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Press Release

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[NYC Transit](#)

IMMEDIATE

### MTA NYC Transit Mobilizes Outreach Centers Ahead of Launch for Redesigned Staten Island Express Bus Network

#### *Mobile Information Vans, Ambassadors to Engage SI Express Bus Customers This Summer*

MTA New York City Transit today announced that a fleet of special mobile information centers and teams of customer ambassadors will be welcoming express bus customers on Staten Island beginning Wednesday, July 11, as the agency intensifies community outreach ahead of the newly redesigned Staten Island express bus network launching on August 19.

During morning peak hours through July and August, NYC Transit will staff key locations throughout Staten Island to answer questions and distribute information on the new express bus network. Customers can look for specially branded mobile vans at three major transit locations where customer ambassadors will be on site to answer questions, including customized trip-planning queries, and engage customers on feedback and comments.

"The Staten Island express bus network was redesigned with the customer in mind, and it's vitally important that our customers are familiar with the changes so that no one is surprised come August 19," said NYC Transit President Andy Byford. "Just as we engaged heavily with the community to plan the network redesign, we'll be even more visible and active in getting the information about the redesigned network into the hands of our customers so that the transition is as seamless as possible."

The network redesign is the result of a two-year study of Staten Island's 60-year-old express bus network to evaluate how to improve long and unreliable commutes between Staten Island and Manhattan. NYC Transit proposed a redesigned network based on collaborations with community boards, elected officials, transit advocates, partner agencies such as NYC DOT, bus operators, and ATU Local 726, the bus operators' union. NYC Transit, TransitCenter, NYU's Rudin Center for Transportation and Borough President James Oddo also hosted a "Staten Island Bus Hackathon" in 2016 during which approximately 150 programmers, planners and transit advocates provided input. NYC Transit then conducted extensive community outreach to gather feedback on the proposal, holding six open houses in 2017 and 2018, hosting a public hearing in May 2018, and surveying customers on buses, at bus stops and online via the MTA website.

"Redesigning the network is a key tenet of our Fast Forward Plan. We put a monumental amount of effort and energy into overhauling the Staten Island network because we know how much our Staten Island customers depend on our express buses," said Darryl Irick, MTA Bus Company President and NYC Transit's Department of Buses Senior Vice President. "The new express bus network puts into practice all the know-how and experiences of our customers and the bus operators who drive these streets every day."

The redesigned network speeds commutes for Staten Island express bus commuters by simplifying circuitous routes, updating stop locations and moving routes from known areas of street congestion. Customers also will benefit from increased service, particularly during off-peak hours and weekends, and streamlined commutes that serve the same geographic areas of Staten Island as the current network but with greater efficiency. The vast majority of customers will continue to use the same express bus stop that they currently use. Nearly 36,000 people use Staten Island express buses each weekday.

The redesigned express bus network launches on Sunday, August 19, but NYC Transit will continue to solicit comments and feedback through surveys to refine the new routes as needed. Extensive details about the redesign, including maps, are available at <http://mta.info/SIExpressBus>. Customers are encouraged to check the website frequently for new updates.

The current schedule of the mobile information centers is as follows. Further dates and locations may be added; for updates, visit the microsite at <http://mta.info/SIExpressBus>:

#### **Eltingville Transit Center:**

- Wednesday, July 11, 6 a.m. to 9:30 a.m.
- Tuesday, July 17, 6 a.m. to 9:30 a.m.
- Thursday, July 19, 6 a.m. to 9:30 a.m.
- Wednesday, July 25, 6 a.m. to 9:30 a.m.

**Hylan Boulevard and Tysens Lane:**

- Thursday, July 12, 6 a.m. to 9:30 a.m.
- Wednesday, July 18, 6 a.m. to 9:30 a.m.
- Tuesday, July 24, 6 a.m. to 9:30 a.m.
- Thursday, July 26, 6 a.m. to 9:30 a.m.

**Father Capodanno Park & Ride:**

- Thursday, July 12, 6 a.m. to 9:30 a.m.
- Wednesday, July 18, 6 a.m. to 9:30 a.m.
- Tuesday, July 24, 6 a.m. to 9:30 a.m.
- Thursday, July 26, 6 a.m. to 9:30 a.m.

Customer ambassadors will be staffed at more locations throughout August before, during and immediately after the network redesign is implemented on Sunday, August 19.