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As NYC Bus Service Declines, Advocates Release Short Film Highlighting New York's Bus Crisis, Call for Riders to Submit Their Own "Woes on the Bus"

New York, NY – On Thursday, public transportation advocates in the Bus Turnaround Coalition released a short film, "[Time for a Turnaround](#)," drawing attention to the crisis of declining bus service and ridership citywide. At the same time, the Riders Alliance launched their call for "[Woes on the Bus](#)," inviting New Yorkers to submit their stories of frustration with bus service on their website at www.ridersny.org/buswoes.

"We've worked to improve individual bus routes, but after years of complaints from riders about dozens of bus routes, we decided that it was time to fight for city-wide solutions to the problems bus riders deal with every day," said Stephanie Veras, Campaign Organizer with the Riders Alliance. The Riders Alliance plans to release riders' "Woes on the Bus" as part of an interactive site that will allow New Yorkers to see stories about their own routes, submit their own stories, and take action to improve buses.

"Time for a Turnaround" gives voice to the concerns of bus riders across the city and offers four concrete steps toward making New York's buses work for riders again:

- Transforming how we get on and off the bus
- Designing streets to prioritize buses
- Adopting better methods to keep buses on schedule
- Redesigning the bus network and routes for more frequent and efficient service

"The bus riders we spoke to and interviewed already know the city bus system needs a turnaround. In every borough, they called out bunching, schedule frequency and traffic congestion as big problems for our buses. This reached across all demographics—riders already know many of the solutions to the problems, they just want our agencies to start making it happen," said Clarence Eckerson, Jr., Director at Streetfilms.

The video is available at <http://transitcenter.org/2016/09/21/turnaround-streetfilm/>.

"It is time for New York to face this urgent challenge—and it can be done," said David Bragdon, Executive Director of TransitCenter. "Among others, our competitive peers like London and Seoul turned around bus systems with declining ridership in the last decade, making buses a viable complement to their extensive rail systems. Designing the streets to speed up commutes for bus riders and actively using technology to monitor and prevent bunching and delays, those cities are serving their residents with quicker trips and frequent, reliable service. Leadership and commitment from the state-controlled MTA and city-controlled DOT can make that happen here."

The video and call for stories come after the Bus Turnaround Coalition released a report to launch its campaign promoting practical strategies to improve the performance of NYC buses system-wide. The report, "[Turnaround: Fixing New York City's Buses](#)," released in July, describes a bus system that is both integral to New York City's public transit system and, unfortunately, failing the 2.5 million daily riders who use it.

Data from the report show that while NYC's buses provide essential transit, especially in areas beyond the reach of the subway, they are among the nation's slowest and least reliable. The MTA and DOT's own data show declining bus system ridership in spite of increasing population, a growing economy, and record-high subway ridership. At the same time, the report highlights cities like London and Seoul that have managed to transform their bus networks, leading to increased ridership system-wide.

"Tired of buses that crawl or bunch or crush or jolt? Right now, many city buses are slower than walking—and that is bad for us all," said Gene Russianoff, Senior Attorney for the NYPIRG Straphangers Campaign.

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The Bus Turnaround Coalition is a group of diverse New Yorkers determined to turn around the poor service that plagues the city's bus system and the 2.5 million rides taken on it every weekday. We are winning increased attention from our leaders and greater resources for high quality, fast and reliable bus service for all neighborhoods in New York City.