



MTA Press Releases

Select Language | ▼

Press Release

May 9, 2008

NYC Transit

IMMEDIATE

Riders to Grade NYC Transit Bronx Local Bus Service

Beginning Monday, May 12 and continuing through Friday, May 23, Bronx local bus customers will have the opportunity to rate their rides when Bus Rider Report Cards are distributed along routes borough-wide, MTA New York City Transit announced. The distribution will start at the transportation hub at 149th Street and Third Avenue.

Bronx follows Queens, Brooklyn and Staten Island, where a total of nearly 153,200 report cards have been distributed. Bronx 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 Bronx locations during the morning rush periods. Surveyors will give out report cards on-board buses and on the street in Bronx neighborhoods including: Hunts Point, Parkchester, Pelham Bay, Fordham Plaza, Kingsbridge, and Van Cortlandt Park.

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 Bronx bus customers is June 27, while Queens bus customers have until June 6 to submit their responses. Manhattan voting will begin the week of May 26.