



Interoffice Memo

Date	January 25, 2006
To	Matt Raymond
From	Gail Harvey
Subject	Customer Input Report – December 2005

For the second consecutive month, customer complaint volume fell below the 1000-report level. Unlike last month, December’s monthly total was *less* than December 2004. Accordingly, the 12-month moving average declined.

- A total of 883 customer complaints were received in December, 8.7 percent less than the November figure and an almost 11 percent decrease from the December 2004 total. Due to the favorable year-to-year comparison, the long-term average decreased to 1,232 from 1,241.
- At the time this report was being prepared, December ridership figures were unavailable. Accordingly, the calculated Complaints per 100,000 Boardings figure provided below, 2.74, is an estimate based on the final November boardings total.
- Among the Major Categories, only Passed Up complaints outpaced its November total with 158 reports, a 16 percent increase. On the positive side, the Schedule Adherence group as well as the Unsafe Operation and Operator Discourtesy categories each showed improvement with respective 13%, 8% and 7.75 percent decreases.

The table below provides an overview of customer input highlights for the past 13 months.

Customer Complaint Summary – 12/04 – 12/05

	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Total Complaints	991	1191	1315	1518	1202	1358	1245	1340	1470	1137	1152	967	883
12-Month Average	1356	1344	1324	1315	1305	1302	1287	1275	1276	1241	1239	1241	1232
Complaints Per 100K	3.32	4.12	4.67	4.62	3.72	4.10	3.74	4.10	4.39	3.41	3.76	3.00	2.74*
Schedule Adherence	293	400	415	496	363	369	342	460	533	414	365	308	268
Passed Up	210	202	221	259	225	228	263	230	205	156	203	136	158
Unsafe Operation	117	123	175	186	149	187	136	135	122	107	101	110	101
Operator Discourtesy	101	126	136	167	163	183	155	148	182	125	114	116	107
Operator Commends	86	56	75	102	57	107	92	128	107	67	82	66	63

*est

- Complaints received in connection with Contract Service operations followed the favorable downward trend with a total of 50 reports in December, a 32 percent drop from the November total, and a 39 percent decrease from the December 2004 figure.
- Accessible Service-related complaints improved in December – 28 reports were received, ten fewer than the previous month. However, the 12-month complaint average for the combined Accessible Service categories rose very slightly to 41.83 since, with just 26 reports, the December 2004 total was even lower.
- Please refer to the accompanying graphs and charts detailing the December 2005 complaint totals, division comparisons and category distributions.

Rail Customer Input

Metro Rail passenger input declined sharply this month.

- Forty-two Rail reports were received, a decrease of 49 from the November total, nearly a 58 percent decrease.
- Only one Rail complaint category reached double figures this month: Ticket Machine Complaint with 14 reports.
- Reports of unsatisfactory or offensive conduct by passengers or others either on board trains or in Metro Rail stations or facilities was the second highest Rail issue with 8 reports.
- Only two reports regarding elevator/escalator maintenance, cleanliness or operations were received during the month.

Attachments

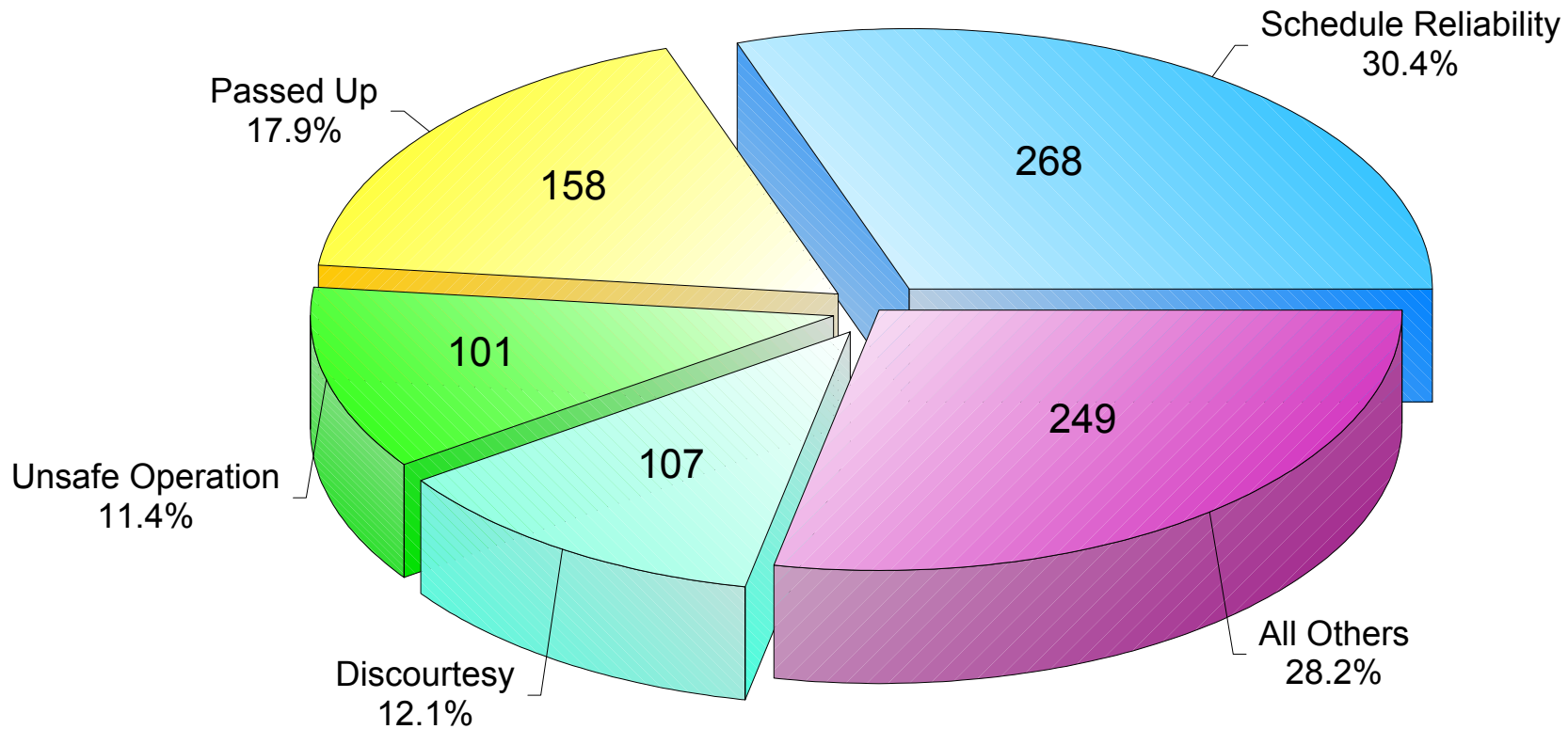
CC:

C. Aguayo	C. Drummond	R. Hunt	D. Ott
N. Ahuja	J. Falicki	D. Jackson	S. Page
D. Armijo	H. Farah	B. Jones	D. Ramirez
M. Barrett	G. Francis	M. Littman	J. Roberts
L. Bybee	J. Gabig	J. Litvak	J. Satin-Jacobs
J. Catoe	M. Grace-Hall	T. Matsumoto	J. Simon
M. Clark	S. Greene	M. Maestas	R. Snoble
A. Clifford	H. Guerrero	R. Morallo	R. Townsend
D. Coffey	D. Hershenson	W. Morse	M. White
M. Davis	T. Horne	H. Ortiz	B. Yassan

Transportation Division Managers

Major Category Distribution December 2005

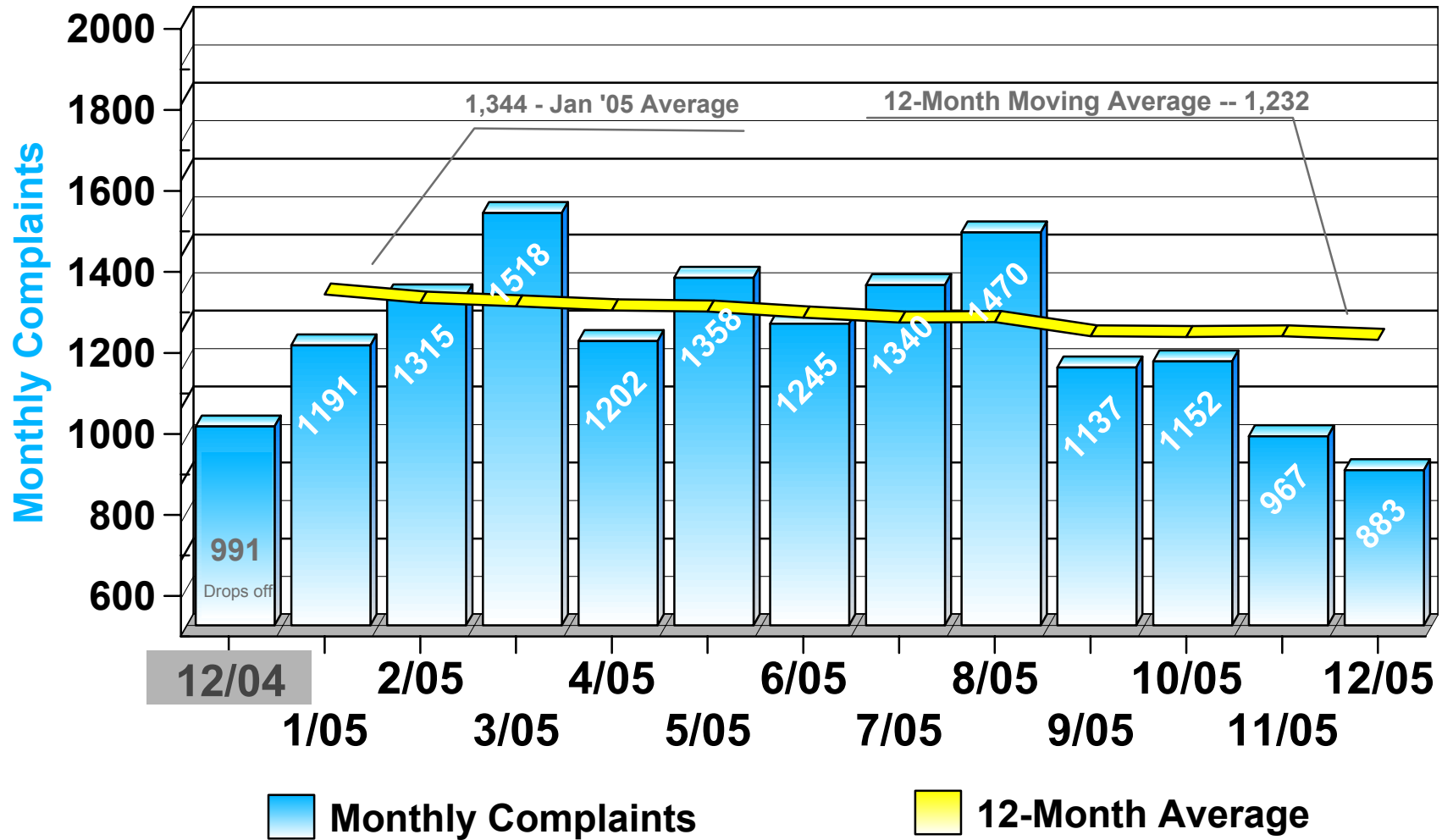
883 Total Customer Complaints



Total Monthly Complaints

vs.

12-Month Moving Average January 2005 - December 2005

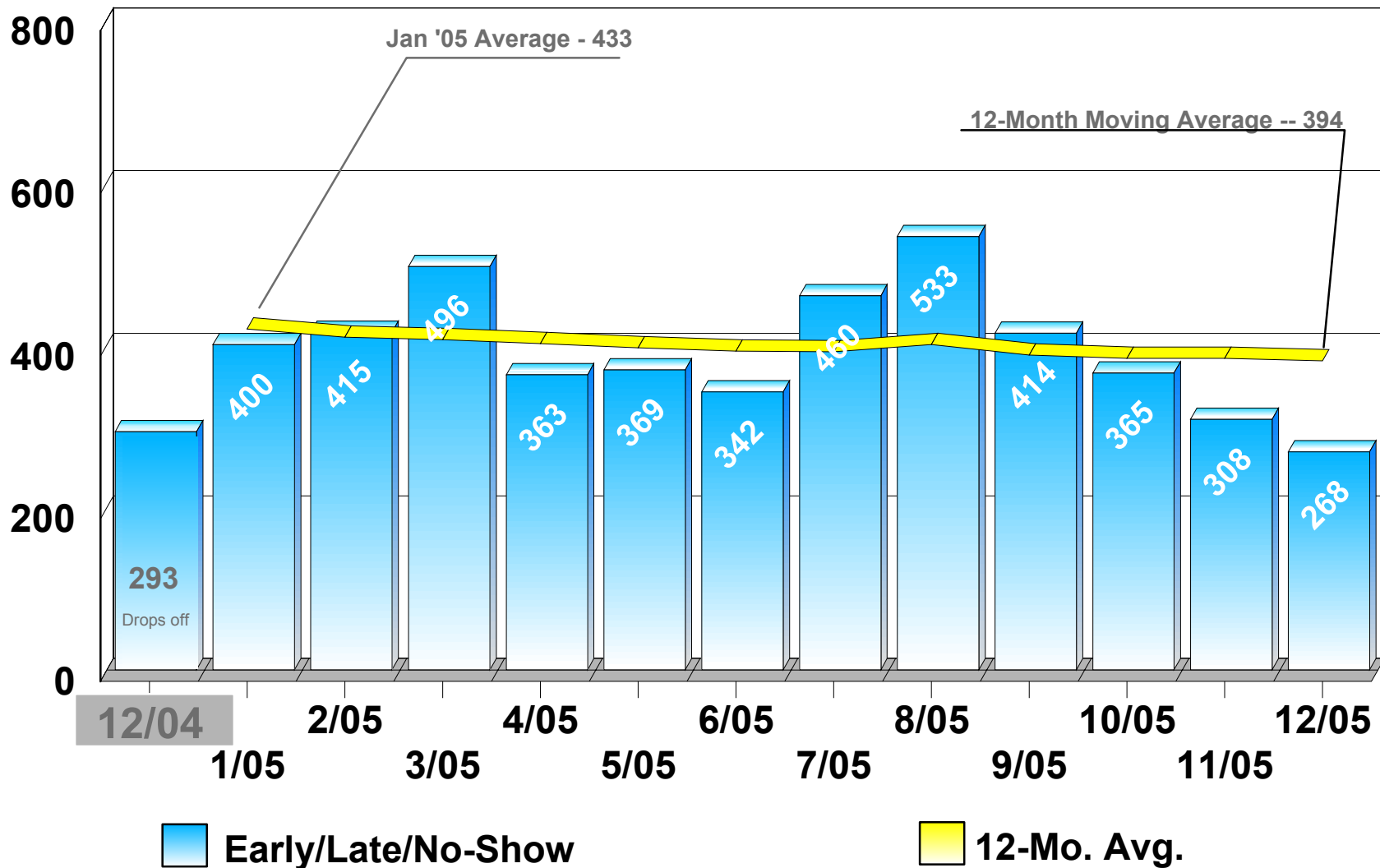


13 Months are shown to provide same-month, previous-year comparison.

Major Categories - Schedule Adherence

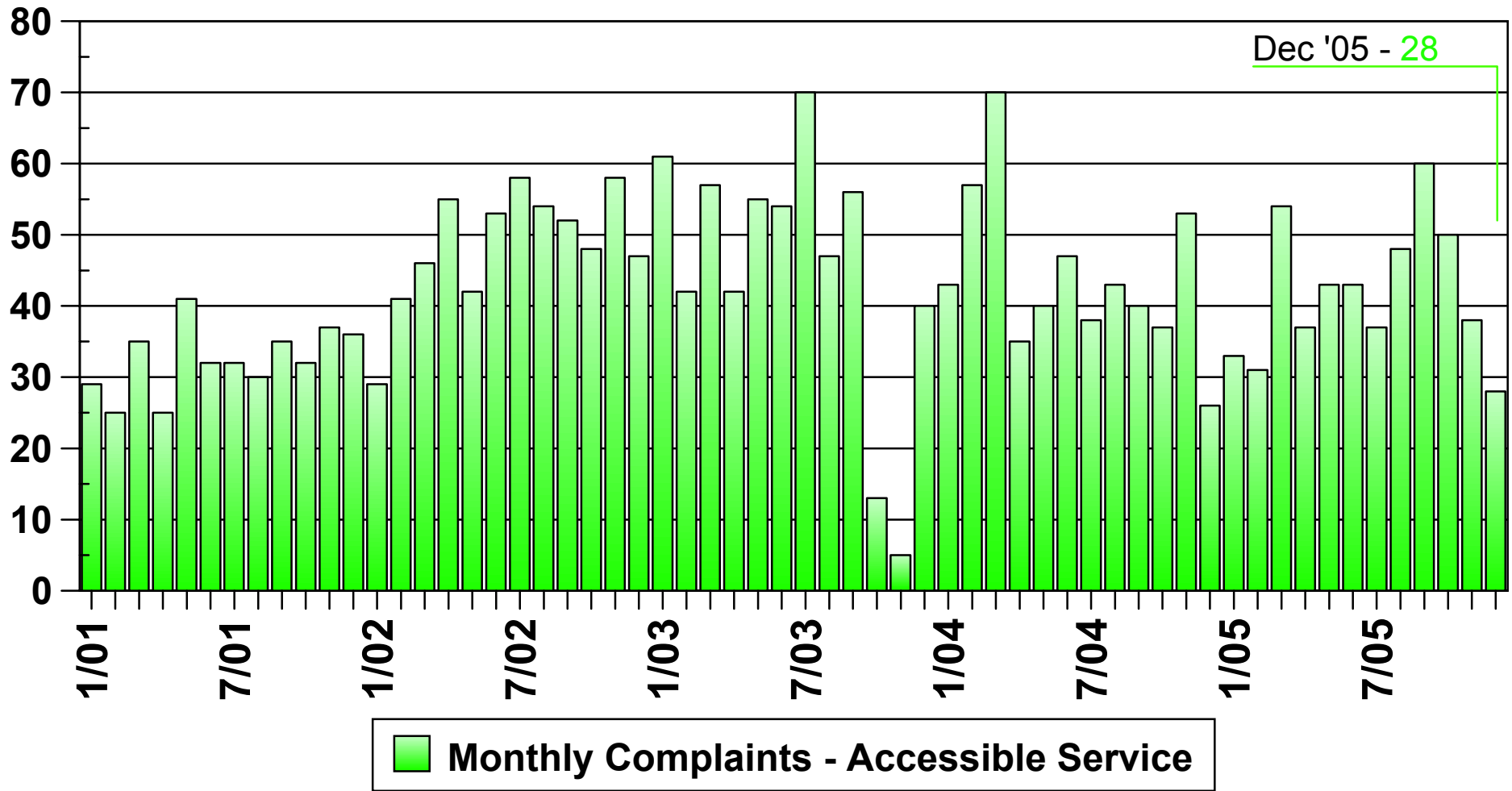
Early/Late/No-Show Reports

January 2005 - December 2005



13 Months are shown to provide same-month, previous-year comparison.

Accessible Service Complaints 2001 - 2005

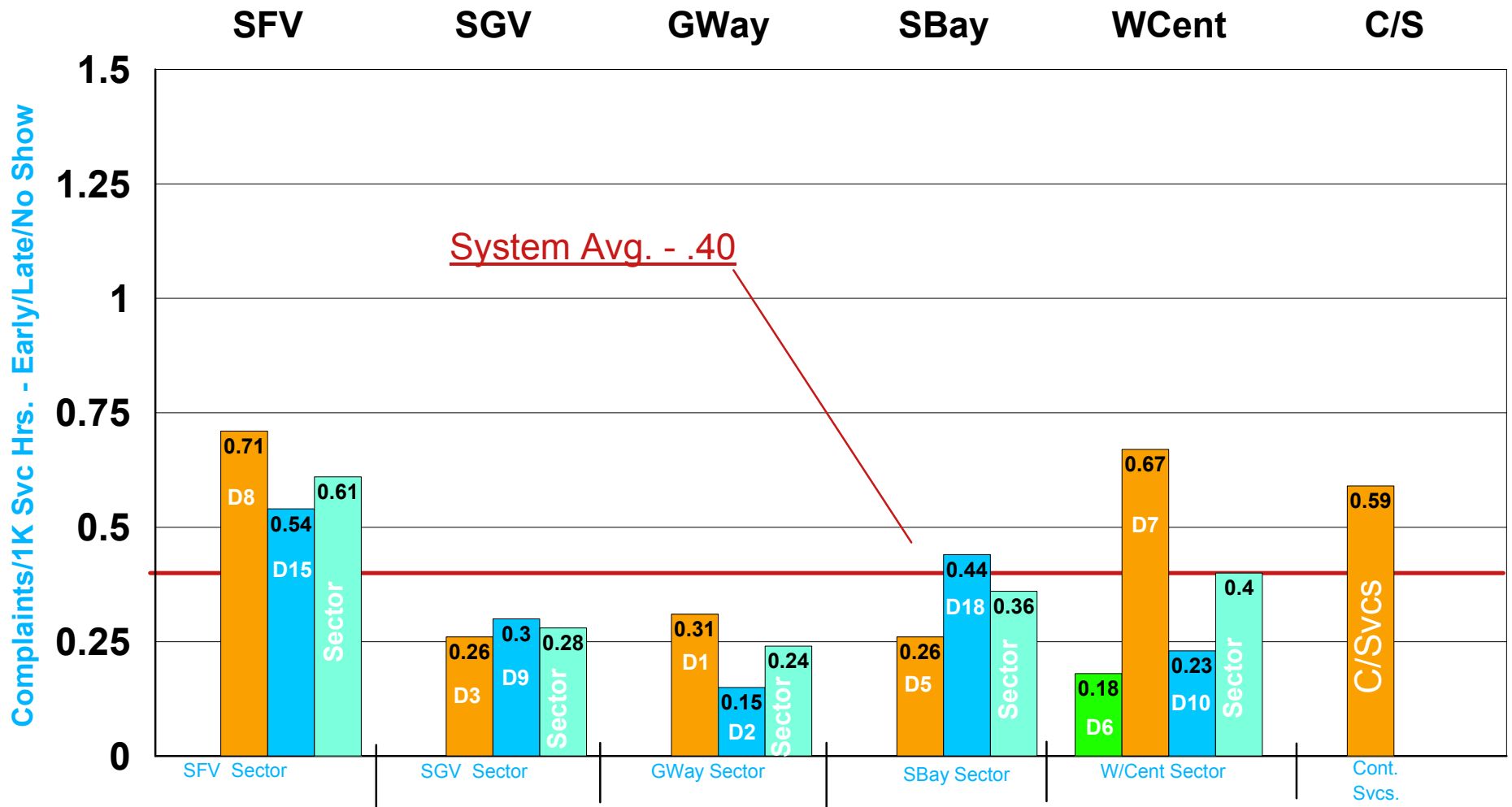


12-Month Average for this Group: 41.83 reports per month



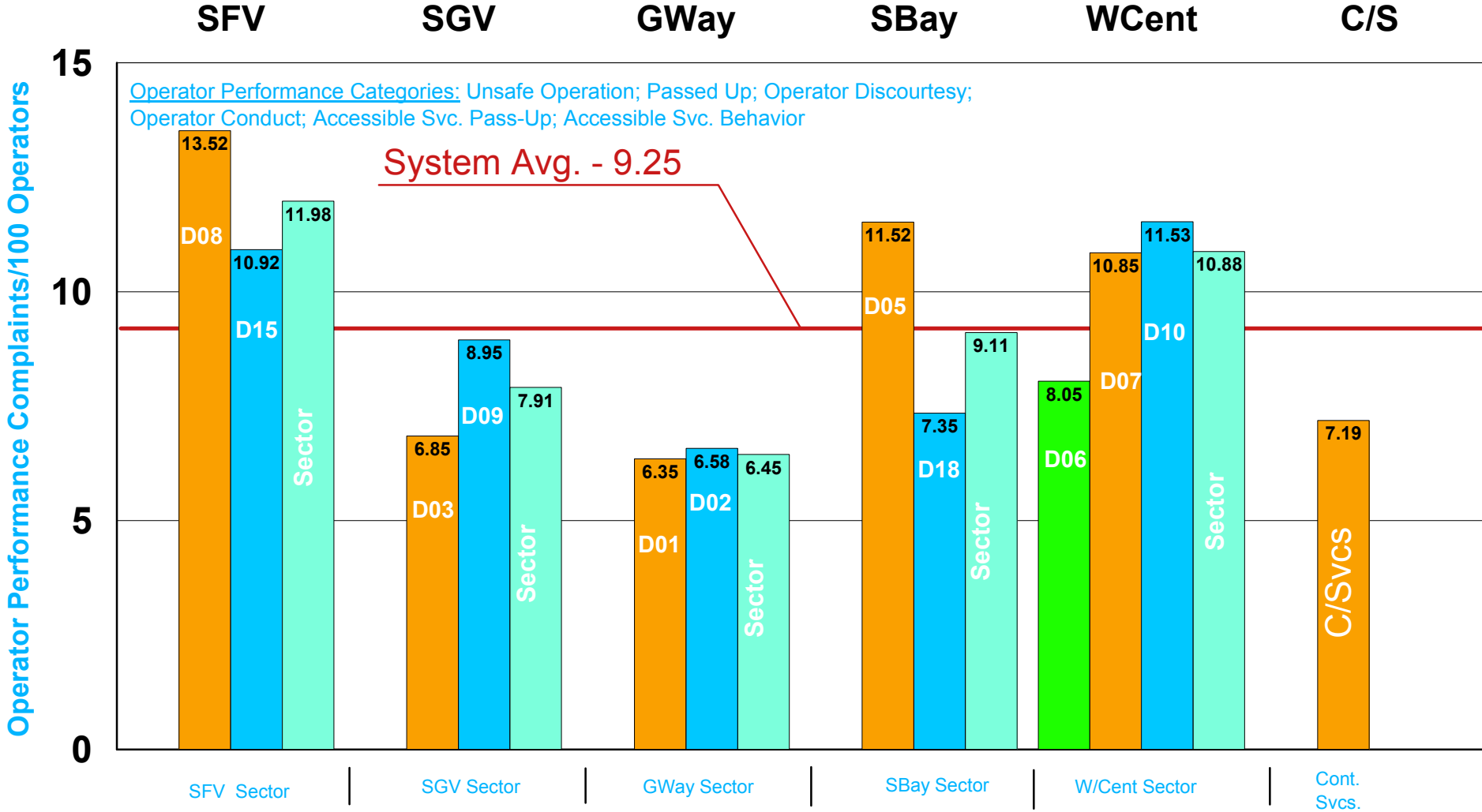
Schedule Performance Categories

Complaints per 1000 Service Hours Sector/Division Comparison - December 2005

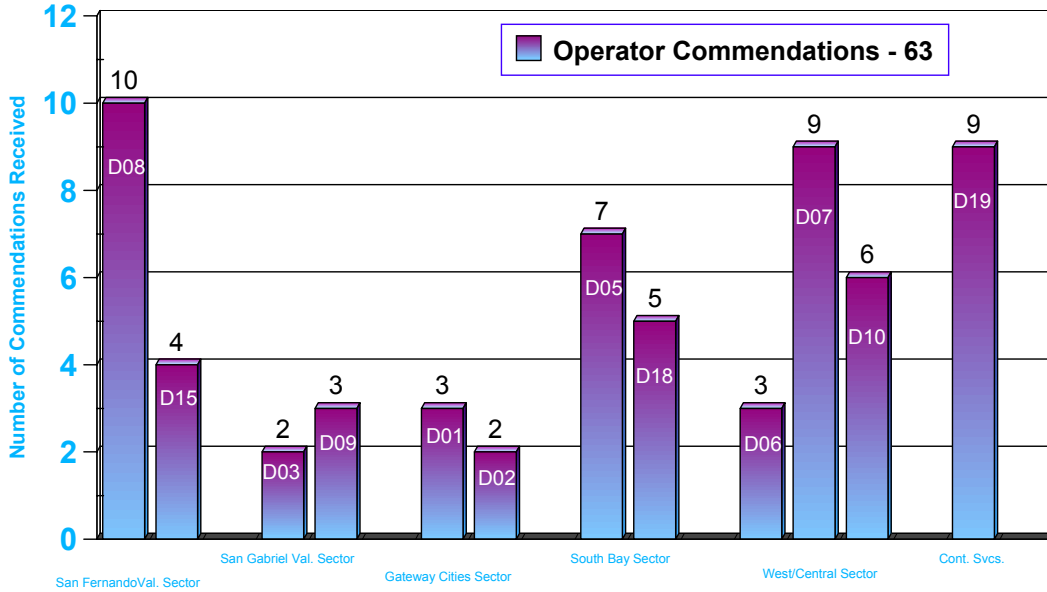


Operator Performance Categories

Complaints per 100 Operators Sector/Division Comparison - December 2005

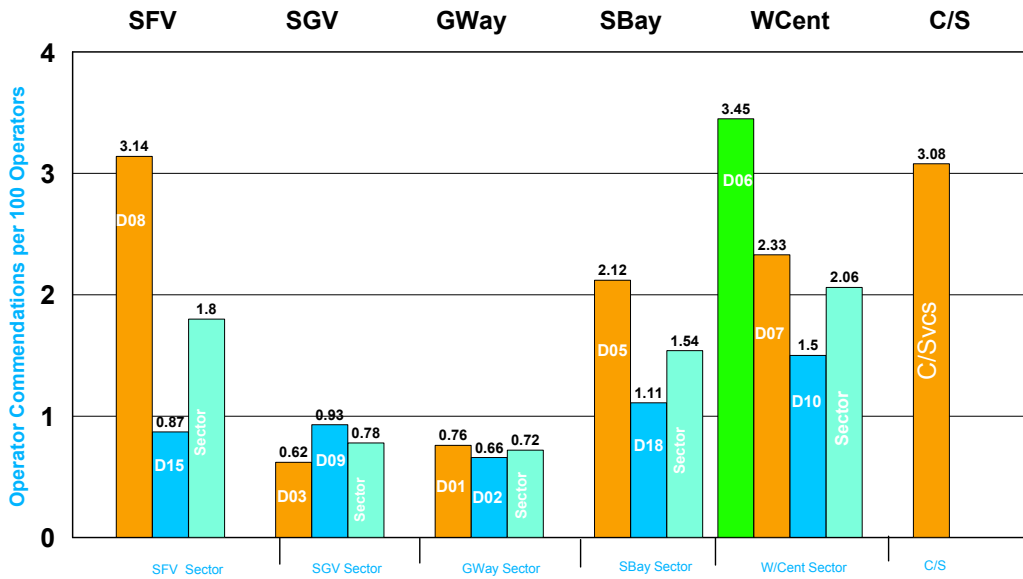


Operator Commendations Sector/Division Comparison December 2005



Operator Commendations

Per 100 Operators Sector/Division Comparison - December 2005





Total/Major Complaints -- 12 Month Comparison



	1/05	2/05	3/05	4/05	5/05	6/05	7/05	8/05	9/05	10/05	11/05	12/05
Total Complaints	1191	1315	1518	1202	1358	1245	1340	1470	1137	1152	967	883
3 Mo. Moving Average	1043	1166	1341	1345	1359	1268	1314	1352	1316	1253	1085	1001
12 Mo. Moving Average	1344	1324	1315	1305	1302	1287	1275	1276	1241	1239	1241	1232
Complaints/100K Boardings	4.12	4.67	4.62	3.72	4.10	3.74	4.10	4.39	3.41	3.45	3.00	2.74*
12 Mo. Avg. C/100K Brdngs.	4.39	4.31	4.28	4.23	4.19	4.12	4.07	4.05	3.93	3.90	3.89	3.61
Schedule Reliability	400	415	496	363	369	342	460	533	414	365	308	268
12mo Avg-Skeds	433	423	420	415	410	405	405	414	401	397	397	394
Pass Ups	202	221	259	225	228	263	230	205	156	203	136	158
12mo Avg-Passup	252	248	244	241	237	236	232	227	217	215	212	207
Unsafe Operation	123	175	186	149	187	136	135	122	107	101	110	101
12mo Avg-Unsafe	144	146	145	143	146	144	143	140	136	135	137	136
Discourtesy	126	136	167	163	183	155	148	182	125	114	116	107
12mo Avg-Discurt	145	143	144	147	148	146	144	145	142	142	143	144
All Others	340	368	410	302	391	349	367	428	335	369	297	249
12mo Avg-All Others	372	365	362	359	361	355	351	351	345	350	352	350
Schedule Reliability	33.59%	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%	36.26%	36.41%	31.68%	31.85%	30.35%
Pass Ups	16.96%	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%	13.95%	13.72%	17.62%	14.06%	17.89%
Unsafe Operation	10.33%	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%	8.30%	9.41%	8.77%	11.38%	11.44%
Discourtesy	10.58%	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%	12.38%	10.99%	9.90%	12.00%	12.12%
All Others	28.55%	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%	29.12%	29.46%	32.03%	30.71%	28.20%
S*P*U*D %age of Total	71.45%	72.02%	72.99%	74.88%	71.21%	71.97%	72.61%	70.88%	70.54%	67.97%	69.29%	71.80%
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%

*est.



Metro Bus Customer Complaints by Division

FOR THE MONTH OF: December 2005

Description	1	2	3	5	6	7	8	9	10	15	18	C/S	N/D	Total	% OF TOTAL	LAST MO	LAST YR
Bus Stop (Damage/Location/etc.)	0	0	0	0	0	0	0	0	0	0	0	0	19	19	2.15%	22	26
Early Schedule	1	1	0	1	0	4	4	0	0	3	0	2	3	19	2.15%	28	23
Late Schedule	7	3	3	3	2	8	9	5	8	12	6	9	5	<u>80</u>	9.06%	108	75
No Show	11	3	11	10	1	27	22	12	9	20	25	13	5	169	19.14%	172	195
Off Route	1	1	0	3	0	1	0	0	1	2	2	0	2	<u>13</u>	1.47%	28	21
Layover Zone	0	4	0	1	0	0	0	0	0	2	0	0	1	8	0.91%	16	6
Faulty Equipment	0	0	0	0	0	0	0	0	0	0	0	0	11	11	1.25%	14	8
Heat/Air Conditioning	0	1	0	0	0	0	0	0	0	0	0	0	2	3	0.34%	3	3
Dirty Bus	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0.11%	1	0
Headsign Problems	0	0	0	0	0	1	0	0	1	1	0	0	0	3	0.34%	1	5
Transfer Problems	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0.23%	6	3
Disputed/Wrong Fare	1	0	0	0	0	1	1	2	1	0	0	2	1	9	1.02%	12	15
HC I.D. Card	0	1	0	0	0	1	0	0	0	0	0	0	0	2	0.23%	1	1
Student I.D. Card	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0	1
Improper Curb Stop	0	1	0	1	0	1	2	1	0	0	0	0	1	7	0.79%	6	8
Unsafe Operation	7	3	7	6	1	8	17	5	14	10	4	8	11	101	11.44%	110	117
Accident	2	0	0	1	0	1	4	1	1	3	4	0	12	<u>29</u>	3.28%	40	50
Passed Up	10	5	6	10	3	19	14	12	17	26	16	8	12	<u>158</u>	17.89%	136	210
Carried Past Stop	1	0	0	2	0	1	2	3	0	5	3	1	0	18	2.04%	13	17

<i>Description</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>	<i>15</i>	<i>18</i>	<i>C/S</i>	<i>N/D</i>	<i>Total</i>	<i>% OF TOTAL</i>	<i>LAST MO</i>	<i>LAST YR</i>
Failure to Call Stops	0	0	0	0	0	0	2	0	3	1	1	0	2	9	1.02%	7	5
Op. Discourtesy	4	9	5	18	2	10	6	11	11	10	10	2	9	107	12.12%	116	101
Gen. Emp. Discourtesy	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0.11%	0	3
Sexual Harassment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0	1
Crowded Bus (Add'l Svc Rq.)	0	0	0	0	1	0	0	0	0	0	0	1	7	9	1.02%	7	4
Passenger Conduct	0	0	0	0	0	1	0	0	0	0	0	1	7	9	1.02%	7	9
Operator Conduct	2	2	4	4	0	3	4	0	2	3	2	3	3	<u>32</u>	3.62%	43	30
Incorrect Info - Bus Operator	0	0	0	0	0	0	0	2	2	0	0	0	1	5	0.57%	0	3
TeleInfo/Trip Planner Complaint	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0.23%	2	1
Misc. Complaint	0	0	1	0	0	1	0	1	2	0	0	0	10	<u>15</u>	1.70%	30	14
Accessible Service - Pass Up	2	0	0	0	0	0	1	0	0	1	1	0	0	5	0.57%	7	5
AccSvc Pass Up (Advised)	0	0	0	1	0	0	0	0	0	0	1	0	2	4	0.45%	2	1
AccSvc Pass Up (Denied)	0	0	0	0	1	1	1	0	0	0	1	0	1	5	0.57%	8	2
AccSvc Pass-Up (Equipment)	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0.23%	3	3
AccSvc Transit Failure (Other)	0	0	0	0	0	0	0	0	1	1	1	0	0	3	0.34%	4	3
AccSvc Operator Behavior	0	1	0	0	1	2	1	1	2	0	0	0	0	8	0.91%	6	10
AccSvc Wchr Securement	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.11%	8	2
Shake-Up 12/18/05 - Svc Changes	0	0	0	0	0	0	0	0	0	0	0	0	14	<u>14</u>	1.59%	0	10

<i>Description</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>	<i>15</i>	<i>18</i>	<i>C/S</i>	<i>N/D</i>	<i>Total</i>	<i>% OF TOTAL</i>	<i>LAST MO</i>	<i>LAST YR</i>
TOTALS	52	35	37	61	12	91	90	56	75	101	78	50	145	883	100.00%	967	991
CHANGE LAST MONTH	-5	-4	-13	-3	-1	18	8	-9	-10	-18	-31	-23	4	-84			
% OF CHANGE LAST MONTH	-9%	-10%	-26%	-5%	-8%	25%	10%	-14%	-12%	-15%	-28%	-32%	3%	-8.7%			
CHANGE LAST YEAR	-27	-7	-28	-6	2	-21	37	5	-35	8	-35	-32	37	-108			
% OF CHANGE LAST YEAR	-34%	-17%	-43%	-9%	20%	-19%	70%	10%	-32%	9%	-31%	-39%	32%	-10.9%			
Misc. Request/Comment/Sugg	0	0	1	0	2	0	12	1	5	0	3	2	30	56			
Schedule-Related Cmnt/Rqst	0	0	0	0	0	0	0	0	0	0	0	0	4	4			
Refund Request >\$2.00	0	0	0	0	0	0	0	0	0	1	0	0	2	3			
Commendation (Operator)	3	2	2	7	3	9	10	3	6	4	5	9	0	63			
Commendation (General)	0	0	0	0	0	0	0	0	0	0	0	0	3	3			
Transit Video System (non-Ops)	0	0	0	0	0	0	0	0	0	0	0	0	5	5			
Proposed/Future Svc Changes	0	0	0	0	0	0	0	0	0	0	0	0	2	2			



Metro Rail Operations-Related Input

PCMS/Rail

December 2005	BLU	GLD	GRN	RED	Total
Rail LineTotal	4	2	1	7	14
Dirty Rail Car	0	0	0	1	1
Dwell Time (Unable to board/alight)	3	1	0	1	5
Rail Info/Announcement Complaint	0	0	0	1	1
Rail Personnel Conduct	0	0	0	1	1
Train Passed Up Station	1	0	0	0	1
Train Running Early	0	0	1	0	1
Unsafe Operation	0	1	0	1	2
Unscheduled Off Route Operations	0	0	0	2	2

Metro Rail Non-Operations Input

December 2005	BLU	GLD	GRN	RED	Total
Rail LineTotal	5	6	4	13	28
LASD Personnel Discourtesy	1	0	0	0	1
Passenger Conduct	4	1	0	3	8
Rail Facility/Park'n Ride Complaint	0	1	2	2	5
Ticket Machine Complaint	0	4	2	8	14

Total Metro Rail Customer Input - December 2005: 42