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Press Release

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IMMEDIATE

Subway Rider Report Card Results Are In For M

Overall Performance Improves

The 2008 grades are in for the M line subway service and riders rated the line with an overall grade of C, an improvement over last year's C-minus. MTA New York City Transit received 900 Rider Report Cards from riders rating M Service. Out of those responses, 848 returned via mail and another 52 responses were received through the internet.

The M line operates from Middle Village-Metropolitan Avenue, Queens to Bay Parkway/86th St., Brooklyn during rush hours. During the midday period, the line operates between Middle Village and Chambers St., Manhattan. Through the early morning hours and on weekends, M service runs as a shuttle connecting Middle Village with Myrtle Avenue.

The Satisfaction Index for "Overall Service" increased from 88% last year to 89% for 2008. However, several large increases were evident in some of the 21 subject areas: "Train announcements that are easy to hear" increased by 15 percentage points from 70% to 85%; "Station announcements that are easy to hear" jumped 14 points from 63% to 77%; "Train announcements that are informative" went up by 13 points from 73% to 86%; and "Lack of scratchitti in subway cars" increased by 12 points from 77% to 89%.

As for the grades themselves, "Reasonable wait times for trains" and "Station announcements that are informative" both received a C-minus this year, up from D-plus last year. "Cleanliness of subway cars" was graded C-plus this year, up from C-minus in 2007 while "Lack of graffiti in subway cars" moved upward to a B-minus in 2008 from C last year. Overall, grades for the M line improved in 12 of the 22 areas riders were asked to grade, including the overall grade, while none declined.

"It is interesting to note that the greatest increase in grades, from a D-plus to a C-plus, was in "Train announcements that are easy to hear," said NYC Transit President Howard H. Roberts, Jr. "This is most likely due to the replacement of older R42 subway cars with the new R160s. This positive result in customer satisfaction demonstrates how financial investment in new equipment through the MTA Capital Plan and effective maintenance of that equipment leads to improved service," added Roberts.

M riders were also asked prioritize the areas where they'd like to see improvements. "Reasonable wait times for trains," and "Minimal delays during trips" held the same positions this year as they did in 2007. While "Cleanliness of stations" jumped to third in 2008, up from fifth place in 2007 and rounding out the top three priorities for M customers in 2008. Security and more room during rush hour rounded out filled in the other two of the top five priority areas for riders: "Sense of security in stations" ranked fourth this year, up from seventh place in 2007; "Adequate room on board during rush hour" rose from sixth place in 2007 to fifth place this year.

Full Rider Report Card results can be found on the web at www.mta.info/nyct/index.html.