

**Rider Report Card - Fall 2008**  
**Rockaway 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	7	19	13	7	12	58	176	3.03	C -	C	76%	79%
Reasonable wait times for trains	4	13	13	11	17	58	150	2.59	D	C -	50%	71%
Adequate room on board at rush hour	10	15	11	13	10	59	179	3.03	B -	C	85%	83%
Sense of security in stations	7	12	17	15	9	60	173	2.88	C -	C	80%	85%
Sense of security on trains	7	12	17	15	9	60	173	2.88	C -	C	78%	85%
Working elevators and escalators in stations	4	9	22	7	13	55	149	2.71	D+	C -	56%	76%
Signs in stations that help riders find their way	15	12	18	6	9	60	198	3.30	C	C+	83%	85%
Signs in subway cars that help riders find their way	12	10	19	8	10	59	183	3.10	C -	C	82%	83%
Cleanliness of stations	5	16	16	8	14	59	167	2.83	D+	C	62%	76%
Cleanliness of subway cars	3	17	20	10	7	57	170	2.98	C -	C	77%	88%
Station announcements that are easy to hear	11	5	21	11	11	59	171	2.90	D+	C	62%	81%
Station announcements that are informative	9	10	19	11	9	58	173	2.98	D+	C	63%	84%
Train announcements that are easy to hear	9	10	16	9	13	57	164	2.88	C -	C	74%	77%
Train announcements that are informative	11	12	14	9	10	56	173	3.09	C -	C	74%	82%
Lack of graffiti in stations	8	17	12	12	7	56	175	3.13	C -	C	75%	88%
Lack of graffiti in subway cars	7	19	15	9	6	56	180	3.21	C -	C+	78%	89%
Lack of scratchitti in subway cars	6	16	14	13	7	56	169	3.02	D+	C	63%	88%
Courtesy and helpfulness of station personnel	8	14	24	3	10	59	184	3.12	C -	C	76%	83%
Comfortable temperature in subway cars	15	11	16	9	8	59	193	3.27	C	C+	84%	86%
Ease of use of subway turnstiles	11	20	19	3	5	58	203	3.50	C+	B -	89%	91%
Availability of MetroCard Vending Machines	20	15	15	1	7	58	214	3.69	B -	B -	90%	88%
Overall performance	6	9	19	5	11	50	144	2.88	D+	C	69%	78%

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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	17	12	3	78	1	1
Minimal delays during trips	9	5	3	40	2	2
Adequate room on board at rush hour	4	2	12	28	11	3
Sense of security on trains	5	4	3	26	6	4
Sense of security in stations	3	5	3	22	4	5
Cleanliness of stations	4	1	5	19	3	6
Courtesy and helpfulness of station personnel	2	3	3	15	15	7
Station announcements that are easy to hear	4	1	0	14	9	8
Comfortable temperature in subway cars	3	1	3	14	14	8
Working elevators and escalators in stations	1	4	1	12	10	10
Lack of scratchitti in subway cars	2	1	2	10	6	11
Signs in subway cars that help riders find their way	1	3	0	9	19	12
Signs in stations that help riders find their way	1	2	1	8	19	13
Cleanliness of subway cars	0	4	0	8	5	13
Train announcements that are easy to hear	0	3	1	7	8	15
Station announcements that are informative	0	1	4	6	12	16
Train announcements that are informative	0	0	2	2	15	17
Lack of graffiti in stations	0	1	0	2	13	17
Lack of graffiti in subway cars	0	1	0	2	19	17
Ease of use of subway turnstiles	0	0	1	1	18	20
Availability of MetroCard Vending Machines	0	0	1	1	15	20