

Dear Queens Parent Leaders, and Parents,

**On behalf of Cate Contino, Director of Special Projects and Strategic Initiatives,
Government & Community Relations at the Metropolitan Transportation Authority.**

Thank you for joining our MTA partners this evening to learn about the upcoming changes to Queens bus service.

Please share the resources below with your community so students and caregivers can be ready for the new school year.

Service change page/route lookup tool ([mta.info/queensbus](https://www.mta.info/queensbus)): This page includes key project information and a search box that allows riders to easily find changes to their bus route(s). At the bottom of the page, riders can find links to other relevant resources such as timetables.

Trip planner ([mta.info](https://www.mta.info)): This resource allows riders to enter origin and destination addresses and get trip suggestions. This includes the new stops and routes that will be fully implemented on August 31. For afternoon school trips to appear, be sure to enter the correct dismissal time on a weekday.

The **MTA app** is also a great resource for planning trips and reporting service issues. Third-party apps such as Google Maps should be updated as well. All students and families should be strongly encouraged to check their trip in advance of the first day of school, as their bus route and/or bus stops might have changed.

Route profiles (<https://www.mta.info/project/queens-bus-network-redesign/routes>): This page has every route in numerical order, linking to specific information and stop lists.

Outreach materials (<https://www.mta.info/project/queens-bus-network-redesign/implementation-outreach>): This page has digital copies of all our outreach collateral, including informational brochures translated into Spanish, Bengali, Korean, Simplified Chinese, Haitian Creole, and Russian.

In addition to the digital resources we're advertising throughout the transit system, **we'll have Customer Ambassadors out in the field from August 18 to September 12.** These MTA staff members will be out at high-traffic bus stops, major transfer points, and areas of discontinued service to help riders get to their destinations in the new network. We're planning for a special push on September 4 to make sure that students and parents in Eastern Queens (where changes took effect June 29) have an in-person resource on the first day of school.

Customers are encouraged to visit <https://mta.info/notify> and **subscribe for free alerts for the transit options they use most.**

Digital resources are all translatable using the Google Translate tool at the bottom of each page across <https://www.mta.info/project/queens-bus-network-redesign/implementation-outreach>

If you have concerns or questions please feel free to contact Cate Contino directly at catherine.contino@mtahq.org