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Press Release

February 13, 2009

[NYC Transit](#)

IMMEDIATE

Subway Rider Report Card Results Are In For The V Line

Overall Grade Improves

On the second go around to gauge subway rider satisfaction with V subway service, MTA New York City Transit received 998 Rider Report Cards from customers, who boosted the overall grade to a "C" compared to 2007's grade of "C-minus." This represents an increase in the satisfaction index of 92% over 2007's 89%. Respondents sent in 905 report cards by mail and 93 arrived via the internet grading 21 separate service attributes on the line which runs from the Lower East Side-2nd Avenue in Manhattan to Forest Hills-71st Avenue in Queens on weekdays.

"It is always encouraging to see improvements in grades and we will continue to strive to improve service for our V line customers. It is interesting to note that the top two priorities of riders on the line have to do with service delays, and we will make every attempt to reduce the impact of service delays," said NYC Transit President Howard H. Roberts, Jr. "Also, the fact that station and train announcements greatly improved on the satisfaction index shows that our hard work is paying off," added Roberts.

V line customers gave their highest grade of "B-minus" to "Ease of use of subway turnstiles" and "Availability of MetroCard Vending Machines." "Minimal delays during trips," "Adequate room on board at rush hour," "Signs in stations that help riders find their way," "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 by one grade level from 2007. The remaining 14 attributes received the same grades as in 2007.

In gauging customers' satisfaction indices, "Availability of MetroCard Vending Machines" and "Ease of use of subway turnstiles" excelled at 96% or better. In addition, station and train announcements which are informative and easy to hear increased by at least five percentage points compared to 2007's results.

Customers on the V line returned the same top five improvements they would like to see done as they did in 2007, ranked as follows: "Reasonable wait times for trains," "Minimal delays during trips," "Station announcements that are easy to hear," "Adequate room on board at rush hour" and "Train announcements that are easy to hear."

Full Rider Report Card results can be found on the web at www.mta.info/nyct/index.html, or you can view them [By Clicking Here](#). (PDF)