

Dear Mr. Prendergast,

Our firm understands the difficulty of keeping riders happy while reducing your current budget deficit, and we want to offer you a data-driven solution. We are aware of the MTA's recent campaigns to improve rider satisfaction through major renovations including underground wifi, train countdown clocks, and more regular cleaning and maintenance. However, payroll and overtime are using more of your operating budget than any other expense at 37% of all costs. Reducing those labor costs by even .5 % would pull the MTA out of its deficit, and we have a plan for doing so while maximizing rider satisfaction.

By tracking riders at each of your stations by hour, day of the week, and month we can pinpoint opportunities to perform station maintenance while minimizing inconvenience to riders and maximizing the efficiency of your workers. Trying to install devices or make repairs in a busy station is more time consuming for workers, which means paying more money for slower work, and is disruptive and frustrating for travellers. Working at slow times during the day is less expensive than doing this work at night, when workers will require more pay and be prone to making errors due to fatigue. The best date and time for annual maintenance or one-time installations can be predicted a year ahead of time, while unexpected repairs can be moved to the day of the week or time of day when they will be fastest and quietest.

We hope to talk with you more about using data to save you money and improve the quality of your service.

Sincerely,

Team 1