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Press Release

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[NYC Transit](#)

IMMEDIATE

MTA Launches Email Alert Notification for Elevator and Escalator Status

Provides Real Time Updates in the Event Equipment is Out of Service

MTA New York City Transit is now offering customers the opportunity to receive up-to-the-minute updates on the status of elevators and escalators through a new email alert notification system. Riders can sign up now at <http://www.mta.info>.

"We're working harder than ever to ensure that our escalators and elevators operate as designed, but there are times when our equipment is out of service for planned maintenance or occasional outages," said NYC Transit President Thomas F. Prendergast. "This new email alert will help our riders avoid the frustrating experience of arriving at a station only to find that the elevator or escalator isn't working."

While customers have been able to access elevator and escalator status on the MTA website since 2008, this additional step will automatically notify customers who sign up for the email alerts. The system as a whole was developed in-house by the Internet Applications Group of NYC Transit's Technology & Information Services.

"With the addition of E&E alerts we are expanding our "Know Before You Go" philosophy of sharing information with customers regarding service conditions before they leave home, work or school. Given the need of customers with disabilities and those with medical issues who depend on these pieces of equipment during their daily commutes, we feel this will be a hugely beneficial and successful program," said Paul J. Fleuranges, Senior Director of Corporate and Internal Communications.

Customers can subscribe to as many locations as they need. They can subscribe by borough and station. When they pick the station, they will be able to pick a particular elevator or escalator. After subscribing, customers will receive an alert when an outage occurs. A second email alert will be issued once that piece of equipment is back in operation.