

Riverside Transit Agency

Transportation Center Monthly Report



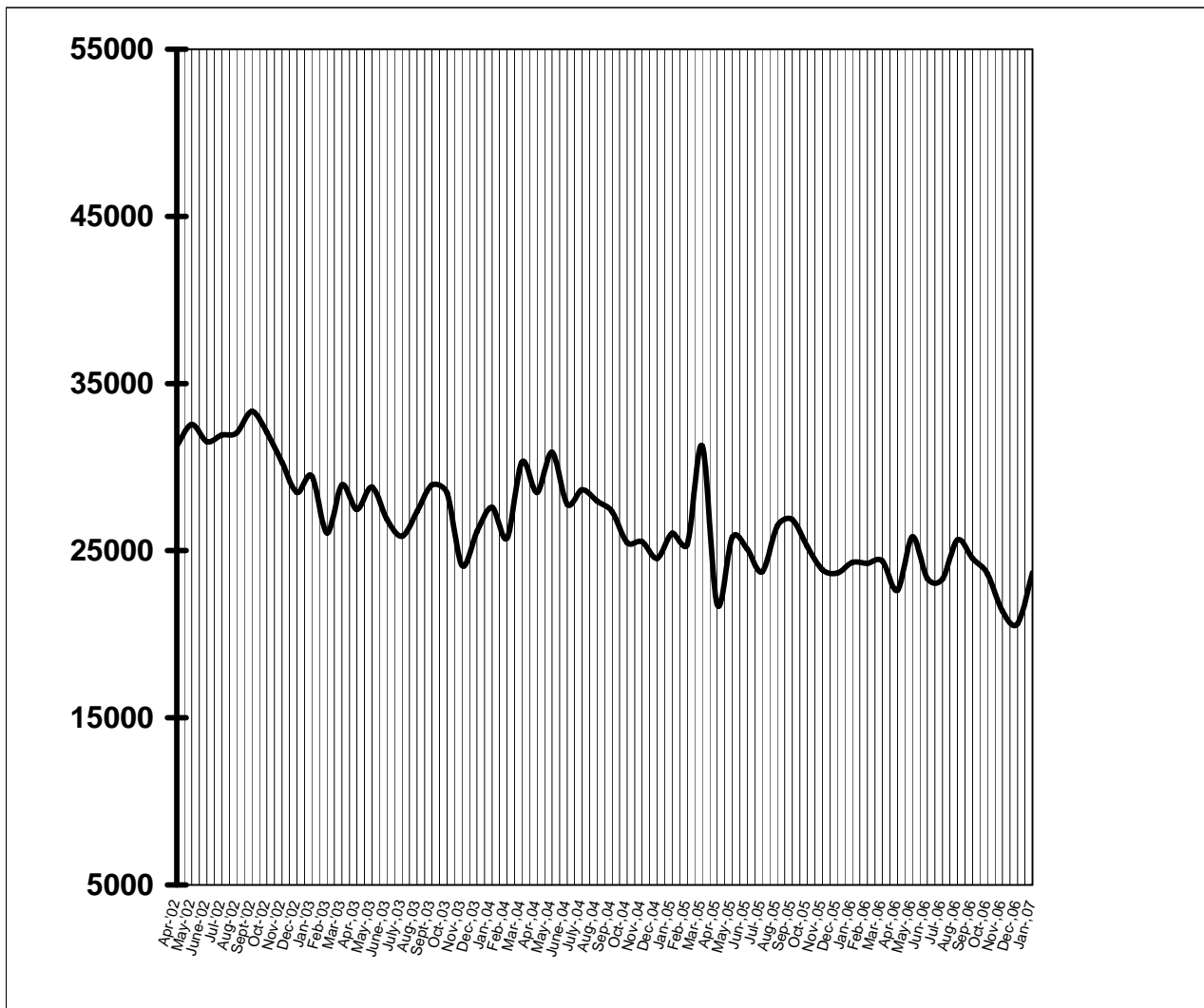
January
2007

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

January 2007 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	15,438	13,350	15.64%
Dial-A-Ride	8,241	10,951	-24.75%
Total calls received for month	23,679	24,301	-2.56%
Avg. calls per hour for month	73.31	75.70	-3.16%



Complaint by Route - January 2007

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	10	119,530	12	15	123	0.84
3	2	4,529	3	4	29	4.42
7	1	8,309	1	2	24	1.20
8	6	6,275	3	1	39	9.56
10	4	20,100	3	5	43	1.99
12	8	18,005	8	10	82	4.44
13	5	20,744	1	4	31	2.41
14	1	12,864	0	1	32	0.78
15	7	33,576	3	8	56	2.08
16	3	50,571	9	2	51	0.59
17	0	4,572	0	0	20	0.00
18	0	8,686	0	1	9	0.00
18A	0	8,688	0	2	8	0.00
19	2	29,880	2	8	43	0.67
20	6	18,127	6	3	60	3.31
21	3	9,136	3	3	22	3.28
22	6	28,021	5	2	57	2.14
23	0	5,776	1	2	51	0.00
24	0	3,746	6	2	40	0.00
25	6	16,349	3	3	54	3.67
27	5	31,446	9	5	103	1.59
29	2	9,622	0	1	21	2.08
30	1	6,253	1	0	8	1.60
31	1	5,538	2	5	35	1.81
32	2	5,560	0	4	17	3.60
33	2	1,999	1	3	35	10.01
35	0	1,448	0	0	4	0.00
36	2	1,280	0	1	6	15.63
38	2	1,662	3	1	11	12.03
40	1	2,821	0	1	11	3.54
41	0	3,250	1	1	6	0.00
42	1	1,196	0	0	21	8.36
49	5	18,376	2	2	45	2.72
50	0	2,946	0	0	0	0.00
51	2	2,864	0	0	4	6.98
61	0	573	0	1	6	0.00
74	3	4,401	1	0	16	6.82
79	8	3,337	4	0	28	23.97
149	0	5,464	0	1	15	0.00
202	0	1,360	0	0	17	0.00
204	0	2,526	0	0	6	0.00
206	1	4,329	0	2	27	2.31
208	0	3,313	2	0	10	0.00
Jurupa Shuttle	0	177	0	0	7	0.00
16 Shuttle	1	1,683	0	0	1	5.94
Route w/o#	13	NA	8	10	128	NA
Total Fxd Rt	122	550,908	103	116	1,462	2.21

SC DAR	0	1,099	0	1	9	0.00
Hem/SJ/HR DAR	3	3,664	1	3	31	8.19
Perris DAR	1	1,863	2	1	16	5.37
Norco DAR	1	1,809	0	0	13	5.53
Jurupa DAR	0	616	0	2	10	0.00
LE DAR	0	836	0	1	12	0.00
M/T DAR	1	1,866	1	2	20	5.36
MV DAR	2	2,704	0	6	21	7.40
Taxi Demo	0	1,267	0	0	48	0.00
CALIMESA DAR	0	17	0	0	0	0.00
Riverside DAR	0	4,372	1	6	0	0.00
Beau/Ban DAR	0	13	0	0	0	0.00
GT DAR	0	291	0	0	2	0.00
Customer Service	1	NA	0	2	26	NA
Other	0	NA	0	0	0	NA
Total DAR	9	20,417	5	24	208	4.41
Total	131	571,325	108	140	1,670	2.29

Complaints By Type, January 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	21	Rt. 1 (2), 8 (2), 10, 12, 15 (2), 22, 25 (2), 27, 29, 32, 38, 74, 79,	13	27	182
Conduct (Cont'd)		Norco DAR, DAR Call Center, Perris DAR, Temecula DAR			
Careless Driving	10	Rt. 10, 15, 20, 21 (2), 22, 27, 36, 49, Hemet DAR	20	10	213
Early Bus	4	Rt. 19, 20, 21, 206	6	4	83
Late Bus	16	Rt. 1 (2), 3, 8 (2), 10, 12, 13, 15, 22, 49 (2), 74 (2), 79 (2)	12	23	196
Passed By	32	Rt. 1 (3), 10, 12 (2), 13 (4), 14, 16, 16 Shuttle, 20 (2), 22 (2), 25 (3),	26	32	320
Passed By (Cont'd)		27 (2), 31, 38, 40, 42, 51 (2), 79 (4)			
Missed Transfer	4	Rt. 1, 12, 20, 79	6	3	30
Fare Dispute	5	Rt. 3, 7, 8, 12, 19	4	2	55
Crowded	0		0	0	15
Customer Service	16	Rt. 1, 8, 12 (2), 15 (3), 16, 20, 29, 30, 32, 33 (2), MV DAR (2)	10	12	231
No Show	5	Rt. 16, 25, 27, Hemet DAR (2)	2	8	114
Mechanical Problems	4	Rt. 1, 22, 36, 49	0	2	27
Passenger Conduct	1	Rt. 49	1	1	14
Other w/ Rt #	0		0	6	19
Other w/out Rt #	13		8	10	97
Total	131		108	140	1,596

Comments & Commendations By Type, January 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	9		4	7	102
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	4		1	12	28
Comments (By Mail, Phone, P.S. Card or Internet)	10		11	15	153
Bus Stop Appearance / Repair	3		3	6	86
Total	26		19	40	369

Total Ridership	571,325		542,216	561,749
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