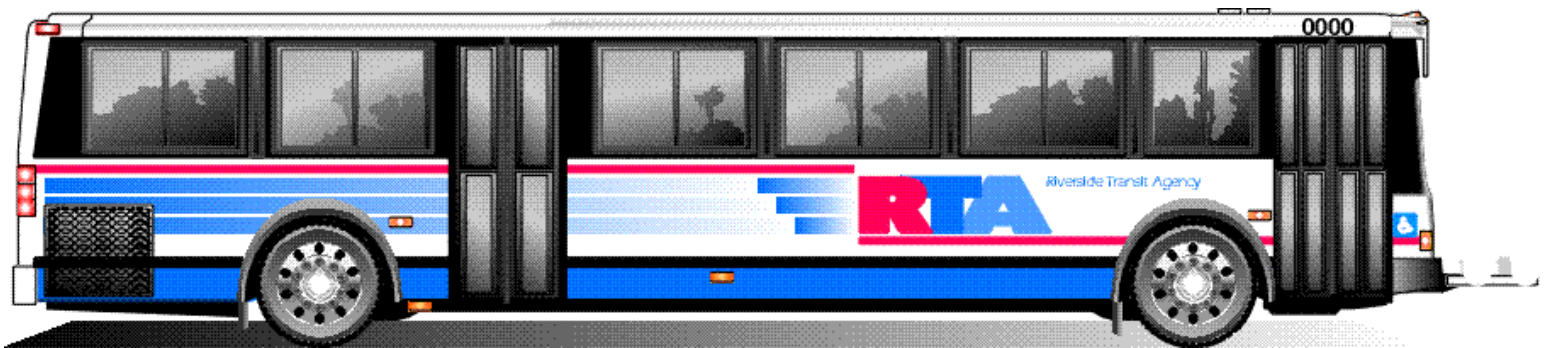


Riverside Transit Agency

Transportation Center Monthly Report



May
2005

Riverside Transit Agency Transportation Center May 2005 Calls Breakdown

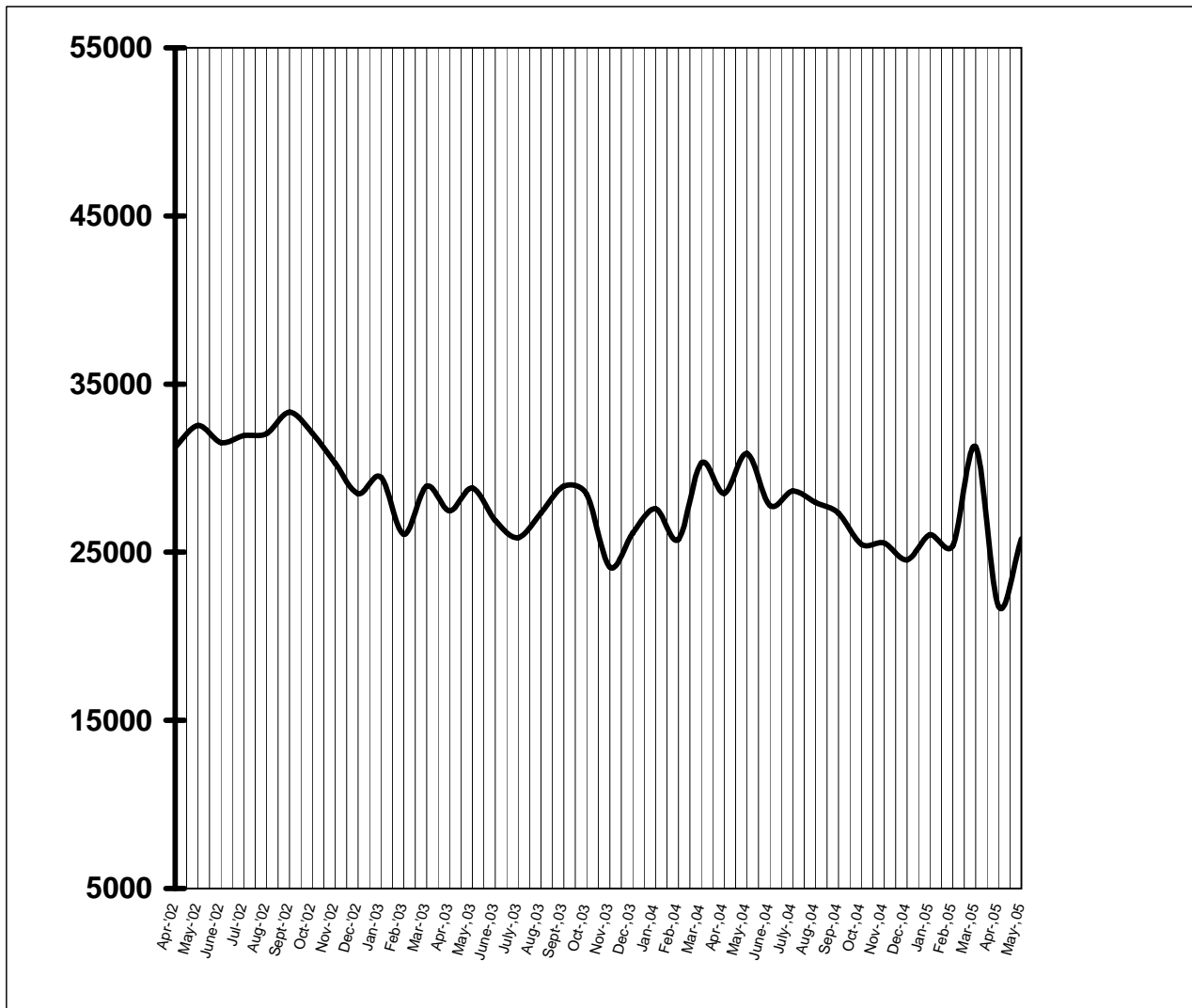
	Calls Handled
DIAL-A-RIDE	12,215
CUSTOMER INFORMATION CENTER	13,585
TOTALS	25,800

Riverside Transit Agency

May 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	25,800	30,885	-16.46%
Avg. calls per hour for month	79.88	96.21	-16.98%

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



Complaint by Route - May 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	4	129,103	6	17	95	0.003%
3	0	5,558	1	1	18	0.000%
7	3	7,864	0	0	20	0.038%
8	0	6,481	0	0	12	0.000%
10	2	22,997	1	1	37	0.009%
12	5	21,902	2	5	60	0.023%
13	0	23,109	1	6	39	0.000%
14	3	13,435	2	2	36	0.022%
15	4	38,146	2	4	31	0.010%
16	2	52,194	1	4	43	0.004%
17	1	5,107	0	1	16	0.020%
18	0	9,606	0	3	13	0.000%
18A	0	10,995	0	0	17	0.000%
19	0	28,631	1	2	15	0.000%
20	0	21,061	1	3	31	0.000%
21	0	10,728	2	0	10	0.000%
22	0	25,029	0	5	58	0.000%
23	1	5,343	0	0	30	0.019%
24	2	4,172	0	0	19	0.048%
25	0	15,511	0	2	39	0.000%
27	2	30,984	0	5	60	0.006%
29	0	11,025	1	1	24	0.000%
30	0	6,304	0	1	7	0.000%
31	0	6,128	0	0	13	0.000%
32	1	5,628	1	2	21	0.018%
33	1	1,966	1	0	16	0.051%
35	0	1,226	0	0	0	0.000%
36	0	1,377	0	2	2	0.000%
38	0	1,312	0	0	5	0.000%
40	1	2,791	0	1	7	0.036%
41	1	2,355	1	1	3	0.042%
42	0	961	0	1	20	0.000%
49	0	23,267	1	0	35	0.000%
50	0	4,024	0	0	0	0.000%
61	0	828	0	1	5	0.000%
74	3	3,026	1	1	31	0.099%
79	0	2,768	0	3	6	0.000%
149	0	6,343	2	0	15	0.000%
202	0	1,024	0	1	10	0.000%
204	0	1,775	0	2	11	0.000%
206	0	2,182	3	0	20	0.000%
208	4	2,146	0	2	14	0.186%
Jurupa Shuttle	0	195	0	2	10	0.000%
Route w/o#	9	0	9	6	114	0.000%
Total Fxd Rt	49	576,607	40	88	1,088	0.008%
SC DAR	2	1,066	0	0	11	0.188%
Hem/SJ/HR DAR	1	3,579	2	0	35	0.028%
Perris DAR	0	1,611	0	1	15	0.000%
Norco DAR	1	1,174	0	0	11	0.085%
Jurupa DAR	0	518	0	1	18	0.000%
LE DAR	0	1,117	0	2	22	0.000%
M/T DAR	2	1,187	1	1	30	0.168%
MV DAR	1	2,594	2	2	15	0.039%
Taxi Demo	0	2,332	0	1	51	0.000%
CALIMESA DAR	0	9	0	0	0	0.000%
Riverside DAR	3	3,046	1	0	5	0.098%
Beau/Ban DAR	0	7	0	0	0	0.000%
GT DAR	0	243	0	0	0	0.000%
Customer Service	1	0	0	0	7	0.000%
Other	0	0	2	3	2	0.000%
Total DAR	11	18,483	8	11	222	0.060%
Total	60	595,090	48	99	1,310	0.010%

Complaints By Type, May 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	10	Rt. 1 (2), 7 (2), 10, 15, 27, 74 (2), Norco DAR	5	25	222
Careless Driving	6	Rt. 12, 25, 32, Hemet DAR, Riverside DAR, Sun City DAR,	8	18	147
Early Bus	1	Rt. 17	3	5	75
Late Bus	12	Rt. 12 (4), 208 (4), Riverside DAR (2), Sun City DAR,	8	10	200
		Temecula DAR			
Passed By	9	Rt. 1, 10, 14 (2), 15 (2), 16, 27, 40	5	16	194
Missed Transfer	1	Rt. 74	1	2	36
Fare Dispute	1	Rt. 14	0	3	32
Crowded	2	Rt. 23, 41	0	0	18
Customer Service	4	Rt. 7, 15, 33, DAR Customer Service	5	0	94
No Show	2	Rt. 25, Temecula DAR	1	5	99
Mechanical Problems	2	Rt. 16, MV DAR	0	1	13
Passenger Conduct	1	Rt. 1	0	1	11
Other w/ Rt #	0		3	10	80
Other w/out Rt #	9		9	5	84
Total	60		48	101	1,305

Comments & Commendations By Type, May 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	12		8	10	26
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	7		7	5	63
Comments (By Mail, Phone, P.S. Card or Internet)	6		10	2	94
Bus Stop Appearance / Repair	9		5	8	76
Total	34		30	25	259

Total Ridership	595,090		598,672	653,461
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