

**Rider Report Card - Fall 2008**  
**"R" 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	162	1021	1300	1116	623	4222	11649	2.76	C -	C -	81%	85%
Reasonable wait times for trains	133	663	1086	1298	1051	4231	10222	2.42	D+	D+	70%	75%
Adequate room on board at rush hour	240	841	1335	1059	745	4220	11432	2.71	C -	C -	82%	82%
Sense of security in stations	296	1216	1548	768	394	4222	12918	3.06	C	C	91%	91%
Sense of security on trains	264	1142	1602	805	407	4220	12711	3.01	C	C	91%	90%
Working elevators and escalators in stations	128	620	1504	786	633	3671	9837	2.68	C -	C -	82%	83%
Signs in stations that help riders find their way	364	1201	1786	586	256	4193	13410	3.20	C	C+	92%	94%
Signs in subway cars that help riders find their way	271	980	1729	822	351	4153	12457	3.00	C	C	90%	92%
Cleanliness of stations	88	586	1388	1227	935	4224	10337	2.45	D+	D+	77%	78%
Cleanliness of subway cars	104	690	1544	1184	696	4218	10976	2.60	C -	C -	83%	83%
Station announcements that are easy to hear	92	389	945	1367	1430	4223	9015	2.13	D	D	61%	66%
Station announcements that are informative	87	425	1230	1309	1160	4211	9603	2.28	D	D+	67%	72%
Train announcements that are easy to hear	106	459	1085	1363	1207	4220	9554	2.26	D	D+	68%	71%
Train announcements that are informative	107	521	1359	1239	964	4190	10138	2.42	D+	D+	73%	77%
Lack of graffiti in stations	362	1227	1617	672	315	4193	13228	3.15	C	C	92%	92%
Lack of graffiti in subway cars	403	1270	1601	629	294	4197	13450	3.20	C	C+	92%	93%
Lack of scratchitti in subway cars	190	879	1493	1096	474	4132	11611	2.81	C -	C -	84%	89%
Courtesy and helpfulness of station personnel	260	872	1781	693	530	4136	12047	2.91	C	C	86%	87%
Comfortable temperature in subway cars	324	1297	1743	587	278	4229	13489	3.19	C	C+	92%	93%
Ease of use of subway turnstiles	620	1493	1520	381	191	4205	14585	3.47	C+	C+	94%	95%
Availability of MetroCard Vending Machines	927	1491	1321	297	169	4205	15325	3.64	B -	B -	96%	96%
Overall performance	62	669	1523	1024	360	3638	9963	2.74	C -	C -	87%	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	1574	681	244	6328	1	1
Minimal delays during trips	675	768	319	3880	2	2
Adequate room on board at rush hour	334	409	512	2332	3	3
Train announcements that are easy to hear	181	307	384	1541	5	4
Station announcements that are easy to hear	208	272	306	1474	4	5
Cleanliness of stations	211	261	269	1424	6	6
Cleanliness of subway cars	159	250	318	1295	7	7
Sense of security in stations	170	200	234	1144	8	8
Sense of security on trains	121	213	210	999	9	9
Working elevators and escalators in stations	113	95	142	671	12	10
Station announcements that are informative	56	156	170	650	10	11
Comfortable temperature in subway cars	70	67	145	489	13	12
Courtesy and helpfulness of station personnel	71	65	123	466	14	13
Train announcements that are informative	36	82	163	435	11	14
Lack of scratchitti in subway cars	17	35	68	189	15	15
Signs in stations that help riders find their way	21	41	38	183	16	16
Ease of use of subway turnstiles	24	29	53	183	17	16
Availability of MetroCard Vending Machines	21	25	54	167	19	18
Signs in subway cars that help riders find their way	17	28	59	166	18	19
Lack of graffiti in stations	15	22	32	121	20	20
Lack of graffiti in subway cars	1	12	25	52	21	21