



Report Card



- **Ridership¹**
 - 14,604,600 customers served in 1st Q 2001**
 - 14,880,300 customers served in 1st Q 2000**
 - 1.9% lower**

- **Traffic Safety²**
 - 3.5 vehicle accidents per 100,000 miles in 1st Q 2001**
 - 3.5 vehicle accidents per 100,000 miles in 1st Q 2000**
 - 0% No Change**

- **Complaints³**
 - 57.8 complaints per million customers served in 1st Q 2001**
 - 61.0 complaints per million customers served in 1st Q 2000**
 - 5.3% lower**

- **Commendations³**
 - 11.51 commendations per million customers served in 1st Q 2001**
 - 9.65 commendations per million customers served in 1st Q 2000**
 - 19% higher**

- **On-time Performance⁴**
 - 61% rail on time 2001⁵ -- 58% bus on time 2001⁵**
 - 65% rail on time 2000⁵ -- 54% bus on time 2000⁵**

- 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. Does not include “Ride Happy or Ride Free” requests.
- 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.
- 5 Based on four quarters ending first quarter of each year indicated.