

2005 Vs. 2006 Performance Indicators

Bus Weekday (Total Ridership Each Weekday) Saturday Sunday Total Passenger Miles % Terminal Departure -1/+5 Mean Miles Between Failures % Cleaned and Swent Before AM Service*	2005 969,245 613,299 417,159 303,244,197 781,977,754 2005 76.8% 3,995 2005	2006 956,990 604,253 405,706 298,433,228 769,574,914 2006 80.6%	<u>%Chg</u> -1.3% -1.5% -2.7% -1.6% -1.6% <u>%Chg</u> 4.9%	Rail Weekday (Total Ridership Each Weekday) Saturday Sunday Total Passenger Miles	2005 608,157 340,020 241,355 186,759,524 1,136,464,593 2005	2006 635,439 360,291 254,791 195,169,310 1,187,463,175	%Chg 4.5% 6.0% 5.6% 4.5%
Saturday Sunday Total Passenger Miles % Terminal Departure -1/+5 Mean Miles Between Failures	969,245 613,299 417,159 303,244,197 781,977,754 2005 76.8% 3,995	956,990 604,253 405,706 298,433,228 769,574,914 <u>2006</u> 80.6%	-1.3% -1.5% -2.7% -1.6% -1.6% <u>%Chg</u>	Saturday Sunday Total	608,157 340,020 241,355 186,759,524 1,136,464,593	635,439 360,291 254,791 195,169,310	4.5% 6.0% 5.6% 4.5%
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Sunday Total Passenger Miles % Terminal Departure -1/+5 Mean Miles Between Failures	417,159 303,244,197 781,977,754 2005 76.8% 3,995	405,706 298,433,228 769,574,914 <u>2006</u> 80.6%	-2.7% -1.6% -1.6% <u>%Chg</u>	Sunday Total	241,355 186,759,524 1,136,464,593	254,791 195,169,310	5.6% 4.5%
Total Passenger Miles % Terminal Departure -1/+5 Mean Miles Between Failures	303,244,197 781,977,754 2005 76.8% 3,995	298,433,228 769,574,914 <u>2006</u> 80.6%	-1.6% -1.6% <u>%Chg</u>	Total	186,759,524 1,136,464,593	195,169,310	4.5%
Passenger Miles % Terminal Departure -1/+5 Mean Miles Between Failures	781,977,754 2005 76.8% 3,995	769,574,914 2006 80.6%	-1.6% <u>%Chg</u>		1,136,464,593		
∽ % Terminal Departure -1/+5 Mean Miles Between Failures	2005 76.8% 3,995	<u>2006</u> 80.6%	<u>%Chg</u>	Passenger Miles		1,187,463,175	
Mean Miles Between Failures	76.8% 3,995	80.6%			2005		4.5%
Mean Miles Between Failures	3,995		4 9%		2000	2006	%Cha
	,		4.5 /0	Number of Rail Trips With Delays Over 10 Minutes	1,726	1,493	-13.5%
% Cleaned and Swept Refore AM Service*	2005	4,867	21.8%	Mean Distance Between Trains Removed From Service	816,871	326,845	-60.0%
% Cleaned and Swept Before AM Service*	2005	2006	<u>%Cha</u>		2005	2006	%Cha
	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
	2005	2006	<u>%Cha</u>		2005	2006	%Chc
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%
	2005	2006	<u>%Cha</u>		2005	2006	%Cha
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%
	2005	2006	<u>%Chg</u>		2005	2006	%Chg
% 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.			
	# of Days Between Major Cleans # Cleanliness Complaints % Graffiti Removed 24 Hrs. From Complaint Security Complaints NTD Security-Related Incident Per 1 Million Miles Accidents Per 100,000 Miles NTD Safety-Related Incident Per 1 Million Miles-Non-Major NTD Safety-Related Incident Per 1 Million Miles-Major Behavioral Complaints Commendations Lift Usage Miles Between Lift Failures	Average Days Between Exterior Washes Daily* # of Days Between Major Cleans 31 # Cleanliness Complaints 28 % Graffiti Removed 24 Hrs. From Complaint Daily* 2005 2005 Security Complaints 93 NTD Security-Related Incident Per 1 Million Miles 7.90 Accidents Per 100,000 Miles 6.30 NTD Safety-Related Incident Per 1 Million Miles-Major 7.76 NTD Safety-Related Incident Per 1 Million Miles-Major 1.63 Behavioral Complaints 2,266 Commendations 547 Lift Usage 355,874 Miles Between Lift Failures 86,429	Average Days Between Exterior Washes Daily* Daily* # of Days Between Major Cleans 31 18 # Cleanliness Complaints 28 64 % Graffiti Removed 24 Hrs. From Complaint Daily* Daily* 2005 2006 Security Complaints 93 130 NTD Security-Related Incident Per 1 Million Miles 7.90 0.37 Accidents Per 100,000 Miles 6.30 6.11 NTD Safety-Related Incident Per 1 Million Miles-Non-Major 7.76 1.85 NTD Safety-Related Incident Per 1 Million Miles-Major 1.63 0.50 Behavioral Complaints 2,266 1,565 Commendations 547 594 Lift Usage 35,874 305,705 Miles Between Lift Failures 86,429 151,525 2005 2006	Average Days Between Exterior WashesDaily*Daily*N/A# of Days Between Major Cleans3118-41.9%# cleanliness Complaints2864128.6%% Graffiti Removed 24 Hrs. From ComplaintDaily*Daily*N/A20052006%ChgSecurity Complaints9313039.8%NTD Security-Related Incident Per 1 Million Miles7.900.37-95.3%Accidents Per 100,000 Miles6.306.11-3.0%NTD Safety-Related Incident Per 1 Million Miles-Non-Major7.761.85-76.2%NTD Safety-Related Incident Per 1 Million Miles-Major1.630.50-69.3%Complaints20052006%ChgBehavioral Complaints5475948.6%Lift Usage355,874305,705-14.1%Miles Between Lift Failures86,429151,52575.3%20052006%Chg	Average Days Between Exterior Washes Daily* Daily* N/A Average Days Between Exterior Washes # of Days Between Major Cleans 31 18 -41.9% # of Days Between Major Cleans* # Cleanliness Complaints 28 64 128.6% # Cleanliness Complaints % Graffiti Removed 24 Hrs. From Complaint Daily* Daily* N/A % Graffiti Removed 24 Hrs. From Complaints % Graffiti Removed 24 Hrs. From Complaint Daily* Daily* N/A % Graffiti Removed 24 Hrs. From Complaint 2005 2006 % Chg Security Complaints 93 130 39.8% Security Complaints NTD Security-Related Incident Per 1 Million Miles 7.90 0.37 -95.3% NTD Security-Related Incident Per 1 Million Miles 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 NTD Safety-Related Incident Per 1 Million Miles-Major 1.63 0.50 -69.3% NTD Safety-Related Incident Per 1 Million Miles-Non-Major NTD Safety-Related Incident Per 1 Million Miles-Major 1.63 0.50 -69.3% NTD Safety-Related Incident Per 1 Million Miles-Non-Major Lift Usage	Average Days Between Exterior Washes Daily* Daily* N/A Average Days Between Exterior Washes 11 # of Days Between Major Cleans 31 18 -41.9% # of Days Between Major Cleans* 24 # Cleanliness Complaints 28 64 128.6% # Cleanliness Complaints 122 % Graffiti Removed 24 Hrs. From Complaint Daily* Daily* N/A % Graffiti Removed 24 Hrs. From Complaint Daily* 2005 2006 %Chg 2005 2006 %Chg 2005 Security Complaints 93 130 39.8% Security Complaints 321 NTD Security-Related Incident Per 1 Million Miles 7.90 0.37 -95.3% NTD Satey-Related Incident Per 1 Million Miles 0.12 NTD Satey-Related Incident Per 1 Million Miles-Non-Major 7.76 1.85 -76.2% NTD Satey-Related Incident Per 1 Million Miles-Major 0.31 NTD Satey-Related Incident Per 1 Million Miles-Major 1.63 0.50 -69.3% NTD Satey-Related Incident Per 1 Million Miles-Major 0.31 Miles Between Lift Complaints 2,266 1,565 -30.9% Behavioral Complaints 321 Commendations<	Average Days Between Exterior WashesDaily*Daily*N/AAverage Days Between Exterior Washes1110# of Days Between Major Cleans3118-41.9%# of Days Between Major Cleans*2433# Cleanliness Complaints2864128.6%# Cleanliness Complaints122133% Graffiti Removed 24 Hrs. From ComplaintDaily*Daily*N/A% Graffiti Removed 24 Hrs. From ComplaintDaily*Daily*20052006%Chg20052006Security Complaints321273NTD Security-Related Incident Per 1 Million Miles7.900.37-95.3%NTD Security-Related Incident Per 1 Million Miles44.461.94Accidents Per 100,000 Miles6.306.11-3.0%Accidents Per 100,000 Miles0.120.13NTD Safety-Related Incident Per 1 Million Miles-Major7.761.85-76.2%NTD Safety-Related Incident Per 1 Million Miles-Major0.310.12NTD Safety-Related Incident Per 1 Million Miles-Major1.630.50-69.3%NTD Safety-Related Incident Per 1 Million Miles-Major0.310.12Enhavioral Complaints2.2661,565-30.9%Behavioral Complaints321359359Commendations5475948.6%Commendations136137136Lift Usage355,874305,705-14.1%Escalator Time In Service97.6%96%Wiles Between Lift Failures86,429151,52575.3%Elevator Time In Service97.6%