

Riverside Transit Agency

Transportation Center Monthly Report



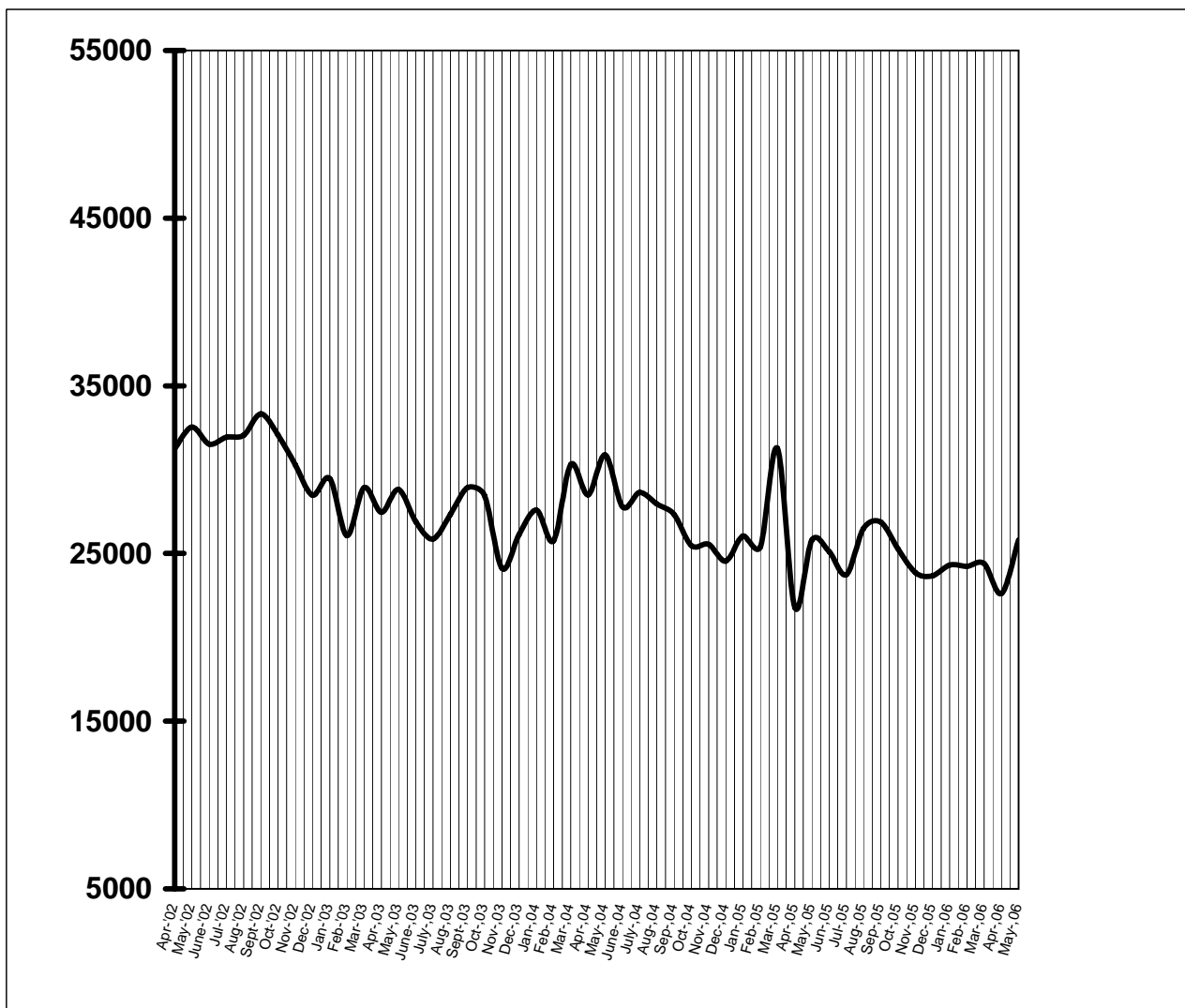
May
2006

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

May 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	15,071	13,585	10.94%
Dial-A-Ride	10,747	12,215	-12.02%
Total calls received for month	25,818	25,800	0.07%
Avg. calls per hour for month	79.93	79.88	0.07%



Complaint by Route - May 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	8	124,132	5	4	73	0.64
3	1	4,963	1	0	19	2.01
7	0	8,052	5	3	28	0.00
8	3	6,853	2	0	28	4.38
10	2	21,917	1	2	29	0.91
12	9	20,620	11	5	73	4.36
13	1	23,943	2	0	28	0.42
14	2	12,891	1	3	19	1.55
15	1	35,800	9	4	31	0.28
16	7	52,866	12	2	32	1.32
17	2	5,037	0	1	14	3.97
18	0	9,858	1	0	3	0.00
18A	2	10,890	0	0	9	1.84
19	8	31,441	7	0	37	2.54
20	7	21,175	2	0	43	3.31
21	0	10,157	0	0	10	0.00
22	3	28,723	3	0	31	1.04
23	7	6,409	4	1	47	10.92
24	6	4,088	1	2	24	14.68
25	6	17,646	2	0	36	3.40
27	9	33,246	5	2	61	2.71
29	2	10,180	1	0	18	1.96
30	1	6,522	0	0	7	1.53
31	3	5,955	1	0	24	5.04
32	4	5,594	0	1	13	7.15
33	5	2,334	2	1	21	21.42
35	0	1,278	0	0	2	0.00
36	3	1,132	0	0	7	26.50
38	0	1,895	2	0	8	0.00
40	0	2,914	0	1	9	0.00
41	1	2,864	0	1	6	3.49
42	0	1,256	0	0	22	0.00
49	5	21,704	1	0	18	2.30
50	0	4,531	0	0	0	0.00
61	1	774	0	0	7	12.92
74	1	4,451	0	3	15	2.25
79	1	3,735	0	0	14	2.68
149	1	6,104	0	0	6	1.64
202	1	1,592	1	0	27	6.28
204	0	2,089	0	0	6	0.00
206	13	3,741	5	0	37	34.75
208	0	2,912	2	4	25	0.00
Jurupa Shuttle	0	202	0	0	7	0.00
Route w/o#	13	NA	9	9	121	NA
Total Fxd Rt	139	584,466	98	49	1,095	2.38

SC DAR	1	1,213	0	2	13	8.24
Hem/SJ/HR DAR	5	3,939	2	1	34	12.69
Perris DAR	0	1,930	1	0	8	0.00
Norco DAR	2	1,397	0	1	12	14.32
Jurupa DAR	1	490	2	0	10	20.41
LE DAR	2	1,054	1	0	16	18.98
M/T DAR	1	1,973	1	2	19	5.07
MV DAR	4	3,244	0	1	32	12.33
Taxi Demo	0	1,118	0	0	51	0.00
CALIMESA DAR	0	8	0	0	0	0.00
Riverside DAR	3	4,146	2	3	13	7.24
Beau/Ban DAR	0	5	0	0	0	0.00
GT DAR	1	333	0	0	2	30.03
Customer Service	2	NA	5	1	21	NA
Other	0	NA	0	0	0	NA
Total DAR	22	20,850	14	11	231	10.55
Total	161	605,316	112	60	1,326	2.66

Complaints By Type, May 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	21	Rt. 1, 14, 17, 18A (2), 22 (2), 23 (3), 24, 25, 27, 31, 33, 36, 41, 49, 61, 79	17	10	193
Careless Driving	19	Rt. 1, 8, 15, 16 (3), 19 (2), 27, 29, 31, 149, 206, Hemet DAR, LE DAR,	19	6	159
Careless Driving Cont'd		MV DAR, Norco DAR, Riverside DAR, Temecula DAR			
Early Bus	7	Rt. 12 (2), 16, 19, 20, 33, 36	5	1	47
Late Bus	24	Rt. 14, 19 (2), 23, 25 (3), 27 (3), 32, 49 (3), GT DAR, Hemet DAR (2),	12	12	157
Late Bus Cont'd		Jurupa DAR, LE DAR, MV DAR (2), Norco DAR, Riverside DAR,			
Late Bus, Cont'd		SC DAR			
Passed By	28	Rt. 1 (4), 3, 8, 12 (5), 13, 16 (3), 17, 19 (2), 20 (3), 23, 24 (2), 25, 36, 49	21	9	219
Missed Transfer	3	Rt. 206 (3)	0	1	16
Fare Dispute	9	Rt. 8, 10, 19, 23, 27 (2), 31, 32, 33	2	1	35
Crowded	9	Rt. 202, 206 (8)	0	2	26
Customer Service	14	Rt. 1 (2), 12, 20, 22, 27 (2), 29, 33 (2), DAR Call Center (2), MV DAR,	23	4	144
Customer Service Cont'd		Riverside DAR			
No Show	8	Rt. 12, 20 (2), 24, 32 (2), Hemet DAR (2)	3	2	98
Mechanical Problems	3	Rt. 24 (2), 30	0	2	31
Passenger Conduct	2	Rt. 23, 25	1	1	10
Other w/ Rt #	1	Rt. 10	0	0	26
Other w/out Rt #	13		9	9	93
Total	161		112	60	1,254

Comments & Commendations By Type, May 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	15		8	12	112
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	1		5	7	71
Comments (By Mail, Phone, P.S. Card or Internet)	19		17	6	100
Bus Stop Appearance / Repair	10		6	9	88
Total	45		36	34	371

Total Ridership	605,316		542,312	595,090
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