

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
December 5, 2007

**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 October 2007.

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 - 10/06 - 10/07 - Metro San Fernando Valley

|                        | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 | Mar-07 | Apr-07 | May-07 | Jun-07 | Jul-07 | Aug-07 | Sep-07 | Oct-07 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Complaints       | 151    | 145    | 133    | 146    | 153    | 192    | 145    | 182    | 175    | 211    | 186    | 154    | 203    |
| 12-Month Average       | 154    | 150    | 145    | 146    | 148    | 151    | 154    | 157    | 159    | 165    | 167    | 164    | 169    |
| Complaints per 100K *  | 2.59   | 2.63   | 2.60   | 2.85   | 3.42   | 3.28   | *      | 3.43   | 3.32   | 4.33   | 3.71   | 3.28   | 3.51   |
| Schedule Adherence     | 67     | 62     | 50     | 77     | 71     | 83     | 54     | 58     | 73     | 104    | 66     | 75     | 87     |
| Passed Up              | 17     | 22     | 27     | 17     | 20     | 38     | 31     | 27     | 17     | 31     | 24     | 26     | 43     |
| Unsafe Operation       | 15     | 14     | 13     | 13     | 14     | 13     | 12     | 25     | 14     | 14     | 15     | 14     | 17     |
| Operator Discourtesy   | 20     | 22     | 16     | 18     | 19     | 20     | 24     | 34     | 22     | 18     | 18     | 11     | 21     |
| All Others             | 32     | 25     | 27     | 21     | 29     | 38     | 24     | 38     | 39     | 44     | 63     | 28     | 35     |
| Operator Commendations | 9      | 14     | 16     | 4      | 23     | 11     | 7      | 20     | 15     | 15     | 14     | 10     | 16     |

Customer Complaint Summary - 10/06 - 10/07 - Metro Operations

|                        | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 | Mar-07 | Apr-07 | May-07 | Jun-07 | Jul-07 | Aug-07 | Sep-07 | Oct-07 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Complaints       | 1119   | 1025   | 882    | 1050   | 967    | 1133   | 904    | 1048   | 1126   | 1212   | 1132   | 952    | 1182   |
| 12-Month Average       | 984    | 989    | 989    | 1004   | 1006   | 1014   | 1021   | 1041   | 1058   | 1065   | 1061   | 1046   | 1051   |
| Complaints per 100K *  | 2.42   | 2.45   | 2.00   | 2.49   | 2.51   | 2.56   | *      | 2.44   | 2.71   | 3.01   | 2.83   | 2.49   | 2.82   |
| Schedule Adherence     | 382    | 371    | 294    | 380    | 292    | 366    | 228    | 267    | 359    | 404    | 312    | 320    | 365    |
| Passed Up              | 180    | 170    | 144    | 150    | 154    | 190    | 168    | 169    | 197    | 192    | 176    | 133    | 212    |
| Unsafe Operation       | 102    | 91     | 66     | 94     | 104    | 91     | 95     | 110    | 93     | 84     | 97     | 102    | 110    |
| Operator Discourtesy   | 147    | 144    | 114    | 138    | 131    | 154    | 153    | 170    | 144    | 152    | 145    | 105    | 148    |
| All Others             | 308    | 249    | 264    | 288    | 286    | 332    | 260    | 332    | 333    | 380    | 402    | 292    | 347    |
| Operator Commendations | 59     | 61     | 54     | 37     | 61     | 73     | 79     | 88     | 99     | 74     | 72     | 53     | 69     |

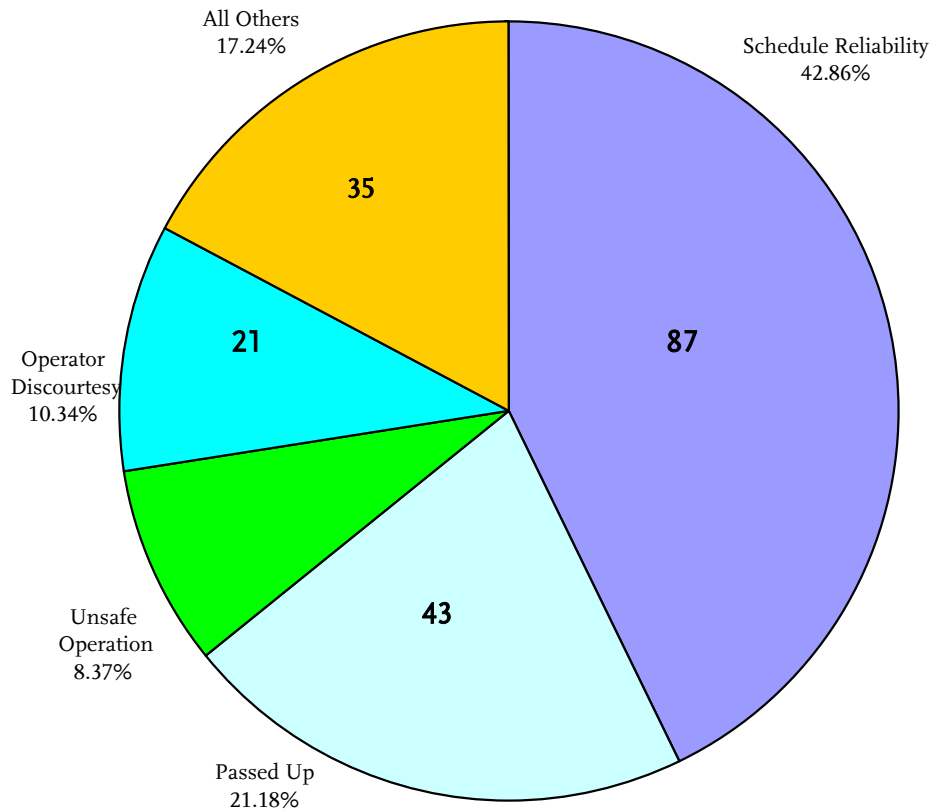
\* Note: Data for April 07 not captured due to an ATMS upgrade.

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

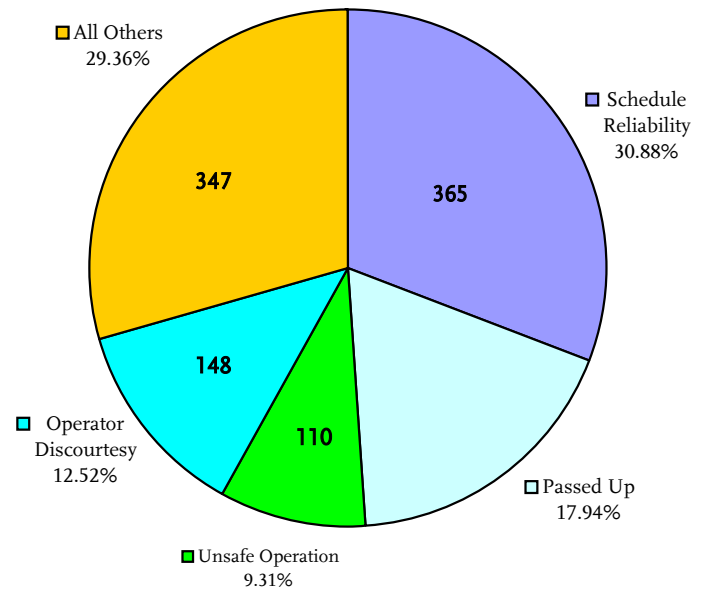
# Metro San Fernando Valley Customer Complaint Report

## Major Complaints Category Distribution For the Month Ended October 31, 2007

203 Total Complaints - Metro SFV

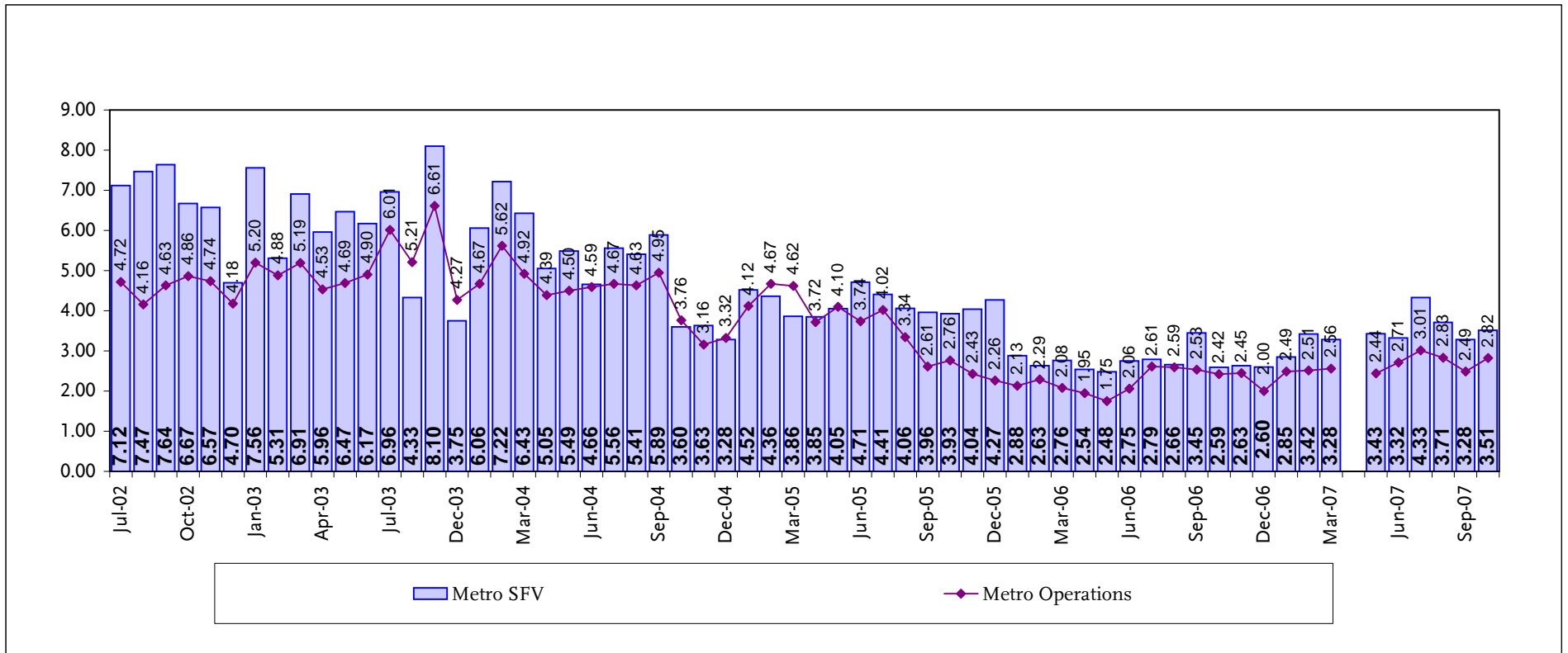


1182 Total Complaints - Metro Operations



# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2002-2007

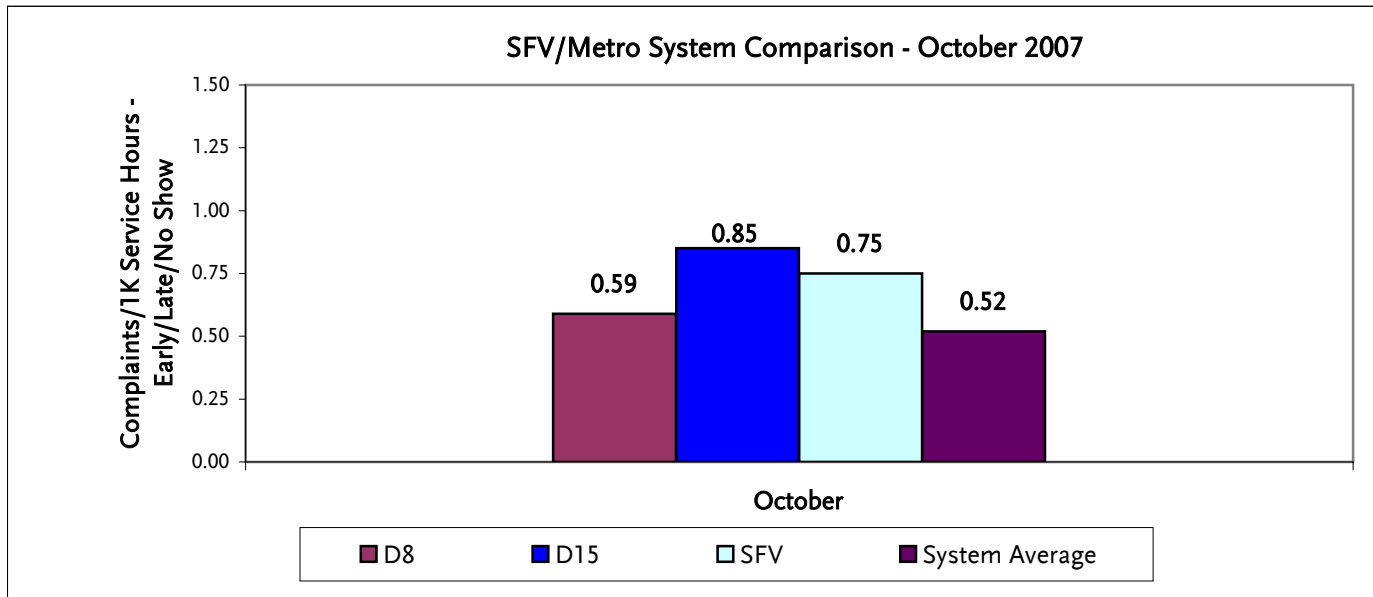


Note: Metro Operations complaints rate includes directly operated service only.

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

# Metro San Fernando Valley Customer Complaint Report

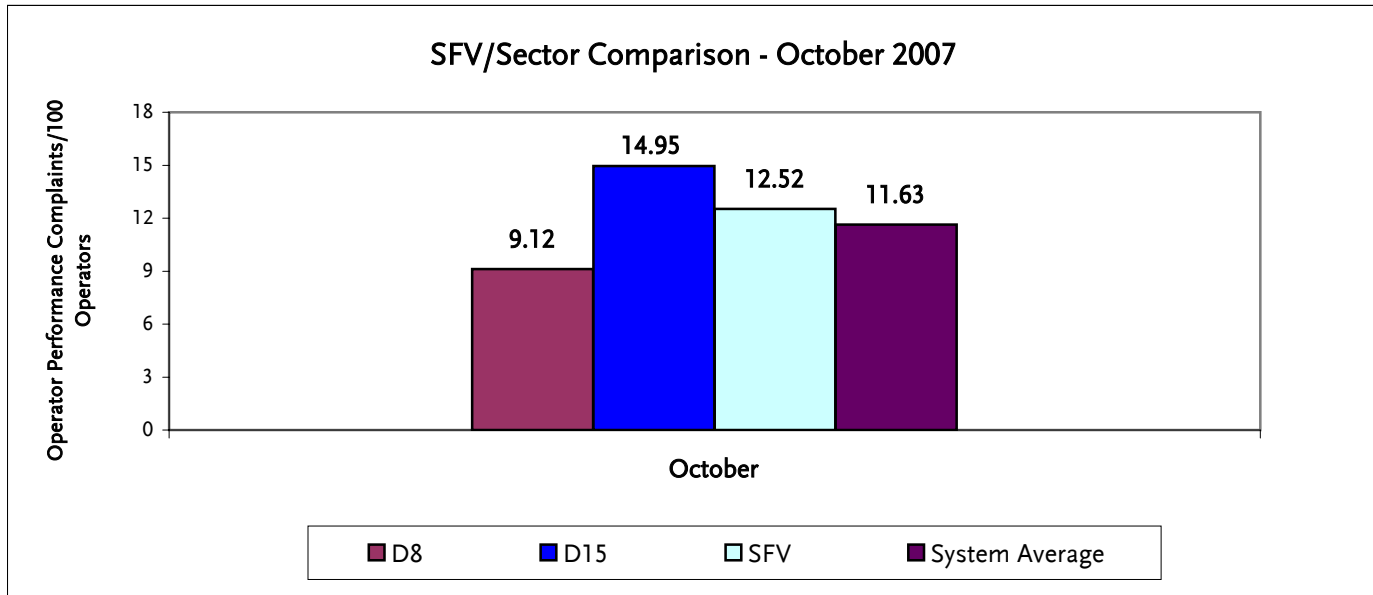
Schedule Performance Categories  
Per 1,000 Service Hours



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 |               |               |               |               |               |               |               |               |               |               |               |               |  |
|--------------------------------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
|                                | Oct-06  | Nov-06        | Dec-06        | Jan-07        | Feb-07        | Mar-07        | Apr-07        | May-07        | Jun-07        | Jul-07        | Aug-07        | Sep-07        | Oct-07        |  |
| Total Complaints               | 151   | 145           | 133           | 146           | 153           | 192           | 145           | 182           | 175           | 211           | 186           | 154           | 203           |  |
| 3 Month Moving Average         | 164   | 162           | 143           | 141           | 144           | 164           | 163           | 173           | 167           | 189           | 191           | 184           | 181           |  |
| 12 Month Moving Average        | 154   | 150           | 145           | 146           | 148           | 151           | 154           | 157           | 159           | 165           | 167           | 164           | 169           |  |
| Complaints/100K Boarding       | 2.59  | 2.63          | 2.60          | 2.85          | 3.42          | 3.28          | *             | 3.43          | 3.32          | 4.33          | 3.71          | 3.28          | 3.51          |  |
| 12 Mo. AVG Com./100K Boardings | 2.99  | 2.87          | 2.73          | 2.73          | 2.79          | 2.84          | 2.86          | 2.95          | 3.00          | 3.14          | 3.24          | 3.22          | 3.31          |  |
| Schedule Reliability           | 67  | 62            | 50            | 77            | 71            | 83            | 54            | 58            | 73            | 104           | 66            | 75            | 87            |  |
| 12 Month Average Schedule      | 63  | 60            | 59            | 60            | 62            | 65            | 66            | 67            | 68            | 71            | 71            | 70            | 72            |  |
| Pass Ups                       | 17  | 22            | 27            | 17            | 20            | 38            | 31            | 27            | 27            | 31            | 24            | 26            | 43            |  |
| 12 Month Average Passup        | 24  | 24            | 23            | 22            | 22            | 23            | 25            | 24            | 24            | 25            | 25            | 26            | 28            |  |
| Unsafe Operation               | 15  | 14            | 13            | 13            | 14            | 13            | 12            | 25            | 14            | 14            | 15            | 14            | 17            |  |
| 12 Month Average Unsafe        | 16  | 15            | 14            | 14            | 14            | 14            | 14            | 15            | 15            | 15            | 14            | 15            | 15            |  |
| Operator Discourtesy           | 20  | 22            | 16            | 18            | 19            | 20            | 24            | 34            | 22            | 18            | 18            | 11            | 21            |  |
| 12 Month Average Discourtesy   | 18  | 18            | 18            | 19            | 19            | 18            | 19            | 20            | 21            | 21            | 21            | 20            | 20            |  |
| All Others                     | 32  | 25            | 27            | 21            | 29            | 38            | 24            | 38            | 39            | 44            | 63            | 28            | 35            |  |
| 12 Month Average - All Others  | 33  | 32            | 31            | 31            | 31            | 31            | 31            | 31            | 32            | 34            | 36            | 34            | 34            |  |
| Schedule Reliability           | 44.37%  | 42.76%        | 37.59%        | 52.74%        | 46.41%        | 43.23%        | 37.24%        | 31.87%        | 41.71%        | 49.29%        | 35.48%        | 48.70%        | 42.86%        |  |
| Pass Ups                       | 11.26%  | 15.17%        | 20.30%        | 11.64%        | 13.07%        | 19.79%        | 21.38%        | 14.84%        | 15.43%        | 14.69%        | 12.90%        | 16.88%        | 21.18%        |  |
| Unsafe Operations              | 9.93%   | 9.66%         | 9.77%         | 8.90%         | 9.15%         | 6.77%         | 8.28%         | 13.74%        | 8.00%         | 6.64%         | 8.06%         | 9.09%         | 8.37%         |  |
| Discourtesy                    | 13.25%  | 15.17%        | 12.03%        | 12.33%        | 12.42%        | 10.42%        | 16.55%        | 18.68%        | 12.57%        | 8.53%         | 9.68%         | 7.14%         | 10.34%        |  |
| S*P*U*D* % Avg. of Total       | <b>78.81%</b>                                 | <b>82.76%</b> | <b>79.70%</b> | <b>85.62%</b> | <b>81.05%</b> | <b>80.21%</b> | <b>83.45%</b> | <b>79.12%</b> | <b>77.71%</b> | <b>79.15%</b> | <b>66.13%</b> | <b>81.82%</b> | <b>82.76%</b> |  |
| All Others                     | 21.19%  | 17.24%        | 20.30%        | 14.38%        | 18.95%        | 19.79%        | 16.55%        | 20.88%        | 22.29%        | 20.85%        | 33.87%        | 18.18%        | 17.24%        |  |
| 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%       |  |

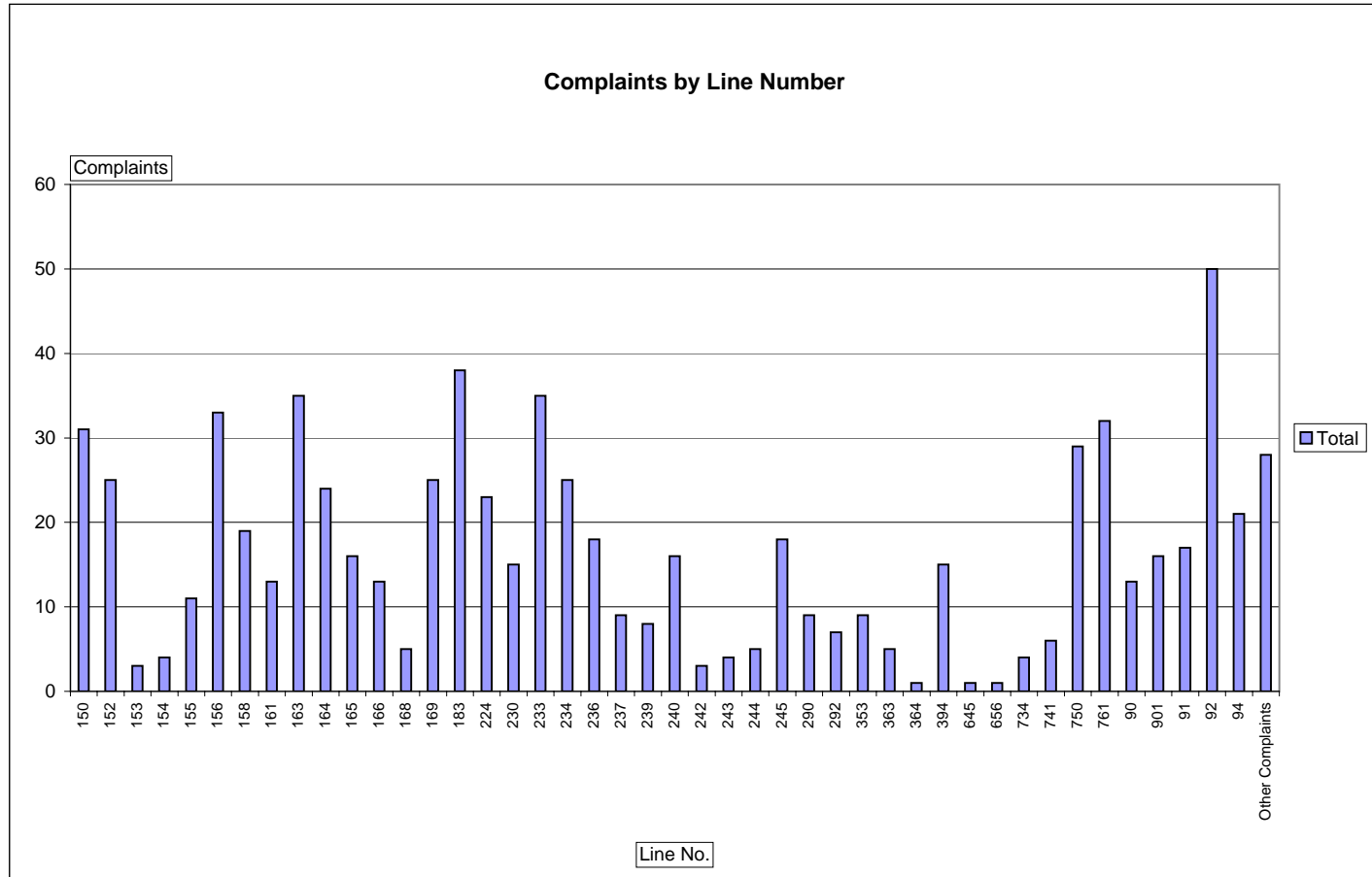
## TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO OPERATIONS

|                                | Oct-06        | Oct-06        | Dec-06        | Jan-07        | Feb-07        | Mar-07        | Apr-07        | May-07        | Jun-07        | Jul-07        | Aug-07        | Sep-07        | Oct-07        |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Total Complaints               | 1,119         | 1,025         | 882           | 1,050         | 967           | 1,133         | 904           | 1,048         | 1,126         | 1,212         | 1,132         | 952           | 1,182         |
| 3 Month Moving Average         | 1,143         | 1,092         | 1,009         | 986           | 966           | 1,050         | 1,001         | 1,028         | 1,026         | 1,129         | 1,157         | 1,099         | 1,089         |
| 12 Month Moving Average        | 984           | 989           | 989           | 1,004         | 1,006         | 1,014         | 1,021         | 1,041         | 1,058         | 1,065         | 1,061         | 1,046         | 1,051         |
| Complaints/100K Boarding       | 2.42          | 2.45          | 2.00          | 2.49          | 2.51          | 2.56          | *             | 2.44          | 2.71          | 3.01          | 2.83          | 2.49          | 2.82          |
| 12 Mo. AVG Com./100K Boardings | 2.26          | 2.26          | 2.24          | 2.27          | 2.29          | 2.33          | 2.36          | 2.42          | 2.48          | 2.52          | 2.54          | 2.54          | 2.57          |
| Schedule Reliability           | 382           | 371           | 294           | 380           | 292           | 366           | 228           | 267           | 359           | 404           | 312           | 320           | 365           |
| 12 Month Average Schedule      | 315           | 321           | 323           | 331           | 332           | 341           | 333           | 339           | 348           | 346           | 341           | 331           | 330           |
| Pass Ups                       | 180           | 170           | 144           | 150           | 154           | 190           | 168           | 169           | 197           | 192           | 176           | 133           | 212           |
| 12 Month Average Passup        | 152           | 155           | 153           | 154           | 155           | 155           | 158           | 159           | 164           | 167           | 169           | 169           | 171           |
| Unsafe Operation               | 102           | 91            | 66            | 94            | 104           | 91            | 95            | 110           | 93            | 84            | 97            | 102           | 110           |
| 12 Month Average Unsafe        | 93            | 92            | 89            | 88            | 89            | 88            | 90            | 92            | 93            | 93            | 92            | 94            | 95            |
| Discourtesy                    | 147           | 144           | 114           | 138           | 131           | 154           | 153           | 170           | 144           | 152           | 145           | 105           | 148           |
| 12 Month Average Discourtesy   | 151           | 153           | 154           | 156           | 156           | 139           | 142           | 144           | 145           | 145           | 144           | 141           | 142           |
| All Others                     | 308           | 249           | 264           | 288           | 286           | 332           | 260           | 332           | 333           | 380           | 402           | 292           | 347           |
| 12 Month Average - All Others  | 290           | 286           | 287           | 291           | 291           | 291           | 298           | 306           | 308           | 313           | 315           | 311           | 314           |
| Schedule Reliability           | 34.14%        | 36.20%        | 33.33%        | 36.19%        | 30.20%        | 32.30%        | 25.22%        | 25.48%        | 31.88%        | 33.33%        | 27.56%        | 33.61%        | 30.88%        |
| Pass Ups                       | 16.09%        | 16.59%        | 16.33%        | 14.29%        | 15.93%        | 16.77%        | 18.58%        | 16.13%        | 17.50%        | 15.84%        | 15.55%        | 13.97%        | 17.94%        |
| Unsafe Operations              | 9.12%         | 8.88%         | 7.48%         | 8.95%         | 10.75%        | 8.03%         | 10.51%        | 10.50%        | 8.26%         | 6.93%         | 8.57%         | 10.71%        | 9.31%         |
| Discourtesy                    | 13.14%        | 14.05%        | 12.93%        | 13.14%        | 13.55%        | 13.59%        | 16.92%        | 16.22%        | 12.79%        | 12.54%        | 12.81%        | 11.03%        | 12.52%        |
| S*P*U*D* % Avg. of Total       | <b>72.48%</b> | <b>75.71%</b> | <b>70.07%</b> | <b>72.57%</b> | <b>70.42%</b> | <b>70.70%</b> | <b>71.24%</b> | <b>68.32%</b> | <b>70.43%</b> | <b>68.65%</b> | <b>64.49%</b> | <b>69.33%</b> | <b>70.64%</b> |
| All Others                     | 27.52%        | 24.29%        | 29.93%        | 27.43%        | 29.58%        | 29.30%        | 28.76%        | 31.68%        | 29.57%        | 31.35%        | 35.51%        | 30.67%        | 29.36%        |
| 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 Four Months Ended October 31, 2007**

| <b>Complaints</b>  |              |
|--------------------|--------------|
| <b>Line No.</b>    | <b>Total</b> |
| 150                | 31           |
| 152                | 25           |
| 153                | 3            |
| 154                | 4            |
| 155                | 11           |
| 156                | 33           |
| 158                | 19           |
| 161                | 13           |
| 163                | 35           |
| 164                | 24           |
| 165                | 16           |
| 166                | 13           |
| 168                | 5            |
| 169                | 25           |
| 183                | 38           |
| 224                | 23           |
| 230                | 15           |
| 233                | 35           |
| 234                | 25           |
| 236                | 18           |
| 237                | 9            |
| 239                | 8            |
| 240                | 16           |
| 242                | 3            |
| 243                | 4            |
| 244                | 5            |
| 245                | 18           |
| 290                | 9            |
| 292                | 7            |
| 353                | 9            |
| 363                | 5            |
| 364                | 1            |
| 394                | 15           |
| 645                | 1            |
| 656                | 1            |
| 734                | 4            |
| 741                | 6            |
| 750                | 29           |
| 761                | 32           |
| 90                 | 13           |
| 901                | 16           |
| 91                 | 17           |
| 92                 | 50           |
| 94                 | 21           |
| Other Complaints   | 28           |
| <b>Grand Total</b> | <b>738</b>   |



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

**Note:** The Sector YTD Total Complaints of 754 on the "Complaints by Type" report is 16 more than the Sector YTD Total Complaints of 738 on the "Complaints by Line" report. This variance is due to a timing issue since the source data comes from 2 different data bases.



**Metro San Fernando Valley  
Complaints Report  
For the Four Months Ended October 31, 2007**

| Complaints                     | Line No.  |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
|--------------------------------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|----------|--|
|                                | 150       | 152       | 153      | 154      | 155       | 156       | 158       | 161       | 163       | 164       | 165       | 166       | 168      | 169       | 183       | 224       | 230       | 233       | 234       | 236       | 237      | 239      | 240       | 242      |  |
| Accessible Service - Pass Up   |           |           |          |          |           |           |           |           |           |           |           | 1         |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Accident                       | 1         |           |          | 1        |           | 1         | 1         | 1         | 1         | 2         | 1         | 1         |          | 2         |           | 1         |           | 4         |           |           |          |          | 1         | 1        |  |
| AccSvc Operator Behavior       |           | 1         |          |          |           |           |           |           |           |           |           |           |          | 1         |           |           |           | 1         |           | 1         |          |          |           |          |  |
| AccSvc Pass Up (Denied)        |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           | 1         |           |           |          |          |           |          |  |
| AccSvc Transit Failure (Other) |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           | 1         | 3         |           |           |          |          |           |          |  |
| AccSvc Wchr Securement         |           |           |          |          |           |           |           |           |           |           |           |           |          | 1         |           |           |           |           |           |           |          |          |           |          |  |
| Carried Past Stop              | 2         | 1         |          |          |           |           |           |           | 2         | 1         |           |           |          |           |           |           | 1         | 3         | 1         |           |          |          |           | 1        |  |
| Crowded Bus (Add'l Svc Rq.)    |           |           |          |          |           |           |           |           | 1         |           |           |           |          |           |           | 1         |           |           |           |           |          |          |           |          |  |
| Disputed/Wrong Fare            | 1         |           |          |          |           | 1         |           |           | 1         |           |           |           |          |           | 1         |           | 1         |           |           |           |          |          |           | 1        |  |
| Early Schedule                 | 1         |           |          |          |           |           |           |           | 2         | 1         |           |           |          | 1         |           | 1         |           |           |           |           | 1        |          | 1         |          |  |
| HC I.D. Card                   |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Headsign Problems              |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           | 2        |          |           |          |  |
| Improper Curb Stop             | 1         |           |          |          |           | 1         |           |           | 1         | 1         |           | 1         |          |           | 1         |           |           | 1         |           |           |          |          |           |          |  |
| Incorrect Info - Bus Operator  |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           | 1         |          |          |           |          |  |
| Late Schedule                  | 2         | 3         |          |          |           | 3         | 5         |           | 7         | 3         | 1         |           |          | 5         | 6         | 3         |           |           | 7         | 2         |          | 1        | 3         | 2        |  |
| Layover Zone                   |           |           |          |          |           | 1         |           |           |           |           |           |           |          |           |           |           |           | 1         |           |           |          |          |           |          |  |
| Misc. Complaint                |           | 3         |          |          |           | 3         |           |           |           |           | 1         | 1         |          | 1         |           | 1         | 2         | 2         | 3         |           |          |          |           |          |  |
| No Show                        | 11        | 11        | 1        | 2        | 4         | 12        | 9         | 4         | 11        | 6         | 8         | 3         | 4        | 7         | 24        | 9         | 4         | 3         | 5         | 9         | 6        | 5        | 5         | 1        |  |
| Off Route                      | 1         |           |          |          |           |           | 1         |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Op. Discourtesy                | 3         | 2         | 1        |          | 1         | 2         |           |           | 1         | 2         |           | 1         |          | 3         | 3         | 4         |           | 7         | 2         | 1         |          |          |           | 3        |  |
| Operator Conduct               | 3         | 2         |          |          |           | 2         |           |           |           | 1         |           |           |          | 1         |           |           |           | 2         | 1         |           |          | 1        |           |          |  |
| Passed Up                      | 3         | 2         | 1        | 1        | 5         | 5         | 2         | 7         | 3         | 4         | 4         | 2         | 1        | 2         | 3         | 1         | 3         | 5         | 4         | 2         | 2        |          |           | 2        |  |
| Passenger Conduct              |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Senior I.D. Card               |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Transfer Problems              |           |           |          |          |           |           |           |           |           |           |           |           |          |           |           |           |           |           |           |           |          |          |           |          |  |
| Unsafe Operation               | 2         |           |          |          | 1         | 2         | 1         | 1         | 5         | 3         | 1         | 3         |          | 1         |           | 2         | 3         | 2         | 1         |           |          |          |           |          |  |
| <b>Grand Total</b>             | <b>31</b> | <b>25</b> | <b>3</b> | <b>4</b> | <b>11</b> | <b>33</b> | <b>19</b> | <b>13</b> | <b>35</b> | <b>24</b> | <b>16</b> | <b>13</b> | <b>5</b> | <b>25</b> | <b>38</b> | <b>23</b> | <b>15</b> | <b>35</b> | <b>25</b> | <b>18</b> | <b>9</b> | <b>8</b> | <b>16</b> | <b>3</b> |  |

**Metro San Fernando Valley  
Complaints Report  
For the Four Months Ended October 31, 2007**

| <b>Complaints</b>              |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        |                        |     |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|-----------|-----------|------------------------|------------------------|-----|
| <b>Description</b>             | <b>243</b> | <b>244</b> | <b>245</b> | <b>290</b> | <b>292</b> | <b>353</b> | <b>363</b> | <b>364</b> | <b>394</b> | <b>645</b> | <b>656</b> | <b>734</b> | <b>741</b> | <b>750</b> | <b>761</b> | <b>90</b> | <b>901</b> | <b>91</b> | <b>92</b> | <b>94</b> | <b>Other<br/>Compl</b> | <b>Grand<br/>Total</b> |     |
| Accessible Service - Pass Up   |            |            |            |            | 1          |            |            |            | 1          |            |            |            | 1          |            |            |           |            |           |           |           |                        |                        | 4   |
| Accident                       |            |            |            |            |            | 1          |            |            |            |            |            |            |            | 2          | 3          |           | 3          |           | 1         | 1         |                        |                        | 30  |
| AccSvc Operator Behavior       |            |            |            |            |            |            |            |            |            |            |            |            | 1          |            |            |           | 1          |           | 1         |           |                        |                        | 7   |
| AccSvc Pass Up (Denied)        |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        |                        | 1   |
| AccSvc Transit Failure (Other) |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        | 1                      | 5   |
| AccSvc Wchr Securement         |            |            |            |            |            |            | 1          |            |            |            |            |            |            |            |            |           |            |           |           |           |                        |                        | 2   |
| Carried Past Stop              |            |            |            |            |            | 1          |            |            | 2          |            |            |            |            | 1          | 1          |           |            |           | 1         | 1         | 1                      |                        | 20  |
| Crowded Bus (Add'l Svc Rq.)    |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        |                        | 2   |
| Disputed/Wrong Fare            | 1          |            |            |            |            |            |            |            |            |            |            |            |            | 2          |            |           |            |           |           | 1         |                        |                        | 10  |
| Early Schedule                 | 1          | 1          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |           | 1          |           |           |           |                        |                        | 12  |
| HC I.D. Card                   |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        | 1                      | 1   |
| Headsign Problems              |            |            |            |            |            |            |            |            | 1          |            |            |            |            |            |            |           |            |           |           |           |                        |                        | 3   |
| Improper Curb Stop             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        |                        | 7   |
| Incorrect Info - Bus Operator  |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |           |            |           |           |           |                        | 1                      | 2   |
| Late Schedule                  |            |            |            |            |            |            |            |            | 1          | 1          | 1          |            |            | 1          | 3          |           |            |           | 3         | 4         | 6                      |                        | 73  |
| Layover Zone                   |            |            |            |            |            |            |            |            |            |            |            |            |            |            | 1          |           |            |           |           |           |                        |                        | 3   |
| Misc. Complaint                |            |            |            |            |            |            |            |            |            |            |            |            |            | 3          | 3          |           | 1          |           | 2         |           |                        | 2                      | 28  |
| No Show                        | 1          | 2          | 8          | 5          | 4          | 3          | 2          |            |            |            |            |            |            | 7          | 6          | 8         | 1          | 6         | 18        | 4         | 2                      |                        | 241 |
| Off Route                      |            |            | 1          | 3          |            | 1          |            |            |            |            |            |            |            |            |            |           |            |           | 1         | 1         |                        |                        | 9   |
| Op. Discourtesy                |            |            | 2          |            |            | 1          | 1          |            | 3          |            |            |            | 2          | 4          | 3          | 1         | 5          | 1         | 2         | 3         | 3                      |                        | 67  |
| Operator Conduct               |            |            | 1          |            |            |            |            |            |            |            |            | 1          |            | 1          | 1          |           | 3          | 1         | 2         |           | 1                      |                        | 24  |
| Passed Up                      | 1          | 2          | 6          | 1          | 1          | 2          |            |            | 4          |            |            | 3          | 2          | 3          | 5          | 2         | 1          | 5         | 14        | 4         | 1                      |                        | 121 |
| Passenger Conduct              |            |            |            |            |            |            | 1          |            |            |            |            |            |            |            | 1          |           |            |           |           |           |                        |                        | 2   |
| Senior I.D. Card               |            |            |            |            |            |            |            |            |            |            |            |            |            | 1          |            |           |            |           | 1         |           |                        |                        | 2   |
| Transfer Problems              |            |            |            |            |            |            |            | 1          |            |            |            |            |            |            | 2          |           |            |           |           |           |                        |                        | 3   |
| Unsafe Operation               |            |            |            |            |            |            |            |            | 3          |            |            |            |            | 4          | 3          | 1         | 1          |           | 2         | 1         | 16                     |                        | 59  |
| <b>Grand Total</b>             | <b>4</b>   | <b>5</b>   | <b>18</b>  | <b>9</b>   | <b>7</b>   | <b>9</b>   | <b>5</b>   | <b>1</b>   | <b>15</b>  | <b>1</b>   | <b>1</b>   | <b>4</b>   | <b>6</b>   | <b>29</b>  | <b>32</b>  | <b>13</b> | <b>16</b>  | <b>17</b> | <b>50</b> | <b>21</b> | <b>28</b>              | <b>738</b>             |     |