



NEW YORK STATE SENATOR

Thomas K. Duane

Continuing to Seek Improvements in the M15 Select Bus Service

THOMAS K. DUANE April 13, 2011

My office continues to follow up with MTA New York City Transit (NYCT) to address ongoing concerns about implementation of the M15 Select Bus Service (SBS), including ticket machines that frequently jam or run out of paper, leaving passengers unable to purchase tickets. As I noted in my February report, NYCT assured me that it was developing a software update that would enable it to track when machines have run low on paper so that agency crews may refill them as soon as they are empty. NYCT has now informed me that pilot test software will be installed on select SBS ticket machines by the end of April and will roll out to all machines by the end of May. I will continue to monitor NYCT's progress in this and other efforts to improve customers' SBS experience. In the meantime, please continue to report your concerns about SBS to NYCT at (718) 330-1234 and pass along your complaint numbers to my office at (212) 633-8052 so that we may ensure that they are addressed.