

# BNY | Transportation

A big **'thank you'** to all who have provided feedback on our annual Transportation Survey. Below are answers to some of your most frequently asked questions.

- ***I'm unable to choose my stop on the Transloc app.***  
Choosing to view a specific stop on the app is easy. Make sure you have chosen your desired route under the “routes” icon. Then, increase the magnification on the map so that you can more easily identify and select your desired stop. You can even *favorite* the stop by clicking on the “star” icon next to the stop’s arrival predictions.
- ***I can't tell which way the buses are traveling on the Transloc app.***  
The bus icons will reflect the color of the route to which they are assigned but will also have an arrow indicating which direction it is traveling. For stops that are close together, increase the magnification to ensure that you are choosing the right direction. A general rule of thumb is that westbound buses are typically exiting the Yard towards Sands St. while eastbound buses are re-entering the Yard.
- ***The Transloc app doesn't always track all of the buses.***  
There will be times when the Transloc app is not tracking all of the buses. We will post an alert on the app if that is the case with information regarding any changes to the shuttle schedule. The schedules are also accessible from the BNY website on our [visit](#) page.
- ***Buses are not always on schedule, and I sometimes see two buses arriving at the same time.***  
Off-schedule buses and bus bunching (buses arriving one immediately behind the other) are sometimes unavoidable, especially during the peak travel periods when traffic is heavy. However, there are times when we intentionally schedule two buses to arrive at the same time. The second bus will not appear on Transloc but is there to “shadow” the primary bus to help transport more riders during heavy travel times.

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- ***More buses during the off-peak periods or during weekends would help.***

The shuttle schedule is designed to be as efficient as possible, concentrating on services during the peak travel periods from Monday-Friday when riders are most active. While most BNY employees do not ride the shuttle during off-peak times, and at the risk of running a certain number of empty buses, we still provide shuttle service every 15 minutes during midday off-peak hours. Rider demand on the weekend and during the off-hours is still currently so low that we do not currently anticipate increasing service during those times.

- ***I wish the buses would stop at the C and G trains.***

The DUMBO route provides access to the C train from our High St stop. The Atlantic Terminal route provides access to the G train from both the Fulton St and Lafayette Ave stops.

- ***Why is there no Williamsburg route?***

The Williamsburg route was discontinued in 2018 after changes in traffic patterns prevented us from operating the route in a predictable and efficient manner. However, the Atlantic Terminal route provides access to the G train, which is an alternative for anyone needing to connect to Lorimer St, Metropolitan Ave and Broadway in the Williamsburg area.

- ***Why are there no stops closer to Barclay's or near the B/Q/R on Dekalb Ave?***

Routes are designed to provide a first and last mile transit option with no more than a 5-minute walk to key transfer points. We have continuously tweaked the route since first introducing it and adding stops only increases travel times, especially when trying to navigate through areas that are prone to heavy traffic such as Dekalb Ave and Flatbush Ave. Most recently, we have adjusted the start time of the Atlantic Terminal P.M. schedule to now start at 12pm, allowing for smoother connections from the DUMBO route and faster travel times for passengers needing to exit the Yard.

- ***I sometimes miss the bus when trying to connect or transfer between routes at Market St.***

We endeavor to make connections easy, but traffic delays frequently contribute to missed connections. However, the Circuit bus operates intra-Yard and provides frequent connections to key stops, parking opportunities at Bldg. 303 and food options at both Bldg. 77 and Wegmans.