

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
January 11, 2006

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 November 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 - 11/04 - 11/05 - Metro San Fernando Valley

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Total Complaints	167	146	207	203	212	194	214	242	224	210	204	200	201
12-Month Average	241	238	238	229	221	217	213	215	211	207	201	202	205
Complaints per 100K	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04
Schedule Adherence	77	60	108	82	90	77	91	90	108	100	109	92	92
Passed Up	25	34	32	31	39	36	39	51	39	32	28	34	30
Unsafe Operation	16	15	17	30	22	17	26	32	24	15	21	16	20
Operator Discourtesy	16	16	21	21	24	29	28	28	22	22	13	15	25
All Others	33	21	29	39	37	35	30	41	31	41	33	43	34
Operator Commendations	12	22	11	12	23	23	17	0	30	28	12	7	17

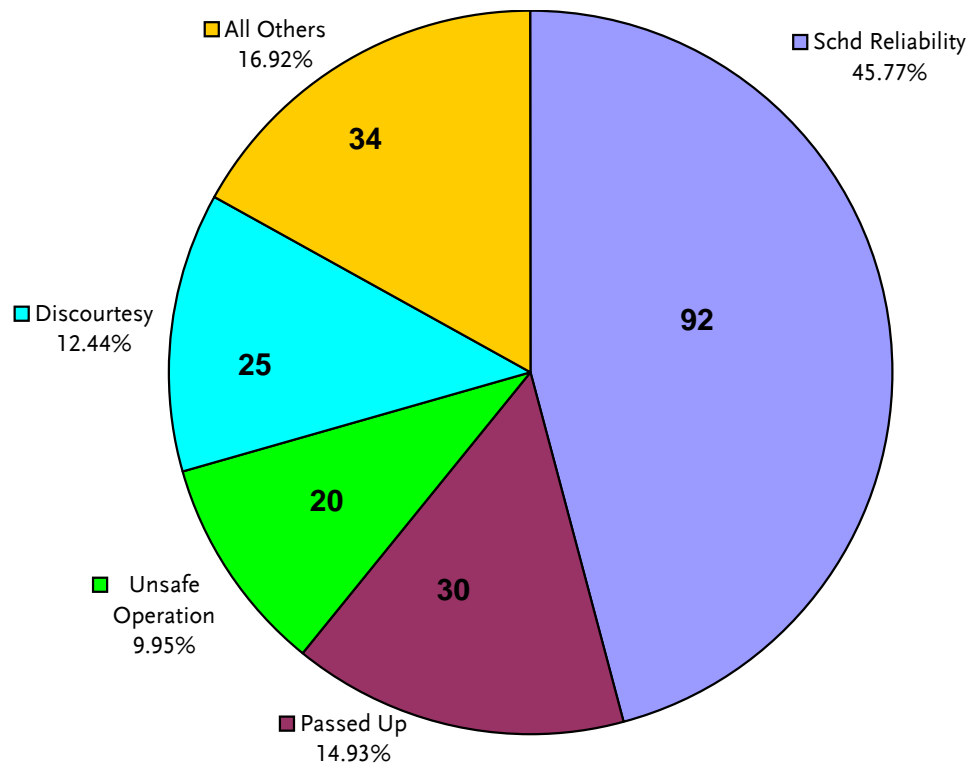
Customer Complaint Summary - 11/04 - 11/05 - Metro Operations

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Total Complaints	947	991	1191	1315	1518	1202	1358	1245	1340	1472	1085	1152	967
12-Month Average	1369	1356	1344	1324	1315	1305	1202	1287	1275.4	1276.3	1237.1	1234.7	1236
Complaints per 100K	3.16	3.32	4.12	4.67	4.62	3.72	4.10	3.74	4.02	3.34	2.61	2.76	2.43
Schedule Adherence	309	293	400	415	496	363	369	342	460	533	414	365	308
Passed Up	172	210	202	221	259	225	228	263	230	205	156	203	136
Unsafe Operation	87	117	123	175	186	149	187	136	135	122	107	101	110
Operator Discourtesy	104	101	126	136	167	163	183	155	148	182	125	114	116
All Others	275	270	340	368	410	302	391	349	367	430	283	369	297
Operator Commendations	81	86	56	75	102	57	107	92	128	112	67	84	69

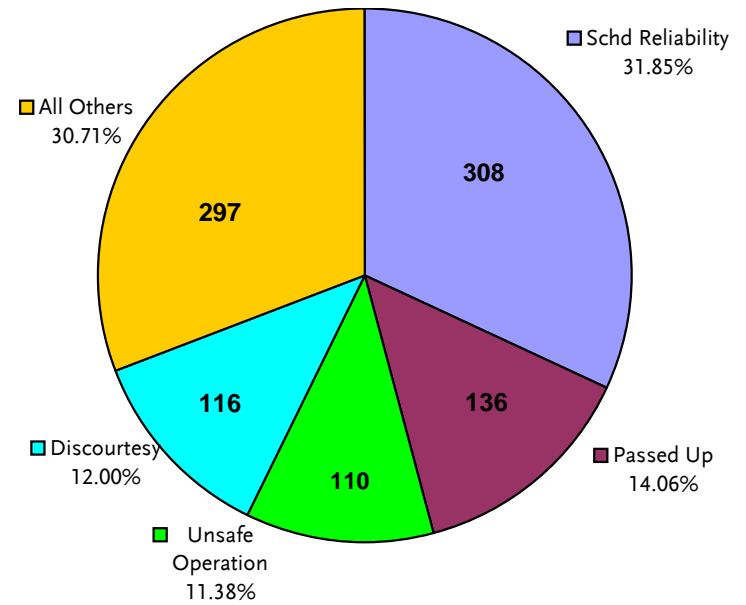
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution November 2005

201 Total Complaints - Metro SFV

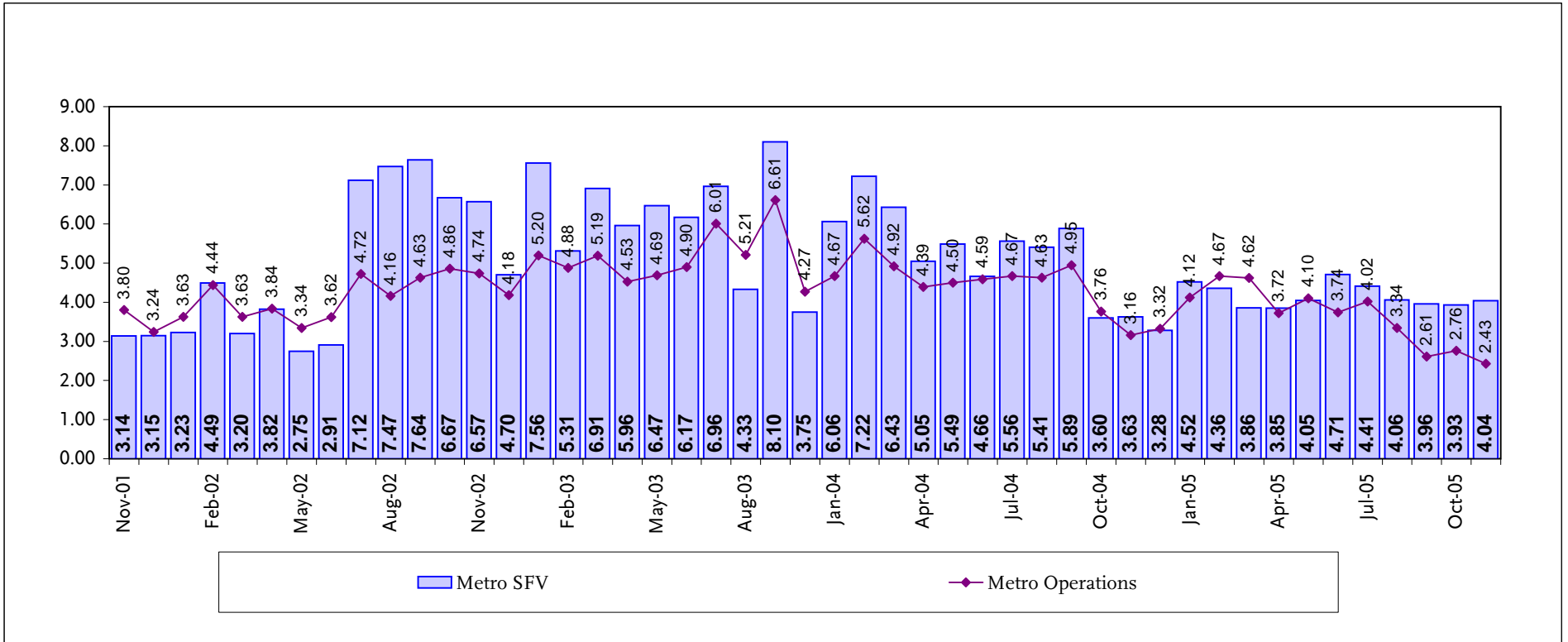


967 Total Complaints - Metro Operations



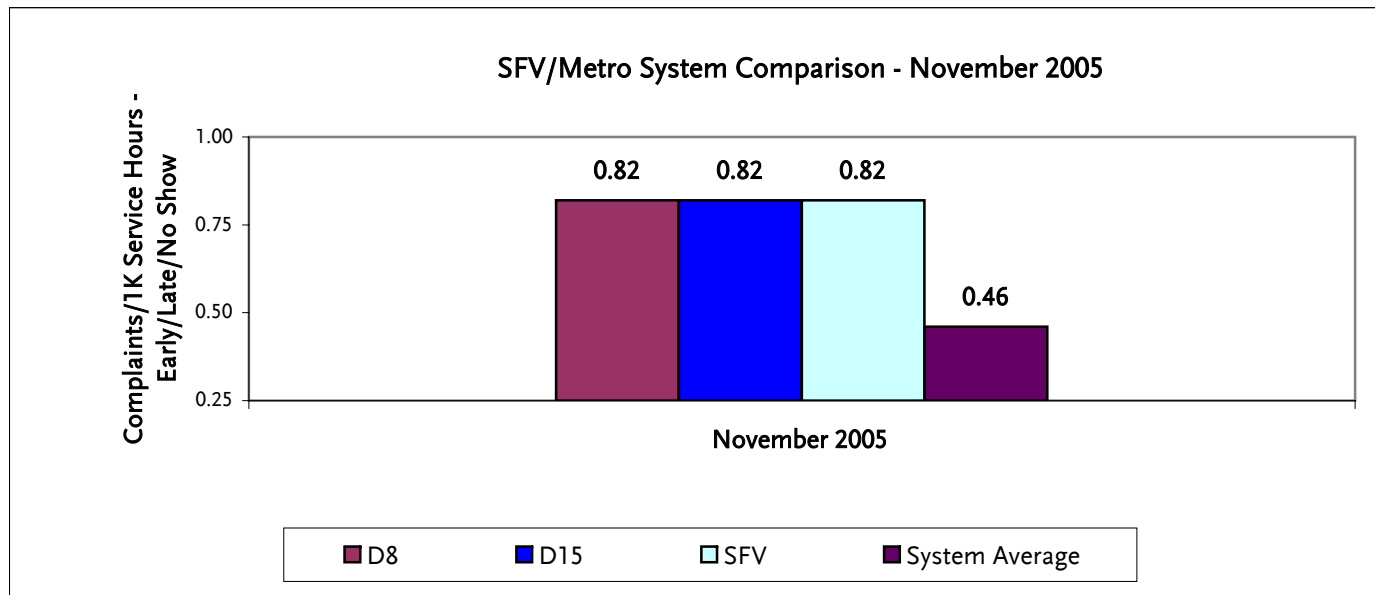
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2005



Metro San Fernando Valley Customer Complaint Report

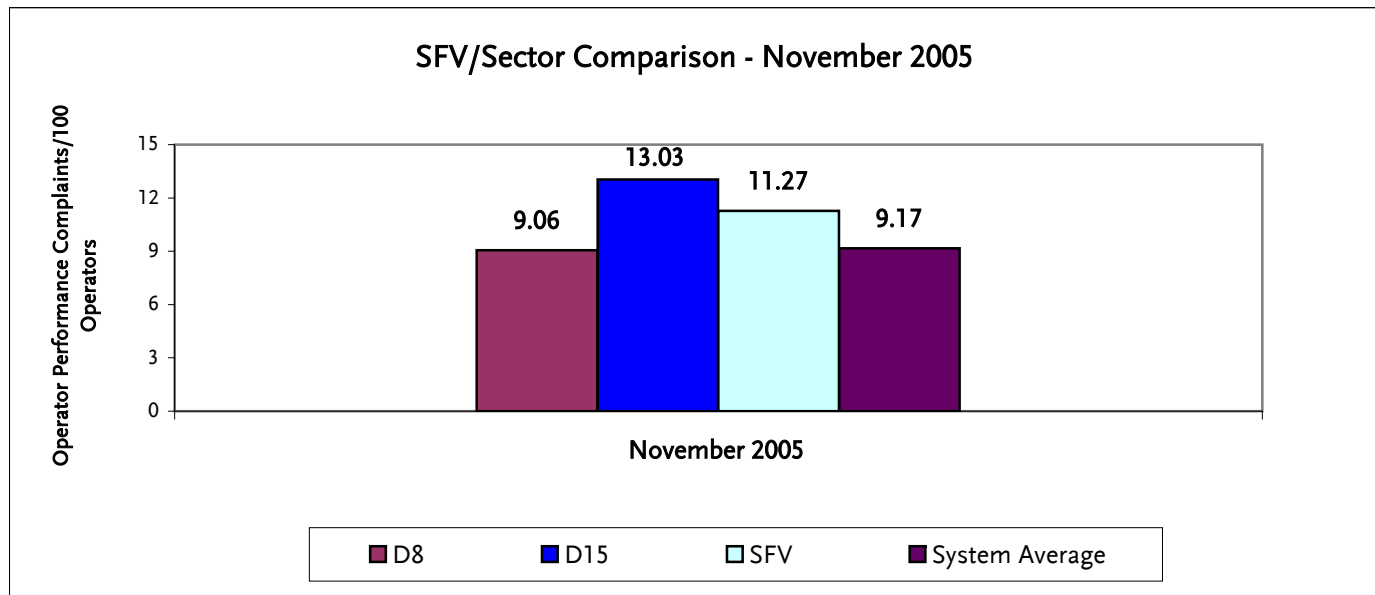
Schedule Performance Categories
Per 1,000 Service Hours



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													
	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Total Complaints	167	146	207	203	212	194	214	242	224	210	204	200	201
3 Month Moving Average	212	166	173	185	207	203	207	217	227	225	213	205	202
12 Month Moving Average	248	246	246	236	229	224	220	215	211	207	201	202	205
Complaints/100K Boarding	3.63	3.28	4.52	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04
12 Mo. AVG Com./100K Boardings	5.23	5.19	5.06	4.82	4.61	4.51	4.39	4.39	4.30	4.19	4.02	4.05	4.09
Schedule Reliability	77	60	108	82	90	77	91	90	108	100	109	92	92
12 Month Average Schedule	98	98	100	97	94	91	90	90	89	90	89	90	92
Pass Ups	25	34	32	31	39	36	39	51	39	32	28	34	30
12 Month Average Passup	42	42	42	40	38	37	37	38	38	37	35	35	35
Unsafe Operation	16	15	17	30	22	17	26	32	24	15	21	16	20
12 Month Average Unsafe	26	25	25	25	24	23	22	23	23	21	21	21	21
Discourtesy	16	16	21	21	24	29	28	28	22	22	13	15	25
12 Month Average Discourtesy	24	24	24	23	23	23	23	23	23	23	21	21	22
All Others	33	21	29	39	37	35	30	41	31	41	33	43	34
12 Month Average - All Others	51	50	47	45	43	42	40	41	39	37	34	34	35
Schedule Reliability	46.11%	41.10%	52.17%	40.39%	42.45%	39.69%	42.52%	37.19%	48.21%	47.62%	53.43%	46.00%	45.77%
Pass Ups	14.97%	23.29%	15.46%	15.27%	18.40%	18.56%	18.22%	21.07%	17.41%	15.24%	13.73%	17.00%	14.93%
Unsafe Operations	9.58%	10.27%	8.21%	14.78%	10.38%	8.76%	12.15%	13.22%	10.71%	7.14%	10.29%	8.00%	9.95%
Discourtesy	9.58%	10.96%	10.14%	10.34%	11.32%	14.95%	13.08%	11.57%	9.82%	10.48%	6.37%	7.50%	12.44%
S*P*U*D* % Avg. of Total	80.24%	85.62%	85.98%	80.78%	82.55%	81.96%	85.97%	83.05%	86.16%	80.48%	83.82%	78.50%	83.08%
All Others	19.76%	14.38%	14.02%	19.22%	17.45%	18.04%	14.03%	16.95%	13.84%	19.52%	16.18%	21.50%	16.92%
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

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Total Complaints	947	991	1,191	1,315	1,518	1,202	1,358	1,245	1,340	1,472	1,085	1,152	967
3 Month Moving Average	1,228	1,040	1,043	1,166	1,341	1,345	1,359	1,268	1,314	1,352	1,299	1,236	1,068
12 Month Moving Average	1,369	1,356	1,344	1,324	1,315	1,305	1,302	1,287	1,275	1,276	1,237	1,235	1,236
Complaints/100K Boarding	3.16	3.32	4.12	4.67	4.62	3.72	4.1	3.74	4.02	3.34	2.61	2.76	2.43
12 Mo. AVG Com./100K Boardings	4.51	4.43	4.39	4.31	4.28	4.22	4.19	4.12	4.07	3.96	3.77	3.68	3.62
Schedule Reliability	309	293	400	415	496	363	369	342	460	533	414	365	308
12 Month Average Schedule	436	434	433	423	420	415	410	405	405	414	401	397	397
Pass Ups	172	210	202	221	259	225	228	263	230	205	156	203	136
12 Month Average Passup	254	253	252	248	244	241	237	236	232	227	217	215	212
Unsafe Operation	87	117	123	175	186	149	187	136	135	122	107	101	110
12 Month Average Unsafe	147	143	144	146	145	143	146	144	143	140	136	135	137
Discourtesy	104	101	126	136	167	163	183	155	148	182	125	114	116
12 Month Average Discourtesy	148	146	145	143	144	147	148	146	144	145	142	142	143
All Others	275	270	340	368	410	302	391	349	367	430	283	369	297
12 Month Average - All Others	383	380	372	365	362	359	361	355	351	351	341	346	348
Schedule Reliability	32.63%	29.57%	33.59%	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%	36.21%	38.16%	31.68%	31.85%
Pass Ups	18.16%	21.19%	16.96%	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%	13.93%	14.38%	17.62%	14.06%
Unsafe Operations	9.19%	11.81%	10.33%	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%	8.29%	9.86%	8.77%	11.38%
Discourtesy	10.98%	10.19%	10.58%	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%	12.36%	11.52%	9.90%	12.00%
S*P*U*D* % Avg. of Total	70.96%	72.75%	71.45%	72.02%	72.99%	74.88%	71.21%	71.97%	72.61%	70.79%	73.92%	67.97%	69.29%
All Others	29.04%	27.25%	28.55%	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%	29.21%	26.08%	32.03%	30.71%
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%