

# Riverside Transit Agency

## *Transportation Center* Monthly Report



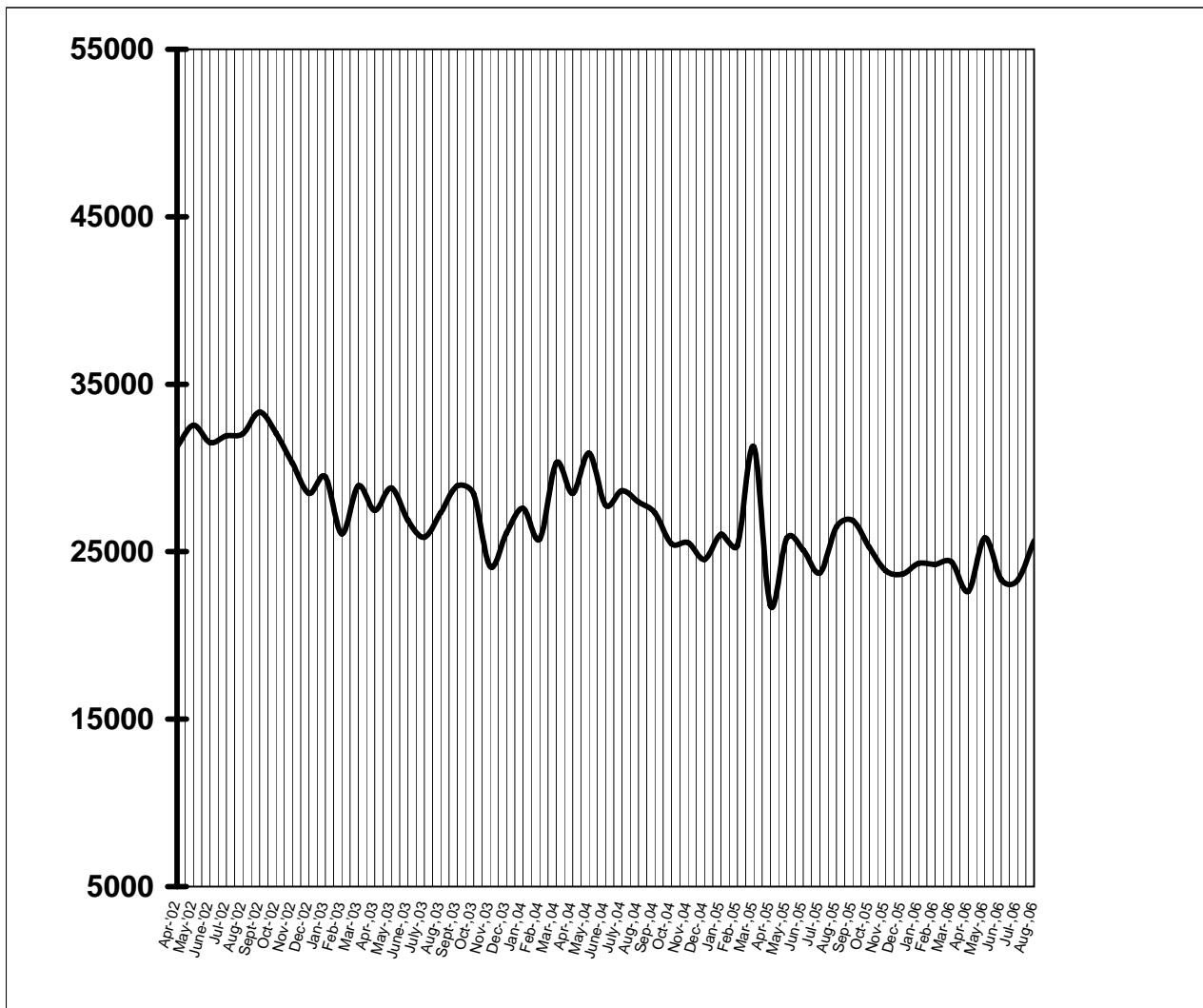
**September**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## September 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>15,734</b>	<b>15,363</b>	<b>2.41%</b>
<b>Dial-A-Ride</b>	<b>8,794</b>	<b>11,508</b>	<b>-23.58%</b>
<b>Total calls received for month</b>	<b>24,528</b>	<b>26,871</b>	<b>-8.72%</b>
<b>Avg. calls per hour for month</b>	<b>79.12</b>	<b>86.13</b>	<b>-8.13%</b>



## Complaint by Route - September 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	20	127,753	19	5	118	1.57
3	1	4,987	5	1	23	2.01
7	0	8,117	0	1	25	0.00
8	4	6,876	6	2	37	5.82
10	5	21,762	2	1	38	2.30
12	7	19,739	6	8	83	3.55
13	2	22,652	2	1	29	0.88
14	4	13,456	0	1	31	2.97
15	9	36,346	2	0	50	2.48
16	7	52,205	2	3	45	1.34
17	4	4,533	0	2	17	8.82
18	2	12,456	2	0	10	1.61
18A	0	9,161	0	1	12	0.00
19	3	31,721	6	4	46	0.95
20	3	19,944	2	2	51	1.50
21	4	10,772	2	1	17	3.71
22	7	27,411	0	4	41	2.55
23	6	7,101	1	7	52	8.45
24	2	4,135	4	1	38	4.84
25	1	16,344	4	1	43	0.61
27	16	31,725	9	2	95	5.04
29	0	10,168	1	0	19	0.00
30	1	5,911	0	0	7	1.69
31	1	6,453	5	2	37	1.55
32	1	5,961	0	0	17	1.68
33	1	2,274	4	1	28	4.40
35	1	1,416	0	0	5	7.06
36	0	1,357	0	2	4	0.00
38	2	1,772	0	1	9	11.29
40	0	2,785	2	1	10	0.00
41	2	3,699	0	0	7	5.41
42	0	1,318	1	0	22	0.00
49	2	20,284	6	0	32	0.99
50	0	3,226	0	0	0	0.00
51	0	327	0	0	0	0.00
61	3	618	0	1	8	48.54
74	1	4,469	1	3	10	2.24
79	6	3,657	3	2	17	16.41
149	4	6,323	1	1	18	6.33
202	1	1,430	4	2	21	6.99
204	1	2,490	1	0	6	4.02
206	1	4,102	1	1	31	2.44
208	1	2,927	0	3	12	3.42
Jurupa Shuttle	0	206	0	0	7	0.00
Route w/o#	3	NA	9	4	129	NA
<b>Total Fxd Rt</b>	<b>139</b>	<b>582,369</b>	<b>113</b>	<b>72</b>	<b>1,357</b>	<b>2.39</b>

SC DAR	2	1,202	0	0	12	16.64
Hem/SJ/HR DAR	0	3,733	3	5	31	0.00
Perris DAR	1	2,041	2	0	13	4.90
Norco DAR	0	1,728	1	1	12	0.00
Jurupa DAR	2	617	1	1	12	32.41
LE DAR	0	1,106	2	0	13	0.00
M/T DAR	0	1,966	1	1	20	0.00
MV DAR	2	2,951	1	1	28	6.78
Taxi Demo	0	1,228	1	1	47	0.00
CALIMESA DAR	0	38	0	0	0	0.00
Riverside DAR	2	4,645	5	1	4	4.31
Beau/Ban DAR	0	65	0	0	0	0.00
GT DAR	1	328	0	0	2	30.49
Customer Service	3	NA	1	1	32	NA
Other	0	NA	0	0	0	NA
<b>Total DAR</b>	<b>13</b>	<b>21,648</b>	<b>18</b>	<b>12</b>	<b>226</b>	<b>6.01</b>
<b>Total</b>	<b>152</b>	<b>604,017</b>	<b>131</b>	<b>84</b>	<b>1,583</b>	<b>2.52</b>

## Complaints By Type, September 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	17	Rt. 1, 8, 14, 15 (2), 16, 21 (2), 23, 24, 27, 31, 25, 41, 29, 79, 202	13	8	200
Careless Driving	26	Rt. 1 (4), 3, 12, 13, 15 (2), 22 (2), 23 (2), 27 (4), 61 (2), 79 (3), 149,	15	10	191
Careless Driving (Cont'd)		Riverside DAR, Sun City DAR (2)			
Early Bus	6	Rt. 12, 13, 14, 16, 23, 149	6	2	68
Late Bus	21	Rt. 1 (2), 8, 12 (2), 17, 19, 20, 22, 27 (5), 79 (2), 149, GT DAR,	16	6	190
Late Bus (Cont'd)		Jurupa DAR (2), MV DAR			
Passed By	32	Rt. 1 (4), 12, 14 (2), 15 (4), 16 (2), 17 (2), 18 (2), 19, 20, 21, 22 (2), 23, 2	24	18	296
Passed By (Cont'd)		27 (4), 30, 32, 33, 38			
Missed Transfer	0		1	2	19
Fare Dispute	3	Rt. 1 (2), 15	5	2	44
Crowded	1	Rt. 204	1	6	21
Customer Service	32	Rt. 1 (6), 8, 10 (4), 16 (2), 17, 19, 20, 21, 23, 25, 27, 38, 41, 49, 61, 74, 1	24	14	206
Customer Service (Cont'd)		208, DAR Call Center (3), MV DAR			
No Show	8	Rt. 10, 12 (2), 16, 22, 27, Perris DAR, Riverside DAR	13	9	113
Mechanical Problems	3	Rt. 1, 8, 22	2	1	27
Passenger Conduct	0		2	0	13
Other w/ Rt #	0		0	2	25
Other w/out Rt #	3		9	4	98
<b>Total</b>	<b>152</b>		<b>131</b>	<b>84</b>	<b>1,511</b>

## Comments & Commendations By Type, September 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	10		9	11	102
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	8		8	17	48
Comments (By Mail, Phone, P.S. Card or Internet)	19		36	14	162
Bus Stop Appearance / Repair	7		10	5	91
<b>Total</b>	<b>44</b>		<b>63</b>	<b>47</b>	<b>403</b>

Total Ridership	604,017		598,942	597,912
-----------------	---------	--	---------	---------