

# Riverside Transit Agency

## *Transportation Center* Monthly Report



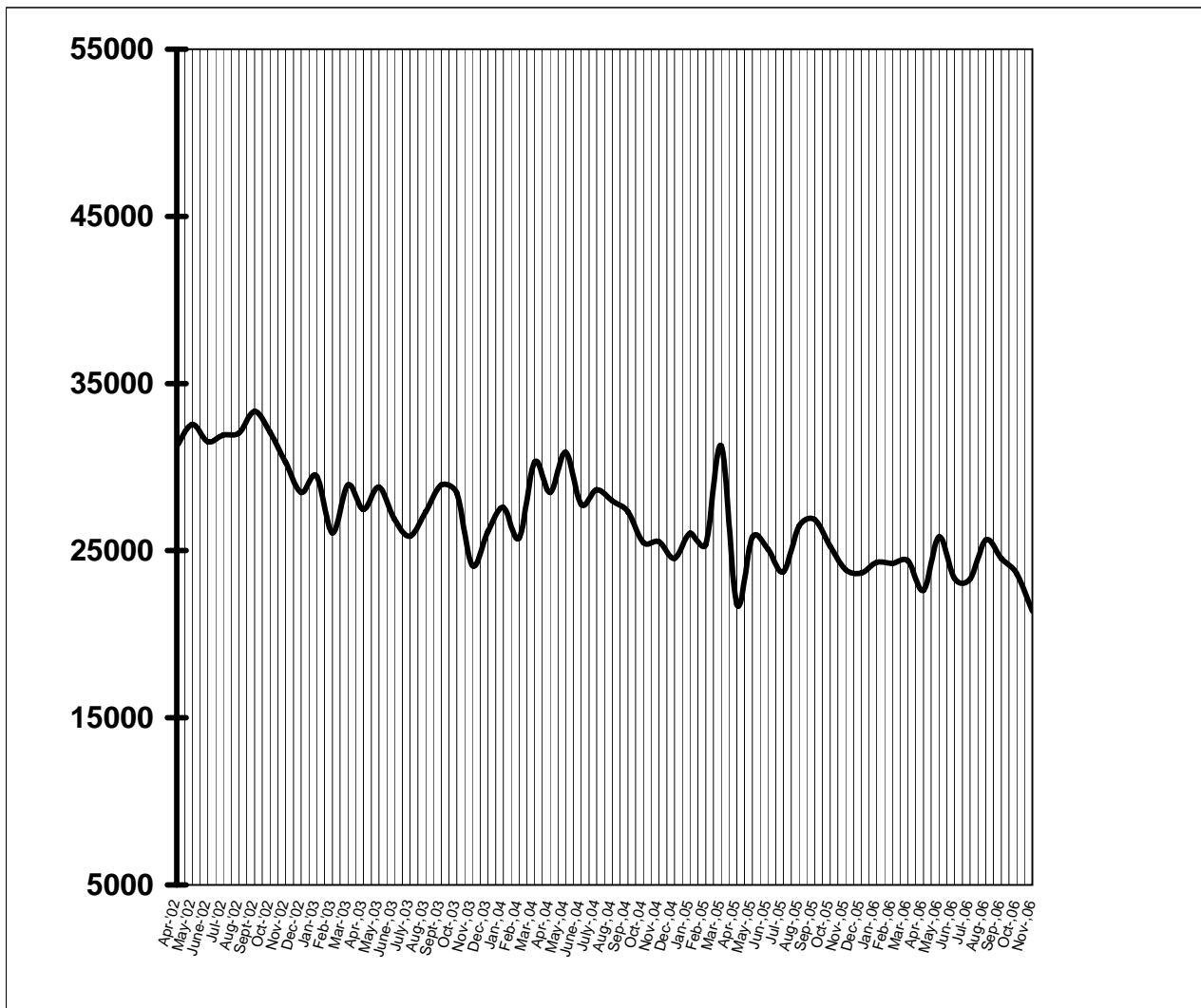
**November**  
**2006**

Riverside Transit Agency  
Transportation Center

# Riverside Transit Agency

## November 2006 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
<b>Customer Information Center</b>	<b>13,540</b>	<b>12,901</b>	<b>4.95%</b>
<b>Dial-A-Ride</b>	<b>7,848</b>	<b>11,771</b>	<b>-33.33%</b>
<b>Total calls received for month</b>	<b>21,388</b>	<b>24,672</b>	<b>-13.31%</b>
<b>Avg. calls per hour for month</b>	<b>70.59</b>	<b>81.43</b>	<b>-13.31%</b>



**Complaint by Route - November 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	16	120,214	9	3	126	1.33
3	4	4,517	4	0	30	8.86
7	2	7,692	0	0	27	2.60
8	2	6,267	2	3	34	3.19
10	2	19,182	9	3	42	1.04
12	3	17,693	4	2	84	1.70
13	1	22,143	2	2	30	0.45
14	3	13,153	1	0	34	2.28
15	7	35,784	4	3	55	1.96
16	1	51,318	3	2	45	0.19
17	2	4,163	1	0	20	4.80
18	2	9,352	0	1	10	2.14
18A	0	9,787	0	0	10	0.00
19	2	28,846	3	0	48	0.69
20	3	19,061	5	1	53	1.57
21	1	10,115	3	1	20	0.99
22	4	27,427	7	1	50	1.46
23	2	6,326	3	1	55	3.16
24	0	4,041	1	1	37	0.00
25	3	16,298	7	1	49	1.84
27	7	30,128	11	5	102	2.32
29	1	9,734	1	0	21	1.03
30	1	5,645	1	0	8	1.77
31	1	5,842	4	1	41	1.71
32	1	5,848	2	0	20	1.71
33	6	2,198	4	0	37	27.30
35	0	1,475	0	0	4	0.00
36	1	1,179	0	0	5	8.48
38	0	1,879	0	2	7	0.00
40	1	2,700	1	1	11	3.70
41	1	3,315	0	1	6	3.02
42	0	1,196	1	1	20	0.00
49	5	18,738	5	0	42	2.67
50	0	3,292	0	0	0	0.00
51	1	2,435	1	0	2	4.11
61	0	529	0	0	7	0.00
74	1	4,410	2	1	12	2.27
79	0	3,180	2	0	18	0.00
149	1	6,232	0	0	18	1.60
202	1	1,540	1	2	17	6.49
204	1	2,487	0	0	6	4.02
206	2	3,844	1	3	31	5.20
208	0	3,194	0	2	8	0.00
Jurupa Shuttle	0	222	0	0	7	0.00
Fest. Of Lights	0	170	0	0	0	0.00
Route w/o#	8	NA	9	10	125	NA
<b>Total Fxd Rt</b>	<b>100</b>	<b>554,791</b>	<b>114</b>	<b>54</b>	<b>1,434</b>	<b>1.80</b>

SC DAR	0	1,020	0	1	11	0.00
Hem/SJ/HR DAR	0	3,413	2	1	30	0.00
Perris DAR	0	1,738	2	0	14	0.00
Norco DAR	1	1,701	1	0	12	5.88
Jurupa DAR	0	597	0	0	12	0.00
LE DAR	0	863	0	0	13	0.00
M/T DAR	0	1,822	2	0	22	0.00
MV DAR	0	2,729	2	1	26	0.00
Taxi Demo	0	1,499	1	0	48	0.00
CALIMESA DAR	0	11	0	0	0	0.00
Riverside DAR	6	4,195	3	2	4	14.30
Beau/Ban DAR	0	34	0	0	0	0.00
GT DAR	0	304	0	0	2	0.00
Customer Service	1	NA	1	2	31	NA
Other	0	NA	0	0	0	NA
<b>Total DAR</b>	<b>8</b>	<b>19,926</b>	<b>14</b>	<b>7</b>	<b>225</b>	<b>4.01</b>
<b>Total</b>	<b>108</b>	<b>574,717</b>	<b>128</b>	<b>61</b>	<b>1,659</b>	<b>1.88</b>

## Complaints By Type, November 2006

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	11	Rt. 1, 16, 30, 31, 32, 33 (3), 41, 202, Riverside DAR	16	9	200
Careless Driving	11	Rt. 7, 15, 22, 23, 27 (3), 33, 49, Riverside DAR (2)	14	4	200
Early Bus	6	Rt. 3, 12, 25 (3), 27	10	2	80
Late Bus	17	Rt. 1, 12, 13, 14 (2), 17, 19, 22, 49, 51, 204, 206 (2), Norco DAR,	17	8	200
Late Bus (Cont'd)		Riverside DAR (3)			
Passed By	25	Rt. 1 (5), 3 (2), 8, 10, 14, 15 (4), 18, 20 (3), 27 (3), 33, 36, 49 (2)	25	11	319
Missed Transfer	1	Rt. 19	3	0	23
Fare Dispute	3	Rt. 15, 22, 49	7	2	49
Crowded	0		0	4	15
Customer Service	17	Rt. 1 (8), 7, 10, 15, 17, 21, 22, 29, 149, DAR Call Center	18	9	224
No Show	6	Rt. 1, 8, 12, 23, 40, 74	5	1	119
Mechanical Problems	0		2	0	25
Passenger Conduct	1	Rt. 33	2	1	13
Other w/ Rt #	2	Rt. 3, 18	0	0	26
Other w/out Rt #	8		9	10	94
<b>Total</b>	<b>108</b>		<b>128</b>	<b>61</b>	<b>1,587</b>

## Comments & Commendations By Type, November 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		6	7	105
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	0		7	6	45
Comments (By Mail, Phone, P.S. Card or Internet)	9		13	13	153
Bus Stop Appearance / Repair	10		13	7	91
<b>Total</b>	<b>26</b>		<b>39</b>	<b>33</b>	<b>394</b>

Total Ridership	574,717		641,833	569,714
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