



Flix North America Inc. | 315 Continental Ave, Dallas | TX 75207 | USA

August 6, 2024

Dear Plattsburgh Community:

For decades, Greyhound has been a proud and valued presence in the Plattsburgh community, providing affordable and reliable intercity transportation to residents and visitors alike. We strive to maintain this vital service in the area.

In recent weeks however, our service has become a point of contention in Plattsburgh, and as CEO, I wanted to address these concerns with the community directly.

It's not in the interest of the city that certain stigmas and intentional diversions are overshadowing the true issue at hand, which is to ensure that the Plattsburgh community has access to the affordable intercity bus service it deserves. This service is critical for social and family trips and reaching essential services – particularly for lower-income residents, who deserve equitable access to travel, as well as students travelling to and from SUNY Plattsburgh.

From the very beginning of our engagement with city officials, we indicated that operating out of Plattsburgh International Airport (PBG) is our preferred solution, as it would provide the improved connectivity, convenience, amenities, and security of an intermodal transportation hub. Unfortunately, we have not received a positive response to date. During deliberations, we were informed that though we were willing to pay a reasonable cost to access the existing bus terminal at PBG, it was unavailable for our use. We agreed to an alternative curb stop solution at PBG that was offered to us, but that plan was not approved by local officials either.

When the Mayor's office then offered us the ability to pick up and drop off outside the Clinton County Government Centre, we gratefully accepted, as it allowed Greyhound to continue providing service to the region and offer a vital connectivity service to the community. We remain grateful for the collaborative efforts of the Mayor's office in making this possible. We also understand that this arrangement has caused inconvenience to some residents and businesses.

I want to reassure you that we are working diligently to maintain service to the community and continue to regularly consult with local officials and stakeholders to find an alternative location that better serves the needs of our passengers. I also want to reiterate that we acknowledge and appreciate your patience as we work to bring together all stakeholders and agree on a sustainable, long-term solution.

Travel is a fundamental right, whether for work, education, leisure, or emergencies. I hope we can come together to ensure that every member of the Plattsburgh community can access the affordable intercity transportation services they need.

Thank you for your understanding and continued support.

Sincerely,

Kai Boysan, Flix NA CEO