

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
December 3, 2008

SUBJECT: PERFORMANCE UPDATE

ACTION: RECEIVE

BACKGROUND:

The General Manager's Report provides a summary of fiscal 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 – Fiscal YTD October 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**

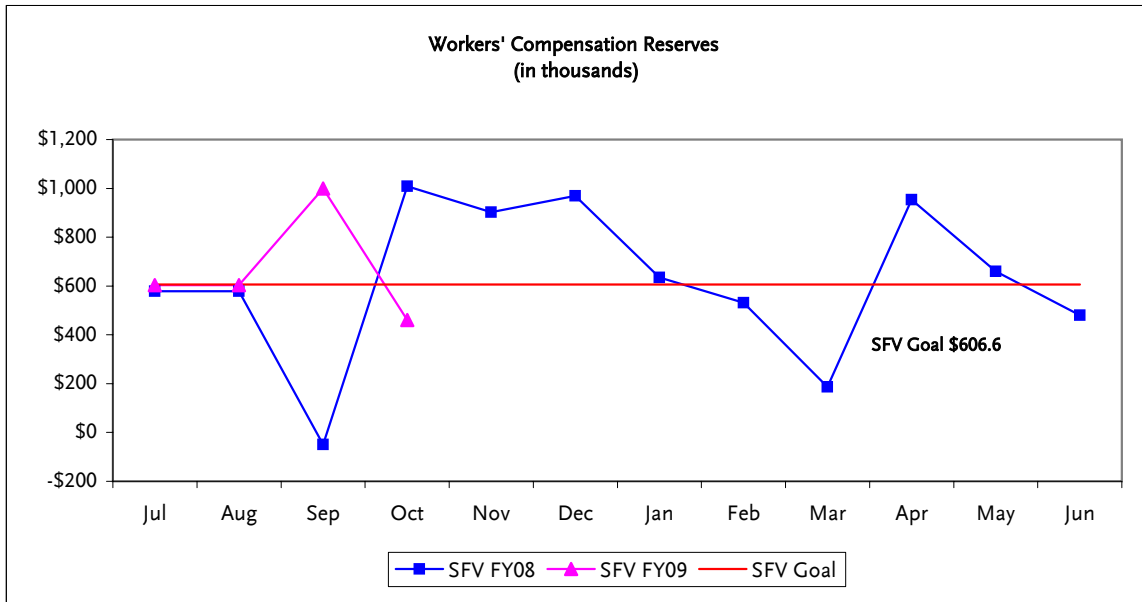
October 2008

PERFORMANCE INDICATORS	October	MO. TARGET	YTD MO. AVG.
SAFETY 			
Monthly Worker's Compensation Reserves	\$461,073	\$606,637	\$667,118
New WC Indemnity Claims per 200,000 Exposure Hours	11.87	13.50	11.32 (1)
Bus Traffic Accidents/100,000 Hub Miles	2.15	2.89	2.01
BUS OPERATIONS			
Mean Miles Between Mechanical Failures Requiring Bus Exchange	3,486	3,500	3,081
Complaints/100,000 Boardings	3.56	3.00	3.03
In Service On-Time Performance (%)	66.54%	67.50%	67.21%
Scheduled Revenue Service Hours Delivered	99.43%	99.50%	99.26%
Operator Assignment Ratio	1.165	1.180	1.176
FINANCES			
	Fiscal YTD Budget	Fiscal YTD Actual	Fiscal YTD Variance
Metro SFV Regular Bus			
Variance Summary (includes other support)	\$ 45,143,404	\$ 44,828,862	\$ 314,542
Cost per Planned Revenue Service Hours (RSH)	\$ 108.48	\$ 108.71	\$ (0.23)
Metro Orange Line			
Variance Summary (includes other support)	\$ 8,190,575	\$ 6,142,695	\$ 2,047,880
Cost per Planned Revenue Service Hours (RSH)	\$ 241.94	\$ 184.89	\$ 57.05
Total Bus and Metro Orange Line			
Variance Summary (includes other support)	\$ 53,333,979	\$ 50,971,557	\$ 2,362,422
Cost per Planned Revenue Service Hours (RSH)	\$ 118.52	\$ 114.39	\$ 4.13

(1) One month lag in reporting data.

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

Workers' Compensation Reserves

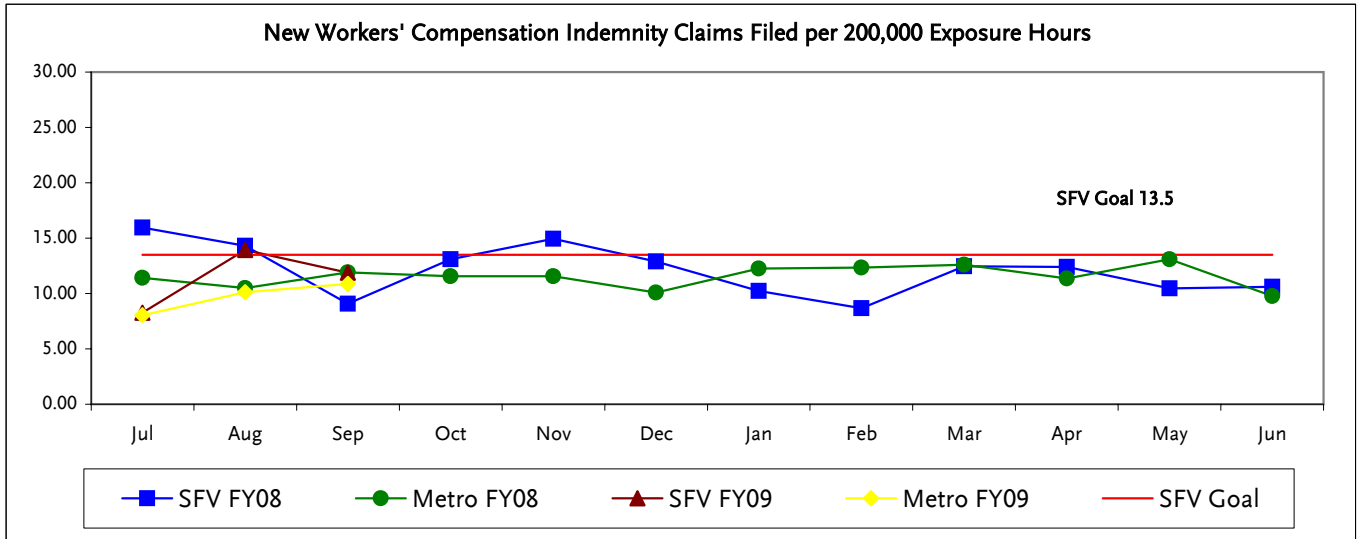


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SFV FY08	579	579	(49)	1,008	903	969	635	531	187	954	660	480	7,436
SFV FY09	603	604	1,000	461									2,668

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

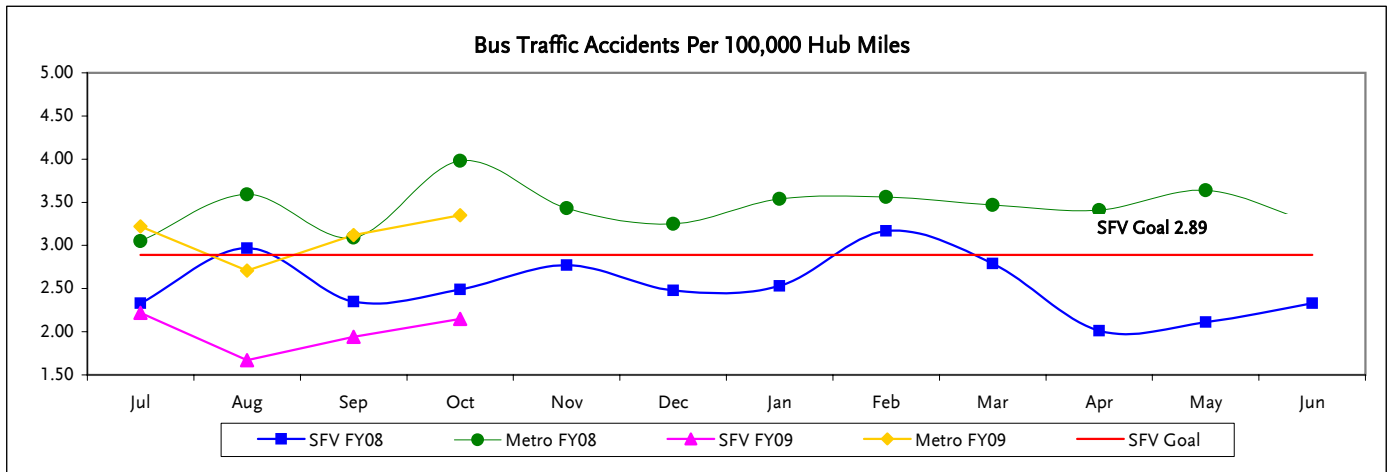


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	15.96	14.31	9.07	13.09	14.93	12.88	10.23	8.67	12.47	12.41	10.46	10.61	12.17
Metro FY08	11.42	10.50	11.90	11.56	11.56	10.10	12.26	12.34	12.61	11.35	13.09	9.78	11.54
SFV FY09	8.28	13.93	11.87										11.32
Metro FY09	8.04	10.12	10.87										9.67

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

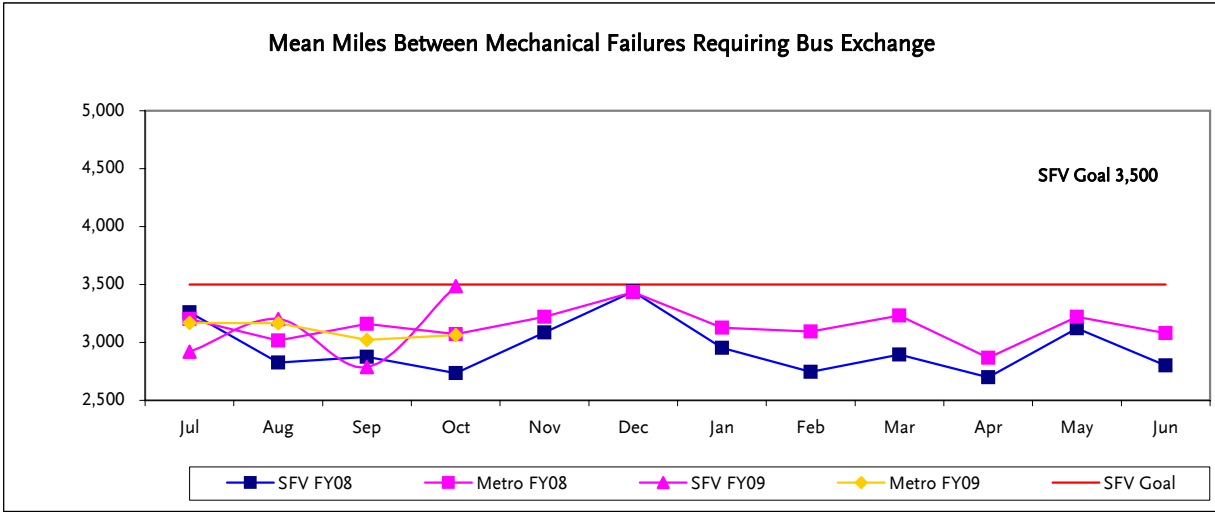


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	2.33	2.97	2.35	2.49	2.77	2.48	2.53	3.17	2.79	2.01	2.11	2.33	2.55
Metro FY08	3.05	3.59	3.09	3.98	3.43	3.25	3.54	3.56	3.47	3.41	3.64	3.26	3.47

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	2.15									2.01
Metro FY09	3.22	2.71	3.12	3.35									3.12

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

Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF)

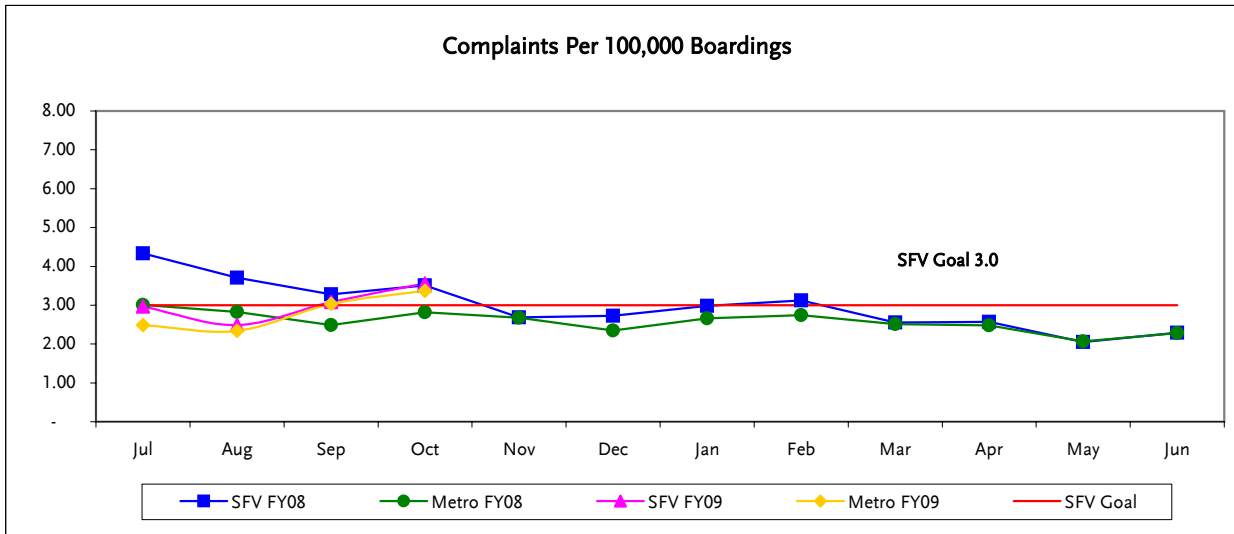


FY08	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY08	3,261	2,826	2,876	2,735	3,086	3,440	2,954	2,747	2,896	2,698	3,122	2,801	2,938
Metro FY08	3,203	3,016	3,160	3,072	3,221	3,434	3,128	3,093	3,233	2,867	3,220	3,079	3,137

FY09	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
SFV FY09	2,919	3,201	2,786	3,486									3,081
Metro FY09	3,168	3,165	3,023	3,064									3,104

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

Complaints per 100,000 Boardings

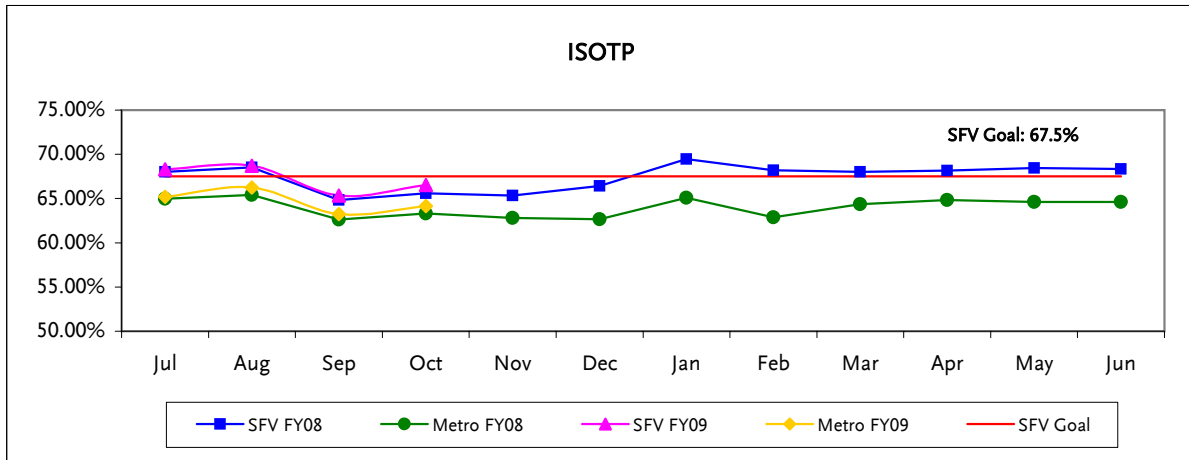


FY08	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	4.33	3.71	3.28	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.88
Metro FY08	3.01	2.83	2.49	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.57

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	3.56									3.03
Metro FY09	2.49	2.34	3.03	3.37									2.81

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

In Service On-Time Performance

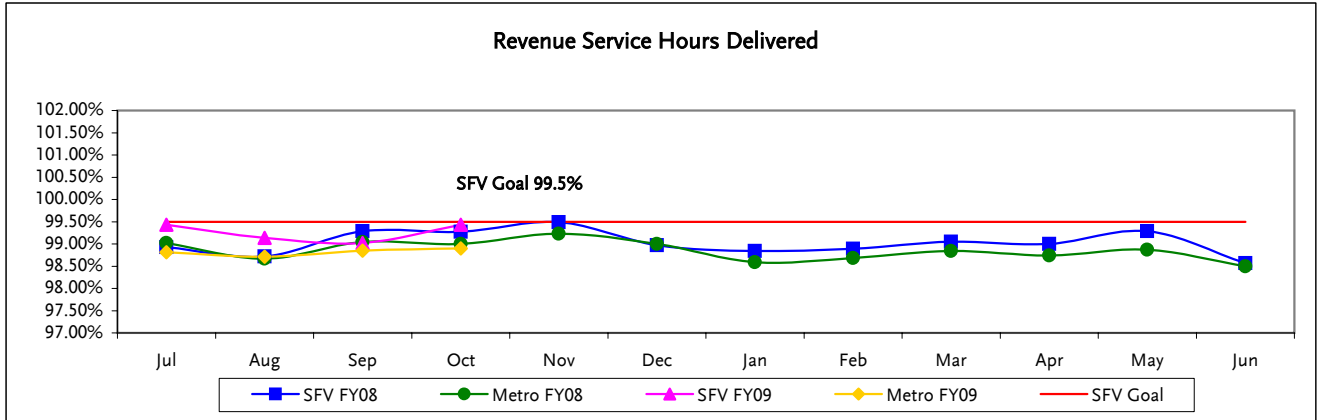


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	68.00%	68.52%	64.85%	65.60%	65.35%	66.44%	69.48%	68.19%	68.03%	68.17%	68.44%	68.33%	67.48%
Metro FY08	64.97%	65.42%	62.61%	63.30%	62.80%	62.67%	65.10%	62.89%	64.36%	64.82%	64.63%	64.60%	64.05%

	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%	66.54%									67.21%
Metro FY09	65.20%	66.23%	63.24%	64.13%									64.68%

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

Scheduled Revenue Service Hours Delivered

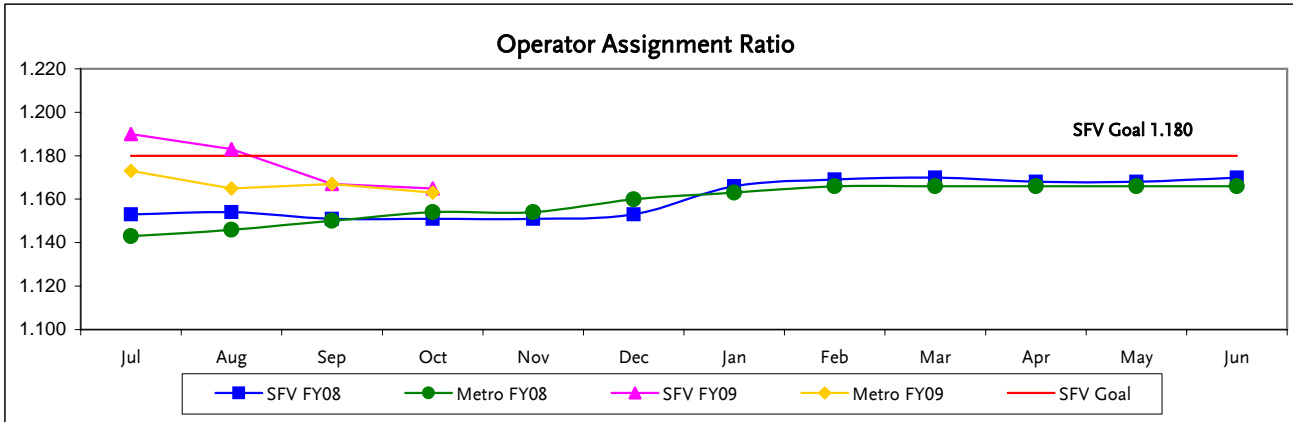


	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD
SFV FY08	98.93%	98.72%	99.29%	99.27%	99.49%	98.97%	98.84%	98.89%	99.05%	99.00%	99.29%	98.57%	99.03%
Metro FY08	99.02%	98.67%	99.04%	99.00%	99.23%	99.00%	98.59%	98.68%	98.84%	98.74%	98.87%	98.50%	98.85%

	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%	99.43%									99.26%
Metro FY09	98.81%	98.71%	98.85%	98.90%									98.82%

**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	1.165									1.176
Metro FY09	1.173	1.165	1.167	1.163									1.167

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL
December 3, 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 – Fiscal Year-to-Date for the period ending October 31, 2008.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

Copies of Agenda or Agenda Items may be obtained by contacting
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Metro San Fernando Valley Customer Complaint Report

Customer Complaint Summary

Customer Complaint Summary - Metro San Fernando Valley

	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Total Complaints	203	142	133	147	157	139	146	116	129	174	138	179	212
12-Month Average	169	169	169	169	169	165	165	159	155	152	148	150	151
Complaints per 100K *	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08	3.56
Schedule Adherence	87	52	46	58	77	48	60	44	53	79	61	74	89
Passed Up	43	24	26	31	17	24	20	18	19	30	15	25	24
Unsafe Operation	17	16	12	17	14	10	15	16	13	15	12	19	34
Operator Discourtesy	21	15	16	10	20	20	23	11	12	14	15	14	20
All Others	35	35	33	31	29	37	28	27	32	36	35	47	45
Operator Commendations	16	18	12	16	12	12	16	8	17	11	5	11	10

Customer Complaint Summary - Metro Operations

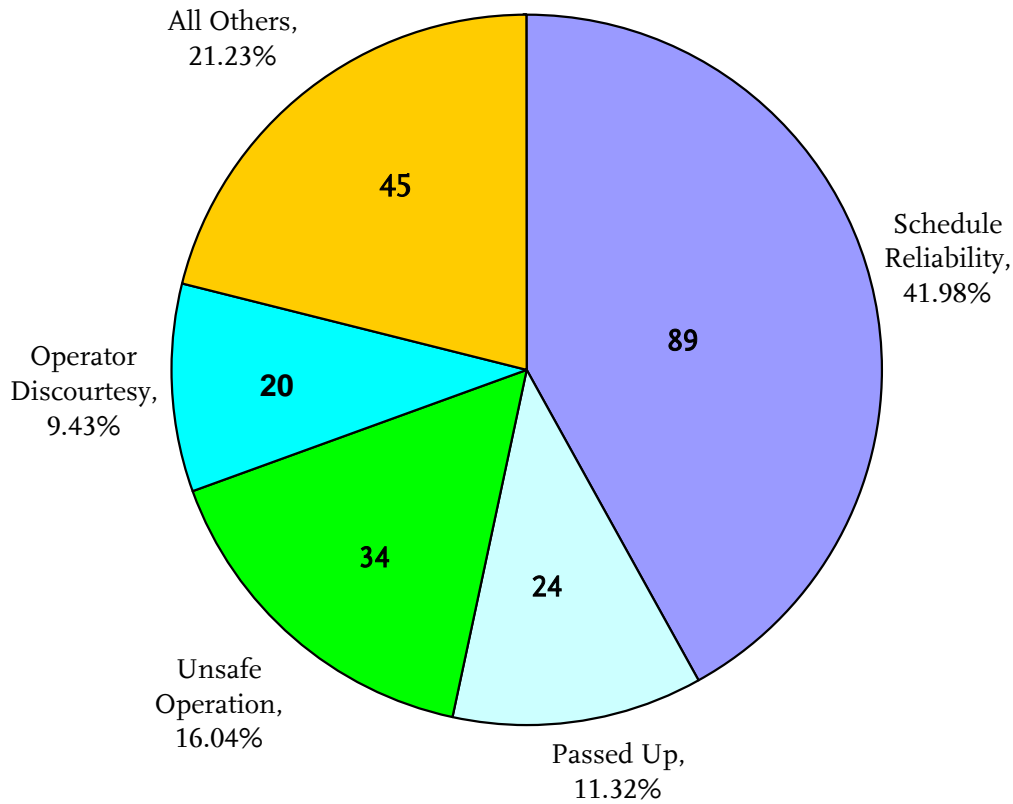
	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Total Complaints	1182	959	865	963	984	971	963	835	866	1051	1089	1274	1444
12-Month Average	1051	1046	1044	1037	1038	1025	1030	1012	990	977	973	1000	1022
Complaints per 100K *	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03	3.37
Schedule Adherence	365	315	229	288	338	263	250	199	214	420	353	431	413
Passed Up	212	155	156	194	154	191	177	150	152	166	138	200	283
Unsafe Operation	110	81	64	77	96	88	92	102	89	92	99	106	155
Operator Discourtesy	148	137	121	107	115	120	136	100	121	104	107	132	164
All Others	347	271	295	297	281	309	308	284	290	269	392	405	429
Operator Commendations	69	65	79	70	62	57	54	57	69	56	41	65	55

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

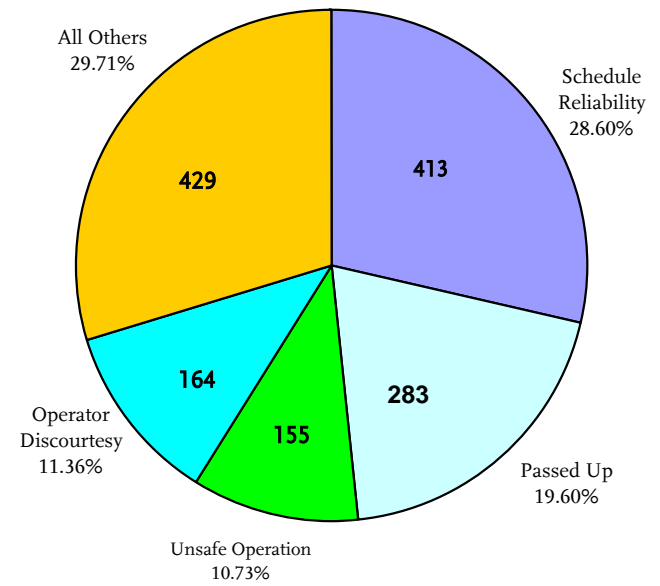
Metro San Fernando Valley Customer Complaint Report

Major Complaints Category Distribution For the Month Ended October 31, 2008

212 Total Complaints - Metro SFV

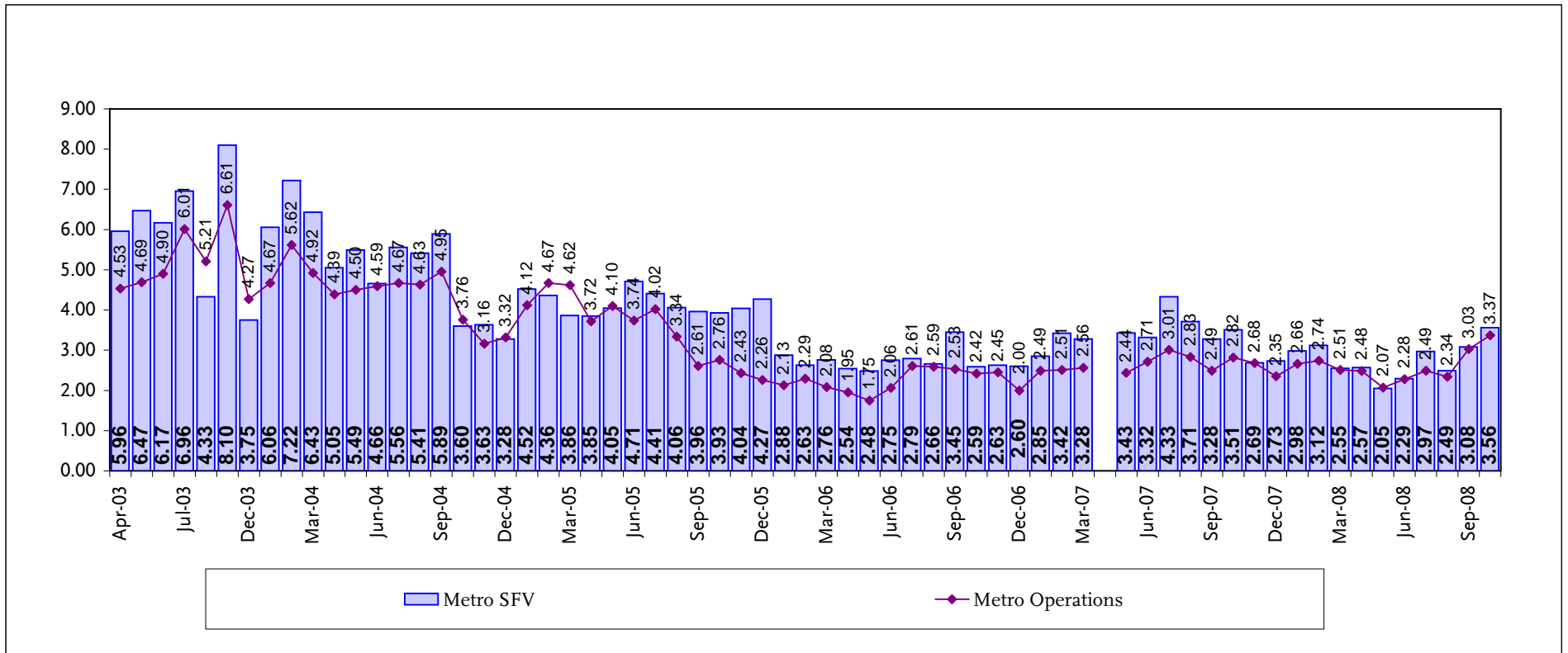


1,444 Total Complaints - Metro Operations



Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings
2003-2008

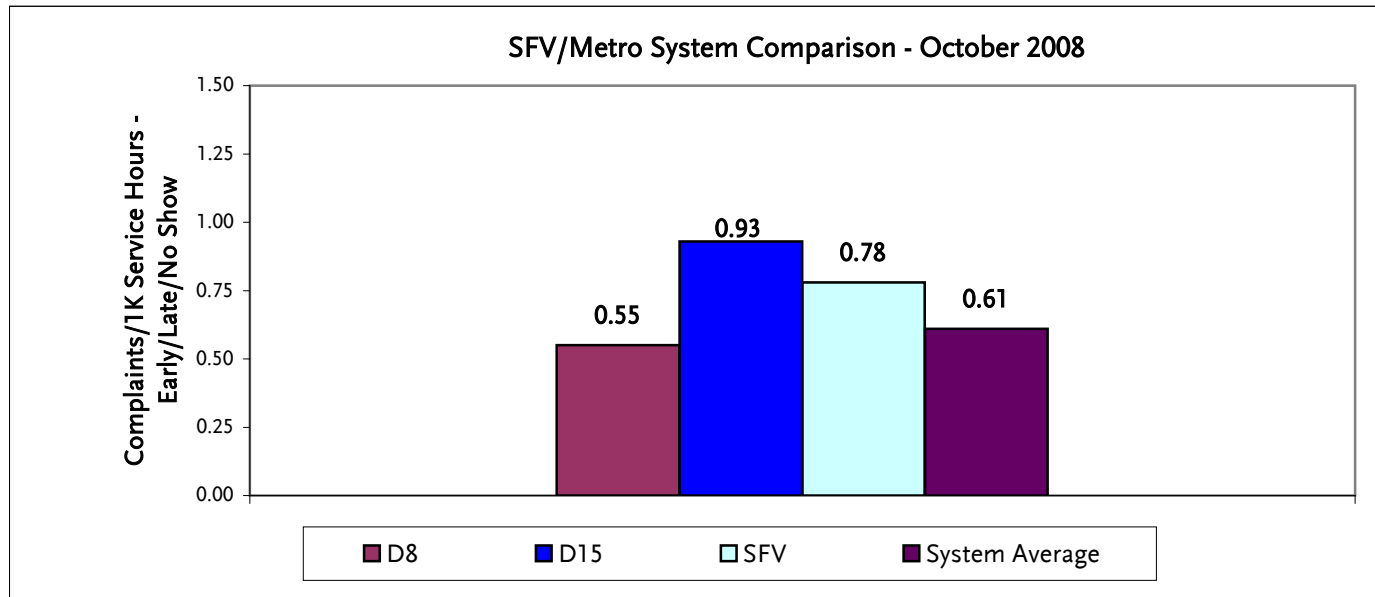


Note: Metro Operations complaints rate includes directly operated service only.

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

Metro San Fernando Valley Customer Complaint Report

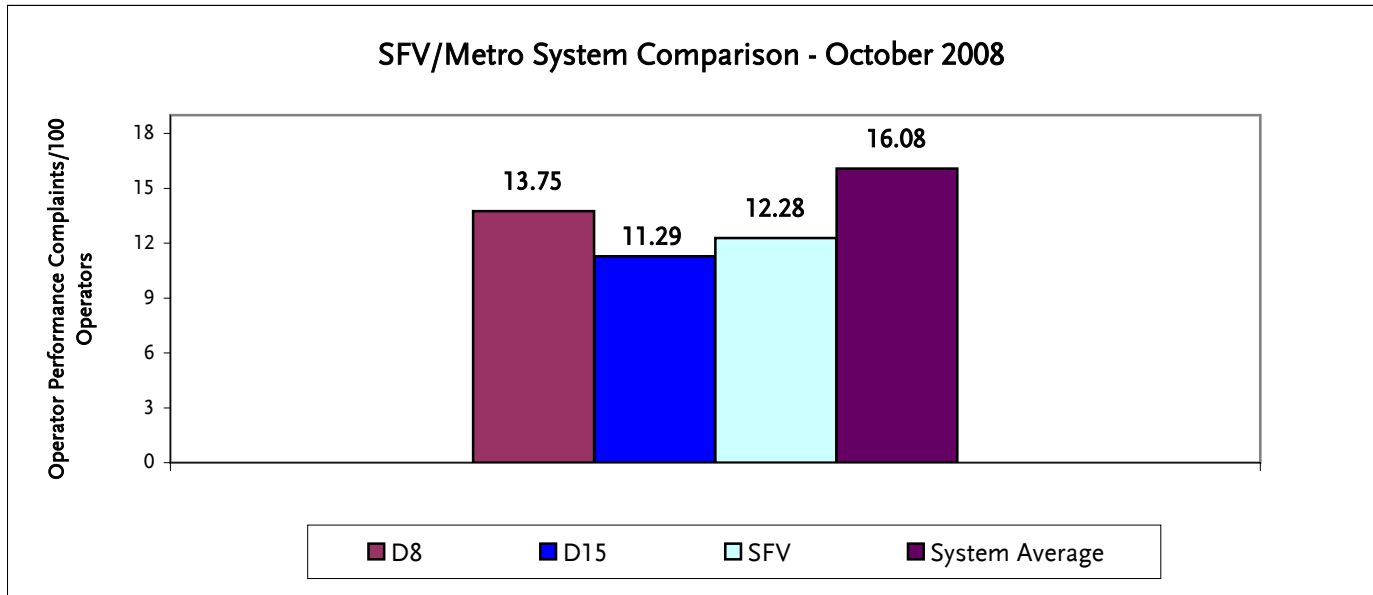
Schedule Performance Categories
Per 1,000 Service Hours



Schedule Performance Categories: Early; Late; No Show.

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.

Metro San Fernando Valley Customer Complaint Report

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

	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Total Complaints	203	142	133	147	157	139	146	116	129	174	138	179	212
3 Month Moving Average	181	166	159	141	146	148	147	134	130	140	147	164	176
12 Month Moving Average	169	169	169	169	169	165	165	159	155	152	148	150	151
Complaints/100K Boarding	3.51	2.69	2.73	2.98	3.12	2.55	2.57	2.05	2.29	2.97	2.49	3.08	3.56
12 Mo. AVG Com./100K Boardings	3.31	3.31	3.32	3.33	3.31	3.24	3.19	3.07	2.98	2.87	2.77	2.75	2.76
Schedule Reliability	87	52	46	58	77	48	60	44	53	79	61	74	89
12 Month Average Schedule	72	71	71	69	69	67	67	66	64	62	62	62	62
Pass Ups	43	24	26	31	17	24	20	18	19	30	15	25	24
12 Month Average Passup	28	28	28	29	29	28	27	26	25	25	24	24	23
Unsafe Operation	17	16	12	17	14	10	15	16	13	15	12	19	34
12 Month Average Unsafe	15	15	15	15	15	15	15	15	14	15	14	15	16
Operator Discourtesy	21	15	16	10	20	20	23	11	12	14	15	14	20
12 Month Average Discourtesy	20	20	20	19	19	19	19	17	16	16	16	16	16
All Others	35	35	33	31	29	37	28	27	32	36	35	47	45
12 Month Average - All Others	34	35	36	36	36	36	37	36	35	35	32	34	35
Schedule Reliability	42.86%	36.62%	34.59%	39.46%	49.04%	34.53%	41.10%	37.93%	41.09%	45.40%	44.20%	41.34%	41.98%
Pass Ups	21.18%	16.90%	19.55%	21.09%	10.83%	17.27%	13.70%	15.52%	14.73%	17.24%	10.87%	13.97%	11.32%
Unsafe Operations	8.37%	11.27%	9.02%	11.56%	8.92%	7.19%	10.27%	13.79%	10.08%	8.62%	8.70%	10.61%	16.04%
Discourtesy	10.34%	10.56%	12.03%	6.80%	12.74%	14.39%	15.75%	9.48%	9.30%	8.05%	10.87%	7.82%	9.43%
S*P*U*D* % Avg. of Total	82.76%	75.35%	75.19%	78.91%	81.53%	73.38%	80.82%	76.72%	75.19%	79.31%	74.64%	73.74%	78.77%
All Others	17.24%	24.65%	24.81%	21.09%	18.47%	26.62%	19.18%	23.28%	24.81%	20.69%	25.36%	26.26%	21.23%
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

	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Total Complaints	1,182	959	865	963	984	971	963	835	866	1,051	1,089	1,274	1,444
3 Month Moving Average	1,089	1,031	1,002	929	937	973	973	923	888	917	1,002	1,138	1,269
12 Month Moving Average	1,051	1,046	1,044	1,037	1,038	1,025	1,030	1,012	990	977	973	1,000	1,022
Complaints/100K Boarding	2.82	2.68	2.35	2.66	2.74	2.51	2.48	2.07	2.28	2.49	2.34	3.03	3.37
12 Mo. AVG Com./100K Boardings	2.57	2.59	2.63	2.64	2.66	2.66	2.64	2.61	2.58	2.53	2.49	2.54	2.58
Schedule Reliability	365	315	229	288	338	263	250	199	214	420	353	431	413
12 Month Average Schedule	330	325	320	312	316	307	309	304	291	293	296	305	309
Pass Ups	212	155	156	194	154	191	177	150	152	166	138	200	283
12 Month Average Passup	171	170	171	175	175	175	176	174	170	168	165	170	176
Unsafe Operation	110	81	64	77	96	88	92	102	89	92	99	106	155
12 Month Average Unsafe	95	94	94	92	92	91	91	91	90	91	91	91	95
Discourtesy	148	137	121	107	115	120	136	100	121	104	107	132	164
12 Month Average Discourtesy	142	141	142	139	138	135	133	128	126	122	118	121	122
All Others	347	271	295	297	281	309	308	284	290	269	392	405	429
12 Month Average - All Others	314	316	318	319	319	317	321	317	313	304	303	312	319
Schedule Reliability	30.88%	32.85%	26.47%	29.91%	34.35%	27.09%	25.96%	23.83%	24.71%	39.96%	32.42%	33.83%	28.60%
Pass Ups	17.94%	16.16%	18.03%	20.15%	15.65%	19.67%	18.38%	17.96%	15.79%	12.67%	12.67%	15.70%	19.60%
Unsafe Operations	9.31%	8.45%	7.40%	8.00%	9.76%	9.06%	9.55%	12.22%	10.28%	8.75%	9.09%	8.32%	10.73%
Discourtesy	12.52%	14.29%	13.99%	11.11%	11.69%	12.36%	14.12%	11.98%	13.97%	9.90%	9.83%	10.36%	11.36%
S*P*U*D* % Avg. of Total	70.64%	71.74%	65.90%	69.16%	71.44%	68.18%	68.02%	65.99%	66.51%	74.41%	64.00%	68.21%	70.29%
All Others	29.36%	28.26%	34.10%	30.84%	28.56%	31.82%	31.98%	34.01%	33.49%	25.59%	36.00%	31.79%	29.71%
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%

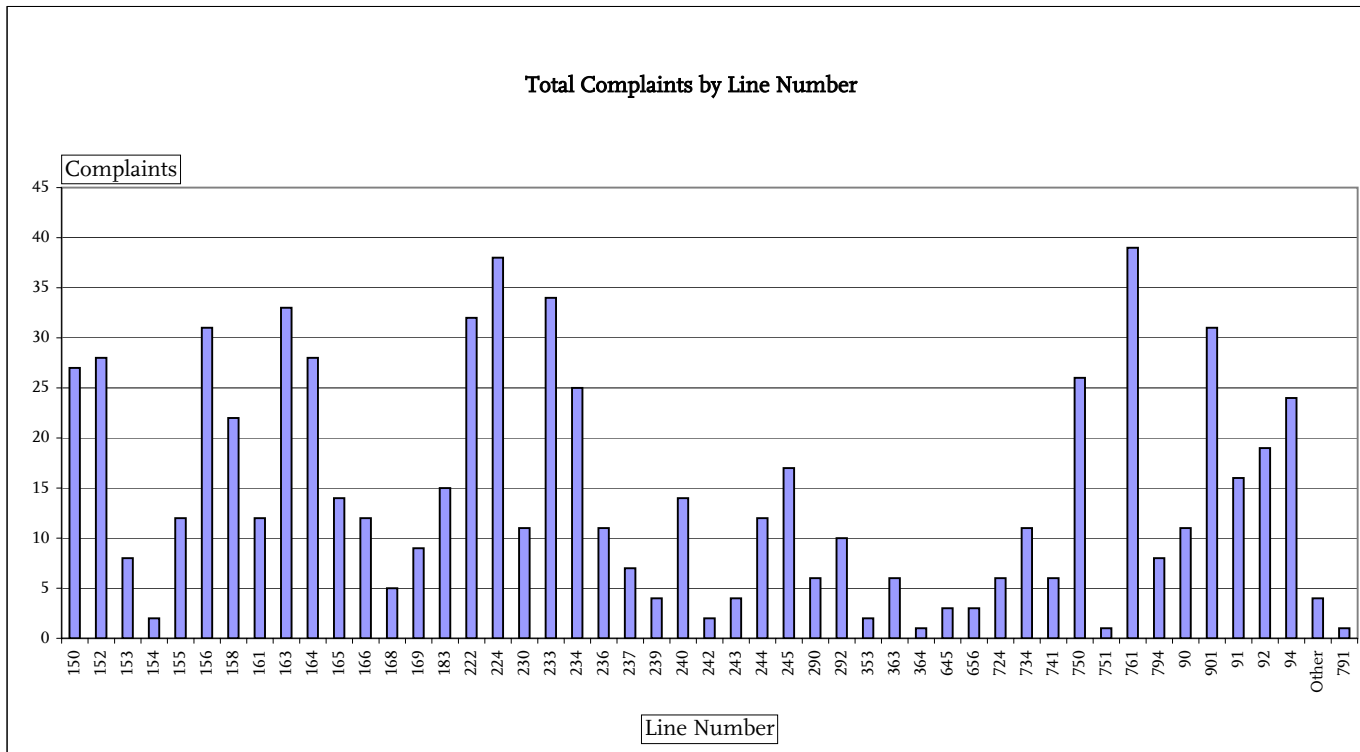
Metro San Fernando Valley
FY09

Complaints by Type
Customer Satisfaction

DESCRIPTION	October-08		Fiscal YTD				October-08	Fiscal YTD	
	Div 8	Div 15	Div 8	Div 15	Sector	Sector %	Metro	Metro Operations	
SCHEDULE ADHERENCE									
EARLY	1	2	4	10	14	1.99%	15	78	1.61%
LATE	8	20	35	54	89	12.66%	102	390	8.03%
NO SHOW	16	42	67	133	200	28.45%	296	1,149	23.65%
Sub Total	25	64	106	197	303	43.10%	413	1,617	33.29%
OPERATOR PERFORMANCE CATEGORIES									
CARRIED PAST STOP	1	2	3	7	10	1.42%	28	94	1.93%
FAILURE TO CALL STOPS			0	0	0	0.00%	1	1	0.02%
GENERAL EMPLOYEE DISCOURTESY			0	0	0	0.00%		7	0.14%
IMPROPER CURB STOP			1	4	5	0.71%	5	29	0.60%
INCORRECT INFORMATION			0	1	1	0.14%	3	9	0.19%
OFF ROUTE	1	2	5	4	9	1.28%	18	59	1.21%
OPERATOR CONDUCT	5	2	21	20	41	5.83%	70	259	5.33%
OPERATOR DISCOURTESY	7	13	20	43	63	8.96%	164	507	10.44%
PASSED UP	11	13	38	56	94	13.37%	283	787	16.20%
SPECIAL OPERATION ISSUES			0	0	0	0.00%		3	0.06%
UNSAFE OPERATION	16	18	32	48	80	11.38%	155	452	9.30%
WRONG FARE		2	0	5	5	0.71%	26	89	1.83%
Sub Total	41	52	120	188	308	43.81%	753	2,296	47.26%
OTHERS									
ACCESSIBLE BUS	2	5	6	16	22	3.13%	52	171	3.52%
ACCIDENT	2	5	9	19	28	3.98%	47	202	4.16%
AUDIO SYSTEM PROBLEM								3	0.06%
BUS STOP			1	0	1	0.14%	17	46	0.95%
CROWDED BUS		2	0	2	2	0.28%	13	42	0.86%
DIRTY BUS			0	0	0	0.00%	8	14	0.29%
FACILITIES			0	0	0	0.00%		9	0.19%
FAULTY EQUIPMENT			0	1	1	0.14%	15	82	1.69%
HC ID CARD			0	0	0	0.00%		3	0.06%
HEADSIGN		1	0	1	1	0.14%	5	12	0.25%
HEAT-A/C			0	0	0	0.00%	7	17	0.35%
LAYOVER ZONE			2	1	3	0.43%	9	24	0.49%
MISC.	3	6	7	20	27	3.84%	63	244	5.02%
ORANGE LINE TVM			0	0	0	0.00%	7	11	0.23%
PASSENGER CONDUCT			1	0	1	0.14%	15	29	0.60%
SENIOR ID CARD			0	0	0	0.00%	8	10	0.21%
SEX HARASSMENT			0	1	1	0.14%		2	0.04%
STUDENT ID CARD			0	0	0	0.00%		1	0.02%
TELEPHONE INFORMATION COMP			0	0	0	0.00%		3	0.06%
TRANSFER	2	2	2	3	5	0.71%	12	20	0.41%
Sub Total	9	21	28	64	92	13.09%	278	945	19.45%
TOTALS	75	137	254	449	703	100.00%	1,444	4,858	100.00%
COMMENDATIONS	5	5	15	22	37		55	217	

**Metro San Fernando Valley
Complaints Report
For the Four Months Ended October 31, 2008**

Complaints	
Line Number	Total
150	27
152	28
153	8
154	2
155	12
156	31
158	22
161	12
163	33
164	28
165	14
166	12
168	5
169	9
183	15
222	32
224	38
230	11
233	34
234	25
236	11
237	7
239	4
240	14
242	2
243	4
244	4
245	12
290	17
292	10
353	2
363	6
364	1
645	3
656	3
724	6
734	11
741	6
750	26
751	1
761	39
794	8
90	11
901	31
91	16
92	19
94	24
Other	4
791	1
Grand Total	703



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

**Metro San Fernando Valley
Complaints Report
For the Four Months Ended October 31, 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		1			5	1				
AccSvc Operator Behavior		1							1											1					
AccSvc Pass Up (Denied)									1		1														
AccSvc Transit Failure (Other)									1					1					1						
AccSvc Wchr Securement									1												2				
Bus Stop (Dmg/Loc/Signs-etc)																									
Carried Past Stop				1		1			1		1										2				1
Disputed/Wrong Fare		2																			2				
Early Schedule								1			1					1	2	1	2				1		
Improper Curb Stop							1			1	1					1					1				
Incorrect Info - Bus Operator					1																				
Late Schedule	3	5	3		1	9	5		6	5		1	2	1	2	7	3			2	3				
Layover Zone																		1							
Misc. Complaint	1	3				1				1						1	3	1	1						1
No Show	5	9	2	1	5	9	12	4	8	11	2	1	1	3	2	11	15	2	4	9	9	5	3	2	
Off Route								1			2							1							
Op. Discourtesy	3				1		1	1	6	1		3					2	2	1	4	4			1	2
Operator Conduct	3	2	1		1	3	1		2		1	1			1		3		2	2	1				
Passed Up	4	3		1	1	5		4	1	5	2	3	2	3	5	7	8	3	4	2					5
Passenger Conduct																									
Sexual Harassment																						1			
Unsafe Operation	7	2	1		1	3	2	1	4	3	4			1	2	2				4	2		1		3
(blank)																									
Transfer Problems												2									1				
Faulty Equipment																									
Headsign Problems																		1							
Crowded Bus (Add'l Svc Rq.)												1													
Grand Total	27	28	8	2	12	31	22	12	33	28	14	12	5	9	15	32	38	11	34	25	11	7	4	14	

**Metro San Fernando Valley
Complaints Report
For the Four Months Ended October 31, 2008**

Complaints																										
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	791	Grand Total
Accessible Service - Pass Up												1	1				1			1			1			6
Accident						1						2	1	2	1		3		1	4					1	28
AccSvc Operator Behavior															1					1						6
AccSvc Pass Up (Denied)																		1								3
AccSvc Transit Failure (Other)																					1					4
AccSvc Wchr Securement																										3
Bus Stop (Dmg/Loc/Signs-etc)																					1					1
Carried Past Stop													1	1				1								10
Disputed/Wrong Fare																									1	5
Early Schedule			1				1								1				1				1			14
Improper Curb Stop																										5
Incorrect Info - Bus Operator																										1
Late Schedule			2	5				2			1	1			2		4	1		4	2	4	3			89
Layover Zone															2											3
Misc. Complaint						2		1							3		2		1	1	2	1	1			27
No Show	1	4	3	8	1	6	1	1			1	1	2		3		2	4	6	1	8	6	6			200
Off Route			1	1	1										1		1									9
Op. Discourtesy	1		1		3					1		1	2	1	3		8			4				5	1	63
Operator Conduct			2	1					1				1	2	2		2		1	4		2	1			41
Passed Up			1	1	1			2		2			2	1	4	1	2		1	1	2	2	3			94
Passenger Conduct																					1					1
Sexual Harassment																										1
Unsafe Operation			1	1		1					1		1		3		9	2	1	7	1	3	4	2		80
(blank)																										
Transfer Problems													1					1								5
Faulty Equipment																						1				1
Headsign Problems																										1
Crowded Bus (Add'l Svc Rq.)																	1									2
Grand Total	2	4	12	17	6	10	2	6	1	3	3	6	11	6	26	1	39	8	11	31	16	19	24	4	1	703