



Overview

The PCAC staff and rider Councils had their hands full in 2010 fighting service cuts and fare increases, a result of Albany's withdrawal of funding. Many hours were spent attending hearings across the region, giving testimony and recommending against these painful measures. Instead, the legislature passed the unpopular payroll tax, which particularly aggravated the suburban counties. In New York City, the pressing financial crisis forced NYCT to remove station booth agents before adequate cameras and intercoms could be installed. In addition, a variety of subway lines and bus routes were curtailed or dropped. The MTA and the operating agencies also had to tighten their belts internally: staffing cuts and department consolidations were the responses. To add to the frustration, winter storms in January and December once again showed the MTA organization

unable to effectively provide adequate emergency communications and services to riders; the significant number of stranded passengers across all three agencies during these weather conditions was unacceptable.

The MTA did move forward on several fronts – increased use of technology, more transparency on the website, more safety and security at station hubs and tunnels, and development of an improved standardized customer satisfaction survey for the agencies. In addition, it was of some comfort to see leadership at Headquarters and the Agencies remain in place and provide stability and continuity. Despite these positives, it can only be said that, overall, the year was not a good one for the riders.

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William K. Guild - *First Vice Chair*
James F. Blair - *Second Vice Chair*
Andrew Albert
Maureen Michaels
Michael J. Sinansky

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Thomas C. Jost
Trudy L. Mason
Edith M. Prentiss
Sharon Santa Maria**
Burton M. Strauss, Jr.

*MTA Board Representative

**Stepped down within the year

2010 Reports and Documents

Minutes Matter: A review of performance metrics at the MTA

Don't Count on It: A Study of Weekend Service Diversions

False Alarm: A study of NYC Transit Emergency Exit Gates

2009 Annual Performance Review of the MTA

All reports and documents listed are available online in PDF format at <http://www.pcac.org>

PCAC

PCAC spent considerable time in 2010 working on performance metrics. The result was an important research report, *Minutes Matter*, describing the on-time performance measures reported by the agencies and the lack of accountability for delays caused by canceled trains. As a result of this effort, we were able to persuade the commuter railroads to publish the daily number of canceled and delayed trains, along with cause, on the MTA website in a searchable database. This was a major step forward in trying to better capture the rider experience.

We also issued our annual performance review of the MTA for 2009 and weighed in on a variety of initiatives, including Select Bus Service, the 34th Street corridor, the development of Moynihan Station, and the Mega Capital Projects. A highlight was the visit by Chairman and CEO Jay Walder at the March Quarterly meeting where he warned us of the tough financial challenges that were ahead.

MNRCC

The MNRCC held its annual President's Forum in April with MNR President Howard Permut and his senior staff. Key topics were the proposed service cuts and cost saving measures to be implemented during the year, and the projected arrival of the long anticipated M8 cars for the New Haven Line. The Council continued its outreach campaign by placing newly created informational posters in key stations and meeting with leaders of several communities and representatives of the NYS Assembly's Hudson Valley Republican Conference. Council members and PCAC staff were also busy attending meetings for the on-going regional study projects, West of Hudson Transit Access Study and the Tappan Zee Bridge/I287 Corridor.

In August, Council members toured the construction tunnels under Grand Central Terminal that will accommodate LIRR's new East Side Access Station.

Transition: Chair Gerard Kopera from Westchester County stepped off the Council in 2010, while Neal J. Zuckerman was appointed to fill the vacant position from Putnam County.

LIRRCC

The LIRRCC vigorously pushed the LIRR in 2010 to improve their ticket collection record, clean-up the right-of-way, improve communication during emergencies, improve station maintenance and hours and to address a variety of issues that surrounded the Hall Tower Fire and severe winter snowstorms. Thanks to actions by Chair Maureen Michaels, the MTA was convinced to improve and standardize the customer satisfaction surveys across all agencies. The Council also championed the preservation of Nassau County's Long Island Bus service, an important connector service to the Rail Road.

The Council's busy year also featured new brochures to assist with community outreach efforts; a well-attended transit-oriented development (TOD) forum, held in partnership with Vision Long Island in Hicksville and featuring national and regional experts on the topic; a field trip to the Penn Station Control Center; and numerous meetings with elected officials.

Transition: Ronald Breuer, Council member from Suffolk County, stepped down during the year.

NYCTRC

The NYCTRC began the year focused on retaining the 500 station agents that NYCT planned to remove from the system; eventually more than 200 were let go leaving riders at many stations unable to quickly summon help in an emergency. The Council also provided input to NYCT on new service diversion posters and revised performance indicators; and, it was at the Council's suggestion that luggage racks were installed on all buses serving airports.

NYCTRC's report, *Don't Count on It: A Study of Weekend Service Diversions*, found that actual headways on many observed trains substantially exceeded schedules. Another Council report, *False Alarm*, examined the misuse of subway slam gates and received wide media coverage. Other NYCTRC activities include the annual President's Forum and special tour of the state-of-the-art, "green" Corona Maintenance Facility.

Transition: Sharon Santa Maria, the Brooklyn Borough President's representative, retired and was replaced by Christopher Greif.