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Press Release

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NYC Transit

IMMEDIATE

MTA New York City Transit's Response to Straphangers Campaign's Findings on Slowest City Buses

Buses were introduced to New York City more than 100 years ago and despite being, by far, the most efficient vehicles on rubber tires as far as the numbers of people they carry, they are still forced to vie for the same street space as a single-occupant automobile. However, with recent innovations such as Select Bus Service (SBS) and signal light prioritization, as well as plans to further improve service recently outlined by MTA Chairman and Chief Executive Officer Jay H. Walder, it is important for the city's 2.3 million bus customers to know that we are working to achieve improvements in bus speeds and reliability. Future plans call for the eventual expansion of SBS routes, new methods of fare payment, stricter bus lane enforcement, the use of cameras to nab offenders and the development of a reliable system offering next bus information to waiting bus customers. Since the start-up of SBS, travel times across the Bronx route have been reduced by 20%, ridership has increased, and an overwhelming majority of customers have indicated that they are satisfied or very satisfied with the service.