

Rider Report Card - Fall 2008
"C" 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	105	549	724	647	411	2436	6598	2.71	C -	C -	77%	83%
Reasonable wait times for trains	41	281	483	851	789	2445	5269	2.16	D	D	60%	68%
Adequate room on board at rush hour	111	390	738	658	545	2442	6190	2.53	C -	C -	78%	78%
Sense of security in stations	135	569	910	528	288	2430	7025	2.89	C -	C	83%	88%
Sense of security on trains	136	571	975	450	302	2434	7091	2.91	C -	C	84%	88%
Working elevators and escalators in stations	74	318	786	440	397	2015	5277	2.62	C -	C -	76%	80%
Signs in stations that help riders find their way	181	655	1006	347	226	2415	7463	3.09	C	C	87%	91%
Signs in subway cars that help riders find their way	129	542	966	502	261	2400	6976	2.91	C -	C	86%	89%
Cleanliness of stations	38	288	706	694	721	2447	5569	2.28	D+	D+	69%	71%
Cleanliness of subway cars	44	327	845	702	521	2439	5988	2.46	D+	D+	76%	79%
Station announcements that are easy to hear	42	178	471	751	990	2432	4827	1.98	D	D	55%	59%
Station announcements that are informative	41	232	678	691	782	2424	5331	2.20	D	D+	62%	68%
Train announcements that are easy to hear	36	195	556	803	847	2437	5081	2.08	D	D	60%	65%
Train announcements that are informative	46	273	826	683	599	2427	5765	2.38	D+	D+	69%	75%
Lack of graffiti in stations	167	638	966	432	214	2417	7363	3.05	C	C	88%	91%
Lack of graffiti in subway cars	184	607	961	443	219	2414	7336	3.04	C	C	89%	91%
Lack of scratchitti in subway cars	79	427	867	655	346	2374	6360	2.68	C -	C -	82%	85%
Courtesy and helpfulness of station personnel	155	527	923	442	345	2392	6881	2.88	C -	C	82%	86%
Comfortable temperature in subway cars	189	708	1014	368	161	2440	7716	3.16	C	C	89%	93%
Ease of use of subway turnstiles	408	882	854	168	118	2430	8584	3.53	C+	B -	93%	95%
Availability of MetroCard Vending Machines	519	802	772	201	130	2424	8651	3.57	B -	B -	93%	95%
Overall performance	17	290	814	653	310	2084	5303	2.54	D+	C -	81%	85%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	1039	388	138	4031	1	1
Minimal delays during trips	312	380	180	1876	2	2
Adequate room on board at rush hour	169	256	267	1286	3	3
Train announcements that are easy to hear	128	196	239	1015	6	4
Station announcements that are easy to hear	119	156	213	882	4	5
Cleanliness of stations	120	167	184	878	5	6
Sense of security in stations	115	140	129	754	7	7
Cleanliness of subway cars	73	135	179	668	8	8
Sense of security on trains	51	124	121	522	9	9
Station announcements that are informative	30	77	107	351	10	10
Courtesy and helpfulness of station personnel	53	36	75	306	13	11
Working elevators and escalators in stations	42	45	61	277	14	12
Train announcements that are informative	16	41	84	214	11	13
Comfortable temperature in subway cars	24	35	62	204	12	14
Availability of MetroCard Vending Machines	19	29	28	143	15	15
Signs in stations that help riders find their way	14	28	36	134	16	16
Lack of scratchitti in subway cars	10	25	34	114	19	17
Ease of use of subway turnstiles	12	18	23	95	17	18
Signs in subway cars that help riders find their way	8	17	29	87	18	19
Lack of graffiti in subway cars	6	10	15	53	21	20
Lack of graffiti in stations	8	10	8	52	20	21