



Report Card



- **Ridership¹**
14,117,597 customers served in 1st Q 2005
13,460,986 customers served in 1st Q 2004
4.9% improvement
- **Traffic Safety²**
0.96 in 1st Q 2005
1.00 in 1st Q 2004
4.0% improvement
- **Ride Happy or Ride Free³**
One request for every 25,668 customers served in 1st Q 2005
One request for every 23,825 customers served in 1st Q 2004
7.7% improvement
- **Revenue⁴**
\$10,066,131 in 1st Q 2005
\$8,895,147 in 1st Q 2004
13.2% improvement
- **On-time Performance⁵**
79% on time in 1st Q 2005
76% on time in 1st Q 2004
3.9% improvement
- **Miles Between Service Interruptions⁶**
9,733 miles in 1st Q 2005
8,098 miles in 1st Q 2004
20.2% improvement
- **Attendance⁷**
4.40% absence in 1st Q 2005
3.86% absence in 1st Q 2004
14.0% 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 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.**