

# SAN GABRIEL VALLEY SECTOR CUSTOMER COMPLAINT TRENDS

FISCAL YEAR 2004

## TOP TEN COMPLAINT CATEGORIES FOR DIV. 3 & 9

<b>COMPLAINTS BY NUMBER RECEIVED</b>						
<b>DIVISION 3 (CYPRESS PARK)</b>						
<b>Complaint Type</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>DEC</b>	<b>JAN</b>	<b>YTD</b>
Operator Discourtesy	29	22	17	17	7	92
No Show	23	27	17	9	13	89
Passed Up	23	14	20	17	21	93
Unsafe Operation	22	15	12	24	10	82
Late Schedule	12	17	22	3	9	64
Operator Conduct	8	0	1	3	3	16
Accident	7	7	6	6	3	28
Carried Past Stop	5	1	3	0	3	13
Early Schedule	3	2	5	4	1	16
Charged Wrong Fare	1	1	2	3	5	13
Off Route						
<b>Div 3</b>						
Total	132	105	106	86	76	505
Change from July		-20.4%	-20.3%	-34.9%	<b>-43.0%</b>	

<b>COMPLAINTS BY NUMBER RECEIVED</b>						
<b>DIVISION 9 (EL MONTE)</b>						
<b>Complaint Type</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>DEC</b>	<b>JAN</b>	<b>YTD</b>
No Show	25	29	44	14	18	130
Passed Up	24	29	25	18	18	114
Late Schedule	20	18	28	7	6	79
Unsafe Operation	13	16	8	6	7	49
Off Route	11	5	3	1	0	20
Operator Discourtesy	9	15	19	14	12	69
Early Schedule	8	10	2	1	5	26
Accident	6	7	4	2	2	22
Charged Wrong Fare	4	6	3	2	14	30
Operator Conduct	4	5	4	5	2	20
Carried Past Stop						
<b>Div 9</b>						
Total	123	140	141	70	85	559
Change from July		13.8%	15.0%	-43.3%	<b>-31.0%</b>	

## SAN GABRIEL VALLEY SECTOR TOTALS

	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>DEC</b>	<b>JAN</b>	<b>YTD</b>
Total No. of Complaints:	255	245	247	156	161	1,064
Change from July		-3.9%	-3.3%	-38.9%	<b>-37.0%</b>	

**METRO SAN GABRIEL VALLEY - EAST SIDE SECTOR  
CUSTOMER COMPLAINTS ASSIGNABLE TO STEET LOCATIONS  
DECEMBER 2003**

STREET	CROSS STREET	Line #	COMPLAINT TYPE										Grand Total	Total Comp. by Street	STREET			
			Unsafe Operation	Passed Up	Operator Discourtesy	No Show	Late Schedule	Accident	Operator Conduct	Transfer Problems	Early Schedule	AccSvc Operator Behavior				Charged Wrong Fare	AccSvc Pass-Up (Denied)	Off Route
LAKE	COLORADO BL	180	1													1	8	LAKE
		181	1													1		
		485	1													1		
	MORAGA	485	1												1			
	ALTADENA	264	1												1			
	DEL MAR	485						1							1			
	WALNUT	485	1												1			
WASHINGTON	380	1												1				
HOLLYWOOD BL	WESTERN	380	2												2	7	HOLLYWOOD BL	
	BRONSON	181						1						1				
	FOUNTAIN	180					1							1				
	GOWER	181	1											1				
	NORMANDIE	206					1							1				
	ARGYLE	181					1							1				
HUNTINGTON	ATLANTIC	485	1					1						2	6	HUNTINGTON		
	TOPAZ	252					1							1				
	FREMONT	260							1					1				
	POPLAR	78					1							1				
	ROSEMEAD	489					1							1				
COLORADO BL	ALLEN AVE	181						1						1	5	COLORADO BL		
		686						1						1				
	GARFIELD	180						1						1				
	DE LACEY	181										1		1				
	EAGLEDALE	84						1						1				
ATLANTIC	(blank)	260						1						1	4	ATLANTIC		
	FIRESTONE	260						1						1				
	SLAUSON	260	1											1				
	WOODWARD	260						1						1				
BROADWAY	DALY	350						1						1	4	BROADWAY		
	ADAMS	181	1											1				
	BRAND	181						1						1				
	CENTRAL	180										1		1				
EL MONTE STATION	(blank)	176								1				1	1	EL MONTE STATION		
		491						1						1				

AGENDA ITEM 6 ATTACHMENT B

STREET	CROSS STREET	Line #	COMPLAINT TYPE													Grand Total	Total Comp. by Street	STREET		
			Unsafe Operation	Passed Up	Operator Discourtesy	No Show	Late Schedule	Accident	Operator Conduct	Transfer Problems	Early Schedule	AccSvc Operator Behavior	Charged Wrong Fare	AccSvc Pass-Up (Denied)	Off Route				HC I.D. Card	Heat/Air Conditioning
		70 76	1												1	1	4			
VERMONT	SLAUSON	206				1									1		4	VERMONT		
	105 FWY GREEN	206	1												1					
	EDGEMONT	380	1												1					
	FRANKLIN	180	1												1					
LAS TUNAS	TEMPLE CITY	267								2					2	4	LAS TUNAS			
	BALDWIN	268										1		1						
	ENCINITA	78	1											1						
ALLEN AVE	COLORADO BL	181	1												1	3	ALLEN AVE			
		203			1									1						
	YORK	686			1									1						
SOTO	WHITTIER	251	1												1	3	SOTO			
		252								1				1						
	SCOTT	471			1									1						
VALLEY BL	WESTMONT	585		1											1	3	VALLEY BL			
	ATLANTIC	76	1											1						
	NOGALES	484			1									1						
LOS ROBLES	WASHINGTON	687			1										1	3	LOS ROBLES			
	COLORADO BL	687			1									1						
	UNION	687	1											1						
MAIN ST	OLYMPIC BL	28				1									1	3	MAIN ST			
	6TH ST	70	1											1						
	FREMONT	485						1						1						
SANTA ANITA	VALLEY MALL	267		1											1	3	SANTA ANITA			
	LIVE OAK	491				1								1						
	LOWER AZUSA	491			1									1						
OLYMPIC BL	SOTO	251								1					1	3	OLYMPIC BL			
	HOOVER	28		1										1						
	LA BREA	28		1										1						
ROSEMEAD	PENTLAND	489			1										1	3	ROSEMEAD			
	FOOTHILL BL	181	1											1						
	GARVEY	170			1									1						
<b>Grand Total</b>			14	11	9	9	6	5	4	2	2	2	2	1	1	1	1	70	70	<b>Grand Total</b>

**SAN GABRIEL VALLEY SECTOR  
CUSTOMER COMPLAINT BY LINE  
JANUARY 2003 THROUGH JANUARY 2004**

<b>Line Number</b>	<b>Line Name</b>	<b>Complaints</b>	<b>% of Total</b>
180/181/380	Pasadena-Glendale-Hollywood	353	14.0%
28/328/83/84/85	W. Olympic-Cypress-Eagle Roce	245	9.7%
78/79	Huntington Dr.-Las Tunis	180	7.1%
487/491/489	LA-Seirra Madre-Santa Anita Av.	158	6.3%
490	LA-El Monte-Covina-Brea	145	5.8%
485/483	LA-Alhambra-Lake Av.-Fair Oaks	144	5.7%
260/361	Atlantic-Fari Oaks	135	5.4%
70/370	Garvey Av.	123	4.9%
81/381	Figueroa St.	123	4.9%
484	LA-El Monte-La Puente-Pomona	117	4.6%
251/351/252	Soto St.	105	4.2%
401	LA-Pasadena-Altadena	94	3.7%
268	Washington Bl.-Baldwin-El Monte	75	3.0%
76	Valley Bl.	65	2.6%
201	Glendale-Hollywood	60	2.4%
471	Puente Hills Mall-Brea Mall	55	2.2%
267	Del Mar-Temple City-El Monte	54	2.1%
176	Mission Rd.	44	1.7%
175	Hyperion	43	1.7%
188	Fari Oaks-Duarte Rd.	41	1.6%
206	Arlington Av.	39	1.5%
264	Altadena-Duarte Rd.	28	1.1%
258/259	Freemont Av.-Eastern Av.	25	1.0%
170	El Monte-Montebello Ctr. Cal-State LA	21	0.8%
687	Los Robles Shuttel	17	0.7%
686	Allen Av.-Arroyo Pkwy. Shuttle	13	0.5%
620	Bolyle Heights Shuttle	11	0.4%
255	Rowan Av.-Griffen Av.	6	0.2%
250/253	State St.-Evergreen Av.	2	0.1%

2,521

