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SUBSTANCE ABUSE

SENATOR JOHN C. LIU
MAJORITY ASSISTANT WHIP
11TH SENATE DISTRICT

December 17, 2019

Andy Byford
President
MTA New York City Transit
2 Broadway
New York, NY 10004

Dear President Andy Byford:

With the Queens Bus Network redesign underway, I recently requested input from constituents on how to improve bus service in northeastern Queens. Reliable, frequent and safe bus service is vital to residents of my district, particularly given the lack of subway service in the area. Constituents are pleased to have the opportunity to provide feedback, and I hope their recommendations, based on their real-life experiences riding Queens buses, will aid the MTA in redesigning bus service that better meets the transit needs of our community.

Attached please find a list of all suggestions about the bus redesign that I received. I compiled this feedback from phone calls and emails received by my office, as well as from ideas I heard from community members at a Community Forum I held on October 10 in Oakland Gardens. I would like to highlight a few of the suggestions here:

- **Express Buses:** Community members called for expanded express bus service from northeastern Queens to Manhattan, with routes that end in downtown Manhattan, not just midtown Manhattan.
- **Bus Service to Long Island Railroad:** Constituents requested bus lines that would allow them to more easily access the Long Island Railroad stops that run through the district.
- **Connecting Northeastern Queens Neighborhoods:** Community members asked for bus lines that would directly connect neighborhoods in northeastern Queens, often finding that they must take an indirect route through Flushing to get anywhere.

Also included on the attached list are other worthwhile suggestions that I hope you will consider. For instance, many riders have suggested bus routes that should be brought back into service, they have called for more frequent service to ease overcrowding, reliability and wait times, and they would also like to see specific safety issues resolved.

I hope that the MTA will include these suggestions in the Queens Bus Network redesign. I look forward to reviewing the draft plan soon, and I hope to continue working with you to improve bus service in Queens.

Sincerely,

A handwritten signature in black ink that reads "John C. Liu".

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/NC	Bus Cleanliness ? P/G/E	When is the Accessible?	Issue Type	Issue	Note/Suggestions
1 - Suggestions for Specific Bus Routes														
Q1			Yes	Yes	Yes	Yes	Good	Good	Not Crowded	Good		Frequency of bus, speed of bus, inefficient route, trip duration	Stops are too close together. Lanes are blocked by double parkers. Stop at 179th St and Hillside Ave is filthy and dangerous, hard to get on and off.	Make a subway line on Union Tpke out to the Queens border. Make a bus route connecting Eastern Bronx to Eastern Queens via Throgs Neck
Q12												Prevent reducing frequency of the bus	Frequency	Make more frequent bus service to and from Douglaston Pkwy, need combined LIRR, bus, and subway transfers. Make LIRR cheaper
Q12		Both Directions	Yes	Yes	Yes	Yes	Poor	Poor	Very Crowded	Poor		Frequency of bus, speed of bus, inefficient route, bus schedule is poor, bus is very crowded, bus is poorly cleaned	Q12 to and from Douglaston Pkwy is infrequent, crowded, hard to get seats, not clean, standing room only, buses are frequently taken out of circulation	Need more frequent buses. Needs to be express bus to Main Street Flushing to speed up the long trip, takes forty minutes to and from Flushing
Q12		Little Neck to Flushing to Little Neck	Yes	Yes	Yes	Yes	Poor	Poor	Very Crowded	Poor		Frequency of bus, speed of bus, inefficient route, trip duration, bus schedule is poor, bus is very crowded, bus is poorly cleaned	New articulated buses have not solved problem of overcrowding and infrequent bus service. Buses are "bunched", space them out. Even with longer boarding times overcrowding continues to be a problem.	

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Q12 - Articulated buses - reduce frequency - delayed arrivals - Main St bus stop moved 2 blocks		No bus stops between 149th-156th St			Yes		Removal of the Murray St stops not elderly or disabled friendly					Removal of the Murray St stops is a bad idea, no bus stops between 149th-156th St, it leaves too large a distance between stops	The often steep and uneven terrain between those two stops is not elderly or disabled friendly	Perhaps studies and additional resources will provide a resolution to these situations reduce or eliminate common? Perhaps starting some buses empty Northern Blvd (rather than near the Main Street Subway origin/terminal)?
Q12 - Dedicated Bus Lane				Yes								The articulated buses have lead to a reduction in frequency and with the traffic delays. Bus wait time have become extremely long and unreasonable. 20 minutes atleast btw buses. Main Street bus stop was moved 2 blocks to accommodate the buses which is burdensome for Seniors.	Similarly, the q12 crails along Northern. Adding a bus only lane there and signal priority would open that up as a commuter corridor, helping businesses along that stretch instead of giving it to Long Islanders who use it as a highway.	

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	Q12/Q13 - Bus Stop Removal - Northern Blvd & 196th Street - St. Nicholas Greek Orthodox Church											<p>I just learned today that the bus stop on the SE and NW corner of 196th St and Northern Boulevard - east bound fronting St Nicholas Greek Orthodox Church at 196-10 Northern Blvd and west bound fronting 195-19 Northern Blvd, are no longer being used as Q12 and Q13 bus stops. These buses are now by-passing these stops. No reason why this happened after so many years in operation was given to me.</p> <p>Since the Q12, Q13 and referenced bus stops are significantly used by my parish's seniors, parents and youth who attend church services, parochial school and numerous programs offered by the Church on a daily basis, can you possibly assist in getting these stops and bus service restored or provide me with a reason why Q12 and Q13 service was terminated and/or advise what if anything more I or the St. Nicholas parish can do to assist in resolving this matter.</p>	

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Left Turn Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/CVC	Bus Cleanliness ? P/G/E	White Issue	Issue	Note/Suggestions
	Q12/13 - Bus Stop Removal - Northern Blvd & 196th Street											Issue	<p>I just learned today that the bus stop on the SE and NW corner of 196th St and Northern Boulevard – east bound fronting St Nicholas Greek Orthodox Church at 196-10 Northern Blvd and west bound fronting 195-19 Northern Blvd, are no longer being used as Q12 and Q13 bus stops. These buses are now by-passing these stops. No reason why this happened after so many years in operation was given to me.</p> <p>Since the Q12, Q13 and referenced bus stops are significantly used by my parish's seniors, parents and youth who attend church services, parochial school and numerous programs offered by the Church on a daily basis, can you possibly assist in getting these stops and bus service restored or provide me with a reason why Q12 and Q13 service was terminated and/or advise what if anything more I or the St. Nicholas parish can do to assist in resolving this matter.</p>

Section	Bus Route/Suggestion	Bus Route Direction	Frequency w/Route	Speed w/Route	Inefficiency w/Route	Trip Duration w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? N/C/M/C/V/C	Bus Cleanliness P/G/E	White Vehicle Accidents?	Issue Type	Issue	Note/Suggestions
Q16	Q16	Bayside to Flushing to Bayside	Yes	Good	Very Crowded	Good	Yes	Speed of bus, bus is very crowded	Bus is very slow getting wherever possible, especially on downtown Flushing, takes over 25min to get from Francis Lewis Blvd to the 7 train in Flushing routes	Good	Yes	Bus is moderately crowded	Bus gets stuck in traffic from Kissena Blvd and Horace Harding to Main St/Roosevelt Ave	Needs a bus lane
Q17	Q17	Flushing/Jamaica							Moderately Crowded			Bus is moderately crowded	Bus gets stuck in traffic from Kissena Blvd and Horace Harding to Main St/Roosevelt Ave	Needs a bus lane
Q25	Q25	To Jamaica	Yes	Yes				Poor	Very Crowded			No seats because of overcrowding, 75-85% of passengers get off at Main St or Queens College, add "Main St Shuttle Buses", perhaps change route	Perhaps change route from 127th St, south of 14th Ave is too narrow for a bus route	
Q15A	Q15A	Queensborough College & Queens College from Whilesion			Yes							Inefficient route, one would have to take the Q15 or 15A, go into Flushing and take another bus to Queensborough/Queens College. Or take the Q15 and change to the 76, then change again at 47th Ave. to the bus to Queensborough/Queens College.	One would have to take the Q15A, go into Flushing and take another bus to Queensborough/Queens College.	

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Specified Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/VC	Bus Cleanliness ? P/G/E	When the Cleanliness affects?	Issue Type	Issue	Note/Suggestions
	Q25	Both directions				Stop combining Q25 resources with Q34 resources. Q34 does not go anywhere near College Point		Very Crowded			Stop combining Q25 resources with Q34 resources. Q34 does not go anywhere near College Point		Stop combining Q25 resources with Q34 resources. Q34 does not go anywhere near College Point	
	Q25-Stop located 13-35/39 127th St	Both directions	Yes	Safety Hazard							The stop is situated by a row of driveways so the buses are always blocking access to them		Relocate bus stop, has been an issue for many years	
	Q25-Stop located 13-35/39 127th St	Both directions	Yes	Safety Hazard							The stop has buses pushing cars back up into 14th Ave creating a hazard to motorists on both roadways		Relocate bus stop, has been an issue for many years	
	Q25-Stop located 13-35/39 127th St	Both directions	Yes	Safety Hazard							The bus is placed on a steep downhill that causes the buses to skid during snowfall as they are attempting to stop, thus putting the driver, passengers, and motorists in danger		Relocate bus stop, has been an issue for many years	
	Q25-Stop located 13-35/39 127th St	Both directions	Yes	Safety Hazard				Poor			The bus stop is not heavily utilized by many customers because of its odd placement		Relocate bus stop, has been an issue for many years	
Q27	Flushing/Queens Village		Yes					Good	Very Crowded	Good	Main St between Parsons Blvd (especially Holly Ave) needs bus lanes, constantly stuck in traffic		Needs bus lanes, needs enforcement of bus lanes	

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Spaced Issue w/Route	Headway Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? N/C/M/C/V/C	Bus Cleanliness P/G/E	White Patch Acceptable?	Issue Type	Issue	Notes/Suggestions
	Q27 - Dedicated Bus Lane - Streets to Narrow on Route			Yes			Overcrowded					The only reason our buses are slow is because of cars/trucks getting in their way. If you ever take the Q27 along Holly at rush hour you can see that it goes less than 3 mile an hour. The street is so narrow that buses can't pass each other and on multiple occasions I've seen bus drivers have to get out of their buses to direct traffic just to get enough room to pass.		Add SBS routes wherever possible, especially on Northern Blvd, which is badly congested and serves multiple bus routes
Q28		Bayside to Flushing to Bayside		Yes				Good	Very Crowded	Good	Yes	Speed of bus, bus is very crowded	Bus is very slow getting from Bayside into downtown Flushing, takes over 25min to get from Francis Lewis Blvd to the 7 train in Flushing	Make sure buses are on time and spaced appropriately. Have oversight of bus drivers schedule so that the buses run on schedule
Q28			Yes					Poor				Frequency of bus, bus schedule is poor	Q28 bus route is always 25min late, then two buses come together. Make sure buses are on time and spaced appropriately.	
Q28		Serving Bay Terrace	Yes				Bunching/Bus arrival not spaced properly	Poor				Riders wait a very long time for the bus just to have two or three buses come in a row	Riders wait a very long time for the bus just to have two or three buses come in a row	

Section	Bus Router/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/NC	Bus Cleanliness ? P/G/E	Which Air Accessible?	Issue Type	Issue	Note/Suggestions
Q30	Q28/Add Q28 express buses	To and from Main St	Yes	Yes	Yes	Yes		Poor	Moderately Crowded	Good		Trip duration, bus schedule is poor, bus is moderately crowded	Trip duration, takes 30 minutes to go 3 miles from Q28 to the 7 train in Main St, the bus stops 30 times	it would take less than 20min to bike 3 miles from Bayside to Main St, during rush hour there should be some Q28 buses that travel express from Bayside to Main St, should have a smartly designed bike network in Northeast Queens so that commuters can safely cycle 3 miles to the 7 train
Q30			Yes		Yes	Yes		Poor	Moderately Crowded	Good	No	Frequency of bus, inefficient route, trip duration, bus schedule is poor, bus is moderately crowded, bus is not wheelchair accessible	Too many bus stops	Remove 25% of the bus stops
Q31		Both	Yes	Yes	Yes	Yes	Safety/Pedestrian Safety	Very Crowded	Very Crowded			Speed of bus, trip duration, safety/pedestrian safety, bus schedule is poor, bus is very crowded	Cars on Bell Blvd and in the immediate area regularly drive onto the sidewalk, this is unsafe	Enforce parking laws, erect bus shelters, change bus stops
Q34		Both directions	Yes				Hundreds of people waiting for the bus to College Point, creates confusion for a bus that doesn't even go to College Point		Very Crowded			Hundreds of people waiting for the bus to College Point, creates confusion for a bus that doesn't even go to College Point	Hundreds of people waiting for the bus to College Point, creates confusion for a bus that doesn't even go to College Point	Put the Q34 route somewhere else in Flushing

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? NCM/CNC	Bus Cleanliness P/G/E	Wheelchair Accessible?	Issue Type	Issue	Note/Suggestions
Q36														
Q36			Yes	Yes	Yes	Yes		Good	Not Crowded	Good		Frequency of bus, speed of bus, inefficient route, trip duration	Stops are too close together. Lanes are blocked by double parkers. Stop at 179th St and Hillside Ave is filthy and dangerous, hard to get on and off.	Make a subway line on Union Tpke out to the Queens border. Make a bus route connecting Eastern Bronx to Eastern Queens via Throgs Neck
Q46							Express and Local buses not well marked					Q46 at Queens Blvd and Union Tpke are not marked to identify local or express	Q46 at Queens Blvd and Union Tpke are not well marked to identify local or express	
Q46		East/West	Yes					Good	Moderately Crowded	Good		Speed of bus, bus is moderately crowded	Q46 needs a bus lane-SBS, double parking and traffic slows the bus	Needs an SBS bus lanes, needs bus
Q46		Bell Blvd/ from Utopia Pkwy to Queens Blvd		Yes				Good	Very Crowded	Good	No	Speed of bus, bus is very crowded, bus is not wheelchair accessible	Uses Q46 everyday from Bell Blvd and back to Bell Blvd, please continue the service. Also uses it to go to Queens Blvd to go to Manhattan	Continue the Q46 route bus service
Q46								Poor	Very Crowded	Poor		Bus schedule is poor, bus is very crowded, bus is poorly cleaned	Need closer buses, broken seats on bus, buses need to be equipped with chargers	
Q46		From Kew Gardens to LI Jewish or to 260th Street			Yes			Poor				Running two different buses from Kew Gardens to LI Jewish or 260th St is a waste of money for the MTA	Running two different buses from Kew Gardens to LI Jewish or 260th St is a waste of money for the MTA	Run one bus to cover all areas

Section	Bus Route/Suggestion	Bus Route Direction	Frequency w/Route	Speed w/Route	Inefficiency w/Route	Trip Duration w/Route	Other Issues w/Route	Bus Schedule P/G/E	Bus Crowded? NC/MC/VC	Bus Cleanliness P/G/E	When Clean Accessible?	Issue Type	Issue	Notes/Suggestions
	Q76 - Needs additional buses - SB by Francis Lewis Blvd - near the schools during morning & afternoon - bus are overcrowded, miss stops and often late	Q76 - Southbound	Yes	Yes	Yes			Poor	Very Crowded			The Q76 southbound between 7-8am seems to be the most used time when the students and other passengers are travelling to multiple schools as PS209, St. Luke, JHS194, PS184, St. Mel, Holy Cross HS, IS25, WJPS and the list of schools continues on southbound to Saint Francis Prep.	My children specifically try to catch the 7:32am bus that picks up on Francis Lewis Blvd. and Locke Avenue. Below are specific issues with the Q76 SB bus service: does not stop because of overcrowding, stops but is extremely unsafe because of overcrowding, usually late and overcrowded, the bus stops to only let passengers out but will not let passengers on and the students peel open the back door and rush in. This is extremely dangerous for obvious reasons. I have also observed students very upset when the bus skips the bus stop and the students run in the street trying to get the attention of the bus driver. I am afraid a student will get injured in the street or worse. As the Q76 continues down Francis Lewis Blvd., the overcrowding becomes even worse at the intersection of FLB and 20th Avenue (the bus stop diagonal to McDonald's). I am alerting you to this situation in my last effort to try to add another bus on the line or an extended bus-car around the 7:30am timeframe to alleviate the congestion in the hopes that the Q76 bus service will run smoothly. Hopefully when the bus service is redefined in Chicago	

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Q88	Q88-Needs Limited Service & SBS Lane	On Queens Blvd, on Union Tpke	Yes	Yes	Yes	Yes		Poor	Moderately Crowded	Good	Yes	Frequency of bus, speed of bus, inefficient route, trip duration, bus is moderately crowded	There should be a SBS lane on Queens Boulevard for all the express buses that run on Queens Blvd, and a SBS lane on Union Tpke	Make SBS lanes and dedicated bus lanes on Kissena Blvd and Main St, create new lanes or extensions
2 - Express Buses	QM1		Yes					Poor (Weekend)				Prevent reducing frequency of the bus	Prevent reducing frequency of the bus	Including 3rd Avenue Takes an hour for bus to come
	QM2	From Manhattan to Queens	Yes (Weekend)		Yes	Yes						Fix evening rush hour service, fix weekend service	The QM2 should take the Long Island Expressway when going from Manhattan to Queens, will make trip much faster	
	QM5		Yes									Prevent reducing frequency of the bus	Prevent reducing frequency of the bus	Including 3rd Avenue
	QM6		Yes									Prevent reducing frequency of the bus	Prevent reducing frequency of the bus	Including 3rd Avenue
	QM6	Manhattan	Yes	Yes	Yes	Yes		Poor	Moderately Crowded	Good		Frequency of bus, inefficient route, trip duration, fare is too expensive	Frequency of bus, inefficient route, trip duration, bus schedule is poor, bus is moderately crowded during rush hour, bus lanes not enforced	Bus lanes in Queens and on 6th Avenue in Manhattan are not enforced, as a result buses rarely arrive on schedule
	QM6/Q46	Kew Gardens	Yes	Yes	Yes	Yes		Poor	Very Crowded	Poor		Frequency of bus, inefficient route, trip duration	Frequency of bus, inefficient route, trip duration, bus schedule is poor, bus is very crowded	add more QM6 buses midday, add express bus to Wall Street by 211th Street

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? NC/MC/CVC	Bus Cleanliness P/G/E	White Air Acceptability e?	Issue Type	Issue	Notes/Suggestions
	QMB/Add more express buses	From Glen Oaks to Wall Street	Yes	Yes	Yes	Yes	Good	Very Crowded	Excellent	Yes	Issue Type	Frequency of bus, inefficient route, trip duration, bus is very crowded	Need more express buses from Glen Oaks to Wall Street, buses also need to be more frequent	Need more express buses from Glen Oaks to Wall Street, buses also need to be more frequent
	X68	East	Yes	Yes	Yes	Yes	Poor	Moderately Crowded	Excellent	Yes	Issue Type	Speed of bus, bus schedule is poor, bus is moderately crowded	Eastbound trip takes 1hr 40min from Manhattan to Bellerose, sometimes 2 hours while the westbound trip takes only an hour. Yellowstone Blvd is a bottleneck, bike lanes are an impediment for X68 route	Make Queens Boulevard traffic improvements
3 - Network/Route Suggestions	5 buses from College Point to Jamaica Only one bus that travels east, none travel west	From College Point to Jamaica		Yes									Needs to be more than one bus that travels a different route east, at least two buses that travel west	Needs to be more than one bus that travels a different route east, at least two buses that travel west
	Add bus route from Whitestone to Bayside	From Whitestone to Bayside										Can't go anywhere in Queens unless you go to Flushing first	Can't go anywhere in Queens unless you go to Flushing first	Add bus route from Whitestone to Bayside

Section	Bus Router/Suggestion	Bus Route Direction	Frequency w/Route	Speed w/Route	Inefficiency w/Route	Trip Duration w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? N/C/M/C/V/C	Bus Cleanliness P/G/E	White Noise	Issue Type	Issue	Notes/Suggestions
	Bus that runs express between College Point and Clitfield	Both directions										Bus that runs express between College Point and Clitfield, this would provide access to the Main St Subway and the Skyview Mall	Bus that runs express between College Point and Clitfield, this would provide access to the Main St Subway and the Skyview Mall	Bus that runs express between College Point and Clitfield. The shorter trip would allow buses to make quicker roundtrips.
	College Point needs an express bus that doesn't require taking a bus to get to	Both directions					College Point needs an express bus that doesn't require taking a bus to get to					College Point needs an express bus that doesn't require taking a bus to get to	College Point needs an express bus that doesn't require taking a bus to get to	College Point needs an express bus that doesn't require taking a bus to get to
	Express bus to Manhattan	Both directions	Yes				Service ends too early	Poor				Increase service, make direct service to lower Manhattan, service ends too early	Increase express bus service, make direct service, don't end service that early	Increase express bus service to Manhattan, make direct service to lower Manhattan, do not end return bus service at 10PM
	Express buses along Queens Blvd & Union Tpke			Yes								Too slow, takes 1.5-2 hours to travel 15miles	Too slow, takes 1.5-2 hours to travel 15miles	
	Ferry service from bus						Provide ferry service from bus					Whitestone and Bayside should have a ferry to Manhattan	Fort Totten should be the location for the ferry	Huge parking lot, bus terminal for buses there as well
	Local bus from LeHavre											local bus from LeHavre takes 45 minutes to the 7 train	Trip duration, Speed of bus	
	Need bus route servicing LIRR						Need service to LIRR					Access to LIRR from Bayside is difficult, have to drive there	Access to LIRR from Bayside is difficult, buses should service the area	No parking when you drive there

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Speed Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MCVC	Bus Cleanliness ? P/G/E	Wheelchair Accessible?	Issue Type	Issue	Note/Suggestions
	New Bell Blvd Route providing service to LIRR via Union Tpke	New Bell Blvd Route providing service to LIRR via Union Tpke											There is no bus on Bell Blvd from Union Tpke to the Bayside LIRR station	New Bell Blvd Route providing service to LIRR via Union Tpke
	New Bell Blvd Route providing service to LIRR, all of Bell Blvd											no buses to LIRR via Bell Blvd, no bus service that covers entire length of Bell Blvd, missing service from Northern Blvd to Hillside Ave	Add new Bell Blvd route that covers entire length of Bell Blvd and provides service to LIRR	
	New Bus Route - that runs on Douglaston Parkway - btw LIE & Union Tpke													
	Provide Express Bus Service on Main St to Downtown and Midtown Manhattan	from Main St to Downtown and Midtown Manhattan												Provide express bus service on Main St to Downtown and Midtown Manhattan
	Service inside Glen Oaks	On Union Tpke & on Little Neck Pkwy											There should be bus service inside Glen Oaks from both sides, an Union Tpke & Little Neck Pkwy	If ridership in the evening and late hours is too lean then use small vans-dollar van type
	Service to Northshore Towers	Both directions											There should be bus service to Northshore Towers	If ridership in the evening and late hours is too lean then use small vans-dollar van type

Section	Bus Routes/Suggestion	Bus Route Direction	Frequency w/Route	Speed w/Route	Inefficiency w/Route	Trip Duration w/Route	Other Issue w/Route	Bus Schedule P/G/E	Bus Crowded? N/C/M/C/V/C	Bus Cleanliness P/G/E	White Air Pollution	Issue Type	Issue	Note/Suggestions
	Super express buses that from College Point to Main St station and back without stopping in Flushing	Both directions										Super express buses that from College Point to Main St station and back without stopping in Flushing	Super express buses that from College Point to Main St station and back without stopping in Flushing	Super express buses that from College Point to Main St station and back without stopping in Flushing. The shorter trip would allow buses to make quicker roundtrips.
	24 Hour/7 Days per week bus service - Little Neck Pkwy	Up and down Little Neck Pkwy	Yes					Poor				People work all kinds of hours in NYC both days and nights and late evenings	People work all kinds of hours in NYC both days and nights and late evenings	24 Hour/7 Days per week bus service. If ridership in the evening and late hours is too lean then use small vans-dollar van type
	L/N/Douglaston to Flushing/Main Street	L/N/Douglaston to Flushing/Main Street	Yes		Yes	Yes	Poor	Moderately Crowded	Excellent	Yes	Frequency of bus, trip duration, bus schedule is poor, bus is moderately crowded	Trip duration and frequency (L/N/Douglaston to Flushing/Main St)	Commuters have to walk a minimum of 5-6 blocks to get a bus to Flushing, have to walk a quarter of a mile to get a bus to the Bronx	
	Bus to Flushing is too far, 5-6 blocks 1/4 mile to get a bus to the Bronx				Yes						Inefficient route			
4 - Operations /Logistics	Allow SBS tickets to be used on non SBS routes, specifically Q20		Yes		Yes		Can't use SBS tickets on non SBS buses despite costing more	Poor			SBS tickets only work on SBS buses, by the time you run to buy the ticket the bus is already gone, and the next non SBS bus wont accept them as payment. Says happens all the time on the Q44 and Q20	Select Bus Service tickets only work on SBS buses but by the time you purchase the ticket upon noticing the bus, it leaves and the ticket is useless on normal buses, wants to make SBS tickets usable on non SBS buses	Could be a good idea to allow SBS tickets to be used on normal buses, so long as they can only be used once, it may save time.	

Section	Bus Route/Suggestion	Bus Route Direction	Frequency Issue w/Route	Inefficiency Issue w/Route	Trip Duration Issue w/Route	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/NC	Bus Cleanliness ? P/G/E	When to Address Issue	Issue Type	Issue	Note/Suggestions
Bus Camera						Buses need cameras				Install each bus with a camera, ticket drivers blocking bus		Cars blocking bus stop	
Bus Dispatcher in addition to bus operator										Commuters forced to stand in inclement weather when bus is already there.		Commuters forced to stand in inclement weather when bus is already there. There should be a bus dispatcher to see everyone is seated when the bus pulls in.	
Disability Metrocard- Unlimited Transfers										Disability metrocard should allow unlimited transfers for a minimum 2 hour period		Disability metrocard should allow unlimited transfers for a minimum 2 hour period	Disability metrocard should allow unlimited transfers for a minimum 2 hour period
Double length buses		Both directions				Safety issue				Double length buses are a traffic and safety hazard		Double length buses block intersections, unsafe for vehicles and pedestrians	Double length buses unsafe for passengers, center rotational movement, difficult for driver to see what's going on inside the bus
Express bus schedule							Poor			Make sure all express buses run on time, make sure delays are listed on NY Transit app		Make sure all express buses run on time, make sure delays are listed on NY Transit app	
Post notices										Post notices on all Queens buses to get rider input on possible changes		Post notices on all Queens buses to get rider input on possible changes	
Time spent waiting for the bus, all buses		All buses, all directions	Yes				Poor			There should never be more than a 20 minute wait for the bus		There should never be more than a 20 minute wait for the bus	
Update MTA App for Bus Arrival Times are Accurate													

Section	Bus Route/Suggestion	Bus Route Direction	Frequency	Speed	Inefficiency	Trip Duration	Other Issue w/Route	Bus Schedule ? P/G/E	Bus Crowded? NC/MC/VC	Bus Cleanliness ? P/G/E	Wheelchair Accessible ?	Issue Type	Issue	Note/Suggestions
	Street Parking Privilege Fee						Private good on public space					Street parking fee	Private good on public space	
	City Vehicle User Fee						Too many cars in the city					NYC vehicle license fee (city user fee)	Too many cars	