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Press Release

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NYC Transit

IMMEDIATE

Riders Asked to Rate L Line in Second Round of MTA NYC 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. The Canarsie L riders are next in line to be asked to rate the progress of their line 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 over four days between Monday, September 22nd and Thursday, September 25th. The cards will be handed out at several different stations along the line each day over the four-day period. Grades will be used to identify how much improvement has been identified by L Line customers.

Again, the Rider Report Card will ask our subway customers 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 L 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 the 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, 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 L line is as follows:

- Monday, September 22nd – 14th Street at 8th Avenue, 6th Avenue and Union Square
- Tuesday, September 23rd – 3rd Avenue, 1st Avenue, Bedford Avenue, Metropolitan Ave. – Lorimer Street, Graham Avenue, Grand Street and Montrose Avenue
- Wednesday, September 24th – Morgan Avenue, Jefferson Street, DeKalb Avenue, Myrtle-Wyckoff Avs., Halsey Street, Wilson Avenue and Bushwick Ave.-Aberdeen Street
- Thursday, September 25th – Broadway Junction Atlantic Avenue, Sutter Avenue, Livonia Avenue, New Lots Avenue, East 105th Street, and Canarsie-Rockaway Parkway