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Press Release

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[NYC Transit](#)

IMMEDIATE

MTA NYC Transit's Response to Straphangers Campaign's State of the Subway

For the past two years, through our innovative Rider Report Card (RRC) initiative, MTA New York City Transit has sought customer feedback on subway service while at the same time soliciting their advice on the desired improvements and the order in which they would like to see them accomplished. Information gleaned from the RRC surveys has given the system's Line General Managers – who are empowered to make decisions on the operation of their respective lines – the roadmap for the improvements to the system's conditions and services our customers want to see most.

We are grateful for the Straphangers Campaign's acknowledgment of service improvement along the first two Line General Manager routes – the L and the 7 – and the overall improvement in subway service.

In the area of subway car reliability, the Straphangers Campaign notes poor car reliability performance on the C, and we concede that the C has an older fleet of cars which is scheduled for replacement. However, on the issue of car fleet performance it should be noted that the entire fleet's Mean Distance Between Failures (MDBF) 12-month average now stands at nearly 140,000 miles, compared to less than 90,000 miles in 1999. The improvement is due in part to the new R160 subway cars which are now replacing the oldest cars in the fleet and in part to enhanced maintenance of the existing fleet. Our passenger surveys show marked improvement in customer satisfaction on lines where these new cars have been deployed.

NYC Transit maintains a strong commitment to providing safe, reliable and efficient mass transit services and has determined that the best way to accomplish this is by soliciting customers' views and opinions and having a strong team in place in the field to make certain the job is done.