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Press Release

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NYC Transit

IMMEDIATE

Riders To Grade MTA NYC Transit Local Bus Service In Queens

MTA New York City Transit today announced that Queens local bus customers will be given a second chance to rate their rides for the next three weeks when Rider Report Cards are once again distributed within many neighborhoods throughout the borough.

Queens comes on the heels of Brooklyn, where approximately 53,000 cards were distributed through this morning. 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 locations in Queens during the morning rush periods: on Monday, April 20, cards will be handed out in the vicinity of Queensboro Plaza and Queensbridge; on Tuesday, April 21, cards will be handed out along Queens Blvd. in Elmhurst; on Wednesday, April 22, the distributions will continue along Queens Blvd. in Forest Hills and Kew Gardens; on Thursday, April 23, Main Street, Flushing will be surveyed; and, on Friday, April 17, surveyors will hand out cards in Jackson Heights, specifically on 74th Street, Broadway and Roosevelt Avenue.

As before, riders are being 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. Last year, more than 75,000 report cards were handed out in Queens, of which 6,640 were returned and 523 responses were received on-line.

Riders can also go on line, www.mta.info, to fill out report cards in English, Chinese and Spanish. Distribution of cards in Queens concludes on May 11, and the last day on-line and mail responses will be accepted is June 5.