

34th Street Select Bus Service



Newsletter 2 - August 2012

Now on the M34 and M34A SBS

- **Off-Board Fare Collection:** Bus customers pay their fare at SBS stops before boarding, reducing the time required to pick up and drop off passengers.
- **SBS Brand:** Buses on both routes carry the distinctive SBS brand, with flashing blue lights.
- **Camera Enforcement:** Expanded camera enforcement of the bus lanes help buses bypass congestion.
- **BusTime System:** Bus customers can track the bus location in real time using the internet, a smartphone, or text message. Check out BusTime at: www.bustime.mta.info.



M34A Bus

Results of Off-Board Fare Collection

The results from an evaluation of 34th Street SBS by NYCT and DOT are in: buses are moving faster, more people are choosing to ride, and customer satisfaction is over 95%. (Continued on Page 4)



Off-Board Fare Collection Machines

Results

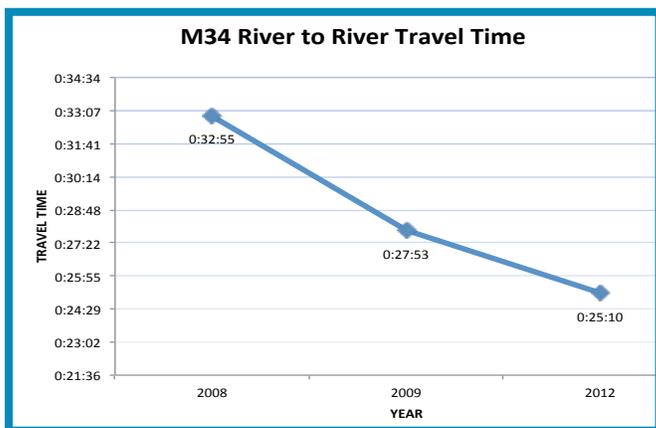
Since November 2011 on the M34 SBS:

- Travel times declined 10%
- Ridership increased 5%
- Passengers satisfaction over 95%
- Time savings has enabled increase in service

Results of Off-Board Fare Collection Continued

M34 SBS Travel Times

- Travel times on the M34 SBS have declined by 10%. The reason: time at bus stops dropped 35%.
- Since 2008, bus travel times on 34th Street have declined 23% or by over 7½ minutes.
- DOT is issuing 900 bus lane violations a month through its camera program, ensuring bus lanes are clear for buses.



M34/M34A Ridership

- M34/34A ridership is up over 5% since last year and over 12% compared to 2008.
- Weekday ridership now routinely tops 20,000 passengers.

Customer Satisfaction

- 96% of customers report being satisfied or very satisfied with M34/34A SBS service.
- 25% of passengers report using the M34/34A SBS more frequently since the introduction of off-board fare collection.

Increased Service

As a result of the reduced travel times, NYCT has been able to provide more service with the same number of buses and drivers. In April 2012, NYCT added 24 weekday and Saturday trips and 12 Sunday trips to the M34 SBS. When capital work for the 34th Street SBS project is done in 2014, we expect travel times to drop even further.

New Buses Coming to 34th Street

Starting in early 2013, NYCT will begin using three-door, low-floor articulated buses on 34th Street. These fuel-efficient clean diesel buses can carry up to 85 customers (54 seated). The larger interior will provide customers with a more comfortable ride, and three doors will allow for faster boarding at stops.



Articulated SBS Bus

Stay Informed

- Contact Veronica Bailey-Simmons, the 34th Street SBS Outreach Representative, at 917-339-0488 or vbailey@hshassoc.com.
- Visit our website: www.nyc.gov/brt for updated project information.



www.twitter.com/NYC_DOT



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Construction Update

Construction of the 34th Street SBS project will take place in three phases as described below. For a full description of the 34th Street SBS project, check out the project website: www.nyc.gov/brt



West Section - Hudson Yards Development Corporation

Tenth to Eleventh Avenue

As part of the Hudson Yards Park and Boulevard Project, the Hudson Yards Development Corporation (HYDC) is rebuilding 34th Street between Tenth Ave and Eleventh Ave. HYDC is also constructing the elements of the 34th Street SBS project within this block.

Construction Management

The Hudson Yards Development Corporation

Project Components

- Two bus bulb stations
- Repaving and restriping for new bus lanes and loading zones
- New signage

What to Expect

Construction began in July and is scheduled for completion by the summer of 2013.

Work Hours

7am - 3pm weekdays.

Middle Section - City of New York with MTA New York City Transit

Twelfth Avenue to Eleventh Avenue and Tenth Avenue to Lexington Avenue

Construction Management

MTA New York City Transit

Project Components

- Eight bus bulb stations
- One curb extension
- Repaving and restriping for new bus lanes and loading zones
- New signage

What to Expect

The construction will start in February or March of 2013, depending on weather conditions, and is expected to last eight to ten months. Construction at each bus bulb location will take two to three months. Two-way traffic will be maintained at all times.

Work Hours

On commercial blocks, including Twelfth Ave to Eleventh Ave and Ninth Ave to Fifth Ave, work will take place during weekday nights. This will minimize traffic impacts during the weekday morning and evening rush hours.

On residential blocks, including Tenth Ave to Ninth Ave and Fifth Ave to Lexington Ave, construction will take place during daytime hours to avoid nighttime noise.

Further updates on the construction schedule will be available on www.nyc.gov/brt.

East Section - City of New York

Lexington Avenue to the FDR Service Road

Construction Management

New York City Department of Design and Construction (DDC)

Project Components

- New distribution water main between First Ave and Third Ave and new trunk water mains at the intersections with Second Ave and Third Ave (part of the NYC Department of Environmental Protection's Third Water Tunnel project)
- Replacement of aging sewer segments
- Relocation of other utilities as needed
- Three bus bulb stations
- Two curb extensions
- Repaving and restriping for new bus lanes and loading zones
- New signage

What to Expect

The construction will start in late summer or early fall of 2013 and is expected to last between 18-24 months. Before the construction of the bus bulbs, work crews will install new trunk water mains at the Second Ave and Third Ave intersections and distribution water mains on 34th Street between First Ave and Third Ave, as well as replace sections of aging sewer and relocate private utilities as necessary. This work will require extensive street excavation. Once this work is complete, crews will commence construction of the bus bulbs. Construction at each bus bulb location will take approximately two to three months. The water main and sewer work is being constructed along with the 34th Street SBS Project to ensure that major subsurface work is completed

prior to construction of on-street improvements and to minimize construction impacts on the local community.

Work Hours

Work hours will be limited to minimize impacts on traffic flow and neighborhood quality of life. The work hours for this section have yet to be finalized. Based on similar projects, construction will be scheduled to avoid nighttime noise impacts and weekday traffic impacts around the Queens Midtown Tunnel.

Further information on the construction schedule and traffic plan will be made available by DDC in advance of the start of work.