

# 2005 Vs. 2006 Performance Indicators

	Bus			Rail			
	2005	2006	%Chg	2005	2006	%Chg	
<b>Ridership</b>							
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%	
<b>On-Time</b>							
% 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%
<b>Clean</b>							
% 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
<b>Safe</b>							
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%
<b>Friendly</b>							
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%
<b>Affordable</b>							
% 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.