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Press Release

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MTA Headquarters

IMMEDIATE

MTA Moves Toward Seamless Regional Transportation Network

*Regional Trains and Ticketing to Meadowlands in 2009;
Agency Exploring Centralized Call Center Similar to 311*

MTA Executive Director and CEO Elliot G. Sander today detailed the agency's pursuit of a more seamless regional transportation network, announcing two new initiatives in an address delivered this morning at the Crain's Breakfast Forum. New travel patterns have led to more and more MTA customers utilizing multiple modes of travel, with forecasts predicting even greater growth in this area. To respond to this demand, Sander announced that the MTA is thinking about its network and the regional transportation system in a fundamentally new, seamless way.

"As new population and employment centers emerge, public transportation riders need to be able to access information across systems and travel as if the entire region was on a unified network," Sander said. "The vision is to integrate our transportation network with others so that customers can have a seamless journey between states and across transportation systems using different modes of travel."

To explore a more seamless system, Sander announced two new initiatives:

Regional Train and Ticketing to Meadowlands

One-Seat Regional Ride: MTA, along with the LIRR and Metro-North, is working with Amtrak, NJ Transit and the New Jersey Sports and Exposition Authority on launching a pilot interoperability project. Under this bold interagency experiment, set to begin in the summer of 2009, Metro-North's New Haven line customers will have rail access to approximately 10 Giants and Jets football games. The service will provide a one-seat ride from the New Haven Line to Secaucus, where riders would pick up an easy transfer to special NJ Transit shuttle trains to and from the New Jersey Meadowlands Sports Complex.

Joint Ticketing: In addition, all Metro-North, LIRR and NYC Transit riders would be able to transfer to these and other football trains at Penn Station, using a single ticket for the entire journey. This is the first time that a single ticket has allowed travel across MTA commuter rails, subways and buses, and NJ Transit trains.

"Our hope is that this pilot will lead to projects that are induced by other kinds of travel patterns, such as new commuting to work patterns which we will see more of as the population grows," Sander said.

311-Style Centralized Call Center

One of the customer needs identified by the MTA's Customer Service Initiative is easy access to streamlined information. As MTA customers increasingly use more than just one of the MTA's operating agencies on a regular basis, information should be centralized and seamless. The MTA is exploring a plan to create one designated customer service phone number, similar to 311, where MTA customers would reach a call center that could provide seamless transportation information for all MTA services.