

Redesigning the Bus Network in Queens



Why redesign the bus network in Queens?

Queens has more bus routes, and bus riders, than any other borough

115 bus routes that serve 800,000 customers on an average weekday (pre-pandemic)

Queens is growing and evolving

Jamaica, Flushing, and Long Island City are booming, as are employment centers located farther away from the subway

But the Queens bus network has not substantially changed in decades

Many routes follow old trolley lines

Bus speeds continue to decline

Queens Redesign Process

➤ **Launched project** with open houses and surveys (Apr 2019)

Conducted market & service data analysis and public outreach

➤ **Published Existing Conditions report** (Sep 2019)

Redrew network and developed draft plan

➤ **Published Draft Plan** (Dec 2019)

Conducted public outreach about the Draft Plan (Jan-Mar 2020)

COVID pause on public engagement

Analyzed customer feedback and began development of New Draft Plan

➤ **Released New Draft Plan** (Mar 2022)

Conducting public outreach about the New Draft Plan (Mar-Jun 2022)

Our customers' priorities are the goals for the redesign



January 2020 public meeting in Jackson Heights



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 better connections within Queens, as well as to the Bronx and Brooklyn



Ease of Use

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

Four route types inform bus stop spacing and service frequency

Local Routes connect local neighborhoods

Limited Routes serve high demand corridors with frequent service

SBS or “Crosstown” Routes connect key destinations across longer distances

“Rush” Routes connect outer borough neighborhoods quickly to the subway



Strategies to improve the network

1. We are **simplifying** the network with straighter routes
2. We are **expanding connections** and creating new routes
3. We are **improving frequencies** on key corridors
4. We are **improving the spacing** between bus stops
5. We are working with NYC DOT to **expand busways and bus lanes**



1. Simpler routes



Case Study: Q23

- More direct route with fewer turns and fewer diversions
- Faster corridor
- Less redundant service

3. Improving frequency

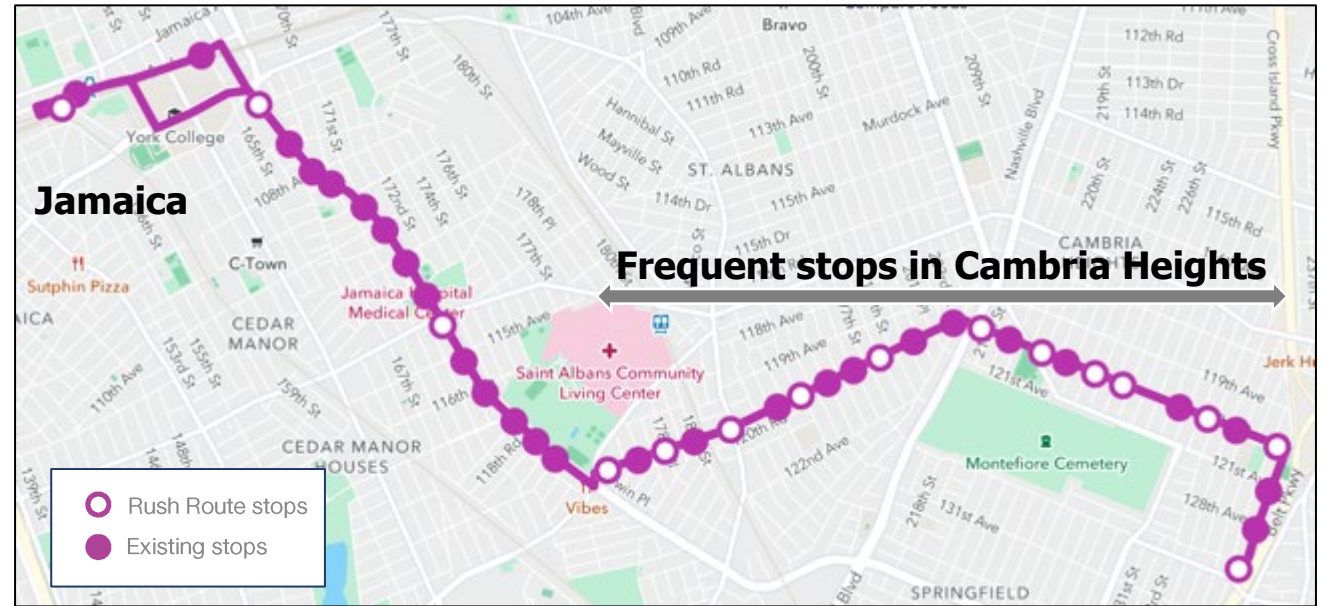
- Build a better all-day frequent network
- Make sure service frequency for all **Limited Routes** and most **“Crosstown” Routes** is 10 minutes-or-better between 6am and 9pm on weekdays



4. Better bus stop spacing

Case Study: Q84

- Creating a new “Rush” route to connect Cambria Heights and Downtown Jamaica
- Stops are closer together in residential Cambria Heights and farther apart near the Jamaica LIRR/Subway hub



Route type	Distance between stops
Local Routes	800 feet → 1,200 feet
Limited Routes	1,800 feet → 1,400 feet
“Rush” Routes	NA → 1,250 feet
“Crosstown” Routes	3,200 feet → 2,700 feet

5. More busways and bus lanes



NYCDOT has identified:

- 5 current bus priority projects
- 24 primary study corridors
- 25 secondary study corridors

Share your thoughts

Customers can provide feedback:

- At one of 14 virtual public workshops
- Through Remix, a web-based interactive map
- On our website: new.mta.info/queensbusredesign

Remix website

