

Riverside Transit Agency

Transportation Center Monthly Report



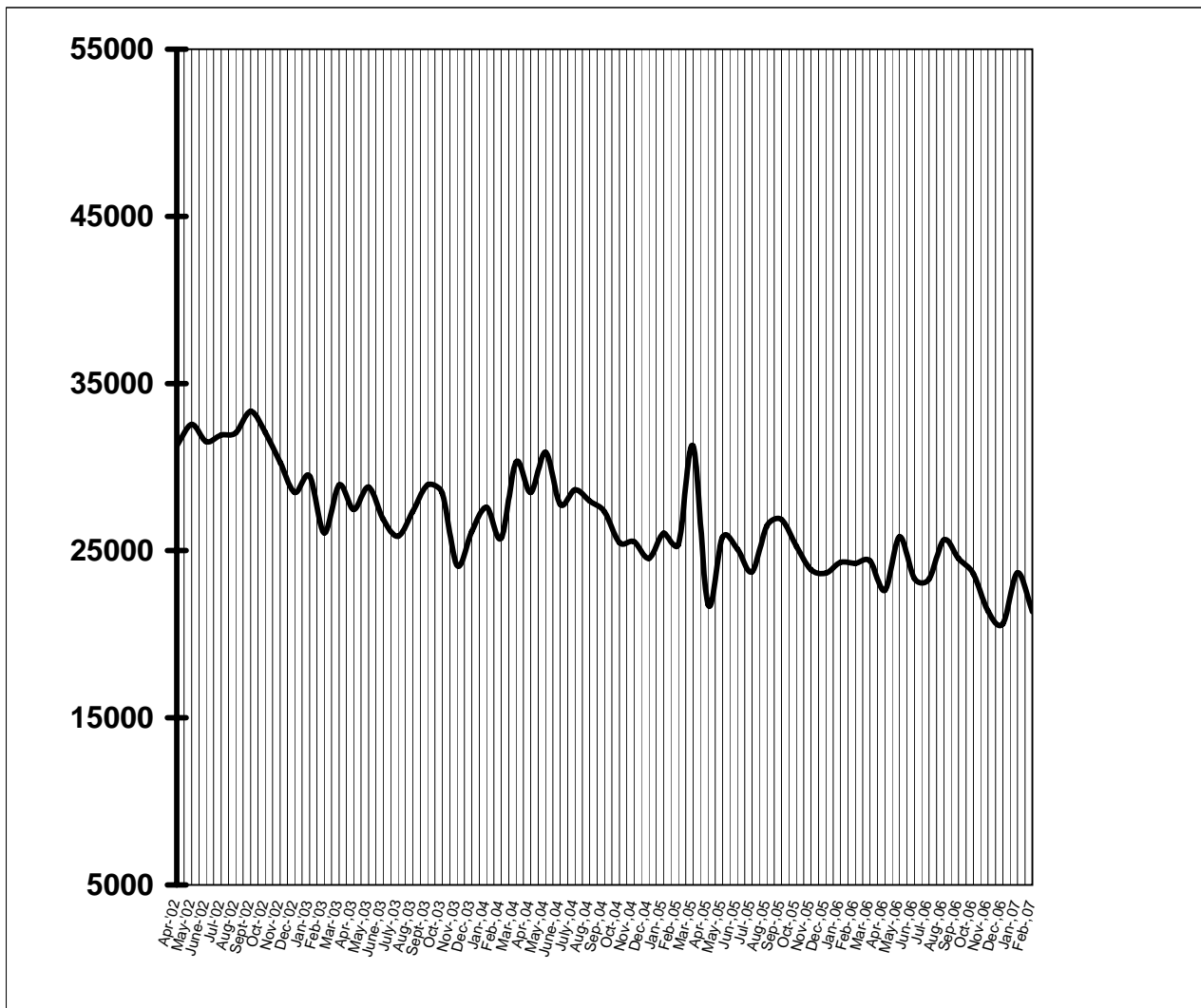
February
2007

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

February 2007 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	13,925	12,408	12.23%
Dial-A-Ride	7,425	11,827	-37.22%
Total calls received for month	21,350	24,235	-11.90%
Avg. calls per hour for month	73.12	83.00	-11.90%



Complaint by Route - February 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	7	112,841	10	7	123	0.62
3	3	4,469	2	0	32	6.71
7	4	7,977	1	2	26	5.01
8	6	6,318	6	1	44	9.50
10	2	18,404	4	5	40	1.09
12	14	16,838	8	5	91	8.31
13	2	19,836	5	4	29	1.01
14	1	11,661	1	0	33	0.86
15	4	32,316	7	6	54	1.24
16	6	47,717	3	3	54	1.26
17	1	4,482	0	0	21	2.23
18	0	8,738	0	0	9	0.00
18A	0	9,329	0	2	6	0.00
19	2	29,020	2	4	41	0.69
20	2	17,470	6	9	53	1.14
21	0	8,476	3	1	21	0.00
22	6	25,581	6	3	60	2.35
23	3	6,260	0	1	53	4.79
24	0	3,486	0	2	38	0.00
25	5	14,265	6	2	57	3.51
27	14	29,290	5	6	111	4.78
29	0	8,567	2	1	20	0.00
30	3	6,290	1	0	11	4.77
31	4	5,870	1	2	37	6.81
32	2	5,613	2	2	17	3.56
33	1	2,055	2	2	34	4.87
35	0	1,345	0	0	4	0.00
36	0	1,227	2	0	6	0.00
38	2	1,537	2	3	10	13.01
40	2	2,821	1	1	12	7.09
41	0	3,552	0	2	4	0.00
42	0	1,233	1	0	21	0.00
49	2	17,883	5	6	41	1.12
50	0	1,832	0	0	0	0.00
51	4	2,621	2	0	8	15.26
61	0	477	0	2	4	0.00
74	2	4,415	3	1	17	4.53
79	1	2,949	8	0	29	3.39
149	2	5,667	0	0	17	3.53
202	1	1,214	0	2	16	8.24
204	1	2,431	0	1	6	4.11
206	0	3,906	1	0	27	0.00
208	0	2,984	0	1	9	0.00
Jurupa Shuttle	0	140	0	0	7	0.00
16 Shuttle	2	2,230	1	0	3	8.97
Route w/o#	4	NA	13	5	127	NA
Total Fxd Rt	115	523,633	122	94	1,483	2.20

SC DAR	0	1,002	0	2	7	0.00
Hem/SJ/HR DAR	3	3,437	3	2	32	8.73
Perris DAR	0	1,804	1	4	12	0.00
Norco DAR	0	1,854	1	0	13	0.00
Jurupa DAR	0	624	0	0	10	0.00
LE DAR	0	797	0	1	11	0.00
M/T DAR	2	1,715	1	7	15	11.66
MV DAR	3	2,579	2	4	20	11.63
Taxi Demo	0	764	0	0	48	0.00
CALIMESA DAR	0	15	0	0	0	0.00
Riverside DAR	3	4,176	0	3	0	7.18
Beau/Ban DAR	0	12	0	0	0	0.00
GT DAR	0	338	0	0	2	0.00
Customer Service	3	NA	1	0	29	NA
Other	0	NA	0	0	0	NA
Total DAR	14	19,117	9	23	199	7.32
Total	129	542,750	131	117	1,682	2.38

Complaints By Type, February 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	16	Rt. 7, 12 (2), 16 Shuttle, 17, 20, 22, 23, 27, 33, 40 (2), 51,	21	16	182
Conduct (Cont'd)		DAR Call Center (2), Temecula DAR			
Careless Driving	22	Rt. 1, 3, 7, 8, 12 (2), 15, 27 (4), 31 (2), 51, 79, 149, 204,	10	15	220
Careless Driving (Cont'd)		Hemet DAR (2), MV DAR (2), Riverside DAR			
Early Bus	3	Rt. 1, 12, 22	4	4	82
Late Bus	19	Rt. 1, 3, 8 (3), 12, 16 (2), 19, 22 (2), 25, 27 (2), 31, 38, 51, 202,	16	13	202
Late Bus (Cont'd)		Riverside DAR			
Passed By	29	Rt. 1, 7, 8, 10, 12 (4), 13 (2), 14, 15 (2), 16, 16 Shuttle, 19, 20, 22 (2),	32	35	314
Passed By (Cont'd)		23 (2), 25 (2), 27, 32, 38, 74 (2), Hemet DAR			
Missed Transfer	5	Rt. 8, 12, 27 (2), 149	4	3	32
Fare Dispute	7	Rt. 1, 16 (2), 27, 30 (2), 32	5	1	61
Crowded	0		0	0	15
Customer Service	13	Rt. 1, 3, 10, 12 (2), 15, 27 (3), 30, DAR Call Center, MV DAR,	16	12	232
Customer Service (Cont'd)		Riverside DAR			
No Show	7	Rt. 7, 12, 16, 25 (2), 31, Temecula DAR	5	11	110
Mechanical Problems	1	Rt. 51	4	1	27
Passenger Conduct	3	Rt. 1, 49 (2)	1	1	16
Other w/ Rt #	0		0	0	19
Other w/out Rt #	4		13	5	96
Total	129		131	117	1,608

Comments & Commendations By Type, February 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	7		9	16	93
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	5		4	7	26
Comments (By Mail, Phone, P.S. Card or Internet)	11		10	10	154
Bus Stop Appearance / Repair	9		3	5	90
Total	32		26	38	363

Total Ridership	542,750		571,325	540,329
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