



Report Card



- **Ridership¹**
13,249,300 customers served in 1st Q 2002
14,453,900 customers served in 1st Q 2001
8.3% lower
- **Traffic Safety²**
1.03 in 1st Q 2002
0.86 in 1st Q 2001
20% decrease
- **Ride Happy or Ride Free³**
One request for every 18,700 customers served in 1st Q 2002
One request for every 8,700 customers served in 1st Q 2001
116% improvement
- **Commendations⁴**
127 customer commendations in 1st Q 2002
166 customer commendations in 1st Q 2001
23.5% lower
- **Revenue⁵**
\$10,030,856 in 1st Q 2002
\$10,239,387 in 1st Q 2001
2% lower
- **On-time Performance⁶**
70% on time in 1st Q 2002
55% on time in 1st Q 2001
27% improvement
- **Miles Between Service Interruptions⁷**
7,117 miles in 1st Q 2002
4,151 miles in 1st Q 2001
72% improvement
- **Attendance⁸**
2.96% absence in 1st Q 2002
3.86% absence in 1st Q 2001
30% improvement

- 1 The category "customers served" refers to total passenger boardings, is based on farebox receipts and other data, and is factored.
- 2 Traffic Safety includes operator-reported incidents in which an RTA vehicle collides with another vehicle or object while in revenue service. Accidents are divided by 100,000 vehicle-miles in revenue service.
- 3 Ride Happy or Ride Free is a customer complaint card located on RTA vehicles that can be completed by any dissatisfied customer and mailed to RTA.
- 4 Employee commendations are received and logged by Customer Service Center via phone, mail, walk-in, or email.
- 5 Cash based on farebox receipts and farecard sales and pass sales but excludes sales tax, grants, and other revenue sources.
- 6 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 scheduled departure time. Excludes paratransit
- 7 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.
- 8 Attendance is based on the percent of RTA employees absent from work at appointed days and time.