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Press Release

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NYC Transit

IMMEDIATE

Final Rider Report Card Results Released for N W6Q1 And Franklin Ave. Shuttle S

The N line begins in the Astoria section of northern Queens and heads south through Long Island City. The line turns east to midtown Manhattan and swings south along Broadway. From Canal Street in lower Manhattan, the N heads to Brooklyn via the Manhattan Bridge. Once in Brooklyn, it travels south on Fourth Avenue and along the Sea Beach Line to Coney Island-Stillwell Avenue. Riders who took part in MTA New York City Transit's Rider Report Card survey issued an overall grade of C- for the N. N riders turned in a total of 6,384 report cards -- 3,994 by mail and 2,390 via the Internet. N line customers gave their lowest grades of D to "Adequate room on board at rush hour." Their highest grade of B- went to "Availability of MetroCard Vending Machines."

The W follows the same route; however, at Canal Street, it continues to the southern tip of Manhattan ending at Whitehall Street-South Ferry. Customers gave the W line an overall grade of D+. W customers turned in 1,174 cards -- 562 by mail and 612 via the Internet. W line customers gave their lowest grades of D to "Station announcements that are easy to hear." Their highest grade of B- was for "Availability of MetroCard Vending Machines." The top three priorities for improvements for riders on the W were "Reasonable wait times for trains," "Minimal delays during trips," and "Adequate room on board at rush hour."

The 6 line operates as the Lexington Avenue local. It begins at the Pelham Bay Park or the Parkchester stations in the Bronx and travels south through Manhattan's East Side to the Brooklyn Bridge-City Hall station. The overall grade for the Lexington Avenue 6 Line was C. 6 line riders turned in a total of 7,261 cards -- 4,992 by mail and 2,269 via the Internet. Riders on the 6 gave a D for "Adequate room on board at rush hour," and several B-s for "Signs in subway cars that help riders find their way," "Lack of graffiti in stations," "Lack of graffiti in subway cars," "Ease of use of subway turnstiles," and "Availability of MetroCard Vending Machines." The top three priorities for improvements for riders on the 6 line were "Reasonable wait times for trains," "Minimal delays during trips," and "Adequate room on board at rush hour."

The 1 Broadway local begins at Van Cortlandt Park in the Bronx and travels south over the Broadway Bridge and along Manhattan's West Side to its terminal point at South Ferry. Riders on the 1 gave the line an overall grade of C-. Out of a total of 9,903 report cards submitted, 7,253 were received by mail and 2,650 via the Internet. The highest grade of B- went to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." The lowest grade of D were for "Adequate room during rush hour" and "Station announcements that are easy to hear." The top three areas of concern for 1 riders were "Reasonable wait times for trains," "Adequate room on board at rush hour," and "Minimal delays during trips."

The Q train begins at 57th Street-7th Avenue in mid-Manhattan. It travels south along Broadway and turns east at Canal Street toward the Manhattan Bridge. Once over the bridge, the Q line travels south and east, eventually running along the Brighton Line to Coney Island-Stillwell Avenue. Q customers submitted a total of 3,481 report cards -- 2,316 by mail and 1,165 via the Internet. The Q received an overall grade of C. The highest grade of B- went to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." The lowest grade of D+ went to "Adequate room on board during rush hour," "Station announcements that are easy to hear," "Station announcements that are informative," and "Train announcements that are easy to hear." The top three priorities for Q riders were "Reasonable wait times for trains," "Minimal delays during trips," and "Adequate room on board at rush hour."

The Franklin Avenue Shuttle S is a four-station line that runs between Franklin Avenue at Fulton Street and Prospect Park, making stops at Park Place and Botanic Garden. S riders submitted 247 report cards -- 82 by mail and 165 via the Internet. The overall performance grade was C. As with most lines, the highest grade of B- went to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." The lowest grade of C- were for "Reasonable wait time for trans," "Station announcements that are easy to hear," "Station announcements that are informative," and "Lack of scratchiti in subway cars." The top priorities for these shuttle riders were "Reasonable wait times for trains," "Sense of security in stations," and "Minimal delays during trips."

All Rider Report Card results can be found on the web at www.mta.info.