



# PRESS RELEASE

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**FOR IMMEDIATE RELEASE**  
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## **San Joaquin RTD Changing Call Center Schedule**

(Stockton, CA) – Beginning November 10, San Joaquin Regional Transit District (RTD) will change the schedule for its Customer Information Center, or Call Center, to Monday – Friday, 7:00 a.m. to 5:00 p.m.

In line with its strategic initiative to provide the highest level of service to the greatest number of people within its available resources, RTD is making this change to cover the Call Center’s busiest days and times while still ensuring sufficient staff coverage.

RTD’s customers can use its more popular sources of service information as alternatives: its website, Google Trip Planner, and TextBus:

- RTD’s websites [www.sanjoaquinRTD.com](http://www.sanjoaquinRTD.com) and [www.sanjoaquinRTD.com/mobile](http://www.sanjoaquinRTD.com/mobile) enable customers to use any desktop or mobile browser to view, download, or print RTD’s schedules and maps and other service information.
- Google Trip Planner can provide transit and walking alternatives for RTD’s routes and is available through RTD’s website, through the Google Maps website and apps, and third-party transit apps, many of which can be found at [www.sanjoaquinRTD.com/apps](http://www.sanjoaquinRTD.com/apps).
- TextBus is a service RTD developed internally that customers can use with any SMS-enabled mobile phone to get departure information from RTD’s bus stops. Learn more at [www.sanjoaquinRTD.com/textbus](http://www.sanjoaquinRTD.com/textbus).

Additionally, RTD has passenger information displays at its Downtown Transit Center, Mall Transfer Station, Hammer Triangle Station, and all Metro Express stops. Along with these alternatives, RTD will continue to find ways to leverage mobile, online, and social technologies to enhance public access to information.

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