

Riverside Transit Agency

Transportation Center Monthly Report



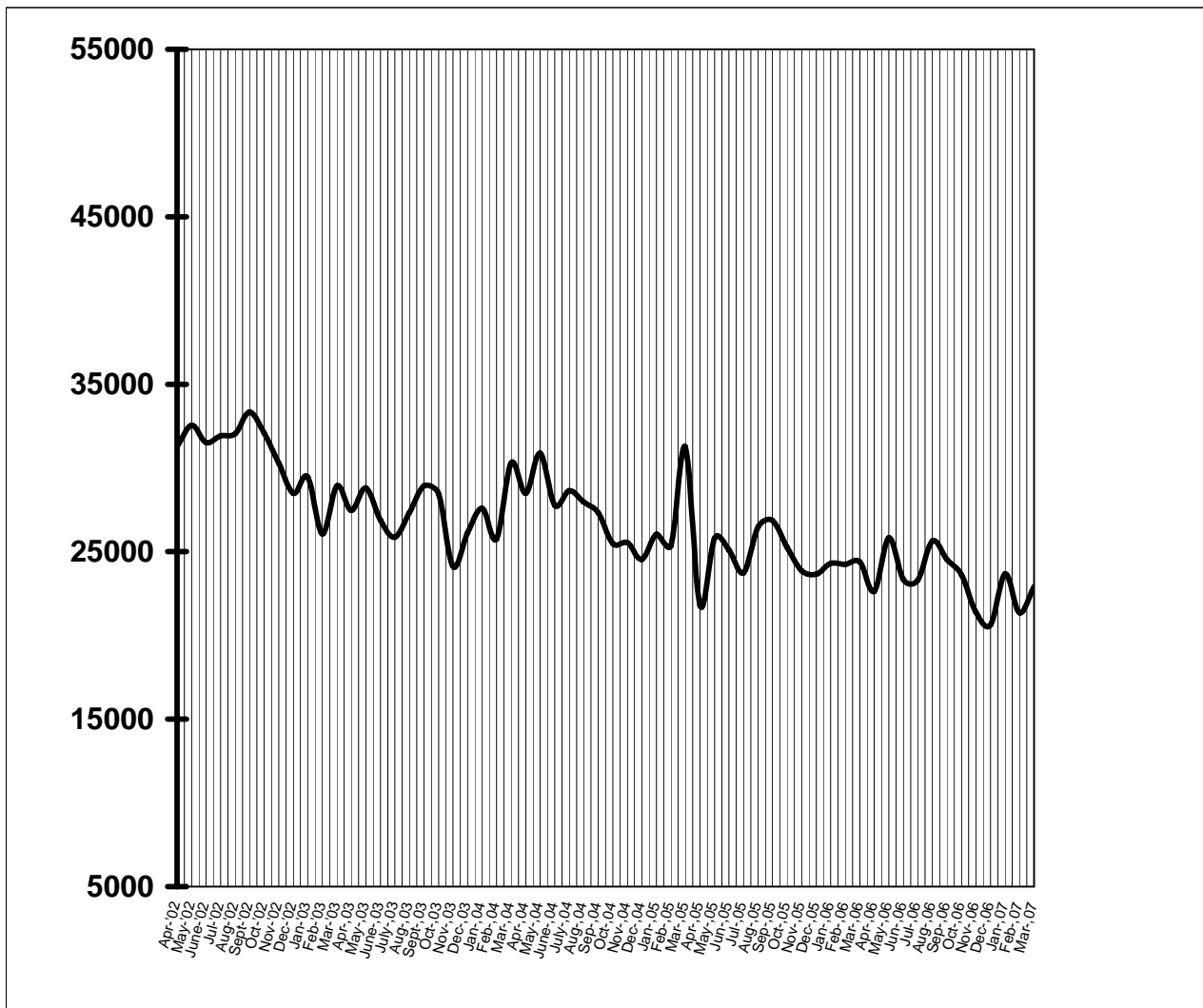
March
2007

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

March 2007 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	14,681	12,745	15.19%
Dial-A-Ride	8,237	11,645	-29.27%
Total calls received for month	22,918	24,390	-6.04%
Avg. calls per hour for month	70.95	75.05	-5.45%



Complaint by Route - March 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	16	128,495	7	13	126	1.25
3	1	5,333	3	0	33	1.88
7	0	8,754	4	0	26	0.00
8	2	7,268	6	3	43	2.75
10	3	21,794	2	4	39	1.38
12	13	19,650	14	7	97	6.62
13	5	22,954	2	1	33	2.18
14	2	13,119	1	1	34	1.52
15	5	38,928	4	6	53	1.28
16	10	52,828	6	3	61	1.89
17	1	5,034	1	0	22	1.99
18	1	9,739	0	1	9	1.03
18A	1	10,814	0	0	7	0.92
19	6	32,221	2	2	45	1.86
20	4	19,887	2	5	52	2.01
21	3	9,997	0	2	22	3.00
22	15	30,103	6	4	71	4.98
23	4	7,136	3	5	52	5.61
24	2	4,037	0	2	38	4.95
25	1	16,634	5	3	55	0.60
27	7	33,975	14	5	113	2.06
29	1	10,058	0	0	21	0.99
30	1	7,250	3	0	12	1.38
31	2	6,395	4	4	35	3.13
32	6	6,253	2	3	20	9.60
33	3	2,325	1	2	35	12.90
35	0	1,524	0	1	3	0.00
36	0	1,398	0	0	6	0.00
38	1	1,782	2	0	11	5.61
40	0	3,218	2	3	9	0.00
41	0	4,413	0	0	4	0.00
42	1	1,313	0	0	22	7.62
49	7	20,471	2	2	46	3.42
50	0	2,041	0	0	0	0.00
51	1	2,062	4	0	9	4.85
61	0	615	0	1	3	0.00
74	1	5,431	2	2	16	1.84
79	1	3,523	1	2	28	2.84
149	2	6,020	2	0	19	3.32
202	3	1,420	1	4	15	21.13
204	0	2,725	1	2	4	0.00
206	0	4,837	0	0	27	0.00
208	1	3,478	0	1	9	2.88
Jurupa Shuttle	0	194	0	0	7	0.00
16 Shuttle	0	1,548	2	0	3	0.00
Route w/o#	5	NA	4	7	125	NA
Total Fxd Rt	138	598,994	115	101	1,520	2.30

SC DAR	0	1,111	0	1	6	0.00
Hem/SJ/HR DAR	4	3,982	3	2	34	10.05
Perris DAR	2	2,127	0	2	12	9.40
Norco DAR	2	2,142	0	0	15	9.34
Jurupa DAR	0	709	0	0	10	0.00
LE DAR	2	869	0	1	12	23.01
M/T DAR	0	2,041	2	2	13	0.00
MV DAR	2	2,840	3	1	21	7.04
Taxi Demo	0	1,314	0	0	48	0.00
CALIMESA DAR	0	15	0	0	0	0.00
Riverside DAR	4	4,966	3	3	1	8.05
Beau/Ban DAR	0	8	0	0	0	0.00
GT DAR	0	362	0	0	2	0.00
Customer Service	2	NA	3	7	24	NA
Other	0	NA	0	0	0	NA
Total DAR	18	22,486	14	19	198	8.00
Total	156	621,480	129	120	1,718	2.51

Complaints By Type, March 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	15	Rt. 14, 19, 22, 23, 27, 30, 31, 32 (3), 33, 42, 49, LE DAR (2)	16	14	183
Careless Driving	24	Rt. 1 (2), 12, 13 (3), 16 (3), 22 (2), 23 (2), 27, 33, 49, 149 (2),	22	21	223
Careless Driving (Cont'd)		Hemet DAR (2) Norco DAR, Perris DAR, Riverside DAR (2)			
Early Bus	2	Rt. 1, 202	3	3	81
Late Bus	25	Rt. 1 (4), 3, 8, 12 (3), 16, 19, 20 (2), 22 (2), 24, 27 (3), 29, 38, 49, 51,	19	15	212
Late Bus (Cont'd)		79, Riverside DAR			
Passed By	36	Rt. 1 (5), 8, 10, 12 (5), 13, 14, 15 (2), 16 (2), 18, 20 (2), 21, 22 (5), 23,	29	22	328
Passed By (Cont'd)		24, 27 (2), 31, 32, 33, 49 (2),			
Missed Transfer	6	Rt. 12, 15, 16, 21, 22, Perris DAR	5	2	36
Fare Dispute	4	Rt. 1, 15, 19, 32	7	4	61
Crowded	0		0	2	13
Customer Service	24	Rt. 1 (3), 10, 12 (2), 13, 15, 16 (2), 19, 22 (2), 25, 32, 49 (2), 74,	13	18	238
Customer Service (Cont'd)		202 (2), DAR Call Center (2), Hemet DAR, MV DAR			
No Show	10	Rt. 16, 17, 21, 22 (2), 208, Norco DAR, Hemet DAR, MV DAR (2)	7	5	115
Mechanical Problems	0		1	2	25
Passenger Conduct	5	Rt. 10, 12, 18A, 19 (2)	3	2	19
Other w/ Rt #	0		0	3	16
Other w/out Rt #	5		4	7	94
Total	156		129	120	1,644

Comments & Commendations By Type, March 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	8		7	7	94
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	6		5	4	28
Comments (By Mail, Phone, P.S. Card or Internet)	10		11	8	156
Bus Stop Appearance / Repair	10		9	11	89
Total	34		32	30	367

Total Ridership	621,480		542,750	590,612
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