

NOTICE OF PROPOSED SETTLEMENT OF CLASS ACTION LAWSUIT

Center for Independence of the Disabled, New York, et al. v. Metropolitan Transportation Authority, et al., Case No. 17-CV-2990 (GBD) (VF) (S.D.N.Y.)

A court authorized this notice. This is not a solicitation from a lawyer.

You might be a member of the settlement class if you use or seek to use the New York City subway system and you have a disability that requires you to use an elevator to do so.

PLEASE READ

This notice is to inform you about a proposed settlement agreement. The proposed agreement would settle a pending class action lawsuit brought against the Metropolitan Transportation Authority and the New York City Transit Authority arguing that they discriminate against people with disabilities by: not maintaining station elevators; by failing to inform the public about elevator outages; by not providing adequate signage to describe alternate accommodations and/or accessible routes; and by not ensuring alternate transportation for people who cannot use the subway unless elevators are functional.

In 2026, the Parties reached a settlement agreement in which Defendants agreed to employ a multi-channel approach to notify class members of elevator outages, including:

- Physical and digital signage at street-level and inside stations;
- Spoken announcements on station platforms and on board subway trains;
- Telephone assistance, including a 511 number, the MTA website and mobile application, and an email and text alert service; and
- Future good-faith efforts to implement additional notifications on digital screens if feasible and there is available dedicated funding.

The Settlement Agreement also requires Defendants to provide mandatory customer service training for subway station agents and accessibility training for all employees; to add information to its metrics webpage regarding all current elevator outages; and to acknowledge customer complaints regarding Accessibility Elevator Outages within one business day of receipt.

This case did not seek any monetary relief for class members and no such claims are waived by the agreement. It is only for injunctive relief (access improvements).

TO LEARN MORE, OR TO READ THE FULL NOTICE, VISIT

<https://dralegal.org/case/center-independence-disabled-new-york-cidny-et-al-v-new-york-city-transit-authority-nycta-et-al-sdny/>,

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