

Review of Bus Service & Performance in Co-op City

January 2014



Introduction

Study undertaken to assess current service and propose potential revisions or service changes, in response to community requests and continued concerns regarding the 2010 service changes

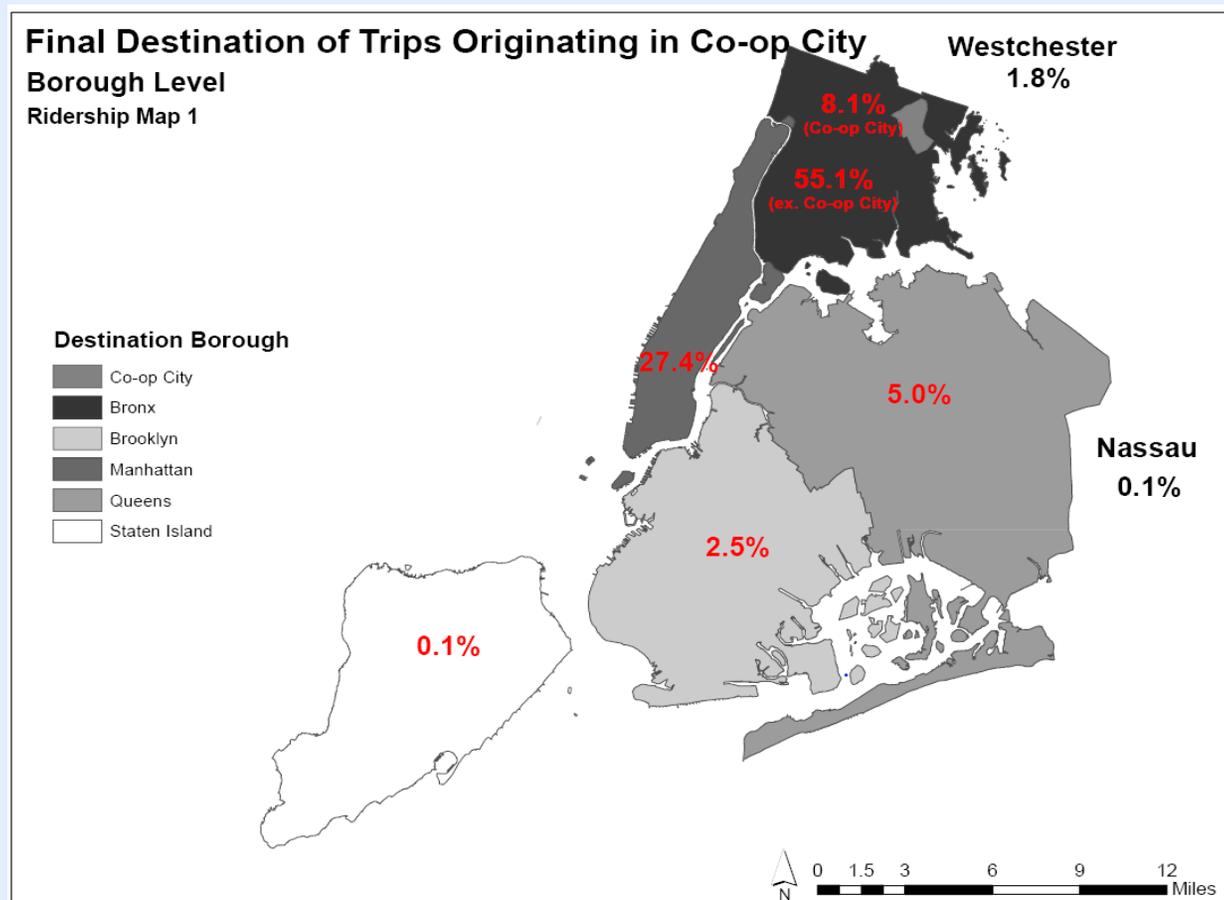
This study used:

- Bus Time Data
(first significant use of these data for planning)
- MetroCard Ridership Data
- Customer Survey
- Field Observations



Origin-Destination Analysis

- More than half of trips originating in Co-Op City have destinations in the Bronx outside of Co-Op City
- Only 8% of trips are entirely within Co-op City



Performance

Bus service in Co-op City is generally as good as or better than the rest of the Bronx.

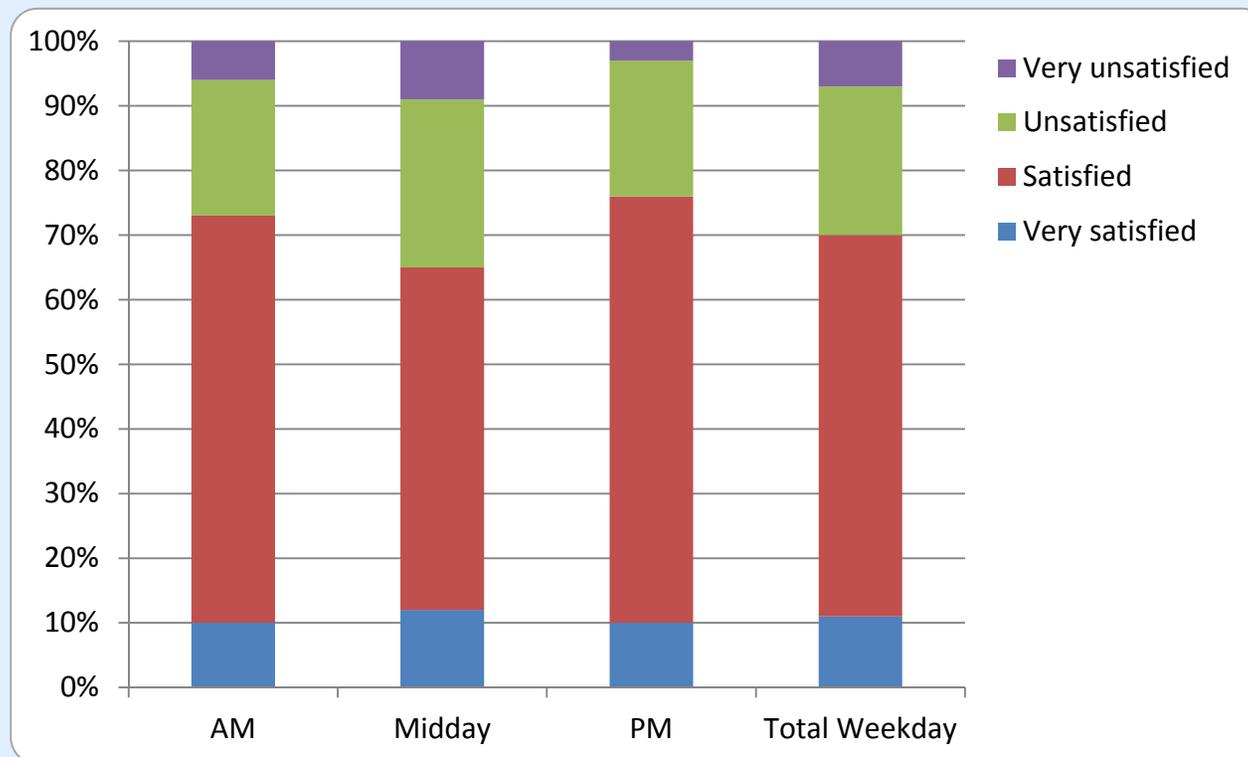
	Co-op City Routes	Bronx Average
Performance		
Wait Assessment	84%	83%
On-Time Performance	73%	71%
Passenger Environment		
Litter-Free	91%	81%
Climate (50°F and 78°F)	92%	93%



Market Research

Survey conducted on four weekdays in September and October 2013 and on two Saturdays in October 2013

- 65% - 76% of weekday survey respondents were satisfied or very satisfied with current service
- Similar results across time, day, location



General Findings

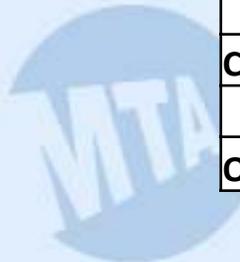
- The majority of survey respondents throughout Co-op City were satisfied or very satisfied
- The 2010 service changes did not introduce new transfers for intra-Co-op City trips and only introduced two 2-fare trips, both of which are far from Co-op City and affect few riders
- While the frequency of service decreased for some intra-Co-op City paths in 2010, the current service is well within service guidelines
- Areas identified for potential improvement include:
 - Perceived long wait times
 - Traveling between the northern and southern sections



Ridership

On average, ridership on bus routes serving Co-Op City has increased slightly since 2009 whereas overall Bronx bus ridership has decreased by 2%.

Annual Average Weekday Non-Summer Ridership							
Route	2009	2010	2011	2012	2013	2009-13 Change	
BX 25/26	9,000	8,600	7,900	8,100	8,100	-900	-10.0%
BX 28/38	16,800	16,800	15,800	16,400	16,900	+100	+0.6%
BX 29	2,400	2,700	2,700	2,600	2,700	+300	+12.5%
BX 30	8,900	9,400	9,700	9,900	10,000	+1,100	+12.4%
NYCT Subtotal	37,100	37,500	36,100	37,000	37,700	+600	+1.6%
QBx1	8,200	5,600	-	-	-		
Bx23	-	1,000	4,600	4,300	3,800		
Q50	-	700	3,200	3,400	4,100		
MTA Bus	8,200	7,300	7,800	7,700	7,900	-300	-3.7%
Combined	45,300	44,800	43,900	44,700	45,600	+300	+0.7%
Other Bx Local	517,200	515,600	512,200	505,400	507,400	-9,800	-1.9%

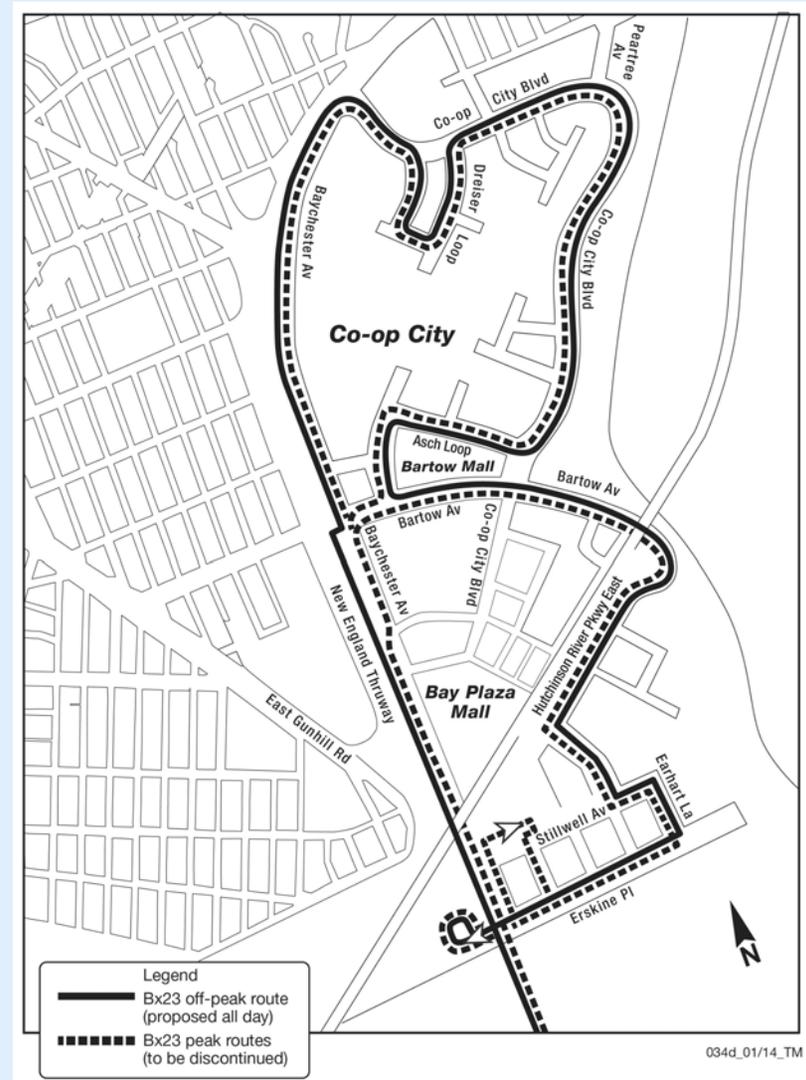


Recommendation: Uniform Bx23 Service Pattern

Discontinue weekday peak period variants

Benefits: Reduces customer confusion; provides circulator service that connects all parts of Co-op City at all times

Cost: Approximately \$180,000



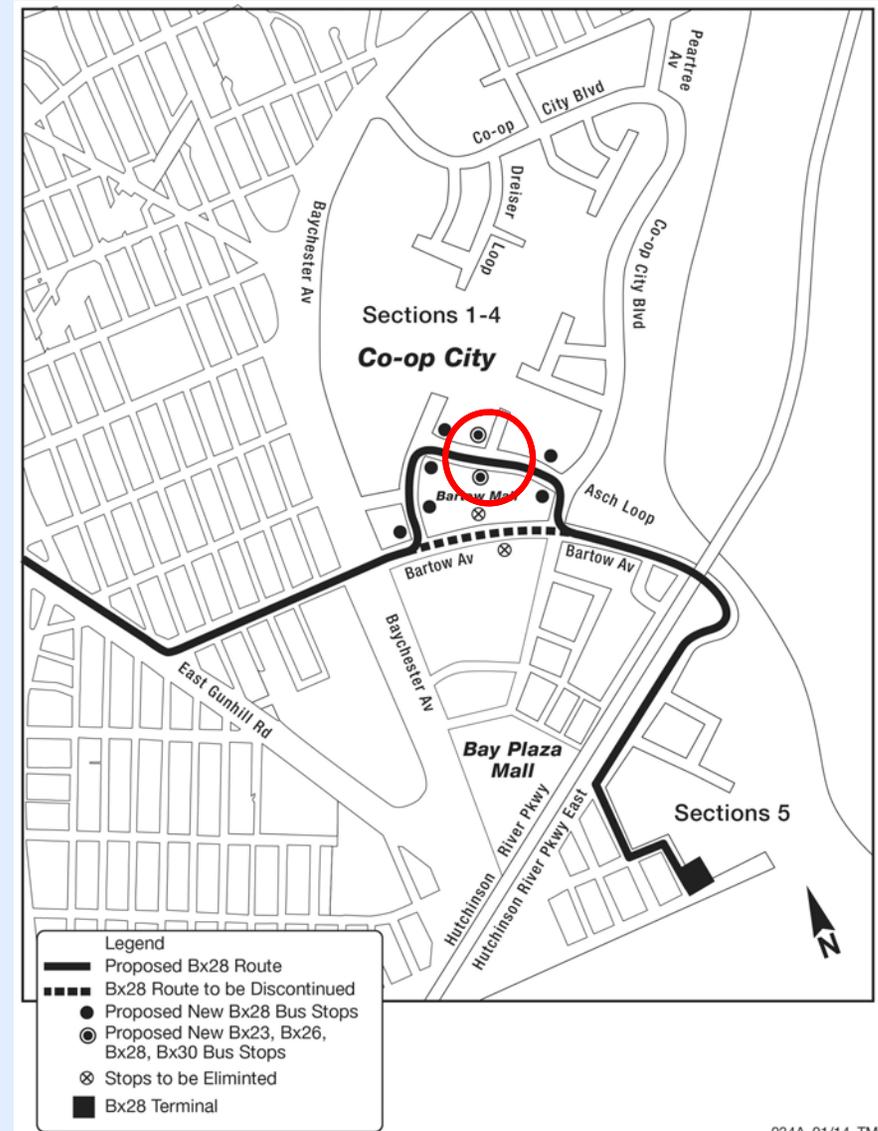
Recommendation: Bx28 Reroute into Asch Loop

Add New Local Bus Stop on Asch Loop at Adler Place

Benefits: Provides an additional option for customers travelling between Asch Loop, Section 5, and Gun Hill Road; provides additional stop for Bx23, Bx26, and Bx30, reducing walking distance by 650 feet for some Asch Loop riders

Cost: Minor Cost

Note: The reroute is not recommended without the new stop on Asch Loop at Adler Place

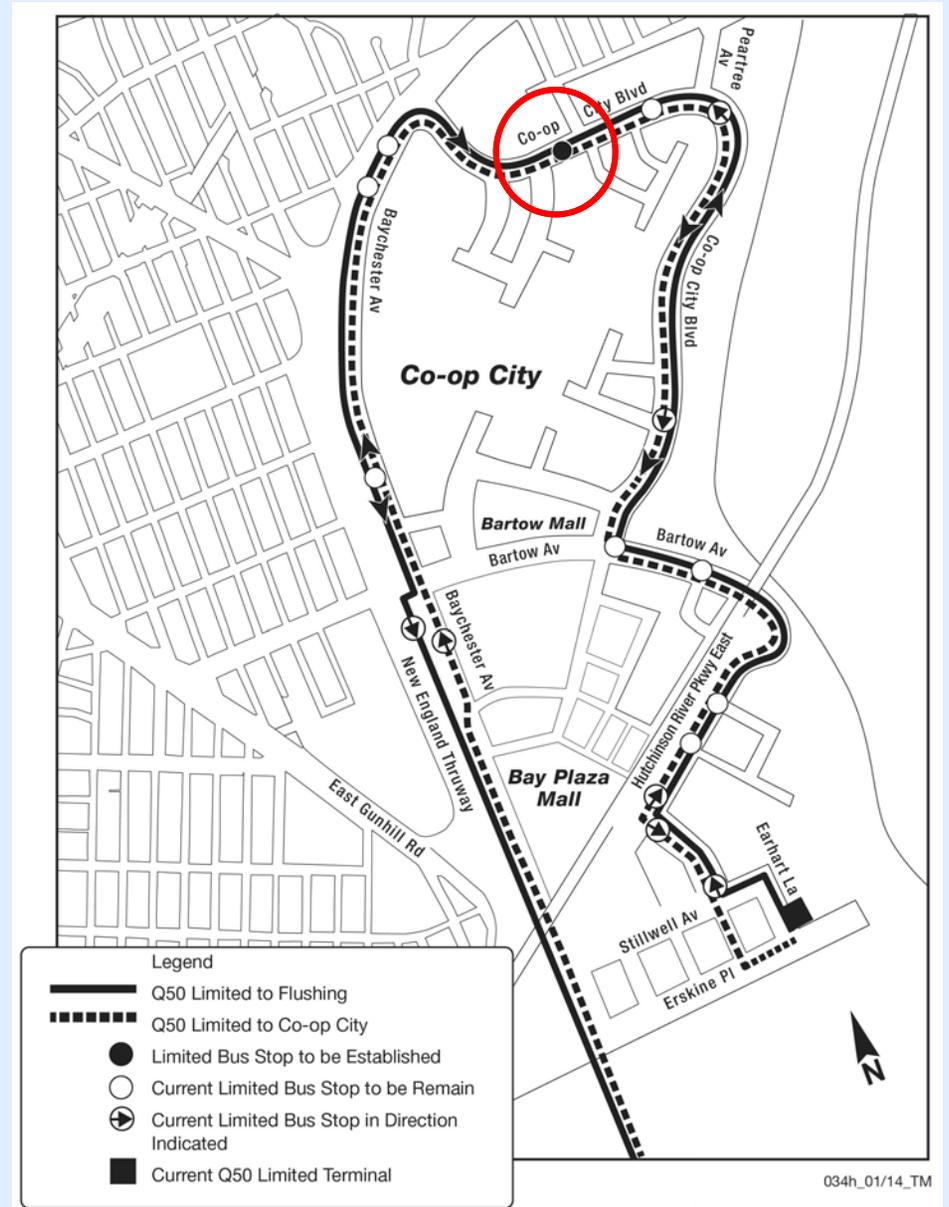


Recommendation:

Add New Bus Stop on Q50 Limited Route on Co-op City Boulevard at Dreiser Loop East in both directions

Benefits: Provides additional options between Dreiser Loop, Section 5 and Pelham Bay Park

Cost: Neutral



Recommendations:

Add trips and adjust running times (regular process)

- Schedule weekday additional trips on the Bx12 SBS, Bx26, Bx28/38, Bx29, Bx30 and Q50 in Spring 2014 to meet growing ridership per service guidelines (Weekend data analysis is currently underway, and if necessary, schedules will be adjusted for Fall 2014)
- Adjusted scheduled running time, per service guidelines, on the BxM7 to improve schedule adherence
- Distribute new customer information brochure to all households and businesses
- Continue to monitor and adjust scheduled running times on all routes to improve schedule adherence



Next Steps

Spring 2014 and ongoing – implement schedule and running time adjustments

Spring/Summer 2014 – add local bus stops in Asch Loop and at Dreiser Loop

Summer 2014 – restructure Bx23 service pattern

Summer 2014 – reroute Bx28 via Asch Loop

