



# Bus Plan

## April 2018





Buses serve every NYC neighborhood, providing more than 2 million rides each weekday, on over 300 routes, with a fleet of more than 5,700 buses



# Increased congestion has contributed to slow speeds and unreliable service

Additional annual vehicle miles as a result of ride hailing services since 2013:

**600 Million**

NYC bus speeds are among the slowest in the world

Manhattan Average:

**5.7 MPH**

Peak Hour Customer Journey Time Performance:

**70.6%**





The route network has not been holistically updated in decades and must adapt to meet the needs of our customers





# New Yorkers are choosing other modes of travel

Ride hailing services

**+31 Million**

Trips in 2017 compared to 2013

Bus routes with high subway overlap

**-25%**

Ridership since 2006

Citi Bike

**+6.4 Million**

Rides in 2017 compared to 2015





Since 2007, ridership has declined

System-wide

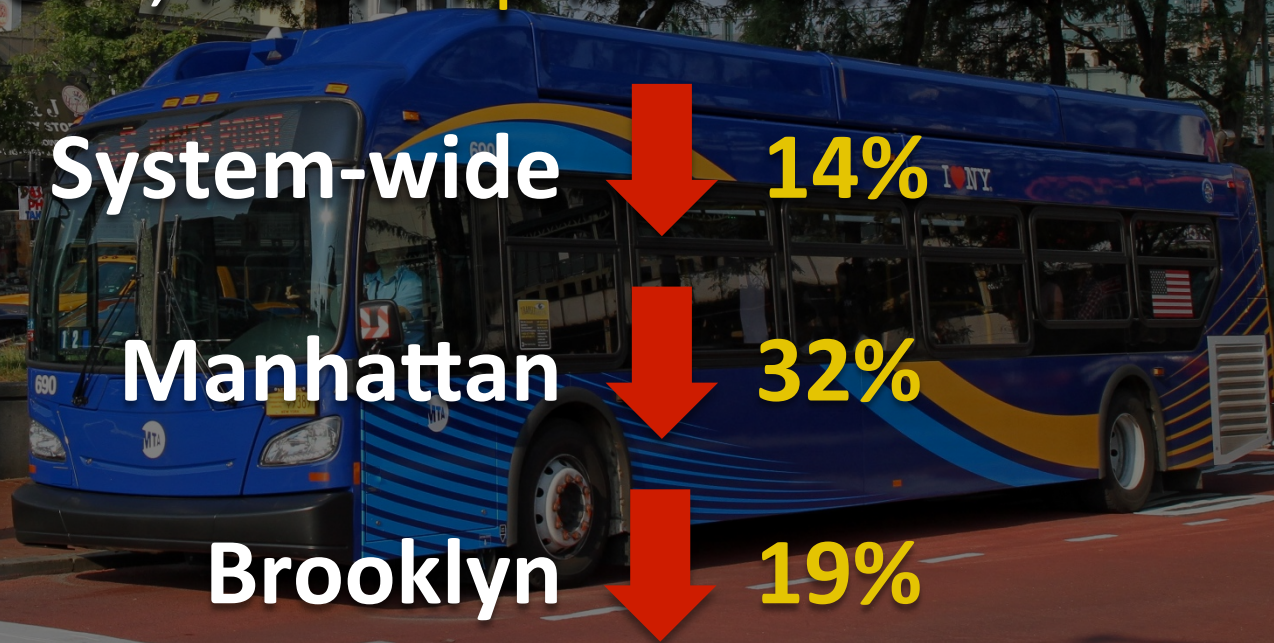
14%

Manhattan

32%

Brooklyn

19%







To address this challenge we have developed a **transformative vision** to deliver the improvements that New Yorkers want





# The Bus Plan will

- Create a modern network
- Expand bus priority
- Require effective traffic enforcement
- Speed up boarding
- Improve the customer experience
- Provide proactive service management
- Enhance our world-class fleet





# Create a Modern Network

**Redesign the network** from top to bottom based on customer input, demographic changes, and travel demand analysis. Provide better connectivity and more direct service in every neighborhood

Staten Island Express Bus Redesign implementation Summer 2018; System-wide redesign by 2021

**Optimize the existing network with community consultation** by removing closely-spaced and underutilized stops and making street design changes on select corridors in coordination with NYC DOT

Targeted corridor improvements beginning in 2018; System-wide bus stop balancing starting in 2019; Proactively evaluate schedules for customer-facing wins

**Expand off-peak service on strategic routes** using a toolbox of service strategies including increased frequency and demand based service adjustments

Pilot on priority routes starting Fall 2018



# Expand bus priority with DOT

**Expand Traffic Signal Priority (TSP)** to allow an approaching bus to hold a green light or shorten a red light

Work with DOT to aggressively increase TSP activated routes in 2018 and beyond

**Work with DOT to expand bus lanes and queue jumps** to speed up buses and bypass congestion

Identify opportunities for new bus lanes and queue jumps in 2018

**Seek exclusive busways** on priority corridors to give buses full access in major congested areas

Corridor study in 2018





# Require effective traffic enforcement

**Advocate for strengthened NYPD enforcement of bus lanes** to keep bus stops and travel lanes clear throughout the system

Beginning in 2018

**Recommend dedicated transit-priority traffic teams** to focus enforcement in key areas to ensure buses move quickly through trouble spots

Work with NYPD to begin rollout in 2019

**Use Bus Lane Enforcement Cameras** mounted on buses to automatically identify violations and issue tickets. Advocate for legislation to expand beyond the existing 16 authorized routes

Test on the M15 SBS in 2018; Expansion beginning in 2019



# Speed up boarding in conjunction with NFPS

**Install tap readers** to speed up the boarding process so buses spend less time waiting at stops

On all buses by the end of 2020

**Introduce all-door boarding** to allow riders to get on through any door of the bus

Concurrent with the New Fare Payment System

**Explore options for a future cashless system** to maximize reductions in boarding time

Beginning in 2018

**Expand fare enforcement** on regular bus service to reduce evasion and restore fare revenue

Beginning in 2019





# Improve the customer experience

**Continually enhance the Bus Performance Dashboard** with industry-leading customer focused indicators

Released in March 2018; Ongoing updates moving forward

**Install Digital Information Screens** on buses to provide ADA-compliant route and next stop information as well as service announcements

On all new buses starting in 2018; Retrofit on 1,000 buses in 2018

**Provide real-time seat availability** information to show how full the bus is via our mobile app

Introduced on express buses in 2018; Begin fleet-wide expansion in 2019



# Improve the customer experience

**Launch a customer information campaign** to communicate improvements in the bus system

Beginning in 2019

**Develop new maps** to make it easier to understand the route network and provide dynamic, customizable, and location-specific maps

New maps available beginning in 2018





# Improve the customer experience with DOT

**Work with DOT to install more bus shelters** equipped with real-time next bus arrival information

Starting in 2018

**Work with DOT to install real-time 'next bus' signs at bus stops** to provide arrival information

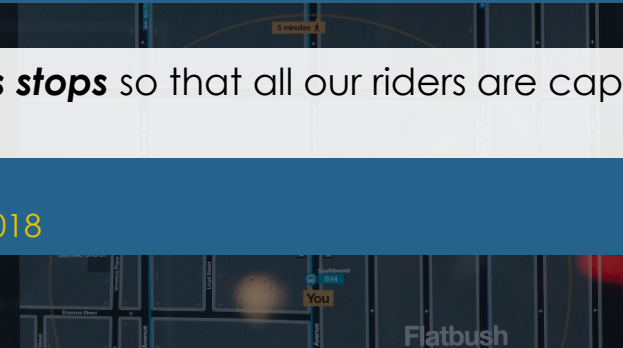
Expand to 150 more stops in 2018

**Work with DOT to ensure the accessibility of all bus stops** so that all our riders are capable of using all of our bus stops

Make improvements to at least 10 stops in 2018;  
System-wide evaluation to identify accessibility needs in 2018

| Route | Destination    | Stops away |
|-------|----------------|------------|
| B44   | Avenue U       | 0          |
| B44   | Avenue U       | 0          |
| B44   | Kenneth Street | 1          |
| B44   | Avenue U       | 2          |

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# Provide proactive service management

**Leverage new technology** to improve communications and put real-time data at the fingertips of operators and service managers

Bus Command Center opening Summer 2019; Upgrading to the latest Computer Aided Dispatch and Operations Support technology in 2019; New bus radio system on all buses by mid-2020

**Reorganize for success** through streamlined command and control and the strategic deployment of resources

Pilot in Fall 2018; Rollout by borough beginning in 2019

**Engage and empower staff** with the best training and best tools to refocus on customer service and safety, providing efficient, reliable service on every trip

Updated supervisor training in 2018; Revitalized Learning Center starting in 2019





# Enhance our world-class fleet

**Transition to a zero-emissions fleet** to improve air quality and reduce greenhouse gas emissions

Pilot 10 all-electric buses beginning in 2018; Purchase 60 all-electric buses in the 2015-2019 Capital Plan

**Evaluate new bus designs** to expand service options, streamline passenger flow, increase capacity, improve accessibility, and ensure reliability

Evaluate designs for improved passenger flow in 2018; Trial double-decker express bus in 2018



# Enhance our world-class fleet

**Optimize bus reliability** to improve performance, reduce impacts to service, and save money

Use the latest technology to identify leading indicators and enable reliability based maintenance

**Leverage technology to improve safety** by installing pedestrian turn warning systems, high-visibility windows, and additional safety/security cameras

Pedestrian turn warning and high visibility operator windows on all new buses, and additional camera installs starting in 2018





This plan is a road map to a better bus system, and we will work tirelessly to build the world-class bus system New Yorkers deserve