



# Report Card



- **Ridership<sup>1</sup>**  
52,706,100 customers served in 2002  
57,752,600 customers served in 2001  
8.7% lower
- **Traffic Safety<sup>2</sup>**  
0.98 in 2002  
0.90 in 2001  
8.9% lower
- **Ride Happy or Ride Free<sup>3</sup>**  
One request for every 16,621 customers in 2002  
One request for every 12,854 customers in 2001  
29% improvement
- **Commendations<sup>4</sup>**  
378 customer commendations in 2002  
716 customer commendations in 2001  
47% lower
- **Revenue<sup>5</sup>**  
\$39,080,389 in 2002  
\$40,061,731 in 2001  
2.4% lower
- **On-time Performance<sup>6</sup>**  
64% on time in 2002  
63% on time in 2001  
1.6% improvement
- **Miles Between Service Interruptions<sup>7</sup>**  
7,062 miles in 2002  
4,156 miles in 2001  
70% improvement
- **Attendance<sup>8</sup>**  
2.68% absence in 2002  
3.82% absence in 2001  
29.8% 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.