

ITEM 5A

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
October 7, 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 August, 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

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	138	179	212	131	157	152	163	188	160	157	150	180	125
12-Month Average	148	150	151	150	152	153	153	157	158	162	161	164	163
Complaints per 100K *	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91	3.52	2.50
Schedule Adherence	61	74	89	40	64	59	62	79	57	61	52	66	42
Passed Up	15	25	24	20	27	35	34	32	26	28	28	28	26
Unsafe Operation	12	19	34	17	19	8	12	14	12	12	15	14	10
Operator Discourtesy	15	14	20	16	23	13	22	22	22	23	18	28	14
All Others	35	47	45	38	24	37	33	41	43	33	37	44	33
Operator Commendations	5	11	10	11	12	7	2	14	7	18	25	17	12

Customer Complaint Summary - Metro Operations

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	1089	1274	1444	1003	1007	918	954	1028	997	898	922	1018	753
12-Month Average	973	1000	1022	1026	1038	1034	1031	1036	1039	1044	1035	1046	1018
Complaints per 100K *	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54	2.74	2.12
Schedule Adherence	353	431	413	297	281	253	276	298	224	204	205	254	164
Passed Up	138	200	283	164	190	159	174	193	185	176	158	184	145
Unsafe Operation	99	106	155	98	91	80	83	86	83	83	93	84	61
Operator Discourtesy	107	132	164	100	129	93	123	132	148	131	104	132	92
All Others	392	405	429	344	316	333	298	319	357	304	362	364	291
Operator Commendations	41	65	55	61	68	54	53	70	70	75	95	79	67

Customer Complaint Summary - Division 8

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	48	75	75	49	60	61	76	89	68	65	63	74	47
12-Month Average	57	58	59	58	59	59	60	63	64	65	65	67	67
Complaints per 100K *	2.15	3.14	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02	3.76	2.44
Schedule Adherence	21	35	25	10	22	25	34	40	25	27	19	32	16
Passed Up	3	11	11	5	8	9	14	14	13	10	10	7	5
Unsafe Operation	6	8	16	10	10	5	6	11	4	2	6	9	3
Operator Discourtesy	5	6	7	8	9	4	6	9	10	13	12	12	6
All Others	13	15	16	16	11	18	16	15	16	13	16	14	17
Operator Commendations	2	4	5	4	6	3	1	7	4	4	12	6	6

Customer Complaint Summary - Division 15

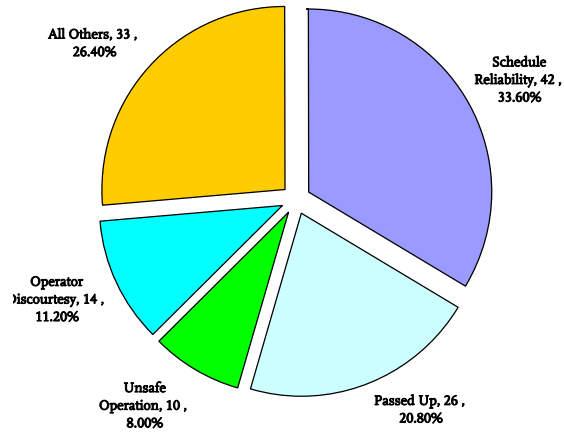
	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	90	104	137	82	97	91	87	99	92	92	87	106	78
12-Month Average	91	93	93	92	93	94	93	95	95	97	96	97	96
Complaints per 100K *	2.72	3.03	3.87	2.70	3.27	3.04	3.08	3.02	2.93	2.94	2.84	3.36	2.54
Schedule Adherence	40	39	64	30	42	34	28	39	32	34	33	34	26
Passed Up	12	14	13	15	19	26	20	18	13	18	18	21	21
Unsafe Operation	6	11	18	7	9	3	6	3	8	10	9	5	7
Operator Discourtesy	10	8	13	8	14	9	16	13	12	10	6	16	8
All Others	22	32	29	22	13	19	17	26	27	20	21	30	16
Operator Commendations	3	7	5	7	6	4	1	7	3	14	13	11	6

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

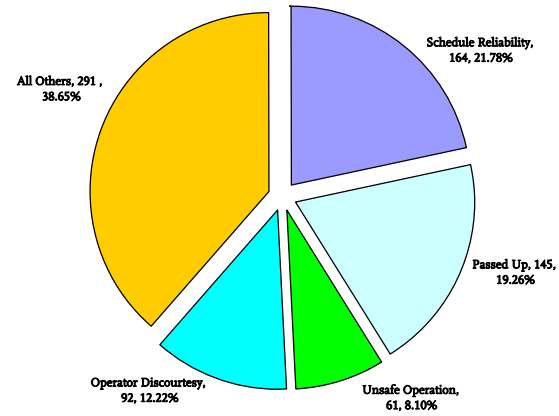
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended August 31, 2009

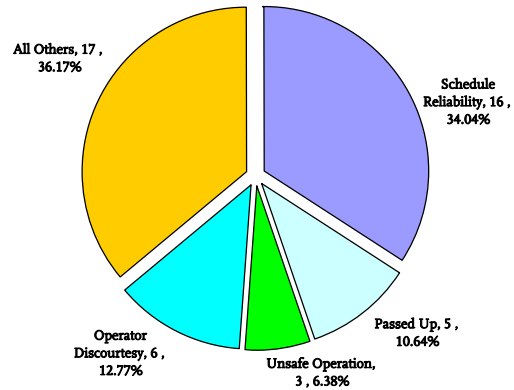
125 Total Complaints - Metro SFV



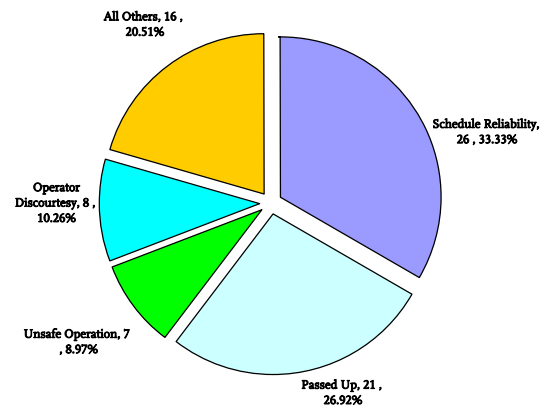
753 Total Complaints - Metro Operations



47 Total Complaints - Division 8



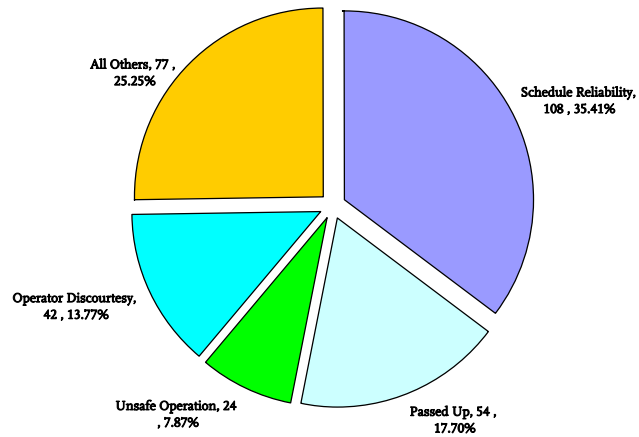
78 Total Complaints - Division 15



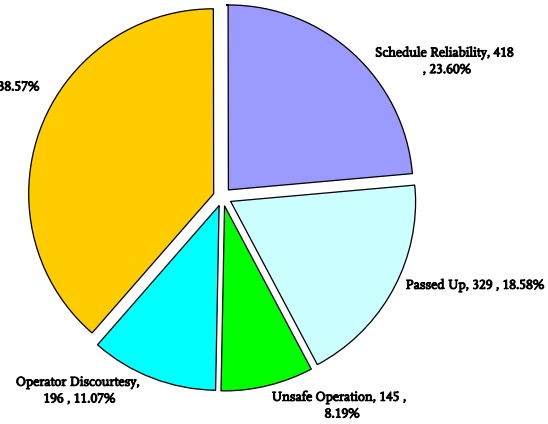
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Two Months Ended August 31, 2009

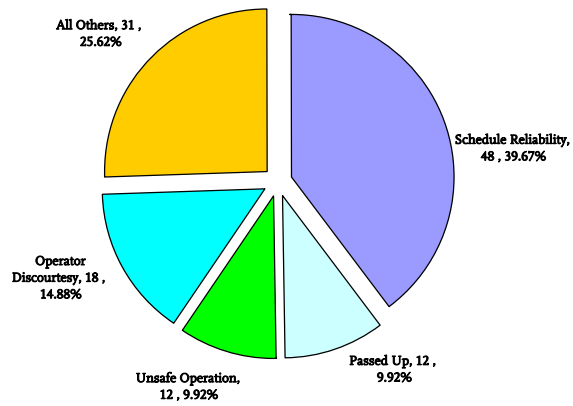
305 Total Complaints - Metro SFV



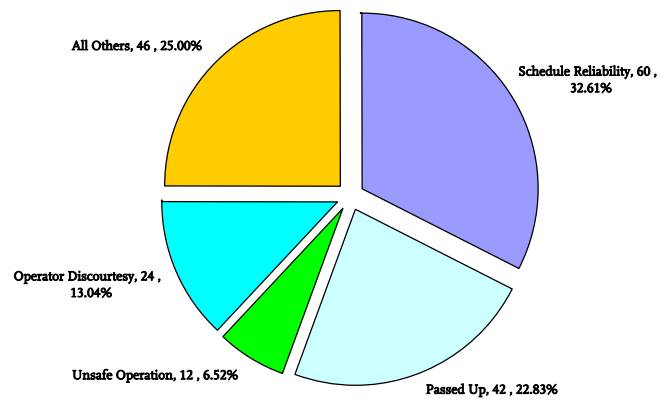
1771 Total Complaints - Metro Operations



121 Total Complaints - Division 8

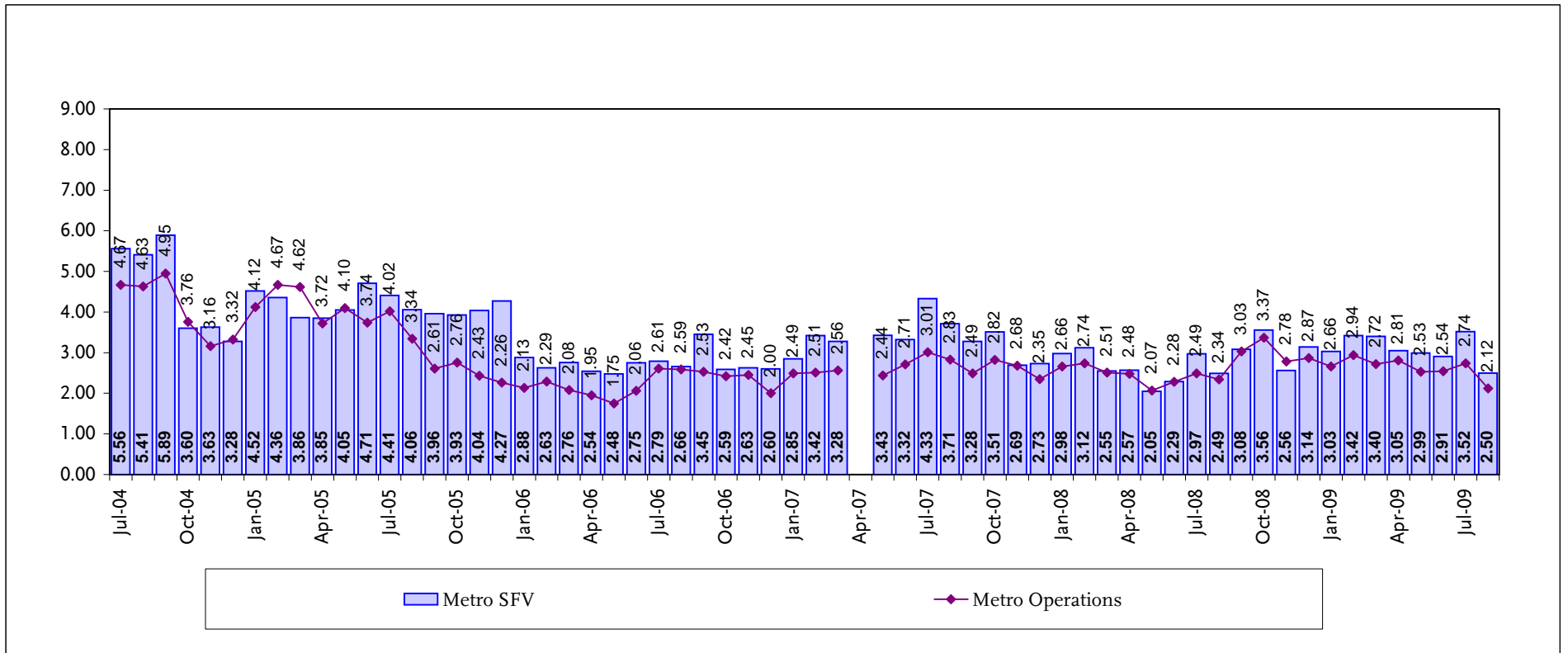


184 Total Complaints - Division 15



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2003-2009



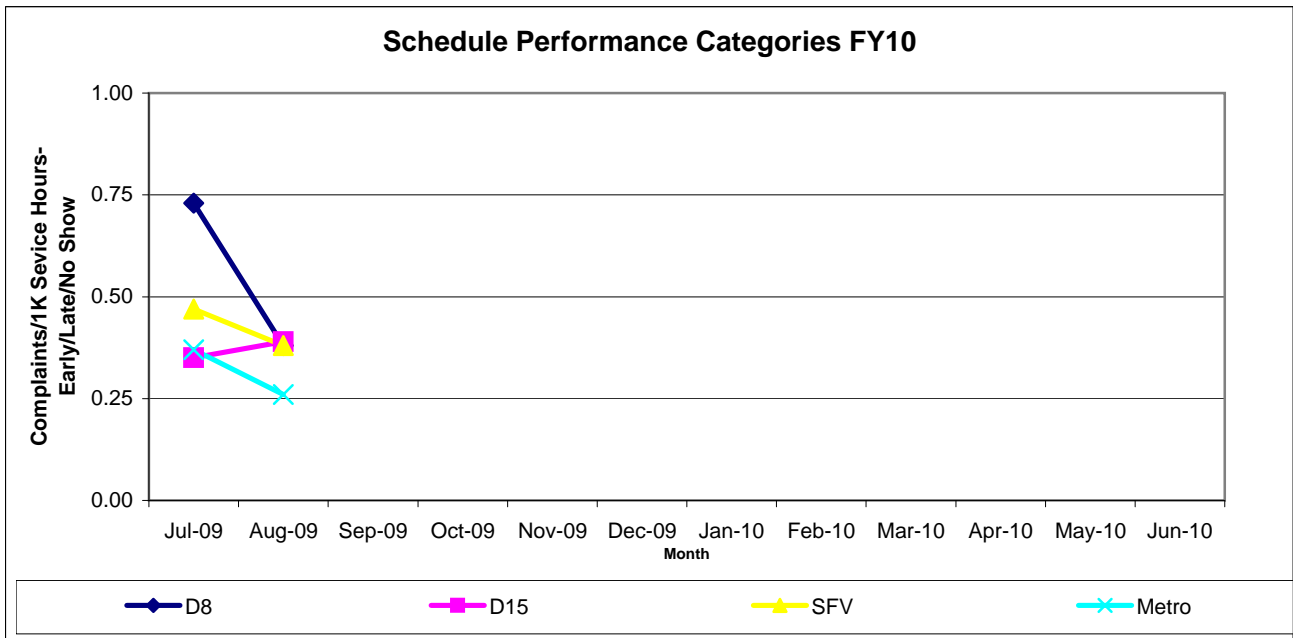
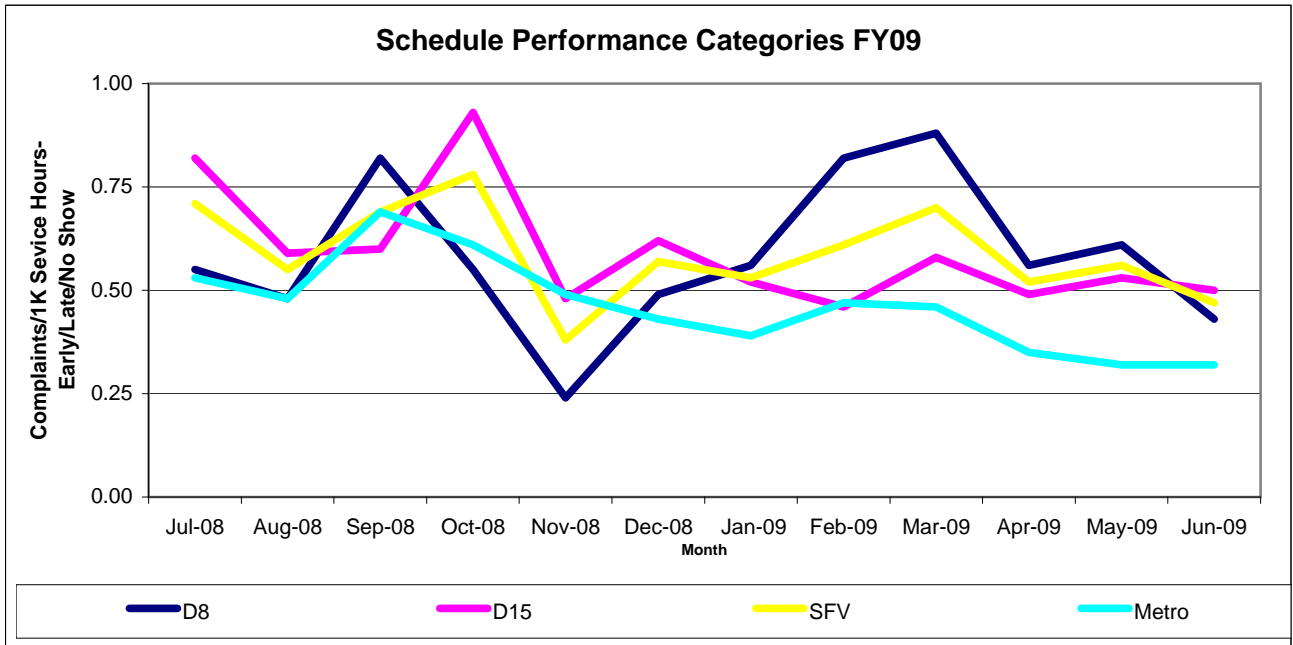
Note: Metro Operations complaints rate includes directly operated service only.

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

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

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
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

FY10	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
D8	0.73	0.38										
D15	0.35	0.39										
SFV	0.47	0.38										
Metro	0.37	0.26										

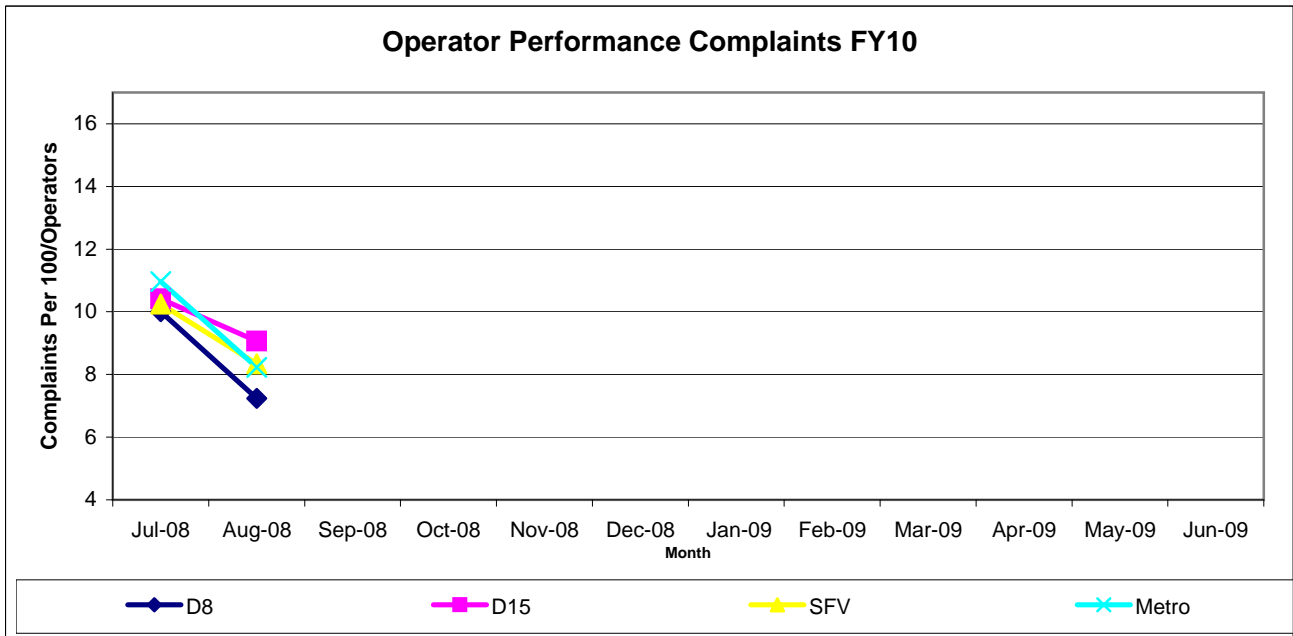
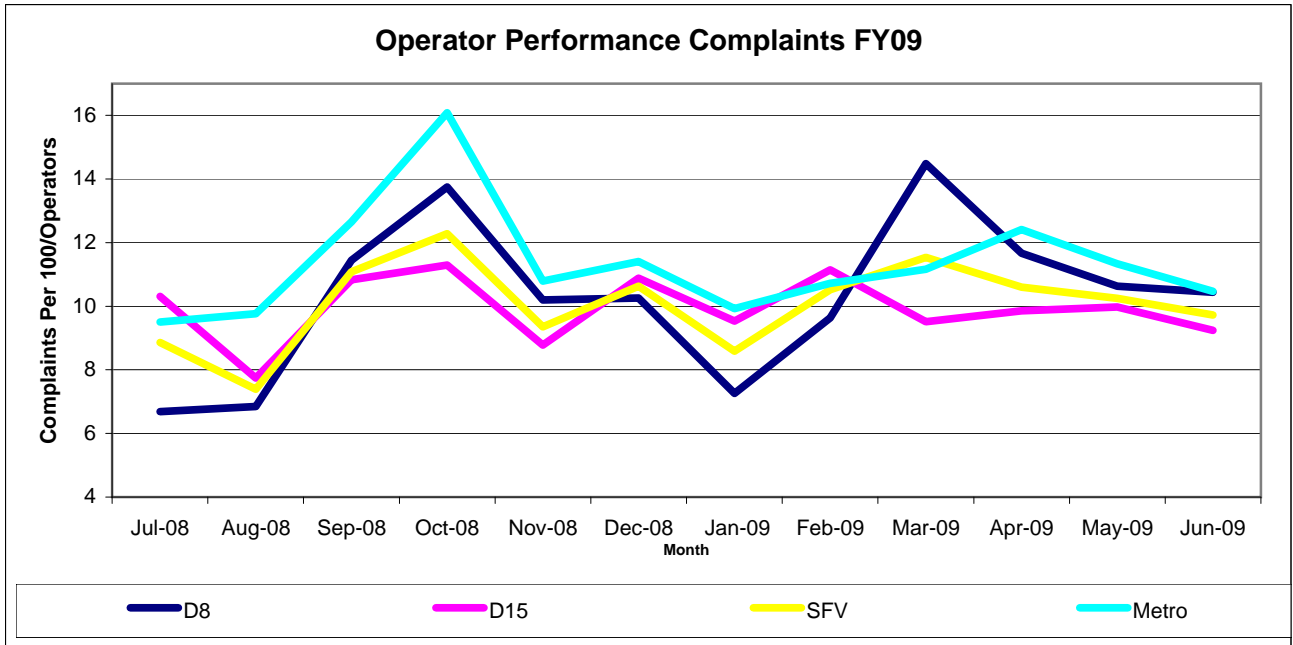


Schedule Performance Categories: Early; Late; No Show.

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

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
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	9.5	9.77	12.65	16.08	10.79	11.41	9.93	10.72	11.16	12.41	11.34	10.47

FY10	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	10.00	7.24										
D15	10.41	9.07										
SFV	10.25	8.34										
Metro	10.96	8.23										



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

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	138	179	212	131	157	152	163	188	160	157	150	180	125
3 Month Moving Average	147	164	176	174	167	147	157	168	170	168	164	162	152
12 Month Moving Average	148	150	151	150	152	153	153	157	158	162	161	164	163
Complaints/100K Boarding	2.49	3.08	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91	3.52	2.50
12 Mo. AVG Com./100K Boardings	2.77	2.75	2.76	2.75	2.78	2.78	2.81	2.88	2.92	3.00	2.99	3.10	3.10
Schedule Reliability	61	74	89	40	64	59	62	79	57	61	52	66	42
12 Month Average Schedule	65	63	65	62	60	61	62	64	62	63	64	64	62
Pass Ups	15	25	24	20	27	35	34	32	26	28	28	28	26
12 Month Average Passup	25	24	24	24	23	24	24	24	25	25	26	27	28
Unsafe Operation	12	19	34	17	19	8	12	14	12	12	15	14	10
12 Month Average Unsafe	14	15	16	16	16	16	16	16	15	16	16	16	16
Operator Discourtesy	15	14	20	16	23	13	22	22	22	23	18	28	14
12 Month Average Discourtesy	16	16	16	16	16	16	17	18	18	18	18	20	20
All Others	35	47	45	38	24	37	33	41	43	33	37	44	33
12 Month Average - All Others	35	35	34	35	34	34	34	35	36	36	37	38	38
Schedule Reliability	44.20%	41.34%	41.98%	30.53%	40.76%	38.82%	38.04%	42.02%	35.63%	38.85%	34.67%	36.67%	33.60%
Pass Ups	10.87%	13.97%	11.32%	15.27%	17.20%	23.03%	20.86%	17.02%	16.25%	17.83%	18.67%	15.56%	20.80%
Unsafe Operations	8.70%	10.61%	16.04%	12.98%	12.10%	5.26%	7.36%	7.45%	7.50%	7.64%	10.00%	7.78%	8.00%
Discourtesy	10.87%	7.82%	9.43%	12.21%	14.65%	8.55%	13.50%	11.70%	13.75%	14.65%	12.00%	15.56%	11.20%
S*P*U*D* % Avg. of Total	74.64%	73.74%	78.77%	70.99%	84.71%	75.66%	79.75%	78.19%	73.13%	78.98%	75.33%	75.56%	73.60%
All Others	25.36%	26.26%	21.23%	29.01%	15.29%	24.34%	20.25%	21.81%	26.88%	21.02%	24.67%	24.44%	26.40%
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 - METRO OPERATIONS

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	1,089	1,274	1,444	1,003	1,007	918	954	1,028	997	898	922	1,018	753
3 Month Moving Average	1,002	1,138	1,269	1,240	1,151	976	960	967	993	974	961	946	898
12 Month Moving Average	973	1000	1022	1026	1038	1034	1031	1036	1039	1044	1035	1046	1018
Complaints/100K Boarding	2.34	3.03	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54	2.74	2.12
12 Mo. AVG Com./100K Boardings	2.49	2.54	2.58	2.59	2.64	2.64	2.65	2.67	2.70	2.74	2.72	2.78	2.76
Schedule Reliability	353	431	413	297	281	253	276	298	224	204	205	254	164
12 Month Average Schedule	296	305	309	308	312	309	304	307	305	305	298	291	275
Pass Ups	138	200	283	164	190	159	174	193	185	176	158	184	145
12 Month Average Passup	165	170	176	177	180	177	179	179	180	182	180	184	184
Unsafe Operation	99	106	155	98	91	80	83	86	83	83	93	84	61
12 Month Average Unsafe	91	91	95	97	99	99	98	98	97	95	95	95	92
Discourtesy	107	132	164	100	129	93	123	132	148	131	104	132	92
12 Month Average Discourtesy	118	121	122	119	120	118	119	120	121	124	122	125	123
All Others	392	405	429	344	316	333	298	319	357	304	362	364	291
12 Month Average - All Others	303	312	319	325	327	330	331	332	336	338	340	352	344
Schedule Reliability	32.42%	33.83%	28.60%	29.61%	27.90%	27.56%	28.93%	28.99%	22.47%	22.72%	22.23%	24.95%	21.78%
Pass Ups	12.67%	15.70%	19.60%	16.35%	18.87%	17.32%	18.24%	18.77%	18.56%	19.60%	17.14%	18.07%	19.26%
Unsafe Operations	9.09%	8.32%	10.73%	9.77%	9.04%	8.71%	8.70%	8.37%	8.32%	9.24%	10.09%	8.25%	8.10%
Discourtesy	9.83%	10.36%	11.36%	9.97%	12.81%	10.13%	12.89%	12.84%	14.84%	14.59%	11.28%	12.97%	12.22%
S*P*U*D* % Avg. of Total	64.00%	68.21%	70.29%	65.70%	68.62%	63.73%	68.76%	68.97%	64.19%	66.15%	60.74%	64.24%	61.35%
All Others	36.00%	31.79%	29.71%	34.30%	31.38%	36.27%	31.24%	31.03%	35.81%	33.85%	39.26%	35.76%	38.65%
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

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	48	75	75	49	60	61	76	89	68	65	63	74	47
3 Month Moving Average	54	60	66	66	61	57	66	75	78	74	71	67	61
12 Month Moving Average	57	58	59	58	59	59	60	63	64	65	65	66	65
Complaints/100K Boarding	2.15	3.14	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02	3.76	2.44
12 Mo. AVG Com./100K Boardings	2.65	2.56	2.60	2.61	2.63	2.62	2.73	2.83	2.89	2.98	2.98	3.14	3.17
Schedule Reliability	21	35	25	10	22	25	34	40	25	27	19	32	16
12 Month Average Schedule	23	24	23	23	23	23	24	26	26	26	26	26	26
Pass Ups	3	11	11	5	8	9	14	14	13	10	10	7	5
12 Month Average Passup	9	9	9	9	9	8	9	9	10	10	10	10	10
Unsafe Operation	6	8	16	10	10	5	6	11	4	2	6	9	3
12 Month Average Unsafe	6	6	7	7	8	7	7	8	8	7	7	8	8
Discourtesy	5	6	7	8	9	4	6	9	10	13	12	12	6
12 Month Average Discourtesy	6	6	6	6	6	6	6	6	6	7	7	8	9
All Others	13	15	16	16	11	18	16	15	16	13	16	14	17
12 Month Average - All Others	12	13	13	13	13	14	14	14	15	15	15	15	15
Schedule Reliability	43.75%	46.67%	33.33%	20.41%	36.67%	40.98%	44.74%	44.94%	36.76%	41.54%	30.16%	43.24%	34.04%
Pass Ups	6.25%	14.67%	14.67%	10.20%	13.33%	14.75%	18.42%	15.73%	19.12%	15.38%	15.87%	9.46%	10.64%
Unsafe Operations	12.50%	10.67%	21.33%	20.41%	16.67%	8.20%	7.89%	12.36%	5.88%	3.08%	9.52%	12.16%	6.38%
Discourtesy	10.42%	8.00%	9.33%	16.33%	15.00%	6.56%	7.89%	10.11%	14.71%	20.00%	19.05%	16.22%	12.77%
S*P*U*D* % Avg. of Total	72.92%	80.00%	78.67%	67.35%	81.67%	70.49%	78.95%	83.15%	76.47%	80.00%	74.60%	81.08%	63.83%
All Others	27.08%	20.00%	21.33%	32.65%	18.33%	29.51%	21.05%	16.85%	23.53%	20.00%	25.40%	18.92%	36.17%
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

	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Total Complaints	90	104	137	82	97	91	87	99	92	92	87	106	78
3 Month Moving Average	93	104	110	108	105	90	92	92	93	94	93	95	90
12 Month Moving Average	91	93	93	92	93	94	93	95	95	97	96	97	96
Complaints/100K Boarding	2.72	3.03	3.87	2.70	3.27	3.04	3.08	3.02	2.93	2.94	2.84	3.36	2.54
12 Mo. AVG Com./100K Boardings	2.87	2.89	2.86	2.84	2.89	2.90	2.86	2.92	2.94	3.01	3.00	3.07	3.05
Schedule Reliability	40	39	64	30	42	34	28	39	32	34	33	34	26
12 Month Average Schedule	38	38	39	38	39	39	37	38	38	39	38	37	36
Pass Ups	12	14	13	15	19	26	20	18	13	18	18	21	21
12 Month Average Passup	15	15	13	13	14	15	15	16	16	16	16	17	18
Unsafe Operation	6	11	18	7	9	3	6	3	8	10	9	5	7
12 Month Average Unsafe	8	8	9	9	9	9	9	9	8	9	9	8	8
Discourtesy	10	8	13	8	14	9	16	13	12	10	6	16	8
12 Month Average Discourtesy	10	10	10	10	10	11	11	11	11	11	11	11	11
All Others	22	32	29	22	13	19	17	26	27	20	21	30	16
12 Month Average - All Others	20	21	22	22	21	21	21	21	22	22	22	23	23
Schedule Reliability	44.44%	37.50%	46.72%	36.59%	43.30%	37.36%	32.18%	39.39%	34.78%	36.96%	37.93%	32.08%	33.33%
Pass Ups	13.33%	13.46%	9.49%	18.29%	19.59%	28.57%	22.99%	18.18%	14.13%	19.57%	20.69%	19.81%	26.92%
Unsafe Operations	6.67%	10.58%	13.14%	8.54%	9.28%	3.30%	6.90%	3.03%	8.70%	10.87%	10.34%	4.72%	8.97%
Discourtesy	11.11%	7.69%	9.49%	9.76%	14.43%	9.89%	18.39%	13.13%	13.04%	10.87%	6.90%	15.09%	10.26%
S*P*U*D* % Avg. of Total	75.56%	69.23%	78.83%	73.17%	86.60%	79.12%	80.46%	73.74%	70.65%	78.26%	75.86%	71.70%	79.49%
All Others	24.44%	30.77%	21.17%	26.83%	13.40%	20.88%	19.54%	26.26%	29.35%	21.74%	24.14%	28.30%	20.51%
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.

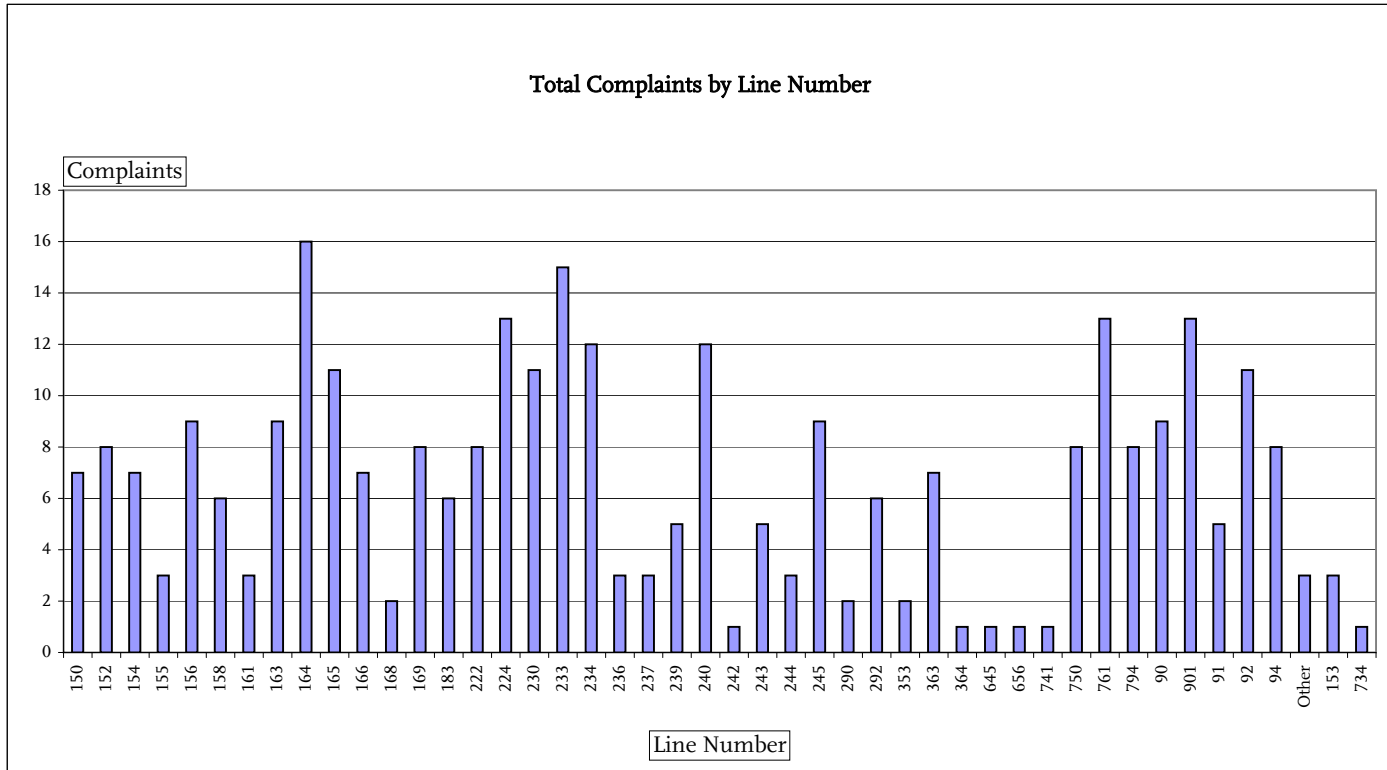
**Metro San Fernando Valley
FY10**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	August-09		Fiscal YTD				August-09	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERENCE									
EARLY	2	4	4	5	9	2.95%	16	31	1.75%
LATE	2	8	15	22	37	12.13%	39	125	7.06%
NO SHOW	12	14	29	33	62	20.33%	109	262	14.79%
Sub Total	16	26	48	60	108	35.41%	164	418	23.60%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP		1	0	7	7	2.30%	9	32	1.81%
FAILURE TO CALL STOPS			0	0	0	0.00%		3	0.17%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	1	4	0.23%
IMPROPER CURB STOP			1	2	3	0.98%	4	14	0.79%
INCORRECT INFORMATION		1	0	1	1	0.33%	1	1	0.06%
OFF ROUTE			1	1	2	0.66%	4	19	1.07%
OPERATOR CONDUCT	5	2	5	5	10	3.28%	29	80	4.52%
OPERATOR DISCOURTESY	6	8	18	24	42	13.77%	92	224	12.65%
PASSED UP	5	21	12	42	54	17.70%	145	329	18.58%
SPECIAL OPERATION ISSUES			0	0	0	0.00%	2	2	0.11%
UNSAFE OPERATION	3	7	12	12	24	7.87%	61	145	8.19%
WRONG FARE		1	1	3	4	1.31%	64	104	5.87%
Sub Total	19	41	50	97	147	48.20%	412	957	54.04%
OTHERS									
ACCESSIBLE BUS	5	4	6	7	13	4.26%	44	85	4.80%
ACCIDENT	3	6	8	11	19	6.23%	50	101	5.70%
AUDIO SYSTEM PROBLEM			0	0	0	0.00%		0	0.00%
BUS STOP			0	0	0	0.00%	6	21	1.19%
CROWDED BUS			0	0	0	0.00%	3	5	0.28%
DIRTY BUS			0	0	0	0.00%	4	8	0.45%
FACILITIES			0	0	0	0.00%	2	5	0.28%
FAULTY EQUIPMENT			0	1	1	0.33%	11	32	1.81%
HC ID CARD			0	0	0	0.00%	3	6	0.34%
HEADSIGN			0	1	1	0.33%		6	0.34%
HEAT-A/C			0	0	0	0.00%	2	8	0.45%
LAYOVER ZONE			0	0	0	0.00%	11	16	0.90%
MISC.	3	1	6	6	12	3.93%	24	56	3.16%
ORANGE LINE TVM			0	0	0	0.00%	2	9	0.51%
PASSENGER CONDUCT	1		2	0	2	0.66%	6	18	1.02%
SENIOR ID CARD			0	0	0	0.00%	2	5	0.28%
SEX HARASSMENT			0	0	0	0.00%		0	0.00%
STUDENT ID CARD			0	0	0	0.00%	1	1	0.06%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		0	0.00%
TRANSFER			1	1	2	0.66%	6	14	0.79%
Sub Total	12	11	23	27	50	16.39%	177	396	22.36%
TOTALS	47	78	121	184	305	100.00%	753	1,771	100.00%
COMMENDATIONS	6	6	12	17	29		67	146	

**Metro San Fernando Valley
Complaints Report
For the Two Months Ended August 31, 2009**

Complaints	
Line Number	Total
150	7
152	8
154	7
155	3
156	9
158	6
161	3
163	9
164	16
165	11
166	7
168	2
169	8
183	6
222	8
224	13
230	11
233	15
234	12
236	3
237	3
239	5
240	12
242	1
243	5
244	3
245	9
290	2
292	6
353	2
363	7
364	1
645	1
656	1
741	1
750	8
761	13
794	8
90	9
901	13
91	5
92	11
94	8
Other	3
153	3
734	1
Grand Total	305



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

**Metro San Fernando Valley
Complaints Report
For the Two Months Ended August 31, 2009**

Complaints	Line Number																											
	150	152	154	155	156	158	161	163	164	165	166	168	169	183	222	224	230	233	234	236	237	239	240	242	243	244	245	290
Accessible Service - Pass Up									1							1										1		
Accident		1								2	1			1		1		3										
AccSvc Operator Behavior									1																			1
AccSvc Pass Up (Denied)																		1										
AccSvc Transit Failure (Other)																				1								
AccSvc Wchr Securement																	1		1				1					
Carried Past Stop					1										1		1	2										1
Disputed/Wrong Fare					1	1										1												
Early Schedule					1			2		1									2	1								1
Improper Curb Stop			1															1										
Incorrect Info - Bus Operator															1													
Late Schedule		2			1	2			7	3	2		4		1	1		1	1	1			1	1				1
Misc. Complaint						1		1	1							1	2	2						1				1
No Show	2	2	3	1	3	1	2	2	4	2	3	1	1	1	2	2	3		2			1		2		3	1	1
Off Route	1														1													
Op. Discourtesy	1	1	2		1			2						2			1	4	3				4			2	2	
Operator Conduct	2	1							1																			
Passed Up	1	1		2	1		1			2	1		2	2	1	3	1	1	1			1	5	2		1		1
Passenger Conduct																												
Unsafe Operation			1			1		1	2	1		1	1		1	3	1	1				1		1				
Transfer Problems																												1
Faulty Equipment																				1								
Headsign Problems																												
AccSvc Pass Up (Advised)																				1								
Grand Total	7	8	7	3	9	6	3	9	16	11	7	2	8	6	8	13	11	15	12	3	3	5	12	1	5	3	9	2

**Metro San Fernando Valley
Complaints Report
For the Two Months Ended August 31, 2009**

Complaints																			
Description	292	353	363	364	645	656	741	750	761	794	90	901	91	92	94	Other	153	734	Grand Total
Accessible Service - Pass Up										1									4
Accident								3			2	4			1				19
AccSvc Operator Behavior																			2
AccSvc Pass Up (Denied)																			1
AccSvc Transit Failure (Other)												1							2
AccSvc Wchr Securement																			3
Carried Past Stop									1										7
Disputed/Wrong Fare														1					4
Early Schedule														1					9
Improper Curb Stop															1				3
Incorrect Info - Bus Operator																			1
Late Schedule			1			1					1		2	1			1	1	37
Misc. Complaint												2							12
No Show	4		5						2		3	1		1					62
Off Route																			2
Op. Discourtesy				1			1		2			4	1	2	4	1	1		42
Operator Conduct								1		2			1	1		1			10
Passed Up	1	2	1					1	5	4	3	1	1	3	1		1		54
Passenger Conduct								1								1			2
Unsafe Operation					1			2	3	1				1					24
Transfer Problems															1				2
Faulty Equipment																			1
Headsign Problems	1																		1
AccSvc Pass Up (Advised)																			1
Grand Total	6	2	7	1	1	1	1	8	13	8	9	13	5	11	8	3	3	1	305