

Rider Report Card - Fall 2008
"1" Line
Votes and Grades

Question	A	B	C	D	F	Total	Weighted Total	Weighted Average	2007 Grade	2008 Grade	2007 Satisfaction Index	2008 Satisfaction Index
Minimal delays during trips	418	1665	1532	1057	692	5364	16152	3.01	C	C	85%	87%
Reasonable wait times for trains	363	1374	1568	1209	877	5391	15310	2.84	C -	C	80%	84%
Adequate room on board at rush hour	159	606	1161	1627	1822	5375	11778	2.19	D	D+	61%	66%
Sense of security in stations	529	1737	1968	735	419	5388	17386	3.23	C+	C+	93%	92%
Sense of security on trains	495	1601	1963	836	476	5371	16916	3.15	C	C	92%	91%
Working elevators and escalators in stations	248	1012	1746	873	728	4607	13000	2.82	C	C -	85%	84%
Signs in stations that help riders find their way	546	1705	2004	746	302	5303	17356	3.27	C+	C+	94%	94%
Signs in subway cars that help riders find their way	503	1540	1992	907	337	5279	16802	3.18	C	C+	93%	94%
Cleanliness of stations	162	881	1751	1486	1106	5386	13665	2.54	C -	C -	80%	79%
Cleanliness of subway cars	236	1182	2281	1129	557	5385	15566	2.89	C	C	90%	90%
Station announcements that are easy to hear	140	588	1165	1675	1804	5372	11701	2.18	D	D+	62%	66%
Station announcements that are informative	150	693	1602	1509	1394	5348	12740	2.38	D+	D+	70%	74%
Train announcements that are easy to hear	173	791	1472	1569	1369	5374	12952	2.41	D+	D+	72%	75%
Train announcements that are informative	193	892	1911	1342	999	5337	13949	2.61	C -	C -	79%	81%
Lack of graffiti in stations	722	1867	1906	543	310	5348	18192	3.40	C+	C+	95%	94%
Lack of graffiti in subway cars	845	1894	1893	484	227	5343	18675	3.50	C+	C+	96%	96%
Lack of scratchitti in subway cars	442	1457	1972	982	392	5245	16310	3.11	C	C	91%	93%
Courtesy and helpfulness of station personnel	415	1235	2002	959	644	5255	15583	2.97	C	C	88%	88%
Comfortable temperature in subway cars	483	1704	2108	700	373	5368	17328	3.23	C+	C+	93%	93%
Ease of use of subway turnstiles	1013	2002	1802	357	192	5366	19385	3.61	B -	B -	96%	96%
Availability of MetroCard Vending Machines	1355	1943	1477	351	219	5345	19899	3.72	B -	B -	97%	96%
Overall performance	155	1219	1819	1045	402	4640	13600	2.93	C -	C	89%	91%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	1287	941	399	6142	1	1
Adequate room on board at rush hour	1272	792	721	6121	2	2
Minimal delays during trips	805	660	494	4229	3	3
Station announcements that are easy to hear	305	429	459	2232	4	4
Cleanliness of stations	331	312	379	1996	6	5
Train announcements that are easy to hear	178	334	440	1642	5	6
Sense of security in stations	199	244	206	1291	9	7
Sense of security on trains	149	250	240	1187	8	8
Station announcements that are informative	88	234	249	981	7	9
Working elevators and escalators in stations	157	140	173	924	10	10
Cleanliness of subway cars	78	189	237	849	11	11
Comfortable temperature in subway cars	96	104	192	688	12	12
Courtesy and helpfulness of station personnel	84	102	172	628	13	13
Train announcements that are informative	40	122	173	537	14	14
Availability of MetroCard Vending Machines	53	41	75	316	18	15
Signs in stations that help riders find their way	26	66	85	295	15	16
Ease of use of subway turnstiles	26	38	65	219	17	17
Signs in subway cars that help riders find their way	15	46	69	206	19	18
Lack of scratchitti in subway cars	19	39	69	204	16	19
Lack of graffiti in stations	11	27	15	102	21	20
Lack of graffiti in subway cars	2	12	22	52	20	21