

# New York City Bus Service: Working Together

Shared Goals Moving People By Combining the Strengths of DOTs & Transit Agencies: September 27, 2016



Route	Destination	Stops away
B44	Avenue U	0
B44	Avenue U	0
B44	Knapp Street	1
B44	Avenue U	2

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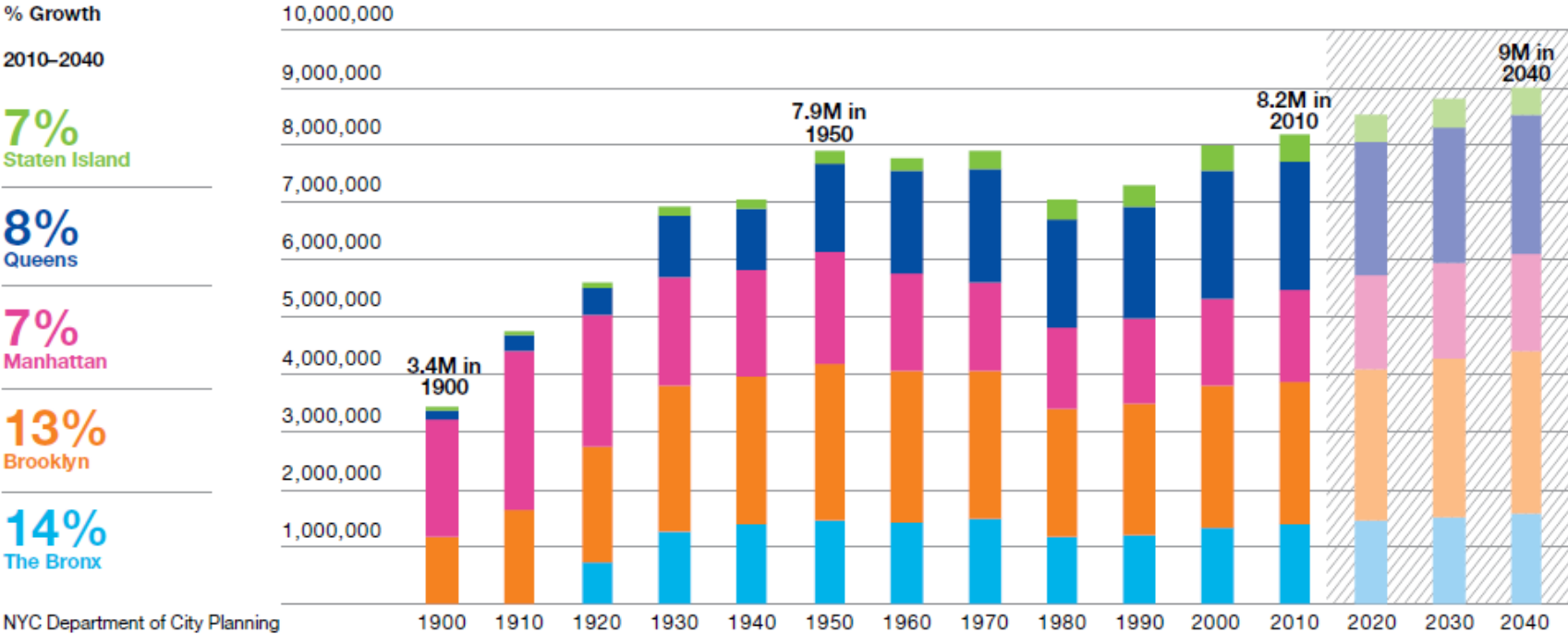


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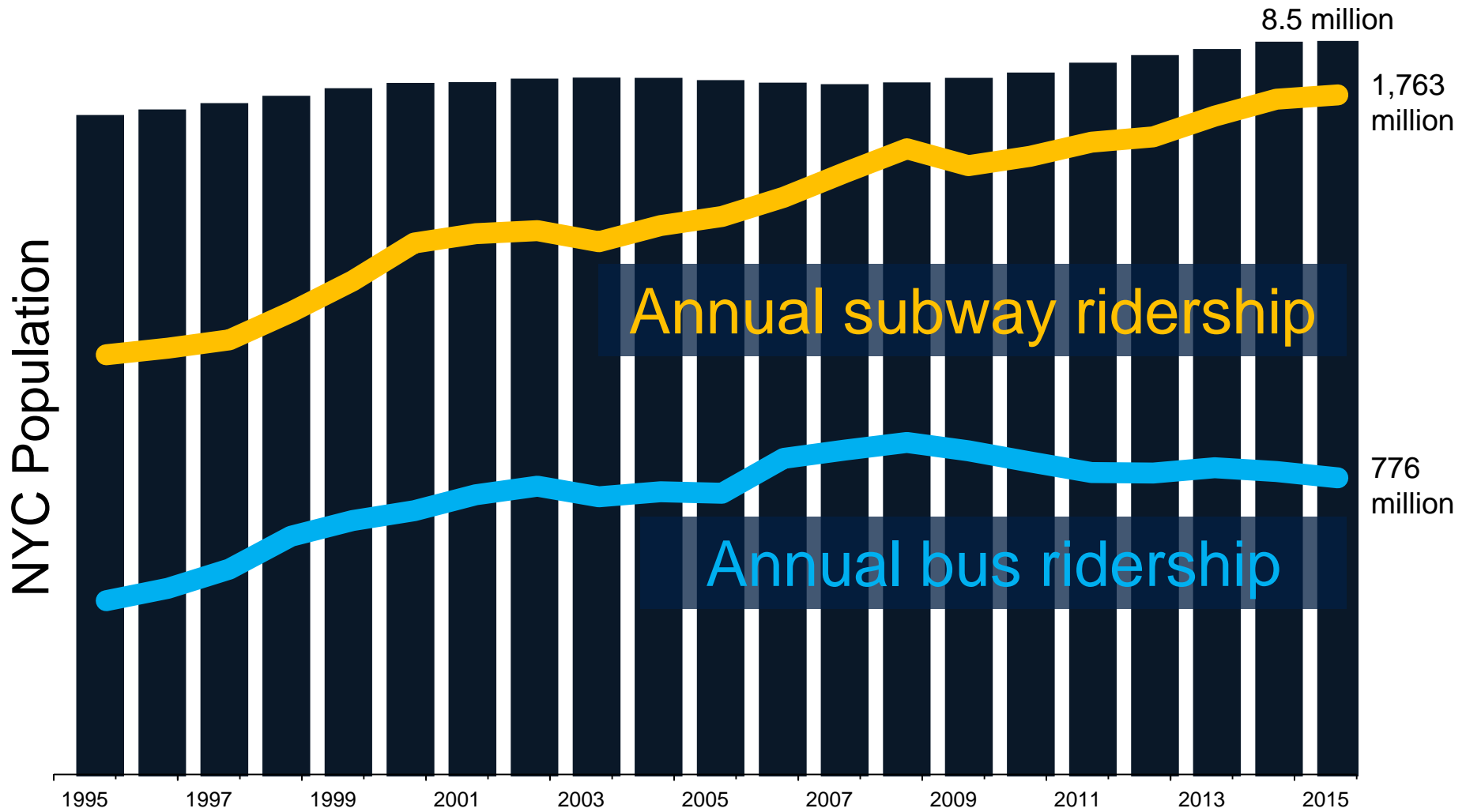
# New York City's Population Growth

New York City population, 1900-2040 (projected)

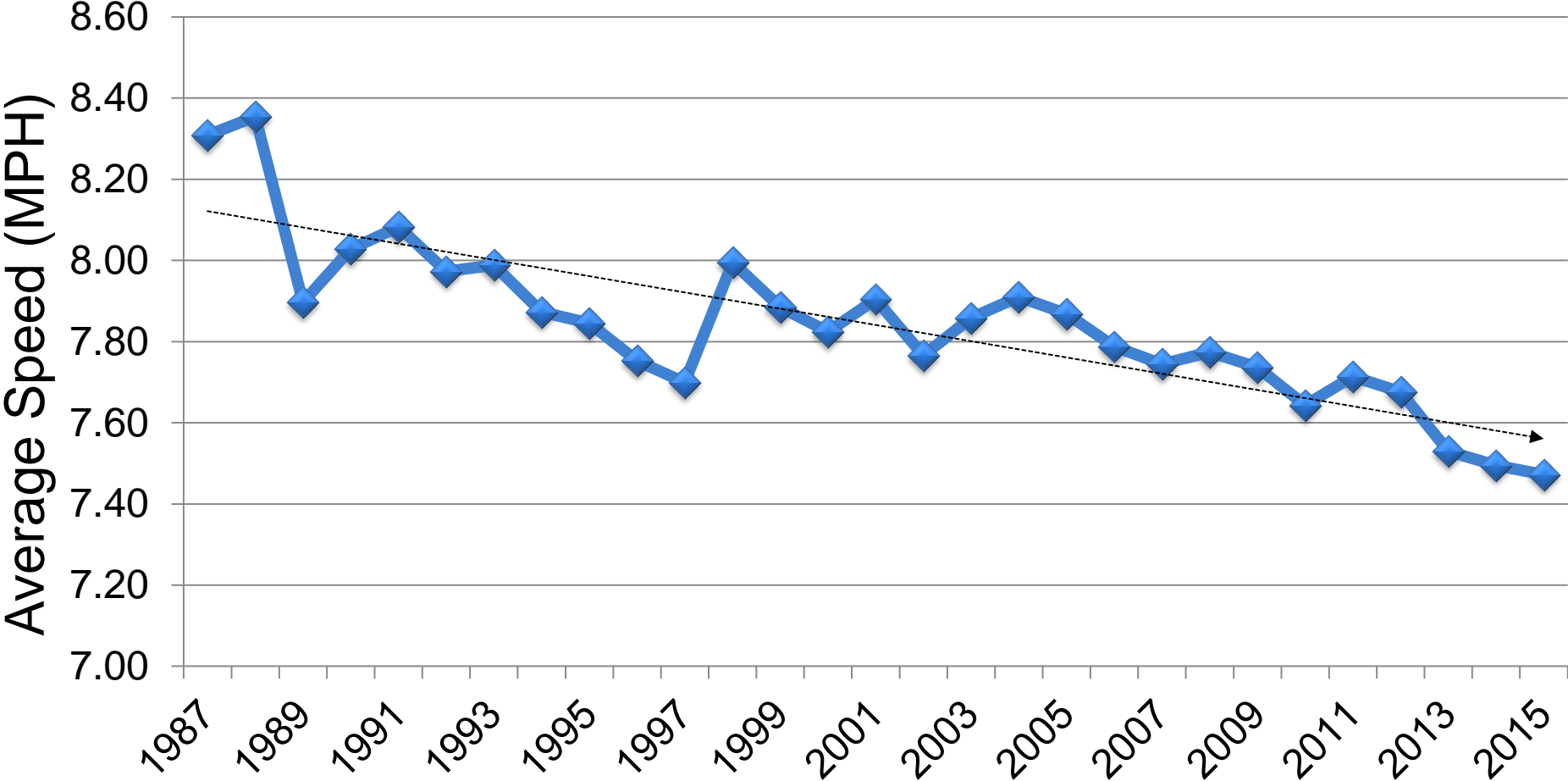


SOURCE: NYC DCP, New York City Population Projections by Age/Sex & Borough, 2010-2040

# Transit Ridership



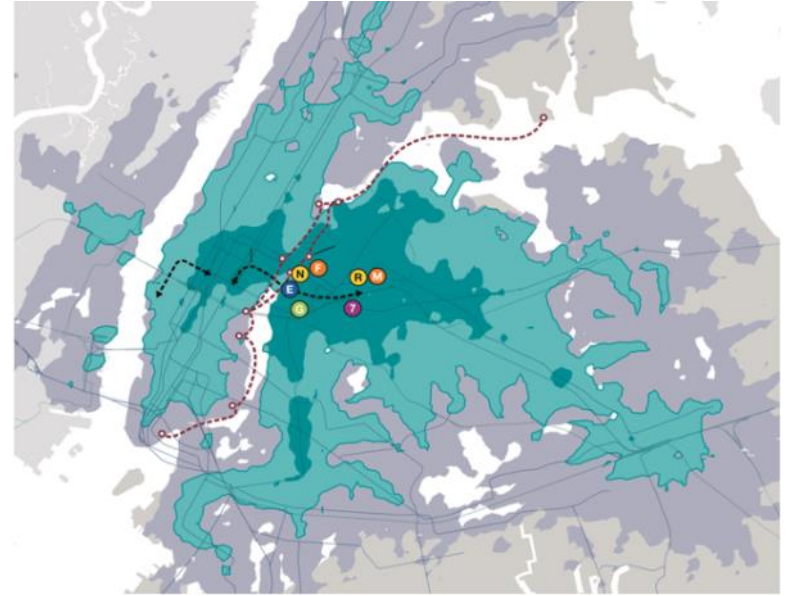
# Bus Speeds



# Why do we care?

**Mobility:** Over 2.8 million trips are made on New York City's buses every day. Slow bus service means long commutes, and encourages private vehicle use.

**Equity:** Bus trips are disproportionately made by lower income populations, and provide the only access to areas with more limited availability of jobs and services.



# MTA New York City Transit & MTA Bus

Primary transit provider for New York City:

- 8.2 million passengers carried daily
- Operates NYC's subway system of 662 miles over 24 lines and 469 station
- 5,723 buses operating on 317 bus routes



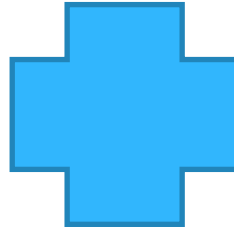
# NYC Department of Transportation



NYCDOT is the owner of street infrastructure for NYC and is responsible for:

- Operation of over 6,000 miles of streets with 69 million feet of markings
- 789 (free) bridges and tunnels
- Over 12,000 traffic signals and 315,000 street lights
- Over 15,000 bus stops
- Operation of Staten Island Ferry



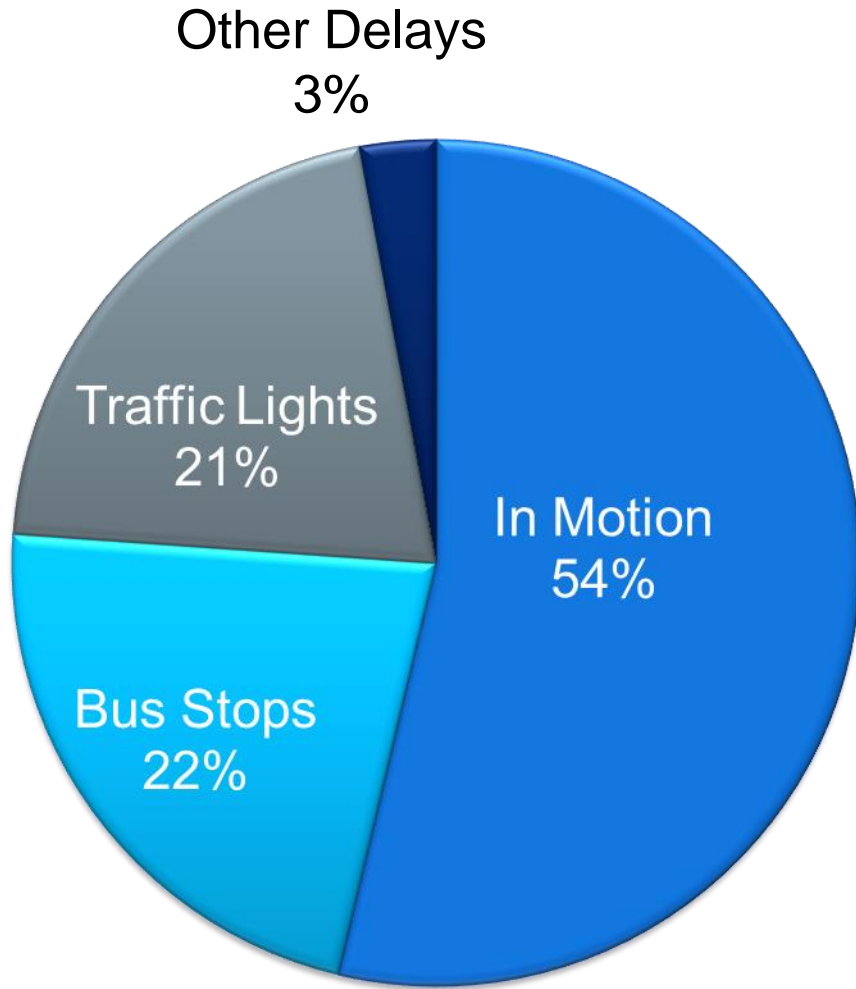


The agencies share a responsibility to make bus service work better.

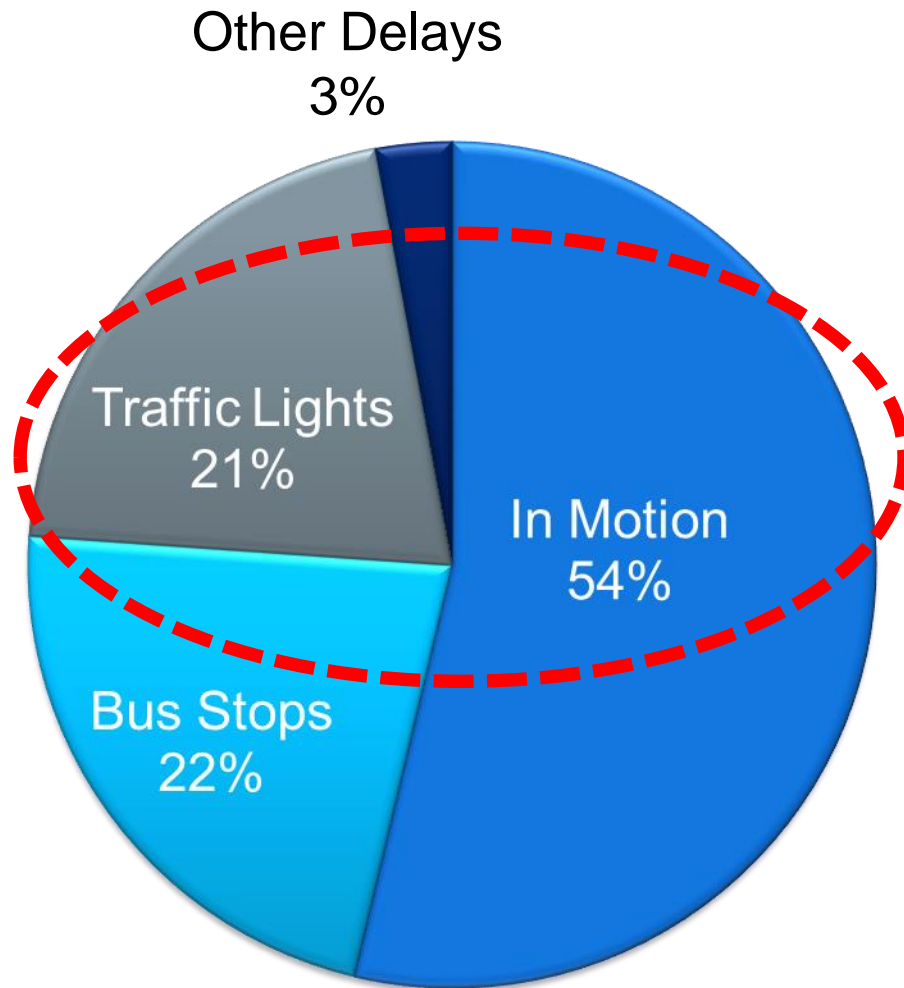
Agency partnership at executive and staff levels to deliver improved bus service, even through personnel changes over time



# Sources of Bus Delay



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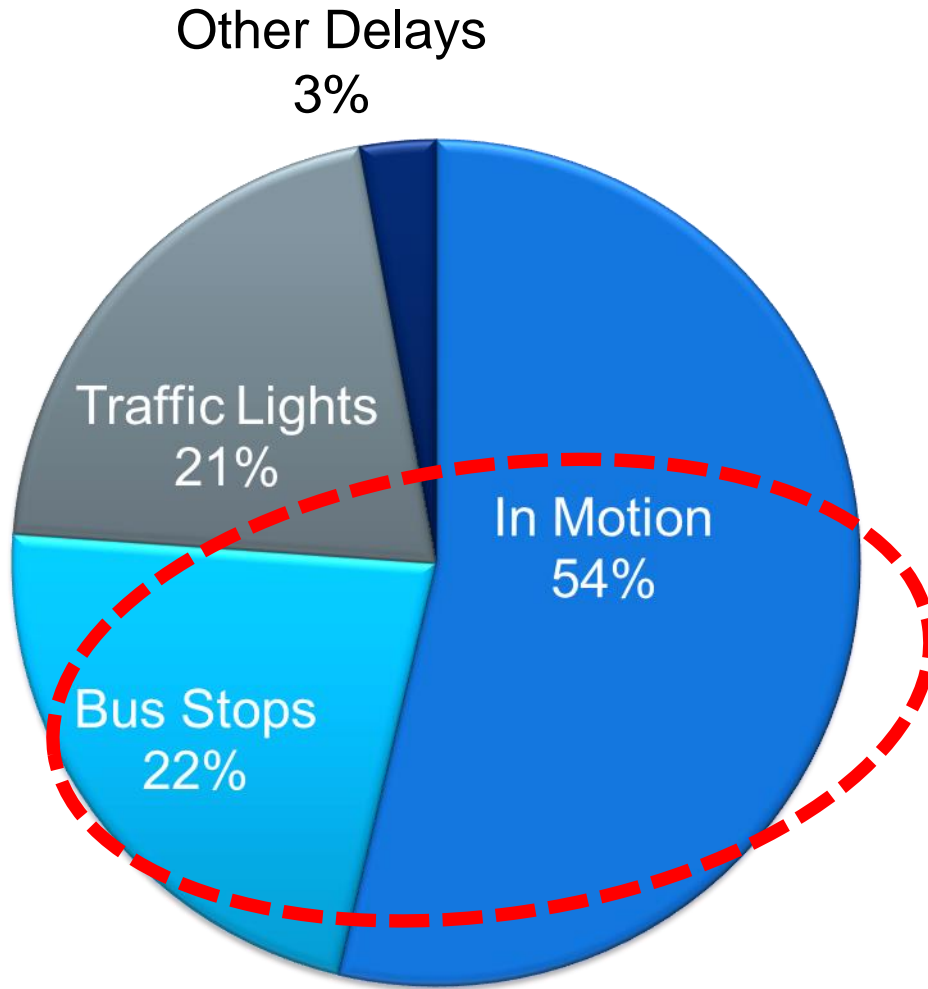
***Buses are stuck in traffic!***

NYCDOT needs to fix it!

But what actually works for bus operations?



# Sources of Bus Delay



***Buses are spending too long at bus stops!***

NYCT needs to fix it!

But how does this interact with the street?



# Select Bus Service

Select Bus Service = Bus Rapid Transit in NYC

- First route implemented in 2008
- Implemented on 11 routes (12 by end of year)
- 3 more are planned to by the end of 2017
- Combined these 15 routes serve 370,000 average weekday customers or 15% of riders



# Select Bus Service Features



Improved fare collection



Bus lanes



Transit signal priority



Passenger information



Improved station amenities



Pedestrian safety improvements



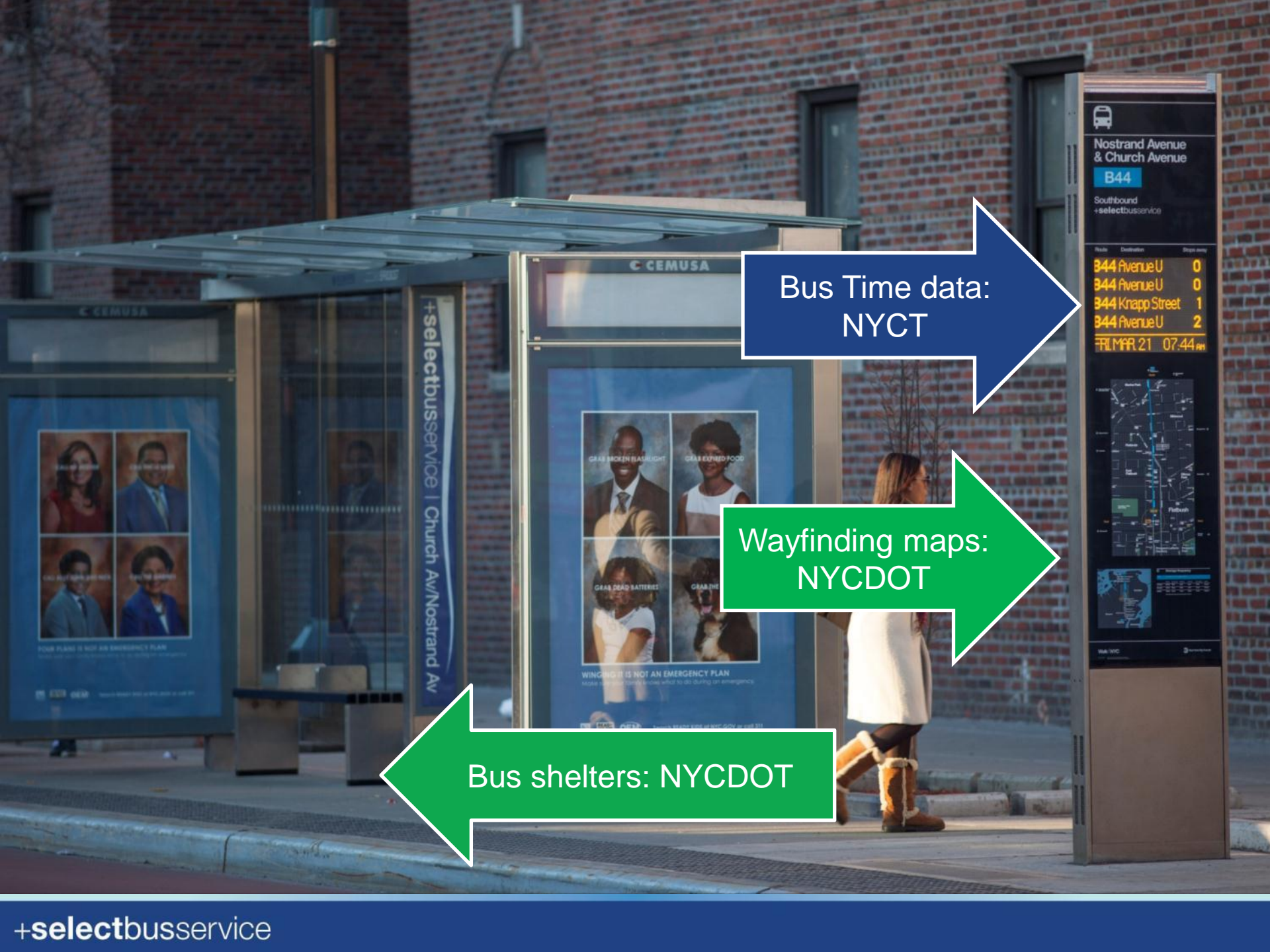


Transit Signal Priority:  
Both Agencies

Branded buses, simplified  
service: NYCT

Safety Improvements:  
NYCDOT

Bus Lanes:  
NYCDOT



Bus Time data:  
NYCT

Wayfinding maps:  
NYCDOT

Bus shelters: NYCDOT

  
Nostrand Avenue  
& Church Avenue  
**B44**  
Southbound  
+selectbusservice

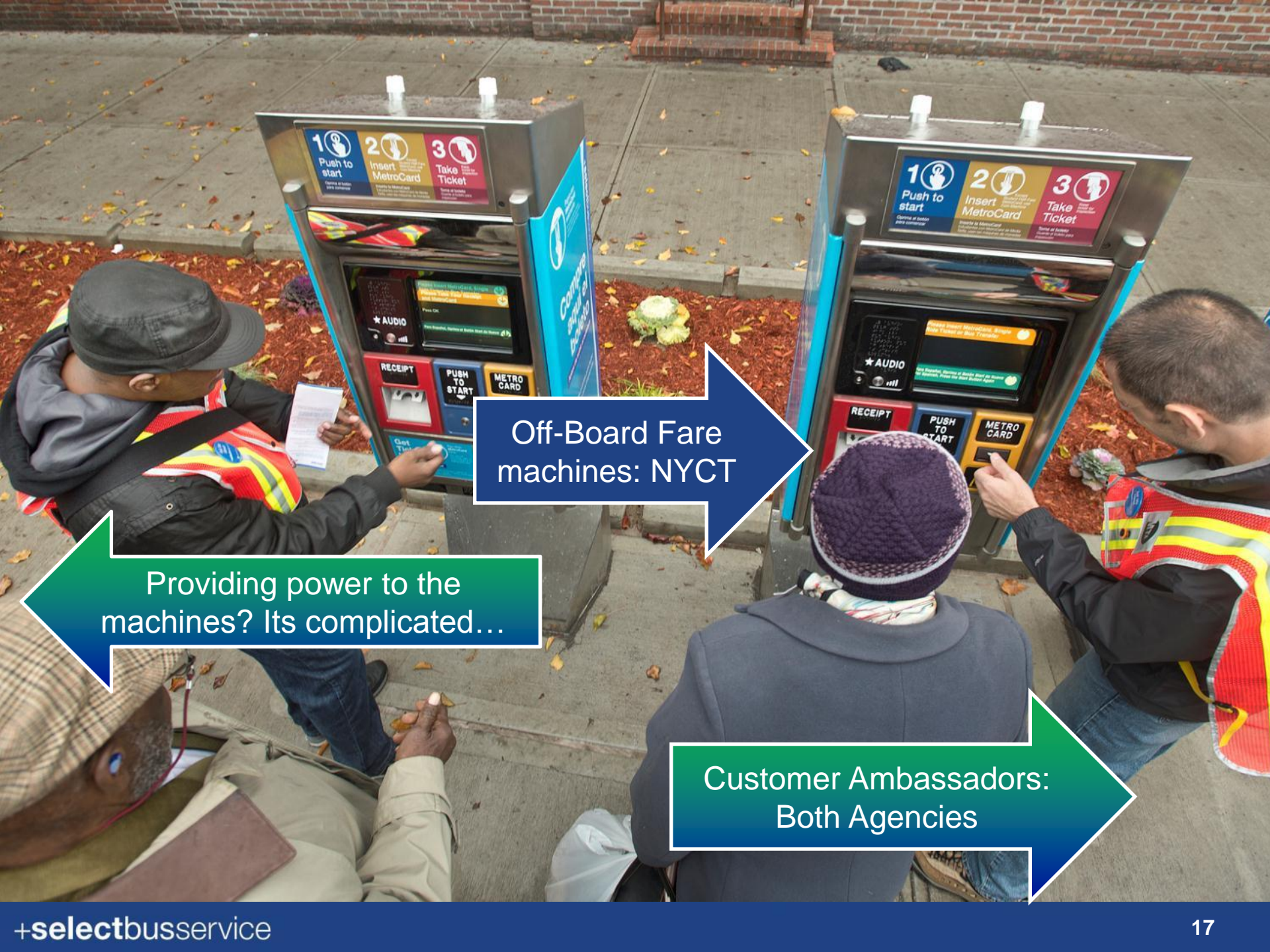
Route	Destination	Stop away
B44 Avenue U		0
B44 Avenue U		0
B44 Knapp Street		1
B44 Avenue U		2

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Map: NYC





Off-Board Fare machines: NYCT

Providing power to the machines? Its complicated...

Customer Ambassadors: Both Agencies

Faster Service – Speeds have increased by 15-30%

Increased Ridership – Trips increased by 10%

Popular – Customer satisfaction of 95%+

Safer – Crashes reduced by over 20%

Proven Success – 11 SBS routes in operation, carrying over 250,000 passengers daily



# Bus Lanes

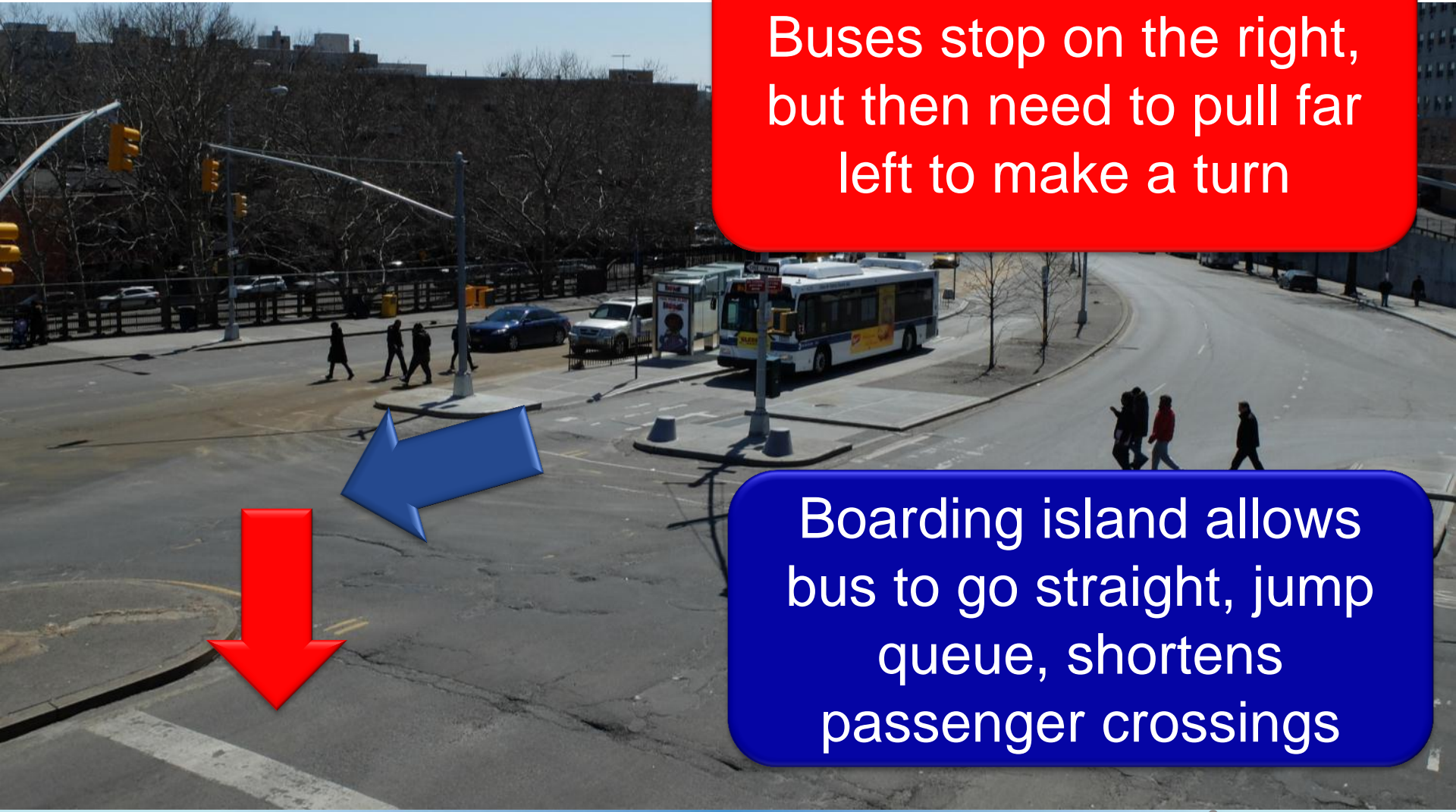
Bus lanes alone have improved travel speeds ~10% in congested areas



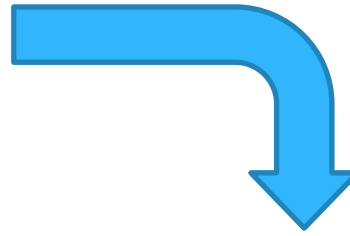
# Bus Boarding Island

Buses stop on the right, but then need to pull far left to make a turn

Boarding island allows bus to go straight, jump queue, shortens passenger crossings



# Solution: Sidewalk Extension



# Sidewalk Extension

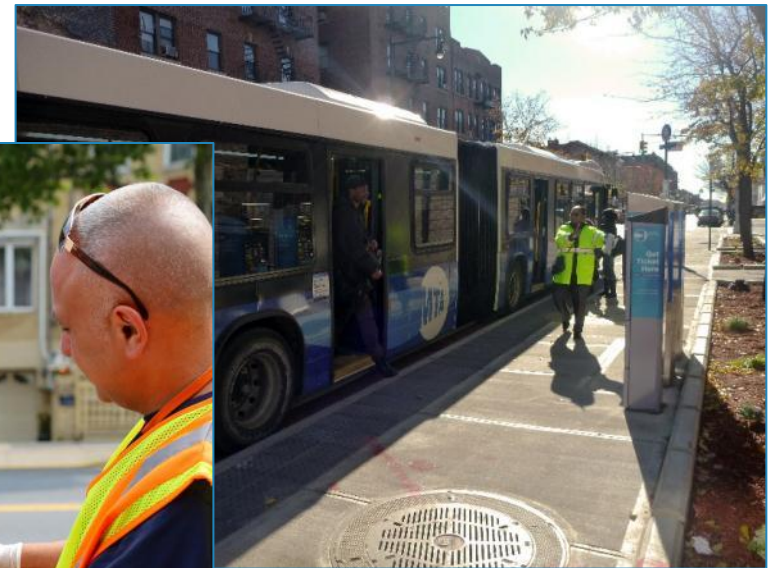


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# Interagency Teamwork

Agencies work together from initial planning through implementation





# Challenges

- **Agencies have multiple priorities that do not always align**
  - Acceptance that compromises are needed both between agencies, and within agencies



# Challenges

- **Funding cycles, procurement cycles, and labor agreements lead to different timeframes**
  - Both agencies are flexible and focused on final results, not who does what



# Lessons Learned

- Keep working together – building a relationship is more important than any narrow outcome
- Accept that sometimes there is no outcome idea for both agencies, and compromises are okay
- Build on success – projects that show results are better than plans that sit on a shelf



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North

Linden Boulevard

Church Avenue

Knapp Street

Flatbush



+selectbusservice

