QUEENS Bus Network Redesign



Post-Implementation Analysis

October 2026 Committee Meeting

Queens Bus Network Redesign

Project History

Existing Conditions

Project Launch
April 2019

Conducted Public Outreach
Summer 2019

Published Report
September 2019

Draft Plan

Developed / Published Plan
Fall 2019 - December 2019

Conducted Public Outreach
Winter 2020

Covid-19 Pause & Plan Withdrawn
March 2020 - December 2021

New Draft Plan

Developed / Published Plan
Winter 2022 - March 2022

Conducted Public Outreach
Spring 2022 - Summer 2022

Proposed Final Plan

Developed / Published Plan
Fall 2022 - December 2023

Conducted Public Outreach
Winter 2023 - Summer 2024

Developed / Published Addendum
Summer 2024 - December 2024

MTA Board Vote
January 2025

Implementation

Preparation & Public Education Campaign
Winter 2025 - Fall 2025

Phase I
June 29, 2025

Phase II
August 31, 2025

Post-Implementation Analysis
Fall 2025 - Fall 2026

Queens Bus Network Redesign

How we redesigned the bus network

Four Rider Priorities:

Faster travel
Riders want shorter travel times with less congestion

Better connections
Riders are looking for improved connections to other transit lines, major destinations, and boroughs

Reliable service
Riders want the bus to arrive dependably and consistently

Simplified service
Riders want a bus network that is easy to understand

Redesign Strategies:

- **Improve route design**
- **Improve frequency**
- **Balance bus stops**
- **Expand bus priority with NYC DOT**
- **Improve transit equity**
- **Improve accessibility**

These principles guided our design of a bus network that better serves Queens customers today while planning for future growth in housing and jobs

Queens Bus Network Redesign

What changed in the Queens Bus Network?

Key Changes in The Network:

Route Number and Type

17 **New routes** added

25 **Rush route** conversions

7 **Route type** changes

6 **Route numbers** retired/repurposed

Routing

36 **Major route** changes*

13 **Minor route** changes*

Span

8 **Increased** spans

Frequency

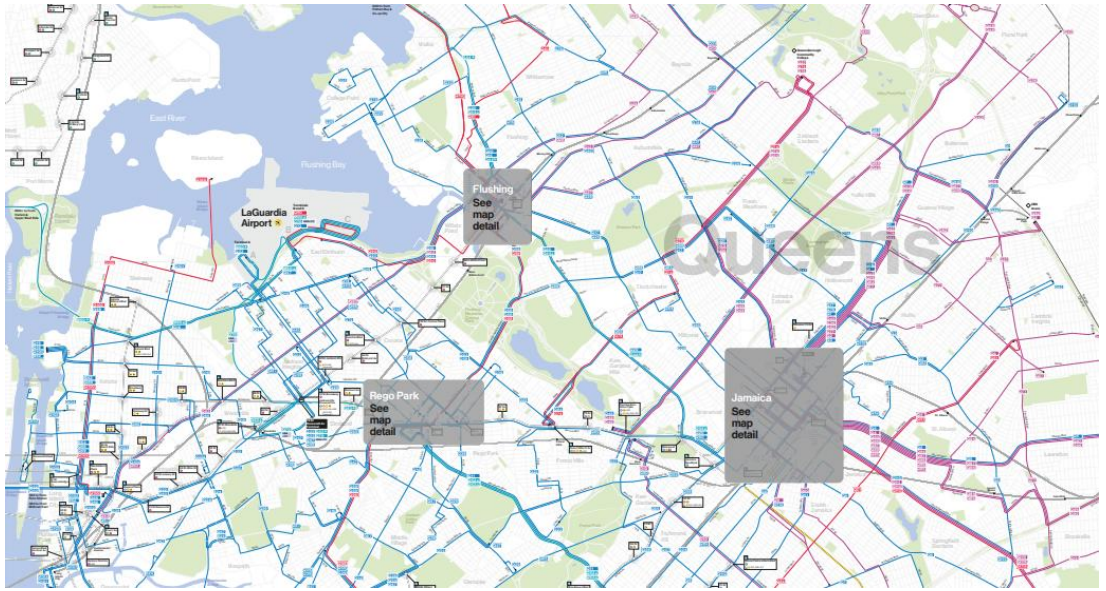
17 **Increased** frequencies

93 Local/LTD/Rush/SBS routes in the new network

Expanded Access:

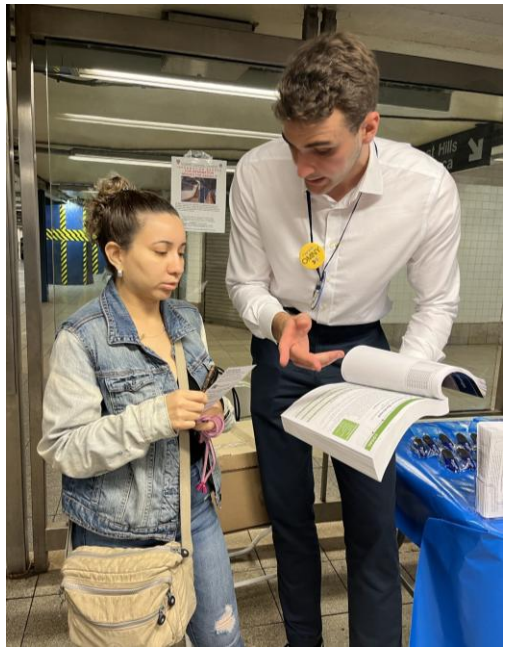
124,000 more Queens residents have access to a bus that **arrives every 10 minutes or better** between 6 AM-9 PM

68,000 more Queens residents have **access to 24-hour** bus service



Queens Bus Network Redesign

Community-Focused Implementation



Pop-Up Events

Opportunities to gather rider feedback and for planning team to provide information



Guide-A-Ride Information

7,000+ change-focused inserts installed at bus stops



Customer Ambassadors

700+ employees distributed 600,000+ pamphlets during implementation



Ad Campaigns

Notices about the project on printed posters, digital screens, and social media posts

Queens Bus Network Redesign

Main Takeaways

- Many bus routes are faster
- Many bus routes are more reliable
- Overall, riders are spending less time waiting for the bus and less time on the bus
- Riders with the longest trips are benefiting the most in the new network
- Increased connectivity for Queens
  - New routes, extended routes, and adjusted routes are getting people to neighborhoods and key destinations faster
- Customers have adjusted to the new network
  - The Spring 2026 Customer Counts Survey saw a rebound in satisfaction as riders became acclimated to the new network, following a dip in the Fall 2025 survey results



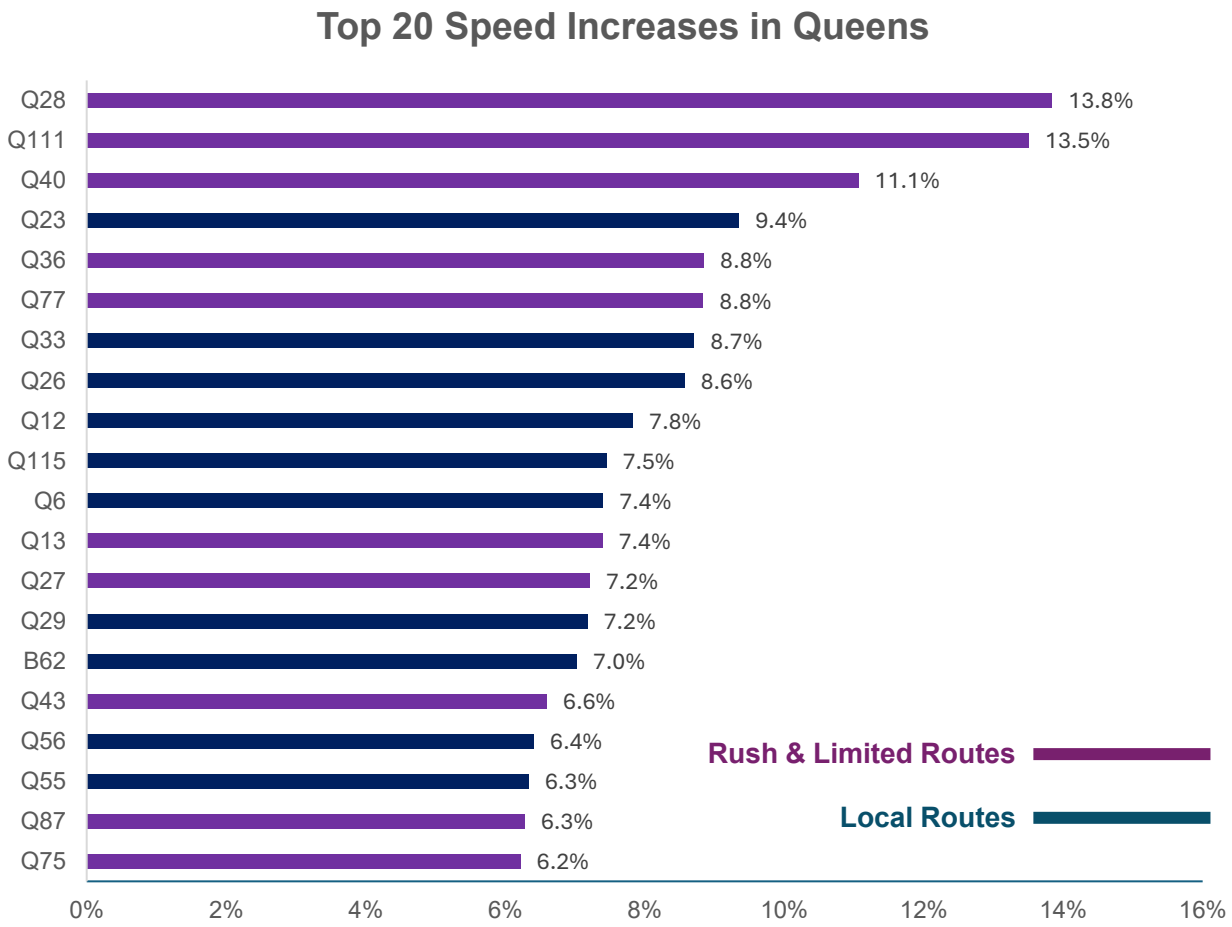
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Faster Travel for Queens Riders

Network Speeds:

Buses are faster!

- Overall, Queens local buses are traveling **1.7%** faster on weekdays, the fastest since 2017 (excluding pandemic)
  - Off-peak speeds increased **1.9%**
  - Not including the largely unchanged SBS routes, Local/Limited/Rush routes increased by **2.1%**
- Rush routes have seen an average **4.6%** speed increase
  - Speeds in Rush segments have seen an average **10.9%** speed increase
- Citywide, **24** out of 25 routes with the greatest speed increases from Spring 2025 to Spring 2026 occurred in Queens
- **41** routes saw speed increases of 3% or more
- New priority improvements on Hillside Av are resulting in speeds that are up to **28%** faster



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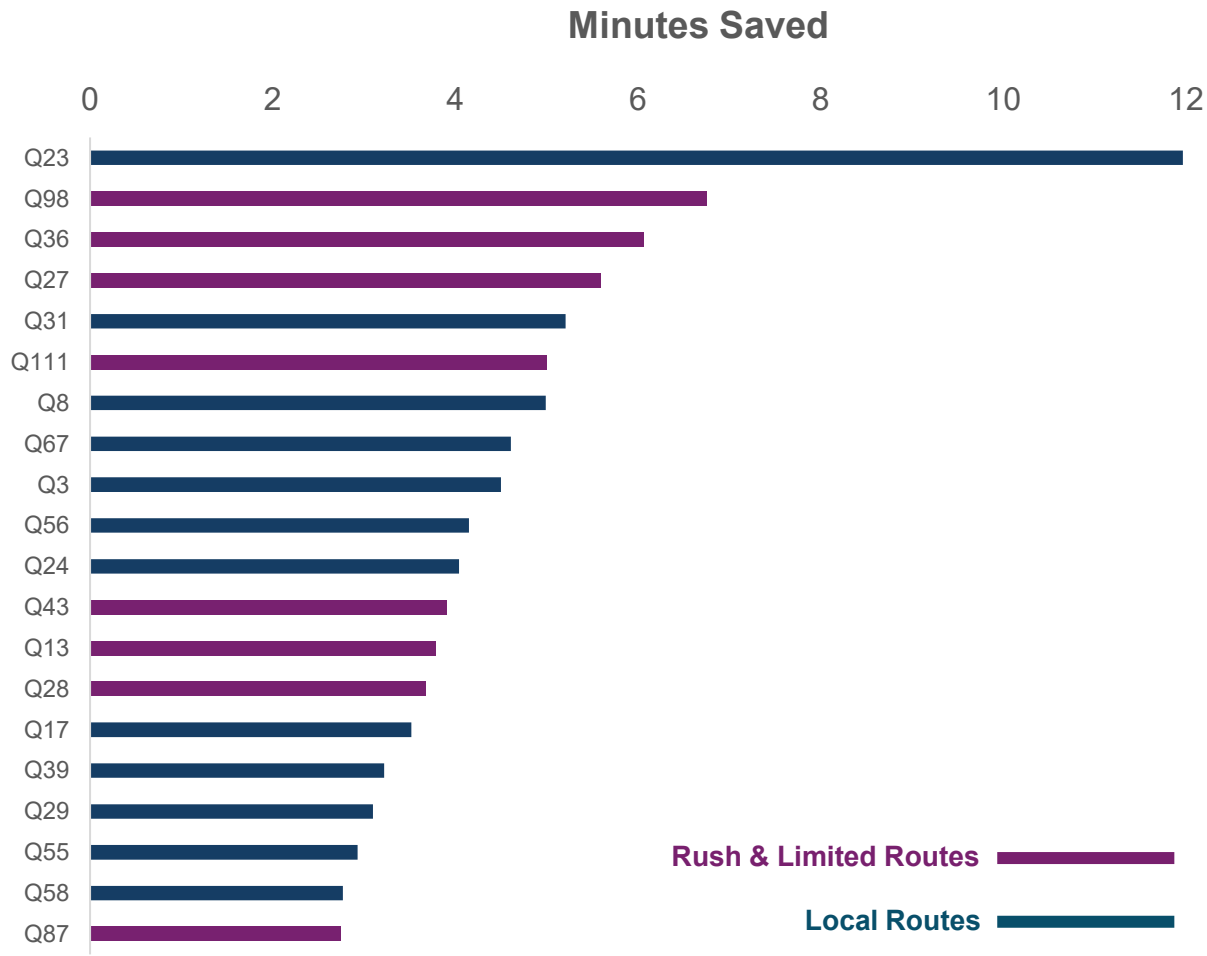
Bus riders with the longest journeys get the most benefits

Rush Routes

- The introduction of Rush Routes has decreased travel times for those farthest from the subway.
- Riders benefit from consistent service throughout the day with this new service.
- Riders can save up to and over 5 minutes per trip from one end to the other.
    - Q36 Rush is saving riders over 6 minutes between Little Neck LIRR & Jamaica

Local & Limited Routes

- Travel time savings seen on new, adjusted routes, and newer routes replacing variants.
    - New routing avoiding congested streets like Corona Avenue (Q98) and Austin Street (Q23) are saving customers time on their end-to-end journey.



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Improved Connections Between Communities

Average Reduced Travel Times to Destinations

Q51 — **South Ozone Park to Cambria Heights**
18 minutes saved due to new Limited service

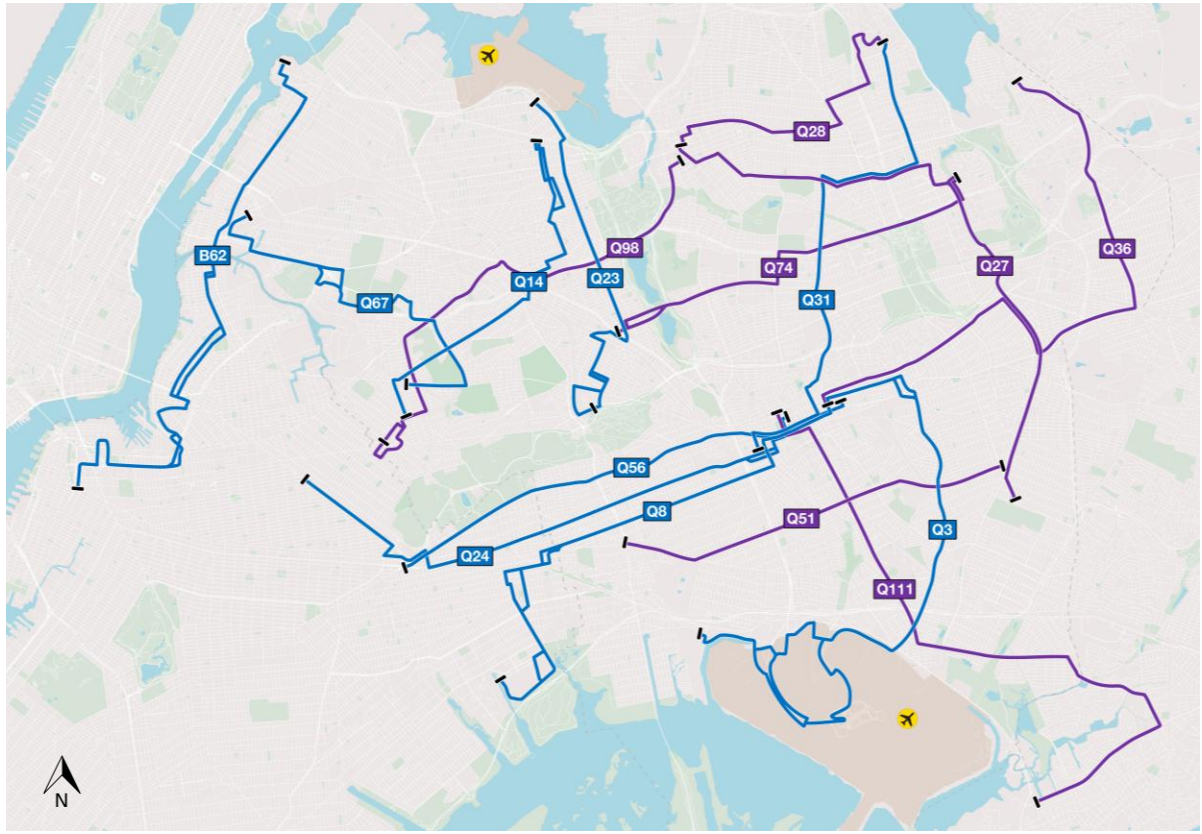
B62 — **Greenpoint Av G ♿ to 21 St-Queensbridge M ♿**
11 minutes saved due to route extension

Q14 — **East Elmhurst to Woodhaven Blvd M R**
8 minutes saved due to new service

Q23 — **East Elmhurst to Corona**
8 minutes saved due to streamlined service

Q98 — **Flushing to Queens Center Mall**
7 minutes saved due to new streamlined Limited service

Q74 — **Forest Hills E F M R ♿ to QCC via Jewel Av**
6 minutes saved due to new Limited service



Queens Bus Network Redesign

Buses in Queens are More Reliable

Customer Journey Time Performance (CJTP)

- **CJTP for Queens in May 2026 was the highest May recorded since publicly published** (excluding 2020 & 2021 due to COVID)
- CJTP = percentage of trips that arrive at destination within 5 minutes of scheduled time
  - Includes both wait time: Additional Bus Stop Time (ABST)
  - And time in the bus: Additional Travel Time (ATT)
- **71.2%** of trips in Queens are now making it to their destinations within 5 minutes of scheduled time in Spring 2026*
  - Peak CJTP increased **3.7** percentage points
  - Off-peak CJTP increased **3.4** percentage points
  - ABST decreased by **15 seconds**, to **2:00**
  - ATT decreased by **30 seconds**, to **1:15**



*Spring 2026 includes March, April, & May

Queens Bus Network Redesign

Post-Implementation Adjustments







Any future adjustments to be made through normal bus service planning processes

Bus Stop Restorations

23 locations with bus stop adjustments made since launch to better serve riders

Routing Updates

Q103 rerouted through Queensbridge in response to community feedback

Service Span Adjustments

In January 2027, service on the Q5 Local will be increased on Saturdays and redundant Q87 Rush weekend service will be discontinued.

Queens Bus Network Redesign

Next Steps: Post-Implementation Evaluation Report

Network-Level Evaluation

Analyzes network-wide changes in travel times, speeds, and reliability.

Also looks at specific changes in various neighborhoods and on major bus corridors.

Route-Level Evaluation

Route-level analysis outlining community feedback received, key findings, and items to continue to monitor.





Thank you!