

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
November 7, 2007

SUBJECT: PERFORMANCE UPDATE

ACTION: RECEIVE

BACKGROUND:

The General Manager's Report provides a summary of Year-to-Date (YTD) Metro San Fernando Valley Bus Operations Key Performance Indicators (KPI) and financial summary information. 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 Key Performance Indicators – Financial Summary – YTD September 2007.

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
 General Manager's Report
 Key Performance Indicators

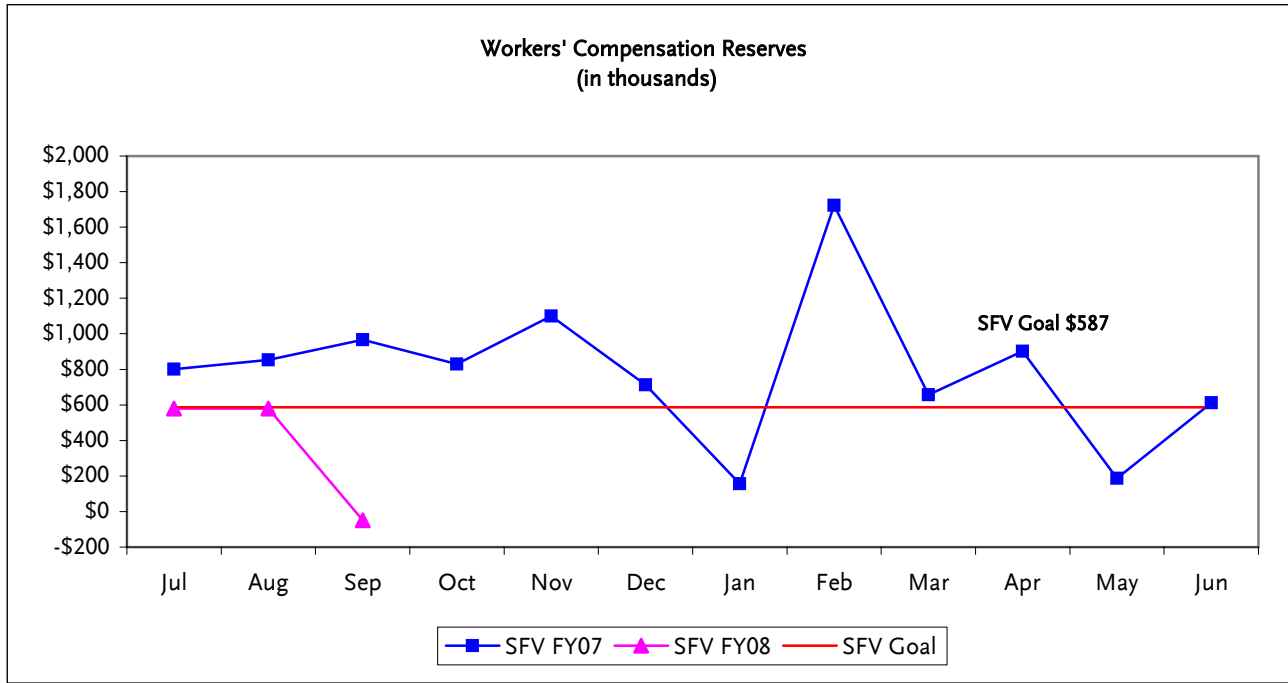
September 2007

PERFORMANCE INDICATORS	September	MO. TARGET	YTD MO. AVG.	
SAFETY 				
Monthly Worker's Compensation Reserves	(\$49,444)	\$586,803	\$369,321	
New WC Indemnity Claims per 200,000 Exposure Hours	14.31	12.00	15.12	(1)
Bus Traffic Accidents/100,000 Hub Miles	2.35	2.90	2.56	
BUS OPERATIONS				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,876	3,500	2,975	
Complaints/100,000 Boardings	3.28	3.00	3.78	
In Service On-Time Performance (%)	64.85%	67.50%	67.19%	
Scheduled Revenue Service Hours Delivered	99.29%	99.50%	98.97%	
Operator Assignment Ratio	1.151	1.180	1.153	
FINANCES				
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance	
Metro SFV Regular Bus for the Month of September 2007				
Variance Summary (includes other support)	\$ 32,310,626	\$ 31,640,867	\$ 669,759	
Cost per Revenue Service Hours (RSH)	\$ 102.88	\$ 102.57	\$ 0.31	
Metro Orange Line for the Month of September 2007				
Variance Summary (includes other support)	\$ 5,255,382	\$ 4,033,442	\$ 1,221,940	
Cost per Revenue Service Hours (RSH)	\$ 206.99	\$ 167.20	\$ 39.79	

(1) One month lag in reporting data.

Metro San Fernando Valley
General Manager's Report
FY08

Workers' Compensation Reserves

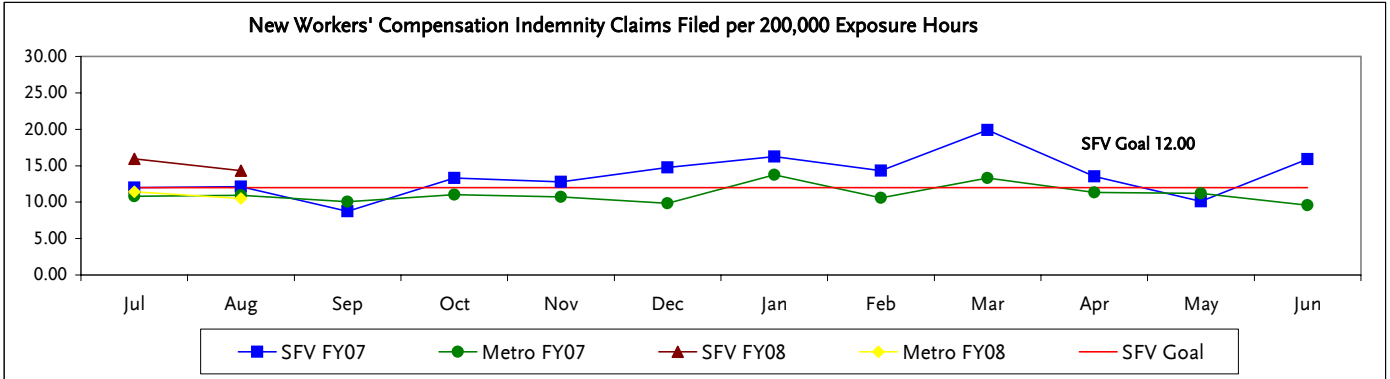


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY07	802	854	967	829	1,099	713	156	1,723	657	901	187	612	9,499
SFV FY08	579	579	(49)										1,109

Note: This data reflects the Directly Operated Services for SFV costs only. Does not include other support.

Metro San Fernando Valley
General Manager's Report
FY08

New Workers' Compensation Indemnity Claims Filed per 200,000 Exposure Hours

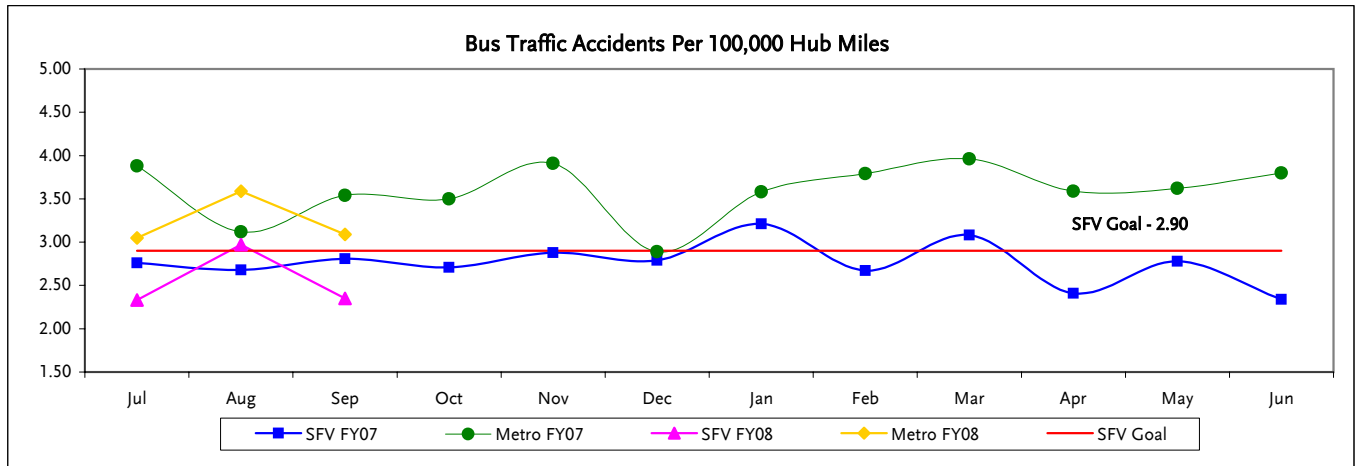


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	12.00	12.13	8.73	13.33	12.8	14.75	16.23	14.31	19.90	13.54	10.12	15.88	13.74
Metro FY07	10.78	10.92	10.04	11.03	10.73	9.83	13.74	10.59	13.33	11.34	11.18	9.58	11.11
SFV FY08	15.96	14.31											15.12
Metro FY08	11.42	10.50											10.95

Note: There is a one month lag in reporting data.

**Metro San Fernando Valley
General Manager's Report
FY08**

Accidents Per 100,000 Hub Miles

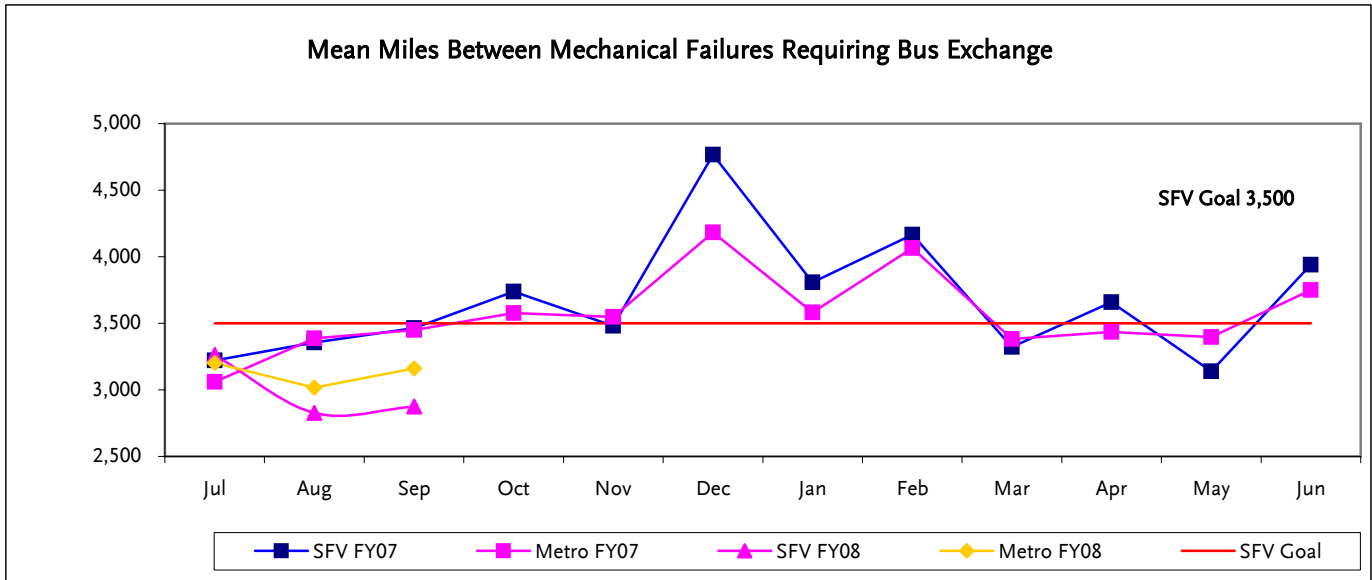


FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.76	2.68	2.81	2.71	2.88	2.79	3.21	2.67	3.08	2.41	2.78	2.34	2.78
Metro FY07	3.88	3.12	3.54	3.50	3.91	2.89	3.58	3.79	3.96	3.59	3.62	3.80	3.74

FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35										2.56
Metro FY08	3.05	3.59	3.09										3.23

Metro San Fernando Valley
General Manager's Report
FY08

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

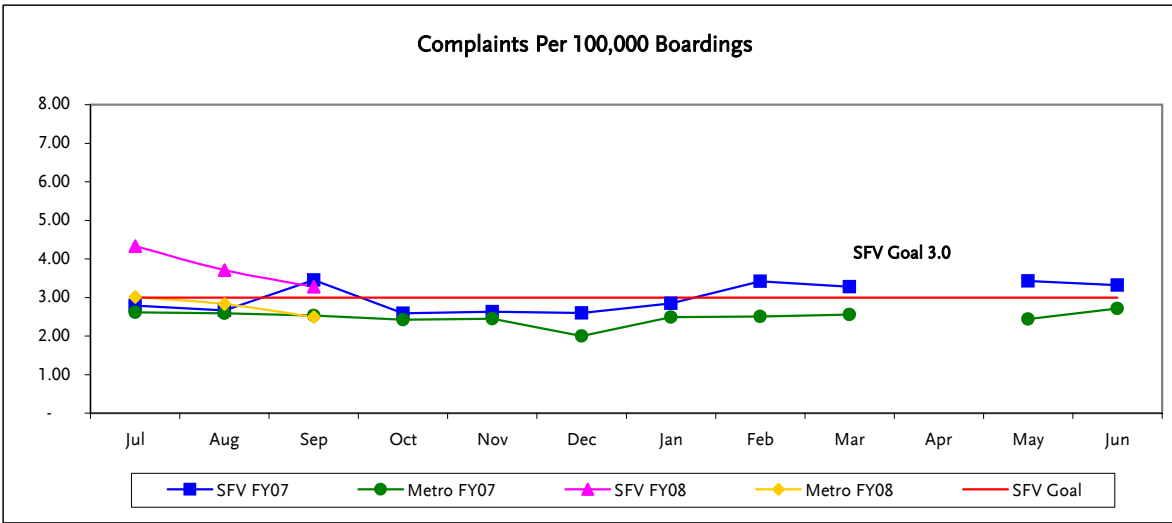


FY07	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	3,222	3,356	3,463	3,738	3,480	4,766	3,807	4,166	3,322	3,659	3,139	3,941	3,619
Metro FY07	3,060	3,387	3,449	3,578	3,549	4,182	3,582	4,065	3,382	3,435	3,396	3,750	3,532

FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876										2,975
Metro FY08	3,203	3,016	3,160										3,123

Metro San Fernando Valley
General Manager's Report
FY08

Complaints per 100,000 Boardings



FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	2.79	2.66	3.45	2.59	2.63	2.60	2.85	3.42	3.28		3.43	3.32	3.00
Metro FY07	2.61	2.59	2.53	2.42	2.45	2.00	2.49	2.51	2.56		2.44	2.71	2.46

FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28										3.78
Metro FY08	3.01	2.83	2.49										2.78

* Note: Data for April 07 was not captured due to an ATMS upgrade.

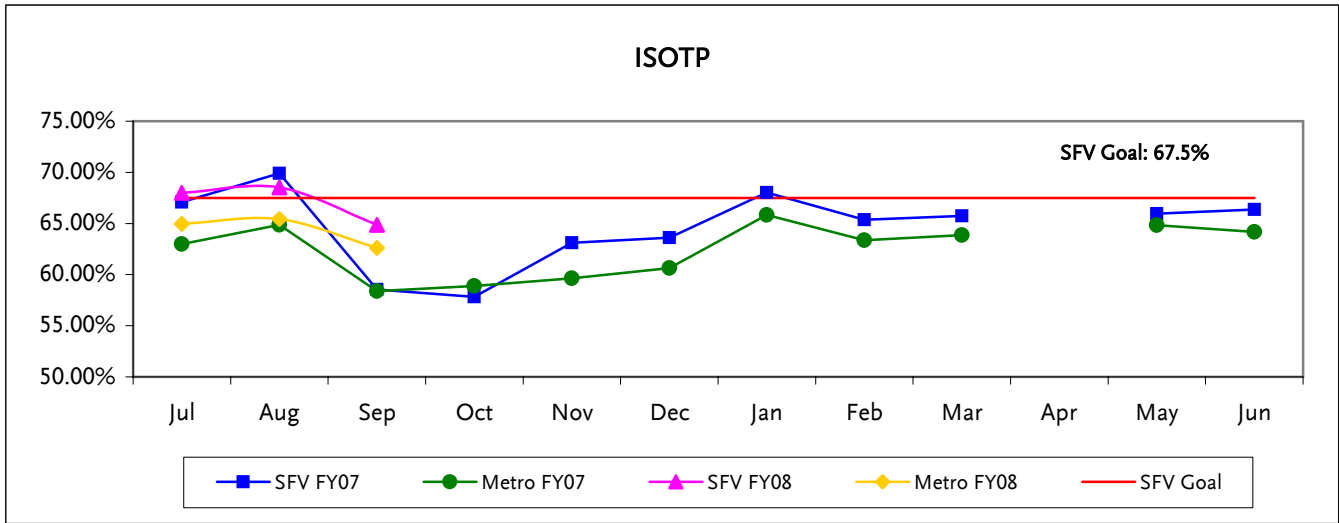
**Metro San Fernando Valley
General Manager's Report
FY08**

**Complaints by Type
Customer Satisfaction**

DESCRIPTION	September-07		Fiscal YTD				September-07	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERANCE									
EARLY	2	1	6	4	10	1.81%	13	38	1.15%
LATE	4	9	13	36	49	8.89%	72	250	7.58%
NO SHOW	27	32	60	126	186	33.76%	235	748	22.69%
Sub Total	33	42	79	166	245	44.46%	320	1,036	31.43%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP	3	3	8	11	19	3.45%	23	74	2.25%
FAILURE TO CALL STOPS			0	0	0	0.00%	0	1	0.03%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	1	4	0.12%
IMPROPER CURB STOP		2	1	5	6	1.09%	7	24	0.73%
INCORRECT INFORMATION			1	1	2	0.36%	0	7	0.21%
OFF ROUTE			3	3	6	1.09%	13	48	1.46%
OPERATOR CONDUCT	2	2	9	7	16	2.90%	38	141	4.28%
OPERATOR DISCOURTESY	5	6	19	28	47	8.53%	105	402	12.20%
PASSED UP	12	14	26	55	81	14.70%	133	501	15.20%
SPECIAL OPERATION ISSUES			0	0	0	0.00%	0	19	0.58%
UNSAFE OPERATION	9	5	17	26	43	7.80%	102	283	8.59%
WRONG FARE	1		6	4	10	1.81%	20	91	2.76%
Sub Total	32	32	90	140	230	41.74%	442	1,595	48.39%
OTHERS									
ACCESSIBLE BUS	1	3	5	14	19	3.45%	17	80	2.43%
ACCIDENT	1	4	11	11	22	3.99%	47	156	4.73%
AUDIO SYSTEM PROBLEM							0	1	0.03%
BUS STOP			0	0	0	0.00%	19	51	1.55%
CROWDED BUS		1	0	2	2	0.36%	4	19	0.58%
DIRTY BUS			0	0	0	0.00%	2	13	0.39%
FACILITIES			0	0	0	0.00%	2	3	0.09%
FAULTY EQUIPMENT			0	0	0	0.00%	18	51	1.55%
HC ID CARD			1	0	1	0.18%	0	9	0.27%
HEADSIGN			0	2	2	0.36%	4	7	0.21%
HEAT-A/C			0	0	0	0.00%	3	18	0.55%
LAYOVER ZONE			0	2	2	0.36%	12	28	0.85%
MISC.		4	6	15	21	3.81%	47	165	5.01%
ORANGE LINE TVM			0	0	0	0.00%	0	1	0.03%
PASSENGER CONDUCT		1	0	2	2	0.36%	6	31	0.94%
SENIOR ID CARD			1	1	2	0.36%	4	17	0.52%
SEX HARASSMENT			0	0	0	0.00%	0	0	0.00%
STUDENT ID CARD			0	0	0	0.00%	0	2	0.06%
TELEPHONE INFORMATION COMP			0	0	0	0.00%	0	0	0.00%
TRANSFER			1	2	3	0.54%	5	13	0.39%
Sub Total	2	13	25	51	76	13.79%	190	665	20.18%
TOTALS	67	87	194	357	551	100.00%	952	3,296	100.00%
COMMENDATIONS	2	8	14	25	39		53	199	

**Metro San Fernando Valley
General Manager's Report
FY08**

In Service On-Time Performance



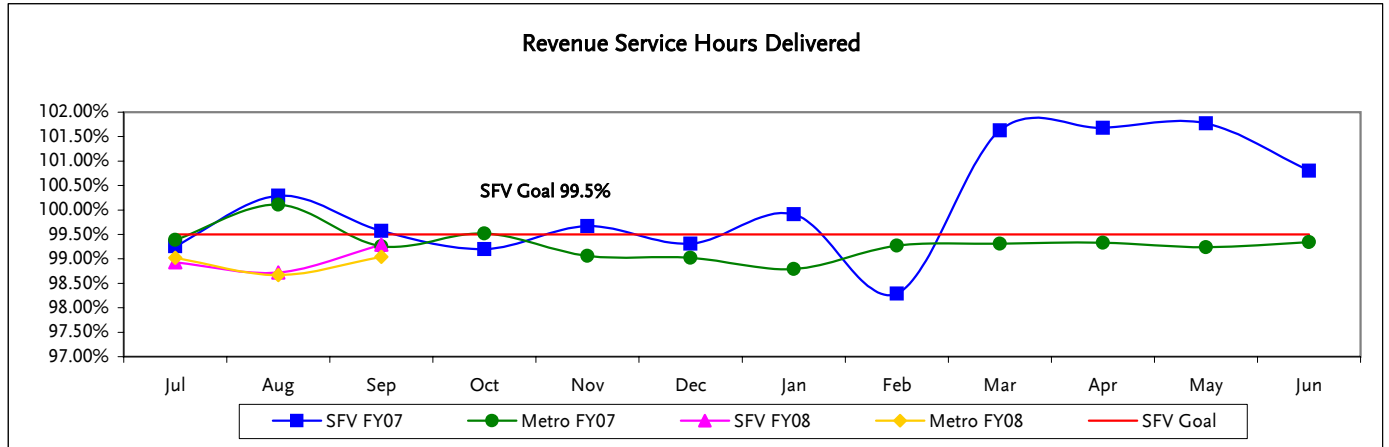
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	67.07%	69.91%	58.53%	57.82%	63.11%	63.61%	68.02%	65.36%	65.75%		65.97%	66.37%	65.60%
Metro FY07	63.00%	64.86%	58.38%	58.90%	59.64%	60.64%	65.82%	63.37%	63.86%		64.83%	64.18%	63.77%

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	68.00%	68.52%	64.85%										67.19%
Metro FY08	64.97%	65.42%	62.61%										64.38%

* Note: Data for April 07 was not captured due to an ATMS upgrade.

**Metro San Fernando Valley
General Manager's Report
FY08**

Scheduled Revenue Service Hours Delivered

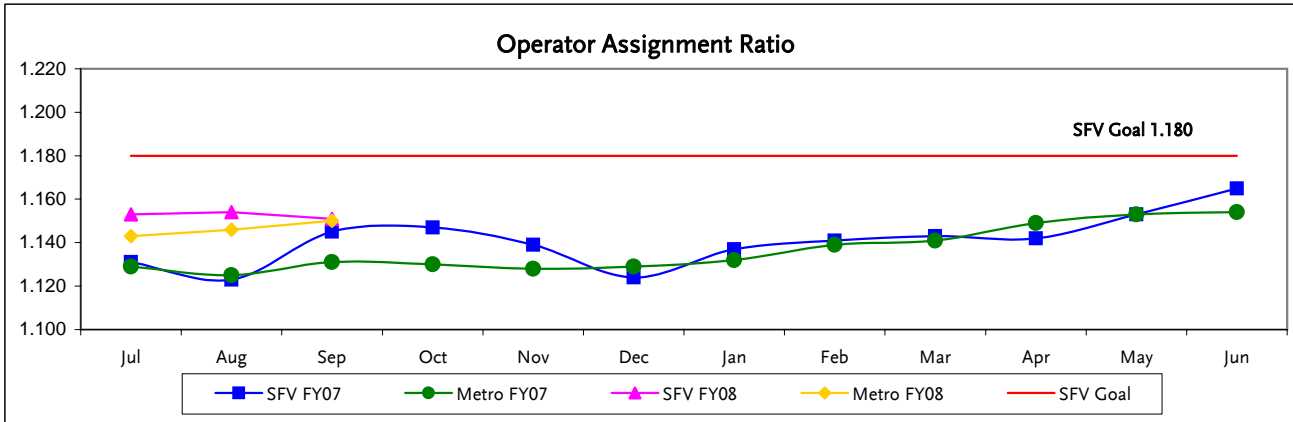


	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	99.26%	100.29%	99.57%	99.20%	99.67%	99.31%	99.91%	98.29%	101.63%	101.68%	101.77%	100.80%	100.40%
Metro FY07	99.39%	100.11%	99.26%	99.52%	99.06%	99.02%	98.79%	99.27%	99.31%	99.33%	99.24%	99.34%	99.30%

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	98.93%	98.72%	99.29%										98.97%
Metro FY08	99.02%	98.67%	99.04%										98.91%

**Metro San Fernando Valley
General Manager's Report
FY08**

Operator Assignment Ratio



	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
SFV FY07	1.131	1.123	1.145	1.147	1.139	1.124	1.137	1.141	1.143	1.142	1.153	1.165	1.141
Metro FY07	1.129	1.125	1.131	1.130	1.128	1.129	1.132	1.139	1.141	1.149	1.153	1.154	1.137

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	1.153	1.154	1.151										1.153
Metro FY08	1.143	1.146	1.150										1.146

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
November 7, 2007

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 – Month Ended September 2007.

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 - 09/06 - 09/07 - Metro San Fernando Valley

	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Total Complaints	190	151	145	133	146	153	192	145	182	175	211	186	154
12-Month Average	158	154	150	145	146	148	151	154	157	159	165	167	164
Complaints per 100K *	3.45	2.59	2.63	2.60	2.85	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28
Schedule Adherence	90	67	62	50	77	71	83	54	58	73	104	66	75
Passed Up	24	17	22	27	17	20	38	31	27	27	31	24	26
Unsafe Operation	10	15	14	13	13	14	13	12	25	14	14	15	14
Operator Discourtesy	17	20	22	16	18	19	20	24	34	22	18	18	11
All Others	49	32	25	27	21	29	38	24	38	39	44	63	28
Operator Commendations	15	9	14	16	4	23	11	7	20	15	15	14	10

Customer Complaint Summary - 09/06 - 09/07 - Metro Operations

	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Total Complaints	1131	1119	1025	882	1050	967	1133	904	1048	1126	1212	1132	952
12-Month Average	987	984	989	989	1004	1006	1014	1021	1041	1058	1065	1061	1046
Complaints per 100K *	2.53	2.42	2.45	2.00	2.49	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49
Schedule Adherence	435	382	371	294	380	292	366	228	267	359	404	312	320
Passed Up	142	180	170	144	150	154	190	168	169	197	192	176	133
Unsafe Operation	77	102	91	66	94	104	91	95	110	93	84	97	102
Operator Discourtesy	133	147	144	114	138	131	154	153	170	144	152	145	105
All Others	344	308	249	264	288	286	332	260	332	333	380	402	292
Operator Commendations	98	59	61	54	37	61	73	79	88	99	74	72	53

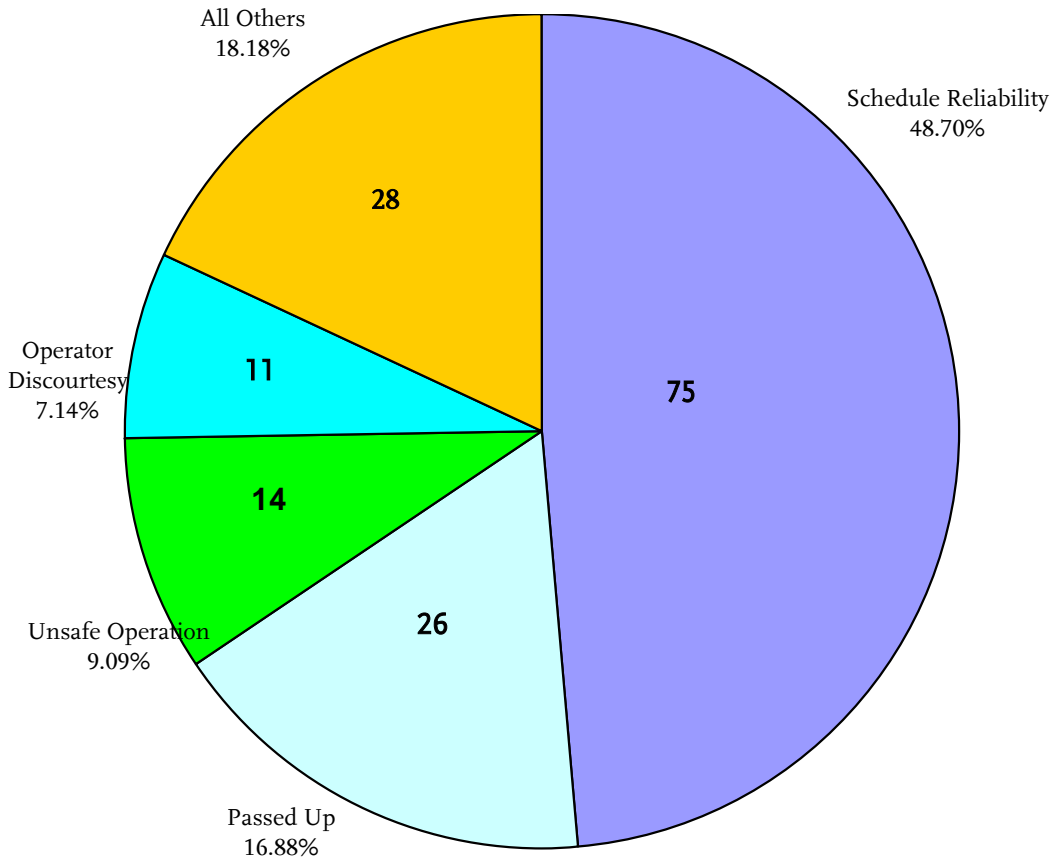
* Note: Data for April 07 not captured due to an ATMS upgrade.

Note: Metro Operations complaints rate includes directly operated service only.

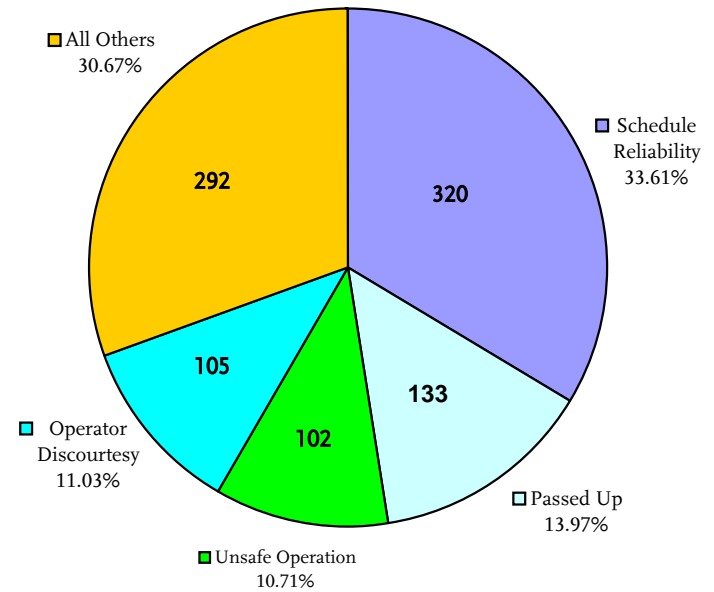
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended September 30, 2007

154 Total Complaints - Metro SFV

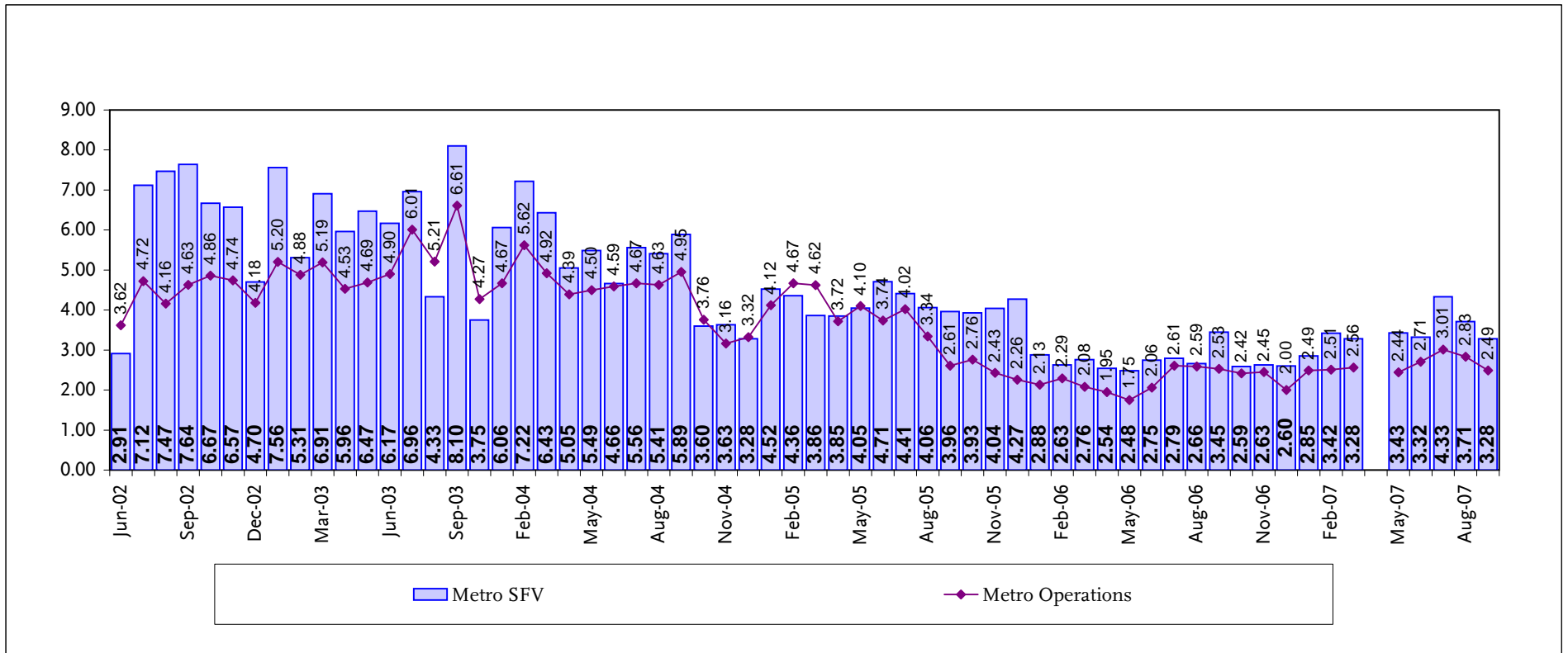


952 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2002-2007

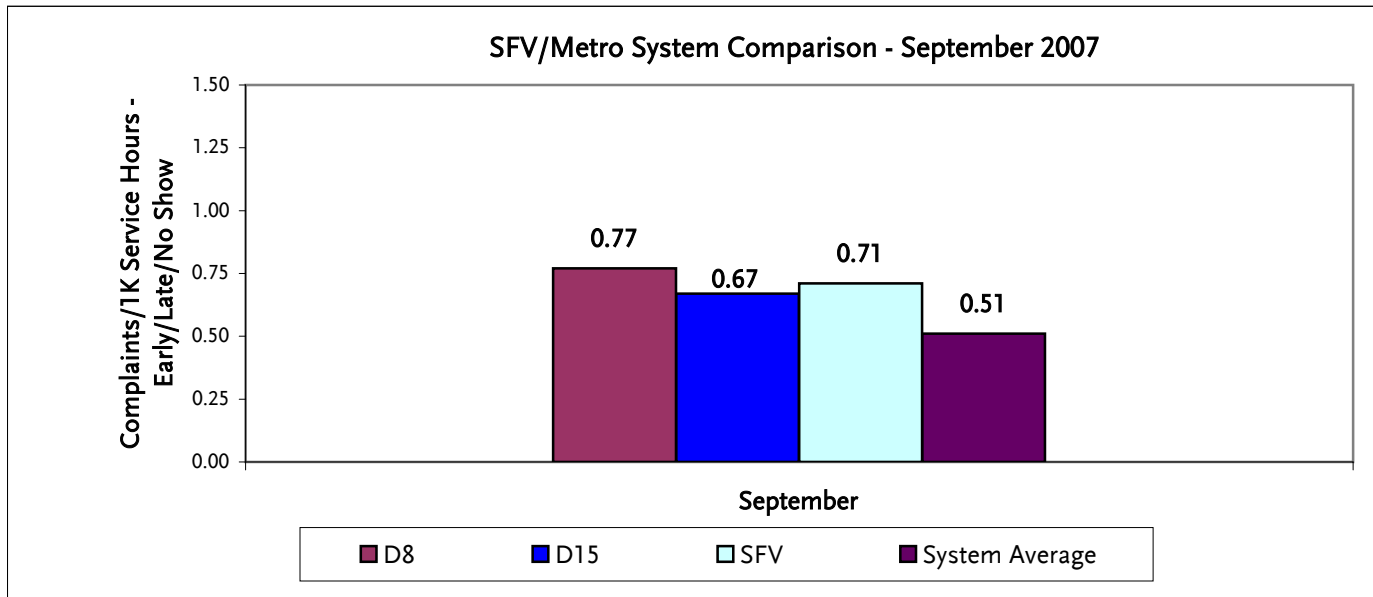


Note: Metro Operations complaints rate includes directly operated service only.

Note: Data for Apr 07 not captured due to an ATMS upgrade.

Metro San Fernando Valley Customer Complaint Report

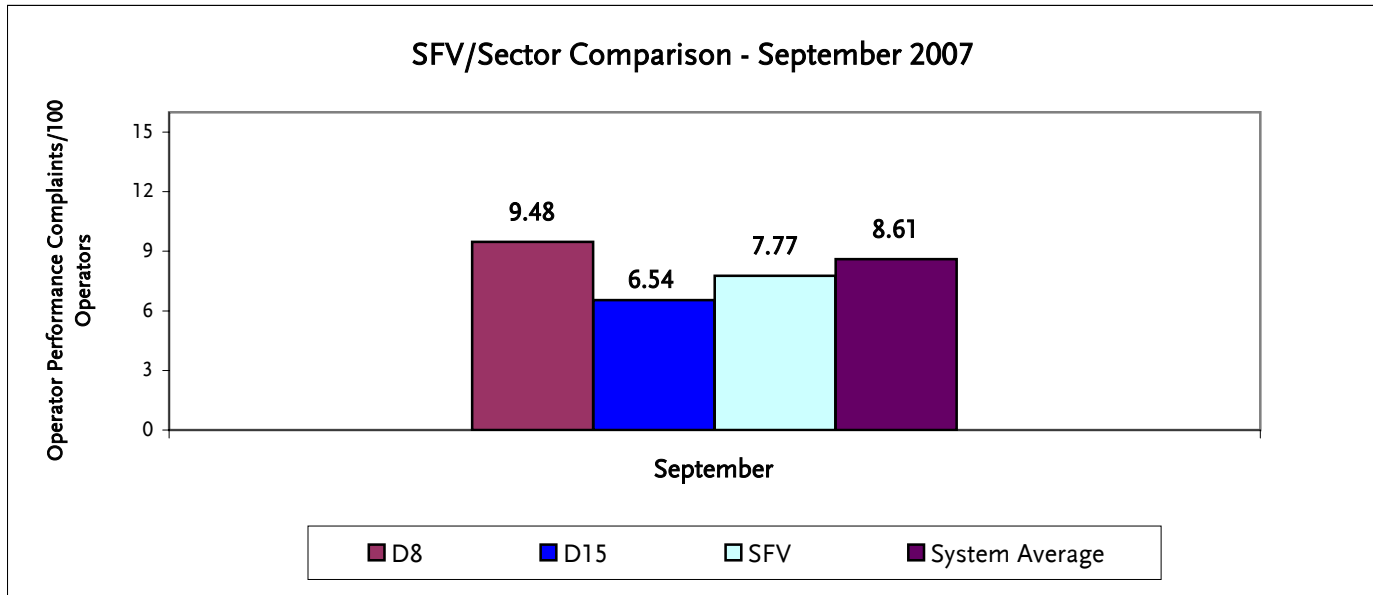
Schedule Performance Categories
Per 1,000 Service Hours



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-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Total Complaints	190	151	145	133	146	153	192	145	182	175	211	186	154
3 Month Moving Average	163	164	162	143	141	144	164	163	173	167	189	191	184
12 Month Moving Average	158	154	150	145	146	148	151	154	157	159	165	167	164
Complaints/100K Boarding	3.45	2.59	2.63	2.60	2.85	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28
12 Mo. AVG Com./100K Boardings	3.10	2.99	2.87	2.73	2.73	2.79	2.84	2.86	2.95	3.00	3.14	3.24	3.22
Schedule Reliability	90	67	62	50	77	71	83	54	58	73	104	66	75
12 Month Average Schedule	65	63	60	59	60	62	65	66	67	68	71	71	70
Pass Ups	24	17	22	27	17	20	38	31	27	27	31	24	26
12 Month Average Passup	26	24	24	23	22	22	23	25	24	24	25	25	26
Unsafe Operation	10	15	14	13	13	14	13	12	25	14	14	15	14
12 Month Average Unsafe	16	16	15	14	14	14	14	14	15	15	15	14	15
Operator Discourtesy	17	20	22	16	18	19	20	24	34	22	18	18	11
12 Month Average Discourtesy	18	18	18	18	19	19	18	19	20	21	21	21	20
All Others	49	32	25	27	21	29	38	24	38	39	44	63	28
12 Month Average - All Others	34	33	32	31	31	31	31	31	31	32	34	36	34
Schedule Reliability	47.37%	44.37%	42.76%	37.59%	52.74%	46.41%	43.23%	37.24%	31.87%	41.71%	49.29%	35.48%	48.70%
Pass Ups	12.63%	11.26%	15.17%	20.30%	11.64%	13.07%	19.79%	21.38%	14.84%	15.43%	14.69%	12.90%	16.88%
Unsafe Operations	5.26%	9.93%	9.66%	9.77%	8.90%	9.15%	6.77%	8.28%	13.74%	8.00%	6.64%	8.06%	9.09%
Discourtesy	8.95%	13.25%	15.17%	12.03%	12.33%	12.42%	10.42%	16.55%	18.68%	12.57%	8.53%	9.68%	7.14%
S*P*U*D* % Avg. of Total	74.21%	78.81%	82.76%	79.70%	85.62%	81.05%	80.21%	83.45%	79.12%	77.71%	79.15%	66.13%	81.82%
All Others	25.79%	21.19%	17.24%	20.30%	14.38%	18.95%	19.79%	16.55%	20.88%	22.29%	20.85%	33.87%	18.18%
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%

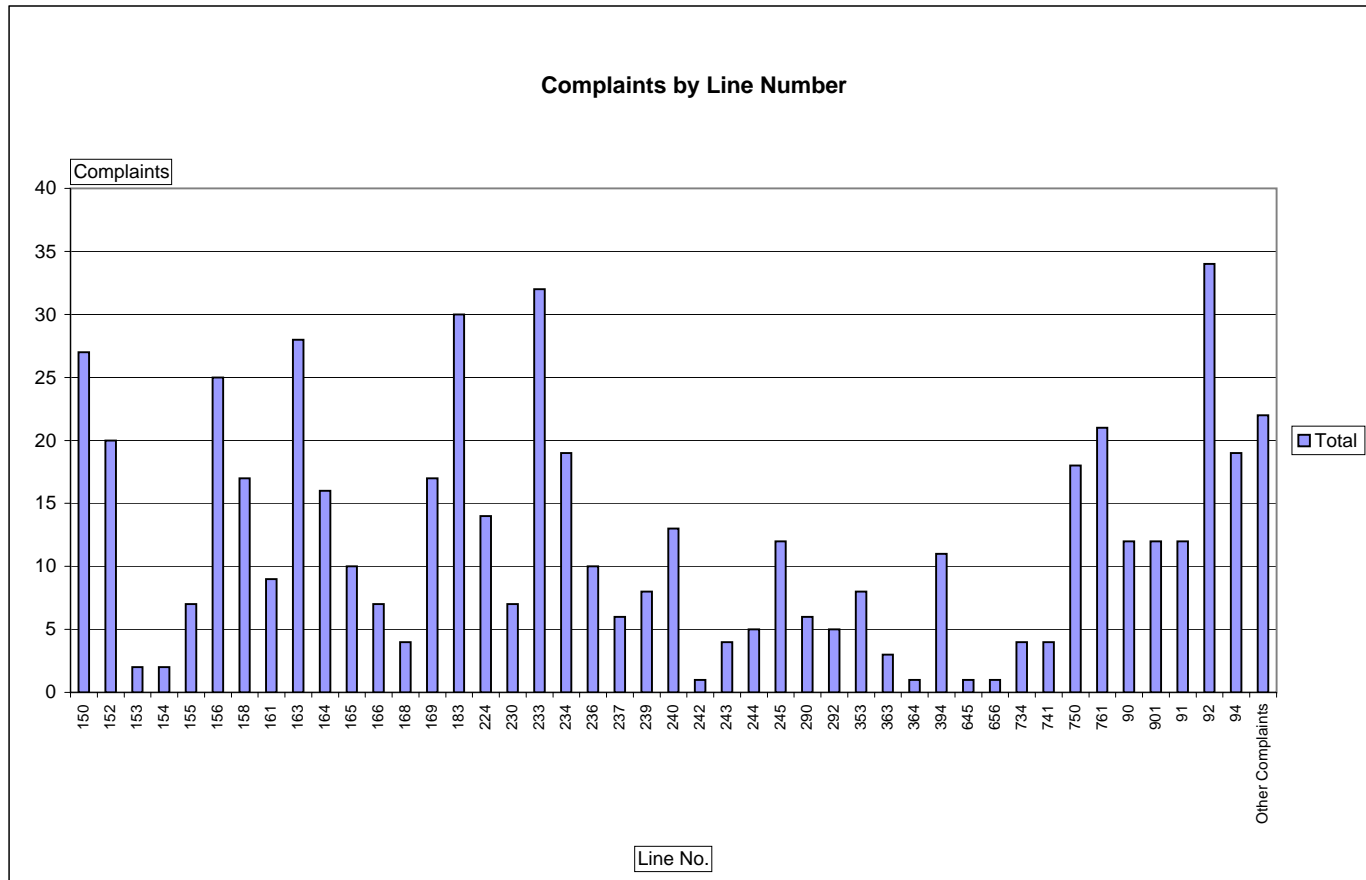
TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO OPERATIONS

	Sep-06	Oct-06	Oct-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
Total Complaints	1,131	1,119	1,025	882	1,050	967	1,133	904	1,048	1,126	1,212	1,132	952
3 Month Moving Average	1,146	1,143	1,092	1,009	986	966	1,050	1,001	1,028	1,026	1,129	1,157	1,099
12 Month Moving Average	987	984	989	989	1,004	1,006	1,014	1,021	1,041	1,058	1,065	1,061	1,046
Complaints/100K Boarding	2.53	2.42	2.45	2.00	2.49	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49
12 Mo. AVG Com./100K Boardings	2.29	2.26	2.26	2.24	2.27	2.29	2.33	2.36	2.42	2.48	2.52	2.54	2.54
Schedule Reliability	435	382	371	294	380	292	366	228	267	359	404	312	320
12 Month Average Schedule	314	315	321	323	331	332	341	333	339	348	346	341	331
Pass Ups	142	180	170	144	150	154	190	168	169	197	192	176	133
12 Month Average Passup	154	152	155	153	154	155	155	158	159	164	167	169	169
Unsafe Operation	77	102	91	66	94	104	91	95	110	93	84	97	102
12 Month Average Unsafe	93	93	92	89	88	89	88	90	92	93	93	92	94
Discourtesy	133	147	144	114	138	131	154	153	170	144	152	145	105
12 Month Average Discourtesy	148	151	153	154	156	156	139	142	144	145	145	144	141
All Others	344	308	249	264	288	286	332	260	332	333	380	402	292
12 Month Average - All Others	295	290	286	287	291	291	291	298	306	308	313	315	311
Schedule Reliability	38.46%	34.14%	36.20%	33.33%	36.19%	30.20%	32.30%	25.22%	25.48%	31.88%	33.33%	27.56%	33.61%
Pass Ups	12.56%	16.09%	16.59%	16.33%	14.29%	15.93%	16.77%	18.58%	16.13%	17.50%	15.84%	15.55%	13.97%
Unsafe Operations	6.81%	9.12%	8.88%	7.48%	8.95%	10.75%	8.03%	10.51%	10.50%	8.26%	6.93%	8.57%	10.71%
Discourtesy	11.76%	13.14%	14.05%	12.93%	13.14%	13.55%	13.59%	16.92%	16.22%	12.79%	12.54%	12.81%	11.03%
S*P*U*D* % Avg. of Total	69.58%	72.48%	75.71%	70.07%	72.57%	70.42%	70.70%	71.24%	68.32%	70.43%	68.65%	64.49%	69.33%
All Others	30.42%	27.52%	24.29%	29.93%	27.43%	29.58%	29.30%	28.76%	31.68%	29.57%	31.35%	35.51%	30.67%
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%

*Note: Data for Apr 07 not captured due to an ATMS upgrade.

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2007**

Complaints	
Line No.	Total
150	27
152	20
153	2
154	2
155	7
156	25
158	17
161	9
163	28
164	16
165	10
166	7
168	4
169	17
183	30
224	14
230	7
233	32
234	19
236	10
237	6
239	8
240	13
242	1
243	4
244	5
245	12
290	6
292	5
353	8
363	3
364	1
394	11
645	1
656	1
734	4
741	4
750	18
761	21
90	12
901	12
91	12
92	34
94	19
Other Complaints	22
Grand Total	546



Note: Other Complaints represents complaints that can not be identified to any particular line.

Note: The Sector YTD Total Complaints of 551 on the "Complaints by Type" report is 5 less than the Sector YTD Total Complaints of 546 on the "Complaints by Line" report. This variance is due to a timing issue since the source data comes from 2 different data bases.

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2007**

Complaints Description	Line No.																						
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	224	230	233	234	236	237	239	240
Accessible Service - Pass Up												1											
Accident	1					1	1	1		1		1		2				3				1	1
AccSvc Operator Behavior		1												1				1					
AccSvc Pass Up (Denied)																		1					
AccSvc Transit Failure (Other)																		3					
AccSvc Wchr Securement														1									
Carried Past Stop	2	1							2	1								3	1				1
Crowded Bus (Add'l Svc Rq.)									1							1							
Disputed/Wrong Fare	1					1			1						1		1						1
Early Schedule	1								2	1				1							1		1
HC I.D. Card																							
Headsign Problems																				2			
Improper Curb Stop	1					1			1			1			1			1					
Incorrect Info - Bus Operator																			1				
Late Schedule	2	2				2	4		5	1	1			4	3	2			4	1		1	
Layover Zone						1													1				
Misc. Complaint		3				3					1	1					1	2	2				
No Show	9	7	1	1	3	9	9	3	11	5	5		4	4	19	6	3	3	5	5	5	5	5
Off Route	1						1																
Op. Discourtesy	3	2	1		1	1			1	2				1	3	3		7	1				3
Operator Conduct	1	2				1				1				1				2			1		
Passed Up	3	2		1	2	3	1	4		2	2	1		1	3	1	1	3	4	1			2
Passenger Conduct																							
Senior I.D. Card																							
Transfer Problems																							
Unsafe Operation	2				1	2	1	1	4	2	1	2		1		1	1	2	1				
Grand Total	27	20	2	2	7	25	17	9	28	16	10	7	4	17	30	14	7	32	19	10	6	8	13

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2007**

Complaints																								
Description	242	243	244	245	290	292	353	363	364	394	645	656	734	741	750	761	90	901	91	92	94	Other Compl	Grand Total	
Accessible Service - Pass Up						1				1													3	
Accident							1								1	3			2		1	1		22
AccSvc Operator Behavior														1					1					5
AccSvc Pass Up (Denied)																								1
AccSvc Transit Failure (Other)																							1	4
AccSvc Wchr Securement																								1
Carried Past Stop							1			2					1	1				1	1	1		19
Crowded Bus (Add'l Svc Rq.)																								2
Disputed/Wrong Fare		1													2						1			10
Early Schedule		1	1			1																		10
HC I.D. Card																							1	1
Headsign Problems																								2
Improper Curb Stop																								6
Incorrect Info - Bus Operator																							1	2
Late Schedule	1									1	1	1				2				1	4	6		49
Layover Zone																								2
Misc. Complaint															2	2			1		1		2	21
No Show		1	2	6	4	2	3	1							3	3	8	1	5	14	4	2		186
Off Route					1		1														1	1		6
Op. Discourtesy				1				1		2				1	3		1	4	1	1	2	1		47
Operator Conduct													1		1	1			2		1		1	16
Passed Up		1	2	5	1	1	2			3			3	2	2	4	2	1	4	7	3	1		81
Passenger Conduct								1								1								2
Senior I.D. Card															1						1			2
Transfer Problems									1							2								3
Unsafe Operation										2					2	2	1				1	1	12	43
Grand Total	1	4	5	12	6	5	8	3	1	11	1	1	4	4	18	21	12	12	12	34	19	22	546	