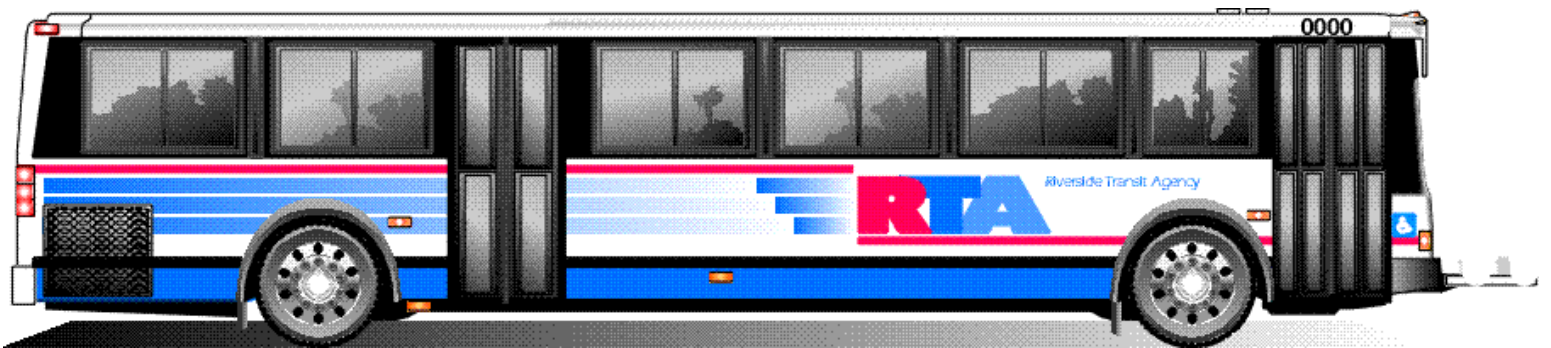


Riverside Transit Agency

Transportation Center Monthly Report



February
2005

Riverside Transit Agency

Transportation Center

February 2005 Calls Breakdown

	Calls Handled
DIAL-A-RIDE	12,938
CUSTOMER INFORMATION CENTER	12,437
TOTALS	25,375

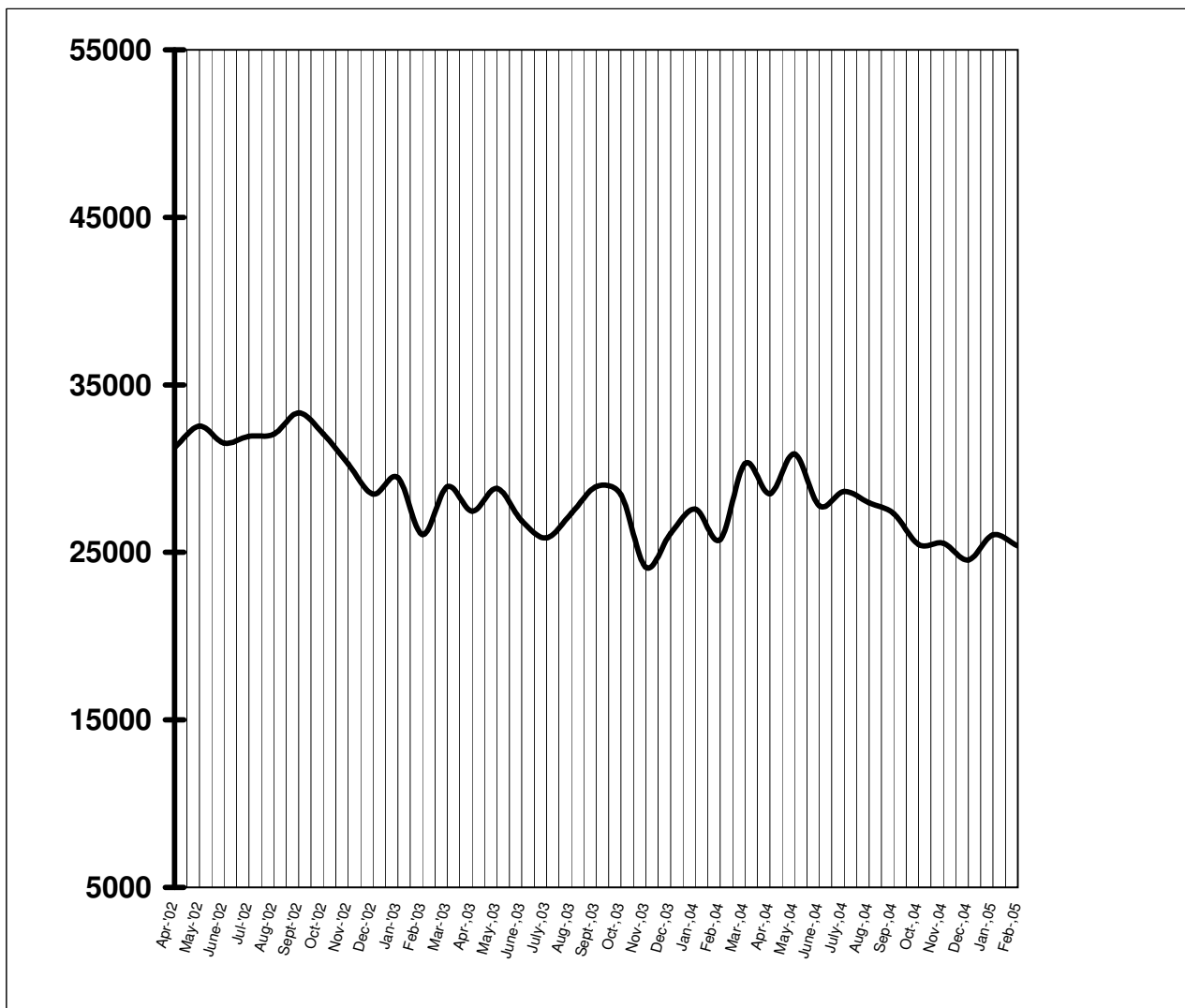
Riverside Transit Agency

February 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	25,375	27,589	-8.02%
Avg. calls per hour for month	86.90	85.95	1.11%

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

On eight (8) days this month, February 11th, 12th and 18th through the 23rd, a significant amount of rainfall was experienced in the region.



Complaint by Route - February 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	3	121,918	9	8	120	0.002%
3	0	5,078	0	0	19	0.000%
7	0	7,428	1	0	18	0.000%
8	0	6,123	2	2	14	0.000%
10	2	22,219	0	1	38	0.009%
12	5	20,698	4	0	60	0.024%
13	0	22,558	2	5	51	0.000%
14	6	12,556	1	1	36	0.048%
15	2	36,213	0	1	33	0.006%
16	3	51,302	7	3	50	0.006%
17	0	4,567	0	1	18	0.000%
18	1	8,511	1	0	17	0.012%
18A	2	10,348	0	1	18	0.019%
19	1	26,776	0	1	16	0.004%
20	6	18,568	2	1	37	0.032%
21	0	9,815	1	0	12	0.000%
22	3	24,103	3	4	62	0.012%
23	1	4,640	3	1	30	0.022%
24	0	3,533	2	4	17	0.000%
25	0	15,054	3	3	42	0.000%
27	3	29,150	5	2	72	0.010%
29	0	10,644	2	0	29	0.000%
30	1	6,886	1	0	8	0.015%
31	0	5,646	1	1	16	0.000%
32	1	5,660	1	0	22	0.018%
33	1	1,993	1	1	18	0.050%
35	0	1,222	0	0	1	0.000%
36	0	1,105	0	0	4	0.000%
38	0	1,117	0	0	7	0.000%
40	1	2,491	0	0	7	0.040%
41	0	2,001	1	0	2	0.000%
42	0	838	0	0	22	0.000%
49	3	23,069	6	0	36	0.013%
50	0	4,790	0	0	0	0.000%
61	0	753	0	0	7	0.000%
74	0	2,839	2	0	27	0.000%
79	0	2,580	0	2	9	0.000%
149	1	5,231	0	0	12	0.019%
202	1	927	1	0	10	0.108%
204	0	2,476	1	2	15	0.000%
206	3	1,817	1	2	16	0.165%
208	0	1,927	0	1	13	0.000%
Jurupa Shuttle	0	160	0	0	12	0.000%
Route w/o#	5		5	4	103	0.000%
Total Fxd Rt	55	547,330	69	52	1,176	0.010%
SC DAR	0	963	0	1	9	0.000%
Hem/SJ/HR DAR	0	3,663	2	2	39	0.000%
Perris DAR	0	1,744	0	0	15	0.000%
Norco DAR	1	1,187	0	0	10	0.084%
Jurupa DAR	0	804	2	0	18	0.000%
LE DAR	1	1,237	1	0	23	0.081%
M/T DAR	1	1,353	1	0	26	0.074%
MV DAR	0	2,683	1	0	15	0.000%
Taxi Demo	0	1,578	0	0	58	0.000%
CALIMESA DAR	0	7	0	0	0	0.000%
Riverside DAR	2	2,932	0	0	4	0.068%
Beau/Ban DAR	0	0	0	0	0	0.000%
GT DAR	0	242	0	0	0	0.000%
Customer Service	0		0	0	6	0.000%
Other	0		0	0	3	0.000%
Total DAR	5	18,393	7	3	226	0.027%
Total	60	565,723	76	55	1,402	0.011%

Complaints & Commendations By Type, February 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.)	16	Rt. 1, 10, 12 (2), 14 (3), 16, 18A (2), 19, 23, 27 (2), 149, LE DAR	14	16	269
Conduct Cont'd					
Careless Driving	7	Rt. 1, 10, 12 (2), 16, 20, 30	15	9	173
Careless Driving Con't					
Early Bus	4	Rt. 15, 40, 49, Riverside DAR	5	3	82
Late Bus	6	Rt. 20 (2), 22, 49 (2), 202	5	9	209
Late Bus Con'd					
Passed By	12	Rt. 1, 14 (2), 15, 16, 18, 20 (2), 27, 32, 33, Norco DAR	11	11	220
Passed By Con'd					
Missed Transfer	1	Rt. 14	3	2	39
Fare Dispute	0		1	1	35
Crowded	2	Rt. 20, 206	2	0	16
Customer Service	0		1	0	77
Customer Service Con't					
No Show	3	Rt. 22, Riverside DAR, Temecula DAR	3	2	108
No Show Con't					
Mechanical Problems	1	Rt. 20	2	1	11
Passenger Conduct	0		1	1	13
Other w/ Rt #	3	Rt. 12, 22, 206	8	0	86
Other w/ Rt # Con't					
Other w/out Rt #	5		5	2	65
Total	60		76	57	1,403

Commendations (By Mail, Phone, P.S. Card or Internet)	6		23	13	26
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	6		6	3	61
Comments (By Mail, Phone, P.S. Card or Internet)	9		12	6	75
Bus Stop Appearance / Repair	3		1	N/A	N/A

Total Ridership	565,723		580,123	595,594	
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