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Background
Why 181st Street?

• 5 MTA bus routes

• 68,000 weekday passengers on average

• Routes serve neighborhoods with high concentrations of essential workers

• Bus passengers comprise 62%-70% of roadway users

• Pre-Busway, average bus speeds were 3.7 mph

• 69% of Washington Heights and Inwood households do not have access to a car
Outreach History

1. CAB Kickoff Meeting – July 7, 2020
2. Meeting with Small Business Services (SBS) – July 2020
3. Meeting with Washington Heights BID – August 2020
4. Presented draft Busway plan
   1. CAB Meeting #2 – September 3, 2020
   2. Presented to Community Board 12 Transportation Committee – November 2, 2020
5. Meeting with FDNY – November 13, 2020
6. Presented final Busway plan
   1. CAB Meeting #3 – January 7, 2021
   2. Presented to Community Board 12 Transportation Committee – February 1, 2021
7. Meeting with Yeshiva University – February 2021
8. Meeting with Taxi and Limousine Commission (TLC) – April 2021
9. Presented post-implementation updates
   1. CAB Meeting #4 – February 4, 2022
   2. Presented to Community Board 12 Transportation Committee – February 7, 2022
10. On-street bus rider survey – April 18 – 22, 2022
11. Business walk-through with WHBID and CM De La Rosa's office – May 17, 2022
Monitoring and Updates
Updates Since Busway Launch: Signal Timing and Bus Stop Furniture

June 2021:
- Signal timing changes along Broadway to help facilitate traffic flow

October 2021:
- Bus stop consolidation on 181st St / St. Nicholas Ave
  - Included bench relocation and new Leaning Bar
Updates Since Busway Launch: Gantry Signage

December 2021:

- Gantry signage installed approaching 181st St/ Audubon Ave and at 181st St/ Wadsworth Ave to increase visibility of busway regulations
Bus Speeds

• Average bus speed for all routes using the busway increased throughout the day

• Speed improvements up to 32% during the AM and PM peaks

• Greatest speed gains were in the WB direction

• On average, speeds have continued to improve after implementation

Source: MTA
On-Street Outreach
Door-to-Door Business Outreach

May 17, 2022

DOT, WHBID, and staff from CM De La Rosa's office went door-to-door to businesses on 181st St to hear concerns

Key concerns raised included:

• Customers confused about Busway regulations, afraid of getting tickets
• Safety and quality of life concerns in the evening
• Parking availability, including impacts of ConEd construction staging
• Commercial loading hours do not match the when deliveries are made
• Street vending
Bus Rider Survey

April 18 – 22, 2022:

DOT conducted on-street outreach to bus riders to gather feedback on their experience with the Busway
Bus Rider Survey: Demographics

- 220 surveys completed; 500+ on-street conversations
- Majority of respondents lived in Washington Heights
- Majority of respondents relied on the bus as their main form of transportation
- Shopping was the most common form of activity they conducted along 181st St
- Food/beverage, service industry, and retail were most common forms of businesses they frequented
Bus Rider Survey:
Perceptions of 181st St After Busway

Experience crossing down 181st Street feels...

For those who identified as Pedestrians:
- Much safer: 39%
- Somewhat safer: 16%
- Stayed the same: 25%
- Somewhat less safe: 14%
- Much less safe: 5%

For those who identified as seniors (62+) and persons with disabilities:
- Much safer: 36%
- Somewhat safer: 18%
- Stayed the same: 32%
- Somewhat less safe: 13%
- Much less safe: N/A

Bus Trips and Service along 181st Street...

<table>
<thead>
<tr>
<th>Bus service feels</th>
<th>More frequent</th>
<th>Stayed the same</th>
<th>Less frequent</th>
<th>I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>57%</td>
<td>27%</td>
<td>13%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Faster</td>
<td>Stayed the same</td>
<td>Slower</td>
<td>I don't know</td>
<td></td>
</tr>
<tr>
<td>60%</td>
<td>26%</td>
<td>10%</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>
### Bus Rider Survey: Top Benefits

According to survey respondents, the top benefits of the Busway have been:

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of bus service</td>
<td>49%</td>
</tr>
<tr>
<td>Reduced vehicular traffic on 181st St</td>
<td>41%</td>
</tr>
<tr>
<td>Additional pedestrian space for safer street crossings</td>
<td>59%</td>
</tr>
<tr>
<td>Improved environmental quality (noise, vehicle exhaust)</td>
<td>25%</td>
</tr>
<tr>
<td>There have been no benefits to the 181st St Busway</td>
<td>14%</td>
</tr>
</tbody>
</table>

*Respondents could choose multiple benefits

**Comments included:**

- Number of buses have increased, and service has gotten better
- Pedestrians see fewer conflict with vehicles, and feels safer crossing 181<sup>st</sup> St
- Reduced congestion along Busway limits
**Bus Rider Survey:**
**Top Challenges**

According to survey respondents, the top challenges of the Busway have been:

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>There have been no challenges to the 181st St Busway</td>
<td>45%</td>
</tr>
<tr>
<td>Quality of bus service</td>
<td>30%</td>
</tr>
<tr>
<td>Pedestrian safety</td>
<td>21%</td>
</tr>
<tr>
<td>Access to businesses</td>
<td>14%</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
</tr>
<tr>
<td>Access to taxi, Uber, Lyft, Via</td>
<td>5%</td>
</tr>
</tbody>
</table>

*Respondents could choose multiple challenges*

**Comments included:**
- Increased traffic and congestion near the Washington Bridge, where the Busway ends
- Bus service is still slow and inadequate along the following lines: Bx3, Bx11, Bx13
- Confusing signage
- Bus stop crowding is still a concern
Next Steps
Next Steps

181st St Busway:

- Reduce Busway hours based on community feedback
  - New regulations: 6 AM – 8 PM, 7-days/week
  - Move to make Busway pilot permanent

Ongoing DOT work to address community concerns:

- Adjust curb regulation on southwest corner of 181st St/Audubon Ave
- Adjust commercial loading hours to afternoon and allow morning parking
- Work with ConEd to explore alternatives to on-street storage of construction materials to free up parking spaces
- Continue to monitor traffic on side streets
Thank you

Questions?