

Save The G

Howard Roberts
President
MTA-NYC Transit
370 Jay Street
Brooklyn, NY 11201

October 8, 2007

Re: Transit Rider Report Card for the G line

Dear Mr. Roberts:

We write to ask you to prioritize G train riders for NYC Transit's Transit Rider Report Cards, the excellent initiative you began with the 7 train this summer. We believe the G's report card can help MTA-NYC Transit to address the unique service problems on the line – and we ask that the existing online report card for the G line be corrected to include the entirety of the route, since G service still officially runs to Forest Hills on weeknights and weekends.

The G train has experienced significant ridership increases – not surprising, given that the neighborhoods it serves (from Long Island City to Fort Greene to Red Hook) have all seen remarkable residential and commercial growth. But there is nothing on paper which accurately and completely illustrates this boom. NYC Transit data notes that ridership on the G train has grown faster than the subway system as a whole over the past few years – but since the MTA does not record ridership or crowding on the G line in the same manner as it does for other subway lines, much of the growth has gone unquantified and therefore unaddressed. The Rider Report Card is an important first step towards rectifying this data void.

Save The G urges the MTA-NYC Transit to immediately follow the same data collection procedures for the G as for other subway lines, in order to get a complete record of turnstile entries, transfer points, ridership counts, and crowding conditions, and make that information easily available to the public. The Rider Report Card is also an excellent way to measure customer service – provided the full route is noted on the report card, for complete and accurate data collection.

We believe that the G train can benefit from the added ridership and attention it is receiving from rapidly developing North Brooklyn communities, and hope we can meet with you. Please call Teresa Toro at 718.383.7489 if you would like to discuss this further. Thank you.

Sincerely,
Teresa Toro
for Save The G