



Service Changes: Queens Bus Network Redesign

Christopher Pangilinan, Chief, Operations Planning

Service Issue

The proposed Queens Bus Network Redesign described in the December 2024 Queens Bus Network Redesign Proposed Final Plan Addendum (the “Proposed Final Plan Addendum”) represents a historic effort to reimagine the borough’s bus network based on our riders’ priorities: reliable service, faster travel, better connections, and simplified service. The proposed redesign of the local and express bus networks is grounded in our established network redesign strategies: improved route design, enhanced connectivity, improved frequency, balanced bus stops, improved transit equity, improved accessibility, and expanded bus priority.

The proposed Queens Bus Network Redesign, including the individual route profiles, is set forth in the Proposed Final Plan Addendum, which can be viewed at <https://new.mta.info/queensbusredesign>.

Recommendation

Implement the Queens Bus Network Redesign.

Impact on Funding

The Queens Bus Network Redesign would increase the net annual operating cost of Queens bus service by approximately \$33.7 million. This includes \$14.3 million of NYC Transit operating costs (MTA) and \$19.4 of MTA Bus operating costs (funded by the City of New York). The additional operating budget would enable increased frequency on key routes, allowing for an extensive, all-day frequent network. The increased budget would also allow for expanded access, increased service spans, and routing changes that provide new connections.

Implementation Date

Implementation is planned for two phases in the summer and fall of 2025.

Staff Summary



Bus Company



New York City Transit

Subject	Queens Bus Network Redesign
Department	Operations Planning
Department Head Name	Christopher Pangilinan
Department Head Signature	
Project Manager Name	Robert Lai

Date	January 17, 2025
Vendor Name	N/A
Contract Number	N/A
Contract Manager Name	N/A
Table of Contents Ref #	N/A

Board Action					
Order	To	Date	Approval	Info	Other
1	President		X		
2	NYCT/MTA Bus Committee		X		
3	Board		X		
4					

Internal Approvals			
Order	Approval	Order	Approval
		4	Chief Cust. Officer
7	President	3	General Counsel
6	Deputy CFO	2	Sr. Dir., External Relations
5	SVP, Buses	1	Chief, OP

Purpose

The purpose of this staff summary is to obtain Board approval to implement the Queens Bus Network Redesign described in the December 2024 Queens Bus Network Redesign Proposed Final Plan Addendum (the “Proposed Final Plan Addendum”) for local and express bus service. The redesigned bus network would better serve ridership demand while improving riders’ commutes through faster and more reliable travel. The redesigned Queens bus network has simpler, more direct routes, improved bus stop spacing, enhanced connectivity, improved frequency on key routes, and expanded bus priority.

Discussion

There are approximately 2.4 million residents of Queens. On an average weekday, there are more than 800,000 bus boardings on bus routes serving Queens. Roughly 45 percent of Queens residents commute via public transit, with a mean travel time of 43 minutes. There are 71 MTA Bus Company and 42 New York City Transit routes in Queens (including the B24, B32, B57, and B62 which are incorporated in this study as they travel into Queens).

An Existing Conditions Report was completed in August 2019. This report looked at the borough, its people, its travel needs, and what can be done to improve bus travel to meet those needs. It included an in-depth examination of the following key data elements: population and employment demographics, travel patterns, ridership, slow bus speeds, service reliability metrics, and productivity and financial efficiency metrics. The Report, along with valuable information gathered from our riders through public outreach, was used to inform the decision-making and overall process that created the subsequent plan iterations.

The initial Queens Bus Network Redesign Draft Plan (the “2019 Draft Plan”) was released in December 2019 and was followed by a round of outreach throughout winter 2020. Public feedback was solicited via in-person open houses and on-street pop-up events, the MTA website, Community Board presentations, presentations to elected officials and other key stakeholders, and via the MTA’s social media platforms. The project was paused in March 2020 due to the COVID-19 Pandemic. The project remained on pause for approximately 18 months.

Following the project’s restart, the planning team evaluated over 11,000 comments from the Draft Plan outreach. From these comments, the team decided the best way forward was to withdraw the 2019 Draft Plan and create a new plan based off the wealth of feedback received. The 2019 Draft Plan was officially withdrawn in December 2021, and the New Draft Plan was released in March 2022. The New Draft Plan release was followed by another robust round of outreach, which included soliciting feedback at outdoor open houses, pop-up events, virtual public workshops, the MTA website, presentations to elected officials and other key stakeholders, and via the MTA’s social media platforms.

The nearly 4,000 comments received on the New Draft Plan were used to inform revisions to the proposals developed for the Proposed Final Plan, released in December 2023. The Proposed Final Plan had yet another robust round of public outreach, including at least one presentation to each Community Board in Queens.

Each version of the proposed Queens Bus Network Redesign included numerous changes to bus stops, routings, and schedules. There are several key redesign strategies that were employed when developing the New Draft Plan that remained omnipresent through development and revisions to the Proposed Final Plan:

- **Improve route design:** Straighter routes with fewer turns reduce delays that can lead to gaps in service and overcrowding. In addition, the project introduces a new route type, “Rush”, which aims to connect riders quickly between outer borough neighborhoods and subway stations. These routes pick up riders locally and then skip stops to the subway, stopping only at major transfer points and key destinations.
- **Enhance connectivity:** The project aims to create a stronger network grid, with new routes that fill in gaps and with improved connections within Queens and to other boroughs.
- **Improve frequency:** Prioritizing an all-day frequent network (10 minutes-or-better between 6am and 9pm) is critical to getting customers to their destinations while allowing for easy, flexible travel. Frequent service allows customers to change plans and rely on the transportation network.
- **Balance bus stops:** Each bus stop removed from a route saves an average of 20 seconds, but depending on location and time of day, removal of a stop might save a minute or more travel time for everyone on the bus and makes bus service more reliable. These savings stem from buses not having to exit and re-enter traffic so often. Careful consideration has been given to each stop proposed to be discontinued, with analysis of ridership, distance between stops, transfers, community facilities, local demographics, and accessibility.

- Expand bus priority with the NYC Department of Transportation (NYC DOT): NYC DOT has conducted an analysis of major Queens corridors to identify streets where future bus priority treatments would have the greatest impact for Queens bus riders. The process identified 24 top-ranked corridors to be studied for potential bus priority street improvements. These improvements may include new bus lanes, busways, queue jump intersections, transit signal priority (TSP), and other interventions.
- Improve transit equity: The project has paid specific attention to areas with greater concentration of residents that are low-income, minority, and are transit dependent to help improve transportation equity. The MTA developed equity indices to evaluate the difference between the existing and proposed networks for those that live in areas of concentrated need. Understanding where these areas of concentrated need are located helped the project team understand where changes to the network, such as frequency increases and service span expansions, would most directly serve equity communities.
- Improve accessibility: The project team looked closely at areas with a high concentration of residents with disabilities. This project would streamline routes and expand connections to current and future ADA-accessible subway stations and would fill gaps in the existing bus network to expand the reach of accessible public transportation. In addition, the project team has used multiple criteria to evaluate bus stop spacing from an accessibility perspective.

A public hearing was held at Queens Borough Hall on July 24, 2024, soliciting final comments on the service changes proposed in the Proposed Final Plan. July 26, 2024 then marked the end of the public comment period for the Proposed Final Plan.

After refining the Proposed Final Plan based on constructive feedback from riders and other stakeholders who attended the July 2024 public hearing or submitted written comments, we have completed the Proposed Final Plan Addendum. The Proposed Final Plan Addendum includes 49 existing routes with routing changes, 17 new routes, and four retired routes. It would expand the bus network and increase connectivity within the borough and beyond.

The Proposed Final Plan included several route changes that are no longer being pursued in the Proposed Final Plan Addendum, in response to public feedback and operational constraints. Changes between the Proposed Final Plan and the Proposed Final Plan Addendum are detailed on individual route profile pages. Changes to “Q” routes in Brooklyn and “B” routes in Queens, with the exceptions of the Q7, Q35, Q112, B57, and B62 will be explored further in the ongoing Brooklyn Bus Network Redesign.

In addition to routing changes, the Proposed Final Plan Addendum includes proposed bus stop removals to improve bus stop spacing, balancing the need to improve travel times with the need to serve our riders with mobility limitations. Bus stop balancing changes would allow us to better match peer systems and improve average local route stop spacing from approximately every 950 feet to every 1300 feet. The improved bus stop spacing will increase the time buses spend moving and, in turn, improve riders’ commutes. Some bus stop changes have been made in advance of the Queens Bus Network Redesign being implemented in conjunction with NYC DOT’s bus priority projects. Additionally, preliminary bus stop pole and sign work will begin prior to the actual implementation

dates, as time is required for NYC DOT staff to make the necessary changes in advance of the proposed implementation dates.

Schedule changes include frequency increases and decreases and extended service spans for certain routes. 17 existing routes would see frequency increases, 63 would see no frequency changes, and 29 would see frequencies reallocated or decreased. Service spans would be expanded for 8 existing routes, 97 routes would see no span changes, and 4 would see reduced spans. For detailed information on proposed schedule changes by route, see the Proposed Final Plan Addendum.

Transfers are a crucial component of the redesign process, and interconnected routes provide faster travel times and enable increased frequency. The Queens Bus Network Redesign will result in some riders requiring an additional transfer to complete their trip. To ensure that these riders do not have to pay an additional fare to transfer, we will seek to add additional free transfers to the system where appropriate.

A service equity analysis, conducted in accordance with Title VI of the Civil Rights Act of 1964 and related Federal Transit Administration guidance materials, found that the Queens Bus Network Redesign described in the Proposed Final Plan Addendum would not result in a disproportionate impact on either minority or below-poverty populations.

More details, including changes between the Proposed Final Plan and the Proposed Final Plan Addendum, can be viewed at <https://new.mta.info/queensbusredesign>.

Recommendation

Implement the proposed Queens Bus Network Redesign as set forth in the Proposed Final Plan Addendum.

Alternatives

1. *Do nothing.* The status quo would be maintained, missing an opportunity to modernize the Queens bus network and improve speed and reliability.
2. *Consider less comprehensive changes.* Further study would be required to identify less comprehensive changes that could be made to individual routes, which would delay implementation of route changes well beyond 2025. Further, making less comprehensive changes would substantially reduce or eliminate many of the benefits achieved by a comprehensive network design.

Staff Summary



Bus Company



New York City Transit

Impact on Funding

The Queens Bus Network Redesign would increase the net annual operating cost of Queens bus service by approximately \$33.7 million. This includes \$14.3 million of NYC Transit operating costs (MTA) and \$19.4 of MTA Bus operating costs (funded by the City of New York) that would be implemented in the summer and fall of 2025. The additional operating budget would enable increased frequency on key routes, allowing for an extensive, all-day frequent network. The budget would also allow for expanded access, increased service spans, and routing changes that provide new connections.

Implementation Date

Implementation is planned for two phases in the summer and fall of 2025.

BOARD RESOLUTION

WHEREAS, in a Staff Summary dated January 17, 2025 (the “Staff Summary”), the Chief of Operations Planning recommended the following action:

- Implementation of the Queens Bus Network Redesign described in the December 2024 Queens Bus Network Redesign Proposed Final Plan Addendum (the “Proposed Final Plan Addendum”)

WHEREAS, a public hearing was held pursuant to the MTA Board adopted Service Change Guidelines (the “Service Change Guidelines”) on July 24, 2024 concerning the service changes described in the December 12, 2023 proposed Queens Bus Network Redesign Final Plan (the “Final Plan”);

WHEREAS, a summary of public comments on the service changes described in the Final Plan, and the New York City Transit staff responses thereto, accompanied the Staff Summary; and

WHEREAS, upon a review of the Staff Summary and the documents referenced in or attached thereto, the Board has determined that the additional net operating costs associated with the proposed Queens Bus Network Redesign as compared to the costs associated with the current Queens bus network are funded in the 2025 budget;

WHEREAS, the implementation of the Queens Bus Network Redesign constitutes a major service change according to the Service Change Guidelines, and the Board has considered the analysis of this major service change that was prepared by New York City staff in accordance with Title VI requirements, and has considered the impacts of this proposed major service change upon riders of mass transportation services, including minority and low-income users of such services;

WHEREAS, not less than thirty days written notice of the implementation of the Queens Bus Network Redesign shall be given to the Mayor and City Council of the City of New York pursuant to New York Public Authorities Law Section 1205(4), and such notices shall be provided with notice to the Speaker of the New York City Council and the Public Advocate;

NOW, THEREFORE IT IS RESOLVED that the Board approves the major service changes described in the Staff Summary, including the attachments thereto; and authorizes the President or his designee to implement such changes at such time as deemed practicable.

Summary of Public Comments from July 2024 Public Hearing Regarding Queens Bus Network Redesign

From December 2023 through July 2024, MTA NYC Transit and MTA Bus Company presented the Queens Bus Network Redesign Proposed Final Plan to stakeholders and customers throughout the borough, including all Queens Community Boards. A public hearing was held on July 24, 2024. Below is a summary of the most common comments and concerns expressed by the public:

Comment: Reroute/discontinue/combine/extend/maintain various proposals included in the Queens Bus Network Redesign Proposed Final Plan.

Response: The Queens Bus Network Redesign underwent an extensive planning process to deliver a more legible, frequent, and reliable network driven by rider priorities. Throughout the many iterations of the Queens Bus Network Redesign, the project team strived to balance various considerations, listening to the public at every step. This is most evident in the withdrawal of the Original Draft Plan and subsequent proposals put forth through the New Draft Plan, Proposed Final Plan, and now, the Proposed Final Plan Addendum. Working with limited resources, we believe that this final version of the Queens Bus Network Redesign will address many of the most common concerns we heard during the Proposed Final Plan outreach period while maintaining a familiar network that provides better service to our riders.

Comment: Fare evasion is a major problem on buses. The MTA should enforce fares more effectively.

Response: The MTA has recently enhanced its approach to fare enforcement on buses through the deployment of EAGLE teams to local and SBS bus stop hubs with high rates of fare evasion. With NYPD support, officers educate members of the community on fare payment options and issue summonses if riders do not pay the fare.

Comment: Route numbers should be redesignated to avoid confusion.

Response: The Original Draft Plan attempted to renumber routes as part of the initial pass to redesign the Queens bus network. Through the outreach process we heard public feedback that Queens residents found the renumbering challenging to understand. The subsequent Queens Bus Network Redesign plans reassigned route labels that were more familiar to those riders know today. This has proven more effective in communicating changes throughout the many iterations of the plan, as well as garnering useful feedback on route proposals.

Comment: The Proposed Final Plan does not accommodate the projected influx of riders that the Central Business District Tolling Program, or congestion pricing, is guaranteed to have.

Response: The MTA would invest \$33 million of additional annual service as part of the changes proposed by the Queens Bus Network Redesign. The plan includes 17 new routes, many of which would follow a Rush service pattern to provide riders with quicker trips to key destinations and rail stations. The plan also features increased frequencies and spans on various routes in the local network, as well as a new express bus route, the QM65, that would create a new connection between Southeast Queens and Downtown Manhattan. Following implementation of the Central Business District Tolling Program and Queens Bus Network Redesign, we will monitor ridership trends and adjust service levels as appropriate.

Comment: Relocate bus stops in front of religious institutions to provide better access for passenger vehicles.

Response: The MTA works with NYC DOT to review bus stop placements on a continuous basis. Some bus stop locations, particularly in high volume areas such as Jamaica and Flushing, cannot be easily relocated due to the complex logistics of multiple converging bus lines.

Comment: How has the MTA factored accessibility and equity considerations into the Queens Bus Network Redesign?

Response: The planning process has been informed by equity from the start of the project. The MTA's team extensively studied demographic characteristics, including transit dependency, minority representation, income, access to opportunity, and mobility needs in the Existing Conditions Report. The MTA's approach to equity expands beyond the federal requirements of Title VI of the Civil Rights Act of 1964 (Title VI), examining a broader set of socioeconomic indicators. In tandem with rigorous data analysis, the project team has been out in communities learning about how transit can better meet riders' needs, particularly focusing on communities far from the subway system. This has led to the development of this Proposed Final Plan Addendum that holistically works to mitigate adverse impacts and invest in service in areas with greater need.

In addition, the MTA has released an equity evaluation of the Proposed Final Plan Addendum. The assessment includes a detailed Equity Score Index that was developed using the MTA's expanded equity framework indicators. This index assigned Equity Scores to geographies and facilitated an evaluation of differences between the existing and proposed Queens bus network.

In terms of accessibility, while our bus fleet is ADA accessible, we recognize that much of the subway system is not yet compliant. For this reason, the Queens Bus Network Redesign aims to prioritize connections to stations with existing or planned accessibility upgrades.

Comment: Restore my bus stop(s).

Response: When analyzing each bus stop, the following factors were weighed:

- In-depth analysis of bus stop usage
 - The number of riders boarding and alighting at the bus stop on an average weekday
 - Whether the stop is a key transfer point to other bus routes or nearby subway or rail services
- Rider demographics
 - The density of seniors or persons with mobility issues
- Examination of surrounding land uses
 - The presence of community facilities, educational institutions, and/or medical facilities adjacent to the stop
- Identification of potential improvements to remaining bus stops to better accommodate riders
- Operational needs in response to routing or street conditions
- Pedestrian safety
 - Presence of nearby crosswalks in the area surrounding the stop
- Accessibility
 - Presence of an accessible boarding area at the bus stop

Bus stop balancing helps to speed up buses and increase reliability. Bus stops that are close together slow buses and reduce reliability. Improved spacing between stops will speed up bus service by reducing the number of times a bus must slow down, pull out of traffic, stop, then merge back into traffic. Bus stops that are spaced closely together and underutilized were considered for bus stop consolidation, while paying attention to and keeping our focus on minimizing inconvenience to riders.

Comment: Removing bus stops will not speed up service.

Response: Bus stop balancing, which involves removing bus stops for better spacing between stops, will speed up bus service by reducing the number of times a bus must slow down, pull out of traffic, stop, then merge back into traffic. Furthermore, removing stops on the near side of intersections better ensures that buses do not get stuck waiting for a green signal.

Bus stops that are spaced closely and underutilized were considered for bus stop consolidation, while minimizing inconvenience to riders. In making bus stop balancing proposals, we considered major employment, shopping, and medical centers, schools, ridership, topography, transfers to other buses and trains, resident demographics, including concentrations of seniors and persons with disabilities, and other local conditions such as bus stop shelters and other amenities.

Comment: Express bus service to Manhattan should be increased for Eastern Queens residents.

Response: The plan features the addition of the QM65—a new express route providing service between Laurelton, Rochdale, South Jamaica, and Downtown Manhattan. Other express bus routes across the borough have been adjusted to match ridership patterns that may result in minor frequency increases or decreases.

Comment: There should be more intra-borough express buses, particularly between Long Island City and outer Queens to account for Long Island City's growth as a residential and job center.

Response: Queens subway and local bus services will continue to provide robust access to Long Island City. Intra-borough express bus routes are not currently being pursued due to high operating cost per passenger on these services.

Comment: There should be an express bus between the Rockaways and Downtown Manhattan.

Response: An express bus service between the Rockaways and Downtown Manhattan would be redundant with existing A train and Rockaway Ferry service and would likely see low ridership.

Comment: Is there demand for Lower Manhattan express bus service along Jewel Av?

Response: Based on our analysis of origin-destination trips, there are very few riders making bus-only trips between Jewel Av and Lower Manhattan on a regular basis.

Comment: There should be bus service between 231 St in the Bronx and Astoria Blvd via the Triborough Bridge.

Response: The M60 SBS provides service between Broadway – W 106 St in Manhattan and LaGuardia Airport via Astoria Blvd and the Robert F. Kennedy Bridge, with connections along 125 St. Bronx riders can utilize the 1 train and transfer to the M60 SBS at 116 St, or utilize the BxM2 and transfer to the M60 SBS at 125 St.

Comment: Bring Select Bus Service to Northern Blvd, making neighborhood stops along the way from Flushing to Manhattan's East Side over the Queensboro Bridge in its own dedicated bus lane.

Response: Due to resource constraints, creating Select Bus Service on Northern Blvd would come at the expense of local service, meaning that riders at local stops would have less service than today. In addition, running these buses over the Queensboro Bridge would reduce the route's reliability given heavy congestion during the peak and midday periods.

Under Queens Redesign, Northern Blvd would continue to be a major connector between Manhattan and Queens, providing both Q63 Rush service with wider bus stop spacing and Q66 Local service to bring riders to Manhattan's East Side via a transfer to the 7, E, F, M, N, R, and W subway lines or Q32 or Q60 bus routes.

Comment: We need larger buses on the Q6, Q8, Q9, and Q41 due to overcrowding.

Response: While larger, articulated buses would be able to hold more passengers per bus, to efficiently utilize resources a route with articulated buses would not run as frequently as a route with standard 40' buses. Bus service frequency is scheduled to provide the capacity to accommodate ridership accounting for the bus size, and ridership is monitored as part of the regular schedule review process.

Comment: There should be local bus service connecting Long Island City, Hunters Point, and Manhattan via the Midtown Tunnel.

Response: The MTA has a commitment to fiscal responsibility. Every proposed change to the bus network has been thoroughly evaluated from both a fleet and budgetary perspective, necessitating careful and sometimes difficult decisions. Bus service between Long Island City, Hunters Point, and Midtown Manhattan would be redundant with the 7 train and likely see low ridership. Because of this, associated resource constraints, and operational challenges on Manhattan streets near the tunnel, the MTA is not implementing this local bus service at this time. However, the MTA will continue to investigate proposals like this for possible future implementation.

Comment: Bus stops along Sutphin Blvd in Jamaica are frequently blocked by vendors and police vehicles.

Response: We work closely with our partners at NYC DOT and NYPD to improve bus stop and bus lane enforcement. City streets, including bus lanes and bus stops, are managed by NYC DOT. Camera enforcement of bus lanes, busways, parking in bus stops, and double parking is in effect on bus corridors throughout Queens regardless of the presence of bus lanes.

If and whenever you observe cars and other vehicles regularly parking at a particular stop on a bus route or in a bus lane, please note the bus route, bus stop, and time of day and contact us by calling 511 or providing the information on our website at <https://new.mta.info/customer->

[feedback](#) so that we can investigate the incident further. We can work with our partners at NYPD to resolve the issue.

Comment: Why are there no bus lines running across the Throgs Neck Bridge or Clearview Expwy?

Response: The Throgs Neck Bridge and Clearview Expressway connect lower-density communities in both the Bronx and Queens, making local bus service unlikely to be viable.

Comment: SBS routes need onboard payment systems.

Response: OMNY is currently accepted for fare payment on all New York City buses, including SBS routes. On SBS routes, riders may board at any door and tap an OMNY card or contactless card or device at the OMNY reader just inside of that door.

Comment: The southern stretch of Bell Blvd, south of 48th Av, should have bus service continuing down to Hillside Av via Bell Blvd and 217th St, which may then terminate at a major intersection along Hillside, such as Springfield Blvd.

Response: The nearby Q27 would continue to serve this area via Springfield Blvd, with service to Cambria Heights.

Comment: The MTA should adopt a combined monthly or weekly CityTicket, ideally funded through the OBTA.

Response: The MTA is continually reviewing fare policy in response to budgetary and technological constraints and is exploring ways to make fare payment more convenient and equitable for all riders.

Comment: Expand bus lanes and busways.

Response: To continue to improve bus service, we are working with our partners at NYC DOT to expand bus priority on key Queens corridors where it is most needed. More information regarding bus priority plans in Queens can be found in the NYC DOT's 2024 NYC Streets Plan report.

Comment: Do not require a second fare for those that currently pay a single fare.

Response: While the Queens Bus Network Redesign improves connections and travel for most riders, some riders would need to make an additional transfer to complete their trip. To ensure that these passengers do not have to pay an additional fare to transfer, we are seeking to strategically add additional free transfers to the system. Our policy is that no rider should have to pay an additional transfer fare as result of the Queens Bus Network Redesign.

Comment: The MTA should implement time-based transfer and daily fare cap policies.

Response: With OMNY or a pay-per-ride card, you get one free transfer within two hours of paying your fare. You can transfer from subway to bus, bus to subway, or bus to bus. If you transfer from the subway or local bus to an express bus, you'll be charged the difference between the subway or bus fare and the express bus fare unless you have a 7-Day Unlimited Express Bus Plus MetroCard.

Using OMNY under the current fare cap policy, riders only pay for the subway and local bus rides they take up to \$34 in a 7-day period, as long as they use the same device or contactless card.

To learn more about the MTA's fare policies, visit our website by clicking the following link: [Everything you need to know about fares in New York.](#)

Comment: Keep buses cleaner.

Response: Our staff cleans each bus daily. While it is our responsibility to maintain buses, riders must also do their part by not littering.

Comment: I don't think the community had enough time to appeal these sweeping changes nor understand them completely, and the MTA did not do enough community outreach.

Response: Since the inception of Queens Bus Network Redesign in 2019, the MTA has held over 230 outreach engagements. This includes over 150 opportunities for live public comment at pop-ups, open houses, town halls, workshops, and Community Board presentations throughout Queens. The MTA has also promoted the project extensively. This has included promotions onboard buses, in subway stations, at bus stops, in newspapers, on social media, and in press releases.

Comment: Bay Terrace needs more connections to other parts of Queens and Downtown Manhattan.

Response: The Q31 extension would provide a new connection from Bay Terrace to parts of eastern Queens south of Flushing, such as Fresh Meadows and Jamaica. This proposal would

increase access to rail connections to both Downtown and Midtown Manhattan. The QM2 and QM32 express buses also provide robust service to Midtown Manhattan from Bay Terrace.

The Queens Bus Network Redesign would maintain existing Q13, Q16, and Q28 service to Flushing.

Comment: Extend one bus, such as the Q45, Q46, or Q48, from Union Turnpike Station up 108th St to reach other parts of Forest Hills.

Response: This proposal was reviewed and was found to be operationally challenging due to a lack of layover space and turnaround options in Forest Hills, resulting in decreased reliability. This trip would continue to be possible via a transfer to the E or F train.

Comment: UBS Arena, within Belmont Park, is proud to be a job center for the region and home to the beginning of the Q2 and the Q110 bus routes. We're worried that existing connections, with their existing commute patterns, will go away with the proposed changes.

Response: UBS Arena would continue to receive direct service with the proposed Q2 and Q82. The Q2 routing would remain unchanged, but operate as a Rush route, providing faster service between Jamaica and UBS Arena. The Q82 Rush would operate via Hempstead Av and Hillside Av with a connection to the Q110 along Jamaica Av.

The Q2 would run 24 hours a day, while the new Q82 would run between the hours of 4:00 AM and 12:50 AM on weekdays, 5:45 AM and 1:15 AM on Saturdays, and 5:10 AM and 12:50 AM on Sundays, ensuring riders always have a connection to Jamaica.

Comment: How will the Queens Bus Network Redesign address operational challenges along Cooper Av and at Ridgewood Intermodal Terminal?

Response: The Queens and Brooklyn Bus Network Redesign project teams are working closely with NYC DOT to ensure proposals along Cooper Av and at Ridgewood Intermodal Terminal would be feasible. Note that the route proposals for the B7 and B20 will be further explored under the Brooklyn Bus Network Redesign.

B15/B35/B55

Comment: The B15 and B35 should be SBS routes, rather than being replaced by the proposed B55 XT.

Response: The B15, B35, and proposed B55 XT routes are Brooklyn routes that are not planned for implementation under the Queens Bus Network Redesign. Feedback on these routes, as well as other Brooklyn routes, is encouraged as part of the Brooklyn Bus Network Redesign outreach

process. Learn more about the project and how to share feedback at mta.info/brooklynbusredesign.

B57

Comment: The B57 should have the same frequency as the existing Q18 along 69 St.

Response: The B57 is a Brooklyn route that is not planned for implementation under the Queens Bus Network Redesign. Feedback on the B57, as well as other Brooklyn routes, is encouraged as part of the Brooklyn Bus Network Redesign outreach process. Learn more about the project and how to share feedback at mta.info/brooklynbusredesign.

Q1

Comment: The Q1 should start at Archer Av/Sutphin Blvd instead of Jamaica Av, making it easier to transfer between the subway, LIRR, or AirTrain and the bus.

Response: This extension would be operationally difficult due to the high volume of buses and congestion in this area. These transfers would be reachable via a one block walk south from Jamaica Av to Archer Av.

Comment: Maintain the existing Q1.

Response: The Q1 would be extended west to make new connections and receive major frequency increases in select time periods to better serve the densest part of the Hillside Av corridor. The route would also have fewer variants, making service more legible for riders.

Q3

Comment: Q3 bus no longer goes to Brooklyn – it terminates at JFK airport.

Response: The Q3 would maintain its existing routing to JFK, and frequencies would increase compared to existing service. The Q3 has never served Brooklyn.

Q4

Comment: Q4 needs to be extended to Elmont Rd.

Response: The Q4 would maintain its existing routing under Queens Bus Network Redesign. This extension to Linden Blvd/Elmont Rd would be operationally difficult due to a lack of turnaround and layover options in the surrounding area.

Q5

Comment: Upgrade the Q5 to an SBS route with all-day service to Green Acres Mall.

Response: The Q5 would have all-day frequent service along Merrick Blvd between Laurelton and Jamaica. Existing service to Green Acres Mall would be provided by the new Q87 Rush with increased spacing between stops, providing faster service. The Q5 would continue to serve Green Acres Mall during the day on weekends.

Comment: The Q5 should continue serving Hook Creek Blvd and the LIRR Rosedale station.

Response: Under Queens Bus Network Redesign, weekday Q5 service to Hook Creek Blvd and Rosedale LIRR would be served by the new Q87 and Q86, respectively. On weekends, the Q5 would continue to serve Hook Creek Blvd and the Q86 would serve Rosedale LIRR. Merrick Blvd riders would see faster, more legible service overall with this project.

Q5/Q85

Comment: Maintain existing Q5 and Q85 service to Green Acres Mall for shoppers.

Response: The proposed Q87 and Q89 routes would provide weekday service to Green Acres Mall. The Q5 would follow existing service patterns on the weekends, terminating at Green Acres Mall during the day and at Rosedale LIRR overnight.

Q6

Comment: Do not decrease service on the Q6.

Response: In response to public feedback, frequencies on the Q6 would remain at existing levels.

Comment: There is overcrowding on the Q6 and at the Sutphin Blvd/Archer Av and Sutphin Blvd/91 Av stops.

Response: Due to resource constraints, frequency on the Q6 would not be increased, but would remain at existing levels. We will continue to monitor Q6 ridership and adjust frequency as appropriate and as resources are made available. These stops have particularly high ridership because they are the main points of connection between the Q6 and the subway and LIRR.

Q8

Comment: Concerns about the shortening of the Q8 to New Lots Av.

Response: The proposed Q8 reroute to New Lots Av is in Brooklyn and is therefore not planned for implementation under the Queens Bus Network Redesign. Feedback on the Q8, as well as other Brooklyn routes, is encouraged as part of the Brooklyn Bus Network Redesign outreach process. Learn more about the project and how to share feedback at mta.info/brooklynbusredesign.

Comment: The Q8 needs to make fewer stops and have higher frequency.

Response: Under Queens Bus Network Redesign, Q8 stops in Queens would be spaced slightly further apart to improve speed and reliability. Q8 stops in Brooklyn would remain as existing and will be explored further in the Brooklyn Bus Network Redesign. Frequencies would be increased on weekdays to provide all-day 10 minutes-or-better service.

Q9A/Q89

Comment: Restore the Q9A route from Rockaway Blvd to Jamaica Bus Terminal.

Response: The new Q51 would serve segments of Linden Blvd previously served by the Q9A/Q89. The Q9 would continue to serve Lincoln St between Linden Blvd and Rockaway Blvd and connect to Jamaica.

Q10

Comment: Maintain the existing Q10 routing via Rockaway Blvd and 130 St for access to the A train and JFK Airport.

Response: In response to public feedback, the Q10 would continue to serve Rockaway Blvd and 130 St with some changes to stops and frequencies. The route will also have limited-stop Rush service along Lefferts Blvd, speeding up trips for riders looking to connect to the subway and LIRR. The existing Q10 Limited branch would be renumbered as the Q80 with more frequent service in addition to new overnight service. Lefferts Blvd overall would see more frequent service under Queens Bus Network Redesign.

Q11

Comment: The reroute of the Q11 leaves residents of the Centreville portion of Ozone Park without a single bus line.

Response: The combined Q11/Q21 would significantly increase frequencies for bus-dependent riders in both Lindenwood and Howard Beach. The proposed routing would also provide new connections across Cross Bay Blvd. Residents of the Centreville section of Ozone Park would continue to be able to access local bus service on Cross Bay Blvd and 157 Av via the Q11, Q41, Q52, and Q53.

Q12

Comment: The Q12 should be rerouted along Little Neck Pkwy, replacing the Q36, and serve Jamaica Av, Jericho Tpke, and the Floral Park LIRR station.

Response: The Q12 would be rerouted from Sanford Av to Northern Blvd to provide all-day frequent service along Northern Blvd from Little Neck to Flushing. Extending the route to Floral Park LIRR would be operationally challenging due to resource constraints and lack of viable turnaround and layover options in Nassau County.

Q14

Comment: Q14 needs to be extended to Ridgewood to maintain connection with M train.

Response: The Q14 would be extended to Ridgewood via Forest Av, terminating at the Forest Av M train.

Q15

Comment: The Q15 needs more early morning service.

Response: The existing Q15 first trip begins at 5:05 AM on weekdays. The Queens Redesign Q15 retains a similar service span, beginning at 5:15 AM. The proposed Q61, which covers the 154 St segment of the existing Q15, would begin service at 4:45 AM.

Comment: The Q15 should operate to Beechhurst.

Response: In response to public feedback and operational challenges, the Q15 would continue to serve Beechhurst via 10 Av and Powells Cove Blvd.

Q19

Comment: Due to overcrowded buses, increase frequency on the Q19.

Response: The Q19 would not see a frequency increase at this time due to resource constraints. We will continue to monitor ridership on this route and adjust frequencies accordingly.

Comment: There is a gap in accessing the western Bronx from Queens. Extending the Q19 or Bx41 could close this gap.

Response: Travel between the western Bronx and Queens is possible through utilizing the M60 SBS and the various subway and bus transfers along 125 St.

Q20

Comment: Maintain the Q20A routing via 20 Av with the same or higher frequencies to facilitate a one-seat ride to shopping destinations in College Point.

Response: In response to public feedback, the Q20 would continue to connect College Point to Flushing via 20 Av with minor changes to stops and frequencies.

Q22

Comment: Do not shorten the Q22. We will have to take two buses to go between the east and west ends of the Rockaway Peninsula.

Response: Due to low ridership on the western end of the existing Q22, the route would terminate at Beach 116 St. The realigned Q35 via Rockaway Beach Blvd would provide connections to destinations further west. Riders making this transfer would not be required to pay a second fare.

Q23

Comment: Maintain existing routing on the Q23 between Forest Hills and Rego Park.

Response: The Q23 service would mostly maintain its existing routing between Forest Hills and Rego Park. Due to operational issues and in response to community requests, the Q23 would be rerouted from Austin St to Yellowstone Blvd and Queens Blvd.

Q25

Comment: 127 St between 14 Av and 23 Av is too narrow, causing bottlenecks and passing problems for Q25 buses.

Response: The existing Q25 routing along 127 St provides important access for College Point riders and would not change under Queens Bus Network Redesign.

Comment: Reroute the proposed Q25 and Q65 to terminate along 146 St between Jamaica Av and Archer Av to improve operations and mobility.

Response: Moving bus terminals in Jamaica is logistically challenging as any adjustments would have a cascading effect on the many bus routes that terminate here. Bus terminals are chosen based on a variety of factors, including but not limited to route frequencies, route type, layover space, and common transfers.

Q26

Comment: Extend the Q26 to College Point.

Response: The Q26 would serve College Point via the existing Q65 routing on College Point Blvd, 14 Av, and 15 Av.

Comment: Extend the Q26 to Oakland Gardens.

Response: Due to resource constraints, the Q26 would continue to use its existing southern terminal at Francis Lewis Blvd/Horace Harding Expwy.

Q27

Comment: Extend the Q27 with the Q77 to Rosedale for cross-Queens connections.

Response: Due to resource constraints, the Q27 would continue to use its existing southern terminal in Cambria Heights, where riders could transfer to the Q77 for destinations further south.

Q28

Comment: Restore the Q28 to College Point.

Response: The Q28 currently runs from Flushing to Bay Terrace and would continue to do so under Queens Bus Network Redesign.

Q30

Comment: Retain existing Q30 routing to Little Neck.

Response: In response to community feedback, the Q30 would continue to connect Little Neck to Jamaica via Horace Harding Expwy.

Comment: Continue Q30 service on weekends and/or expand Q31 span to mitigate a service cut on Utopia Pkwy in the evenings.

Response: In response to public feedback, the Q30 to Little Neck would mostly maintain its existing routing. The Q30 and Q75 combined would resemble existing service levels on Utopia Pkwy at all times.

Q31

Comment: Retain existing Q31 routing to Bayside and Auburndale on Bell Blvd.

Response: In response to community feedback and following bus operations testing, the Q31 would continue to serve Bell Blvd with an extension to The Bay Terrace Shopping Center.

Q34

Comment: Do not discontinue the Q34 line. The alternative bus lines are already heavily populated, and will lead to serious and unsafe overcrowding, especially during the morning and evening rush hour periods.

Response: Service on the existing Q34 routing in Flushing and Whitestone would be provided by the new Q61. Alternative service from Flushing to Jamaica would be provided by the Q20, Q25, and Q44 SBS. Q25 frequencies would be combined with the Q34, resulting in significant frequency increases in several time periods.

Q35

Comment: Please add a Q35A route connecting the Rockaways to the Brighton Beach B/Q station via Emmons Av and Belt Pkwy.

Response: This proposed routing is not being considered currently. The Q35 would continue to operate between Brooklyn College and Rockaway Park with an extension to the Rockaway Ferry landing and a reroute from Newport Av to Rockaway Beach Blvd.

Comment: Maintain existing Q35 routing on Newport Av.

Response: With the proposed discontinuation of the Q22 west of Beach 116 St, the Q35 would be rerouted to Rockaway Beach Blvd to streamline operations and continue serving riders along the western peninsula.

Q36

Comment: Operate the Q36 on Saturdays and Sundays to provide bus service to Little Neck LIRR station.

Response: The new Q36 would run on weekends, providing requested service to the Little Neck LIRR station via Little Neck Pkwy.

Q37

Comment: Retain existing Q37 routing since Q3, Q7, Q10, and B15 already serve JFK Airport.

Response: In response to public feedback, the Q37 would continue to use its existing southern terminal at 135 Rd in South Ozone Park. The route would be realigned from 114 St and 133 Av to Rockaway Blvd and Lefferts Blvd to reduce turns.

Q38

Comment: Extend the Q38 from Fresh Pond Rd to Queens Center so that riders don't have to wait for a transfer to the Q14.

Response: The existing Q38 loop routing is inefficient and unreliable. The new Q14 would provide service on the northern half of the existing Q38 and create new connections between Ridgewood and East Elmhurst.

Q40

Comment: There are not enough buses on the Q40.

Response: The proposed Q40 Rush route would not see any major changes to frequency, but should be a more reliable, faster service to Jamaica due to new limited-stop Rush segments along Lakewood Av and Sutphin Blvd.

Q43

Comment: Extend the Q43 to Long Island Jewish Medical Center to provide a one-seat ride from Jamaica.

Response: The Q43 would maintain its existing routing between Floral Park and Jamaica. The Q46 will continue to serve Long Island Jewish Medical Center.

Comment: Increase service on the Q43 to account for new ridership, such as near the HERRC shelter.

Response: The Q43 would not see a service increase as part of the Queens Bus Network Redesign. We will continue to monitor Q43 ridership and adjust frequency as appropriate and as resources are made available.

Q44

Comment: Extend the Q44 to Fordham Plaza.

Response: Adding additional mileage to the Q44, an already long bus route, would have impacts on reliability, making the bus less able to effectively serve existing passengers.

Q46

Comment: Implement Limited or SBS style route on the Q46, especially westbound trips during rush hour.

Response: The proposed Q46 Rush stops along Union Tpke east of 188 St would be spaced slightly further apart than existing, while stops along Union Tpke west of 188 St would only be located at key destinations and major transfer points. The purpose of Rush service is to quickly connect outer borough neighborhoods to subway stations, particularly during peak travel periods. The proposed Q46 Rush would provide riders a travel experience like those on Limited and SBS routes, while also providing essential connections east of 188 St.

Comment: The Q46 should serve Long Island Jewish Hospital.

Response: The Q46 would maintain its existing routing between Long Island Jewish Medical Center and Kew Gardens.

Q50:

Comment: The Q50 should operate to Co-op City at all times.

Response: As part of the Bronx Bus Network Redesign, off-peak Q50 service was shortened to terminate at Pelham Bay Park 6 station. Overnight service between Co-op City and Pelham Bay Park is provided by the Bx12 Local. Daytime service between Co-op City and Pelham Bay Park is provided by the Bx23. The Q50 would continue to provide service to Co-Op City during peak periods.

Comment: The Q50 should run to Jamaica.

Response: The Q50 is already a long bus route, and increasing the length would have impacts on reliability. Under Queens Bus Network Redesign, riders would be able to transfer in Flushing to the Q17, Q20, Q25, or Q44 which provide all-day frequent service to Jamaica.

Q51

Comment: The Q51 running to Rockaway Blvd/Cross Bay Blvd will add more congestion to an area already served by multiple bus lines.

Response: Converging multiple bus lines, particularly around subway stations, creates transit hubs allowing us to provide easy to use service to riders looking to transfer between different transit lines.

Q52

Comment: Extend the Q52 to serve new housing developments in Edgemere and Arverne East.

Response: Q52 service would be extended to Beach Channel Drive/Beach 50 St to offer new service to current residents as well as the thousands of new residents expected at the Edgemere Commons development. The MTA will monitor future developments for potential new service improvements to the Q52 on an ongoing basis as resources become available.

Comment: Extend Q52 to Bayswater and Far Rockaway.

Response: Extending the Q52 SBS to Bayswater would be an inefficient use of the SBS route type to serve a low-density neighborhood and would negatively impact the line's reliability. An extension to Far Rockaway would be redundant to service provided by the Q22 and the A train.

Q55

Comment: Extend the Q55 to Jamaica.

Response: Due to operational and resource constraints, the Q55 would continue to terminate in Richmond Hill. Q55 riders can transfer to the J train at 121 St or the Q56 for trips to Jamaica.

Q56

Comment: Implement limited service for the Q56 in commercial parts of Jamaica and increase stops past 75 St-Elderts Ln.

Response: Q56 Limited service is unlikely to be successful due to relatively low passenger volumes and high levels of congestion along the Jamaica Av corridor. Queens Bus Network Redesign would reduce the density of stops on the Queens side of the Q56, improving speed and reliability. Changes to the Q56 in Brooklyn will be explored further in the Brooklyn Bus Network Redesign.

Q60

Comment: Implement the Q60 Limited on Queens Blvd. The corridor is too long for the Q60 to be a "Local-Only" route.

Response: Many riders currently use the Q60 for shorter trips, particularly to one of the thirteen subway stations it connects to. Converting the route to Limited would not serve these short trips as effectively. An SBS or Limited overlay along the route would necessitate frequency cuts on existing Q60 service. However, NYC DOT is currently working to improve bus service on the corridor through the Queens Blvd Capital Project. This project will lead to stop spacing changes along most of Queens Blvd that predates work on the Queens Bus Network Redesign. We will continue to work closely with NYC DOT to improve bus service on Queens Blvd.

Q61

Comment: Increase frequencies on the Q61.

Response: The new Q61 would connect Beechhurst to Flushing, providing new service along Willets Point Blvd. The route would replace existing Q15 service in Beechhurst and existing Q34 service in Linden Hill. In addition, the Q61 would provide Linden Hill with new weekend service. We will monitor ridership on this route and adjust frequencies as needed.

Q64/Q73

Comment: Reintroduce the 73 Av crosstown route (Q73) or extend the Q64 further east to 188 St via 73 Av to fill the huge east-west gap in this part of Fresh Meadows.

Response: During the New Draft Plan public feedback phase, the Q73 received strong negative feedback from communities along 73 Av who were opposed to any bus operations. However, in response to comments requesting an east-west connection in Fresh Meadows, the new Q74 route has been proposed in the Proposed Final Plan Addendum, which would provide service between Forest Hills and Queensborough Community College via Jewel Av and Horace Harding Expwy, serving riders in Fresh Meadows and Bayside.

Comment: Do not remove any stops on the Q64.

Response: Stop removals have been carefully proposed to speed up buses along this route and improve reliability, with removals at low ridership stops that are located near higher ridership stops.

Q65

Comment: Maintain the existing Q65 routing to College Point for a one-seat ride to Jamaica.

Response: College Point riders would still have an option for a one-seat ride to Jamaica via the Q25. In addition, Q26 riders can transfer to the Q65 in Flushing at Main St and Roosevelt Ave, where bus stops are located together at the same bus stop pole.

Q66

Comment: Passengers experience 25–35-minute headways when waiting for a westbound Q66 bus during the PM rush hour service. Buses are supposed to be picking up passengers at least every 5-10 minutes during the PM rush hour in the westbound direction.

Response: We recognize that buses don't always come on time, and it can be particularly frustrating when a frequent service is consistently delayed, especially during rush hour. We continue to work diligently with NYC DOT to make improvements to rights-of-way to ensure timely bus service.

Comment: Create a variant of the Q66 route that terminates at Northern Blvd and Broadway. A lot of passengers have complained about having to take another bus when Q66 buses terminate in Woodside.

Response: The existing Woodside variant of the Q66 would be relabeled as the Q63 as part of the Queens Bus Network Redesign. Riders with destinations along 35 Av and 21 St would continue to take the Q66 at all times, while those with Long Island City destinations could use the new Q63.

Q74

Comment: Bring back the proposed Q74 route.

Response: In response to public feedback, Queens Bus Network Redesign proposes a new Q74 route between Queensborough Community College and Forest Hills via Horace Harding Expwy and Jewel Av.

Q75

Comment: Expand the proposed Q75 to reach the Little Neck LIRR station.

Response: In response to public feedback, the Q75 would connect Queensborough Community College to Jamaica, rather than Little Neck to Briarwood. Service to the Little Neck LIRR station would continue to be provided by the Q36.

Comment: The Q75 should go to Kew Gardens-Union Tpke instead of Briarwood station for better subway connections.

Response: In response to public feedback, the Q75 would provide service between Queensborough Community College (QCC) and Jamaica, rather than Little Neck to Briarwood. The new Q74 would provide connections between QCC and Forest Hills for connections to the E, F, M, and R subway lines and the LIRR.

Q76

Comment: The Q76 should be extended to College Point Blvd and operate until midnight 7 days per week.

Response: In response to public feedback, Q76 service would be extended along 14 Av to College Point Blvd to provide better east-west connectivity across the neighborhood. It would also offer late night service, running from 4:55 AM – 11:05 PM on weekdays, 5:25 AM – 10:25 PM on Saturdays, and 6:25 AM – 10:40 PM on Sundays to match ridership patterns.

Q77

Comment: The Q77 needs to be changed to reflect adjusted speed due to high ridership of school children. This will avoid delays due to traffic and congestion on the northbound trip from Guy R. Brewer Blvd to 175 St, Rockaway Blvd, and Farmers Blvd.

Response: Schedules are built with a diverse number of factors in mind, including slower expected speeds due to higher ridership during peak hours. If consistent delays occur, frequency

would be readjusted to match existing conditions. We will continue to monitor ridership and adjust as needed.

Q83

Comment: Remove the nonstop Rush service on the Q83.

Response: In response to public feedback, local service on the Q83 would be maintained.

Q84

Comment: The Q84 should operate 24 hours a day.

Response: The Q84 would offer late night service, running from 4:35 AM – 1:30 AM on weekdays, 5:55 AM – 1:05 AM on Saturdays, and 6:00 AM – 1:15 AM on Sundays. 24-hour service to Cambria Heights would be provided by the nearby Q4.

Q86

Comment: Due to concerns about the width of Huxley St, reroute the Q86 off of Huxley St and onto 147 Av.

Response: In response to public feedback, the new Q86 would operate on 147 Av, Brookville Blvd, and 149 Av to reach its southern terminal at 253 St.

Q100

Comment: Removing the Q100 will make transit less accessible to a third of the Ditmars area, encourage even more car use, mean longer travel times for people visiting family at Rikers, and reduces the number of buses available for getting to Astoria Park.

Response: In response to public feedback, the Q100 would continue to provide express-like service between Long Island City and northern Astoria as a Limited route traveling along the 21 St Bus Priority corridor. To better supplement Q69 service on Ditmars Blvd and improve 24/7 travel options for Astoria riders farthest from the subway, the route would now serve new local stops on 20 Av before traveling to Rikers Island.

Q101

Comment: Maintain the existing Q101 routing from Astoria into Manhattan.

Response: The proposed Q101 would provide a new connection for Astoria riders to Court Square and Hunters Point, enhance service reliability on Steinway St, and substantially improve transfers at the accessible Queens Plaza and Court Square stations. Riders living and working along the Hunters Point waterfront would see much more frequent bus service and would have more bus and subway transfer options to choose from.

A key goal of the Queens Bus Network Redesign has been to look at communities that have grown significantly in the last decade, and few neighborhoods have seen as much growth as Hunters Point. Through each iteration of the Queens Bus Network Redesign plan, we've heard positive feedback about us extending more routes to the neighborhood to serve the new developments.

Existing Q101 service over the Queensboro Bridge is slow and unreliable, taking more than 10 minutes on average during the middle of the day and up to 25 minutes in heavier congestion. This makes Q101 service on Steinway St more unreliable and contributes to bus bunching across the length of the route. Removing this portion of the routing will help increase reliability for the majority of Q101 riders that do not travel into Manhattan.

Q102

Comment: Maintain the existing Q102 service between Roosevelt Island, the 21 St – Queensbridge, Queensboro Plaza, and Queens Plaza subway stations, as well as medical facilities along 30 Av and 31 St.

Response: In response to public feedback, the Q102 would provide more direct service between Roosevelt Island and Queens Plaza with a new connection to Court Square. The route would be streamlined to serve 36 Av and provide new options for Ravenswood and Astoria riders. Service on 30 Av would still be provided by the Q18. Service along the length of 31 St will still be provided by the N/W trains.

Q110

Comment: Do not extend the Q110 to the Floral Park LIRR Station.

Response: In response to public feedback, the Q110 would now terminate at the existing Q36 terminus at 256 St/Jericho Tpke in Queens. While not directly connecting to the Floral Park LIRR station, the new routing would be a short walk from the station and would provide frequent, local, 24-hour service for eastern Queens and western Nassau County residents.

Q111

Comment: Eliminate the Q111 express service along Guy R. Brewer Blvd to ensure thousands of bus riders can transfer to the subway.

Response: The Q115 would make local stops along Guy R. Brewer Blvd. The combination of the Q111, Q113, Q114, and Q115 would result in more bus service along Guy R. Brewer Blvd than it has today, increasing access to subway connections for all riders along the corridor.

Q113

Comment: Retain the Q113.

Response: In response to public feedback, the Q113 would maintain its existing routing except for a minor change near Jamaica to provide more direct service to subway connections and reduce turns.

QM1/QM5

Comment: Do not reroute the QM1 and QM5 along Union Turnpike.

Response: The QM1 and QM5 would maintain their existing routing along Union Tpke. No routing changes are proposed for these routes.

QM2

Comment: The QM2 must be made more reliable, with reduced wait times during the week and weekend.

Response: Under the Queens Bus Network Redesign, the QM2 service would be adjusted to match ridership patterns that would result in minor frequency decreases. Following implementation, we will continue to monitor the ridership on this route and adjust frequency accordingly.

QM3

Comment: Do not eliminate the QM3.

Response: The QM3 service would be discontinued due to low ridership. Alternate service would be provided by the Q12, Q13, Q36, or LIRR.

Comment: QM3 should be a downtown route since the Long Island Rail Road does not serve Downtown.

Response: The QM3 service would be discontinued due to low ridership. Downtown Manhattan would still be accessible via the LIRR and a transfer to the subway or local bus.

Comment: Extend the QM3 past Little Neck Pkwy and Horace Harding Expwy via Little Neck Pkwy, Jericho Tpke, and Braddock Av, terminating at 89 Av.

Response: The QM3 would be discontinued due to low ridership. Express bus service on the southern end of Little Neck Pkwy would be accessible via the QM68, with connections provided by the Q36 Rush on Little Neck Pkwy and the Q1 on Braddock Av. Express bus service on the northern end of Little Neck Pkwy would be provided by the QM8.

QM8

Comment: Will the QM8 Super Express Bus still be in service?

Response: Yes, existing QM8 Super Express trips would be maintained.

QM5/QM8/QM35

Comment: QM5, QM8, and QM35 should run on the service road to the Long Island Expwy to serve more neighborhoods.

Response: Serving more neighborhoods on local streets would undermine the purpose of express buses to provide fast service to the outer neighborhoods in Queens that lack access to rail transit options.

QM2/QM5/QM20

Comment: Reroute QM2, QM5, QM20 to serve Hudson Yards in both directions and provide bidirectional service through the Queens-Midtown Tunnel.

Response: Routing express buses deeper into Manhattan would have negative impacts on speed and reliability, adding additional mileage and time to their runs. The QM2, QM5, and QM20 provide service to 42 St, allowing for an easy transfer to the 7 train at Times Square-42 St to access Hudson Yards.

QM10/QM40:

Comment: The QM10 and QM40 should run to College Point instead of looping around LeFrak City to connect Springfield Blvd and Bell Blvd.

Response: Due to a combination of resource constraints and a lack of public feedback requesting express bus service to College Point, College Point express bus service is not being pursued at this time.

QM63

Comment: Why is the QM63 being moved off 3 Av when other express buses are not?

Response: Currently, the X63 has stops on three different avenues in Manhattan: 3 Av and 5 Av on Manhattan-bound trips, and Madison Av on Rosedale-bound trips. The proposed QM63 would simplify this service pattern by only stopping on Madison Av, eliminating the current circuitous routing, allowing riders to board and alight at the same stop and increasing legibility.

QM65

Comment: Extend QM65 to Rosedale, Brookville, and Springfield Gardens.

Response: The proposed QM65 is a new express route that would extend to Springfield Gardens via Merrick Blvd. Riders closer to Brookville and Rosedale could use the QM63 for access to Midtown, or transfer to the QM65 via the Q85, Q89, or Q111 for a direct trip to Downtown Manhattan.