



Report Card



- **Ridership¹**
27,202,060 customers served in 1st six months 2004
26,128,950 customers served in 1st six months 2003
4.1% increase
- **Traffic Safety²**
0.96 in 1st six months 2004
1.22 in 1st six months 2003
21.3% improvement
- **Ride Happy or Ride Free³**
One request for every 23,430 customers in 1st six months 2004
One request for every 18,624 customers in 1st six months 2003
16.3% improvement
- **Revenue⁴**
\$18,060,600 in 1st six months 2004
\$18,945,700 in 1st six months 2003
4.7% decrease
- **On-time Performance⁵**
76% on time in 1st six months 2004
73% on time in 1st six months 2003
4.1% improvement
- **Miles Between Service Interruptions⁶**
8,530 miles in 1st six months 2004
6,824 miles in 1st six months 2003
25.0% improvement
- **Attendance⁷**
4.07% absence in 1st six months 2004
4.39% absence in 1st six months 2003
7.1% 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 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.