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Press Release

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NYC Transit

IMMEDIATE

Rider Report Card's Next Stop JZ Line

Third Line To Be Graded By Riders

The NYC Transit Rider Report Card switches lines and boards the J Z line beginning Monday, August 27th. NYC Transit staff will be on hand to distribute the cards at stations along the line during morning rush hours through Thursday, August 30. The JZ is the third subway line where riders will be able to grade subway service, and follows distribution of 40,000 cards to riders at stations along the Canarsie L line between Wednesday, August 15th and Friday, August 17th, and the distribution of 88,000 cards to riders of the 7 Flushing Line in July.

The Report Card is similar to the one used on the L Canarsie Line, where riders are asked to mark the line they are grading and then grade 21 specific areas of service from an A (Excellent) to an F (Unsatisfactory). The areas riders will grade include: car and station cleanliness, safety, security, quality of announcements, and the courtesy and helpfulness of front line customer service staff. Riders will also assign an overall grade for JZ service. From this list of 21 service attributes, riders are going to be asked to rank the top three improvements they would like to see made to the line.

"We're analyzing the results for the 7 Line and will report those findings to riders on the Flushing Line very soon," said NYC Transit President Howard H. Roberts, Jr. "When we do, we'll also unveil a plan for how we're going to provide better service in the areas where riders told us we're lacking and want to see improvements."

Results from the 7 and L Rider Report Cards will be posted on-line and in stations for riders to review once they have been tabulated. Report cards will be distributed between 7:30 a.m. and 9:30 a.m. at each station. The schedule for distribution of Rider Report Cards along the JZ line is as follows:

- Monday, August 27th: Broad Street and Fulton Street/Broadway-Nassau
- Tuesday, August 28th: Chambers Street, Canal Street and Delancey-Essex Streets
- Wednesday, August 29th: Bowery and Marcy Avenue - Crescent Street
- Thursday, August 30th : Cypress Hills - Jamaica Center/Parsons-Archer

In addition to the paper self-mailer card designed to be returned at no cost, riders can log on to [www.mta.info](http://www.mta.info) and fill out a card in one of 13 different languages including Spanish, Chinese and Korean. From the time the distribution of the Report Card ends, riders will have two weeks to mail in their response or to complete the survey online.

Riders along the 4 line will get a chance to rate their line between Tuesday, September 4th and Friday, September 7th, when staff will distribute Rider Report Cards along the line, which stretches from the Woodlawn section of the Bronx, along the Lexington Ave corridor in Manhattan to its southern terminal in Crown Heights in Brooklyn.

The Rider Report Card will be expanded to the rest of the subways as follows:

5

M

D

23 (Will also include S 42nd Street Shuttle)

B

E

A (Will also include S Rockaway Shuttle)

C

F

RV

1

G

NW

Q

S (Franklin Ave Shuttle)

6

Notices advising customers when the Rider Report card survey period begins will be posted in stations a week prior to the distribution of report cards.

