

Rider Report Card - Fall 2008
"V" 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	66	290	319	196	121	992	2960	2.98	C -	C	85%	88%
Reasonable wait times for trains	50	216	297	234	195	992	2668	2.69	C -	C -	77%	80%
Adequate room on board at rush hour	142	275	298	166	110	991	3146	3.17	C	C+	86%	89%
Sense of security in stations	81	300	394	140	78	993	3145	3.17	C	C	91%	92%
Sense of security on trains	92	267	399	161	70	989	3117	3.15	C	C	92%	93%
Working elevators and escalators in stations	37	160	339	197	159	892	2395	2.68	C -	C -	81%	82%
Signs in stations that help riders find their way	86	292	426	114	63	981	3167	3.23	C	C+	92%	94%
Signs in subway cars that help riders find their way	71	233	389	195	88	976	2932	3.00	C	C	91%	91%
Cleanliness of stations	31	144	358	255	204	992	2519	2.54	C -	C -	81%	79%
Cleanliness of subway cars	42	177	393	236	145	993	2714	2.73	C -	C -	86%	85%
Station announcements that are easy to hear	25	78	229	323	334	989	2104	2.13	D	D	61%	66%
Station announcements that are informative	21	79	313	308	265	986	2241	2.27	D+	D+	68%	73%
Train announcements that are easy to hear	31	115	280	310	256	992	2331	2.35	D+	D+	69%	74%
Train announcements that are informative	30	124	350	277	203	984	2453	2.49	D+	D+	74%	79%
Lack of graffiti in stations	106	277	406	136	59	984	3187	3.24	C+	C+	93%	94%
Lack of graffiti in subway cars	107	292	379	142	61	981	3185	3.25	C+	C+	94%	94%
Lack of scratchitti in subway cars	55	208	391	216	101	971	2813	2.90	C -	C	88%	90%
Courtesy and helpfulness of station personnel	70	209	400	177	116	972	2856	2.94	C -	C	85%	88%
Comfortable temperature in subway cars	108	293	413	109	67	990	3236	3.27	C	C+	92%	93%
Ease of use of subway turnstiles	166	345	369	65	44	989	3491	3.53	C+	B -	93%	96%
Availability of MetroCard Vending Machines	246	344	309	56	33	988	3678	3.72	B -	B -	95%	97%
Overall performance	24	212	403	170	69	878	2586	2.95	C -	C	89%	92%

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Priorities

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	315	144	55	1288	1	1
Minimal delays during trips	153	159	73	850	2	2
Station announcements that are easy to hear	89	102	97	568	3	3
Adequate room on board at rush hour	65	74	93	436	4	4
Train announcements that are easy to hear	45	67	107	376	5	5
Cleanliness of stations	62	55	73	369	6	6
Cleanliness of subway cars	36	64	69	305	8	7
Sense of security in stations	51	34	39	260	9	8
Working elevators and escalators in stations	34	43	38	226	10	9
Sense of security on trains	30	34	46	204	11	10
Station announcements that are informative	15	51	45	192	7	11
Courtesy and helpfulness of station personnel	10	20	34	104	14	12
Comfortable temperature in subway cars	10	15	35	95	12	13
Train announcements that are informative	7	20	32	93	13	14
Lack of scratchitti in subway cars	5	13	28	69	16	15
Signs in subway cars that help riders find their way	7	14	13	62	18	16
Ease of use of subway turnstiles	11	6	11	56	15	17
Signs in stations that help riders find their way	9	8	8	51	19	18
Availability of MetroCard Vending Machines	4	5	8	30	17	19
Lack of graffiti in subway cars	1	7	4	21	21	20
Lack of graffiti in stations	2	5	3	19	20	21