DAVID WOLOCH DEPUTY COMMISSIONER NEW YORK CITY DEPARTMENT OF TRANSPORTATION

HEARING BEFORE THE CITY COUNCIL COMMITTEE ON TRANSPORTATION SEMPTEMBER 21, 2009

Good morning, I am David Woloch, Deputy Commissioner for External Affairs at the New York

City Department of Transportation (DOT), and with me here today is Manhattan Borough Commissioner

Margaret Forgione. We are here today to testify on Intro 1066, relating to the allocation of bus stops to

private bus companies.

As we are all aware, in recent years the City has experienced an increasing presence of Interstate and Intercity (ICC) buses. A DePaul University study found the number of buses operating in the U.S has grown by at least 10% between 2007 and 2008, with New York City experiencing the greatest increase. In the current economic climate, it is no wonder this form of transport has become more popular. However, in an already congested City, this has presented a new set of problems, adding yet another competitor for valuable space in our transportation network.

We have begun to tackle this issue with the New York City Police Department (NYPD), most recently by addressing illegal conduct of these buses, and private tour buses, stopping in Lower Manhattan. From August 27th to September 16th, the most recent period for which data was available, NYPD Traffic Enforcement Agents issued 349 summonses and towed 38 buses. While increasing enforcement efforts can be effective, I must note that ICC buses are in fact allowed to operate within New York City, provided they expeditiously pickup and drop-off passengers. At present, DOT does not have the authority to require bus companies to consult with the City on their operations or even to get approval from us for bus stop locations. Without this authority, the City is limited in our ability to consistently and effectively manage this growing concern.

While we wholeheartedly agree with the Council that something must be done to ameliorate the congestion, health and safety issues associated with these buses, given the City's limited authority, we do not believe Intro 1066 will be truly effective in achieving those aims. The bill requires that prior to issuing spaces to private bus companies, DOT must submit an operating plan to the Department of

Consumer Affairs (DCA), the Metropolitan Transportation Authority (MTA), the Community Board and local Council Member. We certainly appreciate the intent of the bill and in fact will often work closely with community boards on the placement of bus stops. (At present, we do not work with DCA on bus stop assignments.) Most important, as the Federal government licenses ICC buses and State law does not give us the authority, we do not have the ability to mandate stops for these carriers.

That said, we would like to work with the Council on a more comprehensive solution to this problem, soliciting your help in obtaining the permitting authority to actually regulate where ICC buses stop within the City. To this end, we will be proposing State legislation, necessary for such authority, requiring that prior to discharging and picking up passengers on City streets, ICC bus operators apply to DOT for the assignment of approved stops. Your support in reaching out to your colleagues in Albany, as well as the approval of a home rule message, would go a long way in achieving our shared goal of minimizing the impacts of this industry on our City's infrastructure and quality of life.

In addition to increased authority, we are also pursuing a series of other initiatives aimed at containing this problem. We are in the process of looking for temporary solutions for new space for bus layovers. In the longer term, we are exploring alternative space, such as untapped City parcels and future Port Authority facilities. We will continue, even with limited resources, to work with NYPD on aggressive enforcement and towing and are considering the use of on-street metered spaces for bus layovers. Finally, we will be pursuing the idea of a voluntary GPS Pilot Program to get a clearer sense of how buses are operating on our streets.

To conclude, as written, Intro 1066 does not appear to address the core problems associated with private buses on City streets. Again, as we do not have authority to require companies to come to us for the designation of bus stops, the bill only captures the universe of companies that are already working with us, and may even disincentivize that behavior by making the process overly burdensome. We share the Council's concerns about this industry, and in an effort to both improve their operation on the streets of New York City and reign in the bad actors, we hope the Committee is amenable to working with us on a more comprehensive solution. Thank you for inviting us here today, at this time we would be happy to answer any questions you may have.



Department of Consumer Affairs

TESTIMONY OF ANDREW EILER DIRECTOR OF LEGISLATIVE AFFAIRS DEPARTMENT OF CONSUMER AFFAIRS

before the NEW YORK CITY COUNCIL COMMITTEES ON CONSUMER AFFAIRS and TRANSPORTATION

at their

OVERSIGHT HEARING

on

Sight-Seeing Buses in New York City and on Int. Nos. 742, 836 and 1066

SEPTEMBER 21, 2009

Good morning, Chairman Comrie, Chairman Liu and committee members. I am Andrew Eiler, Director of Legislative Affairs for the Department of Consumer Affairs. Commissioner Mintz asked me to thank you for the opportunity to appear before you at your joint oversight hearing on "Sight-Seeing Buses in New York City" and proposed Intros. 742, 836 and 1066.

Let me begin with an overview of the licensing and operations of the sightseeing bus industry.

The City has been licensing sightseeing buses for almost a century. These buses are now licensed pursuant to subchapter 21 of Chapter 2 of Title 20, which was enacted by Local Law No. 56 for the Year 1965 that amended Article 40 of the Administrative Code by including both sight-seeing buses and horsedrawn cabs under one licensing law.

The law requires the licensing as a sightseeing bus of any motor vehicle designed to comfortably seat and carry eight or more passengers operating for hire from a fixed point in New York City to place or places of interest or amusement or one that is let or

hired for a specific or special purpose from a starting point within the City. A sightseeing bus license is issued to individual sightseeing buses.

To be eligible for a license, a bus is required to be inspected to determine if it complies with the equipment standards specified in section 20-376 and all the requirements of the vehicle and traffic laws, and must be certified by the NY State Department of Transportation that it is safe and properly equipped to operate. This section includes the requirement that sightseeing buses be equipped with an engine covered by the proper certificate of conformity to section 20-376, which the Council added in 2001. That section removed from City streets the vintage buses equipped with outdated and highly polluting engines that had been operated by New York Apple Tours.

The sightseeing bus license is for a two-year term ending on March 31 of even numbered years, and the licensee fee is \$50 for each bus license.

The Department has currently issued 244 licenses for buses that provide only ground transportation, and six licenses to "duck" boat/buses that provide both ground and water transportation. The 250 buses are operated by 12 companies. Gray Line New York Tours, Inc. operates the largest fleet with 91 licensed buses, followed by Citysights New York with 66 buses, and Skyliner Travel & Tour Bus Corp. with 36 buses. Two companies operate 15 and 14 buses. The remaining 7 companies each operate six or fewer buses.

As these numbers suggest, the sightseeing bus industry is a major attraction for the roughly 47 million foreign and domestic tourists who visit the city each year.

Compared to the number of visitors enjoying sightseeing buses, the industry as a whole generates few consumer complaints. The Department received only 19 consumer complaints during the last five fiscal years from 2006 to the present. The Department successfully meditated 14 of them by obtaining \$1,085 in restitution for consumers. As these resolutions suggest, almost all the complaints involved requests for refunds for various reasons.

Finally, there have been no findings of a violation of Section 24-163.6 of the Administrative Code regarding the retrofitting requirements for sightseeing buses that would trigger the DCA to take action on the licenses of non-compliance buses. Indeed, DEP Commissioner Lawitts reported to the Mayor that as of June 24, 2009, all five non-compliant companies "...have reported that they have come into compliance, and we will be completing final inspections in the weeks to come." To implement the record-keeping requirements to confirm that the equipment has been properly maintained, the DCA has adoption Section 2-221.1 of Title 6 of the Rules of the City of New York that specifies the records pertaining to the operation and maintenance of sightseeing buses that bus operators are required to keep.

Intro 742 would ban on sightseeing tour buses the use of sound reproduction devices other than headphones. While this bill seeks to advance the laudable goal of reducing sound emanating from the buses and into our neighborhoods, as drafted it would present a great burden to the tour bus industry and the Department with little—if anybenefit to the neighborhoods in which these buses operate. Furthermore, it warrants mention that DCA has not received any complaints regarding noise violations by the tour buses that we license.

DCA inspects and licenses tour buses once every two years. Inspecting for headphones and other sound reproduction devices at the renewal of a bus's license could allow for a company to switch their sound system on licensure day—only to revert back once their license has been renewed. More frequent inspections would prove prohibitively burdensome to the Department.

Regarding Intro 836, the Administration opposes the bill as currently written. We believe it poses serious state legal issues and significant local operational issues. We will be consulting further with the Law Department on the legal issues.

Thank you for the opportunity to provide an overview of the sightseeing bus industry and to comment on Intros 742 and 836. I now turn to my colleagues from the Department of Transportation for comments on Intro 1066.



News from...

FOR THE RECORD

Senator Thomas K. Duane

29th SENATORIAL DISTRICT - NEW YORK STATE SENATE

Testimony by NYS Senator Thomas K. Duane
before the New York City Council
Committees on Consumer Affairs and Transportation
Regarding Intro 742 and Intro 836 Pertaining to the Regulation of Sight-Seeing Buses
September 21, 2009

My name is Thomas K. Duane and I represent New York State's 29th Senate District, which includes the Upper West Side, Clinton/Hell's Kitchen, Chelsea, Greenwich Village, and part of the East Side, including the East Village, Stuyvesant Town, Peter Cooper Village and Waterside Plaza. Thank you for this opportunity to present testimony before the New York City Council Committees on Consumer Affairs and Transportation regarding Intro 742 and Intro 836 pertaining to the regulation of sight-seeing buses. I wish to applaud Councilmember Alan Gerson for introducing this much-needed legislation.

My constituents in Hell's Kitchen and Greenwich Village in particular have long had their quality of life adversely affected by the tour buses that regularly traffic their streets. Daily disruptions include noise from tour guides speaking on highly-amplified microphones as well as damaged trees, traffic congestion and threats to cyclist and pedestrian safety at tight turns and on narrow, residential streets.

While some tour bus operators have taken voluntary steps to mitigate some of these problems, there is a clear need for government regulation that ensures universal compliance without negatively impacting New York's tour bus industry or the number of people it employs. The two bills being discussed today do just that.

By mandating that the commissioner of the New York City Department of Consumer Affairs "refuse to license any sight-seeing bus that employs any sound reproduction device other than a headphone-limited sound reproduction device," Intro 742 would eliminate the noise that currently emanates from loud speakers on many tour buses without depriving customers of commentary from their guides.

By requiring applicants for sight-seeing bus licenses to submit their proposed routes and schedules for review and amendment by the Consumer Affairs Commissioner, with input from City Council members and community boards representing neighborhoods affected by those routes, Intro 836 will minimize traffic and environmental damage on narrow side streets and increase cyclist and pedestrian safety in areas that tour buses frequent.

These sensible regulations will enable the tour bus industry to continue to thrive while preserving the quality of life in neighborhoods to which the buses – and tourists – are drawn. I thank the members of the City Council Committees on Consumer Affairs and Transportation for allowing me to submit this testimony and I urge you to pass Intro 742 and Intro 836.

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Chairs Liu and Comrie:

FOR THE RECORD

I am writing in support of Intro 742 and Intro 836 regarding the operation of sight-seeing buses on the streets of New York City.

I reside in Manhattan on East 51st Street, between First and Second Avenues. The tour buses on our street have been a constant intrusion with their loud speakers and fumes that rise up to the apartments of our mostly small town houses on the block. During the warm months, when these buses are more prevalent, I often have to keep my windows closed as their noise and fumes are an assault on the quality of my life.

Our street has always been a popular route for tour buses due to the proximity of the UN and Rockefeller Center, however, I noticed that after the crane collapse on my block, more buses than usual made their way down my street. As they near the corner of the site where the crane collapsed, I have often heard the guides pointing out the structure where the crane fell as another tourist sight in the City. Not only is this is an affront, given the suffering that we on our block have felt, but the constant flow of tour buses squeezing past this "permanent" construction site, causes traffic back-ups and honking of horns.

Residential streets are not the appropriate routes for sight-seeing buses. The quality of life of our City's residents should be first and foremost.

Thank you for your consideration in this matter.

Sincererly,

Linda Graff 350 East 51st Street New York, NY 10022 212-755-1673

FOR THE RECORD



THE ASSEMBLY STATE OF NEW YORK ALBANY

CHAIR
Higher Education Committee

COMMITTEES
Environmental Conservation
Rules
Ways & Means

Statement of Assemblymember Deborah J. Glick Testimony Before the New York City Council, Regarding Intro. 742 and Intro. 836. September 21, 2009

Thank you for this opportunity to testify regarding Intro. 742. which would require all sightseeing buses to use headphone limited sound reproduction devices for the presentation of information for the entirety of their tours, and Intro 836, which would create greater oversight of tour operating companies by requiring them to submit detailed plans for operation to the Commissioner for his/her review and amendment, as well as the creation of punitive fines for tour buses who operate outside of approved plans. A great number of bus tours currently operate within my district, and I have heard from many of my constituents who are aggravated and annoyed by the operating procedures of these buses. I am testifying today to voice my support for these much needed bills.

Residents of the West Village take great pride in the rich history, cultural icons, and architectural elements that make this neighborhood a sought after tourist destination. While we welcome visitors to the neighborhood, the influx of tour buses has had a detrimental impact on residents' quality of life. The loud speakers utilized by these companies may provide edification for tourists but are an annoyance for those who live and work in the area. Although "quiet zones" have been created on Bleecker Street, the disturbance caused by these tours is too widespread for that solution to be sufficiently effective. It seems that continuous commentary transmitted to headphones, as proposed by Intro 742, is an even better solution to the issue of disruptions than the creation of a quiet zone, as this allows tour conductors to point out landmarks and sights as they pass, rather than in advance as the "quiet zone" policy requires.

With regard to Intro 836, I agree that greater oversight needs to be in place in order to strike a balance between encouraging tourism revenue and preserving the unique qualities that make New York City the world's top tourist destination. Giving the Commissioner the power to limit the number is buses that can operate in a given time period is a necessary measure, as we can not always rely on tour companies to self-regulate in the interests of the community.

Furthermore, I find the provision in Intro 836 that allows for community input to the Commissioner to be particularly valuable, as it is important that the residents of affected areas have a chance to review and comment on proposed operating plans to assist the Commissioner in creating policies that reflect an understanding of the perspectives of the city's residents, who have the right to livable streets that are not overly crowded with tour traffic, or increasingly polluted by tour bus emissions.

During my time with the Legislative Commission on Critical Transportation Choices, I made clear my commitment to pedestrian and driver safety, and to improving air quality for New Yorkers who must walk the city streets alongside public and private buses and the emissions they deposit into the air, and my commitment to these ideals is unwavering.

I believe the measures introduced here are an important first step in developing a partnership with tour operators to create an environment in which private interests are served without compromising the caliber of the lives of New York City's residents.

Good Morning, my name is Barbara Backer, I am a NYC resident and a member of the citizens' group OUR STREET OUR LIVES. Thank you Chairperson Comrie and Chairperson Liu, and all members of your committees for holding this hearing, particularly so soon after a busy Primary Election last week. And Chairperson Liu, we hope you and your opponent have the stamina to continue campaigning until September 29.

I speak in support of Intros. 742 and 836 and start with introducing the idea that the problems the tour buses bring to neighborhoods, i. e. noise, traffic congestion, threats to biker and pedestrian safety, disruption of citizens' quality of life have solutions. Opponents of the legislation may say it is too costly, will limit the number of tourists in neighborhoods, and can hurt businesses. These are problems that citizens, city government, and businesses can solve by working together.

We support tourism and believe the legislation provides a win-win solution for both the bus companies and citizens. The legislation won't disrupt the industry, with re-routing no one will lose one job (drivers, guides), tourists will still be able to visit the same businesses, and the re-routing will mean less disruption for local residents. Buses can use their hop-on-hop off feature on major thoroughfares and still convey the same number of people to the same areas they do now. Use of narrow, residential streets is avoided.

Tourists come to New York City not only to see buildings and monuments but to get to know New Yorkers for the interesting, creative people we are and who have made the city what it is. This does not happen from a noisy, huge bus careening down a street but from walking, taking the time to talk to people, and experiencing the small, everyday interactions with others that contribute to our humanity and understanding of one another.

All of us need to remind ourselves and each other that we live in a society, not simply a economy. For city people, our neighborhood streets are our front yards. We do not have escapes of country houses to avoid traffic congestion and noise. It is on our streets that we live our lives, meeting our friends, "hanging out the wash" if you will. We welcome walking tourists to our front yards.

We therefore strongly urge you to vote YES on Intros. 742 and 836. This legislation supports the interests of both businesses and citizens. We present to you petitions with 806 signatures of New Yorkers throughout the city, and, of tourists, who want this legislation passed. Thank you.

Brad Hoylman, Chair Jo Hamilton, First Vice Chair Bo Riccobono, Second Vice Chair Bob Gormley, District Manager



COMMUNITY BOARD NO. 2, MANHATTAN

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January 6, 2009

Hon. Christine Quinn Speaker of the Council 224 W. 30th Street, Suite 1206 New York, NY 10001

Hon. Rosie Mendez Member of the City Council 237 First Avenue, Suite 405 New York, NY 10003 Hon. Alan Jay Gerson Member of the City Council 49-51 Chambers St., Rm 429 New York, NY 10007

Hon. John Liu Member of the City Council 250 Broadway, 18th Floor New York, NY 10007

Dear Speaker Quinn and Council Members Gerson, Mendez, and Liu:

At its Full Board meeting December 18, 2008, Community Board #2, Manhattan, adopted the following resolution:

Resolution supporting passage of Int. 836 (regulating tour bus routes) by the NYC Council.

Whereas NYC Council Intro 836 requires that all applicants for sight-seeing bus licenses submit operating plans with proposed routes and days of operation for these buses which then must be forwarded for review and comment within five days to the community board(s) and council member(s) in the district(s) traversed, evaluated for number of tour buses and any potential adverse impact on traffic and public safety, and amended with alternate routes and times if adverse impacts are identified, with accompanying fines for lack of compliance; and

Whereas huge, diesel-powered sight-seeing (tour) buses travel down our narrow streets, spewing fumes that pollute the air, adding to congestion, hindering deliveries, backing up traffic, making unwieldy and hazardous turns, jumping the sidewalks, destroying trees, emitting loud noise from heavily amplified sound systems and hydraulic brakes, and creating vibrations that structurally impact our small-scale buildings and street beds, altogether compromising the health, safety and access of residents and all users of these streets; and

Whereas Intro 836 provides for access for such tour buses in a balanced and equitable manner that avoids negatively impacting such vulnerable streets; and

whereas out-or-town tour buses often park in spaces set aside for nopping on/hopping off local tour buses, forcing the local tour buses to double- and triple-park, further exacerbating congestion; and

Whereas it has been recommended that New York City engage an expert bus planner to do a business management (master) plan for tour buses that is presented to community boards; and

Whereas CB2 welcomes tourism and the economic benefits it brings to our community, but recognizes that tour bus activity (which CB2 does not oppose) needs to be channeled and organized so as not to disturb people's peaceful enjoyment of their homes and public spaces and their health, safety and welfare; and

Whereas it is important to put these tour bus operating plan requirements into action in advance of the warm weather season when tour bus activity becomes even more intense than usual;

Therefore Be It Resolved that Community Board 2 Manhattan (CB2) wholeheartedly supports Intro 836 and strongly urges that it be calendared to be heard by the NYC Council as soon as possible and swiftly passed into law; and

Be It Further Resolved that CB2 requests that Intro 836 be adjusted so that the 5 day period for comment by affected community boards and council members be extended to 30 days; and

Be It Further Resolved that CB2 requests that a friendly amendment be added to Intro 836 that provides for an expert bus planner to do a business management (master) plan for tour buses to follow; and

Be It Finally Resolved that CB2 requests that another friendly amendment be added to Intro 836 that provides for enforcement that ensures that local hop on/hop off tour buses have exclusive use of the spaces set aside for them.

Vote: Unanimous, with 37 Board members in favor.

Please advise us of any decision or action taken in response of this resolution.

Sincerely,

Brad Hoylman, Chair

Bud Hylman.

Community Board #2, Manhattan

Shirley Secunda, Chair

Shorley Secunder

Traffic & Transportation Committee Community Board #2, Manhattan

BH/gh

cc: Hon. Jerrold Nadler, Congressman

Hon. Thomas Duane, NY State Senator

Hon. Deborah Glick, Assembly Member

Hon. Scott Stringer, Man. Borough President

Lolita Jackson, Commissioner, CAU

Angelica Crane, Community Board Liaison, MBPO

Whereas it is important to put these noise abatement requirements into action in advance of the warm weather season when tour bus activity becomes even more intense than usual;

Therefore Be It Resolved that Community Board 2 Manhattan wholeheartedly supports Intro 742 and strongly urges that it be calendared to be heard by the NYC Council as soon as possible and swiftly passed into law.

Vote: Unanimous, with 37 Board members in favor.

Please advise us of any decision or action taken in response of this resolution.

Sincerely,

Brad Hoylman, Chair

Community Board #2, Manhattan

Shurley Securales

Shirley Secunda, Chair

Traffic & Transportation Committee Community Board #2, Manhattan

BH/gh

cc: Hon. Jerrold Nadler, Congressman

Hon. Thomas Duane, NY State Senator Hon. Deborah Glick, Assembly Member

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Lolita Jackson, Commissioner, CAU

Angelica Crane, Community Board Liaison, MBPO

Margaret Forgione, Manhattan Boro. Commissioner, DOT

Geraldine Kelpin, Director Air, Noise Policy & Permitting, DEP

Brad Hoylman, Chair Jo Hamilton, First Vice Chair Bo Riccobono, Second Vice Chair Bob Gormley, District Manager



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January 6, 2009

Hon. Christine Quinn Speaker of the Council 224 W. 30th Street, Suite 1206 New York, New York 10001 Hon. Alan Jay Gerson
Member of the City Council
49-51 Chambers Street, Room 429
New York, New York 10007

Hon. Rosie Mendez Member of the City Council 237 First Avenue, Suite 405 New York, New York 10003 Hon. John Liu Member of the City Council 250 Broadway, 18th Floor New York, NY 10007

Dear Speaker Quinn and Council Members Gerson, Mendez, and Liu:

At its Full Board meeting December 18, 2008, Community Board #2, Manhattan, adopted the following resolution:

Resolution supporting passage of Int. 742 (regulating tour bus sound systems) by the NYC Council.

Whereas NYC Council Intro 742 calls for abatement of sound amplification in tour buses by requiring that licenses be issued only to sight-seeing buses using headphone-limited sound reproduction devices, with exemptions from this requirement granted only to buses that enclose an upper deck or keep lower level windows shut, to prevent sound from disturbing residents along the bus route; and

Whereas an overwhelming number of tour buses using loudspeakers pass down our streets, emitting heavily amplified noise that disturbs people's peaceful enjoyment of their homes and public spaces, threatens their health and well-being, and severely reduces their quality of life; and

Whereas individual headsets that make the voices of guides on such sight-seeing buses audible only to riders are used successfully throughout Europe without reduction in tour bus use and with no elimination of tour guide jobs; and

Whereas CB2 recognizes the importance of tourism, especially in the current economy, but believes that Intro 742 provides a reasonable and balanced approach to containing tour bus noise that preserves tourism within the framework of community livability; and



THE CITY OF NEW YORK MANHATTAN COMMUNITY BOARD NO. 3

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Dominic Pisciotta, Board Chair

Susan Stetzer, District Manager

City Council Hearing September 21, 2009 Transportation Committee Intro 1066

My name is Susan Stetzer, and I am representing Community Board 3, Manhattan. Management of transportation issues is one of the highest priority concerns for our board. A major component of this issue is management of private buses. We have been working with DOT and the Mayor's office to resolve the many problems in our district regarding private buses.

DOT understands the need to inform the Community Board before assigning stops to a private bus companies in the district below Houston as there has been serious problems as the result of inappropriate assigned stops. I have pictures attached of a private long-distance bus using an assigned bus stop adjacent to an MTA stop at 1 and 3 Pike Street and the Community Board's resolution requesting removal of this assignment, which has not been done. The pictures show the problem: an inaccessible MTA stop, businesses that are inaccessible, and the necessity of trespass affidavits to protect nearby residences. However, DOT now notifies the Community Board before assigning bus stops in this area. I am attaching a resolution regarding such a request, which explains why assigning stops without an overall plan is a problem. Community Board 3 will not approve more stops until there is an overall plan. We believe the City cannot continue to deal with this issue piecemeal. There must be a plan for loading/unloading, layover, and monitoring and inspecting the many private buses in Community Board 3.

The Community Board agrees that it is critical to inform impacted parties before assigning stops to a private company. However, the timetable in Intro 1066 would not work for Community Boards. 30 days notice and 10 days to comment will effectively remove the input the Board has presently. The public has input into decision making for their communities through the Community Board. Therefore, it is necessary for the Community Board to have time to place this on the agenda that is publicized so the public can attend meetings and give input. These meetings are also attended by representatives from elected officials as well as DOT—so this is an opportunity for valuable input for everyone before making decisions.

The current procedure works very well for us. DOT informs the applicant that they must notify the Community Board. The Board places this on the next agenda and it is posted on the website and emailed widely to the community and elected officials. The Community Board has a public meeting, hears from the applicant and the public, and then votes. The timetable suggested in the Intro would not allow time for community boards to have a public meeting and vote—and therefore it would take away our current ability to have input.

Community Board 3 believes it is critical for the City to develop a plan to manage and monitor private buses, including assigning stops. We understand that tour buses and various types of private buses present different issues than the many long-distance buses we are dealing with in Community Board 3 as the first step in planning for better transportation in our district. However, this Intro seems to cover all private buses, and Community Board timetables always requires more notice if a Community Board and our constituents are to continue to have necessary input.



THE CITY OF NEW YORK MANHATTAN COMMUNITY BOARD NO. 3

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Dominic Pisciotta, Board Chair

Susan Stetzer, District Manager

March 4, 2009

Hon. Janette Sadik-Khan, Commissioner NYC Department of Transportation (DOT) 40 Worth Street New York, New York 10013

Dear Commissioner Sadik-Khan:

At its February 2009 monthly meeting, Community Board #3 passed the following resolution:

WHEREAS, intercity buses have created a large amount of congestion and pollution in lower Manhattan; and

WHEREAS, Community Board #3 (CB3) believes the city should create a centralized area for bus pick-up, drop-off, and layovers to deal with this problem; and

WHEREAS, CB3 does not wish to set a precedent by approving this bus stop; now

THEREFORE, BE IT RESOLVED, that CB3 denies the request for a bus stop at 86 Allen Street for the use of New Century Tours.

If you have any questions, please do not hesitate to call.

Sincerely.

ominic Pisciotta

Dominic Pisciotta, Chair Community Board #3

David Crane, Chair

Transportation & Public Safety Committee

cc: Margaret Forgione, Manhattan Borough Commissioner, DOT Manhattan Borough President Scott Stringer Council Member Alan Gerson Kathy Gu, New Century Travel



THE CITY OF NEW YORK MANHATTAN COMMUNITY BOARD NO. 3

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Dominic Pisciotta, Board Chair

Susan Stetzer, District Manager

June 8, 2009

Hon. Janette Sadik-Khan, Commissioner NYC Department of Transportation (DOT) 40 Worth Street New York, New York 10013

Re:

Resolution asking DOT to remove intercity bus stop on Pike Street

between Division Street and East Broadway

Dear Commissioner Sadik-Khan:

At its May 2009 monthly meeting, Community Board #3 passed the following resolution:

WHEREAS, commercial bus lines Coach USA and Eastern Travel, et al, currently operate passenger drop off and pick up on the eastern sidewalk of Pike Street between Division Street and East Broadway; and

WHEREAS, the bus companies received a permit to do so for these activities by the NYC Department of Transportation to operate in front of 3 Pike Street; and

WHEREAS, there have been significant complaints and signed petitions from the residents and small businesses on that block and the immediate surrounding area regarding the impact from the bus operations, including but not limited to, the 1) blocking of the entire sidewalk by waiting passengers and luggage, 2) garbage strewn all over the residential entrances of buildings and small businesses, 3) disruption of the local northbound M15 bus service and transfers between the M9 and M22 on the corner of Pike and Division Streets by Coach USA and Eastern Travel buses idling along the entire length of the block, forcing M15 buses to stop and pick up their passengers in the middle traffic lane causing a dangerous situation, 4) air pollution from idling buses spewing fumes to the residential windows above the sidewalk, 5) noise complaints from buses honking and operators shouting well into the night at passengers to board the buses or hawking tickets; and

WHEREAS, tenants in the residential building on that sidewalk have called 911 on several occasions to remove commercial bus passengers trespassing into their private residential lobby, and using their lobby as a de facto bus station and blocking the hallways with luggage and garbage; and

WHEREAS, small businesses have seen disruption of their operations by passengers clogging their store entrances; now

THEREFORE, BE IT RESOLVED, that Community Board 3 (CB3)-Manhattan requests DOT to revoke the operating permit for Coach USA and Eastern Travel buses at this location; and

BE IT FURTHER RESOLVED, that CB3 asks that DOT place these bus companies on probation and monitor their activities in the neighborhood, due to resident complaints of their lack of responsiveness to problems caused by their bus operations at Police Precinct Council meetings; and

BE IT FURTHER RESOLVED that CB3 asks DOT to consult with the Community Board prior to issuing permits for these activities.

If you have any questions, please do not hesitate to call.

Sincerely,

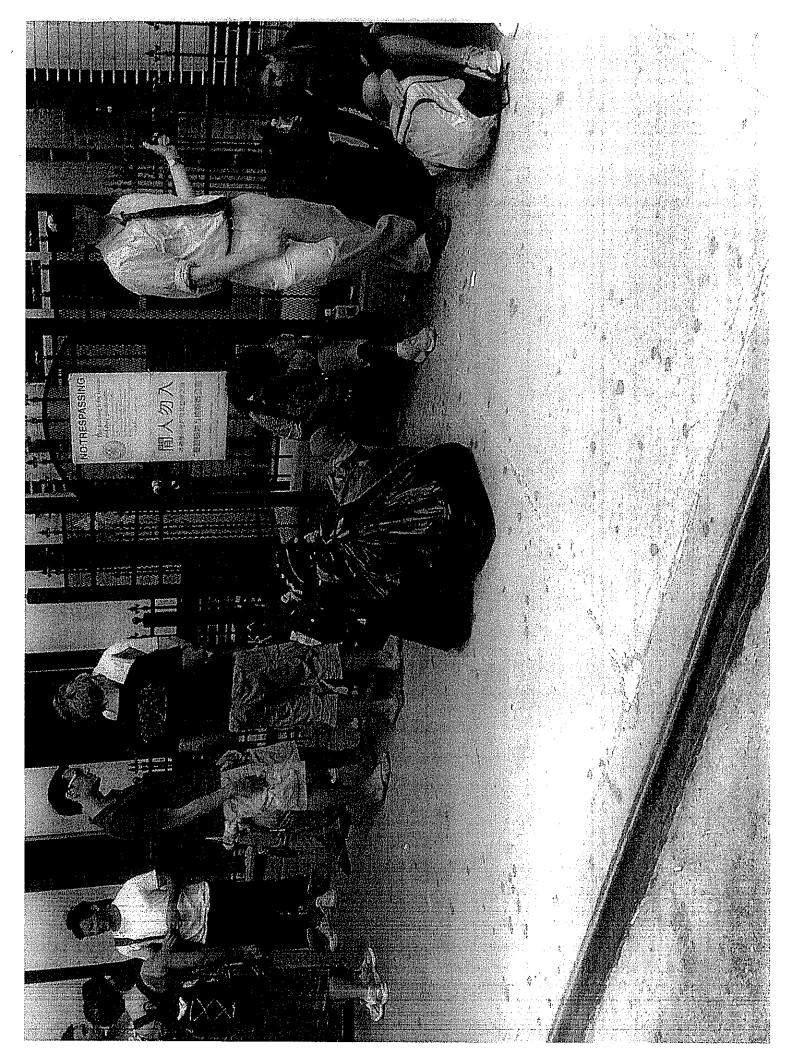
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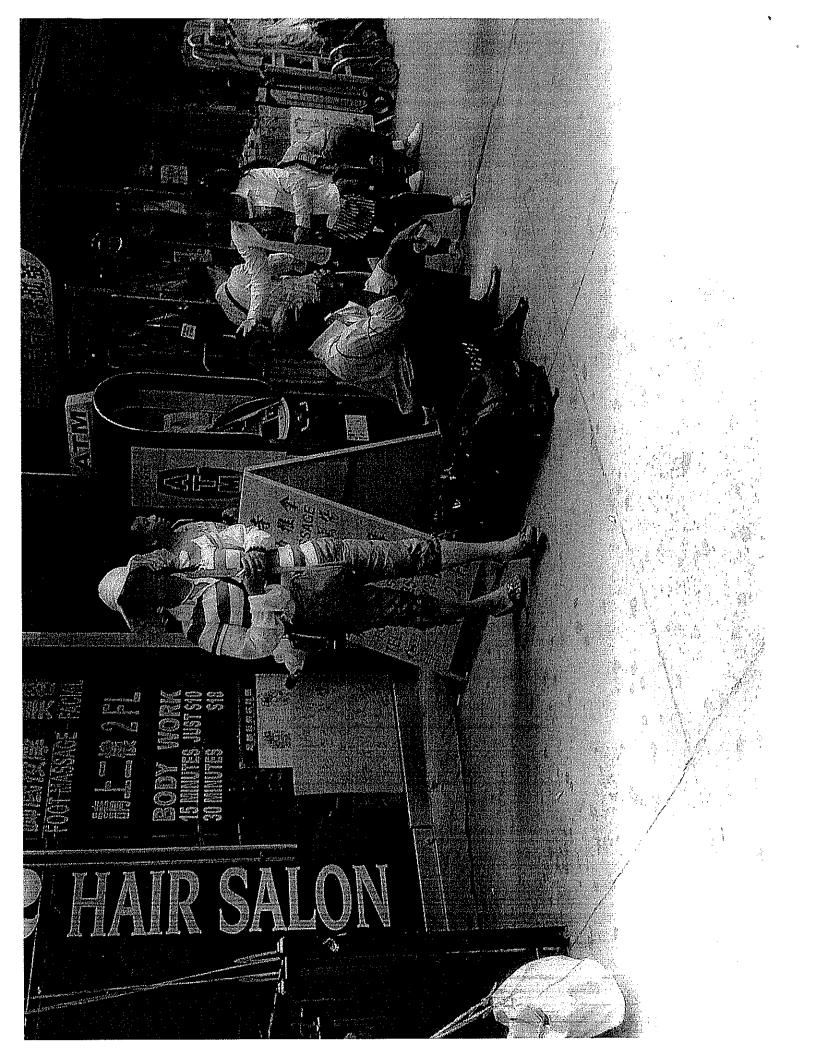
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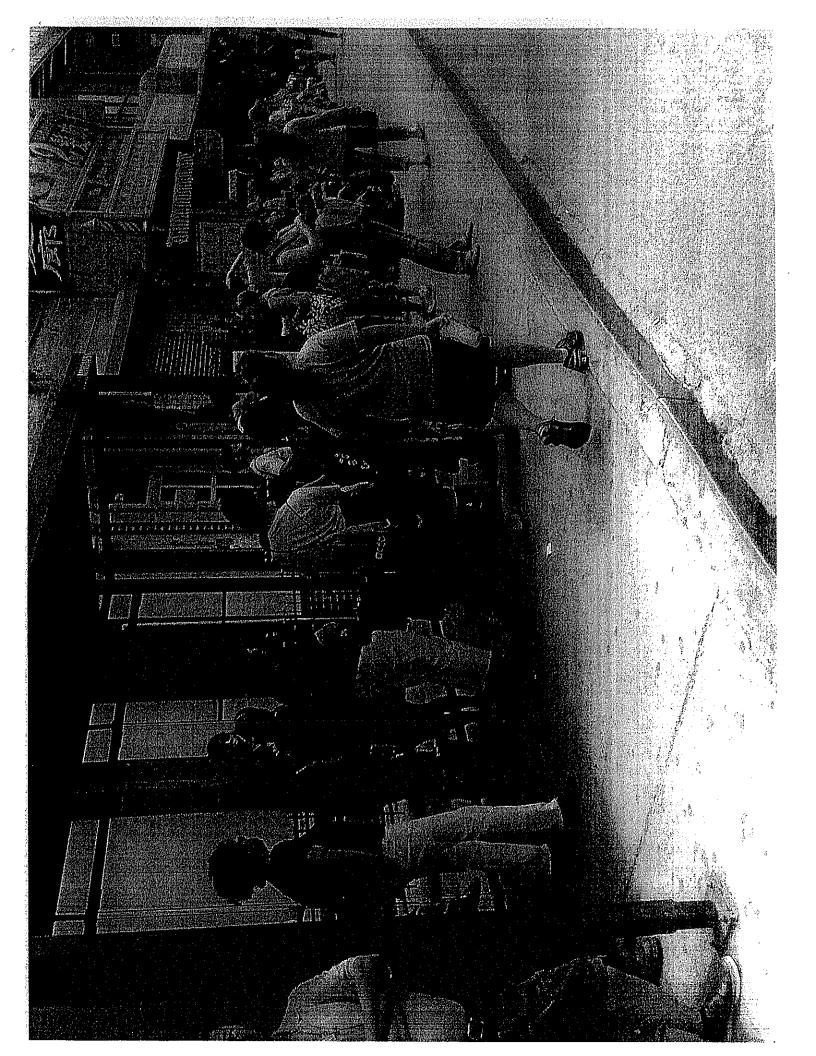
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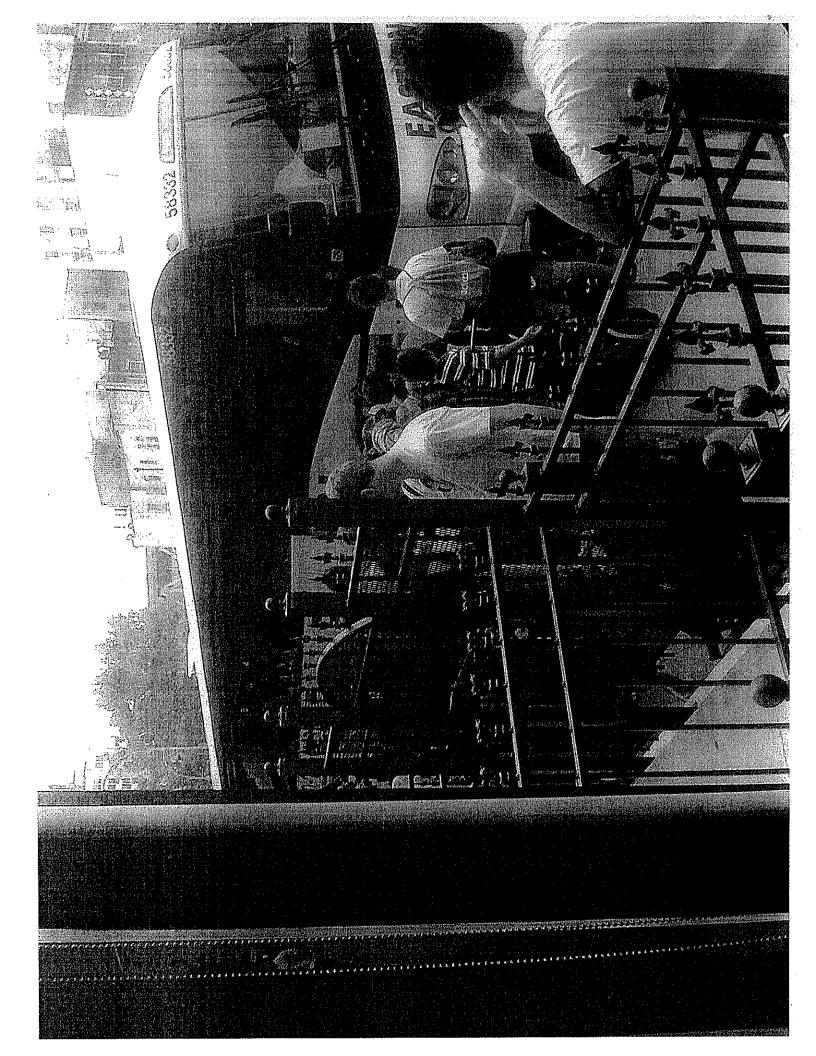
Transportation & Public Safety Committee

cc: Margaret Forgione, Manhattan Borough Commissioner, DOT Lolita Jackson, CAU Seventh Precinct Public Advocate Betsy Gotbaum Manhattan Borough President Scott Stringer Council Member Alan Gerson NYS Assembly Member Sheldon Silver Lois H. Tendler, MTA New York City Transit









Lloyd Burlingame: Testimony: Tour Bus Legislation Hearing 09/21/09 I am speaking in regard to Tour buses' noise/ danger for blind pedestrians. I have lived in New York City for 50 years; for the last 11 years I have partnered with a Seeing Eye dog and we live in District Two. Contrary to popular belief, dogs do not determine when it's safe to cross the street, they take

the 'forward' command from their bi-ped partners. I depend on hearing what the traffic is doing to know when it's safe to cross the street. It takes a good deal of concentration to listen for the right time to move. Normal traffic noise is a challenge in itself, but, lately I have found that the many tour buses that clog our narrow streets offer a particular hazard. Their diesel engines are unusually noisy. On top of that is the blathering of the tour -guides on microphones, that make it very hard to determine a safe time to cross.

Especially difficult is trying to determine when to cross the narrow streets when two or three of the buses are lumbering by, one directly behind the other. The noise is amplified two or three fold.

I urge you to vote yes on Intros. 742 and 836 so that streets may be safer and quieter. Thank you for your attention.

CHEKPEDS

Clinton/Hell's Kitchen Coalition for Pedestrian Safety

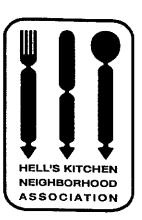


348 W 38rth Street - #12B New York, New York 10018 (646) 623 2689 excom@chekpeds.com

OUR MEMBERS . 9th Avenue Association • 43rd Street Block Association • 44SW 44th Street Block

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September 21, 2009

RE:Intros 742, 836, 1066 - City Council Testimony

Dear Members of the NYC Council:

CHEKPEDS (CLINTON HELL'S KITCHEN COALITION FOR PEDESTRIAN SAFETY) and The Hell's Kitchen Neighborhood Association (HKNA) applaud this committee for introducing bills 732 and 836 as a reasonable way forward for sightseeing buses to operate while preserving the quality of life of local residents. We have received many, many complaints from residents who suffer from noise and congestion caused by sightseeing bus operators.

However, regarding Intro 1066, we <u>vehemently oppose</u> sightseeing buses using MTA bus stops which are an integral part of a transportation system that is already too slow. The MTA is spending significant funds to speed up trips by reducing the time each bus spends at a given bus stop. 1066 suggests that sightseeing buses, which typically disgorge 50 people at a stop and stand there until their passengers return, would use NYC. This would delay all the users of an affected route. How will an employee explain being late in the morning? By saying that a tourist bus was unloading in front of his bus? Should bus riders leave half an hour earlier to get to work on time? Will the sightseeing buses use dedicated bus lanes as well? This is at cross-purposes with city policy to make mass transit not only more efficient but more attractive to more citizens. We beg you to reconsider all the implications of this policy and the hardship it will impose on bus riders.

Should the Council decide to continue with this concept, the license to use a bus stop should be priced at market rate for the adjacent real estate.

CHEKPEDS/HKNA Page Two – September 21, 2009

For intros 742 and 836, we respectfully ask that you consider the following suggestions:

Give mandated response time and appropriate weight to the community boards: Community members are the experts on their neighborhoods. However, by charter, a minimum of 45 days is necessary for public review and comment. If the comment period is less than 45 days, that is equivalent to excluding community input.

In an environment where mass transit and pedestrian safety are critical, the City council, and *not the DCA*, should be the ultimate arbiter of a disagreement between the community and the operator (much like the process for sidewalk café licenses).

Put real teeth in this enforcement: Who will be responsible? Can citizens send photographs to illustrate violations? What constitutes a violation?

Significant penalties should be defined for misuse of amplified sound and for illegal use of bus stops. To make penalties meaningful, apply a scale to them based on cumulative offenses with a license termination (or no renewal) after a number of violations. Similar to the system of points on the driver's license, the accumulation would continue independently of the renewal timeframe,

In the case of Intro 742: we recommend that a license not be renewed if there is current use of sound reproduction devices.

Intro 836

The operating plan should include the capacity of each bus, frequency of trips and proposed locations and durations of stops including loading and unloading of passengers. Thus the Commissioner with input from the Department of Transportation can evaluate the impact of the proposed operation on pedestrian safety and sidewalk crowding, as well as conflicts with sidewalk cafes.

We thank you for listening.

Christine Berthet, Founder

(Signed in her absence)

Clinton Hell's Kitchen Coalition for Pedestrian Safety

Kathleen McGee Treat, Chair Hell's Kitchen Neighborhood Assoc



Testimony by Mark Marmurstein, President, Twin America, before the Joint City Council Consumer Affairs and Transportation Committees, on Intros 742, 836 and 1066 September 21, 2009

Dear Chairmen Comrie & Liu:

I am testifying today to respectfully oppose the following legislation before you:

- 1. Int. 742 A Local Law to amend the administrative code of the city of New York, in relation to sound reproduction devices on sight-seeing buses.
- 2. Int. 836- A Local Law to amend the administrative code of the city of New York in relation to requiring sight-seeing buses to submit operation plans.
- 3. Int. 1066- A Local Law to amend the administrative code of the city of New York, in relation to allocation of bus stops to private bus companies.

Twin America operates in New York City principally through Gray Line New York Sightseeing and CitySights tour buses, which would be negatively affected by this legislation.

Our operating companies log over 200,000 trips and carry over 7 million passengers annually in and out of New York City via these different service lines. Daily commuters, domestic and international tourists, residents from the surrounding boroughs and the traveling public from the five bordering states utilize their services for shopping, theatre, dining and other tourism related purposes.

These ill-conceived proposals would have a seriously negative impact on the private tour bus operator business in the City, will exacerbate the already struggling local tourism industry, and is contrary to the local efforts by the Administration and the City Council to encourage tourism throughout New York's neighborhoods and boroughs.

Despite a record number of people visiting New York City in recent years, the once-rapid growth in the city's tourism industry has slowed amid the worldwide



economic downturn, and City and State officials are bracing for continued bad news for the remainder of this year and next until the economy recovers. Already

in 2009, hotels occupancies are down, as are average room rates, and restaurants are struggling, as are Broadway theaters, our cultural institutions and many other local attractions

One in nine workers in New York City is employed in the hospitality industry, over 350,000 jobs in total, which is one of the city's chief economic engines. Overall, 47 million people visited the city in 2008 - a record high - and those tourists generated \$30 billion in spending, setting another record.

There is wide consensus that New York City and State need to wean themselves from their historic reliance on the financial services industry and that tourism should be nurtured and encouraged at every level. Both the Governor and Mayor have over the years been strong advocates for the tourism industry.

These proposals, however, would impose overly burdensome, unnecessary and financially impossible to achieve requirements on the industry.

- Complying with Intro 742 could costs upwards of \$40,000 per bus, for a total cost to Twin America in excess of \$5 million, a staggering sum not possible in the current tourism environment and not economically feasible without raising ticket prices to unreasonable levels, which would hurt consumers, especially in this price sensitive environment. Additionally with current concerns over H1N1 and related viruses, we suggest that the Council check in with the City Health Commissioner to insure that the reuse of headsets by riders will not impose a health hazard during any health emergencies in the city. Obviously, replacing headsets after each use would impose an inordinate and financially impossible burden on tour bus companies.
- Intro 836 is unnecessary and would place an enormous administrative burden on the City Department of Consumer Affairs, which would have to opine on each operating plan submitted by a host of bus companies.



 Intro 1066 is again unnecessary as this function is presently handled very well by the City Department of Transportation, which scrupulously manages bus stop requests by private operators and is judicious in its awarding of official city stops.

Additionally, Twin America executives have been open, willing and periodically meet with Council members, their staffs and constituents to address particular neighborhood concerns when they arise. We feel that we have been very responsive and willing to make changes in our routes and services to address these concerns and do not think government mandates and more red tape such as these are necessary to improve any situations.

For the reasons cited above, I urge the Council to reject bills as unnecessary and egregiously harmful to the city's tourism vital industry.

Thank you.

Milton Polsky: Testimony: Tour Bus Legislation Hearing 9/21/9

Rumblin' Down Bleecker

While West Side Story starts with a rumble That's followed by theatrical poise, Our Bleecker Street Story's unending rumbles Present only aggravating unending noise.

Here they come—zooom!--one after another Whizzing by with lightning speed down the street-Giant 4 and 8-wheelers thundering away—One right after another, never missing a beat.

Zzzzoom,--! Boom--! Clatter and pound Ev'ry day! We just can't have it this way--With that roaring unnerving sound! (And the same kind of thing all over town!)

So good Council members
We appeal for your help in this sad situation-Please, we need regulation-We can't just do nothing, the time's passed just to wait
'Til they cause a real accident—and it's...too late.

I urgently ask you to vote Yes on Intro 742 and Intro 836. As you know, there is one other bill being heard at this hearing and I would like the Committee to be sure that they know which I am speaking to.

Thank you, Milton E. Poisky

WASHINGTON SQUARE VILLAGE TENANTS' ASSOCIATION

APARTMENT BOX 1-B • 4 WASHINGTON SQUARE VILLAGE • NEW YORK, NEW YORK 10012

TESTIMONY TO THE CITY COUNCIL COMMITTEE ON CONSUMER AFFAIRS SEPTEMBER 21 ,2009 DR. ALLAN HORLAND CO-EXECUTIVE WASHINGTON SQUARE VILLAGE TENANTS' ASSOCIATION

My name is Alian Horland and I am co-executive of Washington Square Village Tenants' Association, We represent the tenants of Washington Square Village, a complex of over eleven hundred apartments and four seventeen story buildings along Bleecker and West Third Streets, between La Guardia Place and Mercer Street, Manhattan. We are located directly along a major sightseeing route traversed by up to 20 buses per hour.

The noise, pollution, danger and general nuisance created by these dirty, noisy contraptions on our narrow residential streets has long been a source of great consternation and annoyance to all of us and we have been laboring for many years to rid ourselves of it. Our safety and quality of life is obviously and demonstrably eroded and lessened by their presence.

Because of their size and long wheelbase they have to make wide turns. They have difficulty negotiating the sharp angles of the irregular street grid of our neighborhood. This creates danger not only for children and the elderly but also for cyclists whose numbers have greatly increased since the City has put dedicated bicycle lanes on many of our streets. The voice amplifiers used by the tour guides cause a racket so loud and intrusive that it can be heard in the apartments of our complex up to the highest floors.

We fully support the tourist industry as vital to the economic health of the City, and we are not and do not wish to appear to be opposed to it. At the same time we believe that the buses must be restricted to routes through streets that can safely and comfortably accommodate their size and bulk. We surely think that routes can be devised which will afford tourists ample sightseeing opportunities and do not jeopardize the economic fortunes of the tour bus operators.

We strongly support and urge passage of both Intro 0742 and Intro 0836 proposed by Council Member Alan J. Gerson. The effect of legislation contained in Intro 0742 would eliminate much of the noise of the amplified voices of the tour guides currently using voice amplifiers by replacing these with headsets.

The effect of Intro 836 would give us a voice in limiting the number of buses in our immediate vicinity thereby mitigating their noxious effects on our environment and the danger to our safety. We emphasize that under this legislation we would expect there would be no job losses of either drivers or tour guides.

Alian A. Horland, M.D.

Hello, my name is Serena Nanda. Thank you for giving me time to speak in support of the two bills, Intro 742 and Intro 836, regarding the tour busses in New York City. I speak today as the author of a New York City tourist guide book, and as a person who loves tourists. I, like most of you here, want to keep the tourists coming to New York, the greatest city in the world. We all want them to enjoy our city and to spend money on the many attractions the city has to offer, including restaurants, shopping, and entrance fees.

I lived my childhood in the Bronx and Queens and now live on a residential street in lower Manhattan. As a life-long New Yorker with a professional interest in having tourists enjoy our great city, I want to remind all of us here that the best way to enjoy and learn about New York is to WALK-- its fascinating streets, parks, open public spaces, and yes, even its cemeteries. And these wonders are not limited to Manhattan; in fact my guidebook covers not just the obvious "must see" Manhattan sites but lesser known but wonderful sites in all the boroughs. And here is where I see a possibility for the expansion of the city tour busses: taking tourists and perhaps even New York residents to places they are unlikely to go on their own - the far reaches of the other boroughs – the Grand Concourse in the Bronx, with its art deco buildings; Greenwood Cemetery in Brooklyn, with its famous burial sites; the Chinese Garden and the Tibetian Museum in Staten Island, the Queens waterfront with the Socrates Sculpture Garden and the Noguchi Museum and the unique views of New York from City Island. These places have shops and restaurants, too, and combined tour bus access with even limited walking can open whole new areas of the city to tourists.

Tour buses on the narrow, heavily trafficked streets of Manhattan, as on the one where I live, do not just cause congestion, noise and safety concerns, to pedestrians and bicyclists, as other speakers attest to, but perhaps more importantly, these routes deny tourists a chance to walk, and even more importantly, a chance to spend: in the shops and restaurants that line these streets. Many of the tour bus routes are covered by public transportation and can be well served by an on/off option on Manhattan's major, wide streets. I want to keep the tour buses and their drivers, keep the guides; and keep the tourists. But let's rethink the bus routes so that both tourists and residents feel they make a real contribution to our entire city. Thank You.

Support of Jutras #742/836

Hello. My name is Joan Gregg. I have lived in Chinatown for 40 years. Of course, my daily bus and subway transportation, shopping, recreational activities and normal errands take me over to Centre Street and Broadway from Canal St. down to the Battery. This area has been heavily touristic and traffic-congested for decades, but the recent addition of on-off tour busses has significantly increased the congestion, vehicle pollution and risks to pedestrians crossing these streets. We do not oppose tourism downtown-obviously we want our businesses and living-wage employment to benefit from a vibrant tourist trade. BUT the city can not turn a blind eye to the negative impact and dangers of these tourist vehicles, which sometimes seems to be the case, as witness this summer's tragic tourist helicopter accident. On a typical weekday I see many of these on-off tour busses plying their routes on Centre St. and Broadway. The traffic is already dangerously congested below Canal, and worsens in the narrower streets further downtown. Taxis, trucks, government vehicles, and city and express busses must stop and go in the course of their necessary service to our residents. Our local busses can hardly gain their needed access to their designated stops to pick up and let off passengers, never mind the competition of the on-off tour busses whose main attraction is their on-and-off convenience. And as these busses jockey for curb space with other vehicles, they wind up inevitably-if not intentionally-stuck between traffic lights and blocking crosswalks, increasing the danger to pedestrians (with the light in their favour) who must weave in and around a mess of stalled traffic. Finally, we downtowners already have a bad vehicle pollution situation. This is worsened by the exhausts of on-off busses especially on such steamy summer days as we had this year. The city must maintain a reasonable balance between the legitimate concerns of its residents and the activities of the tourist industry. Reasonable regulations will hardly diminish the on-off tour business but it will improve the quality of life of our city's residents. Thank You.

TESTIMONY TO THE COMMITTEES ON CONSUMER AFFAIRS AND TRANSPORTATION NEW YORK CITYCOUNCIL SEPTEMBER 21, 2009 SUBMITTED BY JUDITH CHAZEN WALSH

• •

My name is Judith Chazen Walsh. I am a resident of Washington Square Village, facing Bleecker Street. For the past four years we have been working with Council Member Alan Gerson with regard to the noise, pollution, and safety of bikers and pedestrians caused by the large numbers of tour buses on narrow residential streets throughout our City.

I am here with my neighbors and colleagues in support of Intro 742 and Intro 836. Headsets would alleviate the noise of these buses and DOT authorization of their routes would bring some order to our overcrowded streets.

Passage of this legislation WILL NOT cause any loss of jobs, it WILL NOT not hurt tourism, and local businesses WILL NOT be hurt in any way.

This is not NEGATIVE but rather POSITIVE legislation to make our streets safer and quieter. On Bleecker Street,

a narrow residential street, we have parking (sometimes

double parking) on both sides of the street and a bike lane, leaving a 10 ft lane for an 8 ft 2" bus. This causes traffic slowdowns and tie ups, sometimes all the way from Broadway to 6th Avenue. Many of the other narrow residential streets in the City have the same configuration and experience exactly the same problems.

The joy of New York City is not only it's well-known sights, but also it's streets, it's people, it's local and diverse businesses.

Tourists come to New York City to see, and smell, and hear and taste and feel our City. The very things they delight in are being overshadowed – literally- by large double-decker sightseeing buses.

New York City streets and traffic are chaotic enough.

Some rules to manage them as contained in Intros 742

and 836 would go a long way in dealing with community

concerns and adding to the pleasure of visiting tourists.

We thank the Committees and their Chairs for the opportunity to share our concerns and urge you to support passage of this legislation.

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