



## New York City Transit

Ref: A-14856

May 17, 2004

Mr. Edward Hasbrouck  
1130 Treat Avenue  
San Francisco, CA 94110

Dear Mr. Hasbrouck:

This is in response to your recent letter to New York City Transit regarding the fare between the new AirTrain JFK and our mass transit system.

We sincerely regret any difficulty or confusion you have encountered. However, please note that AirTrain is not under the jurisdiction of MTA New York City Transit. The AirTrain is owned and operated by the Port Authority of New York and New Jersey. As such, for information about the John F. Kennedy International Airport's AirTrain, we suggest that you visit their website at [www.airtrainjfk.com](http://www.airtrainjfk.com) or [www.PANYNJ.com/AirTrain](http://www.PANYNJ.com/AirTrain). If you have further questions or concerns, please contact Port Authority at (212) 564-8484. Furthermore, due to the opening of AirTrain, there is no longer free shuttle bus service between JFK and Howard Beach.

As you already know, the cost of traveling to and from JFK via AirTrain is \$5 each way. Customers are able to pay their fare using only Pay-Per-Ride MetroCards at either the Sutphin Boulevard or Howard Beach stations. Additionally, please note that children under 5 years of age ride for free and Unlimited Ride MetroCards are not accepted for AirTrain.

As outlined in our various brochures, Unlimited Ride MetroCards offer customers an unlimited amount of local bus and subway rides, including transfers. Please be aware that you cannot use an Unlimited Ride MetroCard again at the same subway station or on the same bus route for 18 minutes after its last use, unless you are transferring from bus route to another bus route, bus-to-subway, or subway-to-bus. This time restriction is a security measure to ensure that the Unlimited Ride MetroCard is used to pay the fare of only the cardholder. Without this security feature, Unlimited Ride MetroCard holders would have the ability to pay for additional customers. Nevertheless, in response to your letter, we have referred your complaint to supervision in our appropriate operating department for review and evaluation.

If you have further questions, you may call MetroCard Customer Service at (212) 638-7622, from 7:00 a.m. to 11:00 p.m., Monday through Friday, or from 9:00 a.m. to 5:00 p.m., Saturday and Sunday.

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We take the concerns of our customers very seriously and thank you for taking the time to contact us.

Sincerely,

A handwritten signature in cursive script that reads "Antonio Ligonde". The signature is written in black ink and is positioned above the printed name.

Antonio Ligonde  
Customer Services

cc: Nadine B. Dellacona