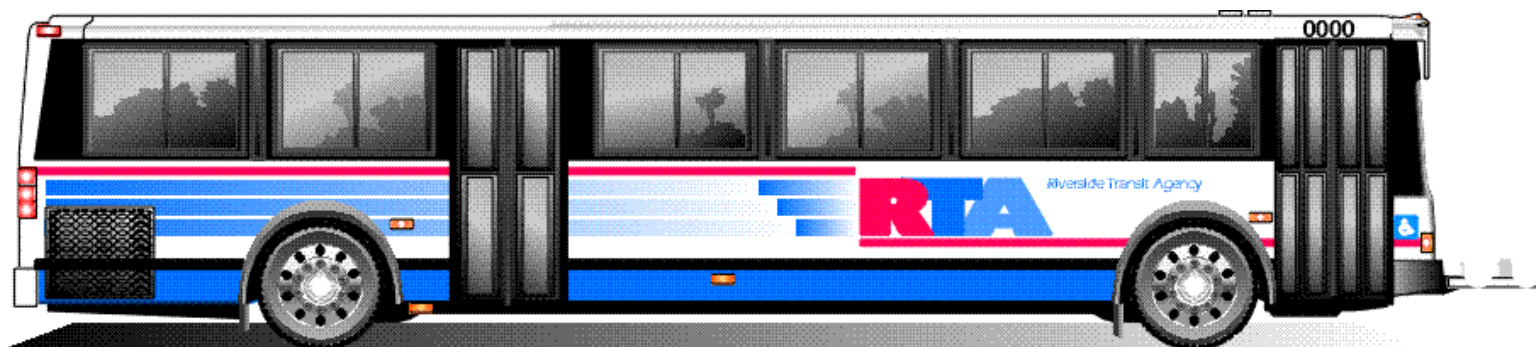


Riverside Transit Agency

Transportation Center Monthly Report



April
2005

Riverside Transit Agency

Transportation Center

April 2005 Calls Breakdown

	Calls Handled
DIAL-A-RIDE	12,156
CUSTOMER INFORMATION CENTER	9,627*
TOTALS	21,783

*Call data unavailable from Apr. 2nd-Apr 10th due to system failure.

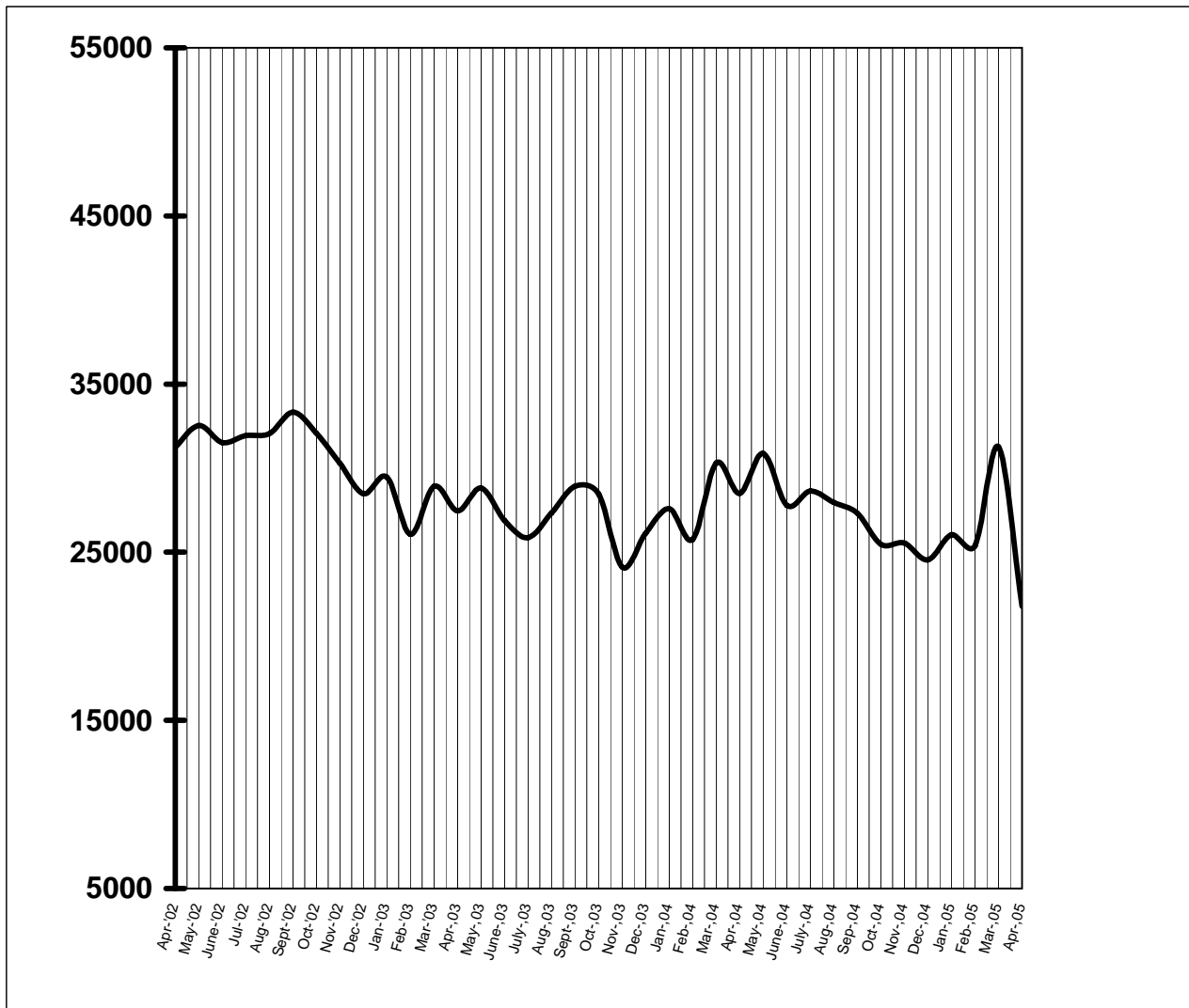
Riverside Transit Agency

April 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	21,783	25,211	-13.60%
Avg. calls per hour for month	69.82	80.29	-13.04%

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

Customer Information Center data unavailable from Apr. 2nd to Apr. 10th due to system failure.



Complaint by Route - April 2005

Route	Number of Complaints	Mo. Rdrshp Per Rt.	Number of Complaints Last Month	Number of Complaints this Month Last Year	Last 12 Mo. Totals	Percentage of Complaints to Rt.'s Mo. Rdrshp
1	6	128,226	6	17	108	0.005%
3	1	5,319	1	1	19	0.019%
7	0	8,419	0	1	17	0.000%
8	0	6,435	1	1	12	0.000%
10	1	21,990	2	1	36	0.005%
12	2	20,938	7	4	60	0.010%
13	1	23,723	2	4	45	0.004%
14	2	14,109	2	3	35	0.014%
15	2	38,347	3	2	31	0.005%
16	1	54,457	4	7	45	0.002%
17	0	4,881	0	1	16	0.000%
18	0	9,953	0	1	16	0.000%
18A	0	10,225	0	1	17	0.000%
19	1	28,495	1	0	17	0.004%
20	1	19,962	0	1	34	0.005%
21	2	11,020	0	2	10	0.018%
22	0	25,412	2	1	63	0.000%
23	0	5,281	1	1	29	0.000%
24	0	3,763	0	0	17	0.000%
25	0	15,133	0	0	41	0.000%
27	0	30,919	2	4	63	0.000%
29	1	10,890	0	3	25	0.009%
30	0	6,555	1	1	8	0.000%
31	0	6,001	0	2	13	0.000%
32	1	5,836	0	0	22	0.017%
33	1	2,359	0	3	15	0.042%
35	0	1,275	0	1	0	0.000%
36	0	1,377	0	0	4	0.000%
38	0	1,164	1	2	5	0.000%
40	0	2,679	1	0	7	0.000%
41	1	2,441	0	0	3	0.041%
42	0	979	0	0	21	0.000%
49	1	23,644	0	1	35	0.004%
50	0	5,410	0	0	0	0.000%
61	0	855	0	0	6	0.000%
74	1	2,973	1	0	29	0.034%
79	0	2,810	0	0	9	0.000%
149	2	9,580	2	1	15	0.021%
202	0	1,027	1	0	11	0.000%
204	0	1,919	0	0	13	0.000%
206	3	2,156	2	1	20	0.139%
208	0	2,193	0	1	12	0.000%
Jurupa Shuttle	0	177	0	0	12	0.000%
Route w/o#	9		9	3	111	0.000%
Total Fxd Rt	40	581,307	52	72	1,127	0.007%
SC DAR	0	1,082	0	0	9	0.000%
Hem/SJ/HR DAR	2	3,520	0	1	34	0.057%
Perris DAR	0	1,516	1	0	16	0.000%
Norco DAR	0	1,125	1	1	10	0.000%
Jurupa DAR	0	583	1	0	19	0.000%
LE DAR	0	988	1	0	24	0.000%
M/T DAR	1	1,181	2	0	29	0.085%
MV DAR	2	2,302	0	1	16	0.087%
Taxi Demo	0	2,294	0	4	52	0.000%
CALIMESA DAR	0	11	0	0	0	0.000%
Riverside DAR	1	2,510	1	4	2	0.040%
Beau/Ban DAR	0	1	0	0	0	0.000%
GT DAR	0	252	0	0	0	0.000%
Customer Service	0	0	0	0	6	0.000%
Other	2	0	0	0	5	0.000%
Total DAR	8	17,365	7	11	222	0.046%
Total	48	598,672	59	83	1,349	0.008%

Complaints By Type, April 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	5	Rt. 1, 14, 15, 21, 41	16	25	237
Careless Driving	8	Rt. 1, 12, 13, 49, 149 (2), 206, Hemet DAR	4	17	159
Early Bus	3	Rt. 1, 12, 19	3	6	79
Late Bus	8	Rt. 10, 14, 15, 16, Hemet DAR, MV DAR (2), Riverside DAR	9	10	198
Passed By	5	Rt. 1, 21, 29, 32, 74	4	19	201
Missed Transfer	1	Rt. 1	0	3	37
Fare Dispute	0		1	0	34
Crowded	0		0	0	16
Customer Service	5	Rt.3, 20, 206, Hemet DAR, MV DAR,	8	0	90
No Show	1	Rt. Temecula DAR	2	2	102
Mechanical Problems	0		1	0	12
Passenger Conduct	0		0	1	11
Other w/ Rt #	3	Rt. 1, 33, 206	2	0	90
Other w/out Rt #	9		9	0	80
Total	48		59	83	1,346

Comments & Commendations By Type, April 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	8		11	14	24
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	7		4	9	61
Comments (By Mail, Phone, P.S. Card or Internet)	10		6	6	90
Bus Stop Appearance / Repair	5		11	N/A	75

Total Ridership	598,672		675,207	660,809	250
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