

# FYI

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
December 2, 2009

**SUBJECT:** REPORT ON CUSTOMER COMPLAINTS

**ACTION:** RECEIVE and FILE

**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 October, 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

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	212	131	157	152	163	188	160	157	150	180	125	200	194
12-Month Average	151	150	152	153	153	157	158	162	161	164	163	165	163
Complaints per 100K *	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91	3.52	2.50	3.93	3.53
Schedule Adherence	89	40	64	59	62	79	57	61	52	66	42	67	77
Passed Up	24	20	27	35	34	32	26	28	28	28	26	50	49
Unsafe Operation	34	17	19	8	12	14	12	12	15	14	10	16	16
Operator Discourtesy	20	16	23	13	22	22	22	23	18	28	14	16	15
All Others	45	38	24	37	33	41	43	33	37	44	33	51	37
Operator Commendations	10	11	12	7	2	14	7	18	25	17	12	10	15

### Customer Complaint Summary - Metro Operations

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	1444	1003	1007	918	954	1028	997	898	922	1018	753	1199	1171
12-Month Average	1022	1026	1038	1034	1031	1036	1039	1044	1035	1046	1018	1012	989
Complaints per 100K *	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54	2.74	2.12	3.15	3.03
Schedule Adherence	413	297	281	253	276	298	224	204	205	254	164	317	315
Passed Up	283	164	190	159	174	193	185	176	158	184	145	236	235
Unsafe Operation	155	98	91	80	83	86	83	83	93	84	61	101	96
Operator Discourtesy	164	100	129	93	123	132	148	131	104	132	92	106	112
All Others	429	344	316	333	298	319	357	304	362	364	291	439	413
Operator Commendations	55	61	68	54	53	70	70	75	95	79	67	54	60

### Customer Complaint Summary - Division 8

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	75	49	60	61	76	89	68	65	63	74	47	71	75
12-Month Average	59	58	59	59	60	63	64	65	65	67	67	67	67
Complaints per 100K *	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02	3.76	2.44	3.56	3.46
Schedule Adherence	25	10	22	25	34	40	25	27	19	32	16	24	28
Passed Up	11	5	8	9	14	14	13	10	10	7	5	17	13
Unsafe Operation	16	10	10	5	6	11	4	2	6	9	3	5	6
Operator Discourtesy	7	8	9	4	6	9	10	13	12	12	6	8	10
All Others	16	16	11	18	16	15	16	13	16	14	17	17	18
Operator Commendations	5	4	6	3	1	7	4	4	12	6	6	5	6

### Customer Complaint Summary - Division 15

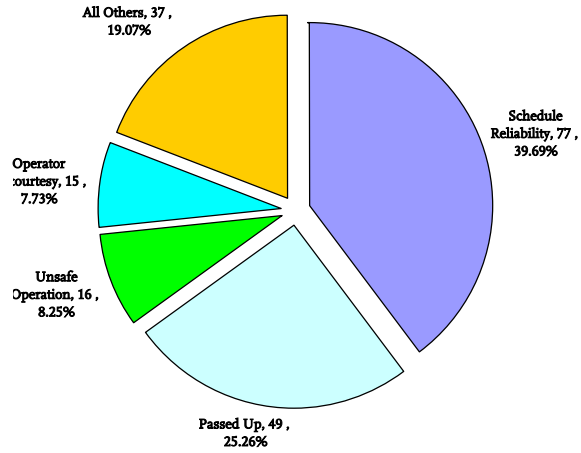
	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	137	82	97	91	87	99	92	92	87	106	78	129	119
12-Month Average	93	92	93	94	93	95	95	97	96	97	96	98	97
Complaints per 100K *	3.87	2.70	3.27	3.04	3.08	3.02	2.93	2.94	2.84	3.36	2.54	4.17	3.57
Schedule Adherence	64	30	42	34	28	39	32	34	33	34	26	43	49
Passed Up	13	15	19	26	20	18	13	18	18	21	21	33	36
Unsafe Operation	18	7	9	3	6	3	8	10	9	5	7	11	10
Operator Discourtesy	13	8	14	9	16	13	12	10	6	16	8	8	5
All Others	29	22	13	19	17	26	27	20	21	30	16	34	19
Operator Commendations	5	7	6	4	1	7	3	14	13	11	6	5	9

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

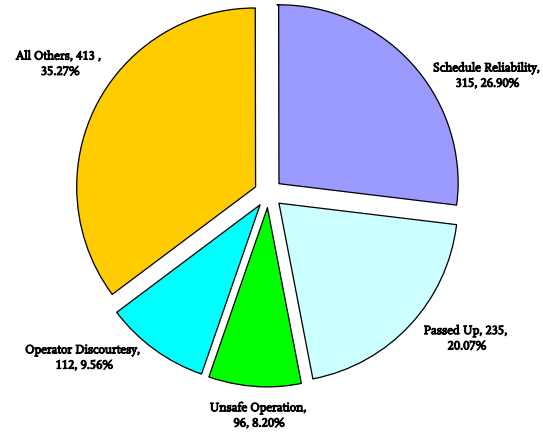
# Metro San Fernando Valley Customer Complaint Report

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

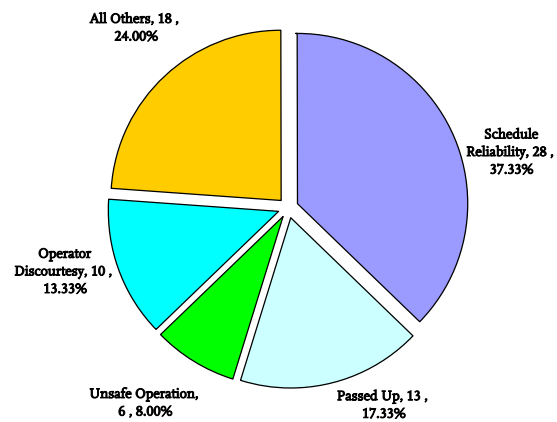
194 Total Complaints - Metro SFV



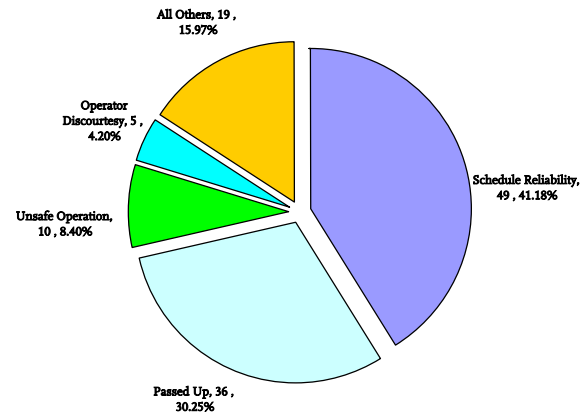
1171 Total Complaints - Metro Operations



75 Total Complaints - Division 8

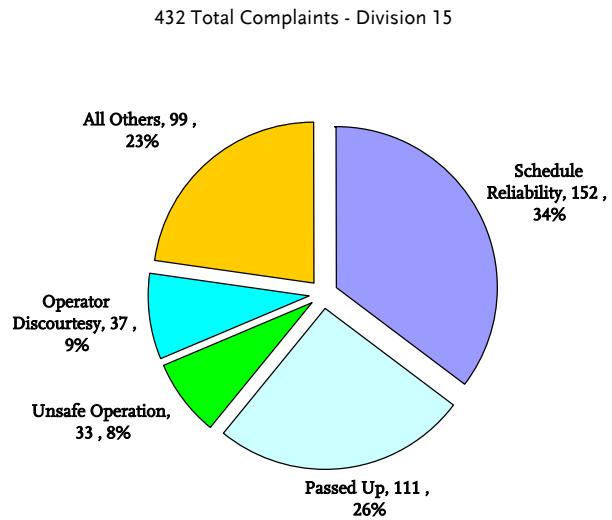
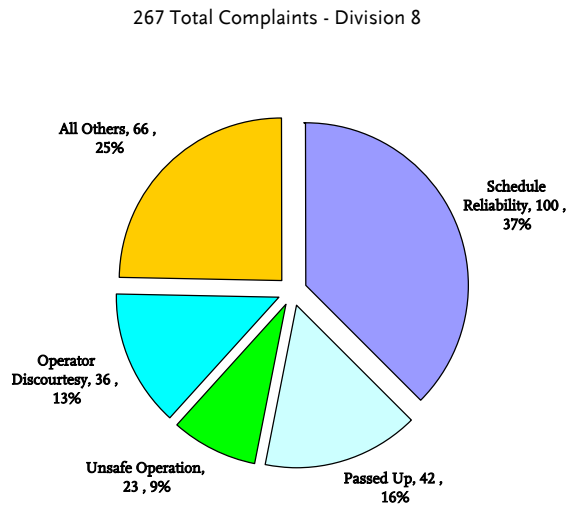
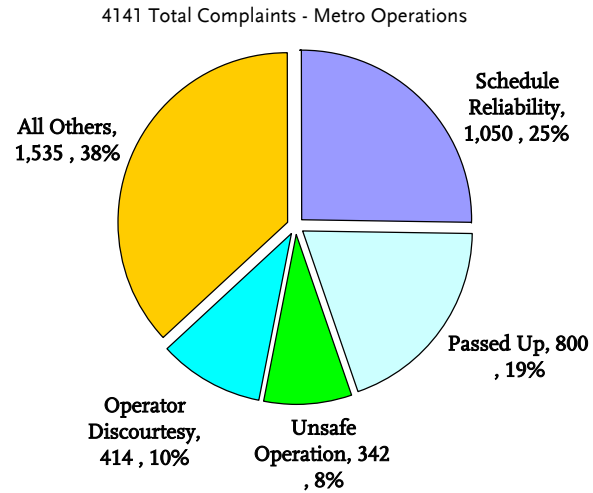
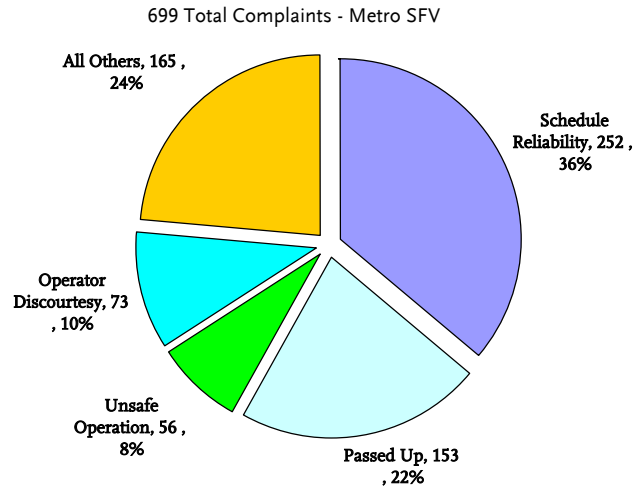


119 Total Complaints - Division 15



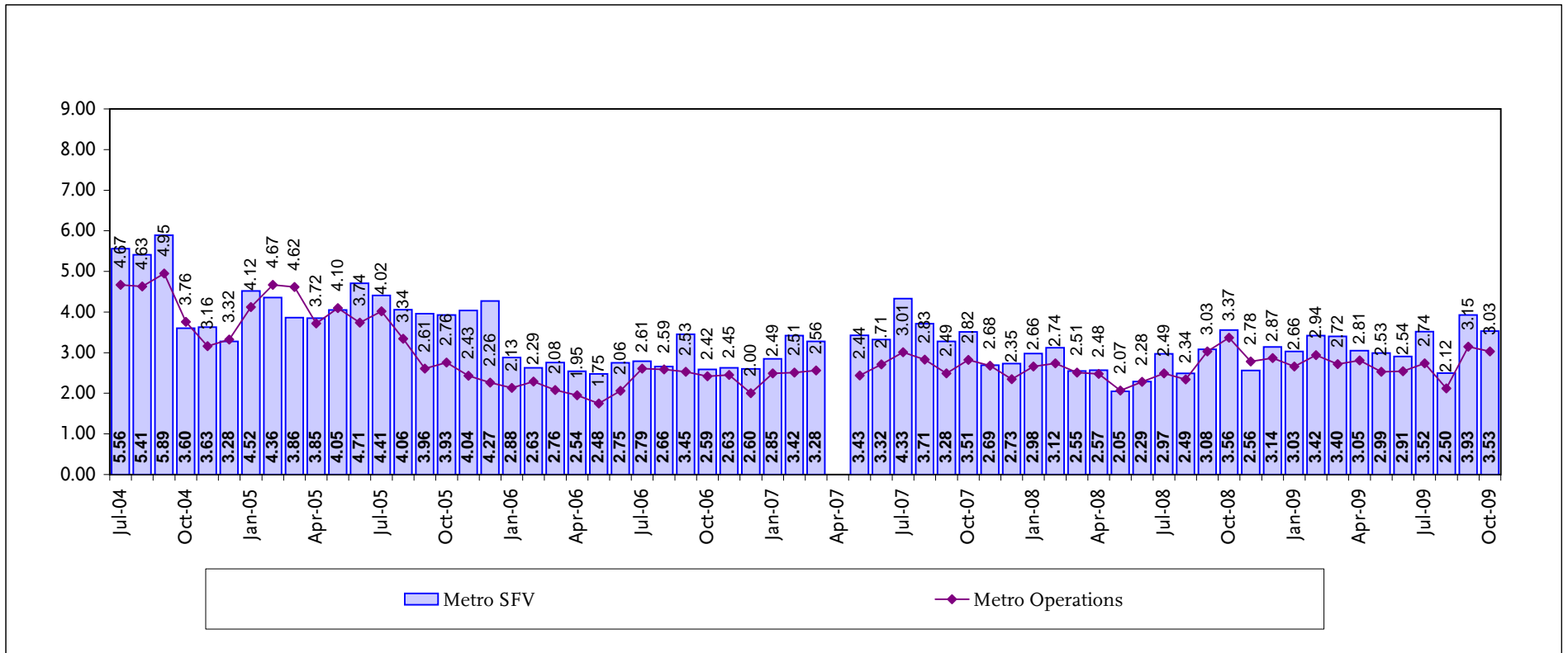
# Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution  
For the Four Months Ended October 31, 2009



# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2003-2009



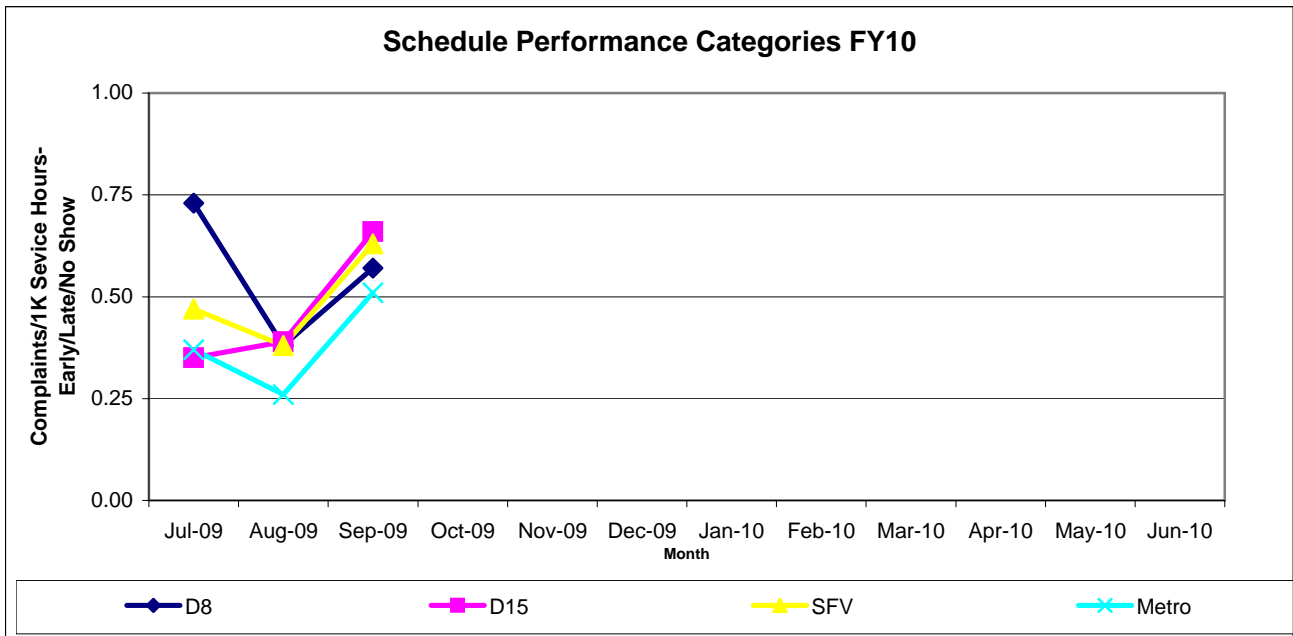
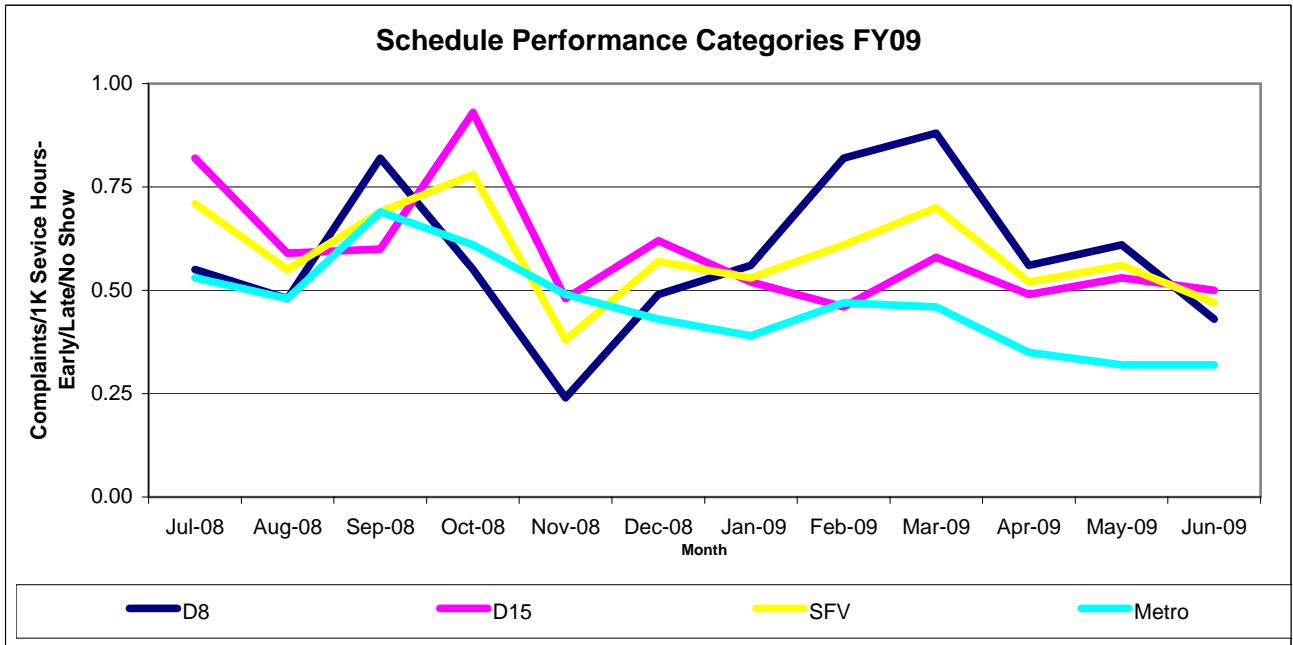
Note: Metro Operations complaints rate includes directly operated service only.

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	0.57									
D15	0.35	0.39	0.66									
SFV	0.47	0.38	0.63									
Metro	0.37	0.26	0.51									



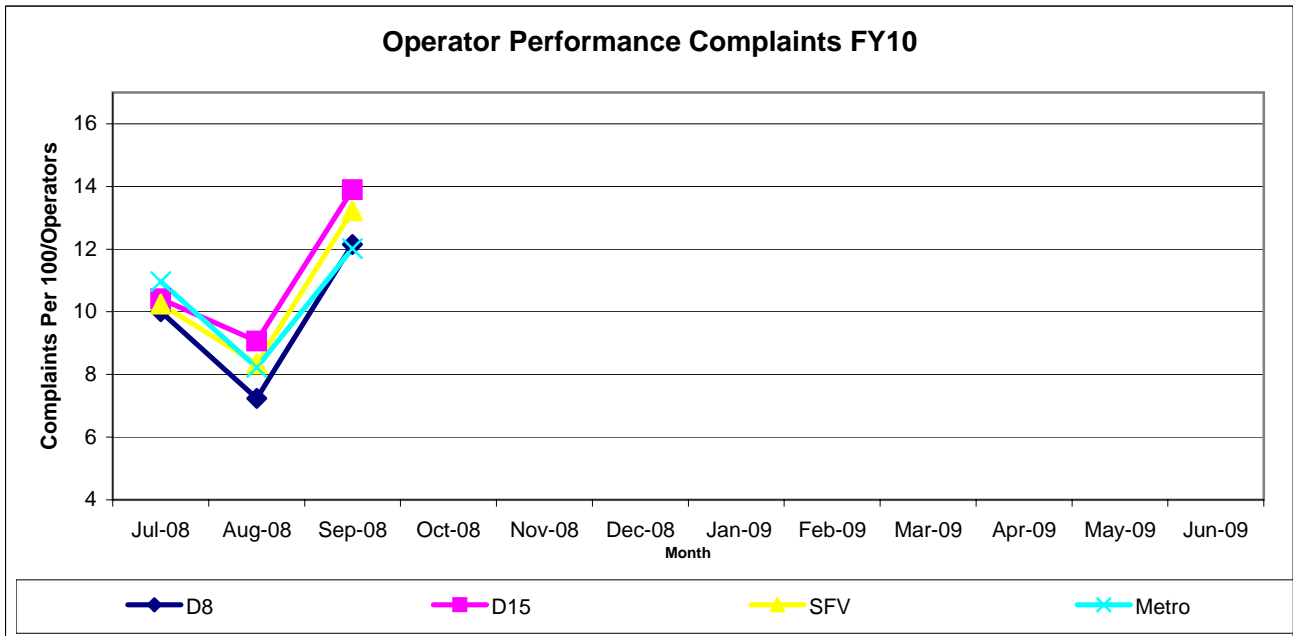
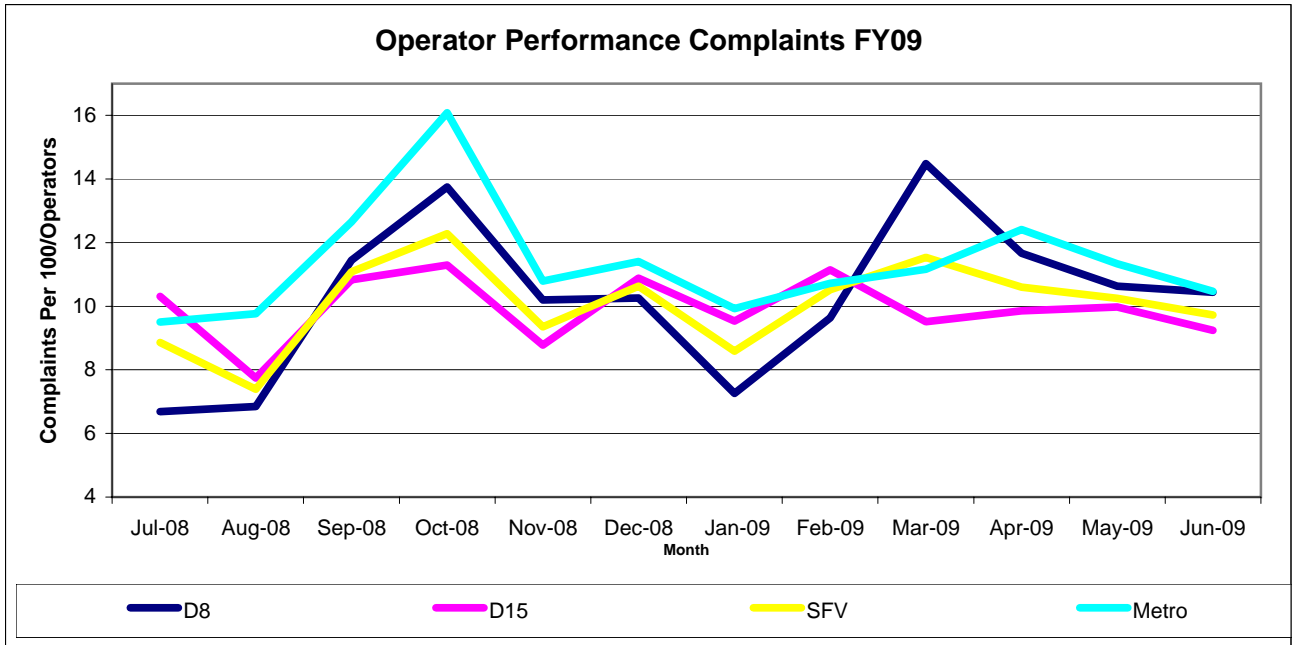
October information is not available at report printing date.

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	12.15									
D15	10.41	9.07	13.90									
SFV	10.25	8.34	13.22									
Metro	10.96	8.23	12.02									



October information is not available at report printing date.

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

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	212	131	157	152	163	188	160	157	150	180	125	200	194
3 Month Moving Average	176	174	167	147	157	168	170	168	164	162	152	168	173
12 Month Moving Average	151	150	152	153	153	157	158	162	161	164	163	165	163
Complaints/100K Boarding	3.56	2.56	3.14	3.03	3.42	3.40	3.05	2.99	2.91	3.52	2.50	3.93	3.53
12 Mo. AVG Com./100K Boardings	2.76	2.75	2.78	2.78	2.81	2.88	2.92	3.00	2.99	3.10	3.10	3.17	3.17
Schedule Reliability	89	40	64	59	62	79	57	61	52	66	42	67	77
12 Month Average Schedule	65	62	60	61	62	64	62	63	64	64	62	62	61
Pass Ups	24	20	27	35	34	32	26	28	28	28	26	50	49
12 Month Average Passup	24	24	23	24	24	24	25	25	26	27	28	30	32
Unsafe Operation	34	17	19	8	12	14	12	12	15	14	10	16	16
12 Month Average Unsafe	16	16	16	16	16	16	15	16	16	16	16	15	14
Operator Discourtesy	20	16	23	13	22	22	22	23	18	28	14	16	15
12 Month Average Discourtesy	16	16	16	16	17	18	18	18	18	20	20	20	19
All Others	45	38	24	37	33	41	43	33	37	44	33	51	37
12 Month Average - All Others	34	35	34	34	34	35	36	36	37	38	38	38	38
Schedule Reliability	41.98%	30.53%	40.76%	38.82%	38.04%	42.02%	35.63%	38.85%	34.67%	36.67%	33.60%	33.50%	39.69%
Pass Ups	11.32%	15.27%	17.20%	23.03%	20.86%	17.02%	16.25%	17.83%	18.67%	15.56%	20.80%	25.00%	25.26%
Unsafe Operations	16.04%	12.98%	12.10%	5.26%	7.36%	7.45%	7.50%	7.64%	10.00%	7.78%	8.00%	8.00%	8.25%
Discourtesy	9.43%	12.21%	14.65%	8.55%	13.50%	11.70%	13.75%	14.65%	12.00%	15.56%	11.20%	8.00%	7.73%
S*P*U*D* % Avg. of Total	<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>	<b>78.98%</b>	<b>75.33%</b>	<b>75.56%</b>	<b>73.60%</b>	<b>74.50%</b>	<b>80.93%</b>
All Others	21.23%	29.01%	15.29%	24.34%	20.25%	21.81%	26.88%	21.02%	24.67%	24.44%	26.40%	25.50%	19.07%
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

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	1,444	1,003	1,007	918	954	1,028	997	898	922	1,018	753	1,199	1,171
3 Month Moving Average	1,269	1,240	1,151	976	960	967	993	974	961	946	898	990	1,041
12 Month Moving Average	1022	1026	1038	1034	1031	1036	1039	1044	1035	1046	1018	1012	989
Complaints/100K Boarding	3.37	2.78	2.87	2.66	2.94	2.72	2.81	2.53	2.54	2.74	2.12	3.15	3.03
12 Mo. AVG Com./100K Boardings	2.58	2.59	2.64	2.64	2.65	2.67	2.70	2.74	2.72	2.78	2.76	2.77	2.74
Schedule Reliability	413	297	281	253	276	298	224	204	205	254	164	317	315
12 Month Average Schedule	309	308	312	309	304	307	305	305	298	291	275	266	257
Pass Ups	283	164	190	159	174	193	185	176	158	184	145	236	235
12 Month Average Passup	176	177	180	177	179	179	180	182	180	184	184	187	183
Unsafe Operation	155	98	91	80	83	86	83	83	93	84	61	101	96
12 Month Average Unsafe	95	97	99	99	98	98	97	95	95	95	92	92	87
Discourtesy	164	100	129	93	123	132	148	131	104	132	92	106	112
12 Month Average Discourtesy	122	119	120	118	119	120	121	124	122	125	123	121	117
All Others	429	344	316	333	298	319	357	304	362	364	291	439	413
12 Month Average - All Others	319	325	327	330	331	332	336	338	340	352	344	346	345
Schedule Reliability	28.60%	29.61%	27.90%	27.56%	28.93%	28.99%	22.47%	22.72%	22.23%	24.95%	21.78%	26.44%	26.90%
Pass Ups	19.60%	16.35%	18.87%	17.32%	18.24%	18.77%	18.56%	19.60%	17.14%	18.07%	19.26%	19.68%	20.07%
Unsafe Operations	10.73%	9.77%	9.04%	8.71%	8.70%	8.37%	8.32%	9.24%	10.09%	8.25%	8.10%	8.42%	8.20%
Discourtesy	11.36%	9.97%	12.81%	10.13%	12.89%	12.84%	14.84%	14.59%	11.28%	12.97%	12.22%	8.84%	9.56%
S*P*U*D* % Avg. of Total	<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>	<b>66.15%</b>	<b>60.74%</b>	<b>64.24%</b>	<b>61.35%</b>	<b>63.39%</b>	<b>64.73%</b>
All Others	29.71%	34.30%	31.38%	36.27%	31.24%	31.03%	35.81%	33.85%	39.26%	35.76%	38.65%	36.61%	35.27%
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 Customer Complaint Report

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

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	75	49	60	61	76	89	68	65	63	74	47	71	75
3 Month Moving Average	66	66	61	57	66	75	78	74	71	67	61	64	64
12 Month Moving Average	59	58	59	59	60	63	64	65	65	66	65	67	67
Complaints/100K Boarding	3.10	2.38	2.97	3.01	3.90	3.97	3.23	3.07	3.02	3.76	2.44	3.56	3.46
12 Mo. AVG Com./100K Boardings	2.60	2.61	2.63	2.62	2.73	2.83	2.89	2.98	2.98	3.14	3.17	3.20	3.23
Schedule Reliability	25	10	22	25	34	40	25	27	19	32	16	24	28
12 Month Average Schedule	23	23	23	23	24	26	26	26	26	26	26	25	25
Pass Ups	11	5	8	9	14	14	13	10	10	7	5	17	13
12 Month Average Passup	9	9	9	8	9	9	10	10	10	10	10	10	10
Unsafe Operation	16	10	10	5	6	11	4	2	6	9	3	5	6
12 Month Average Unsafe	7	7	8	7	7	8	8	7	7	8	8	7	6
Discourtesy	7	8	9	4	6	9	10	13	12	12	6	8	10
12 Month Average Discourtesy	6	6	6	6	6	6	6	7	7	8	9	9	9
All Others	16	16	11	18	16	15	16	13	16	14	17	17	18
12 Month Average - All Others	13	13	13	14	14	14	15	15	15	15	15	15	16
Schedule Reliability	33.33%	20.41%	36.67%	40.98%	44.74%	44.94%	36.76%	41.54%	30.16%	43.24%	34.04%	33.80%	37.33%
Pass Ups	14.67%	10.20%	13.33%	14.75%	18.42%	15.73%	19.12%	15.38%	15.87%	9.46%	10.64%	23.94%	17.33%
Unsafe Operations	21.33%	20.41%	16.67%	8.20%	7.89%	12.36%	5.88%	3.08%	9.52%	12.16%	6.38%	7.04%	8.00%
Discourtesy	9.33%	16.33%	15.00%	6.56%	7.89%	10.11%	14.71%	20.00%	19.05%	16.22%	12.77%	11.27%	13.33%
S*P*U*D* % Avg. of Total	<b>78.67%</b>	<b>67.35%</b>	<b>81.67%</b>	<b>70.49%</b>	<b>78.95%</b>	<b>83.15%</b>	<b>76.47%</b>	<b>80.00%</b>	<b>74.60%</b>	<b>81.08%</b>	<b>63.83%</b>	<b>76.06%</b>	<b>76.00%</b>
All Others	21.33%	32.65%	18.33%	29.51%	21.05%	16.85%	23.53%	20.00%	25.40%	18.92%	36.17%	23.94%	24.00%
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

	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
Total Complaints	137	82	97	91	87	99	92	92	87	106	78	129	119
3 Month Moving Average	110	108	105	90	92	92	93	94	93	95	90	104	109
12 Month Moving Average	93	92	93	94	93	95	95	97	96	97	96	98	97
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12 Mo. AVG Com./100K Boardings	2.86	2.84	2.89	2.90	2.86	2.92	2.94	3.01	3.00	3.07	3.05	3.15	3.12
Schedule Reliability	64	30	42	34	28	39	32	34	33	34	26	43	49
12 Month Average Schedule	39	38	39	39	37	38	38	39	38	37	36	37	35
Pass Ups	13	15	19	26	20	18	13	18	18	21	21	33	36
12 Month Average Passup	13	13	14	15	15	16	16	16	16	17	18	20	22
Unsafe Operation	18	7	9	3	6	3	8	10	9	5	7	11	10
12 Month Average Unsafe	9	9	9	9	9	9	8	9	9	8	8	8	7
Discourtesy	13	8	14	9	16	13	12	10	6	16	8	8	5
12 Month Average Discourtesy	10	10	10	11	11	11	11	11	11	11	11	11	10
All Others	29	22	13	19	17	26	27	20	21	30	16	34	19
12 Month Average - All Others	22	22	21	21	21	21	22	22	22	23	23	23	22
Schedule Reliability	46.72%	36.59%	43.30%	37.36%	32.18%	39.39%	34.78%	36.96%	37.93%	32.08%	33.33%	33.33%	41.18%
Pass Ups	9.49%	18.29%	19.59%	28.57%	22.99%	18.18%	14.13%	19.57%	20.69%	19.81%	26.92%	25.58%	30.25%
Unsafe Operations	13.14%	8.54%	9.28%	3.30%	6.90%	3.03%	8.70%	10.87%	10.34%	4.72%	8.97%	8.53%	8.40%
Discourtesy	9.49%	9.76%	14.43%	9.89%	18.39%	13.13%	13.04%	10.87%	6.90%	15.09%	10.26%	6.20%	4.20%
S*P*U*D* % Avg. of Total	<b>78.83%</b>	<b>73.17%</b>	<b>86.60%</b>	<b>79.12%</b>	<b>80.46%</b>	<b>73.74%</b>	<b>70.65%</b>	<b>78.26%</b>	<b>75.86%</b>	<b>71.70%</b>	<b>79.49%</b>	<b>73.64%</b>	<b>84.03%</b>
All Others	21.17%	26.83%	13.40%	20.88%	19.54%	26.26%	29.35%	21.74%	24.14%	28.30%	20.51%	26.36%	15.97%
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.

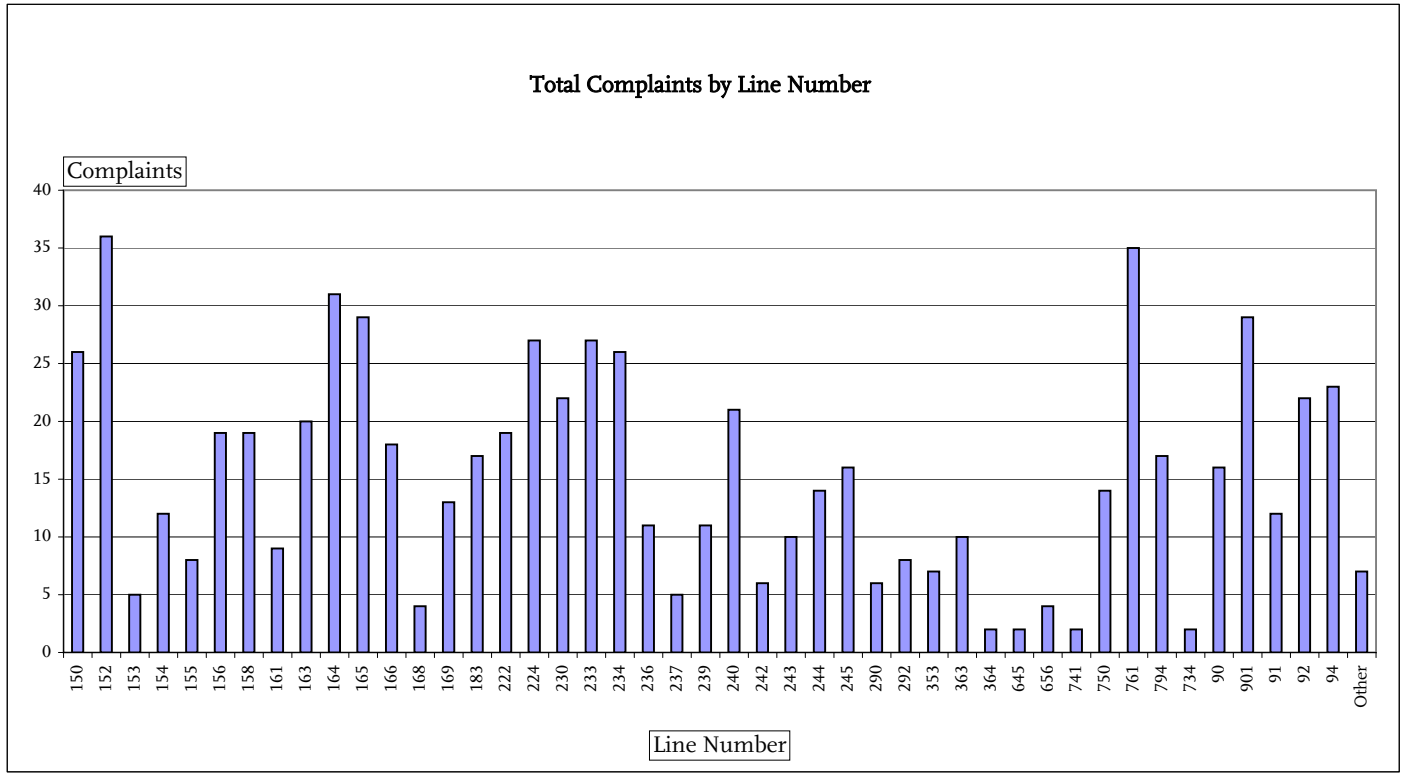
**Metro San Fernando Valley  
FY10**

**Complaints by Type  
Customer Satisfaction**

DESCRIPTION	October-09		Fiscal YTD				October-09	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
<b>SCHEDULE ADHERENCE</b>									
EARLY		1	5	9	14	2.00%	13	72	1.74%
LATE	8	14	34	47	81	11.59%	95	323	7.80%
NO SHOW	20	34	61	96	157	22.46%	207	655	15.82%
Sub Total	28	49	100	152	252	36.05%	315	1,050	25.36%
<b>OPERATOR PERFORMANCE CATEGORIES</b>									
CARRIED PAST STOP	1	4	4	16	20	2.86%	26	89	2.15%
FAILURE TO CALL STOPS			0	0	0	0.00%		5	0.12%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	1	6	0.14%
IMPROPER CURB STOP		1	2	3	5	0.72%	8	32	0.77%
INCORRECT INFORMATION	1		1	1	2	0.29%	4	5	0.12%
OFF ROUTE *			1	3	4	0.57%	12	50	1.21%
OPERATOR CONDUCT	4	3	12	16	28	4.01%	65	201	4.85%
OPERATOR DISCOURTESY	10	5	36	37	73	10.44%	112	442	10.67%
PASSED UP	13	36	42	111	153	21.89%	235	800	19.32%
SPECIAL OPERATION ISSUES			0	0	0	0.00%	21	70	1.69%
UNSAFE OPERATION	6	10	23	33	56	8.01%	96	342	8.26%
WRONG FARE		1	2	4	6	0.86%	64	222	5.36%
Sub Total	35	60	123	224	347	49.64%	644	2,264	54.67%
<b>OTHERS</b>									
ACCESSIBLE BUS	3	3	12	14	26	3.72%	39	155	3.74%
ACCIDENT	6	2	14	17	31	4.43%	54	197	4.76%
AUDIO SYSTEM PROBLEM			0	0	0	0.00%	3	7	0.17%
BUS STOP			0	0	0	0.00%	12	44	1.06%
CROWDED BUS		1	0	1	1	0.14%	2	10	0.24%
DIRTY BUS			0	0	0	0.00%	3	15	0.36%
FACILITIES			0	0	0	0.00%	1	10	0.24%
FAULTY EQUIPMENT			0	1	1	0.14%	19	59	1.42%
HC ID CARD			0	3	3	0.43%	4	26	0.63%
HEADSIGN		1	2	3	5	0.72%	5	15	0.36%
HEAT-A/C			0	0	0	0.00%	7	20	0.48%
LAYOVER ZONE			0	0	0	0.00%	6	37	0.89%
MISC.	2	1	11	12	23	3.29%	32	124	2.99%
ORANGE LINE TVM			0	0	0	0.00%	1	17	0.41%
PASSENGER CONDUCT	1	1	3	2	5	0.72%	10	41	0.99%
SENIOR ID CARD			0	1	1	0.14%	3	19	0.46%
SEX HARASSMENT			0	0	0	0.00%		0	0.00%
STUDENT ID CARD		1	0	1	1	0.14%	1	3	0.07%
TELEPHONE INFORMATION COMP			0	0	0	0.00%	1	1	0.02%
TRANSFER			2	1	3	0.43%	9	27	0.65%
Sub Total	12	10	44	56	100	14.31%	212	827	19.97%
<b>TOTALS</b>	<b>75</b>	<b>119</b>	<b>267</b>	<b>432</b>	<b>699</b>	<b>100.00%</b>	<b>1,171</b>	<b>4,141</b>	<b>100.00%</b>
COMMENDATIONS	6	9	23	31	54		60	260	

**Metro San Fernando Valley  
Complaints Report  
For the Four Months Ended October 31, 2009**

Complaints	
Line Number	Total
150	26
152	36
153	5
154	12
155	8
156	19
158	19
161	9
163	20
164	31
165	29
166	18
168	4
169	13
183	17
222	19
224	27
230	22
233	27
234	26
236	11
237	5
239	11
240	21
242	6
243	10
244	14
245	16
290	6
292	8
353	7
363	10
364	2
645	2
656	4
741	2
750	14
761	35
794	17
734	2
90	16
901	29
91	12
92	22
94	23
Other	7
<b>Grand Total</b>	<b>699</b>



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

Metro San Fernando Valley  
Complaints Report  
For the Four Months Ended October 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			1							1										1		
Accident		3				2				3	2			1		2			4								1	
AccSvc Operator Behavior						1		1																			1	1
AccSvc Pass Up (Denied)																			2									
AccSvc Transit Failure (Other)	1	1							2										1	1								
AccSvc Wchr Securement																	1		1				1					
Carried Past Stop		1			1			1	1	1	1				2	1	1	2					1					1
Disputed/Wrong Fare					1	1										1												
Early Schedule					2			2		1							1		2	1								1
Improper Curb Stop			1								1						1											
Incorrect Info - Bus Operator		1													1													
Late Schedule	1	5	2		1	6		2	10	6	2		5	3	2	3		3	2	2		1	1	1		3	3	
Misc. Complaint	2					1		1	2	1				2		1	2	2	2				1	1			1	
No Show	10	5	3	6	4	5	3	4	6	8	3	3	1	6	9	3	6	3	6	2	1		5	1	5	3	2	3
Off Route	1														1													
Op. Discourtesy	3	5	2		3			2	4					2			1	5	4	1			5			5	3	
Operator Conduct	2	4						2	1	1	1		1		1										1		1	
Passed Up	5	6	3	2	4	1	4	2	1	7	7		5	2	2	11	7	3	4	3	2	9	5	3	2	1	2	2
Passenger Conduct								1																				
Unsafe Operation	1	2	1		1	1	1	2	3	1	1	1	1	1	1	4	1	3		1	1	1	1		1		1	
Transfer Problems							1																					1
Faulty Equipment																			1									
Headsign Problems		1			1																			1				
Crowded Bus (Add'l Svc Rq.)																												
Senior I.D. Card		1																										
HC I.D. Card																	1		2									
AccSvc Pass Up (Advised)																			1									
Student I.D. Card																						1						
Grand Total	26	36	12	8	19	19	9	20	31	29	18	4	13	17	19	27	22	27	26	11	5	11	21	6	10	14	16	6

**Metro San Fernando Valley  
Complaints Report  
For the Four Months Ended October 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									7
Accident								3			3	6			1				31
AccSvc Operator Behavior																			4
AccSvc Pass Up (Denied)												1							3
AccSvc Transit Failure (Other)												1							7
AccSvc Wchr Securement																1			4
Carried Past Stop								1	3	1				1					20
Disputed/Wrong Fare								1	1					1					6
Early Schedule									1			1		2					14
Improper Curb Stop															2				5
Incorrect Info - Bus Operator																			2
Late Schedule			2			1			3		1		3	1	3	1	1	1	81
Misc. Complaint									2			2							23
No Show	5		6		1	2			9	1	8	2	3	2	1			1	157
Off Route		1							1										4
Op. Discourtesy			1	2			2		3			7	1	4	5	2	1		73
Operator Conduct						1		2	1	2		1	2	3		1			28
Passed Up	2	5	1					1	6	8	4	3	2	6	8		2		153
Passenger Conduct		1						1				1				1			5
Unsafe Operation					1			5	5	4		4		2	1	1		1	56
Transfer Problems															1				3
Faulty Equipment																			1
Headsign Problems	1														1				5
Crowded Bus (Add'l Svc Rq.)													1						1
Senior I.D. Card																			1
HC I.D. Card																			3
AccSvc Pass Up (Advised)																			1
Student I.D. Card																			1
<b>Grand Total</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>14</b>	<b>35</b>	<b>17</b>	<b>16</b>	<b>29</b>	<b>12</b>	<b>22</b>	<b>23</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>699</b>