



Report Card



- **Ridership¹**
57,097,446 customers served in 2005
55,498,840 customers served in 2004
2.9% improvement
- **Traffic Safety²**
0.92 vehicle collisions per 100,000 miles for the year 2005
0.96 vehicle collisions per 100,000 miles for the year 2004
4.2% improvement
- **Ride Happy or Ride Free³**
One request for every 15,673 customers in 2005
One request for every 21,984 customers in 2004
28.7% lower
- **Revenue⁴**
\$39,300,036 in 2005
\$37,289,917 in 2004
5.4% improvement
- **On-time Performance⁵**
77% on time for the year 2005
78% on time for the year 2004
1.3% lower
- **Miles Between Service Interruptions⁶**
8,208 miles for the year 2005
9,295 miles for the year 2004
11.7% lower
- **Attendance⁷**
5.31% absence for the year 2005
4.38% absence for the year 2004
21.2% lower

- 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.**