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IMMEDIATE

Rider Report Card Results Released For J/Z Line

Third line to be graded in Rider Report Card Program

In the on-going effort to determine subway rider satisfaction with the service they receive, MTA New York City Transit handed out more than 58,000 Rider Report Cards this past August to J/Z line customers. More than 2,000 riders - 1,389 by mail and 640 on line - responded to the paper ballot and on-line survey seeking grades on 21 separate service attributes. The votes have been tallied, and riders have given the J/Z line a C- grade. The line runs from Jamaica, Queens to Manhattan's Financial District, and provides skip-stop service between Jamaica and Williamsburg, Brooklyn during rush hours.

"The purpose of the Rider Report Card is to hear from riders on what matters most to them, namely the quality of the service we're providing on the lines they ride," said NYC Transit President Howard H. Roberts, Jr. "So far, the news they are giving us doesn't reconcile with the statistical performance standards we are currently using to judge service. Clearly we need to take a harder look at not only what we're doing but how we're doing it," added Roberts.

Riders gave the J/Z line a C- for "Sense of security on trains" and for "Adequate room on board at rush hour," while "Cleanliness of stations" and "Working elevators and escalators in stations" received a D+. The line fared somewhat better when it came to "Minimal delays during trips" receiving a C grade, the highest grade given to any line so far for this category.

Compared to the Canarsie L line which received an overall C grade, the J/Z line received eight grades of D or lower, and only one B- grade. The L on the other hand received five grades of B- and only one D grade. The grades for the J/Z were also lower than those given to the 7 Flushing Line, the first line where riders were asked to grade service. While the 7 also received an overall C- grade, compared to the J/Z it only received five grades of D or lower, and ten grades of C- or better.

In addition to grading specific areas of service, J/Z riders were also asked to rank in order of importance those areas of service where they wanted to see improvements made. Unlike L and 7 riders, J/Z riders ranked security as one of the top three areas they want to see improvements made.

The top ten areas L riders want to see improvements in are as follows:

- 1) "Reasonable wait times for trains"
- 2) "Minimal delays during trips"
- 3) "Sense of security on trains"
- 4) "Adequate room on board at rush hour" & "Train announcements that are easy to hear"
- 6) "Station announcements that are easy to hear"
- 7) "Sense of security in stations"
- 8) "Cleanliness of subway cars"
- 9) "Cleanliness of stations"
- 10) "Working elevators and escalators in stations"

Full Rider report card results can be found on the web at www.mta.info. Rider Report Card information is currently being tabulated for the 45 and the M. D line riders received Rider Report Cards last week and report cards were handed out this week along the 2 and 3 lines. Next week, riders on the B line will be asked to grade service.