



MTA Press Releases

[Select Language](#) | ▼

Press Release

December 5, 2008

[NYC Transit](#)

IMMEDIATE

Second Annual Rider Report Card Results Are In For 4 Lexington Avenue Line

Riders who use one of MTA New York City Transit's busiest and most crowded subway routes downgraded the 4 this year after results were tabulated for the Second Annual Rider Report Card. The overall grade of "C-minus" was down from the "C" posted in 2007. This drop resulted directly from riders grading "Adequate room on board at rush hour" a "D-minus" this year compared to a grade of "D" in 2007. As (1) "Adequate room on board at rush hour" was the number one priority in 2007 and remains so in 2008, (2) ridership grew by 4.3 percent on the Lexington Line in the last year, and (3) the 4 is already operating at full capacity at rush hour, NYCT was unable to respond effectively to the increased crowding taking place and therefore sees the drop in the overall grade as a fair depiction of the situation.

The second and third most requested improvements also remain unchanged since last year. These are "Minimal delays during trips" and "Reasonable wait times for trains." All three areas reflect rider concerns over a line that is running the maximum number of trains possible during the morning and evening rush periods.

Riders graded the line in 21 areas, including "Minimal delays during trips," "Adequate room on board at rush hour," "Cleanliness of stations," "Station Announcements that are easy to hear," "Lack of scratchitti in subway cars" and "Availability of MetroCard Vending Machines." This year, 2,979 votes were tallied for the line, with 2,866 responses received through the mail plus another 113 received via the internet; that's compared with a total of 4,203 votes received in 2007 – 3,077 through the mail plus 1,126 internet responses.

"The lack of graffiti in stations" category dipped to a "C-plus" in 2008 from a grade of "B-minus" in 2007. "Sense of security in stations" maintained a grade of "C" in 2008, while "Sense of security on trains" also held steady with a grade of "C". "Station announcements that are easy to hear" rated a "D-plus" this time around, unmoved from last year, and "Station announcements that are informative" improved from a "D-plus" last year to "C-minus" in 2008.

Looking at the rider report cards on a strictly pass/fail basis, only 10 percent of responding 4 line customers found the service unsatisfactory.

"We want to improve our customers' perception of service on the 4," said NYC Transit President Howard H. Roberts, Jr. "However, addressing riders' number one concern, 'Adequate room on board at rush hour,' is close to impossible at this time because we are already operating the maximum number of trains possible along the Lexington Avenue corridor at rush hour; we are looking at some alternatives to additional trains, such as "flip up seats" in half the cars at rush hour in the medium term. But the long term solution has to be additional rush hour trains made possible by new signal technologies such as Communications Based Train Control (CBTC).

Rider Report Card results are posted on line, www.mta.info/nyc/index.html, for riders to review once they have been tabulated.