

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
September 7, 2005

SUBJECT: REPORT ON CUSTOMER COMPLAINTS

ACTION: RECEIVE & 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 – YTD July 2005.

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



Metropolitan Transportation Authority

Metro

Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 07/04 - 07/05 - Metro San Fernando Valley

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05
Total Complaints	269	251	284	185	167	146	207	203	212	194	214	242	224
12-Month Average	223	225	223	229	241	238	238	229	221	217	213	215	226
Complaints per 100K	5.56	5.41	5.89	3.60	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41
Schedule Adherence	121	87	122	74	77	60	108	82	90	77	91	90	108
Passed Up	39	39	47	39	25	34	32	31	39	36	39	51	39
Unsafe Operation	25	33	25	18	16	15	17	30	22	17	26	32	24
Operator Discourtesy	27	27	28	15	16	16	21	21	24	29	28	28	22
Operator Commands	12	10	9	12	12	22	11	12	23	23	17	0	30

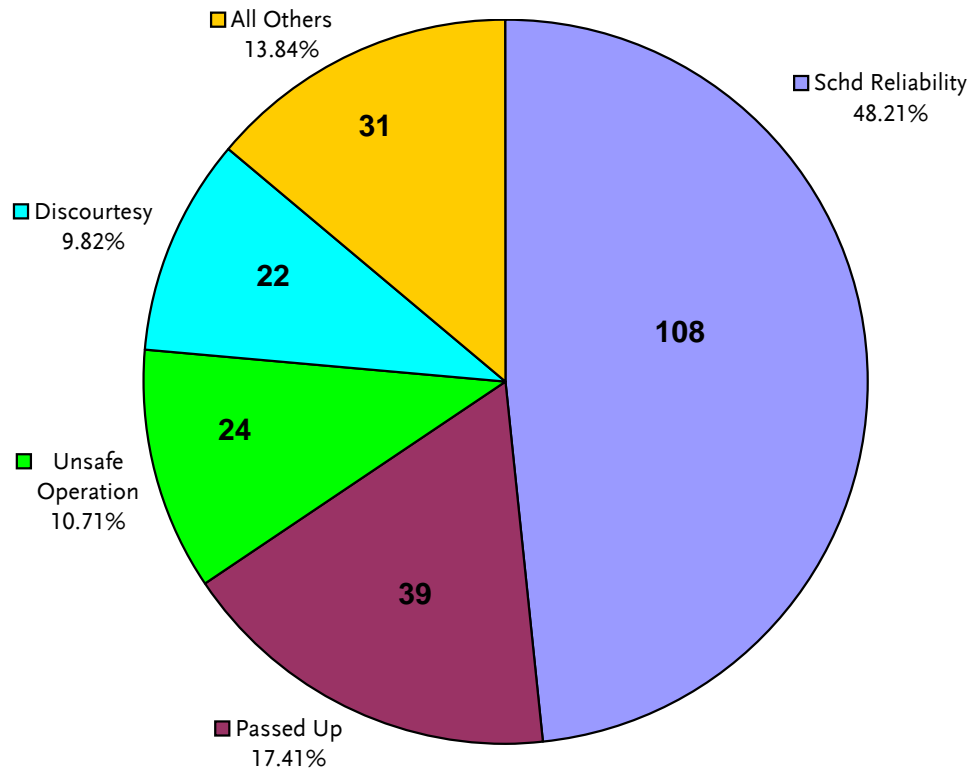
Customer Complaint Summary - 07/04 - 07/05 - Metro Operations

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05
Total Complaints	1476	1462	1555	1181	947	991	1191	1315	1518	1202	1358	1245	1340
12-Month Average	1536	1534	1500	1457	1369	1356	1344	1324	1315	1305	1202	1287	1275
Complaints per 100K	4.67	4.63	4.95	3.75	3.16	3.32	4.12	4.67	4.62	3.72	4.10	3.74	4.02
Schedule Adherence	466	429	564	419	309	293	400	415	496	363	369	342	460
Passed Up	280	264	279	229	172	210	202	221	259	225	228	263	230
Unsafe Operation	143	164	150	111	87	117	123	175	186	149	187	136	135
Operator Discourtesy	174	171	157	116	104	101	126	136	167	163	183	155	148
Operator Commands	74	97	62	85	81	86	56	75	102	57	107	92	128

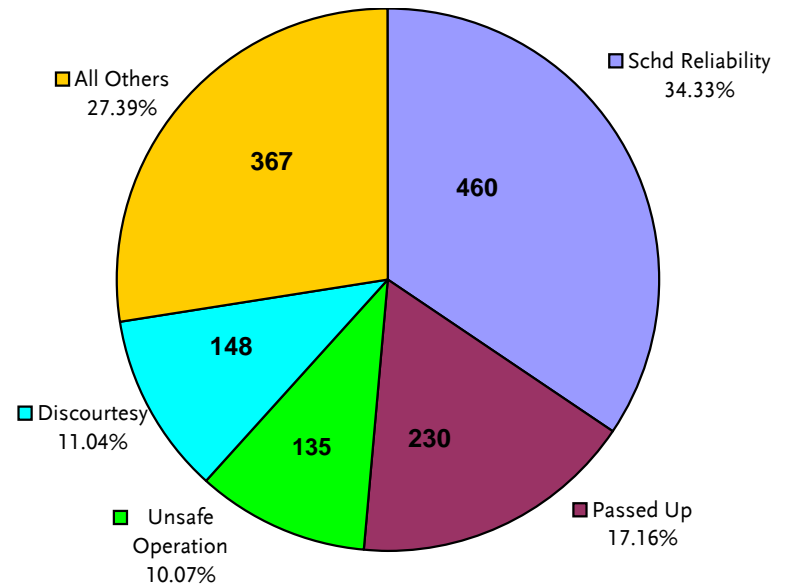
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution July 2005

224 Total Complaints - Metro SFV

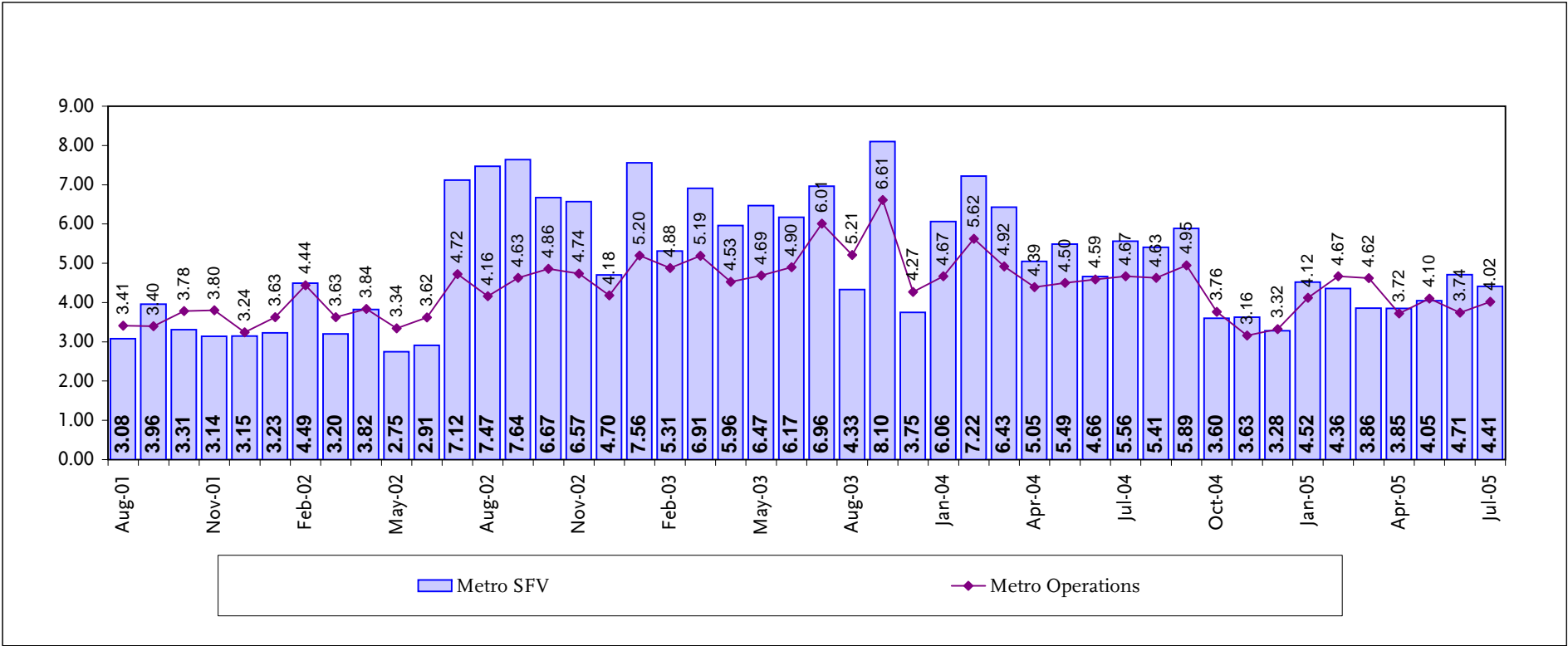


1,340 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

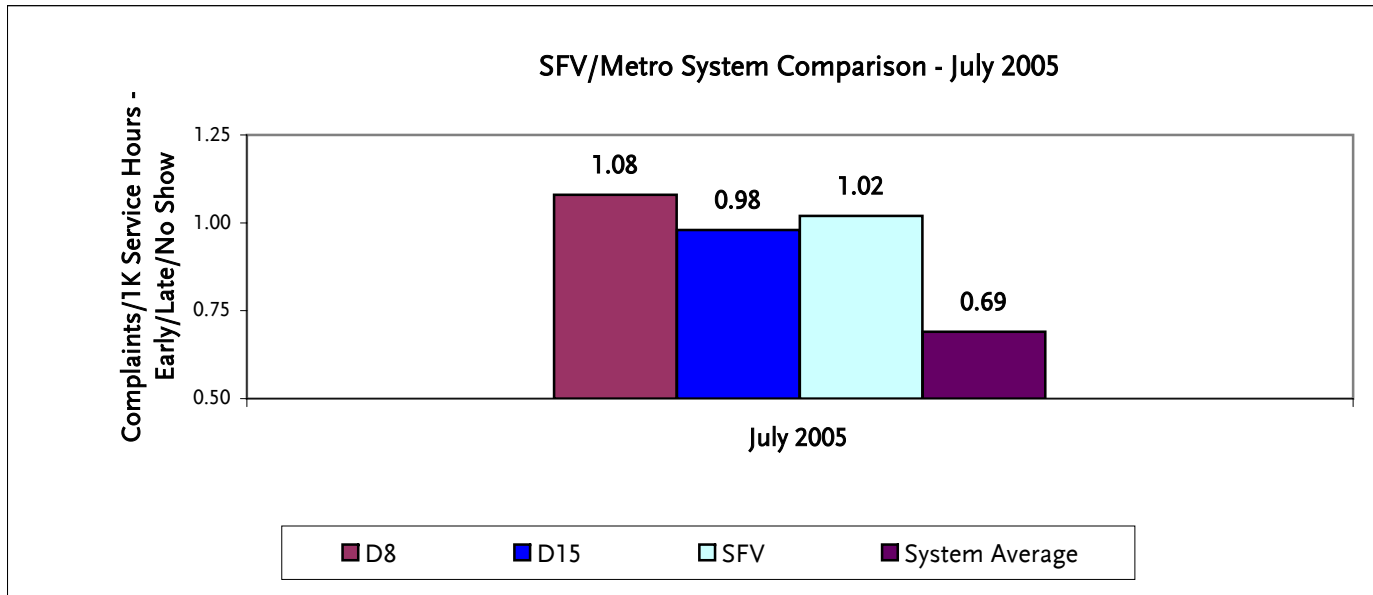
Complaints per 100,000 Passenger Boardings
2001-2005*



*July 2005 figures are estimated.

Metro San Fernando Valley Customer Complaint Report

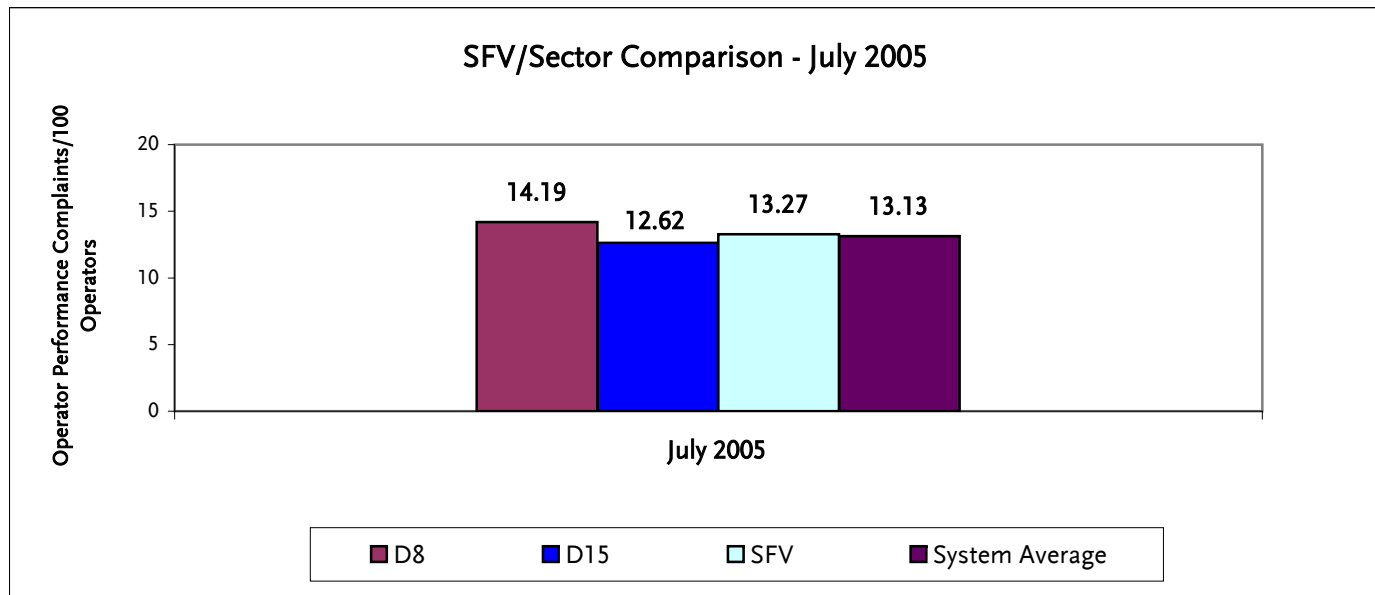
Schedule Performance Categories
Per 1,000 Service Hours



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; Passes 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

	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05
Total Complaints	251	284	185	167	146	207	203	212	194	214	242	224
3 Month Moving Average	278	268	240	212	166	173	185	207	203	207	217	227
12 Month Moving Average	233	231	236	248	246	246	236	229	224	220	215	211
Complaints/100K Boarding	5.41	5.89	3.6	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41
12 Mo. AVG Com./100K Boardings	5.75	5.66	5.6	5.23	5.19	5.06	4.82	4.61	4.51	4.39	4.39	4.30
Schedule Reliability	87	122	74	77	60	108	82	90	77	91	90	108
12 Month Average Schedule	91	89	92	98	98	100	97	94	91	90	90	89
Pass Ups	39	47	39	25	34	32	31	39	36	39	51	39
12 Month Average Passup	39	39	40	42	42	42	40	38	37	37	38	38
Unsafe Operation	33	25	18	16	15	17	30	22	17	26	32	24
12 Month Average Unsafe	26	25	26	26	25	25	25	24	23	22	23	23
Discourtesy	27	28	15	16	16	21	21	24	29	28	28	22
12 Month Average Discourtesy	23	23	23	24	24	24	23	23	23	23	23	23
All Others	65	62	39	33	21	29	39	37	35	30	41	31
12 Month Average - All Others	47	48	49	51	50	47	45	43	42	40	41	39
Schedule Reliability	34.66%	42.96%	40.00%	46.11%	41.10%	52.17%	40.39%	42.45%	39.69%	42.52%	37.19%	48.21%
Pass Ups	15.54%	16.55%	21.08%	14.97%	23.29%	15.46%	15.27%	18.40%	18.56%	18.22%	21.07%	17.41%
Unsafe Operations	13.15%	8.80%	9.73%	9.58%	10.27%	8.21%	14.78%	10.38%	8.76%	12.15%	13.22%	10.71%
Discourtesy	10.76%	9.86%	8.11%	9.58%	10.96%	10.14%	10.34%	11.32%	14.95%	13.08%	11.57%	9.82%
S*P*U*D* % Avg. of Total	74.11%	78.17%	78.92%	80.24%	85.62%	85.98%	80.78%	82.55%	81.96%	85.97%	83.05%	86.16%
All Others	25.89%	21.83%	21.08%	19.76%	14.38%	14.02%	19.22%	17.45%	18.04%	14.03%	16.95%	13.84%
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%

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

	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05
Total Complaints	1,462	1,555	1,181	947	991	1,191	1,315	1,518	1,202	1,358	1,245	1,340
3 Month Moving Average	1,454	1,498	1,399	1,228	1,040	1,043	1,166	1,341	1,345	1,359	1,268	1,314
12 Month Moving Average	1,534	1,500	1,457	1,369	1,356	1,344	1,324	1,315	1,305	1,302	1,287	1,275
Complaints/100K Boarding	5	4.95	3.76	3.16	3.32	4.12	4.67	4.62	3.72	4.1	3.74	4.02
12 Mo. AVG Com./100K Boardings	5	4.92	4.8	4.51	4.43	4.39	4.31	4.28	4.22	4.19	4.12	4.07
Schedule Reliability	429	564	419	309	293	400	415	496	363	369	342	460
12 Month Average Schedule	501	492	476	436	434	433	423	420	415	410	405	405
Pass Ups	264	279	229	172	210	202	221	259	225	228	263	230
12 Month Average Passup	269	267	266	254	253	252	248	244	241	237	236	232
Unsafe Operation	164	150	111	87	117	123	175	186	149	187	136	135
12 Month Average Unsafe	157	156	154	147	143	144	146	145	143	146	144	143
Discourtesy	171	157	116	104	101	126	136	167	163	183	155	148
12 Month Average Discourtesy	169	166	159	148	146	145	143	144	147	148	146	144
All Others	434	405	306	275	270	340	368	410	302	391	349	367
12 Month Average - All Others	438	419	402	383	380	372	365	362	359	361	355	351
Schedule Reliability	29.34%	36.27%	35.48%	32.63%	29.57%	33.59%	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%
Pass Ups	18.06%	17.94%	19.39%	18.16%	21.19%	16.96%	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%
Unsafe Operations	11.22%	9.65%	9.40%	9.19%	11.81%	10.33%	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%
Discourtesy	11.70%	10.10%	9.82%	10.98%	10.19%	10.58%	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%
S*P*U*D* % Avg. of Total	70.31%	73.95%	74.09%	70.96%	72.75%	71.45%	72.02%	72.99%	74.88%	71.21%	71.97%	72.61%
All Others	29.69%	26.05%	25.91%	29.04%	27.25%	28.55%	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%
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%