



**STATEMENT IN RESPONSE TO NYC
TRANSIT COMMENTS
ON ANALYSIS OF MTA ELECTRONIC ALERTS
May 6, 2014**

A few thoughts:

1. The MTA says that riders should respond to alerts by considering changing their planned route to home or work. But at the same time the agency says it's wrong to analyze the alerts for what they say about the overall quality of service. Really?

2. NYC Transit says its "wait assessment" operating measure is the one to use. The problem is, all Transit's major operating statistics are growing worse. The following numbers are Transit's 12 month averages as of January 2012 and 2014, basically calendar 2011 and 2013:

- Mean Distance Between Failures: Dropped from a failure every 171,431 miles in 2011 to a more frequent failure every 147,965 miles in 2013
- Terminal Delays: Went from 22,293 in 2011 to 31,659 in 2013
- Wait Assessment: Went from 78.8% in 2011 to 78.5% in 2013
- Terminal On-time Performance: Went from 85.5% in 2011 to 80.9% in 2013

3. The Straphangers Campaign believes that all these statistics add up to a need for Transit to improve its operations.

4. We agree strongly with NYC Transit and "urge all [riders] to sign up and benefit from this invaluable service [alerts.]"