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Press Release

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[NYC Transit](#)

IMMEDIATE

MTA NYC Transit to Post Elevator & Escalator Outages on Website

First phase of new customer service initiative

Subway riders who rely on MTA NYC Transit's network of elevators and escalators will now be able to view equipment outage information online, by logging on to www.mta.info, starting on Wednesday, August 1st. The Elevator & Escalator page will be updated three times daily.

NYC Transit currently operates a total of 158 passenger elevators and 169 escalators in stations across the five boroughs; of these 138 elevators meet Americans with Disabilities Act (ADA) standards in 61 stations. We realize that it is vitally important that customers know in advance if an elevator they are depending on may be temporarily out of service.

"Providing our customers with this crucial information is one of my key customer service goals," said MTA Executive Director & CEO Elliot G. Sander. "As part of our Customer Service Initiative, this fall, we'll be announcing an enhanced system with a common format for all MTA agencies, but we wanted to get this information out to our customers now."

The NYC Transit Elevator and Escalator page will provide riders with information on equipment outages only, similar to the information currently provided on the Elevator & Escalator Hotline, which is open from 6:00 a.m. to 9:00 p.m. Outages will be listed by station, subway line and where the elevator or escalator leads to within the particular station.

"This equipment is vital to accessible transit for disabled riders," said MTA NYC Transit President Howard H. Roberts, Jr. "I have been touring the system with persons with disabilities and have seen first hand many of the problems they encounter, problems that are not obvious to those of us who are not disabled. These tours have reinforced my commitment to ensure that our elevators in particular are not only operating but properly maintained so full access is a regular occurrence."

This year, NYC Transit began a Scheduled Maintenance System (SMS) program for elevators and escalators. The main objective of the SMS program is to decrease elevator and escalator breakdowns by replacing parts that statistically cause problems at a high rate in a systematically planned way. Similar SMS programs have been successful in increasing the reliability of both the subway car and bus fleets.

In the coming months, the Elevator & Escalator pages will be updated with enhancements that will provide for 24 hour, 7 days-a-week updating of elevator availability, reason for the outage and an expected return to service date. In addition, riders will be able to sign up for a subscription program that will allow customers to receive an email advisory about the status of a particular piece of equipment in a particular station. Riders will also have the ability to report elevator outages on line.

The list of outages reported online will not include those elevators and escalators in the system that are independently owned, operated and maintained by private entities.

[Link to online Elevators & Escalators Status.](#)