

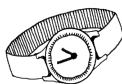
Table One

**BEST to WORST:2016 STRAPHANGERS CAMPAIGN  
METROCARD RATINGS**

1	\$2.05
7	\$2.05
L	\$2.05
E	\$1.95
F	\$1.90
J&Z	\$1.85
M	\$1.80
N	\$1.80
Q	\$1.80
6	\$1.75
R	\$1.75
3	\$1.70
2	\$1.65
B	\$1.65
D	\$1.65
C	\$1.60
4	\$1.55
5	\$1.50
A	\$1.50

Table Two

# HOW DOES YOUR SUBWAY LINE RATE?



**Straphanger  
s Campaign  
MetroCard  
Rating**

**Scheduled Frequency**

**Regularity of  
Service**

**Breakdown  
s**

**Crowding**

**Cleanliness**

**Announcemen  
ts**

*Scheduled minutes  
between trains  
during morning  
rush*

*Scheduled  
minutes  
between trains  
at noon*

*Scheduled minutes  
between trains during  
evening rush*

*How often trains arrive  
without bunching or gaps  
in service*

*Number of miles  
traveled between  
car breakdowns*

*Percentage of  
max load  
guideline, peak  
point/direction,  
AM rush*

*Percentage of subway  
cars with clean seats  
and floors*

*Percentage of in-car  
announcements which  
are accurate and  
understandable*

<b>1</b>	\$2.05	3:30	6:00	4:00	79%	every 121,977 miles	78%	97%	77%
<b>2</b>	\$1.65	5:30	8:00	6:30	72%	160,252	109%	94%	99%
<b>3</b>	\$1.70	6:15	8:00	6:30	78%	193,227	104%	96%	82%
<b>4</b>	\$1.55	4:30	8:00	4:30	71%	86,538	112%	87%	99%
<b>5</b>	\$1.50	5:00	8:00	6:00	66%	177,221	110%	93%	99%
<b>6</b>	\$1.75	2:30	4:00	3:00	67%	64,511	94%	95%	88%
<b>7</b>	\$2.05	2:30	5:00	2:30	75%	157,296	101%	99%	91%
<b>A</b>	\$1.50	5:30	10:00	5:30	67%	107,716	87%	92%	85%
<b>B</b>	\$1.65	7:30	10:00	8:15	78%	124,576	74%	91%	77%
<b>C</b>	\$1.60	9:15	10:00	10:00	78%	61,544	79%	92%	90%
<b>D</b>	\$1.65	8:00	10:00	7:30	78%	175,391	82%	90%	81%
<b>E</b>	\$1.95	4:15	7:30	4:00	74%	409,440	105%	92%	100%
<b>F</b>	\$1.90	4:15	7:30	4:45	72%	329,862	95%	93%	97%
<b>G</b>	\$1.80	7:00	10:00	8:00	81%	69,889	77%	97%	80%
<b>J&amp;Z</b>	\$1.85	5:00	10:00	5:00	77%	65,068	78%	91%	91%
<b>L</b>	\$2.05	3:00	5:00	4:00	78%	73,007	100%	95%	99%
<b>M</b>	\$1.80	7:00	10:00	9:00	77%	375,658	86%	88%	100%
<b>N</b>	\$1.80	7:30	10:00	7:45	78%	331,667	99%	93%	100%
<b>Q</b>	\$1.80	7:15	10:00	8:00	79%	489,956	101%	85%	99%
<b>R</b>	\$1.75	6:30	10:00	7:00	74%	108,881	72%	95%	84%
<b>System Average</b>		5:35	8:21	6:05	77%	131,325	94% (median)	93%	91%

Table Three  
BEST to WORST SUBWAY LINES  
by SERVICE/PERFORMANCE MEASURE

Rank (from Best to Worst)	Amount of Scheduled Service	Regularity of Service	Breakdown Rate	Crowding (from least to most)	Interior Cleanliness	In-Car Announcements
1	6 7	G	Q	R	7	E M N
2		Q	E	B	1 G	
3	L	1	M	G		
4	1	D	N	1 J&Z	3	2 4 5 L Q
5	E	L	F		6 L R	
6	F	B	3	C		
7	4	C	5	D		
8	5 J&Z	3	D	M	2	
9		N	2	A	5 F N	F
10	2 A	J&Z	7	6		7 J&Z
11		M	B	F		
12	3	7	1	N	A C E	C
13	R	E	R	L		6
14	G	R	A	7 Q		A
15	N Q	2	4		B J&Z	R
16		F	L	3		3
17	D	4	G	E	D	D
18	B	A	J&Z	2	M	G
19	M	6	6	5	4	1 B
20	C	5	C	4	Q	

Table Four  
BEST and WORST:  
STRAPHANGERS CAMPAIGN METROCARD RATINGS  
1997-2016

	BEST	WORST
2016	1 7 L	5 A
2015	7	5 B
2014	7	2
2012	Q	C
2011	J&Z	2 C
2010	7	C
2009	7	C
2008	L	W
2007	1	C W
2006	6	N W
2005	6	N
2004	6	N
2003	L	5
2001	Q	C
2000	7	5
1999	7	A B M
1998	7	N
1997	7	B