

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
March 4, 2009

**SUBJECT:** PERFORMANCE UPDATE

**ACTION:** RECEIVE

**BACKGROUND:**

The General Manager's Report provides a summary of fiscal 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 – Fiscal YTD January 2009.

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  
FY09**

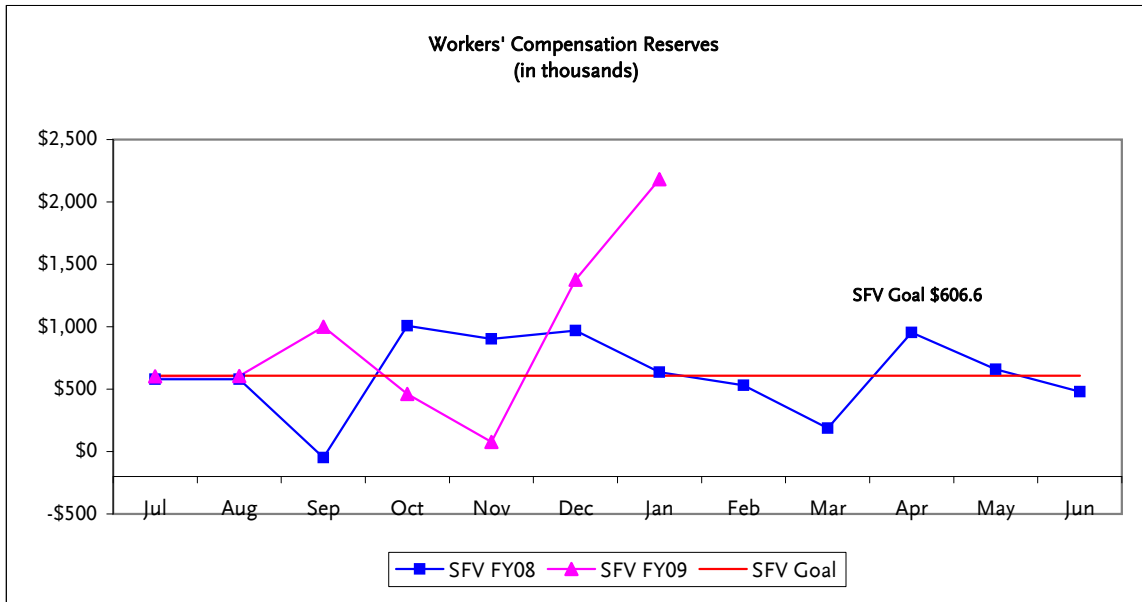
**January 2009**

PERFORMANCE INDICATORS	January	MO. TARGET	YTD MO. AVG.
<b>SAFETY</b> 			
Monthly Worker's Compensation Reserves	\$2,182,795	\$606,637	\$900,806
New WC Indemnity Claims per 200,000 Exposure Hours	16.42	13.50	12.27 (1)
Bus Traffic Accidents/100,000 Hub Miles	1.81	2.89	2.12
<b>BUS OPERATIONS</b>			
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,925	3,500	3,171
Complaints/100,000 Boardings	3.03	3.00	2.98
In Service On-Time Performance (%)	72.09%	67.50%	67.89%
Scheduled Revenue Service Hours Delivered	98.92%	99.50%	99.28%
Operator Assignment Ratio	1.168	1.180	1.172
<b>FINANCES</b>			
	Fiscal YTD Budget	Fiscal YTD Actual	Fiscal YTD Variance
Metro SFV Regular Bus			
Variance Summary (includes other support)	\$ 81,041,723	\$ 81,753,969	\$ (712,246)
Cost per Planned Revenue Service Hours (RSH)	\$ 111.28	\$ 114.32	\$ (3.04)
Metro Orange Line			
Variance Summary (includes other support)	\$ 12,431,461	\$ 10,374,754	\$ 2,056,708
Cost per Planned Revenue Service Hours (RSH)	\$ 209.83	\$ 179.74	\$ 30.10
Total Bus and Metro Orange Line			
Variance Summary (includes other support)	\$ 93,473,184	\$ 92,128,723	\$ 1,344,462
Cost per Planned Revenue Service Hours (RSH)	\$ 118.69	\$ 119.21	\$ (0.51)

(1) One month lag in reporting data.

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Workers' Compensation Reserves**

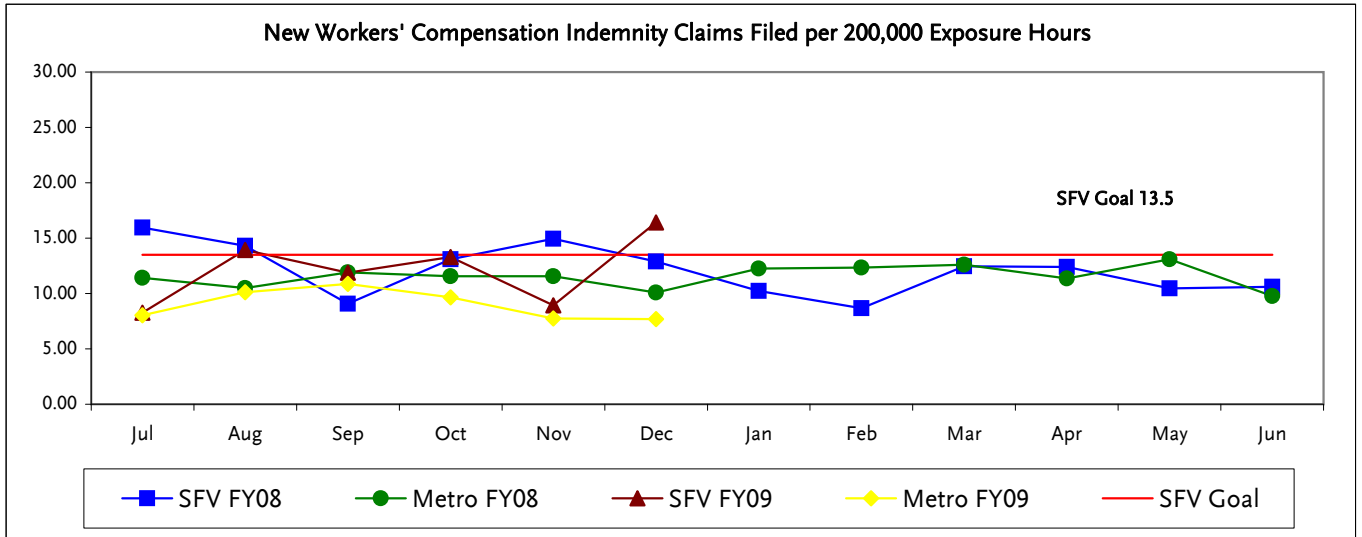


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>SFV FY08</b>	579	579	(49)	1,008	903	969	635	531	187	954	660	480	7,436
<b>SFV FY09</b>	603	604	1,000	461	77	1,378	2,183						6,306

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  
FY09

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

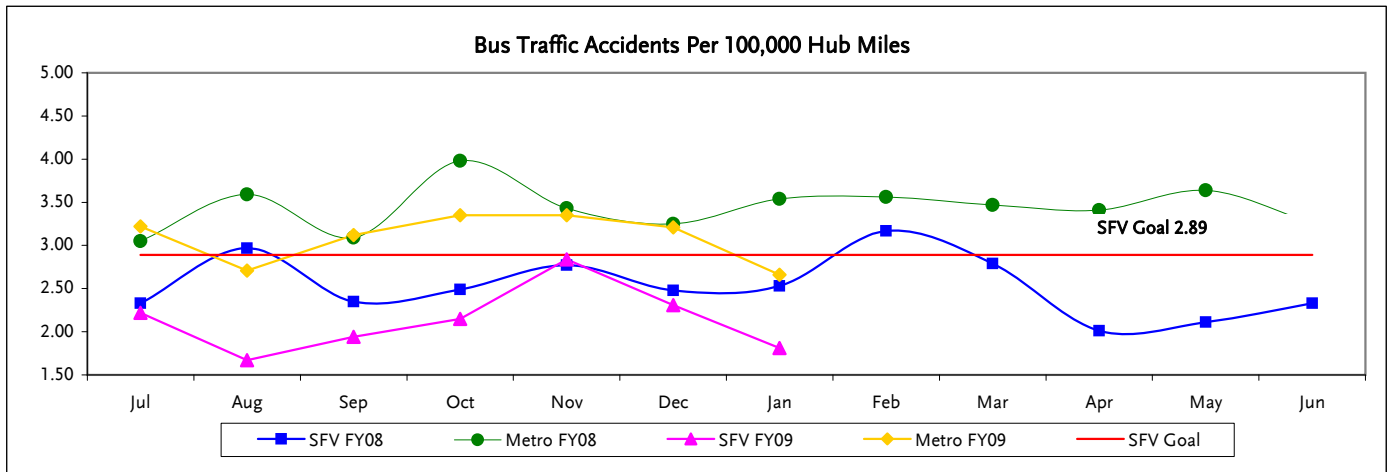


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY08</b>	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47	12.41	10.46	10.61	12.17
<b>Metro FY08</b>	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61	11.35	13.09	9.78	11.54
<b>SFV FY09</b>	8.28	13.93	11.87	13.29	8.92	16.42							12.27
<b>Metro FY09</b>	8.04	10.12	10.87	9.64	7.76	7.69							9.03

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

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Accidents Per 100,000 Hub Miles**

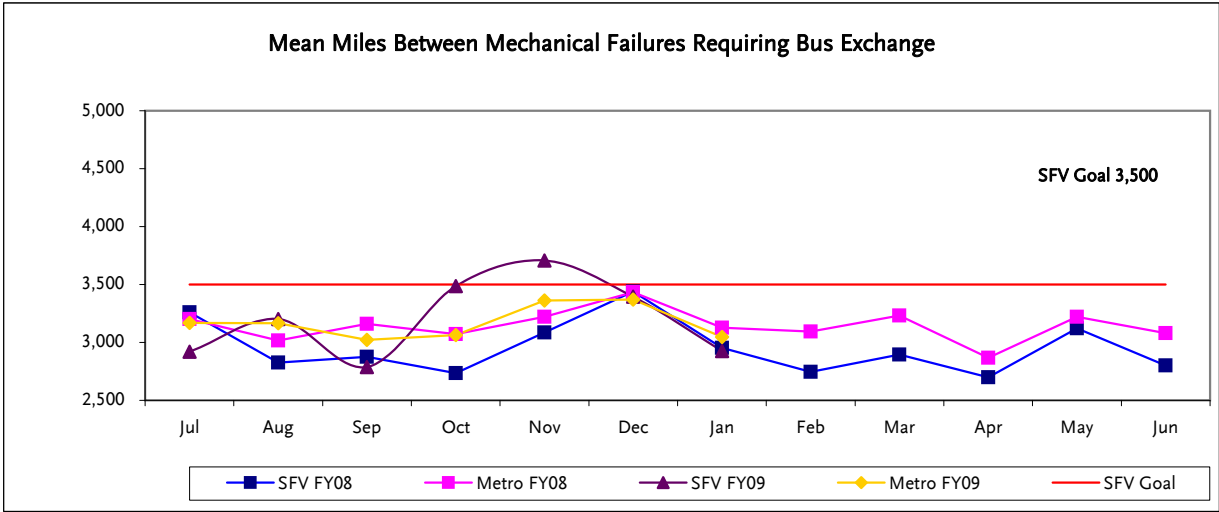


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

FY09	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	2.22	1.67	1.94	2.15	2.84	2.31	1.81						2.12
Metro FY09	3.22	2.71	3.12	3.35	3.35	3.21	2.66						3.09

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)**

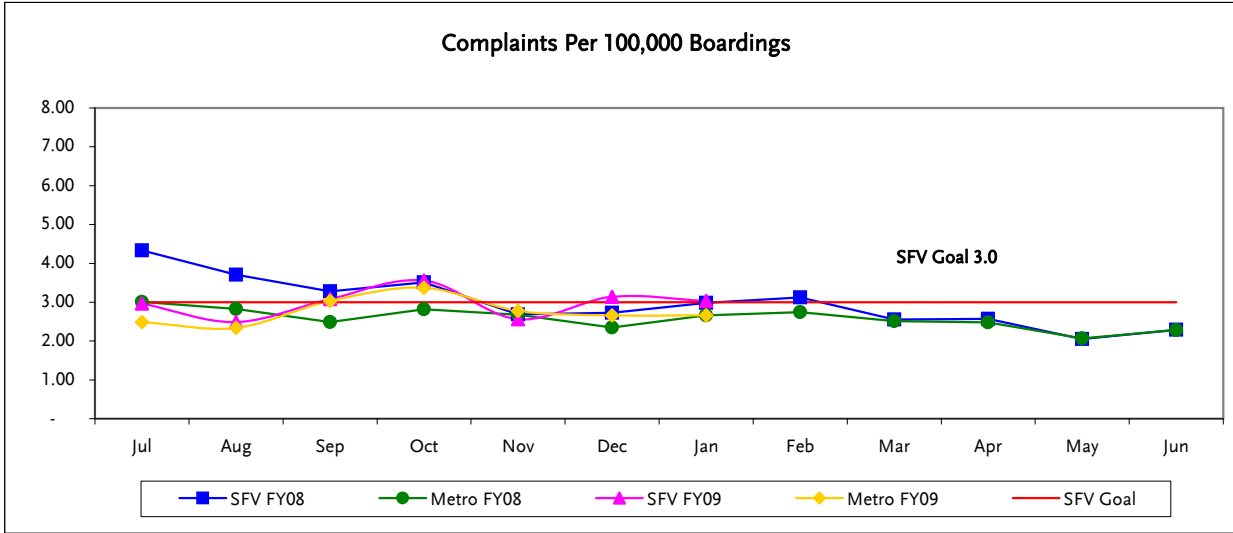


FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY08</b>	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698	3,122	2,801	2,938
<b>Metro FY08</b>	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

FY09	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY09</b>	2,919	3,201	2,786	3,486	3,706	3,394	2,925						3,171
<b>Metro FY09</b>	3,168	3,165	3,023	3,064	3,363	3,369	3,048						3,164

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Complaints per 100,000 Boardings**

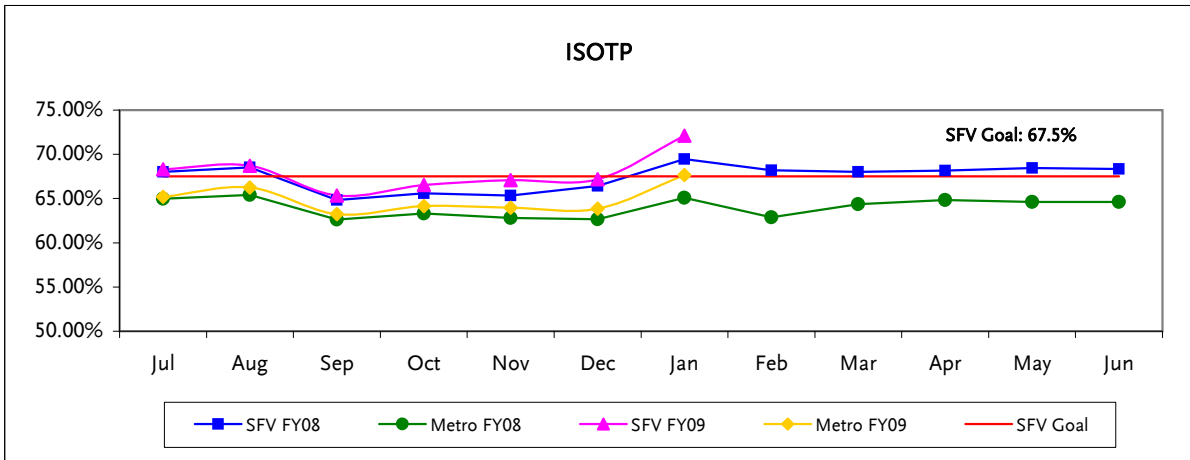


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
<b>SFV FY08</b>	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.88
<b>Metro FY08</b>	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

FY09	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
<b>SFV FY09</b>	2.97	2.49	3.08	3.56	2.56	3.14	3.03						2.98
<b>Metro FY09</b>	2.49	2.34	3.03	3.37	2.78	2.66	2.66						2.80

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**In Service On-Time Performance**



	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
<b>SFV FY08</b>	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%
<b>Metro FY08</b>	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%

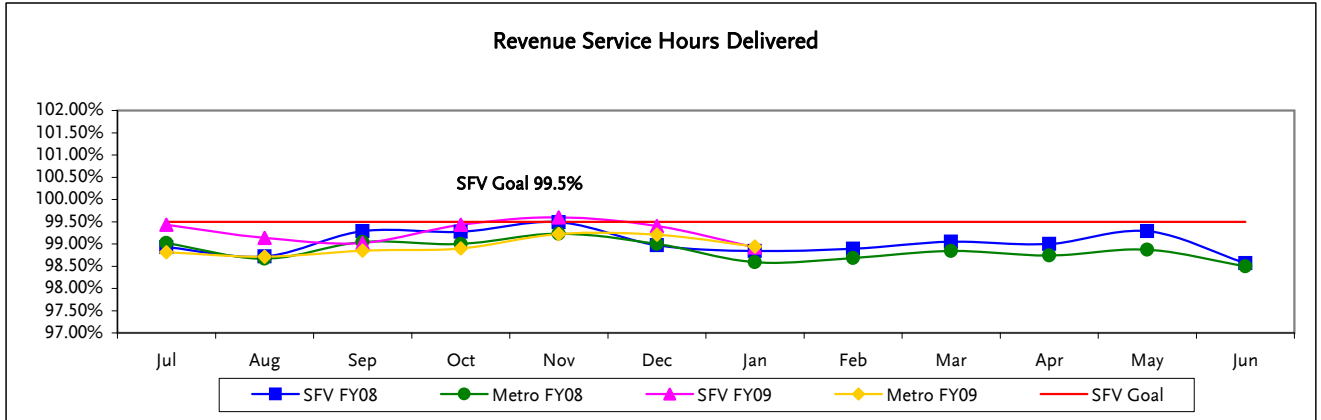
  

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
<b>SFV FY09</b>	68.29%	68.72%	65.35%	66.54%	67.06%	67.17%	72.09%						67.89%
<b>Metro FY09</b>	65.20%	66.23%	63.24%	64.13%	63.95%	63.84%	67.65%						64.89%



**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Scheduled Revenue Service Hours Delivered**

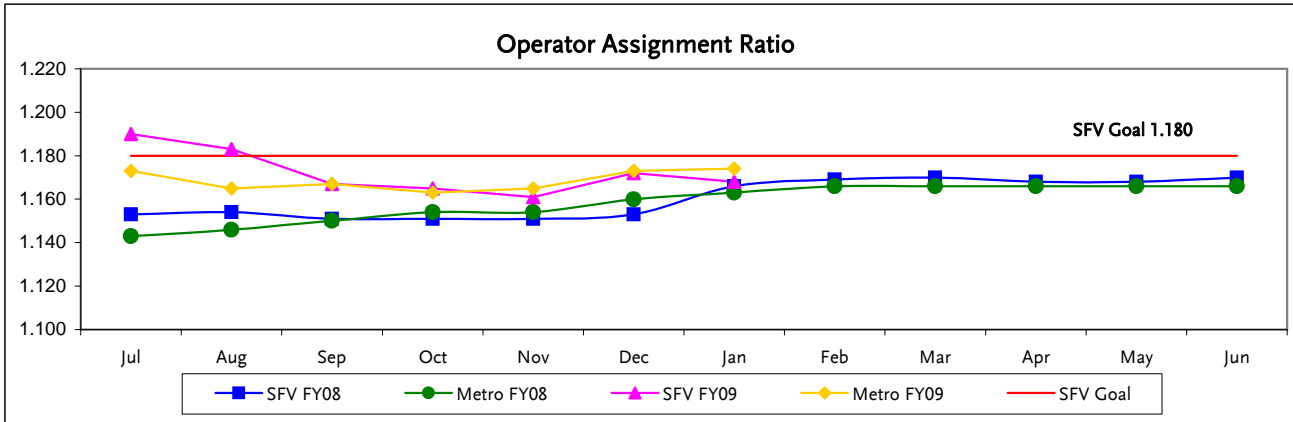


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
<b>SFV FY08</b>	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%	99.29%	98.57%	99.03%
<b>Metro FY08</b>	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
<b>SFV FY09</b>	99.43%	99.14%	99.02%	99.43%	99.60%	99.40%	98.92%						99.28%
<b>Metro FY09</b>	98.81%	98.71%	98.85%	98.90%	99.22%	99.21%	98.94%						98.95%

**Metro San Fernando Valley  
General Manager's Report  
FY09**

**Operator Assignment Ratio**



	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
<b>SFV FY08</b>	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
<b>Metro FY08</b>	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

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
<b>SFV FY09</b>	1.190	1.183	1.167	1.165	1.161	1.172	1.168						1.172
<b>Metro FY09</b>	1.173	1.165	1.167	1.163	1.165	1.173	1.174						1.169

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
March 4, 2009

**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 – Fiscal Year-to-Date for the period ending January 31, 2009.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

Copies of Agenda 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 - Metro San Fernando Valley

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Total Complaints	147	157	139	146	116	129	174	138	179	212	131	157	152
12-Month Average	169	169	165	165	159	155	152	148	150	155	153	154	150
Complaints per 100K *	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03
Schedule Adherence	58	77	48	60	44	53	79	61	74	89	40	64	59
Passed Up	31	17	24	20	18	19	30	15	25	24	20	27	35
Unsafe Operation	17	14	10	15	16	13	15	12	19	34	17	19	8
Operator Discourtesy	10	20	20	23	11	12	14	15	14	20	16	23	13
All Others	31	29	37	28	27	32	36	35	47	45	38	24	37
Operator Commendations	16	12	12	16	8	17	11	5	11	10	11	12	7

### Customer Complaint Summary - Metro Operations

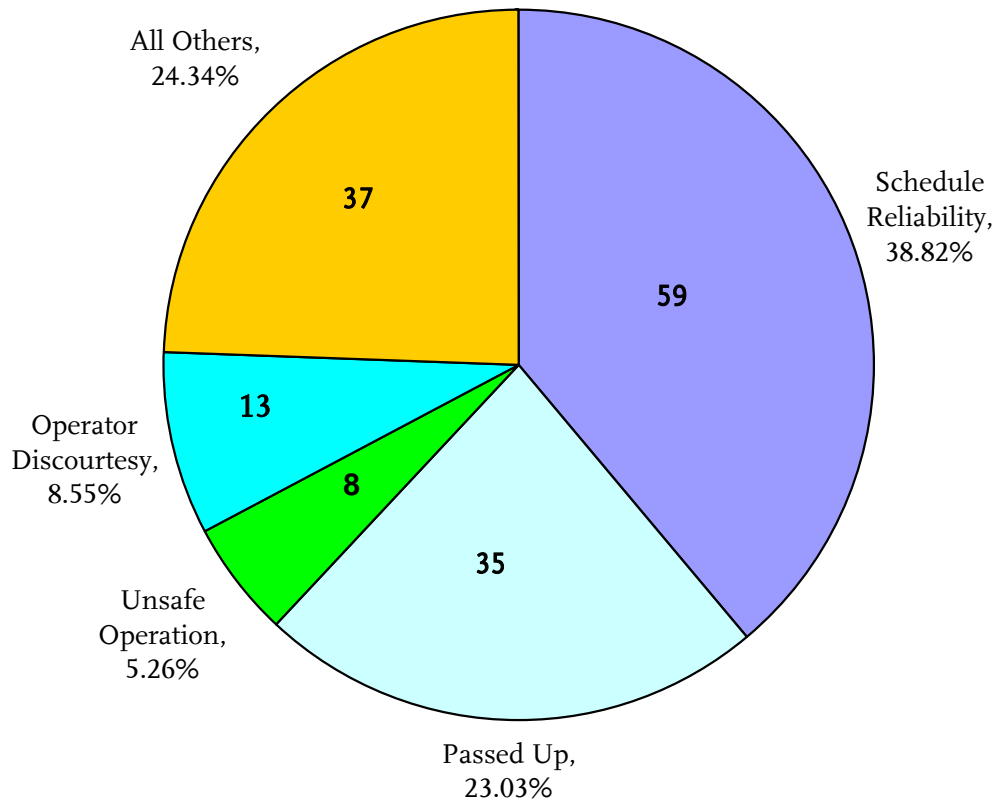
	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Total Complaints	963	984	971	963	835	866	1051	1089	1274	1444	1003	1007	918
12-Month Average	1037	1038	1025	1030	1012	990	977	973	1000	1034	1032	1030	1013
Complaints per 100K *	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66
Schedule Adherence	288	338	263	250	199	214	420	353	431	413	297	281	253
Passed Up	194	154	191	177	150	152	166	138	200	283	164	190	159
Unsafe Operation	77	96	88	92	102	89	92	99	106	155	98	91	80
Operator Discourtesy	107	115	120	136	100	121	104	107	132	164	100	129	93
All Others	297	281	309	308	284	290	269	392	405	429	344	316	333
Operator Commendations	70	62	57	54	57	69	56	41	65	55	61	68	54

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

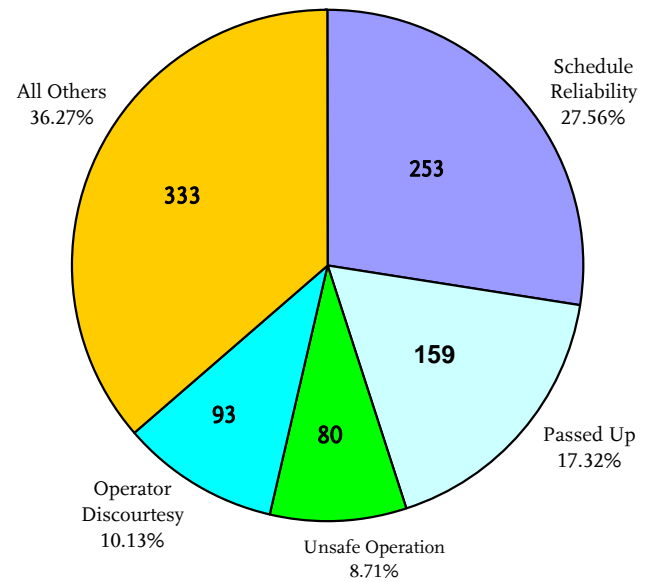
# Metro San Fernando Valley Customer Complaint Report

## Major Complaints Category Distribution For the Month Ended January 31, 2009

152 Total Complaints - Metro SFV

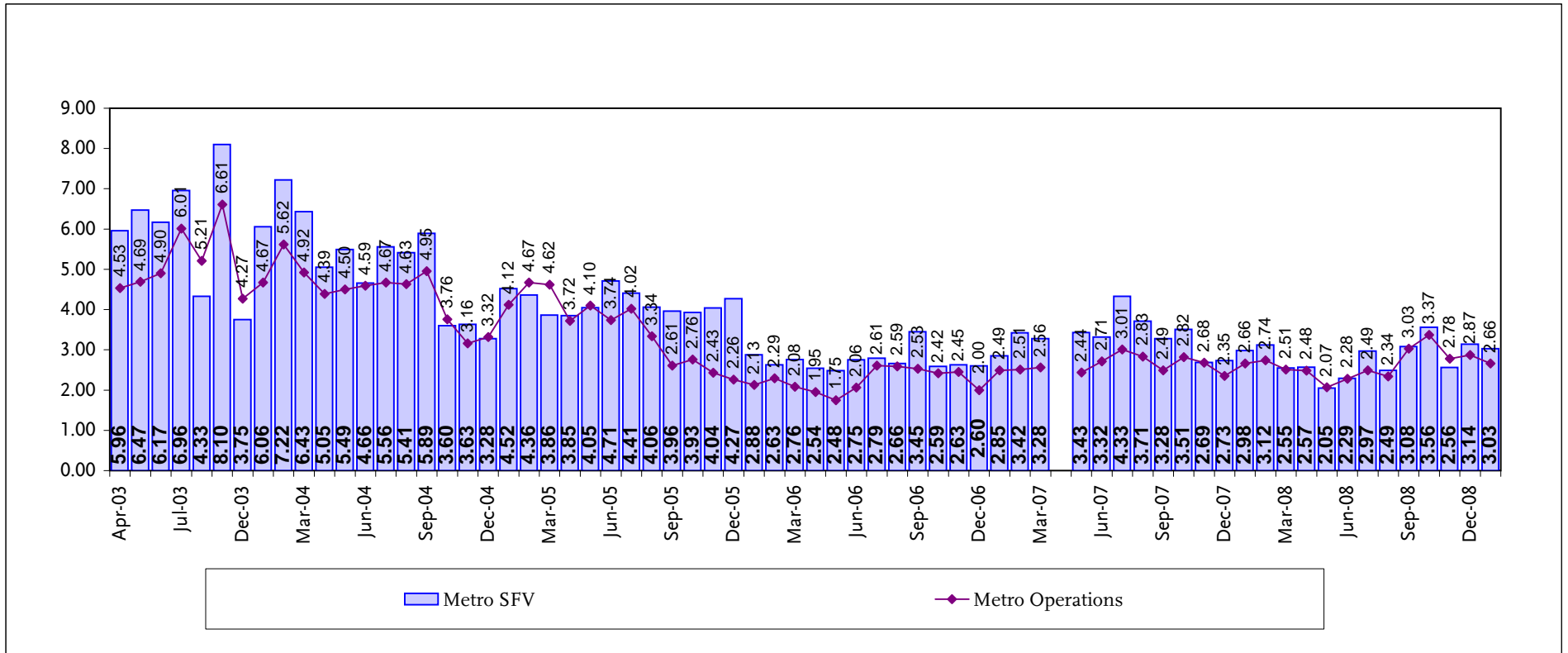


918 Total Complaints - Metro Operations



# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2003-2009

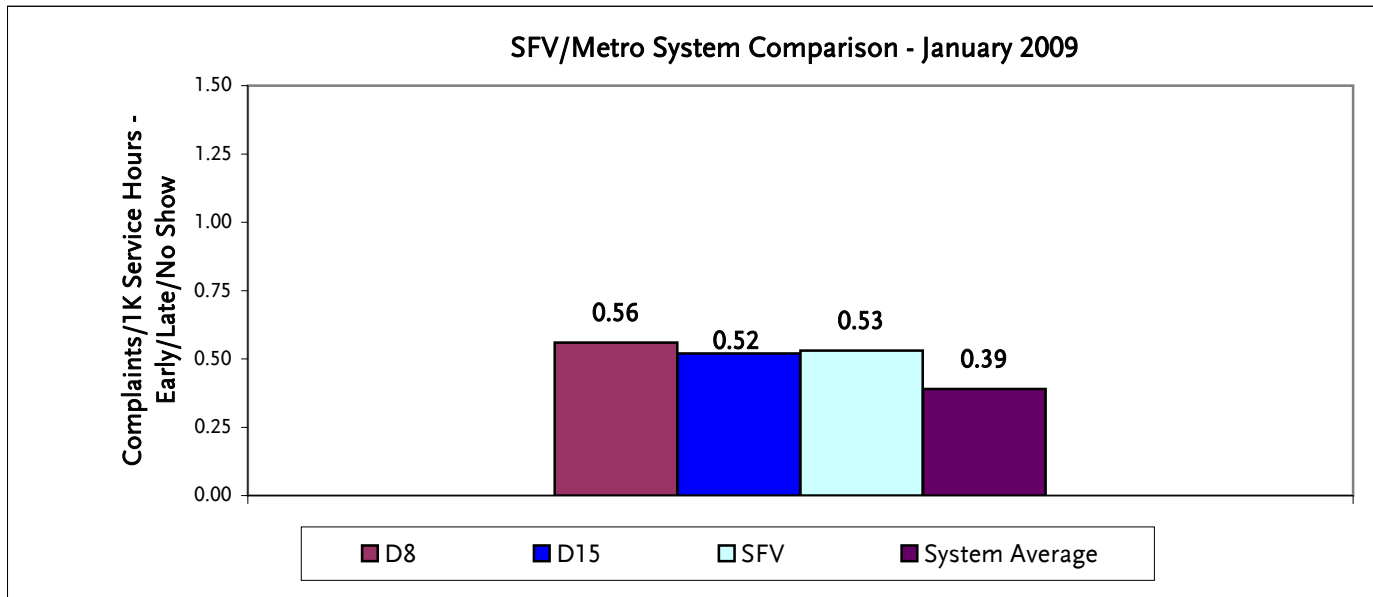


Note: Metro Operations complaints rate includes directly operated service only.

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

# Metro San Fernando Valley Customer Complaint Report

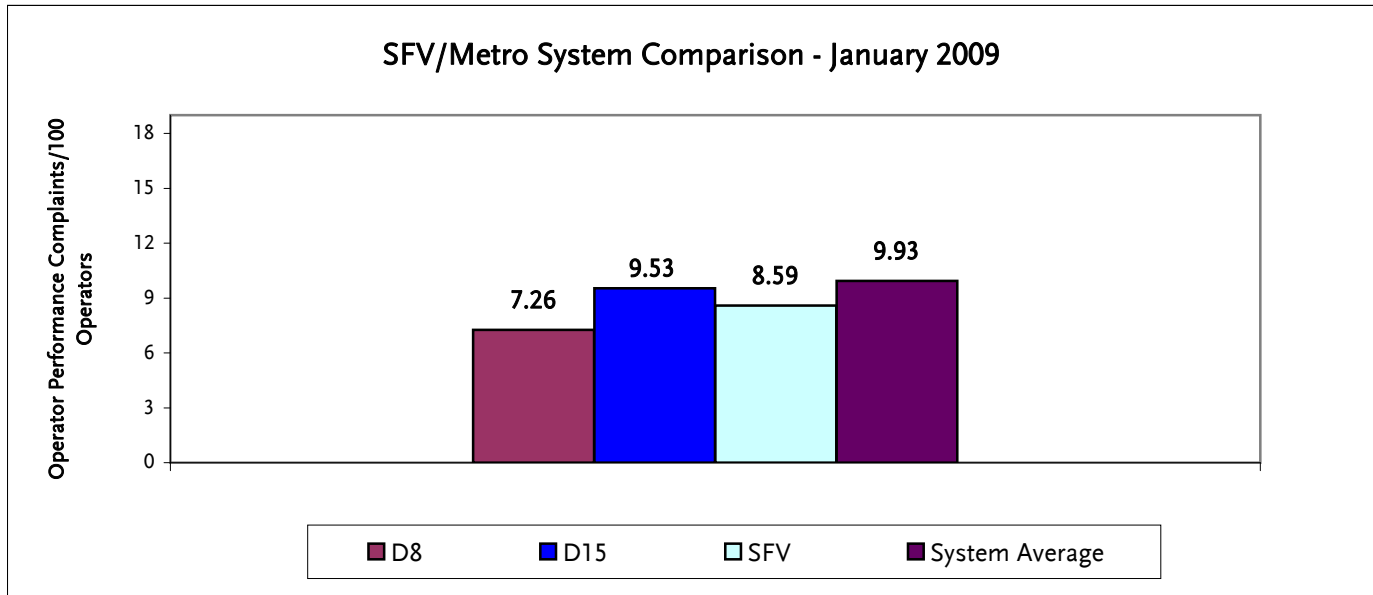
Schedule Performance Categories  
Per 1,000 Service Hours



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; and Accessible Svc. Behavior.



## Metro San Fernando Valley Customer Complaint Report

### TOTAL/MAJOR COMPLAINTS -- 13 MONTH COMPARISON - METRO SFV

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Total Complaints	147	157	139	146	116	129	174	138	179	212	131	157	152
3 Month Moving Average	141	146	148	147	134	130	140	147	164	176	167	165	162
12 Month Moving Average	169	169	165	165	159	155	152	148	150	155	153	154	150
Complaints/100K Boarding	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03
12 Mo. AVG Com./100K Boardings	3.33	3.31	3.24	3.19	3.07	2.98	2.87	2.77	2.75	2.81	2.80	2.82	2.79
Schedule Reliability	58	77	48	60	44	53	79	61	74	89	40	64	59
12 Month Average Schedule	69	69	67	67	66	64	62	62	62	64	62	62	60
Pass Ups	31	17	24	20	18	19	30	15	25	24	20	27	35
12 Month Average Passup	29	29	28	27	26	25	25	24	24	24	24	24	24
Unsafe Operation	17	14	10	15	16	13	15	12	19	34	17	19	8
12 Month Average Unsafe	15	15	15	15	15	14	15	14	15	16	16	16	16
Operator Discourtesy	10	20	20	23	11	12	14	15	14	20	16	23	13
12 Month Average Discourtesy	19	19	19	19	17	16	16	16	16	16	16	17	16
All Others	31	29	37	28	27	32	36	35	47	45	38	24	37
12 Month Average - All Others	36	36	36	37	36	35	35	32	34	35	35	34	34
Schedule Reliability	39.46%	49.04%	34.53%	41.10%	37.93%	41.09%	45.40%	44.20%	41.34%	41.98%	30.53%	40.76%	38.82%
Pass Ups	21.09%	10.83%	17.27%	13.70%	15.52%	14.73%	17.24%	10.87%	13.97%	11.32%	15.27%	17.20%	23.03%
Unsafe Operations	11.56%	8.92%	7.19%	10.27%	13.79%	10.08%	8.62%	8.70%	10.61%	16.04%	12.98%	12.10%	5.26%
Discourtesy	6.80%	12.74%	14.39%	15.75%	9.48%	9.30%	8.05%	10.87%	7.82%	9.43%	12.21%	14.65%	8.55%
S*P*U*D* % Avg. of Total	<b>78.91%</b>	<b>81.53%</b>	<b>73.38%</b>	<b>80.82%</b>	<b>76.72%</b>	<b>75.19%</b>	<b>79.31%</b>	<b>74.64%</b>	<b>73.74%</b>	<b>78.77%</b>	<b>70.99%</b>	<b>84.71%</b>	<b>75.66%</b>
All Others	21.09%	18.47%	26.62%	19.18%	23.28%	24.81%	20.69%	25.36%	26.26%	21.23%	29.01%	15.29%	24.34%
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 -- 13 MONTH COMPARISON - METRO OPERATIONS

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Total Complaints	963	984	971	963	835	866	1,051	1,089	1,274	1,444	1,003	1,007	918
3 Month Moving Average	929	937	973	973	923	888	917	1,002	1,138	1,215	1,172	1,145	1,123
12 Month Moving Average	1,037	1,038	1,025	1,030	1,012	990	977	973	1,000	1,034	1,032	1,030	1,013
Complaints/100K Boarding	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66
12 Mo. AVG Com./100K Boardings	2.64	2.66	2.66	2.64	2.61	2.58	2.53	2.49	2.54	2.60	2.61	2.63	2.62
Schedule Reliability	288	338	263	250	199	214	420	353	431	413	297	281	253
12 Month Average Schedule	312	316	307	309	304	291	293	296	305	314	313	310	303
Pass Ups	194	154	191	177	150	152	166	138	200	283	164	190	159
12 Month Average Passup	175	175	175	176	174	170	168	165	170	179	178	179	175
Unsafe Operation	77	96	88	92	102	89	92	99	106	155	98	91	80
12 Month Average Unsafe	92	92	91	91	91	90	91	91	91	96	96	96	94
Discourtesy	107	115	120	136	100	121	104	107	132	164	100	129	93
12 Month Average Discourtesy	139	138	135	133	128	126	122	118	121	124	122	123	119
All Others	297	281	309	308	284	290	269	392	405	429	344	316	333
12 Month Average - All Others	319	319	317	321	317	313	304	303	312	321	323	322	322
Schedule Reliability	29.91%	34.35%	27.09%	25.96%	23.83%	24.71%	39.96%	32.42%	33.83%	28.60%	29.61%	27.90%	27.56%
Pass Ups	20.15%	15.65%	19.67%	18.38%	17.96%	17.55%	15.79%	12.67%	15.70%	19.60%	16.35%	18.87%	17.32%
Unsafe Operations	8.00%	9.76%	9.06%	9.55%	12.22%	10.28%	8.75%	9.09%	8.32%	10.73%	9.77%	9.04%	8.71%
Discourtesy	11.11%	11.69%	12.36%	14.12%	11.98%	13.97%	9.90%	9.83%	10.36%	11.36%	9.97%	12.81%	10.13%
S*P*U*D* % Avg. of Total	<b>69.16%</b>	<b>71.44%</b>	<b>68.18%</b>	<b>68.02%</b>	<b>65.99%</b>	<b>66.51%</b>	<b>74.41%</b>	<b>64.00%</b>	<b>68.21%</b>	<b>70.29%</b>	<b>65.70%</b>	<b>68.62%</b>	<b>63.73%</b>
All Others	30.84%	28.56%	31.82%	31.98%	34.01%	33.49%	25.59%	36.00%	31.79%	29.71%	34.30%	31.38%	36.27%
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%

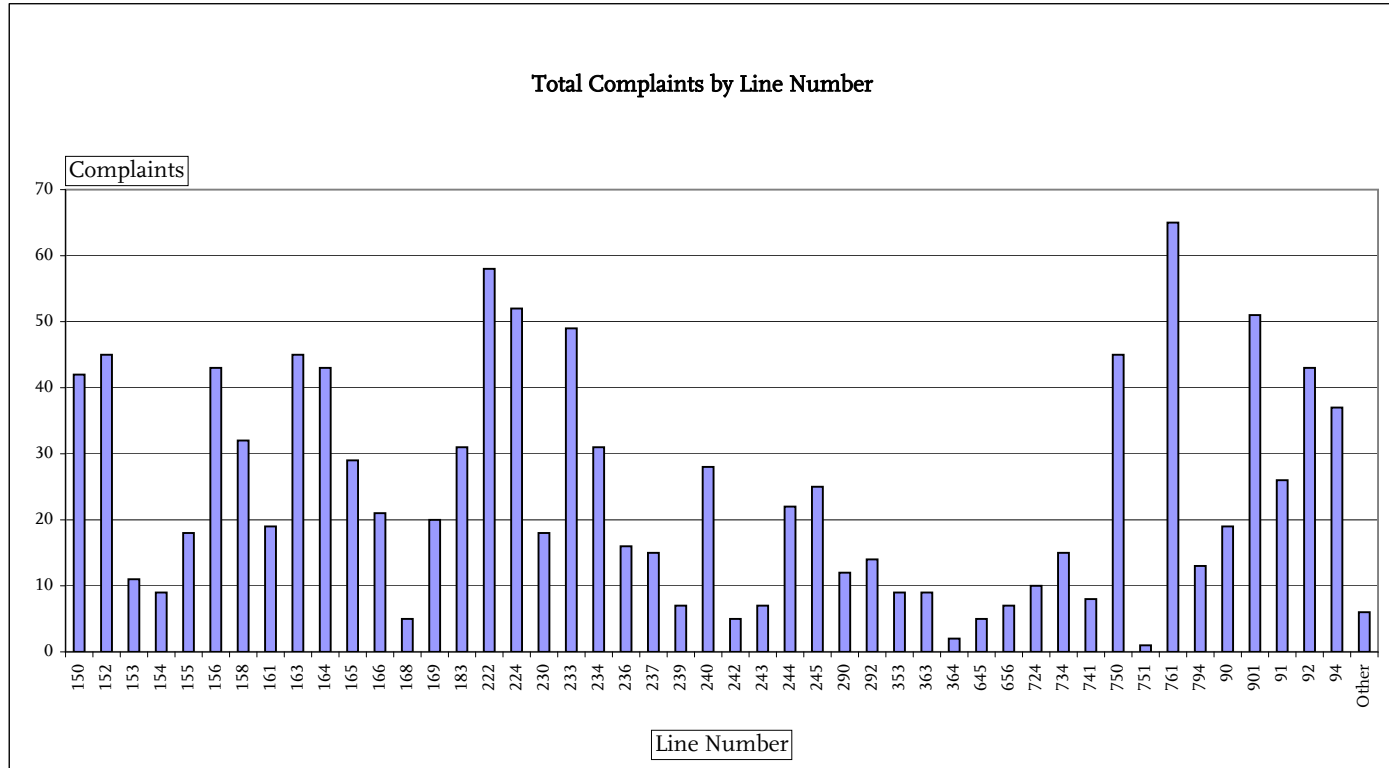
Metro San Fernando Valley  
FY09

Complaints by Type  
Customer Satisfaction

DESCRIPTION	January-09		Fiscal YTD				January-09	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
<b>SCHEDULE ADHERENCE</b>									
EARLY	2	4	9	19	28	2.45%	17	120	1.54%
LATE	7	10	51	81	132	11.55%	89	642	8.25%
NO SHOW	16	20	103	203	306	26.77%	147	1,686	21.65%
Sub Total	25	34	163	303	466	40.77%	253	2,448	31.44%
<b>OPERATOR PERFORMANCE CATEGORIES</b>									
CARRIED PAST STOP	3		7	11	18	1.57%	26	153	1.97%
FAILURE TO CALL STOPS			0	0	0	0.00%	1	2	0.03%
GENERAL EMPLOYEE DISCOURTESY		1	1	1	2	0.17%	6	17	0.22%
IMPROPER CURB STOP			3	4	7	0.61%	15	60	0.77%
INCORRECT INFORMATION			0	1	1	0.09%		10	0.13%
OFF ROUTE			7	6	13	1.14%	4	89	1.14%
OPERATOR CONDUCT	4	3	34	32	66	5.77%	80	503	6.46%
OPERATOR DISCOURTESY	4	9	41	74	115	10.06%	93	829	10.65%
PASSED UP	9	26	60	116	176	15.40%	159	1,300	16.70%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		3	0.04%
UNSAFE OPERATION	5	3	57	67	124	10.85%	80	721	9.26%
WRONG FARE	2	2	2	9	11	0.96%	20	142	1.82%
Sub Total	27	44	212	321	533	46.63%	484	3,829	49.18%
<b>OTHERS</b>									
ACCESSIBLE BUS	1	4	12	27	39	3.41%	27	274	3.52%
ACCIDENT	4	3	18	28	46	4.02%	54	356	4.57%
AUDIO SYSTEM PROBLEM		1	0	1	1	0.09%	1	6	0.08%
BUS STOP			1	0	1	0.09%	12	67	0.86%
CROWDED BUS			0	3	3	0.26%	2	55	0.71%
DIRTY BUS			0	0	0	0.00%		19	0.24%
FACILITIES			0	0	0	0.00%		11	0.14%
FAULTY EQUIPMENT			0	1	1	0.09%	18	133	1.71%
HC ID CARD	1		1	0	1	0.09%	4	8	0.10%
HEADSIGN			0	1	1	0.09%	2	15	0.19%
HEAT-A/C			0	0	0	0.00%		18	0.23%
LAYOVER ZONE		1	2	2	4	0.35%	7	43	0.55%
MISC.		2	7	26	33	2.89%	36	370	4.75%
ORANGE LINE TVM			0	0	0	0.00%	1	17	0.22%
PASSENGER CONDUCT	2	2	4	2	6	0.52%	9	61	0.78%
SENIOR ID CARD			1	0	1	0.09%	3	16	0.21%
SEX HARASSMENT			0	1	1	0.09%		3	0.04%
STUDENT ID CARD			0	0	0	0.00%		1	0.01%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		4	0.05%
TRANSFER	1		3	3	6	0.52%	5	32	0.41%
Sub Total	9	13	49	95	144	12.60%	181	1,509	19.38%
<b>TOTALS</b>	<b>61</b>	<b>91</b>	<b>424</b>	<b>719</b>	<b>1,143</b>	<b>100.00%</b>	<b>918</b>	<b>7,786</b>	<b>100.00%</b>
COMMENDATIONS	3	4	28	39	67		54	400	

**Metro San Fernando Valley  
Complaints Report  
For the Six Months Ended December 31, 2008**

Complaints	
Line Number	Total
150	42
152	45
153	11
154	9
155	18
156	43
158	32
161	19
163	45
164	43
165	29
166	21
168	5
169	20
183	31
222	58
224	52
230	18
233	49
234	31
236	16
237	15
239	7
240	28
242	5
243	7
244	22
245	25
290	12
292	14
353	9
363	9
364	2
645	5
656	7
724	10
734	15
741	8
750	45
751	1
761	65
794	13
90	19
901	51
91	26
92	43
94	37
Other	6
<b>Grand Total</b>	<b>1143</b>



Note: The Other category represents complaints that cannot be identified to any particular line.

**Metro San Fernando Valley  
Complaints Report  
For the Six Months Ended December 31, 2008**

Complaints	Line Number																									
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	222	224	230	233	234	236	237	239	240	242	
Accessible Service - Pass Up								1	1		1									1	1					
Accident	1	2							2		2				1	1	2		8	1	1					
AccSvc Operator Behavior		1							1							1	1		1							
AccSvc Pass Up (Denied)									2		1															
AccSvc Transit Failure (Other)									1		1				3	1			1							
AccSvc Wchr Securement									1											2						
Bus Stop (Dmg/Loc/Signs-etc)																										
Carried Past Stop			1	1	1			1		1					1	1				2					1	
Disputed/Wrong Fare		2	1							1									1	3						
Early Schedule		1						2		1	1				1	3	1	2		1			1		1	
Improper Curb Stop	2						1			1	1				1						1					
Incorrect Info - Bus Operator					1																					
Late Schedule	4	7	3		1	10	8	3	7	7		3	2	1	2	10	6	2	2	3			1		2	
Layover Zone																		1	1							
Misc. Complaint	1	3				3			1	1	1					1	3	1	2						1	
No Show	9	14	3	6	7	11	17	4	10	17	6	3	1	5	7	23	21	3	4	10	10	9	3	4	2	
Off Route								2			2							1								
Op. Discourtesy	4	2	1	1	2		2	1	8	1	2	5		2	3	2	2	2	6	5				3	4	1
Operator Conduct	3	2	1		1	4	1	1	3	2	1	1		3	2	1	5		2	2	1			2	1	
Passed Up	5	7		1	4	9		4	3	8	3	4	2	5	8	13	9	4	8	2	3	3	1		9	
Passenger Conduct																				1						
Sexual Harassment																				1						
Unsafe Operation	13	4	1		1	5	2	1	5	3	6	2		1	3	2			7	3			1		4	1
Transfer Problems								1					2							1						
Faulty Equipment																										
Headsign Problems																			1							
Crowded Bus (Add'l Svc Rq.)													1													
Senior I.D. Card											1															
Gen. Emp. Discourtesy																										
AccSvc Pass-Up (Equipment)																				1						
HC I.D. Card																										
AccSvc Pass Up (Advised)																										
Audio System Problem																1										
<b>Grand Total</b>	<b>42</b>	<b>45</b>	<b>11</b>	<b>9</b>	<b>18</b>	<b>43</b>	<b>32</b>	<b>19</b>	<b>45</b>	<b>43</b>	<b>29</b>	<b>21</b>	<b>5</b>	<b>20</b>	<b>31</b>	<b>58</b>	<b>52</b>	<b>18</b>	<b>49</b>	<b>31</b>	<b>16</b>	<b>15</b>	<b>7</b>	<b>28</b>	<b>5</b>	

**Metro San Fernando Valley  
Complaints Report  
For the Six Months Ended December 31, 2008**

Complaints																							Grand Total	
Description	243	244	245	290	292	353	363	364	645	656	724	734	741	750	751	761	794	90	901	91	92	94	Other	
Accessible Service - Pass Up											1	1				1			1			1		10
Accident	1	1			1						3	1	2	4		3		1	7				1	46
AccSvc Operator Behavior														1		1			1					8
AccSvc Pass Up (Denied)					1											1								5
AccSvc Transit Failure (Other)			1													1		1	1					11
AccSvc Wchr Securement																								3
Bus Stop (Dmg/Loc/Signs-etc)																				1				1
Carried Past Stop												1	1			1	1		4					18
Disputed/Wrong Fare																1		1		1				11
Early Schedule		1				2			1			1		1		2	1					3	1	28
Improper Curb Stop																								7
Incorrect Info - Bus Operator																								1
Late Schedule		2	6			1	2			2	1			2		6	1		5	4	10	6		132
Layover Zone														2										4
Misc. Complaint					2		1							3		2		1	1	2	2	1		33
No Show	4	7	10	1	6	2	3			1	1	2		5	7	4	9	2	9	13	11			306
Off Route		1	2	1	1					1				1		1								13
Op. Discourtesy		3	1	4		1	1		1		4	3	1	7		9	2		7	2	4	5	1	115
Operator Conduct		2	2			1		1		1		1	1	3		4		1	6		3	1		66
Passed Up		3	2	6	1	2	2	1	3	1		2	3	6	1	8	1	4	1	6	2	6		176
Passenger Conduct																1			3				1	6
Sexual Harassment																								1
Unsafe Operation	2	1	1		2					1		2		7		14	3	1	11	1	5	5	3	124
Transfer Problems												1				1								6
Faulty Equipment																					1			1
Headsign Problems																								1
Crowded Bus (Add'l Svc Rq.)														1		1								3
Senior I.D. Card																								1
Gen. Emp. Discourtesy														1								1		2
AccSvc Pass-Up (Equipment)																								1
HC I.D. Card		1																						1
AccSvc Pass Up (Advised)														1										1
Audio System Problem																								1
<b>Grand Total</b>	<b>7</b>	<b>22</b>	<b>25</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>45</b>	<b>1</b>	<b>65</b>	<b>13</b>	<b>19</b>	<b>51</b>	<b>26</b>	<b>43</b>	<b>37</b>	<b>6</b>	<b>1143</b>