

# Riverside Transit Agency

## *Transportation Center* Monthly Report



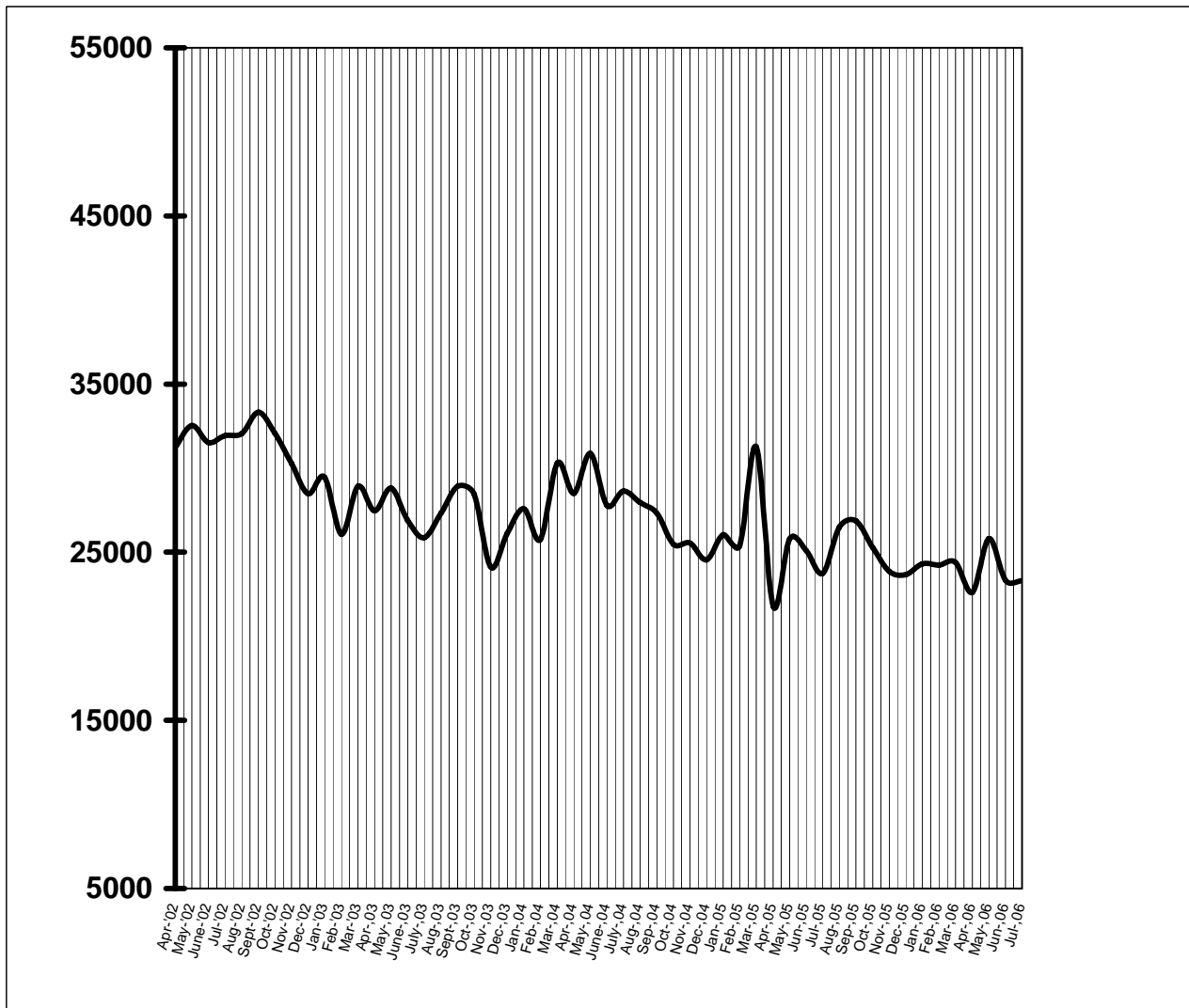
**July**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## July 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>15,173</b>	<b>12,968</b>	<b>17.00%</b>
<b>Dial-A-Ride</b>	<b>8,130</b>	<b>10,773</b>	<b>-24.53%</b>
<b>Total calls received for month</b>	<b>23,303</b>	<b>23,741</b>	<b>-1.84%</b>
<b>Avg. calls per hour for month</b>	<b>73.05</b>	<b>74.42</b>	<b>-1.84%</b>



## Complaints By Type, July 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	11	Rt. 14, 19, 20, 23 (2), 24, 27 (2), 33, 79, 202	21	3	202
Careless Driving	16	Rt. 1, 8, 14, 15, 16 (2), 18A, 23, 25, 27 (2), 149 (2), 206, Hemet DAR,	21	7	178
Careless Driving Cont'd		Jurupa DAR			
Early Bus	6	Rt. 10, 13 (2), 16 (2), 22	9	0	59
Late Bus	15	Rt. 10, 12 (4), 16, 22, 30, 35, 79, 208, Hemet DAR, Jurupa DAR,	21	6	176
Late Bus Cont'd		MV DAR (2)			
Passed By	39	Rt. 1 (2), 10 (2), 12 (4), 14 (2), 15 (3), 16 (3), 18A, 20 (2), 21 (3), 22 (3),	30	7	275
Passed By Cont'd		24 (2), 27, 29, 31 (3), 32, 33, 42, 49 (2), 149			
Missed Transfer	4	Rt. 12, 15, 16, 27	2	2	20
Fare Dispute	0		9	2	41
Crowded	2	Rt. 25, 149	0	0	26
Customer Service	18	Rt. 1 (3), 12, 16 (2), 18, 19, 20, 25, 27 (2), 33, 74, 208, DAR Call Center	23	3	181
No Show	7	Rt. 3, 8, 22, 27, 36, 79, Temecula DAR	11	4	108
Mechanical Problems	6	Rt. 7, 10, 206, 208 (3)	2	7	30
Passenger Conduct	2	Rt. 1, 49	1	0	13
Other w/ Rt #	0		0	1	24
Other w/out Rt #	4		13	5	101
<b>Total</b>	<b>130</b>		<b>163</b>	<b>47</b>	<b>1,434</b>

## Comments & Commendations By Type, July 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		3	4	111
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	6		2	10	57
Comments (By Mail, Phone, P.S. Card or Internet)	31		20	8	136
Bus Stop Appearance / Repair	10		9	7	89
<b>Total</b>	<b>55</b>		<b>34</b>	<b>29</b>	<b>393</b>

Total Ridership	547,305		585,144	534,359
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## Complaint by Route - July 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	114,175	21	0	96	0.61
3	1	4,270	2	0	19	2.34
7	1	6,723	1	1	29	1.49
8	2	5,879	4	0	31	3.40
10	5	19,155	2	1	33	2.61
12	10	19,475	5	1	83	5.13
13	2	21,135	3	2	28	0.95
14	4	12,830	9	1	31	3.12
15	5	31,649	5	0	40	1.58
16	11	50,573	6	1	46	2.18
17	0	4,456	2	0	16	0.00
18	1	9,902	2	0	6	1.01
18A	2	7,043	2	0	13	2.84
19	2	28,684	3	0	41	0.70
20	4	18,538	6	0	52	2.16
21	3	11,121	2	0	14	2.70
22	6	26,606	3	0	39	2.26
23	4	5,095	9	3	57	7.85
24	3	4,004	8	0	35	7.49
25	3	14,470	2	0	39	2.07
27	9	30,483	10	0	76	2.95
29	1	9,766	2	0	21	1.02
30	1	5,828	1	1	6	1.72
31	3	5,203	7	0	33	5.77
32	1	4,800	2	0	16	2.08
33	3	1,971	1	0	24	15.22
35	1	1,725	2	1	4	5.80
36	1	1,135	0	1	7	8.81
38	0	1,282	0	0	8	0.00
40	0	2,518	0	0	9	0.00
41	0	1,120	0	1	5	0.00
42	1	1,097	0	0	23	9.12
49	3	19,838	5	0	25	1.51
50	0	3,619	0	0	0	0.00
61	0	769	0	0	7	0.00
74	1	3,474	1	2	15	2.88
79	3	2,843	2	1	17	10.55
149	4	5,824	5	0	15	6.87
202	1	1,372	0	4	21	7.29
204	0	2,286	0	0	5	0.00
206	2	3,068	0	4	35	6.52
208	5	2,456	0	5	23	20.36
Jurupa Shuttle	0	216	0	0	7	0.00
Route w/o#	4	N/A	13	5	129	NA
<b>Total Fxd Rt</b>	<b>120</b>	<b>528,476</b>	<b>148</b>	<b>35</b>	<b>1,279</b>	<b>2.27</b>

SC DAR	0	1,053	0	1	11	0.00
Hem/SJ/HR DAR	2	3,570	1	0	33	5.60
Perris DAR	0	1,873	2	0	10	0.00
Norco DAR	0	1,193	1	0	13	0.00
Jurupa DAR	2	561	0	0	10	35.65
LE DAR	0	969	1	2	15	0.00
M/T DAR	1	1,812	2	0	21	5.52
MV DAR	2	2,908	3	5	30	6.88
Taxi Demo	0	689	0	3	48	0.00
CALIMESA DAR	0	14	0	0	0	0.00
Riverside DAR	0	3,855	0	0	6	0.00
Beau/Ban DAR	0	16	0	0	0	0.00
GT DAR	0	316	0	1	1	0.00
Customer Service	3	N/A	5	0	29	NA
Other	0	N/A	0	0	0	NA
<b>Total DAR</b>	<b>10</b>	<b>18,829</b>	<b>15</b>	<b>12</b>	<b>227</b>	<b>5.31</b>
<b>Total</b>	<b>130</b>	<b>547,305</b>	<b>163</b>	<b>47</b>	<b>1,506</b>	<b>2.38</b>

# Riverside Transit Agency

## *Transportation Center* Monthly Report



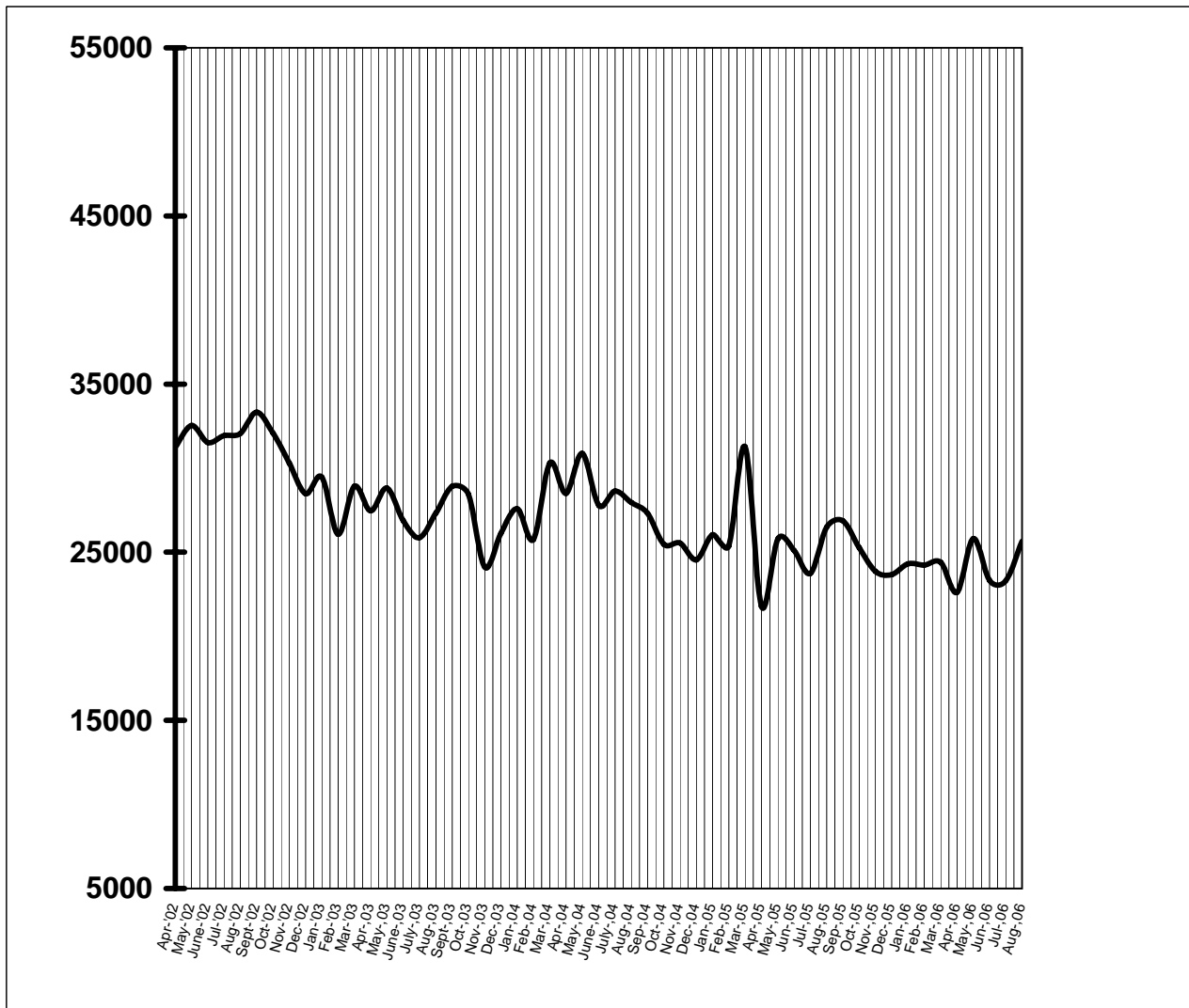
**August**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## August 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>16,793</b>	<b>15,186</b>	<b>10.58%</b>
<b>Dial-A-Ride</b>	<b>8,850</b>	<b>11,303</b>	<b>-21.70%</b>
<b>Total calls received for month</b>	<b>25,643</b>	<b>26,489</b>	<b>-3.19%</b>
<b>Avg. calls per hour for month</b>	<b>78.90</b>	<b>81.50</b>	<b>-3.19%</b>



## Complaints By Type, August 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	13	Rt. 1 (2), 3, 19 (3), 23, 27 (3), 31, 74, 202	11	24	191
Careless Driving	15	Rt. 1 (5), 3, 13, 16, 19, 21, 40, 79, Hemet DAR, LE DAR, Perris DAR	16	18	175
Early Bus	6	Rt. 20, 21, 25, 31, 49, 204	6	1	64
Late Bus	16	Rt. 1 (2), 3, 8, 12 (3), 18, Jurupa DAR, LE DAR, Perris DAR,	15	17	175
Late Bus Cont'd		Riverside DAR (4), Temecula DAR			
Passed By	24	Rt. 1 (4), 3, 8 (3), 12, 15, 16, 24, 25, 27 (4), 29, 33 (3), 49 (3)	39	17	282
Missed Transfer	1	Rt. 49	4	0	21
Fare Dispute	5	Rt. 12 (2), 15, 40, 202	0	3	43
Crowded	1	Rt. 206	2	1	26
Customer Service	24	Rt. 1 (3), 3, 8, 10 (2), 13, 19 (2), 20, 24, 25, 27, 31, 42, 79 (2), 149, 202,	18	17	188
Customer Service Cont'd		DAR Call Center, Norco DAR, Riverside DAR, Taxi DAR			
No Show	13	Rt. 1, 8, 18, 24 (2), 27, 31 (2), 33, 49, 202, Hemet DAR, MV DAR	7	7	114
Mechanical Problems	2	Rt. 1, Hemet DAR	6	7	25
Passenger Conduct	2	Rt. 1, 25	2	2	13
Other w/ Rt #	0		0	0	24
Other w/out Rt #	9		4	8	102
<b>Total</b>	<b>131</b>		<b>130</b>	<b>122</b>	<b>1,443</b>

## Comments & Commendations By Type, August 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	9		8	17	103
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	8		6	8	57
Comments (By Mail, Phone, P.S. Card or Internet)	36		31	15	157
Bus Stop Appearance / Repair	10		10	10	89
<b>Total</b>	<b>63</b>		<b>55</b>	<b>50</b>	<b>406</b>

Total Ridership	598,942		547,305	571,274
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## Complaint by Route - August 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	19	123,661	7	12	103	1.54
3	5	4,643	1	1	23	10.77
7	0	8,088	1	3	26	0.00
8	6	7,446	2	2	35	8.06
10	2	19,110	5	1	34	1.05
12	6	21,282	10	5	84	2.82
13	2	21,905	2	2	28	0.91
14	0	13,782	4	3	28	0.00
15	2	35,261	5	1	41	0.57
16	2	54,148	11	7	41	0.37
17	0	4,753	0	1	15	0.00
18	2	11,631	1	0	8	1.72
18A	0	7,253	2	0	13	0.00
19	6	31,486	2	0	47	1.91
20	2	20,707	4	4	50	0.97
21	2	11,763	3	2	14	1.70
22	0	28,455	6	1	38	0.00
23	1	6,679	4	5	53	1.50
24	4	4,192	3	2	37	9.54
25	4	16,284	3	0	43	2.46
27	9	30,843	9	4	81	2.92
29	1	10,449	1	3	19	0.96
30	0	6,321	1	0	6	0.00
31	5	6,611	3	0	38	7.56
32	0	6,275	1	0	16	0.00
33	4	2,327	3	0	28	17.19
35	0	1,675	1	0	4	0.00
36	0	1,400	1	1	6	0.00
38	0	1,421	0	0	8	0.00
40	2	3,028	0	0	11	6.61
41	0	2,394	0	0	5	0.00
42	1	1,419	1	2	22	7.05
49	6	21,898	3	1	30	2.74
50	0	3,474	0	0	0	0.00
61	0	850	0	1	6	0.00
74	1	4,622	1	4	12	2.16
79	3	3,710	3	7	13	8.09
149	1	5,556	4	1	15	1.80
202	4	1,554	1	3	22	25.74
204	1	2,616	0	1	5	3.82
206	1	3,758	2	5	31	2.66
208	0	2,858	5	9	14	0.00
Jurupa Shuttle	0	215	0	0	7	0.00
Route w/o#	9	NA	4	8	130	NA
<b>Total Fxd Rt</b>	<b>113</b>	<b>577,803</b>	<b>120</b>	<b>102</b>	<b>1,290</b>	<b>1.96</b>

SC DAR	0	1,172	0	1	10	0.00
Hem/SJ/HR DAR	3	3,917	2	0	36	7.66
Perris DAR	2	2,070	0	0	12	9.66
Norco DAR	1	1,459	0	1	13	6.85
Jurupa DAR	1	552	2	0	11	18.12
LE DAR	2	1,074	0	4	13	18.62
M/T DAR	1	2,042	1	1	21	4.90
MV DAR	1	2,964	2	4	27	3.37
Taxi Demo	1	1,024	0	1	48	9.77
CALIMESA DAR	0	7	0	0	0	0.00
Riverside DAR	5	4,474	0	8	3	11.18
Beau/Ban DAR	0	19	0	0	0	0.00
GT DAR	0	365	0	0	1	0.00
Customer Service	1	NA	3	0	30	NA
Other	0	NA	0	0	0	NA
<b>Total DAR</b>	<b>18</b>	<b>21,139</b>	<b>10</b>	<b>20</b>	<b>225</b>	<b>8.52</b>
<b>Total</b>	<b>131</b>	<b>598,942</b>	<b>130</b>	<b>122</b>	<b>1,515</b>	<b>2.19</b>