

Riverside Transit Agency

Transportation Center Monthly Report



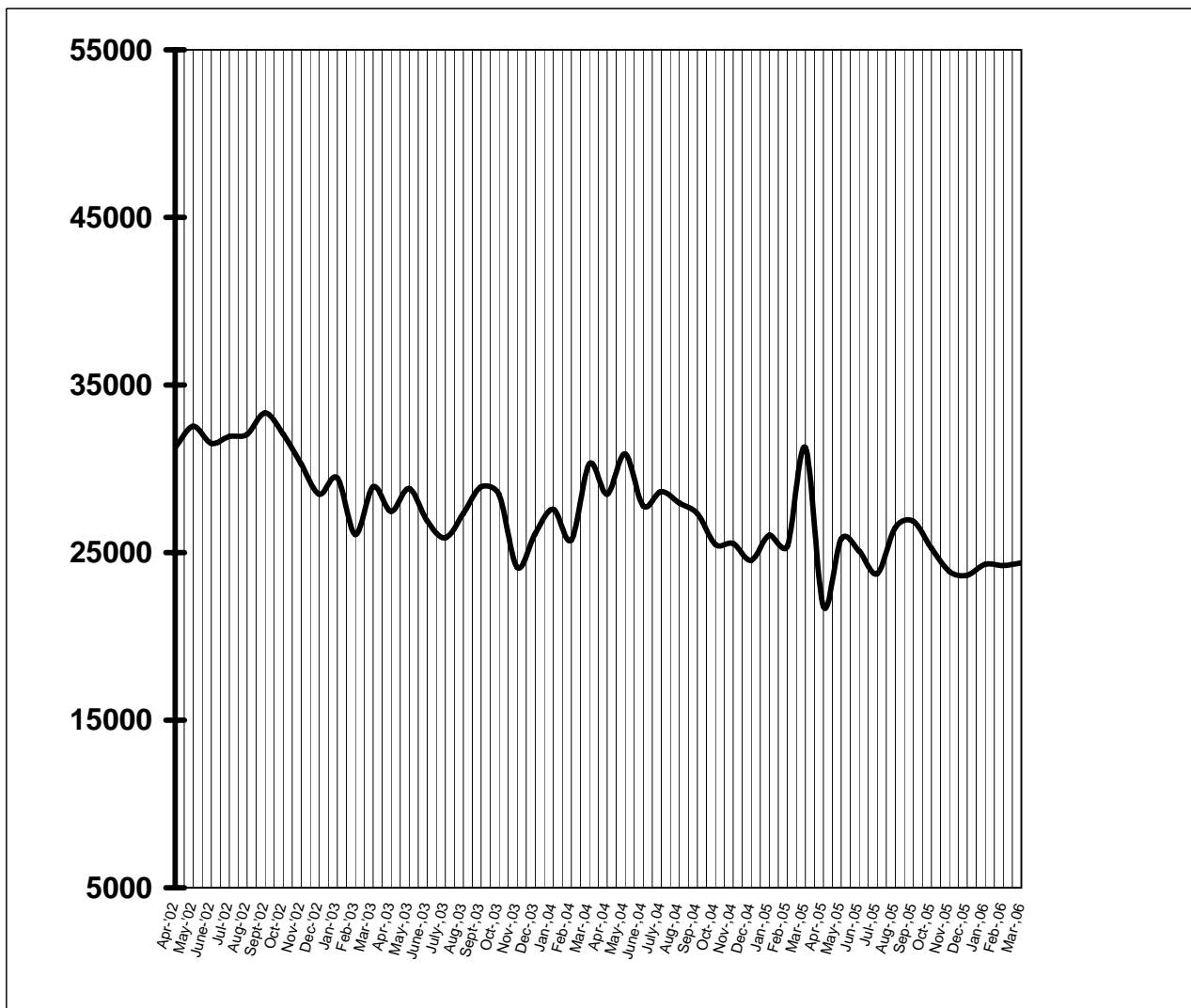
March
2006

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

March 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	12,745	15,641	-18.52%
Dial-A-Ride	11,645	15,632	-25.51%
Total calls received for month	24,390	31,273	-22.01%
Avg. calls per hour for month	75.05	96.22	-22.01%



Complaint by Route - March 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	13	128,177	7	6	70	1.01
3	0	5,058	0	1	18	0.00
7	0	7,626	2	0	26	0.00
8	3	6,402	1	1	23	4.69
10	4	21,866	5	2	29	1.83
12	7	20,767	5	7	60	3.37
13	1	23,564	4	2	26	0.42
14	1	12,729	0	2	21	0.79
15	6	36,178	6	3	27	1.66
16	3	50,332	3	4	16	0.60
17	0	4,823	0	0	13	0.00
18	1	9,779	0	0	2	1.02
18A	0	10,873	2	0	7	0.00
19	2	29,084	4	1	23	0.69
20	5	20,830	9	0	35	2.40
21	2	10,121	1	0	12	1.98
22	4	27,763	3	2	25	1.44
23	5	5,968	1	1	37	8.38
24	2	3,425	2	0	19	5.84
25	3	17,190	2	0	28	1.75
27	5	31,398	6	2	49	1.59
29	0	9,821	1	0	16	0.00
30	0	5,437	0	1	6	0.00
31	4	5,632	2	0	20	7.10
32	3	5,327	2	0	11	5.63
33	2	2,022	2	0	16	9.89
35	1	1,203	0	0	2	8.31
36	0	1,211	0	0	4	0.00
38	0	1,789	3	1	6	0.00
40	3	2,979	1	1	10	10.07
41	0	2,380	2	0	7	0.00
42	0	1,198	0	0	22	0.00
49	2	21,038	6	0	13	0.95
50	0	3,745	0	0	0	0.00
61	1	829	2	0	6	12.06
74	2	4,678	1	1	18	4.28
79	2	3,456	0	0	13	5.79
149	0	5,936	0	2	7	0.00
202	4	1,395	2	1	25	28.67
204	2	2,221	1	0	6	9.00
206	0	2,452	0	2	22	0.00
208	1	2,248	1	0	27	4.45
Jurupa Shuttle	0	261	0	0	7	0.00
Route w/o#	7	0	5	9	117	NA
Total Fxd Rt	101	571,211	94	52	947	1.77

SC DAR	1	1,065	2	0	14	9.39
Hem/SJ/HR DAR	2	3,636	2	0	30	5.50
Perris DAR	2	1,829	4	1	7	10.93
Norco DAR	0	1,403	0	1	11	0.00
Jurupa DAR	0	509	0	1	7	0.00
LE DAR	1	965	1	1	13	10.36
M/T DAR	2	1,564	7	2	20	12.79
MV DAR	1	2,771	4	0	31	3.61
Taxi Demo	0	1,977	0	0	51	0.00
CALIMESA DAR	0	11	0	0	0	0.00
Riverside DAR	3	3,427	3	1	12	8.75
Beau/Ban DAR	0	7	0	0	0	0.00
GT DAR	0	237	0	0	1	0.00
Customer Service	7	0	0	0	15	NA
Other	0	0	0	0	0	NA
Total DAR	19	19,401	23	7	212	9.79
Total	120	590,612	117	59	1,159	2.03

Complaints By Type, March 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	14	Rt. 1, 12 (2), 15 (2), 16 (2), 19,20, 23 (2), 27 (2), 33	16	16	170
Careless Driving	21	Rt. 1 (3), 10 (2), 12, 13, 16, 18, 21, 22, 23, 25, 27, 31 (2), 61, 74, 79, 208	15	4	135
Careless Driving Con't		Riverside DAR			
Early Bus	3	Rt. 20, 22, 35	4	3	39
Late Bus	15	Rt. 1 (4), 8, 15, 20 (2), 31, 40, LE DAR, MV DAR, Riverside DAR,	13	9	141
Late Bus Con'd		Sun City DAR, Temecula DAR			
Passed By	22	Rt. 1 (3), 8 (2), 10, 12, 14, 15 (2), 20, 21, 22, 23, 25, 27 (2), 32 40, 49, 74	35	4	184
Missed Transfer	2	Rt. 12 (2)	3	0	15
Fare Dispute	4	Rt. 1, 10, 12, 25	1	1	25
Crowded	2	Rt. 202 (2)	0	0	19
Customer Service	18	Rt. 15, 19, 31, 32 (2), 33, 202, DAR Call Center (7), Hemet DAR,	12	8	116
Customer Service Cont'd		Perris DAR, Riverside DAR, Temecula DAR			
No Show	5	Rt. 24 (2), 79, Hemet DAR, Perris DAR	11	2	90
Mechanical Problems	2	Rt. 40, 204	1	1	30
Passenger Conduct	2	Rt. 23, 202	1	0	8
Other w/ Rt #	3	Rt. 1, 22, 204	0	2	28
Other w/out Rt #	7		5	9	89
Total	120		117	59	1,089

Comments & Commendations By Type, March 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		16	11	109
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	4		7	4	79
Comments (By Mail, Phone, P.S. Card or Internet)	8		10	6	80
Bus Stop Appearance / Repair	11		5	11	86
Total	30		38	32	354

Total Ridership	590,612		540,329	675,207
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