



Legislation Text

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Res. No. 1602

Resolution calling upon the Metropolitan Transportation Authority (MTA) to rate bus lines on the basis of a letter grading system of A to F, utilizing criteria such as cleanliness, on-time arrival, and availability of seats.

By Council Members Lappin, Chin, Eugene, James, Koo, Van Bramer, Vann, Williams, Wills, Rodriguez and Ulrich

Whereas, Currently the MTA does not rate individual bus lines on the basis of cleanliness, on-time performance, or availability of seats; and

Whereas, The MTA utilizes the Passenger Environment Survey - Key Performance Indicator (PES-KPI) to rate individual subway lines; and

Whereas, The PES-KPI is a composite index that measures customer experience on individual subway lines, that is published monthly by the MTA and includes the categories of Appearance, Equipment, and Information; and

Whereas, Each year the Straphangers Campaign and Transportation Alternatives awards the “Pokey” award to the slowest bus lines and the “Schleppie” award to the least reliable bus lines, in New York City based on a sample study; and

Whereas, The 2011 report found that New York City buses are the slowest in the United States and that the reliability of City buses decreased from 2010 due to an aging fleet and an increase in breakdowns; and

Whereas, The findings in the Straphangers/TA report are reflected by MTA’s own customer satisfaction surveys; and

Whereas, According to the MTA’s 2012 customer satisfaction survey, only 69 percent of bus riders are satisfied, in comparison to 78 percent of subway riders who are satisfied; and

Whereas, Providing a clear rating system for bus lines operated by the MTA will increase awareness of the issues faced by many bus riders and could provide motivation to the MTA to improve bus services; now, therefore, be it

Resolved, That the Council of the City of New York call upon the Metropolitan Transportation Authority (MTA) to rate bus lines on the basis of a letter grading system of A to F, utilizing criteria such as cleanliness, on-time arrival, and availability of seats.

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11/19/2012
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