

Rider Report Card - Fall 2008
"E" 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	172	848	1098	1208	1091	4417	11053	2.50	C -	C -	81%	75%
Reasonable wait times for trains	179	921	1420	1106	813	4439	11864	2.67	C -	C -	85%	82%
Adequate room on board at rush hour	46	248	585	1212	2348	4439	7749	1.75	D	D -	53%	47%
Sense of security in stations	299	1061	1840	766	449	4415	13240	3.00	C	C	89%	90%
Sense of security on trains	199	855	1755	1012	597	4418	12301	2.78	C -	C -	87%	86%
Working elevators and escalators in stations	135	607	1488	1059	894	4183	10579	2.53	D+	C -	77%	79%
Signs in stations that help riders find their way	387	1193	1878	613	313	4384	13880	3.17	C	C	91%	93%
Signs in subway cars that help riders find their way	290	866	1802	933	468	4359	12654	2.90	C -	C	88%	89%
Cleanliness of stations	64	474	1328	1248	1326	4440	10022	2.26	D+	D+	71%	70%
Cleanliness of subway cars	67	442	1288	1353	1293	4443	9966	2.24	D+	D+	70%	71%
Station announcements that are easy to hear	83	371	939	1372	1664	4429	9124	2.06	D	D	60%	62%
Station announcements that are informative	88	414	1285	1311	1312	4410	9885	2.24	D	D+	68%	70%
Train announcements that are easy to hear	68	363	1076	1413	1514	4434	9360	2.11	D	D	65%	66%
Train announcements that are informative	83	444	1401	1283	1178	4389	10138	2.31	D+	D+	72%	73%
Lack of graffiti in stations	405	1258	1820	543	361	4387	13964	3.18	C+	C+	92%	92%
Lack of graffiti in subway cars	383	1162	1779	648	417	4389	13613	3.10	C	C	90%	90%
Lack of scratchitti in subway cars	173	748	1606	1078	674	4279	11505	2.69	C -	C -	83%	84%
Courtesy and helpfulness of station personnel	281	879	1786	809	581	4336	12478	2.88	C -	C	85%	87%
Comfortable temperature in subway cars	146	768	1355	1042	1122	4433	11073	2.50	C -	D+	76%	75%
Ease of use of subway turnstiles	619	1413	1716	406	244	4398	14951	3.40	C+	C+	93%	94%
Availability of MetroCard Vending Machines	885	1447	1481	351	239	4403	15597	3.54	B -	B -	94%	95%
Overall performance	41	442	1379	1208	717	3787	9243	2.44	D+	D+	84%	81%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Adequate room on board at rush hour	1136	771	610	5560	1	1
Minimal delays during trips	1048	483	384	4494	2	2
Reasonable wait times for trains	605	778	331	3702	3	3
Comfortable temperature in subway cars	292	276	387	1815	5	4
Cleanliness of subway cars	235	332	399	1768	4	5
Train announcements that are easy to hear	141	275	373	1346	6	6
Cleanliness of stations	188	255	215	1289	8	7
Station announcements that are easy to hear	134	226	276	1130	7	8
Working elevators and escalators in stations	114	180	198	900	10	9
Sense of security on trains	121	164	200	891	9	10
Sense of security in stations	94	115	125	637	11	11
Station announcements that are informative	33	96	114	405	12	12
Train announcements that are informative	24	73	129	347	13	13
Courtesy and helpfulness of station personnel	43	52	94	327	14	14
Availability of MetroCard Vending Machines	25	33	53	194	16	15
Lack of scratchitti in subway cars	17	27	65	170	15	16
Ease of use of subway turnstiles	24	20	31	143	17	17
Signs in stations that help riders find their way	17	24	39	138	18	18
Signs in subway cars that help riders find their way	14	24	35	125	18	19
Lack of graffiti in subway cars	5	13	20	61	20	20
Lack of graffiti in stations	3	11	11	42	21	21