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Press Release

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IMMEDIATE

Second Annual Subway Rider Report Card Results Are In For 7 and L

The results for the 2nd Annual Subway Rider Report Card for the 7 Flushing Line and the Canarsie L Line are in, and riders have given the lines overall grades of "C-minus" and "C-plus," respectively. More than six thousand riders graded the lines on everything from "Minimal delays during trips," "Adequate room on board at rush hour," "Cleanliness of stations," "Station Announcements that are easy to hear" and "Lack of scratchitti in subway cars" to "Availability of MetroCard Vending Machines."

L Canarsie Line riders' "C-Plus" grade for overall service was an improvement when compared with the "C" grade they gave the line in 2007. This year, 2,216 riders graded service, 2,118 by mail and 98 via the Internet; that's compared with the 4,033 responses received in 2007. Riders graded "Minimal delays during trips" a "C" this year compared to "C-minus" in 2007. "Reasonable wait times for trains" improved from a "C" in 2007 to "C-plus" in 2008. "Cleanliness of stations" went from a "C-minus" to a "C-plus" in 2008, while "Cleanliness of subway cars" scored a "B-minus," which was up from the "C-plus" grade it received in 2007. Canarsie line riders graded "Station announcements that are easy to hear" "C-plus" this time around, up from "C", and "Station announcements that are informative" jumped from a "C-minus" last year to "C-plus" in 2008. However, "Adequate room on board at rush hour" remained unchanged with a "D" grade.

"I am pleased that Canarsie Line riders have noticed the effort put in by Line General Manager Greg Lombardi and his team to improve the service they receive," said NYC Transit President Howard H. Roberts, Jr.

Riders were also asked to prioritize what improvements they'd like to see made to service. As was the case last year, the top three improvements in order are "Adequate room on board during rush hour," "Minimal delays during trips" and "Reasonable wait times for trains."

This year, 4,113 7 Flushing Line riders graded the service they receive – 3,913 by mail and another 200 via the Internet – compared to the 15,800 responses received in 2007. Riders gave "Cleanliness of stations," "Cleanliness of subway cars" and "Lack of scratchitti in subway cars" a "C" grade, up from "C-minus" in 2007. "Station announcements that are easy to hear" and "Station announcements that are informative" received "C-minus" grades, up from "D-plus" grades in 2007. However, riders gave "Minimal delays during trips" a "D-plus," down from "C-minus" in 2007. Also, "Reasonable wait times for trains" dropped to a "C-minus" from "C" last year, while "Adequate room on board at rush hour" was graded "D", the same as it was in 2007. Overall, riders who took part in this year's survey gave the 7 a "C-minus," the same grade the line received in 2007.

"While the overall grade did not improve, riders clearly appreciated the extra effort the 7 Line team put into cleaning," said Roberts. "There is a lot of work still to be done, but I know that incoming General Manager John Hoban and his team will use their resources wisely as they look to improve in areas where they are currently deficient."

Riders on the 7 Line were also asked to prioritize the improvements they would like to see. As they did in 2007, riders listed the same three preferences but in a slightly different order. This year, those priorities are "Minimal delays during trips," "Adequate room on board at rush hour" and "Reasonable wait times for trains," a swap in the order of the top two priorities from 2007.