

# Riverside Transit Agency

## *Transportation Center* Monthly Report



**November**  
**2005**

Riverside Transit Agency  
Transportation Center

## November 2005 Calls Breakdown

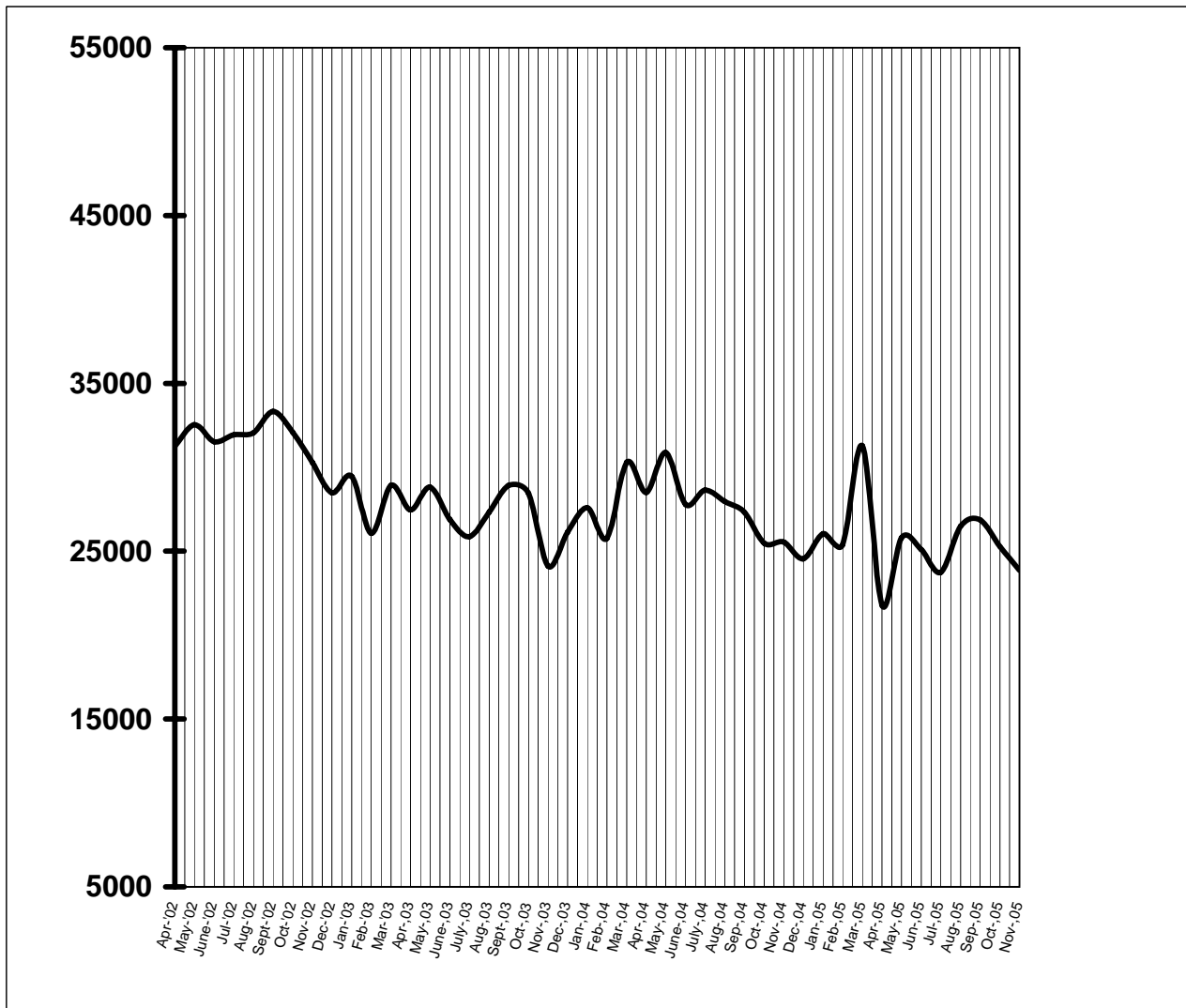
	Calls Handled
DIAL-A-RIDE	11,771
CUSTOMER INFORMATION CENTER	12,901
<b>TOTALS</b>	<b>23,862</b>

# Riverside Transit Agency

## November 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	<b>23,862</b>	<b>25,536</b>	<b>-6.56%</b>
Avg. calls per hour for month	<b>78.75</b>	<b>84.28</b>	<b>-6.56%</b>

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



# Complaint by Route - November 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	3	120,214	14	13	49	0.002%
3	0	5,292	1	0	15	0.000%
7	0	7,746	0	2	20	0.000%
8	3	6,320	4	3	18	0.047%
10	3	20,644	4	5	24	0.015%
12	2	19,435	4	4	49	0.010%
13	2	22,959	0	3	24	0.009%
14	0	13,033	1	3	28	0.000%
15	3	34,416	3	2	13	0.009%
16	2	50,138	2	1	23	0.004%
17	0	5,000	0	1	14	0.000%
18	1	9,238	1	2	5	0.011%
18A	0	10,371	2	2	7	0.000%
19	0	29,064	3	1	12	0.000%
20	1	19,786	5	4	27	0.005%
21	1	10,777	0	2	7	0.009%
22	1	26,925	1	5	29	0.004%
23	1	5,233	1	0	33	0.019%
24	1	3,328	1	2	15	0.030%
25	1	15,009	3	3	22	0.007%
27	5	30,750	6	5	40	0.016%
29	0	10,457	0	1	19	0.000%
30	0	5,486	1	1	7	0.000%
31	1	5,649	0	1	8	0.018%
32	0	5,619	0	2	3	0.000%
33	0	1,936	1	2	10	0.000%
35	0	1,495	1	0	1	0.000%
36	0	1,136	0	0	4	0.000%
38	2	1,518	0	0	4	0.132%
40	1	2,843	0	0	7	0.035%
41	1	2,279	1	0	5	0.044%
42	1	1,033	2	0	22	0.097%
49	0	22,425	0	1	16	0.000%
50	0	2,649	0	0	0	0.000%
61	0	781	1	2	2	0.000%
74	1	4,110	0	2	20	0.024%
79	0	2,677	1	1	10	0.000%
149	0	7,059	1	2	7	0.000%
202	2	1,138	4	0	23	0.176%
204	0	2,075	1	2	4	0.000%
206	3	2,464	0	2	24	0.122%
208	2	2,028	2	3	26	0.099%
Jurupa Shuttle	0	238	0	0	7	0.000%
Route w/o#	10	0	11	6	108	0.000%
<b>Total Fxd Rt</b>	<b>54</b>	<b>552,773</b>	<b>83</b>	<b>91</b>	<b>811</b>	<b>0.010%</b>

SC DAR	1	954	0	0	9	0.105%
Hem/SJ/HR DAR	1	3,299	2	0	26	0.030%
Perris DAR	0	1,426	1	1	1	0.000%
Norco DAR	0	1,091	2	0	13	0.000%
Jurupa DAR	0	501	0	0	8	0.000%
LE DAR	0	955	0	3	16	0.000%
M/T DAR	0	1,314	0	1	12	0.000%
MV DAR	1	2,723	3	1	21	0.037%
Taxi Demo	0	1,512	0	0	51	0.000%
CALIMESA DAR	0	10	0	0	0	0.000%
Riverside DAR	2	2,913	7	5	4	0.069%
Beau/Ban DAR	0	10	0	0	0	0.000%
GT DAR	0	233	0	0	1	0.000%
Customer Service	2	0	1	3	2	0.000%
Other	0	0	0	0	0	0.000%
<b>Total DAR</b>	<b>7</b>	<b>16,941</b>	<b>16</b>	<b>14</b>	<b>164</b>	<b>0.041%</b>
<b>Total</b>	<b>61</b>	<b>569,714</b>	<b>99</b>	<b>105</b>	<b>975</b>	<b>0.011%</b>

## Complaints By Type, November 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	9	Rt. 1, 8, 10, 12, 13, 23, 31, 42, 206	18	14	149
Careless Driving	4	Rt. 15, 21, 27, Riverside DAR	12	13	119
Early Bus	2	Rt. 8, 12	2	3	43
Late Bus	8	Rt. 1, 10, 13, 40, 206, MV DAR, Riverside DAR, Sun City DAR	16	20	113
Passed By	11	Rt. 1, 8, 10, 15 (2), 25, 27 (2), 38 (2), 74	16	22	113
Missed Transfer	0		0	4	16
Fare Dispute	2	Rt. 18, 206	3	2	21
Crowded	4	Rt. 41, 202, 208 (2)	2	2	21
Customer Service	9	Rt. 16 (2), 20, 22, 27 (2), DAR Call Center (2), Hemet DAR	8	6	81
No Show	1	Rt. 24	4	1	74
Mechanical Problems	0		4	0	29
Passenger Conduct	1	Rt. 202	2	3	6
Other w/ Rt #	0		1	9	40
Other w/out Rt #	10		11	6	80
<b>Total</b>	<b>61</b>		<b>99</b>	<b>105</b>	<b>905</b>

## Comments & Commendations By Type, November 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	7		3	11	13
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	6		4	10	69
Comments (By Mail, Phone, P.S. Card or Internet)	13		18	11	80
Bus Stop Appearance / Repair	7		16	4	83
<b>Total</b>	<b>33</b>		<b>41</b>	<b>36</b>	<b>245</b>

Total Ridership	569,714		602,431	620,590
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