

Riverside Transit Agency

Transportation Center Monthly Report



July
2005

Riverside Transit Agency Transportation Center July 2005 Calls Breakdown

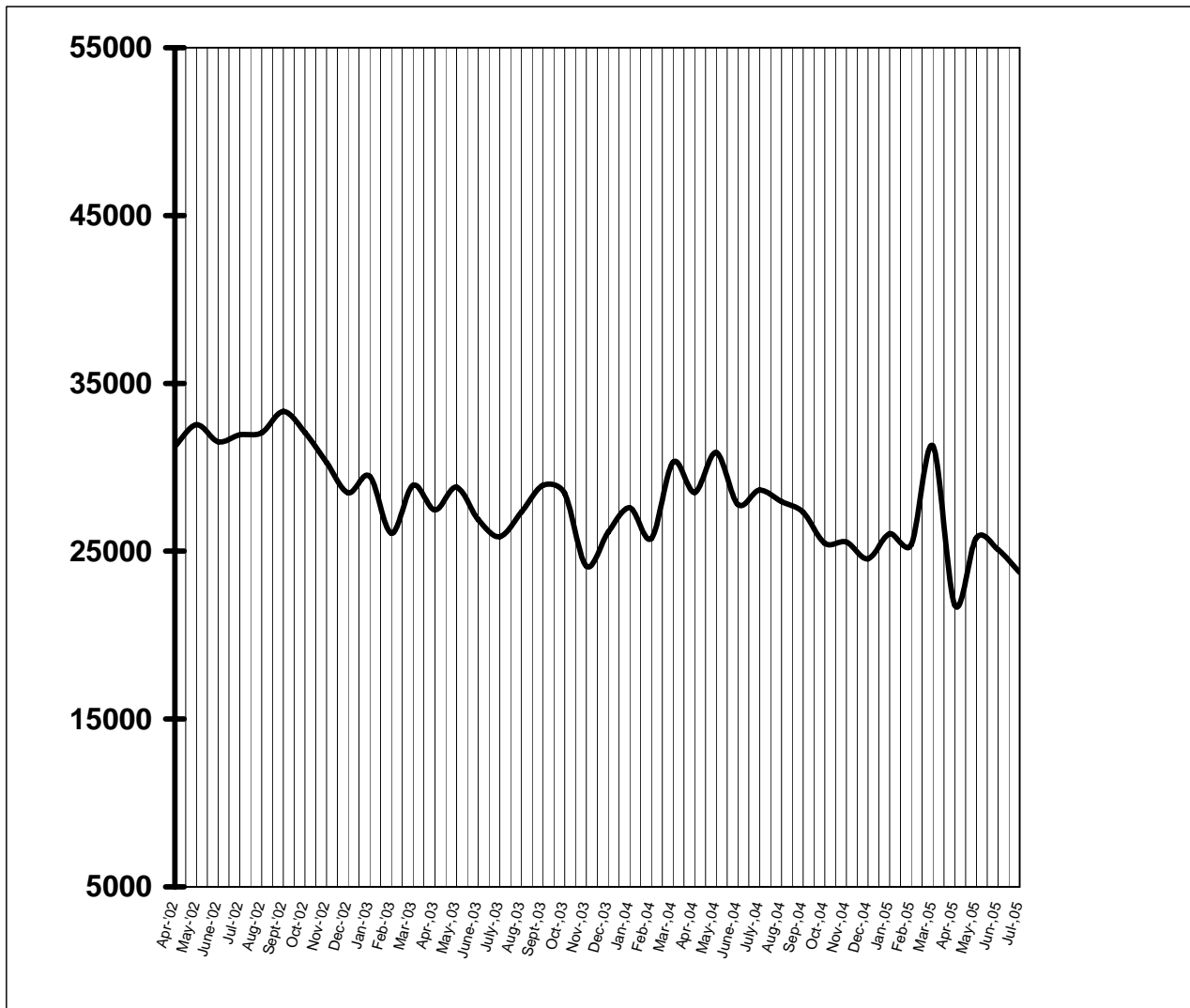
	Calls Handled
DIAL-A-RIDE	10,773
CUSTOMER INFORMATION CENTER	12,968
TOTALS	23,741

Riverside Transit Agency

July 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	23,741	28,645	-17.12%
Avg. calls per hour for month	74.42	88.68	-16.08%

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



Complaint by Route - July 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	0	116,410	5	12	71	0.000%
3	0	5,068	3	4	16	0.000%
7	1	6,842	0	0	21	0.015%
8	0	5,436	3	1	14	0.000%
10	1	18,001	2	0	39	0.006%
12	1	19,235	4	4	56	0.005%
13	2	20,664	3	5	33	0.010%
14	1	13,544	0	3	32	0.007%
15	0	31,663	1	8	20	0.000%
16	1	49,930	2	9	33	0.002%
17	0	4,637	0	0	15	0.000%
18	0	8,605	0	2	8	0.000%
18A	0	8,327	0	4	13	0.000%
19	0	26,302	1	2	12	0.000%
20	0	18,700	1	1	28	0.000%
21	0	10,374	1	2	9	0.000%
22	0	24,583	1	8	46	0.000%
23	3	4,926	0	2	31	0.061%
24	0	3,352	0	0	19	0.000%
25	0	13,089	2	6	33	0.000%
27	0	28,807	4	9	50	0.000%
29	0	10,413	0	2	21	0.000%
30	1	5,485	2	1	8	0.018%
31	0	5,685	1	0	14	0.000%
32	0	5,597	0	7	12	0.000%
33	0	1,935	1	3	14	0.000%
35	1	1,339	0	0	1	0.075%
36	1	1,230	0	0	1	0.081%
38	0	1,218	0	0	5	0.000%
40	0	1,941	0	0	6	0.000%
41	1	1,049	0	0	3	0.095%
42	0	937	0	0	19	0.000%
49	0	19,990	1	5	31	0.000%
50	0	2,414	0	0	0	0.000%
61	0	587	0	1	3	0.000%
74	2	2,674	0	1	31	0.075%
79	1	2,693	1	1	4	0.037%
149	0	6,703	0	4	11	0.000%
202	4	990	3	2	14	0.404%
204	0	1,698	1	0	10	0.000%
206	4	1,826	0	3	21	0.219%
208	5	2,055	2	1	18	0.243%
Jurupa Shuttle	0	300	0	1	7	0.000%
Route w/o#	5	0	4	13	104	0.000%
Total Fxd Rt	35	517,254	49	127	957	0.007%
SC DAR	1	1,018	1	2	11	0.098%
Hem/SJ/HR DAR	0	3,526	4	9	30	0.000%
Perris DAR	0	1,664	0	7	7	0.000%
Norco DAR	0	1,041	0	2	9	0.000%
Jurupa DAR	0	586	2	6	13	0.000%
LE DAR	2	1,182	0	3	19	0.169%
M/T DAR	0	1,262	1	9	21	0.000%
MV DAR	5	2,662	2	3	17	0.188%
Taxi Demo	3	1,034	0	0	53	0.290%
CALIMESA DAR	0	13	0	0	0	0.000%
Riverside DAR	0	2,879	7	10	2	0.000%
Beau/Ban DAR	0	4	0	0	0	0.000%
GT DAR	1	234	0	0	1	0.427%
Customer Service	0	0	0	0	2	0.000%
Other	0	0	0	2	0	0.000%
Total DAR	12	17,105	17	53	185	0.070%
Total	47	534,359	66	180	1,142	0.009%

Complaints By Type, July 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	3	Rt. 10, 13 (2)	20	25	187
Careless Driving	7	Rt. 12, 30, 202 (2), 208, MV Dar (2)	11	10	137
Early Bus	0		3	7	64
Late Bus	6	Rt. 202, 208, GT DAR, MV DAR, Riverside DAR (2)	11	39	155
Passed By	7	Rt. 14, 16, 23, 74 (2), 79, MV DAR	6	32	158
Missed Transfer	2	Rt. 36, 206	0	9	26
Fare Dispute	2	Rt. LE DAR (2)	1	7	22
Crowded	0		2	2	18
Customer Service	3	Rt. 23, 206 (2)	1	12	67
No Show	4	Rt. 7, 23, 41, SC DAR	4	19	74
Mechanical Problems	7	Rt. 35, 202, 208 (3), MV DAR, Riverside DAR	2	0	21
Passenger Conduct	0		0	2	8
Other w/ Rt #	1	Rt. 206	1	8	67
Other w/out Rt #	5		4	13	76
Total	47		66	185	1,080

Comments & Commendations By Type, July 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	4		8	15	7
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	10		12	9	71
Comments (By Mail, Phone, P.S. Card or Internet)	8		7	18	68
Bus Stop Appearance / Repair	7		11	7	77
Total	29		38	49	223

Total Ridership	534,359		573,732	617,076
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Transportation Center Monthly Report



August
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Riverside Transit Agency Transportation Center August 2005 Calls Breakdown

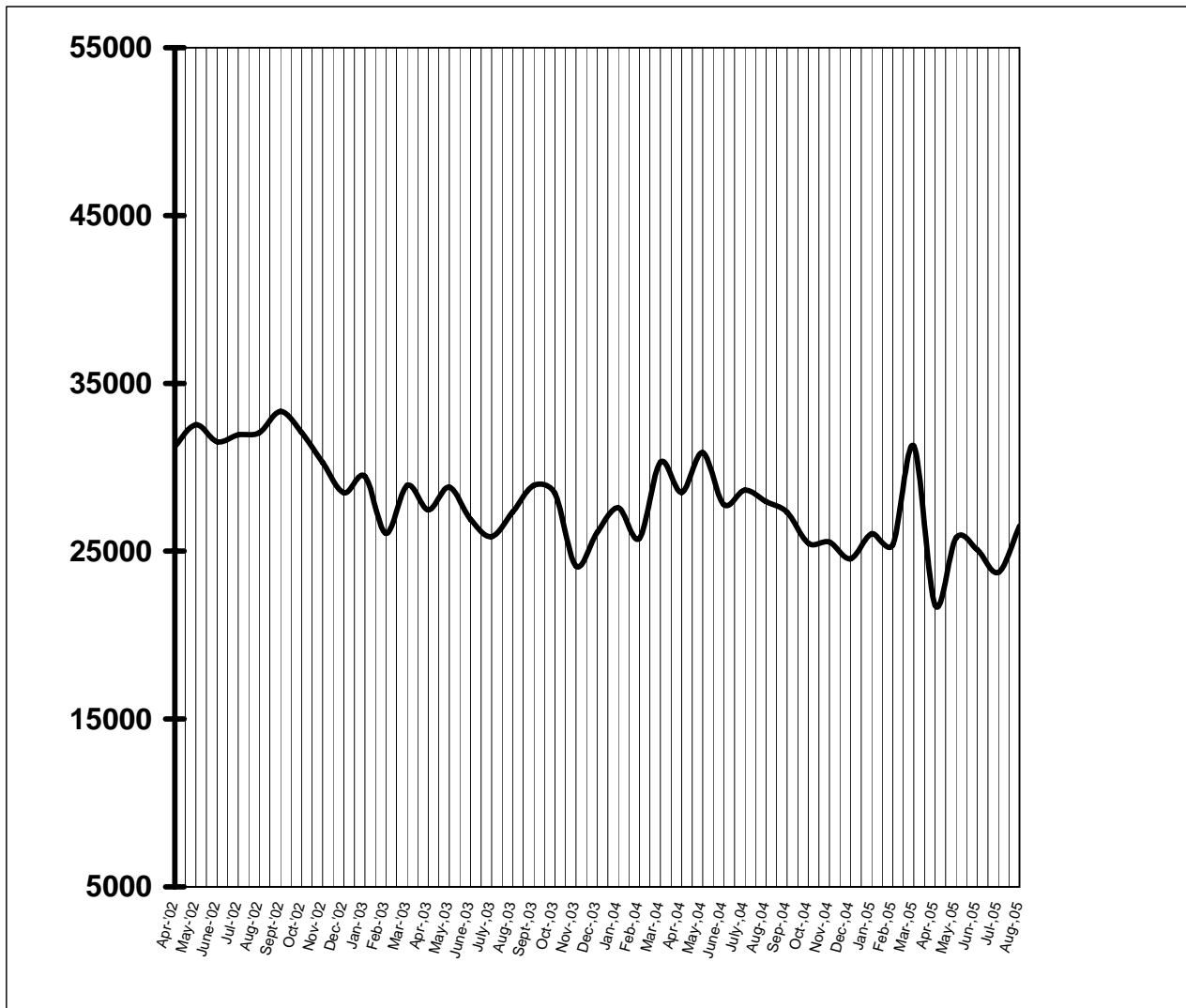
	Calls Handled
DIAL-A-RIDE	11,303
CUSTOMER INFORMATION CENTER	15,186
TOTALS	26,489

Riverside Transit Agency

August 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	26,489	27,967	-5.28%
Avg. calls per hour for month	81.50	86.59	-5.87%

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



Complaint by Route - August 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	12	122,506	0	15	68	0.010%
3	1	5,347	0	3	14	0.019%
7	3	8,268	1	1	23	0.036%
8	2	6,318	0	2	14	0.032%
10	1	19,124	1	3	37	0.005%
12	5	19,514	1	4	57	0.026%
13	2	23,067	2	4	31	0.009%
14	3	14,090	1	1	34	0.021%
15	1	33,805	0	3	18	0.003%
16	7	52,746	1	8	32	0.013%
17	1	5,173	0	1	15	0.019%
18	0	8,980	0	1	7	0.000%
18A	0	7,464	0	0	13	0.000%
19	0	28,519	0	0	12	0.000%
20	4	19,129	0	1	31	0.021%
21	2	11,238	0	3	8	0.018%
22	1	26,879	0	8	39	0.004%
23	5	5,858	3	6	30	0.085%
24	2	3,594	0	3	18	0.056%
25	0	13,665	0	2	31	0.000%
27	4	30,996	0	4	50	0.013%
29	3	10,397	0	0	24	0.029%
30	0	6,198	1	0	8	0.000%
31	0	6,229	0	4	10	0.000%
32	0	6,144	0	5	7	0.000%
33	0	2,300	0	2	12	0.000%
35	0	1,480	1	0	1	0.000%
36	1	1,254	1	0	2	0.080%
38	0	1,339	0	1	4	0.000%
40	0	2,617	0	1	5	0.000%
41	0	1,539	1	0	3	0.000%
42	2	1,024	0	0	21	0.195%
49	1	21,460	0	2	30	0.005%
50	0	2,992	0	0	0	0.000%
61	1	654	0	0	4	0.153%
74	4	3,441	2	5	30	0.116%
79	7	2,932	1	0	11	0.239%
149	1	6,571	0	2	10	0.015%
202	3	1,233	4	1	16	0.243%
204	1	1,855	0	4	7	0.054%
206	5	2,382	4	0	26	0.210%
208	9	2,220	5	0	27	0.405%
Jurupa Shuttle	0	341	0	0	7	0.000%
Route w/o#	8	0	5	6	106	0.000%
Total Fxd Rt	102	552,882	35	106	953	0.018%

SC DAR	1	1,191	1	1	11	0.084%
Hem/SJ/HR DAR	0	3,805	0	4	26	0.000%
Perris DAR	0	1,604	0	2	5	0.000%
Norco DAR	1	1,063	0	0	10	0.094%
Jurupa DAR	0	583	0	3	10	0.000%
LE DAR	4	1,121	2	3	20	0.357%
M/T DAR	1	1,270	0	5	17	0.079%
MV DAR	4	2,961	5	1	20	0.135%
Taxi Demo	1	1,498	3	1	53	0.067%
CALIMESA DAR	0	11	0	0	0	0.000%
Riverside DAR	8	3,015	0	7	3	0.265%
Beau/Ban DAR	0	14	0	0	0	0.000%
GT DAR	0	256	1	0	1	0.000%
Customer Service	0	0	0	0	2	0.000%
Other	0	0	0	0	0	0.000%
Total DAR	20	18,392	12	27	178	0.109%
Total	122	571,274	47	133	1,131	0.021%

Complaints By Type, August 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	24	Rt. 1 (4), 3, 7, 12, 13 (2), 14, 15, 16 (4), 27, 36, 74, 79, 204, LE DAR	3	31	180
Conduct Cont'd		MV DAR, Temecula DAR			
Careless Driving	18	Rt. 1 (2), 10, 12 (2), 17, 20, 24, 79 (3), 149, 202 (2), 208, MV DAR,	7	18	137
Careless Driving Con't		Riverside DAR			
Early Bus	1	Rt. 14	0	7	58
Late Bus	17	Rt. 12, 14, 23, 79 (2), 208 (5), LE DAR, MV DAR,	6	17	155
		Riverside DAR (3), SC DAR, Taxi DAR			
Passed By	17	Rt. 1 (8), 7, 8 (2), 16 (2), 20, 21 (2), 23, 24, 27 (2), 29 (3)	7	27	148
Missed Transfer	0		2	2	24
Fare Dispute	3	Rt. 20 (2), 23	2	1	24
Crowded	1	Rt. 23	0	4	15
Customer Service	17	Rt. 1, 12, 23, 42 (2), 49, 61, 74 (3), 79, 206 (2), Norco DAR	3	12	72
Customer Service Con't		Riverside DAR (3)			
No Show	7	Rt. 1, 206 (2), LE DAR (2), MV DAR, Riverside DAR	4	7	74
Mechanical Problems	7	Rt. 1, 7, 202, 206, 208 (3)	7	1	27
Passenger Conduct	2	RT. 16, 22	0	0	10
Other w/ Rt #	0		1	0	67
Other w/out Rt #	8		5	6	78
Total	122		47	133	1,069

Comments & Commendations By Type, August 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	17		4	9	15
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	8		10	3	76
Comments (By Mail, Phone, P.S. Card or Internet)	15		8	12	71
Bus Stop Appearance / Repair	10		7	15	72
Total	50		29	39	234

Total Ridership	571,274		534,359	622,317
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