

2010 MULTIMODAL OPERATIONS PLANNING WORKSHOP

NEW YORK CITY

The Merger of 7 Private Bus Companies into MTA Bus

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, Bus Company



AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION

PUBLIC TRANSPORTATION
TAKES US THERE
economy ▶ environment ▶ energy ▶ quality of life

BACKGROUND

In 2004, the MTA and New York City (NYC) agreed to a plan wherein the MTA would assume operation of the seven (7) former private bus companies and NYC would assume ownership of the assets and provide funding to cover the difference between revenues and costs.

WHY?

- Former “cost plus” contracts with private companies was not effective.
- Service was deteriorating.
- Opportunities and needs for service revision to meet changing transportation demand were not being pursued.
- NYC did not want to remain in the transit oversight role.

TRANSITION TIMELINE

- December 2004: MTA Board approves a letter agreement between the MTA and the City of New York regarding the operation of certain city bus routes.

- One of the largest merger of private bus companies by a public agency in North America

- 2005: Transition of service from four private bus companies
 - January: Liberty Lines Express → Yonkers Depot
 - February: Queens Surface Corporation → College Point Depot
 - July: New York Bus Service → Eastchester Depot
 - December: Command Bus → Spring Creek Depot

- 2006: Transition of service from three private bus companies
 - January: Green Bus Line (Depot 1) → Far Rockaway Depot
 - January: Green Bus Line (Depot 2) → JFK Depot
 - January: Jamaica Bus → Baisley Park Depot
 - February: Triboro Coach → Laguardia Depot

What Was Merged

- 12th largest transit bus fleet in the United States and Canada with more than 1300 buses
- Now operates 35 express routes and 44 local routes serving a daily weekday ridership of about 400,000 passengers
- Workforce over 3000 employees
- 90% of workforce is represented by three separate unions and seven different collective bargaining agreements

Immediate Challenges

- Inherited bus fleet composed of 15 different bus models – averaging 13 years of age
- Current fleet is 14 different bus models – averaging 7 years of age
- Converting Payroll and Accounting systems to MTA procedures
- Rehiring of private bus company employees and securing new assets
- Significantly differing work procedures
- Adjust fares to MTA levels
- Transition existing supplier contracts

Previous versus Current MTA Bus Fleet

Local Buses



Previous



Current

Previous versus Current MTA Bus Fleet

Express Buses



Previous



Current

Facilities and Environmental Upgrade/Replacement

- Replace obsolete and potentially dangerous CNG dispensing equipment with modern and safer CNG technology
- Replace concrete floors, roofs and plumbing in existing facilities that do not meet acceptable government standards
- Replace obsolete and slow opening depot garage doors with modern quick opening doors

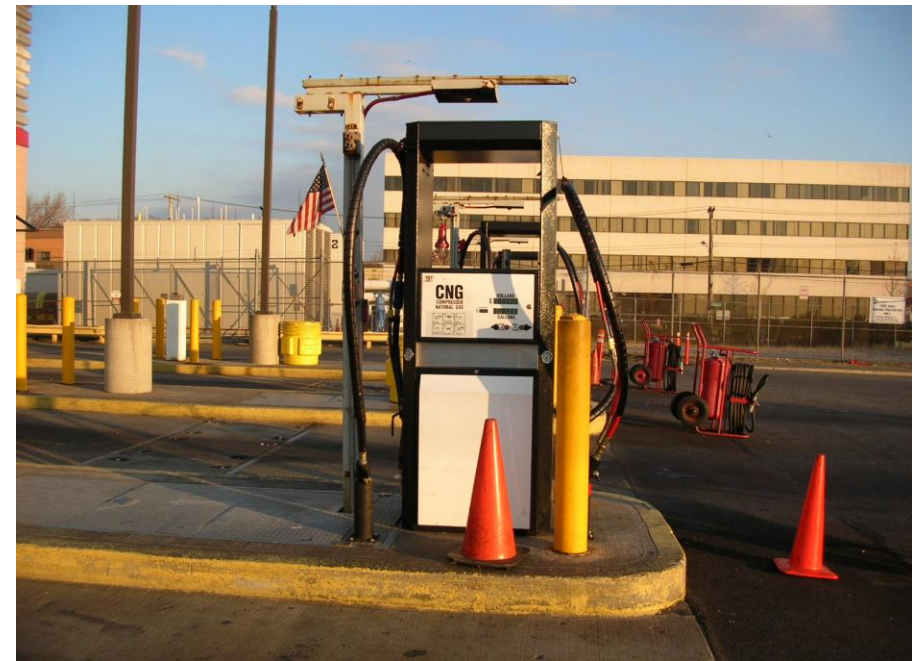
Facilities and Environmental Upgrade/Replacement



Inherited Unsafe CNG Fueling Station at LaGuardia Depot

Facilities and Environmental Upgrade/Replacement

Accomplishment: College Point Depot CNG Dispenser Replacement



Previous – Outdated and Potentially Dangerous

Current – Modern and Safer

Facilities and Environmental Upgrade/Replacement

Accomplishment: Eastchester Depot Shop Floor Replacement



Previous



Current

FACILITIES AND ENVIRONMENTAL UPGRADE/REPLACEMENT

Accomplishment: Far Rockaway Depot Door Header Adjustment



Previous



Current

Challenges to Reduce Costs

- Utilize sites for mid-day express bus layovers to reduce operating cost
- Pursue work rule changes with collective bargaining process
- Streamline route paths
- Revise bus stop locations in conformance with modern spacing guidelines
- Convert selected high volume local routes to articulated bus operation

Mid-day express bus layovers



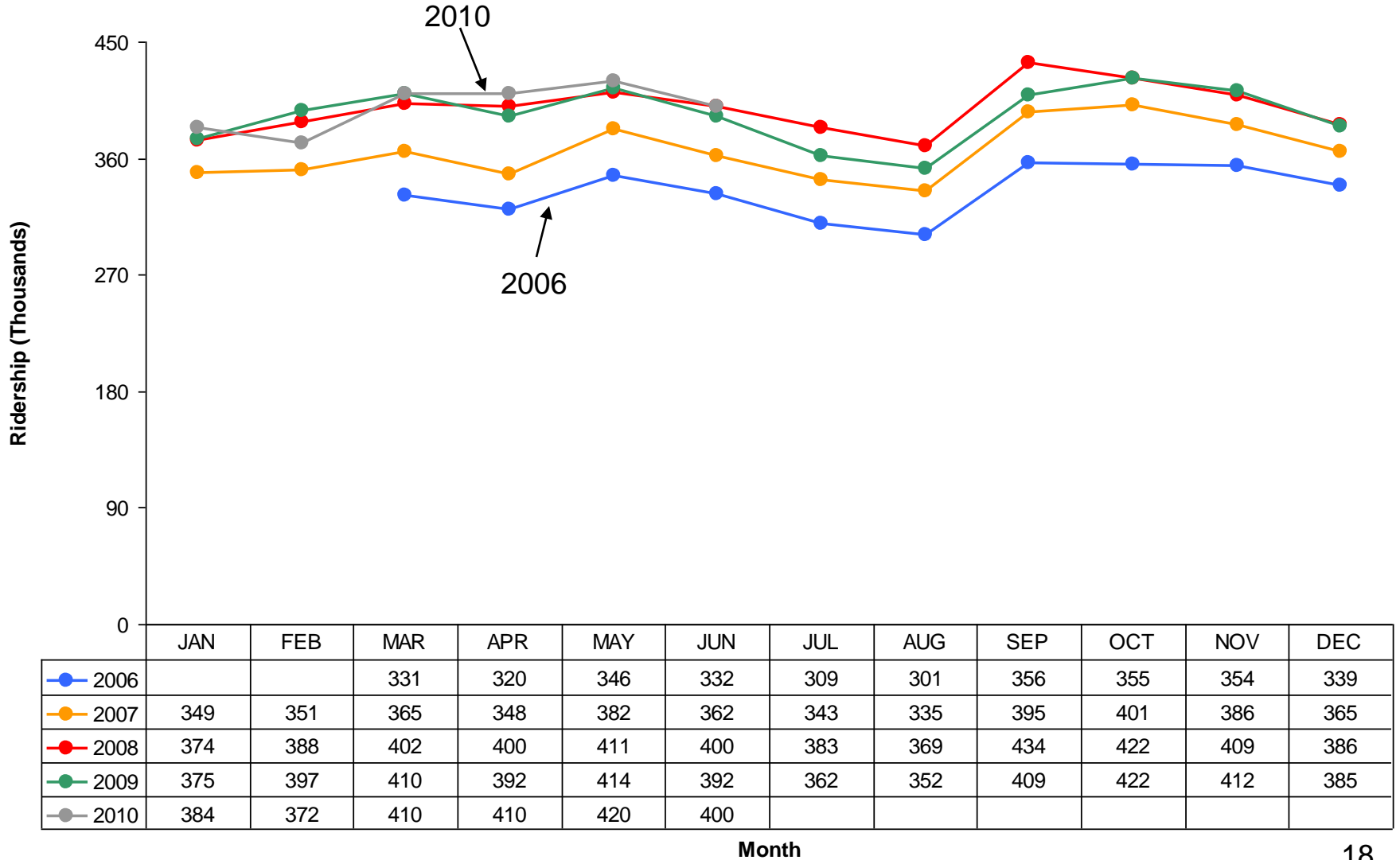
Service Improvements

- Establishment of uniform headways and realistic running times.
- Adjusting frequency to deal with overcrowding.
- Implementing limited-stop variants on select high volume corridors.
- Implementing selected route extensions to major “new” travel demand locations.
- Expanding service span where appropriate markets exist.

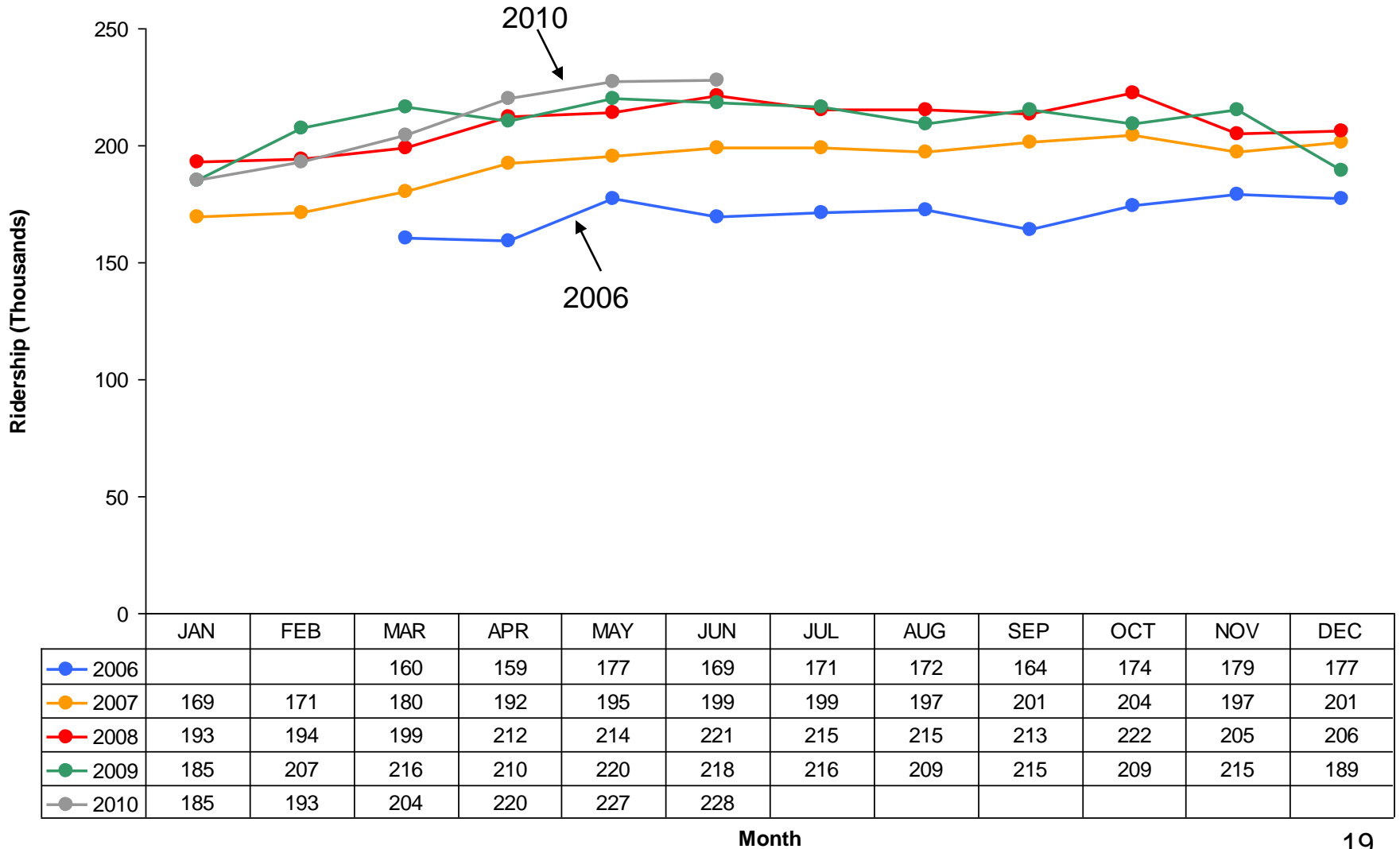
Results

- Due to the recent routinized collection of bus ride check data, schedule adjustments and route extension are being addressed efficiently for the first time in decades.
- Schedules are being corrected resulting in improved reliability and efficiency by more even intervals.
- Bus schedule time tables have been updated to be more customer friendly and now are identical to other MTA Agencies, and are on the MTA information website.
- Significant ridership growth
- Received a FTA Award for “success in enhancing ridership” for 11% increase in ridership from 2006 to 2007

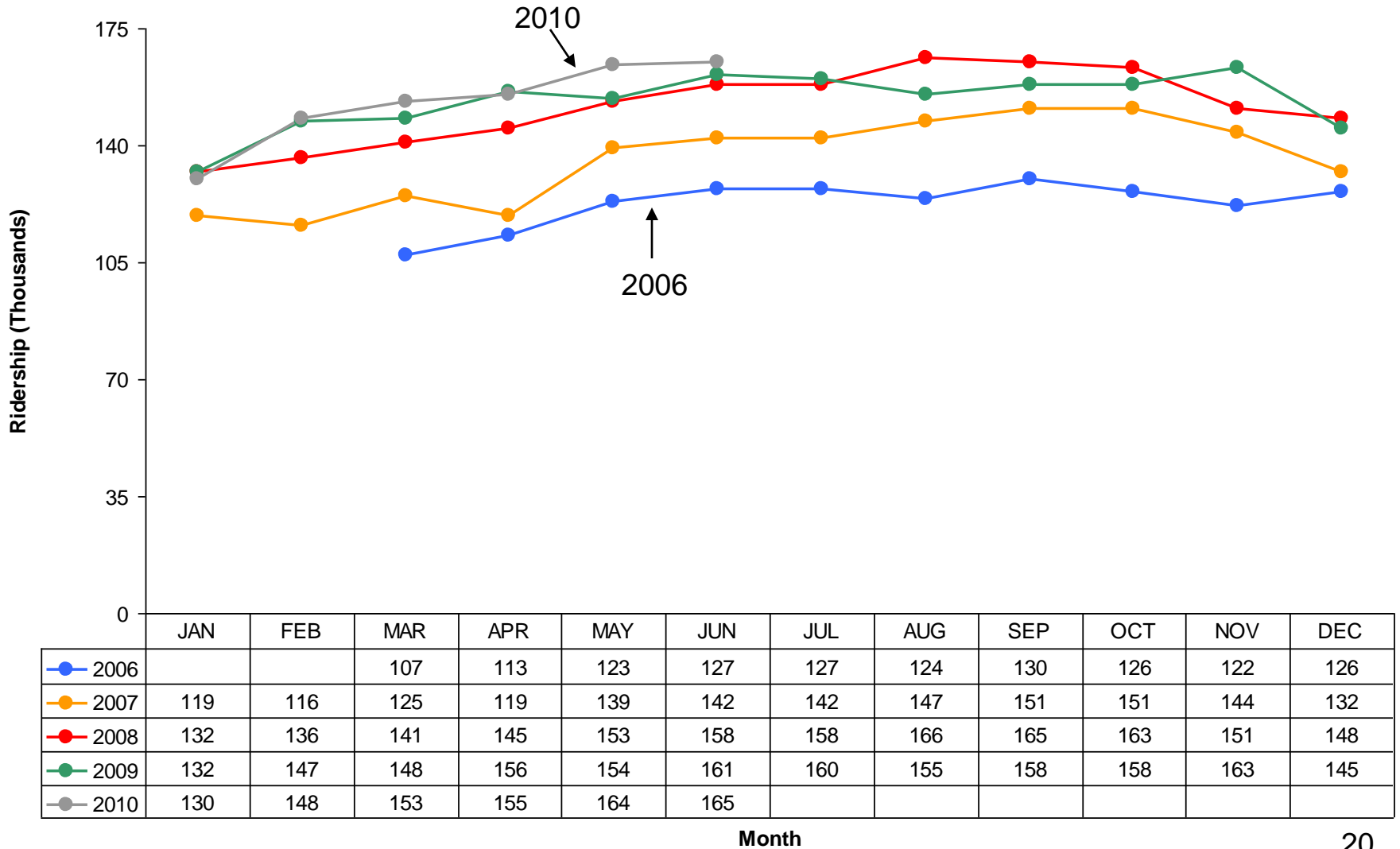
MTA Bus Company Total Average Weekday Ridership Local and Express Routes Combined



MTA Bus Company Total Average Saturday Ridership Local and Express Routes Combined



MTA Bus Company Total Average Sunday Ridership Local and Express Routes Combined



Timetables

MTA Bus

Q35 Weekday Service

From Rockaway Park, Queens, to Brooklyn College, Brooklyn

Rockaway Park Newport Av/ Bch 116 St	Neponsit Rockaway Bch Blvd/ Bch 149 St	Jacob Riis Park Bch 169 St/ Rockaway Pt Blvd	Brooklyn College Av H/ Nostrand Av
12:35	12:43	12:46	1:00
1:05	1:13	1:16	1:30
1:35	1:43	1:46	2:00
2:05	2:13	2:16	2:30
2:35	2:43	2:46	3:00
3:05	3:13	3:16	3:30
3:35	3:43	3:46	4:00
4:05	4:13	4:16	4:30
4:35	4:43	4:46	5:00
5:05	5:13	5:16	5:30
5:35	5:43	5:46	6:00
6:00	6:10	6:13	6:30
6:15	6:25	6:28	6:45
6:30	6:40	6:43	7:00
6:41	6:51	6:54	7:11
6:51	7:01	7:04	7:21
7:01	7:11	7:14	7:31
7:11	7:21	7:24	7:41
7:21	7:31	7:34	7:51
7:31	7:41	7:44	8:01
7:41	7:51	7:54	8:11
7:52	8:02	8:05	8:22
8:02	8:12	8:15	8:32
8:12	8:22	8:25	8:42

NYCT

Q12 Weekday Service

From Little Neck to Flushing

Little Neck Northern Blvd/ Glenwood St	Bayside Northern Blvd/ Bell Blvd	Flushing Sanford Av/ 160 St	Flushing Main St Subway Sta
1:45	1:54	2:01	2:09
2:45	2:54	3:01	3:09
3:45	3:54	4:01	4:09
4:45	4:54	5:01	5:11
5:05	5:14	5:22	5:32
5:25	5:34	5:42	5:52
5:40	5:49	5:57	6:07
5:50	5:59	6:07	6:17
6:00	6:09	6:17	6:27
6:10	6:19	6:27	6:38
6:20	6:29	6:38	6:51
6:28	6:37	6:46	6:59
—	—	6:53	7:06
6:40	6:51	7:00	7:13
—	—	7:06	7:19
6:52	7:03	7:12	7:25
—	—	7:18	7:31
7:04	7:15	7:24	7:38
—	—	7:30	7:44
7:16	7:27	7:36	7:50
—	—	7:42	7:56
7:26	7:37	7:47	8:01
—	—	7:52	8:06
7:35	7:47	7:57	8:11

Accomplishments – Improved Schedules

- Bus driver picks are improved and less costly
 - Less lay-over time between trips
 - Smaller swing time (less non-productive time)
 - Picks now more closely reflect customer travel patterns
 - More interlining between routes result in saving from having fewer bus drivers
 - Consistent documentation

Internal and External Reporting

- Different reporting standards existed among the 7 private bus companies prior to the 2006 merger by MTA Bus
- Many of the private bus companies reported or collected their internal and external information differently from each other
- Since the merger in 2006, a common standard was established for external reporting that complied with FTA requirements
- After the 2006 merger, due to lack of standards in record retention, much of the data related to reported categories was not available from the private companies

External Reporting

➤ Title VI Reporting Standards

- How to “File a Title VI Complaint” was not included in passenger timetables prior to the 2006 MTA Bus merger
- After MTA Bus merger, MTA Bus passenger timetables were revised to contain information on filing Title VI complaints, which mirrors other MTA agencies (NYCT, LIRR, Metro-North)

External Reporting

➤ How to “File a Title VI Complaint”

or holiday weekend.

For More Information

Online: www.tripplanner.mta.info
 or call, daily, 6 AM to 10 PM:

Travel Information	718-330-1234
Non-English-speaking customers	718-330-4847
Customers with disabilities	718-596-8585
TTY/TCO users only	718-596-8273

Filing a Title VI Complaint with MTA Bus Company—MTA is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 (“Title VI”).

To request more information about Title VI or to submit a written complaint if you believe that you have been subjected to discrimination, you may contact MTA Bus Company, Office of the General Counsel, 3320 Hutchinson Avenue, Bronx, NY 10475.

In addition to your right to file a complaint with MTA Bus Company, you have the right to file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights. The regional office is located at One Bowling Green, Room 429, New York, NY 10004-1415.


Information in this timetable is subject to change without notice. Traffic conditions and weather can affect running time. This timetable was printed with environmentally friendly ink on recycled paper.

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Bus Timetable
Effective Spring 2010

Q8

*Local service between
 Jamaica, Queens, and
 Spring Creek, Brooklyn*



Internal Reporting

- Bus fleet reporting standards
 - Age and bus type are tracked on a monthly basis at each MTA Bus depot (similar to other MTA agencies)
 - Prior to MTA Bus merger, this reporting methodology was not reported on a consistent manner and widely varied from one private company to the other

Current MTA Bus Reporting Status

- Since the merger, in 2007, 2008 and 2009, MTA Bus had successful submissions for NTD and Title VI reporting
- All of the 7 private bus companies' external reporting information have been successfully integrated into a common reporting format, as required by NTD and Title VI regulations
- Within 3 years of establishment, MTA Bus has successfully reached a reporting standard similar to other MTA agencies