

CITY OF NEW YORK

MANHATTAN COMMUNITY BOARD FOUR

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DELORES RUBIN
Chair

Jesse Bodine
District Manager

August 9, 2017

Polly Trottenberg
Commissioner
Department of Transportation
55 Water Street
New York, NY 10041

Re: Complaints about Intercity Bus Stop for pick-up/drop-off

Dear Commissioner Trottenberg,

Manhattan Community Board 4 (MCB4) has received numerous complaints from the nearby residents about the new bus stop, on Northwest side of 415 West 34th Street (at Ninth Avenue) which has been in service for approximately one month.

We appreciate that locating long distance bus stops is a very challenging process in a constrained environment. We ask you to step up the enforcement of the rules governing approved bus stops and we urge you to listen to the community – a process that has worked well in the past, but failed in this case.

We shared the complaints with the manager of the site who attended the Transportation Committee Meeting on July 19, 2017. The executives of the permit holder were invited but did not show up; neither did the representative of Department of Transportation (DOT).

Complaints supported by photographs attached, included:

- The operator drops off customers illegally in a non authorized location, across the street in front of a residential building.
- There are typically two or three buses illegally loading or laying over at the new stop, which was granted for one bus only.
- Names of companies that are not permitted show in large letters on the side of buses using the stop. The manager indicated that all buses carry a small sign in the front indicating Best Bus, which is not visible to the public at large. The manager

indicated that buses that lay over belong to other companies. So if this is confirmed, this stop has now morphed into a curbside terminal right in the middle of a residential enclave.

- The passengers waiting, loading and unloading take over the whole sidewalk obstructing the free flow of pedestrians or disabled persons. The lines extend to the pedestrian crossing on Ninth Avenue where it obstructs the flow of pedestrians crossing 34th Street. This is in direct contravention to the community stipulation the applicant signed when he applied. All queues should be aligned against the wall.

CB4 had anticipated some of these issues, and had vigorously opposed this location. We are surprised that the DOT proceeded with granting this stop over our objection and without further consultation. We had offered– as we usually do – to help find another stop, and the applicant had indicated that he would seek an extension of the comment period to do so, but apparently that extension was not granted.

Further this location would have been better used for an MTA stop serving the residents and seniors in the nearby buildings; when the SBS was installed on 34th Street, an MTA stop was eliminated on the west side of Dyer Avenue. The community clamored for a 34th street SBS bus stop at the above location. We'd like to understand why DOT rejected our demand then because there were curb cuts at the location, but now can grant this stop in spite of the curb cuts.

We ask you to step up the enforcement of the rules for approved bus stops and we urge you to work closely with our community as you have successfully done in the past. As the demand continues to increase and curbside space is more and more scarce, we also encourage you to work on long term solutions like a Long Distance Bus Terminal on the Marshalling Yards as part of the Port Authority rebuilding of the Bus terminal.

Sincerely,



Delores Rubin
Chair
Manhattan Community
Board 4



Christine Berthet
Co-Chair,
Transportation Planning
Committee



Yoni Bokser
Co-Chair,
Transportation Planning
Committee

Enclosure

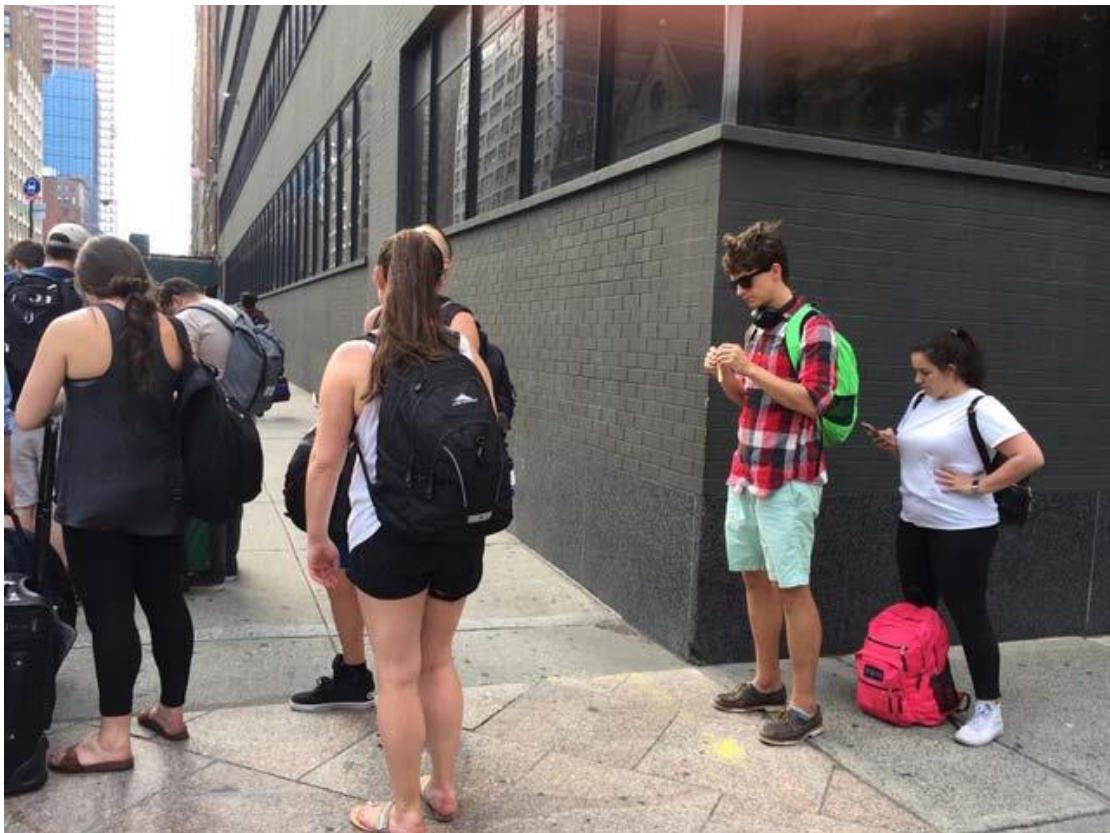
cc: Luis Sanchez, Manhattan Borough Commissioner, NYC DOT
Hon. Richard Gottfried, New York State Assembly
Hon. Corey Johnson, City Council

Brad Hoylman, New York State Senate
Colleen Chattergoon, NYC DOT
Margaret Forgione, NYC DOT
Michael Replogle, NYC DOT
Barbara Eastman, 433 West 34th Street





Queues go around the block, block pedestrian passage and attract illegal food vendors.







Looks like 3 buses together. Lots of traffic on sidewalk. Plus they use the eastbound side to let off passengers.