



## **NYPIRG Straphangers Campaign**

a project of the New York Public Interest Research Group Fund

9 Murray Street, 3rd floor • New York, NY 10007-2272 • FAX 212-349-1366 • www.straphangers.org

# **NEWS RELEASE**

**Embargoed for Release:**

Monday, July 23, 2007, 10:30 p.m.

For More Info: Gene Russianoff

(212) 349-6460 or (917) 575-9434

## **Straphangers Campaign Issues Annual “State of the Subways” Report**

**Best: 1 with ‘MetroCard Rating’ of \$1.25; Worst: C and W at 65¢**

### **Picture of a “Stalled” System:**

**More Car Breakdowns; Regularity and Announcements Unchanged**

**Report Shows Need for Congestion Pricing Funds to Improve System**

The NYPIRG Straphangers Campaign today issued its tenth annual “State of the Subways” Report Card, rating the 1 as the best of 22 subway lines with a “MetroCard Rating” of \$1.25 and the C and W the worst with a rating of 65 cents.

The 43-page report is based on an extensive review of official data on subway service, much of which has not been released before on a line-by-line basis. It includes detailed one-page profiles of 22 lines and a Straphangers Campaign “MetroCard Rating.” (See attachments.)

The profiles show six measures of service, based on recent data from MTA New York City Transit, largely covering the last half of 2006. The measures are: the amount of scheduled service and the regularity of train arrivals; mechanical failures of subway cars; chance of getting a seat at the most congested point; cleanliness of subway car floors and seats; and adequacy of announcements.

The MetroCard Ratings are a shorthand tool to compare lines and are based on a formula developed in consultation with independent transportation experts. A line could receive a rating of \$2.00 if it scored, on average, in the top 5% on the six measures of service.

“Overall, we document a subway system that is stalled, with slightly more breakdowns and no improvement in the number of irregular arrivals or subway car announcements,” said Gene Russianoff, Straphangers Campaign attorney.

Russianoff added: “The MTA faces billions of dollars in deficits in both its operating and rebuilding budgets. Any proposal to raise fares should only be seriously considered if and when the state legislature approves Mayor Bloomberg’s congestion pricing proposal and other transit aid, which would raise billions of dollars to fix transit and take pressure off the budget.”

—more, more, more—

**Our findings show the following picture of how New York City’s subways are doing:**

**1. The best subway line in the city is the 1 for the first time since we began these rankings, with a “MetroCard Rating” of \$1.25. The previous top-rated line – the 6 – dropped to a third-place tie.** The 1 ranked highest because it performs above average on four of six measures: frequently scheduled service, arriving with more regularity, fewer dirty cars, and better announcements. The line did not get a higher rating because it performed below average on: a chance of getting a seat during rush hours, and delays caused by mechanical breakdowns. The 1 runs between South Ferry in Lower Manhattan and 242<sup>nd</sup> Street in the Bronx.

**2. The C and W were ranked the worst subway lines, with a MetroCard Rating of 65 cents.** The C and W lines both have a low level of scheduled service, and each performs below average on three additional measures: car breakdowns, chance of getting a seat during rush hours and announcements. The C and W did not get lower ratings because they perform at or above the system average on arriving with regularity and above average on interior cleanliness. The C line operates between Euclid Avenue in Queens and 168<sup>th</sup> Street in Manhattan. The W line operates between Ditmas Boulevard in Queens and Whitehall Street in Manhattan.

**3. Overall, we found a mixed picture for subway service. On the plus side, the cleanliness of the interior of cars improved from 79% rated clean in the second half of 2005 to 87% for the same time period in 2006. But car breakdowns worsened from a mechanical failure from every 178,085 miles in 2005 to one every 156,624 miles. Two measures remained unchanged: regularity of arriving trains and announcements.**

(We were unable to compare the remaining two measures.)

- **Subway cars became cleaner, going from 79% in the second half of 2005 to 87% in this report.** We found: eighteen lines improved (1, 3, 4, 5, 6, 7, A, B, D, E, F, G, J/Z, L, N, Q, R and V), two worsened (2 and C) and two did not change (M and W).
- **The car fleet breakdown rate worsened from an average mechanical failure every 178,085 miles in our last report to 156,624 in this report.** This is a troubling trend, as some cars in the transit fleet age, while many new technology cars have come on line. We found that: nine lines improved (7, A, B, D, J/Z, L, M, N and Q) and thirteen lines worsened (1, 2, 3, 4, 5, 6, C, E, F, G, R, V and W).
- **Subway cars arrived with nearly identical regularity, going down from 86.5% regular arrivals during the daytime in 2006 to 86.6% in this report.** We found that: twelve lines improved (1, 2, 5, 7, A, E, F, G, M, N, V and W), nine worsened (3, 4, 6, B, C, J/Z, L, Q and R) and one remained unchanged (D).

–more, more, more–

- **Accurate and understandable announcements remained unchanged at 90% between our last and current reports.** We found that: nine lines improved (1, 3, 5, E, J/Z, M, N, Q and V), nine worsened (7, A, C, D, F, G, L, R and W) and four remained unchanged (2, 4, 6 and B).

#### 4. There are large disparities in how subway lines perform.<sup>1</sup>

- **Breakdowns:** Cars on the Q had the best record on delays caused by car mechanical failures: once every 376,877 miles. Cars on the G line had the worst, experiencing breakdown delays more than five times as often: once every 69,361 miles.
- **Cleanliness:** The B was the cleanest line, with only 6% of their cars having moderate or heavy dirt, while 32% of cars on the dirtiest line — the F — had moderate or heavy dirt, a rate more than five times higher.
- **Chance of getting a seat:** We rate a rider’s chance of getting a seat at the most congested point on the line. We found the best chance is on the G line, where riders had a 84% chance of getting a seat during rush hour.<sup>2</sup> The W ranked worst and was much more overcrowded, with riders having only a 30% chance of getting a seat.
- **Amount of scheduled service:** The 6 and the 7 lines had the most scheduled service, with two-and-a-half minute intervals between trains during the morning rush hour. The M and W ranked worst, with ten-minute intervals between trains all day.
- **Regularity of service:** The G line had the greatest regularity of service, arriving within two to four minutes of its scheduled interval 91% of the time. The most irregular line is the 5, which performed with regularity only 81% of the time.
- **In-car announcements:** The 5 line had a perfect performance for adequate announcements made in its subway cars, missing no announcements. In contrast, the D and Q were the worst, missing announcements 18% of the time.

The Straphangers Campaign’s work to rate the quality of subway and bus service is funded by the Alfred P. Sloan Foundation, which is a leader in supporting the assessment of government services. The full report can be found on the Internet at:  
<http://www.straphangers.org>.

---

<sup>1</sup> For some measures, small differences in rounding scores explain the first- and last-place rankings.

<sup>2</sup> New York City Transit does not include G line passenger counts in its annual *Cordon Count*, as the G is the only one of the twenty two major lines not to enter Manhattan’s central business district. For this reason, Straphangers Campaign conducted its own study of peak loading patterns on the G. For more details, see methodology.

# STATE OF THE SUBWAYS REPORT CARD

## NYPIRG Straphangers Campaign

### Summer 2007

#### I. Findings

What do subway riders want?

They want short waits, trains that arrive regularly, a chance for a seat, a clean car and understandable announcements that tell them what they need to know. That's what MTA New York City Transit's own polling of its riders show.<sup>1</sup>

This "State of the Subways" Report Card tells riders how their lines do on these key aspects of service. We look at six measures of subway performance for the city's 22 major subway lines, using recent data compiled by MTA New York City Transit.<sup>2</sup> Much of the information has not been released publicly before on a line-by-line basis. Most of the measures are for all or the last half of 2006.

Our Report Card has three parts:

First is a comparison of service on 22 lines, as detailed in the attached charts.

Second, we give an overall "MetroCard Rating"<sup>3</sup> to each of the 22 lines.<sup>4</sup>

Third, the report contains one-page profiles on each of the 22 lines. These are intended to provide riders, officials, and communities with an easy-to-use summary of how their lines perform compared to others. These profiles can also be found at our web site: [www.straphangers.org](http://www.straphangers.org).

This is the tenth Subway Report Card issued by the Straphangers Campaign since 1997.<sup>5</sup>

---

<sup>1</sup> New York City Residents' Perceptions of New York City Transit Service, 1999 Citywide Survey, prepared for MTA New York City Transit.

<sup>2</sup> The measures are: frequency of scheduled service; how regularly trains arrive; delays due to car mechanical problems; chance to get a seat at peak period; car cleanliness; and in-car announcements. Regularity of service is the measure of gaps in service or bunching together of trains.

<sup>3</sup> We derived the MetroCard Ratings with the help of independent transportation experts. Descriptions of the methodology can be found in Section II and Appendix I. The rating was developed in two steps. First, we decided how much weight to give each of the six measures of transit service. Then we placed each line on a scale that permits fair and consistent comparisons. Under a formula we derived, a line whose performance fell exactly at the average in this baseline would receive a MetroCard rating of \$1.00 in this report. Any line at the 95<sup>th</sup> percentile of this range would receive a rating of \$2.00, the current base fare.

<sup>4</sup> We were unable to give an overall MetroCard Rating to the system's three permanent shuttle lines—the Franklin Avenue Shuttle, the Rockaway Park Shuttle, and the Times Square Shuttle—because data is not available.

<sup>5</sup> We did not issue a report in 2002. Because of the severe impact on the subways from the World Trade Center attack, ratings based on service at the end of 2001 would not have been appropriate.

**Our findings show the following picture of how New York City’s subways are doing:**

**1. The best subway line in the city is the 1 for the first time since we began these rankings, with a “MetroCard Rating” of \$1.25. The previous top-rated line – the 6 – dropped to a third-place tie.** The 1 ranked highest because it performs above average on four of six measures: frequently scheduled service, arriving with more regularity, fewer dirty cars, and better announcements. The line did not get a higher rating because it performed below average on: a chance of getting a seat during rush hours, and delays caused by mechanical breakdowns. The 1 runs between South Ferry in Lower Manhattan and 242<sup>nd</sup> Street in the Bronx.

**2. The C and W were ranked the worst subway lines, with a MetroCard Rating of 65 cents.** The C and W lines both have a low level of scheduled service, and each performs below average on three additional measures: car breakdowns, chance of getting a seat during rush hours and announcements. The C and W did not get lower ratings because they perform at or above the system average on arriving with regularity and above average on interior cleanliness. The C line operates between Euclid Avenue in Queens and 168<sup>th</sup> Street in Manhattan. The W line operates between Ditmas Boulevard in Queens and Whitehall Street in Manhattan.

**3. Overall, we found a mixed picture for subway service. On the plus side, the cleanliness of the interior of cars improved from 79% rated clean in the second half of 2005 to 87% for the same time period in 2006. But car breakdowns worsened from a mechanical failure from every 178,085 miles in 2005 to one every 156,624 miles. Two measures remained unchanged: regularity of arriving trains and announcements.** (We were unable to compare the remaining two measures.)<sup>6</sup>:

- **Subway cars became cleaner, going from 79% in the second half of 2005 to 87% in this report.** We found that: eighteen lines improved (1, 3, 4, 5, 6, 7, A, B, D, E, F, G, J/Z, L, N, Q, R and V), two worsened (2, C) and two stayed the same (M and W).

---

<sup>6</sup> We were unable to compare two of the six measures with past years: scheduled frequency of service and crowding. Changes in New York City Transit methodology prevented comparisons with past year’s service frequency. In general, this measure has stayed relatively static over the years. In addition, part of the period for crowding data was affected by the extensive route changes following the opening of the Manhattan Bridge to subway service in February 2004.

- **The car fleet breakdown rate worsened from an average mechanical failure every 178,085 miles in our last report to 156,624 in this report.** This is a troubling trend, as some cars in the transit fleet age, while many new technology cars have come on line. We found that: nine lines improved (7, A, B, D, J/Z, L, M, N and Q) and thirteen lines worsened (1, 2, 3, 4, 5, 6, C, E, F, G, R, V and W).
- **Subway cars arrived with nearly identical regularity, going down from 86.5% regular arrivals during the daytime in 2006 to 86.6% in this report.** We found that: twelve lines improved (1, 2, 5, 7, A, E, F, G, M, N, V and W), nine worsened (3, 4, 6, B, C, J/Z, L, Q and R) and one remained unchanged (D).
- **Accurate and understandable announcements remained unchanged at 90% between our last and current reports.** We found that: nine lines improved (1, 3, 5, E, J/Z, M, N, Q and V), nine worsened (7, A, C, D, F, G, L, R and W) and four remained unchanged (2, 4, 6 and B).

#### 4. There are large disparities in how subway lines perform.<sup>7</sup>

- **Breakdowns:** Cars on the Q had the best record on delays caused by car mechanical failures: once every 376,877 miles. Cars on the G line had the worst, experiencing breakdown delays more than five times as often: once every 69,361 miles.

- **Cleanliness:** The B was the cleanest line, with only 6% of their cars having moderate or heavy dirt, while 32% of cars on the dirtiest line — the F — had moderate or heavy dirt, a rate more than five times higher.

- **Chance of getting a seat:** We rate a rider's chance of getting a seat at the most congested point on the line. We found the best chance is on the G line, where riders had a 84% chance of getting a seat during rush hour.<sup>8</sup> The W ranked worst and was much more overcrowded, with riders having only a 30% chance of getting a seat.

- **Amount of scheduled service:** The 6 and the 7 lines had the most scheduled service, with two-and-a-half minute intervals between trains during the morning rush hour. The M and W ranked worst, with ten-minute intervals between trains all day.

---

<sup>7</sup> For some measures, small differences in rounding scores explain the first- and last-place rankings.

<sup>8</sup> New York City Transit does not include G line passenger counts in its annual *Cordon Count*, as the G is the only one of the twenty two major lines not to enter Manhattan's central business district. For this reason, Straphangers Campaign conducted its own study of peak loading patterns on the G. For more details, see methodology.

- **Regularity of service:** The G line had the greatest regularity of service, arriving within two to four minutes of its scheduled interval 91% of the time. The most irregular line is the 5, which performed with regularity only 81% of the time.

- **In-car announcements:** The 5 line had a perfect performance for adequate announcements made in its subway cars, missing no announcements. In contrast, the D and Q were the worst, missing announcements 18% of the time.

All the findings described above are detailed in the attached charts and profiles:

Chart One lists the MetroCard Ratings for 22 subway lines.

Chart Two details the differences in performance on all six measures among 22 lines.

Chart Three ranks lines from best to worst on each measure.

Following the charts are detailed one-page profiles for 22 subway lines.

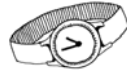
# Chart One

## BEST to WORST: 2007 STRAPHANGERS CAMPAIGN METROCARD RATINGS

1	\$1.25
L	\$1.20
7	\$1.10
6	\$1.10
Q	\$1.05
G	\$1.05
E	\$1.05
4	\$1.00
3	\$1.00
5	\$1.00
J&Z	\$1.00
N	95¢
D	95¢
A	95¢
V	90¢
F	90¢
2	90¢
R	90¢
M	85¢
B	80¢
W	65¢
C	65¢

Chart Two

# HOW DOES YOUR SUBWAY LINE RATE?



Straphangers  
Campaign  
MetroCard  
Rating

Scheduled Frequency

Regularity of  
Service

Breakdowns

Seat  
Availability

Cleanliness

Announcements

*Scheduled minutes  
between trains  
during morning  
rush*

*Scheduled  
minutes between  
trains at noon*

*Scheduled minutes  
between trains during  
evening rush*

*How often trains arrive  
without bunching or gaps  
in service*

*Number of miles  
traveled between  
car breakdowns*

*Chance of getting  
a seat during rush  
hour*

*Percentage of subway  
cars with clean seats  
and floors*

*Percentage of in-car  
announcements which  
are accurate and  
understandable*

<b>1</b>	\$1.25	3:00	5:00	3:30	90%	every 132,385 miles	47%	93%	92%
<b>2</b>	90¢	5:00	8:00	5:00	82%	154,169	35%	85%	99%
<b>3</b>	\$1.00	5:00	8:00	5:00	87%	149,270	40%	92%	89%
<b>4</b>	\$1.00	4:00	5:00	4:00	82%	228,382	37%	91%	97%
<b>5</b>	\$1.00	4:00	10:00	4:00	81%	287,437	37%	90%	100%
<b>6</b>	\$1.10	2:30	4:00	3:00	84%	174,817	32%	89%	99%
<b>7</b>	\$1.10	2:30	5:00	2:30	89%	134,660	52%	72%	85%
<b>A</b>	95¢	4:45	7:30	4:45	85%	149,905	47%	88%	83%
<b>B</b>	80¢	8:00	10:00	8:00	86%	162,034	44%	94%	85%
<b>C</b>	65¢	9:15	10:00	10:00	87%	94,156	37%	88%	83%
<b>D</b>	95¢	6:00	10:00	6:15	87%	248,627	56%	84%	82%
<b>E</b>	\$1.05	4:00	7:30	4:00	88%	122,864	32%	87%	93%
<b>F</b>	90¢	4:00	7:30	4:00	85%	159,729	56%	68%	83%
<b>G</b>	\$1.05	6:30	10:00	8:00	91%	69,361	84%	85%	83%
<b>J&amp;Z</b>	\$1.00	5:00	10:00	5:00	89%	146,828	44%	79%	88%
<b>L</b>	\$1.20	4:00	8:00	4:00	90%	252,574	31%	87%	97%
<b>M</b>	85¢	10:00	10:00	10:00	91%	106,998	47%	87%	90%
<b>N</b>	95¢	7:00	10:00	8:00	88%	291,555	49%	86%	87%
<b>Q</b>	\$1.05	6:00	10:00	6:00	87%	376,877	72%	80%	82%
<b>R</b>	90¢	6:00	10:00	6:00	83%	108,844	71%	88%	87%
<b>V</b>	90¢	6:00	10:00	6:00	86%	96,422	68%	81%	89%
<b>W</b>	65¢	10:00	10:00	10:00	89%	97,672	30%	88%	85%
<b>System Average</b>		5:34	8:26	5:46	87%	156,624	48%	87%	90%

# Chart Three

## BEST to WORST SUBWAY LINES by PERFORMANCE INDICATOR

Rank (from Best to Worst)	Amount of Scheduled Service	Regularity of Service	Breakdown Rate	Chance of Getting a Seat	Interior Cleanliness	In-Car Announcements
1	6 7	G	Q	G	B	5
2		M	N	Q	1	2 6
3	1	1 L	5	R	3	
4	4		L	V	4	4 L
5	E F	7 J&Z	D	F	5	
6			4	D	6	E
7	L	W	6	7	A C R W	1
8	5	N	B	N		M
9	A	E	F	M		3 V
10	2 3	C	2	A		
11		3	A	1	E L M	J&Z
12	J&Z	Q D	3	J&Z		N R
13	Q R V		J&Z	B		
14		B	7	3	N	7 B W
15		V	1	4	2 G	
16	D	A F	E	5		
17	G		R	C	D	A C F G
18	N	6	M	2	V	
19	B	R	W	6	Q	
20	C	2	V	E	J&Z	
21	M W	4	C	L	7	D Q
22		5	G	W	F	

## II. Summary of Methodology

The NYPIRG Straphangers Campaign reviewed extensive MTA New York City Transit data on the quality and quantity of service on 22 subway lines. We used the latest comparable data available, largely from the second half of 2006. Several of the data items have not been publicly released before on a line-by-line basis.

We then calculated a MetroCard Rating—intended as a shorthand tool to allow comparisons among lines—for 22 subway lines, as follows:

First, we formulated a scale of the relative importance of measures of subway service. This was based on a survey we conducted of a panel of transit experts and riders, and an official survey of riders by MTA New York City Transit. The six measures were weighted as follows:

Amount of service	
• <i>scheduled amount of service</i>	30%
Dependability of service	
• <i>percent of trains arriving at regular intervals</i>	22.5%
• <i>breakdown rate</i>	12.5%
Comfort/usability	
• <i>chance of getting a seat</i>	15%
• <i>interior cleanliness</i>	10%
• <i>adequacy of in-car announcements</i>	10%

Second, for each measure, we compared each line's performance to the best- and worst-performing lines in this rating period.

A line equaling the system best in 2006 would receive a score of 100 for that indicator, while a line matching the system low in 2006 would receive a score of 0.

These scores were then multiplied by the percentage weight of each indicator, and added up to reach an overall raw score. Below is an illustration of calculations for a line, in this case the 4.

<b>Indicator</b>	<b>4 line value including best and worst in system for 5 indicators</b>	<b>4 line score out of 100</b>	<b>Percentage weight</b>	<b>4 line adjusted raw score</b>
Scheduled service	AM rush—4 min; midday—5 min; PM rush—4 min	83	30%	25
Service regularity	82% (best—91%; worst—81%)	6	22.50%	1
Breakdown rate	228,382 miles (best—376,877 miles; worst—69,361 miles)	52	12.50%	6
Crowding	37% seated (best—84%; worst—30%)	13	15%	2
Cleanliness	91% clean (best—94%; worst—68%)	88	10%	9
Announcements	97% adequate (best—100%; worst—82%)	83	10%	8
Adjusted score total				<b>4 line—52 pts.<sup>9</sup></b>

Third, the summed totals were then placed on a scale that emphasizes the relative differences between scores nearest the top and bottom of the scale. (See Appendix I.)

Finally, we converted each line’s summed raw score to a MetroCard Rating. We created a formula with assistance from independent transit experts. A line scoring, on average, at the 50th percentile of the lines in 2006 for all six performance measures would receive a MetroCard Rating of \$1.00. A line which matched the 95th percentile of this range would be rated \$2.00.

New York City Transit officials reviewed the profiles and ratings in 1997. They concluded: "Although it could obviously be debated as to which indicators are most important to the transit customer, we feel that the measures that you selected for the profiles are a good barometer in generally representing a route’s performance characteristics. . . Further, the format of your profiles. . .is clear and should cause no difficulty in the way the public interprets the information."

Their full comments can be found in Appendix I, which presents a more detailed description of our methodology. Transit officials were also sent an advance summary of the findings for this year's State of the Subways Report Card.

For our first six surveys, we used 1996—our first year for calculating MetroCard Ratings—as a baseline. As we said in our 1997 report, our ratings “will allow us to use the same formula for

<sup>9</sup> Sum calculated before rounding individual indicator scores.

ranking service on subway lines in the future. As such, it will be a fair and objective barometer for gauging whether service has improved, stayed the same, or deteriorated over time.”

However, in 2001, 2003, 2004, 2005 and 2006, transit officials made changes in how the performance indicators are measured and/or reported. The Straphangers Campaign unsuccessfully urged MTA New York City Transit to re-consider its new methodologies, because of our concerns about the fairness of these measures and the loss of comparability with past indicators. Transit officials also rejected our request to re-calculate measures back to 1996 in line with their adopted changes. As a result, in this report we were forced to redefine our baseline with 2006 data, and considerable historical comparability was lost.

### III. Why A Report Card on the State of the Subways?

Why does the Straphangers Campaign publish a yearly report card on the subways?

**First, riders are looking for information on the quality of their trips.** The MTA has, unfortunately, resisted putting detailed line-by-line performance measures on their web site. In June 2003, the MTA did begin posting its quarterly performance data on its website, [www.mta.info](http://www.mta.info). However, none of this information is broken down by line. Our profiles seek to fill this gap.

**Second, our report cards provide a picture of where the subways are headed.** This report card paints a picture of a stalled system: Subway cars break down a little more often, a troubling trend at a time when hundreds of new technology subway cars have been coming on line. The subways have shown no improvement in regularity of arrivals or in making accurate and understandable subway car announcements. On one measure we found there was significant improvement: subway cars became cleaner.

Continued progress will be a challenge. The MTA is struggling to obtain all the planned funding for its current rebuilding program, including rising construction costs, a weak dollar and realizing \$1 billion dollars from the sale of its assets, such as its valuable Manhattan rail yards.

**Lastly, we aim to give communities the information they need to win better service.** We often hear from riders and neighborhood groups. They will say, “Our line has got to be worst.” Or “We must be on the most crowded.” Or “Our line is much better than others.”

For riders and officials on lines receiving a poor level of service, our report will help them make the case for improvements, ranging from increases in service to major repairs. That’s not just a hope. In past years, we’ve seen riders — including on some of the lines we found the worst — win improvements, such as on the B, N and 5 lines.

For those on better lines, the report can highlight areas for improvement. For example, riders on the 7 — once the best in the system — have pointed to declines and won increased service.

This report is part of a series of studies on subway and bus service. For example, we issue annual surveys on payphone service in the subways, subway car cleanliness, and subway car announcements, as well as give out the Pokey Awards for the slowest city bus routes.

Our reports can be found at our web site, [www.straphangers.org](http://www.straphangers.org), as can our profiles.

We hope that these efforts—combined with the concern and activism of many thousands of city transit riders—will win better subway and bus service for New York City.

# Straphangers Campaign

## 1 SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating \$1.25**

The 1 line ranks best of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

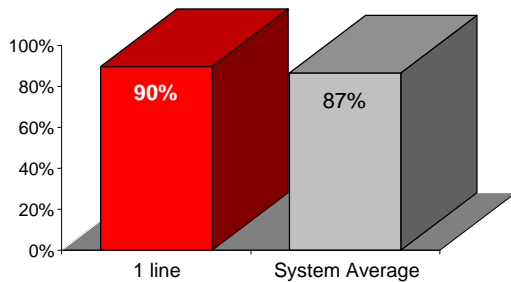
### The 1 line is scheduled to come much more often than most subway lines...

scheduled minutes between weekday trains as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>1 line</b>	<b>3</b>	<b>5</b>	<b>3:30</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

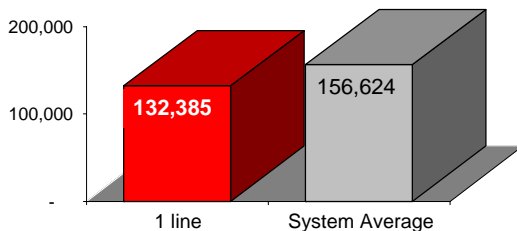
### and arrives with above-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



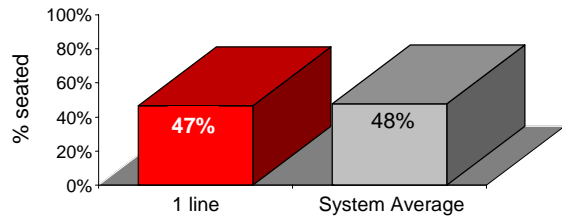
### Cars on the 1 line break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



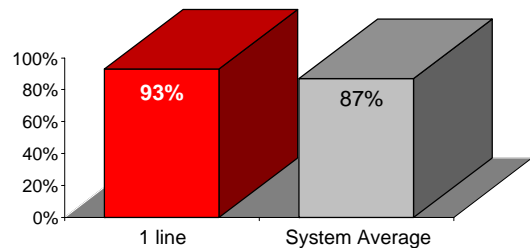
### You're slightly less likely to get a seat on the 1 line.

% of passengers with seats at most crowded point during rush hour



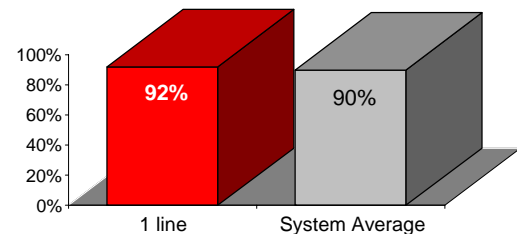
### The 1 line is cleaner than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and performs above the system average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the 1 line superintendent at (212) 704-0537.**

# Straphangers Campaign

## 2 SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating 90¢**

The 2 line ranks tied for 15th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

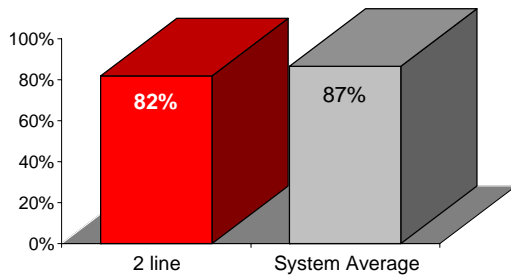
### The 2 line is scheduled to come more often than most subway lines...

scheduled minutes between weekday trains as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>2 line</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

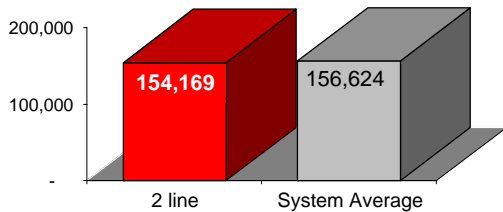
### but arrives with lower than average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



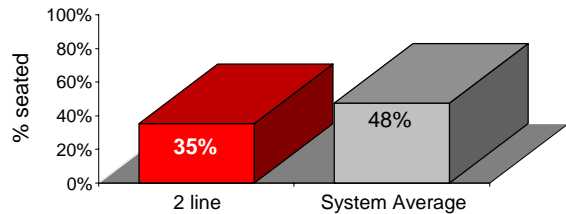
### Cars on the 2 break down at about the system average.

average miles traveled between delay: caused by mechanical failures, 2006



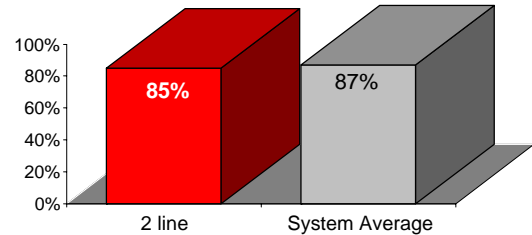
### You're much less likely to get a seat on the 2 line.

% of passengers with seats at most crowded point during rush hour



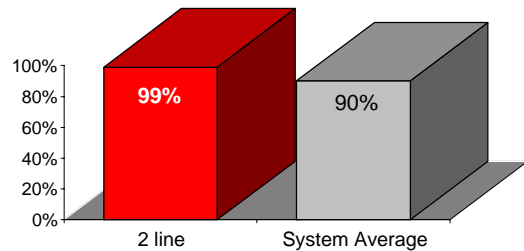
### The 2 is less clean than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### but has near-perfect performance on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the 2 line superintendent at (718) 430-5119.**

# Straphangers Campaign

## 3 SUBWAY LINE PROFILE



Straphangers Campaign MetroCard Rating **\$1.00**

The 3 line ranks tied for 8th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

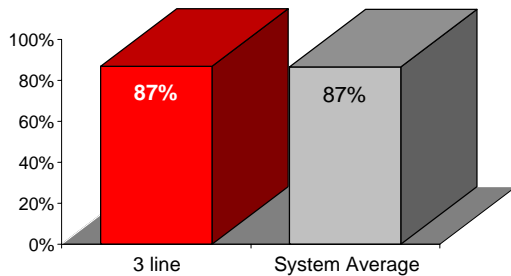
### The 3 line has an above-average amount of daytime service but doesn't run at night.

scheduled minutes between weekday trains as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>3 line</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>-</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

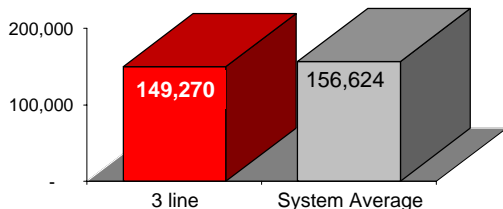
### The 3 arrives with average regularity...

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



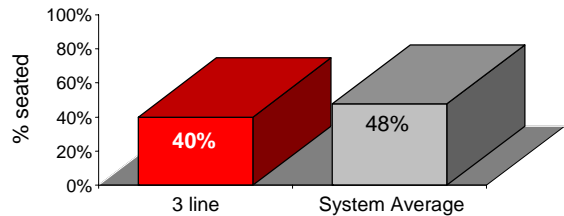
### but its cars break down more often than the average line.

average miles traveled between delay: caused by mechanical failures, 2006



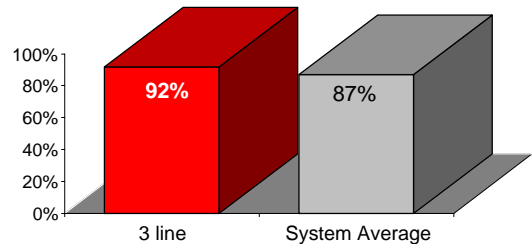
### You're less likely to get a seat on the 3 line.

% of passengers with seats at most crowded point during rush hour



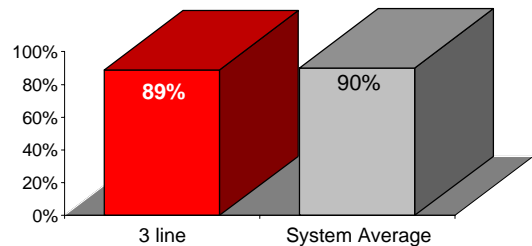
### The 3 line is cleaner than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the 3 line superintendent at (718) 927-8979.**

# Straphangers Campaign

## 4 SUBWAY LINE PROFILE



Straphangers Campaign  
MetroCard Rating **\$1.00**

The 4 line ranks tied for 8th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

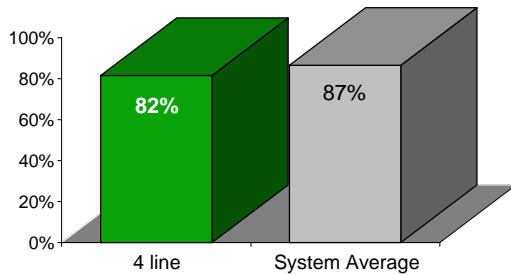
### The 4 line is scheduled to come much more often than most subway lines...

scheduled minutes between weekday trains  
as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>4 line</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

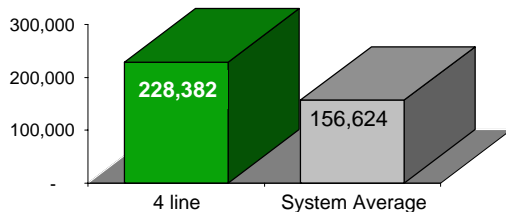
### but arrives with below-average regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



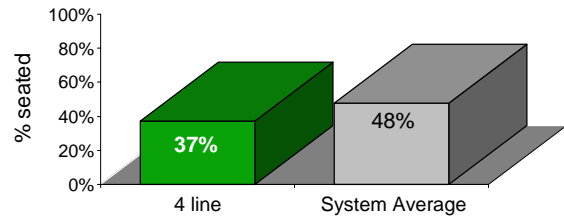
### Cars on the 4 line break down less often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



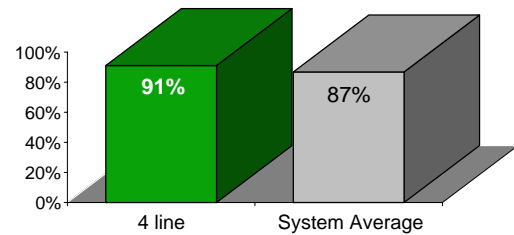
### You're much less likely to get a seat on the 4 line.

% of passengers with seats at most crowded point  
during rush hour



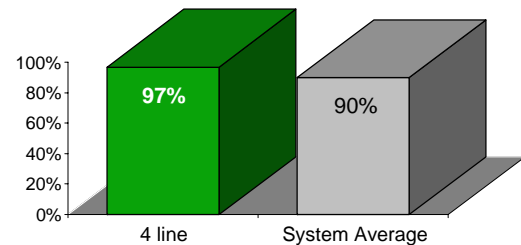
### The 4 line is cleaner than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs much better than average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the 4 line superintendent at (212) 424-4129.**

# Straphangers Campaign

## 5 SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating \$1.00**

The 5 line ranks tied for 8th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

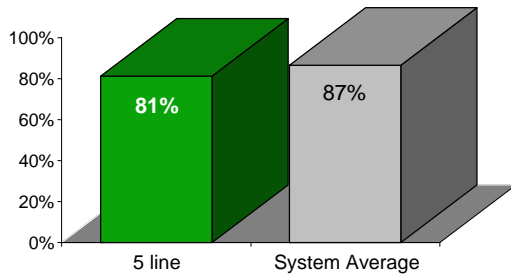
### The 5 line has more rush hour and less midday service than the average line...

scheduled minutes between weekday trains  
as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>5 line</b>	<b>4</b>	<b>10</b>	<b>4</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

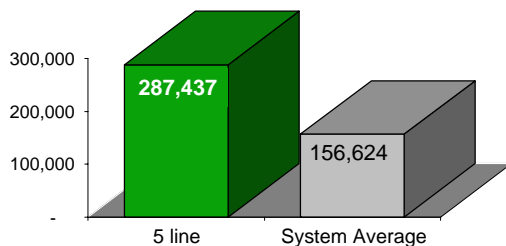
### but is the least regular line in the system.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



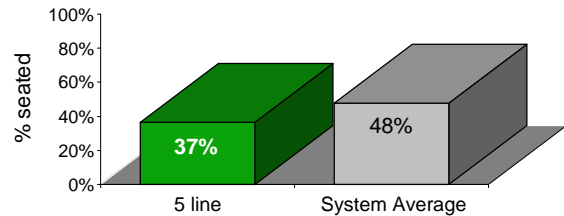
### Cars on the 5 line break down less often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



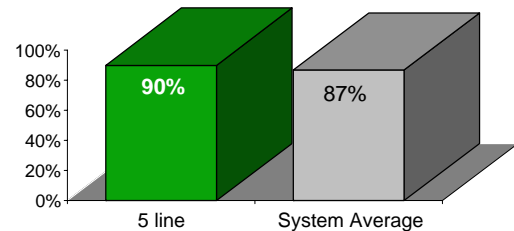
### You're much less likely to get a seat on the 5 line.

% of passengers with seats at most crowded point  
during rush hour



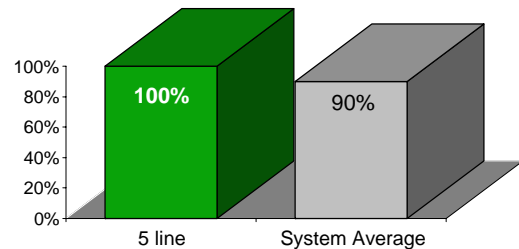
### The 5 line is cleaner than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs perfectly on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the 5 line superintendent at (718) 430-8229.**

# Straphangers Campaign

## 6 SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating \$1.10**

The 6 line ranks tied for 3rd place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

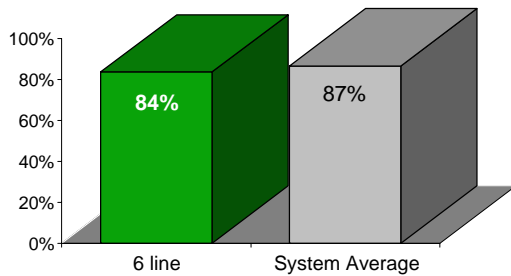
### The 6 line is tied for the most amount of scheduled service...

scheduled minutes between weekday trains as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>6 line</b>	<b>2:30</b>	<b>4</b>	<b>3</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

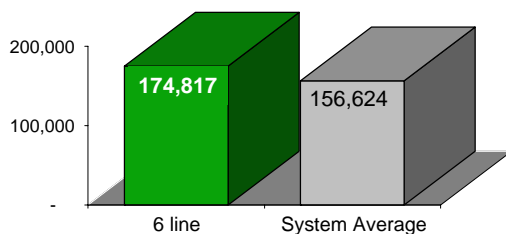
### but arrives with below-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



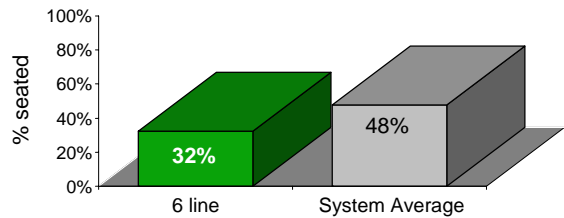
### Cars on the 6 break down less often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



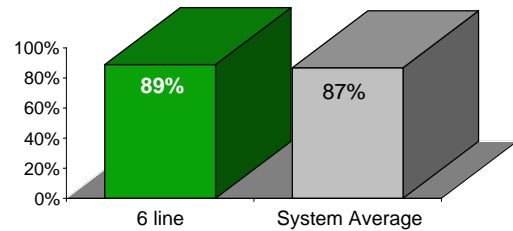
### You are much less likely to get a seat on the 6 line.

% of passengers with seats at most crowded point during rush hour



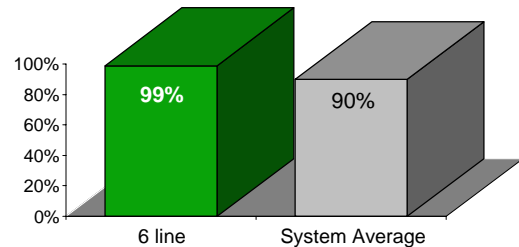
### The 6 line is cleaner than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and has near-perfect performance on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the 6 line superintendent at (347) 643-5351.**

# Straphangers Campaign

## 7 SUBWAY LINE PROFILE

The 7 line ranks tied for 3rd place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



**Straphangers Campaign MetroCard Rating \$1.10**

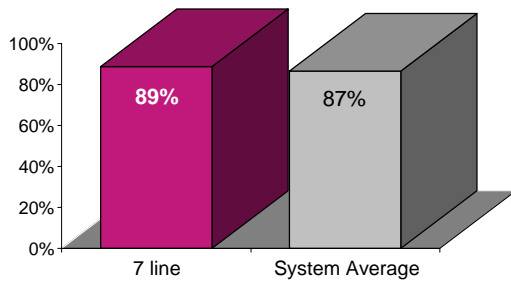
### The 7 line is tied for the most amount of scheduled service...

scheduled minutes between weekday trains as of February 2007

	AM Rush	Noon	PM Rush	Overnight
<b>7 line</b>	<b>2:30</b>	<b>5</b>	<b>2:30</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

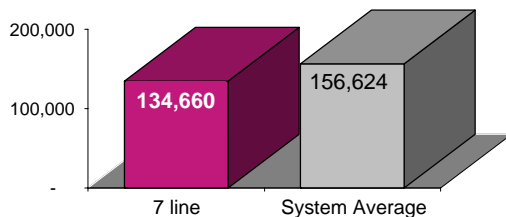
### and arrives with above-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



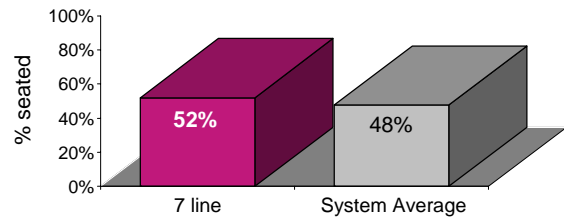
### Cars on the 7 break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



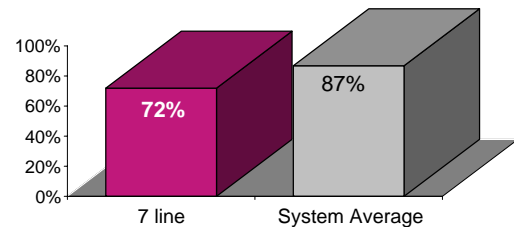
### You're more likely to get a seat on the 7 line.

% of passengers with seats at most crowded point during rush hour



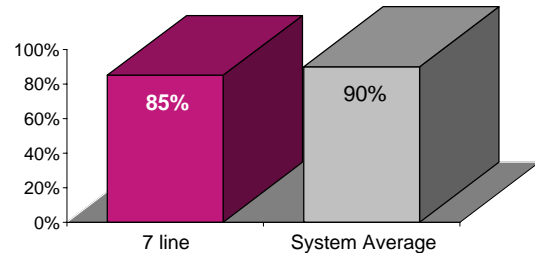
### The 7 line is much dirtier than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and it performs below average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the 7 line superintendent at (718) 334-8882.**

# Straphangers Campaign



## SUBWAY LINE PROFILE

The A line ranks tied for 12th place out of the 22 subway lines rate by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



**Straphangers Campaign MetroCard Rating**

**95¢**

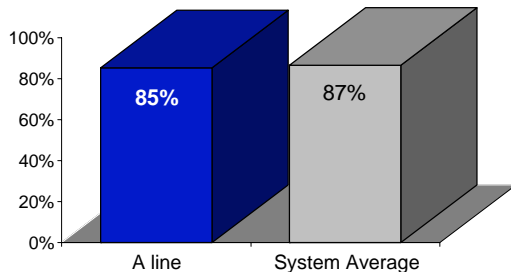
### The A line is scheduled to come more often than most subway lines...

scheduled minutes between weekday trains as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>A line</b>	<b>4:45</b>	<b>7:30</b>	<b>4:45</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

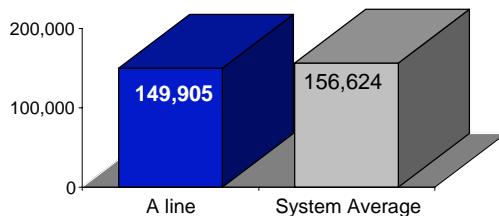
### but arrives with below-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



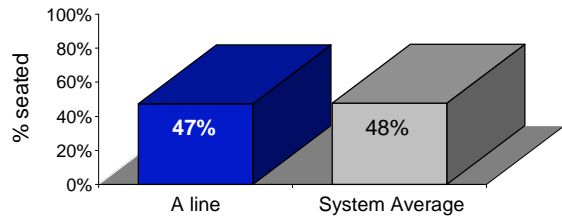
### Cars on the A line break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



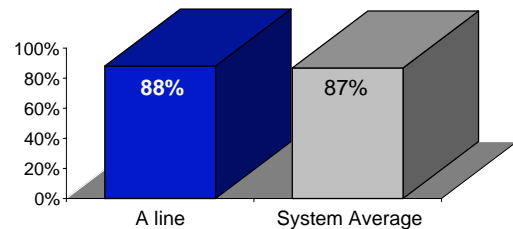
### You're slightly less likely to get a seat on the A line.

% of passengers with seats at most crowded point during rush hour



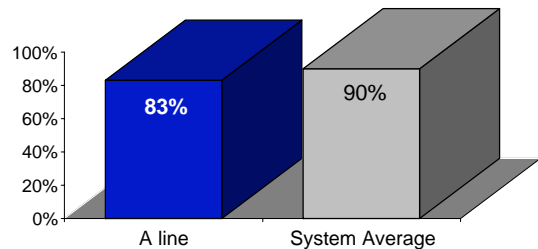
### The A line is cleaner than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the A line superintendent at (212) 712-3704.**

# Straphangers Campaign

## B SUBWAY LINE PROFILE

The B line ranks 20th out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign MetroCard Rating **80¢**

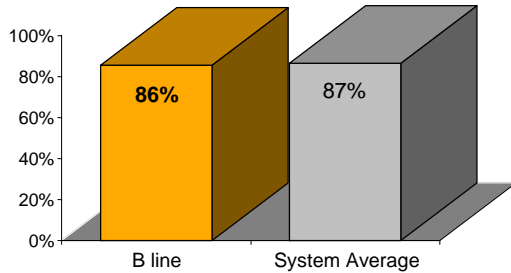
### The B line has a below-average amount of service, and it doesn't run at night.

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>B line</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>-</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

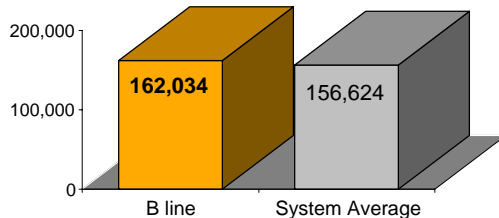
### The B arrives with below-average regularity...

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



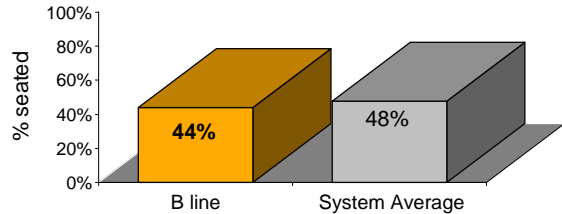
### but its cars break down less often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



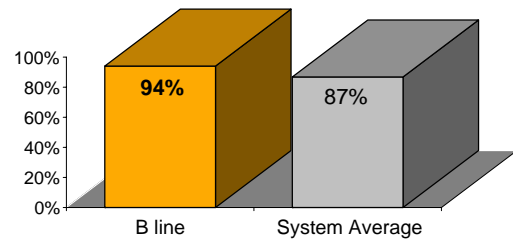
### You're less likely to get a seat on the B line.

% of passengers with seats at most crowded point  
during rush hour



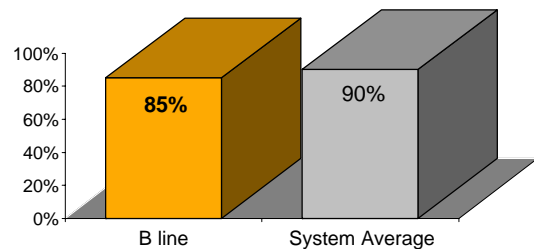
### The B is the system's cleanest line...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the B line superintendent at (212) 424-4515.**

# Straphangers Campaign

## C SUBWAY LINE PROFILE

The C line ranks tied for worst out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign MetroCard Rating **65¢**

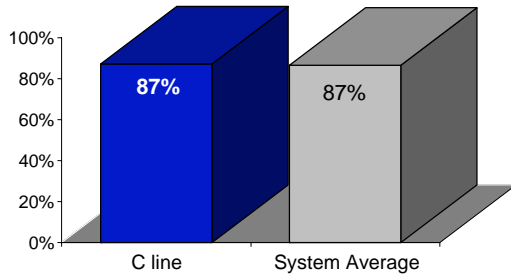
### The C line has less than average daytime service and doesn't run at night.

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>C line</b>	<b>9:15</b>	<b>10</b>	<b>10</b>	<b>-</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

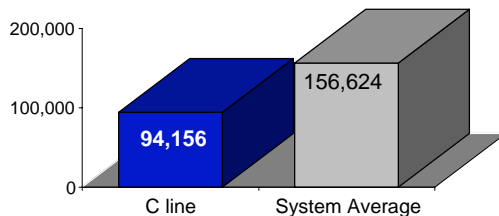
### The C arrives with average regularity...

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



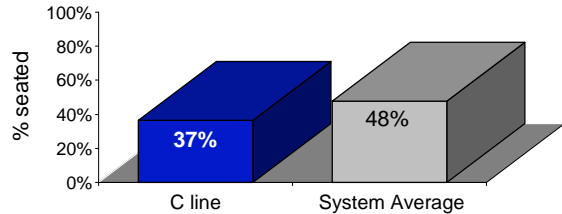
### but its cars break down more often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



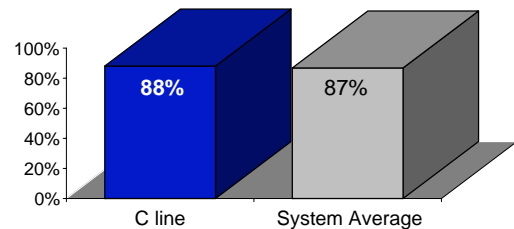
### You're less likely to get a seat on the C line.

% of passengers with seats at most crowded point  
during rush hour



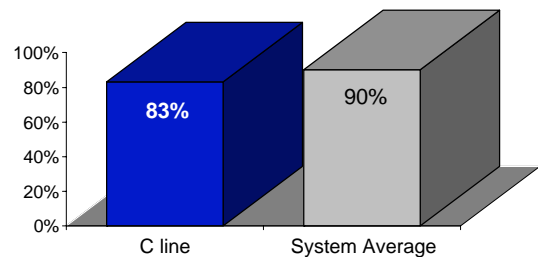
### The C line is cleaner than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



Suggestions? Complaints? Call the C line superintendent at (718) 927-8784.

# Straphangers Campaign

## D SUBWAY LINE PROFILE

The D line ranks tied for 12th place out of the 22 subway lines rate by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign  
MetroCard Rating **95¢**

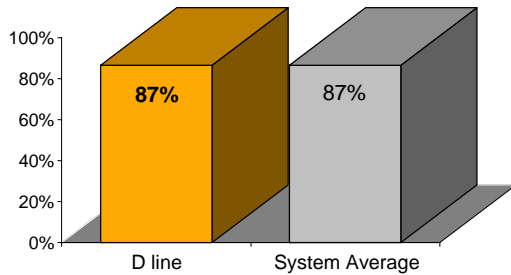
### The D line has a below-average amount of scheduled service...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>D line</b>	<b>6</b>	<b>10</b>	<b>6:15</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

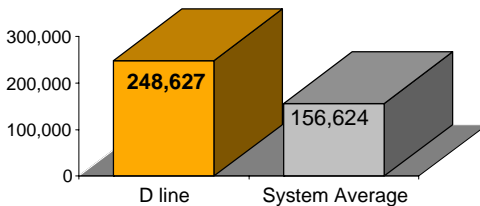
### but arrives with average regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



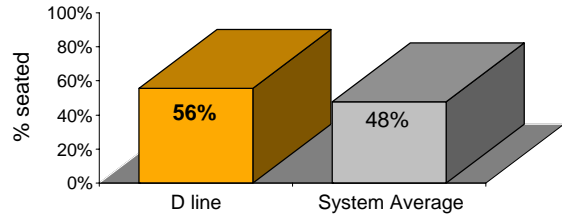
### Cars on the D break down less often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



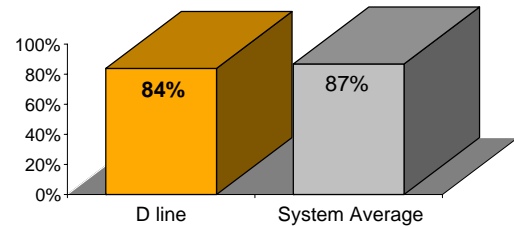
### You're more likely to get a seat on the D line.

% of passengers with seats at most crowded point  
during rush hour



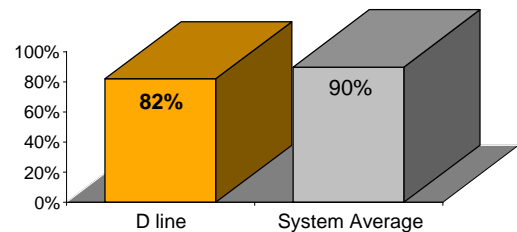
### The D line is less clean than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs worst on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the D line superintendent at (718) 430-8293.**

# Straphangers Campaign

## E SUBWAY LINE PROFILE

The E line ranks tied for 5th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



**Straphangers Campaign MetroCard Rating \$1.05**

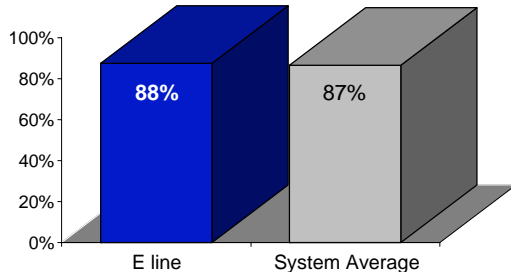
### The E line is scheduled to come more often than most subway lines. . .

scheduled minutes between weekday trains as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>E line</b>	<b>4</b>	<b>7:30</b>	<b>4</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

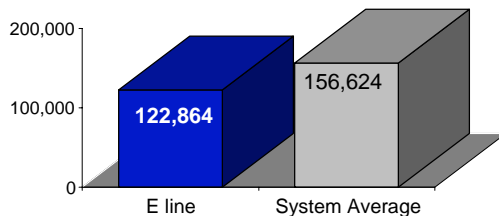
### and arrives with above-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



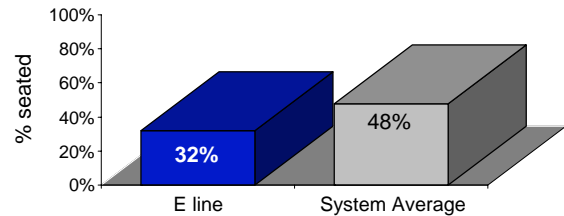
### Cars on the E line break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



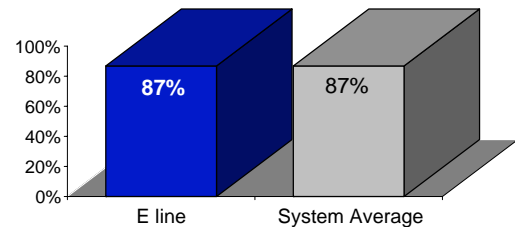
### You're much less likely to get a seat on the E line.

% of passengers with seats at most crowded point during rush hour



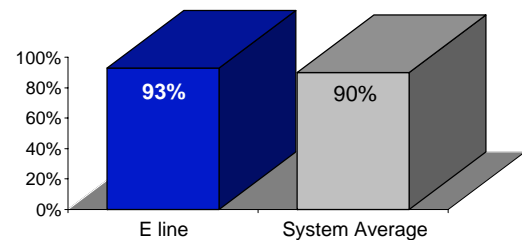
### The E is as clean as the average line...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and performs above average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the E line superintendent at (718) 334-7692.**

# Straphangers Campaign



## SUBWAY LINE PROFILE

The F line ranks tied for 15th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign  
MetroCard Rating

90¢

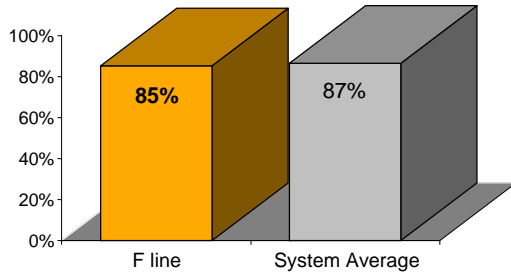
### The F line has an above-average amount of scheduled service...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>F line</b>	<b>4</b>	<b>7:30</b>	<b>4</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

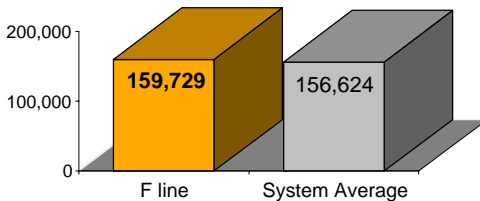
### but arrives with below-average regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



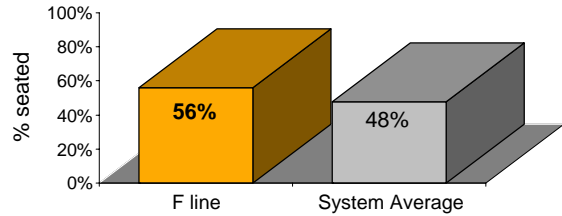
### Cars on the F break down at a rate near those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



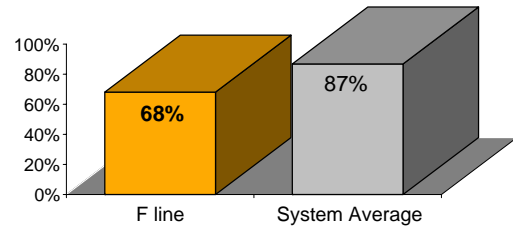
### You're more likely to get a seat on the F line.

% of passengers with seats at most crowded point  
during rush hour



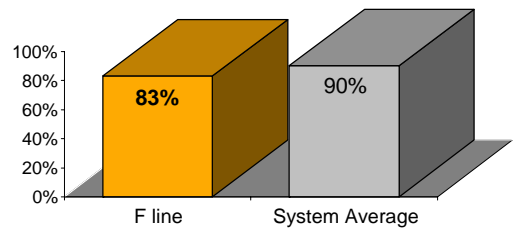
### The F line is the system's dirtiest...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the F line superintendent at (347) 643-5451.**

# Straphangers Campaign

## G SUBWAY LINE PROFILE

The G line ranks tied for 5th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign  
MetroCard Rating **\$1.05**

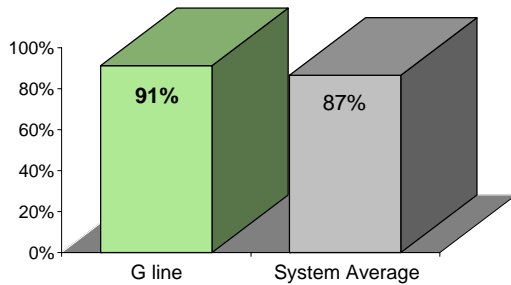
### The G line is scheduled to come less often than most subway lines...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>G line</b>	<b>6:30</b>	<b>10</b>	<b>8</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

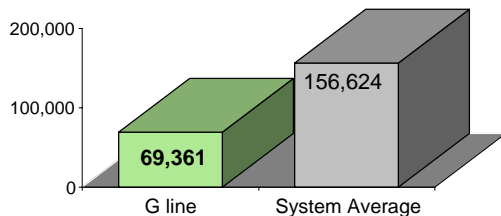
### but arrives with a system-high regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



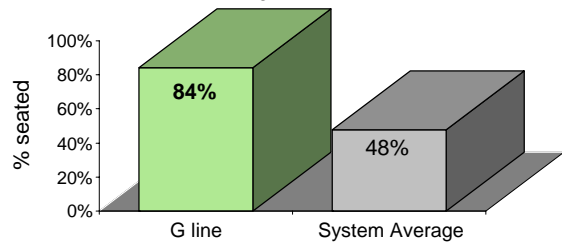
### Cars on the G break down at a higher rate than those on any other line in this report.

average miles traveled between delay:  
caused by mechanical failures, 2006



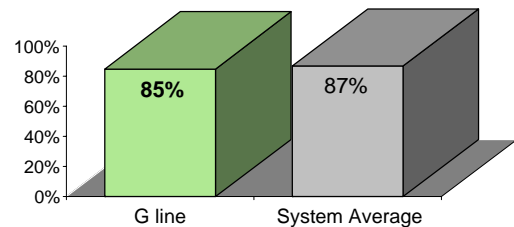
### You're the most likely to get a seat on the G line.

% of passengers with seats at most crowded point  
during rush hour



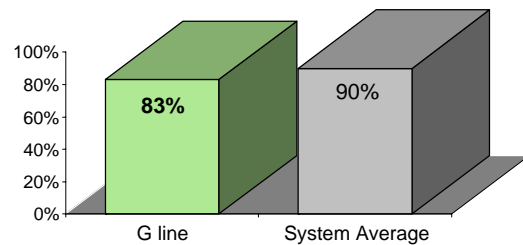
### The G line is less clean than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the G line superintendent at (718) 334-8190.**

# Straphangers Campaign

## J/Z SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating \$1.00**

The J/Z lines rank tied for 8th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

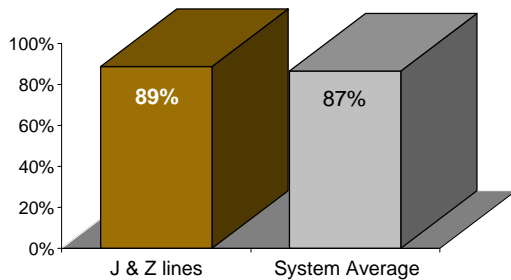
### The J & Z lines have more rush hour and less midday service than the average line...

scheduled minutes between weekday trains as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>J &amp; Z lines</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

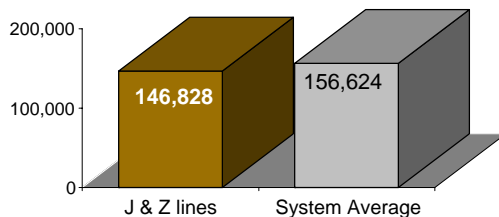
### but arrives with above-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



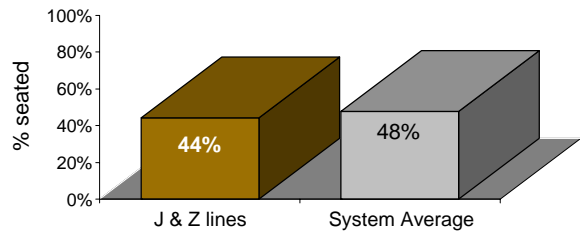
### Cars on the J & Z break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



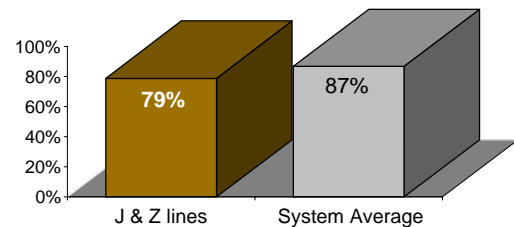
### You're less likely to get a seat on the J & Z lines.

% of passengers with seats at most crowded point during rush hour



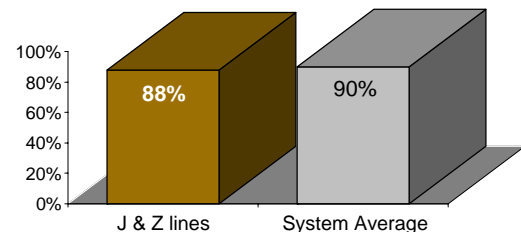
### The J & Z lines are less clean than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and perform below average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the J & Z lines superintendent at (718) 927-7290.**

# Straphangers Campaign



## SUBWAY LINE PROFILE

The L line ranks 2nd place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



**Straphangers Campaign MetroCard Rating \$1.20**

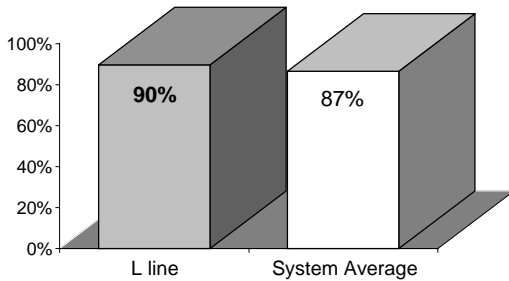
### The L line is scheduled to come more often than most subway lines...

scheduled minutes between weekday trains as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>L line</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

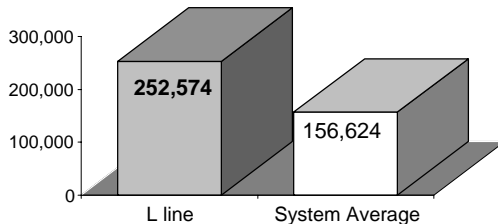
### and arrives with above-average regularity.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



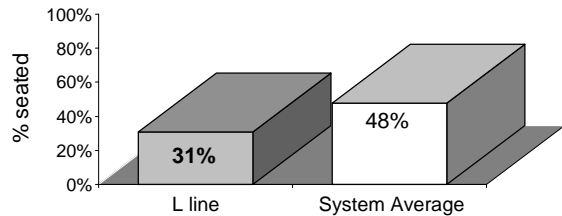
### Cars on the L line break down less often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



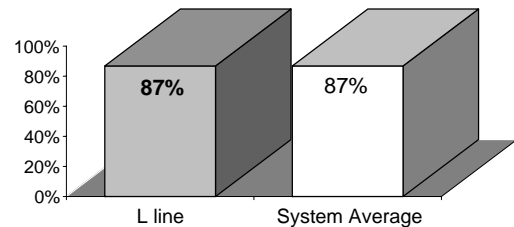
### You're much less likely to get a seat on the L line.

% of passengers with seats at most crowded point during rush hour



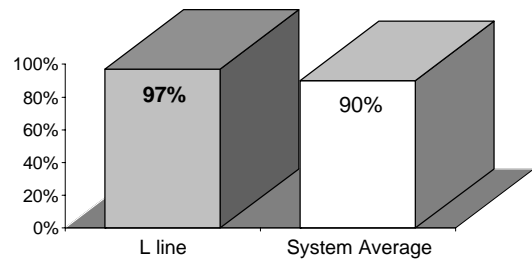
### The L is as clean as the average line...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### and performs much better than average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the L line superintendent at (347) 694-1056.**

# Straphangers Campaign



## SUBWAY LINE PROFILE

The M line ranks 19th out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign  
MetroCard Rating

85¢

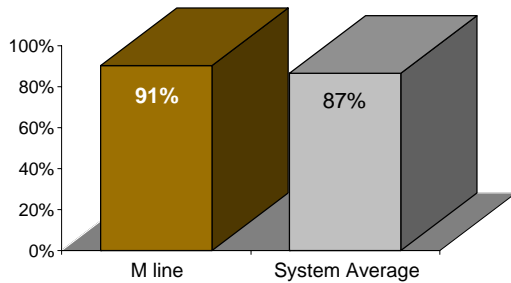
### The M is tied for the least amount of scheduled service...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>M line</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

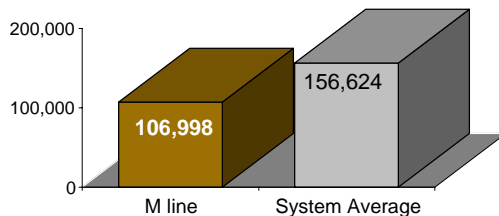
### but arrives with above-average regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



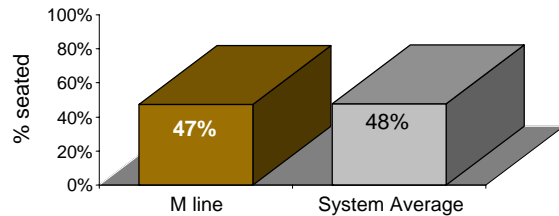
### Cars on the M line break down more often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



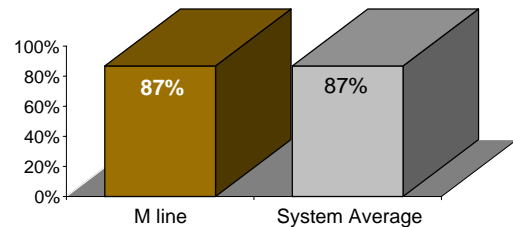
### You're slightly less likely to get a seat on the M line.

% of passengers with seats at most crowded point  
during rush hour



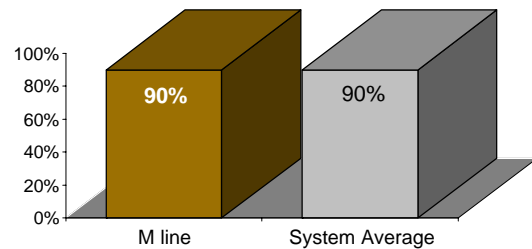
### The M is as clean as the average line...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and also performs at the system average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



Suggestions? Complaints? Call the M line superintendent at (718) 927-7290.

# Straphangers Campaign

## N SUBWAY LINE PROFILE

The N line ranks tied for 12th place out of the 22 subway lines rate by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).



Straphangers Campaign MetroCard Rating **95¢**

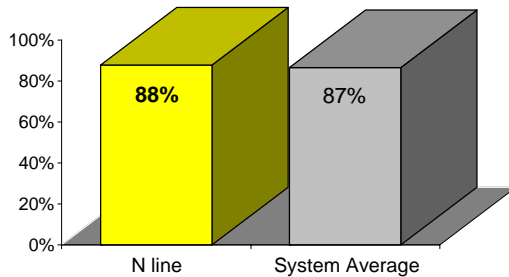
### The N line has a below-average amount of scheduled service...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>N line</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

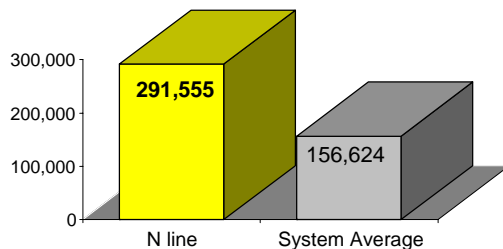
### but it arrives with above-average regularity. than the average line.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



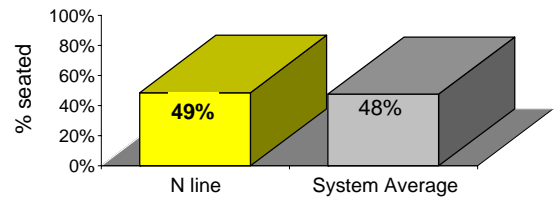
### Cars on the N break down much less often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



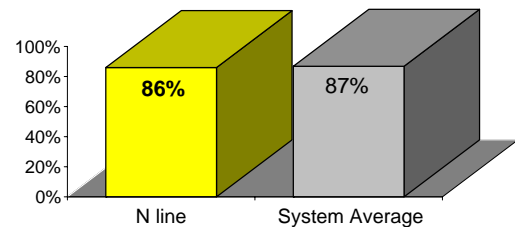
### You're slightly more likely to get a seat on the N line.

% of passengers with seats at most crowded point  
during rush hour



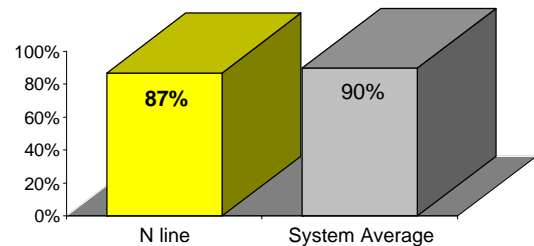
### The N line is less clean than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the N line superintendent at (718) 521-7036.**

# Straphangers Campaign

## Q SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating \$1.05**

The Q line ranks tied for 5th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

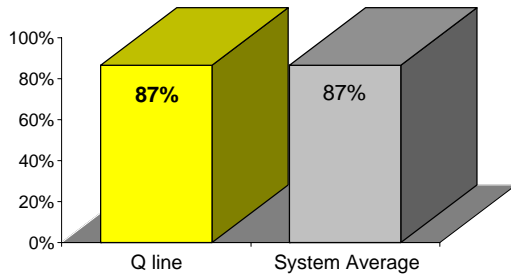
### The Q line has a below-average amount of scheduled service...

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>Q line</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

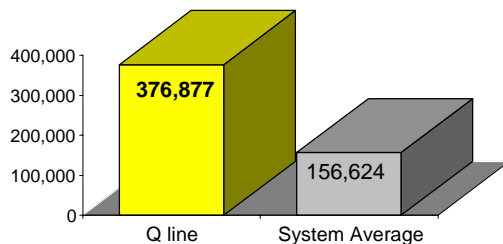
### but it arrives with average regularity.

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



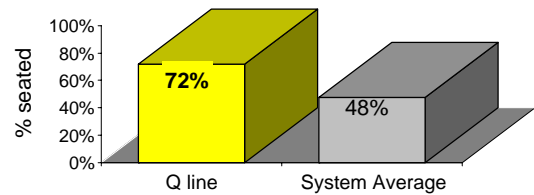
### Cars on the Q break down at a rate lower than those on any other line.

average miles traveled between delay:  
caused by mechanical failures, 2006



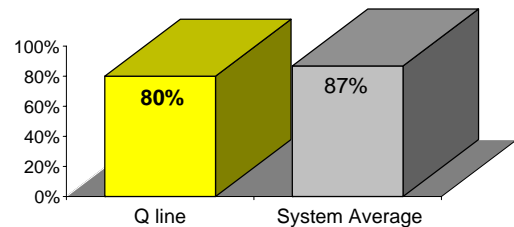
### You're much more likely to get a seat on the Q line.

% of passengers with seats at most crowded point  
during rush hour



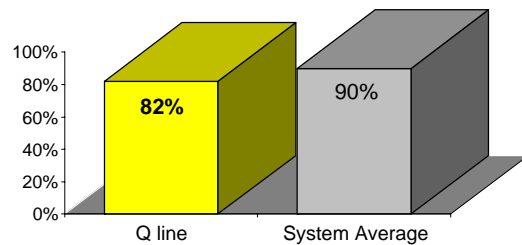
### The Q line is less clean than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs worst on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the Q line superintendent at (347) 643-5457.**

# Straphangers Campaign

## R SUBWAY LINE PROFILE



Straphangers Campaign MetroCard Rating **90¢**

The R line ranks tied for 15th place out of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

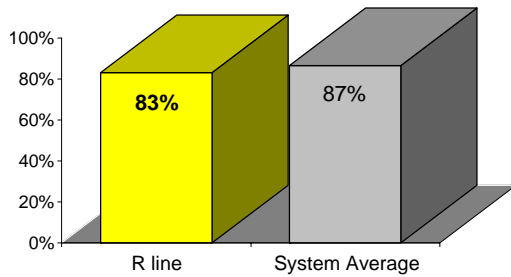
### The R line has a below-average amount of scheduled service...

scheduled minutes between weekday trains as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>R line</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>20</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

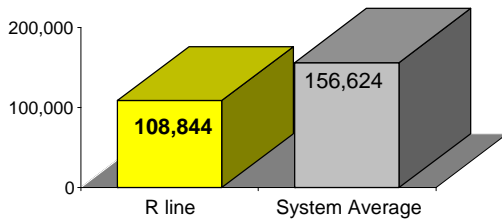
### and it arrives with regularity less often than the average line.

% of trains arriving at regular intervals (without gaps in service or train "bunching") between 6 a.m. and 9 p.m.



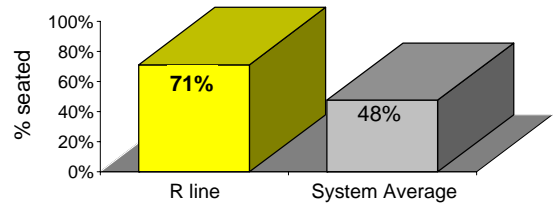
### Cars on the R break down more often than those on the average line.

average miles traveled between delay: caused by mechanical failures, 2006



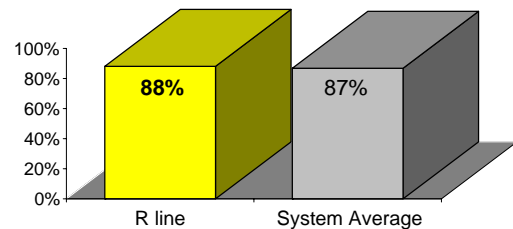
### You're much more likely to get a seat on the R line.

% of passengers with seats at most crowded point during rush hour



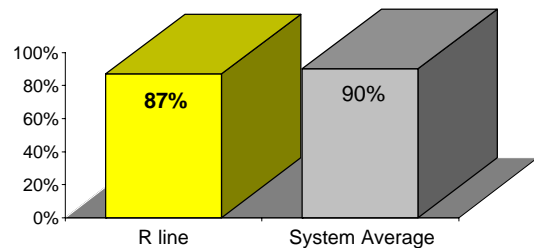
### The R line is cleaner than average...

% of cars with 'light or no interior dirtiness' as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements (as defined by NYC Transit)



**Suggestions? Complaints? Call the R line superintendent at (718) 334-8190.**

# Straphangers Campaign

## W SUBWAY LINE PROFILE



Straphangers Campaign MetroCard Rating **65¢**

The W line ranks tied for worst of the 22 subway lines rated by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

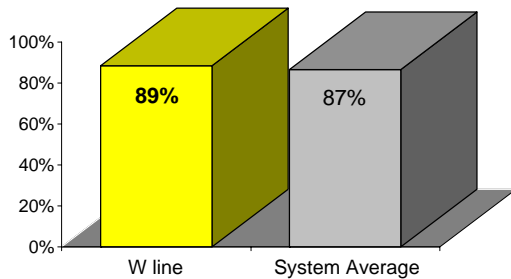
### The W line has the least amount of daytime service, and it doesn't run at night.

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>W line</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>-</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

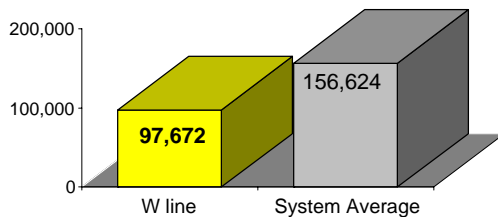
### The W line arrives with above-average regularity...

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



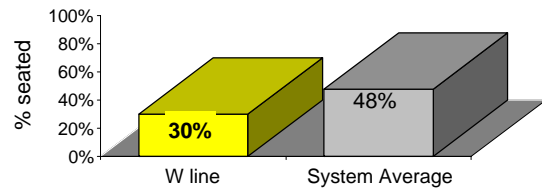
### but its cars break down at a rate much higher than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



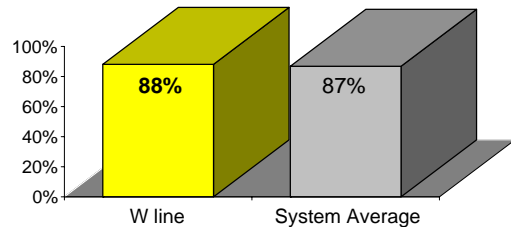
### You have the least chance of getting a seat on the W.

% of passengers with seats at most crowded point  
during rush hour



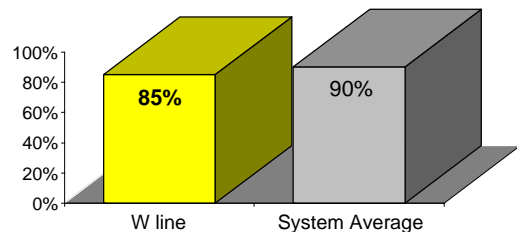
### The W line is cleaner than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### but performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the W line superintendent at (718) 521-3507.**

# Straphangers Campaign

## V SUBWAY LINE PROFILE



**Straphangers Campaign MetroCard Rating 90¢**

The V line ranks tied for 15th place out of the 22 subway lines rate by the Straphangers Campaign. Our ranking is based on the MTA New York City Transit data below, using a method described at [www.straphangers.org](http://www.straphangers.org).

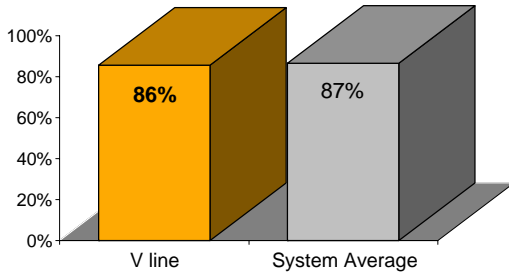
### The V line has a below-average amount of daytime service, and it doesn't run at night.

scheduled minutes between weekday trains  
as of December 2006

	AM Rush	Noon	PM Rush	Overnight
<b>V line</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>-</b>
<b>System Average</b>	<b>5:34</b>	<b>8:26</b>	<b>5:46</b>	<b>20</b>

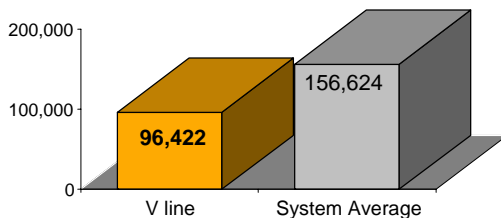
### The V arrives with below-average regularity...

% of trains arriving at regular intervals  
(without gaps in service or train "bunching")  
between 6 a.m. and 9 p.m.



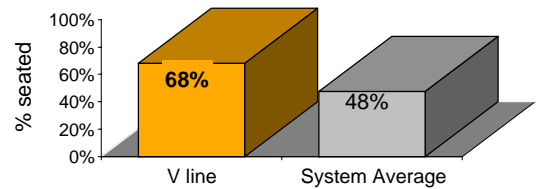
### and its cars break down more often than those on the average line.

average miles traveled between delay:  
caused by mechanical failures, 2006



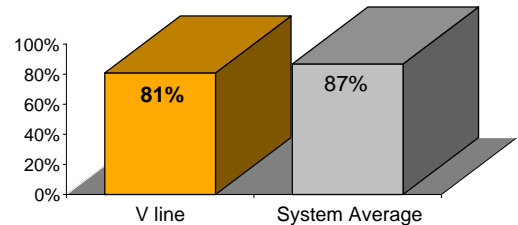
### You have a better chance of getting a seat on the V.

% of passengers with seats at most crowded point  
during rush hour



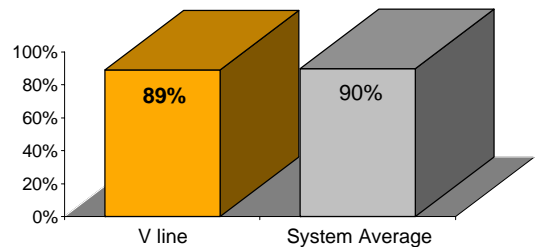
### The V line is less clean than average...

% of cars with 'light or no interior dirtiness'  
as defined by NYC Transit



### and performs below average on in-car announcements.

% of cars with correct announcements  
(as defined by NYC Transit)



**Suggestions? Complaints? Call the V line superintendent at (718) 334-8491.**

## **Appendix I: Detailed Methodology**

### **How We Developed Our Profiles and MetroCard Ratings**

This appendix describes in detail the methodology used by the NYPIRG Straphangers Campaign to develop our profiles of New York City subway lines and our MetroCard Ratings.

Essentially, we reviewed six measures of transit performance compiled by MTA New York City Transit, presented them in concise, one-page, rider-friendly profiles, and then gave a MetroCard Rating based on their overall performance. We chose these six measures—which are fully described below—for several reasons. This included their importance to riders, as reflected in New York City Transit’s polling of riders and in our own survey of 38 transit experts. Additional factors included the availability, reliability and comparability of the data.

The MetroCard Rating was developed in two steps, explained more fully below. First, we decided how much weight to give each of the six measures of transit services in our profiles. Then we placed each line on a scale that permits fair and consistent comparisons. Under that formula, a line whose 2006 scores fell on average at the 50<sup>th</sup> percentile of 22 lines for all six performance measures would earn a MetroCard Rating of \$1.00. Those scoring at the 95<sup>th</sup> percentile would receive a rating of \$2.00.

#### **1. Presenting New York City Transit Data to Riders**

Our first step was to gather information on transit performance. We decided to report data in the form of concise one-page profiles for each subway line. That met our goal of presenting the information in a way that would be easily understandable to the riding public.

Below is a description of each of six measures of transit performance that we used. We have listed the published sources of the data; if no published source is listed, we received the data from MTA New York City Transit in electronic form. In 1997, New York City Transit officials reviewed a draft version of the profiles and concluded:

Although it could obviously be debated as to which indicators are most important to the transit customer, we feel that the measures that you selected for the profiles are a good barometer in generally representing a route’s performance characteristics. . . Further, the format of your profiles. . . is clear and should cause no difficulty in the way the public interprets the information.<sup>9</sup>

---

<sup>9</sup> The draft included the same six measures of service as the final version. Transit officials did note that for some lines, “it may be more useful to present the profiles by corridor rather than individual route...especially for such high-volume corridors as the Lexington Avenue express.” (Source: Letter, to Gene Russianoff, staff attorney, Straphangers Campaign from Lois Tandler, Acting Chief of Operations Planning, MTA New York City Transit, April 17, 1997.) Since all the data we use is broken down by line, we felt the profiles should reflect this.

An advance summary of the findings for the 2007 State of the Subways report was provided to MTA New York City Transit.

#### A. *Scheduled headways*

We measured amount of service based on the scheduled “headways” between trains for weekday morning rush, afternoon rush and midday hours. Headways are the number of minutes between train arrivals. For example, the 4 line is scheduled to arrive every four minutes during the weekday morning rush. Because virtually all subway lines operate at the same interval—20 minutes—during late night hours, we did not include overnight headways in our analysis. This approach allowed us to include train lines which do not regularly operate during overnight hours, like the 3, B, C, V and W lines.

For our profiles, we decided to have the morning and afternoon rush hour intervals each contribute 40% to the overall headways measurement; midday headways account for the remaining 20%. We felt that this reflected the relative use of service. For any line which has different scheduled intervals for northbound and southbound trains, the average headway was reported. Due to changes in the way NYCT reports its headway data, the amount of scheduled service figures cited in this report are not comparable to those published in our nine previous reports. System average data was calculated by averaging data by time period from the 22 lines measured in this report. (Source: Subway Service Frequency (Headway in Minutes): *By Route and Time of Day - 12/3/06 for B Div; By Route and Time of Day - 2/18/07 for A Div*, MTA New York City Transit Division of Operations Planning, Department of the Executive Vice President.)

#### B. *Regularity of Service*

Regularity of service measures the adherence of *actual* intervals to *scheduled* intervals between trains. In 2001, MTA New York City Transit created a new measure of this indicator, called Wait Assessment:

The percentage of service intervals is no more than the scheduled interval plus 2 minutes during the hours of 6 a.m. to 9 a.m. and 4 p.m. to 7 p.m., or plus 4 minutes during the hours of 9 a.m. to 4 p.m. and 7 p.m. to 9 p.m.

A line with a *low* regularity, for example, would show either gaps in train service during some portion of the day, and/or train bunching at others. (Source: “Service Quality Indicators, Second Half 2006” and <<http://www.mta.info/mta/ind-perform/month/nyct-s-wait.htm>>.)

#### C. *Mean distance between failures (MDBF)*

MTA New York City Transit states that MDBF measures subway car reliability, and “is determined by dividing the total number of subway car miles traveled in revenue

service by the total number of mechanical failures that result in train delays.”<sup>10</sup> In this report we cited data for the 12-month moving average which covers performance during the 2006 calendar year. System averages quoted are “fleet averages” published by MTA New York City Transit. (Source: Department of Subways, Division of Car Equipment Monthly MDBF By-Line Report data for the year 2006 and MTA New York City Transit Committee Meeting Agenda, March 2007, page 11.)

#### *D. Chance of getting a seat*

In State of the Subways reports prior to 2006, we were unable to assign a MetroCard rating to the G line, as MTA New York City Transit Operations Planning’s *Weekday Cordon Count* did not include rider count data for the G. In preparing this report, the Straphangers Campaign conducted its own rider count for the G line during the morning rush. Details appear at the end of this section.

We developed a formula to calculate the chance of being able to get a seat, at the most crowded point on each line. First, we identified each line’s “instance of greatest crowding” using New York City Transit’s 2005 *Weekday Cordon Count*. We did this by isolating the most crowded 1-hour interval for each line, at the most crowded point of the route listed. Then we divided the number of seats on cars in a line by the number of passengers at that 1-hour interval. For example, the 1 line was at its most crowded point at 66th Street in Manhattan, heading uptown between 5:00 and 6:00 p.m. on the day the count was taken; the average number of passengers counted was 85.57 per car. Cars on the 1 line are of the class R62A-WH, a 51-foot A division car with 40 seats. Thus the ratio of the number of seats to the total number of passengers per car would be 40/85.57, or 47%. This figure, 47%, represents the chance that a rider will be able to get a seat on a train at the 1 line’s most crowded point, during the most crowded 1-hour weekday rush hour interval. In cases where more than one car class was used on a line, we evaluated crowding based on the seating guidelines for the predominant type of car used on the line. Crowding data reported in previous State of the Subways reports is not comparable to the data we calculated for this report because of changes in the cordon count methodology used by MTA New York City Transit Operations Planning. Further, crowding data on lines rerouted during Manhattan Bridge construction in 2003-2004 is not comparable to data for those lines before or after repair work. System average data was calculated by averaging the ‘chance of getting a seat’ scores of 22 lines cited. (Source: *New York City Transit Subdivision ‘A’ and ‘B’ Car Assignments and Year 2005 Weekday Cordon Count*.)

Following an informal poll of G line riders, we decided that the morning rush at 21 Street/Jackson Avenue northbound represented one particularly crowded point on that line. We selected a weekday—Wednesday, May 17, 2006—to hold our rider count. For a two-hour period between 8:00 and 10:00 am, four volunteers counted every passenger on every G line car departing the station northbound. We found during the most crowded

---

<sup>10</sup> “Subway Service Performance—Mean Distance Between Failures,” *MTA 1269(d) Appendix to the Strategic Business Plan*, July 1998, p. 9.

1-hour period, 8:00-9:00 am, that 2,656 passengers departed northbound from the station on a total of eight different trains. As the G line is comprised of four-car trains, we then recorded 2,656 passengers on 32 individual cars. G line cars 75-foot cars of class R46-GE with 70 seats each. This data led to our calculation of an 84% chance of getting a seat on the G line at its most crowded point in the most crowded direction.

### *E. Passenger Environment Surveys: Cleanliness and Announcements*

New York City Transit conducts a periodic “Passenger Environment Survey” (PES) to measure the quality of the transit environment experienced by riders. It does this for subway cars, stations and buses and releases the results semi-annually. The PES is performed by “surveyors who are specifically trained for this function and who have no direct association with the departments affected by the survey evaluations. The surveying of . . . subway cars is conducted throughout each quarterly recording period to the extent necessary to depict a ‘representative’ sample of NYC Transit’s vehicles.”<sup>11</sup> Our profiles represent the first time that PES findings have been presented to the public on a line-by-line basis. We included PES ratings on cleanliness and announcements because New York City Transit’s own surveys of rider opinion show both are of major concern to riders.

#### *(1) Interior cleanliness*

The PES includes a rating on the cleanliness of the interior of subway cars while in passenger service. It defines a car with a light degree of dirtiness as one with “occasional ‘ground in’ spots, but generally clean.” Interior cleanliness in our profile was measured as the average of the total percentage of cars with “no dirtiness of car floors and seats,” or “a light degree of dirtiness of car floors and seats” during the last six months of 2006. System averages calculated by Operations Planning were cited in this report. (Source: MTA New York City Transit’s Department of Operations Planning—Systems Data and Research, Passenger Environment Survey data for the second half of 2006.)

#### *(2) Adequacy of routine in-car announcements*

In-car announcements are also monitored in the Passenger Environment Survey. Our profiles note the average percentage of cars with adequate “routine in-car announcements” for the last six months of 2006. PES rates announcements as adequate if they are “understandable” and “correct.” Such announcements would include at least four of the five following items:

- next station announced
- transfer options, if applicable;
- route designation announced (either letter or number corresponding to a train line);

---

<sup>11</sup> Source: MTA New York City Transit *Passenger Environment Survey*, Third Quarter, 1996, p. 1.

- next station announced; and
- “stand clear of the closing doors” announced.

This represents a change in PES methodology made in the third quarter of 2000. System averages calculated by Operations Planning were cited in this report. (Source: Department of Operations Planning—Systems Data and Research, Passenger Environment Survey data for the second half of 2006.)

## **2. Developing a Straphangers Campaign MetroCard Rating**

We decided to include one overall rating for each of 22 subway lines.<sup>12</sup> The rating is intended as a shorthand tool to summarize all of the information reported in the profiles and to allow for comparisons among lines.

As described below, under the formula used, a line whose 2006 scores fell on average at the 50th percentile of all lines for all six performance measures would receive a MetroCard Rating of \$1.00. A line which matched the 95th percentile of this range would receive a line rating of \$2.00. However, some lines which ranked high on some measures of performance may have received only an average MetroCard rating due to poor relative performance in other areas (see Figure 1).

Some riders may find this scale too generous, believing that performance levels should be far better than they are now. Other riders who value transit service over other ways to travel in New York City, may believe the subways and buses to be a bargain.<sup>13</sup>

The MetroCard rating does not seek to make a subjective value judgment of the worth of subway service. It is not based on economic factors, such as the cost of providing service or comparisons to the costs of other modes of transportation. Instead, it is only a yardstick that permits a simple and direct ranking of subway lines.

### *A. Ranking Subway Performance Indicators*

We used two sources of information to formulate a scale of the relative importance of various subway line performance indicators. First, the Straphangers Campaign conducted a poll of 38 transit experts, activists and members of the riding public. We asked them to rank eight indicators of subway performance that opinion polls indicated were of major concern to riders. Second, we examined MTA New York City Transit’s own rider

---

<sup>12</sup>The G line was assigned a MetroCard rating for the first time in our 2006 report. See section 1D of this methodology for details on how we adjusted our methodology to allow it to be rated.

<sup>13</sup>For example, in critiquing an earlier draft of our profile, transit officials said: “After all, what alternative mode of transportation along Lexington Avenue can even remotely compare at a cost of \$1.50 to the speed, frequency, and we dare say, reliability of the subway service.” (Source: Letter, April 17, 1997, to Gene Russianoff, staff attorney, Straphangers Campaign from Lois Tendler, Acting Chief of Operations Planning, MTA New York City Transit.)

opinion surveys. One performance indicator, crime, ranked high in both the Straphangers Campaign’s poll and in the MTA rider surveys, but could not be included in the profile project because applicable data was not available on a line-by-line basis. A second measurement, “enroute schedule adherence,” (commonly referred to as “on-time performance”) was dropped from consideration because New York City Transit does not record this for rush hour and midday trains.

Three lines—the Grand Central, the Franklin Avenue and the Rockaway Shuttle—were dropped from consideration because not all six measures of service were available for these lines.

The remaining 22 subway lines were evaluated on the basis of six indicators. Except for passenger counts on the G line, as noted earlier, all the indicators are regularly measured by New York City Transit on a line-by-line basis. Each measure was assigned a percentage weight based on the priorities expressed by those polled as follows; the measures are grouped by the type of indicator:

Amount of service	(total: 30%)
<i>Scheduled headways</i>	30%
Dependability of service	(total: 35%)
<i>Regularity of service</i>	22.5%
<i>Mean distance between failures</i>	12.5%
Comfort/usability	(total: 35%)
<i>Chance of getting a seat</i>	15%
<i>Interior cleanliness</i>	10%
<i>Adequacy of in-car announcements</i>	10%
	(total = 100%)

Three of these indicators—the mean distance between failures, interior cleanliness and in-car announcements—have never before been released to the public on a line-by-line basis.

#### *B. Calculating the MetroCard Rating—1997-2001*

In our first five surveys, 1996 performance data served as a baseline. As we said in our 1997 report, Line Ratings “will allow us to use the same formula for ranking service on subway lines in the future. As such, it will be a fair and objective barometer for gauging whether service has improved, stayed the same, or deteriorated over time.”

However, that was not possible in 2003. As we noted in our 2001 Report Card: “In May 2001, transit officials made major changes in how several of the indicators are derived. The Straphangers Campaign unsuccessfully urged New York City Transit to reconsider its new methodologies, because of our concerns about the fairness of these measures and the loss of comparability with past indicators. Since transit officials rejected

our request to re-calculate measures back to 1996 in line with their adopted changes, some historical comparability may be lost in future State of the Subways reports.” That has, in fact, become the case. As a result, we were not able to compare the performance of lines on four of the six measures.

New York City Transit procedures in the measurement and reporting of data have further changed in the past four years. For this reason, we established a new baseline this year—largely 2006 data published in the 2007 report—against which to compare future performance.

### C. Calculating the MetroCard Rating—2007

22 lines were rated on a linear scale for each of the six measurements used. A line in 2006 equaling the system best would receive a score of 100 for that indicator, while a 2006 line matching the system worst would receive a score of 0. Thus all lines in this report received a score for each measurement between 0 and 100. The lines’ scores were then multiplied by the respective weights afforded each indicator. The six adjusted scores were then added up, as shown in Figure 1, which uses the 4 line as an example.

The summed totals were then placed on a logarithmic scale. This scale emphasizes the relative differences between scores nearest the top and bottom of the scale. This method reflects the odds, rather than the percentage chance, of any train on a given line meeting a basic level of satisfaction.<sup>14,15</sup> (See Figure 2.)

Finally, we converted the scale to a dollar-based line rating, to offer riders a simple basis for comparisons among lines.<sup>16</sup> We calibrated this scale so that a line whose 2006 scores fell on average at the 50th percentile of all lines for all six performance measures would receive a rating of \$1.00. A line which matched the 95th percentile of this range would be rated \$2.00. Each figure was then rounded to the nearest 5¢. The actual scale used to convert summed raw scores to line ratings is shown on the following page, with the 4 line as an example. (See Figures 2 and 3.)

Because of changes in data reporting at New York City Transit, 2007 Straphangers MetroCard Ratings cannot be compared to ratings given in previous State of the Subways reports.

---

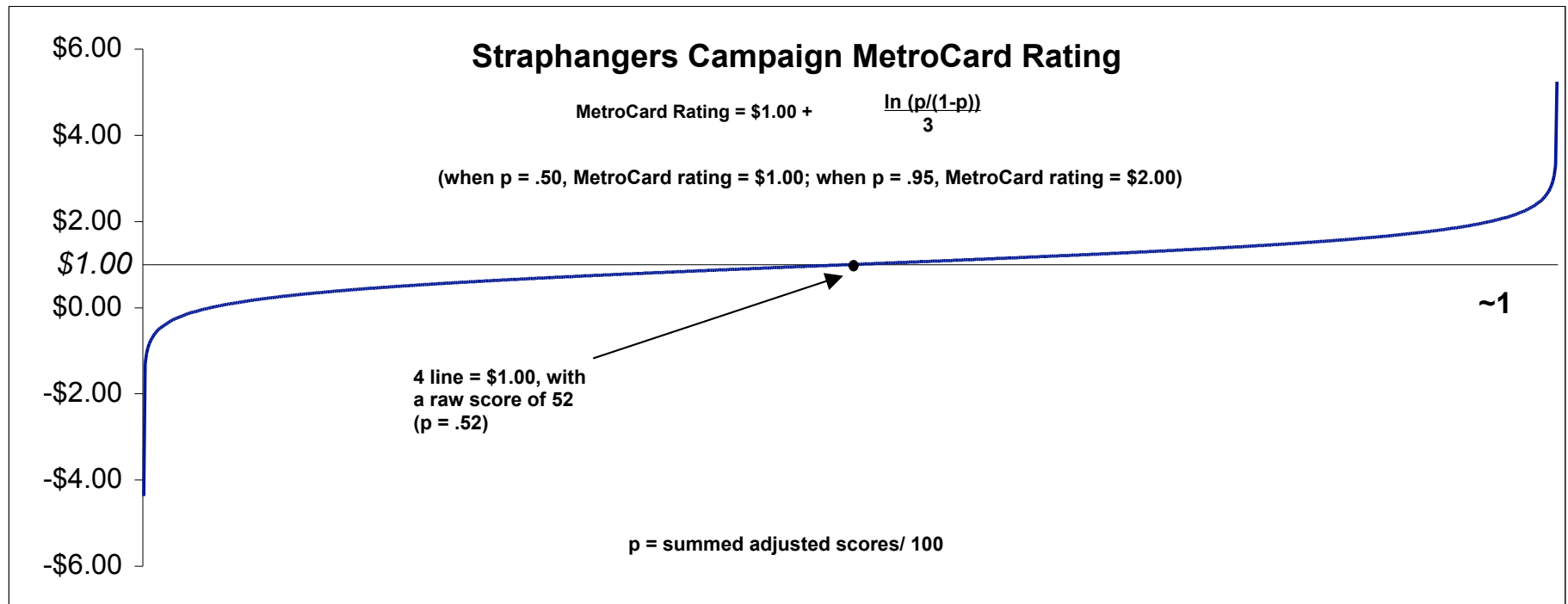
<sup>14</sup> J. H. Aldrich and F. D. Nelson, *Linear Probability, Logit and Probit Models*. Sage Publications, Beverly Hills, CA., 1984.

<sup>15</sup> G. Henderson, H. Adkins and P. Kwong, *Subway Reliability and the Odds of Getting There on Time*. Transportation Research Record 1297: “Public Transit Research: Management and Planning,” p. 10-13, Washington, D.C., 1991.

<sup>16</sup>This rating method is similar to the “hedonic” method of ranking items based on user satisfaction, as originally developed by Sherwin Rosen. (Source: S. Rosen, *Hedonic Prices and Implicit Markets: Product Differentiation in Pure Competition*. Journal of Political Economy, Vol. 82, No. 1 (Jan 1974), pp. 34-55.)

Figure 2 and 3: Sample Straphangers Campaign MetroCard Rating

Indicator	Highest rating in system-- 2006	Lowest rating in system-- 2006	4 line value	4 line score	Percentage weight	4 line adjusted score
Scheduled Service	6 and 7 lines	M and W lines	AM rush -- 4 min; midday -- 5 min; PM rush -- 4 min	83	30%	25
Service Regularity	91%	81%	82%	6	22.5%	1
Breakdown Rate	376,877	69,361	every 228,382 miles	52	12.5%	6
Crowding	84% seated	30% seated	37% seated	13	15%	2
Cleanliness	94%	68%	91%	88	10%	9
Announcements	100%	82%	97%	83	10%	8
<b>Summed adjusted score</b>			<b>4 line -- 52 pts (8th best in system)</b>			



## Appendix II: Credits

Since 1979, the NYPIRG Straphangers Campaign has been a leading voice for New York City's millions of daily subway and bus riders. The Straphangers Campaign is a project of the New York Public Interest Research Group Fund (NYPIRG).

The 2007 State of the Subways Report Card was made possible by the Alfred P. Sloan Foundation, which is a leader in supporting the assessment of the quality of government services. We greatly appreciate the guidance and interest of our program officer, Ted Greenwood.

The profiles and MetroCard Ratings were designed by Matt Glomski and Gene Russianoff of the Straphangers Campaign in collaboration with Li Howard, who designed the profile mastheads. Li Howard also designed the cover and supervised all graphic elements of the report. Matt Glomski analyzed the numbers for the report. Gene Russianoff wrote the report.

Steven Romalewski, former director of NYPIRG's Community Mapping Assistance Project (CMAP), helped develop the profile criteria and refine our approach. Marty DeBenedictis of CMAP consulted on the management of data. Campaign coordinator Neysa Pranger supervised fact-checking, editing and production. Campaign organizer Charity Carbine provided assistance with data management. Additional production was done by NYPIRG board member Julius Cintron with help from NYPIRG staffer Lauren Alpert and interns Lauren Hamid-Shapiro, Justin Ng, Deidra Willis and Damali Driskell. Special thanks to Rebecca Weber, NYPIRG Executive Director; Marvin Shelton, Deputy Director; and Meaghan Cleveland, NYPIRG's office manager, for their assistance during many phases of the report. We would especially like to thank members of Save the G – Teresa Toro, Michael Freedman-Schnapp, Rebecca White and Mark Borino – who helped conduct the passenger count on the G train.

The methodology for the profiles and the MetroCard Ratings was originally developed in close consultation with the University Transportation Research Center at City College. We are indebted to the analytic skills of Yuko Nakanishi and Robert Paaswell, the director of UTRC. At the start of our project, we received expert and generous guidance from Gary Henderson, who has headed past efforts at the MTA Inspector General to improve MTA performance measures.

We thank the following officials at MTA New York City Transit for their assistance: Martin Krieger at the Operations Planning Division; Lois Tendler, Deborah Hall-Moore and Carolyn Jackson-Colley at Government and Community Relations; and Executive Vice President Barbara Spencer.

We want to acknowledge the transit riders who gave us feedback on the original design and contents of the line profiles. Special thanks to our colleagues in the transit riders advocacy community: Beverly Dolinsky, and Andrew Albert of the New York City Transit Riders Council; Ira Greenberg of the Office of New York State Assembly Member Catherine Nolan; and Joseph G. Rappaport.

Front cover photo credit: Travis Ruse ([www.travistruse.com](http://www.travistruse.com))