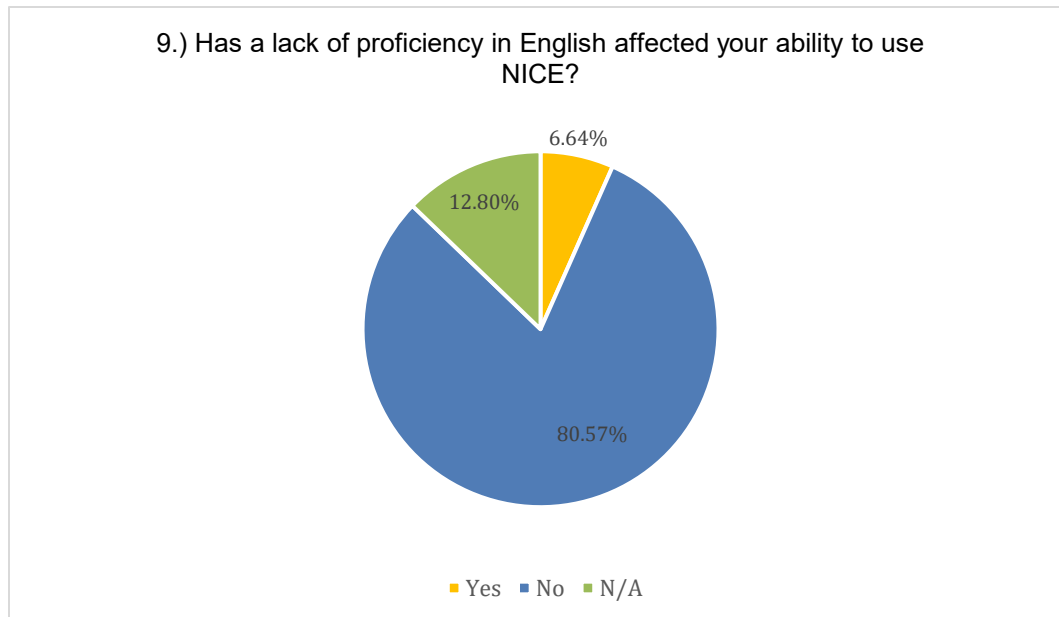
Over 47 percent indicated an income below $25,000 annually. More than 70 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Over 44 percent would take a taxi/rideshare if NICE was not available.

Exhibit C.15.d Route n31 Household Income
n=211

4.) What is your approximate annual household income?

Income Range	Percentage
Over $100,000	4.74%
Between $75,000 and $99,000	6.16%
Between $50,000 and $74,999	13.74%
Between $35,000 and $49,999	12.80%
Between $25,000 and $34,999	15.17%
Between $15,000 and $24,999	19.43%
Under $15,000	27.96%
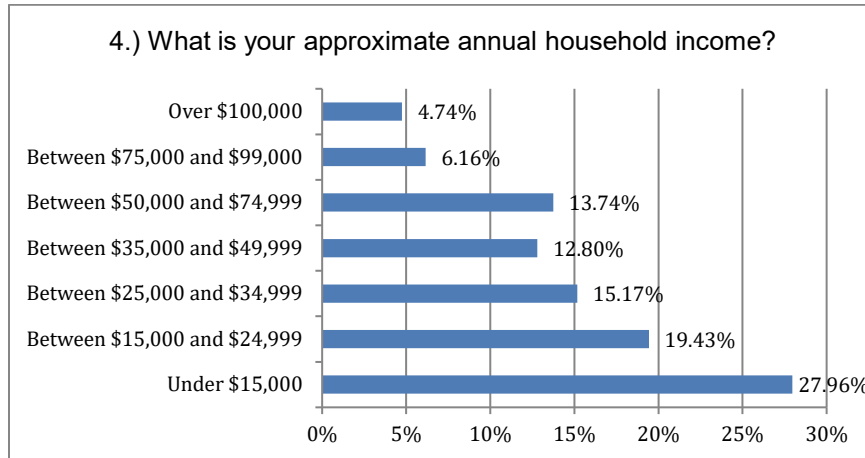
Exhibit C.15.e Route n31 Reason for Riding
n=211
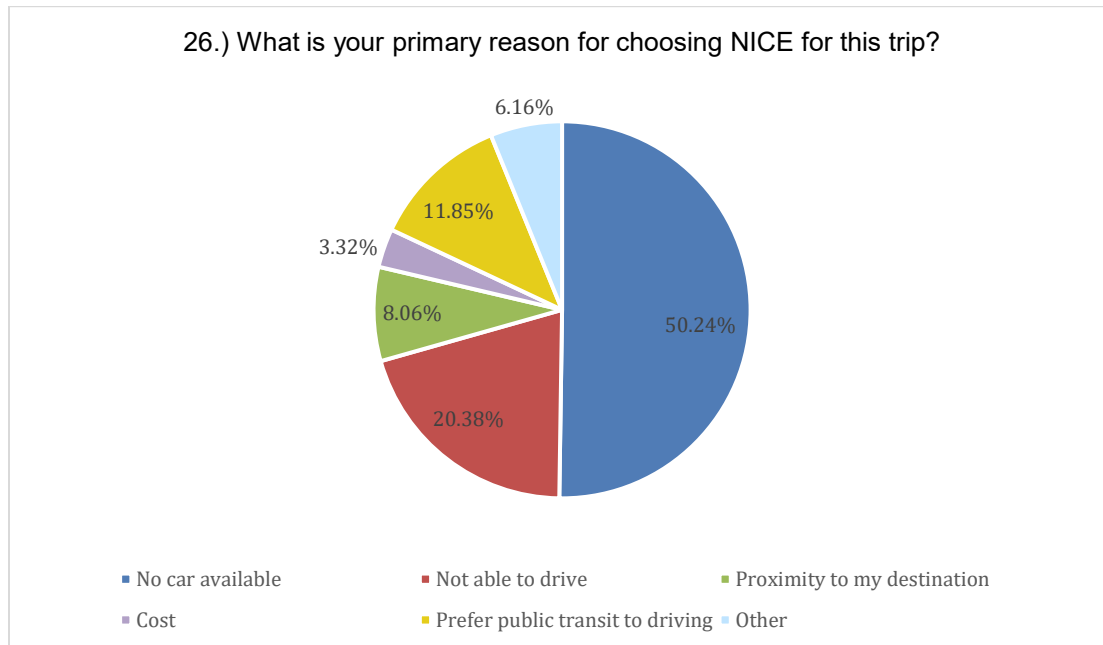
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percentage
No car available	50.24%
Not able to drive	20.38%
Proximity to my destination	8.06%
Cost	3.32%
Prefer public transit to driving	11.85%
Other	6.16%

Exhibit C.15.f Route n31 n31 Alternatives to NICE

n=211
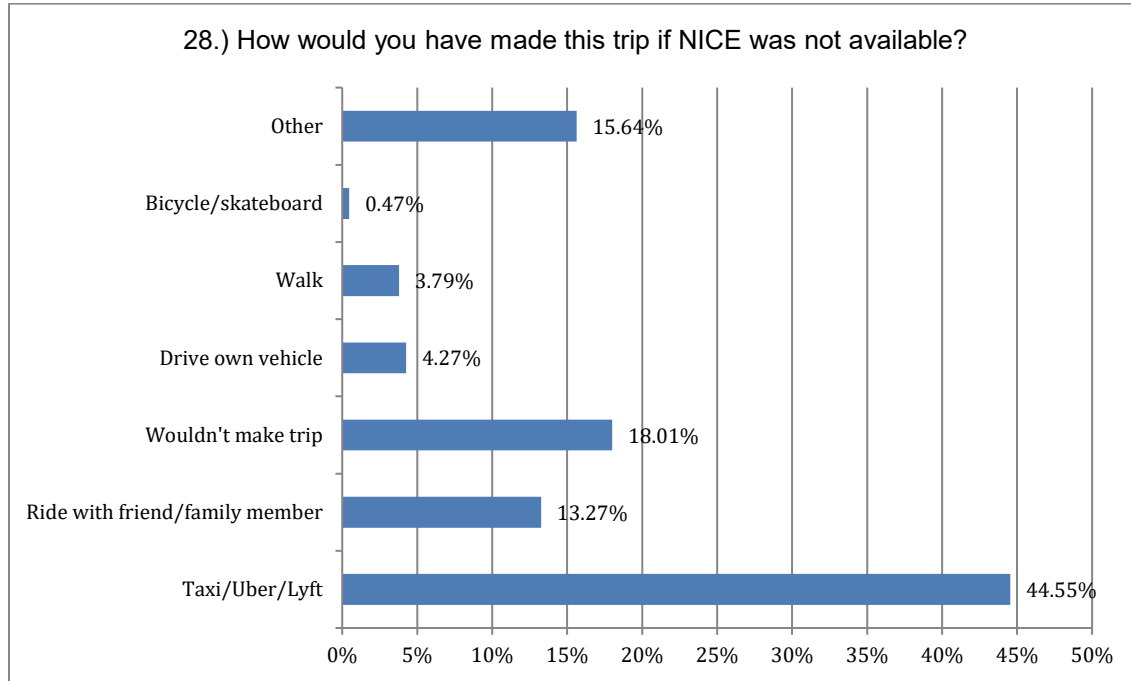
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Other	15.64%
Bicycle/skateboard	0.47%
Walk	3.79%
Drive own vehicle	4.27%
Wouldn't make trip	18.01%
Ride with friend/family member	13.27%
Taxi/Uber/Lyft	44.55%

ROUTE N32

More than 89 percent of Route n32 respondents indicated being a "minority" ethnicity. Over 41 percent of respondents indicated their ethnicity as Black/African American. More than 40 percent described their ethnicity as Hispanic/Latino Approximately 6 percent reported described their ethnicity as Asian.

Exhibit C.16.a Route n32 Ethnicity
n=162
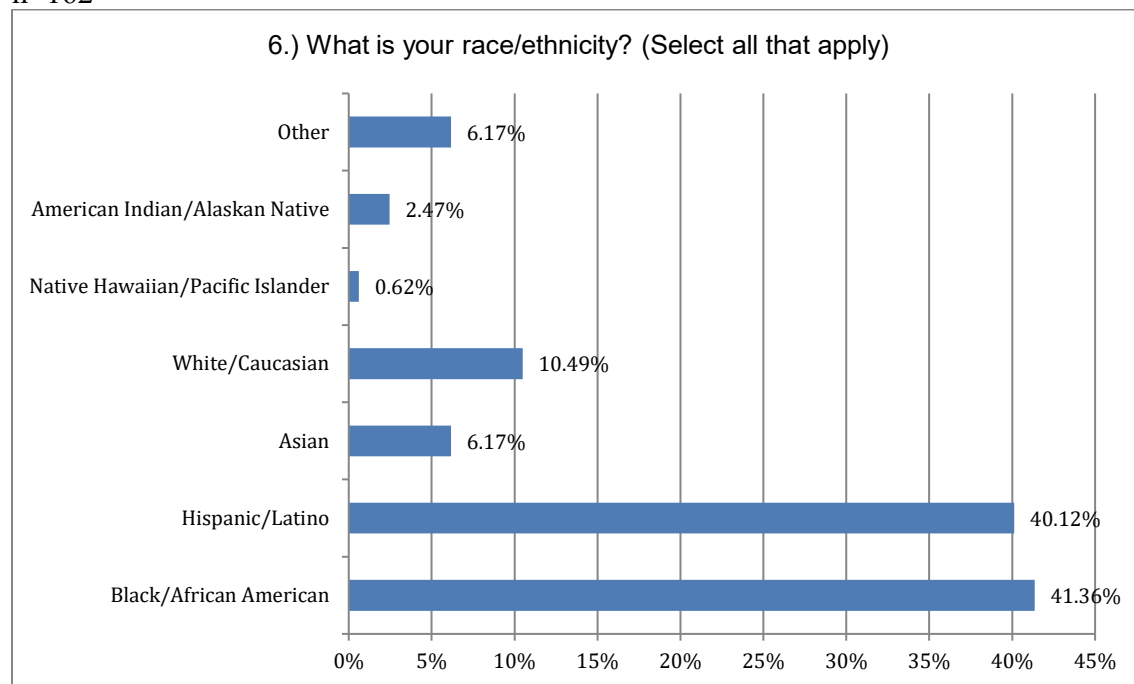
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	6.17%
American Indian/Alaskan Native	2.47%
Native Hawaiian/Pacific Islander	0.62%
White/Caucasian	10.49%
Asian	6.17%
Hispanic/Latino	40.12%
Black/African American	41.36%

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

Exhibit C.16.b Route n32 Languages

n=162

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.62%
Russian	1.23%
Farsi	0.00%
Italian	0.00%
Chinese	0.62%
Korean	0.62%
French Creole	6.17%
Spanish	37.04%
English	76.54%
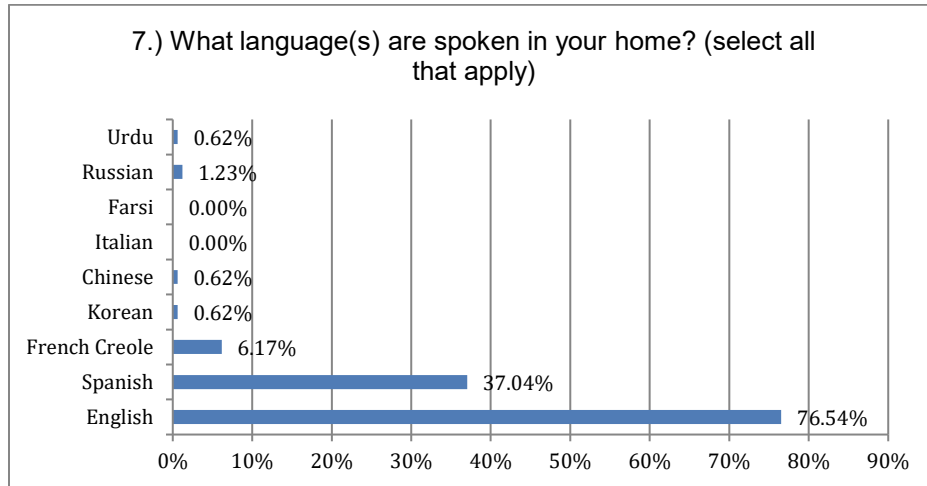
Exhibit C.16.c Route n32 Lack of Proficiency in English Impacting NICE Use

n=162
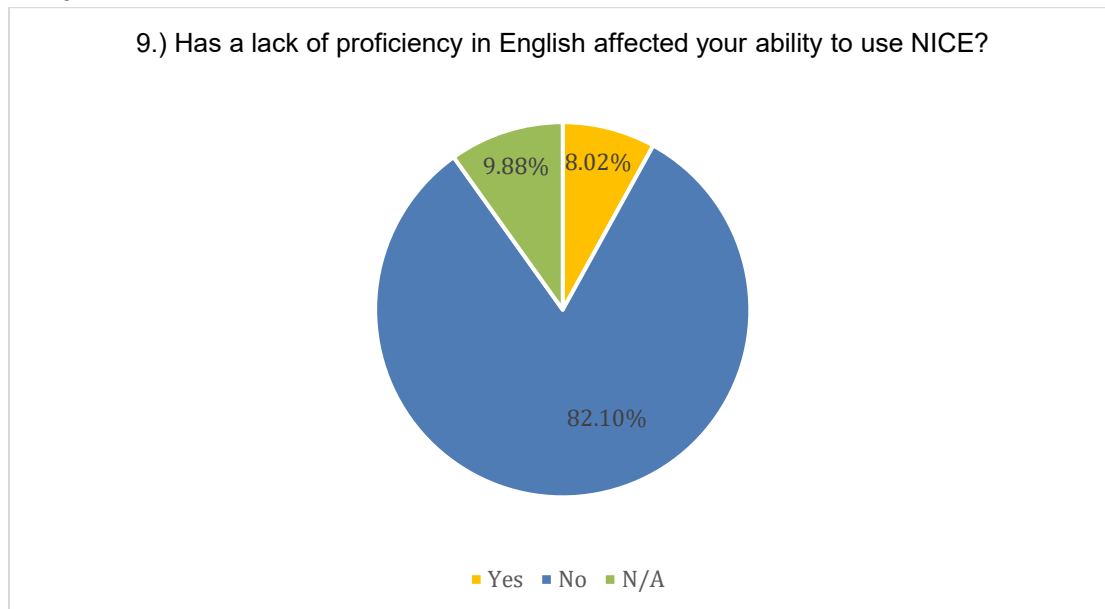
9.) Has a lack of proficiency in English affected your ability to use NICE?

- 8.02% Yes
- 82.10% No
- 9.88% N/A

Just under 20 percent of respondents cited an annual household income of $50,000 or more while approximately 55 percent indicated an income below $25,000 annually. Close to 75.2 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
n=162

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	6.17%
Between $75,000 and $99,000	2.47%
Between $50,000 and $74,999	10.49%
Between $35,000 and $49,999	13.58%
Between $25,000 and $34,999	12.35%
Between $15,000 and $24,999	16.05%
Under $15,000	38.89%
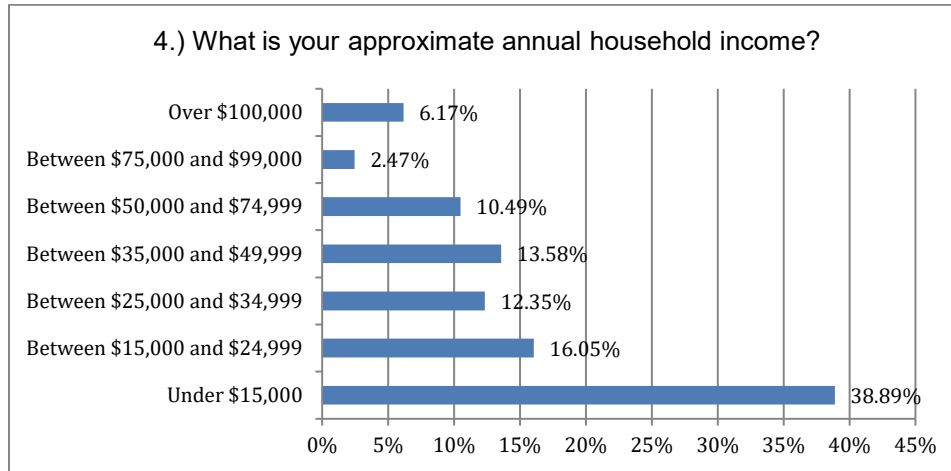
Exhibit C.16.e Route n32 Reason for Riding
n=161
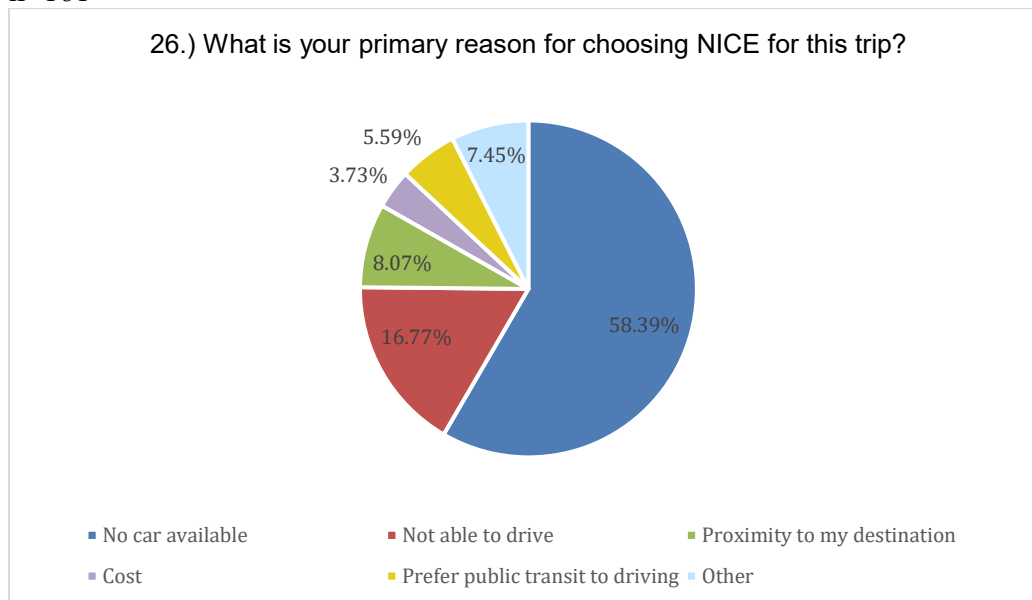
26.) What is your primary reason for choosing NICE for this trip?

- No car available: 58.39%
- Not able to drive: 16.77%
- Proximity to my destination: 8.07%
- Cost: 3.73%
- Prefer public transit to driving: 5.59%
- Other: 7.45%

Exhibit C.16.f Route n32 Alternatives to NICE

n=161
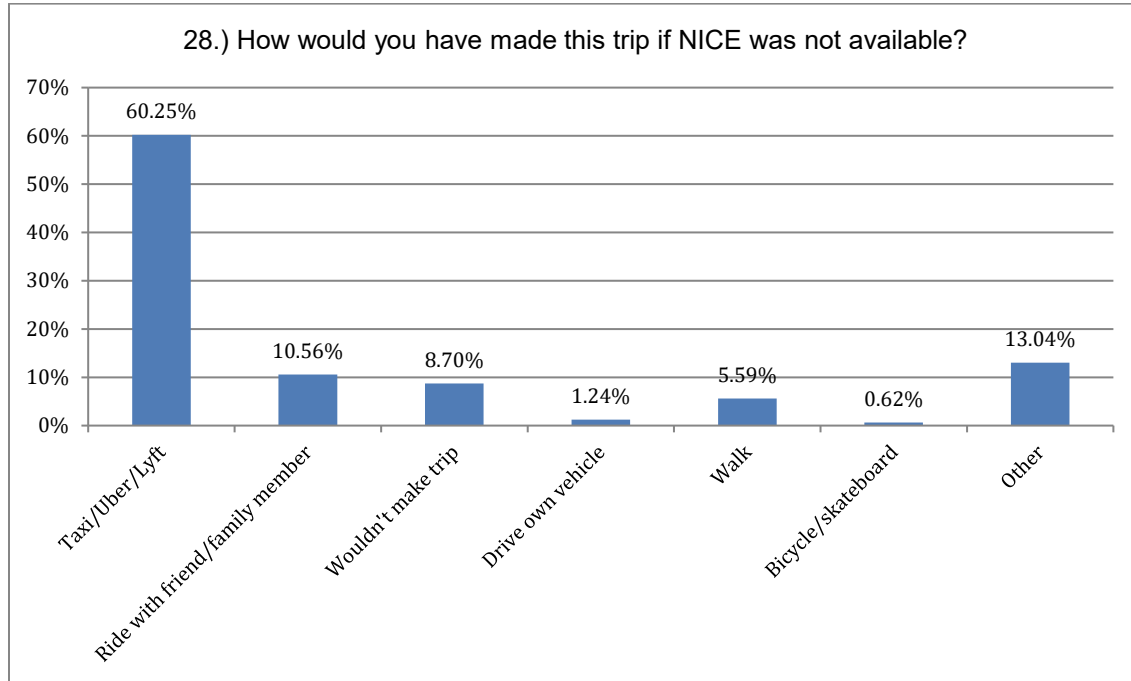
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	60.25%
Ride with friend/family member	10.56%
Wouldn't make trip	8.70%
Drive own vehicle	1.24%
Walk	5.59%
Bicycle/skateboard	0.62%
Other	13.04%

ROUTE N33

More than 97 percent of Route n33 respondents indicated being a "minority" ethnicity. Over 61.7 percent of respondents indicated their ethnicity as Black/African American. More than 29 percent described their ethnicity as Hispanic/Latino. Just under 5.9 percent indicated their ethnicity as Asian.

Exhibit C.17.a Route n33 Ethnicity
n=34
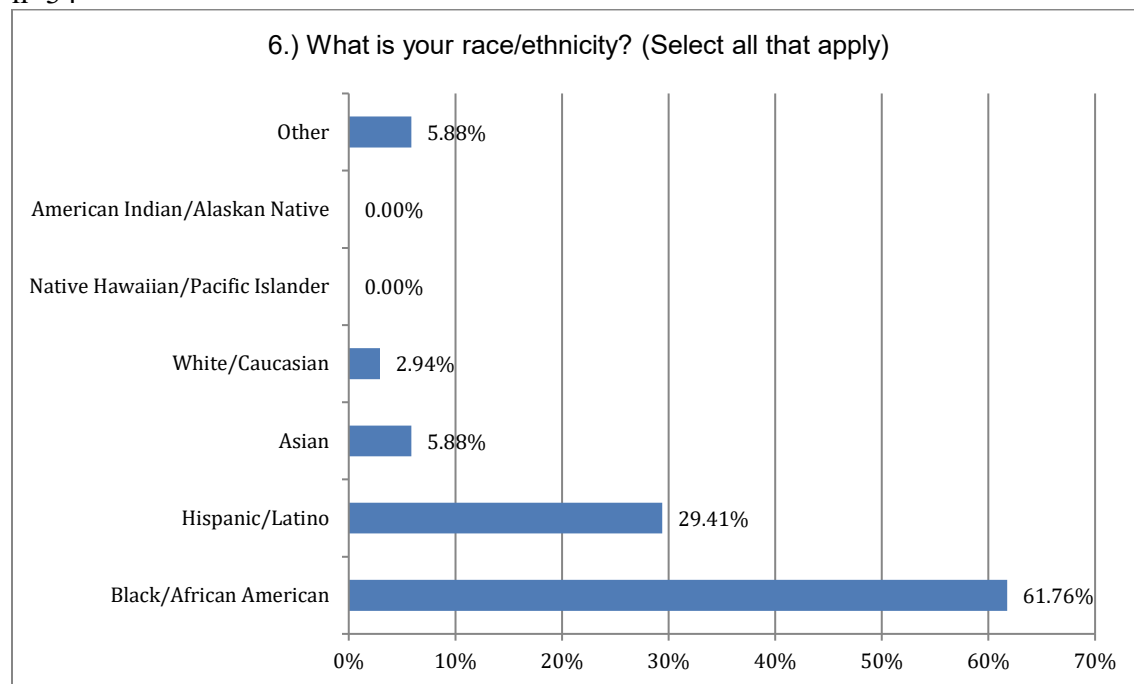
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	5.88%
American Indian/Alaskan Native	0.00%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	2.94%
Asian	5.88%
Hispanic/Latino	29.41%
Black/African American	61.76%

Over 82 percent of respondents cited speaking English at home. More than 20 percent speak Spanish at home. More than 8.8 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.17.b Route n33 Languages

n=34

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	2.94%
Farsi	0.00%
Italian	0.00%
Chinese	2.94%
Korean	0.00%
French Creole	8.82%
Spanish	20.59%
English	82.35%
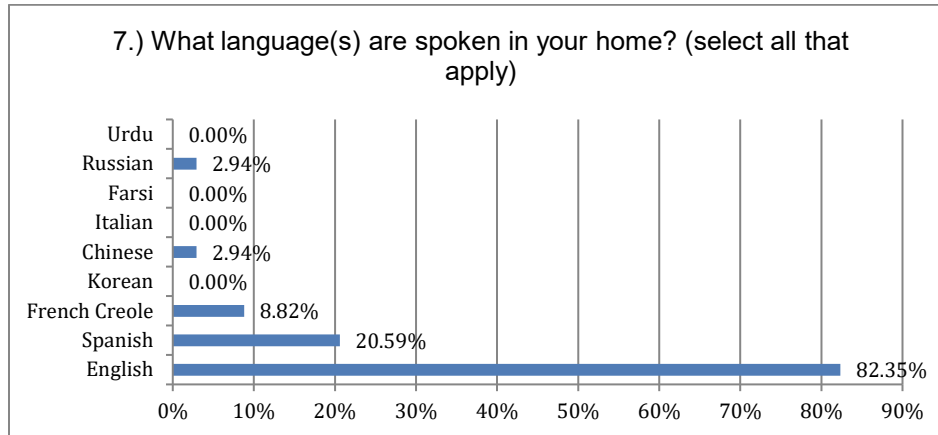
Exhibit C.17.c Route n33 Lack of Proficiency in English Impacting NICE Use
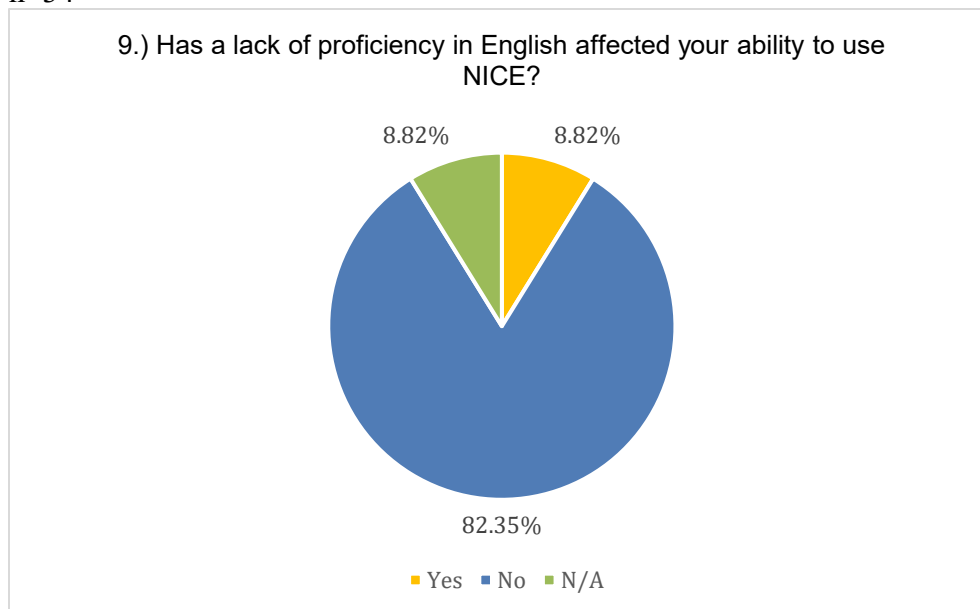
n=34

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

- Yes: 8.82%
- No: 82.35%
- N/A: 8.82%

Fifty percent indicated an income below $25,000 annually. More than 81 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
n=34

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	2.94%
Between $75,000 and $99,000	8.82%
Between $50,000 and $74,999	14.71%
Between $35,000 and $49,999	11.76%
Between $25,000 and $34,999	11.76%
Between $15,000 and $24,999	26.47%
Under $15,000	23.53%
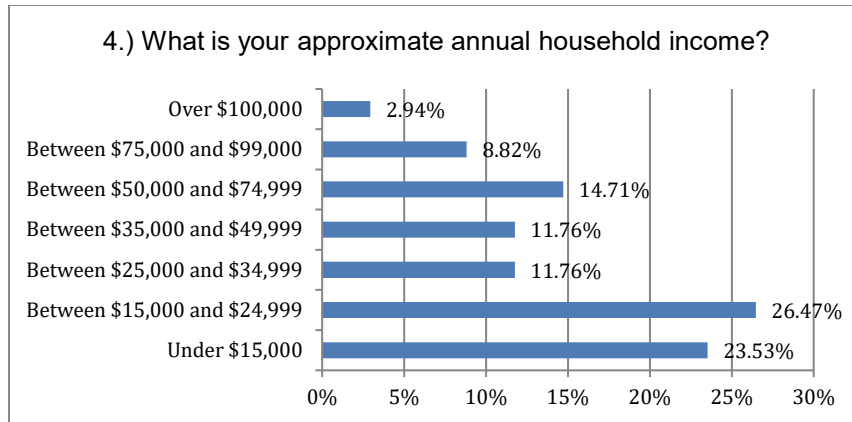
Exhibit C.17.e Route n33 Reason for Riding
n=32
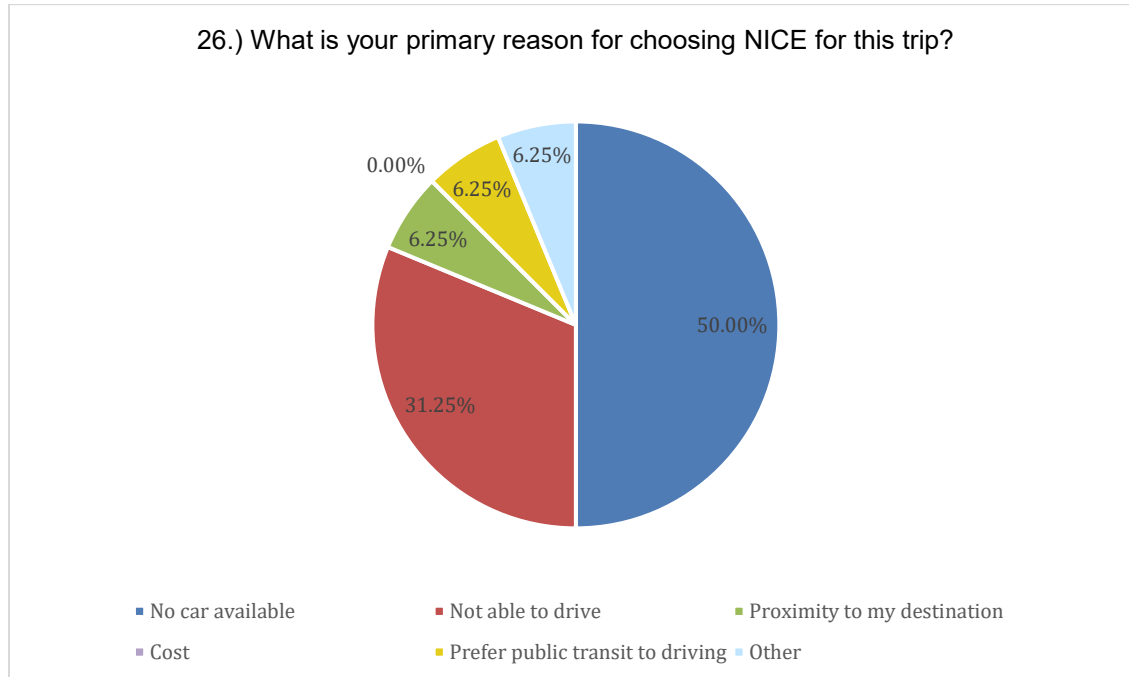
26.) What is your primary reason for choosing NICE for this trip?

- No car available — 50.00%
- Not able to drive — 31.25%
- Proximity to my destination — 6.25%
- Cost — 0.00%
- Prefer public transit to driving — 6.25%
- Other — 6.25%

Exhibit C.17.f Route n33 Alternatives to NICE

n=32
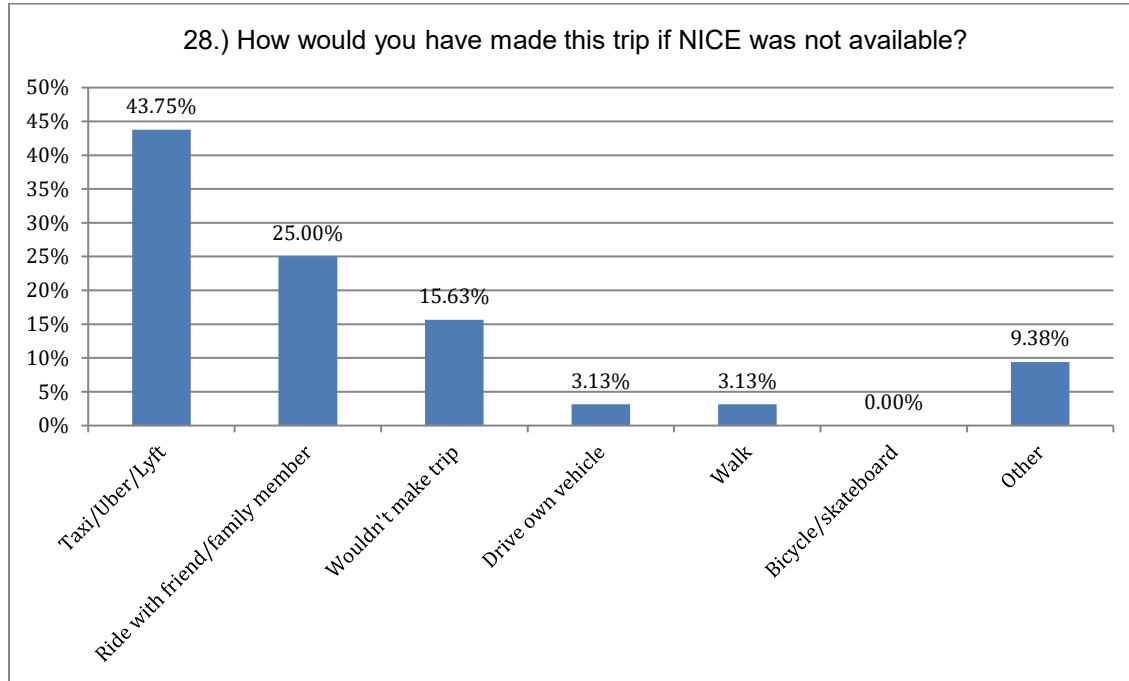
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	43.75%
Ride with friend/family member	25.00%
Wouldn't make trip	15.63%
Drive own vehicle	3.13%
Walk	3.13%
Bicycle/skateboard	0.00%
Other	9.38%

ROUTE N35

Nearly 90 percent of Route n35 respondents indicated being a "minority" ethnicity. Just over 55.7 percent of respondents indicated their ethnicity as Black/African American. Nearly 31 percent described their ethnicity as Hispanic/Latino.

Exhibit C.18.a Route n35 Ethnicity
n=341
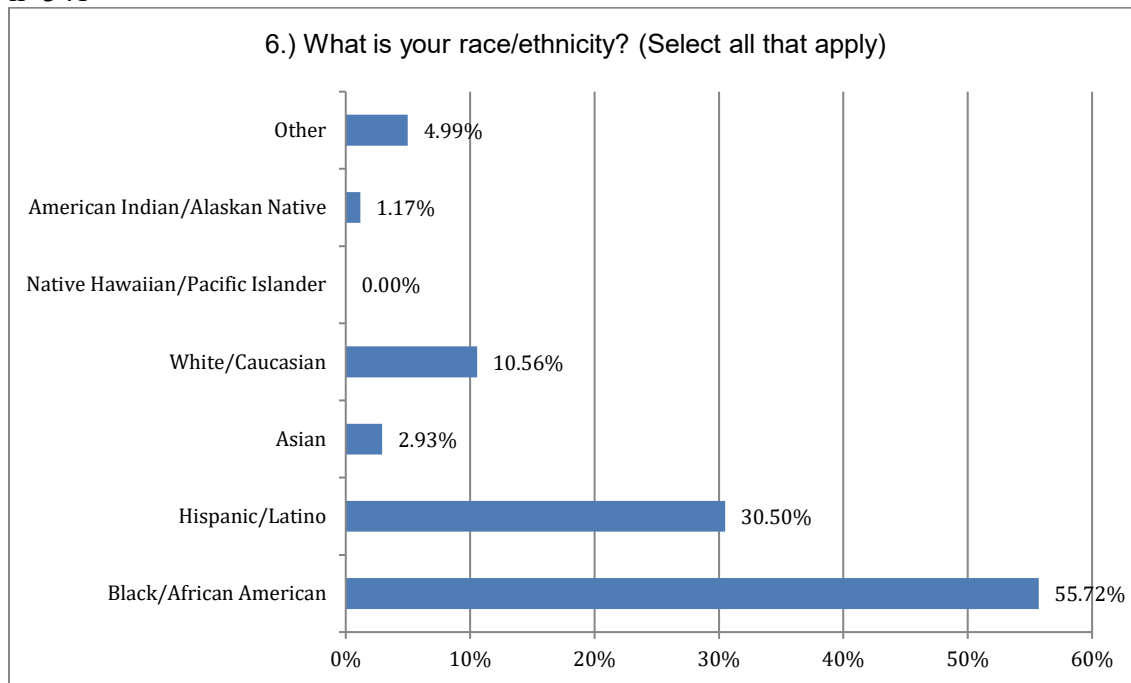
6.) What is your race/ethnicity? (Select all that apply)

Category	Percentage
Other	4.99%
American Indian/Alaskan Native	1.17%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	10.56%
Asian	2.93%
Hispanic/Latino	30.50%
Black/African American	55.72%

Over 85 percent of respondents cited speaking English at home. More than 30 percent speak Spanish at home. French/Haitian Creole was cited by 13.13 percent of respondents. More than 5.2 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.18.b Route n35 Languages
n=341

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	0.88%
Russian	0.29%
Farsi	0.00%
Italian	0.00%
Chinese	0.88%
Korean	0.00%
French Creole	16.13%
Spanish	30.79%
English	85.63%
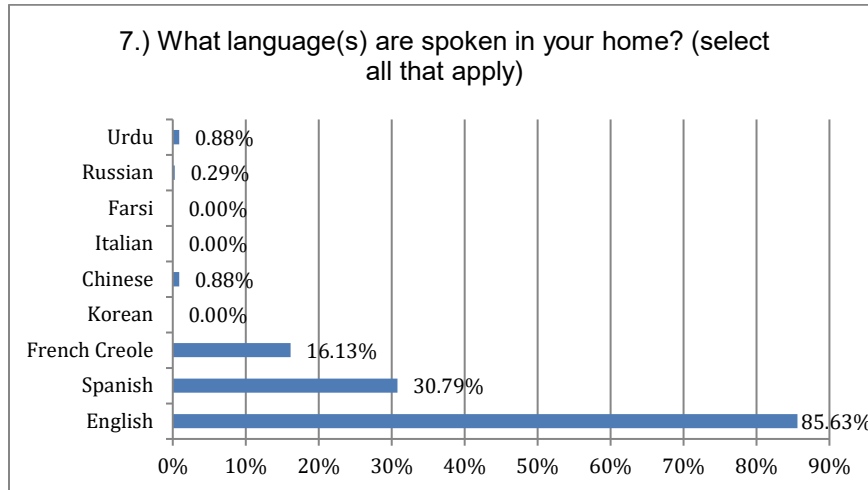
Exhibit C.18.c Route n35 Lack of Proficiency in English Impacting NICE Use
n=341
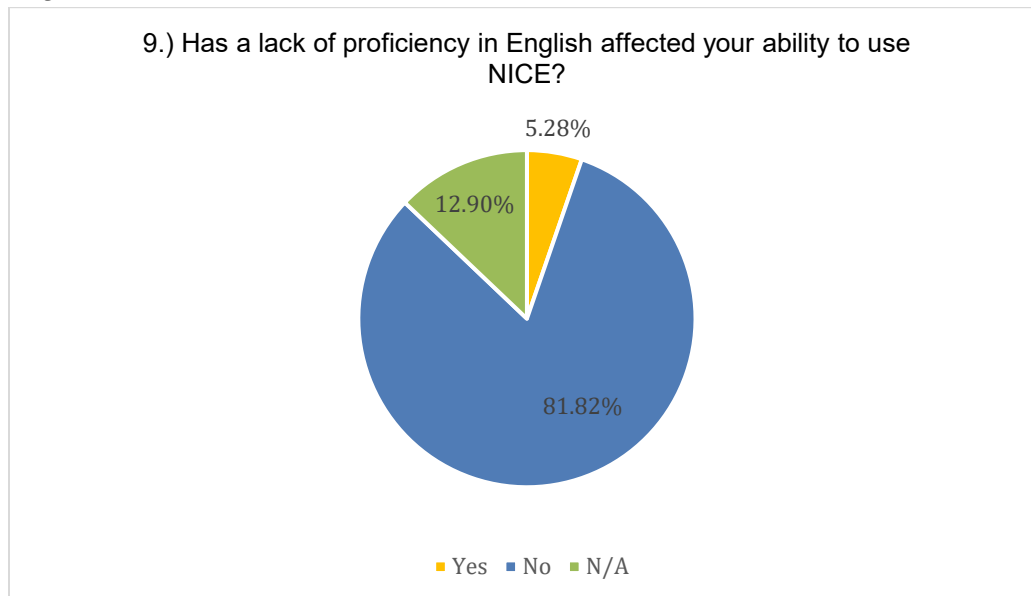
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes: 5.28%
- No: 81.82%
- N/A: 12.90%

Almost 27 percent of respondents cited an annual household income of $50,000 or more. Over 43 percent indicated an income below $25,000 annually. Almost 75 percent choose NICE because they lack access to a personal vehicle or are not able to drive. The majority of Route n35 respondents would take a taxi or ride with a friend or family member if NICE was not available.

Exhibit C.18.d Route n35 Household Income
n=341

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	4.11%
Between $75,000 and $99,000	8.21%
Between $50,000 and $74,999	14.37%
Between $35,000 and $49,999	15.25%
Between $25,000 and $34,999	14.66%
Between $15,000 and $24,999	13.49%
Under $15,000	29.91%
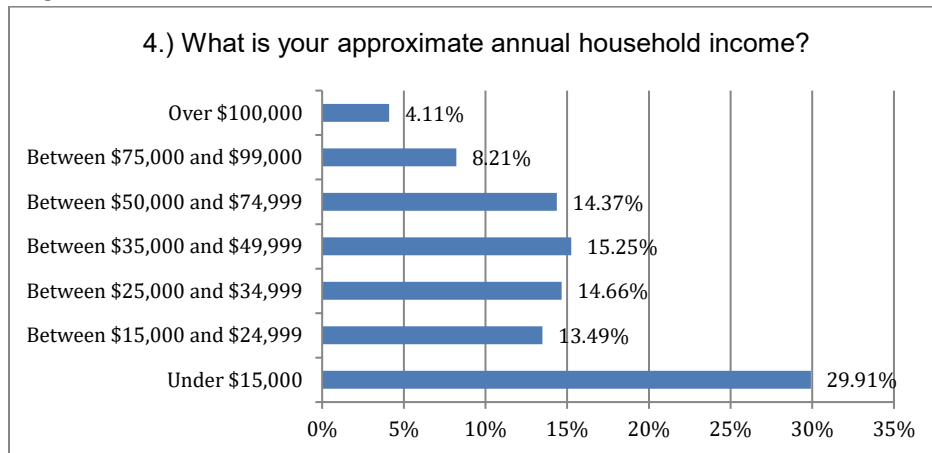
Exhibit C.18.e Route n35 Reason for Riding
n=337

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

- No car available: 59.35%
- Not able to drive: 15.43%
- Proximity to my destination: 3.86%
- Cost: 5.34%
- Prefer public transit to driving: 7.42%
- Other: 8.61%
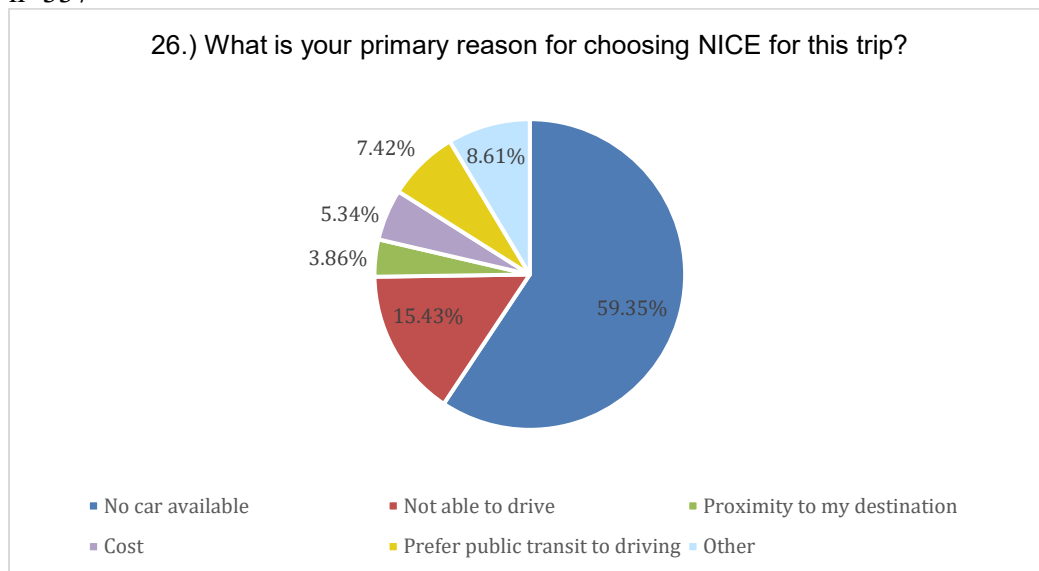
Exhibit C.18.f Route n35 Alternatives to NICE

n=337
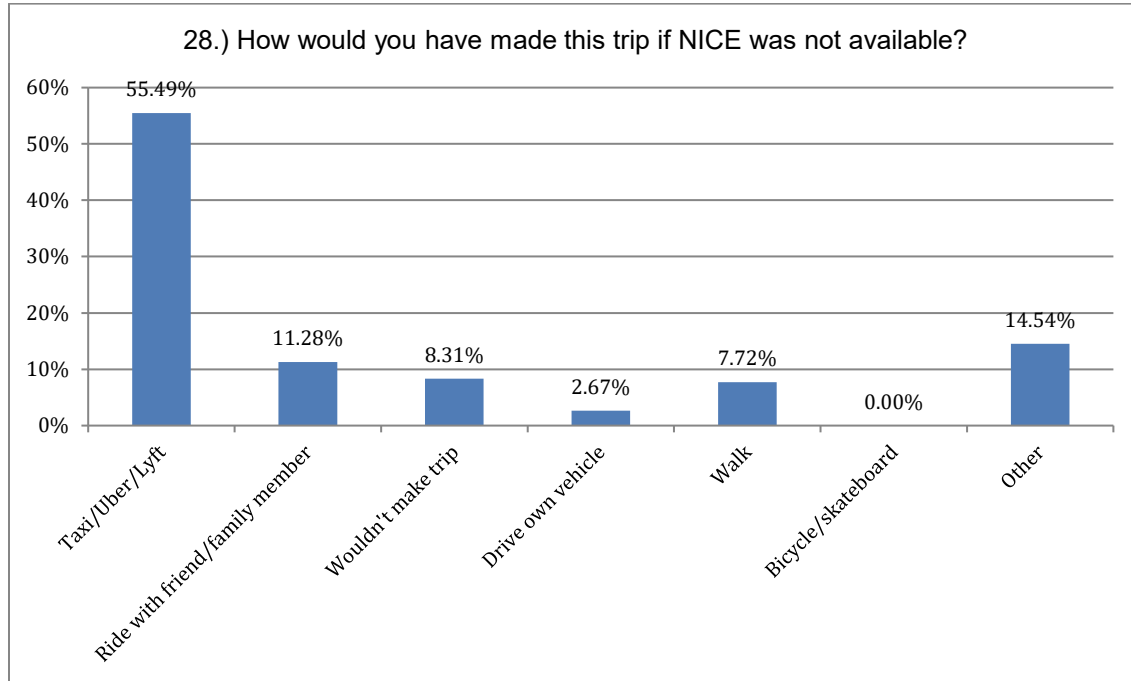
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	55.49%
Ride with friend/family member	11.28%
Wouldn't make trip	8.31%
Drive own vehicle	2.67%
Walk	7.72%
Bicycle/skateboard	0.00%
Other	14.54%

ROUTE N40/41

Just over 92 percent of Route n40/41 respondents indicated being a "minority" ethnicity. Of those, 48.67 percent of respondents indicated their ethnicity as Black/African American. Almost 39 percent described their ethnicity as Hispanic/Latino.

Exhibit C.19.a Route n40/41 Ethnicity
n=565
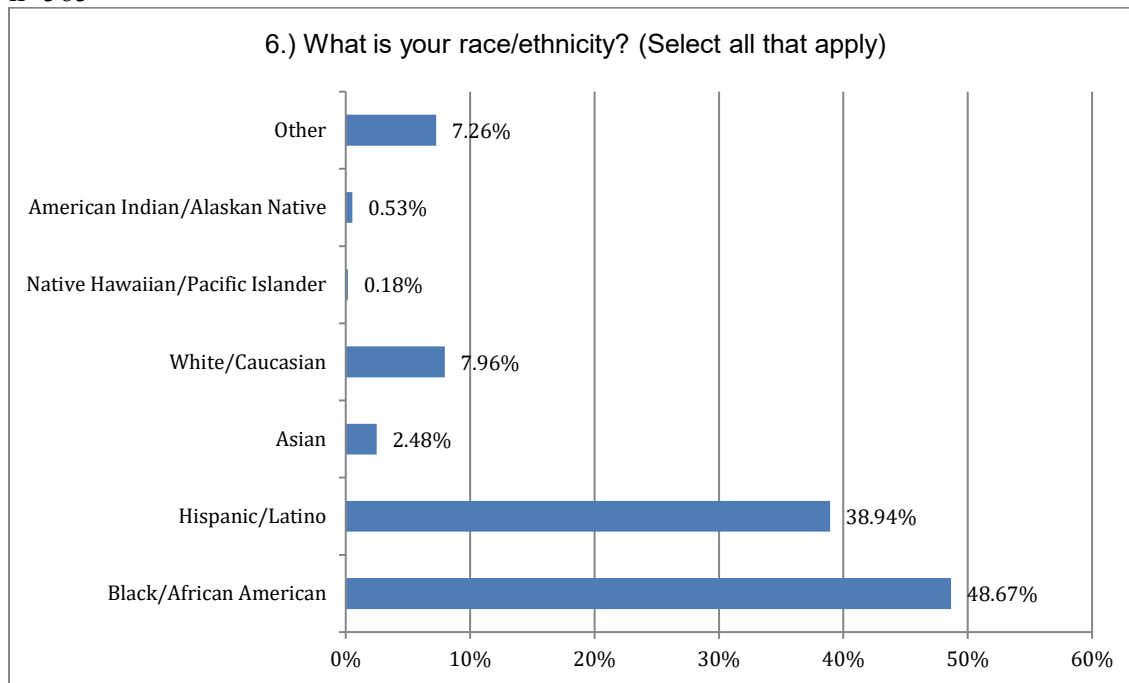
6.) What is your race/ethnicity? (Select all that apply)

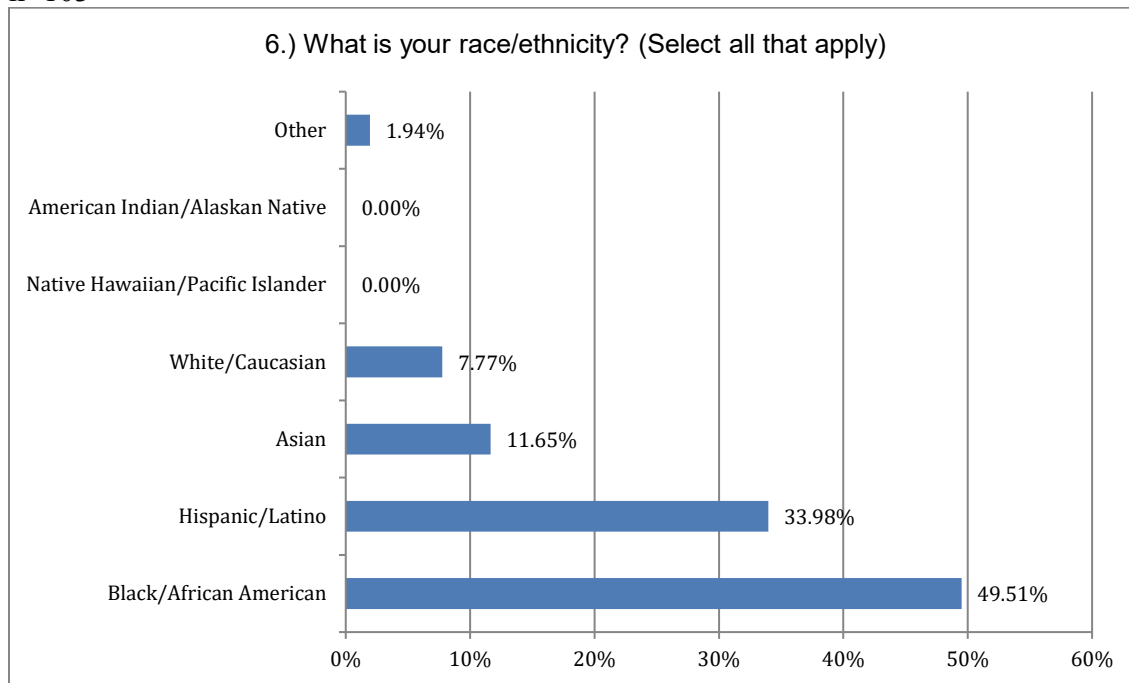| Ethnicity	Percent
Other	7.26%
American Indian/Alaskan Native	0.53%
Native Hawaiian/Pacific Islander	0.18%
White/Caucasian	7.96%
Asian	2.48%
Hispanic/Latino	38.94%
Black/African American	48.67%

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Over 84.4 percent of respondents cited speaking English at home. More than 36.4 percent speak Spanish at home. More than 8.6 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.19.b Route n40/41 Languages

n=565

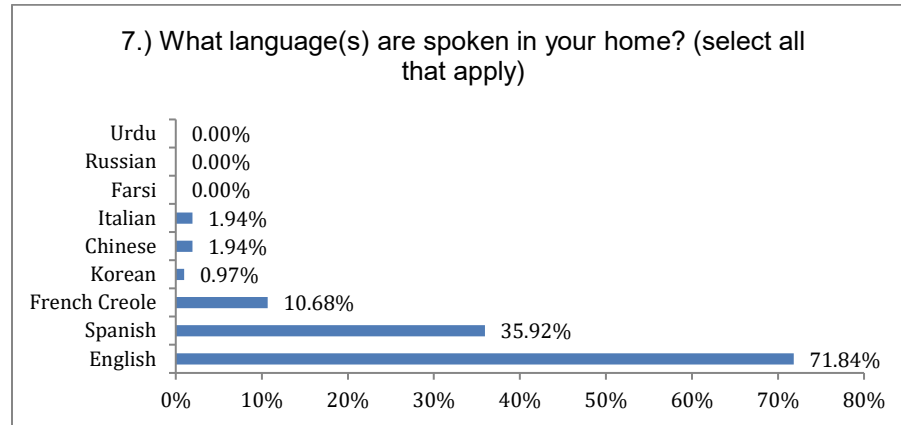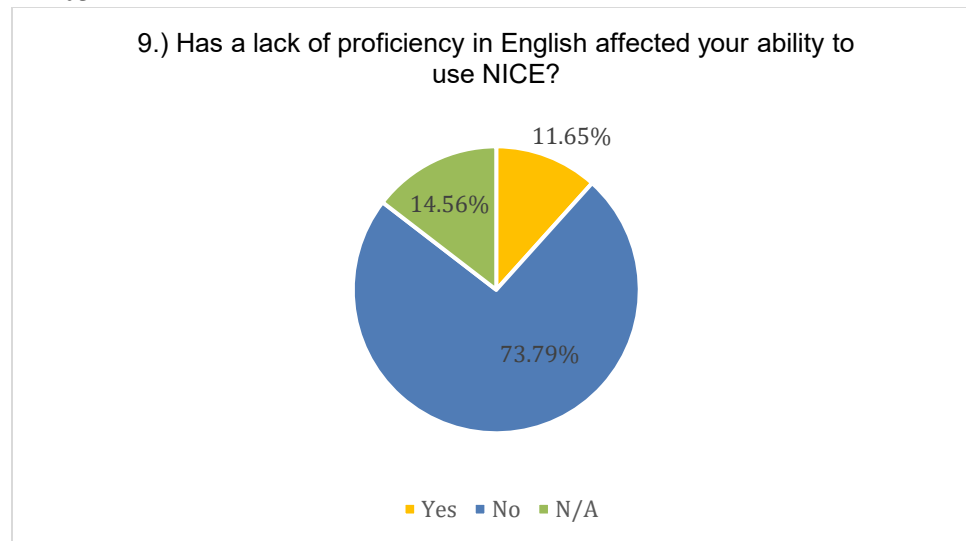**7.) What language(s) are spoken in your home? (select all that apply)**

Language	Percent
Urdu	0.18%
Russian	0.18%
Farsi	0.18%
Italian	0.71%
Chinese	0.35%
Korean	0.53%
French Creole	12.04%
Spanish	36.46%
English	84.42%
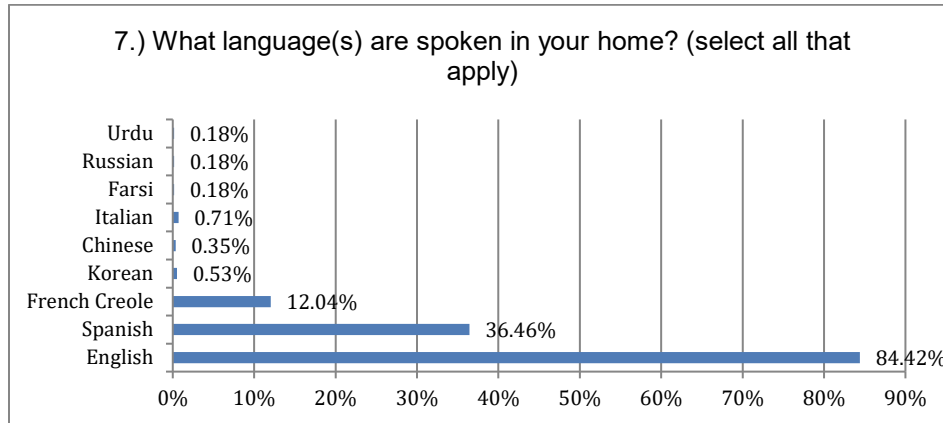
Exhibit C.19.c Route n40/41Lack of Proficiency in English Impacting NICE Use

n=565

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

Response	Percent
Yes	8.67%
No	81.24%
N/A	10.09%

■ Yes   ■ No   ■ N/A
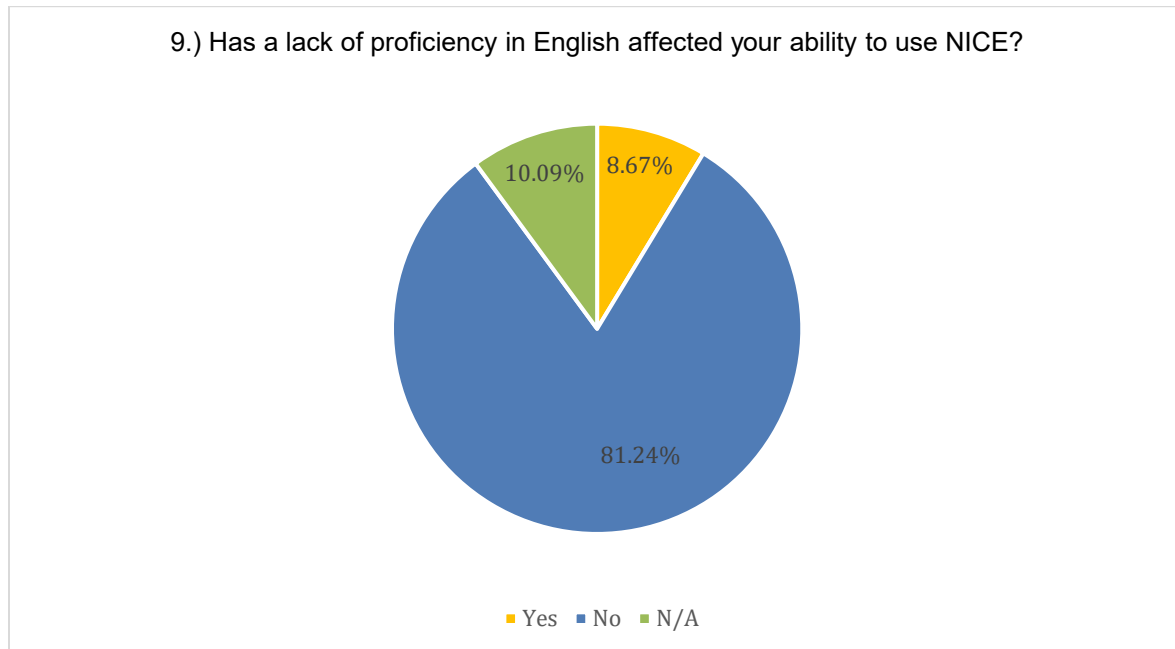
Close to 19 percent of respondents cited an annual household income of $50,000 or more. Approximately 57 percent indicated an income below $25,000 annually. Sixty-five percent of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. Over 46 percent of Route n40/41 respondents said they would take a taxi if NICE was not available, while 13.4 percent wouldn't make the trip.

Exhibit C.19.d Route n1 n40/41 Household Income
n=565

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	6.55%
Between $75,000 and $99,000	17.52%
Between $50,000 and $74,999	13.81%
Between $35,000 and $49,999	11.33%
Between $25,000 and $34,999	9.91%
Between $15,000 and $24,999	16.81%
Under $15,000	24.07%
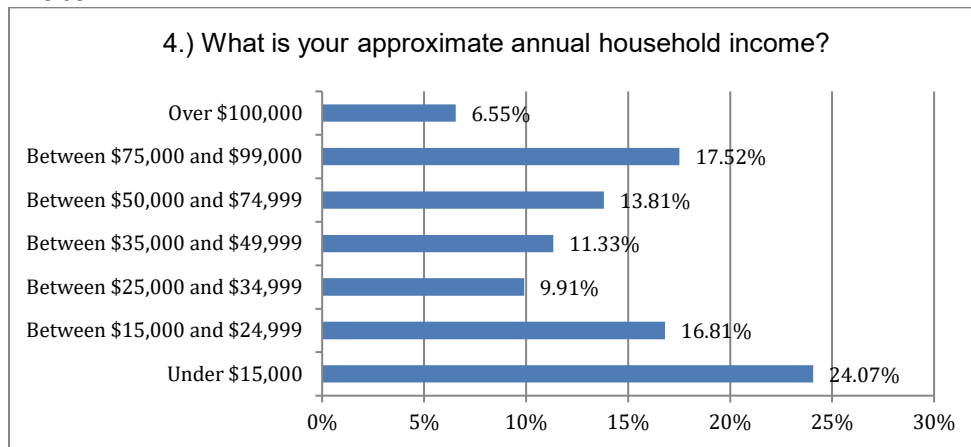
Exhibit C.19.e Route n40/41Reason for Riding
n=560

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

Reason	Percent
No car available	56.07%
Not able to drive	21.25%
Proximity to my destination	5.36%
Cost	6.25%
Prefer public transit to driving	5.18%
Other	5.89%
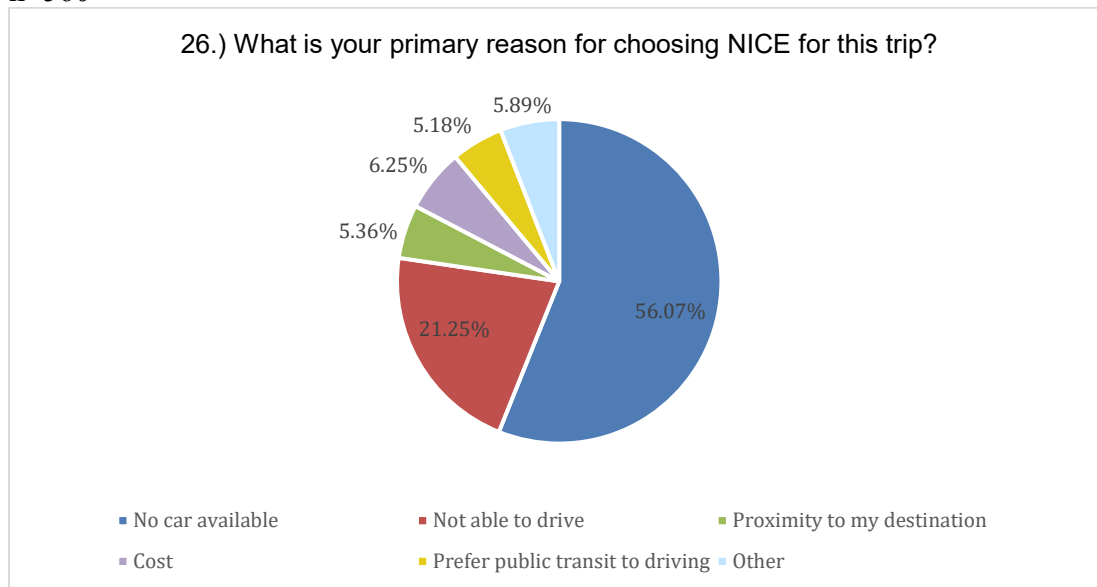
Exhibit C.19.f Route n40/41Alternatives to NICE

n=560
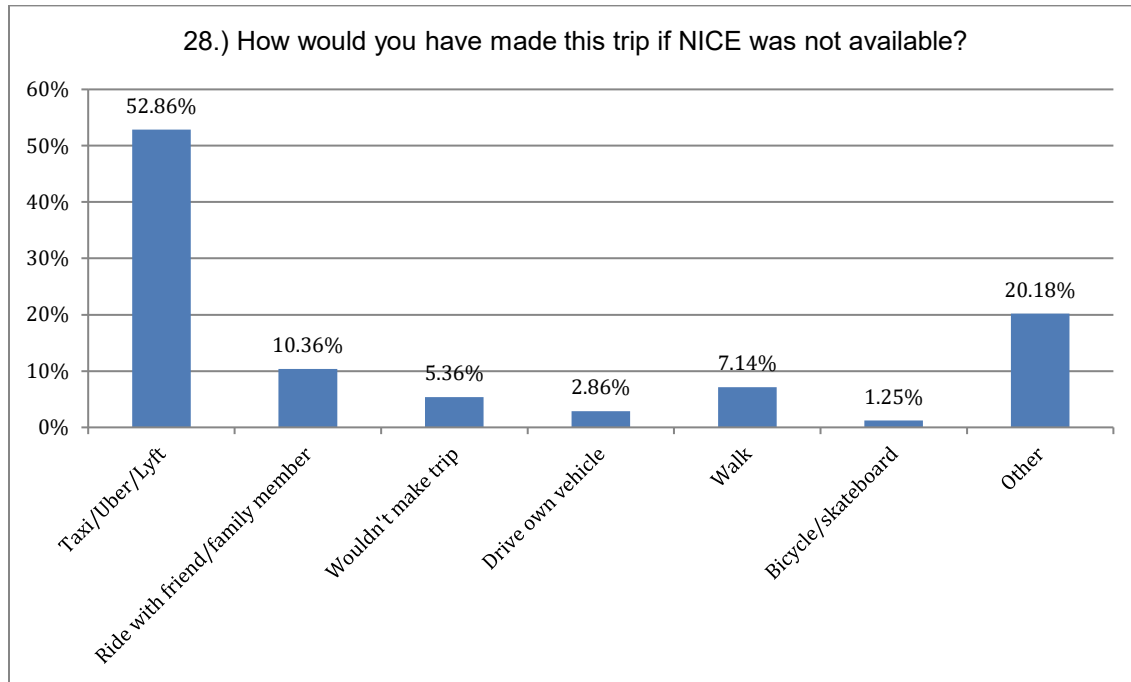
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	52.86%
Ride with friend/family member	10.36%
Wouldn't make trip	5.36%
Drive own vehicle	2.86%
Walk	7.14%
Bicycle/skateboard	1.25%
Other	20.18%

ROUTE N43

More than 92 percent of Route n43 respondents indicated being a "minority" ethnicity. Slightly less than 46 percent of respondents indicated their ethnicity as Black/African American. Slightly less than 40 percent described their ethnicity as Hispanic/Latino.

Exhibit C.20.a Route n43 Ethnicity
n=411
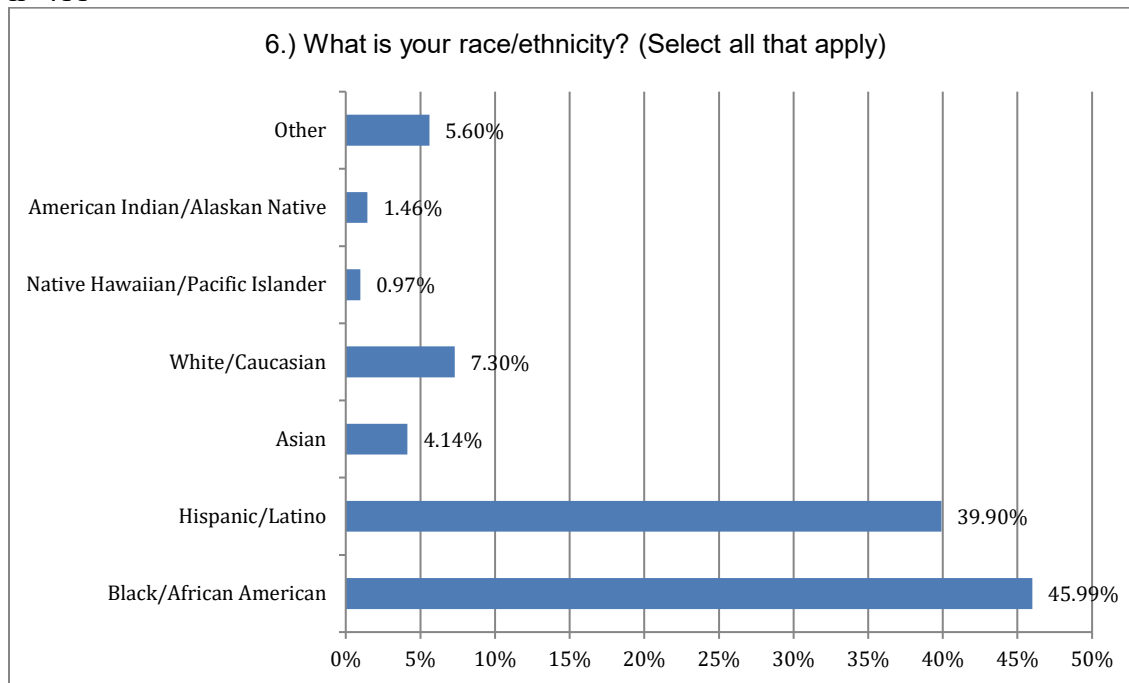
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	5.60%
American Indian/Alaskan Native	1.46%
Native Hawaiian/Pacific Islander	0.97%
White/Caucasian	7.30%
Asian	4.14%
Hispanic/Latino	39.90%
Black/African American	45.99%

More than 82 percent reported speaking English at home, while 39.9 percent speak Spanish and 10.95 speak Hatian/French Creole. About 9.25 percent reported barriers due to language when riding NICE.

Exhibit C.20.b Route n43 Languages

n=411
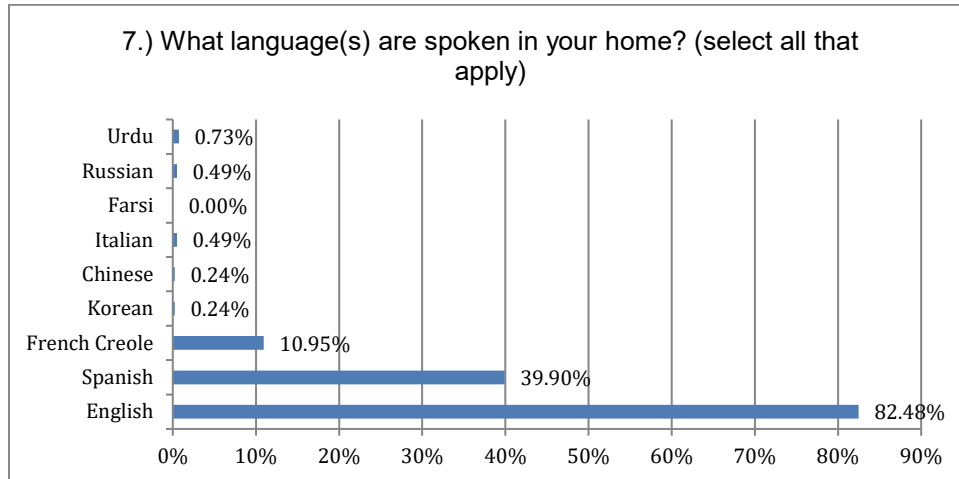
Exhibit C.20.c Route n43 Lack of Proficiency in English Impacting NICE Use

n=411
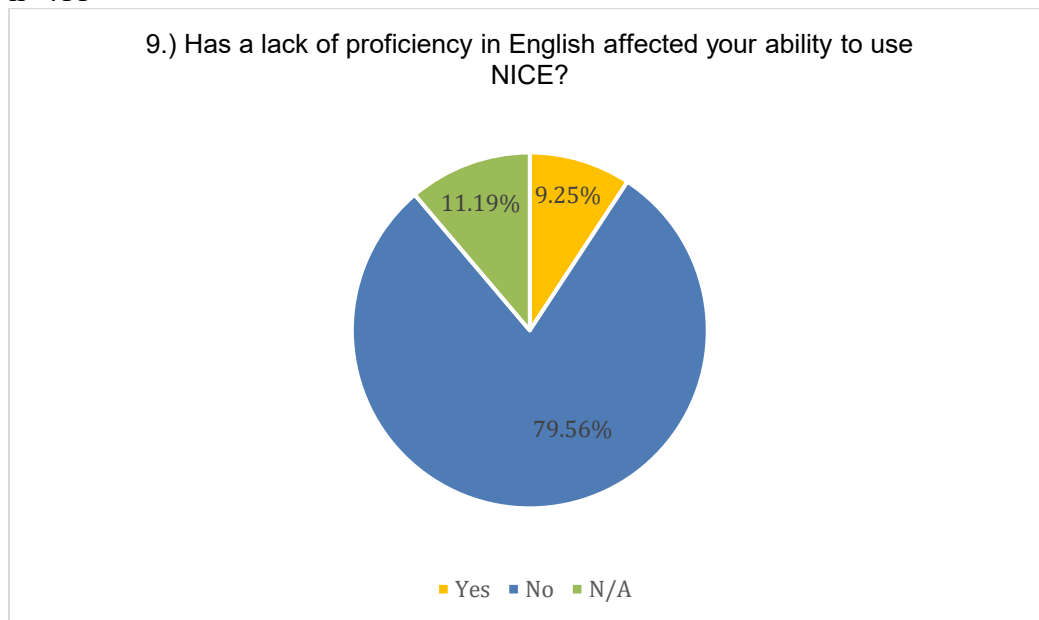
Close to 50 percent indicated an income below $25,000 annually. About 69 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 50 percent would take a taxi if NICE was not available.

Exhibit C.20.d Route n43 Household Income
n=411

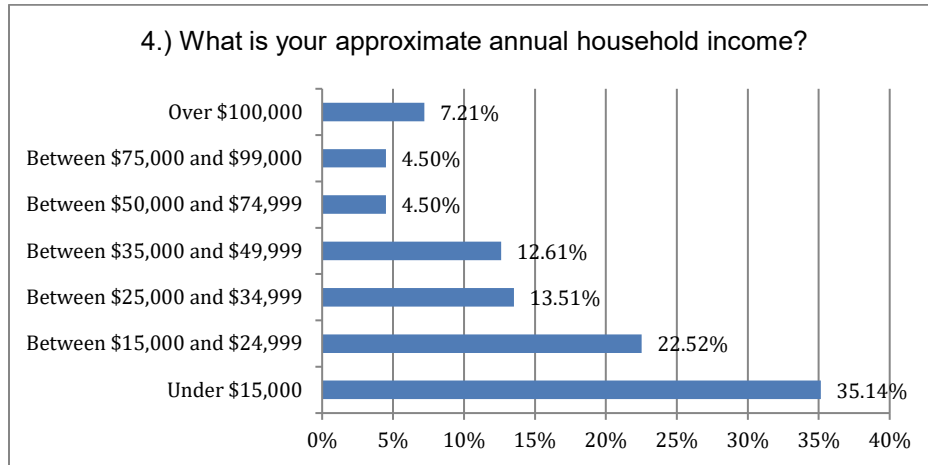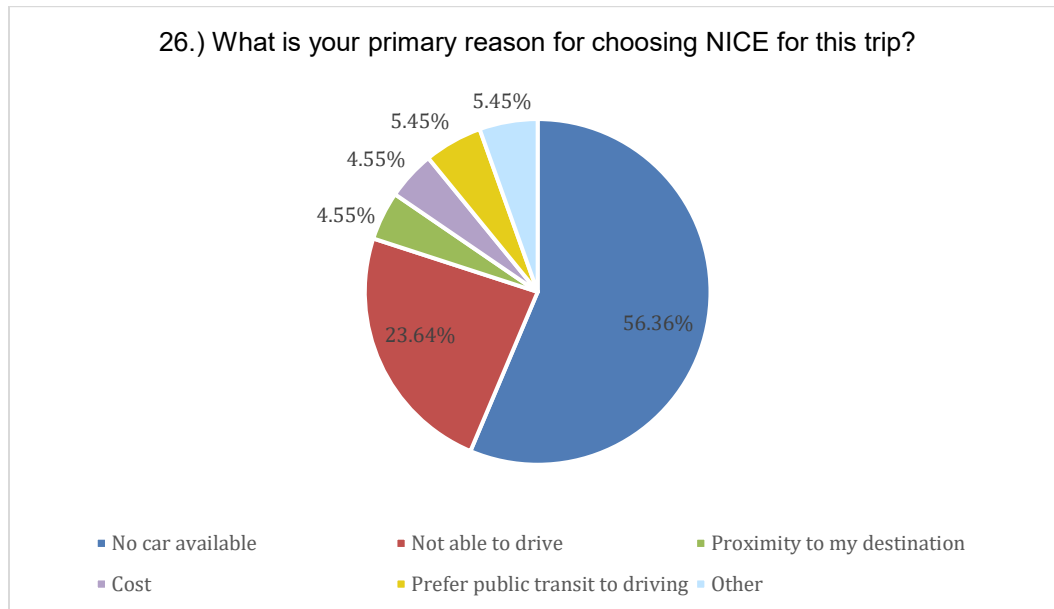**4.) What is your approximate annual household income?**

Income	%
Over $100,000	8.52%
Between $75,000 and $99,000	13.63%
Between $50,000 and $74,999	15.33%
Between $35,000 and $49,999	10.71%
Between $25,000 and $34,999	9.25%
Between $15,000 and $24,999	16.55%
Under $15,000	26.03%
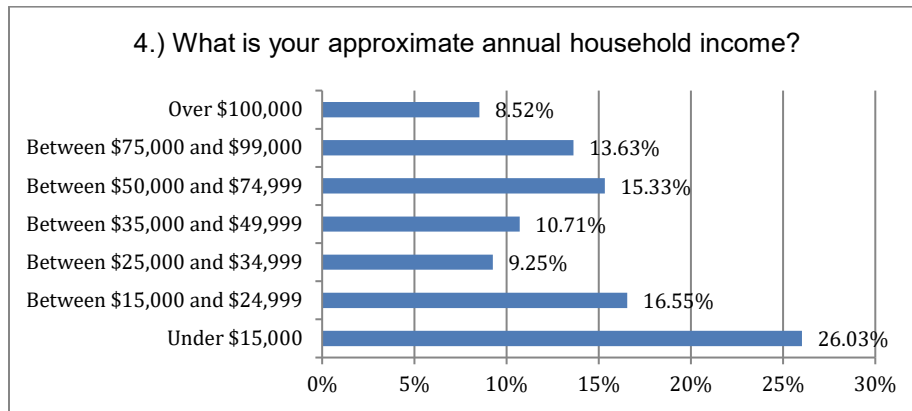
Exhibit C.20.e Route n43 Reason for Riding
n=407
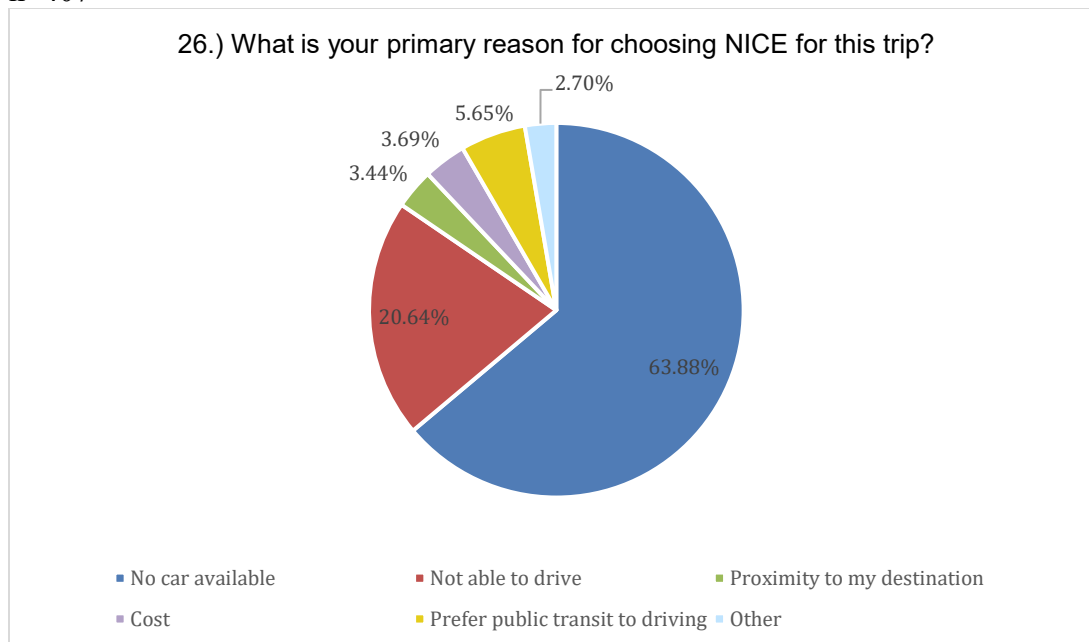
26.) What is your primary reason for choosing NICE for this trip?

- No car available: 63.88%
- Not able to drive: 20.64%
- Proximity to my destination: 3.44%
- Cost: 3.69%
- Prefer public transit to driving: 5.65%
- Other: 2.70%

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

Exhibit C.20.f Route n43 Alternatives to NICE

n=407
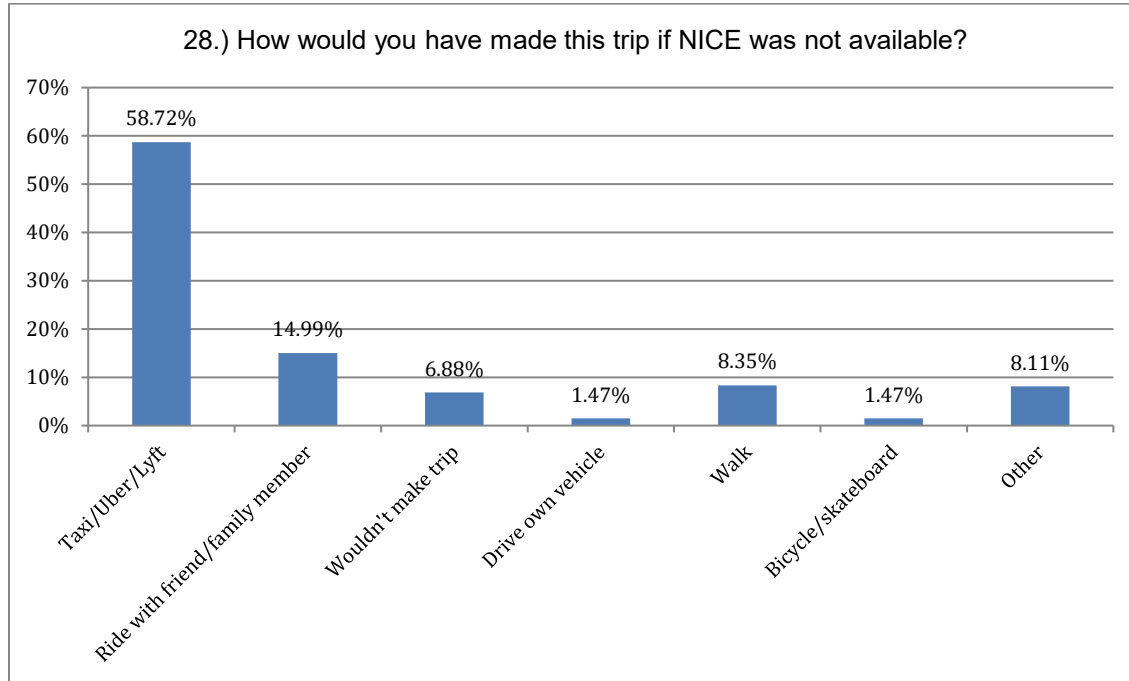
28.) How would you have made this trip if NICE was not available?

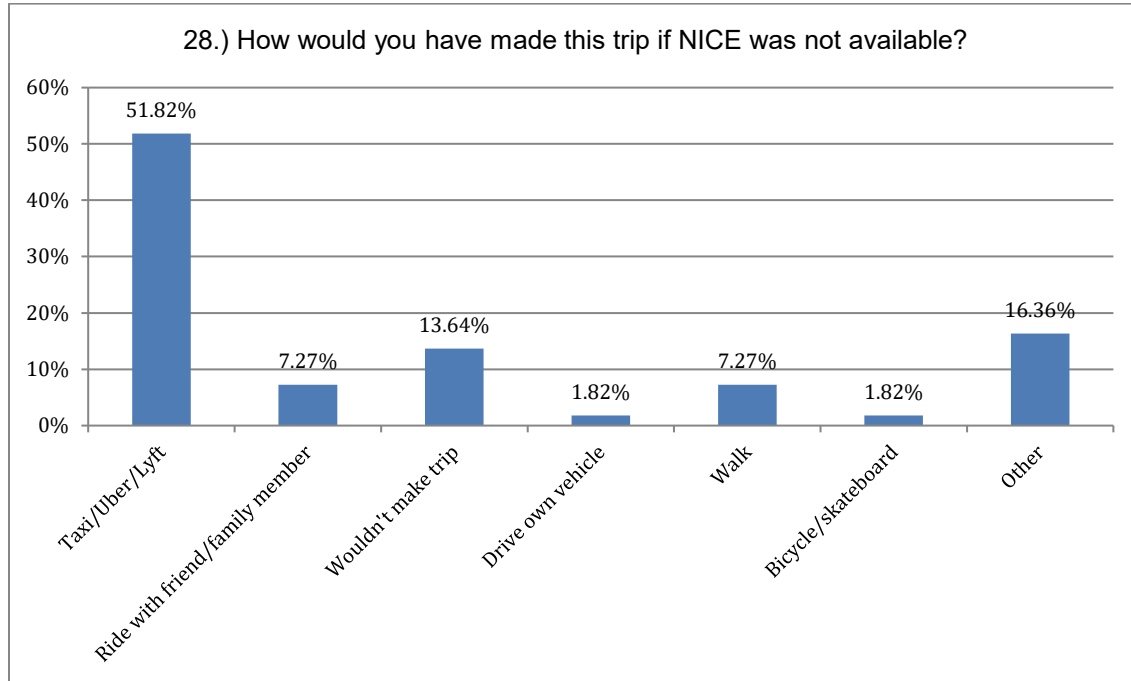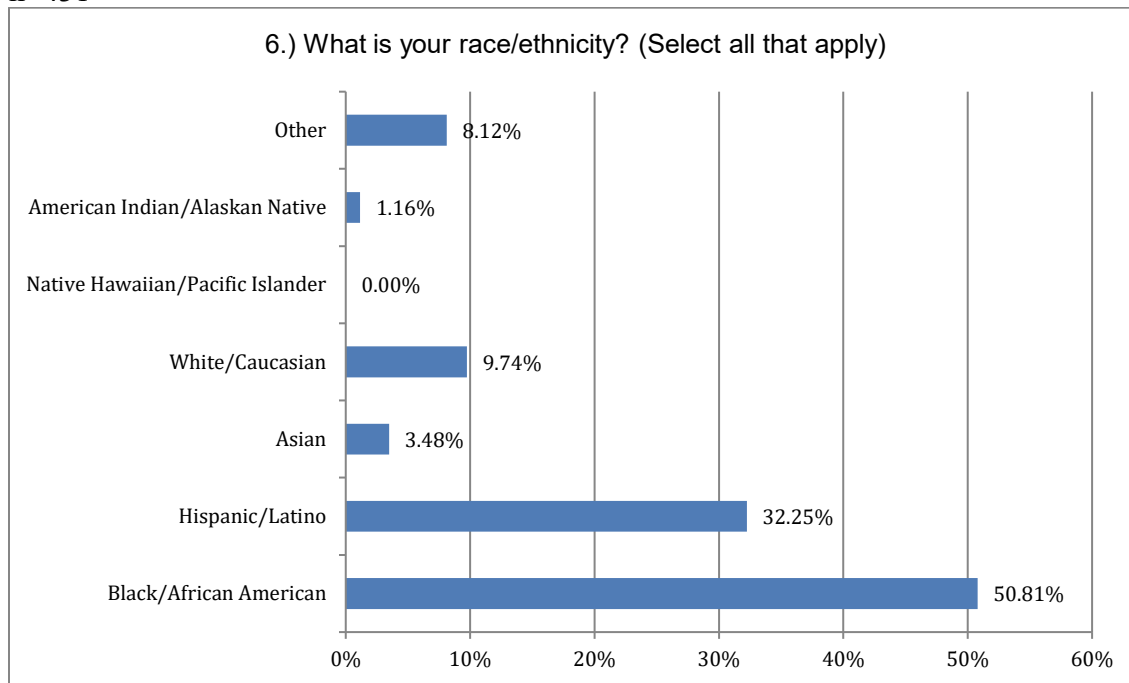| Category	Percentage
Taxi/Uber/Lyft	58.72%
Ride with friend/family member	14.99%
Wouldn't make trip	6.88%
Drive own vehicle	1.47%
Walk	8.35%
Bicycle/skateboard	1.47%
Other	8.11%

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ROUTE N48

Over 92 percent of Route n48 respondents indicated being a "minority" ethnicity. Slightly more than 39 percent of respondents indicated their ethnicity as Black/African American. Almost 34 percent described their ethnicity as Hispanic/Latino.

Exhibit C.21.a Route n48 Ethnicity
n=103

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

Category	Percent
Other	1.94%
American Indian/Alaskan Native	0.00%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	7.77%
Asian	11.65%
Hispanic/Latino	33.98%
Black/African American	49.51%

More than 71 percent of respondents cited speaking English at home. Nearly 36 percent speak Spanish at home. 10.68 percent indicated speaking French/Haitian Creole. Nearly 12 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C. 21.b Route n48 Languages
n=103

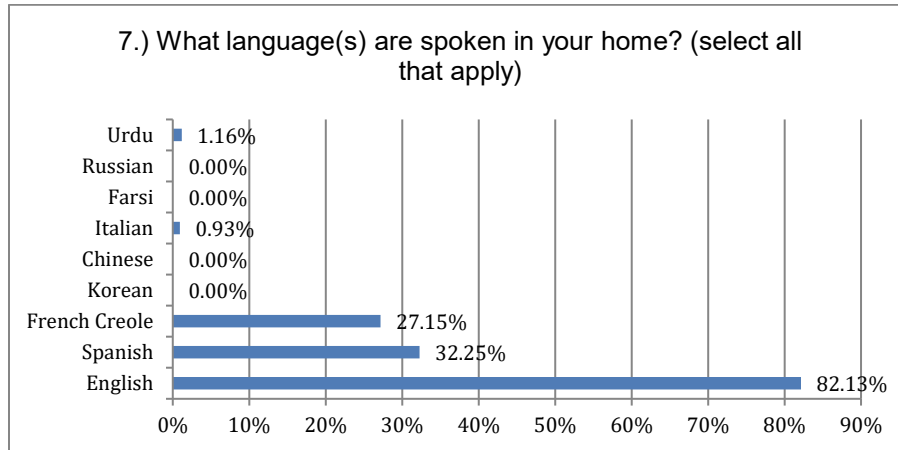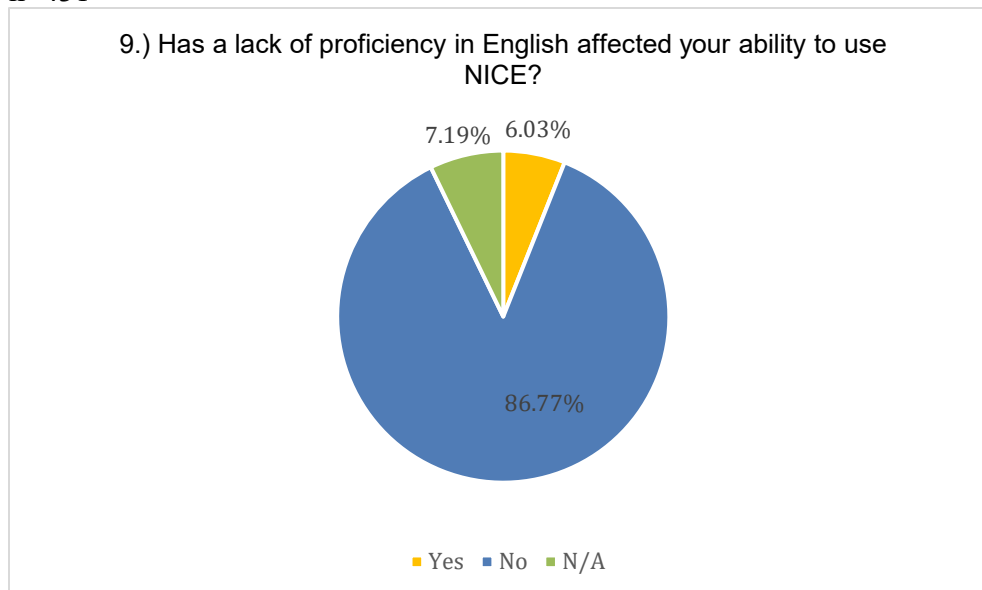**7.) What language(s) are spoken in your home? (select all that apply)**

Language	Percentage
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	1.94%
Chinese	1.94%
Korean	0.97%
French Creole	10.68%
Spanish	35.92%
English	71.84%

Exhibit C. 21.c Route n48 Lack of Proficiency in English Impacting NICE Use
n=103

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

- Yes: 11.65%
- No: 73.79%
- N/A: 14.56%

Over 52 percent indicated an income below $25,000 annually. Just over 83 percent choose NICE because they lack access to a personal vehicle or ability to drive. More than 38 percent would take a taxi if NICE was not available.

Exhibit C. 21.d Route n48 Household Income
n=103

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	5.83%
Between $75,000 and $99,000	7.77%
Between $50,000 and $74,999	5.83%
Between $35,000 and $49,999	18.45%
Between $25,000 and $34,999	9.71%
Between $15,000 and $24,999	20.39%
Under $15,000	32.04%
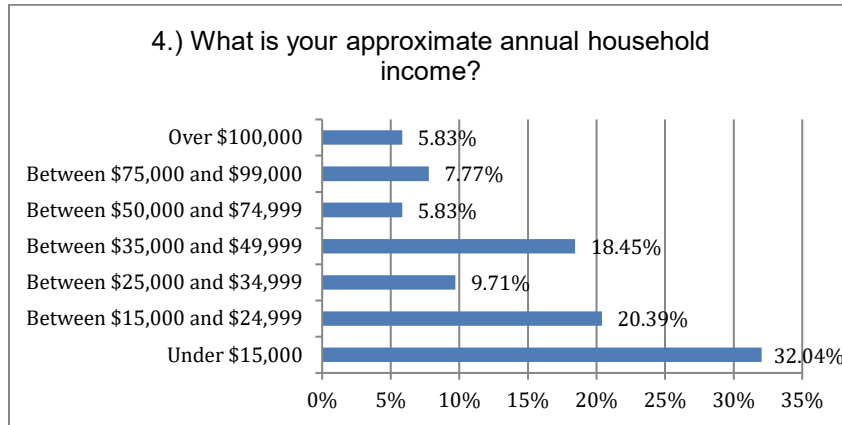
Exhibit C. 21.e Route n48 Reason for Riding
n=102
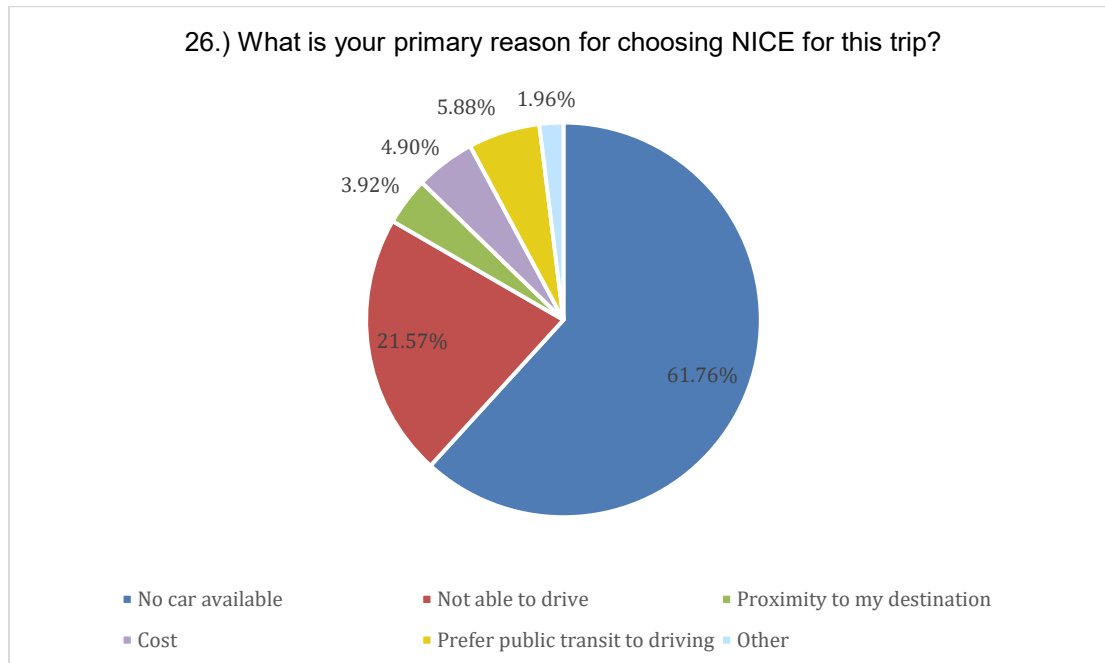
26.) What is your primary reason for choosing NICE for this trip?

- No car available — 61.76%
- Not able to drive — 21.57%
- Proximity to my destination — 3.92%
- Cost — 4.90%
- Prefer public transit to driving — 5.88%
- Other — 1.96%

Exhibit C. 21.f Route n48 Alternatives to NICE

n=102
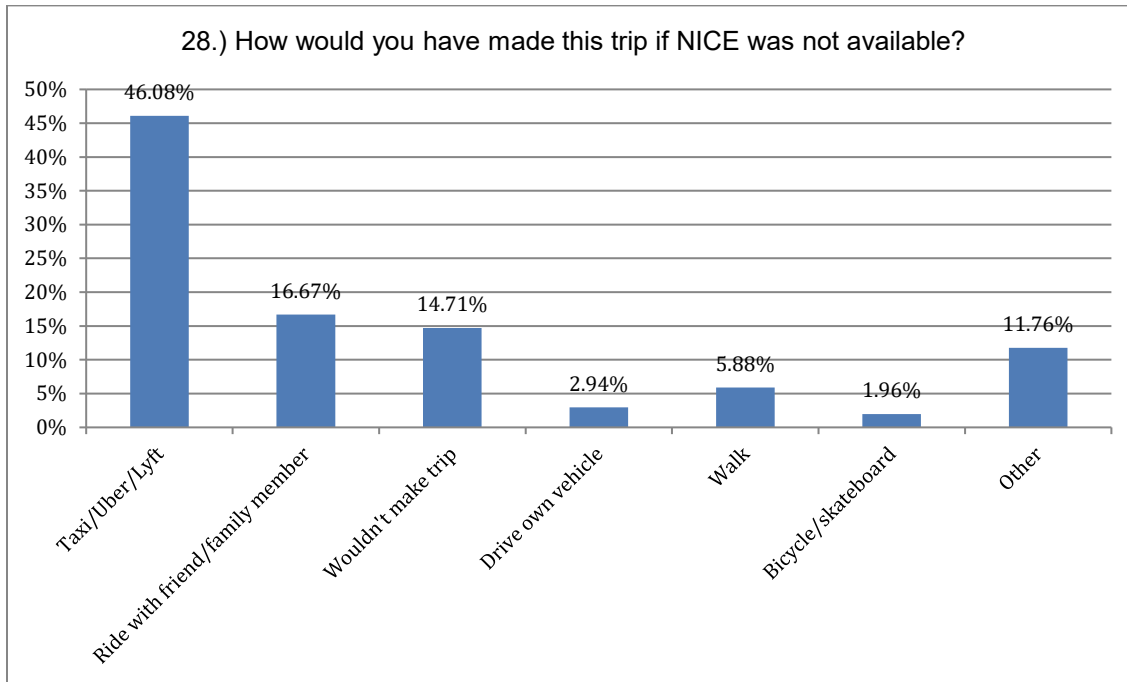
28.) How would you have made this trip if NICE was not available?

Response	Percent
Taxi/Uber/Lyft	46.08%
Ride with friend/family member	16.67%
Wouldn't make trip	14.71%
Drive own vehicle	2.94%
Walk	5.88%
Bicycle/skateboard	1.96%
Other	11.76%

ROUTE N49

More than 89 percent of Route n49 respondents indicated being a "minority" ethnicity. Over 39 percent of respondents indicated their ethnicity as Black/African American. Another 36 percent described their ethnicity as Hispanic/Latino.

Exhibit C.22.a Route n49 Ethnicity
n=111
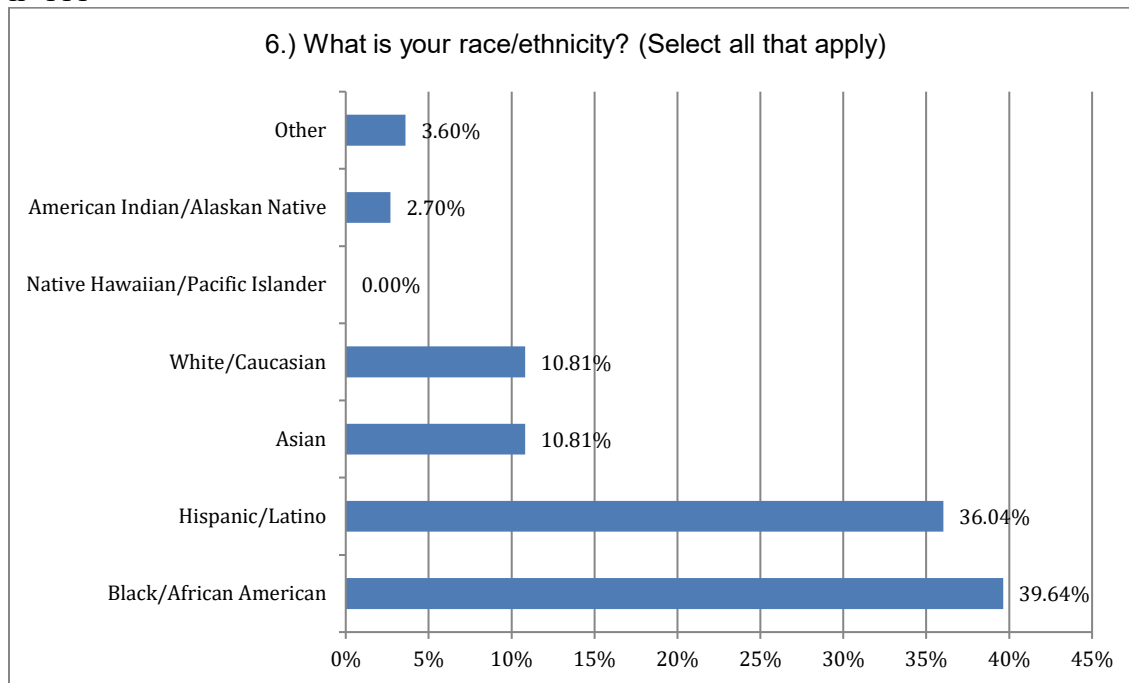
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	3.60%
American Indian/Alaskan Native	2.70%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	10.81%
Asian	10.81%
Hispanic/Latino	36.04%
Black/African American	39.64%

More than 76 percent of respondents cited speaking English at home. Over 35 percent speak Spanish at home, while 13.5 percent speak French/Haitian Creole. A little more than 9 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C. 22.b Route n49 Languages
n=111

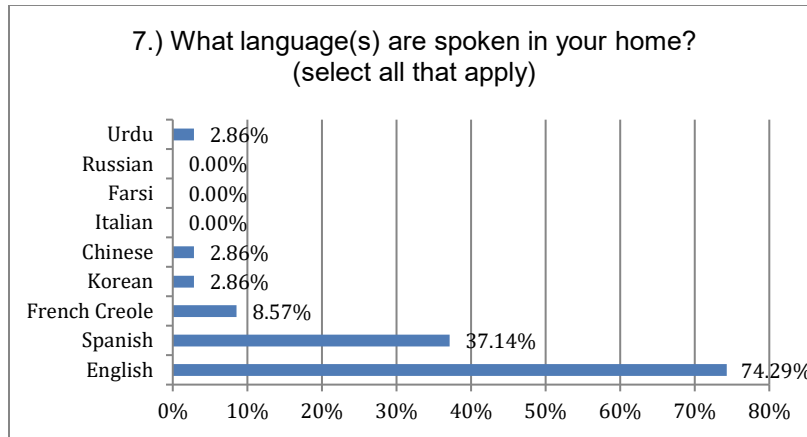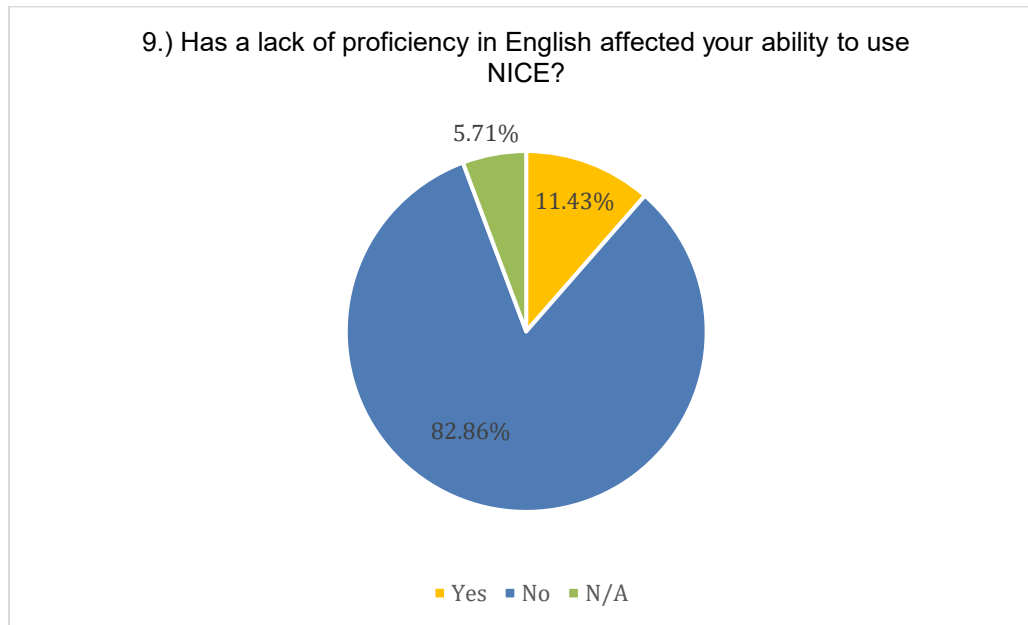7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	1.80%
Russian	0.00%
Farsi	0.00%
Italian	0.90%
Chinese	2.70%
Korean	0.90%
French Creole	13.51%
Spanish	35.14%
English	76.58%
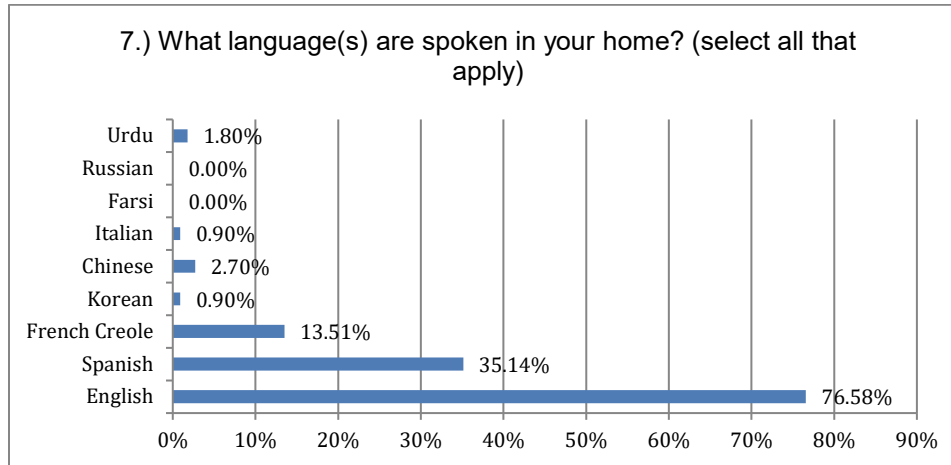
Exhibit C. 22.c Route n49 Lack of Proficiency in English Impacting NICE Use
n=111
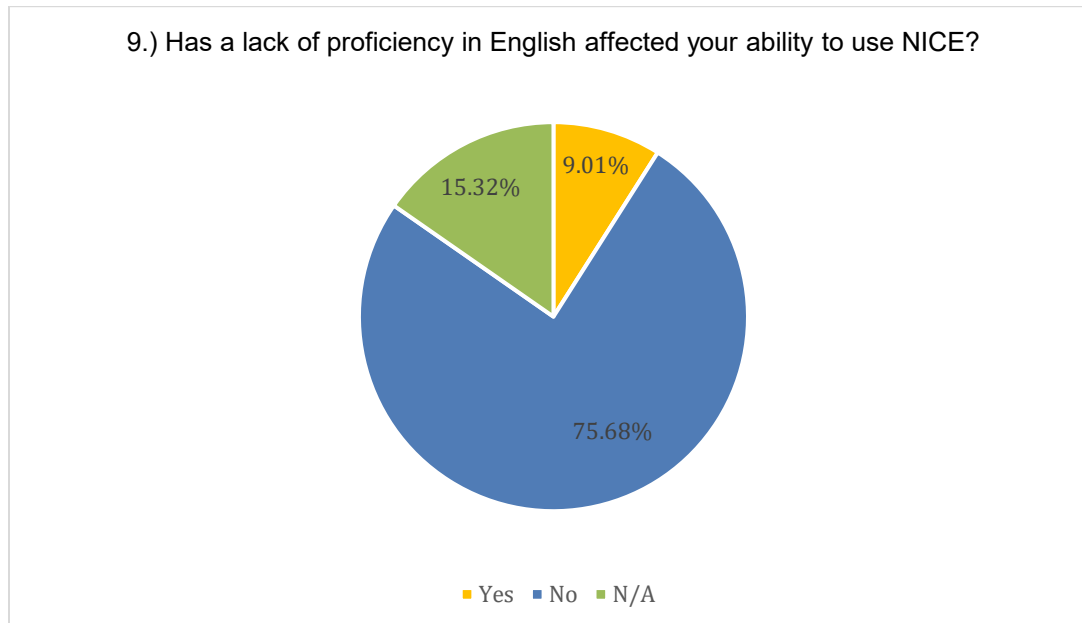
9.) Has a lack of proficiency in English affected your ability to use NICE?

- Yes 9.01%
- No 75.68%
- N/A 15.32%

Over 57 percent indicated an income below $25,000 annually. More than 80 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Almost 52 percent would take a taxi/rideshare if NICE was not available.

Exhibit C. 22.d Route n49 Household Income

n=111

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	7.21%
Between $75,000 and $99,000	4.50%
Between $50,000 and $74,999	4.50%
Between $35,000 and $49,999	12.61%
Between $25,000 and $34,999	13.51%
Between $15,000 and $24,999	22.52%
Under $15,000	35.14%

Exhibit C. 22.e Route n49 Reason for Riding

n=110

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

- No car available: 56.36%
- Not able to drive: 23.64%
- Proximity to my destination: 4.55%
- Cost: 4.55%
- Prefer public transit to driving: 5.45%
- Other: 5.45%

Exhibit C. 22.f Route n49 Alternatives to NICE

n=110

Chart title: 28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	51.82%
Ride with friend/family member	7.27%
Wouldn't make trip	13.64%
Drive own vehicle	1.82%
Walk	7.27%
Bicycle/skateboard	1.82%
Other	16.36%

ROUTE N54/55

Over 90 percent of Route n54/55 respondents indicated being a "minority" ethnicity. More than 50 percent of respondents indicated their ethnicity as Black/African American. Of Route n54/55 respondents, 32.25 percent described their ethnicity as Hispanic/Latino.

Exhibit C .23.a Route n54/55 Ethnicity
n=431

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

Ethnicity	Percent
Other	8.12%
American Indian/Alaskan Native	1.16%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	9.74%
Asian	3.48%
Hispanic/Latino	32.25%
Black/African American	50.81%

More than 82 percent of respondents cited speaking English at home. Spanish is spoken in the home by 32 percent. French/Haitian Creole (27.15%) was also indicated. 6.03 percent indicated a lack of proficiency in English impacted their use of NICE.
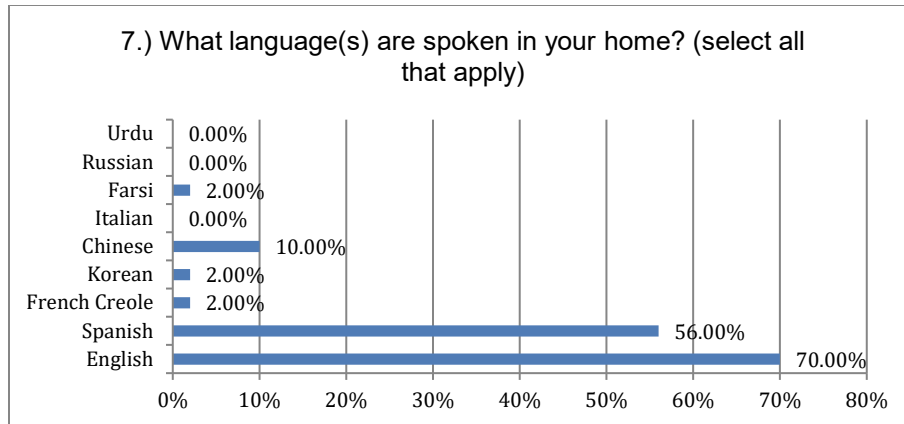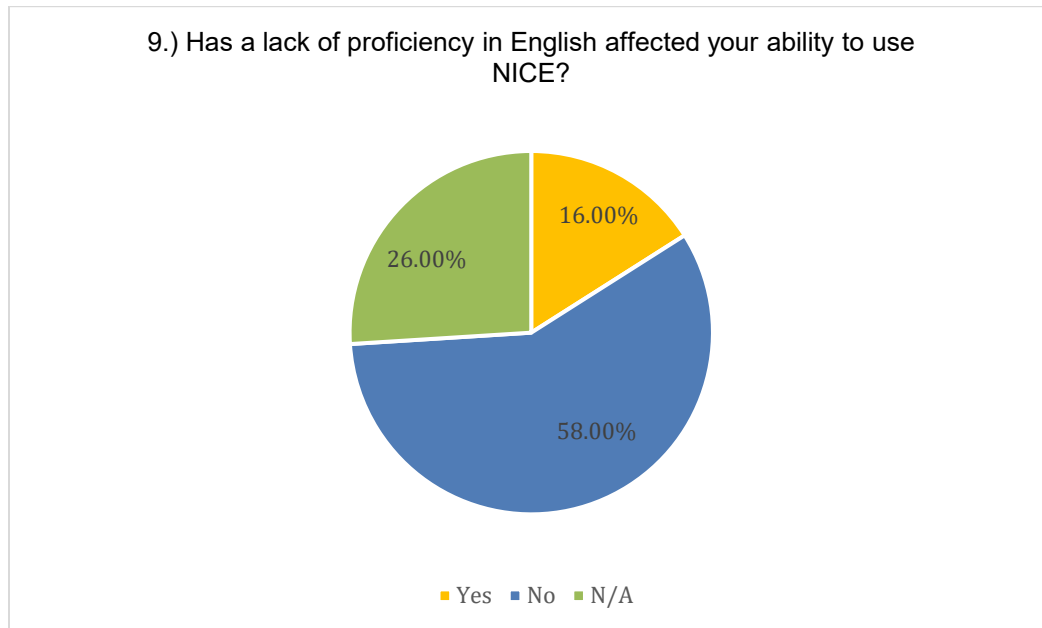
Exhibit C.23.b Route n54/55 Languages
n=431

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	1.16%
Russian	0.00%
Farsi	0.00%
Italian	0.93%
Chinese	0.00%
Korean	0.00%
French Creole	27.15%
Spanish	32.25%
English	82.13%

Exhibit C.23.c Route n54/55 Lack of Proficiency in English Impacting NICE Use
n=431

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

- Yes: 6.03%
- No: 86.77%
- N/A: 7.19%

Over 38 percent indicated an income below $25,000 annually. More than 75 percent choose NICE because they lack access to a personal vehicle or are not able to drive. Over 47 percent would take a taxi/rideshare if NICE was not available.

Exhibit C.23.d Route n54/55 Household Income
n=431

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	4.87%
Between $75,000 and $99,000	17.40%
Between $50,000 and $74,999	18.33%
Between $35,000 and $49,999	12.30%
Between $25,000 and $34,999	8.35%
Between $15,000 and $24,999	14.15%
Under $15,000	24.59%
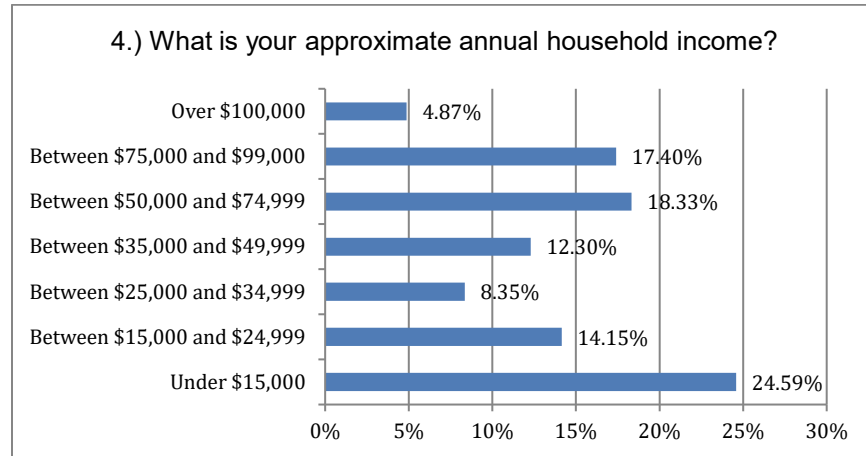
Exhibit C.23.e Route n54/55 Reason for Riding
n=428
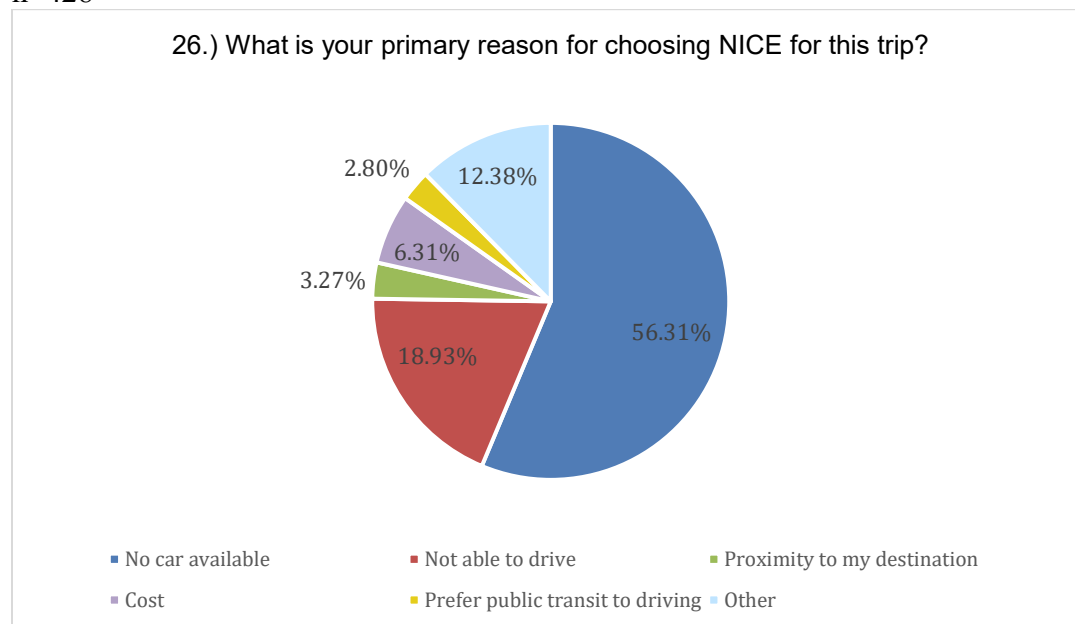
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	56.31%
Not able to drive	18.93%
Proximity to my destination	3.27%
Cost	6.31%
Prefer public transit to driving	2.80%
Other	12.38%

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

n=428
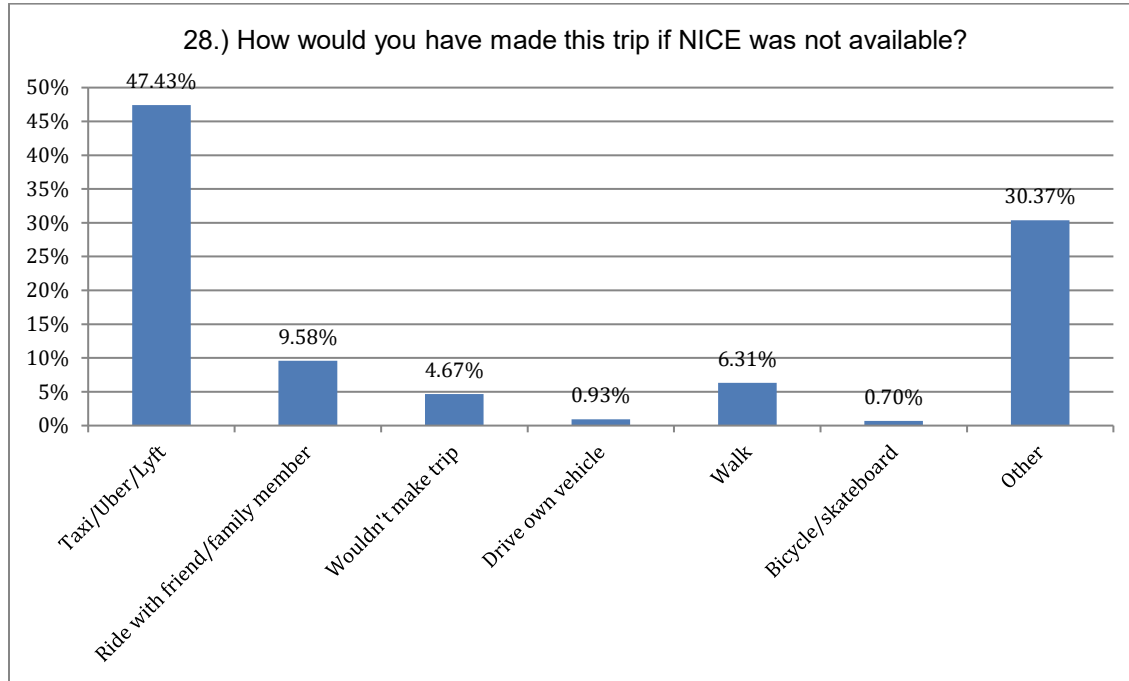
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	47.43%
Ride with friend/family member	9.58%
Wouldn't make trip	4.67%
Drive own vehicle	0.93%
Walk	6.31%
Bicycle/skateboard	0.70%
Other	30.37%

ROUTE N57

More than 88 percent of Route n57 respondents indicated being a "minority" ethnicity. More than 42 percent of respondents indicated their ethnicity as Black/African American and 40.0 percent as Hispanic/Latino. 5.71 percent described their ethnicity as Asian.

Exhibit C.24.a Route n57 Ethnicity
n=35
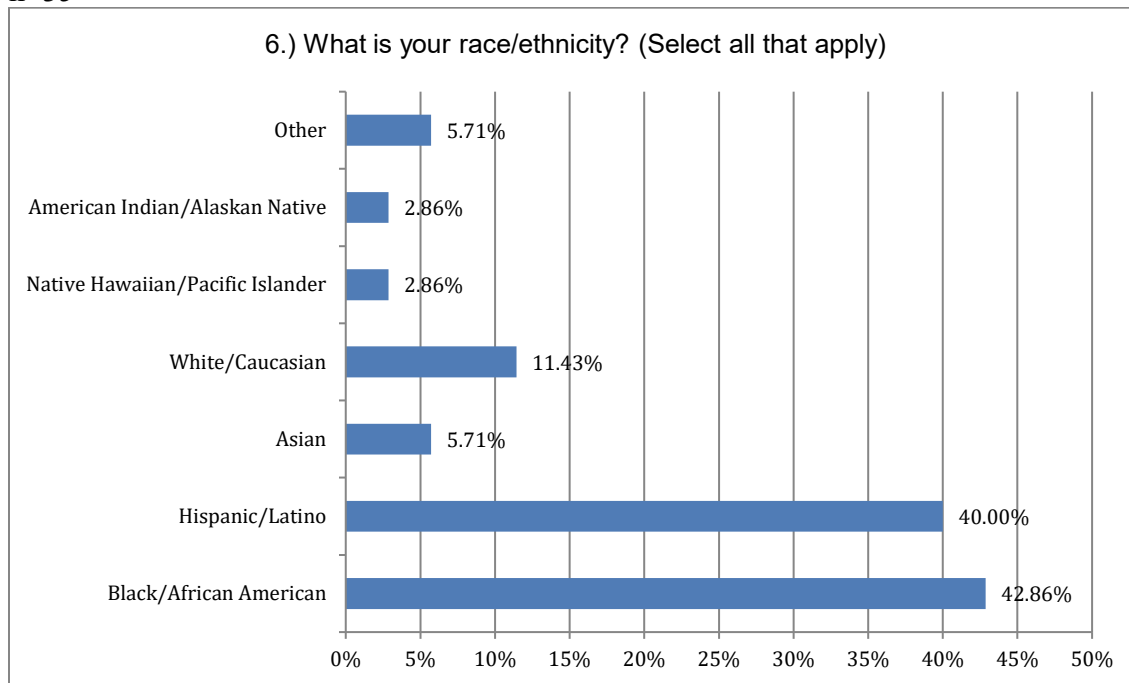
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	5.71%
American Indian/Alaskan Native	2.86%
Native Hawaiian/Pacific Islander	2.86%
White/Caucasian	11.43%
Asian	5.71%
Hispanic/Latino	40.00%
Black/African American	42.86%

Over 37 percent of respondents cited speaking Spanish at home while 74.3 percent speak English. 11.43 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C. 24.b Route n57 Languages
n=35

7.) What language(s) are spoken in your home?
(select all that apply)

Language	Percent
Urdu	2.86%
Russian	0.00%
Farsi	0.00%
Italian	0.00%
Chinese	2.86%
Korean	2.86%
French Creole	8.57%
Spanish	37.14%
English	74.29%

Exhibit C. 24.c Route n57 Lack of Proficiency in English Impacting NICE Use
n=35

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

- Yes: 11.43%
- No: 82.86%
- N/A: 5.71%

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Over 554 percent indicated an income below $25,000 annually. More than 80 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 28.57 percent would take a taxi/rideshare if NICE was not available and 25.7 percent would ride with a family member or friend.

Exhibit C. 24.d Route n57 Household Income
n=35

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	2.86%
Between $75,000 and $99,000	2.86%
Between $50,000 and $74,999	2.86%
Between $35,000 and $49,999	8.57%
Between $25,000 and $34,999	28.57%
Between $15,000 and $24,999	34.29%
Under $15,000	20.00%
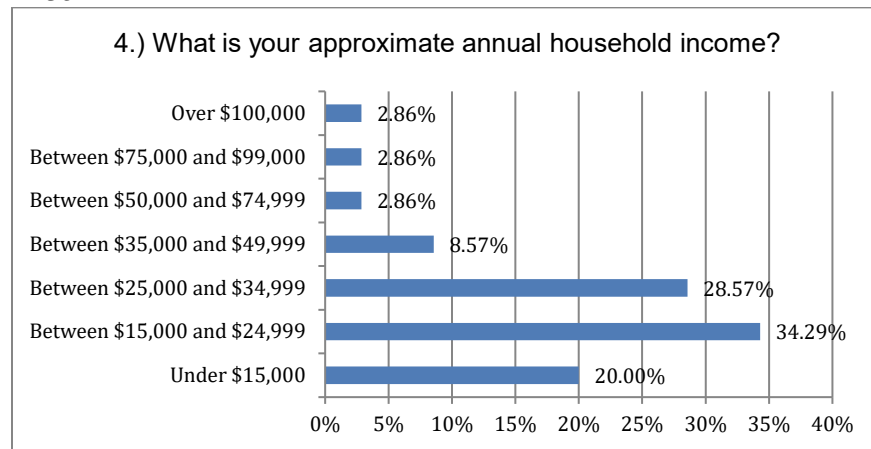
Exhibit C.24.e Route n57 Reason for Riding
n=35

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

- No car available — 77.14%
- Not able to drive — 2.86%
- Proximity to my destination — 5.71%
- Cost — 2.86%
- Prefer public transit to driving — 11.43%
- Other — 0.00%
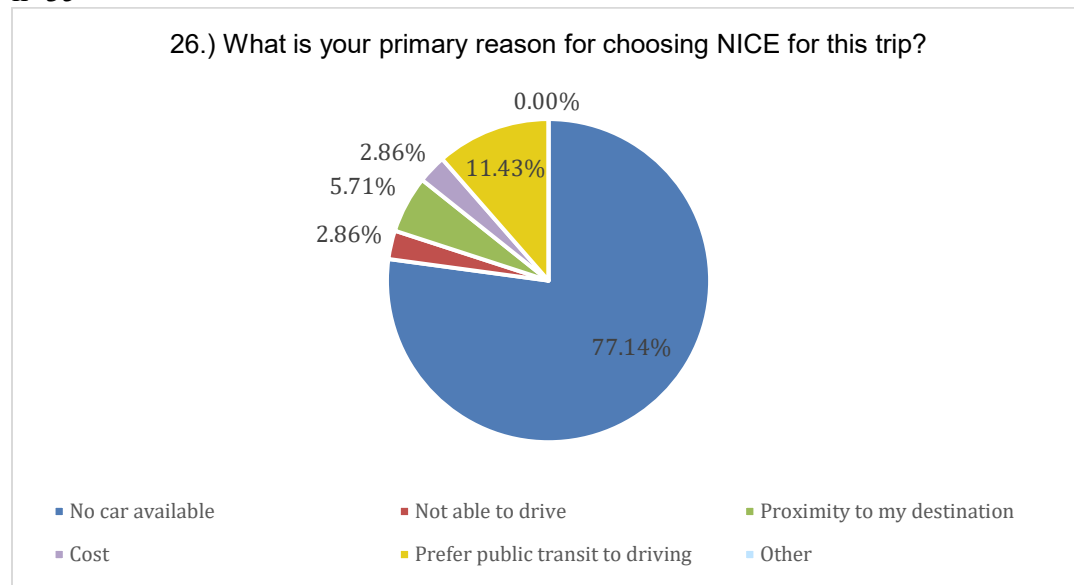
Exhibit C. 24.f Route n57 Alternatives to NICE
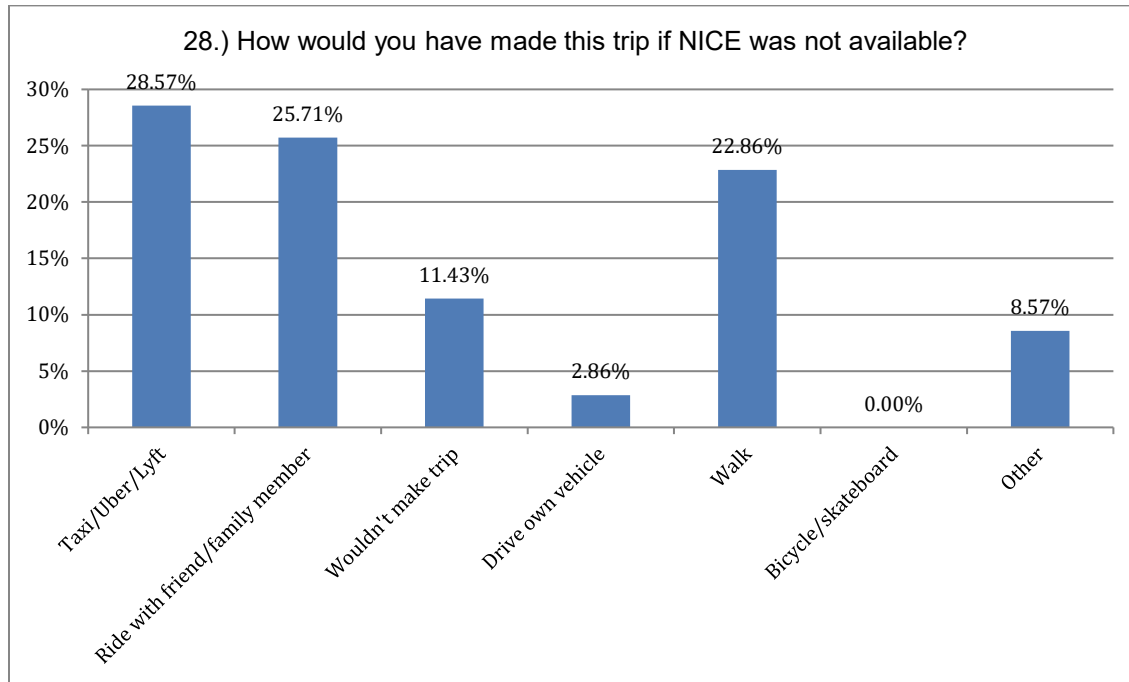
n=35

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

Bar chart showing responses:
- Taxi/Uber/Lyft: 28.57%
- Ride with friend/family member: 25.71%
- Wouldn't make trip: 11.43%
- Drive own vehicle: 2.86%
- Walk: 22.86%
- Bicycle/skateboard: 0.00%
- Other: 8.57%

ROUTE N58

About 96 percent of Route n58 respondents indicated being a "minority" ethnicity. 56.0 percent of respondents indicated their ethnicity as Hispanic/Latino. 16 percent described their ethnicity as Black/African American, while 16.0 percent self-identified as Asian.

Exhibit C.25.a Route n58 Ethnicity
n=50
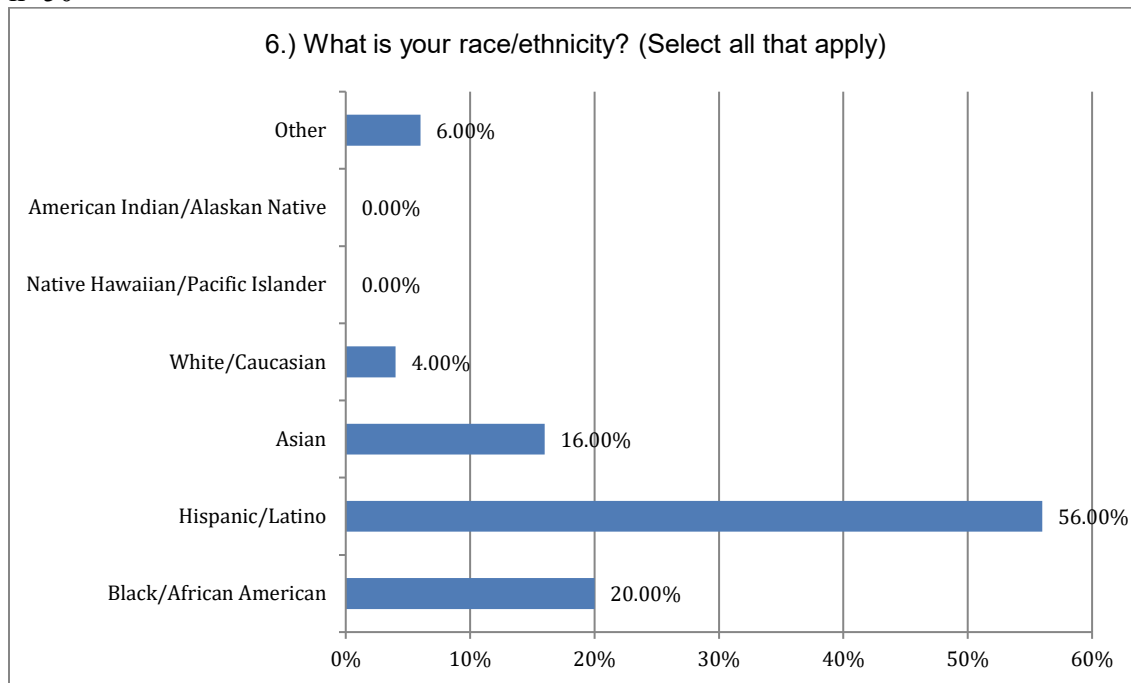
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	6.00%
American Indian/Alaskan Native	0.00%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	4.00%
Asian	16.00%
Hispanic/Latino	56.00%
Black/African American	20.00%

56 percent of respondents cited speaking Spanish at home while 70 percent speak English at home. 16 percent indicated a lack of proficiency in English impacted their use of NICE.
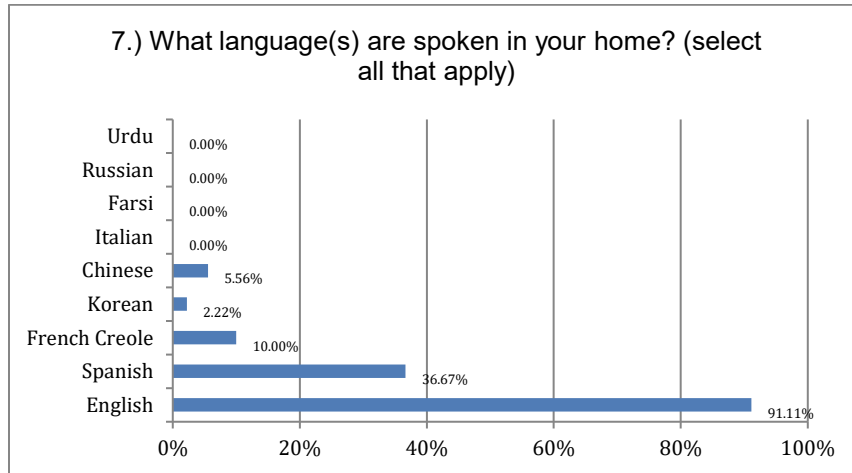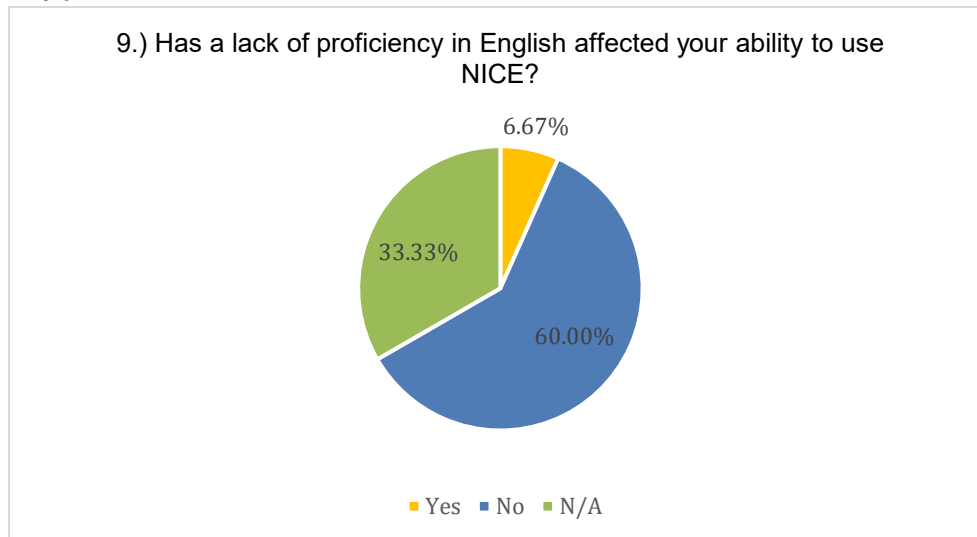
Exhibit C.25.b Route n58 Languages
n=50

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.00%
Farsi	2.00%
Italian	0.00%
Chinese	10.00%
Korean	2.00%
French Creole	2.00%
Spanish	56.00%
English	70.00%

Exhibit C.25.c Route n58 Lack of Proficiency in English Impacting NICE Use
n=50

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

- Yes: 16.00%
- No: 58.00%
- N/A: 26.00%

50percent indicated an income below $25,000 annually. More than 67 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 32.65 percent of Route n48 respondents would take a taxi if NICE was not available.

Exhibit C.25.d Route n58 Household Income

n=50

4.) What is your approximate annual household income?

Over $100,000	10.00%
Between $75,000 and $99,000	10.00%
Between $50,000 and $74,999	8.00%
Between $35,000 and $49,999	8.00%
Between $25,000 and $34,999	14.00%
Between $15,000 and $24,999	12.00%
Under $15,000	38.00%
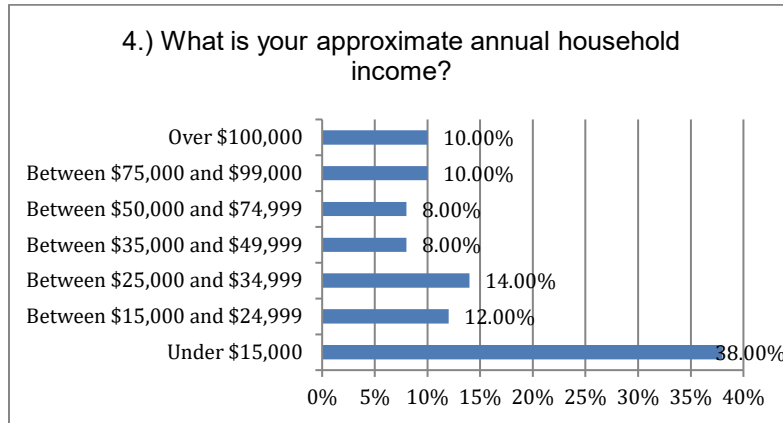
Exhibit C.25.e Route n58 Reason for Riding

n=49
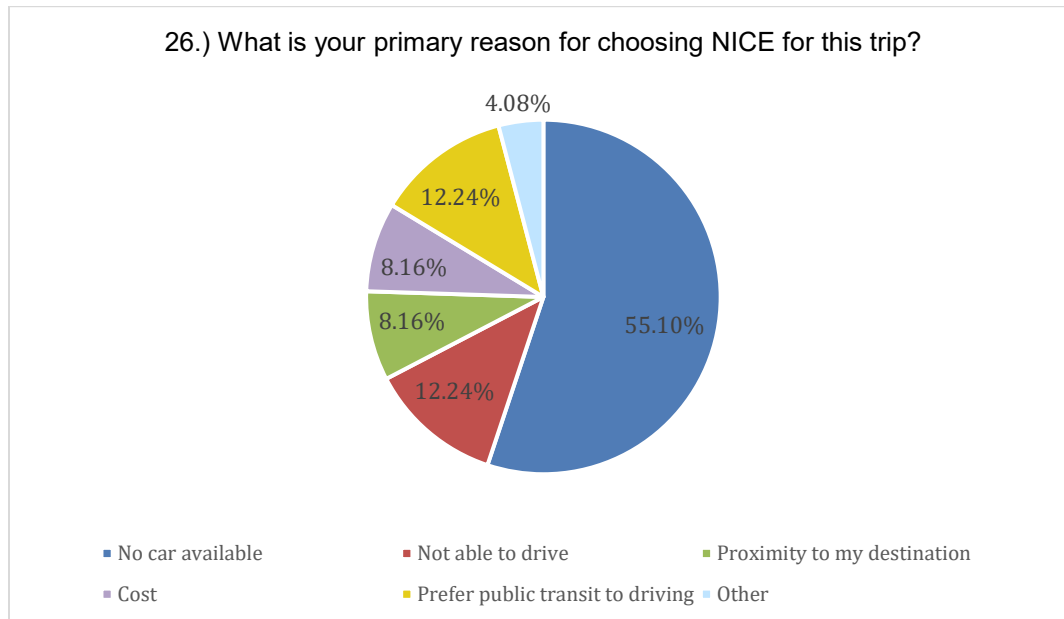
26.) What is your primary reason for choosing NICE for this trip?

- 4.08%
- 12.24%
- 8.16%
- 8.16%
- 55.10%
- 12.24%

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

Exhibit C.25.f Route n58 Alternatives to NICE

n=49
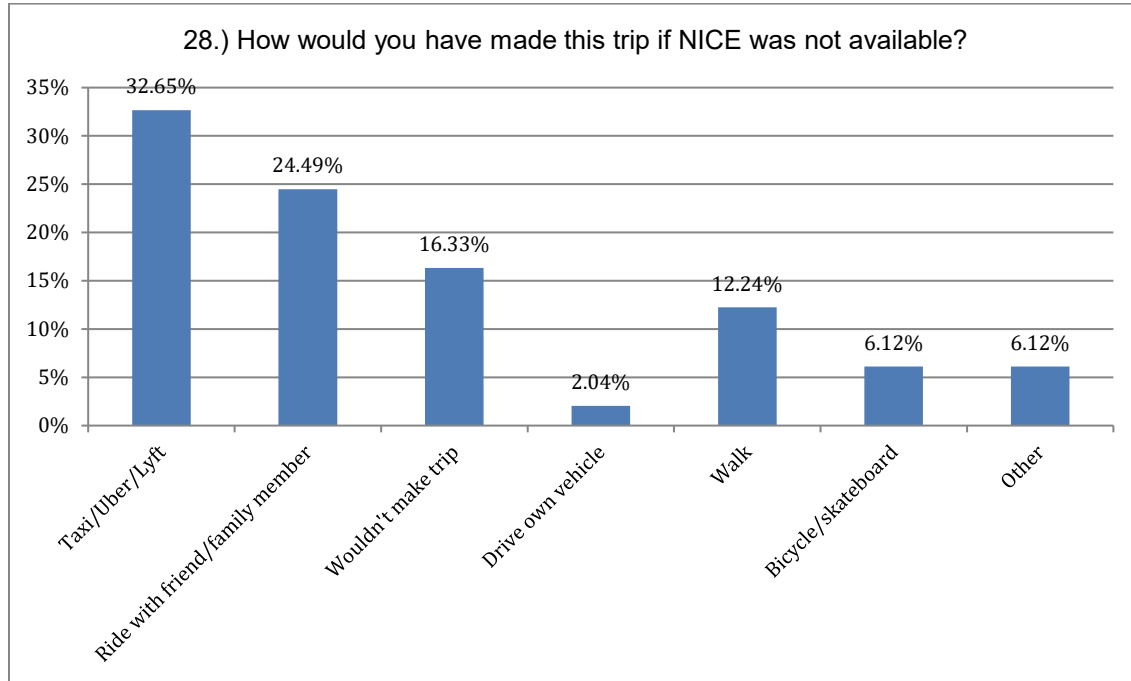
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	32.65%
Ride with friend/family member	24.49%
Wouldn't make trip	16.33%
Drive own vehicle	2.04%
Walk	12.24%
Bicycle/skateboard	6.12%
Other	6.12%

ROUTE N70/71/72

More than 86 percent of Route n70/71/72 respondents indicated being a "minority" ethnicity. More than 40.8 percent of respondents indicated their ethnicity as Black/African American while over 38.1 percent described their ethnicity as Hispanic/Latino.

Exhibit C.26.a Route n70/71/72 Ethnicity
n=524
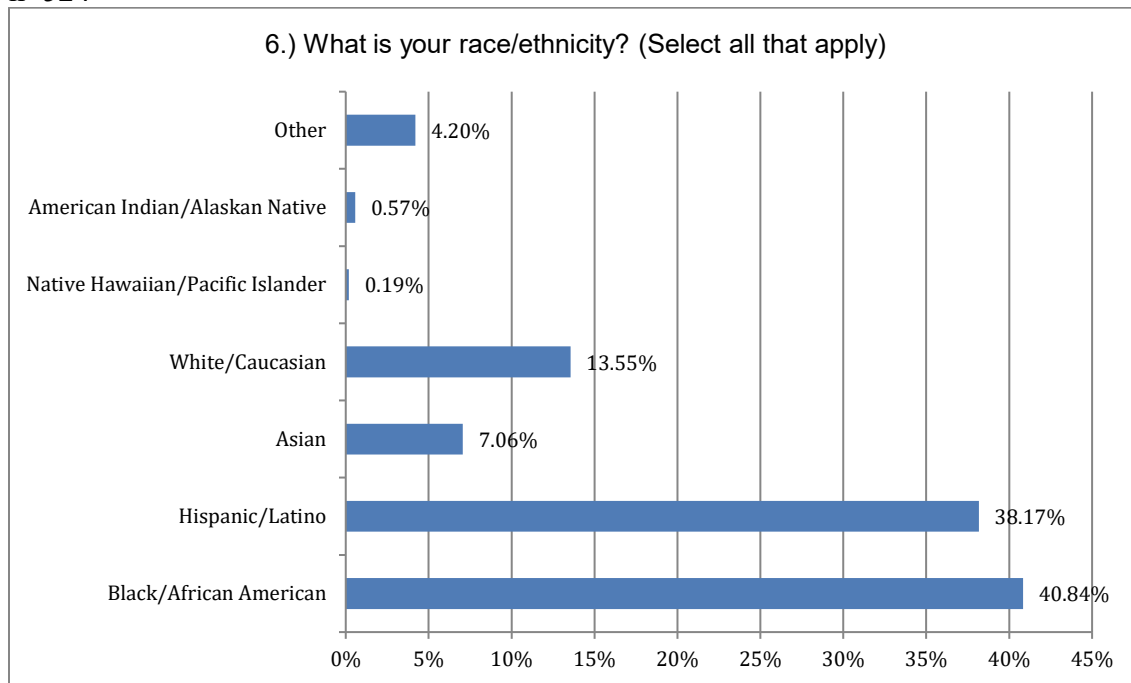
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percent
Other	4.20%
American Indian/Alaskan Native	0.57%
Native Hawaiian/Pacific Islander	0.19%
White/Caucasian	13.55%
Asian	7.06%
Hispanic/Latino	38.17%
Black/African American	40.84%

Eighty-one percent of respondents cited speaking English at home. Almost 38 percent speak Spanish at home. 11.45 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.26.b Route n70/71/72 Languages
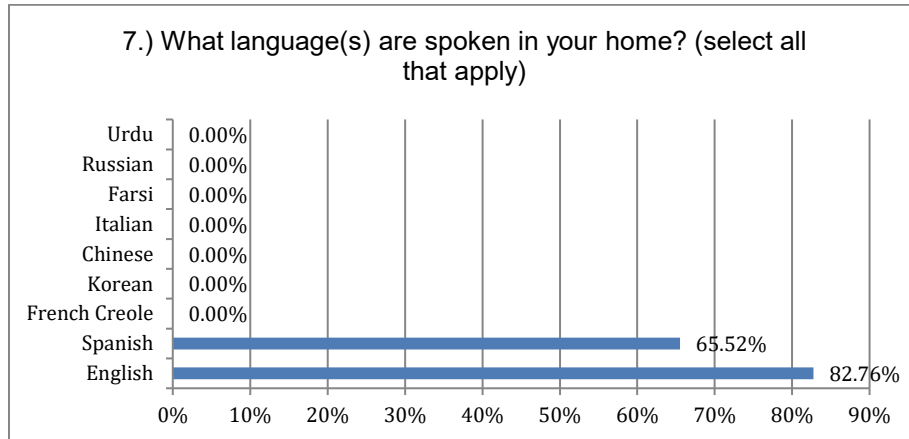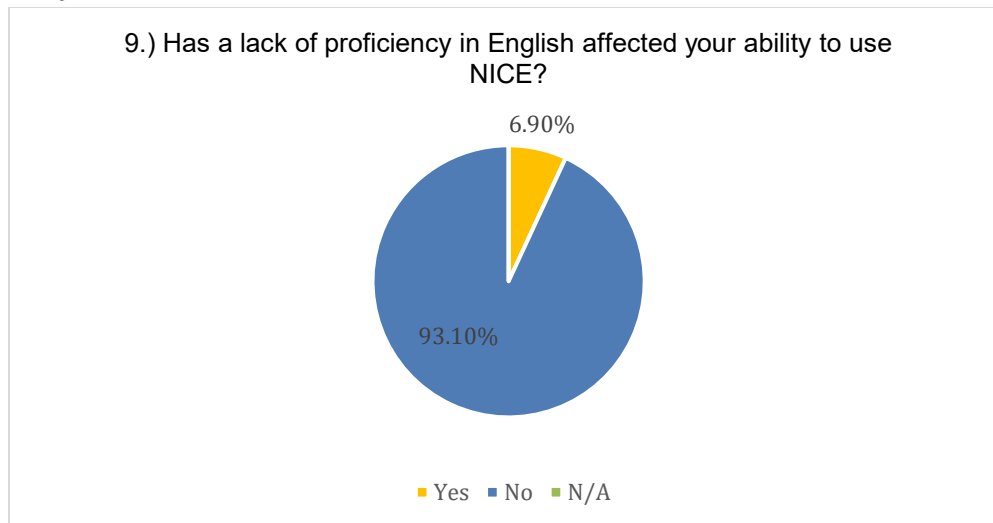n=524
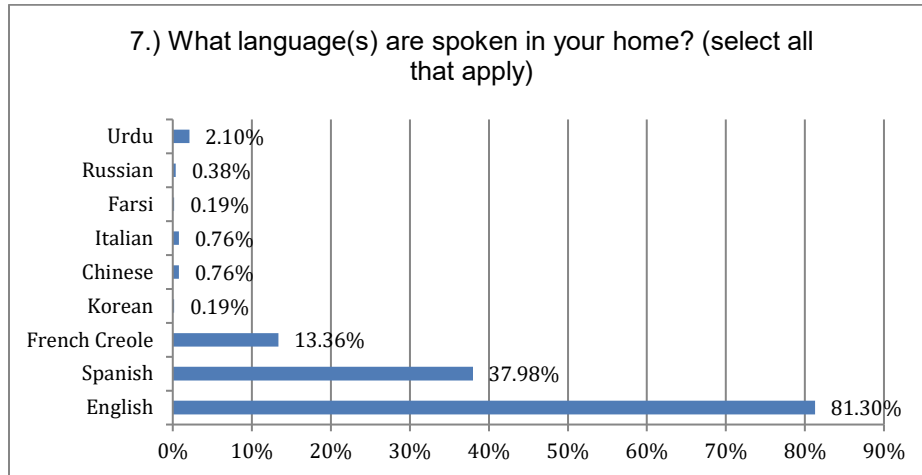
Exhibit C.26.c Route n70/71/72 Lack of Proficiency in English Impacting NICE Use
n=524
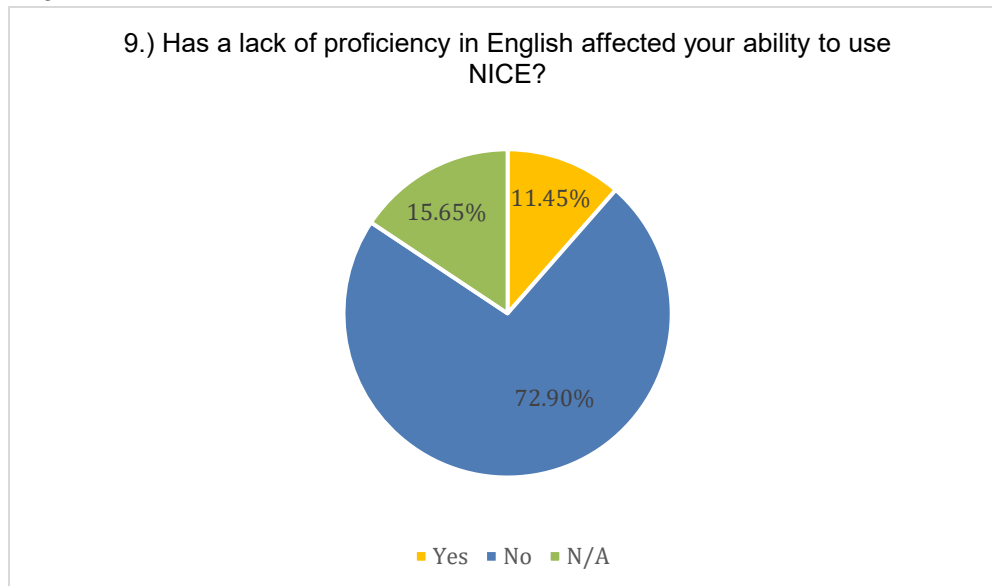
Almost 71 percent indicated an income below $25,000 annually. Just under 82 percent of respondents choose NICE because they lack access to a personal vehicle or are not able to drive. Taking a taxi if NICE was not available was the option cited by nearly 41 percent of respondents.

Exhibit C.26.d Route n70/71/72 Household Income
n=524

4.) What is your approximate annual household income?

Income	Percent
Over $100,000	4.20%
Between $75,000 and $99,000	6.68%
Between $50,000 and $74,999	9.35%
Between $35,000 and $49,999	9.92%
Between $25,000 and $34,999	14.69%
Between $15,000 and $24,999	20.99%
Under $15,000	34.16%
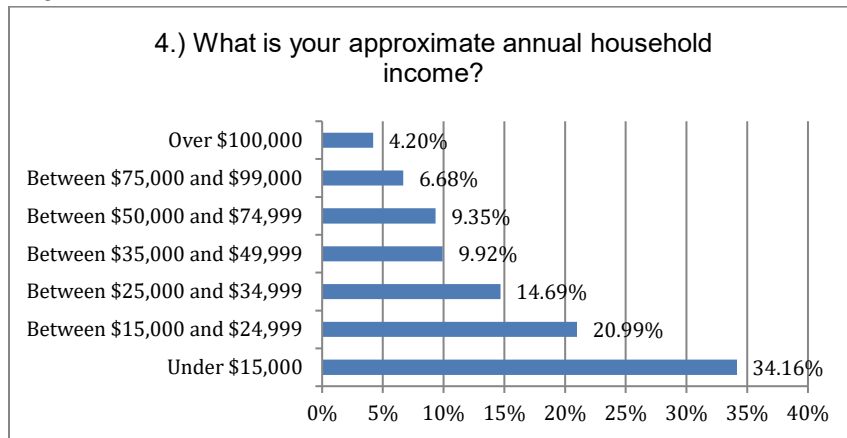
Exhibit C.26.e Route n70/71/72 Reason for Riding
n=522
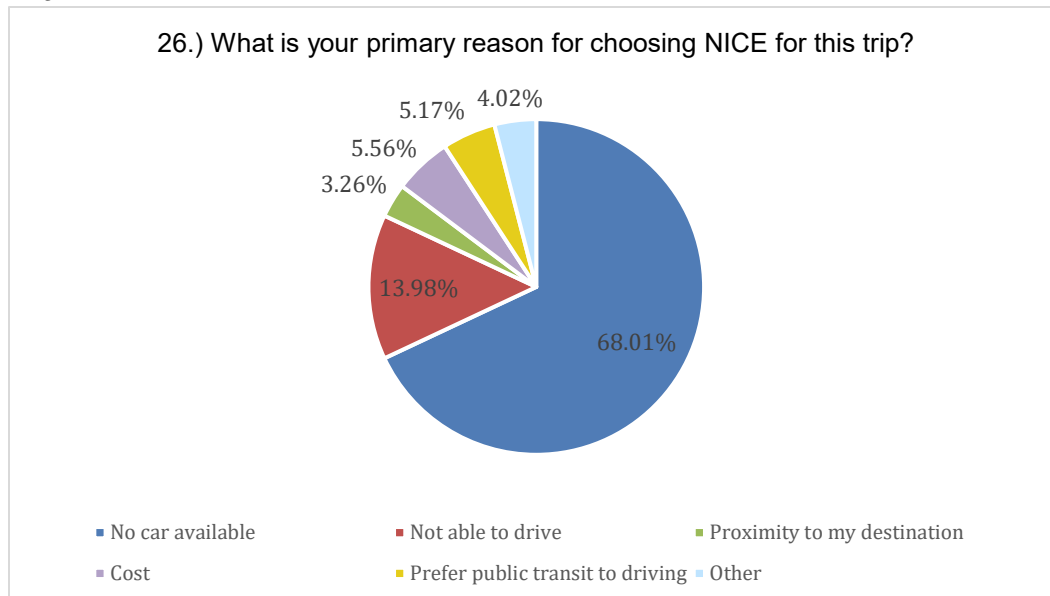
26.) What is your primary reason for choosing NICE for this trip?

Reason	Percent
No car available	68.01%
Not able to drive	13.98%
Proximity to my destination	3.26%
Cost	5.56%
Prefer public transit to driving	5.17%
Other	4.02%

Exhibit C.26.f Route n70/71/72 Alternatives to NICE

n=522
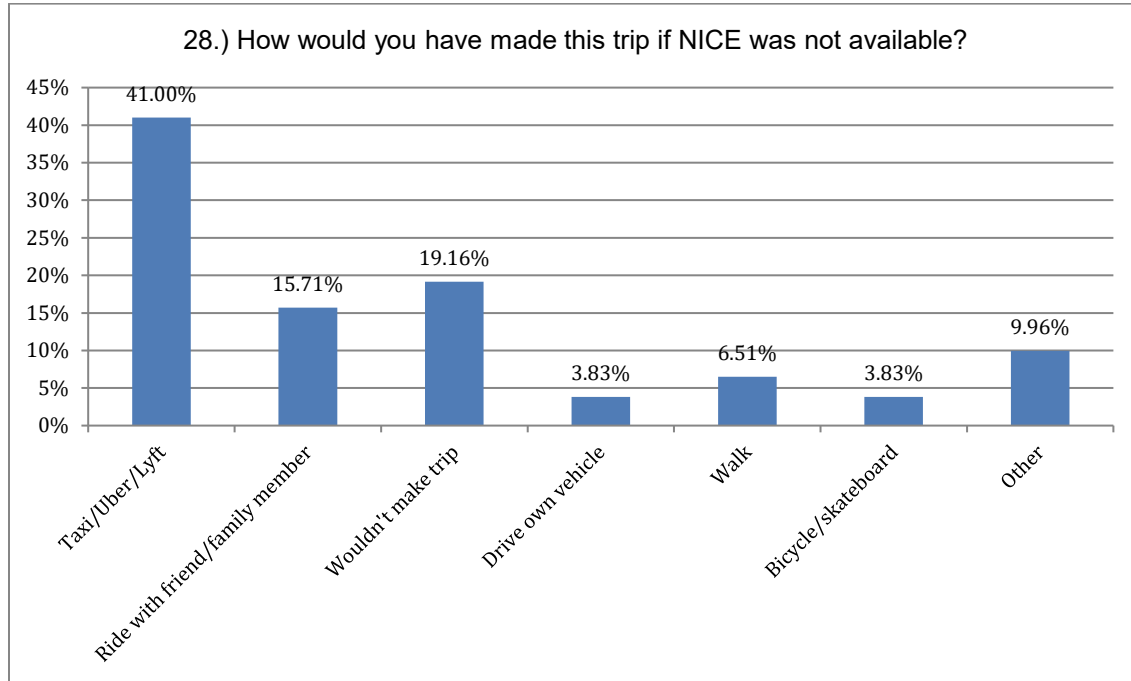
28.) How would you have made this trip if NICE was not available?

Alternative	Percentage
Taxi/Uber/Lyft	41.00%
Ride with friend/family member	15.71%
Wouldn't make trip	19.16%
Drive own vehicle	3.83%
Walk	6.51%
Bicycle/skateboard	3.83%
Other	9.96%

ROUTE N78/79

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

Exhibit C.27.a Route n78/79 Ethnicity
n=90
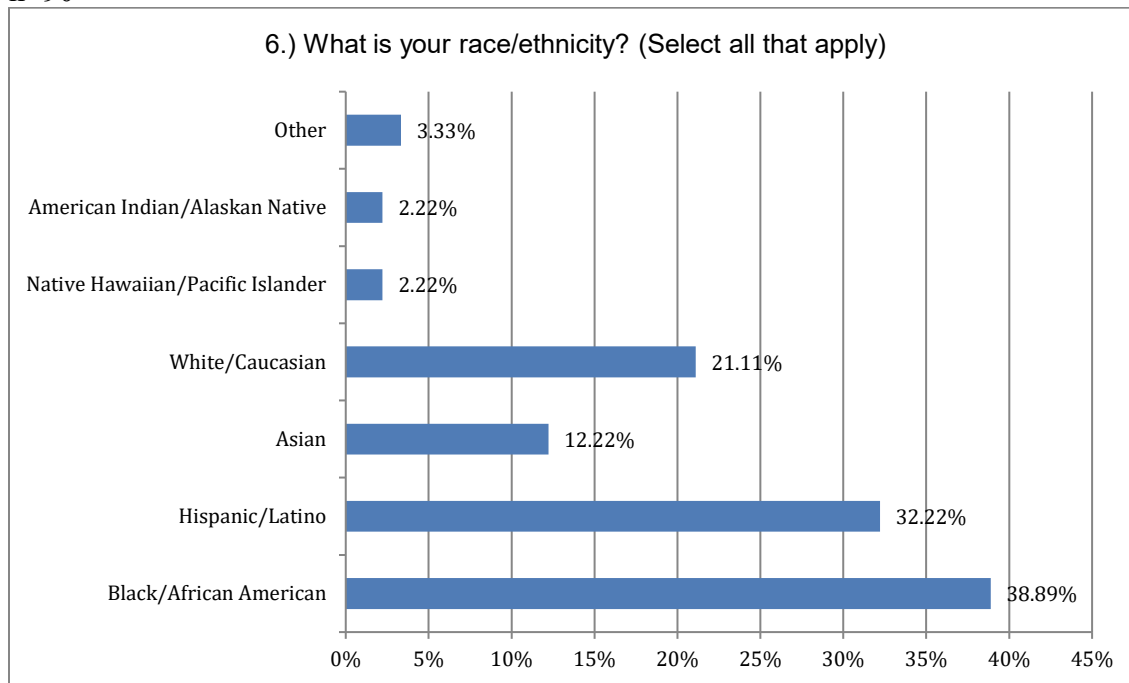
6.) What is your race/ethnicity? (Select all that apply)

| Ethnicity	Percentage
Other	3.33%
American Indian/Alaskan Native	2.22%
Native Hawaiian/Pacific Islander	2.22%
White/Caucasian	21.11%
Asian	12.22%
Hispanic/Latino	32.22%
Black/African American	38.89%

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More than 91 percent of respondents cited speaking English at home. Slightly more than 36 percent speak Spanish at home. Slightly more than 6 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C.27.b Route n78/79 Languages

n=90

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percent
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	0.00%
Chinese	5.56%
Korean	2.22%
French Creole	10.00%
Spanish	36.67%
English	91.11%

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

n=90

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

- Yes: 6.67%
- No: 60.00%
- N/A: 33.33%

While over12 percent of respondents cited an annual household income of $50,000 or more, another 67.6 percent indicated an income below $25,000 annually. 68.8 percent choose NICE because they lack access to a personal vehicle or are not able to drive. 59 percent of Route n78/79 respondents would take a taxi if NICE was not available, while another 11.2 percent would ride with family/a friend.

Exhibit C.27.d Route n78/79 Household Income
n=90

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	1.11%
Between $75,000 and $99,000	3.33%
Between $50,000 and $74,999	11.11%
Between $35,000 and $49,999	20.00%
Between $25,000 and $34,999	25.56%
Between $15,000 and $24,999	12.22%
Under $15,000	26.67%
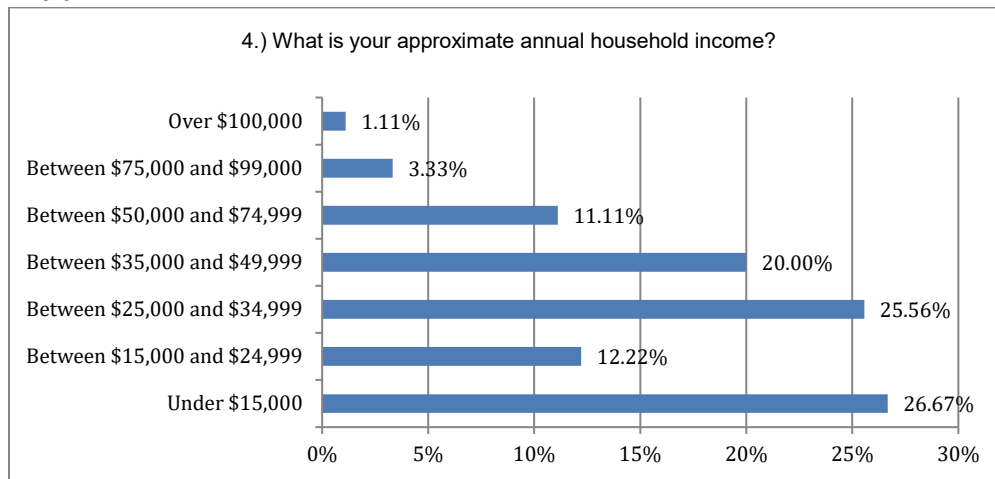
Exhibit C.27.e Route n78/79 Reason for Riding
n=90

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

- No car available: 44.44%
- Not able to drive: 12.22%
- Proximity to my destination: 20.00%
- Cost: 7.78%
- Prefer public transit to driving: 12.22%
- Other: 3.33%
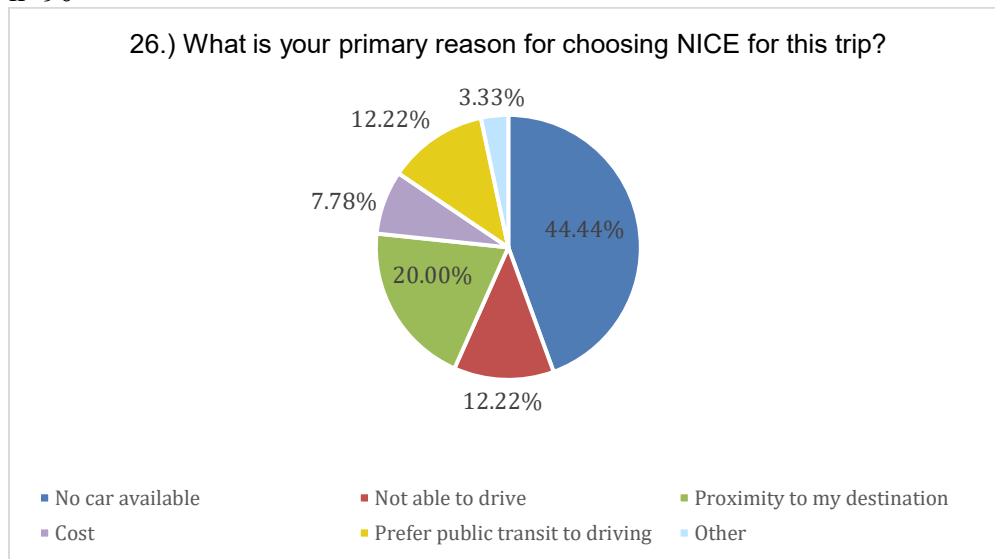
Exhibit C.27.f Route n78/79 Alternatives to NICE

n=90
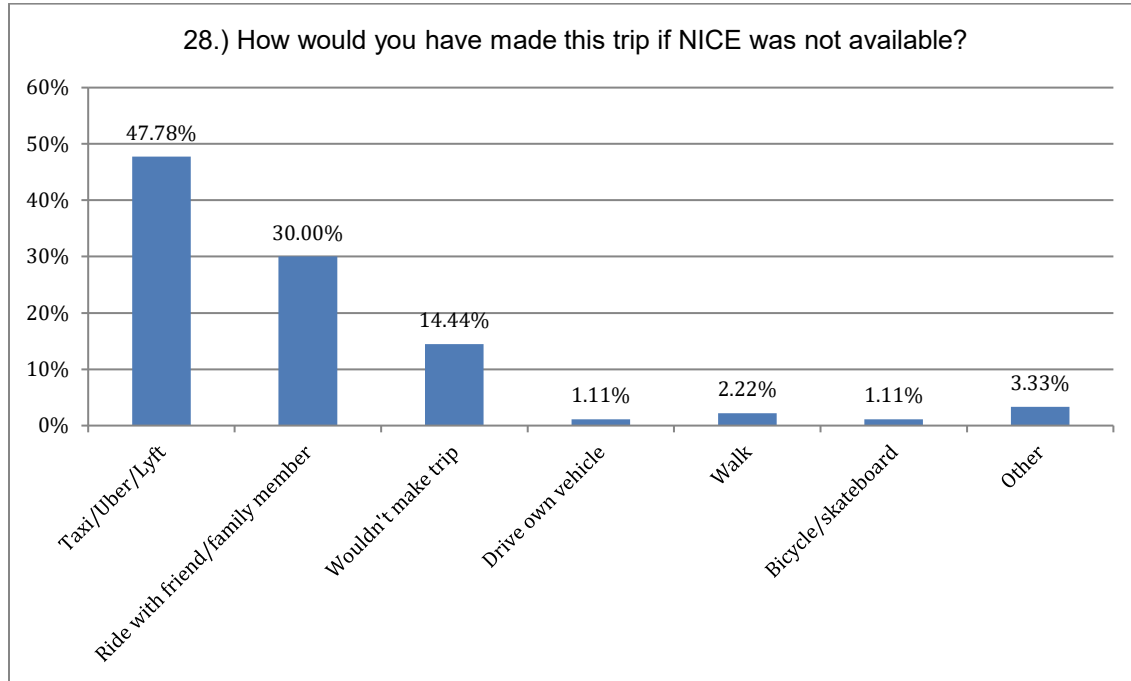
28.) How would you have made this trip if NICE was not available?

Response	Percentage
Taxi/Uber/Lyft	47.78%
Ride with friend/family member	30.00%
Wouldn't make trip	14.44%
Drive own vehicle	1.11%
Walk	2.22%
Bicycle/skateboard	1.11%
Other	3.33%

ROUTE N80

One hundred percent of Route n80 respondents indicated being a "minority" ethnicity. 27.59 percent of the respondents on Route n80 indicated their ethnicity as Black/African American while 65.52 percent of the respondents cited their ethnicity as Hispanic/Latino. 6.9 percent cited their ethnicity as Asian.

Exhibit C.28.a Route n80 Ethnicity

n=29
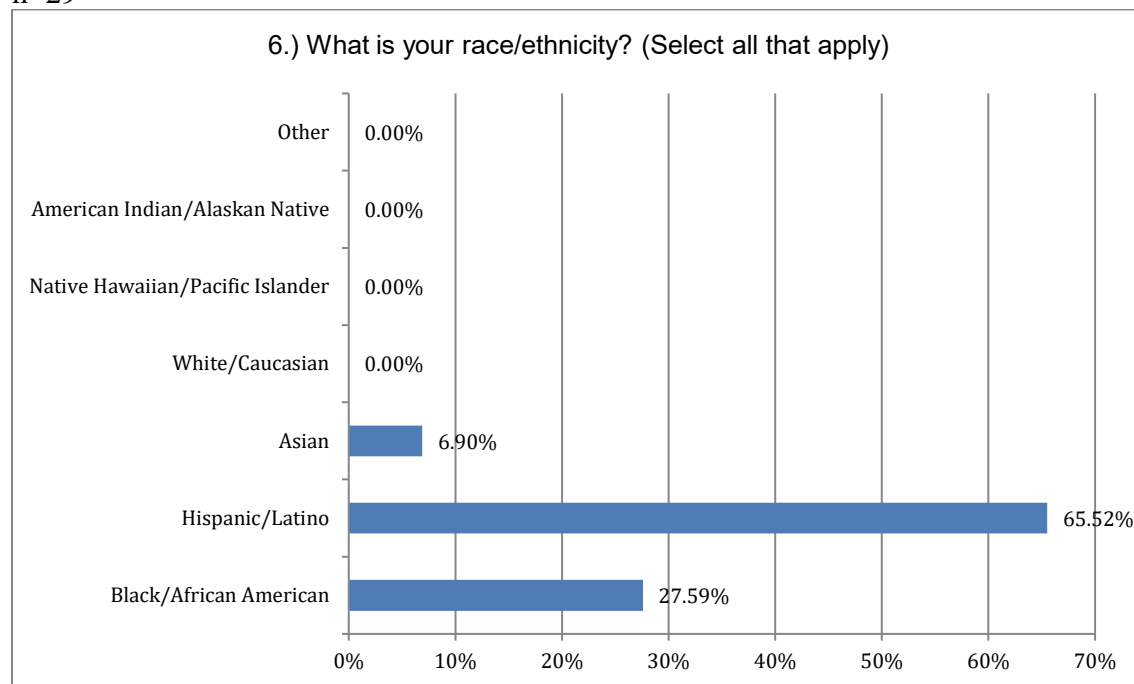
6.) What is your race/ethnicity? (Select all that apply)

Ethnicity	Percentage
Other	0.00%
American Indian/Alaskan Native	0.00%
Native Hawaiian/Pacific Islander	0.00%
White/Caucasian	0.00%
Asian	6.90%
Hispanic/Latino	65.52%
Black/African American	27.59%

English and Spanish are the only two languages noted as being spoken at home for respondents of Route n80. 82.76 percent of respondents cited speaking English at home while 65.52 percent speak Spanish. 6.9 percent indicated a lack of proficiency in English impacted their use of NICE.

Exhibit C28.b Route n80 Languages
n=29

7.) What language(s) are spoken in your home? (select all that apply)

Language	Percentage
Urdu	0.00%
Russian	0.00%
Farsi	0.00%
Italian	0.00%
Chinese	0.00%
Korean	0.00%
French Creole	0.00%
Spanish	65.52%
English	82.76%

Exhibit C.28.c Route n80 Lack of Proficiency in English Impacting NICE Use
n=29

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

6.90%
93.10%

■ Yes ■ No ■ N/A

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

Exhibit C.28.d Route n80 Household Income
n=29

4.) What is your approximate annual household income?

Income	Percentage
Over $100,000	0.00%
Between $75,000 and $99,000	0.00%
Between $50,000 and $74,999	13.79%
Between $35,000 and $49,999	20.69%
Between $25,000 and $34,999	10.34%
Between $15,000 and $24,999	24.14%
Under $15,000	31.03%
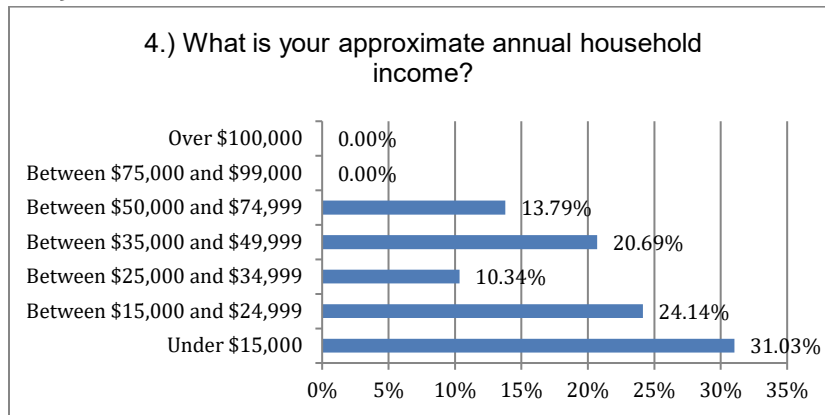
Exhibit C.28.e Route n80 Reason for Riding
n=29
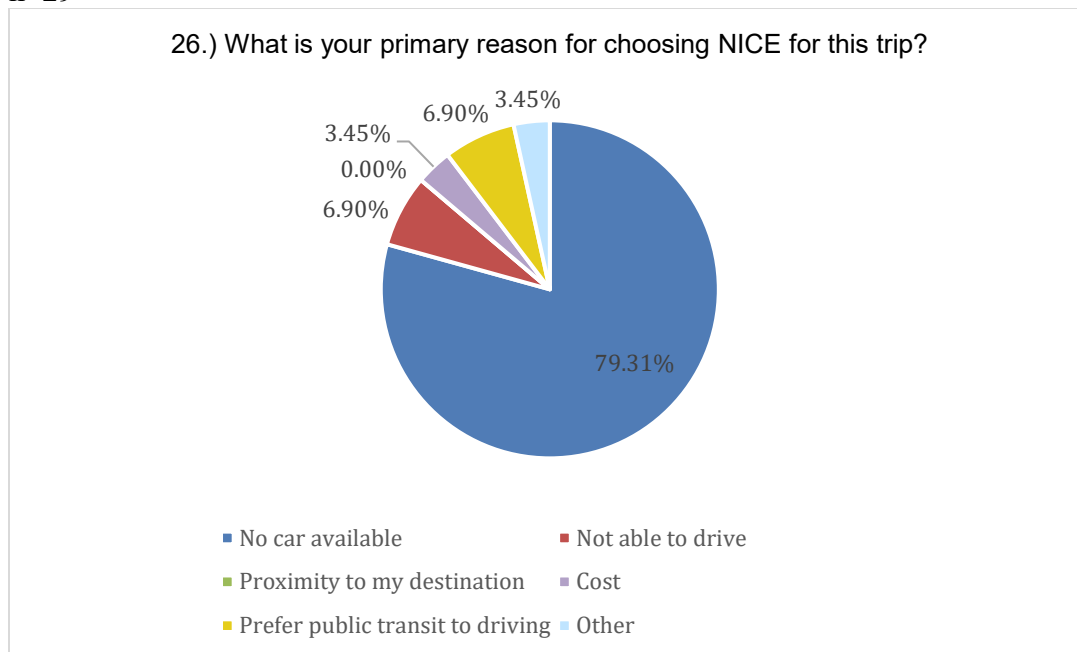
26.) What is your primary reason for choosing NICE for this trip?

- No car available — 79.31%
- Not able to drive — 6.90%
- Proximity to my destination — 0.00%
- Cost — 3.45%
- Prefer public transit to driving — 6.90%
- Other — 3.45%

Exhibit C.28.f Route n80 Alternatives to NICE

n=29
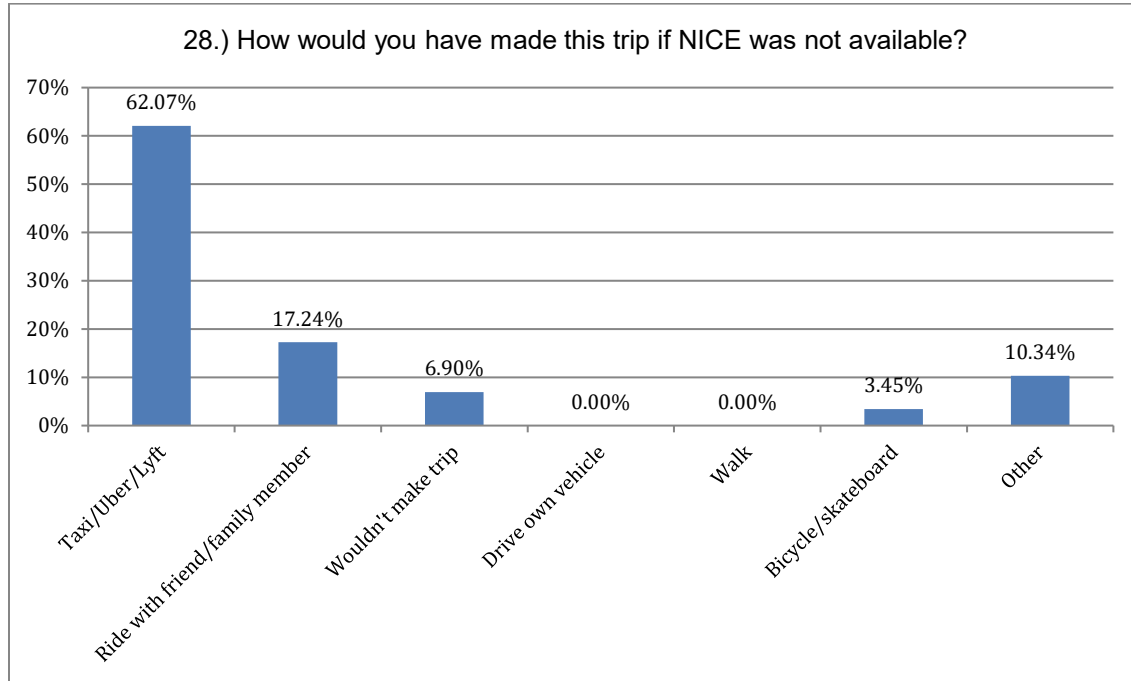
28.) How would you have made this trip if NICE was not available?

Category	Percentage
Taxi/Uber/Lyft	62.07%
Ride with friend/family member	17.24%
Wouldn't make trip	6.90%
Drive own vehicle	0.00%
Walk	0.00%
Bicycle/skateboard	3.45%
Other	10.34%

Appendix D:
Trend Analysis

This chapter presents a comparison of the 2021 and 2025 survey data.

SURVEY LANGUAGE

The increase in survey language for French Creole and other languages is likely due to the conversion to an electronic survey instrument.

Exhibit D.1 Survey Language
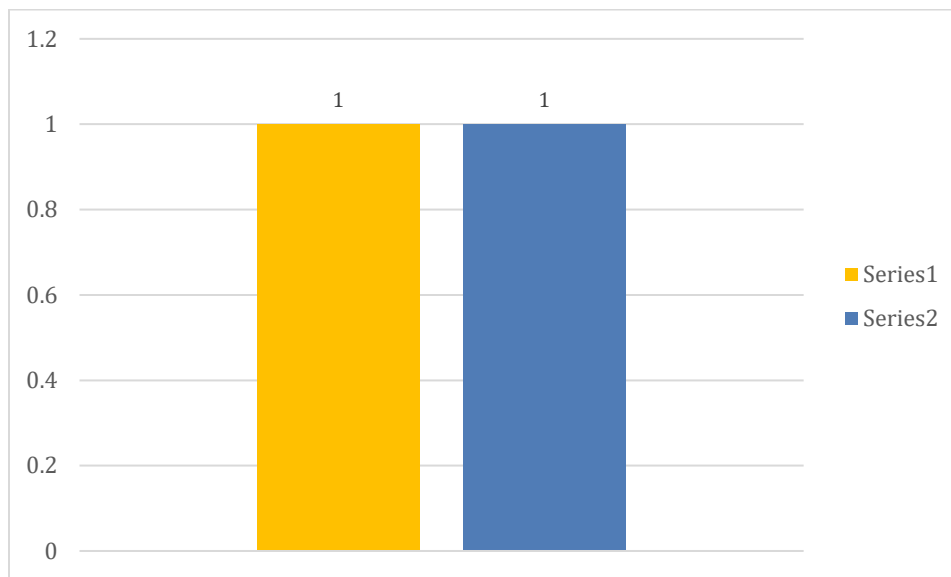
HOW DO YOU PAY YOUR FARE?

Exhibit D.2 Fare Media
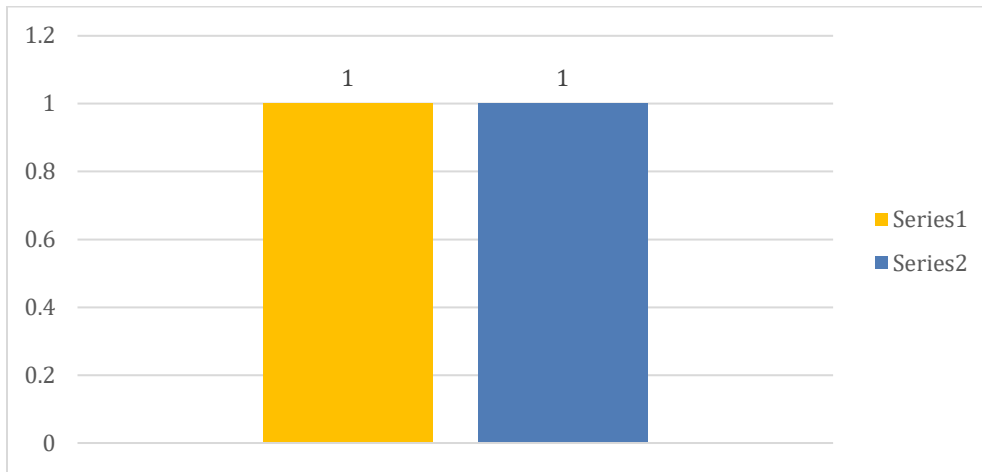
WHAT CATEGORY FARE DO YOU PAY?

Exhibit D.3 Category Fare
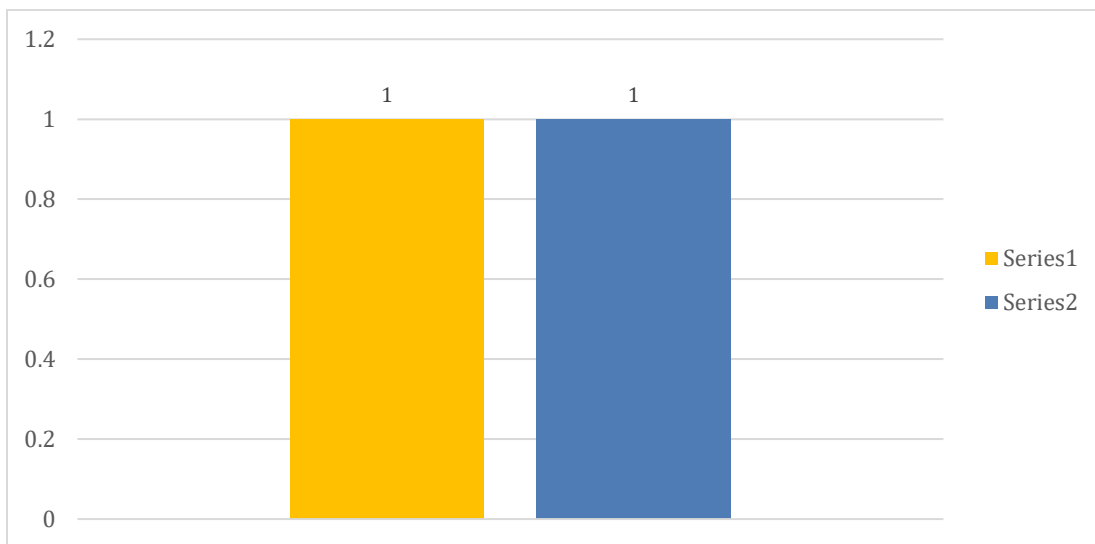
WHAT IS YOUR APPROXIMATE ANNUAL HOUSEHOLD INCOME?

Exhibit D.4 Annual Household Income
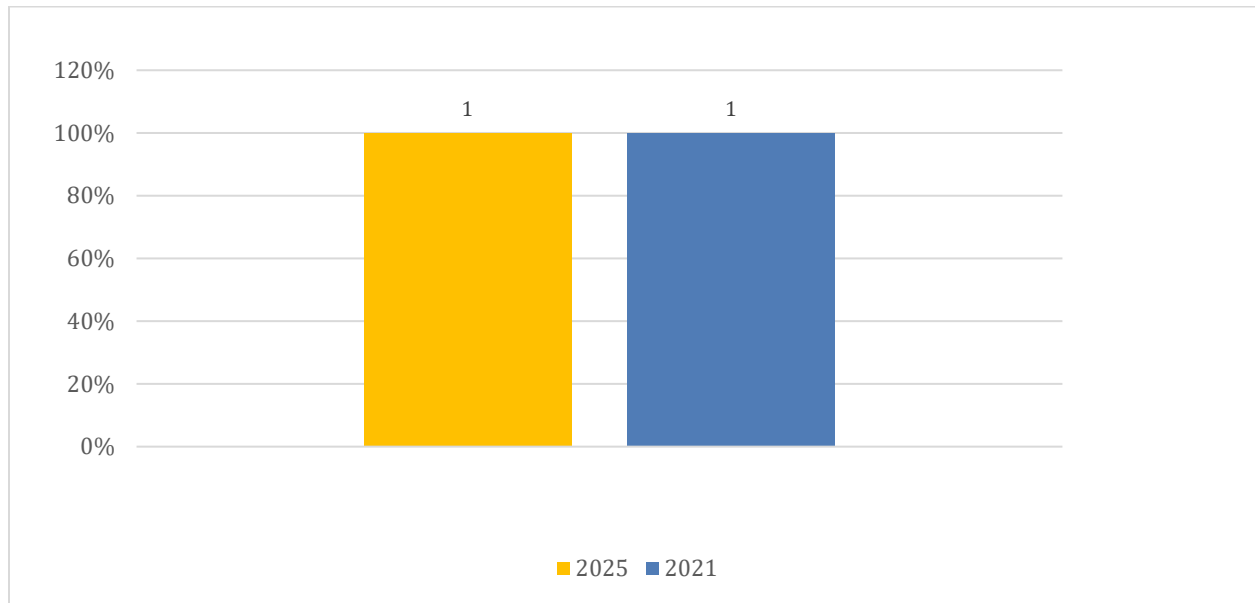
HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

Exhibit D.5 Household Size
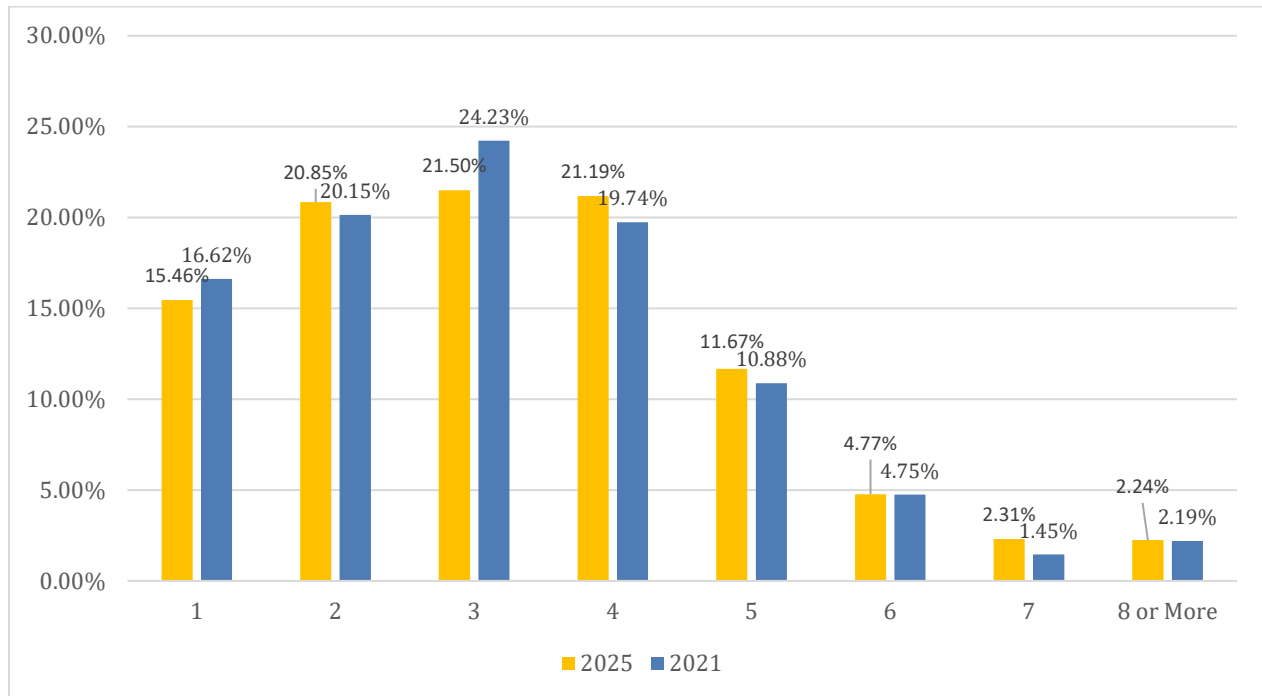
WHAT IS YOUR RACE/ETHNICITY? (SELECT ALL THAT APPLY)

Exhibit D.6 Rider Ethnicity
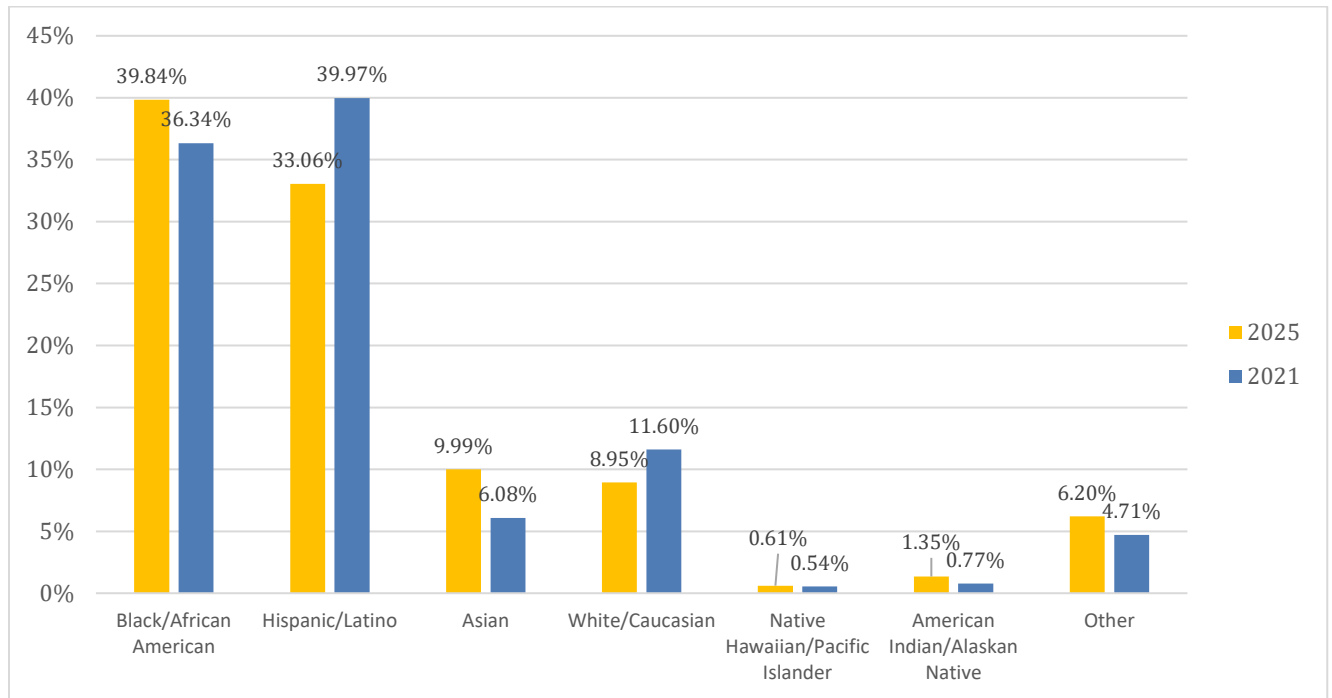
WHAT LANGUAGE(S) ARE SPOKEN IN YOUR HOME?

Exhibit D.7 Home Language
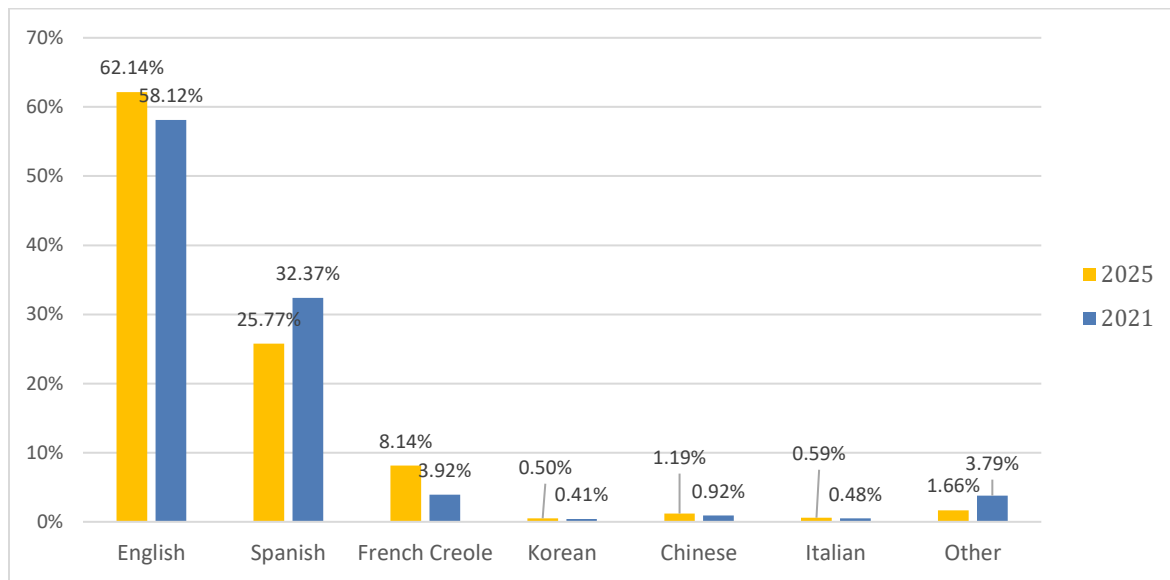
HOW WELL DO YOU SPEAK ENGLISH?

Exhibit D.8 English Proficiency
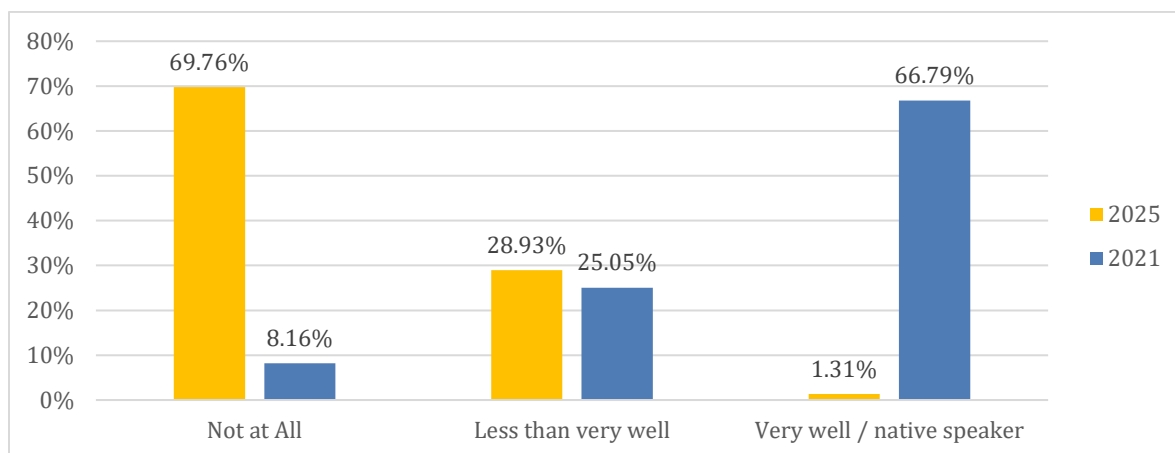
HAS A LACK OF ENGLISH PROFICIENCY AFFECTED YOUR ABILITY TO USE NICE?

Exhibit D.9 Barriers Due to Language
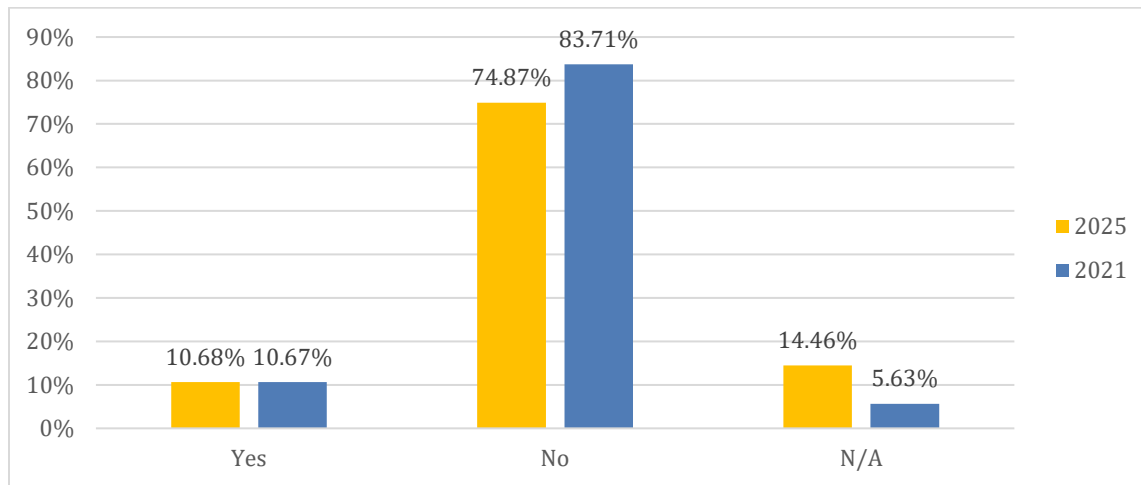
HOW MANY WORKING VEHICLES ARE AVAILABLE TO YOUR HOUSEHOLD?

Exhibit D.10 Vehicle Ownership
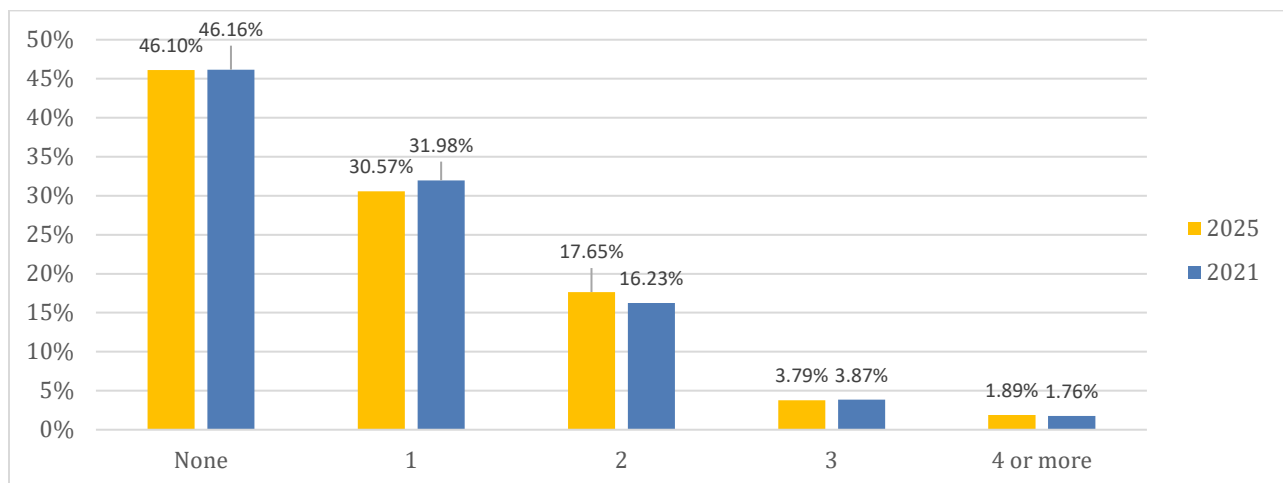
DID YOU HAVE A VEHICLE AVAILABLE TO MAKE THIS TRIP?

Exhibit D.11 Private Vehicles Availability for This Trip
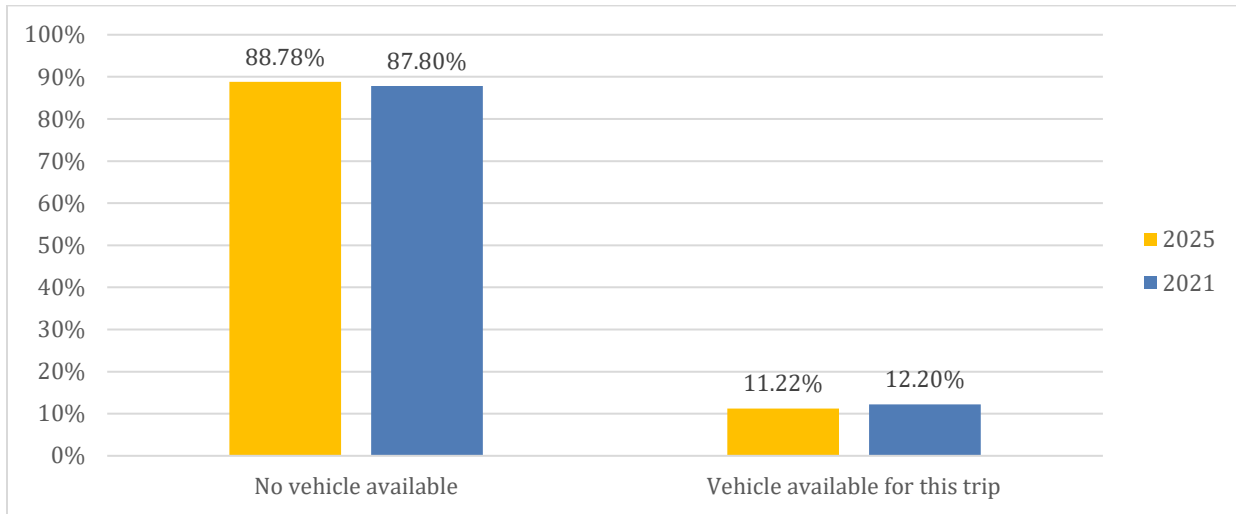
DO YOU POSSESS A VALID DRIVER'S LICENSE?

Exhibit D.12 Driver License
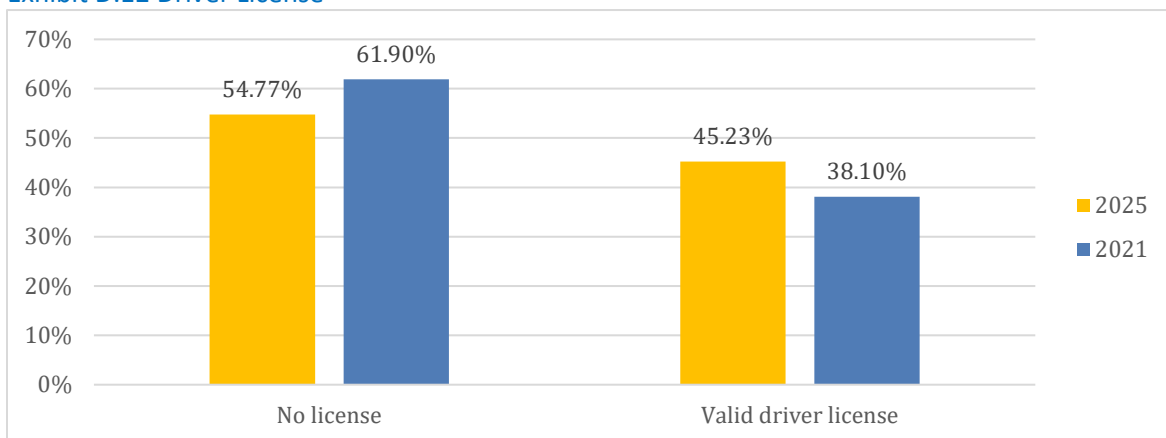
WHAT IS YOUR GENDER?

Exhibit D.13 Respondent Gender
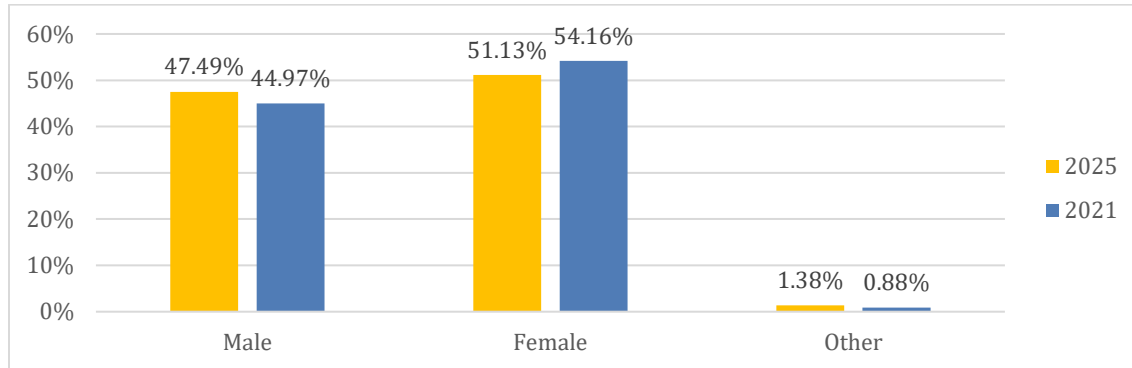
WHAT IS YOUR AGE?

Exhibit D.14 Respondent Age
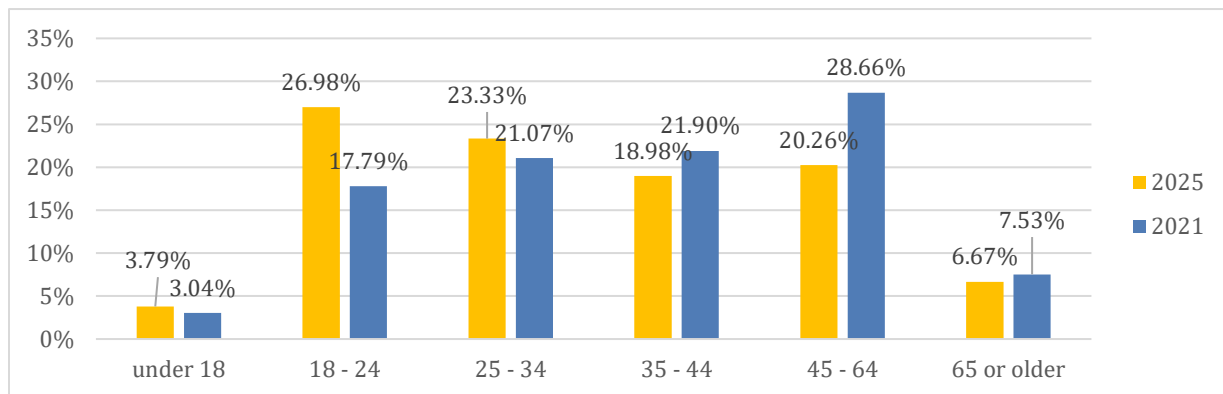
WHICH OF THE FOLLOWING DESCRIBES YOUR STATUS?

Exhibit D.15 Employment Status
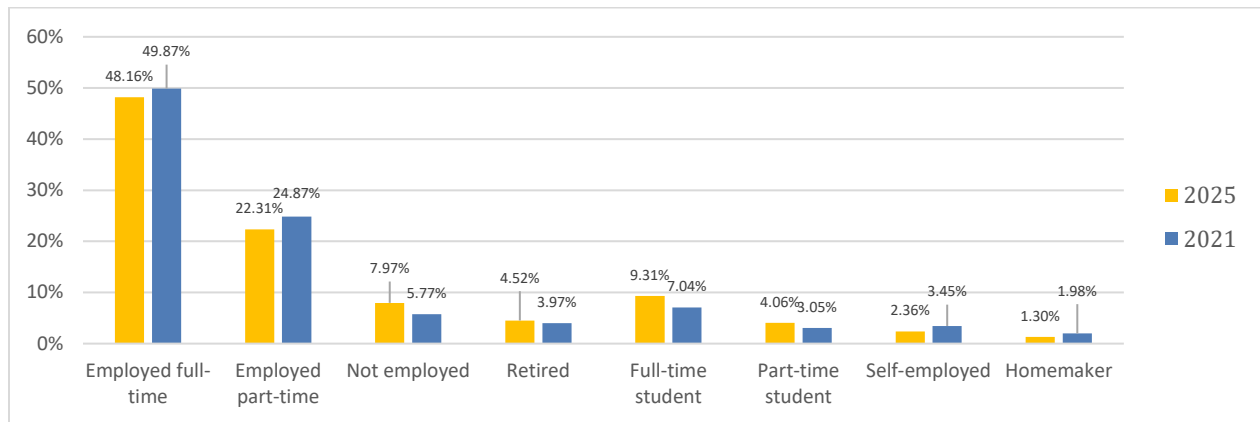
DOES THIS ONE-WAY TRIP INCLUDE A TRANSFER?

Exhibit D.16 Incidence of Transfer
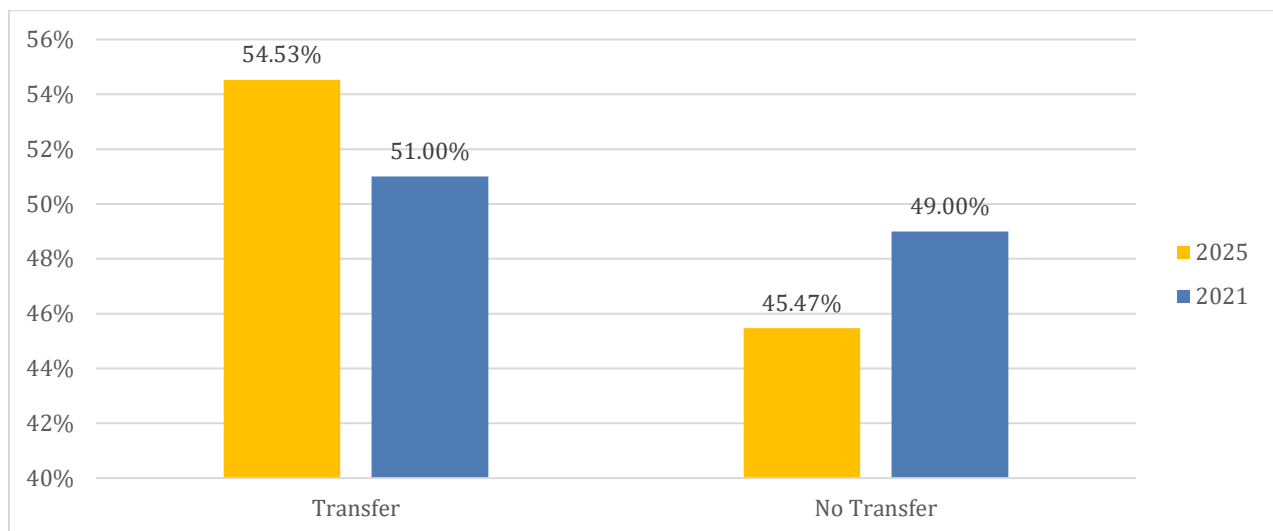
HOW DID YOU GET TO THE BUS STOP WHERE YOU BOARDED THIS BUS?

Exhibit D.17 Bus Stop Access
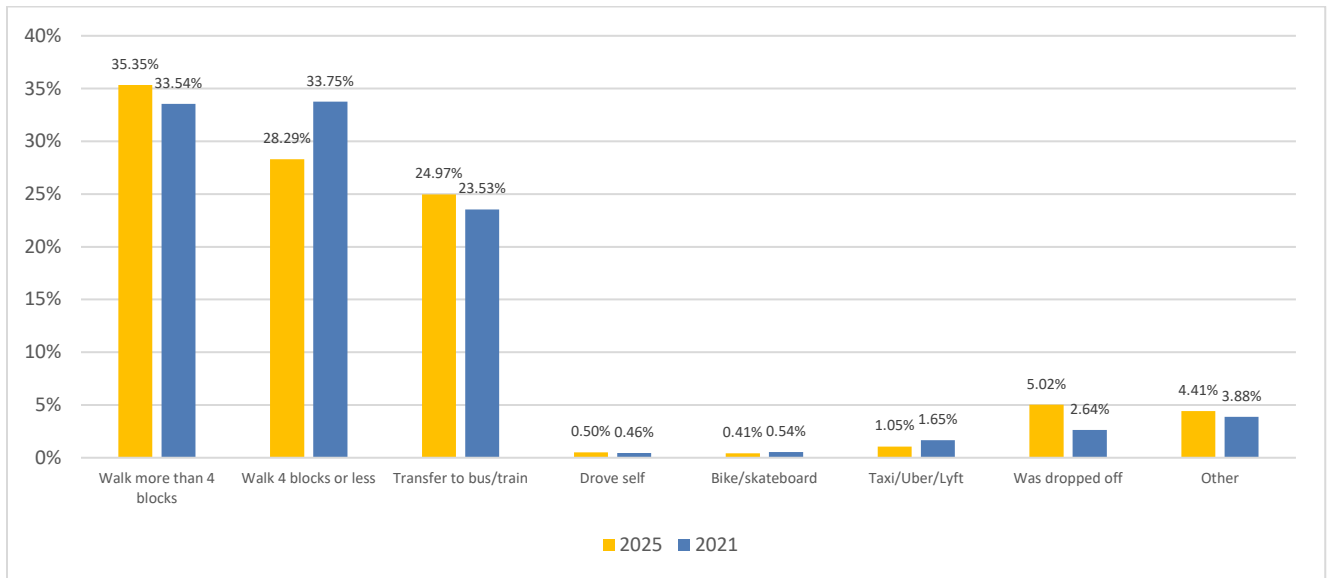
HOW WILL YOU TRAVEL TO YOUR DESTINATION ONCE YOU GET OFF THIS BUS?

Exhibit D.18 Destination Access
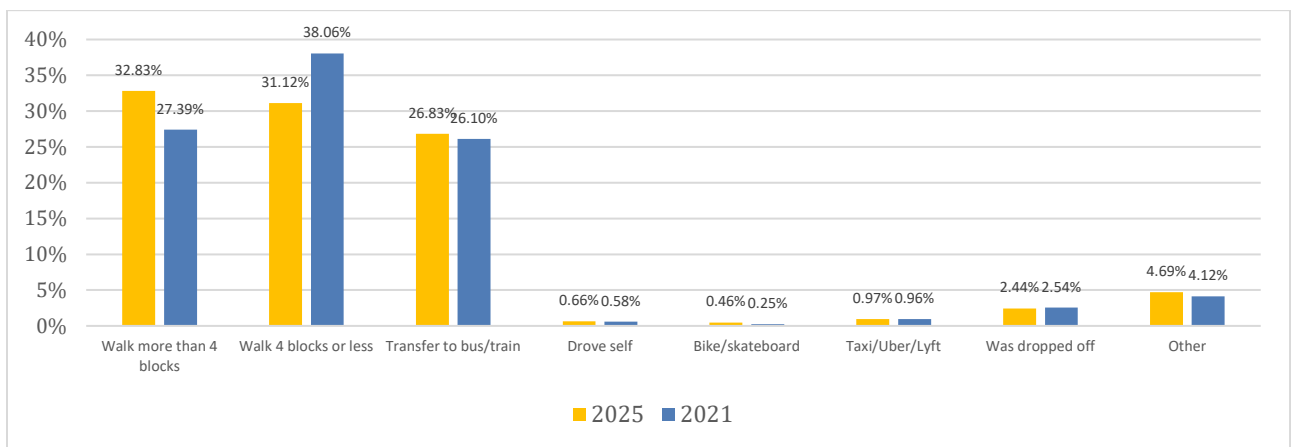
WHAT IS THE PRIMARY PURPOSE FOR THE TRIP THAT INCLUDES THIS BUS THAT YOU ARE CURRENTLY RIDING?

Exhibit D.19 Trip Purpose
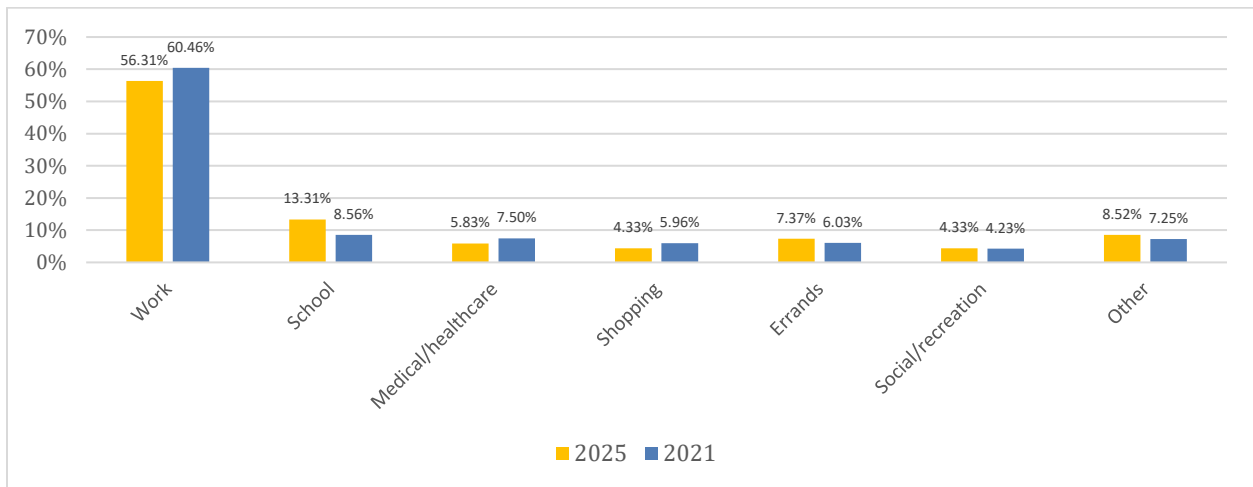
DO YOU OWN OR HAVE ACCESS TO A SMARTPHONE?

Exhibit D.20 Access to Smartphone
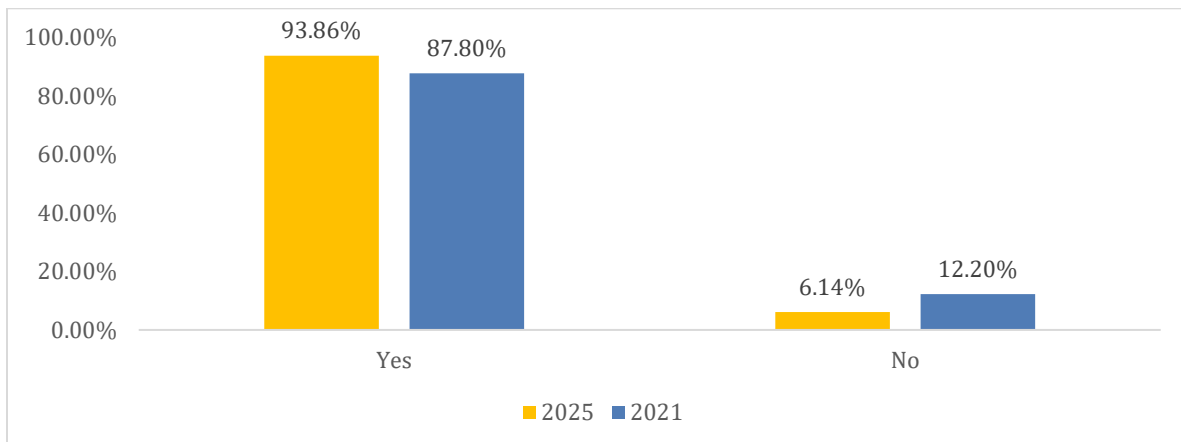
WHAT IS YOUR PRIMARY REASON FOR CHOOSING NICE THIS TRIP?

Exhibit D.21 Reason for Riding
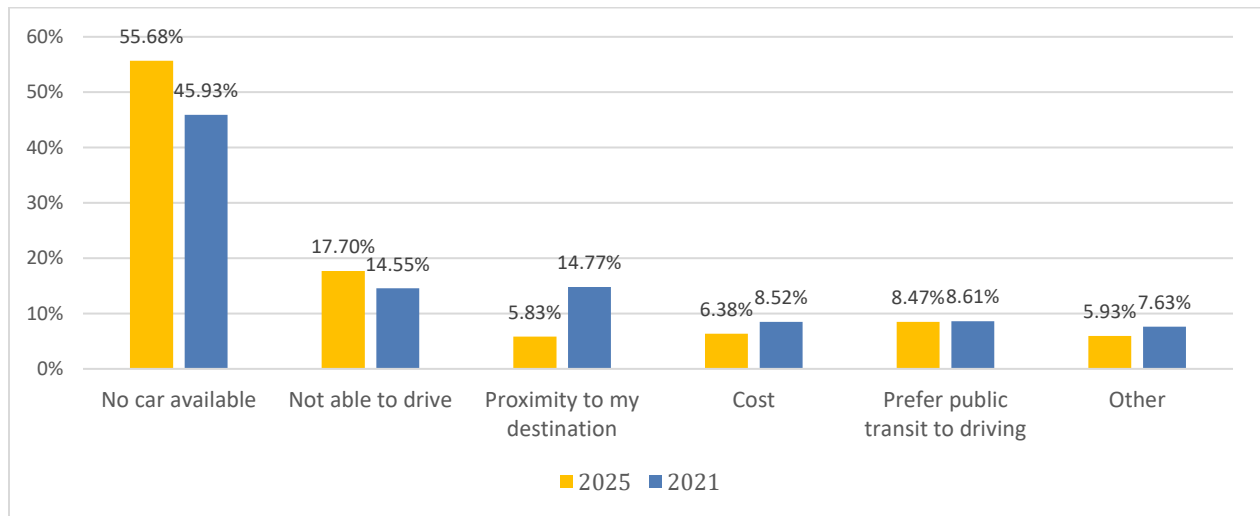
HOW OFTEN DO YOU RIDE NICE?
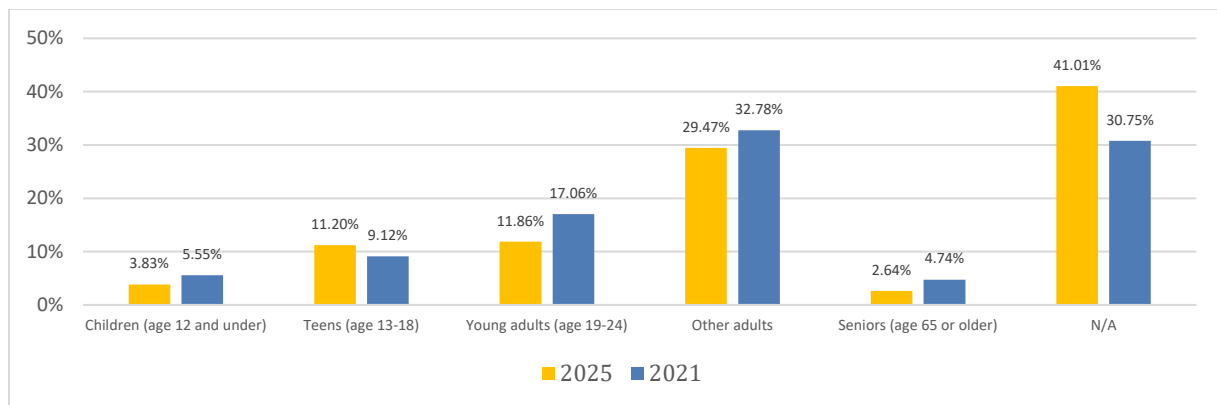
Exhibit D.22 Frequency of Ridership
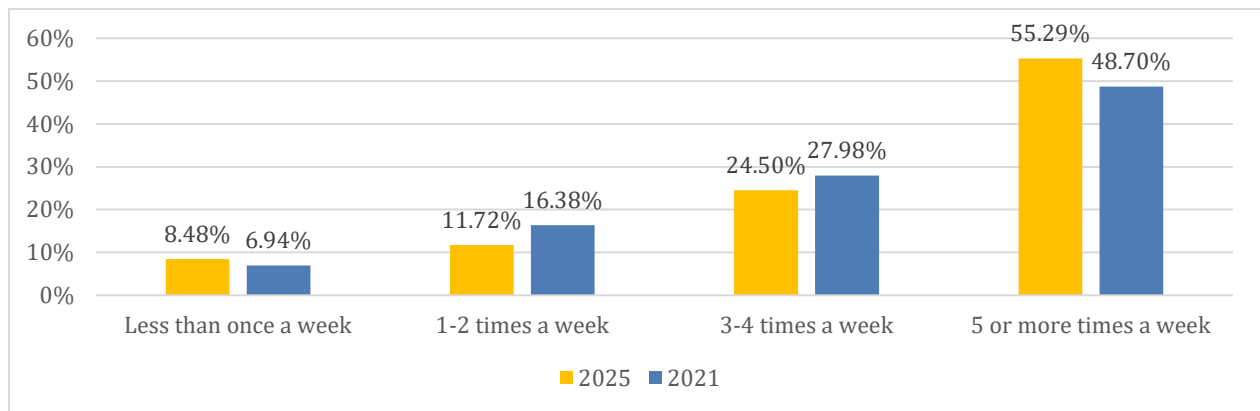
HOW WOULD YOU HAVE MADE THIS TRIP IF NICE WAS NOT AVAILABLE?

Exhibit D.23 Mobility Options
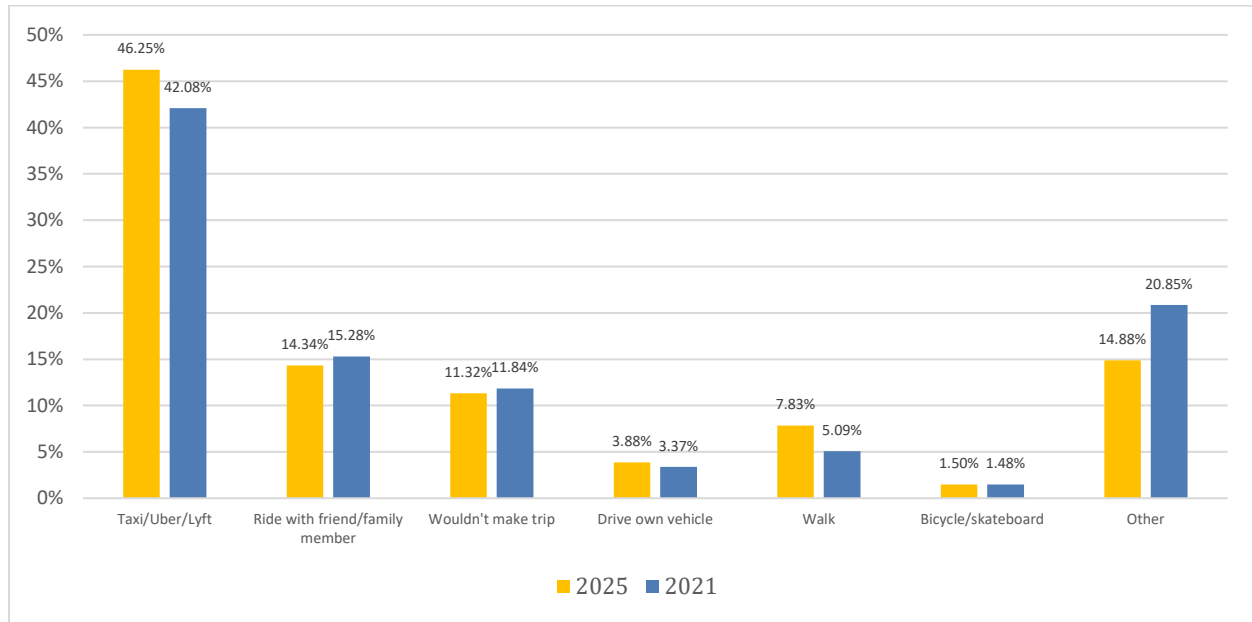
WHO ELSE IN YOUR HOUSEHOLD USES NICE?

Exhibit D.24 Household NICE Usage