Dear [Name of Official],

I am writing as a concerned Queens resident of [neighborhood]. For the past 7+ years, the MTA has been “improving” the 7 line — replacing signals, switches, and track — which suspends, reduces, and diverts 7 train service for multiple weekends throughout the year. In recent years, regular service has seriously degraded. Signal malfunctions, service suspensions, and poor communication from the MTA affect my commute each each and every week. Waiting on the platform for up to 15 minutes or more as well as waiting for 3-4 trains to pass before there is room to board has become routine. Platforms are also dangerously overcrowded during rush hour.

I am concerned for our Borough, my livelihood, and the safety of myself and my fellow riders, some of whom have been disciplined or lost their jobs because of subpar 7 service. Some riders even have witnessed violence and harassment because of overcrowding. I have walked home after having to abandon my train ride with no access to shuttle busses more times than I care to remember. And while that is not a out of the realm of possibility for some riders, if you are disabled or have a very young child, it may be an insurmountable challenge. The MTA must do a better job of providing transparent and more timely communication around service changes, alternative transit routes, and other citywide service changes that affect our train line.

We deserve better. Our issues in Queens predates the planned L train shutdown in Brooklyn and LIRR construction. I am asking you to speak out on our behalf to tell the MTA that Queens deserves better.

We need the MTA to run as many trains as they can everyday — not just during the LIRR/Amtrak construction. The 7 line is over capacity during most of the day and it is irresponsible for the MTA to hold back on service that can be added to the schedule.

We must demand that the MTA create a contingency plan for service interruptions to so that I don’t have to fear falling onto the tracks or missing work. It is not fair that we pay increasing fares and get so little in return.

With thanks,