

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
November 5, 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 September 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
FY09**

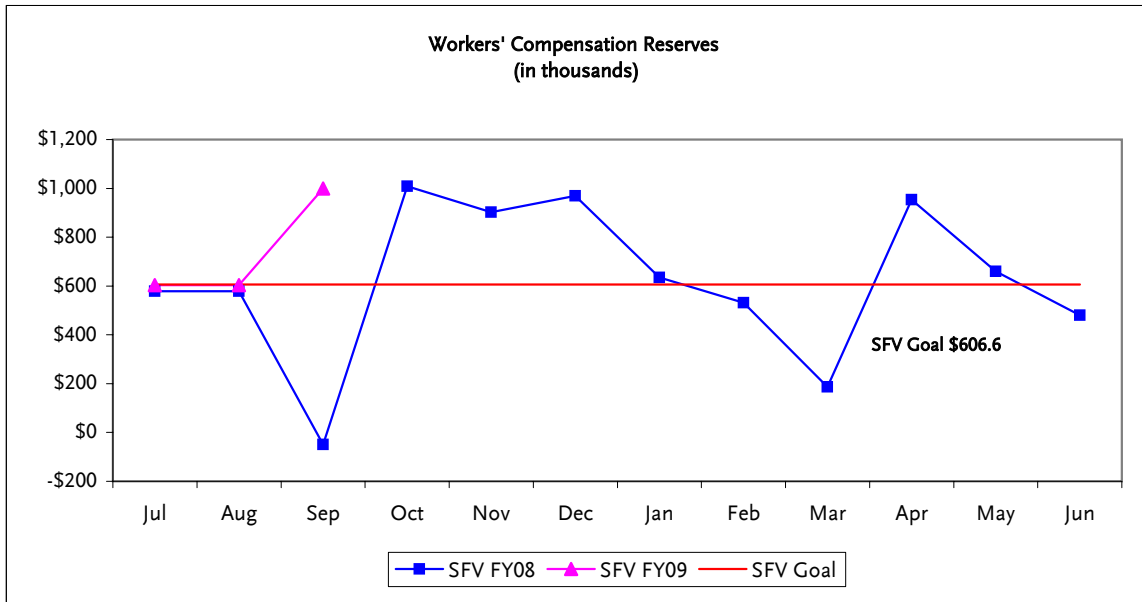
September 2008

PERFORMANCE INDICATORS	September	MO. TARGET	YTD MO. AVG.
SAFETY 			
Monthly Worker's Compensation Reserves	\$999,700	\$606,637	\$735,800
New WC Indemnity Claims per 200,000 Exposure Hours	13.93	13.50	11.06 (1)
Bus Traffic Accidents/100,000 Hub Miles	1.94	2.89	1.98
BUS OPERATIONS			
Mean Miles Between Mechanical Failures Requiring Bus Exchange	2,786	3,500	2,961
Complaints/100,000 Boardings	3.08	3.00	2.85
In Service On-Time Performance (%)	65.35%	67.50%	67.45%
Scheduled Revenue Service Hours Delivered	99.02%	99.50%	99.20%
Operator Assignment Ratio	1.167	1.180	1.180
FINANCES			
	Fiscal YTD Budget	Fiscal YTD Actual	Fiscal YTD Variance
Metro SFV Regular Bus			
Variance Summary (includes other support)	\$ 33,857,489	\$ 34,247,488	\$ (389,999)
Cost per Planned Revenue Service Hours (RSH)	\$ 108.48	\$ 111.68	\$ (3.20)
Metro Orange Line			
Variance Summary (includes other support)	\$ 6,098,619	\$ 4,611,883	\$ 1,486,736
Cost per Planned Revenue Service Hours (RSH)	\$ 240.20	\$ 186.63	\$ 53.56
Total Bus and Metro Orange Line			
Variance Summary (includes other support)	\$ 39,956,108	\$ 38,859,371	\$ 1,096,737
Cost per Planned Revenue Service Hours (RSH)	\$ 118.39	\$ 117.27	\$ 1.12

(1) One month lag in reporting data.

**Metro San Fernando Valley
General Manager's Report
FY09**

Workers' Compensation Reserves

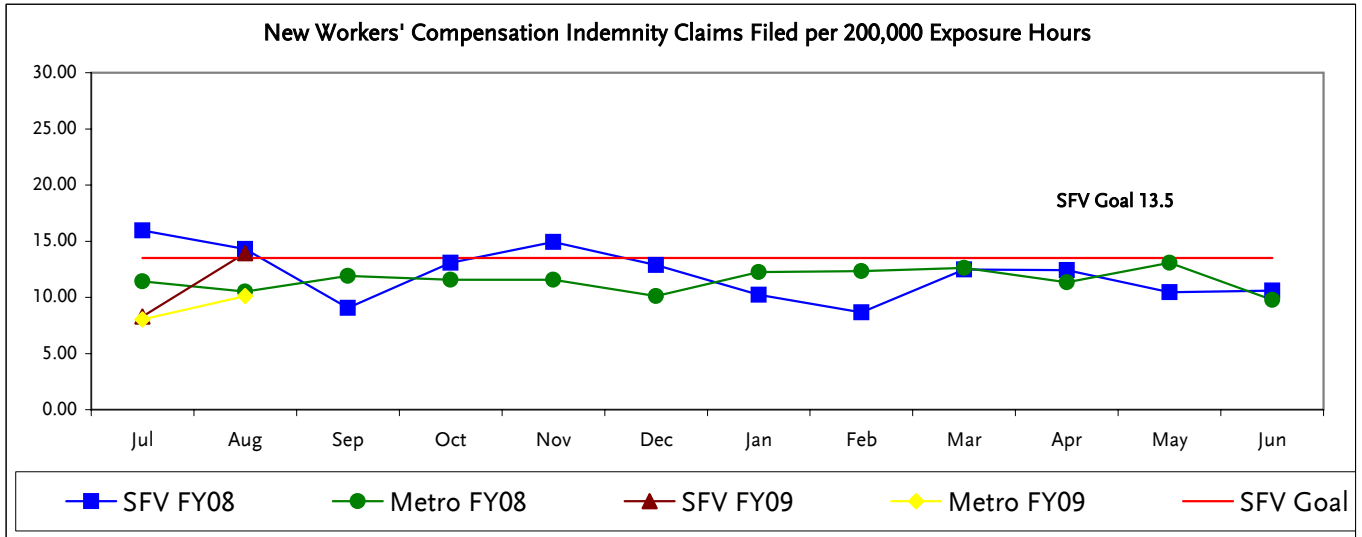


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY08	579	579	(49)	1,008	903	969	635	531	187	954	660	480	7,436
SFV FY09	603	604	1,000										2,207

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
FY09

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

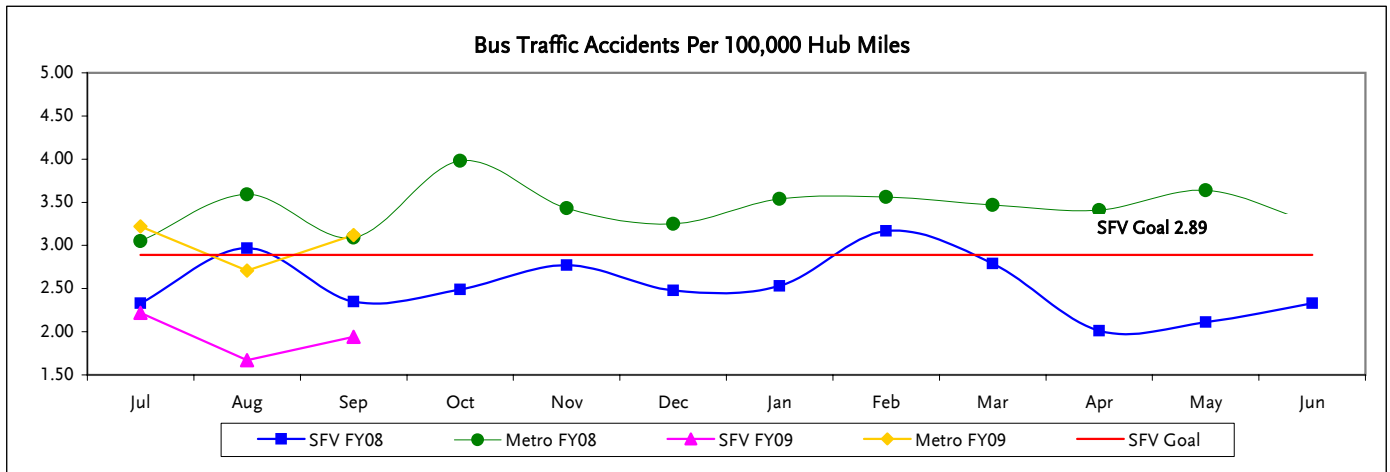


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47	12.41	10.46	10.61	12.17
Metro FY08	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61	11.35	13.09	9.78	11.54
SFV FY09	8.28	13.93											11.06
Metro FY09	8.04	10.12											9.07

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

**Metro San Fernando Valley
General Manager's Report
FY09**

Accidents Per 100,000 Hub Miles

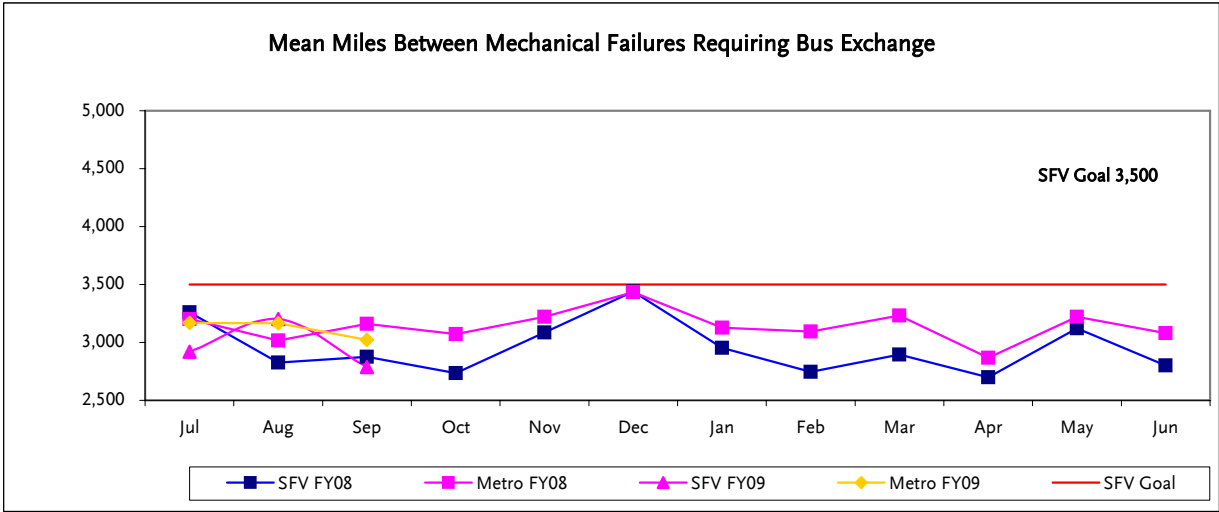


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

FY09	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	2.22	1.67	1.94										1.98
Metro FY09	3.22	2.71	3.12										3.03

**Metro San Fernando Valley
General Manager's Report
FY09**

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

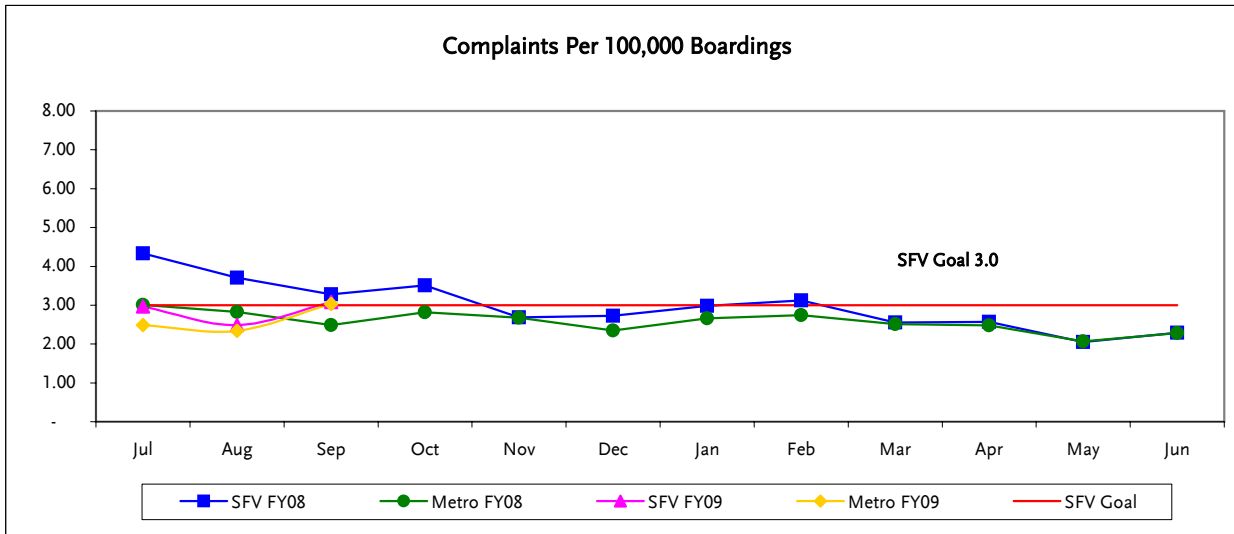


FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698	3,122	2,801	2,938
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

FY09	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY09	2,919	3,201	2,786										2,961
Metro FY09	3,168	3,165	3,023										3,118

**Metro San Fernando Valley
General Manager's Report
FY09**

Complaints per 100,000 Boardings

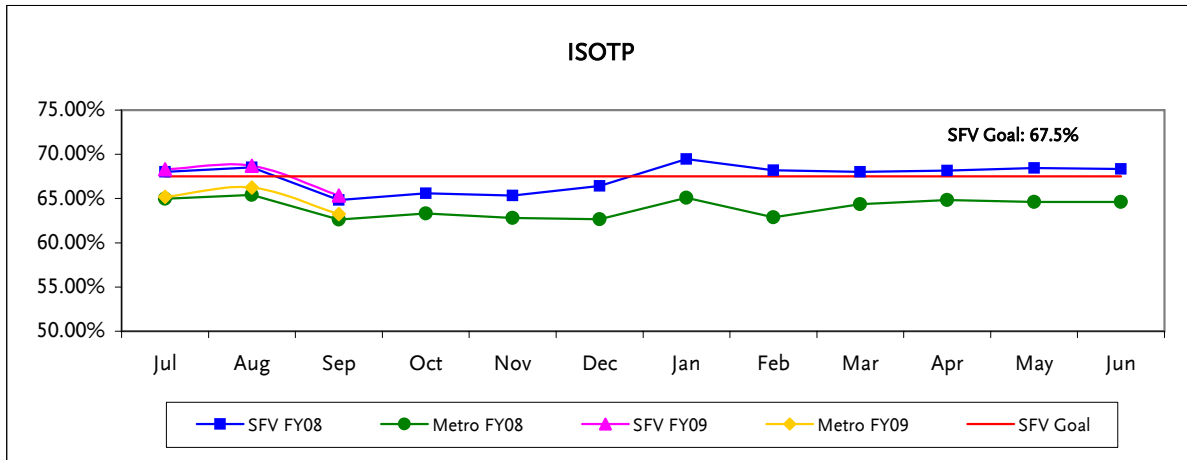


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.88
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

FY09	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	2.97	2.49	3.08										2.85
Metro FY09	2.49	2.34	3.03										2.62

**Metro San Fernando Valley
General Manager's Report
FY09**

In Service On-Time Performance

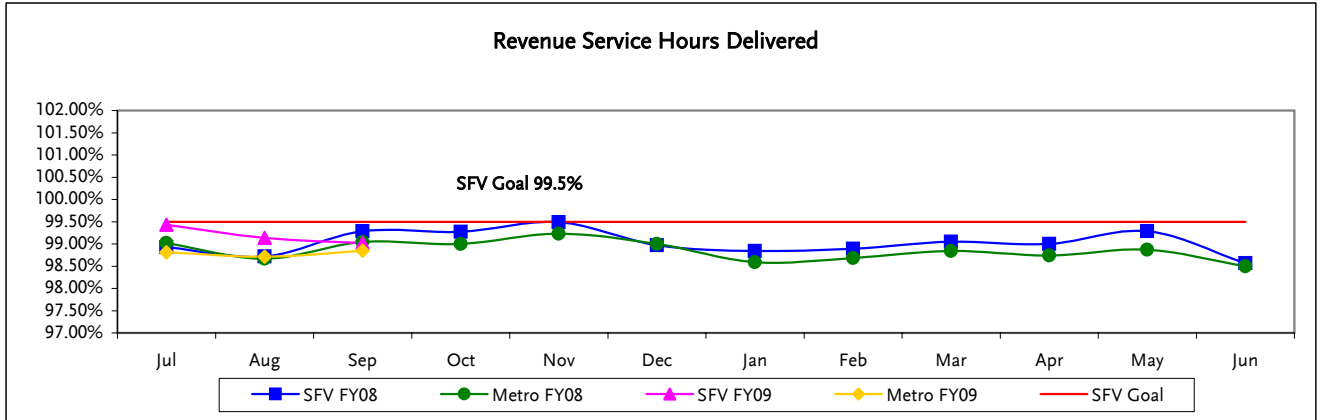


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%	68.03%	68.17%	68.44%	68.33%	67.48%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%	64.63%	64.60%	64.05%

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	68.29%	68.72%	65.35%										67.45%
Metro FY09	65.20%	66.23%	63.24%										64.88%

**Metro San Fernando Valley
General Manager's Report
FY09**

Scheduled Revenue Service Hours Delivered

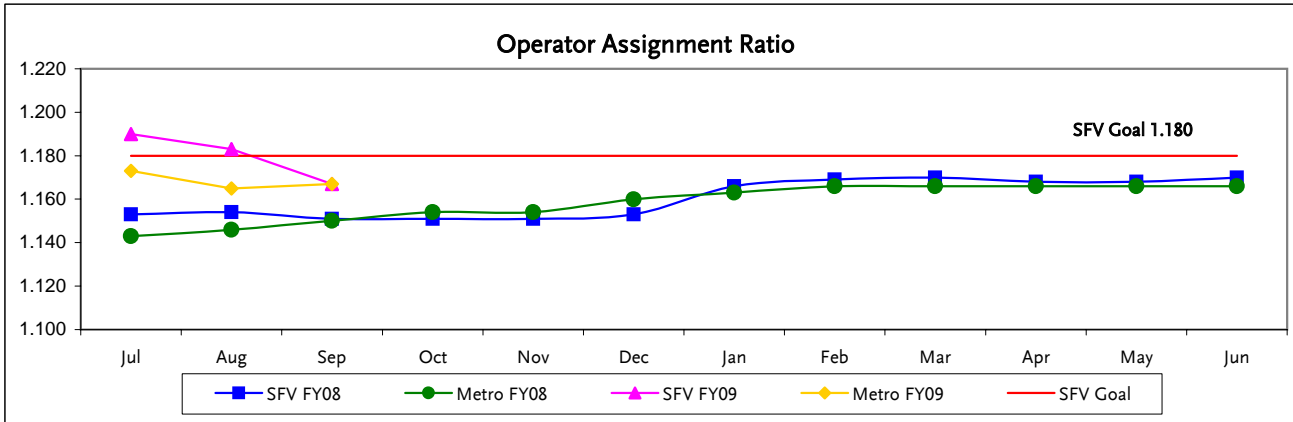


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%	99.29%	98.57%	99.03%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	99.43%	99.14%	99.02%										99.20%
Metro FY09	98.81%	98.71%	98.85%										98.79%

**Metro San Fernando Valley
General Manager's Report
FY09**

Operator Assignment Ratio



	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	1.151	1.151	1.153	1.166	1.169	1.170	1.168	1.168	1.170	1.160
Metro FY08	1.143	1.146	1.150	1.154	1.154	1.160	1.163	1.166	1.166	1.166	1.166	1.166	1.158

	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	YTD
SFV FY09	1.190	1.183	1.167										1.180
Metro FY09	1.173	1.165	1.167										1.168

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
November 5, 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 September 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

Copies of Agenda 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 - 09/07 - 09/08 - Metro San Fernando Valley

	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Total Complaints	154	203	142	133	147	157	139	146	116	129	174	138	179
12-Month Average	164	169	169	169	169	169	165	165	159	155	152	148	150
Complaints per 100K *	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08
Schedule Adherence	75	87	52	46	58	77	48	60	44	53	79	61	74
Passed Up	26	43	24	26	31	17	24	20	18	19	30	15	25
Unsafe Operation	14	17	16	12	17	14	10	15	16	13	15	12	19
Operator Discourtesy	11	21	15	16	10	20	20	23	11	12	14	15	14
All Others	28	35	35	33	31	29	37	28	27	32	36	35	47
Operator Commendations	10	16	18	12	16	12	12	16	8	17	11	5	11

Customer Complaint Summary - 09/07 - 09/08 - Metro Operations

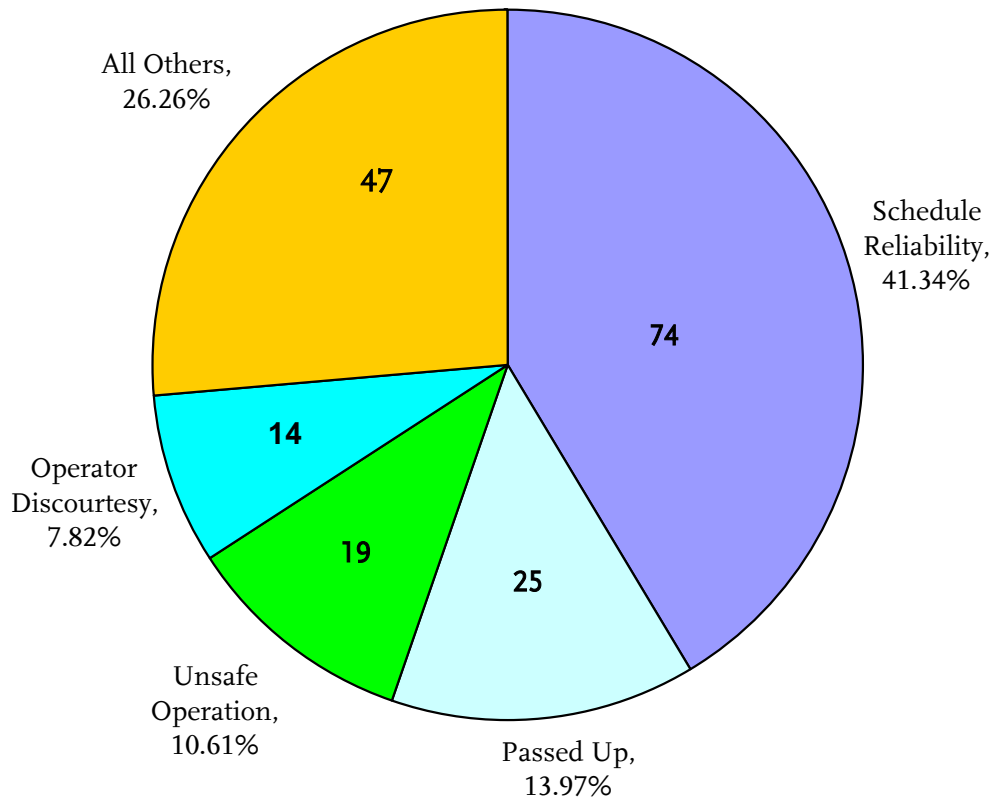
	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Total Complaints	952	1182	959	865	963	984	971	963	835	866	1051	1089	1274
12-Month Average	1046	1051	1046	1044	1037	1038	1025	1030	1012	990	977	973	1000
Complaints per 100K *	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03
Schedule Adherence	320	365	315	229	288	338	263	250	199	214	420	353	431
Passed Up	133	212	155	156	194	154	191	177	150	152	166	138	200
Unsafe Operation	102	110	81	64	77	96	88	92	102	89	92	99	106
Operator Discourtesy	105	148	137	121	107	115	120	136	100	121	104	107	132
All Others	292	347	271	295	297	281	309	308	284	290	269	392	405
Operator Commendations	53	69	65	79	70	62	57	54	57	69	56	41	65

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

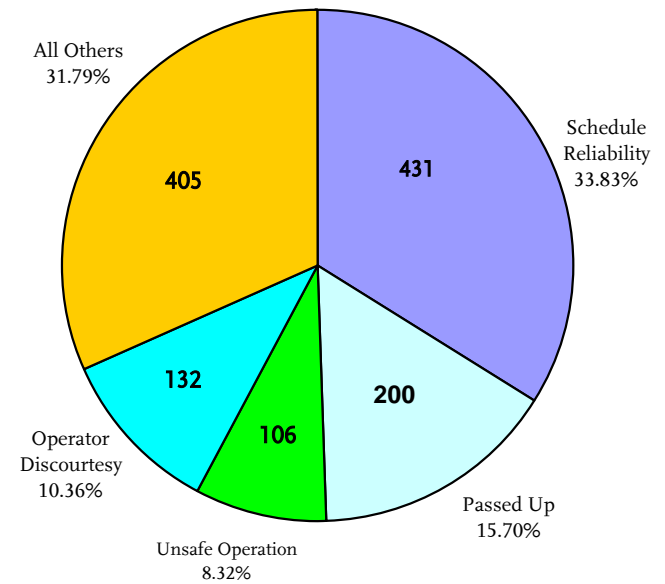
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution
For the Month Ended September 30, 2008

179 Total Complaints - Metro SFV

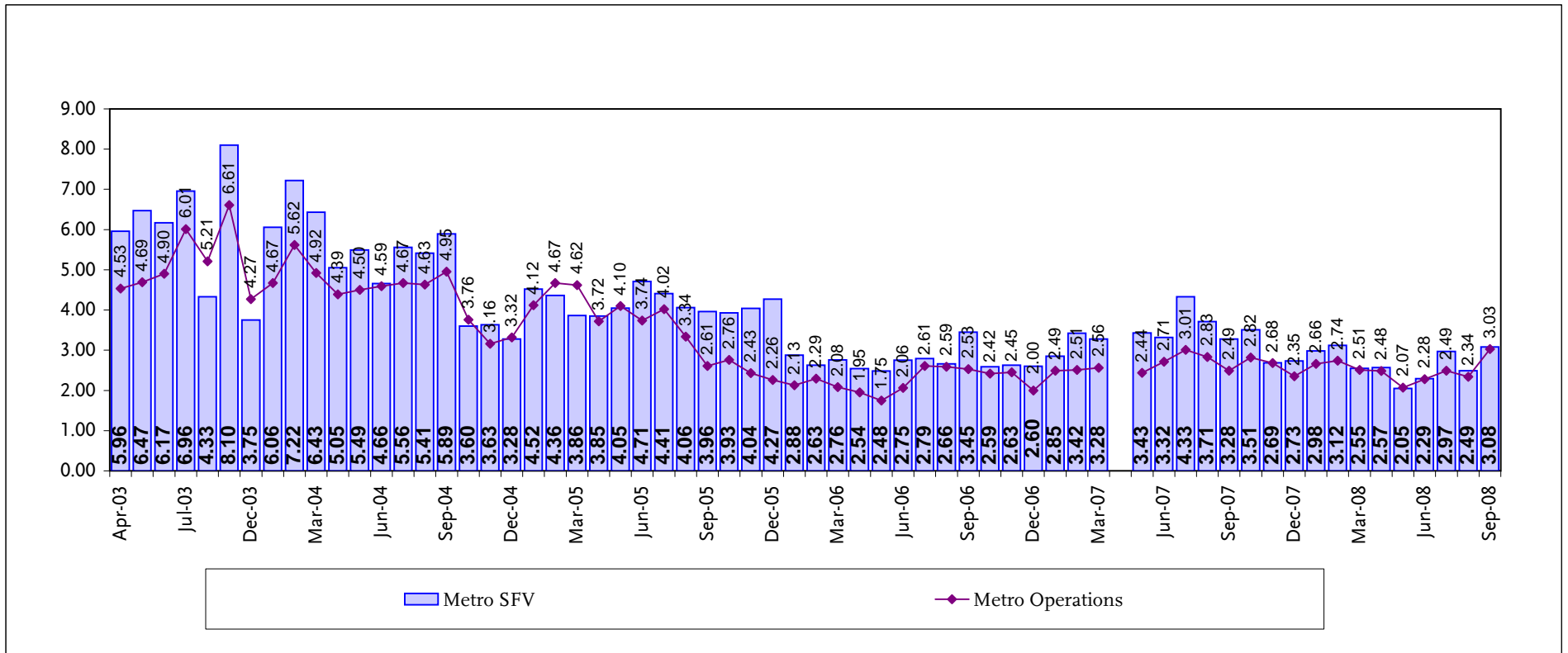


1,274 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2003-2008

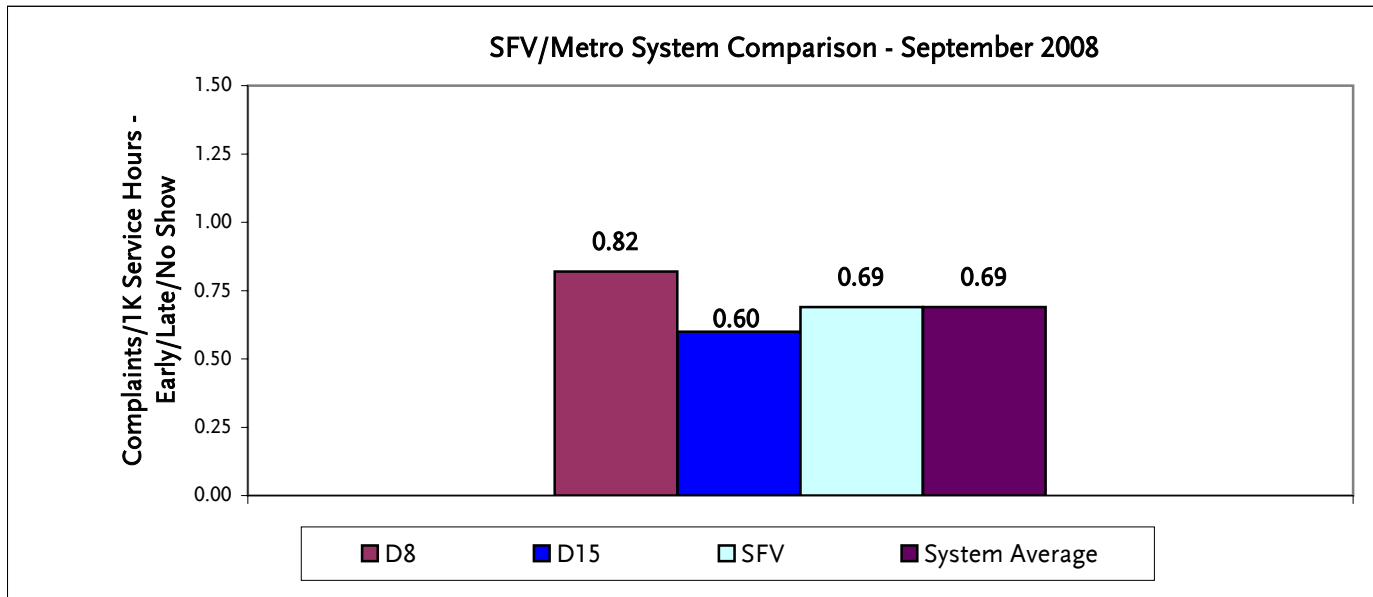


Note: Metro Operations complaints rate includes directly operated service only.

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

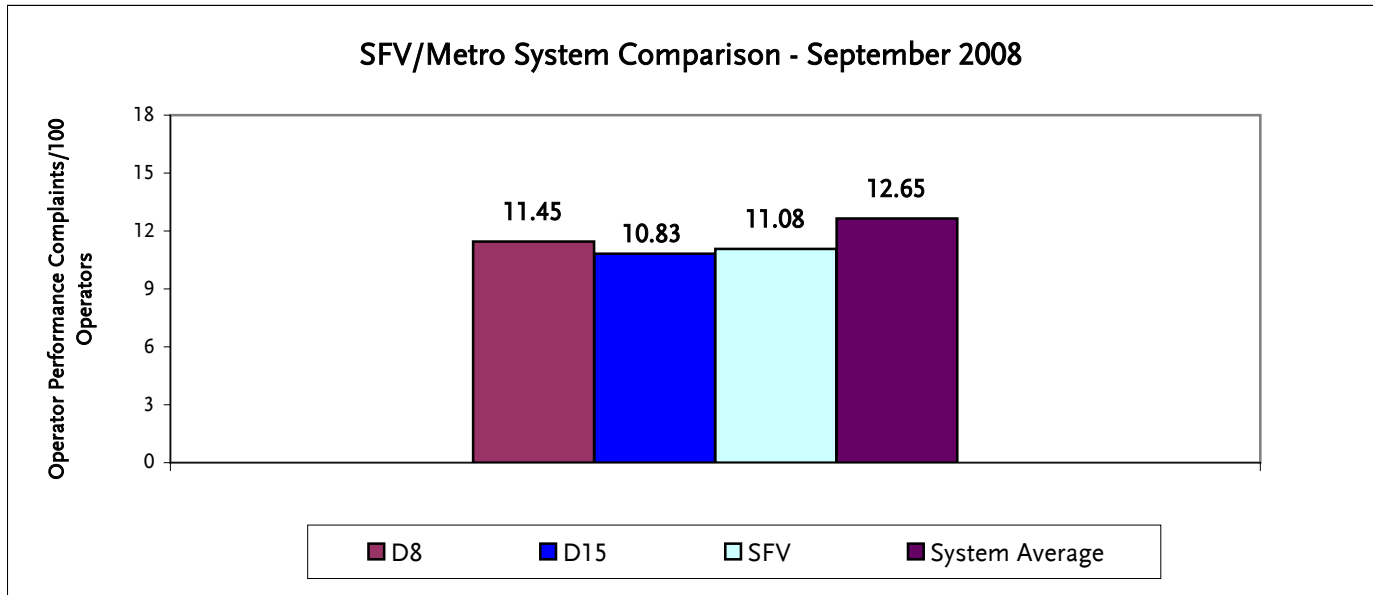


Schedule Performance Categories: Early; Late; No Show.

Note: September information was not available at the time report was printed.

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; and Accessible Svc. Behavior.

Note: September information was not available at the time report was printed.

Metro San Fernando Valley Customer Complaint Report

TOTAL/MAJOR COMPLAINTS -- 13 MONTH COMPARISON - METRO SFV

	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Total Complaints	154	203	142	133	147	157	139	146	116	129	174	138	179
3 Month Moving Average	184	181	166	159	141	146	148	147	134	130	140	147	164
12 Month Moving Average	164	169	169	169	169	169	165	165	159	155	152	148	150
Complaints/100K Boarding	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08
12 Mo. AVG Com./100K Boardings	3.22	3.31	3.31	3.32	3.33	3.31	3.24	3.19	3.07	2.98	2.87	2.77	2.75
Schedule Reliability	75	87	52	46	58	77	48	60	44	53	79	61	74
12 Month Average Schedule	70	72	71	71	69	69	67	67	66	64	62	62	62
Pass Ups	26	43	24	26	31	17	24	20	18	19	30	15	25
12 Month Average Passup	26	28	28	28	29	29	28	27	26	25	25	24	24
Unsafe Operation	14	17	16	12	17	14	10	15	16	13	15	12	19
12 Month Average Unsafe	15	15	15	15	15	15	15	15	15	14	15	14	15
Operator Discourtesy	11	21	15	16	10	20	20	23	11	12	14	15	14
12 Month Average Discourtesy	20	20	20	20	19	19	19	19	17	16	16	16	16
All Others	28	35	35	33	31	29	37	28	27	32	36	35	47
12 Month Average - All Others	34	34	35	36	36	36	36	37	36	35	35	32	34
Schedule Reliability	48.70%	42.86%	36.62%	34.59%	39.46%	49.04%	34.53%	41.10%	37.93%	41.09%	45.40%	44.20%	41.34%
Pass Ups	16.88%	21.18%	16.90%	19.55%	21.09%	10.83%	17.27%	13.70%	15.52%	14.73%	17.24%	10.87%	13.97%
Unsafe Operations	9.09%	8.37%	11.27%	9.02%	11.56%	8.92%	7.19%	10.27%	13.79%	10.08%	8.62%	8.70%	10.61%
Discourtesy	7.14%	10.34%	10.56%	12.03%	6.80%	12.74%	14.39%	15.75%	9.48%	9.30%	8.05%	10.87%	7.82%
S*P*U*D* % Avg. of Total	81.82%	82.76%	75.35%	75.19%	78.91%	81.53%	73.38%	80.82%	76.72%	75.19%	79.31%	74.64%	73.74%
All Others	18.18%	17.24%	24.65%	24.81%	21.09%	18.47%	26.62%	19.18%	23.28%	24.81%	20.69%	25.36%	26.26%
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 -- 13 MONTH COMPARISON - METRO OPERATIONS

	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Total Complaints	952	1,182	959	865	963	984	971	963	835	866	1,051	1,089	1,274
3 Month Moving Average	1,099	1,089	1,031	1,002	929	937	973	973	923	888	917	1,002	1,138
12 Month Moving Average	1,046	1,051	1,046	1,044	1,037	1,038	1,025	1,030	1,012	990	977	973	1,000
Complaints/100K Boarding	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03
12 Mo. AVG Com./100K Boardings	2.54	2.57	2.59	2.63	2.64	2.66	2.66	2.64	2.61	2.58	2.53	2.49	2.54
Schedule Reliability	320	365	315	229	288	338	263	250	199	214	420	353	431
12 Month Average Schedule	331	330	325	320	312	316	307	309	304	291	293	296	305
Pass Ups	133	212	155	156	194	154	191	177	150	152	166	138	200
12 Month Average Passup	169	171	170	171	175	175	175	176	174	170	168	165	170
Unsafe Operation	102	110	81	64	77	96	88	92	102	89	92	99	106
12 Month Average Unsafe	94	95	94	94	92	92	91	91	91	90	91	91	91
Discourtesy	105	148	137	121	107	115	120	136	100	121	104	107	132
12 Month Average Discourtesy	141	142	141	142	139	138	135	133	128	126	122	118	121
All Others	292	347	271	295	297	281	309	308	284	290	269	392	405
12 Month Average - All Others	311	314	316	318	319	319	317	321	317	313	304	303	312
Schedule Reliability	33.61%	30.88%	32.85%	26.47%	29.91%	34.35%	27.09%	25.96%	23.83%	24.71%	39.96%	32.42%	33.83%
Pass Ups	13.97%	17.94%	16.16%	18.03%	20.15%	15.65%	19.67%	18.38%	17.55%	17.55%	15.79%	12.67%	15.70%
Unsafe Operations	10.71%	9.31%	8.45%	7.40%	8.00%	9.76%	9.06%	9.55%	12.22%	10.28%	8.75%	9.09%	8.32%
Discourtesy	11.03%	12.52%	14.29%	13.99%	11.11%	11.69%	12.36%	14.12%	11.98%	13.97%	9.90%	9.83%	10.36%
S*P*U*D* % Avg. of Total	69.33%	70.64%	71.74%	65.90%	69.16%	71.44%	68.18%	68.02%	65.99%	66.51%	74.41%	64.00%	68.21%
All Others	30.67%	29.36%	28.26%	34.10%	30.84%	28.56%	31.82%	31.98%	34.01%	33.49%	25.59%	36.00%	31.79%
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%

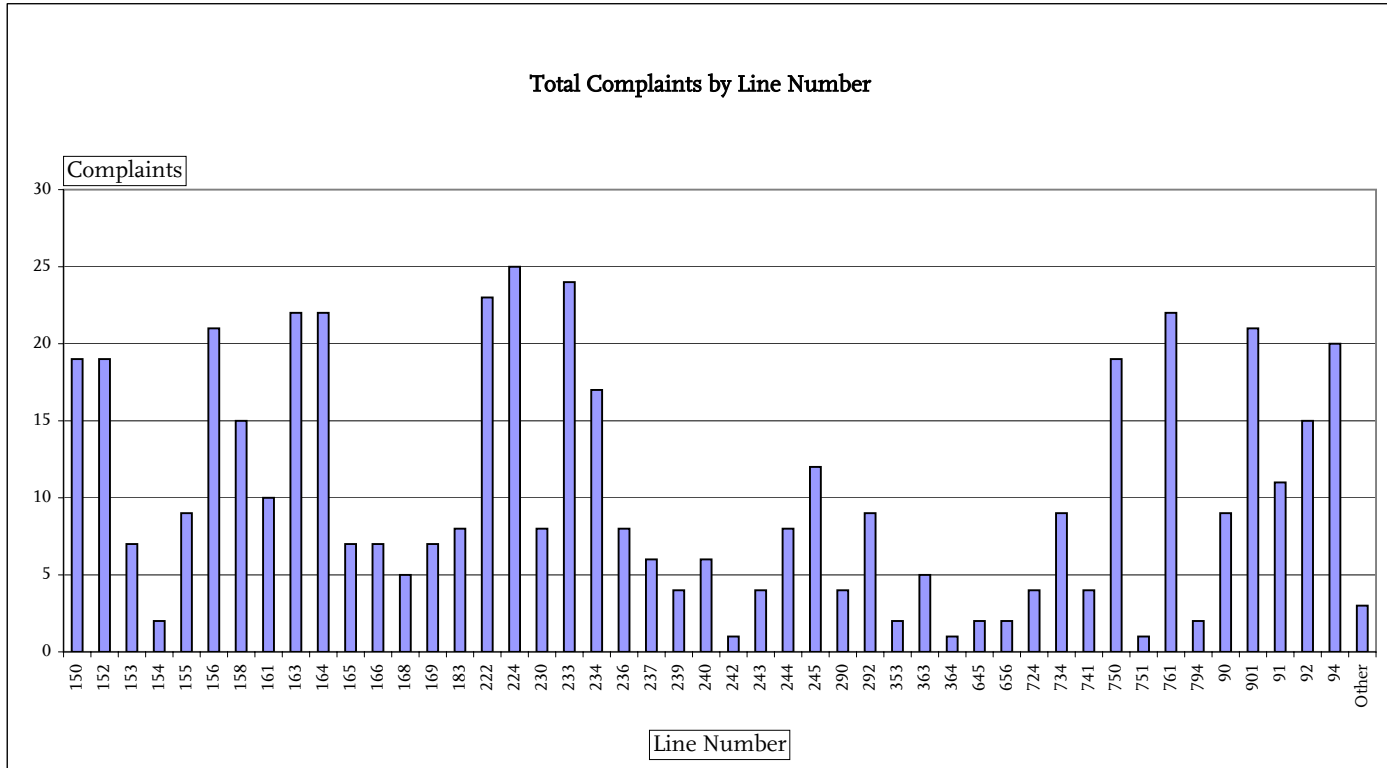
Metro San Fernando Valley
FY09

Complaints by Type
Customer Satisfaction

DESCRIPTION	September-08		Fiscal YTD				September-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERENCE									
EARLY	1	3	3	8	11	2.24%	22	63	1.85%
LATE	12	10	27	34	61	12.42%	103	288	8.44%
NO SHOW	22	26	51	91	142	28.92%	306	853	24.99%
Sub Total	35	39	81	133	214	43.58%	431	1,204	35.27%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP	1	4	2	5	7	1.43%	23	66	1.93%
FAILURE TO CALL STOPS			0	0	0	0.00%		0	0.00%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%	5	7	0.21%
IMPROPER CURB STOP		1	1	4	5	1.02%	9	24	0.70%
INCORRECT INFORMATION			0	1	1	0.20%	1	6	0.18%
OFF ROUTE	1	1	4	2	6	1.22%	15	41	1.20%
OPERATOR CONDUCT	9	12	16	18	34	6.92%	91	189	5.54%
OPERATOR DISCOURTESY	6	8	13	30	43	8.76%	132	343	10.05%
PASSED UP	11	14	27	43	70	14.26%	200	504	14.76%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		3	0.09%
UNSAFE OPERATION	8	11	16	30	46	9.37%	106	297	8.70%
WRONG FARE		2	0	3	3	0.61%	23	63	1.85%
Sub Total	36	53	79	136	215	43.79%	605	1,543	45.20%
OTHERS									
ACCESSIBLE BUS	2	2	4	11	15	3.05%	49	119	3.49%
ACCIDENT	1	3	7	14	21	4.28%	54	155	4.54%
AUDIO SYSTEM PROBLEM								3	0.09%
BUS STOP			1	0	1	0.20%	6	29	0.85%
CROWDED BUS			0	0	0	0.00%	15	29	0.85%
DIRTY BUS			0	0	0	0.00%		6	0.18%
FACILITIES			0	0	0	0.00%	4	9	0.26%
FAULTY EQUIPMENT		1	0	1	1	0.20%	23	67	1.96%
HC ID CARD			0	0	0	0.00%	1	3	0.09%
HEADSIGN			0	0	0	0.00%	4	7	0.21%
HEAT-A/C			0	0	0	0.00%	2	10	0.29%
LAYOVER ZONE			2	1	3	0.61%	6	15	0.44%
MISC.	1	5	4	14	18	3.67%	61	181	5.30%
ORANGE LINE TVM			0	0	0	0.00%	1	4	0.12%
PASSENGER CONDUCT			1	0	1	0.20%	3	14	0.41%
SENIOR ID CARD			0	0	0	0.00%	1	2	0.06%
SEX HARASSMENT			0	1	1	0.20%	1	2	0.06%
STUDENT ID CARD			0	0	0	0.00%		1	0.03%
TELEPHONE INFORMATION COMP			0	0	0	0.00%	1	3	0.09%
TRANSFER		1	0	1	1	0.20%	6	8	0.23%
Sub Total	4	12	19	43	62	12.63%	238	667	19.54%
TOTALS	75	104	179	312	491	100.00%	1,274	3,414	100.00%
COMMENDATIONS	4	7	10	17	27		65	162	

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2008**

Complaints	
Line Number	Total
150	19
152	19
153	7
154	2
155	9
156	21
158	15
161	10
163	22
164	22
165	7
166	7
168	5
169	7
183	8
222	23
224	25
230	8
233	24
234	17
236	8
237	6
239	4
240	6
242	1
243	4
244	8
245	12
290	4
292	9
353	2
363	5
364	1
645	2
656	2
724	4
734	9
741	4
750	19
751	1
761	22
794	2
90	9
901	21
91	11
92	15
94	20
Other	3
Grand Total	491



Note: The Other category represents complaints that cannot be identified to any particular line.

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2008**

Complaints	Line Number																								
	150	152	153	154	155	156	158	161	163	164	165	166	168	169	183	222	224	230	233	234	236	237	239	240	
Accessible Service - Pass Up																									1
Accident	1	1							1		1						1		5	1					
AccSvc Operator Behavior																			1						
AccSvc Pass Up (Denied)									1																
AccSvc Transit Failure (Other)														1				1							
AccSvc Wchr Securement																				2					
Bus Stop (Dmg/Loc/Signs-etc)																									
Carried Past Stop				1						1										2					1
Disputed/Wrong Fare		1																	2						
Early Schedule							1			1					1	2	1	1					1		
Improper Curb Stop						1				1	1				1					1					
Incorrect Info - Bus Operator					1																1				
Late Schedule	3	5	2		1	5	3		4	4				2	1		6	2		2					
Layover Zone																		1							
Misc. Complaint		1				1			1									1	1						1
No Show	4	6	2	1	4	4	9	4	6	7	1	1	1	2	2	11	9	2	2	6	6	4	3	1	
Off Route									1		1														
Op. Discourtesy	1						1	1	3	1		3						2		2	3		1	2	
Operator Conduct	3	2	1		1	2			2		1				1		3		1	2	1				
Passed Up	4	2		1	1	5		3	1	4	1	3	2	2	3	3	5	3	1	2					
Passenger Conduct																									
Sexual Harassment																					1				
Unsafe Operation	3	1	1		1	3	1	1	3	3	1			1		1			3	1		1			
Transfer Problems																				1					
Faulty Equipment																									
Grand Total	19	19	7	2	9	21	15	10	22	22	7	7	5	7	8	23	25	8	24	17	8	6	4	6	

Note: The Other category represents complaints that cannot be identified to any particular line.

**Metro San Fernando Valley
Complaints Report
For the Three Months Ended September 30, 2008**

Complaints																								Grand Total		
Description	242	243	244	245	290	292	353	363	364	645	656	724	734	741	750	751	761	794	90	901	91	92	94	Other	Grand Total	
Accessible Service - Pass Up												1	1				1			1			1		6	
Accident						1						1	1	1	1					1	3				1	21
AccSvc Operator Behavior																					1					2
AccSvc Pass Up (Denied)																		1								2
AccSvc Transit Failure (Other)																					1					3
AccSvc Wchr Securement																										2
Bus Stop (Dmg/Loc/Signs-etc)																						1				1
Carried Past Stop														1				1								7
Disputed/Wrong Fare																										3
Early Schedule			1					1															1			11
Improper Curb Stop																										5
Incorrect Info - Bus Operator																										1
Late Schedule			2	3				1			1	1			1		2			3	2	2	3			61
Layover Zone															2											3
Misc. Complaint						2		1							2		2		1	1	1	1	1	1		18
No Show		4	2	5		5	1	1			1		2		2		1	1	4	1	4	5	5			142
Off Route			1	1											1		1									6
Op. Discourtesy	1		1		3					1		1	2		2		6				1			4	1	43
Operator Conduct				1					1					1	2		2		1	3			2	1		34
Passed Up			1	1	1			2		1			2	1	3	1	1		1	1	1	2	2	3		70
Passenger Conduct																					1					1
Sexual Harassment																										1
Unsafe Operation				1		1							1		3		4	1	1	3	1	2	2	1		46
Transfer Problems																										1
Faulty Equipment																						1				1
Grand Total	1	4	8	12	4	9	2	5	1	2	2	4	9	4	19	1	22	2	9	21	11	15	20	3	491	

Note: The Other category represents comp