



Report Card



- **Ridership¹**
26,646,800 customers served in 1st six months 2002
29,080,200 customers served in 1st six months 2001
8.4% lower
- **Traffic Safety²**
1.01 in 1st six months 2002
0.92 in 1st six months 2001
9.7% lower
- **Ride Happy or Ride Free³**
One request for every 15,600 customers in 1st six months 2002
One request for every 10,000 customers in 1st six months 2001
56% improvement
- **Commendations⁴**
206 customer commendations in 1st six months 2002
297 customer commendations in 1st six months 2001
30.6% lower
- **Revenue⁵**
\$19,811,300 in 1st six months 2002
\$20,522,700 in 1st six months 2001
3.5% lower
- **On-time Performance⁶**
69% on time in 1st six months 2002
61% on time in 1st six months 2001
14% improvement
- **Miles Between Service Interruptions⁷**
6,897 miles in 1st six months 2002
3,605 miles in 1st six months 2001
91.3% improvement
- **Attendance⁸**
2.74% absence in 1st six months 2002
3.86% absence in 1st six months 2001
28.9% 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 service delays greater than 5 minutes divided by estimated total miles in service. The delays may be mechanical or non-mechanical or have causes beyond RTA's control.
- 8 Attendance is based on the percent of RTA employees absent from work at appointed days and time.