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Press Release

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NYC Transit

IMMEDIATE

G Line Customers Grade Their Service a "D-Plus" 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 G line which was done in mid-December 2008. The G line again received an overall grade of "D-plus," unchanged from 2007. The customer satisfaction index of 75% was, however, slightly lower than 2007's 76%. Customers sent in 1,746 Rider Report Cards by mail and 150 via the internet, totaling 1,896 responses, to gauge customer satisfaction on the line. Twenty-one separate service attributes were graded on the G line, which runs from Smith-9th Streets in Brooklyn to Long Island City-Court Square in Queens on weekdays and from Smith-9th Streets to Forest Hills-71st Avenue in Queens on week nights and weekends.

The highest grade of "C" was given to "Sense of security on trains," "Signs in stations and subway cars that help riders find their way," "Lack of graffiti in stations and subway cars" and "Courtesy and helpfulness of station personnel." "Sense of security on trains" and "Courtesy and helpfulness of station personnel" both improved from a "C-minus" to a "C," and Station announcements that are informative" also improved from a "D" to a "D-plus." However, "Minimal delays during trips" and "Adequate room on board at rush hour" both declined from "C-minus" to "D-plus." The remaining 16 attributes received the same grades they received in 2007.

Customer satisfaction indicators showed that "Ease of use of subway turnstiles" and "Comfortable temperature in subway cars" earned at least 90%. In addition, station announcements that are informative and easy to hear both improved by at least five percentage points.

Customers on the G line prioritized the top five improvements they would like to see on the line as follows: "Reasonable wait times for trains," "Minimal delays during trips," "Adequate room on board at rush hour," "Sense of security in stations" and "Cleanliness of stations." The ranking was exactly the same in 2007.

According to NYC Transit President Howard H. Roberts, Jr., "Customers on the G line have held steadfast to their wishes in prioritizing improvements they would like to see. We will make every effort to monitor service on the line, with a goal of 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.