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Press Release

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NYC Transit

IMMEDIATE

Riders Asked to Rate A, C & S Lines 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 A, C and Rockaway Park S are next in line of NYC Transit's over five million daily subway customers 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 from Monday, November 24th through Wednesday, November 26th, and on Monday, December 1st. The cards will be handed out at several different stations along the line each day over the four days. Grades will be used to identify rider preferences and to gauge how much improvement customers along the A, C and S lines 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 A, C and S 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/nyc/index.html, 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 A, C and S lines is as follows:

- Monday, November 24th – Aqueduct-North Conduit Avenue, Howard Beach-JFK Airport, Broad Channel, Beach 67th Street, Beach 60th Street, Beach 44th Street, Beach 36th Street, Beach 25th Street, Far Rockaway-Mott Avenue, Beach 90th Street, Beach 98th Street, Beach 105th Street, and Rockaway Park-Beach 116th Street.
- Tuesday, November 25th – Ozone Park-Lefferts Blvd., 111th Street, 104th Street, Rockaway Blvd., 88th Street, 80th Street, Grant Avenue, Euclid Avenue, Shepherd Avenue, Van Siclen Avenue, Liberty Avenue, and Rockaway Avenue.
- Wednesday, November 26th – Ralph Avenue, Utica Avenue, Kingston-Throop Avenues, Nostrand Avenue, Franklin Avenue, Clinton-Washington Avenues, Lafayette Avenue, Hoyt-Schermerhorn, Jay Street-Borough Hall, and High Street.
- Monday, December 1st – 155th Street, 163rd Street-Amsterdam Avenue, 168th Street, 175th Street, 181st Street, 190th Street, Dyckman Street, and Inwood-207th Street.