

# Riverside Transit Agency

## *Transportation Center* Monthly Report



**April**  
**2006**

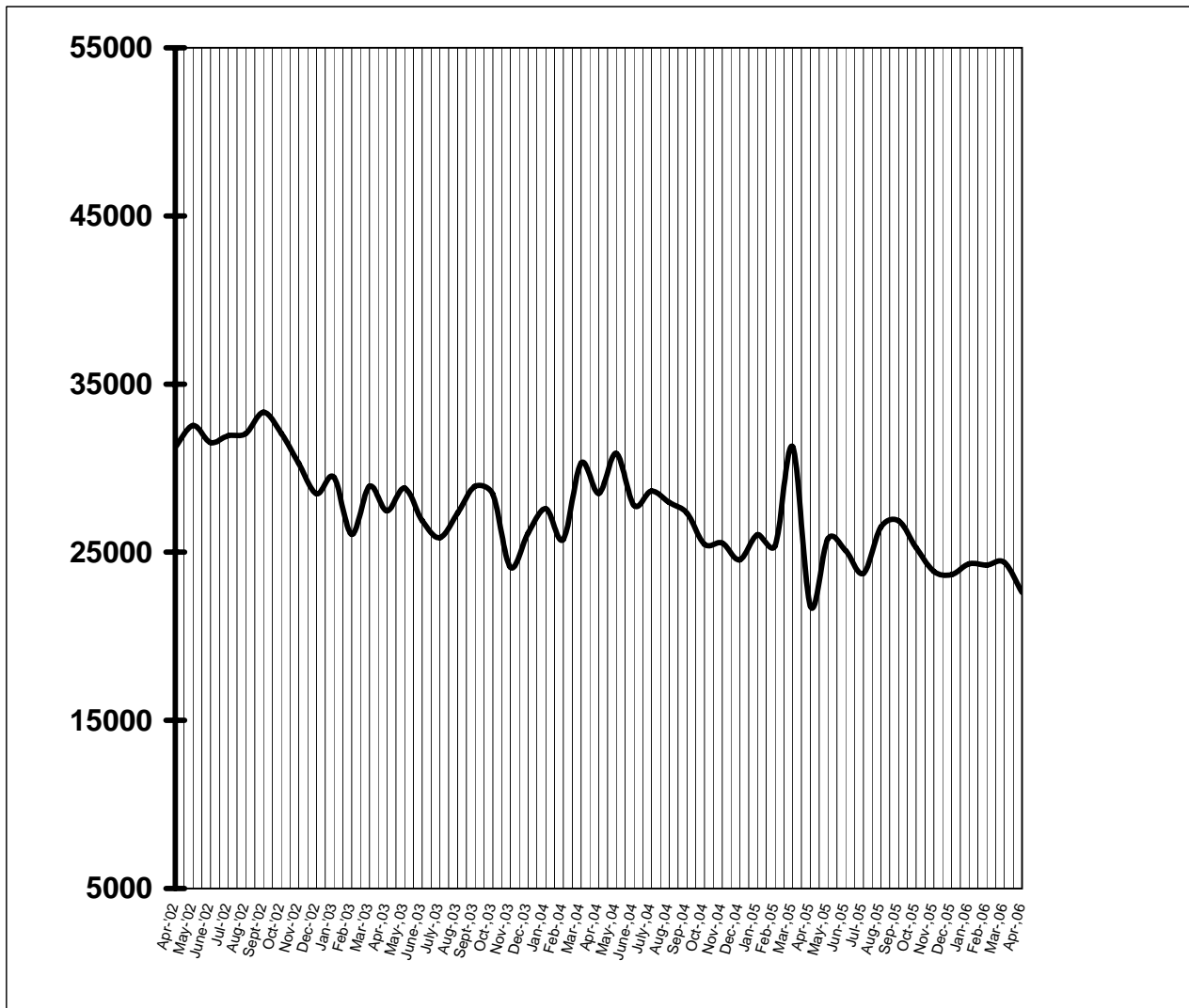
Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## April 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>12,345</b>	<b>9,627</b>	<b>28.23%</b>
<b>Dial-A-Ride</b>	<b>10,272</b>	<b>12,156</b>	<b>-15.50%</b>
<b>Total calls received for month</b>	<b>22,617</b>	<b>21,783</b>	<b>3.83%</b>
<b>Avg. calls per hour for month</b>	<b>72.96</b>	<b>69.82</b>	<b>4.50%</b>

Customer Information Center data unavailable from Apr. 2nd to Apr. 10th, 2005, due to system failure



## Complaints By Type, April 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	17	Rt. 1, 7 (2), 10, 12, 13, 15 (4), 16, 22, 23, 24, 25, 29, 33	14	5	182
Careless Driving	19	Rt. 1, 7, 12, 15, 16 (4), 20, 22 (2), 27 (2), 33, 202, Jurupa DAR,	21	8	146
Careless Driving Cont'd		LE DAR, Riverside DAR, Temecula DAR			
Early Bus	5	Rt. 12 (2), 14, 16, 208	3	3	41
Late Bus	12	Rt. 8 (2), 16, 19 (5), Hemet DAR (2), Jurupa DAR, Perris DAR	15	8	145
Passed By	21	Rt. 1 (2), 3, 7, 12 (4), 13, 15 (3), 16 (4), 25, 27 (2), 38, 49	22	5	200
Missed Transfer	0		2	1	14
Fare Dispute	2	Rt. 7, 19	4	0	27
Crowded	0		2	0	19
Customer Service	23	Rt. 1, 12 (3), 15, 18, 19, 23 (3), 27, 38, 206 (5), 208,	18	5	134
Customer Service Cont'd		DAR Call Center (5)			
No Show	3	Rt. 20, 31, Riverside DAR	5	1	92
Mechanical Problems	0		2	0	30
Passenger Conduct	1	Rt. 16	2	0	9
Other w/ Rt #	0		3	3	25
Other w/out Rt #	9		7	9	89
<b>Total</b>	<b>112</b>		<b>120</b>	<b>48</b>	<b>1,153</b>

## Comments & Commendations By Type, April 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	8		7	8	109
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	5		4	7	77
Comments (By Mail, Phone, P.S. Card or Internet)	17		8	10	87
Bus Stop Appearance / Repair	6		11	5	87
<b>Total</b>	<b>36</b>		<b>30</b>	<b>30</b>	<b>360</b>

Total Ridership	542,312		590,612	598,672
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## Complaint by Route - April 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	5	114,287	13	6	69	0.44
3	1	4,552	0	1	18	2.20
7	5	6,729	0	0	31	7.43
8	2	6,055	3	0	25	3.30
10	1	19,218	4	1	29	0.52
12	11	19,244	7	2	69	5.72
13	2	21,350	1	1	27	0.94
14	1	12,458	1	2	20	0.80
15	9	31,556	6	2	34	2.85
16	12	48,188	3	1	27	2.49
17	0	4,612	0	0	13	0.00
18	1	8,682	1	0	3	1.15
18A	0	8,909	0	0	7	0.00
19	7	28,206	2	1	29	2.48
20	2	18,889	5	1	36	1.06
21	0	9,738	2	2	10	0.00
22	3	26,891	4	0	28	1.12
23	4	5,035	5	0	41	7.94
24	1	3,291	2	0	20	3.04
25	2	15,541	3	0	30	1.29
27	5	30,471	5	0	54	1.64
29	1	9,507	0	1	16	1.05
30	0	5,426	0	0	6	0.00
31	1	5,098	4	0	21	1.96
32	0	4,877	3	1	10	0.00
33	2	1,952	2	1	17	10.25
35	0	1,062	1	0	2	0.00
36	0	1,110	0	0	4	0.00
38	2	1,496	0	0	8	13.37
40	0	2,640	3	0	10	0.00
41	0	2,210	0	1	6	0.00
42	0	1,059	0	0	22	0.00
49	1	19,700	2	1	13	0.51
50	0	2,965	0	0	0	0.00
61	0	695	1	0	6	0.00
74	0	3,727	2	1	17	0.00
79	0	2,958	2	0	13	0.00
149	0	5,999	0	2	5	0.00
202	1	1,308	4	0	26	7.65
204	0	1,792	2	0	6	0.00
206	5	2,321	0	3	24	21.54
208	2	2,041	1	0	29	9.80
Jurupa Shuttle	0	194	0	0	7	0.00
Route w/o#	9	0	7	9	117	NA
<b>Total Fxd Rt</b>	<b>98</b>	<b>524,039</b>	<b>101</b>	<b>40</b>	<b>1,005</b>	<b>1.87</b>

SC DAR	0	1,102	1	0	14	0.00
Hem/SJ/HR DAR	2	3,482	2	2	30	5.74
Perris DAR	1	1,699	2	0	8	5.89
Norco DAR	0	1,209	0	0	11	0.00
Jurupa DAR	2	472	0	0	9	42.37
LE DAR	1	950	1	0	14	10.53
M/T DAR	1	1,588	2	1	20	6.30
MV DAR	0	2,816	1	2	29	0.00
Taxi Demo	0	904	0	0	51	0.00
CALIMESA DAR	0	6	0	0	0	0.00
Riverside DAR	2	3,676	3	1	13	5.44
Beau/Ban DAR	0	14	0	0	0	0.00
GT DAR	0	355	0	0	1	0.00
Customer Service	5	0	7	0	20	NA
Other	0	0	0	2	0	NA
<b>Total DAR</b>	<b>14</b>	<b>18,273</b>	<b>19</b>	<b>8</b>	<b>220</b>	<b>7.66</b>
<b>Total</b>	<b>112</b>	<b>542,312</b>	<b>120</b>	<b>48</b>	<b>1,225</b>	<b>2.07</b>