

Issues Raised at the 2006 Bus Forum

Wednesday, June 21, 2006 – Brooklyn Borough Hall

1) The B13 bus does not appear to follow a schedule and having this bus service the US Post Office facility is a waste of time. *NYC Transit officials said that they will check into adherence to schedule on the route. They are also looking at the extension of other routes in the area.*

2) The Brooklyn Developmental Center has asked repeatedly for more than one bus to service this facility, but it is still only served by the B13 route. Also, the former express buses used on the B13 have narrow aisles and are not accessible to persons with disabilities. *NYC Transit responded that there were security issues associated with having buses layover at the Developmental Center property*

3) The B17 route needs improvements in service and to stops. There is a lack of late night and weekend service and buses are not dependable during their scheduled operating hours. *NYC Transit responded that Operations Planning is looking at the route with an eye toward reducing gaps in service and assessing the demand for weekend service. Funding is a major issue in improving service.*

4) Many former Green Bus stops do not have Guide-A-Rides or other forms of schedules available at stops. *MTA Bus responded that they are working to post schedules at its bus stops. Posting schedules at express bus stops is the highest priority, and it will take approximately a year to complete posting of schedules at local bus stops.*

5) The Bus Command Center telephone number should be posted. There is a problem with bus operators fraternizing with customers. Bus Operators often do not wear name badges. Increased attention to cleaning is needed at Washington Plaza.

6) A rider expressed dissatisfaction with being stranded at outlying points in the system.

7) Buses traveling over the Verrazano Narrows Bridge should have bicycle racks installed on them. *NYC Transit responded that the bicycle racks evaluated to date have not meet the agency's safety standards but NYCT continues to seek out new designs and manufacturers.*

8) A rider addressed the implications of public transportation for the local economy.

9) Buses on the B9 route are very difficult for disabled riders to use.

10) A rider stated that the holiday fare promotion should have been in effect for a longer period of time and that bus bunching had caused him to arrive late at events.

11) B69 Buses serving the Brooklyn Navy Yard are crowded with students from 9 schools in the area and have no room for passengers to and from the Navy Yard. *NYC Transit responded that the route would be checked in the summer and will have traffic checkers again in the fall when schools are in session.*

12) B68 and B36 buses are bunched and heavily used in between 3:30 and 5:30 pm and their seats are uncomfortable. *NYC Transit responded that the operation of these routes will be examined.*

13) The bus system in Brooklyn doesn't go where riders wish to go. NYC Transit has not paid enough attention to the South Brooklyn Transportation Study. Articulated buses are slow because they require a lot of dwell time to load and unload.

14) The bus system on Staten Island has not changed to adapt to the changes in the Island's population and travel patterns. *NYC Transit responded that there is presently some service that addresses the concerns that were raised and that some additional service will be added this fall to respond to changing travel demands.*

15) More enforcement of parking restrictions in bus stops along the B63 route is needed to prevent delays.

16) The Q54 and Q60 routes should be adjusted with limited stop and short runs to prevent bunching. The Q11 route should be extended into the Queens Center Mall. The Bx12 bus has bunching problems and should have Sunday limited stop service. There should be more limited stop service on the M1 and M7 routes. There are bunching problems on the Q60 and Q32 routes. *MTA Bus responded that it will look at its routes in this area, but route changes involving turns and mall access are difficult.*

17) There is bunching on the Bx12 route in the Fordham Road and University Avenue area, which often results in buses blocking University Avenue. Saturday service on this route is poor. There should be more limited stop service on the M1 route and limited stop service should be initiated for the M7 route. *NYC Transit responded that the operation Bx12 route will be examined and that limited stop service on the M1 and M7 routes will be evaluated, although the service frequency of the M7 route may not be sufficient to support limited stop service.*

18) The B21 route should be extended to Broadway Junction and the B49 should offer limited stop service.

19) Lack of weekend and evening service on the QM11 buses is a problem. The Q60 route is operated with old vehicles that the speaker thought would be retired. The use of cell phones and food and drinks brought on board by passengers are also problems. *MTA Bus responded that a Continental Avenue stop will be added to the QM11 route, that new buses will be coming into the system in the fall, and that MTA Bus is developing cellphone courtesy stickers to place on buses.*

20) Riders are concerned that there will be no further service into Belmont Race Track starting in September. Better service to Far Rockaway is needed. MTA Bus Company routes should be included on NYC Transit bus maps. *MTA Bus responded that service into Belmont Race Track on the Q110 will be provided as long as the gate to the property is open. MTA Bus is in the process of creating bus maps for each borough, with the Queens map to be completed first.*

21) Bus driver's customer relations skills are poor. Some drivers will not follow the request-a-stop policy after 10 pm.

22) There are no posted schedules for the Q35 bus. The B3 buses are uncomfortable. *MTA Bus responded that an expanded summer schedule for the Q35 will take effect July 2 and that this schedule will remain in effect in the fall in an effort to increase ridership.*

23) M104 bus headways should be less than 5 minutes.

24) There should be a bus between the Bronx and LaGuardia Airport.

25) The Q104 route between Queens and Downtown Brooklyn should run later in the evening and earlier on Saturday and Sunday.

26) Double parking and commercial delivery parking in bus stops are major problems along the B63 route. Buses on the B37 route are in poor condition.

27) There has been poor service on the Q22 and Q113 routes since MTA Bus Company took over operations. There is a need for more dispatchers.

28) There should be more locations that provide MetroCard walking transfers between subway stations. The Belt Parkway should be investigated as an option for a route between Canarsie and Kings Plaza. The B42 buses are very crowded.

