



MTA Press Releases

[Select Language](#) | ▼

Press Release

January 9, 2009

[NYC Transit](#)

IMMEDIATE

2nd Annual Subway Rider Report Card Results Are In For The B Line

Overall Performance Improves

The grades are in for the B line subway service and riders rated the line with an overall grade of C, an improvement over 2007's C-minus. In addition, the satisfaction index greatly improved, from 87% in 2007 to 92% this time around. MTA New York City Transit received 2,203 Rider Report Cards from riders rating B service, of which 2,063 were returned by mail and 140 responses were received through the internet. Twenty-one separate attributes were graded by customers on the line, which runs during rush periods between Bedford Park Blvd. in the Bronx and Brighton Beach in Brooklyn, and at midday and evening hours on weekdays between 145th Street in Manhattan and Brighton Beach.

"Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines" both earned "B-minus," unchanged from 2007. "Minimal delays during trips," "Reasonable wait times for trains," "Sense of security in stations," "Station announcements that are easy to hear," "Train announcements that are easy to hear," "Train announcements that are informative," "Lack of graffiti in subway cars" and "Comfortable temperature in subway cars" all improved by at least one grade level. It is important to note that while 13 of the 21 service attributes on the B fared the same as they did in 2007, none received a lower grade than in 2007.

In terms of satisfaction indicators, great strides were made in station and train announcements that are informative and easy to hear as well as in reasonable wait times for trains, which all improved by at least eight percentage points. "Ease of the use of turnstiles," "Availability of MetroCard Vending Machines," "Lack of graffiti in subway cars" and "Signs in stations that help riders find their way" all excelled at 95% or better.

In prioritizing improvements they would like to see on the B line, riders ranked "Reasonable wait times for trains" as first (same as in 2007), "Adequate room on board at rush hour" as second (3rd in 2007) and "Minimal delays during trips" as third (2nd in 2007). Station and train announcements that are easy to hear rounded up the top five priorities listed.

According to NYC Transit President Howard H. Roberts, Jr., "The improvements noted in the perceptions of our B line customers are positive, though far from making us rest on our laurels. We will continue to strive to improve service on the B, especially as it relates to our customers' top priorities, which incidentally relate to service levels."

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