

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
January 9, 2008

SUBJECT: REPORT ON CUSTOMER COMPLAINTS

ACTION: RECEIVE

BACKGROUND:

The Customer Complaint Report provides Sector Complaint Data in comparison to Metro Operations. The form and content of this report will be modified each month to include salient issues that are requested by the Governance Council.

DISCUSSION

The following item is presented for discussion:

Metro San Fernando Valley Customer Complaint Report – Month Ended November 2007.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

Copies of Agendas or Agenda Items may be obtained by contacting
Metro San Fernando Valley at (818) 701-2800.

Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 11/06 - 11/07 - Metro San Fernando Valley

	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Total Complaints	145	133	146	153	192	145	182	175	211	186	154	203	142
12-Month Average	150	145	146	148	151	154	157	159	165	167	164	169	169
Complaints per 100K *	2.63	2.60	2.85	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69
Schedule Adherence	62	50	77	71	83	54	58	73	104	66	75	87	52
Passed Up	22	27	17	20	38	31	27	27	31	24	26	43	24
Unsafe Operation	14	13	13	14	13	12	25	14	14	15	14	17	16
Operator Discourtesy	22	16	18	19	20	24	34	22	18	18	11	21	15
All Others	25	27	21	29	38	24	38	39	44	63	28	35	35
Operator Commendations	14	16	4	23	11	7	20	15	15	14	10	16	18

Customer Complaint Summary - 11/06 - 11/07 - Metro Operations

	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Total Complaints	1025	882	1050	967	1133	904	1048	1126	1212	1132	952	1182	959
12-Month Average	989	989	1004	1006	1014	1021	1041	1058	1065	1061	1046	1051	1046
Complaints per 100K *	2.45	2.00	2.49	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68
Schedule Adherence	371	294	380	292	366	228	267	359	404	312	320	365	315
Passed Up	170	144	150	154	190	168	169	197	192	176	133	212	155
Unsafe Operation	91	66	94	104	91	95	110	93	84	97	102	110	81
Operator Discourtesy	144	114	138	131	154	153	170	144	152	145	105	148	137
All Others	249	264	288	286	332	260	332	333	380	402	292	347	271
Operator Commendations	61	54	37	61	73	79	88	99	74	72	53	69	65

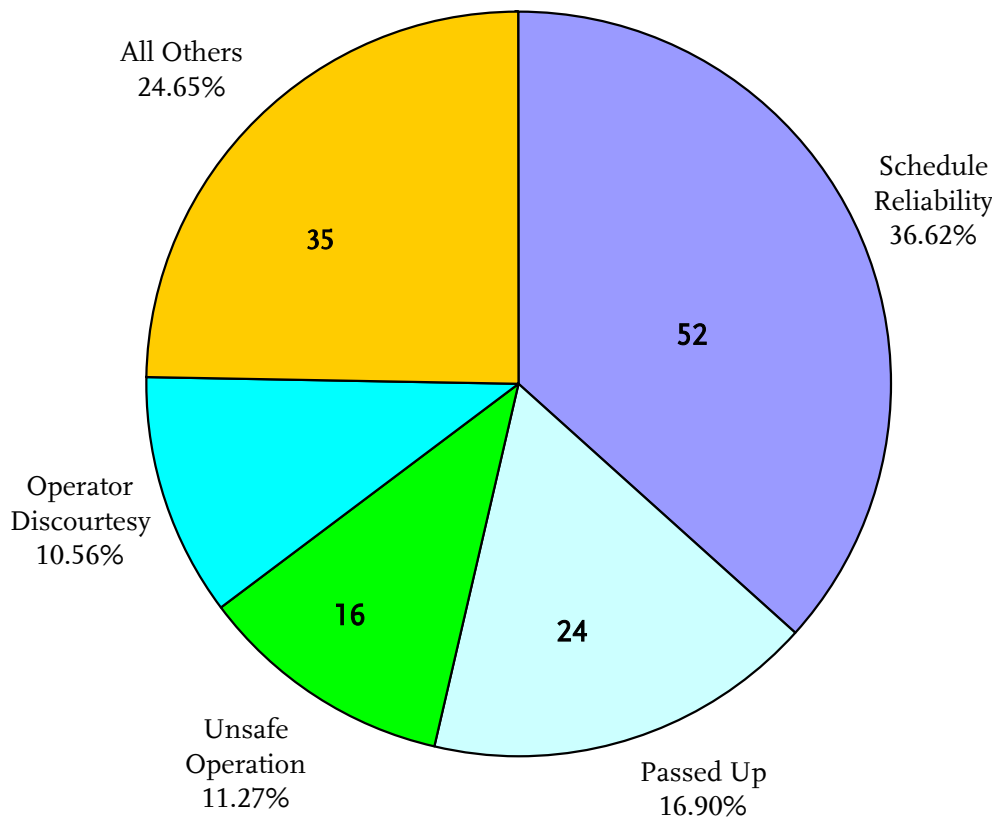
* Note: Data for April 07 not captured due to an ATMS upgrade.

Note: Metro Operations complaints rate includes directly operated service only.

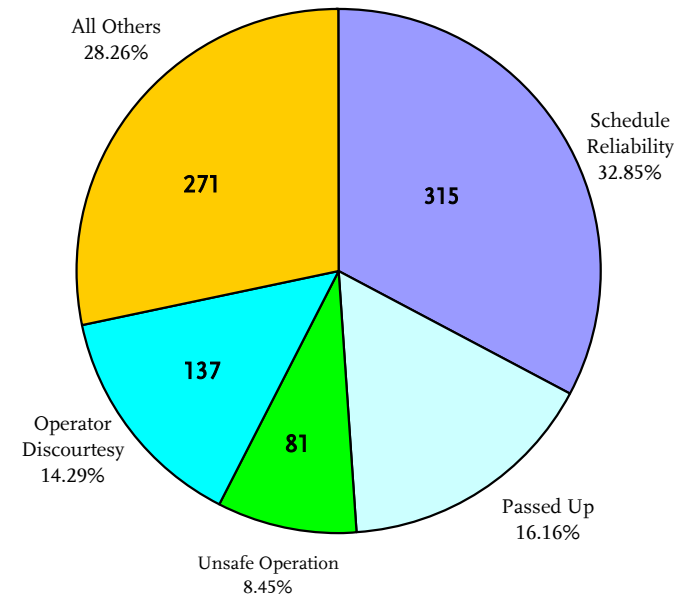
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution
For the Month Ended November 30, 2007

142 Total Complaints - Metro SFV

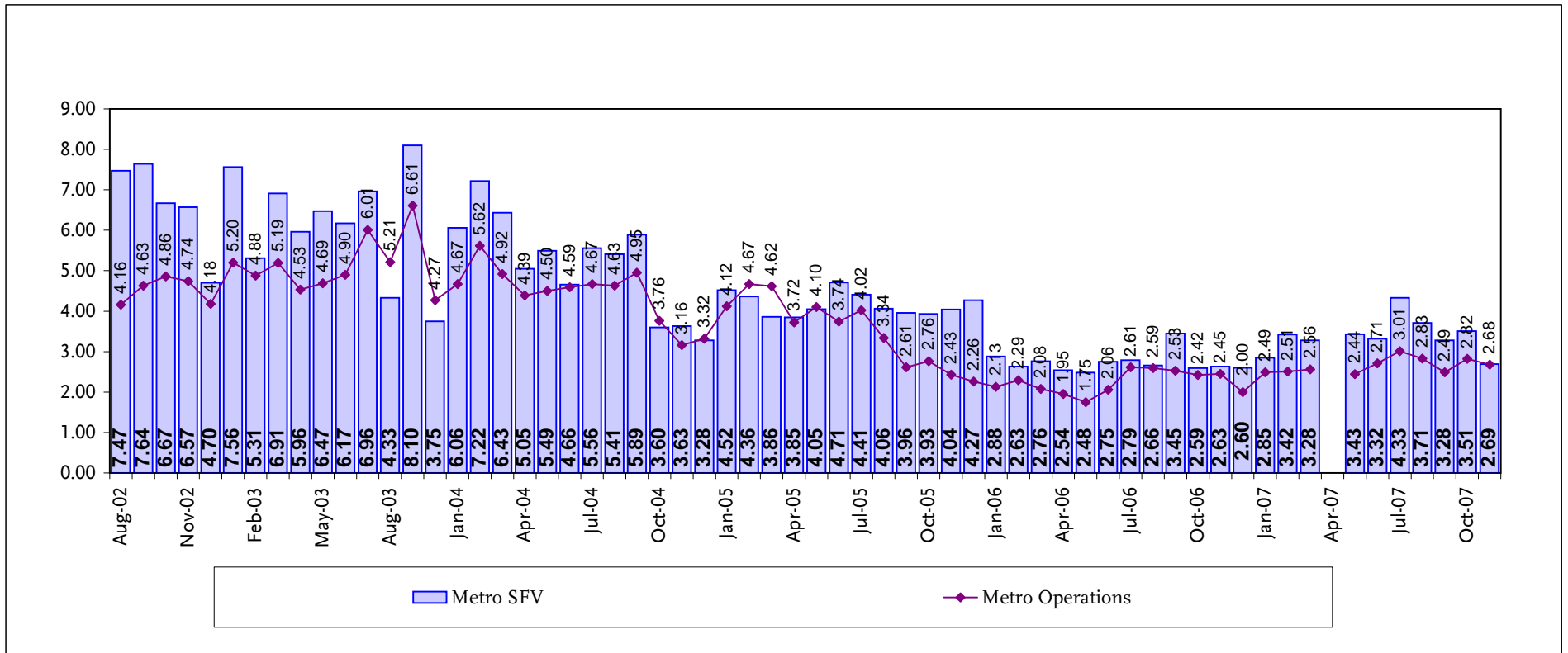


959 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2002-2007

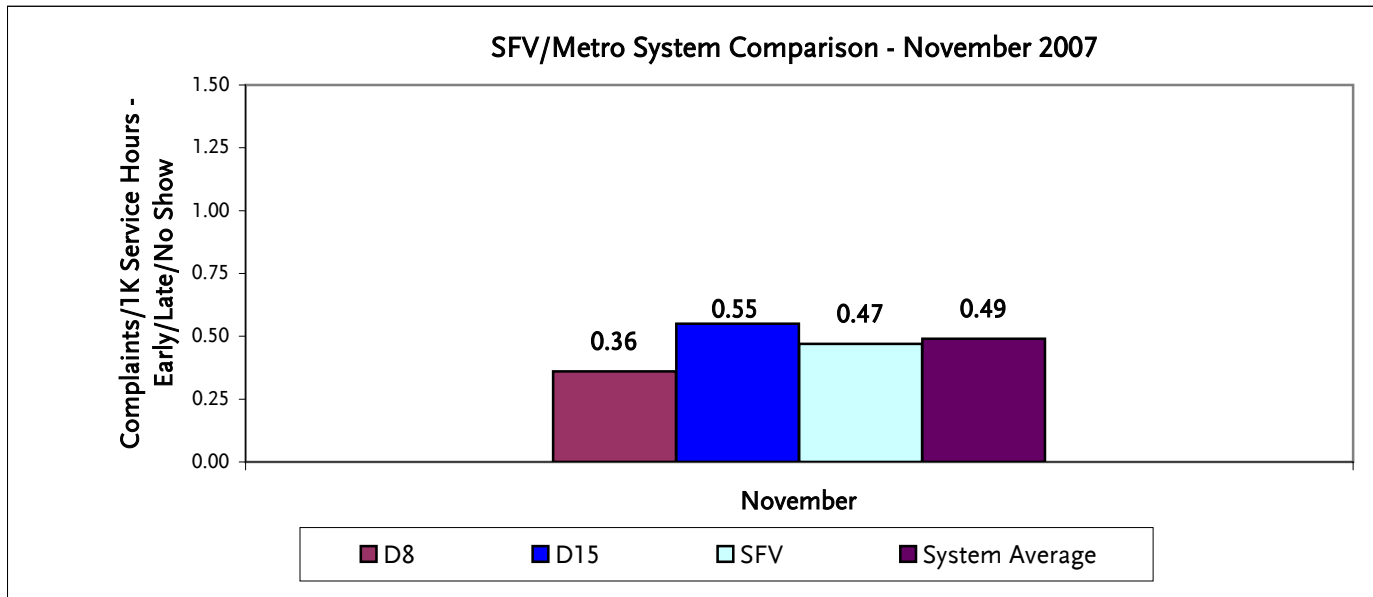


Note: Metro Operations complaints rate includes directly operated service only.

Note: Data for Apr 07 not captured due to an ATMS upgrade.

Metro San Fernando Valley Customer Complaint Report

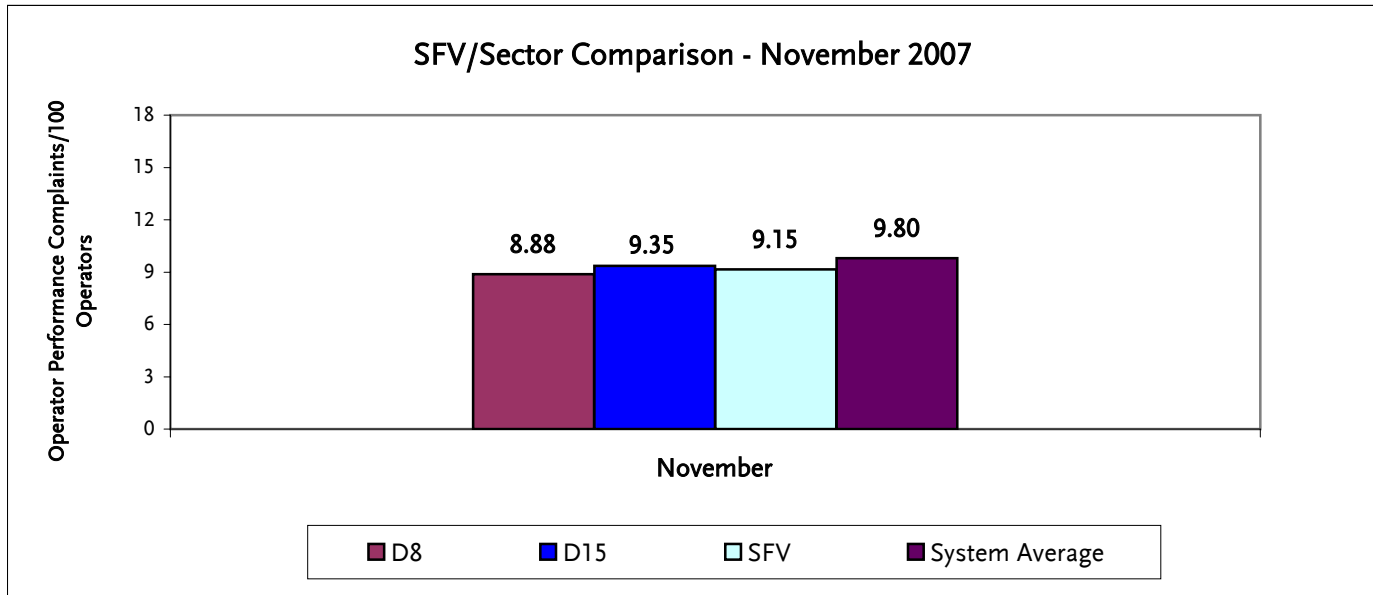
Schedule Performance Categories
Per 1,000 Service Hours



Schedule Performance Categories: Early; Late; No Show.

Metro San Fernando Valley Customer Complaint Report

Operator Performance Categories
Per 100 Operators



Operator Performance Categories: Unsafe Operation; Passed Up; Operator Discourtesy;
Operator Conduct; Accessible Svc. Pass-Up; Accessible Svc. Behavior.

Metro San Fernando Valley Customer Complaint Report

TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO SFV

	Total/Major Complaints -- 12 Month Comparison													
	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	
Total Complaints	145	133	146	153	192	145	182	175	211	186	154	203	142	
3 Month Moving Average	162	143	141	144	164	163	173	167	189	191	184	181	166	
12 Month Moving Average	150	145	146	148	151	154	157	159	165	167	164	169	169	
Complaints/100K Boarding	2.63	2.60	2.85	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	
12 Mo. AVG Com./100K Boardings	2.87	2.73	2.73	2.79	2.84	2.86	2.95	3.00	3.14	3.24	3.22	3.31	3.31	
Schedule Reliability	62	50	77	71	83	54	58	73	104	66	75	87	52	
12 Month Average Schedule	60	59	60	62	65	66	67	68	71	71	70	72	71	
Pass Ups	22	27	17	20	38	31	27	27	31	24	26	43	24	
12 Month Average Passup	24	23	22	22	23	25	24	24	25	25	26	28	28	
Unsafe Operation	14	13	13	14	13	12	25	14	14	15	14	17	16	
12 Month Average Unsafe	15	14	14	14	14	14	15	15	15	14	15	15	15	
Operator Discourtesy	22	16	18	19	20	24	34	22	18	18	11	21	15	
12 Month Average Discourtesy	18	18	19	19	18	19	20	21	21	21	20	20	20	
All Others	25	27	21	29	38	24	38	39	44	63	28	35	35	
12 Month Average - All Others	32	31	31	31	31	31	31	32	34	36	34	34	35	
Schedule Reliability	42.76%	37.59%	52.74%	46.41%	43.23%	37.24%	31.87%	41.71%	49.29%	35.48%	48.70%	42.86%	36.62%	
Pass Ups	15.17%	20.30%	11.64%	13.07%	19.79%	21.38%	14.84%	15.43%	14.69%	12.90%	16.88%	21.18%	16.90%	
Unsafe Operations	9.66%	9.77%	8.90%	9.15%	6.77%	8.28%	13.74%	8.00%	6.64%	8.06%	9.09%	8.37%	11.27%	
Discourtesy	15.17%	12.03%	12.33%	12.42%	10.42%	16.55%	18.68%	12.57%	8.53%	9.68%	7.14%	10.34%	10.56%	
S*P*U*D* % Avg. of Total	82.76%	79.70%	85.62%	81.05%	80.21%	83.45%	79.12%	77.71%	79.15%	66.13%	81.82%	82.76%	75.35%	
All Others	17.24%	20.30%	14.38%	18.95%	19.79%	16.55%	20.88%	22.29%	20.85%	33.87%	18.18%	17.24%	24.65%	
SUM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO OPERATIONS

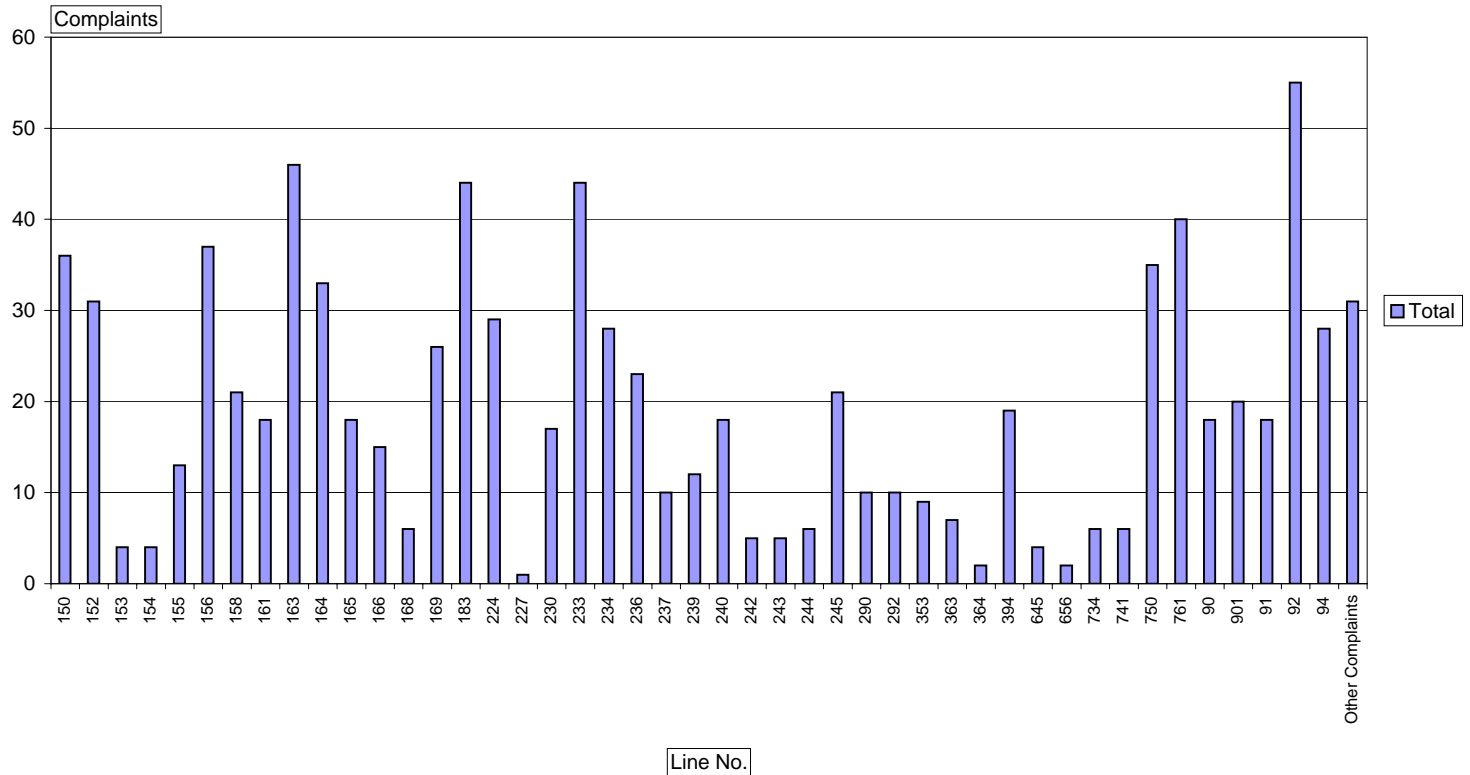
	Oct-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Total Complaints	1,025	882	1,050	967	1,133	904	1,048	1,126	1,212	1,132	952	1,182	959
3 Month Moving Average	1,092	1,009	986	966	1,050	1,001	1,028	1,026	1,129	1,157	1,099	1,089	1,031
12 Month Moving Average	989	989	1,004	1,006	1,014	1,021	1,041	1,058	1,065	1,061	1,046	1,051	1,046
Complaints/100K Boarding	2.45	2.00	2.49	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68
12 Mo. AVG Com./100K Boardings	2.26	2.24	2.27	2.29	2.33	2.36	2.42	2.48	2.52	2.54	2.54	2.57	2.59
Schedule Reliability	371	294	380	292	366	228	267	359	404	312	320	365	315
12 Month Average Schedule	321	323	331	332	341	333	339	348	346	341	331	330	325
Pass Ups	170	144	150	154	190	168	169	197	192	176	133	212	155
12 Month Average Passup	155	153	154	155	155	158	159	164	167	169	169	171	170
Unsafe Operation	91	66	94	104	91	95	110	93	84	97	102	110	81
12 Month Average Unsafe	92	89	88	89	88	90	92	93	93	92	94	95	94
Discourtesy	144	114	138	131	154	153	170	144	152	145	105	148	137
12 Month Average Discourtesy	153	154	156	156	139	142	144	145	145	144	141	142	141
All Others	249	264	288	286	332	260	332	333	380	402	292	347	271
12 Month Average - All Others	286	287	291	291	291	298	306	308	313	315	311	314	316
Schedule Reliability	36.20%	33.33%	36.19%	30.20%	32.30%	25.22%	25.48%	31.88%	33.33%	27.56%	33.61%	30.88%	32.85%
Pass Ups	16.59%	16.33%	14.29%	15.93%	16.77%	18.58%	16.13%	17.50%	15.84%	15.55%	13.97%	17.94%	16.16%
Unsafe Operations	8.88%	7.48%	8.95%	10.75%	8.03%	10.51%	10.50%	8.26%	6.93%	8.57%	10.71%	9.31%	8.45%
Discourtesy	14.05%	12.93%	13.14%	13.55%	13.59%	16.92%	16.22%	12.79%	12.54%	12.81%	11.03%	12.52%	14.29%
S*P*U*D* % Avg. of Total	75.71%	70.07%	72.57%	70.42%	70.70%	71.24%	68.32%	70.43%	68.65%	64.49%	69.33%	70.64%	71.74%
All Others	24.29%	29.93%	27.43%	29.58%	29.30%	28.76%	31.68%	29.57%	31.35%	35.51%	30.67%	29.36%	28.26%
SUM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

*Note: Data for Apr 07 not captured due to an ATMS upgrade.

**Metro San Fernando Valley
Complaints Report
For the Five Months Ended November 30, 2007**

Complaints	
Line No.	Total
150	36
152	31
153	4
154	4
155	13
156	37
158	21
161	18
163	46
164	33
165	18
166	15
168	6
169	26
183	44
224	29
227	1
230	17
233	44
234	28
236	23
237	10
239	12
240	18
242	5
243	5
244	6
245	21
290	10
292	10
353	9
363	7
364	2
394	19
645	4
656	2
734	6
741	6
750	35
761	40
90	18
901	20
91	18
92	55
94	28
Other Complaints	31
Grand Total	891

Complaints by Line Number



Note: Other Complaints represents complaints that can not be identified to any particular line.

Note: The Sector YTD Total Complaints of 896 on the "Complaints by Type" report is 5 more than the Sector YTD Total Complaints of 891 on the "Complaints by Line" report. This variance is due to a timing issue since the source data comes from 2 different databases.

**Metro San Fernando Valley
Complaints Report
For the Five Months Ended November 30, 2007**

Complaints	Line No.																								
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	224	227	230	233	234	236	237	239	240	242
Accessible Service - Pass Up												1													
Accident	1	1		1		1	1	1	2	2	1	1		2		1			4					1	1
AccSvc Operator Behavior		1										1		1		1			1		1				
AccSvc Pass Up (Denied)																		1	1						
AccSvc Transit Failure (Other)																		1	3						
AccSvc Wchr Securement														1											
Carried Past Stop	2	2							2	1								1	4	1					1
Crowded Bus (Add'l Svc Rq.)									1							1									
Disputed/Wrong Fare	1					1			1						1			1	1						1
Early Schedule	1					1			2	2				1		1					1		1		
HC I.D. Card									1																
Headsign Problems																						2			
Improper Curb Stop	1					1			1	1		1			1				1						
Incorrect Info - Bus Operator																				1					
Late Schedule	2	3				3	5	2	9	5	2			5	9	3	1	1	1	7	3		1	3	2
Layover Zone						1													1						
Misc. Complaint		3				4	1				1	1		1		1		2	3	3					1
No Show	12	12	1	2	4	12	10	4	17	7	8	3	5	7	27	12		4	3	6	11	6	8	5	2
Off Route	1						1																		
Op. Discourtesy	5	3	2		2	2			1	5		2		3	3	4			8	2	1	1		4	
Operator Conduct	5	3				2				3				1					3	1		1		1	
Passed Up	3	3	1	1	6	7	2	8	3	4	4	2	1	3	3	3		3	7	6	3	2	1	2	
Passenger Conduct																									
Senior I.D. Card																									
Transfer Problems																									
Unsafe Operation	2				1	2	1	3	6	3	2	3		1		2		3	3	1	1				
Grand Total	36	31	4	4	13	37	21	18	46	33	18	15	6	26	44	29	1	17	44	28	23	10	12	18	5

**Metro San Fernando Valley
Complaints Report
For the Five Months Ended November 30, 2007**

Complaints																					Other Compl	Grand Total	
Description	243	244	245	290	292	353	363	364	394	645	656	734	741	750	761	90	901	91	92	94			
Accessible Service - Pass Up					1				1				1						1				5
Accident			1			1								2	5		3		1	3		1	38
AccSvc Operator Behavior													1				1		1				9
AccSvc Pass Up (Denied)																							2
AccSvc Transit Failure (Other)																1						1	6
AccSvc Wchr Securement							1																2
Carried Past Stop						1			2	1				1	1				1	1	1		23
Crowded Bus (Add'l Svc Rq.)																							2
Disputed/Wrong Fare	1													2					1				11
Early Schedule	1	1			1									1		1							15
HC I.D. Card																						1	2
Headsign Problems									1														3
Improper Curb Stop																							7
Incorrect Info - Bus Operator																						1	2
Late Schedule									1	1	1			1	5		1	3	4	6			90
Layover Zone															1								3
Misc. Complaint														3	3		1		2			2	32
No Show	1	2	9	5	5	3	3				1			8	7	11	3	7	19	5		2	279
Off Route			2	3		1									1				1	1			11
Op. Discourtesy	1		2			1	1		3			1	2	5	3	1	5	1	3	3		3	83
Operator Conduct			1									2		1	1		4	1	2			1	33
Passed Up	1	2	6	1	3	2	1		6	1		3	2	5	6	2	1	5	15	7		1	148
Passenger Conduct		1					1								1								3
Senior I.D. Card														1					1				2
Transfer Problems				1				1							2								4
Unsafe Operation								1	5	1				5	4	2	1		3	2		18	76
Grand Total	5	6	21	10	10	9	7	2	19	4	2	6	6	35	40	18	20	18	55	28	31	891	