



Summary of Jackson Heights Community Workshop #1: Issue Identification

White Castle Headquarters

July 2009

Executive Summary

On July 16, 2009, the New York City Department of Transportation (NYCDOT) and the URS Project team held the first Community Workshop for the Jackson Heights Neighborhood Transportation Study at the White Castle Systems Headquarters in Jackson Heights, Queens. The Workshop was attended by 62 people from the local community.

The purpose of the workshop was to identify what the community saw as the issues the Study should address. The community also received the chance to comment on NYCDOT's previously identified issues. The previously identified issues were developed from field visits and walk-throughs with active community members and groups.

Some of the issues identified by the community at the workshop were similar to those previously identified by NYCDOT and the project team.

A handout was given to the participants summarizing some of the Short-Term improvements tools NYCDOT has applied in other neighborhoods across the City.

A summary of the issues discussed at the workshop is presented in this memo.

A copy of all sign-in sheets will be attached to this memo.

Victor Moore Bus Arcade/74th Street – Roosevelt Avenue MTA Hub

The main concern raised at a number of tables throughout the workshop was pedestrian access between the neighborhood and the transit hub. Concerns included:

- ❖ Jaywalking that occurs mid-block on Roosevelt Avenue between 75th Street and 74th Street to access the main entrance of the station.
- ❖ Shortage of bicycle parking around the hub, as well as the difficulty of accessing the hub by bicycle due to the congestion of cars, buses and pedestrians.
- ❖ Livery vehicles blocking bus access/egress to the Victor Moore Arcade.



- ❖ Use of the sidewalk triangle at the intersection of Broadway, Roosevelt Avenue and 73rd Street by MTA employees for parking personal vehicles.

73rd Street

- ❖ Buses have a tough trip down 73rd Street due to double parking. Some attendees thought two bus routes was too much for 73rd Street to support.
- ❖ There were suggestions of adding delivery and loading zone areas along the curb to allow delivery trucks supplying the Halal meat markets here access to the curb thus reducing double parking.

74th Street

- ❖ A primary concern on 74th Street is double parking. Some attendees noted that the double parking leads to traffic back-ups impacting pedestrians' ability to use crosswalks at intersections.
- ❖ The back-up of traffic also leads to quality of life issues due to auto emission and the repeated honking of car horns. One attendee recommended removing parking along one side of 74th Street to allow traffic to by-pass double-parked vehicles.
- ❖ It was also stated that the street lights are too dim along 74th Street at both 34th and 35th Avenues.

75th Street

- ❖ Attendees noted that 75th Street is a popular location of doctors' offices and gyms which create traffic tie-ups from drop-off/pick-up activity.
- ❖ More than one table suggested relocating bus lines to 75th Street from 73rd Street or 74th Street.
- ❖ It was also noted that the intersection of 75th Street and 37th Avenue faces many of the same congestion issues as 73rd Street and 74th Street
- ❖ Multiple tables noted that 75th Street has one of the few parking lots in the area.



37th Avenue

- ❖ All tables stated that 37th Avenue suffers from congestion.
- ❖ Many of the attendees stated that double-, and in some cases triple-parking was responsible for the congestion.
- ❖ Some attendees felt parking should be removed to put in more delivery/loading zones. Multiple tables noted that drivers often make u-turns on 37th Avenue.
- ❖ The lack of amenities such as bike racks and benches was noted at more than one table.

82nd Street

- ❖ 82nd Street suffers from the same parking and congestion issues that plague the rest of the neighborhood. It was mentioned turning was difficult at the intersection of 82nd Street and 37th Avenue
- ❖ One attendee made the statement that while Roosevelt Avenue, 37th Avenue, 74th Street and 82nd Street experience the same issues, they should be treated differently.

Roosevelt Avenue

- ❖ Double parking on Roosevelt Avenue makes driving difficult.
- ❖ The timing of the traffic signals seemed to aid in speeding along the avenue by giving drivers green lights for several blocks at a time.
- ❖ Attendees said they felt uncomfortable crossing Roosevelt Avenue. One attendee recommended adding a mid-block crosswalk between 74th Street and 75th Street to ease access to the mass transit hub.
- ❖ Quality of life issues included car honking, and overall aesthetics of the avenue due to the overhead train.

Area-wide issues

- ❖ Increased development in the area has led to even more demand for parking, already in short supply.



- ❖ The turning radii for trucks is difficult at most intersections throughout the area.
- ❖ There was a suggestion to widen sidewalks to ease pedestrian congestion.
- ❖ Throughout the Study Area, there is a call for more sidewalk amenities such as benches and bike racks.

Other areas of comments:

Brooklyn – Queens Expressway

Several tables noted that the intersection of the BQE, 37th Avenue and Broadway is a difficult crossing for both pedestrians and bicycles to navigate.

Elmhurst Hospital

An attendee suggested that the hospital garage could offer a weekend shuttle to the major shopping areas along 37th Avenue to entice people to park there rather on the street.