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Press Release

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NYC Transit

IMMEDIATE

### Riders Asked to Rate 7 Line in Second Round of MTA New York City 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. Flushing 7 Line riders are the first of NYC Transit's over 5 million daily subway riders 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 today, Tuesday, September 16th and Friday, September 19th. 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 7 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 7 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.

"In distributing the first Rider Report Cards we were seeking to determine a baseline of how our customers viewed our service. Now, we want to determine how far we have come. We have worked hard to improve service and aesthetics and, in the cases of the 7 and L, we restructured the management system to make it more immediately responsive to our riders." said NYC Transit President Howard H. Roberts, Jr."

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](http://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 7 line is as follows:

- Today, Tuesday, September 16th – Times Square/42nd Street
- Wednesday, September 17th – 5th Avenue, Grand Central/42nd Street, Vernon Blvd./Jackson Avenue and Hunters Point Avenue
- Thursday, September 18th – 45th Road/Courthouse Square, Queensboro Plaza, 33/Rawson Streets, 40/Lowery Streets, 46/Bliss Streets, 52 Street, Woodside/61 Street, and 69 Street
- Friday, September 19th – 74th Street/Broadway, 82 Street/Jackson Heights, 90 Street/Elmhurst Avenue, Junction Blvd., 103 Street/Corona Plaza, 111 Street, Willets Point/Shea Stadium, and Flushing/Main Street