

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
September 6, 2006

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 – YTD July 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 - 07/05 - 07/06 - Metro San Fernando Valley

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Total Complaints	224	210	204	200	201	191	135	121	156	117	141	148	149
12-Month Average	211	207	201	202	205	209	203	196	191	185	179	171	164
Complaints per 100K	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75	2.79
Schedule Adherence	108	100	109	92	92	70	61	44	55	37	52	57	72
Passed Up	39	32	28	34	30	40	29	14	23	15	30	30	22
Unsafe Operation	24	15	21	16	20	27	15	12	14	15	14	14	15
Operator Discourtesy	22	22	13	15	25	16	10	19	26	19	16	15	18
All Others	31	41	33	43	34	38	20	32	38	31	29	32	22
Operator Commendations	30	28	12	7	17	14	6	7	21	16	15	7	33

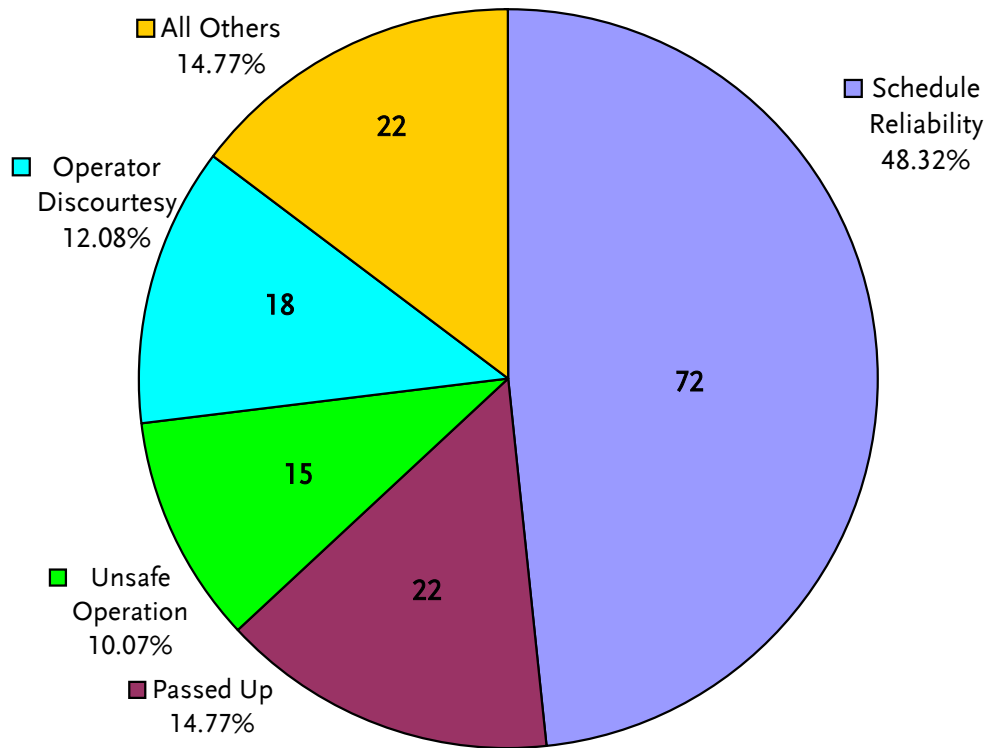
Customer Complaint Summary - 07/05 - 07/06 - Metro Operations

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Total Complaints	1340	1472	1085	1152	967	883	872	940	1044	810	812	926	1130
12-Month Average	1275.4	1276.3	1237.1	1234.7	1236	1227	1201	1170	1130	1097	1052	1025	1008
Complaints per 100K	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06	2.61
Schedule Adherence	460	533	414	365	308	268	277	291	257	314	196	253	433
Passed Up	230	205	156	203	136	158	146	137	194	127	155	141	153
Unsafe Operation	135	122	107	101	110	101	98	94	107	75	76	90	76
Operator Discourtesy	148	182	125	114	116	107	115	135	150	122	140	141	149
All Others	367	430	283	369	297	249	236	283	336	172	245	301	319
Operator Commendations	128	112	67	84	69	66	55	54	89	76	91	94	81

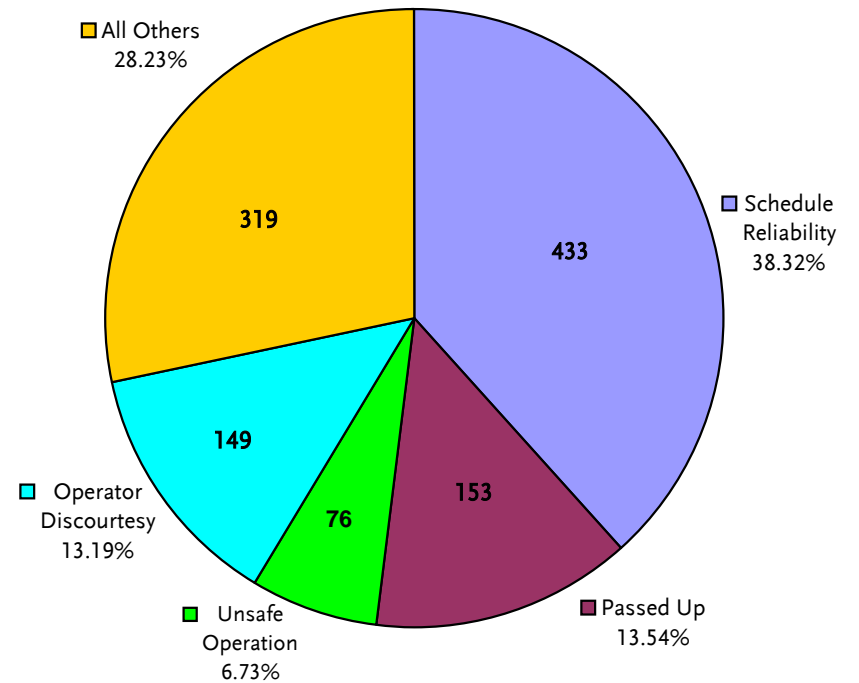
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution July-06

149 Total Complaints - Metro SFV

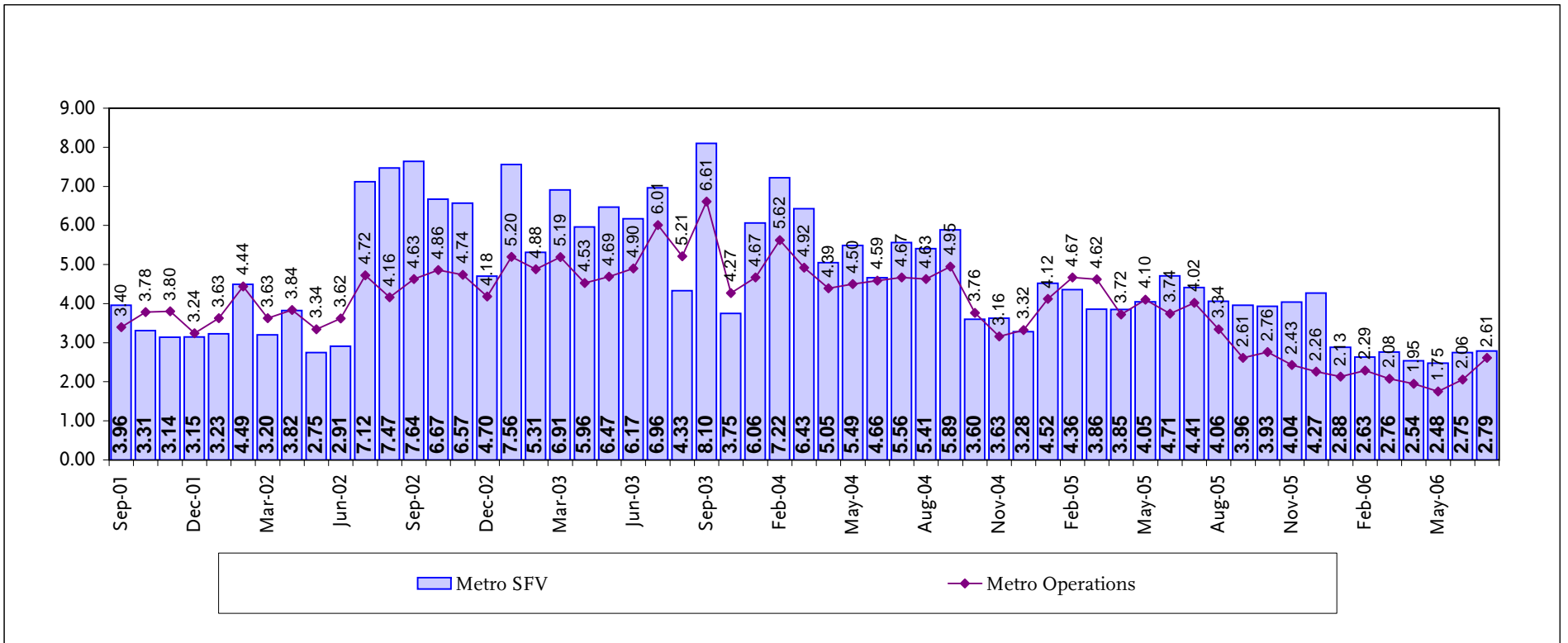


1,130 Total Complaints - Metro Operations



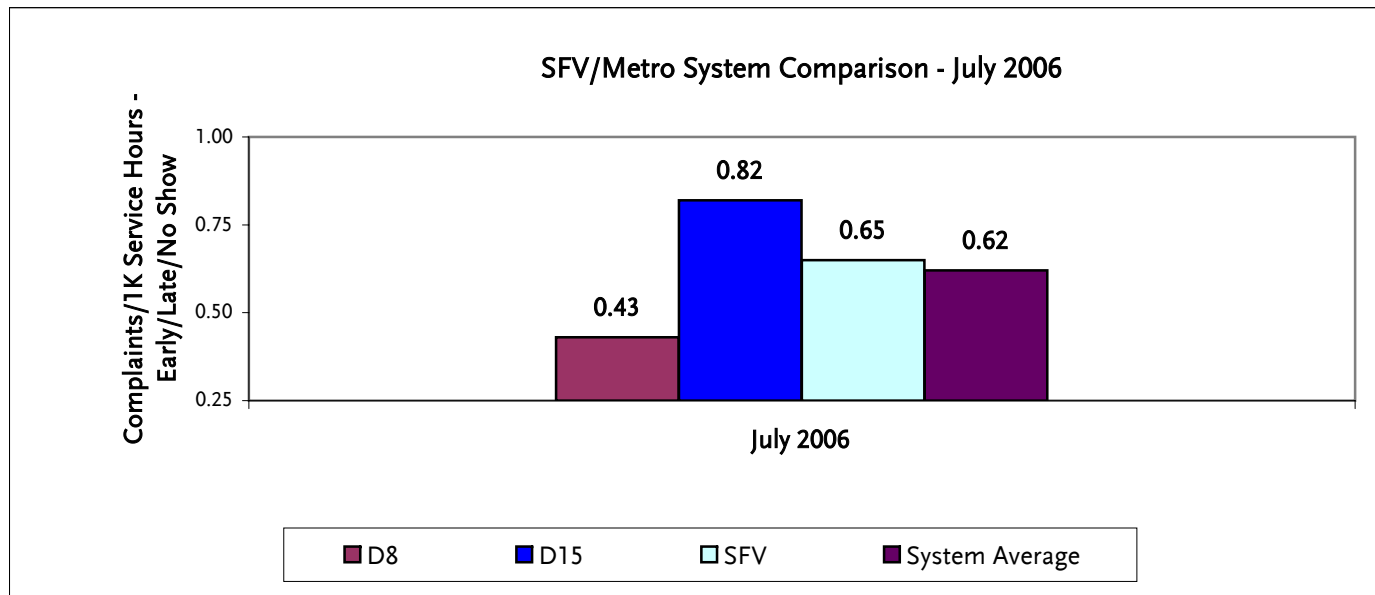
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2006



Metro San Fernando Valley Customer Complaint Report

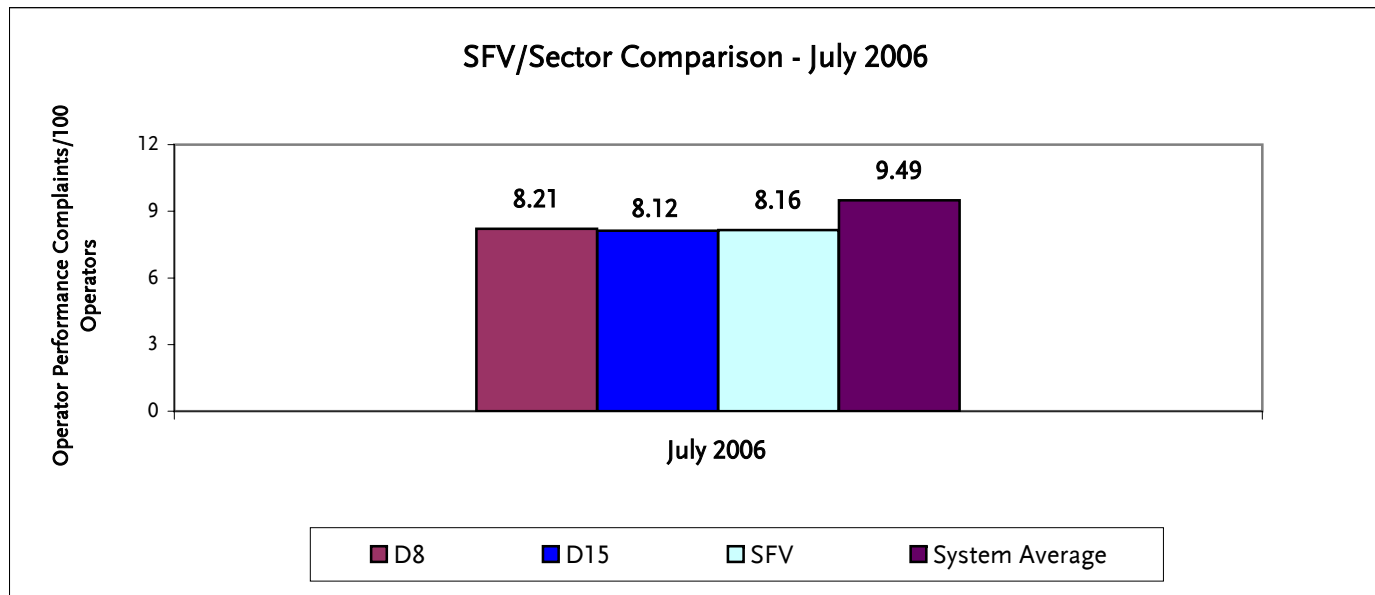
Schedule Performance Categories
Per 1,000 Service Hours



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

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Total Complaints	224	210	204	200	201	191	135	121	156	117	141	148	149
3 Month Moving Average	227	225	213	205	202	197	176	149	137	131	138	135	146
12 Month Moving Average	211	207	201	202	205	209	203	196	191	185	179	171	164
Complaints/100K Boarding	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75	2.79
12 Mo. AVG Com./100K Boardings	4.30	4.19	4.02	4.05	4.09	4.17	4.03	3.89	3.80	3.69	3.56	3.39	3.26
Schedule Reliability	108	100	109	92	92	70	61	44	55	37	52	57	72
12 Month Average Schedule	89	90	89	90	92	92	89	85	82	79	76	73	70
Pass Ups	39	32	28	34	30	40	29	14	23	15	30	30	22
12 Month Average Passup	38	37	35	35	35	36	36	34	33	31	30	29	27
Unsafe Operation	24	15	21	16	20	27	15	12	14	15	14	14	15
12 Month Average Unsafe	23	21	21	21	21	22	22	21	20	20	19	17	17
Operator Discourtesy	22	22	13	15	25	16	10	19	26	19	16	15	18
12 Month Average Discourtesy	23	23	21	21	22	22	21	21	21	20	19	18	18
All Others	31	41	33	43	34	38	20	32	38	31	29	32	22
12 Month Average - All Others	39	37	34	34	35	36	35	35	35	34	34	34	33

Schedule Reliability	48.21%	47.62%	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%	35.26%	31.62%	36.88%	38.51%	48.32%
Pass Ups	17.41%	15.24%	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%	14.74%	12.82%	21.28%	20.27%	14.77%
Unsafe Operations	10.71%	7.14%	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%	8.97%	12.82%	9.93%	9.46%	10.07%
Discourtesy	9.82%	10.48%	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%	16.67%	16.24%	11.35%	10.14%	12.08%
S*P*U*D* % Avg. of Total	86.16%	80.48%	83.82%	78.50%	83.08%	80.10%	85.19%	73.55%	75.64%	73.50%	79.43%	78.38%	85.23%
All Others	13.84%	19.52%	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%	24.36%	26.50%	20.57%	21.62%	14.77%
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%

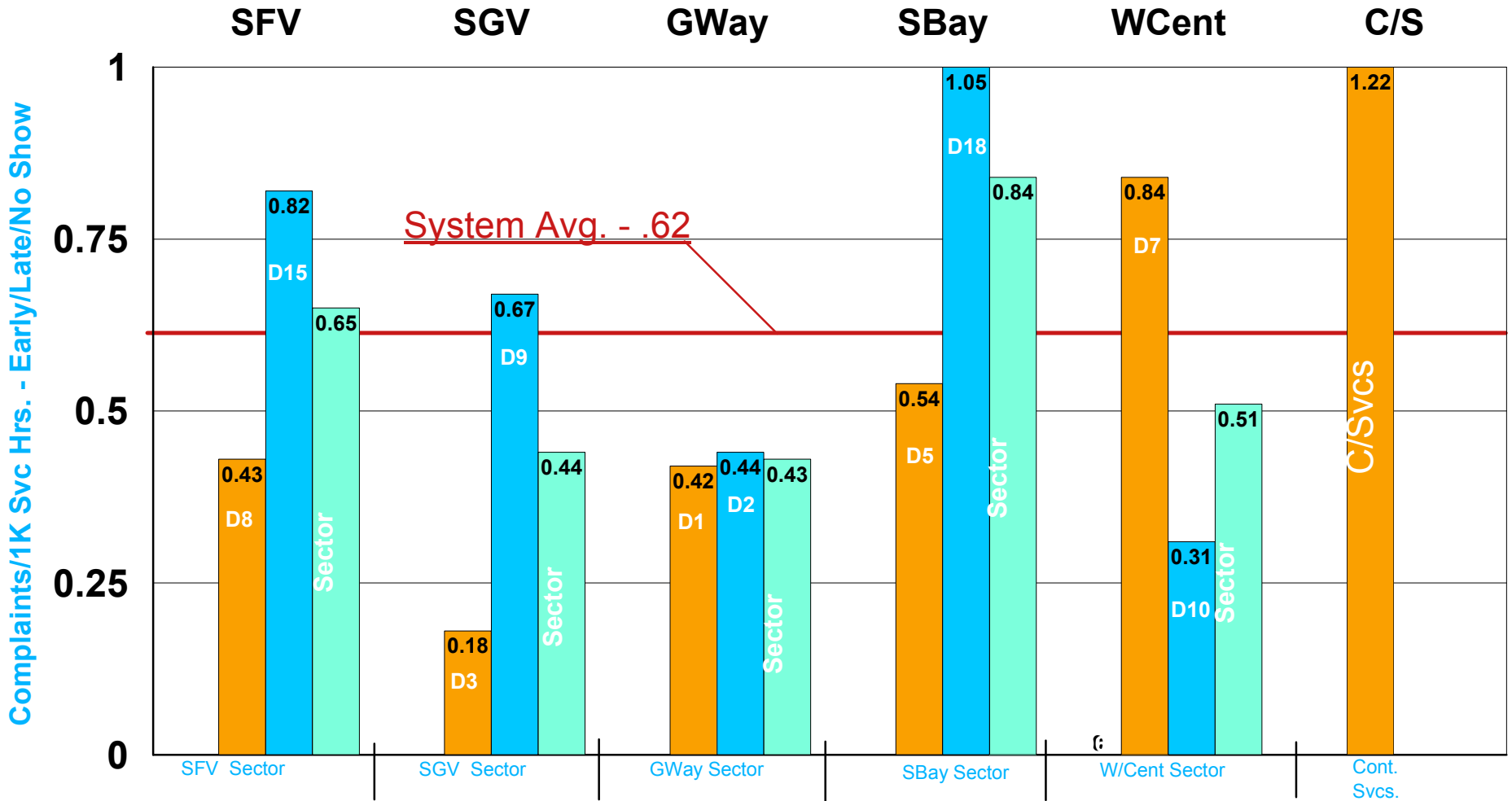
TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO OPERATIONS

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Total Complaints	1,340	1,472	1,085	1,152	967	883	872	940	1,044	810	812	926	1130
3 Month Moving Average	1,314	1,352	1,299	1,236	1,068	1,001	907	898	952	931	889	849	956
12 Month Moving Average	1,275	1,276	1,237	1,235	1,236	1,227	1,201	1,170	1,130	1,097	1,052	1,025	1,008
Complaints/100K Boarding	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06	2.61
12 Mo. AVG Com./100K Boardings	4.07	3.96	3.77	3.68	3.62	3.53	3.37	3.17	2.96	2.81	2.61	2.47	2.36
Schedule Reliability	460	533	414	365	308	268	277	291	257	314	196	253	433
12 Month Average Schedule	405	414	401	397	397	394	384	374	354	350	335	328	326
Pass Ups	230	205	156	203	136	158	146	137	194	127	155	141	153
12 Month Average Passup	232	227	217	215	212	207	203	196	190	182	176	166	159
Unsafe Operation	135	122	107	101	110	101	98	94	107	75	76	90	76
12 Month Average Unsafe	143	140	136	135	137	136	134	127	121	114	105	101	96
Discourtesy	148	182	125	114	116	107	115	135	350	122	140	141	149
12 Month Average Discourtesy	144	145	142	142	143	144	143	143	158	154	151	150	150
All Others	367	430	283	369	297	249	236	283	336	172	245	301	319
12 Month Average - All Others	351	351	341	346	348	346	338	331	324	314	301	297	293

Schedule Reliability	34.33%	36.21%	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%	24.62%	38.77%	24.14%	27.32%	38.32%
Pass Ups	17.16%	13.93%	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%	18.58%	15.68%	19.09%	15.23%	13.54%
Unsafe Operations	10.07%	8.29%	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%	10.25%	9.26%	9.36%	9.72%	6.73%
Discourtesy	11.04%	12.36%	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%	33.52%	15.06%	17.24%	15.23%	13.19%
S*P*U*D* % Avg. of Total	72.61%	70.79%	73.92%	67.97%	69.29%	71.80%	72.94%	69.89%	86.97%	78.77%	69.83%	67.49%	71.77%
All Others	27.39%	29.21%	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%	13.03%	21.23%	30.17%	32.51%	28.23%
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%

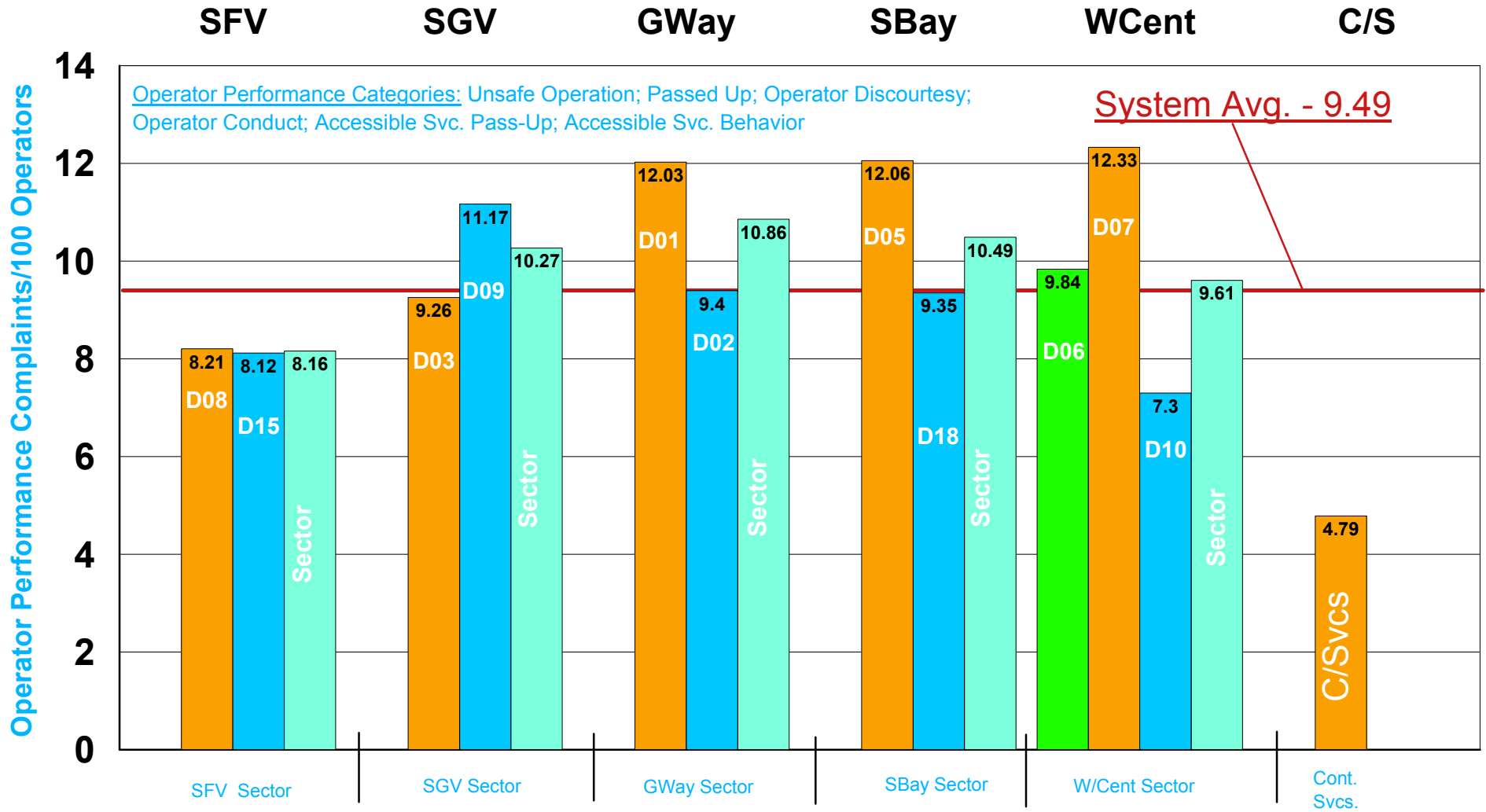
Schedule Performance Categories

Complaints per 1000 Service Hours Sector/Division Comparison - July 2006



Operator Performance Categories

Complaints per 100 Operators Sector/Division Comparison - July 2006



Operator Commendations

Per 100 Operators

Sector/Division Comparison - July 2006

