



# Fast Forward: Bronx Bus Network Redesign

February 6, 2019

# The Fast Forward Plan

## Priorities

- Transform the Subway
- **Reimagine the Bus Network**
- Accelerate Accessibility
- Engage & Empower Employees

## Foundations

- Agility & Accountability
- Safety, Security & Resilience
- Customer Service & Communication



# What have we done?



- **Public workshops:**
  - 6 were held at various locations in September and October 2018
- **In-person intercept surveys:**
  - Canvassed 12 key locations
- **Online survey:**
  - Open September – December 2018
- **Data collection and analysis:**
  - A looked at current and future market needs and travel trends
  - Assessed bus performance and reliability to support increased bus priority in The Bronx to provide faster, more reliable travel times

# Public Workshops

- **Origins, destinations, and transfers customers make on a regular basis**
- **Common issues and travel challenges**
- **Top priorities customers have for improving bus service**
- **Trade-offs customers are willing to make to enhance bus service**



# Public Workshops: Common Issues

## Passenger Environment

- Unclean bus seats
- Lack of lighting at bus stops

## Reliability

- Congestion
- Bus bunching
- Slow bus speed
- Overcrowding

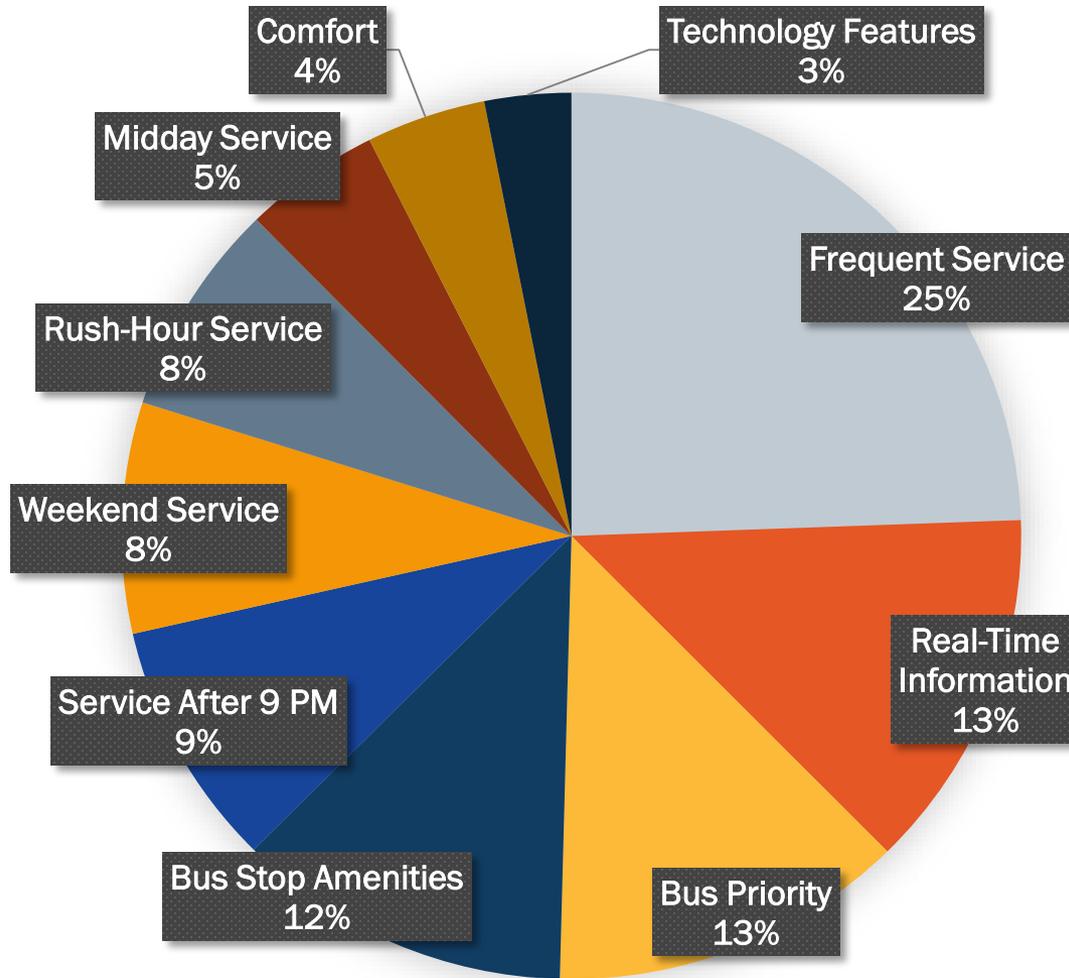
## Enforcement

- Fare evasion
- Bus lane obstruction

## Travel Challenges

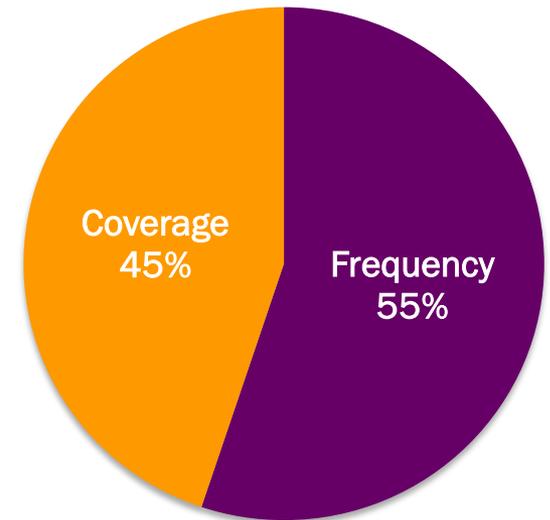
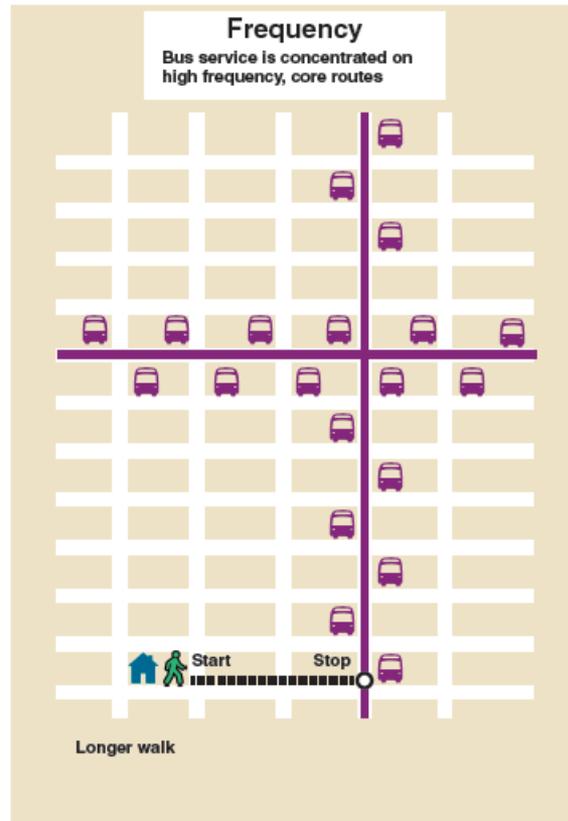
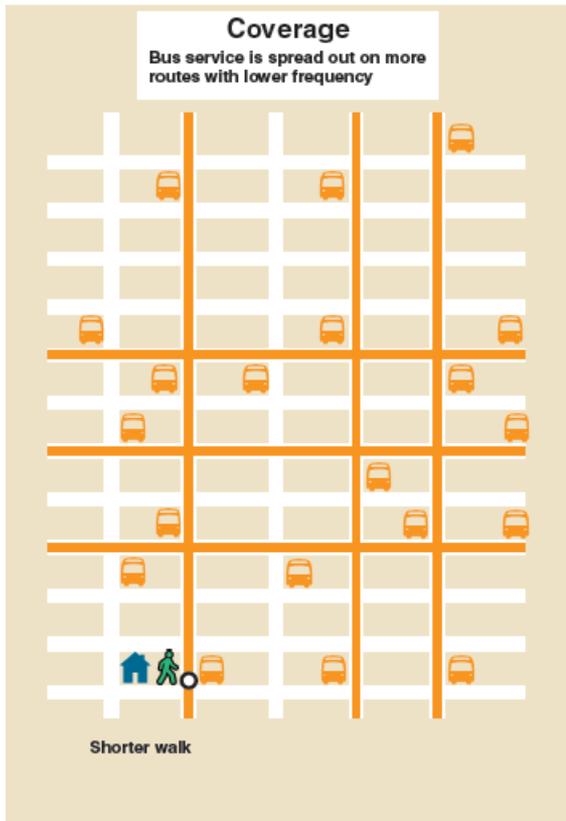
- East-west service
- Ferry service
- Allow 3-legged transfers

# Public Workshops: Priorities Exercise



# Public Workshops: Trade-Offs

Imagine you have a fleet of 20 buses.  
How would you plan service for your bus network?



Coverage

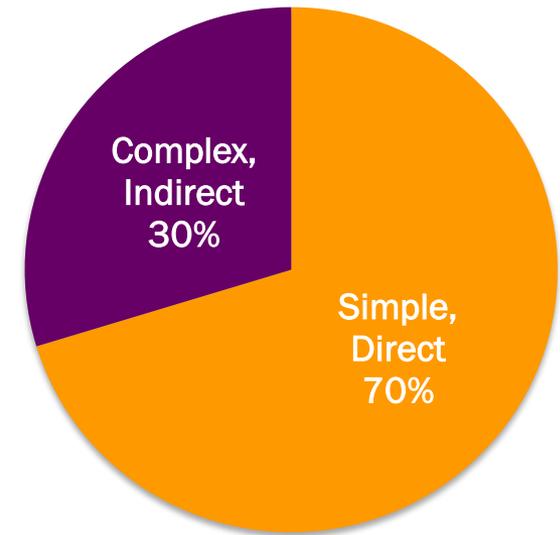
OR

Frequency

# Public Workshops: Trade-Offs



## Simple, Direct Routes vs. Complex, Indirect Routes



Simple, Direct Routes

OR

Complex, Indirect Routes

# Public Workshops: Trade-Offs



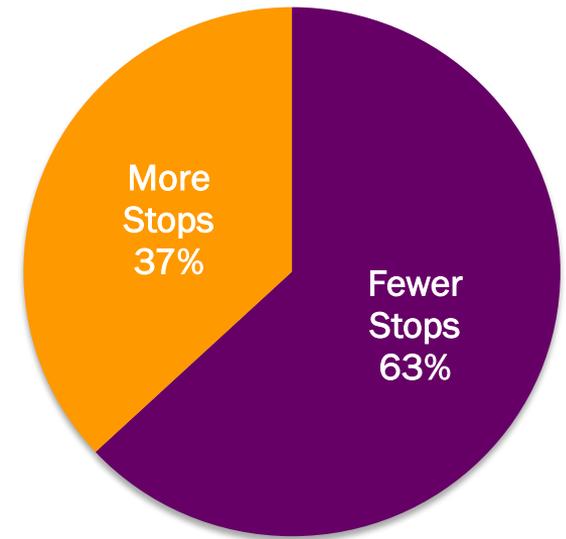
## More Stops vs. Fewer Stops



More Stops

OR

Fewer Stops



# In-Person & Online Survey Findings

- **In-person survey:**
  - **Canvassed 12 key locations**
  - **Nearly 2,000 completed surveys across the 12 locations**
- **Online survey:**
  - **Open to participants at the workshops**
  - **Promoted via community outreach and coordination with elected officials**
  - **Accessible to all via [mta.info](http://mta.info)**
  - **Nearly 750 completed surveys**



# In-Person & Online Survey Findings

- Travel within The Bronx – local bus service is most used
- Travel outside The Bronx – subway and local bus service is most used
- Small number of respondents never use bus service but would if improvements made



# In-Person & Online Survey Findings

- **Trip purpose:**
  - Travel to/from work
  - Shopping or dining
  - Personal or business errands
- **Most important elements of bus travel:**
  - Arriving on time
  - Getting to destination quickly
  - Knowing when the bus is coming
- **Trip planning tools:**
  - Google Maps
  - MYmta app
  - MTA Bus Time
- **Why certain trips by bus are considered difficult:**
  - Takes too much time, or too slow
  - Service is unreliable
  - Too many transfers
  - Not enough service

# Existing Conditions Report

Why an existing conditions report?

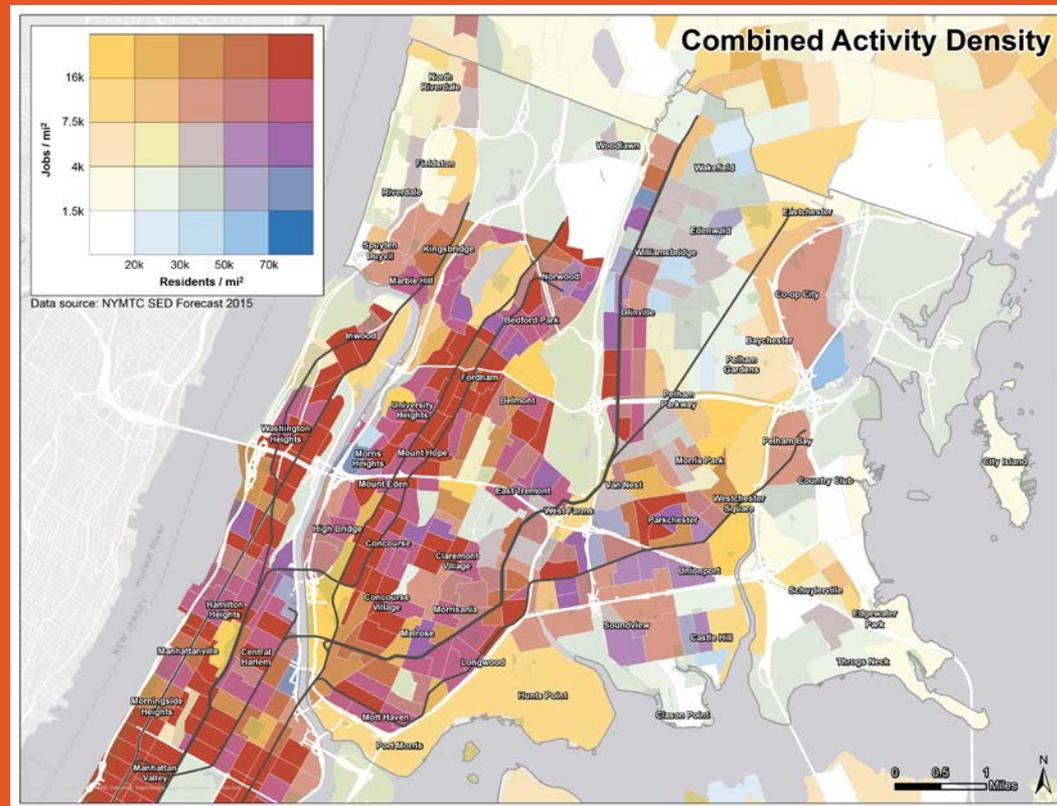
Two major components:

- **Market Analysis** – looks at existing demographics and characteristics of The Bronx:
  - Who lives in The Bronx?
  - Where do Bronx residents work?
  - How do Bronx residents commute?
  - Besides work or home, what are other key travel generators?
  - How will population and employment change in the next 15 years?
- **Service Analysis** – looks at existing bus service delivered by NYCT & MTA Bus Company:
  - How does current bus service support Bronx residents, workers, and visitors?
  - How does it perform in various industry-standard metrics?



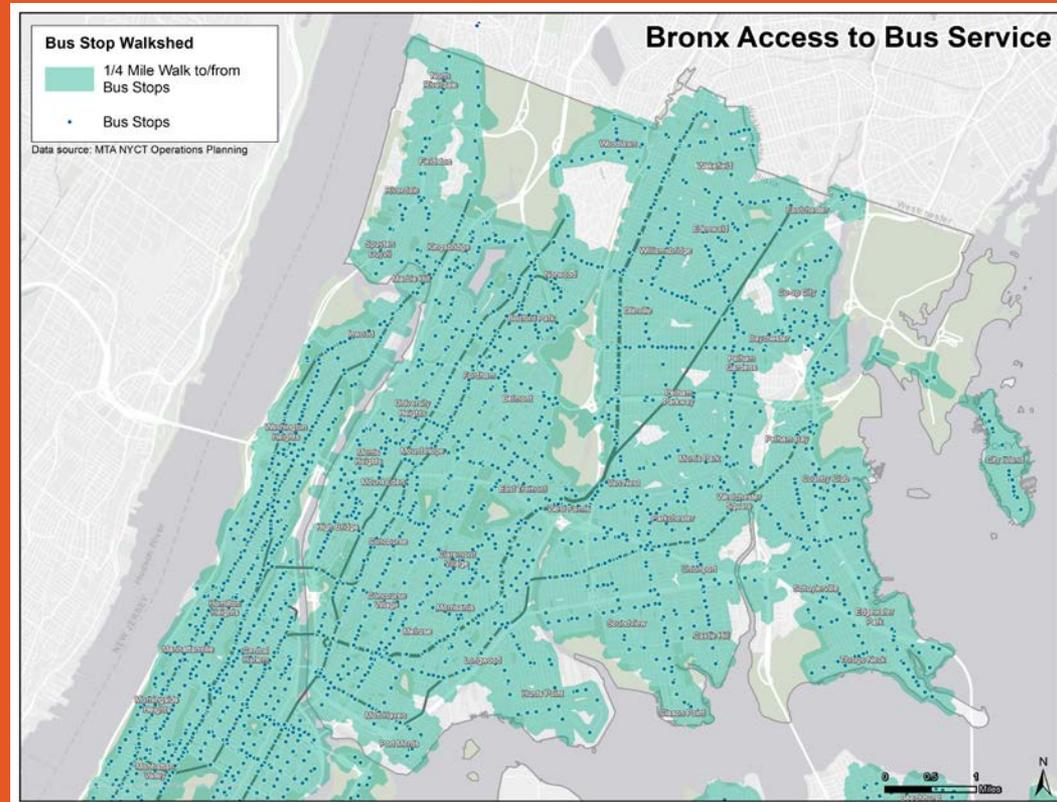
# Existing Conditions: Key Market Analysis Findings

- Population and employment (combined activity) is most dense along subway lines
- The South Bronx will experience significant growth in population and employment
- About 60% of Bronx residents commute by transit
- There are a limited number of ADA accessible subway stations in The Bronx



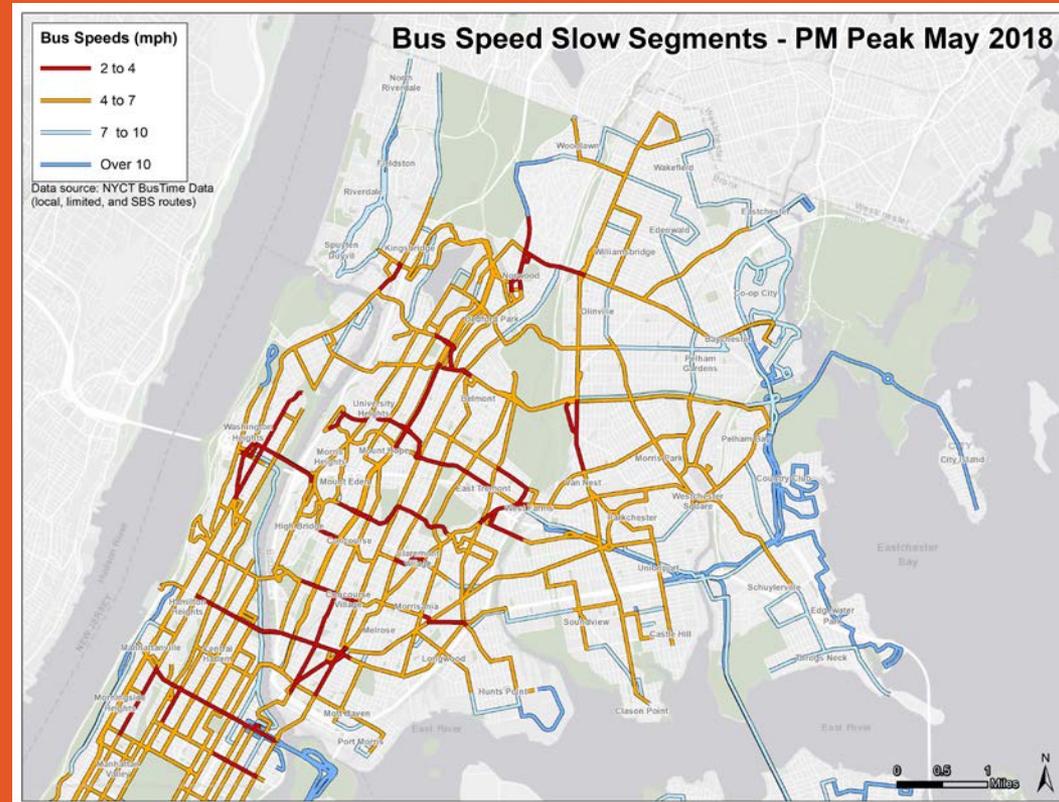
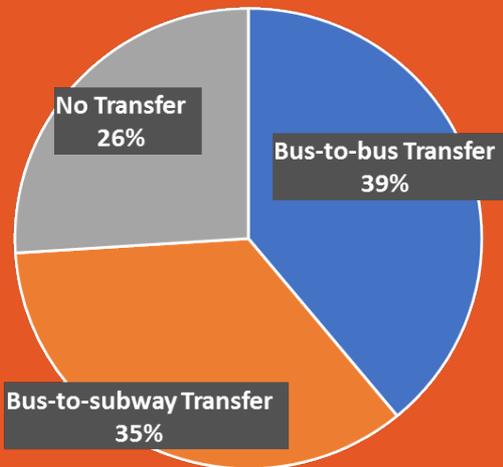
# Existing Conditions: Key Service Analysis Findings

- Roughly 96% of Bronx residents have access to some level of bus service
- Overall, Bronx bus service is very frequent for most of the day
- The Bronx has the most productive bus service in the city, carrying the most passengers per hour of service
- The most productive routes are simple and direct, and serve high-density, high-activity areas



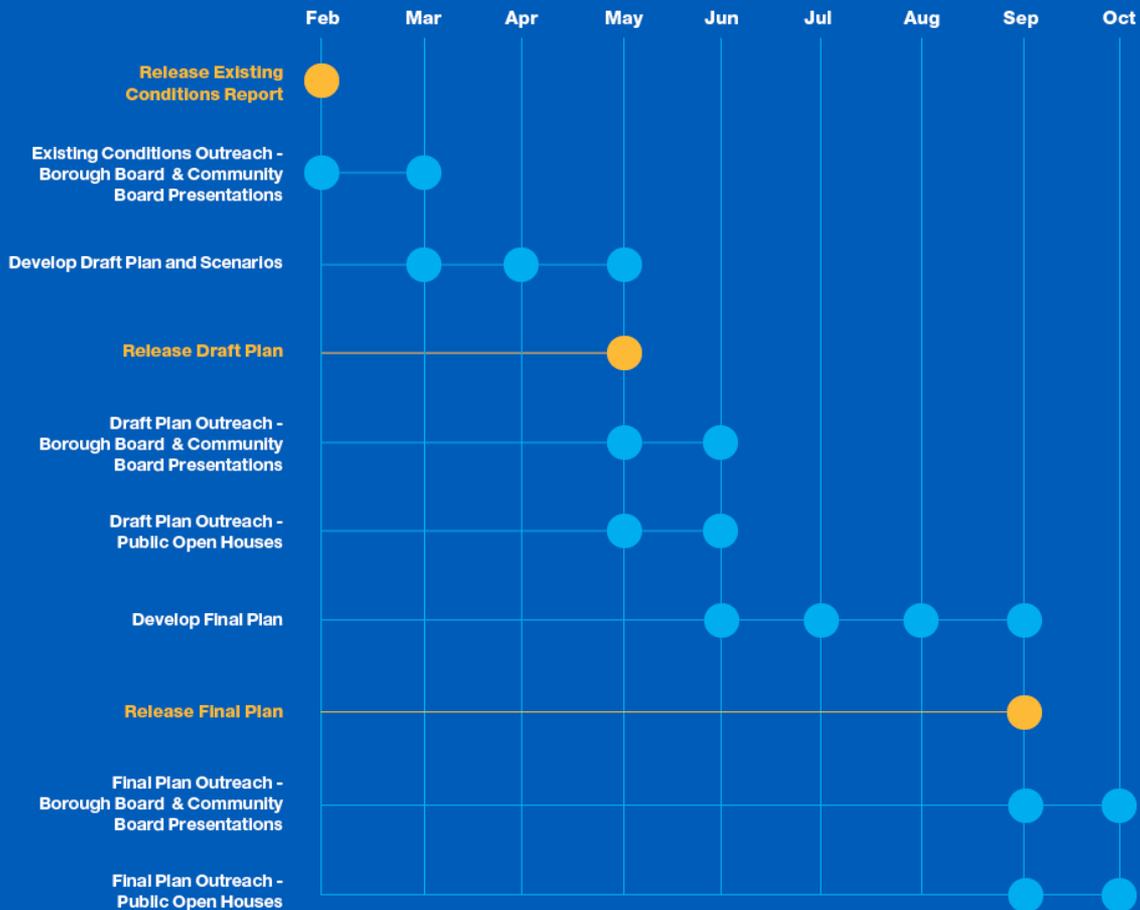
# Existing Conditions: Key Service Analysis Findings

- The Bronx bus network is less reliable than the system-wide average
- The Bronx bus network has very close stop spacing
- Most customers rely on multiple routes or subway lines to get around



# Moving Forward

## Bronx Bus Network Redesign Updated Project Timeline



# Thank you

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