



MTA Press Releases

Select Language | ▼

Press Release

May 11, 2009

NYC Transit

IMMEDIATE

Riders To Grade MTA NYC Transit Local Bus Service In The Bronx

MTA New York City Transit today announced that Bronx local bus customers will be given a second chance to rate their rides this and next week when Rider Report Cards are once again distributed within many neighborhoods throughout the borough.

The Bronx comes on the heels of Queens, where approximately 80,000 cards were distributed through this morning. Bronx bus customers 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 locations in the Bronx during the morning rush periods: on Tuesday, May 12, cards will be handed out in the vicinity of 149th Street-3rd Avenue (The Hub); on Wednesday, May 13, cards will be handed out along the western portion of Westchester Avenue, in the Hunts Point area; on Thursday, May 14, the distributions will continue along the eastern portion of Westchester Avenue, from the Bronx River to Parkchester; and, on Friday, May 15, surveyors will hand out cards in Co-op City and at the Pelham Bay Park station.

For next week, report cards will be distributed in the Fordham Plaza vicinity, on Broadway between Marble Hill and Riverdale, and on-board Bx16, Bx18, Bx31 and Bx33 buses.

As before, riders are being 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.

Riders can also go on line, www.mta.info, to fill out report cards in English, Chinese and Spanish. Distribution of cards in the Bronx concludes on May 21, and the last day on-line and mail responses will be accepted is June 26.