

Rider Report Card - Fall 2008
"G" 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	92	328	474	466	512	1872	4638	2.48	C -	D+	76%	73%
Reasonable wait times for trains	40	109	248	546	938	1881	3410	1.81	D -	D -	48%	50%
Adequate room on board at rush hour	92	270	459	432	624	1877	4405	2.35	C -	D+	76%	67%
Sense of security in stations	92	323	679	442	338	1874	5011	2.67	C -	C -	81%	82%
Sense of security on trains	96	408	751	334	273	1862	5306	2.85	C -	C	86%	85%
Working elevators and escalators in stations	41	161	514	295	506	1517	3487	2.30	D+	D+	68%	67%
Signs in stations that help riders find their way	158	446	781	251	218	1854	5637	3.04	C	C	89%	88%
Signs in subway cars that help riders find their way	121	429	716	345	230	1841	5389	2.93	C	C	88%	88%
Cleanliness of stations	69	264	560	472	512	1877	4537	2.42	D+	D+	72%	73%
Cleanliness of subway cars	88	319	713	421	336	1877	5033	2.68	C -	C -	84%	82%
Station announcements that are easy to hear	42	171	414	543	685	1855	3907	2.11	D	D	58%	63%
Station announcements that are informative	41	182	492	497	629	1841	4032	2.19	D	D+	61%	66%
Train announcements that are easy to hear	82	233	538	520	505	1878	4501	2.40	D+	D+	72%	73%
Train announcements that are informative	76	255	605	473	448	1857	4609	2.48	D+	D+	75%	76%
Lack of graffiti in stations	143	464	664	309	273	1853	5454	2.94	C	C	88%	85%
Lack of graffiti in subway cars	178	496	699	270	218	1861	5729	3.08	C	C	91%	88%
Lack of scratchitti in subway cars	93	372	647	416	302	1830	5028	2.75	C -	C -	84%	83%
Courtesy and helpfulness of station personnel	151	353	729	303	311	1847	5271	2.85	C -	C	83%	83%
Comfortable temperature in subway cars	166	581	742	207	178	1874	5972	3.19	C+	C+	92%	91%
Ease of use of subway turnstiles	241	593	669	179	184	1866	6126	3.28	C+	C+	91%	90%
Availability of MetroCard Vending Machines	323	512	645	189	201	1870	6177	3.30	C+	C+	93%	89%
Overall performance	31	143	456	565	401	1596	3626	2.27	D+	D+	76%	75%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	991	330	84	3717	1	1
Minimal delays during trips	253	366	196	1687	2	2
Adequate room on board at rush hour	223	299	250	1517	3	3
Sense of security in stations	68	145	125	619	4	4
Cleanliness of stations	44	124	139	519	5	5
Station announcements that are easy to hear	29	73	128	361	6	6
Sense of security on trains	27	61	88	291	7	7
Train announcements that are easy to hear	19	56	92	261	8	8
Cleanliness of subway cars	19	51	86	245	10	9
Working elevators and escalators in stations	26	41	60	220	11	10
Station announcements that are informative	13	43	80	205	9	11
Comfortable temperature in subway cars	18	21	61	157	13	12
Courtesy and helpfulness of station personnel	15	20	42	127	12	13
Ease of use of subway turnstiles	16	17	27	109	14	14
Availability of MetroCard Vending Machines	11	20	30	103	15	15
Train announcements that are informative	5	19	45	98	17	16
Signs in stations that help riders find their way	8	10	27	71	16	17
Lack of scratchitti in subway cars	5	12	19	58	18	18
Signs in subway cars that help riders find their way	2	11	19	47	19	19
Lack of graffiti in stations	4	8	19	47	20	19
Lack of graffiti in subway cars	1	5	11	24	21	21