



Report Card



- **Ridership¹**
42,789,776 customers served in the first nine months of 2005
41,190,259 customers served in the first nine months of 2004
3.9% improvement
- **Traffic Safety²**
0.98 in the first nine months of 2005
0.93 in the first nine months of 2004
5.4% worse
- **Ride Happy or Ride Free³**
One request for every 16,414 customers in 1st nine months 2005
One request for every 22,362 customers in 1st nine months 2004
26.6% worse
- **Revenue⁴**
\$29,165,157 in the first nine months of 2005
\$27,926,053 in the first nine months of 2004
4.4% improvement
- **On-time Performance⁵**
77% on time in the first nine months of 2005
77% on time in the first nine months of 2004
no change
- **Miles Between Service Interruptions⁶**
8,470 miles in the first nine months of 2005
8,780 miles in the first nine months of 2004
3.5% worse
- **Attendance⁷**
5.21% absence in the first nine months of 2005
4.32% absence in the first nine months of 2004
20.6% 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.**