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Press Release

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[NYC Transit](#)

IMMEDIATE

### MTA New York City Transit Testing Real-Time Train Arrival information

#### *6 Line Gets First Signs in the Bronx*

Real-time train arrival messages are now available in five stations along the Pelham 6 Line in the Bronx. Though still in the initial testing phase, this marks an important milestone in the effort to provide MTA New York City Transit's subway customers with up-to-date travel information employing 21st Century technology. This is a major component of the Metropolitan Transportation Authority's effort to substantially upgrade customer communications across its entire network.

Designed to take the guesswork out of waiting for a train, the Public Address Customer Information Screen (PA/CIS) provides train arrival messages in audio and video. The messages indicate when the next two trains are due to arrive at the station and their destinations.

"Based on information provided by the subway's electronic monitoring system, these signs are extremely flexible and customer friendly," explained NYC Transit President Thomas F. Prendergast. "Our customers have long been accustomed to having to guess when the next train will arrive and, of course, we are well aware of the complaints about poor quality public address systems in the subway. With this system we are taking a quantum leap forward in customer communications and the information we are offering."

Aside from train arrivals, the system also allows NYC Transit to provide both audio and visual messages to customers, keeping them fully informed about service delays or emergency situations. The system will be rolled out incrementally throughout the next year with 152 stations on the numbered lines operational by the first quarter of 2011. PA/CIS was first introduced along the Canarsie L line in January 2007.

The information distributed through the PA/CIS system originates from NYC Transit's Rail Control Center (RCC). From the RCC, Customer Service Agents provide subway customers with service status and other information either as audio only, visual only, or as synchronized audio and visual information.

The messaging equipment is now operational in the Brook Avenue, Cypress Avenue, E.143rd Street-St. Mary's Street, E. 149th Street and Longwood Avenue Stations. The system includes signs and speakers which are located on the platforms and in the fare control areas prior to entering the station.

[Image of station with signs](#)