

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
April 2, 2008

**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 February 2008.

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

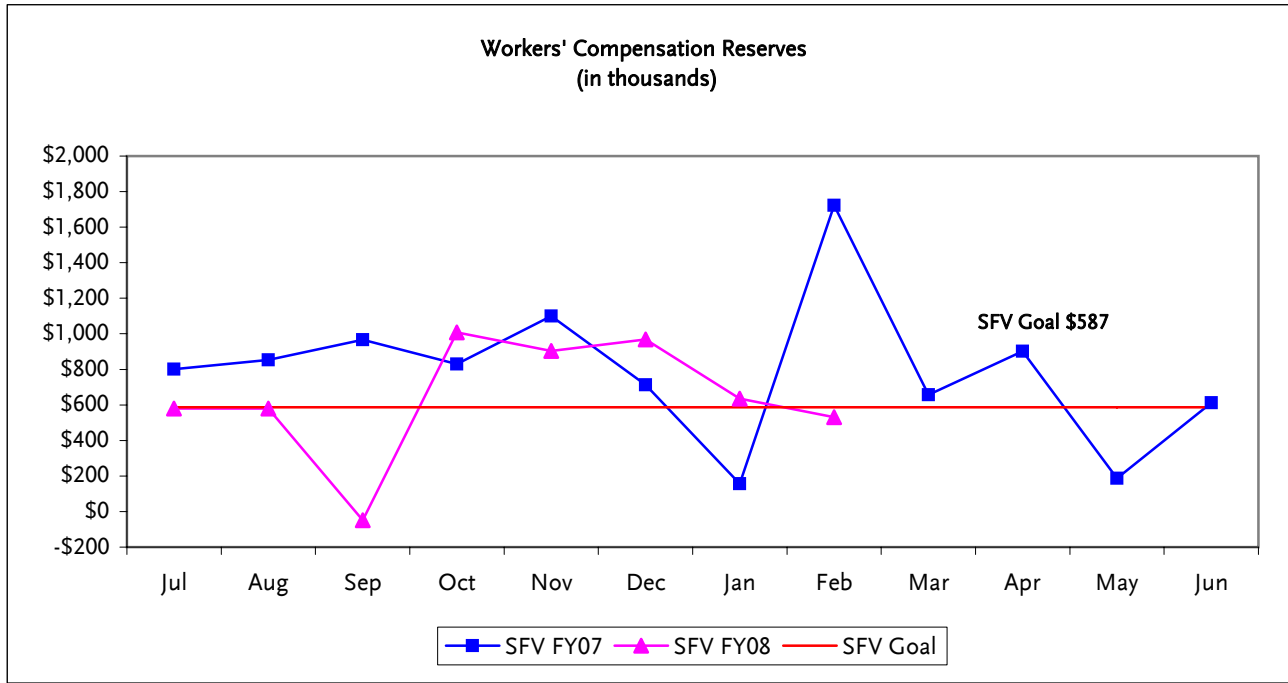
February 2008

PERFORMANCE INDICATORS	February	MO. TARGET	YTD MO. AVG.	
<b>SAFETY</b> 				
Monthly Worker's Compensation Reserves	\$531,174	\$586,803	\$644,424	
New WC Indemnity Claims per 200,000 Exposure Hours	10.23	12.00	13.03	(1)
Bus Traffic Accidents/100,000 Hub Miles	3.17	2.90	2.64	
<b>BUS OPERATIONS</b>				
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,747	3,500	2,971	
Complaints/100,000 Boardings	3.12	3.00	3.15	
In Service On-Time Performance (%)	68.19%	67.50%	67.05%	
Scheduled Revenue Service Hours Delivered	98.89%	99.50%	99.05%	
Operator Assignment Ratio	1.169	1.180	1.156	
<b>FINANCES</b>				
	YTD Budget	Sum of YTD Actual	Sum of YTD Variance	
Metro SFV Regular Bus for the Month of February 2008				
Variance Summary (includes other support)	\$ 85,617,025	\$ 85,443,944	\$ 173,081	
Cost per Revenue Service Hours (RSH)	\$ 102.03	\$ 103.49	\$ (1.46)	
Metro Orange Line for the Month of February 2008				
Variance Summary (includes other support)	\$ 14,844,784	\$ 12,253,156	\$ 2,591,628	
Cost per Revenue Service Hours (RSH)	\$ 219.25	\$ 189.43	\$ 29.82	

(1) One month lag in reporting data.

Metro San Fernando Valley  
General Manager's Report  
FY08

**Workers' Compensation Reserves**

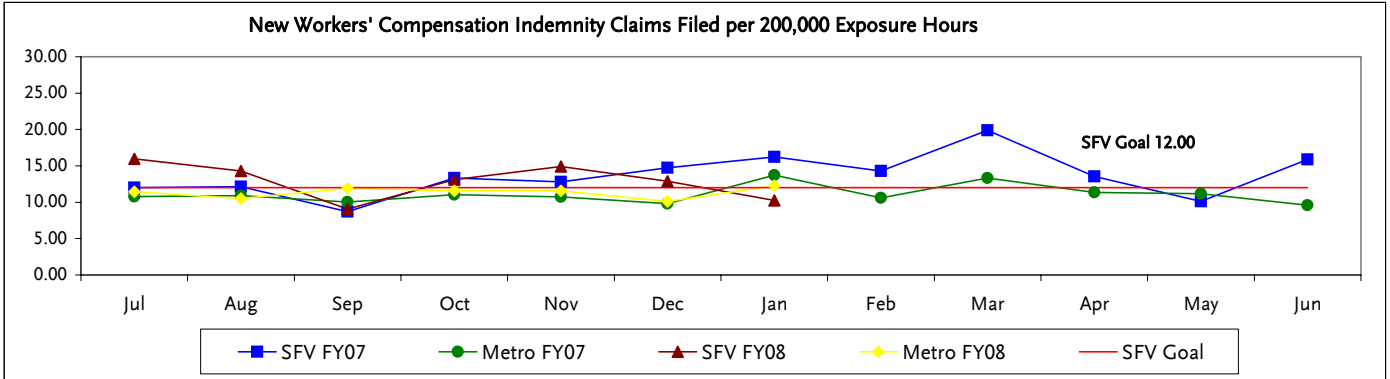


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY07	802	854	967	829	1,099	713	156	1,723	657	901	187	612	9,499
SFV FY08	579	579	(49)	1,008	903	969	635	531					5,155

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**

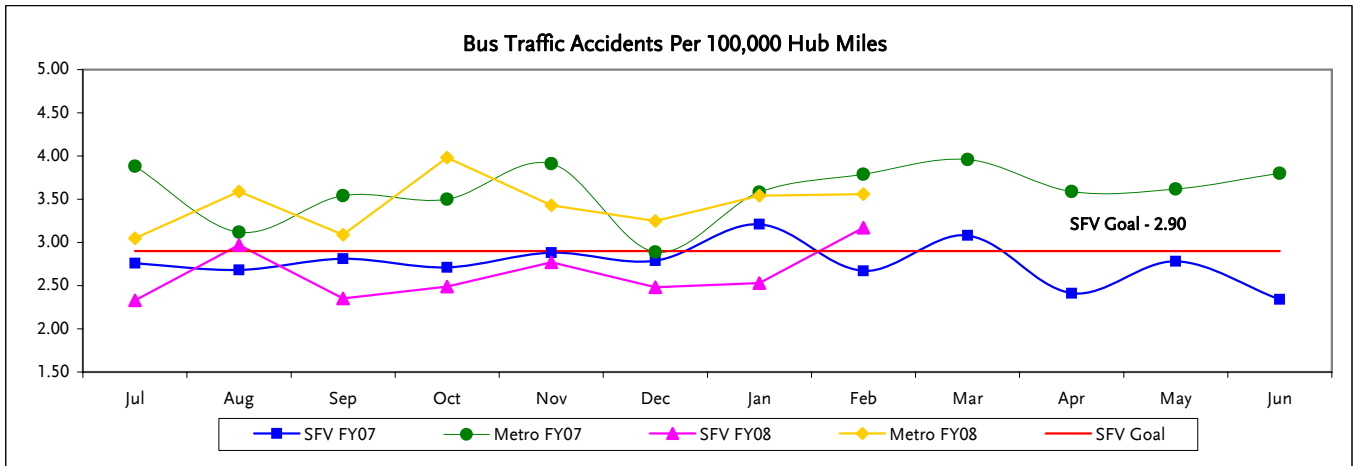


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>SFV FY07</b>	12.00	12.13	8.73	13.33	12.8	14.75	16.23	14.31	19.90	13.54	10.12	15.88	13.74
<b>Metro FY07</b>	10.78	10.92	10.04	11.03	10.73	9.83	13.74	10.59	13.33	11.34	11.18	9.58	11.11
<b>SFV FY08</b>	15.96	14.31	9.07	13.09	14.93	12.88	10.23						13.03
<b>Metro FY08</b>	11.42	10.50	11.90	11.56	11.56	10.10	12.26						11.33

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**

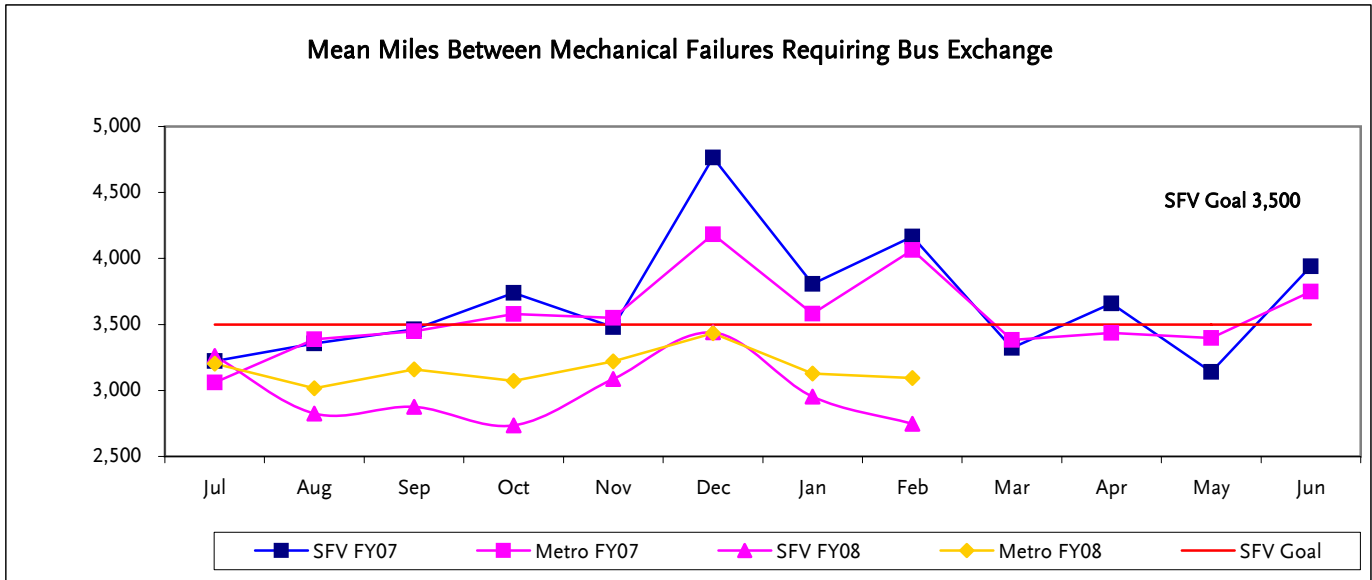


FY07	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
<b>SFV FY07</b>	2.76	2.68	2.81	2.71	2.88	2.79	3.21	2.67	3.08	2.41	2.78	2.34	2.78
<b>Metro FY07</b>	3.88	3.12	3.54	3.50	3.91	2.89	3.58	3.79	3.96	3.59	3.62	3.80	3.74

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
<b>SFV FY08</b>	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17					2.64
<b>Metro FY08</b>	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56					3.45

Metro San Fernando Valley  
General Manager's Report  
FY08

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

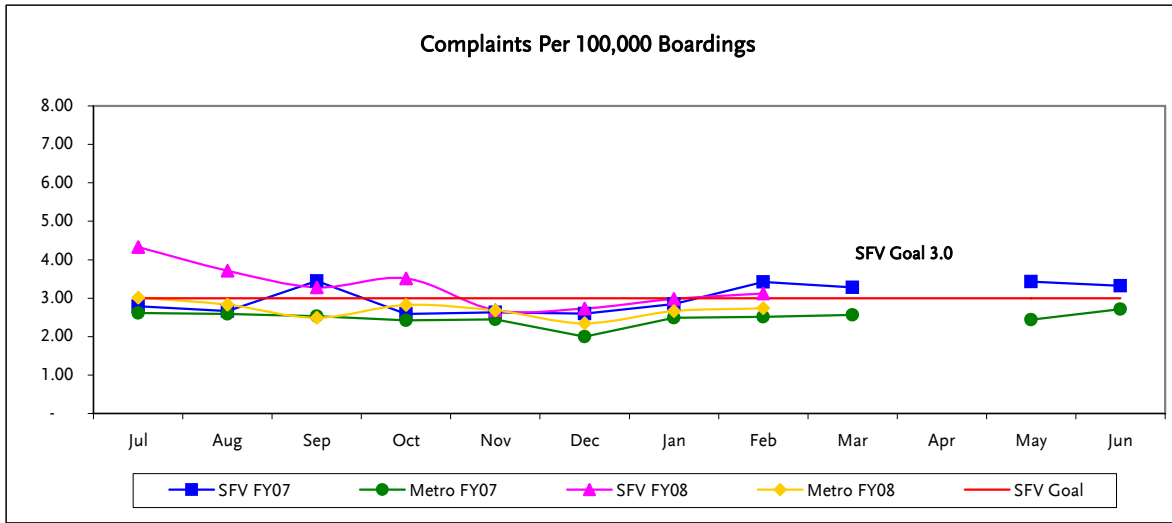


FY07	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY07	3,222	3,356	3,463	3,738	3,480	4,766	3,807	4,166	3,322	3,659	3,139	3,941	3,619
Metro FY07	3,060	3,387	3,449	3,578	3,549	4,182	3,582	4,065	3,382	3,435	3,396	3,750	3,532

FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747					2,971
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093					3,160

**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
<b>SFV FY07</b>	2.79	2.66	3.45	2.59	2.63	2.60	2.85	3.42	3.28		3.43	3.32	3.00
<b>Metro FY07</b>	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
<b>SFV FY08</b>	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12					3.15
<b>Metro FY08</b>	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74					2.70

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

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

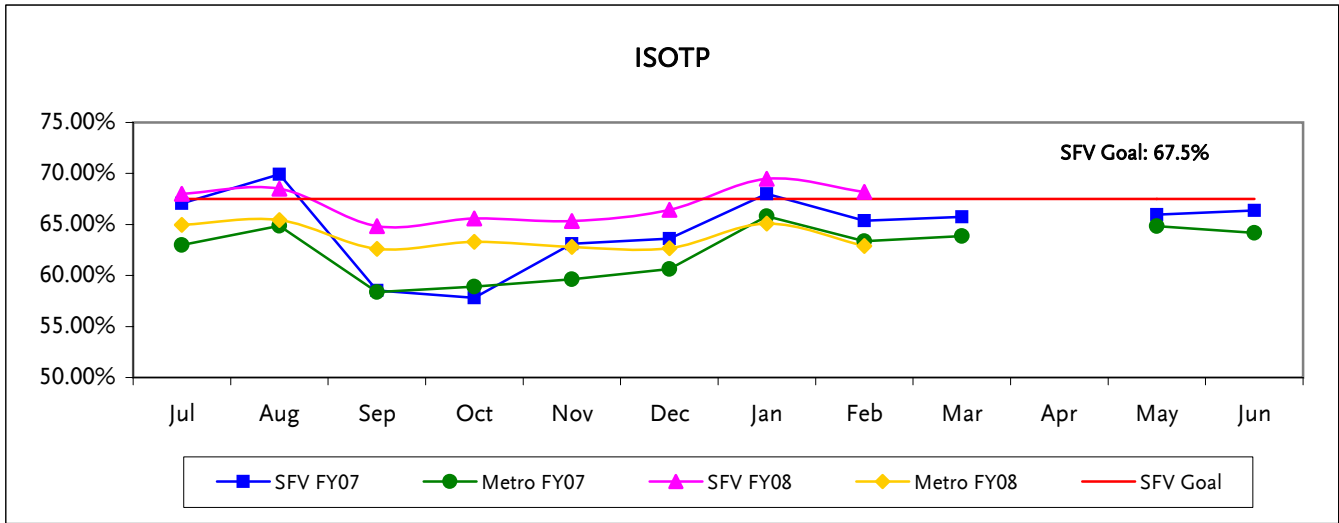
**Complaints by Type  
Customer Satisfaction**

DESCRIPTION	February-08		Fiscal YTD				February-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
<b>SCHEDULE ADHERANCE</b>									
EARLY	3	4	18	15	33	2.48%	21	113	1.37%
LATE	8	11	42	86	128	9.64%	94	627	7.60%
NO SHOW	13	38	128	276	404	30.42%	223	1,831	22.20%
Sub Total	24	53	188	377	565	42.55%	338	2,571	31.17%
<b>OPERATOR PERFORMANCE CATEGORIES</b>									
CARRIED PAST STOP	1	3	11	20	31	2.33%	17	170	2.06%
FAILURE TO CALL STOPS	1		1	0	1	0.08%	4	13	0.16%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	2	12	0.15%
IMPROPER CURB STOP			2	7	9	0.68%	7	54	0.65%
INCORRECT INFORMATION			1	2	3	0.23%		15	0.18%
OFF ROUTE			6	6	12	0.90%	11	120	1.45%
OPERATOR CONDUCT	3	1	27	23	50	3.77%	35	342	4.15%
OPERATOR DISCOURTESY	6	14	50	79	129	9.71%	115	1,030	12.49%
PASSED UP	6	11	76	146	222	16.72%	154	1,372	16.63%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		20	0.24%
UNSAFE OPERATION	7	7	51	68	119	8.96%	96	711	8.62%
WRONG FARE		2	7	11	18	1.36%	18	168	2.04%
Sub Total	24	38	232	362	594	44.73%	459	4,027	48.82%
<b>OTHERS</b>									
ACCESSIBLE BUS	1	2	12	27	39	2.94%	33	254	3.08%
ACCIDENT	2	4	23	33	56	4.22%	49	385	4.67%
AUDIO SYSTEM PROBLEM							1	5	0.06%
BUS STOP			0	0	0	0.00%	15	119	1.44%
CROWDED BUS			0	2	2	0.15%	1	35	0.42%
DIRTY BUS			0	0	0	0.00%		22	0.27%
FACILITIES			0	0	0	0.00%	1	7	0.08%
FAULTY EQUIPMENT			0	0	0	0.00%	22	136	1.65%
HC ID CARD			2	0	2	0.15%	3	23	0.28%
HEADSIGN			0	4	4	0.30%		15	0.18%
HEAT-A/C			0	0	0	0.00%	1	25	0.30%
LAYOVER ZONE			0	3	3	0.23%	6	66	0.80%
MISC.	3	5	20	33	53	3.99%	43	414	5.02%
ORANGE LINE TVM			0	0	0	0.00%	1	6	0.07%
PASSENGER CONDUCT			1	2	3	0.23%	9	78	0.95%
SENIOR ID CARD			1	1	2	0.15%	1	25	0.30%
SEX HARASSMENT			0	0	0	0.00%		0	0.00%
STUDENT ID CARD		1	0	1	1	0.08%	1	3	0.04%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		3	0.04%
TRANSFER			1	3	4	0.30%		30	0.36%
Sub Total	6	12	60	109	169	12.73%	187	1,651	20.01%
<b>TOTALS</b>	<b>54</b>	<b>103</b>	<b>480</b>	<b>848</b>	<b>1,328</b>	<b>100.00%</b>	<b>984</b>	<b>8,249</b>	<b>100.00%</b>
COMMENDATIONS	3	9	43	70	113		62	544	



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

**In Service On-Time Performance**



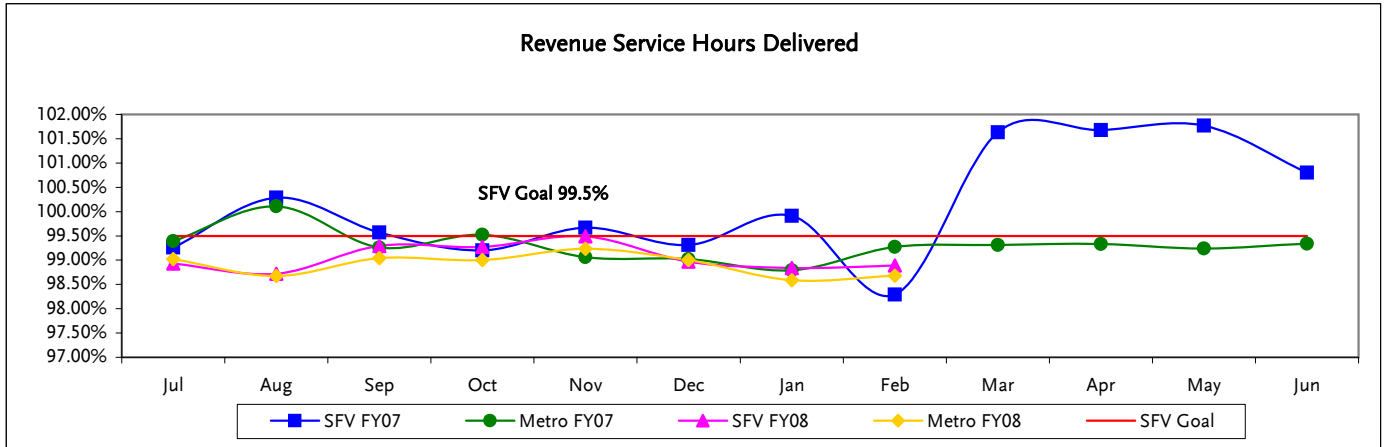
	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
<b>SFV FY07</b>	67.07%	69.91%	58.53%	57.82%	63.11%	63.61%	68.02%	65.36%	65.75%		65.97%	66.37%	65.60%
<b>Metro FY07</b>	63.00%	64.86%	58.38%	58.90%	59.64%	60.64%	65.82%	63.37%	63.86%		64.83%	64.18%	63.77%

	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
<b>SFV FY08</b>	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%					67.05%
<b>Metro FY08</b>	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%					63.75%

\* 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**

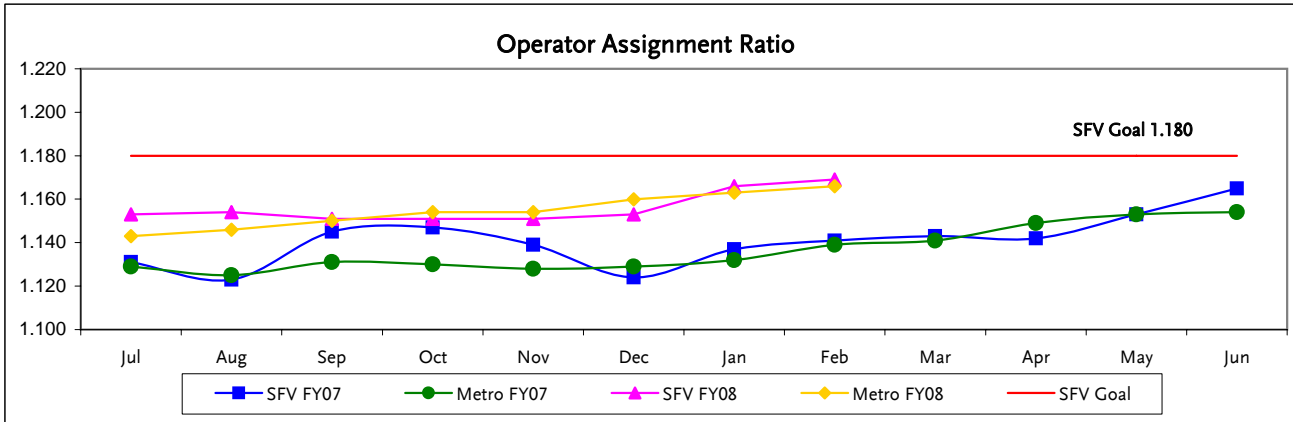


	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	YTD
<b>SFV FY07</b>	99.26%	100.29%	99.57%	99.20%	99.67%	99.31%	99.91%	98.29%	101.63%	101.68%	101.77%	100.80%	100.40%
<b>Metro FY07</b>	99.39%	100.11%	99.26%	99.52%	99.06%	99.02%	98.79%	99.27%	99.31%	99.33%	99.24%	99.34%	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
<b>SFV FY08</b>	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%					99.05%
<b>Metro FY08</b>	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%					98.90%

**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
<b>SFV FY07</b>	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
<b>Metro FY07</b>	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
<b>SFV FY08</b>	1.153	1.154	1.151	1.151	1.151	1.153	1.166	1.169					1.156
<b>Metro FY08</b>	1.143	1.146	1.150	1.154	1.154	1.160	1.163	1.166					1.155

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
April 2, 2008

**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 February 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

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Metro San Fernando Valley at (818) 701-2800.

# Metro San Fernando Valley Customer Complaint Report

## Customer Complaint Summary

Customer Complaint Summary - 02/07 - 02/08 - Metro San Fernando Valley

	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Total Complaints	153	192	145	182	175	211	186	154	203	142	133	147	157
12-Month Average	148	151	154	157	159	165	167	164	169	169	169	169	169
Complaints per 100K *	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12
Schedule Adherence	71	83	54	58	73	104	66	75	87	52	46	58	77
Passed Up	20	38	31	27	27	31	24	26	43	24	26	31	17
Unsafe Operation	14	13	12	25	14	14	15	14	17	16	12	17	14
Operator Discourtesy	19	20	24	34	22	18	18	11	21	15	16	10	20
All Others	29	38	24	38	39	44	63	28	35	35	33	31	29
Operator Commendations	23	11	7	20	15	15	14	10	16	18	12	16	12

Customer Complaint Summary - 02/07 - 02/08 - Metro Operations

	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Total Complaints	967	1133	904	1048	1126	1212	1132	952	1182	959	865	963	984
12-Month Average	1006	1014	1021	1041	1058	1065	1061	1046	1051	1046	1044	1037	1038
Complaints per 100K *	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74
Schedule Adherence	292	366	228	267	359	404	312	320	365	315	229	288	338
Passed Up	154	190	168	169	197	192	176	133	212	155	156	194	154
Unsafe Operation	104	91	95	110	93	84	97	102	110	81	64	77	96
Operator Discourtesy	131	154	153	170	144	152	145	105	148	137	121	107	115
All Others	286	332	260	332	333	380	402	292	347	271	295	297	281
Operator Commendations	61	73	79	88	99	74	72	53	69	65	79	70	62

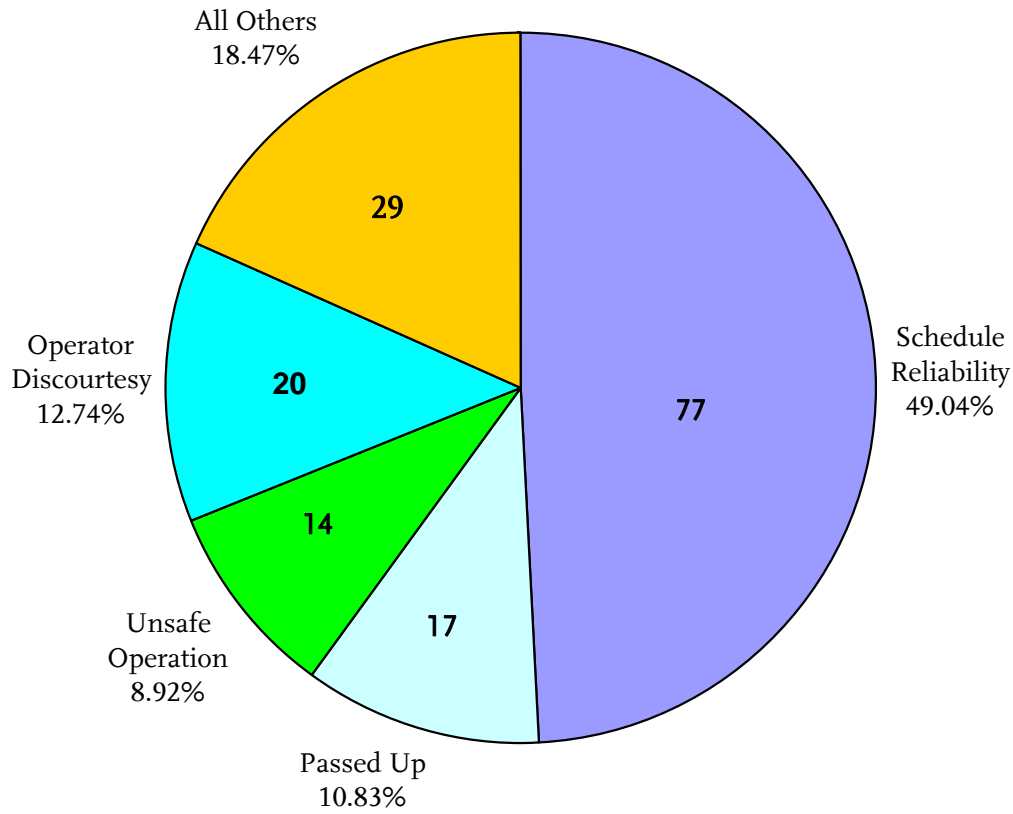
\* Note: Data for April 07 not captured due to an ATMS upgrade.

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

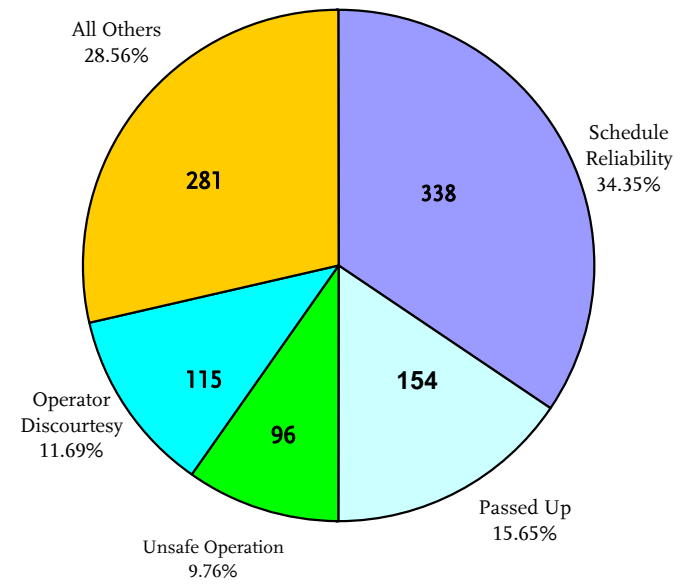
# Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution  
For the Month Ended February 29, 2008

157 Total Complaints - Metro SFV

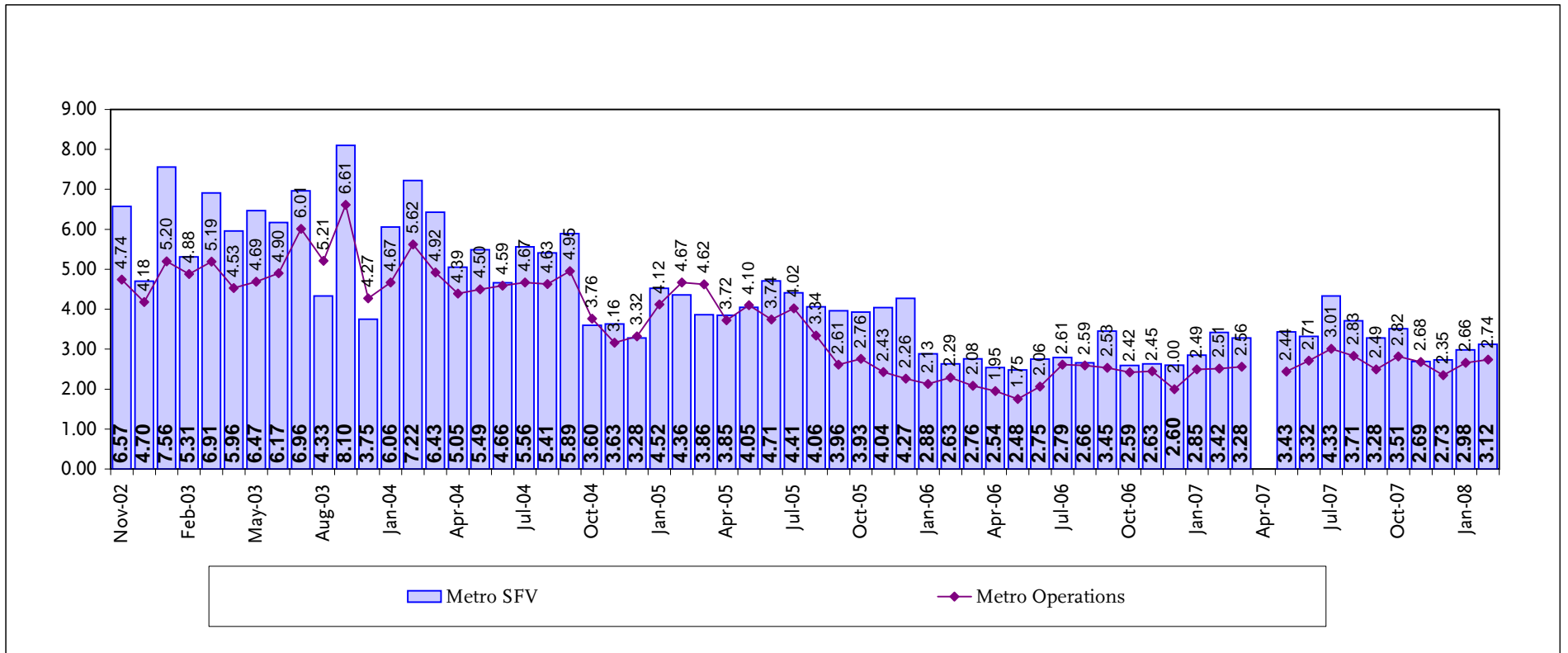


984 Total Complaints - Metro Operations



# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2002-2007

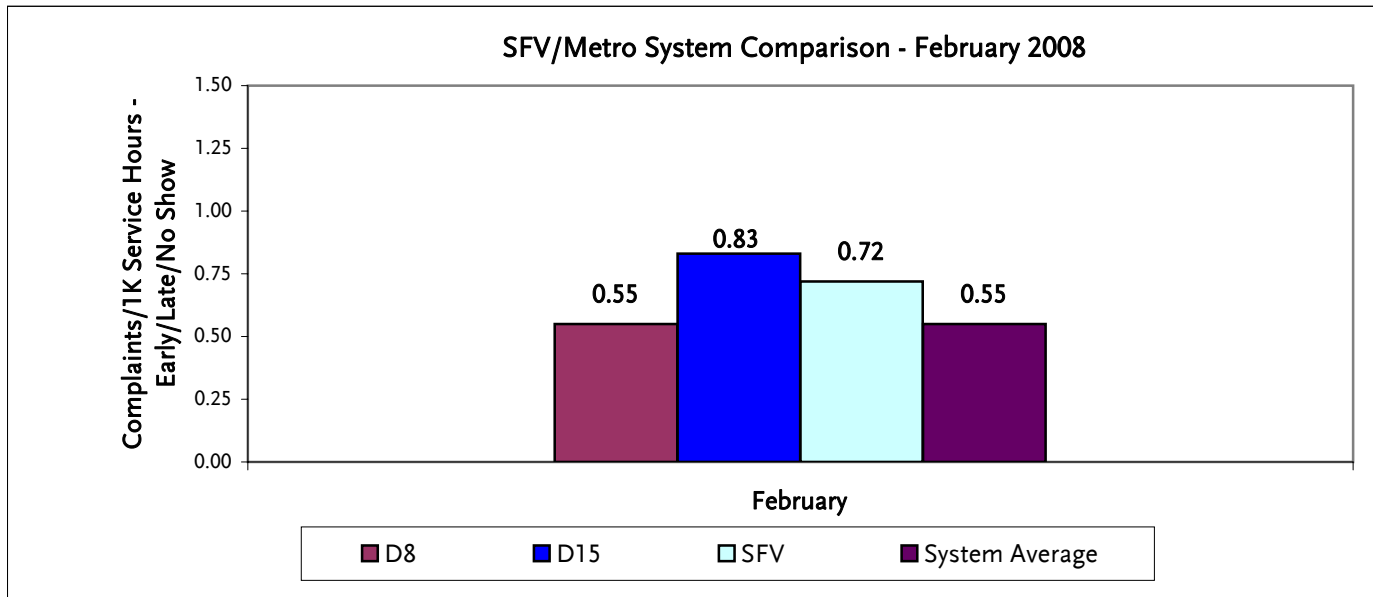


Note: Metro Operations complaints rate includes directly operated service only.

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

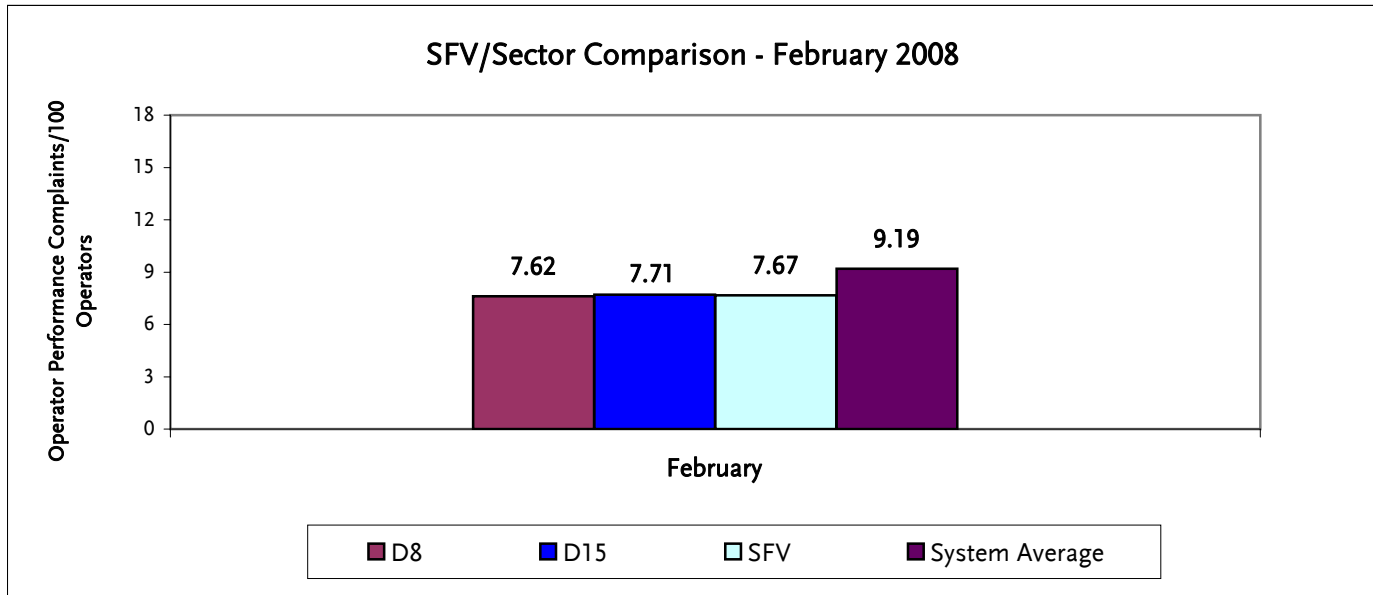


Schedule Performance Categories: Early; Late; No Show.



# 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													
	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Total Complaints	153	192	145	182	175	211	186	154	203	142	133	147	157
3 Month Moving Average	144	164	163	173	167	189	191	184	181	166	159	141	146
12 Month Moving Average	148	151	154	157	159	165	167	164	169	169	169	169	169
Complaints/100K Boarding	3.42	3.28	*	3.43	3.32	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12
12 Mo. AVG Com./100K Boardings	2.79	2.84	2.86	2.95	3.00	3.14	3.24	3.22	3.31	3.31	3.32	3.33	3.31
Schedule Reliability	71	83	54	58	73	104	66	75	87	52	46	58	77
12 Month Average Schedule	62	65	66	67	68	71	71	70	72	71	71	69	69
Pass Ups	20	38	31	27	27	31	24	26	43	24	26	31	17
12 Month Average Passup	22	23	25	24	24	25	25	26	28	28	28	29	29
Unsafe Operation	14	13	12	25	14	14	15	14	17	16	12	17	14
12 Month Average Unsafe	14	14	14	15	15	15	14	15	15	15	15	15	15
Operator Discourtesy	19	20	24	34	22	18	18	11	21	15	16	10	20
12 Month Average Discourtesy	19	18	19	20	21	21	21	20	20	20	20	19	19
All Others	29	38	24	38	39	44	63	28	35	35	33	31	29
12 Month Average - All Others	31	31	31	31	32	34	36	34	34	35	36	36	36
Schedule Reliability	46.41%	43.23%	37.24%	31.87%	41.71%	49.29%	35.48%	48.70%	42.86%	36.62%	34.59%	39.46%	49.04%
Pass Ups	13.07%	19.79%	21.38%	14.84%	15.43%	14.69%	12.90%	16.88%	21.18%	16.90%	19.55%	21.09%	10.83%
Unsafe Operations	9.15%	6.77%	8.28%	13.74%	8.00%	6.64%	8.06%	9.09%	8.37%	11.27%	9.02%	11.56%	8.92%
Discourtesy	12.42%	10.42%	16.55%	18.68%	12.57%	8.53%	9.68%	7.14%	10.34%	10.56%	12.03%	6.80%	12.74%
S*P*U*D* % Avg. of Total	<b>81.05%</b>	<b>80.21%</b>	<b>83.45%</b>	<b>79.12%</b>	<b>77.71%</b>	<b>79.15%</b>	<b>66.13%</b>	<b>81.82%</b>	<b>82.76%</b>	<b>75.35%</b>	<b>75.19%</b>	<b>78.91%</b>	<b>81.53%</b>
All Others	18.95%	19.79%	16.55%	20.88%	22.29%	20.85%	33.87%	18.18%	17.24%	24.65%	24.81%	21.09%	18.47%
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

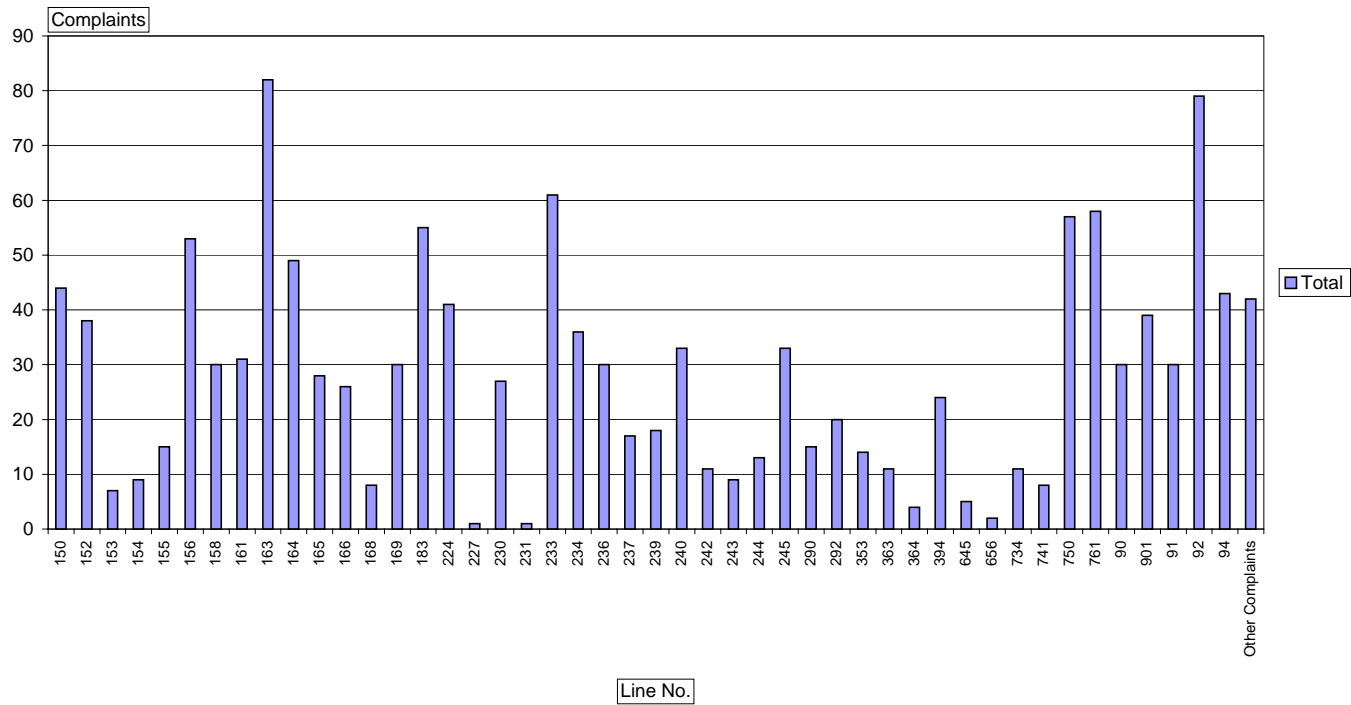
	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
Total Complaints	967	1,133	904	1,048	1,126	1,212	1,132	952	1,182	959	865	963	984
3 Month Moving Average	966	1,050	1,001	1,028	1,026	1,129	1,157	1,099	1,089	1,031	1,002	929	937
12 Month Moving Average	1,006	1,014	1,021	1,041	1,058	1,065	1,061	1,046	1,051	1,046	1,044	1,037	1,038
Complaints/100K Boarding	2.51	2.56	*	2.44	2.71	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74
12 Mo. AVG Com./100K Boardings	2.29	2.33	2.36	2.42	2.48	2.52	2.54	2.54	2.57	2.59	2.63	2.64	2.66
Schedule Reliability	292	366	228	267	359	404	312	320	365	315	229	288	338
12 Month Average Schedule	332	341	333	339	348	346	341	331	330	325	320	312	316
Pass Ups	154	190	168	169	197	192	176	133	212	155	156	194	154
12 Month Average Passup	155	155	158	159	164	167	169	169	171	170	171	175	175
Unsafe Operation	104	91	95	110	93	84	97	102	110	81	64	77	96
12 Month Average Unsafe	89	88	90	92	93	93	92	94	95	94	94	92	92
Discourtesy	131	154	153	170	144	152	145	105	148	137	121	107	115
12 Month Average Discourtesy	156	139	142	144	145	145	144	141	142	141	142	139	138
All Others	286	332	260	332	333	380	402	292	347	271	295	297	281
12 Month Average - All Others	291	291	298	306	308	313	315	311	314	316	318	319	319
Schedule Reliability	30.20%	32.30%	25.22%	25.48%	31.88%	33.33%	27.56%	33.61%	30.88%	32.85%	26.47%	29.91%	34.35%
Pass Ups	15.93%	16.77%	18.58%	16.13%	17.50%	15.84%	15.55%	13.97%	17.94%	16.16%	18.03%	20.15%	15.65%
Unsafe Operations	10.75%	8.03%	10.51%	10.50%	8.26%	6.93%	8.57%	10.71%	9.31%	8.45%	7.40%	8.00%	9.76%
Discourtesy	13.55%	13.59%	16.92%	16.22%	12.79%	12.54%	12.81%	11.03%	12.52%	14.29%	13.99%	11.11%	11.69%
S*P*U*D* % Avg. of Total	<b>70.42%</b>	<b>70.70%</b>	<b>71.24%</b>	<b>68.32%</b>	<b>70.43%</b>	<b>68.65%</b>	<b>64.49%</b>	<b>69.33%</b>	<b>70.64%</b>	<b>71.74%</b>	<b>65.90%</b>	<b>69.16%</b>	<b>71.44%</b>
All Others	29.58%	29.30%	28.76%	31.68%	29.57%	31.35%	35.51%	30.67%	29.36%	28.26%	34.10%	30.84%	28.56%
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 Eight Months Ended February 29, 2008**

Complaints	
Line No.	Total
150	44
152	38
153	7
154	9
155	15
156	53
158	30
161	31
163	82
164	49
165	28
166	26
168	8
169	30
183	55
224	41
227	1
230	27
231	1
233	61
234	36
236	30
237	17
239	18
240	33
242	11
243	9
244	13
245	33
290	15
292	20
353	14
363	11
364	4
394	24
645	5
656	2
734	11
741	8
750	57
761	58
90	30
901	39
91	30
92	79
94	43
Other Complaints	42
<b>Grand Total</b>	<b>1328</b>

**Complaints by Line Number**



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

**Metro San Fernando Valley  
Complaints Report  
For the Eight Months Ended February 29, 2008**

Complaints	Line No.																									
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	224	227	230	231	233	234	236	237	239	240	
Accessible Service - Pass Up												1						1		1						
Accident	1	1		1		3	2	1	3	2	2	1		2	1	1		1		5					1	1
AccSvc Operator Behavior		1					1				1	2		1		1				2		1				
AccSvc Pass Up (Advised)																				1						
AccSvc Pass Up (Denied)												1						1		1						
AccSvc Pass-Up (Equipment)																										
AccSvc Transit Failure (Other)																1		1		3						
AccSvc Wchr Securement														1												
Carried Past Stop	2	3							3	1					2	1		1		4	1		1		2	
Crowded Bus (Add'l Svc Rq.)									1								1									
Disputed/Wrong Fare	1					1			1			1			2			2		2					1	
Early Schedule	2					1		5	2	4				1		1						1	1		2	
Failure to Call Stops																										
HC I.D. Card									1																	
Headsign Problems																							2			
Improper Curb Stop	1		1			1			2	1		1			1					1						
Incorrect Info - Bus Operator																						1				
Late Schedule	2	3				5	8	3	13	9	3	2		6	9	4	1	1		2	8	4	3	1	5	
Layover Zone						1														1						
Misc. Complaint	1	3				5	1		3		1	3	1	1	1	3		3		3	3				2	
No Show	13	13	2	3	6	20	11	8	30	10	11	5	5	7	31	16		6		5	9	14	8	12	11	
Off Route	1						1																			
Op. Discourtesy	5	4	2	2	2	2	1		5	6	2	3		3	3	5		1		12	2	1	1		6	
Operator Conduct	6	5				3			1	4				1				1		3	2		1		1	
Passed Up	6	4	2	3	6	8	4	11	9	8	5	2	2	6	5	3		4		10	8	5	3	2	3	
Passenger Conduct																										
Senior I.D. Card																										
Student I.D. Card																1										
Transfer Problems																										
Unsafe Operation	3	1			1	3	1	3	8	4	3	4		1		3		4	1	5	1	2			1	
<b>Grand Total</b>	<b>44</b>	<b>38</b>	<b>7</b>	<b>9</b>	<b>15</b>	<b>53</b>	<b>30</b>	<b>31</b>	<b>82</b>	<b>49</b>	<b>28</b>	<b>26</b>	<b>8</b>	<b>30</b>	<b>55</b>	<b>41</b>	<b>1</b>	<b>27</b>	<b>1</b>	<b>61</b>	<b>36</b>	<b>30</b>	<b>17</b>	<b>18</b>	<b>33</b>	

**Metro San Fernando Valley  
Complaints Report  
For the Eight Months Ended February 29, 2008**

<b>Complaints</b>																					<b>Other</b>	<b>Grand</b>		
<b>Description</b>	<b>242</b>	<b>243</b>	<b>244</b>	<b>245</b>	<b>290</b>	<b>292</b>	<b>353</b>	<b>363</b>	<b>364</b>	<b>394</b>	<b>645</b>	<b>656</b>	<b>734</b>	<b>741</b>	<b>750</b>	<b>761</b>	<b>90</b>	<b>901</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>Compl</b>	<b>Total</b>	
Accessible Service - Pass Up						1				1				1						1			7	
Accident				1			1						1	1	4	8		4		2	4		1	56
AccSvc Operator Behavior			1					1						1				2		1	1			17
AccSvc Pass Up (Advised)																								1
AccSvc Pass Up (Denied)																								3
AccSvc Pass-Up (Equipment)																					1			1
AccSvc Transit Failure (Other)																	1						1	7
AccSvc Wchr Securement								1															1	3
Carried Past Stop							1			2	1				1	1	1		1	1	1			31
Crowded Bus (Add'l Svc Rq.)																								2
Disputed/Wrong Fare			1												3		1				2			18
Early Schedule			2	3	2		3						1		1		1							33
Failure to Call Stops				1																				1
HC I.D. Card																							1	2
Headsign Problems										1												1		4
Improper Curb Stop																								9
Incorrect Info - Bus Operator																				1			1	3
Late Schedule	3				1					1	1	1			2	6		5	4	6	6			128
Layover Zone																1								3
Misc. Complaint	2					1	2								3	4		1		2	1	3		53
No Show	2	2	4	16	7	9	5	4	1	1		1	1		9	10	16	3	15	31	7	4		404
Off Route				2	3		1	1								1				1	1			12
Op. Discourtesy	3	1		2	1	1	1	1		6			2	2	9	5	3	8	3	4	5	4		129
Operator Conduct	1			1					1				2		3	2		6	1	3	1	1		50
Passed Up		2	3	7	2	5	3	2		7	2		4	3	12	8	5	2	5	20	10		1	222
Passenger Conduct			1					1								1								3
Senior I.D. Card														1							1			2
Student I.D. Card																								1
Transfer Problems					1				1							2								4
Unsafe Operation		1		1	1				1	5	1				9	9	2	8		3	4	25		119
<b>Grand Total</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>33</b>	<b>15</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>4</b>	<b>24</b>	<b>5</b>	<b>2</b>	<b>11</b>	<b>8</b>	<b>57</b>	<b>58</b>	<b>30</b>	<b>39</b>	<b>30</b>	<b>79</b>	<b>43</b>	<b>42</b>	<b>1328</b>	