



Report Card



- **Ridership¹**
 - 44,814,090 customers served in 1st nine months of 2000
 - 44,330,990 customers served in 1st nine months of 1999
 - 1.1% higher
- **Traffic Safety²**
 - 3.3 vehicle accidents per 100,000 miles in 1st nine months of 2000
 - 3.1 vehicle accidents per 100,000 miles in 1st nine months of 1999
 - 6.1% higher
- **Complaints³**
 - 59.8 complaints per million customers served in 1st nine months of 2000
 - 65.0 complaints per million customers served in 1st nine months of 1999
 - 8.1% lower
- **Commendations³**
 - 9.6 commendations per million customers served in 1st nine months of 2000
 - 10.3 commendations per million customers served in 1st nine months of 1999
 - 7.3% lower
- **On-time Performance⁴**
 - 58% Bus and 66% Rail on-time in 1st nine months of 2000
 - 53% Bus and 65% Rail on-time in 1999

1 The category “customers served” refers to total passenger boardings, is based on farebox receipts and other data, and is factored.

2 Vehicle accidents include operator-reported incidents in which an RTA vehicle collides with another vehicle or object while in revenue service. Miles refers to vehicle-miles in revenue service. Excludes paratransit.

3 Complaints and commendations are received and logged by Customer Service Center via phone, mail, walk-in, or email.

4 This category is based on randomly sampled time points on randomly sampled runs. “On-time” is defined as departing from zero minutes before to five minutes after scheduled departure time. Excludes paratransit.

October 26, 2000