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Press Release

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NYC Transit

IMMEDIATE

Franklin Avenue Shuttle S Customers Give Their Service a "C" in 2nd Annual Rider Report Card Survey

Same Grade in 2007

MTA New York City Transit today released the results from the 2nd Annual Rider Report Card Survey on the Franklin Avenue Shuttle S line. The shuttle received an overall grade of "C," unchanged from 2007. However, the customer satisfaction index declined sharply from 83% in 2007 to 75%. Customers sent in 54 Rider Report Card responses – 33 by mail and 21 via the internet – to gauge customer satisfaction on the line. This represents only 22% of the responses received in 2007, and such a small size of customer responses makes it difficult to determine trends. Twenty-one separate service attributes were graded on the shuttle, which runs in Brooklyn 24 hours a day between Franklin Avenue C station and Prospect Park BQ, with two stations in-between.

"NYC Transit President Howard H. Roberts, Jr. said: "I am disappointed in the results from such a short shuttle line; we will focus on the priorities and perceptions our customers have and strive to make improvements, where possible."

"Ease of use of subway turnstiles" earned the highest grade of "B." Of the 21 attributes, 15 improved at least one grade level, while only one attribute, "Minimal delays during trips," declined from a "C-plus" to a "C."

Customer satisfaction indicators showed that "Sense of security on trains," "Adequate room on board at rush hour," "Comfortable temperature in subway cars," "Ease of use of subway turnstiles" and "Cleanliness of subway cars" increased by at least eight percentage points over 2007's index.

Customers on the Franklin Avenue S prioritized the top five improvements they would like to see as follows: "Availability of MetroCard Vending Machines" was first (10th in 2007); "Reasonable wait times for trains" was second (1st in 2007); "Minimal delays during trips" was third (same in 2007); "Working elevators and escalators in stations" was fourth (9th in 2007); and "Sense of security in stations" was fifth (2nd in 2007).

Full Rider Report Card results can be found on the web at www.mta.info/nyc/index.html.