



CITY OF NEW YORK
MANHATTAN COMMUNITY BOARD 10
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DRAFT: Resolution on Transit Rider Bill of Rights

Whereas, the vast majority of New Yorkers have built their lives around the city's transit system;

Whereas, with every bus and subway cut and every canceled line, the everyday experience of millions of New Yorkers changes for the worse; and

Whereas, with the decision of Albany lawmakers to cut \$143 million from the MTA, riders have faced the loss of 2 subway lines, 38 bus routes, cuts to service Citywide and another fare hike in 2011.

Therefore be it resolved that Manhattan Community Board 10 believes that New York City's Transit Riding Public has the right to:

- Reliable travel throughout the five boroughs in an affordable and efficient manner by bus or by train.
- Fare hikes that are only enacted as a last resort when all other funding options have been exhausted, as well as stable funding for the MTA from the State and City, in good times and bad, that does not increase the current proportion of the budget borne by riders.
- Accurate real-time information and clear announcements about when trains and buses will arrive before swiping a Metro Card, or upon arrival at a bus stop.
- Well-lit and safe subway and bus facilities with MTA employees on hand to provide information and respond in case of emergency
- Clean, regularly maintained MTA facilities including subway stations, subway cars, buses and bus stops.
- A more accessible transit system, with level boarding for buses and working elevators and escalators within all subway stations.
- Helpful, courteous service from station agents, bus drivers and other MTA employees to be matched by respect and courtesy from the riding public.
- The official prioritization of operating, maintaining and improving the existing train and bus network.
- Transparent and easily-used lines of communication between riders/MTA with mechanisms in place to address rider concerns and complaints.
- A minimum of one transit worker and one transit rider as voting members of the MTA Board of Directors.