

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
June 3, 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 April 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**

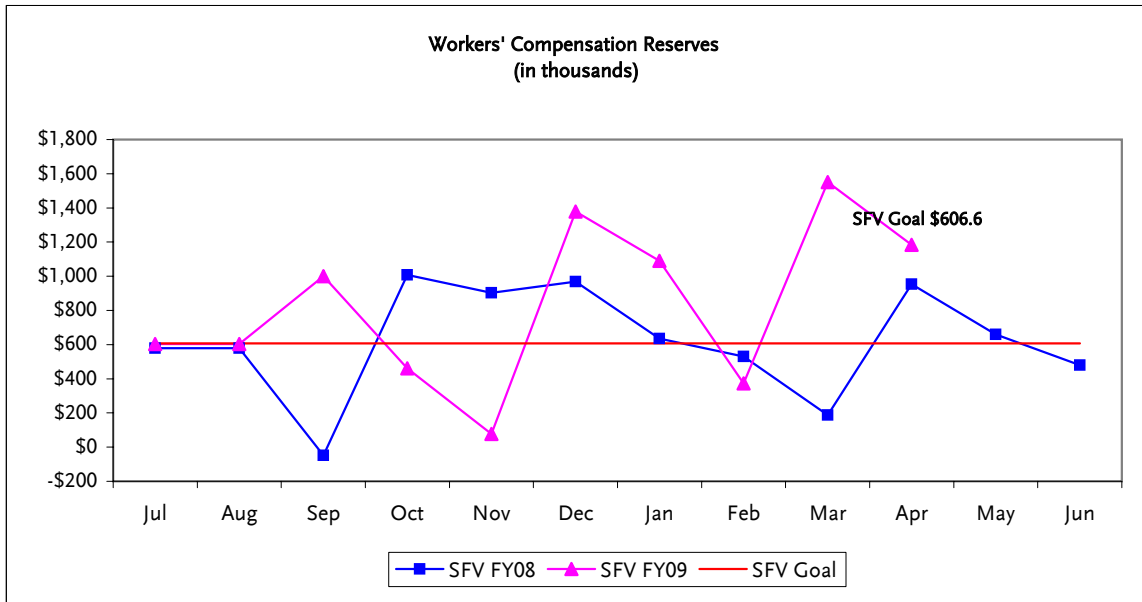
April 2009

PERFORMANCE INDICATORS	April	MO. TARGET	YTD MO. AVG.
<b>SAFETY</b> 			
Monthly Worker's Compensation Reserves	\$1,182,895	\$606,637	\$832,131
New WC Indemnity Claims per 200,000 Exposure Hours	9.28	13.50	11.50 (1)
Bus Traffic Accidents/100,000 Hub Miles	1.90	2.89	2.10
<b>BUS OPERATIONS</b>			
Mean Miles Between Mechanical Failures Requiring Bus Exchange	3,166	3,500	3,105
Complaints/100,000 Boardings	3.05	3.00	3.07
In Service On-Time Performance (%)	70.86%	67.50%	68.61%
Scheduled Revenue Service Hours Delivered	99.00%	99.50%	99.21%
Operator Assignment Ratio	1.172	1.180	1.171
<b>FINANCES</b>			
	Fiscal YTD Budget	Fiscal YTD Actual	Fiscal YTD Variance
Metro SFV Regular Bus			
Variance Summary (includes other support)	\$ 115,780,755	\$ 114,703,898	\$ 1,076,857
Cost per Planned Revenue Service Hours (RSH)	\$ 111.29	\$ 112.94	\$ (1.65)
Metro Orange Line			
Variance Summary (includes other support)	\$ 17,997,765	\$ 15,248,193	\$ 2,749,572
Cost per Planned Revenue Service Hours (RSH)	\$ 212.65	\$ 186.15	\$ 26.50
Total Bus and Metro Orange Line			
Variance Summary (includes other support)	\$ 133,778,520	\$ 129,952,091	\$ 3,826,429
Cost per Planned Revenue Service Hours (RSH)	\$ 118.91	\$ 118.41	\$ 0.50

(1) One month lag in reporting data.

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

**Workers' Compensation Reserves**



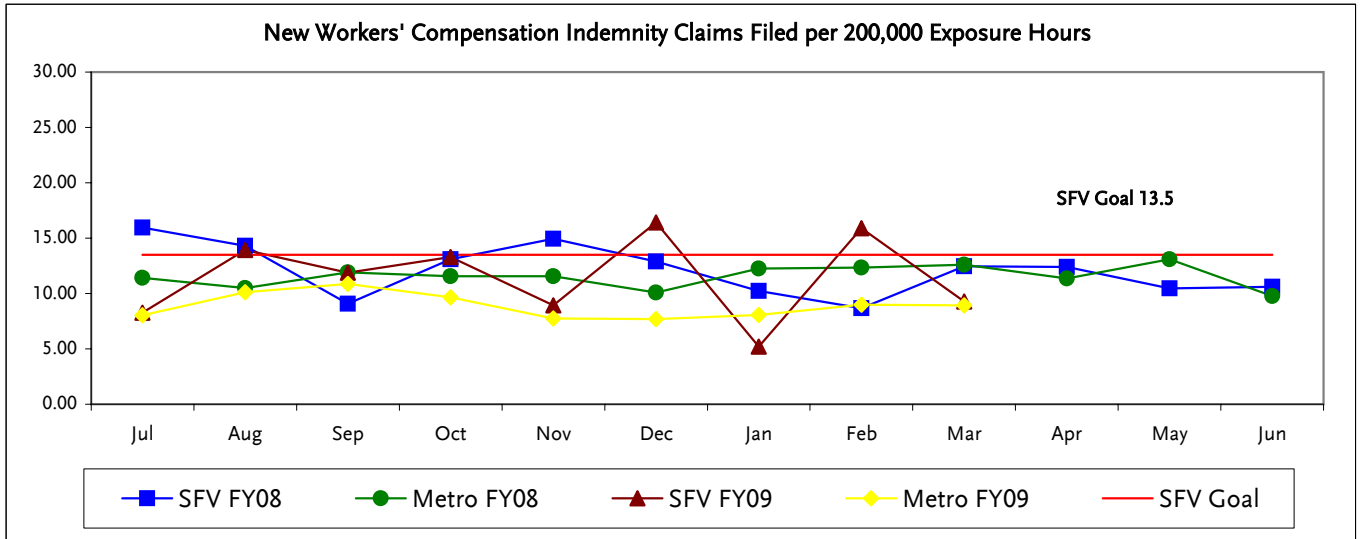
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>SFV FY08</b>	579	579	(49)	1,008	903	969	635	531	187	954	660	480	7,436
<b>SFV FY09</b>	603	604	1,000	461	77	1,378	1,091	373	1,551	1,183			8,321

Jan 09 has been undated since the last 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  
FY09

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

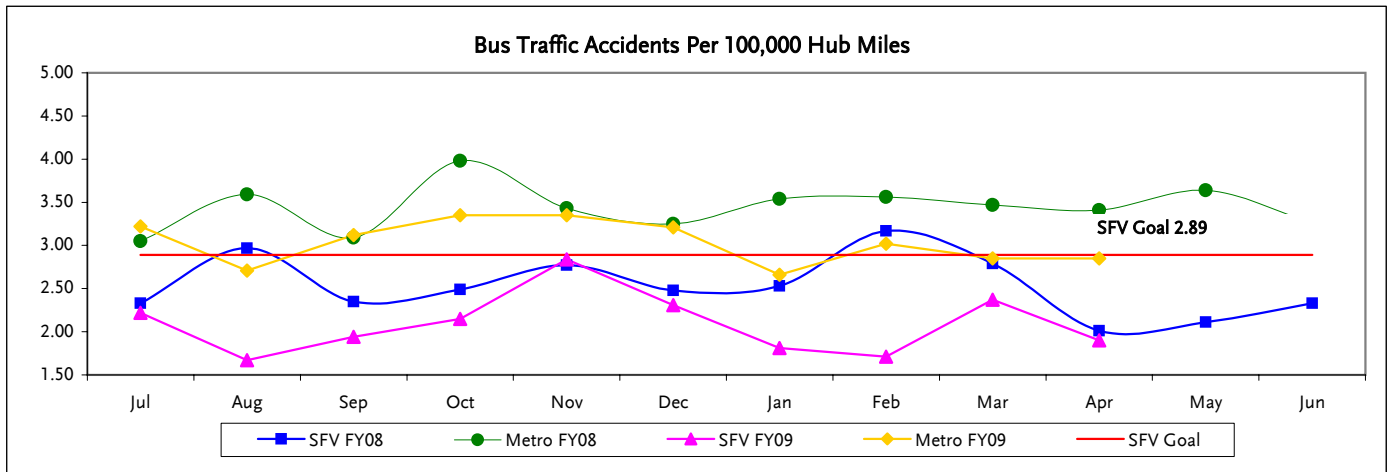


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY08</b>	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47	12.41	10.46	10.61	12.17
<b>Metro FY08</b>	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61	11.35	13.09	9.78	11.54
<b>SFV FY09</b>	8.28	13.93	11.87	13.29	8.92	16.42	5.21	15.9	9.28				11.50
<b>Metro FY09</b>	8.04	10.12	10.87	9.64	7.76	7.69	8.06	8.99	8.92				8.90

**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**

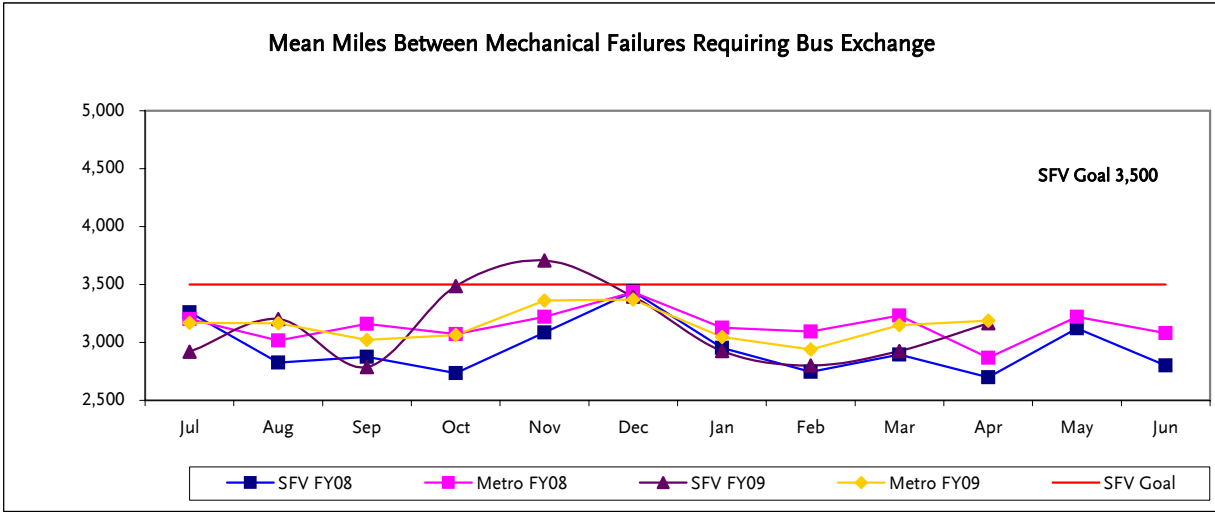


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

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	1.71	2.37	1.90			2.10
Metro FY09	3.22	2.71	3.12	3.35	3.35	3.21	2.66	3.02	2.85	2.85			3.10

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

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

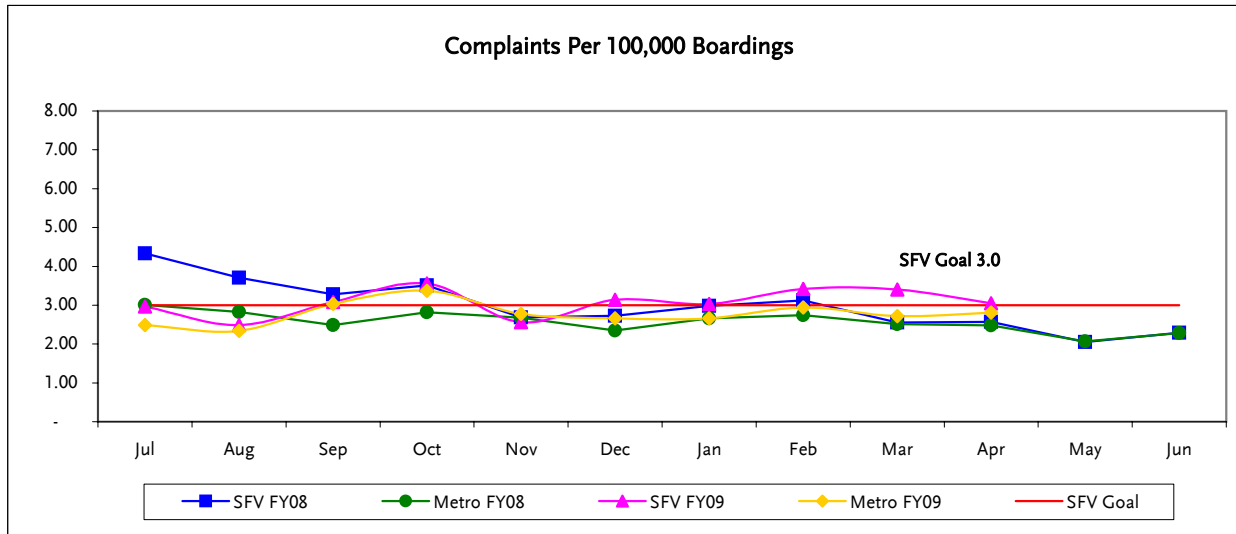


FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY08</b>	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698	3,122	2,801	2,938
<b>Metro FY08</b>	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

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	2,800	2,925	3,166			3,105
<b>Metro FY09</b>	3,168	3,165	3,023	3,064	3,363	3,369	3,048	2,938	3,150	3,188			3,143

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

**Complaints per 100,000 Boardings**

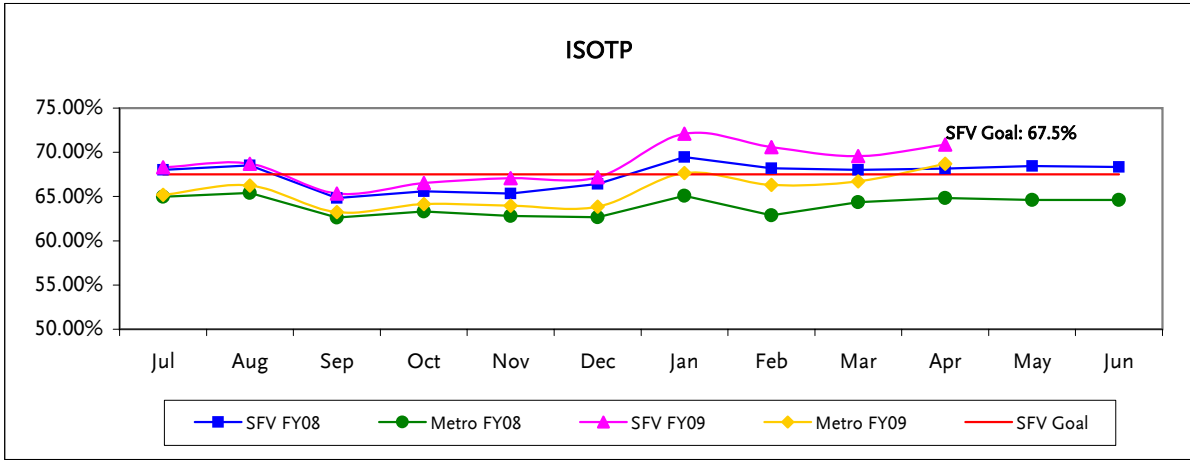


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.88
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

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	2.97	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05			3.07
Metro FY09	2.49	2.34	3.03	3.37	2.78	2.66	2.66	2.94	2.72	2.81			2.80

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

**In Service On-Time Performance**



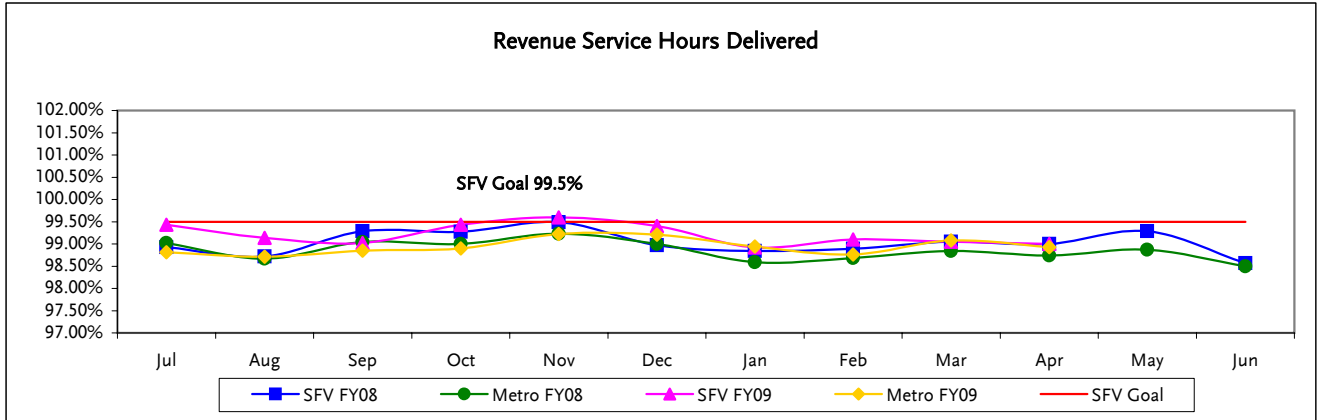
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
<b>SFV FY08</b>	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%	68.03%	68.17%	68.44%	68.33%	67.48%
<b>Metro FY08</b>	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%	64.63%	64.60%	64.05%

	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%	70.60%	69.58%	70.86%			68.61%
<b>Metro FY09</b>	65.20%	66.23%	63.24%	64.13%	63.95%	63.84%	67.65%	66.30%	66.70%	68.71%			65.59%



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

**Scheduled Revenue Service Hours Delivered**

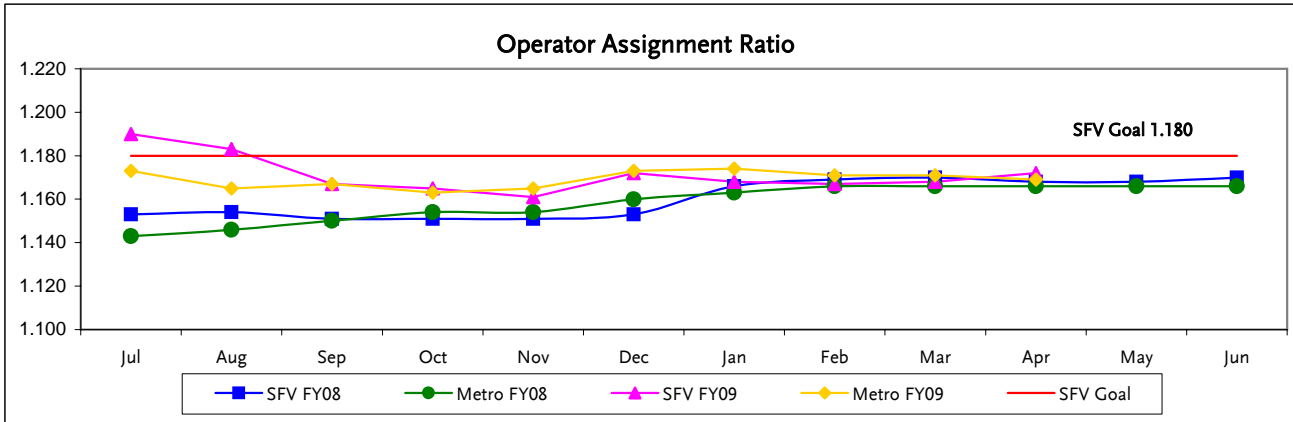


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
<b>SFV FY08</b>	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%	99.29%	98.57%	99.03%
<b>Metro FY08</b>	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

	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%	99.10%	99.05%	99.00%			99.21%
<b>Metro FY09</b>	98.81%	98.71%	98.85%	98.90%	99.22%	99.21%	98.94%	98.76%	99.08%	98.93%			98.94%

**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	1.167	1.168	1.172			1.171
<b>Metro FY09</b>	1.173	1.165	1.167	1.163	1.165	1.173	1.174	1.171	1.171	1.169			1.169

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
June 3, 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 April 30, 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

	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
Total Complaints	146	116	129	174	138	179	212	131	157	152	163	188	160
12-Month Average	165	159	155	152	148	150	155	153	154	153	154	156	154
Complaints per 100K *	2.57	2.05	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05
Schedule Adherence	60	44	53	79	61	74	89	40	64	59	62	79	57
Passed Up	20	18	19	30	15	25	24	20	27	35	34	32	26
Unsafe Operation	15	16	13	15	12	19	34	17	19	8	12	14	12
Operator Discourtesy	23	11	12	14	15	14	20	16	23	13	22	22	22
All Others	28	27	32	36	35	47	45	38	24	37	33	41	43
Operator Commendations	16	8	17	11	5	11	10	11	12	7	2	14	7

### Customer Complaint Summary - Metro Operations

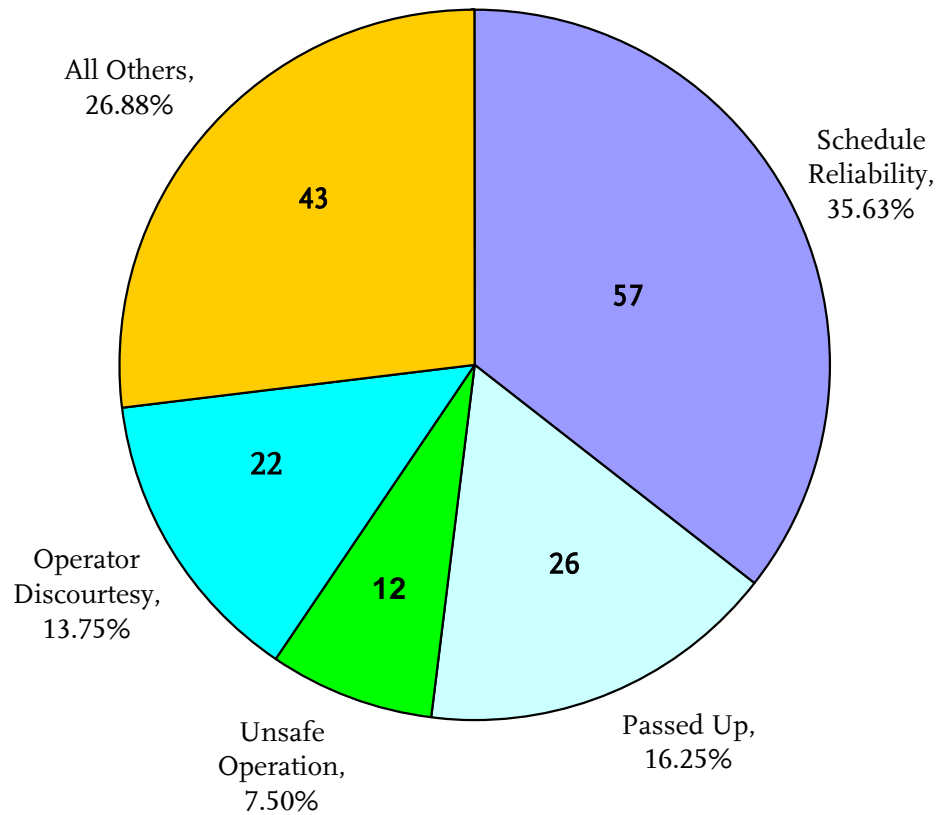
	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
Total Complaints	963	835	866	1051	1089	1274	1444	1003	1007	918	954	1028	997
12-Month Average	1030	1012	990	977	973	1000	1034	1032	1030	1023	1019	1020	1010
Complaints per 100K *	2.48	2.07	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81
Schedule Adherence	250	199	214	420	353	431	413	297	281	253	276	298	224
Passed Up	177	150	152	166	138	200	283	164	190	159	174	193	185
Unsafe Operation	92	102	89	92	99	106	155	98	91	80	83	86	83
Operator Discourtesy	136	100	121	104	107	132	164	100	129	93	123	132	148
All Others	308	284	290	269	392	405	429	344	316	333	298	319	357
Operator Commendations	54	57	69	56	41	65	55	61	68	54	53	70	70

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

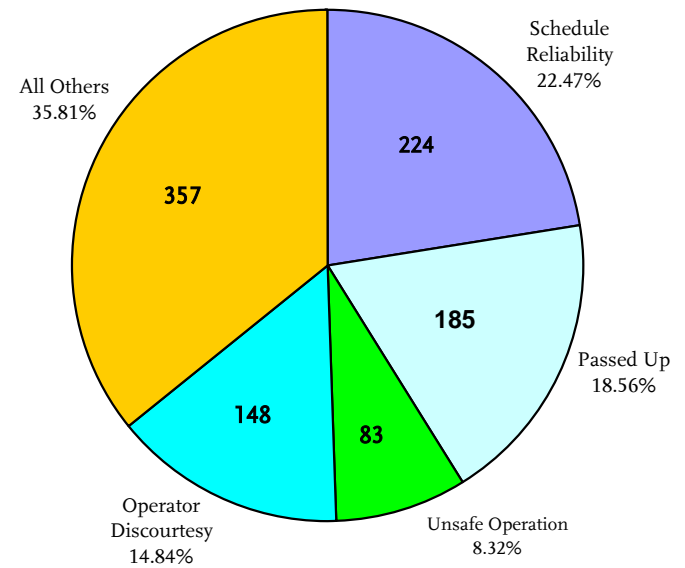
# Metro San Fernando Valley Customer Complaint Report

## Major Complaints Category Distribution For the Month Ended April 30, 2009

160 Total Complaints - Metro SFV

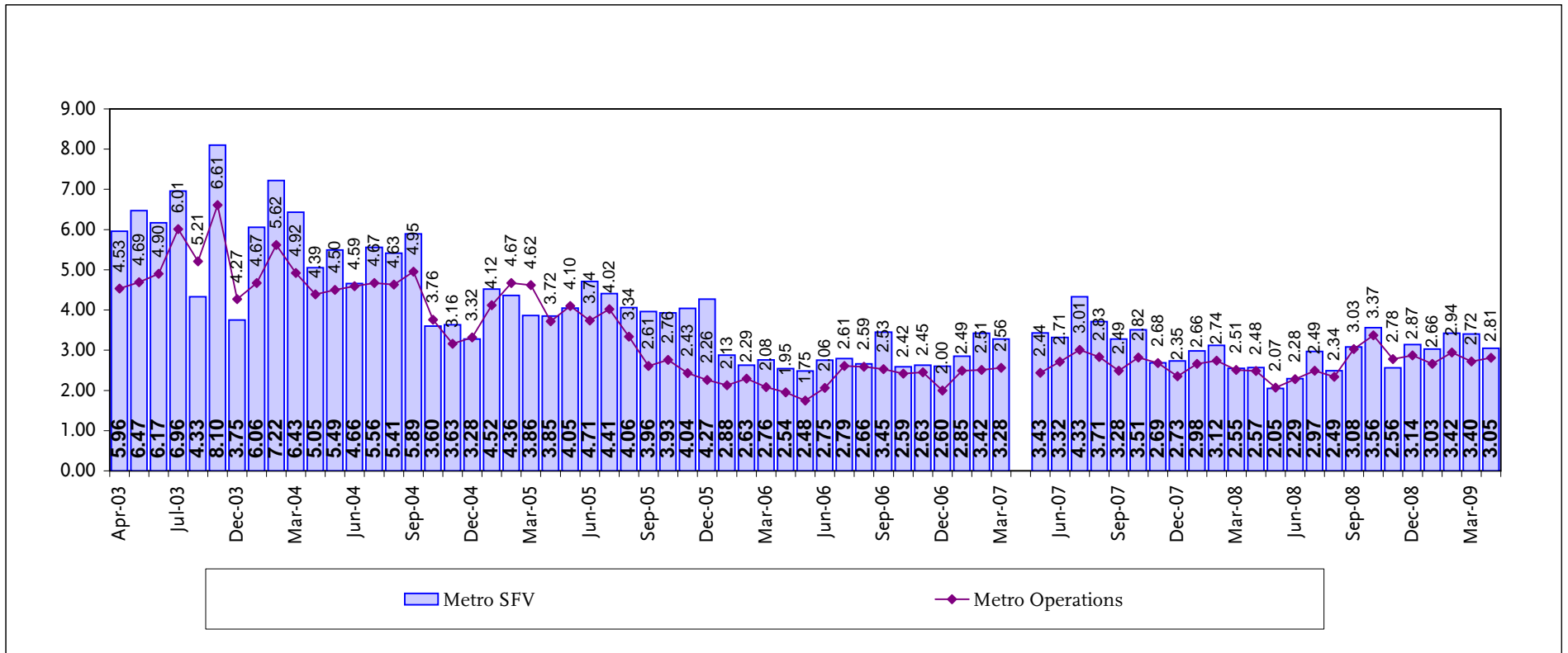


997 Total Complaints - Metro Operations



# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2003-2009

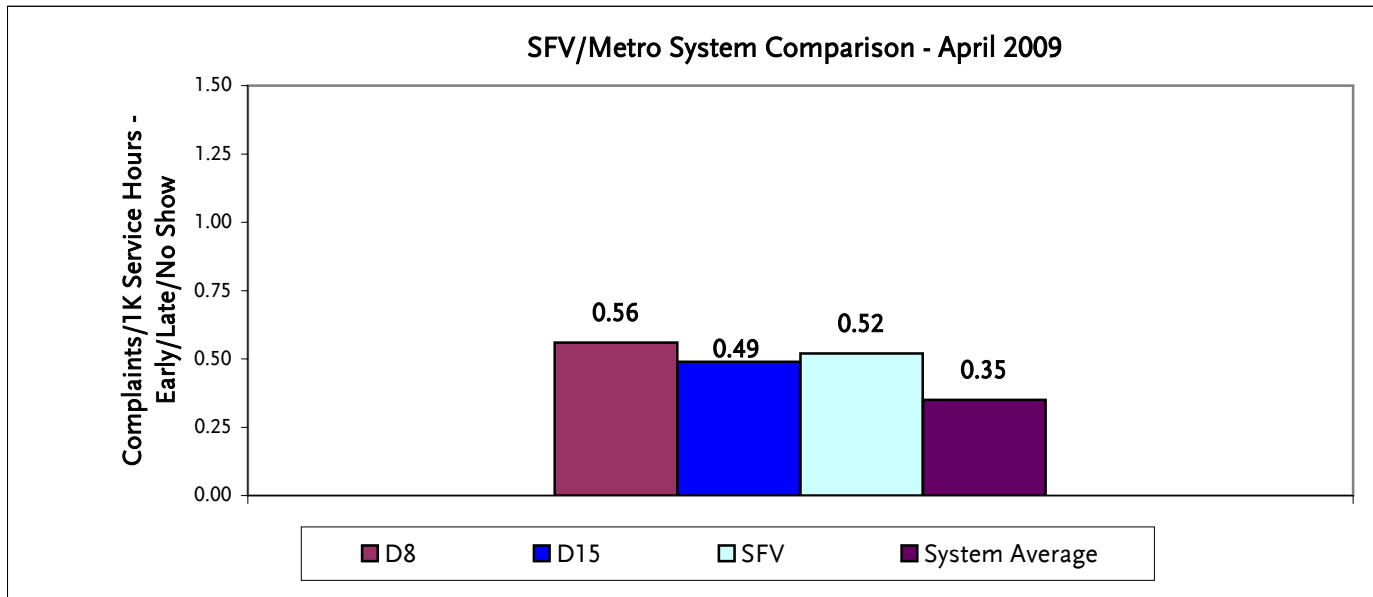


Note: Metro Operations complaints rate includes directly operated service only.

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

# Metro San Fernando Valley Customer Complaint Report

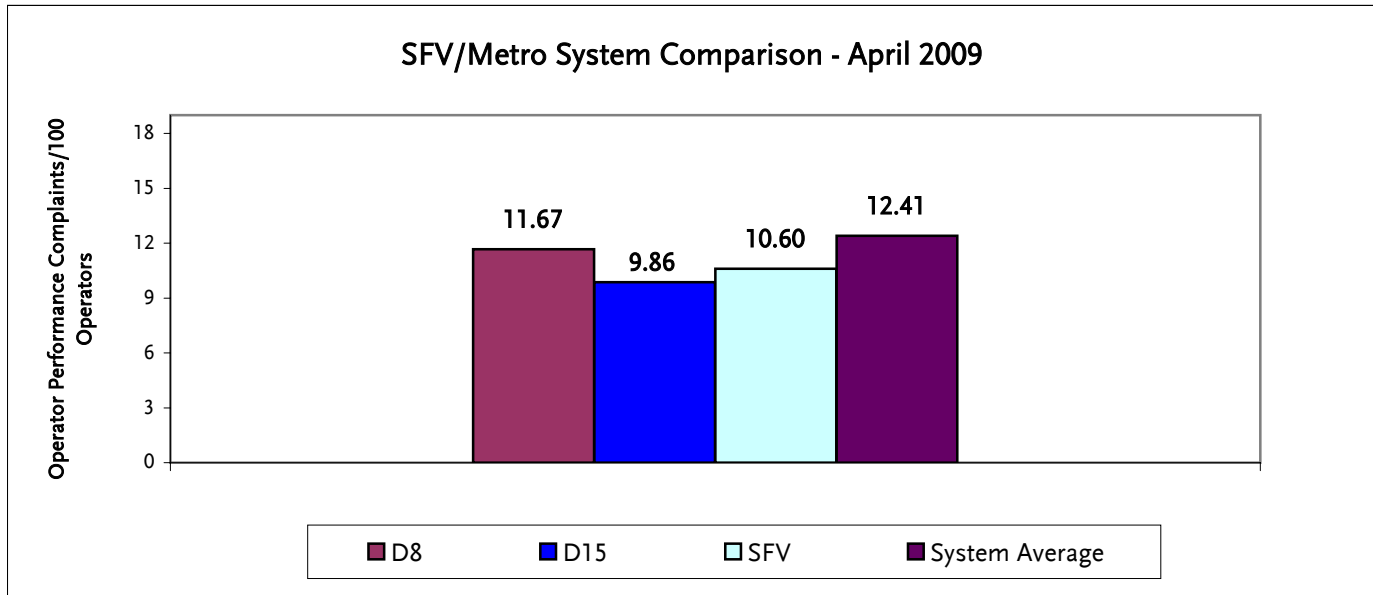
Schedule Performance Categories  
Per 1,000 Service Hours



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

	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
Total Complaints	146	116	129	174	138	179	212	131	157	152	163	188	160
3 Month Moving Average	147	134	130	140	147	164	176	167	165	163	163	166	164
12 Month Moving Average	165	159	155	152	148	150	155	153	154	153	154	156	154
Complaints/100K Boarding	2.57	2.05	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05
12 Mo. AVG Com./100K Boardings	3.19	3.07	2.98	2.87	2.77	2.75	2.81	2.80	2.82	2.83	2.87	2.90	2.87
Schedule Reliability	60	44	53	79	61	74	89	40	64	59	62	79	57
12 Month Average Schedule	67	66	64	62	62	62	64	62	62	62	62	63	61
Pass Ups	20	18	19	30	15	25	24	20	27	35	34	32	26
12 Month Average Passup	27	26	25	25	24	24	24	24	24	25	25	26	25
Unsafe Operation	15	16	13	15	12	19	34	17	19	8	12	14	12
12 Month Average Unsafe	15	15	14	15	14	15	16	16	16	16	16	16	15
Operator Discourtesy	23	11	12	14	15	14	20	16	23	13	22	22	22
12 Month Average Discourtesy	19	17	16	16	16	16	16	16	17	16	17	17	17
All Others	28	27	32	36	35	47	45	38	24	37	33	41	43
12 Month Average - All Others	37	36	35	35	32	34	35	35	34	34	34	35	35
Schedule Reliability	41.10%	37.93%	41.09%	45.40%	44.20%	41.34%	41.98%	30.53%	40.76%	38.82%	38.04%	42.02%	35.63%
Pass Ups	13.70%	15.52%	14.73%	17.24%	10.87%	13.97%	11.32%	15.27%	17.20%	23.03%	20.86%	17.02%	16.25%
Unsafe Operations	10.27%	13.79%	10.08%	8.62%	8.70%	10.61%	16.04%	12.98%	12.10%	5.26%	7.36%	7.45%	7.50%
Discourtesy	15.75%	9.48%	9.30%	8.05%	10.87%	7.82%	9.43%	12.21%	14.65%	8.55%	13.50%	11.70%	13.75%
S*P*U*D* % Avg. of Total	<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>	<b>79.75%</b>	<b>78.19%</b>	<b>73.13%</b>
All Others	19.18%	23.28%	24.81%	20.69%	25.36%	26.26%	21.23%	29.01%	15.29%	24.34%	20.25%	21.81%	26.88%
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

	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
Total Complaints	963	835	866	1,051	1,089	1,274	1,444	1,003	1,007	918	954	1,028	997
3 Month Moving Average	973	923	888	917	1,002	1,138	1,215	1,172	1,145	1,112	1,093	1,085	1,079
12 Month Moving Average	1,030	1,012	990	977	973	1,000	1,034	1,032	1,030	1,023	1,019	1,020	1,010
Complaints/100K Boarding	2.48	2.07	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81
12 Mo. AVG Com./100K Boardings	2.64	2.61	2.58	2.53	2.49	2.54	2.60	2.61	2.63	2.63	2.65	2.66	2.65
Schedule Reliability	250	199	214	420	353	431	413	297	281	253	276	298	224
12 Month Average Schedule	309	304	291	293	296	305	314	313	310	307	305	305	297
Pass Ups	177	150	152	166	138	200	283	164	190	159	174	193	185
12 Month Average Passup	176	174	170	168	165	170	179	178	179	178	177	178	177
Unsafe Operation	92	102	89	92	99	106	155	98	91	80	83	86	83
12 Month Average Unsafe	91	91	90	91	91	91	96	96	96	95	94	94	92
Discourtesy	136	100	121	104	107	132	164	100	129	93	123	132	148
12 Month Average Discourtesy	133	128	126	122	118	121	124	122	123	121	121	122	122
All Others	308	284	290	269	392	405	429	344	316	333	298	319	357
12 Month Average - All Others	321	317	313	304	303	312	321	323	322	323	322	322	322
Schedule Reliability	25.96%	23.83%	24.71%	39.96%	32.42%	33.83%	28.60%	29.61%	27.90%	27.56%	28.93%	28.99%	22.47%
Pass Ups	18.38%	17.96%	17.55%	15.79%	12.67%	15.70%	19.60%	16.35%	18.87%	17.32%	18.24%	18.77%	18.56%
Unsafe Operations	9.55%	12.22%	10.28%	8.75%	9.09%	8.32%	10.73%	9.77%	9.04%	8.71%	8.70%	8.37%	8.32%
Discourtesy	14.12%	11.98%	13.97%	9.90%	9.83%	10.36%	11.36%	9.97%	12.81%	10.13%	12.89%	12.84%	14.84%
S*P*U*D* % Avg. of Total	<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>	<b>68.76%</b>	<b>68.97%</b>	<b>64.19%</b>
All Others	31.98%	34.01%	33.49%	25.59%	36.00%	31.79%	29.71%	34.30%	31.38%	36.27%	31.24%	31.03%	35.81%
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%

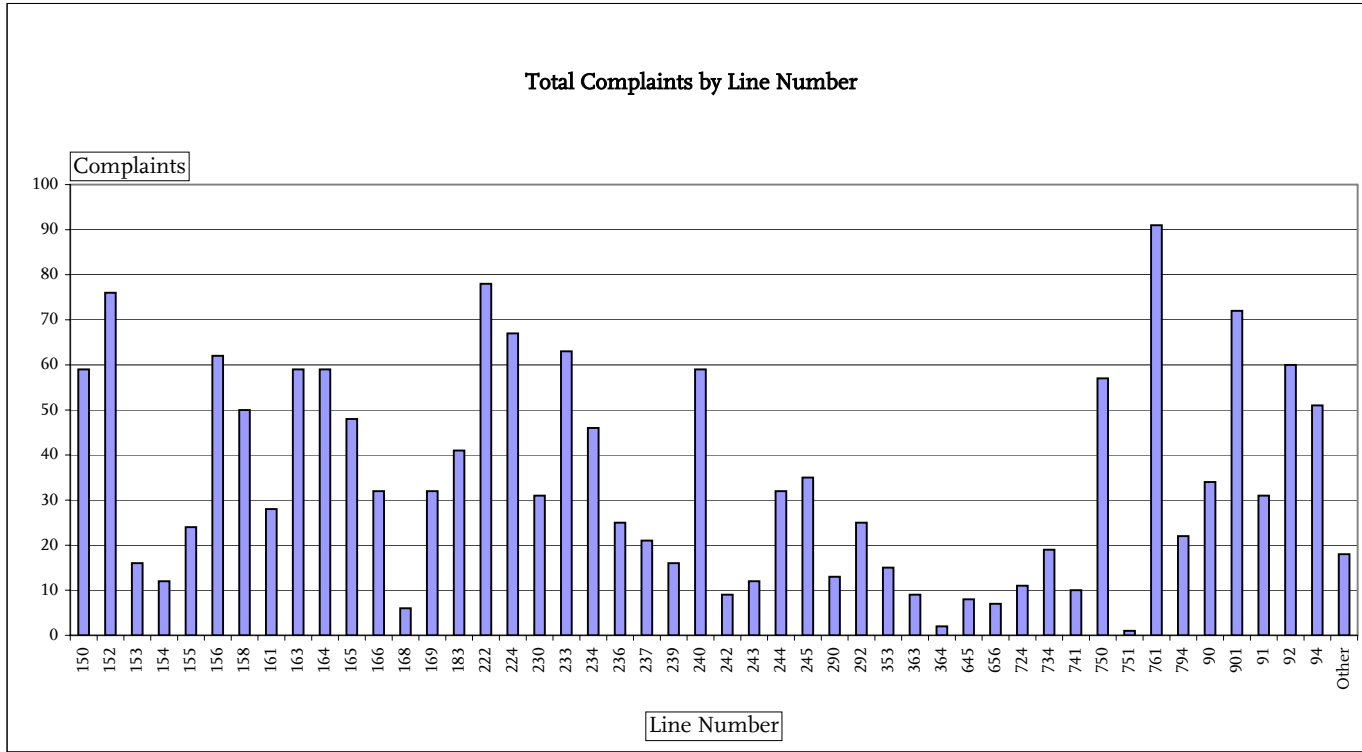
Metro San Fernando Valley  
FY09

Complaints by Type  
Customer Satisfaction

DESCRIPTION	April-09		Fiscal YTD				April-09	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
<b>SCHEDULE ADHERENCE</b>									
EARLY	4		18	29	47	2.84%	23	197	1.83%
LATE	10	14	89	117	206	12.45%	83	909	8.44%
NO SHOW	11	18	155	256	411	24.85%	118	2,140	19.88%
Sub Total	25	32	262	402	664	40.15%	224	3,246	30.15%
<b>OPERATOR PERFORMANCE CATEGORIES</b>									
CARRIED PAST STOP		1	10	17	27	1.63%	17	222	2.06%
FAILURE TO CALL STOPS			1	0	1	0.06%		4	0.04%
GENERAL EMPLOYEE DISCOURTESY			2	1	3	0.18%	1	21	0.20%
IMPROPER CURB STOP	1	1	4	5	9	0.54%	6	77	0.72%
INCORRECT INFORMATION			0	1	1	0.06%	1	13	0.12%
OFF ROUTE	1	1	10	9	19	1.15%	9	127	1.18%
OPERATOR CONDUCT	8	9	51	52	103	6.23%	106	739	6.86%
OPERATOR DISCOURTESY	10	12	66	115	181	10.94%	148	1,232	11.44%
PASSED UP	13	13	101	167	268	16.20%	185	1,852	17.20%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		3	0.03%
UNSAFE OPERATION	4	8	78	84	162	9.79%	83	973	9.04%
WRONG FARE	1	5	5	15	20	1.21%	25	202	1.88%
Sub Total	38	50	328	466	794	48.00%	581	5,465	50.77%
<b>OTHERS</b>									
ACCESSIBLE BUS		2	17	33	50	3.02%	42	374	3.47%
ACCIDENT	3	2	24	40	64	3.87%	46	501	4.65%
AUDIO SYSTEM PROBLEM			0	1	1	0.06%		14	0.13%
BUS STOP			2	0	2	0.12%	6	92	0.85%
CROWDED BUS			0	4	4	0.24%	2	69	0.64%
DIRTY BUS			0	0	0	0.00%	4	24	0.22%
FACILITIES			0	0	0	0.00%	1	15	0.14%
FAULTY EQUIPMENT			0	1	1	0.06%	30	191	1.77%
HC ID CARD			1	0	1	0.06%		11	0.10%
HEADSIGN			2	1	3	0.18%	1	22	0.20%
HEAT-A/C			0	0	0	0.00%	1	22	0.20%
LAYOVER ZONE			2	3	5	0.30%	2	53	0.49%
MISC.	2	5	11	39	50	3.02%	43	486	4.51%
ORANGE LINE TVM			0	0	0	0.00%	1	19	0.18%
PASSENGER CONDUCT		1	4	3	7	0.42%	9	87	0.81%
SENIOR ID CARD			1	0	1	0.06%		19	0.18%
SEX HARASSMENT			0	1	1	0.06%		3	0.03%
STUDENT ID CARD			0	0	0	0.00%		4	0.04%
TELEPHONE INFORMATION COMP			0	0	0	0.00%	1	5	0.05%
TRANSFER			3	3	6	0.36%	3	43	0.40%
Sub Total	5	10	67	129	196	11.85%	192	2,054	19.08%
<b>TOTALS</b>	<b>68</b>	<b>92</b>	<b>657</b>	<b>997</b>	<b>1,654</b>	<b>100.00%</b>	<b>997</b>	<b>10,765</b>	<b>100.00%</b>
COMMENDATIONS	4	3	40	50	90		70	593	

**Metro San Fernando Valley  
Complaints Report  
For the Ten Months Ended April 30, 2009**

Complaints	
Line Number	Total
150	59
152	76
153	16
154	12
155	24
156	62
158	50
161	28
163	59
164	59
165	48
166	32
168	6
169	32
183	41
222	78
224	67
230	31
233	63
234	46
236	25
237	21
239	16
240	59
242	9
243	12
244	32
245	35
290	13
292	25
353	15
363	9
364	2
645	8
656	7
724	11
734	19
741	10
750	57
751	1
761	91
794	22
90	34
901	72
91	31
92	60
94	51
Other	18
<b>Grand Total</b>	<b>1654</b>



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

**Metro San Fernando Valley  
Complaints Report  
For the Ten Months Ended April 30, 2009**

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								1	1				
Accident	1	3			1	1			2		2				1	2	3		9	1	1				1
AccSvc Operator Behavior		2							2							1	1		2						
AccSvc Pass Up (Denied)		1				1			2		1								1						
AccSvc Transit Failure (Other)									1		1				3	1			1						
AccSvc Wchr Securement									1											2					
Bus Stop (Dmg/Loc/Signs-etc)				1																					
Carried Past Stop		1	1	1	1			1		1	2				2	1			2						3
Disputed/Wrong Fare		2	1						3	3								2	3		1				1
Early Schedule		2			1		2	3		1	2	1			3	3	2	2		1		1		3	1
Improper Curb Stop	3					1				1	1				1					1					
Incorrect Info - Bus Operator					1																				
Late Schedule	5	14	3	2	1	13	17	3	10	8	7	3	2	5	3	10	9	4	2	4	4	1	2	2	
Layover Zone																	1	2							
Misc. Complaint	1	3				5			1	1	1			1		3	3	2	4						1
No Show	16	18	4	6	8	15	25	4	11	21	7	6	1	6	9	30	26	6	5	15	11	13	6	12	2
Off Route								3			2						1			1		1			1
Op. Discourtesy	4	5	2	1	2	2	2	1	10	5	5	8		4	3	3	3	6	10	6	1		3	9	1
Operator Conduct	6	6	1		1	4	2	1	5	3	1	1		3	3	4	6	1	4	3	2	1		4	3
Passed Up	8	11	3	1	7	14		7	4	9	8	5	3	9	11	19	11	4	10	5	4	3	5	18	
Passenger Conduct																				2					
Sexual Harassment																				1					
Unsafe Operation	15	5	1		1	6	2	3	6	5	6	3		1	3	2			7	5		1		5	1
Transfer Problems								1					2							1					
Faulty Equipment																									
Headsign Problems		1																1							
Crowded Bus (Add'l Svc Rq.)												1					1								
Senior I.D. Card											1														
Gen. Emp. Discourtesy		1																							
AccSvc Pass-Up (Equipment)																			1						
HC I.D. Card																									
AccSvc Pass Up (Advised)											1														
Audio System Problem															1										
Failure to Call Stops									1																
Grand Total	59	76	16	12	24	62	50	28	59	59	48	32	6	32	41	78	67	31	63	46	25	21	16	59	9

Metro San Fernando Valley  
Complaints Report  
For the Ten Months Ended April 30, 2009

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	Grand Total
Accessible Service - Pass Up											1	1				1			1			1		12
Accident	1	1	1		1						3	2	2	6		6	1	2	9				1	64
AccSvc Operator Behavior											1			1		1			1					12
AccSvc Pass Up (Denied)					1											1								8
AccSvc Transit Failure (Other)			1													1		1	1					11
AccSvc Wchr Securement																						1		4
Bus Stop (Dmg/Loc/Signs-etc)																			1					2
Carried Past Stop												1	1			3	1		4			1		27
Disputed/Wrong Fare		1														1		1			1			20
Early Schedule		1				3			1			1		1		4	1				2	3	2	47
Improper Curb Stop																							1	9
Incorrect Info - Bus Operator																								1
Late Schedule	3	4	10		1	1	2			2	1		1	2		8	2	4	7	6	11	7		206
Layover Zone														2										5
Misc. Complaint					2		1					1		3		4		2	4	2	3	1	1	50
No Show	6	12	14	1	9	4	3			1	1	2		5		10	5	13	2	10	15	15		411
Off Route		1	2	1	1					1				1		1	1						1	19
Op. Discourtesy		5	1	5	2	1	1		1		4	3	2	10		16	4	2	12	2	7	5	2	181
Operator Conduct		2	2			2		1		1		1	1	5		6		1	8		5	2	1	103
Passed Up		3	2	6	5	3	2	1	6	1		3	3	7	1	8	3	5	4	6	7	11	2	268
Passenger Conduct																1			3				1	7
Sexual Harassment																								1
Unsafe Operation	2	1	2		3					1		3		11		17	4	3	15	1	6	5	10	162
Transfer Problems												1				1								6
Faulty Equipment																					1			1
Headsign Problems						1																		3
Crowded Bus (Add'l Svc Rq.)														1		1								4
Senior I.D. Card																								1
Gen. Emp. Discourtesy														1								1		3
AccSvc Pass-Up (Equipment)																								1
HC I.D. Card		1																						1
AccSvc Pass Up (Advised)														1										2
Audio System Problem																								1
Failure to Call Stops																								1
Grand Total	12	32	35	13	25	15	9	2	8	7	11	19	10	57	1	91	22	34	72	31	60	51	18	1654