



MTA Press Releases

Press Release

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[NYC Transit](#)

IMMEDIATE

Riders To Grade Nyc Transit Local Bus Service In Brooklyn

Beginning Tuesday, April 1 and running through Friday, April 18, Brooklyn local bus customers will have the opportunity to rate their rides when Bus Rider Report Cards are handed out throughout the borough, MTA New York City Transit announced.

Brooklyn follows Staten Island, where as many as 10,000 report cards were distributed this week. Brooklyn bus customers will be given the opportunity 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."

Employees will distribute the Report Cards at key Brooklyn locations during the morning rush periods. Report Cards will be handed out on the streets in Brooklyn neighborhoods such as: Downtown, Bay Ridge, Bensonhurst, Gravesend, Canarsie, Brownsville, Bedford-Stuyvesant, East New York, Ridgewood, Crown Heights, Coney Island, Park Slope and Brighton Beach.

As before, riders will be asked to mark the route they ride, and then provide a letter grade (A through F) for each of the 20 different service attributes listed, as well as a grade for the overall performance of the route. Rider Report Cards will be issued in a self-mailer format.

Riders can go also on line www.mta.info to fill out report cards in English, Chinese and Spanish. The last day to accept on-line and mail responses for Brooklyn bus customers is May 23, while Staten Island bus customers have up till Friday, May 2 to submit their responses.