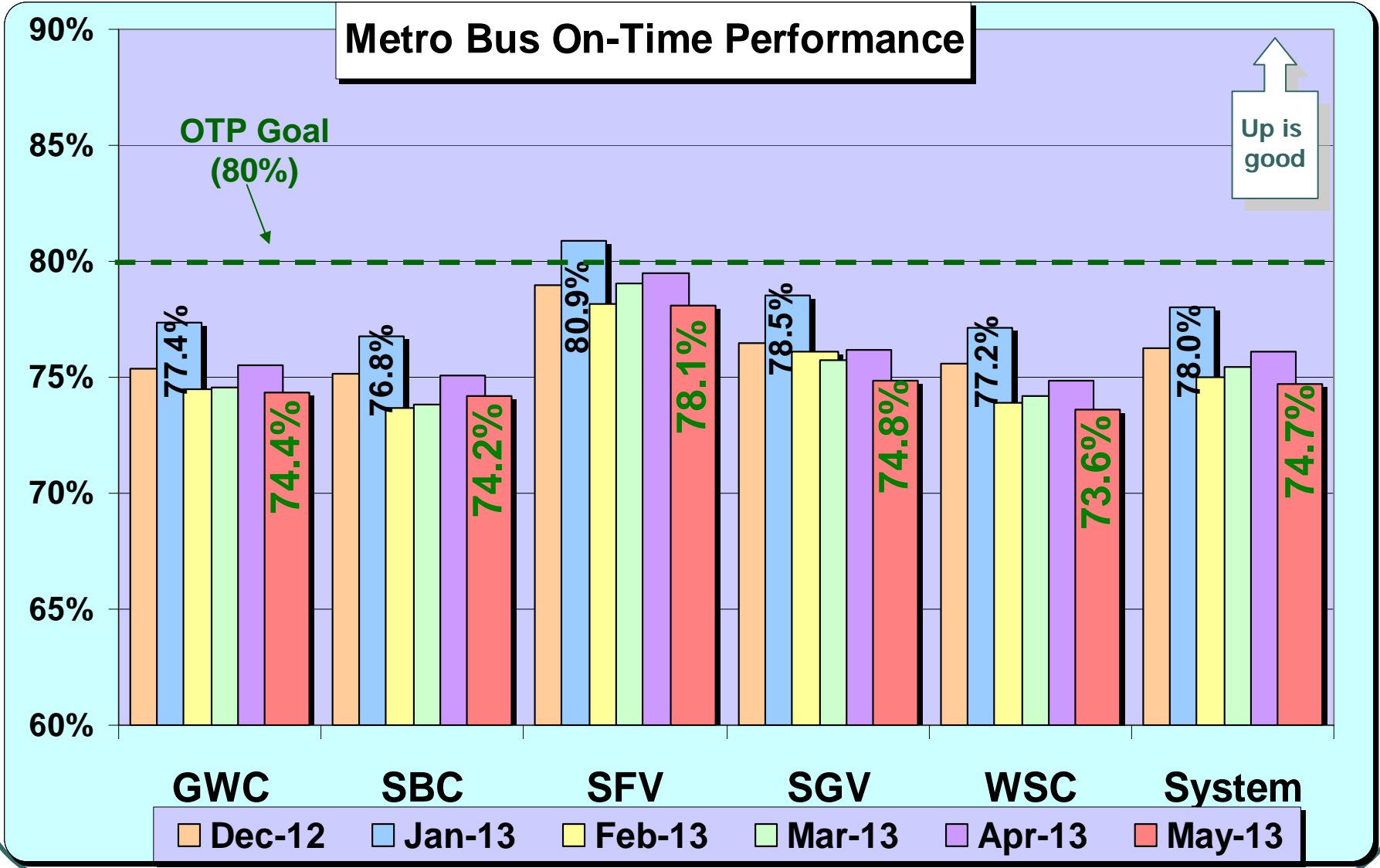


*Metro San Gabriel Valley
Service Council
July 8, 2013 Meeting*

Performance Report on
May 2013 Service

SGV Service Council July 2013 Meeting



Customer Complaints

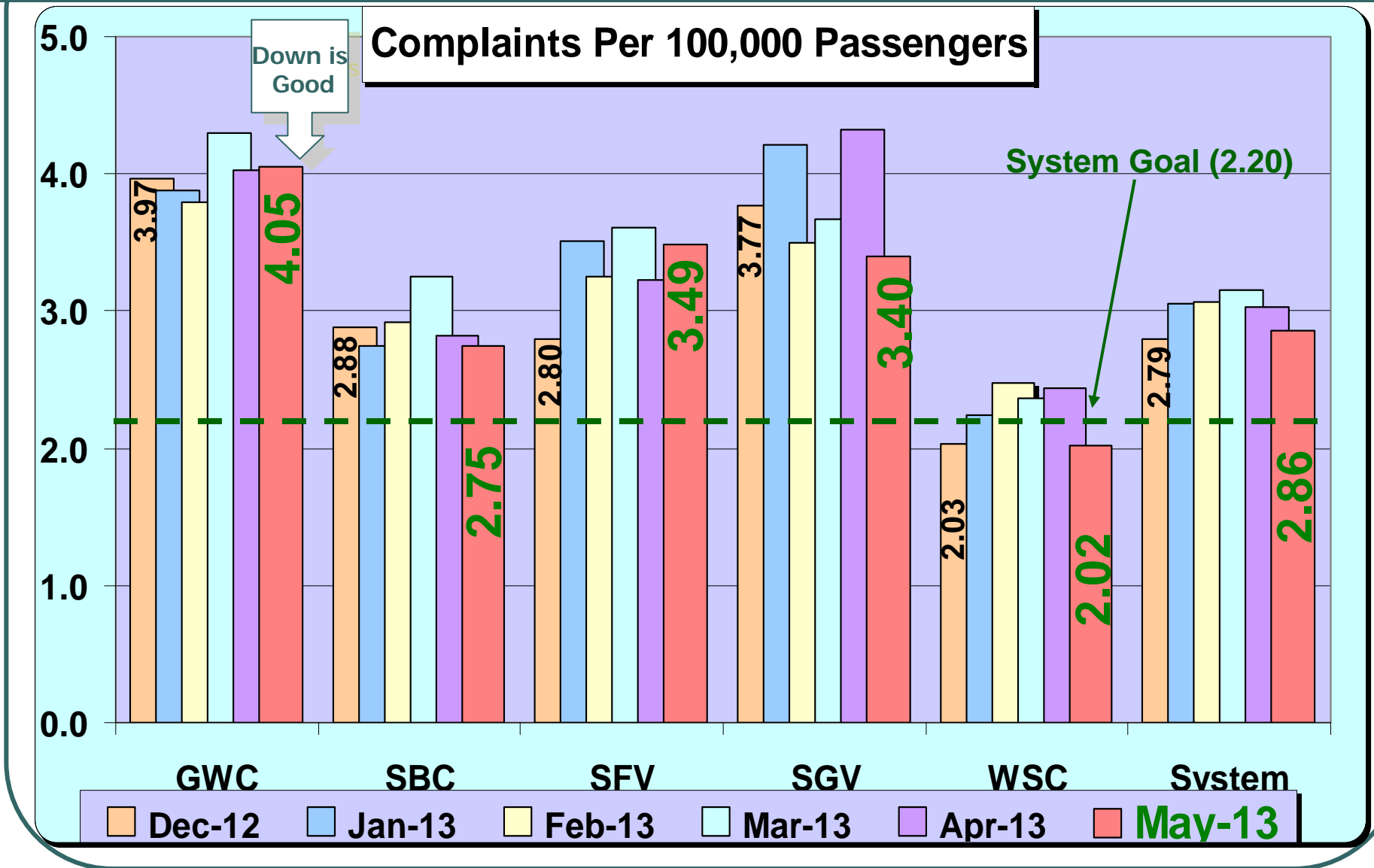
Customers complaints to Metro Customer Relations are entered into PCMS (Passenger Complaint Management System).

During the 3 months March, April & May 2013 a total of 2,825 complaints were made related to Metro bus service, which equals a rate of 2.98 bus customer complaints per 100,000 passengers

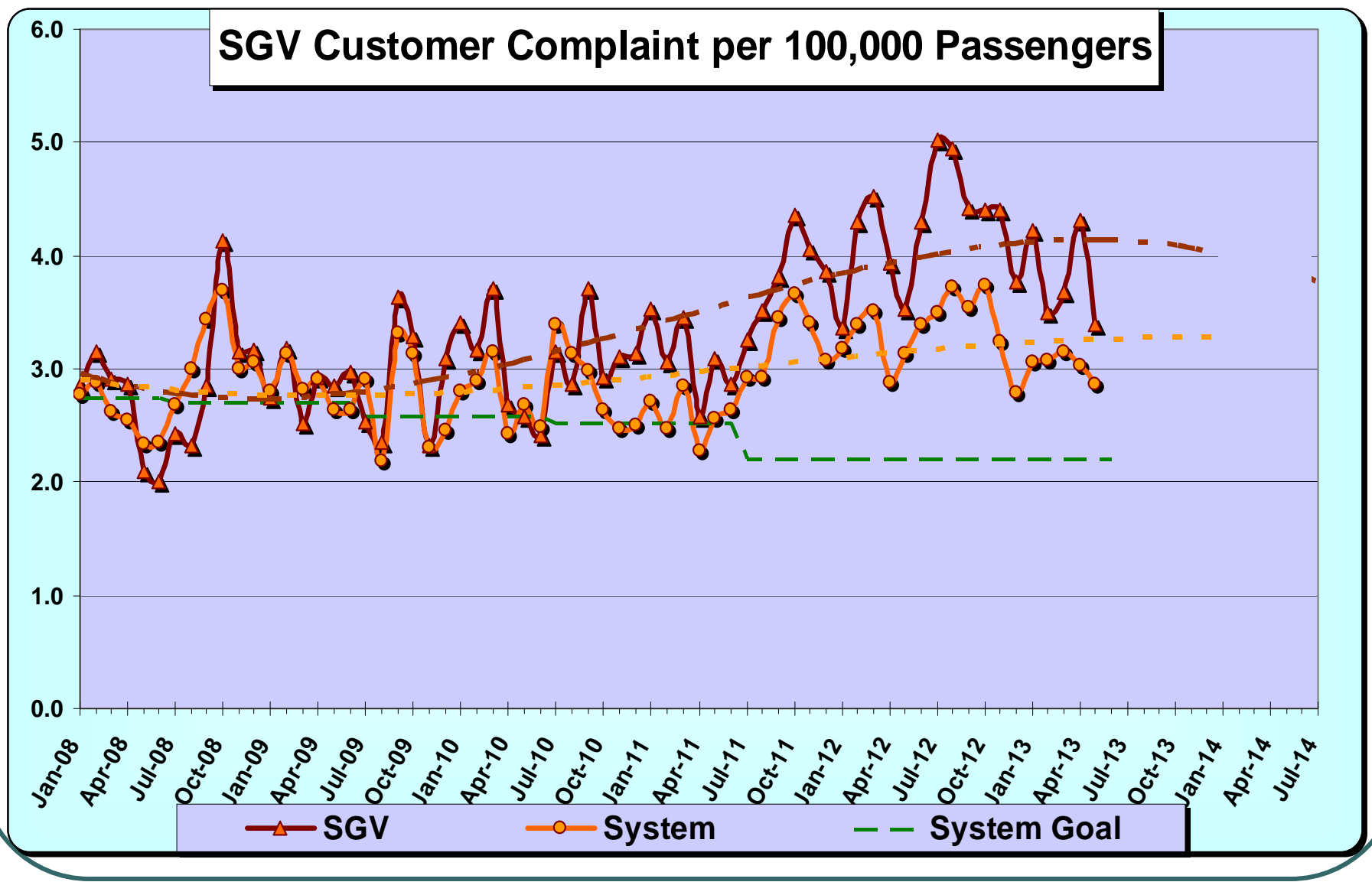
72% Phone; 16% Metro internet; 10% E-Mail; and 2% other entry types

If a complaint is NOT entered into PCMS, even if a response is provided to the customer, the complaint is not counted in the statistics that are reported.

SGV Service Council July 2013 Meeting



SGV Service Council July 2013 Meeting



SGV Service Council July 2013 Meeting

Metro Bus Passenger Complaints Received in March, April & May 2013

Comp.	Complaint Description	%	Type	Comp.	Complaint Description	%	Type
622	Passed Up	22.0%	Pass-Up	11	Incorrect Info - Bus Operator	0.4%	Oper
368	No Show	13.0%	No Show	9	AccSvc Pass Up (Advised)	0.3%	ADA
350	Op. Discourtesy	12.4%	Oper	9	Headsign Problem	0.3%	Maint
344	Late Schedule	12.2%	Sched	8	Faulty Equipment	0.3%	Maint
223	Misc. Complaint	7.9%	Misc	6	Layover Zone	0.2%	Bus Stop
215	Unsafe Operation	7.6%	Oper	5	AccSvc Wchr Securement	0.2%	ADA
143	Accident	5.1%	Oper	5	Psgr. Conduct/Security Issues	0.2%	Misc
92	Operator Conduct	3.3%	Oper	3	Crowded Bus (Add'l Svc Rq.)	0.1%	Sched
85	Disputed/Wrong Fare	3.0%	Fare	3	Dirty Bus	0.1%	Maint
60	Early Schedule	2.1%	Oper	3	HC I.D. Card	0.1%	ADA
56	Carried Past Stop	2.0%	Oper	3	Sexual Harassment	0.1%	Misc
38	Accessible Service - Pass Up	1.3%	ADA	2	Bus Stop (Dmg/Loc/Signs-etc)	0.1%	Maint
34	AccSvc Operator Behavior	1.2%	ADA	2	Gen. Emp. Discourtesy	0.1%	Oper
28	Off Route	1.0%	Oper	2	Heat/Air Conditioning	0.1%	Maint
22	AccSvc Trans. Failure (Othe	0.8%	ADA	1	AccSvc Pass-Up (Equipment)	0.0%	ADA
20	Improper Curb Stop	0.7%	Oper	1	Audio System Problem	0.0%	Maint
17	AccSvc Pass Up (Denied)	0.6%	ADA	1	Senior I.D. Card	0.0%	Fare
17	Transfer Problem	0.6%	Fare	1	Student I.D. Card	0.0%	Fare
16	Passenger Conduct	0.6%	Misc				
				2,825	93,808,194	2.93	

SGV Service Council July 2013 Meeting

Summary of Bus Passenger Total Complaints March, April & May 2013

Type	Categories	Complaints	%
Oper	10	977	34.6%
Passed Up	1	622	22.0%
No Show	1	368	13.0%
Sched	2	347	12.3%
Misc	4	247	8.7%
ADA	8	129	4.6%
Fare	4	104	3.7%
Maint	6	25	0.9%
Bus Stop	1	6	0.2%
Totals	37	2,825	100%

SGV Service Council July 2013 Meeting

SGV Bus Lines Customer Complaints March – May 2013 pg. 1

Line	Branch	SC	Shared	Line Name	Complaints	Ridership	Complaints per 100,000
177		SGV		JPL-Pasadena-Sierra Madre V. Sta via Calif. & Foothill	0	11,309	0.00
66		WSC	SGV	Wilshire Ctr-Downtown LA-Montebello via 8th & Olympic	14	1,512,499	0.93
762		SGV	GWC	Pasadena-Artesia Sta. via Atlantic	4	311,477	1.28
70		SGV		Downtown LA – El Monte via Garvey	19	1,114,838	1.70
687	686	SGV		Altadena-Pasadena via Colorado, Allen/Los Robles, Fair Oaks	3	152,055	1.97
256		SGV		Altadena-Commerce via Hill - Avenue 64 - Eastern	3	137,894	2.18
76		SGV		Downtown LA – El Monte via Valley	23	883,055	2.60
770		SGV		Pasadena-Wash/Fairfax via Colorado-Hollywood-Fairfax	17	644,207	2.64
190	194	SGV		El Monte Sta-Cal Poly Pomona via Ramona & Valley	22	681,303	3.23
260		SGV	GWC	Altadena – Artesia Sta via Fair Oaks & Atlantic	39	1,133,790	3.44
180	181	SGV	WSC	Hollywood-Glendale-Pasadena via Los Feliz & Colorado	36	1,044,358	3.45
780		SGV	WSC	Downtown LA-El Monte Sta via Garvey & Chavez	27	713,366	3.78
84	68	SGV	WSC	Downtown LA-Eagle Rock via Eagle Rock/East LA College via Chavez	36	847,029	4.25

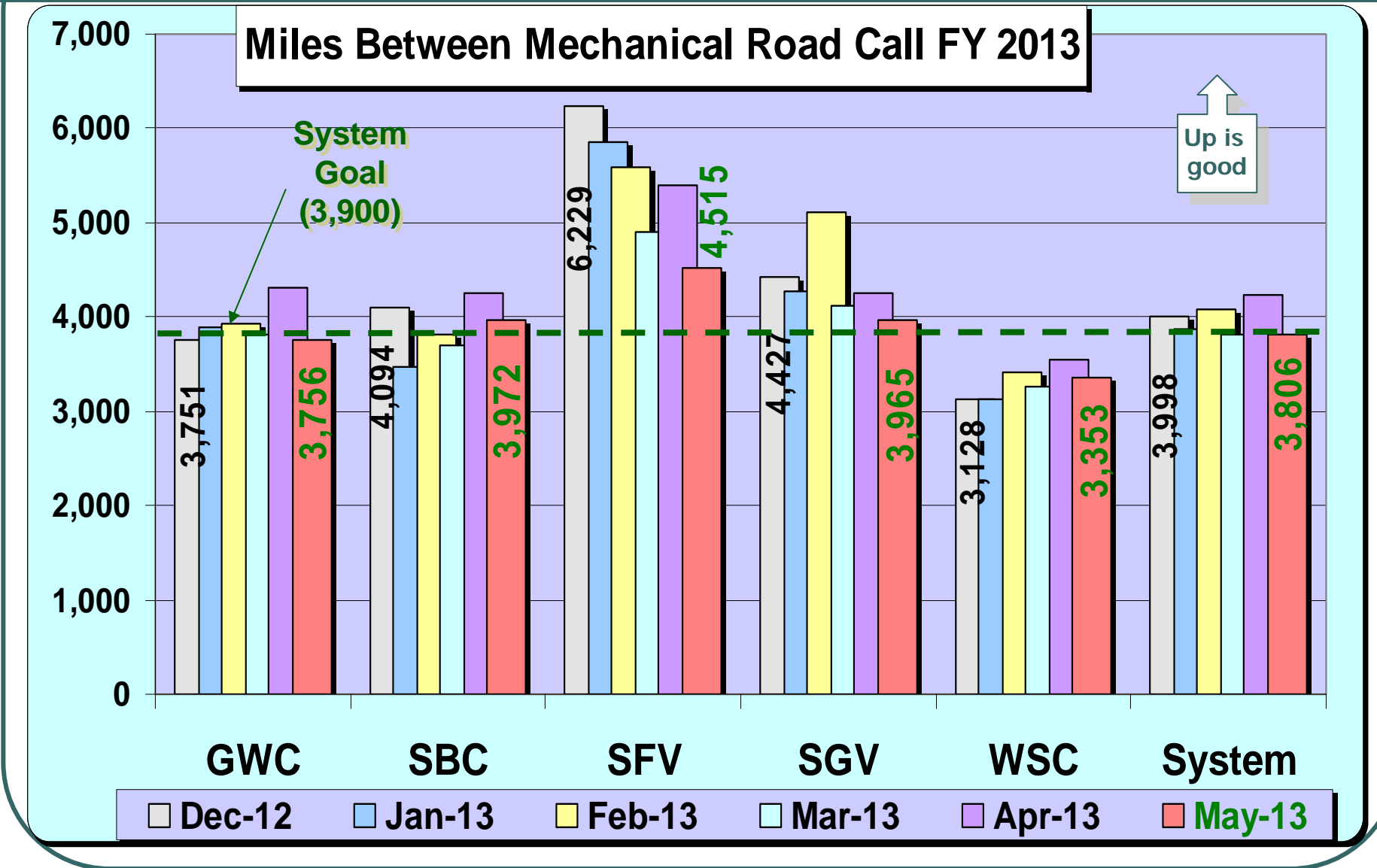
SGV Service Council July 2013 Meeting

SGV Bus Lines Customer Complaints March – May 2013 pg. 2

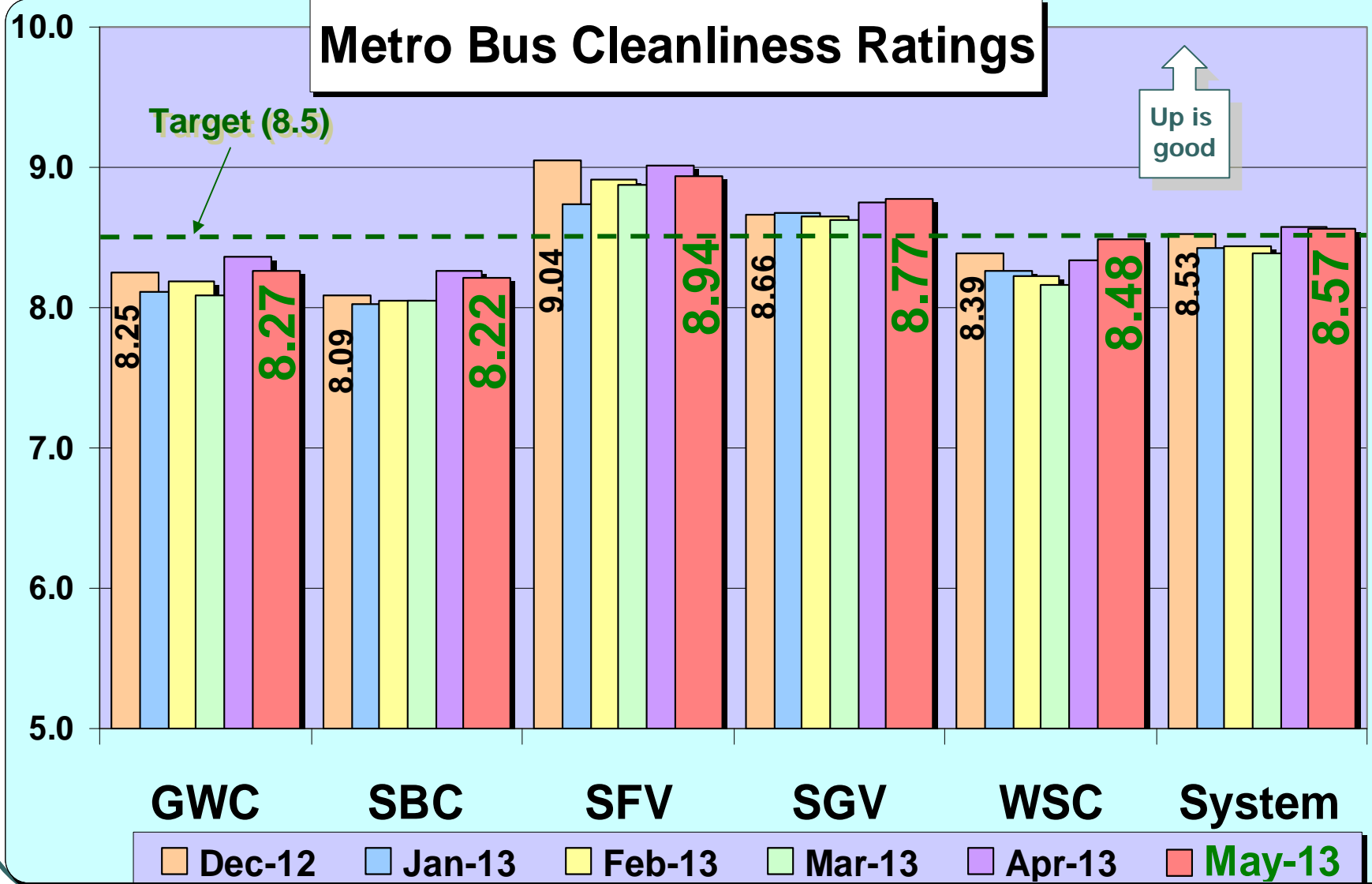
Line	Branch	SC	Shared	Line Name	Complaints	Ridership	Complaints per 100,000
176		SGV		Highland Park-Montebello via Mission, Tyler & Rush	6	133,538	4.49
266		SGV	GWC	Pasadena-Lakewood via Rosemead & Lakewood	17	368,267	4.62
78	79-378	SGV		Downtown LA-Arcadia via Las Tunas & Huntington	48	985,840	4.87
258		SGV	GWC	Alhambra-Paramount via Fremont & Eastern	7	137,259	5.10
910		SGV	SBC	Metro Silver Line	58	946,982	6.12
254		GWC	SGV	Boyle Heights-103rda via Lorena & Boyle	4	61,567	6.50
487	489	SGV		Downtown LA-Sierra Madre Villa Sta-El Monte Sta	20	302,359	6.61
270		SGV	GWC	Monrovia – Norwalk Sta via Workman Mill& Peck	15	185,015	8.11
665		SGV		Cal State LA-City Terrace Shuttle	5	55,901	8.94
267	264	SGV		Altadena-Duarte; Altadena-El Monte	29	304,066	9.54
485		SGV		Downtown LA-Altadena via Fremont& Lake	11	101,411	10.85
268		SGV		La Cañada Flintridge-El Monte via Baldwin& Wash.	23	184,554	12.46
577		GWC	SGV	El Monte Sta-Long Beach VA Med.Ctr via I-605 Fwy	8	50,803	15.75
					243	9,187,180	2.64



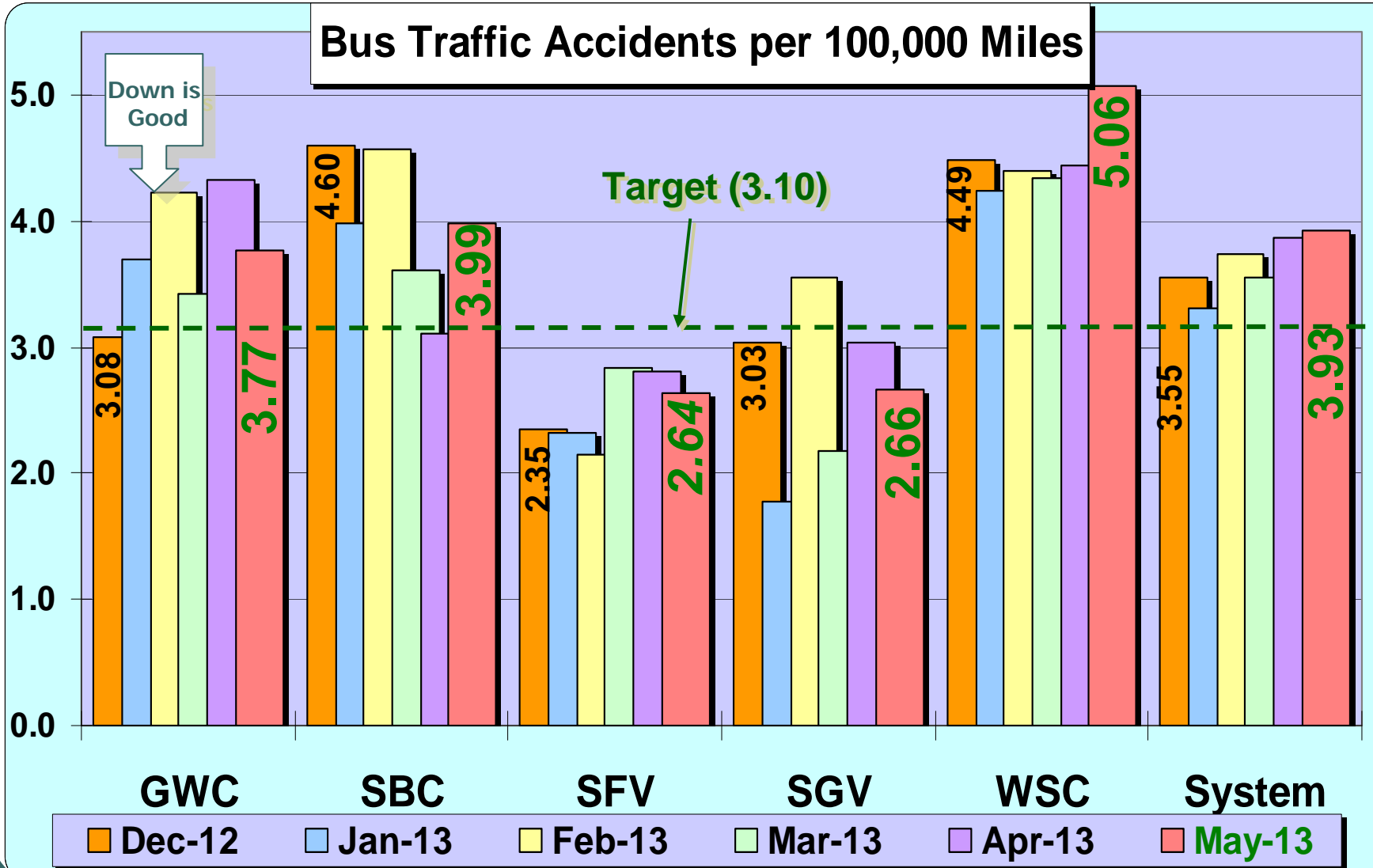
SGV Service Council July 2013 Meeting



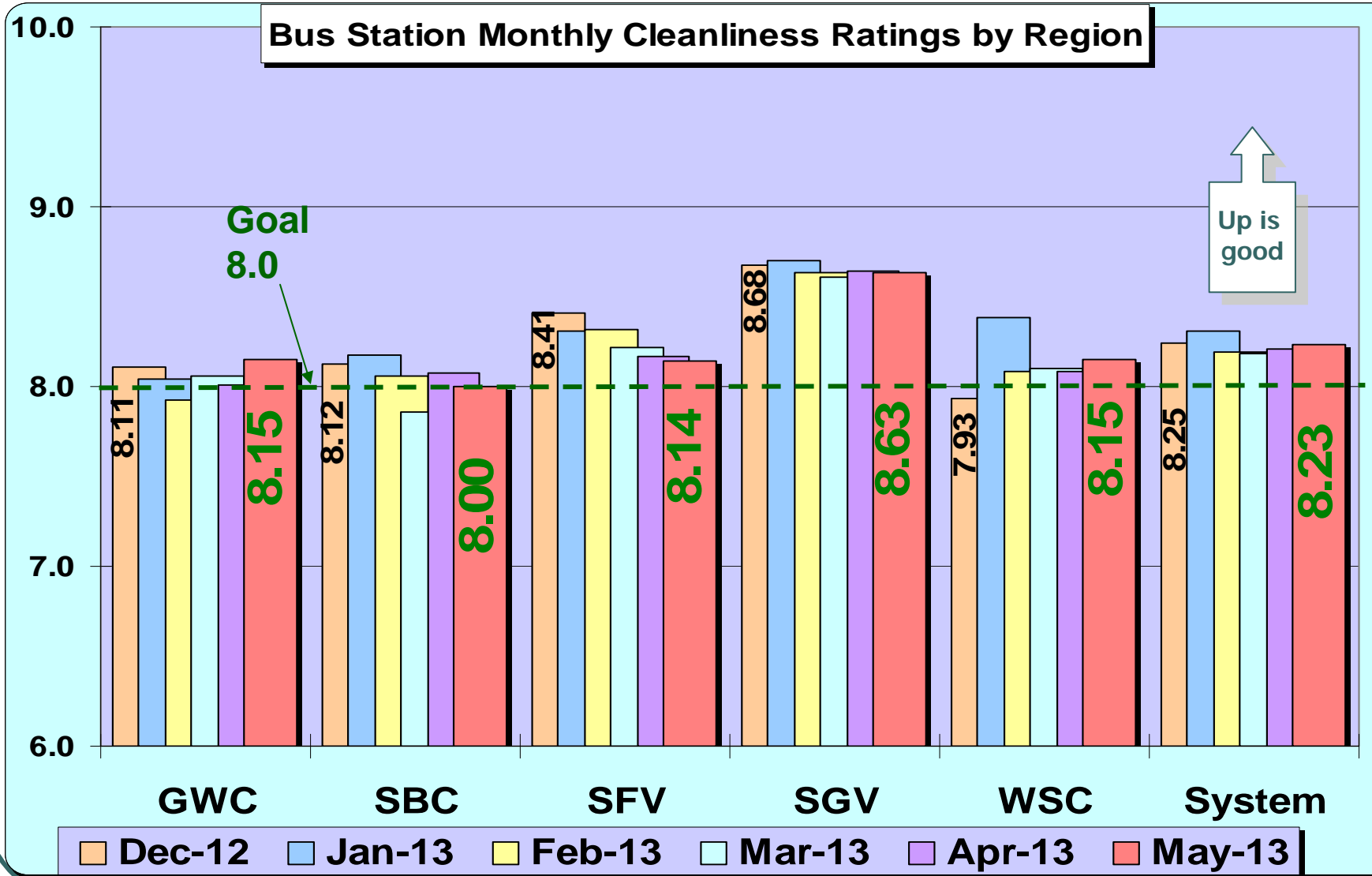
SGV Service Council July 2013 Meeting



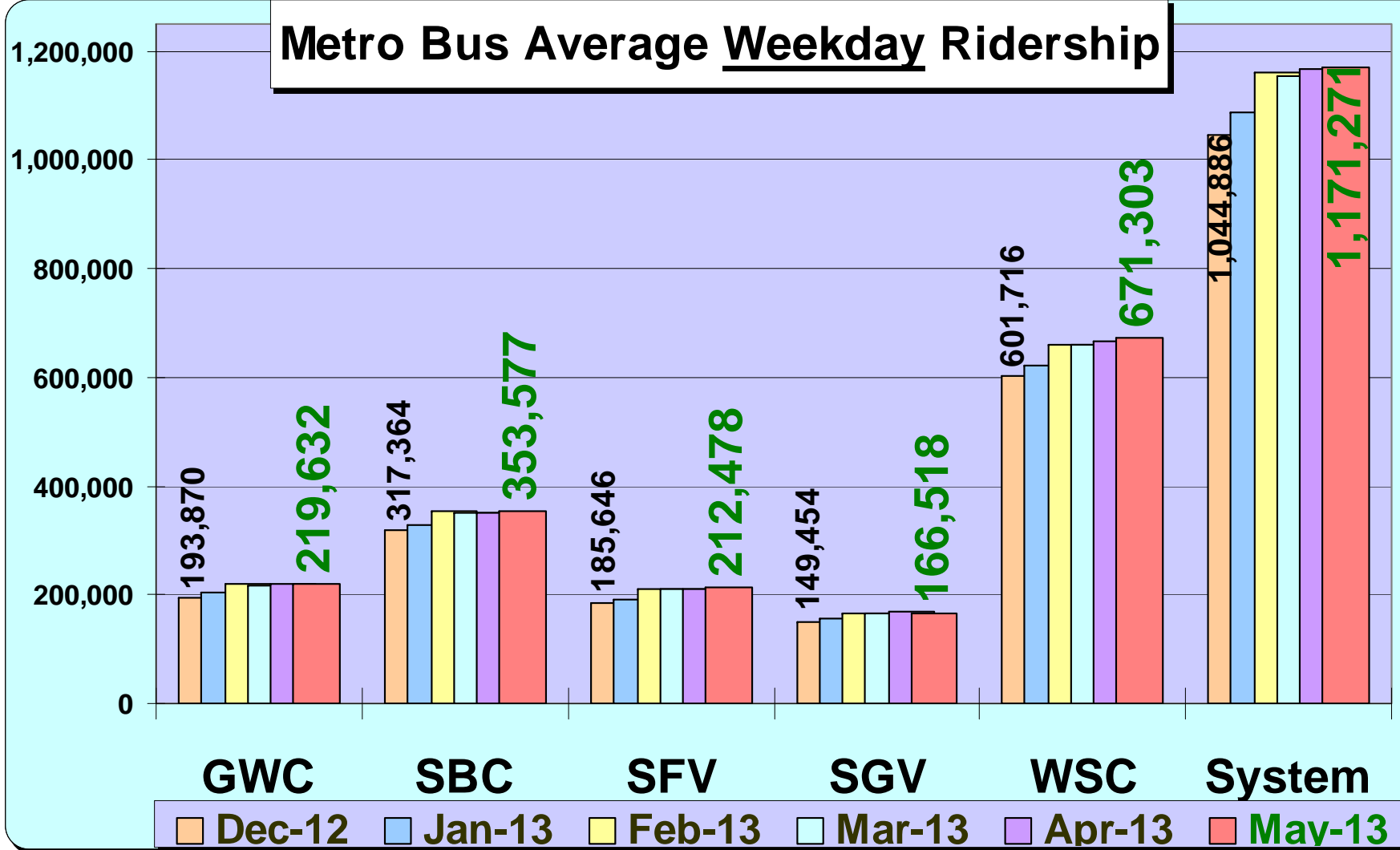
SGV Service Council July 2013 Meeting



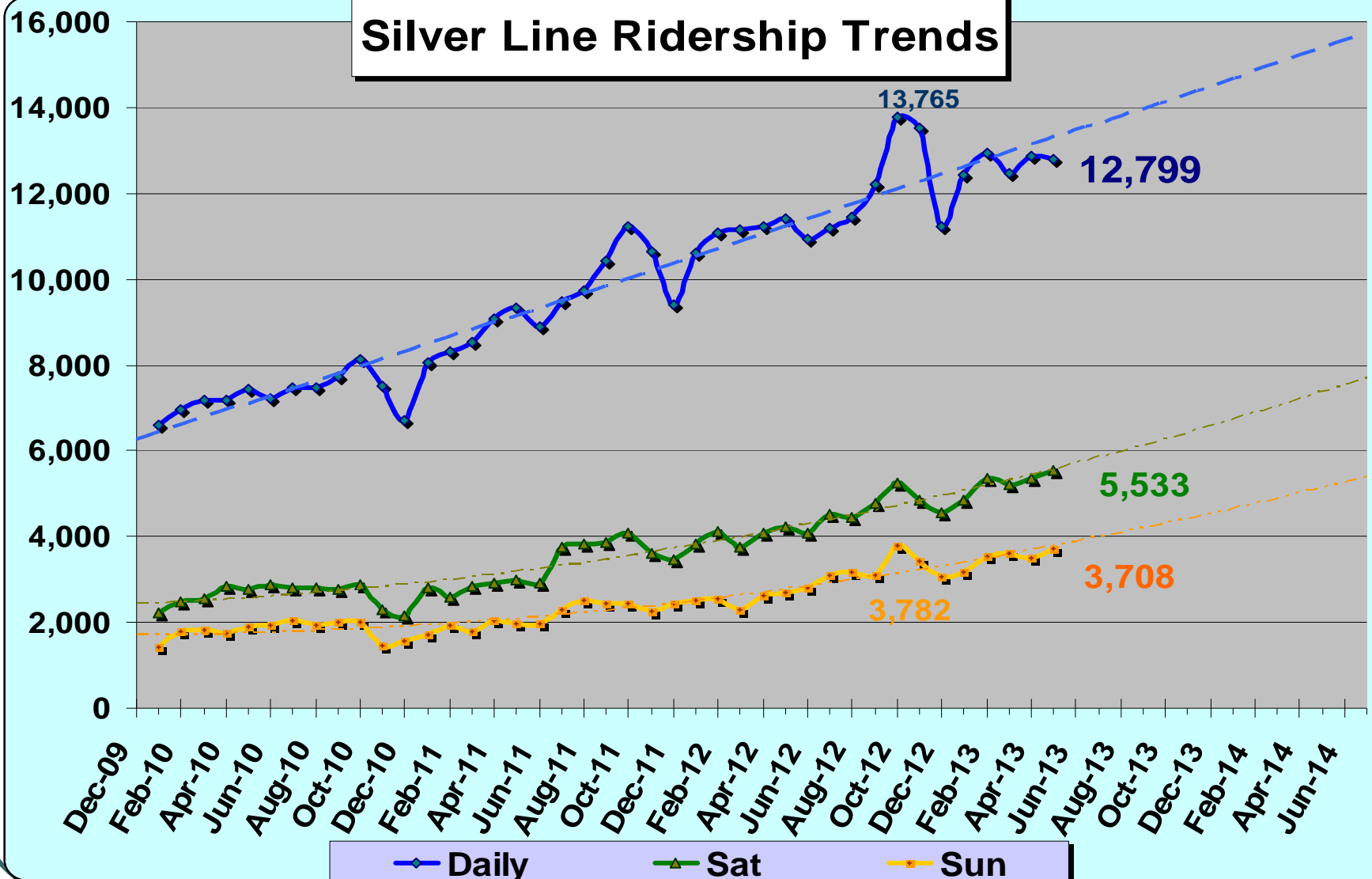
SGV Service Council July 2013 Meeting



SGV Service Council July 2013 Meeting

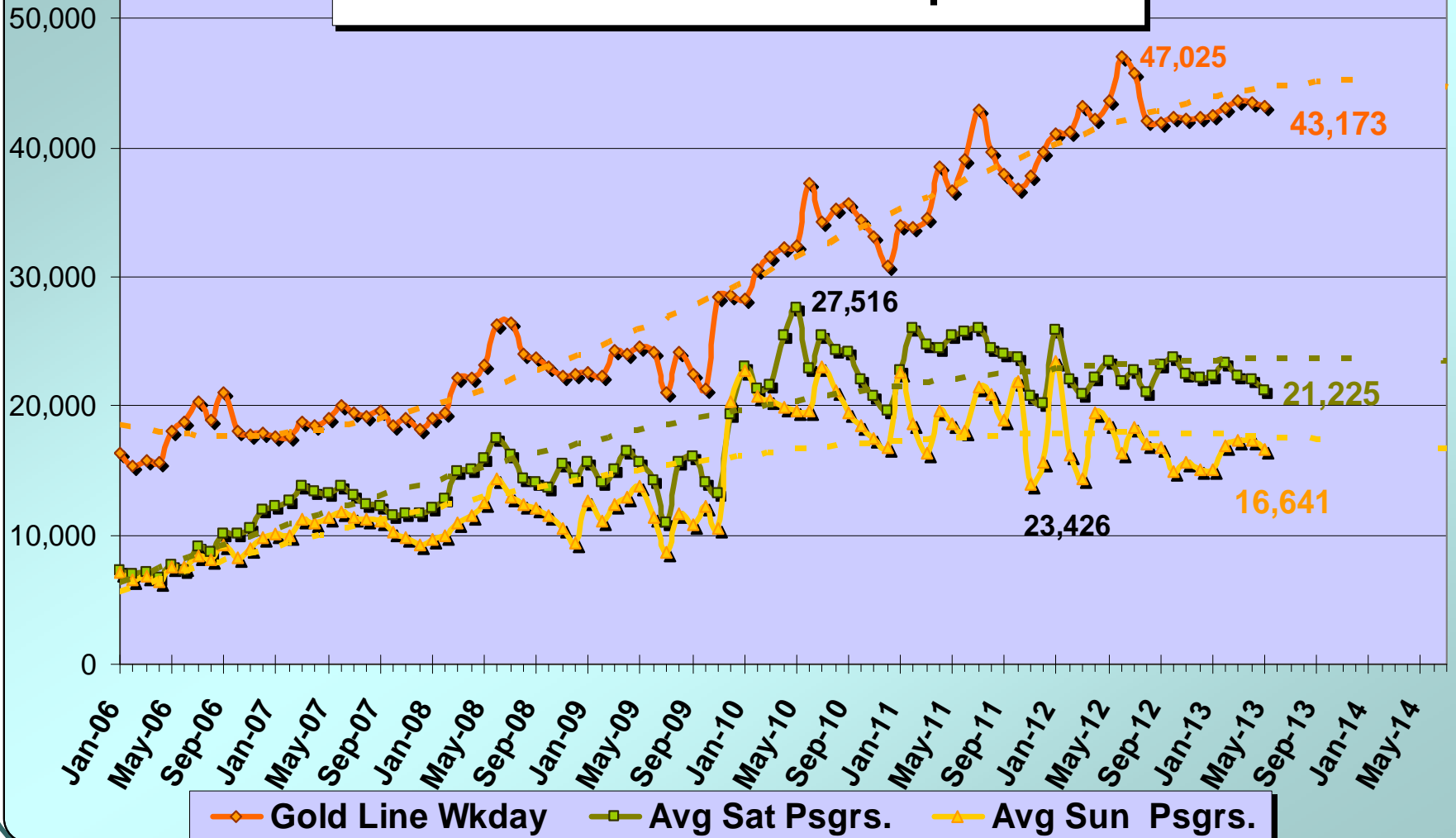


SGV Service Council July 2013 Meeting



SGV Service Council July 2013 Meeting

Metro Gold Line Ridership Trends



Metro San Gabriel Valley Service Council



July 8, 2013



Questions

