



MTA Press Releases

[Select Language](#) | ▼

Press Release

September 29, 2008

NYC Transit

IMMEDIATE

Riders Asked To Rate J Z Line In Second Round Of MTA New York City Transit Rider Report Cards

In our continuing effort to solicit feedback from our customers, MTA New York City Transit is again distributing Rider Report Cards throughout the system. Jamaica Line J Z riders are the next in line of NYC Transit's over five million daily subway riders asked to rate the progress of their lines since the initial round of report cards was distributed in July, 2007.

The report cards are being distributed to riders during the morning rush hours on Wednesday, October 1st, Thursday, October 2nd, Tuesday, October 7th and Wednesday, October 8th. The cards will be handed out at several different stations along the lines each day over the four-day period. Grades will be used to identify how much improvement has been identified by J Z customers.

Again, the Rider Report Card will ask our subway customers to grade 21 specific areas of service from an A (Excellent) to an F (Unsatisfactory). Among 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 J Z service. From this list of 21 service attributes, riders are also going to be asked to rank the top three improvements they would like to see made to these lines.

The Rider Report Card is once again being distributed in a mailer format, designed to be returned at no cost to the rider. Customers will also have the option of completing the survey on-line, on the MTA website, where it will be available in 3 languages: English, Spanish and Chinese. From the time the survey begins, riders will have two weeks to mail in their response or to complete the survey online.

Rider Report Card results are posted on line for riders to review once they have been tabulated.

Report cards are being distributed between 7:30 a.m. and 9:30 a.m. at each station. The schedule for distribution of Rider Report Cards along the J Z line is as follows:

- Wednesday, October 1st – Broad Street and Fulton Street/Broadway-Nassau complex.
- Thursday, October 2nd – Chambers Street-Brooklyn Bridge/City Hall complex, Bowery station and Delancey-Essex Streets complex.
- Tuesday, October 7th – Marcy Avenue, Hewes Street, Lorimer Street, Flushing Avenue, Myrtle Avenue, Kosciuszko Street, Gates Avenue, Halsey Street, Chauncey Street, Broadway Junction, Alabama Avenue, Van Siclen Avenue, Cleveland Street, Norwood Avenue, Crescent Street and Cypress Hills.
- Wednesday, October 8th – 75th Street, 85th Street-Forest Parkway, Woodhaven Blvd., 104th Street, 111th Street, 121st Street, Sutphin Blvd.-Archer Avenue-JFK Airport, and Jamaica Center-Parsons/Archer