



# Report Card



- **Ridership<sup>1</sup>**  
53,515,066 customers served in 2003  
52,706,142 customers served in 2002  
1.5% improvement
- **Traffic Safety<sup>2</sup>**  
1.15 in 2003  
0.98 in 2002  
17.3% worse
- **Ride Happy or Ride Free<sup>3</sup>**  
One request for every 19,333 customers served in 2003  
One request for every 16,621 customers served in 2002  
16.3% improvement
- **Revenue<sup>4</sup>**  
\$38,014,203 in 1st Q 2003  
\$39,080,390 in 1st Q 2002  
2.7% lower
- **On-time Performance<sup>5</sup>**  
76% on time in 2003  
64% on time in 2002  
18.8% improvement
- **Miles Between Service Interruptions<sup>6</sup>**  
7,828 miles in 2003  
7,062 miles in 2002  
10.8% improvement
- **Attendance<sup>7</sup>**  
4.38% absence in 2003  
2.68% absence in 2002  
63.4% worse

- 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 Cash based on farebox receipts and farecard sales and pass sales but excludes sales tax, grants, and other revenue sources.**
- 5 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**
- 6 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.**
- 7 Attendance: An absence is considered unplanned when it is charged to any category other than vacation, personal days, birthday holidays, compensatory time, training or seminars. In 2003, the attendance data and goal were modified to include worker's compensation leaves as unplanned absences. We also identified in the computer system some unpaid absence data that was not identified and collected in 2002, which may account for a portion of the percentage increase in unplanned absences.**