



# Report Card



- **Ridership<sup>1</sup>**  
13,460,986 customers served in 1st Q 2004  
12,755,628 customers served in 1st Q 2003  
5.5% better
- **Traffic Safety<sup>2</sup>**  
1.00 in 1st Q 2004  
1.24 in 1st Q 2003  
19.4% better
- **Ride Happy or Ride Free<sup>3</sup>**  
One request for every 23,825 customers served in 1st Q 2004  
One request for every 16,352 customers served in 1st Q 2003  
45.7% better
- **Revenue<sup>4</sup>**  
\$8,895,147 in 1st Q 2004  
\$8,954,109 in 1st Q 2003  
0.7% lower
- **On-time Performance<sup>5</sup>**  
76% on time in 1st Q 2004  
73% on time in 1st Q 2003  
4.1% improvement
- **Miles Between Service Interruptions<sup>6</sup>**  
8,098 miles in 1st Q 2004  
6,027 miles in 1st Q 2003  
34.4% better
- **Attendance<sup>7</sup>**  
3.86% absence in 1st Q 2004  
3.53% absence in 1st Q 2003  
9.3% 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.**