



# The Ordeal of Southern Brooklyn Commuters

# Content

Introduction	3
Survey Results	4
Analysis	8
Next Steps	12
Appendix	14

Dear Neighbor -

It's no secret that the MTA is broken and that southern Brooklyn desperately needs new transit options. As a regular transit rider, I know firsthand the frustrations and delays that have resulted from our dysfunctional transit system. Great public transit can transform the very character of a city. Poor public transit can harm economic prospects, quality of life and more.

This transit report is a compilation of the results of our transit survey, which represents more than seven months of seeking to reach commuters at every subway station and commuter bus stop in the district. We wanted to ask a simple question: How's your commute?

We knew that the answers wouldn't be pretty, and that's borne out in the survey results below. You'll see the very real impact that the terrible commute has on peoples' lives here in southern Brooklyn as well as some ideas for making our system better.

The results of this survey confirm for me how important it is for elected officials to champion more reliable, frequent service for our buses and subways, as well as accountability and station accessibility. I have introduced legislation to codify accessibility goals and another bill to give riders a vote on the MTA board so they can have a say in how their transit dollars get spent. I also championed a dedicated funding stream for the MTA and have been active in seeking answers and accountability from the MTA on our many local transit concerns, including unacceptable R train delays in the midst of the evening rush hour.

As the MTA embarks on a Brooklyn bus redesign, I have advocated for more transparency and outreach so we can both construct a better bus network and avoid service cuts. As part of the Better Buses Advisory Group, I've fought for more and better service and I've also championed discounted express bus access for students. Together with Councilman Justin Brannan, I demanded that the MTA restore paper bus schedules that they took away to save a mere \$550,000/year while denying those without mobile phones access to information.

As part of the 2020-2024 capital plan, I've urged that southern Brooklyn be prioritized to receive accessibility upgrades. In part as a result of these efforts, the MTA will be making three more stations in southern Brooklyn accessible as part of the capital plan, though we still have a long way to go to make southern Brooklyn's public transit accessible to all. I also strongly support the expansion of the e-hail pilot program for Access-A-Ride.

There is so much more to do, and I will work tirelessly to make our public transportation system better.

New Yorkers deserve a world-class transit system on par with the greatest City in the world. Southern Brooklyn exemplifies some of the worst trends of our vast public transportation network. I hope the findings of this report can illustrate the dire situation and the importance of the fight to fix the MTA.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew", with a stylized flourish at the end.

Andrew

## **Introduction**

The MTA serves more than 15 million people in the tri-state area and is one of the largest transit networks in the world.<sup>1</sup> In 2018, 5,437,587 people rode the subway and 1,811,181 people rode the bus on an average weekday.<sup>2</sup> While only 5% of people take public transit to work nationally, 30 percent of people in the New York City metro area commute via public transit.<sup>3</sup> With 665 miles of track and 472 stations, the NYC subway system is the largest in the world.<sup>4</sup>

Yet New York City's transit network is also under severe strain. Years of underinvestment has led to physically crumbling infrastructure and woefully outdated signals, all of which have led to unreliable service, delays, inaccessible stations and other extreme shortfalls. This culminated in the summer of 2017 being dubbed the "summer of hell," as on-time rates had sunk to around 65%, on top of overheating, overcrowding and other problems.<sup>5</sup>

Since then, the MTA has made a concerted effort to turn the system around. Under new leadership of the MTA, including new chairman Patrick Foye and new president for New York City Transit Andy Byford, progress has been made and promises to continue. Today, the on-time rate has reached a six-year high of more than 80 percent.<sup>6</sup> Additionally, the MTA's recently announced 2020-2024 Capital Plan, a \$51.5 billion investment plan, is aimed at modernizing our transportation network, partly supported by a congestion pricing plan that passed in the 2018-2019 legislative session, estimated to raise up to \$15 billion in revenue through 2024.

Despite this progress, southern Brooklyn continues to be left behind. The survey results below show that in this part of the City with long, arduous commutes, simply getting to work or to see friends remains an exercise in frustration. Riders are frequently delayed, often late, and typically have to transfer at least once to get where they're going. The survey demonstrates the depth of the problem with public transportation in southern Brooklyn, and the dramatic changes needed for the MTA to sufficiently serve outer borough communities.

Elected officials, legislators, policymakers and advocates must come together to help fix the MTA. Commuters in underserved areas like southern Brooklyn can't wait any longer.

---

<sup>1</sup> CNN Library (25 July 2019). Metropolitan Transportation Authority Fast Facts. *CNN*. Retrieved from: <https://www.cnn.com/2013/10/31/us/mta-new-york-city-transit-fast-facts/index.html>

<sup>2</sup> MTA Ridership. Retrieved from: [http://web.mta.info/nyct/facts/ridership/index.htm#intro\\_b](http://web.mta.info/nyct/facts/ridership/index.htm#intro_b)

<sup>3</sup> Florida, R. (22 January 2019). The Great Divide in How Americans Commute to Work. *City Lab*. Retrieved from: <https://www.citylab.com/transportation/2019/01/commuting-to-work-data-car-public-transit-bike/580507/>

<sup>4</sup> Fitzsimmons, E. (23 July 2018.) They vowed to fix the subway system a year ago. On-time rates are still terrible. *NY Times*. Retrieved from: <https://www.nytimes.com/2018/07/23/nyregion/nyc-subway-delays-failure.html>

<sup>5</sup> Same as above.

<sup>6</sup> Barone, V. (2019). Subway on-time performance hits 6-year high as MTA reorganization looms. *AmNY*. Retrieved from: <https://www.amny.com/transit/subway-on-time-performance-1-33726030/>

## Survey Results

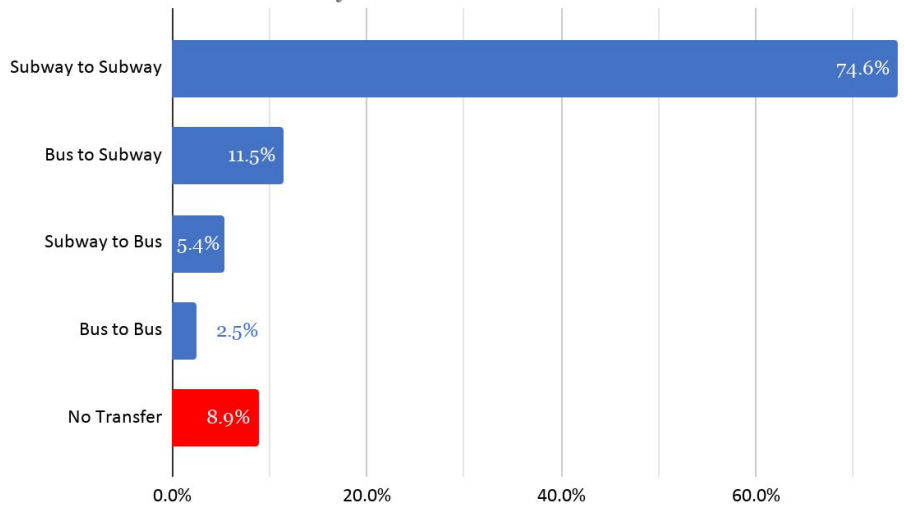
From April to October 2019, Senator Andrew Gounardes' office distributed transit surveys across at every subway station and commuter bus stop in Senate District 22. These surveys were printed in five different languages (English, Spanish, Arabic, Chinese, and Russian) to ensure that the full spectrum of southern Brooklyn's residents could participate. The survey was also handed out at town halls and other events in District 22, the Senator's district. Responses were also collected online.

In total, 769 responses from southern Brooklyn commuters were collected. 63 percent of the respondents were from Bay Ridge (11209 and 11220), 12 percent from Dyker Heights (11219 and 11228), 20 percent from Bensonhurst/Bath Beach/Gravesend (11204, 11214, 11223 and 11230), and 4 percent from Marine Park/Gerritsen Beach/Manhattan Beach (11229, 11234 and 11235).

Respondents to the southern Brooklyn Transit Survey were primarily subway users, with 83% of respondents stating that the subway was their main method of public transportation. Roughly 8% of respondents primarily commute by bus and 8% by express bus. Just 1% primarily commute by ferry.

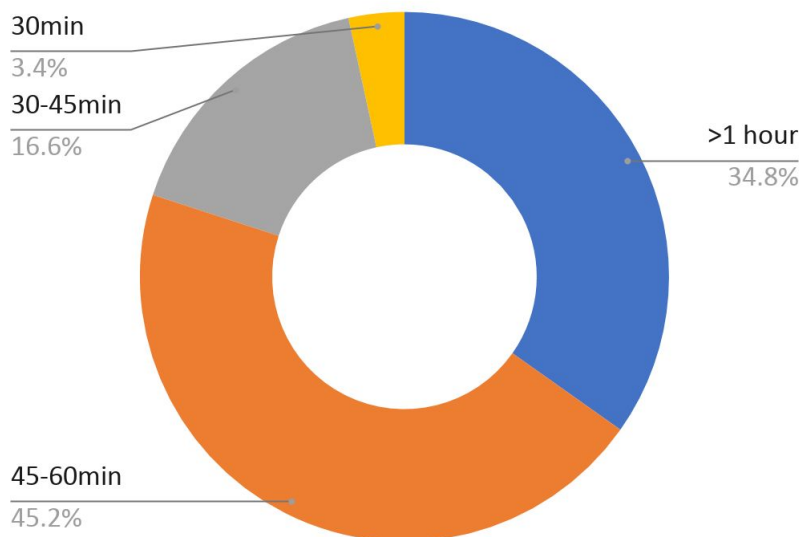
The majority of respondents stated that they need to transfer to get to their destination, while a mere 9% said they do not need to transfer (see chart 1). Three quarters of respondents transfer from one subway line to another subway line, 11.5% of them transfer from bus to subway, and 5.5% from subway to bus. Just 2.5% of

Chart 1: Southern Brooklyn Commuter Transfer Pattern\*



\* Only valid responses included. Those coded "no response" are not included. Some respondents to the mail-in survey answered with multiple responses. N = 686

Chart 2: Southern Brooklyn Commuter Commute Time



respondents said they transferred from bus to bus.

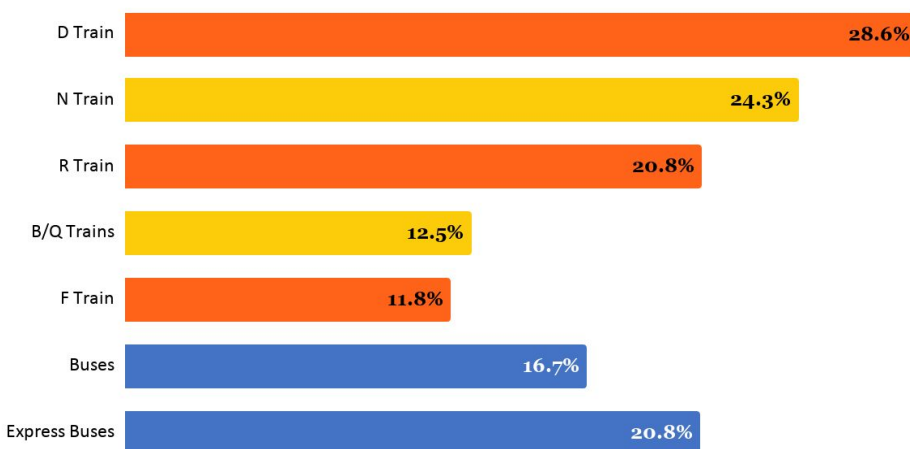
Commuters who responded to the survey have very long commutes: 35% spend over an hour on their commute, 45% spend between 45 to 60 minutes and 17% spend between 30 to 45 minutes. Only about 3.5% spend 30 minutes or less (see chart 2).

In total, 80% of respondents spend 45 minutes or more on their commute one way, meaning that each day, they are spending 90 minutes or more simply to get to work.

The delays and unreliability of our public transportation take a very real toll on southern Brooklyn's commuters.

A full 21% of our respondents said that they are always late to their destinations due to transit delays while 69% said they are sometimes late. Only 10% of respondents said that they are rarely late to their destination. This means that 90% of survey respondents are always or sometimes late, an outcome that surely negatively affects their quality of life.

Chart 3: Commuters Who Responded Always Late by Line



Nearly 30% of respondents to our survey who primarily use the D train shared that they are always late to their destination, substantially more than the other lines (see chart 3). Trailing the D line are the N and R trains, with respectively 24% and 21% of riders said they are always late. 13% of riders who primarily ride the B/Q train stated that they were always late as did 12% of the F train riders.

In fact, 93% of all southern Brooklyn train riders who responded to the survey said that they were sometimes or always late to their destination.

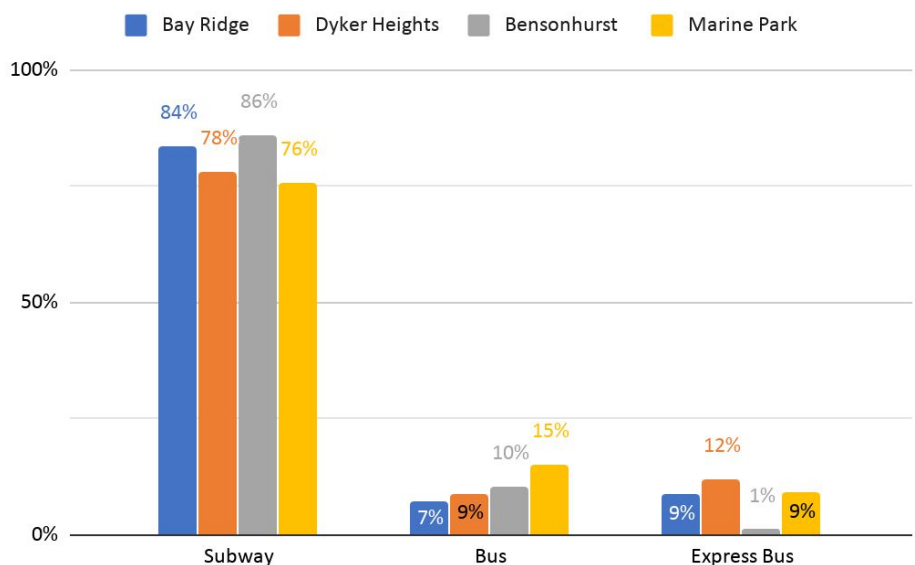
Buses also performed poorly, with 21% of express bus riders and 17% of bus riders saying they are always late to their destination. A full 85% of express bus riders said they are always or sometimes late, as well as 83% of bus riders.

Indeed, the word “delay/delayed/delays” appeared 246 times in the section of our survey where respondents explain why they are late to their destination.

Each southern Brooklyn neighborhood has a diverse set of public transportation needs, and the survey results reflected this reality. Bensonhurst and Bath Beach respondents were slightly more likely to rely on the bus than other neighborhoods, and relied substantially less on the express bus: Only 1% of Bensonhurst & Bath Beach commuters responded that they primarily use the Express Bus (see chart 4). Commute times were also longer in these neighborhoods, with only 1% of respondents stating that their commute was 30 minutes or less. Respondents from Dyker Heights, on the other hand rely less on subway but more on express bus compared to other neighborhoods. 78% of Dyker Heights respondents mainly use the subway, and 12% of them primarily ride the express bus.

Marine Park respondents also said they rely less on subway compared to other southern Brooklynites. 76% of the respondents in this neighborhood stated that they took the subway as their main form of transportation. 15% of Marine Park respondents primarily use the bus, vs. 8% of respondents as a whole. These commuters also had the highest rates of transferring from bus to subway, with 50% of Marine Park/Gerritsen Beach respondents saying that they had to transfer from the bus to the subway. All of the Marine Park/Gerritsen Beach riders responded that they need to transfer one way or the other.

Chart 4: Transportation Methods by Neighborhoods

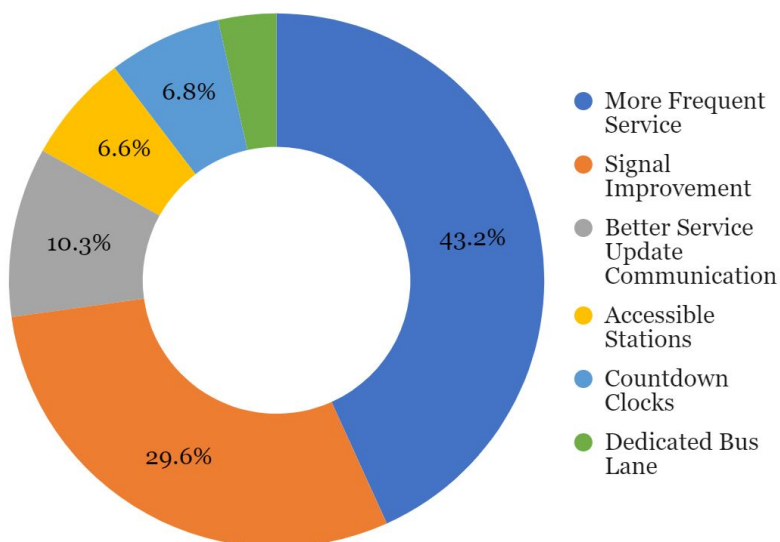


Residents in Marine Park/Gerritsen Beach also reported the longest commute times: 50% of respondents from this area spend over an hour on their commute, while 31% spend between 45 to 60 minutes commuting.

The survey received 35 responses confirmed in the age group of 60 or older. These respondents relied more on the bus: 22% of them said it was their main form of transportation. Yet, the subway is still overwhelmingly how majority of seniors travel, with 68% of respondents 60+ using the subway as their main form of transportation, and 11% of respondents primarily using the Express bus.

About 43% of respondents believe that more frequent service would be the most effective way to improve their commute, a sentiment reflected across all of the neighborhoods, while one third of commuters said that signal improvements would help their ride. The majority of survey respondents are looking, quite simply, for more and better service (see chart 5).

Chart 5: Suggestions for Improvements



The improvements most desired by transit riders varied by the primary line they take. Perhaps unsurprisingly, R train riders favored more frequent service: 45% of R train riders, more than any other subway line, requested more frequent service as the primary improvement they would like to see (see table 1).

Table 1: Suggested Improvements by Line

Subway Lines	More Frequent Service	Signal	Better Communication	Accessible Station	Countdown Clock	Dedicated Bus Lane
<b>R</b>	<b>45.0%</b>	<b>33.0%</b>	<b>9.0%</b>	<b>5.7%</b>	<b>5.1%</b>	<b>2.2%</b>
<b>N</b>	<b>32.4%</b>	<b>37.8%</b>	<b>10.8%</b>	<b>10.8%</b>	<b>8.1%</b>	<b>0.0%</b>
<b>D</b>	<b>41.7%</b>	<b>32.5%</b>	<b>15.8%</b>	<b>3.3%</b>	<b>5.0%</b>	<b>1.7%</b>
<b>F</b>	<b>29.0%</b>	<b>32.3%</b>	<b>9.7%</b>	<b>12.9%</b>	<b>9.7%</b>	<b>6.5%</b>
<b>B/Q</b>	<b>42.3%</b>	<b>26.9%</b>	<b>3.8%</b>	<b>7.7%</b>	<b>19.2%</b>	<b>0.0%</b>
<b>Bus</b>	<b>52.3%</b>	<b>13.6%</b>	<b>9.1%</b>	<b>13.6%</b>	<b>4.5%</b>	<b>6.8%</b>
<b>Express Bus</b>	<b>45.8%</b>	<b>8.5%</b>	<b>10.2%</b>	<b>0.0%</b>	<b>16.9%</b>	<b>18.6%</b>

Bus riders were especially more likely than subway riders to request more frequent service, with 53% stating that is the improvement they would most like to see. About 19% of express bus riders want dedicated bus lanes, a sentiment that other groups of transit riders don't generally share.

In terms of improvements most desired, respondents in the 60 + group were more likely to suggest improvements to station accessibility: 22% of respondents 60 and over said that the MTA should prioritize accessible stations vs. 7% of respondents as a whole. 16% of respondents 60 and over would also like to see better service update communication from the MTA.

### **Analysis**

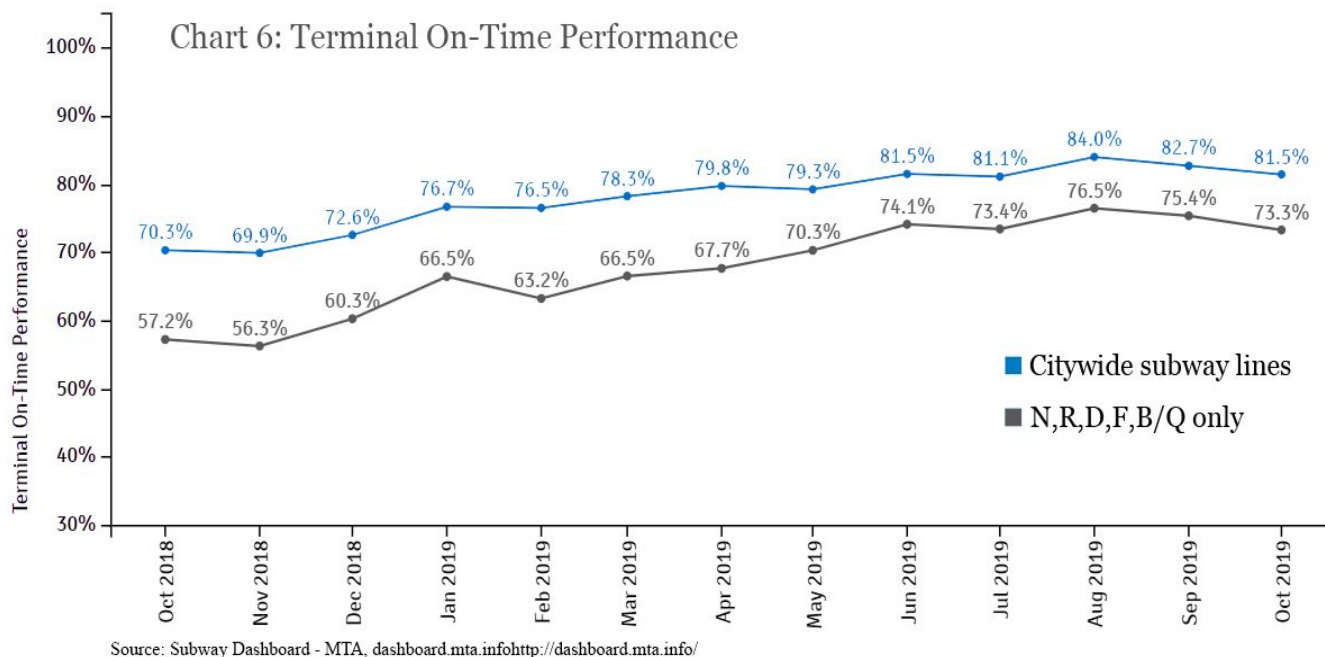
While New York City's vast public transit network faces problems across the City, southern Brooklyn commuters have it among the worst. According to a study by the Center for an Urban Future, Southern Brooklyn neighborhoods stand out as having some of the highest commute times overall in a City that already has a far higher commute times than the national average. Flatlands/Canarsie has the fourth-highest commute time of all the city's 55 census-defined neighborhoods, while both Bay Ridge and Bensonhurst are in the top 15.<sup>7</sup>

The fact that such a high percentage of respondents to the survey have to transfer demonstrates the reality of commuting in southern Brooklyn, where many neighborhoods are served by only one subway line. In an already long commute, a transfer adds further unpredictability.

To make matters worse, according to MTA data, the N, R, D, F and B/Q lines, the subway lines most frequently used by southern Brooklynites, have substantially worse on-time performance than citywide lines (see chart 6). In October 2019, the average on-time performance of all City subway lines was 81.5%. For the lines serving southern Brooklyn, it was 73.3%.

---

<sup>7</sup> Forman, A. (March 2016). Fast City, Slow Commute. *Center for an Urban Future*. Retrieved from: <https://nycfuture.org/data/fast-city-slow-commute>



This data is borne out in the experience of the survey respondents, who stated that they had largely long commutes of more than 45 minutes and the vast majority of them are sometimes or always late to their destination.

The MTA has promised to spend more than \$7 billion on signal upgrades in the next capital plan, but some of the most problematic lines serving southern Brooklyn, such as the R and the D, do not have signal upgrades planned.

While all lines performed poorly, the D line especially stood out in the percentage of respondents who said they are “always late.” This accurately reflects the MTA’s data on the D line, with Citywide riders spending on average 1 minute and 41 seconds of extra time on the train, compared to 56 seconds in the system as a whole. This line also had a 63% terminal on-time performance rate in October.

The Transit Survey by far collected the largest proportion of responses from riders who primarily use the R train, one of the most slow and unreliable lines in the system. About 92% of respondents who primarily use the R train said they are always or sometimes late. This, from a respondent in Bay Ridge, was a typical comment:

“My most frustrating experiences with the subway are during the long waits for the R train at 59th Street on late nights and weekends when I’m returning to Bay Ridge.”

On September 25, 2019, Senator Gounardes and other elected officials wrote a letter to the MTA asking for relief from congestion during the evening commute based on construction trains leaving from the 36th St Train Yard. As of now, no such relief has been offered.

Furthermore, parts of Senate District 22 are transit deserts, miles away from the nearest subway station. In Gerritsen Beach, for example, the bus is the only form of transportation serving the neighborhood. Thus these residents are forced to transfer from the bus to the subway in order to access their jobs in other parts of New York City. This explains why respondents from Marine Park/Gerritsen Beach have such long commute times compared to other respondents and why such a sizable portion of them had to transfer from the bus to the subway.

As Citywide bus ridership has declined (by 16% according to a 2017 Streetsblog study), service has been cut, leading to a downward spiral. While slightly fewer bus riders who responded to this survey said they are always or sometimes late, bus riders appeared to plan more around infrequent service by showing up early to their stops or simply not going at all. 55% of bus riders, more than any other line, stated the service improvement they most wanted was more frequent service.

Comments about the bus included:

“If a bus runs every 20 minutes and one is out of service the wait for a bus is over half an hour. I think I would go more places and certainly shop more frequently if bus service was more frequent and more reliable and i can't be the only one. When my apps used to work I frequently walked rather than wait twenty minutes for a bus that might not come. These days I frequently don't go. The struggle is not worth it.”

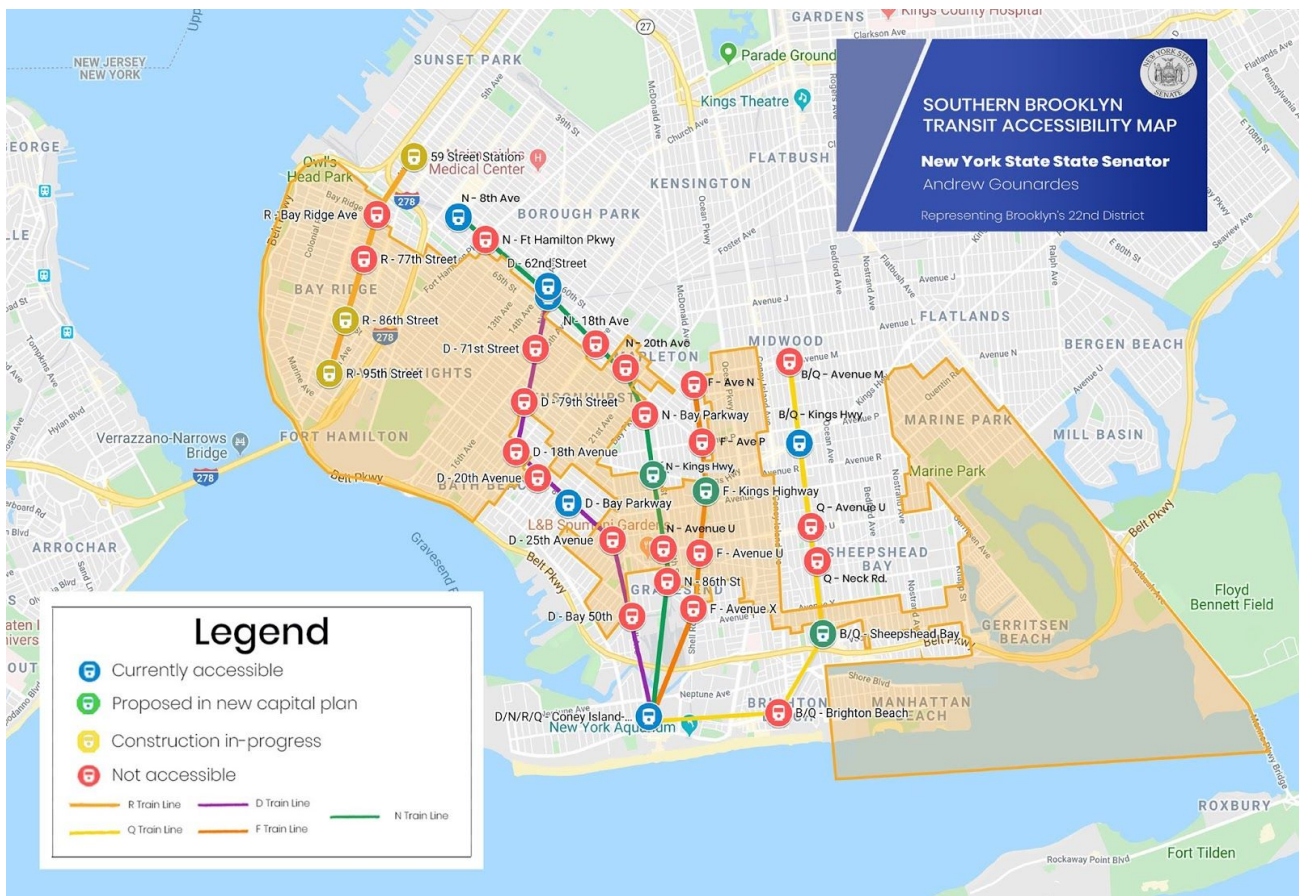
“My father is a senior citizen who takes the bus daily and must wait for a long time for the bus.”

The MTA is planning a complete Brooklyn Bus Redesign, which advocates hope will not include service cuts. Notable requests from residents of Senate District 22 include:

- Adding night service extension for the B2 and B100 from Kings Hwy B/Q to accommodate working professionals that come past rush hour.
- Adjusting the B31 route to connect parts of Sheepshead Bay with Gerritsen Ave.
- Increased service on the B8 and B63, especially during morning and evening rush hour, to accommodate the influx of school children and working professionals.
- Reducing delays on the B37, particularly on the weekends.
- A shuttle to the Bay Ridge/69th St ferry via Shore Road.

While riders who primarily use the bus or express bus only represent about 16% of survey respondents, they are disproportionately represented by seniors and residents in areas without easy access to the subway. Because the bus is the primary option for many New Yorkers seniors and residents in transit deserts, it's especially important that buses be reliable and frequent.

Station accessibility has been another struggle. While funds continue to be wasted on pet projects such as the Bay Ridge Avenue station cosmetic rehabilitation that cost at least \$24 million, most stations have remained inaccessible to those with disabilities. Of 34 subway stations in or around Senate District 22, only 6 are accessible, with many of those the result of recent elevator installations. As of now, three more have been proposed in the 2020-2024 Capital Plan, and three are currently under construction (see map below). Citywide, the capital plan has prioritized building accessible stations, though the MTA still fails to account for why its costs of construction for this and other purposes are so much higher than other comparable cities.



Finally, while most respondents to the survey as a whole requested more frequent service or signal improvements, indicating that more and better service is the key priority, 10% of respondents would prioritize improved communications and updates. One respondent said:

“I don’t really mind delays or maintenance services as long as I know in advance through maps but often incorrect times are reported.”

Another respondent stated:

“Riders often stand and wait on the platform for a train without knowledge that there is an ongoing MTA issue that results to either no trains or delayed trains. If and when speakers are being used for announcements, the message is either unclear or the speaker is not functioning properly to allow the message to be properly delivered. Proper communication with riders can allow for them to make alternative travel arrangements.”

Of particular concern to senior citizens has been the decision to remove paper bus schedules in favor of an app or text service, when most seniors don’t have smartphones or even flip phones. Perhaps this explains why a greater percentage of respondents 60+ (17%) prioritized better communication from the MTA. Many elected officials have urged restoration of the schedules but the MTA has refused.

All of the problems with the MTA that southern Brooklynites experience has a profound impact on these residents who rely on public transportation. Many survey respondents reported leaving significantly to guarantee getting to work on time, adding significantly more time to an already lengthy commute. Survey responses included comments such as these:

“I actually decided not to take a job in midtown because the commute is too inconsistent and risky.”

“And if I need to be somewhere after work near home (PTA meeting, parent teacher conference), I work from home because the possibility of major delays is so high.”

“Unfortunately, it’s become a way of life.”

What this survey demonstrates is that long and indirect commutes as well as infrequent service has indeed been a way of life in southern Brooklyn for far too long. This report is a call to action for the MTA to invest in more and better public transportation options in underserved southern Brooklyn and similar communities.

### **Next Steps**

The MTA is undergoing major changes. They have put forth a reorganization plan to mixed reviews designed to streamline and centralize leadership. They have put forward a major capital plan to finally

invest heavily on signal upgrades and accessibility to benefit riders. Unfortunately, these upgrades are planned to begin over the next five years rather than be completed by this time, and some of the worst lines and inaccessible stations in southern Brooklyn have no planned improvements. Many systemic problems remain. The MTA as a whole has insufficient transparency and accountability structures. The huge cost of new construction due to outdated rules and a failure to control costs remains a massive barrier to transforming and expanding our public transportation system.

These issues are large and complex, but there are ways for public officials to address them. Some next steps planned by Senator Gounardes in the coming year include:

- Continue legislative oversight over the MTA's budget and capital plan and monitor its implementation
- Push for passage of S3837 (Gounardes) which will give riders a vote on the board of the MTA and increase accountability to riders
- Push for passage of S6150 (Gounardes) which will mandate the MTA to meet accessibility goals
- Advocate for student discounts on express bus service
- Push for increased bus service as a member of the Better Buses Advisory Group and focus on closing transit gaps across southern Brooklyn through Brooklyn Bus Redesign Project
- Fight for restoration of low-cost service cuts such as paper bus schedules and advocate for more accurate app- and mobile-based schedules
- Bring MTA board members and senior leadership to southern Brooklyn to see our transit network firsthand and address community concerns
- Undertake a first-of-its-kind audit of every subway station in district to report on infrastructure, accessibility, cleanliness, and upgrades.

While these efforts won't be easy, with strong collective efforts, the MTA can and must be fixed. If New York is to remain the greatest City in the world, there is no choice but to make progress.

## Appendix

### Appendix A. Neighborhood Snapshot

Neighborhood Snapshots											
Southern Brooklyn			Bay Ridge (11209 & 11220)			Dyker Heights (11219 & 11228)			Bensonhurst & Bath Beach (11204, 11230, 11223, 11214)		
Total entries	%/Total entries		Total entries	%/Total entries		Total entries	%/Total entries		Total entries	%/Total entries	
769			482	62.7%		96	12.5%		150	19.5%	
Transportation Methods*			Transportation Methods			Transportation Methods			Transportation Methods		
Subway	669	83.1%	Subway	418	83.6%	Subway	78	78.0%	Subway	140	85.9%
Bus	67	8.3%	Bus	36	7.2%	Bus	9	9.0%	Bus	17	10.4%
Express Bus	62	7.7%	Express Bus	44	8.8%	Express Bus	12	12.0%	Express Bus	2	1.2%
Ferry	7	0.9%	Ferry	2	0.4%	Ferry	1	1.0%	Ferry	4	2.5%
Transfers**			Transfers			Transfers			Transfers		
Subway to Subway	512	74.6%	Subway to Subway	335	77.9%	Subway to Subway	58	69.0%	Subway to Subway	107	68.6%
Subway to Bus	37	5.4%	Subway to Bus	13	3.0%	Subway to Bus	2	2.4%	Subway to Bus	17	10.9%
Bus to Subway	79	11.5%	Bus to Subway	38	8.8%	Bus to Subway	13	15.5%	Bus to Subway	14	9.0%
Bus to Bus	17	2.5%	Bus to Bus	11	2.6%	Bus to Bus	2	2.4%	Bus to Bus	2	1.3%
No Transfer	61	8.9%	No Transfer	33	7.7%	No Transfer	9	10.7%	No Transfer	16	10.3%
No Response	83		No Response	61		No Response	12		No Response	5	
Commute Time***			Commute Time			Commute Time			Commute Time		
>1 hour	267	34.8%	>1 hour	156	30.9%	>1 hour	37	38.5%	>1 hour	53	35.8%
45-60min	347	45.2%	45-60min	253	50.1%	45-60min	33	34.4%	45-60min	72	48.6%
30-45min	127	16.6%	30-45min	78	15.4%	30-45min	20	20.8%	30-45min	22	14.9%
30min	26	3.4%	30min	18	3.6%	30min	6	6.3%	30min	1	0.7%
Lateness****			Lateness			Lateness			Lateness		
Always	163	21.3%	Always	103	21.4%	Always late	26	22.8%	Always	27	18.6%
Sometimes	525	68.5%	Sometimes	333	69.1%	Sometimes	56	49.1%	Sometimes	105	72.4%
Rarely	78	10.2%	Rarely	46	9.5%	Rarely	32	28.1%	Rarely	13	9.0%
Improvements*****			Improvements			Improvements			Improvements		
More Frequent Service	379	43.2%	More Frequent Service	242	44.0%	More Frequent Service	49	43.0%	More Frequent Service	71	38.2%
Better Signal			Better Signal			Better Signal			Better Signal		
Improvement Update	259	29.5%	Improvement Update	167	30.4%	Improvement Update	34	29.8%	Improvement Update	50	26.9%
Communication Accessible Stations	90	10.3%	Communication Accessible Stations	52	9.5%	Communication Accessible Stations	11	9.6%	Communication Accessible Stations	28	15.1%
Countdown Clocks	58	6.6%	Countdown Clocks	35	6.4%	Countdown Clocks	4	3.5%	Countdown Clocks	19	10.2%
Dedicated Bus Lane	60	6.8%	Dedicated Bus Lane	33	6.0%	Dedicated Bus Lane	11	9.6%	Dedicated Bus Lane	13	7.0%
	31	3.5%		21	3.8%		5	4.4%		5	2.7%

\* Some respondents to the mail-in survey answered with multiple responses. N = 769.

\*\* Only valid responses included. Those coded "no response" are not included. Some respondents to the mail-in survey answered with multiple responses. N = 686.

\*\*\* Only valid responses included. Those coded "no response" are not included. N = 766.

\*\*\*\* Only valid responses included. Those coded "no response" are not included. N = 768.

\*\*\*\*\* Only valid responses included. Those coded "no response" are not included. Some respondents to the mail-in survey answered with multiple responses. N = 767.



The New York City transit system is the biggest in the world. Millions of riders every day use the vast subway and bus system to commute to work, take their children to school, access essential services and more. But outdated infrastructure, long wait times and limited access for New Yorkers with disabilities has crippled our great public transit system. As your representative in the New York State Senate, I want to hear from you. What issues are you facing? How has the state of our subways and buses impacted you? Let me know below!

**Chinese:** 紐約市交通系統是世界上最大的交通系統。每天有數以百萬計的乘客使用龐大的地鐵和公共汽車系統上下班，帶孩子上學，獲得基本服務等等。但是過時的基礎設施，漫長的等待時間以及殘障紐約人的有限訪問使我們的公共交通系統癱瘓。作為您在紐約州參議院的代表，我想听取您的意見。你面臨什麼問題？我們的地鐵和公共汽車的狀況如何影響到你？讓我知道下面！

**Arabic:** نظام النقل في مدينة نيويورك هو الأكبر في العالم. يستخدم الملايين من الدراجين يوميًا نظام المترو والحافلات الواسع للتنقل للعمل ، ونقل أطفالهم إلى المدرسة ، والحصول على الخدمات الأساسية والمزيد. ولكن البنية التحتية التي عفا عليها الزمن ، وأوقات الانتظار الطويلة والوصول المحدود لسكان نيويورك ذوي الإعاقة قد أعاق نظام النقل العام الكبير لدينا. بصفتك ممثلًا في مجلس شيوخ ولاية نيويورك ، أود أن أسمع منك. ما هي القضايا التي تواجهها؟ كيف أثرت حالة المترو والحافلات الخاصة بنا؟ اسمحوا لي أن أعرف أدناه

**Russian:** Транспортная система Нью-Йорка является крупнейшей в мире. Миллионы водителей ежедневно используют обширную систему метро и автобусов, чтобы ездить на работу, брать своих детей в школу, получать доступ к основным услугам и многому другому. Но устаревшая инфраструктура, длительное время ожидания и ограниченный доступ для жителей Нью-Йорка с ограниченными возможностями нанесли вред нашей великолепной системе общественного транспорта. Как ваш представитель в Сенате штата Нью-Йорк, я хочу услышать ваше мнение. С какими проблемами вы сталкиваетесь? Как состояние наших метро и автобусов повлияло на вас? Дайте мне знать ниже!

**Spanish:** El sistema de tránsito de la Ciudad de Nueva York es el más grande del mundo. Millones de pasajeros utilizan el vasto sistema de autobuses y trenes subterráneos para llegar al trabajo, llevar a los niños a la escuela, acceder servicios esenciales y mucho más. Sin embargo, la infraestructura obsoleta, el largo tiempo de espera y el acceso limitado para los neoyorquinos viviendo con discapacidades han hecho que nuestro gran sistema de tránsito sea ineficaz. Como tu representante en el Senado del Estado de Nueva York, deseo saber de usted. ¿A qué problemas se enfrenta? ¿Cómo le ha afectado el estado de nuestros trenes y autobuses? ¡Hágamelo saber por medio de esta encuesta!

Start

Complete

**First/Last Name: \***

**Chinese:** 名/姓 | **Arabic:** اسم\لقب | **Russian:** Имя / Фамилия | **Spanish:** Nombre y Apellido

**Address:**

**Chinese:** 地址 | **Arabic:** عنوان | **Russian:** адрес | **Spanish :** Dirección

**Zip Code: \***

**Chinese:** 郵政編碼 | **Arabic:** رمز البريدي | **Russian:** Почтовый Индекс | **Spanish:** Código Postal

**E-mail: \***

**Chinese:** 郵箱地址 | **Arabic:** بريد الالكتروني | **Russian:** Эл. почта | **Spanish:** Correo electrónico

**What is your age?**

- NONE -

**Chinese:**你几岁? **Arabic:**ما هو عمرك؟ **Russian:**Какой ваш возраст? **Spanish:** ¿Qué edad tiene?

## I'd like to receive updates from Senator Gounardes!

- ☐ YES (是 - نعم فعلا - да - Sí)

**Chinese:** 複選框保持聯繫 | **Arabic:** سجل خانة للبقاء على اتصال معنا | **Russian:** Установите флажок, чтобы оставаться на связи | **Spanish:** ¡Me gustaría recibir comunicaciones de parte del Senador Gounardes!

## What forms of public transportation do you take most frequently? \*

- ☐ Subway (地鐵 - مترو الانفاق - Подземка - Subteraneo)
- ☐ Bus (總線 - حافلة - автобус - Autobús)
- ☐ Express Bus (特快巴士 - حافلات سريعة - Экспресс автобус - Autobús express)
- ☐ Ferry (渡船 - العبارة - Паром - Ferry)

**Chinese:** 您最常使用哪種公共交通工具？ | **Arabic:** ما هي أشكال وسائل النقل العام التي تأخذها في أغلب الأحيان؟ | **Russian:** Какие виды общественного транспорта вы используете чаще всего? | **Spanish:** ¿Qué tipo de transporte público utiliza con más frecuencia?

## What subway/bus stop do you use most frequently? \*

**Chinese:** 你通常使用哪種公共交通工具出行？ | **Arabic:** أي وسائل النقل العام التي تأخذها في أغلب الأحيان؟ | **Russian:** Какие виды общественного транспорта вы используете чаще всего?

## Do you regularly transfer between different lines during your commute?

- ☐ Yes, subway to subway (是的，地鐵到地鐵 - مترو الانفاق ، نعم - Да, метро до метро - Sí, de tren a tren)
- ☐ Yes, bus to subway (是的，巴士到地鐵 - الحافلة إلى المترو ، نعم - Да, автобус до метро - Sí, de autobús a tren)
- ☐ Yes, subway to bus (是的，地鐵到公共汽車 - المترو إلى الحافلة - Да, метро до автобуса - Sí, tren a autobús)
- ☐ Yes, bus to bus (是的，巴士到巴士 - حافلة إلى حافلة ، نعم - Да, автобус в автобус - Si, de autobús a autobús)

- ☐ Yes, ferry to transfer (是的, 渡轮转移 - العبارة لنقل - نعم - Да, паром перевезти - Sí, ferry para transferir )
- ☐ No ( 没有 - لا - нет- No)

**Chinese:** 你通常需要轉車嗎? | **Arabic:** هل تنتقل بانتظام بين خطوط مختلفة أثناء تنقلك؟ | **Russian:** Регулярно ли вы пересеживаетесь между разными линиями во время поездок? | **Spanish:** ¿Se transfiere entre diferentes líneas durante su ruta regular?

**How long is your commute on average? \***

- ☐ 30 min
- ☐ 30-45 min
- ☐ 45-60 min
- ☐ >1hr

**Chinese:** 平均通勤時間有多長? | **Arabic:** كم من الوقت تنقلك في المتوسط؟ | **Russian:** Как долго вы в среднем ездите? | **Spanish:** ¿Cuál es la duración promedio de su ruta regular?

**How often are you late to your destination because of delays? \***

- ☐ Rarely ( 很少 - نادرا - Редко -Raramente )
- ☐ Sometimes ( 有時 - بعض الأحيان - Иногда - A veces )
- ☐ Always ( 總是 - دائما - Всегда - Siempre)

**Chinese:** 由於延誤, 您多久經常到達目的地? | **Arabic:** كم مرة تأخرت في وجهتك بسبب التأخير؟ | **Russian:** Как часто вы опаздываете к месту назначения из-за задержек? | **Spanish:** ¿Cuán frecuentemente llega tarde a su destino por culpa de los atrasos?

**Explain:**

**Chinese:** 說明 | **Arabic:** شرح | **Russian:** объяснять | **Spanish:** Explicar

**What improvements would have the biggest impact on your commute? \***

- Accessible Stations (無障礙站 - محطات يمكن الوصول إليها - Доступные станции - Estaciones accesibles )
- Countdown Clocks/BusTime Clocks ( 倒計時時鐘/總線時鐘 - ساعات العد التنازلي / ساعات - Часы обратного отсчета - Relojes de cuenta regresiva / relojes de tiempo de autobús)
- Signal Improvements ( 信號改進 - تحسينات الإشارة - Улучшения сигнала - Mejoras de señal )
- Dedicated Bus Lanes ( 專用公交車道 - خطوط الحافلات المخصصة - Выделенные полосы автобусов - Carriles de autobús dedicados )
- More Frequent Service ( 更頻繁的服務 - خدمة أكثر تواترا - Более частое обслуживание - Servicio más frecuente)
- Better Service Update Communication ( 更好的服務更新通信 - أفضل خدمة تحديث - Лучшее обслуживание Обновление связи - Mejor servicio de actualización )

**Chinese:** 哪些改進對您的通勤影響最大？ | **Arabic:** ما التحسينات التي سيكون لها أكبر تأثير على تنقلاتك؟ | **Russian:** Какие улучшения окажут наибольшее влияние на вашу поездку на работу? | **Spanish:** ¿Qué mejoras tendrían el mayor impacto en su viaje?

**Other:**

**Chinese:** 其他 | **Arabic:** آخر | **Russian:** Другой | **Spanish:** Otro

## CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

☐ I'm not a robot

reCAPTCHA  
[Privacy](#) - [Terms](#)

**SUBMIT**

**Senator Andrew Gounardes**  
902 Legislative Office Bldg.  
Albany, NY 12247

PLACE  
STAMP  
HERE



**Senator Andrew Gounardes**

# Transit Survey

**Submit online at <https://www.nysenate.gov/TransitSurvey>**

E-mail: [gounardes@nysenate.gov](mailto:gounardes@nysenate.gov)

Phone: (718) 238-6044

   @agounardes

Translated Survey Available Online

ترجمة للاستبيان متوفر باللغة العربية

Encuesta traducida disponible en Español

我們可提供中文版調查問卷。

Имеется перевод анкеты-опросника на  
русском языке

Please Return to:

**Senator Andrew Gounardes**

902 Legislative Office Building

Albany, NY 12247

First/Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-mail: \_\_\_\_\_

☐ Yes, I'd like to receive updates from Senator Gounardes!

**What forms of public transportation do you take most frequently?**

☐ Subway ☐ Bus ☐ Express Bus

**What subway/bus stop do you use most frequently?** \_\_\_\_\_

**Do you regularly transfer between different lines during your commute?**

☐ Yes, subway to subway ☐ Yes, bus to subway ☐ Yes, subway to bus ☐ Yes, bus to bus

**How long is your commute on average?**

☐ 30 min ☐ 30-45 min ☐ 45-60 min ☐ >1hr

**How often are you late to your destination because of delays?**

☐ Rarely ☐ Sometimes ☐ Always Explain: \_\_\_\_\_

**What improvements would have the biggest impact on your commute?**

☐ Accessible Stations ☐ Countdown Clocks/BusTime Clocks ☐ Signal Improvements ☐ Dedicated Bus Lanes  
☐ More Frequent Service ☐ Better Service Update Communication ☐ Other \_\_\_\_\_

**How old are you?** ☐ Under 18 ☐ 18-25 ☐ 26-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66 and older