



Report Card



- **Ridership¹**
55,498,840 customers served in 2004
53,515,066 customers served in 2003
3.7% improvement
- **Traffic Safety²**
0.96 in 2004
1.15 in 2003
16.5% improvement
- **Ride Happy or Ride Free³**
One request for every 21,984 customers served in 2004
One request for every 19,333 customers served in 2003
13.7% improvement
- **Revenue⁴**
\$37,289,917 in 2004
\$38,014,203 in 2003
1.9% lower
- **On-time Performance⁵**
78% on time in 2004
76% on time in 2003
2.6% improvement
- **Miles Between Service Interruptions⁶**
9,295 miles in 2004
7,828 miles in 2003
18.7% improvement
- **Attendance⁷**
4.38% absence in 2004
4.38% absence in 2003
No change

- 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 six 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.**