

May 2, 2019
Community Board 2 Meeting
Attachment #1
Fast Forward Queens Bus Network Redesign

Fast Forward: Queens Bus Network Redesign

April 15, 2019

The Fast Forward Plan

Priorities

- Transform the subway
- Reimagine the bus network
- Accelerate accessibility
- Engage and empower employees

Foundations

- Agility & accountability
- Safety, security & resilience
- Customer service & communication



What does reimagining the Queens bus network entail?

- A holistic, blank-slate approach looking at Queens from a fresh perspective
- Full assessment of all local, SBS, and express bus service in the area, including coordination with NICE Bus
- A look at current and future market needs and travel trends
- An analysis of bus performance and reliability to support an increase of bus priority in Queens to provide faster, more reliable travel times
- Introduction of more comfortable, environmentally sustainable buses
- Collaborating with NYCDOT on bus priority



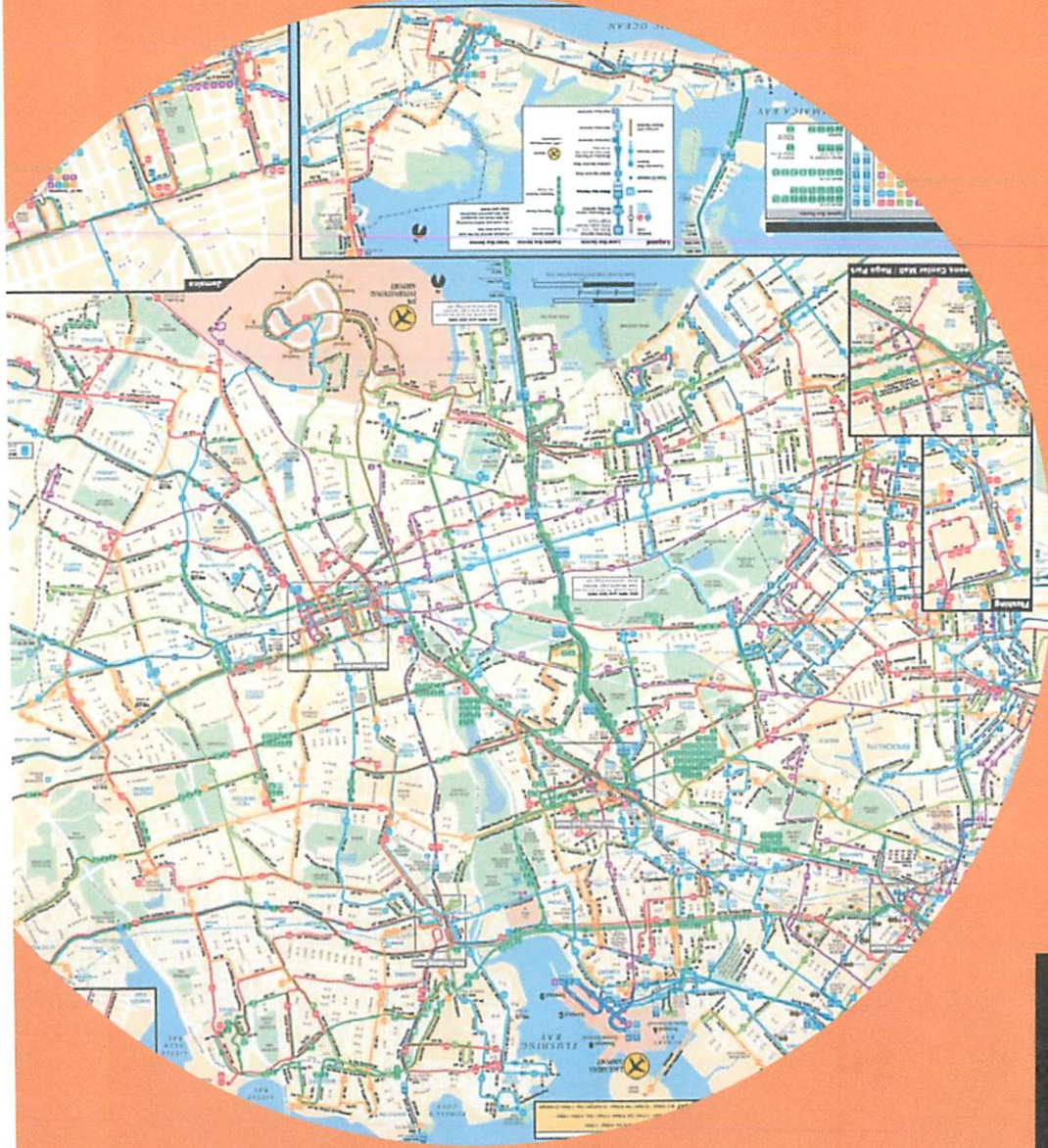
Why are we reimagining the Queens bus network?

- The Queens bus network has not substantially changed in decades; many follow old trolley routes
- As our customers' needs change, we must change with them
- Queens continues to see major changes in all sectors – residential, commercial, institutional, with Jamaica, Flushing, and Long Island City booming
- Bus ridership in Queens and across New York City has been decreasing
- Bus speeds have slowed as congestion has worsened
- Job growth in Queens is accelerating, many at venues located farther away from the subway (i.e. universities, hospitals, and airports)



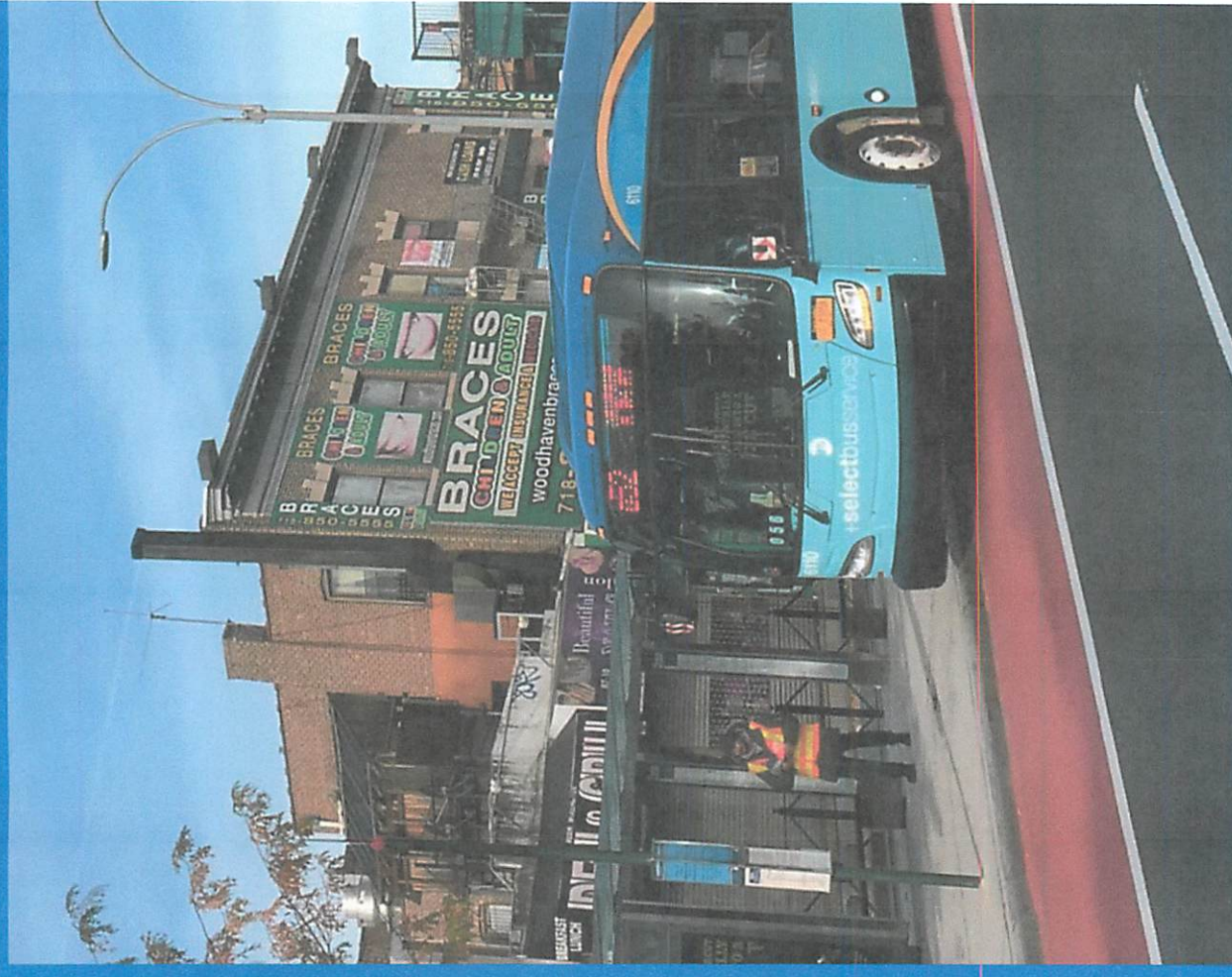
Snapshot of the Queens bus network

- 77 local bus routes with ~700,000 average weekday customers
- 30 express bus routes with ~14,000 average weekday customers
- Queens local bus ridership has declined 2.5% between 2016 and 2017
- Queens express bus ridership is down 1% between 2016 and 2017
- Bus speeds continue to decline – 3% slower since 2015 at 8.9 mph



How do we get there?

- All recommendations will focus on improving the customer experience, with attention given to:
 - Expanding bus priority improvements in collaboration with NYCDOT
 - Providing high frequency, high capacity bus service on major corridors
 - Improving bus stop spacing to speed up customers' commute times
 - Modifying bus routes that are low-performing and circuitous
 - Reducing route redundancy and subway competition
 - Improving off-peak service frequency and coverage



Public Outreach – Bronx Bus Redesign



Public Workshops:

- 6 were held at various locations in September and October 2018

In-person intercept surveys:

- Canvassed 12 key locations
- Nearly 2,000 completed surveys

Online survey:

- Open September – December 2018
- Nearly 750 completed surveys

Open Houses:

- Upcoming opportunity to provide feedback on draft plan and final plan

Community Board meetings

Primary sources of information

Quantitative

- MetroCard data provides information on which routes customers are boarding by time of day
- GPS data feeds through BusTime provide information on bus performance which help identify where customers are boarding
- Other External Data includes NYCDOT travel data, NYCDOP demographic and development information, FHV data

Qualitative

- Observation supports qualitative data and also validates automatically collected data
- Survey Research provides insight on questions that cannot be answered by existing data sources or are qualitative in nature
- Public Feedback: Workshops, written feedback, web-based comments, and informal outreach at bus stops, on buses, at key transfer points, etc.



Queens Bus Network Redesign Project Timeline



Thank you

new.mta.info/queensbusredesign

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