



Bus Plan

1-Year Update

May 2019

Bus Plan launched April 2018

Create a modern network

Redesign the network from top to bottom based on customer input, demographic changes and travel demand analysis. Provide better connectivity and more direct service.

Optimize the existing network by removing closely-spaced and under-utilized stops and making street design changes on select corridors in coordination with NYC DOT.

Expand off-peak service on strategic routes using a toolbox of service strategies including increased frequency and demand based service adjustments.

Expand bus priority with NYC DOT

Expand Traffic Signal Priority (TSP) to allow an approaching bus to hold a green light or shorten a red light.

Work with NYC DOT to expand bus lanes and queue jumps to speed up buses and bypass congestion.

Seek exclusive busways on priority corridors to give buses full access in major congested areas.

Require effective traffic enforcement

Advocate for strengthened NYPD enforcement of bus lanes to keep bus stops and travel lanes clear throughout the system.

Recommend dedicated transit-priority traffic teams to focus enforcement in key areas to ensure buses move quickly through trouble spots.

Use bus lane enforcement cameras mounted on buses to automatically identify violations and issue tickets. Advocate for legislation to expand beyond the existing 16 authorized routes.

Speed up boarding in conjunction with NFPS

Install tap readers to speed up the boarding process so buses spend less time waiting at stops.

Introduce all-door boarding to allow riders to get on through any door of the bus.

Explore options for a cashless system to maximize reductions in boarding time.

Expand fare enforcement on regular bus service to reduce evasion and restore fare revenue.

Improve the customer experience

Continually enhance the bus performance dashboard with industry-leading customer-focused indicators.

Install digital information screens on buses to provide ADA-compliant route and next stop information as well as service announcements.

Provide real-time seat availability information to show how full the bus is via web and mobile app.

Launch a customer information campaign to communicate improvements in the bus system.

Develop better maps to make it easier to understand the route network and provide dynamic, customizable, and location-specific maps.

Work with NYC DOT to install more bus shelters equipped with real-time next bus arrival information.

Work with NYC DOT to install real-time 'next bus' signs at bus stops to provide bus arrival information.

Work with NYC DOT to ensure the accessibility of all bus stops so that all our riders can use all of our bus stops.

Provide proactive service management

Leverage new technology to improve communications and put real-time data at the finger tips of operators and service managers.

Reorganize for success through streamlined command and control and the strategic deployment of resources.

Engage and empower staff with the best training and best tools to refocus on customer service and safety, providing efficient, reliable service on every trip.

Enhance our world-class fleet

Transition to a zero-emission fleet to improve air quality and reduce greenhouse gas emissions.

Evaluate new bus designs to expand service options, streamline passenger flow, increase capacity, and ensure reliability.

Optimize bus reliability to improve performance, reduce impacts to service, and save money.

Leverage technology to improve safety by installing pedestrian turn warning systems, high-visibility windows, and additional safety/security cameras.



Network Redesign – Progress to Date



**A New Express Bus Network
for Staten Island**

Launched new express network in Staten Island

- Travel times improved up to 5 minutes
- Speed increased an average of 12%
- All performance metrics have improved



Began network redesign in the Bronx and Queens

- Bronx outreach in fall 2018
- Bronx existing conditions report March 2019
- Queens kick-off April 2019

Network Redesign - Coming Up



Bronx

- Draft redesign plan – expected May 2019
- Final redesign plan – expected September 2019

Queens

- 6 Open Houses scheduled in May
- Existing conditions report – August 2019
- Draft redesign plan – expected November 2019
- Final redesign plan – expected April 2020



Remaining Boroughs

- Brooklyn
- Manhattan and Staten Island (Local)

Select Bus Service

Progress to Date

B82 SBS launched in October 2018

- Bus lanes
- Off-board fare collection
- 28,000 daily riders
- Connects to 6 subway lines and 21 bus routes



Coming Up in 2019

M14 SBS

- Finalizing design
- Off-board fare collection
- Stop rationalization

Continue to partner with DOT on corridor improvements on established SBS routes



Bus Priority

Progress to Date

Approximately 8 miles of new bus lane in 2018

- B82 SBS
- Fulton street bus lane extension
- Double bus lane on 5th Avenue

13 routes with TSP through April 2019

- B35, Q5, and M1 launched since release of the Bus Plan



Coming Up in 2019

24 street improvement projects with DOT

- 10-15 miles of new bus lanes
- Many major bus corridors in all 5 boroughs

4 more TSP routes with DOT

- Q52/53 SBS, B82 SBS, Bx6 SBS



New Bus Lane

New Bus Lane

Bus Lanes separate buses from general traffic, improving speed and reliability. They are typically located along the curb or “offset” from the curb, allowing the curb lane to be utilized for other purposes. Ensuring that bus lanes are not used by others is a challenge in New York City, so accompanying enforcement strategies are crucial.



Upgraded Bus Lane

Upgraded Bus Lane

DOT sometimes considers improving bus lanes to make them more effective. This could include extending hours, converting unpainted to red painted lanes, changing curbside lanes to offset lanes, and other measures that improve the efficacy of bus lanes and make the street work better for all users.



Potential Protected Bus Lane

Protecting a bus lane with the use of a barrier makes it more difficult for vehicles other than buses to illegally use the lane. This can improve the effectiveness of a bus lane where violations are rampant, but must be accompanied by measures that preserve essential access to the curb

Source: NYC DOT Better Buses Action Plan, April 2019

Traffic Enforcement

Progress to Date

Hugh L Carey Tunnel approach

- Up to 30% improvement in speed

Renewed coordination with NYPD

- Ongoing joint enforcement blitzes
- 4% average speed improvement on 12 priority corridors; up to 17% in select locations

7 dedicated tow-truck teams from NYPD

- Targeted to high priority bus lanes



Source: NYC press release, January 24, 2019

Coming Up

On bus camera enforcement pilot

- 3 SBS route pilot starting in 2019

Advocating expansion for bus lane enforcement

- Include all bus lanes
- Cover other violations like blocking a bus stop or double-parking in a bus travel lane



Speed up boarding



Progress To Date

- Commitment to implement all-door boarding alongside OMNY rollout
- Cashless fare payment on express buses started April 2019
- 1st front-door tap readers installed and being tested in Staten Island in May

Coming Up

- Rollout front door readers on all buses by the end of 2020
- Implement all-door boarding in Q1 2021 with the release of MTA fare card
- Evaluate cashless payment on local buses

Customer experience

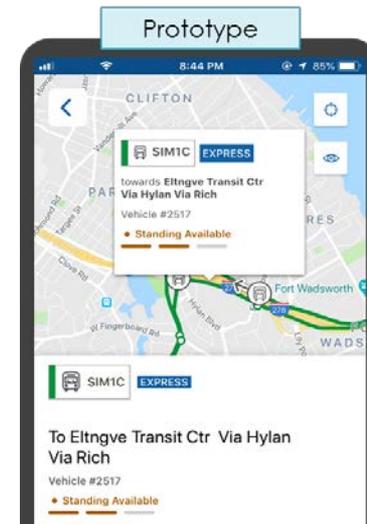
Progress to Date

- Public bus customer dashboard with new metrics launched in 2018
- Over 1,800 buses with digital information screens through Q1 2019
- More than 100 additional real-time information signs at stops added by DOT with City Council funding since Bus Plan launch



Coming Up

- Route level information published to bus dashboard in 2019
- More than 2,600 buses with screens by the end of 2019
- Seat availability information on Staten Island express buses in 2019
- New map designs tested in 2019



Transform service management

Progress to Date

- New Service Management Center (SMC) for centralized dispatching and incident response under construction
- Renewed focus on bunching and headways



Coming Up

- Partial operation of SMC starting in 2019. Transition to full operation with rollout of new bus radio system
- New bus radio system with real-time service information screens on each bus



Enhance our world-class fleet

Progress to Date

- 920 new look buses with customer amenities through Q1 2019
- Commitment to fully zero-emissions fleet by 2040
- 10 all-electric bus pilot is underway



Coming Up

- Over 1,100 more new buses by 2022 with screens, Pedestrian Turn Warning, seat availability, & WiFi
- 15 articulated all-electric buses begin arriving in late 2019
- Up to 500 all-electric buses in the 2020-2024 Capital Program



Upcoming 2019 Bus Plan Highlights (Q2 through Q4)

Network redesign

- Bronx draft plan in May, final in September
- Queens existing conditions report in August, draft plan in November
- Launch in Brooklyn

472 more new buses in 2019

- Total of 1,162 more new buses in the 2015-2019 Capital Plan

Expansion of customer amenities

- 889 more buses with digital information screens
- 872 more buses with pedestrian turn warning systems
- Launch of seat-availability information on Staten Island express

New bus priority treatments with DOT

- 10-15 miles of new bus lanes
- 4 more routes with TSP

Improved traffic enforcement

- Continued joint operations with NYPD
- On-bus Bus lane enforcement cameras on M14 SBS in August and M15 SBS in Q4 (B44 SBS in Q1 2019)

Full and on time funding for Fast Forward

- Realizing the full benefits of the Bus Plan requires robust funding to support timely and effective implementation