

Rider Report Card - Fall 2008
"D" 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	145	715	965	871	543	3239	8765	2.71	C -	C -	86%	83%
Reasonable wait times for trains	127	645	984	858	629	3243	8512	2.62	C -	C -	82%	81%
Adequate room on board at rush hour	84	376	792	988	992	3232	7268	2.25	D+	D+	72%	69%
Sense of security in stations	201	778	1243	635	381	3238	9497	2.93	C	C	87%	88%
Sense of security on trains	177	719	1236	708	394	3234	9279	2.87	C -	C	86%	88%
Working elevators and escalators in stations	109	492	1156	617	585	2959	7800	2.64	C -	C -	81%	80%
Signs in stations that help riders find their way	337	949	1257	430	256	3229	10368	3.21	C+	C+	94%	92%
Signs in subway cars that help riders find their way	266	775	1300	568	301	3210	9767	3.04	C	C	91%	91%
Cleanliness of stations	90	439	1020	909	796	3254	7880	2.42	D+	D+	74%	76%
Cleanliness of subway cars	97	508	1194	868	580	3247	8415	2.59	C -	C -	83%	82%
Station announcements that are easy to hear	99	322	709	1021	1085	3236	7037	2.17	D	D+	63%	66%
Station announcements that are informative	99	364	931	925	906	3225	7500	2.33	D+	D+	70%	72%
Train announcements that are easy to hear	104	395	864	980	899	3242	7551	2.33	D+	D+	71%	72%
Train announcements that are informative	113	434	1083	885	701	3216	8021	2.49	D+	D+	77%	78%
Lack of graffiti in stations	324	886	1207	487	315	3219	10074	3.13	C	C	91%	90%
Lack of graffiti in subway cars	346	902	1182	503	284	3217	10174	3.16	C+	C	91%	91%
Lack of scratchitti in subway cars	171	574	1152	820	473	3190	8720	2.73	C -	C -	83%	85%
Courtesy and helpfulness of station personnel	201	687	1268	609	425	3190	9200	2.88	C	C	87%	87%
Comfortable temperature in subway cars	275	892	1277	489	308	3241	10060	3.10	C	C	91%	90%
Ease of use of subway turnstiles	535	1105	1168	244	172	3224	11259	3.49	B -	C+	95%	95%
Availability of MetroCard Vending Machines	789	1061	958	229	185	3222	11706	3.63	B -	B -	95%	94%
Overall performance	72	494	1138	736	334	2774	7556	2.72	C -	C -	90%	88%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	762	574	227	3661	1	1
Minimal delays during trips	666	401	265	3065	2	2
Adequate room on board at rush hour	478	420	450	2724	3	3
Cleanliness of stations	183	206	221	1182	6	4
Station announcements that are easy to hear	138	209	212	1044	4	5
Train announcements that are easy to hear	136	184	262	1038	5	6
Cleanliness of subway cars	123	179	222	949	9	7
Sense of security in stations	139	175	133	900	8	8
Sense of security on trains	114	177	163	859	7	9
Working elevators and escalators in stations	85	70	117	512	12	10
Comfortable temperature in subway cars	66	70	112	450	10	11
Station announcements that are informative	38	86	113	399	11	12
Courtesy and helpfulness of station personnel	39	46	105	314	13	13
Train announcements that are informative	20	50	93	253	14	14
Lack of scratchitti in subway cars	28	39	65	227	15	15
Availability of MetroCard Vending Machines	35	31	57	224	16	16
Ease of use of subway turnstiles	20	22	31	135	18	17
Signs in stations that help riders find their way	15	26	29	126	19	18
Signs in subway cars that help riders find their way	8	32	37	125	17	19
Lack of graffiti in subway cars	10	20	24	94	20	20
Lack of graffiti in stations	6	17	15	67	21	21