

**Rider Report Card - Fall 2008**  
**Franklin Avenue Shuttle**  
**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	15	6	10	5	17	53	156	2.94	C+	C	86%	68%
Reasonable wait times for trains	15	6	6	7	19	53	150	2.83	C -	C	73%	64%
Adequate room on board at rush hour	22	9	13	2	7	53	196	3.70	C	B -	76%	87%
Sense of security in stations	15	6	14	9	9	53	168	3.17	C	C	77%	83%
Sense of security on trains	13	7	20	6	6	52	171	3.29	C	C+	77%	88%
Working elevators and escalators in stations	16	3	10	0	14	43	136	3.16	C	C	77%	67%
Signs in stations that help riders find their way	17	11	15	3	6	52	186	3.58	C+	B -	85%	88%
Signs in subway cars that help riders find their way	16	14	13	4	5	52	188	3.62	C	B -	84%	90%
Cleanliness of stations	14	4	13	6	16	53	153	2.89	C	C	79%	70%
Cleanliness of subway cars	14	9	17	7	6	53	177	3.34	C	C+	81%	89%
Station announcements that are easy to hear	18	6	13	3	13	53	172	3.25	C -	C+	74%	75%
Station announcements that are informative	17	7	11	5	12	52	168	3.23	C -	C+	77%	77%
Train announcements that are easy to hear	17	5	15	4	11	52	169	3.25	C	C+	76%	79%
Train announcements that are informative	17	6	14	3	12	52	169	3.25	C	C+	79%	77%
Lack of graffiti in stations	16	5	10	9	11	51	159	3.12	C	C	81%	78%
Lack of graffiti in subway cars	17	8	9	7	10	51	168	3.29	C	C+	82%	80%
Lack of scratchitti in subway cars	14	4	7	12	13	50	144	2.88	C -	C	76%	74%
Courtesy and helpfulness of station personnel	17	11	11	6	6	51	180	3.53	C	B -	85%	88%
Comfortable temperature in subway cars	17	9	15	8	2	51	184	3.61	C+	B -	87%	96%
Ease of use of subway turnstiles	20	15	10	4	2	51	200	3.92	B -	B	88%	96%
Availability of MetroCard Vending Machines	16	17	10	4	4	51	190	3.73	B -	B -	88%	92%
Overall performance	13	7	10	6	12	48	147	3.06	C	C	83%	75%

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**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>
<b>Availability of MetroCard Vending Machines</b>	25	10	27	122	10	1
<b>Reasonable wait times for trains</b>	17	7	4	69	1	2
<b>Minimal delays during trips</b>	9	11	2	51	3	3
<b>Working elevators and escalators in stations</b>	5	3	3	24	9	4
<b>Sense of security in stations</b>	3	4	6	23	2	5
<b>Signs in subway cars that help riders find their way</b>	2	6	5	23	20	5
<b>Courtesy and helpfulness of station personnel</b>	3	1	4	15	11	7
<b>Sense of security on trains</b>	2	3	2	14	4	8
<b>Adequate room on board at rush hour</b>	2	2	4	14	5	8
<b>Cleanliness of stations</b>	0	4	1	9	6	10
<b>Ease of use of subway turnstiles</b>	2	1	0	8	17	11
<b>Lack of graffiti in subway cars</b>	1	0	5	8	18	11
<b>Station announcements that are informative</b>	1	1	2	7	12	13
<b>Train announcements that are informative</b>	1	2	0	7	16	13
<b>Station announcements that are easy to hear</b>	1	0	2	5	8	15
<b>Comfortable temperature in subway cars</b>	1	1	0	5	12	15
<b>Signs in stations that help riders find their way</b>	1	1	0	5	14	15
<b>Cleanliness of subway cars</b>	0	1	2	4	7	18
<b>Lack of scratchitti in subway cars</b>	0	0	4	4	14	18
<b>Train announcements that are easy to hear</b>	0	1	1	3	19	20
<b>Lack of graffiti in stations</b>	0	1	1	3	21	20