

**Rider Report Card - Fall 2008**  
**"N" 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	160	751	932	918	616	3377	9052	2.68	D+	C -	77%	82%
Reasonable wait times for trains	163	651	1013	921	640	3388	8940	2.64	D+	C -	74%	81%
Adequate room on board at rush hour	96	378	758	1047	1109	3388	7469	2.20	D	D+	64%	67%
Sense of security in stations	289	943	1332	541	279	3384	10574	3.12	C	C	90%	92%
Sense of security on trains	280	974	1298	552	277	3381	10571	3.13	C	C	90%	92%
Working elevators and escalators in stations	140	479	1298	556	519	2992	8141	2.72	C -	C -	81%	83%
Signs in stations that help riders find their way	399	1046	1319	406	193	3363	11141	3.31	C+	C+	93%	94%
Signs in subway cars that help riders find their way	487	1044	1218	415	187	3351	11282	3.37	C+	C+	93%	94%
Cleanliness of stations	134	564	1112	883	687	3380	8715	2.58	D+	C -	76%	80%
Cleanliness of subway cars	267	872	1251	641	353	3384	10211	3.02	C	C	87%	90%
Station announcements that are easy to hear	187	518	907	913	849	3374	8403	2.49	D+	D+	66%	75%
Station announcements that are informative	160	521	1043	912	733	3369	8570	2.54	D+	C -	69%	78%
Train announcements that are easy to hear	362	730	1033	738	525	3388	9830	2.90	C -	C	76%	85%
Train announcements that are informative	285	653	1197	748	477	3360	9601	2.86	C -	C	78%	86%
Lack of graffiti in stations	382	927	1243	493	316	3361	10649	3.17	C	C	89%	91%
Lack of graffiti in subway cars	626	1108	1187	283	160	3364	11849	3.52	C+	B -	93%	95%
Lack of scratchitti in subway cars	341	970	1244	523	245	3323	10608	3.19	C -	C+	86%	93%
Courtesy and helpfulness of station personnel	226	702	1353	623	428	3332	9671	2.90	C -	C	84%	87%
Comfortable temperature in subway cars	433	1004	1246	471	230	3384	11091	3.28	C	C+	90%	93%
Ease of use of subway turnstiles	610	1207	1142	269	141	3369	11983	3.56	C+	B -	95%	96%
Availability of MetroCard Vending Machines	752	1114	1032	294	171	3363	12071	3.59	B -	B -	94%	95%
Overall performance	91	671	1124	754	282	2922	8301	2.84	C -	C	85%	90%

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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>
Reasonable wait times for trains	830	746	298	4280	1	1
Minimal delays during trips	765	541	371	3748	2	2
Adequate room on board at rush hour	723	498	556	3721	3	3
Cleanliness of stations	158	189	214	1066	4	4
Station announcements that are easy to hear	116	175	198	896	5	5
Sense of security in stations	109	135	161	758	7	6
Train announcements that are easy to hear	67	136	187	660	6	7
Sense of security on trains	83	141	128	659	9	8
Cleanliness of subway cars	58	119	159	571	10	9
Station announcements that are informative	35	121	142	489	8	10
Working elevators and escalators in stations	76	55	100	438	14	11
Courtesy and helpfulness of station personnel	57	67	123	428	12	12
Comfortable temperature in subway cars	52	73	104	406	11	13
Train announcements that are informative	22	52	101	271	13	14
Availability of MetroCard Vending Machines	36	32	71	243	16	15
Lack of graffiti in stations	21	23	41	150	17	16
Ease of use of subway turnstiles	20	22	29	133	19	17
Signs in stations that help riders find their way	11	24	36	117	18	18
Signs in subway cars that help riders find their way	10	19	32	100	20	19
Lack of scratchitti in subway cars	9	12	37	88	15	20
Lack of graffiti in subway cars	1	15	13	46	21	21