

Public Hearing

In December 2023, the **Metropolitan Transportation Authority (MTA)** issued a Proposed Final Plan to redesign the Queens Bus Network to better match rider needs and improve service for customers (<https://new.mta.info/document/128476>). We are holding this public hearing to gather final comments about all bus service in the borough. If approved by the MTA Board, phased implementation is currently targeted for mid-2025.

What is the Queens Bus Network Redesign?

The Queens Bus Network has not substantially changed in decades, despite shifting demographics and travel patterns. The Queens Bus Network Redesign focuses on reimagining the bus network to increase connections, improve reliability, speed up travel, and simplify service. The redesigned Queens Bus Network has simpler, more direct routes, improved bus stop balancing, enhanced connectivity, and improved frequency on key routes. Learn more about the proposed changes to your bus route, stop, and schedule here: <https://new.mta.info/project/queens-bus-network-redesign>

Date, Time and Place of the Hybrid Hearing

Wednesday, July 24, 2024 • Hearing begins at 5:00 PM • Hearing ends at 8:30 PM

The Helen Marshall Cultural Center at Queens Borough Hall

120-55 Queens Blvd. Kew Gardens, NY

Meeting Space: Atrium

Note: All Attendees must enter through the main entrance on Queens Blvd. and pass through building security.

Registering for the Public Hearing

To register to speak at the hybrid public hearing, please sign up to comment either in-person, online at <https://new.mta.info/2024-qbnr-hearing> or call the Public Hearing Hotline at (646) 252-6777. **registration will close at 6:30 pm on Wednesday, July 24, 2024.** All comments will be transcribed and made part of the permanent record of this hearing.

Joining the Public Hearing

If you are registered to speak, you may join the Zoom webinar either online, in-person or by phone following these instructions:

Join Zoom Webinar Online: To access the Zoom webinar online, visit the website <https://new.mta.info/2024-qbnr-hearing>. You can also go to Zoom.us/join and enter the Webinar id 87883645568.

Join Zoom by PC/Tablet/Smartphone: Join link <https://mta.zoom.us/j/87883645568>

Join Zoom Webinar by Telephone: To access the Zoom webinar by telephone, please call 1-877-853-5247 (Toll Free) then enter the Webinar ID 87883645568, followed by the pound (#) sign.

View Only Online: Members of the public who wish only to view the hearing may access the event live at <https://new.mta.info/2024-qbnr-hearing>.

Additional Ways to Comment or Request Information

For More Information, to Pre-Register to Speak, or to Submit Comments

Those wishing to pre-register to be heard at the Public Hearing must register on the website, <https://new.mta.info/2024-qbnr-hearing> or in person at the hearing, or by dialing (646) 252-6777. Telephone agents are available from 6 am to 10 pm daily. Verbal presentations will be limited to **two (2) minutes**. You may present verbal testimony or submit written statements in lieu of or to supplement oral testimony concerning the proposed project. Written comments will be accepted online at <https://new.mta.info/2024-qbnr-hearing>. Comments may also be submitted via postal mail to: MTA Government & Community Relations, Attn: QBNR Public Hearing, 2 Broadway, D16.94, New York, NY 10004. All letters must be postmarked by July 26, 2024. All written and online comments must be received by 8:00 pm on July 26, 2024. Comments received after this date and time will not be included in the official hearing record.

Accessibility and Language Assistance Services



At the public hearing CART captioning and American Sign Language Services will be available.

Members of the public who are deaf or hard of hearing can use their preferred relay service or the free 711 relay service, and then ask to be connected to the public hearing hotline at (646) 252-6777.

Members of the public who are blind or have low vision can request accommodations on or before July 22, 2024, by submitting a request online at <https://new.mta.info/2024-qbnr-hearing> or by calling the public hearing hotline at (646) 252-6777.

Members of the public who do not have access to a computer or to the internet, can dial in to the hearing by calling the **Zoom webinar at 1-877-853-5247 (Toll Free)** then enter Webinar ID: 87883645568 followed by the pound (#) sign. If language assistance or any other accommodations are required, please submit a request at least five business days before the hearing in one of the following ways:

1. Online at <https://new.mta.info/2024-qbnr-hearing>
2. Calling the public hearing hotline at (646) 252-6777, or by
3. Sending a letter to: MTA Government & Community Relations, Re: 2024 QBNR PH, 2 Broadway, D16.94, New York, NY 10004.

