



## MTA Press Releases

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Press Release

December 18, 2007

NYC Transit

IMMEDIATE

### MTA NYC Transit's Statement on Subway and Bus Riders' Bill of Rights

Responding to the needs of subway and bus riders throughout the city, MTA New York City Transit has budgeted nearly \$70 million for enhancements in the areas of quality, safety and security. Additionally, NYC Transit has received approval to begin working towards implementation next year of 32 separate proposals for new and increased services, with an annual value of \$46 million. We hope that city and state legislators will help secure additional funding so that we can make further improvements to the system.

Combined, these efforts will improve the commutes of the millions of daily subway and bus riders who depend on NYC Transit to provide safe, dependable and efficient transportation services throughout the city. Over the past year, customer communications has taken a decided leap forward with web updates outlining service problems and even a web page to alert riders to an elevator that may be temporarily out of service.

In order to help keep customers informed, Public Address Customer Information Screens have been installed on the Canarsie Line and are currently being installed in 156 other stations around the system. Subway customers are also kept informed by NYC Transit's E-Mail alert system, which notifies subscribers of weekend service diversions due to maintenance.

Customers will benefit from an overall improvement in the cleanliness and appearance of subway cars, stations and buses while being able to take advantage of enhanced services. Funding for track cleaning is being increased with an eye towards reducing the number of track fires and trains with emergency brake activation-both of which contribute to delays.

The dependability of the system's elevators and escalators will benefit from the same type of scheduled maintenance program that boosted subway car reliability from a dismal fleet wide average of 8,000 miles between breakdowns to more than 150,000 miles today.

Customer security will be addressed by the formation of Emergency Response Teams, trained and available to respond to emergencies in the system.

Of course, our customers can also help us provide efficient and dependable service for everyone who rides NYC Transit subway trains and buses. In fact, some forms of subway and bus etiquette can actually help speed up service and make for a far more pleasant ride.

Step Aside - to let riders off before they board. If you are a bus customer, move to the rear of the bus and exit through the rear door. On subways, especially during rush hours, customers should move to the middle of the car - not clog doorways - so more people can board. Also, customers can actually create more room by removing backpacks and other large bags so as not to intrude on others' space.

No one likes a dirty environment. Customers should take their newspapers with them and throw trash into the platform receptacles - not leave papers on platforms or trains. Customers should also try to avoid eating on the subway - or if they do, riders should take their food and containers with them when they leave.