

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
November 2, 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 – September 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 - 09/04 - 09/05 - Metro San Fernando Valley

	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05
Total Complaints	284	185	167	146	207	203	212	194	214	242	224	210	204
12-Month Average	223	229	241	238	238	229	221	217	213	215	211	207	201
Complaints per 100K	5.89	3.60	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96
Schedule Adherence	122	74	77	60	108	82	90	77	91	90	108	100	109
Passed Up	47	39	25	34	32	31	39	36	39	51	39	32	28
Unsafe Operation	25	18	16	15	17	30	22	17	26	32	24	15	21
Operator Discourtesy	28	15	16	16	21	21	24	29	28	28	22	22	13
All Others	62	39	33	21	29	39	37	35	30	41	31	41	33
Operator Commendations	9	12	12	22	11	12	23	23	17	0	30	28	12

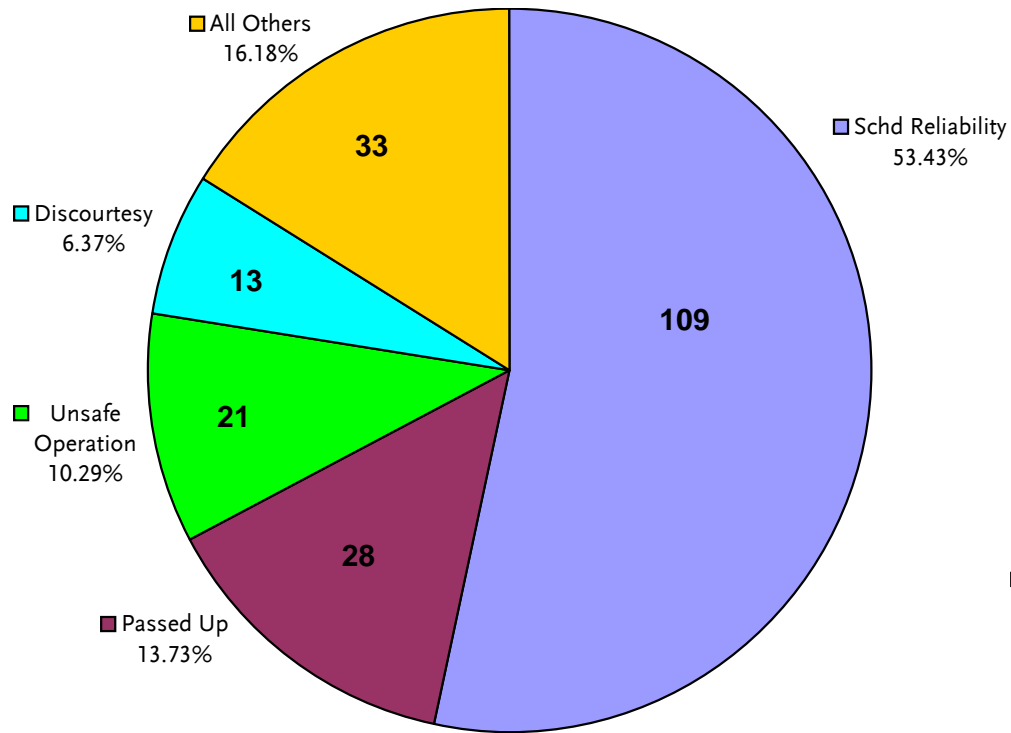
Customer Complaint Summary - 09/04 - 09/05 - Metro Operations

	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05
Total Complaints	1555	1181	947	991	1191	1315	1518	1202	1358	1245	1340	1472	1085
12-Month Average	1500	1457	1369	1356	1344	1324	1315	1305	1202	1287	1275.4	1276.3	1237.1
Complaints per 100K	4.95	3.75	3.16	3.32	4.12	4.67	4.62	3.72	4.10	3.74	4.02	3.34	2.61
Schedule Adherence	564	419	309	293	400	415	496	363	369	342	460	533	414
Passed Up	279	229	172	210	202	221	259	225	228	263	230	205	156
Unsafe Operation	150	111	87	117	123	175	186	149	187	136	135	122	107
Operator Discourtesy	157	116	104	101	126	136	167	163	183	155	148	182	125
All Others	405	306	275	270	340	368	410	302	391	349	367	430	283
Operator Commendations	62	85	81	86	56	75	102	57	107	92	128	112	67

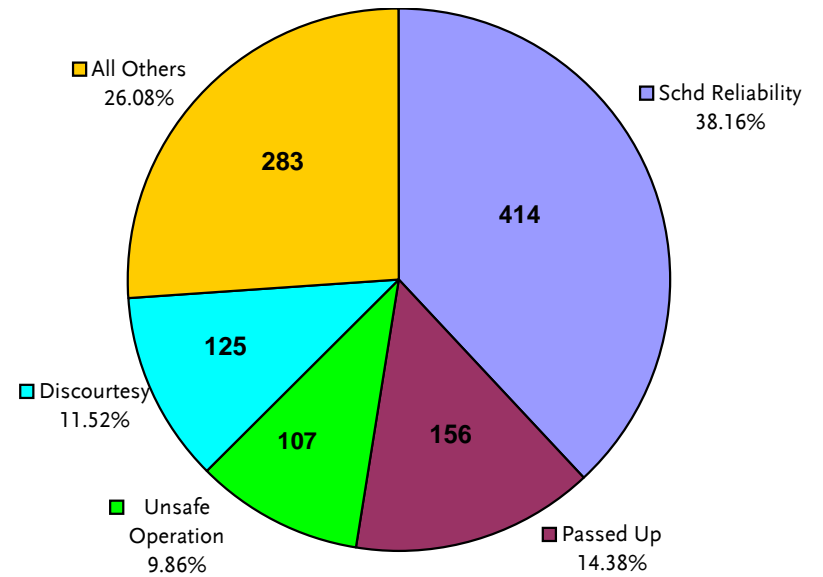
# Metro San Fernando Valley Customer Complaint Report

## Major Complaints Category Distribution September 2005

204 Total Complaints - Metro SFV

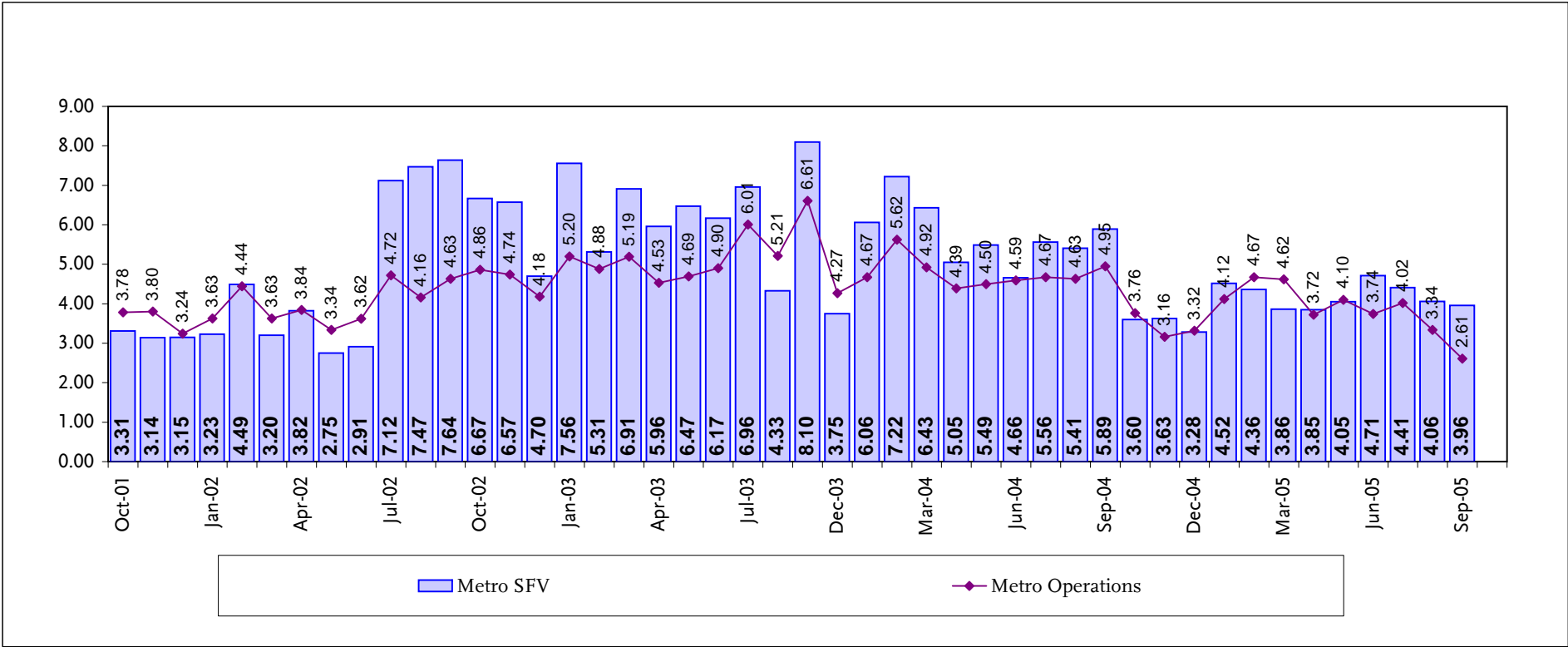


1,085 Total Complaints - Metro Operations



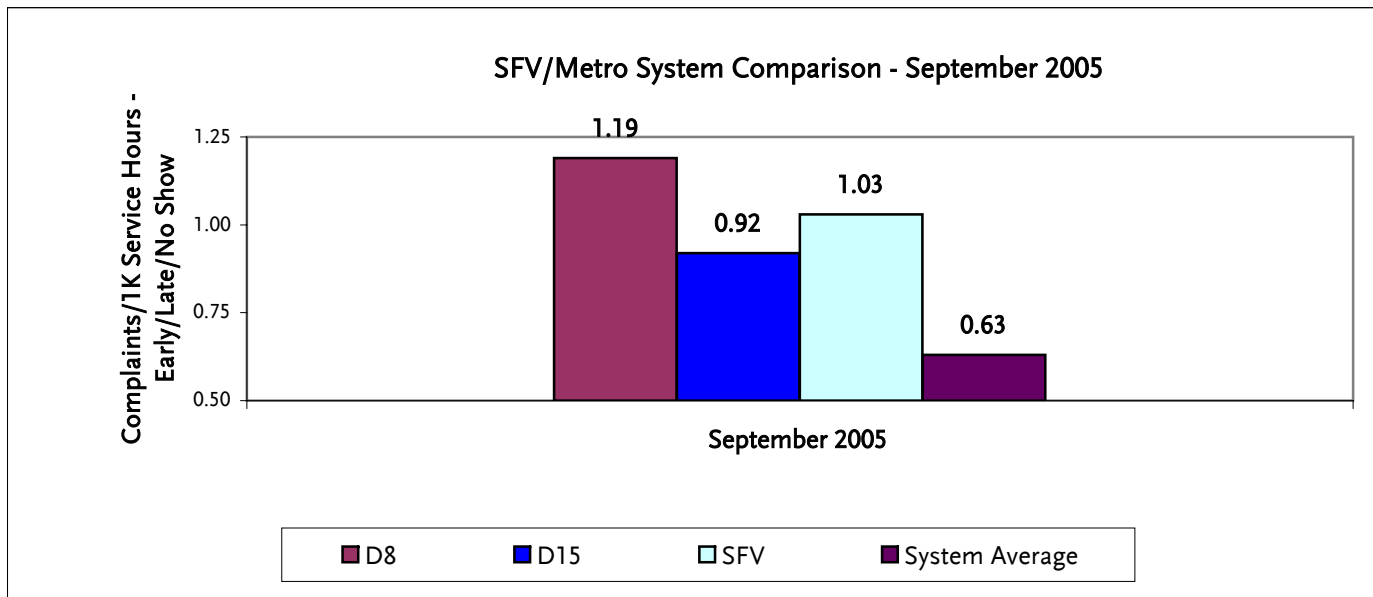
# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2001-2005



# Metro San Fernando Valley Customer Complaint Report

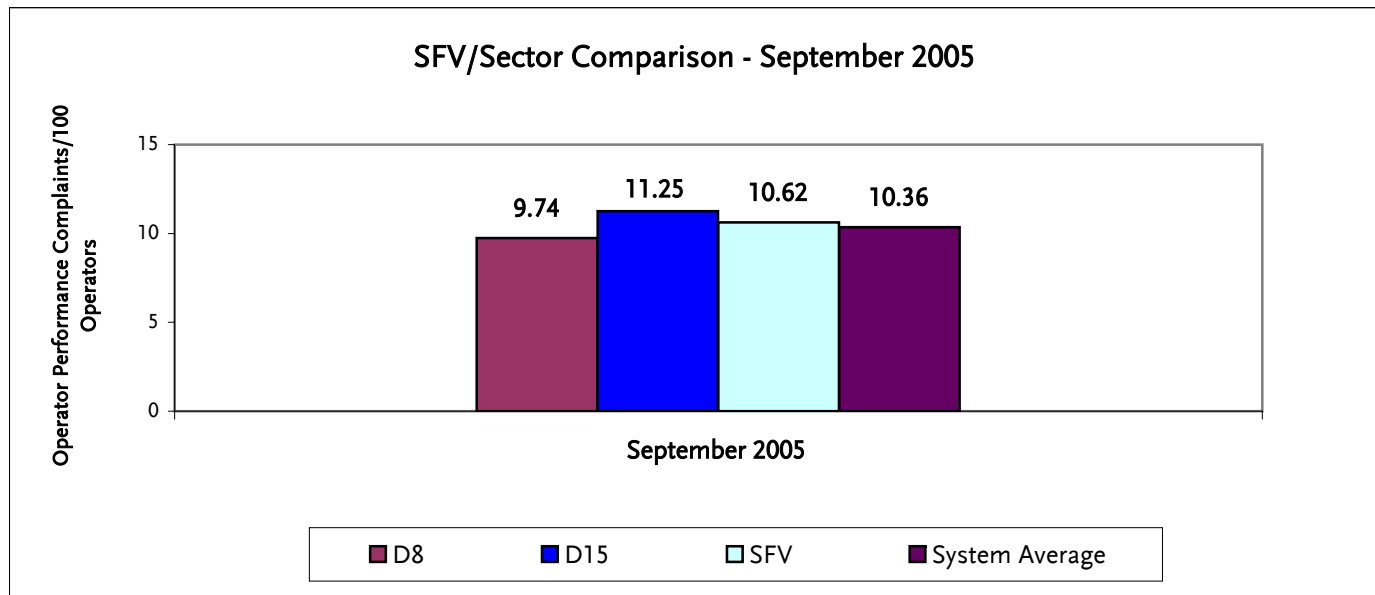
Schedule Performance Categories  
Per 1,000 Service Hours



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

	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05
Total Complaints	284	185	167	146	207	203	212	194	214	242	224	210	204
3 Month Moving Average	268	240	212	166	173	185	207	203	207	217	227	225	213
12 Month Moving Average	231	236	248	246	246	236	229	224	220	215	211	207	201
Complaints/100K Boarding	5.89	3.6	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96
12 Mo. AVG Com./100K Boardings	5.66	5.6	5.23	5.19	5.06	4.82	4.61	4.51	4.39	4.39	4.30	4.19	4.02
Schedule Reliability	122	74	77	60	108	82	90	77	91	90	108	100	109
12 Month Average Schedule	89	92	98	98	100	97	94	91	90	90	89	90	89
Pass Ups	47	39	25	34	32	31	39	36	39	51	39	32	28
12 Month Average Passup	39	40	42	42	42	40	38	37	37	38	38	37	35
Unsafe Operation	25	18	16	15	17	30	22	17	26	32	24	15	21
12 Month Average Unsafe	25	26	26	25	25	25	24	23	22	23	23	21	21
Discourtesy	28	15	16	16	21	21	24	29	28	28	22	22	13
12 Month Average Discourtesy	23	23	24	24	24	23	23	23	23	23	23	23	21
All Others	62	39	33	21	29	39	37	35	30	41	31	41	33
12 Month Average - All Others	48	49	51	50	47	45	43	42	40	41	39	37	34
Schedule Reliability	42.96%	40.00%	46.11%	41.10%	52.17%	40.39%	42.45%	39.69%	42.52%	37.19%	48.21%	47.62%	53.43%
Pass Ups	16.55%	21.08%	14.97%	23.29%	15.46%	15.27%	18.40%	18.56%	18.22%	21.07%	17.41%	15.24%	13.73%
Unsafe Operations	8.80%	9.73%	9.58%	10.27%	8.21%	14.78%	10.38%	8.76%	12.15%	13.22%	10.71%	7.14%	10.29%
Discourtesy	9.86%	8.11%	9.58%	10.96%	10.14%	10.34%	11.32%	14.95%	13.08%	11.57%	9.82%	10.48%	6.37%
S*P*U*D* % Avg. of Total	<b>78.17%</b>	<b>78.92%</b>	<b>80.24%</b>	<b>85.62%</b>	<b>85.98%</b>	<b>80.78%</b>	<b>82.55%</b>	<b>81.96%</b>	<b>85.97%</b>	<b>83.05%</b>	<b>86.16%</b>	<b>80.48%</b>	<b>83.82%</b>
All Others	21.83%	21.08%	19.76%	14.38%	14.02%	19.22%	17.45%	18.04%	14.03%	16.95%	13.84%	19.52%	16.18%
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

	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05
Total Complaints	1,555	1,181	947	991	1,191	1,315	1,518	1,202	1,358	1,245	1,340	1,472	1085
3 Month Moving Average	1,498	1,399	1,228	1,040	1,043	1,166	1,341	1,345	1,359	1,268	1,314	1,352	1,299
12 Month Moving Average	1,500	1,457	1,369	1,356	1,344	1,324	1,315	1,305	1,302	1,287	1,275	1,276	1,237
Complaints/100K Boarding	4.95	3.76	3.16	3.32	4.12	4.67	4.62	3.72	4.1	3.74	4.02	3.34	2.61
12 Mo. AVG Com./100K Boardings	4.92	4.8	4.51	4.43	4.39	4.31	4.28	4.22	4.19	4.12	4.07	3.96	3.77
Schedule Reliability	564	419	309	293	400	415	496	363	369	342	460	533	414
12 Month Average Schedule	492	476	436	434	433	423	420	415	410	405	405	414	401
Pass Ups	279	229	172	210	202	221	259	225	228	263	230	205	156
12 Month Average Passup	267	266	254	253	252	248	244	241	237	236	232	227	217
Unsafe Operation	150	111	87	117	123	175	186	149	187	136	135	122	107
12 Month Average Unsafe	156	154	147	143	144	146	145	143	146	144	143	140	136
Discourtesy	157	116	104	101	126	136	167	163	183	155	148	182	125
12 Month Average Discourtesy	166	159	148	146	145	143	144	147	148	146	144	145	142
All Others	405	306	275	270	340	368	410	302	391	349	367	430	283
12 Month Average - All Others	419	402	383	380	372	365	362	359	361	355	351	351	341
Schedule Reliability	36.27%	35.48%	32.63%	29.57%	33.59%	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%	36.21%	38.16%
Pass Ups	17.94%	19.39%	18.16%	21.19%	16.96%	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%	13.93%	14.38%
Unsafe Operations	9.65%	9.40%	9.19%	11.81%	10.33%	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%	8.29%	9.86%
Discourtesy	10.10%	9.82%	10.98%	10.19%	10.58%	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%	12.36%	11.52%
S*P*U*D* % Avg. of Total	<b>73.95%</b>	<b>74.09%</b>	<b>70.96%</b>	<b>72.75%</b>	<b>71.45%</b>	<b>72.02%</b>	<b>72.99%</b>	<b>74.88%</b>	<b>71.21%</b>	<b>71.97%</b>	<b>72.61%</b>	<b>70.79%</b>	<b>73.92%</b>
All Others	26.05%	25.91%	29.04%	27.25%	28.55%	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%	29.21%	26.08%
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%