

**Rider Report Card - Fall 2008**  
**"A" Line**  
**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>
Reasonable wait times for trains	1374	1103	437	6765	1	1
Adequate room on board at rush hour	1182	903	904	6256	3	2
Minimal delays during trips	1230	763	512	5728	2	3
Station announcements that are easy to hear	257	393	423	1980	4	4
Cleanliness of stations	295	312	393	1902	5	5
Sense of security on trains	239	322	342	1703	7	6
Cleanliness of subway cars	197	357	389	1694	8	7
Train announcements that are easy to hear	176	344	456	1672	6	8
Sense of security in stations	212	294	237	1461	9	9
Working elevators and escalators in stations	153	167	202	995	12	10
Comfortable temperature in subway cars	103	124	234	791	10	11
Station announcements that are informative	63	167	209	732	11	12
Courtesy and helpfulness of station personnel	69	92	192	583	14	13
Train announcements that are informative	47	86	171	484	13	14
Availability of MetroCard Vending Machines	48	37	85	303	16	15
Ease of use of subway turnstiles	46	37	40	252	19	16
Signs in stations that help riders find their way	20	40	70	210	17	17
Lack of scratchitti in subway cars	18	38	71	201	15	18
Signs in subway cars that help riders find their way	18	36	55	181	18	19
Lack of graffiti in stations	10	18	27	93	20	20
Lack of graffiti in subway cars	6	14	26	72	20	21