

Friday, Feb. 8, 2002

## **Safety up in year-end RTA report card**

CLEVELAND -- Your ride with the Greater Cleveland Regional Transit Authority (RTA) is getting safer.

Safety was one of the key areas that showed improvement in 2001, says RTA CEO and General Manager Joe Calabrese. Today, Calabrese released RTA's year-end report card for 2001.

"RTA bus and rail operators drive about 90,000 miles each weekday," Calabrese says. "In a densely populated urban area, some accidents are bound to happen, but we are doing everything we can to reduce accidents as much as possible. Our efforts are paying off."

To determine safety, RTA measures the number of preventable collisions per 100,000 vehicle miles. That figure -- a 3 percent improvement -- dropped from .92 in 2000 to .90 in 2001.

RTA also improved in commendations and on-time performance.

This is the seventh quarterly report card that RTA has issued since July 2000 to improve public accountability. They are posted at [www.rideRTA.com](http://www.rideRTA.com)

Here are the details of each category.

- Ridership fell 1.7 percent, from 59.2 million in 2000 to 58.2 million in 2001.
- Traffic safety -- the number of preventable collisions per 100,000 vehicle miles -- improved by 3 percent. The figure dropped from .92 in 2000 to .90 in 2001.
- Complaints rose 1 percent, from 3,436 in 2000 to 3,471 in 2001.
- Commendations are up 7.7 percent, from 546 in 2000 to 588 in 2001.
- On-time performance improved 3.8 percent. RTA buses and trains were on time 61 percent of the time in 2000, and 63 percent of the time in 2001.

### Definitions of each category

Ridership, or "customers served," refers to total passenger boardings. It is based on farebox receipts and other data, and may be factored.

Traffic Safety, or "vehicle collisions", includes preventable operated-reported incidents in which an RTA vehicle collides with another vehicle or object. Paratransit is not included. "Miles" includes scheduled bus miles adjusted for special service additions and lost trips. It includes rail mileage that is actual total car miles.

Complaints and commendations are received and logged by the Customer Service Center via phone, mail, walk-in or e-mail. This does not include postcards received by RTA's Ride Happy or Ride Free program.

On-time performance 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 the scheduled departure time. Paratransit is not included. Bus and rail on-time performance may each differ from the composite shown.

### RTA background

The mission of the Greater Cleveland Regional Transit Authority (RTA) is to enhance the quality of life in the region by providing outstanding, cost-effective public transportation services.

RTA's 2,800 employees operate 754 buses on 1,100 route miles, and 108 rail cars on 34 miles of track. Operators drive more than 90,000 route miles every day, and RTA carries more than 45 percent of all public transit riders in Ohio. RTA's bus and rail fleet is the 13th largest in the nation, and RTA carries an average of 207,000 riders each weekday.

In 2001, more than 58 million passengers rode RTA's trains, buses, Community Circulators and paratransit vehicles.

For personalized scheduling, call the RTAanswerline, 216-621-9500, from 6:30 a.m.-6:30 p.m. Monday-Friday, and 8 a.m.-4:30 p.m. Saturday. Persons who are hearing impaired can call 216-781-4271. Commuters can visit RTA's Customer Service Center, 315 Euclid Ave., from 7 a.m.-6 p.m. Monday-Friday. Service information can be accessed at [www.rideRTA.com](http://www.rideRTA.com).