



Report Card

3rd Quarter 2007



- **Ridership¹**
42,700,260 customers served in the 1st nine months of 2007
42,950,182 customers served in the 1st nine months of 2006
0.6% lower
- **Traffic Safety²**
0.82 in the 1st nine months of 2007
0.80 in the 1st nine months of 2006
2.5% lower
- **Ride Happy or Ride Free³**
One request for every 19,080 customers in 1st nine months 2007
One request for every 16,870 customers in 1st nine months 2006
13.1% improvement
- **Revenue⁴**
\$33,113,636 in the 1st nine months of 2007
\$30,983,433 in the 1st nine months of 2006
6.9% improvement
- **On-time Performance⁵**
76% on time in the 1st nine months of 2007
76% on time in the 1st nine months of 2006
no change
- **Miles Between Service Interruptions⁶**
6,208 miles in the 1st nine months of 2007
7,086 miles in the 1st nine months of 2006
12.4% lower
- **Attendance⁷**
5.38% absence in the 1st nine months of 2007
5.73% absence in the 1st nine months of 2006
6.1% improvement

- 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.**