



Metropolitan Transportation Authority

State of New York

A Message from Chairman Joseph Lhota:

I feel like I've come home. The MTA has been part of my life ever since I was a little kid growing up in The Bronx. Some of my earliest memories are of my grandmother teaching me how to transfer from one subway line to another. (It took two fares and a token cost 15 cents!).

I learned at an early age that our subways, buses, commuter rail lines and bridges/tunnels are the circulatory system that provides the life blood to make the economy of the NYC metropolitan area grow and flourish.

I'm returning to the MTA to help get it BACK ON TRACK by transforming how we do business. I want this organization to change and to be recognized for its *efficiency* and *effectiveness*.

Today, no one thinks of the MTA as either efficient or effective.

Our customers are right; we aren't very good right now. We're not providing the quality service that they deserve. We need to change that by providing high quality service to all of our customers, modernizing our equipment, developing dynamic repair and maintenance programs, creating a robust 21st century customer communications plan, and providing a rigorous training and development program for the MTA workforce.

I know that together, the men and women of the MTA will change this situation. I know because I saw firsthand what you can do when faced with a daunting challenge. In 2012, I witnessed your "can-do" spirit following the devastation of Superstorm Sandy. The storm was so ferocious, it shut down the entire region. Against all odds, all of you came together to quickly open the subways, as well as the railroads, bridges and tunnels.

The brightest light in our region's darkest moment was all of you - the MTA workforce. Let's ignite that spirit and get BACK ON TRACK for the benefit of all of our customers and the region.

The agencies of the MTA

MTA New York City Transit
MTA Long Island Rail Road

MTA Metro-North Railroad
MTA Bridges and Tunnels

MTA Capital Construction
MTA Bus Company

Last week, Governor Cuomo declared the MTA to be in a “state of emergency.” I view this declaration as an opportunity for all of us. It’s a wake-up call to re-focus on our mission, think fresh and take immediate steps to make the MTA a highly reliable organization providing highly reliable service.

To begin, I promised the Governor that I would deliver two reports.

First, in the next 30 days, we will conduct a thorough review of the organizational structure of NYCT. This review will be a “top-to-bottom” audit of how we manage and how we get work done. We will recommend how best to restructure and rebuild to meet the very urgent challenges facing our system.

Next, in 60 days, we will issue a roadmap for how to improve the subway system and build a dashboard that presents the metrics of how we are doing. This dashboard will be updated frequently and must be transparent. It will not be just a tool for the MTA, but a report card to the public on our progress.

This review will examine faster ways to replace our obsolete and vulnerable signal system. It will focus on how to modernize and maintain a customer-centric communications system; how to acquire subway cars faster; how to maintain the track and rolling stock in states of good repair, and how to keep the system safe and reliable. It will also focus on our workforce and their development and training needs.

This roadmap will be the first step in making the MTA both efficient and effective.

The MTA has a lot to be proud of - - nearly 9 million customers throughout the region rely each day on the subways, buses, commuter trains, bridges and tunnels to get to work, home, health care, educational institutions, and other everyday destinations.

We have some 70,000 employees who work hard every day to serve our customers. Together, we are going to make the MTA more modern, resilient and reliable. Together, we are going to get the MTA BACK ON TRACK.

Let’s get started.

