

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
August 6, 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
June 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

June 2008

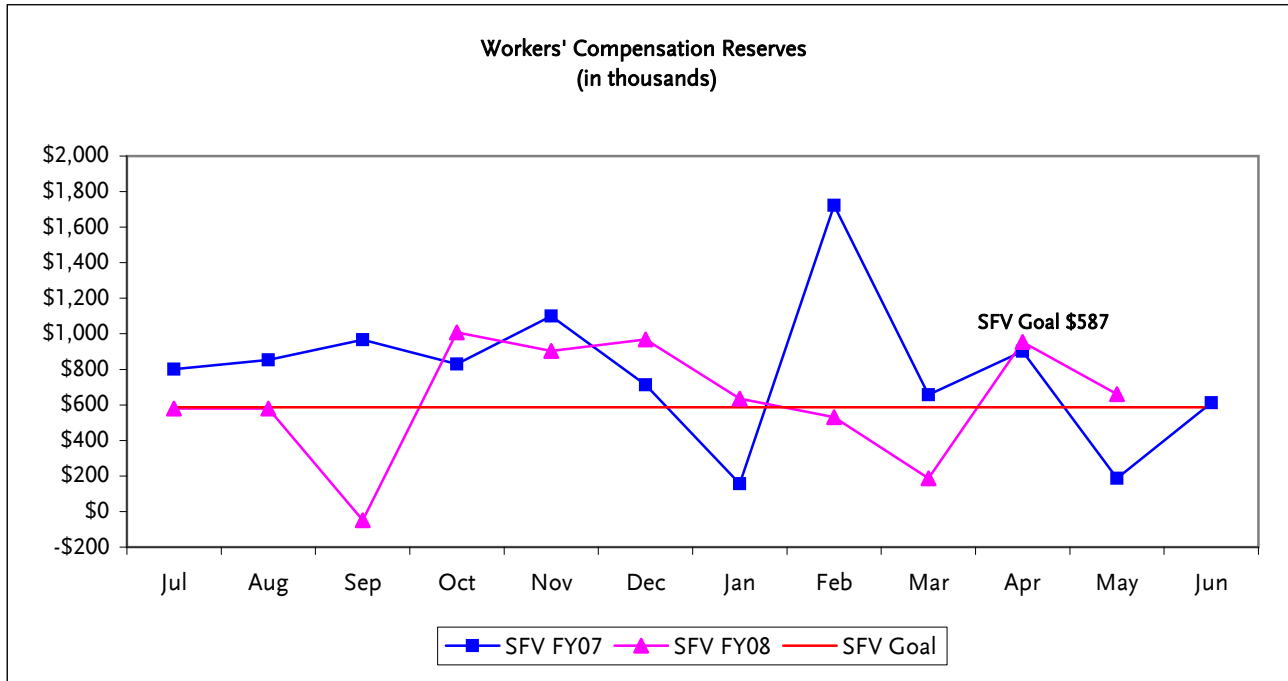
PERFORMANCE INDICATORS	June	MO. TARGET	YTD MO. AVG.	
SAFETY 				
Monthly Worker's Compensation Reserves	\$659,856	\$586,803	\$632,322	(2)
New WC Indemnity Claims per 200,000 Exposure Hours	10.61	12.00	12.17	(1)
Bus Traffic Accidents/100,000 Hub Miles	2.33	2.90	2.55	
BUS OPERATIONS				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,801	3,500	2,938	
Complaints/100,000 Boardings	2.29	3.00	2.88	
In Service On-Time Performance (%)	68.33%	67.50%	67.48%	
Scheduled Revenue Service Hours Delivered	98.57%	99.50%	99.03%	
Operator Assignment Ratio	1.170	1.180	1.160	
FINANCES				
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance	
Metro SFV Regular Bus for the Month of June 2008				
Variance Summary (includes other support)	\$ 117,029,020	\$ 119,643,763	\$ (2,614,743)	(2)
Cost per Revenue Service Hours (RSH)	\$ 100.57	\$ 105.13	\$ (4.56)	(2)
Metro Orange Line for the Month of June 2008				
Variance Summary (includes other support)	\$ 21,231,958	\$ 17,459,510	\$ 3,772,448	(2)
Cost per Revenue Service Hours (RSH)	\$ 228.06	\$ 196.58	\$ 31.48	(2)

(1) One month lag in reporting data.

(2) June 2008 data is not available at time of this report. Data reflected is May 2008 data.

Metro San Fernando Valley
General Manager's Report
FY08

Workers' Compensation Reserves



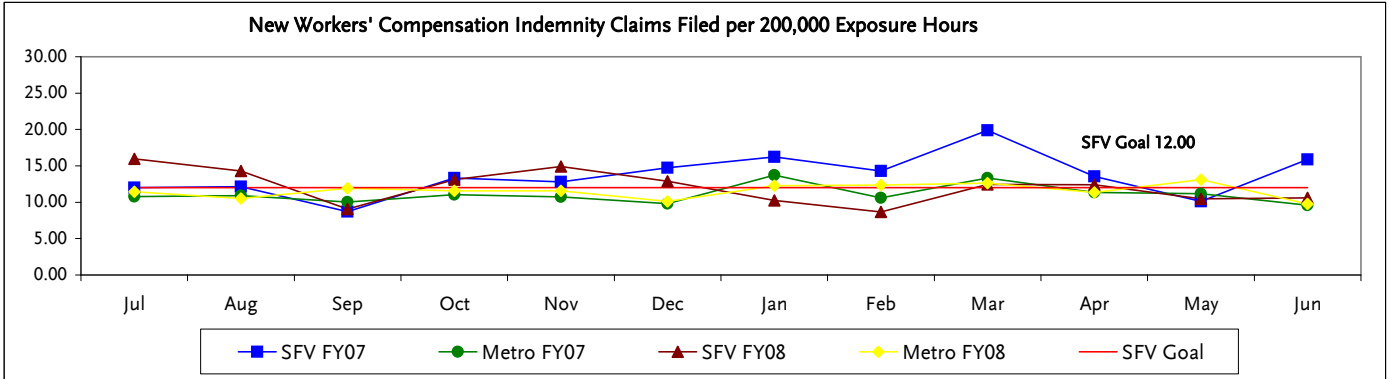
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY07	802	854	967	829	1,099	713	156	1,723	657	901	187	612	9,499
SFV FY08	579	579	(49)	1,008	903	969	635	531	187	954	660		6,956

Note: June 2008 data is not available at time of report.

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

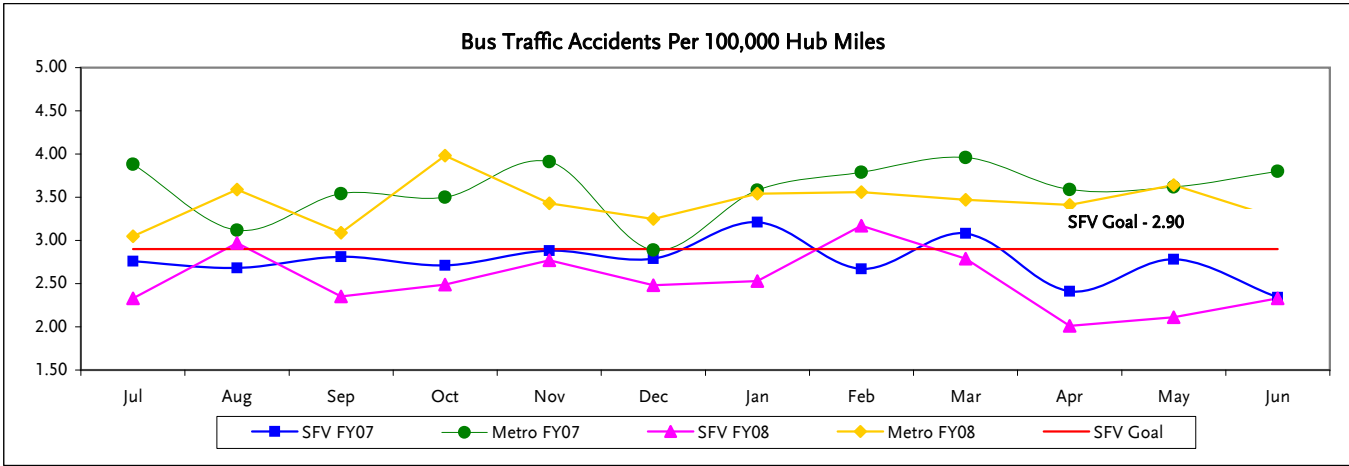


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	12.00	12.13	8.73	13.33	12.8	14.75	16.23	14.31	19.90	13.54	10.12	15.88	13.74
Metro FY07	10.78	10.92	10.04	11.03	10.73	9.83	13.74	10.59	13.33	11.34	11.18	9.58	11.11
SFV FY08	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47	12.41	10.46	10.61	12.17
Metro FY08	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61	11.35	13.09	9.78	11.54

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

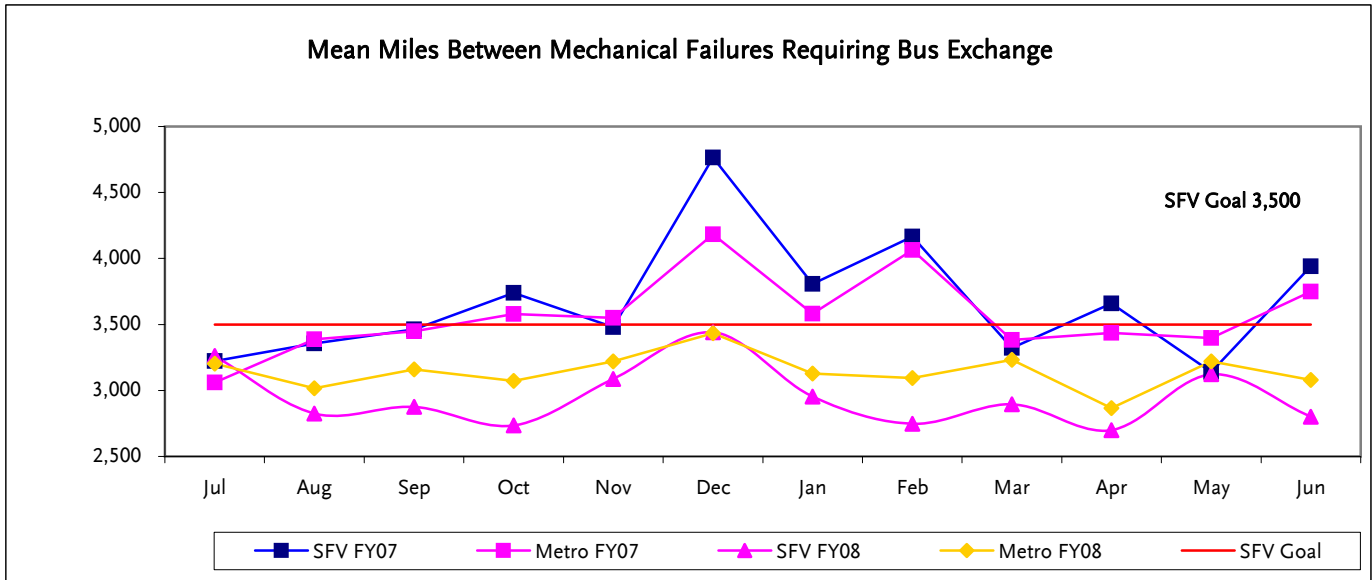


FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.76	2.68	2.81	2.71	2.88	2.79	3.21	2.67	3.08	2.41	2.78	2.34	2.78
Metro FY07	3.88	3.12	3.54	3.50	3.91	2.89	3.58	3.79	3.96	3.59	3.62	3.80	3.74

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	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

Metro San Fernando Valley
General Manager's Report
FY08

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

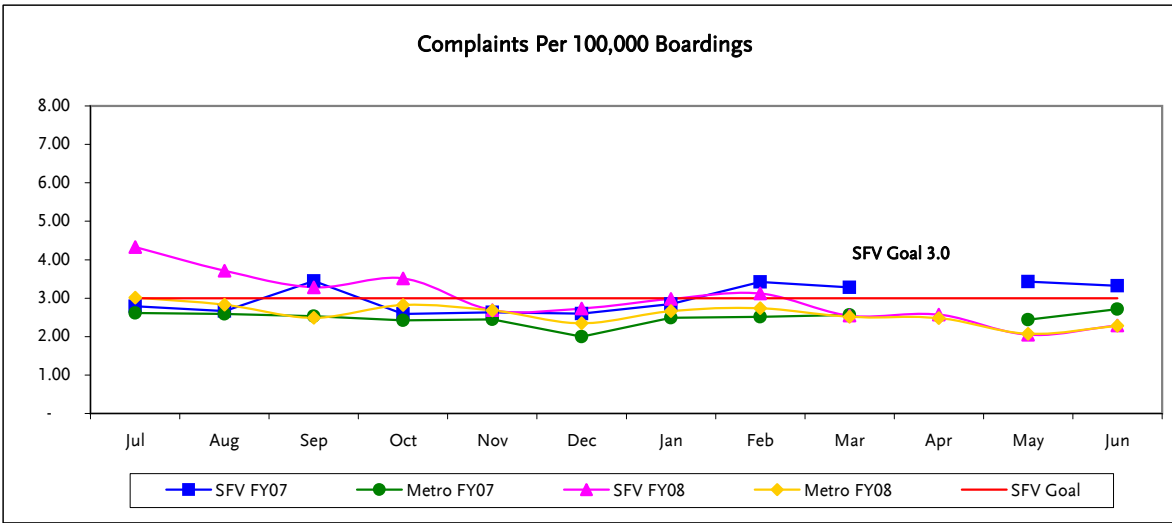


FY07	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	3,222	3,356	3,463	3,738	3,480	4,766	3,807	4,166	3,322	3,659	3,139	3,941	3,619
Metro FY07	3,060	3,387	3,449	3,578	3,549	4,182	3,582	4,065	3,382	3,435	3,396	3,750	3,532

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	3,122	2,801	2,938
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

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	2.05	2.29	2.88
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

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

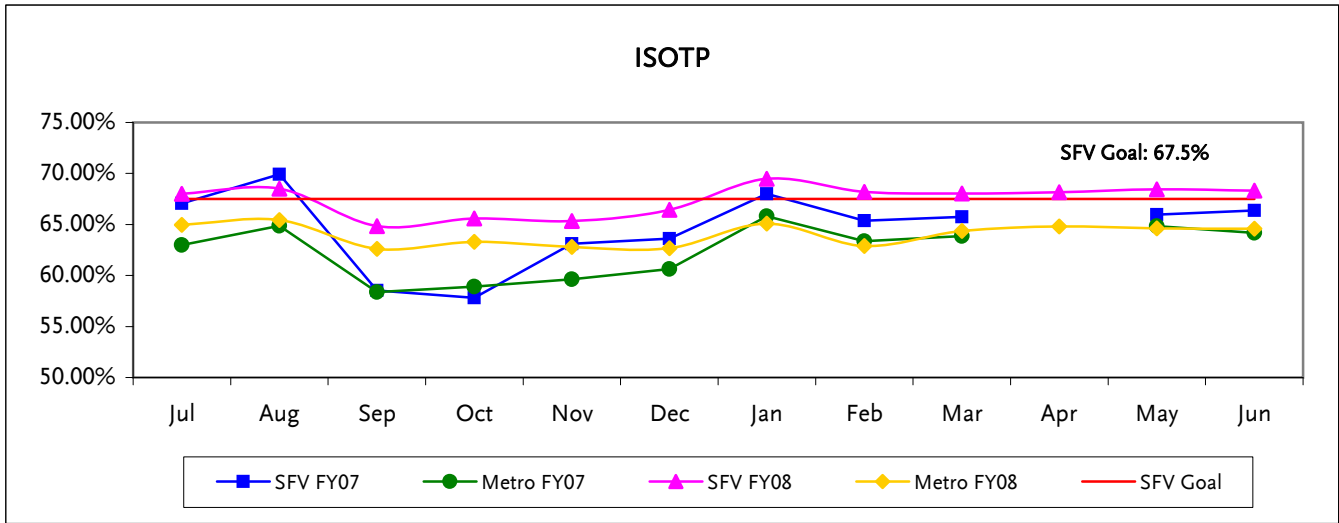
**Metro San Fernando Valley
General Manager's Report
FY08**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	June-08		Fiscal YTD				June-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERANCE									
EARLY	3	1	25	21	46	2.48%	12	164	1.38%
LATE	10	11	63	123	186	10.01%	62	864	7.27%
NO SHOW	13	15	192	346	538	28.96%	140	2,469	20.78%
Sub Total	26	27	280	490	770	41.44%	214	3,497	29.43%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP		2	16	33	49	2.64%	25	271	2.28%
FAILURE TO CALL STOPS			1	0	1	0.05%		15	0.13%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%		16	0.13%
IMPROPER CURB STOP			3	7	10	0.54%	8	80	0.67%
INCORRECT INFORMATION	1		3	2	5	0.27%	2	24	0.20%
OFF ROUTE		1	7	8	15	0.81%	9	161	1.35%
OPERATOR CONDUCT	2	3	30	36	66	3.55%	49	532	4.48%
OPERATOR DISCOURTESY	4	8	75	120	195	10.50%	121	1,507	12.68%
PASSED UP	8	11	110	193	303	16.31%	152	2,042	17.18%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		26	0.22%
UNSAFE OPERATION	5	8	76	97	173	9.31%	89	1,082	9.10%
WRONG FARE	2	1	10	15	25	1.35%	21	229	1.93%
Sub Total	22	34	331	511	842	45.32%	476	5,985	50.36%
OTHERS									
ACCESSIBLE BUS	2		20	35	55	2.96%	33	389	3.27%
ACCIDENT	5	4	38	43	81	4.36%	53	573	4.82%
AUDIO SYSTEM PROBLEM								5	0.04%
BUS STOP			0	0	0	0.00%	11	164	1.38%
CROWDED BUS			0	3	3	0.16%	3	48	0.40%
DIRTY BUS			0	0	0	0.00%	2	37	0.31%
FACILITIES			0	0	0	0.00%		13	0.11%
FAULTY EQUIPMENT			0	0	0	0.00%	7	180	1.51%
HC ID CARD			2	0	2	0.11%	3	30	0.25%
HEADSIGN			0	5	5	0.27%	2	20	0.17%
HEAT-A/C			0	0	0	0.00%	3	30	0.25%
LAYOVER ZONE			0	3	3	0.16%	2	83	0.70%
MISC.	1	6	28	53	81	4.36%	36	601	5.06%
ORANGE LINE TVM			0	0	0	0.00%	4	20	0.17%
PASSENGER CONDUCT	1		2	3	5	0.27%	10	120	1.01%
SENIOR ID CARD			2	1	3	0.16%	2	35	0.29%
SEX HARASSMENT			0	0	0	0.00%	1	4	0.03%
STUDENT ID CARD			0	1	1	0.05%		7	0.06%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		3	0.03%
TRANSFER	1		2	5	7	0.38%	4	40	0.34%
Sub Total	10	10	94	152	246	13.24%	176	2,402	20.21%
TOTALS	58	71	705	1,153	1,858	100.00%	866	11,884	100.00%
COMMENDATIONS	10	7	70	96	166		69	781	

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

In Service On-Time Performance



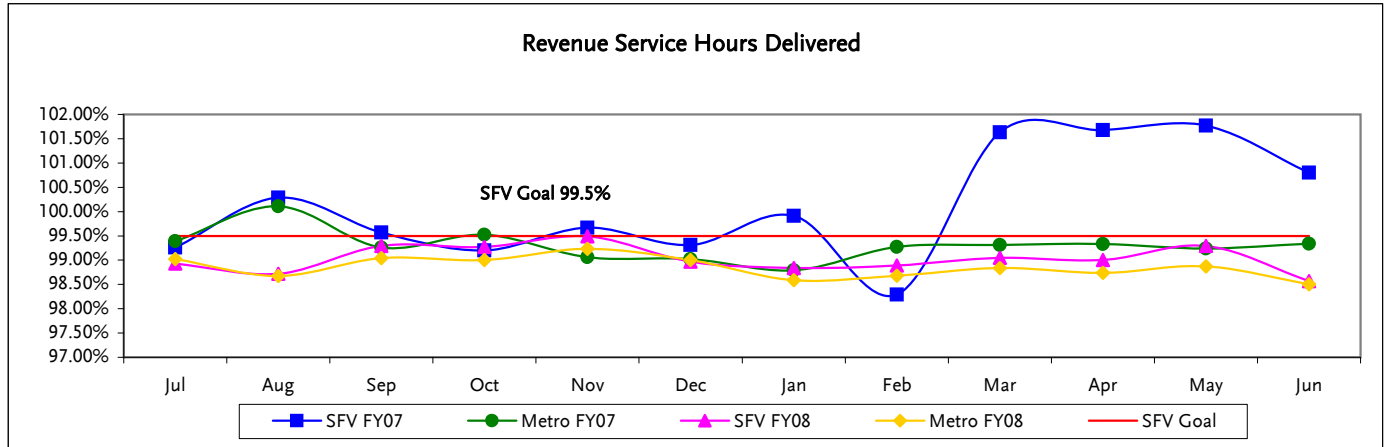
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	67.07%	69.91%	58.53%	57.82%	63.11%	63.61%	68.02%	65.36%	65.75%		65.97%	66.37%	65.60%
Metro FY07	63.00%	64.86%	58.38%	58.90%	59.64%	60.64%	65.82%	63.37%	63.86%		64.83%	64.18%	63.77%

	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%	68.44%	68.33%	67.48%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%	64.63%	64.60%	64.05%

* 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

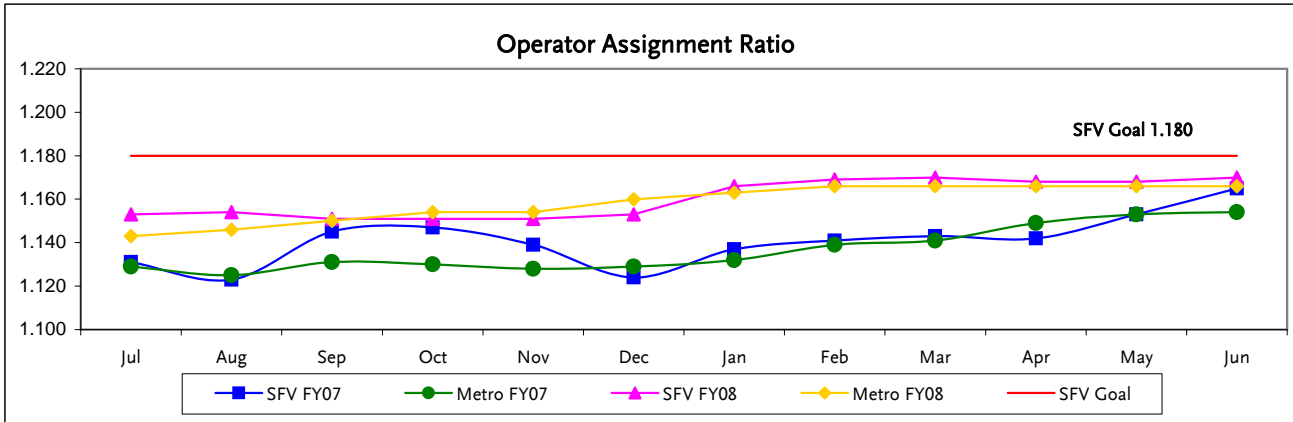


	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	99.26%	100.29%	99.57%	99.20%	99.67%	99.31%	99.91%	98.29%	101.63%	101.68%	101.77%	100.80%	100.40%
Metro FY07	99.39%	100.11%	99.26%	99.52%	99.06%	99.02%	98.79%	99.27%	99.31%	99.33%	99.24%	99.34%	99.30%

	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%	99.29%	98.57%	99.03%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

**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	1.168	1.170	1.160
Metro FY08	1.143	1.146	1.150	1.154	1.154	1.160	1.163	1.166	1.166	1.166	1.166	1.166	1.158

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
August 6, 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 June 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 Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 06/07 - 06/08 - Metro San Fernando Valley

	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Total Complaints	175	211	186	154	203	142	133	147	157	139	146	116	129
12-Month Average	159	165	167	164	169	169	169	169	169	165	165	159	155
Complaints per 100K *	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29
Schedule Adherence	73	104	66	75	87	52	46	58	77	48	60	44	53
Passed Up	27	31	24	26	43	24	26	31	17	24	20	18	19
Unsafe Operation	14	14	15	14	17	16	12	17	14	10	15	16	13
Operator Discourtesy	22	18	18	11	21	15	16	10	20	20	23	11	12
All Others	39	44	63	28	35	35	33	31	29	37	28	27	32
Operator Commendations	15	15	14	10	16	18	12	16	12	12	16	8	17

Customer Complaint Summary - 06/07 - 06/08 - Metro Operations

	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Total Complaints	1126	1212	1132	952	1182	959	865	963	984	971	963	835	866
12-Month Average	1058	1065	1061	1046	1051	1046	1044	1037	1038	1025	1030	1012	990
Complaints per 100K *	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28
Schedule Adherence	359	404	312	320	365	315	229	288	338	263	250	199	214
Passed Up	197	192	176	133	212	155	156	194	154	191	177	150	152
Unsafe Operation	93	84	97	102	110	81	64	77	96	88	92	102	89
Operator Discourtesy	144	152	145	105	148	137	121	107	115	120	136	100	121
All Others	333	380	402	292	347	271	295	297	281	309	308	284	290
Operator Commendations	99	74	72	53	69	65	79	70	62	57	54	57	69

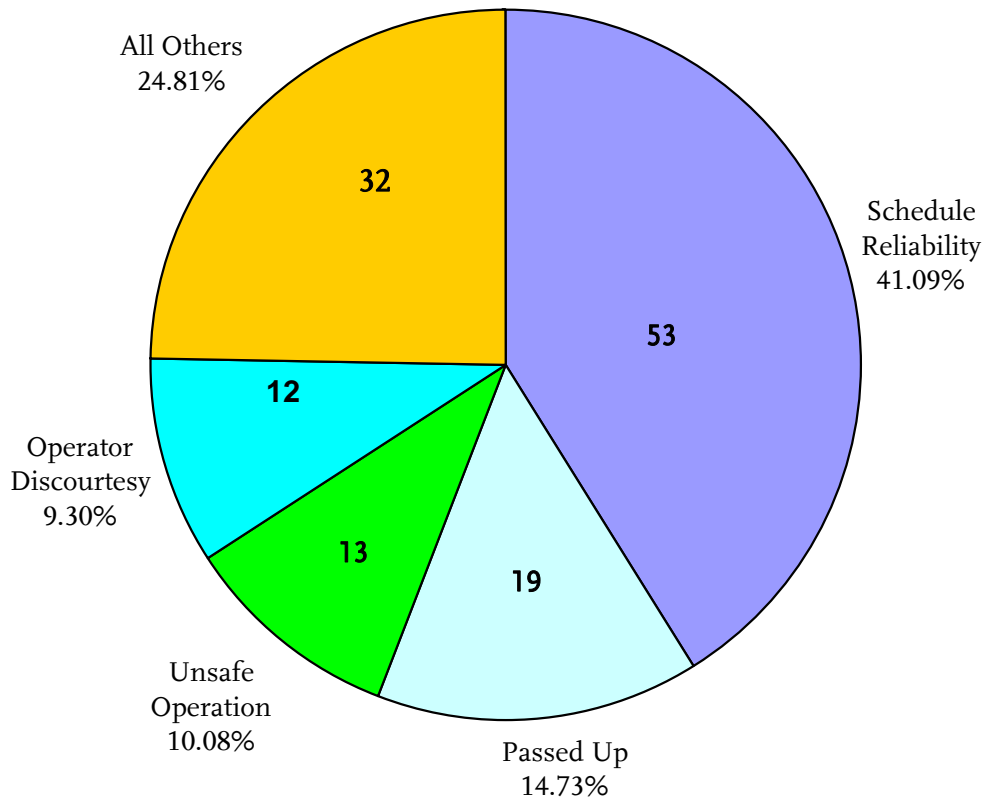
* Note: Data for April 07 not captured due to an ATMS upgrade.

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

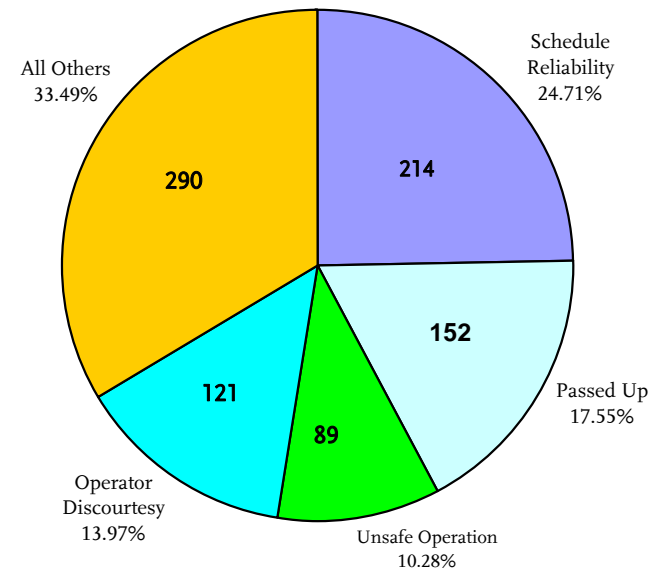
Metro San Fernando Valley Customer Complaint Report

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

129 Total Complaints - Metro SFV

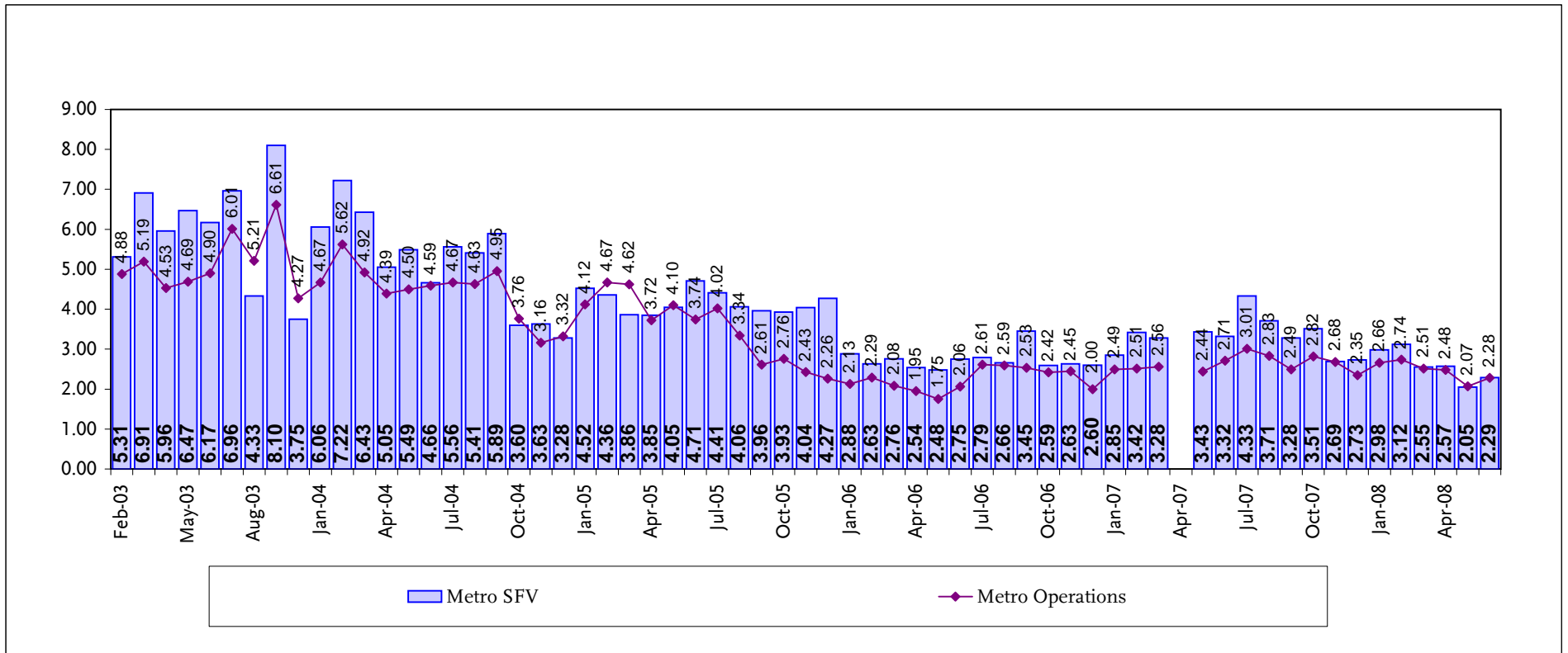


866 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2002-2007

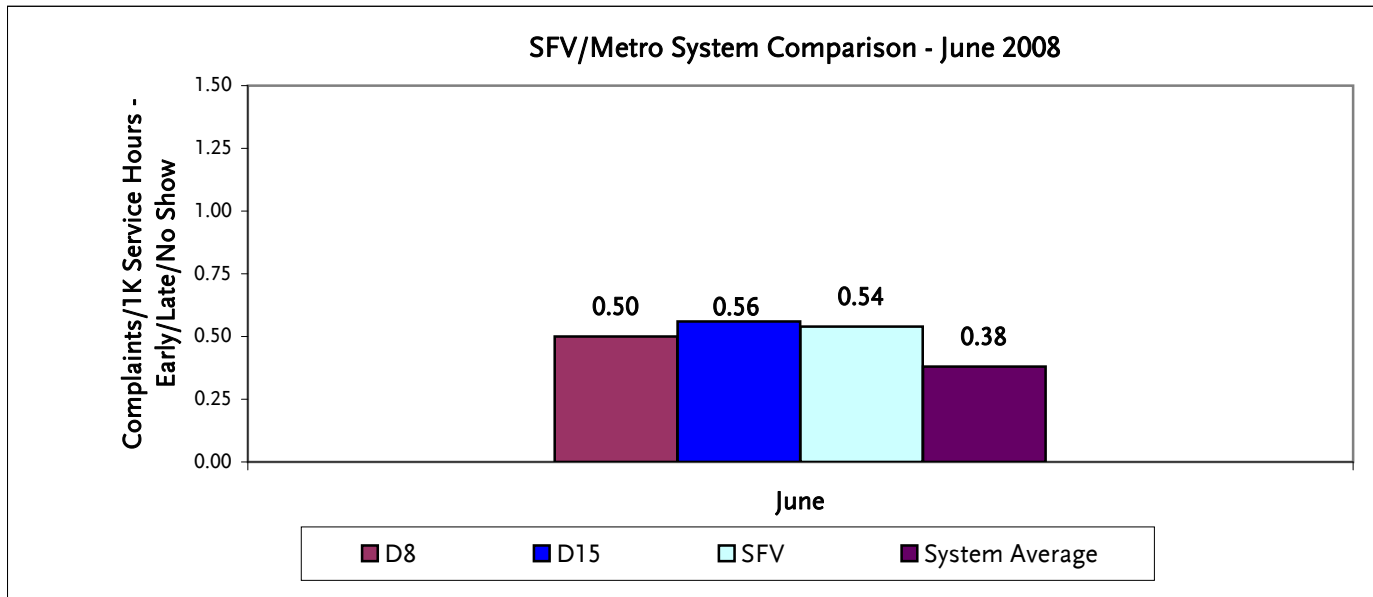


Note: Metro Operations complaints rate includes directly operated service only.

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

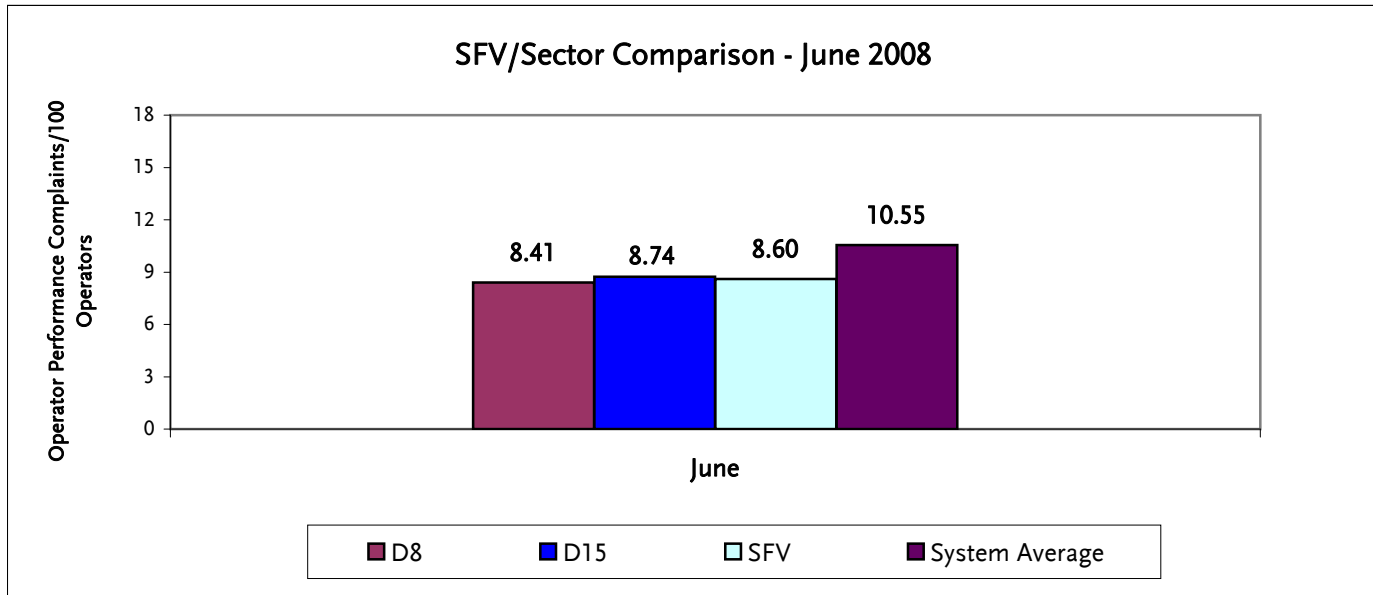


Schedule Performance Categories: Early; Late; No Show.

Note: June 2008 data is not available at time of this report. Data reflected is May 2008 data.

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.

Note: June 2008 data is not available at time of this report. Data reflected is May 2008 data.

Metro San Fernando Valley Customer Complaint Report

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

	Total/Major Complaints -- 12 Month Comparison												
	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Total Complaints	175	211	186	154	203	142	133	147	157	139	146	116	129
3 Month Moving Average	167	189	191	184	181	166	159	141	146	148	147	134	130
12 Month Moving Average	159	165	167	164	169	169	169	169	169	165	165	159	155
Complaints/100K Boarding	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29
12 Mo. AVG Com./100K Boardings	3.00	3.14	3.24	3.22	3.31	3.31	3.32	3.33	3.31	3.24	3.19	3.07	2.98
Schedule Reliability	73	104	66	75	87	52	46	58	77	48	60	44	53
12 Month Average Schedule	68	71	71	70	72	71	71	69	69	67	67	66	64
Pass Ups	27	31	24	26	43	24	26	31	17	24	20	18	19
12 Month Average Passup	24	25	25	26	28	28	28	29	29	28	27	26	25
Unsafe Operation	14	14	15	14	17	16	12	17	14	10	15	16	13
12 Month Average Unsafe	15	15	14	15	15	15	15	15	15	15	15	15	14
Operator Discourtesy	22	18	18	11	21	15	16	10	20	20	23	11	12
12 Month Average Discourtesy	21	21	21	20	20	20	20	19	19	19	19	17	16
All Others	39	44	63	28	35	35	33	31	29	37	28	27	32
12 Month Average - All Others	32	34	36	34	34	35	36	36	36	36	37	36	35
Schedule Reliability	41.71%	49.29%	35.48%	48.70%	42.86%	36.62%	34.59%	39.46%	49.04%	34.53%	41.10%	37.93%	41.09%
Pass Ups	15.43%	14.69%	12.90%	16.88%	21.18%	16.90%	19.55%	21.09%	10.83%	17.27%	13.70%	15.52%	14.73%
Unsafe Operations	8.00%	6.64%	8.06%	9.09%	8.37%	11.27%	9.02%	11.56%	8.92%	7.19%	10.27%	13.79%	10.08%
Discourtesy	12.57%	8.53%	9.68%	7.14%	10.34%	10.56%	12.03%	6.80%	12.74%	14.39%	15.75%	9.48%	9.30%
S*P*U*D* % Avg. of Total	77.71%	79.15%	66.13%	81.82%	82.76%	75.35%	75.19%	78.91%	81.53%	73.38%	80.82%	76.72%	75.19%
All Others	22.29%	20.85%	33.87%	18.18%	17.24%	24.65%	24.81%	21.09%	18.47%	26.62%	19.18%	23.28%	24.81%
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

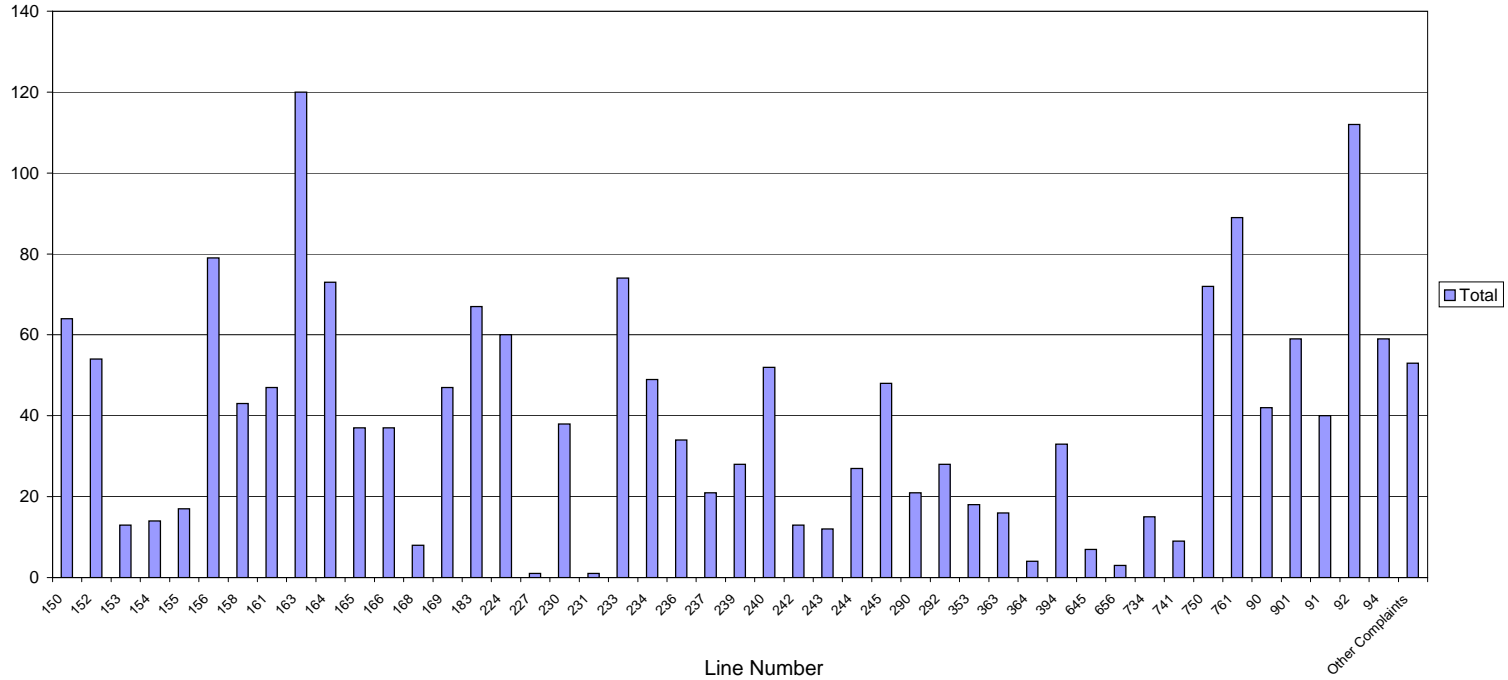
	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Total Complaints	1,126	1,212	1,132	952	1,182	959	865	963	984	971	963	835	866
3 Month Moving Average	1,026	1,129	1,157	1,099	1,089	1,031	1,002	929	937	973	973	923	888
12 Month Moving Average	1,058	1,065	1,061	1,046	1,051	1,046	1,044	1,037	1,038	1,025	1,030	1,012	990
Complaints/100K Boarding	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28
12 Mo. AVG Com./100K Boardings	2.48	2.52	2.54	2.54	2.57	2.59	2.63	2.64	2.66	2.66	2.64	2.61	2.58
Schedule Reliability	359	404	312	320	365	315	229	288	338	263	250	199	214
12 Month Average Schedule	348	346	341	331	330	325	320	312	316	307	309	304	291
Pass Ups	197	192	176	133	212	155	156	194	154	191	177	150	152
12 Month Average Passup	164	167	169	169	171	170	171	175	175	175	176	174	170
Unsafe Operation	93	84	97	102	110	81	64	77	96	88	92	102	89
12 Month Average Unsafe	93	93	92	94	95	94	94	92	92	91	91	91	90
Discourtesy	144	152	145	105	148	137	121	107	115	120	136	100	121
12 Month Average Discourtesy	145	145	144	141	142	141	142	139	138	135	133	128	126
All Others	333	380	402	292	347	271	295	297	281	309	308	284	290
12 Month Average - All Others	308	313	315	311	314	316	318	319	319	317	321	317	313
Schedule Reliability	31.88%	33.33%	27.56%	33.61%	30.88%	32.85%	26.47%	29.91%	34.35%	27.09%	25.96%	23.83%	24.71%
Pass Ups	17.50%	15.84%	15.55%	13.97%	17.94%	16.16%	18.03%	20.15%	15.65%	19.67%	18.38%	17.96%	17.55%
Unsafe Operations	8.26%	6.93%	8.57%	10.71%	9.31%	8.45%	7.40%	8.00%	9.76%	9.06%	9.55%	12.22%	10.28%
Discourtesy	12.79%	12.54%	12.81%	11.03%	12.52%	14.29%	13.99%	11.11%	11.69%	12.36%	14.12%	11.98%	13.97%
S*P*U*D* % Avg. of Total	70.43%	68.65%	64.49%	69.33%	70.64%	71.74%	65.90%	69.16%	71.44%	68.18%	68.02%	65.99%	66.51%
All Others	29.57%	31.35%	35.51%	30.67%	29.36%	28.26%	34.10%	30.84%	28.56%	31.82%	31.98%	34.01%	33.49%
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 Twelve Months Ended June 30, 2008**

Complaints By Line Number

Complaints	
Line	Total
150	64
152	54
153	13
154	14
155	17
156	79
158	43
161	47
163	120
164	73
165	37
166	37
168	8
169	47
183	67
224	60
227	1
230	38
231	1
233	74
234	49
236	34
237	21
239	28
240	52
242	13
243	12
244	27
245	48
290	21
292	28
353	18
363	16
364	4
394	33
645	7
656	3
734	15
741	9
750	72
761	89
90	42
901	59
91	40
92	112
94	59
Other Complaints	53
Grand Total	1,858



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

**Metro San Fernando Valley
Complaints Report
For the Twelve Months Ended June 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
Accessible Service - Pass Up												1						1		1				
Accident	3	2	1	1		4	4	1	5	2	2	2		3	1	1		1		6				1
AccSvc Operator Behavior		1				1	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							1													
AccSvc Transit Failure (Other)	1										1	1			1	1		2		3			1	
AccSvc Wchr Securement														1										
Carried Past Stop	3	3							3	1	1				5	3		1		6	1		1	1
Crowded Bus (Add'l Svc Rq.)									1								1		1					
Disputed/Wrong Fare	2					1			3	1		2			2	2		2		2				
Early Schedule	2	3				2		7	3	5				1			2					1	1	3
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														1		
Late Schedule	3	4			2	12	9	4	15	11	3	4		8	10	4	1	3		2	10	4	4	4
Layover Zone						1														1				
Misc. Complaint	1	4				7	1	2	4		2	3	1	1	1	5		4		4	6			1
No Show	16	18	6	5	6	26	17	13	38	19	11	9	5	14	34	20		8		8	13	17	9	15
Off Route	1						1								1									
Op. Discourtesy	6	7	2	3	2	5	2	1	9	11	4	3		4	5	7		4		12	4	2	1	
Operator Conduct	6	5				4			4	4				1				1		5	2		1	
Passed Up	11	5	3	3	6	12	7	14	17	12	7	3	2	11	6	7		5		13	8	5	4	3
Passenger Conduct																								
Senior I.D. Card																								
Student I.D. Card																1								
Transfer Problems									1	1					1									
Unsafe Operation	8	2		1	1	3	1	4	14	4	4	5		1		4		4	1	6	2	2		
Grand Total	64	54	13	14	17	79	43	47	120	73	37	37	8	47	67	60	1	38	1	74	49	34	21	28

**Metro San Fernando Valley
Complaints Report
For the Twelve Months Ended June 30, 2008**

Complaints																								
Description	240	242	243	244	245	290	292	353	363	364	394	645	656	734	741	750	761	90	901	91	92	94	Other Compl	Grand Total
Accessible Service - Pass Up							1			1					1						2			8
Accident	4			1	1			1						3	1	4	10	2	6		2	4	2	81
AccSvc Operator Behavior		1		1					1						1				3		1	2		21
AccSvc Pass Up (Advised)																								2
AccSvc Pass Up (Denied)																								3
AccSvc Pass-Up (Equipment)										1											1			4
AccSvc Transit Failure (Other)																		1					1	13
AccSvc Wchr Securement									1										1			1		4
Carried Past Stop	3							1			2	1				2	3	1	2	2	1	2		49
Crowded Bus (Add'l Svc Rq.)																								3
Disputed/Wrong Fare	1		1													3		1			2			25
Early Schedule	1	1	2	3	2		3							1		1		2						46
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	5
Late Schedule	9	3	1	1	6			2			1	1	1			2	7		6	7	14	8		186
Layover Zone																	1							3
Misc. Complaint	2	2					2	3							1	3	5	1	3		5	2	5	81
No Show	14	2	2	9	25	11	12	5	6	1	3	2	2	1		9	14	20	7	16	36	9	5	538
Off Route					2	3		1	1								1		1		2	1		15
Op. Discourtesy	9	3	1	2	2	1	2	2	2		8			2	2	14	11	3	10	6	8	8	5	195
Operator Conduct	2	1		1	1	1	1			1	1			2		3	5		6	2	3	2	1	66
Passed Up	6		3	6	7	3	6	3	3		9	2		5	3	15	14	7	2	5	26	13	1	303
Passenger Conduct				1					1								1		1				1	5
Senior I.D. Card				1												1					1			3
Student I.D. Card																								1
Transfer Problems						1				1							2							7
Unsafe Operation	1		2		2	1	1			1	6	1		1		15	15	4	11	1	8	6	30	173
Grand Total	52	13	12	27	48	21	28	18	16	4	33	7	3	15	9	72	89	42	59	40	112	59	53	1858