

## Metro Bus Passenger Complaints Continue 28-Month Decline

By ED SCANNELL

A downward trend in customer complaints by Metro Bus passengers has now been sustained for 28 months, according to figures in a just-released MTA report. The decline began in August, 1998.

The 12-month moving average for December, 2000, showed 1,268 complaints versus an average of 1,419 in December, 1999. Total passenger boardings for the Metro Bus System in December, 2000, reached 30.4 million.

Customer Relations recorded notable improvements in several reporting categories of passenger complaints, particularly in the areas of Schedule Adherence and Unsafe Operation.

The decline in complaints by Metro Bus passengers can be attributed, in part, to the large infusion of new buses into the active fleet, which results in improved fleet reliability.

Typically, fewer customer complaints are received during the month of December than in any other month. Nevertheless, complaints received in December, 2000, represent a 9.1 percent decrease from December, 1999, and were the lowest December totals since 1994.

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