

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
May 3, 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 March 2006.

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 - 03/05 - 03/06 - Metro San Fernando Valley

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Total Complaints	212	194	214	242	224	210	204	200	201	191	135	121	156
12-Month Average	221	217	213	215	211	207	201	202	205	209	203	196	191
Complaints per 100K	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76
Schedule Adherence	90	77	91	90	108	100	109	92	92	70	61	44	55
Passed Up	39	36	39	51	39	32	28	34	30	40	29	14	23
Unsafe Operation	22	17	26	32	24	15	21	16	20	27	15	12	14
Operator Discourtesy	24	29	28	28	22	22	13	15	25	16	10	19	26
All Others	37	35	30	41	31	41	33	43	34	38	20	32	38
Operator Commendations	23	23	17	0	30	28	12	7	17	14	6	7	21

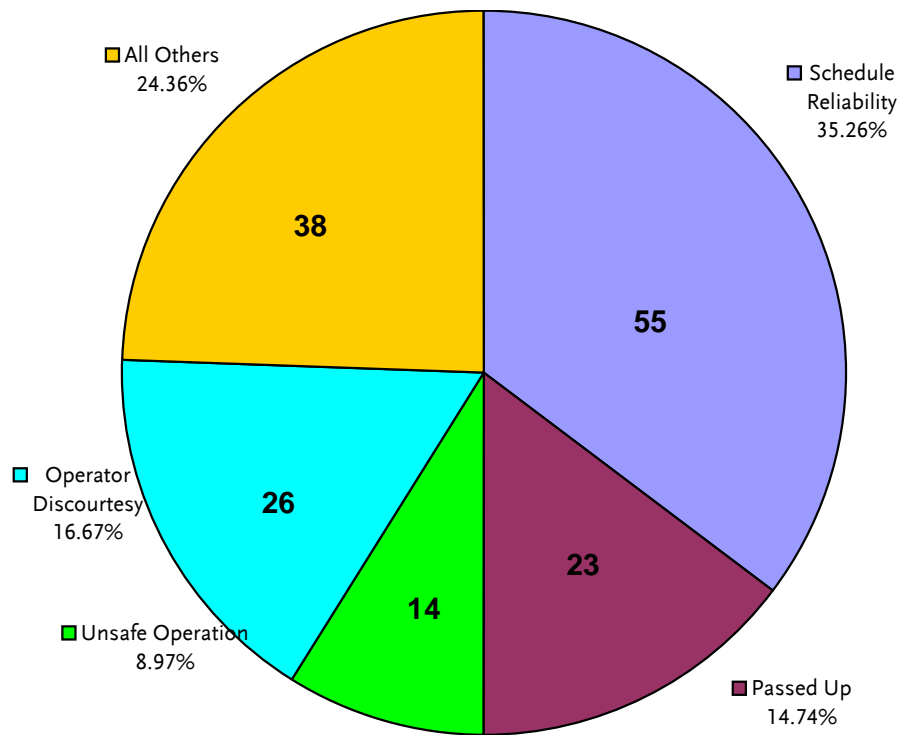
Customer Complaint Summary - 03/05 - 03/06 - Metro Operations

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Total Complaints	1518	1202	1358	1245	1340	1472	1085	1152	967	883	872	940	1044
12-Month Average	1315	1305	1202	1287	1275.4	1276.3	1237.1	1234.7	1236	1227	1201	1170	1130
Complaints per 100K	4.62	3.72	4.10	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08
Schedule Adherence	496	363	369	342	460	533	414	365	308	268	277	291	257
Passed Up	259	225	228	263	230	205	156	203	136	158	146	137	194
Unsafe Operation	186	149	187	136	135	122	107	101	110	101	98	94	107
Operator Discourtesy	167	163	183	155	148	182	125	114	116	107	115	135	150
All Others	410	302	391	349	367	430	283	369	297	249	236	283	336
Operator Commendations	102	57	107	92	128	112	67	84	69	66	55	54	89

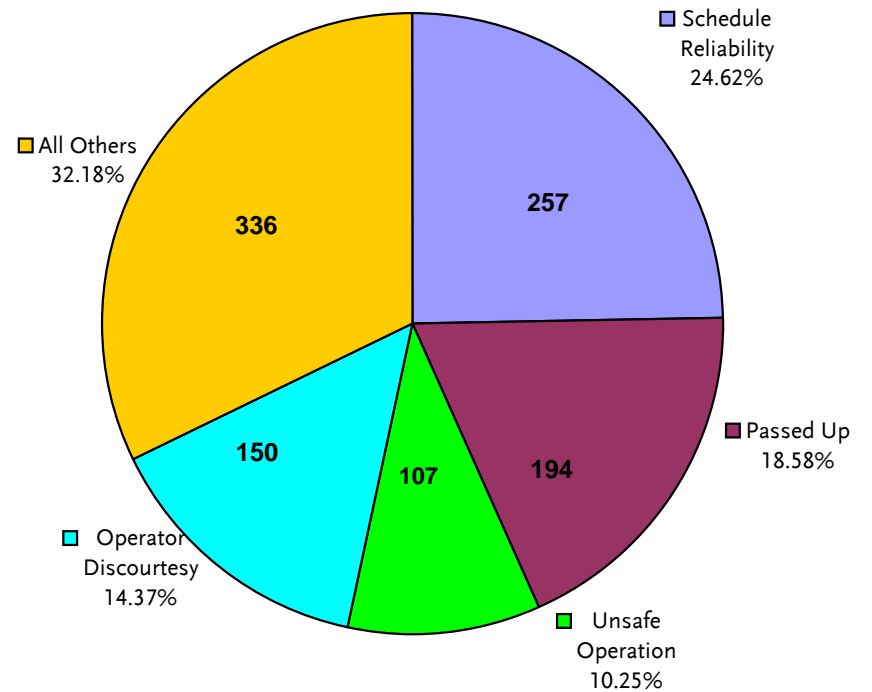
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution March-06

156 Total Complaints - Metro SFV

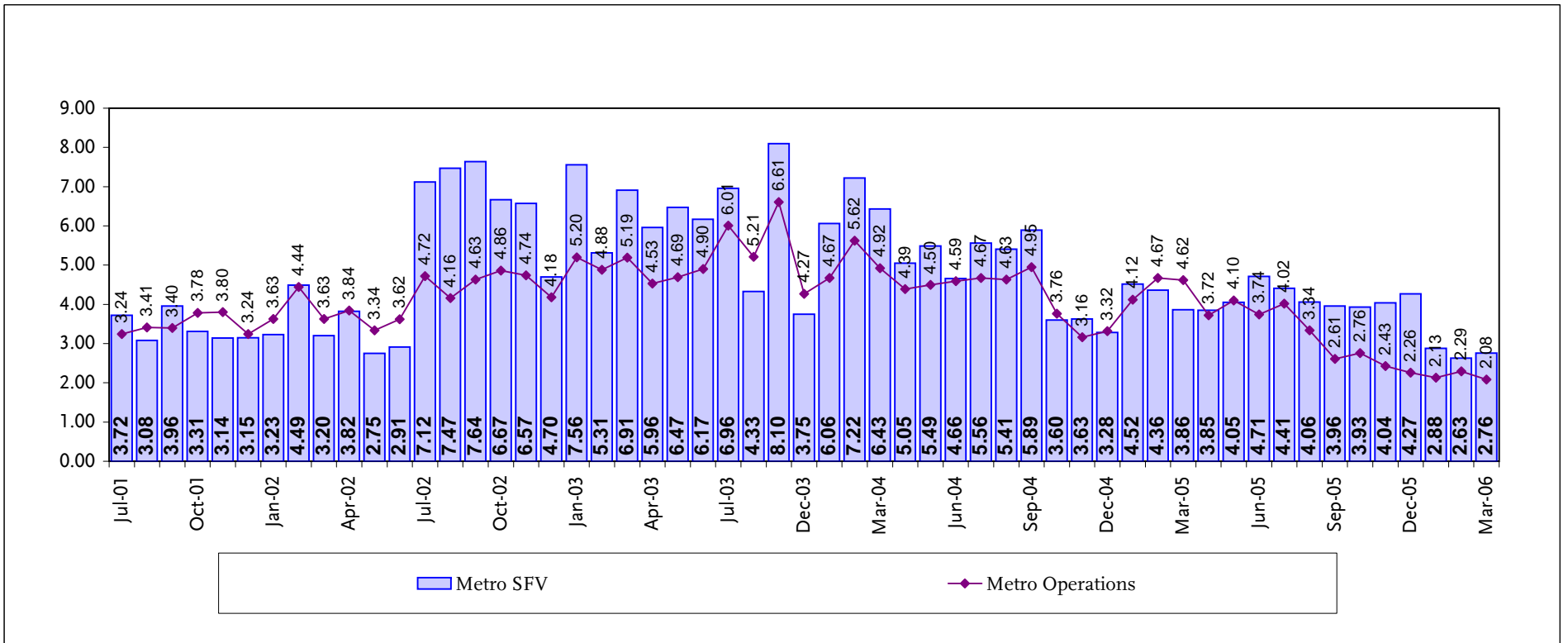


1044 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2006



Metro San Fernando Valley Customer Complaint Report

TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO SFV Total/Major Complaints -- 12 Month Comparison

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Total Complaints	212	194	214	242	224	210	204	200	201	191	135	121	156
3 Month Moving Average	207	203	207	217	227	225	213	205	202	197	176	149	137
12 Month Moving Average	229	224	220	215	211	207	201	202	205	209	203	196	191
Complaints/100K Boarding	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76
12 Mo. AVG Com./100K Boardings	4.61	4.51	4.39	4.39	4.30	4.19	4.02	4.05	4.09	4.17	4.03	3.89	3.80
Schedule Reliability	90	77	91	90	108	100	109	92	92	70	61	44	55
12 Month Average Schedule	94	91	90	90	89	90	89	90	92	92	89	85	82
Pass Ups	39	36	39	51	39	32	28	34	30	40	29	14	23
12 Month Average Passup	38	37	37	38	38	37	35	35	35	36	36	34	33
Unsafe Operation	22	17	26	32	24	15	21	16	20	27	15	12	14
12 Month Average Unsafe	24	23	22	23	23	21	21	21	21	22	22	21	20
Operator Discourtesy	24	29	28	28	22	22	13	15	25	16	10	19	26
12 Month Average Discourtesy	23	23	23	23	23	23	21	21	22	22	21	21	21
All Others	37	35	30	41	31	41	33	43	34	38	20	32	38
12 Month Average - All Others	43	42	40	41	39	37	34	34	35	36	35	35	35
Schedule Reliability	42.45%	39.69%	42.52%	37.19%	48.21%	47.62%	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%	35.26%
Pass Ups	18.40%	18.56%	18.22%	21.07%	17.41%	15.24%	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%	14.74%
Unsafe Operations	10.38%	8.76%	12.15%	13.22%	10.71%	7.14%	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%	8.97%
Discourtesy	11.32%	14.95%	13.08%	11.57%	9.82%	10.48%	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%	16.67%
S*P*U*D* % Avg. of Total	82.55%	81.96%	85.97%	83.05%	86.16%	80.48%	83.82%	78.50%	83.08%	80.10%	85.19%	73.55%	75.64%
All Others	17.45%	18.04%	14.03%	16.95%	13.84%	19.52%	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%	24.36%
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

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Total Complaints	1,518	1,202	1,358	1,245	1,340	1,472	1,085	1,152	967	883	872	940	1044
3 Month Moving Average	1,341	1,345	1,359	1,268	1,314	1,352	1,299	1,236	1,068	1,001	907	898	952
12 Month Moving Average	1,315	1,305	1,302	1,287	1,275	1,276	1,237	1,235	1,236	1,227	1,201	1,170	1,130
Complaints/100K Boarding	4.62	3.72	4.10	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08
12 Mo. AVG Com./100K Boardings	4.28	4.22	4.19	4.12	4.07	3.96	3.77	3.68	3.62	3.53	3.37	3.17	2.96
Schedule Reliability	496	363	369	342	460	533	414	365	308	268	277	291	257
12 Month Average Schedule	420	415	410	405	405	414	401	397	397	394	384	374	354
Pass Ups	259	225	228	263	230	205	156	203	136	158	146	137	194
12 Month Average Passup	244	241	237	236	232	227	217	215	212	207	203	196	190
Unsafe Operation	186	149	187	136	135	122	107	101	110	101	98	94	107
12 Month Average Unsafe	145	143	146	144	143	140	136	135	137	136	134	127	121
Discourtesy	167	163	183	155	148	182	125	114	116	107	115	135	350
12 Month Average Discourtesy	144	147	148	146	144	145	142	142	143	144	143	143	158
All Others	410	302	391	349	367	430	283	369	297	249	236	283	336
12 Month Average - All Others	362	359	361	355	351	351	341	346	348	346	338	331	324
Schedule Reliability	32.67%	30.20%	27.17%	27.47%	34.33%	36.21%	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%	24.62%
Pass Ups	17.06%	18.72%	16.79%	21.12%	17.16%	13.93%	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%	18.58%
Unsafe Operations	12.25%	12.40%	13.77%	10.92%	10.07%	8.29%	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%	10.25%
Discourtesy	11.00%	13.56%	13.48%	12.45%	11.04%	12.36%	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%	33.52%
S*P*U*D* % Avg. of Total	72.99%	74.88%	71.21%	71.97%	72.61%	70.79%	73.92%	67.97%	69.29%	71.80%	72.94%	69.89%	86.97%
All Others	27.01%	25.12%	28.79%	28.03%	27.39%	29.21%	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%	13.03%
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%