

**Rider Report Card - Fall 2008**  
**3 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	78	396	490	386	291	1641	4507	2.75	C -	C -	84%	82%
Reasonable wait times for trains	77	370	474	398	332	1651	4415	2.67	C -	C -	80%	80%
Adequate room on board at rush hour	37	164	407	497	544	1649	3600	2.18	D+	D+	68%	67%
Sense of security in stations	114	374	593	349	219	1649	4762	2.89	C -	C	84%	87%
Sense of security on trains	103	333	604	362	241	1643	4624	2.81	C -	C -	84%	85%
Working elevators and escalators in stations	70	257	556	236	247	1366	3765	2.76	C -	C -	79%	82%
Signs in stations that help riders find their way	193	440	648	226	120	1627	5241	3.22	C+	C+	91%	93%
Signs in subway cars that help riders find their way	199	425	622	271	119	1636	5222	3.19	C	C+	91%	93%
Cleanliness of stations	75	274	528	411	364	1652	4241	2.57	C -	C -	78%	78%
Cleanliness of subway cars	103	327	642	352	227	1651	4680	2.83	C	C	87%	86%
Station announcements that are easy to hear	51	179	354	477	587	1648	3574	2.17	D	D	61%	64%
Station announcements that are informative	57	189	465	468	461	1640	3833	2.34	D+	D+	67%	72%
Train announcements that are easy to hear	66	219	452	465	448	1650	3940	2.39	D+	D+	68%	73%
Train announcements that are informative	73	236	548	423	357	1637	4156	2.54	D+	C -	73%	78%
Lack of graffiti in stations	223	493	618	182	118	1634	5423	3.32	C+	C+	92%	93%
Lack of graffiti in subway cars	274	533	591	148	89	1635	5660	3.46	C+	C+	93%	95%
Lack of scratchitti in subway cars	137	448	593	269	140	1587	4934	3.11	C	C	88%	91%
Courtesy and helpfulness of station personnel	125	344	676	282	204	1631	4797	2.94	C	C	86%	87%
Comfortable temperature in subway cars	140	451	644	273	143	1651	5125	3.10	C	C	88%	91%
Ease of use of subway turnstiles	301	588	556	114	83	1642	5836	3.55	C+	B -	94%	95%
Availability of MetroCard Vending Machines	361	561	508	128	87	1645	5916	3.60	B -	B -	94%	95%
Overall performance	45	289	602	311	173	1420	3982	2.80	C -	C -	89%	88%

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### 3 Line Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	345	285	98	1703	1	1
Adequate room on board at rush hour	284	234	193	1513	2	2
Minimal delays during trips	298	191	133	1409	3	3
Station announcements that are easy to hear	106	123	143	707	5	4
Train announcements that are easy to hear	79	111	148	607	4	5
Cleanliness of stations	90	90	94	544	8	6
Sense of security on trains	72	93	89	491	7	7
Sense of security in stations	71	81	82	457	6	8
Cleanliness of subway cars	35	48	87	288	11	9
Comfortable temperature in subway cars	40	45	58	268	10	10
Courtesy and helpfulness of station personnel	41	28	67	246	14	11
Station announcements that are informative	18	50	74	228	9	12
Working elevators and escalators in stations	32	36	35	203	13	13
Train announcements that are informative	13	39	70	187	12	14
Availability of MetroCard Vending Machines	12	18	26	98	15	15
Ease of use of subway turnstiles	15	11	18	85	18	16
Signs in stations that help riders find their way	8	14	22	74	16	17
Signs in subway cars that help riders find their way	7	15	21	72	19	18
Lack of scratchitti in subway cars	5	9	14	47	17	19
Lack of graffiti in stations	5	7	7	36	21	20
Lack of graffiti in subway cars	1	5	0	13	20	21