Queens Bus Network Redesign

Proposed Final Plan 12/12/23

Acknowledgments

The Queens Bus Network Redesign is a comprehensive initiative aimed at improving bus service for our riders. This plan signifies our commitment to making bus travel more efficient, accessible, and responsive to our riders' needs. The participation and contributions of scores of individuals and groups have been instrumental in the development and refinement of the proposals in this report.

First and foremost, we'd like to thank all those who live, work, and play in the World's Borough. This process would not be possible without the advice and participation of our customers, bus operators and labor partners, elected officials, community boards, civic groups, transportation advocates, community-based organizations, and other stakeholders.. Your commitment to realizing better transit service in Queens is deeply appreciated by our team.

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Table of Contents

1. Introduction

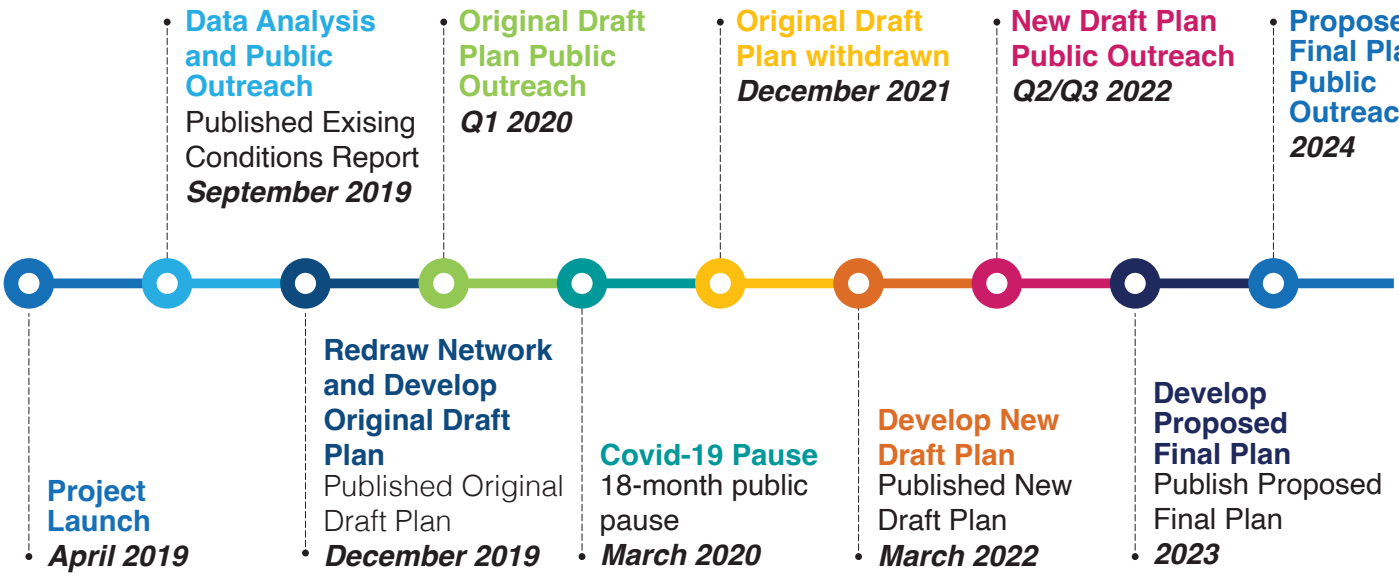
- Project Status
- Why Redesign the Queens Bus Network?
- Customer Priorities

Introduction

The Queens Bus Network Redesign is part of the Metropolitan Transportation Authority's (MTA) larger effort to modernize New York City's bus network and improve bus service borough by borough. Over the last several decades, New York City has experienced a huge amount of growth and change, but the bus network has not kept up with the evolving needs of our customers. Meanwhile, bus ridership has decreased, buses have slowed down in ever-worsening traffic, and reliability has declined. The MTA has made modest, incremental changes to individual routes over the years, but a Bus Network Redesign is a rare opportunity to take a fresh look at the bus network comprehensively, with the goal of meeting customers' priorities: **Reliable Service, Faster Travel, Better Connections, and Simplified Service**.

After releasing the Queens New Draft Plan in March 2022, we completed an extensive public outreach process to engage with our riders and other stakeholders to collect feedback that would inform the next phase of our planning process. The Proposed Final Plan is the product of this feedback. In this report, we will discuss the Queens Bus Network Redesign process, what we've heard through our outreach efforts, and how we have integrated this feedback to arrive at our proposed bus network.

This report details proposed changes made to the routes, stops, frequencies, and spans of service that make up the Queens bus network. It also demonstrates our new approach to providing bus service—one that dynamically responds and adapts to the needs and travel patterns of customers and allocates available resources where they will have the greatest impact. Therefore, our work on the Queens bus network does not end with the release of this report. During the coming months, we will engage with our customers, partners, and stakeholders to collect feedback on the Proposed Final Plan to ensure we are meeting their varying needs as we work towards implementation. Our public outreach process is laid out in more detail within the report.



PROJECT STATUS How Did We Get Here?

The Queens Bus Network Redesign launched in April 2019, with the first public outreach efforts focused on surveying customers and hearing about their priorities for improving bus service in Queens. We surveyed customers both online and in-person, held nine open houses throughout Queens in May and June 2019, and conducted numerous on-street engagement events to help spread awareness of the project.

Following the public open houses, we continued to gather data and produced our Existing Conditions Report. The report was released in September 2019, and outlined key metrics such as population, employment, and demographic trends in Queens and analyzed how current bus service operates in the borough.

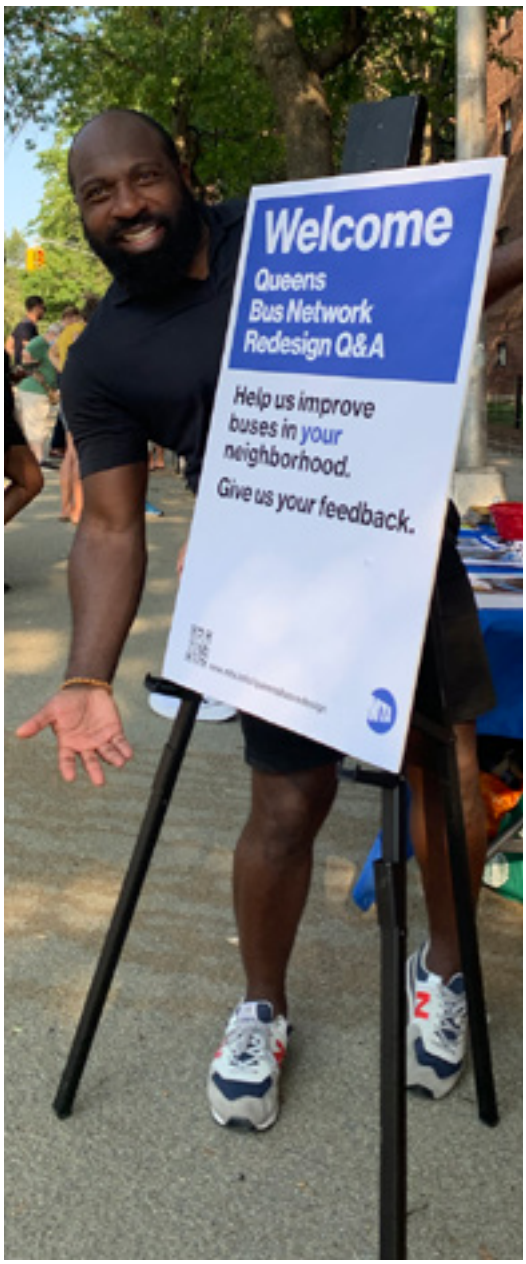
In December 2019, we released the Queens Bus Network Redesign Draft Plan which presented a completely new bus network for Queens, with goals and strategies focusing on Reliable Service, Faster Travel, Better Connections, and Simplified Service. For three months following the release we conducted dozens of outreach events all over Queens including: workshops; open houses; community board presentations; briefings with elected officials, civic organizations, transit advocates, and other stakeholders; as well as direct outreach to customers at subway stations and bus hubs. Those efforts garnered over 11,000 comments before the project was paused.

In March 2020, because of the COVID-19 pandemic, we made the difficult decision to pause the bus network redesign initiative to ensure that resources were concentrated where needed most—specifically moving our essential workers as quickly and safely as possible to address the public health emergency. During this pause we analyzed public comments and based on what we heard, we decided to withdraw the original Draft Plan and restart the initiative by taking a fresh look at the Queens bus network through the lens of these customer comments.

Introduction

In March 2022, we released the New Draft Plan – a reimagined plan, driven by customer feedback. In this plan we worked to address major customer concerns while still balancing tradeoffs and applying network redesign strategies and best practices to improve the bus network. We restarted our public outreach process with the goal of giving all Queens bus customers an opportunity to see the proposed network and weigh in by providing feedback to further refine the plan. We held 14 virtual public workshops, focusing each workshop on a different Community District, 5 in-person Open Houses at central locations, and 15 in-person pop-up events paired with the MetroCard Mobile Sales Van. Additionally, we engaged with elected officials, labor partners, advocates, community organizations, and other stakeholders to further collect feedback and expand awareness. We received comments through these events and through commenting tools on our website, including the comment portal, Remix interactive map, emails, letters, and 511.

Through these outreach efforts, we collected highly constructive feedback and spent the following months analyzing the comments we received. We identified several key takeaways and analyzed targeted feedback on specific routes, stops, frequencies, and spans of service. This feedback became the primary input for the development and refinement of the Queens bus network proposed in this report.



Where Are We Now?

We are excited to release the next iteration of the Queens Bus Network Redesign—the Proposed Final Plan. In this plan we have worked to address major customer concerns, striking a balance between the varying needs of all stakeholders, while applying network redesign strategies to improve the bus network. To those acquainted with the New Draft Plan, many of the proposed bus routes will look familiar. Some proposals have been modified, some withdrawn, and others are brand new. These changes are built upon the feedback we received and guided by our network redesign strategies: improving route design, increasing frequency, balancing bus stops, expanding connectivity, simplifying service, expanding accessibility, improving transit equity, and expanding bus priority.

How Can You Provide Feedback?

Following the release of the Proposed Final Plan, we will conduct another round of outreach to share the report with our customers and stakeholders and gather additional input. Public engagement activities will include:

- **Presentations to all 14 Community Boards in Queens**
- **In-Person Open Houses**
- **Pop-up events and on-street outreach**

Through these events, we will provide customers with information about the proposed changes, promote awareness of the project, and offer opportunities for questions, comments, and concerns regarding the proposed routes, bus stops, and schedules.

Riders are also invited to comment on the Proposed Final Plan by visiting the Queens Bus Network Redesign microsite at new.mta.info/project/queens-bus-network-redesign and accessing our **comment portal**.

Customers will have the opportunity to visualize the proposed network in detail in **Remix**, an interactive web-based mapping tool, which has a geographic commenting feature for route–specific comments.

A **trip planner tool** will be available via the project microsite where riders can test their trips in the new network to better understand how their trip might be improved with the new bus network.

Customers can also comment by phone using **511**. Here are some tips on how to navigate the 511 phone system: new.mta.info/contact-us/call-us.

Written comments on the plan can be sent by mail to: MTA New York City Transit, Government and Community Relations, 2 Broadway, New York, NY 10004

You can also chat with us on social media:

- **WhatsApp** – mta.info/whatsapp
- **Facebook** – facebook.com/MTA

Links to all resources will be shared on the microsite as well as on each of the route profiles in this document. Feedback from this round of outreach will be used to make final changes before the redesign goes to the MTA Board for consideration.

What's Next?

After completing our Proposed Final Plan outreach process, we will hold a Public Hearing following all regulations and statutes and factor in comments to inform any final changes to the bus network. Once these changes are finalized, the redesigned network will go before the MTA Board for a vote. If approved, we would then prepare for project implementation over the following months. Prior to implementation, we will ensure that any changes made will be done so with clarity and transparency. You will continue to hear from us as we get closer to implementation.

WHY REDESIGN THE QUEENS BUS NETWORK?

With 115 bus routes that serve roughly 800,000 riders on an average weekday (pre-pandemic), the borough of Queens has more bus routes and bus riders than any other borough. Nearly 52 percent of Queens residents rely on public transit for their daily commutes and at least 11 percent commute primarily by bus. Over the years, Queens has grown and changed, resulting in shifting demographics and travel patterns. However, the Queens bus network has not substantially changed in decades, resulting in declining ridership, bus speeds, and reliability. Over the years, we have made minor changes to the network, but have not kept pace with the major growth and change Queens is experiencing. The Bus Network Redesign initiative is our opportunity to align with this change, improve service, and better meet the evolving needs of our customers.

Ridership Decline

From 2014 to 2019, bus ridership in Queens declined by 5.3 percent. The decline in ridership can be attributed to a variety of factors, including slower speeds; decreased reliability; modal shifts to other transportation, including the subway and Transportation Network Companies (TNCs); and demographic changes.

During the height of the pandemic, bus ridership in Queens fell to roughly 46 percent of pre-pandemic levels. However, ridership has slowly continued to recover as customers return to their daily activities.

Slow Bus Speeds

Prior to the pandemic average bus speeds had been declining systemwide for several years. Congestion, particularly in areas such as downtown Flushing and Jamaica, is an ongoing challenge to providing fast and reliable bus service for Queens residents and employees. In 2019, average bus speeds in Queens were the second highest of the five boroughs at 8.7 miles per hour (MPH). However, that number is a 3 percent decrease from the average speed in 2015 (9.0 MPH). Even small decreases in bus speeds can have a cascading effect on customers' overall travel times.

Introduction

Congestion is the leading cause of declining bus speeds and service reliability in Queens. It is often worse on key corridors and choke points, amplifying its detrimental effect on bus speeds and in turn the reliability of bus service. This further deters would-be customers from choosing to take the bus.

Reliability Decline

Our customers told us what our metrics also show: that Queens buses are often slow, get stuck in traffic, and often arrive late or bunched together. The on-time performance for Queens bus routes decreased 12 percent from 2014 to 2018. The average Queens bus rider had a Customer Journey Time Performance (CJTP) of 70 percent prior to the pandemic (CJTP measures the percentage of trips completed within five minutes of the scheduled time). More information about how we measure bus service and other performance metrics can be found at metrics.mta.info.

During the height of the pandemic service reliability briefly improved due to less traffic on the roads. However, much of that congestion has since returned, and reliability has begun to decrease back to pre-pandemic levels.

Bus Stop Spacing

Bus stops spaced close together are another reason for slow bus speeds and poor reliability in Queens. With an average of 909 feet between stops, buses are often stopping as frequently as every one or two blocks. This is shorter than the distance between stops in international peer transit systems around the world, which typically range from 1,000 to 1,680 feet.

When a bus stops more frequently along a route, exiting, stopping, and re-entering the flow of traffic, it loses speed, increases customers' travel time, and increases the chance of delays. By rationalizing the distance between stops and preserving stops with high ridership and at key destinations buses can keep moving with the flow of traffic and get customers where they need to go faster.

We have found that removing one stop saves about 20 seconds per trip—and potentially more during peak periods. Over the course of a whole route, this can translate to a significant savings in the amount of time a customer spends on the bus.

Importantly, right-sizing bus stop spacing would not change the MTA's existing "Request a Stop" policy that is in effect during late nights on local bus routes and express bus routes in their non-express segments. From 10 PM to 5 AM, customers can ask their bus operator to let them off at locations that are not bus stops. The operator will then find a safe place along the route to stop the bus. This service is not available on SBS or Limited bus routes, the nonstop segments of express bus routes, or shuttle buses. More information about riding with us is available at https://new.mta.info/guides/riding-the-bus.

CUSTOMER PRIORITIES

This section outlines the four different customer priorities that we heard during our initial outreach sessions at the start of the project. These four priorities represent the goals for the Queens Bus Network Redesign.

Reliable Service

Customers told us that Queens buses are unreliable. Buses don't arrive when expected, and when they do arrive, they are often bunched together, further increasing wait times, and causing overcrowding. We aim to improve reliability by employing Bus Network Redesign strategies such as increasing frequency, reducing turns on routes, avoiding bottlenecks where possible, bus stop balancing, and by working with our partners at the New York City Department of Transportation (NYC DOT) to prioritize buses on the road.

Faster Travel

Speeding up travel times on the bus was another high priority for Queens bus riders. Due to the lack of subways in certain parts of the borough, Queens bus riders often spend more time on the bus than in other boroughs. Buses are often slow due to congestion and lack of bus priority infrastructure. Buses are also slower on indirect, meandering routes with too many turns and closely spaced bus stops. Bus Network Redesign strategies such as straightening and simplifying routes, balancing bus stops, and developing new service patterns and route types (e.g., Rush routes) can help move riders to their destinations quicker.

Better Connections

Customers want to go more places, faster. While part of the solution certainly involves speeding up buses, there are other things we can do, like filling gaps in the bus network and establishing new connections between other bus routes, subways lines, and the Long Island Rail Road (LIRR). Since the bus network has not changed much in the past decades, there are many pairs of origins and destinations that are not served well. These include both trips within Queens and trips from Queens to other boroughs. Customers often called out challenges traveling to Brooklyn, stating that the existing bus network lacks frequent and direct service between the two boroughs. We aim to improve connections by realigning and extending routes to fill gaps in the bus network, and by creating new routes that offer new connections that don't exist today.

Simplified Service

Customers want the whole process of riding the bus to be easier—from figuring out which bus to take, to finding the right bus stop, to paying and boarding, and knowing when to get off. Riding the bus can be daunting for those who have never done it before.

Customers noted that many routes that primarily travel on one street do not always continue on that same street for their full length, making the bus network unnecessarily complicated. Riders have also remarked about the confusing nature of route variations—when one bus route has two or more destinations or service patterns. To make the bus network easier to understand, we've employed strategies such as aligning routes to operate on one main corridor; proposing new route types, which establish a clear purpose for the route; or by separating route variations with distinct route labels.

Introduction

2. What Customers Want

- What We Heard During Public Outreach
- How We Addressed What We Heard

What Customers Want

Customer feedback from the New Draft Plan was crucial in the development of the Proposed Final Plan. During the spring and summer of 2022, we completed dozens of public outreach events, including virtual workshops, in-person Open Houses and pop-up events, elected official briefings, and presentations to other stakeholders. To raise awareness about the project, we marketed the New Draft Plan through various means, from handing out brochures in key locations to displaying updates on digital screens in buses and throughout the MTA system. We solicited comments on the plan at public meetings and via the MTA project website, Remix platform, and other means. Through these public outreach efforts, we received about 4,000 comments, which we used to inform the changes made between the New Draft Plan and the Proposed Final Plan.

In the following months, we undertook a deep analysis of the comments we had received, most of which focused on routing proposals and bus stops. Reactions to the New Draft Plan were generally much more positive than those received on the original Draft Plan. However, we knew there was still work to be done. Commenters clearly identified proposals they liked, proposals they didn't, and proposals we needed to work on. We have summarized these comments into the following key takeaways below.

WHAT WE HEARD DURING PUBLIC OUTREACH

Comments on the New Draft Plan centered around these five categories:

Proposed Routing

- Customers were concerned with certain proposed route extensions/combinations (e.g., **Q10**), route realignments (e.g., **Q23**), and route shortenings (e.g., **Q17**).
- Some new route proposals were well-received (e.g., new **Q51** on Linden Boulevard), while others caused concern (e.g., new **Q73** on 73 Avenue).

Connectivity

- Customers liked the new interborough routes and other proposals that would expand the reach of the Queens Bus Network into harder-to-reach areas (e.g., **B57, B62, Q51, Q78**).
- Customers were concerned with the loss of direct connections to important community destinations, such as schools and colleges, commercial districts, shopping malls, and accessible transit connections (e.g., **Q23, Q25, Q39, Q88**).

Proposed Bus Stop Changes

- Customers were more receptive to our revised bus stop balancing approach in the New Draft Plan versus the original Draft Plan.
- Commenters provided helpful feedback on proposed routes with bus stops that they felt were spaced too far apart and gave us specific feedback on stops that are important to their communities.

Proposed Schedule Changes

- With more specific frequency and span-of-service proposals in the New Draft Plan, riders had a better understanding of our approach to adding and allocating frequency based on route changes and community needs.
- Riders were able to determine how their bus trips might be impacted and provided specific feedback on proposals that would improve their travel versus those that would potentially introduce inconveniences or hardships.

Operational Issues

- Customers were concerned with some proposals to operate buses on problematic streets or proposals to combine or extend bus routes that could create reliability issues (e.g., **Q1, Q10, Q19, Q25, Q73**).

HOW WE ADDRESSED WHAT WE HEARD

In developing the Proposed Final Plan, we have focused our efforts on improving upon the New Draft Plan by addressing the issues identified in the public outreach key takeaways. We have carried over the well-received elements of the plan, refined many proposals through customer feedback, and developed new proposals based on customer suggestions. Throughout this process, we have worked to balance the varying needs of our riders across the borough, while maximizing resources to the best of our ability.

Here's how we've specifically addressed the key takeaways identified in the previous section:

- We've evaluated every major routing concern from all stakeholders and determined the best course of action based on customer needs and priorities, redesign strategies, and available resources. Our stakeholders include customers, Bus Operators, Unions, Road Operations, community groups, advocates, elected officials, city agencies, and more.
- We've maintained connections that are important to customers and their communities.
- We've modified routes and proposed new connections to fill gaps that customers identified, further improving the connectivity and accessibility of the bus network.
- We've re-evaluated proposed bus stop spacing based on customer comments and maintained specific stops that are important to our riders.
- We've modified our frequency and service span proposals based on customer comments, route changes, ridership data, and available resources.
- We've carried over certain well-received proposals and withdrawn those that were problematic.

Through these efforts, we believe we have arrived at a new bus network that addresses many of the major customer concerns that we heard. However, this plan is not yet final. Redesigning an entire bus network is a collaborative effort that involves customer feedback throughout the process—hence the title, **Proposed** Final Plan. Following the release of this plan, we will continue our public outreach efforts and provide plenty of opportunities for comment.

Through your feedback on this plan, we can balance network changes together and achieve a new bus network that works towards achieving the four customer priorities identified at the onset of this project: Reliable Service, Faster Travel, Better Connections, and Simplified Service. The next section outlines the guiding principles of the Queens Bus Network Redesign and the strategies we've used to achieve them.

3. Redesigning the Network

- How Are We Redesigning the Network?
- Other Efforts That Support the Queens Bus Network Redesign

HOW ARE WE REDESIGNING THE NETWORK?

The Queens Bus Network Redesign is driven by the four customer priorities detailed in the previous chapter: Reliable Service, Faster Travel, Better Connections, and Simplified Service. To address each of these priorities, we have used several different network redesign strategies.

Increase Frequency

Decreasing wait time and increasing frequency is a top priority for Queens bus riders. Consistent, frequent bus service throughout the day provides customers with the ability to choose when they travel, rather than letting the schedule decide for them.

However, with a fixed number of buses available in the fleet during peak hours, partly due to limited space in bus depots as well as resource constraints, increasing frequency is not a simple task.

We have used the following network redesign strategies to increase frequency:

- We have focused frequency improvements on key corridors and in historically disadvantaged neighborhoods, especially in areas far from the subway where riders are more dependent on the bus.
- Some of these frequency improvements are possible due to reinvesting resources gained by removing redundancies elsewhere in the network—for instance, where two routes run on the same street through a lower-ridership area.
- Some of these frequency improvements are possible due to speeding up buses and reinvesting those resources.

Improve Route Design

Many of our existing bus routes are long, have too many turns, deviate to serve specific locations, operate on problematic streets, or offer duplicative service. Fixing these issues with different network redesign strategies can improve both speed and reliability of the routes. Improving reliability is critical to retain existing riders and to encourage bus usage for more types of trips—yet due to congestion and other external factors, it is one of the trickiest challenges to solve.

We have used the following network redesign strategies to improve reliability:

- Straighten routes by removing turns and deviations, which reduces delays that can lead to gaps in service and overcrowding.
- Shorten routes so that buses are not getting caught in traffic traversing long distances.
- Eliminate route redundancy so that buses are not blocking each other.
- Avoid problematic streets to reduce choke points caused by congestion, double parking, or other inappropriate uses of public street space.

Balance Bus Stops

Another strategy to decrease travel time and improve reliability is through right sizing the distance between bus stops. On average, New York City has closer bus stop spacing than most major U.S. and international cities. By removing certain bus stops that are spaced too close together and offering different route types (e.g., Local and Limited) with different stop spacing, buses don't need to pull in and out of traffic as frequently, saving time and keeping buses moving with the flow of traffic. Paired with future plans to implement all-door boarding utilizing OMNY tap readers, riders can board the bus faster, reducing the time the bus needs to sit at a stop.

We have used multiple criteria to evaluate existing stops, such as route type, ridership, distance between stops, proximity to key destinations and transfer points, senior populations, populations with disabilities, ADA-accessible stop conditions, and existing bus stop amenities (e.g., shelters and benches). Additionally, in the Proposed Final Plan we've re-evaluated proposed bus stop spacing based on customer comments and maintained specific stops that are important to our riders.

Expand Connectivity Across the Borough and City

A transit network with a grid structure is often the most effective way to provide connectivity across large areas. In certain locations a hub-and-spoke model is a more effective network design with many routes coming together at one terminal and allowing for many possible transfers. While both types of networks exist in Queens, the current network has gaps which may force riders to go out of their way before getting to their destination.

We have used the following network redesign strategies to expand connectivity:

- Where appropriate, straighten, extend, or realign routes to create a stronger grid and expand the reach of the network.
- Where appropriate, maximize connective hubs to allow for easy transfers.
- Create new connections by filling gaps in the bus network with new service.
- Create new and better interborough connections to Brooklyn and the Bronx.

Make It Easier To Travel by Bus

A simpler bus network is easier to understand and use for both existing and new riders.

We have used the following network redesign strategies to provide a better customer experience:

- Simplify the network by streamlining routes so that they run relatively straight to their destinations.
- Develop new patterns of service that are designed to get riders to their destination quickly (e.g, Rush, SBS/Crosstown routes).
- Eliminate confusing route variations so that riders can confidently know where their bus is going.
- Create new transfer points, particularly to current and future ADA-accessible subway and rail stations.
- Expand the all-day frequent network so customers know how often their bus should be coming without looking at the schedule.

Expand Accessibility

The New York City bus fleet is fully accessible for riders who use mobility devices and continues to provide safe and reliable service for our customers with disabilities, particularly in neighborhoods where there are no accessible subway stations. Approximately 11 percent of citywide residents are living with a disability.

As part of the Queens Bus Network Redesign, we have looked closely at areas with a high concentration of residents with disabilities, as identified by U.S Census data. We have streamlined routes and expanded connections to current and future ADA-accessible subway stations and have filled gaps in the bus network to expand the reach of accessible public transportation. In addition, we have used multiple criteria to evaluate our bus stop spacing from an accessibility perspective.

NYC DOT is coordinating with the MTA on improving the accessibility of bus stops in Queens and citywide. NYC DOT has launched a citywide bus stop accessibility study to identify inaccessible stops that can be upgraded and is working to expand the installation of Real Time Passenger Information signs and bus shelters.

We continue to increase the use of real-time information screens and improved digital announcements on buses to assist passengers with visual, hearing, or cognitive disabilities.

Improve Transit Equity

The bus network covers nearly every corner of the city, with 92% of New York City residents living within a quarter mile of a bus stop. However, proximity doesn't always mean that people are able to easily and effectively use and rely on the network. This is especially critical for transit dependent individuals.

As part of our plan to redesign the bus network we are ensuring compliance with Title VI, which focuses on communities where there is a concentration of minority or low-income residents. In addition we're paying specific attention to areas with greater concentration of residents that are low-income, minority, and are transit dependent (areas of concentrated need), to help improve transportation equity. The MTA developed equity indices to evaluate the difference between the existing and proposed networks for those that live in areas of concentrated need. Understanding where these areas of concentrated need are helped us understand where changes to the network, such as frequency increases and service span expansions, would most directly serve equity communities.

Using U.S. Census data, we looked at the relationship between the following eight variables to identify areas of concentrated need in Queens:

- Low-income population
- Minority population
- Zero-vehicle households
- Population with commutes greater than 45 minutes
- Population under 18 or over 75 years of age
- Population with a disability
- Population whose level of educational attainment is not more than a high school diploma

Expand Bus Priority

The NYC Streets Plan Update, released in February 2023, seeks to expand the rollout of bus priority street improvements and the improvement of bus stop amenities. NYC DOT is working collaboratively with the MTA to meet those objectives as part of the Queens Bus Network Redesign.

As part of the NYC Streets Plan, NYC DOT identified key Queens corridors where bus priority street treatments can be implemented to better support sustainable, all-day bus service. The toolkit of potential improvements may include dedicated bus lanes, busways, queue jump intersections, transit signal priority, and other interventions, including pedestrian safety elements and physical accessibility upgrades of bus stops.

NYC DOT has conducted an analysis of major Queens corridors to identify streets where future bus priority treatments would have the greatest impact for Queens bus riders. The goal of this analysis is to prioritize streets for further study, planning, public outreach, design, and implementation of street interventions that improve bus rider travel times and complement a Bus Network Redesign.

NYC DOT identified bus priority corridors, in collaboration with the MTA, based on the following criteria:

- Demand for bus service.
- Bus performance.
- Feasibility of implementing new street treatments, including traffic levels and street widths.
- The corridor's role in the transit network.
- Neighborhood demographics and equity metrics.

Redesigning the Network

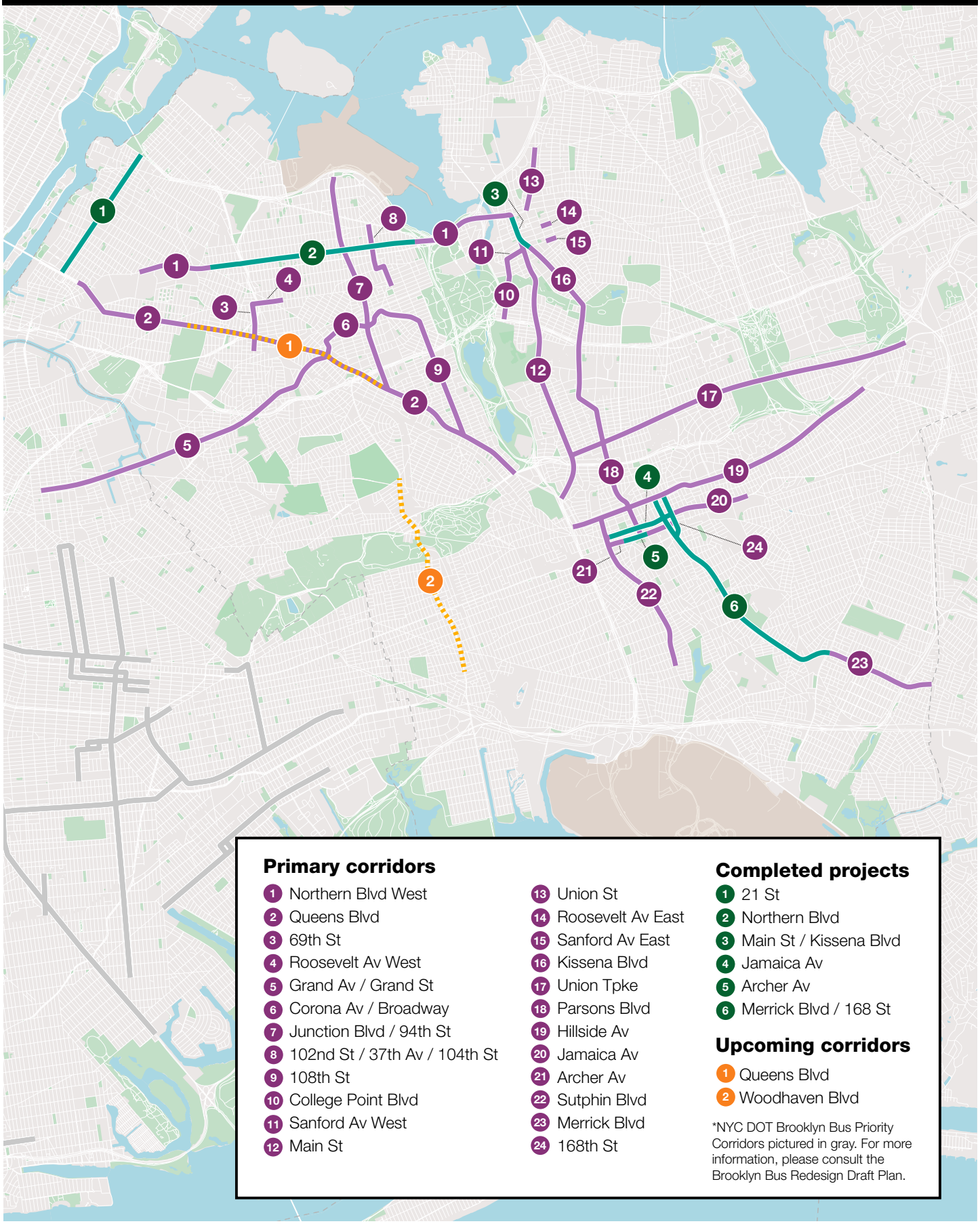
This process identified 24 top ranked corridors to be studied for potential bus priority street improvements.

The following corridors, listed alphabetically, ranked highest in the NYC DOT evaluation process:

- 102 St / 37 Av / 104 St
- 108 Street
- 168 Street
- 69 Street
- Archer Avenue
- Broadway / Corona Avenue
- College Point Boulevard
- Grand Avenue / Grand Street
- Hillside Avenue
- Jamaica Avenue East
- Junction Boulevard / 94 Street
- Kissena Boulevard
- Main Street
- Merrick Boulevard
- Northern Boulevard West
- Parsons Boulevard
- Queens Boulevard
- Roosevelt Avenue East
- Roosevelt Avenue West
- Sanford Avenue East
- Sanford Avenue West
- Sutphin Boulevard
- Union Street
- Union Turnpike

These corridors will be evaluated and added to the work already underway at NYC DOT to evaluate and improve streets in Queens.

NYC DOT Queens Bus Priority Corridors



Primary corridors

1. Northern Blvd West
2. Queens Blvd
3. 69th St
4. Roosevelt Av West
5. Grand Av / Grand St
6. Corona Av / Broadway
7. Junction Blvd / 94th St
8. 102nd St / 37th Av / 104th St
9. 108th St
10. College Point Blvd
11. Sanford Av West
12. Main St
13. Union St
14. Roosevelt Av East
15. Sanford Av East
16. Kissena Blvd
17. Union Tpke
18. Parsons Blvd
19. Hillside Av
20. Jamaica Av
21. Archer Av
22. Sutphin Blvd
23. Merrick Blvd
24. 168th St

Completed projects

1. 21 St
2. Northern Blvd
3. Main St / Kissena Blvd
4. Jamaica Av
5. Archer Av
6. Merrick Blvd / 168 St

Upcoming corridors

1. Queens Blvd
2. Woodhaven Blvd

*NYC DOT Brooklyn Bus Priority Corridors pictured in gray. For more information, please consult the Brooklyn Bus Redesign Draft Plan.

Ongoing NYC DOT Efforts To Improve Bus Service

Between 2020 and 2023, NYC DOT completed bus priority improvements on Jamaica Avenue, Archer Avenue, Main Street, 21st Street, Merrick Boulevard, and Northern Boulevard. In addition, capital projects with bus priority improvements are in development on Woodhaven Boulevard, Northern Boulevard, Jamaica Avenue, and Queens Boulevard.

Merrick Boulevard

In November 2020, NYC DOT implemented offset bus lanes and pedestrian safety treatments on 6.4 miles (in both directions) of Merrick Boulevard. These improvements, which were made in tandem with bus stop rebalancing, resulted in bus speed increases of up to 20.8% for the 94,000 daily riders, who primarily use the Q4, Q5, Q84, Q85, X63, N4, and N4X routes south of Archer Avenue, and many more routes north of Archer Avenue. Vehicular traffic speeds meanwhile remained unchanged after the project's implementation.

Jamaica Avenue and Archer Avenue Busway Pilots

Downtown Jamaica is a critical hub for Queens bus riders where more than 45 New York City Transit (NYCT), MTA Bus, and NICE bus routes connect to the E, J, and Z subway lines and the Long Island Rail Road. However, because of traffic congestion buses only traveled at 5.7 to 6.1 MPH along Archer Avenue and 4.7 to 4.9 MPH on Jamaica Avenue during the PM peak periods. To address this, NYC DOT launched a transformative project in Downtown Jamaica on October 24, 2021 to improve the lives of 250,000 bus riders per day. As a part of a one year pilot, through traffic on Jamaica Avenue was limited to buses and trucks only from Sutphin Boulevard to 168 Street in both directions. On Archer Avenue, an eastbound double bus lane was added from 150 Street to 160 Street for MTA and NICE buses only. Due to the two pilots' successes in significantly increasing bus speeds, including an increase in bus speeds along Jamaica Avenue of up to 34%, the Busways were made permanent in November 2022.

Main Street Busway Pilot

In January 2021, NYC DOT launched the Main Street Busway Pilot, improving bus speed and reliability on Main Street in Flushing, which is a hub for 173,000 bus riders in northeast Queens and a major transfer point to the 7 subway line, resulting in improved bus speeds by up to 50%. Traffic was restricted to buses, trucks, and local traffic only on Main Street and Kissena Boulevard between Sanford Avenue and Northern Boulevard. Due to the Busway's success in significantly increasing bus speeds, the Busway Pilot was made permanent in June 2022.

Woodhaven Boulevard

NYC DOT is pursuing capital projects on Woodhaven Blvd as part of ongoing improvements to the Q52/Q53 SBS. DDC is conducting capital work to build out concrete bus and pedestrian infrastructure to support Bus Rapid Transit. Improvements include pedestrian plazas, pedestrian neckdowns, and median bus stations.

21 Street

In September 2022, NYC DOT implemented offset bus lanes and pedestrian safety measures on 21 Street in Queens for the three lines – Q66, Q69, and Q100 – serving nearly 30,000 daily bus riders across the 3.2-mile (in both directions) corridor. This has resulted in bus speed increases up to 13% and average weekday ridership increases as high as 29%, which is significantly more than the borough average. Prior to the introduction of bus lanes and pedestrian safety measures, bus service was slow and unreliable and speeding and aggressive driving a continuing point of community concern. The project also included Neighborhood Loading Zones, sidewalk tree plantings, six additional left turn lanes, six pedestrian islands, and the installation of modular bus borders to improve physical accessibility and bus operations.

Northern Boulevard

In August 2023, NYC DOT implemented offset bus lanes and pedestrian safety measures on Northern Blvd for the Q66, serving 17,000 daily bus riders across the 5-mile corridor (in both directions). These improvements, in tandem with the improvements on nearby 21 Street, represent significant upgrades to a large portion of the Q66 route. These bus priority improvements also complemented new stop spacing for the Q66, installed in 2021. The 2023 bus lanes resulted in a 9% boost in bus speeds that was on top of gains seen since the initial improvements in 2021.

Queens Boulevard

NYC DOT has engaged in an extensive redesign of Queens Boulevard, from Roosevelt Avenue to Union Turnpike, to improve safety for all road users along this Vision Zero Priority Corridor. As part of a capital improvements project, bus stops will be moved from the service road to the mainline to improve bus speeds and provide upgraded bus stop amenities such as shelters and benches. Capital improvements will be made to accommodate pedestrian access to the new bus stops.


Q25
Q25
Q34
Main St
41 Av
BUSES ONLY
Q65
COLLEGE PT
110 ST
IT'S LIKE MILK, BUT MADE FOR HUMANS.

OTHER EFFORTS SUPPORTING THE QUEENS BUS NETWORK REDESIGN

The MTA and its partner agencies have many other ongoing efforts that would complement the Bus Network Redesign and improve bus service in Queens.

Collaborating With NYPD for Traffic Enforcement

- We continue to work closely with the New York City Police Department (NYPD) to expand traffic enforcement of bus lanes and reduce instances of double-parked vehicles blocking bus lanes and delaying bus service.
- We have committed to expanding the Automatic Bus Lane Enforcement (ABLE) initiative, which utilizes cameras to enforce bus lane rules.
- We will work with NYPD and NYC DOT to deploy Traffic Enforcement Agents to further address these issues.

Tap for Faster Boarding

MTA's new fare payment system will help speed up bus boarding and will complement our bus stop balancing efforts.

- Contactless readers have been installed on all buses to speed up the boarding process. The more riders who tap, the faster the buses will board (that means less time waiting at stops).
- You can tap the reader with your smart phone (with mobile wallet), contactless credit or debit card, or an OMNY card.

Tap to get

Free transfers! Between buses or bus and subway stops within two hours with the same card or device, just like MetroCard.

Free rides! Tap the same device or card to pay for 12 rides within seven days and then rides are free.

- When more bus riders tap, we will introduce all-door boarding to allow customers to board the bus through any door.
- Reduced-Fare MetroCard users can switch to OMNY and tap, too.
- To learn more, visit omny.info.

2020-2024 MTA Capital Program

The 2020-2024 MTA Capital Program includes $54.8 billion of investments within the New York City region, many of which will improve bus service and support the bus network redesign.

More than 82 percent of the Capital Program is dedicated to the MTA's existing core infrastructure, helping us keep the existing system running and upgrading it to be more accessible, resilient, and reliable. The Program also includes funding for key expansion projects that meet new needs and address historic transportation inequities.

The 2020-24 Capital Plan's biggest priorities are to:

- **Upgrade stations and improve accessibility**
- **Invest in new buses and train cars**
- **Modernize signals on the busiest subway lines and commuter rail lines**
- **Build the region's megaprojects**
- **Keep bridges and tunnels in good working condition**
- **Keep the MTA's other infrastructure in good working condition**

Visit new.mta.info/capital/2020CapitalProgram to learn more.


CITY TICKET
CityTicket
FIVE DOLLARS
MTA
Long Island Rail Road
MTA
Metro-North Railroad

CityTicket

CityTickets cost $5 during off-peak hours and $7 during peak hours. They are good for one-way travel that begins and ends within New York City. (LIRR riders can change trains at Jamaica as long as they continue their trips in the same direction.)

On LIRR, you can use **CityTicket** for trips within Zone 1 or between Zones 1 and 3.
On Metro-North, you can use **CityTicket** for trips between the Bronx and Manhattan.

A special Far Rockaway Ticket can be purchased at Far Rockaway Station for travel between Far Rockaway and LIRR stations in Manhattan and Brooklyn for the same cost as a **CityTicket**.

How to buy a CityTicket

You can buy a CityTicket at a ticket office, a ticket machine, or on the MTA TrainTime app on your phone. Not all stations have ticket offices. All stations in New York City except for Mets-Willets Point have ticket machines.

You cannot buy a **CityTicket** onboard a train, unless you are boarding at Mets-Willets Point, or are a senior citizen or a person with a disability.

When purchasing your tickets at a ticket window or ticket machine, you will be asked for your starting point and destination. If your trip falls within the **CityTicket** area, you will have the option to purchase **CityTicket**.

Far Rockaway Ticket can be purchased at Far Rockaway Station or in TrainTime if you share your location with the app to confirm you are near the station.

CityTickets must be used on the day of purchase.

You have a grace period that allows you to travel until 4 a.m. the next morning for tickets purchased the previous day.

To learn more, please visit: new.mta.info/fares/cityticket

Redesigning the Network

4. Introducing the New Network

- Route Types
- Summary of Proposed Changes to Local and Express Bus Network
- Route Improvements and Customer Benefits
- How To Provide Feedback

ROUTE TYPES

We currently operate the following types of bus routes: Local, Limited, Select Bus Service, and Express. As they exist today, the maps do little to indicate what pattern of service each route provides in terms of frequency, stop spacing, and bus priority. The only ways to differentiate between the different route types and what purpose they serve are the branding for **SBS** routes, the green or purple bus stop panel colors, and the "**QM**" or "**X**" prefix for express routes.

To address these issues, we are utilizing different color-coded route types that were proposed in the New Draft Plan. We are calling them Local, Limited, Rush, **SBS/Crosstown**, and Express. Each of these route types serve a particular purpose with different guidelines for stop spacing and service frequencies. When looking at a map, customers will be able to quickly determine how these routes meet their needs. In the following section, we examine these new solutions and describe what purpose each of them is intended to serve.

Route Labels

For all routes other than express routes, we have used existing "**Q**" or "**B**" labels. If a proposed route looks like an existing route, we have kept the existing route label. If a proposed route is new or looks too different to assign it an existing label, we have given it a new "**Q**" or "**B**" number (e.g., the proposed **Q51**). You will also notice that some existing route labels are not in this plan. This doesn't mean that service is discontinued. We are retiring the route number, and in most cases, it is replaced by an existing or new "**Q**" or "**B**" route label. For express routes, we have continued with the recent Network Redesign custom in replacing "**X**" labels with the "**QM**" label.

Route Type: Local

The purpose of Local routes is to connect local neighborhoods, key transit hubs, and important destinations. To easily recognize these routes on a map, they are shown in a green color. Service frequencies are typically driven by ridership demand. The average distance between stops on Local routes is between 1,000 and 1,200 feet.

Route Type: Rush

The purpose of Rush routes is to connect quickly between outer borough neighborhoods and subway stations. To easily recognize these routes on a map, they are shown in a purple color. These routes pick up passengers locally and then skip stops to the subway, stopping only for major transfer points and key destinations. Along these "limited-stop" portions, Rush routes have underlying service from Local or Limited routes. These routes are typically more frequent in the AM and PM weekday peak period. The average distance between stops on Rush routes is between 1,000 and 1,200 feet.

Route Type: Limited

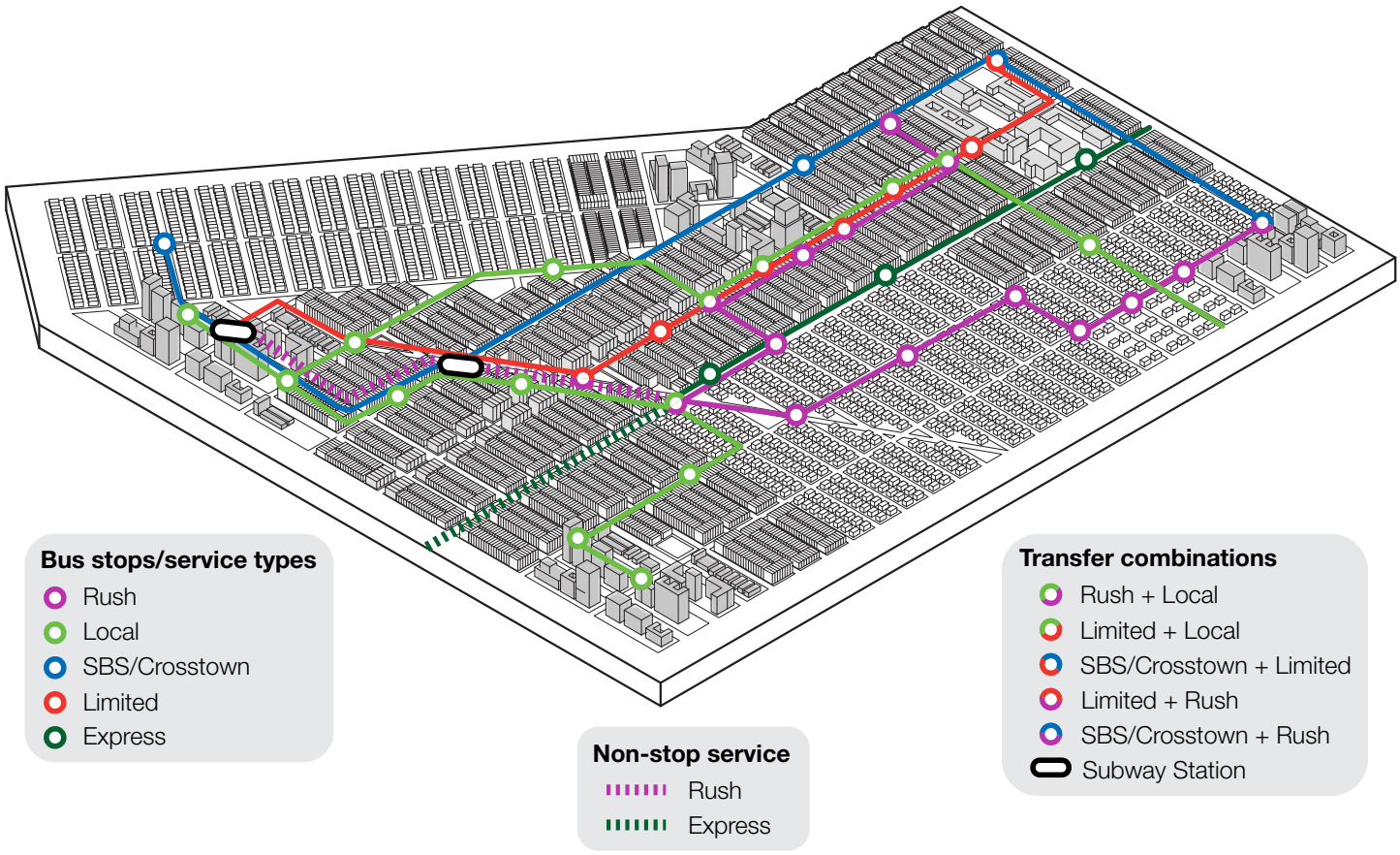
The purpose of Limited routes is to serve high-ridership, high-density corridors and connect quickly across the city. To easily recognize these routes on a map, they are shown in a red color. These routes have slightly wider stop spacing than Local routes, but not as wide as SBS routes, with stops located at high ridership locations and key transfer points and destinations. Service is frequent all day (between 6 AM and 9 PM on weekdays). The average distance between stops on Limited routes is between 1,200 and 1,500 feet.

Route Type: SBS/Crosstown

SBS/Crosstown routes connect across the city as fast as possible between several important destinations. To easily recognize these routes on a map, they are shown in a blue color. These routes have the widest bus stop spacing and most have all-day frequent service (between 6 AM and 9 PM on weekdays). Combined with Limited routes, they help form a high-frequency core network. The average distance between stops on SBS/Crosstown routes is between 1,700 ft and 2,600 feet.

Route Type: Express

The purpose of Express routes is to connect neighborhoods in the boroughs to the central business district in Manhattan with a one-seat ride. Express routes use coach buses and have a higher fare than local routes due to the longer distance they travel and the higher operational cost. In this plan we are showing the Express routes in four different colors, each based on their Manhattan destination: purple for 6th Avenue, light green for 5th Avenue and Madison Avenue, dark green for 3rd Avenue, and orange for downtown. These routes mostly offer peak hour service with frequency based on ridership demand. The average distance between stops on Express routes is approximately 1,600 feet in the local neighborhoods served, excluding the non-stop portion of the route on the highway.

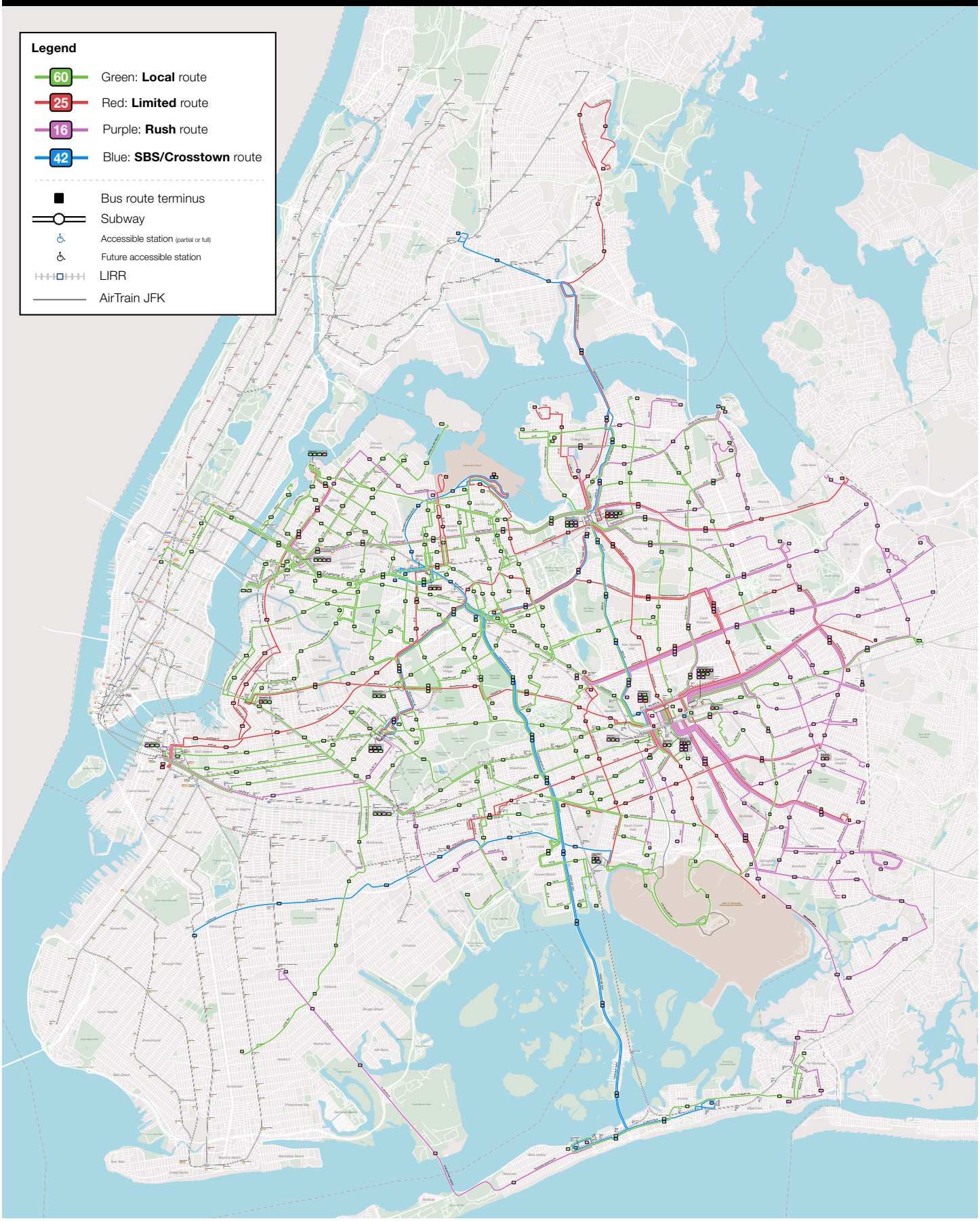


Building a Cohesive Network With Improved Route Types

Using these different service concepts, we have built a cohesive network to fulfill the different needs of our Queens customers. Some services traverse straight, long corridors, connecting several activity centers along the way, while other services are better suited to connect neighborhoods to major destinations.

This combination creates a network that works better as a whole, and that opens new opportunities to the residents and workers of Queens.

Proposed Local Bus Network



SUMMARY OF PROPOSED CHANGES TO THE LOCAL BUS NETWORK

We are proposing a redesigned Local Bus Network with 91 routes. Each route has been assigned one of the four different route types described in the previous section and are broken down as follows:

- **41 Local Routes**
- **27 Rush Routes**
- **18 Limited Routes**
- **5 SBS/Crosstown Routes**

Although many of the routes in the Proposed Final Plan will look familiar to you, most of them still have some type of proposed change. The extent of these proposed changes varies on each route. Some routes have proposed extensions, some are realigned to serve other streets, some are shortened, some are combined with other routes, some are new routes, and some have proposed stop changes. For context, we are also showing eight additional local routes that are considered part of the Brooklyn Bus Network Redesign project yet touch the border of Queens. The proposed network includes increases to the all-day frequent network which are routes defined as every 10 minutes or better between 6 AM and 9 PM on weekdays. Currently 60.1% of Queens population is within a quarter mile of a bus service that is part of the all-day frequent network. The Proposed Final Plan expands this reach to 200,000 more people, increasing the access to 68.9% of the population.

Route Improvements and Customer Benefits

Each of these route changes have been proposed to address one or more of the Customer Priorities (Reliable Service, Faster Travel, Better Connections, and Simplified Service). We have used several different globally recognized network redesign strategies and improvements to achieve these priorities, which are described below. The chart on the following page summarizes the route improvements proposed for each route.

- **More direct routing** – route is straighter with fewer turns and fewer diversions.
- **New connections** – route creates new connections to subway stations, other bus routes, LIRR, and/or key destinations.
- **Fills bus network gap** – route fills an existing gap in the bus network from one neighborhood to another.
- **Improved stop spacing** – route has fewer stops, leading to faster and more reliable service.
- **Improved frequency** – route has a proposed frequency increase in at least one time period.
- **Fewer route patterns** – route has fewer variations or branches (e.g., the proposed **Q46** would serve LIJ Hospital, while the proposed **Q48** would serve Glen Oaks).
- **Avoids narrow streets** – route avoids narrow streets with known issues such as double parking.
- **Improved ADA access** – route now serves an ADA accessible subway station or expands access to bus service where there are currently gaps.
- **Priority Corridor** – route operates on one of the key corridors identified by NYC DOT where bus priority street treatments would be implemented.

Route Improvement Summary Table

Proposed Route	More Direct Routing	New Connections	Improved Stop Spacing	Improved Frequency	Fewer Route Patterns	Avoids Narrow Streets	Improved ADA Access	NYC DOT Priority Corridor
Q1		x	x	x	x			x
Q2			x					x
Q3			x	x				x
Q4			x					x
Q5			x		x			x
Q6			x					x
Q7	x	x	x	x				
Q8	x	x	x				x	x
Q9		x	x					x
Q10	x		x	x	x			
Q11			x	x	x			x
Q12	x	x	x					x
Q13		x	x					x
Q14		x	x					x
Q15			x		x			x
Q16			x					x
Q17			x					x
Q18	x		x	x				
Q19			x					x
Q20			x		x			x
Q22		x	x	x				
Q23	x	x	x	x		x		x
Q24	x		x					
Q25			x					x
Q26	x	x	x	x				x
Q27			x		x			x
Q28			x	x				
Q29			x					
Q30			x		x			x
Q31	x		x					x
Q32	x		x					x
Q33	x		x	x				
Q35	x	x	x	x			x	
Q36			x		x			x
Q37		x	x	x				
Q38			x	x				
Q39	x		x					
Q40			x					x
Q41	x	x	x					x
Q42			x	x				x
Q43			x					x
Q44								x
Q45		x	x	x	x		x	x
Q46			x		x			x

Proposed Route	More Direct Routing	New Connections	Improved Stop Spacing	Improved Frequency	Fewer Route Patterns	Avoids Narrow Streets	Improved ADA Access	NYC DOT Priority Corridor
Q47	x	x	x					x
Q48			x		x			x
Q49			x					
Q50		x		x				
Q51		x					x	
Q52								x
Q53								x
Q54			x					x
Q55			x					
Q56			x					x
Q58			x					x
Q59	x		x			x		x
Q60	x		x					x
Q61	x	x	x					x
Q62		x	x		x			x
Q63			x					x
Q64			x					
Q65		x	x					x
Q66	x		x				x	x
Q67	x		x	x				
Q68		x	x				x	
Q69	x		x					x
Q70								x
Q72			x	x				x
Q75	x	x	x		x		x	x
Q76	x	x	x	x				x
Q77		x	x	x				x
Q82		x	x					x
Q83			x		x			x
Q84			x					x
Q85			x		x			x
Q86		x	x		x			x
Q87			x		x			x
Q88			x					
Q98	x	x	x	x				x
Q101	x	x	x	x			x	
Q103		x	x	x			x	x
Q104		x	x	x				
Q105	x	x	x				x	
Q110	x	x	x		x			x
Q111			x		x			
Q112		x	x	x			x	
Q114			x	x	x			
Q115			x	x	x			
B53		x	x				x	
B57	x	x	x				x	x
B62	x	x	x	x		x	x	x

Proposed Frequency Changes for a Better All-Day Frequent Network

In addition to routing changes, we are proposing frequency changes across the bus network. Some of these frequency changes are proposed to complement routing changes. Others are proposed to create a better all-day frequent network that gives customers more freedom to travel across the borough without having to look at a schedule. Additionally, the four different proposed route types make it easier for customers to understand how frequent their route will be based on their color.

The chart on the next page summarizes the frequency changes and service span changes we are proposing by route. This chart shows the average frequency in minutes that customers should expect during different time periods on weekdays in the peak direction. Frequencies shown in green represent an increase compared to the existing frequencies; those shown in yellow are a decrease. Span of service increases and decreases are also shown in green and yellow. New routes are shown in blue. Proposed Saturday and Sunday frequency and span changes can be found in the individual route profiles in the following chapter.

Local Frequency Chart

Proposed Route	Existing								Proposed							
	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM
Q1	24 hours	48	24	9	15	10	11	18	24 hours	34	17	8	10	8	10	16
Q2	24 hours	40	17	7	13	8	11	15	24 hours	40	17	7	13	8	11	15
Q3	24 hours	27	13	9	12	9	13	18	24 hours	22	12	8	9	9	10	16
Q4	24 hours	24	10	4	9	5	6	11	24 hours	22	10	5	10	6	7	15
Q5	24 hours	34	10	4	7	3	4	9	24 hours	48	13	6	10	6	9	16
Q6	24 hours	30	15	3	7	3	5	12	24 hours	30	20	4	8	4	6	12
Q7	4:10 AM - 1:05 AM	-	30	7	13	10	20	26	24 hours	34	20	5	11	8	15	20
Q8	4:30 AM - 12:25 AM	-	17	6	11	7	11	23	4:30 AM - 12:25 AM	-	17	6	7	7	10	23
Q9	5:00 AM - 12:50 AM	-	12	7	14	9	11	26	5:00 AM - 12:55 AM	-	12	7	14	9	11	26
Q10	24 hours	18	11	4	7	4	5	12	24 hours	18	12	4	6	4	5	12
Q11	24 hours	48	20	9	14	10	17	26	24 hours	30	17	8	10	8	12	20
Q12	24 hours	34	15	8	10	9	8	10	24 hours	34	15	8	10	9	8	11
Q13	4:40 AM - 2:35 AM	-	17	7	12	10	12	20	4:40 AM - 2:35 AM	-	17	7	12	10	12	20
Q14	-	-	-	-	-	-	-	-	4:00 AM - 1:20 AM	-	17	11	14	9	12	18
Q15	5:05 AM - 12:55 AM	-	15	7	14	9	9	14	5:10 AM - 12:55 AM	-	15	9	15	10	12	18
Q16	4:45 AM - 12:40 AM	-	20	8	18	10	15	26	4:40 AM - 1:10 AM	-	24	9	18	11	15	26
Q17	24 hours	30	10	5	6	4	4	8	24 hours	30	10	5	6	4	4	8
Q18	4:00 AM - 2:00 AM	-	24	9	16	10	24	30	4:00 AM - 1:40 AM	-	20	9	16	10	17	30
Q19	5:50 AM - 9:00 PM	-	60	16	20	20	24	60	5:45 AM - 9:00 PM	-	60	16	20	20	24	60
Q20	24 hours	40	15	8	10	6	10	13	24 hours	40	17	8	9	8	13	20
Q22	4:55 AM - 1:15 AM	-	24	6	6	9	15	18	4:45 AM - 1:05 AM	-	24	7	7	9	12	18
Q23	4:15 AM - 1:20 AM	-	20	8	10	6	9	18	24 hours	48	20	8	10	6	9	15
Q24	24 hours	48	11	7	12	11	17	26	24 hours	48	11	7	12	11	17	26
Q25	24 hours	34	12	4	8	5	13	18	24 hours	40	9	4	6	4	10	16
Q26	Peak hours only	-	20	11	-	14	17	-	24 hours	30	12	6	10	6	10	16
Q27	24 hours	24	8	3	5	4	4	8	24 hours	30	9	5	4	5	7	11
Q28	24 hours	40	17	5	8	6	8	14	24 hours	40	17	5	8	6	8	14
Q29	4:30 AM - 1:30 AM	-	24	9	16	10	20	30	4:30 AM - 1:35 AM	-	24	9	16	10	20	30
Q30	6:25 AM - 11:10 PM	-	-	9	12	16	17	30	6:20 AM - 12:00 AM	-	-	6	9	9	15	26
Q31	5:40 AM - 11:35 PM	-	30	9	13	8	20	26	5:40 AM - 11:35 PM	-	30	9	12	10	20	30
Q32	4:45 AM - 1:25 AM	-	40	10	11	9	10	16	4:45 AM - 1:25 AM	-	30	10	12	10	10	15
Q33	24 hours	30	15	6	10	8	8	14	24 hours	30	15	6	10	8	8	14
Q35	24 hours	30	30	11	15	10	17	26	24 hours	30	24	11	14	10	17	26
Q36	4:45 AM - 8:30 PM	-	30	20	30	20	24	-	4:25 AM - 9:45 PM	-	20	15	30	17	17	30
Q37	5:00 AM - 1:30 AM	-	20	5	13	7	10	26	24 hours	30	13	5	13	7	10	26
Q38	5:30 AM - 12:15 AM	-	20	13	20	11	17	30	5:30 AM - 12:30 AM	-	30	11	18	11	15	26
Q39	24 hours	48	24	6	13	9	24	30	24 hours	48	24	6	13	9	24	30
Q40	3:50 AM - 2:00 AM	48	20	7	13	8	11	20	3:50 AM - 2:00 AM	48	17	7	14	8	11	20
Q41	5:00 AM - 12:55 AM	-	24	8	16	9	17	36	4:55 AM - 12:55 AM	-	20	8	16	10	17	30
Q42	5:20 AM - 8:00 PM	-	30	12	28	20	30	-	5:20 AM - 8:00 PM	-	30	11	28	18	30	-
Q43	24 hours	34	12	4	7	5	7	13	24 hours	40	13	4	8	6	9	16

Proposed frequency or span increase

Proposed frequency or span decrease

New route/new frequency and span proposal

Local Frequency Chart

Proposed Route	Existing								Proposed							
	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM
Q44	24 hours	15	6	5	7	7	7	10	24 hours	15	6	5	7	7	7	10
Q45	-	-	-	-	-	-	-	-	24 hours	48	24	8	10	8	9	16
Q46	24 hours	34	13	7	11	8	10	11	24 hours	48	15	7	11	8	12	16
Q47	5:00 AM - 12:30 AM	-	12	8	17	9	11	26	5:00 AM - 12:30 AM	-	12	8	17	9	12	26
Q48	5:15 AM - 11:00 PM	-	15	7	11	9	9	17	5:00 AM - 10:40 PM	-	20	9	19	11	13	20
Q49	4:00 AM - 1:40 AM	-	9	4	10	5	5	13	4:00 AM - 1:40 AM	-	9	4	10	5	5	13
Q50	3:30 AM - 1:15 AM	-	20	15	20	15	24	36	24 hours	34	20	14	14	13	20	23
Q51	-	-	-	-	-	-	-	-	4:20 AM - 10:40 PM	-	17	13	19	13	20	30
Q52	5:00 AM - 12:30 AM	-	15	15	19	15	15	30	5:00 AM - 12:30 AM	-	15	15	19	15	15	30
Q53	24 hours	48	17	8	10	9	12	23	24 hours	48	17	8	10	9	12	23
Q54	24 hours	24	9	8	12	8	15	18	24 hours	24	9	7	8	8	9	15
Q55	24 hours	48	12	7	14	10	13	16	24 hours	48	13	7	14	10	13	16
Q56	24 hours	48	13	8	11	13	17	23	24 hours	48	13	8	11	13	17	23
Q58	24 hours	24	4	3	4	4	4	9	24 hours	34	7	5	7	6	9	11
Q59	24 hours	40	20	11	18	11	17	23	24 hours	40	20	11	18	11	17	23
Q60	24 hours	30	17	8	9	8	8	18	24 hours	30	17	8	9	8	8	18
Q61	-	-	-	-	-	-	-	-	4:45 AM - 11:55 PM	-	30	18	28	20	20	30
Q62	-	-	-	-	-	-	-	-	4:45 AM - 1:30 AM	-	24	15	19	16	15	23
Q63	-	-	-	-	-	-	-	-	4:45 AM - 12:45 AM	-	40	15	20	15	20	26
Q64	24 hours	30	15	4	9	4	4	13	24 hours	27	13	4	9	6	6	12
Q65	24 hours	34	15	4	8	5	10	15	24 hours	27	15	5	8	5	9	15
Q66	24 hours	30	15	5	9	6	9	20	24 hours	30	20	7	17	13	20	30
Q67	3:00 AM - 11:10 PM	-	24	11	28	15	60	60	3:00 AM - 11:10 PM	-	17	9	26	14	40	60
Q68	-	-	-	-	-	-	-	-	5:20 AM - 12:50 AM	-	30	16	30	22	30	30
Q69	5:00 AM - 1:15 AM	-	15	6	9	8	13	26	5:00 AM - 1:15 AM	-	12	6	9	8	13	26
Q70	24 hours	20	13	9	9	8	9	13	24 hours	20	13	9	9	8	9	13
Q72	4:00 AM - 1:20 AM	-	30	9	15	14	17	26	3:55 AM - 1:20 AM	-	30	10	15	14	13	26
Q75	5:00 AM - 12:30 AM	-	15	11	15	15	20	23	5:00 AM - 12:30 AM	-	15	12	13	16	17	23
Q76	5:00 AM - 11:05 PM	-	30	9	14	12	20	36	4:55 AM - 11:05 PM	-	30	9	14	12	20	36
Q77	5:50 AM - 9:30 PM	-	20	8	11	8	15	30	5:30 AM - 9:55 PM	-	20	8	11	8	13	30
Q82	-	-	-	-	-	-	-	-	4:00 AM - 12:50 AM	-	24	15	20	16	15	23
Q83	24 hours	34	9	4	9	5	6	12	24 hours	30	9	4	9	5	6	12
Q84	5:00 AM - 1:30 AM	-	20	6	14	11	12	20	4:35 AM - 1:30 AM	-	15	8	15	11	13	20
Q85	24 hours	27	9	3	7	4	5	10	24 hours	27	11	4	8	5	7	14
Q86	-	-	-	-	-	-	-	-	24 hours	40	12	8	13	8	9	18
Q87	-	-	-	-	-	-	-	-	6:00 AM - 12:10 AM	-	-	26	19	20	24	30
Q88	5:35 AM - 12:15 AM	-	30	5	6	6	12	20	5:35 AM - 12:15 AM	-	30	5	6	6	12	20
Q98	-	-	-	-	-	-	-	-	4:30 AM - 12:30 AM	-	17	9	13	10	15	26
Q101	24 hours	48	20	13	19	13	24	30	24 hours	48	24	11	19	13	20	30
Q103	5:40 AM - 9:30 PM	-	60	16	28	22	30	30	5:40 AM - 9:30 PM	-	60	16	26	20	30	30

Proposed frequency or span increase

Proposed frequency or span decrease

New route/new frequency and span proposal

Local Frequency Chart

Proposed Route	Existing								Proposed							
	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM
Q104	6:00 AM - 11:30 PM	-	-	18	26	22	30	45	5:00 AM - 1:00 AM	-	20	15	24	22	30	30
Q105	-	-	-	-	-	-	-	-	24 hours	48	30	15	20	22	30	30
Q110	24 hours	30	20	5	10	7	12	20	24 hours	34	17	7	10	8	13	20
Q111	24 hours	30	12	4	6	4	8	13	24 hours	30	15	6	12	7	12	20
Q112	5:20 AM - 12:00 AM	-	30	8	14	10	24	30	5:20 AM - 12:00 AM	-	20	9	12	10	24	30
Q114	24 hours	48	24	20	23	13	24	18	24 hours	30	20	9	10	7	10	16
Q115	-	-	-	-	-	-	-	-	24 hours	60	20	8	11	9	10	26
B53	-	-	-	-	-	-	-	-	5:00 AM - 12:30 AM	-	20	15	30	15	30	30
B57	4:00 AM - 1:00 AM	-	17	13	16	16	24	30	4:05 AM - 1:00 AM	-	17	13	16	16	24	30
B62	24 hours	30	15	8	15	13	15	20	24 hours	30	15	8	10	10	10	20

*The frequencies in this table indicate how often the bus is scheduled to arrive on average in the peak direction.

**See the individual route profiles in the second half of this document for proposed weekend frequencies and spans.

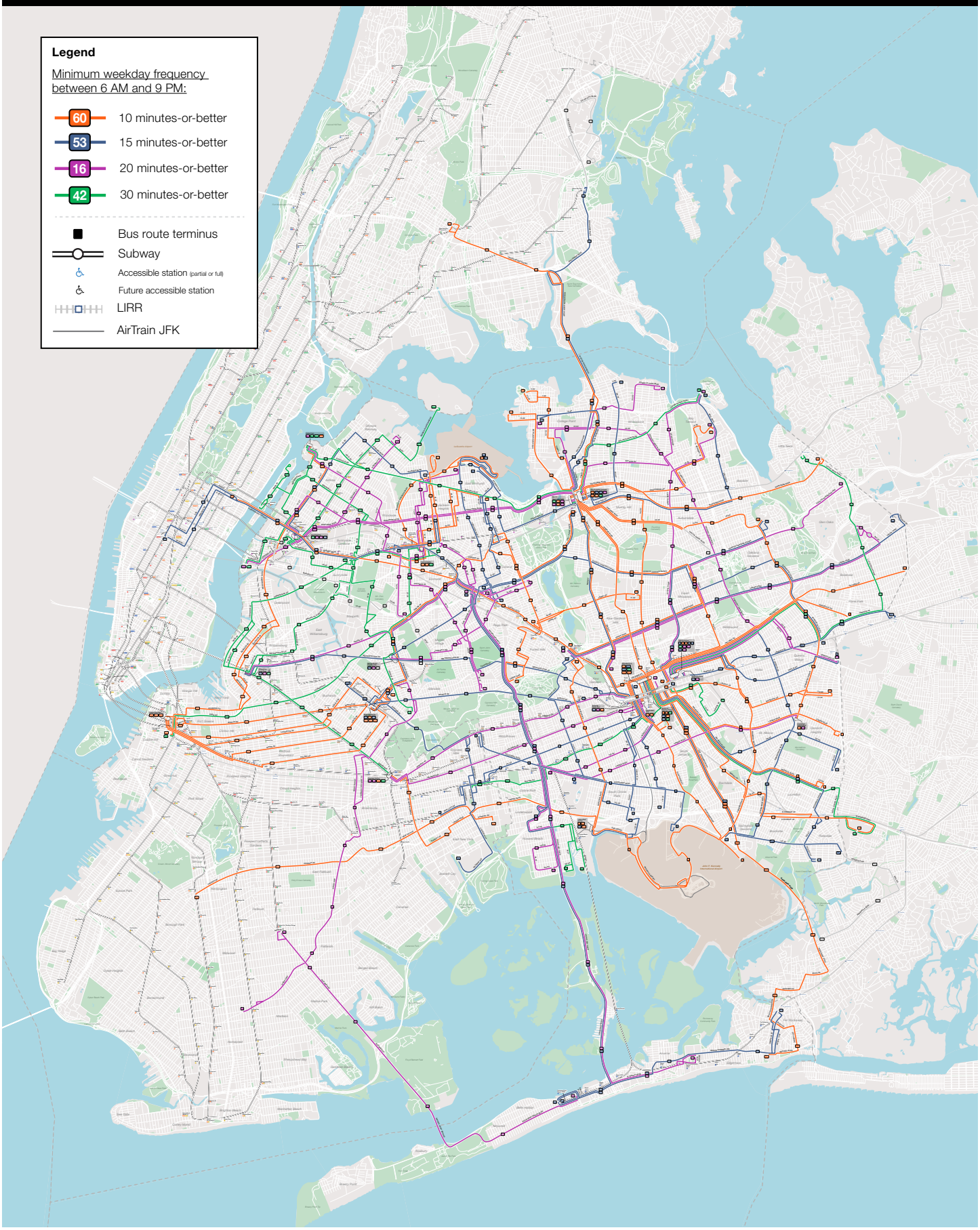
Proposed frequency or span increase

Proposed frequency or span decrease

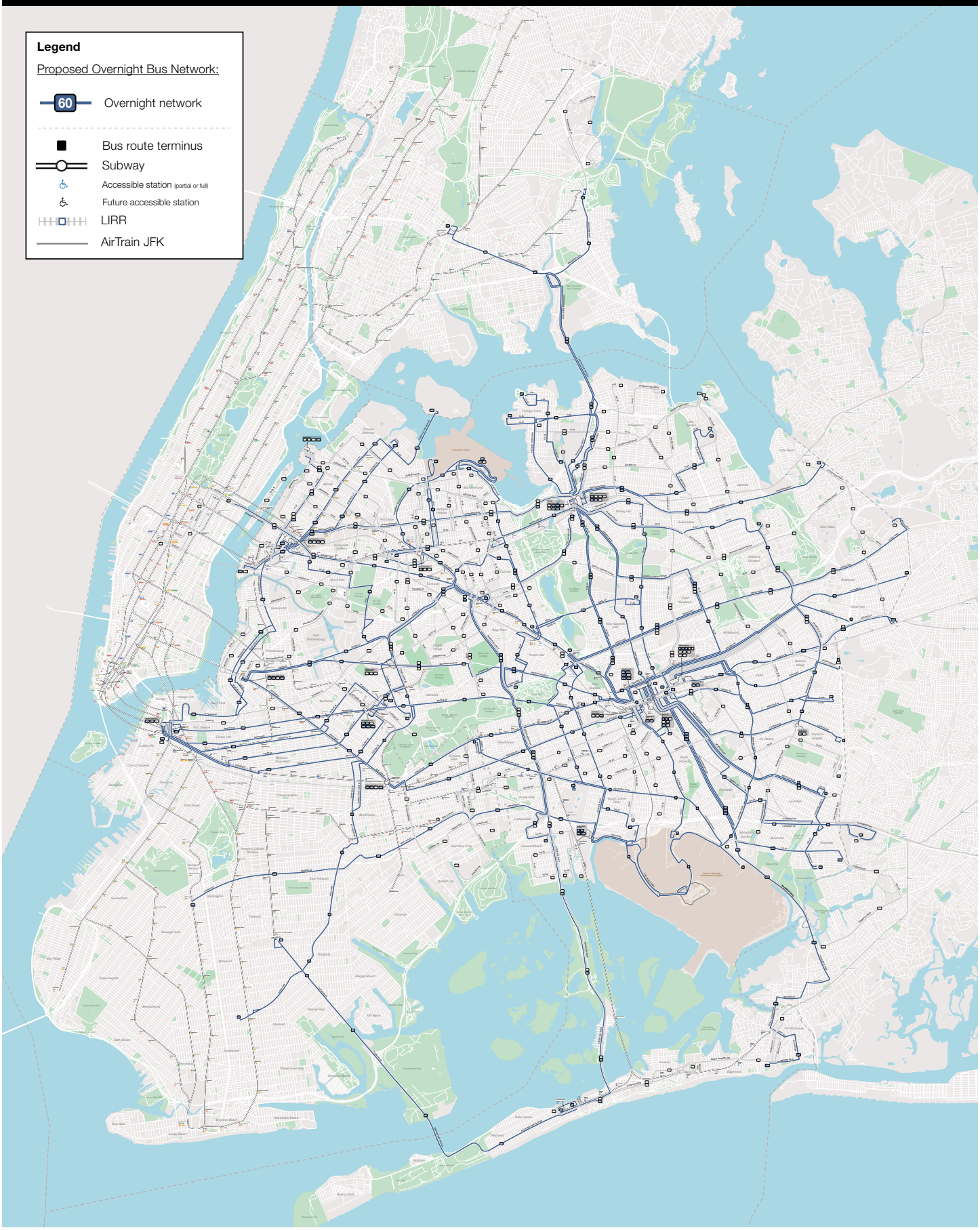
New route/new frequency and span proposal

Proposed All Day Frequent Network

Proposed Network Frequency



Proposed Overnight Network



Improved Interborough Travel

One of the customer priorities for the Bus Network Redesign is to create better connections. This includes improving interborough bus connections between Queens, Brooklyn, and the Bronx. In the Proposed Final Plan we have proposed new and modified routes that offer several direct connections between Queens and other boroughs. We have worked closely with both the Bronx Bus Network Redesign and Brooklyn Bus Network Redesign teams to coordinate proposals to improve interborough service.

Queens-Brooklyn Interborough Service

Interborough service is exactly what it sounds like – bus service that can take a customer from one borough into another without transferring to another route or mode. As any New Yorker knows, Queens shares a landmass with Brooklyn and we have often heard that traveling by bus between the two boroughs is difficult. To address this issue, the Queens and Brooklyn Bus Network Redesign teams have put in a concerted effort to improve bus travel between these two boroughs. We are sharing these improved Brooklyn-to-Queens interborough routes in this proposal. As these changes would affect both Brooklyn and Queens riders, we are giving riders from both boroughs a chance to weigh in on these new connections.

The interborough routes shown in the New Draft Plan released in March 2022, were also included in the Brooklyn Bus Network Redesign Draft Plan released in December 2022. In the Queens Proposed Final Plan, we have made modifications to some of these routes based on feedback from Queens riders. We want to assure customers that these route proposals will not be considered "final" until both Brooklyn and Queens customers have had opportunities to voice their opinions as part of both plans. These routes may receive further modifications based on feedback from the Brooklyn outreach process.

Customers are encouraged to submit their feedback through either our comment portal or via Remix. More information on how to give feedback is provided in the next section.

Proposed Interborough Network

Summary of Proposed Changes to the Express Bus Network

The Express bus network has been redesigned to better fit existing ridership patterns, eliminate under-used portions of the network, and provide new opportunities for access from different parts of Queens into Manhattan. While most of the proposed Express routes will look familiar to you, some have proposed changes to provide more direct and efficient service to and from Manhattan.

We are proposing a total of 30 express routes in the Proposed Final Plan:

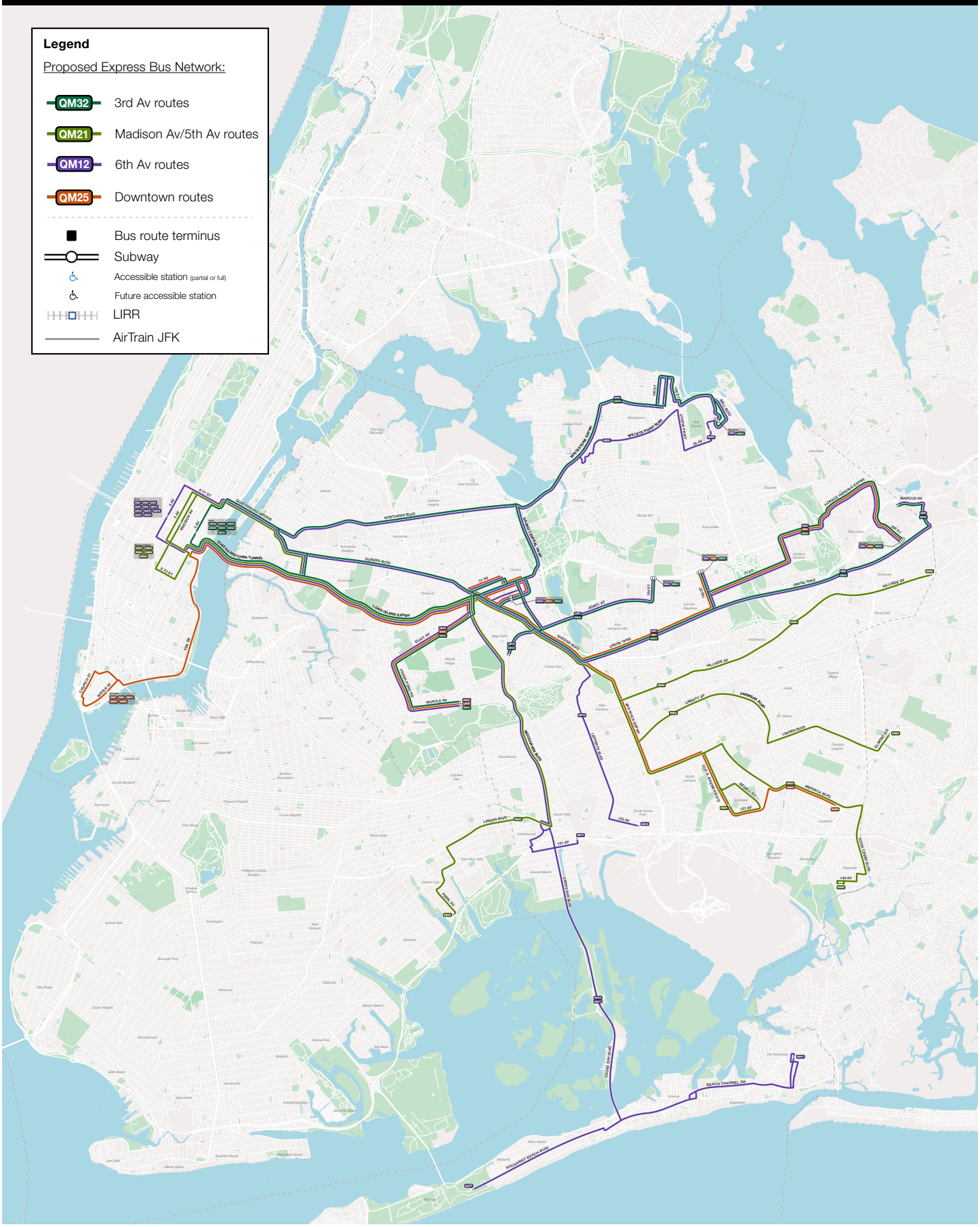
- One new express route, the **QM65**, would serve southeast Queens, from Laurelton and Rochdale to downtown Manhattan.
- We are proposing to discontinue the **QM3** due to it having the lowest ridership in the system.
- We have proposed to eliminate duplicative service for the routes that travel along Union Turnpike, bringing those routes onto the highway faster.
- The remaining express routes are either unchanged or contain minor changes to routing such as small extensions, shortenings, or realignments.

Routes on the Express map are color-coded by their Manhattan destination to improve legibility and ease of use: purple for 6th Avenue, light green for 5th Avenue and Madison Avenue, dark green for 3rd Avenue, and orange for Downtown.

Proposed Express Route Frequency Changes

We are also proposing frequency and service span changes to Express routes. While some Express routes operate near capacity on some trips, many trips are underutilized, especially during the weekday middays and on weekends. We are proposing to reduce service where ridership is the lowest so we can reinvest the service where it is needed. The chart on page 53 summarizes our weekday frequency proposals for Express routes. Proposed Saturday and Sunday frequency and span changes can be found in the individual route profiles in the following chapter.

Proposed Express Bus Network



Proposed Express Route Frequency and Span Changes Weekdays Only *

Proposed Route	Existing								Proposed							
	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM	Service Hours (Span)	Night 12 AM - 4 AM	Early AM 4 AM - 6 AM	AM Peak 6 AM - 9 AM	Midday 9 AM - 3 PM	PM Peak 3 PM - 7 PM	Evening 7 PM - 9 PM	Late Eve 9 PM - 12 AM
QM1	Westbound: 6:10 AM - 8:40 AM Eastbound: 4:00 PM - 7:00 PM	-	-	20	-	30	60	-	Westbound: 6:10 AM - 8:40 AM Eastbound: 4:00 PM - 7:00 PM	-	-	20	-	30	60	-
QM2	Westbound: 5:45 AM - 9:00 PM Eastbound: 8:15 AM - 11:00 PM	-	-	12	30	17	24	60	Westbound: 5:45 AM - 9:00 PM Eastbound: 8:15 AM - 11:00 PM	-	-	14	51	18	24	60
QM3		-	-	40	-	40	-	-		-	-	-	-	-	-	-
QM4	Westbound: 5:45 AM - 11:00 PM Eastbound: 9:50 AM - 11:50 PM	-	-	23	60	34	60	60	Westbound: 5:45 AM - 11:00 PM Eastbound: 10:00 AM - 12:00 AM	-	-	26	60	34	60	60
QM5	Westbound: 5:10 AM - 9:00 PM Eastbound: 8:45 AM - 12:00 AM	-	-	12	30	14	24	60	Westbound: 5:00 AM - 9:00 PM Eastbound: 8:45 AM - 12:00 AM	-	-	13	51	14	30	60
QM6	Westbound: 5:45 AM - 9:30 PM Eastbound: 8:05 AM - 12:30 AM	-	-	16	60	30	40	60	Westbound: 5:45 AM - 9:30 PM Eastbound: 8:00 AM - 12:30 AM	-	-	16	45	30	40	60
QM7	Westbound: 5:40 AM - 9:20 AM Eastbound: 2:15 PM - 7:15 PM	-	-	11	-	27	60	-	Westbound: 5:40 AM - 9:20 AM Eastbound: 2:15 PM - 7:15 PM	-	-	11	-	27	60	-
QM8	Westbound: 5:57 AM - 7:37 AM Eastbound: 4:35 PM - 7:30 PM	-	-	15	-	18	30	-	Westbound: 6:00 AM - 7:35 AM Eastbound: 4:35 PM - 7:30 PM	-	-	13	-	18	30	-
QM10	Westbound: 6:30 AM - 10:00 AM Eastbound: 3:45 PM - 6:45 PM	-	-	36	-	34	-	-	Westbound: 6:30 AM - 9:30 AM Eastbound: 3:45 PM - 6:45 PM	-	-	36	-	40	-	-
QM11	Westbound: 6:30 AM - 9:30 AM Eastbound: 3:40 PM - 7:00 PM	-	-	18	-	30	60	-	Westbound: 6:30 AM - 9:30 AM Eastbound: 3:40 PM - 7:00 PM	-	-	18	-	30	60	-
QM12	Westbound: 6:30 AM - 10:00 AM Eastbound: 3:50 PM - 6:50 PM	-	-	26	-	34	-	-	Westbound: 6:30 AM - 10:00 AM Eastbound: 3:50 PM - 6:50 PM	-	-	30	-	48	-	-
QM15	Westbound: 5:40 AM - 6:00 PM Eastbound: 10:00 AM - 11:15 PM	-	-	9	60	15	40	60	Westbound: 5:40 AM - 6:00 PM Eastbound: 10:00 AM - 11:15 PM	-	-	9	51	18	40	60
QM16	Westbound: 5:47 AM - 7:54 AM Eastbound: 3:50 PM - 6:40 PM	-	-	15	-	27	-	-	Westbound: 5:47 AM - 7:54 AM Eastbound: 3:50 PM - 6:40 PM	-	-	15	-	34	-	-
QM17	Westbound: 5:45 AM - 8:00 AM Eastbound: 3:30 PM - 7:00 PM	-	-	26	-	30	60	-	Westbound: 5:45 AM - 8:00 AM Eastbound: 3:40 PM - 7:00 PM	-	-	30	-	34	60	-
QM18	Westbound: 6:30 AM - 8:30 AM Eastbound: 4:35 PM - 6:35 PM	-	-	36	-	36	-	-	Westbound: 6:30 AM - 8:30 AM Eastbound: 4:35 PM - 6:35 PM	-	-	36	-	36	-	-
QM20	Westbound: 5:45 AM - 8:30 PM Eastbound: 9:00 AM - 11:30 PM	-	-	11	40	16	40	60	Westbound: 5:45 AM - 8:30 PM Eastbound: 9:00 AM - 11:30 PM	-	-	13	51	18	40	60
QM21	Westbound: 6:00 AM - 9:00 AM Eastbound: 4:10 PM - 9:10 PM	-	-	30	-	30	60	60	Westbound: 6:00 AM - 9:00 AM Eastbound: 4:10 PM - 9:10 PM	-	-	36	-	36	60	60
QM24	Westbound: 6:08 AM - 8:48 AM Eastbound: 3:00 PM - 7:00 PM	-	-	14	-	34	60	-	Westbound: 6:08 AM - 8:53 AM Eastbound: 3:00 PM - 7:00 PM	-	-	15	-	30	60	-
QM25	Westbound: 6:00 AM - 8:25 AM Eastbound: 3:30 PM - 7:00 PM	-	-	18	-	34	60	-	Westbound: 6:00 AM - 8:20 AM Eastbound: 3:25 PM - 6:55 PM	-	-	20	-	30	-	-
QM31	Westbound: 7:05 AM - 8:45 AM Eastbound: 4:15 PM - 6:45 PM	-	-	20	-	30	-	-	Westbound: 7:05 AM - 8:45 AM Eastbound: 4:15 PM - 6:45 PM	-	-	20	-	30	-	-
QM32	Westbound: 6:30 AM - 9:30 AM Eastbound: 8:00 AM - 7:00 PM	-	-	16	-	23	60	-	Westbound: 6:30 AM - 9:30 AM Eastbound: 4:05 PM - 7:00 PM	-	-	23	-	20	60	-
QM34	Westbound: 6:05 AM - 9:00 AM Eastbound: 3:30 PM - 7:00 PM	-	-	16	-	22	60	-	Westbound: 6:05 AM - 9:00 AM Eastbound: 3:30 PM - 7:00 PM	-	-	18	-	27	60	-

Proposed Express Route Frequency and Span Changes

Proposed Route	Existing								Proposed							
	Service Hours (Span)	Night	Early AM	AM Peak	Midday	PM Peak	Evening	Late Eve	Service Hours (Span)	Night	Early AM	AM Peak	Midday	PM Peak	Evening	Late Eve
		12 AM - 4 AM	4 AM - 6 AM	6 AM - 9 AM	9 AM - 3 PM	3 PM - 7 PM	7 PM - 9 PM	9 PM - 12 AM		12 AM - 4 AM	4 AM - 6 AM	6 AM - 9 AM	9 AM - 3 PM	3 PM - 7 PM	7 PM - 9 PM	9 PM - 12 AM
QM35	Westbound: 6:10 AM - 8:55 AM Eastbound: 4:00 PM - 7:00 PM	-	-	13	-	30	60	-	Westbound: 6:10 AM - 8:55 AM Eastbound: 4:00 PM - 7:00 PM	-	-	13	-	30	60	-
QM36	Westbound: 6:40 AM - 7:45 AM Eastbound: 5:15 PM - 6:20 PM	-	-	24	-	30	-	-	Westbound: 6:40 AM - 7:45 AM Eastbound: 5:20 PM - 6:30 PM	-	-	20	-	30	-	-
QM40	Westbound: 6:45 AM - 8:45 AM Eastbound: 4:00 PM - 7:00 PM	-	-	36	-	30	60	-	Westbound: 6:45 AM - 8:45 AM Eastbound: 4:00 PM - 7:00 PM	-	-	36	-	45	60	-
QM42	Westbound: 7:00 AM - 8:45 AM Eastbound: 4:40 PM - 7:10 PM	-	-	20	-	36	60	-	Westbound: 7:00 AM - 8:50 AM Eastbound: 4:40 PM - 7:10 PM	-	-	24	-	45	60	-
QM44	Westbound: 6:50 AM - 9:20 AM Eastbound: 4:35 PM - 6:05 PM	-	-	30	-	45	-	-	Westbound: 6:50 AM - 9:20 AM Eastbound: 4:35 PM - 6:05 PM	-	-	36	-	45	-	-
QM63	Westbound: 5:21 AM - 8:10 AM Eastbound: 3:49 PM - 7:00 PM	-	-	20	-	18	60	-	Westbound: 5:20 AM - 8:15 AM Eastbound: 3:50 PM - 7:00 PM	-	-	23	-	20	60	-
QM64	Westbound: 5:50 AM - 8:15 AM Eastbound: 4:15 PM - 6:40 PM	-	-	26	-	30	-	-	Westbound: 5:50 AM - 8:10 AM Eastbound: 4:15 PM - 6:40 PM	-	-	30	-	30	-	-
QM65	-	-	-	-	-	-	-	-	Westbound: 5:40 AM - 8:40 AM Eastbound: 4:00 PM - 6:30 PM	-	-	30	-	26	-	-
QM68	Westbound: 6:02 AM - 9:00 AM Eastbound: 4:05 PM - 7:30 PM	-	-	16	-	23	30	-	Westbound: 6:00 AM - 9:00 AM Eastbound: 4:05 PM - 7:30 PM	-	-	18	-	23	30	-

*The frequencies in this table indicate how often the bus is scheduled to arrive on average in the peak direction at the maximum load point.

**See the individual route profiles in the second half of this document for proposed weekend frequencies and spans.

Proposed frequency or span increase

Proposed frequency or span decrease

New route/new frequency and span proposal

HOW TO PROVIDE FEEDBACK

The changes proposed in this report are designed to continue the important discussion required to design a bus network that improves bus service for Queens. We believe we have arrived at a new bus network that addresses many of the major customer concerns that we heard. However, this plan is not yet final. Redesigning an entire bus network is a collaborative effort that involves customer feedback throughout the process—hence the title, **Proposed** Final Plan.

Please see page 9 for all the ways you can engage with the project and provide your feedback to the project team or visit the project microsite at new.mta.info/project/queens-bus-network-redesign.

Introducing the New Network

5. Individual Route Proposals

- Reading the Route Profiles
- Finding Your New Route
- Area Maps
- Route Profiles
- Appendix: Glossary of Terms

READING THE ROUTE PROFILES

The next chapter of this report contains detailed profiles for each route in the proposed Queens Bus Network. Each profile includes:

- The proposed route type: SBS/Crosstown, Limited, Rush, Local, or Express.
- A detailed description of the proposed routing changes.
- The proposed route improvements associated with the changes.
- Route destinations.
- Proposed versus existing average stop spacing.
- Proposed versus existing service frequency and span.
- Proposed route length.
- Proposed subway and bus connections.
- What route(s) currently serve the area.
- Whether the route runs along a priority corridor.
- A map of the proposed route, showing exactly where proposed service is added or discontinued, along with callout boxes explaining which routes would replace discontinued segments.
- A stop list showing which stops the proposed route would serve and which are proposed to be removed, as part of the bus stop balancing effort.

Each profile lists which existing routes the proposed route is associated with. For example, the route profile for the proposed Q1 states that its service areas are currently served by the Q1 in the existing network. Some of the current routes have been replaced with new routes, but much of the same areas are still covered. So, even if an existing route doesn't appear in the proposed plan, that doesn't mean that service is gone. It might just be called something else and look a little different.

Nine route profiles from the Brooklyn Bus Network Redesign Draft Plan are included for context at the end of this chapter as they travel within Queens. Most of the same elements are included in the route profiles. Bus service changes in Brooklyn are under review and any changes to the proposals will be published in the Brooklyn Bus Network Redesign Proposed Final Plan, due out in 2024.

Reading the Route Profiles

Route Name and Descriptor

Lists corridors served or neighborhoods route travels between, existing routes that provide similar service, and related new routes

Route Type Ribbon

Indicates whether the proposed route will provide Local, Rush, Limited, SBS/ Crosstown, or Express service

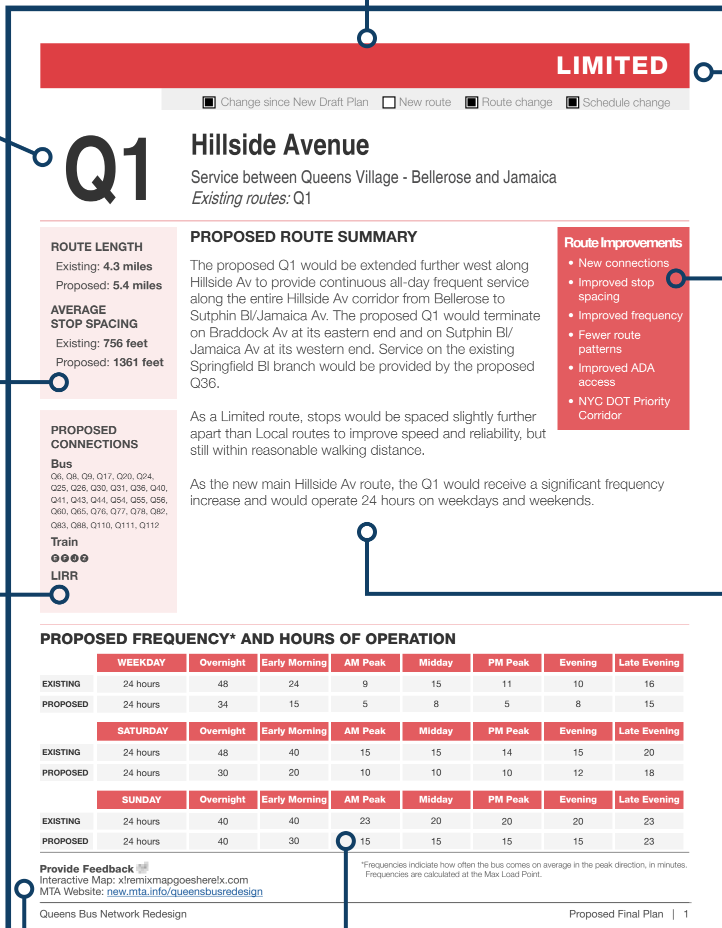
Change Type Checkboxes

Route Characteristics Box

Includes route length (average of both directions, in miles) and average stop spacing (in feet)

Route Improvements Box

Contains a bullet-point summary of the redesign improvements relevant to the proposal



LIMITED

■ Change since New Draft Plan ☐ New route ■ Route change ■ Schedule change

Q1

Hillside Avenue

Service between Queens Village - Bellerose and Jamaica

Existing routes: Q1

ROUTE LENGTH
Existing: **4.3 miles**
Proposed: **5.4 miles**

AVERAGE STOP SPACING
Existing: **756 feet**
Proposed: **1361 feet**

PROPOSED CONNECTIONS
Bus
Q6, Q8, Q9, Q17, Q20, Q24, Q25, Q26, Q30, Q31, Q36, Q40, Q41, Q43, Q44, Q54, Q55, Q56, Q60, Q65, Q76, Q77, Q78, Q82, Q83, Q88, Q110, Q111, Q112
Train
E F J Z
LIRR

PROPOSED ROUTE SUMMARY

The proposed Q1 would be extended further west along Hillside Av to provide continuous all-day frequent service along the entire Hillside Av corridor from Bellerose to Sutphin Bl/Jamaica Av. The proposed Q1 would terminate on Braddock Av at its eastern end and on Sutphin Bl/ Jamaica Av at its western end. Service on the existing Springfield Bl branch would be provided by the proposed Q36.

As a Limited route, stops would be spaced slightly further apart than Local routes to improve speed and reliability, but still within reasonable walking distance.

As the new main Hillside Av route, the Q1 would receive a significant frequency increase and would operate 24 hours on weekdays and weekends.

Route Improvements
- New connections
- Improved stop spacing
- Improved frequency
- Fewer route patterns
- Improved ADA access
- NYC DOT Priority Corridor

PROPOSED FREQUENCY* AND HOURS OF OPERATION

	WEEKDAY	Overnight	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening
EXISTING	24 hours	48	24	9	15	11	10	16
PROPOSED	24 hours	34	15	5	8	5	8	15
	SATURDAY	**Overnight**	**Early Morning**	**AM Peak**	**Midday**	**PM Peak**	**Evening**	**Late Evening**
EXISTING	24 hours	48	40	15	15	14	15	20
PROPOSED	24 hours	30	20	10	10	10	12	18
	SUNDAY	**Overnight**	**Early Morning**	**AM Peak**	**Midday**	**PM Peak**	**Evening**	**Late Evening**
EXISTING	24 hours	40	40	23	20	20	20	23
PROPOSED	24 hours	40	30	15	15	15	15	23

Provide Feedback
Interactive Map: x!remixmapgoeshere!x.com
MTA Website: new.mta.info/queensbusredesign

*Frequencies indiciate how often the bus comes on average in the peak direction, in minutes. Frequencies are calculated at the Max Load Point.

Queens Bus Network Redesign   Proposed Final Plan | 1

Proposed Route Summary

Contains a detailed description of the proposed routing, as well as proposed bus stop and schedule changes

Proposed Connections Box

Lists transfer opportunities to bus routes, subway lines, and LIRR (if applicable) along the route

Provide Feedback Footer

Includes a microsite with access to the comment portal and a link to the Proposed Final Plan Remix, an interactive web-based mapping tool, which has a geographic commenting feature for route–specific comments

Proposed Frequency and Span Table

Frequencies indicate how often the bus comes on average in the peak direction, at the maximum load point.

Queens routes have different frequency span windows than Brooklyn routes:

Queens:

- Overnight (12AM-4AM), Early Morning (4AM-6AM), AM Peak (6AM-9AM), Midday (9AM-3PM), PM Peak (3PM-7PM), Evening (7PM-9PM), Late Evening (9PM-12AM)

Brooklyn:

- Weekday: AM Peak (6AM-9AM), Midday (9AM-2PM), PM Peak (2PM-6PM), Early Evening (6PM-8PM), Late Evening (8PM-12PM)
- Weekend: Early Morning (6AM-9AM), Morning (9AM-12PM), Midday (12PM-5PM), Early Evening (5PM-8PM), Late Evening (8PM-12PM)

Reading the Route Profiles

The following charts show how the proposed routes relate to the existing routes. Based on your existing route, you can use this chart to find which of the proposed routes applies to you.

For example, if you currently ride the **Q85** from Rosedale, your new route would be the **Q86**.

Local

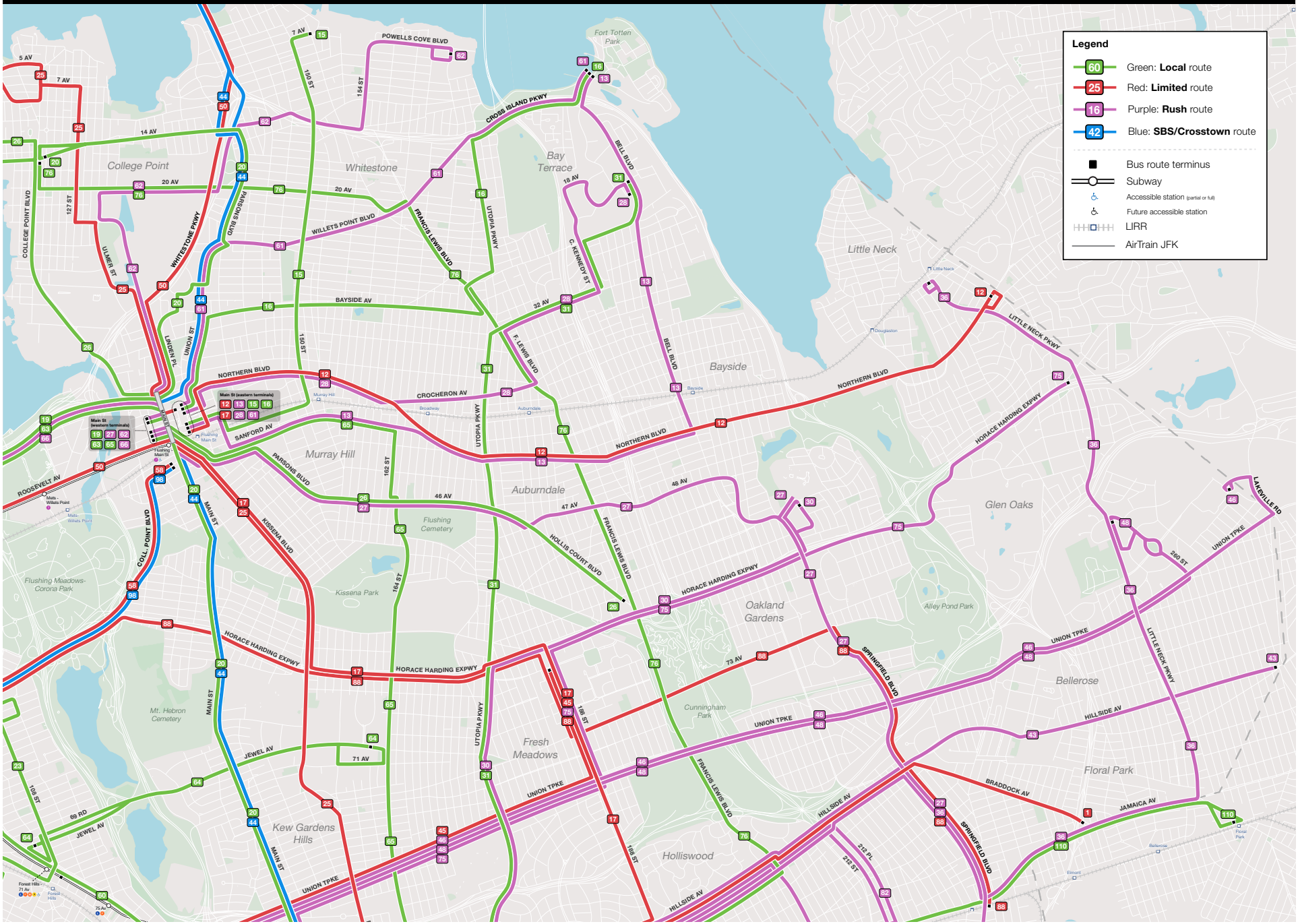
Existing Route	Proposed Route	Note
Q1	Q1	
Q2	Q2, Q1	
Q3	Q3	
Q4	Q4, Q5	
Q5	Q5, Q86, Q87	
Q6	Q6, Q7	
Q7	Q7, Q112	
Q8	Q8, B13	
Q9	Q9	
Q10	Q10, Q9, Q7, Q37	
Q11	Q11	
Q12	Q12, Q13, Q65	
Q13	Q13, Q12	
Q15	Q15, Q62	
Q15A	Q15, Q62	Q15A label retired
Q16	Q16, Q61	
Q17	Q17	
Q18	Q18	
Q19	Q19	
Q20A	Q20, Q62	Q20 A/B labels retired
Q20B	Q20	Q20 A/B labels retired
Q21	Q11	Q21 route label retired
Q22	Q22, Q35	
Q23	Q23, Q14	
Q24	Q24, B53	
Q25	Q25	
Q26	Q26, Q65	
Q27	Q27, Q26	
Q28	Q28, Q12	
Q29	Q29	
Q30	Q30, Q75	
Q31	Q31, Q27, Q13	
Q32	Q32	
Q33	Q33, Q47	
Q34	Q25, Q20, Q61	Q34 route label retired
Q35	Q35	
Q36	Q36, Q82, Q110	
Q37	Q37	
Q38	Q38, Q14	
Q39	Q39	
Q40	Q40	
Q41	Q41	
Q42	Q42	
Q43	Q43, Q1	
Q44	Q44	
Q46	Q46, Q48, Q45	
Q47	Q47, Q33	

Existing Route	Proposed Route	Note
Q48	Q50	Q48 route label re-purposed
Q49	Q49	
Q50	Q50	
Q52	Q52	
Q53	Q53	
Q54	Q54	
Q55	Q55	
Q56	Q56	
Q58	Q58, Q98	
Q59	Q59, B53	
Q60	Q60	
Q64	Q64	
Q65	Q65, Q26	
Q66	Q66, Q63	
Q67	Q67	
Q69	Q69, B62	
Q70	Q70	
Q72	Q72	
Q76	Q76, Q62	
Q77	Q77	
Q83	Q83, Q42	
Q84	Q84, Q5	
Q85	Q85, Q86, Q5	
Q88	Q88	
Q100	Q105, Q69	Q100 route label retired
Q101	Q101, Q32, Q60, B62	
Q102	Q104, Q105	Q102 route label retired
Q103	Q103	
Q104	Q104	
Q110	Q110, Q82	
Q111	Q111, Q115	
Q112	Q112	
Q113	Q114, Q115	Q113 route label retired
Q114	Q114, Q115	
B24	B53, Q68	B24 route label retired
B32	B53, B62	B32 route label retired
B57	B57, B62, B27	
B62	B62, Q101, B27, B57, B43	

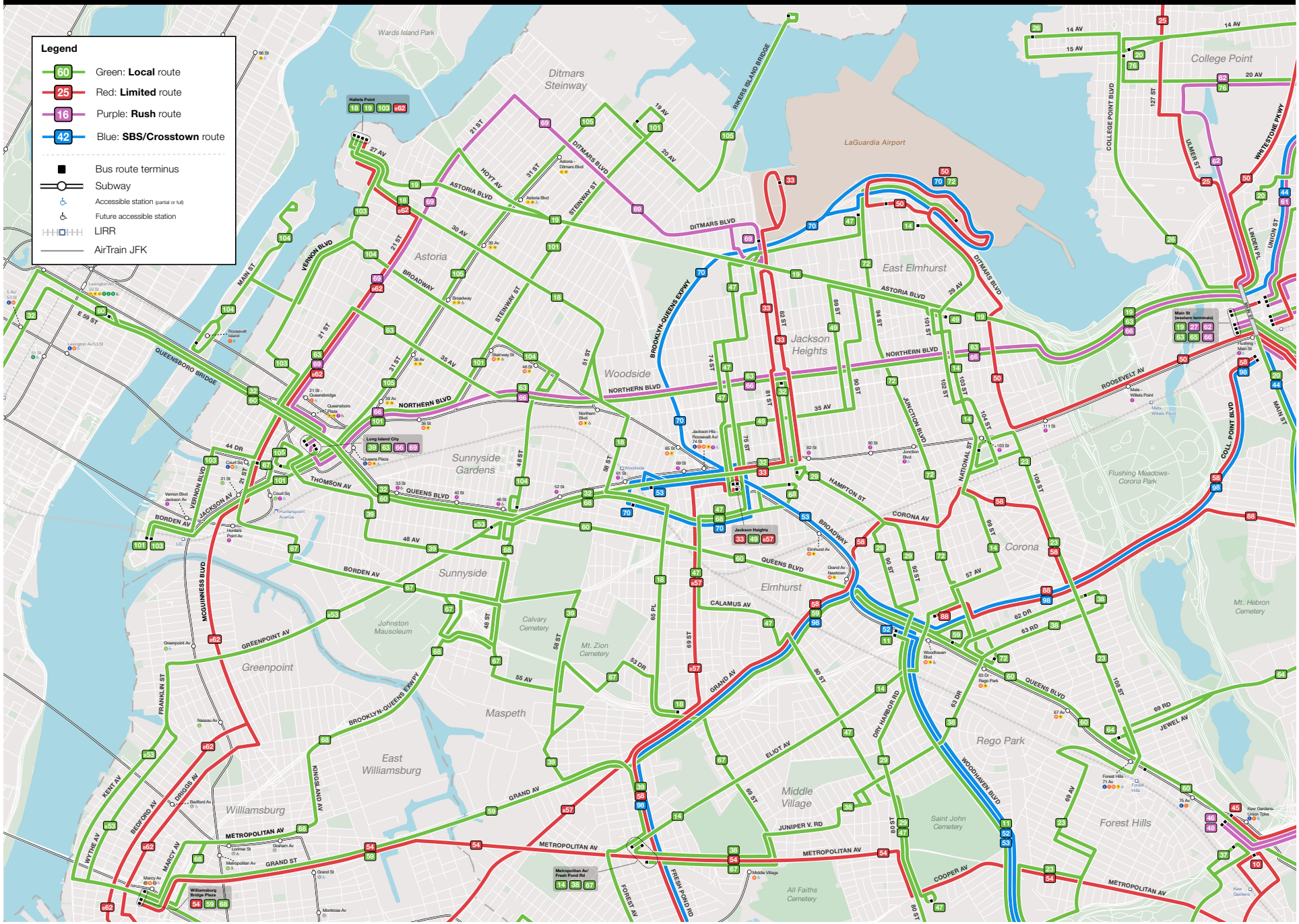
Express

Existing Route	Proposed Route	Note
QM1	QM1	
QM2	QM2	
QM3		QM3 label retired
QM4	QM4	
QM5	QM5	
QM6	QM6	
QM7	QM7	
QM8	QM8	
QM10	QM10	
QM11	QM11	
QM12	QM12	
QM15	QM15	
QM16	QM16	
QM17	QM17	
QM18	QM18	
QM20	QM20	
QM21	QM21	
QM24	QM24	
QM25	QM25	
QM31	QM31	
QM32	QM32	
QM34	QM34	
QM35	QM35	
QM36	QM36	
QM40	QM40	
QM42	QM42	
QM44	QM44	
X63	QM63	
X64	QM64	
X68	QM68	

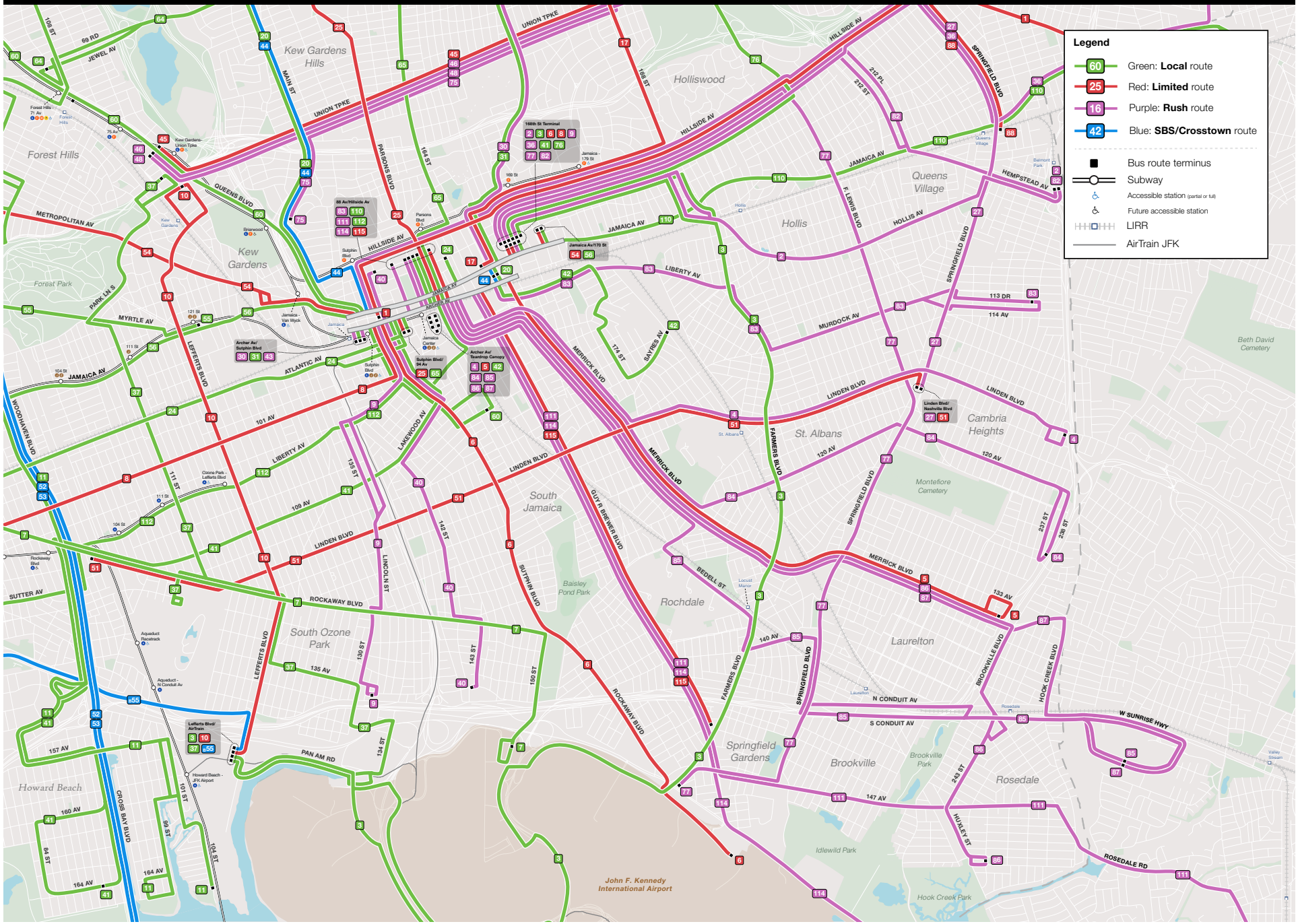
Proposed Local Bus Network (Northeast Queens)



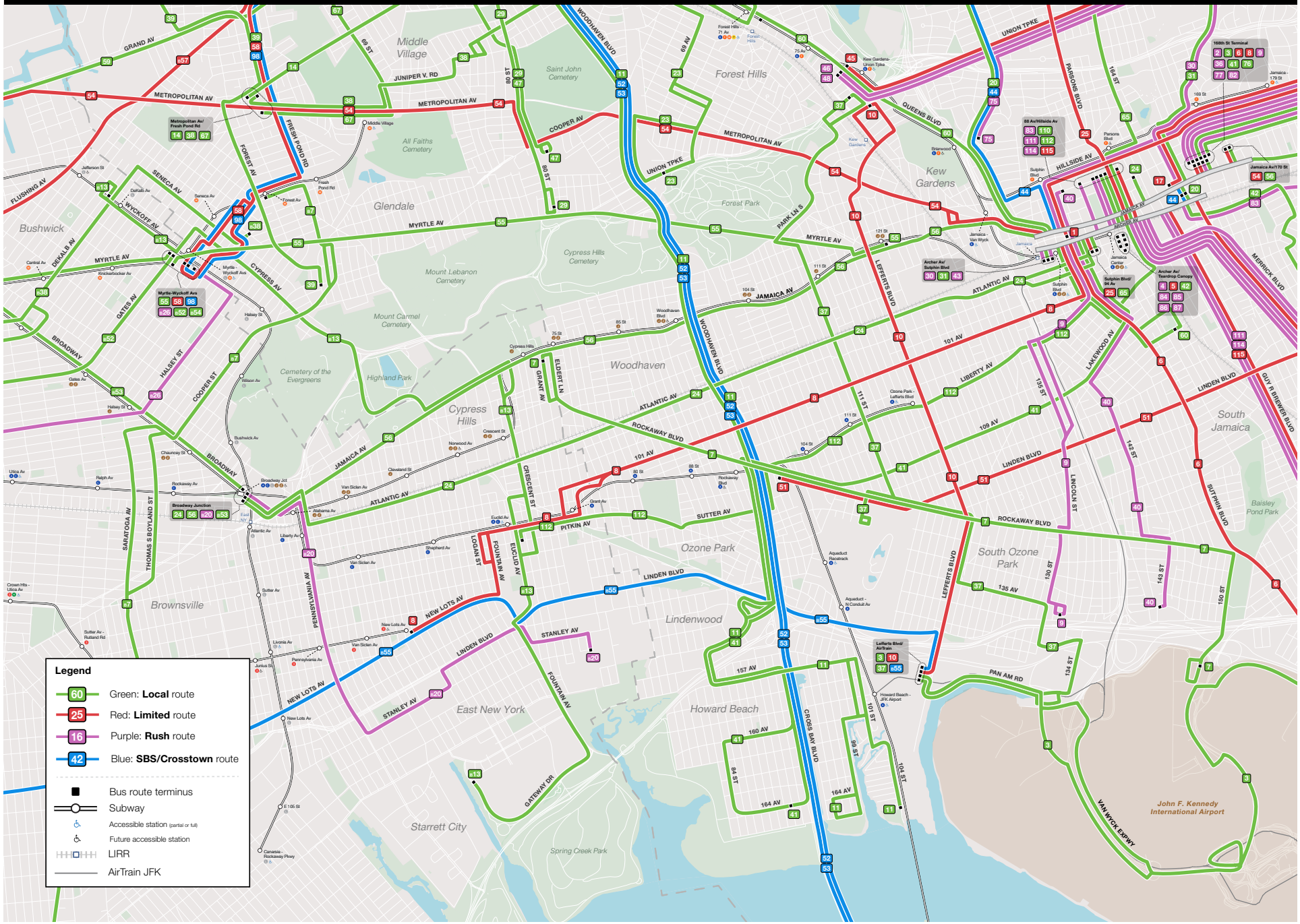
Proposed Local Bus Network (Northwest Queens)



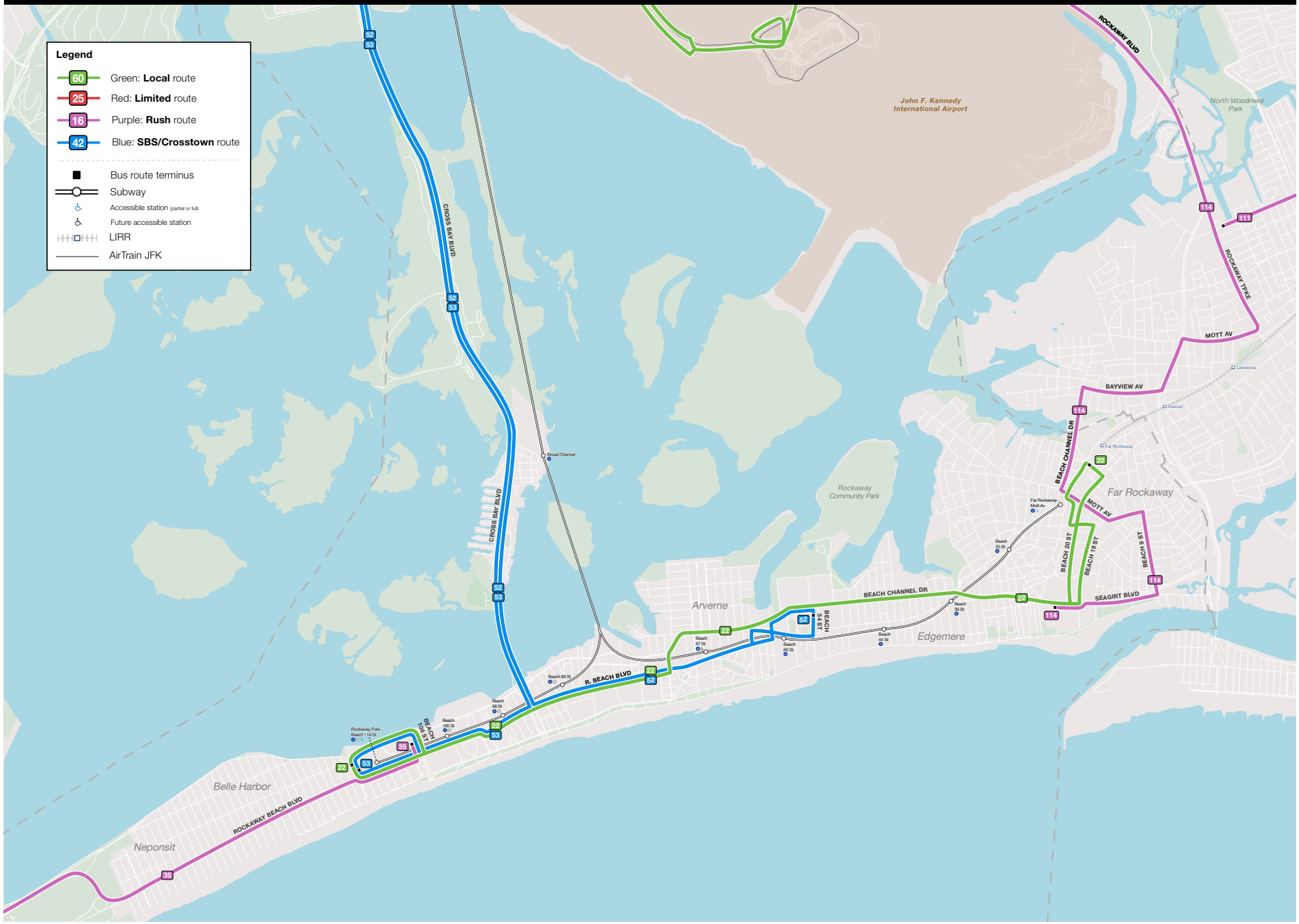
Proposed Local Bus Network (Southeast Queens)



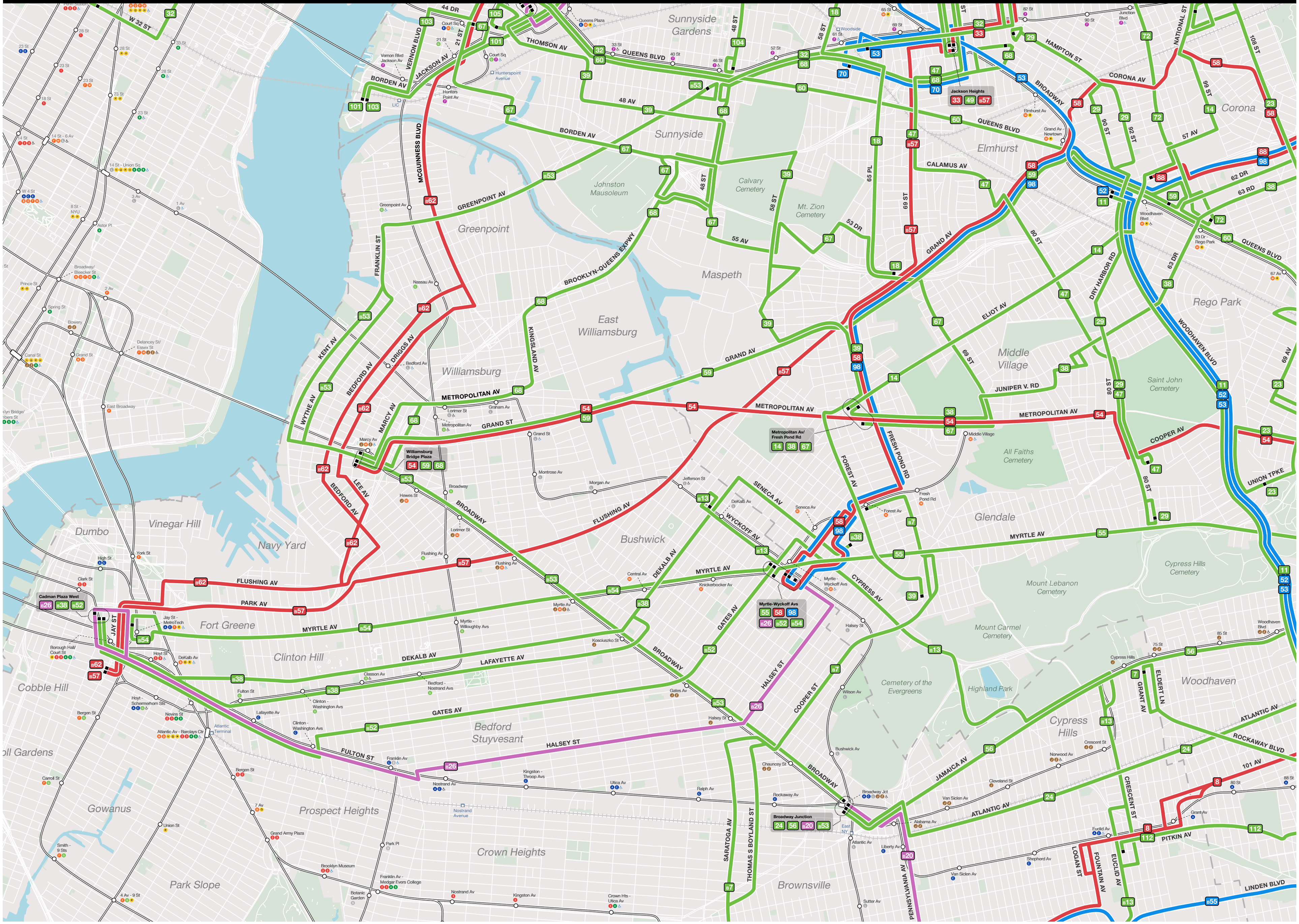
Proposed Local Bus Network (Southwest Queens)



Proposed Local Bus Network (Rockaway)



Proposed Local Bus Network (Brooklyn/Queens)



Glossary of Terms

Accessibility – A service, vehicle, or facility is accessible if it is in compliance with the **Americans with Disabilities Act of 1990** (**ADA**), or in general (nonlegal) terms, if it is readily usable by persons with disabilities.

ADA – The Americans with Disabilities Act of 1990, which applied to public transit requires that transit providers must follow regulations ensuring that services, vehicles, and facilities are accessible to and usable by individuals with disabilities. – See **Accessibility**.

ACS – American Community Survey. An ongoing, nationwide survey conducted by the U.S. Census Bureau from which data on employment, demographics, commuting behavior, and other subjects is gathered and distributed.

Alighting – Exiting or getting off of a bus, train, or other mode of transit. – See **Boarding**.

All-Day Frequent Service – Service that comes every 10 minutes or better from 6 AM to 9 PM on weekdays.

BRT – Bus rapid transit. BRT systems strive to bring faster, more reliable, and quality bus service to high ridership corridors by combining amenities of rail-based rapid transit systems with the flexibility of buses. New York City Transit's implementation of BRT is Select Bus Service, which improves speed and reliability through dedicated **bus lanes**, off-board fare payment, **stop spacing**, and **transit signal priority**.

Boarding – Entering or getting onto a bus, train, or other mode of transit. – See **Alighting**.

Bus bulb – A sidewalk platform extending from the sidewalk that enables easier boarding for bus passengers. Bus bulbs are as close to level with the floor of the bus as feasible.

Bus lane – A lane of the roadway dedicated exclusively to bus movement.

Bus network – A collection of bus routes, including the physical paths they take as well as their scheduled frequencies and spans of service. In essence, where buses travel, when buses travel, and how often buses travel.

Bus priority – Any number of techniques or tools that enable bus transit to take precedence over other modes of surface transportation in traffic. With **transit signal priority (TSP)**, traffic lights can change more quickly from red to green or a green light can be held longer if a bus is approaching.

Glossary of Terms

CBDT – Central Business District Tolling program.

CJTP – Customer Journey Time Performance. The percentage of customers whose journeys (trips) are completed within five minutes of the scheduled time. CJTP considers both how long customers wait at the bus stop beyond what they would have if their bus arrived on time, as well as how long customers spend on the bus beyond what they would have if the bus completed its trip in the time allotted in the schedule.

Connections – Refers to transfer opportunities to other transit services or to connections with other key destinations and neighborhoods.

Core Route – A route in a bus network that tends to have higher ridership and higher frequency and that provides critical connections to key destinations.

Express bus service – Bus service focused specifically on transporting commuters between Manhattan and the outer boroughs. Express bus routes typically have a series of pick-up locations in one borough and a series of drop-off locations in the other, between which is an express segment. The bus does not stop throughout the express segment, which is generally on a highway. Express bus service charges a premium fare.

Frequency – How often a bus runs on a route.

Frequent All-Day Service – service that comes every ten minutes or better from 6 AM to 8 PM.

Inaccessibility – A service, vehicle, or facility is inaccessible if it is not in compliance with the Americans with Disabilities Act (ADA), or in general (nonlegal) terms if it is not readily usable by persons with disabilities. – See **Accessibility**.

Interborough service – Transit service that can take a customer from one borough into another without transferring to another route or mode.

Limited routes – See detailed description on page 30.

Local routes – See detailed description on page 29.
Also refers to all routes that are not Express routes.

Glossary of Terms

Max Load Point – The location along a route at which a bus has the most passengers on it at one time.

MetroCard – The Metropolitan Transportation Authority's legacy fare payment method.

NYC DOT – New York City Department of Transportation.

OMNY – The MTA's new contactless fare payment system. Customers can use contactless debit and credit cards, as well as smart devices, to pay their fare. All buses and subway stations are equipped with OMNY readers. Visit new.mta.info/fares/omny for more information.

On-Time Performance – Measures how well a bus route performs compared to its schedule. It is defined as the percentage of buses that are between one minute early and five minutes late as compared to the schedule at each official timepoint along the route.

Peak – The times during which commuter demand is heaviest and typically when the most service is provided. In this plan, the morning peak period is weekdays between 6 AM and 9 AM. The afternoon peak period on Local routes is weekdays between 3 PM and 7 PM.

Priority Corridor – Key corridors identified by NYC DOT where bus priority street treatments can be implemented to better support sustainable, all-day bus service.

Productivity – The measure of ridership given the level of service provided. Bus routes are more productive when they attract more riders per unit of time that they are in service.

Ridership – The total number of customers using a specific route or the bus system generally.

Real-Time Passenger Information Signs – Provides riders with wait time information for buses and projects the data onto an easy-to-see LED display for customers.

Remix by Via – An interactive web-based transportation planning software used to help plan, share, and receive feedback on our proposed bus network.

Glossary of Terms

Running Time – The length of time it takes a bus to travel from one terminal of a route to the other.

Rush routes – See detailed description on page 30.

SBS routes – Select Bus Service. MTA branded implementation of BRT (bus rapid transit). See detailed descriptions on pages 29 and 35.

Span – The time period during the day that a route is in service.

Stop spacing – The average traveled distance between bus stops along a route.

TSP – Traffic signal priority. – See **bus priority**.