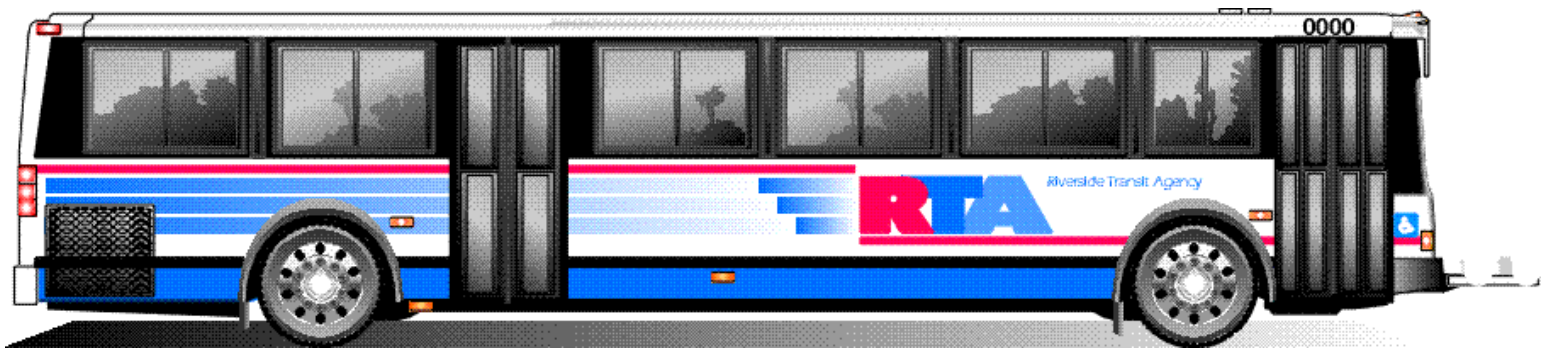


# Riverside Transit Agency

## *Transportation Center* Monthly Report



January  
2005

# Riverside Transit Agency

## Transportation Center

### January 2005 Calls Breakdown

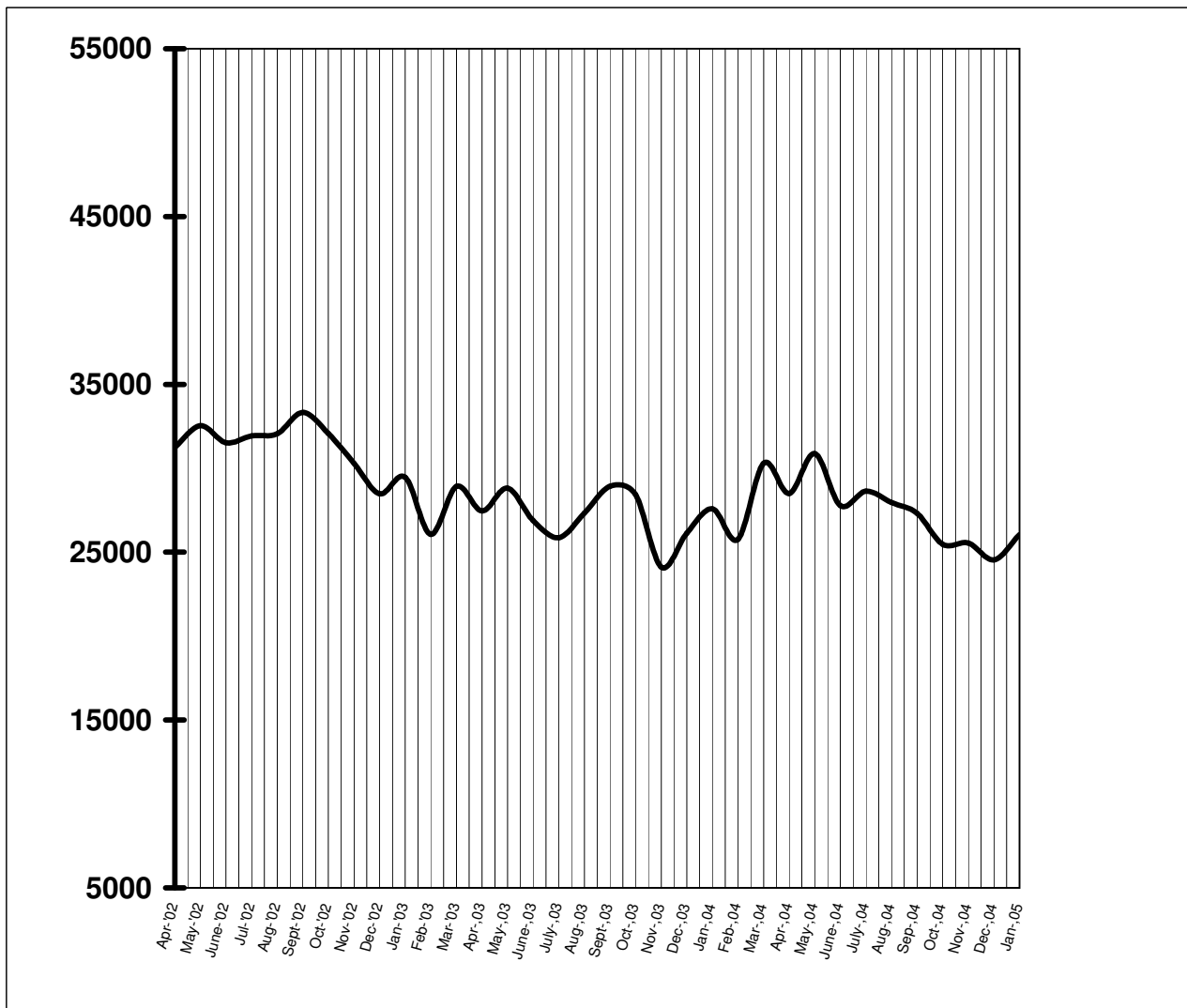
	Calls Handled
DIAL-A-RIDE	12,841
CUSTOMER INFORMATION CENTER	13,202
<b>TOTALS</b>	<b>26,043</b>

# Riverside Transit Agency

## January 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	<b>26,043</b>	<b>27,589</b>	<b>-5.60%</b>
Avg. calls per hour for month	<b>81.13</b>	<b>85.95</b>	<b>-5.61%</b>

\*Includes both Customer Information Center and Dial-A-Ride Center Calls.



**Complaint by Route - January 2005**

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	9	125,771	6	8	125	0.007%
3	0	4,685	2	1	19	0.000%
7	1	7,178	0	0	18	0.014%
8	2	5,825	0	0	16	0.034%
10	0	22,709	6	3	37	0.000%
12	4	21,840	3	2	55	0.018%
13	2	23,672	4	3	56	0.008%
14	1	13,198	2	1	31	0.008%
15	0	36,440	2	1	32	0.000%
16	7	51,849	5	1	50	0.014%
17	0	4,464	1	0	19	0.000%
18	1	8,727	3	0	16	0.011%
18A	0	10,416	2	0	17	0.000%
19	0	28,174	2	1	16	0.000%
20	2	19,316	3	2	32	0.010%
21	1	9,715	1	1	12	0.010%
22	3	28,257	7	3	63	0.011%
23	3	4,660	2	0	30	0.064%
24	2	3,552	1	0	21	0.056%
25	3	15,716	0	2	45	0.019%
27	5	30,632	5	2	71	0.016%
29	2	10,938	4	0	29	0.018%
30	1	6,450	0	1	7	0.016%
31	1	5,201	2	0	17	0.019%
32	1	4,914	0	0	21	0.020%
33	1	2,019	1	0	18	0.050%
35	0	1,187	0	1	1	0.000%
36	0	1,093	1	0	4	0.000%
38	0	1,028	1	1	7	0.000%
40	0	2,261	0	0	6	0.000%
41	1	2,108	0	0	2	0.047%
42	0	770	0	0	22	0.000%
49	6	24,031	6	0	33	0.025%
50	0	3,281	0	0	0	0.000%
61	0	776	0	0	7	0.000%
74	2	2,628	2	0	27	0.076%
79	0	2,766	1	0	11	0.000%
149	0	5,742	0	1	11	0.000%
202	1	962	1	0	9	0.104%
204	1	2,766	0	1	17	0.036%
206	1	1,996	1	0	15	0.050%
208	0	1,654	1	0	14	0.000%
Jurupa Shuttle	0	153	0	0	12	0.000%
Route w/o#	5		2	1	102	0.000%
<b>Total Fxd Rt</b>	<b>69</b>	<b>561,520</b>	<b>80</b>	<b>37</b>	<b>1,173</b>	<b>0.012%</b>
SC DAR	0	996	0	0	10	0.000%
Hem/SJ/HR DAR	2	3,795	1	1	41	0.053%
Perris DAR	0	1,788	0	0	15	0.000%
Norco DAR	0	1,182	0	0	9	0.000%
Jurupa DAR	2	831	0	0	18	0.241%
LE DAR	1	1,203	3	0	22	0.083%
M/T DAR	1	1,383	1	0	25	0.072%
MV DAR	1	2,918	1	0	15	0.034%
Taxi Demo	0	1,367	0	0	58	0.000%
CALIMESA DAR	0	8	0	0	0	0.000%
Riverside DAR	0	2,878	2	0	2	0.000%
Beau/Ban DAR	0	8	0	0	0	0.000%
GT DAR	0	246	0	0	0	0.000%
Customer Service	0		0	2	6	0.000%
Other	0		0	0	3	0.000%
<b>Total DAR</b>	<b>7</b>	<b>18,603</b>	<b>8</b>	<b>3</b>	<b>224</b>	<b>0.038%</b>
<b>Total</b>	<b>76</b>	<b>580,123</b>	<b>88</b>	<b>40</b>	<b>1,397</b>	<b>0.013%</b>

# Complaints & Commendations By Type, January 2005

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.)	14	Rt. 1 (4), 13, 16, 24, 25, 32, 49 (2), 74, 202, Jurupa DAR	15	8	269
Conduct Cont'd					
Careless Driving	15	Rt. 1 (4), 12 (2), 20, 22, 23 (2), 25, 49 (2), Jurupa DAR, Tem DAR	11	9	175
Careless Driving Con't					
Early Bus	5	Rt. 16, 18, 27 (2), 204	6	0	81
Late Bus	5	Rt. 16, 25, 31, 74, 206	12	8	212
Late Bus Con'd					
Passed By	11	Rt. 7, 8 (2), 12, 13, 14, 22, 27, 29, 33, 49	16	12	219
Passed By Con'd					
Missed Transfer	3	Rt. 24, 27, 49	5	0	40
Fare Dispute	1	Rt. 30	2	1	36
Crowded	2	Rt. 1, 23	0	0	14
Customer Service	1	Rt. 12	5	0	77
Customer Service Con't				0	
No Show	3	Rt. Hemet DAR, LE DAR, MV DAR	4	1	107
No Show Con't					
Mechanical Problems	2	Rt. 16, 22	0	1	11
Passenger Conduct	1	Rt. 16	1	1	14
Other w/ Rt #	8	Rt. 16 (2), 20, 21, 27, 29, 41, Hemet DAR	9	0	83
Other w/ Rt # Con't					
Other w/out Rt #	5		2	1	62
<b>Total</b>	<b>76</b>		<b>88</b>	<b>42</b>	<b>1,400</b>

Commendations (By Mail, Phone, P.S. Card or Internet)	23		7	10	33
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	6		7	3	58
Comments (By Mail, Phone, P.S. Card or Internet)	12		12	6	72
Bus Stop Appearance / Repair	1		9	N/A	N/A

Total Ridership	580,123		597,489	627,906	
-----------------	---------	--	---------	---------	--