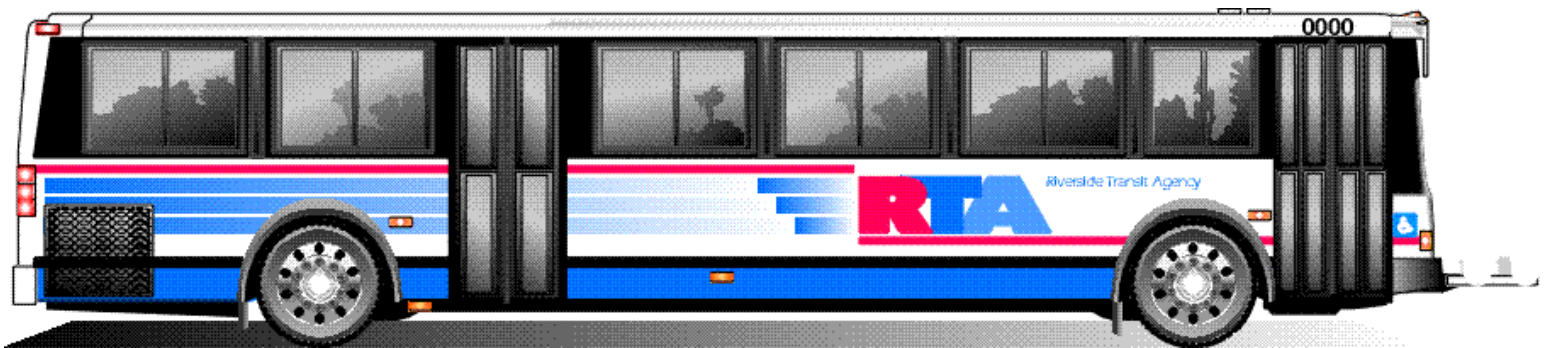


# Riverside Transit Agency

## *Transportation Center* Monthly Report



June  
2005

# Riverside Transit Agency

## Transportation Center

### June 2005 Calls Breakdown

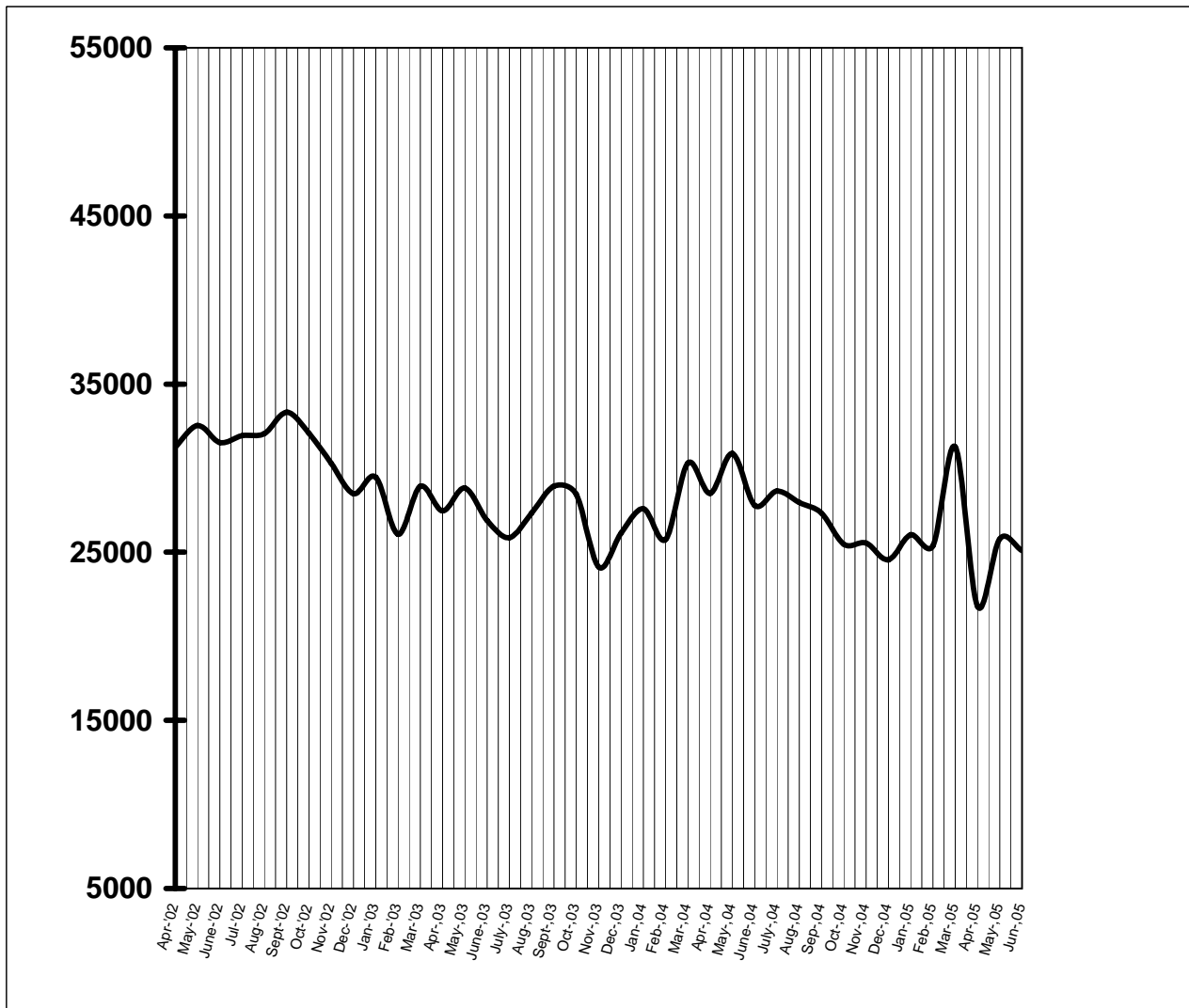
	Calls Handled
DIAL-A-RIDE	11,911
CUSTOMER INFORMATION CENTER	13,182
<b>TOTALS</b>	<b>25,093</b>

# Riverside Transit Agency

## June 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	<b>25,093</b>	<b>27,774</b>	<b>-9.65%</b>
Avg. calls per hour for month	<b>79.91</b>	<b>88.45</b>	<b>-9.65%</b>

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



## Complaint by Route - June 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	5	121,537	4	17	83	0.004%
3	3	5,739	0	1	20	0.052%
7	0	7,852	3	0	20	0.000%
8	3	6,556	0	0	15	0.046%
10	2	19,532	2	1	38	0.010%
12	4	20,808	5	5	59	0.019%
13	3	21,995	0	6	36	0.014%
14	0	13,204	3	2	34	0.000%
15	1	35,496	4	4	28	0.003%
16	2	52,838	2	4	41	0.004%
17	0	5,136	1	1	15	0.000%
18	0	9,346	0	3	10	0.000%
18A	0	9,247	0	0	17	0.000%
19	1	28,473	0	2	14	0.004%
20	1	20,231	0	3	29	0.005%
21	1	10,895	0	0	11	0.009%
22	1	25,797	0	5	54	0.004%
23	0	5,139	1	0	30	0.000%
24	0	3,783	2	0	19	0.000%
25	2	14,412	0	2	39	0.014%
27	4	30,475	2	5	59	0.013%
29	0	11,115	0	1	23	0.000%
30	2	6,432	0	1	8	0.031%
31	1	5,492	0	0	14	0.018%
32	0	5,413	1	2	19	0.000%
33	1	2,132	1	0	17	0.047%
35	0	1,189	0	0	0	0.000%
36	0	1,243	0	2	0	0.000%
38	0	1,375	0	0	5	0.000%
40	0	2,732	1	1	6	0.000%
41	0	1,721	1	1	2	0.000%
42	0	900	0	1	19	0.000%
49	1	21,629	0	0	36	0.005%
50	0	4,408	0	0	0	0.000%
61	0	793	0	1	4	0.000%
74	0	2,997	3	1	30	0.000%
79	1	3,081	0	3	4	0.032%
149	0	6,321	0	0	15	0.000%
202	3	1,145	0	1	12	0.262%
204	1	1,986	0	2	10	0.050%
206	0	2,237	0	0	20	0.000%
208	2	2,305	4	2	14	0.087%
Jurupa Shuttle	0	291	0	2	8	0.000%
Route w/o#	4	0	9	6	112	0.000%
<b>Total Fxd Rt</b>	<b>49</b>	<b>555,428</b>	<b>49</b>	<b>88</b>	<b>1,049</b>	<b>0.009%</b>
SC DAR	1	1,128	2	0	12	0.089%
Hem/SJ/HR DAR	4	3,433	1	0	39	0.117%
Perris DAR	0	1,728	0	1	14	0.000%
Norco DAR	0	1,093	1	0	11	0.000%
Jurupa DAR	2	571	0	1	19	0.350%
LE DAR	0	1,159	0	2	20	0.000%
M/T DAR	1	1,247	2	1	30	0.080%
MV DAR	2	2,513	1	2	15	0.080%
Taxi Demo	0	2,286	0	1	50	0.000%
CALIMESA DAR	0	10	0	0	0	0.000%
Riverside DAR	7	2,884	3	0	12	0.243%
Beau/Ban DAR	0	4	0	0	0	0.000%
GT DAR	0	248	0	0	0	0.000%
Customer Service	0	0	1	0	7	0.000%
Other	0	0	0	3	0	0.000%
<b>Total DAR</b>	<b>17</b>	<b>18,304</b>	<b>11</b>	<b>11</b>	<b>229</b>	<b>0.093%</b>
<b>Total</b>	<b>66</b>	<b>573,732</b>	<b>60</b>	<b>99</b>	<b>1,278</b>	<b>0.012%</b>

## Complaints By Type, June 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	20	Rt. 1, 3, 8 (2), 10 (2), 12 (2), 13 (2), 16, 19, 21, 22, 27 (2), 30 (2), 3	10	33	209
Conduct Cont'd		Riverside DAR			
Careless Driving	11	Rt. 1 (3), 3, 25 (2), 204, MV DAR, Riverside DAR (3)	6	18	140
Early Bus	3	Rt. 1, Hemet DAR, Jurupa DAR	1	7	71
Late Bus	11	Rt. 3, 12, 79, 208 (2), Hemet DAR, Jurupa DAR, Riverside DAR,	12	23	188
Late Bus Con'd		Sun City DAR			
Passed By	6	Rt. 15, 20, 27 (2), Hemet DAR, MV Dar	9	17	183
Missed Transfer	0		1	3	33
Fare Dispute	1	Rt. 13	1	6	27
Crowded	2	Rt. 202	2	0	20
Customer Service	1	Rt. Hemet Dar	4	19	76
No Show	4	Rt. 12, 16, 31, Riverside DAR	2	14	89
Mechanical Problems	2	Rt. 8,49	2	1	14
Passenger Conduct	0		1	1	10
Other w/ Rt #	1	Rt. 202	0	7	74
Other w/out Rt #	4		9	4	84
<b>Total</b>	<b>66</b>		<b>60</b>	<b>153</b>	<b>1,218</b>

## Comments & Commendations By Type, June 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		12	16	18
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	12		7	5	70
Comments (By Mail, Phone, P.S. Card or Internet)	7		6	23	78
Bus Stop Appearance / Repair	11		9	10	77
<b>Total</b>	<b>38</b>		<b>34</b>	<b>54</b>	<b>243</b>

Total Ridership	573,732		595,090	616,825
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