



## MTA Press Releases

Select Language | ▼

Press Release

November 9, 2007

NYC Transit

IMMEDIATE

### Rider Report Card Results Released For 23 Lines And 42nd Street S Shuttle

The 2 line connects the Wakefield section of the Bronx and Flatbush, Brooklyn. The 3 line runs between 148th Street in Harlem and New Lots Avenue in the East New York section of Brooklyn. The 42nd Street S shuttle connects Times Square-42nd Street and Grand Central-42nd Street. Riders who took part in MTA New York City Transit's Rider Report Card survey issued an overall grade of C for the 2, C- for the 3 and B- for the 42nd Street S shuttle.

Of the 70,495 report cards that were distributed along the 23 and S lines between October 1st and 4th, 5,124 were returned for the 2 line-3,429 by mail and 1,695 via the web; the 3 line received 2,373 responses-1,692 by mail and 681 via the web; and the S received 380 responses-139 by mail and 241 via the web.

2 line customers gave their lowest grades of D+ to "Adequate room on board at rush hour," "Station announcements that are easy to hear," and "Station announcements that are informative." Their highest grades of B- to "Lack of graffiti in subway cars," "Ease of use of subway turnstiles," and "Availability of MetroCard Vending Machines."

3 line customers gave their lowest grades of D+ to "Adequate room on board at rush hour," "Station announcements that are informative," Train announcements that are easy to hear," and "Train announcements that are informative." Riders on the 3 gave a B- to "Availability of MetroCard Vending Machines."

S riders on the short shuttle trip between Times Square and Grand Central gave their lowest grade of C to "Adequate room on board at rush hour," "Cleanliness of stations," "Station announcements that are easy to hear," "Station announcements that are informative," and "Train announcements that are easy to hear." Higher marks of B were given to "Minimal delays during trips," "Lack of graffiti in stations and subway cars" and the "Availability of MetroCard Vending Machines."

The top three priorities for riders on the 2 and 3 lines were "Reasonable wait times for trains," "Minimal delays during trips," and "Adequate room on board at rush hour." Customers on the S shuttle listed "Adequate room on board at rush hour," "Reasonable wait times for trains" and "Cleanliness of stations" as their top three areas for improvement.

Full Rider report card results can be found on the web at [www.mta.info](http://www.mta.info). Rider Report Card information is currently being tabulated for the B, E, A, C, F lines and the Rockaway Park S shuttle. Rider Report Cards were distributed along the 1 and G lines this week. Last week, riders on R and V lines were asked to grade service and next week, the Rider Report Card will travel to the NQW6 lines and the Franklin Avenue S shuttle.