

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
June 4, 2008

SUBJECT: PERFORMANCE UPDATE

ACTION: RECEIVE

BACKGROUND:

The General Manager's Report provides a summary of Year-to-Date (YTD) Metro San Fernando Valley Bus Operations Key Performance Indicators (KPI) and financial summary information. 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 Key Performance Indicators – Financial Summary – YTD April 2008.

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
 General Manager's Report
 Key Performance Indicators

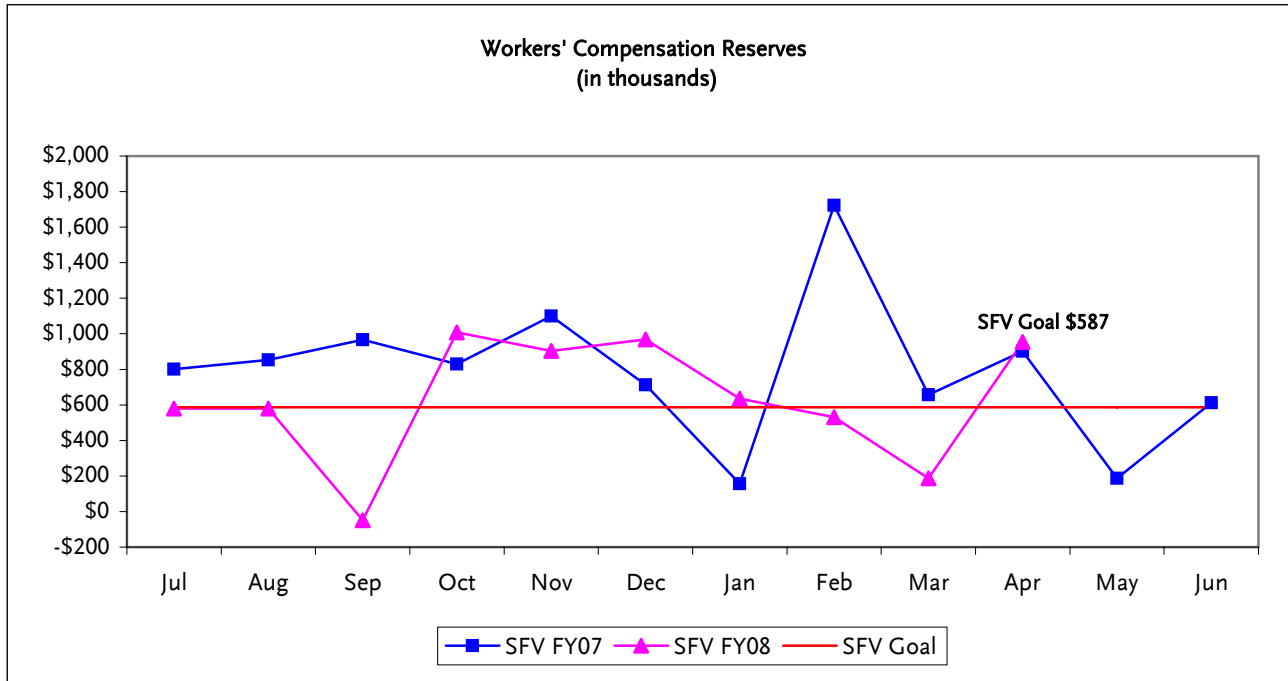
April 2008

PERFORMANCE INDICATORS	April	MO. TARGET	YTD MO. AVG.	
SAFETY 				
Monthly Worker's Compensation Reserves	\$953,500	\$586,803	\$629,568	
New WC Indemnity Claims per 200,000 Exposure Hours	12.47	12.00	12.49	(1)
Bus Traffic Accidents/100,000 Hub Miles	2.01	2.90	2.60	
BUS OPERATIONS				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,698	3,500	2,934	
Complaints/100,000 Boardings	2.57	3.00	3.02	
In Service On-Time Performance (%)	68.17%	67.50%	67.28%	
Scheduled Revenue Service Hours Delivered	99.00%	99.50%	99.04%	
Operator Assignment Ratio	1.168	1.180	1.159	
FINANCES				
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance	
Metro SFV Regular Bus for the Month of April 2008				
Variance Summary (includes other support)	\$ 106,552,796	\$ 107,293,545	\$ (740,749)	
Cost per Revenue Service Hours (RSH)	\$ 101.06	\$ 103.78	\$ (2.72)	
Metro Orange Line for the Month of April 2008				
Variance Summary (includes other support)	\$ 19,087,714	\$ 15,803,134	\$ 3,284,580	
Cost per Revenue Service Hours (RSH)	\$ 225.53	\$ 196.09	\$ 29.44	

(1) One month lag in reporting data.

Metro San Fernando Valley
General Manager's Report
FY08

Workers' Compensation Reserves

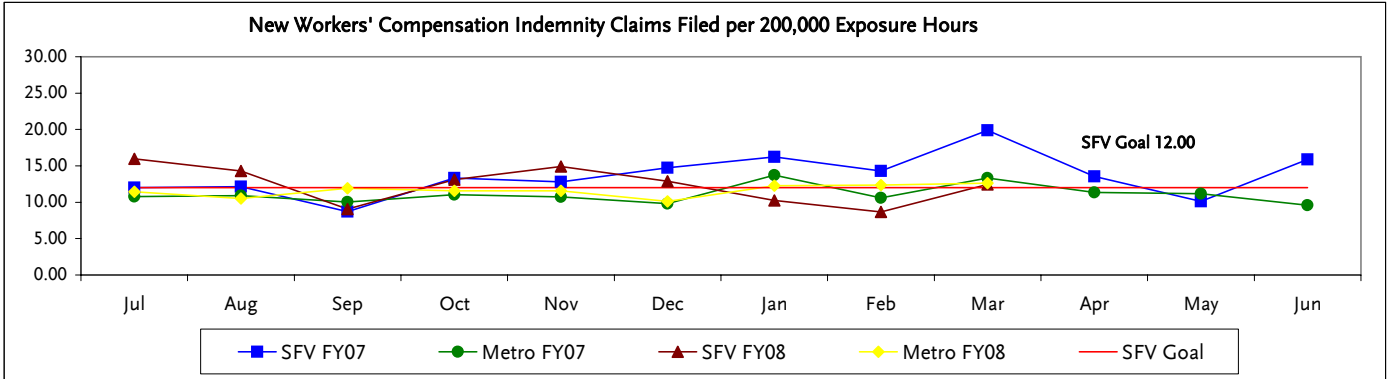


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY07	802	854	967	829	1,099	713	156	1,723	657	901	187	612	9,499
SFV FY08	579	579	(49)	1,008	903	969	635	531	187	954			6,296

Note: This data reflects the Directly Operated Services for SFV costs only. Does not include other support.

Metro San Fernando Valley
General Manager's Report
FY08

New Workers' Compensation Indemnity Claims Filed per 200,000 Exposure Hours

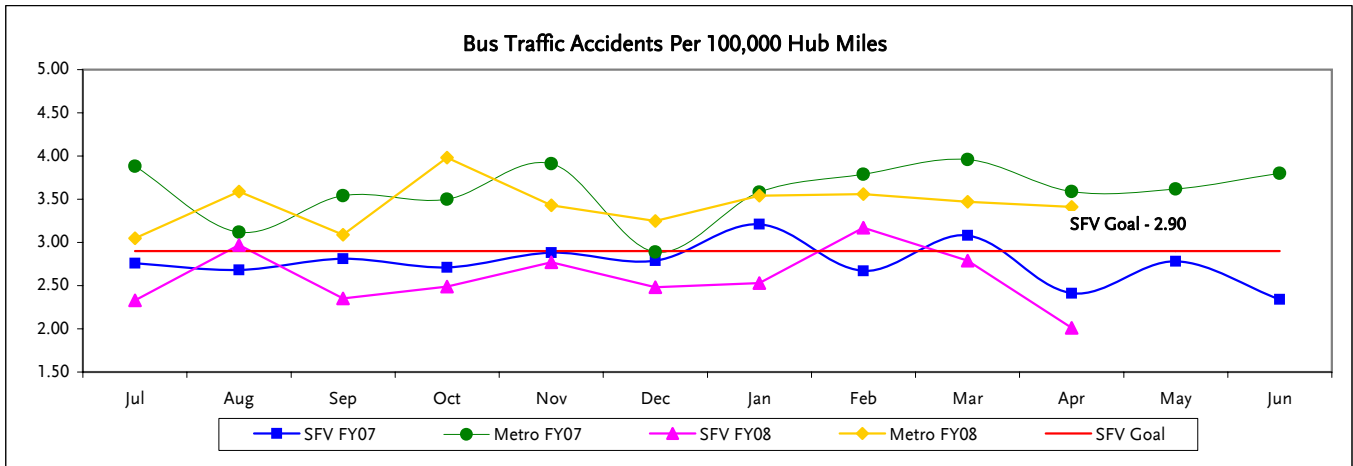


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	12.00	12.13	8.73	13.33	12.8	14.75	16.23	14.31	19.90	13.54	10.12	15.88	13.74
Metro FY07	10.78	10.92	10.04	11.03	10.73	9.83	13.74	10.59	13.33	11.34	11.18	9.58	11.11
SFV FY08	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47				12.49
Metro FY08	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61				11.59

Note: There is a one month lag in reporting data.

**Metro San Fernando Valley
General Manager's Report
FY08**

Accidents Per 100,000 Hub Miles

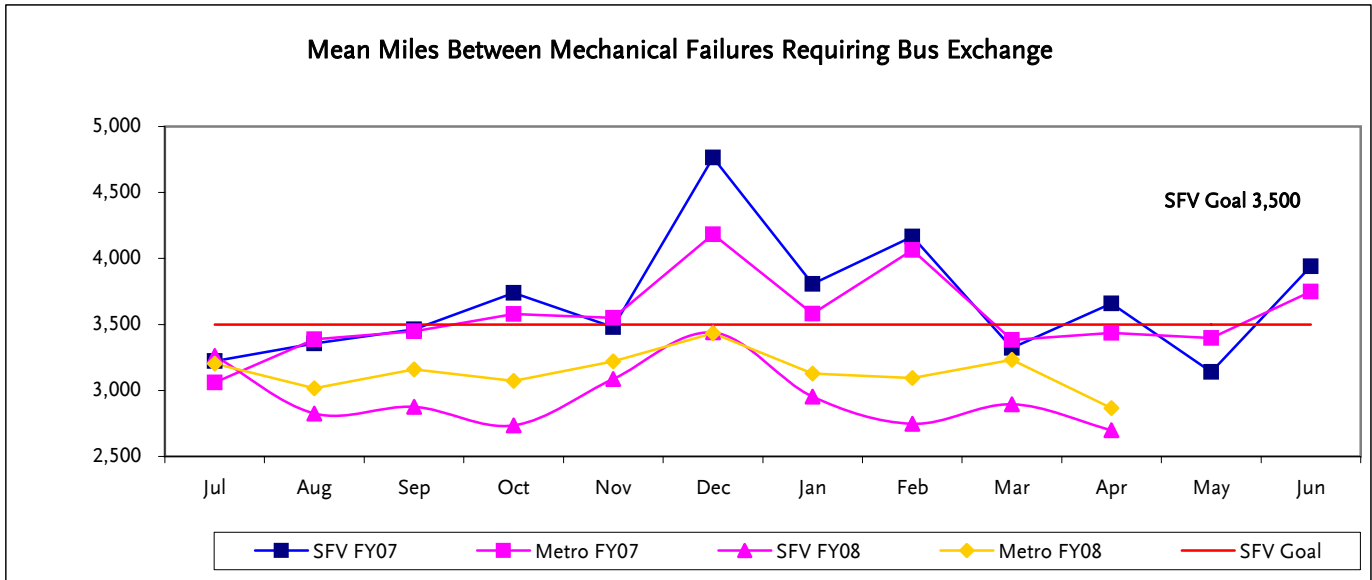


FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.76	2.68	2.81	2.71	2.88	2.79	3.21	2.67	3.08	2.41	2.78	2.34	2.78
Metro FY07	3.88	3.12	3.54	3.50	3.91	2.89	3.58	3.79	3.96	3.59	3.62	3.80	3.74

FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01			2.60
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41			3.47

Metro San Fernando Valley
General Manager's Report
FY08

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

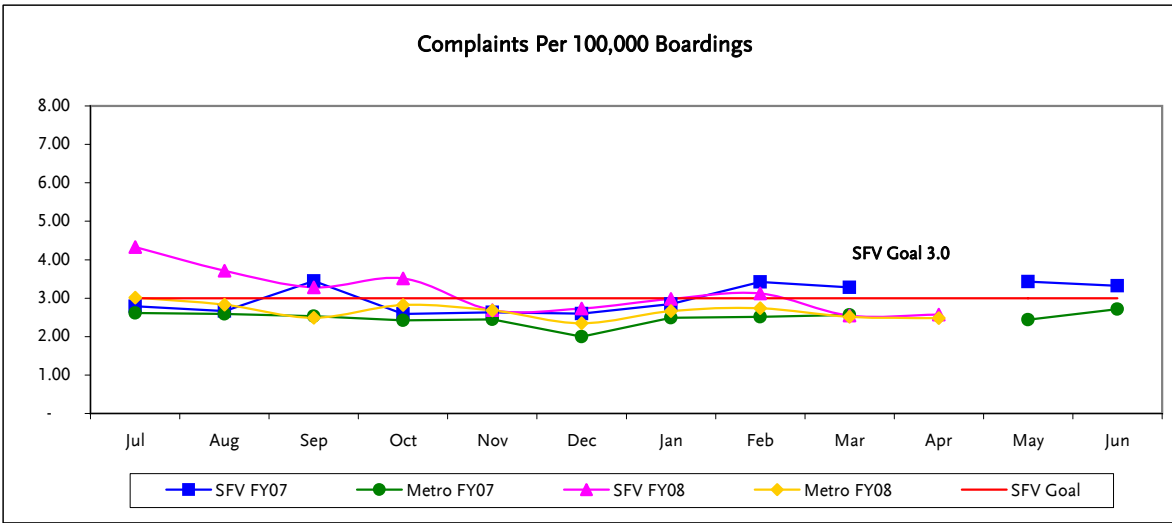


FY07	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	3,222	3,356	3,463	3,738	3,480	4,766	3,807	4,166	3,322	3,659	3,139	3,941	3,619
Metro FY07	3,060	3,387	3,449	3,578	3,549	4,182	3,582	4,065	3,382	3,435	3,396	3,750	3,532

FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698			2,934
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867			3,135

Metro San Fernando Valley
General Manager's Report
FY08

Complaints per 100,000 Boardings



FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.79	2.66	3.45	2.59	2.63	2.60	2.85	3.42	3.28		3.43	3.32	3.00
Metro FY07	2.61	2.59	2.53	2.42	2.45	2.00	2.49	2.51	2.56		2.44	2.71	2.46

FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57			3.02
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48			2.66

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

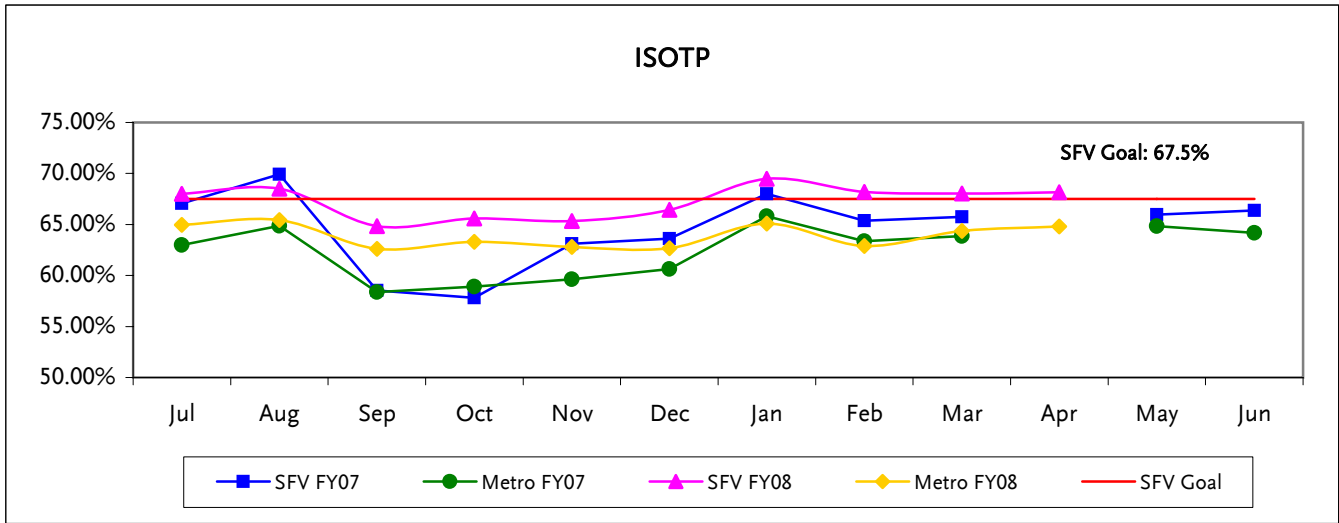
**Metro San Fernando Valley
General Manager's Report
FY08**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	April-08		Fiscal YTD				April-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERANCE									
EARLY	2		21	19	40	2.48%	16	143	1.40%
LATE	3	15	50	104	154	9.55%	61	754	7.40%
NO SHOW	18	22	162	317	479	29.70%	173	2,187	21.48%
Sub Total	23	37	233	440	673	41.72%	250	3,084	30.29%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP	3	1	14	27	41	2.54%	28	223	2.19%
FAILURE TO CALL STOPS			1	0	1	0.06%		14	0.14%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	2	14	0.14%
IMPROPER CURB STOP			3	7	10	0.62%	8	70	0.69%
INCORRECT INFORMATION			2	2	4	0.25%	1	20	0.20%
OFF ROUTE			7	7	14	0.87%	8	145	1.42%
OPERATOR CONDUCT	1	4	28	29	57	3.53%	44	430	4.22%
OPERATOR DISCOURTESY	10	13	69	103	172	10.66%	136	1,286	12.63%
PASSED UP	9	11	97	169	266	16.49%	177	1,740	17.09%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		26	0.26%
UNSAFE OPERATION	6	9	64	80	144	8.93%	92	891	8.75%
WRONG FARE	1	1	8	13	21	1.30%	15	194	1.91%
Sub Total	30	39	293	437	730	45.26%	511	5,053	49.62%
OTHERS									
ACCESSIBLE BUS	1	5	15	34	49	3.04%	36	325	3.19%
ACCIDENT	3	2	30	38	68	4.22%	47	482	4.73%
AUDIO SYSTEM PROBLEM								5	0.05%
BUS STOP			0	0	0	0.00%	11	140	1.37%
CROWDED BUS		1	0	3	3	0.19%	3	41	0.40%
DIRTY BUS			0	0	0	0.00%	4	30	0.29%
FACILITIES			0	0	0	0.00%	2	12	0.12%
FAULTY EQUIPMENT			0	0	0	0.00%	14	162	1.59%
HC ID CARD			2	0	2	0.12%	3	26	0.26%
HEADSIGN			0	5	5	0.31%	1	17	0.17%
HEAT-A/C			0	0	0	0.00%		25	0.25%
LAYOVER ZONE			0	3	3	0.19%	3	72	0.71%
MISC.		4	24	44	68	4.22%	54	523	5.14%
ORANGE LINE TVM			0	0	0	0.00%	7	15	0.15%
PASSENGER CONDUCT			1	2	3	0.19%	10	96	0.94%
SENIOR ID CARD			1	1	2	0.12%	3	31	0.30%
SEX HARASSMENT			0	0	0	0.00%	2	2	0.02%
STUDENT ID CARD			0	1	1	0.06%	1	5	0.05%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		3	0.03%
TRANSFER		1	1	5	6	0.37%	1	34	0.33%
Sub Total	4	13	74	136	210	13.02%	202	2,046	20.09%
TOTALS	57	89	600	1,013	1,613	100.00%	963	10,183	100.00%
COMMENDATIONS	6	10	53	88	141		54	655	

**Metro San Fernando Valley
General Manager's Report
FY08**

In Service On-Time Performance



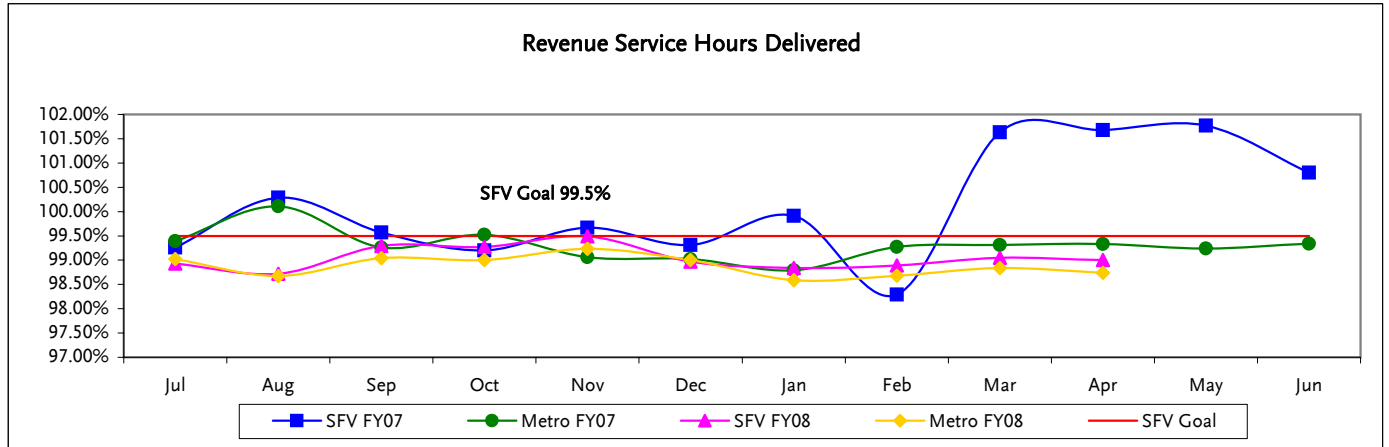
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	67.07%	69.91%	58.53%	57.82%	63.11%	63.61%	68.02%	65.36%	65.75%		65.97%	66.37%	65.60%
Metro FY07	63.00%	64.86%	58.38%	58.90%	59.64%	60.64%	65.82%	63.37%	63.86%		64.83%	64.18%	63.77%

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%	68.03%	68.17%			67.28%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%			63.93%

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

**Metro San Fernando Valley
General Manager's Report
FY08**

Scheduled Revenue Service Hours Delivered

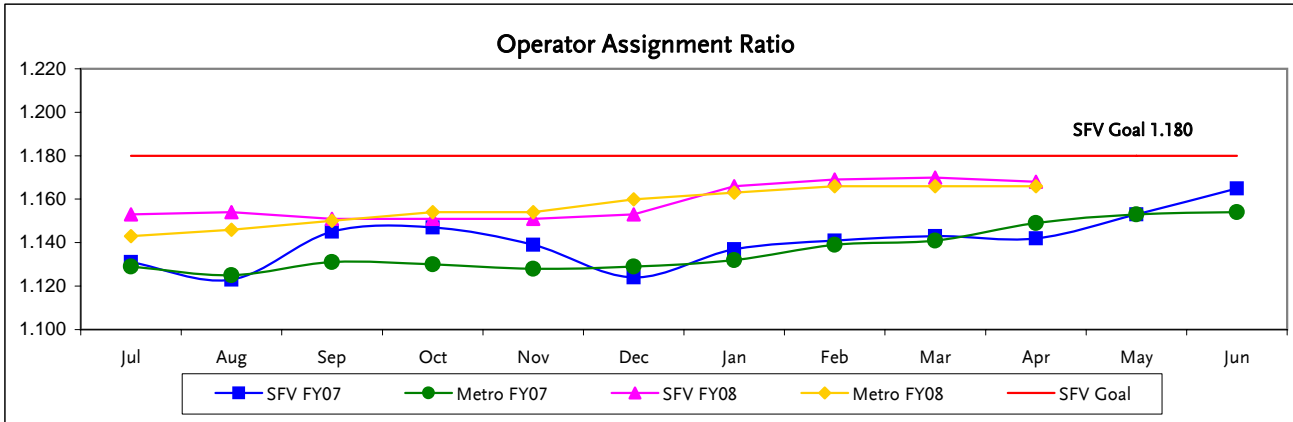


	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	99.26%	100.29%	99.57%	99.20%	99.67%	99.31%	99.91%	98.29%	101.63%	101.68%	101.77%	100.80%	100.40%
Metro FY07	99.39%	100.11%	99.26%	99.52%	99.06%	99.02%	98.79%	99.27%	99.31%	99.33%	99.24%	99.34%	99.30%

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%			99.04%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%			98.88%

**Metro San Fernando Valley
General Manager's Report
FY08**

Operator Assignment Ratio



	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	1.131	1.123	1.145	1.147	1.139	1.124	1.137	1.141	1.143	1.142	1.153	1.165	1.141
Metro FY07	1.129	1.125	1.131	1.130	1.128	1.129	1.132	1.139	1.141	1.149	1.153	1.154	1.137

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	1.153	1.154	1.151	1.151	1.151	1.153	1.166	1.169	1.170	1.168			1.159
Metro FY08	1.143	1.146	1.150	1.154	1.154	1.160	1.163	1.166	1.166	1.166			1.157

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
June 4, 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 April 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

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Metro San Fernando Valley at (818) 701-2800.

Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 04/07 - 04/08 - Metro San Fernando Valley

	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Total Complaints	145	182	175	211	186	154	203	142	133	147	157	139	146
12-Month Average	154	157	159	165	167	164	169	169	169	169	169	165	165
Complaints per 100K *	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57
Schedule Adherence	54	58	73	104	66	75	87	52	46	58	77	48	60
Passed Up	31	27	27	31	24	26	43	24	26	31	17	24	20
Unsafe Operation	12	25	14	14	15	14	17	16	12	17	14	10	15
Operator Discourtesy	24	34	22	18	18	11	21	15	16	10	20	20	23
All Others	24	38	39	44	63	28	35	35	33	31	29	37	28
Operator Commendations	7	20	15	15	14	10	16	18	12	16	12	12	16

Customer Complaint Summary - 04/07 - 04/08 - Metro Operations

	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Total Complaints	904	1048	1126	1212	1132	952	1182	959	865	963	984	971	963
12-Month Average	1021	1041	1058	1065	1061	1046	1051	1046	1044	1037	1038	1025	1030
Complaints per 100K *	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48
Schedule Adherence	228	267	359	404	312	320	365	315	229	288	338	263	250
Passed Up	168	169	197	192	176	133	212	155	156	194	154	191	177
Unsafe Operation	95	110	93	84	97	102	110	81	64	77	96	88	92
Operator Discourtesy	153	170	144	152	145	105	148	137	121	107	115	120	136
All Others	260	332	333	380	402	292	347	271	295	297	281	309	308
Operator Commendations	79	88	99	74	72	53	69	65	79	70	62	57	54

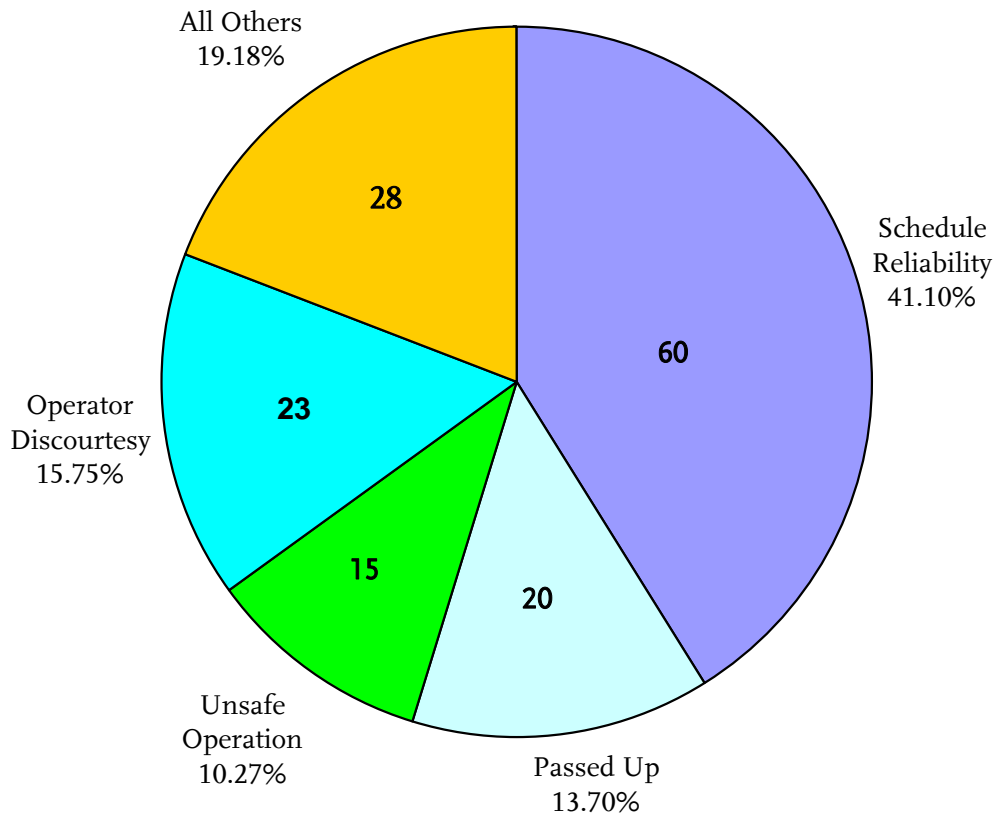
* Note: Data for April 07 not captured due to an ATMS upgrade.

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

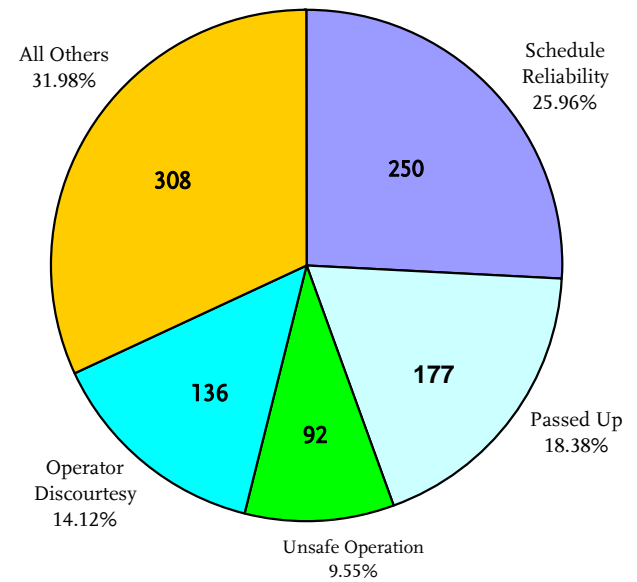
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended April 30, 2008

146 Total Complaints - Metro SFV

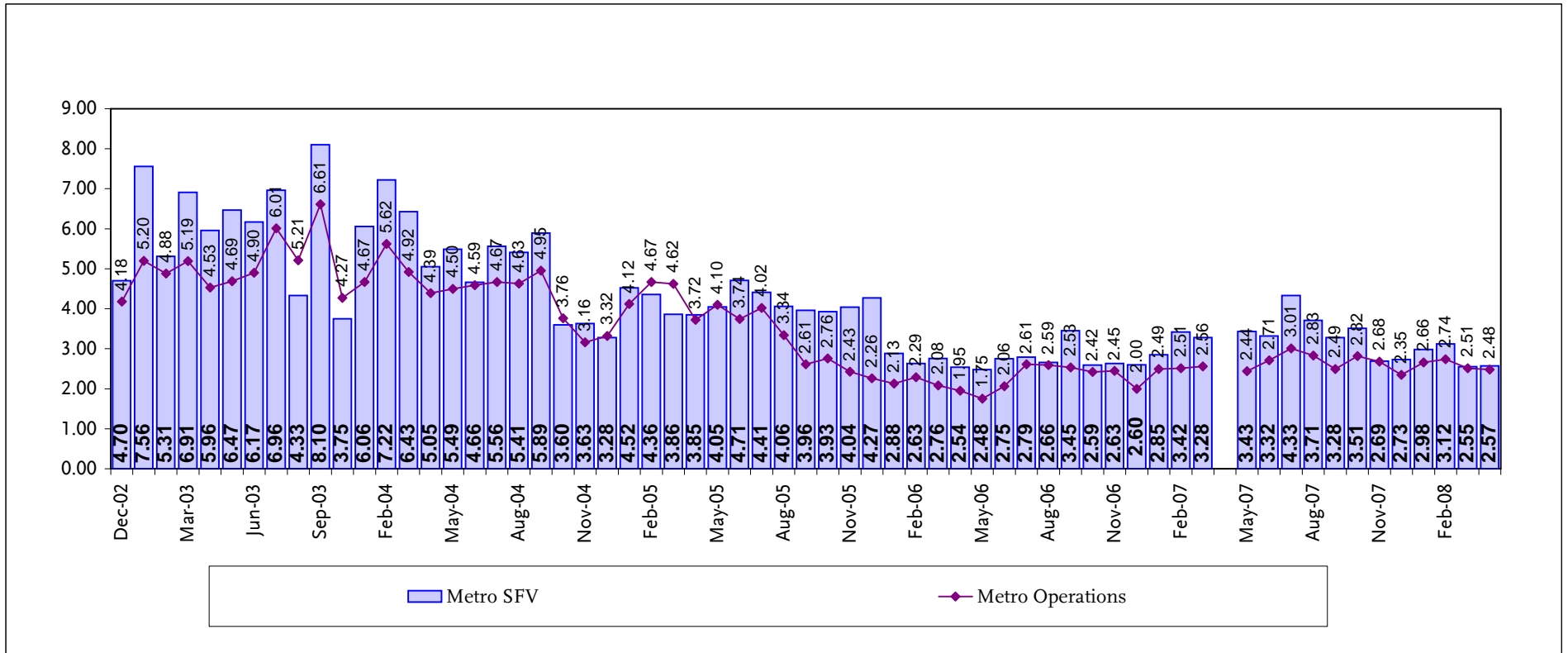


963 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2002-2007

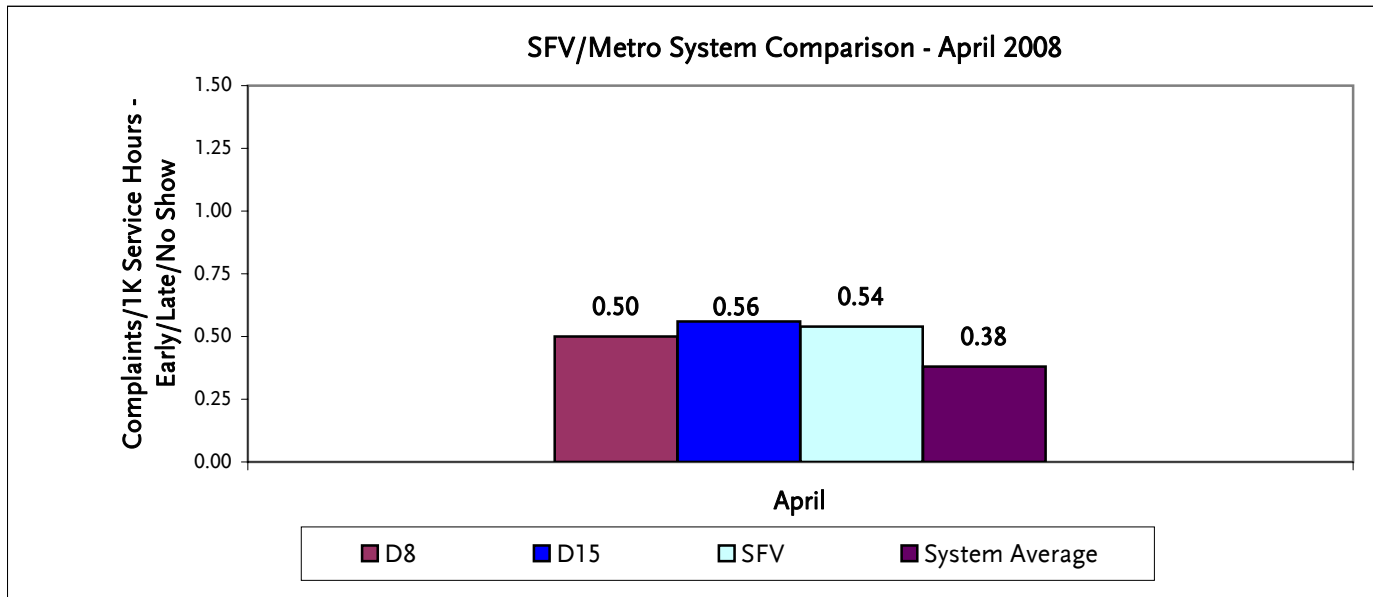


Note: Metro Operations complaints rate includes directly operated service only.

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Metro San Fernando Valley Customer Complaint Report

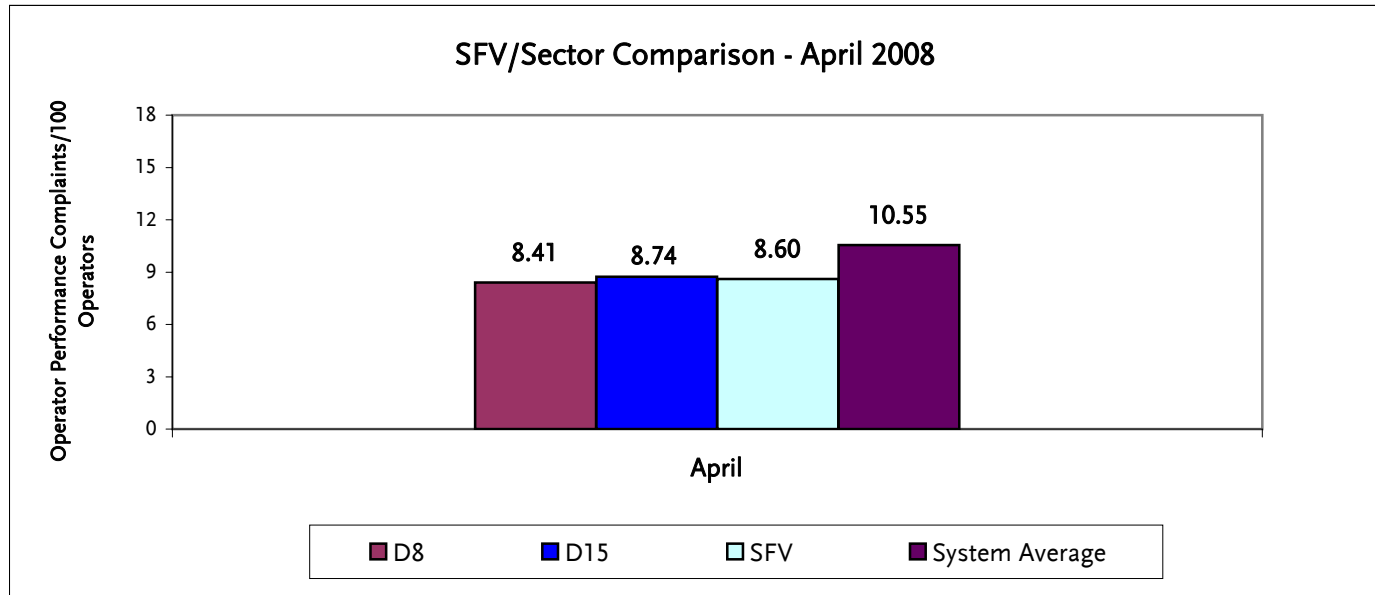
Schedule Performance Categories
Per 1,000 Service Hours



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													
	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	
Total Complaints	145	182	175	211	186	154	203	142	133	147	157	139	146	
3 Month Moving Average	163	173	167	189	191	184	181	166	159	141	146	148	147	
12 Month Moving Average	154	157	159	165	167	164	169	169	169	169	169	165	165	
Complaints/100K Boarding	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	
12 Mo. AVG Com./100K Boardings	2.86	2.95	3.00	3.14	3.24	3.22	3.31	3.31	3.32	3.33	3.31	3.24	3.19	
Schedule Reliability	54	58	73	104	66	75	87	52	46	58	77	48	60	
12 Month Average Schedule	66	67	68	71	71	70	72	71	71	69	69	67	67	
Pass Ups	31	27	27	31	24	26	43	24	26	31	17	24	20	
12 Month Average Passup	25	24	24	25	25	26	28	28	28	29	29	28	27	
Unsafe Operation	12	25	14	14	15	14	17	16	12	17	14	10	15	
12 Month Average Unsafe	14	15	15	15	14	15	15	15	15	15	15	15	15	
Operator Discourtesy	24	34	22	18	18	11	21	15	16	10	20	20	23	
12 Month Average Discourtesy	19	20	21	21	21	20	20	20	20	19	19	19	19	
All Others	24	38	39	44	63	28	35	35	33	31	29	37	28	
12 Month Average - All Others	31	31	32	34	36	34	34	35	36	36	36	36	37	
Schedule Reliability	37.24%	31.87%	41.71%	49.29%	35.48%	48.70%	42.86%	36.62%	34.59%	39.46%	49.04%	34.53%	41.10%	
Pass Ups	21.38%	14.84%	15.43%	14.69%	12.90%	16.88%	21.18%	16.90%	19.55%	21.09%	10.83%	17.27%	13.70%	
Unsafe Operations	8.28%	13.74%	8.00%	6.64%	8.06%	9.09%	8.37%	11.27%	9.02%	11.56%	8.92%	7.19%	10.27%	
Discourtesy	16.55%	18.68%	12.57%	8.53%	9.68%	7.14%	10.34%	10.56%	12.03%	6.80%	12.74%	14.39%	15.75%	
S*P*U*D* % Avg. of Total	83.45%	79.12%	77.71%	79.15%	66.13%	81.82%	82.76%	75.35%	75.19%	78.91%	81.53%	73.38%	80.82%	
All Others	16.55%	20.88%	22.29%	20.85%	33.87%	18.18%	17.24%	24.65%	24.81%	21.09%	18.47%	26.62%	19.18%	
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

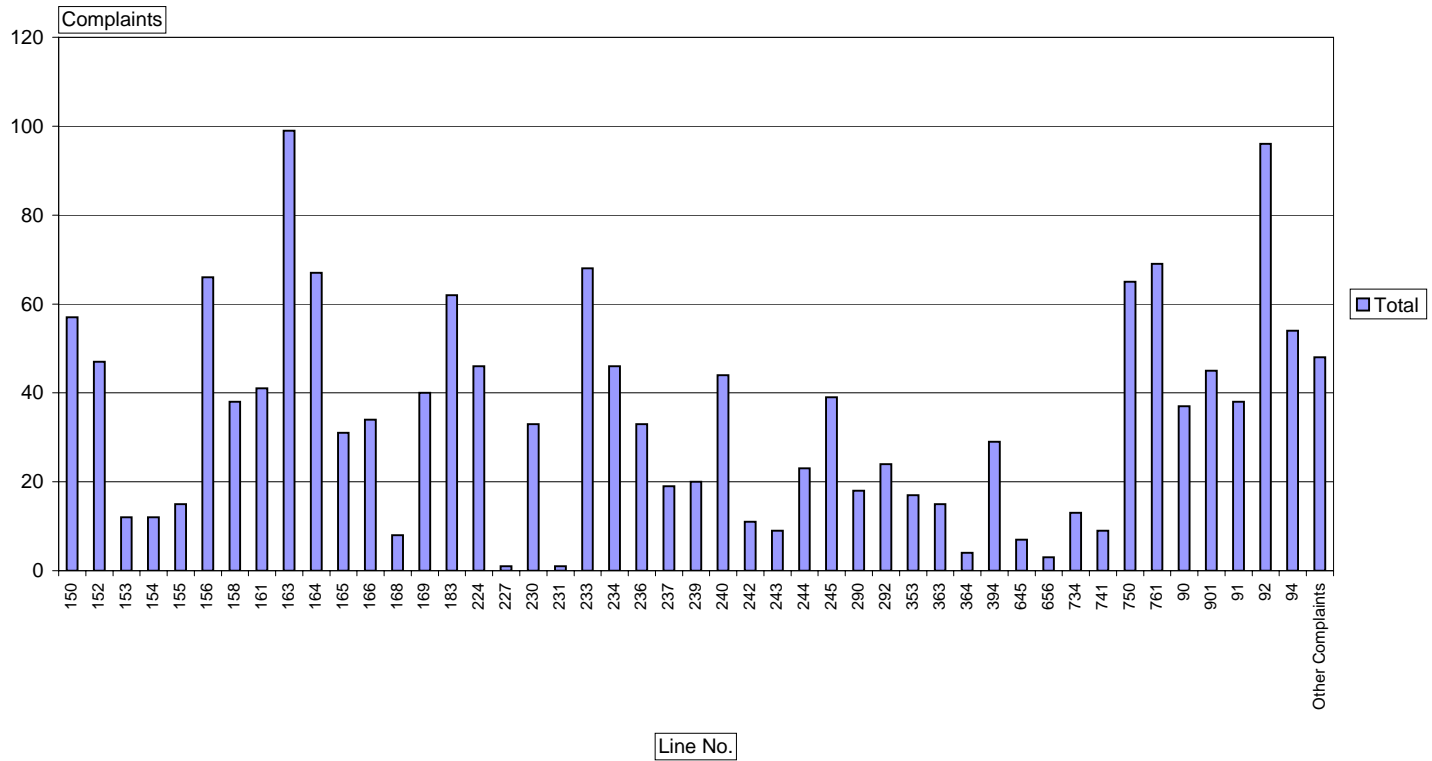
	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08
Total Complaints	904	1,048	1,126	1,212	1,132	952	1,182	959	865	963	984	971	963
3 Month Moving Average	1,001	1,028	1,026	1,129	1,157	1,099	1,089	1,031	1,002	929	937	973	973
12 Month Moving Average	1,021	1,041	1,058	1,065	1,061	1,046	1,051	1,046	1,044	1,037	1,038	1,025	1,030
Complaints/100K Boarding	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48
12 Mo. AVG Com./100K Boardings	2.36	2.42	2.48	2.52	2.54	2.54	2.57	2.59	2.63	2.64	2.66	2.66	2.64
Schedule Reliability	228	267	359	404	312	320	365	315	229	288	338	263	250
12 Month Average Schedule	333	339	348	346	341	331	330	325	320	312	316	307	309
Pass Ups	168	169	197	192	176	133	212	155	156	194	154	191	177
12 Month Average Passup	158	159	164	167	169	169	171	170	171	175	175	175	176
Unsafe Operation	95	110	93	84	97	102	110	81	64	77	96	88	92
12 Month Average Unsafe	90	92	93	93	92	94	95	94	94	92	92	91	91
Discourtesy	153	170	144	152	145	105	148	137	121	107	115	120	136
12 Month Average Discourtesy	142	144	145	145	144	141	142	141	142	139	138	135	133
All Others	260	332	333	380	402	292	347	271	295	297	281	309	308
12 Month Average - All Others	298	306	308	313	315	311	314	316	318	319	319	317	321
Schedule Reliability	25.22%	25.48%	31.88%	33.33%	27.56%	33.61%	30.88%	32.85%	26.47%	29.91%	34.35%	27.09%	25.96%
Pass Ups	18.58%	16.13%	17.50%	15.84%	15.55%	13.97%	17.94%	16.16%	18.03%	20.15%	15.65%	19.67%	18.38%
Unsafe Operations	10.51%	10.50%	8.26%	6.93%	8.57%	10.71%	9.31%	8.45%	7.40%	8.00%	9.76%	9.06%	9.55%
Discourtesy	16.92%	16.22%	12.79%	12.54%	12.81%	11.03%	12.52%	14.29%	13.99%	11.11%	11.69%	12.36%	14.12%
S*P*U*D* % Avg. of Total	71.24%	68.32%	70.43%	68.65%	64.49%	69.33%	70.64%	71.74%	65.90%	69.16%	71.44%	68.18%	68.02%
All Others	28.76%	31.68%	29.57%	31.35%	35.51%	30.67%	29.36%	28.26%	34.10%	30.84%	28.56%	31.82%	31.98%
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 Ten Months Ended April 30, 2008**

Complaints	
Line No.	Total
150	57
152	47
153	12
154	12
155	15
156	66
158	38
161	41
163	99
164	67
165	31
166	34
168	8
169	40
183	62
224	46
227	1
230	33
231	1
233	68
234	46
236	33
237	19
239	20
240	44
242	11
243	9
244	23
245	39
290	18
292	24
353	17
363	15
364	4
394	29
645	7
656	3
734	13
741	9
750	65
761	69
90	37
901	45
91	38
92	96
94	54
Other Complaints	48
Grand Total	1613

Complaints By Line Number



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

**Metro San Fernando Valley
Complaints Report
For the Ten Months Ended April 30, 2008**

Complaints	Line No.																									
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	224	227	230	231	233	234	236	237	239	240	
Accessible Service - Pass Up												1						1		1						
Accident	1	2		1		3	3	1	5	2	2	2		3	1	1		1		5					1	2
AccSvc Operator Behavior		1						1				2		1		1				2		1				
AccSvc Pass Up (Advised)																				1	1					
AccSvc Pass Up (Denied)												1						1		1						
AccSvc Pass-Up (Equipment)				1																						
AccSvc Transit Failure (Other)	1											1			1	1		2		3						
AccSvc Wchr Securement														1												
Carried Past Stop	2	3							3	1					3	1		1		6	1			1	1	2
Crowded Bus (Add'l Svc Rq.)									1								1		1							
Disputed/Wrong Fare	1					1			3	1		1			2			2		2					1	
Early Schedule	2	3				1		6	2	5				1		2						1	1		2	
Failure to Call Stops																										
HC I.D. Card									1																	
Headsign Problems																1							2			
Improper Curb Stop	1		1			1			2	2		1			1					1						
Incorrect Info - Bus Operator																						1				
Late Schedule	3	3				9	8	3	14	10	3	3		8	10	4	1	3		2	10	4	4	1	8	
Layover Zone						1														1						
Misc. Complaint	1	3				6	1	1	3		2	3		1	1	1	3		3		4	5			2	
No Show	14	15	6	5	6	23	14	11	33	17	11	9	5	10	32	18		6		6	11	16	9	13	14	
Off Route	1						1																			
Op. Discourtesy	6	6	2	2	2	2	2	1	7	10	3	3		4	5	6		2		12	4	2	1		8	
Operator Conduct	6	5				4			3	4				1				1		4	2		1		1	
Passed Up	10	5	3	3	6	12	7	14	11	10	6	2	2	9	6	3		5		12	8	5	3	2	5	
Passenger Conduct																										
Senior I.D. Card																										
Student I.D. Card																1										
Transfer Problems									1	1																
Unsafe Operation	8	1			1	3	1	4	10	4	3	5		1		3		4	1	5	2	2			1	
Grand Total	57	47	12	12	15	66	38	41	99	67	31	34	8	40	62	46	1	33	1	68	46	33	19	20	44	

**Metro San Fernando Valley
Complaints Report
For the Ten Months Ended April 30, 2008**

Complaints																					Other	Grand	
Description	242	243	244	245	290	292	353	363	364	394	645	656	734	741	750	761	90	901	91	92	94	Compl	Total
Accessible Service - Pass Up						1				1				1						2			8
Accident			1	1			1						2	1	4	9	1	4		2	4	2	68
AccSvc Operator Behavior			1					1						1				3		1	2		19
AccSvc Pass Up (Advised)																							2
AccSvc Pass Up (Denied)																							3
AccSvc Pass-Up (Equipment)										1											1		3
AccSvc Transit Failure (Other)																	1					1	11
AccSvc Wchr Securement								1														1	3
Carried Past Stop							1			2	1				2	2	1	2	2	1	2		41
Crowded Bus (Add'l Svc Rq.)																							3
Disputed/Wrong Fare		1													3		1			2			21
Early Schedule		2	3	2		3							1		1		2						40
Failure to Call Stops			1																				1
HC I.D. Card																						1	2
Headsign Problems										1											1		5
Improper Curb Stop																							10
Incorrect Info - Bus Operator								1											1			1	4
Late Schedule	3			2			1			1	1	1			2	6		5	6	9	6		154
Layover Zone																1							3
Misc. Complaint	2					2	3							1	3	5		1		4	2	5	68
No Show	2	2	8	20	9	11	5	5	1	2	2	2	1		9	11	19	3	16	35	8	4	479
Off Route				2	3		1	1								1		1		2	1		14
Op. Discourtesy	3	1	2	2	1	1	2	2		8			2	2	12	7	3	10	6	5	8	5	172
Operator Conduct	1			1	1	1			1				2		3	3		6	1	3	1	1	57
Passed Up		2	6	7	2	5	3	3		8	2		5	3	13	8	6	2	5	23	13	1	266
Passenger Conduct			1					1								1							3
Senior I.D. Card														1						1			2
Student I.D. Card																							1
Transfer Problems					1				1							2							6
Unsafe Operation		1		2	1				1	5	1				12	13	3	8	1	5	5	27	144
Grand Total	11	9	23	39	18	24	17	15	4	29	7	3	13	9	65	69	37	45	38	96	54	48	1613