



Report Card



- **Ridership¹**
14,354,923 customers served in First Quarter 2006
14,117,297 customers served in First Quarter 2005
1.7% improvement
- **Traffic Safety²**
0.73 vehicle collisions per 100,000 miles for First Quarter 2006
0.96 vehicle collisions per 100,000 miles for First Quarter 2005
24.0% improvement
- **Ride Happy or Ride Free³**
One request for every 20,444 customers in First Quarter 2006
One request for every 25,668 customers in First Quarter 2005
19.2% lower
- **Revenue⁴**
\$9,058,530 in First Quarter 2006
\$10,066,131 in First Quarter 2005
10.0% lower
- **On-time Performance⁵**
95% on time for First Quarter 2006
79% on time for First Quarter 2005
7.6% improvement
- **Miles Between Service Interruptions⁶**
8,407 miles for First Quarter 2006
9,733 miles for First Quarter 2005
13.6% lower
- **Attendance⁷**
5.67% absence for First Quarter 2006
4.40% absence for First Quarter 2005
28.9% 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.**