

2 Broadway  
New York, NY 10004-2207

Joseph Smith  
President



August 21, 2009

Honorable Lewis A. Fidler  
New York City Council  
1402 East 64<sup>th</sup> Street  
Brooklyn, New York 11234

**Re: BM3 and BM4 Express Bus Service**

Dear Council Member Fidler:

This is in response to your August 3, 2009, letter, regarding the recent change to the BM3 route and the current service level on the BM4 route. Please accept my apology for not responding to your June 3, 2009, letter. We looked into the matter, and found that the June 3 letter had been inadvertently misrouted.

The revision to the BM3 route's travel path took effect on June 29, 2009. As I mentioned in my May 15 letter, the rerouting of the BM3, including the elimination of the lightly-used bus stops, allows us to provide faster, more direct service to the majority of our customers on the route. The former diversion from Batchelder Street took a circuitous path along several blocks in each direction, adding multiple turns and travel time. We understand that each of our customers would prefer to walk as little as possible to access our services, and we regret inconveniencing any of our customers. However, we must make service decisions that benefit the majority of our riders.

Your constituents also inquired about earlier service, as well as increased overall service, on the BM4 route. Our Operations Planning Staff will monitor ridership on the route during the fall, to evaluate the need for an earlier run. However, we have no current plans to increase service on either route, as overall ridership on these routes has been declining over the long term. The adjustment to the BM3 travel path is intended to help fill excess capacity by making the service more attractive, as our experience has shown that more direct and faster travel paths help to maintain and expand ridership. Nonetheless, we will continue to monitor the BM3 and BM4 to determine whether future schedule adjustments are needed.

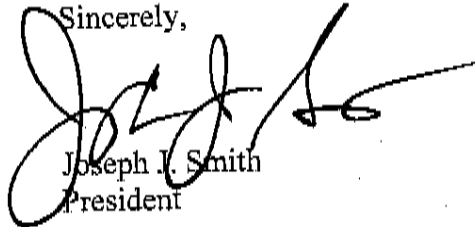
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If your constituents should have any further comments about bus service, please encourage them to contact our Bus Customer Relations Center directly at their toll-free number, 1-888-NYCT-BUS (692-8287). Representatives are available from 7:00 a.m. to 5:00 p.m. on weekdays, and voice mail is available at all other times. Customers may also fax their concerns to 718-927-7498.

If you have any other concerns, please feel free to contact Jim Harding, Vice President, Intergovernmental and Community Affairs, at 718-888-6035.

Thank you for following up on this issue.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joseph J. Smith', with a long horizontal flourish extending to the right.

Joseph J. Smith  
President