

Riverside Transit Agency

Transportation Center Monthly Report



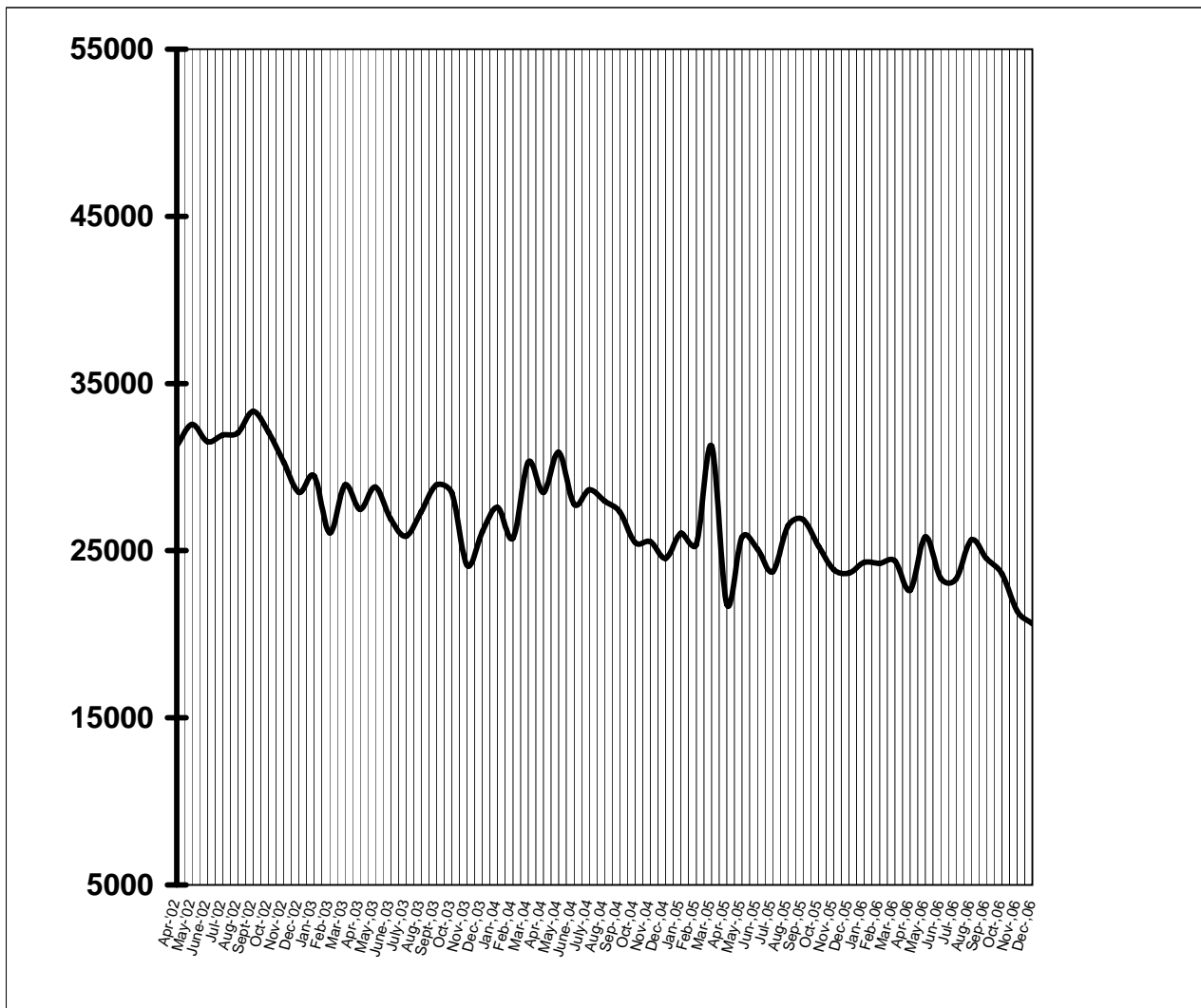
**December
2006**

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

December 2006 Transportation Center Call Totals

| | Current Month | Same Month Last Year | Percentage of Change |
|---------------------------------------|---------------|----------------------|----------------------|
| Customer Information Center | 13,270 | 12,588 | 5.42% |
| Dial-A-Ride | 7,347 | 11,070 | -33.63% |
| Total calls received for month | 20,617 | 23,658 | -12.85% |
| Avg. calls per hour for month | 66.51 | 75.34 | -11.73% |



Complaint by Route - December 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 | 12 | 111,997 | 16 | 10 | 128 | 1.07 |
| 3 | 3 | 4,048 | 4 | 2 | 31 | 7.41 |
| 7 | 1 | 7,609 | 2 | 3 | 25 | 1.31 |
| 8 | 3 | 5,996 | 2 | 3 | 34 | 5.00 |
| 10 | 3 | 17,157 | 2 | 1 | 44 | 1.75 |
| 12 | 8 | 17,463 | 3 | 8 | 84 | 4.58 |
| 13 | 1 | 20,716 | 1 | 1 | 30 | 0.48 |
| 14 | 0 | 12,093 | 3 | 2 | 32 | 0.00 |
| 15 | 3 | 32,120 | 7 | 1 | 57 | 0.93 |
| 16 | 9 | 50,395 | 1 | 4 | 50 | 1.79 |
| 17 | 0 | 4,160 | 2 | 0 | 20 | 0.00 |
| 18 | 0 | 9,126 | 2 | 0 | 10 | 0.00 |
| 18A | 0 | 9,190 | 0 | 0 | 10 | 0.00 |
| 19 | 2 | 29,065 | 2 | 1 | 49 | 0.69 |
| 20 | 6 | 17,222 | 3 | 2 | 57 | 3.48 |
| 21 | 3 | 10,455 | 1 | 1 | 22 | 2.87 |
| 22 | 5 | 27,795 | 4 | 2 | 53 | 1.80 |
| 23 | 1 | 5,735 | 2 | 3 | 53 | 1.74 |
| 24 | 6 | 3,357 | 0 | 1 | 42 | 17.87 |
| 25 | 3 | 14,530 | 3 | 1 | 51 | 2.06 |
| 27 | 9 | 29,532 | 7 | 8 | 103 | 3.05 |
| 29 | 0 | 9,436 | 1 | 1 | 20 | 0.00 |
| 30 | 1 | 6,027 | 1 | 2 | 7 | 1.66 |
| 31 | 2 | 5,423 | 1 | 4 | 39 | 3.69 |
| 32 | 0 | 5,791 | 1 | 1 | 19 | 0.00 |
| 33 | 1 | 2,262 | 6 | 2 | 36 | 4.42 |
| 35 | 0 | 1,530 | 0 | 0 | 4 | 0.00 |
| 36 | 0 | 1,310 | 1 | 0 | 5 | 0.00 |
| 38 | 3 | 1,210 | 0 | 0 | 10 | 24.79 |
| 40 | 0 | 2,535 | 1 | 0 | 11 | 0.00 |
| 41 | 1 | 2,776 | 1 | 0 | 7 | 3.60 |
| 42 | 0 | 1,211 | 0 | 0 | 20 | 0.00 |
| 49 | 2 | 17,378 | 5 | 2 | 42 | 1.15 |
| 50 | 0 | 1,927 | 0 | 0 | 0 | 0.00 |
| 51 | 0 | 1,311 | 1 | 0 | 2 | 0.00 |
| 61 | 0 | 531 | 0 | 0 | 7 | 0.00 |
| 74 | 1 | 3,868 | 1 | 0 | 13 | 2.59 |
| 79 | 4 | 2,965 | 0 | 2 | 20 | 13.49 |
| 149 | 0 | 5,918 | 1 | 2 | 16 | 0.00 |
| 202 | 0 | 1,218 | 1 | 0 | 17 | 0.00 |
| 204 | 0 | 2,091 | 1 | 0 | 6 | 0.00 |
| 206 | 0 | 3,239 | 2 | 3 | 28 | 0.00 |
| 208 | 2 | 2,744 | 0 | 0 | 10 | 7.29 |
| Jurupa Shuttle | 0 | 151 | 0 | 0 | 7 | 0.00 |
| Fest. Of Lights | 0 | 748 | 0 | 0 | 0 | 0.00 |
| Holiday Trolley | 0 | 287 | 0 | 0 | 0 | 0.00 |
| Route w/o# | 8 | NA | 8 | 8 | 125 | NA |
| Total Fxd Rt | 103 | 523,648 | 100 | 81 | 1,456 | 1.97 |

| | | | | | | |
|------------------|------------|----------------|------------|-----------|--------------|-------------|
| SC DAR | 0 | 904 | 0 | 1 | 10 | 0.00 |
| Hem/SJ/HR DAR | 1 | 3,308 | 0 | 0 | 31 | 3.02 |
| Perris DAR | 2 | 1,702 | 0 | 0 | 16 | 11.75 |
| Norco DAR | 0 | 1,630 | 1 | 0 | 12 | 0.00 |
| Jurupa DAR | 0 | 646 | 0 | 0 | 12 | 0.00 |
| LE DAR | 0 | 743 | 0 | 0 | 13 | 0.00 |
| M/T DAR | 1 | 1,663 | 0 | 2 | 21 | 6.01 |
| MV DAR | 0 | 2,603 | 0 | 1 | 25 | 0.00 |
| Taxi Demo | 0 | 1,071 | 0 | 0 | 48 | 0.00 |
| CALIMESA DAR | 0 | 15 | 0 | 0 | 0 | 0.00 |
| Riverside DAR | 1 | 4,022 | 6 | 1 | 4 | 2.49 |
| Beau/Ban DAR | 0 | 25 | 0 | 0 | 0 | 0.00 |
| GT DAR | 0 | 236 | 0 | 0 | 2 | 0.00 |
| Customer Service | 0 | NA | 1 | 4 | 27 | NA |
| Other | 0 | NA | 0 | 0 | 0 | NA |
| Total DAR | 5 | 18,568 | 8 | 9 | 221 | 2.69 |
| Total | 108 | 542,216 | 108 | 90 | 1,677 | 1.99 |

Complaints By Type, December 2006

| Category | Number | | Number Last Month | Number This Month Last Year | Last 12 Month Totals |
|--|------------|---|-------------------|-----------------------------|----------------------|
| Conduct (Rude, Ignored Bell Ring, etc.) | 13 | Rt. 1, 8, 12, 15, 16, 23, 24 (3), 27, 38 (2), 208 | 11 | 25 | 188 |
| Careless Driving | 20 | Rt. 1 (3), 10, 12, 16, 20, 22 (3), 24, 27 (4), 31, 38, 74, Hemet DAR, Perri | 11 | 7 | 213 |
| Early Bus | 6 | Rt. 12 (2), 16, 21, 79, 208 | 6 | 3 | 83 |
| Late Bus | 12 | Rt. 1, 12 (3), 13, 16, 19, 27, 33, 49, 79 (2) | 17 | 9 | 203 |
| Passed By | 26 | Rt. 1 (6), 3 (3), 8 (2), 10 (2), 15 (2), 19, 20 (4), 24 (2), 25 (3), 41 | 25 | 25 | 320 |
| Missed Transfer | 6 | Rt. 16 (3), 21, 22, 27 | 1 | 0 | 29 |
| Fare Dispute | 4 | Rt. 1, 20, 27, 30 | 3 | 1 | 52 |
| Crowded | 0 | | 0 | 0 | 15 |
| Customer Service | 10 | Rt. 7, 12, 16 (2), 21, 27, 31, 49, 79, Temecula DAR | 17 | 7 | 227 |
| No Show | 2 | Rt. Perris DAR, Riverside DAR | 6 | 4 | 117 |
| Mechanical Problems | 0 | | 0 | 0 | 25 |
| Passenger Conduct | 1 | Rt. 22 | 1 | 0 | 14 |
| Other w/ Rt # | 0 | | 2 | 1 | 25 |
| Other w/out Rt # | 8 | | 8 | 8 | 94 |
| Total | 108 | | 108 | 90 | 1,605 |

Comments & Commendations By Type, December 2006

| Category | Number | | Number Last Month | Number This Month Last Year | Last 12 Month Totals |
|--|-----------|--|-------------------|-----------------------------|----------------------|
| Commendations (By Mail, Phone, P.S. Card or Internet) | 4 | | 7 | 9 | 100 |
| Accessible Stops (By Mail, Phone, P.S. Card or Internet) | 1 | | 0 | 10 | 36 |
| Comments (By Mail, Phone, P.S. Card or Internet) | 11 | | 9 | 6 | 158 |
| Bus Stop Appearance / Repair | 3 | | 10 | 5 | 89 |
| Total | 19 | | 26 | 30 | 383 |

| | | | | |
|-----------------|---------|--|---------|---------|
| Total Ridership | 542,216 | | 574,717 | 547,934 |
|-----------------|---------|--|---------|---------|