



**Metro**

Metropolitan Transportation Authority

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# AGENDA ITEM 11

## San Fernando Valley Sector Complaint Summary

**August 2004**



**Metro**

# Interoffice Memo

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**Date** September 15, 2004

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**To** Distribution

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**From** April McKay

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**Subject** San Fernando Valley Sector  
Complaint Summary -- August 2004

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## Summary

- In August, the San Fernando Valley Sector received 251 customer complaints, or 19 percent of the total among all Metro Service Sectors. Eleven non-complaint items (comments/commendations) were also received. The San Fernando Valley Sector customarily accounts for approximately 18 percent of Metro-operated revenue hours and 16 percent of passenger boardings.
- For the 12 month-period ending August 31, 2004, 171 of the San Fernando Valley's 661 operators had 3 or more customer complaints in all categories.
- In the same period, 43 Operators had six or more customer complaints, or one complaint every two months on average.
- Lines 166, 163, 94, 243, and 154 were the Sector lines receiving the highest number of schedule-related complaints during the month.
- The two Operating Divisions in the San Fernando Valley Sector took an average of 7 days to close their August customer input reports, with 98 percent of reports closed by 9/15/04. The table below contains the results for all Sectors.

*Number of Days to Close August 2004 PCMS Reports*

Sector	Average Days to Close	Percent Closed by 9/15/04
San Fernando Valley Sector	7 days	98%
San Gabriel Valley Sector	4 days	99%
Gateway Cities Sector	4 days	99%
South Bay Sector	9 days	95%
Westside/Central Sector	8 days	82%
Average for all Sectors	<b>7 days</b>	<b>93%</b>

- All Sectors are implementing rigorous initiatives to monitor, investigate, correct, resolve and respond to customer input. The following bullets represent some of the San Fernando Valley Sector's actions taken in response to last month's complaint information.

- ⇒ One Operator received a 30 day suspension and assigned to One-on-One retraining.
- ⇒ Seven other Operators received One-on-One retraining
- ⇒ One Operator changed assignments after monitoring from vehicle operations supervisor.
- ⇒ One Operator has been terminated
- ⇒ Twelve operators received disciplinary action as a result of complaints in various categories.

#### Attachments:

- ✓ Operator Badge Detail Report – Lists the 10 operators in the Sector with the highest number of customer complaints in the past year, and provides a condensed summary of each report.
- ✓ Complaint Detail Report/Operator Performance Categories – Provides detail of the customer's comments as well as the Division's comments closing the file. Report focuses on the categories of Operator Discourtesy & Conduct, Unsafe Operation, Sexual Harassment and Accessible Service Operator Behavior.
- ✓ Schedule-Related Complaint Report – Lists, in descending order, the five lines in the Sector that have received the highest number of schedule-related complaints in the previous month.

#### Distribution:

Sector General Manager  
Administrative/Financial Mgr.  
Service Development Manager

Community Relations Manager  
Schedules Manager  
Board Staff