



Report Card



2008 Year End

- **Ridership¹**
57,977,574 customers served in 2008
57,322,600 customers served in 2007
1.1% improvement
- **Traffic Safety²**
1.0 in 2008
.84 in 2007
19% decline
- **Ride Happy or Ride Free³**
One request for every 18,004 customers in 2008
One request for every 19,537 customers in 2007
7.8% decline
- **Revenue⁴**
\$48,173,966 in 2008
\$43,467,204 in 2007
10.8% improvement
- **On-time Performance⁵**
74% on time in 2008
78% on time in 2007
5.1% decline
- **Miles Between Service Interruptions⁶**
5,389 miles in 2008
6,260 miles in 2007
13.9% decline
- **Attendance⁷**
6.03% absence in 2008
5.55% absence in 2007
8.6% decline

- 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.**