

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
December 7, 2005

SUBJECT: REPORT ON CUSTOMER COMPLAINTS

ACTION: RECEIVE AND FILE

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 October 2005.

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 - 10/04 - 10/05 - Metro San Fernando Valley

	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
Total Complaints	185	167	146	207	203	212	194	214	242	224	210	204	200
12-Month Average	229	241	238	238	229	221	217	213	215	211	207	201	202
Complaints per 100K	3.60	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93
Schedule Adherence	74	77	60	108	82	90	77	91	90	108	100	109	92
Passed Up	39	25	34	32	31	39	36	39	51	39	32	28	34
Unsafe Operation	18	16	15	17	30	22	17	26	32	24	15	21	16
Operator Discourtesy	15	16	16	21	21	24	29	28	28	22	22	13	15
All Others	39	33	21	29	39	37	35	30	41	31	41	33	43
Operator Commendations	12	12	22	11	12	23	23	17	0	30	28	12	7

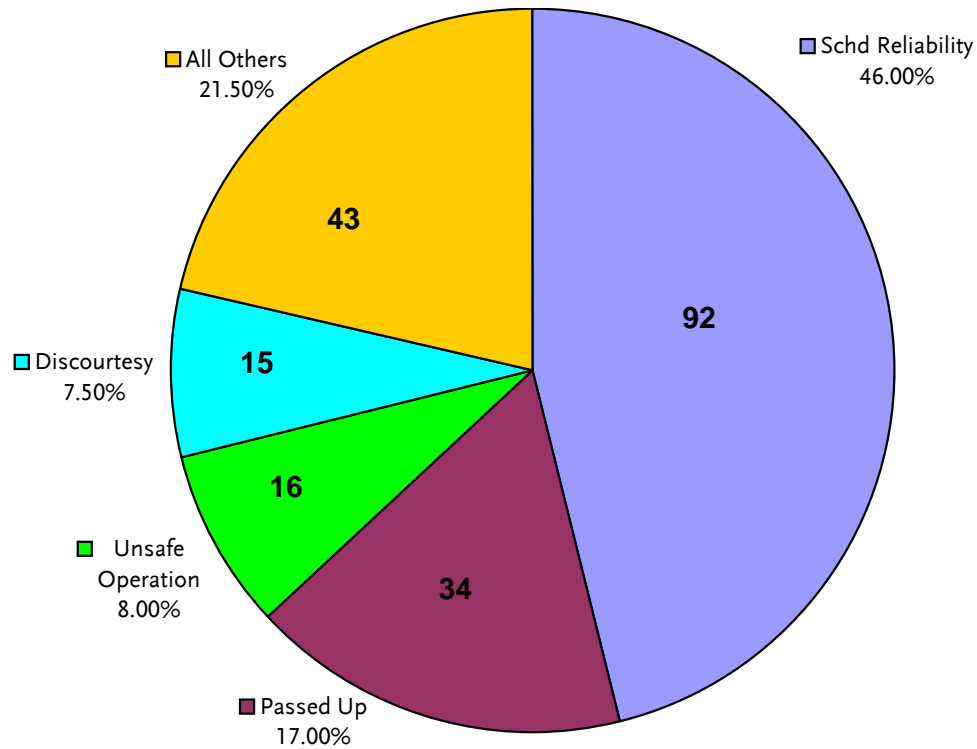
Customer Complaint Summary - 10/04 - 10/05 - Metro Operations

	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
Total Complaints	1181	947	991	1191	1315	1518	1202	1358	1245	1340	1472	1085	1152
12-Month Average	1457	1369	1356	1344	1324	1315	1305	1202	1287	1275.4	1276.3	1237.1	1234.7
Complaints per 100K	3.75	3.16	3.32	4.12	4.67	4.62	3.72	4.10	3.74	4.02	3.34	2.61	2.76
Schedule Adherence	419	309	293	400	415	496	363	369	342	460	533	414	365
Passed Up	229	172	210	202	221	259	225	228	263	230	205	156	203
Unsafe Operation	111	87	117	123	175	186	149	187	136	135	122	107	101
Operator Discourtesy	116	104	101	126	136	167	163	183	155	148	182	125	114
All Others	306	275	270	340	368	410	302	391	349	367	430	283	369
Operator Commendations	85	81	86	56	75	102	57	107	92	128	112	67	84

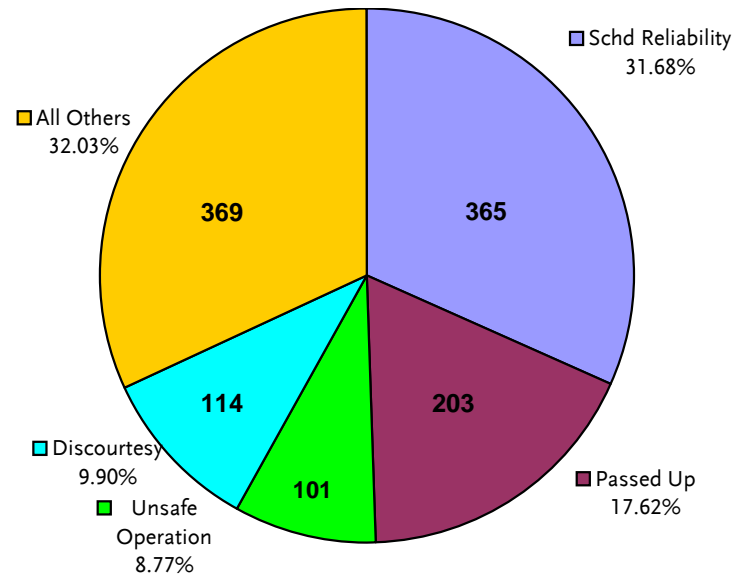
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution October 2005

200 Total Complaints - Metro SFV

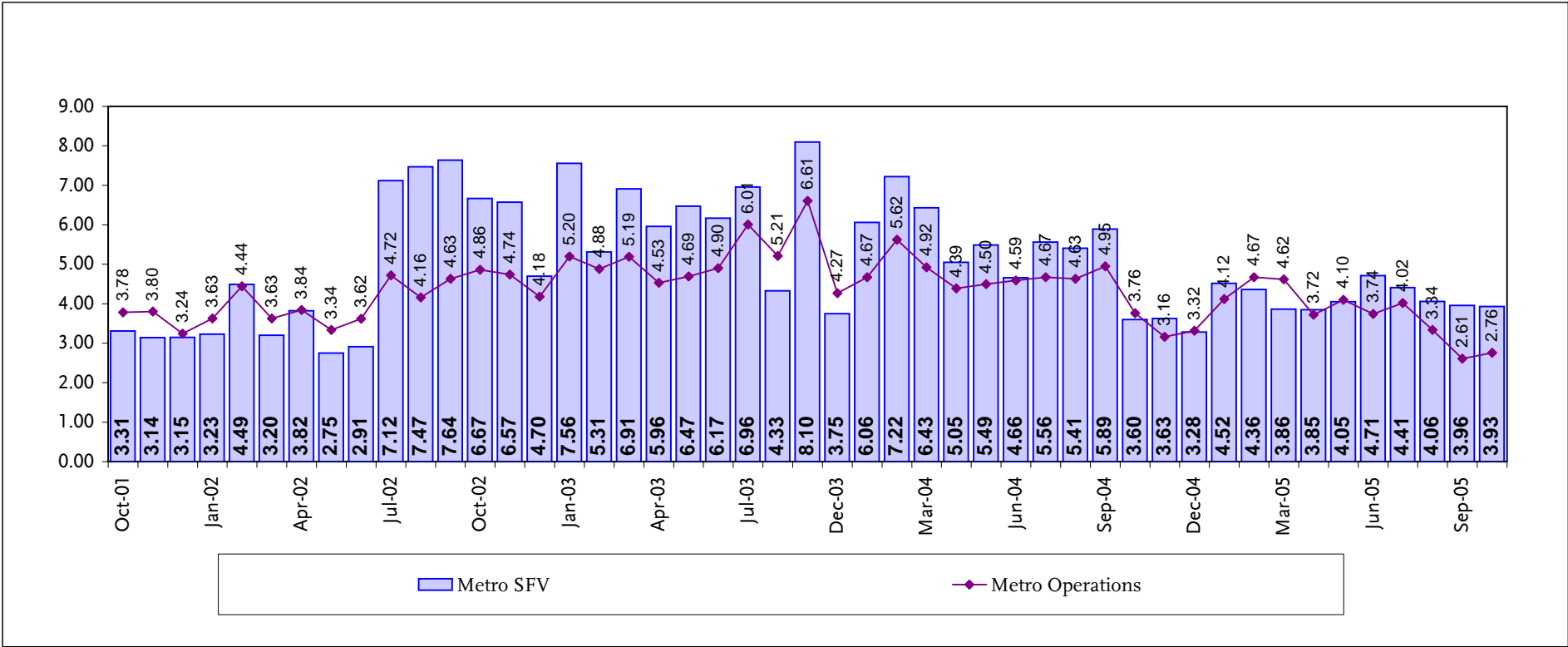


1,152 Total Complaints - Metro Operations



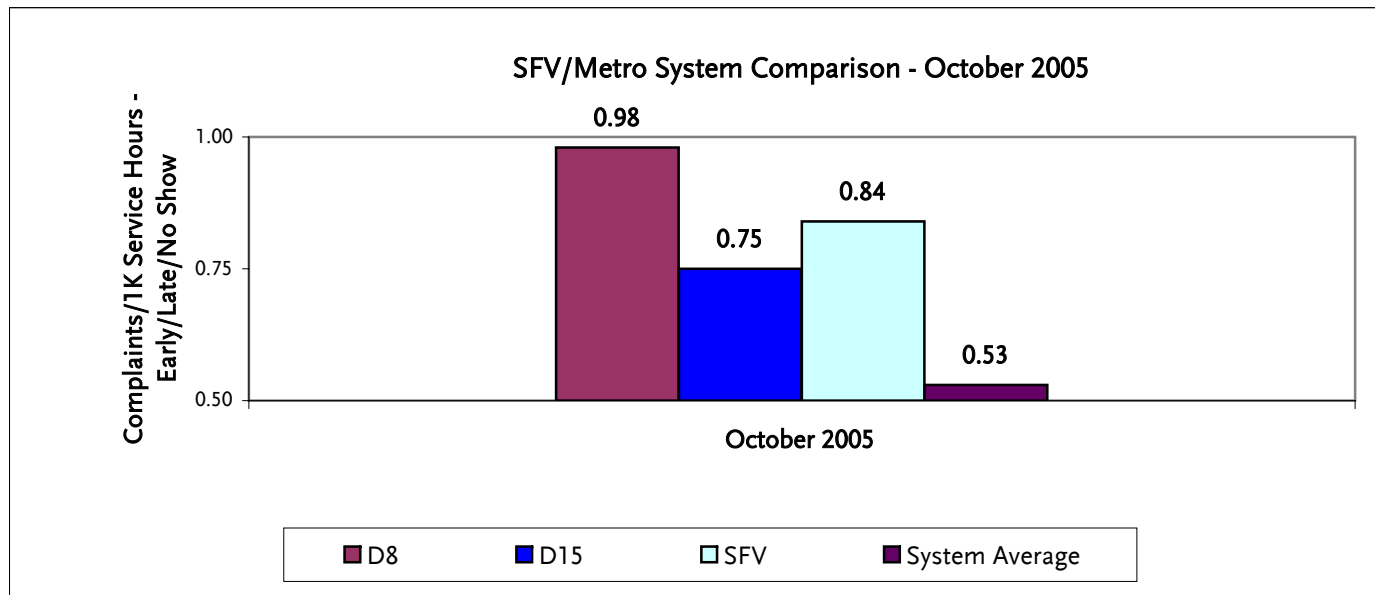
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2005



Metro San Fernando Valley Customer Complaint Report

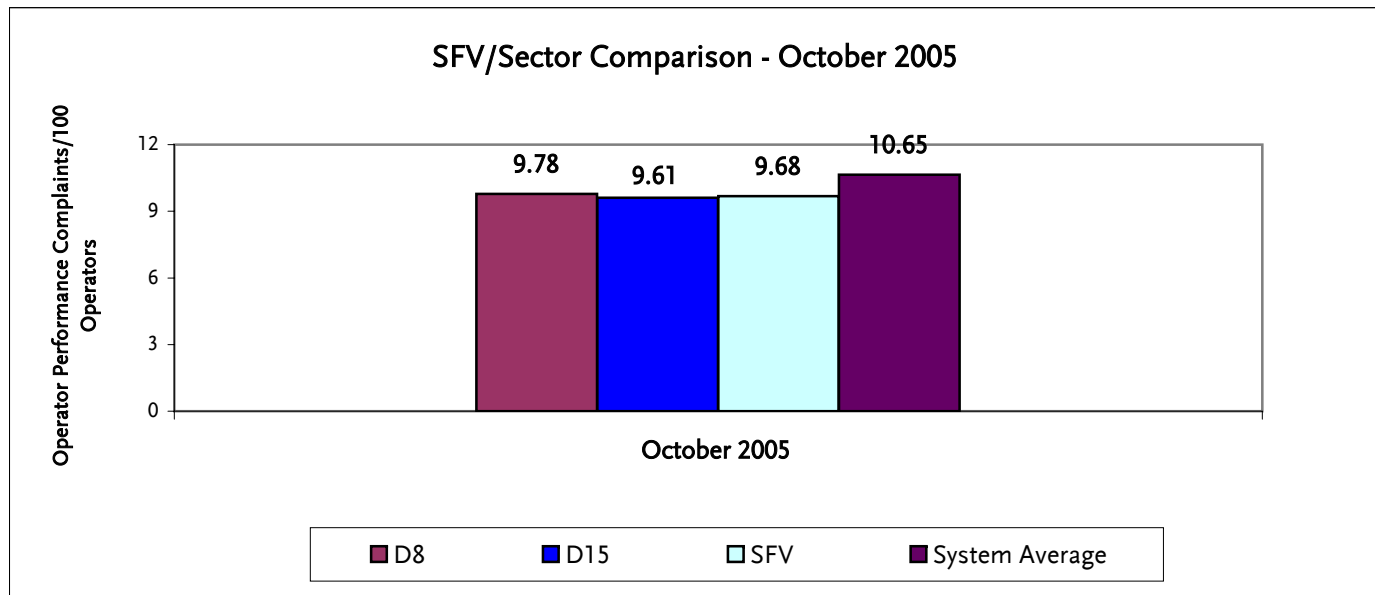
Schedule Performance Categories
Per 1,000 Service Hours



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-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
Total Complaints	185	167	146	207	203	212	194	214	242	224	210	204	200
3 Month Moving Average	240	212	166	173	185	207	203	207	217	227	225	213	205
12 Month Moving Average	236	248	246	246	236	229	224	220	215	211	207	201	202
Complaints/100K Boarding	3.6	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93
12 Mo. AVG Com./100K Boardings	5.6	5.23	5.19	5.06	4.82	4.61	4.51	4.39	4.39	4.30	4.19	4.02	4.05
Schedule Reliability	74	77	60	108	82	90	77	91	90	108	100	109	92
12 Month Average Schedule	92	98	98	100	97	94	91	90	90	89	90	89	90
Pass Ups	39	25	34	32	31	39	36	39	51	39	32	28	34
12 Month Average Passup	40	42	42	42	40	38	37	37	38	38	37	35	35
Unsafe Operation	18	16	15	17	30	22	17	26	32	24	15	21	16
12 Month Average Unsafe	26	26	25	25	25	24	23	22	23	23	21	21	21
Discourtesy	15	16	16	21	21	24	29	28	28	22	22	13	15
12 Month Average Discourtesy	23	24	24	24	23	23	23	23	23	23	23	21	21
All Others	39	33	21	29	39	37	35	30	41	31	41	33	43
12 Month Average - All Others	49	51	50	47	45	43	42	40	41	39	37	34	34
Schedule Reliability	40.00%	46.11%	41.10%	52.17%	40.39%	42.45%	39.69%	42.52%	37.19%	48.21%	47.62%	53.43%	46.00%
Pass Ups	21.08%	14.97%	23.29%	15.46%	15.27%	18.40%	18.56%	18.22%	21.07%	17.41%	15.24%	13.73%	17.00%
Unsafe Operations	9.73%	9.58%	10.27%	8.21%	14.78%	10.38%	8.76%	12.15%	13.22%	10.71%	7.14%	10.29%	8.00%
Discourtesy	8.11%	9.58%	10.96%	10.14%	10.34%	11.32%	14.95%	13.08%	11.57%	9.82%	10.48%	6.37%	7.50%
S*P*U*D* % Avg. of Total	78.92%	80.24%	85.62%	85.98%	80.78%	82.55%	81.96%	85.97%	83.05%	86.16%	80.48%	83.82%	78.50%
All Others	21.08%	19.76%	14.38%	14.02%	19.22%	17.45%	18.04%	14.03%	16.95%	13.84%	19.52%	16.18%	21.50%
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-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
Total Complaints	1,181	947	991	1,191	1,315	1,518	1,202	1,358	1,245	1,340	1,472	1,085	1,152
3 Month Moving Average	1,399	1,228	1,040	1,043	1,166	1,341	1,345	1,359	1,268	1,314	1,352	1,299	1,236
12 Month Moving Average	1,457	1,369	1,356	1,344	1,324	1,315	1,305	1,302	1,287	1,275	1,276	1,237	1,235
Complaints/100K Boarding	3.76	3.16	3.32	4.12	4.67	4.62	3.72	4.1	3.74	4.02	3.34	2.61	2.76
12 Mo. AVG Com./100K Boardings	4.8	4.51	4.43	4.39	4.31	4.28	4.22	4.19	4.12	4.07	3.96	3.77	3.68
Schedule Reliability	419	309	293	400	415	496	363	369	342	460	533	414	365
12 Month Average Schedule	476	436	434	433	423	420	415	410	405	405	414	401	397
Pass Ups	229	172	210	202	221	259	225	228	263	230	205	156	203
12 Month Average Passup	266	254	253	252	248	244	241	237	236	232	227	217	215
Unsafe Operation	111	87	117	123	175	186	149	187	136	135	122	107	101
12 Month Average Unsafe	154	147	143	144	146	145	143	146	144	143	140	136	135
Discourtesy	116	104	101	126	136	167	163	183	155	148	182	125	114
12 Month Average Discourtesy	159	148	146	145	143	144	147	148	146	144	145	142	142
All Others	306	275	270	340	368	410	302	391	349	367	430	283	369
12 Month Average - All Others	402	383	380	372	365	362	359	361	355	351	351	341	346
Schedule Reliability	35.48%	32.63%	29.57%	33.59%	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%	36.21%	38.16%	31.68%
Pass Ups	19.39%	18.16%	21.19%	16.96%	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%	13.93%	14.38%	17.62%
Unsafe Operations	9.40%	9.19%	11.81%	10.33%	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%	8.29%	9.86%	8.77%
Discourtesy	9.82%	10.98%	10.19%	10.58%	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%	12.36%	11.52%	9.90%
S*P*U*D* % Avg. of Total	74.09%	70.96%	72.75%	71.45%	72.02%	72.99%	74.88%	71.21%	71.97%	72.61%	70.79%	73.92%	67.97%
All Others	25.91%	29.04%	27.25%	28.55%	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%	29.21%	26.08%	32.03%
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%