



# Report Card



2007-Year End

- **Ridership<sup>1</sup>**  
57,322,660 customers served in 2007  
57,245,989 customers served in 2006  
0.1% improvement
- **Traffic Safety<sup>2</sup>**  
0.84 in 2007  
0.79 in 2006  
6.3% worse
- **Ride Happy or Ride Free<sup>3</sup>**  
One request for every 19,537 customers in 2007  
One request for every 18,076 customers in 2006  
8.1% improvement
- **Revenue<sup>4</sup>**  
\$43,467,204 in 2007  
\$40,587,876 in 2006  
7.1% improvement
- **On-time Performance<sup>5</sup>**  
78% on time in 2007  
77% on time in 2006  
1.3% improvement
- **Miles Between Service Interruptions<sup>6</sup>**  
6,260 miles in 2007  
6,869 miles in 2006  
8.9% worse
- **Attendance<sup>7</sup>**  
5.55% absence in 2007  
5.67% absence in 2006  
2.1% 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.**