



NEW YORK CITY TRANSIT RIDERS COUNCIL

Unwelcome Mats
New York's Subway Stations in Disrepair

August 2008

**NEW YORK CITY TRANSIT RIDERS COUNCIL
347 MADISON AVENUE, NEW YORK, NY 10017**

ACKNOWLEDGMENTS

The New York City Riders Council would like to thank the following members for taking time to do the inspections of stations: Andrew Albert, Jessica Gonzalez-Rojas, William Guild, Marisol Halpern, John Hunter, Michael Sinansky, Burton Strauss, and Toya Williford. Special appreciation goes to Andrew Albert for his review of several drafts of the report and valuable editorial assistance.

The Council also is grateful to Daniel Bianco, graduate student in Urban Planning at Hunter College and consultant to the Council, for doing additional station evaluations, analysis of the data and assisting with report preparation.

Thanks also go to Deborah Hall-Moore, Assistant Director, Government and Community Relations, NYC Transit, for providing support information on station improvement plans.

Finally, the Council would like to acknowledge staff members William Henderson, Jan Wells, Ellyn Shannon, Karyl Berger and Deborah Morrison of the Permanent Citizens Advisory Committee to the MTA (PCAC) for their efforts in preparing the final report.

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EXECUTIVE SUMMARY

BACKGROUND

Subway station conditions have long been a concern of the New York City Transit Riders Council (NYCTRC). The Council conducted its first survey in 1994. A second subway station conditions survey was done in 2004; and, most recently, the Council performed a third survey during late 2007 and early 2008.

Fifty subway stations were selected for study out of a total of 422¹ stations and station complexes in the system. The stations were selected according to a quota sampling method and were ranked according to ridership. While the sample does not necessarily include stations in every neighborhood of the City, the 50 stations make up a 12% representative sample of the subway system's 422 stations. Council members and staff conducted the surveys during non-rush hour periods.

Stations were divided into three distinct areas to facilitate the survey process: Entrances, Control Areas and Platforms. The station areas are defined as follows:

Entrance: The area leading from the street-level entrance (including the signs and railings at the entrance) to the opposite end of the entrance stairs. For those station houses located at street level, only the entrance doors and any area in front of the doors that appeared to be NYC Transit property were evaluated.

Control Area: The area from the entrance stairs (or entrance doors) up to and including the turnstiles. The paid side of the control area (that part of the control area which can be entered only by paying a fare) was not evaluated, with the exception of seating in off-hour waiting areas, if applicable.

Platform: The passenger platform adjacent to the tracks. The ceiling over the tracks and the platform floors were evaluated as part of the platform area. (Charts in this report indicate the platforms surveyed at the station.)

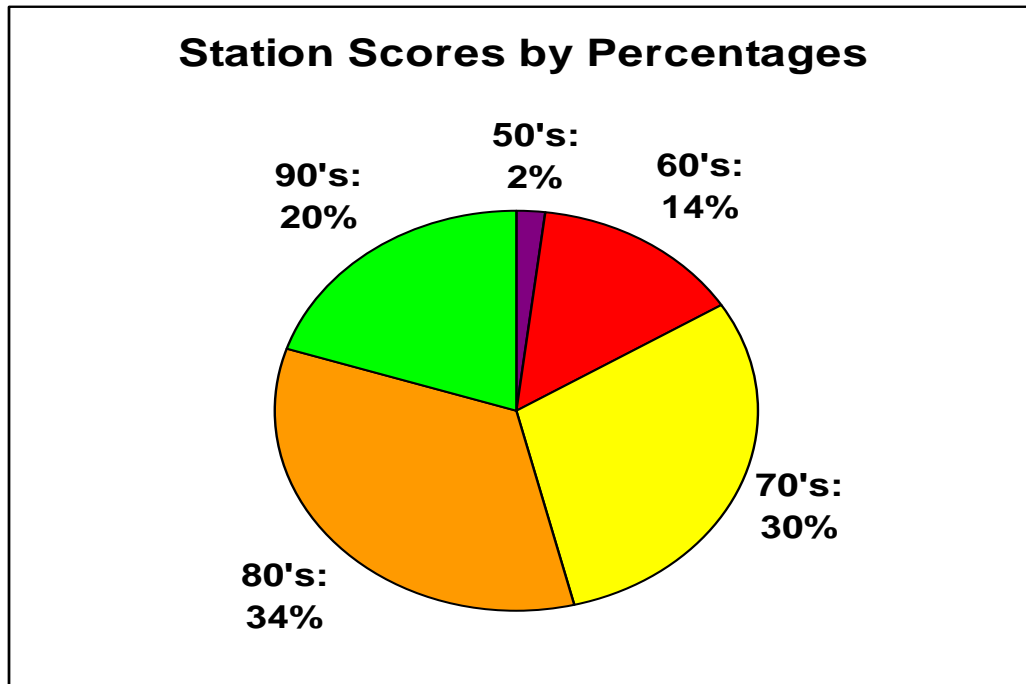
Each station was evaluated using 34 station condition indicators. Of the 34 indicators, 14 are also measured by NYC Transit's Passenger Environment Survey (PES).

To develop a ranking of individual stations, the station grade for each indicator was converted into its associated numeric value. The numeric values for the station were summed and divided by the total possible points that a station could receive. The stations were then ranked according to these percentages with 100% being the best a station could receive. The final rankings of the 50 surveyed stations showed that eight stations (16%) are clearly in an unacceptable condition, having overall ratings below 70% (see Exhibit 1 below). These failing stations are spread across all four boroughs and located on a variety of lines. They range from busy stations such as Jay Street/Borough Hall (29,731 riders per day) to those with low usage like Beach 90th Street (1,063 riders per day). Another 15 stations (30%) received scores in the 70–80%

¹ Includes complexes.

range. While this might be considered “passing”, the Council feels these stations are also cause for concern, i.e., the only acceptable rating is one of 80% or above. **Thus, 23 (46%) of the stations surveyed should be considered in need of attention.**

EXHIBIT 1: DISTRIBUTION OF STATION SCORES



CONCLUSIONS AND RECOMMENDATIONS

The results of the Council's survey of station conditions were generally consistent with our experiences as everyday riders. The results show that that nearly half of the stations (46%) need more attention. In some stations the Council found that the problems are limited to a few areas; but, in the worst rated stations, the problems are widespread.

These findings, while only a small sample, are troubling in light of the recently announced deferments of improvements at 19 stations included in the 2005–2009 Capital Program. The station conditions found in this study are indicative of the substantial need for capital investment, repair and housekeeping throughout the system.

In light of these observations the New York City Transit Riders Council makes the following recommendations:

Improve the Station Environment

General Strategies:

- **The State of New York must increase its support of MTA operations so that maintenance and repairs of stations in New York City are not problematic.** A steady, predictable source of revenue is needed so that stations are not left to deteriorate as a result of deferred maintenance. There should never have to be a choice between adequate service and decent station infrastructure.
- **The City of New York must start contributing to the capital improvement of stations in those areas where it seeks to improve economic development.** These stations function as “gateways” to places such as the South Bronx and downtown Brooklyn and should be seen as an integral part of the neighborhood fabric. The City of New York’s support should not stop at the entrance to the subway, but should extend into the station and join with NYC Transit in a mutually beneficial effort to create a positive subway experience for users.
- **Station impact fees should be levied on new development or substantial redevelopment projects within a quarter-mile of a subway station.** These fees could be charged at the building permit stage based on some measure such as construction value, square footage or number of units. The presence of a subway station within walking distance adds great value to any development and increases the use of this transportation service; as such, new development and redevelopment should share in the care and maintenance of this important asset of the community.
- **The local community BID's could become involved in plans to keep stations in a state of good repair** — particularly those subway stations in Manhattan. It seems that much of the Broadway (N,R,Q,W) line in Manhattan could be maintained by the private sector: 8th Street/Greenwich Village, Union Square, Flatiron/Madison Square, 34th Street, Times Square — all have BID's taking care of refuse removal, sidewalks, streetscapes, etc. Again, in tandem with Transit, this could prove to be a way to boost the image of all of these neighborhoods.
- **The MTA/NYCT should foster an “Adopt-A-Station” program whereby neighborhood-corporate partnerships are formed to financially support capital improvements and maintenance of stations.** Community residents and commercial establishments should have the opportunity to participate in the preservation of their local subway station.

Water Damage Mitigation:

- **Because the poor condition of infrastructure in stations is substantially due to water damage, the Council strongly urges NYC Transit to create a “Water Intrusion Taskforce”.** This Taskforce should investigate the range of causes (why and who) and research possible solutions, including new technology that could be incorporated into station renovations.

- **The City of New York must take responsibility for those areas where their actions have precipitated leaks into the subway stations.** In a report for MTA Board members in 2006, it was found that in several instances the City was responsible for leak damage in the stations due to inappropriate or inadequate drainage resulting from their actions or emanating from their properties.
- **In cases where water damage is the result of defective conditions of private properties above or adjacent to the station,** owners of those properties should be held liable for damage caused to the station and made to correct contributing circumstances.

Other Station Concerns:

The MTA and NYCT must work to bring the following improvements to stations, to ensure that the stations have the necessary equipment, information, and maintenance to allow these gateways to rise to their full potential.

- **Establish criteria for placement and timely removal of service notices.** The Council feels that service notices should be included as an indicator in the PES survey.
- **Repair or replace deteriorated tactile warning strips in all stations.** It is important to note that 16 of the 50 stations surveyed did not have any warning strips. Tactile warning strips have proven to be an important safety initiative, not just for the visually impaired community, but for all users of the subway system.
- **Improve the consistency of communicating information to subway riders in stations.** Timely and correct information is critical to the rider's experience when using the subway system, and unfortunately the survey results have highlighted the shortcomings of the Passenger Information Centers. It is imperative that the wall maps in the Passenger Information Centers are replaced in a timely manner and that the newest folding subway maps are always available at station booths.
- **Ensure that Station Agent badges are properly displayed both on the person and in the station booths.** Station agents are the face of NYC Transit and a bad initial experience with insensitive personnel can leave a lasting negative impression about using the subway.
- **Establish criteria for numbers and placement of trash receptacles in stations.** There is frequently a lack of trash receptacles in larger stations leading to substantial trash accumulation.
- **NYC Transit management must work diligently to listen to, support, and manage its station employees** to immediately improve the station grades for litter, graffiti, presence of waste receptacles, working public telephones, cleanliness of floors, working turnstiles and card readers.

- **NYC Transit must examine its worst stations**, such as 149th Street - Grand Concourse, to ensure that they are included in the upcoming capital program.

Improve the Passenger Environment Survey:

NYC Transit management must provide the tools and staffing to adequately address and improve the station grades in the Passenger Environment Survey. The PES entails a huge commitment of time and should be used more effectively as a management tool. Based on our findings, we would like to make the following recommendations about the PES:

- **Conduct the Passenger Environment Survey on a quarterly basis** to provide managers with timely information.
- **Add the following indicators to the PES**, many of which were recommendations in our 2004 survey:
 - Cleanliness of Ceilings
 - Condition of Ceilings
 - Water Leakage on Ceilings
 - Cleanliness of Walls
 - Condition of Walls
 - Water Leakage on Walls
 - Obstruction of Track Drains and Drain Boxes
 - Lighting (burned out bulbs, poor lighting due to lack of lighting fixtures)
 - Visible Exposed Wires
 - Existence of Platform Tactile Warning Strips and their Condition
 - Physical Condition of Stairs (uneven stair treads, loose or missing metal stripping and missing tiles)
 - Physical Condition of Handrails (broken, bent)
 - Cleanliness of Stairs and Handrails
 - Service Notices (current, placement, accuracy)
 - Public Telephones with #3333 MTA Service Information Stickers

Introduction

Subway station conditions have long been a concern of the New York City Transit Riders Council (NYCTRC).² At the urging of the Council, New York City Transit³ began conducting a quarterly Passenger Environment Survey (PES) in 1983. The original PES evaluated buses and subway cars; stations were then added at the end of 1992. Unfortunately, in mid-2003, Transit reduced the frequency of this useful management tool to a semi-annual survey.

The Council first conducted its own survey in 1994.⁴ The survey was designed to mirror Transit's efforts in this area. A second subway station conditions survey was done in 2004;⁵ and, most recently, the Council conducted its third survey during late 2007 and early 2008. While both the Council's survey and the PES focus on the rider experience, the Council survey serves as an independent assessment of station conditions and incorporates rating definitions and criteria not included in the PES.⁶

Disturbingly, the results of the most recent station survey by the Council are being disseminated at a time when MTA has announced it is retrenching. On July 9, the Agency revealed the deferment of various projects in order to stay within the overall capital budget.⁷ Included in this list are 23 station renovations in the Bronx, Queens, Brooklyn and Manhattan. This does not bode well for improving stations that have been plagued for years with water damage and neglect.

Concurrently, the lack of participation by the City of New York in station maintenance has been glaringly illuminated by this survey. The Council found that 4 out of the 5 worst performing stations were located in business districts that the City of New York has designated as economic development areas, specifically the Bronx and downtown Brooklyn. The Council views subway stations not only as gateways to the subway system, but also as the "welcome mats" to the neighborhoods above. The condition of a subway station sets the tone for users and impacts the perception and vitality of the area it serves. New York has a vested interest in having clean, well-preserved stations, but its current fiscal commitment does not reflect this.

The following sections describe the station survey protocol and analyses, and highlight the disrepair found. We conclude with some recommended actions for sharing the

¹The NYCTRC will be referred to as "the Council" from this point forward.

³ New York City Transit will be referred to "Transit".

³Station Survey (July 1994, NYCTRC) is not available in electronic form. A hard copy can be obtained from the PCAC/NYCTRC office at 347 Madison Ave., 8th Floor, NY, NY 10017.

⁴ See <http://www.pcac.org/reports/project00-04.php>

⁶ In addition to the PES, Transit created a Rider Report Card in 2007 to gain insights on customer opinions. The Rider Report Card allows subway customers to grade 21 aspects of service on their line. However, riders are not able to rate individual stations. In a related move, Transit appointed General Managers to the L Line and the 7 Line in an effort to provide more efficient operation and maintenance of track, rolling stock and stations. The Rider Report Card will serve to identify areas of rider dissatisfaction in coordination with this new management approach.

⁷ MTA Headquarters Press Release <http://www.mta.info/mta/news/releases/?agency=hq&en=080709-HQ>

burden of station care, addressing the chronic water problems plus other station concerns such as communication and signage, and suggest improvements to the PES.⁸

⁸ The Council is not the only group that is looking at station conditions. Immediately preceding the release of this study, New York State Assemblyman Dov Hikind of Brooklyn announced that his office had surveyed 91 subway stations in four boroughs and concluded that close to 65% had severe safety hazards (*The New York Sun*, 7/30/2008). *The New York Post* also recently surveyed dozens of stations and found “a decrepit, aging system fraught with overcrowded trains, crumbling platforms and stations, unfinished repair work, serious rat and cockroach infestation, mystery ooze dripping from ceilings and termite-eaten signs.” (8/3/2008).

STUDY METHODOLOGY

Survey Sample

This study is based on the methodology used in the Council's 1994 and 2004 station survey reports. The basic procedures used to select the survey sample were the same in each case, but the format of the survey forms and the indicators examined have evolved over time.

Fifty subway stations were selected for study out of a total of 422 stations and station complexes in the system⁹ (see Appendix B for the list of stations). The stations were selected according to a quota sampling method and were ranked according to ridership and divided into five groups: three groups of 84 and two groups of 85 stations. Group 1 contained stations with the highest average weekday subway ridership and Group 5 contained stations with the lowest average weekday subway ridership. The sample was constructed so that the number of stations selected from each station ridership group was roughly proportional to the breakdown of stations by borough contained within each station ridership group. While the sample does not necessarily include stations in every neighborhood of the City, the 50 stations make up a 12% representative sample of the subway system's 422 stations. Table 1 shows the sample breakdown by borough and station ridership group.

At many points in the system, stations that were constructed separately have been connected with passageways and other structures that permit free transfers between different lines. Where connections between two or more historically separate stations have created station complexes, these complexes are treated as one unit, as was done in the 1994 and 2004 surveys. For example, 14th Street/Union Square, Manhattan is treated as a single station, rather than three stations, i.e.: one for the L line, one for the 4/5/6 lines, and one for the N/Q/R/W lines.

Table 1: Station Sample as a Percentage of Station Ridership Groups

BOROUGH	Group 1 (85 STATIONS)		GROUP 2 (85 STATIONS)		GROUP 3 (84 STATIONS)		GROUP 4 (84 STATIONS)		GROUP 5 (84 STATIONS)		TOTAL STATION SAMPLE
	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	
Manhattan	66%	6	39%	4	17%	2	10%	1	6%	1	14
Brooklyn	12%	2	32%	3	42%	4	54%	5	49%	5	19
Queens	20%	2	15%	2	14%	1	17%	2	27%	2	9
Bronx	2%	0	14%	1	27%	3	19%	2	18%	2	8
TOTAL	100%	10	100%	10	100%	10	100%	10	100%	10	50

Council members and staff conducted the surveys. In late October 2007 each surveyor was assigned a set of stations to survey during non-rush hour periods. Most surveys were completed in November and early December 2007, although in order to avoid the

⁹ The 422 stations in the system are fewer than the customary 468 identified by NYC Transit. The reduced number reflects the count of station complexes as one station as well as the omission of stations closed due to the events of 9/11/01 and the reconstruction of the World Trade Center complex.

atypical December holiday conditions, surveyors avoided completing assessments in mid- and late- December 2007, and some make up survey work was completed in January through March 2008.

Survey Content

Stations were divided into three distinct areas to facilitate the survey process: Entrances, Control Areas and Platforms. A distinct survey form was filled out for each type of station area. The station areas are defined as follows:

Entrance: The area leading from the street-level entrance (including the signs and railings at the entrance) to the opposite end of the entrance stairs. For those station houses located at street level, only the entrance doors and any area in front of the doors that appeared to be NYC Transit property were evaluated.

Control Area: The area from the entrance stairs (or entrance doors) up to and including the turnstiles. The paid side of the control area (that part of the control area which can be entered only by paying a fare) was not evaluated, with the exception of seating in off-hour waiting areas, if applicable.

Platform: The passenger platform adjacent to the tracks. The ceiling over the tracks and the platform floors were evaluated as part of the platform area.

Each station was evaluated using 34 station condition indicators. Of the 34 indicators, 14 are also measured by Transit's Passenger Environment Survey (PES). See Appendix C for the list of indicators measured by both the Council's and the Transit PES.

Twenty indicators were not measured in the PES. Of these 20 indicators, those identified with an asterisk (*) were added to the Council's survey in 2007. Some indicators were evaluated for only one or two types of station area since they were not relevant to all types of station area.

Indicators Not Evaluated in PES:

- Water Leakage on Walls
- Cleanliness of Walls
- Cleanliness of Ceilings
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stair/Floor
- Presence/Condition of Platform Edge Warning Strips*
- Lighting
- Exposed Wires
- Public Telephones with 3333 MTA Service Information Stickers
- Placement of Service Notices*
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers
- Condition of Seating in Off-Hour Waiting Area
- Condition of Seating on Platform
- Foul Odors
- Structural Condition of Stairs and Handrails
- Cleanliness of Stairs and Handrails
- Current Service Notices
- Presence of Rodents*
- Track Drains/Drain Boxes Free of Litter*

The indicators that were only measured in the Council's survey represent elements of station conditions that the members believe to be important in terms of the rider's experience of the subway system. While there is value in concentrating on a more limited number of station condition indicators, we believe that some type of regular, systematic assessment of the non-PES indicators that the Council has examined is warranted.

To evaluate those indicators where a range of conditions and observations are not readily reduced to numerical values, surveyors assigned letter grades based on the following scale: A= Excellent (no or little evidence of a problem condition); B= Good (light evidence of a problem condition); C= Fair (a moderate amount of a problem condition); F= Poor (a heavy amount of a problem condition)¹⁰; and NA= Not Applicable (condition can not be rated). An example of this type of indicator would be the cleanliness of station ceilings. Where survey items called for a "Pass-Fail" rating based on the presence or absence of a condition, passing was equivalent to an "A" and failure equivalent to an "F." An example of this situation would be the indicator measuring the presence or absence of rodents. In this case, surveyors either saw animals or they did not; they did not attempt to assess the degree of infestation that might be present.

It should be pointed out that the Council feels strongly that both a "C" and "F" rating are unacceptable. Neither of these conditions provides a satisfying travel experience for the rider.

The remaining 14 station condition indicators were evaluated in terms of percentages of an element in the station area that did not meet standards or was determined to be out of service or not available to the public. An example of this would be a percentage of turnstiles that are working properly. Given the nature of the conditions being evaluated, these 14 indicators were better assessed in quantitative terms rather than the qualitative terms used to evaluate the other 20 station conditions. The following indicators were rated according to this quantitative method:

Quantitative Station Condition Indicators:

- Current Service Notices
- Current and Legible MTA System Maps
- Correct Passenger Information Center (PIC)
- Working Escalators/Elevators
- Working Public Telephones
- Station Agents in Proper Uniform
- Station Agents with Proper Badge Display
- Working Station Service Booth Microphone
- Current Rapid Transit Map Available at Station Service Booth
- Working Turnstiles and HEETS
- Exposed Wires
- Public Telephones with 3333 MTA Service Information Stickers
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers

¹⁰ There is no "D" rating as it would be meaningless in this context.

Finally, the survey forms for the entrances, control areas and platforms provided space for surveyors to write comments and detailed information about the particular station conditions under evaluation. This information was collected to allow surveyors to provide a richer picture of the station conditions that they encountered. Survey instructions for each of the three types of station area are included in Appendix B.

Data Analysis

Data for entrances, control areas, and platforms were analyzed using Microsoft Access and Microsoft Excel software. Grades given by the surveyors were assigned numerical values. The survey grades were assigned the following values: A=12, B=9, C=6 and F=0. In some cases, station condition indicators were assigned the following values: Pass=12 and Fail=0.

The Council's evaluation of overall station conditions is more stringent than in the NYC Transit PES. The indicator grade for each station was based on the lowest grade received for that particular indicator. For example if a station received a graffiti grade of B for its entrance, B for its control area and C for its platform, the grade for the station would be a C, in order to better reflect station problem areas. In contrast the NYC Transit PES uses a weighted average of area grades, allowing an area with no graffiti to compensate for an area with heavy graffiti, yielding the station a higher grade than would have been given under the Council's methodology.

To develop a ranking of individual stations, the station grade for each indicator was converted into its associated numeric value. The numeric values for the station were then totaled and divided by the total possible points that a station could receive. Stations were evaluated on the basis of a percentage of possible points because not all indicators pertained to all stations; thus some stations at the same level of quality could theoretically score a higher number of points than others. The stations were then ranked according to these percentages with 100 % being the best a station could receive. In the following section we discuss the results and implications of the survey observations.

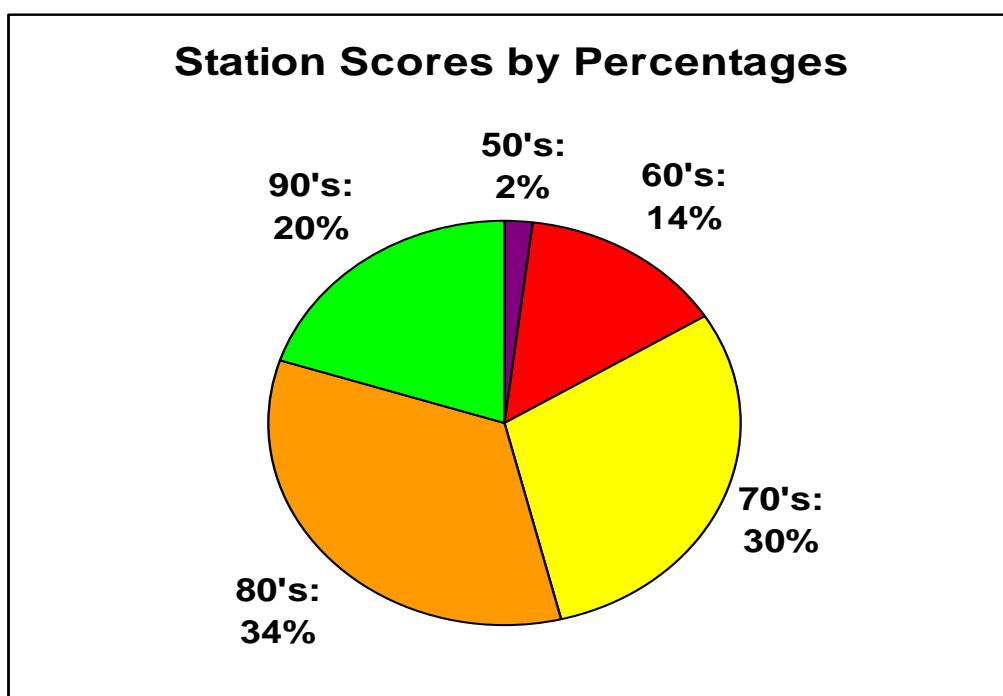


138th Street Grand Concourse

FINDINGS

The final rankings of the 50 surveyed stations are shown in Exhibit 1 below. Eight stations (16%) are clearly in an unacceptable condition, having overall ratings below 70%. These failing stations are spread across all four boroughs and located on a variety of lines. They range from busy stations such as Jay Street/Borough Hall (29,731 riders per day) to those with low usage like Beach 90th Street (1,063 riders per day). Another 15 stations (30%) received scores in the 70–80% range. While this might be considered “passing”, the Council feels these stations are also cause for concern, i.e., the only acceptable rating is one of 80 % or above. **Thus, 23 (46%) of the stations surveyed should be considered in need of attention.**

EXHIBIT 1: DISTRIBUTION OF STATION SCORES



Unfortunately, a review of NYC Transit’s proposed 2005–2009 Capital Program for station rehabilitation shows only three of these 23 stations slated for improvement: Beach 90th, Beach 98th Street and Jay Street/Borough Hall (now under construction). This is primarily because Transit utilizes a “line” approach when addressing repairs — investing in adjacent stations, often concurrently with right-of-way work. This minimizes passenger disruption and improves contracting and management efficiencies. While the Council appreciates the efficiency aspect of this strategy, we will also continue to press Transit to renovate stations on the basis of need.

TABLE 2: STATION RANKINGS (WORST TO BEST)

Condition Ranking	Stations	Borough	Line(s) ¹¹	Score	Station Usage Rank ¹	Average Daily Usage
50	Beach 90th St	QN	A,S	58%	411	1,063
49	149th St-Grand Concourse	BX	4	60%	128	10,417
48	138th St-Grand Concourse	BX	4,5	62%	367	2,624
47	Jay St/Borough Hall	BK	A,C,F	63%	31	29,731
46	103rd St	MH	6	66%	94	13,572
45	157th St	MH	1	68%	143	9,545
44	179th St-Jamaica	QN	F	68%	47	22,918
43	46th St	QN	G,R,V	68%	146	9,345
42	50th St	MH	1	70%	34	26,831
41	Nassau Avenue	BK	G	72%	174	7,740
40	Steinway St	QN	G,R,V	72%	96	15,536
39	28th St	MH	1	74%	112	12,174
38*	Beach 98th St	QN	A,S	74%	410	1,070
37	Greenpoint Avenue	BK	G	75%	183	7,433
36	Morris Park	BX	5	75%	396	1,888
35	Park Place	BK	S	75%	382	2,208
34	Church Avenue	BK	F	76%	156	9,073
33	Ozone Park-Lefferts Blvd	QN	A	77%	179	7,551
32	Bergen St	BK	F,G	78%	140	9,619
31	Court St-Borough Hall	BK	M,N,R	78%	22	34,274
30	Kingston-Throop Avenues	BK	C	78%	270	4,710
29	63rd Drive-Rego Park	QN	G,R,V	79%	80	15,541
28	75th St	QN	J,Z	79%	319	3,658
27	111th St	QN	A	80%	359	2,742
26	Astor Place	MH	6	80%	65	17,488
25	Knickerbocker Avenue	BK	M	80%	348	3,043
24	42nd St-Times Square	MH	1,2,3	81%	1	172,873
23	Forest Avenue	QN	M	81%	332	3,381
22	170th St	BX	B,D	83%	223	6,006
21	Fort Hamilton Parkway	BK	D,M	84%	326	3,565
20	116th St	MH	B,C	85%	260	5,096
19	Canal St	MH	1	85%	232	5,793
18	High St-Brooklyn Bridge	BK	A,C	85%	255	5,323
17	71st St	BK	D,M	86%	304	4,019
16	Grant Avenue	BK	A	87%	222	6,020
15	Christopher St-Sheridan Sq.	MH	1	88%	132	10,239
14	Wall St	MH	4,5	88%	46	22,997
13	14th St-Union Square	MH	4,5,6	89%	4	99,334
12	50th St	MH	C,E	89%	68	17,091
11	DeKalb Avenue	BK	L	89%	153	9,204
10	Bay Ridge Avenue	BK	R	90%	181	7,435
9	Avenue P	BK	F	91%	364	2,703
8	Halsey St	BK	J	91%	291	4,417
7	225th St	BX	2,5	92%	299	4,138
6	Wakefield-241st St	BX	2	92%	322	3,638
5	Avenue X	BK	F	92%	351	2,916
4	Franklin St	MH	1	92%	225	5,983
3	Burnside Avenue	BX	4	93%	204	6,561
2	Prospect Avenue	BX	2,5	93%	211	6,324
1	Sutter Avenue	BK	L	93%	360	2,739

¹ Station Usage Rank out of 422 stations (includes complexes)

¹¹ Only Platforms for lines shown were surveyed, rankings are for entire station.

In reviewing the survey results, it appears that while conditions have improved markedly in the NYC Transit subway system since our 1994 and 2004 surveys, there is still room for improvement. In order to continue to make improvements, the Council believes that it is necessary to specifically assess the elements of the survey components: station cleanliness, condition, and appearance; customer information; functioning equipment; and, station operations. The following sections address each one of these areas. It should be noted that it is clear from the results that NYC Transit performed quite well at many of the stations surveyed. However, the Council feels that its role is to identify and focus on areas where riders are encountering a negative transit experience. The discussions are therefore targeted on the problem stations and locations within the station. Detailed station grades are found in Appendix D.



149th Street Grand Concourse

Indicators
Ranked by Percentage of Stations Receiving Failing Grades

I – Cleanliness, Condition, and Appearance

Stations with Exposed Wires

The Council saw the exposed wiring as more of a visual attribute than something that is dangerous. Many of these wires likely contain communication connections and most are attached to existing conduits, inaccessible to the public. The scoring for this category does not discriminate based on the number of offenses within a station. That is, for a single offense the station gets an F grade. The recent evaluation found that 50% of stations failed in this category; however, the number of problems per station varied widely, from one to 23 as shown in Table 3 below. Control Areas were the site of 42% of the exposed wires; Entrances were a bit less at just over a third; and Platforms were 23% of the observations.

Exhibit 2

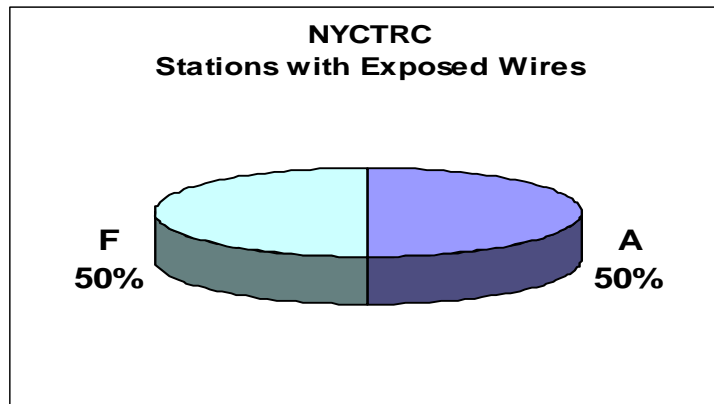


Table 3

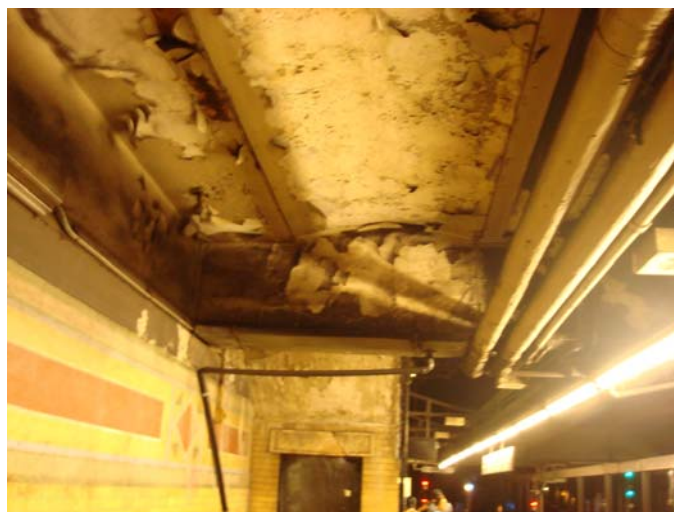
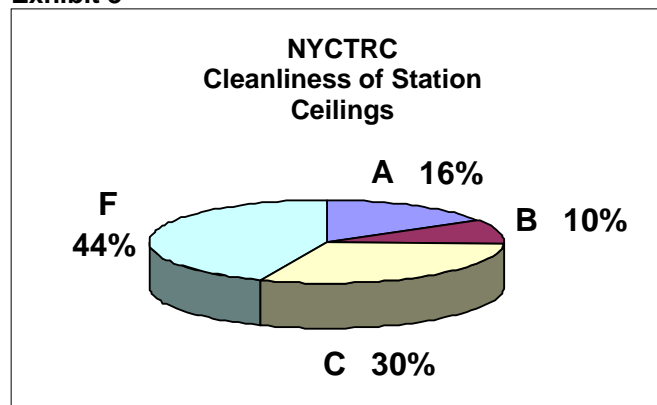
Notable Stations (Receiving F for Exposed Wires)		
# of Exposed Wires	# of Stations	Station Name(s)
23	1	179th Street
20	1	Jay Street/Borough Hall
18	2	50th Street/ (1); Borough Hall (4,5)
12	1	42 nd Street/Times Square (1,2,3)
11	1	149th Street-Grand Concourse (4)
9	1	Astor Place
7	1	138th Street-Grand Concourse
6	1	Wall Street (4,5)
5	3	Ozone Park/Lefferts Blvd; 75th Street; 205th St Norwood
4	3	Halsey Street (J); Church Avenue (F); Bergen Street (F)
3	2	Knickerbocker Avenue; 170th Street (B,D)
2	6	Steinway St; Grant Ave; Ft Hamilton Parkway (D,M)h Street (B,C); 111th Street (A); 103rd Street (6)
1	2	Avenue P; Court St/Borough Hall

Cleanliness and Condition of Ceilings

Station Ceilings are by far the worst areas of stations. The pervasive peeling and cracked paint is a condition no doubt related to chronic leakage problems. Twenty-two stations were given a failing grade and another 15 were only considered fair. It is acknowledged that Ceilings may be the most difficult portions of subway stations to maintain, with many areas rendered inaccessible due to pipes and electrical conduits. However, as ceiling conditions were often much worse than a station's condition as a whole, they can constitute a sore point in users' perception of station quality.

Platforms scored the worst of the three types of station areas, but ceiling conditions in Entrances and Control areas were only marginally better.

Exhibit 3



149th Street Grand Concourse

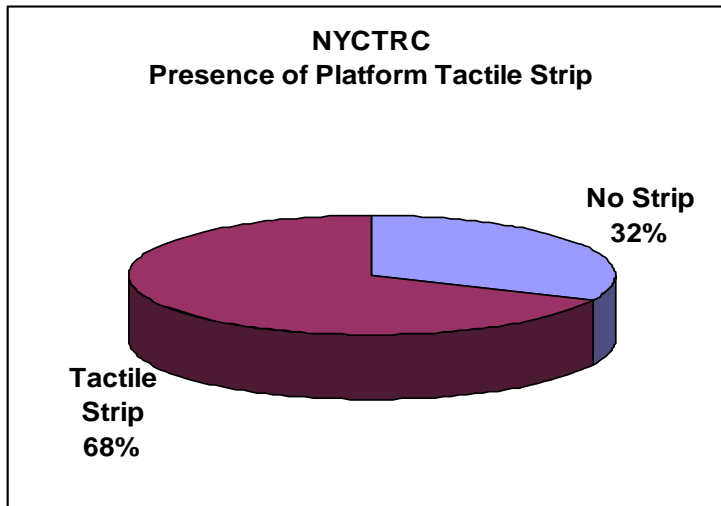
Notable Stations (Receiving F for Condition of Station Ceilings)

- 103rd Street (6)
- 116th Street (B,C)
- 138th Street-Grand Concourse
- 149th Street-Grand Concourse (4)
- 157th Street
- 179th Street
- 205th Street Norwood
- 50th Street (1)
- 71st Street
- Beach 90th Street
- Beach 98th Street
- Borough Hall (4,5)
- Church Avenue (F)
- Court Street/Borough Hall
- Fort Hamilton Parkway (D,M)
- High Street/Brooklyn Bridge
- Jay Street/Borough Hall
- Kingston/Throop Avenues
- Ozone Park/Lefferts Boulevard
- Morris Park
- 42nd Street/Times Square
- 14th Street - Union Square (4,5,6)

Presence of Platform Tactile Strip

This indicator appears for the first time in the 2007 NYCTRC station survey. It grew out of a concern among Council members that many stations are still lacking platform edge tactile warning strips. We would note that this indicator pertains only to the presence of the warning strips, and not to the condition of the platform edge or any rubbing boards attached thereto. The Council is extremely troubled with finding that no tactile warning strips were present in 16 of the 50 stations surveyed (listed below). Warning strips are a safety feature for the general public, and not only for persons with disabilities.

Exhibit 4



Stations without Tactile Warning Strips

- 111th Street (A)
- 138th Street-Grand Concourse
- 149th Street-Grand Concourse (4)
- 50th Street (C,E)
- 71st Street
- 75th Street
- Avenue P
- Avenue X
- Bay Ridge Avenue
- Forest Avenue
- Fort Hamilton Parkway (D,M)
- Grant Avenue
- High Street/Brooklyn Bridge
- Knickerbocker Avenue
- Ozone Park/Lefferts Boulevard
- Steinway Street

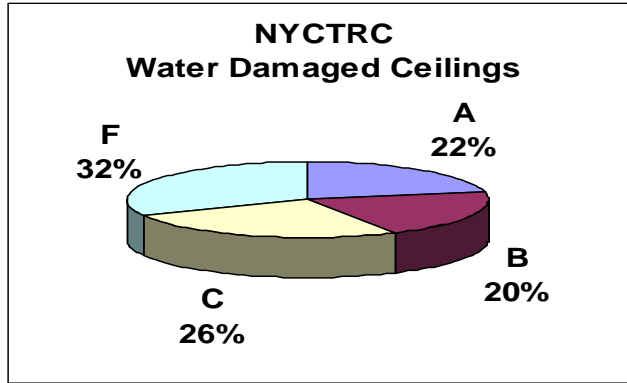


138th Street Grand Concourse

Water Leakage on Ceilings

Water Leakage on Ceilings is an acknowledged serious problem that is difficult to solve. Sixteen stations (32%) were rated “F” and another 26% had moderate leakage. Damage was worst in Platform areas and in Entrances.

Exhibit 5



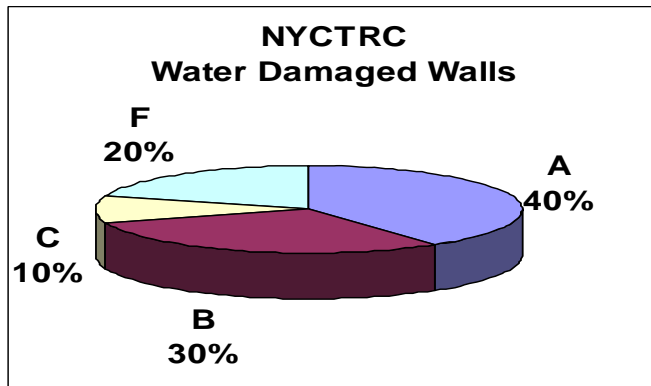
Notable Stations (Receiving F for Leakage on Ceilings)

- 103rd Street (6)
- 138th Street Grand Conc.
- 149th Street-Grand Conc. (4)
- 179th Street
- 205th Street Norwood
- 46th Street (G,R,V)
- 50th Street (1)
- Beach 90th Street
- Beach 98th Street
- Borough Hall (4,5)
- Court Street/Borough Hall
- Jay Street/Borough Hall
- Kingston/Throop Avenues
- Ozone Park/Lefferts Boulevard
- Morris Park
- 42nd Street/Times Sq. (1,2,3)

Water Leakage on Walls

Water leakage on walls was more of a problem than water on floors. Ten stations were cited for unacceptable conditions, while five stations showed moderate water leakage on walls. Platforms had the most problems, with twice the level of problems of Entrances or Control areas.

Exhibit 6



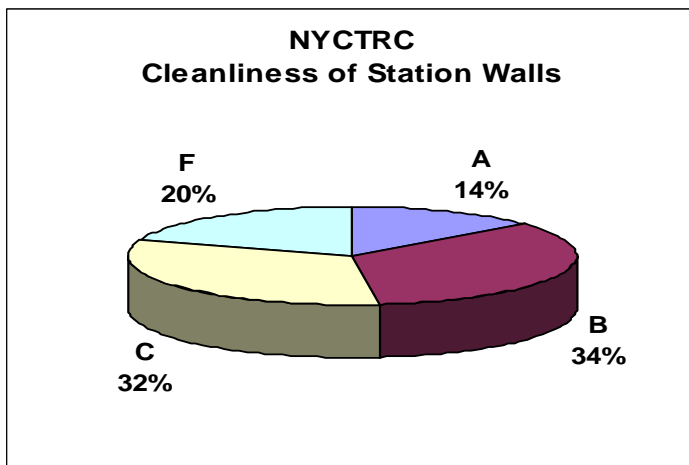
Notable Stations (Receiving F for Leakage on Walls)

- 138th St Grand Concourse
- Beach 98th Street
- Park Place (S)
- Morris Park
- Kingston/Throop Avenues
- Bergen Street (F,G)
- Court Street/Borough Hall
- 63rd Drive/Rego Park
- Halsey Street (J)
- 225th Street (2,5)
- 179th Street

Cleanliness and Condition of Station Walls

Over half of the stations (52%) were given poor or failing ratings on cleanliness and condition of Station Walls. Platforms scored the worst of the three types of station areas.

Exhibit 7



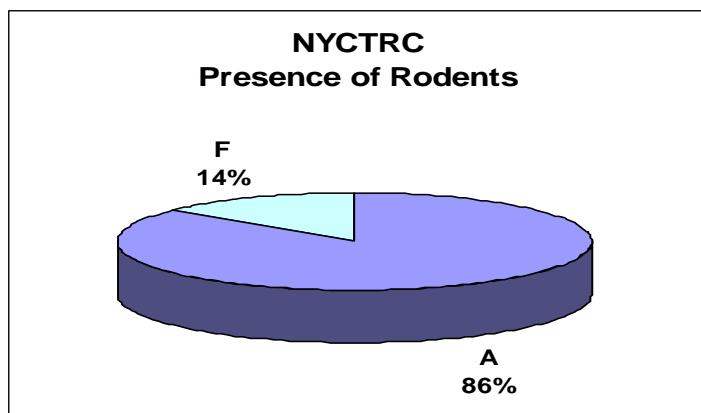
Notable Stations (Received F for Station Walls)

- 149th Street-Grand Conc. (4)
- 138th Street-Grand Conc.
- 157th Street
- Beach 98th Street
- Bergen Street (F,G)
- Court Street/Borough Hall
- 63rd Drive/Rego Park
- 71st Street
- Halsey Street (J)
- 225th Street (2,5)

Stations with Rodents

Rodents were sighted in seven stations (14%). They were seen in all three sections of the station, but most were sighted on the tracks in the platform area.¹²

Exhibit 8



Notable Stations (Stations with Rodents Sighted)

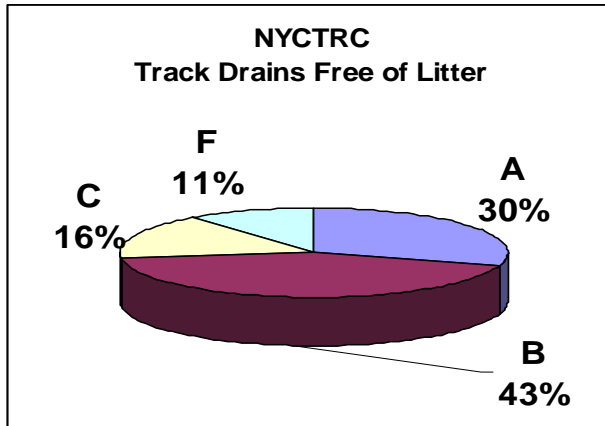
- 149th Street-Grand Conc. (4)
- 157th Street
- 28th Street (1)
- Greenpoint Avenue
- Kingston/Throop Avenues
- Knickerbocker Avenue
- DeKalb Avenue (L)

¹² These observations are, of course, problematic as to the presence of rodents.

Track Drains/Drain Boxes Free of Litter

The Council added this indicator to the current survey in view of the importance of maintaining track drainageways in preventing flooding during major storm events. This indicator did not apply to some 15 stations in which drains or drain boxes were not present. Out of the remaining 35 stations a quarter were found to be unacceptable, with four stations rating an “F” and five a “C” condition (percentages shown below are based on 35 cases).

Exhibit 9



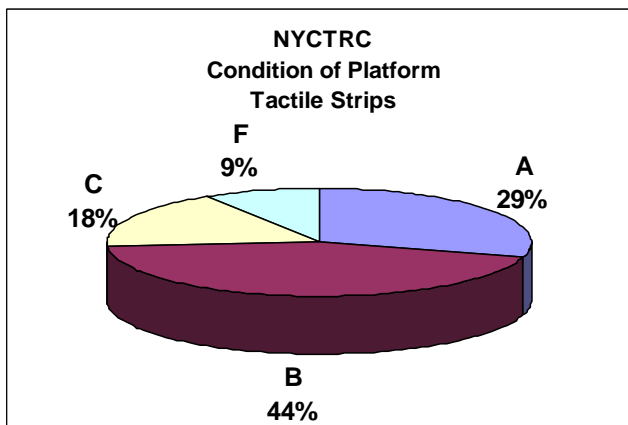
Notable Stations (Receiving F for Drain Litter)

- 103rd Street (6)
- 138th Street/ Grand Conc.
- 149th Street/Grand Conc. (4)
- 179th Street

Condition of Platform Tactile Warning Strips

As mentioned earlier, the Platform Tactile Warning Strip indicators appear for the first time in the 2007 NYCTRC station survey — a result of concern among Council members that many stations with tactile warning strips in place are in poor condition. Where the strips were found to have been installed, two stations received failing grades for tactile warning strips, and six stations got a “C” mark. One of the stations, Jay Street/Borough Hall, which failed, is a “Key Station” under the 1991 ADA regulations. However, its completion as a fully accessible station is not scheduled until November 2008.

Exhibit 10



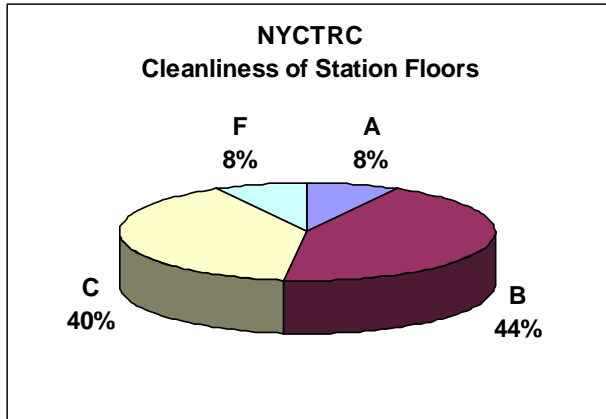
Notable Stations (Receiving F for Condition of Tactile Warning Strips)

- Jay Street/Borough Hall
- 63rd Drive/Rego Park

Cleanliness of Station Floors

The Council found the condition/cleanliness of floors in stations to be very mediocre. While only four stations (8%) failed outright, another 40% received only a “C” rating. In addition, only four stations garnered an “A” rating.

Exhibit 11



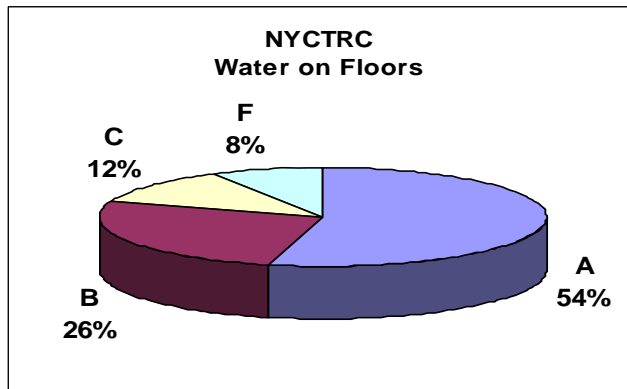
Notable Stations (Receiving F for Station Floors)

- 138th Street-Grand Conc.
- 149th Street-Grand Conc. (4)
- Court Street/Borough Hall
- Park Place (S)

Water on Floors

Ten stations (20%) were noted to have severe or moderate water issues on floors. Rarely did the presence of water impact walking paths.

Exhibit 12



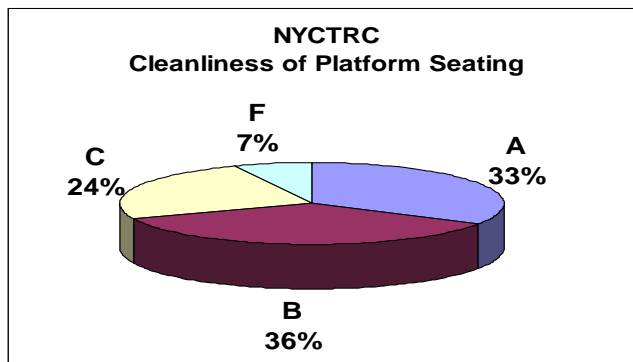
Notable Stations (Receiving F for Floors with Water)

- 149th Street-Grand Conc. (4)
- 138th Street – Grand Conc.
- 103rd Street (6)
- 46th Street (G,R,V)

Cleanliness of Platform Seating

Three stations received a failing grade for general Platform Seating conditions.

Exhibit 13



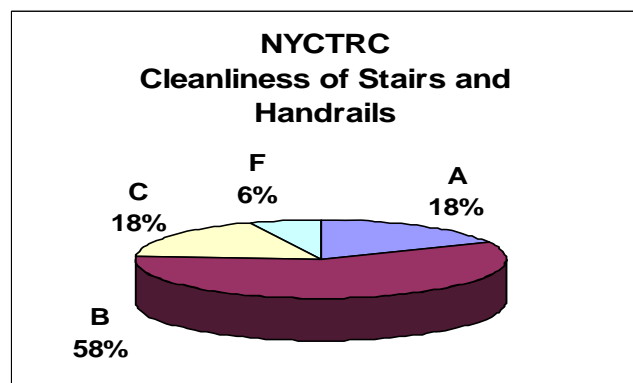
Notable Stations (Receiving F for Platform Seating)

- Bay Ridge Avenue
- DeKalb Avenue (L)
- Halsey Street (J)

Cleanliness and Condition of Stairs and Handrails

Almost a quarter of the stations need improvement in the cleanliness of stairs and handrails. The Council found that three stations surveyed warranted a failing grade, all due to platform conditions. Another 18% of stations were deemed only fair.

Exhibit 14



Notable Stations (Received F for Condition of Stairs and Handrails)

- 103rd Street (6)
- Beach 90th Street
- Greenpoint Avenue

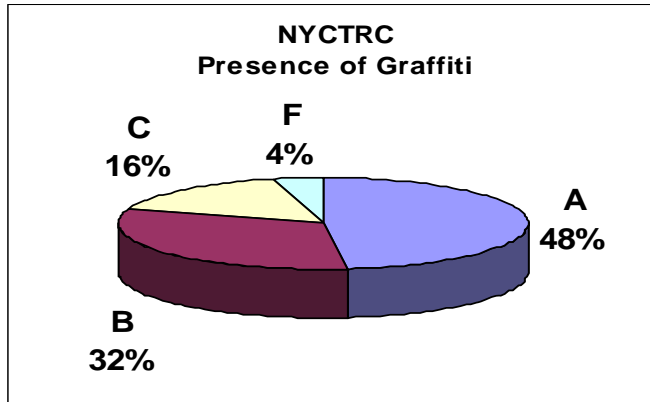


149th Street Grand Concourse

Stations with Excessive Graffiti

Twenty percent of stations surveyed had a graffiti problem. Two stations failed for heavy graffiti and eight stations had moderate graffiti. In all cases the graffiti was found in Entrances.

Exhibit 15



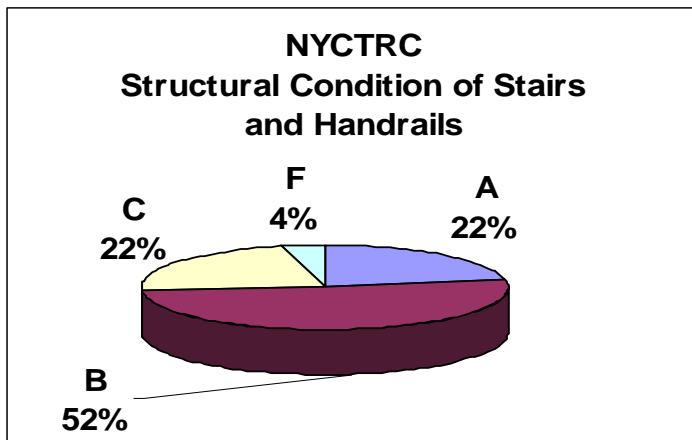
Notable Stations (Receiving F for Excessive Graffiti)

- 50th Street (C,E)
- 111th Street (A)

Structural Condition of Stairs and Handrails

The structural condition of stairways and handrails were evaluated at platform and subway entrance locations. Only two stations received a failing grade, both at entrances; another 11 stations had fair conditions.

Exhibit 16



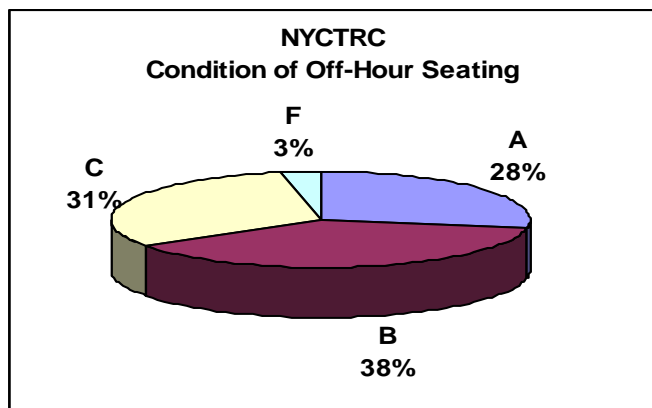
**Notable Stations
(Received F for Stair Structural
Condition)**

- Beach 90th Street
- Bergen Street (F,G)

Condition of Off-Hour Seating

The Council found that Off-Hour Seating¹³ conditions rated a failing grade in one station. However, almost a third (31%) of Off-Hour seating received a “C” and a quarter of the stations’ Platform Seating received a “C”.

Exhibit 17



Notable Station (Receiving F for Off-Hour Seating)

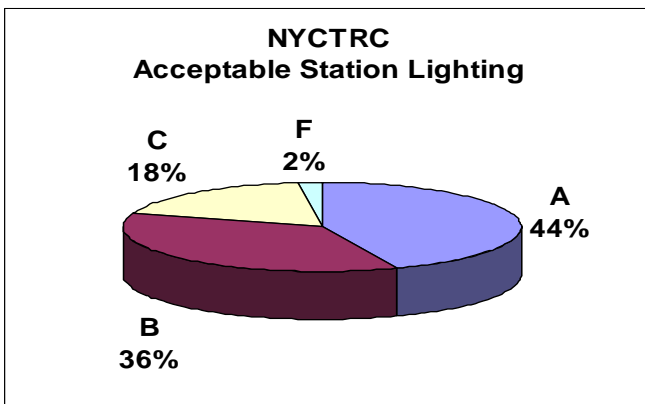
- Christopher Street

Stations with Acceptable Lighting

Only one station received a failing grade for lighting, but another nine were rated fair. We would note that 18% of the stations we evaluated scored only a fair rating for at least one type of station area, and 2% of Platforms received a failing grade.

Lighting is extremely important in conveying a sense of safety to passengers, and maintaining a safe environment as well. As such, while the stations surveyed scored well in this category, taking advantage of opportunities for improvement should still be a priority.

Exhibit 18



Notable Station (Receiving F for Inadequate Lighting)

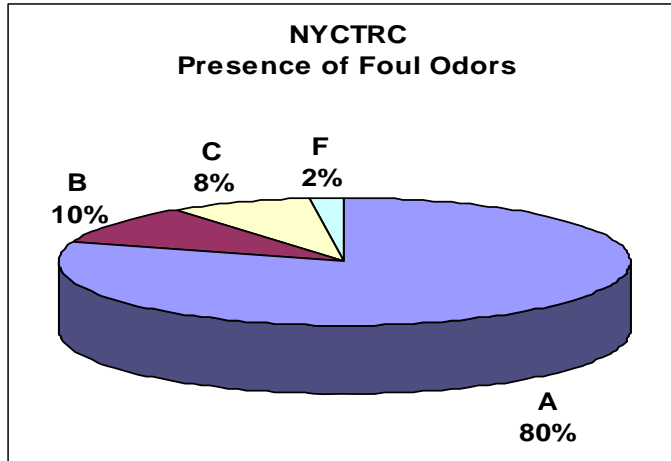
- Forest Avenue

¹³ Off-Hour seating is a designated waiting area for late night riders within close proximity to the control area, usually just inside the turnstiles.

Stations with Foul Odors

The Council found that one station had foul odors in the Entrance area; and another four stations received a “C” rating.

Exhibit 19



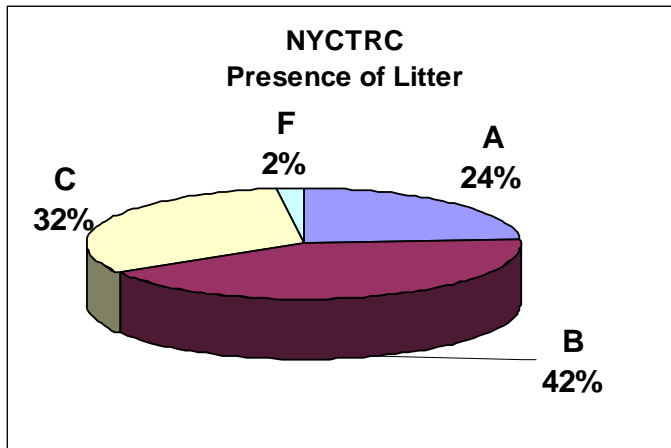
**Notable Station
(Received F for Foul Odors)**

- Kingston/Throop Avenues

Stations with Excessive Litter

One station surveyed was found to have excessive litter. However, almost a third rated only a “C” rating. Platform areas were the worst with 18% considered in “C” or “F” condition.

Exhibit 20



**Notable Station
(Receiving F for Excessive Litter)**

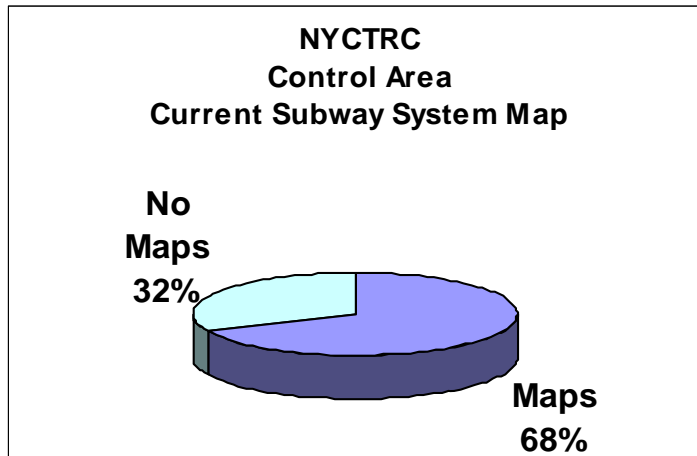
- Park Place (S)

II – Customer Information

Current Subway System Map

Our current survey found that 32% of stations evaluated were not able to provide the Council surveyor with a current subway system map.

Exhibit 21



Notable Stations (Stations Not Having Current System Map)

- 111th Street (A)
- 170th Street (B,D)
- 225th Street (2,5)
- 46th Street (G,R,V)
- Avenue X
- Beach 98th Street
- Canal Street (1)
- Christopher Street
- Church Avenue (F)
- Forest Avenue
- Jay Street/Borough Hall
- Kingston/Throop Avenues
- Ozone Park/Lefferts Boulevard
- Prospect Avenue (2,5)
- Steinway Street
- Wall Street (4,5)

Passenger Information Center (PIC)

The stations surveyed by the Council exhibited wildly divergent performance in providing information to passengers (see Chart 1 below). Of the 50 stations evaluated, only 12% contained all seven of the information displays sought by our surveyors (System Map, Neighborhood Map, Institutional Map, Guide-a-Ride strip map, Services Notices and a Take One information pamphlet stand-alone).

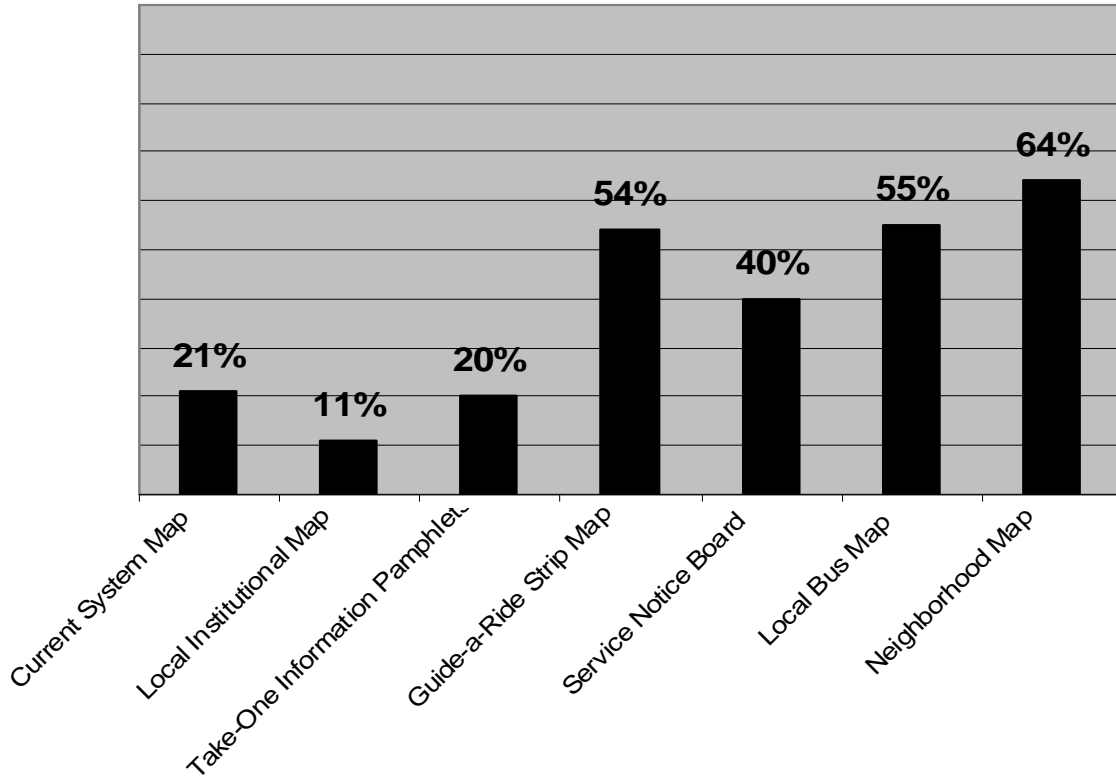
A total of 21% of Control Areas surveyed failed to provide station users with a current system map. Performance regarding the other PIC items was much poorer. Only 11% of Control Areas provided a local Institutional Map and a mere 20% contained a Take One information pamphlet display. Barely half, 54%, of stations displayed a Guide-a-Ride strip map and only 40% provided a display for Service Notices.

In addition, only 55% of Control Areas assessed provided a Bus Map and only 64% displayed a Neighborhood Map.

The PIC is a very weak area and the Council is concerned about this widespread lack of adequate map provision at stations.

Chart 1

**Passenger Information Center -
Percentage of Control Areas which provide the following:**

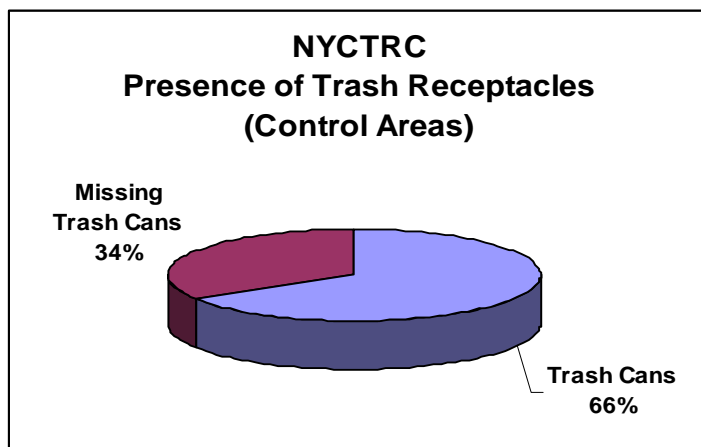


III – Functioning Equipment

Trash Receptacles in Stations

Of the 50 stations surveyed, there were 158 areas (Control Areas and Platforms combined) where at least one trash receptacle should have been located. Twenty-seven areas (26 in control areas and one in Platform area) in 18 stations were found to not provide a trash can. This would appear to be relatively simple condition to remedy.

Exhibit 22



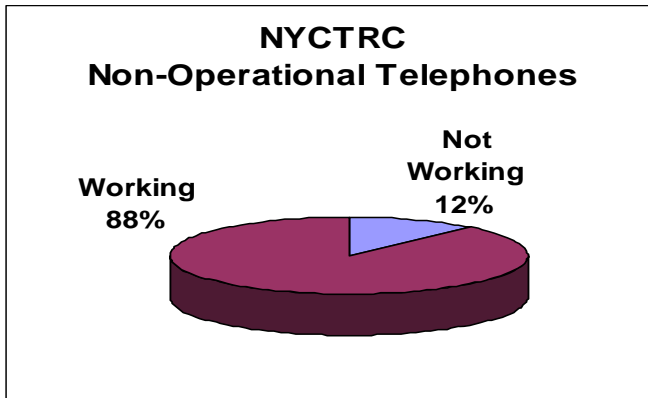
Notable Stations (Stations Having No Trash Receptacles)

- 149th Street-Grand Conc. (4)
- 75th Street
- Morris Park
- Kingston/Throop Avenues
- 42nd Street/Times Square
- Bergen Street (F,G)
- Astor Place
- 205th Street Norwood
- 50th Street (1)
- 170th Street (B,D)
- 116th Street (B,C)
- Ozone Park/Lefferts Boulevard
- Wall Street (4,5)
- Canal Street (1)
- 157th Street
- 46th Street (G,R,V)
- Church Avenue (F)
- Beach 90th Street

Working Public Telephones

The Council surveyed 151 telephones and found that 12% were not working. Cell phones have become a ubiquitous technology, but they are largely out of service range in the underground subway system. Public telephones remain the most reliable means of communication in times of emergency. The massive confusion resulting from the subway flooding in August 2007 is an important reminder of how important it is that each and every telephone be in working order.

Exhibit 22



**Notable Stations
(Stations Having Non-Operational
Phones)**

- 116th Street (B,C)
- 149th Street-Grand Conc. (4)
- 170th Street (B,D)
- 225th Street (2,5)
- 50th Street (1)
- 71st Street
- 75th Street
- Avenue X
- Bergen Street (F,G)
- Borough Hall (4,5)
- Forest Avenue
- Fort Hamilton Parkway (D,M)
- Grant Avenue
- Knickerbocker Avenue
- Prospect Avenue (2,5)
- Steinway Street
- Sutter Avenue
- 42nd Street/Times Square (1,2,3)

Working Turnstiles

Of the 50 stations surveyed by the Council, only three were found to have non-working turnstiles. A total of six turnstiles were inoperative, however four of these were found at one station, Wall Street. Overall, only 2.1% of turnstiles surveyed were not working properly

Council surveyors found 100% of all HEETs to be operational and available for use.

Table 4

	Total	Not Working
Turnstiles	280	6
HEETs	45	0

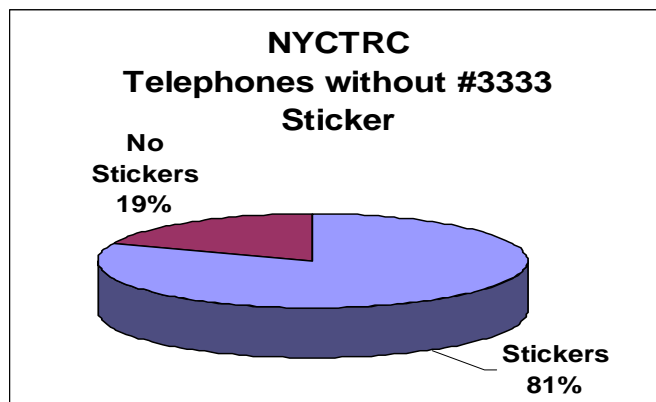
**Notable Stations
(Stations with Non-Working
Turnstiles)**

- Wall Street (4)
- 103rd Street (6)
- 179th Street (F)

Telephones without #3333 Information Stickers

Of the 151 telephones surveyed, 19% failed to display the “Dial #3333” information sticker. The #3333 number gives callers the ability to listen to a recording of planned service changes FREE at any subway station pay phone. With the substantial amount of capital projects underway, it is imperative that riders be aware of this number to adjust their route.

Exhibit 23



Notable Stations (Stations With Phones Without the #3333 Sticker)

- 111th Street (A)
- 116th Street (B,C)
- 138th Street-Grand Conc.
- 149th Street-Grand Conc. (4)
- 157th Street
- 170th Street (B,D)
- 225th Street (2,5)
- 46th Street (G,R,V)
- 71st Street
- 75th Street
- Avenue X
- Bergen Street (F,G)
- Borough Hall (4,5)
- Burnside Avenue
- Canal Street (1)
- Christopher St/Sheridan Sq
- DeKalb Avenue (L)
- Fort Hamilton Parkway (D,M)
- Grant Avenue
- Halsey Street (J)
- Knickerbocker Avenue
- Park Place (S)
- Sutter Avenue
- 42nd Street/Times Square (1,2,3)

Escalators/Elevators in Operation

Only eight of the stations examined by the Council had escalators or elevators. Surveyors did not find any elevators or escalators out of service. Due to the random nature of the station selection and the resulting small sample of stations that had an escalator or elevator, our survey results may not be entirely indicative of the scope of the issue of non-operational elevators and escalators in stations.¹⁴

¹⁴ In a recent in-depth investigation, William Neuman of the *New York Times* revealed that elevators and escalators in New York’s subway system are marked by repeated breakdowns despite spending millions of dollars for new equipment and repairs. Riders are frequently caught in broken elevators and have harrowing experiences and failing escalators. See *New York Times*, May 19, 2008, page 1

Operational MVMs, EVMs and Card Readers

The Council found non-working MetroCard Vending Machines (MVMs) in two of the 50 stations surveyed. Overall, only two MVMs out of a total of 168 were found to be not fully operational. Of the 72 Control Areas evaluated, two contained a non-working MVM (3%). See Table 5 below.

Express Metrocard Vending Machines (EVMs), the vending machines designed to only process credit and debit card transactions, were fully operational.

The surveyors also examined the MetroCard readers placed in stations to provide riders with balance and expiration information about their MetroCards. Of 95 card readers examined, two were found to be defective.

Table 5

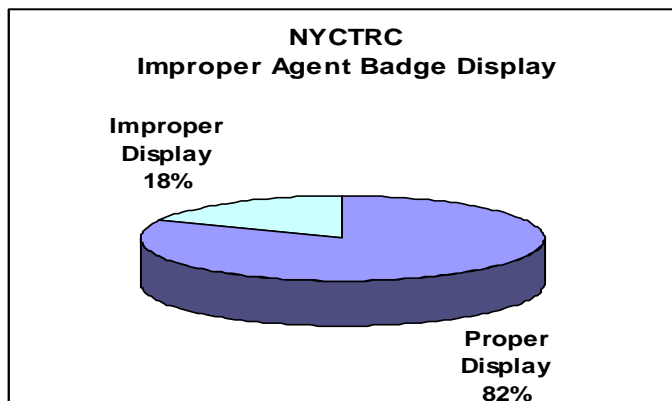
Device	Total	# Defective	Stations
MVM	168	2	179th Street, Wakefield-241st Street
EVM	42	0	
Card Readers	95	2	179th Street, Avenue X
Total	305	4	

IV – Station Operations

Station Agents Badge Displayed/In Uniform

Council surveyors found that in only two stations there were Station Agents present without being in proper uniform. A substantially greater number of Agents, however, had failed to properly display their badge in their station booth. We noted eleven booths in nine stations in which a Station Agent on duty failed to properly display his or her badge. While these may appear to be minor matters in comparison with the functionality of station equipment or the physical condition of station stairs, for example, it is important for Station Agents to maintain a professional appearance and to be accountable to their customers. The proper display of employee badges is critical to maintaining this accountability.

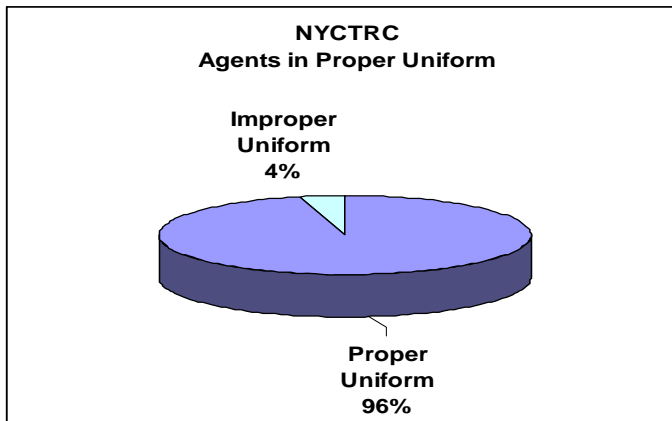
Exhibit 24



**Notable Stations
(Agent's Badge Not Properly
Displayed)**

- 157th Street
- 179th Street
- 46th Street (G,R,V)
- 50th Street (C,E)
- 50th Street (1)
- Avenue X
- Court Street/Borough Hall
- Kingston/Throop Avenues

Exhibit 26



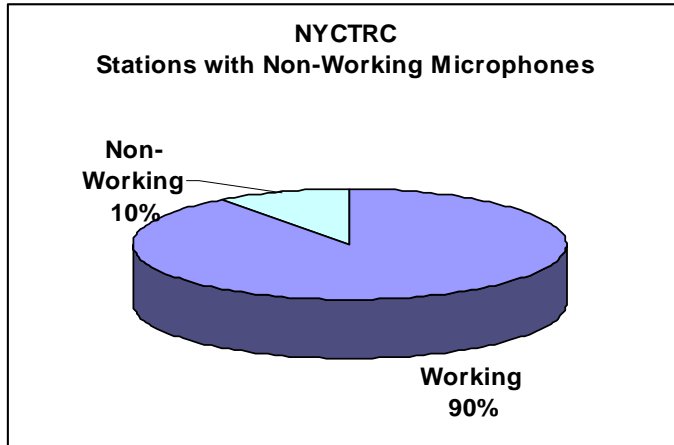
**Notable Stations
(Stations with Agents in
Improper Uniform)**

- 225th Street (2,5)
- Forest Avenue

Working Booth Microphones

Surveyors encountered cases of non-working booth microphones in five stations out of the survey sample of 50 stations. Although this represents only 10% of the stations surveyed, it is critical for effective customer service that Station Agents have working booth microphones at their disposal.

Exhibit 26



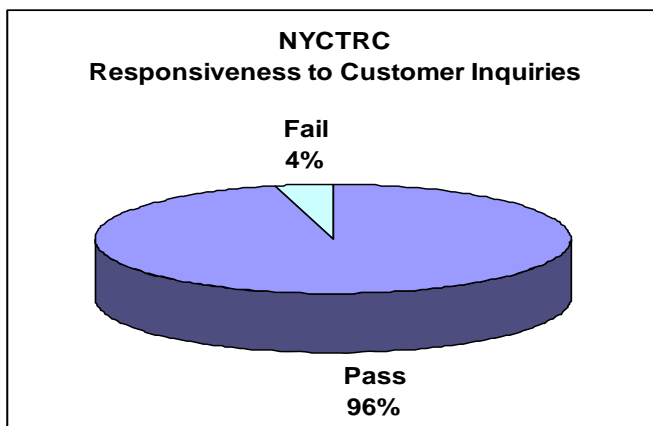
Notable Stations (Without Working Microphones)

- 111th Street (A)
- 157th Street
- 179th Street
- Beach 90th Street
- Park Place (S)

Responsiveness to Customer Inquiries

Station Agents are the front line of customer service for the NYC Transit subways, and individuals in this position should be responsive to requests for information. Our surveyors found two stations, 46th Street and 179th Street, where Station Agents were judged to be unresponsive to an inquiry posed by the surveyor. While 96% of the stations had adequate responsiveness to customer inquiries, the only appropriate goal for this indicator is 100% compliance.

Exhibit 27



Notable Stations (Non-Responsive Agent)

- 46th Street (G,R,V)
- 179th Street

Station Customer Assistant Present

In this survey, we noted the presence of burgundy-uniformed Customer Service Assistants (CSAs) in the stations that we surveyed to examine whether there is an obvious impact of CSAs' presence on our other indicators. We also wanted to see if our surveyors would observe some of the issues that have been noted with CSAs spending an inordinate amount of time in station booths or outside of the stations. Our surveyors encountered CSAs in only five stations, and noted no issues with them. Because of the small number of CSA stations in the total sample, we were not able to establish any relationship between CSAs' presence and stations' scores on other indicators.

Five Lowest Scoring Stations Ranked by Survey Score

The Council found that problems with walls, ceilings, floors and stairs are the leading reasons for failing stations. This is an indication that capital investment in the station is needed. Below we have taken the five worst-scoring stations to examine the problems that plague these stations in detail. The Council is pleased that 2 of the 5 stations (Beach 90th Street Station and Jay St /Borough Hall Station, currently under construction) remain in the 2005-2009 Capital Program.

Beach 90th Street Station, (A,S)

Queens

The Beach 90th Street station, has not had any serious capital investment in over 30 years. The Council is pleased that the station is slated for rehabilitation in the 2005-2009 Capital Program and equally pleased to see that the station is not one of the stations that will be moved from the current Capital Program and into the next.

Table 6

Rank	Year Renovated¹⁵	Score	Average Daily Usage
50	Never	58%	1,063

While fixing the booth microphone to improve communication to customers may be more of a maintenance issue, many of the other problems will have to be addressed through the Capital program. Failures at the station were in the following categories:

- Cleanliness/Appearance of Walls
- Cleanliness/Appearance of Ceilings
- Leakage on Ceilings
- Leakage on Walls
- Condition of Stairs/Handrails
- Cleanliness of Stairs/Handrails
- Working Microphones

¹⁵ NYC Transit list of Subway Renovations.

149th Street Grand Concourse Station, (4)

The Bronx

The 149th Street Grand Concourse Station is a major gateway to the Bronx for riders on the 2, 4 and 5 trains. The station that scored an abysmal 60%, is the second busiest station in “the Hub” with 10,417 average weekday riders (not including the estimated 35,000 people¹⁶ that transfer daily between the 2/5 and 4 lines at the station). Yet, as seen in Table 7 below, the station has not been renovated since 1992, and is currently not scheduled to have any capital improvements in the near future.

Table 7

Rank	Year Renovated	Score	Average Daily Usage
49	1992	60%	10,417

The Council found that the station failures beg for both capital investment and increased maintenance. Failures at the station were in the following categories:

- Rodents
- Cleanliness/Appearance of Walls
- Cleanliness/Appearance of Ceilings
- Cleanliness/Appearance of Floors
- Water on Floors
- Exposed Wires
- Phones without #3333 Sticker
- Clogged Track Drains

The station is especially significant in relation to the role it plays in the surrounding community. The South Bronx has been identified by the City of New York as a business district that needs to be strengthened: “The Lower Concourse is an important gateway into the Bronx which defines first impressions of the borough for many commuters.”¹⁷

As such, the City of New York should actively work in partnership to fund with the MTA the renovation of this station to insure that this extremely important “Gateway” reflects more accurately the borough of the Bronx.

138th Street Grand Concourse Station (4,5)

The Bronx

The 138th Street station has never been renovated, and its dismal score of 62% reflects its desperate need for investment and greatly improved routine maintenance.

¹⁶ Per discussion with Transit personnel.

¹⁷ New York City Department of City Planning: “*Lower Concourse Rezoning Overview*”

Table 8

Rank	Year Renovated	Score	Average Daily Usage
48	Never	62%	2,624

While the walls, ceilings and floors have decayed from a lack of investment, clogged drains and exposed wires also mar the appearance of the station, presenting an extremely poor gateway to the Bronx.

- Cleanliness/Appearance of Walls
- Cleanliness/Appearance of Ceilings
- Cleanliness/Appearance of Floors
- Leakage on Ceilings
- Leakage on Walls
- Water on Floors
- Exposed Wires
- Phones without #3333 Sticker
- Clogged Track Drains

The City of New York must contribute to the rebuilding of this Hub station as a component of the City's economic development effort to accelerate the pace of rejuvenation in the South Bronx.

Jay St /Borough Hall Station (A,C,F)

Brooklyn

Jay St/Borough Hall serves Downtown Brooklyn and the MetroTech Center. The station's average daily usage is nearly 30,000 riders with thousands more transferring between the A, C and F. As can be seen in the chart below, the station received a score of 63%, well below an acceptable 80%.

Table 9

Rank	Year Renovated	Score	Average Daily Usage
47	Never	63%	29,731

The Council is pleased that this station is now in the midst of a capital renovation. The station failures are clear indications that capital investment is necessary and that there is a serious need to address water issues. Members also found that there is a need for a substantially improved daily maintenance program given the failures recorded for rodents, foul odors, 20 exposed wires, missing tactile warning strips, and lack of Passenger Information frames.

- Cleanliness/Appearance of Walls
- Cleanliness/Appearance of Ceilings
- Leakage on Ceilings
- Leakage on Walls

- Lack of PIC Frames
- Rodents
- Foul Odors
- Tactile Warning Strips
- Exposed Wires

The City of New York stated its intention to make improvements to the surrounding area of the station in its PlanYC effort. The City must keep this above ground phase of the project alive and partner more frequently with the MTA to create true gateways to the neighborhoods of NY. The City should also work with the MTA to identify matching funds for the station’s maintenance budget, which would greatly assist in bringing the score for this important station up to an appropriate 100% once the renovation is completed.

103rd Street Station (6)
Manhattan

The Station has not had any investment since 1984, yet it is used daily by 13,572 riders. Water leakage is clearly a problem at the station that needs to be addressed. Substantially improved maintenance at the station is critical to bringing it up to a standard that supports the neighborhoods economic health.

Table 10

Rank	Year renovated	Score	Average Daily Usage
46	1984	66%	13,572

- Cleanliness/Appearance of Ceilings
- Leakage on Ceilings
- Water on Floors
- Exposed Wires
- Cleanliness of Stairs/Handrails
- Current System Map
- Clogged Track Drains

NYCT Station Cleaning Pilot Program

Seven stations the Council surveyed are now part of New York City Transit’s Cleaning Pilot program that was initiated in September, 2007. Of these seven stations, five received scores of 80% or better. One station received a score of 74% and, one station received a score of 70%. It should be noted that the Sutter Avenue station on the L line received the highest score in the entire survey – at 93%. **(Note: the L line is part of the Line Manger Program (see footnote 6 (page 1)).**

TABLE 11: SURVEYED STATIONS ALSO IN NYC TRANSIT'S PILOT CLEANING PROGRAM

Station	Borough	Line	Score	Average Daily Usage
50 th St	MH	1	70%	26,831
28 th St	MH	1	74%	12,174
42 nd St/ Times Square	MH	1,2,3	81%	172,873
Wall St	MH	4,5	88%	22,997
14 th St-Union Square	MH	4,5,6	89%	99,334
Dekalb Avenue	BK	L	89%	9,204
Sutter Avenue	BK	L	93%	2,739

CONCLUSIONS AND RECOMMENDATIONS

The results of the Council's survey of station conditions were generally consistent with our experiences as everyday riders. The results show that nearly half of the stations (46%) need more attention. In some stations the Council found that the problems are limited to a few areas; but, in the worst rated stations, the problems are widespread.

These findings, while only a small sample, are troubling in light of the recently announced deferments of improvements at 19 stations included in the 2005–2009 Capital Program. The station conditions found in this study are indicative of the substantial need for capital investment, repair and housekeeping throughout the system.

In light of these observations the Council makes the following recommendations:

Improve the Station Environment

General Strategies:

- **The State of New York must increase its support of MTA operations so that maintenance and repairs of stations in New York City are not problematic.** A steady, predictable source of revenue is needed so that stations are not left to deteriorate as a result of deferred maintenance. There should never have to be a choice between adequate service and decent station infrastructure.
- **The City of New York must start contributing to the capital improvement of stations in those areas where it seeks to improve economic development.** These stations function as “gateways” to places such as the South Bronx and downtown Brooklyn and should be seen as an integral part of the neighborhood fabric. The City of New York's support should not stop at the entrance to the subway, but should extend into the station and join with NYC Transit in a mutually beneficial effort to create a positive subway experience for users.
- **The local community BID's could become involved in plans to keep stations in a state of good repair** — particularly those subway stations in Manhattan. It seems that much of the Broadway (N,R,Q,W) line in Manhattan could be maintained by the private sector: 8th Street/Greenwich Village, Union Square, Flatiron/Madison Square, 34th Street, Times Square — all have BID's taking care of refuse removal, sidewalks, streetscapes, etc. Again, in tandem with Transit, this could prove to be a way to boost the image of all of these neighborhoods.
- **The MTA/NYCT should foster an “Adopt-A-Station” program whereby neighborhood-corporate partnerships are formed to financially support capital improvements and maintenance of stations.** Community residents and commercial establishments should have the opportunity to participate in the preservation of their local subway station.

Water Damage Mitigation:

- **Because the poor condition of infrastructure in stations is primarily due to water damage, the Council strongly urges NYC Transit to create a “Water Intrusion Taskforce”.** This Taskforce should investigate the range of causes (why and who) of water damage and research possible solutions, including new technology that could be incorporated into station renovations.
- **The City of New York must take responsibility for those areas where their actions have precipitated leaks into the subway stations.** In a report conducted by MTA Board members in 2006, it was found that in several instances the City was responsible for leak damage into the stations due to inappropriate or inadequate drainage systems from their actions and/or properties.
- **In cases where water damage is the result of defective conditions of private properties above or adjacent to the station,** owners of those properties should be held liable for damage caused to the station and made to correct contributing circumstances.

Other Station Concerns:

The MTA and NYCT must work to bring the following improvements to stations, to insure that the stations have the necessary equipment, information, and maintenance to allow these gateways to rise to their full potential.

- **Establish criteria for placement and timely removal of service notices.** The Council feels that service notices should be included as an indicator in the PES survey.
- **Repair or replace deteriorated tactile warning strips in all stations.** It is important to note that 16 of the 50 stations surveyed did not have any warning strips. Tactile warning strips have proven to be an important safety initiative not just for the visually impaired community but for all users of the subway system.
- **Improve the consistency of communicating information to subway riders in stations.** Timely and correct information is critical to the rider’s experience when using the subway system, and unfortunately the survey results have highlighted the shortcomings of the Passenger Information Centers. It is imperative that the maps in the Passenger Information Centers are replaced in a timely manner and that the newest subway maps are always available at station booths.
- **Insure that Station Agent badges are properly displayed both on the person and in the station booths.** Station agents are the face of NYC Transit and a bad initial experience with insensitive personnel can leave a lasting negative impression about using the subway.

- **Establish criteria for numbers and placement of trash receptacles in stations.** There is frequently a lack of trash receptacles in larger stations leading to substantial trash accumulation.
- **NYC Transit management must brainstorm and work diligently to listen, support, and manage its station employees** to immediately improve the station grades for litter, graffiti, presence of waste receptacles, working public telephones, cleanliness of floors, working turnstiles and card readers.
- **NYC Transit must examine its worst stations**, such as 149th Street - Grand Concourse, to insure that they are included in the upcoming capital program.

Improve the Passenger Environment Survey:

NYC Transit management must provide the tools and staffing to adequately address and improve the station grades in the Passenger Environment Survey. The PES entails a huge commitment of time and should be used more effectively as a management tool. Based on our findings, we would like to make the following recommendations about the PES:

- **Conduct the Passenger Environment Survey on a quarterly basis** to provide managers with timely information.
- **Add the following indicators to the PES**, many of which were recommendations in our 2004 survey:
 - Cleanliness of Ceilings
 - Condition of Ceilings
 - Water Leakage on Ceilings
 - Cleanliness of Walls
 - Condition of Walls
 - Water Leakage on Walls
 - Obstruction of Track Drains and Drain Boxes
 - Lighting (burned out bulbs, poor lighting due to lack of lighting fixtures)
 - Visible Exposed Wires
 - Existence of Platform Tactile Warning Strips and their Condition
 - Physical Condition of Stairs (uneven stair treads, loose or missing metal stripping and missing tiles)
 - Physical Condition of Handrails (broken, bent)
 - Cleanliness of Stairs and Handrails
 - Service Notices (current, placement, accuracy)
 - Public Telephones with #3333 MTA Service Information Stickers

- **NYC Transit should include a set of indicators that would be monitored within the PES on a rotating basis**, along with core indicators that would be examined in every Survey.

APPENDIX A

STATION ENVIRONMENT SURVEY INSTRUCTIONS TO NYCTRC MEMBERS

New York City Transit Riders Council

2007 STATION ENVIRONMENT SURVEY

INSTRUCTIONS

1. Enter your name, the station name, the train line(s), and the time and date at the top of the form.
2. The form has columns for Entrance, Control Area, Northbound/Outbound/Southbound/Inbound Platform. Only evaluate these three areas; sections of each station that are not easily defined as one of these four areas (i.e. mezzanine, transfer passageways) will not be evaluated.
 - The **entranceway** is the stairwell leading from the street to the control area. Only evaluate four entranceways, making sure that they are as spread out as possible.
 - The **control area** includes non-paid sections of each station between the entranceway and the turnstiles. Only evaluate two control areas.
 - The **platform areas** include only the platform adjacent to the tracks. On survey form, circle the appropriate platforms (in the table heading) you are evaluating (Northbound, outbound, southbound or inbound).
3. Except where indicated on the survey form, the possible responses for each indicator are P = Pass, F = Fail and N/A = Not Applicable. ***Refer to the list of survey definitions for the criteria for each indicator.***
4. **Complete two survey forms for each station you survey.** Use one form as a checklist and to write specific notes about station conditions as you survey each station. For indicators with Pass/Fail or letter grades, transfer information from the first form onto a second survey form, only noting whether the overall station achieves a failing (“F”), passing (“P” or “A” through “C”), or not applicable (“N/A”) grade. For instance, if you record three passes and one fail for a certain indicator under “Entrance” on your first form, you would enter “F” on your second form for that indicator under “Entrance.” If you record four passes or any combination of pass and not applicable, you would enter “P” on the second form. If you only record not applicable for that indicator, enter “N/A” on your second form. For all indicators not using Pass/Fail or letter grades, transfer the observations from the first to the second form.
5. Upon entering the control area, immediately evaluate the indicators that require you to interact with the station agent before you evaluate other control area indicators. “Station Agents Displaying Customer Responsiveness,” Working Booth Microphone,” and “Current Rapid Map Available at Booth” can all be

evaluated by a single procedure: ask the station agent for a subway map and then ask for directions to a particular station.

6. When evaluating “Legible/Correct System Maps” and “Current Rapid Map Available at Booth,” remember that the current rapid map is dated November 2007. When evaluating “Correct CIC,” note that the current system map is dated August 2007.
7. Note that stairways, escalators, and elevators are to be evaluated in the station area that they lead from as you enter and pass through the station. For example, the stairs leading from the entrance to the control area would be evaluated under the entrance area. If an elevator serves several levels, evaluate it at each level.
8. Note that you will need a quarter (or 50 cents) in order to check the telephones. Pick up the receiver; listen for a dial tone, then drop a quarter (or 50 cents) into the telephone to see that it accepts coins. Then hang up and retrieve your quarter (.50 cents). Make sure to check that the telephone has a MTA Service Sticker with #3333. Call the number to see that it works properly.
9. If you are unsure of what grade to give in a particular situation, make a note of it on the reverse side of the form, giving as much relevant information as possible.
10. For any serious problems in the station, give the reason for failure on the reverse side of the form. Try to be specific about the location of the problem (e.g., list the stair numbers for any stair or the booth number for any control area indicators which contain a serious problem). This will allow us to report these problems to NYC Transit.

2007 NYCTRC STATION SURVEY DEFINITIONS

INDICATOR NAME	A STATION AREA FAILS FOR:
Litter (no substantial)	Containing <u>more</u> than a few small pieces of litter or any large pieces of litter. <i>Litter is considered any debris that can be swept up. Station areas with a few small pieces of scattered litter are acceptable. Track bed litter is evaluated separately.</i>
Graffiti (no substantial)	Containing <u>more</u> than a few small traces of graffiti or any large graffiti. <i>Station areas with a few small traces of graffiti are considered acceptable.</i>
Cleanliness of Walls and Ceilings	Containing any excessive dirt or stains on walls or ceilings.
Cleanliness of Floors	Containing any large spills, heavy grime, dark or sticky stains or heavy dirt.
Water Leaks in Walls, Ceilings and Floors	Containing any active water streams on walls, drips from ceilings or puddles on floors due to leaks.
Foul Odors	Containing any foul odors.

Lighting (acceptable)	<p>Containing any dim or dark area accessible to passengers.</p> <p><i>Do not consider platform lights of an open cut or elevated station surveyed during daylight hours. Evaluate the platform lights of these stations only when surveyed during evening hours. Record "N/A" for platform lights at an open cut or elevated station surveyed during daylight hours.</i></p>
Exposed Wires	Containing any exposed wires.
Structural Condition of Stairs and Handrails	<p>Containing any stairs or handrails that are not in good repair. Not in good repair includes splintering wood, broken, off hinges.</p> <p><i>Each stairwell is considered to be a part of the station area it leads <u>from</u> when passing through the station from street level to platform level.</i></p>
Cleanliness of Stairs and Handrails	<p>Containing any dirty or stained stairs or handrails.</p> <p><i>Each stairwell is considered to be a part of the station area it leads <u>from</u> when passing through the station from street level to platform level.</i></p>
Working Elevators/Escalators	<p>Containing any escalator or elevator that is not working or not available to the public.</p> <p><i>Each elevator or escalator is considered to be a part of the station area it leads <u>from</u> when passing through the station from the street level to the platform.</i></p>
Customer Rule Violations	Containing any persons violating the "Rules of Conduct" (e.g. fare-beating, littering, sleeping on seats, etc).
Outdated Service Notices	Containing any outdated service notice.
Working Public Telephones	Containing any malfunctioning telephone.
	Working telephones are determined by listening for a dial tone and then depositing 25 cents/50 cents to determine if the phone accepts coins (coin phones only). Telephones with an "out of order sign will be rated as unacceptable.
Public Telephones with #3333 MTA Service Info. Stickers	<p>Telephone should visibly display a #3333 MTA service information sticker.</p> <p>Make sure to test that the number is reachable by telephone.</p> <p>Record "N/A" if the area contains no telephones.</p>
Understandable Station Announcements	<p>Any unintelligible or inaudible public address system station announcement.</p> <p>If no announcements are made in a particular station area during the observation period, that station area will not be rated for this indicator.</p>

Correct Station Announcements	Any public address system announcement with incorrect or inaccurate information.
Customer Information Center	Containing any outdated or illegible CIC components (e.g. system map, bus map, neighborhood map, Guide-A-Ride, notice board). <i>Only stations that have CIC(s) are considered.</i>
Station Agents in Proper Uniform	Any agent who is out of uniform. <i>Agents must wear regulation uniforms and adhere to the “Uniform Standard” issued by the Division of Stations.</i>
Station Agents with Proper Badge Display	Any open station service booth window without the agent’s badge properly displayed within its holder.
Station Agents who are Customer Responsive	Any station agent responding in a negative or unresponsive manner. <i>In order to determine station agent customer responsiveness, the surveyor (not identified) while requesting a map at the booth will ask the agent questions regarding subway directions. The surveyor will also observe any interactions between the agent and the other passengers.</i>
Working Station Service Booth Microphone	Any station agent who does not use the booth microphone when responding <u>or</u> Any booth microphone that is inaudible or non-functional. <i>The surveyor will ask the station agent questions and observe other passengers’ interactions with the clerk.</i>
Current Rapid Map Available at Booth (August 2007)	Not having a current rapid system map available at the booth. The current map is dated August 2007. <i>The surveyor will ask the station agent for a rapid system map.</i>
Operational MVMs	Containing any out-of-service MetroCard Vending Machine. The machines are evaluated by observing the operational messages displayed. <i>Record “N/A” if the control area contains no MVMs.</i>
Working Turnstiles and HEETS	Containing any turnstile observed to be out of order (e.g. displaying a “closed” sign, containing a taped over card swipe <u>or</u> Containing any HEET, which is padlocked or any of the above. <i>Make sure to note specifics on your original form.</i>

APPENDIX B

LIST OF STATIONS SURVEYED

NYCTRC 2007 Station Conditions Survey

Station Name	Borough	Line(s)	Station Usage Rank ¹⁸	Average Daily Usage	ADA Key Station ¹⁹
Beach 90th St	QN	A,S	299	1,063	
149th St-Grand Concourse	BX	4,5	156	10,417	Yes (FTA)
138th St-Grand Concourse	BX	4,5	153	2,624	
Jay St/Borough Hall	BK	A,C,F	260	29,731	Yes (FTA)
103rd St	MH	6	22	13,572	
46th St	QN	G,R,V	326	9,345	
179th St-Jamaica	QN	F	222	22,918	Yes (FTA)
157th St	MH	1	181	9,545	
50th St	MH	1	348	26,831	
Steinway St	QN	G,R,V	359	15,536	
Nassau Avenue	BK	G	179	7,740	
28th St	MH	1	291	12,174	
Beach 98th St	QN	A,S	322	1,070	
Greenpoint Avenue	BK	G	143	7,433	Yes (NYS)
Park Place	BK	S	319	2,208	
Morris Park	BX	5	146	1,888	
Church Avenue	BK	F	34	9,073	Yes (NYS)
Ozone Park-Lefferts Blvd	QN	A	96	7,551	Yes (NYS)
Kingston/Throop Avenues	BK	C	47	4,710	
Bergen St	BK	F,G	367	9,619	
Court St/Borough Hall	BK	M,R	46	34,274	Yes (FTA)
75th St	QN	J,Z	382	3,658	
63rd Drive-Rego Park	QN	G,R,V	360	15,541	
111th St	QN	A	31	2,742	
Knickerbocker Avenue	BK	M	80	3,043	
Astor Place	MH	6	128	17,488	
Forest Avenue	QN	M	68	3,381	
Times Square - 42nd St	MH	1,2,3	304	172,873	Yes (FTA)
170th St	BX	B,D	183	6,006	
Fort Hamilton Parkway	BK	D,M	94	3,565	
Canal St	MH	1	1	5,793	
High St	BK	A,C	232	5,323	
116th St	MH	B,C	140	5,096	
71st St	BK	D	364	4,019	
Grant Avenue	BK	A	132	6,020	
Wall St	MH	4,5	411	22,997	
Christopher St.-Sheridan Sq.	MH	1	4	10,239	
DeKalb Avenue	BK	L	65	9,204	
14th St-Union Square	MH	4,5,6	174	99,334	Yes (NYS)
50th St	MH	C,E	351	17,091	
Bay Ridge Avenue	BK	R	223	7,435	
Halsey St	BK	J	225	4,417	
Avenue P	BK	F	204	2,703	
Wakefield - 241 st St.	BX	2	270	3,638	
225th St	BX	2,5	255	4,138	
Avenue X	BK	F	211	2,916	
Franklin St	MH	1	112	5,983	
Burnside Avenue	BX	4	396	6,561	
Prospect Avenue	BX	2,5	332	6,324	
Sutter Avenue	BK	L	410	2,739	

¹⁸ Station Usage Rank out of 422 stations including complexes

¹⁹ Per agreements with Federal Transit Administration (FTA) or New York State (NYS)

APPENDIX C

COMPARISON OF INDICATORS NYCTRC TO NYC TRANSIT PES

**NYC Transit Passenger
Environment Survey Indicators**

**New York City Transit Riders Council
Report Indicators**

CLEANLINESS AND APPEARANCE

Litter Conditions in Stations
(Pre-AM Peak) — (Presence of Litter).
Litter Conditions in Stations
(Post AM Peak) — (Presence of Litter).
Floor and Seat Cleanliness in Stations
(pre-AM Peak) — (Degree of Dirtiness).
Floor and Seat Cleanliness in Stations
(Post-AM Peak) — (Degree of Dirtiness).
Graffiti Conditions in Stations
– (Presence of Graffiti).

CLEANLINESS AND APPEARANCE

Litter (Presence of Litter).

Cleanliness/Condition of Floors
– (Presence of Dirt/General Appearance).

Graffiti – (Presence of Graffiti)

ADDITIONAL COUNCIL INDICATORS-2004 & 2007

Cleanliness/Condition of Walls
– (Presence of Dirt/General Appearance).
Cleanliness/Condition of Ceilings
(Presence of Dirt/General Appearance).
Condition of Seating in Off Hour Waiting Area.
Condition of Seating on Platform.
Water Leakage on Walls.
Water leakage on Ceilings.
Water/Puddles/slippery Stairs/Floors (Presence of
Water/Slippery Conditions).
Foul Odors (Presence of Odor)
Lighting (Condition of Visibility).
Exposed Wires
(Number of Wires NOT Encased in Conduits).
Structural Condition of Stairs and Handrails.
Cleanliness/Condition of Stairs and Handrails
(Degree of Dirtiness).

ADDITIONAL COUNCIL INDICATOR-2007

Presence of Rodents

CUSTOMER INFORMATION

Stations with Legible/Current Maps
(In Paid and Unpaid Areas).
Station Control Areas with a
Current Subway Map Available.
Stations with
Passenger Information Centers (PIC).

CUSTOMER INFORMATION

Legible/Current Subway System Map
(In Paid and Unpaid Areas)
Current Rapid Map Available at Service Booth
(August 2007)
Correct Passenger Information Center (PIC/CIC)

ADDITIONAL COUNCIL INDICATORS-2004 & 2007

Placement of Service Notices (Degree of Proper Placement)
Current Service Notices (Degree of Timeliness)

FUNCTIONING EQUIPMENT

Escalators/Elevators in Operation.
Station Public Telephones
in Working Order.
Station Control Area
w/ Working Booth Microphone.

FUNCTIONING EQUIPMENT

Working Escalators/Elevators.
Working Public Telephones (# Fully Operational)

Working Station Service Booth Microphone.

Trash Receptacles in Stations.

Working Turnstiles in Stations.

Trash receptacles
(# Usable/Have Available Space to Deposit Trash).
Working turnstiles and HEETs.

Additional Council Indicators-2004 & 2007

Public Telephones with #3333 MTA Service Info. Stickers.
Operational MVMs, EVMs and Card Readers.

Additional Council Indicator-2007

Track Drains Clear of Litter

STATION OPERATIONS

Station Agents in Proper Uniform.

Station Agents

Properly Displaying Badges.

STATION OPERATIONS

Station Agents in Proper Uniform.

Station Agents with Proper Badge Display.

Additional Council Indicator-2004 & 2007

Station Agents who are Customer Responsive.

Additional Council Indicators-2007

Presence of Station Customer Assistant

Indicators Used By NYC Transit Only

Station Delay Announcements:

Understandable/Correct.

Stations With Functional Annunciator.

Indicators Not Measured in the PES

- Water Leakage on Walls
- Cleanliness and Condition of Walls
- Cleanliness and Condition of Ceilings
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stair/Floor
- Lighting
- Exposed Wires
- Public Telephones with 3333 MTA Service Information Stickers
- Placement of Service Notices
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers
- Cleanliness and Condition of Seating in Off-Hour Waiting Area
- Cleanliness and Condition of Seating on Platform
- Foul Odors
- Presence of Rodents
- Track Drains/Drain Boxes Clear of Litter
- Presence and Condition of Platform Edge Tactile Warning Strips
- Presence of Station Customer Assistant

Indicators Measured by NYCTRC's Station Survey and the NYC Transit Passenger Environment Survey (PES):

- Litter
- Graffiti
- Trash Receptacles
- Cleanliness/Condition of Floors

APPENDIX D

STATION GRADES

**New York City Transit Riders Council
2007 Station Conditions Report**

Station	Line(s)	Lighting	Odor	Water on Floors	Leaking Ceilings	Leaking Walls	Clean Floors	Clean Ceilings	Clean Walls	Graffiti	Litter
103rd St	6	B	C	F	F	B	C	F	A	A	A
111th St	A	A	A	A	B	B	B	C	B	F	B
116th St	B,C	A	A	B	C	B	B	F	A	A	A
138th St-Grand Concourse	4,5	A	A	F	F	F	F	F	A	C	A
149th St-Grand Concourse	4	A	A	F	F	C	F	F	C	C	C
14th St-Union Sq	4,5,6	B	A	A	B	A	B	F	B	A	B
157th St	1	B	A	B	C	B	C	F	C	B	C
170th St	B,D	A	A	B	B	A	B	C	B	A	B
179th St-Jamaica	F	B	A	C	F	A	C	F	B	A	B
225th St	2,5	A	A	A	A	A	B	A	B	A	B
Wakefield - 241 st Street	2	A	A	A	A	A	C	A	A	B	A
28th St	1	B	B	B	F	F	C	F	B	B	B
46th St	G,R,V	C	B	F	F	C	B	C	B	C	B
50th St	1	A	A	B	F	F	C	F	C	A	C
50th St	C,E	B	A	A	A	A	B	C	B	F	B
63rd Drive-Rego Park	G,R,V	C	B	B	B	C	C	C	C	B	C
71st St	D,M	A	A	A	C	A	B	F	A	B	A
75th St	J,Z	B	A	A	B	B	C	C	A	C	A
Astor Place	6	A	A	B	C	B	C	C	B	C	B
Ave P	F	B	A	A	A	A	A	B	A	A	A
Ave X	F	A	A	A	A	A	A	A	B	A	B
Bay Ridge Ave	R	A	A	A	C	A	B	C	B	A	B
Beach 90th St	A,S	C	C	C	F	F	C	F	C	B	C
Beach 98th St	A,S	B	A	B	F	F	C	F	B	B	B
Bergen St	F,G	B	A	C	C	C	C	C	B	A	B
Burnside Ave	4	A	A	A	A	A	B	A	A	C	A
Canal St	1	B	A	C	B	B	B	C	C	B	C
Christopher St-Sheridan Sq	1	A	A	A	C	B	B	C	A	A	A
Church Ave	F	A	A	A	C	F	B	F	C	C	C
Court St/Borough Hall	M,R	B	B	B	F	C	F	F	B	A	B
DeKalb Ave	L	B	A	A	B	A	B	C	A	A	A
Forest Ave	M	F	A	A	C	A	C	C	B	B	B
Fort Hamilton Parkway	D,M	A	A	A	C	B	B	F	C	A	C
Franklin St	1	B	A	A	C	A	B	C	A	A	A
Grant Ave	A	A	A	A	B	B	C	B	C	B	C
Greenpoint Ave	G	B	C	C	B	F	C	B	B	B	B
Halsey St	J	A	A	A	A	A	B	A	C	A	C
High St	A,C	C	A	A	C	B	B	F	B	A	B
Jay St/Borough Hall	A,C,F	C	F	B	F	F	C	F	C	A	C
Kingston/Throop Aves	C	B	A	A	F	A	B	F	C	A	C
Knickerbocker Ave	M	C	A	A	B	B	B	B	C	C	C
Ozone Park – Lefferts Blvd	A	C	A	A	F	F	C	F	B	B	B
Morris Park	5	B	B	A	F	F	C	F	C	B	C
Nassau Ave	G	C	A	B	F	B	C	F	B	A	B
Park Place	S	B	A	A	A	A	F	A	F	B	F
Prospect Ave	2,5	A	A	A	A	A	B	A	B	A	B
Steinway St	G,R,V	C	C	B	C	B	C	C	C	B	C
Sutter Ave	L	A	A	A	A	A	A	A	A	A	A
Times Sq - 42nd St	1,2,3	A	A	C	F	B	B	F	C	B	C
Wall St	4,5	A	A	B	A	A	A	B	B	A	B

APPENDIX E

NORWOOD-205TH STREET CASE STUDY

A Special Case Study – Norwood-205th Street station

In our 2004 survey, the Norwood-205th Street station on the D line was one of the stations that we examined. In the 2004 survey, this station was the fifth lowest rated station of our sample of 50, and the conditions there made quite an impression on the members and staff who visited Norwood-205th Street station. A measure of the alarming conditions at this station can be seen in the Council's use of a photo from the station on the cover of our 2004 report and in the fact that the Council chose to unveil this report in the Norwood-205th Street station, so as to have close at hand examples of some of the problems highlighted in the survey report.

In this current survey, the Norwood-205th Street station was not selected as a part of the study sample. Council Chair Andrew Albert, however, has maintained a continuing special interest in this station and reexamined this station as a part of this survey effort.

Table E-1

Station Area (# of Graded Categories)	Average Score	Percentage of Max Score (12)	Ranking amongst all stations	For all stations surveyed		
				Average	Lowest	Highest
Entryways (16)	8.81	73%	33rd	9.62	5.81	12.00
Control Areas (26)	9.69	81%	31st	9.75	7.50	11.54
Platforms (23)	6.39	53%	49th	9.36	5.68	11.84
Overall	8.30	69%	41st	9.59		

What Mr. Albert found in this examination was a station with enough shortcomings to have only received 69% of possible points (Table E-1). Were the station included in the current study sample, such a rating would have made it the ninth worst station overall of the stations that the Council graded. As was the case in the Council's 2004 survey, the Norwood-205th Street station suffered especially in grades of platform conditions. There it received a woeful 53% of possible rating points (see Table E-1 above). Results for entrances and control areas, while not among the highest recorded, were at least passable.

It may be instructive to look at where this station had the most difficulties. The Norwood-205th Street station received generally good grades of B or above for indicators such as litter, graffiti, presence of foul odors, and lighting. It lost points in areas such as ceiling condition and ceiling leaks (see Table E-2 below). If the leaking ceilings in this station are in fact the cause of the poor conditions of the ceilings, it will be difficult to raise these scores. Due to the way NYCT rates station conditions, crumbling, decrepit, stations that happen to have good lighting and very little litter will never have their more serious difficulties addresses. This is a fundamental failure of this method of grading and we urge NYCT to rethink it.

Table E-2

List of Categories which Received a Failing Grade		
Platforms	Entryways	Control Areas
Cleanliness/Appearance of Ceilings	Cleanliness/Appearance of Ceilings	Cleanliness/Appearance of Ceilings
Leakage on Ceilings	Leakage on Ceilings	Exposed Wires
Exposed Wires		
Rodents		
Tactile Strips		
Leakage on Walls		
Service Notices		

The Norwood-205th Street station had more deficiencies than most of the stations that we surveyed in 2004 and had improved only slightly in the most recent inspection by Mr. Albert. As one would expect, the improvements in the condition of this station took place in indicators that require relatively less resources to address. The chronic and expensive problems associated with poor drainage above the station and attendant ceiling leaks remain in place at the Norwood-205th Street station. Without major station renovation and reconstruction work this station, as well as many other stations in the system, will have a plateau beyond which it will be difficult to progress. This illustrates the importance of continuing on with a robust station capital improvement program.