



REPORT ON CUSTOMER COMPLAINTS OCTOBER 2005

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San Fernando Valley Sector Council Meeting

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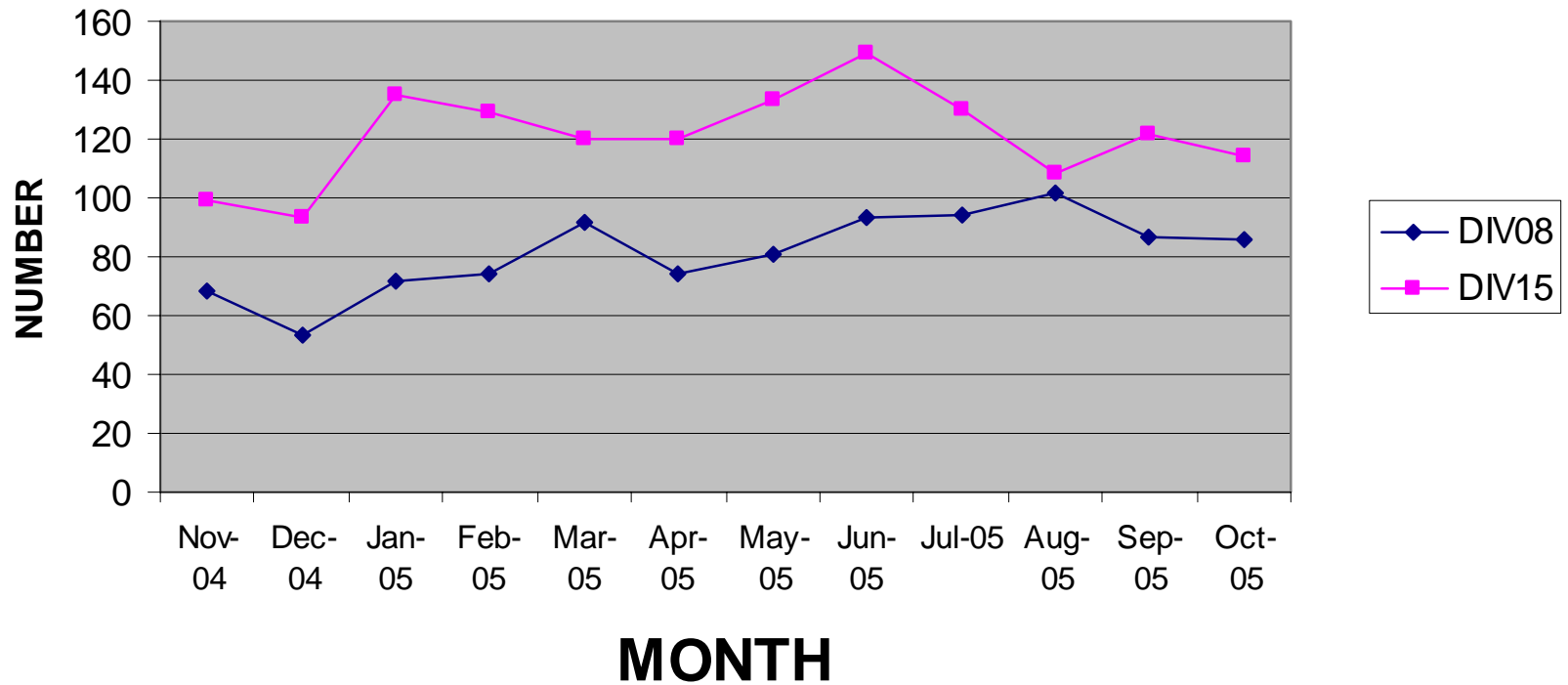
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Outline of Complaint Resolution Process

- 1. Customer Contact**
- 2. Research and Investigation**
- 3. Operator Interview**
 - 1. Coaching and counseling**
 - 2. Customer Relations Training**
 - 3. Discipline for Gross Misconduct after investigation**
- 4. Record Keeping**

12-Month Complaint Trend

TIME TRACK OF MONTHLY COMPLAINTS



Highest Volume Complaint Types

OCTOBER 2005 COMPLAINTS BY SELECTED CATEGORY



Orange Line Comments Since Opening

• Suggestions / safety related	21
• Late Schedule	3
• Failure to Call Stops	3
• Unsafe Operation	2
• Miscellaneous	2
• Refund Requests	1
• Early, Layover, No-show	3
• Commendation	<u>1</u>
• Total	36



Highest Volume Complaint Lines

- **Line 156 Hollywood- Pacoima (26)**
- **Line 163 Sherman Way – Hollywood (13)**
- **Line 152 Burbank-Universal-Roscoe Blvd. (13)**
- **Line 166 Chatsworth via Nordhoff to Universal City via Lankershim (11)**
- **Line 94 Olive View Hospital via San Fernando Road to Los Angeles (10)**
- **All others 9 or less**

Factors Affecting Complaints

1. Construction activity on major streets
2. Traffic congestion, Operator schedules, disputed fares, fare box breakdowns, police activity, early school dismissal
3. Bus breakdowns create late schedules or alleged pass-ups / no-shows
4. Operators “talking too much; who personalize” quote the rule once and file an unenforced rule report
5. Customers not at stop versus schedule pressure

Plan of Attack

- **Task Force formed amongst sectors to address uniformity of approach**
 - Monitoring
 - Investigation
 - Correction
 - Resolution and Record Keeping
 - Customer Response
- **Use of applied tested methods (e.g. cite operators for rule violations), and team based solutions (e.g. Operator Panel, Create Line Captains responsible for line groups) etc.**

Conclusions

- Our customers demand better service
- We want to improve the quality and type of services offered

