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Press Release

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IMMEDIATE

6 Line Customers Grade Their Service a "C" 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 6 line which was done in early January. The 6 line again received an overall grade of "C," unchanged from 2007. However, the customer satisfaction index of 92% was slightly lower than 2007's 93%. Customers sent in 5,392 Rider Report Cards by mail and 177 via the internet, totaling 5,569 responses, to gauge customer satisfaction on the line. Twenty-one separate service attributes were graded on the 6 line, which runs from Pelham Bay Park in the Bronx to Brooklyn Bridge-City Hall.

Of the 21 attributes that were graded, 15 received the same grades as in 2007, while the remaining six attributes declined by one grade level each. "Ease of use of subway turnstiles," "Availability of MetroCard Vending Machines" and "Lack of graffiti in subway cars" earned the highest grade of "B-minus."

Customer satisfaction indicators showed that "Lack of graffiti in subway cars," "Ease of use of subway turnstiles," "Signs in subway cars that help riders find their way," "Availability of MetroCard Vending Machines," "Lack of graffiti in stations," "Signs in stations that help riders find their way" and "Lack of scratchitti in subway cars" all excelled at 95% or better.

Customers on the 6 line again prioritized the top five improvements they would like to see as they did in 2007 as follows: "Adequate room on board at rush hour;" "Reasonable wait times for trains;" "Minimal delays during trips;" "Station announcements that are easy to hear;" and "Cleanliness of stations."

According to NYC Transit President Howard H. Roberts, Jr., "The 6 line is the busiest line in the system, carrying approximately 700,000 riders every weekday. The recent appointment of a line general manager will enable us focus more on providing adequate service and minimizing delays during trips for our customers. "

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