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Press Release

November 8, 2019

[NYC Transit](#)

IMMEDIATE

MTA Announces One Millionth Follower on NYC Transit Subway Twitter

Celebration Includes Release of Mean Tweets Video; Transit President Andy Byford Lends British Accent to Rendition of Caustic Messages Tweeted at Subways Account

The NYC Subway Twitter feed, known for keeping New Yorkers and tourists updated on subway service changes, diversions, and planned work got its one millionth follower at 7:08pm on November 8. The account, which launched in 2009, is also known for musing on the vagaries of transit life, including its “that’s a bad idea” tweets. For example, when a man was reported to have set his hat on fire inside a moving 6 train, the feed noted it was “a very bad idea”.

To mark the milestone, MTA NYC Transit released a video in which employees, many of whom write and post the account’s tweets, read some of the meanest messages that have been tweeted at Transit. Hilarity ensues.

“We are glad NYCT Subway and NYCT Bus have proven to be such helpful resources,” said Sarah Meyer, NYC Transit SVP & Chief Customer Officer. “I’d like to thank Transit customers for being our eyes and ears, and helping us improve over the years.

“Just last month, we received over 50,000 messages from our customers and we will be continuing to make our Twitter feed, as well as many other digital touchpoints, even more helpful in the coming year.

“I would also like to thank the great digital communications unit for their unending patience, persistence and optimism, through every manner of subway life anomaly.”

Link to Mean Tweets video <https://youtu.be/HLpZP6hvlpw>

Screen shot of NYCT Subway Twitter page at 7:08pm on 11/8/2019.