

Riverside Transit Agency

Transportation Center Monthly Report



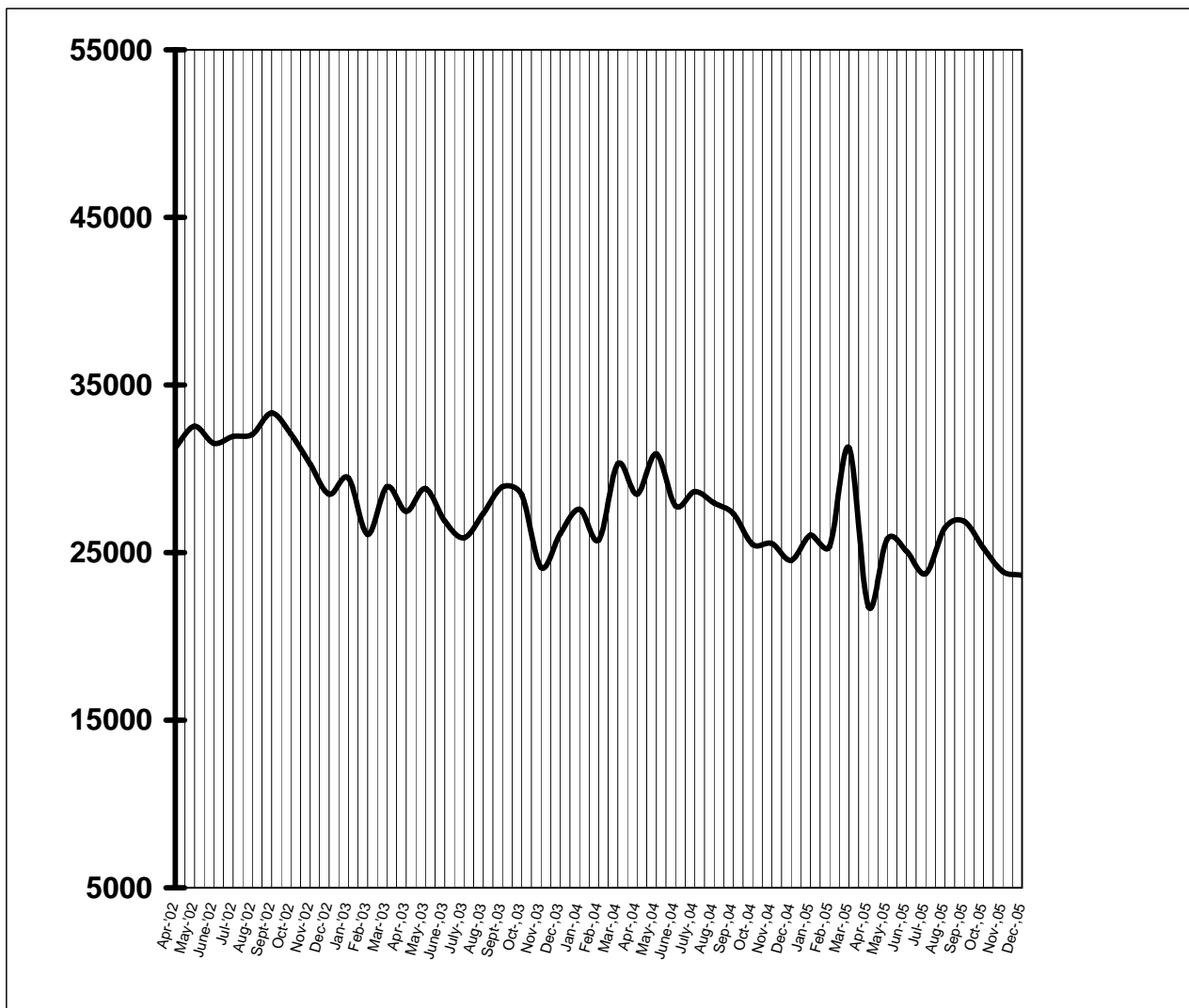
December
2005

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

December 2005 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	12,588	12,021	4.72%
Dial-A-Ride	11,070	12,516	-11.55%
Total calls received for month	23,658	24,537	-3.58%
Avg. calls per hour for month	75.34	77.65	-2.97%



Complaint by Route - December 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	Complaints per 10,000 passengers
1	10	117,072	3	6	53	0.85
3	2	4,732	0	2	15	4.23
7	3	7,965	0	0	23	3.77
8	3	5,826	3	0	21	5.15
10	1	19,720	3	6	19	0.51
12	8	19,011	2	3	54	4.21
13	1	22,637	2	4	21	0.44
14	2	12,500	0	2	28	1.60
15	1	33,180	3	2	12	0.30
16	4	49,946	2	5	22	0.80
17	0	4,675	0	1	13	0.00
18	0	8,602	1	3	2	0.00
18A	0	8,667	0	2	5	0.00
19	1	28,242	0	2	11	0.35
20	2	18,310	1	3	26	1.09
21	1	11,266	1	1	7	0.89
22	2	25,303	1	7	24	0.79
23	3	4,904	1	2	34	6.12
24	1	3,048	1	1	15	3.28
25	1	14,184	1	0	23	0.71
27	8	30,282	5	5	43	2.64
29	1	9,262	0	4	16	1.08
30	2	5,935	0	0	9	3.37
31	4	5,203	1	2	10	7.69
32	1	5,326	0	0	4	1.88
33	2	2,235	0	1	11	8.95
35	0	1,619	0	0	1	0.00
36	0	1,112	0	1	3	0.00
38	0	1,358	2	1	3	0.00
40	0	2,696	1	0	7	0.00
41	0	1,681	1	0	5	0.00
42	0	1,145	1	0	22	0.00
49	2	20,621	0	6	12	0.97
50	0	2,698	0	0	0	0.00
61	0	757	0	0	2	0.00
74	0	3,672	1	2	18	0.00
79	2	3,043	0	1	11	6.57
149	2	5,985	0	0	9	3.34
202	0	996	2	1	22	0.00
204	0	1,987	0	0	4	0.00
206	3	1,595	3	1	26	18.81
208	0	2,066	2	1	25	0.00
Jurupa Shuttle	0	221	0	0	7	0.00
Route w/o#	8	0	10	2	114	NA
Total Fxd Rt	81	531,285	54	80	812	1.52

SC DAR	1	1,008	1	0	10	9.92
Hem/SJ/HR DAR	0	3,377	1	1	25	0.00
Perris DAR	0	1,516	0	0	1	0.00
Norco DAR	0	1,107	0	0	13	0.00
Jurupa DAR	0	493	0	0	8	0.00
LE DAR	0	893	0	3	13	0.00
M/T DAR	2	1,319	0	1	13	15.16
MV DAR	1	2,491	1	1	21	4.01
Taxi Demo	0	1,229	0	0	51	0.00
CALIMESA DAR	0	16	0	0	0	0.00
Riverside DAR	1	2,985	2	2	3	3.35
Beau/Ban DAR	0	6	0	0	0	0.00
GT DAR	0	209	0	0	1	0.00
Customer Service	4	0	2	0	6	NA
Other	0	0	0	0	0	NA
Total DAR	9	16,649	7	8	165	5.41
Total	90	547,934	61	88	977	1.64

Complaints By Type, December 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	25	Rt. 1 (4), 14, 16 (4), 23 (3), 27 (5), 30 (2), 31 (3), 32, 33, 79	9	15	159
Careless Driving	7	Rt. 1, 10, 12, 22, 149, 206, MV DAR	4	11	115
Early Bus	3	Rt. 3, 20, 29	2	6	40
Late Bus	9	Rt. 1, 12 (2), 15, 19, 20, 149, 206, Temecula DAR	8	12	110
Passed By	25	Rt. 1 (2), 7 (2), 8 (3), 12 (5), 13, 14, 21, 22, 24, 25, 27 (3), 31, 33, 49 (2)	11	16	122
Missed Transfer	0		0	5	11
Fare Dispute	1	Rt. 7	2	2	20
Crowded	0		4	0	21
Customer Service	7	Rt. 1, 206, DAR Call Center (4), Sun City DAR	9	5	83
No Show	4	Rt. 3, 79, Riverside DAR, Temecula DAR	1	4	74
Mechanical Problems	0		0	0	29
Passenger Conduct	0		1	1	5
Other w/ Rt #	1	Rt. 1	0	9	32
Other w/out Rt #	8		10	2	86
Total	90		61	88	907

Comments & Commendations By Type, December 2005

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	9		7	7	15
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	10		6	7	72
Comments (By Mail, Phone, P.S. Card or Internet)	6		13	12	74
Bus Stop Appearance / Repair	5		7	9	79
Total	30		33	35	240

Total Ridership	547,934		569,714	597,489
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