

ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
September 2, 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 June 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.

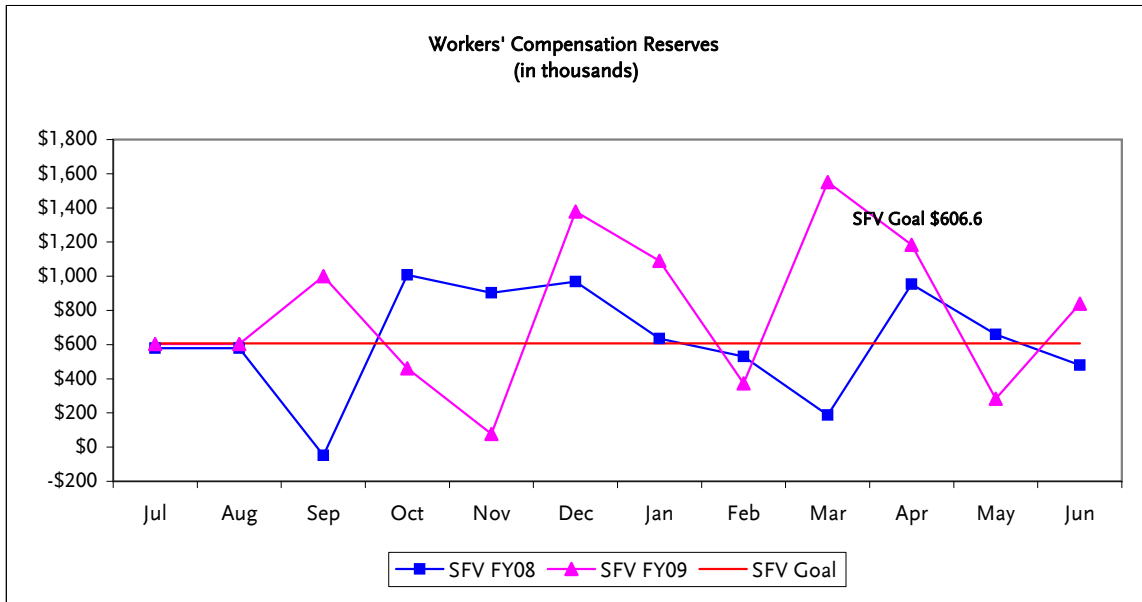
**Metro San Fernando Valley
General Manager's Report
FY09**

June 2009

PERFORMANCE INDICATORS	June	MO. TARGET	YTD MO. AVG.	
SAFETY 				
Monthly Worker's Compensation Reserves	\$839,893	\$606,637	\$787,084	
New WC Indemnity Claims per 200,000 Exposure Hours	12.71	13.50	12.01	(1)
Bus Traffic Accidents/100,000 Hub Miles	2.34	2.89	2.20	
BUS OPERATIONS				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	3,074	3,500	3,067	
Complaints/100,000 Boardings	2.91	3.00	3.05	
In Service On-Time Performance (%)	72.43%	67.50%	69.15%	
Scheduled Revenue Service Hours Delivered	99.17%	99.50%	99.20%	
Operator Assignment Ratio	1.161	1.180	1.171	
FINANCES				
	Fiscal Year Budget	Fiscal Year Actual	Fiscal Year Variance	
Metro SFV Regular Bus				
Variance Summary (includes other support)	\$ 138,935,061	\$ 138,368,516	\$ 566,545	
Cost per Planned Revenue Service Hours (RSH)	\$ 111.28	\$ 113.50	\$ (2.22)	
Metro Orange Line				
Variance Summary (includes other support)	\$ 21,802,262	\$ 19,176,101	\$ 2,626,161	
Cost per Planned Revenue Service Hours (RSH)	\$ 214.67	\$ 196.09	\$ 18.58	
Total Bus and Metro Orange Line				
Variance Summary (includes other support)	\$ 160,737,323	\$ 157,544,617	\$ 3,192,706	
Cost per Planned Revenue Service Hours (RSH)	\$ 119.06	\$ 119.63	\$ (0.57)	

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

Workers' Compensation Reserves

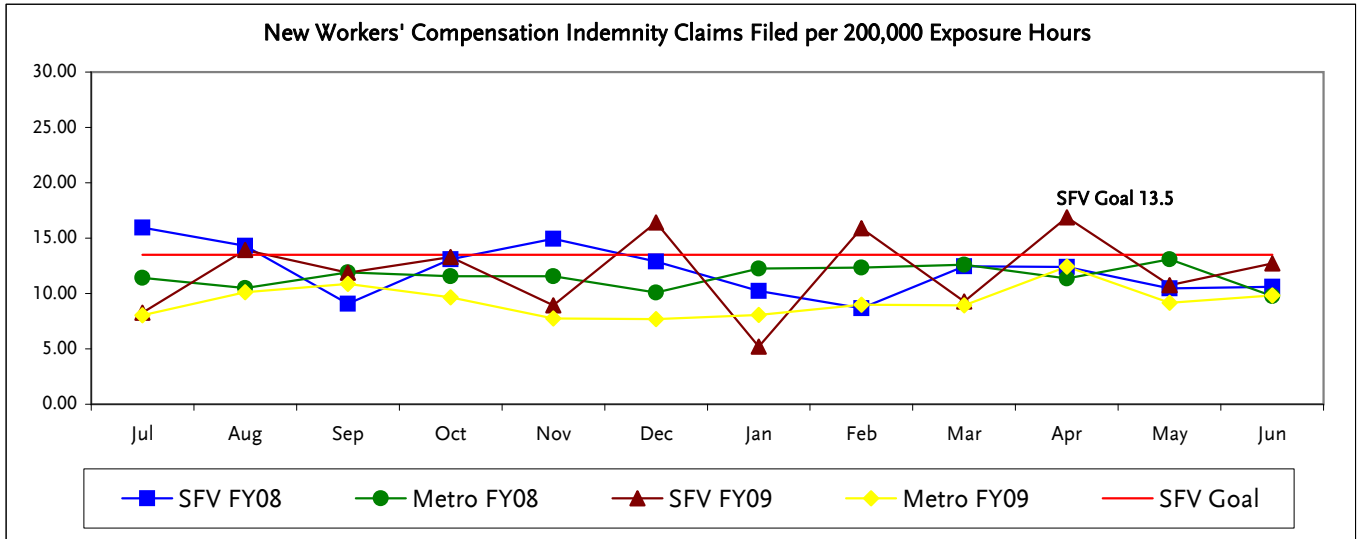


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY08	579	579	(49)	1,008	903	969	635	531	187	954	660	480	7,436
SFV FY09	603	604	1,000	461	77	1,378	1,091	373	1,551	1,183	284	840	9,445

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

Metro San Fernando Valley
General Manager's Report
FY09

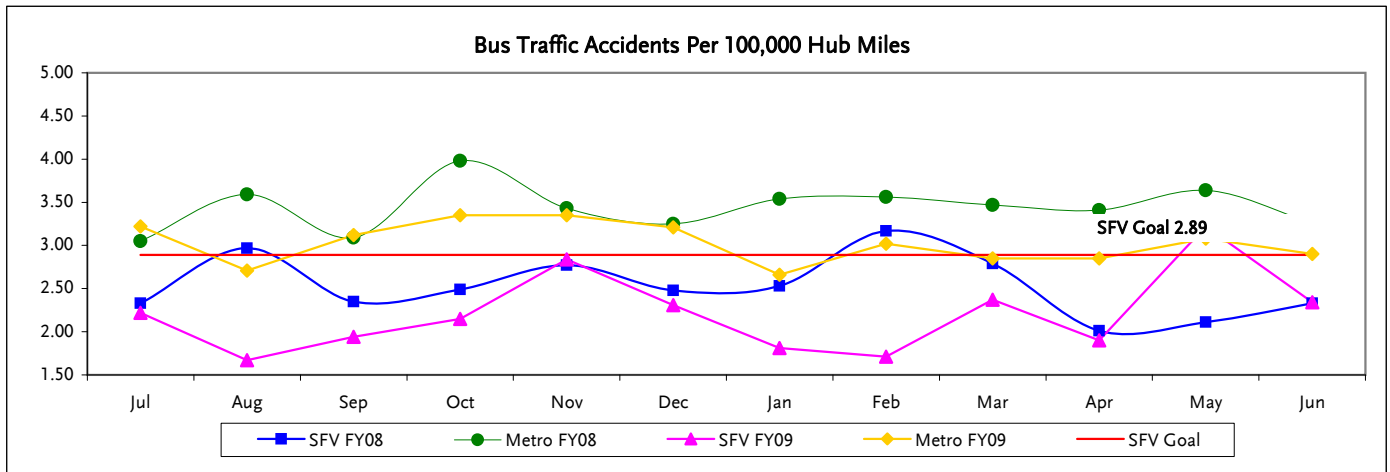
New Workers' Compensation Indemnity Claims Filed per 200,000 Exposure Hours



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
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
SFV FY09	8.28	13.93	11.87	13.29	8.92	16.42	5.21	15.9	9.28	16.89	10.75	12.71	12.01
Metro FY09	8.04	10.12	10.87	9.64	7.76	7.69	8.06	8.99	8.92	12.42	9.17	9.83	9.30

**Metro San Fernando Valley
General Manager's Report
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Accidents Per 100,000 Hub Miles

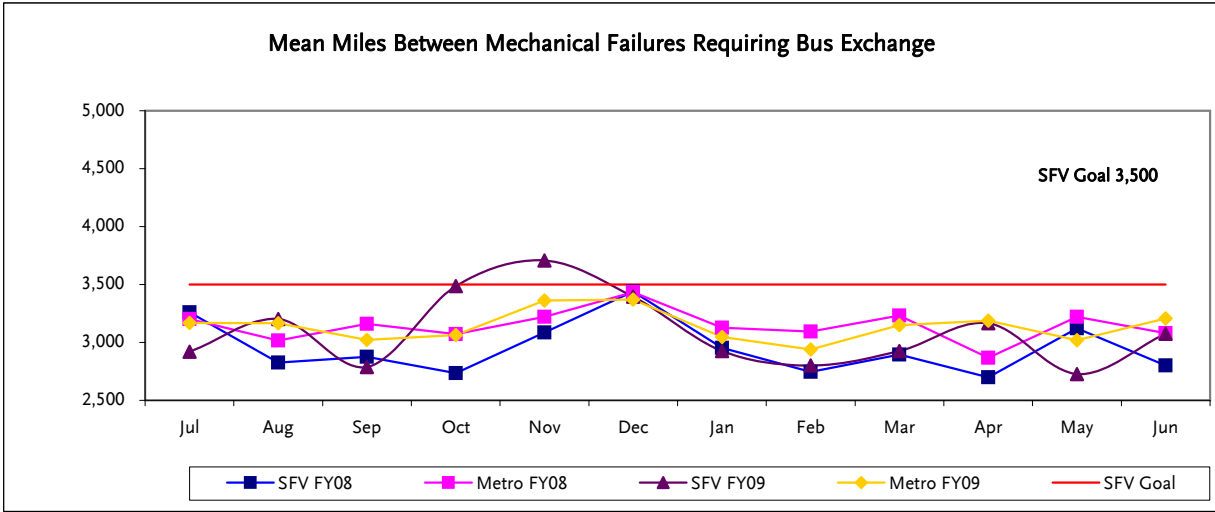


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

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	3.22	2.34	2.20
Metro FY09	3.22	2.71	3.12	3.35	3.35	3.21	2.66	3.02	2.85	2.85	3.08	2.90	3.06

**Metro San Fernando Valley
General Manager's Report
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Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

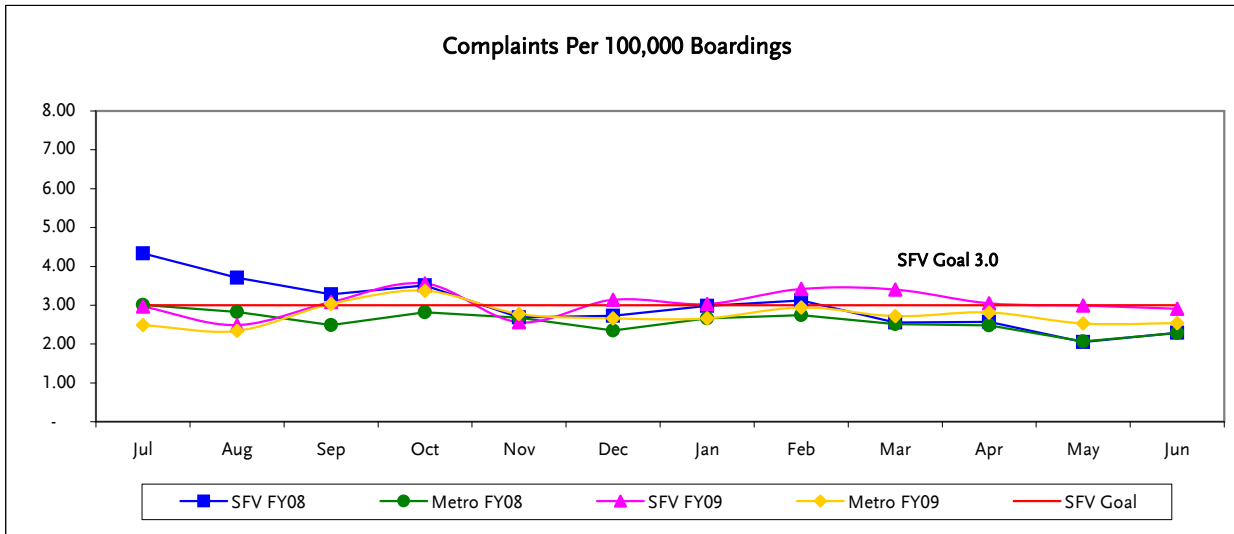


FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698	3,122	2,801	2,938
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

FY09	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY09	2,919	3,201	2,786	3,486	3,706	3,394	2,925	2,800	2,925	3,166	2,727	3,074	3,067
Metro FY09	3,168	3,165	3,023	3,064	3,363	3,369	3,048	2,938	3,150	3,188	3,020	3,207	3,137

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

Complaints per 100,000 Boardings

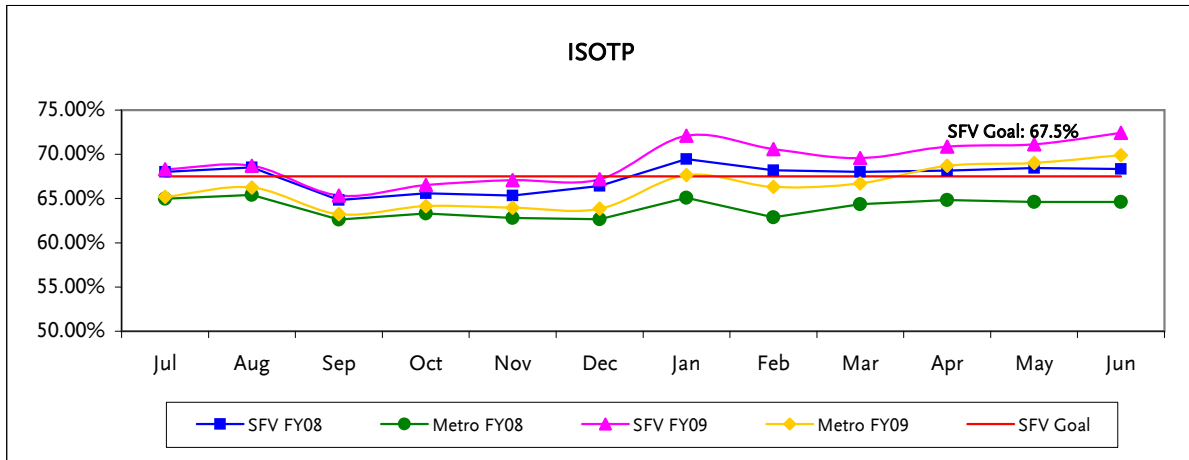


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.88
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

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	2.99	2.91	3.05
Metro FY09	2.49	2.34	3.03	3.37	2.78	2.66	2.66	2.94	2.72	2.81	2.53	2.54	2.76

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

In Service On-Time Performance

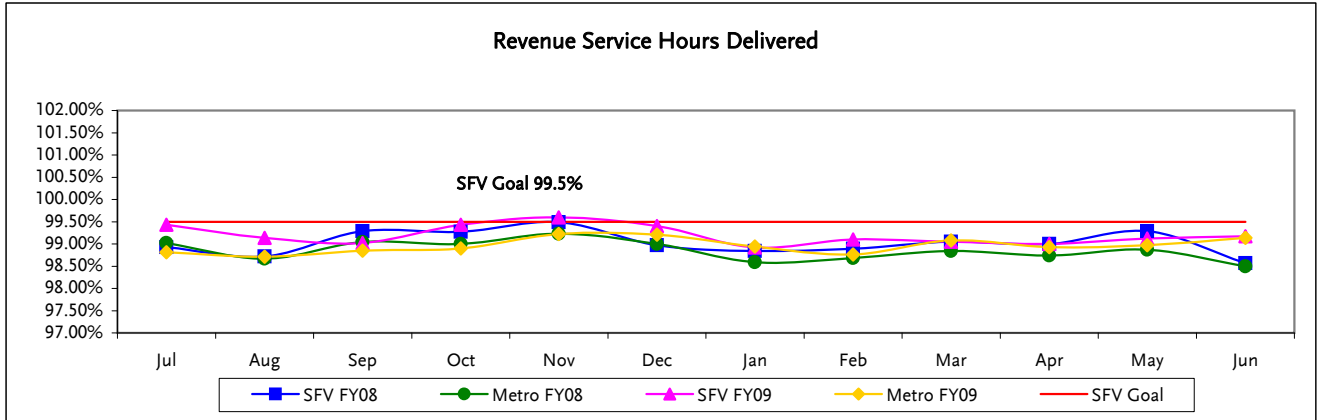


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%	68.03%	68.17%	68.44%	68.33%	67.48%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%	64.63%	64.60%	64.05%

	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	68.29%	68.72%	65.35%	66.54%	67.06%	67.17%	72.09%	70.60%	69.58%	70.86%	71.14%	72.43%	69.15%
Metro FY09	65.20%	66.23%	63.24%	64.13%	63.95%	63.84%	67.65%	66.30%	66.70%	68.71%	69.02%	69.90%	66.25%

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

Scheduled Revenue Service Hours Delivered

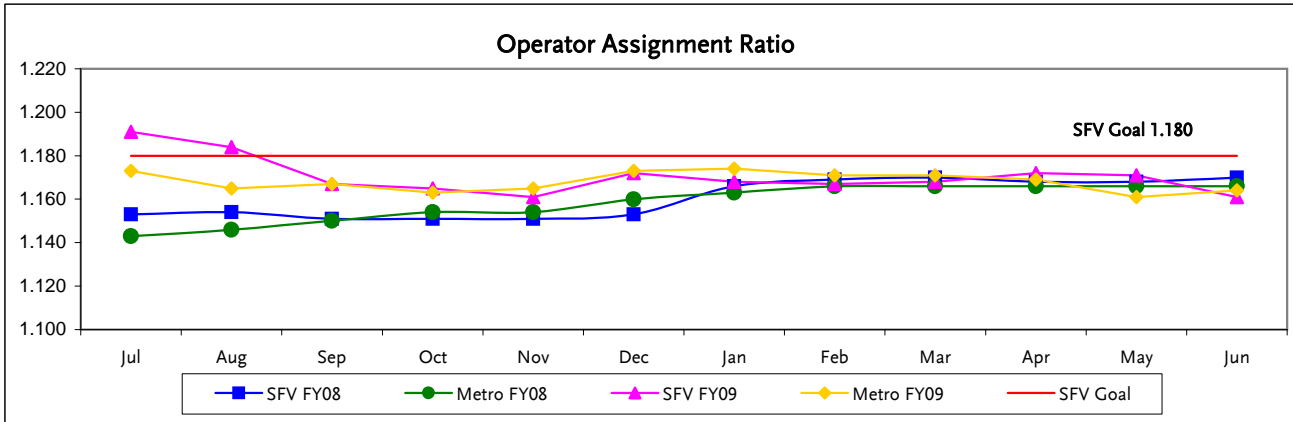


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%	99.29%	98.57%	99.03%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

	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	99.43%	99.14%	99.02%	99.43%	99.60%	99.40%	98.92%	99.10%	99.05%	99.00%	99.12%	99.17%	99.20%
Metro FY09	98.81%	98.71%	98.85%	98.90%	99.22%	99.21%	98.94%	98.76%	99.08%	98.93%	98.97%	99.14%	98.96%

**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
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

	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	1.191	1.184	1.167	1.165	1.161	1.172	1.168	1.167	1.168	1.172	1.171	1.161	1.171
Metro FY09	1.173	1.165	1.167	1.163	1.165	1.173	1.174	1.171	1.171	1.169	1.161	1.164	1.168

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
September 2, 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 June 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

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	129	174	138	179	212	131	157	152	163	188	160	157	150
12-Month Average	155	152	148	150	151	150	152	153	153	157	158	162	163
Complaints per 100K *	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91
Schedule Adherence	53	79	61	74	89	40	64	59	62	79	57	61	52
Passed Up	19	30	15	25	24	20	27	35	34	32	26	28	28
Unsafe Operation	13	15	12	19	34	17	19	8	12	14	12	12	15
Operator Discourtesy	12	14	15	14	20	16	23	13	22	22	22	23	18
All Others	32	36	35	47	45	38	24	37	33	41	43	33	37
Operator Commendations	17	11	5	11	10	11	12	7	2	14	7	18	25

Customer Complaint Summary - Metro Operations

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	866	1051	1089	1274	1444	1003	1007	918	954	1028	997	898	922
12-Month Average	990	977	973	1000	1022	1026	1038	1034	1031	1036	1039	1044	1049
Complaints per 100K *	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54
Schedule Adherence	214	420	353	431	413	297	281	253	276	298	224	204	205
Passed Up	152	166	138	200	283	164	190	159	174	193	185	176	158
Unsafe Operation	89	92	99	106	155	98	91	80	83	86	83	83	93
Operator Discourtesy	121	104	107	132	164	100	129	93	123	132	148	131	104
All Others	290	269	392	405	429	344	316	333	298	319	357	304	362
Operator Commendations	69	56	41	65	55	61	68	54	53	70	70	75	95

Customer Complaint Summary - Division 8

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	58	56	48	75	75	49	60	61	76	89	68	65	63
12-Month Average	59	58	57	58	59	58	59	59	60	63	64	65	65
Complaints per 100K *	2.49	2.35	2.15	3.14	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02
Schedule Adherence	26	25	21	35	25	10	22	25	34	40	25	27	19
Passed Up	8	13	3	11	11	5	8	9	14	14	13	10	10
Unsafe Operation	5	2	6	8	16	10	10	5	6	11	4	2	6
Operator Discourtesy	4	2	5	6	7	8	9	4	6	9	10	13	12
All Others	15	14	13	15	16	16	11	18	16	15	16	13	16
Operator Commendations	10	4	2	4	5	4	6	3	1	7	4	4	12

Customer Complaint Summary - Division 15

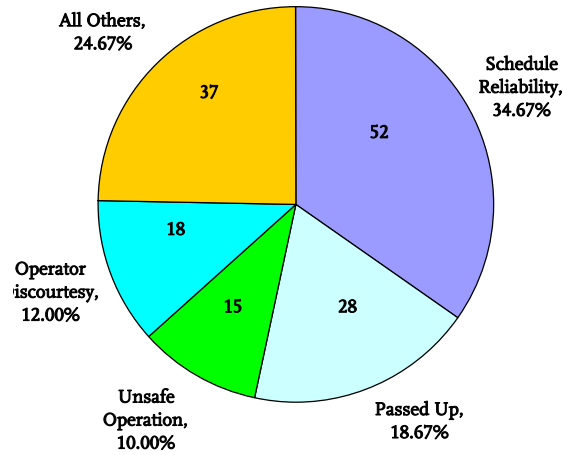
	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	71	118	90	104	137	82	97	91	87	99	92	92	87
12-Month Average	97	94	91	93	93	92	93	94	93	95	95	97	98
Complaints per 100K *	2.15	3.40	2.72	3.03	3.87	2.70	3.27	3.04	3.08	3.02	2.93	2.94	2.84
Schedule Adherence	27	54	40	39	64	30	42	34	28	39	32	34	33
Passed Up	11	17	12	14	13	15	19	26	20	18	13	18	18
Unsafe Operation	8	13	6	11	18	7	9	3	6	3	8	10	9
Operator Discourtesy	8	12	10	8	13	8	14	9	16	13	12	10	6
All Others	17	22	22	32	29	22	13	19	17	26	27	20	21
Operator Commendations	7	7	3	7	5	7	6	4	1	7	3	14	13

Note: Metro Operations complaints rate includes directly operated service only.
Report updated for 12-month average figures.

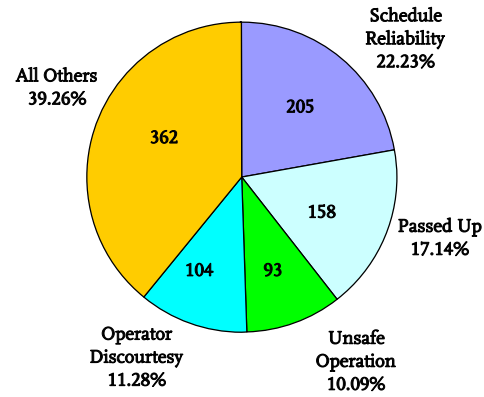
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended June 30, 2009

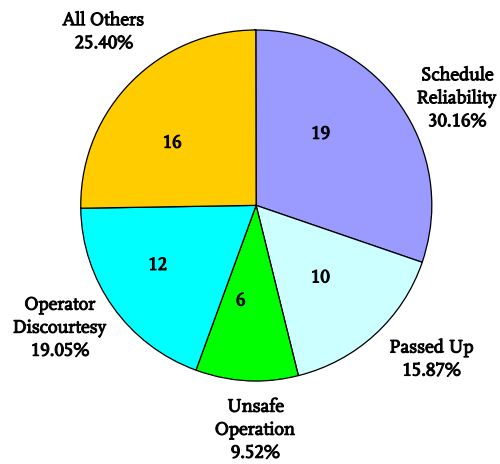
150 Total Complaints - Metro SFV



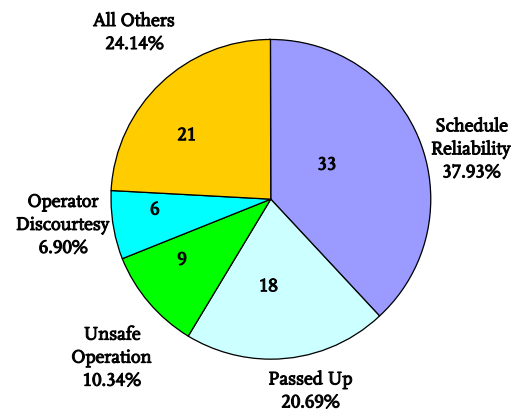
922 Total Complaints - Metro Operations



63 Total Complaints - Division 8



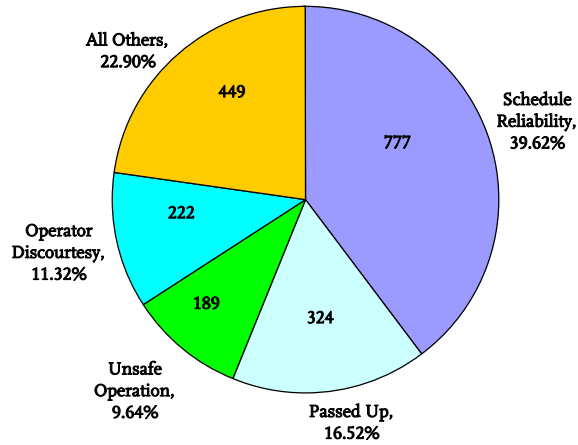
87 Total Complaints - Division 15



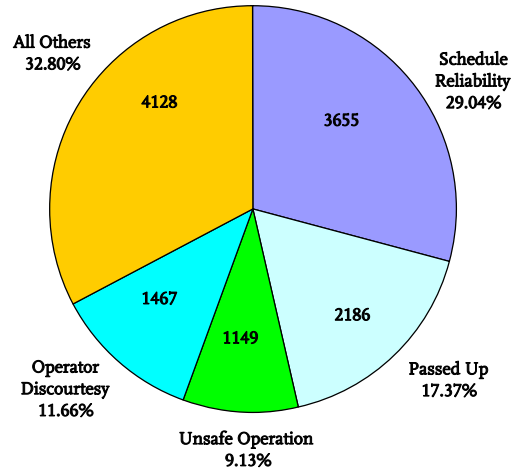
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Twelve Months Ended June 30, 2009

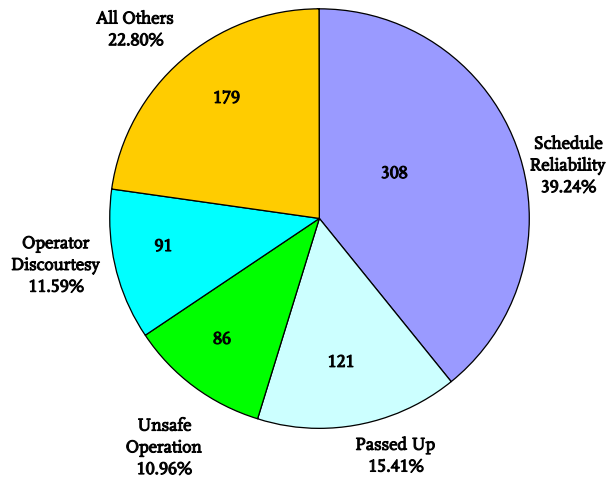
1,961 Total Complaints - Metro SFV



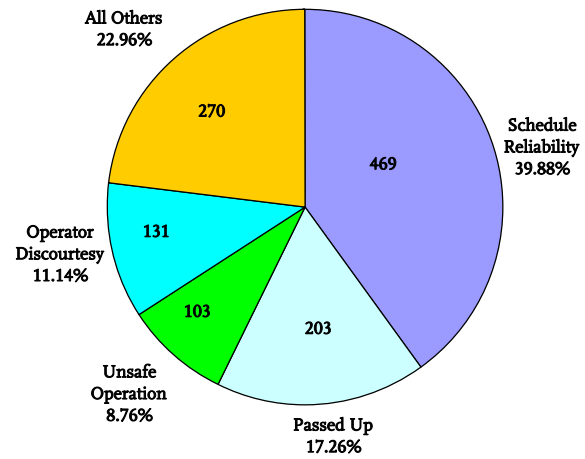
12,585 Total Complaints - Metro Operations



785 Total Complaints - Division 8

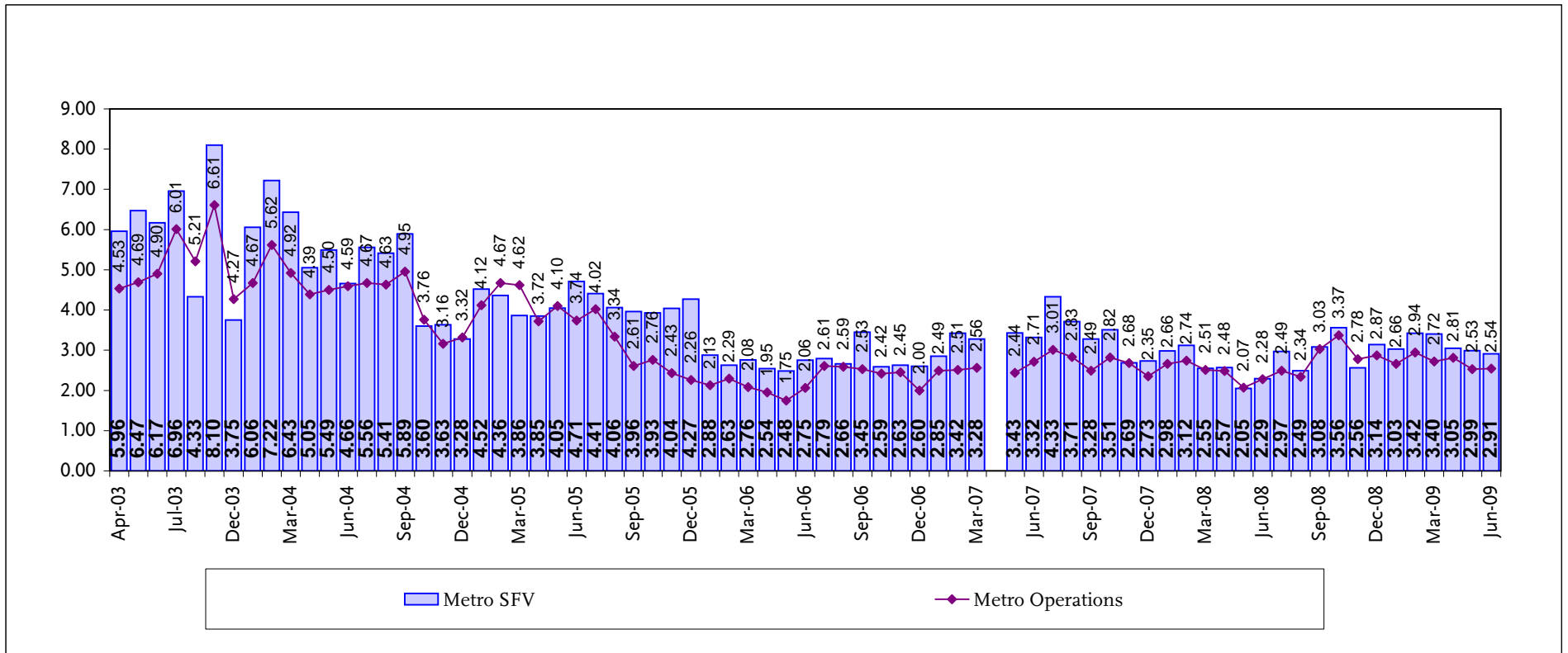


1,176 Total Complaints - Division 15



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2003-2009



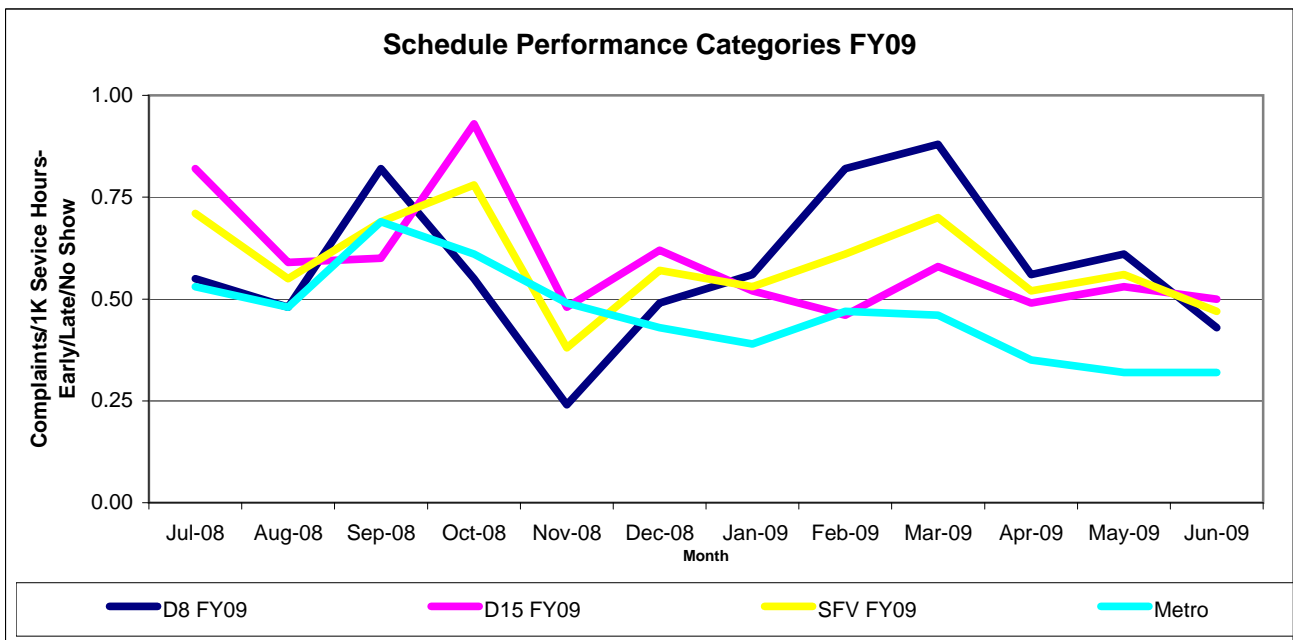
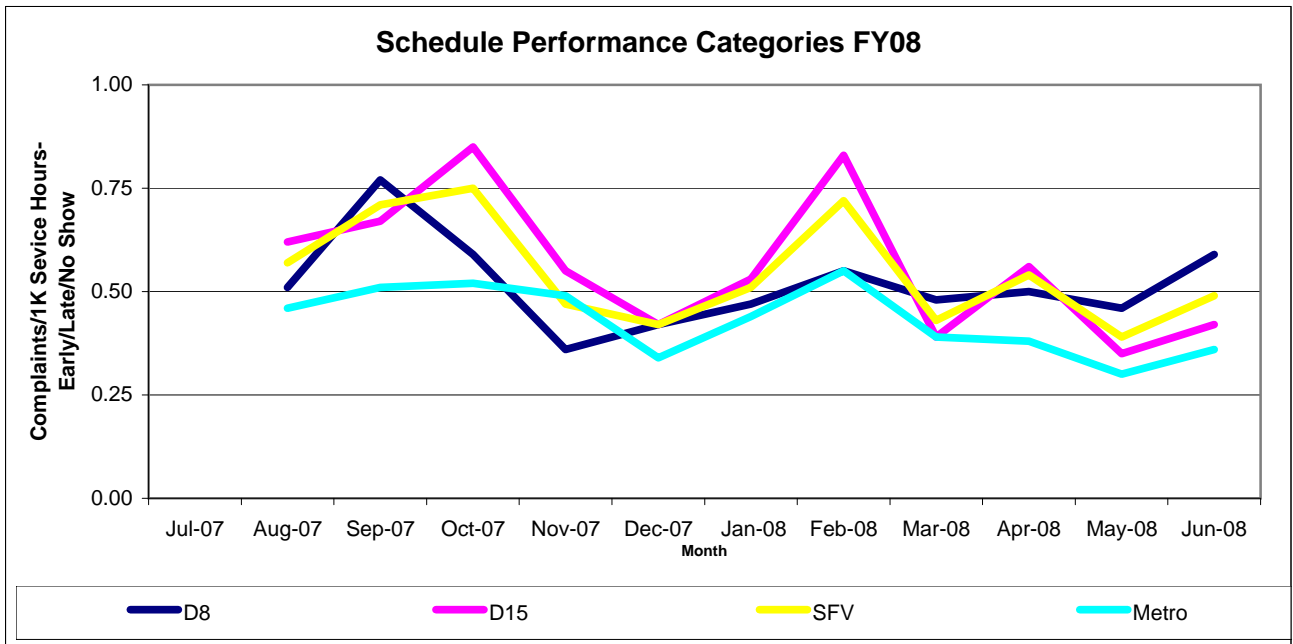
Note: Metro Operations complaints rate includes directly operated service only.

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

**Metro San Fernando Valley
Schedule Performance Categories
Per 1,000 Service Hours**

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
D8		0.51	0.77	0.59	0.36	0.42	0.47	0.55	0.48	0.50	0.46	0.59
D15		0.62	0.67	0.85	0.55	0.42	0.53	0.83	0.39	0.56	0.35	0.42
SFV		0.57	0.71	0.75	0.47	0.42	0.51	0.72	0.43	0.54	0.39	0.49
Metro		0.46	0.51	0.52	0.49	0.34	0.44	0.55	0.39	0.38	0.30	0.36

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
D8	0.55	0.48	0.82	0.55	0.24	0.49	0.56	0.82	0.88	0.56	0.61	0.43
D15	0.82	0.59	0.60	0.93	0.48	0.62	0.52	0.46	0.58	0.49	0.53	0.50
SFV	0.71	0.55	0.69	0.78	0.38	0.57	0.53	0.61	0.70	0.52	0.56	0.47
Metro	0.53	0.48	0.69	0.61	0.49	0.43	0.39	0.47	0.46	0.35	0.32	0.32

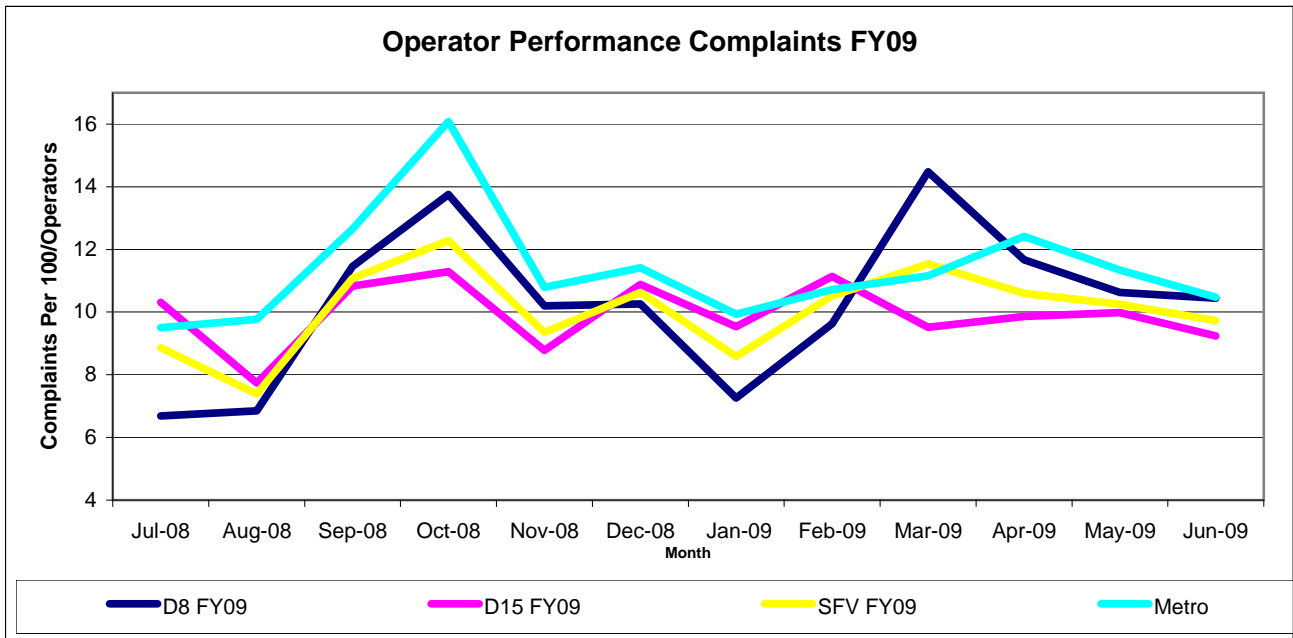
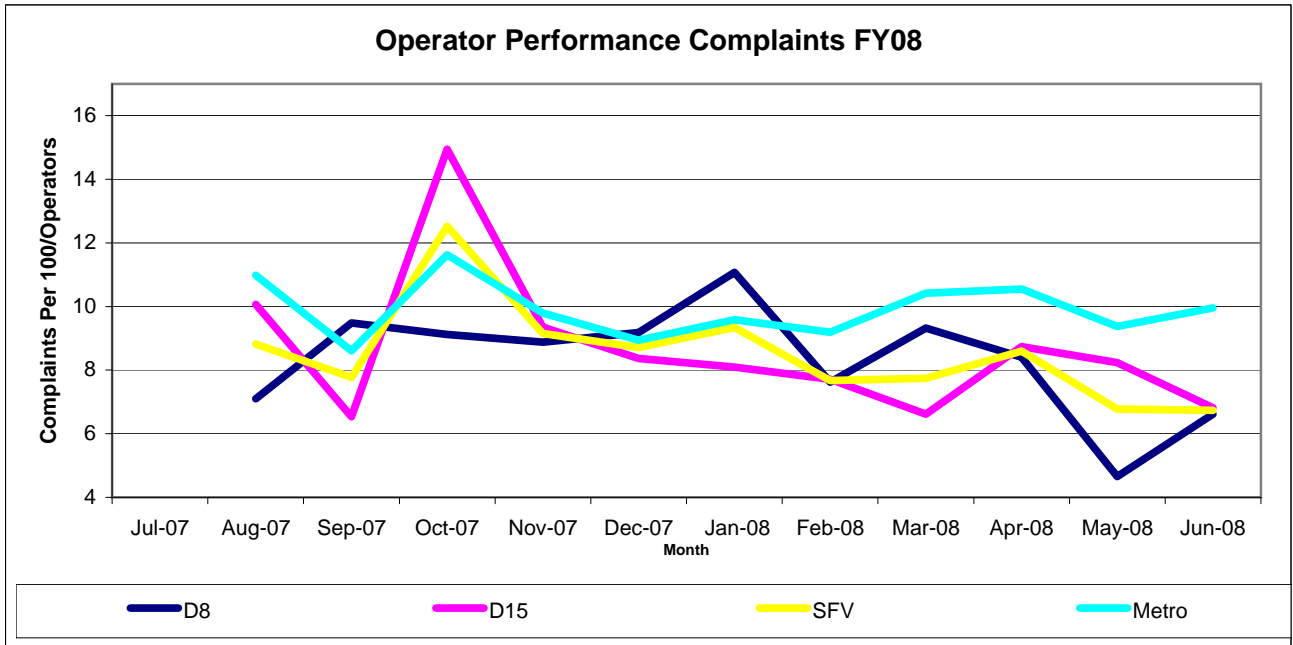


Schedule Performance Categories: Early; Late; No Show.

**Metro San Fernando Valley
Operator Performance Categories
Per 100 Operators**

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
D8		7.10	9.48	9.12	8.88	9.18	11.07	7.62	9.32	8.41	4.65	6.62
D15		10.07	6.54	14.95	9.35	8.37	8.10	7.71	6.62	8.74	8.24	6.82
SFV		8.82	7.77	12.52	9.15	8.71	9.34	7.67	7.74	8.60	6.78	6.74
Metro		10.98	8.61	11.63	9.80	8.94	9.58	9.19	10.42	10.55	9.37	9.96

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
D8	6.69	6.85	11.45	13.75	10.20	10.26	7.26	9.63	14.48	11.67	10.63	10.44
D15	10.31	7.74	10.83	11.29	8.78	10.88	9.53	11.14	9.51	9.86	9.98	9.24
SFV	8.86	7.39	11.08	12.28	9.35	10.63	8.59	10.52	11.54	10.60	10.25	9.73
Metro	9.50	9.77	12.65	16.08	10.79	11.41	9.93	10.72	11.16	12.41	11.34	10.47



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

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	129	174	138	179	212	131	157	152	163	188	160	157	150
3 Month Moving Average	130	140	147	164	176	174	167	147	157	168	170	168	156
12 Month Moving Average	155	152	148	150	151	150	152	153	153	157	158	162	163
Complaints/100K Boarding	2.29	2.97	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91
12 Mo. AVG Com./100K Boardings	2.98	2.87	2.77	2.75	2.76	2.75	2.78	2.78	2.81	2.88	2.92	3.00	3.05
Schedule Reliability	53	79	61	74	89	40	64	59	62	79	57	61	52
12 Month Average Schedule	64	66	65	63	65	62	60	61	62	64	62	63	65
Pass Ups	19	30	15	25	24	20	27	35	34	32	26	28	28
12 Month Average Passup	26	26	25	24	24	24	23	24	24	24	25	25	27
Unsafe Operation	13	15	12	19	34	17	19	8	12	14	12	12	15
12 Month Average Unsafe	15	14	14	15	16	16	16	16	16	16	15	16	16
Operator Discourtesy	12	14	15	14	20	16	23	13	22	22	22	23	18
12 Month Average Discourtesy	18	17	16	16	16	16	16	16	17	18	18	18	19
All Others	32	36	35	47	45	38	24	37	33	41	43	33	37
12 Month Average - All Others	36	36	35	35	34	35	34	34	34	35	36	36	37
Schedule Reliability	41.09%	45.40%	44.20%	41.34%	41.98%	30.53%	40.76%	38.82%	38.04%	42.02%	35.63%	38.85%	34.67%
Pass Ups	14.73%	17.24%	10.87%	13.97%	11.32%	15.27%	17.20%	23.03%	20.86%	17.02%	16.25%	17.83%	18.67%
Unsafe Operations	10.08%	8.62%	8.70%	10.61%	16.04%	12.98%	12.10%	5.26%	7.36%	7.45%	7.50%	7.64%	10.00%
Discourtesy	9.30%	8.05%	10.87%	7.82%	9.43%	12.21%	14.65%	8.55%	13.50%	11.70%	13.75%	14.65%	12.00%
S*P*U*D* % Avg. of Total	75.19%	79.31%	74.64%	73.74%	78.77%	70.99%	84.71%	75.66%	79.75%	78.19%	73.13%	78.98%	75.33%
All Others	24.81%	20.69%	25.36%	26.26%	21.23%	29.01%	15.29%	24.34%	20.25%	21.81%	26.88%	21.02%	24.67%
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

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	866	1,051	1,089	1,274	1,444	1,003	1,007	918	954	1,028	997	898	922
3 Month Moving Average	888	917	1,002	1,138	1,269	1,240	1,151	976	960	967	993	974	939
12 Month Moving Average	990	977	973	1000	1022	1026	1038	1034	1031	1036	1039	1044	1049
Complaints/100K Boarding	2.28	2.49	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54
12 Mo. AVG Com./100K Boardings	2.58	2.53	2.49	2.54	2.58	2.59	2.64	2.64	2.65	2.67	2.70	2.74	2.76
Schedule Reliability	214	420	353	431	413	297	281	253	276	298	224	204	205
12 Month Average Schedule	291	293	296	305	309	308	312	309	304	307	305	305	305
Pass Ups	152	166	138	200	283	164	190	159	174	193	185	176	158
12 Month Average Passup	170	168	165	170	176	177	180	177	179	179	180	182	182
Unsafe Operation	89	92	99	106	155	98	91	80	83	86	83	83	93
12 Month Average Unsafe	90	91	91	91	95	97	99	99	98	98	97	95	96
Discourtesy	121	104	107	132	164	100	129	93	123	132	148	131	104
12 Month Average Discourtesy	126	122	118	121	122	119	120	118	119	120	121	124	122
All Others	290	269	392	405	429	344	316	333	298	319	357	304	362
12 Month Average - All Others	313	304	303	312	319	325	327	330	331	332	336	338	344
Schedule Reliability	24.71%	39.96%	32.42%	33.83%	28.60%	29.61%	27.90%	27.56%	28.93%	28.99%	22.47%	22.72%	22.23%
Pass Ups	17.55%	15.79%	12.67%	15.70%	19.60%	16.35%	18.87%	17.32%	18.24%	18.77%	18.56%	19.60%	17.14%
Unsafe Operations	10.28%	8.75%	9.09%	8.32%	10.73%	9.77%	9.04%	8.71%	8.70%	8.37%	8.32%	9.24%	10.09%
Discourtesy	13.97%	9.90%	9.83%	10.36%	11.36%	9.97%	12.81%	10.13%	12.89%	12.84%	14.84%	14.59%	11.28%
S*P*U*D* % Avg. of Total	66.51%	74.41%	64.00%	68.21%	70.29%	65.70%	68.62%	63.73%	68.76%	68.97%	64.19%	66.15%	60.74%
All Others	33.49%	25.59%	36.00%	31.79%	29.71%	34.30%	31.38%	36.27%	31.24%	31.03%	35.81%	33.85%	39.26%
SUM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Metro San Fernando Valley Customer Complaint Report

TOTAL/MAJOR COMPLAINTS -- 13 MONTH COMPARISON - Division 8

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	58	56	48	75	75	49	60	61	76	89	68	65	63
3 Month Moving Average	54	54	54	60	66	66	61	57	66	75	78	74	65
12 Month Moving Average	59	58	57	58	59	58	59	59	60	63	64	65	65
Complaints/100K Boarding	2.49	2.35	2.15	3.14	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02
12 Mo. AVG Com./100K Boardings	2.91	2.79	2.65	2.56	2.60	2.61	2.63	2.62	2.73	2.83	2.89	2.98	3.02
Schedule Reliability	26	25	21	35	25	10	22	25	34	40	25	27	19
12 Month Average Schedule	23	24	23	24	23	23	23	23	24	26	26	26	26
Pass Ups	8	13	3	11	11	5	8	9	14	14	13	10	10
12 Month Average Passup	9	10	9	9	9	9	9	8	9	9	10	10	10
Unsafe Operation	5	2	6	8	16	10	10	5	6	11	4	2	6
12 Month Average Unsafe	6	6	6	6	7	7	8	7	7	8	8	7	7
Discourtesy	4	2	5	6	7	8	9	4	6	9	10	13	12
12 Month Average Discourtesy	6	6	6	6	6	6	6	6	6	6	6	7	8
All Others	15	14	13	15	16	16	11	18	16	15	16	13	16
12 Month Average - All Others	14	13	12	13	13	13	13	14	14	14	15	15	15
Schedule Reliability	44.83%	44.64%	43.75%	46.67%	33.33%	20.41%	36.67%	40.98%	44.74%	44.94%	36.76%	41.54%	30.16%
Pass Ups	13.79%	23.21%	6.25%	14.67%	14.67%	10.20%	13.33%	14.75%	18.42%	15.73%	19.12%	15.38%	15.87%
Unsafe Operations	8.62%	3.57%	12.50%	10.67%	21.33%	20.41%	16.67%	8.20%	7.89%	12.36%	5.88%	3.08%	9.52%
Discourtesy	6.90%	3.57%	10.42%	8.00%	9.33%	16.33%	15.00%	6.56%	7.89%	10.11%	14.71%	20.00%	19.05%
S*P*U*D* % Avg. of Total	74.14%	75.00%	72.92%	80.00%	78.67%	67.35%	81.67%	70.49%	78.95%	83.15%	76.47%	80.00%	74.60%
All Others	25.86%	25.00%	27.08%	20.00%	21.33%	32.65%	18.33%	29.51%	21.05%	16.85%	23.53%	20.00%	25.40%
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 - Division 15

	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Total Complaints	71	118	90	104	137	82	97	91	87	99	92	92	87
3 Month Moving Average	76	86	93	104	110	108	105	90	92	92	93	94	90
12 Month Moving Average	97	94	91	93	93	92	93	94	93	95	95	97	98
Complaints/100K Boarding	2.15	3.40	2.72	3.03	3.87	2.70	3.27	3.04	3.08	3.02	2.93	2.94	2.84
12 Mo. AVG Com./100K Boardings	3.05	2.95	2.87	2.89	2.86	2.84	2.89	2.90	2.86	2.92	2.94	3.01	3.07
Schedule Reliability	27	54	40	39	64	30	42	34	28	39	32	34	33
12 Month Average Schedule	41	39	38	38	39	38	39	39	37	38	38	39	39
Pass Ups	11	17	12	14	13	15	19	26	20	18	13	18	18
12 Month Average Passup	16	16	15	15	13	13	14	15	15	16	16	16	17
Unsafe Operation	8	13	6	11	18	7	9	3	6	3	8	10	9
12 Month Average Unsafe	8	8	8	8	9	9	9	9	9	9	8	9	9
Discourtesy	8	12	10	8	13	8	14	9	16	13	12	10	6
12 Month Average Discourtesy	10	10	10	10	10	10	10	11	11	11	11	11	11
All Others	17	22	22	32	29	22	13	19	17	26	27	20	21
12 Month Average - All Others	22	22	20	21	22	22	21	21	21	21	22	22	23
Schedule Reliability	38.03%	45.76%	44.44%	37.50%	46.72%	36.59%	43.30%	37.36%	32.18%	39.39%	34.78%	36.96%	37.93%
Pass Ups	15.49%	14.41%	13.33%	13.46%	9.49%	18.29%	19.59%	28.57%	22.99%	18.18%	14.13%	19.57%	20.69%
Unsafe Operations	11.27%	11.02%	6.67%	10.58%	13.14%	8.54%	9.28%	3.30%	6.90%	3.03%	8.70%	10.87%	10.34%
Discourtesy	11.27%	10.17%	11.11%	7.69%	9.49%	9.76%	14.43%	9.89%	18.39%	13.13%	13.04%	10.87%	6.90%
S*P*U*D* % Avg. of Total	76.06%	81.36%	75.56%	69.23%	78.83%	73.17%	86.60%	79.12%	80.46%	73.74%	70.65%	78.26%	75.86%
All Others	23.94%	18.64%	24.44%	30.77%	21.17%	26.83%	13.40%	20.88%	19.54%	26.26%	29.35%	21.74%	24.14%
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: Report updated for moving average figures.

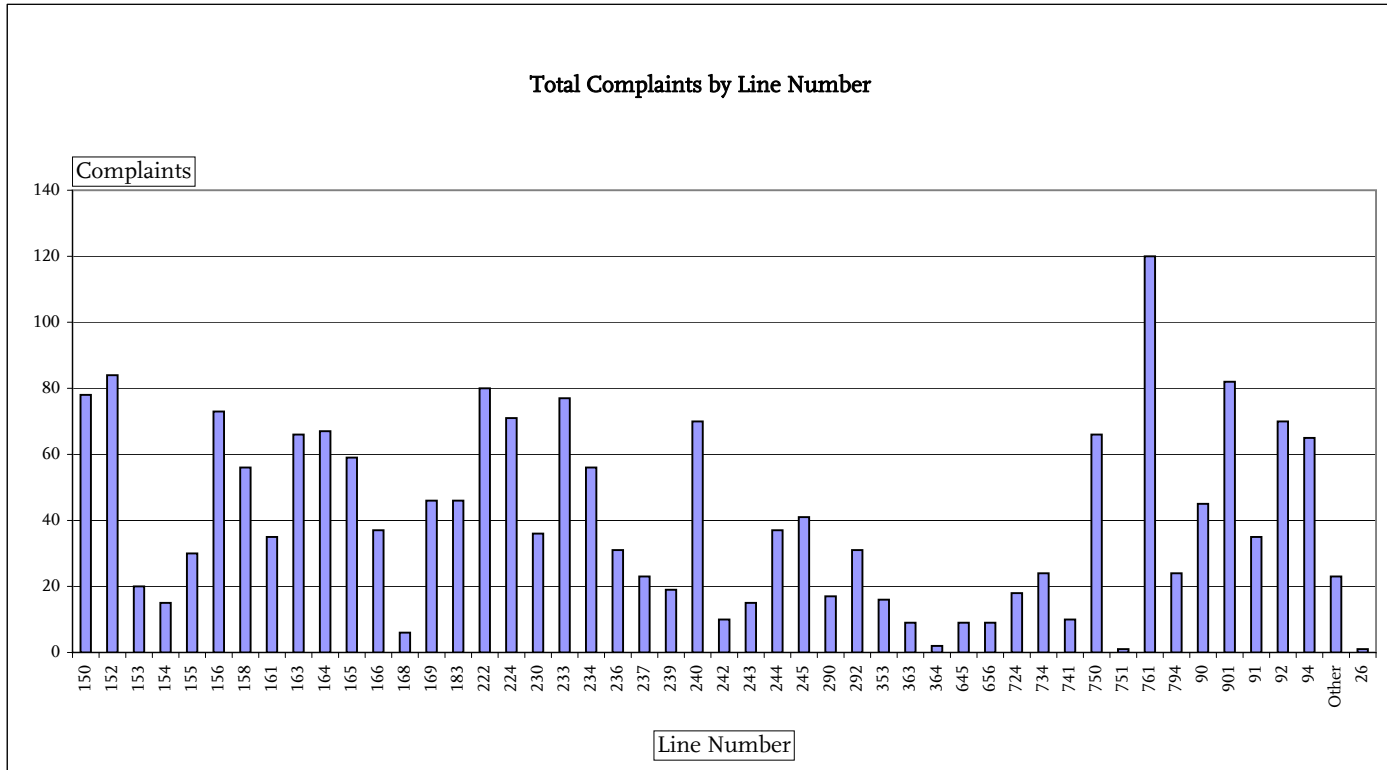
Metro San Fernando Valley
FY09

Complaints by Type
Customer Satisfaction

DESCRIPTION	June-09		Fiscal YTD				June-09	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERENCE									
EARLY	1	3	23	36	59	3.01%	14	234	1.86%
LATE	7	10	109	136	245	12.49%	72	1,059	8.41%
NO SHOW	11	20	176	297	473	24.12%	119	2,362	18.77%
Sub Total	19	33	308	469	777	39.62%	205	3,655	29.04%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP	1	1	11	20	31	1.58%	16	255	2.03%
FAILURE TO CALL STOPS			1	0	1	0.05%	1	5	0.04%
GENERAL EMPLOYEE DISCOURTESY			2	1	3	0.15%	1	24	0.19%
IMPROPER CURB STOP			5	6	11	0.56%	7	90	0.72%
INCORRECT INFORMATION			0	1	1	0.05%	3	18	0.14%
OFF ROUTE	1	1	11	11	22	1.12%	9	145	1.15%
OPERATOR CONDUCT	3	7	60	62	122	6.22%	74	879	6.98%
OPERATOR DISCOURTESY	12	6	91	131	222	11.32%	104	1,467	11.66%
PASSED UP	10	18	121	203	324	16.52%	158	2,186	17.37%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		5	0.04%
UNSAFE OPERATION	6	9	86	103	189	9.64%	93	1,149	9.13%
WRONG FARE		2	5	18	23	1.17%	63	299	2.38%
Sub Total	33	44	393	556	949	48.39%	529	6,522	51.82%
OTHERS									
ACCESSIBLE BUS		2	18	38	56	2.86%	38	451	3.58%
ACCIDENT	4	3	32	48	80	4.08%	47	598	4.75%
AUDIO SYSTEM PROBLEM			0	1	1	0.05%		15	0.12%
BUS STOP			2	0	2	0.10%	7	105	0.83%
CROWDED BUS			0	4	4	0.20%		74	0.59%
DIRTY BUS			0	0	0	0.00%	3	28	0.22%
FACILITIES			0	0	0	0.00%	1	17	0.14%
FAULTY EQUIPMENT			0	1	1	0.05%	18	219	1.74%
HC ID CARD		1	1	1	2	0.10%	4	16	0.13%
HEADSIGN	2		4	1	5	0.25%	5	29	0.23%
HEAT-A/C			0	0	0	0.00%	1	26	0.21%
LAYOVER ZONE		1	2	4	6	0.31%	3	63	0.50%
MISC.	5	3	17	45	62	3.16%	44	560	4.45%
ORANGE LINE TVM			0	0	0	0.00%	2	21	0.17%
PASSENGER CONDUCT			4	4	8	0.41%	8	101	0.80%
SENIOR ID CARD			1	0	1	0.05%	3	22	0.17%
SEX HARASSMENT			0	1	1	0.05%		3	0.02%
STUDENT ID CARD			0	0	0	0.00%		6	0.05%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		5	0.04%
TRANSFER			3	3	6	0.31%	4	49	0.39%
Sub Total	11	10	84	151	235	11.98%	188	2,408	19.13%
TOTALS	63	87	785	1,176	1,961	100.00%	922	12,585	100.00%
COMMENDATIONS	12	13	56	77	133		95	763	

**Metro San Fernando Valley
Complaints Report
For the Twelve Months Ended June 30, 2009**

Complaints	
Line Number	Total
150	78
152	84
153	20
154	15
155	30
156	73
158	56
161	35
163	66
164	67
165	59
166	37
168	6
169	46
183	46
222	80
224	71
230	36
233	77
234	56
236	31
237	23
239	19
240	70
242	10
243	15
244	37
245	41
290	17
292	31
353	16
363	9
364	2
645	9
656	9
724	18
734	24
741	10
750	66
751	1
761	120
794	24
90	45
901	82
91	35
92	70
94	65
Other	23
26	1
Grand Total	1961



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

**Metro San Fernando Valley
Complaints Report
For the Twelve Months Ended June 30, 2009**

Complaints Description	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	4			1	2		1	2		2			1	1	2	3	1	11	1	1				1
AccSvc Operator Behavior		2							2							1	1		2						1
AccSvc Pass Up (Denied)		1				1			2		1								1						
AccSvc Transit Failure (Other)						1			1		1				3	1		1		1					
AccSvc Wchr Securement									1									1	2						
Bus Stop (Dmg/Loc/Signs-etc)				1																					
Carried Past Stop	1	1	1	1	1			1		1	2				2	2			2						3
Disputed/Wrong Fare		2	1						3	3								2	3		1				1
Early Schedule	1	2	1		1	1	2	4		2	2	1			4	3	2	2		1		1		4	1
Improper Curb Stop	3		1			1				1	1				1					1					
Incorrect Info - Bus Operator					1																				
Late Schedule	6	14	3	2	3	13	18	3	10	9	10	3	2	14	3	10	9	4	3	6	4	2	2	4	
Layover Zone																	1	2		1					
Misc. Complaint	2	3				5			1	1	1			2		3	3	2	4	2					1
No Show	18	21	4	6	10	18	26	6	13	21	9	7	1	7	10	31	27	7	8	18	16	13	8	13	2
Off Route				1				3			2						1			1		1			1
Op. Discourtesy	8	6	3	1	2	3	3	2	10	9	6	11		5	3	3	5	6	12	7	1	1	3	11	1
Operator Conduct	7	7	1		1	4	3	1	6	3	2	1		4	3	4	6	1	4	3	2	1	1	4	4
Passed Up	15	12	3	2	8	17	2	8	8	10	11	6	3	9	13	19	12	5	15	5	5	3	5	21	
Passenger Conduct																				2					
Sexual Harassment																				1					
Unsafe Operation	16	5	2	1	2	7	2	3	6	6	7	3		1	4	2		1	8	5		1		6	1
Transfer Problems								1				2								1					
Faulty Equipment																									
Headsign Problems		2						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	78	84	20	15	30	73	56	35	66	67	59	37	6	46	46	80	71	36	77	56	31	23	19	70	10

**Metro San Fernando Valley
Complaints Report
For the Twelve Months Ended June 30, 2009**

Complaints	243	244	245	290	292	353	363	364	645	656	724	734	741	750	751	761	794	90	901	91	92	94	Other	26	Grand Total		
Accessible Service - Pass Up					1						1	1				1			1			1			13		
Accident	1	1	1		1						4	2	2	7		7	1	4	13					1		80	
AccSvc Operator Behavior											1			1		1			1				1			14	
AccSvc Pass Up (Denied)					1											1										8	
AccSvc Transit Failure (Other)				1												1		1	1							13	
AccSvc Wchr Securement																						1				5	
Bus Stop (Dmg/Loc/Signs-etc)																			1							2	
Carried Past Stop												1	1				5	1		4		1				31	
Disputed/Wrong Fare		1										1					2	2			1					23	
Early Schedule		2			1	3			1		1	1		1			4	1	1		2	3	3			59	
Improper Curb Stop				1																			1			11	
Incorrect Info - Bus Operator																										1	
Late Schedule	5	4	11		2	1	2			2	1		1	3		13	2	5	7	7	13	9				245	
Layover Zone														2													6
Misc. Complaint		1			2		1					2		4		4		4	5	2	3	2	2			62	
No Show	6	14	17	1	10	4	3			2	2	3		8		16	5	17	3	10	16	16				473	
Off Route		1	2	1	1					1				1		3	1						1			22	
Op. Discourtesy		5	2	5	3	1	1		1		6	3	2	10		17	4	2	15	2	8	8	4	1		222	
Operator Conduct		2	2			2		1		1		3	1	7		7		1	9	1	8	2	2			122	
Passed Up		4	3	9	6	4	2	1	6	1		3	3	7	1	15	3	5	4	7	7	14	2			324	
Passenger Conduct										1						1			3				1			8	
Sexual Harassment																										1	
Unsafe Operation	3	1	2		3				1	1	1	3		12		20	6	3	15	2	9	7	11			189	
Transfer Problems												1				1										6	
Faulty Equipment																					1					1	
Headsign Problems						1																				5	
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															2	
AccSvc Pass Up (Advised)														1												2	
Audio System Problem																										1	
Failure to Call Stops																										1	
Grand Total	15	37	41	17	31	16	9	2	9	9	18	24	10	66	1	120	24	45	82	35	70	65	23	1	1961		