



# NEWS

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## MTA CUSTOMER COMPLAINTS DROP 13 PERCENT IN MAY; DOWNWARD TREND CONTINUES

The MTA has registered another significant decrease in the number of customer complaints regarding Metro Bus and Metro Rail service, and the long-term trend (based on a 12-month average) has now shown a steady decline in overall complaints for nine consecutive months.

In May 1999 the MTA logged 1,209 complaints regarding Metro Bus service. During the same period Metro buses transported more than 28 million boarding passengers, which means MTA received only one complaint for every 23,000 customers served.

The May figure represents a 13 percent decrease from April and a 16 percent decrease from the May 1998 total. Based on a 12-month average, at the end of May complaints averaged 1,547 per month, a 10.8 percent decrease from May 1998 when the 12-month average stood at 1,736.

The number of complaints regarding Metro Rail service declined from 40 in April to 35 in May.

Complaints associated with Metro Bus service generally fall into four major categories: Schedule Adherence, Passed Up, Unsafe Operation and Operator Discourtesy.

"Complaints regarding schedule adherence have decreased the most, which clearly reflects the positive impact of our new buses, improved maintenance and increased supervision, as well as our Professional Pride program," said Tom Conner, executive officer of transit operations. "A pleasing side effect is that during this same period, there also has been an increase in the number of operator commendations received."

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Schedule Adherence complaints fell almost 25 percent in May while Passed Up and Unsafe Operation reports declined five percent and 16 percent respectively. The only major category to show an increase in May was Operator Discourtesy which rose by only three complaint reports from its April level.

During peak hours, the MTA operates more than 1,800 buses on nearly 200 bus routes in a service area of 1,433 square miles which is larger than the state of Rhode Island.

"Considering the large number of passengers we transport every month, the number of complaints is low, but we can do better," added Conner. "I am confident that the addition of new buses coupled with the professional pride of our operators and mechanics will result in even better performance in the months ahead."

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