

Riverside Transit Agency

Transportation Center Monthly Report



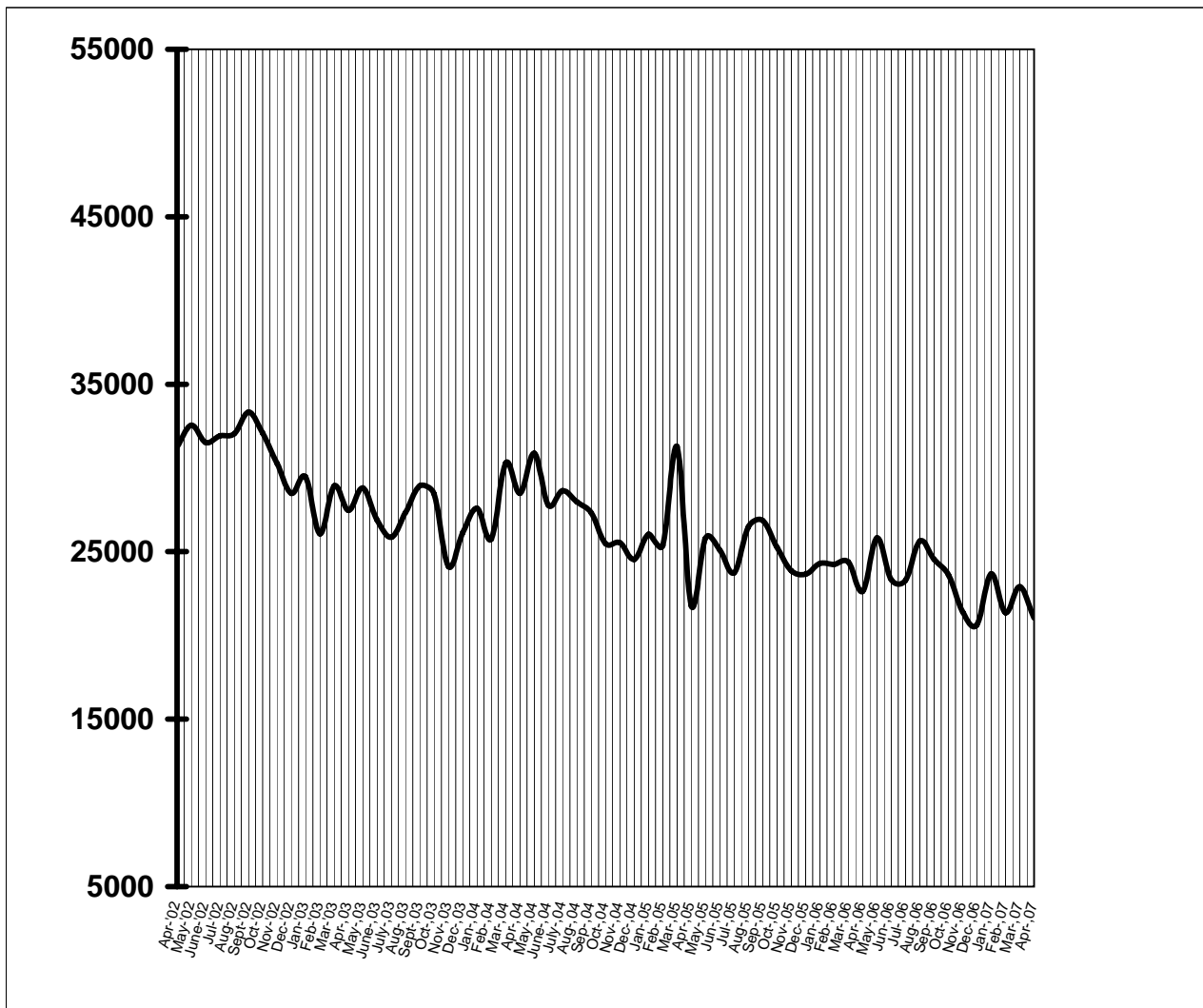
April
2007

Riverside Transit Agency
Transportation Center

Riverside Transit Agency

April 2007 Transportation Center Call Totals

	Current Month	Same Month Last Year	Percentage of Change
Customer Information Center	13,328	12,345	7.96%
Dial-A-Ride	7,708	10,272	-24.96%
Total calls handled for month	21,036	22,617	-6.99%
Avg. calls handled per hour for month	67.42	72.96	-7.59%



Complaint by Route - April 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	121,026	16	5	128	0.58
3	1	4,372	1	1	33	2.29
7	1	8,567	0	5	22	1.17
8	3	6,662	2	2	44	4.50
10	1	20,372	3	1	39	0.49
12	9	18,501	13	11	95	4.86
13	1	22,451	5	2	32	0.45
14	5	12,809	2	1	38	3.90
15	6	36,292	5	9	50	1.65
16	6	51,904	10	12	55	1.16
17	0	4,907	1	0	22	0.00
18	0	9,351	1	1	8	0.00
18A	2	9,558	1	0	9	2.09
19	3	30,459	6	7	41	0.98
20	2	18,860	4	2	52	1.06
21	5	10,132	3	0	27	4.93
22	5	28,732	15	3	73	1.74
23	2	5,843	4	4	50	3.42
24	3	3,800	2	1	40	7.89
25	4	15,399	1	2	57	2.60
27	7	32,320	7	5	115	2.17
29	0	9,662	1	1	20	0.00
30	2	6,855	1	0	14	2.92
31	5	5,755	2	1	39	8.69
32	2	5,647	6	0	22	3.54
33	6	1,928	3	2	39	31.12
35	2	1,265	0	0	5	15.81
36	0	1,272	0	0	6	0.00
38	2	1,787	1	2	11	11.19
40	1	2,911	0	0	10	3.44
41	0	2,957	0	0	4	0.00
42	1	1,402	1	0	23	7.13
49	4	19,603	7	1	49	2.04
50	0	1,095	0	0	0	0.00
51	0	2,912	1	0	9	0.00
61	0	710	0	0	3	0.00
74	5	4,773	1	0	21	10.48
79	5	3,126	1	0	33	15.99
149	1	5,679	2	0	20	1.76
202	1	1,475	3	1	15	6.78
204	0	2,262	0	0	4	0.00
206	0	4,651	0	5	22	0.00
208	0	3,589	1	2	7	0.00
Jurupa Shuttle	0	167	0	0	7	0.00
Route w/o#	8	NA	5	9	124	NA
Total Fxd Rt	118	563,800	136	98	1,537	2.09

SC DAR	0	1,059	0	0	6	0.00
Hem/SJ/HR DAR	2	3,815	4	2	34	5.24
Perris DAR	2	1,957	2	1	13	10.22
Norco DAR	2	1,978	2	0	17	10.11
Jurupa DAR	0	641	0	2	8	0.00
LE DAR	0	779	2	1	11	0.00
M/T DAR	0	2,037	0	1	12	0.00
MV DAR	1	2,723	2	0	22	3.67
Taxi Demo	0	1,362	0	0	48	0.00
CALIMESA DAR	0	11	0	0	0	0.00
Riverside DAR	4	4,317	4	2	3	9.27
Beau/Ban DAR	0	1	0	0	0	0.00
GT DAR	0	411	0	0	2	0.00
Customer Service	0	NA	2	5	19	NA
Other	0	NA	0	0	0	NA
Total DAR	11	21,091	18	14	195	5.22
Total	129	584,891	156	112	1,732	2.21

Complaints By Type, April 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Conduct (Rude, Ignored Bell Ring, etc.)	16	Rt. 1, 8, 14, 21, 22, 23, 30, 31 (2), 38 (2), 40, 42, 49, 74, 149	15	17	182
Careless Driving	11	Rt. 1, 15, 20, 27, 74, Hemet DAR (2), MV DAR, Norco DAR	24	19	215
Careless Driving (Cont'd)		Perris DAR, Riverside DAR			
Early Bus	8	Rt. 15, 16, 20, 27 (2), 35, 79, 202	2	5	84
Late Bus	19	Rt. 1, 8, 12 (3), 13, 15 (3), 18A (2), 22, 24, 25 (2), 27 (2), 33,	25	12	219
Passed By	31	Rt. 1, 12 (6), 14, 16 (2), 19 (2), 21 (4), 23, 24, 25, 27, 30, 33 (4),	36	21	338
Passed By (Cont'd)		49 (2), 74, 79 (3)			
Missed Transfer	1	Rt. 8	6	0	37
Fare Dispute	2	Rt. 1, 19	4	2	61
Crowded	2	Rt. 32 (2)	0	0	15
Customer Service	18	Rt. 1 (2), 7, 10, 14 (3), 15, 16 (2), 22 (3), 27, 31, 49, Norco DAR,	24	23	233
Customer Service (Cont'd)		Perris DAR			
No Show	10	Rt. 3, 16, 24, 31 (2), 33, 35, 79, Riverside DAR (2)	10	3	122
Mechanical Problems	0		0	0	25
Passenger Conduct	3	Rt. 25, 74 (2)	5	1	21
Other w/ Rt #	0		0	0	16
Other w/out Rt #	8		5	9	93
Total	129		156	112	1,661

Comments & Commendations By Type, April 2007

Category	Number		Number Last Month	Number This Month Last Year	Last 12 Month Totals
Commendations (By Mail, Phone, P.S. Card or Internet)	4		8	8	90
Accessible Stops (By Mail, Phone, P.S. Card or Internet)	5		6	5	28
Comments (By Mail, Phone, P.S. Card or Internet)	21		10	17	160
Bus Stop Appearance / Repair	15		10	6	98
Total	45		34	36	376

Total Ridership	584,891		621,480	542,312
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