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Press Release

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[NYC Transit](#)

IMMEDIATE

2nd Annual Subway Rider Report Card Results Are In For The 3 Line

Overall Grade Remains the Same

MTA New York City Transit today announced that the 3 line again received an overall grade of "C-minus," the same grade as in 2007. However, the customer satisfaction index of 88% was slightly lower than the initial year's 89%. NYC Transit received 1,667 Rider Report Cards from customers (1,581 via mail and 86 via internet) on the second annual survey to gauge customer satisfaction with 3 subway service; customers graded 21 separate service attributes on the line, which runs from Harlem-148th Street in Manhattan to New Lots Avenue in Brooklyn. Rider Report Cards were distributed along the 3 line in mid-November.

3 line customers gave their highest grade of "B-minus" to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." The following four attributes improved from 2007: "Sense of security in stations" earned a "C" from "C-minus;" "Signs in subway cars that help riders find their way" received a "C-plus" compared to a "C" before; "Train announcements that are informative" improved to a "C-minus" from a "D-plus;" and "Ease of use of subway turnstiles" earned a "B-minus" from a "C-plus" the year before. All the other 17 attributes received the same grades like in 2007.

Indicators of customer satisfaction showed that "Ease of use of subway turnstiles," "Availability of MetroCard Vending Machines" and "Lack of graffiti in subway cars" all excelled at 95% or better. In addition, train and station announcements which are informative and easy to hear incurred increases of five percentage points.

The top three priorities that customers expressed are "Reasonable wait times for trains," "Adequate room on board at rush hour" and "Minimal delays during trips," unchanged from 2007. Station and train announcements that are easy to hear rounded up the top five priorities customers would like to see improved.

"Our customers on the 3 line have basically held steadfast in their opinion of service on the line, meaning that we at NYC Transit have to do a lot more to improve from a "C-minus" grade. We will focus on improving service levels and station and train announcements' and minimizing delays where possible, those being the attributes our customers have pointed out," said NYC Transit President Howard H. Roberts, Jr.

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