

# Riverside Transit Agency

## *Transportation Center* Monthly Report



**September**  
**2005**

Riverside Transit Agency  
Transportation Center

## September 2005 Calls Breakdown

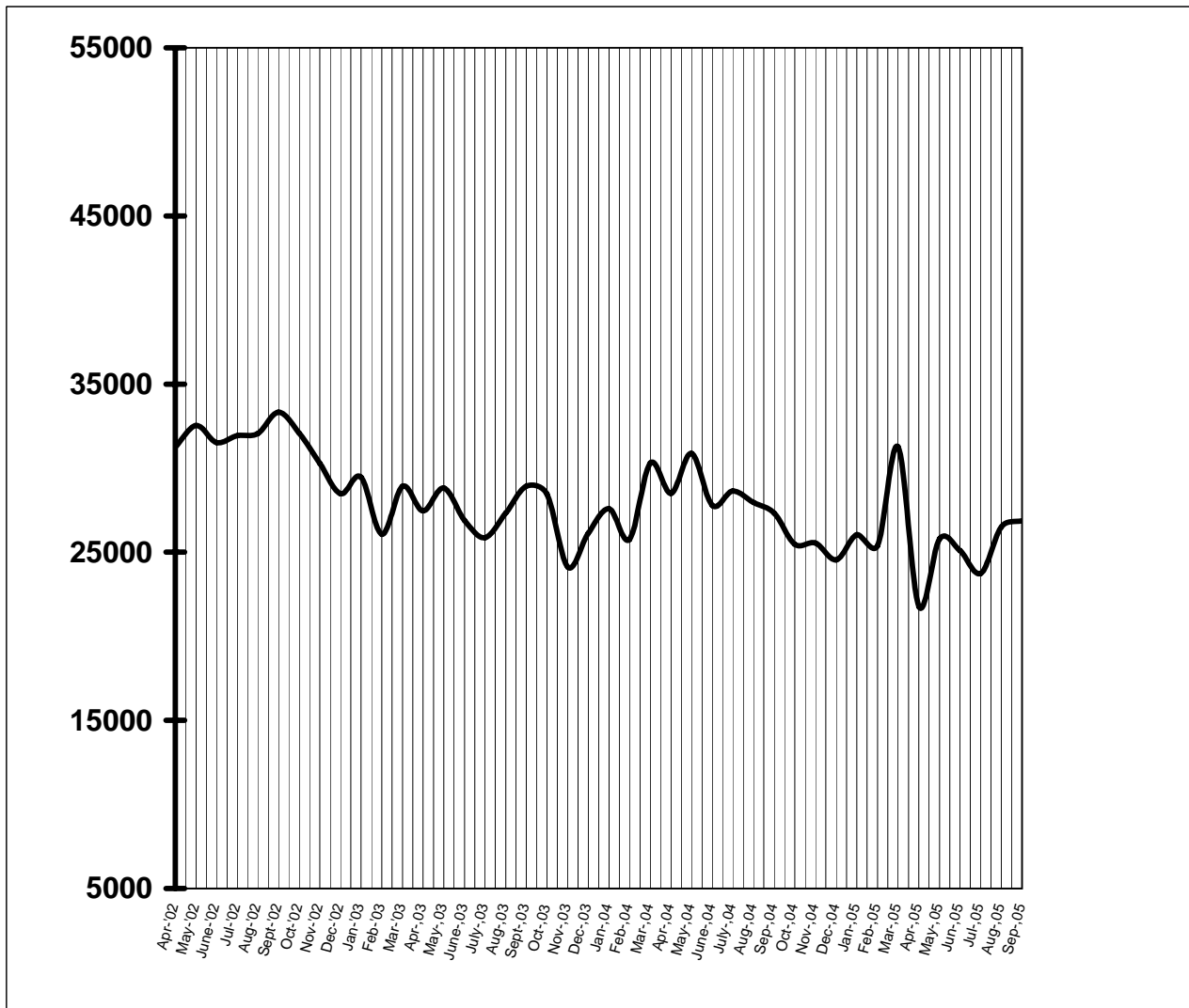
	Calls Handled
DIAL-A-RIDE	11,508
CUSTOMER INFORMATION CENTER	15,363
<b>TOTALS</b>	<b>26,871</b>

# Riverside Transit Agency

## September 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Total calls received for month	<b>26,871</b>	<b>27,313</b>	<b>-1.62%</b>
Avg. calls per hour for month	<b>86.13</b>	<b>86.98</b>	<b>-0.99%</b>

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



## Complaint by Route - September 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	129,349	12	17	56	0.004%
3	1	6,056	1	0	15	0.017%
7	1	8,309	3	0	24	0.012%
8	2	6,576	2	0	16	0.030%
10	1	21,732	1	8	30	0.005%
12	8	20,511	5	6	59	0.039%
13	1	24,077	2	2	30	0.004%
14	1	12,922	3	4	31	0.008%
15	0	36,698	1	5	13	0.000%
16	3	52,265	7	4	31	0.006%
17	2	5,238	1	2	15	0.038%
18	0	9,881	0	1	6	0.000%
18A	1	10,124	0	2	12	0.010%
19	4	30,353	0	2	14	0.013%
20	2	20,983	4	3	30	0.010%
21	1	10,602	2	0	9	0.009%
22	4	28,086	1	3	40	0.014%
23	7	5,909	5	2	35	0.118%
24	1	4,013	2	0	19	0.025%
25	1	15,934	0	9	23	0.006%
27	2	31,442	4	9	43	0.006%
29	0	10,052	3	3	21	0.000%
30	0	5,845	0	1	7	0.000%
31	2	5,841	0	2	10	0.034%
32	0	5,955	0	0	7	0.000%
33	1	2,210	0	0	13	0.045%
35	0	1,440	0	0	1	0.000%
36	2	1,249	1	0	4	0.160%
38	1	1,556	0	0	5	0.064%
40	1	2,482	0	0	6	0.040%
41	0	2,155	0	0	3	0.000%
42	0	1,004	2	0	21	0.000%
49	0	22,029	1	7	23	0.000%
50	0	3,971	0	0	0	0.000%
61	1	741	1	1	4	0.135%
74	3	3,916	4	3	30	0.077%
79	2	3,020	7	1	12	0.066%
149	1	6,602	1	2	9	0.015%
202	2	1,403	3	0	18	0.143%
204	0	2,030	1	2	5	0.000%
206	1	2,504	5	3	24	0.040%
208	3	2,464	9	2	28	0.122%
Jurupa Shuttle	0	352	0	0	7	0.000%
Route w/o#	4	0	8	7	103	0.000%
<b>Total Fxd Rt</b>	<b>72</b>	<b>579,881</b>	<b>102</b>	<b>113</b>	<b>912</b>	<b>0.012%</b>
SC DAR	0	961	1	2	9	0.000%
Hem/SJ/HR DAR	5	3,632	0	5	26	0.138%
Perris DAR	0	1,530	0	1	4	0.000%
Norco DAR	1	1,250	1	0	11	0.080%
Jurupa DAR	1	507	0	2	9	0.197%
LE DAR	0	1,130	4	1	19	0.000%
M/T DAR	1	1,403	1	4	14	0.071%
MV DAR	1	2,789	4	1	20	0.036%
Taxi Demo	1	1,614	1	3	51	0.062%
CALIMESA DAR	0	5	0	0	0	0.000%
Riverside DAR	1	2,988	8	0	4	0.033%
Beau/Ban DAR	0	2	0	0	0	0.000%
GT DAR	0	220	0	0	1	0.000%
Customer Service	1	0	0	0	3	0.000%
Other	0	0	0	0	0	0.000%
<b>Total DAR</b>	<b>12</b>	<b>18,031</b>	<b>20</b>	<b>19</b>	<b>171</b>	<b>0.067%</b>
<b>Total</b>	<b>84</b>	<b>597,912</b>	<b>122</b>	<b>132</b>	<b>1,083</b>	<b>0.014%</b>

## Complaints By Type, September 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	8	Rt. 1, 7, 21, 27, 31, 36, 202, Riverside DAR	24	30	158
Careless Driving	10	Rt. 1 (3), 14, 16, 18A, 19, 20, 79, 149	18	14	133
Early Bus	2	Rt. 25, 208	1	12	48
Late Bus	6	Rt. 12 (2), 16, 74, 202, Norco DAR	17	18	143
Passed By	18	Rt. 1, 8, 10, 12 (3), 13, 19 (3), 22 (2), 23 (2), 24, 27, 33, 40	17	27	139
Missed Transfer	2	Rt. 22 (2)	0	4	22
Fare Dispute	2	Rt. 36, 28	3	2	24
Crowded	6	Rt. 23 (5), 206	1	3	18
Customer Service	14	Rt. 8, 12 (2), 16, 17 (2), 20, 79, 208, DAR Call Center,	17	7	79
Customer Service Con't		Hemet DAR (2), Jurupa DAR, Temecula DAR			
No Show	9	Rt. 3, 12, 74 (2), Hemet DAR (3), MV DAR, Taxi DAR	7	12	71
Mechanical Problems	1	Rt. 31	7	2	26
Passenger Conduct	0		2	2	8
Other w/ Rt #	2	Rt. 61, 208	0	0	69
Other w/out Rt #	4		8	7	75
<b>Total</b>	<b>84</b>		<b>122</b>	<b>140</b>	<b>1,013</b>

## Comments & Commendations By Type, September 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	11		17	5	21
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	17		8	8	85
Comments (By Mail, Phone, P.S. Card or Internet)	14		15	13	72
Bus Stop Appearance / Repair	5		10	7	70
<b>Total</b>	<b>47</b>		<b>50</b>	<b>33</b>	<b>248</b>

Total Ridership	597,912		571,274	660,866
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