

4th Quarter Performance Indicators

	Bus			Rail			
	<i>4th Qtr-2005</i>	<i>4th Qtr-2006</i>	<i>%Chg</i>	<i>4th Qtr-2005</i>	<i>4th Qtr-2006</i>	<i>%Chg</i>	
Ridership							
Weekday (Total Ridership Each Weekday)	978,143	980,582	0.2%	Weekday (Total Ridership Each Weekday)	618,921	630,274	1.8%
Saturday	602,527	605,777	0.5%	Saturday	342,090	354,529	3.6%
Sunday	397,051	400,627	0.9%	Sunday	234,603	247,253	5.4%
Total	76,014,168	76,061,821	0.1%	Total	47,300,301	48,272,202	2.1%
Passenger Miles	196,062,209	196,128,000	0.03%	Passenger Miles	287,815,652	293,611,539	2.0%
On-Time							
% Terminal Departure -1/+5	76.8%	80.3%	4.6%	Number of Rail Trips With Delays Over 10 Minutes	312	267	-14.4%
Mean Miles Between Failures	4,064	6,350	56.3%	Mean Distance Between Trains Removed From Service	2,074,366	445,736	-78.5%
Clean							
% Cleaned and Swept Before AM Service*	Daily*	Daily*	N/A	% Cleaned and Swept Before AM Service	Daily*	Daily*	N/A
Average Days Between Exterior Washes	Daily*	Daily*	N/A	Average Days Between Exterior Washes	12	14	16.6%
# of Days Between Major Cleans	18	18	0.0%	# of Days Between Major Cleans	35	34	-2.9%
# Cleanliness Complaints	27	19	-29.6%	# Cleanliness Complaints	39	35	-10.3%
% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
Safe							
Security Complaints	28	44	57.1%	Security Complaints	63	67	6.3%
NTD Security-Related Incident Per 1 Million Miles	1.57	1.47	-6.4%	NTD Security-Related Incident Per 1 Million Miles	7.38	6.42	-13.0%
Accidents Per 100,000 Miles	6.50	6.55	0.8%	Accidents Per 100,000 Miles	0.10	0.10	0.0%
NTD Safety-Related Incident Per 1 Million Miles-Non-Major	0.92	2.05	122.8%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	1.89	1.60	-15.3%
NTD Safety-Related Incident Per 1 Million Miles-Major	0.32	0.32	0.0%	NTD Safety-Related Incident Per 1 Million Miles-Major	0.02	0.15	650.0%
Friendly							
Behavioral Complaints	496	415	-16.3%	Behavioral Complaints	73	110	50.7%
Commendations	104	224	115.4%	Commendations	31	52	67.7%
Lift Usage	28,639	24,146	-15.7%	Escalator Time In Service	94%	95%	1.1%
Miles Between Lift Failures	104,096	177,050	70.1%	Elevator Time In Service	97%	96%	-1.0%
Affordable							
% Days Lost	7.1%	7.9%	0.5%	% Days Lost	7.7	7.9	2.6%

2005 Vs. 2006 Performance Indicators

	Bus			Rail			
	2005	2006	%Chg	2005	2006	%Chg	
Ridership							
Weekday (Total Ridership Each Weekday)	969,245	956,990	-1.3%	608,157	635,439	4.5%	
Saturday	613,299	604,253	-1.5%	340,020	360,291	6.0%	
Sunday	417,159	405,706	-2.7%	241,355	254,791	5.6%	
Total	303,244,197	298,433,228	-1.6%	186,759,524	195,169,310	4.5%	
Passenger Miles	781,977,754	769,574,914	-1.6%	1,136,464,593	1,187,463,175	4.5%	
On-Time							
% Terminal Departure -1/+5	76.8%	80.6%	4.9%	Number of Rail Trips With Delays Over 10 Minutes	1,726	1,493	-13.5%
Mean Miles Between Failures	3,995	4,867	21.8%	Mean Distance Between Trains Removed From Service	816,871	326,845	-60.0%
Clean							
% Cleaned and Swept Before AM Service*	Daily*	Daily*	N/A	% Cleaned and Swept Before AM Service	Daily*	Daily*	N/A
Average Days Between Exterior Washes	Daily*	Daily*	N/A	Average Days Between Exterior Washes	11	10	-9.1%
# of Days Between Major Cleans	31	18	-41.9%	# of Days Between Major Cleans*	24	33	37.5%
# Cleanliness Complaints	28	64	128.6%	# Cleanliness Complaints	122	133	9.0%
% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
Safe							
Security Complaints	93	130	39.8%	Security Complaints	321	273	-15.0%
NTD Security-Related Incident Per 1 Million Miles	7.90	0.37	-95.3%	NTD Security-Related Incident Per 1 Million Miles	44.46	1.94	-95.6%
Accidents Per 100,000 Miles	6.30	6.11	-3.0%	Accidents Per 100,000 Miles	0.12	0.13	8.3%
NTD Safety-Related Incident Per 1 Million Miles-Non-Major	7.76	1.85	-76.2%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	5.60	2.16	-61.4%
NTD Safety-Related Incident Per 1 Million Miles-Major	1.63	0.50	-69.3%	NTD Safety-Related Incident Per 1 Million Miles-Major	0.31	0.12	-61.3%
Friendly							
Behavioral Complaints	2,266	1,565	-30.9%	Behavioral Complaints	321	359	11.8%
Commendations	547	594	8.6%	Commendations	136	137	0.7%
Lift Usage	355,874	305,705	-14.1%	Escalator Time In Service	95.4%	96%	0.6%
Miles Between Lift Failures	86,429	151,525	75.3%	Elevator Time In Service	97.6%	96%	-1.6%
Affordable							
% Days Lost	7.7%	7.8%	0.5%	% Days Lost	7.5%	7.7%	2.7%

*2005 number changed to reflect the removal of the mopping statistic.