NEW DRAFT PLAN

Queens Bus Network Redesign

Queens Redesign Process & Project Status

Project Launch with Open Houses and Surveys
- April 2019

Market and Service Data Analyses and Public Outreach
- Published Existing Conditions Report September 2019

Redraw Network and Develop Draft Plan
- Published Draft Plan December 2019

Draft Plan Public Outreach
- January to March 2020

COVID-19 Pause
- March 2020 - August 2021
- Analyzed customer feedback
- Began development of New Draft Plan

Redesign Restart Announced
- August 2021

New Draft Plan Release
- March 2022

New Draft Plan Public Outreach
- March to June 2022

Why a “New” Draft Plan?

- Extensive public outreach efforts following the original *Draft Plan* produced highly constructive feedback
- We received over 11,000 comments on the plan, an unprecedented amount for any recent MTA project
- Some positive feedback, but certain controversial proposals overshadowed support for the plan
- As a result, we have withdrawn the original proposal and developed a New Draft Plan driven by customer feedback
- In this plan, we have attempted to address as many customer concerns as possible, while still balancing tradeoffs, focusing on our customer priorities, and using network redesign strategies to achieve those priorities

Why Redesign the Queens Bus Network?

Queens is growing and evolving, with demographics shifting and travel patterns changing. Meanwhile, the Queens bus network has not substantially changed in decades. As our customers' needs change, we must change with them.*

Slow Speeds

- Bus speeds continue to decline year by year
- Queens bus speeds decreased 3.3% from 2015 to 2019

Service Reliability

- The effects of congestion are heavily felt among Queens bus customers because for many of them, buses are their only travel option

Ridership Decline

- Pre-pandemic bus ridership was on a steady decline
- Ridership in the Queens has begun to rebound, and the Queens Redesign brings the opportunity to make bus service even more appealing to our bus customers

**We have used pre-pandemic ridership data to inform our proposals in the New Draft Plan.*

How Are We Redesigning the Bus Network?

Customer Priorities

During our initial open houses, we asked customers how we should prioritize our efforts to develop a better bus network. They answered with the four priorities below. These priorities are the goals for the redesign.

Reliable Service

Customers want to be able to rely on buses to arrive when expected

Faster Travel

Customers expressed concerns about delays, slow bus service, and congestion

Better Connections

Customers want improved intra- and inter-borough connections

Ease of Use

Customers want bus service that's simple and easy to understand

How Are We Redesigning the Bus Network?

Redesign Strategies

We have used the following strategies to help achieve the four customer priorities:

Simplifying the Network

- Straighter and more direct routing
- New route types
- Less redundant service and fewer route variants

Enhancing Connectivity

- Improve the bus network grid to create new connections
- Create new routes to address gaps in the bus network
- Strengthen interborough bus travel to the Bronx, Brooklyn, and Manhattan

Improving Frequency

- Build a better all-day frequent network
- Reallocate service to align with routing changes and to better meet customer needs

Balancing Bus Stops

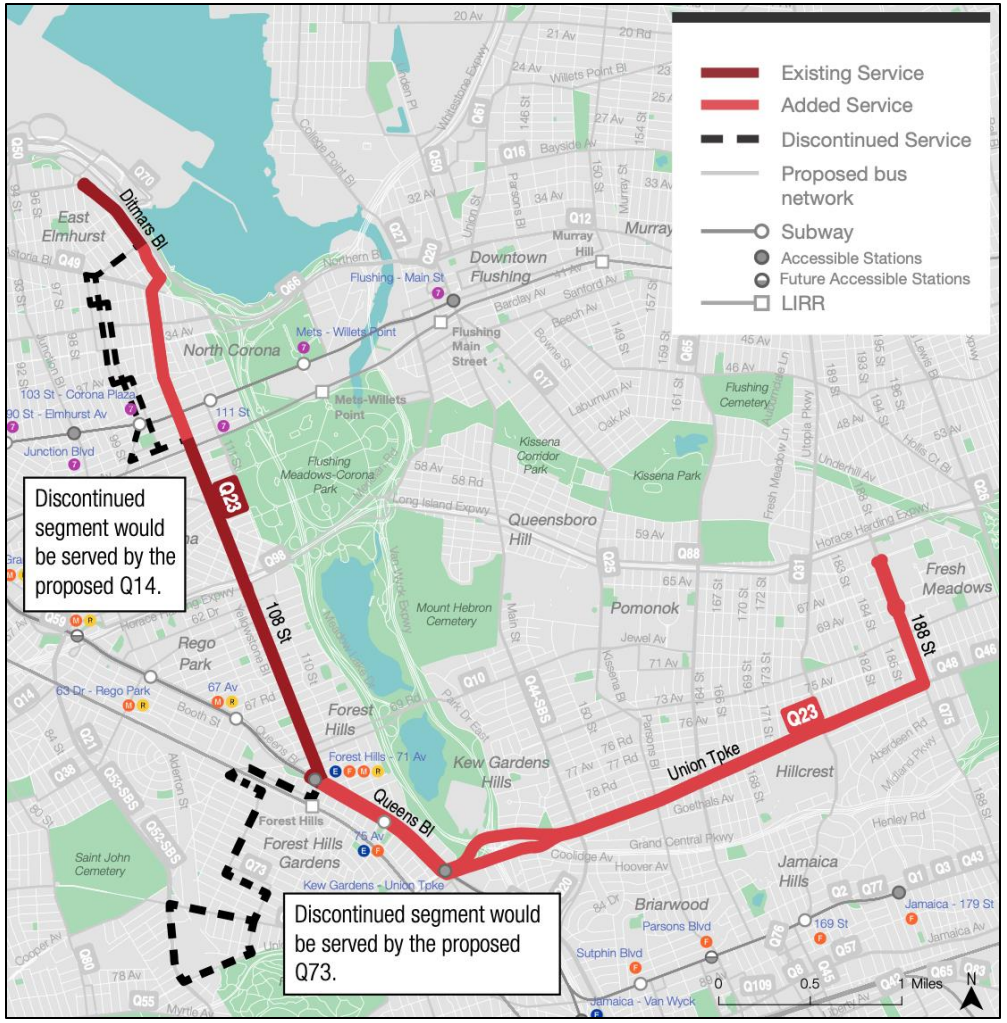
- Increase stop spacing to speed up buses and improve reliability for customers
- Improve average stop spacing based on new route types

Expanding Bus Priority with NYC DOT

- More busways, bus lanes, and other treatments to speed up service and improve reliability

How Are We Redesigning the Bus Network?

Simplifying the Network



Straighter and more direct routing

- Fewer turns and fewer diversions means less time spent stopped at intersections and more time spent moving

Less redundant service and fewer route variants

- Routes serve one purpose, so customers know which route to take without looking at the destination sign
- Multiple routes serving the same corridor don't need to make every stop
- Frequencies are consistent for a single route, not split between multiple variants

New route types

- New route types have more specific design guidelines for stop spacing and frequencies, allowing customers to know what type of service to expect on their route

How Are We Redesigning the Bus Network?

Customer Commutes:

Simplifying the Network with the Proposed Q23

Carolina, who lives in East Elmhurst near 108 St & Northern Bl, has regular physical therapy appointments near the Kew Gardens subway station.

- Her 4-mile trip is complicated and time consuming
  - Walks several blocks west of 108 St to catch the Q23
  - Q23 makes many turns on local streets, before returning to 108 St, the street she lives on.
  - She then must transfer to the Q60 in Forest Hills to get to Kew Gardens. Her trip takes almost an hour.

The newly proposed Q23 Limited route serves the entire length of 108 St making trips like Carolina's faster, simpler, more frequent, and more direct north-south connections.

Travel time reductions:
Up to 25 minutes

How Are We Redesigning the Bus Network?

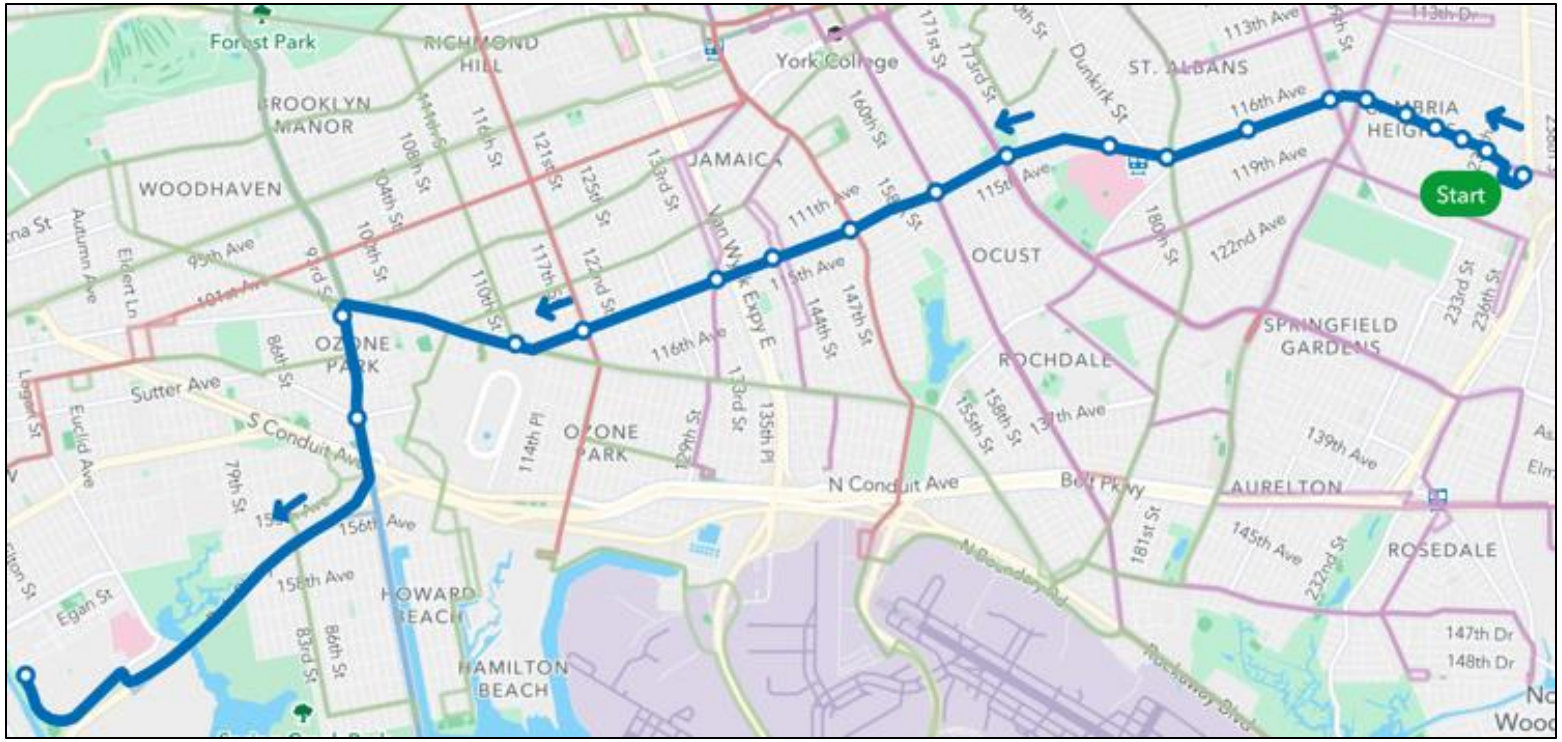
Enhancing Connectivity

Improve the bus network grid to create new connections

Create new routes to address gaps in the bus network

Strengthen and interborough bus travel to the Bronx, Brooklyn, and Manhattan

- Each of these strategies expand access within the borough and to other boroughs
- Create new travel opportunities, reduce travel time, and increase the reach of our ADA accessible bus network

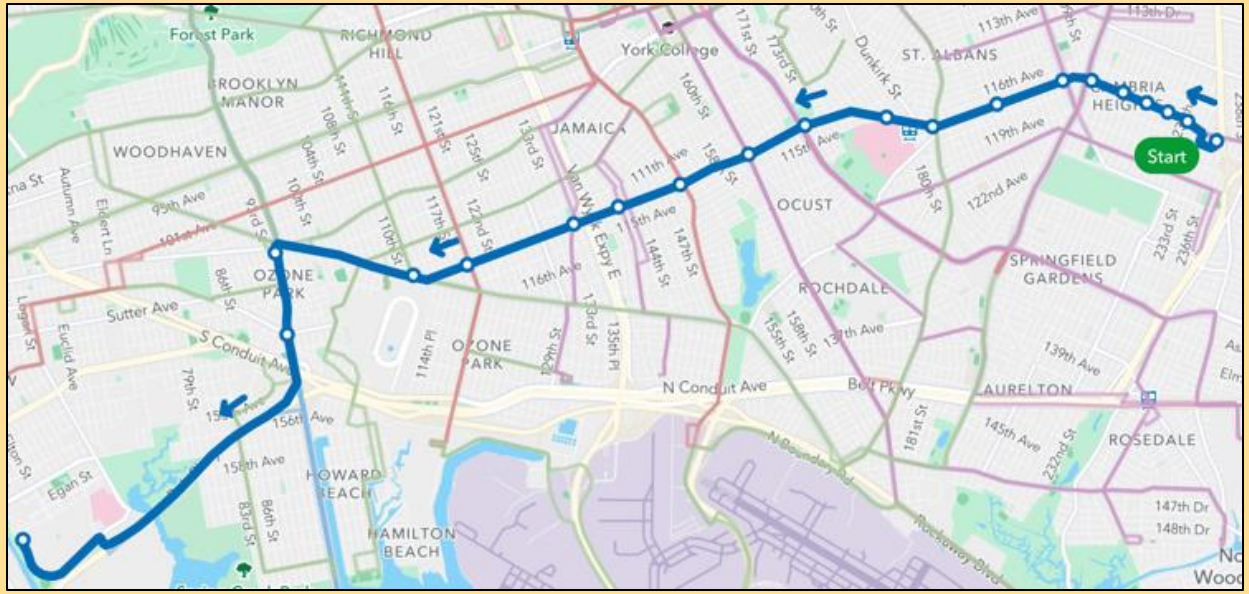


How Are We Redesigning the Bus Network?

Customer Commutes: Enhancing Connectivity with the Proposed Q51

Jared, who lives near the corner of Guy R. Brewer Bl & Linden Bl, just got a new job at the Gateway Center Mall in East New York.

- His 6.5-mile commute takes 1 hour & 13 minutes by two bus routes, with a required trip north into downtown Jamaica to transfer.



Travel time reductions: Up to 25 minutes

The newly proposed Q51 Crosstown route on Linden Bl, would provide direct east-west connectivity to the Gateway Center Mall and could save trips like Jared's up to 25 minutes, avoiding the need to transfer to another bus route in downtown Jamaica.

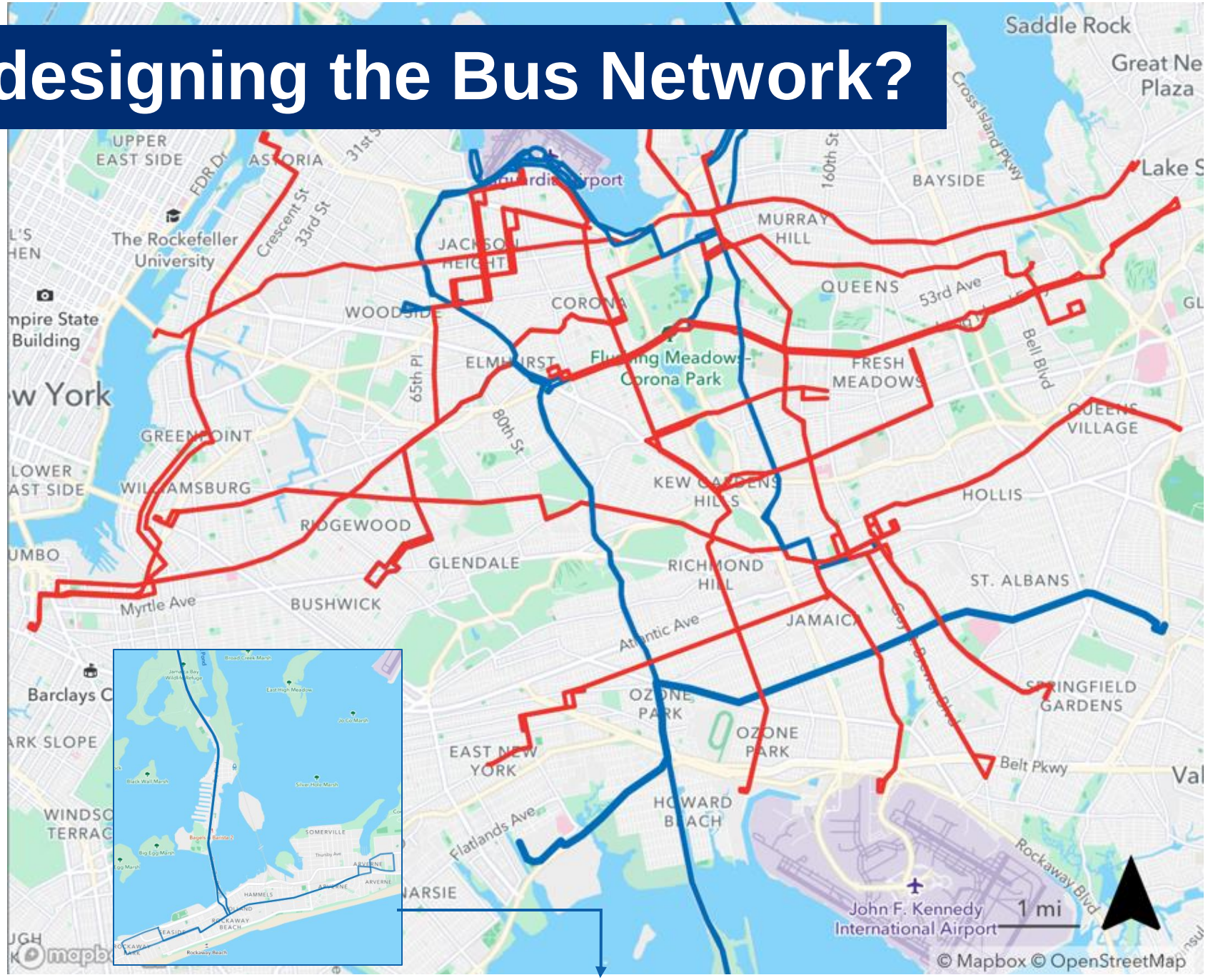
How Are We Redesigning the Bus Network?

Improving Frequency

Build a better all-day frequent network

- Limited and Crosstown (SBS) routes make up the core of the all-day frequent network
- All Limited (red) routes and most Crosstown (blue) routes would be scheduled at 10 minutes-or-better between 6am and 9pm on weekdays

Reallocate service to align with routing changes and to better meet customer needs



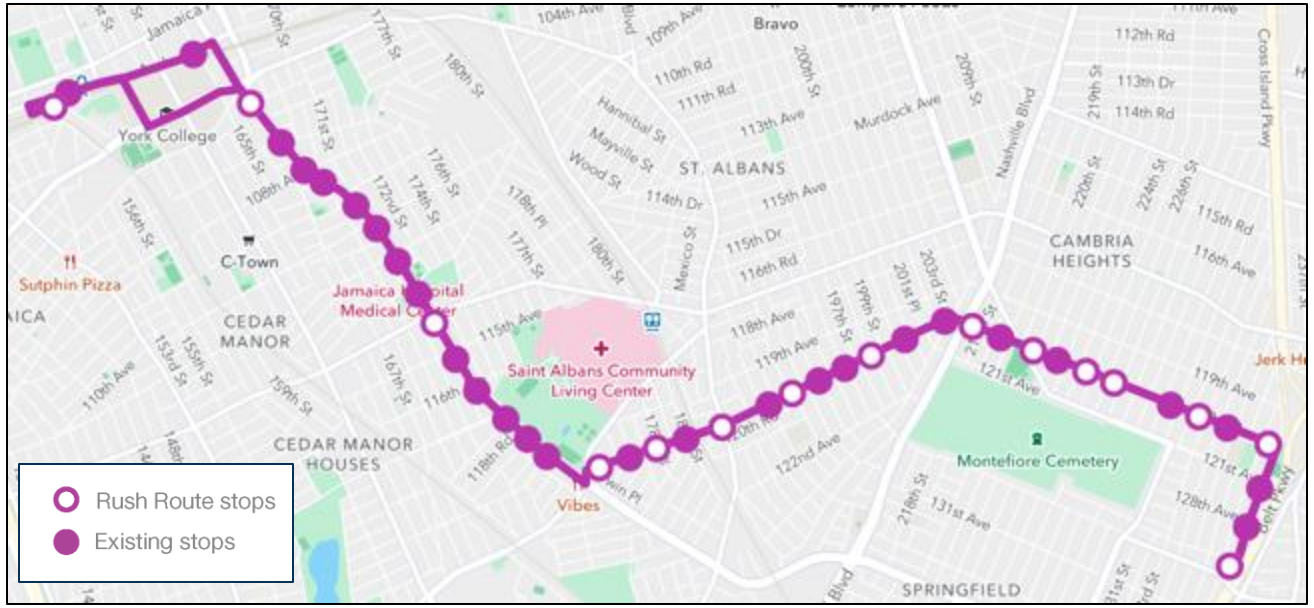
How Are We Redesigning the Bus Network?

Balancing Bus Stops

Route types with new average stop spacing guidelines

Existing versus proposed average stop spacing

Route Type	Existing Average Stop Spacing	Proposed Average Stop Spacing
Local Routes	818 feet	1,198 feet
Limited Routes	1,786 feet	1,382 feet
"Rush" Routes	N/A	1,246 feet
Crosstown (SBS) Routes	3,231 feet	2,733 feet
Express Routes	1,540 feet	1,674 feet



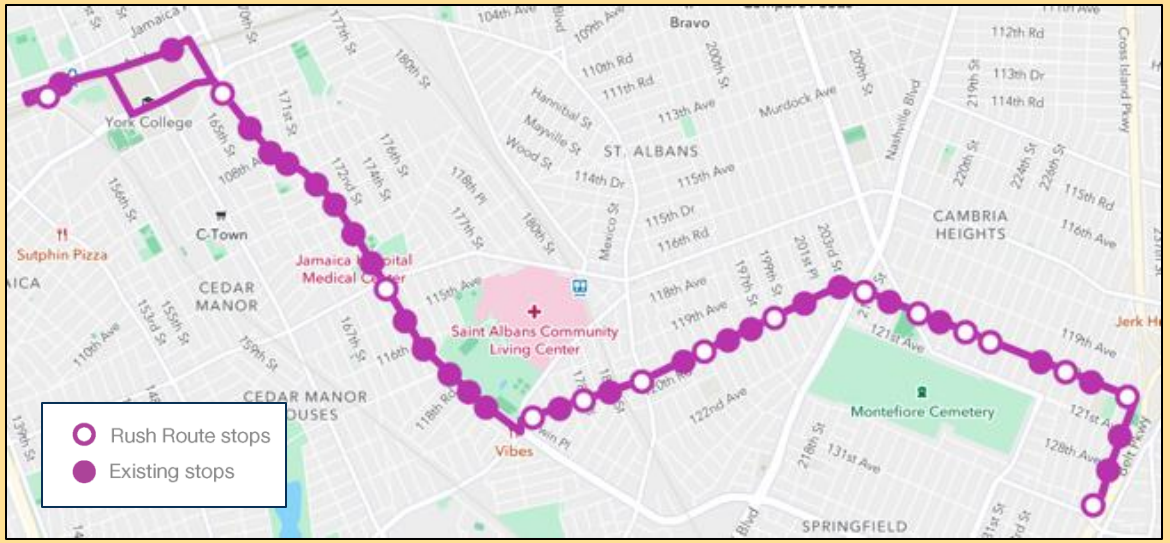
Increase stop spacing to speed up buses and improve reliability for customers

- Every bus stop removed saves about 20 seconds on average; this can translate to noticeable travel time savings and improved reliability along the entire route
- Maintained stops with heavy ridership, that provide key connections, and serve community facilities

How Are We Redesigning the Bus Network?

Customer Commutes: Bus Stop Balancing and New "Rush" Service on the Proposed Q84

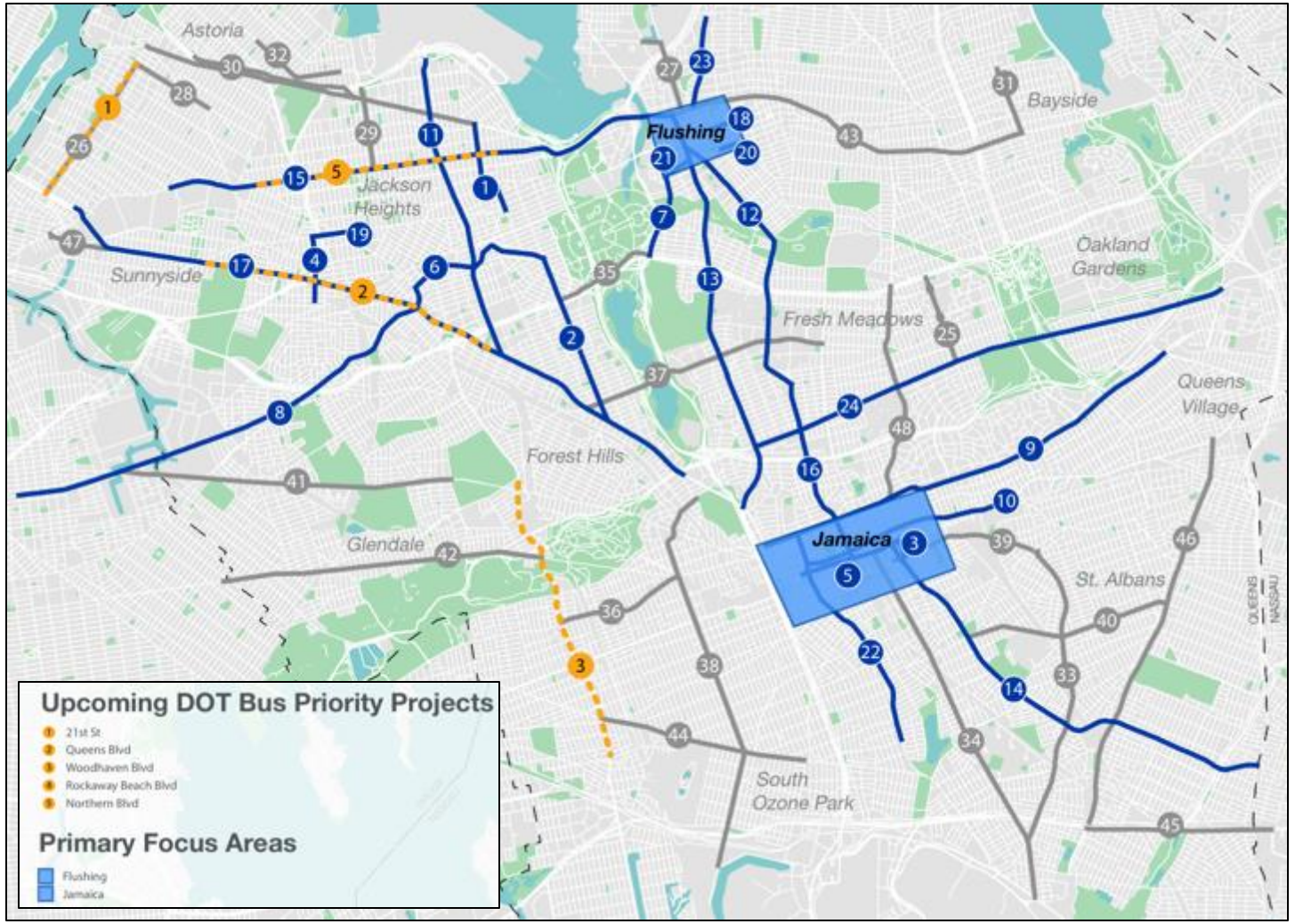
Sophia, who lives near 120th Av in Cambria Heights, currently needs to ride the Q84 bus to the subway to commute to Midtown Manhattan. Sophia's commute takes around 90 minutes one-way (~30 minutes on the bus), and she often experiences buses bunching together, one after the other. With bus stop balancing and the proposed Q84 "Rush" route, Sophia could save roughly 9 minutes on her one-way commute and can expect her bus to arrive at more regular intervals. Round trip, this gives Sophia 18 extra minutes in her day—more time to stop for coffee, drop the kids off at school, or for one more snooze on the alarm clock.



Travel time reductions: Up to 18 minutes

How Are We Redesigning the Bus Network?

Expanding Bus Priority with NYC DOT



More busways, bus lanes, and other bus priority treatments to speed up service and improve reliability

- NYC DOT has identified 49 corridors to be studied for bus priority street improvements, including 24 top ranked corridors
- Corridors were identified based on several criteria

Key takeaways from our outreach efforts

What we heard & how it was addressed

Proposed routing changes

- Proposed realignments, shortenings, and extensions – proposed new route alternatives
- Difficulty understanding routes due to use of QT and QMT labels – dropped the use of these, using "Q" labels where possible
- Most frequently mentioned routes: the Q49, Q53, Q32, Q66, and Q33

Connectivity issues - Loss of connections to major subway stations and other key destinations, including ADA accessible subway stations

- Maintained key connections to subway stations & major destinations, and proposed new connections to both existing & future ADA accessible stations
- Proposed new interborough connections between the Bronx, Brooklyn, and Queens
- Proposed new service to fill gaps in the bus network, further improving accessibility of the network for all customers

Proposed bus stop & schedule changes - Unclear impacts to stops and spans or frequencies because of generalized format of Original Draft Plan materials

- Used detailed bus stop locations and specific frequencies and time spans

Operational issues - Concerns with proposals to operate on problematic streets

- Reviewed streets considered in proposals to avoid routing on narrow or questionable streets

Introducing the New Bus Network

Overview of the Proposed Local Bus Network Changes

Route Changes

85 total proposed routes

- 20 new routes
- 17 routes extended
- 11 routes with minor realignments
- 10 routes with stop changes only
- 9 routes shortened on one end, extended on the other
- 8 routes shortened
- 5 routes combined (combination of two or more existing routes)
- 4 routes with major realignments
- 1 route with no routing or stop changes

Route Labels

- 20 “new” route labels (most are routes with changes too significant to use an existing “Q” label)
- 18 “retired” route labels (most either have a new label or are combined with other routes)

Introducing the New Bus Network

Route Types (Local Network)

To improve bus network legibility and tailor routes to customers' needs, we are proposing four color-coded route types

Each route type serves a particular purpose with different guidelines for stop spacing and service frequency

Local Routes (Green)

Connecting local neighborhoods

- Average stop spacing between 1/5 & 1/4 of a mile (1,056 and 1,320 feet)
- Frequencies vary from high to low, depending on customer demand

Limited Routes (Red)

Serving high demand corridors with frequent service

- Average stop spacing between 1/4 and 1/3 of a mile (1,320 and 1,742 feet)
- All day frequent service (10 minutes-or-better between 6am and 9pm on weekdays)

"Rush" Routes (Purple)

Connecting outer borough neighborhoods quickly to the subway

- Average stop spacing for local portion is 1/3 of a mile (1,320 feet)
- More frequent during peak hours

SBS or "Crosstown" Routes (Blue)

Connecting key destinations across longer distances

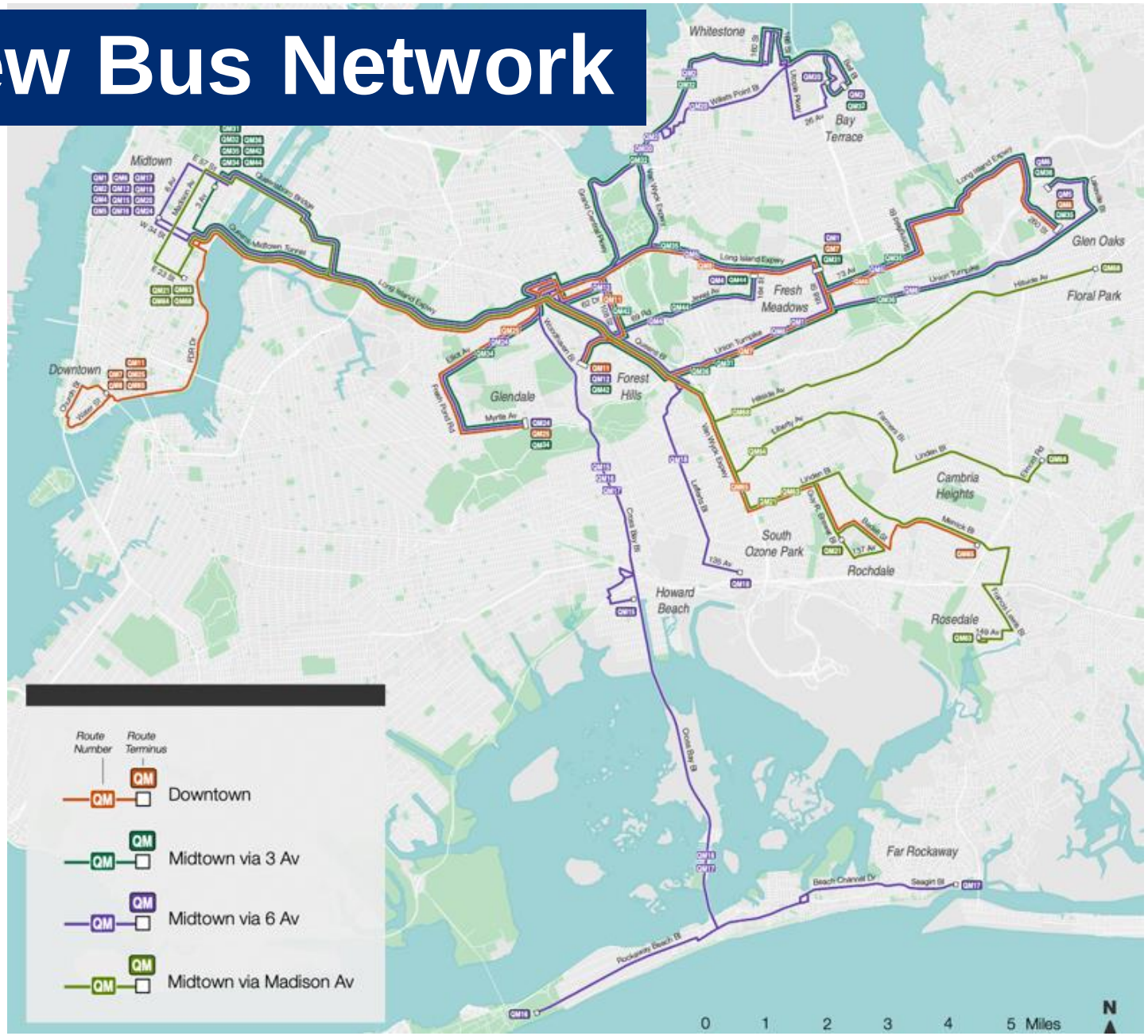
- Average stop spacing between 1/3 and 1/2 of a mile (1,742 and 2,640 feet)
- All day frequent service (most routes are 10 minutes-or-better between 6am and 9pm on weekdays)

Introducing the New Bus Network

Overview of the Proposed Express Bus Network Changes

Route Changes

- 1 new route (QM65)
- 1 route discontinued (QM3)
- 2 routes consolidated (QM10/QM40)
- 3 routes straightened (QM11/QM12/QM42)
- Removed variants
- Removed duplicative service where possible (e.g., Union Turnpike)
- All routes received stop balancing
- Routes color coded by Manhattan destination (3 Av/Madison/5 Av/6 Av/Downtown) on the network map
- All routes moved to LIE
- All downtown routes would now stop at E 34th St & 1st Av, near NYU Langone
- Most express routes have some proposed frequency and/or span reductions due to low ridership



How to read the Route Profiles

Service Type & Type of Change

Route Name & Description

Route Direction & Characteristics

Design Strategies

Proposed Route Summary

Proposed Frequency & Span

Feedback & Website Information

Route Map

LIMITED

☐ New Route ■ Routing Change ■ Schedule Change

Q25 Merrick Bl / Parsons Bl / Kissena Bl

associated existing routes: Q25, Q34

Northbound to Flushing

Southbound to Springfield Gardens

PROPOSED LENGTH
9.2 miles

AVERAGE STOP SPACING
Existing: **815 feet**
Proposed: **1312 feet**

PROPOSED CONNECTIONS

Bus
Q1, Q3, Q4, Q5, Q8, Q9, Q10, Q12, Q17, Q19, Q20, Q23, Q26, Q27, Q42, Q43, Q44-SBS, Q45, Q46, Q48, Q50, Q51, Q54, Q55, Q56, Q57, Q65, Q66, Q73, Q77, Q78, Q83, Q84, Q85, Q86, Q88, Q109, Q111, Q114, Q115

Train
7 7 7 7 7

LIRR

PROPOSED ROUTE SUMMARY

The proposed Q25 would be shortened in College Point and extended along Merrick Bl, creating a new frequent connection between southeast and northeast Queens via the Kissena Bl, Parsons Bl, and Merrick Bl corridors. At its northern end, the route would terminate on Linden Pl & 28 Av at the New York Times facility. Service in College Point would be provided by the proposed Q17. At its southern end, the route would be extended through Jamaica along Merrick Bl to Springfield Bl, and would become the primary service on Merrick Bl, allowing the proposed Q4, Q5, Q84, Q85, and Q86 to operate non-stop along the corridor. This creates a new direct connection from southeast Queens to Queens College and Flushing, avoids a layover in Jamaica, and makes use of the Jamaica Av, Archer Av, and Main St busways.

Route Improvements
- New connections
- Improved stop spacing
- Fills bus network gap
- Improved frequency
- Avoids congested terminals
- Priority Corridor*

As a Limited route, stops would be spaced slightly further apart than Local routes to improve speed and reliability, but still within reasonable walking distance.

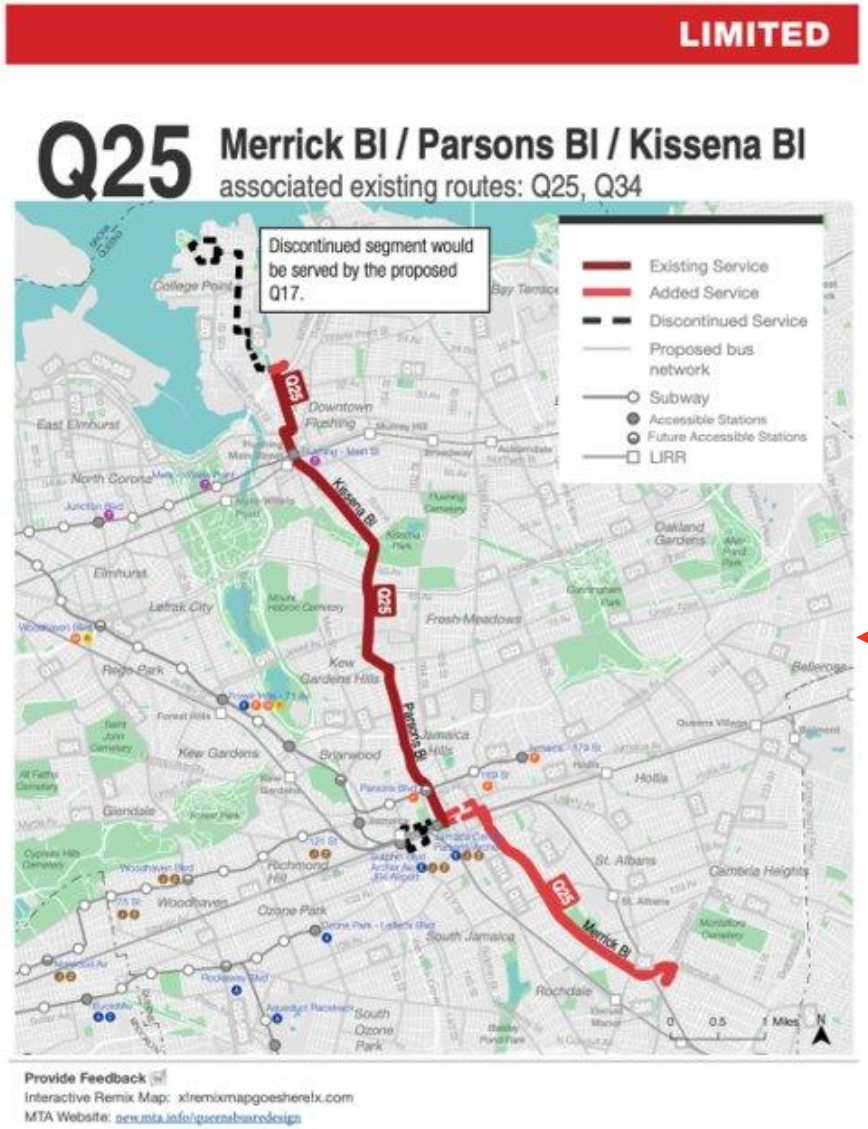
The proposed Q25 would be very frequent all day and would operate 24 hours on weekdays and weekends.

PROPOSED FREQUENCY & SPAN

		PEAK FREQUENCY**	OFF-PEAK FREQUENCY**	SPAN
WEEKDAY	EXISTING	5 or better	15 or better	24 hours
	PROPOSED	5 or better	10 or better	24 hours
SATURDAY	EXISTING	15 or better	15 or better	24 hours
	PROPOSED	15 or better	15 or better	24 hours
SUNDAY	EXISTING	30 or better	20 or better	24 hours
	PROPOSED	30 or better	20 or better	24 hours

* Learn more about Priority Corridors on page xx.
** Peak Frequency represents the minimum frequency during the AM and PM peak periods (6-9 AM and 4-7 PM). Off-Peak Frequency represents the minimum frequency at any point during the day (between 6 AM and 9 PM).

Provide Feedback
Interactive Remix Map: xlremixmapgoeshereIx.com
MTA Website: new.mta.info/queensbusredesign



Interborough Express

The MTA has prepared a feasibility study for the Interborough Express (IBX), which would be a new transit line connecting Queens and Brooklyn via an existing 14-mile freight corridor.

While we don't yet know the transit mode or potential station locations, the IBX would complement the Queens Bus Network Redesign by:

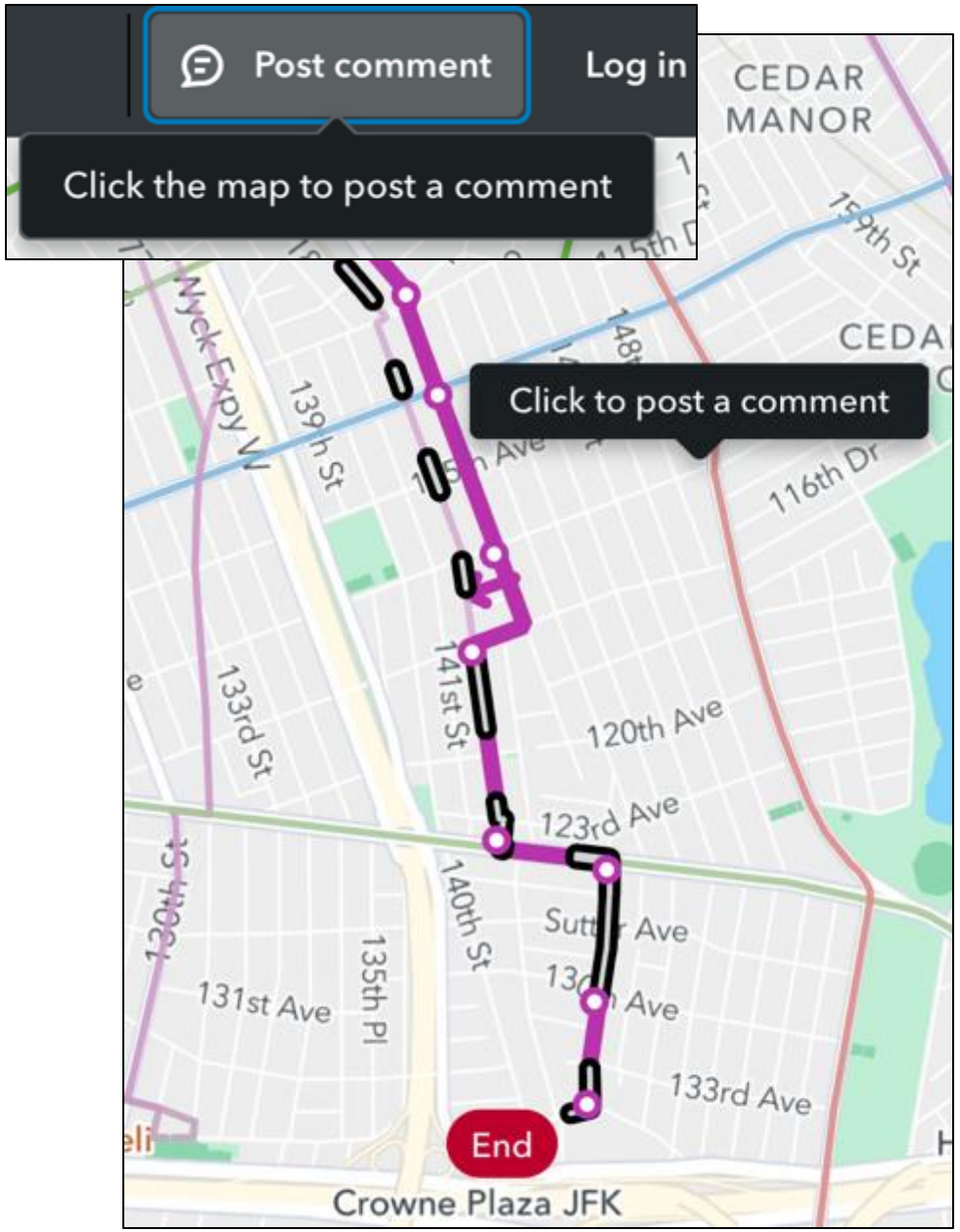
- Potentially connecting with a dozen or more Queens bus routes
- Providing a new north-south connection in a part of Queens that has mostly east-west bus routes
- Providing connections to South Brooklyn, which the Queens-Brooklyn interborough bus routes don't serve

We expect to begin the environmental review process in early 2023, and will be engaging with local communities throughout the process.

How to provide feedback

Customers can provide feedback through various means:

- At one of the 14 virtual public workshops (see next slide for schedule)
- Through Remix, a web-based interactive map
  - Customers can view all proposed routes and stops in detail, compare with the existing routes, and post comments in specific geographic locations
- Through our comment portal on the Queens Bus Network Redesign microsite **new.mta.info/queensbusredesign**



How to provide feedback – join a virtual workshop

14 Virtual Workshops by Community District

Community District	Neighborhoods	Date
CD 1	Astoria, Long Island City, Woodside	Monday, April 18th - 6:30 to 8:30 pm
CD 2	Hunters Point, Long Island City, Sunnyside, Woodside	Thursday, April 21st - 6:30 to 8:30 pm
CD 3	East Elmhurst, Jackson Heights, North Corona	Tuesday, April 26th - 6:30 to 8:30 pm
CD 4	Corona, Corona Heights, Elmhurst	Thursday, April 28th - 6:30 to 8:30 pm
CD 5	Ridgewood, Maspeth, Middle Village, Glendale, Fresh Pond, Liberty Park	Wednesday, May 4th - 6:30 to 8:30 pm
CD 6	Forest Hills, Rego Park	Thursday, May 5th - 6:30 to 8:30 pm
CD 7	Kissena Park, Flushing Meadows, Corona Park, Bay Terrace, College Point, Beechhurst, Queensborough Hill, Willets Point	Tuesday, May 10th - 6:30 to 8:30 pm
CD 8	Briarwood, Cunningham Heights, Flushing South, Fresh Meadows, Hillcrest, Hilltop Village, Holliswood, Jamaica Estates, Jamaica Hills, Kew Gardens, Pomonok, Utopia	Thursday, May 12th - 6:30 to 8:30 pm
CD 9	Richmond Hill, Woodhaven, Ozone Park, Kew Gardens	Monday, May 16th - 6:30 to 8:30 pm
CD 10	Howard Beach, Ozone Park, South Ozone Park, Richmond Hill, Tudor Village, Lindenwood	Wednesday, May 18th - 6:30 to 8:30 pm
CD 11	Bayside, Douglaston to Little Neck, Auburndale, East Flushing, Oakland Gardens, Hollis Hills	Tuesday, May 24th - 6:30 to 8:30 pm
CD 12	Jamaica, Hollis, St. Albans, South Ozone Park, Springfield Gardens	Thursday, May 26th - 6:30 to 8:30 pm
CD 13	Bellaire, Bellerose, Brookville, Cambria Heights, Floral Park, Glen Oaks, Laurelton, Meadowmere, North Shore Towers, Queens Village, Rosedale, Wayanda	Tuesday, May 31st - 6:30 to 8:30 pm
CD 14	Breezy Point, Belle Harbor, Neponsit, Arverne, Bayswater, Edgemere, Rockaway, Rockaway Park, Far Rockaway	Thursday, June 2nd - 6:30 to 8:30 pm

On-Street Outreach and Engagement Locations

NEW DRAFT PLAN

Queens Bus Network Redesign

Thank you

Project website:
new.mta.info/queensbusredesign