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**Statement of the New York City Transit Riders Council
On the New York City Transit Operations Report
The NYC Transit Committee
MTA Headquarters, 2 Broadway, New York, NY**

June 18, 2018

I'm Ellyn Shannon, the Associate Director of the Permanent Citizens Advisory Committee to the MTA. The Transit Riders Council has been in talks with Transit for several years regarding how delays are reported in the Transit Committee book. We very much appreciate the efforts and changes that have been made by President Byford and his team in recent months.

Its also great to see that you've been able to reduce the lag time for reporting several performance indicators so this month we can see May's performance, rather than waiting until next month!

We are also happy to see many of your 12 month trend lines turning in the right direction:

- Weekday and Weekend major incidents down over the last 12 months.
- MDBF 12 month Up!
- Elevator/Escalator trending Up!
- Service Delivery for both Weekday and Weekend is improving, thank you for the greater schedule adherence! While schedule revisions were required to make this happen in the short term. We look forward to what is learned from the timer analysis to help improve the run times.

The system's resiliency once an incident occurs is also a critical improvement we are watching for.

While avg. trains per incident remains a struggling area you have managed to decrease the time it takes to recover from an incident over the year and that is not insignificant, hopefully the trains per incident reductions will follow shortly.

Thank you for all the work NYC Transit has been doing to improve the passenger experience. It is still a long road ahead, and further Operational and Capital investments are critical to keep this momentum going.