



NYCTRC

NEW YORK CITY TRANSIT
RIDERS COUNCIL

2 BROADWAY, 16TH FLOOR, NEW YORK, NY 10004
(212) 878-7087 • mail@pcac.org

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Testimony of the NYCTRC to the MTA Board on NYCT's subway's Major Incident Metric's Worst Performing Lines MTA Headquarters, 2 Broadway, New York, NY

October 23rd, 2017

Good morning, my name is Ellyn Shannon I am with the Permanent Citizens Advisory Committee to the MTA.

On behalf of the New York City Transit Rider's Council, I am here today to acknowledge the value of the new Subway Dashboard. It's a large step forward for riders and all subway stakeholders. I'd like to talk to you about one of the new metrics the dashboard is tracking. The # of Major Delay Incidents.

This metric identifies the number of times when more than 50 trains are delayed due to a single incident. We examined data from July 2016 thru July 2017 before the Subway Action Plan was initiated and found that five lines, the **6, 4, 5, F and N** had the largest number of Major Incidents.

Of these, the 6 line came in first place with 90 Major Incidents, followed by the 4 with 85, the 5 and F lines tied for 3rd with 83, and the N with 62. This averages to about 6.7 per month, some lines had as many as 9 and 10 incidents in a month, and the F line topped it out with 2 major incidents in June, all before the Action Plan was in place.

So riders are suffering in the greatest extreme on these 5 lines. The Transit Riders Council will be looking to the Action Plan to dramatically improve these numbers in the year ahead for the greatest improvements.

We would like to draw the Board's attention, the State's attention and the City's attention to these lines as the Action Plan proceeds and galvanize the funding partners to insure the Plan is financially supported to the fullest and made a great success. Because this City cannot come to a standstill. It is bad for every stakeholder and especially for the residents of this City.