

# Quarterly Performance Indicators Report

	<i>Bus</i>				<i>Rail</i>			
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
<b>Ridership</b>								
	Weekday (Total Ridership Each Weekday)	951,394	949,947	-0.2%	Weekday (Total Ridership Each Weekday)	574,444	608,799	6%
	Saturday	577,025	571,264	-1%	Saturday	291,107	318,077	9%
	Sunday	379,694	376,922	-1%	Sunday	192,269	215,576	12%
	Total	73,129,229	72,928,685	-0.3%	Total	42,949,445	45,789,142	7%
	Passenger Miles	188,578,812	188,061,667	-0.3%	Passenger Miles	261,354,937	276,634,993	7%
<b>On-Time</b>								
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
	% Terminal Departure -1/+5	76.7%	82.7%	7.8%	Number of Rail Trips With Delays Over 10 Minutes	433	364	-15.9%
	Mean Miles Between Failures	4,140	5,744	39%	Mean Distance Between Trains Removed From Service	814,711	816,871	0.3%
<b>Clean</b>								
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
	% 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	14.9	14.8	-0.7%
	# of Days Between Major Cleans	24	31	29%	# of Days Between Major Cleans	13	14	7.7%
	# Cleanliness Complaints	5	8	60%	# Cleanliness Complaints	26	25	-3.8%
	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
<b>Safe</b>								
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
	Security Complaints	21	40	90%	Security Complaints	73	69	-5.5%
	NTD Security-Related Incidents Per 1 Million Miles	0.011	0.009	-18%	NTD Security-Related Incidents Per 1 Million Miles	0.022	0.022	0%
	Accidents Per 100,000 Miles	5.0	5.3	5.8%	Accidents Per 100,000 Miles	0.10	0.08	-20%
	NTD Safety-Related Incidents Per 1 Million Miles-Non-Major	7.6	7.8	2.1%	NTD Safety-Related Incidents Per 1 Million Miles-Non-Major	6.1	5.6	-7.6%
	NTD Safety-Related Incidents Per 1 Million Miles-Major	0.0024	0.0035	45.8%	NTD Safety-Related Incidents Per 1 Million Miles-Major	0.0007	0.0005	-28.6%
<b>Friendly</b>								
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
	Behavioral Complaints	634	372	-41.3%	Behavioral Complaints	94	60	-36.2%
	Commendations	102	147	44%	Commendations	35	21	-40%
	Lift Usage	64,029	73,490	15%	Escalator Time In Service	95%	95%	0%
	Miles Between Lift Failures	95,902	150,694	57%	Elevator Time In Service	97%	98%	1%
<b>Affordable</b>								
		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>		<u>1st Qtr 2005</u>	<u>1st Qtr 2006</u>	<u>%Chg</u>
	% Days Lost	8.8%	7.8%	-11.4%	% Days Lost	7.2%	7.5%	4.2%

\*Zero Tolerance for Unclean Buses