

Rider Report Card - Fall 2008
"F" 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	257	1461	2250	2462	1631	8061	20434	2.53	C -	C -	82%	80%
Reasonable wait times for trains	266	1439	2346	2385	1636	8072	20530	2.54	C -	C -	79%	80%
Adequate room on board at rush hour	127	755	1798	2578	2817	8075	17022	2.11	D	D	63%	65%
Sense of security in stations	573	2197	3184	1384	743	8081	24716	3.06	C	C	91%	91%
Sense of security on trains	509	2105	3220	1467	768	8069	24327	3.01	C	C	91%	90%
Working elevators and escalators in stations	231	1216	2807	1582	1385	7221	18989	2.63	C -	C -	78%	81%
Signs in stations that help riders find their way	735	2277	3393	1082	528	8015	25654	3.20	C	C+	92%	93%
Signs in subway cars that help riders find their way	528	1777	3341	1584	721	7951	23660	2.98	C	C	90%	91%
Cleanliness of stations	187	1130	2729	2273	1776	8095	19964	2.47	D+	D+	79%	78%
Cleanliness of subway cars	157	1132	2835	2371	1597	8092	20157	2.49	C -	D+	82%	80%
Station announcements that are easy to hear	103	506	1528	2637	3307	8081	15704	1.94	D	D	56%	59%
Station announcements that are informative	135	660	2067	2492	2665	8019	17165	2.14	D	D	64%	67%
Train announcements that are easy to hear	171	788	2093	2545	2486	8083	17862	2.21	D	D+	67%	69%
Train announcements that are informative	208	924	2640	2320	1947	8039	19243	2.39	D+	D+	74%	76%
Lack of graffiti in stations	778	2364	3240	1097	526	8005	25786	3.22	C+	C+	93%	93%
Lack of graffiti in subway cars	837	2392	3149	1134	504	8016	25972	3.24	C+	C+	93%	94%
Lack of scratchitti in subway cars	361	1582	3008	2063	900	7914	22183	2.80	C -	C -	86%	89%
Courtesy and helpfulness of station personnel	509	1778	3325	1362	947	7921	23303	2.94	C	C	87%	88%
Comfortable temperature in subway cars	640	2287	3302	1194	663	8086	25305	3.13	C	C	90%	92%
Ease of use of subway turnstiles	1299	2977	2850	571	360	8057	28455	3.53	B -	B -	95%	96%
Availability of MetroCard Vending Machines	1980	2877	2469	427	294	8047	29963	3.72	B -	B -	97%	96%
Overall performance	88	1048	2676	2247	913	6972	18067	2.59	C -	C -	87%	87%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	1947	1692	620	9845	1	1
Minimal delays during trips	1874	1227	820	8896	3	2
Adequate room on board at rush hour	1503	1191	1243	8134	2	3
Station announcements that are easy to hear	414	547	652	2988	4	4
Train announcements that are easy to hear	284	447	691	2437	5	5
Cleanliness of subway cars	273	452	599	2322	7	6
Cleanliness of stations	295	354	460	2053	6	7
Sense of security in stations	277	261	330	1683	8	8
Sense of security on trains	204	341	314	1608	10	9
Working elevators and escalators in stations	184	238	296	1324	11	10
Station announcements that are informative	111	242	312	1129	9	11
Comfortable temperature in subway cars	121	158	261	940	12	12
Train announcements that are informative	53	139	239	676	13	13
Courtesy and helpfulness of station personnel	103	81	181	652	14	14
Lack of scratchitti in subway cars	27	68	96	313	15	15
Signs in subway cars that help riders find their way	27	67	91	306	18	16
Signs in stations that help riders find their way	22	73	75	287	17	17
Ease of use of subway turnstiles	34	37	76	252	16	18
Availability of MetroCard Vending Machines	41	36	54	249	19	19
Lack of graffiti in stations	14	17	25	101	21	20
Lack of graffiti in subway cars	6	19	20	76	20	21