

Quarterly Service Performance Review

Fourth Quarter, FY 2013

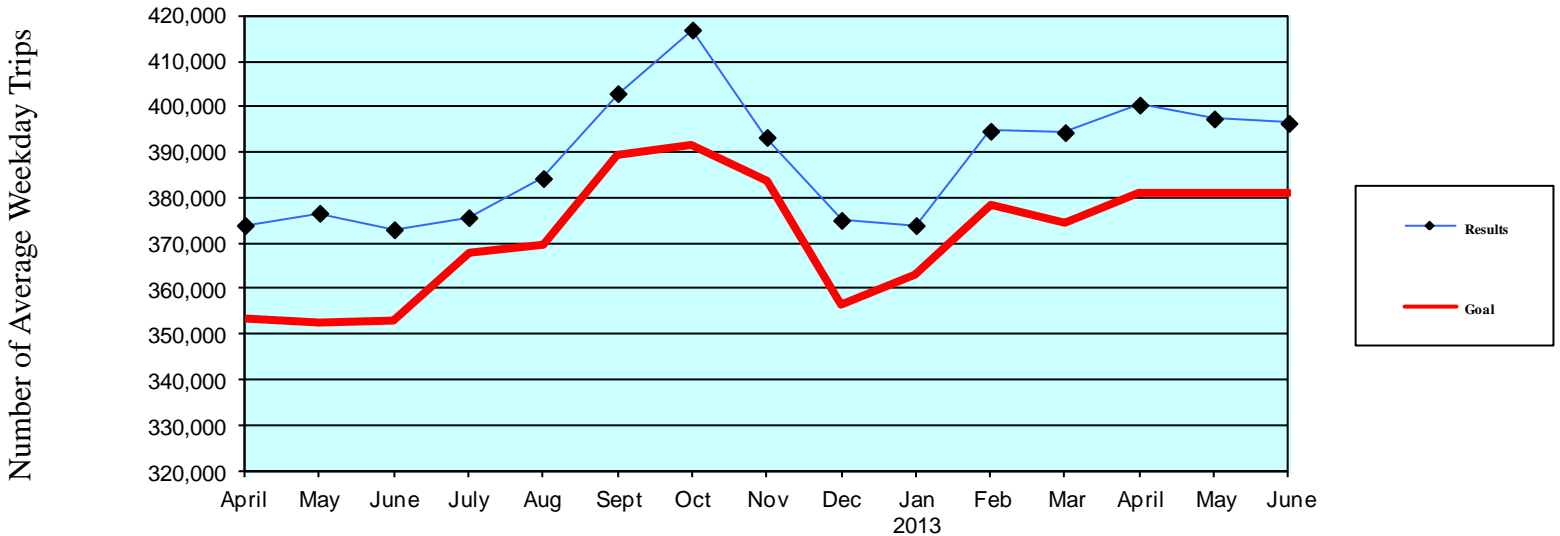
April - June, 2013

Engineering & Operations Committee
August 22, 2013

FY13 Fourth Quarter Overview...

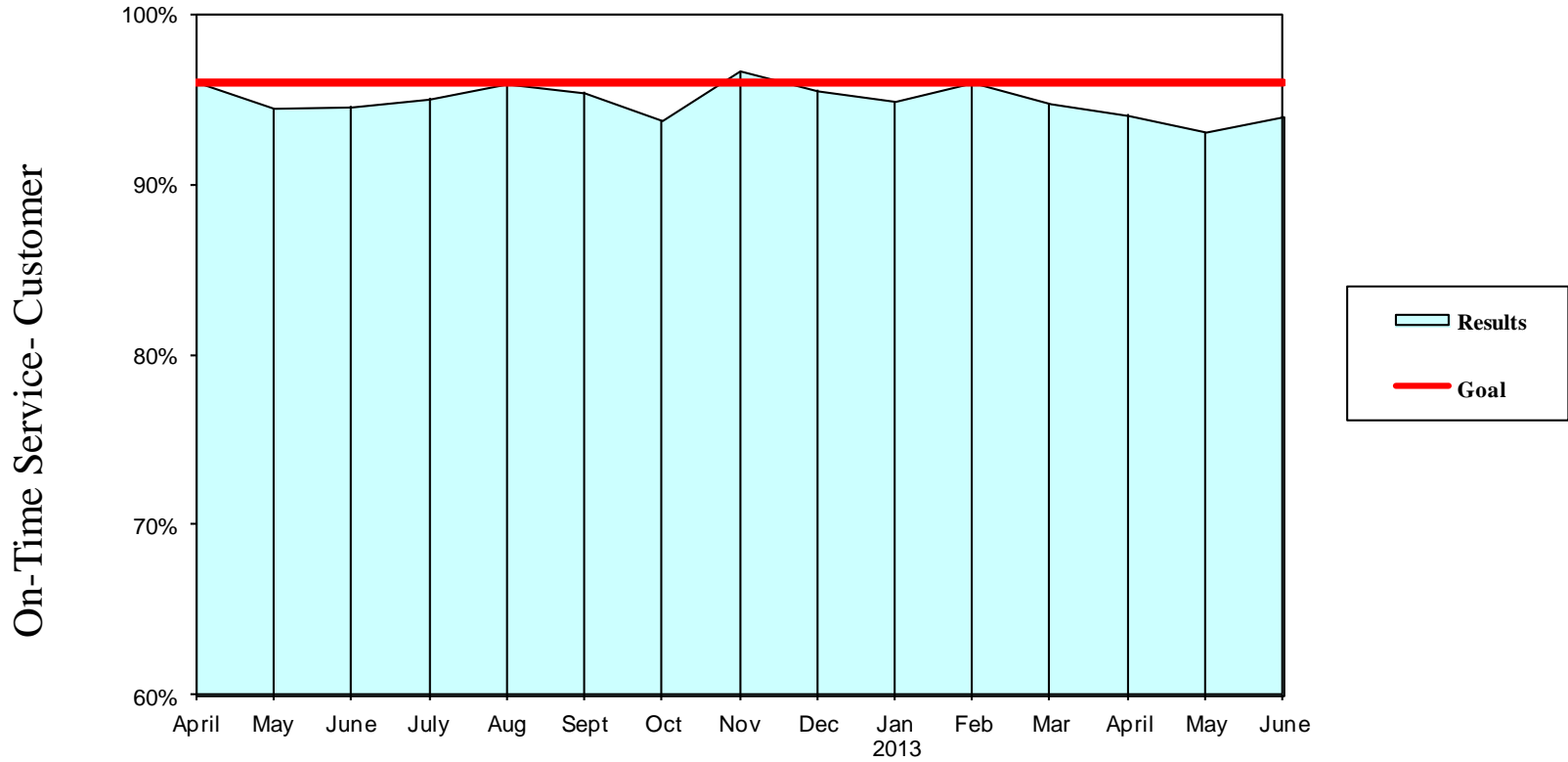
- ✓ Strong ridership growth continued, weekdays up 6.3%
- ✓ Train service reliability down, primarily due to Track and Train Control incidents
- ✓ Car reliability at record high levels
- ✓ Car, Station Elevator and AFC equipment availability goals met
- ✓ Escalator availability goals not met and quarterly improvement trend not sustained, however May and June were better
- ✓ Customer rated attributes fairly steady, most met goal
- ✓ Complaints up compared to last quarter and last year

Customer Ridership



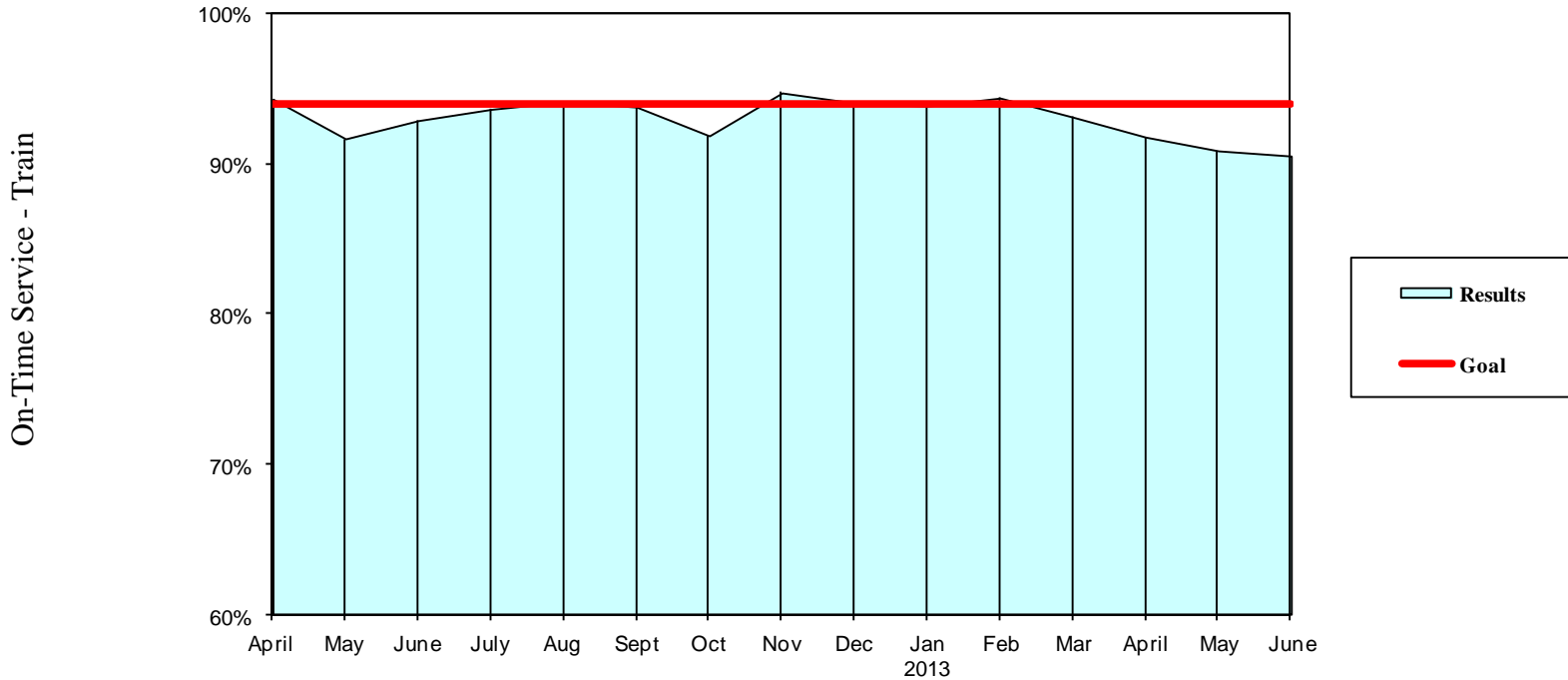
- ✓ Total ridership increased by 6.4% compared to same quarter last year
- ✓ Average weekday ridership (398,134) up 6.3% over same quarter last year
- ✓ Core weekday ridership up by 6.5%
- ✓ SFO Extension weekday ridership up by 5.0%
- ✓ Saturday and Sunday up by 6.1% and 7.6%, respectively

On-Time Service - Customer



- ✓ 93.74%, below goal and below last quarter
- ✓ 126% increase in “Wayside” delays caused decline in On-Time performance

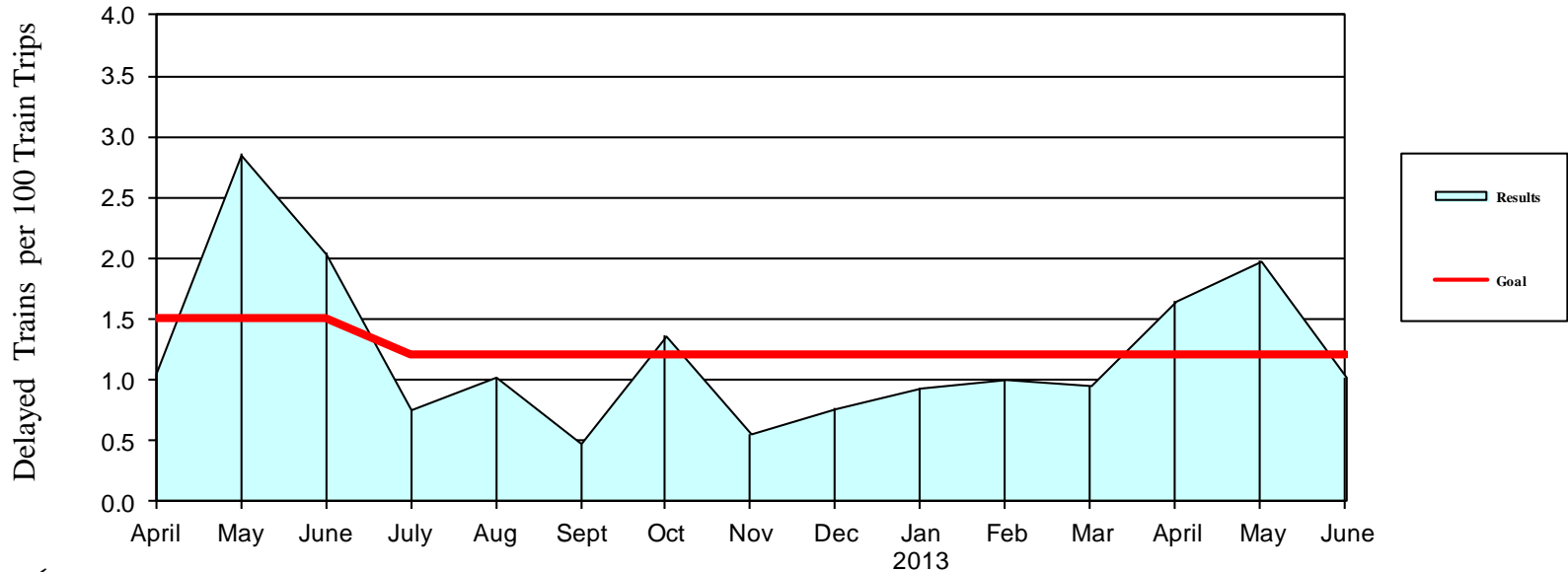
On-Time Service - Train



- ✓ 91.08%, below 95% goal
- ✓ Five biggest delays of quarter due to “Wayside”:
 - Stored replacement rail coming in contact with 3rd rail (2)
 - Maintenance vehicle collision at Trans-Bay Tube portal
 - Routing problems at Bay Fair
 - Routing problems at Balboa Park

Wayside Train Control System

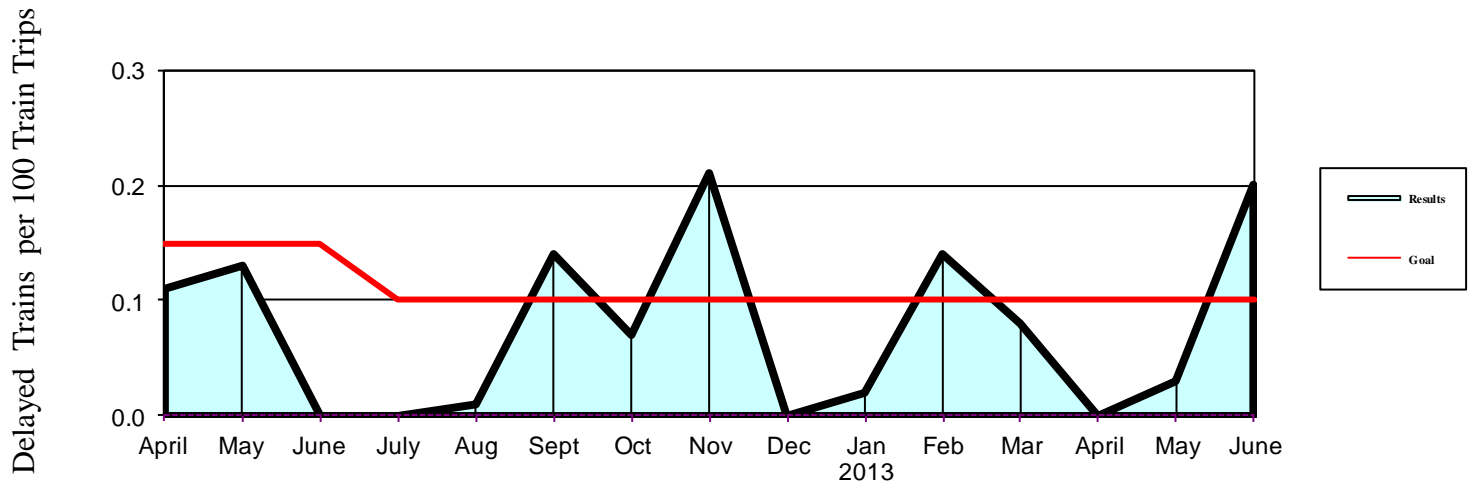
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal not met
- ✓ 17 new Alstom switch machines installed on A-Line
- ✓ Commencing work on M-Line lightning arrestor replacement and wayside MUX card packs
- ✓ Two major delays, April 8 defective switch south of Bay Fair (109 late trains) and May 2 multiple switches out of adjustment around Daly City (105 late trains)

Computer Control System

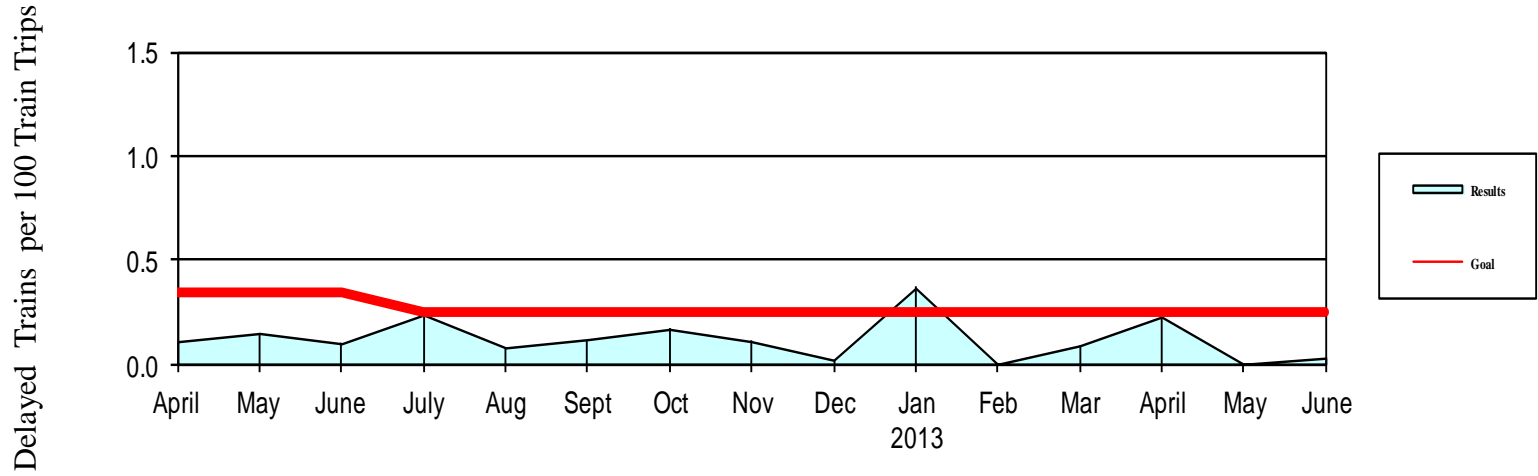
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met
- ✓ BART track changes in support of eBART transfer platform have been implemented in ICS, including workstation and display board graphics.
- ✓ Stay Away Order application goes into use by Station Agents, RS&S and BPD.
- ✓ ICS support implemented for new 34.5 kv alarms from South San Francisco Substation.

Traction Power

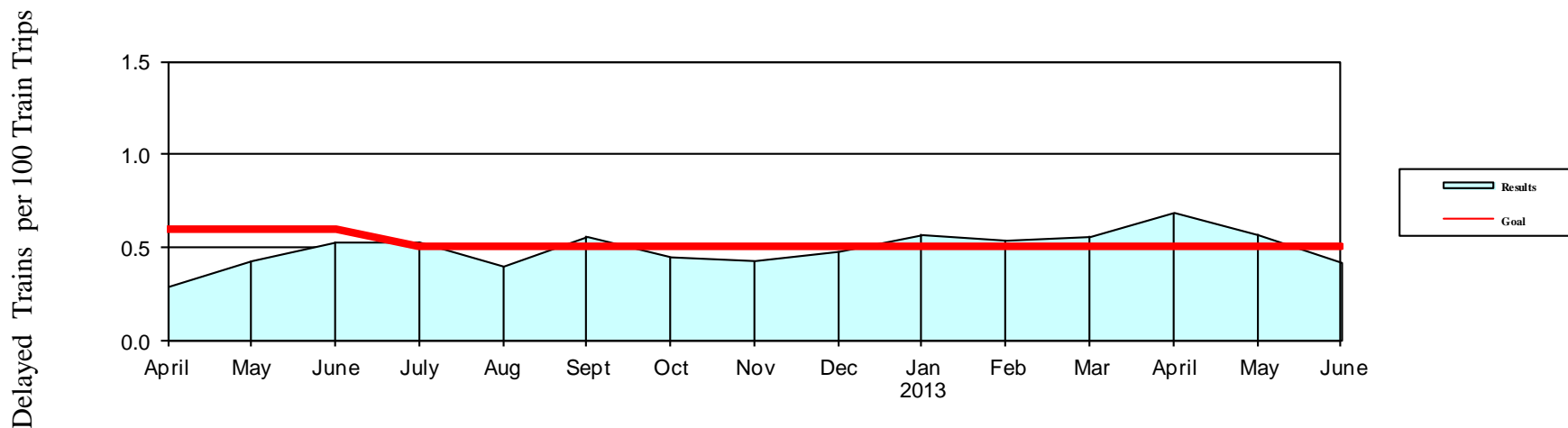
**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



✓ Goal met

Transportation

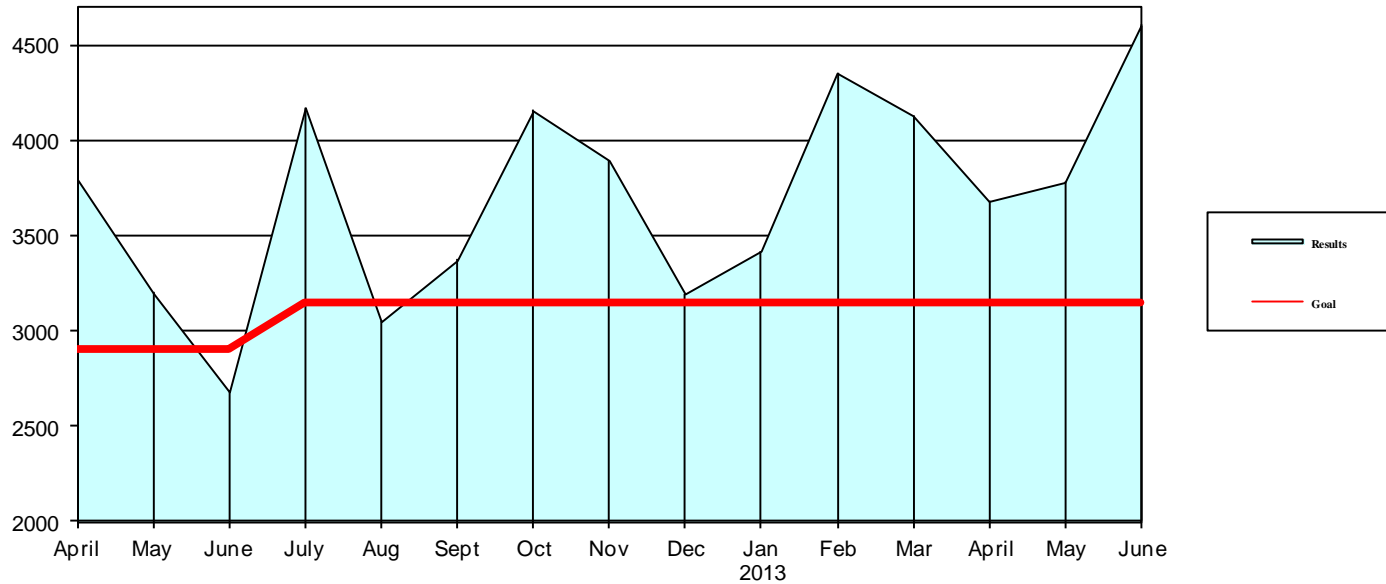
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs



- ✓ Goal 0.50, Actual 0.56 (same as last quarter)
- ✓ Train Operator Procedure delays were again high for each month (77 incidents – 139 late trains)
- ✓ Transportation has a large number of new train operators, delay events got better each month.

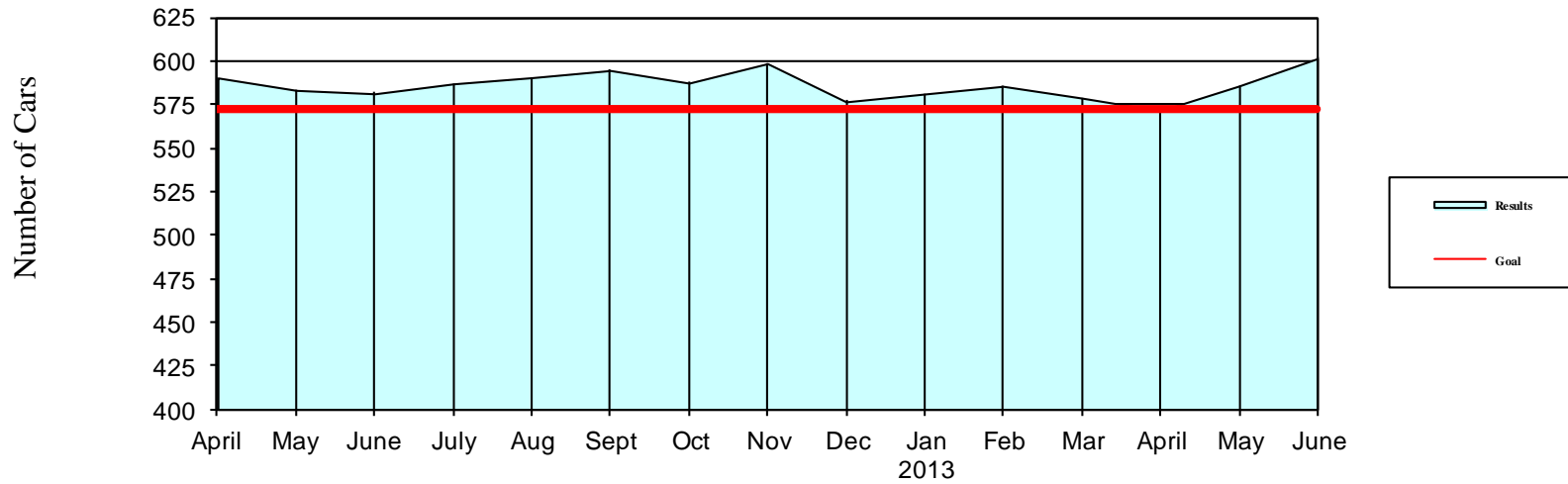
Car Equipment - Reliability

Mean Time Between Failures (Hours)



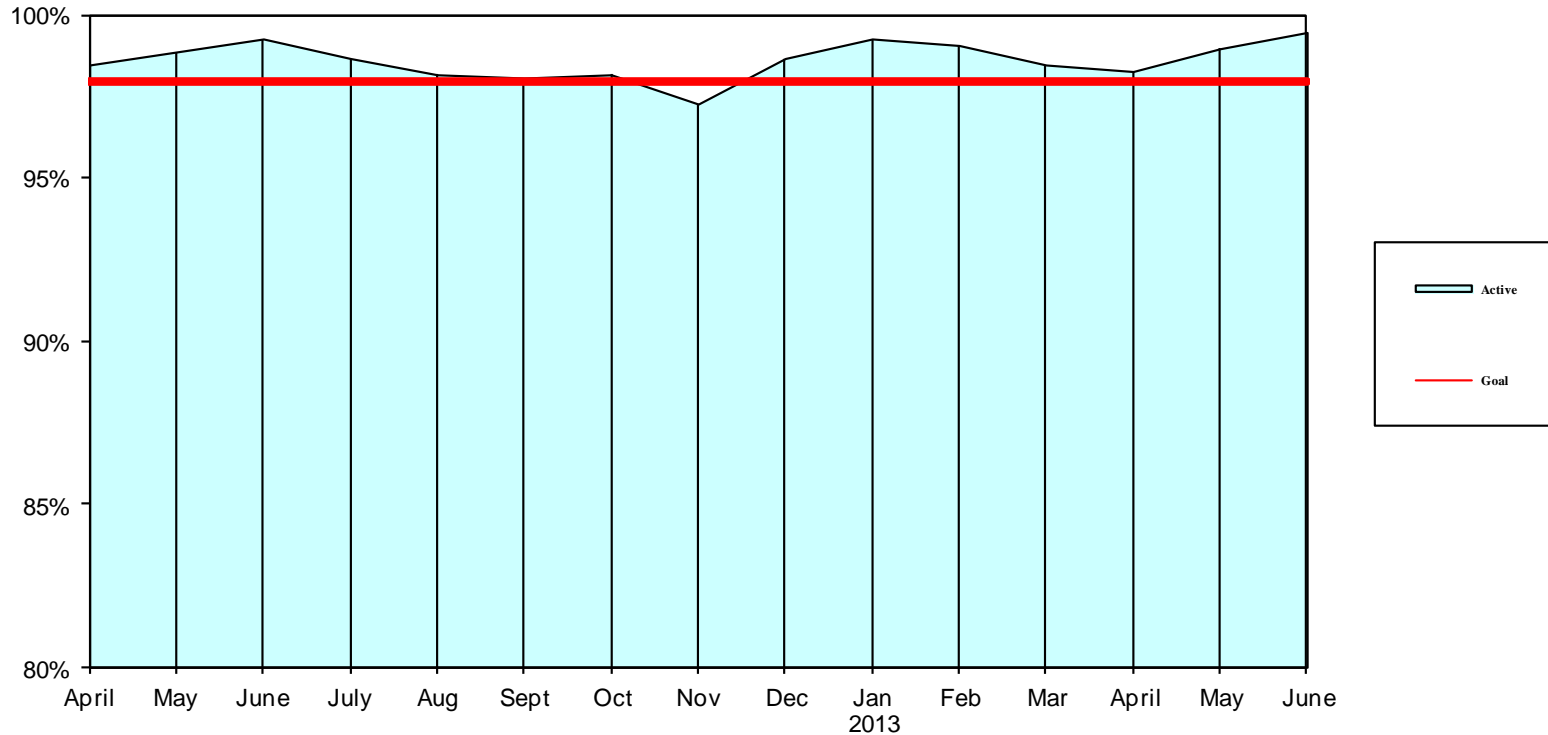
- ✓ Goal met
- ✓ All time record for car reliability (quarterly and annual)

Car Equipment - Availability @ 0400 hours



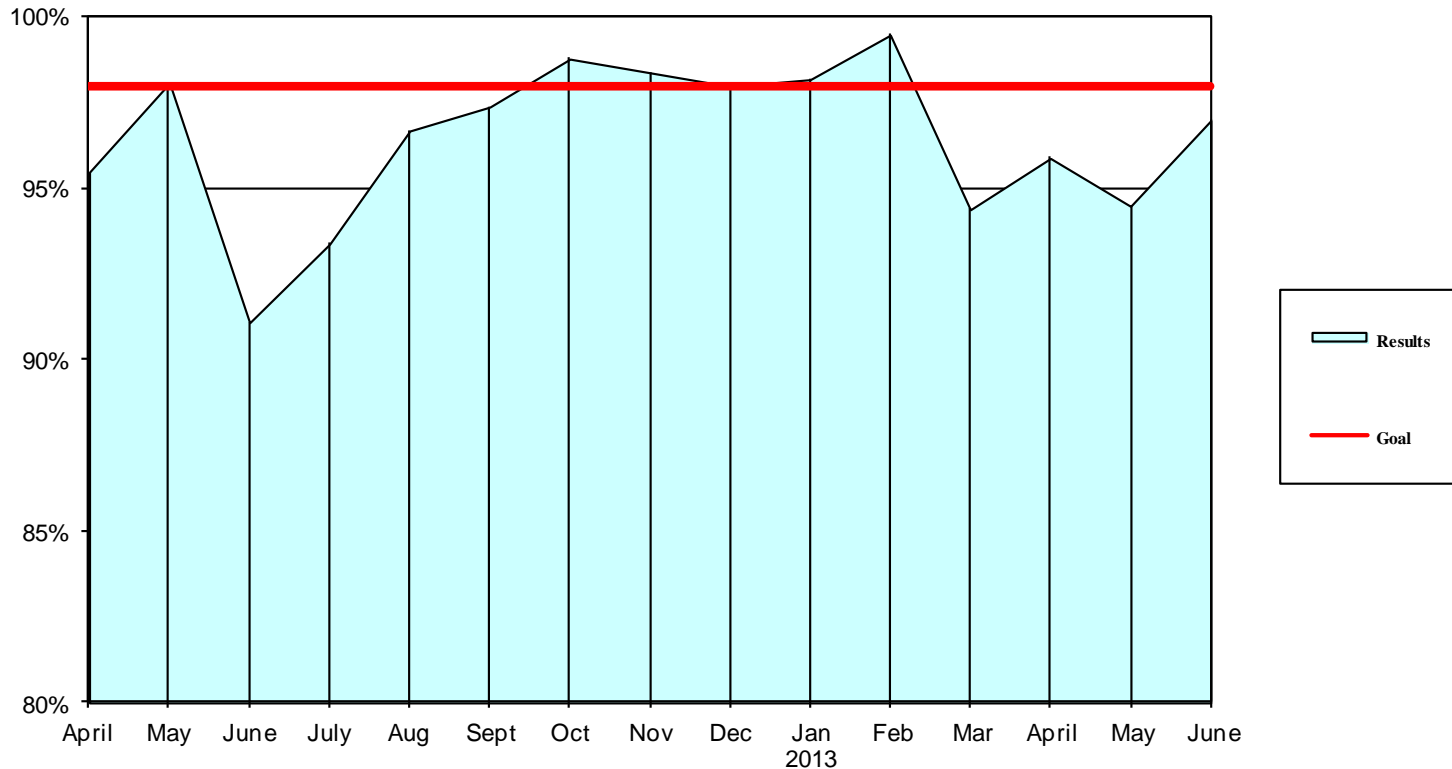
✓ Goal met

Elevator Availability - Stations



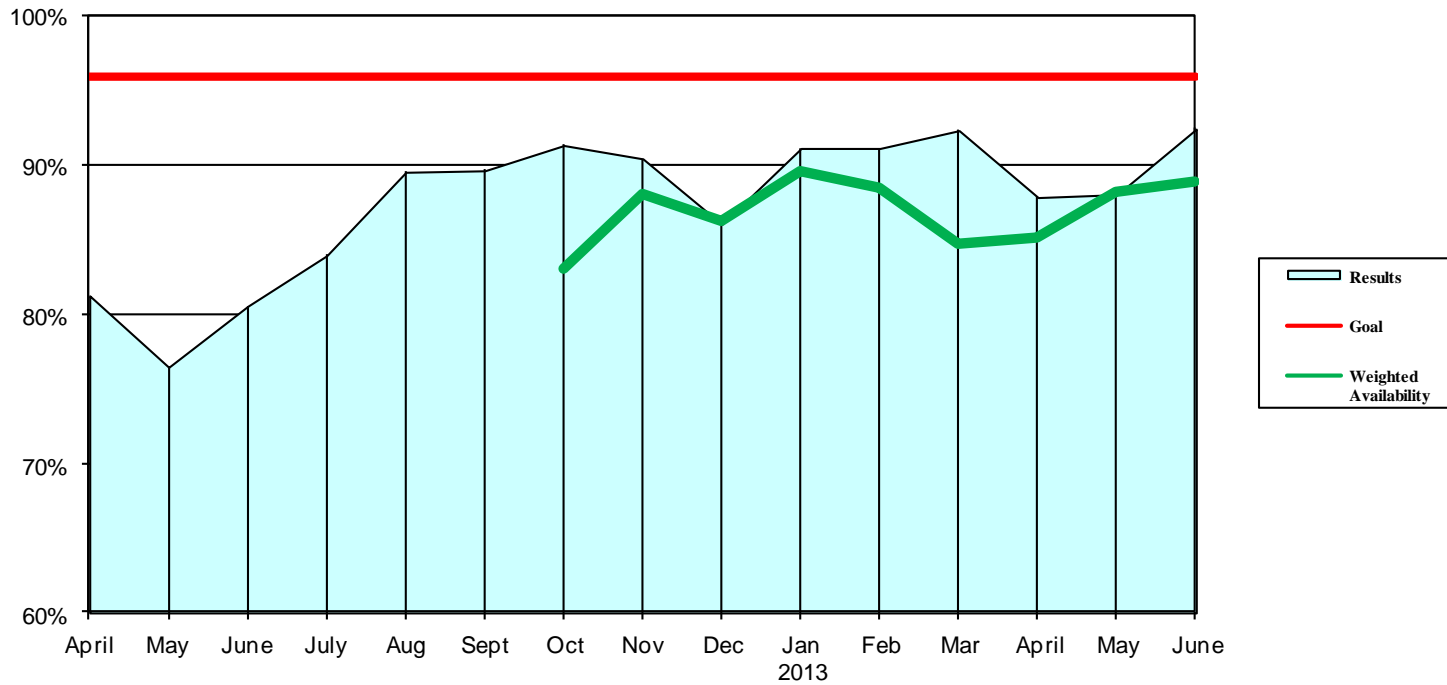
✓ 98.93% availability; steady, above goal performance

Elevator Availability - Garage



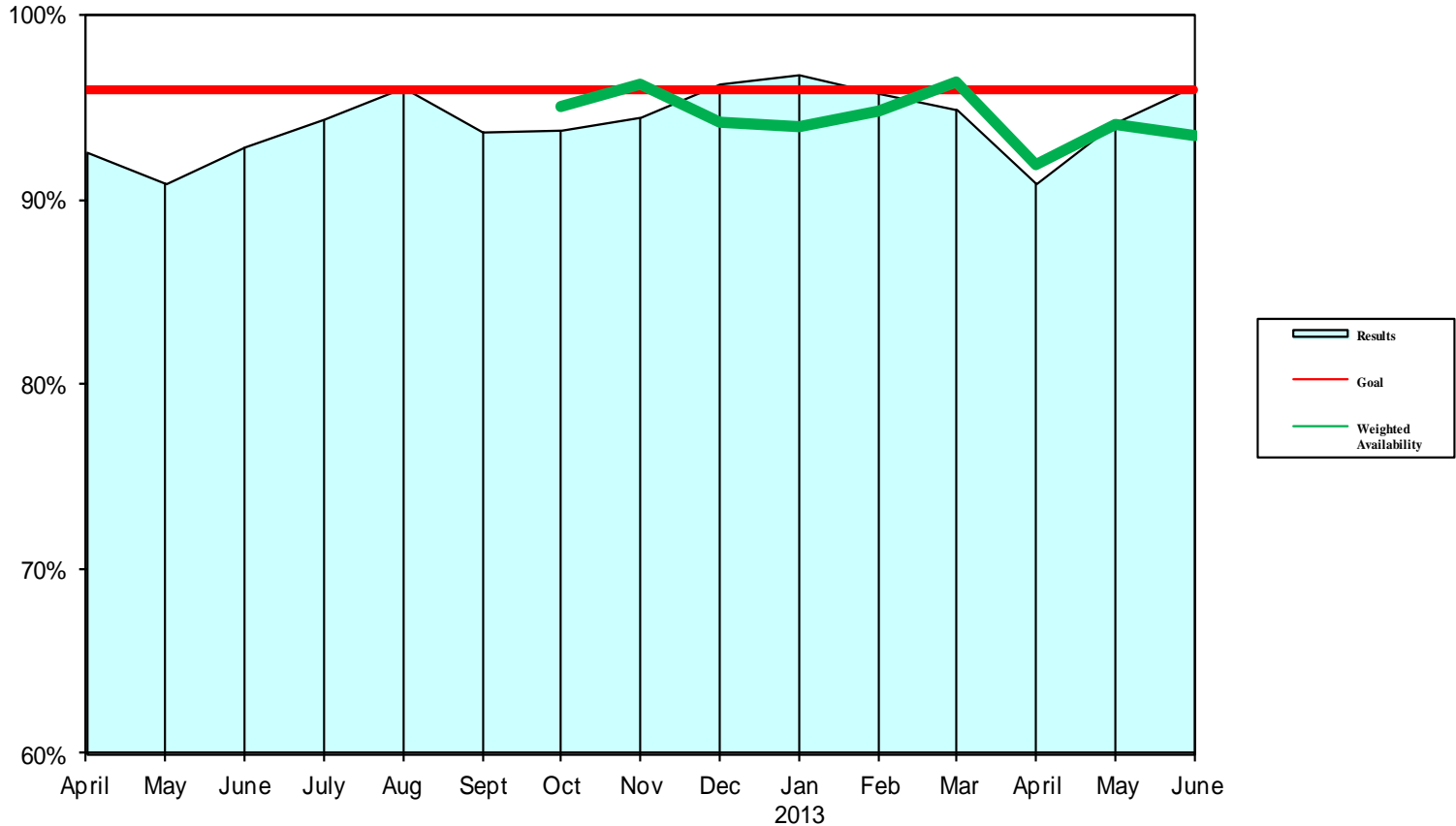
- ✓ Goal not met
- ✓ Multiple outages at Pleasant Hill old garage, motor generator replacement
- ✓ Unlike station elevators, garage units have redundancy

Escalator Availability - Street



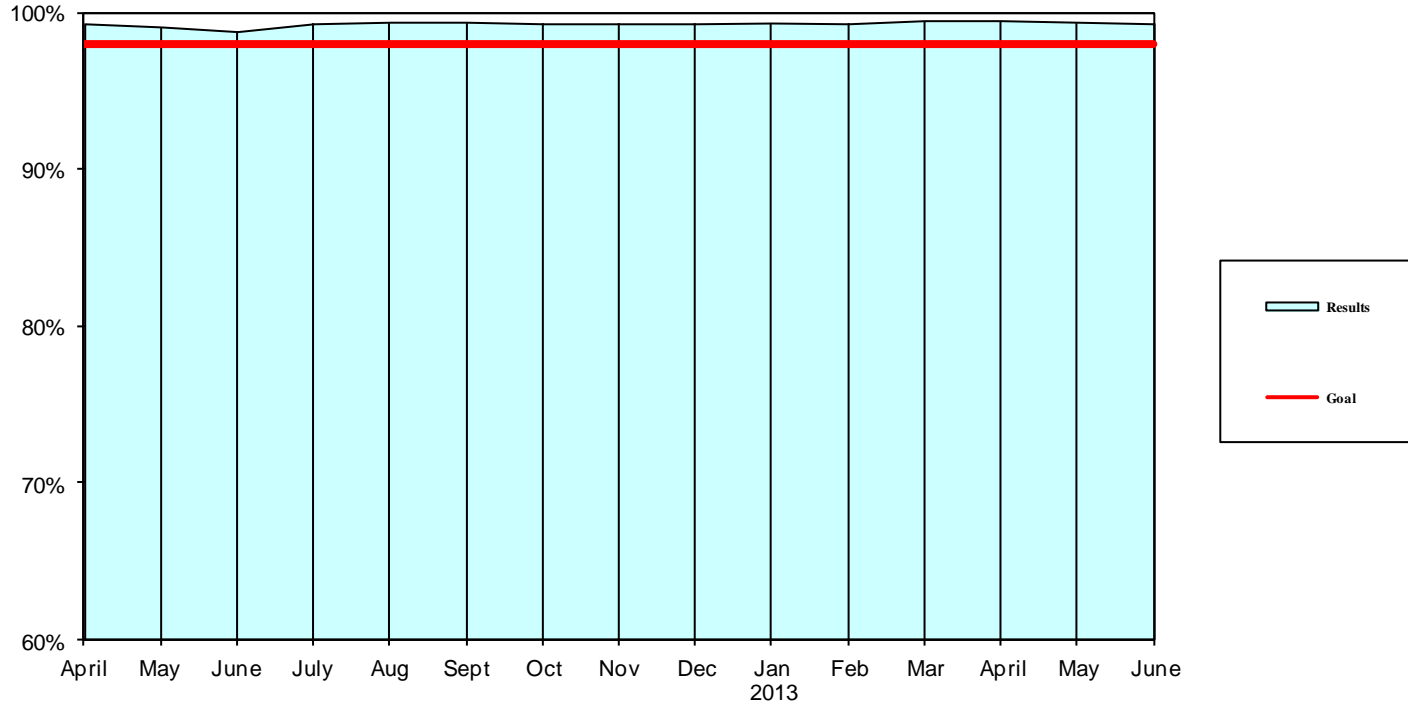
- ✓ Goal not met
- ✓ Lengthy outages at Civic Center (S7, tread repair), Powell (S2, comb plate replacement), and 16th Street (S3, brake repair)

Escalator Availability - Platform



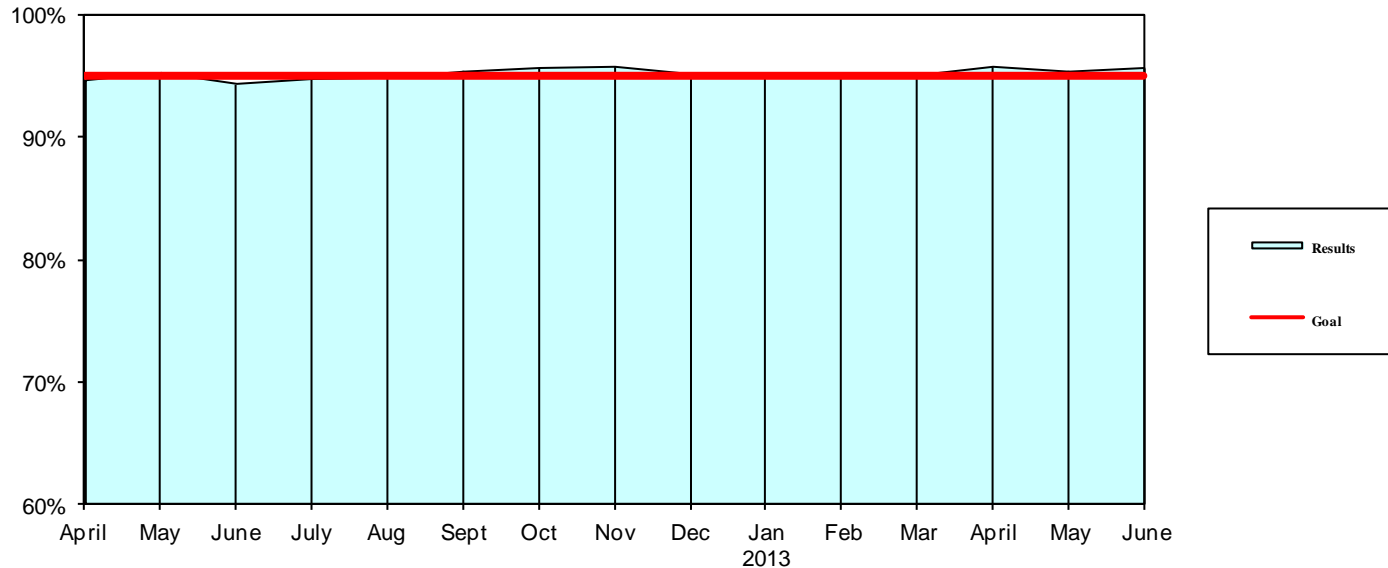
- ✓ 93.77% availability, 96% goal
- ✓ Lengthy outages at North Berkeley (P2, bull gear and step chain replacement), Glen Park (bull gear and step chain replacement), and 24th Street (step chain/track repair)

AFC Gate Availability



✓ 99.40% availability, goal exceeded, continued solid performance

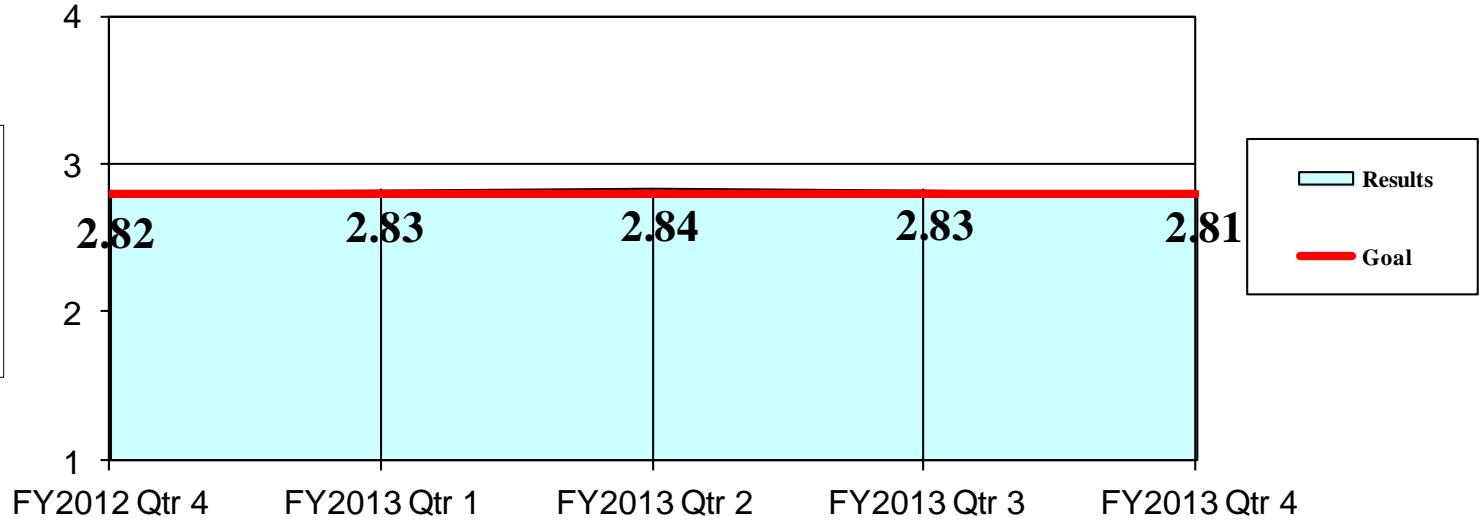
AFC Vendor Availability



- ✓ 95.63%, goal met, steady performance
- ✓ Availability of Add Fare 98.2% (down from 98.5% in Q3)
- ✓ Availability of Add Fare Parking 97.9% (down from 98.5% in Q3)
- ✓ Availability of Parking Validation Machines 99.8% (same as Q3)

Environment - Outside Stations

Ratings guide:
 4 = Excellent
 3 = Good
 2.80 = Goal
 2 = Only Fair
 1 = Poor



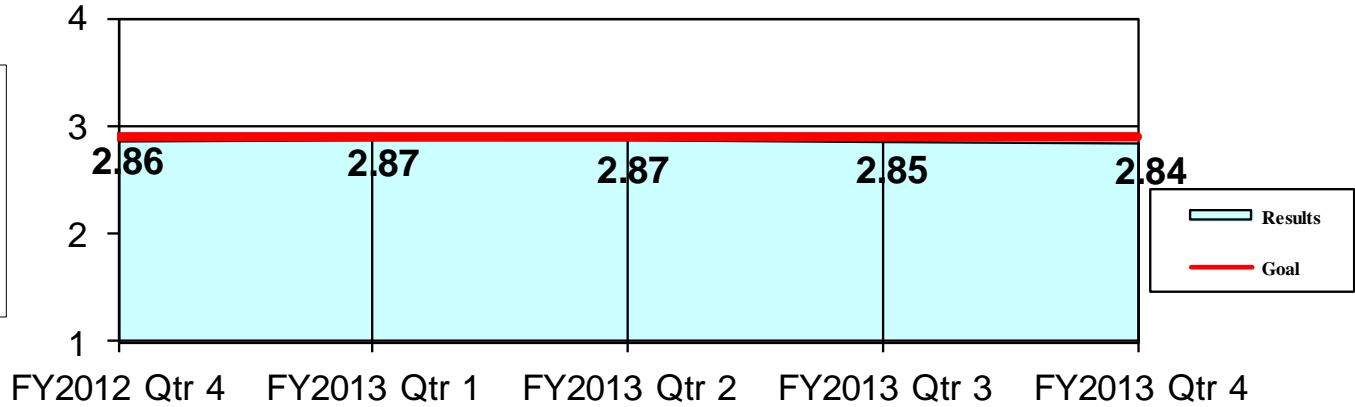
Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.71
BART Parking Lot Cleanliness (25%)	3.04
Appearance of BART Landscaping (25%)	2.76

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 65.8%
 - Parking Lots: 82.8%
 - Landscaping Appearance: 68.2%

Environment - Inside Stations

Ratings guide:
 4 = Excellent
 3 = Good
 2.90 = Goal
 2 = Only Fair
 1 = Poor



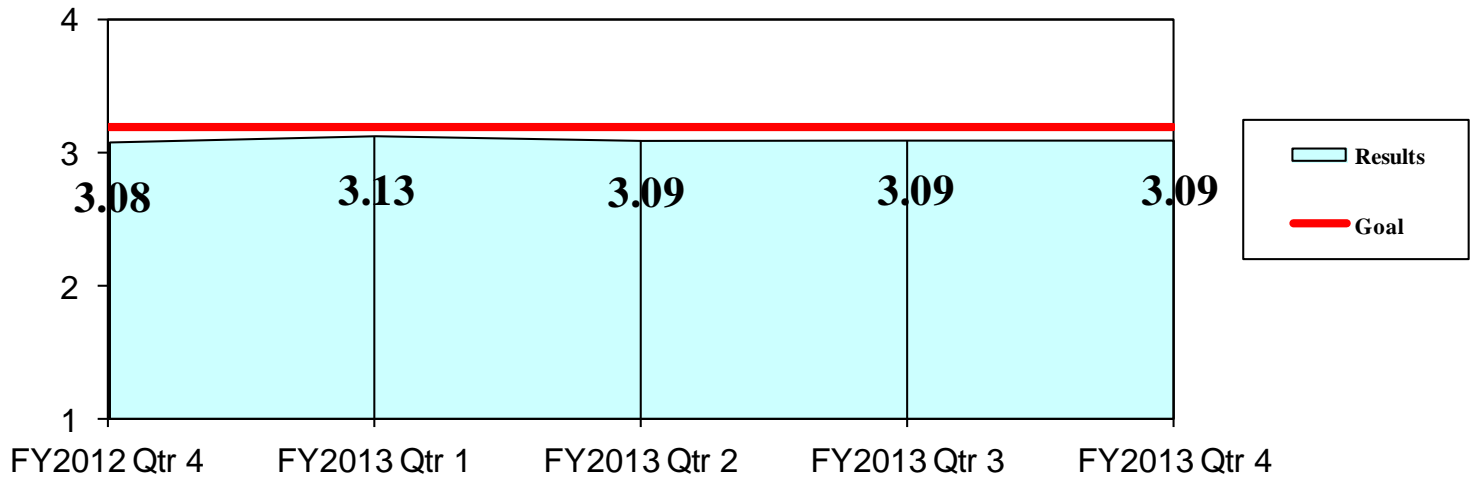
Composite rating for Cleanliness of:	
Station Platform (60%)	2.99
Other Station Areas (20%)	2.79
Restrooms (10%)	2.28
Elevator Cleanliness (10%)	2.59

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 80.3%	Other Station Areas: 70.2%
Restrooms: 44.7%	Elevators: 59.4%

Station Vandalism

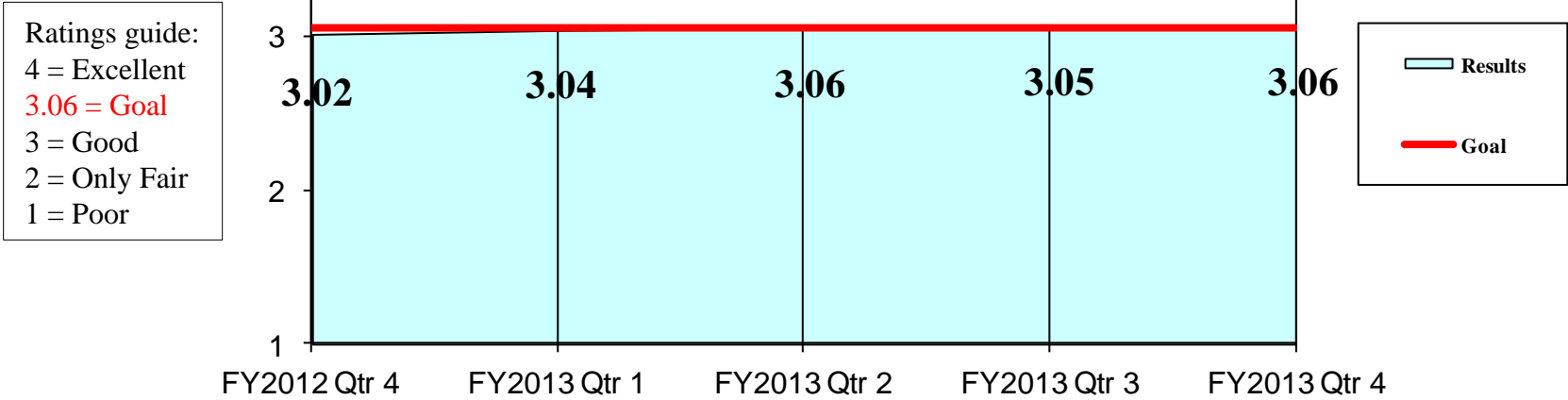
Ratings guide:
 4 = Excellent
 3.19 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 83.2% of those surveyed ranked this category as either Excellent or Good

Station Services



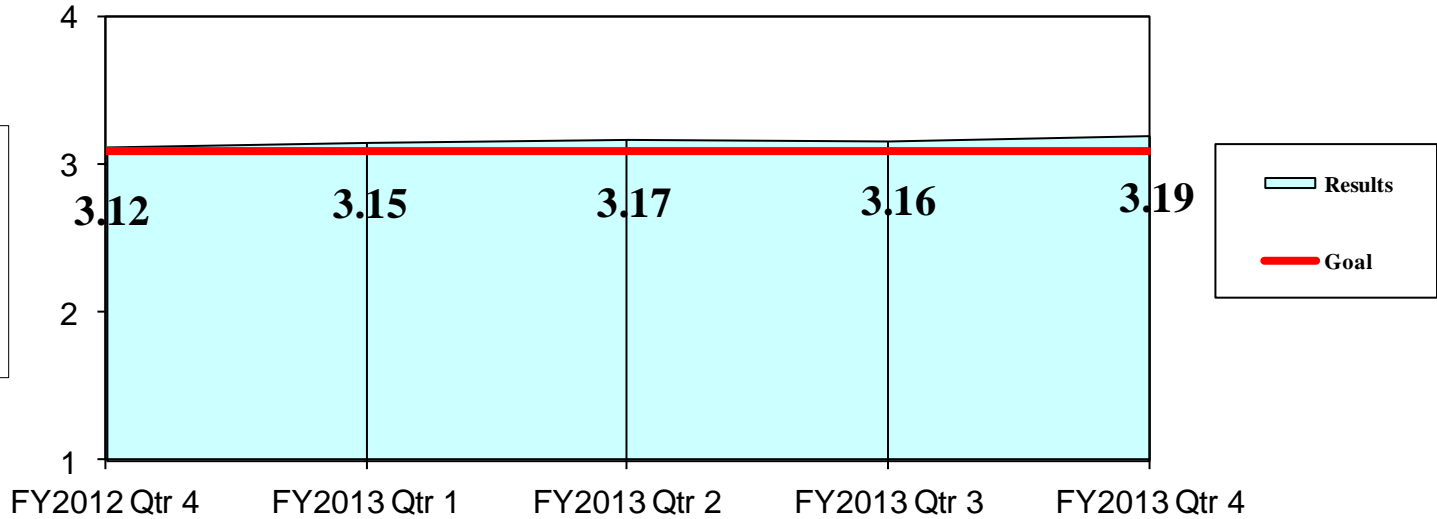
Ratings guide:
 4 = Excellent
 3.06 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Composite rating of:	
Station Agent Availability (65%)	3.02
Brochures Availability (35%)	3.12

- ✓ Goal met
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 80.5%
 - Brochures: 84.1%

Train P.A. Announcements

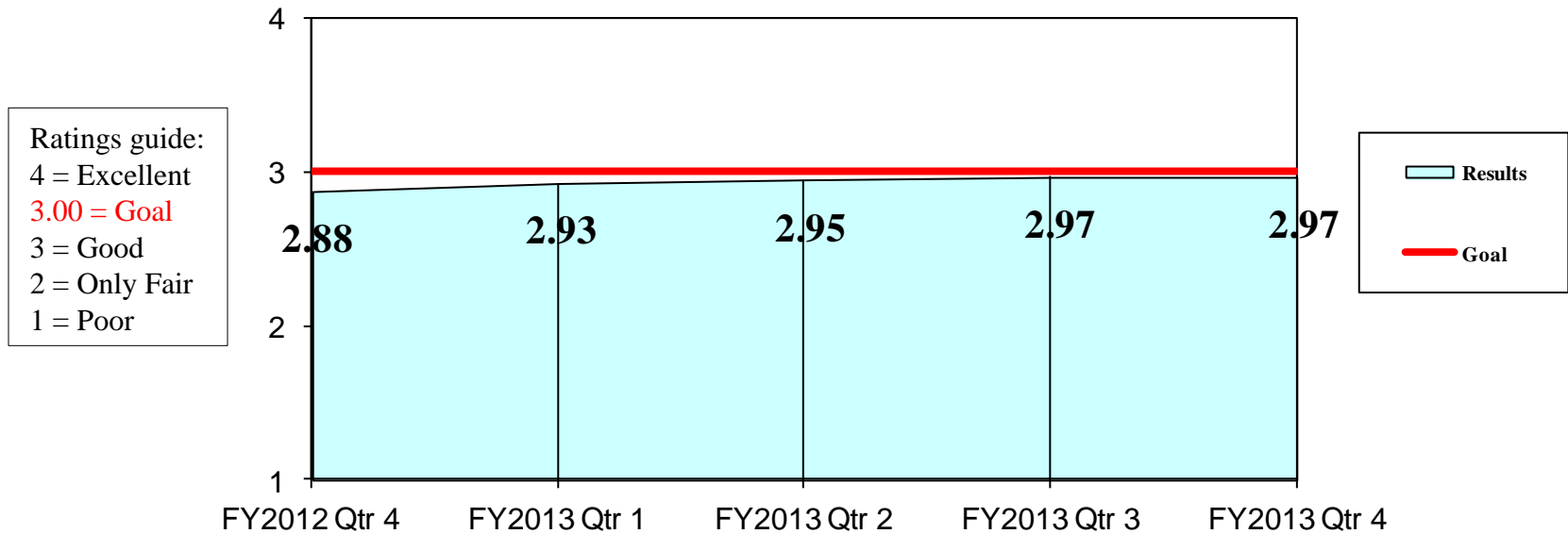
Ratings guide:
 4 = Excellent
 3.09 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.17
P.A. Transfer Announcements (33%)	3.12
P.A. Destination Announcements (33%)	3.29

- ✓ Goal met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 82.2%
 - Transfers: 80.7%
 - Destinations: 86.7%

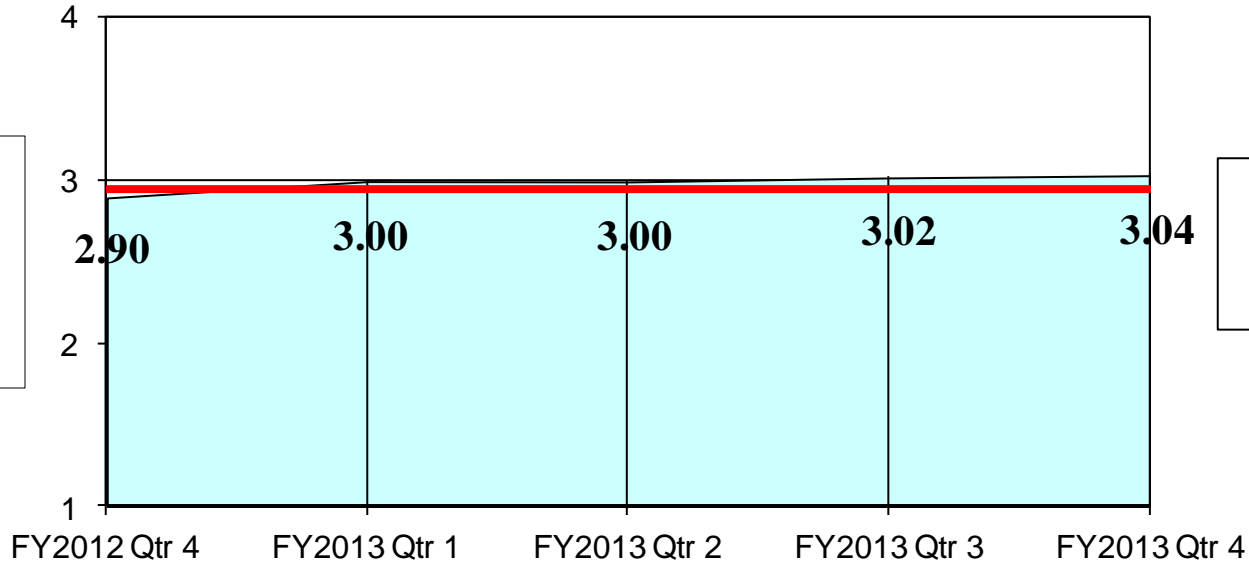
Train Exterior Appearance



- ✓ Goal not met
- ✓ 80.4% of those surveyed ranked this category as either Excellent or Good

Train Interior Cleanliness

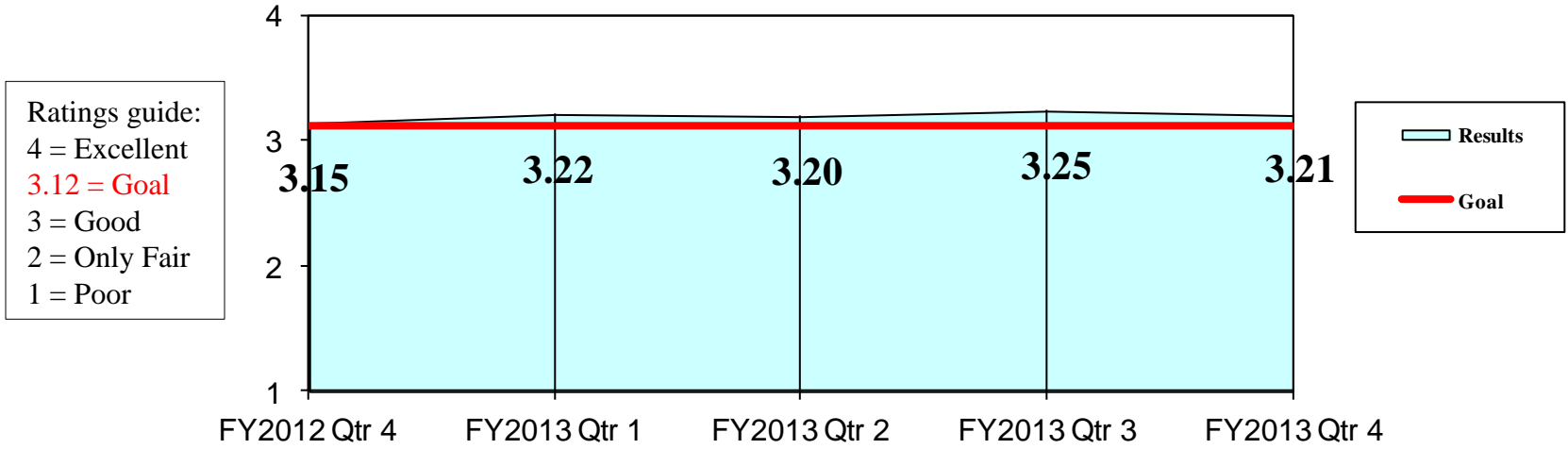
Ratings guide:
 4 = Excellent
 3 = Good
 2.94 = Goal
 2 = Only Fair
 1 = Poor



Composite rating of:	
Train interior cleanliness (60%)	2.78
Train interior kept free of graffiti (40%)	3.42

- ✓ Goal met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 67.3% Graffiti-free: 93.3%

Train Temperature



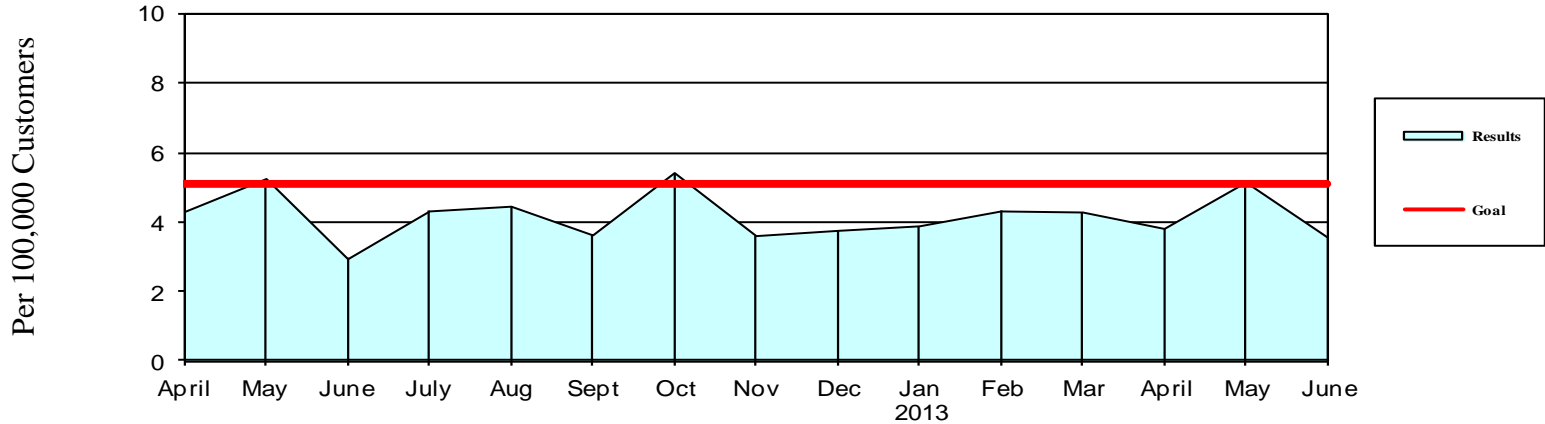
Ratings guide:
 4 = Excellent
 3.12 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 85.7% of those surveyed ranked this category as either Excellent or Good

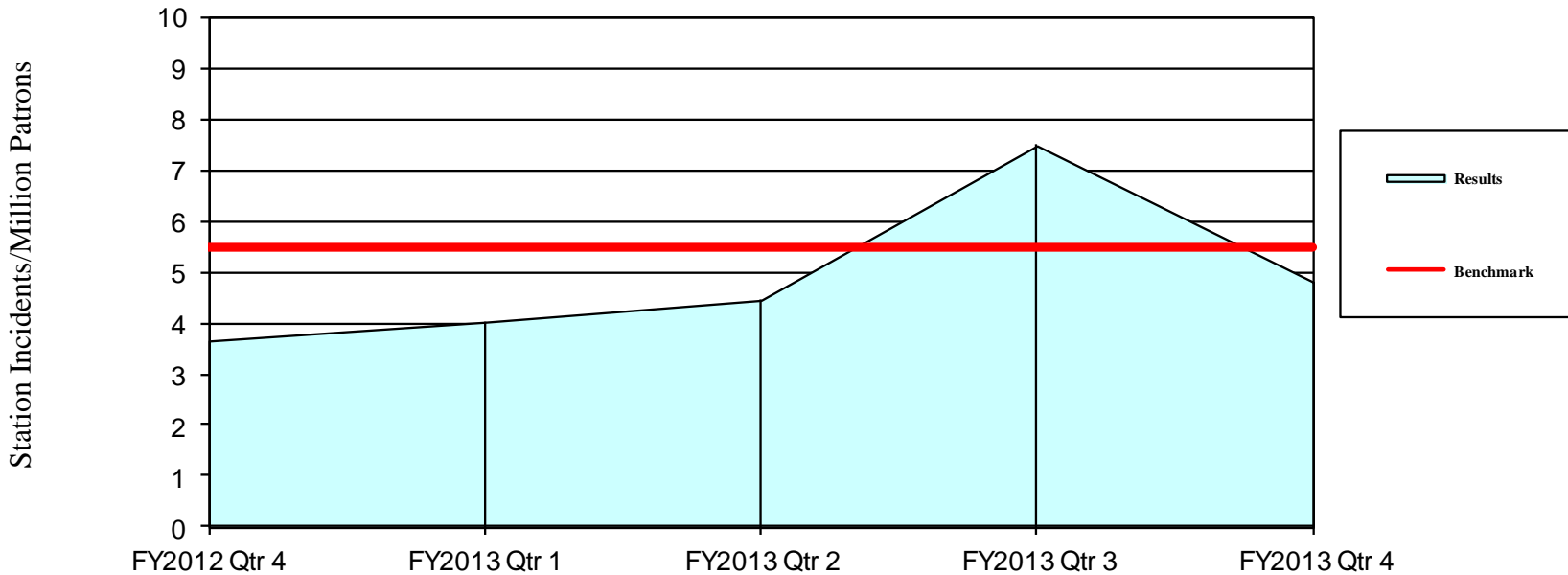
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints increased 93 (7.9%) from last quarter, up 76 (6.3%) when compared with FY 12, fourth quarter.
- ✓ Complaints increased in Announcements, New Bike Program, Service, Station Cleanliness and Trains.
- ✓ Complaints decreased in Personnel, Policies and Train Cleanliness.
- ✓ Compliments edged up a pair to 107 from 105 last quarter and from 102 last year.

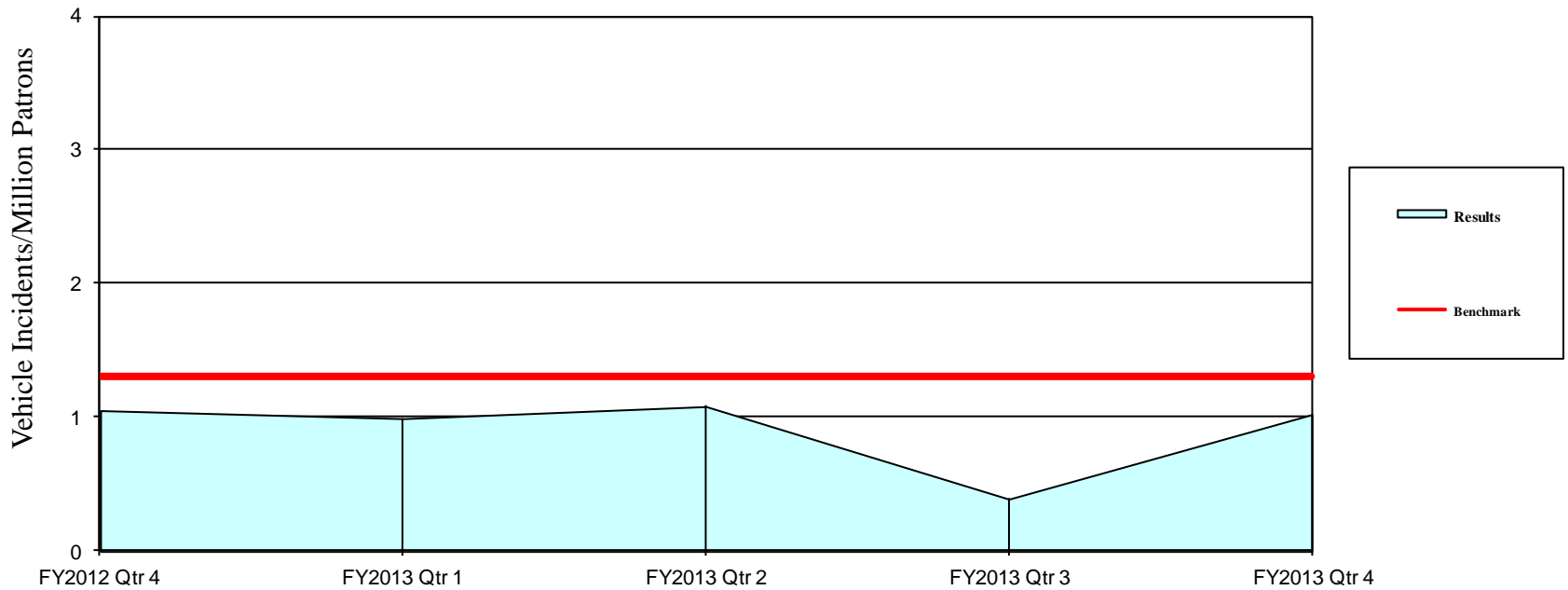
Patron Safety: Station Incidents per Million Patrons



✓ Goal met

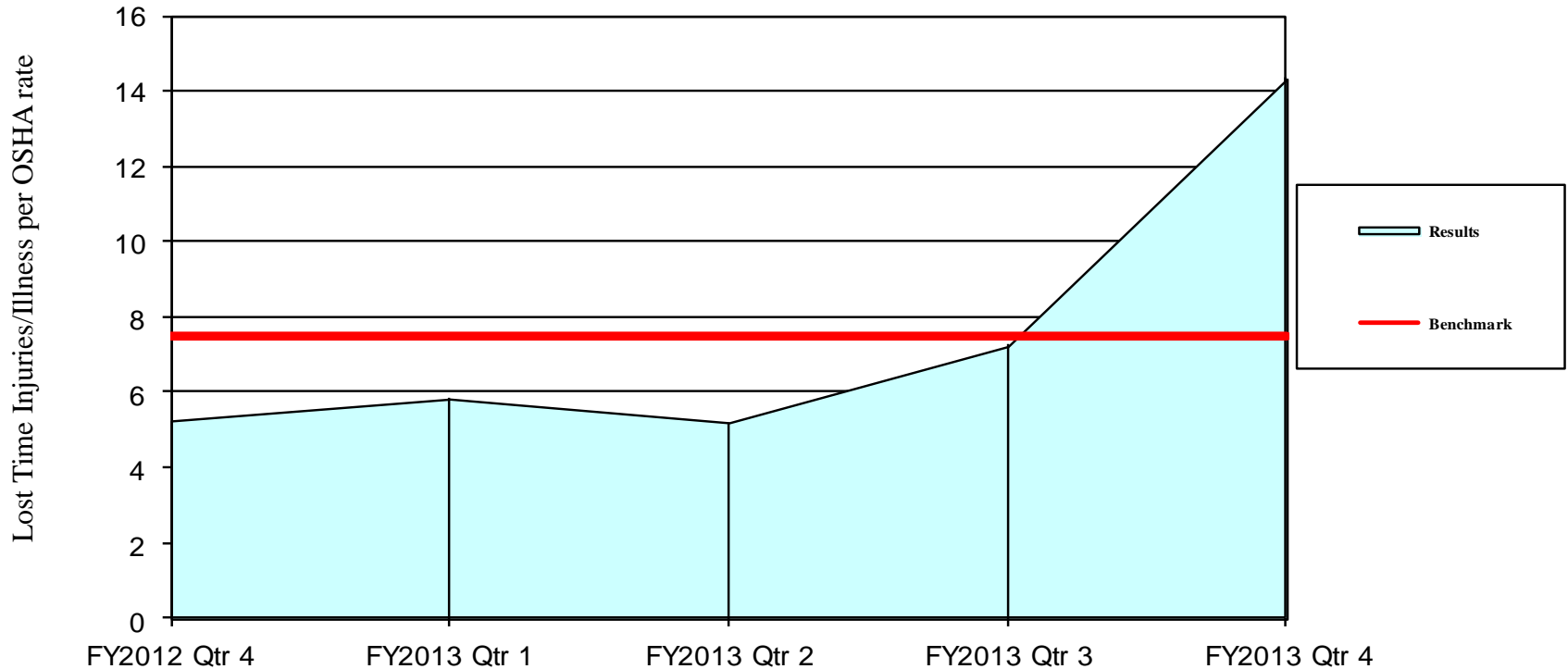
Patron Safety

Vehicle Incidents per Million Patrons



✓ Goal met

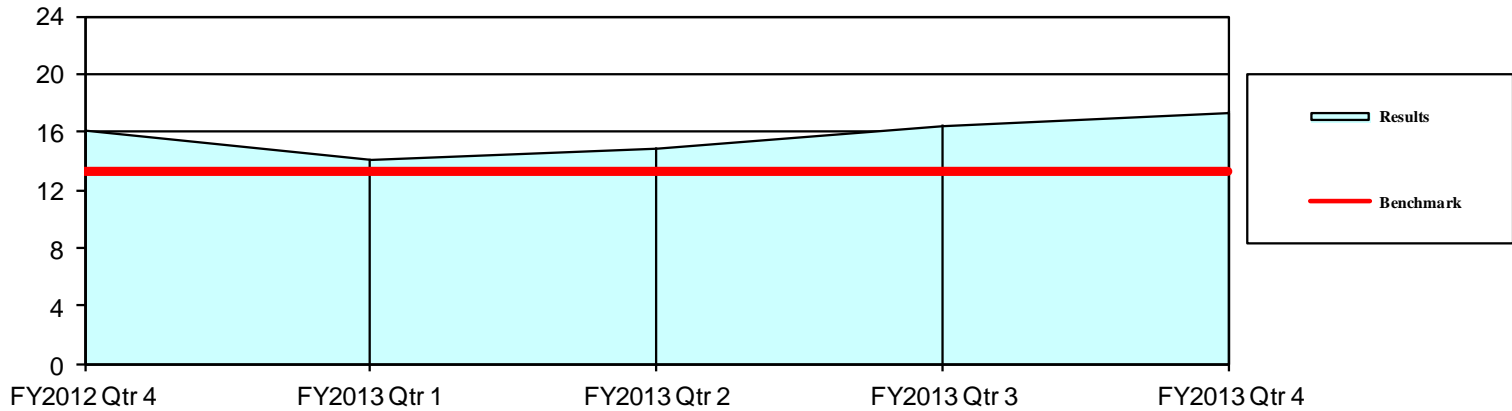
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal not met

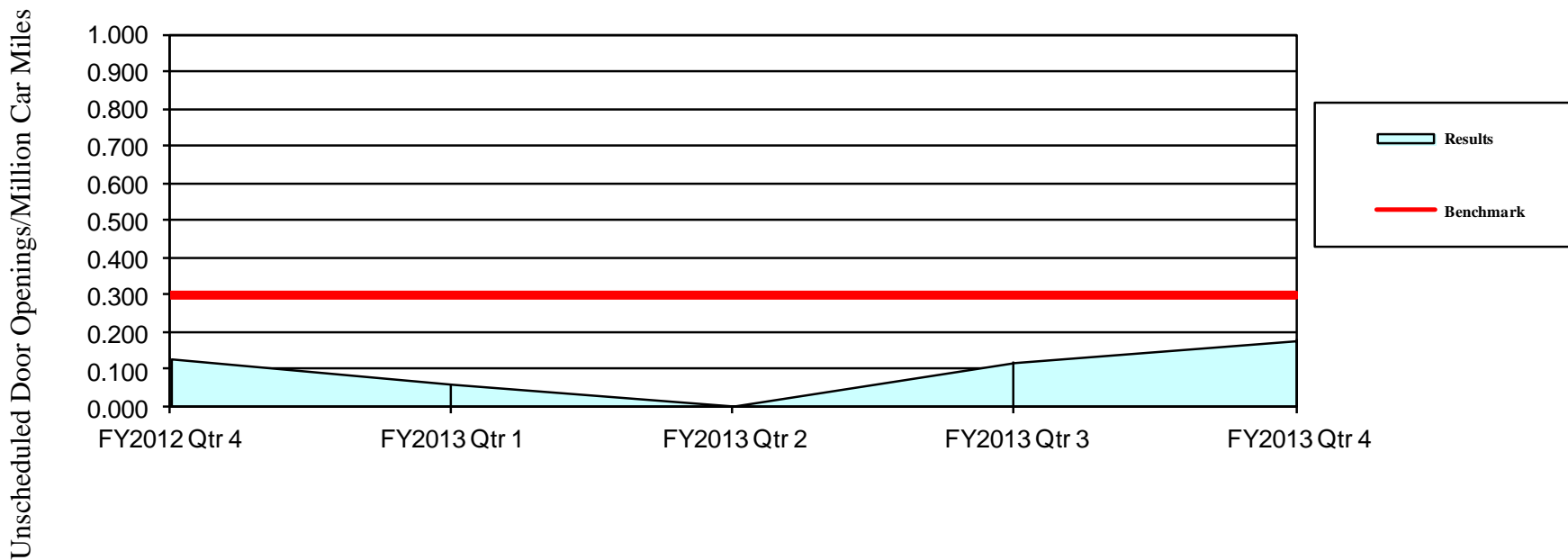
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



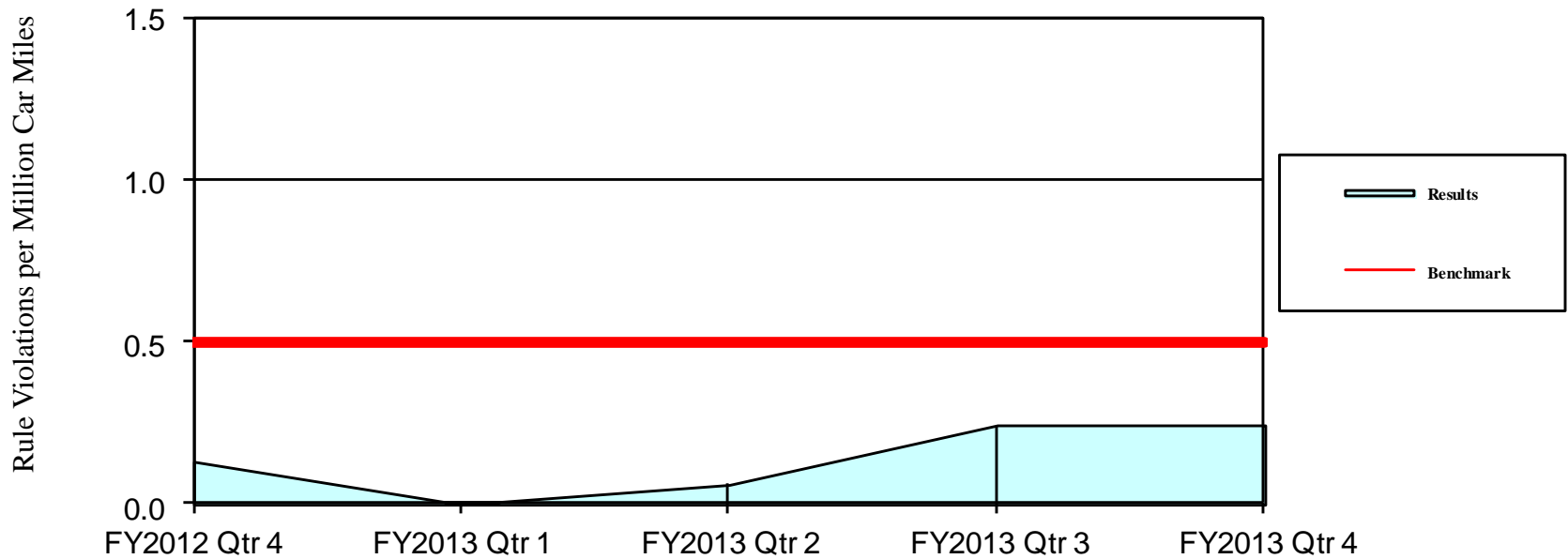
✓ Goal not met

Operating Safety: Unscheduled Door Openings per Million Car Miles



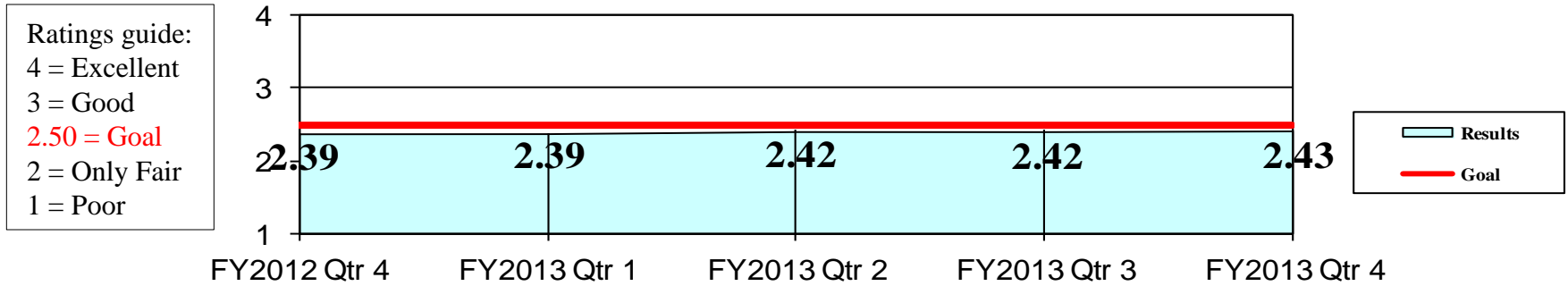
✓ Goal met

Operating Safety: Rule Violations per Million Car Miles



✓ Goal met

BART Police Presence

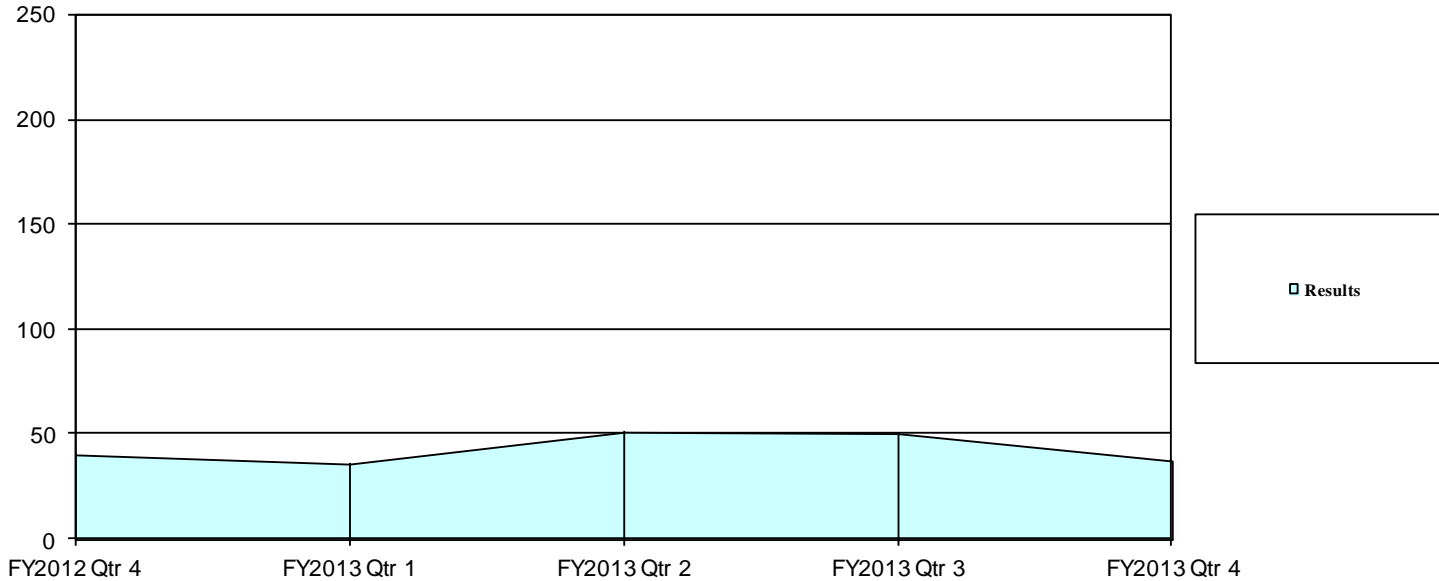


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.39
Parking Lots and Garages (33%)	2.51
Trains (33%)	2.38

- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 47.8%
 - Trains: 45.5%
 - Parking Lots/Garages: 52.6%

Quality of Life*

Crimes per Million Trips

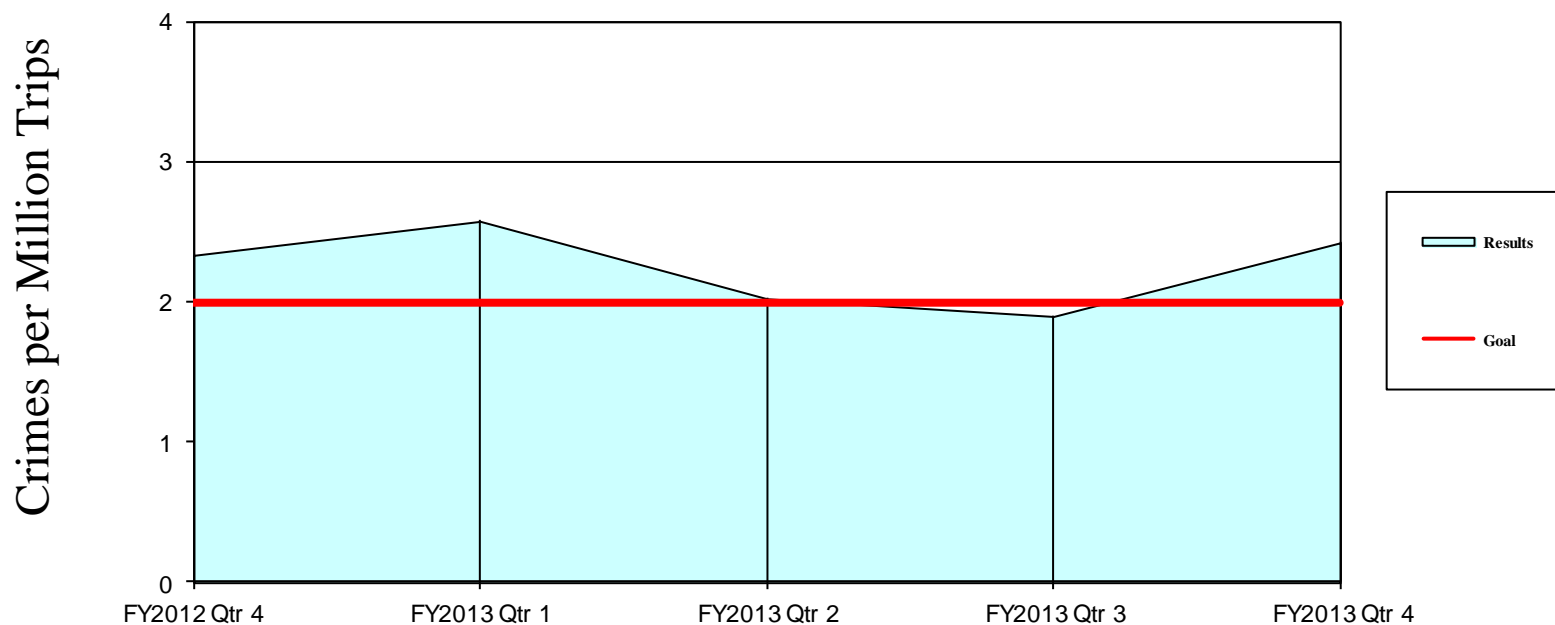


- ✓ Quality of Life incidents are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

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

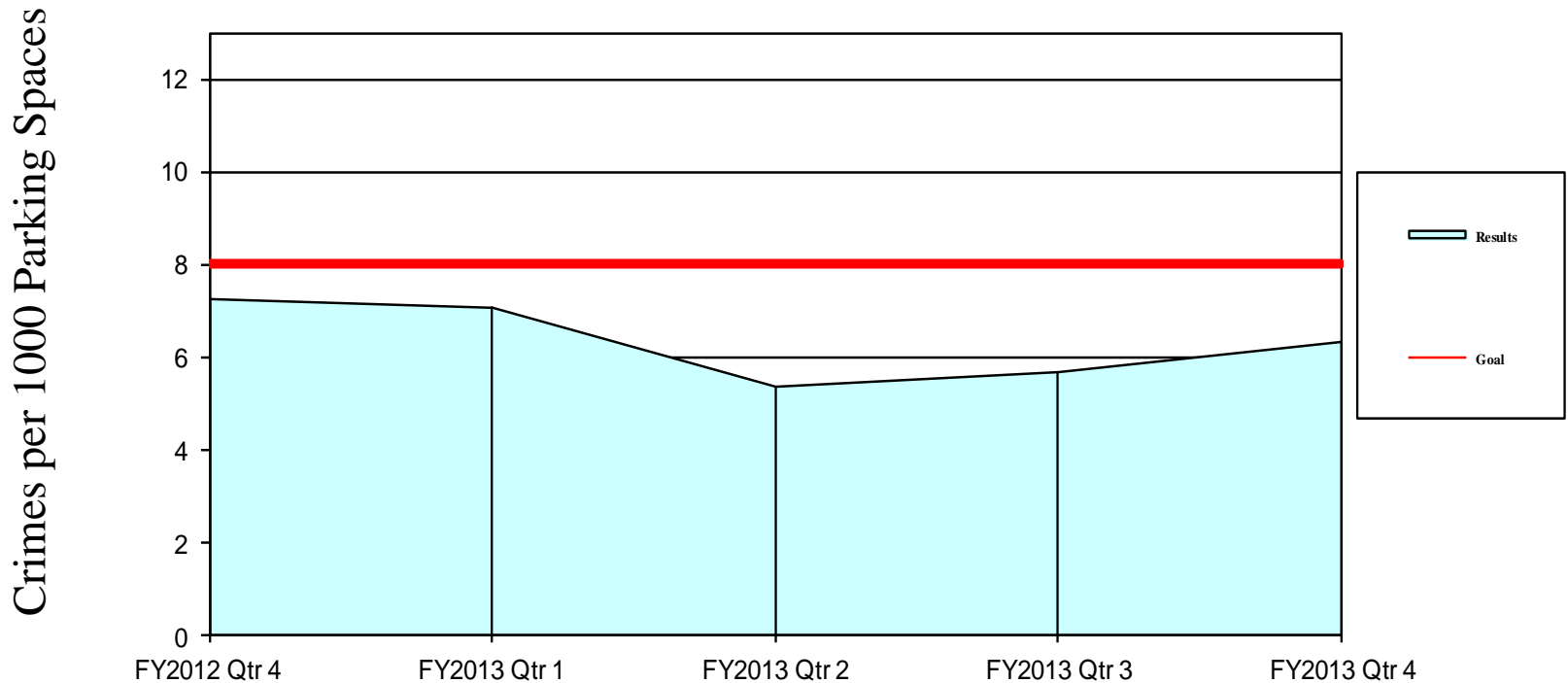
Crimes Against Persons

(Homicide, Rape, Robbery, and Aggravated Assault)



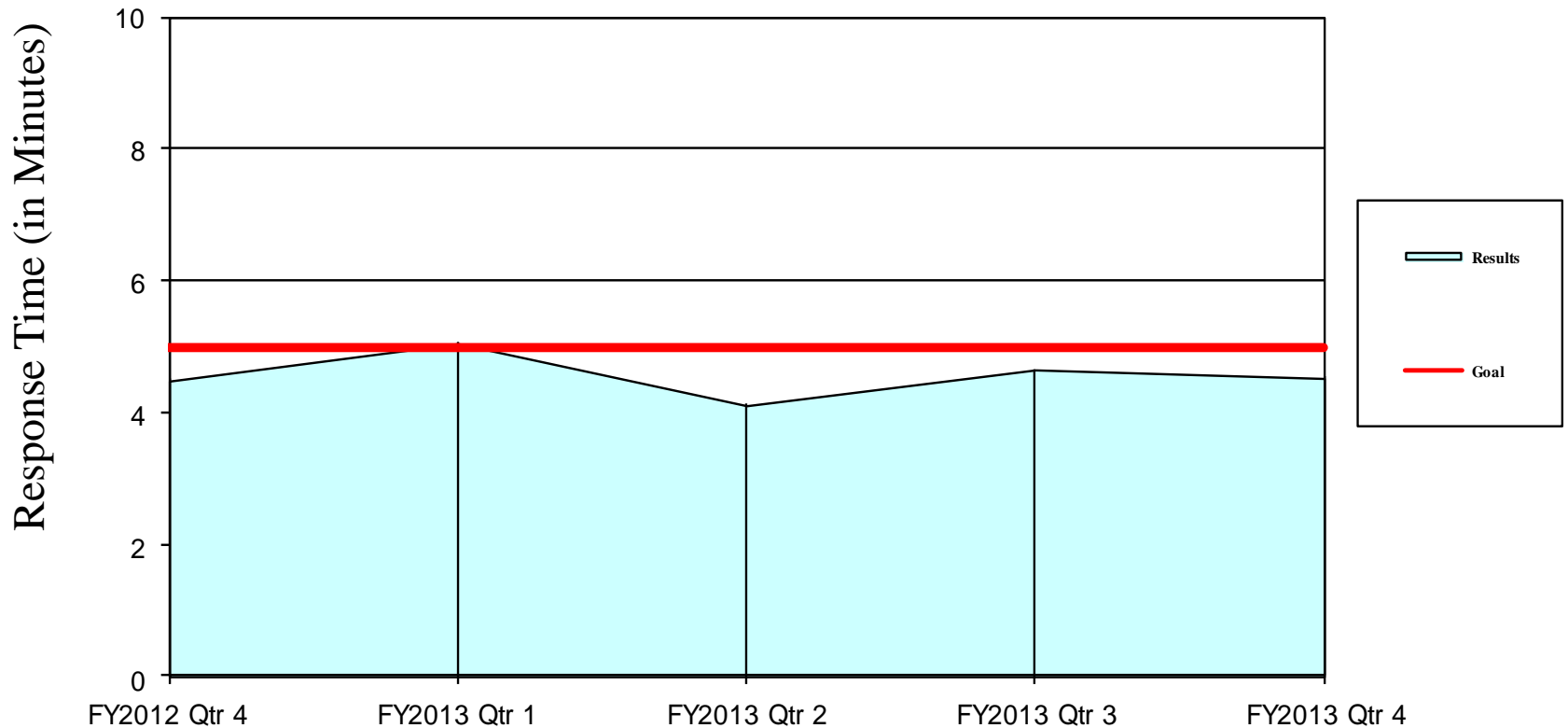
- ✓ Goal not met
- ✓ Crimes against persons are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



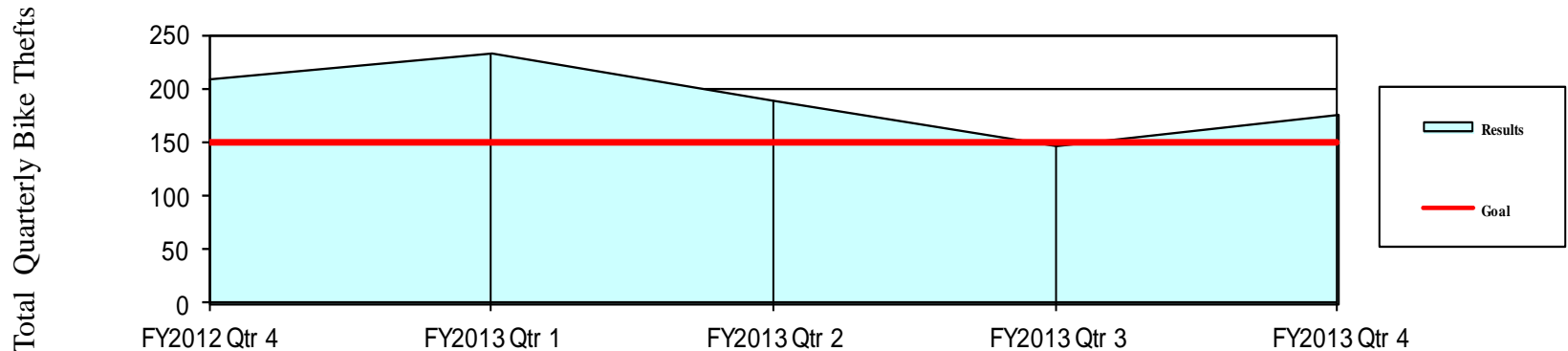
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and down from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ The Average Emergency Response Time goal was met.

Bike Theft



- ✓ 176 bike thefts for current quarter, up 29 from last quarter and down from the corresponding quarter of the prior fiscal year.

* The penal code for grand theft value changed in 2011. The software was updated, which resulted in a change of bicycle theft statistics effective FY12-Q3.