

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
August 16, 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 June 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 - 06/05 - 06/06 - Metro San Fernando Valley

	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Total Complaints	242	224	210	204	200	201	191	135	121	156	117	141	148
12-Month Average	215	211	207	201	202	205	209	203	196	191	185	179	171
Complaints per 100K	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75
Schedule Adherence	90	108	100	109	92	92	70	61	44	55	37	52	57
Passed Up	51	39	32	28	34	30	40	29	14	23	15	30	30
Unsafe Operation	32	24	15	21	16	20	27	15	12	14	15	14	14
Operator Discourtesy	28	22	22	13	15	25	16	10	19	26	19	16	15
All Others	41	31	41	33	43	34	38	20	32	38	31	29	32
Operator Commendations	0	30	28	12	7	17	14	6	7	21	16	15	7

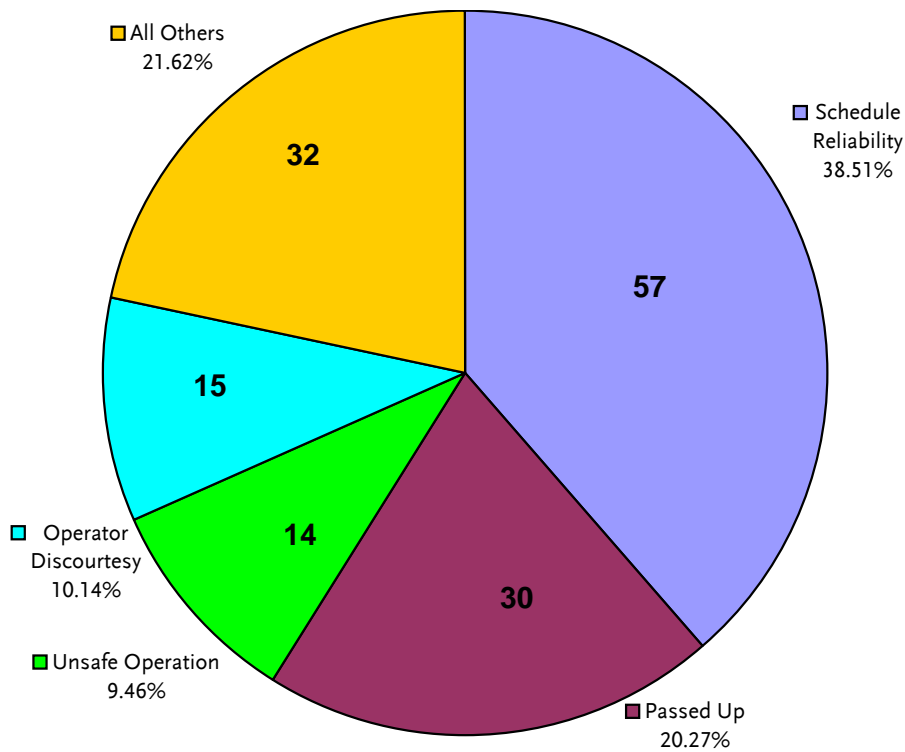
Customer Complaint Summary - 06/05 - 06/06 - Metro Operations

	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Total Complaints	1245	1340	1472	1085	1152	967	883	872	940	1044	810	812	926
12-Month Average	1287	1275.4	1276.3	1237.1	1234.7	1236	1227	1201	1170	1130	1097	1052	1025
Complaints per 100K	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06
Schedule Adherence	342	460	533	414	365	308	268	277	291	257	314	196	253
Passed Up	263	230	205	156	203	136	158	146	137	194	127	155	141
Unsafe Operation	136	135	122	107	101	110	101	98	94	107	75	76	90
Operator Discourtesy	155	148	182	125	114	116	107	115	135	150	122	140	141
All Others	349	367	430	283	369	297	249	236	283	336	172	245	301
Operator Commendations	92	128	112	67	84	69	66	55	54	89	76	91	94

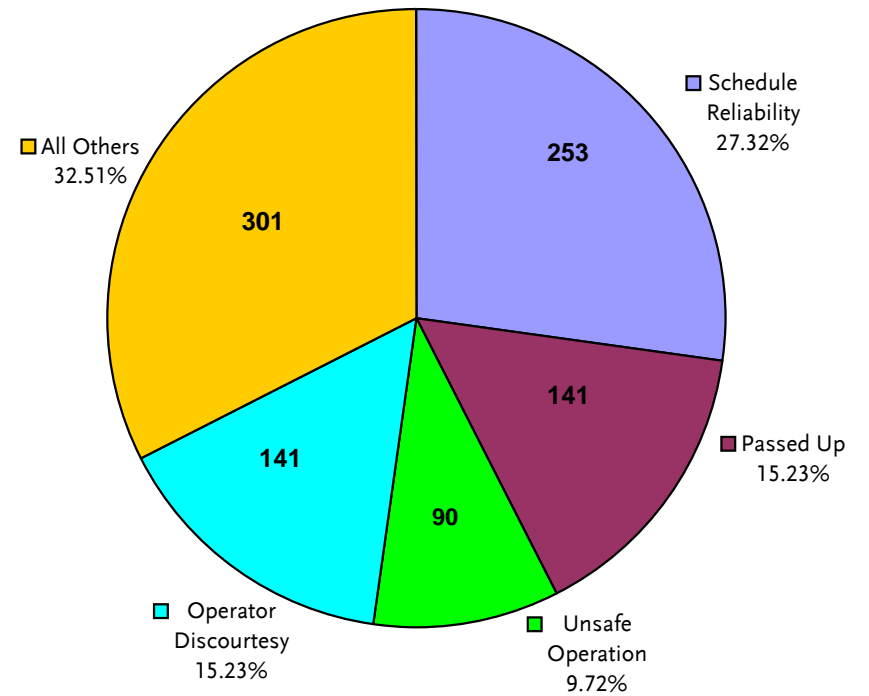
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution June-06

148 Total Complaints - Metro SFV

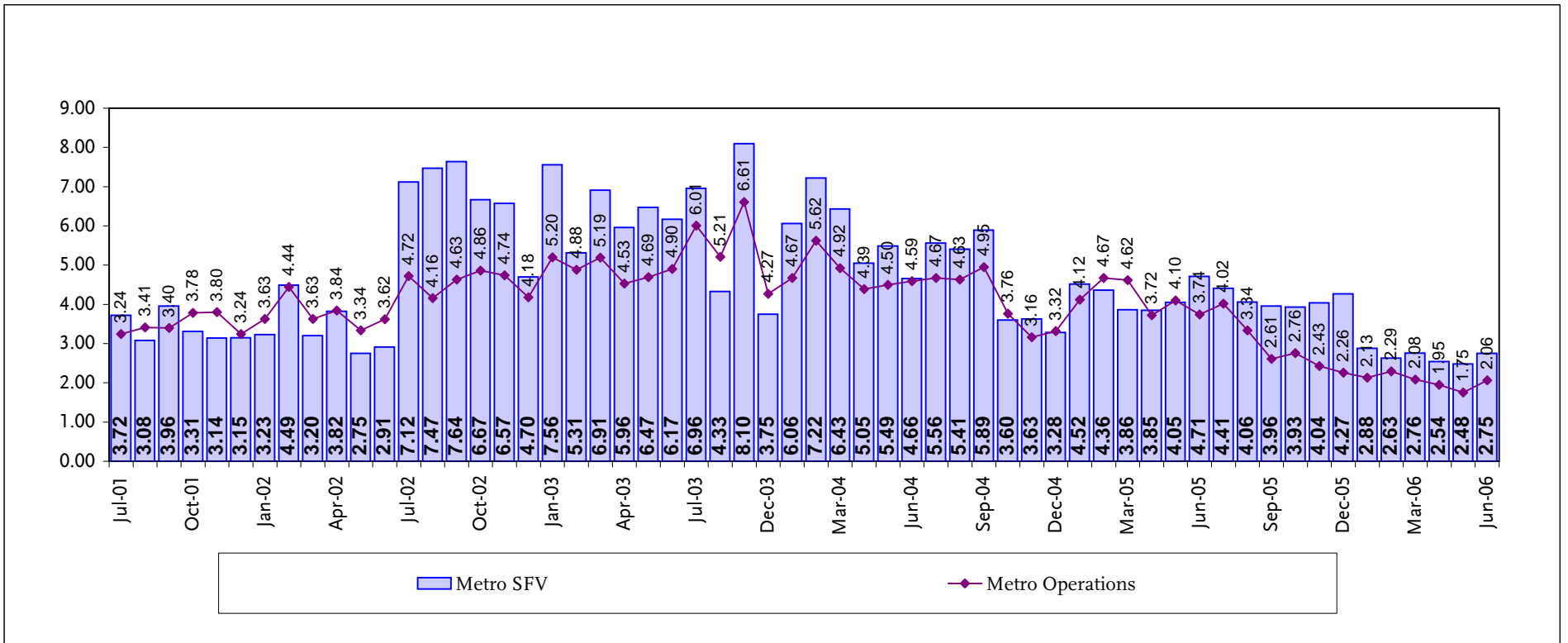


926 Total Complaints - Metro Operations



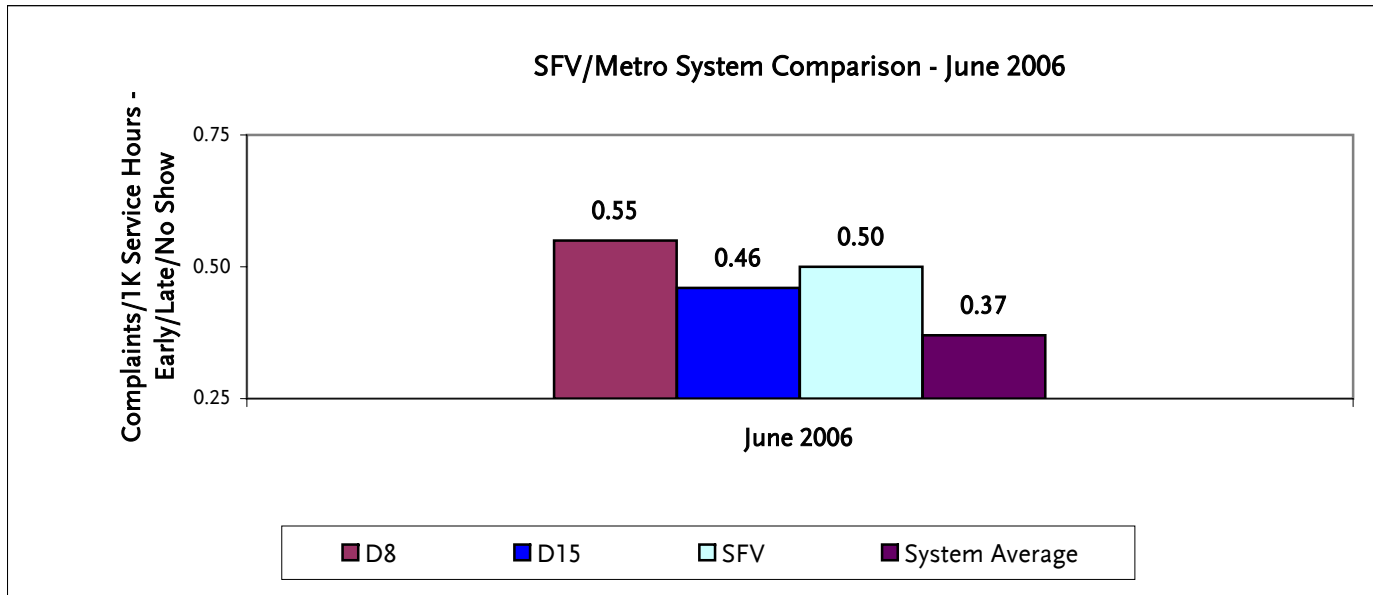
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2006



Metro San Fernando Valley Customer Complaint Report

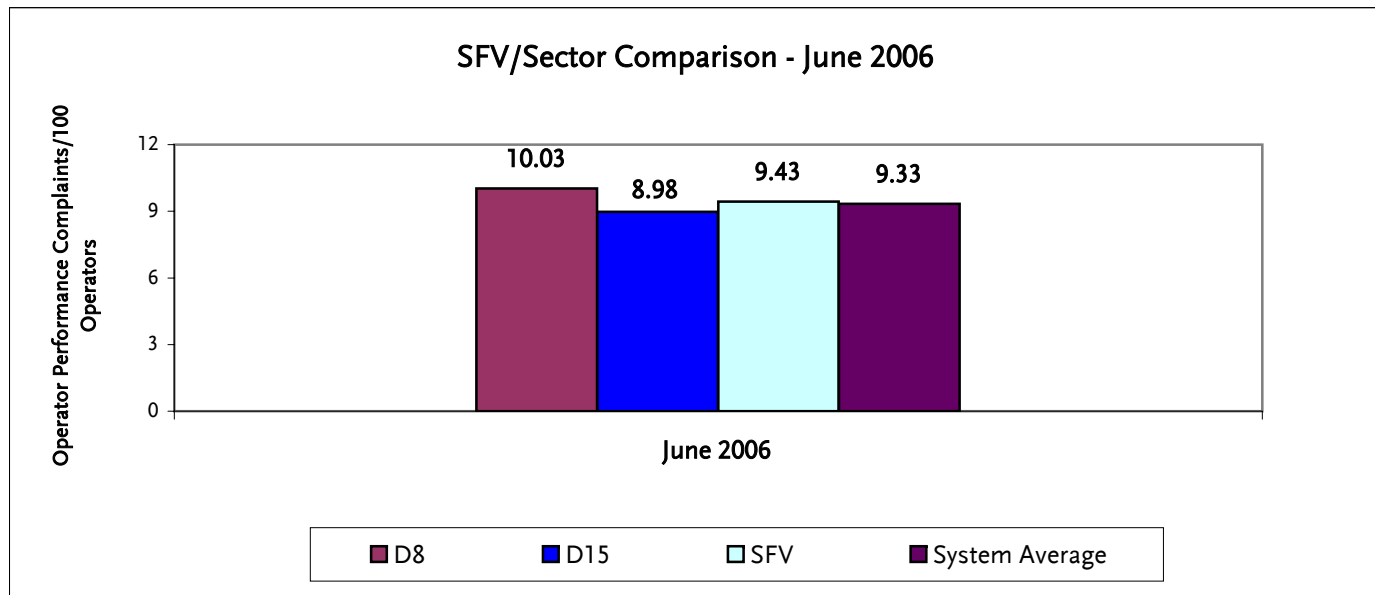
Schedule Performance Categories
Per 1,000 Service Hours



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

	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Total Complaints	242	224	210	204	200	201	191	135	121	156	117	141	148
3 Month Moving Average	217	227	225	213	205	202	197	176	149	137	131	138	135
12 Month Moving Average	215	211	207	201	202	205	209	203	196	191	185	179	171
Complaints/100K Boarding	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75
12 Mo. AVG Com./100K Boardings	4.39	4.30	4.19	4.02	4.05	4.09	4.17	4.03	3.89	3.80	3.69	3.56	3.39
Schedule Reliability	90	108	100	109	92	92	70	61	44	55	37	52	57
12 Month Average Schedule	90	89	90	89	90	92	92	89	85	82	79	76	73
Pass Ups	51	39	32	28	34	30	40	29	14	23	15	30	30
12 Month Average Passup	38	38	37	35	35	35	36	36	34	33	31	30	29
Unsafe Operation	32	24	15	21	16	20	27	15	12	14	15	14	14
12 Month Average Unsafe	23	23	21	21	21	21	22	22	21	20	20	19	17
Operator Discourtesy	28	22	22	13	15	25	16	10	19	26	19	16	15
12 Month Average Discourtesy	23	23	23	21	21	22	22	21	21	21	20	19	18
All Others	41	31	41	33	43	34	38	20	32	38	31	29	32
12 Month Average - All Others	41	39	37	34	34	35	36	35	35	35	34	34	34

Schedule Reliability	37.19%	48.21%	47.62%	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%	35.26%	31.62%	36.88%	38.51%
Pass Ups	21.07%	17.41%	15.24%	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%	14.74%	12.82%	21.28%	20.27%
Unsafe Operations	13.22%	10.71%	7.14%	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%	8.97%	12.82%	9.46%	9.46%
Discourtesy	11.57%	9.82%	10.48%	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%	16.67%	16.24%	11.35%	10.14%
S*P*U*D* % Avg. of Total	83.05%	86.16%	80.48%	83.82%	78.50%	83.08%	80.10%	85.19%	73.55%	75.64%	73.50%	79.43%	78.38%
All Others	16.95%	13.84%	19.52%	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%	24.36%	26.50%	20.57%	21.62%
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

	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Total Complaints	1,245	1,340	1,472	1,085	1,152	967	883	872	940	1,044	810	812	926
3 Month Moving Average	1,268	1,314	1,352	1,299	1,236	1,068	1,001	907	898	952	931	889	849
12 Month Moving Average	1,287	1,275	1,276	1,237	1,235	1,236	1,227	1,201	1,170	1,130	1,097	1,052	1,025
Complaints/100K Boarding	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06
12 Mo. AVG Com./100K Boardings	4.12	4.07	3.96	3.77	3.68	3.62	3.53	3.37	3.17	2.96	2.81	2.61	2.47
Schedule Reliability	342	460	533	414	365	308	268	277	291	257	314	196	253
12 Month Average Schedule	405	405	414	401	397	397	394	384	374	354	350	335	328
Pass Ups	263	230	205	156	203	136	158	146	137	194	127	155	141
12 Month Average Passup	236	232	227	217	215	212	207	203	196	190	182	176	166
Unsafe Operation	136	135	122	107	101	110	101	98	94	107	75	76	90
12 Month Average Unsafe	144	143	140	136	135	137	136	134	127	121	114	105	101
Discourtesy	155	148	182	125	114	116	107	115	135	350	122	140	141
12 Month Average Discourtesy	146	144	145	142	142	143	144	143	143	158	154	151	150
All Others	349	367	430	283	369	297	249	236	283	336	172	245	301
12 Month Average - All Others	355	351	351	341	346	348	346	338	331	324	314	301	297

Schedule Reliability	27.47%	34.33%	36.21%	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%	24.62%	38.77%	24.14%	27.32%
Pass Ups	21.12%	17.16%	13.93%	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%	18.58%	15.68%	19.09%	15.23%
Unsafe Operations	10.92%	10.07%	8.29%	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%	10.25%	9.26%	9.36%	9.72%
Discourtesy	12.45%	11.04%	12.36%	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%	33.52%	15.06%	17.24%	15.23%
S*P*U*D* % Avg. of Total	71.97%	72.61%	70.79%	73.92%	67.97%	69.29%	71.80%	72.94%	69.89%	86.97%	78.77%	69.83%	67.49%
All Others	28.03%	27.39%	29.21%	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%	13.03%	21.23%	30.17%	32.51%
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%