

A and C Train Review Working Group

December 11th, 2014

Carmen Bianco
President
MTA New York City Transit
2 Broadway
New York, NY 10004

Dear NYCT President Carmen Bianco:

Thank you for agreeing to conduct a Full Line Review of the A and C trains. These trains are essential lifelines serving countless communities in Queens, Manhattan and Brooklyn, and we appreciate your commitment to study service on the line and make necessary improvements.

We have come together to form the A and C Train Review Working Group, comprised of elected officials, community organizations and transit advocates representing the communities that rely on A and C train service. The group is convened by the Riders Alliance, the Straphangers Campaign, Brooklyn Borough President Eric Adams, and State Senator Daniel Squadron.

We write to request that the upcoming Full Line Review study prioritize concerns that our communities have identified, as spelled out in this letter. We also make recommendations for improvements that are of particular importance to riders.

Specifically, our working group has identified the following issues that we request this Full Line Review take into account:

1) Service Levels

The A and C trains are notoriously crowded during both the morning and evening rush hours. Riders cope with severe crowding and are often forced to squeeze uncomfortably close together or to wait in the station for trains to pass before boarding one that has room. In the past, Full Line Reviews have successfully addressed a number of similar service level concerns.

We request that the Full Line Review study:

- Levels of crowding, particularly during the morning rush hours
- Causes of crowding on the trains
- Frequency and reliability of service, including whether the line is running at capacity
- Feasibility of running full-length trains and newer trains instead of shortened, older C trains

- Service levels to Lefferts Boulevard in Queens vs. to the Rockaways

2) Station Conditions

Stations along the A and C trains have gone years—in many cases decades—without significant renovations and upgrades.

We request that the Full Line Review consider the following possibilities for station improvements:

- Reopening station entrances that have been closed, particularly in communities that have experienced population growth in the intervening years
- Targeting A and C train stations for component upgrades and repairs, for example stairways that are broken or areas where water leaks causing flooding or damage (we suggest that this information be updated annually)
- Including in the report 1) the number and kind of station components on the A and C in need of repair or replacement and 2) a time frame for conducting those repairs
- Improving routine maintenance of A and C train stations, for example increased trash pickup and station cleaning

3) Communication with Riders

As seen with previous Full Line Reviews, especially on the G train, rider communication and signage improvements can significantly improve service. Because of older stations and equipment, A and C train riders often are unable to receive real-time information that would alert them to service changes—many of us have heard complaints from riders about service being interrupted or canceled with no audible or visible notification to riders who are stranded waiting for a train. Additionally, smaller steps could help riders orient themselves and have a better experience in the subway.

We request that the Full Line Review study these potential improvements:

- Installing public address systems that work—both on the trains and in the stations; and including in the report a summation of stations without PA systems or with non-working systems
- Installing countdown clocks in stations, so riders know when their train is expected and can see information about service changes in real time
- Placing wayfinding information at key stations, and helping riders use the A train to access JFK Airport by implementing better signage indicating what train to take and where to get off for AirTrain access to JFK

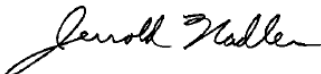
As you conduct the Full Line Review of the A and C trains in the coming months, we ask you to take our recommendations into account. When the review is complete in 2015, we also ask that you present your findings and your plans for improvement to our working group—we would be happy to schedule a time that is convenient for members of your

team. Given the success of past Full Line Reviews, we look forward to the results from this review.

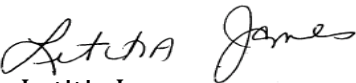
If you have any questions or would like to discuss the issue further, you can reach our working group through the Riders Alliance, by reaching out to Rebecca Bailin at rebecca@ridersny.org or 212-590-9504.


Thank you for your consideration of our input.

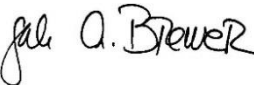
Sincerely,



Jerrold Nadler
Member of Congress



Hakeem Jeffries
Member of Congress



Letitia James
Public Advocate



Eric Adams
Borough President


Gale Brewer
Borough President


Martin Dilan
State Senator



Adriano Espaillat
State Senator



Brad Hoylman
State Senator



Velmanette Montgomery
State Senator

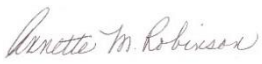

Daniel Squadron
State Senator


Richard Gottfried
State Assembly Member


Phillip Goldfeder
State Assembly Member


Walter Mosley
State Assembly Member


Daniel O'Donnell
State Assembly Member


Annette Robinson
State Assembly Member


Linda Rosenthal
State Assembly Member


Robert Cornegy
Council Member


Corey Johnson
Council Member

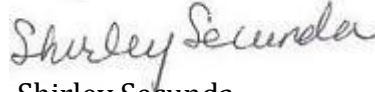

Stephen Levin
Council Member


Mark Levine
Council Member


Donovan Richards
Council Member



Helen Rosenthal
Council Member



Shirley Secunda
Chair, Traffic and Transportation Committee
Manhattan Community Board 2

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Chair, Transportation, Sanitation & Environment Committee
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Community Organizer and Outreach Coordinator
WE ACT For Environmental Justice



Mark Winston Griffith
Executive Director
Brooklyn Movement Center



Helen Pearlstein
Concord Village Owners, Inc.
Board of Directors



John Raskin
Executive Director
Riders Alliance



Gene Russianoff
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