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Press Release

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NYC Transit

IMMEDIATE

Rider Report Card Goes Express Again! Riders To Grade NYC Transit & MTA Bus Express Service City Wide

The Rider Report Card is again being distributed on city express buses to provide customers the chance to grade the ride they receive on the 36 NYC Transit Express Bus routes and 35 Express Bus routes operated by MTA Bus in the 2nd Rider Report Card survey.

Distribution of Express Bus Rider Report Cards began Monday, August 10, and will continue through Friday, August 14, 2009, during the morning rush periods, to the nearly 46,000 NYC Transit Express Bus riders and 40,000 MTA Express Bus riders throughout the five boroughs, announced MTA NYC Transit President Howard H. Roberts, Jr. and MTA Bus President Joseph Smith.

The Express Bus Rider Report Card will be in the same self-mailer format as the Subway Rider Report Card. Separate cards listing routes by borough will be distributed to riders via a seat drop. Riders will be asked to mark the route they ride, and then provide a letter grade (A through F) for each of the 20 different service attributes listed, as well as a grade for the overall performance of the route. Riders will be asked to grade such service attributes as "Reasonable wait times between buses," "Seat availability," "Smooth handling of bus," "Courtesy of bus operators and dispatchers," and "Reliability of wheelchair lifts."

"We expect that Express Bus riders will be as forthcoming as they were in November 2007, when they rated overall express bus service a "C." At that time, customers rated their top three priorities as "Reasonable Wait Times Between Buses," "Bus Operates According To Schedule," and "Seat Availability," and we hope we have been able to improve these areas, said NYC Transit President Howard H. Roberts, Jr. Over 10,000 customer responses were received in 2007.

Express Bus Rider Report Cards will be handed out in English, but riders may also complete the survey on the internet in English, Spanish or Chinese at www.mta.info through September 10, 2009.