



# PCAC

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### Where Are the Riders in the MTA Transformation Plan?

“The words ‘rider’ and ‘commuter’ don’t appear at all in the final MTA Transformation Plan presented by AlixPartners today. Shouldn’t a plan to dramatically reform the system that nearly nine million people use every day focus on tangible changes that they can see in service and project delivery? Shouldn’t riders have a chance to weigh in on such a monumental change? The report recommends meeting with stakeholders and collecting additional input. We can’t think of anyone with a bigger stake in the future of the MTA than its riders. Therefore, we reiterate our call for a 45-day public comment period with forums – which include Q&A sessions – around the region to collect additional input.

“The plan is significantly more detailed than the one voted on by the MTA Board in July, and raises concerns that instead of being a blueprint, it is a directive. What we see is a ten-year reorganization plan crammed into three years, and written in twelve weeks. It recommends breaking down silos by creating new silos, including a gigantic one headed by the chair. While there are some seemingly worthwhile recommendations, it essentially recommends creating one powerful position overseeing every key function and taking key – and critical – responsibilities away from the agency presidents who are responsible for getting riders where they want to go safely, reliably and on-time.

“At the same time, the report includes reference to a draft FY2020-24 capital plan that no one – not even the MTA Board – has seen. It talks about the cost overruns and disruptions caused by the delay in the last capital plan, but provides no timeline for release of the next. In part that plan delay was caused by the CPRB, but nowhere do we see a call for an expedited or public review: Riders deserve both.

“We will continue to go through the details and recommendations with an eye on the riders we represent. We only wish there had been a section of the report dedicated to them.”