



CITY OF NEW YORK

**MANHATTAN COMMUNITY BOARD FOUR**

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**CHRISTINE BERTHET**  
Chair

**JESSE R. BODINE**  
District Manager

March 13, 2015

Bryony Chamberlain  
Director of Megabus Operations, Coach USA  
160 South State Rt. 17  
Paramus, New Jersey 07652

**Re: Megabus Curbside Operational Guidelines**

Mr. Chamberlain:

Manhattan Community Board 4 (CB4) has been pleased with the cooperation of Megabus over the past few years since their intercity curbside bus operation moved to 34th Street between 11th and 12th Avenues. Furthermore we are grateful that Megabus has shown a desire to be good neighbors and have agreed to comply with the requests made below. CB4 thanks Megabus for attending the CB4 Transportation Committee meeting held on February 18, 2015 and addressing many of our concerns. CB4 requested Megabus attend the meeting because the board had received complaints about the Megabus operation, particularly with the blocking of the pedestrian right of way. With the opening of an access point to the new segment of the High Line, the Hudson Blvd, and the new 7 line subway station CB4 anticipates the conflicts with pedestrians at this location will increase. Therefore to continue the mutual cooperation between Megabus and the community, CB4 requests that Megabus comply with the following operational guidelines for their curbside operations. Megabus has agreed to return to the committee on March 18, 2015 to update us on their progress.

- CB4 requests that Megabus shut down their bus engines while loading and unloading passengers.
- The passenger queue should be on the sidewalk with a minimum width of 14 feet. The passenger queue should be no larger than four feet wide (one passenger width), delimited by stanchions and leave a minimum of

nine feet and six inch width for pedestrian right-of-way. This is the standard width used to ensure safe pedestrian travel in spite of other sidewalk obstructions in the city.

- The queue boundaries should be marked on the sidewalk for easy recognition and enforcement. The queue should be established at the curb (rather than against the building) to avoid creating constant obstruction to the pedestrian right-of-way at the loading point.
- The Megabus queue should maintain a distance of 100 feet from the new High Line Park entrance and the M34 bus stop. In both cases, a pedestrian path of nine feet and six inches will not be sufficient to absorb the volume of pedestrians entering or exiting such spaces, causing pedestrians to step in traffic. It is important to leave a buffer for the crowds to disperse before they are constrained into a narrow passageway.
- Ticket Sales should be forbidden in the street and instead tickets should be issued on board or on the web to prevent further obstructions of the pedestrian right-of-way.
- Destination panels should be installed to prevent loud announcements that create noise nuisance and health problems for neighbors.
- Nearby bathrooms should be identified or Portosans installed to prevent urinating in the street, which is unhealthy for others.
- Buses should use Eleventh Avenue to arrive from the Lincoln Tunnel and the West Side Highway and West 40th Street to leave for their destination, thus, having no impact on residential or more commercial streets.
- Megabus should have a minimum of two (2) staff people, not including drivers, during all hours of operation and additional at peak hours dedicated to sidewalk management.
- Megabus should keep the sidewalk area free of litter and ensure ongoing clean up.

CB4 understands that Megabus has a concern about loading passengers from the curbside of the sidewalk, but CB4 does not believe this would be unsafe, since this is the practice of most curbside bus operations. CB4 has requested that Megabus attempt the curbside loading configuration, or develop another solution acceptable to the board. Megabus has agreed to return and discuss this during its next meeting on March 18, 2015. In addition CB4 requests that the above proposed operational guidelines and configuration for passenger waiting and departing sidewalk space be part of a written agreement between

Megabus and CB4. We thank you in advance for your cooperation and we appreciate your assistance on this matter.

Sincerely,



Christine Berthet  
Chair



Jay Marcus  
Co-Chair, Transportation  
Planning Committee



Ernest Modarelli  
Co-Chair, Transportation  
Planning Committee

cc

Megabus Customer Service 349 First St. Elizabeth, NJ 07206

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