

ITEM 5

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
May 7, 2008

SUBJECT: PERFORMANCE UPDATE

ACTION: RECEIVE

BACKGROUND:

The General Manager's Report provides a summary of 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 – YTD
March 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff

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Metro San Fernando Valley at (818) 701-2800.

Metro San Fernando Valley
 General Manager's Report
 Key Performance Indicators

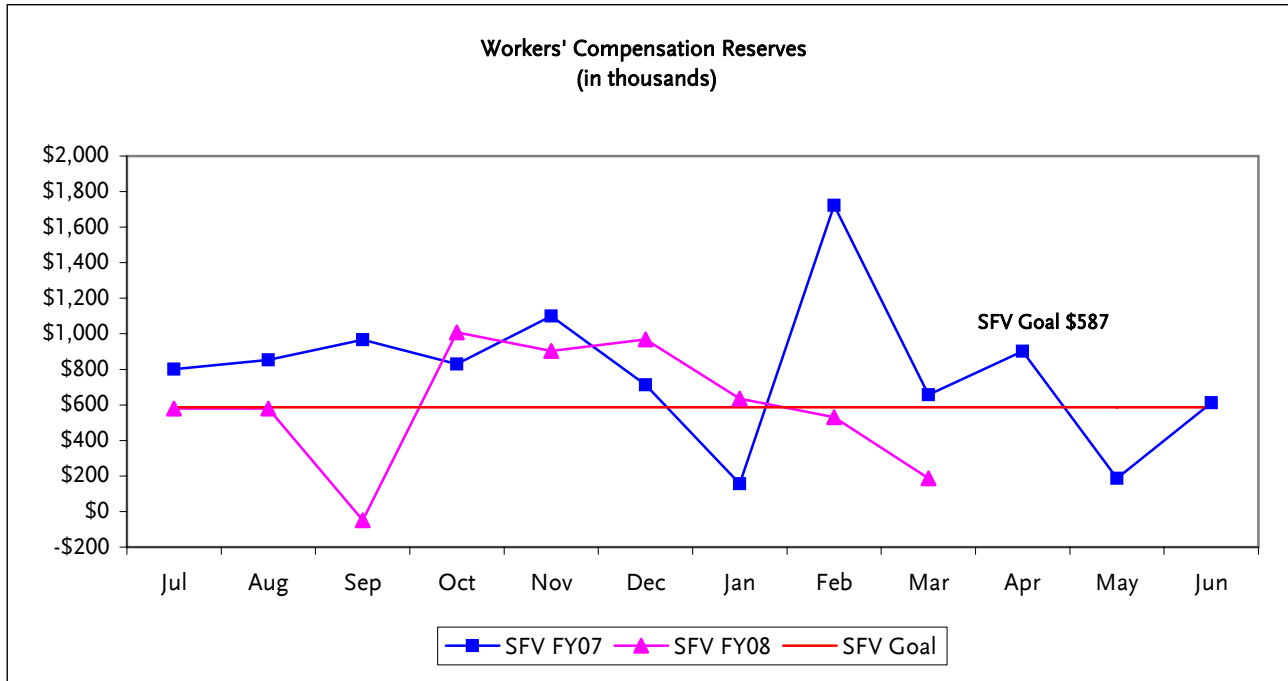
March 2008

PERFORMANCE INDICATORS	March	MO. TARGET	YTD MO. AVG.	
SAFETY 				
Monthly Worker's Compensation Reserves	\$186,786	\$586,803	\$593,576	
New WC Indemnity Claims per 200,000 Exposure Hours	8.67	12.00	12.49	(1)
Bus Traffic Accidents/100,000 Hub Miles	2.79	2.90	2.66	
BUS OPERATIONS				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,896	3,500	2,963	
Complaints/100,000 Boardings	2.55	3.00	3.08	
In Service On-Time Performance (%)	68.03%	67.50%	67.17%	
Scheduled Revenue Service Hours Delivered	99.05%	99.50%	99.05%	
Operator Assignment Ratio	1.170	1.180	1.158	
FINANCES				
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance	
Metro SFV Regular Bus for the Month of March 2008				
Variance Summary (includes other support)	\$ 96,076,573	\$ 96,339,492	\$ (262,919)	
Cost per Revenue Service Hours (RSH)	\$ 101.67	\$ 103.59	\$ (1.92)	
Metro Orange Line for the Month of March 2008				
Variance Summary (includes other support)	\$ 16,943,469	\$ 13,778,355	\$ 3,165,114	
Cost per Revenue Service Hours (RSH)	\$ 222.44	\$ 190.25	\$ 32.19	

(1) One month lag in reporting data.

Metro San Fernando Valley
General Manager's Report
FY08

Workers' Compensation Reserves

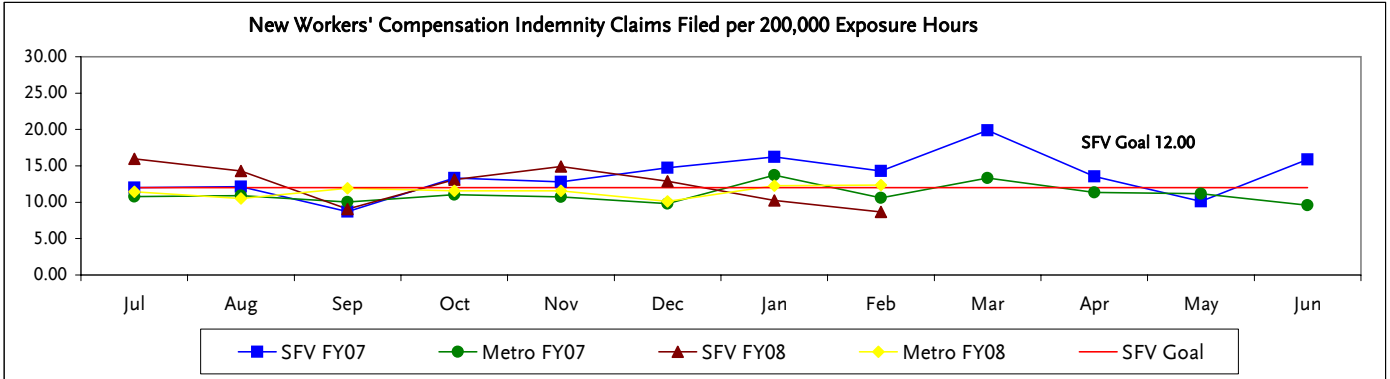


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY07	802	854	967	829	1,099	713	156	1,723	657	901	187	612	9,499
SFV FY08	579	579	(49)	1,008	903	969	635	531	187				5,342

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
FY08

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

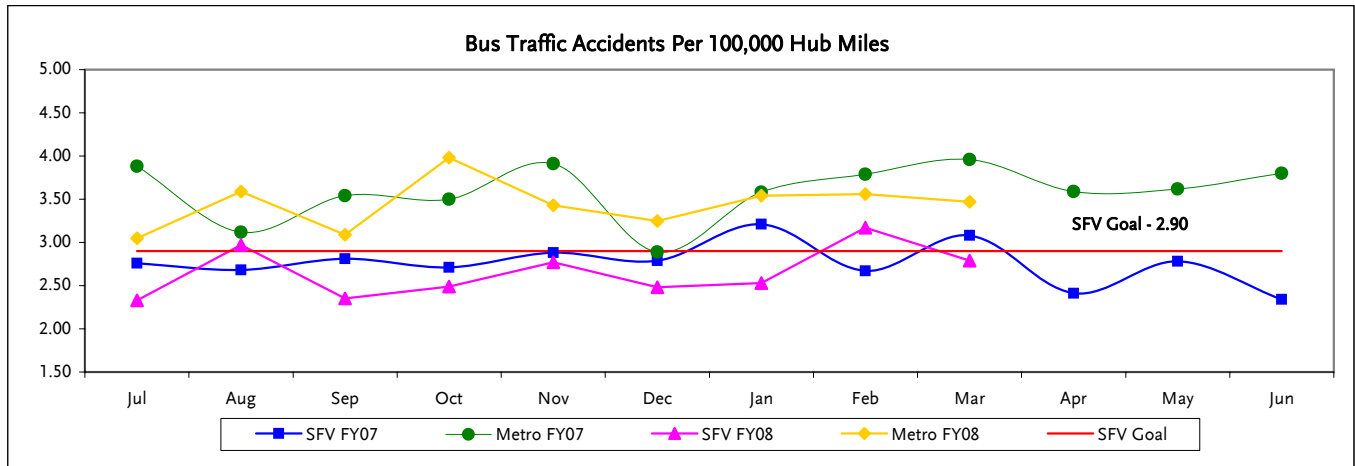


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	12.00	12.13	8.73	13.33	12.8	14.75	16.23	14.31	19.90	13.54	10.12	15.88	13.74
Metro FY07	10.78	10.92	10.04	11.03	10.73	9.83	13.74	10.59	13.33	11.34	11.18	9.58	11.11
SFV FY08	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67					12.49
Metro FY08	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34					11.45

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

**Metro San Fernando Valley
General Manager's Report
FY08**

Accidents Per 100,000 Hub Miles

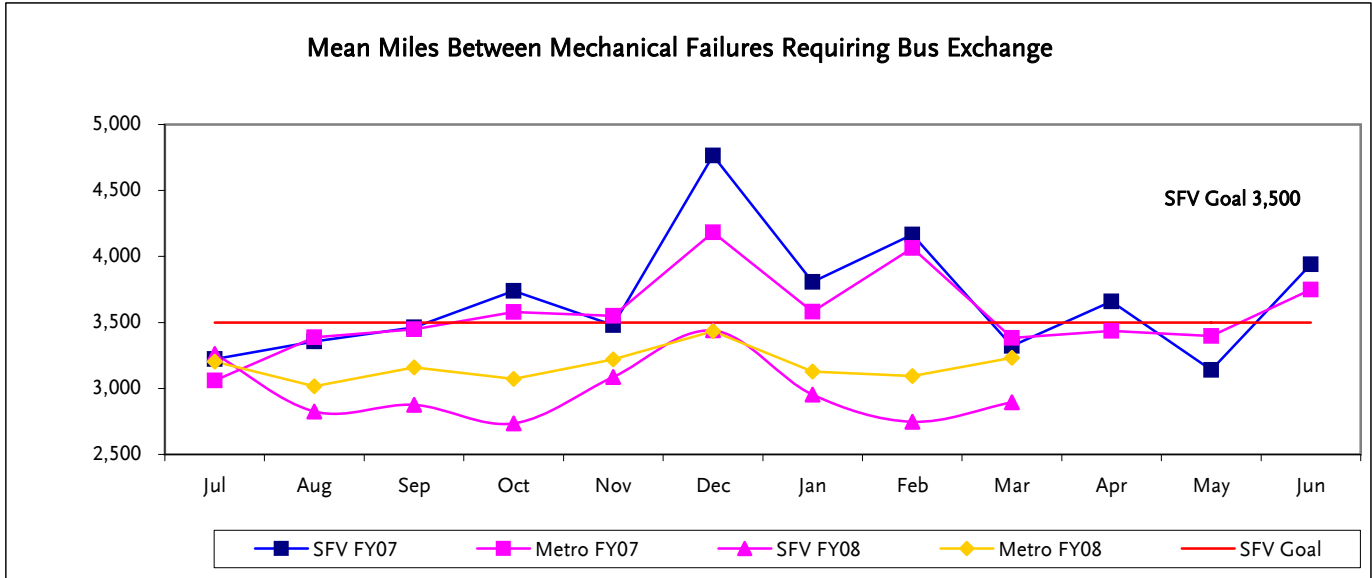


FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.76	2.68	2.81	2.71	2.88	2.79	3.21	2.67	3.08	2.41	2.78	2.34	2.78
Metro FY07	3.88	3.12	3.54	3.50	3.91	2.89	3.58	3.79	3.96	3.59	3.62	3.80	3.74

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				2.66
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47				3.47

Metro San Fernando Valley
General Manager's Report
FY08

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

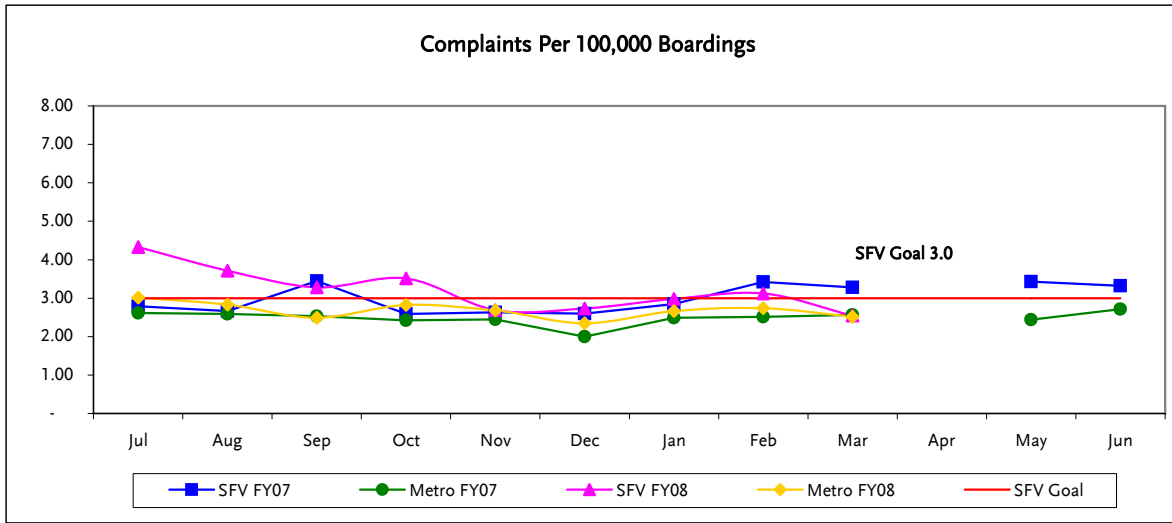


FY07	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	3,222	3,356	3,463	3,738	3,480	4,766	3,807	4,166	3,322	3,659	3,139	3,941	3,619
Metro FY07	3,060	3,387	3,449	3,578	3,549	4,182	3,582	4,065	3,382	3,435	3,396	3,750	3,532

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				2,963
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233				3,168

Metro San Fernando Valley
General Manager's Report
FY08

Complaints per 100,000 Boardings



FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.79	2.66	3.45	2.59	2.63	2.60	2.85	3.42	3.28		3.43	3.32	3.00
Metro FY07	2.61	2.59	2.53	2.42	2.45	2.00	2.49	2.51	2.56		2.44	2.71	2.46

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				3.08
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51				2.68

* Note: Data for April 07 was not captured due to an ATMS upgrade.

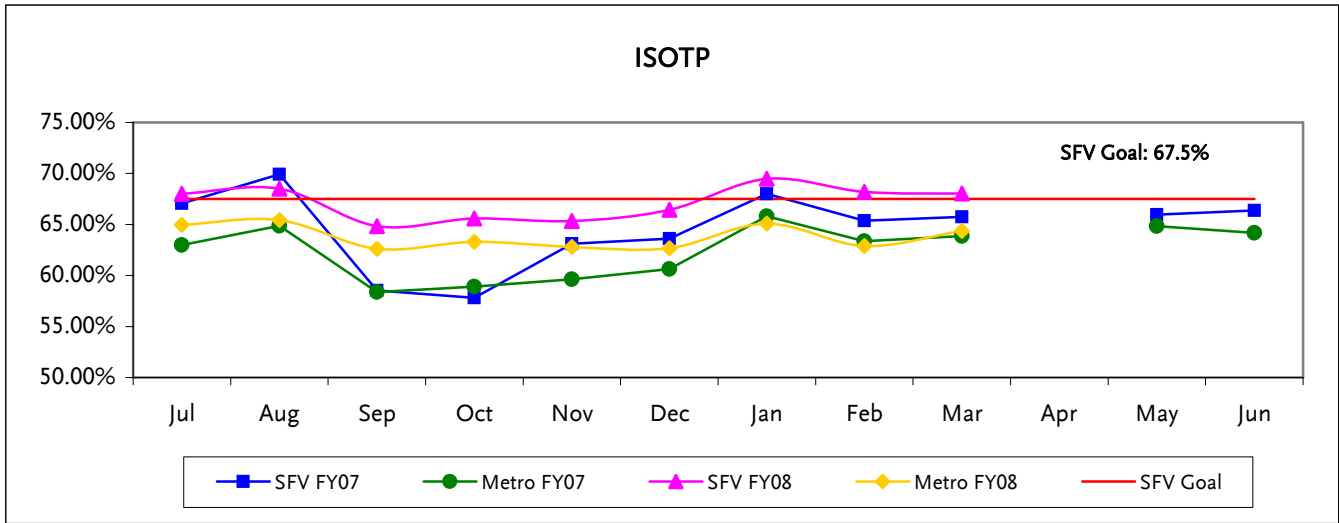
**Metro San Fernando Valley
General Manager's Report
FY08**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	March-08		Fiscal YTD				March-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERANCE									
EARLY	1	4	19	19	38	2.59%	14	127	1.38%
LATE	5	3	47	89	136	9.27%	66	693	7.52%
NO SHOW	16	19	144	295	439	29.93%	183	2,014	21.84%
Sub Total	22	26	210	403	613	41.79%	263	2,834	30.74%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP		6	11	26	37	2.52%	25	195	2.11%
FAILURE TO CALL STOPS			1	0	1	0.07%	1	14	0.15%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%		12	0.13%
IMPROPER CURB STOP	1		3	7	10	0.68%	8	62	0.67%
INCORRECT INFORMATION	1		2	2	4	0.27%	4	19	0.21%
OFF ROUTE	1	1	7	7	14	0.95%	17	137	1.49%
OPERATOR CONDUCT		2	27	25	52	3.54%	44	386	4.19%
OPERATOR DISCOURTESY	9	11	59	90	149	10.16%	120	1,150	12.47%
PASSED UP	12	12	88	158	246	16.77%	191	1,563	16.95%
SPECIAL OPERATION ISSUES			0	0	0	0.00%	6	26	0.28%
UNSAFE OPERATION	7	3	58	71	129	8.79%	88	799	8.67%
WRONG FARE		1	7	12	19	1.30%	11	179	1.94%
Sub Total	31	36	263	398	661	45.06%	515	4,542	49.26%
OTHERS									
ACCESSIBLE BUS	2	2	14	29	43	2.93%	35	289	3.13%
ACCIDENT	4	3	27	36	63	4.29%	50	435	4.72%
AUDIO SYSTEM PROBLEM								5	0.05%
BUS STOP			0	0	0	0.00%	10	129	1.40%
CROWDED BUS			0	2	2	0.14%	3	38	0.41%
DIRTY BUS			0	0	0	0.00%	4	26	0.28%
FACILITIES			0	0	0	0.00%	3	10	0.11%
FAULTY EQUIPMENT			0	0	0	0.00%	12	148	1.61%
HC ID CARD			2	0	2	0.14%		23	0.25%
HEADSIGN		1	0	5	5	0.34%	1	16	0.17%
HEAT-A/C			0	0	0	0.00%		25	0.27%
LAYOVER ZONE			0	3	3	0.20%	3	69	0.75%
MISC.	4	7	24	40	64	4.36%	55	469	5.09%
ORANGE LINE TVM			0	0	0	0.00%	2	8	0.09%
PASSENGER CONDUCT			1	2	3	0.20%	8	86	0.93%
SENIOR ID CARD			1	1	2	0.14%	3	28	0.30%
SEX HARASSMENT			0	0	0	0.00%		0	0.00%
STUDENT ID CARD			0	1	1	0.07%	1	4	0.04%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		3	0.03%
TRANSFER		1	1	4	5	0.34%	3	33	0.36%
Sub Total	10	14	70	123	193	13.16%	193	1,844	20.00%
TOTALS	63	76	543	924	1,467	100.00%	971	9,220	100.00%
COMMENDATIONS	4	8	47	78	125		57	601	

**Metro San Fernando Valley
General Manager's Report
FY08**

In Service On-Time Performance



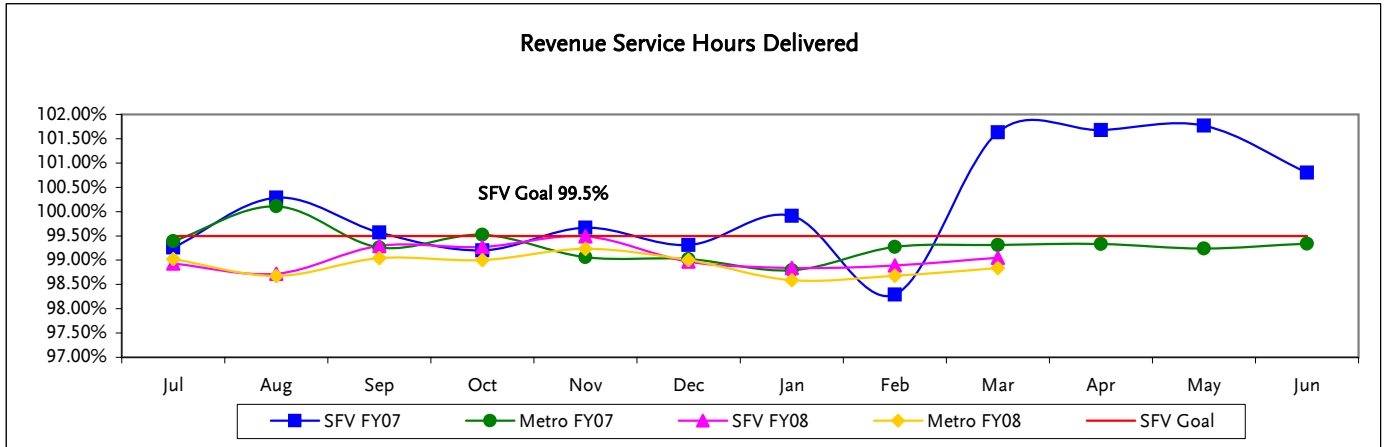
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	67.07%	69.91%	58.53%	57.82%	63.11%	63.61%	68.02%	65.36%	65.75%		65.97%	66.37%	65.60%
Metro FY07	63.00%	64.86%	58.38%	58.90%	59.64%	60.64%	65.82%	63.37%	63.86%		64.83%	64.18%	63.77%

	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%				67.17%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%				63.82%

* Note: Data for April 07 was not captured due to an ATMS upgrade.

**Metro San Fernando Valley
General Manager's Report
FY08**

Scheduled Revenue Service Hours Delivered

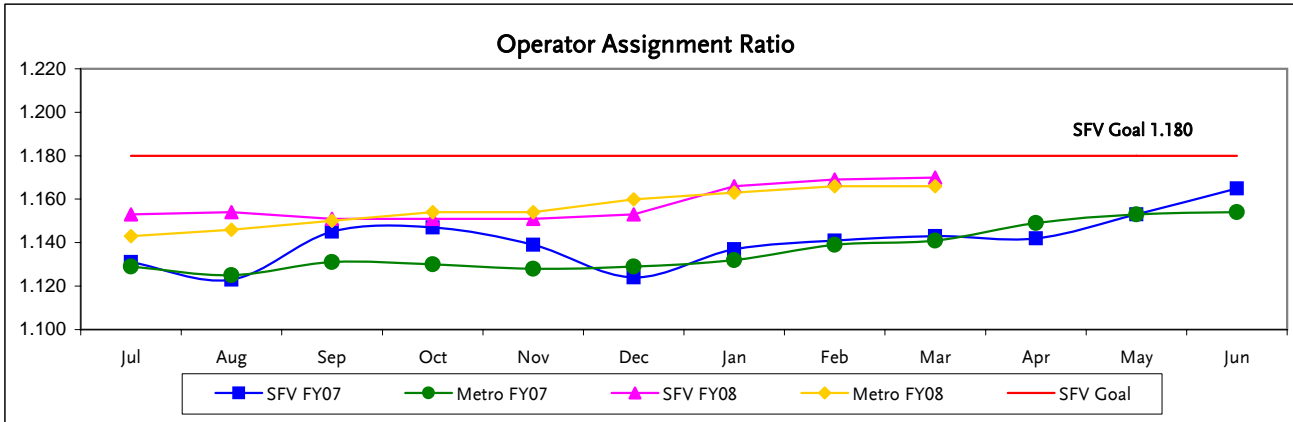


	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	99.26%	100.29%	99.57%	99.20%	99.67%	99.31%	99.91%	98.29%	101.63%	101.68%	101.77%	100.80%	100.40%
Metro FY07	99.39%	100.11%	99.26%	99.52%	99.06%	99.02%	98.79%	99.27%	99.31%	99.33%	99.24%	99.34%	99.30%

	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%				99.05%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%				98.89%

**Metro San Fernando Valley
General Manager's Report
FY08**

Operator Assignment Ratio



	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	1.131	1.123	1.145	1.147	1.139	1.124	1.137	1.141	1.143	1.142	1.153	1.165	1.141
Metro FY07	1.129	1.125	1.131	1.130	1.128	1.129	1.132	1.139	1.141	1.149	1.153	1.154	1.137

	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				1.158
Metro FY08	1.143	1.146	1.150	1.154	1.154	1.160	1.163	1.166	1.166				1.156

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
May 7, 2008

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 – Month Ended March 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

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Metro San Fernando Valley at (818) 701-2800.

Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 03/07 - 03/08 - Metro San Fernando Valley

	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Total Complaints	192	145	182	175	211	186	154	203	142	133	147	157	139
12-Month Average	151	154	157	159	165	167	164	169	169	169	169	169	165
Complaints per 100K *	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55
Schedule Adherence	83	54	58	73	104	66	75	87	52	46	58	77	48
Passed Up	38	31	27	27	31	24	26	43	24	26	31	17	24
Unsafe Operation	13	12	25	14	14	15	14	17	16	12	17	14	10
Operator Discourtesy	20	24	34	22	18	18	11	21	15	16	10	20	20
All Others	38	24	38	39	44	63	28	35	35	33	31	29	37
Operator Commendations	11	7	20	15	15	14	10	16	18	12	16	12	12

Customer Complaint Summary - 03/07 - 03/08 - Metro Operations

	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Total Complaints	1133	904	1048	1126	1212	1132	952	1182	959	865	963	984	971
12-Month Average	1014	1021	1041	1058	1065	1061	1046	1051	1046	1044	1037	1038	1025
Complaints per 100K *	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51
Schedule Adherence	366	228	267	359	404	312	320	365	315	229	288	338	263
Passed Up	190	168	169	197	192	176	133	212	155	156	194	154	191
Unsafe Operation	91	95	110	93	84	97	102	110	81	64	77	96	88
Operator Discourtesy	154	153	170	144	152	145	105	148	137	121	107	115	120
All Others	332	260	332	333	380	402	292	347	271	295	297	281	309
Operator Commendations	73	79	88	99	74	72	53	69	65	79	70	62	57

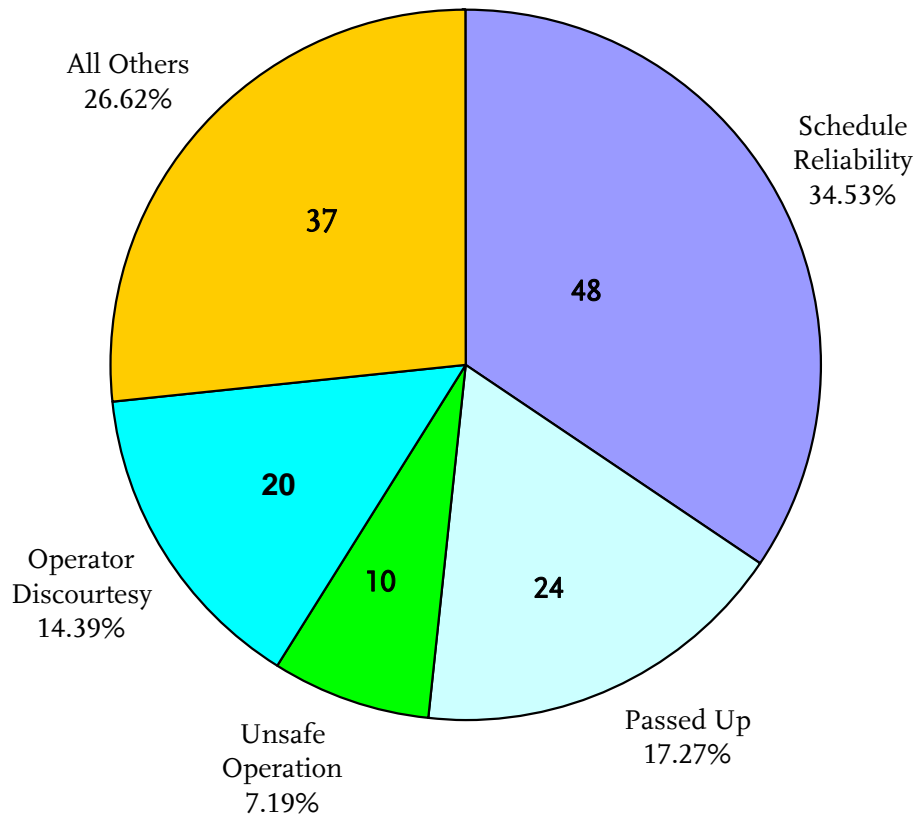
* Note: Data for April 07 not captured due to an ATMS upgrade.

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

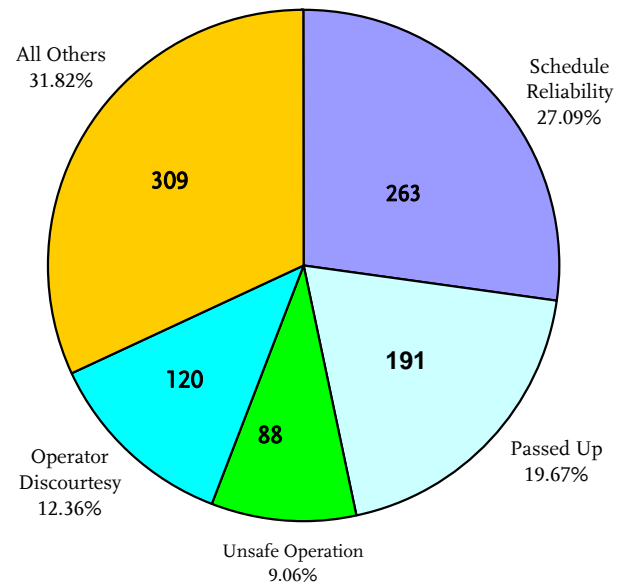
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended March 31, 2008

139 Total Complaints - Metro SFV

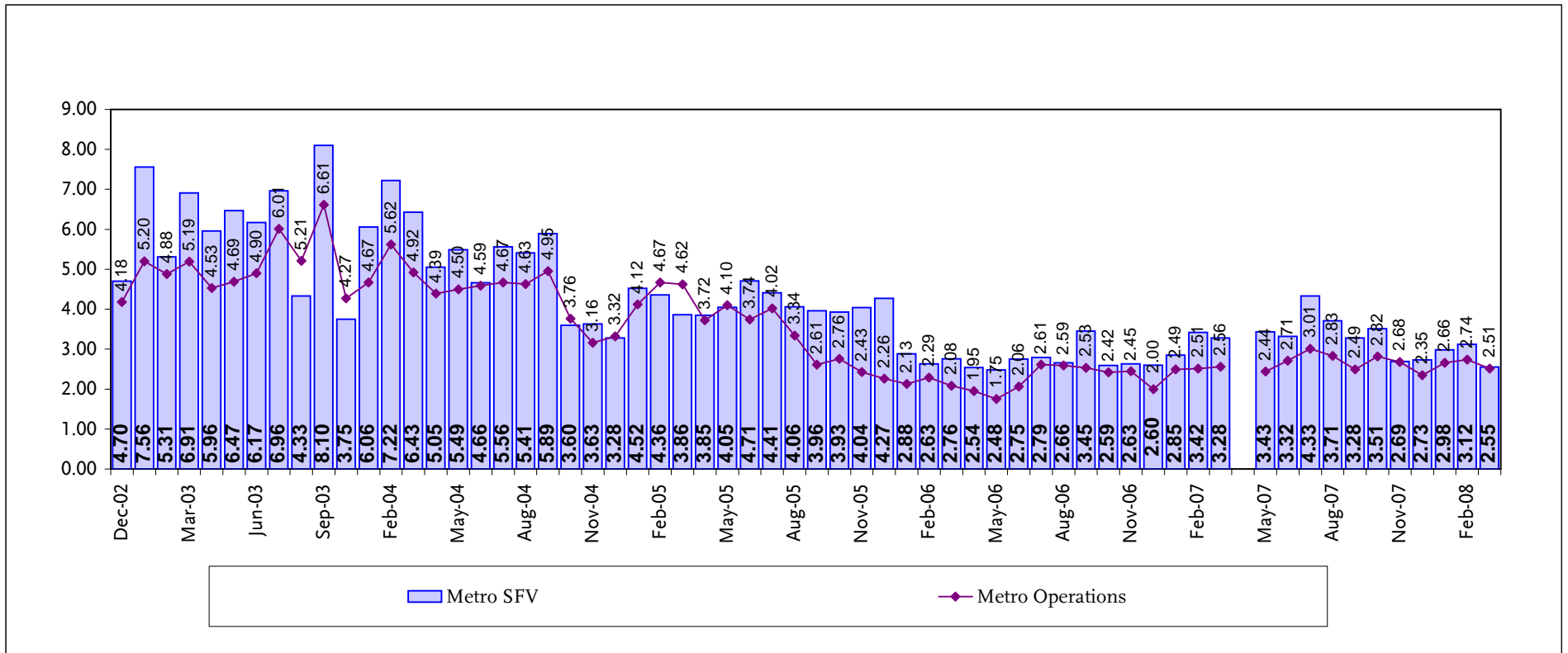


971 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2002-2007

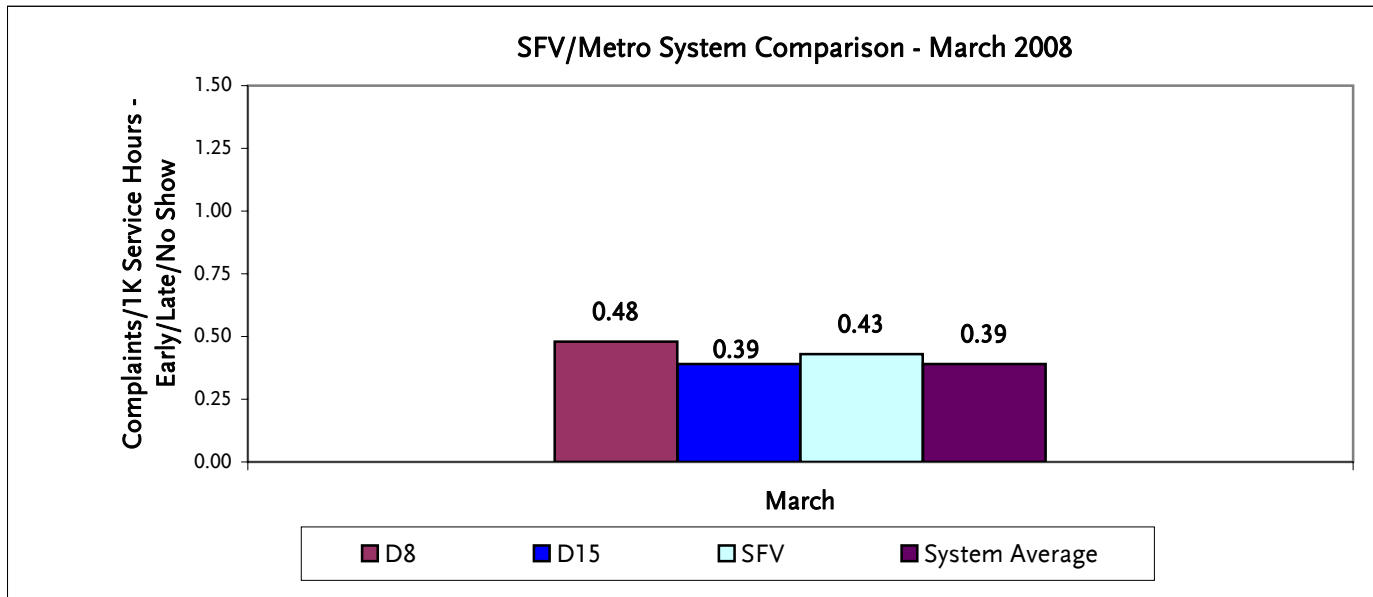


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Metro San Fernando Valley Customer Complaint Report

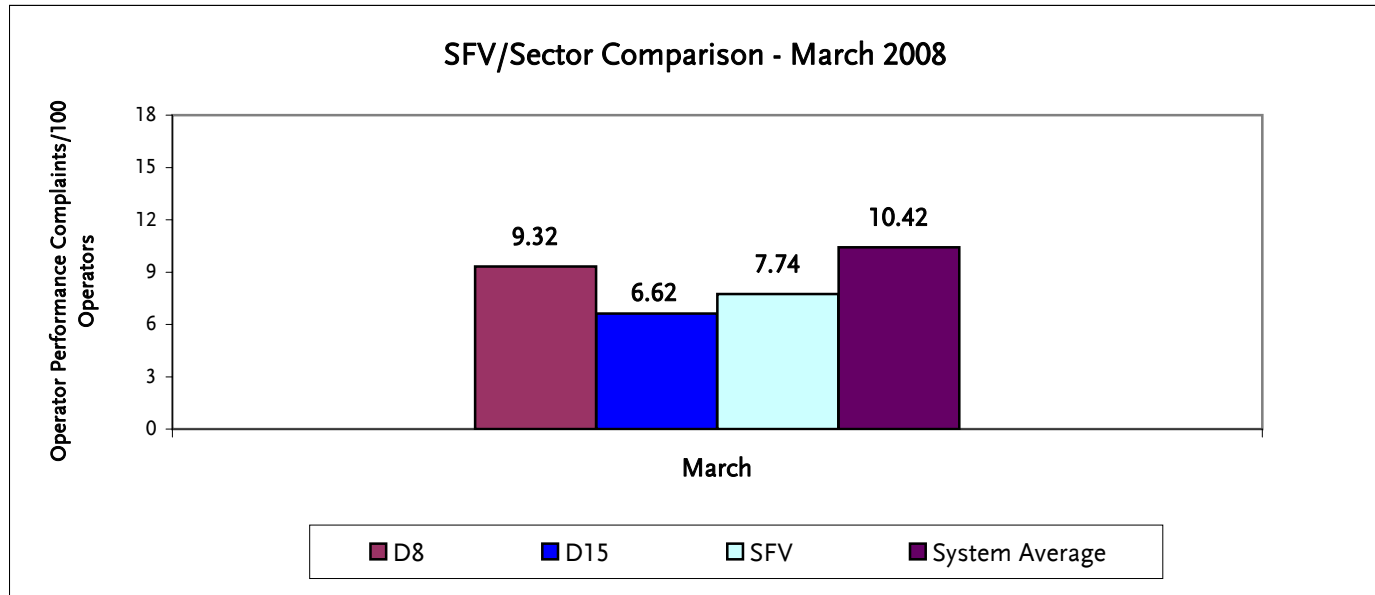
Schedule Performance Categories
Per 1,000 Service Hours



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; Accessible Svc. Behavior.

Metro San Fernando Valley Customer Complaint Report

TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO SFV

	Total/Major Complaints -- 12 Month Comparison												
	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Total Complaints	192	145	182	175	211	186	154	203	142	133	147	157	139
3 Month Moving Average	164	163	173	167	189	191	184	181	166	159	141	146	148
12 Month Moving Average	151	154	157	159	165	167	164	169	169	169	169	169	165
Complaints/100K Boarding	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55
12 Mo. AVG Com./100K Boardings	2.84	2.86	2.95	3.00	3.14	3.24	3.22	3.31	3.31	3.32	3.33	3.31	3.24
Schedule Reliability	83	54	58	73	104	66	75	87	52	46	58	77	48
12 Month Average Schedule	65	66	67	68	71	71	70	72	71	71	69	69	67
Pass Ups	38	31	27	27	31	24	26	43	24	26	31	17	24
12 Month Average Passup	23	25	24	24	25	25	26	28	28	28	29	29	28
Unsafe Operation	13	12	25	14	14	15	14	17	16	12	17	14	10
12 Month Average Unsafe	14	14	15	15	15	14	15	15	15	15	15	15	15
Operator Discourtesy	20	24	34	22	18	18	11	21	15	16	10	20	20
12 Month Average Discourtesy	18	19	20	21	21	21	20	20	20	20	19	19	19
All Others	38	24	38	39	44	63	28	35	35	33	31	29	37
12 Month Average - All Others	31	31	31	32	34	36	34	34	35	36	36	36	36
Schedule Reliability	43.23%	37.24%	31.87%	41.71%	49.29%	35.48%	48.70%	42.86%	36.62%	34.59%	39.46%	49.04%	34.53%
Pass Ups	19.79%	21.38%	14.84%	15.43%	14.69%	12.90%	16.88%	21.18%	16.90%	19.55%	21.09%	10.83%	17.27%
Unsafe Operations	6.77%	8.28%	13.74%	8.00%	6.64%	8.06%	9.09%	8.37%	11.27%	9.02%	11.56%	8.92%	7.19%
Discourtesy	10.42%	16.55%	18.68%	12.57%	8.53%	9.68%	7.14%	10.34%	10.56%	12.03%	6.80%	12.74%	14.39%
S*P*U*D* % Avg. of Total	80.21%	83.45%	79.12%	77.71%	79.15%	66.13%	81.82%	82.76%	75.35%	75.19%	78.91%	81.53%	73.38%
All Others	19.79%	16.55%	20.88%	22.29%	20.85%	33.87%	18.18%	17.24%	24.65%	24.81%	21.09%	18.47%	26.62%
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 -- 12 MONTH COMPARISON - METRO OPERATIONS

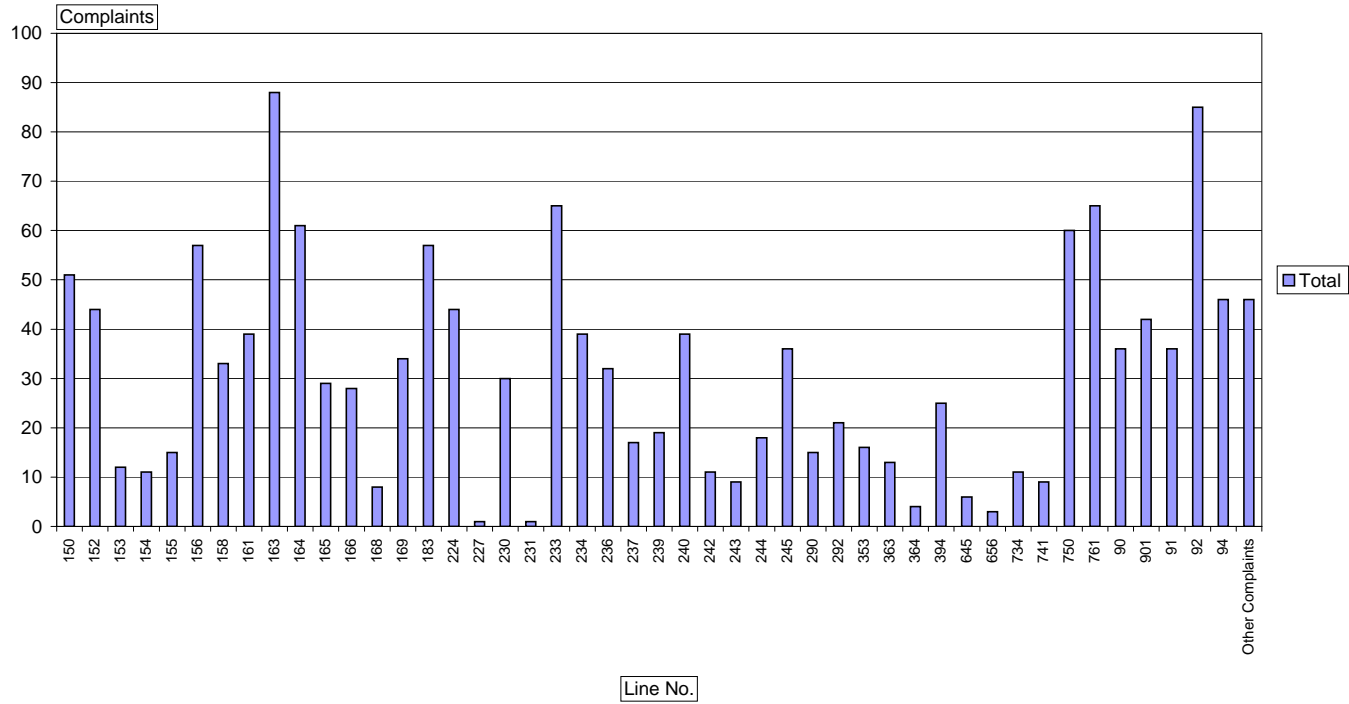
	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Total Complaints	1,133	904	1,048	1,126	1,212	1,132	952	1,182	959	865	963	984	971
3 Month Moving Average	1,050	1,001	1,028	1,026	1,129	1,157	1,099	1,089	1,031	1,002	929	937	973
12 Month Moving Average	1,014	1,021	1,041	1,058	1,065	1,061	1,046	1,051	1,046	1,044	1,037	1,038	1,025
Complaints/100K Boarding	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51
12 Mo. AVG Com./100K Boardings	2.33	2.36	2.42	2.48	2.52	2.54	2.54	2.57	2.59	2.63	2.64	2.66	2.66
Schedule Reliability	366	228	267	359	404	312	320	365	315	229	288	338	263
12 Month Average Schedule	341	333	339	348	346	341	331	330	325	320	312	316	307
Pass Ups	190	168	169	197	192	176	133	212	155	156	194	154	191
12 Month Average Passup	155	158	159	164	167	169	169	171	170	171	175	175	175
Unsafe Operation	91	95	110	93	84	97	102	110	81	64	77	96	88
12 Month Average Unsafe	88	90	92	93	93	92	94	95	94	94	92	92	91
Discourtesy	154	153	170	144	152	145	105	148	137	121	107	115	120
12 Month Average Discourtesy	139	142	144	145	145	144	141	142	141	142	139	138	135
All Others	332	260	332	333	380	402	292	347	271	295	297	281	309
12 Month Average - All Others	291	298	306	308	313	315	311	314	316	318	319	319	317
Schedule Reliability	32.30%	25.22%	25.48%	31.88%	33.33%	27.56%	33.61%	30.88%	32.85%	26.47%	29.91%	34.35%	27.09%
Pass Ups	16.77%	18.58%	16.13%	17.50%	15.84%	15.55%	13.97%	17.94%	16.16%	18.03%	20.15%	15.65%	19.67%
Unsafe Operations	8.03%	10.51%	10.50%	8.26%	6.93%	8.57%	10.71%	9.31%	8.45%	7.40%	8.00%	9.76%	9.06%
Discourtesy	13.59%	16.92%	16.22%	12.79%	12.54%	12.81%	11.03%	12.52%	14.29%	13.99%	11.11%	11.69%	12.36%
S*P*U*D* % Avg. of Total	70.70%	71.24%	68.32%	70.43%	68.65%	64.49%	69.33%	70.64%	71.74%	65.90%	69.16%	71.44%	68.18%
All Others	29.30%	28.76%	31.68%	29.57%	31.35%	35.51%	30.67%	29.36%	28.26%	34.10%	30.84%	28.56%	31.82%
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: Data for Apr 07 not captured due to an ATMS upgrade.

**Metro San Fernando Valley
Complaints Report
For the Nine Months Ended March 31, 2008**

Complaints	
Line No.	Total
150	51
152	44
153	12
154	11
155	15
156	57
158	33
161	39
163	88
164	61
165	29
166	28
168	8
169	34
183	57
224	44
227	1
230	30
231	1
233	65
234	39
236	32
237	17
239	19
240	39
242	11
243	9
244	18
245	36
290	15
292	21
353	16
363	13
364	4
394	25
645	6
656	3
734	11
741	9
750	60
761	65
90	36
901	42
91	36
92	85
94	46
Other Complaints	46
Grand Total	1467

Complaints By Line Number



Note: Other Complaints represents complaints that can not be identified to any particular line.

**Metro San Fernando Valley
Complaints Report
For the Nine Months Ended March 31, 2008**

Complaints	Line No.																									
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	224	227	230	231	233	234	236	237	239	240	
Accessible Service - Pass Up												1						1		1						
Accident	1	2		1		3	2	1	3	2	2	2		3	1	1		1		5					1	2
AccSvc Operator Behavior		1						1				1	2	1		1				2		1				
AccSvc Pass Up (Advised)																				1	1					
AccSvc Pass Up (Denied)												1						1		1						
AccSvc Pass-Up (Equipment)				1														1		1						
AccSvc Transit Failure (Other)																1		1		3						
AccSvc Wchr Securement														1												
Carried Past Stop	2	3							3	1					2	1		1		6	1			1	1	2
Crowded Bus (Add'l Svc Rq.)									1								1									
Disputed/Wrong Fare	1					1			2			1			2			2		2						1
Early Schedule	2	2				1		5	2	5				1		2						1	1		2	
Failure to Call Stops																										
HC I.D. Card									1																	
Headsign Problems																	1						2			
Improper Curb Stop	1		1			1			2	2		1			1					1						
Incorrect Info - Bus Operator																						1				
Late Schedule	3	3				5	8	3	13	10	3	2		7	9	4	1	2		2	8	4	3	1	7	
Layover Zone						1														1						
Misc. Complaint	1	3				6	1	1	3		2	3	1	1	1	3		3		4	4					2
No Show	14	14	6	4	6	21	12	11	31	15	11	5	5	8	32	17		6		5	9	16	8	12	12	
Off Route	1							1																		
Op. Discourtesy	6	6	2	2	2	2	1	1	7	9	2	3		3	4	5		2		12	2	1	1		6	
Operator Conduct	6	5				3			2	4				1				1		3	2		1		1	
Passed Up	7	4	3	3	6	10	6	13	9	9	5	2	2	7	5	3		5		11	8	5	3	2	5	
Passenger Conduct																										
Senior I.D. Card																										
Student I.D. Card																1										
Transfer Problems									1																	
Unsafe Operation	6	1			1	3	1	4	8	4	3	5		1		3		4	1	5	2	2			1	
Grand Total	51	44	12	11	15	57	33	39	88	61	29	28	8	34	57	44	1	30	1	65	39	32	17	19	39	

**Metro San Fernando Valley
Complaints Report
For the Nine Months Ended March 31, 2008**

Complaints																					Other Compl	Grand Total		
Description	242	243	244	245	290	292	353	363	364	394	645	656	734	741	750	761	90	901	91	92	94			
Accessible Service - Pass Up						1				1				1						2				8
Accident				1			1						1	1	4	9	1	4		2	4		2	63
AccSvc Operator Behavior			1					1						1					3		1	1		18
AccSvc Pass Up (Advised)																								2
AccSvc Pass Up (Denied)																								3
AccSvc Pass-Up (Equipment)																				1				2
AccSvc Transit Failure (Other)																	1						1	7
AccSvc Wchr Securement								1														1		3
Carried Past Stop							1			2	1				1	2	1		2	1	2			37
Crowded Bus (Add'l Svc Rq.)																								2
Disputed/Wrong Fare		1													3		1			2				19
Early Schedule		2	3	2		3							1	1			2							38
Failure to Call Stops			1																					1
HC I.D. Card																							1	2
Headsign Problems										1												1		5
Improper Curb Stop																								10
Incorrect Info - Bus Operator								1											1				1	4
Late Schedule	3			2						1	1	1			2	6		5	5	6	6			136
Layover Zone																1								3
Misc. Complaint	2					2	3							1	3	5		1		2	1		5	64
No Show	2	2	7	17	7	9	5	4	1	1	1	2	1		9	10	19	3	16	32	7		4	439
Off Route				2	3		1	1								1		1		2	1			14
Op. Discourtesy	3	1		2	1	1	2	1		6			2	2	10	6	3	9	6	4	6		5	149
Operator Conduct	1			1					1				2		3	3		6	1	3	1		1	52
Passed Up		2	5	7	2	5	3	3		8	2		4	3	13	8	6	2	5	23	11		1	246
Passenger Conduct			1					1								1								3
Senior I.D. Card														1							1			2
Student I.D. Card																								1
Transfer Problems					1				1							2								5
Unsafe Operation		1		2	1				1	5	1				10	11	2	8		3	4		25	129
Grand Total	11	9	18	36	15	21	16	13	4	25	6	3	11	9	60	65	36	42	36	85	46	46	1467	