



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

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COREY JOHNSON
Chair

ROBERT J. BENFATTO, JR., ESQ.
District Manager

October 5, 2011

Margaret Forgione
Manhattan Borough Commissioner
New York City Department of Transportation
55 Water Street, 9th Floor
New York, New York 10041

Re: Relocation of Megabus Terminal

Dear Commissioner Forgione:

Manhattan Community Board 4 (CB4) requests that the temporary Megabus, a division of Coach, passengers loading area on the west side of Ninth Avenue between 31st and 33rd Streets be relocated by January 1st 2012, whether or not construction has commenced on the adjacent lot. This site is simply not appropriate for a high volume bus terminal. CB4 supports the relocation (after Community Board consultation) of the temporary bus loading/unloading area to a location where the negative impacts will be lessened, such as 34th Street between Eleventh and Twelfth Avenues.

To its credit, the operator has made a number of improvements to the site, particularly the use of a parking lot for a passenger waiting area and the presence of personnel to discourage passenger sidewalk waiting. However due to the site's location near residences and the volume of passengers, the operation of this site continues to cause major disturbances to the community and the improvements still fall short of the goals. CB4 has attempted to work with the operator but it continues to receive numerous complaints about the stop.

- Buses continue to double-park on a regular basis on the avenue.
- The sidewalk situation continues to be a concern: the red rope is reducing the sidewalk capacity at non-peak hours and is often ignored at peak hours. Further, passengers still sleep on the steps of St Michael's Church on 34th Street and take shelter from the rain in the lobby of the residential buildings next door. A new structure has been erected on the whole length of the sidewalk to support an advertising banner. It takes away another 3 feet of sidewalk. As a result the pedestrian right of way between the banner and the street vendors that have been attracted to the site by the presence of the temporary bus terminal is limited to barely four feet.
- Urinating in the street or on neighboring property continues, as a proper option for bathrooms has yet to be provided and advertised for bus customers. Contrary to the plan, none of the adjoining businesses are providing access to their bathrooms – on the contrary signs reserving bathrooms to patrons only have multiplied on shop windows. The Portosan that had long been dedicated to serve a few parking lots attendants, is now open to all passengers. However a facility

designed to serve five persons is entirely inadequate for 500 to 1,000 people. In addition the dispatchers recommend not using it.

- While Megabus has addressed the noise issue by no longer using bullhorns, its personnel do holler the destinations multiple times for each departure, which is still audible to and a nuisance for residents.

The residents are disappointed in the fact that Megabus has not addressed these issues in spite of repeated notifications and has failed to send a representative to the Transportation Committee despite frequent requests during the last few months. . In the final analysis, this site is simply not appropriate for a high volume bus terminal. For these reasons, CB4 requests that the Megabus stop be removed or relocated to another (Community Board approved) location.

Sincerely yours,



Corey Johnson
Chair
Manhattan Community Board 4



Christine Berthet
Co-Chair
Transportation Planning Committee



Jay Marcus
Co-Chair
Transportation Planning Committee

CC: Thomas Lewis, Coach Bus USA