



MTA Press Releases

Select Language | ▼

Press Release

April 17, 2008

[NYC Transit](#)

IMMEDIATE

Riders to Grade NYC Transit Queens Local Bus Service

Beginning Tuesday, April 22 and continuing through May 7, Queens 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. The distribution on both MTA NYC Transit and MTA Bus routes will start at Queensboro Plaza and Queensbridge during the morning rush hour.

Queens follows Brooklyn and Staten Island, where a total of about 77,500 report cards have been distributed. Queens bus customers will be able 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."

Report Cards will be distributed at key Queens locations during the morning rush periods. Surveyors will give out report cards on-board buses and on the street in such Queens neighborhoods as: Jamaica, Flushing, Ozone Park and the Rockaways.

As before, riders will be asked to mark the route they ride, and then provide a letter grade -- A through F or G for "not observed" -- 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 Queens bus customers is June 6, while Brooklyn bus customers have until Friday, May 23 to submit their responses. Bronx voting will begin the week of May 12, followed by Manhattan starting the week of May 26.