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Press Release

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NYC Transit

IMMEDIATE

Riders Asked to Rate M 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. Riders on the M are next in line of NYC Transit's over five million daily subway customers asked to rate the progress of their line 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 from Wednesday through Friday, October 29th – 31st. The cards will be handed out at several different stations along the line each day over the three days. Grades will be used to identify rider preferences and to gauge how much improvement customers along the M line have noticed since last year's report card.

Again, the Rider Report Card will ask subway riders 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 M line 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 this line.

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 at www.mta.info, 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 M line is as follows:

- Wednesday, October 29th – Bay Parkway, 20th Avenue, 18th Avenue, 79th Street, 71st Street, 62nd Street, 55th Street, 50th Street, Ft. Hamilton Parkway, 9th Avenue, 36th Street and 25th Street.
- Thursday, October 30th – Prospect Avenue, 4th Avenue-9th Street, Union Street, Atlantic Avenue-Pacific Street, DeKalb Avenue and Lawrence Street.
- Friday, October 31st – Hewes Street, Lorimer Street, Flushing Avenue, Myrtle Avenue, Central Avenue, Knickerbocker Avenue, Myrtle-Wyckoff Avenues, Seneca Avenue, Forest Avenue, Fresh Pond Road and Middle Village-Metropolitan Avenue.