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Press Release

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NYC Transit

IMMEDIATE

F Line Customers Grade Their Service a "C-Minus" 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 F line which was done in early December 2008. The F line again received an overall grade of "C-minus," unchanged from 2007. The customer satisfaction index of 87% was also unchanged from that of 2007. Customers sent in 8,158 Rider Report Card responses – 7,774 by mail and 384 via the internet – to gauge customer satisfaction on the line. Twenty-one separate service attributes were graded on the F line, which runs from Jamaica-179th Street in Queens to Coney Island-Stillwell Avenue in Brooklyn at all times.

"The F line is the third longest line in the system, and a slight delay in service usually negatively impacts the line," said NYC Transit President Howard H. Roberts, Jr. "We are closely monitoring service on the line, with a goal of providing adequate service and minimizing delays during trips for our customers," added Roberts.

"Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines" earned the highest grade of "B-minus." "Signs in stations that help riders find their way" and "Train announcements that are easy to hear" improved from a "C" to a "C-plus" and a "D" to a "D-plus," respectively. However, "Cleanliness of subway cars" dropped from a "C-minus" to a "D-plus." The remaining 18 attributes received the same grades as in 2007.

Customer satisfaction indicators showed that "Station announcements that are easy to hear," "Station announcements that are informative," "Working elevators and escalators in stations" and "Lack of scratchitti in subway cars" improved by at least three percentage points over 2007's index.

Customers on the F line prioritized the top five improvements they would like to see on the line as follows: "Reasonable wait times for trains" was first (same as in 2007); "Minimal delays during trips" was second (3rd in 2007); "Adequate room on board at rush hour" was third (2nd in 2007); "Station announcements that are easy to hear" was fourth (same as in 2007); and "Cleanliness of stations" was fifth (also same as in 2007).

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