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Press Release

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NYC Transit

IMMEDIATE

### Subway Rider Report Card Results Are In For 5

MTA New York City Transit received 1,810 Rider Report Cards from customers on the second annual survey to gauge customer satisfaction with 5 subway service. The overall grade of "C-minus" was the same as last year's. Also, the customer satisfaction index of 86% was slightly lower than last year's 87%. Respondents sent in 1,746 report cards by mail and 64 via the internet grading 21 separate service attributes on the line, which runs from Eastchester-Dyre Avenue in the Northeast Bronx to Brooklyn College-Flatbush Avenue in Brooklyn. Rider Report Cards were distributed along the 5 line in late October.

"While we are certainly not satisfied with a "C-minus" grade on the 5 line or on any of our lines for that matter, we note that our customers have mostly been consistent with last year's survey," said NYC Transit President Howard H. Roberts, Jr. "We will continue to focus on our customers' priorities and make every effort to improve their perceptions," Roberts added.

As in 2007, 5 riders were asked to prioritize the areas they'd like to see improved. "Minimal delays during trips," "Reasonable wait times for trains" and "Adequate room on board at rush hour" were again the first, second and third priorities listed. "Cleanliness of stations" moved from the fifth to the fourth position, while "Station announcements that are easy to hear" moved from the fourth position in 2007 down to fifth position in this year's survey.

5 customers gave their highest grade of "B-minus" to "Lack of graffiti in subway cars" and "Availability of MetroCard Vending Machines," same as last year. "Sense of security on trains" improved to a "C" from last year's "C-minus," while "Reasonable wait times for trains," "Cleanliness of stations" dropped from a "C-minus" to a "D-plus" in this round of grades. "Ease of use of subway turnstiles" also fared worse this year, receiving a "C-plus" down from a "B-minus" last year. In all, seventeen of the 21 attributes fared the same as they did last year.

Of the results released thus far, "Station announcements that are informative" improved on five of the six lines. Also, "Reasonable wait times for trains" and "Station announcements that are easy to hear" improved on four of the six lines.

Full Rider Report Card results can be found on the web at [www.mta.info/nyct/index.html](http://www.mta.info/nyct/index.html)