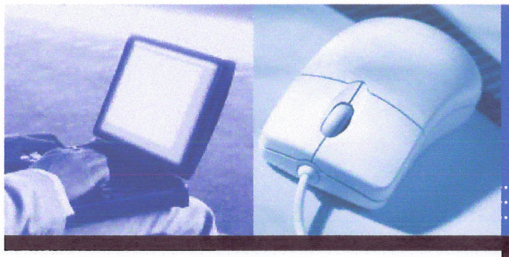

3rd Quarter Performance Indicators

	Bus				Rail			
Ridership		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	Weekday (Total Ridership Each Weekday)	967,687	935,935	-3.3%	Weekday (Total Ridership Each Weekday)	625,003	658,524	5.4%
	Saturday	647,292	623,685	-3.6%	Saturday	379,016	404,624	6.8%
	Sunday	459,957	435,079	-5.4%	Sunday	288,314	299,410	3.8%
	Total	77,246,097	74,221,708	-3.9%	Total	49,252,138	51,642,863	4.9%
	Passenger Miles	199,222,134	191,486,371	-3.9%	Passenger Miles	299,442,622	313,954,185	4.8%
On-Time		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	% Terminal Departure -1/+5	76.5%	79.0%	3.3%	Number of Rail Trips With Delays Over 10 Minutes	555	301	-45.8%
	Mean Miles Between Failures	3,598	3,995	11.0%	Mean Distance Between Trains Removed From Service	557,508	219,403	-60.6%
Clean		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	% 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	6	13	-10.0%
	# of Days Between Major Cleans	17	19	11.8%	# of Days Between Major Cleans	13	19	46.0%
	# Cleanliness Complaints	12	7	-41.7%	# Cleanliness Complaints	29	26	-10.3%
	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
Safe		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	Security Complaints	8	11	37.5%	Security Complaints	35	33	-5.7%
	NTD Security-Related Incident Per 1 Million Miles	1.2	1.2	0.0%	NTD Security-Related Incident Per 1 Million Miles	9.9	7.9	-20.2%
	Accidents Per 100,000 Miles	6.48	6.51	0.5%	Accidents Per 100,000 Miles	0.18	0.17	-5.6%
	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	178	191	7.3%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	93	70	-24.7%
	NTD Safety-Related Incident Per 1 Million Miles-Major	23	48	108.7%	NTD Safety-Related Incident Per 1 Million Miles-Major	5	5	0.0%
Friendly		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	Behavioral Complaints	210	145	-31.0%	Behavioral Complaints	34	38	11.8%
	Commendations	52	32	-38.5%	Commendations	14	10	-28.6%
	Lift Usage	106,824	81,784	-23.4%	Escalator Time In Service	95%	96%	1.1%
	Miles Between Lift Failures	70,199	141,112	101.0%	Elevator Time In Service	98%	97%	-1.0%
Affordable		3rd Qtr-2005	3rd Qtr-2006	%Chg		3rd Qtr-2005	3rd Qtr-2006	%Chg
	% Days Lost	7.3%	7.8%	0.5%	% Days Lost	7.7	7.9	0.2%