NEW DRAFT PLAN

Queens Bus Network Redesign

A reimagined plan, driven by customer feedback

March 29, 2022

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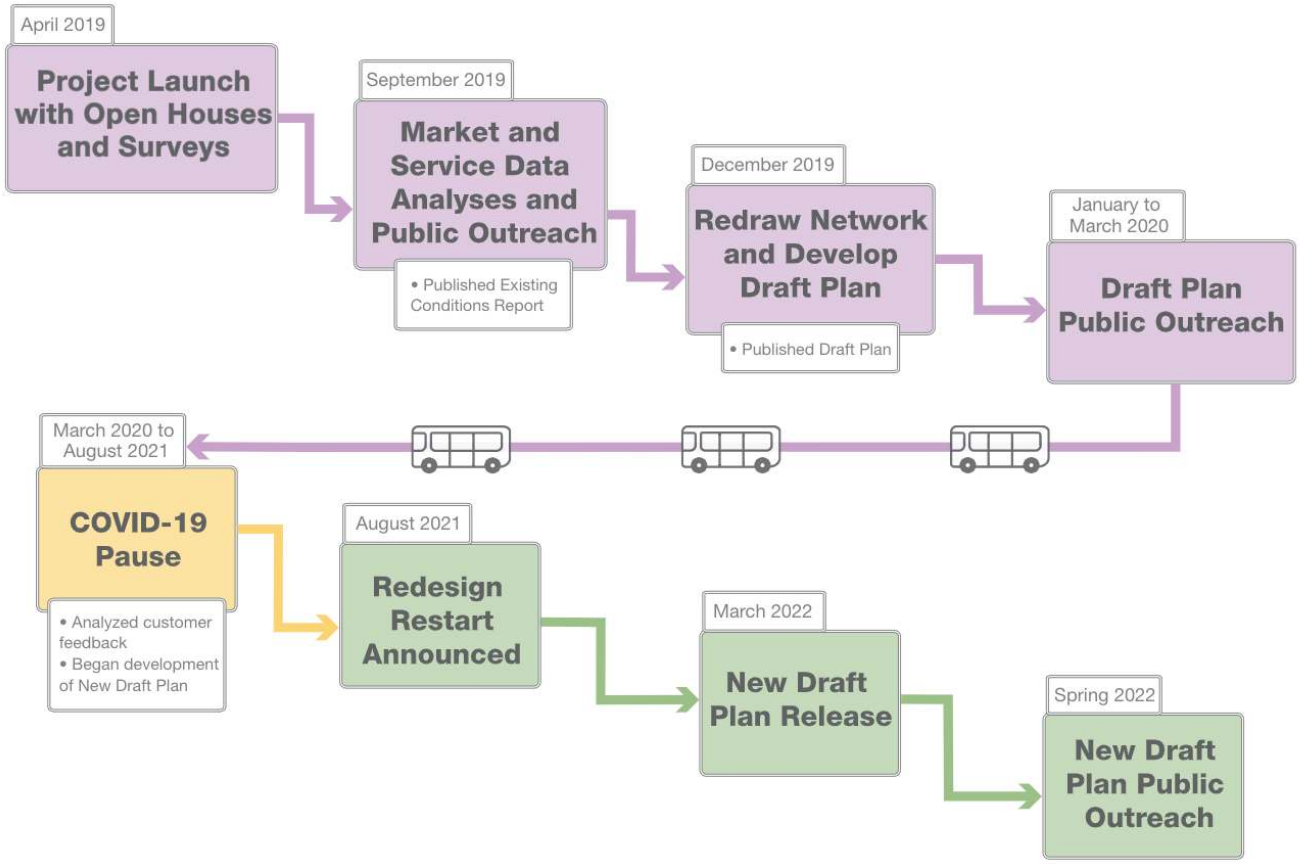
INTRODUCTION

The Queens Bus Network Redesign is part of the MTA's larger effort to comprehensively and holistically modernize New York City's bus network and improve bus service borough by borough. Over the last several decades, New York City has experienced a huge amount of growth and change, but the bus network has not kept up with the evolving needs of our customers. Meanwhile, bus ridership has decreased, buses have slowed down in ever-worsening traffic, and reliability has declined. The MTA has made modest, incremental changes to individual routes over the years, but a Bus Network Redesign is a rare opportunity to take a fresh look at the bus network comprehensively, with the goal of meeting customers' priorities: Reliable Service, Faster Travel, Better Connections, and Ease of Use.

This New Draft Plan introduces a proposed Queens Bus Network with routes, stops, and schedules that have been reimagined to meet the needs of current and future customers across the borough.

In this report, we will discuss how we got here, what we've heard from customers, and how we have integrated this feedback to arrive at our proposed network.

This spring the MTA will host a range of public meetings and workshops to gather additional input from customers and other Queens residents. Your invaluable input will inform and shape the Proposed Final Plan. This process is laid out in more detail within the report.



Project Status

What Has Happened So Far?

The Queens Bus Network Redesign project launched in April 2019, with the first public outreach efforts focused on surveying customers and hearing about their priorities for improving bus service in Queens. We surveyed customers both online and in-person, held nine open houses throughout Queens in May and June 2019, and conducted numerous on-street engagement events to help spread awareness of the project.

Following the public open houses, we continued to gather data and produced our Existing Conditions Report. The report was released in September 2019, and outlined key metrics such as population, employment, and demographic trends in Queens and analyzed how current bus service operates in the borough.

In December 2019, we released the Queens Bus Network Redesign Draft Plan that presented a reimagined bus network for Queens, with goals and strategies focusing on more reliable service, faster travel, better connections, and ease of use. For three months following the release, we conducted dozens of outreach events all over Queens, including workshops; open houses; community board presentations; briefings with elected officials, civic organizations, transit advocates, and other stakeholders; as well as direct outreach to customers at subway stations and bus hubs. Those efforts garnered over 11,000 comments before the project was paused.

In March 2020, as a result of the COVID-19 pandemic, we made the difficult decision to pause the bus network redesign initiative to ensure that resources were concentrated where needed most—specifically moving our essential workers as quickly and safely as possible to address the public health emergency.

In August 2021, MTA Chair and CEO Janno Lieber and New York City Transit Interim President Craig Cipriano joined former New York City Department of Transportation Commissioner Hank Gutman to announce many exciting bus initiatives, including the restart of the Bus Network Redesigns, with the Bronx local bus project resuming first and the Queens project coming up next.

Where Are We Now?

We are excited to restart the Queens Bus Network Redesign project with the **"New Draft Plan,"** a reimagined plan, driven by customer feedback. Given the unprecedented number of comments we received on the first Draft Plan, we decided to withdraw that proposal and instead restart the initiative by taking a fresh look at the Queens bus network through the lens of these customer comments. This is a New Draft Plan—not the Draft Plan that was released in December 2019. Throughout our extensive outreach efforts following the original Draft Plan release, we collected and heard highly constructive feedback from the public. Comments centered around the loss of certain key subway connections, incomplete schedule proposals, and wide bus stop spacing. Customers also had difficulty identifying their proposed route alternative due to the temporary "QT" labels. The most frequently mentioned routes included the Q49, Q53-SBS, Q32, Q33, and Q66; however, we received both positive and negative reactions on route proposals all throughout the borough. This feedback became the primary input for the development of the New Draft Plan.

In this plan, we have worked to address as many major customer concerns as possible, while still balancing tradeoffs and applying network redesign strategies to improve the bus network. We have carried over some of the well-received elements of the original Draft Plan but have focused more on strategies that would improve the existing bus network: proposing new route types, straightening routes, filling gaps in the bus network, creating new connections, strengthening interborough service, reallocating frequencies, right sizing the distance between bus stops, and simplifying the network. Yes, this is still an ambitious plan aimed at improving bus travel for Queens riders, but this reimagined version of the network will look a bit more familiar to you.

How Can You Provide Feedback?

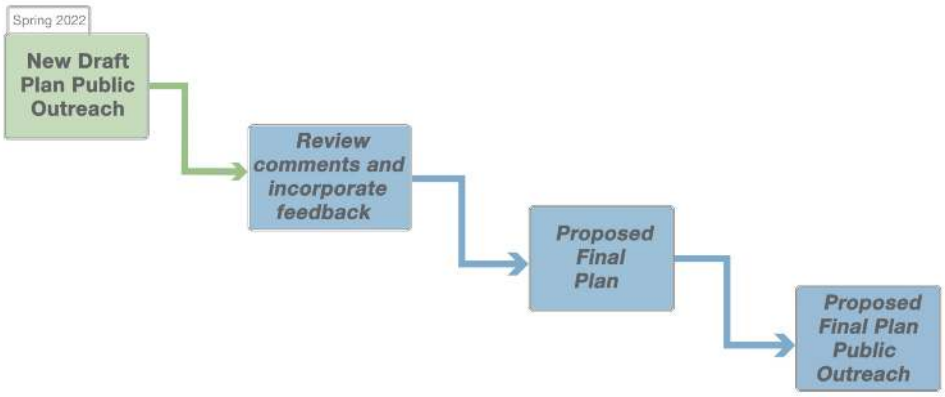
With the New Draft Plan, we are restarting our public outreach process from the beginning, with the goal of giving all Queens bus customers an opportunity to see the plan and provide feedback. Following the release of the plan, we will be holding 14 virtual public workshops for each Community District in Queens in Spring 2022.

The public workshops will provide customers with information about all the changes proposed in the New Draft Plan. Attendees will be able to share their questions, comments, and concerns regarding the proposed new routes and bus stop balancing proposals.

All customers are invited to comment on the New Draft Plan by visiting the Queens Bus Network Redesign microsite at https://new.mta.info/project/queens-bus-network-redesign and accessing our comment portal. Additionally, customers will have the opportunity to visualize the proposed network in detail in Remix, an interactive web-based mapping tool, which has a geographic commenting feature for route–specific comments. Links to both resources will be shared on the microsite as well as on each of the route profiles in this document. **Feedback from this round of outreach will be used to inform the Proposed Final Plan.**

What's Next?

The Proposed Final Plan will be released after completing the New Draft Plan outreach process and factoring in comments to inform any additional changes to the bus network. The Proposed Final Plan will be followed by another round of public outreach. We will hold public open houses to solicit a final round of feedback from customers regarding the Proposed Final Plan. We will also present the Proposed Final Plan to the Borough Board/District Service Cabinet and to community boards. The Proposed Final Plan will include draft bus timetables to allow customers to see how changes might impact their trip and will allow for additional comments and feedback before implementation occurs.



Why Redesign the Queens Bus Network?

The New Draft Plan is a fresh look at how we can improve the bus service we provide in Queens to benefit the greatest number of customers. Nearly 52 percent of Queens residents rely on public transit for their daily commutes and at least 11 percent commute primarily by bus. The Queens bus network has not substantially changed in decades and needs to evolve to meet the changing needs of our bus customers by providing shorter travel times and better connections. Over the years, we have made minor changes to the network, but have not kept pace with the major growth and change Queens is experiencing and will continue to see moving forward. There are many basic realities that indicate the need to redesign the Queens Bus Network, which are supported by all the comments we heard during public outreach, on-street engagement, and from our online survey.

A Note on the COVID-19 Pandemic and Data Used for the New Draft Plan

As a result of the COVID-19 Pandemic in 2020, ridership dropped significantly. These numbers are returning to pre-pandemic levels as time moves on and riders return to their daily activities. However, we did not want to redesign the bus network using pandemic-era figures. While the pandemic has required many of us to adjust our routines, Queens riders still need frequent and reliable bus service to get around the city, and they deserve a new and improved bus network that will continue to meet their current needs and their needs for years to come. To that end, we have used pre-pandemic ridership data (complementing the customer feedback mentioned in the previous section) to inform our proposals in the New Draft Plan. We can assure customers that the routing, bus stop, and frequency proposals in this plan will reflect the current and future needs of Queens riders.

Service Reliability

- Our customers told us that Queens buses are often slow and stuck in traffic.
- The On-Time Performance for Queens bus routes decreased by 12 percent from 2014 to 2018.
- Queens had a Customer Journey Time Performance (CJTP) of 70 percent prior to the pandemic; CJTP measures the percentage of trips successfully made not more than five minutes later than scheduled.
- As bus service becomes less reliable due to congestion, particularly in areas such as downtown Flushing and Jamaica, the effects are experienced by the majority of Queens bus customers.
- During the height of the pandemic, service reliability briefly improved due to less traffic on the roads; however, much of that congestion has since returned, and reliability has begun to decrease back to pre-pandemic levels.

Bus Speeds

- Prior to the pandemic, bus speeds had been declining systemwide for a number of years. Congestion, particularly in areas such as downtown Flushing and Jamaica, are an ongoing challenge to providing fast and reliable bus service for Queens residents and employees.
- In 2019, average bus speeds in Queens were the second highest of the five boroughs at 8.7 miles per hour (MPH), however that number is a 3.3 percent decrease from the average speed in 2015 (9.0 MPH). Even a small decrease in bus speed can have a cascading effect on a customer's overall travel time.
- Slower bus speeds reduce route reliability and decrease productivity, further deterring would-be customers from choosing to take the bus.
- Congestion is the leading cause of declining bus speeds and service reliability in Queens. It is often worse on key corridors and choke points, amplifying its detrimental effect on bus speeds, and in turn the reliability of bus service.
- During the height of the pandemic, bus speeds briefly increased due to less traffic on the roads; however, much of that congestion has since returned and bus speeds have begun to slow back down to pre-pandemic levels.

Ridership Decline

- Bus ridership in Queens fell 5.3 percent from 2014 to 2019—a decrease of about 40,000 average daily boardings.
- The decline in ridership can be attributed to a variety of factors, including slower bus speeds, decreased reliability, modal shifts to other transportation, including the subway and Transportation Network Companies (TNCs), and demographic changes.
- During the height of the pandemic, bus ridership in Queens fell to roughly 46 percent of pre-pandemic levels; however, ridership has slowly continued to recover as customers return to their daily activities.

How Are We Redesigning the Queens Bus Network?

Customers conveyed that taking the bus in Queens can be challenging. Wait times can be long, buses move slowly, and bus lanes are often blocked by double-parked vehicles, which creates added delay and travel time for customers. We want our customers to have faster and more reliable trips on our buses. To improve travel times and enhance connections across the borough, we plan to:

- Make bus routes simpler and more direct.
- Provide easy connections and frequent all-day bus service.
- Run more routes straight through downtown Flushing and Jamaica so that not all routes terminate in one area.

Below are some of the issue areas that we've focused on addressing in the redesign.

Connectivity

- While population and employment densities in Queens are concentrated largely along subway lines, many residences, community facilities, employment centers, and other key destinations are only accessible by bus (particularly in eastern Queens).
- Customers told us that they rely on multiple bus routes, subway lines, or commuter rail for their commutes. Improving connectivity at transfer locations is necessary to ensure customers have a quick and easy transition between buses and other public transit modes.

Bus Stop Balancing

- New York City has too many bus stops, resulting in shorter distances between stops than most other major cities. With an average of 805 feet between stops, buses are often stopping as frequently as every one or two blocks. In Queens, the average is slightly higher at 909 feet. Both are shorter than the distance between stops in international peer transit systems around the world, which typically range from 1,000 to 1,680 feet.
- When a bus stops more frequently along a route, exiting, stopping, and re-entering the flow of traffic, it loses speed, increases customers' travel time, and increases the chance of delays. By removing closely-spaced and under-utilized stops throughout Queens, buses can keep moving with the flow of traffic and get customers where they need to go faster.
- We have found that removing one stop saves about 20 seconds per trip. Over the course of a whole route, this can translate to a significant savings in the amount of time a customer spends on the bus.
- In the New Draft Plan, we've taken a more balanced approach to our bus stop spacing proposals. We've used multiple criteria to evaluate existing stops, such as route type (e.g., Local versus Limited; you can learn more on route types starting on page 50), ridership, distance from the previous stop, proximity to key destinations and transfer points, senior population and population with disabilities, ADA accessible stop conditions, and existing bus stop conditions (e.g., shelters, benches or other amenities).

- Though we have taken a more balanced approach to our bus stop proposals in this plan, the number of stops removed may still seem significant. This is due to several factors:
  - Straighter routes: fewer route diversions mean fewer stops are necessary.
  - More Limited routes without underlying locals: these new Limited routes have closer average stop spacing than our existing Limited routes, but stops are still spaced out far enough to speed up buses and improve reliability on major corridors.
  - More "through" routes in downtown Flushing & Jamaica: to reduce congestion, we have proposed several routes that travel through these congested downtowns instead of terminating there. This means fewer layover locations, fewer stops through these congested areas, and less need for multiple stops on one block.
- Customers should be assured that the bus stop balancing proposals in this plan are not final. Riders will have ample opportunity to comment on specific bus stops at our workshops or through one of our comment mechanisms on our website.

Accessibility

- The New York City bus fleet is fully accessible for people who use mobility devices and continues to provide safe and reliable service for our customers with disabilities, particularly in neighborhoods where there are no accessible subway stations.
- Approximately 11 percent of citywide bus customers are seniors or people with disabilities.
- As part of the Queens Bus Network Redesign, we have looked closely at areas with a high density of residents with disabilities, as identified by 2019 U.S. Census American Community Survey (ACS) data.
- We have streamlined routes and expanded connectivity to ADA-accessible subway stations and to stations identified for accessibility upgrades in the near future.
- We have filled gaps in the bus network to expand the reach of accessible public transportation.
- NYC DOT is coordinating with the MTA on improving the accessibility of bus stops in Queens and citywide. NYC DOT has launched a citywide bus stop accessibility study to identify stops with physical accessibility challenges that can be upgraded.
- We plan to increase the use of real-time information screens and improved digital announcements on buses to assist passengers with visual, hearing, or cognitive disabilities.

Bus Priority

- Customers told us that they want more frequent and reliable bus service in Queens.
- Bus priority not only speeds up buses, it makes them more reliable:
    - We heard from customers that even if buses are scheduled frequently, they need to arrive on time and be spaced apart evenly.
    - While improving speed is an important goal of this plan, faster buses don't help much unless they also arrive when expected.
- In addition to redesigning the Queens Bus Network, we are working together with NYC DOT to expand bus priority improvements on corridors throughout the city.
- We will work to prioritize buses on the street and use the full toolbox of bus priority measures, such as dedicated bus lanes, queue jumps, and transit signal priority.

Other Efforts That Support the Queens Bus Network Redesign

Collaborating with NYPD for Traffic Enforcement

- We continue to work closely with the New York City Police Department (NYPD) to expand traffic enforcement of bus lanes and reduce instances of double-parked vehicles blocking bus lanes and delaying bus service.
- We have committed to expanding the Automatic Bus Lane Enforcement (ABLE) initiative, which utilizes cameras to enforce bus lane rules.
- We will work with NYPD and NYC DOT to deploy Traffic Enforcement Agents to further address these issues.

Speeding Up Boarding with OMNY

- MTA's new fare payment system, OMNY, will help speed up bus boarding:
    - o First, tap readers have been installed on all buses to speed up the boarding process so buses spend less time waiting at stops.
    - o Second, we will introduce all-door boarding to allow customers to board the bus through any door after the MetroCard is retired.
    - o To learn more about the benefits of OMNY, please visit https://omny.info.
- The MTA Board approved a fare capping pilot program in December 2021. Beginning on February 28, 2022, this pilot program puts a cap on the dollar amount that customers need to pay within a single week:
    - o This pilot program makes fare payment more equitable throughout the system and supports the Bus Network Redesign by improving customers' freedom to travel throughout the system without having to worry about paying extra fares.
    - o To learn more about the fare capping pilot program, visit https://new.mta.info/fares/fare-capping-pilot-program.

Improve the Customer Experience

- We will continue to enhance the bus performance dashboard (http://busdashboard.mta.info) with industry-leading, customer-focused performance indicators.
- We will continue to install digital information screens on buses to provide ADA-compliant route and next stop information as well as service announcements.
- Real-time seat availability information is provided on all express buses and some local buses to show how full the bus is via web and mobile applications.
- We will continue working with NYC DOT and install more real-time "next bus" signs at bus stops and to ensure the accessibility of all bus stops.
- We will roll out improved real-time service alerts for express bus customers.

- We will provide proactive service management to identify and address operational issues before they cause a major service interruption.
- We are leveraging new technologies to improve communications and put real-time data at the fingertips of operators and service managers.
- We will continue to enhance our world-class bus fleet, evaluating new bus designs to expand service options, streamline passenger flow, increase capacity and comfort, and ensure reliability.
- We have committed to transitioning to a zero-emissions bus fleet to improve air quality and reduce greenhouse gas emissions by 2040.

Central Business District Tolling Program

- The implementation of Central Business District Tolling (CBDT), where vehicles are charged as they enter Manhattan south of 60th Street, will be an effective way to reduce congestion within the city and further encourage Queens residents and employees to seek out alternative means of transportation other than a private vehicle.
- CBDT will also provide the MTA with a new revenue source that will help to address budgetary issues and increase capital investment in bus service. Visit https://new.mta.info/project/CBDTP to learn more.
- In addition, since people will be discouraged from driving (particularly to and from the Central Business District) congestion will decrease and bus speeds and reliability will increase.

2020-2024 MTA Capital Program

- The 2020-2024 MTA Capital Program includes $54.8 billion of investments within the New York City region, many of which will improve bus service and support the bus network redesign.
- The 2020-24 Capital Plan's biggest priorities are to:
    - Upgrade stations and improve accessibility.
    - Invest in new buses and train cars.
    - Modernize signals on the busiest subway lines and commuter rail lines.
    - Build the region's megaprojects.
    - Keep bridges & tunnels in good working condition.
    - Keep the MTA's other infrastructure in good working condition.
- Visit https://new.mta.info/capital/2020CapitalProgram to learn more.

NYC DOT Queens Bus Priority Corridors

The NYC Streets Plan, https://www1.nyc.gov/html/dot/html/about/nyc-streets-plan.shtml released in December 2021, seeks to expand the rollout of bus priority street improvements and the improvement of bus stop amenities. NYC DOT is working collaboratively with MTA to meet those objectives as part of the Queens Bus Network Redesign.

As part of the NYC Streets Plan, NYC DOT identified key Queens corridors where bus priority street treatments can be implemented to better support sustainable, all-day bus service. The toolkit of potential improvements may include dedicated bus lanes, busways, queue jump intersections, transit signal priority, and other interventions, including pedestrian safety elements and physical accessibility upgrades of bus stops.

NYC DOT has conducted an analysis of major Queens corridors to identify streets where future bus priority treatments would have the greatest impact for Queens bus riders. The goal of this analysis is to prioritize streets for further study, planning, public outreach, design, and implementation of street interventions that improve bus rider travel times and complement a Bus Network Redesign.

NYC DOT identified bus priority corridors, in collaboration with the MTA, based on the following criteria:

- demand for bus service.
- bus performance.
- feasibility of implementing new street treatments, including traffic levels and street widths.
- the corridor's role in the transit network.
- neighborhood demographics and equity metrics.

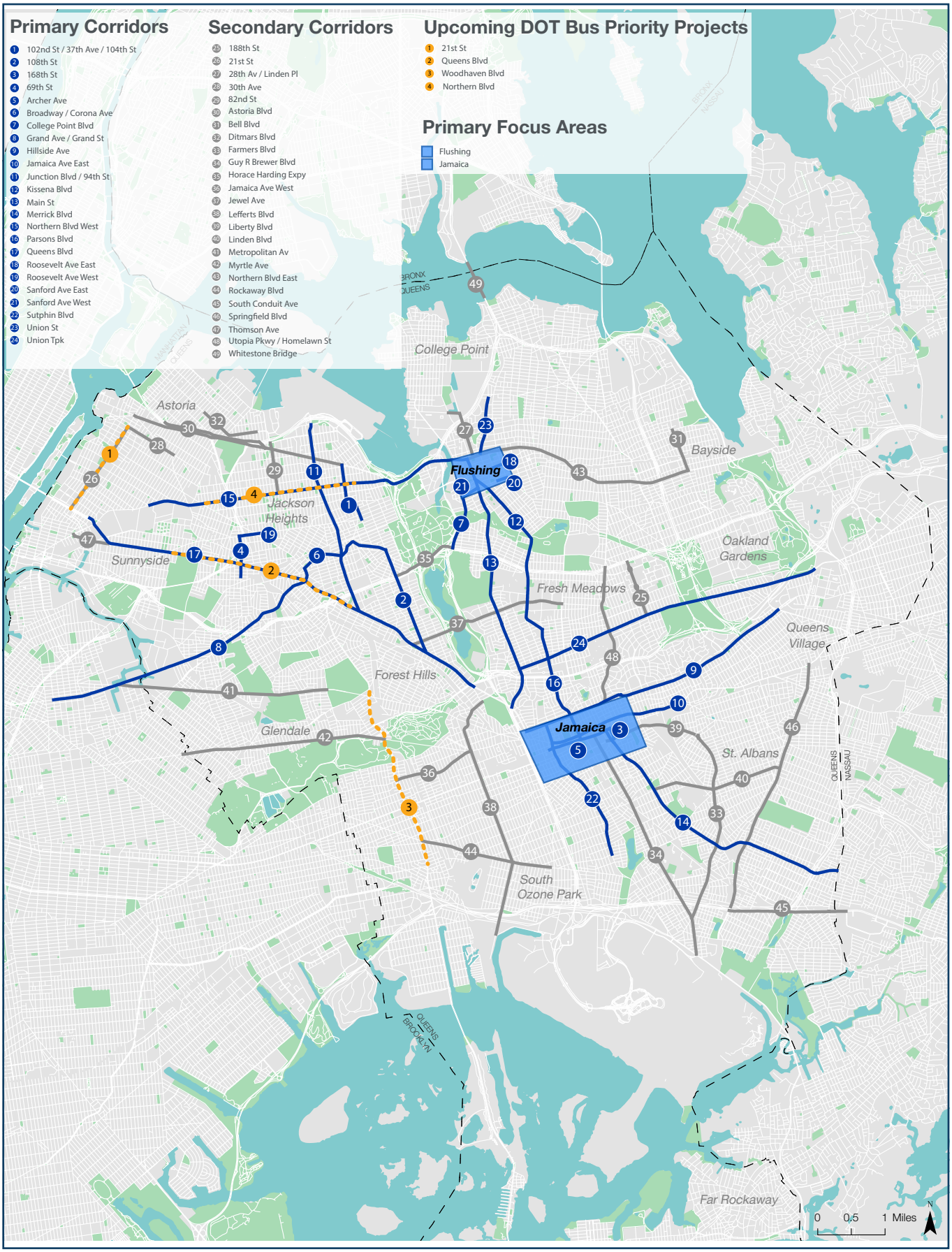
This process identified 49 corridors to be studied for potential bus priority street improvements, including 24 top ranked corridors.

The following corridors, listed alphabetically, ranked highest in the NYC DOT evaluation process:

- 102nd St / 37th Av / 104th St
- 108th Street
- 168th Street
- 69th Street
- Archer Avenue
- Broadway / Corona Avenue
- College Point Boulevard
- Grand Avenue / Grand Street
- Hillside Avenue
- Jamaica Avenue East
- Junction Boulevard / 94th Street
- Kissena Boulevard
- Main Street
- Merrick Boulevard
- Northern Boulevard West
- Parsons Boulevard
- Queens Boulevard
- Roosevelt Avenue East
- Roosevelt Avenue West
- Sanford Avenue East
- Sanford Avenue West
- Sutphin Boulevard
- Union Street
- Union Turnpike

These corridors will be evaluated and added to the work already underway at NYC DOT to evaluate and improve streets in Queens.

NYC DOT Queens Bus Priority Corridors



Ongoing NYC DOT Efforts to Improve Bus Service

In 2020 and 2021, NYC DOT completed bus priority improvements on Jamaica Avenue, Archer Avenue, Main Street, and Merrick Boulevard. In addition, NYC DOT is undertaking work on bus priority improvements to Woodhaven Boulevard, 21st Street, Northern Boulevard, and Queens Boulevard.

Jamaica Avenue and Archer Avenue Busway Pilots

Downtown Jamaica is a critical hub for Queens bus riders where more than 45 New York City Transit (NYCT), MTA Bus and NICE bus routes connect to the E, J, and Z subway lines and the Long Island Rail Road. However, because of traffic congestion buses only traveled at 5.7 to 6.1 MPH along Archer Avenue and 4.7 to 4.9 MPH on Jamaica Avenue during the PM peak periods. To address this, NYC DOT launched a transformative project in Downtown Jamaica on October 24, 2021 to improve the lives of 250,000 bus riders per day. As a part of a one year pilot, through traffic on Jamaica Avenue is limited to buses and trucks only from Sutphin Boulevard to 168th Street in both directions. On Archer Avenue, an eastbound double bus lane was added from 150th Street to 160th Street for MTA and NICE buses only. Both busways are in effect 24 hours a day, 7 days a week. NYC DOT and MTA have seen initial bus speed and travel time improvements as a result of the project and will continue to monitor throughout the one-year pilot.

Main Street Busway Pilot

In January 2021, NYC DOT launched the Main Street Busway Pilot, improving bus speed and reliability on Main Street in Flushing which is a hub for 173,000 bus riders in northeast Queens and a major transfer point to the 7 subway line resulting in improved bus speeds by up to 50%. Traffic is restricted to buses, trucks, and local traffic only on Main Street and Kissena Boulevard between Sanford Avenue and Northern Boulevard.

Woodhaven Boulevard

NYC DOT is pursuing capital projects on Woodhaven Blvd as part of the Q52/Q53 SBS improvement projects. Capital work is being conducted that will build out concrete pedestrian infrastructure access and create a full roadway alignment reconfiguration to support Bus Rapid Transit. Improvements include building out pedestrian spaces in concrete, neckdowns, construction of service roads, median bus stations, and dedicated main line bus lanes.

21st Street

NYC DOT is pursuing a Street Improvement Project on 21st Street from Queens Plaza North to Hoyt Avenue South. The 2022 project will install offset bus-only lanes to reduce travel times and increase reliability for 29,000 weekday bus riders. The bus lanes will also calm traffic on 21st Street and NYC DOT will directly address pedestrian safety by implementing median pedestrian refuge islands at key intersections, shortening pedestrian crossing distances and slowing turns.

Northern Boulevard

In 2022, NYC DOT will build on its important pedestrian safety and transit improvement work on Northern Blvd. This work will include full removal of the curbside travel lane during rush hour from Broadway to 114th Street and the addition of painted curb extensions to shorten crossing distances for pedestrians. To complement new stop spacing for the Q66 installed in 2021, NYC DOT is working on the next generation of bus priority upgrades on the corridor.

Queens Boulevard

NYC DOT has engaged in an extensive redesign of Queens Boulevard, from Roosevelt Avenue to Union Turnpike, to improve safety for all road users along this Vision Zero Priority Corridor. In 2023, bus stops will be moved from the service road to the mainline to improve bus speeds and provide upgraded bus stop amenities such as shelters and benches. Capital improvements will be made to accommodate pedestrian access to the new bus stops.

2. WHAT CUSTOMERS WANT

- What We Heard
- How We Addressed What We Heard
- Customer Priorities

What We Heard

Public Outreach Summary

Customer feedback from the original Draft Plan was crucial in the development of the New Draft Plan. From January to March 2020, we completed dozens of public outreach events, including workshops, Community Board presentations, elected official briefings, and presentations with other stakeholders. To bring awareness to the project, we marketed the Draft Plan through various means, from handing out brochures in key subway stations and bus transfer hubs to displaying updates on digital screens in buses and throughout the MTA system. We solicited comments on the plan at public meetings and via the MTA project website, Remix platform, and Twitter. Through these public outreach efforts, we received over 11,000 comments in three months—an unprecedented amount for any recent MTA project.

However, in late March 2020, the Bus Network Redesign initiative was put on pause due to the COVID-19 pandemic. During this time, the agency focused efforts on safely moving essential workers, addressing the most pressing needs of riders, and adapting to the continuously evolving situation. Then, in August 2021, the MTA and NYC DOT jointly announced the restart of the Bus Network Redesign projects along with several other new and improved bus initiatives. In December 2021, we officially announced the upcoming release of the New Draft Plan for Queens, which would be a reimagined plan, driven by customer feedback.

While the project was paused, we undertook a deep analysis of the 11,000+ comments we had received and summarized them, identifying key takeaways from each of the 14 Community Districts in Queens. Many comments were focused on the most controversial proposals, however we did receive both positive and negative reactions on route proposals all throughout the borough. This feedback became the primary input for the development of the New Draft Plan.

Key Takeaways from Our Outreach Efforts

Comments centered around six different issue areas:

- **Proposed routing changes** – customers were concerned with some of the proposed route realignments, shortenings, and extensions; customers also had difficulty identifying their proposed route alternative due to the temporary "QT" labels; the most frequently mentioned routing changes included those on the existing Q49, Q53-SBS, Q32, Q33, and Q66.
- **Connectivity issues** – customers were concerned with the loss of specific connections to major subway stations and other key destinations.
- **Proposed bus stop changes** – customers were concerned with unclear bus stop proposals due to "generalized" stop locations instead of specific stop locations showing wide spacing between bus stops.
- **Proposed schedule changes** – customers were concerned with unclear schedule proposals that appeared to show significant frequency or span reductions.
- **Accessibility issues** – customers were concerned with the loss of connections to ADA accessible subway stations and longer travel distance to bus stops.

- **Operational issues** – customers were concerned with some proposals to operate buses on problematic streets with issues such as double parking, narrow roadways, speed bumps, and congestion.

How We Addressed What We Heard

Proposals in the New Draft Plan are still focused on the four priorities we had identified from customer feedback through our initial surveys and open houses in 2019:

Reliable Service

Faster Travel

Better Connections

Ease of Use

However, we now have a wealth of information from the original Draft Plan outreach that we've used to better address customer needs and concerns, while still working towards these four customer priorities.

In developing the New Draft Plan, we have focused our efforts on the following strategies:

- Addressing as many major customer concerns as possible, starting with the six key takeaways listed in the previous section.

- Applying globally recognized bus network redesign strategies, such as straightening routes, filling gaps in the existing bus network, creating new connections, reallocating service frequencies, prioritizing buses in the urban environment, right sizing the distance between bus stops, and simplifying the network.

- Improving upon the existing bus network where possible, and proposing more ambitious changes where necessary.

- Carrying over some of the well-received elements of the original Draft Plan, such as the new route types, improved interborough service, and several of the improved routing changes.

- Balancing needs to maximize resources.

To address each of the key public outreach takeaways, we've:

- Looked at every major routing concern and proposed new route alternatives that address each concern.
- Dropped the temporary "QT" and "QMT" route labels, now utilizing existing "Q" labels where possible.
- Maintained key connections to subway stations and major destinations.
- Proposed new interborough connections between Brooklyn and Queens.
- Proposed specific bus stop locations and identified specific stop removals to achieve more realistic average bus stop spacing by route type, consistent with transit industry standards.
- Provided more transparent service frequency and span proposals with comparisons to existing frequencies and spans, showing whether there's an increase or decrease in proposed service.
- Maintained key connections to ADA Accessible subway stations and proposed new connections to both existing and future ADA Accessible subway stations.
- Proposed new service to fill gaps in the bus network, further improving accessibility of the network for all customers.
- Avoided routing buses through narrow and problematic streets.

Using these strategies, we believe we have proposed a new bus network that addresses many of the major customer concerns that we heard. However, the plan is not final. Redesigning an entire bus network is a collaborative process that involves customer feedback. That is why we are releasing a New Draft Plan and restarting our public outreach process. Through your feedback on this plan, we can balance network changes together and achieve a new bus network that works towards achieving the four customer priorities: Reliable Service, Faster Travel, Better Connections, and Ease of Use. The next section outlines specifically how several of these strategies relate to the four customer priorities. A Proposed Final Plan will be published later this year, incorporating your feedback on the New Draft Plan.

Customer Priorities

This section outlines the four different customer priorities that we heard during our initial outreach sessions at the start of the project. These four priorities represent the goals for the Queens Bus Network Redesign.

CUSTOMER PRIORITY ONE: RELIABLE SERVICE

On-Time Performance

How the proposed network improves on-time performance:

- Develops new route patterns to serve different customer travel patterns.
- Provides frequent service in high-demand areas to assist with overcrowding.
- Balances bus stop spacing, especially in congested areas so that buses aren't stuck entering/exiting traffic.

Bus Bunching

How the proposed network prevents buses from bunching together:

- Streamlines routing through busy areas like Flushing and Jamaica so buses do not get stuck at congested terminals.
- Eliminates inconsistent stopping patterns on the same route so that buses do not need to bypass each other (e.g., Local and Limited routes are separate, distinct routes).
- Avoids narrow streets to reduce choke points caused by congestion, double parking, or other inappropriate uses of public street space.

Overcrowding

How the proposed network improves overcrowding:

- Improves frequencies throughout the day.
- Shortens routes that are not trying to serve several communities or purposes at once.
- Balances bus stop spacing to reduce boarding and alighting delays that can lead to gaps in service and crowding.

CUSTOMER PRIORITY TWO: FASTER TRAVEL

Improving Travel Times

How the proposed network improves travel times:

- Shortens certain routes so that buses are not getting caught in traffic traversing long distances.
- Balances bus stop spacing so that buses are not constantly entering/exiting traffic.
- Develops new patterns of service that are designed to get people quickly to their destination.
- Avoids choke points in the street network.
- Eliminates route redundancy, particularly in congested areas, so that buses are not blocking each other.

CUSTOMER PRIORITY THREE: BETTER CONNECTIONS

Building a Connected Grid

How the proposed network builds better connections:

- Establishes a high-capacity/high-frequency core of routes with easy, quick connections.
- Creates new interborough connections between Queens, Brooklyn, the Bronx, and Manhattan.
- Balances bus stop spacing so that buses can stay on schedule and preserve connections to other routes.
- Avoids areas that create choke points and cause buses to arrive late at their destination.

CUSTOMER PRIORITY FOUR: EASE OF USE

Providing a Better Customer Experience

How the proposed network improves your ride:

- Creates easy transitions at transfer points.
- Straightens high-demand routes so that riders are not meandering across the city.
- Consolidates routes and smooths frequency so you can catch your bus without needing to memorize a timetable.
- Balances bus stop spacing which allows more stops to receive improved amenities.

Simplifying the Network

How the proposed network is easier to understand and use:

- Eliminates difficult to understand route alternatives so that riders know where their bus is going.
- Establishes new routes that run relatively straight to their destinations.
- Streamlines maps to clearly show you where we operate service.

3. CREATING THE NEW NETWORK

- Introduction to New Route Types
- Local Routes
- Rush Routes
- Limited Routes
- Crosstown Routes (SBS)
- Express Routes

CREATING THE NEW NETWORK

Route Types

We currently operate the following types of bus routes: Local, Limited, Select Bus Service (SBS), and Express. As they exist today, the maps do little to indicate what pattern of service each route provides in terms of frequency, stop spacing, and bus priority. The only ways to differentiate between the different route types and what purpose they serve are the branding for SBS routes, or the green color and "QM" or "X" prefix for the express routes.

To address these issues, we are utilizing different color-coded route types that were proposed in the original Draft Plan. In this plan, we are calling them Local, Limited, Rush, Crosstown (SBS), and Express. Each of these route types serve a particular purpose with different guidelines for stop spacing and service frequencies. Each route type was designed to match customer's stated needs of faster travel, better connections, reliability, and ease of use. When looking at a map, customers will be able to quickly determine how these routes meet their needs. In this chapter, we will examine these new solutions and describe what purpose each of them is intended to serve. For a look at how these route concepts translate into the larger Queens Bus Network, see the system map in the next chapter.

Route Labels

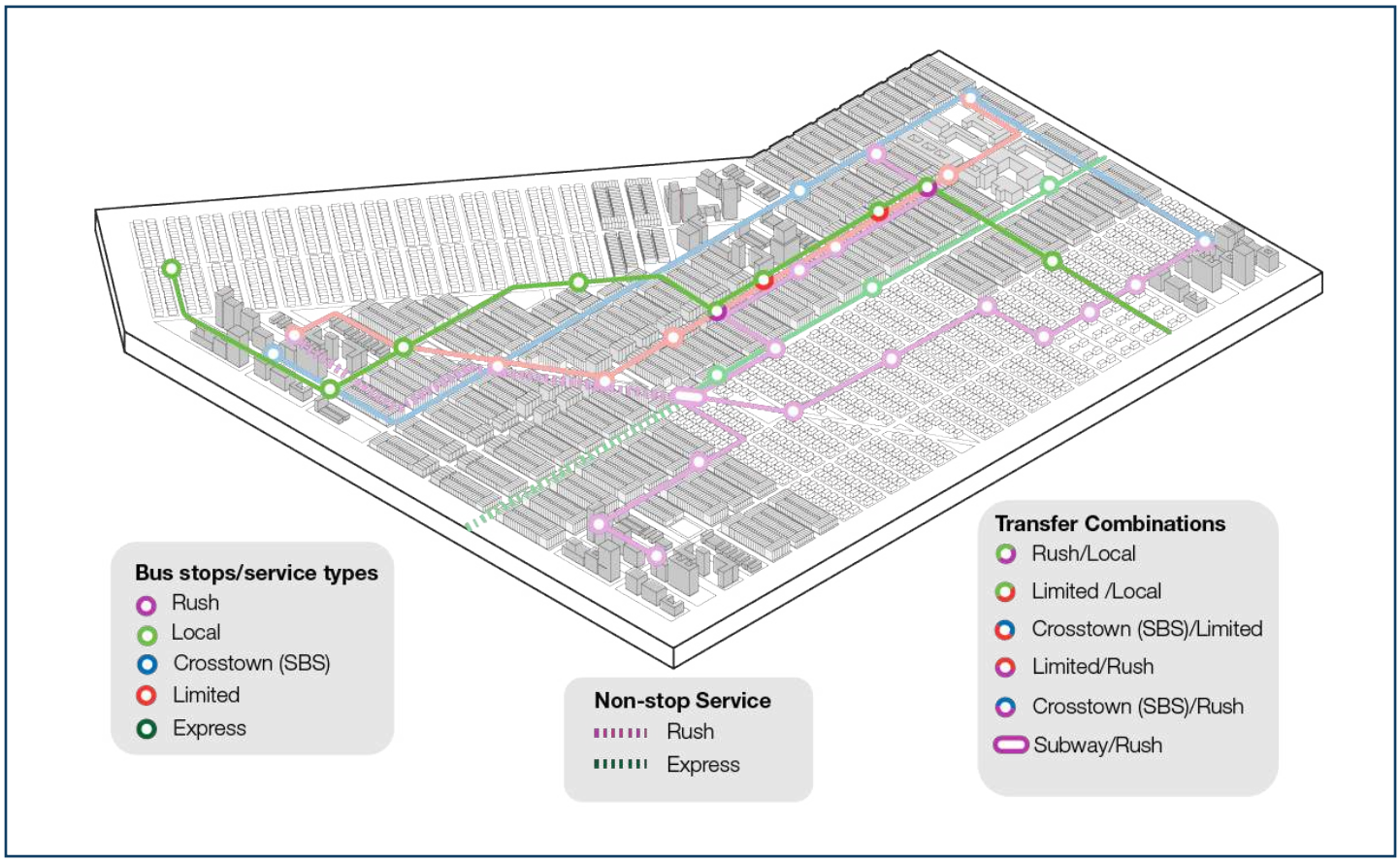
The original Draft Plan used the temporary route labels "QT" for local routes and "QMT" for express routes. The intent behind this was to promote these routes as new, distinct concepts that were independent of the existing network. However, this ended up creating confusion and became a barrier to understanding the changes, leading some customers to believe their service was being discontinued, when it was temporarily replaced by a new route label.

To avoid this confusion in the New Draft Plan, we have used existing "Q" labels where possible. If a proposed route looks much like an existing route, we have kept the existing route label. If a proposed route looks too different to assign it an existing label, we have given it a new Q number (e.g., the proposed Q14). You will also notice that some existing route labels are not in this plan. This doesn't mean that service is discontinued. In most cases, it is replaced by another existing or new "Q" route label.

FOUR ROUTE TYPES FOR LOCAL BUS SERVICE

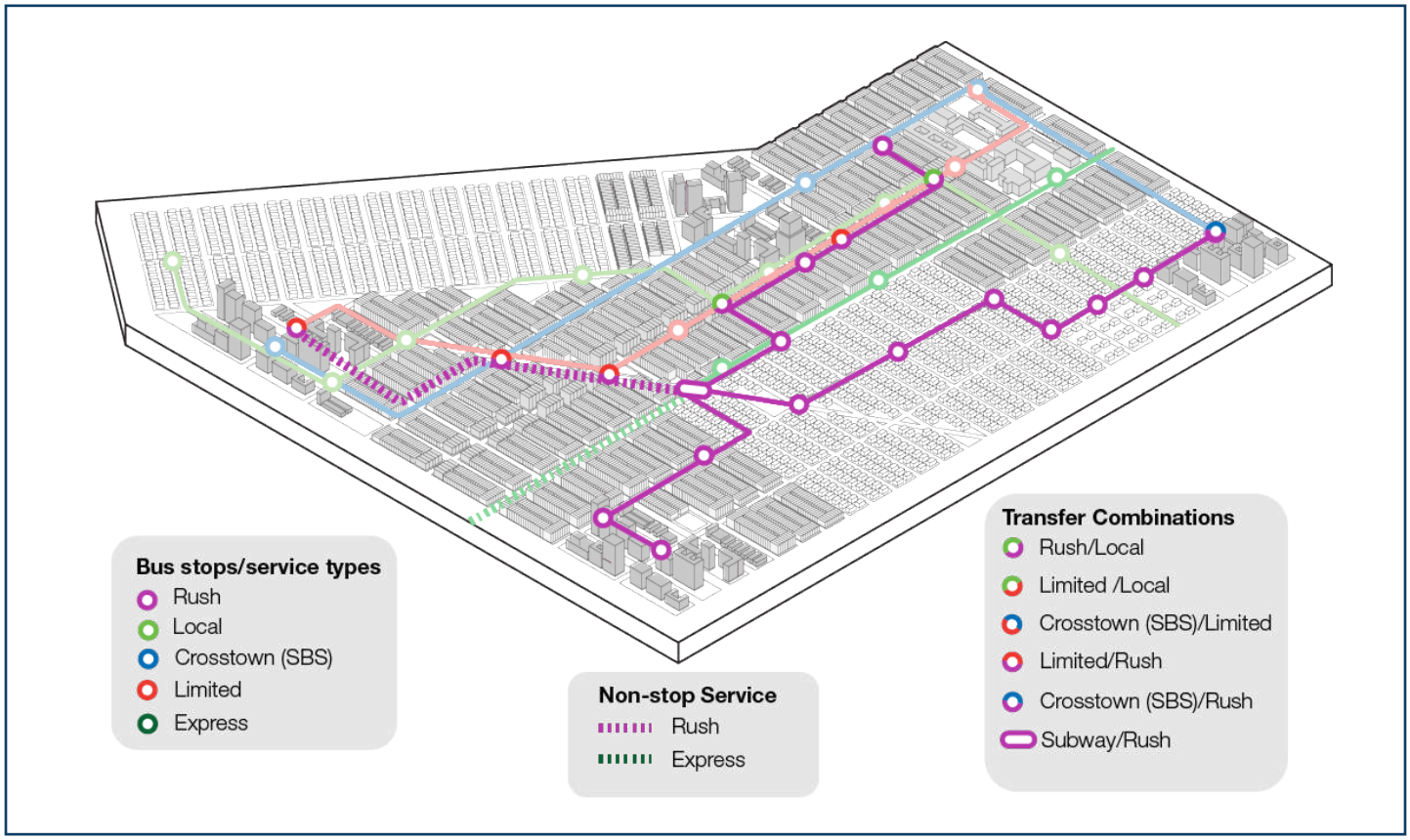
The following section shows four types of local bus routes used in the network redesign. Each type serves a function related to one of the customer priorities identified in the surveys. Each will be identified with a color.

ROUTE TYPE: LOCAL ROUTES



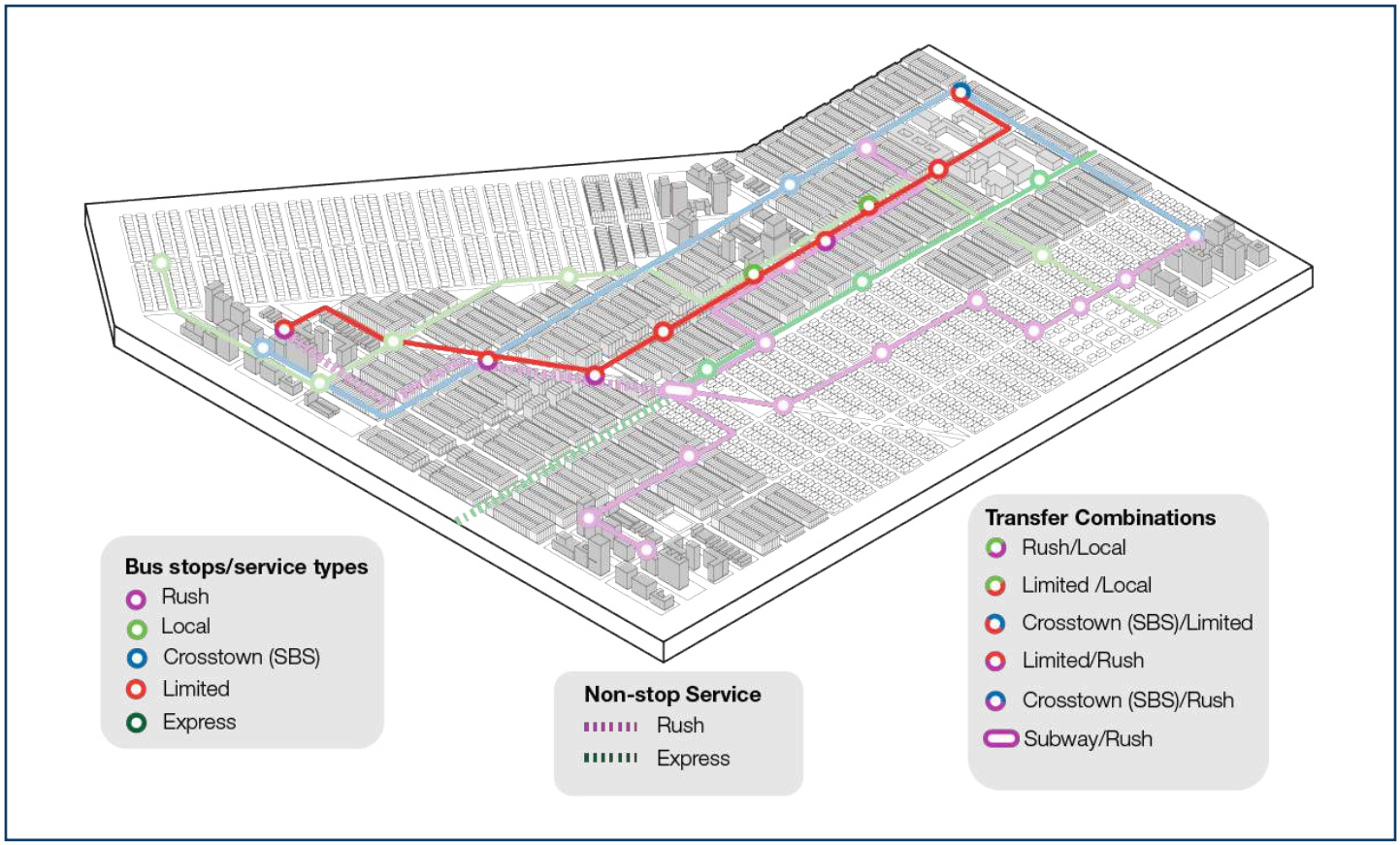
The purpose of Local routes is to connect local neighborhoods, key transit hubs, and important destinations. To easily recognize these routes on a map, they are shown in a green color. The three main priorities for this kind of route are reliable service, better connections, and ease of use. Service frequencies are typically driven by ridership demand. The average distance between stops on Local routes is between 1/5 and 1/4 of a mile (1,056 and 1,320 feet).

ROUTE TYPE: RUSH ROUTES



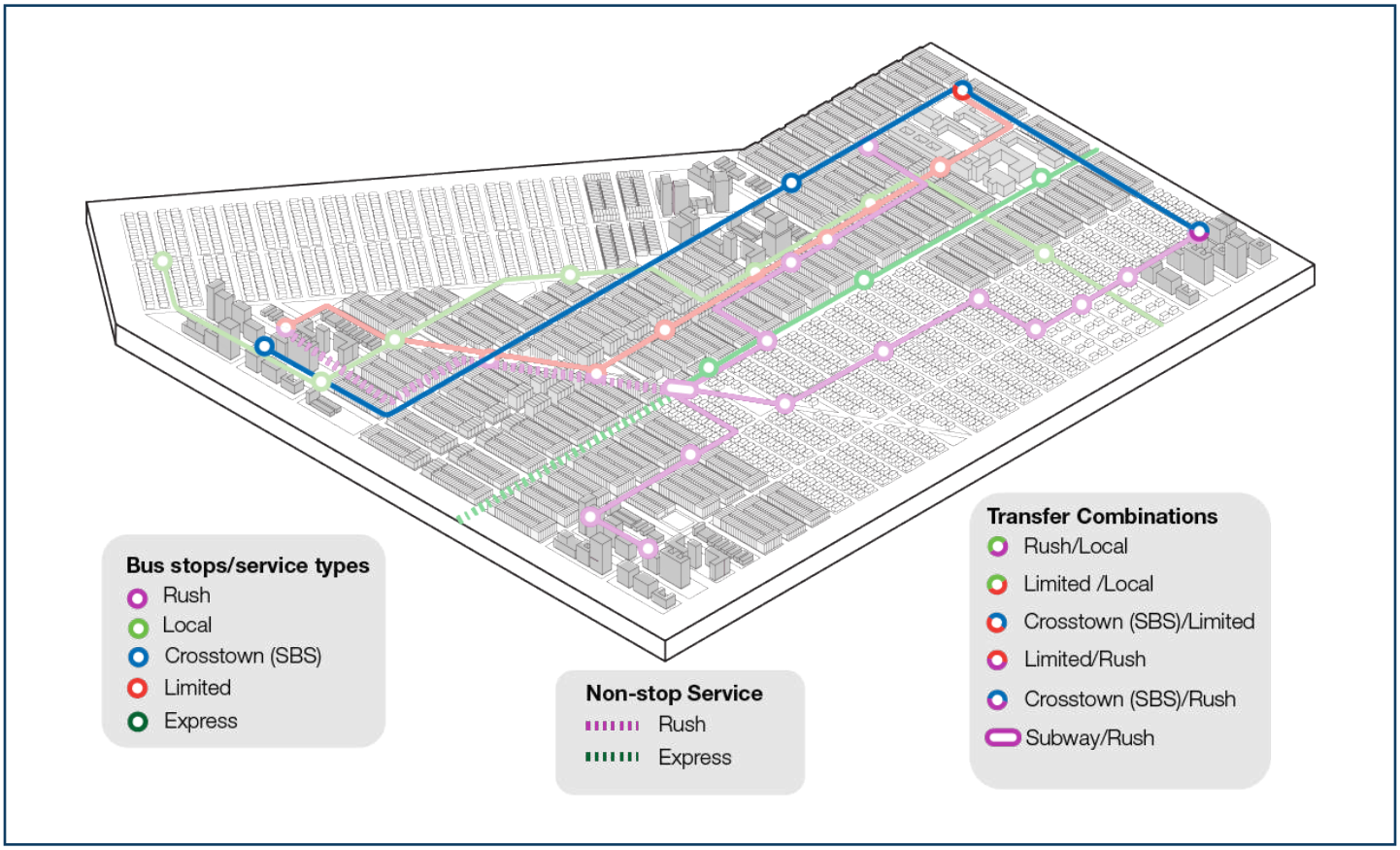
The purpose of Rush routes is to connect quickly between outer borough neighborhoods and subway stations. To easily recognize these routes on a map, they are shown in a purple color. These routes pick up locally and then skip as fast as possible into the subway, stopping only for major transfer opportunities and key destinations. Along these "non-stop" portions, most Rush routes have underlying service from Local or Limited routes. These routes are typically more frequent in the AM and PM weekday peak period. The three main priorities for this route type are faster travel, ease of use, and reliable service. The average distance between stops on Rush routes is approximately ¼ of a mile (1,320 feet) in the local neighborhoods served, not including the "non-stop" portions of the route on the way to the subway.

ROUTE TYPE: LIMITED ROUTES



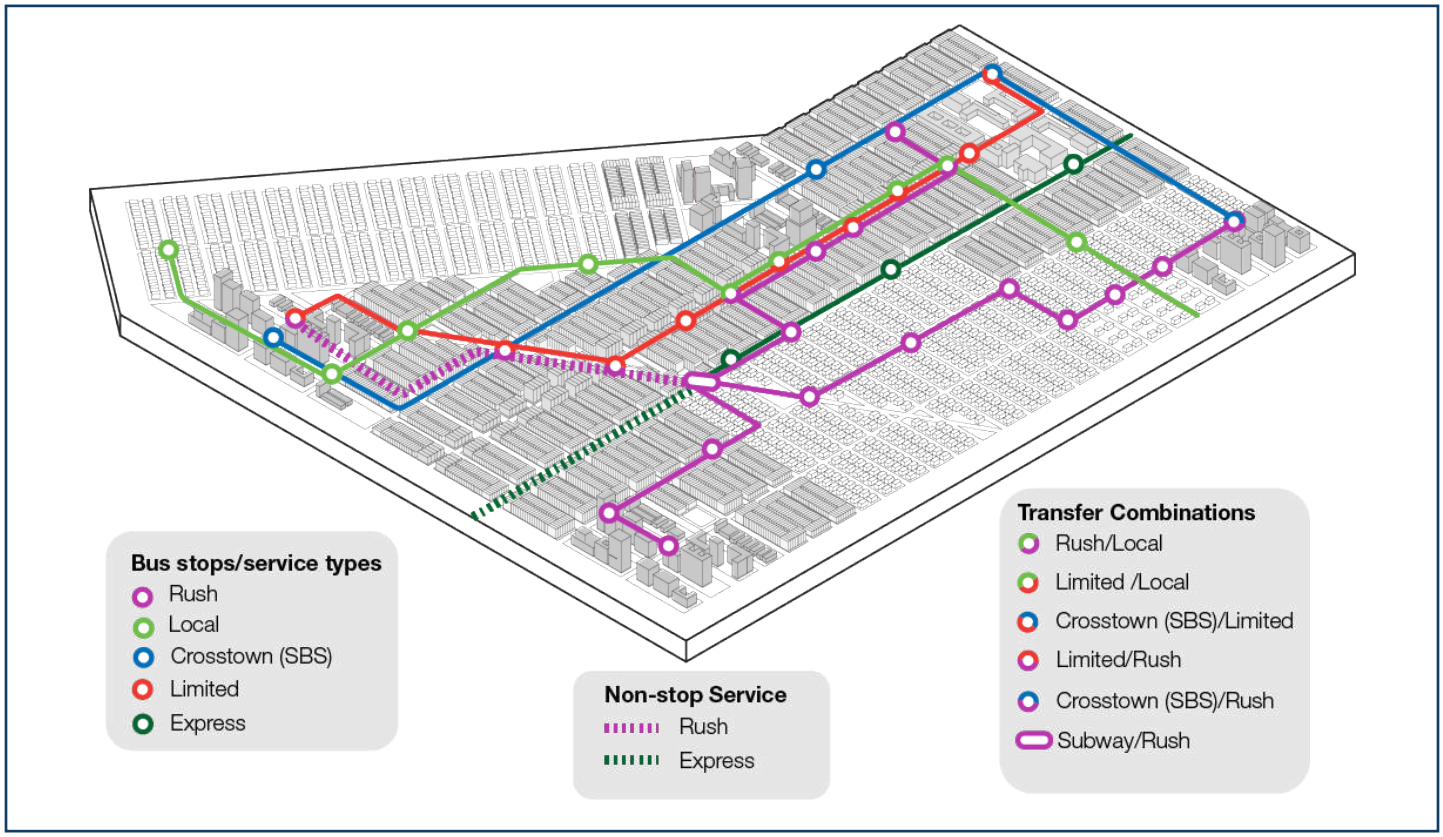
The purpose of Limited routes is to serve high demand corridors and connect quickly across the city. To easily recognize these routes on a map, they are shown in a red color. The three main priorities for this route type are faster travel, reliable service, and ease of use. These routes have slightly wider stop spacing than Local routes, but not as wide as Crosstown (SBS) routes, with stops located at high ridership locations and major transfer points. Service is frequent all day (10 minutes-or-better between 6:00 AM and 9:00 PM on weekdays). The average distance between stops on Limited routes is between 1/4 and 1/3 of a mile (1,320 and 1,742 feet).

ROUTE TYPE: CROSSTOWN (SBS) ROUTES



The purpose of Crosstown (SBS) routes is to connect across the city as fast as possible between several important destinations. To easily recognize these routes on a map, they are shown in a blue color. The three main priorities for this route type are better connections, faster travel, and ease of use. These routes have the widest bus stop spacing and most have all-day frequent service (between 6:00 AM and 9:00 PM on weekdays). Combined with Limited routes, they help form a high-frequency grid network. The average distance between stops on Crosstown (SBS) routes is between 1/3 and 1/2 half a mile (1,742 ft and 2,640 feet).

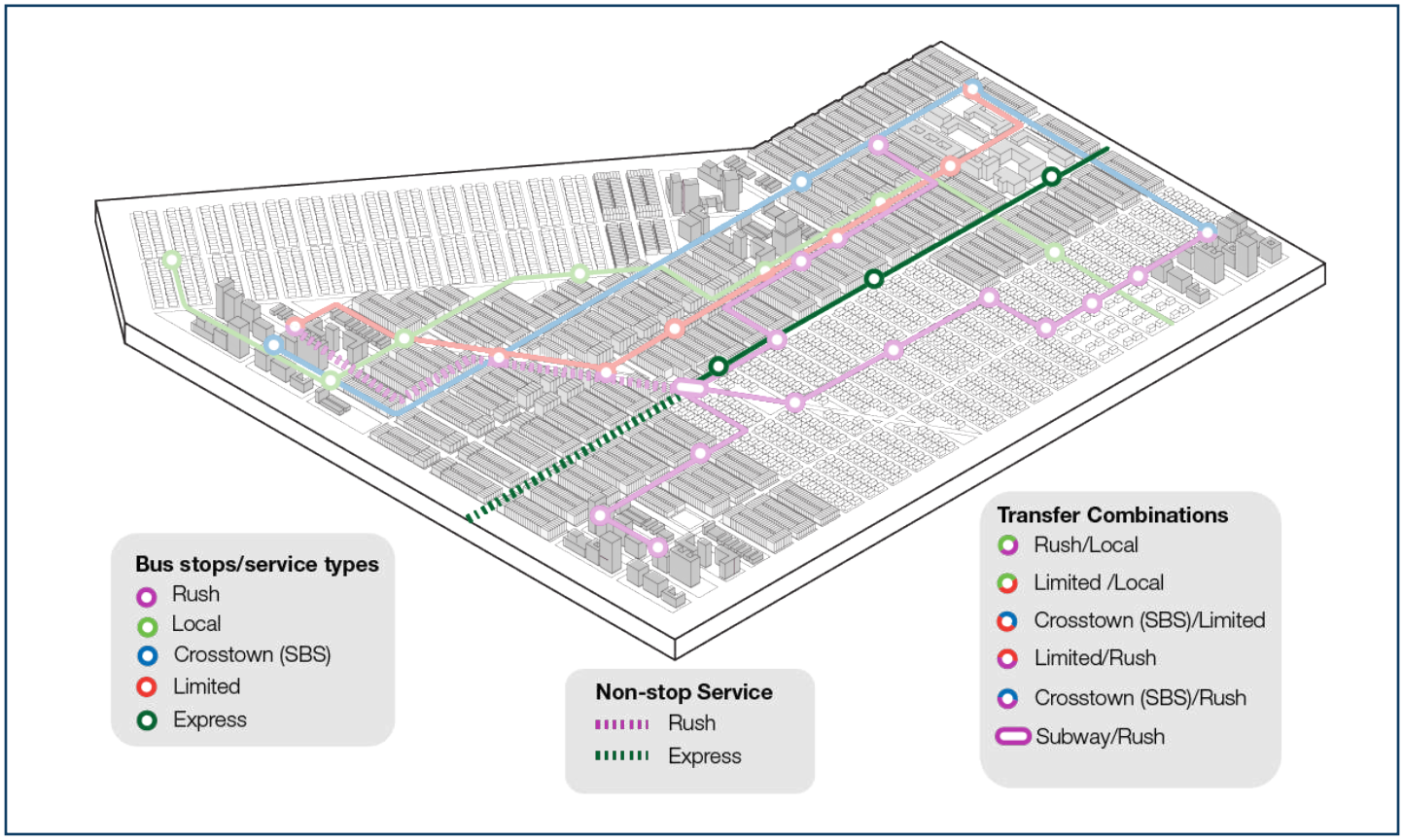
BUILDING A COHESIVE NEW LOCAL NETWORK WITH IMPROVED ROUTE TYPES



Using these different service concepts, we built a cohesive network to fulfill the different needs of our Queens customers. Some services traverse straight, long corridors, connecting several activity centers along the way, while other services are better suited to connect neighborhoods to major destinations.

This combination creates a network that works better as a whole, and that opens new opportunities to the residents and workers of Queens.

ROUTE TYPE: EXPRESS ROUTES

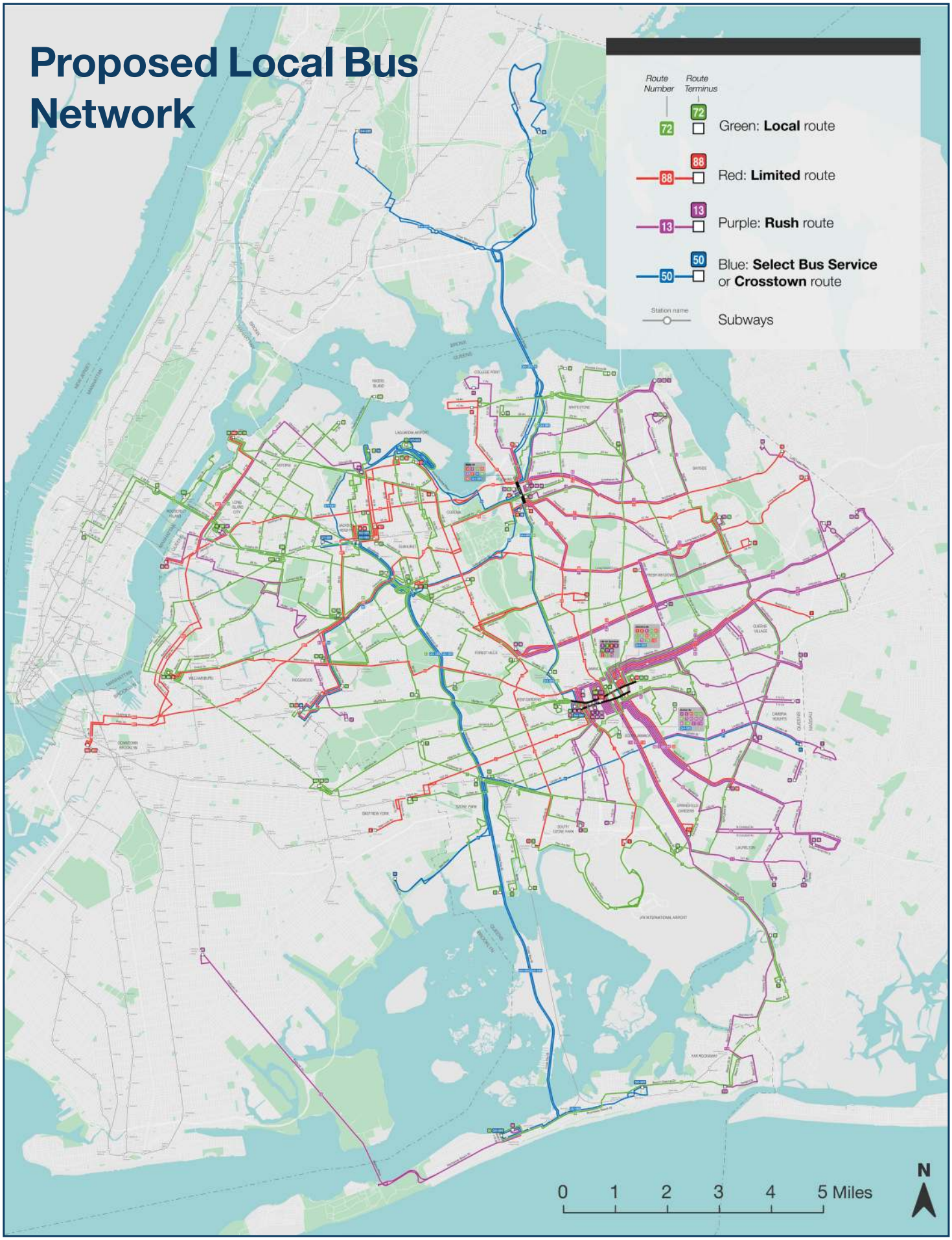


The purpose of Express routes is to connect neighborhoods in the outer boroughs to the central business district in Manhattan with a one-seat ride via the highway. Express routes use coach buses and have a higher fare than local routes due to the longer distance they travel and the higher operational cost. In the Express system map (shown in Chapter 4), we are showing the express routes in four different colors, each based on their Manhattan destination: purple for 6th Avenue, dark green for 3rd Avenue, light green for 5th Avenue and Madison Av, and orange for downtown. These routes mostly offer peak hour service with frequency based on ridership demand. The average distance between stops on Express routes is approximately 1/3 of a mile (1,742 feet) in the local neighborhoods served, not including the non-stop portions of the route on the highway.

4. INTRODUCING THE NEW NETWORK

- **Proposed Local Bus Network**
  - Summary of Proposed Changes
  - Route Improvements and Customer Benefits
  - Proposed Frequency Changes
  - Improved Interborough Service
- **Proposed Express Bus Network**
  - Summary of Proposed Changes
  - Proposed Frequency Changes
- **How to Provide Feedback**

Proposed Local Bus Network



Summary of Proposed Changes to the Local Bus Network

We are proposing a redesigned Local Bus Network with 85 routes. Each route has been assigned one of the four different route types described in the previous section and are broken down as follows:

- 35 Local Routes
- 27 Rush Routes
- 16 Limited Routes
- 7 Crosstown (SBS) Routes

Although the routes in the New Draft Plan will look more familiar to you, most of them still have some type of proposed change. The extent of these proposed changes varies on each route. Some routes have proposed extensions, some are realigned to serve other streets, some are shortened, some are combined with other routes, some are new routes, and some only have proposed stop changes.

Route Improvements and Customer Benefits

Each of these changes have been proposed to address the customer concerns discussed earlier in this plan and one or more of the Customer Priorities (Reliable Service, Faster Travel, Better Connections, and Ease of Use). We have utilized several different globally recognized network redesign strategies and improvements to achieve these priorities, which are described below. The following table summarizes the route improvements proposed for each route.

- More direct routing – route is straighter with fewer turns and fewer diversions.
- New connections – route creates new connections to subway stations, other bus routes, and/or key destinations.
- Fills bus network gap – route fills an existing gap in the bus network from one neighborhood to another.
- Improved stop spacing – route has fewer stops, meaning faster and more reliable service.
- Improved frequency – route has a proposed frequency increase.
- Fewer route patterns – route has fewer variations or branches (e.g., the proposed Q46 would only serve LIJ Hospital, while the proposed Q48 would only serve Glen Oaks).
- Avoids congested terminals – route avoids or passes through a congested area (i.e., Flushing and Jamaica), rather than terminating there.
- Avoids narrow streets – route avoids narrow streets with known issues such as double parking.
- Improved ADA access – route now serves an ADA accessible subway station or expands access to bus service where there are currently gaps.
- Priority Corridor – route operates on one of the key corridors identified by NYC DOT where bus priority street treatments would be implemented.

Route Improvements

Proposed Route	More direct routing	New connec-tions	Fills bus network gap	Improved stop spacing	Improved frequency	Fewer route patterns	Avoids congested terminals	Avoids narrow streets	Improved ADA access	Priority Corridor
Q1	x	x		x	x	x	x			x
Q2				x						x
Q3		x		x						x
Q4				x		x				x
Q5	x	x		x		x				x
Q7	x	x	x	x					x	x
Q8	x	x	x	x	x					
Q9		x		x						
Q10	x	x		x		x	x			x
Q11				x						
Q12	x	x	x	x						
Q13		x		x						
Q14	x	x	x	x						x
Q16		x		x		x	x			
Q17	x	x		x		x	x	x		x
Q18	x		x	x						
Q19	x	x		x	x	x	x			x
Q20	x	x		x		x	x			x
Q21		x		x	x					
Q22		x		x						
Q23	x	x	x	x	x		x			x
Q24				x						
Q25		x	x	x	x		x			x
Q26	x	x		x	x					
Q27	x	x		x	x	x	x	x		
Q28				x						
Q31	x	x	x	x	x				x	x
Q32				x						
Q33				x						x
Q35	x	x		x						
Q37	x			x						
Q38	x			x						
Q39	x	x		x						
Q40				x				x		
Q42		x		x			x		x	
Q43		x	x	x		x				x
Q44	x	x	x						x	x
Q45	x	x		x		x				x
Q46				x		x				x
Q47	x	x	x	x					x	x
Q48				x		x				x
Q49		x		x				x		
Q50	x	x	x		x		x		x	
Q51		x	x						x	
Q52		x							x	

Route Improvements

Proposed Route	More direct routing	New connec-tions	Fills bus network gap	Improved stop spacing	Improved frequency	Fewer route patterns	Avoids congested terminals	Avoids narrow streets	Improved ADA access	Priority Corridor
Q53							x			
Q54	x			x						x
Q55		x	x	x					x	x
Q56				x						
Q57	x	x	x	x			x			x
Q58	x	x		x		x				x
Q59	x	x		x						x
Q60				x						x
Q61	x	x		x		x				x
Q62	x	x		x		x				
Q63		x	x	x					x	x
Q65		x		x			x			
Q66	x	x	x	x					x	x
Q67	x	x		x	x					
Q68	x	x	x	x					x	
Q69		x		x						x
Q70										
Q72		x		x					x	x
Q73		x	x	x					x	
Q75		x		x		x				x
Q76	x	x		x						x
Q77				x						x
Q78	x	x	x	x					x	x
Q80	x	x		x						
Q82	x	x		x						x
Q83		x		x						x
Q84				x						x
Q85				x		x				x
Q86				x		x				x
Q88	x	x	x	x						
Q98	x	x		x		x				x
Q104	x	x		x						
Q105	x	x	x	x						
Q109	x	x	x	x					x	
Q111				x						x
Q114	x	x		x						x
Q115	x			x		x				x
B53		x	x	x					x	
B57	x	x	x	x	x				x	x
B62	x	x	x	x	x				x	x

Proposed Frequency Changes for a Better All-day Frequent Network

In addition to routing changes, we are also proposing frequency changes across the bus network. Some of these frequency changes are proposed to complement routing changes. Others are proposed to create a better all-day frequent grid network that gives customers more freedom to travel across the borough without having to look at a schedule. Additionally, the four different proposed route types make it easier for customers to understand how frequent their route will be based on their color.

The table on the next page summarizes the frequency changes we are proposing by route. This table shows the minimum frequency that customers should expect during the weekday peak and weekday off-peak hours. In this plan, morning peak hours are between 6:00 AM and 9:00 AM and evening peak hours are between 4:00 PM and 7:00 PM. As a reminder, the forthcoming Proposed Final Plan will show more detailed schedules, after we have received public feedback on this draft plan.

Proposed Local Route Frequency & Span Changes (weekdays only*)

Proposed Route	Existing		Proposed		Proposed Change in Operating Hours (span)
	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	
Q1	10 or better	15 or better	4 or better	8 or better	No
Q2	10 or better	15 or better	10 or better	15 or better	No
Q3	15 or better	20 or better	15 or better	20 or better	No
Q4	5 or better	12 or better	6 or better	15 or better	No
Q5	4 or better	8 or better	7 or better	15 or better	No
Q7	12 or better	20 or better	12 or better	20 or better	No
Q8	8 or better	15 or better	8 or better	10 or better	Yes
Q9	9 or better	15 or better	9 or better	15 or better	No
Q10	4 or better	7 or better	4 or better	7 or better	No
Q11	10 or better	30 or better	20 or better	30 or better	Yes
Q12	10 or better	10 or better	10 or better	10 or better	No
Q13	10 or better	12 or better	10 or better	12 or better	No
Q14	-		12 or better	20 or better	-
Q16	12 or better	20 or better	15 or better	20 or better	No
Q17	5 or better	9 or better	6 or better	10 or better	No
Q18	10 or better	30 or better	10 or better	30 or better	No
Q19	20 or better	30 or better	15 or better	30 or better	Yes
Q20	10 or better	12 or better	10 or better	12 or better	No
Q21	30 or better	30 or better	15 or better	20 or better	Yes
Q22	10 or better	15 or better	10 or better	15 or better	No
Q23	9 or better	10 or better	5 or better	10 or better	Yes
Q24	12 or better	20 or better	12 or better	20 or better	No
Q25	5 or better	15 or better	5 or better	10 or better	No
Q26	15 or better	60 or better	6 or better	8 or better	Yes

*See the individual route profiles for proposed weekend frequencies
**Peak frequency represents the minimum frequency during the weekday AM and PM peak periods (6-9 AM and 4-7 PM)
***Off-peak frequency represents the minimum frequency at any point during the weekday (between 6 AM and 9 PM)

Proposed frequency or span increase

Proposed frequency or span decrease

New route/new frequency and span proposal

Proposed Local Route Frequency & Span Changes (weekdays only*)

Proposed Route	Existing		Proposed		Proposed Change in Operating Hours (span)
	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	
Q27	5 or better	6 or better	5 or better	6 or better	No
Q28	9 or better	10 or better	9 or better	10 or better	No
Q31	20 or better	20 or better	8 or better	12 or better	Yes
Q32	12 or better	12 or better	12 or better	12 or better	No
Q33	8 or better	10 or better	8 or better	10 or better	No
Q35	12 or better	20 or better	12 or better	20 or better	No
Q37	7 or better	20 or better	7 or better	20 or better	No
Q38	15 or better	30 or better	15 or better	30 or better	No
Q39	12 or better	30 or better	12 or better	30 or better	Yes
Q40	9 or better	15 or better	9 or better	15 or better	No
Q42	20 or better	60 or better	20 or better	60 or better	Yes
Q43	6 or better	8 or better	8 or better	10 or better	No
Q44	8 or better	9 or better	8 or better	9 or better	No
Q45	-	-	20 or better	30 or better	-
Q46	4 or better	6 or better	8 or better	11 or better	No
Q47	12 or better	20 or better	12 or better	20 or better	No
Q48	-	-	8 or better	11 or better	-
Q49	5 or better	15 or better	5 or better	10 or better	Yes
Q50	15 or better	30 or better	10 or better	15 or better	Yes
Q51	-	-	10 or better	15 or better	-
Q52	15 or better	20 or better	15 or better	20 or better	No
Q53	10 or better	12 or better	10 or better	12 or better	No
Q54	12 or better	20 or better	10 or better	10 or better	No
Q55	10 or better	15 or better	10 or better	15 or better	No
Q56	12 or better	20 or better	12 or better	20 or better	No
Q57	-	-	7 or better	15 or better	-
Q58	4 or better	7 or better	6 or better	8 or better	No
Q59	15 or better	20 or better	15 or better	20 or better	No
Q60	10 or better	10 or better	10 or better	10 or better	No
Q61	-	-	20 or better	-	-
Q62	12 or better	20 or better	10 or better	10 or better	No

*See the individual route profiles for proposed weekend frequencies
**Peak frequency represents the minimum frequency during the weekday AM and PM peak periods (6-9 AM and 4-7 PM)
***Off-peak frequency represents the minimum frequency at any point during the weekday (between 6 AM and 9 PM)

Proposed frequency or span increase Proposed frequency or span decrease New route/new frequency and span proposal

Proposed Local Route Frequency & Span Changes (weekdays only*)

Proposed Route	Existing		Proposed		Proposed Change in Operating Hours (span)
	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	Minimum Peak Frequency**	Minimum Off-Peak Frequency***	
Q63	-	-	15 or better	20 or better	-
Q65	7 or better	12 or better	7 or better	12 or better	No
Q66	8 or better	10 or better	8 or better	10 or better	No
Q67	15 or better	60 or better	12 or better	30 or better	Yes
Q68	-	-	15 or better	30 or better	-
Q69	12 or better	15 or better	9 or better	15 or better	No
Q70	7 or better	10 or better	10 or better	10 or better	No
Q72	15 or better	20 or better	15 or better	20 or better	No
Q73	-	-	12 or better	20 or better	-
Q75	-	-	8 or better	9 or better	-
Q76	15 or better	20 or better	15 or better	20 or better	No
Q77	12 or better	30 or better	12 or better	30 or better	No
Q78	-	-	12 or better	20 or better	-
Q80	-	-	12 or better	20 or better	-
Q82	-	-	10 or better	15 or better	-
Q83	5 or better	10 or better	5 or better	10 or better	No
Q84	12 or better	15 or better	12 or better	15 or better	No
Q85	4 or better	9 or better	5 or better	12 or better	No
Q86	-	-	20 or better	24 or better	-
Q88	9 or better	15 or better	9 or better	10 or better	Yes
Q98	-	-	10 or better	10 or better	-
Q104	30 or better	30 or better	30 or better	30 or better	No
Q105	-	-	20 or better	30 or better	-
Q109	-	-	9 or better	15 or better	-
Q111	6 or better	9 or better	8 or better	12 or better	No
Q114	30 or better	30 or better	15 or better	20 or better	Yes
Q115	-	-	5 or better	9 or better	-
B53	-		15 or better	20 or better	-
B57	20 or better	30 or better	10 or better	10 or better	Yes
B62	12 or better	20 or better	10 or better	10 or better	No

*See the individual route profiles for proposed weekend frequencies
**Peak frequency represents the minimum frequency during the weekday AM and PM peak periods (6-9 AM and 4-7 PM)
***Off-peak frequency represents the minimum frequency at any point during the weekday (between 6 AM and 9 PM)

Proposed frequency or span increase

Proposed frequency or span decrease

New route/new frequency and span proposal

Improved Interborough Travel

One of the customer priorities for the Bus Network Redesign is to create better connections. This includes improving interborough bus connections between Queens, Brooklyn, the Bronx, and Manhattan. In the New Draft Plan, we have proposed new route patterns that offer several direct connections between Queens and other boroughs. We have worked with both the Bronx Bus Network Redesign and Brooklyn Bus Network Redesign teams to coordinate proposals to improve interborough service.

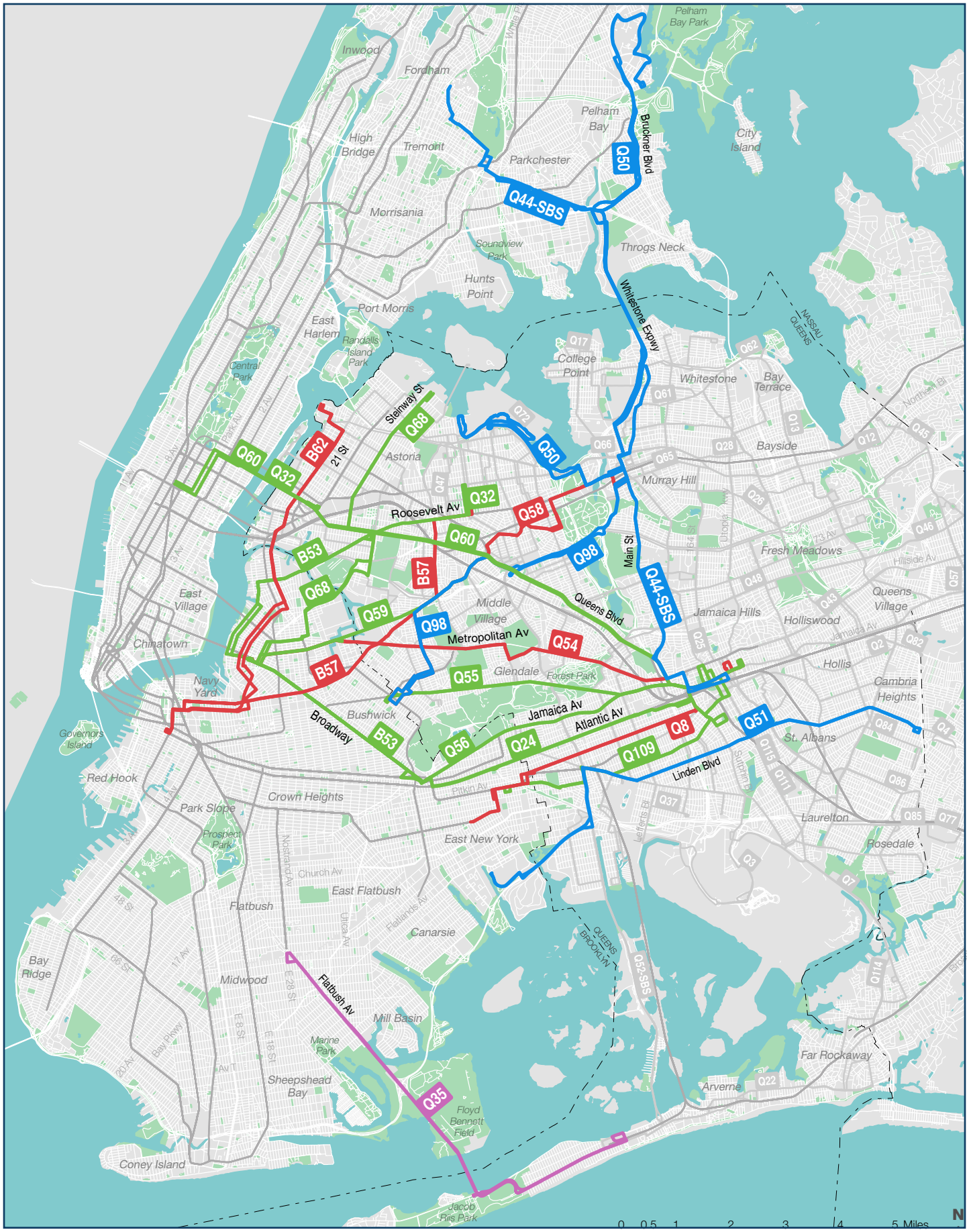
A Note on Queens-Brooklyn "Interborough Service" and the Bus Network Redesign Process

"Interborough service" is exactly what is sounds like – bus service that can take a customer from one borough into another without transferring to another route or mode. As any New Yorker knows, Queens shares a landmass with Brooklyn and we have often heard that traveling by bus between the two boroughs is difficult. To address this issue, the Queens and Brooklyn Bus Network Redesign teams have put in a concerted effort to improve bus travel between these two boroughs. We are sharing these improved Brooklyn-to-Queens interborough routes in this proposal. However, these changes, if adopted, will affect both Brooklyn and Queens riders. Therefore, we will give riders from both boroughs a chance to weigh in on these new connections.

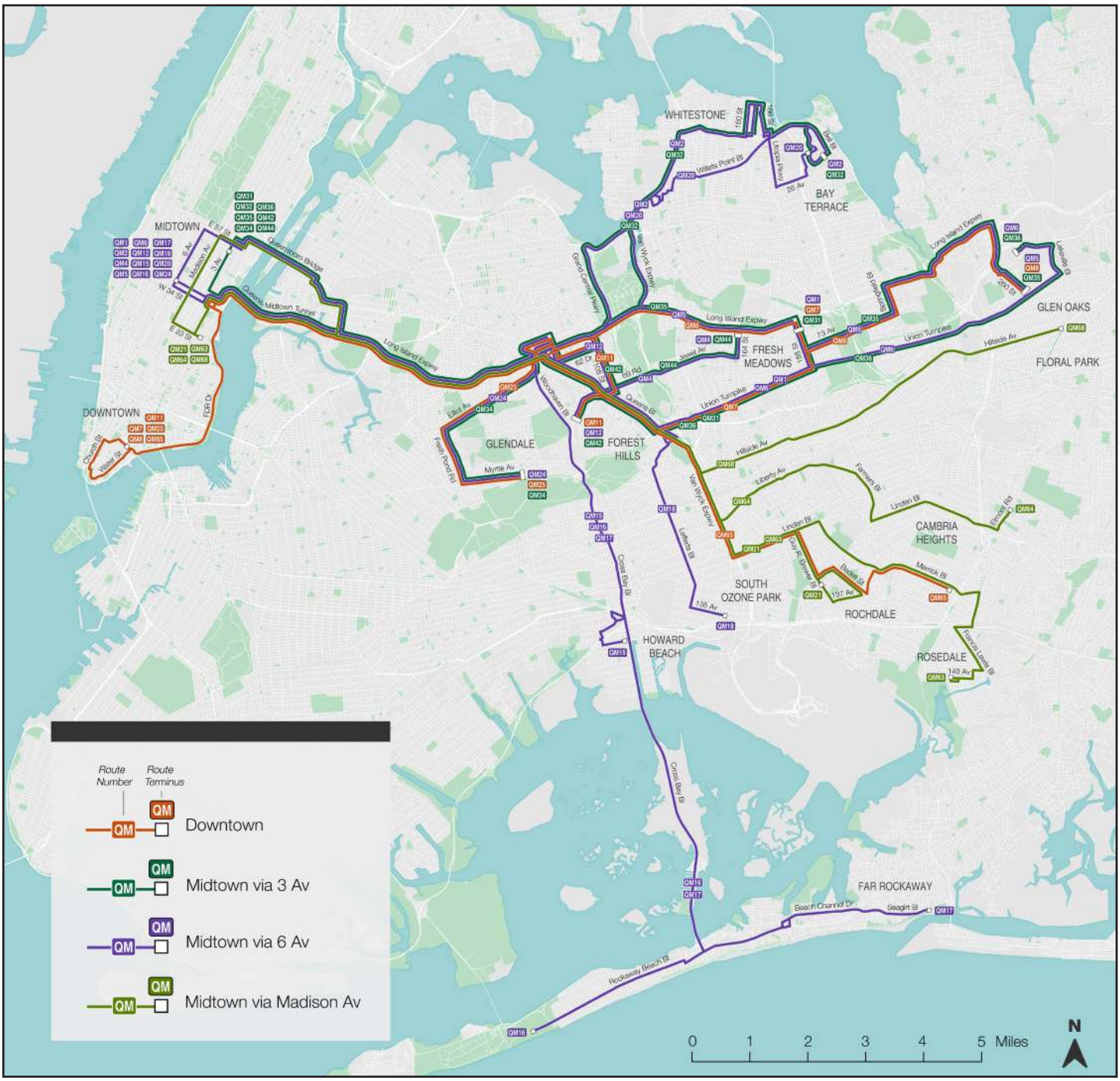
To that end, the interborough routes with routing changes in Brooklyn will also be in the upcoming Brooklyn Bus Network Redesign Draft Plan. On some of the interborough routes, you will see proposed changes in Brooklyn, including discontinued route segments. We want to assure customers that these discontinued portions will be replaced in some capacity by new proposals in the forthcoming Brooklyn Bus Network Redesign Draft Plan. Areas showing discontinued segments will still have service, though it may look a little different than today. These route proposals will not be considered "final" until both Brooklyn and Queens customers have had opportunities to voice their opinions as part of both plans.

Customers are encouraged to submit their feedback through either our comment portal or via Remix. More information on how to give feedback is provided in the next section.

Proposed Interborough Routes



Proposed Express Bus Network



Summary of Proposed Changes to the Express Bus Network

The Express bus network has been redesigned to better fit existing ridership patterns, eliminate under-used portions of the network, and provide new opportunities for access from different parts of Queens into Manhattan. While most of the proposed Express routes will look familiar to you, some have proposed changes to provide more direct and efficient service to and from Manhattan.

Here is a summary of the proposed changes to the Express network:

We are proposing a total of 28 express routes:

We are proposing one new express route, serving southeast Queens, from Springfield Gardens and Rochdale to downtown Manhattan.

We are proposing to discontinue the QM3 due to low ridership.

We are proposing to retire the QM10 and QM40 route labels to consolidate service into three streamlined and more direct routes: the proposed QM11, QM12, and QM42.

- We have proposed to eliminate duplicative service for routes that travel along Union Turnpike west of 188th Street, bringing those routes onto the highway faster.
- We have removed different service patterns, also known as variants, on routes such as the existing X68, so customers can board the correct bus with confidence.
- All routes that travel along Northern Blvd or Queens Blvd have been realigned to the Long Island Expressway, with the goals of reducing congestion on the local streets and providing a faster trip for bus customers.
- All routes have some proposed bus stop eliminations at low ridership stops to improve bus speed and reliability.
- Routes on the Express map are color-coded by their Manhattan destination to improve legibility and ease of use: purple for 6th Avenue, dark green for 3rd Avenue, light green for 5th Avenue and Madison Av, and orange for downtown.

Proposed Express Route Frequency Changes

We are also proposing frequency and service span changes to express routes. While some express routes operate near capacity on some trips, many trips are underutilized, especially during the weekday middays, and on weekends. We are proposing to reduce service where ridership is the lowest so we can reinvest the service where it is most needed. The table below summarizes our frequency proposals for express routes.

Proposed Express Route Frequency & Span Changes (weekdays only)*

Proposed Route	Manhattan-bound (Westbound)				Queens-bound (Eastbound)				Proposed Change in Operating Hours (span)
	Existing		Proposed		Existing		Proposed		
	Average Peak Frequency**	Average Midday Frequency***	Average Peak Frequency**	Average Midday Frequency***	Average Peak Frequency**	Average Midday Frequency***	Average Peak Frequency**	Average Midday Frequency***	
QM1	20	-	23	60	26	-	26	60	Yes
QM2	12	30	14	60	15	30	16	60	No
QM4	23	60	26	-	30	60	30	-	Yes
QM5	12	30	20	60	12	30	20	60	No
QM6	16	60	20	90	26	60	30	90	No
QM7	11	-	11	-	26	-	26	-	No
QM8	15	-	15	-	18	-	20	-	No
QM11	18	-	23	-	26	-	37	-	No
QM12	26	-	37	-	30	-	36	-	No
QM15	9	60	11	90	13	60	18	90	No
QM16	15	-	15	-	23	-	31	-	No
QM17	26	-	26	-	26	-	37	-	No
QM18	36	-	36	-	36	-	36	-	No
QM20	11	30	13	-	14	30	18	-	Yes
QM21	30	-	45	-	30	-	30	-	No
QM24	14	-	17	-	30	-	30	-	No
QM25	18	-	20	-	30	-	30	-	No
QM31	20	-	26	-	30	-	36	-	No
QM32	16	-	19	-	23	-	31	-	Yes
QM34	16	-	18	-	18	-	26	-	No
QM35	13	-	18	-	30	-	30	-	No
QM36	24	-	24	-	30	-	30	-	No
QM42	20	-	26	-	36	-	36	-	No
QM44	30	-	36	-	45	-	45	-	No
QM63	20	-	20	-	15	-	18	-	No
QM64	26	-	26	-	30	-	30	-	No
QM65	-	-	30	-	-	-	30	-	Yes
QM68	16	-	18	-	23	-	23	-	No

*See the individual route profiles for proposed weekend frequencies
**Peak frequency represents the average frequency during the weekday AM and PM peak periods (6-9 AM and 4-7 PM)
***Off-peak frequency represents the average frequency at any point during the weekday (between 6 AM and 9 PM)

Proposed frequency or span increase | Proposed frequency or span decrease | New route/new frequency and span proposal

How to Provide Feedback

The changes proposed in this New Draft Plan are designed to continue the important discussion required to design a bus network that works for Queens. We believe we have proposed a new bus network that addresses many of the major customer concerns that we heard. However, the plan is not final. Redesigning an entire bus network is a collaborative process that involves customer feedback. That is why we are releasing a New Draft Plan and restarting our public outreach process. Through your feedback on this plan, we can balance network changes together and build a new bus network that works towards achieving the four customer priorities: Reliable Service, Faster Travel, Better Connections, and Ease of Use. As you review each of the route profiles, think about what these changes may mean for you. Your input is an invaluable component of this project and will help us revise our thinking in the proposed Final Plan.

We are restarting our public outreach process from the beginning, with the goal of giving every Community District in Queens an opportunity to see the plan and provide feedback. Following the release of the plan, we will be holding 14 virtual workshops–one for each Community District in Queens in Spring 2022. The public workshops will provide customers with information about the changes proposed in this New Draft Plan. Attendees will be able to share their questions, comments, and concerns regarding the proposed new routes and bus stop balancing proposals. All customers are invited to comment on the New Draft Plan by visiting the Queens Bus Network Redesign microsite at https://new.mta.info/project/queens-bus-network-redesign and accessing our comment portal. Additionally, customers will have the opportunity to visualize the proposed network in detail in Remix, an interactive web-based mapping tool, which has a geographic commenting feature for route-specific comments. Links to both resources will be shared on the microsite as well as on each of the route profiles in this document. Feedback from this round of outreach will be used to inform the Proposed Final Plan.

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	Tuesday, May 24th - 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

5. INDIVIDUAL ROUTE PROPOSALS

- Finding Your New Route
- How to Read the Route Profiles
- Route Profiles
- Appendix: Glossary of Terms

Finding Your New Route

The following table shows how the proposed routes relate to the existing routes. Based on your existing route, you can use this table to find which of the proposed routes applies to you. For example, if you currently ride the Q6, your newly proposed route would be the Q1.

Existing Route	Proposed Route(s)
Q1	Q1
Q2	Q2, Q1
Q3	Q3
Q4	Q4, Q25
Q5	Q5, Q86, Q25
Q6	Q1, Q7
Q7	Q7, Q1, Q109
Q8	Q8
Q9	Q9, Q57
Q10	Q10, Q9, Q3
Q11	Q11, Q21, Q52, Q53
Q12	Q12, Q65, Q13
Q13	Q13, Q12
Q15	Q19, Q20
Q15A	Q19, Q20
Q16	Q16, Q61, Q62
Q17	Q17, Q75, Q25
Q18	Q18, Q47, B57
Q19	Q19, Q20
Q20A	Q20, Q44, Q76
Q20B	Q20, Q44, Q31
Q21	Q21
Q22	Q22, Q35
Q23	Q23, Q14, Q73
Q24	Q24, B53, Q42
Q25	Q25, Q17
Q26	Q26, Q27
Q27	Q27, Q26, Q78
Q28	Q28, Q12
Q29	Q80, Q38, Q14
Q30	Q31, Q75, Q88
Q31	Q31, Q27, Q13, Q28, Q78
Q32	Q32
Q33	Q33
Q34	Q25, Q20, Q61
Q35	Q35
Q36	Q82, Q57, Q45
Q37	Q37
Q38	Q38, Q14

Existing Route	Proposed Route(s)
Q43	Q43, Q45, Q1
Q44	Q44
Q46	Q46, Q48, Q23
Q47	Q47, Q80
Q48	Q50, Q19, Q23, Q14, Q33, Q47
Q49	Q49
Q50	Q50
Q52	Q52
Q53	Q53
Q54	Q54
Q55	Q55
Q56	Q56
Q58	Q58, Q98
Q59	Q59
Q60	Q60
Q64	Q10, Q73
Q65	Q65, Q27
Q66	Q66, Q63
Q67	Q67, Q39
Q69	Q69, B62
Q70	Q70
Q72	Q72
Q76	Q76, Q31
Q77	Q77, Q78, Q1
Q83	Q83, Q65
Q84	Q84, Q25
Q85	Q85, Q5, Q25
Q88	Q88, Q73, Q26
Q100	Q69, Q105, B62
Q101	Q68, Q32, Q60
Q102	Q105, Q104, Q39
Q103	Q39, Q69
Q104	Q104
Q110	Q57, Q82
Q111	Q111, Q115
Q112	Q57
Q113	Q114, Q22
Q114	Q114, Q22
B24	B53, Q68
B32	B53, B62
B57	B57
B62	B62

Reading the Route Profiles

The next chapter of this report contains detailed profiles for each route in the proposed Queens Bus Network. Each profile includes:

- The proposed route type: Crosstown (SBS), Limited, Rush, Local, or Express.
- A detailed description of the proposed routing changes.
- A summary of which Redesign Strategies the proposal employs.
- The proposed route improvements associated with the changes.
- Route destinations.
- Proposed versus existing average stop spacing.
- Proposed versus existing service frequency and span (note that more detailed frequencies will be provided as part of the Proposed Final Plan, after receiving comments on this plan)
- Proposed route length.
- Proposed subway and bus connections.
- What route(s) currently serve the area.
- Whether the route runs along a priority corridor.
- A map of the proposed route, showing exactly where proposed service is added or discontinued, along with callout boxes explaining which routes would replace discontinued segments
- A stop list showing which stops the proposed route would serve and which are proposed to be removed, as part of the bus stop balancing effort

Each profile lists which existing routes the proposed route is associated with. For example, the route profile for the proposed Q1 states that its service areas are currently served by the Q1 and Q6 in the existing network. Some of the current routes have been replaced with new routes, but much of the same areas are still covered. So, even if an existing route doesn't appear in the proposed plan, that doesn't mean that service is gone. It might just be called something else and look a little different.

How to Read the Route Profiles

Service Type and Type of Change:
Route Header: color of the bar correlates with the service type.

Type of Change: indicates the type of change: New Route, Route Change and/or Schedule Change.

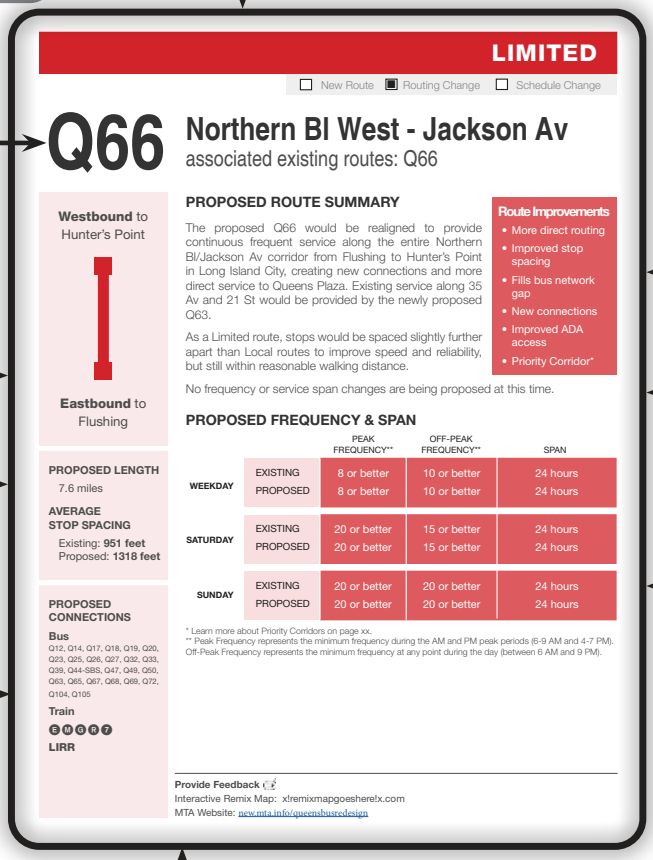
Design Strategies:
Route Improvements: contains information about the various redesign strategies used for each route change.

Route Name and Descriptor

Route Direction and Characteristics:

Route Direction: includes information about the proposed terminals.

Route Characteristics: includes route length, stop spacing, and transfer opportunities.



LIMITED

☐ New Route ■ Routing Change ☐ Schedule Change

Q66 Northern Bl West - Jackson Av

associated existing routes: Q66

Westbound to Hunter's Point

Eastbound to Flushing

PROPOSED LENGTH
7.6 miles

AVERAGE STOP SPACING
Existing: **951 feet**
Proposed: **1318 feet**

PROPOSED CONNECTIONS
Bus
Q12, Q14, Q17, Q18, Q19, Q20, Q23, Q25, Q26, Q27, Q32, Q33, Q39, Q44-SBS, Q47, Q49, Q50, Q63, Q65, Q67, Q68, Q69, Q72, Q104, Q105
Train
E M R F
LIRR

PROPOSED ROUTE SUMMARY

The proposed Q66 would be realigned to provide continuous frequent service along the entire Northern Bl/Jackson Av corridor from Flushing to Hunter's Point in Long Island City, creating new connections and more direct service to Queens Plaza. Existing service along 35 Av and 21 St would be provided by the newly proposed Q63.

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.

No frequency or service span changes are being proposed at this time.

Route Improvements
- More direct routing
- Improved stop spacing
- Fills bus network gap
- New connections
- Improved ADA access
- Priority Corridor*

PROPOSED FREQUENCY & SPAN

		PEAK FREQUENCY**	OFF-PEAK FREQUENCY**	SPAN
WEEKDAY	EXISTING	8 or better	10 or better	24 hours
	PROPOSED	8 or better	10 or better	24 hours
SATURDAY	EXISTING	20 or better	15 or better	24 hours
	PROPOSED	20 or better	15 or better	24 hours
SUNDAY	EXISTING	20 or better	20 or better	24 hours
	PROPOSED	20 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: xfremixmapgoeshere!x.com
MTA Website: new.mta.info/queensbusredesign

Proposed Route Summary:
Contains a description of the proposed routing, stop and schedule changes.

Feedback and Website Information

Proposed Frequency and Span:
Displays whether there is a proposed frequency or span change; displays existing versus proposed "minimum" frequencies (for example 10 minutes or better peak, 15 minutes or better off-peak).

* Peak Frequency represents the minimum frequency during AM and PM peak periods (6-9 AM and 4-7 PM). Off-Peak Frequency represents the minimum at any point during the day (between 6 AM and 9 PM).

Glossary

Accessibility – a service, vehicle, or facility is accessible if it is in compliance with with the Americans with Disabilities Act (**ADA**), or in general (nonlegal) terms if it is readily usable by persons with disabilities.

Alighting – exiting or getting off of a bus, train, or other mode of transit. See: **boarding**

ACS – American Community Survey. An ongoing, nationwide survey conducted by the U.S. Census Bureau from which data on employment, demographics, commuting behavior, and other subjects is gathered and distributed.

ADA – the American with Disabilities Act of 1990, which applied to public transit requires that transit providers must follow regulations ensuring that services, vehicles, and facilities are accessible to and usable by individuals with disabilities. See: accessibility

Boarding – entering or getting onto a bus, train, or other mode of transit. See: alighting

Bus bulb – a sidewalk platform extending from the sidewalk that enables easier boarding for bus passengers. Bus bulbs are as close to level with the floor of the bus as feasible.

Bus lane – a lane of the roadway dedicated exclusively to bus movement.

Bus network – a collection of bus routes, including the physical paths they take as well as their scheduled frequencies and spans of service. In essence, where buses travel, when buses travel, and how often buses travel.

Bus priority – any number of techniques or tools that enable bus transit to take precedence over other modes of surface transportation in traffic. With **transit signal priority (TSP)**, traffic lights can change more quickly from red to green or a green light can be held longer if a bus is approaching.

CBDT – Central Business District Tolling program.

CJTP – Customer Journey Time Performance. The percentage of customers whose journeys (trips) are completed within five minutes of the scheduled time. CJTP considers both how long customers wait at the bus stop beyond what they would have if their bus arrived on time, as well as how long customers spend on the bus beyond what they would have if the bus completed its trip in the time allotted in the schedule.

Connections – when a rider transfers from one NYCT/MTA Bus vehicle to another.

Glossary – cont.

Crosstown (SBS) routes – see detailed description on page 31

Express bus service – bus service focused specifically on transporting commuters between Manhattan and the outer boroughs. Express bus routes typically have a series of pick-up locations in one borough and a series of drop-off locations in the other, between which is an express segment. The bus does not stop throughout the express segment, which is generally on a highway. Express bus service charges a premium fare.

Frequency – how often a bus runs on a route; in this plan, we list frequencies as xx minutes-or-better, meaning the proposed frequency is the minimum frequency we would provide on a route.

Frequent All-Day Service - service that comes every eight minutes or better from 6:00 A.M. to 9:00 P.M.

Limited routes – see detailed description on page 30

Local routes – see detailed description on page 28
also refers to all routes that are not Express routes.

MetroCard – the Metropolitan Transportation Authority's fare payment method.

NYC DOT – New York City Department of Transportation

OMNY – the MTA's new contactless fare payment system. Customers can use contactless debit and credit cards, as well as smart devices, to pay their fare. All buses and subway stations are equipped with OMNY readers. Visit to https://omny.info/ for more information.

On-Time Performance – measures how well a bus route performs compared to its schedule. It is defined as the percentage of buses that are between one minute early and five minutes late as compared to the schedule at each official timepoint along the route.

Peak – the times during which commuter demand is heaviest and typically when the most service is provided. The morning peak period is weekdays between 6:00 A.M. and 9:00 A.M. The afternoon peak period is weekdays between 4:00 P.M. and 7:00 P.M.

Priority Corridor - key corridors identified by NYC DOT where bus priority street treatments can be implemented to better support sustainable, all-day bus service.

Productivity – the measure of ridership given the level of service provided. Bus routes are more productive when they attract more riders per unit of time that they are in service.

Glossary – cont.

Ridership – the total number of customers using a specific route or the bus system generally.

Real-Time Passenger Information Signs – provides riders with wait time information for city buses and projects the data onto an easy-to-see LED display for customers.

Remix by Via – an interactive web-based transportation planning software used to help plan,share, and receive feedback on our New Draft Plan bus network.

Rush routes – see detailed description on page 29

SBS routes – Select Bus Service. New York City Transit's branded implementation of BRT (Bus Rapid Transit); see detailed description on page 31

Span – the time period throughout the day that a route is in service.

Stop spacing – the average traveled distance between bus stops along a route.

TSP – Traffic signal priority. See: bus priority