



CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

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COREY JOHNSON
Chair

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

August 6, 2013

Thomas F. Prendergast
Chairman and Chief Executive Officer
Metropolitan Transportation Authority
347 Madison Avenue
New York, NY 10017-3739

Re: M11 bus service

Dear Mr. Prendergast:

Manhattan Community Board 4 (CB4) requests the MTA monitor the performance of the M11 bus during weekdays and conduct a survey to see if increased service is mandated on the weekend. Manhattan CB4 has received several complaints about the frequent delays or missed bus schedule times during weekdays and the infrequent bus service during the weekend. On weekdays, the M11 is scheduled to run every eight to twelve minutes starting in early morning and throughout the day and every 15 to 20 minutes in the evening. Residents have reported that the bus often does not come for half an hour or longer, including during rush hour. While we understand that both Ninth and Tenth Avenues often have substantial traffic during rush hour, the level of traffic should be predictable and bus schedules should reflect those. Substantial traffic also does not account for missed scheduled stops.

On weekends, the M11 is scheduled to run every 20 to 25 minutes both during the day and evening. The local residents inform us that the bus is often crowded, reflecting the increasing tourism popularity of the CB4 neighborhoods, especially Chelsea and its signature High Line Park and Chelsea Market. While we understand DOT monitors usage every few months to make changes to the schedule, we feel this may be an appropriate time to do such a study of the M11 bus weekend usage.

As always, we greatly appreciate your assistance and consideration.

Sincerely,

Corey Johnson
Chair

Christine Berthet, Co-Chair
Transportation Planning Committee

Jay Marcus, Co-Chair
Transportation Planning Committee