



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

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JEAN-DANIEL NOLAND
Chair

ROBERT J. BENFATTO, JR., ESQ.
District Manager

May 12, 2008

Janet Sadik Kahn
Commissioner
NYC Department of Transportation

Howard H. Roberts, Jr.
President
MTA New York City Transit

Re: M11 Bus Service

Dear Ms. Sadik Khan and Mr. Roberts:

Manhattan Community Board 4 (CB4) requests a number of measures to achieve a maximum waiting time of 15 minutes for each bus on the M11 route. CB4 has received a large number of complaints from users of the MTA M11 buses.

Complaints concern:

- waiting 45 minutes for a bus;
- bus bunching;
- stops not being serviced at certain hours; and,
- an overall lack of reliability that renders this line unusable for many riders.

Most residents do not have another transit option. There are five major affordable housing complexes served by the M11 route in Community District 4 with more than 10,000 residents, many of them aging and some disabled. For them, and many others, the Eighth Avenue subway is too far to be a realistic alternative.

CB4 appreciates that the MTA reversed its position, and that the full service schedule will continue this summer. However, we request that the MTA study and consider implementing the following changes to improve the service reliability on this line:

- Return the stop, currently situated between 39th and 40th Streets on Ninth Avenue, to its original location between 40th and 41st Streets. The Port Authority Bus Terminal triple bridges construction, which was the reason for the relocation of the bus stop, has been completed on the west side of the avenue. The triple bridge will provide protection from rain and lighting at this location, which is also in front of a senior center. This new location will provide more hours of service and an easier ingress/egress for buses than the former location did, because this block of Ninth Avenue is mostly free of Lincoln Tunnel queues even at peak hours;
- Relocate the stop between 38th and 39th Streets on Ninth Avenue to half a block south between 37th and 38th Streets and install a new bus shelter. This stop is currently in front of a restaurant with a sidewalk café, which limits the space and prevents the

installation of a bus shelter. The hotel under construction to the north of it will attract taxis loading and unloading in the future. The presence of Lincoln Tunnel queues in the afternoon limit the current use of this stop, which presently serves schoolchildren and their parents in the morning. The new location will allow the installation of a bus shelter, much improving the users' comfort, and closer to a large residential building; and

- Post a clear sign at pedestrian eye level on the 37th Street bus stop, indicating that the bus does not stop there during certain hours. Today the signs are located so high that the users typically cannot see them.

In addition to the above changes, CB4 requests that a Bus Rider Survey be initiated for this line without further delay. The M11 reliability cannot improve until two choke points are addressed. Therefore, CB4 requests that MTA and DOT study the feasibility of the protected bus lanes on (1) Ninth Avenue between 47th and 36th Streets and (2) on Tenth Avenue between 28th and 42nd Streets. Emergency services whose response time is routinely hindered by the Lincoln Tunnel queues would benefit from such lanes as well.

CB4 would like to be kept updated on actions undertaken to improve the M11 Bus Service.

Sincerely,



Jean-Daniel Noland
Chair
Manhattan
Community Board 4



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