



MTA Press Releases

Select Language | ▼

Press Release

May 18, 2009

NYC Transit

IMMEDIATE

Subway Rider Report Card Results Are In For The C Line

Overall Grade Improves

MTA New York City Transit officials today released results for the C line, the final line to be graded in the 2nd Annual Rider Report Card survey. Customers raised the overall grade to a "C-minus" from a "D-plus" in 2007. This represents an increase in the satisfaction index to 85% from 81% in 2007. New York City Transit received 2,408 Rider Report Cards by mail and 60 via internet, totaling 2,468 responses, to gauge subway rider satisfaction with subway service. The C line runs from 168th Street in Washington Heights, Manhattan to Euclid Avenue in Brooklyn.

C line customers gave their highest grade of "B-minus" to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." Of the 21 attributes graded, 15 fared the same as in 2007, while the following improved by one grade level each: "Sense of security in stations," "Sense of security on trains," "Signs in subway cars that help riders find their way," "Station announcements that are informative," "Courtesy and helpfulness of station personnel" and "Ease of use of subway turnstiles."

"The grade improvement we have earned on the C is in line with the type of incremental rise we have been aiming for," said NYC Transit President Howard H. Roberts, Jr. "Customers are evidently taking notice of our attempts to improve service, giving us higher scores in several key areas."

In gauging customer satisfaction indices, "Ease of use of subway turnstiles," "Availability of MetroCard Vending Machines" and "Comfortable temperature in subway cars" received 93% or better. In addition, "Minimal delays during trips" and "Reasonable wait times for trains," as well as station and train announcements that are informative improved by at least six percentage points compared to 2007's results.

Customers on the C line returned the same top three improvements they would like to see done as they did in 2007, ranked as follows: "Reasonable wait times for trains," "Minimal delays during trips" and "Adequate room on board at rush hour."

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

For a PDF version of the report card, [please click here](#).