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IMMEDIATE

New York City Transit Launches Quarterly Customer Commitments

New Approach Promises Meaningful Improvements Each Quarter With A Clear Emphasis on Accountability

MTA New York City Transit unveiled its inaugural Customer Commitment today, a new quarterly document that will deliver time-bound, customer-focused improvements throughout the system. The Customer Commitment will be released four times a year, with each issue setting forth clear goals for which customers can hold NYCT accountable. This report builds upon the work set forth in the Subway Action Plan in addition to introducing entirely new improvements based upon areas that customers want to see improved. NYCT President Andy Byford spearheaded a similar endeavor during his time leading the Toronto Transit Commission.

"Two months ago I introduced Fast Forward, our plan to aggressively modernize the entire system over the next several years. Our efforts at making that case continue unabated. We know our first priority is to get our customers from A to B, quickly, safely, and reliably, but there are also improvements that we can deliver right now to improve other aspects of our service," said Andy Byford, New York City Transit President. "The quarterly customer commitment is simple and concise: it's a straightforward list of items we're vowing to get done right away, things for which our customers can hold us to account. It's our way of being transparent and showing New Yorkers that we can create incremental improvements that make a difference in their everyday lives"

The first improvements cited in the inaugural Customer Commitment, launching today on <https://new.mta.info/CustomerCommitment> and on NYC Transit's various social media accounts, include repairing switches at critical, high-traffic locations; installing new public address systems at 13 stations; launching a completely redesigned Staten Island express bus network; publishing a new accessibility guide for subway and bus customers; and shortening the wait times for the 511 call center and for replacing lost Reduced-Fare MetroCards. Commitments this quarter also include the deep cleaning of 15 stations in critical need of attention; the installation of continuously welded rail for more reliable service; and working with the NYPD to target 11 traffic hotspots across the city that slow down bus service.

"It's important for New Yorkers to know that we are listening to their concerns and that we are spending their money wisely on things they want," said Sarah Meyer, Chief Customer Officer at New York City Transit. "The quarterly Customer Commitment will help tackle some of the very sorts of frustrations we're hearing from our riders. Please know that we are listening and working tirelessly to bring about tangible improvements."

Progress on the Customer Commitment will be presented quarterly to customers at <https://new.mta.info/CustomerCommitment>, on social media, at digital kiosks in subway stations, and at meetings of the MTA Board's Transit Authority Committee. An update on the inaugural Customer Commitment will be delivered in October.