



Queens Bus Network Redesign

PROPOSED FINAL PLAN

Queens Redesign Project Timeline



Why Redesign the Queens Bus Network?

Queens has more bus routes, and bus riders, than any other borough

- 113 bus routes that serve ~800,000 customers on an average weekday

Queens is growing and changing - demographics and travel patterns are shifting

- Jamaica, Flushing, and Long Island City are booming, as are employment centers located farther away from the subway

The Queens bus network has not substantially changed in decades

- Many routes follow old trolley lines; incremental changes have resulted in slow, indirect routes with closely-spaced bus stops

As our customers' needs change, we must change with them

Why Redesign the Queens Bus Network?

Bus service performance and ridership has been decreasing over the past few years

Slow Speeds

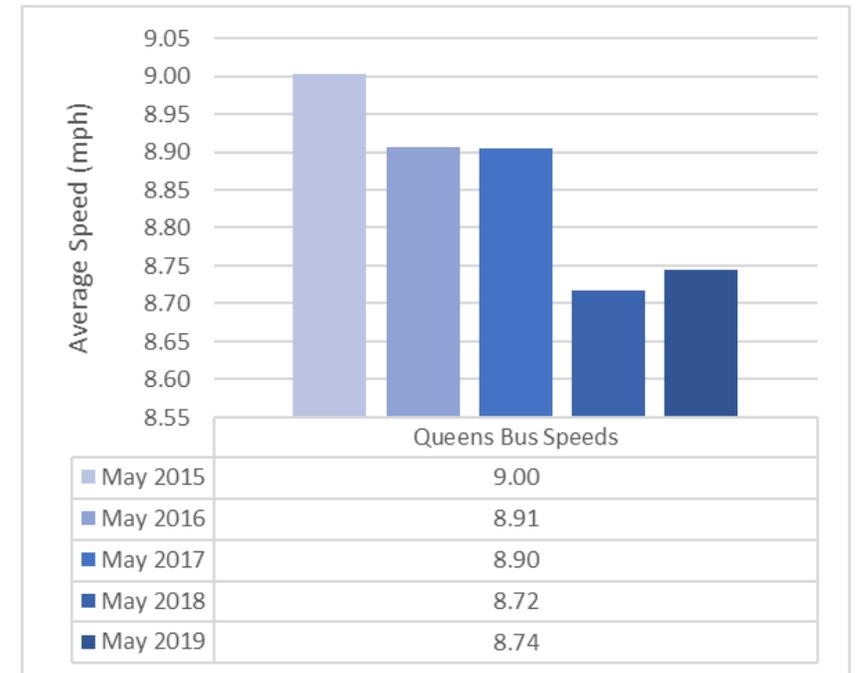
- Bus speeds continue to decline year by year
- Queens bus speeds decreased 3% from 2015 to 2019

Service Reliability

- Customer Journey Time Performance was 73% in 2023

Ridership Decline

- Pre-pandemic bus ridership was on a steady decline
- Post-pandemic ridership has been rebounding; the redesign opens the opportunity to make bus service even more appealing to our bus customers



How Are We Redesigning the Bus Network?

Customer Priorities

We asked customers how we should prioritize our efforts to develop a better bus network. They answered with the four priorities below. These priorities are the goals for the redesign.



Reliable Service

Customers want to be able to rely on buses to arrive when expected



Better Connections

Customers want improved intra- and inter-borough connections



Faster Travel

Customers expressed concerns about delays, slow bus service, and congestion



Simplified Service

Customers want bus service that's simple and easy to understand

How Are We Redesigning the Bus Network?

Redesign Strategies

We have used the following strategies to help achieve the four customer priorities:

Simplify the Network with Improved Route Design

- Straighter and more direct routing
- New route types
- Less redundant service and fewer route variants

Enhance Connectivity

- Improve the bus network grid to create new connections
- Create new routes to address gaps in the bus network
- Strengthen interborough bus travel to the Bronx, Brooklyn, and Manhattan

Improve Frequency

- Build a better all-day frequent network
- Allocate service to align with routing changes and to better meet customer needs

Balance Bus Stops

- Increase stop spacing to speed up buses and improve reliability for customers
- Improve average stop spacing based on new route types

Expand Bus Priority with NYC DOT

- More busways, bus lanes, and other treatments to speed up service and improve reliability

Improve Transit Equity

- Focus improvements in areas with greater need for transit service

Improve Accessibility

- Strengthen connections to ADA-accessible subway stations, fill gaps in the bus network, maintain bus stops where they are most needed, and work with NYC DOT to improve accessible bus stop conditions

Public Outreach - New Draft Plan

Workshops, Open Houses, Pop-up Events

Awareness, Education, Engagement, Feedback

- **14 Public Virtual Workshops** (one per Queens Community District) to educate public about redesign proposals and strategies, explain plan details, while gathering valuable feedback
- **Five in-person Open Houses** designed to share redesign concepts, strategies and goals by utilizing display boards staffed by MTA and DOT experts
- **15 in-person pop-up events** paired with the MetroCard Mobile Sales Van to further expand outreach and awareness
- On-street engagement at busy hubs and key transfer points; handed out 50,000 brochures at 42 key locations
- Meetings with elected officials, bus operators, unions, MTA Road Operations, community groups, advocates, city agencies, and more
- Additional communication through project website, borough redesign microsites, interactive maps, and commenting tools

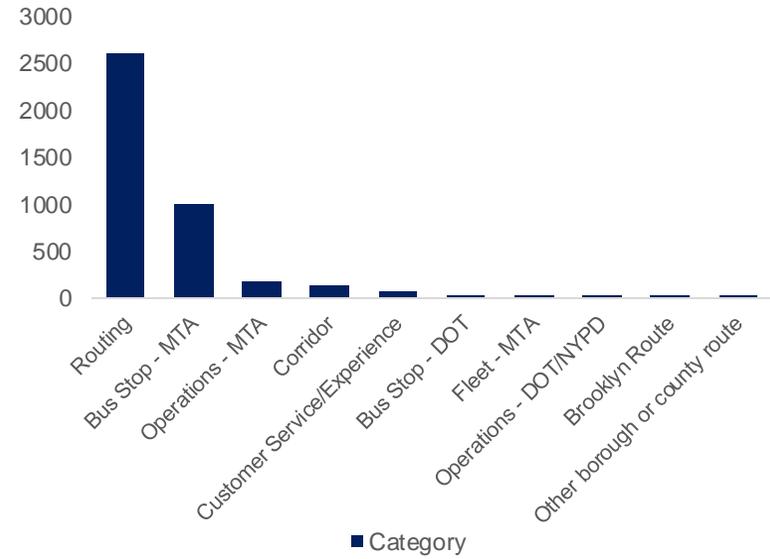


Public Outreach – New Draft Plan

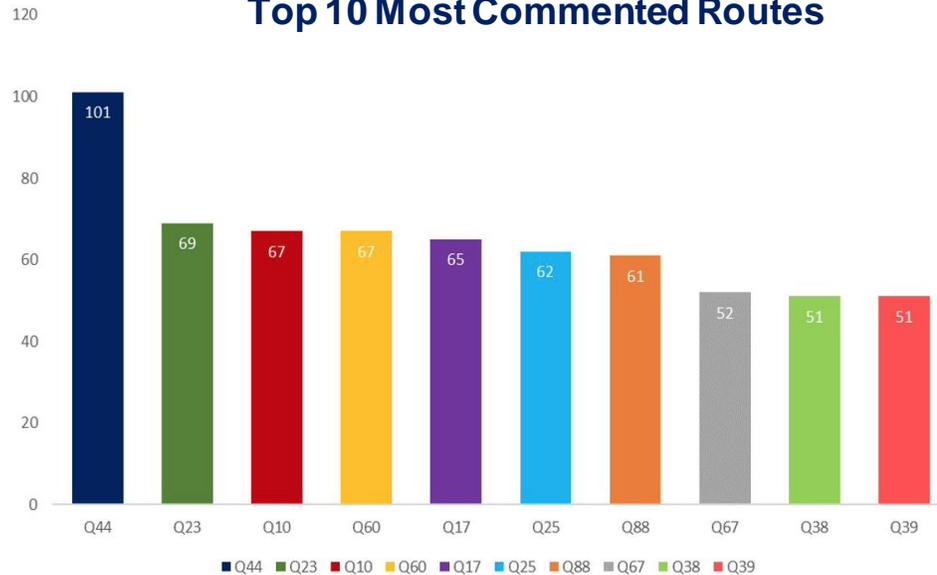
Comment Summary Stats

- We received almost 4,000 comments on the New Draft Plan
- Comments received through a combination of Remix interactive map, MTA comment portal, at public outreach events, and emails and letters
- Most comments focused on routing and bus stops
- Overall, both the quantity and quality of comments suggested that the New Draft Plan was much more well-received than the Original Draft Plan

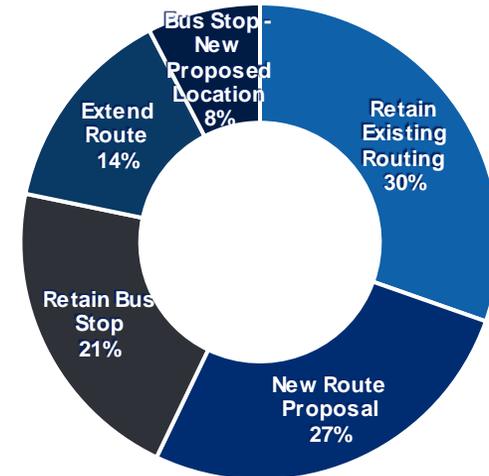
Comments by Feedback Category



Top 10 Most Commented Routes



Comments by Feedback Type (top 5 sub-categories)



What We Heard During Public Outreach

Key takeaways from New Draft Plan outreach

- Comments from customers centered around five different issue areas
- We have focused our proposals on addressing these issues
- **Additionally, we've worked with our Schedules team to build out the schedules and cost out the plan which takes time to get right.**

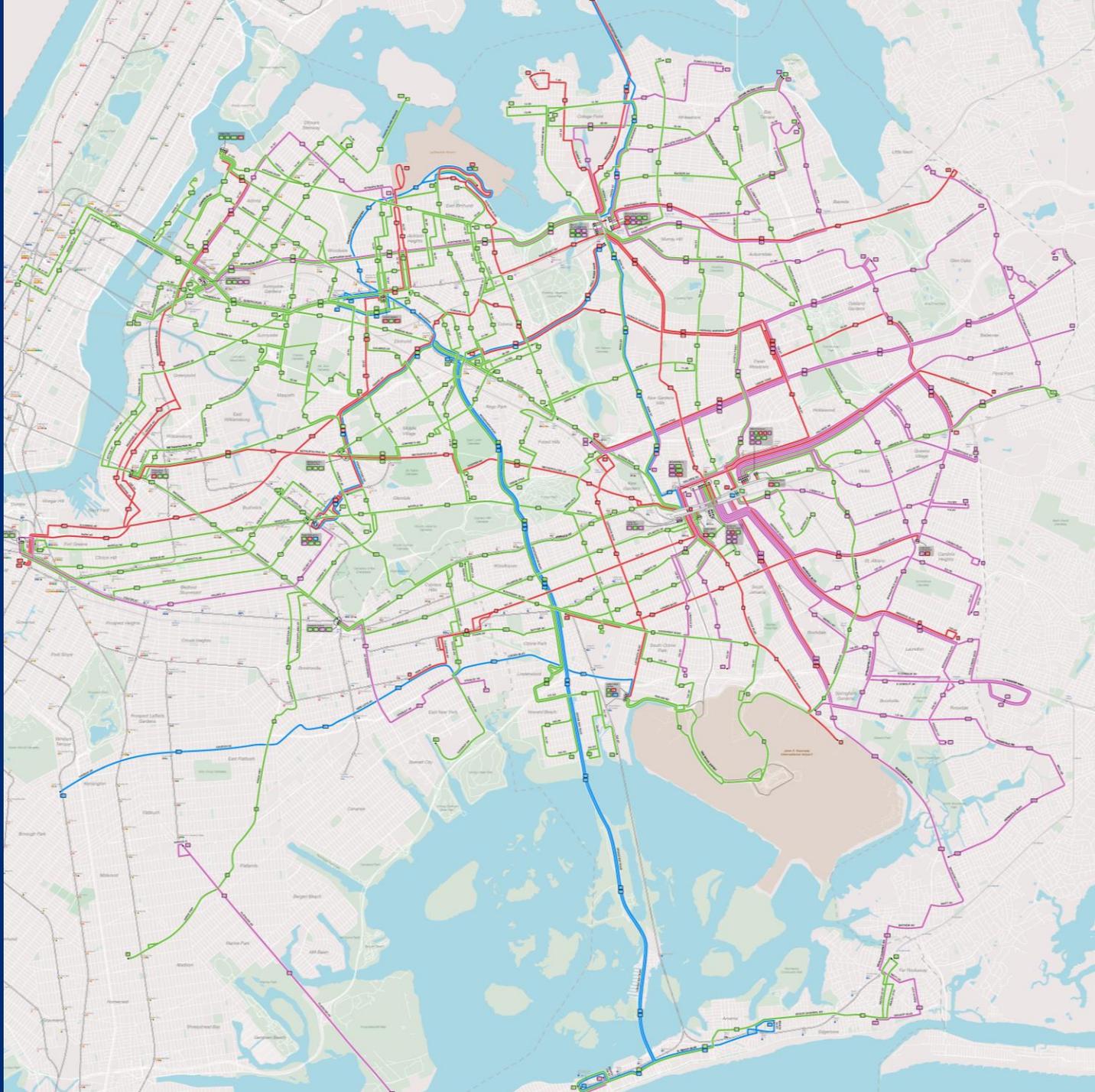
Key Takeaways from Public Outreach	How We've Addressed in the Proposed Final Plan
Proposed routing changes	
Concerns with certain proposed route extensions/combinations (e.g. Q10), realignment of ends (e.g. Q23), and shortenings (e.g. Q17)	 Evaluated every major routing concern from all stakeholders and determined the best course of action based on customer needs, redesign principles, and resource limitations
Connectivity issues	
Concerns with the loss of direct connections to important destinations (e.g. Q23, Q25, Q39, Q88)	 Maintained direct connections that are important to customers
	 Proposed new service to fill gaps that customers identified, further improving the connectivity and accessibility of the network
Proposed bus stop changes	
Concerns with specific proposed bus stop removals and certain routes with wider bus stop spacing	 Re-evaluated proposed stop spacing and maintained specific stops based on customer recommendations
Proposed schedule changes	
Concerns with proposals to reallocate service and to reduce midday and weekend service on express routes	 Re-evaluated schedule changes based on customer comments and ridership data for all routes and updated frequency proposals
Operational issues	
Concerns with some proposals to combine or extend bus routes that could create reliability issues (e.g. Q10)	 Removed certain routing proposals that could have caused reliability issues (e.g. Q10)

Introducing the Proposed New Bus Network

121 total routes (vs. 113 existing)

91 Local routes (vs. 83 existing)

30 Express routes (vs. 30 existing)



Introducing the New Bus Network

Overview of the Proposed Local Bus Network Changes

Type of Change (Local Network)	# of Routes	% of Routes
Stop changes only	25	27%
New route	15	16%
Route realignment	12	13%
Shortened	7	8%
Extended	7	8%
Straightened	8	9%
Extended and straightened	3	3%
Branch change	6	7%
Extended on one end, shortened on the other	2	2%
No change to route or stops	6	7%
Total	91	100%

Route Labels

15 new route labels - Some replace existing routes, others are brand new service

10 retired route labels - All retired route labels have a replacement, either with a new route or a proposed route change

Introducing the New Bus Network

Overview of Proposed Local Frequency Changes

8 routes with a major frequency increase

most increases are prompted by routing changes and/or ridership patterns

Q1, Q3, Q7, Q26, Q50, Q67, Q104, B62

15 new routes with new frequencies and spans

most offer similar frequencies to existing service

Q14, Q45, Q48, Q51, Q61, Q62, Q63, Q68, Q75, Q82, Q86, Q87, Q98, Q105, Q115

6 routes with split frequencies

when one route with multiple branches is split into two, frequencies are split as well

Q30, Q36, Q46, Q63, Q66, Q111

6 corridors with combined frequency increases in at least one time period

Individual routes may have decreases, but combined with new routes, these corridors have an overall frequency increase

- **Guy Brewer Blvd (Q111, Q114, Q115)**
- **Merrick Blvd (Q4, Q5, Q84, Q85, Q86, Q87)**
- **Fresh Pond Rd, Grand Av, College Pt Blvd (Q58, Q98)**
- **21 St (B62, Q63, Q69)**
- **Northern Blvd West (Q63, Q66)**
- **Union Turnpike (Q45, Q46, Q48)**

20 routes with a minor frequency increase

most increases are prompted by routing changes and/or ridership patterns

Q8, Q10, Q18, Q22, Q23, Q27, Q28, Q33, Q35, Q37, Q38, Q42, Q49, Q54, Q72, Q76, Q77, Q101, Q103, Q112

13 routes with reallocated frequencies

service is reallocated from one route to another to complement a new route or routing change

Q4, Q5, Q6, Q15, Q16, Q20, Q43, Q58, Q64, Q65, Q84, Q85, Q110

3 routes with combined frequencies

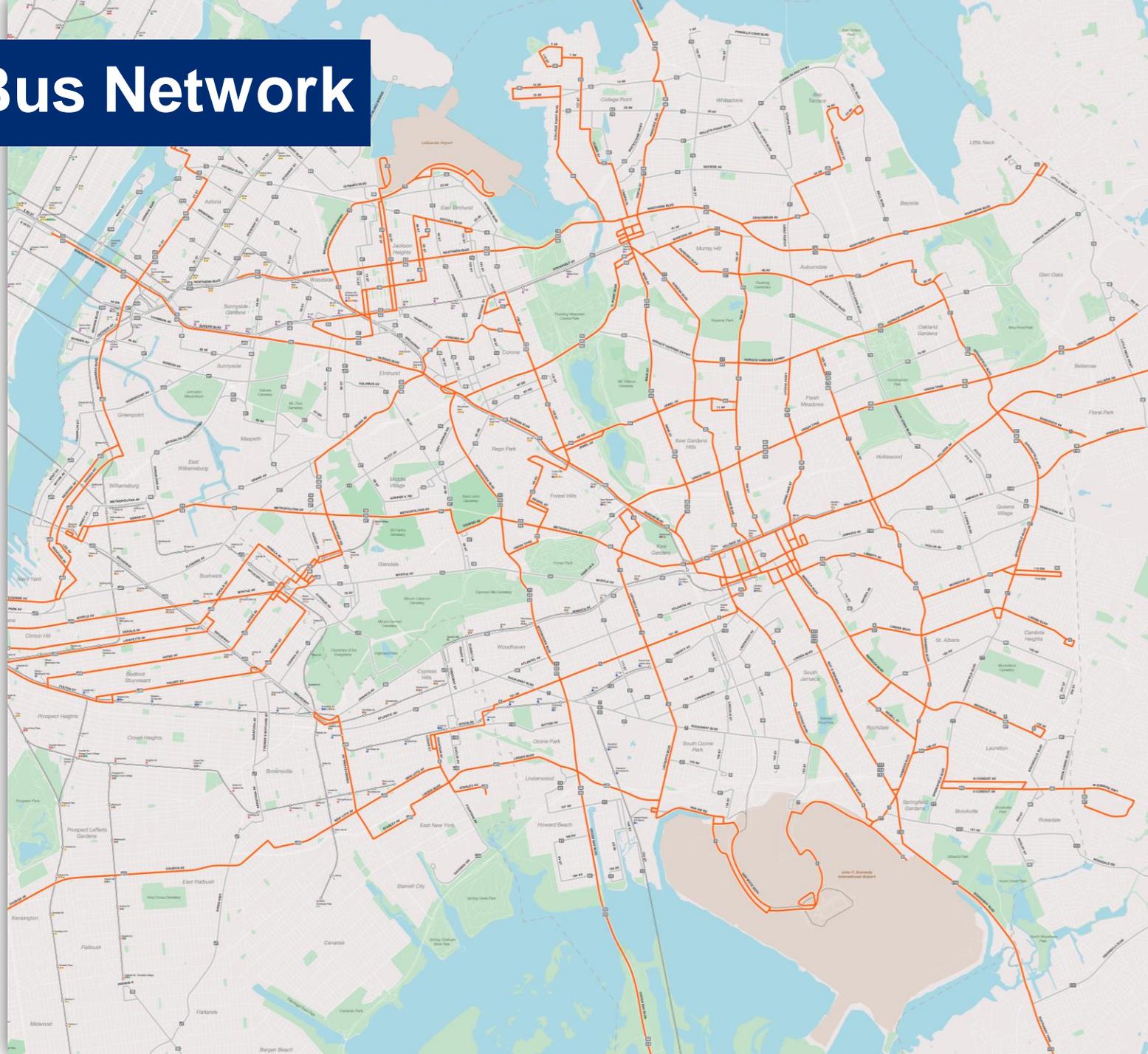
when two overlapping routes are combined into one, frequencies are combined as well

Q11, Q25, Q114

Introducing the New Bus Network

Proposed All-Day Frequent Bus Network

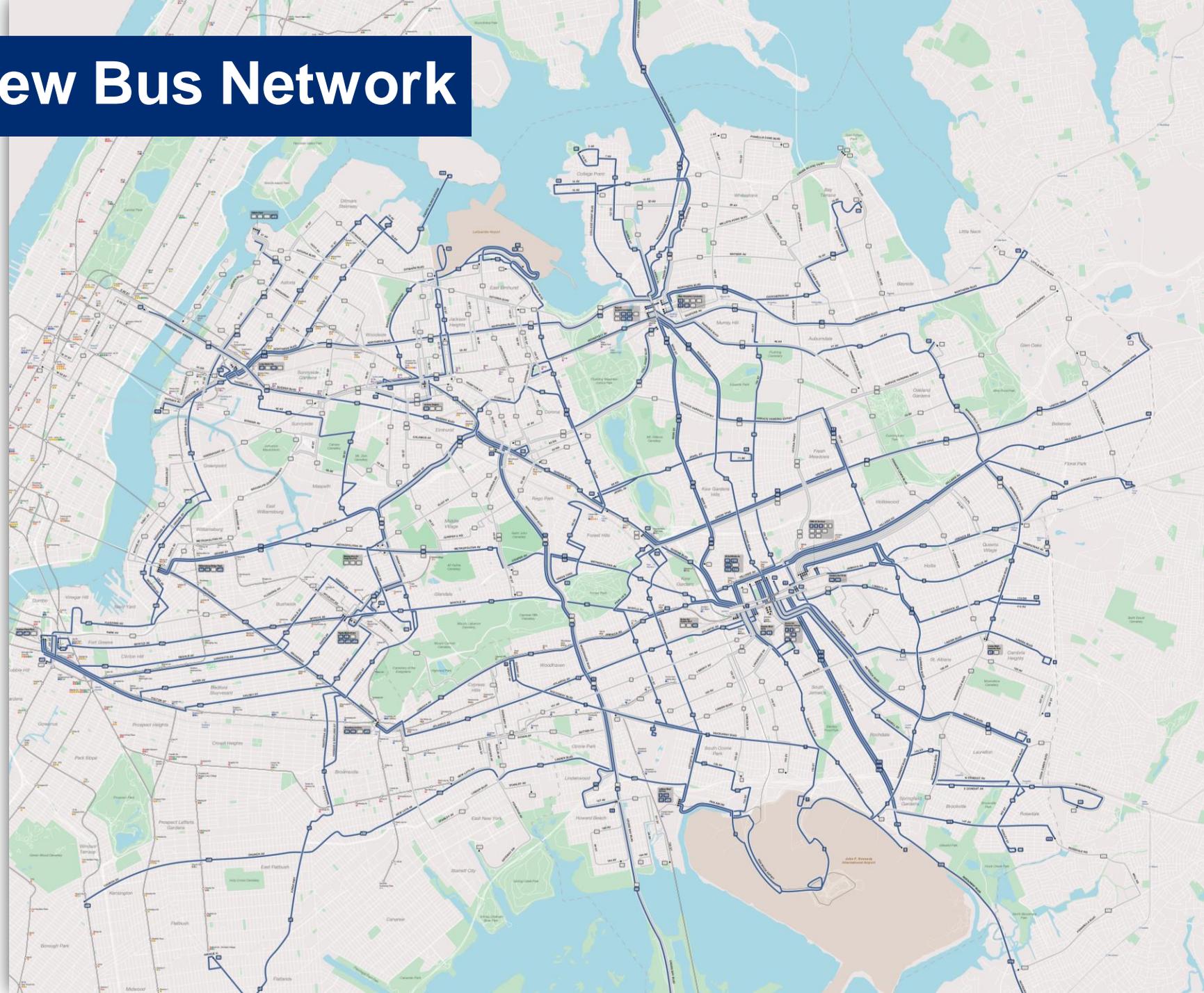
- We have made additions to the already widespread existing all-day frequent network
- All-day frequent means 10-minutes-or-better on weekdays between 6am-9pm, shown in orange
 - Currently, **60.1%** of population within .25 mi of bus service has access to all-day frequent network
 - Proposed Final Plan expands the reach of the all-day frequent network to **200k** more people
 - Raises access to **68.9%** of population
- All-day frequency allows riders the freedom to board the bus throughout the day without worrying about a schedule
- Most Limited and SBS/Crosstown routes have frequencies of 10-minutes-or-better



Introducing the New Bus Network

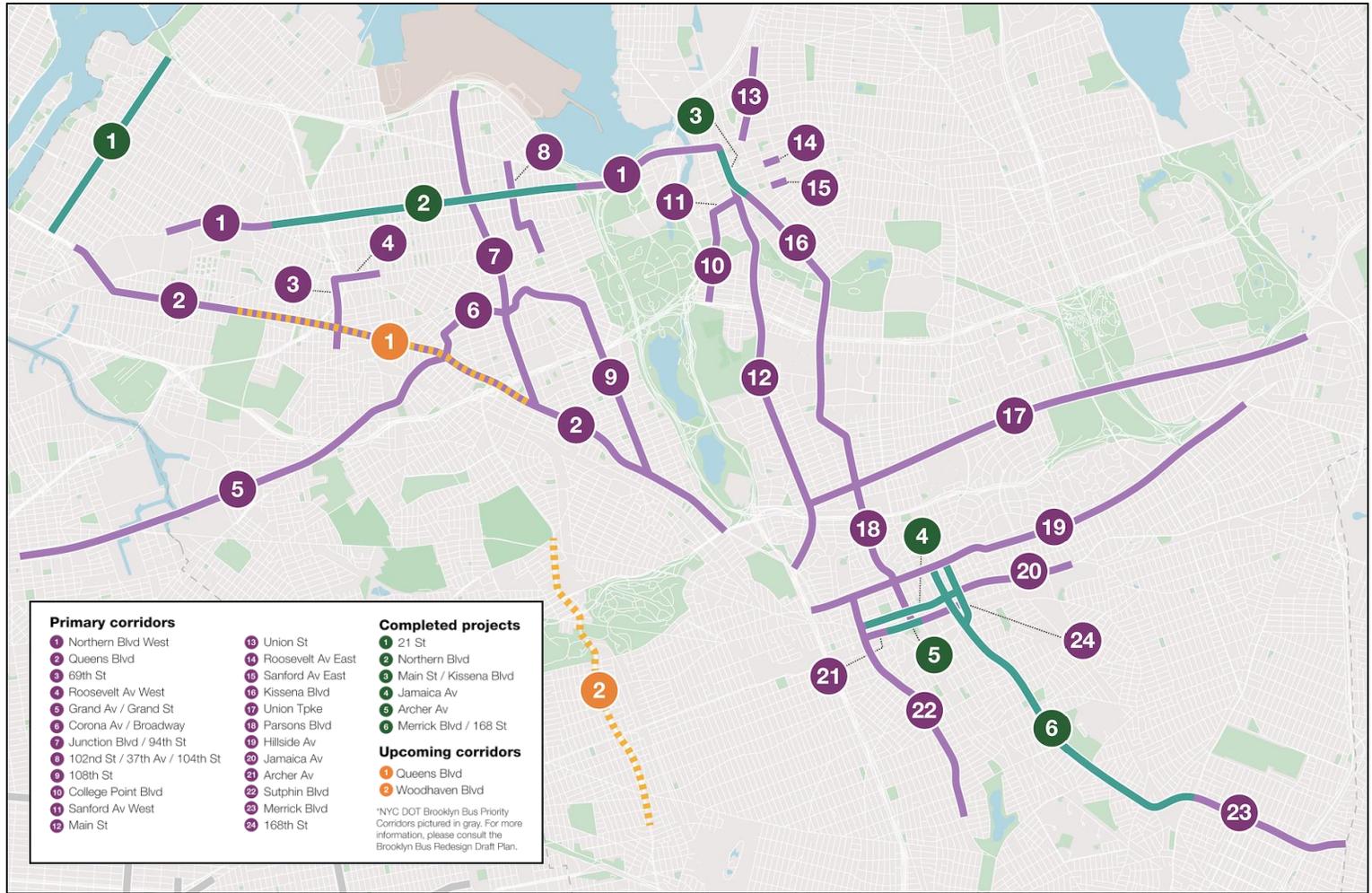
Proposed Overnight Bus Network

- With 8 new 24-hour routes, the overnight bus network allows riders to travel by bus almost anywhere in the borough.
- Currently, **76.5%** of population within .25 mi of bus service has access to the overnight network
 - The Proposed Final Plan expands the reach of the overnight network to **127k** more people
 - Raises access to **81.9%** of population



How Are We Redesigning the Bus Network?

Expanding Bus Priority with NYC DOT



More busways, bus lanes, and other bus priority treatments to speed up service and improve reliability

NYC DOT has identified 24 top ranked corridors to be studied for bus priority street improvements, using several criteria

How Are We Redesigning the Bus Network?

Interborough Service

Some interborough routes travelling within Queens are part of the Brooklyn Bus Network Redesign and are included for context only. These routes will not be updated with the Queens Proposed Final Plan. The following routes will be revised in the Brooklyn Bus Network Redesign Proposed Final Plan, due out in 2024.

- B7
- B13
- B20 Rush
- B26 Rush
- B38
- B52
- B54
- B55 XT
- BM35

Brooklyn Redesign Draft Plan Routes

- Local
- Limited
- Crosstown (SBS)
- Rush

Queens Redesign Draft Plan Routes

- Local
- Limited
- Crosstown (SBS)
- Rush

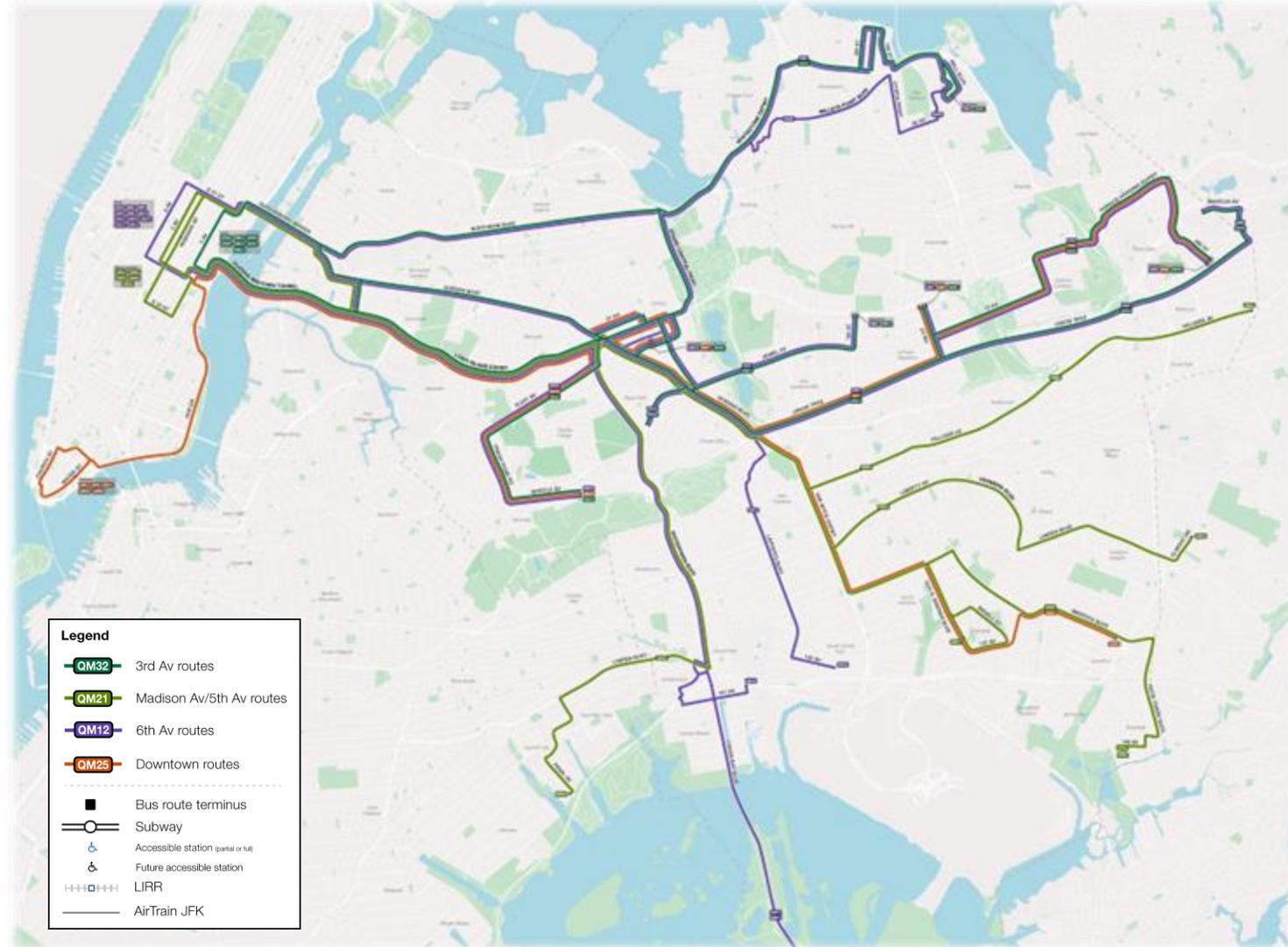


Introducing the New Bus Network

Overview of the Proposed Express Bus Network Changes

Route Changes

- 30 proposed express routes
- 1 new route (QM65 Southeast Queens to Downtown Manhattan)
- 1 discontinued route due to low ridership (QM3 Northern BI, alternate service provided by the Q12, Q13, Q36, or LIRR)
- 1 route extended (QM64)
- 1 route realigned/straightened in Queens (QM63)
- 2 routes shortened (QM12, QM42)
- 3 routes with modified Manhattan routing (QM63, QM64, QM68)
- Minor bus stop balancing changes
- Routes color-coded by Manhattan destination (3 Av, Madison Av, 6 Av, Downtown)
- All Downtown-bound routes would now stop at E 34 St & 1 Av near NYU Langone
- All “X” express route labels renamed to “QM”
- Most express routes have minor frequency reductions due to low ridership on some trips (both pre- and post-pandemic)



New Bus Network - Northwest Quadrant

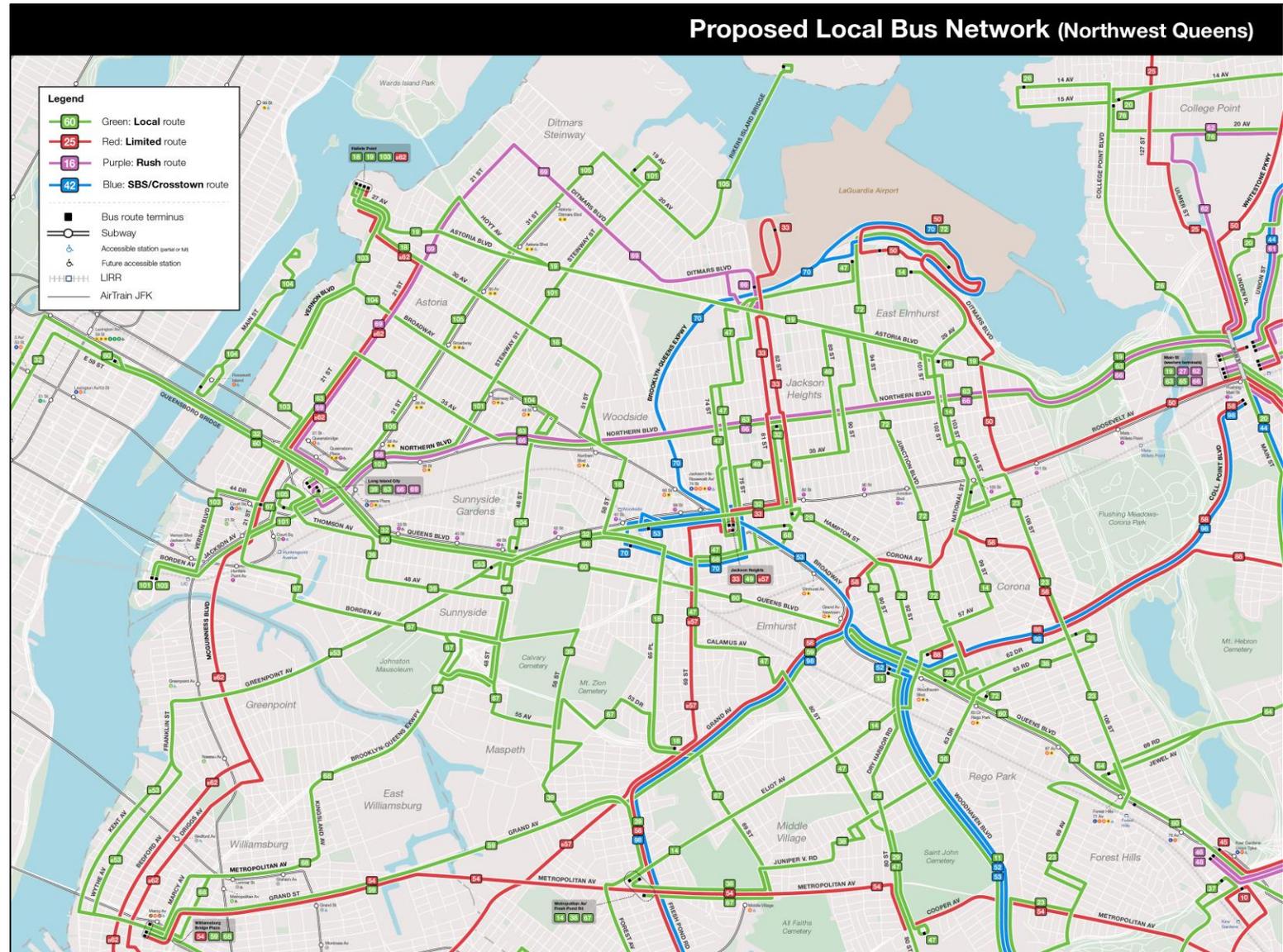
Community Districts 1, 2, 3, 4

Key Changes Since New Draft Plan

- ✓ Q23 service from Forest Hills to 108 St maintained
- ✓ Q29 service from Glendale to Jackson Heights maintained
- ✓ Q38 service along Juniper Valley Rd maintained
- ✓ Q39 service from Ridgewood to Sunnyside maintained
- ✓ Q47 service from Glendale to Jackson Heights maintained
- ✓ Q67 service from Middle Village to LIC maintained

Key Changes in Northwest Queens

- New **Limited** routes provide frequent service on major corridors with stops spaced slightly further apart than Local routes, providing fast, frequent, consistent, and more reliable service (Q33, Q50, Q58, B62)
- Several new and modified interborough routes expand the reach of the bus network, making it easier to travel between Queens, Brooklyn, and the Bronx (B57, B62, Q50, Q68, Q98)
- Two new **Rush** routes provide faster and more direct service to the subway (Q66, Q69)
- One new **Crosstown** interborough route would provide faster service across longer distances and major destinations (Q98)
- One new route fills gaps in the bus network, creating new connections and improving accessibility (Q105)
- Some routes are straightened to reduce turns and deviations, providing more direct service and improving reliability and travel time (Q18, Q33, Q47, Q59, Q60, Q66)
- Other routes are extended, realigned, or shortened to provide new connections and improve speed and reliability (Q14, Q23, Q38, Q39, Q55, Q67, Q101, Q103, Q104)



New Bus Network - Northeast Quadrant

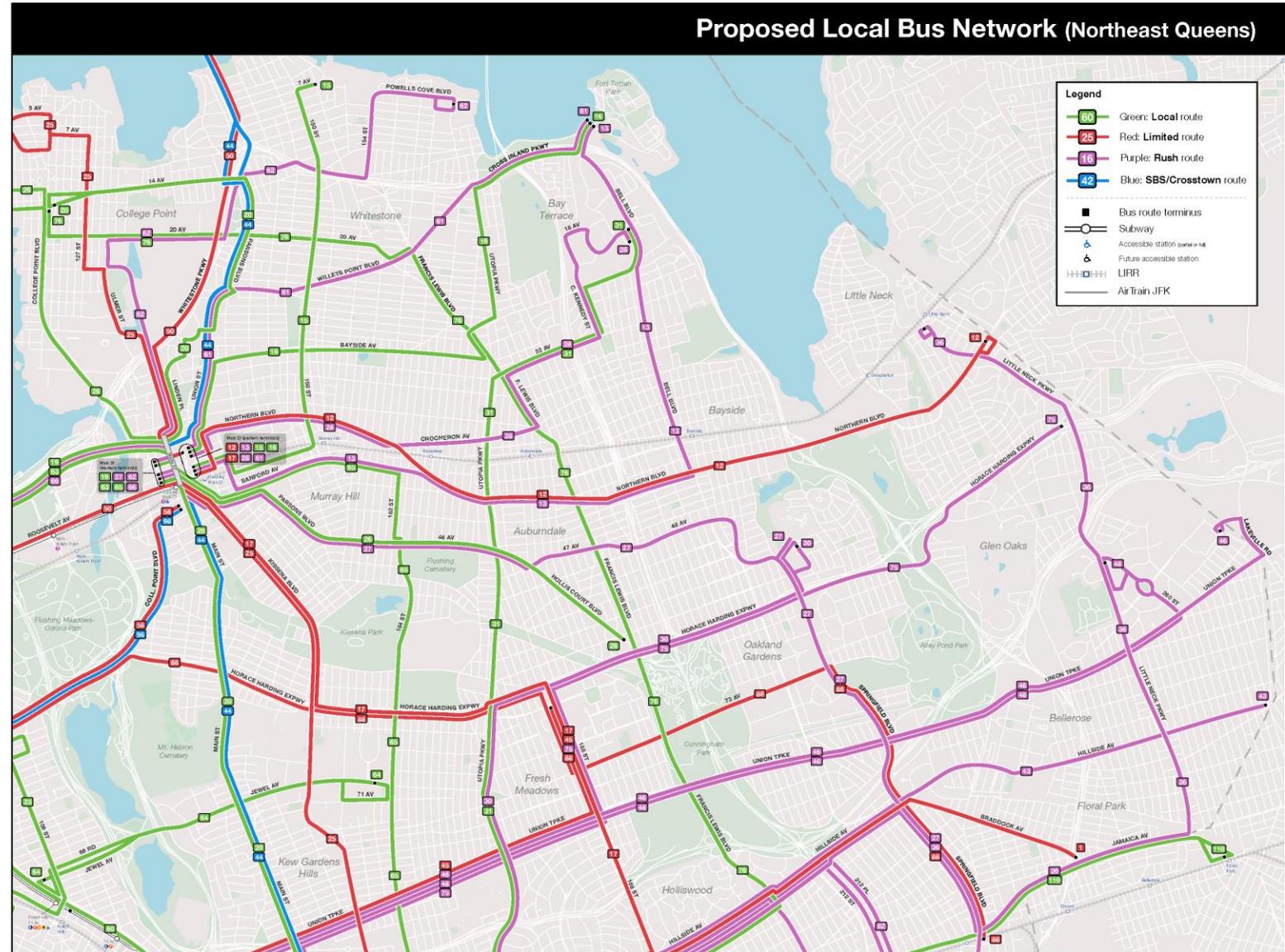
Community Districts 7, 8, 11

Key Changes Since New Draft Plan

- ✓ Q17 service from Jamaica to Flushing maintained
- ✓ Q25 service from Jamaica to College Point maintained
- ✓ Q31 service from Bayside to Jamaica maintained
- ✓ Q65 service to Jamaica LIRR maintained
- ✓ Q88 service from Queens Village to Queens Center Mall maintained

Key Changes in Northeast Queens

- New **Rush** routes provide faster and more direct service to the subway, downtown Flushing, and Jamaica (Q13, Q27, Q28, Q30, Q36, Q43, Q46, Q48, Q61, Q62, Q75)
- New **Limited** routes provide frequent service on major corridors with stops spaced slightly further apart than Local routes, providing fast, consistent, and more reliable service, while complementing Rush routes (Q1, Q12, Q17, Q25, Q45, Q50, Q88)
- One new **Crosstown** interborough route provides faster service across longer distances, making it easier to travel between Northeast Queens and Brooklyn (Q98)
- Routes that currently operate multiple variations or branches with different destinations are split into separate routes to simplify service, so riders know which route to take and how often the bus comes (Q1, Q15, Q16, Q20, Q30, Q31, Q36, Q46, Q48, Q61, Q62, Q65, Q75)
- Some routes are straightened to reduce turns and deviations, providing more direct service, improving reliability and travel time (Q27, Q31, Q76)
- Other new routes fill gaps in the bus network, creating new connections, reducing travel time, and improving accessibility (Q31, Q61, Q62)



New Bus Network - Southeast Quadrant

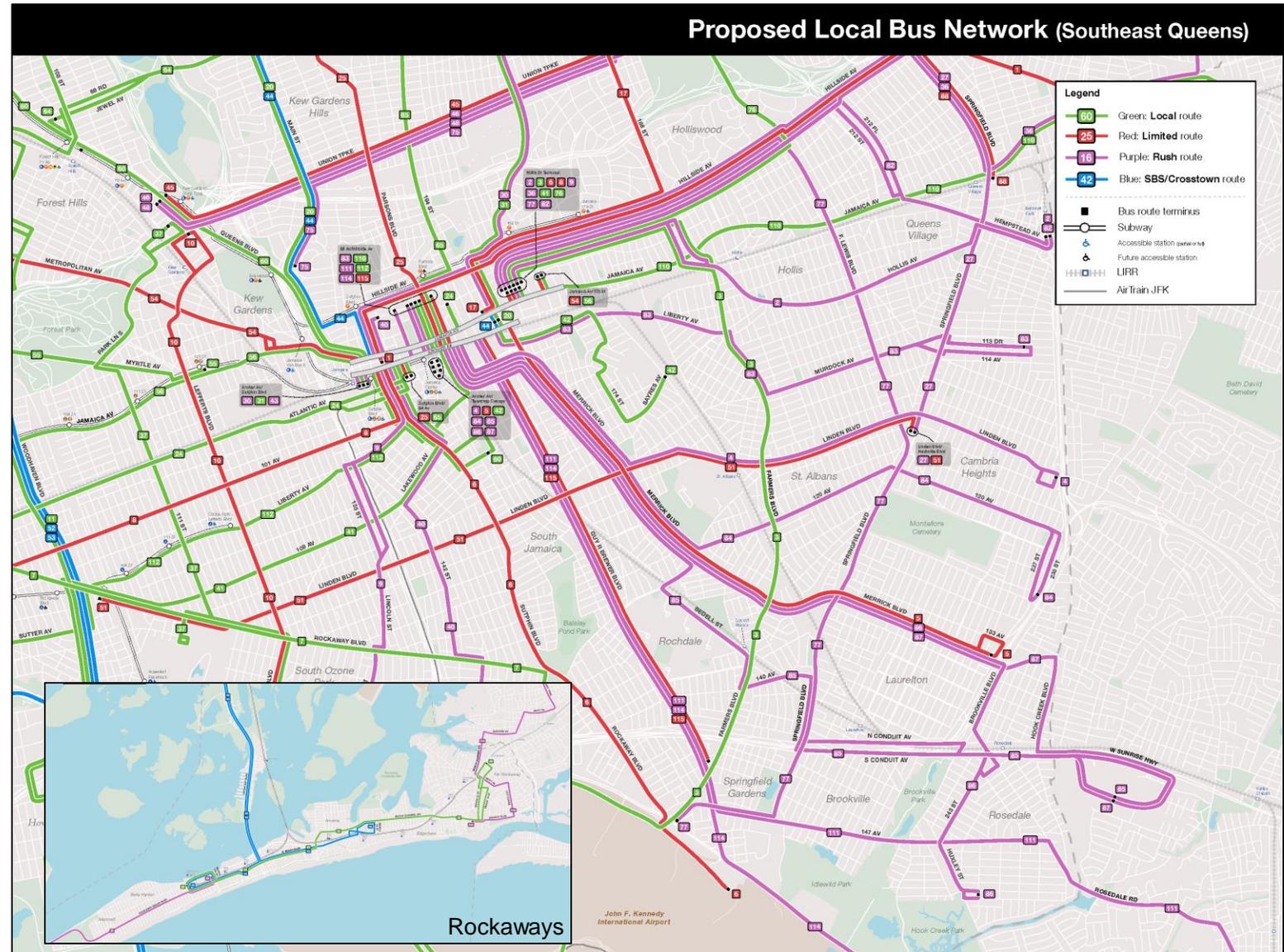
Community Districts 12, 13, 14

Key Changes Since New Draft Plan

- ✓ Q1 Springfield Blvd branch now served by Q36
- ✓ Q5 split into three routes (Q5, Q86, Q87) with overall frequency increase on Merrick Blvd
- ✓ Q22 now serves Far Rockaway LIRR
- ✓ Q77 extended down to 147 Av

Key Changes in Southeast Queens

- New **Rush** routes provide faster and more direct service to the subway, downtown Flushing, and Jamaica (Q2, Q4, Q27, Q36, Q40, Q43, Q77, Q82, Q83, Q84, Q85, Q86, Q87, Q111, Q114)
- New **Limited** routes provide all-day frequent service on major corridors with stops spaced slightly further apart than Local routes, providing fast, consistent, and more reliable service, while complementing Rush routes (Q1, Q5, Q6, Q17, Q25, Q88, Q115)
- One new route fills a gap in the bus network, creating new connections, reducing travel time, and improving accessibility across Southeast Queens (Q51)
- Routes that currently operate multiple variations or branches with different destinations are split into separate routes to simplify service, so riders know which route to take and how often the bus comes (Q1, Q5, Q20, Q30, Q36, Q82, Q85, Q86, Q87, Q111, Q115)
- Other routes are straightened, extended, realigned, or shortened to provide new connections and improve speed and reliability (Q1, Q5, Q7, Q22, Q26, Q27, Q35, Q36, Q77, Q86, Q110, Q114)



New Bus Network - Southwest Quadrant

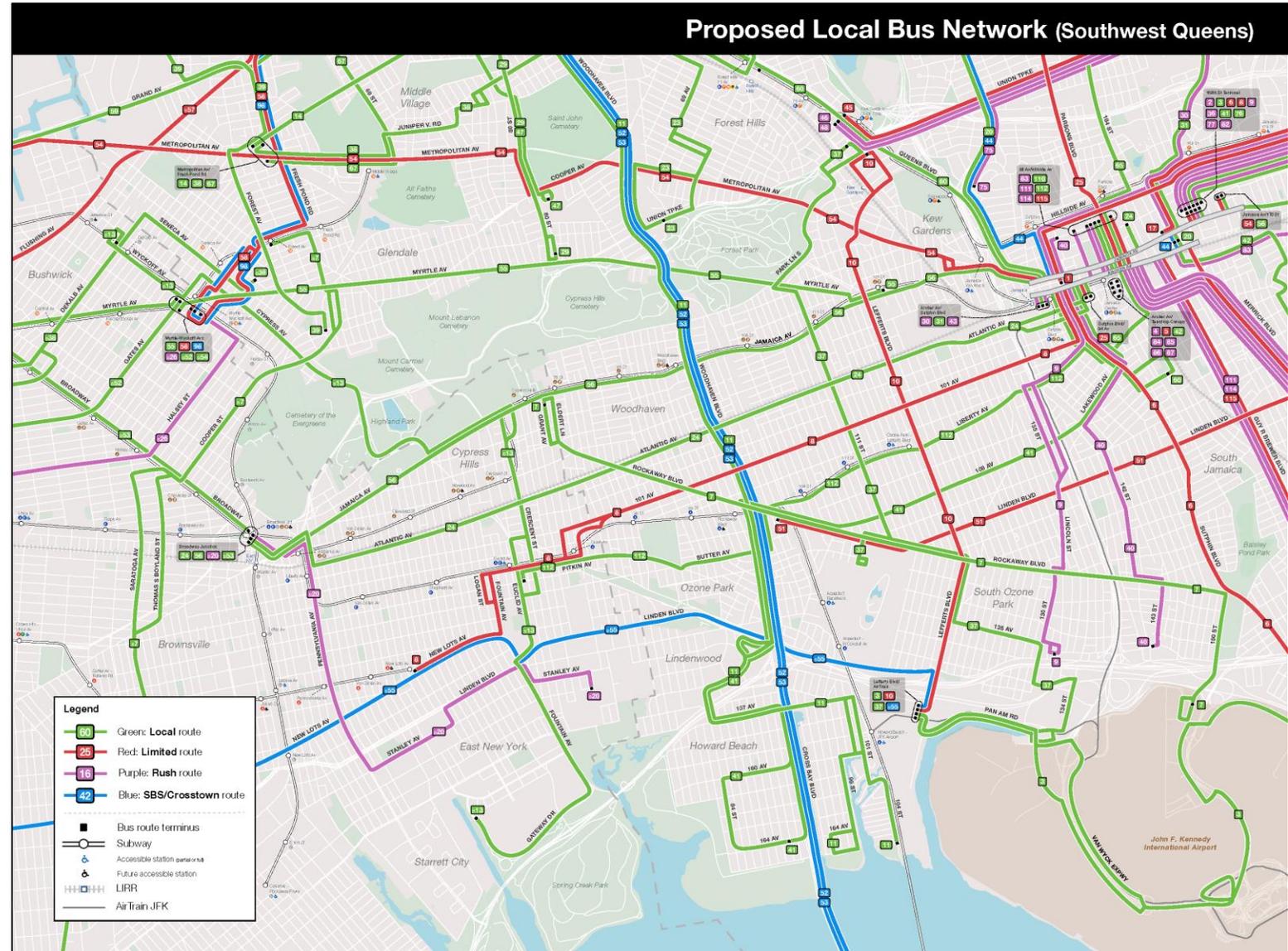
Community Districts 5, 6, 9, 10

Key Changes Since New Draft Plan

- ✓ **Q10** no longer combined with **Q64**
- ✓ **Q11** now serves both Old and New Howard Beach
- ✓ **Q41** service from Howard Beach to Jamaica maintained
- ✓ **Q51** now connects Rockaway Blvd A station and Cambria Heights
- ✓ **Q53** service to Woodside maintained

Key Changes in Southwest Queens

- New **Rush** routes provide faster and more direct service to the subway and Jamaica (Q9, Q40)
- New **Limited** routes provide all-day frequent service on major corridors with stops spaced slightly further apart than Local routes, providing fast, consistent, and more reliable service, while complementing Rush routes (Q6, Q8, Q10, Q54)
- New and modified **Local** and **Limited** routes expand the reach of the bus network, making it easier to travel between Queens and Brooklyn (Q7, Q8, Q112)
 - Several Brooklyn Bus Network Redesign routes also improve these connections (B7, B13, B55)
- Other routes are straightened, extended, realigned, or shortened to provide new connections and improve speed and reliability (Q7, Q8, Q9, Q10, Q11, Q24, Q37, Q41, Q55, Q112)

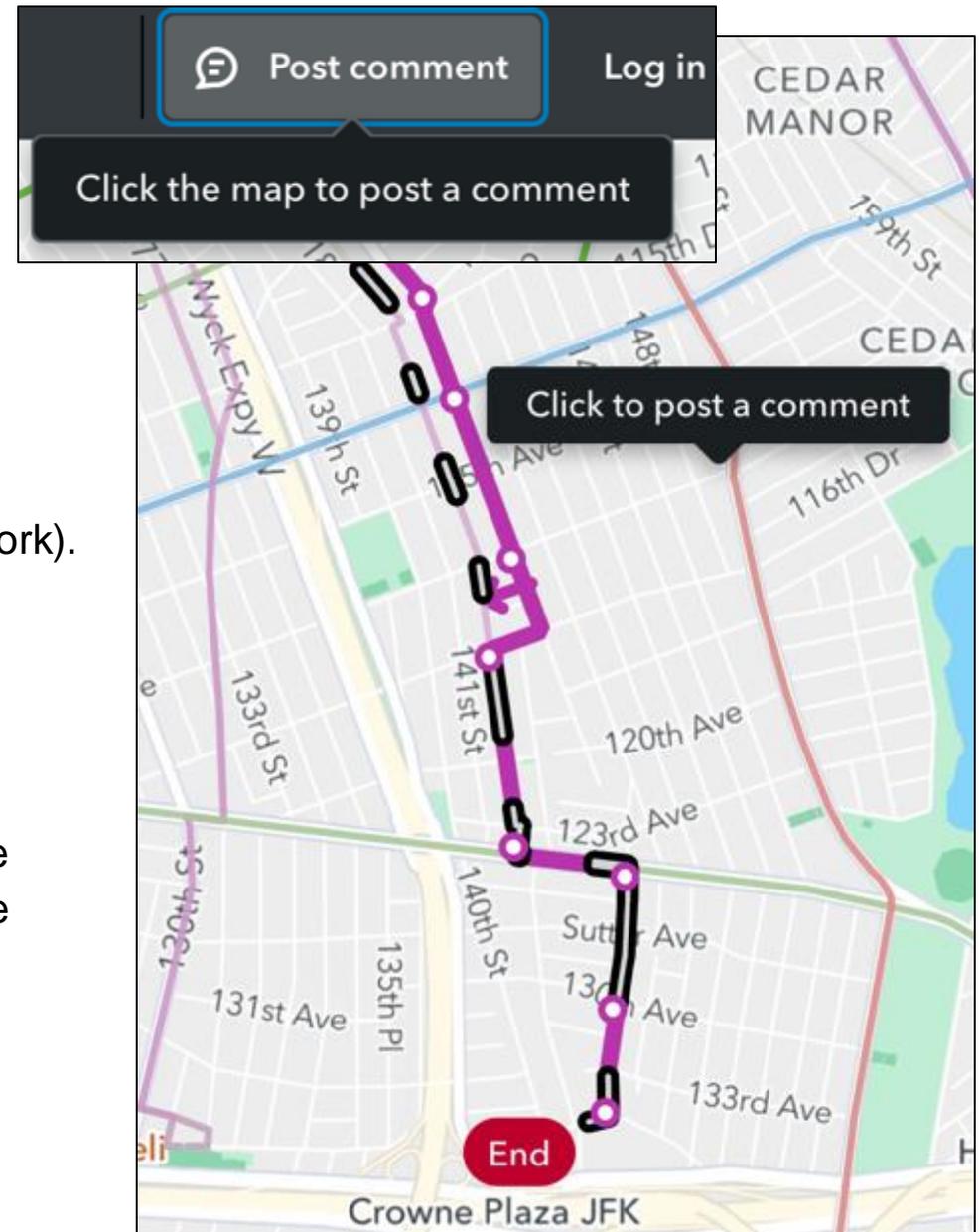


How to learn more and provide feedback

Visit our project website to check out the proposals for your trips!

Customers can provide feedback through various means:

- Test your trip in the Future Trip Planner tool (it's like our regular Trip Planner but programmed for the proposed Queens network).
- Check out Remix, a web-based interactive map
 - Customers can view all proposed routes and stops in detail, compare with existing routes, and post comments in specific geographic locations
 - Remix can be accessed on both desktop and mobile – where people can view stops and frequencies by route for the entire Queens Bus Network
- Visit the comment portal on the project microsite: mta.info/queensbusredesign



How to learn more and provide feedback

Join us for an event or presentation in the new year!

All events will be published on the project website as they are scheduled at mta.info/queensbusredesign.

- We have requested time to present to all Queens Community Boards in early 2024
- MTA staff will distribute multilingual promotional brochures at busy bus hubs and transfer points throughout the system directing customers to the project website
- We will schedule and promote a series of pop-up events across the borough as well as 5 open houses and a virtual town hall

Next Steps

Public Outreach in 2024

- Briefings with elected officials and other stakeholders
- Presentations to all Queens Community Boards
- Five Open Houses
- One virtual town hall
- Additional in-person outreach and on-street engagement
- All outreach events and opportunities will be published to the project website

Public Hearing in 2024

- A hybrid Public Hearing will be held after several months of public outreach

Redesign team reviews all feedback and make revisions to proposals

Proposed Final Addendum

- Following the public hearing, if there are any significant revisions made to the proposals in the Proposed Final Plan, the MTA will publish a Proposed Final Plan Addendum summarizing those final changes based on public feedback.

Board Vote

- The MTA Board will hear and vote on the proposed redesign of the Queens Bus Network.

Implementation

- If approved, the MTA would begin the process of implementation.
- Due to the size of the Queens bus network, implementation is anticipated to take several months of both internal work and external work in coordination with NYC DOT. The MTA will conduct a large-scale public education campaign in the weeks leading up to implementation and immediately following.

Queens Bus Network Redesign

Thank you

Project website:
mta.info/queensbusredesign

