

Performance Indicators

1st Quarter 2007

| | BUS | | | | RAIL | | | |
|--|-----|-------------|-------------|-------------|--|---------------|---------------|-------------|
| RIDERSHIP | | 2006 | 2007 | %Chg | | 2006 | 2007 | %Chg |
| Weekday (Total Ridership Each Weekday) | | 949,947 | 953,639 | 0.4% | Weekday (Total Ridership Each Weekday) | 608,799 | 596,520 | -2.0% |
| Saturday | | 571,264 | 575,675 | 0.8% | Saturday | 318,077 | 317,174 | -0.3% |
| Sunday | | 376,922 | 373,025 | -1.0% | Sunday | 215,576 | 215,566 | 0.0% |
| Total (Yearly Total Ridership) | | 72,928,695 | 73,365,979 | 0.6% | Total (Yearly Total) | 45,798,142 | 45,102,904 | -1.5% |
| Passenger Miles | | 181,792,750 | 182,940,389 | 0.6% | Passenger Miles | 267,811,465 | 263,914,975 | -1.5% |
| ON-TIME | | 2006 | 2007 | %Chg | | 2006 | 2007 | %Chg |
| Wait Assessment | | 79.3% | 77.8% | -1.9% | Wait Assessment | Not Available | Not Available | N/A |
| % Terminal Departure -1/+5 | | 81.8% | 85.0% | 4.0% | Number of Rail Trips With Delays Over 10 Minutes | 364 | 275 | -24.5% |
| Mean Miles Between Failures | | 5,706 | 7,586 | 32.9% | Mean Distance Between Trains Removed From Service | 403,979 | 352,706 | -12.7% |
| CLEAN | | 2006 | 2007 | %Chg | | 2006 | 2007 | %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 | 8 | 31 | 287.5% |
| # of Days Between Major Cleans | | 18 | 19 | 5.6% | # of Days Between Major Cleans | 30 | 32 | 6.7% |
| # Cleanliness Complaints | | 7 | 12 | 71.4% | # Cleanliness Complaints | 21 | 23 | 9.5% |
| % Graffiti Removed 24 Hrs. From Complaint | | Daily* | Daily* | N/A | % Graffiti Removed 24 Hrs. From Complaint | Daily* | Daily* | N/A |
| SAFE | | 2006 | 2007 | %Chg | | 2006 | 2007 | %Chg |
| Security Complaints | | 40 | 45 | 12.5% | Security Complaints | 60 | 85 | 41.7% |
| NTD Security-Related Incidents Per 1 Million Miles | | 0.79 | 0.68 | -13.9% | NTD Security-Related Incidents Per 1 Million Miles | 0.17 | 0.14 | -17.6% |
| Accidents Per 100,000 Miles | | 5.29 | 6.12 | 15.7% | Accidents Per 100,000 Miles | 0.08 | 0.36 | 350.0% |
| NTD Safety-Related Incidents Per 1 Million Miles-Non-Major | | 0.65 | 0.47 | -27.7% | NTD Safety-Related Incidents Per 1 Million Miles-Non-Major | 0.49 | 0.11 | -77.6% |
| NTD Safety-Related Incidents Per 1 Million Miles-Major | | 2.1 | 2.3 | 9.5% | NTD Safety-Related Incidents Per 1 Million Miles-Major | 0.09 | 0.11 | 22.2% |
| FRIENDLY | | 2006 | 2007 | %Chg | | 2006 | 2007 | %Chg |
| Behavioral Complaints | | 372 | 501 | 34.7% | Behavioral Complaints | 60 | 121 | 101.7% |
| Commendations | | 100 | 221 | 121% | Commendations | 30 | 44 | 46.7% |
| Lift Usage | | 24,497 | 23,014 | -6% | Escalator Time In Service | 96.6% | 95.1% | -1.6% |
| Miles Between Lift Failures | | 150,694 | 109,385 | -27% | Elevator Time In Service | 95.9% | 94.2% | -1.8% |
| AFFORDABLE | | 2006 | 2007 | %Chg | | 2006 | 2007 | %Chg |
| % Days Lost | | 7.80% | 8.00% | 2.6% | % Days Lost | 8% | 9.20% | 15.0% |

*Zero Tolerance for Unclean Buses/Rail Cars