



MTA Press Releases

Select Language | ▼

Press Release

January 5, 2009

NYC Transit

IMMEDIATE

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

MTA New York City Transit received 3,430 Rider Report Cards from customers on the second annual survey to gauge customer satisfaction with 2 subway service. The overall grade of "C" was the same as last year's. However, the customer satisfaction index of 90% was slightly lower than the initial year's 91%. Customers sent in 3,314 report cards by mail and 116 via the internet grading 21 separate service attributes on the line, which runs from Wakefield-241st Street in the Bronx to Brooklyn College-Flatbush Avenue in Brooklyn. Rider Report Cards were distributed along the 2 line in mid-November.

"Our customers' overall perception of service on the 2 line was unchanged from 2007. While the satisfaction index was 90%, it is my hope and belief that the new Line General Manager program will focus on customers' priorities and make noticeable improvements," said NYC Transit President Howard H. Roberts, Jr.

2 line customers gave their highest grade of "B-minus" to "Lack of graffiti in subway cars," "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines". These same attributes also received "B-minus" in 2007. Meanwhile, both "Minimal delays during trips" and "Reasonable wait times for trains" dropped to a "C-minus" from a "C" in 2007. "Adequate room on board at rush hour" and "Comfortable temperature in subway cars" also declined from "D-plus" to "D" and "C-plus" to "C," respectively. The remaining seventeen attributes fared the same as they did in 2007.

Riders on the 2 were again asked to prioritize the areas they'd like to see improved. "Adequate room on board at rush hour," moved up the priority rankings to first last year from third in 2007, while "Reasonable wait times for trains" dropped one place to second in 2008, down from first in 2007. "Minimal delays during trips" was riders' third priority, down from second in 2007. "Station announcements that are easy to hear" remained in the fourth spot

again this year but "Cleanliness of stations" moved up to fifth this year, up from sixth in 2007. The full set of Rider Report Card results can be found on the web at www.mta.info/nyct/index.html.