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Press Release

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NYC Transit

IMMEDIATE

Customers on the E Line Grade Their Service a "D-Plus" 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 E line which was done in mid-November 2008. The E line again received an overall grade of "D-plus," unchanged from 2007. However, the customer satisfaction index of 81% was three percentage points lower than 2007's 84%. Customers sent in a total of 4,511 Rider Report Card responses – 4,280 by mail and 231 via the internet – gauging customer satisfaction on the line. Once again, 21 separate service attributes were graded on the E line, which runs from the World Trade Center to Jamaica Center-Parsons/Archer at all times.

On a positive note, the following attributes received higher grades than they did in 2007: "Working elevators and escalators in stations" from a "D-plus" to a "C-minus;" "Signs in subway cars that help riders find their way" from a "C-minus" to a "C;" Station announcements that are informative" from a "D" to a "D-plus;" and "Courtesy and helpfulness of station personnel" from a "C-minus" to a "C." On the other hand, "Adequate room on board at rush hour" and "Comfortable temperature in subway cars" both went down from a "D" to a "D-minus" and from a "C-minus" to a "D-plus," respectively. Customers gave "Availability of MetroCard Vending Machines" their highest grade of a "B-minus," unchanged from 2007. Grades for 14 other attributes were also unchanged from 2007.

In reference to indicators of customer satisfaction, "Availability of MetroCard Vending Machines," "Ease of use of subway turnstiles," "Signs in stations that help riders find their way," "Lack of graffiti in stations," "Lack of graffiti in subway cars" and Sense of security in stations" all earned at least 90% each.

Customers prioritized the top five improvements they would like to see on the E line as follows: "Adequate room on board at rush hour," "Minimal delays during trips" and "Reasonable wait times for trains" were first, second and third (same as in 2007). "Comfortable temperature in subway cars" was fourth (5th in 2007), while "Cleanliness of subway cars" was fifth (4th in 2007).

"The E line, like the 234 & 5 lines, is at full capacity. Therefore, increased ridership on the line means increased crowding," said NYC Transit President Howard H. Roberts, Jr. "And therefore we're unable to make improvements with respect to our riders' top three priorities. However, as more of the old subway cars are replaced by new R160 cars, our customers should experience more comfortable temperatures in cars," added Roberts.

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

To view the Grades for the E Line, [click here](#)