



MTA Press Releases

Select Language | ▼

Press Release

March 28, 2018

[NYC Transit](#)

IMMEDIATE

NYC Transit President Andy Byford to Take Questions on Twitter

Transit Leadership Will Speak Directly With Riders During @NYCTSubway #AskNYCT

As part of an ongoing effort to improve transparency and customer service for transit users, MTA New York City Transit President Andy Byford, in a first for any MTA agency head, will host an online chat with transit riders tomorrow.

Byford will chat with riders on Thursday, March 29 from 10:30 a.m. to noon, from the subway Rail Control Center and using the hashtag #AskNYCT on the @NYCTSubway Twitter handle.

While this chat will focus on subways, President Byford will take questions on any aspect of New York City Transit. The chats will be a monthly event, with the next one focused on buses and Access-A-Ride paratransit service. Future chats will feature other members of NYC Transit leadership as well.

"I think it's important to have regular and direct contact with transit riders – that's why I ride subways and buses everywhere and why I'm excited to do these chats," said Byford, who has held similar sessions as the head of Toronto's public transit system. "Other members of my staff will be more engaged with customers than ever before by also participating in these chats."

NYC Transit's new Chief Customer Officer Sarah Meyer, who was appointed by Byford and started in the new position earlier this month, will join him in tomorrow's chat session.