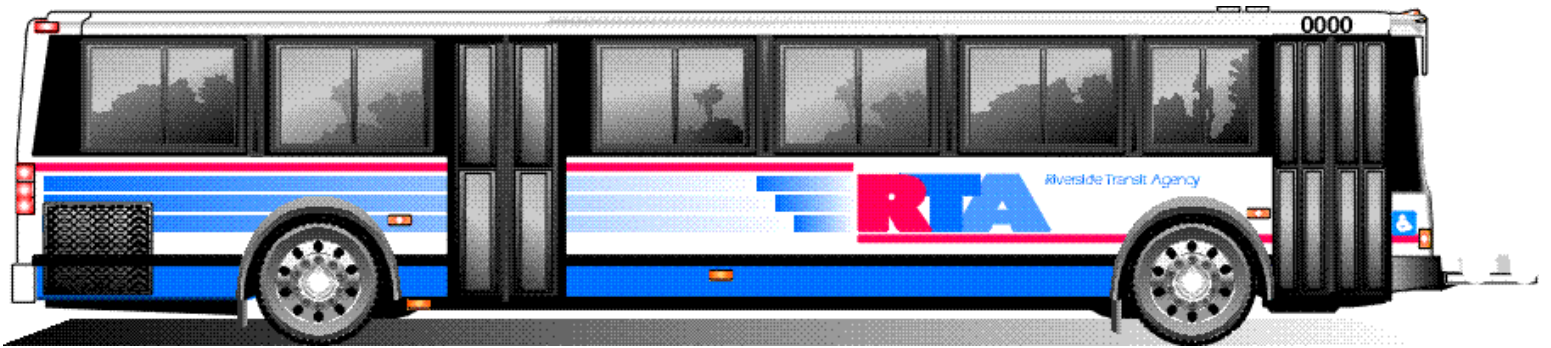


Riverside Transit Agency

Transportation Center Monthly Report



March
2005

Riverside Transit Agency

Transportation Center

March 2005 Calls Breakdown

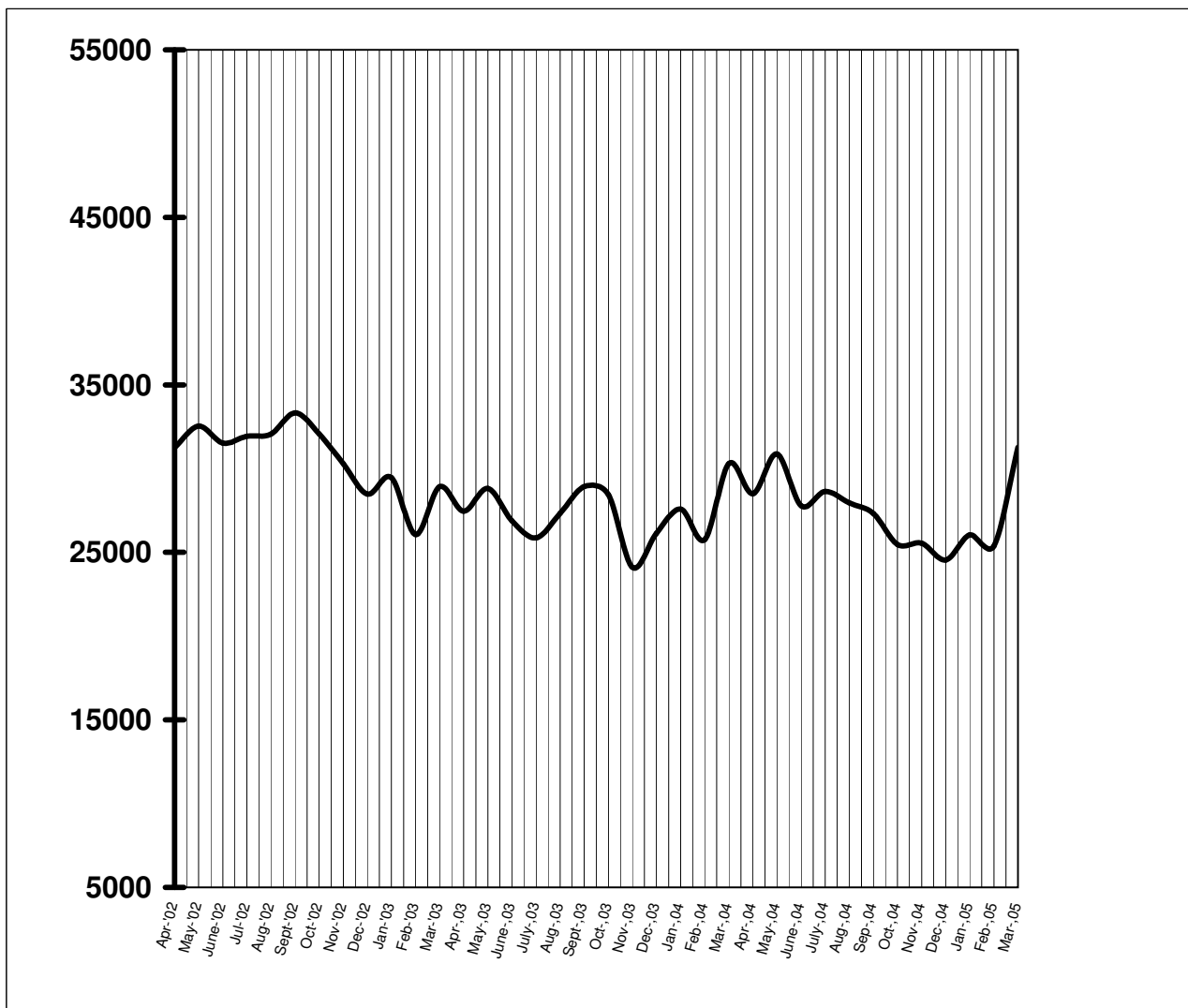
	Calls Handled
DIAL-A-RIDE	15,632
CUSTOMER INFORMATION CENTER	15,641
TOTALS	31,273

Riverside Transit Agency

March 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	31,273	30,302	3.20%
Avg. calls per hour for month	96.22	85.95	11.95%

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



Complaint by Route - March 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	6	145,561	3	7	119	0.004%
3	1	6,245	0	1	19	0.016%
7	0	9,205	0	0	18	0.000%
8	1	7,128	0	2	13	0.014%
10	2	27,246	2	4	36	0.007%
12	7	24,001	5	5	62	0.029%
13	2	26,400	0	5	48	0.008%
14	2	14,948	6	2	36	0.013%
15	3	44,183	2	5	31	0.007%
16	4	60,750	3	3	51	0.007%
17	0	5,439	0	1	17	0.000%
18	0	10,888	1	0	17	0.000%
18A	0	13,098	2	0	18	0.000%
19	1	33,098	1	1	16	0.003%
20	0	22,975	6	3	34	0.000%
21	0	11,846	0	2	10	0.000%
22	2	30,356	3	0	64	0.007%
23	1	5,332	1	1	30	0.019%
24	0	4,190	0	0	17	0.000%
25	0	18,056	0	1	41	0.000%
27	2	34,520	3	7	67	0.006%
29	0	12,638	0	2	27	0.000%
30	1	7,642	1	0	9	0.013%
31	0	6,860	0	1	15	0.000%
32	0	6,376	1	1	21	0.000%
33	0	2,523	1	1	17	0.000%
35	0	1,358	0	0	1	0.000%
36	0	1,362	0	0	4	0.000%
38	1	1,421	0	1	7	0.070%
40	1	3,038	1	1	7	0.033%
41	0	2,362	0	0	2	0.000%
42	0	1,117	0	1	21	0.000%
49	0	27,209	3	1	35	0.000%
50	0	5,943	0	0	0	0.000%
61	0	1,021	0	1	6	0.000%
74	1	3,339	0	0	28	0.030%
79	0	3,311	0	0	9	0.000%
149	2	6,263	1	0	14	0.032%
202	1	1,282	1	0	11	0.078%
204	0	3,271	0	2	13	0.000%
206	2	2,296	3	0	18	0.087%
208	0	2,379	0	0	13	0.000%
Jurupa Shuttle	0	132	0	0	12	0.000%
Route w/o#	9		5	7	105	0.000%
Total Fxd Rt	52	658,608	55	69	1,159	0.008%
SC DAR	0	893	0	0	9	0.000%
Hem/SJ/HR DAR	0	4,085	0	6	33	0.000%
Perris DAR	1	1,017	0	0	16	0.098%
Norco DAR	1	929	1	0	11	0.108%
Jurupa DAR	1	831	0	0	19	0.120%
LE DAR	1	1,144	1	0	24	0.087%
M/T DAR	2	1,077	1	0	28	0.186%
MV DAR	0	2,119	0	0	15	0.000%
Taxi Demo	0	2,746	0	2	56	0.000%
CALIMESA DAR	0	7	0	1	0	0.000%
Riverside DAR	1	1,712	2	0	5	0.058%
Beau/Ban DAR	0	0	0	0	0	0.000%
GT DAR	0	39	0	0	0	0.000%
Customer Service	0	0	0	0	6	0.000%
Other	0	0	0	0	3	0.000%
Total DAR	7	16,599	5	9	225	0.042%
Total	59	675,207	60	78	1,384	0.009%

Complaints By Type, March 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	16	Rt. 1 (4), 8, 12 (3), 15, 16 (3), 27 (2), 149 (2)	16	28	257
Careless Driving	4	Rt. 22, 38, Temecula DAR (2)	7	9	168
Early Bus	3	Rt. 12 (3)	4	3	82
Late Bus	9	Rt. 3, 10, 12, 14, 15, 40, 206, Jurupa DAR, Perris DAR	6	18	200
Passed By	4	Rt. 10, 14, 19, 22	12	9	215
Missed Transfer	0		1	0	39
Fare Dispute	1	Rt. 30	0	2	34
Crowded	0		2	0	16
Customer Service	8	Rt. 1 (2), 16, 23, 74, 206, LE DAR	0	0	85
No Show	2	Rt. 13, Norco DAR	3	7	103
Mechanical Problems	1	Rt. 15	1	0	12
Passenger Conduct	0		0	1	12
Other w/ Rt #	2	Rt. 13, 202	3	1	87
Other w/out Rt #	9		5	3	71
Total	59		60	81	1,381

Comments & Commendations By Type, March 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	11		6	20	26
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	4		6	8	61
Comments (By Mail, Phone, P.S. Card or Internet)	6		9	3	75
Bus Stop Appearance / Repair	11		3	N/A	N/A

Total Ridership	675,207		565,723	711,708
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