Public Meeting – Questions and Answers
June 9, 2022

1. **Question**: Are there currently any plans to create an LIRR train station at Nassau Community College? It would affect many underserved students which are within the program's goals. The track for this station exists already and is used to layover freight trains occasionally.
   o **Answer**: While creating new Long Island Rail Road stations is not part of the purview of this shared mobility study, we will share your comment/question with the Long Island Rail Road to let them know of your interest.

2. **Question**: Are there currently any plans to place scooters and bicycles at Nassau Community College and the LIRR stations: Westbury, Country Life Press, Hempstead?
   o **Answer**: As part of the work being undertaken for the SMMP, shared mobility services such as scooters and bikes will be analyzed as potential services to connect residents, workers, visitors, and students. Your input will help to identify where those services could potentially be located, and we will be sure to coordinate with the relevant agencies in those communities. Among the locations being considered are LIRR stations and higher education institutions.

3. **Question**: Are there any plans to connect the bike paths along Lindbergh Blvd and Merrick Ave? They are 120 feet apart but without a legal cross walk it is a dangerous 120 feet.
   o **Answer**: While designing bike paths is not part of the purview of this shared mobility study, the Project Team will share your question with the relevant staff to let them know of your concerns. The SMMP may provide recommendations about improving local infrastructure to improve the success of shared mobility services such as bike share and scooter share.

4. **Question**: Are there any plans to make the bike path along a portion of the perimeter of Eisenhower Park completely circle the park?
   o **Answer**: As part of the SMMP, the Project Team may consider recommendations about enhancing local infrastructure to improve the success of shared mobility services such as bike share and scooter share.

5. **Question**: I would like to point out that the goals of this shared mobility program, the Nassau Hub project and those of Nassau Community College are in many ways shared goals. Greater transportation options will bring more underserved students to Nassau Community College and more residents in general to the region adjacent to the College that include the Nassau Hub.
   o **Answer**: Agreed, the SMMP has many goals that are shared across a multitude of transportation and economic development projects across Nassau County. The Project Team is coordinating with these stakeholders to help determine shared mobility service recommendations and ways in which we can maximize the various efforts happening around the County.

6. **Question**: Would the programs purview also include action to make pretax transit benefits to County residents?
   - **Answer**: Many employers within Nassau County do offer pretax transit benefits, though not all. We are not able to provide a specific answer at this point related to specifics of costs and payments for shared mobility services, but we will be sure to take this into consideration in our final recommendations.

7. **Question**: I am a second year student at Nassau Community College. I take the bus every day, there and back home. This is a huge expense, one that many students share and which is a significant burden. It impacts education, and as it stands now there are no good solutions. Are any of these options student friendly and able to be implemented in the college?
   - While the cost for shared mobility services are dependent upon the type of service, it is a consideration that the Project Team is incorporating into the work.

8. **Question**: Are there any plans to paint bike lanes on Commercial Ave and St James St to allow safer bike and scooter travel to Country Life Press?
   - **Answer**: The SMMP may provide recommendations about enhancing local infrastructure to improve the success of shared mobility services such as bike share and scooter share.

9. **Question**: Your response to my question concerning a LIRR station at NCC should be reconsidered I think. From the SM goals I see the phrases "to complement and extend the reach of existing transit services."
   - **Answer**: The SMMP is focusing on extending access to existing transportation infrastructure through the implementation of shared mobility services. Fixed rail service, such as the LIRR, is not considered a shared mobility service for the purposes of this study. If additional fixed transportation services are implemented within the County, at a future date, the SMMP will provide guidance to help extend the reach of fixed transit services through shared mobility options.

10. **Question**: Is expansion of Able Ride to people with disabilities who live more than 3/4 of a mile from a fixed route bus being considered?
    - **Answer**: Identification of shared mobility options for individuals who are differently abled is a key consideration of the SMMP. At this time, no specific type of service or locations of services has been identified. For comments concerning Able Ride specifically, please contact NICE at www.nicebus.com/contact.

11. **Question**: Could bike share be implemented on college campuses?
    - **Answer**: Yes, as part of the SMMP, shared mobility services such as bike share could be implemented on college campuses within Nassau County.

12. **Question**: Focus on employment doesn't take into account retirees and people who are unable to work due to disability who require transportation to meet basic needs -- like grocery shopping, getting medication, getting to medical appointments, etc. What efforts were taken to solicit feedback of those with disabilities and the elderly who may have reduced access to surveys?
    - **Answer**: Identification of shared mobility options for individuals who are differently abled is a key consideration of the SMMP. As part of the early work for the SMMP, a public survey

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was conducted that was separate from the employer survey efforts. This public survey focused on transportation for a variety of trip needs, not just employment. We partnered with a variety of County agencies, Towns, Villages, community organizations, public libraries, civic associations, houses of worship, NICE Bus, and others to distribute the surveys. Around 5,000 responses were collected from the public related to how people move around Nassau County.

13. **Comment**: We need Citi Bike expansion into Nassau and Suffolk.
    o **Response**: A key part of this study is to identify where bike share and other shared mobility services may be viable options in Nassau County. Your input on potential locations is helpful in identifying those opportunities. It is also worth noting that communities in Nassau County have already expressed interest in bike share and have plans for implementing service, including in the Town of North Hempstead. Additionally, Suffolk County currently operates a bike share program called Bethpage Ride.

14. **Question**: Could this include bike, scooter, or moped shares at local grocery stores or shopping centers?
    o **Answer**: Yes, connecting Nassau County residents to key destinations including business districts and downtowns via shared mobility services is a key consideration of the SMMP.

15. **Question**: Why would Sands Point have a higher priority than Levittown?
    o **Answer**: Under different scenarios, some communities rise higher in priority than others. In the Sands Point community, there are relatively high percentages of older adults and individuals who are differently abled, two components of how equity was measured and leading to a higher score in that particular category. However, there are many factors that will help determine which communities will be the initial focus for shared mobility in the County. The benefit of shared mobility services is that services can be implemented across many different types of communities, with services tailored according to local needs and preferences.

16. **Question**: How will it be determined which communities or towns to begin the project in?
    o **Answer**: The SMMP project team will review the feedback we received during the public meeting, in addition to feedback from local municipalities (towns, villages, cities), to help us narrow down our list of communities for potential pilot projects. While one to two pilot projects will ultimately be selected by the County, the purpose of the SMMP is to empower communities to partner with Nassau County to implement shared mobility services. The SMMP does not preclude any community/municipality from implementing shared mobility services on their own.

17. **Question**: Any thoughts given to tourism and the role these services may play there?
    o **Answer**: Absolutely! Shared mobility services can be a great addition to communities with a high level of tourism.

18. **Question**: Why isn't Plainview a priority?
    o **Answer**: A number of variables were considered when developing the scenarios that prioritize communities. These variables include equity, transit, economy, and mobility considerations. While Plainview did not rank highest in relation to other Nassau communities, shared mobility services may still be successful here.

19. **Question**: What about Glen Cove and the ferry?
    o **Answer**: The Project Team is coordinating with City of Glen Cove and we are considering how shared mobility could serve as a complementary service to the ferry.

20. **Comment**: Extra attention should be given to the communities that aren't in the top ten, particularly those with high populations of underserved communities.
    o **Response**: Areas with a high prevalence of underserved/vulnerable populations have and will continue to be considered in our study. Several of the communities that are within the top ten include high populations of underserved/vulnerable populations. Additionally, under one of our scenarios, communities with the highest equity needs were identified.

21. **Question**: Can I post additional comments, concerns etc. on the project website?
    o **Answer**: Yes, the formal comment period was through Friday, June 24, 2022. Should you have any additional comments, please submit them on our website as soon as possible.

22. **Question**: How had the surveys been distributed for those without internet access or ability to find them and share their opinion? For people with disabilities and older people, it may have been difficult for them to even know or have access to these. Many of these people are unable to utilize Able Ride due to being more than 3/4s of a mile from a bus stop so many of the seniors I work with in Syosset and surrounding areas go without.
    o **Answer**: Identification of shared mobility options for individuals who are differently abled is a key consideration of the SMMP. As part of the early work for the SMMP, a public survey was conducted that was separate from the employer survey efforts. We partnered with a variety of County agencies, Towns, Villages, community organizations, schools, public libraries, civic associations, houses of worship, the LIRR, NICE Bus, and others to distribute the surveys. Over 5,000 responses were collected from the public related to how people move around Nassau County.

23. **Question**: Have you conducted surveys at senior centers and other settings where there is a concentration of older adults who may have more limited technology familiarity to provide online feedback, as well as greater need for transportation options that do not involve driving in their own cars?
    o **Answer**: Our surveys were distributed widely to a large number of public entities and community stakeholders. The SMMP has and will continue to take into consideration the needs of older adults.

24. **Question**: Why are there so few north-south transit options? Most of it seems to be geared toward east-west.
    o **Answer**: The Project Team recognizes there are gaps in access for north-south travel within the County and we are looking to address this through the SMMP.

25. **Question**: How do you plan to engage people who do not have access to smartphones to be able to use ride share?
    o **Answer**: Ensuring equitable access to services, including how those services can be purchased/reserved with or without smartphones, will be a key consideration of the SMMP's recommendations.

26. **Question**: How will these ride share programs work for people with disabilities, seniors, and the underprivileged?
    o **Answer**: Shared mobility services can be offered in ways that remain accessible to differently abled populations. For example, on-demand shuttle services can be ordered from a website or mobile device that are accessible to the visually impaired and the user can be picked-up at locations that are easily accessible. Additionally, shared mobility services could be offered at discounted rates for students, seniors, low-income residents, or other populations in need. These and other ideas to aid accessibility will be considered for the final plan.

27. **Question**: Why do so few of the transportation services extend beyond the borders of Nassau County? Suffolk, Queens, Brooklyn, Westchester, CT? Transportation should be more regional.
    o **Answer**: The SMMP seeks to support ongoing efforts in the region for more seamless and connected transportation networks. We will be sure to consider this in our final recommendations.

28. **Question**: Is there a county bike plan being considered?
    o **Answer**: As part of the SMMP, the Project Team will be making recommendations about improving local infrastructure to improve the success of shared mobility services such as bike share and scooter share.

29. **Comment**: Thank you for a meeting on a topic that is so relevant. And thank you for running a sophisticated meeting that also was completely considerate of participants from many different situations. I hope you guys are the future of Nassau County!
    o **Response**: Thank you for your comments and for participating!

* Please note that comments and questions pertaining to NICE Bus service have been shared with NICE Bus for their consideration. NICE's responses can be found below. Please note, improvements to the fixed-route bus system are <u>not</u> part of the scope of the SMMP, though the Project Team will consider how shared mobility can help connect to and complement bus service in the County. For additional questions or comments on NICE Bus service, please contact NICE Bus directly at www.nicebus.com/contact.

1. **Question**: Why is ONMY not available on NICE Bus?
    o **Answer**: NICE is eagerly anticipating the installation of OMNY. OMNY is an MTA payment system which is currently being installed throughout the MTA subway and bus system. The MTA does not have OMNY ready for distribution and installation for affiliate transit agencies such as NICE and Westchester Bee Line at this time. Currently, NICE has not been given a date as to when it will be able to accept OMNY payment on NICE buses, but NICE is hoping that the OMNY system will be made available in the next 12-24 months.

2. **Question**: Will NICE ever get their own payment system? Is there any plan for one?
   - **Answer**: Since 50% of NICE customers travel to and from New York City and use NYC Transit, it is essential that NICE's fare payment system be compatible with the MTA. These customers utilize the free transfer that is included with their fare to connect from the MTA's system and NICE's. Currently, NICE accepts coins, MetroCards and the NICE GoMobile app for fare payment. (GoMobile is only valid for transit on NICE buses and cannot be used on MTA, Long Beach, or Suffolk County Transit buses.)

3. **Question**: There has been a great amount of breakdowns with the current NICE-operated vehicles. It has greatly affected the people in my community and is there a way to stop these breakdowns from happening?
   - **Answer**: NICE's mechanical breakdown rate is one of the lowest amongst all transit agencies in the country. Currently NICE's mean distance between mechanical failures (the national standard with which transit agencies measure breakdowns) is 11,000 miles. For comparison, the MTA's mean distance between failures is around 7,000 miles. Having said that, NICE is constantly striving to improve the reliability of its vehicles.

4. **Question**: Can NICE install more MetroCard machines at major terminals, like Whitman, I live in Suffolk and I need a way to take NICE without coins.
   - **Answer**: MetroCard machines are owned and installed by the MTA. They are not (and have not been for the past 8 years) accepting requests for new MetroCard machine installations in anticipation of sunsetting the MetroCard and replacing it with OMNY.

5. **Question**: The n22 is a very busy route but hardly gets any attention! Are there any plans for more 60-foot articulated buses? There needs to be at least 30!
   - **Answer**: There are currently five articulated buses in operation. They cover the n6 weekdays and Jones Beach on weekends. Currently there are no plans to put articulated buses on the n22.

6. **Question/Comment:** There were a few questions/comments pertaining to on time performance of NICE buses.
   - **Response**: Currently NICE buses are running 88% on time. While compared to other transit authorities, this is a great on time performance average. NICE is reviewing every schedule to see what it can do to bring on time performance into the 90th percentile.

7. **Question**: Will there be a virtual NICE meeting to discuss routes and all that soon?
   - **Answer**: The Nassau County Bus Transit Committee (BTC) holds quarterly meetings to review NICE's current service and performance metrics as well as to review future plans. The last BTC meeting was held on April 7th, 2022 and they will hold their next meeting most likely in August or September 2022. Meeting notices are posted on the County website, www.nicebus.com, in *Newsday* and *El Diario*, and on NICE's social media channels.