



Report Card



- **Ridership¹**
57,245,989 customers served in 2006
57,097,446 customers served in 2005
0.3% improvement
- **Traffic Safety²**
0.79 in 2006
0.89 in 2005
11.2% improvement
- **Ride Happy or Ride Free³**
One request for every 17,718 customers served in 2006
One request for every 15,673 customers in 2005
13.0% improvement
- **Revenue⁴**
\$40,587,880 in 2006
\$39,300,036 in 2005
3.3% improvement
- **On-time Performance⁵**
77% on time in 2006
77% on time in 2005
no change
- **Miles Between Service Interruptions⁶**
6,869** miles in 2006
8,208 miles in 2005
16.3% worse
- **Attendance⁷**
5.67% absence in 2006
5.31% absence in 2005
6.8% 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.**