

**THE METROPOLITAN TRANSPORTATION AUTHORITY
ACTING BY
MTA CONSTRUCTION AND DEVELOPMENT**



**RFI-NGT-1
Request for Information
for
Next-Generation Customer Information Communications System
Technology for MTA's Subway Stations**



Construction & Development

September 15, 2026

Subject: RFI-NGT-1 – *Next-Generation Customer Information Communications System Technology for MTA’s Subway Stations*

Dear Interested Parties:

The MTA Construction and Development Company (“MTA C&D”) is seeking information from firms, contractors, manufacturers and vendors in the railway, communication and technology industries for innovative solutions for communicating information to its customers in the Metropolitan Transportation Authority’s (“MTA”) subway stations.

I am MTA C&D’s designated Point of Contact for this RFI and I can be reached at Andrew.Kraus@mtacd.org. All communications related to this RFI, including Respondent’s RFI response should be directed to me. Responses should be submitted by October 15, 2026 at 2:00 PM.

Thank you for your participation.

Sincerely,

Andrew Kraus

Andrew Kraus
Contract Specialist

1 INTRODUCTION

MTA C&D seeks information on next-generation communications technologies for MTA’s subway system, including innovative customer information, public address, wayfinding, and related systems that enhance the customer experience, improve accessibility, and increase operational flexibility.

This RFI is issued solely to solicit information. It is not a Request for Proposals (“RFP”) and does not constitute a commitment or representation that MTA C&D will issue an RFP in the future. This RFI does not obligate MTA C&D to procure any materials or services, and MTA C&D will not reimburse respondents for any costs incurred in preparing or submitting a response. MTA C&D reserves the right to use any information submitted in response to this RFI without obligation or compensation.

2 BACKGROUND

MTA currently communicates customer service information through static signage, public address systems, digital displays, mobile applications and station personnel. The information delivered includes train arrival time, service changes, station accessibility information, passenger wayfinding and emergency messages and action.

As customer expectations evolve and technology advances, MTA C&D seeks innovative approaches to enhance customer information communication systems, improve wayfinding, increase accessibility, and provide greater operational flexibility.

MTA C&D has committed over \$800 million in its 2025-2029 Capital Program, to modernize subway station customer information communication systems and bring these systems into a state of good repair. Through this RFI, MTA C&D seeks information on advanced customer information communications technologies to inform future planning, testing, and systemwide implementation.

3 INFORMATION SOLICITED

MTA C&D seeks information regarding proposed technologies in any of the following categories:

1. **Next-Generation Public Address Systems** that improve audibility, intelligibility, and relevance of station announcements and include any or all of the following specific capabilities:
 - a. Advanced speaker and amplifier technologies;
 - b. Directional or targeted audio systems;
 - c. Intelligent volume adjustment based on ambient noise;
 - d. AI-assisted announcement generation;
 - e. Multi-language announcement capabilities;
 - f. Context-aware announcement delivery;
 - g. Customer-selectable audio experiences; and
 - h. Priority announcements when multiple feeds/inputs are received.
2. **Digital Customer Information Displays** that communicate real-time information and have any, or all of, the following capabilities and characteristics:
 - a. Dynamic wayfinding displays to display service changes and passenger load information;
 - b. Personalized journey guidance;

- c. Platform-specific information screens;
 - d. Service disruption communication tools;
 - e. Emergency operations mode serving as part of a station's fire alarm emergency voice alarm communications;
 - f. Digital maps and navigation aids;
 - g. Interactive customer information displays; and
 - h. Low-power or energy-efficient displays.
3. **Next Generation two-way customer communications “help points”** that have the following capabilities and characteristics:
- a. Access to real-time assistance;
 - b. Dynamic lighting to guide assistance;
 - c. Filtering input options to accelerate response;
 - d. Language access;
 - e. Live view – visuals to dispatch during call; and
 - f. Integration with other communications systems.
4. **Unified Information Ecosystems** that can connect multiple customer facing channels, including but not limited to:
- a. Public address system;
 - b. Station customer information displays;
 - c. Mobile applications;
 - d. Web-based customer information;
 - e. Third-party navigation platforms; and
 - f. Accessibility tools.
5. **Accessibility and Inclusive Design Technologies** that improve accessibility for diverse customer populations, including not limited to:
- a. Visual alternatives to audio announcements;
 - b. Audio alternatives to visual information;
 - c. Multilingual communication;
 - d. Cognitive accessibility features;
 - e. Technologies supporting customers with hearing or vision impairments; and
 - f. Universal design approaches
6. **Emerging Technologies** that may not yet be widely deployed in transit environments but utilize:
- a. Artificial intelligence;
 - b. Machine learning;
 - c. Computer vision;
 - d. Smart lighting integration;
 - e. Context-aware communications;
 - f. Passenger flow-responsive information systems; or
 - g. Other novel customer information technologies

Regardless of technology category, MTA C&D is particularly interested in solutions that can:

1. Enhance the visual and audible delivery of real-time service information generated by train signaling systems, manually by station personnel, or remote operations staff;
2. Improve the clarity and effectiveness of public address systems;
3. Improve the readability and functionality of customer information displays;
4. Support passenger decision-making throughout the station journey;
5. Improve accessibility for customers with hearing, vision, cognitive, or mobility disabilities;
6. Reduce customer confusion during service disruptions and emergencies;
7. Integrate train arrival information with customer information and with the station's fire alarm system to serve as the fire alarm EVACS (emergency voice alarm communications system);
8. Deliver consistent information across multiple channels;
9. Scale for deployment across NYCT's network and within diverse station conditions;
10. Minimize installation complexity, maintenance requirements, and lifecycle costs;
11. Integrate with existing and future systems through common platforms or back-end systems;

Respondents are requested to provide the following information for each communication system proposed:

1. Company or organization overview;
2. Description of proposed technology, approach, or concept;
3. Transit or transportation deployments, if applicable;
4. Key customer benefits;
5. Accessibility features;
6. Estimated implementation considerations;
7. Approximate capital and maintenance cost ranges;
8. Infrastructure requirements;
9. Maintenance requirements;
10. Scalability across a large transit network;
11. Potential pilot deployment approach;
12. Any relevant case studies or performance metrics;
13. Information about consoles and/or controls for the device(s);
14. Operating system requirements, including back-end data needs; and
15. Interoperability capabilities with other relevant technology.

Respondents are encouraged to identify both near-term deployable solutions and longer-term emerging concepts.

4 SUBMISSION INSTRUCTIONS

Responses should be submitted electronically in PDF format and should not exceed 20 pages, excluding any appendices.