

# **RTA** Report Card **RTA**

- **Ridership<sup>1</sup>**
  - 29,333,600 customers served in 1st six months of 2001**
  - 29,779,300 customers served in 1st six months of 2000**
  - 1.5% lower**
- **Traffic Safety<sup>2</sup>**
  - 0.92 vehicle collisions per 100,000 miles in 1st six months 2001**
  - 0.99 vehicle collisions per 100,000 miles in 1st six months 2000**
  - 7.6% improvement**
- **Complaints<sup>3</sup>**
  - 1,726 complaints received in 1st six months 2001**
  - 1,802 complaints received in 1st six months 2000**
  - 4.2% improvement**
- **Commendations<sup>3</sup>**
  - 297 commendations received in 1st six months 2001**
  - 303 commendations received in 1st six months 2000**
  - 2.0% lower**
- **On-time Performance<sup>4</sup>**
  - 59% on-time during twelve months ending June 2001**
  - 57% on-time during twelve months ending June 2000**
  - 3.5% improvement**

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

2 "Vehicle collisions" includes preventable operator-reported incidents in which an RTA vehicle collides with another vehicle or object. Excludes paratransit. "Miles" includes scheduled bus miles adjusted for special service additions and lost trips. It also includes rail mileage that is actual total car miles.

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. Bus and rail on-time performance may each differ from the composite shown.

**August 8, 2001**