

April 7, 2026

New York State Department of Transportation

Office of Transit

50 Wolf Road, Albany, NY 12232

RE: Hudson Link Operator Contract Renewal. Community Input and Accountability Request.

Dear New York State Department of Transportation,

We are writing on behalf of daily Hudson Link riders and the broader Rockland County commuter community to formally submit input ahead of the anticipated contract award for Hudson Link bus service operations.

We understand that an RFP was issued last year and that a new operator may be selected in the coming months. We want to be direct: the current service experience has been unacceptable. We are asking NYSDOT to use this contract transition as an opportunity to demand real, measurable accountability from whoever operates this service next and we are asking for a seat at the table in that process.

Who We Are

Fix Hudson Link is a grassroots advocacy effort launched by daily Hudson Link commuters in Rockland County. We ride this bus because we have to; it is our connection to Metro-North, to Manhattan, and to work. We started tracking cancellations ourselves because no one else was doing it reliably.

Our community hub, cancellation tracker, and rider reports are available at fixhudsonlink.com.

Fix Hudson Link has been covered by lohud.com (The Journal News), the Lower Hudson Valley's leading regional news outlet. A feature in the Rockland County Times is expected this week, and we are currently in conversation with News 12 about a forthcoming segment. See Appendix B for links and coverage details.

We are pro public transit. We want this service to thrive. That is exactly why we are writing.

The Problem: What Riders Have Experienced

Over the past several months, our community has documented a consistent pattern of service failures on the Hudson Link:

- Buses canceled without advance notice, leaving riders stranded at stops
- Next-bus arrivals 30–45 minutes after a cancellation, causing missed Metro-North connections

- Real-time data in the myGoMobile app that does not match actual bus locations or schedules
- Repeated explanations from Hudson Link dispatch citing driver callouts. A chronic issue, not an isolated one
- No contingency protocol when a trip is canceled: riders receive a notice but no alternative

We have collected this data ourselves. Our Ghost Bus Tracker is live at fixhudsonlink.com/dashboard and began pulling automated data from the 511NY GTFS-RT feed this week. Full dataset exports are available upon request.

The myGoMobile app, built by MSF Global Solutions, has a 1.6-star rating on Google Play. Rider reviews describe crashed ticket screens, random logouts, and schedule data that is frequently wrong. This is not a minor inconvenience, it is the primary rider-facing technology for a publicly subsidized commuter service, and it is failing.

Our Concern About the Upcoming Contract Award

We have heard community reports that Community Coach and Coach USA may be under consideration for the next contract. We raise this not to prejudge the outcome, but because our community deserves transparency: what we have heard about Coach USA's service record gives us serious pause. Rockland Coaches, a Coach USA affiliate, has given our community subpar service and we're concerned about this happening with Hudson Link service. We are asking NYSDOT to share publicly what criteria are being used to evaluate bidders, and what weight is being given to reliability, rider experience, and accountability.

We would rather have fewer buses that show up than more buses that don't. If the new contract results in a smaller but dependable schedule, that is an acceptable trade-off. What is not acceptable is a continuation of the current pattern: published schedules that routinely fail, with no penalty to the operator and no recourse for riders.

Our Requests

1. Prioritize Reliability Above All Else

The new contract must include explicit, enforceable reliability standards. We recommend:

- A minimum on-time performance threshold (e.g., 90%) with financial penalties for non-compliance
- A defined maximum cancellation rate per route per month, with escalating consequences
- Mandatory advance notice requirements for cancellations (minimum 30 minutes when operationally possible)
- A documented contingency protocol for every canceled trip, including express-to-local route swaps, standby vehicle dispatch, or coordination with Transport of Rockland for alternative coverage

If the current level of service cannot be maintained reliably, we ask NYSDOT to consider a slight reduction in frequency and building from a dependable foundation rather than continuing to publish a schedule that cannot be honored.

2. Fix the Technology

The rider-facing technology must be addressed in the new contract. At minimum:

- Hudson Link should adopt OMNY and offer RFID payment systems like mobile wallets like the NYC subway.
- The current myGoMobile app should be evaluated and replaced if it cannot meet basic performance standards. Transit-specific technology providers exist that are built for this purpose:

Provider	Best For	Pricing Model	Key Strengths
Swiftly	Real-time data & analytics	Annual contract, 5–7 figures based on fleet size	ML-powered predictions, used by 110+ agencies, improves on-time performance up to 40%
TransLoc	Full platform for small agencies	Custom pricing, includes rider app	Built for small agencies, minimal IT needed, 1,500+ locations, includes GTFS management
Transit App	Rider-facing app via GTFS integration	Free for fixed-route GTFS integration	800+ cities, riders may already use it, no custom app maintenance needed

3. Require a Staffing Plan

Driver callouts are cited as the cause of most cancellations we experience. This is a systemic staffing issue, not an anomaly. The new contract should require:

- A minimum extra board (standby driver pool) sized to historical callout rates; at least two to three additional drivers available during peak hours
- A written driver retention and quality-of-life plan, including competitive compensation benchmarked against local driving jobs, scheduling accommodations, and clear paths for advancement
- Reporting to NYSDOT on callout rates and extra board utilization on a quarterly basis

Agencies that have addressed driver retention proactively, including AC Transit in California and the Western Reserve Transit Authority in Ohio, have seen meaningful reductions in cancellations and turnover. This is a solvable problem with the right operator commitment.

4. Create a Formal Community Input Process

We are asking NYSDOT to establish a structured channel for ongoing rider input before and during the contract transition. Specifically:

- A public comment period before the contract is finalized, with published responses to substantive feedback
- A rider advisory mechanism that gives commuters a voice when service issues arise post-award
- Direct communication from NYSDOT to Hudson Link riders about the timeline and outcome of the contract process

We Are Ready to Help

Our community includes professionals with backgrounds in technology, product development, and data systems. We have already built tools, including a Ghost Bus Tracker that flags cancellations in real time, using the limited data Hudson Link currently makes available. Imagine what we could contribute with proper data access and a willing partner.

We are offering, at no cost, to:

- Provide rider feedback and UX testing for any new technology platforms
- Assist with GTFS data validation and real-world accuracy testing
- Serve as a community liaison during the contract transition to surface issues early

This is not a consulting pitch. It is a genuine offer from people who ride this bus every day and want it to work.

Hudson Link has the infrastructure to be a model commuter service: a dedicated bus lane on the Mario Cuomo Bridge, modern vehicles, and routes that connect key destinations. What it has lacked is a reliability standard with teeth and an operator held to it.

We are asking NYSDOT to use this contract moment to set a higher bar and to bring riders into the conversation. We are available to discuss any of these recommendations further and welcome a meeting at your convenience.

Respectfully submitted,

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fixhudsonlink.com

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Appendices

Appendix A: Ghost Bus Tracker Data

Our Ghost Bus Tracker is publicly accessible at fixhudsonlink.com/dashboard. We are working to make the tracker live and pull data automatically from the 511NY GTFS-RT feed, logging canceled trips and significant ETA drift by route. Data exports are available upon request.

Appendix B: Media Coverage

lohud.com (The Journal News), April 2, 2026: “[After Hudson Link bus ghosted her, Nyack woman created a website to fix that](#)” and [Photo gallery](#)

Rockland County Times feature expected week of April 7, 2026 (in progress).

News 12 segment in development.

Appendix C: Rider Feedback and Community Reports

Screenshot of fixhudsonlink.com Ghost Bus Tracker as of April 6, 2026 attached. The tracker displays rider-reported cancellations by route and date, logged through our self-reporting tool at fixhudsonlink.com.

[myGoMobile app reviews](#) (Google Play): current rating: 1.6 stars. Rider reviews describe crashed ticket screens, random logouts, and schedule data that is frequently incorrect

The second screenshot was taken from this morning (4/7/2026). The 7:19 bus never showed up, but it is not marked as a canceled bus on the app. This is during peak commuter hours and the nex

12

ghost buses reported by riders

0

H01

2

H03

3

H05

7

H07

0

H07X

0

Shuttle

RECENT REPORTS

H05 reported by N.P. at 21:04	2d ago
H07 reported by F.D. at 22:49	3d ago
H03 reported by R. at 08:46	3d ago
H07 reported by J.S. at 10:00	4d ago
H03 reported by G.F. at 07:24	5d ago
H07 reported by L.C. at 06:57	5d ago
H07 reported by K.D. at 07:01	5d ago
H07 reported by R.P. at 07:05	6d ago
H07 reported by J.Y. at 19:13	6d ago
H05 reported by M.W. at 17:30	Mar 27
H05 reported by C.H. at 15:00	Mar 27
H07 reported by C.H. at 08:10	Mar 27

7:19

Upper Nyack

Stop #ARFRN
Downtown Nyack

South Nyack

H07

Palisades Center-Tarrytown

Eastbound Westbound

Downtown Nyack

6:57 AM

7:19 AM

50 min

8:10 AM

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