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Press Release

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NYC Transit

IMMEDIATE

### Subway Rider Report Card Results Are In For J/Z

On the second go around to gauge subway rider satisfaction with J/Z subway service, MTA New York City Transit received 1,371 Rider Report Cards in October from customers, who boosted the overall grade to a "C" compared to last year's grade of "C-minus." This represents an increase in the satisfaction index of 91% over last year's 89%. Respondents sent in 1,304 report cards by mail and 67 arrived via the internet grading 21 separate service attributes on the line which connects Jamaica, Queens and Lower Manhattan. Rider report cards were distributed along the J/Z line from October 1 through October 8.

"We are pleased that J/Z line riders have given us a slightly higher mark this year than last. The move upwards is incremental, but it is movement in the right direction," said NYC Transit President Howard H. Roberts, Jr. "While this is the second Report Card that has demonstrated an overall upwards movement in the grade, several individual areas have shown grade improvements across multiple lines."

"Station Announcements that are informative" have shown grade improvements on all four lines released so far, while "Station announcements that are easy to hear" improved on three of the four lines. Additionally, two of the four lines saw improvements in "Reasonable wait times for trains," "Working elevators and escalators in stations," "Cleanliness of subway cars," "Cleanliness of stations," "Signs in stations that help riders find their way," "Train announcements that are easy to hear" and "Lack of scratchitti in subway cars."

J/Z customers gave their highest grade of "B-minus" to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." "Minimal delays during trips," "Signs in subway cars that help riders find their way" and "Lack of graffiti in subway cars" improved in this year's report card, to a "C-plus" from "C" in 2007. "Train announcements that are easy to hear," "Train announcements that are informative," and "Lack of scratchitti in subway cars" also showed improvement in 2008, scoring "C" grades, up from "D-plus" last year. "Working elevators and escalators in stations," "Cleanliness of stations," "Cleanliness of subway cars" and "Station announcements that are informative," also showed improvements from last year's results and were given "C-minus" grades. Last year these categories all received "D-plus" grades.

As in 2007, J/Z riders were also asked prioritize the areas they'd like to see improvements made in. "Reasonable wait times for trains" remains the highest priority for improvement among those riders surveyed, followed by "Adequate room on board at rush hour" and "Minimal delays during trips" in the second and third spots. Security concerns rounded out the top five priority areas for riders: "Sense of security in stations" ranked fourth this year, up from seventh place in 2007; "Sense of security on trains" dropped from third in 2007 to fifth this year.

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