



**STRAPHANGERS CAMPAIGN TO MTA:  
DON'T SPURN COMPTROLLER'S OFFER OF "TOUGH LOVE"**  
Wednesday, April 6, 2016

Three things I've learned about MTA efforts to measure how the subways are doing:

First, few believe a word (or a number or a letter) the MTA has to say. A generation subjected to severe crowding and growing unreliability is neither happy nor overly optimistic.

Second, it's not easy to rate subway service. Read today's audit by Comptroller DiNapoli on this very topic, as the MTA and its tough love critics ping pong their 8th grade math skills around the audit. Reasonable people can disagree. Among the reasonable, I count:

New York State Comptroller Thomas DiNapoli, who today issued one of the most thoughtful analyses of how to evaluate subway service that I have seen in 30 years as a transit advocate. Yes, that would be the audit with all the ping ponging; and

MTA Chairman Thomas Prendergast who made a genuine effort to overhaul subway performance measures when he was President of the Subway Division and could go toe-to-toe with the Comptroller for reasonableness and thoughtfulness.

Which leads to my point three:

Gentlemen: don't just stand there like you are hopelessly waiting for a seat at rush hour.

Revamp the MTA's performance measures with the help of some outsiders; say math stars, or the 538ers that live by statistics, and the savvy in business and government.