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NYC Transit   IMMEDIATE

SUBWAY DELAY VERIFICATION NOW A FEW CLICKS AWAY

On-line Program Speeds Up Process

Track work, mechanical problems, sick customers and police investigations are just a few of the reasons a subway ride can be delayed on any given day. In a system that provides more than 8,000 train trips during an average weekday, with close to 600 trains in operation during the height of the rush hour, there are bound to be some unavoidable delays. Now, riders seeking to confirm a subway delay can do so as soon as they reach their final destination, thanks to a new on-line Delay Verification program being offered as a customer service by MTA NYC Transit.

"Our goal is to provide safe, reliable and on-time subway service," said NYC Transit President Thomas F. Prendergast. "While we do our best to make sure every trip is on time, things can and do happen. With this new service, any rider who needs it can easily request and obtain the necessary delay documentation for school or work," added Prendergast.

The on-line program, designed to be both customer friendly and cost effective, can be found at http://enterprise.mtanyct.info/delayverify. It was developed by programmers from NYC Transit's Applications/Internet Technologies group, with the input of the Customer Services Division in Corporate Communications. Customer Services researches and responds to roughly 3,000 subway delay verification requests each month. In 2009, the unit processed and mailed 36,657 delay verification requests to satisfy customer requests. By using email to respond to customer verification requests, the on-line service will help to reduce postage and other mailing costs, while increasing efficiency.

The program allows customers to seek information on delays that occurred within the past 90 days. In filling out the electronic request form, customers are asked to supply their name, email address and information about their trip starting with the date, subway line, starting time and station, transfers made and final destination and time of exit from the system. There's also room where customers can provide a short explanation of the delay they experienced.

Upon submitting their request, customers receive a confirmation email, complete with a reference number that can be used to inquire about the status of a request. Verifications will be emailed to customers anywhere from 5 to 15 business days.