

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
November 1, 2006

SUBJECT: REPORT ON CUSTOMER COMPLAINTS

ACTION: RECEIVE

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 September 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 - 09/05 - 09/06 - Metro San Fernando Valley

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Total Complaints	204	200	201	191	135	121	156	117	141	148	149	151	190
12-Month Average	201	202	205	209	203	196	191	185	179	171	164	160	158
Complaints per 100K	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75	2.79	2.66	3.45
Schedule Adherence	109	92	92	70	61	44	55	37	52	57	72	58	90
Passed Up	28	34	30	40	29	14	23	15	30	30	22	17	24
Unsafe Operation	21	16	20	27	15	12	14	15	14	14	15	19	10
Operator Discourtesy	13	15	25	16	10	19	26	19	16	15	18	19	17
All Others	33	43	34	38	20	32	38	31	29	32	22	38	49
Operator Commendations	12	7	17	14	6	7	21	16	15	7	33	11	15

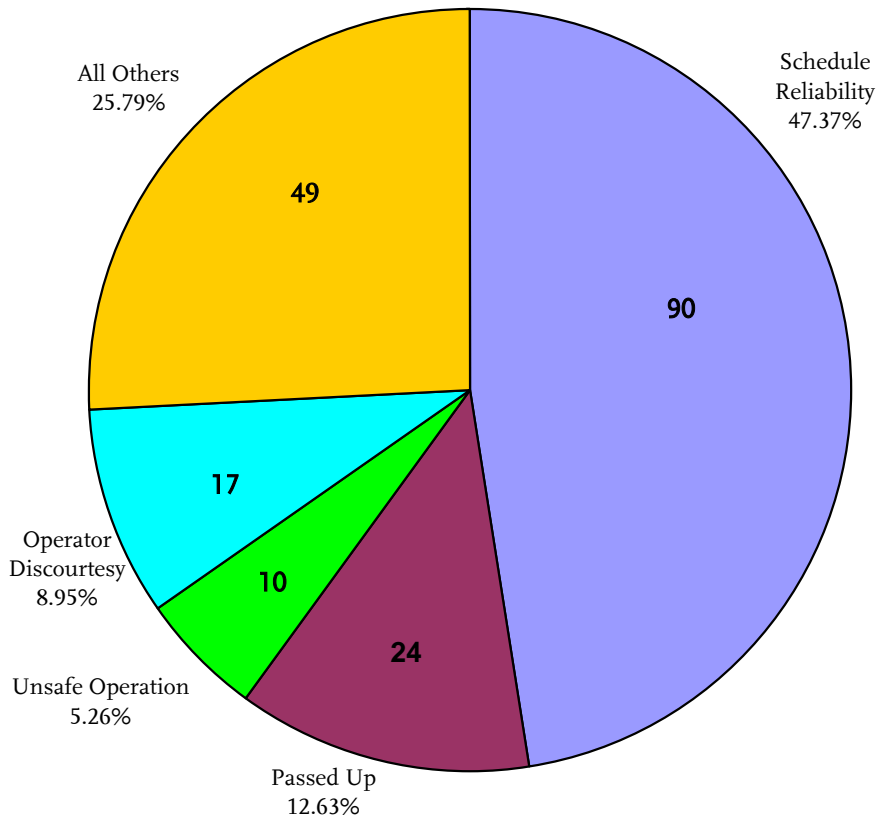
Customer Complaint Summary - 09/05 - 09/06 - Metro Operations

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Total Complaints	1085	1152	967	883	872	940	1044	810	812	926	1130	1178	1131
12-Month Average	1237.1	1234.7	1236	1227	1201	1170	1130	1097	1052	1025	1008	983	987
Complaints per 100K	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06	2.61	2.59	2.53
Schedule Adherence	414	365	308	268	277	291	257	314	196	253	433	371	435
Passed Up	156	203	136	158	146	137	194	127	155	141	153	152	142
Unsafe Operation	107	101	110	101	98	94	107	75	76	90	76	113	77
Operator Discourtesy	125	114	116	107	115	135	150	122	140	141	149	157	133
All Others	283	369	297	249	236	283	336	172	245	301	319	385	344
Operator Commendations	67	84	69	66	55	54	89	76	91	94	81	73	98

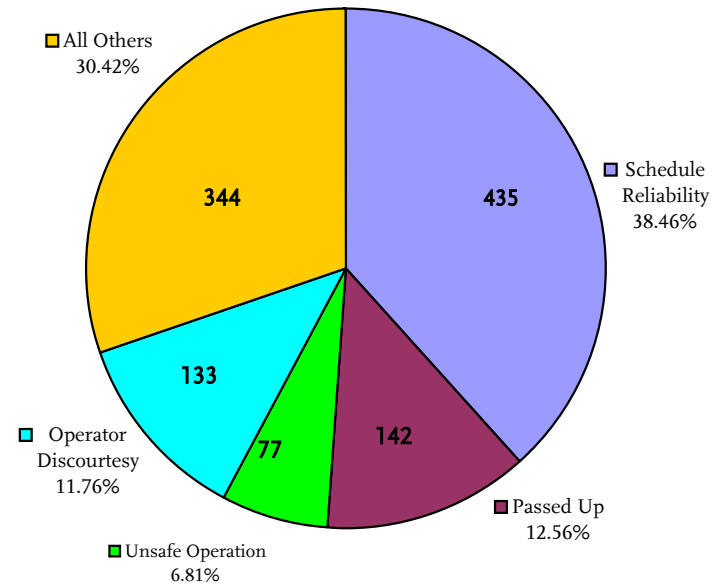
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution September-06

190 Total Complaints - Metro SFV

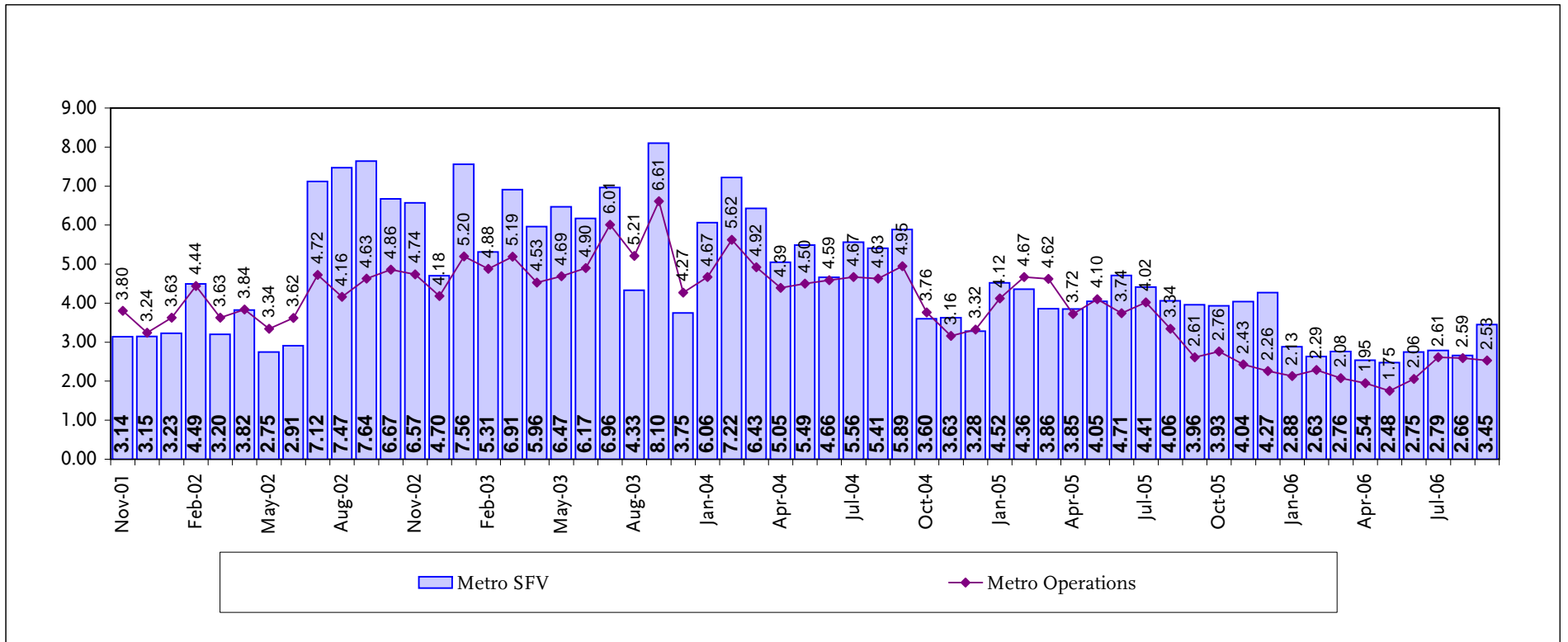


1131 Total Complaints - Metro Operations



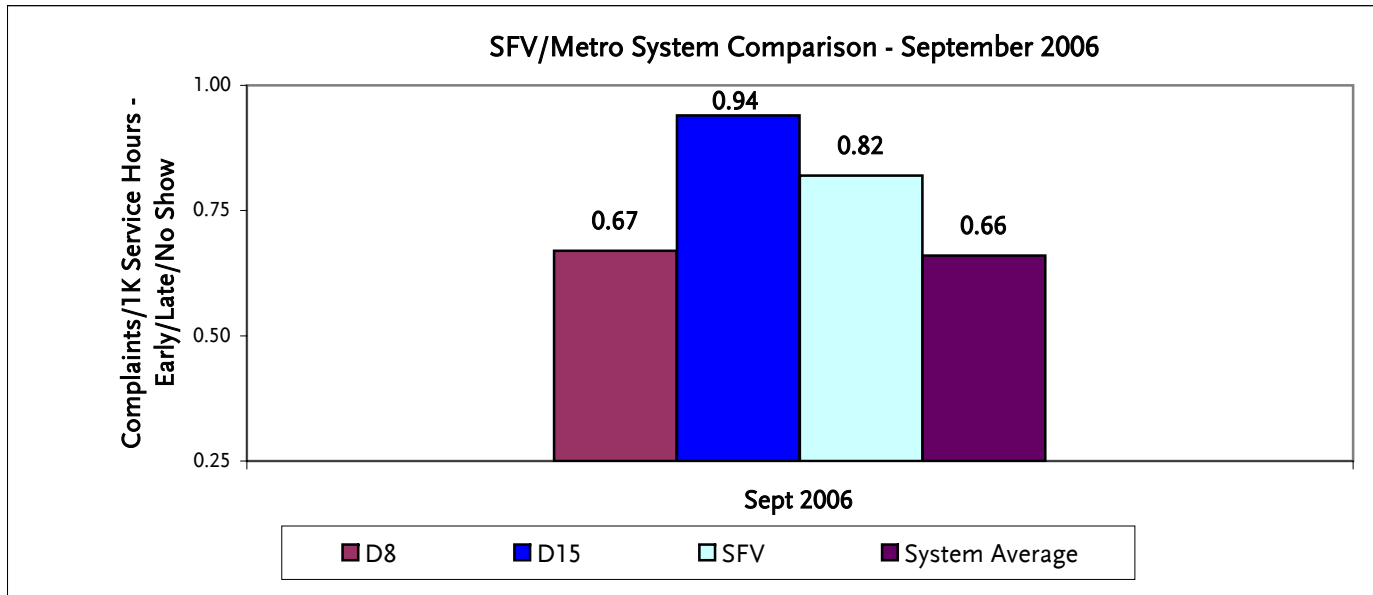
Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2001-2006



Metro San Fernando Valley Customer Complaint Report

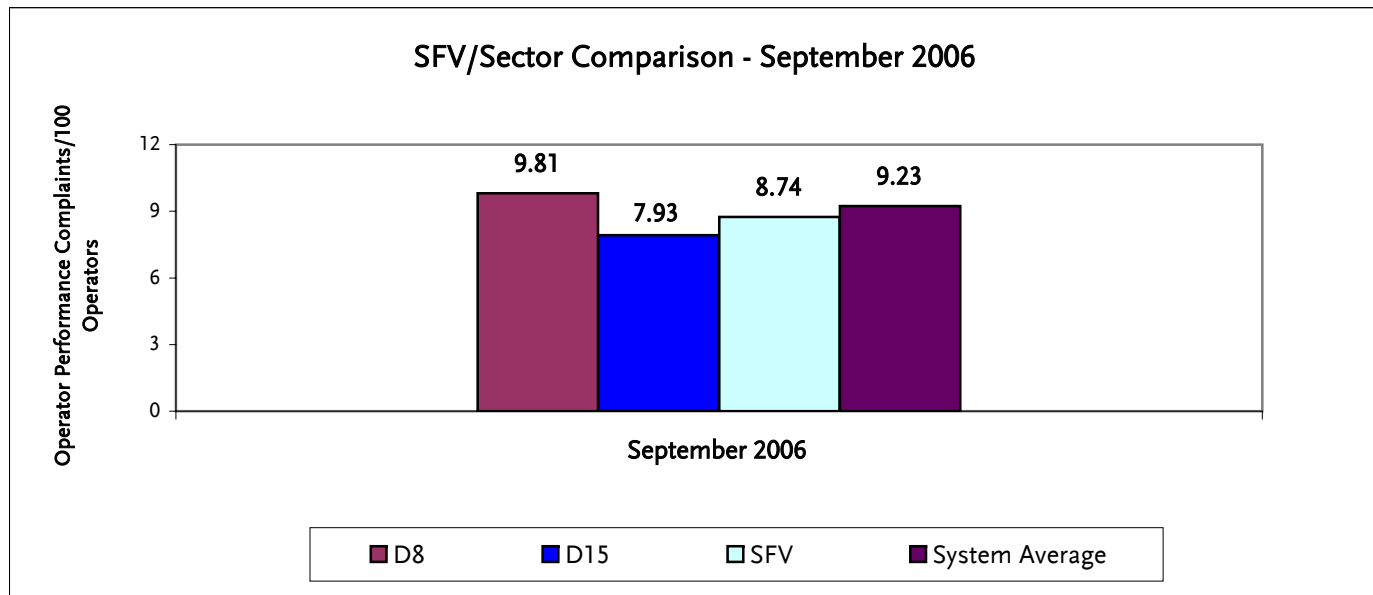
Schedule Performance Categories
Per 1,000 Service Hours



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

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Total Complaints	204	200	201	191	135	121	156	117	141	148	149	151	190
3 Month Moving Average	213	205	202	197	176	149	137	131	138	135	146	149	163
12 Month Moving Average	201	202	205	209	203	196	191	185	179	171	164	160	158
Complaints/100K Boarding	3.96	3.93	4.04	4.27	2.88	2.63	2.76	2.54	2.48	2.75	2.79	2.66	3.45
12 Mo. AVG Com./100K Boardings	4.02	4.05	4.09	4.17	4.03	3.89	3.80	3.69	3.56	3.39	3.26	3.14	3.10
Schedule Reliability	109	92	92	70	61	44	55	37	52	57	72	58	90
12 Month Average Schedule	89	90	92	92	89	85	82	79	76	73	70	67	65
Pass Ups	28	34	30	40	29	14	23	15	30	30	22	17	24
12 Month Average Passup	35	35	35	36	36	34	33	31	30	29	27	26	26
Unsafe Operation	21	16	20	27	15	12	14	15	14	14	15	19	10
12 Month Average Unsafe	21	21	21	22	22	21	20	20	19	17	17	17	16
Operator Discourtesy	13	15	25	16	10	19	26	19	16	15	18	19	17
12 Month Average Discourtesy	21	21	22	22	21	21	21	20	19	18	18	18	18
All Others	33	43	34	38	20	32	38	31	29	32	22	38	49
12 Month Average - All Others	34	34	35	36	35	35	35	34	34	34	33	33	34
Schedule Reliability	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%	35.26%	31.62%	36.88%	38.51%	48.32%	38.41%	47.37%
Pass Ups	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%	14.74%	12.82%	21.28%	20.27%	14.77%	11.26%	12.63%
Unsafe Operations	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%	8.97%	12.82%	9.93%	9.46%	10.07%	12.58%	5.26%
Discourtesy	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%	16.67%	16.24%	11.35%	10.14%	12.08%	12.58%	8.95%
S*P*U*D* % Avg. of Total	83.82%	78.50%	83.08%	80.10%	85.19%	73.55%	75.64%	73.50%	79.43%	78.38%	85.23%	74.83%	74.21%
All Others	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%	24.36%	26.50%	20.57%	21.62%	14.77%	25.17%	25.79%
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

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Total Complaints	1,085	1,152	967	883	872	940	1,044	810	812	926	1,130	1,178	1,131
3 Month Moving Average	1,299	1,236	1,068	1,001	907	898	952	931	889	849	956	1,078	1,146
12 Month Moving Average	1,237	1,235	1,236	1,227	1,201	1,170	1,130	1,097	1,052	1,025	1,008	983	987
Complaints/100K Boarding	2.61	2.76	2.43	2.26	2.13	2.29	2.08	1.95	1.75	2.06	2.61	2.59	2.53
12 Mo. AVG Com./100K Boardings	3.77	3.68	3.62	3.53	3.37	3.17	2.96	2.81	2.61	2.47	2.36	2.29	2.29
Schedule Reliability	414	365	308	268	277	291	257	314	196	253	433	371	435
12 Month Average Schedule	401	397	397	394	384	374	354	350	335	328	326	312	314
Pass Ups	156	203	136	158	146	137	194	127	155	141	153	152	142
12 Month Average Passup	217	215	212	207	203	196	190	182	176	166	159	155	154
Unsafe Operation	107	101	110	101	98	94	107	75	76	90	76	113	77
12 Month Average Unsafe	136	135	137	136	134	127	121	114	105	101	96	96	93
Discourtesy	125	114	116	107	115	135	350	122	140	141	149	157	133
12 Month Average Discourtesy	142	142	143	144	143	143	158	154	151	150	150	148	148
All Others	283	369	297	249	236	283	336	172	245	301	319	385	344
12 Month Average - All Others	341	346	348	346	338	331	324	314	301	297	293	290	295
Schedule Reliability	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%	24.62%	38.77%	24.14%	27.32%	38.32%	31.49%	38.46%
Pass Ups	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%	18.58%	15.68%	19.09%	15.23%	13.54%	12.90%	12.56%
Unsafe Operations	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%	10.25%	9.26%	9.36%	9.72%	6.73%	9.59%	6.81%
Discourtesy	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%	33.52%	15.06%	17.24%	15.23%	13.19%	13.33%	11.76%
S*P*U*D* % Avg. of Total	73.92%	67.97%	69.29%	71.80%	72.94%	69.89%	86.97%	78.77%	69.83%	67.49%	71.77%	67.32%	69.58%
All Others	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%	13.03%	21.23%	30.17%	32.51%	28.23%	32.68%	30.42%
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%