



SERVICE : How are we doing?



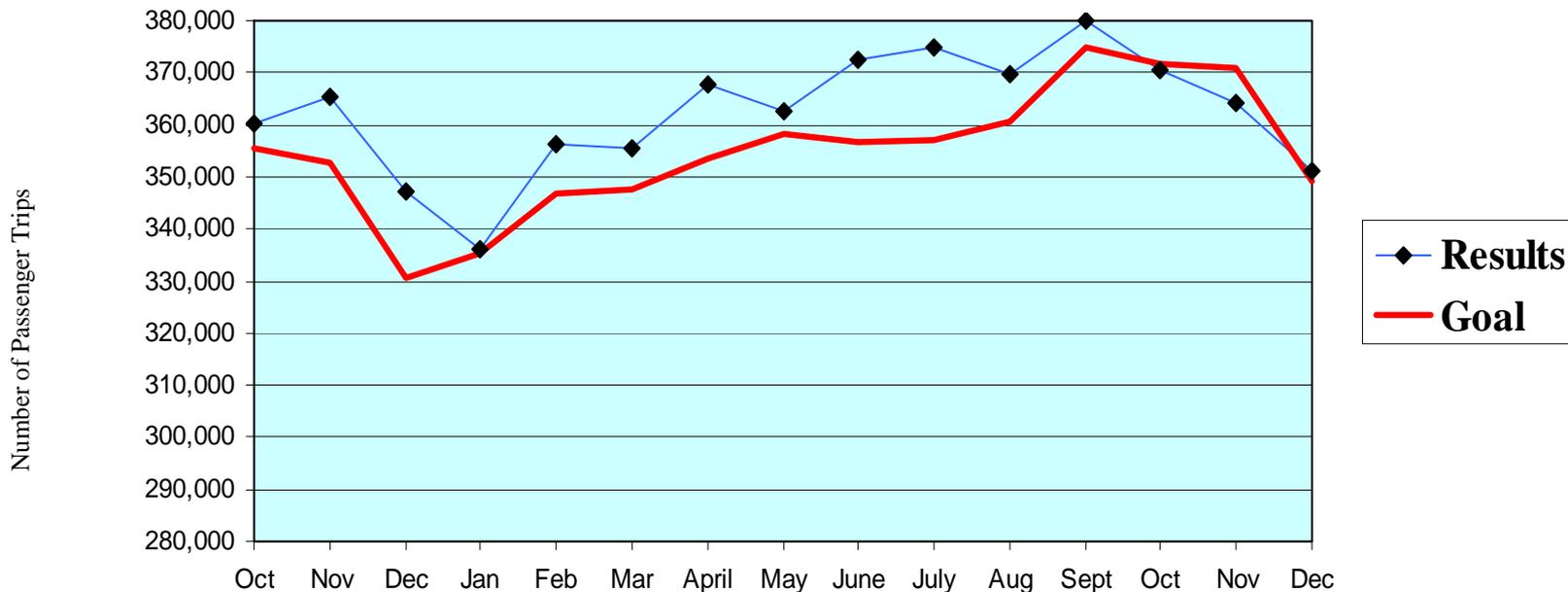
Quarterly Service Performance Review
Second Quarter FY09
October - December, 2008
Engineering & Operations Committee
February 12, 2009

FY09 Second Quarter Overview...

- ✓ Core system ridership growth trending down and turned negative in January
- ✓ Service reliability below goal
- ✓ Car availability/reliability below goal, challenging period for RS&S
- ✓ All other availability indicators above goal
- ✓ Passenger Environment Survey indicators at or above goal except for train cleanliness and train announcements
- ✓ Customer complaints moderately higher due to holiday service plan



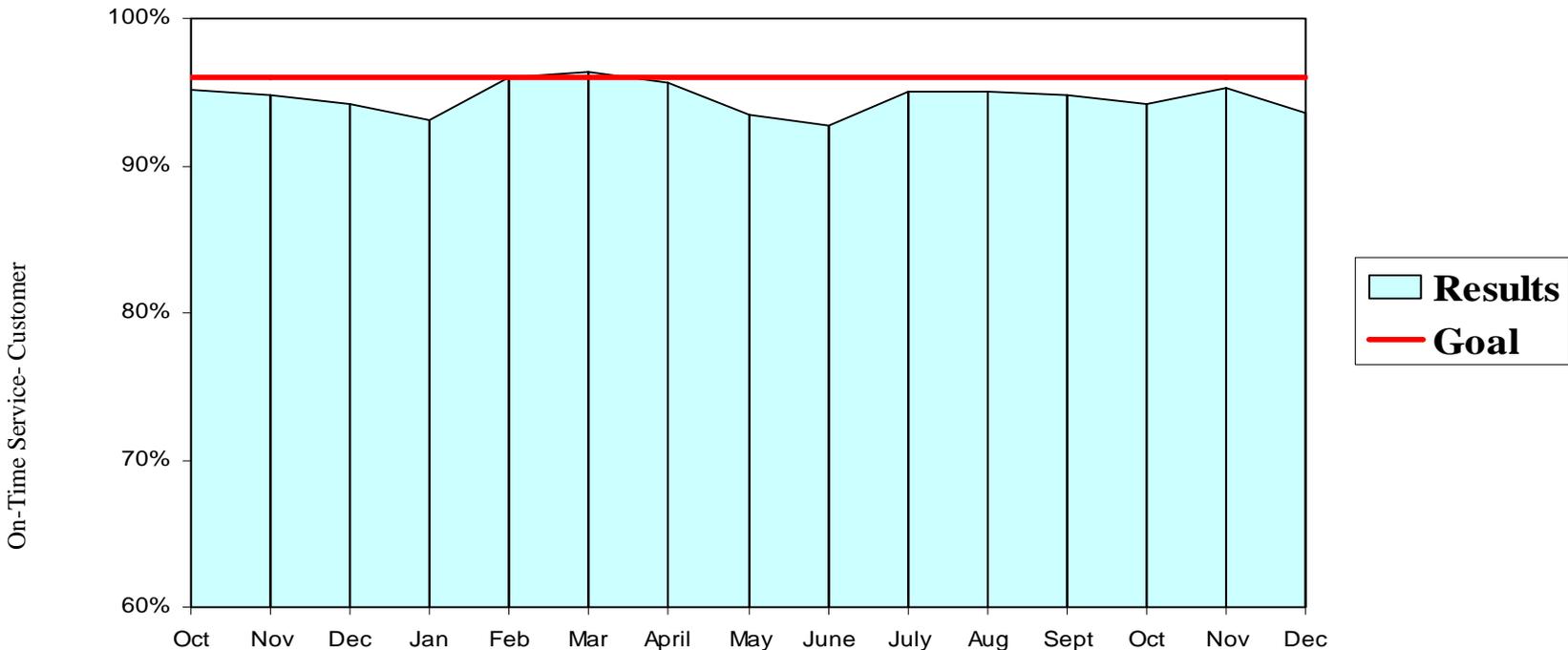
Customer Ridership



- ✓ Total ridership dropped below budget by 1.1% and grew by only 1% over last year
- ✓ Average weekday ridership up 1.2% over same quarter last year; core weekday ridership up by 0.1% and SFO Extension weekday ridership up by 12.7%
- ✓ Beginning in January, core system ridership was less than last year



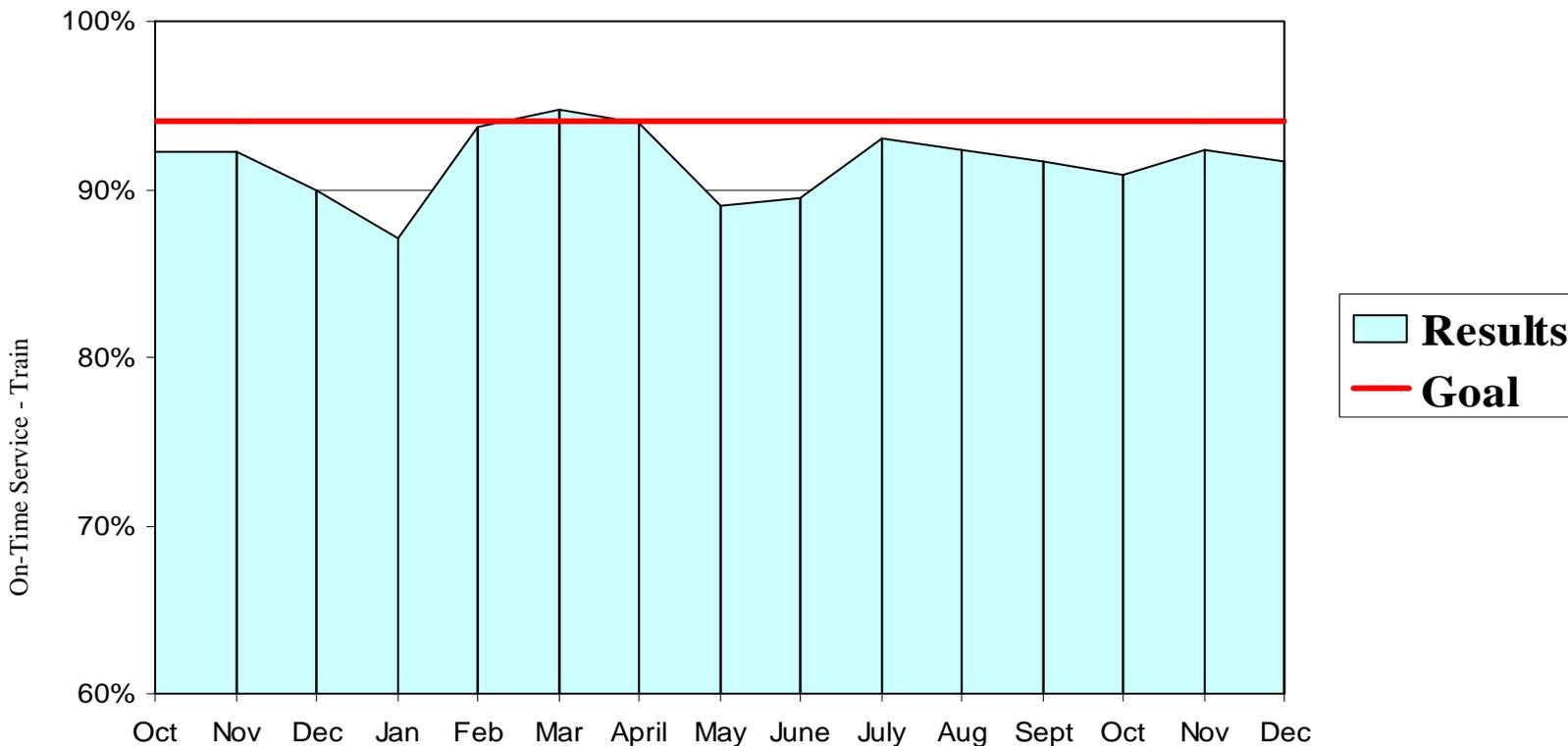
On-Time Service - Customer



✓ Goal not met but continuing to exceed 94% on-time performance

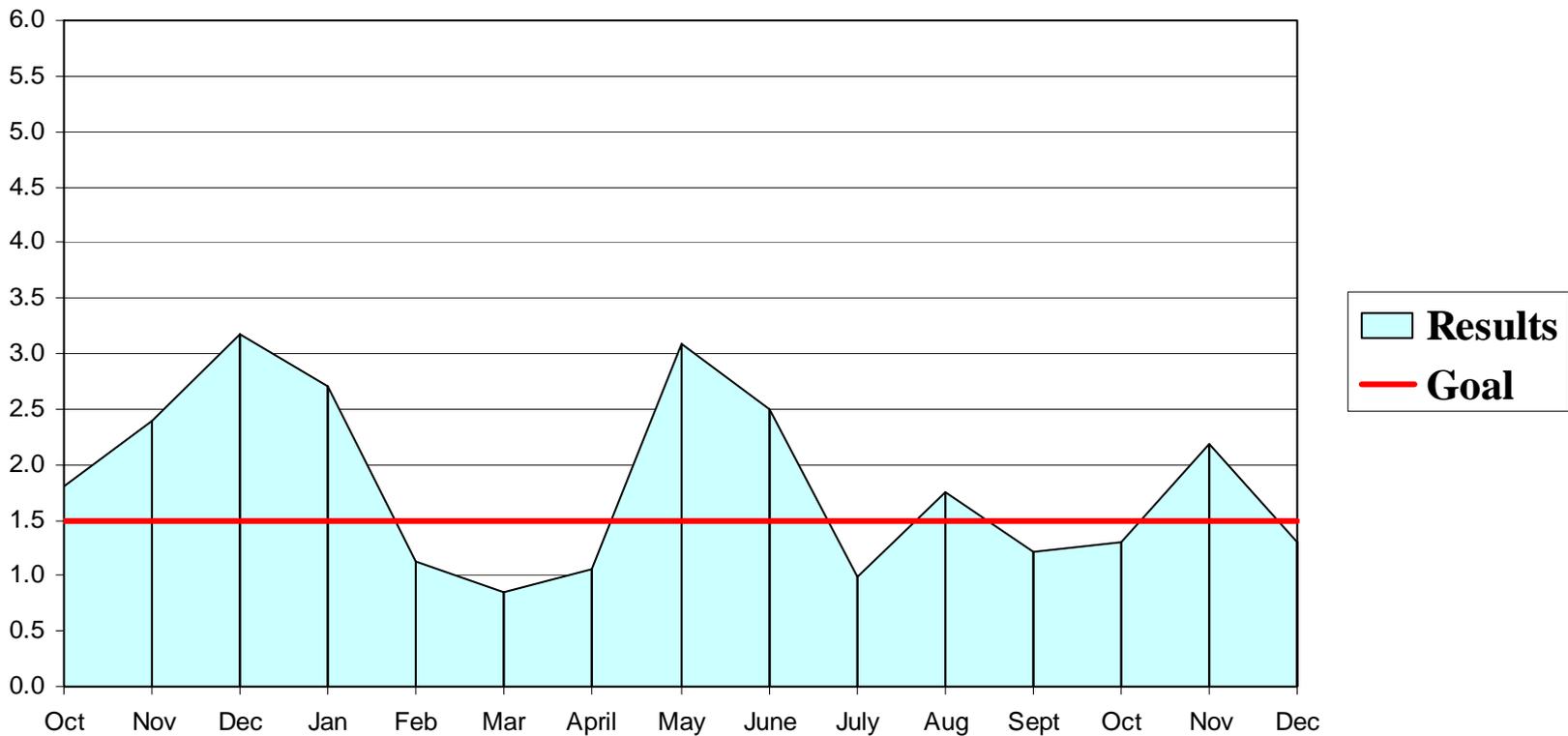


On-Time Service - Train



- ✓ Performance below goal but improved over same quarter last year
- ✓ Over 41% of all late trains were due to “miscellaneous” causes
- ✓ Most disruptive events were: arcing and fire at West Oakland (230 trains); cracked rail at Civic Center (154 trains); train control problem at Balboa Park (95 trains); Transbay Tube water condition due to construction (89 trains) and a train coupler problem at Glen Park (79 trains)

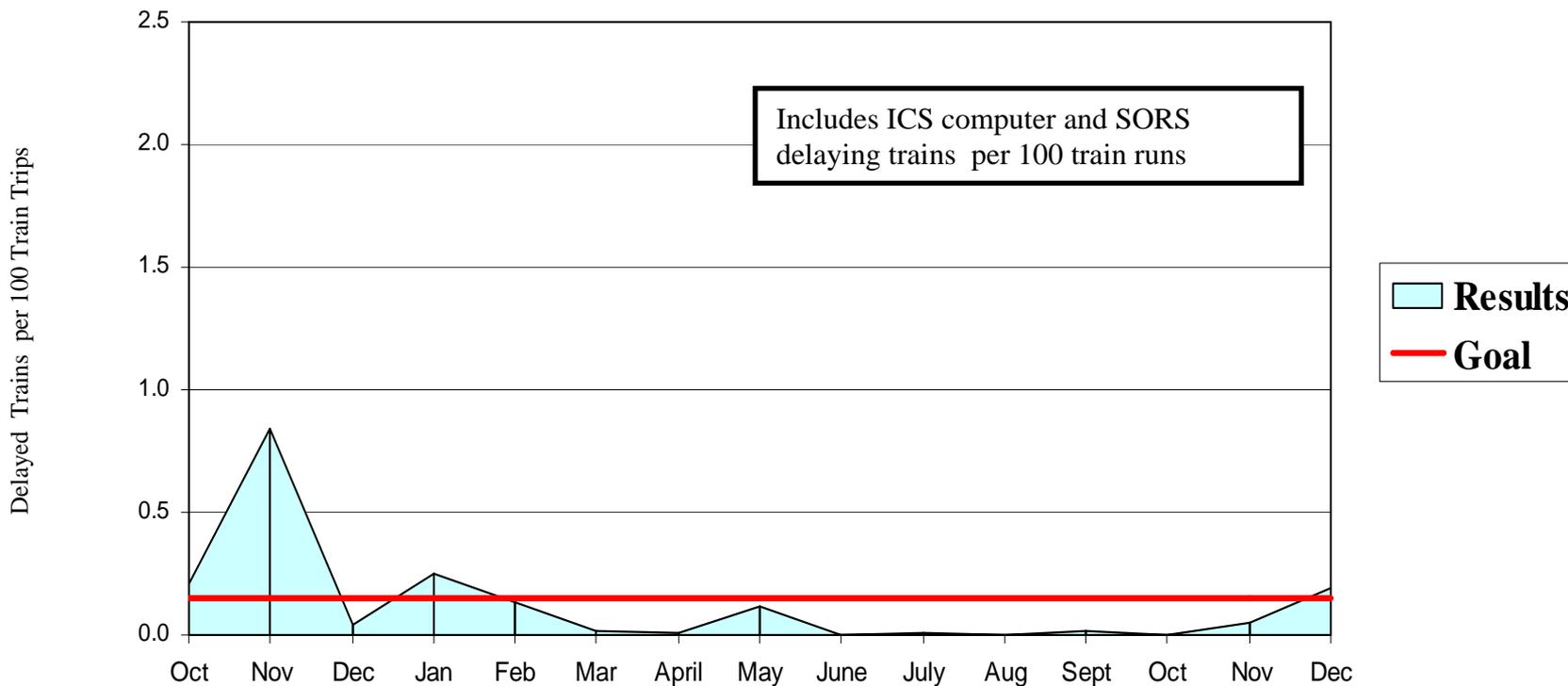
Wayside Train Control System



- ✓ Goal not met due to November
- ✓ Focus area for service improvement



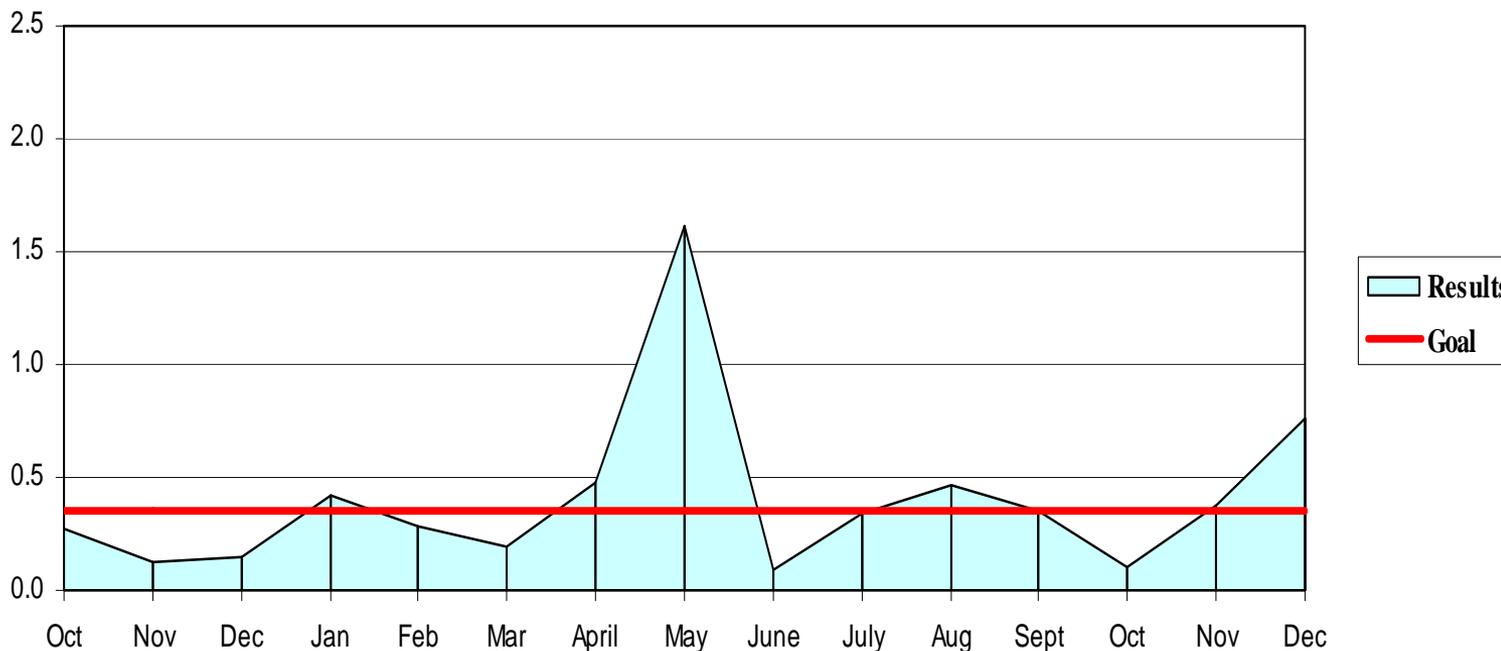
Computer Control System



- ✓ Goal met
- ✓ Reaping reward of ICS re-architecture



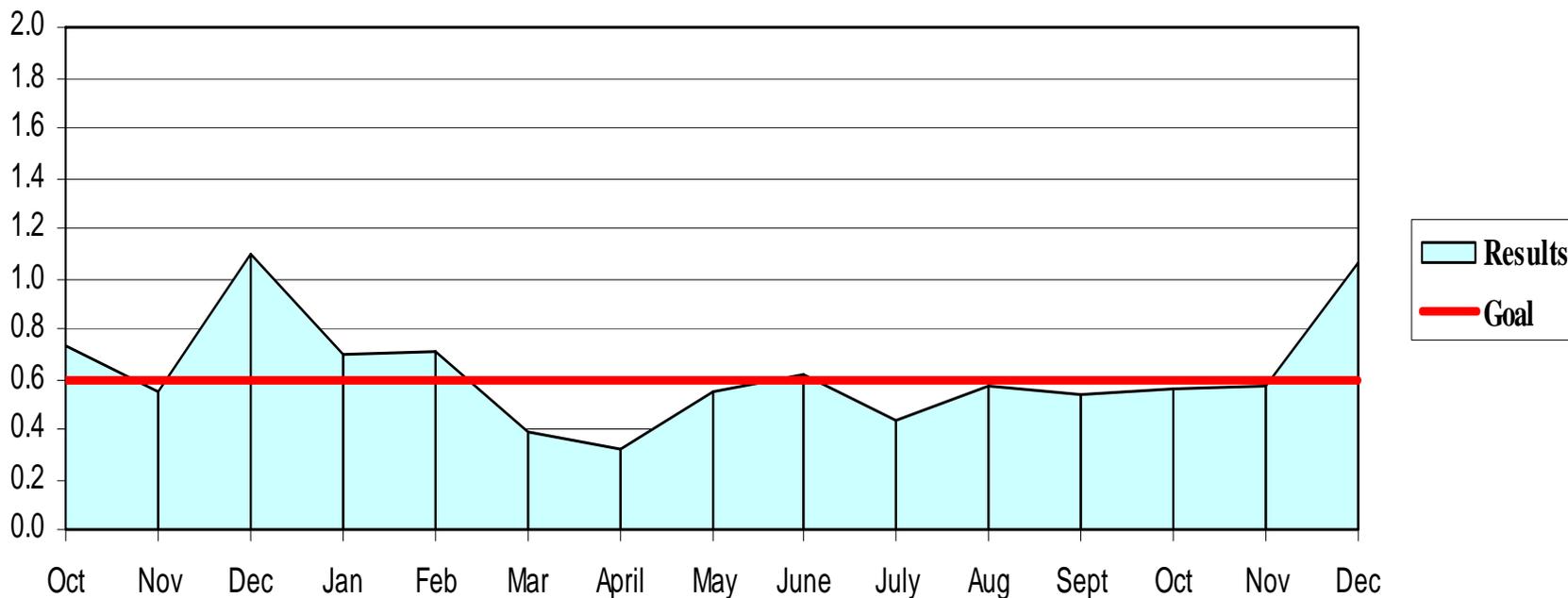
Traction Power



- ✓ Goal not met
- ✓ Several improvement initiatives underway including limited coverboard bracing retrofit and improved response times to downed coverboards



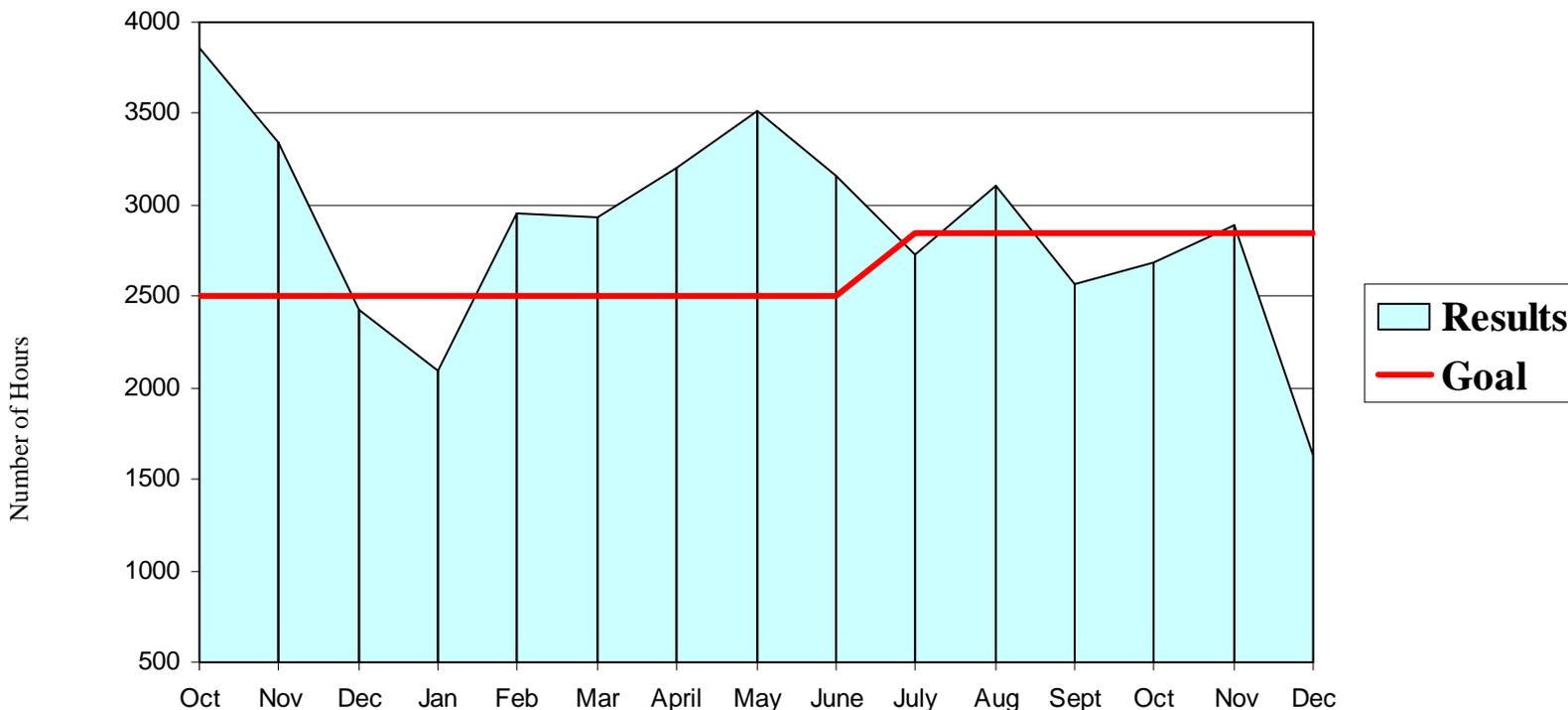
Transportation



- ✓ Goal not met
- ✓ Increase in “late dispatches” due to emphasis on completing scheduled train “breaks”

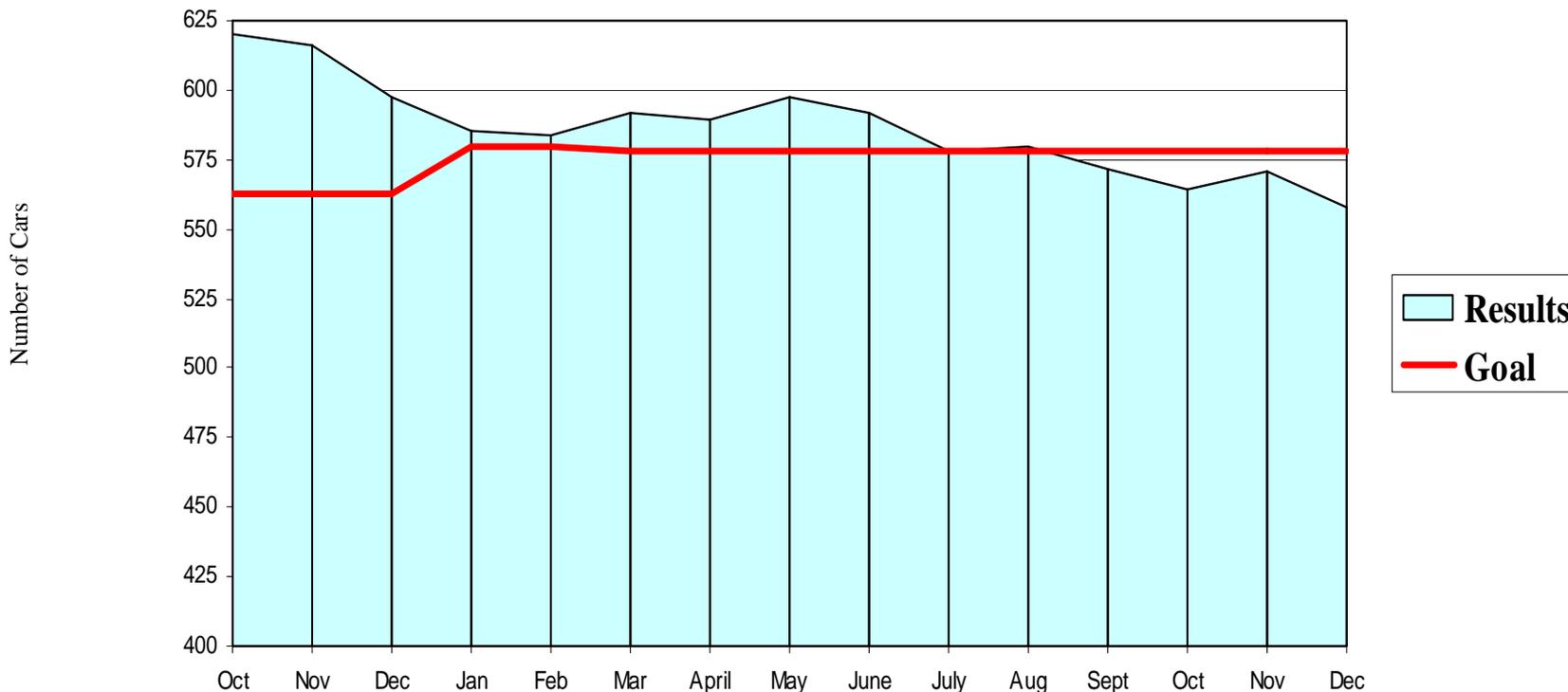


Car Equipment - Reliability



- ✓ Below goal performance
- ✓ December decline largely attributed to doors, AC traction motors and gearboxes
- ✓ Improvement initiatives underway for all three

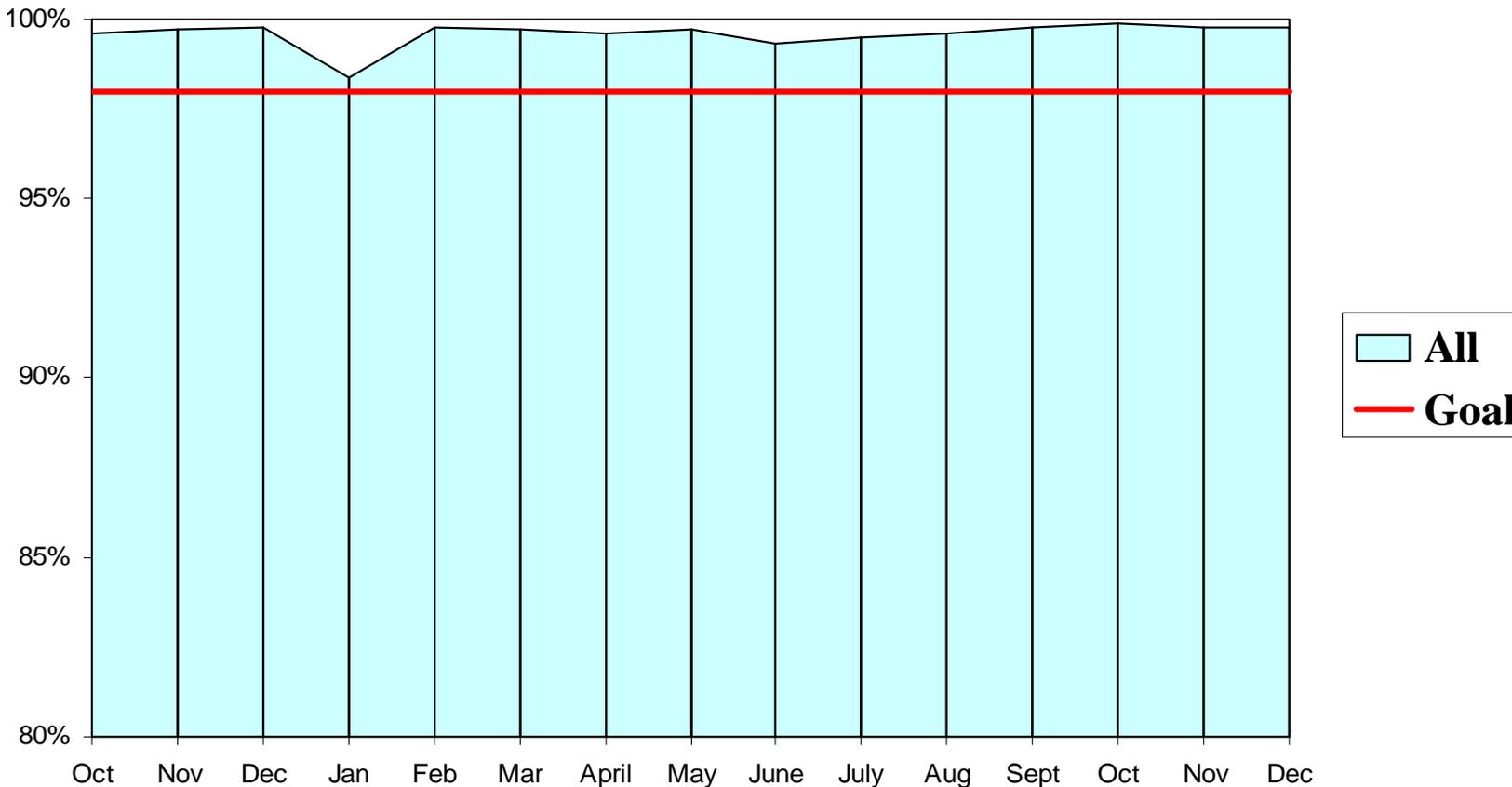
Car Equipment - Availability @ 0400 hours



- ✓ Availability below goal
- ✓ Shops still adjusting to higher car hours, redistribution of workload after Hayward fire and SMP driven changes
- ✓ Mitigation efforts underway



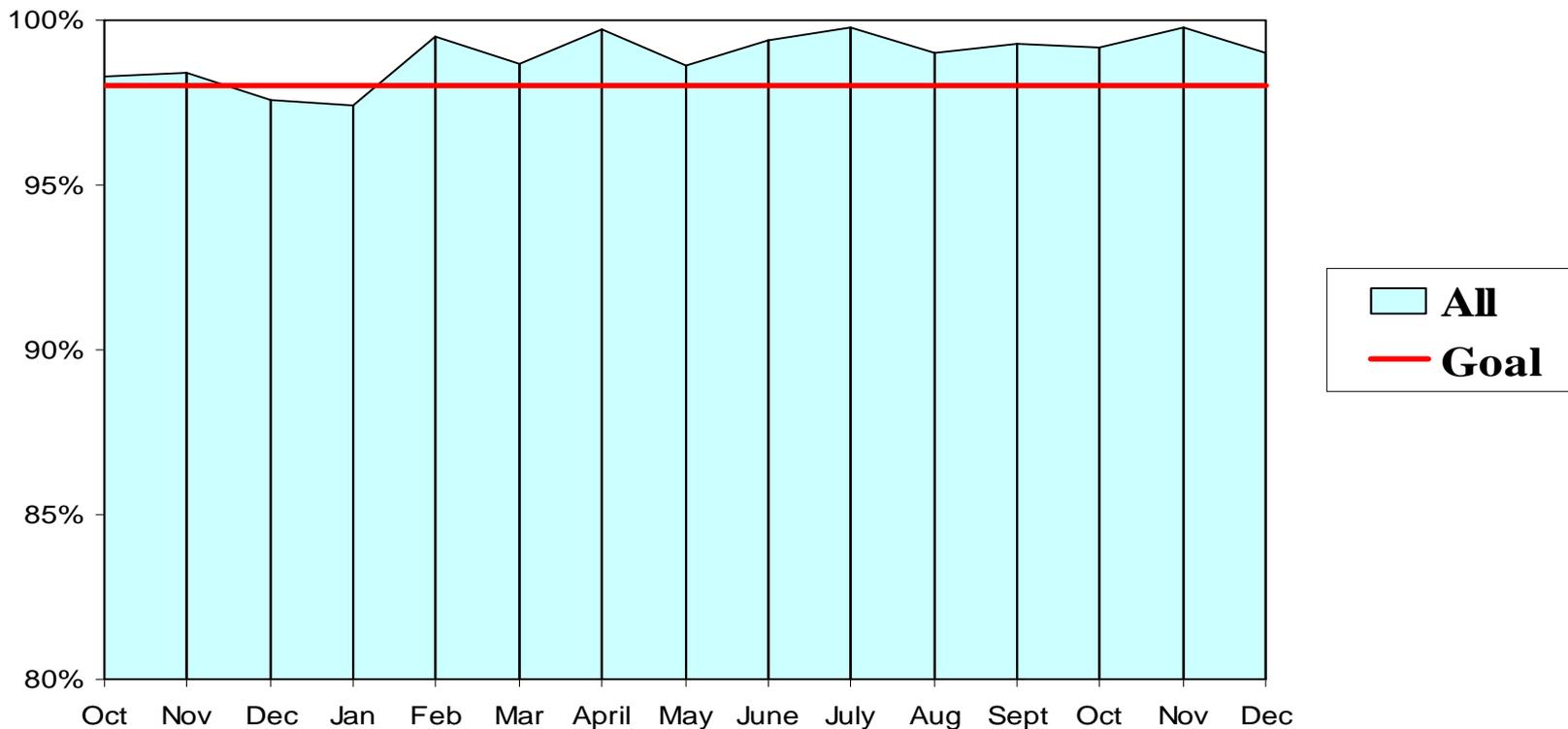
Elevator Availability - Stations



- ✓ 99.83%, goal exceeded
- ✓ Replacement of street level elevator enclosures has begun at Civic Center Station



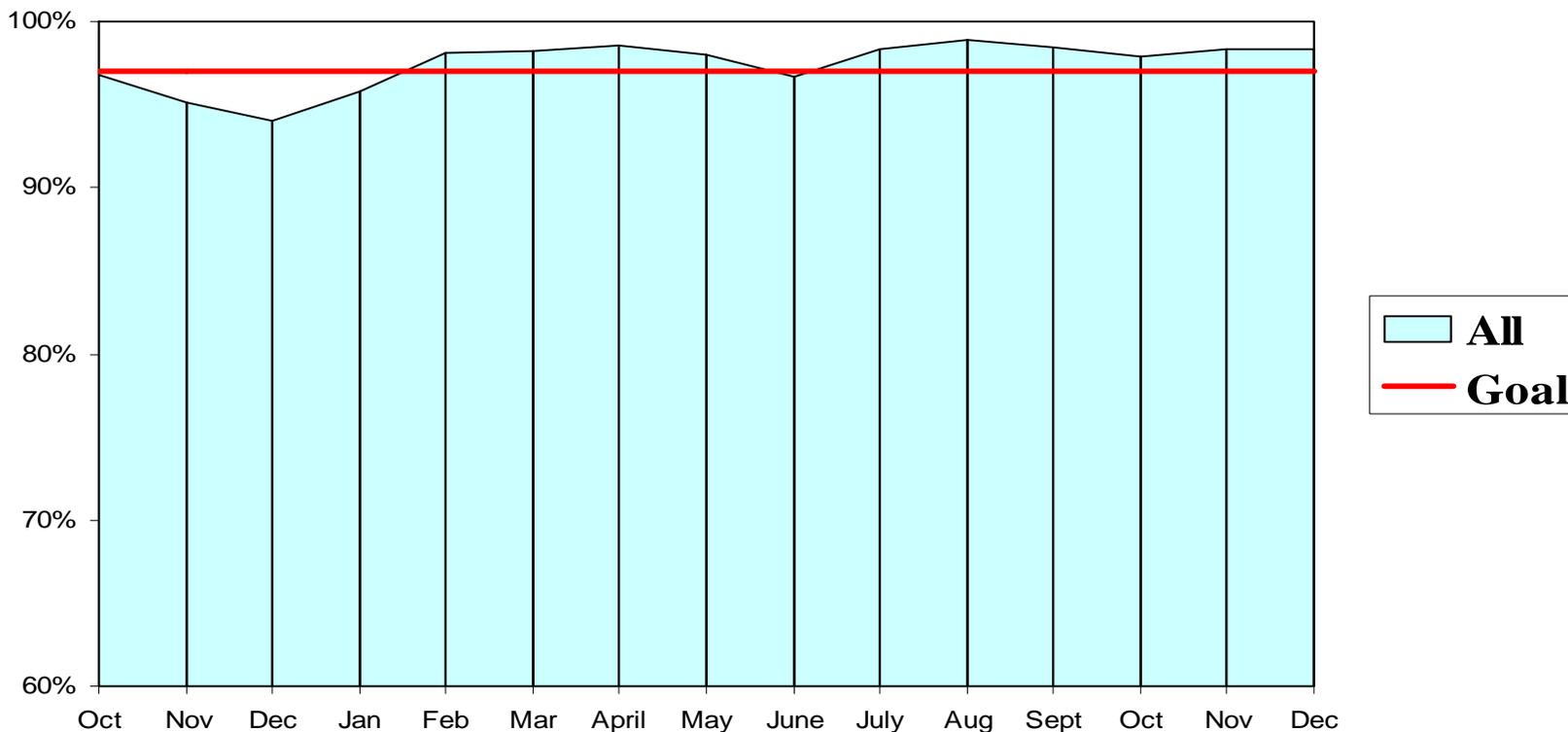
Elevator Availability - Garage



✓ Goal exceeded



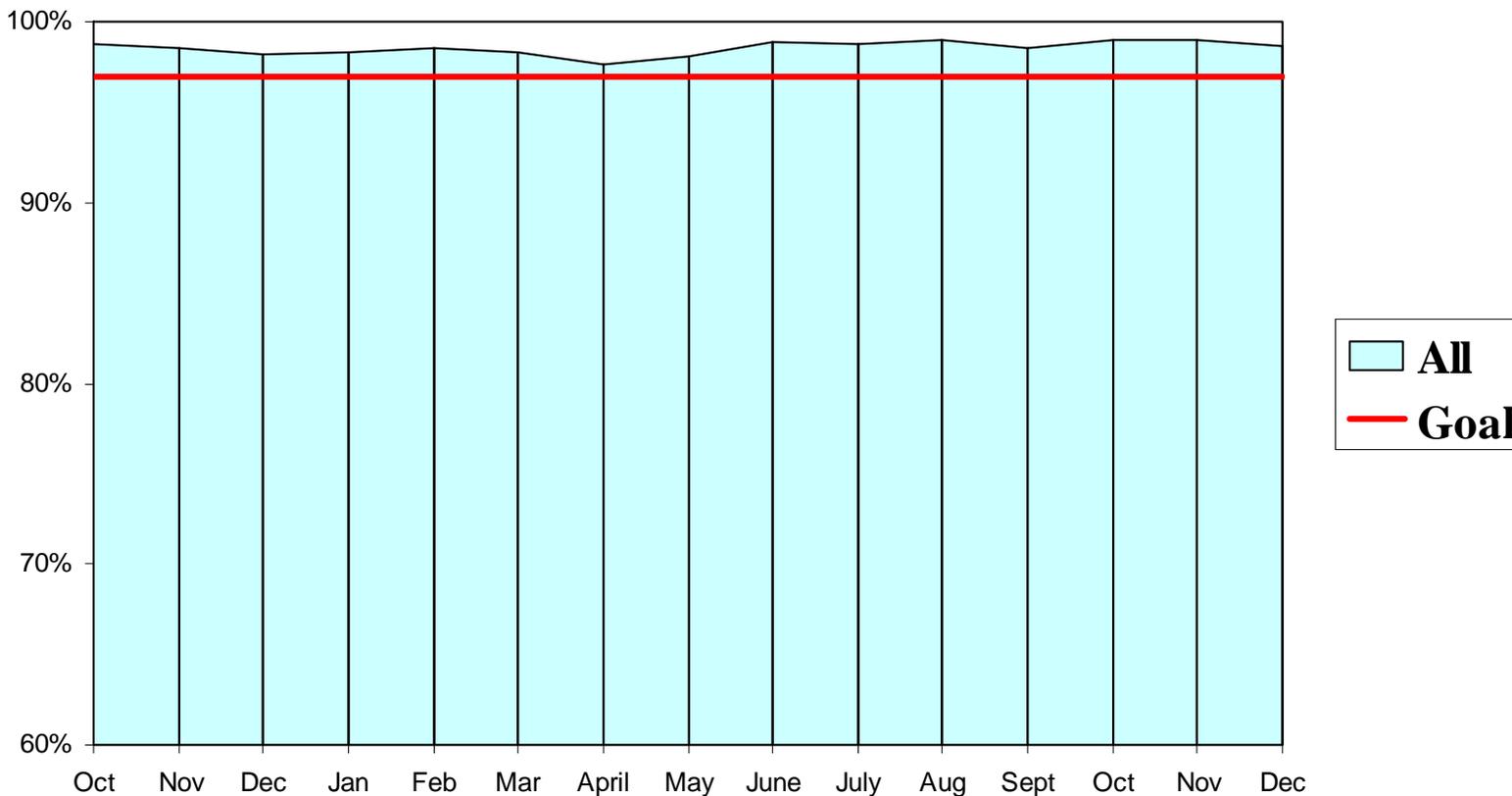
Escalator Availability - Street



- ✓ Performance exceeded goal at 98.17%
- ✓ Seven step detector upgrades completed this quarter, 97 of 133 completed system-wide
- ✓ No chain replacements on O & K units, continuing more frequent lubricating of units



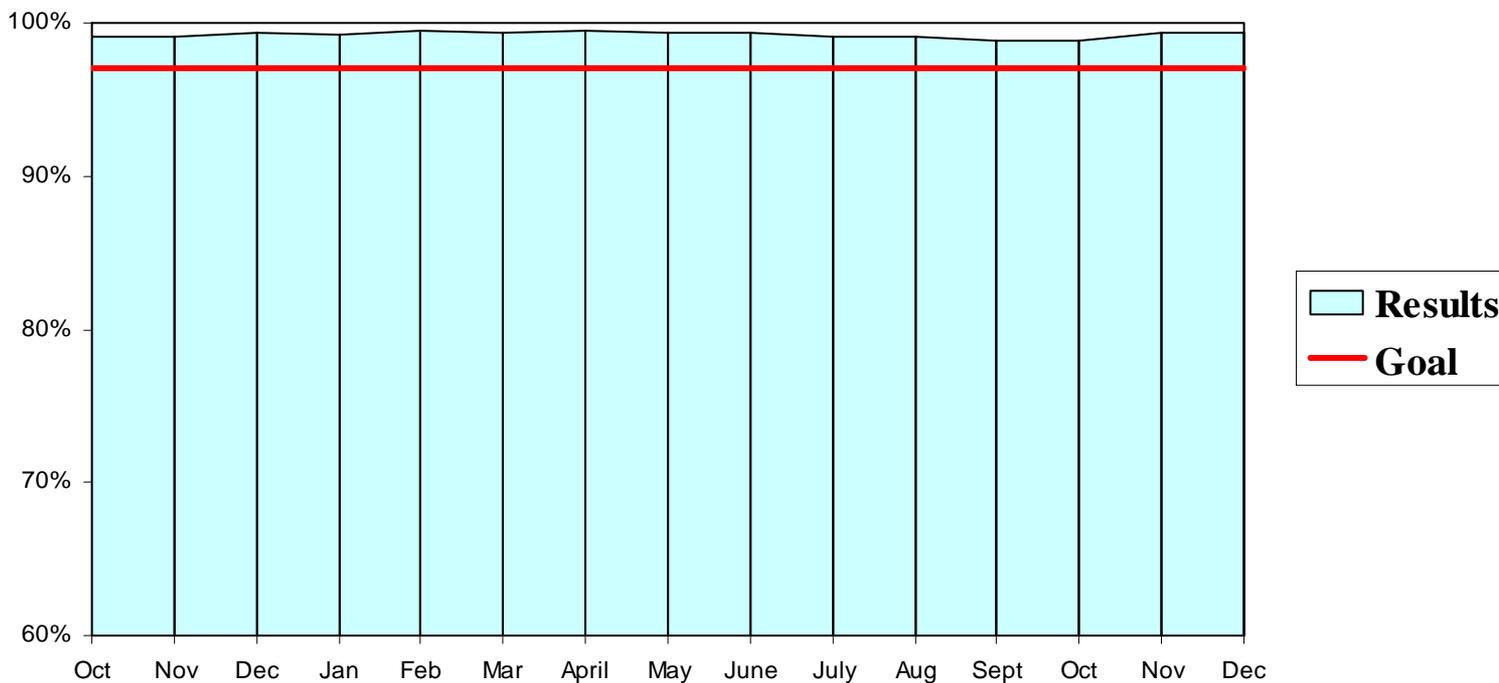
Escalator Availability - Platform



✓ Continued above goal performance, 98.90%



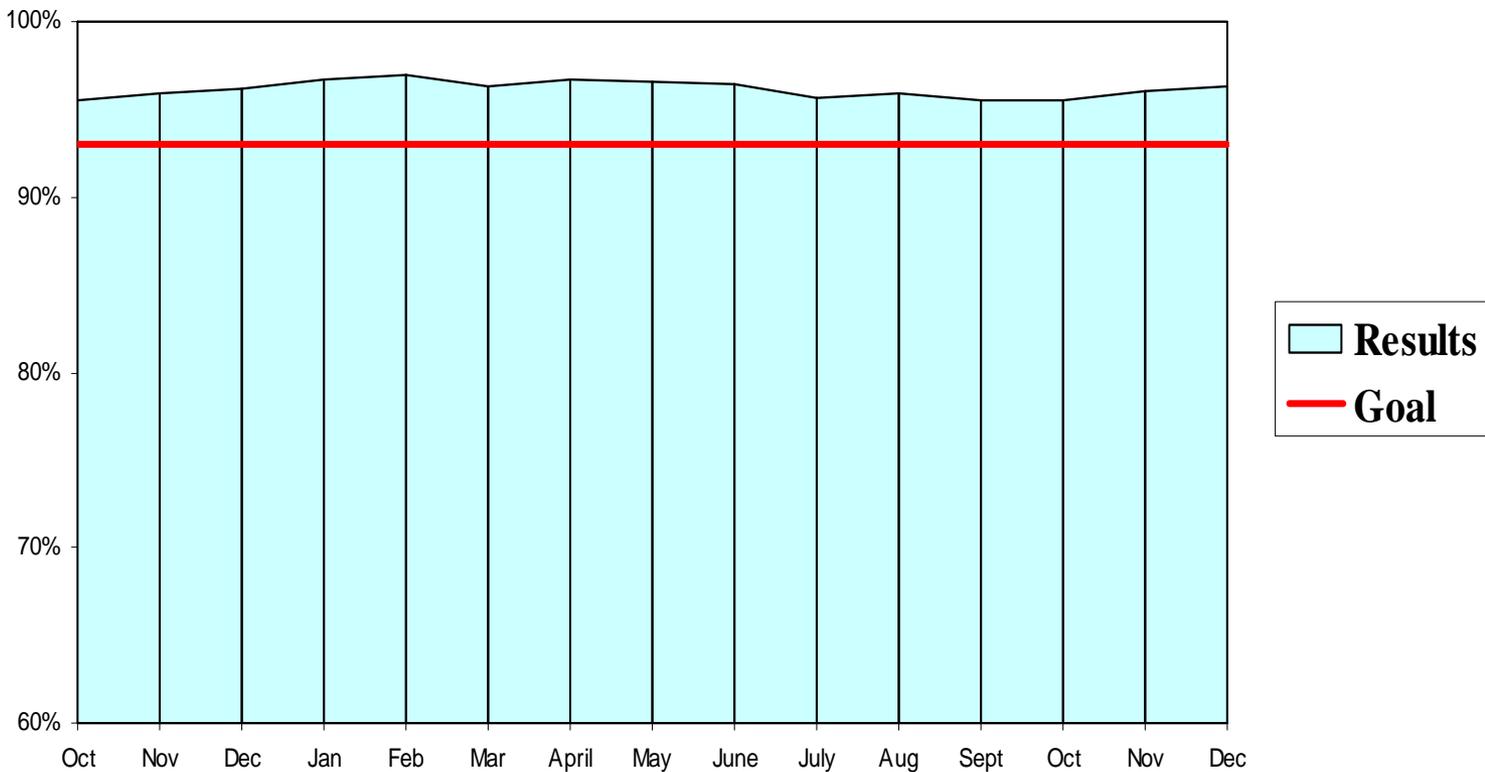
AFC Gate Availability



- ✓ 99.2% availability
- ✓ Limited public testing of high coercivity tickets planned during FY09 Q3



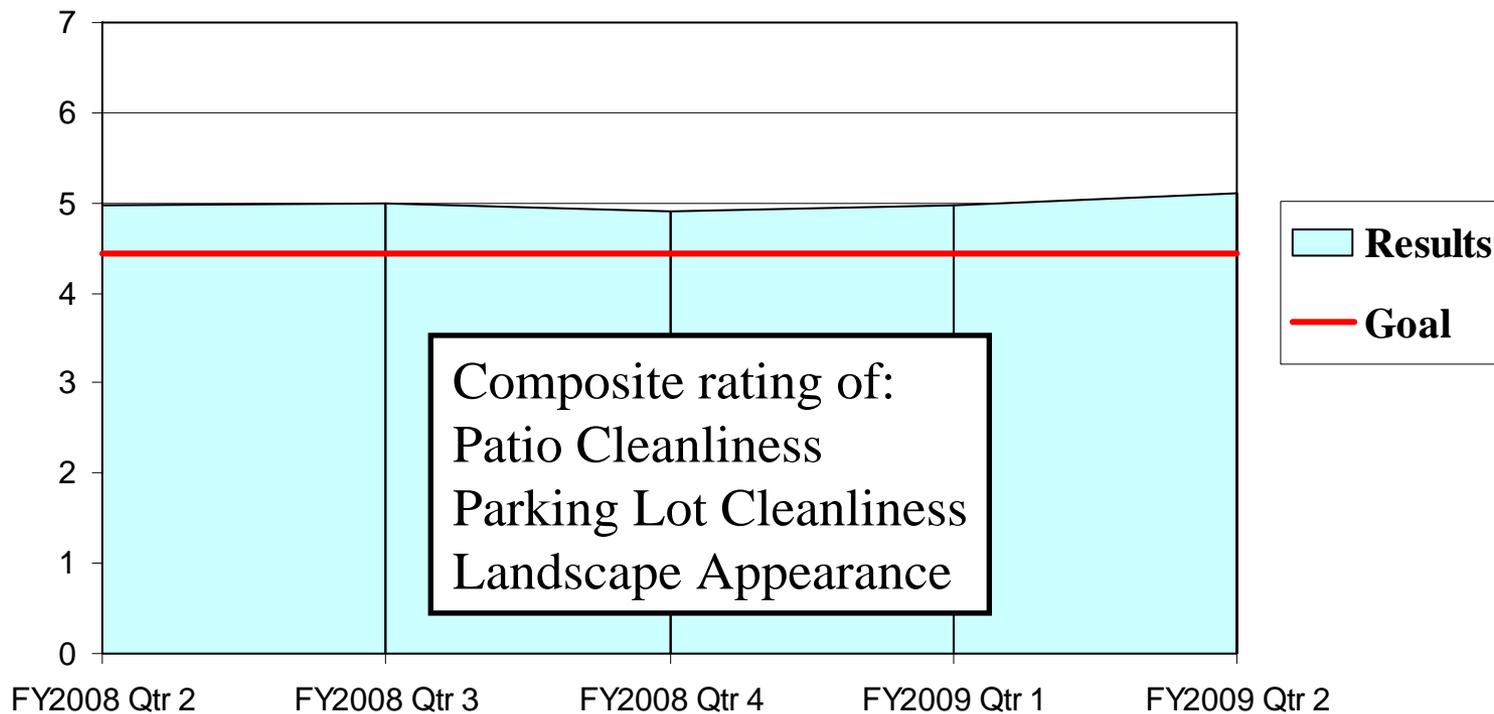
AFC Vendor Availability



- ✓ Continued steady, above goal performance with 96% availability
- ✓ Availability of Add Fare/Parking machines continues above 98%



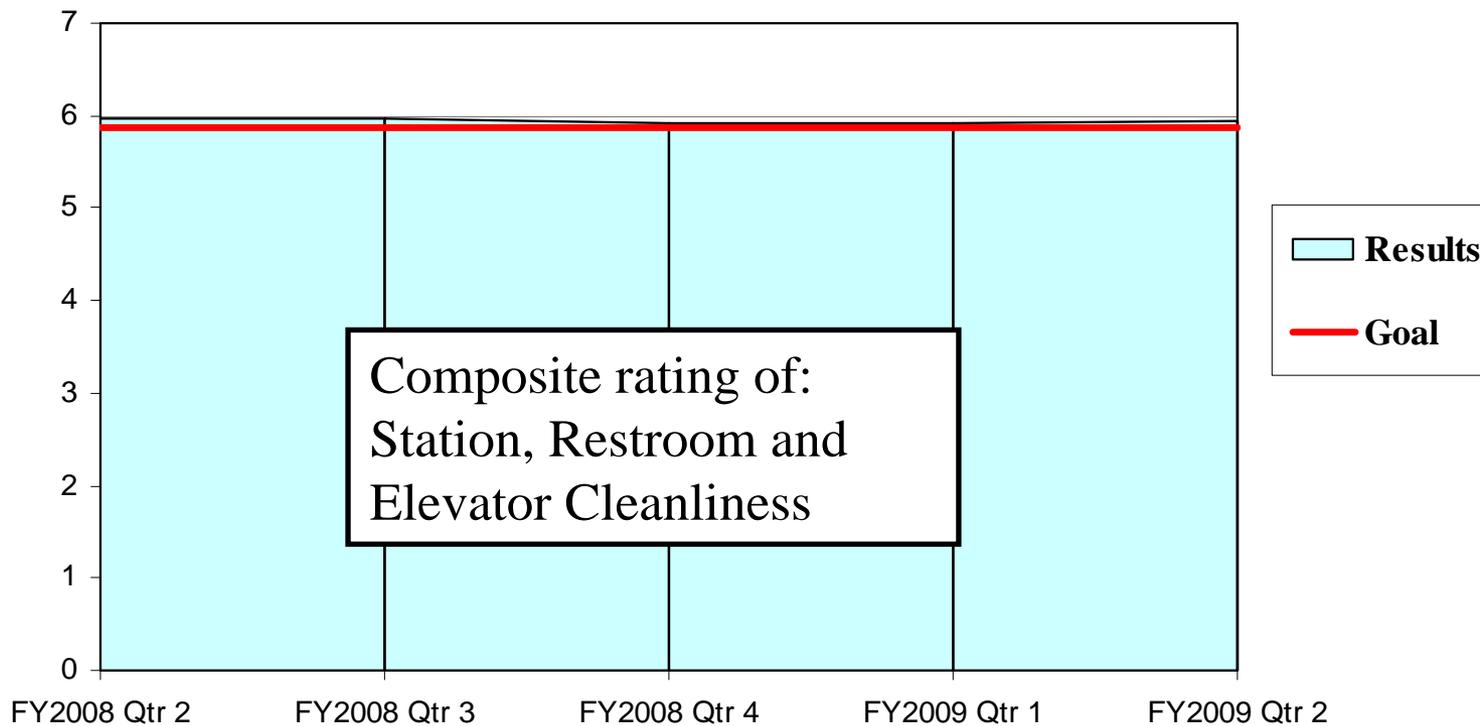
Environment - Outside Stations



- ✓ All three measures above goal
- ✓ Patio Cleanliness and Landscape Appearance improved from previous quarter



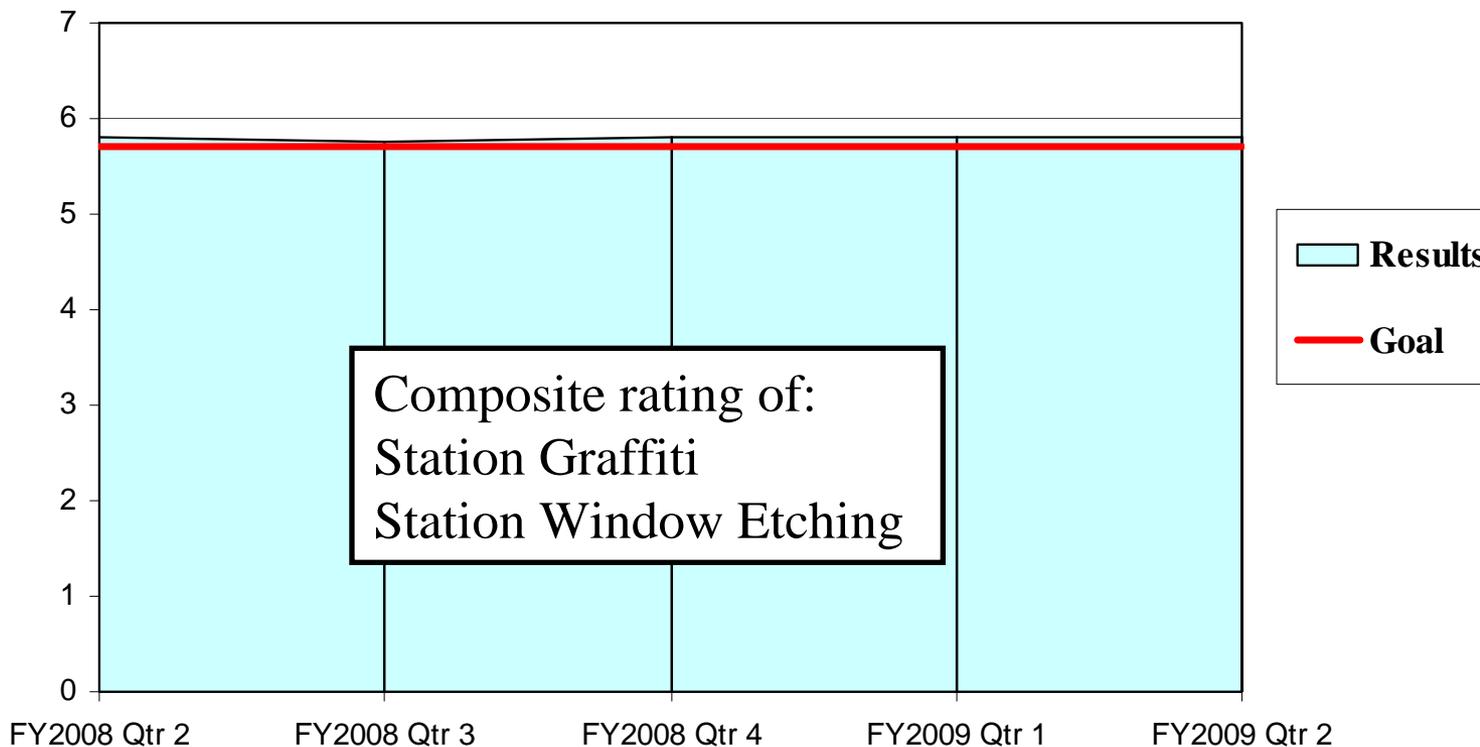
Environment - Inside Station



✓ Continued above goal performance



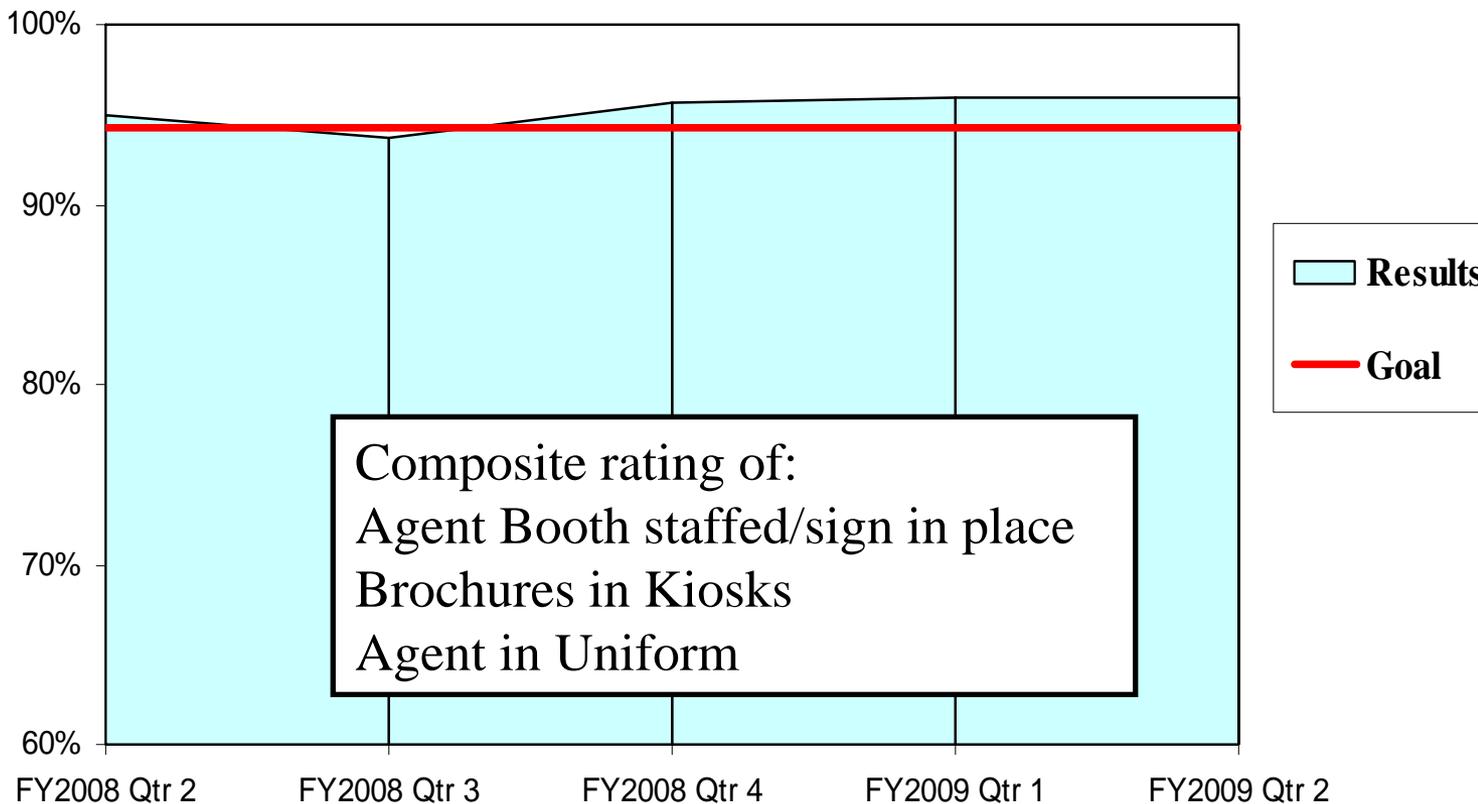
Station Vandalism



- ✓ Steady above goal performance
- ✓ Attempting to economize on graffiti removal contract cost without impacting results



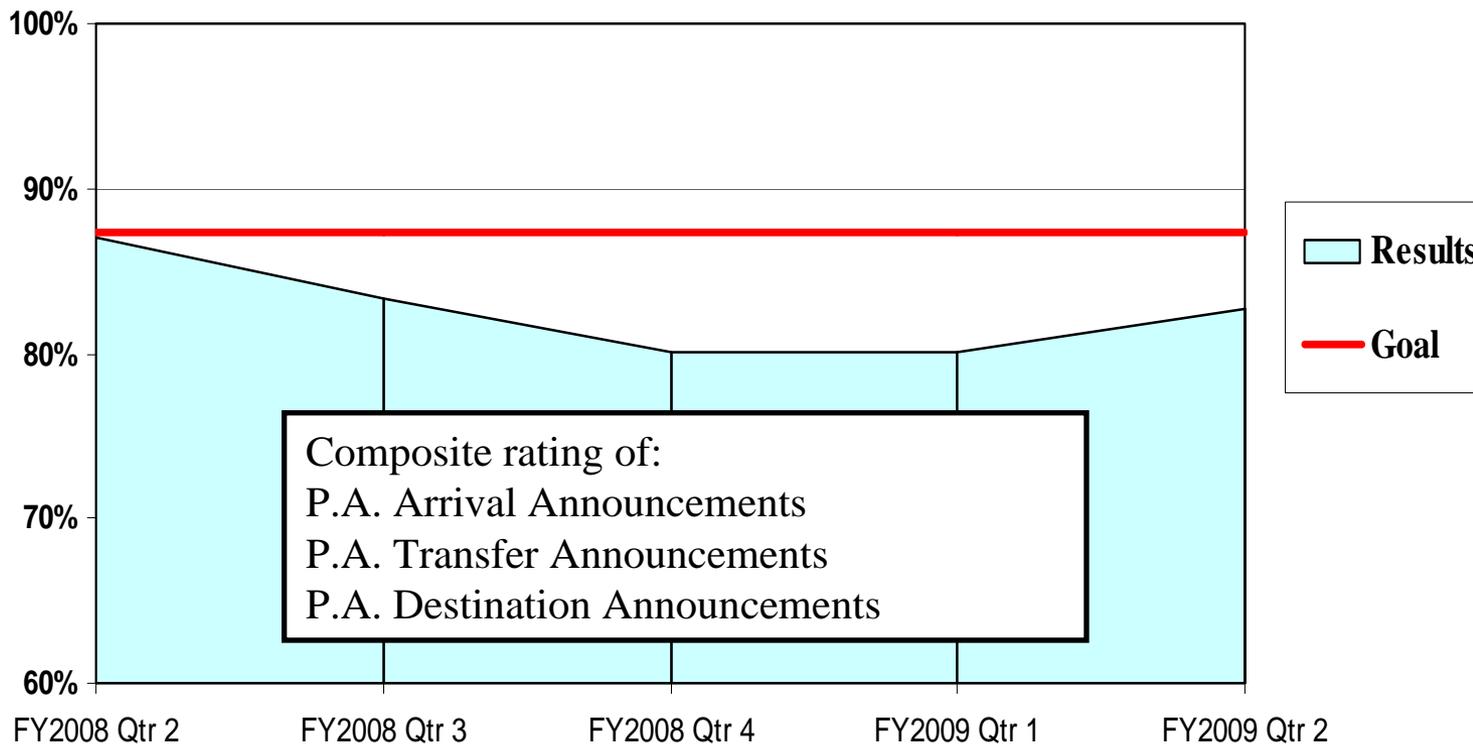
Station Service Personnel



✓ Continued above goal performance for all three indicators



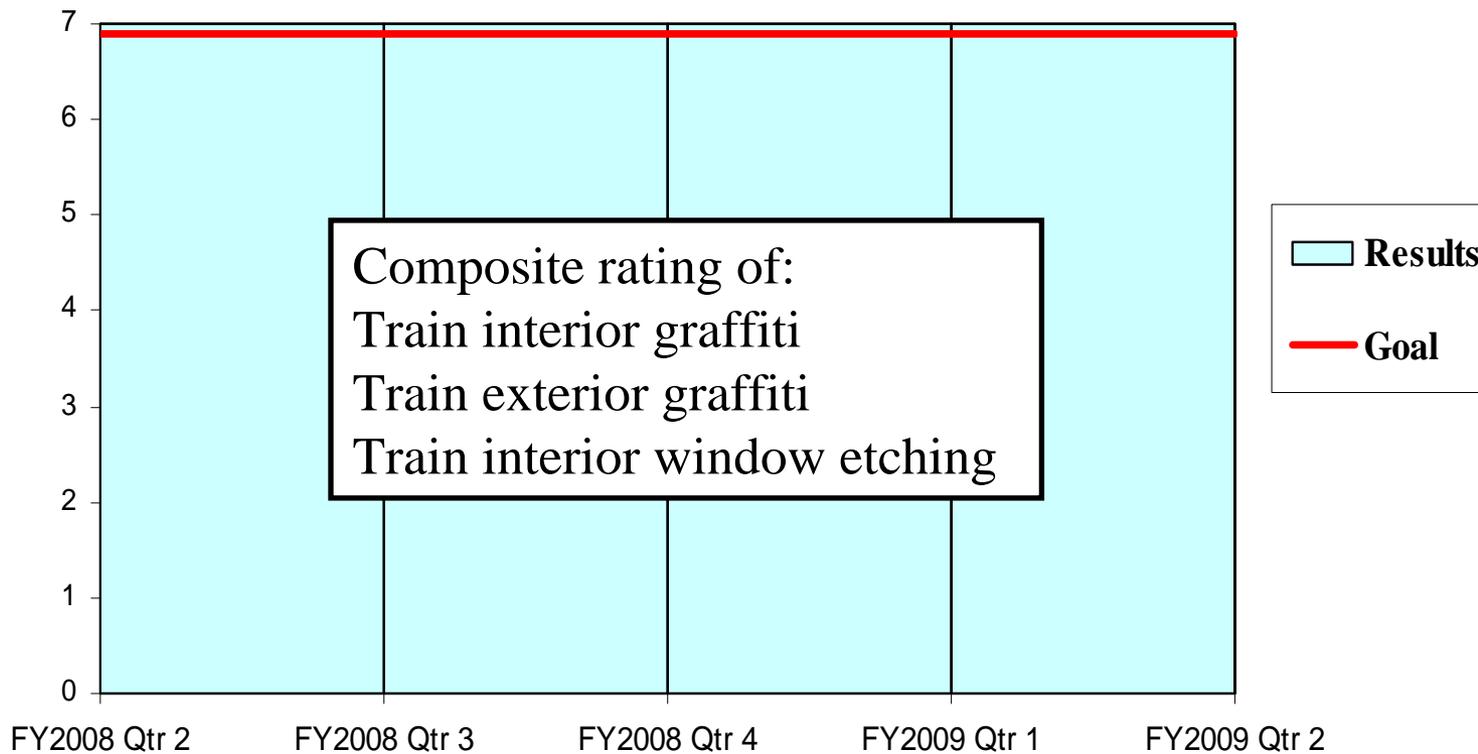
Train P.A. Announcements



- ✓ Improved but below goal performance
- ✓ All Announcement categories improved from previous quarter



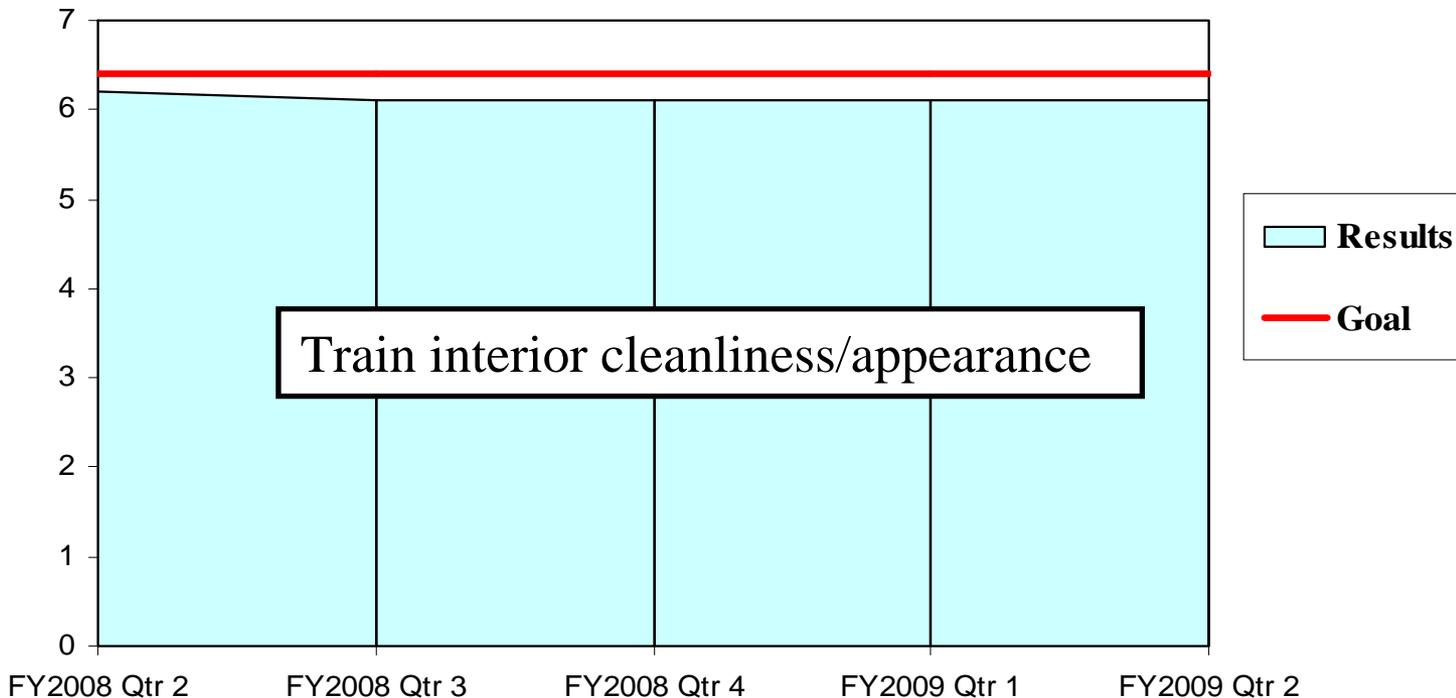
Train Vandalism



✓ Goal met, continued 7.0 rating



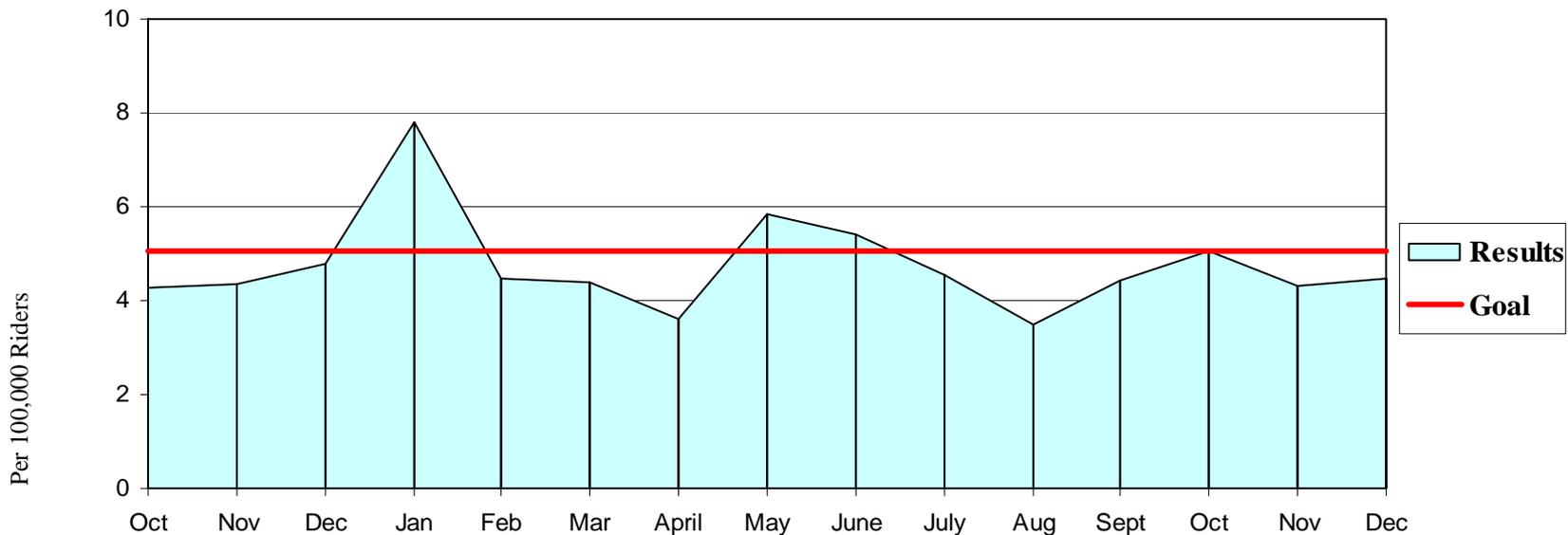
Train Cleanliness



- ✓ 6.1 performance maintained
- ✓ Last spray floor car completed in January



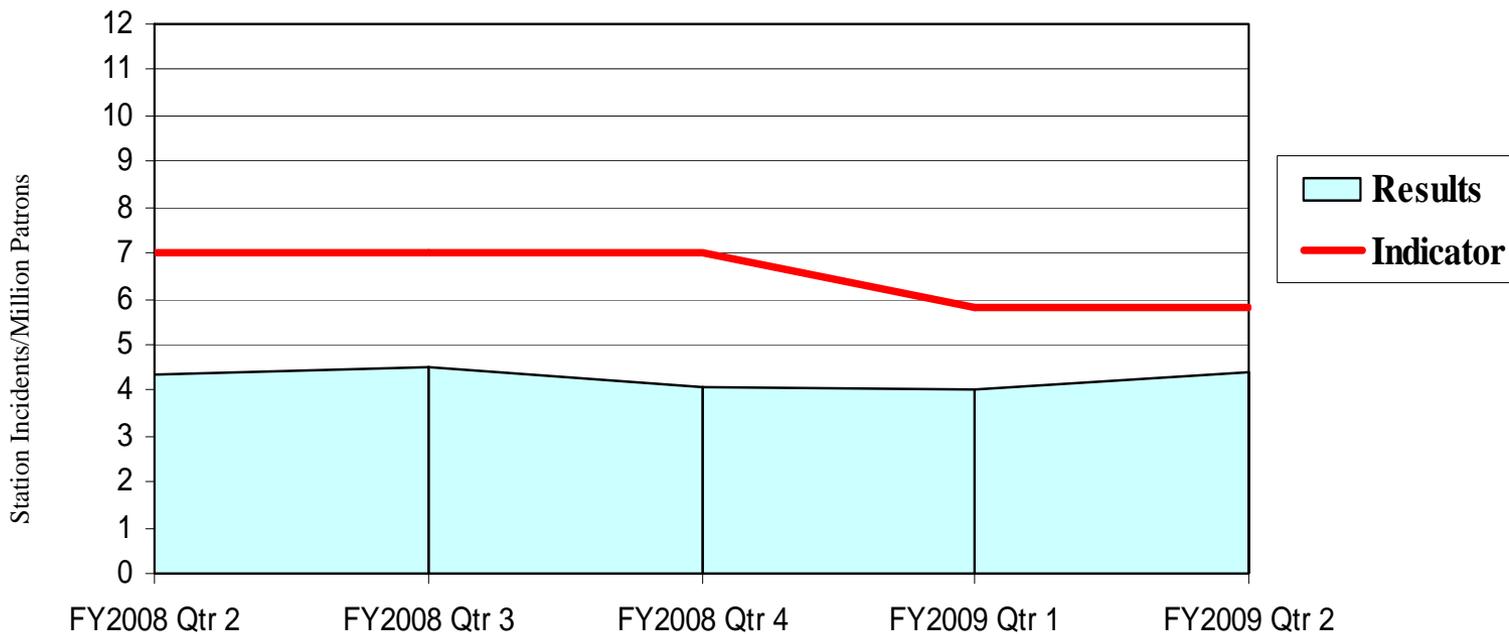
Customer Complaints



- ✓ Total complaints increased by about 5% over last quarter and the same quarter last year
- ✓ Complaints decreased in all categories except Service
- ✓ Service complaints increased mostly due to reduced schedule and train lengths during holiday period



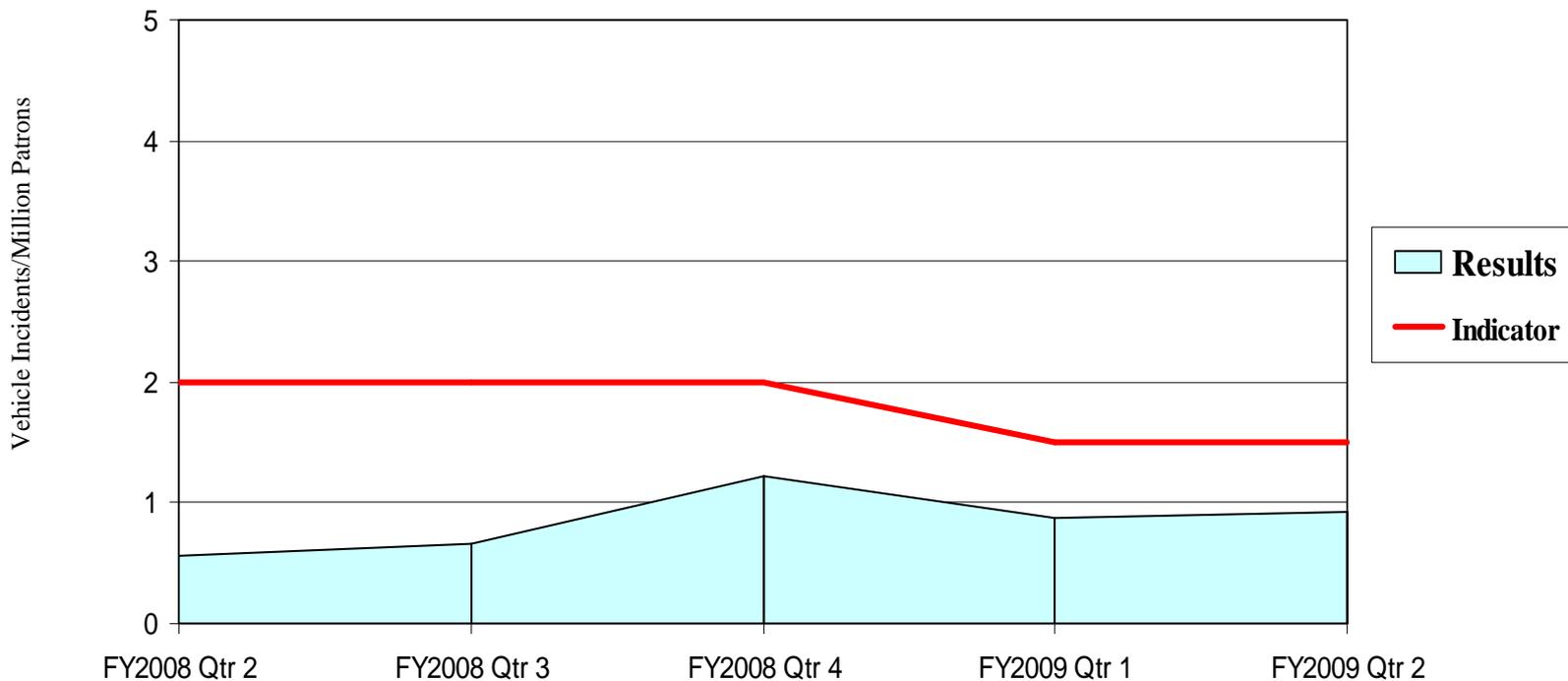
Patron Safety: Station Incidents per Million Patrons



✓ Slight Increase

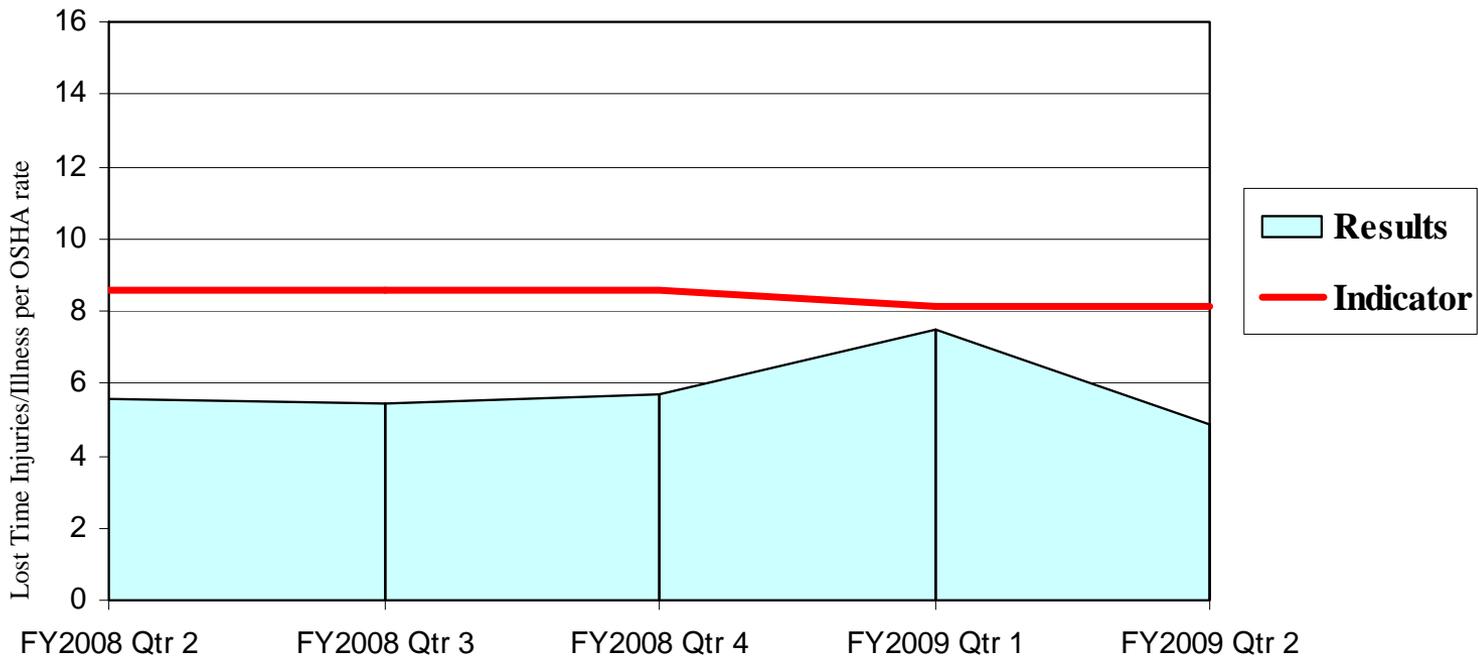
Patron Safety

Vehicle Incidents per Million Patrons



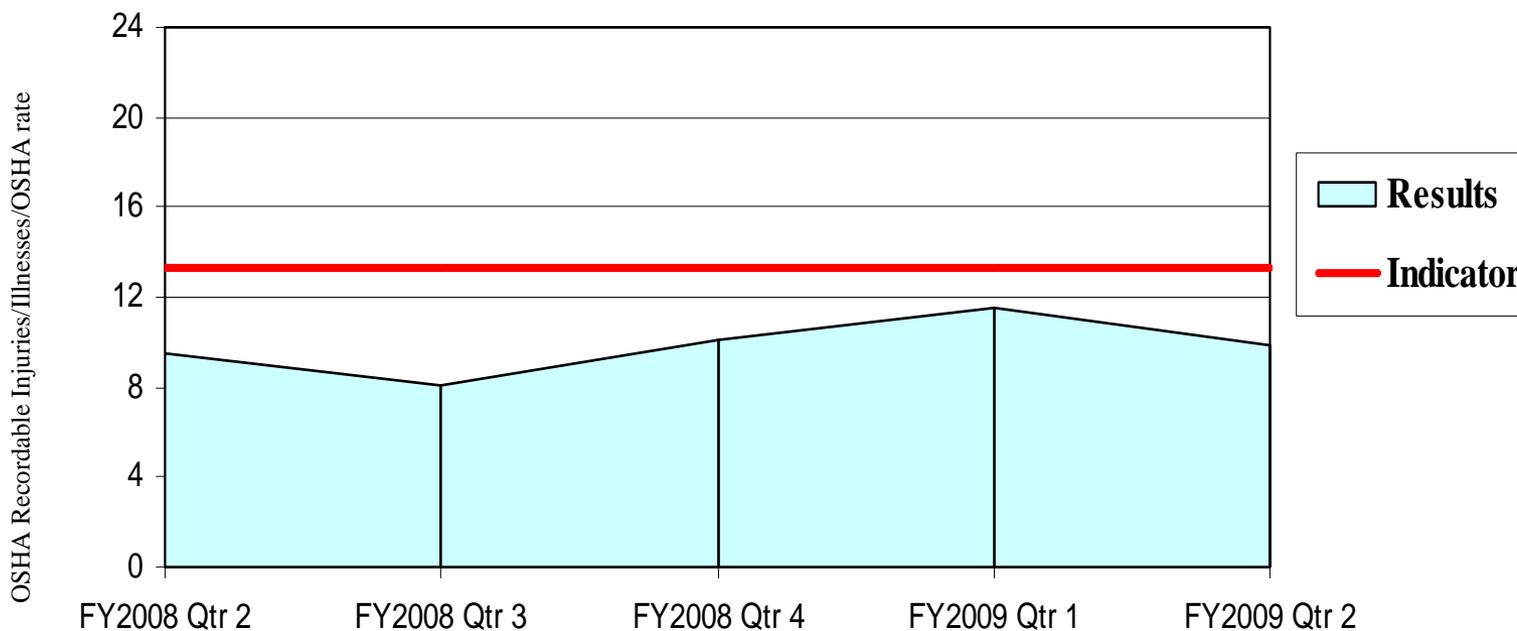
✓ Slight Increase

Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

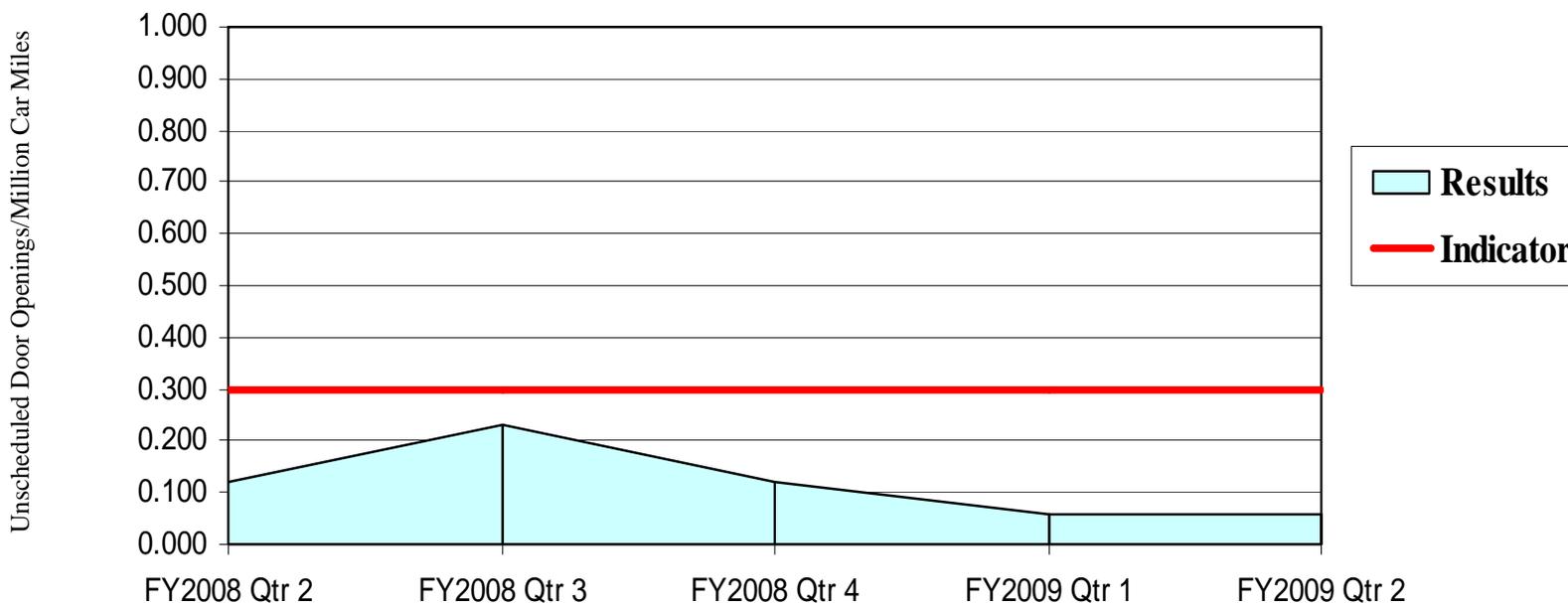
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



✓ Down



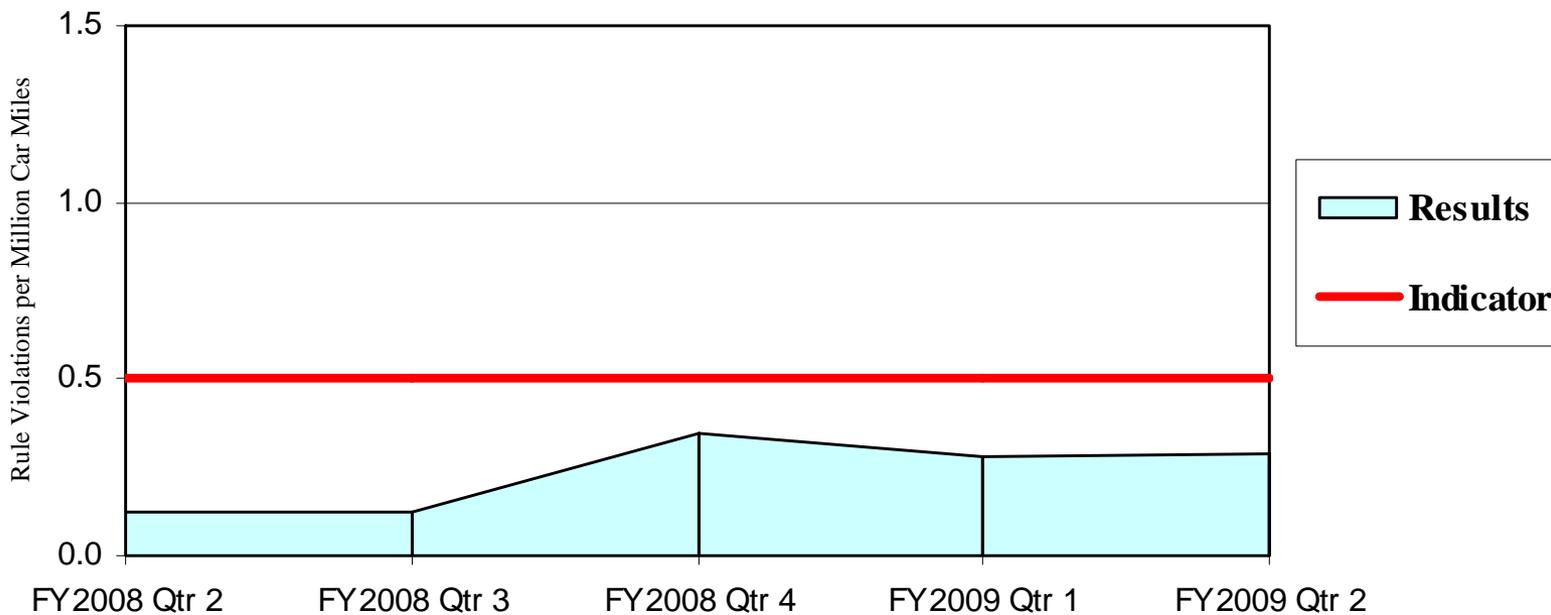
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ No Change



Operating Safety: Rule Violations per Million Car Miles

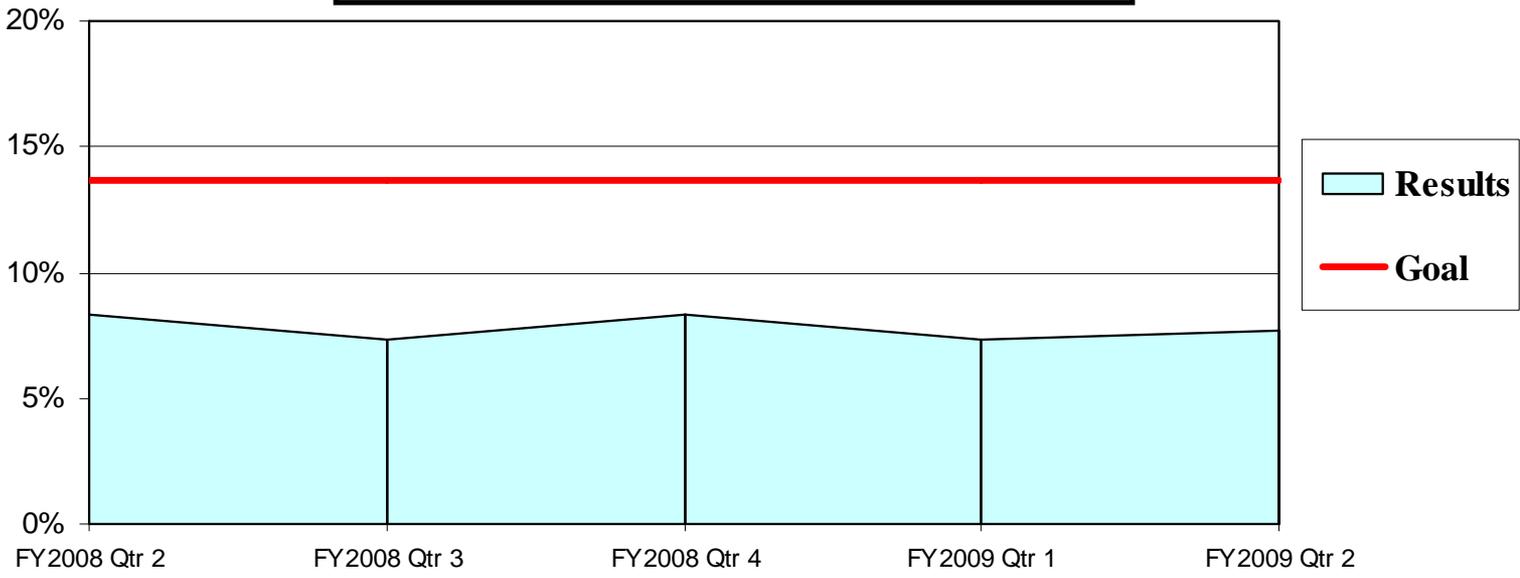


✓ No Change



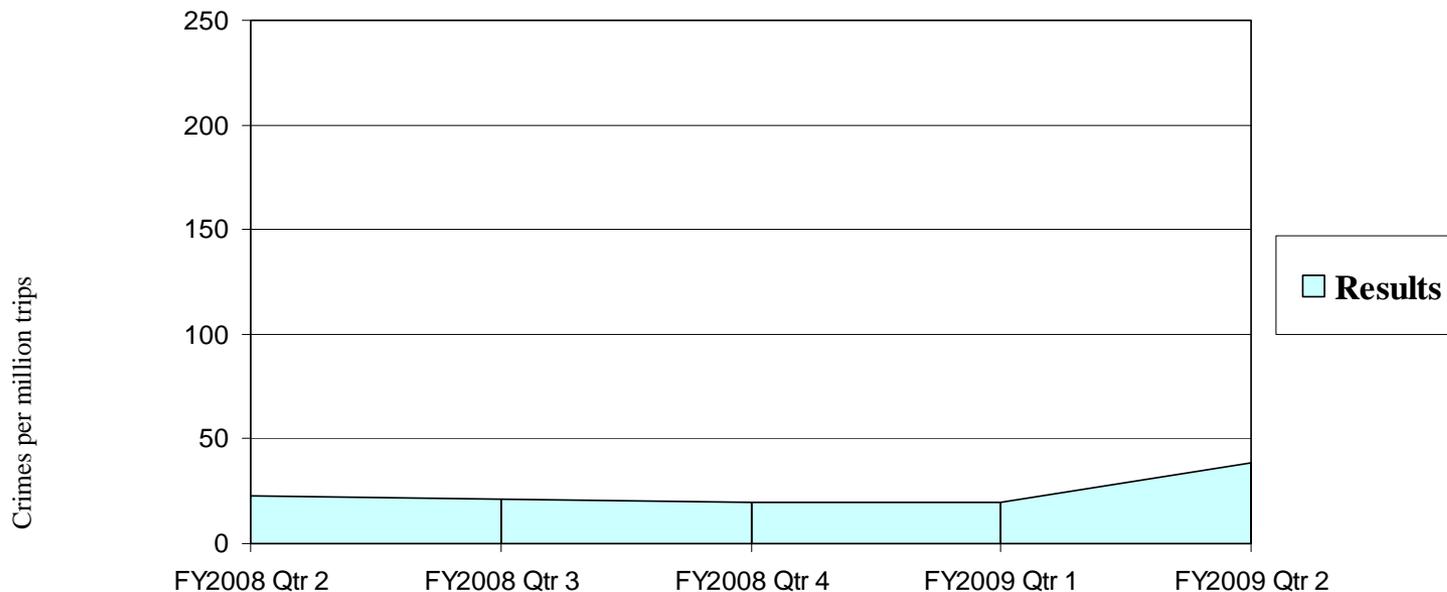
BART Police Presence

Composite rating of uniformed police seen by random surveyors in stations, trains, parking lots, and garages.





Quality of Life*

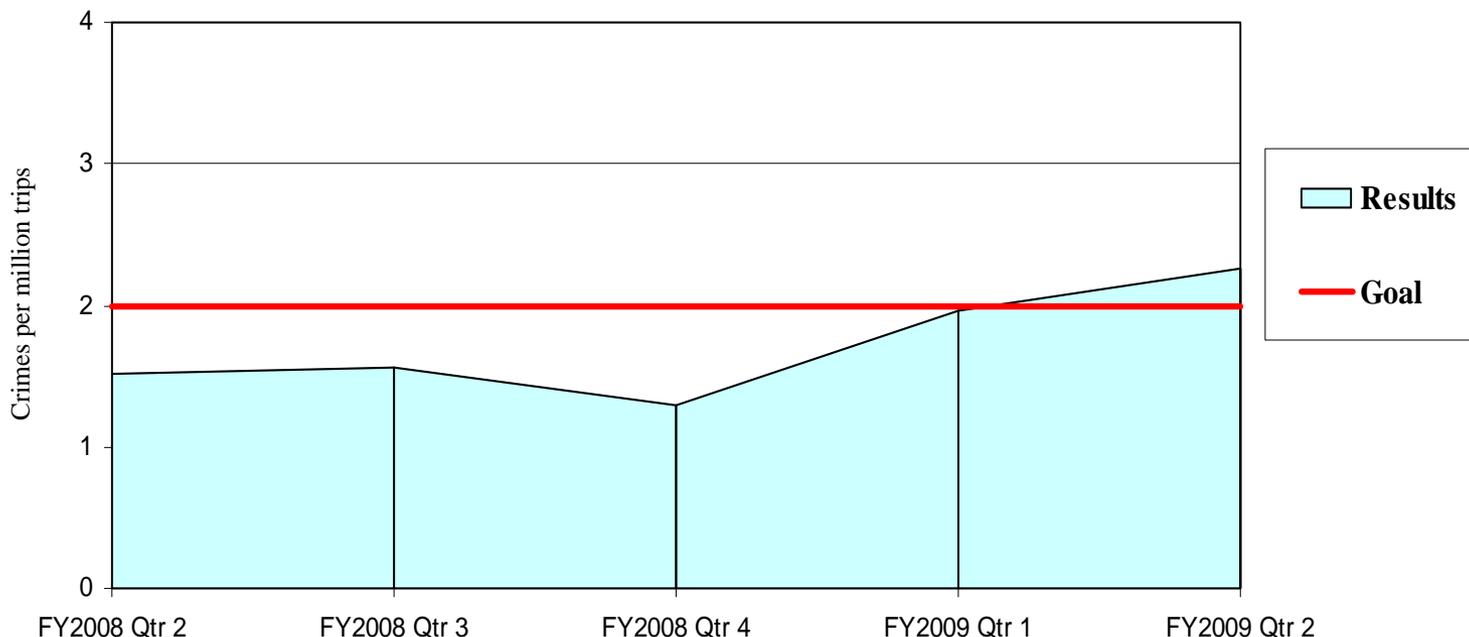


- ✓ The rate of quality of life arrests per million trips increased from the previous quarter and from the corresponding quarter of the prior fiscal year.

*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

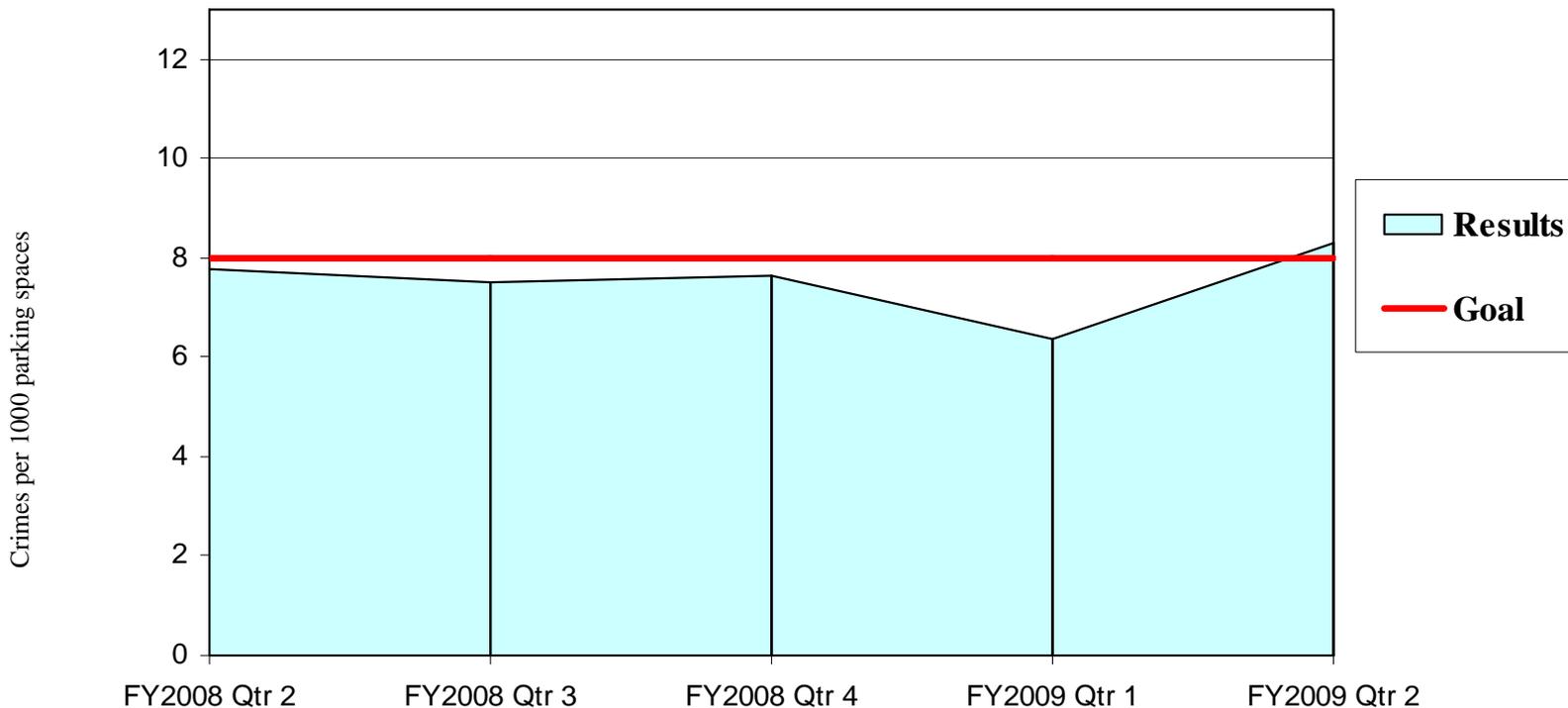


Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



- ✓ The rate of crimes per million passenger trips increased from the previous quarter and from the corresponding quarter of the prior fiscal year.

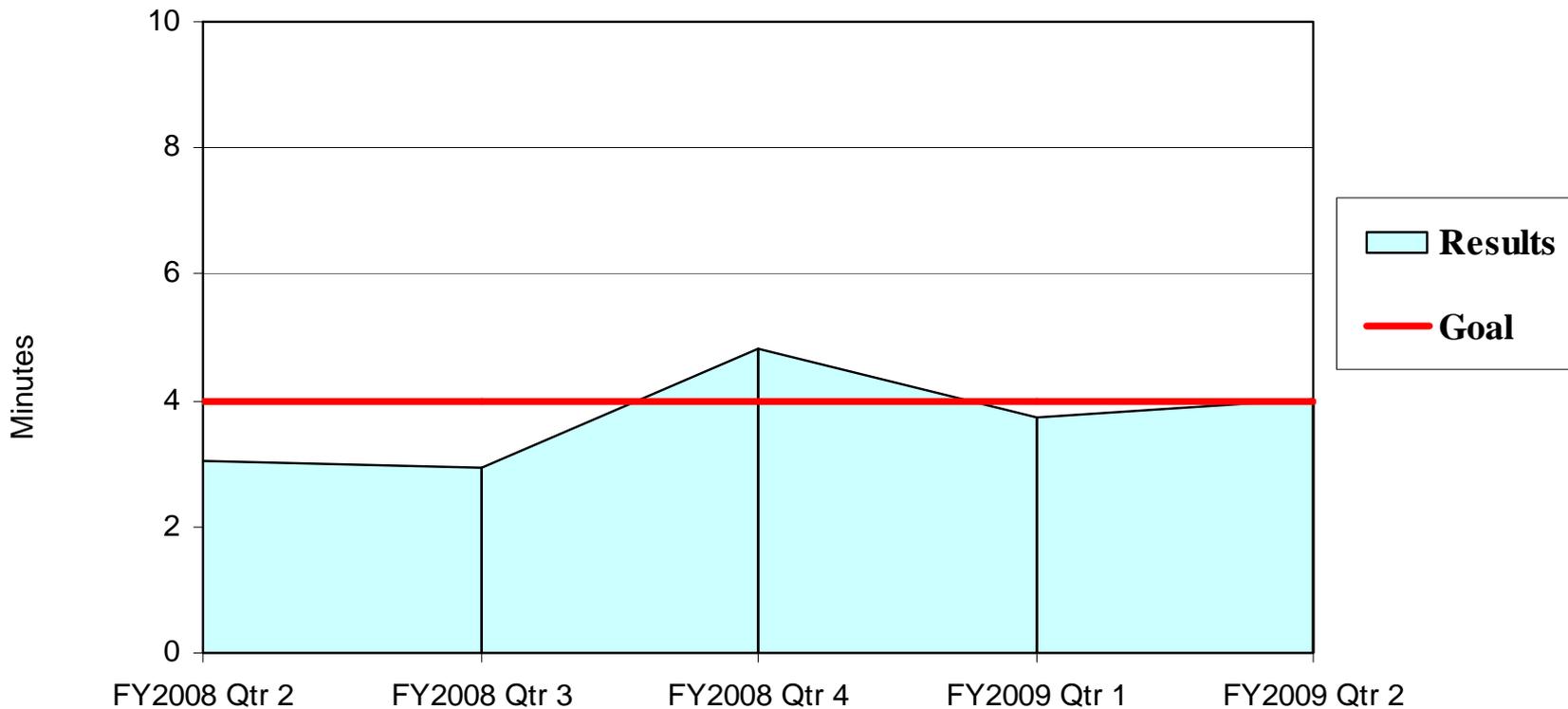
Auto Theft and Burglary



- ✓ The rate of crimes per thousand parking spaces increased from the previous quarter and from the corresponding quarter of the prior fiscal year.



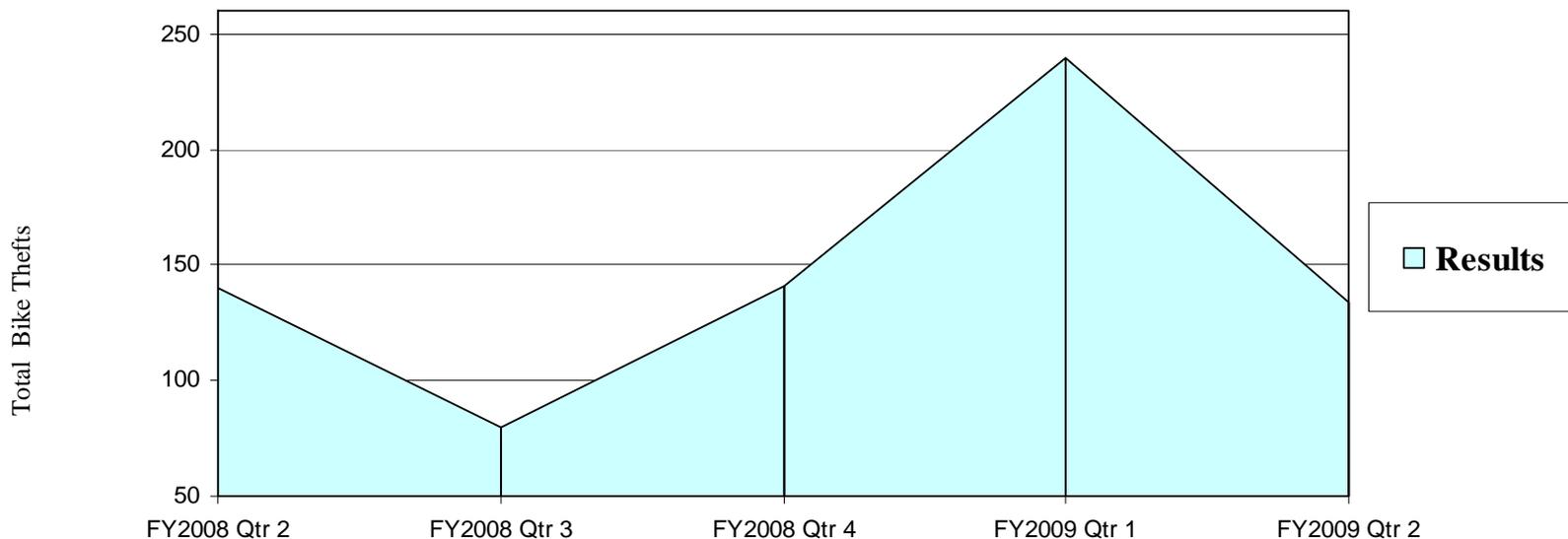
Average Emergency Response Time



✓ Goal missed by 0.01 minute



Bike Theft



- ✓ 134 bike thefts for current quarter, down from 240 last quarter
- ✓ Anti-theft initiatives continuing