

# Riverside Transit Agency

## *Transportation Center* Monthly Report



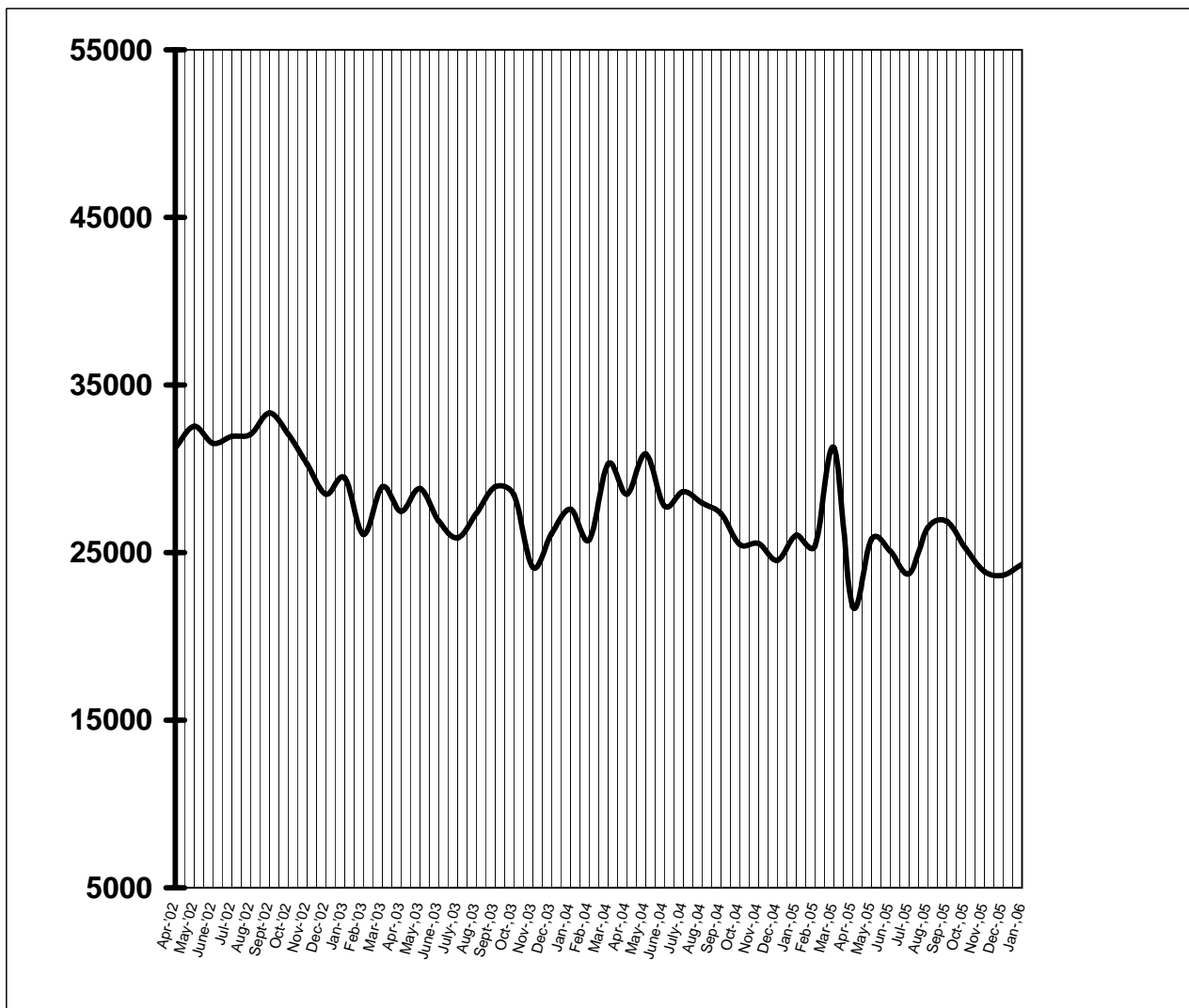
**January**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## January 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>13,350</b>	<b>13,202</b>	<b>1.12%</b>
<b>Dial-A-Ride</b>	<b>10,951</b>	<b>12,841</b>	<b>-14.72%</b>
<b>Total calls received for month</b>	<b>24,301</b>	<b>26,043</b>	<b>-6.69%</b>
<b>Avg. calls per hour for month</b>	<b>75.70</b>	<b>81.13</b>	<b>-6.69%</b>



## Complaint by Route - January 2006

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	15	121,970	10	9	59	1.23
3	4	5,039	2	0	19	7.94
7	2	7,598	3	1	24	2.63
8	1	5,942	3	2	20	1.68
10	5	21,274	1	0	24	2.35
12	10	19,180	8	4	60	5.21
13	4	22,558	1	2	23	1.77
14	1	13,221	2	1	28	0.76
15	8	34,140	1	0	20	2.34
16	2	49,399	4	7	17	0.40
17	0	4,427	0	0	13	0.00
18	1	8,895	0	1	2	1.12
18A	2	10,189	0	0	7	1.96
19	8	27,534	1	0	19	2.91
20	3	19,732	2	2	27	1.52
21	3	10,277	1	1	9	2.92
22	2	26,821	2	3	23	0.75
23	2	5,413	3	3	33	3.69
24	2	3,357	1	2	15	5.96
25	3	15,173	1	3	23	1.98
27	5	30,562	8	5	43	1.64
29	1	9,849	1	2	15	1.02
30	0	5,488	2	1	8	0.00
31	5	5,306	4	1	14	9.42
32	4	5,086	1	1	7	7.86
33	3	2,097	2	1	13	14.31
35	0	1,468	0	0	1	0.00
36	1	1,145	0	0	4	8.73
38	1	1,533	0	0	4	6.52
40	1	2,477	0	0	8	4.04
41	1	2,020	0	1	5	4.95
42	0	1,219	0	0	22	0.00
49	2	21,003	2	6	8	0.95
50	0	1,629	0	0	0	0.00
61	1	808	0	0	3	12.38
74	0	3,670	0	2	16	0.00
79	0	2,949	2	0	11	0.00
149	1	5,949	2	0	10	1.68
202	0	1,218	0	1	21	0.00
204	0	2,105	0	1	3	0.00
206	2	2,001	3	1	27	10.00
208	0	2,324	0	0	25	0.00
Jurupa Shuttle	0	230	0	0	7	0.00
Route w/o#	10	0	8	5	119	NA
<b>Total Fxd Rt</b>	<b>116</b>	<b>544,275</b>	<b>81</b>	<b>69</b>	<b>859</b>	<b>2.13</b>

SC DAR	1	1,049	1	0	11	9.53
Hem/SJ/HR DAR	3	3,483	0	2	26	8.61
Perris DAR	1	1,521	0	0	2	6.57
Norco DAR	0	1,128	0	0	13	0.00
Jurupa DAR	2	463	0	2	8	43.20
LE DAR	1	848	0	1	13	11.79
M/T DAR	2	1,376	2	1	14	14.53
MV DAR	6	2,430	1	1	26	24.69
Taxi Demo	0	1,811	0	0	51	0.00
CALIMESA DAR	0	11	0	0	0	0.00
Riverside DAR	6	3,137	1	0	9	19.13
Beau/Ban DAR	0	4	0	0	0	0.00
GT DAR	0	213	0	0	1	0.00
Customer Service	2	0	4	0	8	NA
Other	0	0	0	0	0	NA
<b>Total DAR</b>	<b>24</b>	<b>17,474</b>	<b>9</b>	<b>7</b>	<b>182</b>	<b>13.73</b>
<b>Total</b>	<b>140</b>	<b>561,749</b>	<b>90</b>	<b>76</b>	<b>1,041</b>	<b>2.49</b>

## Complaints By Type, January 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	27	Rt. 1 (4), 3 (2), 12 (2), 13, 15 (3), 16, 18A, 19, 24, 25, 31 (3), 33, 40, 149	25	14	172
Conduct Cont'd		Jurupa DAR, MV DAR, Riverside DAR (2)			
Careless Driving	10	Rt. 12 (2), 14, 15, 19, 21, 27 (2), 32 (2)	7	15	110
Early Bus	4	Rt. 1, 8, 19, 25	3	5	39
Late Bus	23	Rt. 1 (4), 10, 12 (4), 13, 15, 19, 20, LE DAR, MV DAR (3), Perris DAR,	9	5	128
Late Bus Con'd		Temecula DAR (2), Riverside DAR (3)			
Passed By	32	Rt. 1 (3), 3, 7, 10, 12, 13, 15 (3), 16, 18, 18A, 19, 20, 21 (2), 22, 23, 24, 2	25	11	143
Passed By Con'd		31 (2), 32 (2), 33, 41, 49 (2)			
Missed Transfer	3	Rt. 10, 19, 206	0	3	11
Fare Dispute	2	Rt. 61, 206	1	1	21
Crowded	0		0	2	19
Customer Service	12	Rt. 1, 7, 12, 13, 19, 20, 38, DAR Call Center (2), Hemet DAR (3)	7	1	94
No Show	8	Rt. 1, 10, 23, 33, Jurupa DAR, MV DAR, Riverside DAR, Sun City DAR	4	3	79
Mechanical Problems	2	Rt. 25, MV DAR	0	2	29
Passenger Conduct	1	Rt. 36	0	1	5
Other w/ Rt #	6	Rt. 1, 3, 10, 19, 22, 27	1	8	30
Other w/out Rt #	10		8	5	91
<b>Total</b>	<b>140</b>		<b>90</b>	<b>76</b>	<b>971</b>

## Comments & Commendations By Type, January 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	7		9	23	103
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	12		10	6	78
Comments (By Mail, Phone, P.S. Card or Internet)	15		6	12	77
Bus Stop Appearance / Repair	6		5	1	84
<b>Total</b>	<b>40</b>		<b>30</b>	<b>42</b>	<b>342</b>

Total Ridership	561,749		547,934	580,123
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