



# NYCTRC

NEW YORK CITY TRANSIT  
RIDERS COUNCIL

2 Broadway, 16th Floor, New York, NY 10004  
(212) 878-7087 [mail@pcac.org](mailto:mail@pcac.org)

ANDREW ALBERT CHAIR · MTA BOARD MEMBER · PUBLIC ADVOCATE REP.  
BURTON M. STRAUSS JR. VICE CHAIR · MAYORAL REP.

CHRISTOPHER GREIF · STUART GOLDSTEIN · WILLIAM K. GUILD  
MARISOL HALPERN · KAREN HAMILTON · CICELY HARRIS  
SHARON KING HOGE · TRUDY L. MASON · SCOTT R. NICHOLLS

LISA DAGLIAN EXECUTIVE DIRECTOR  
KARA GURL RESEARCH & COMM. ASSOCIATE  
JESSICA SPEZIO ADMINISTRATIVE ASSISTANT

## **NYCTRC Statement Great Steps Towards a More Rider-Focused Approach to Transit December 8, 2022**

Andrew Albert, Chair of the New York City Transit Riders Council (NYCTRC) and MTA Board Member, and Lisa Daglian, Executive Director of the Permanent Citizens Advisory Committee to the MTA (PCAC) said:

“Improving communication and assistance for riders contribute to a better transit experience, so we’re glad that the MTA and Local 100 have come to an agreement that will do just that. Riders—whether they take the train every day or are visiting the city from afar—will be glad to see station agents in their expanded role beyond the booth near turnstiles and MetroCard (and soon, OMNY) machines or on platforms to answer questions and give direction. Station agents are often the first face of the MTA that riders see when they enter the transit system. They know most about the stations and network they work in and around and are best equipped to help navigate the complex system. Having more people on platforms and walking around stations multiple times per shift also offers an extra sense of safety, which is particularly important as the MTA pushes to regain ridership. With their new primary role outside the booth, we look forward to hearing more details about how these underground agents will be trained and redeployed, along with what steps will be taken to provide any additional support and protection they may need.

“This announcement is a great evolutionary step in a more rider-focused approach to service, which we applaud.”