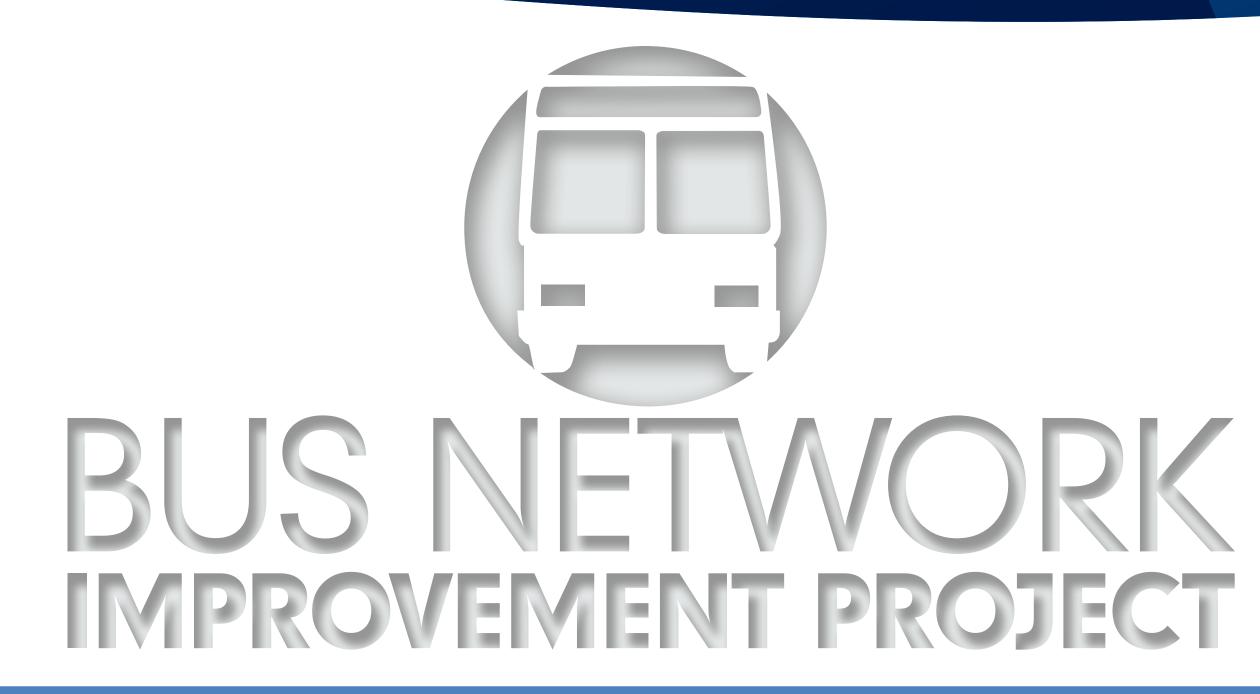# Service Recommendations Tied to BNIP Goals & Objectives

Goals and objectives for BNIP were developed early on in the planning process in order to guide service recommendations and ensure the best possible outcome for MTA riders. Overall, five goals were developed (see list of goals below), and specific objectives and strategies identified for each. These goals, objectives and strategies were then incorporated into the recommendations for Lines 11, 20, 26, 31 and 36.

BUS NETWORK IMPROVEMENT PROJECT

Goals		Objectives	Strategies	Lines				
				11	20	26	31	36
1	Improve Service Quality	Reduce overcrowding	Increase frequencies and span of service	X	X	X		
		Improve on-time performance	Adjust schedules to more accurately reflect travel times	X	X	X	X	X
			Shorten overall line lengths	X	X			
			Split lines in the downtown area or at major transfer centers	X	X	X	X	
		Decrease passenger trip times	Improve route directness	X		X	X	
			Eliminate or reduce service on costly deviations with low ridership	X				X
2	Maximize Transit Access and Connectivity	Increase percentage of population within walking distance of transit	Add new lines or extend lines to densely populated areas				X	
		Increase the number of jobs accessible by transit	Add new lines or extend existing lines to areas with high employment density or growing employment			X	X	
3	Increase Network Efficiency and Effectiveness	Improve connections between buses and modes	Add new transfer points outside of the downtown area	X	X		X	
		Increase passengers per hour	Concentrate service in high ridership areas	X	X	X	X	X
		Reduce cost per passenger	Concentrate service in high ridership areas	X	X	X	X	X
4	Align the Network with Existing and Projected Land Use and Trip Patterns	Improve services to major regional job centers	Increase service on existing lines to new and growing job centers			X	X	
			Add new lines to new and growing job centers			X	X	
5	Involve Riders, Employees, Communities and Officials in the Process		Conduct pop-up events, public workshops and focus groups with all stakeholders when making line changes	X	X	X	X	X