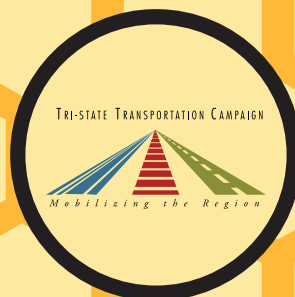


**THE
BUZZ
ON THE
BEE-LINE
2.0**



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Tri-State Transportation Campaign is a 501(c)(3) non-profit policy and advocacy organization fighting for sustainable mobility in New York, New Jersey, and Connecticut.

Make the Road New York builds the power of immigrant and working class communities to achieve dignity and justice through organizing, policy innovation, transformative education, and survival services.

TRI-STATE TRANSPORTATION CAMPAIGN



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EXECUTIVE SUMMARY

This report, "The Buzz on the Bee-Line 2.0," provides a comprehensive analysis of the experiences and challenges faced by Bee-Line bus riders in Westchester County. Compiled through extensive surveys and interviews conducted by Make the Road New York (MRNY) in partnership with Tri-State Transportation Campaign (TSTC), this study builds on the initial 2021 report to offer updated insights into the public transportation landscape post-pandemic, and comes following the County's extension of the current contract through the end of 2024. The report emphasizes rider demographics, service frequency, accessibility, and overall satisfaction.

Key Findings

1. **Rider Demographics and Income:** The survey reveals that a significant portion of Bee-Line bus riders are from low-income households, with 74% of respondents earning less than \$25,000 annually. The ridership predominantly comprises people of color, highlighting the system's critical role in providing mobility to working class communities.
2. **Service Frequency and Reliability:** Riders report major concerns regarding the infrequency and unreliability of bus services, especially during late evenings and weekends. Many respondents indicate waiting times of 15 minutes or more, with some experiencing delays of up to 45 minutes.
3. **Accessibility:** While a majority of riders find the bus system relatively easy to use, there are notable issues concerning accessibility for individuals with disabilities. The lack of infrastructure such as ramps and designated spaces for wheelchairs at bus stops poses a significant barrier.
4. **Payment and Transfer Difficulties:** The absence of OMNY payment systems on Bee-Line buses and limited availability of MetroCard refill stations pose challenges for riders. This issue is compounded by the lack of fare reciprocity with Metro-North and NYC Transit, leading to higher costs for commuters.
5. **Bus Stop Amenities:** Many bus stops lack basic amenities such as benches, shelters, and real-time information displays, making the waiting experience uncomfortable and inconvenient, particularly during harsh weather conditions.

Recommendations

1. **Increase Service Frequency:** To address the primary concern of infrequent bus service, Westchester County should increase the number of buses, particularly during late evenings and weekends, to match the needs of Bee-Line customers.
2. **Improve Accessibility:** Enhancements in infrastructure to support individuals with disabilities, such as ramps and designated spaces, are essential to create an inclusive transportation system.
3. **Upgrade Payment Systems:** Implementing the OMNY payment system on Bee-Line buses and increasing the number of MetroCard refill stations would alleviate payment difficulties and provide a more seamless travel experience.
4. **Enhance Bus Stop Amenities:** Adding benches, shelters, and real-time information displays at bus stops would significantly improve the comfort and convenience for riders, particularly in high-traffic areas.
5. **Integrate with Other Transit Services:** Establishing fare reciprocity with Metro-North and NYC Transit would reduce travel costs and encourage the use of public transportation within the County.
6. **Improved Community Engagement:** Continued and enhanced outreach to gather rider feedback and involve them in the decision-making process is crucial for the successful redesign of the bus network.

Conclusion

The Bee-Line bus system is a vital piece of Westchester County's public transportation network, particularly for low-income and minority communities. Despite some minor improvements since the 2021 report, many of the same issues persist, indicating a need for more robust and immediate action. By implementing the recommendations outlined in this report, Westchester County can significantly enhance the efficiency, accessibility, and overall rider experience of the Bee-Line bus system.



Encuesta Autobuses Bee-Line 2023 / Bee-Line Bus Survey 2023

La Campaña Triestatal de Transporte y [Make the Road New York](#) colaboran para conocer mejor la experiencia de los usuarios de los autobuses Bee-Line en el condado de Westchester.

Nuestro objetivo es difundir esta encuesta entre los usuarios para hacer recomendaciones significativas que hagan que la línea de autobús Bee-Line sea más accesible, segura, fiable, equitativa y responsable ante los usuarios.

La encuesta dura menos de 8 minutos. Apreciamos mucho sus respuestas ¡Su voz cuenta!

Ayúdenos contestando a algunas preguntas sobre cómo se desplaza actualmente por el condado de Westchester.

[Tri-State Transportation Campaign](#) and [Make the Road New York](#) are working together to learn more about the experience of Bee-Line bus riders in Westchester County.

Our goal is to circulate this survey to riders in order to make meaningful recommendations that will make the Bee-Line bus more accessible, safe, reliable, equitable, and accountable to riders.

The survey takes less than 8 minutes. We really appreciate your responses, your voice matters!

Please help us by answering some questions about how you currently get around Westchester County.

INTRODUCTION

In 2021, Tri-State Transportation Campaign (TSTC) conducted a bus passenger survey asking riders questions about their experience commuting on Bee-Line. We wanted to learn more about why riders use Bee-Line, listen to their concerns with the current system, and better understand the post-pandemic bus rider experience. We produced a report, *The Buzz on the Bee-Line*, which is a collection of rider stories and experiences taken from Bee-Line bus riders themselves, in their own words.

In 2023, TSTC partnered with Make the Road New York (MRNY), one of the largest progressive grassroots immigrant-led organizations in New York state. MRNY builds the power of immigrant and working-class communities to achieve dignity and justice through organizing, policy innovation, transformative education, and survival services. TSTC and MRNY worked together to design a survey that would better illuminate the experience of bus service for Westchester County transit riders. Members of MRNY canvassed bus riders at bus stops all over Westchester County, collecting over 450 survey responses, and followed up with many of these riders individually to conduct one-on-one interviews and learn more about their personal experiences with Bee-Line. *The Buzz on The Bee-Line 2.0* will depict some of the issues these riders face on a daily basis. Some of the major issues identified by riders were: infrequent bus service and buses not running late on weeknights and weekends which does not match the needs of Bee-Line customers, unmaintained buses– reports of buses being dirty, missed and uncoordinated transfers, the need for more MetroCard refill stations because the OMNY system has not been installed on Bee-Line yet, and bus stops lacking necessary amenities. The report will also compare these findings with the findings of Tri-State’s 2021 report and see what has changed for riders, for better or worse, and what has remained the same.

WHO RIDES THE BEE-LINE?

In order to fully understand why and how Westchester County residents ride Bee-Line, it is vital to first understand who is on board Bee-Line each day. In the fall of 2021, 142 Bee-Line bus riders filled out Tri-State Transportation Campaign’s questionnaire detailing their riding experience and their stories. While this was a small sample of Westchester County’s overall bus ridership, which consists of almost 100,000 riders each week, the stories and experiences of these riders are nevertheless important voices and points of feedback vital to improving the Bee-Line. This report reflects characteristics of respondents and may not be a representative sample of all travelers.

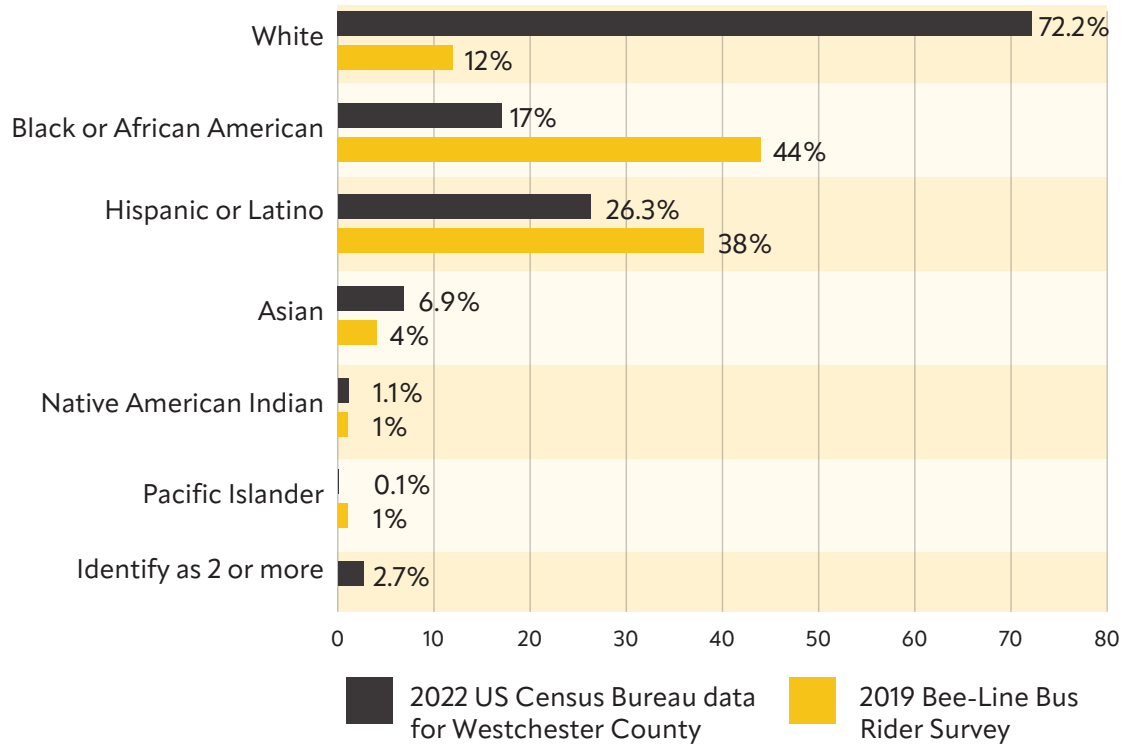
According to 2022 data from the US Census Bureau¹, the racial breakdown of residents is:

| Westchester County Census Data | |
|--------------------------------|------------|
| Ethnicity | Percentage |
| White | 72.2% |
| Black or African American | 17% |
| Hispanic or Latino | 26.3% |
| Asian | 6.9% |
| Native American Indian | 1.1% |
| Pacific Islander | 0.1% |
| Identify as 2 or more | 2.7% |

According to the 2019 Bee-Line Bus Survey² conducted by Westchester County’s Department of Public Works and Transportation, the racial breakdown of bus riders was:

| Bee Line Bus Riders | |
|---------------------------|------------|
| Ethnicity | Percentage |
| White | 12% |
| Black or African American | 44% |
| Hispanic or Latino | 38% |
| Asian | 4% |
| Native American Indian | 1% |
| Pacific Islander | 1% |

Racial breakdown of Westchester County residents and Bee-Line Bus riders



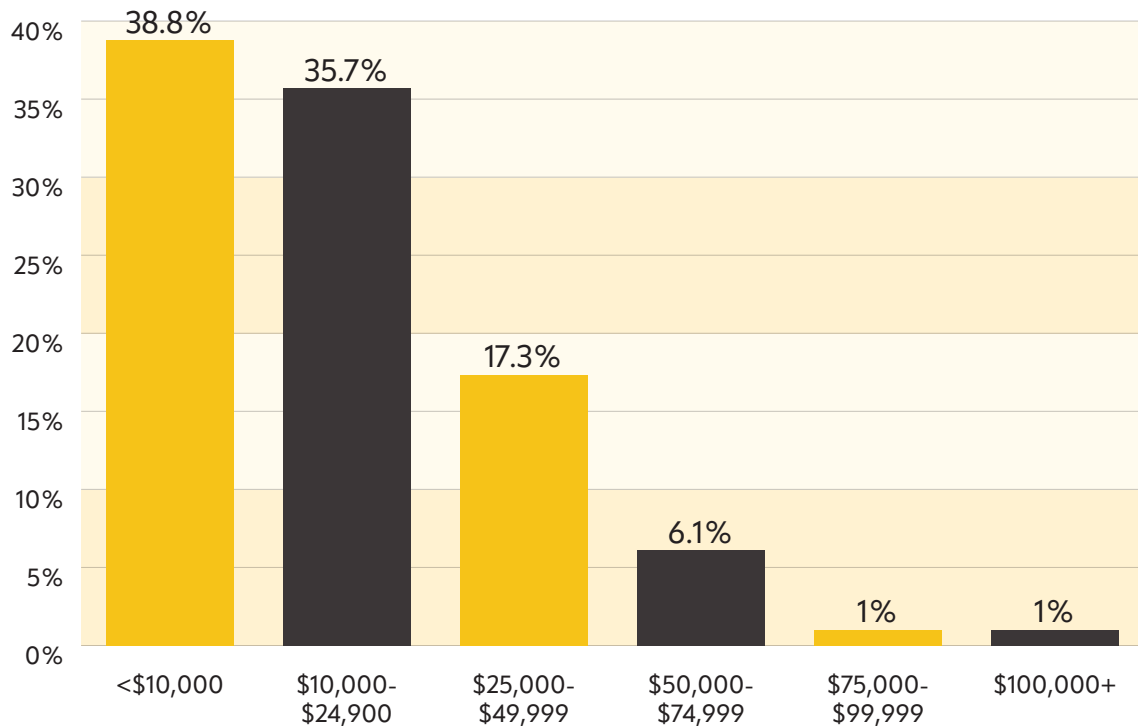
Additionally, according to the 2019 survey³, the household income among Bee-Line bus riders was:

- 16% made less than \$10,000
- 30% made between \$10,000 and \$24,999
- 26% made between \$25,000 and \$49,000
- 27% made more than \$50,000

Other important statistics noted in the survey:

- 46% made less than \$24,999
- 26% of riders made between \$25,000 and \$49,000
- 63% of Bee-Line bus riders do not have access to a vehicle

Household Income of Survey Respondents



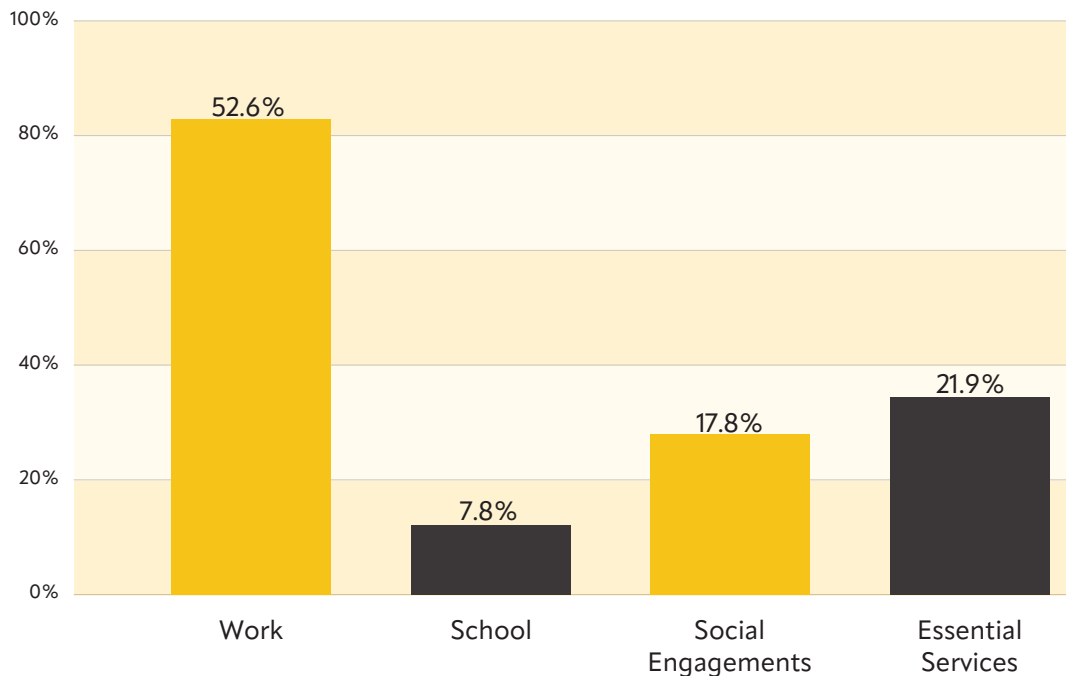
The demographic makeup and household income of bus riders are both important data points to understand and together can depict who uses the Bee-Line for their mobility. From the County's 2019 survey, 46% of riders from 2019 made less than \$25,000 a year. In our survey, 74% of respondents made less than \$25,000. Additionally, 63% of Bee-Line riders lack access to a vehicle, making the Bee-Line their primary mode of transportation. The Bee-Line system serves as an essential means of mobility for Westchester residents who are lower-income people of color. This report reflects characteristics of respondents and may not be a representative sample of all travelers.

WHY THE BEE-LINE?

The Bee-Line system completes over 100,000 trips each week. According to Westchester County's 2019 survey⁴, 63% of riders lack access to a vehicle, which means a majority of bus riders do not have a car or they prefer not to drive. Choosing to take public transportation can reduce the number of personal vehicles on the road and lower traffic congestion. This in turn reduces greenhouse gas emissions. Taking public transportation is also more affordable than owning and maintaining a vehicle. Other reasons why people do not drive is because they do not have a driver's license, they cannot physically drive, or they just prefer not to.

According to our survey, 82.8% of riders use the bus to commute to/from work, 35% of riders use the bus to access essential services, 30% use the bus to get to/from social engagements, and 12% use the bus to get to/from school.

What do you use the bus for?



Across New York State, the transportation sector accounts for nearly a third of all greenhouse gas emissions, with the largest share coming from car and truck trips. Choosing to take public transportation can reduce the number of personal vehicles on the road and lower traffic congestion. This, in turn, reduces greenhouse gas emissions. Westchester County has shown its commitment to decarbonizing its own transportation sector by being an early adopter zero-emission technology by adding a number of electric buses to its fleet.⁵ But electrification is not enough for Westchester County to meet its climate goals. Transportation electrification must be coupled with vehicle miles traveled (VMT) reduction strategies to reduce emissions and encourage transit use, walking, and biking.⁶ To encourage more bus ridership, we must improve our transportation networks, get people out of their personal vehicles and onto efficient, well-connected accessible public transportation.

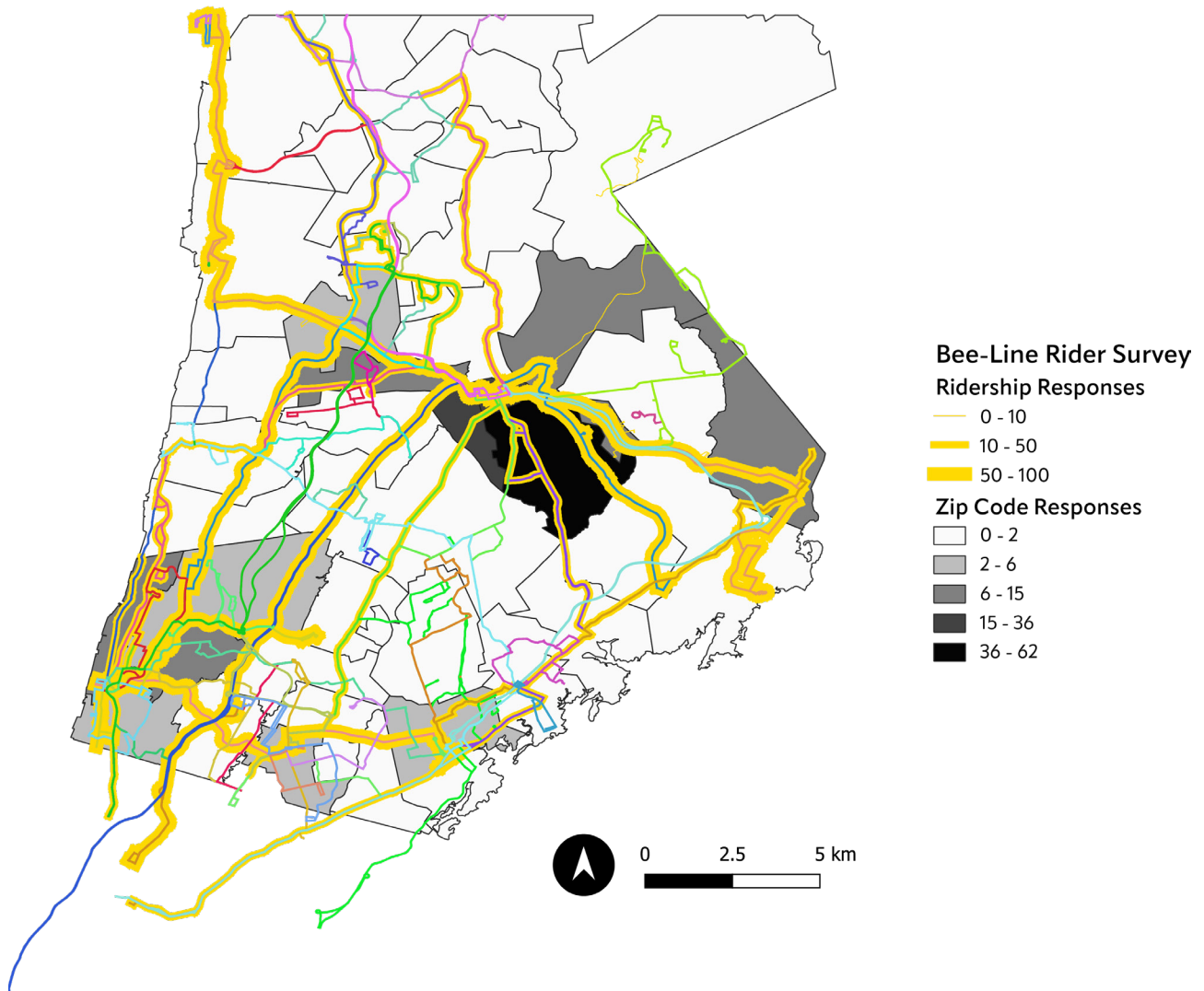
Mobility can impact access to jobs, education, healthcare, family, friends. Maintaining and improving equitable access to public transit is crucial to supporting business, education, and social opportunity.

Westchester County has shown its commitment to decarbonizing its own transportation sector by being an early adopter of zero-emission technology and adding a number of electric buses to its fleet. Transportation electrification must be coupled with vehicle miles traveled (VMT) reduction strategies to lower emissions and encourage transit use, walking and biking. To stimulate more bus ridership, we must improve our transportation networks, get people out of their personal vehicles and onto efficient, well-connected, accessible public transportation.



WHAT BUS ROUTES DO YOU TAKE?

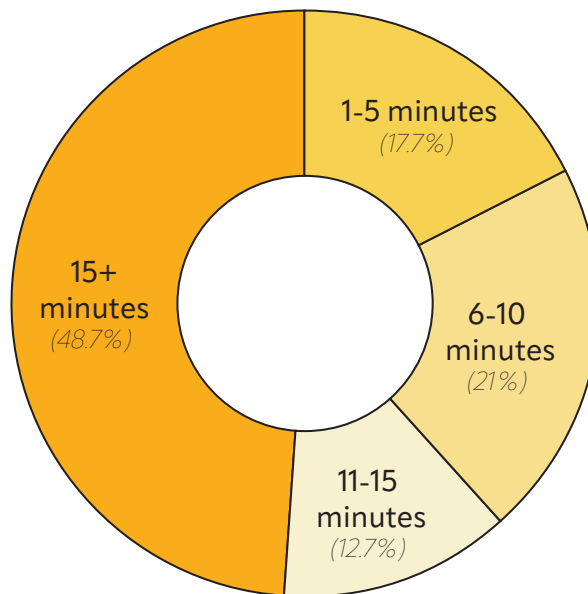
We asked respondents which Bee-Line bus routes they use, this graphic shows the route usage in Westchester County (see key for details)



CONCERNS ABOUT FREQUENCY OF SERVICE AND ON-TIME PERFORMANCE

When we asked riders about their biggest concern with the Bee-Line, bus frequency, or how often the bus comes, was the most frequently raised issue. We asked riders how many minutes they usually wait for the bus. Almost 50% said they waited 15 minutes or more, 21% said they waited 6-10 minutes, 17.7% said they waited 1-5 minutes, and 12.7% said they waited 11-15 minutes.

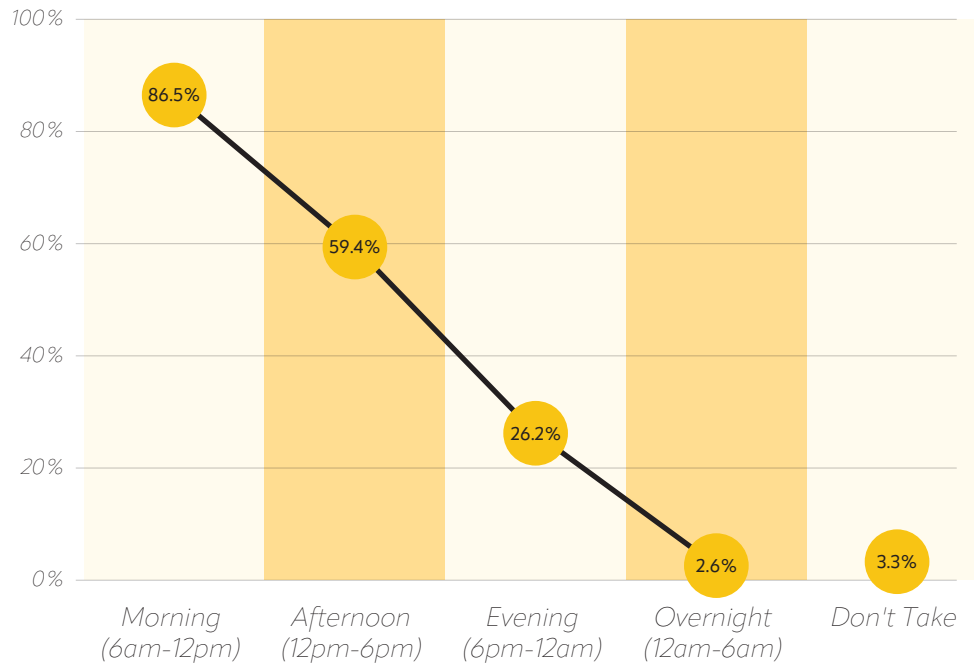
How many minutes do you usually wait for the bus?



We asked respondents what time of day they needed the bus the most. 86.5% said they needed the bus in the morning (6am-12pm), 59% said they needed the bus in the afternoon (12pm-6pm), and 26.2% said they needed the bus the most in the evening (6pm-12am).

“The most pressing issue I face is the infrequency of the buses. Waiting times of 40 minutes to an hour have become all too common, making it difficult for me to efficiently get to my destinations and move along with my day. It can sometimes take hours just to catch a bus and get back on one. In my view, the ideal frequency should be every 15 to 20 minutes, so we may have a more timely and seamless experience.”—Roger, White Plains Bee-Line Bus rider

What time of day do you need the bus the most?



For the past 50 years, bus schedules and routes in Westchester County have essentially been the same, even though mobility patterns and the current needs of riders are constantly evolving. The County is currently undergoing a project called the Westchester County Mobility and Transit Plan, which is a bus network redesign that analyzes the system's ridership, routes, and travel patterns.

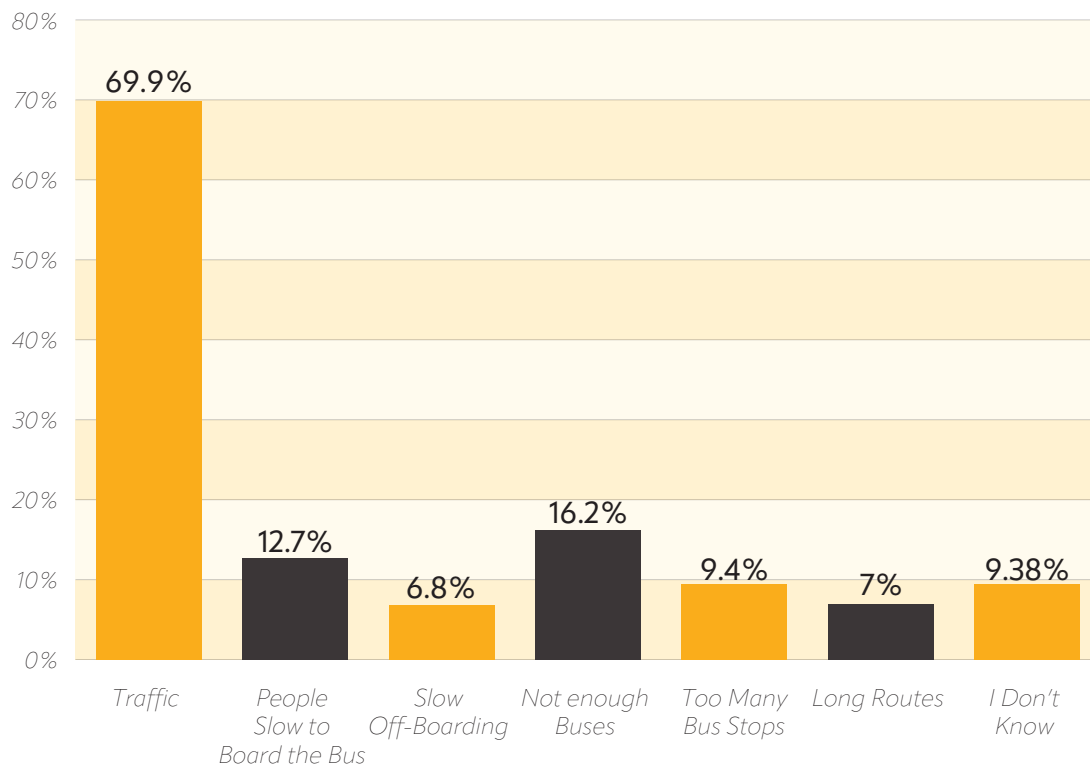
Bus frequency is a component of the redesign that the County is taking into serious consideration. In the first iteration of "Suggested Changes,"⁷ the County added a significant number of buses per hour to routes in Lower Westchester, but cut service and routes in Upper Westchester due to "lower ridership." The redesign is going to be revenue neutral, which means the budget of operating service will be the same which means that in order to add service in one region, they must cut service from another. In areas that the County is planning to cut service, they are implementing these micro transit zones which provide on-demand transit services similar to Uber or Lyft. These zones are supposed to provide mobility to areas with lower populations or lower ridership. However, there still needs to be more information about how these micro transit zones will operate. TSTC supports micro transit zones, but not to completely replace fixed route bus service. Micro transit should complement the existing transportation network in place and fulfill those last mile trips to and from the bus stops. The bus network redesign is an opportunity to improve bus service and meet the needs of bus riders

today and the future. More robust outreach needs to be done in order to reimagine and create a bus system that is well-connected and reliable for all.

Low ridership does not mean no ridership!

We also asked respondents "in an average week, how often does your bus run late?" Answers varied from 10 minutes to more than a quarter of respondents mentioning that their bus was up to 45 minutes late. We asked riders what they think causes their bus to be delayed. 69.9% of people attributed tardiness to traffic, 16.2% said it was because there are not enough buses, around 20% of riders said delays were due to slow on/off boarding.

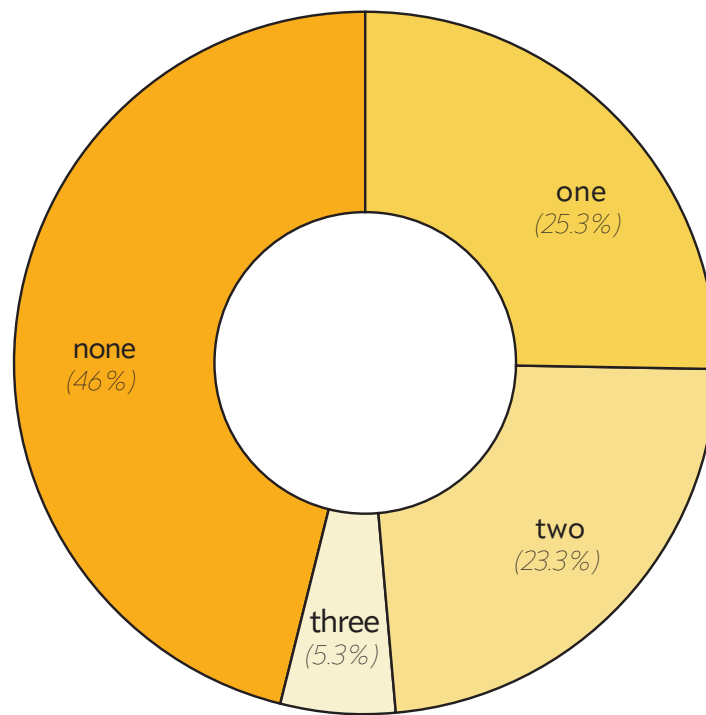
What do you think are the causes of your bus's delay?



DIFFICULTY MAKING CONNECTIONS

In our survey we also asked riders how many bus transfers they make per trip. Forty six percent (46%) of respondents said they make no transfers while the other 54% of riders are making one to three transfers per trip.

How many bus transfers do you make per trip?



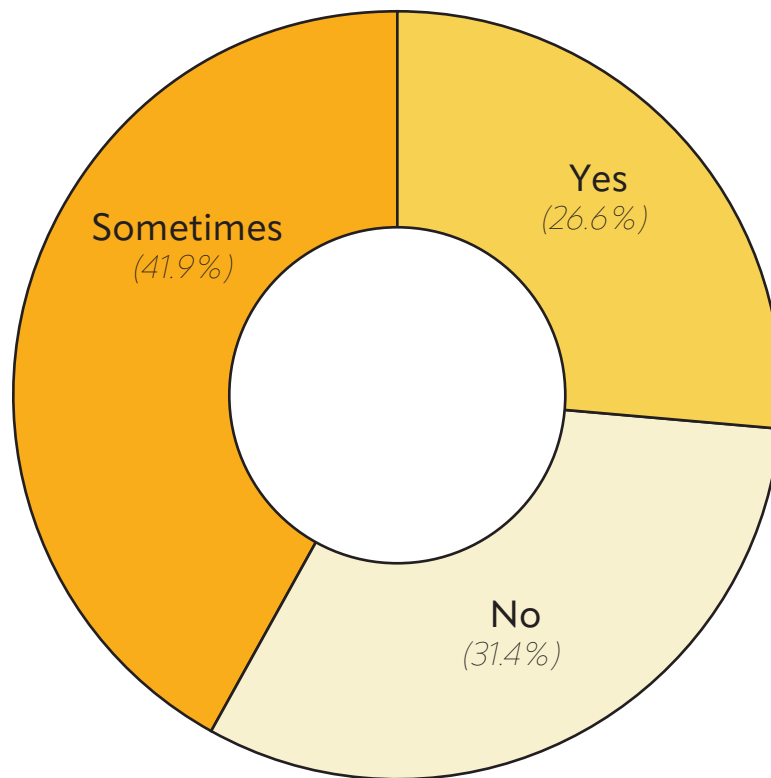
For the majority of riders who have to make a transfer, a major concern was the coordination of transfers.

One rider told us, "At my transfer point, I get off my bus and I'm either waiting 25 minutes for my next bus or I see it pulling away without me."

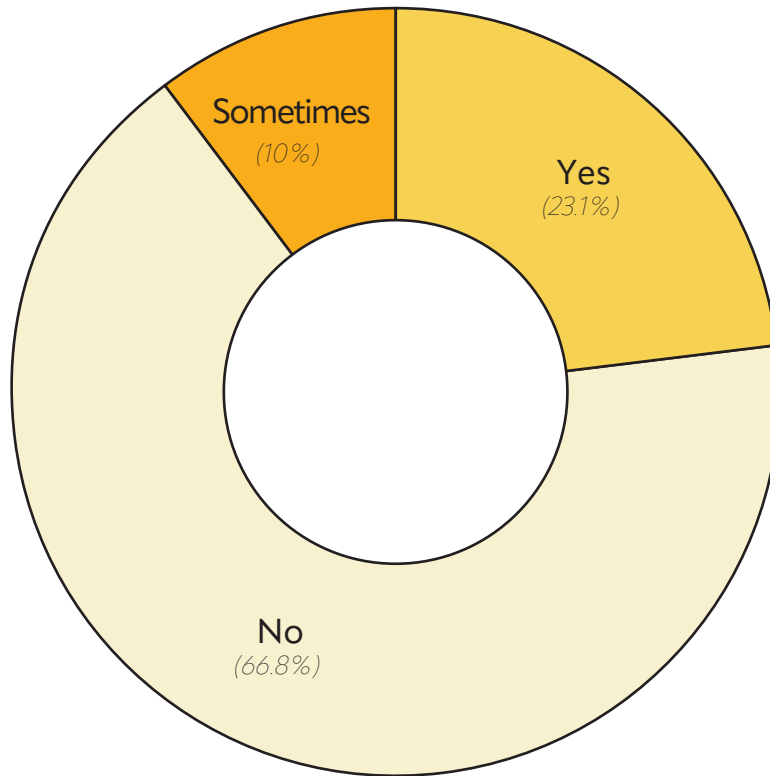
We also asked riders if they use the Bee-Line to connect to other modes of public transportation:

26.6% of riders said they use the bus to transfer to Metro-North, 41.9% said they sometimes use the bus to transfer to Metro-North, and 31.4% said they do not. Currently, those who are using a Bee-Line and Metro-North are paying two fares: their Metro-North fare and Bee-Line bus fare. Metro-North uses a zone based system—the more zones you travel through the more you pay, which is different to the Bee-Line which is a flat-rate of \$2.75. The County has however included in their redesign plan a fare reciprocity policy with Metro-North that would allow Bee-Line riders to travel by Metro-North within Westchester County at the same fare as Bee-Line bus service. This would give the rider a choice between Bee-Line or Metro-North—taking the barrier of cost out of the equation. Fare reciprocity, if implemented, would make public transportation networks in Westchester County more accessible. However, the fare reciprocity program still needs to be approved by the MTA board.

Do you use the bus to transfer to Metro-North?



Do you use the bus to transfer to the NYC Subway?



In comparison to the NYC Subway, only 23.1% of riders said they use the bus to transfer, 66.8% said they did not transfer to the Subway system. Those who need to take the Bee-Line and NYC Subway are paying two fares since there is no free transfer between the two systems, meaning that riders have to pay for both Bee-Line (\$2.75) and MTA (\$2.90) which is an extra expense just to get into Manhattan. Additionally, OMNY fares cannot be recognized as valid transfers on the Bee-Line. Passengers transferring to New York City Transit buses and subways must continue to use a MetroCard. But once MetroCards are phased out of the NYC system, riders with transfers will have to use both payment methods until OMNY is officially installed on Bee-Line buses.

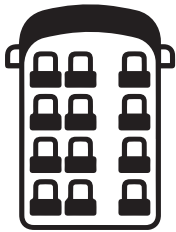
Since bus network redesigns do not occur often, it's important for the County to take the riders' needs into consideration and try to expand service or else they risk a loss of ridership and people reverting to less sustainable options. Maintaining and improving equitable access to public transit is crucial to supporting business, education, and social opportunity.

ACCESSIBILITY

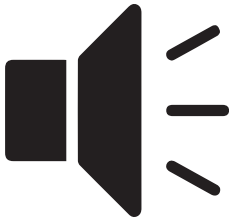
Accessibility is defined as when the needs of people with disabilities are specifically considered, and products, services, and facilities are built or modified so that they can be used by people of all abilities. We wanted to hear from riders and have them evaluate how accessible the Bee-Line bus system is.



When we asked riders to rate how easy the Bee-Line bus system is to use, 30.3% said it was very easy, 23.1% said it was easy, 37.6% were neutral, and under 9% said that it was difficult to navigate. In terms of accessing information, riders who took our survey thought that it was generally easy to access information about bus schedules, service, changes, and route information. Less than 11% found any difficulty.



When we asked respondents about their ability to access a seat of a bus, most respondents said that they were able to find a seat. Only 20% noted any difficulty in obtaining a seat.



85.8% of respondents said that bus stop announcements were clear and audible while 5% said announcements were not clear and 9.2% said that sometimes they could hear announcements.



We also asked how Bee-Line riders plan their trips. A majority of riders, 55.5% use the paper bus schedules. 34.9% use Google Maps with the Bee-Line Real Time, 3.5% use Westchester.gov. Riders have noted that the Bee-Line Real-Time isn't always accurate. Sometimes the bus says it's arriving but in reality it's late.

How do you plan your trips?

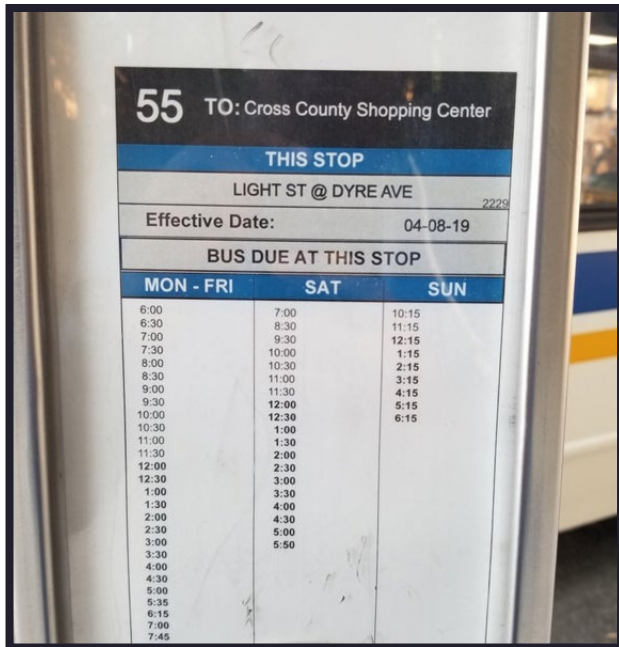
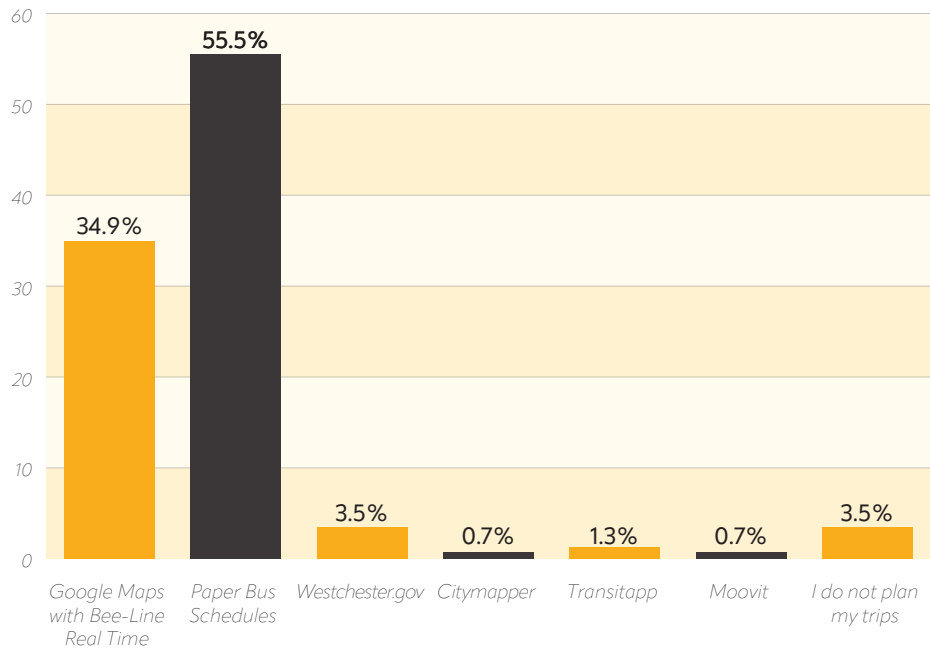
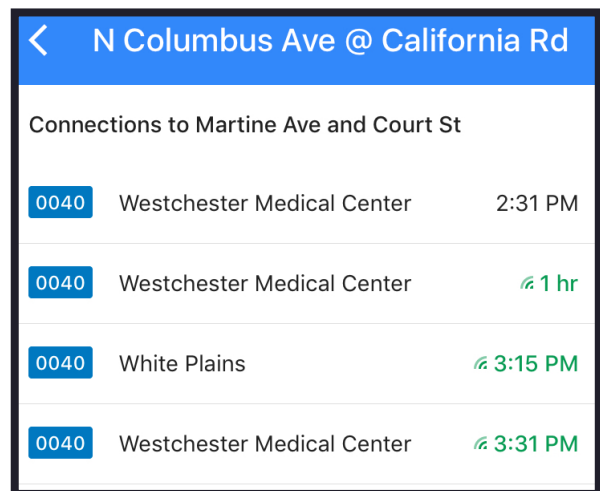


Photo credit: Streetsblog NYC



THE RIDER'S EXPERIENCE

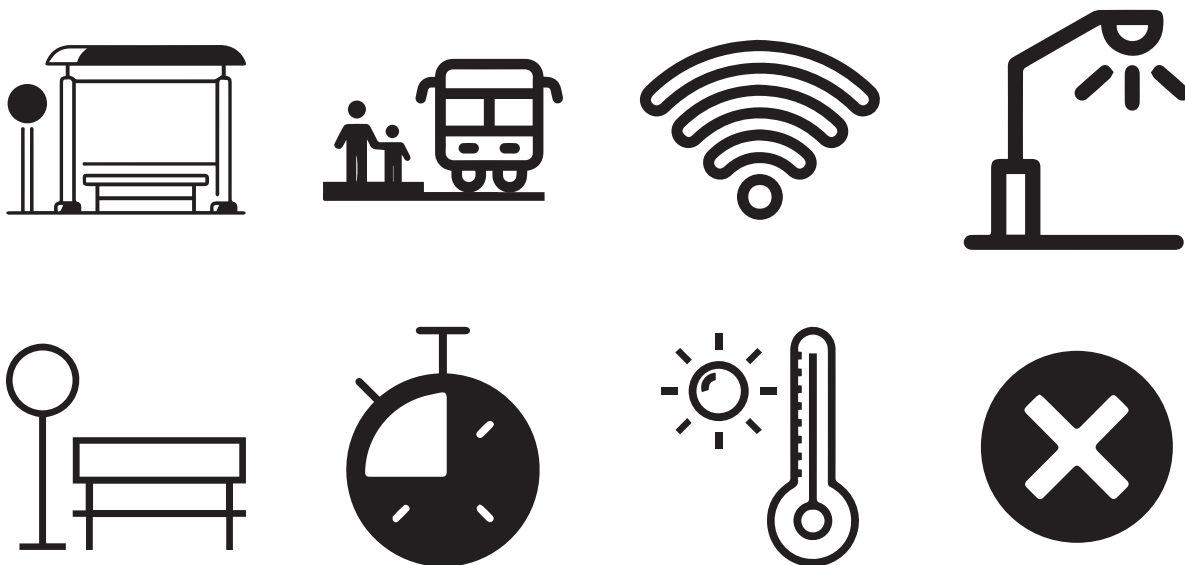
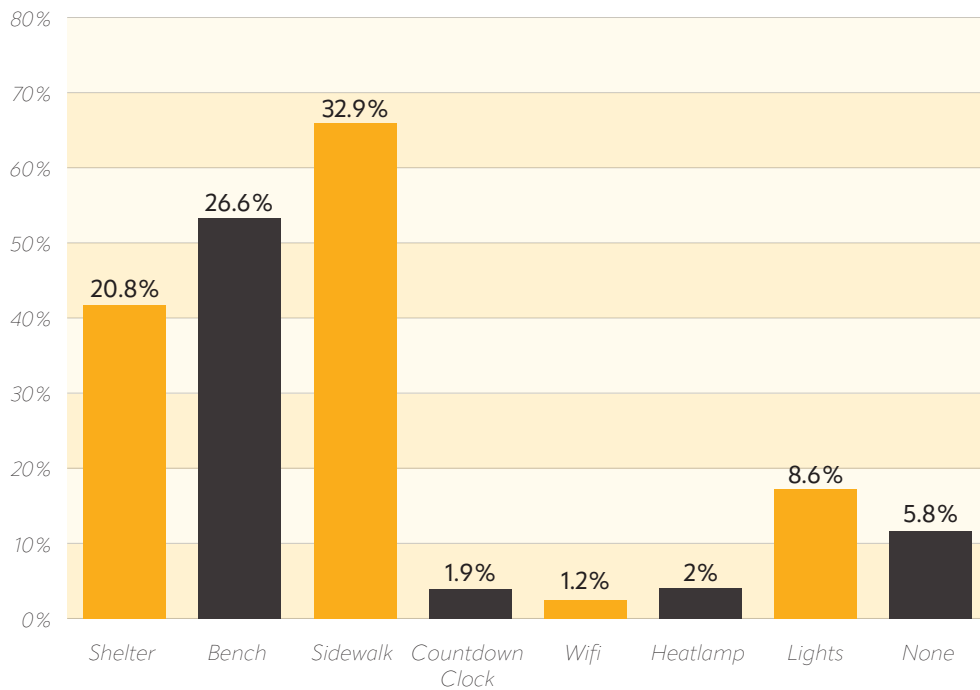
For the past three years, during the summer and the winter holiday months, county executive George Latimer has announced that the Bee-Line will offer free fares. The county executive explained why free fares were implemented and said, “we’ve done it both as a matter of providing people who need a financial break in these difficult times and also as a way to get more people to be comfortable with riding public transit.” In our survey, we asked riders if they rode the bus more often, the same, or less frequently when the buses were free. 65.7% rode the bus the same amount, 15.5% took the bus more often, 12.7% did not know about the free buses, and 6.1% took the bus less often. The goal of the free fares program is to get people out of their vehicles and onto public transit but to truly achieve more permanent long-term ridership, a multi-pronged approach to improve service is necessary. However, implementing free fares fails to address the issue of better bus service, which is something that Bee-Line bus riders have been asking for. Surveys show that riders want to see more reliable service, increases in service frequency and span of service on weeknights and weekends, more MetroCard refill stations, better communication with the agency, and more accessible service. Without these improvements, free fares will just overburden an already struggling system.

“As the parent of a son with disabilities who uses a wheelchair, the current infrastructure often falls short, making public transportation impractical for us. Unfortunately, this limitation forces us to rely on taxis when traveling together, which adds to our expenses” —Doris, Bee-Line Bus rider

Bee-Line riders who answered the survey had different experiences about the amenities at bus stops. 53.3% of bus riders we spoke with had at least a bench at one of their stops and over 41.7% had bus stop shelters. Only 11.6% had no amenities at all. We spoke to many riders who thought it would be incredibly helpful to install countdown clocks at more bus stops to help with providing real-time data about when a bus is expected to arrive to help make planning trips more accurate. Additionally, when talking about bus stops, riders mentioned that the bus stop schedules were very outdated, making it especially hard to estimate when the bus is going to arrive.

"To elevate the efficacy of our public transportation system, crucial measures such as real-time tracking for punctuality, the implementation of heated shelters, and exploration of fare reductions are essential steps." —Duvan, Bee-Line Bus rider

My bus has the following amenities:



2021 VS 2023

In 2021, the major issues identified by riders were:

- Unreliable service
- Inaccessibility
- Infrequent bus service and buses not running late on weeknights and weekends which does not match the needs of Bee-Line customers
- Difficulty refilling MetroCards
- Bus stops lacking benches, shelter, light, and up to date schedules

The major issues identified by riders in 2023 were:

- Infrequent bus service and buses not running late on weeknights and weekends which does not match the needs of Bee-Line customers
- Unmaintained buses and reports of buses being dirty
- Missed transfers or transfers that take too long and are uncoordinated
- Need for MetroCard refill stations since OMNY has not yet been installed on Bee-Line
- Bus stops lacking necessary amenities

In 2021, the County conducted a survey and asked the question: what would make you more likely to use the Bee-Line in the future? The top five responses were:

- Increase bus frequency so buses come more often
- More coordinated connections to other transit services
- Make it easier to find information about service
- Serve new areas of Westchester County
- Add new East-West service

CONCLUSION

The major problems identified by riders in 2021 are similar to the major problems riders today identified. Survey respondents complained of: infrequent service, lack of MetroCard refill stations, lack of coordinated transfers, unmaintained buses, and difficulty finding information about service.

Residents of Westchester County depend on access to a modern and efficient transportation network. Westchester County residents have long relied on public transportation to get to jobs, appointments, go shopping, visit family and friends, and enjoy the freedom of movement. However, less public attention has been focused on bus service relative to rail service. Bus services often reduce inequalities in low-income minority communities by providing access to public transit which in turn provides access to better jobs, affordable housing, healthier food options, and community resources.

We cannot discount the experience of riders. Westchester County must prioritize their residents who rely on public transportation, especially intra-city bus riders to ensure that their way of getting to places is dependable. This starts by listening to their needs and concerns with the system. Riders use the system everyday and know the ins and outs. They can easily identify the major issues because of their first-hand experience. Bee-Line bus riders deserve the right to accessible, reliable, safe, affordable, equitable transportation, as well as a transit agency that is both transparent and accountable.

Westchester County has contracted out its operations to the same company, Liberty Lines, for the past fifty years. And for years, Westchester County has just awarded Liberty Lines the contract which fluctuates from \$140-160 million a year. Even though the county has evolved over the past fifty years, the routes and service that Liberty Lines have provided have stayed the same. Without any competition, Liberty Lines hasn't had to improve service or compete to bring something of market value to Westchester County. Public funds should be spent appropriately and efficiently. The current contract has been extended until the end of December 2024, a year longer than expected. The current procurement process is taking longer than expected, and while the County has taken some steps to pursue a more competitive bidding process time around, the entire process has lacked transparency. We hope the County is actually opening up the bidding process and taking other bids into serious consideration. The changes to the procedural framework of contracting, bidding, and oversight can in turn produce a better bus service for riders.

RECOMMENDATIONS

The following are Tri-State Transportation Campaign and Make the Road New York's recommendations:

1.

Hold public hearings during more accessible hours to allow the community and everyday bus riders to share their experiences with the Bee-Line and give their suggestions;

2.

Create a stronger oversight body with sufficient staff to ensure that the procurement process is competitive and that the operator is meeting their contract standards and the needs of riders;

3.

Implement the Westchester County Transit and Mobility Plan to address the outdated service concerns and provide more information to clarify how the micro transit zones would operate as well as the fare reciprocity program;

4.

Be more transparent with the public about decisions being made and how the public can get involved.

PART 2: BEE-LINE BUS RIDER STORIES



These personal rider stories paint a picture of what issues riders face every day: unreliable service, inaccessibility, uncoordinated transfers, difficulty refilling MetroCards, etc. Many riders have encountered similar issues while riding the Bee-Line.

We want to thank all of the riders who shared their stories with us. Your efforts to improve the Bee-Line system are greatly appreciated, and we are excited about the work to come.

We hope that you read the rider stories below, and join our call for a #BetterBeeLine!

Jhefres



My name is Jhefres Reyes Reinoso, and I have been a resident of the City of Yonkers for several years. The bus, alongside the train, are my main methods of transportation. However, navigating the Westchester public transportation system I face significant challenges that impact my daily life.

I worry whenever I have to take the bus for any meeting or job commitment because of the delays and unexpected changes in the route's schedule that occur quite often. Sometimes I am stuck waiting over an hour for a bus. I have missed important work events and commitments because of this.

Another problem is the limited payment options for bus fares. Sometimes I don't have funds left on my MetroCard or quarters to pay on the bus, and because the bus doesn't accept any other payment

method I am left unable to get onto the bus. But meanwhile when I travel to NYC I am easily able to pay using a card or have more locations to refill my MetroCard. It's hard for me since I can't refill my card in Yonkers, and hardly ever do I have enough quarters. It's happened to me before where the bus driver (from Yonkers to White Plains) ordered me to get off the bus for not having exact change or enough money in my card despite the fact that there was no location to refill my card.

Based on my experience, I would love to have more access to information about change in the schedule, and more payment options and locations to refill our MetroCards.

Doris



I am a regular user of the bus system in Westchester, relying on public transportation for various activities such as shopping and attending events. However, there are notable challenges within the current system that merit attention.

One significant concern is the limited accessibility to payment cards. The absence of readily available machines or stores selling these cards creates an inconvenience for passengers.

A crucial aspect that demands attention is enhancing accessibility for individuals with disabilities. As the parent of a son with disabilities who uses a wheelchair, the current infrastructure often falls short, making public transportation impractical for us. Unfortunately, this limitation forces us to rely on taxis when traveling together, which adds to our expenses.

Improving features such as ramps, designated spaces, and clear communication systems would not only benefit disabled passengers but also significantly contribute to creating a more inclusive transportation system.

Addressing these issues is essential for creating a more efficient, comfortable, and equitable public transportation experience in Westchester. Prioritizing greater accessibility for people with disabilities, like my son, would signify a positive step towards a transportation system that serves all members of the community.

Roger



I've been living in White Plains for a little over a year, and relying on the bus system has become an important part of my routine, especially for doctor appointments and visiting loved ones. I truly appreciate the opportunities the public transportation system provides to get where I need to go and explore new places, but there are some significant changes that could improve the experience for all bus users in our community.

The most pressing issue I face is the infrequency of the buses. Waiting times of 40 minutes to an hour have become all too common, making it difficult for me to efficiently get to my destinations and move along with my day. It can sometimes take hours just to catch a bus and get back on one. In my view, the ideal frequency should be every 15 to 20 minutes, so

we may have a more timely and seamless experience.

Another essential improvement would be more benches, particularly for our elderly community members and people with disabilities. Just imagine waiting for 40 minutes or an hour, only to have the bus not show up. It becomes uncomfortable, especially for those who may face physical challenges or discomfort during extended wait times. A more inclusive and comfortable waiting environment is critical.

Lastly, weekends are crucial for meeting with family and loved ones, and I believe the bus service on Saturdays and Sundays should run just as frequently as it does on weekdays. Consistent and reliable weekend schedules would ensure that we can maintain our connections and engagements during these valuable days. These changes would not only benefit me but also improve the overall experience for everyone in our community who relies on public transportation.

Duvan



My name is Duvan, and I rely on the Bee Line every day to get to work. I face some serious issues with the system that need fixing so that Westchester community members have more reliable public transportation.

One issue is that the buses don't stick to their scheduled times, making it hard for me to plan when I need to be at work. Whether through delays or unexpected early arrivals, the lack of punctuality brings immense uncertainty into my daily commute.

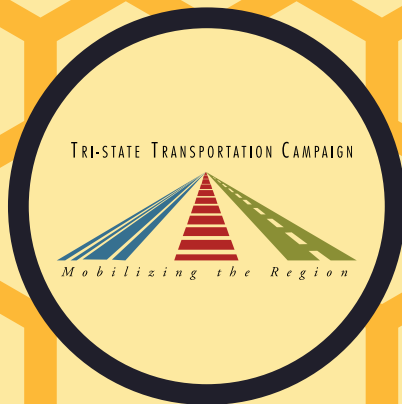
Another issue is that some bus stops don't have heaters, and especially during the winter seasons, the temperature drops so much and it's an uncomfortable experience that can pose health

risks. Additionally, transportation costs continue to rise and the pressing need for an affordable transportation system is compounded by the rising costs of rent.

To elevate the efficacy of our public transportation system, crucial measures such as real-time tracking for punctuality, the implementation of heated shelters, and exploration of fare reductions are essential steps. These changes wouldn't just address my personal struggles but contribute to the establishment of a more reliable, equitable, and accessible community transport for my community.

Endnotes

- 1 <https://www.census.gov/quickfacts/fact/table/westchestercountynewyork#>
- 2 <https://transportation.westchestergov.com/images/stories/pdfs/Planning/blinesurvey2019.pdf> page 42
- 3 <https://transportation.westchestergov.com/images/stories/pdfs/Planning/blinesurvey2019.pdf> page 29
- 4 <https://transportation.westchestergov.com/images/stories/pdfs/Planning/blinesurvey2019.pdf>
- 5 <https://www.westchestergov.com/home/all-press-releases/9056-all-electric-county-executive-george-latimer-announces-first-all-electric-bus-to-bee-line-fleet>
- 6 <https://t4america.org/wp-content/uploads/2019/09/T4A-Climate-3-EVs-are-not-enough.pdf>
- 7 <https://www.westchestermobility.org/> Suggested Changes to Bus Network



Buzz on the Bee-Line 2.0

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