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For a Public Hearing of the
New York State Senate Standing Committee on Transportation
Thursday, October 10, 2013
250 Broadway, New York City

Good morning Chairman Fuschillo, members of the Committee. I appreciate this opportunity to speak with you briefly about our bus operations in New York City.

As you may know, I wear two hats: President of MTA Bus Company and Senior Vice President of New York City Transit's Department of Buses. Though distinct titles, in order to establish consistent and uniform standards, I manage the two bus agencies as one.

Since you have heard a great deal about financial matters from Chairman Prendergast and about New York City Transit matters from President Bianco, including facts about our consolidated bus operations, I would like to spend my time giving you an overview of the MTA Bus Company.

The Bus Company was created in 2004 when responsibility for operating routes franchised by NYC to seven private companies was transferred to the MTA. To effect the transfer, the City agreed to subsidize the net cost (after revenues) of the MTA Bus Company's operations. As a result, today MTA Bus operates express routes between Manhattan and the Bronx, Brooklyn, Queens and the City of Yonkers, as well as local routes in the Bronx, Brooklyn, Queens.

The merger of the private operations was phased in between January 2005 and February 2006. Major overhaul was necessary to bring the services that were provided by the private operators up to MTA standards, including the upgrading of an aging fleet and facilities, instituting improved maintenance and improving service reliability and responsiveness to current ridership demands.

Among the steps taken since 2005 were:

- We placed 1,099 new buses in service, representing 86% of the fleet.
- Assessed conditions at each of the 8 depots with a focus on deficiencies, including fire protection systems, security, ventilation, emergency back-up power, structural deterioration, aged and/or inadequate depot equipment, and any existing environmental conditions.
- By the end of the 2010-2014 Capital Program, we will have programmed \$150 million for facility upgrades.
- We created a consolidated bus command center
- Made all maintenance procedures consistent with NYC Transit inspection and documentation standards.

- Instituted a comprehensive bus overhaul plan with fleet specific work scopes at scheduled intervals.
- Provided training support at the depots to improve maintenance diagnostic skills.
- Changed the focus to preventative maintenance from the prior “fix as fail” mentality.
- Focused initial scheduling efforts on routes that were overloaded or had deficient running times.
- We adopted loading guidelines used by NYCT Transit for analyzing and scheduling service.
- Established consistent service patterns and streamlined routes to reduce travel times and improve reliability.
- Revised bus stop locations to address safety concerns and to increase travel speed.
- Standardized customer communications including placing bus maps in every bus and Guide-A-Rides at stops where none had existed.

Today I am proud to say, MTA Bus has gained 30 million customers and established a reputation for reliability and good service. As a distinct agency, it is the 7th largest bus company, as measured by ridership, in North America. To cite some facts, we operate:

- 81 routes – 46 local and 35 express – from the Bronx, Brooklyn, Queens and Yonkers,

- Operate a fleet of 1,252 buses out of 8 depot locations – 5 leased/3 NYC owned – 4 of which, I might add, are over 50 years old,
- Employ 3600 talented and dedicated men and women,
- And do this all on an MTA Bus agency 2013 operating budget of \$575 million
- With an anticipated farebox revenue in 2013 of \$196.1 million.

Finally, I would like to emphasize the ongoing coordination between the two bus operations that I am in charge of. MTA Bus Company partners with NYCT to provide such things as in-service ridership monitoring; production of schedule information at bus stops (the ubiquitous Guide-A-Rides); printed timetables and web-based schedules and other service information; and the inclusion of MTA Bus information in the Customer Information Call Center. While two different corporate entities, NYC Transit's Department of Buses and the MTA Bus Company are very much complementary operations, which ensures that we are providing MTA Bus customers with the same service as we provide to our NYC Transit bus riders.

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