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Press Release

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[MTA Headquarters](#)

IMMEDIATE

MTA Announces Expanded Website Services

Peter S. Kalikow, Chairman of the Metropolitan Transportation Authority, today announced the implementation of new website services available to its over eight million daily customers to access monthly operational and financial data for each of its five (5) operating agencies and to contact the agency via electronic mail.

"We are pleased to be able to take advantage of the technology of the 21st Century and make the MTA more customer friendly," Mr. Kalikow said.

The new website services are a result of commitments made last month by MTA Executive Director Katherine Lapp. "We are committed to providing our customers the ability to become more familiar with our operations and budget. Today's action represents the beginning of a series of initiatives designed to achieve this goal. In months to come, the website information will display trends over time, line by line performance and other important indicators of how we are doing," Ms. Lapp said.

The MTA's website, www.mta.info, now displays performance indicators for each of the MTA's five operating entities - New York City Transit, Long Island Rail Road, Metro-North, Long Island Bus, and Bridges and Tunnels. The key performance indicators for the first four agencies will include among other things:

Monthly Ridership

- Mean Distance Between Failures
- Wait Assessment
- On-time Performance
- Customer Accident Injury Rate

For Bridges and Tunnel, the indicators are:

- Traffic Volume (equivalent to ridership)
- E-ZPass Market Share
- Average Queue Waiting Time
- Vehicle Collision with Injury Rate

This data, which has been publicly available at the MTA Board's monthly meetings, will now be displayed on the internet and updated monthly.

In addition to performance indicators, the website will also display key financial data, updated monthly, for each agency. The agency-specific financial data will include:

- Operating Revenue
- Operating Expenses
- Operating Deficit

The MTA website also now accepts e-mail messages from our customers. Electronic inquiries related to over 100 commonly asked questions, such as fares, maps, MetroCards, E-Zpass, etc. are answered automatically by the Frequently Asked Questions (FAQs). E-mails not related to FAQs will be replied to in a timely manner.