

Rider Report Card - Fall 2008
"A" 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 | 246 | 1246 | 1677 | 1602 | 1148 | 5919 | 15597 | 2.64 | C - | C - | 82% | 81% |
| Reasonable wait times for trains | 225 | 1081 | 1728 | 1606 | 1303 | 5943 | 15148 | 2.55 | C - | C - | 80% | 78% |
| Adequate room on board at rush hour | 106 | 404 | 1052 | 1912 | 2461 | 5935 | 11587 | 1.95 | D | D | 63% | 59% |
| Sense of security in stations | 380 | 1390 | 2257 | 1140 | 780 | 5947 | 17291 | 2.91 | C | C | 88% | 87% |
| Sense of security on trains | 294 | 1216 | 2207 | 1352 | 857 | 5926 | 16516 | 2.79 | C - | C - | 86% | 86% |
| Working elevators and escalators in stations | 229 | 957 | 2063 | 1112 | 1023 | 5384 | 14409 | 2.68 | C - | C - | 82% | 81% |
| Signs in stations that help riders find their way | 580 | 1721 | 2338 | 813 | 445 | 5897 | 18869 | 3.20 | C | C+ | 92% | 92% |
| Signs in subway cars that help riders find their way | 455 | 1354 | 2355 | 1153 | 558 | 5875 | 17620 | 3.00 | C | C | 90% | 91% |
| Cleanliness of stations | 124 | 715 | 1785 | 1689 | 1638 | 5951 | 13851 | 2.33 | D+ | D+ | 72% | 72% |
| Cleanliness of subway cars | 137 | 803 | 2076 | 1623 | 1310 | 5949 | 14681 | 2.47 | D+ | D+ | 79% | 78% |
| Station announcements that are easy to hear | 114 | 486 | 1264 | 1821 | 2256 | 5941 | 12204 | 2.05 | D | D | 58% | 62% |
| Station announcements that are informative | 133 | 640 | 1704 | 1685 | 1749 | 5911 | 13456 | 2.28 | D+ | D+ | 67% | 70% |
| Train announcements that are easy to hear | 154 | 655 | 1552 | 1822 | 1757 | 5940 | 13447 | 2.26 | D+ | D+ | 68% | 70% |
| Train announcements that are informative | 170 | 747 | 1998 | 1616 | 1371 | 5902 | 14435 | 2.45 | D+ | D+ | 74% | 77% |
| Lack of graffiti in stations | 538 | 1608 | 2315 | 879 | 557 | 5897 | 18382 | 3.12 | C | C | 91% | 91% |
| Lack of graffiti in subway cars | 602 | 1612 | 2238 | 899 | 541 | 5892 | 18511 | 3.14 | C | C | 91% | 91% |
| Lack of scratchitti in subway cars | 243 | 1138 | 2029 | 1502 | 868 | 5780 | 15726 | 2.72 | C - | C - | 84% | 85% |
| Courtesy and helpfulness of station personnel | 396 | 1284 | 2349 | 1033 | 786 | 5848 | 17015 | 2.91 | C | C | 86% | 87% |
| Comfortable temperature in subway cars | 411 | 1598 | 2360 | 929 | 644 | 5942 | 18029 | 3.03 | C | C | 88% | 89% |
| Ease of use of subway turnstiles | 934 | 2088 | 2133 | 455 | 314 | 5924 | 20645 | 3.48 | B - | C+ | 95% | 95% |
| Availability of MetroCard Vending Machines | 1315 | 1984 | 1799 | 469 | 344 | 5911 | 21190 | 3.58 | B - | B - | 96% | 94% |
| Overall performance | 86 | 785 | 1953 | 1487 | 761 | 5072 | 13164 | 2.60 | C - | C - | 87% | 85% |