

Schedule Adherence complaints fell almost 25 percent in May while Passed Up and Unsafe Operation reports declined five percent and 16 percent respectively. The only major category to show an increase in May was Operator Discourtesy which rose by only three complaint reports from its April level.

During peak hours, the MTA operates more than 1,800 buses on nearly 200 bus routes in a service area of 1,433 square miles which is larger than the state of Rhode Island.

"Considering the large number of passengers we transport every month, the number of complaints is low, but we can do better," added Conner. "I am confident that the addition of new buses coupled with the professional pride of our operators and mechanics will result in even better performance in the months ahead."

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