



February 2, 2012

Mr. Michael Setzer
CEO NICE Bus
700 Commercial Avenue
Garden City, NY 11530

RE: New Service Questions and Concerns

Dear Mr. Setzer,

The Tri-State Transportation Campaign, a non-profit transportation policy watchdog organization working in New York, New Jersey and Connecticut, welcomes you to Nassau County. We look forward to working with you to ensure affordable, reliable, innovative and transparent bus service in Nassau County. We write to discuss service changes from the past month and raise several issues concerning communication and transparency challenges.

We applaud your efforts to experiment with 'Limited' service on the N22 and the reinstatement of N1 service to the Valley Stream Long Island Railroad station. We encourage you to continue to find ways to reinstate past cuts, and enhance existing bus service through targeted measures that improve bus service for current bus commuters and make bus transit more attractive to potential riders. We urge you to work with the Nassau County Executive and Legislature, local towns and municipalities and the New York State Department of Transportation to investigate bus transit improvements on selected routes that include, but are not limited to, the establishment of dedicated bus lanes on existing roadway infrastructure, pre-board fare collection and real time bus information. These improvements have proven to speed up commute times elsewhere and increase customer satisfaction.

Unfortunately, we also have deep concerns about certain communication issues that have been reported over the first month of Veolia operations. For example, we have received reports from riders that announcements and schedule changes are not being translated.

In addition, we have questions regarding what the 'minor adjustments' to schedules you have made over the past month mean to riders. According to the NICE website, these adjustments appear to have improved connections for riders, but it is unclear whether

these changes also reduced service levels along routes. These changes are also particularly concerning because they appear to have been made without public input. We request greater information from you about these adjustments, including a comparison of these changes to the levels of service provided before Veolia's assumption of operations.

We are also extremely concerned with the failure of Veolia and Nassau County to establish the promised 'Customer Advisory Committee' during the first month of operations. According to the NICE website, this committee was scheduled to begin meeting in January 2012 yet no announcement of committee formation has been made and no meetings appear to have taken place.

While we recognize that Veolia has only been operating NICE for a little over a month, the lack of public input on service changes to date, reported communication challenges and the failure to launch the promised Customer Advisory Committee raise red flags about public access and influence over transportation decisions. We urge you to promote greater transparency by immediately launching the Customer Advisory Committee and releasing a schedule of public meetings, as well as develop a more effective strategy to communicate with customers and stakeholders.

If you have any questions, you can reach me at 212.268.7474. We look forward to your response, and to meeting with you in the near future.

All the best,

Ryan Lynch
Policy Director