

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
July 5, 2006

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 – YTD May 2006.

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.

Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - 05/05 - 05/06 - Metro San Fernando Valley

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Total Complaints	214	242	224	210	204	200	201	191	135	121	156	117	141
12-Month Average	213	215	211	207	201	202	205	209	203	196	191	185	179
Complaints per 100K	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48
Schedule Adherence	91	90	108	100	109	92	92	70	61	44	55	37	52
Passed Up	39	51	39	32	28	34	30	40	29	14	23	15	30
Unsafe Operation	26	32	24	15	21	16	20	27	15	12	14	15	14
Operator Discourtesy	28	28	22	22	13	15	25	16	10	19	26	19	16
All Others	30	41	31	41	33	43	34	38	20	32	38	31	29
Operator Commendations	17	0	30	28	12	7	17	14	6	7	21	16	15

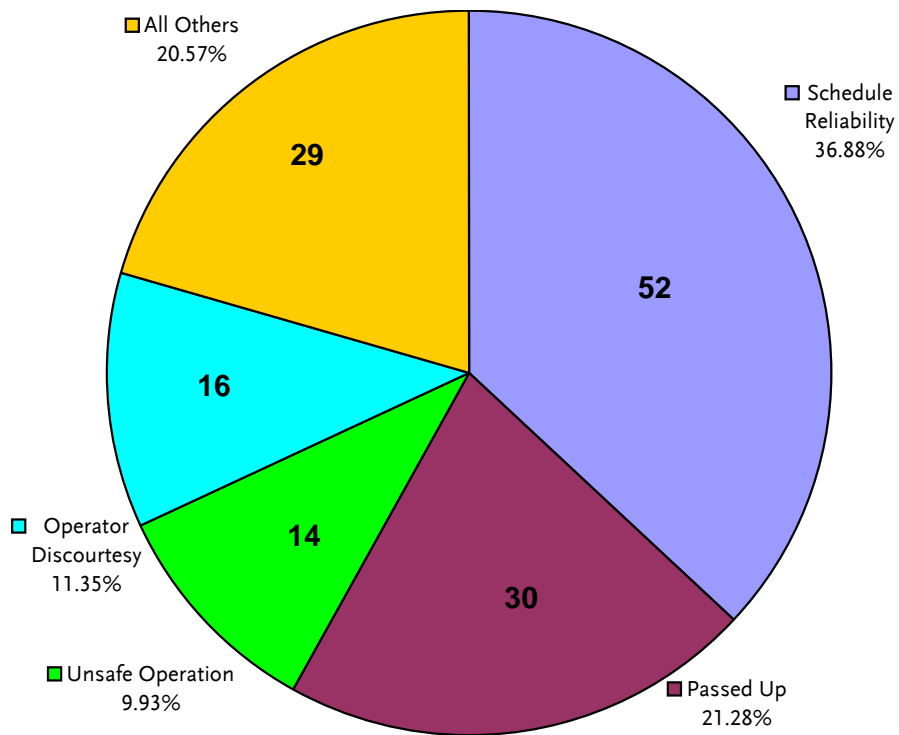
Customer Complaint Summary - 05/05 - 05/06 - Metro Operations

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Total Complaints	1358	1245	1340	1472	1085	1152	967	883	872	940	1044	810	812
12-Month Average	1202	1287	1275.4	1276.3	1237.1	1234.7	1236	1227	1201	1170	1130	1097	1052
Complaints per 100K	4.10	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75
Schedule Adherence	369	342	460	533	414	365	308	268	277	291	257	314	196
Passed Up	228	263	230	205	156	203	136	158	146	137	194	127	155
Unsafe Operation	187	136	135	122	107	101	110	101	98	94	107	75	76
Operator Discourtesy	183	155	148	182	125	114	116	107	115	135	150	122	140
All Others	391	349	367	430	283	369	297	249	236	283	336	172	245
Operator Commendations	107	92	128	112	67	84	69	66	55	54	89	76	91

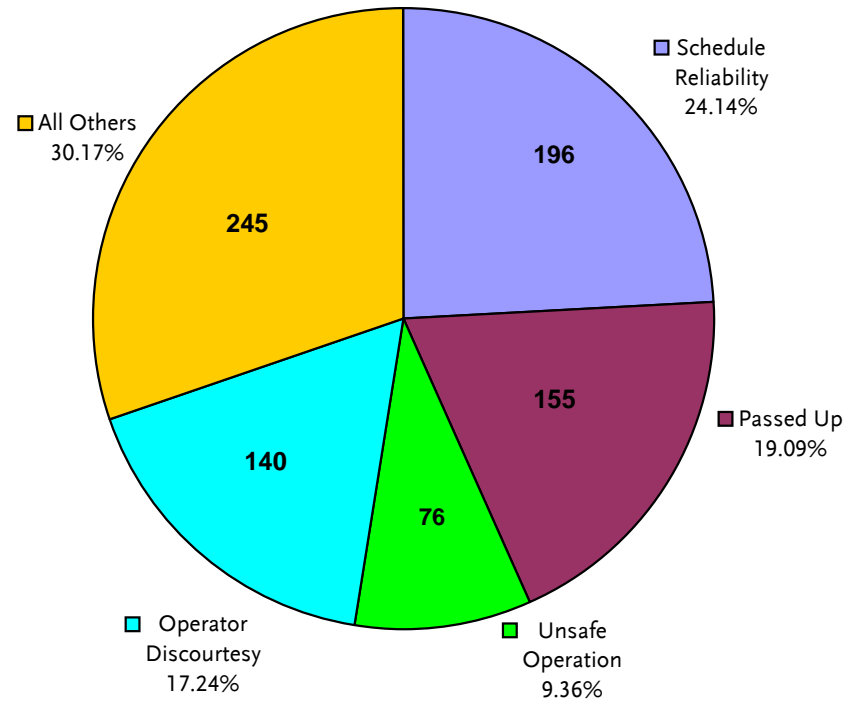
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution May-06

141 Total Complaints - Metro SFV

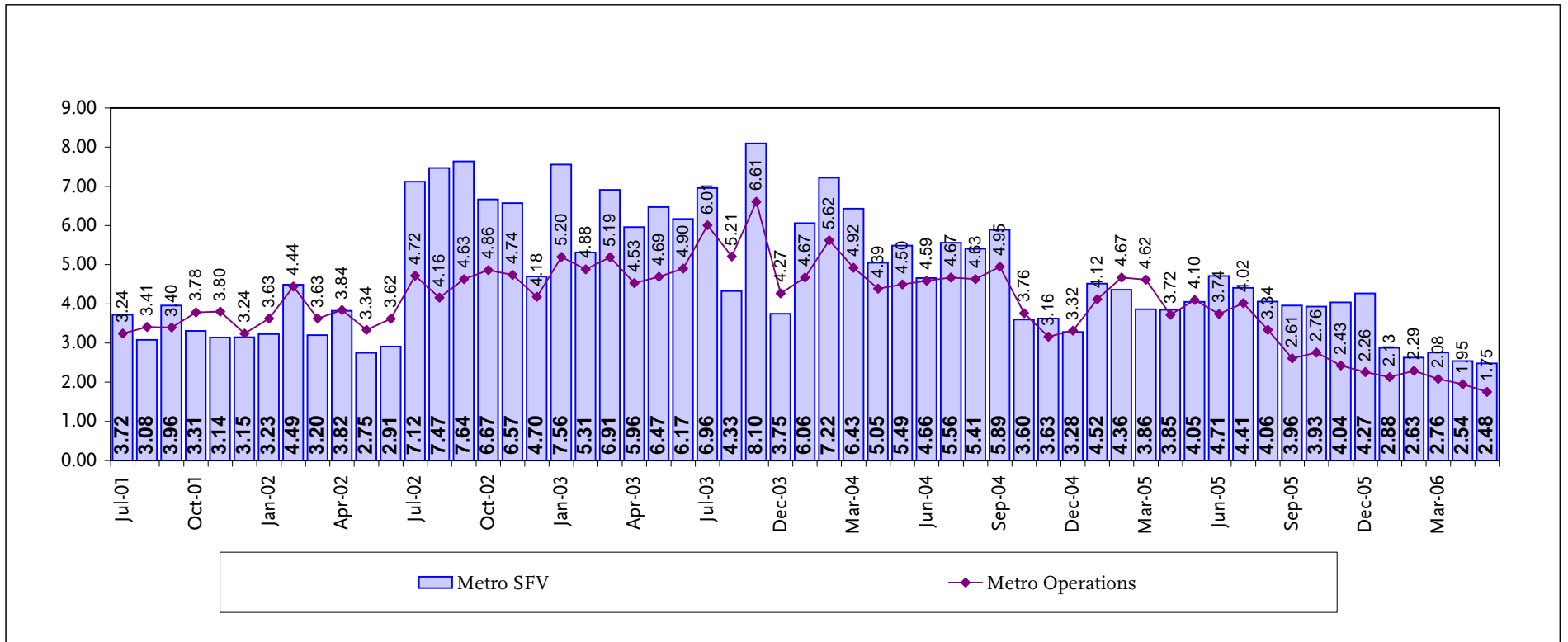


812 Total Complaints - Metro Operations



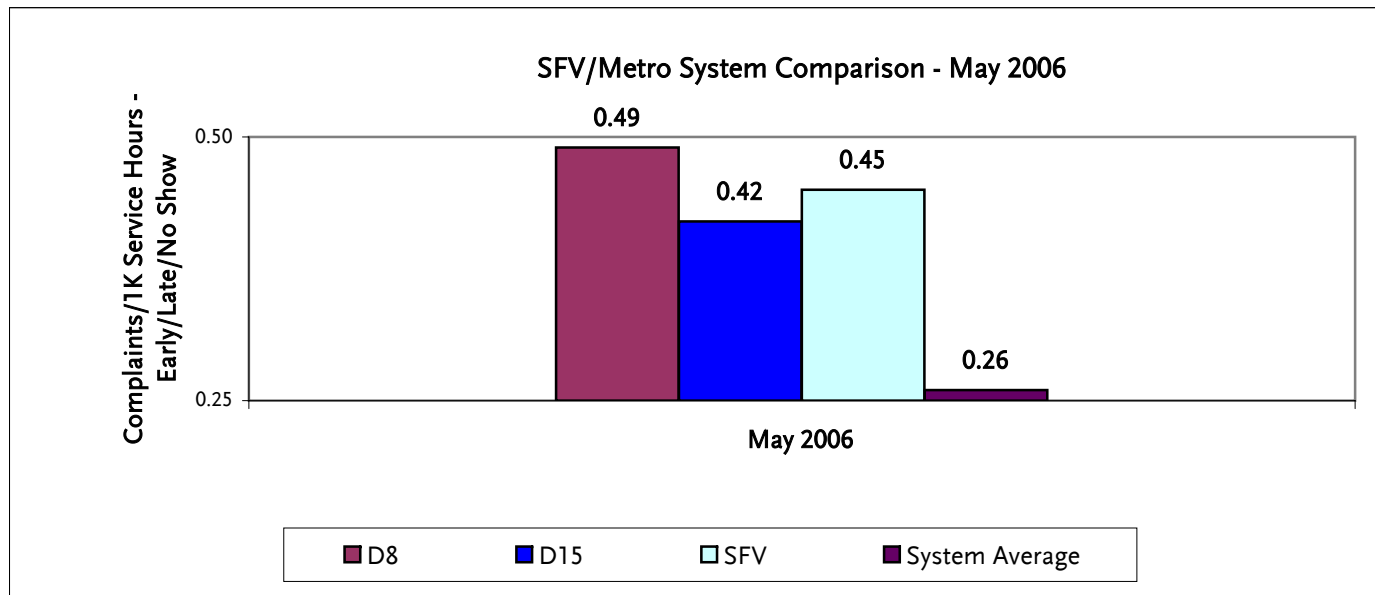
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2005



Metro San Fernando Valley Customer Complaint Report

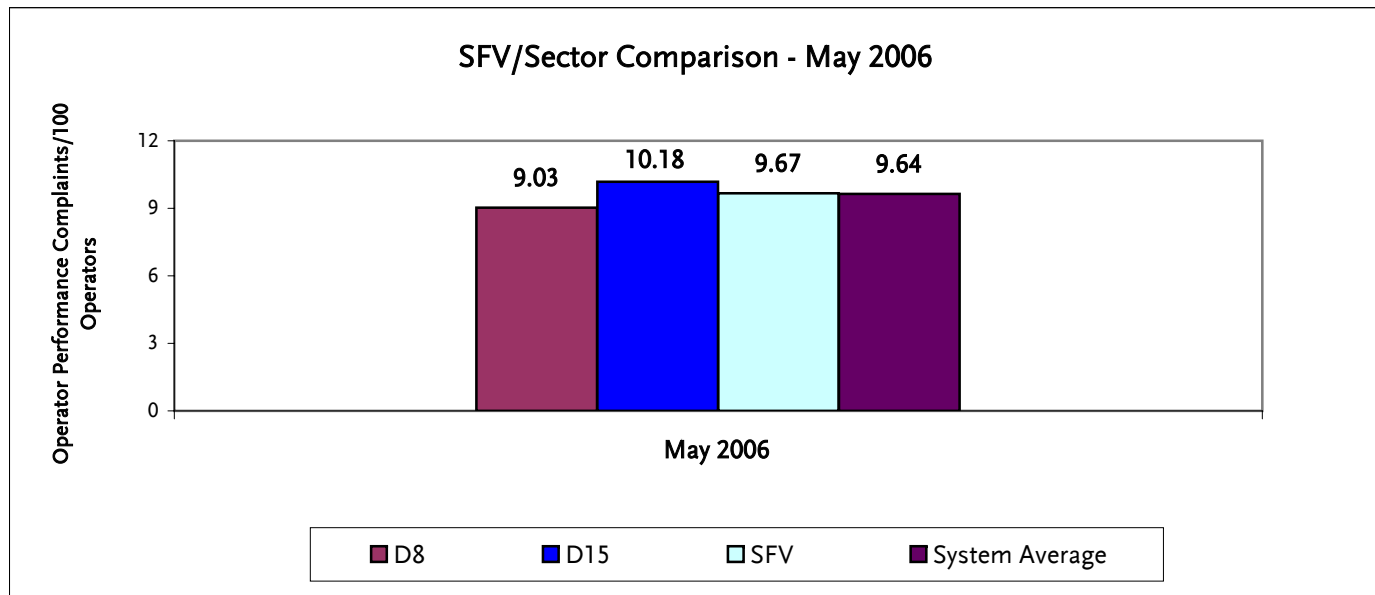
Schedule Performance Categories
Per 1,000 Service Hours



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

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Total Complaints	214	242	224	210	204	200	201	191	135	121	156	117	141
3 Month Moving Average	207	217	227	225	213	205	202	197	176	149	137	131	138
12 Month Moving Average	220	215	211	207	201	202	205	209	203	196	191	185	179
Complaints/100K Boarding	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48
12 Mo. AVG Com./100K Boardings	4.39	4.39	4.30	4.19	4.02	4.05	4.09	4.17	4.03	3.89	3.80	3.69	3.56
Schedule Reliability	91	90	108	100	109	92	92	70	61	44	55	37	52
12 Month Average Schedule	90	90	89	90	89	90	92	92	89	85	82	79	76
Pass Ups	39	51	39	32	28	34	30	40	29	14	23	15	30
12 Month Average Passup	37	38	38	37	35	35	35	36	36	34	33	31	30
Unsafe Operation	26	32	24	15	21	16	20	27	15	12	14	15	14
12 Month Average Unsafe	22	23	23	21	21	21	21	22	22	21	20	20	19
Operator Discourtesy	28	28	22	22	13	15	25	16	10	19	26	19	16
12 Month Average Discourtesy	23	23	23	23	21	21	22	22	21	21	21	20	19
All Others	30	41	31	41	33	43	34	38	20	32	38	31	29
12 Month Average - All Others	40	41	39	37	34	34	35	36	35	35	35	34	34
Schedule Reliability	42.52%	37.19%	48.21%	47.62%	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%	35.26%	31.62%	36.88%
Pass Ups	18.22%	21.07%	17.41%	15.24%	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%	14.74%	12.82%	21.28%
Unsafe Operations	12.15%	13.22%	10.71%	7.14%	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%	8.97%	12.82%	9.93%
Discourtesy	13.08%	11.57%	9.82%	10.48%	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%	16.67%	16.24%	11.35%
S*P*U*D* % Avg. of Total	85.97%	83.05%	86.16%	80.48%	83.82%	78.50%	83.08%	80.10%	85.19%	73.55%	75.64%	73.50%	79.43%
All Others	14.03%	16.95%	13.84%	19.52%	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%	24.36%	26.50%	20.57%
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

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Total Complaints	1,358	1,245	1,340	1,472	1,085	1,152	967	883	872	940	1,044	810	812
3 Month Moving Average	1,359	1,268	1,314	1,352	1,299	1,236	1,068	1,001	907	898	952	931	889
12 Month Moving Average	1,302	1,287	1,275	1,276	1,237	1,235	1,236	1,227	1,201	1,170	1,130	1,097	1,052
Complaints/100K Boarding	4.10	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75
12 Mo. AVG Com./100K Boardings	4.19	4.12	4.07	3.96	3.77	3.68	3.62	3.53	3.37	3.17	2.96	2.81	2.61
Schedule Reliability	369	342	460	533	414	365	308	268	277	291	257	314	196
12 Month Average Schedule	410	405	405	414	401	397	397	394	384	374	354	350	335
Pass Ups	228	263	230	205	156	203	136	158	146	137	194	127	155
12 Month Average Passup	237	236	232	227	217	215	212	207	203	196	190	182	176
Unsafe Operation	187	136	135	122	107	101	110	101	98	94	107	75	76
12 Month Average Unsafe	146	144	143	140	136	135	137	136	134	127	121	114	105
Discourtesy	183	155	148	182	125	114	116	107	115	135	350	122	140
12 Month Average Discourtesy	148	146	144	145	142	142	143	144	143	143	158	154	151
All Others	391	349	367	430	283	369	297	249	236	283	336	172	245
12 Month Average - All Others	361	355	351	351	341	346	348	346	338	331	324	314	301
Schedule Reliability	27.17%	27.47%	34.33%	36.21%	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%	24.62%	38.77%	24.14%
Pass Ups	16.79%	21.12%	17.16%	13.93%	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%	18.58%	15.68%	19.09%
Unsafe Operations	13.77%	10.92%	10.07%	8.29%	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%	10.25%	9.26%	9.36%
Discourtesy	13.48%	12.45%	11.04%	12.36%	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%	33.52%	15.06%	17.24%
S*P*U*D* % Avg. of Total	71.21%	71.97%	72.61%	70.79%	73.92%	67.97%	69.29%	71.80%	72.94%	69.89%	86.97%	78.77%	69.83%
All Others	28.79%	28.03%	27.39%	29.21%	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%	13.03%	21.23%	30.17%
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%