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Press Release

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[NYC Transit](#)

IMMEDIATE

Riders Asked to Rate 6 Line in Second Annual Rider Report Cards

Last Line To Be Rated This Go Round

MTA New York City Transit is concluding its second annual distribution of Rider Report Cards this week. Riders on the 6 will cast the final ballots of NYC Transit's over five million daily subway customers 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 from Tuesday, January 6th through Thursday, January 8th. The cards will be handed out at several different stations along the line each day over all three days. Grades will be used to identify rider preferences and to gauge how much improvement customers along the 6 line have noticed since the initial report card.

Again, the Rider Report Card will ask subway riders 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 6 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 this line.

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/nyc/index.html, where it is available in three 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 6 line is as follows:

- Tuesday, January 6th – Spring Street, Astor Place, 23rd Street, 28th Street, 33rd Street, 68th Street-Hunter College, 77th Street, 96th Street, 103rd Street, 110th Street and 116th Street.
- Wednesday, January 7th – 3rd Avenue-138th Street, Brook Avenue, Cypress Avenue, East 143rd-St. Mary's Streets, East 149th Street, Longwood Avenue, Hunts Point Avenue, Whitlock Avenue and Elder Avenue.
- Thursday, January 8th – Morrison-Sound View Avenues, St. Lawrence Avenue, Parkchester, Castle Hill Avenue, Zerega Avenue, Westchester Square-East Tremont Avenue, Middletown Road, Buhre Avenue and Pelham Bay Park.