



Report Card



- **Ridership¹**
39,732,243 customers served in the first nine months of 2003
39,701,435 customers served in the first nine months of 2002
0.08% increase
- **Traffic Safety²**
1.21 in the first nine months of 2003
0.97 in the first nine months of 2002
24.7% worse
- **Ride Happy or Ride Free³**
One request for every 18,682 customers served in 1st 3 Q 2003
One request for every 15,296 customers served in 1st 3 Q 2002
22.1% improvement
- **Revenue⁴**
\$28,725,357 in the first nine months of 2003
\$29,421,628 in the first nine months of 2002
2.4% lower
- **On-time Performance⁵**
76% on time in the first nine months of 2003
64% on time in the first nine months of 2002
18.8% improvement
- **Miles Between Service Interruptions⁶**
7,155 miles in the first nine months of 2003
6,793 miles in the first nine months of 2002
5.3% improvement
- **Attendance⁷**
4.39% absence in the first nine months of 2003
2.69% absence in the first nine months of 2002
63.2% worse