

# Riverside Transit Agency

## *Transportation Center* Monthly Report



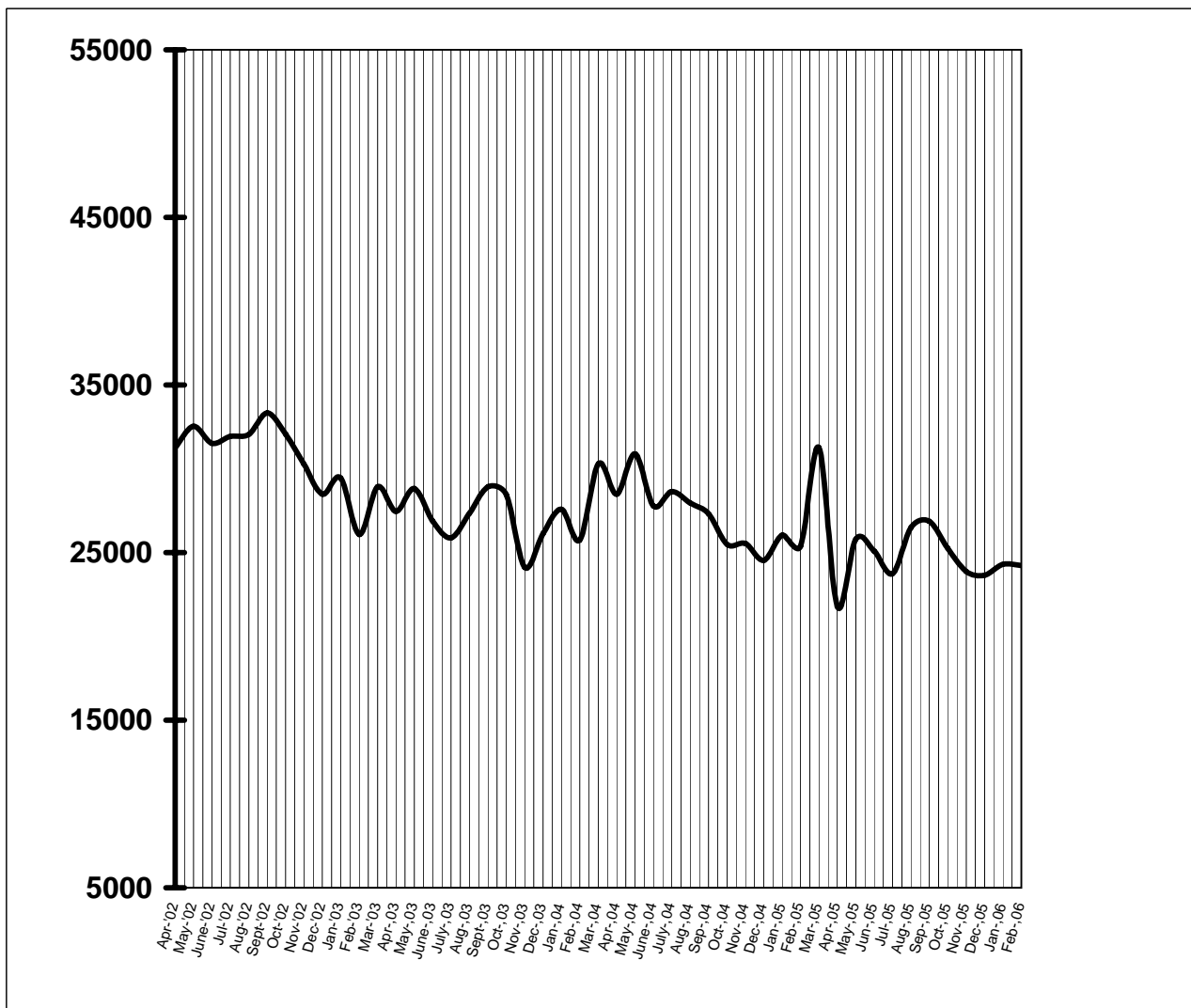
**February**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## February 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>12,408</b>	<b>12,437</b>	<b>-0.23%</b>
<b>Dial-A-Ride</b>	<b>11,827</b>	<b>12,938</b>	<b>-8.59%</b>
<b>Total calls received for month</b>	<b>24,235</b>	<b>25,375</b>	<b>-4.49%</b>
<b>Avg. calls per hour for month</b>	<b>83.00</b>	<b>86.90</b>	<b>-4.49%</b>



# Complaint by Route - February 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	7	116,301	15	3	63	0.60
3	0	4,877	4	0	19	0.00
7	2	7,436	2	0	26	2.69
8	1	5,887	1	0	21	1.70
10	5	19,925	5	2	27	2.51
12	5	19,213	10	5	60	2.60
13	4	21,597	4	0	27	1.85
14	0	12,219	1	6	22	0.00
15	6	32,686	8	2	24	1.84
16	3	47,123	2	3	17	0.64
17	0	4,426	0	0	13	0.00
18	0	8,921	1	1	1	0.00
18A	2	9,489	2	2	7	2.11
19	4	26,960	8	1	22	1.48
20	9	18,886	3	6	30	4.77
21	1	9,815	3	0	10	1.02
22	3	25,677	2	3	23	1.17
23	1	5,133	2	1	33	1.95
24	2	3,074	2	0	17	6.51
25	2	15,283	3	0	25	1.31
27	6	28,774	5	3	46	2.09
29	1	9,349	1	0	16	1.07
30	0	5,460	0	1	7	0.00
31	2	5,771	5	0	16	3.47
32	2	5,270	4	1	8	3.80
33	2	1,976	3	1	14	10.12
35	0	1,253	0	0	1	0.00
36	0	1,126	1	0	4	0.00
38	3	1,554	1	0	7	19.31
40	1	2,645	1	1	8	3.78
41	2	2,240	1	0	7	8.93
42	0	1,268	0	0	22	0.00
49	6	19,076	2	3	11	3.15
50	0	2,742	0	0	0	0.00
61	2	705	1	0	5	28.37
74	1	4,189	0	0	17	2.39
79	0	2,633	0	0	11	0.00
149	0	5,440	1	1	9	0.00
202	2	1,086	0	1	22	18.42
204	1	2,081	0	0	4	4.81
206	0	1,895	2	3	24	0.00
208	1	2,154	0	0	26	4.64
Jurupa Shuttle	0	195	0	0	7	0.00
Route w/o#	5	0	10	5	119	NA
<b>Total Fxd Rt</b>	<b>94</b>	<b>523,810</b>	<b>116</b>	<b>55</b>	<b>898</b>	<b>1.79</b>

SC DAR	2	810	1	0	13	24.69
Hem/SJ/HR DAR	2	3,017	3	0	28	6.63
Perris DAR	4	1,463	1	0	6	27.34
Norco DAR	0	1,070	0	1	12	0.00
Jurupa DAR	0	412	2	0	8	0.00
LE DAR	1	783	1	1	13	12.77
M/T DAR	7	1,160	2	1	20	60.34
MV DAR	4	2,266	6	0	30	17.65
Taxi Demo	0	2,778	0	0	51	0.00
CALIMESA DAR	0	11	0	0	0	0.00
Riverside DAR	3	2,548	6	2	10	11.77
Beau/Ban DAR	0	10	0	0	0	0.00
GT DAR	0	191	0	0	1	0.00
Customer Service	0	0	2	0	8	NA
Other	0	0	0	0	0	NA
<b>Total DAR</b>	<b>23</b>	<b>16,519</b>	<b>24</b>	<b>5</b>	<b>200</b>	<b>13.92</b>
<b>Total</b>	<b>117</b>	<b>540,329</b>	<b>140</b>	<b>60</b>	<b>1,098</b>	<b>2.17</b>

## Complaints By Type, February 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	16	Rt. 7, 13, 15 (2), 18A, 19, 22, 27, 32 (2), 33 (2), Hemet Dar, SC DAR,	27	16	172
Conduct Cont'd		Temecula DAR (2)			
Careless Driving	15	Rt. 10, 12 (2), 13, 15, 18A, 21, 22, 27, 38, 49 (2), 74, Riverside DAR, SC	10	7	118
Early Bus	4	Rt. 15, 24, 41, Hemet DAR	4	4	39
Late Bus	13	Rt. 1 (2), 15 (2), 19, 20, 25, 61, LE DAR, MV DAR, Perris DAR,	23	6	135
Late Bus Con'd		Temecula DAR (2)			
Passed By	35	Rt. 1 (4), 8, 10 (4), 12 (2), 13 (2), 16 (2), 19 (2), 20 (6), 22, 25, 27 (2), 31	32	12	166
Passed By Con'd		49 (3), 202 (2)			
Missed Transfer	3	Rt. 16, 27, 49	3	1	13
Fare Dispute	1	Rt. 204	2	0	22
Crowded	0		0	2	17
Customer Service	12	Rt. 1, 12, 20 (2), 23, 24, 38, MV DAR (2), Perris DAR, Riverside DAR,	12	0	106
Customer Service Cont'd		Temecula DAR			
No Show	11	Rt. 7, 27, 31, 41, 61, MV DAR, Perris DAR (2), Riverside DAR,	8	3	87
No Show Cont'd		Temecula DAR (2)			
Mechanical Problems	1	Rt. 208	2	1	29
Passenger Conduct	1	Rt. 29	1	0	6
Other w/ Rt #	0		6	3	27
Other w/out Rt #	5		10	5	91
<b>Total</b>	<b>117</b>		<b>140</b>	<b>60</b>	<b>1,028</b>

## Comments & Commendations By Type, February 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	16		7	6	113
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	7		12	6	79
Comments (By Mail, Phone, P.S. Card or Internet)	10		15	9	78
Bus Stop Appearance / Repair	5		6	3	86
<b>Total</b>	<b>38</b>		<b>40</b>	<b>24</b>	<b>356</b>

Total Ridership	540,329		561,749	565,723
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