nice: A Public-Private Operating Partnership

- **Nassau County**
  - Owns all the assets
  - Receives public funds
  - Approves major policies
    - Fares
    - Service
    - Budgets
    - Capital acquisitions

- **Transdev NA**
  - Employs 1000 people
  - Makes all management decisions
  - Accountable for expenses and revenues
  - Recommends major policies
Problem Statement

Nassau County does not have a separate and independent funding source for transit. Thus year to year transit funding tends to be one of the first expenses the County looks to cut. We experienced this once again this past April, in an effort to balance their budget reduced funding to the bus system by over $5 million dollars. This resulted in service reduction that effected roughly 8,000 daily riders.

The Result:

- A system that is in constant flux with no consistency for riders
- Regardless of our efforts, critics blame NICE/Transdev
- Crowded buses with frequent pass ups
- Low Customer satisfaction scores
- Lower Ridership
- In this environment, no way to grow system and improve service
- Innovation tends to suffer
NICE Bus Funding

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fund</td>
<td>$1,403,868</td>
<td>$-</td>
<td>$1,261,167</td>
<td>$3,751,435</td>
<td>$6,751,435</td>
<td>$7,080,178</td>
<td>$-</td>
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</tbody>
</table>

NASSAU COUNTY DISCRETIONARY SHARE
## Route Eliminations

<table>
<thead>
<tr>
<th>Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freeport Shuttle</td>
</tr>
<tr>
<td>Hicksville Wantagh Shuttle</td>
</tr>
<tr>
<td>Rockville Centre Shuttle</td>
</tr>
<tr>
<td>N19 Freeport –Sunrise Mall</td>
</tr>
<tr>
<td>N36 Lynbrook-Freeport</td>
</tr>
<tr>
<td>N45 Bellmore-Roosevelt Field</td>
</tr>
<tr>
<td>N47 Hempstead-Bellmore</td>
</tr>
<tr>
<td>N51 Roosevelt Field-Merrick</td>
</tr>
<tr>
<td>N78/79 Hicksville-Plainview</td>
</tr>
</tbody>
</table>

## Route Reductions

<table>
<thead>
<tr>
<th>Route</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elmont Flexi</td>
<td>Service every 60 minutes</td>
</tr>
</tbody>
</table>
| **N27 Roslyn-Glen Cove** | Service every 60 minutes  
                          | No weekend Service                                           |
| **N70/71/72**          | 71 trips will end at Sunrise Mall  
                          | 70/72 trips will end at Farmingdale University               |
| **N80/81**             | 81 deviation is eliminated                                  |

Routes eliminated and routes with major reductions effected by reduction. Many other routes saw trips eliminated and headways negatively effected.
Goals

1. Restore transit access to the area most effected by the April reduction
2. Use innovative ideas to reduce costs
3. Demonstrate a willingness to invest with our Client & Legislatures to the benefit of our Passengers
ELMONT FLEXI
We’re on the way!
June 2018

On-Demand Shared Ride Service Using LINK app to book trips in real time;

- Customer requests ride via LINK App
- App replies with ride length estimate, arrival estimate. Customer confirms ride and pays via GoMobile
- NICE Bus vehicle arrives, customer shows the Operator the GoMobile digital ticket & boards vehicle.
- Vehicle proceeds picking up & dropping off passengers along it’s journey.
Schedule & Planning

Great Neck Buzz
The Sweet Spot Between Transit & Rideshare

Only $4.50 Each Way

Transdev
MOBILITY INSPIRED BY YOU
A Faster Trip

Phase 1 starts April 22, 2018!

Streamlined Route northbound through downtown Hempstead

Evenly Spaced Bus Stops according to service standards (approx. every 1/4 mile)

Phase 2 coming Summer/Fall, 2018

Reduced Bunching/Gaps by dispatching buses on frequency, not schedule
Operations

Headway Management

Whip Around

Time Between Buses

An n31 or n32 is scheduled to arrive every 15 minutes.

MONDAY-FRIDAY

5–7 AM

5:15 AM–5:45 PM

5:45–10:45 PM

SATURDAY

5:15–6:30 AM

6:30 AM–6 PM

6–9:45 PM

SUNDAY

domingo
# Demonstrated Savings

<table>
<thead>
<tr>
<th>Fixed Route Service Prior to April</th>
<th>LINK Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Buses per Day</td>
<td>Number of Buses per Day</td>
</tr>
<tr>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Approximate Yearly Cost</td>
<td>$2,300,000</td>
</tr>
</tbody>
</table>

**Major Benefits**

Connects restored to:
Freeport LIRR & Bellmore LIRR, Nassau Community College, Nassau University Medical Center, Hempstead Transit Center, Roosevelt Field Mall, Hofstra University & the Hub/Coliseum

Targets politically sensitive areas of Freeport & Roosevelt along with Merrick & Bellmore.
Today

- 1000 employees
- 35 million boardings/year
- During first 5 years:
  - 15-20% cost savings
  - Better service
  - Labor peace
  - Stability and transparency
  - Community acceptance
  - And **INNOVATION!**
Future Projects

- Digital WIFI powered signs
- Electric assist bike share
- Expansion of Headway Service
- TOD