

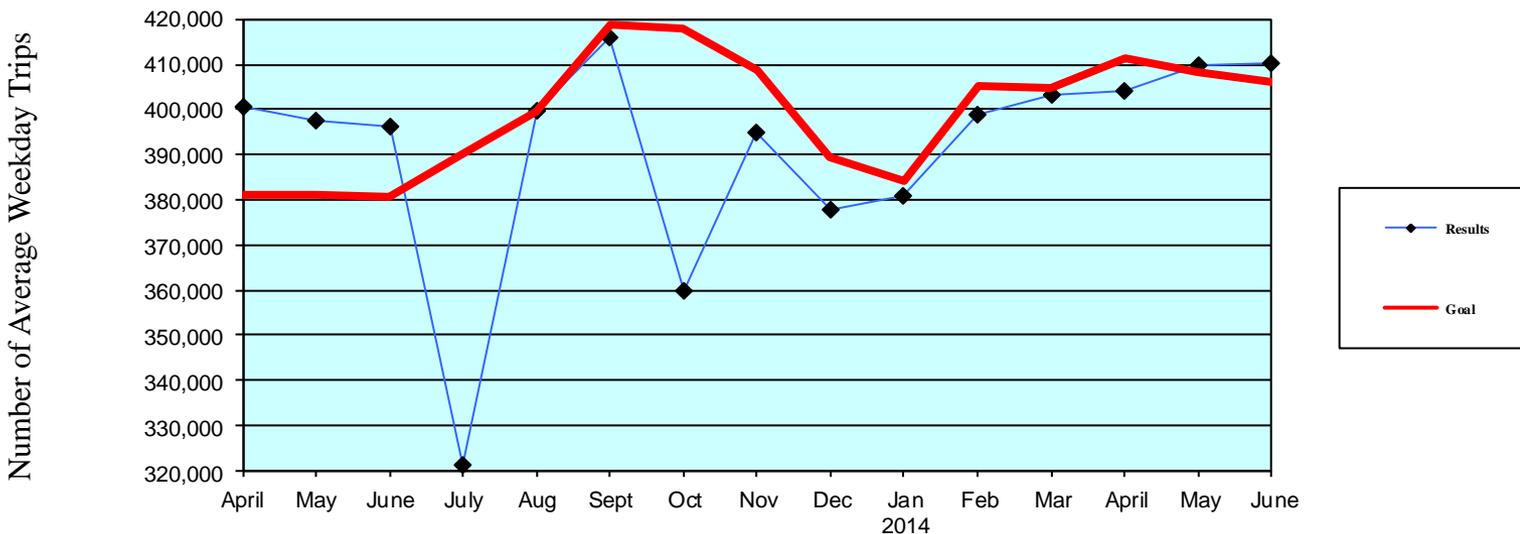
Quarterly Service Performance Review  
Fourth Quarter, FY 2014  
April - June, 2014  
Operations Staff Meeting  
August 14, 2014

## FY14 Fourth Quarter Overview...

- ✓ Weekday ridership up 2.5%, total quarterly ridership 0.8% below budget
- ✓ Train service reliability steady but at below goal rates, adapting to GO 175
- ✓ Car reliability, Computer Control Systems and Traction Power goals met; not Train Control and Transportation
- ✓ Platform Escalator, Station Elevator and AFC availability goals met; Car, Street Escalator and Garage Elevator availability not met
- ✓ Passenger Environment indicators slightly down except improved “Outside Stations”
- ✓ Complaints up in most categories, fewer complaints for “M&E” and “Station Cleanliness”



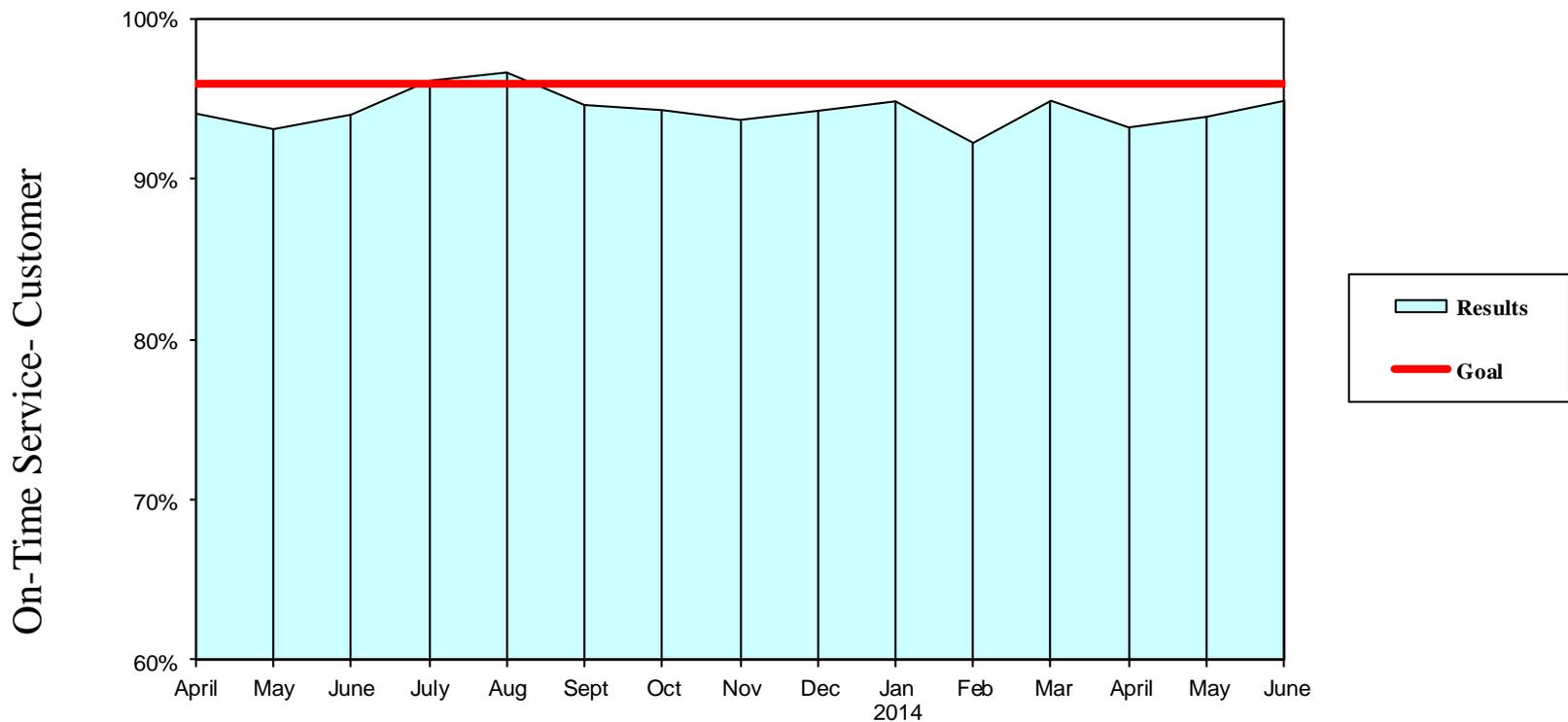
# Customer Ridership



✓ Compared to same quarter last year:

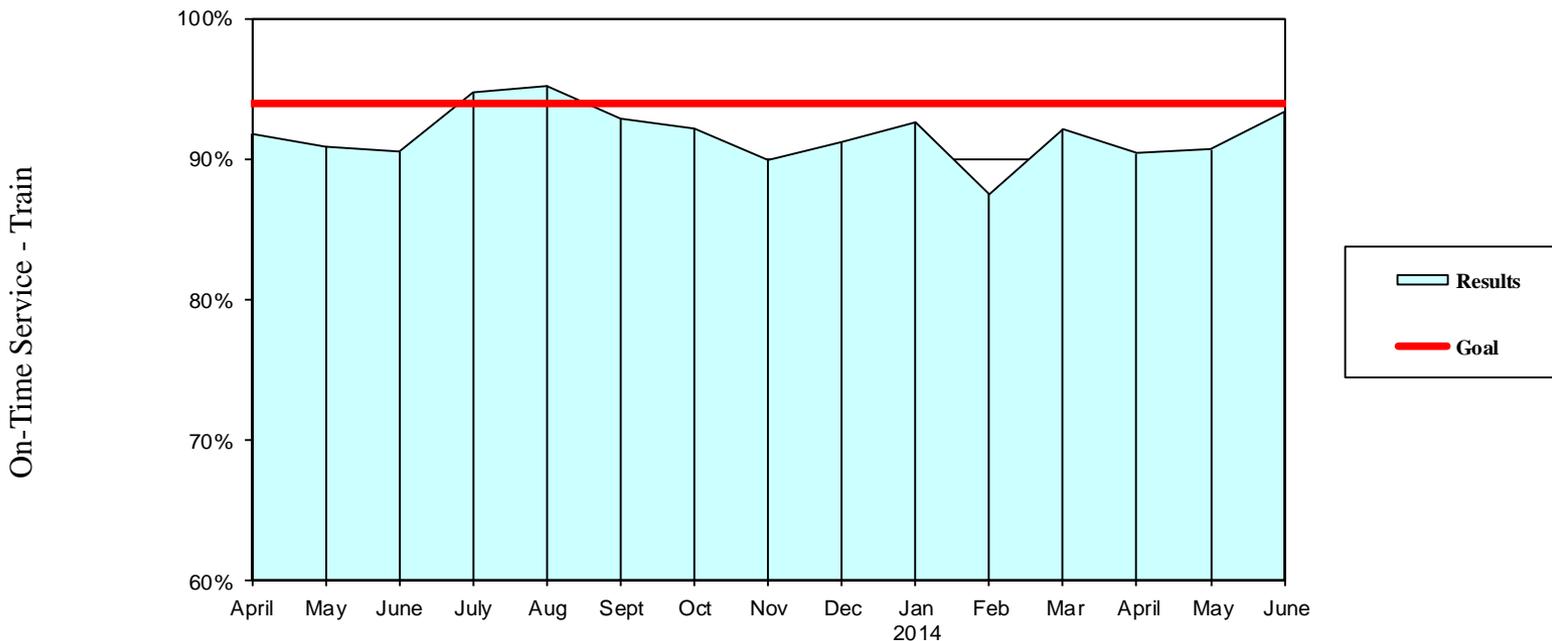
- Total ridership up 2.0%
- Average weekday ridership (407,981) up 2.5%
- Core weekday ridership up by 2.5%
- SFO Extension weekday ridership up 2.6%
- Saturday and Sunday down 1.2% and 0.1%, respectively

# On-Time Service - Customer



- ✓ 94.00%, goal not met, performance steady
- ✓ Biggest delays:
  - Electrical overload damaged MUX near West Oakland (430 late trains)
  - Person under train at Montgomery (82)
  - Search for person on trackway near Lake Merritt (50)
  - Flooded junction box near Millbrae impacted routing (49)

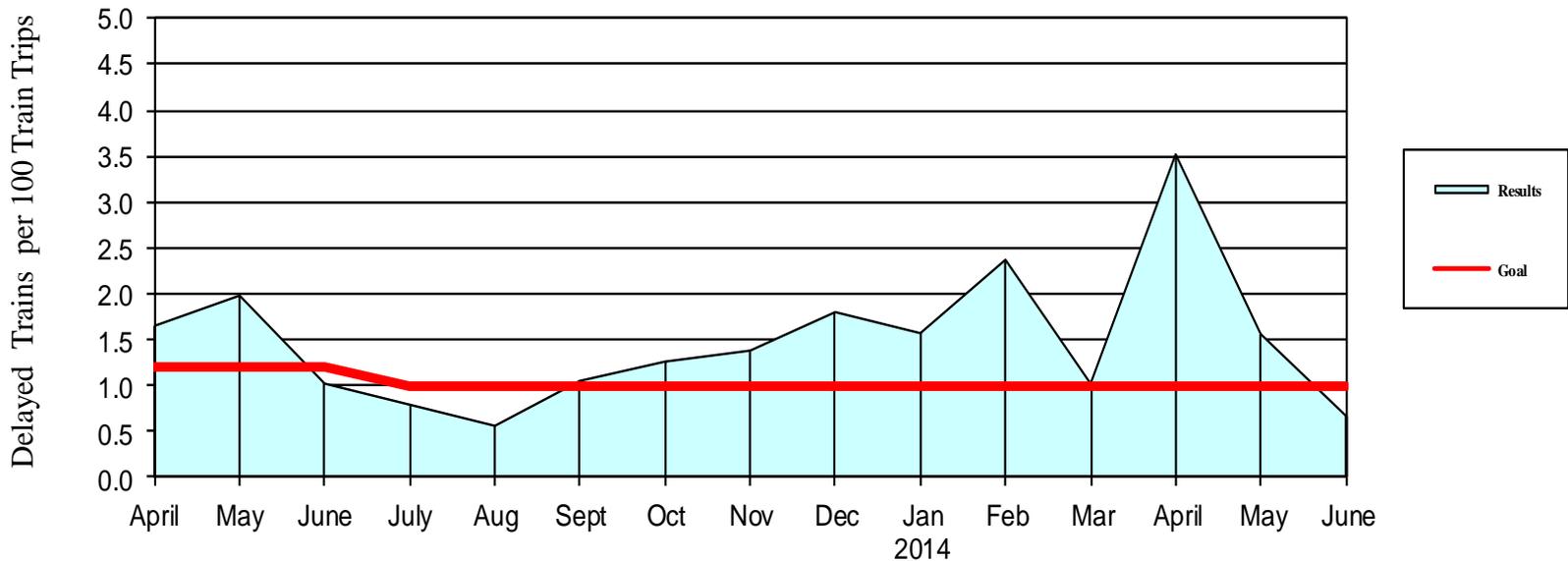
# On-Time Service - Train



- ✓ 91.5%, goal not met, slight improvement over previous quarter
- ✓ Adaptation to GO 175 requirements underway
- ✓ 34% of late trains due to “Miscellaneous” causes such as police action, sick passengers, person wayside and vandalism

# Wayside Train Control System

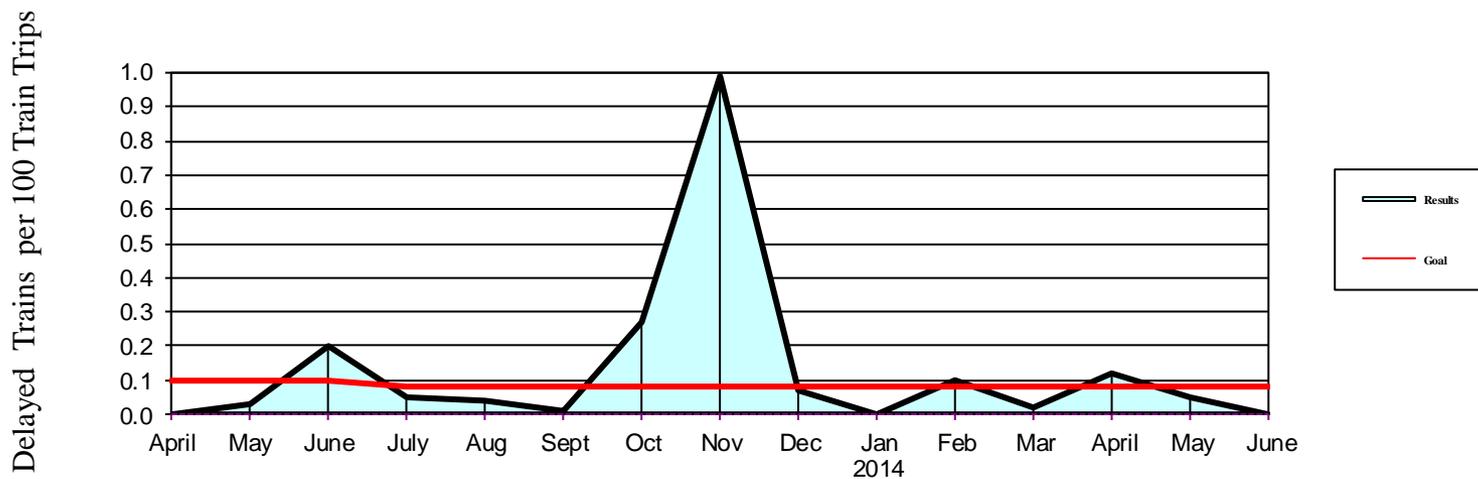
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ 1.92, goal not met
- ✓ April spike due to high voltage hit (suspected debris) near West Oakland
- ✓ Alstom Switch Machine Replacement Program picking up momentum, 41 installed this quarter, program 20% complete

# Computer Control System

**Includes ICS computer & SORS, Delays per 100 train runs**

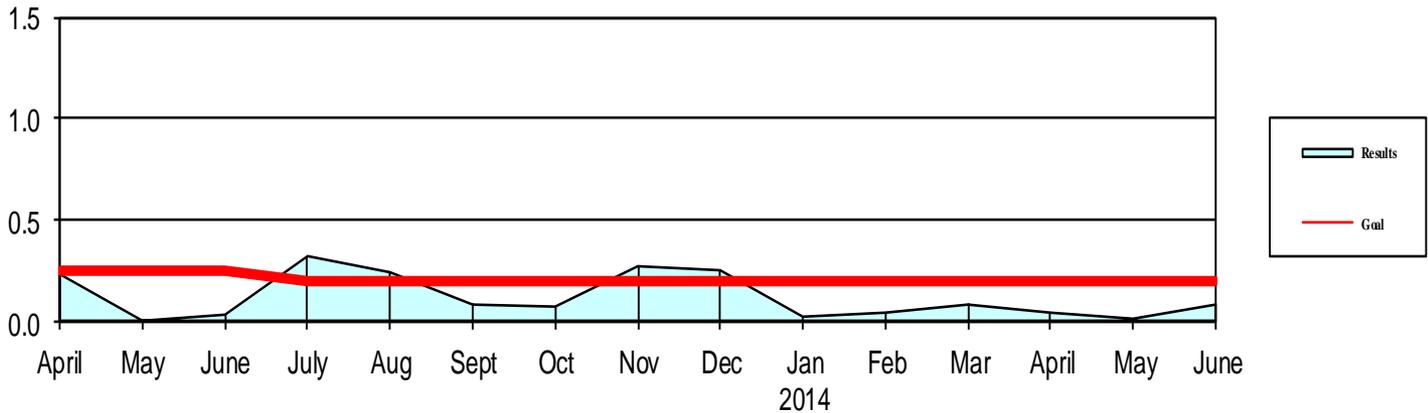


- ✓ Goal met
- ✓ Active Clearance System (ACS) Workflow Notification deployed in OCC to support the new Work Order rules required by CPUC General Order 175
- ✓ ICS modified to display and control portable traction power substation, KPS
- ✓ Electrification graphics for WSX extension added to ICS displays
- ✓ Computer servers hosting ICS have been upgraded

# Traction Power

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

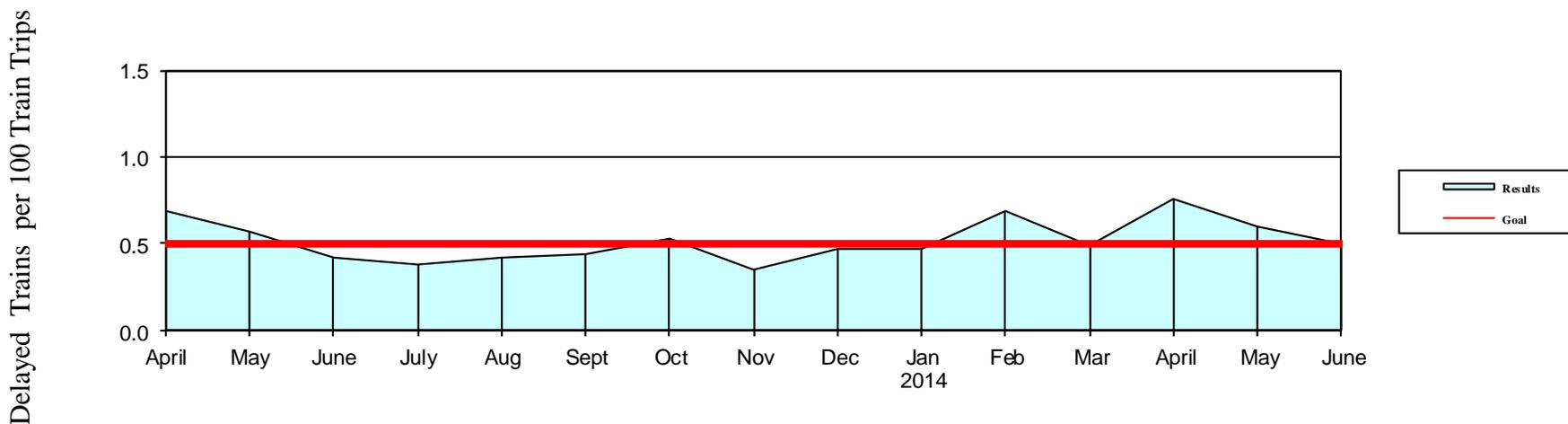
Delayed Trains per 100 Train Trips



- ✓ Goal met (quarter and annual), steady above goal performance
- ✓ Increased effort to inspect coverboard pins during blanket work.

# Transportation

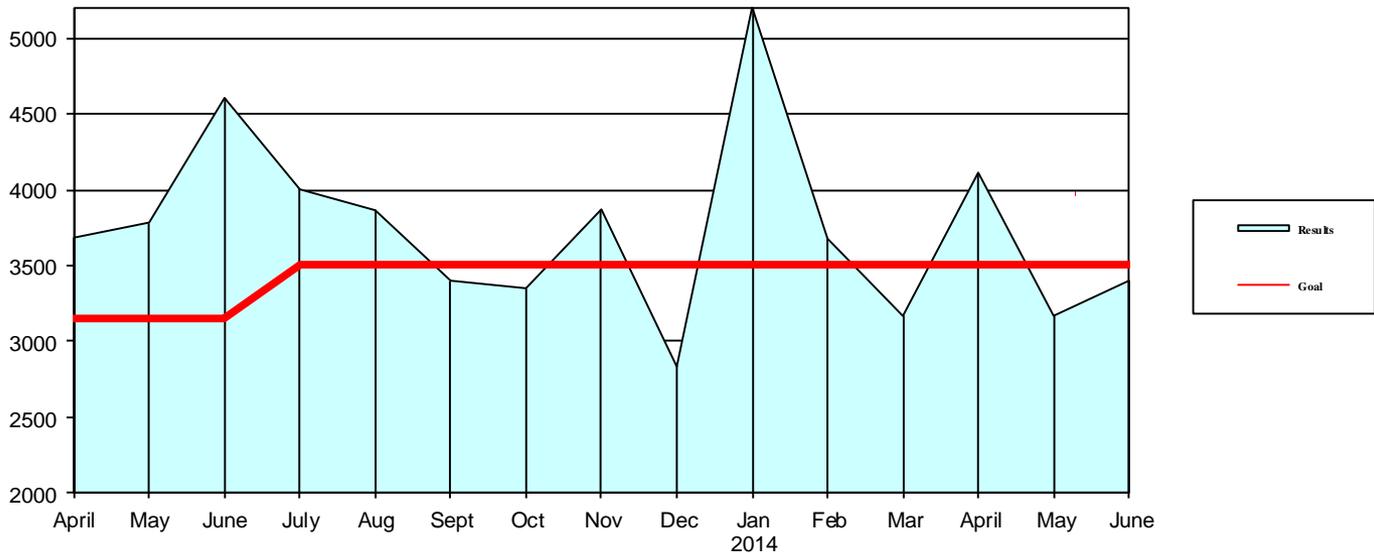
**Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs**



- ✓ 0.62, goal not met but performance improved each month
- ✓ Largest Contributor – 4/4 T/O Procedure, improper brake cut out at Embarcadero, 36 trains delayed

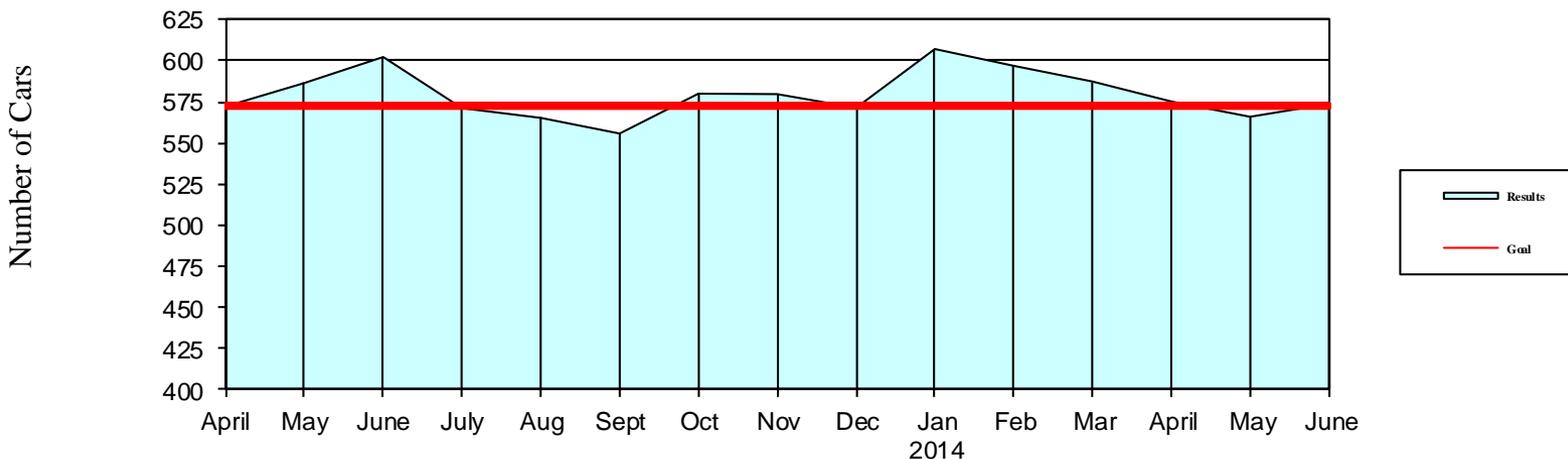
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ Goal met (quarter and annual)
- ✓ Several reliability related fleet upgrades continue

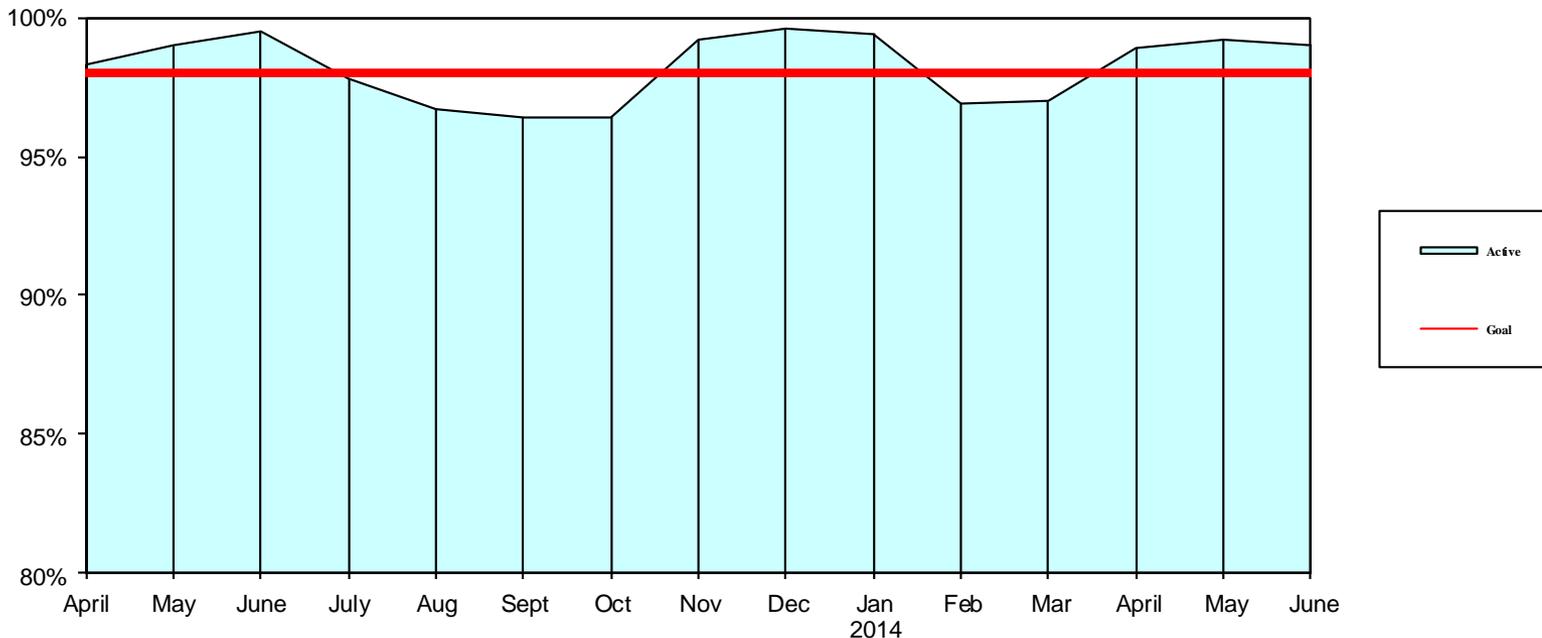
# Car Equipment - Availability @ 0400 hours



- ✓ Goal 573, actual 572
- ✓ Accident repair cars (7) and program work cars (approximately 19/day) make availability goal a challenge

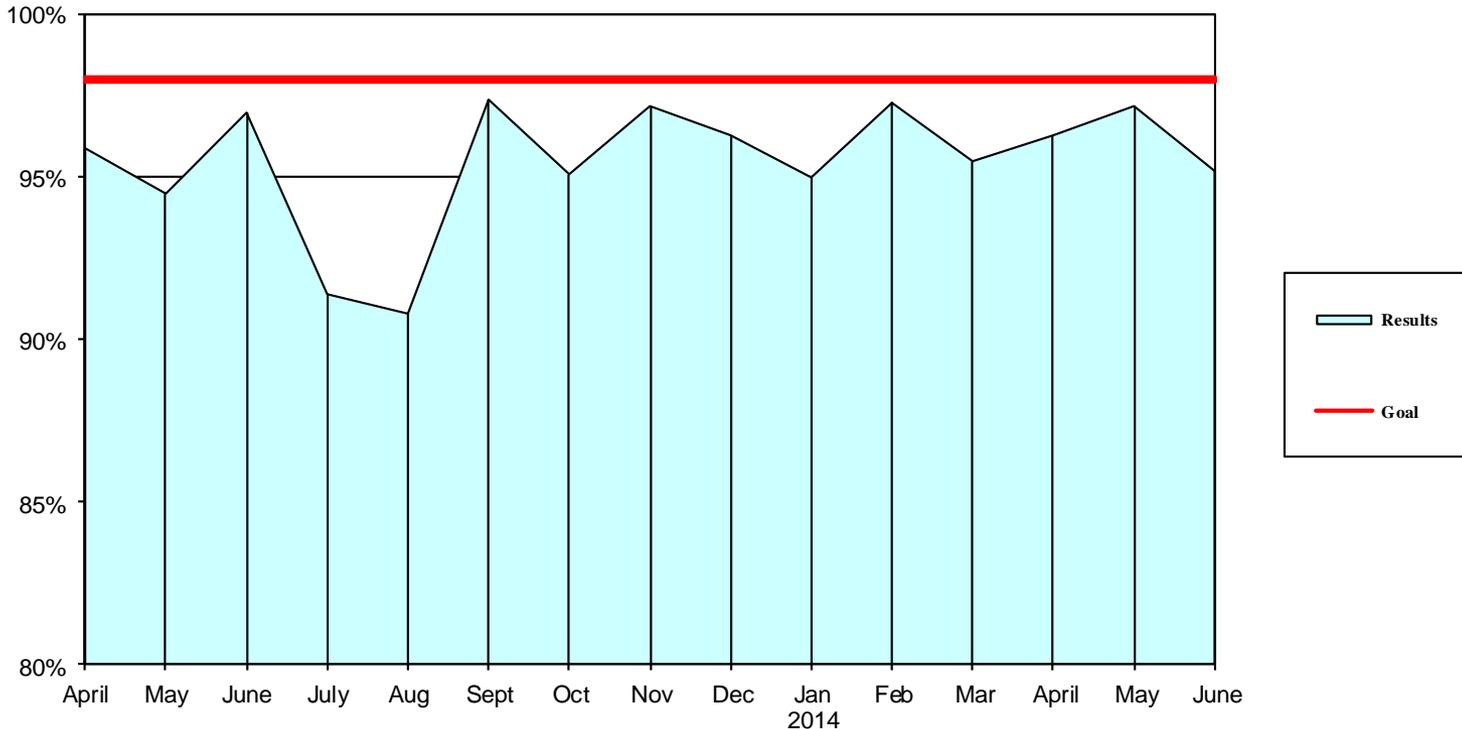


# Elevator Availability - Stations



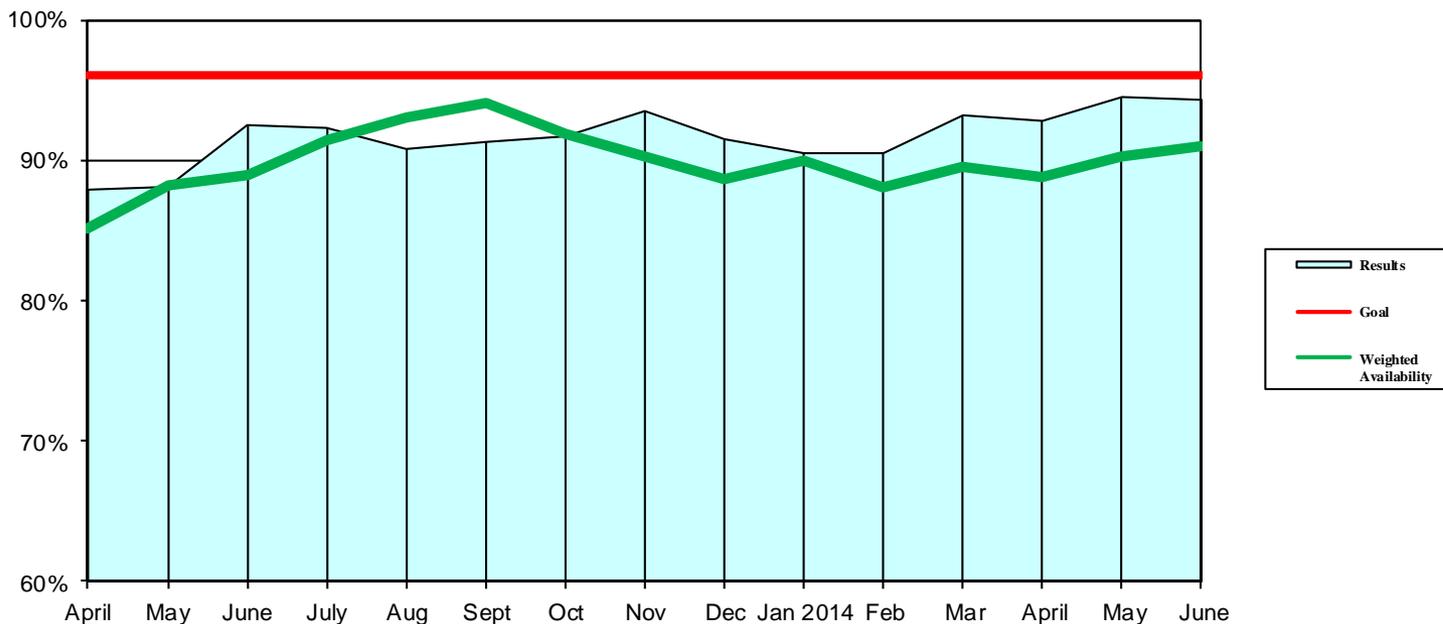
- ✓ 99.03% availability
- ✓ Goal met for quarter and year

# Elevator Availability - Garage



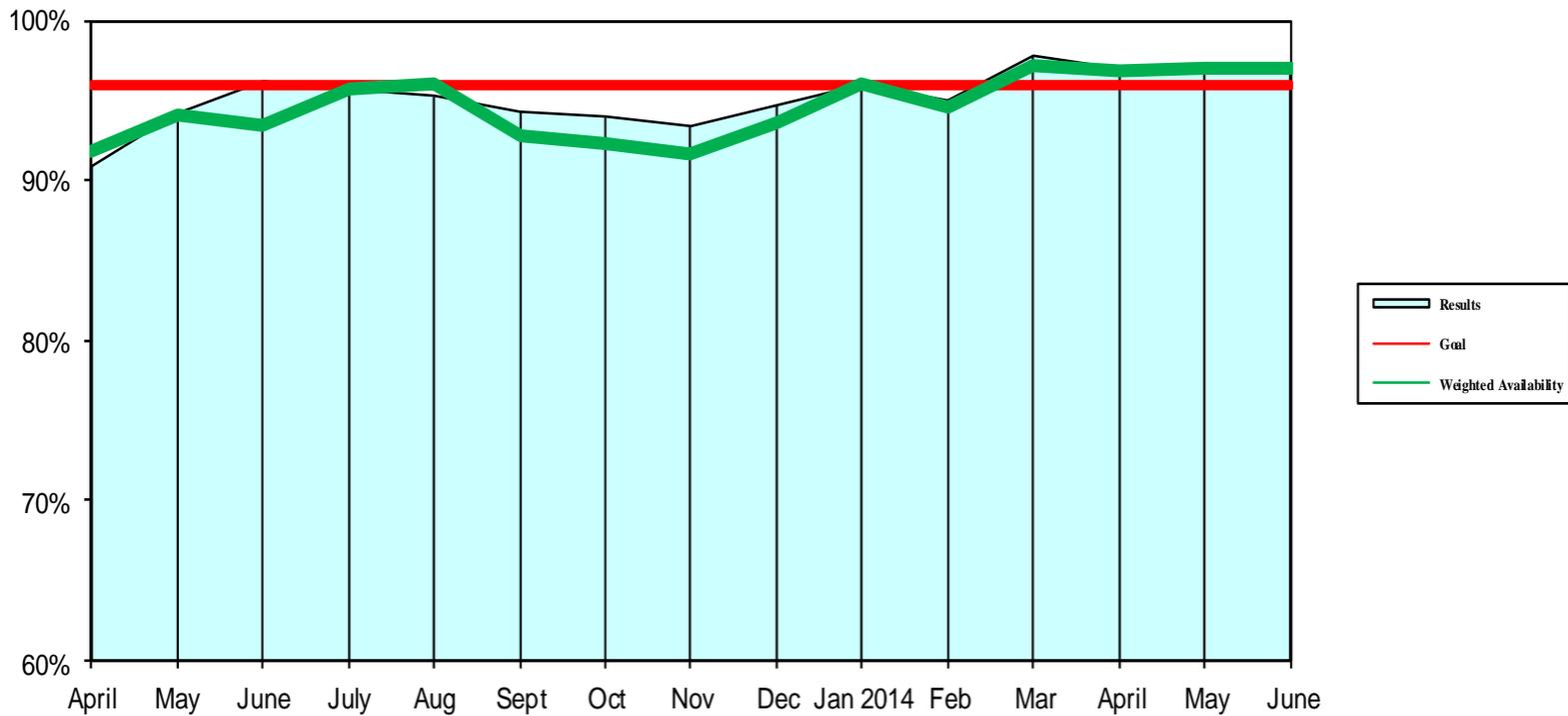
- ✓ 96.23% availability, 98.00% goal not met
- ✓ Results impacted by discovery of non-code compliant earthquake detection devices, issue addressed

# Escalator Availability - Street



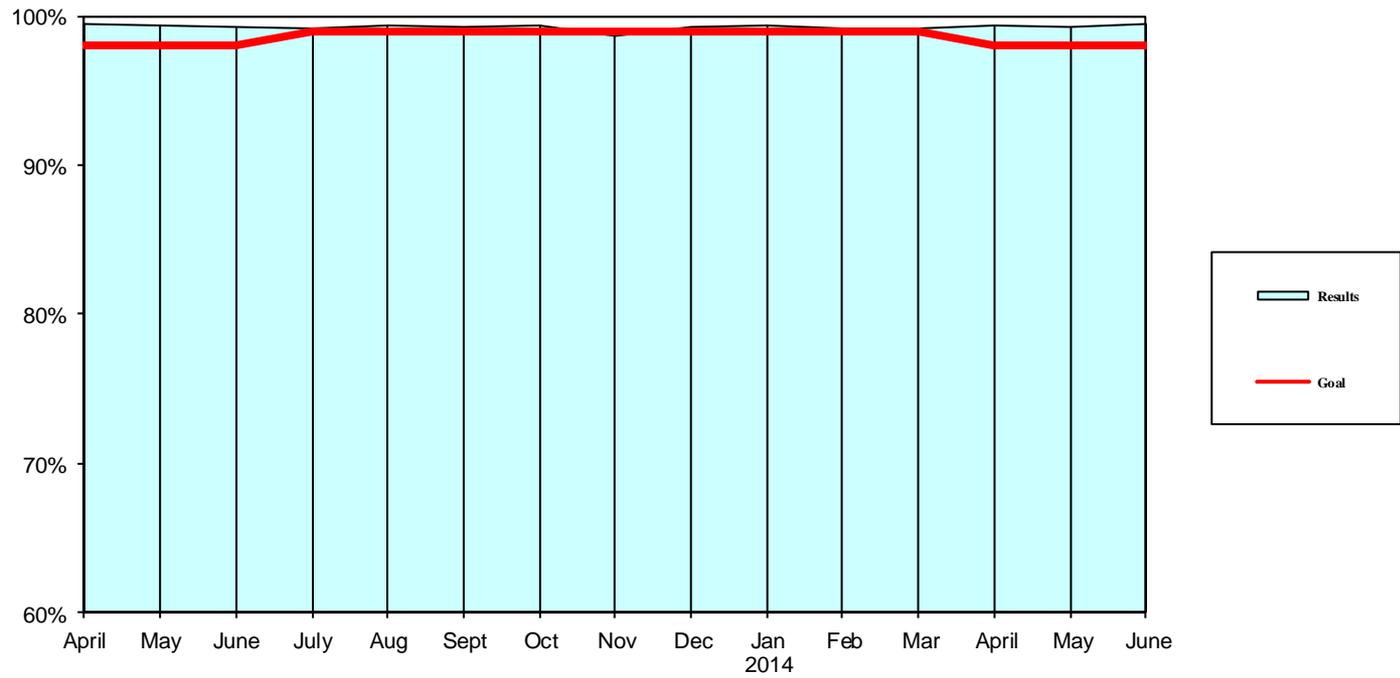
- ✓ 93.87%, goal not met, but significant improvement
- ✓ 24<sup>th</sup> Street major failure and outage due to gearbox failure
- ✓ O&K units continue to be problematic, comprehensive upgrade program in development

# Escalator Availability - Platform



✓ 96.93%, goal met and improved performance

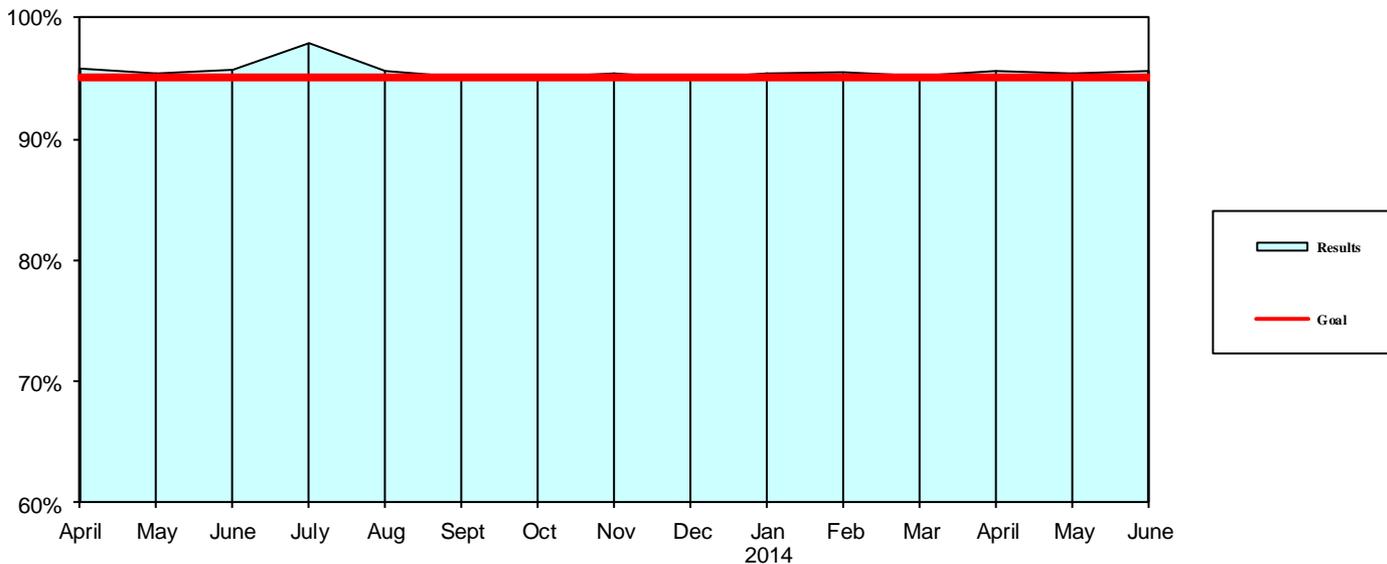
# AFC Gate Availability



✓ 99.40% availability for quarter, quarterly and annual goals met



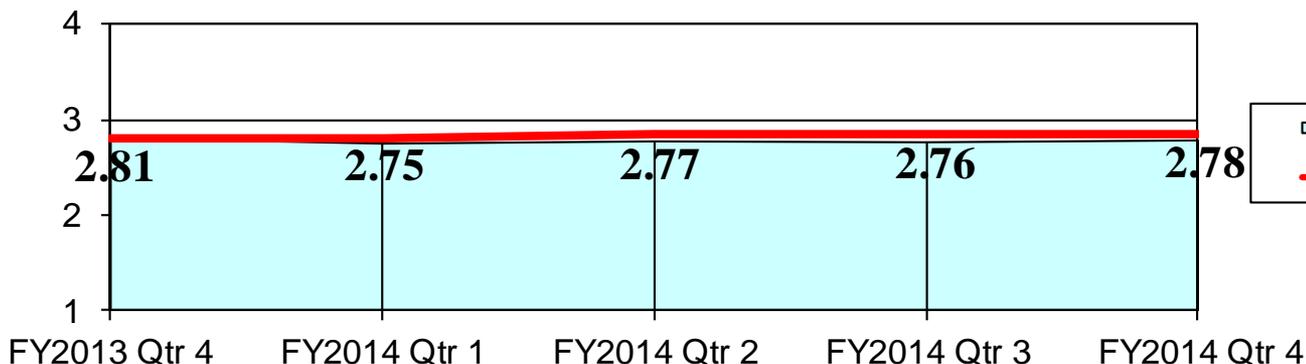
# AFC Vendor Availability



- ✓ 95.53% quarterly and annual goals met
- ✓ Availability of Add Fare 98.0%
- ✓ Availability of Add Fare Parking 97.9%
- ✓ Availability of Parking Validation Machines 99.9%

# Environment - Outside Stations

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



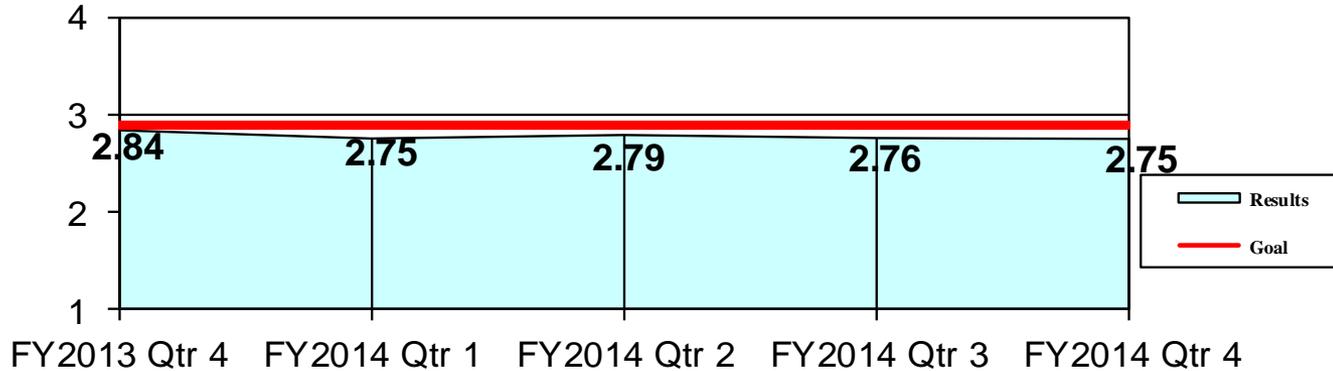
## Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.70
BART Parking Lot Cleanliness (25%)	2.99
Appearance of BART Landscaping (25%)	2.72

- ✓ Goal not met, slight improvement
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.1%      Parking Lots: 79.2%
  - Landscaping Appearance: 65.2%

# Environment - Inside Stations

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



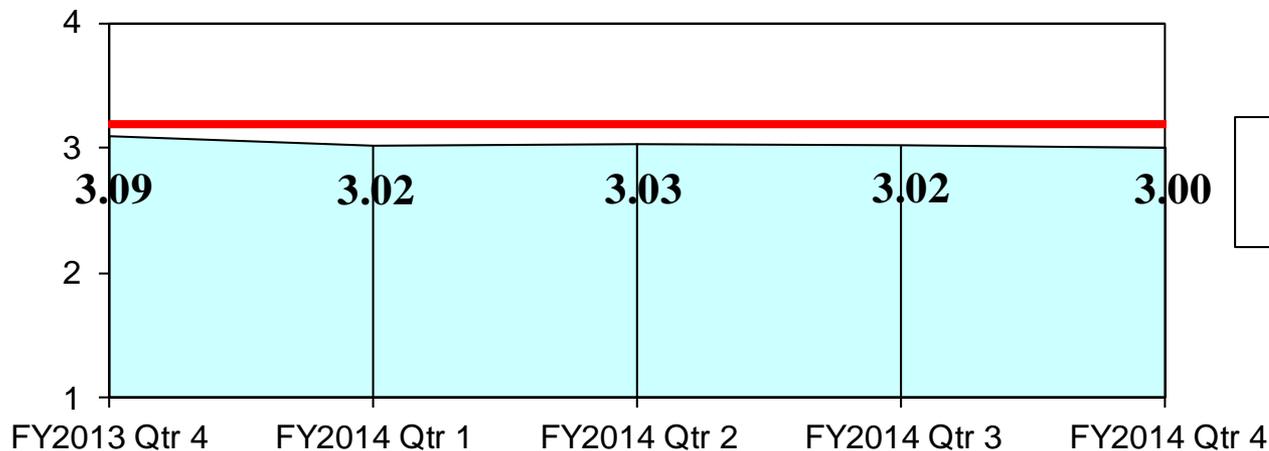
Composite rating for Cleanliness of:	
Station Platform (60%)	2.90
Other Station Areas (20%)	2.70
Restrooms (10%)	2.21
Elevator Cleanliness (10%)	2.49

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

Station Platform: 74.7%	Other Station Areas: 64.3%
Restrooms: 41.0%	Elevators: 54.4%

# Station Vandalism

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



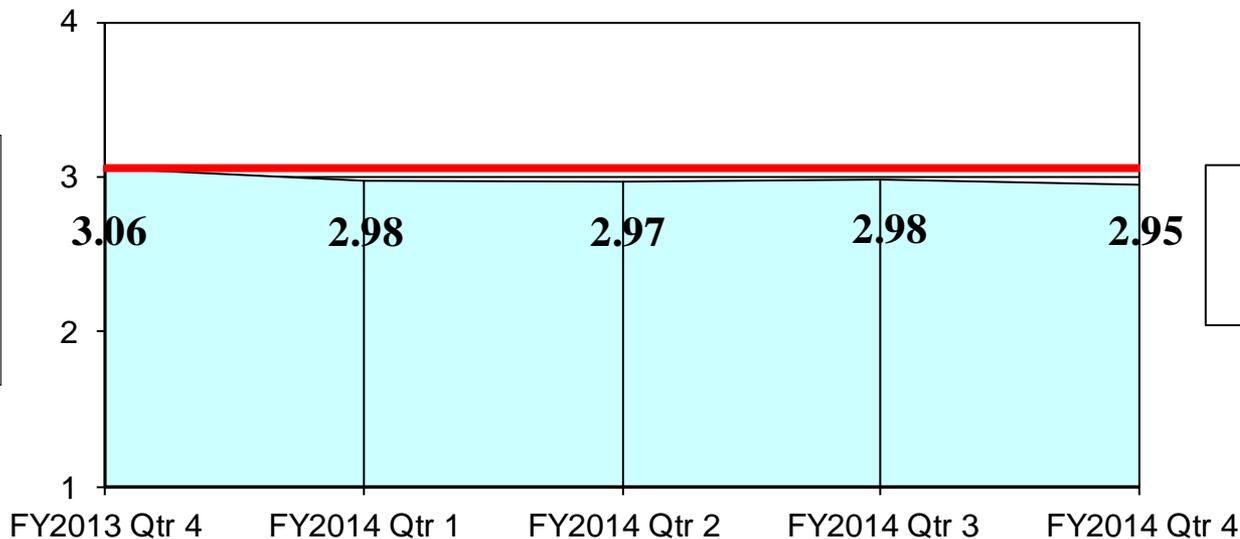
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 79.4% 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:

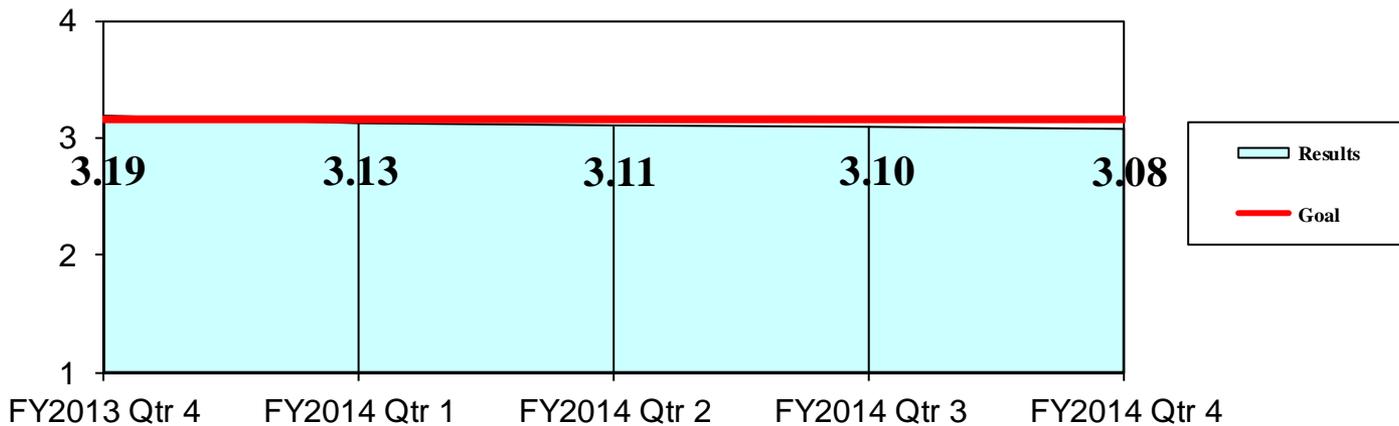
Station Agent Availability (65%)	2.92
Brochures Availability (35%)	3.02

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:  
 Station Agents: 75.8%      Brochures: 79.1%



# Train P.A. Announcements

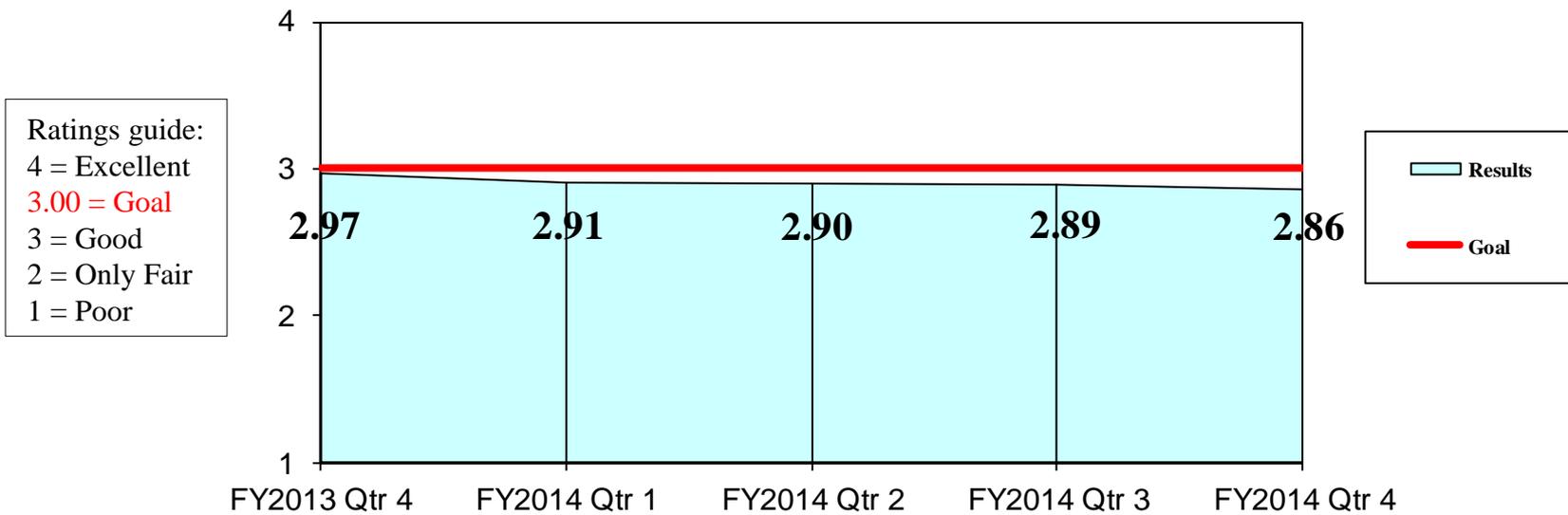
Ratings guide:  
 4 = Excellent  
 3.17 = Goal  
 3 = Good  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.05
P.A. Transfer Announcements (33%)	3.00
P.A. Destination Announcements (33%)	3.19

- ✓ FY14 higher goal not met
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 77.7%
  - Transfers: 76.0%
  - Destinations: 83.6%

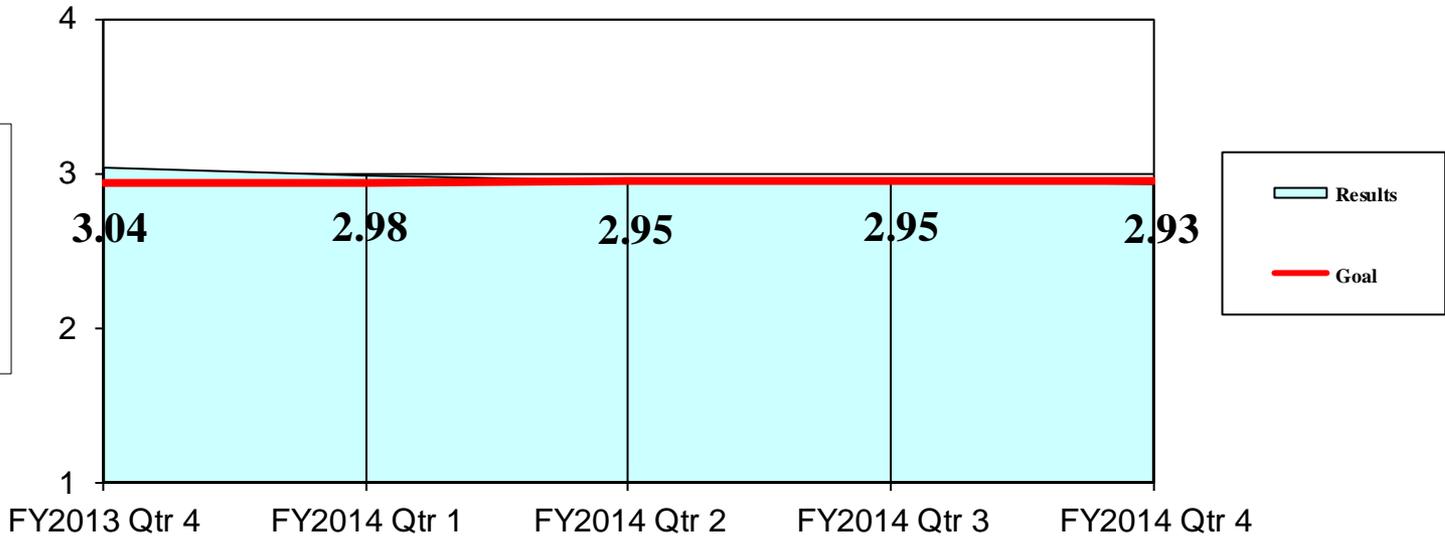
# Train Exterior Appearance



- ✓ Goal not met, water conservation effort underway
- ✓ 74.8% of those surveyed ranked this category as either Excellent or Good

# Train Interior Cleanliness

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

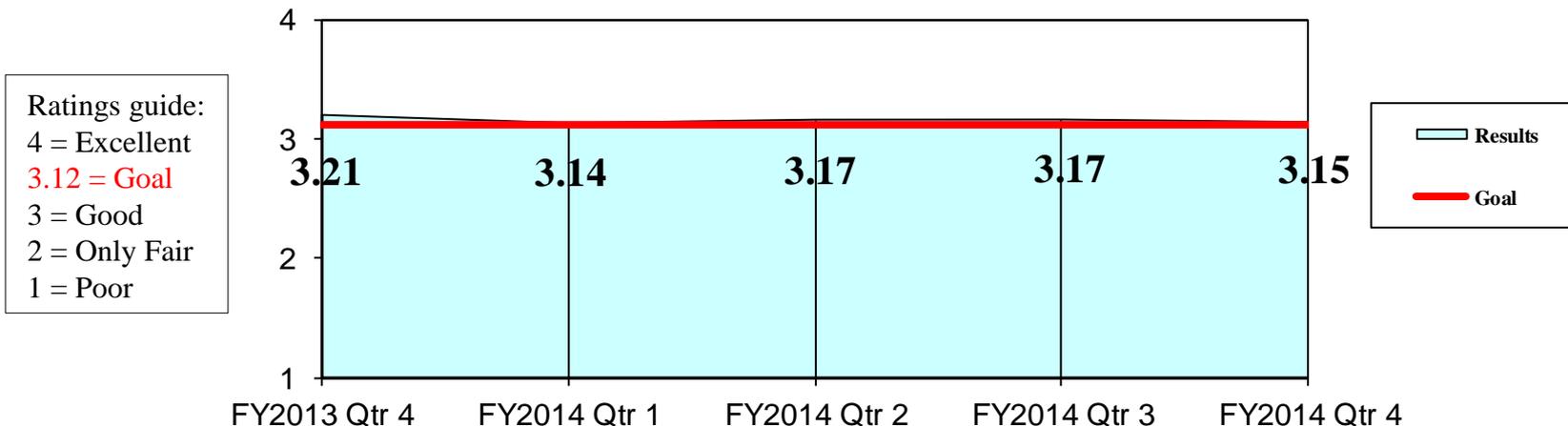


Composite rating of:	
Train interior cleanliness (60%)	2.65
Train interior kept free of graffiti (40%)	3.34

- ✓ Quarterly goal not met, full year goal met
- ✓ Train Interior ratings of either Excellent or Good:  
     Cleanliness: 61.2%      Graffiti-free: 90.4%



# Train Temperature



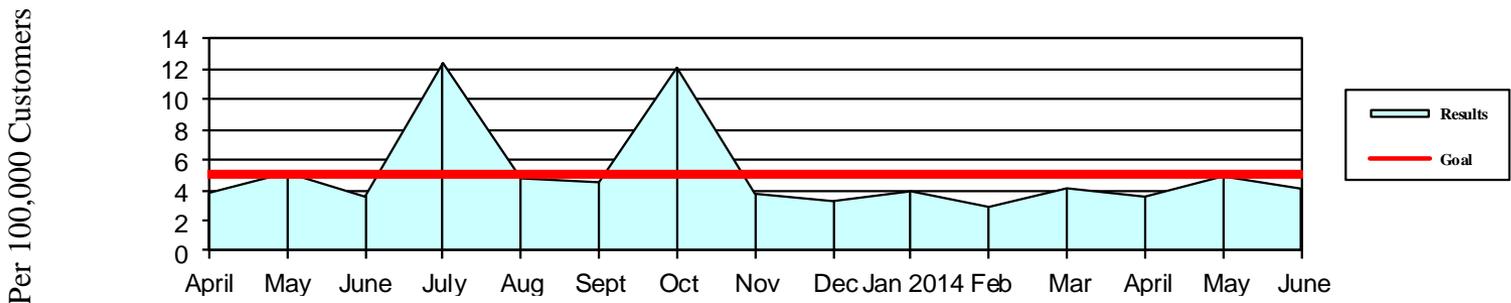
Comfortable Temperature Onboard Train

- ✓ Goal met for both quarter and year
- ✓ 84.1% of those surveyed ranked this category as either Excellent or Good



# Customer Complaints

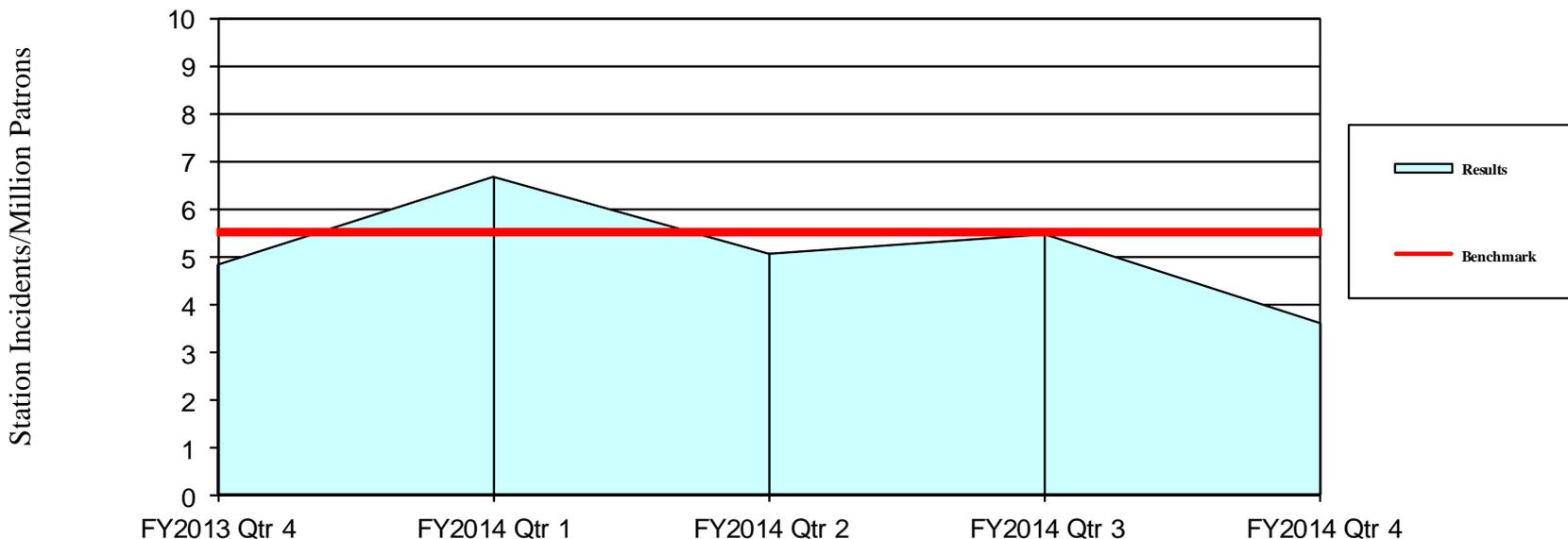
**Complaints Per 100,000 Customers**



- ✓ Goal met
- ✓ Total complaints increased 291 (28.8%) from last quarter, up 27 (2.1%) when compared with this quarter FY 13.
- ✓ Complaint totals experienced increase in all categories except “M&E”, and “Station Cleanliness.”



# Patron Safety: Station Incidents per Million Patrons

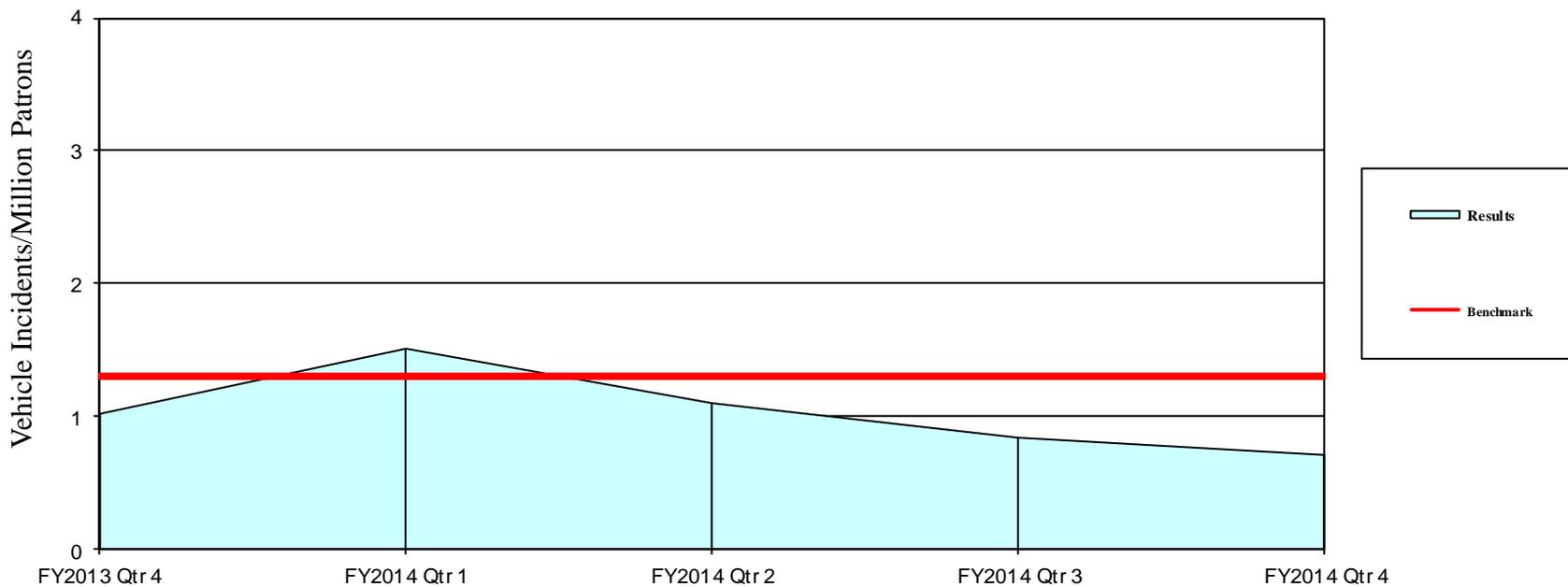


✓ Goal met for both quarter and year



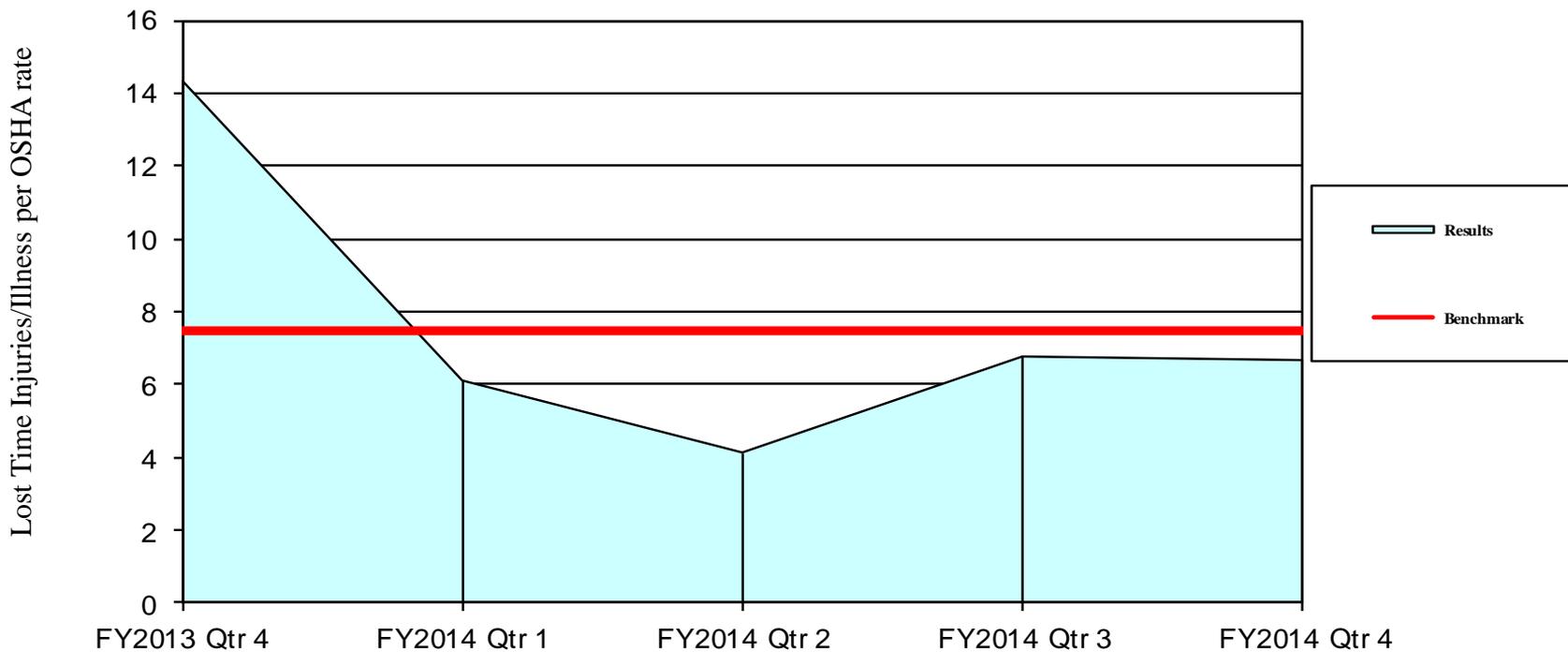
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Goal met for both quarter and year

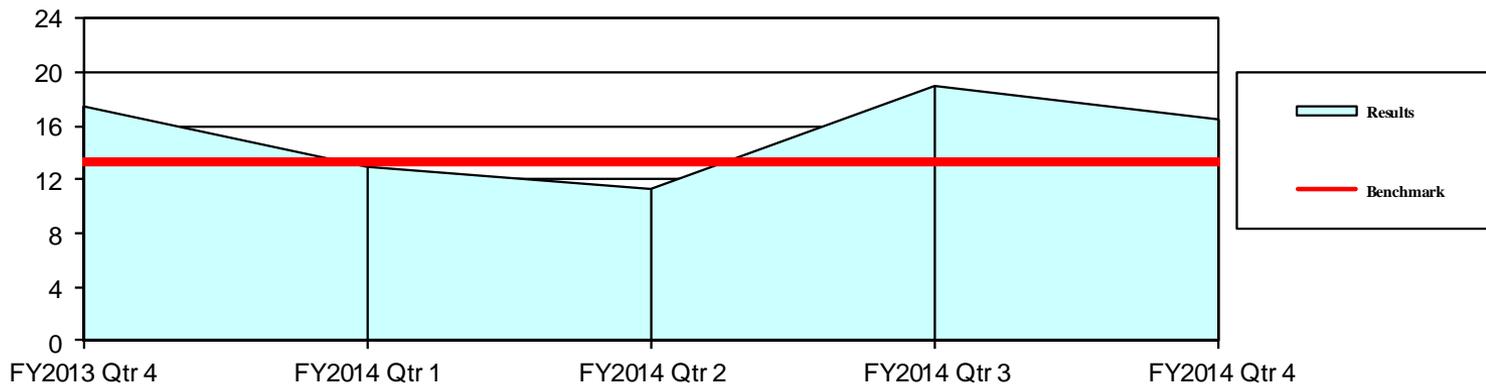
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met for both quarter and year

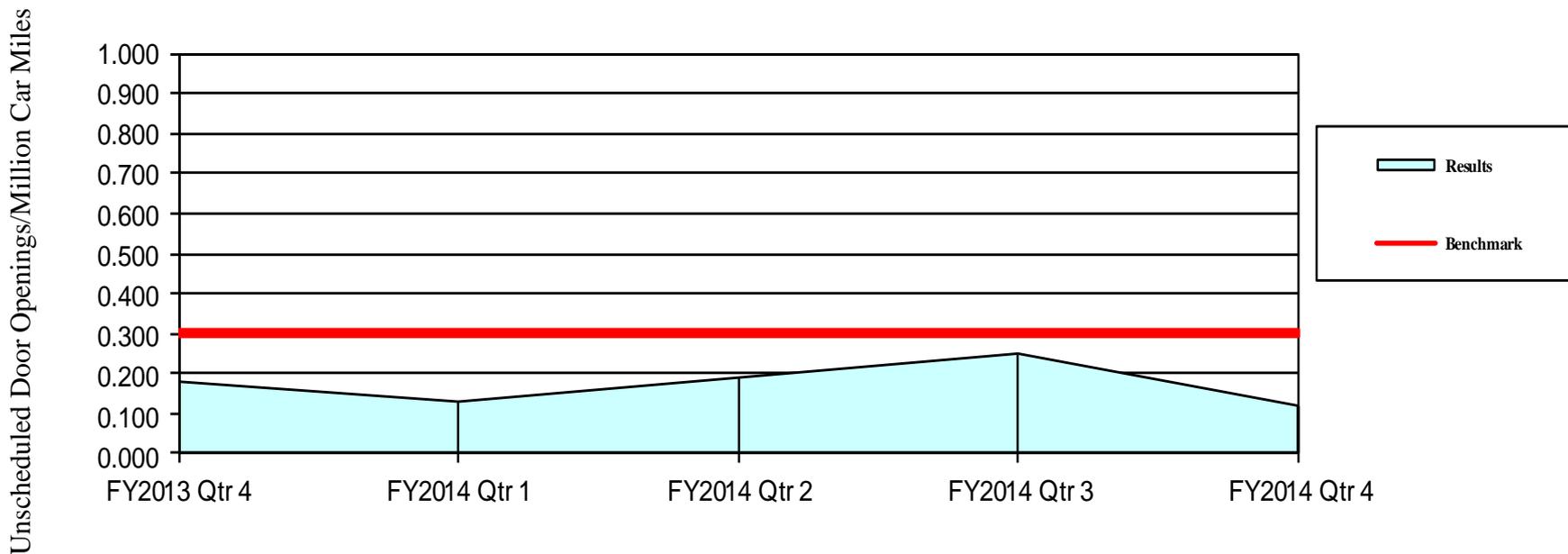
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



- ✓ Goal not met
- ✓ Sprains, strains and reported emotional injuries were the most numerous injury types.

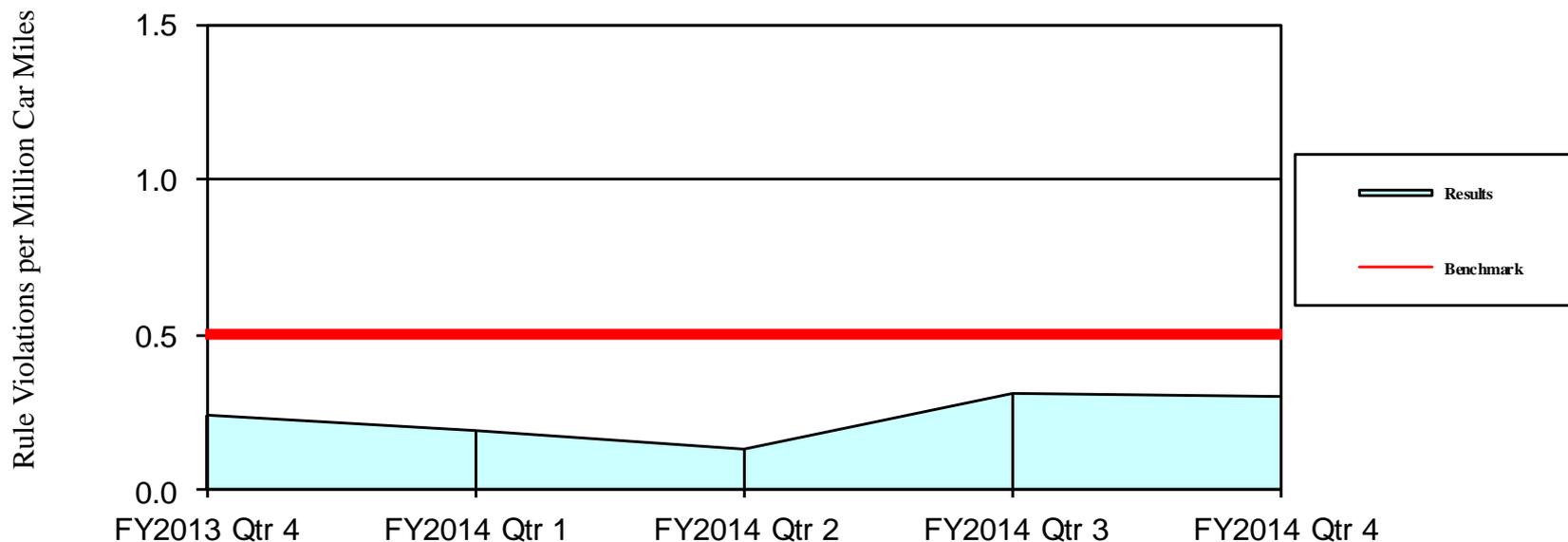
# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met for both quarter and year

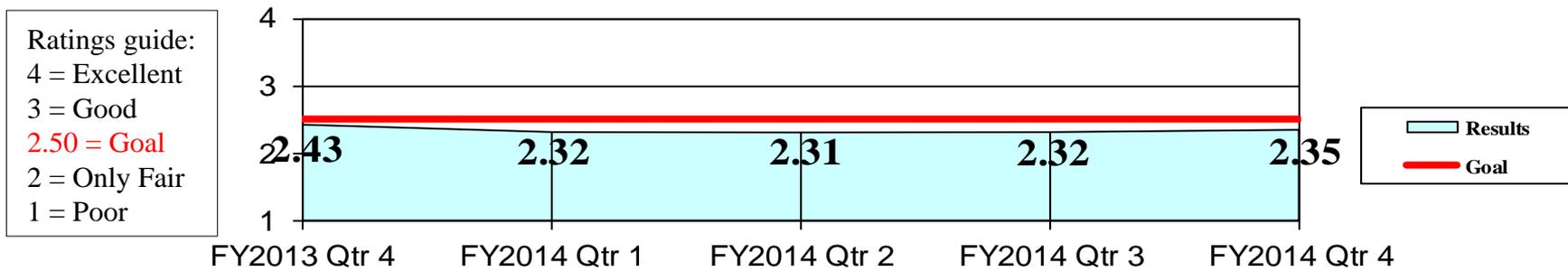


# Operating Safety: Rule Violations per Million Car Miles



✓ Goal met for both quarter and year

# BART Police Presence



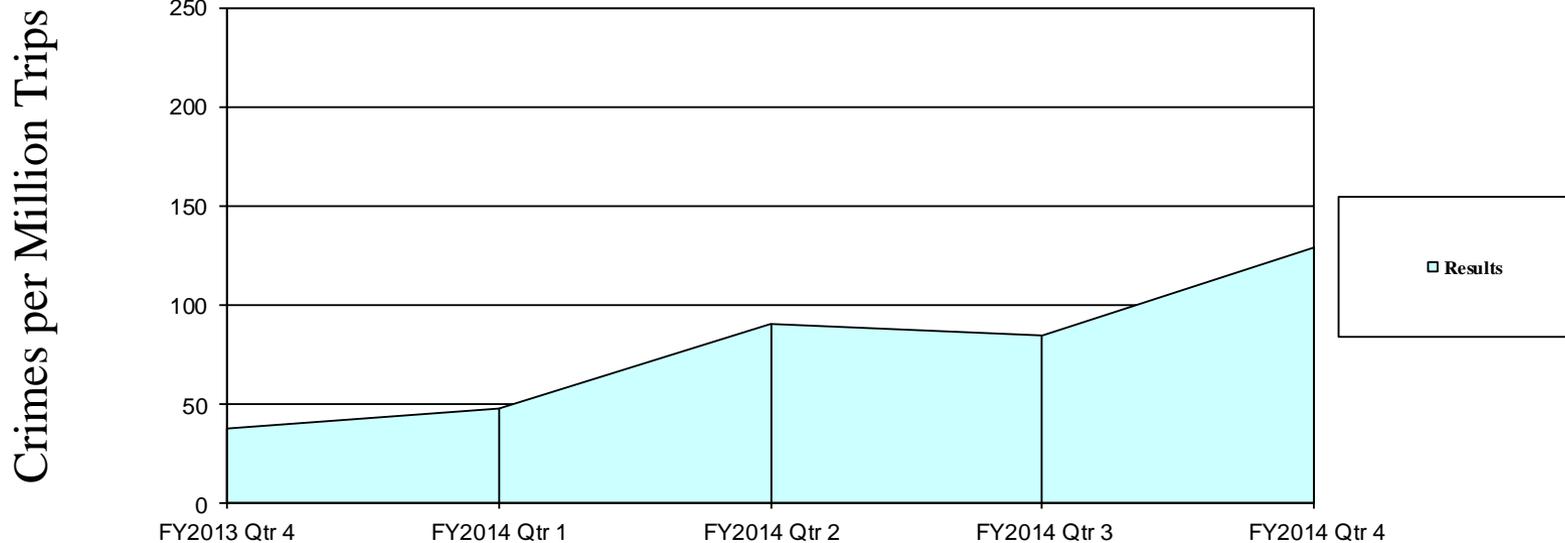
Ratings guide:  
 4 = Excellent  
 3 = Good  
 2.50 = Goal  
 2 = Only Fair  
 1 = Poor

Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.31
Parking Lots and Garages (33%)	2.45
Trains (33%)	2.28

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 44.2%
  - Trains: 42.4%
  - Parking Lots/Garages: 51.4%



# Quality of Life\*

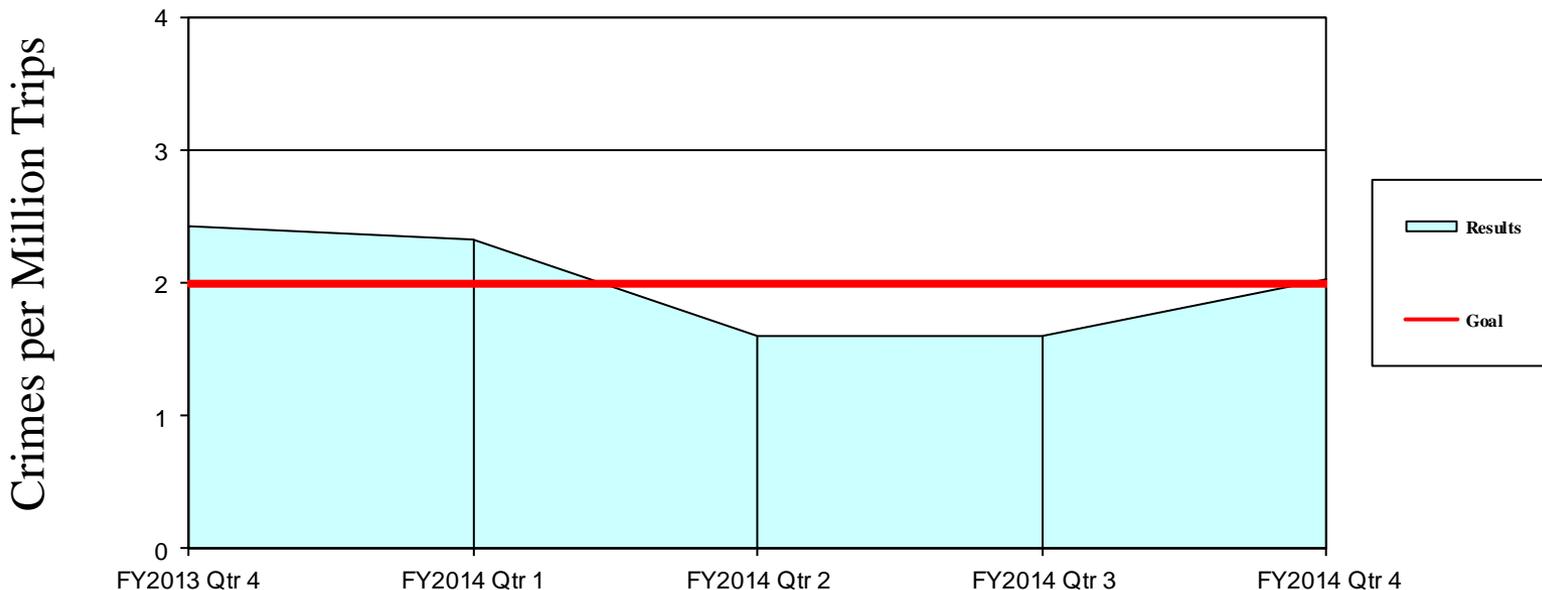


✓ Quality of Life incidents are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

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



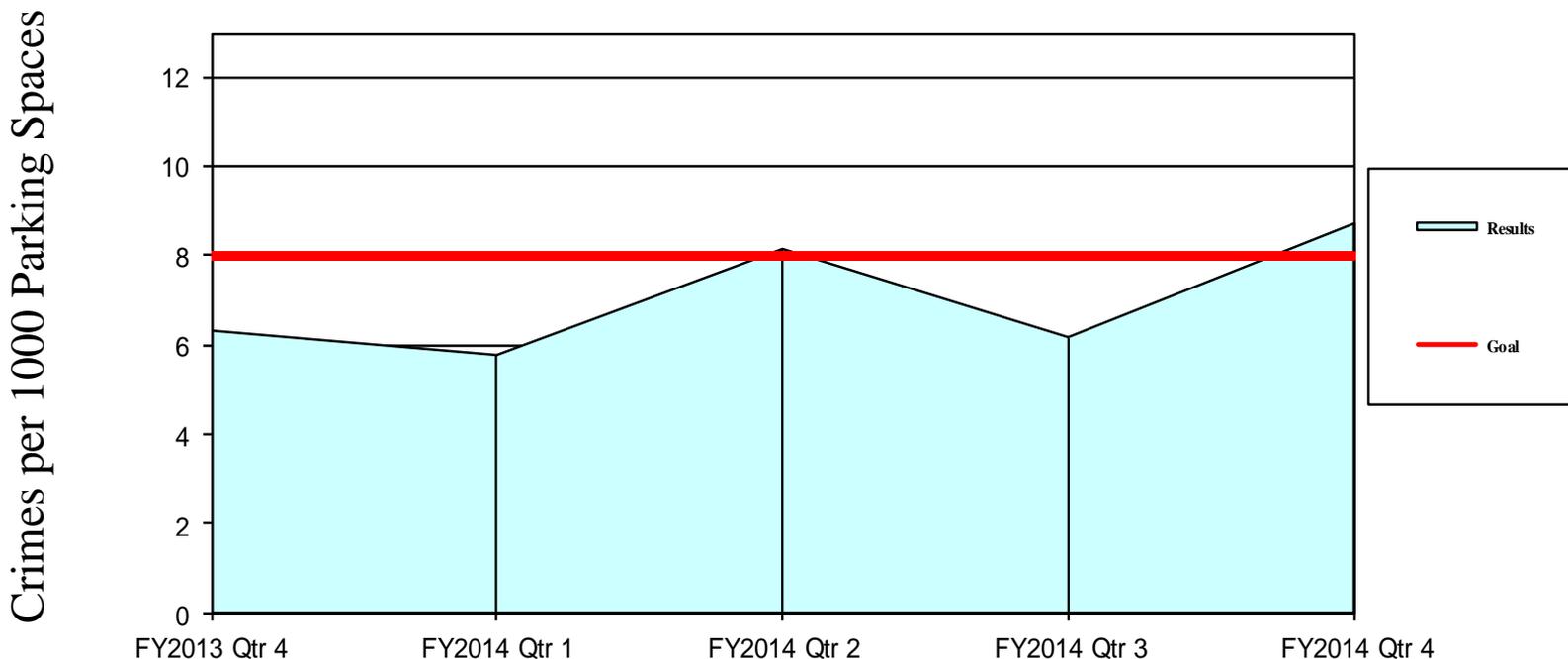
# Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



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

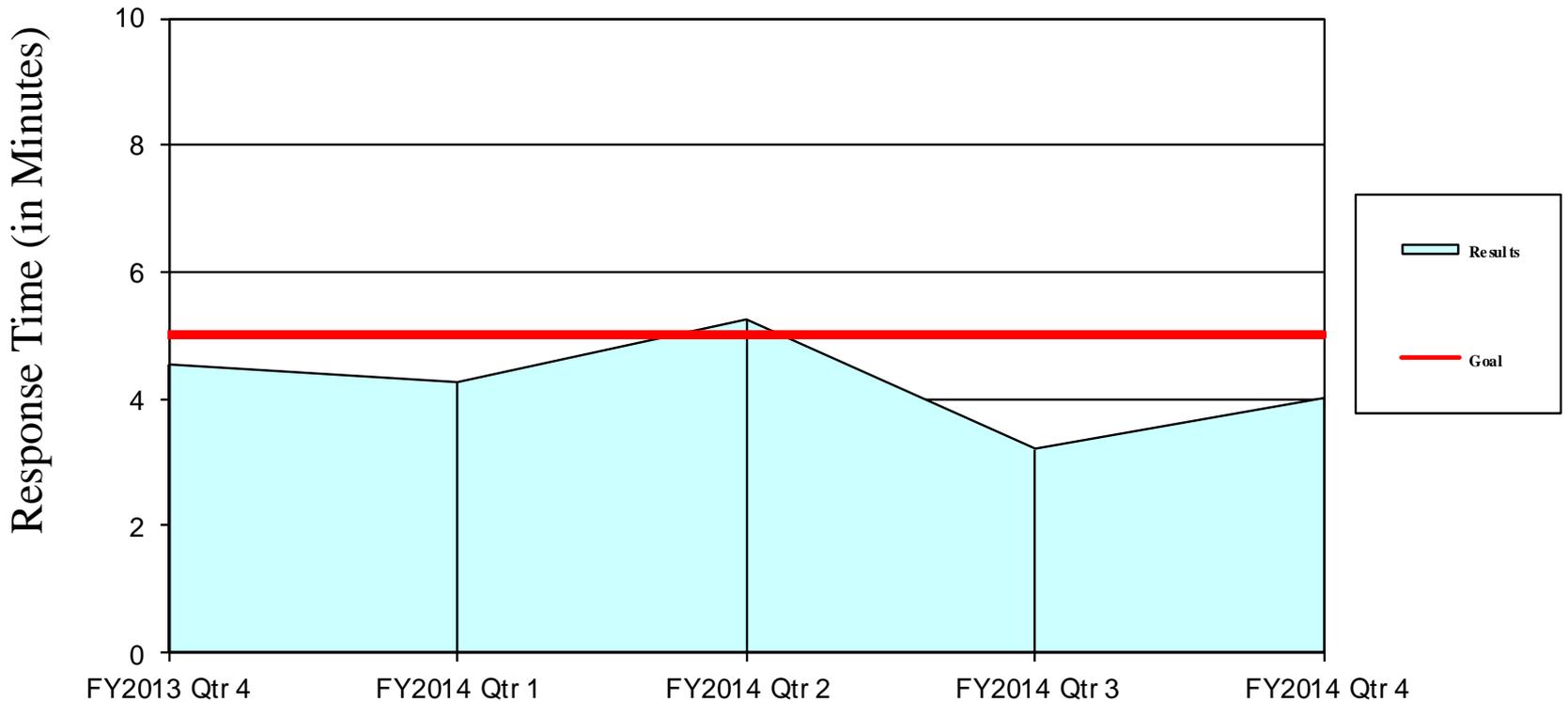


# Auto Theft and Burglary



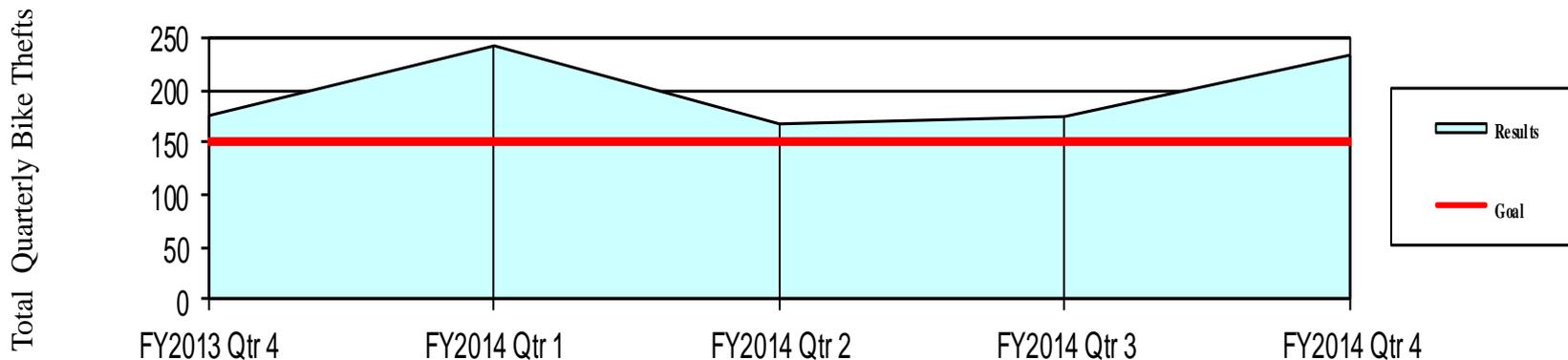
- ✓ Goal not met
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

# Average Emergency Response Time



✓ The Average Emergency Response Time goal was met.

# Bike Theft



- ✓ Goal not met
- ✓ 234 bike thefts for current quarter, up 59 from last quarter and up 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.