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Press Release

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[NYC Transit](#)

IMMEDIATE

### Rider Report Card Next Stop Canarsie L Line

#### *Second Line To Be Graded By Riders*

Following a successful distribution of more than 88,000 of the first-ever Rider Report Card to riders who use the 7 Flushing Line, Canarsie L Line customers will have the opportunity to grade their subway line beginning Wednesday, August 15th. NYC Transit staff will be on hand to distribute the Rider Report Cards at stations along the line during morning rush hours through Friday August 17th.

"The response to the Report Card from our riders who rely on the 7 line was quite frankly larger than we had anticipated," said MTA Executive Director & CEO Elliot G. Sander. "We asked our riders to open up a dialogue with us about the service we provide, and they have taken us up on the offer."

The Report Card is similar to one used on the 7 Flushing Line, and will ask riders to 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 L 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 still analyzing the results for the 7 Line and hope to report those findings to riders very soon," said NYC Transit President Howard H. Roberts, Jr. "We'll also unveil a plan for how we're going to act on their top three suggestions for improvements in service."

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.

Results from the L Rider Report Card will be posted on line 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 L line is as follows:

- Wednesday, August 15th: 14th Street/8th Ave - 1st Avenue
- Thursday, August 16th: Bedford Ave - Jefferson Street
- Friday, August 17th: DeKalb Avenue - Canarsie/Rockaway Parkway

#### **L Line Fact Sheet**

A segment of the L line opened from 6th Avenue to Montrose Avenue on June 30, 1924, with a second segment from Montrose Avenue to Broadway Junction opening on July 14, 1928. The final segment from 6th Avenue to 8th Avenue opened on May 30, 1931. The earlier-built segment from Broadway Junction to Canarsie-Rockaway Parkway is a descendant of the steam-powered railway built in the 1860s, which was taken over by Brooklyn Rapid Transit in 1906.

There are 10.3 route miles (20.6 track miles) on the L line between Manhattan's 8th Avenue and Canarsie-Rockaway Parkway.

The two-track line has a total of 24 stations, five in Manhattan and 19 in Brooklyn. Of these, 8th Avenue, 14th Street-Union Square and Canarsie-Rockaway Parkway stations are ADA accessible.

The L is currently referred to as the "Canarsie Line," but other names have been associated with it in the past, including the "14th Street-Eastern Line" and the "Rockaway Beach Railroad." It travels through many neighborhoods, including Chelsea, Greenwich Village, Gramercy, the Flatiron District, Stuyvesant Town, and East Village in Manhattan. In Brooklyn, it travels through Williamsburg, Bedford-Stuyvesant, Ridgewood, East New York and, of course, Canarsie.

The Canarsie Line operates a local service in both directions between 8th Avenue and Canarsie-Rockaway Parkway 24 hours a day, seven days a week.

Average weekday ridership on the L line is 235,000.

