

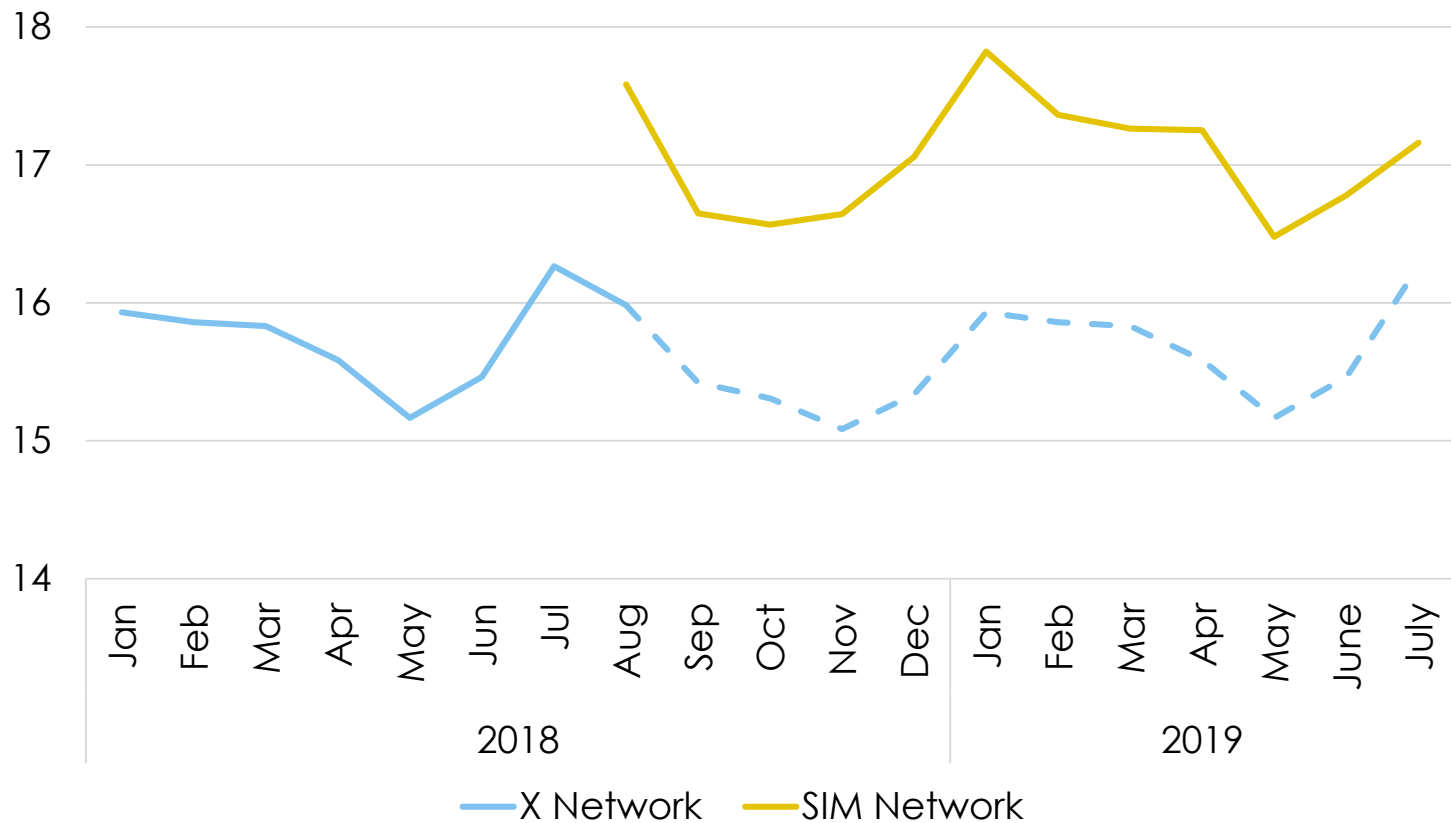
Staten Island Express Network Redesign Update

August 2019



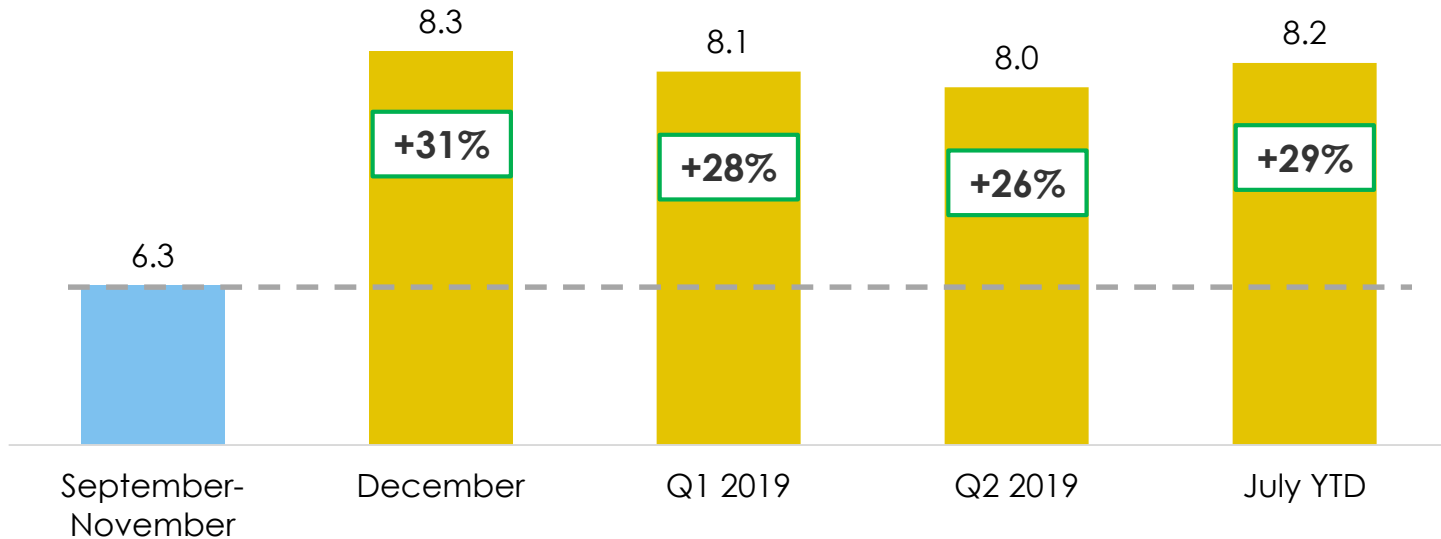
Riders now experience faster speeds compared to the old network

Staten Island express bus speed (mph)



Speed approaching the Hugh Carey Tunnel has increased with NYPD and DOT collaboration

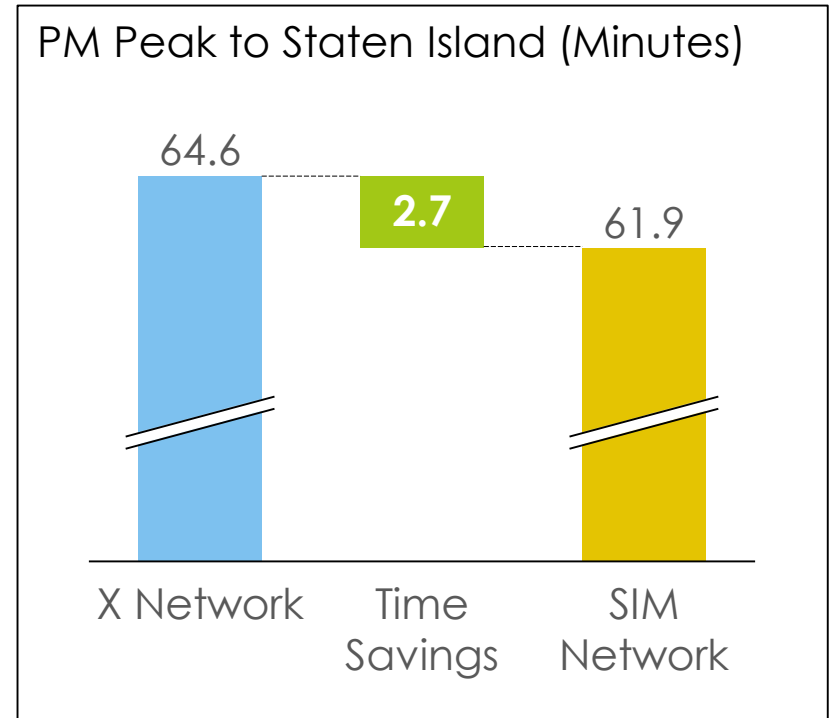
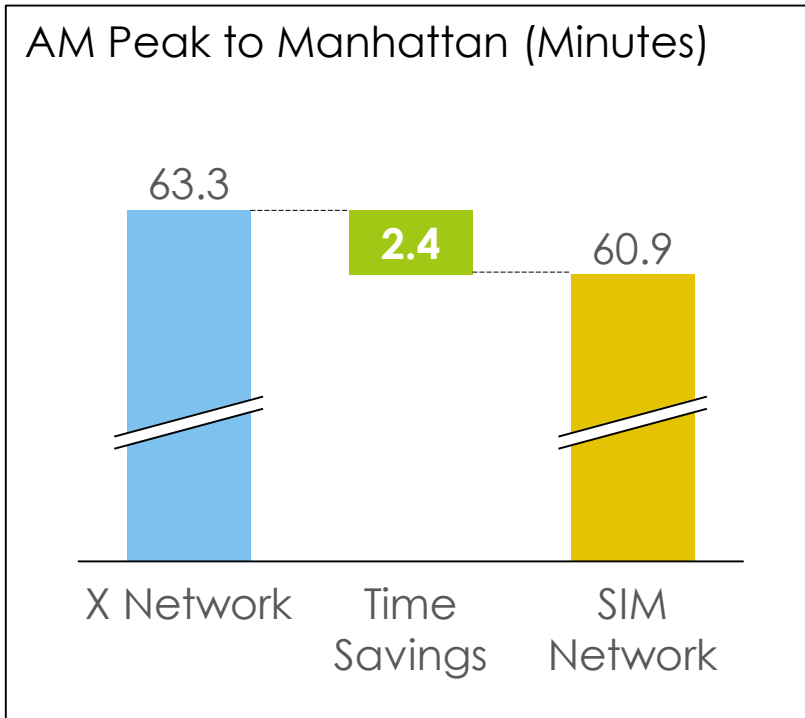
Speed of SIM routes approaching Hugh Carey Tunnel (mph)*



*Mon-Thurs PM peak speeds from Broadway at the bull, along Battery and West to the Hugh Carey Tunnel in Manhattan

The SIM network shows shorter travel times than the X network through July

Weekday journey time on X network and SIM network



**Weekdays, 1/1/2018-7/31/2018 for X network and 1/1/2019-7/31/2019 for SIM network; excludes holidays and school closed days*

Impacts from July show promising results between sample destinations

Running time change between Eltingville Transit Center and...

42 nd Street (Midtown)		Battery Place / Greenwich St	
Inbound	Outbound	Inbound	Outbound
3.1	6.6	2.1	2.2
minutes faster	minutes faster	minutes faster	minutes faster

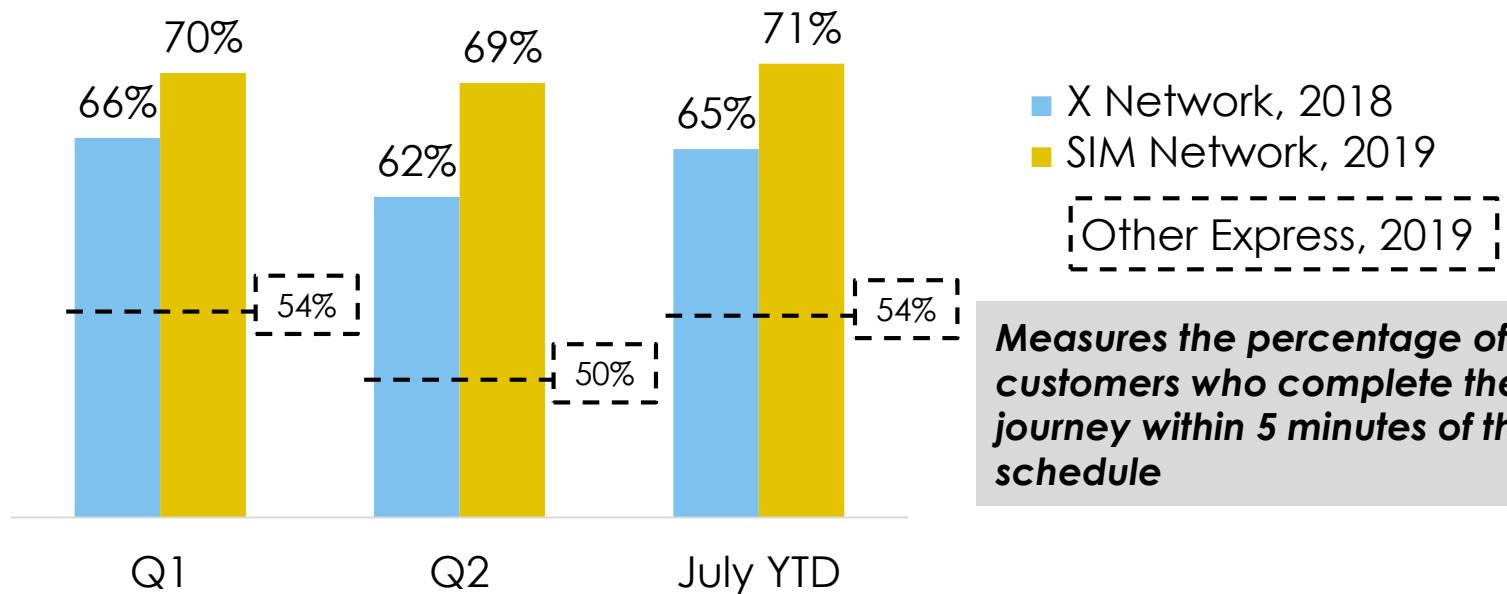
**Running times July 2019 YTD compared to July 2018 YTD*

40% of SIM bus trips serve the Eltingville Transit Center

Changes have resulted in substantial reliability improvements

Customer Journey Time Performance

↑ favorable trend



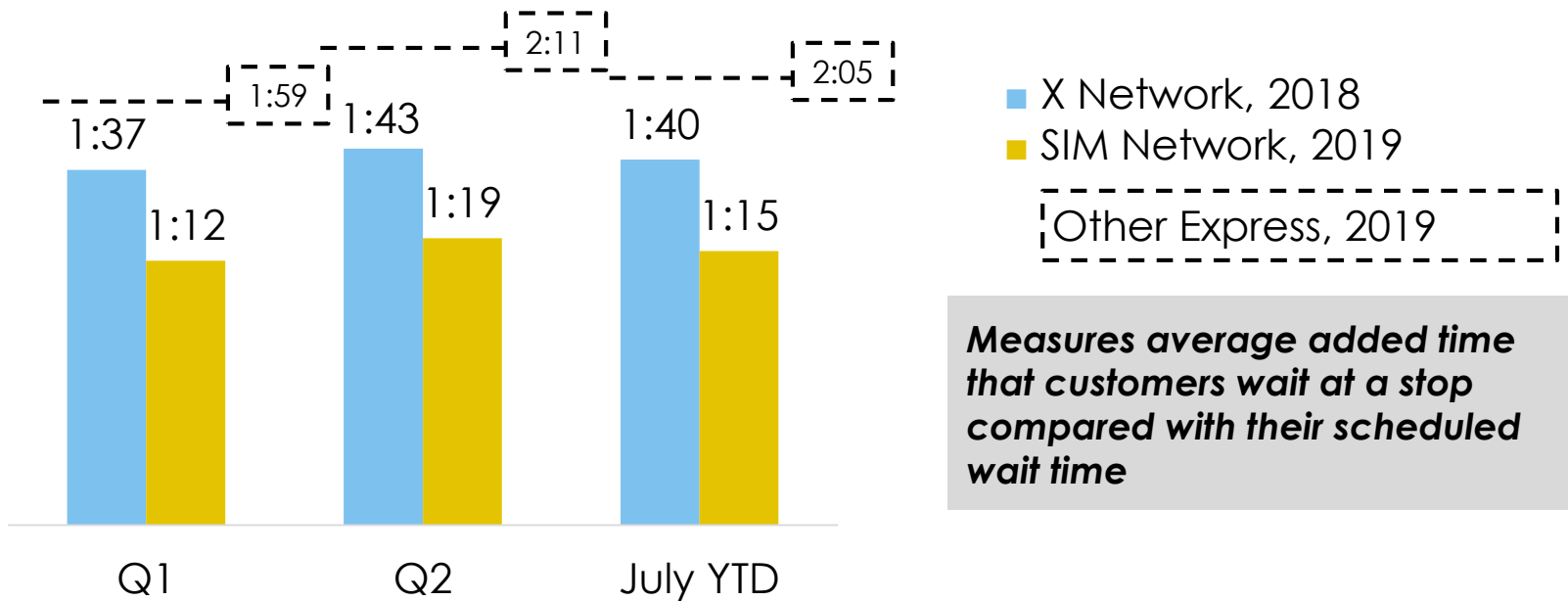
Measures the percentage of customers who complete their journey within 5 minutes of the schedule

Q1, Q2, & July YTD 2018 for X Network, Q1, Q2, & July YTD 2019 for SIM Network and Other Express

Changes have resulted in substantial reliability improvements

Additional Bus Stop Time

↓ favorable trend



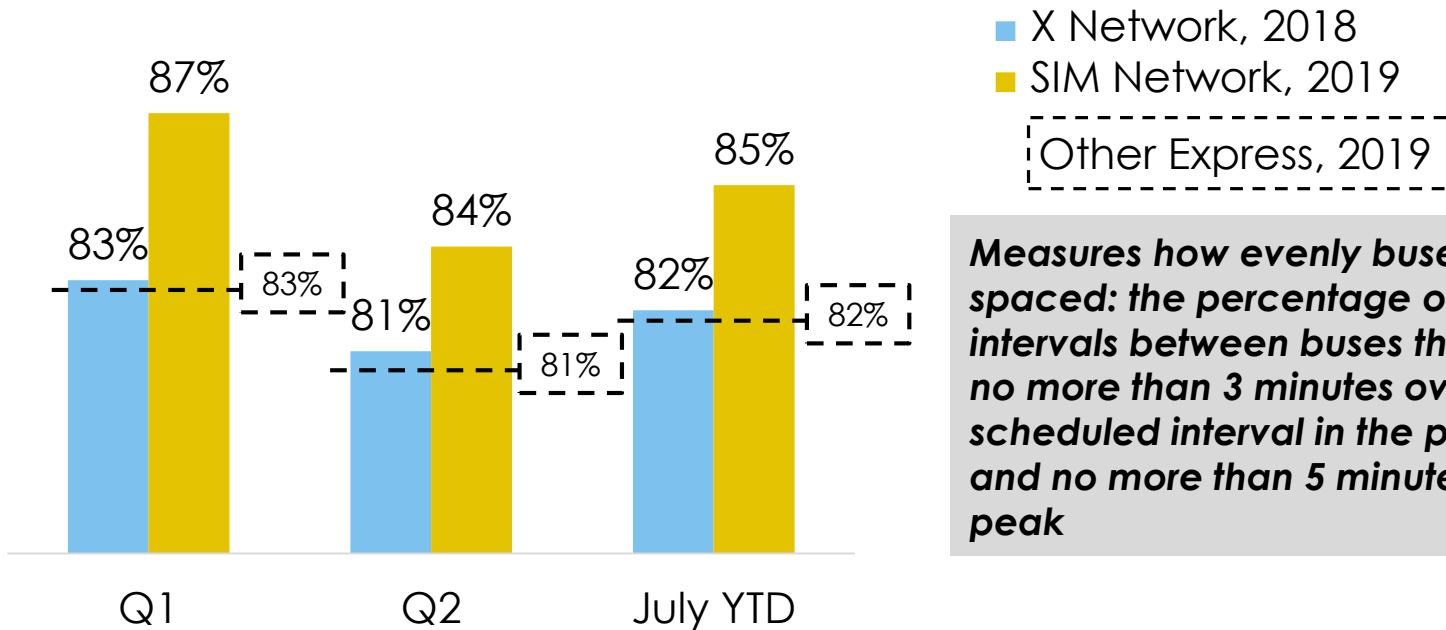
Measures average added time that customers wait at a stop compared with their scheduled wait time

Q1, Q2, & July YTD 2018 for X Network, Q1, Q2, & July YTD 2019 for SIM Network and Other Express

Changes have resulted in substantial reliability improvements

Wait Assessment

↑ favorable trend

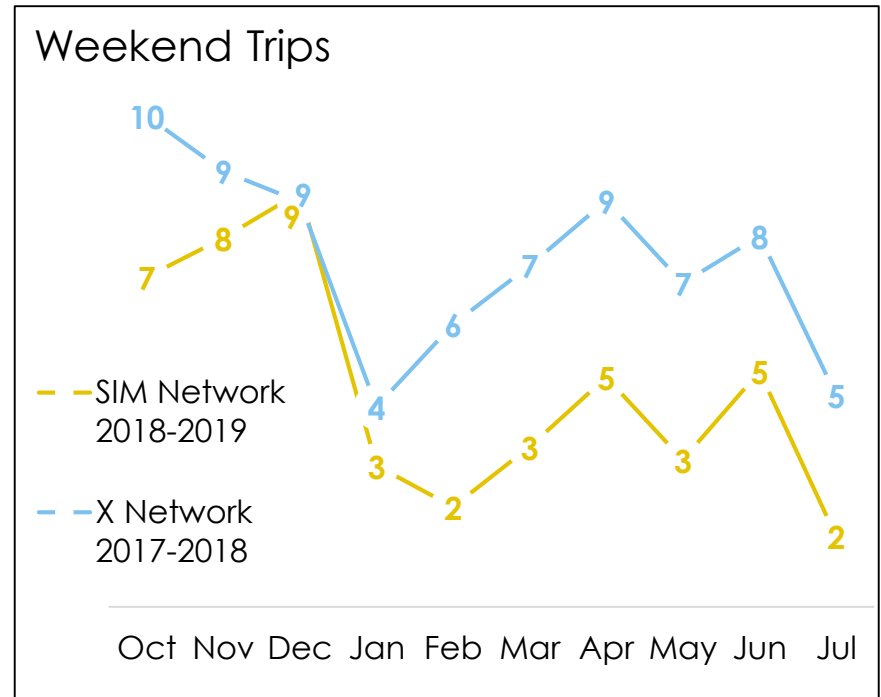
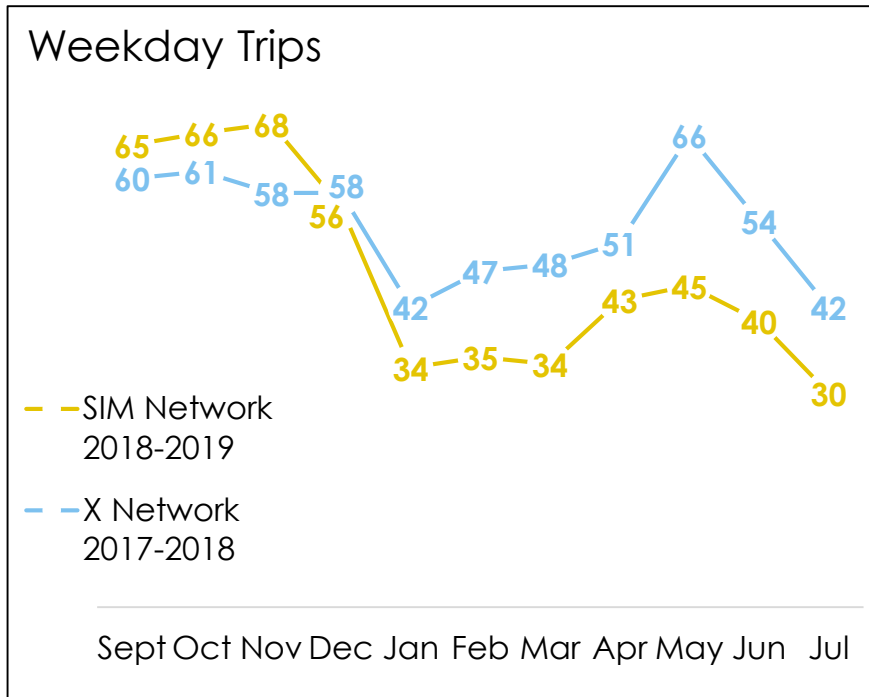


Measures how evenly buses are spaced: the percentage of actual intervals between buses that are no more than 3 minutes over the scheduled interval in the peak and no more than 5 minutes off-peak

Q1, Q2, & July YTD 2018 for X Network, Q1, Q2, & July YTD 2019 for SIM Network and Other Express

SIM network is operating fewer trips with standees than the old X network

Average daily trips with standees on SIM routes



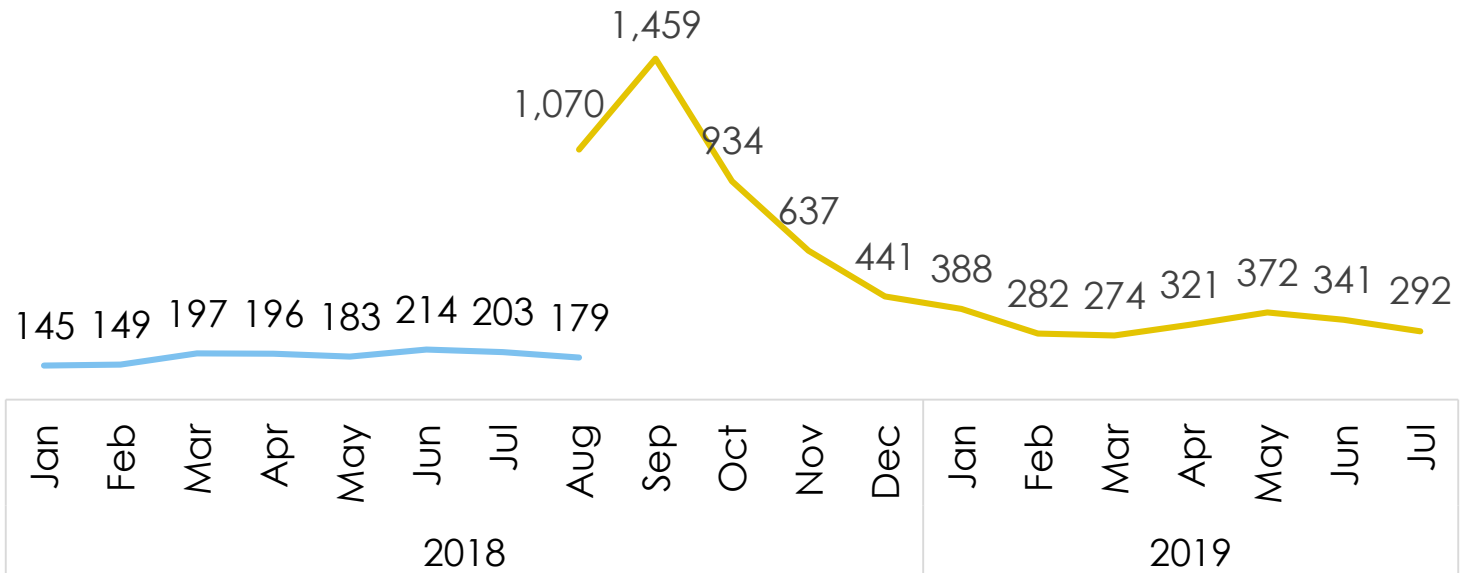
* Excludes holidays

Ridership since launch of the SIM network has remained roughly even with the old X network at around 32,000 average weekday riders



MTA complaint data suggest network adjustments have responded to rider issues

Staten Island express bus complaints by month (MTA complaints system)



Complaints in Top 4 Categories (MTA Complaints System)

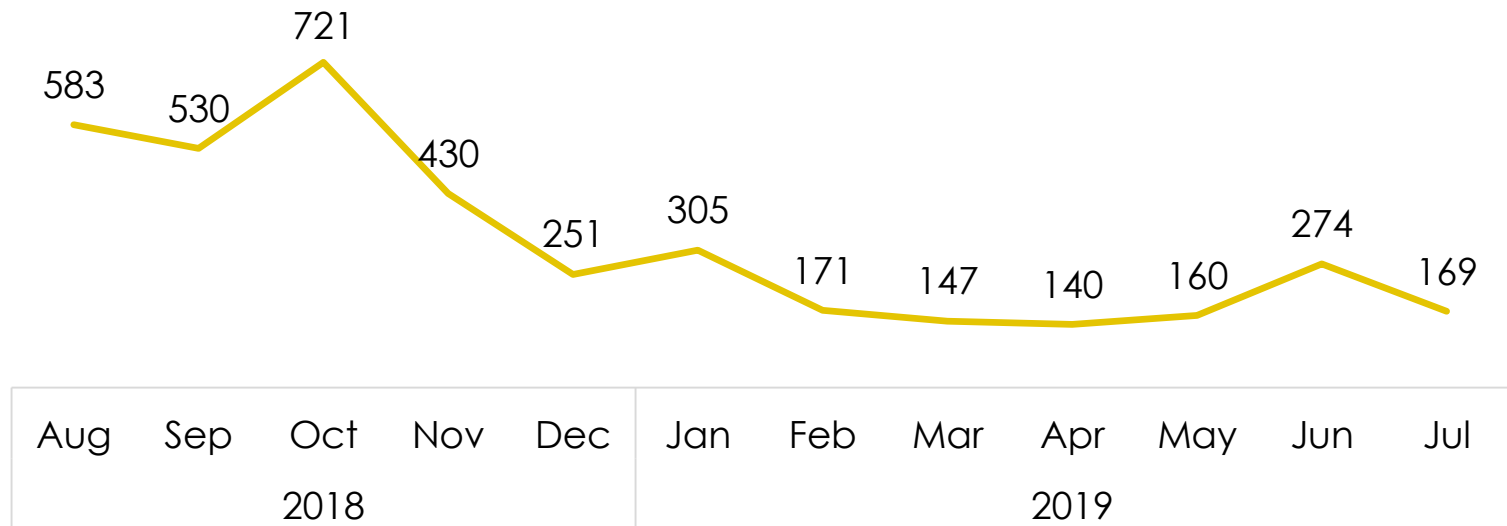
September 2018		
	Sep 2018	Jul 2019
Add More/Not Enough	284	4
Late/Delay	273	78
Crowding	181	12
Poor Location	56	2

July YTD 2019	
	Jul YTD 2019
Late/Delay	576
Flagging/Failed to Stop	262
Reckless Driving	182
Early	178



The number of complaints received through the borough office has slowed

Staten Island express bus complaints by month (SI Daily Log)



Complaints in Top 4 Categories (SI Daily Log)

September 2018			July YTD 2019	
	Sep 2018	Jul 2019		Jul YTD 2019
Overcrowded	151	23	Overcrowded	281
Span Issue	106	8	Span Issue	198
Not Enough Buses	74	1	Bus Route/Service	190
Bus Route/Service	70	20	Bus Didn't Show Up	124



The network redesign has resulted in significant improvements to express bus service

- **More service:** 121 more trips every weekday, 76 more trips every Saturday and 50 more trips every Sunday
- **Faster:** speeds have increased by 9% through July 2019, up from 15.7 mph to 17.2 mph
- **Shorter trips:** an average of 2.5 minutes less travel time in each direction, with up to 6.6 minutes saved between Eltingville Transit Center and Midtown
- **Better reliability:** improved wait assessment, additional bus stop time, and customer journey time
- **Less standing:** 25% fewer trips with standees
- **Better information:** real-time seat availability information launched in June 2019
- **More responsive:** continued focus on customer feedback since launch, resulting in an 80% decrease in complaints since implementation