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Press Release

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NYC Transit

IMMEDIATE

W Line Customers Grade Their Service a "C" in 2nd Annual Rider Report Card Survey

Improvement over 2007's Grade

MTA New York City Transit today released the results from the 2nd Annual Rider Report Card Survey. The W line received an overall grade of "C," up from "D-plus" in 2007. In addition, the customer satisfaction index jumped from 83% in 2007 to 93%. Customers sent in 454 Rider Report Cards – 402 by mail and 52 via the internet – to gauge customer satisfaction on the line. Twenty-one separate service attributes were graded on the W line, which runs from Astoria-Ditmars Blvd. in Queens to Whitehall Street-South Ferry in Lower Manhattan.

Of the 21 attributes graded, 18 received higher marks this time around, while the remaining three attributes fared the same as in 2007. The highest grade of a "B-minus" was attained by "Lack of graffiti in subway cars," "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines."

In reference to the customer satisfaction index, "Ease of use of subway turnstiles," "Availability of MetroCard Vending Machines," "Signs in subway cars that help riders find their way" and "Lack of graffiti in subway cars" all excelled at 95% or better. "Reasonable wait times for trains" had the greatest increase of 18 percentage points.

The top three attributes that customers prioritized for improvements are "Reasonable wait times for trains," "Minimal delays during trips" and "Adequate room on board at rush hour." This ranking is unchanged from 2007.

According to NYC Transit President Howard H. Roberts, Jr., "We are pleased that our customers have noticed the improvements we have made since the initial survey in 2007, including the introduction since May 2008 of the new R160 subway cars on the line; these cars have automated announcements, better temperature controls, fewer graffiti and scratchitti hits, and provide a smoother ride. We will continue to focus on the top priorities our customers have listed, particularly by 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.