

# **COMPARISON OF CUSTOMER COMPLAINTS**

**SAN FERNANDO VALLEY SECTOR COUNCIL**

**AUGUST 16, 2006**



**Metro**

# GOOD ENOUGH ISN'T

- **COMPLAINTS ARE MOST NETTLESOME ISSUES FOR STAFF**
- **EACH COMPLAINT IS RESEARCHED AND WHERE POSSIBLE CUSTOMERS ARE CONTACTED**
- **STAFF DOES NOT OFFER APOLOGIES OR EXCUSES; WE LOOK FOR OPPORTUNITIES TO IMPROVE:**
  - **SCHEDULE REDESIGN, METRO CONNECTIONS**
  - **OPERATOR PANEL**
  - **TRAINING AND RE-TRAINING**
  - **APPLICATION OF DISCIPLINE**



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# CUSTOMER COMPLAINTS

- **MUST DEAL WITH ENVIRONMENTAL, MECHANICAL, AND BEHAVIORAL ISSUES**
- **UNPRECEDENTED HEAT IN LAST TWO MONTHS:**
  - **TESTED OUR METTLE**
  - **TESTED OUR EQUIPMENT**
  - **TESTED OUR RESOLVE TO GET TO THE ROOT CAUSE OF THE ISSUE**

# COMPLAINT CONDITIONS

- **BEHAVIORAL COVERS BOTH OPERATOR AND PASSENGER**
- **MECHANICAL COVERS THE ABILITY OF THE FLEET TO FUNCTION UNDER ALL CONDITIONS AND THAT ALL PARTS PERFORM**
- **ENVIRONMENTAL COVERS WEATHER AS WELL AS SURROUNDINGS**

# ORIGIN OF CUSTOMER DISPUTES

- **FARE DISAGREEMENTS**
- **ALLEGED NO-SHOW OR PASS-UP**
- **“BLIND” OBSERVANCE OF A BEHAVIOR WITHOUT ENOUGH INFORMATION TO TIE IT TO OPERATOR PERFORMANCE – UNSAFE DRIVING BEHAVIOR**
- **UNTIMELY COMPLAINTS FOR 1-2 MONTHS AGO**

# OBSERVATIONS

- **OUR CUSTOMERS ARE MORE LIKELY TO CALL IN THAN OTHER SECTORS**
- **OUR SERVICE IS COMPRISED OF MORE MILES PER SERVICE HOUR; HENCE A BREAKDOWN/DISRUPTION MAY CAUSE A LONGER WAIT**
- **IT TAKES US LONGER TO REPLACE A VEHICLE BECAUSE OF DISTANCE AND LACK OF BUSES AND OPERATORS AT TIME OF NEED**

# COMPLAINTS/100,000 BOARDINGS

	<b>FY05</b>	<b>FY06 Q1</b>	<b>FY06 Q2</b>	<b>FY06 Q3</b>	<b>FY06 Q4</b>
<b>East Coast Bus</b>	<b>13.10</b>	<b>11.85</b>	<b>11.80</b>	<b>9.70</b>	<b>12.00</b>
<b>West Coast Bus</b>	<b>15.76</b>	<b>13.29</b>	<b>10.60</b>	<b>11.30</b>	<b>10.11</b>
<b>MTA Metro Bus</b>	<b>3.54</b>	<b>3.13</b>	<b>3.10</b>	<b>2.74</b>	<b>2.43</b>
<b>SFV Sector Bus</b>	<b>4.39</b>	<b>4.11</b>	<b>3.74</b>	<b>2.59</b>	<b>2.52</b>

# COMPLAINTS PER 100,000 BOARDINGS

System/Sector	FY03	FY04	FY05	FY06	June 2006
Metro System-wide	4.23	4.51	3.54	2.41	2.06
San Fernando Valley Sector	6.32	5.45	4.39	3.24	2.56
San Gabriel Valley Sector	3.57	3.80	2.95	2.18	1.88
Gateway Cities Sector	2.63	3.08	2.58	1.69	1.60
South Bay Sector	4.02	4.63	3.61	2.50	2.04
Westside Central Sector	4.84	5.30	4.10	2.53	2.22
Metro Rail	1.25	1.11	1.45	1.02	0.63
Mid-West MetroBus	17.00	10.00	9.00	8.50	n.a.

Source: Monthly Customer Relations Reports





# COMPLAINTS PER 100 OPERATORS

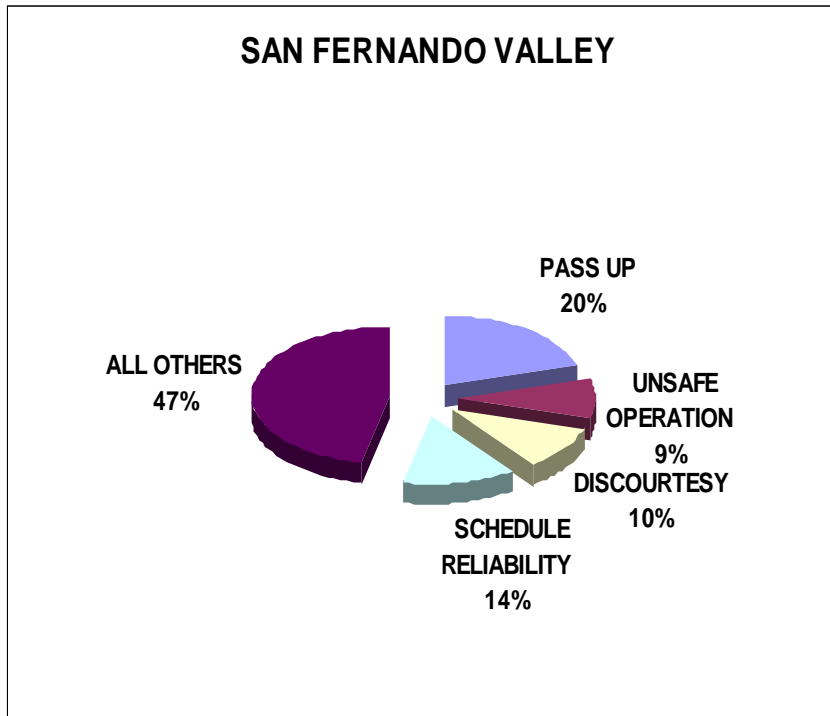
System/Sector	April '06	May '06	June '06
Metro System-wide	10.20	9.64	9.43
San Fernando Valley Sector	9.60	9.67	9.43
San Gabriel Valley Sector	11.70	8.62	8.31
Gateway Cities Sector	7.92	7.65	9.31
South Bay Sector	11.60	9.37	8.68
Westside Central Sector	10.60	11.82	11.87



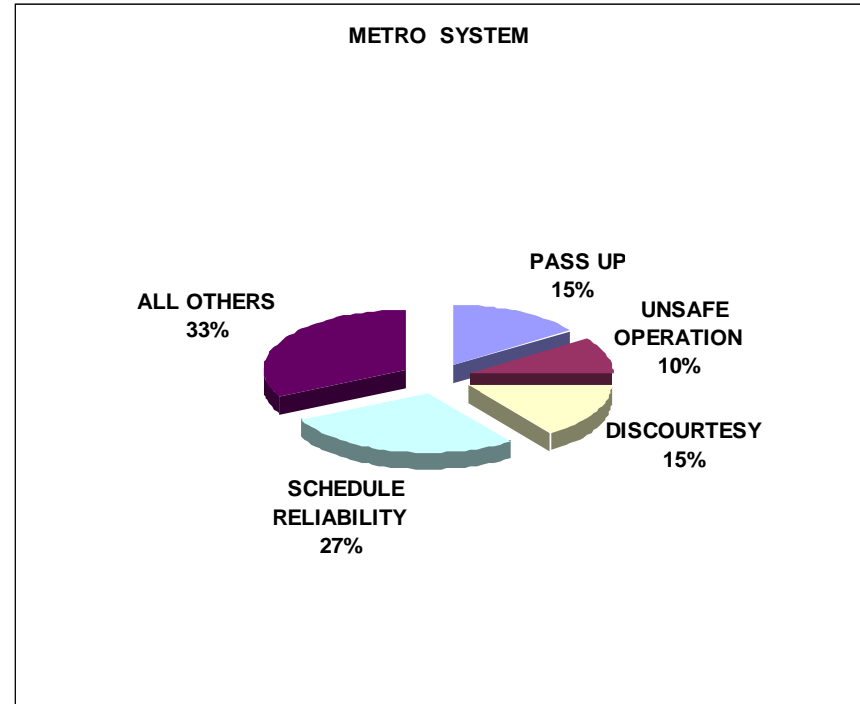
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# COMPLAINT CATEGORIES

## SFV



## METRO



# QUESTIONS

- **DISCUSSION**