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Press Release

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[NYC Transit](#)

IMMEDIATE

Subway Rider Report Card Results Are In For The Q Line

Same Grade in 2007

MTA New York City Transit received 2,132 Rider Report Cards from customers during the second annual survey to gauge customer satisfaction with Q subway service. The overall performance grade of "C" is unchanged from 2007. However, the satisfaction index declined slightly to 91% from 92% recorded in 2007. Customers sent in 2,055 cards by mail and 77 by internet for the line that runs from Coney Island-Stillwell Avenue in Brooklyn to 57th Street-7th Avenue in Manhattan at all times.

"Our Q line customers have once again barely given us a passing grade. Moreover, the priorities they have listed are the same as in 2007. We will look at the service levels being provided to see if some adjustments are warranted," said NYC Transit President Howard H. Roberts, Jr.

Of the 21 service attributes that were graded, 15 grades were unchanged from 2007. "Lack of scratchitti in subway cars," "Train announcements that are easy to hear," "Station announcements that are informative" and "Signs in subway cars that help riders find their way" all improved by one grade level. However, "Working elevators and escalators in stations" and "Sense of security in stations" both declined by one grade level each. Customers awarded the highest grade of a "B minus" to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines."

The greatest increase (five percentage points or more) in the customers' satisfaction index occurred in "Lack of scratchitti in subway cars," "Train announcements that are informative" and "Train announcements that are easy to hear."

The top three priorities for Q riders are unchanged from 2007, albeit in a slightly different order: "Reasonable wait times for trains" was first (same in 2007); "Adequate room on board at rush hour" was second (third in 2007); and "Minimal delays during trips" was third (second in 2007).

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