



Fast Forward: Bronx Bus Network Redesign

May 3, 2019

The Fast Forward Plan

Priorities

- Transform the Subway
- **Reimagine the Bus Network**
- Accelerate Accessibility
- Engage & Empower Employees

Foundations

- Agility & Accountability
- Safety, Security & Resilience
- Customer Service & Communication



What have we done?



- **Public workshops:**
 - 6 were held at various locations in September and October 2018
- **In-person intercept surveys:**
 - Canvassed 12 key locations
- **Online survey:**
 - Open September – December 2018
- **Data collection and analysis:**
 - A looked at current and future market needs and travel trends
 - Assessed bus performance and reliability to support increased bus priority in The Bronx to provide faster, more reliable travel times

Public Workshops

- **Origins, destinations, and transfers customers make on a regular basis**
- **Common issues and travel challenges**
- **Top priorities customers have for improving bus service**
- **Trade-offs customers are willing to make to enhance bus service**



Public Workshops: Common Issues

Passenger Environment

- Unclean bus seats
- Lack of lighting at bus stops

Reliability

- Congestion
- Bus bunching
- Slow bus speed
- Overcrowding

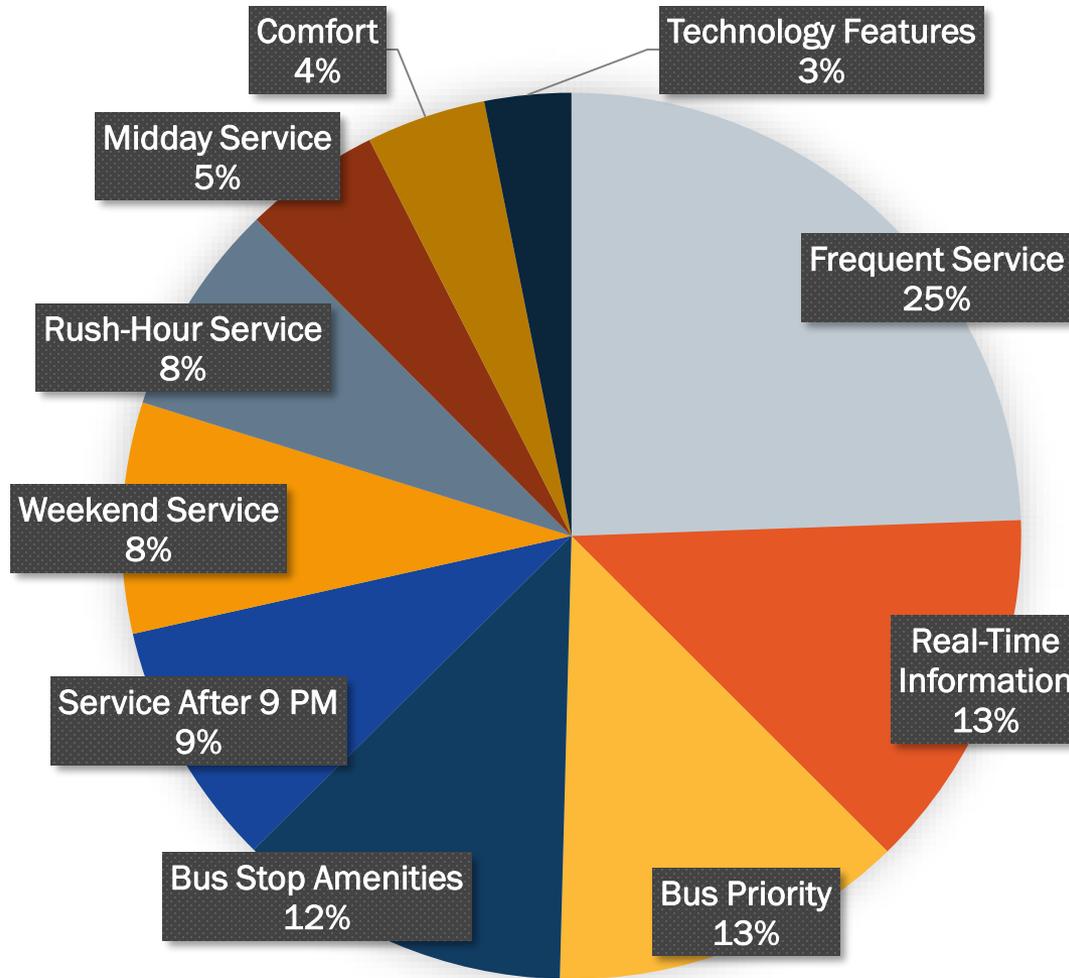
Enforcement

- Fare evasion
- Bus lane obstruction

Travel Challenges

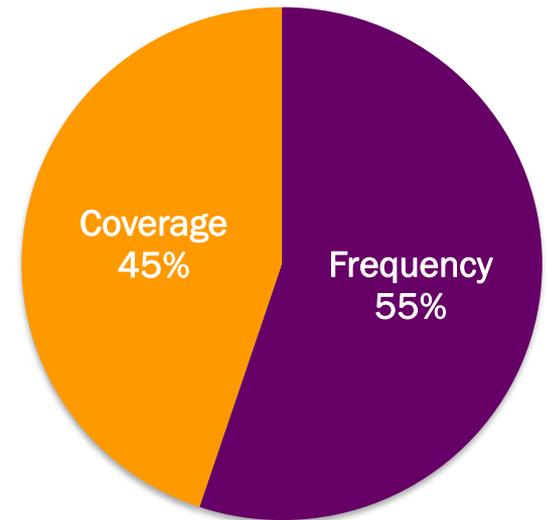
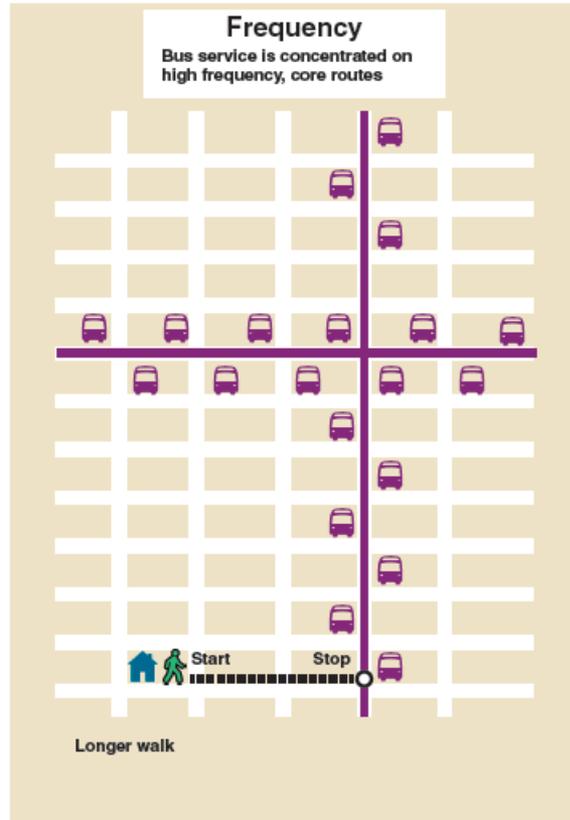
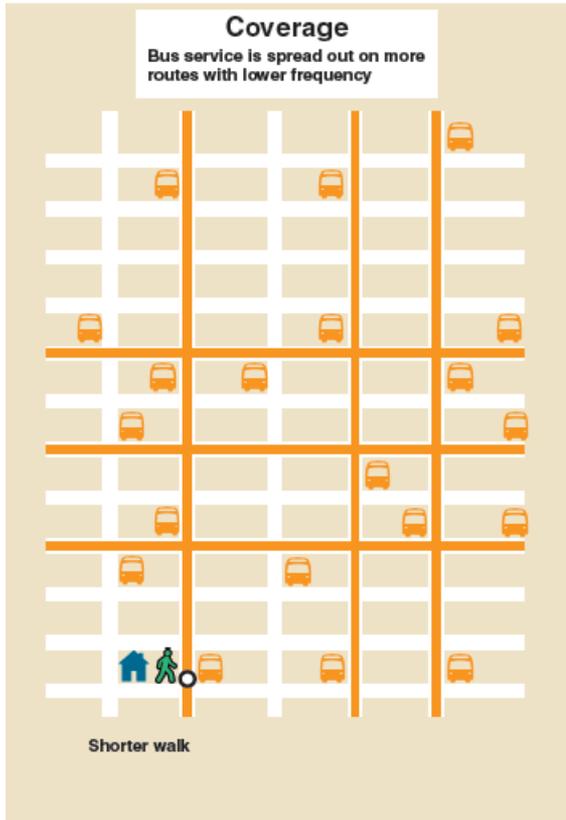
- East-west service
- Ferry service
- Allow 3-legged transfers

Public Workshops: Priorities Exercise



Public Workshops: Trade-Offs

Imagine you have a fleet of 20 buses.
How would you plan service for your bus network?



Coverage

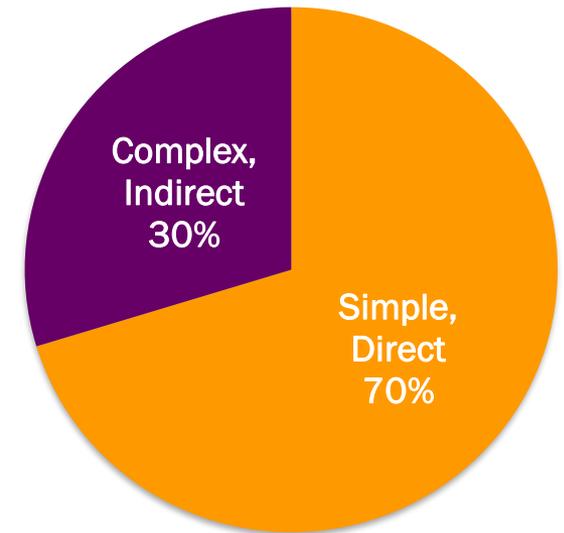
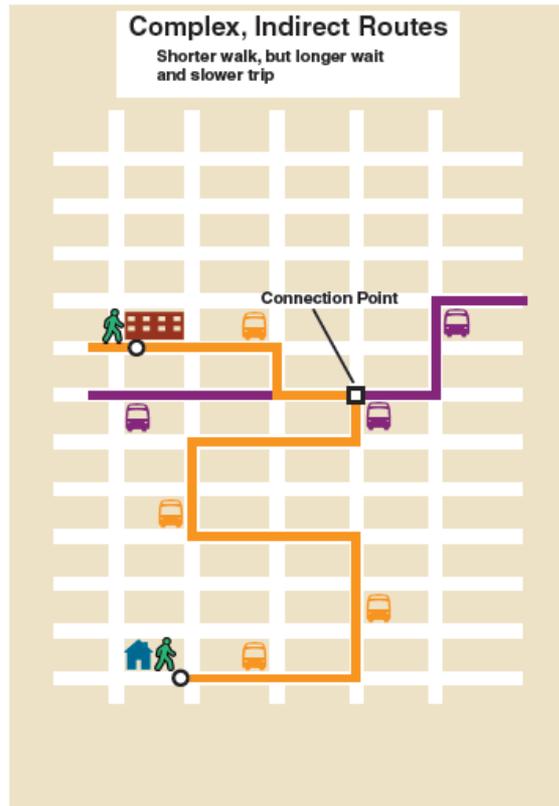
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Frequency

Public Workshops: Trade-Offs



Simple, Direct Routes vs. Complex, Indirect Routes



Simple, Direct Routes

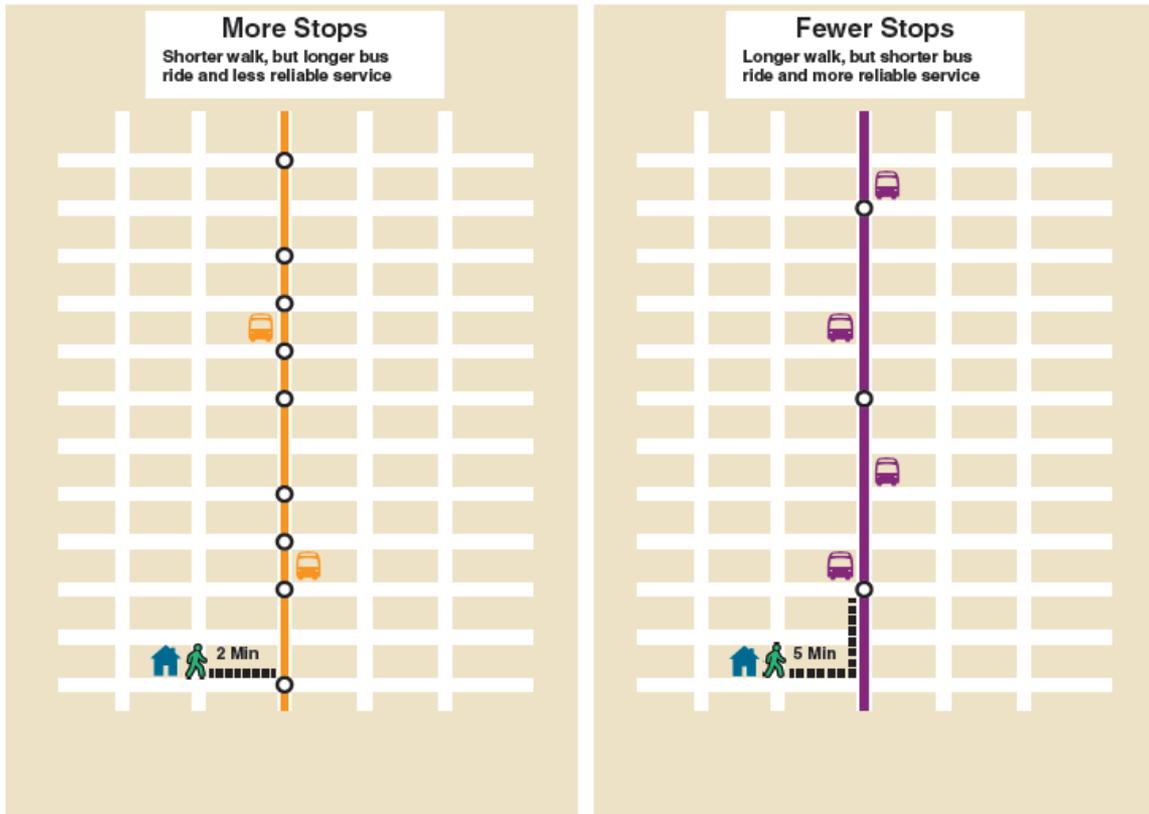
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Complex, Indirect Routes

Public Workshops: Trade-Offs



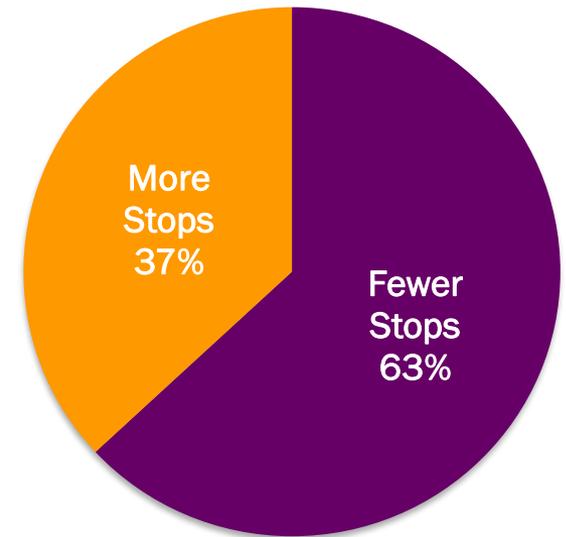
More Stops vs. Fewer Stops



More Stops

OR

Fewer Stops



In-Person & Online Survey Findings

- **In-person survey:**
 - **Canvassed 12 key locations**
 - **Nearly 2,000 completed surveys across the 12 locations**
- **Online survey:**
 - **Open to participants at the workshops**
 - **Promoted via community outreach and coordination with elected officials**
 - **Accessible to all via mta.info**
 - **Nearly 750 completed surveys**



In-Person & Online Survey Findings

- Travel within The Bronx – local bus service is most used
- Travel outside The Bronx – subway and local bus service is most used
- Small number of respondents never use bus service but would if improvements made



In-Person & Online Survey Findings

- **Trip purpose:**
 - Travel to/from work
 - Shopping or dining
 - Personal or business errands
- **Most important elements of bus travel:**
 - Arriving on time
 - Getting to destination quickly
 - Knowing when the bus is coming
- **Trip planning tools:**
 - Google Maps
 - MYmta app
 - MTA Bus Time
- **Why certain trips by bus are considered difficult:**
 - Takes too much time, or too slow
 - Service is unreliable
 - Too many transfers
 - Not enough service

Existing Conditions Report

Why an existing conditions report?

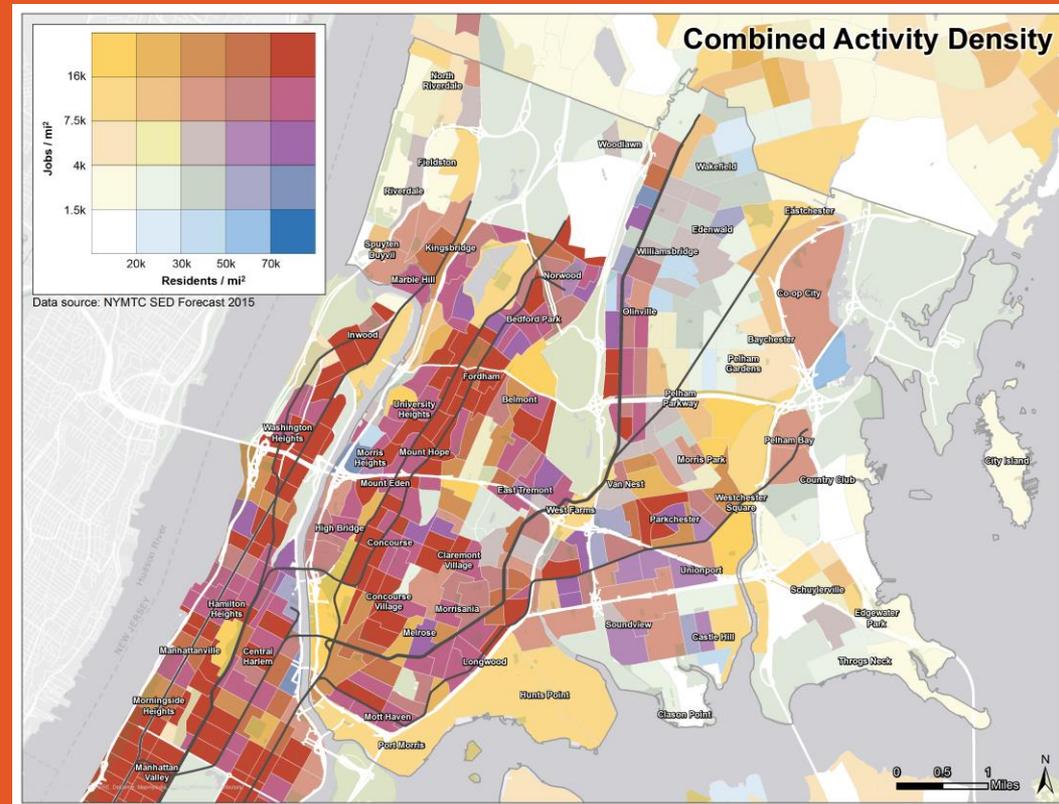
Two major components:

- **Market Analysis – looks at existing demographics and characteristics of The Bronx:**
 - Who lives in The Bronx?
 - Where do Bronx residents work?
 - How do Bronx residents commute?
 - Besides work or home, what are other key travel generators?
 - How will population and employment change in the next 15 years?
- **Service Analysis – looks at existing bus service delivered by NYCT & MTA Bus Company:**
 - How does current bus service support Bronx residents, workers, and visitors?
 - How does it perform in various industry-standard metrics?



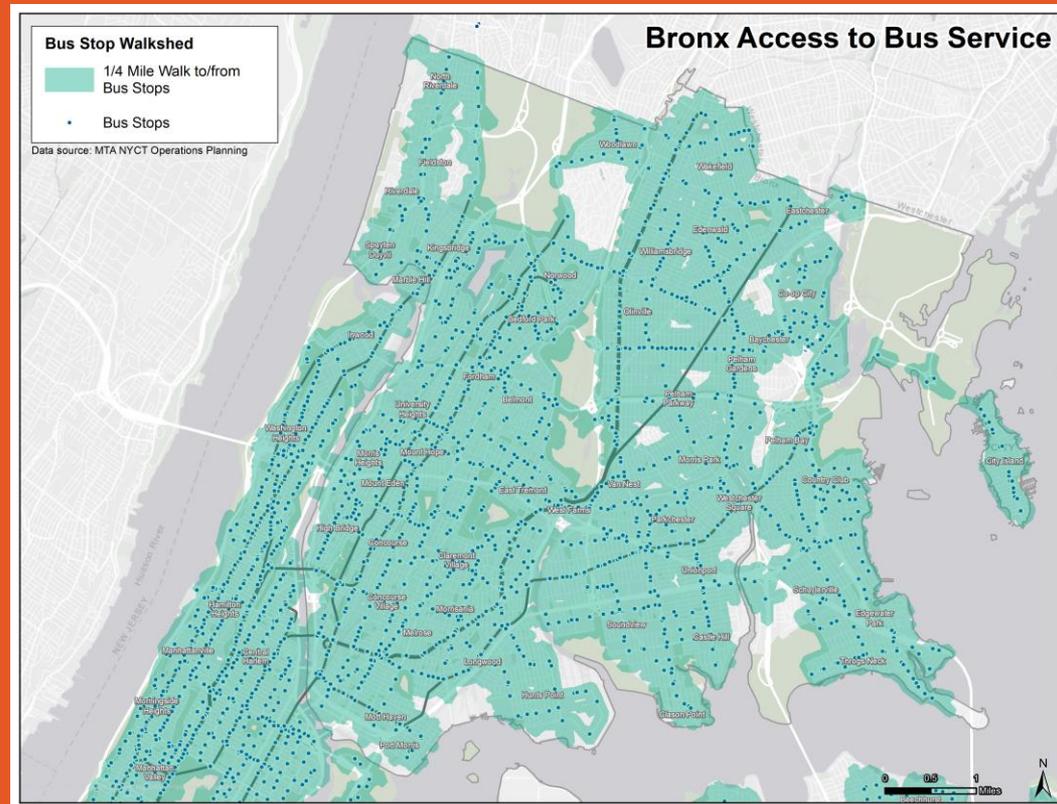
Existing Conditions: Key Market Analysis Findings

- Population and employment (combined activity) is most dense along subway lines
- The South Bronx will experience significant growth in population and employment
- About 60% of Bronx residents commute by transit
- There are a limited number of ADA accessible subway stations in The Bronx



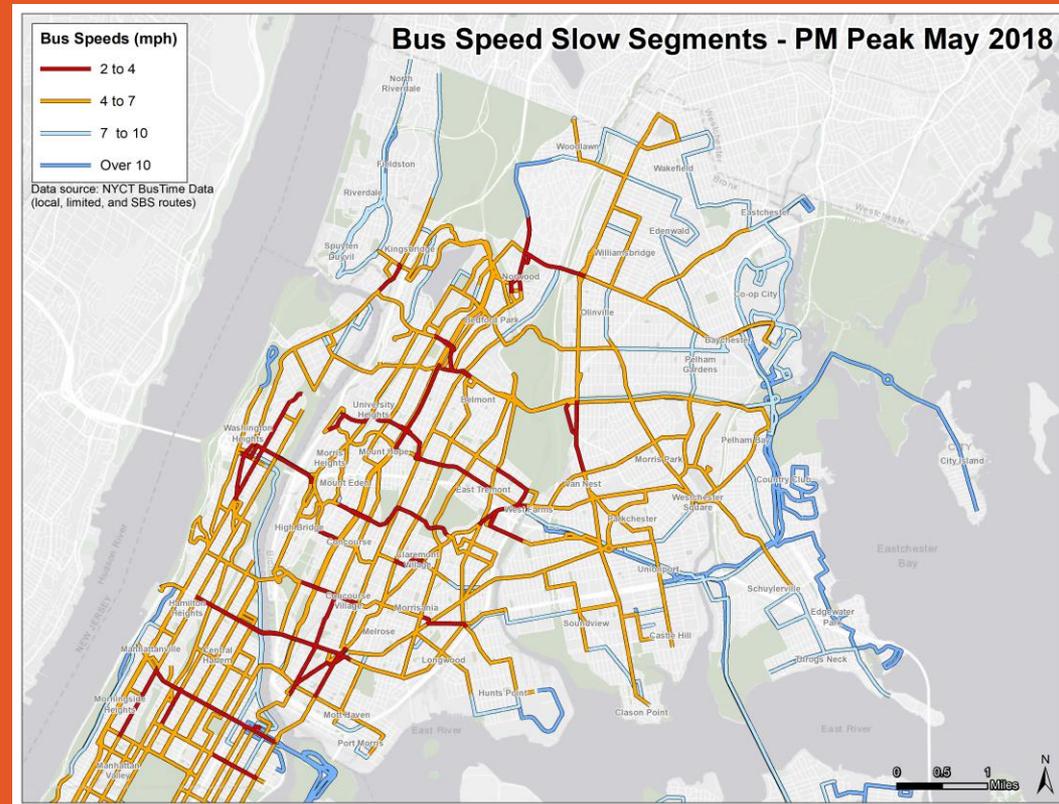
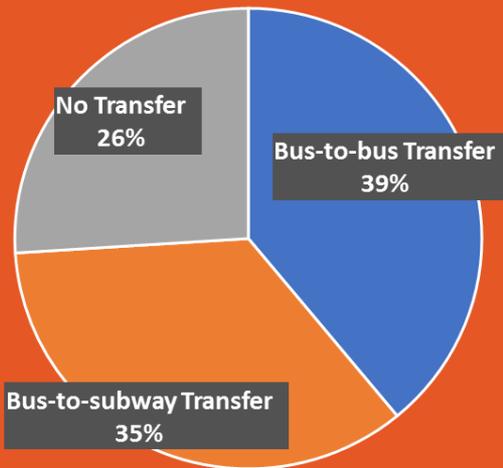
Existing Conditions: Key Service Analysis Findings

- Roughly 96% of Bronx residents have access to some level of bus service
- Overall, Bronx bus service is very frequent for most of the day
- The Bronx has the most productive bus service in the city, carrying the most passengers per hour of service
- The most productive routes are simple and direct, and serve high-density, high-activity areas



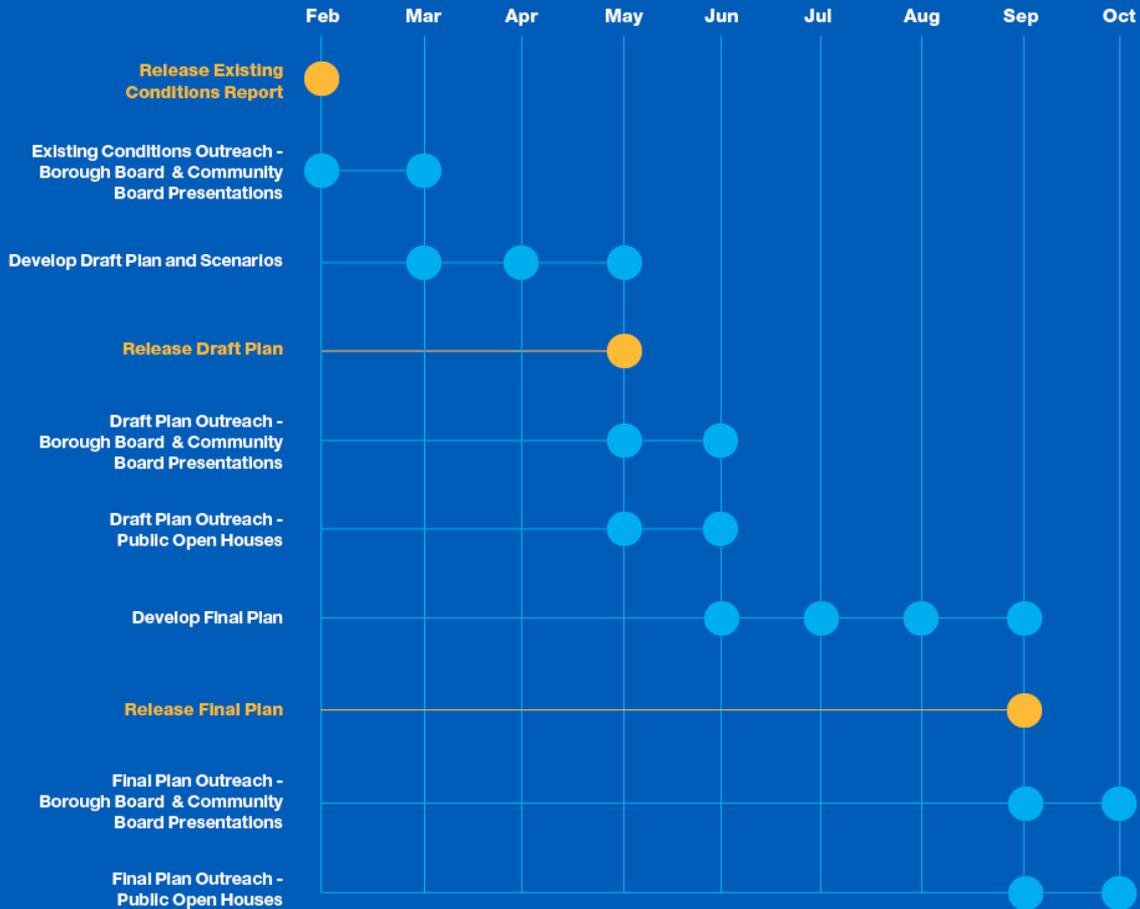
Existing Conditions: Key Service Analysis Findings

- The Bronx bus network is less reliable than the system-wide average
- The Bronx bus network has very close stop spacing
- Most customers rely on multiple routes or subway lines to get around



Moving Forward

Bronx Bus Network Redesign Updated Project Timeline



Thank you

new.mta.info/bronxbusredesign

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