



# Report Card



- **Ridership<sup>1</sup>**
  - 59,166,066 customers served in 2000
  - 59,303,747 customers served in 1999
  - 0.2% lower
- **Traffic Safety<sup>2</sup>**
  - 3.4 vehicle accidents per 100,000 miles in 2000
  - 3.2 vehicle accidents per 100,000 miles in 1999
  - 6 %higher
- **Complaints<sup>3</sup>**
  - 66.7 complaints per million customers served in 2000
  - 60.1 complaints per million customers served in 1999
  - 11 % higher
- **Commendations<sup>3</sup>**
  - 10.0 commendations per million customers served in 2000
  - 9.8 commendations per million customers served in 1999
  - 2 % higher
- **On-time Performance<sup>4</sup>**
  - 65 % rail on time in 2000 -- 60 % bus on time in 2000
  - 65 % rail on time in 1999 -- 53 % bus 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.