

Customer Complaints about Bus Service Declined Steadily over Past 16 Months

(Jan. 26) Metro Bus customer complaints over the past 16 months have steadily declined as more new buses are added to the peak hour fleet, as miles between breakdowns increase and as overall reliability improves.

"Extraordinary progress can be seen in the complaint figures for the year just ended," said Warren Morse, deputy executive officer, Marketing and Customer Relations.

14 percent decline

The 12-month "moving average" of total complaints, a prime indicator of long-term trends, stood at 1,650 in December, 1998. By December, 1999, the moving average had fallen to 1,419 – a decline of 14 percent in total complaints.

"The number and type of complaint fluctuates from month to month," Morse explained, "but the 12-month moving average offers a true reflection of our customers' experiences over longer periods of time."

Fleet condition improved

"We're pleased at the lower number of customer complaints," said Dan Ibarra, deputy executive officer, Bus Operations, "but we expected complaints to drop as operator availability and the condition of the bus fleet improved.

"The number of complaints will continue to drop," he predicted. "It is getting better on the bus, but the best is yet to come."

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