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IMMEDIATE

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

Overall Performance Improves

The grades are in for the N line subway service and riders rated the line with an overall grade of C, an improvement over 2007's C-minus. In addition, the satisfaction index improved significantly, from 85% in 2007 to 90% this time around. MTA New York City Transit received 3,416 Rider Report Cards from riders rating N service, of which 3,217 were returned by mail and 199 responses were received through the internet. Twenty-one separate attributes were graded by customers on the line, which runs between Astoria-Ditmars Blvd. in Queens and Coney Island-Stillwell Avenue in Brooklyn.

According to NYC Transit President Howard H. Roberts, Jr., "We are pleased to see that customers on the N line are noticing the improvements being made to their service. We realize however that riders top three priorities are service related, and we will continue to strive to minimize delays in service and improve reliability on the N line."

"Lack of graffiti in subway cars," "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines" earned the highest grade of "B-minus." "Minimal delays during trips," "Reasonable wait times for trains," "Adequate room on board at rush hour," "Cleanliness of stations," "Station announcements that are informative," "Train announcements that are easy to hear," "Train announcements that are informative," "Lack of graffiti in subway cars," "Lack of scratchitti in subway cars," "Courtesy and helpfulness of station personnel," "Comfortable temperature in subway cars" and "Ease of use of subway turnstiles" all improved from 2007's results by one grade level. It is important to note that the remaining nine of the 21 service attributes on the N fared the same as they did in 2007, and that no attribute received a lower grade than in 2007.

"In looking at the categories that have seen improvement, car announcements stand out," noted Roberts. "The introduction of the new technology R 160 subway cars to the N line has a lot to do with the improved service enjoyed by our customers."

With regard to satisfaction indicators, "Ease of use of subway turnstiles," "Lack of graffiti in subway cars" and "Availability of MetroCard Vending Machines" excelled at 95% or better. Also, great strides were made in station and train announcements that are informative and easy to hear, which all improved by at least eight percentage points. Furthermore, "Reasonable wait times for trains," "Lack of scratchitti in subway cars" and "Minimal delays during trips" increased by at least five percentage points.

In prioritizing improvements they would like to see on the N line, riders ranked "Reasonable wait times for trains" as first, "Minimal delays during trips" as second, "Adequate room on board at rush hour" as third, "Cleanliness of stations" as fourth, and "Station announcements that are easy to hear" as fifth, exactly the same ranking as in 2007.

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