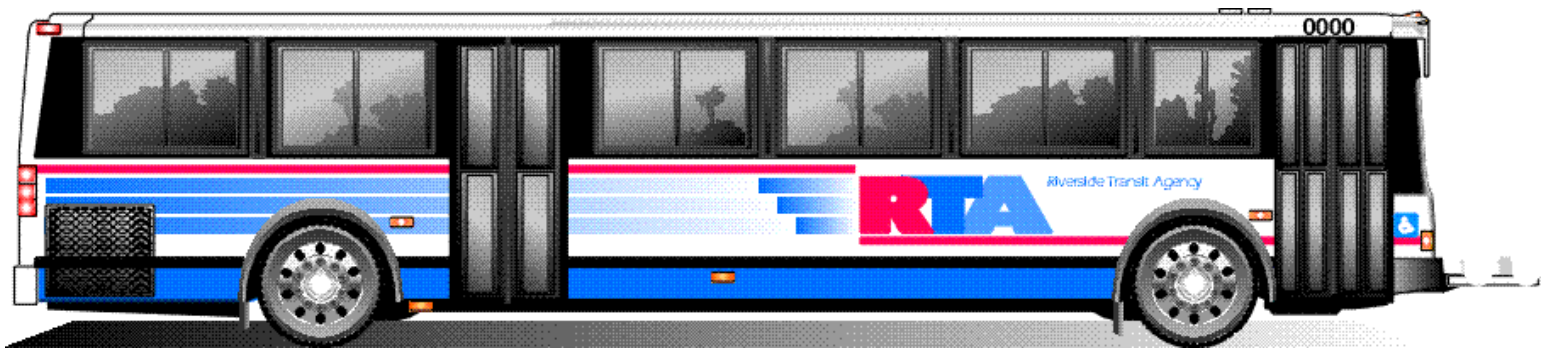


# Riverside Transit Agency

## *Transportation Center* Monthly Report



December  
2004

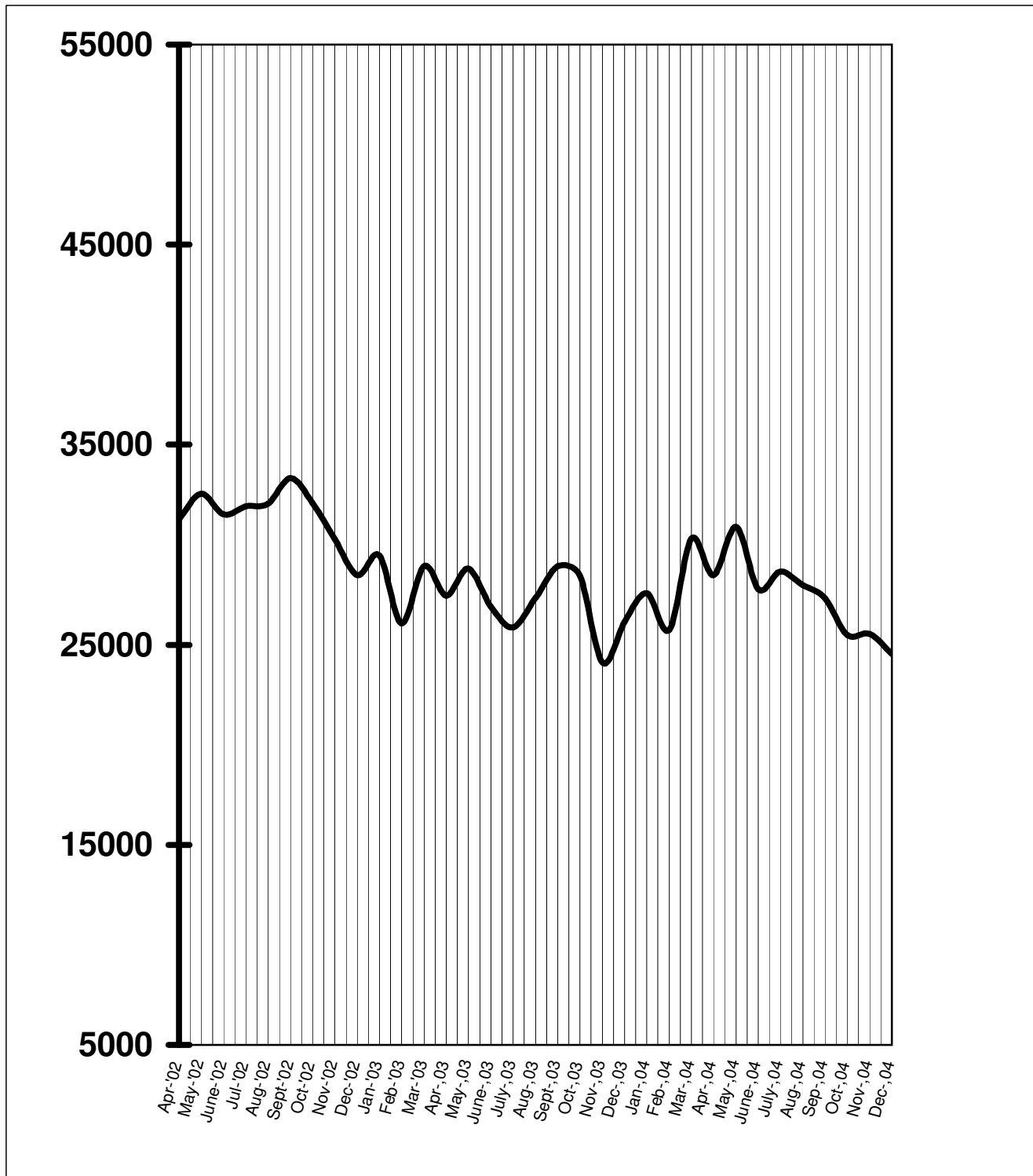
# Riverside Transit Agency

## Transportation Center

### December 2004 Calls Breakdown

	Calls Handled
DIAL-A-RIDE	12,516
CUSTOMER INFORMATION CENTER	12,021
<b>TOTALS</b>	<b>24,537</b>

Sheet1 Chart 5



**Complaint by Route - December 2004**

Route	Number of Complaints	Mo. Rdrshp Per Rt.	Number of Complaints Last Month	Number of Complaints this Month Last Year	Last 12 Mo. Total	Percentage of Complaints to Rt.'s Mo. Rdrshp
1	6	129,470	13	6	124	0.013%
3	2	5,508	0	1	20	0.036%
7	0	8,255	2	2	17	0.000%
8	0	6,267	3	0	14	0.000%
10	6	22,357	5	1	40	0.027%
12	3	21,678	4	4	53	0.014%
13	4	24,169	3	1	57	0.017%
14	2	13,406	3	0	31	0.015%
15	2	37,480	2	2	33	0.005%
16	5	54,603	1	1	44	0.009%
17	1	4,717	1	0	19	0.021%
18	3	9,110	2	0	15	0.033%
18A	2	9,570	2	0	17	0.021%
19	2	28,803	1	1	17	0.007%
20	3	18,217	4	0	32	0.016%
21	1	11,648	2	0	12	0.009%
22	7	29,982	5	1	63	0.023%
23	2	4,916	0	1	27	0.041%
24	1	3,700	2	0	19	0.027%
25	0	15,026	3	4	44	0.000%
27	5	32,648	5	2	68	0.015%
29	4	11,194	1	0	27	0.036%
30	0	7,163	1	0	7	0.000%
31	2	5,575	1	0	16	0.036%
32	0	5,575	2	0	20	0.000%
33	1	2,209	2	0	17	0.045%
35	0	1,411	0	1	2	0.000%
36	1	1,362	0	0	4	0.073%
38	1	944	0	0	8	0.106%
40	0	2,466	0	0	6	0.000%
41	0	1,594	0	0	1	0.000%
42	0	907	0	0	22	0.000%
49	6	24,586	1	0	27	0.024%
50	0	1,833	0	0	0	0.000%
61	0	862	2	0	7	0.000%
74	2	3,084	2	0	25	0.065%
79	1	2,860	1	0	11	0.035%
149	0	6,184	2	0	12	0.000%
202	1	942	0	0	8	0.106%
204	0	3,225	2	0	17	0.000%
206	1	1,884	2	0	14	0.053%
208	1	1,653	3	0	14	0.060%
Jurupa Shuttle	0	222	0	0	12	0.000%
Route w/o#	2		6	2	98	0.000%
<b>Total Fxd Rt</b>	<b>80</b>	<b>579,265</b>	<b>91</b>	<b>30</b>	<b>1,141</b>	<b>0.014%</b>
SC DAR	0	953	0	0	10	0.000%
Hem/SJ/HR DAR	1	3,532	0	2	40	0.028%
Perris DAR	0	1,737	1	0	15	0.000%
Norco DAR	0	1,206	0	1	9	0.000%
Jurupa DAR	0	939	0	0	16	0.000%
LE DAR	3	1,243	3	1	21	0.241%
M/T DAR	1	1,349	1	0	24	0.074%
MV DAR	1	2,778	1	0	14	0.036%
Taxi Demo	0	1,337	0	1	58	0.000%
CALIMESA DAR	0	13	0	0	0	0.000%
Riverside DAR	2	2,871	0	0	2	0.070%
Beau/Ban DAR	0	7	0	0	0	0.000%
GT DAR	0	259	0	0	0	0.000%
Customer Service	0		3	0	8	0.000%
Other	0		0	0	3	0.000%
<b>Total DAR</b>	<b>8</b>	<b>18,224</b>	<b>9</b>	<b>5</b>	<b>220</b>	<b>0.044%</b>
<b>Total</b>	<b>88</b>	<b>597,489</b>	<b>100</b>	<b>35</b>	<b>1,361</b>	<b>0.015%</b>

# Complaints & Commendations By Type, December 2004

Fixed Route Category	Number of Complaints		Number of Complaints Last Month	Number of Complaints This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	15	Rt. 1, 10 (2), 14, 16, 18, 20, 22 (4), 27, 29, 36, M/T DAR	14	18	263
Conduct Con't'd					
Careless Driving	11	Rt. 1, 10, 12, 16, 18, 27, 38, 49, 208, Riv DAR, LE DAR	13	5	169
Careless Driving Con't					
Early Bus	6	Rt. 16, 17, 18A (2), 22, 27	3	2	76
Late Bus	12	Rt. 3, 12, 20, 22, 31, 49 (2), 74, 79, 206, Riv DAR, Hem DAR	20	2	215
Late Bus Con'd					
Passed By	16	Rt. 1 (2), 10 (2), 13 (2), 15, 16, 18, 21, 23, 31, 33, 49 (2), 74	22	4	220
Passed By Con'd					
Missed Transfer	5	Rt. 1, 15, 24, 49, 202	4	1	37
Fare Dispute	2	Rt. 10, 29	2	0	36
Crowded	0		2	0	12
Customer Service	5	Rt. 13, 19 (2), 27, 29	6	0	76
Customer Service Con't				0	
No Show	4	Rt. 29, LE DAR (2), MV DAR	1	1	105
No Show Con't					
Mechanical Problems	0		0	0	10
Passenger Conduct	1	Rt. 12	3	0	14
Other w/ Rt #	9	Rt. 1, 3, 13, 14, 16, 20, 22, 23, 27	9	0	75
Other w/ Rt # Con't					
Other w/out Rt #	2		6	1	58
<b>Total</b>	<b>88</b>		<b>105</b>	<b>34</b>	<b>1,366</b>

Commendations (By Mail, Phone, P.S. Card or Internet)	7		11	8	20
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	7		10	4	55
Comments (By Mail, Phone, P.S. Card or Internet)	12		11	7	66
Bus Stop Appearance / Repair	9		4	N/A	N/A

Total Ridership	597,489		620,590	607,630	
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