



NYPIRG **Straphangers Campaign**

A project of the New York Public Interest Research Group Fund

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RESPONSE TO MTA'S STATEMENT ON 2014 SUBWAY REPORT CARD (July 30, 2014)

In response to our annual subway report card issued today, the MTA says: "The Straphangers Campaign's latest report offers nothing that isn't already available on our website." Oh, yeah? It is just not so:

- We provide the "mean distance between failures" – which is a measure of subway car mechanical breakdowns – for each subway line. In our experience, riders want subway performance measures by their line, which we strive to do through the report card.
 - On its website, the MTA only provides the MDBF for the whole system combined. <http://web.mta.info/persdashboard/performance14.html>.
 - In its monthly reports, NYC Transit provides breakdown rates by car model (i.e., R68) – incomprehensible to most riders. http://web.mta.info/mta/news/books/pdf/140728_0930_transit-bus.pdf (Chart 11)
- We provide a measure for crowding, Transit doesn't.
- We tell riders how often their trains run, making the information accessible. The MTA has dozen of pages of schedules. Math skills not required, but quite useful.
- We present the information in a rider-friendly way, working to rescue the data from inch-plus NYC Transit "books" that scream "Nothing interesting here."
- We give one overall rating to each of the major subway lines so that riders – who may agree or disagree with us – can see where their line ranks overall. Transit doesn't.

That said, we credit the information as official transit data up front. For example, there's no disagreement that the breakdown rate for subway cars has significantly worsened.

NYC Transit could do a lot better job making its performance measures meaningful to its customers. Until Transit does, subway and bus riders will turn to us for information on how their subway lines are doing.