

**Rider Report Card - Fall 2008**  
**"W" 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	45	131	113	101	62	452	1352	2.99	D+	C	74%	86%
Reasonable wait times for trains	35	125	108	118	65	451	1300	2.88	D+	C	68%	86%
Adequate room on board at rush hour	54	93	117	102	85	451	1282	2.84	D+	C	69%	81%
Sense of security in stations	64	151	155	55	29	454	1528	3.37	C+	C+	91%	94%
Sense of security on trains	56	145	150	76	26	453	1488	3.28	C	C+	92%	94%
Working elevators and escalators in stations	30	79	152	90	54	405	1156	2.85	C -	C	78%	87%
Signs in stations that help riders find their way	62	127	181	54	25	449	1494	3.33	C	C+	93%	94%
Signs in subway cars that help riders find their way	56	126	173	72	20	447	1467	3.28	C	C+	91%	96%
Cleanliness of stations	27	93	155	112	65	452	1261	2.79	C -	C -	83%	86%
Cleanliness of subway cars	39	108	171	87	46	451	1360	3.02	C -	C	85%	90%
Station announcements that are easy to hear	40	66	108	137	99	450	1161	2.58	D	C -	62%	78%
Station announcements that are informative	34	61	135	132	87	449	1170	2.61	D+	C -	66%	81%
Train announcements that are easy to hear	44	86	128	122	68	448	1260	2.81	D+	C -	68%	85%
Train announcements that are informative	37	89	143	114	68	451	1266	2.81	D+	C -	73%	85%
Lack of graffiti in stations	69	149	149	58	25	450	1529	3.40	C	C+	90%	94%
Lack of graffiti in subway cars	95	153	126	54	23	451	1596	3.54	C	B -	90%	95%
Lack of scratchitti in subway cars	49	122	153	93	29	446	1407	3.15	C -	C	80%	93%
Courtesy and helpfulness of station personnel	48	101	163	64	67	443	1328	3.00	C -	C	82%	85%
Comfortable temperature in subway cars	59	160	146	59	28	452	1519	3.36	C	C+	91%	94%
Ease of use of subway turnstiles	87	167	141	39	16	450	1620	3.60	C+	B -	95%	96%
Availability of MetroCard Vending Machines	103	174	122	33	18	450	1661	3.69	B -	B -	94%	96%
Overall performance	21	120	148	92	28	409	1241	3.03	D+	C	83%	93%

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**Priorities**

Question	Highest Priority	Second Priority	Last Priority	Weighted Count	2007 Rank	2008 Rank
Reasonable wait times for trains	109	91	34	543	1	1
Minimal delays during trips	87	70	45	446	2	2
Adequate room on board at rush hour	54	42	53	299	3	3
Station announcements that are easy to hear	24	21	31	145	5	4
Cleanliness of stations	23	24	27	144	8	5
Train announcements that are easy to hear	19	21	28	127	4	6
Cleanliness of subway cars	11	27	27	114	6	7
Sense of security in stations	19	20	13	110	9	8
Sense of security on trains	16	19	21	107	10	9
Courtesy and helpfulness of station personnel	14	13	19	87	14	10
Working elevators and escalators in stations	12	12	14	74	13	11
Station announcements that are informative	7	18	15	72	7	12
Comfortable temperature in subway cars	9	7	15	56	15	13
Train announcements that are informative	6	6	17	47	11	14
Ease of use of subway turnstiles	9	3	6	39	17	15
Lack of scratchitti in subway cars	2	8	8	30	11	16
Signs in subway cars that help riders find their way	1	5	7	20	19	17
Lack of graffiti in stations	2	4	6	20	21	17
Availability of MetroCard Vending Machines	3	0	7	16	16	19
Lack of graffiti in subway cars	0	5	5	15	18	20
Signs in stations that help riders find their way	2	0	4	10	20	21