

Permanent Citizens Advisory Committee

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NEW YORK CITY TRANSIT RIDERS COUNCIL FINDS MIXED BAG IN STATION SURVEY

The New York City Transit Riders Council (NYCTRC) today released the results of its survey of the conditions of fifty subway stations from the riders' perspective. The survey was undertaken by the members of the Council as a follow up to a similar survey conducted ten years ago to see how station conditions had changed and to assess the efficacy of MTA New York City Transit's Passenger Environment Survey (PES). The report makes recommendations for changing the PES to be more reflective of customers' perceptions of the station environment and for using it as a management tool to improve the condition of stations.

"While there has been marked improvement in the overall station environment due to the massive capital station renovation program and the use of efficient new technologies, much work remains to be done to make the stations, the gateways to the subway system, the attractive, inviting places they should be," said Andrew Albert, chair of the Council.

The Council members surveyed stations in each of the four boroughs that have subways and observed many criteria, such as litter, working telephones, exposed wires, conditions of walls, ceilings, stairs and handrails, to name a few. Station ceilings and walls were in the worst shape and have continued to decline since 1994. The cleanliness and condition of floors was also a problem at 50% of stations, while litter was a problem at 42%.

Of the five worst stations, four are located in the Bronx; and three are on the B/D lines. The five worst stations are Mosholu Parkway on the 4 line, 174-175 Streets on the B/D lines, Kingsbridge Road on the B/D lines, Atlantic Avenue on the L line and 205 Street – Norwood on the D line. The five best stations are scattered throughout the boroughs and are 21 Street - Queensbridge on the F line, Grand Army Plaza on the 2/3 lines, Intervale Avenue on the 2/5 lines, Park Place on the S line and 81 Street – Museum of Natural History on the B/C lines.

The results of the Council's survey indicate that while NYC Transit's PES methodology has improved significantly since the Council's 1994 report, it continues to fall short of its goals of evaluating the transit environment from the customer's perspective. The Council is disappointed that the PES no longer evaluates station lighting conditions.

“The PES is not achieving its full potential because the weighted rating system masks serious problem areas by averaging scores, the PES does not include many indicators that impact customer satisfaction and Transit does not use the PES as a management tool,” said Ellyn Shannon, Transportation Planner and author of the report.

The New York City Transit Riders Council urges New York City Transit to adopt its recommendations to make the PES the management tool it should be. This will ensure that stations are renovated and/or maintained according to need as opposed to an arbitrary schedule.

Highlights of the NYCTRC Station Survey results and recommendations are attached. Copies of the full report are available upon request or can be downloaded from the PCAC website at www.pcac.org.

The New York City Transit Riders Council was created in 1981 by the New York State Legislature to represent bus and subway riders. The 15 members are users of the transit system and are appointed by the Governor upon the recommendation of the Mayor (5 members), the Public Advocate (5 members), and the Borough Presidents (1 member each). The New York City Transit Riders Council (NYCTRC) will hold a press conference to release the results of its subway station conditions survey. The report, which is a follow-up to a 1994 survey, compares its results with the MTA New York City Transit Passenger Environment Survey. The project grew out of a continuing desire among members of the Council for an evaluation of the station environment from the passenger's perspective.