



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

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COREY JOHNSON
Chair

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

February 6, 2013

Thomas F. Prendergast
President
MTA New York City Transit
2 Broadway
New York, NY 10004

Re: Service on lines M11, M20 and M42

Dear Mr. Prendergast:

Community Board 4 has received complaints of residents related to the M11, M20 and M42 bus service. These lines often experience substantial delays and have posted schedules that are frequently not followed. This problem is particularly acute during peak traffic hours. The M42 has been awarded the pokey award in 2009, 2010 and 2012 by the Straphanger campaign.

Our residents wonder why, since peak traffic "rush" hour locations and times are predictable, bus departure and arrival times cannot be more predictable. In addition experience shows that it is not uncommon for several arrival times on the schedule to be skipped, particularly during rush hours.

CB4 requests the following corrective actions to be considered by the MTA:

- We understand the MTA has staff specifically to monitor typical traffic patterns and ensure bus schedules are found. We request they revisit these bus lines and make appropriate changes;
- Since these three lines have segments heavily impacted by Lincoln Tunnel related traffic, we request these lines be amongst the earliest to install GPS estimated bus arrival times at bus stops; and
- To assist our senior passengers during high wait times, we ask MTA to support the request we are sending the DOT for bus shelters along these lines (attached).

We appreciate your attention to this matter. Please keep us abreast of your findings and corrective actions.

Sincerely,

Corey Johnson
Chair

Christine Berthet, Co-Chair
Transportation Planning Committee

Jay Marcus, Co-Chair
Transportation Planning Committee

CC: Margaret Forgione, NYC Department of Transportation