

**Rider Report Card - Fall 2008**  
**"6" 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	425	1641	1615	1125	674	5480	16458	3.00	C	C	88%	88%
Reasonable wait times for trains	469	1521	1743	1102	654	5489	16516	3.01	C	C	87%	88%
Adequate room on board at rush hour	164	493	985	1615	2242	5499	11219	2.04	D	D	58%	59%
Sense of security in stations	525	1570	2071	851	489	5506	17309	3.14	C+	C	92%	91%
Sense of security on trains	430	1525	2011	972	557	5495	16784	3.05	C	C	90%	90%
Working elevators and escalators in stations	203	926	1920	1035	757	4841	13306	2.75	C	C -	86%	84%
Signs in stations that help riders find their way	660	1798	2090	609	283	5440	18263	3.36	C+	C+	95%	95%
Signs in subway cars that help riders find their way	885	1817	1968	541	232	5443	18911	3.47	B -	C+	96%	96%
Cleanliness of stations	215	1037	1875	1366	1018	5511	14598	2.65	C -	C -	83%	82%
Cleanliness of subway cars	395	1455	2001	1042	609	5502	16491	3.00	C+	C	92%	89%
Station announcements that are easy to hear	324	831	1445	1440	1456	5496	13615	2.48	C -	D+	74%	74%
Station announcements that are informative	278	856	1772	1423	1147	5476	14123	2.58	C -	C -	78%	79%
Train announcements that are easy to hear	573	1178	1708	1126	921	5506	15874	2.88	C	C	85%	83%
Train announcements that are informative	449	1199	1908	1166	758	5480	15855	2.89	C	C	86%	86%
Lack of graffiti in stations	780	2006	1872	548	276	5482	18912	3.45	B -	C+	96%	95%
Lack of graffiti in subway cars	1099	2072	1703	414	192	5480	19912	3.63	B -	B -	97%	96%
Lack of scratchitti in subway cars	606	1757	1955	760	287	5365	17730	3.30	C+	C+	95%	95%
Courtesy and helpfulness of station personnel	360	1190	2166	1000	677	5393	15735	2.92	C	C	88%	87%
Comfortable temperature in subway cars	688	1861	2002	642	313	5506	18487	3.36	C+	C+	94%	94%
Ease of use of subway turnstiles	990	2050	1847	374	222	5483	19661	3.59	B -	B -	96%	96%
Availability of MetroCard Vending Machines	1302	1866	1596	457	245	5466	19921	3.64	B -	B -	97%	96%
Overall performance	188	1359	1884	900	353	4684	14181	3.03	C	C	93%	92%

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**Priorities**

<b>Question</b>	<b>Highest Priority</b>	<b>Second Priority</b>	<b>Last Priority</b>	<b>Weighted Count</b>	<b>2007 Rank</b>	<b>2008 Rank</b>
Adequate room on board at rush hour	1700	815	619	7349	1	1
Reasonable wait times for trains	844	984	447	4947	2	2
Minimal delays during trips	921	623	555	4564	3	3
Station announcements that are easy to hear	270	375	412	1972	4	4
Cleanliness of stations	282	336	366	1884	5	5
Sense of security on trains	201	282	305	1472	6	6
Sense of security in stations	222	283	222	1454	7	7
Train announcements that are easy to hear	126	224	289	1115	9	8
Cleanliness of subway cars	104	222	279	1035	12	9
Working elevators and escalators in stations	124	187	207	953	10	10
Station announcements that are informative	73	203	252	877	8	11
Courtesy and helpfulness of station personnel	105	123	239	800	11	12
Comfortable temperature in subway cars	121	115	188	781	13	13
Train announcements that are informative	48	115	178	552	14	14
Availability of MetroCard Vending Machines	37	52	91	306	15	15
Ease of use of subway turnstiles	31	60	59	272	16	16
Signs in stations that help riders find their way	23	47	58	221	17	17
Signs in subway cars that help riders find their way	17	25	40	141	19	18
Lack of scratchitti in subway cars	6	22	55	117	18	19
Lack of graffiti in stations	9	14	20	75	20	20
Lack of graffiti in subway cars	2	11	14	42	21	21