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Press Release

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[NYC Transit](#)

IMMEDIATE

MTA NYC Transit Local Bus Customers Rate Their Trips With Report Cards

Last March, Local Bus Rider Report Cards were distributed along Staten Island bus routes and since then customers throughout the five boroughs have been asked their opinions. MTA New York City Transit local bus customers have responded to the most recent inquiry into customer satisfaction with their transit services by issuing a grade of C-minus.

Citywide, local bus customers accepted approximately 243,500 cards, returning 19,456, a mail-back response rate of 8.0%. There were also 2,653 votes cast via the Internet for a total of 22,109 customer responses.

Local bus customers were asked to rate various aspects of service such as "Reasonable wait times between buses," "Seat availability," "Smooth handling of bus," "Courtesy of bus operators and dispatchers," and "Reliability of wheelchair lifts."

Riders were asked to mark the routes they ride, and then provide a letter grade – A through F or G for "not observed" – for each of the 20 different service attributes listed, as well as a grade for the overall performance of the route. Issued in a self mailer, Rider Report Cards were handed out at key bus stop locations during the morning rush periods.

Systemwide, customers rated local bus service an average of C-minus. Manhattan was the only borough that rated higher with a C.

"These Rider Report Cards have been shown to be an effective tool in gauging how our customers feel about the service we provide and then being able to accurately measure our improvement," said NYC Transit President Howard H. Roberts, Jr. "We have already begun to make improvements to our bus services with the introduction of Select Bus Service (SBS), new technology and increased attention to cleaning and maintenance, but we realize that we have more to do."

Customers rated "Smooth handling of bus" C throughout the system. Manhattan customers, however, gave this subject a grade of C-plus. "Courtesy of bus operators" was graded C-plus system-wide with Manhattan, the Bronx, Brooklyn and Staten Island earning grades of C-plus while Queens bus riders rated this category a C. "Cleanliness of buses" was rated a C system-wide, with Manhattan earning a C-plus, the Bronx and Brooklyn with C-minus, Queens earning a C and Staten Island a D-plus.

When asked what their priorities for improvement are, customers system-wide voted "Reasonable wait time between buses" at the top spot. "Bus operates according to schedule" was the second highest priority. In both instances, the customer response was consistent across all boroughs.

The third top rated priority was "Seat availability." This was the third highest priority in every borough except the Bronx and Staten Island, where it was ranked fourth. The fourth highest priority of local bus customers citywide is "Cleanliness of buses," though Bronx and Staten Island customers rated it as high as third. Brooklyn bus riders saw "cleanliness" as their fourth highest priority while Manhattan and Queens ranked it fifth.

"Current schedule information" rounded out the top five customer priorities with Bronx, Brooklyn and Staten Island customers ranking it fifth while Manhattan and Queens local bus customers saw it as the fourth most important issue in need of improvement.

The full list of grades and priorities can be [viewed online at www.mta.info](http://www.mta.info).