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Press Release

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[NYC Transit](#)

IMMEDIATE

Riders To Grade NYC Transit Staten Island Local Bus Service

Beginning Monday, March 23 and continuing through Thursday, March 26, Staten Island local bus customers will have their second opportunity to rate their rides when Bus Rider Report Cards are distributed along routes borough-wide, MTA New York City Transit announced. The distribution will begin at 7 a.m. in Eltingville.

Staten Island will be the first borough this year to rate local bus service with the Bus Rider Report Card. Staten Islanders 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 Staten Island locations during the morning rush periods. Surveyors will give out report cards on Monday at the Eltingville Transit Center, on Tuesday at the Eltingville Staten Island Railway station, on Wednesday at the St. George Ferry Terminal and on Thursday on selected S54, S57 and S60 buses.

As before, riders will be 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 8,000 report cards were given out to Staten Island bus riders and approximately 1,200 were returned.

"Since the first round of Rider Report Cards, new generation Hybrid-Electric buses have been placed into service—the first low-floor buses to benefit Staten Island commuters," said Howard H. Roberts, Jr., NYC Transit President. "These buses are a benefit to our local bus customers and the environment, and should help us improve reliability of service."

Riders can also go on line, www.mta.info, to fill out report cards in English, Chinese and Spanish. The last day to accept on-line and mail responses for Staten Island bus customers is May 1. Brooklyn voting will begin the week of Tuesday, March 31.