

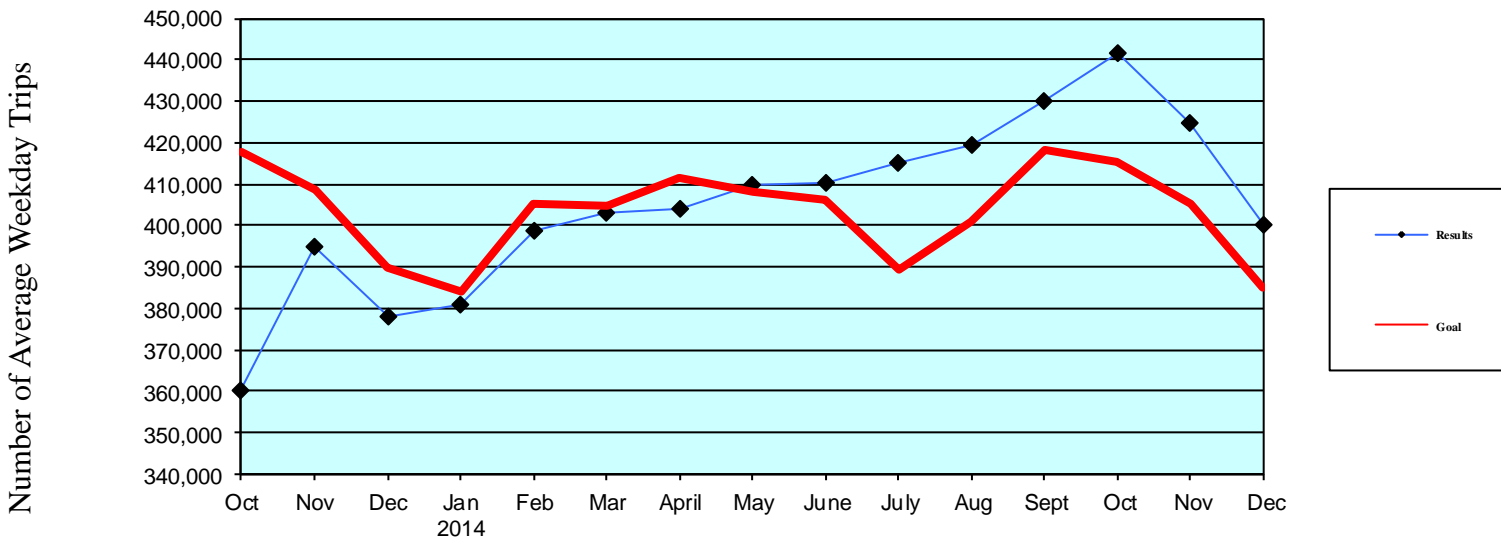
Quarterly Service Performance Review  
Second Quarter, FY 2015  
October - December, 2014

Engineering & Operations Committee  
February 26, 2015

## FY15 Second Quarter Overview...

- ✓ Very strong ridership growth
- ✓ October record monthly weekday average – 441,428
- ✓ Service reliability down significantly
  - “Miscellaneous” categorized delays (weather, civil disturbances, BPD, sick passengers, etc.) way up
  - Record ridership juxtapositioned with aging infrastructure results in a system operating under maximum stress
  - Wayside worker safety procedures
  - Yet, customer complaints about “delays” down slightly from last quarter and last year – largely avoided “BART meltdowns” due to equipment failures
- ✓ Reliability: Car, Computer Control System, Traction Power met; Train Control, Transportation not met
- ✓ Availability: AFC and Station Elevators met; Escalators and Cars not met
- ✓ Passenger Environment indicators not met; 3 better, 5 worse
- ✓ Customer complaints down

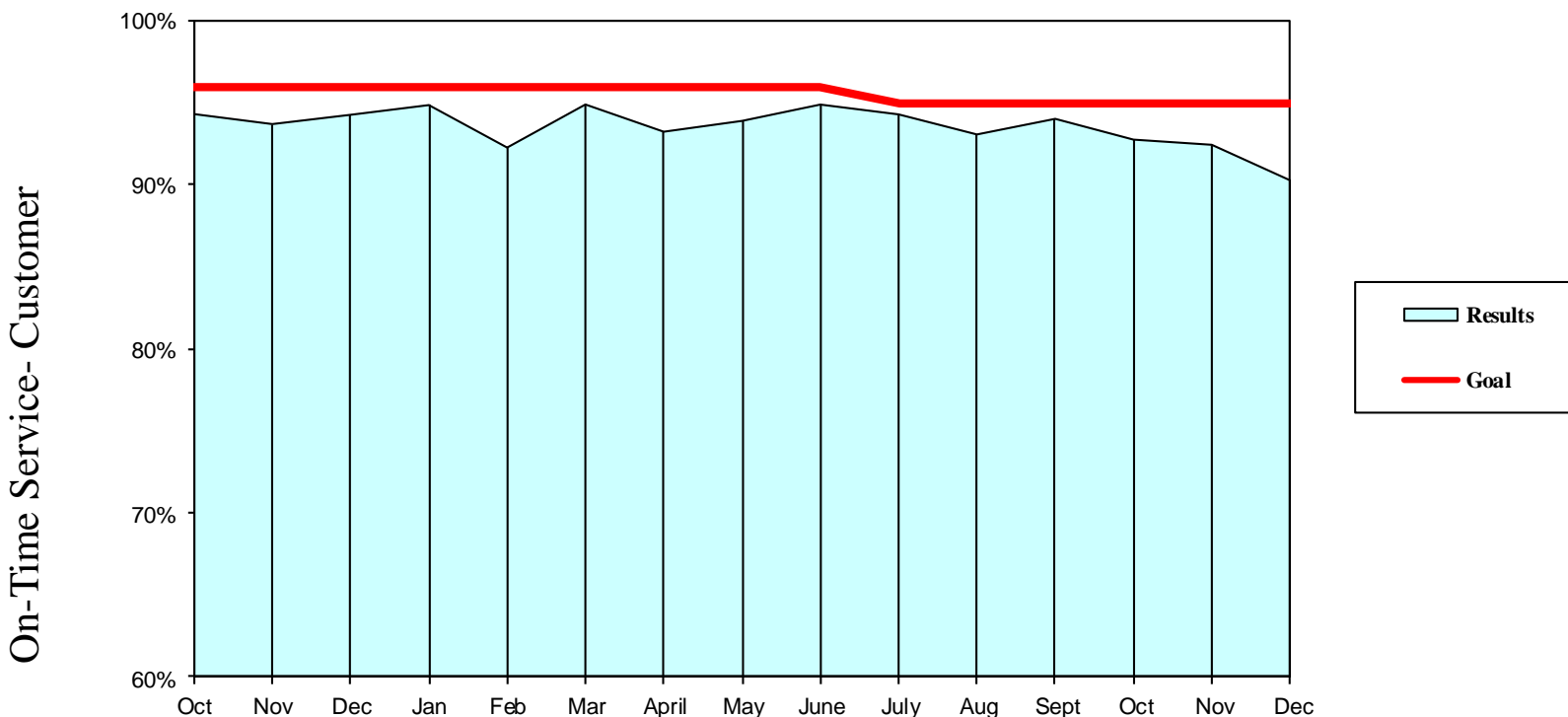
# Customer Ridership



✓ Compared to same quarter last year:

- Total ridership up 11.1% (no strike adjustment)
- Average weekday ridership (422,995) up 8.0% (2013 strike days excluded from average)
- Core average weekday ridership up 7.9% (2013 strike days excluded from average)
- SFO Extension average weekday ridership up 8.7% (2013 strike days excluded from average)
- Saturday and Sunday are up 1.9% and 4.1%, respectively (excludes weekend strike days from the comparison)

# On-Time Service - Customer



✓ 91.81%, goal not met

12/30 Multiple weather related delays; trees down on four lines, 458 trains delayed

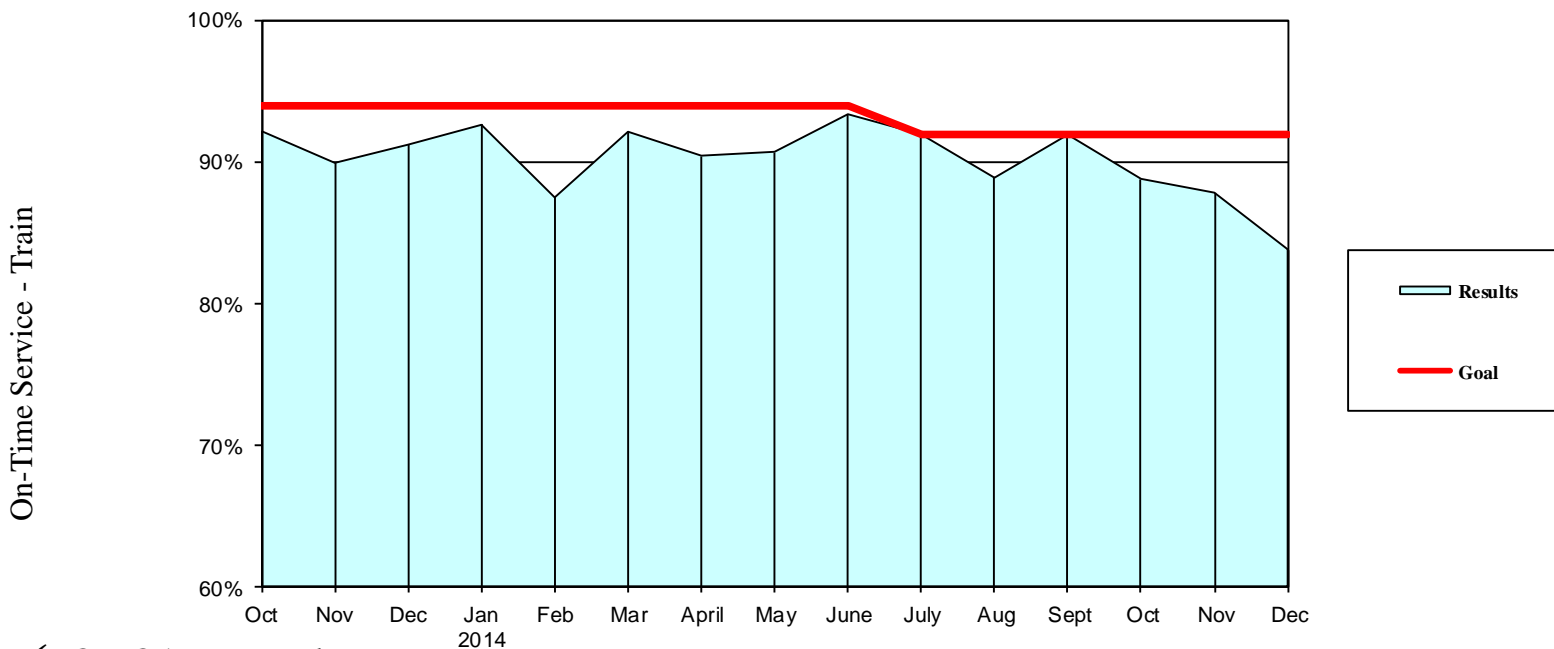
10/15 False Occupancy at Colma Station – loose pin connector, manual operation in area, 136 trains delayed

10/31 Routing (switch) at Balboa Park interlocking, cranks installed. 123 trains delayed.

11/25 Person under a train at San Leandro Station. 115 trains delayed.

12/3 Smoking train control wire at Embarcadero compounded by sick passenger at West Oakland, false occupancy at Lake Merritt and rain file. 105 trains delayed.

# On-Time Service - Train

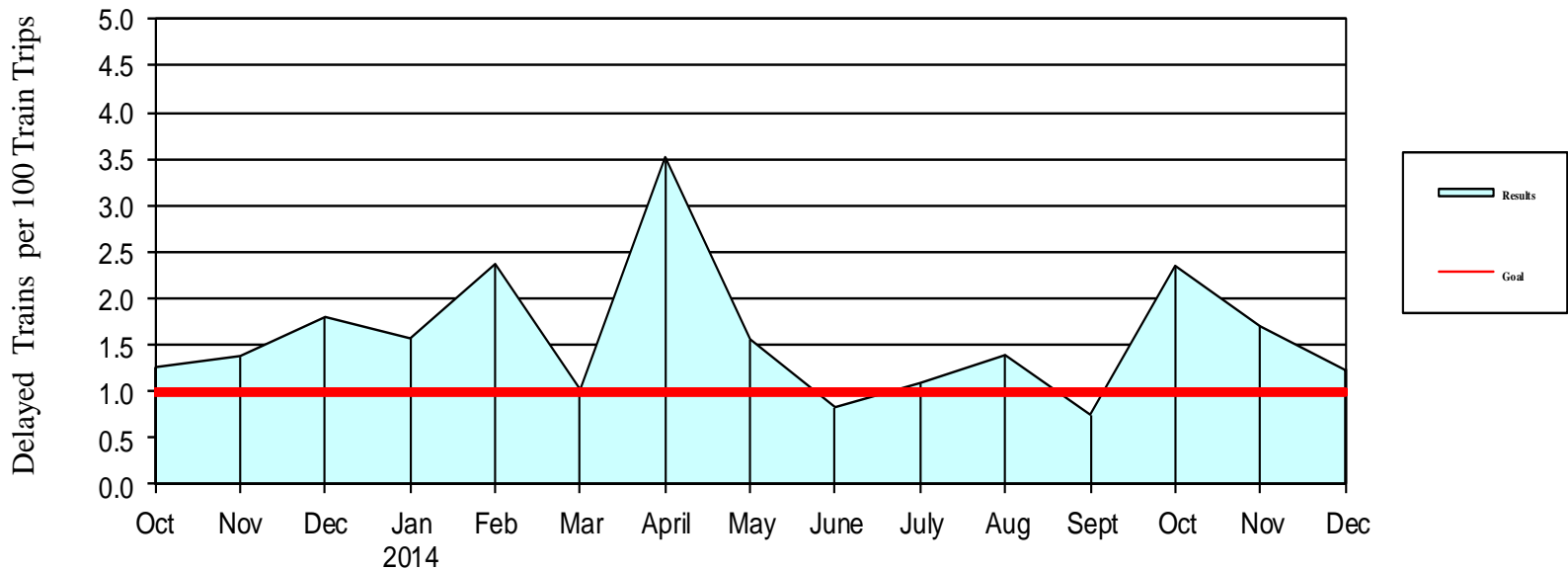


- ✓ 86.81%, goal not met
- ✓ Late trains by category:
  - Miscellaneous (Other) 1972 late trains (32%)
  - Train Control 971 late trains (16%)
  - Miscellaneous (Police) 907 late trains (15%)
  - Wayside Maintenance Work 564 late trains (9%)
  - Revenue Vehicles 513 late trains (8%)
  - Operations 309 late trains (5%)
- ✓ Overall, “Miscellaneous” (Police, Sick Passengers, Vandalism, Person Under Train, Weather, Civil Disturbances) caused 54% of all late trains



# Wayside Train Control System

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

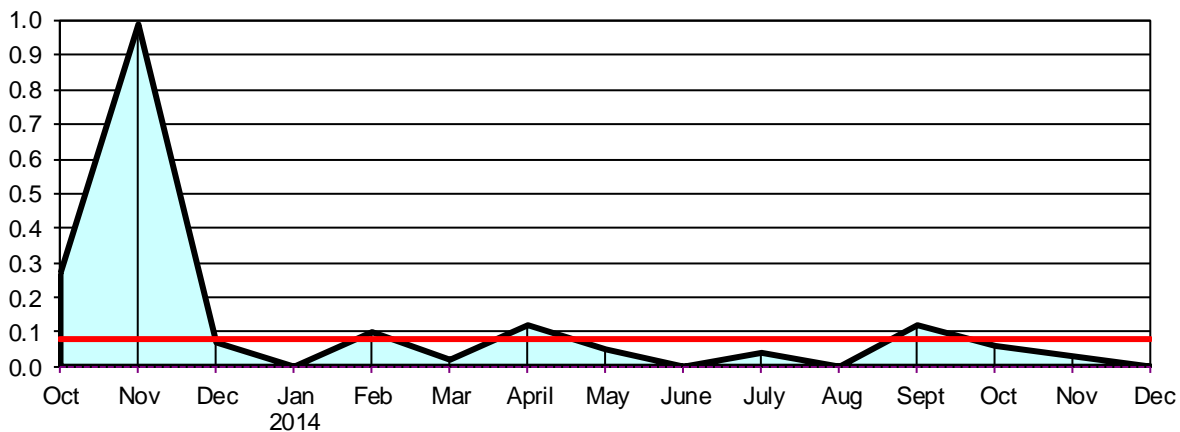


- ✓ 1.76, 1.00 goal not met
- ✓ Alstom Switch Machines installed to date 158.
- ✓ 141 mainline switch machines left to install.
- ✓ 28 installed this quarter

# Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

Delayed Trains per 100 Train Trips

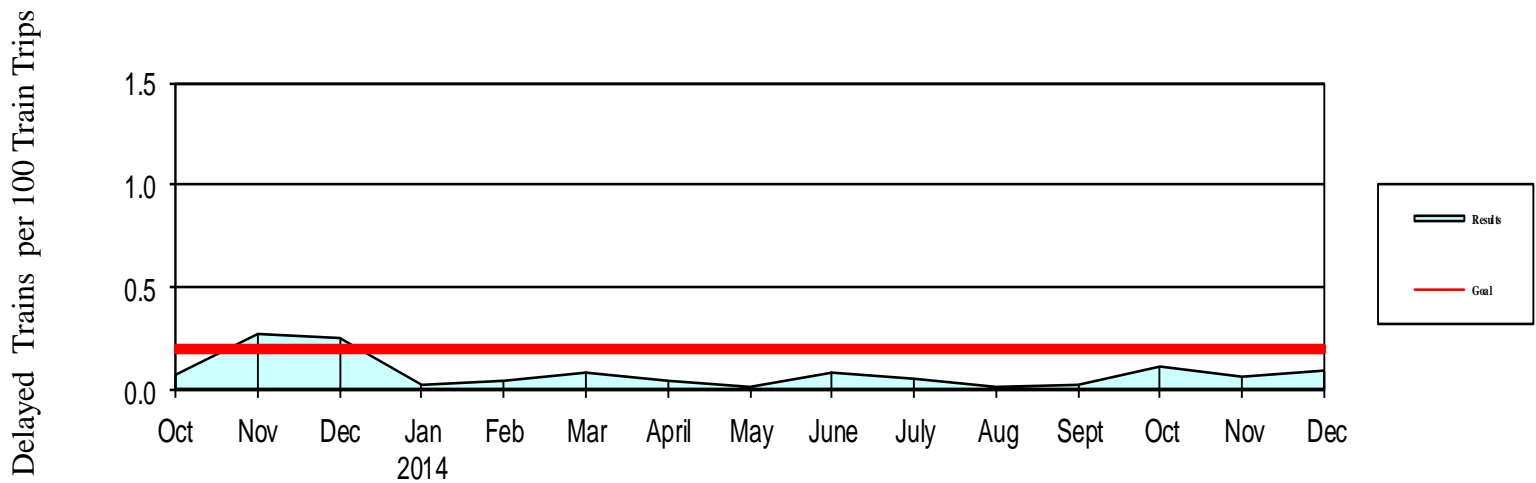


✓ Goal met



# Traction Power

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



- ✓ Goal met
- ✓ Coverboard pin fatigue issue, new protective sleeves designed and being installed

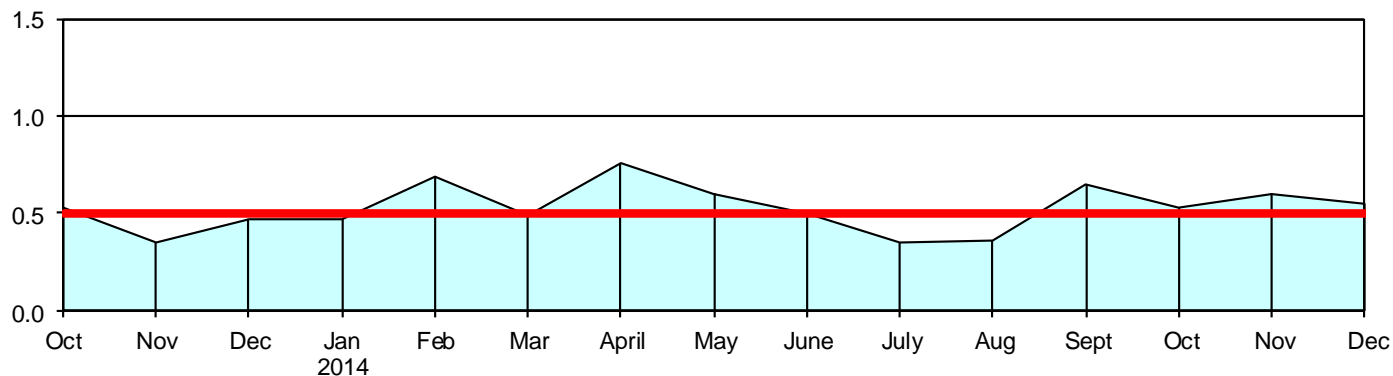




# Transportation

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

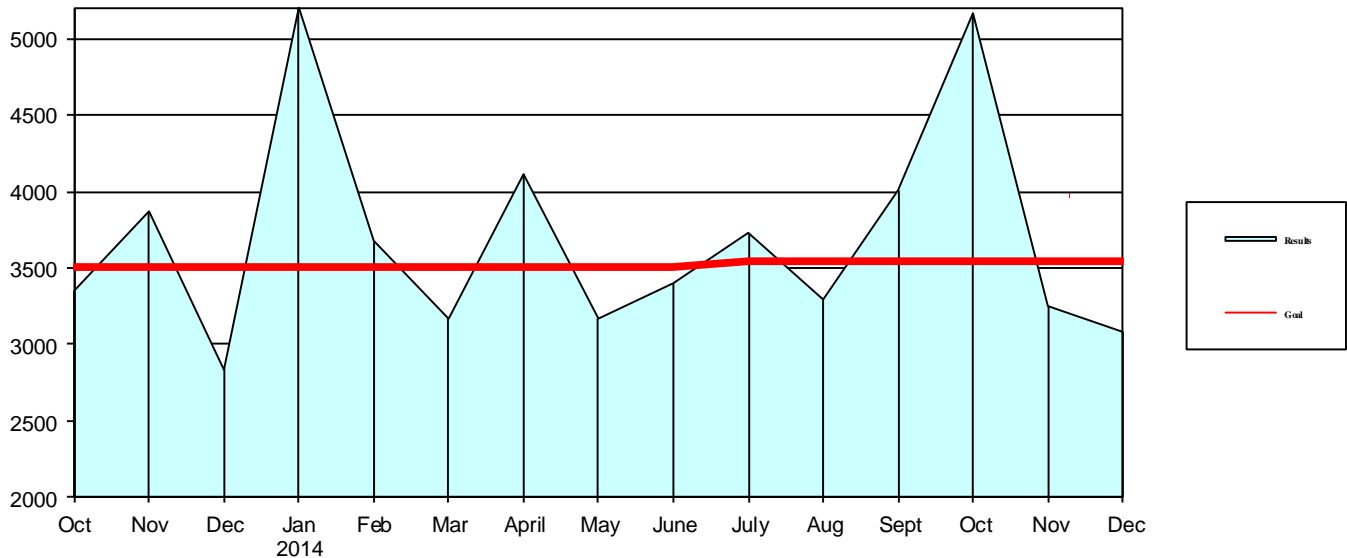
Delayed Trains per 100 Train Trips



- ✓ 0.56, goal not met
- ✓ 12/6 worst incident, road manual without authorization, 25 late trains

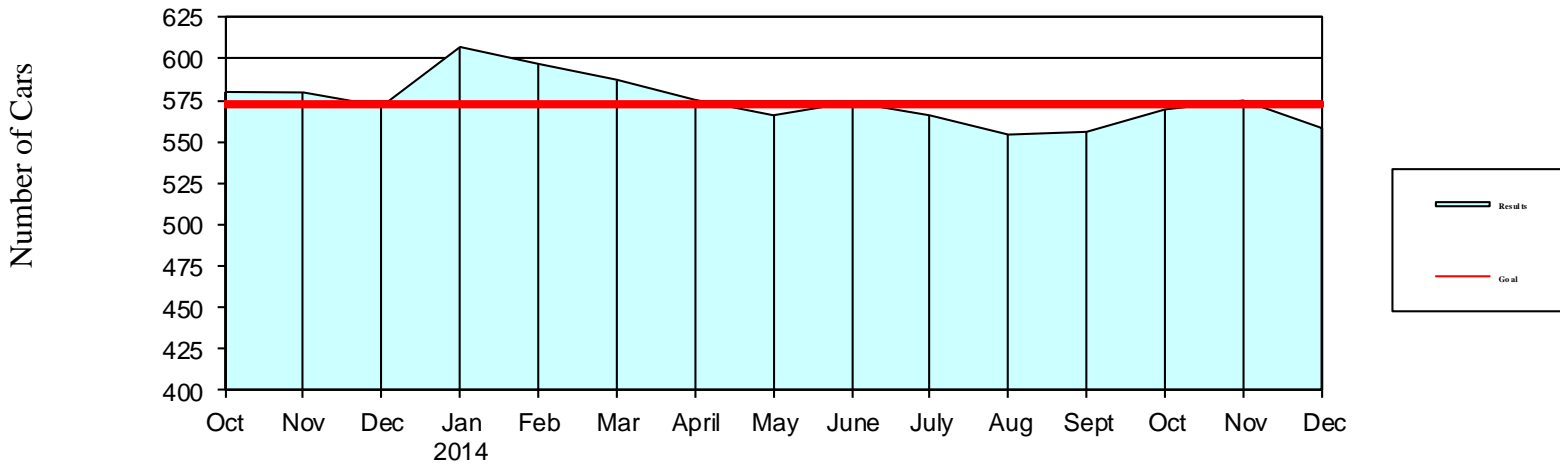
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



✓ Goal met

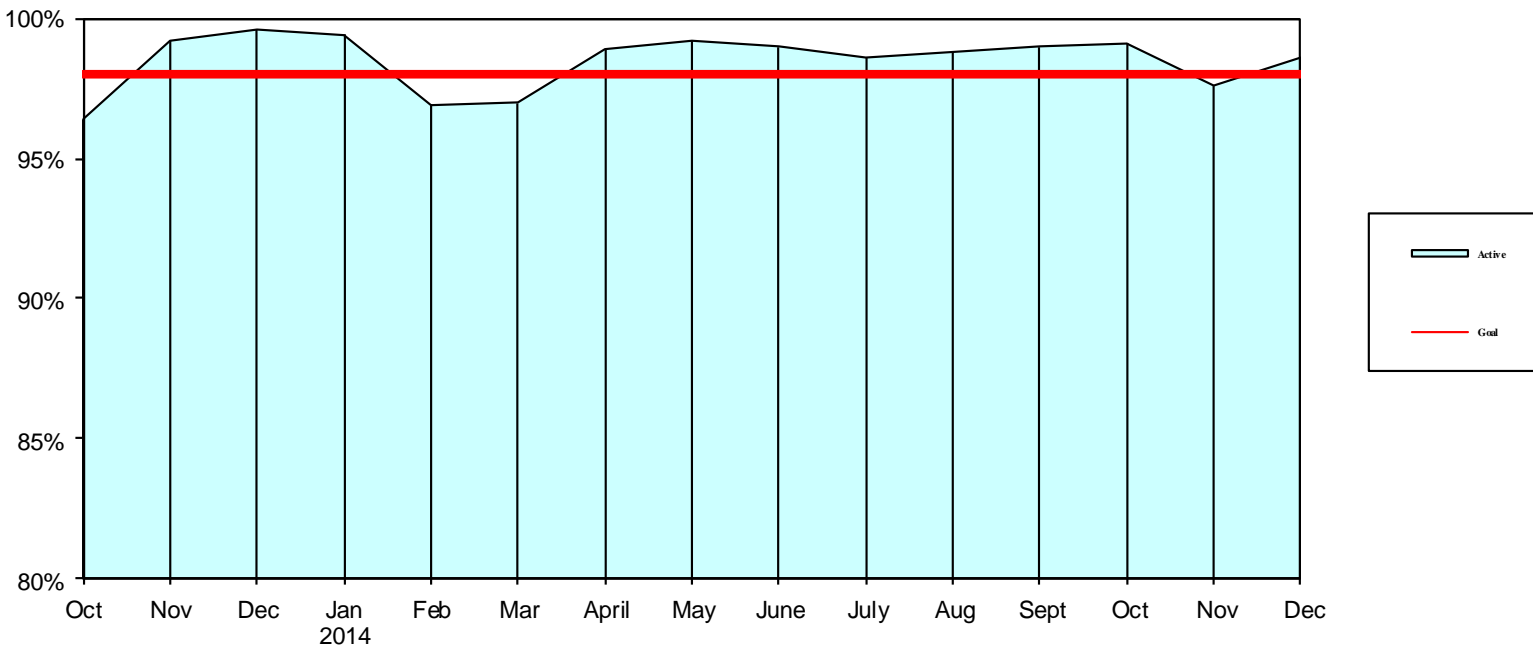
# Car Equipment - Availability @ 0400 hours



- ✓ Goal = 573
- ✓ Actual = 567
- ✓ No wheel truing machine at Concord Shop slowed recovery from C Line weather related flat wheels

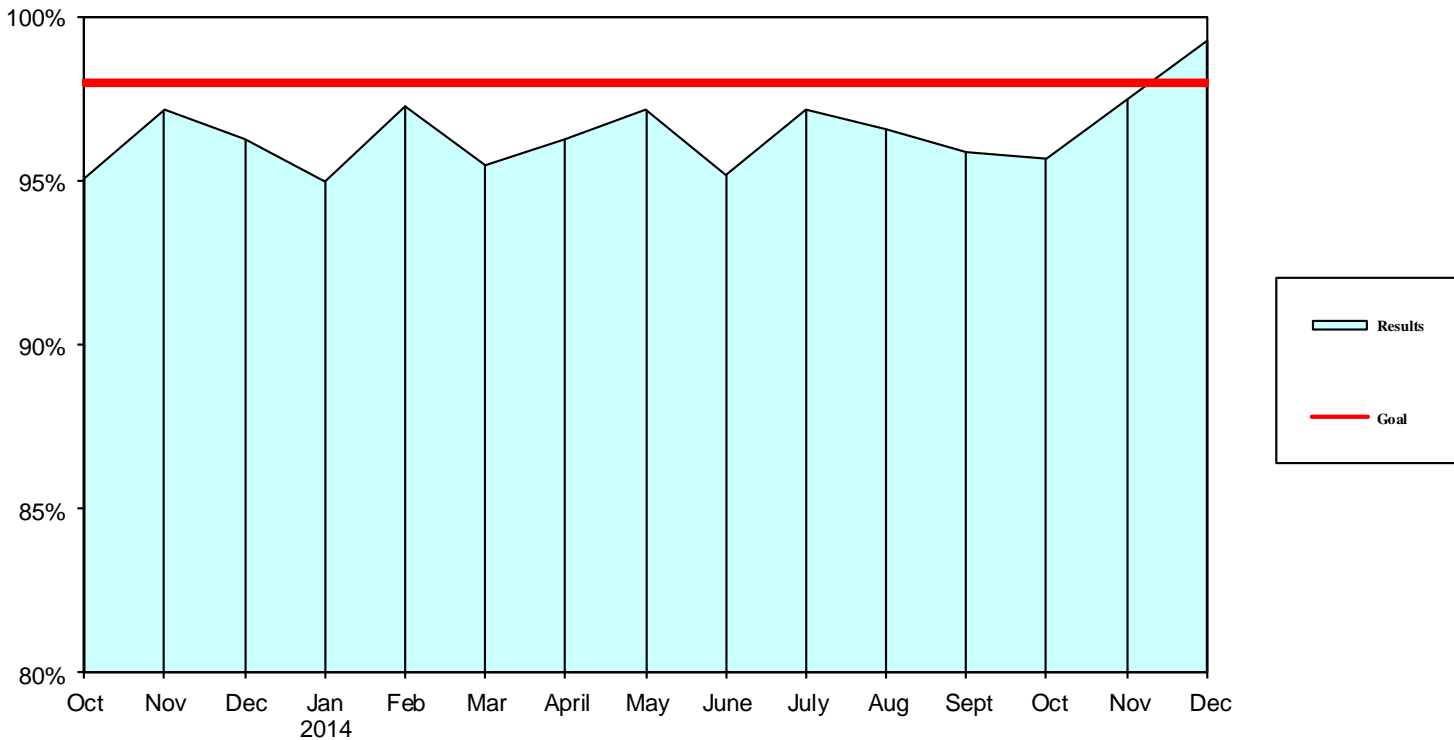


# Elevator Availability - Stations



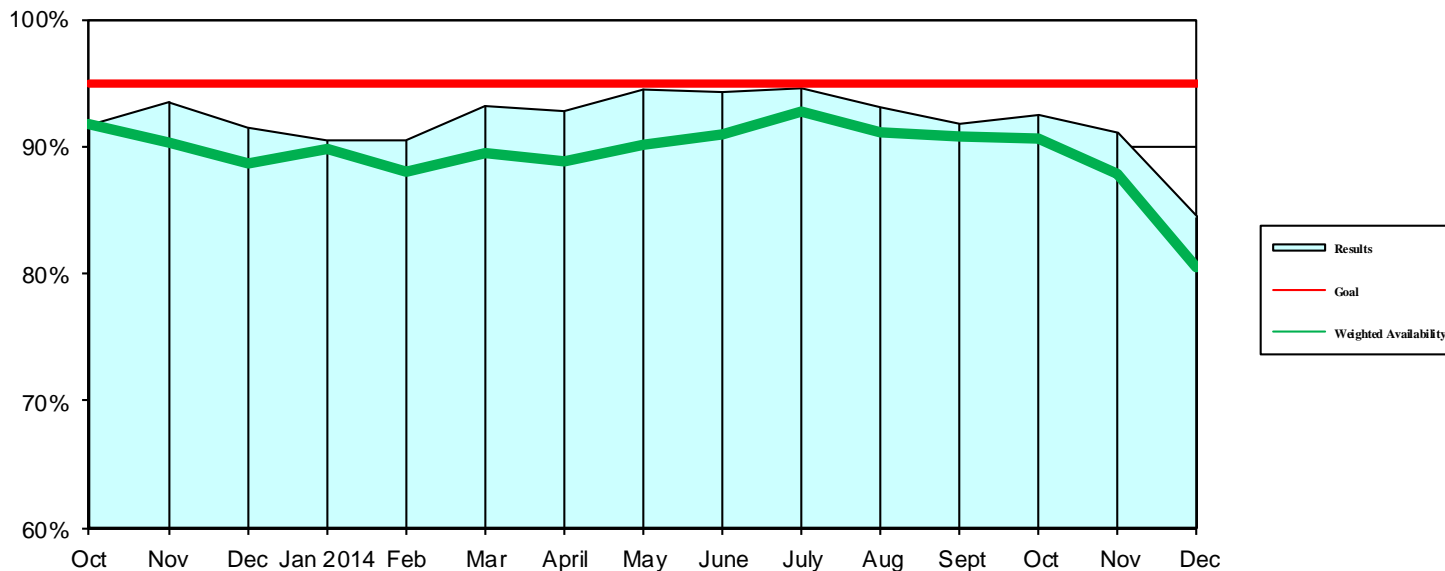
✓ 98.43%, 98.00% goal met

# Elevator Availability - Garage



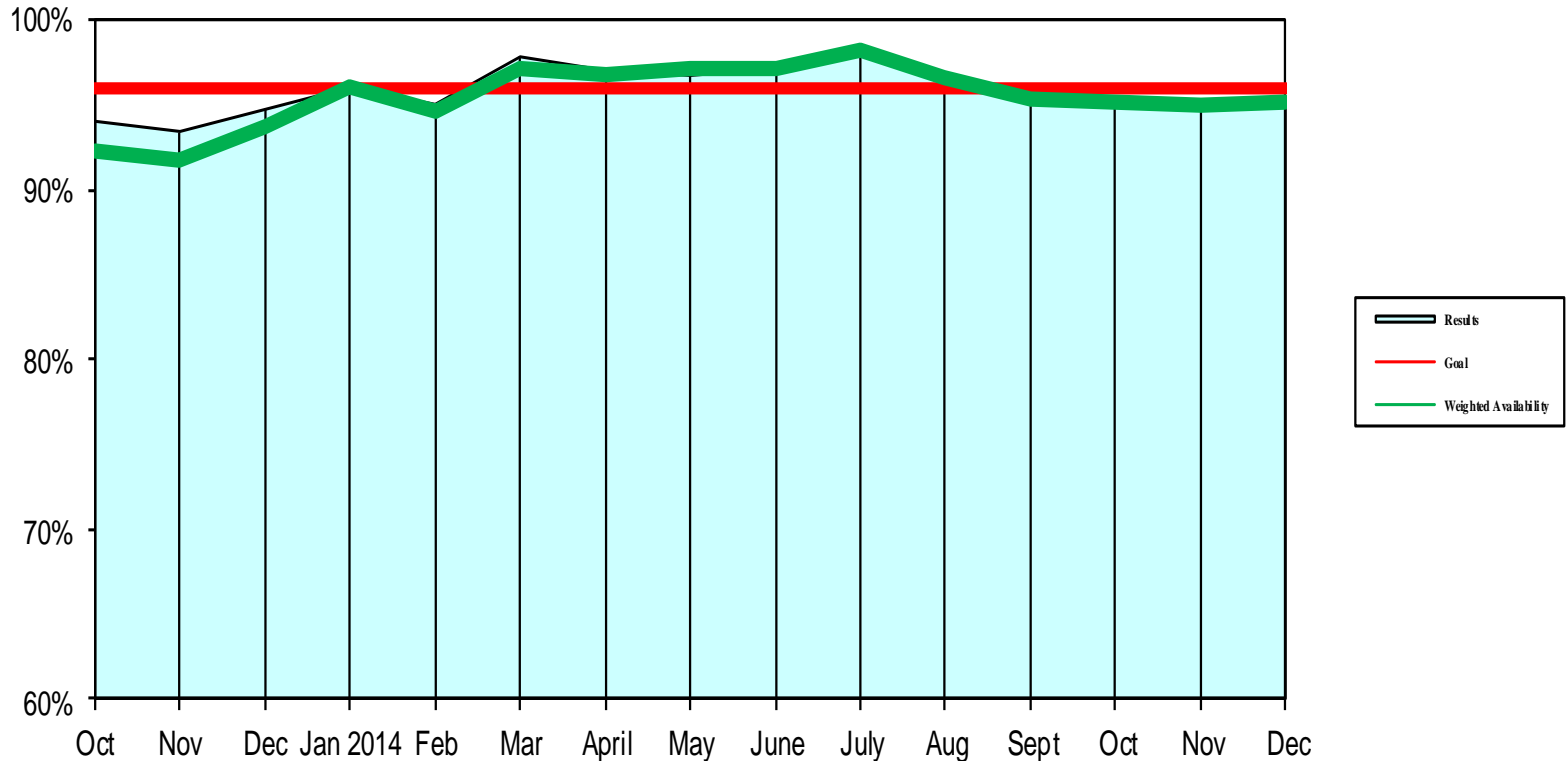
- ✓ 97.50% availability, 98.00% goal not met
- ✓ Improved performance, one long term outage at Pleasant Hill Garage.

# Escalator Availability - Street



- ✓ 89.37%, 95.00% goal not met
- ✓ Enforcement of Elevator/Escalator mechanic licensing requirement by CalOSHA having significant negative impact on staffing
  - Multi-year remedial program under way
- ✓ December storm wreaked havoc on the street units.
- ✓ Multitude of heavy repairs

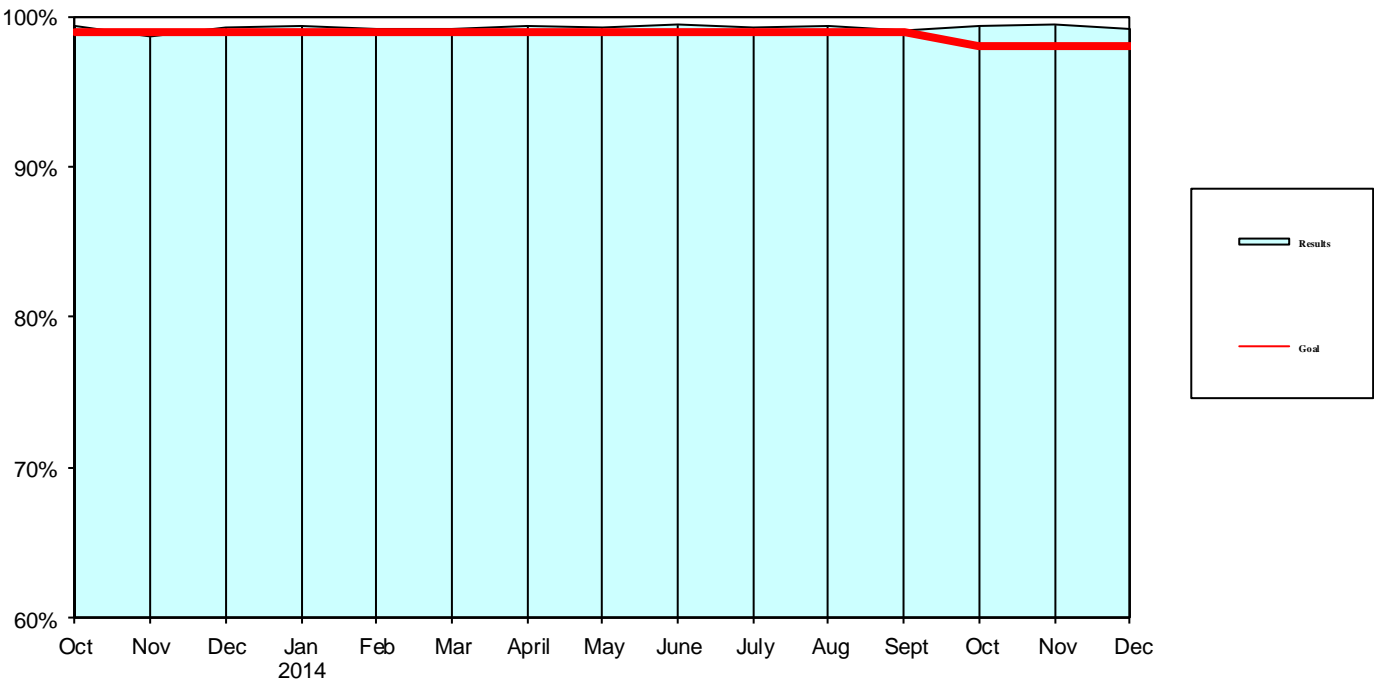
# Escalator Availability - Platform



- ✓ 95.03% availability, 96.00% goal not met
- ✓ Several times, Dept. of Industrial Standards mandated step replacement jobs evolved into larger projects (chain jobs, track repair, walk on plates)



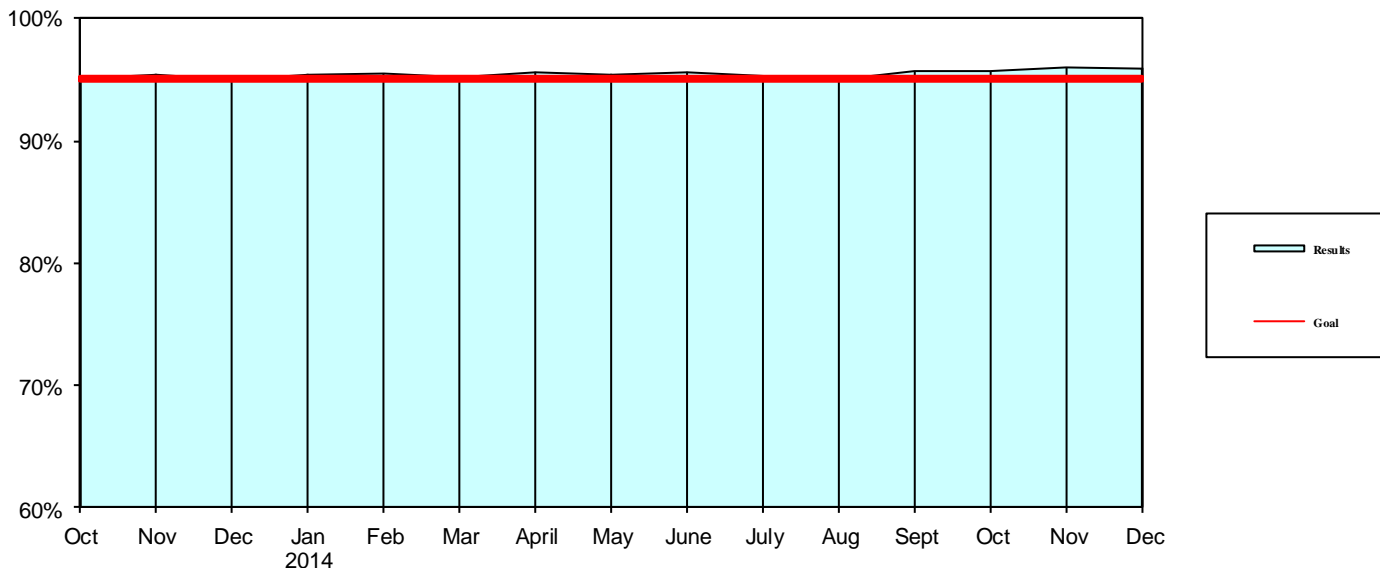
# AFC Gate Availability



✓ Goal exceeded



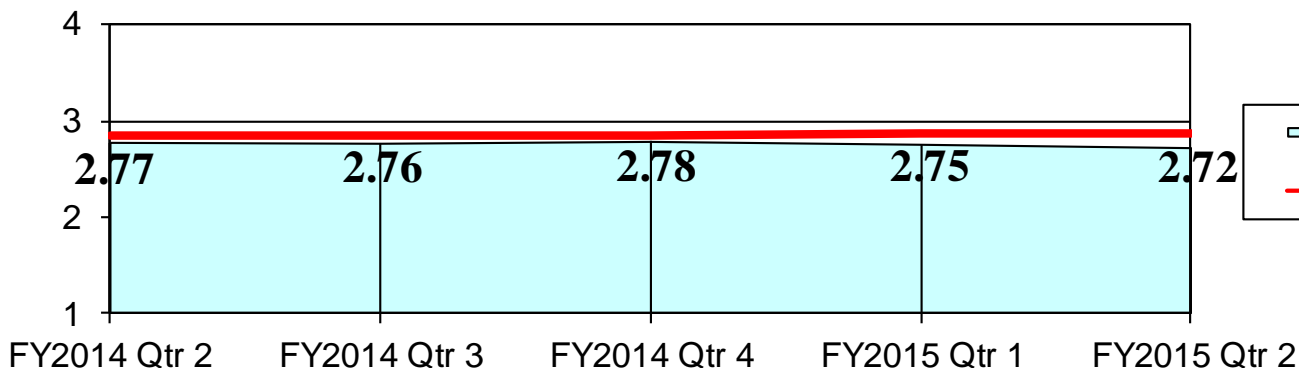
# AFC Vendor Availability



- ✓ 95.87%, 95% goal met
- ✓ Availability of Add Fare 98.0%
- ✓ Availability of Add Fare Parking 97.9%
- ✓ Availability of Parking Validation Machines 99.5%

# Environment - Outside Stations

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



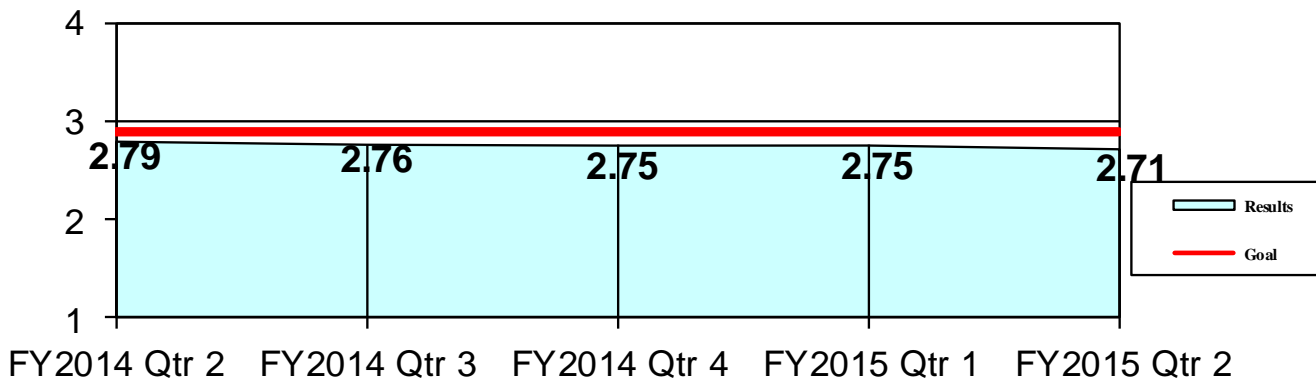
## Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.63
BART Parking Lot Cleanliness (25%)	2.92
Appearance of BART Landscaping (25%)	2.68

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 60.4%
  - Parking Lots: 76.2%
  - Landscaping Appearance: 61.8%
- ✓ Staffing for grounds and landscaping:
  - FY02 – 34 FTE (38 stations)
  - FY15 – 28 FTE (43 stations)
- ✓ Station cleaning staffing – see next page

# Environment - Inside Stations

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



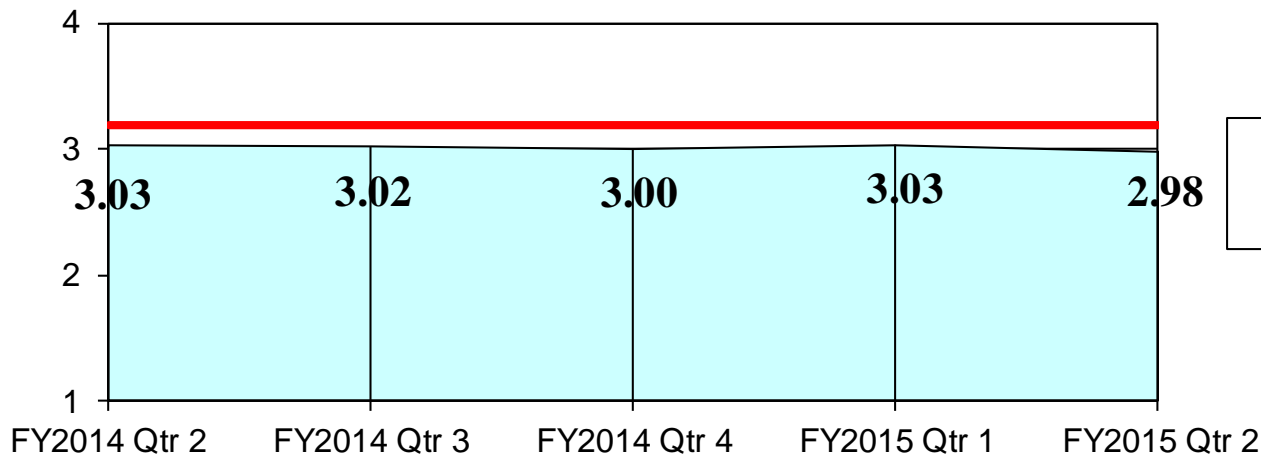
Composite rating for Cleanliness of:	
Station Platform (60%)	2.85
Other Station Areas (20%)	2.68
Restrooms (10%)	2.20
Elevator Cleanliness (10%)	2.46

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 72.2%
  - Other Station Areas: 62.4%
  - Restrooms: 41.0%
  - Elevators: 53.2%
- ✓ System Service Worker (SSW) staffing/productivity (FY03 v. FY15)
  - ✓ FY03 – 145, FY15 – 118
  - ✓ Average weekday riders per SSW +76%
  - ✓ # stations per SSW +42%



# Station Vandalism

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



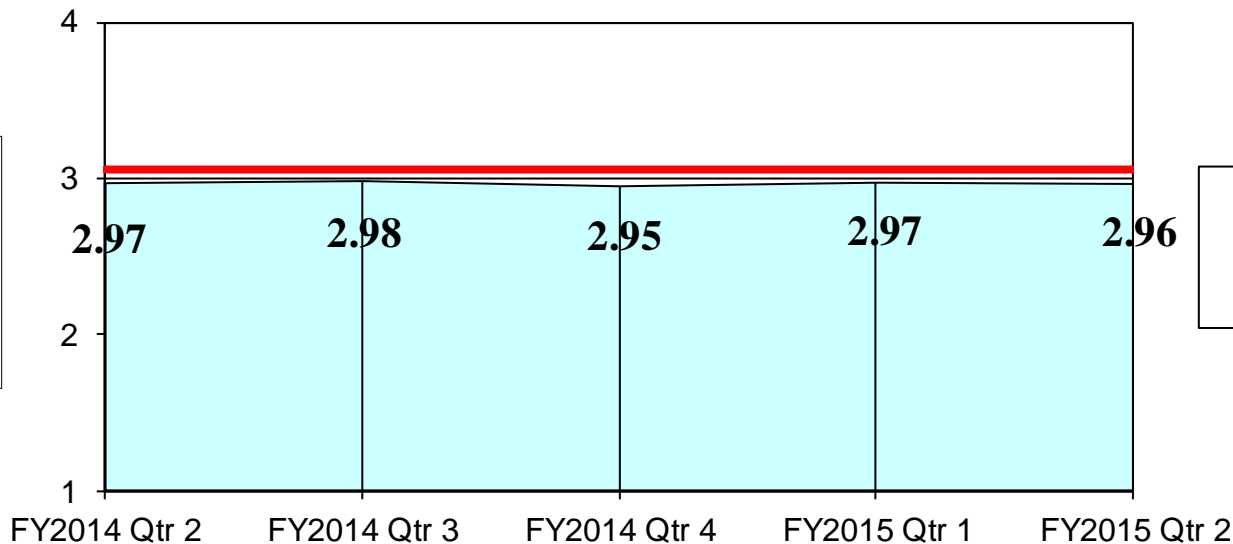
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 77.8% of those surveyed ranked this category as either Excellent or Good
- ✓ Riders may not be making a geographical distinction between the station and the surrounding area



# Station Services

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



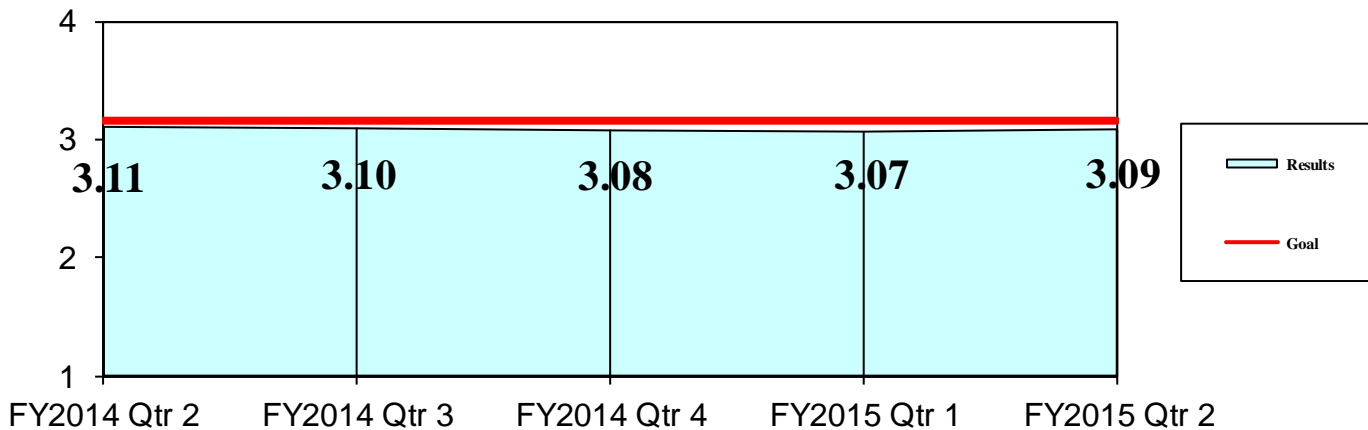
Composite rating of:	
Station Agent Availability (65%)	2.94
Brochures Availability (35%)	3.02

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
  - Station Agents: 76.2%
  - Brochures: 79.3%



# Train P.A. Announcements

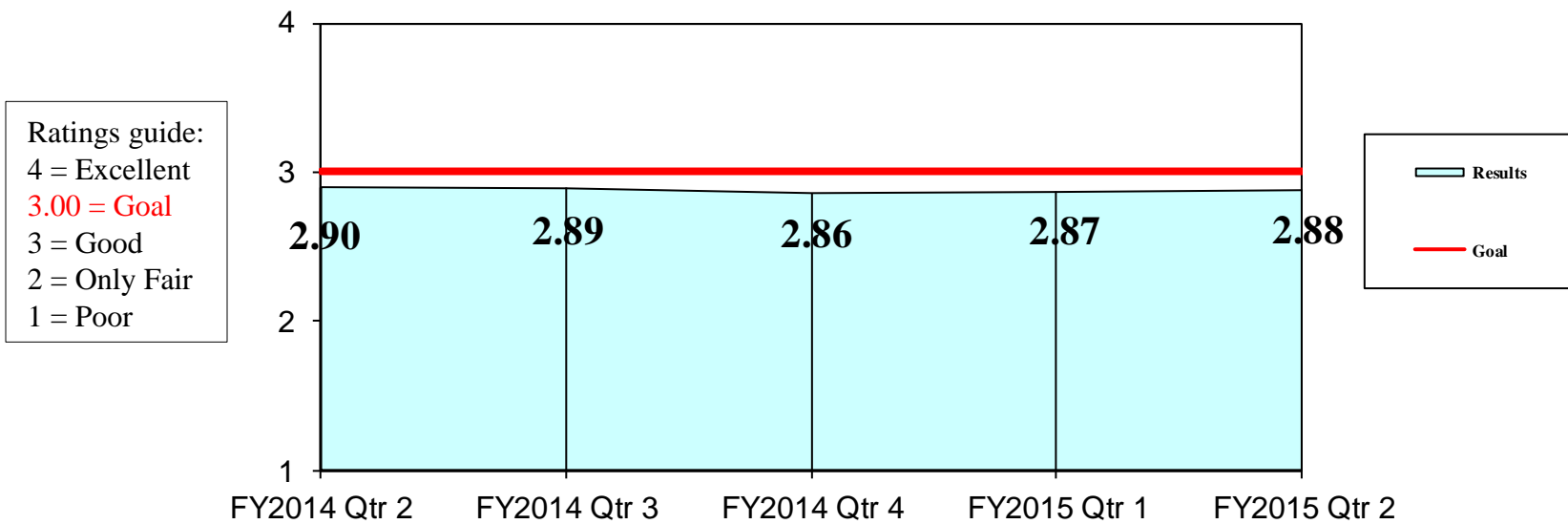
Ratings guide:  
 4 = Excellent  
 3.17 = Goal  
 3 = Good  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.05
P.A. Transfer Announcements (33%)	3.02
P.A. Destination Announcements (33%)	3.20

- ✓ Goal not met but slight improvement
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 77.3%
  - Transfers: 76.7%
  - Destinations: 84.0%

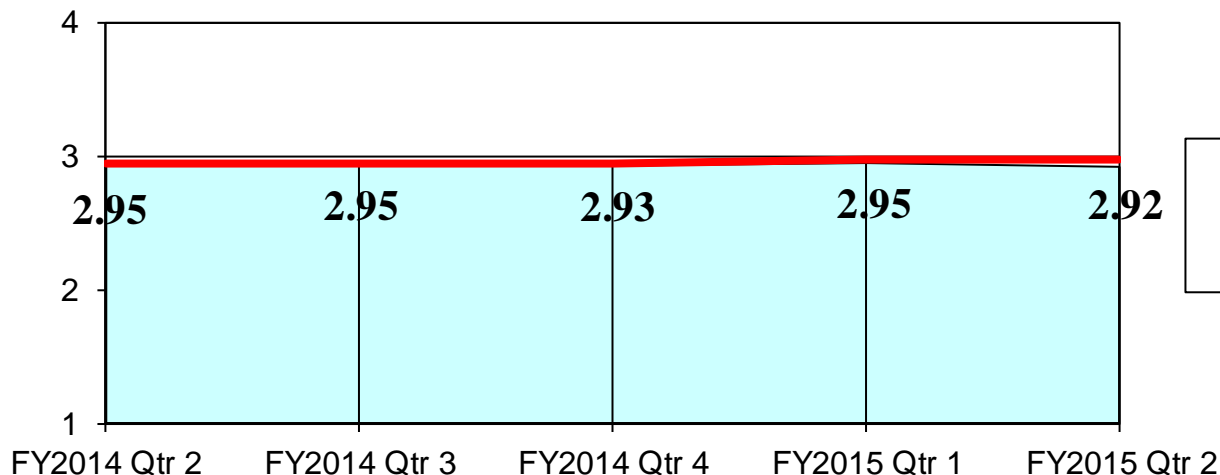
# Train Exterior Appearance



- ✓ Goal not met, slight improvement
- ✓ 75.7% of those surveyed ranked this category as either Excellent or Good

# Train Interior Cleanliness

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



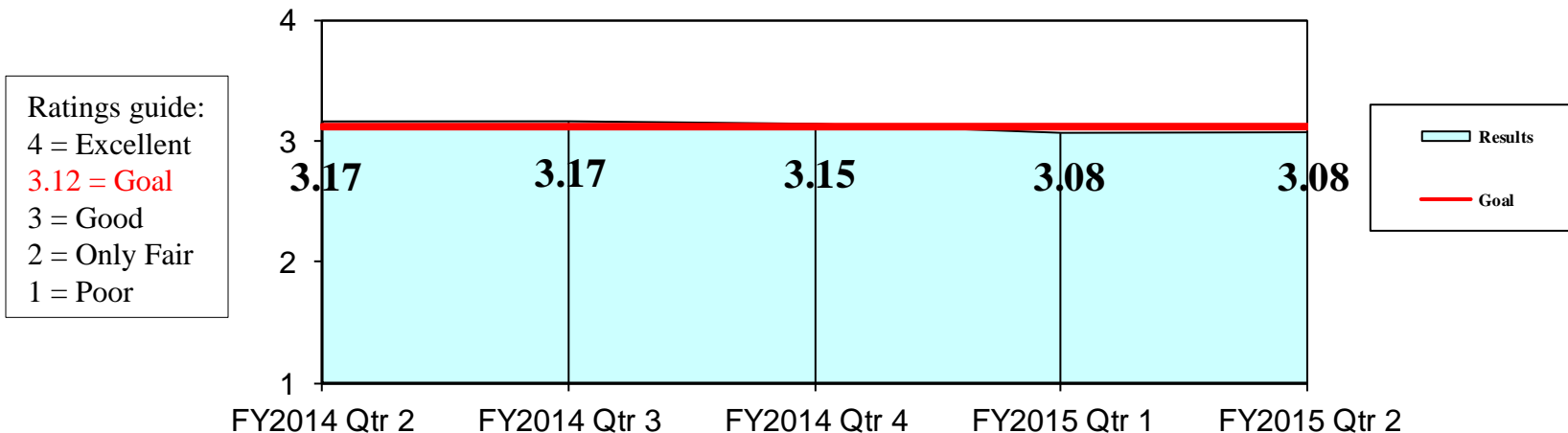
Composite rating of:	
Train interior cleanliness (60%)	2.65
Train interior kept free of graffiti (40%)	3.33

- ✓ Goal not met
- ✓ Train Interior ratings of either Excellent or Good:  
     Cleanliness: 62.0%      Graffiti-free: 91.0%
- ✓ Dwindling number of cloth seats and carpeted floors stand out more?





# Train Temperature

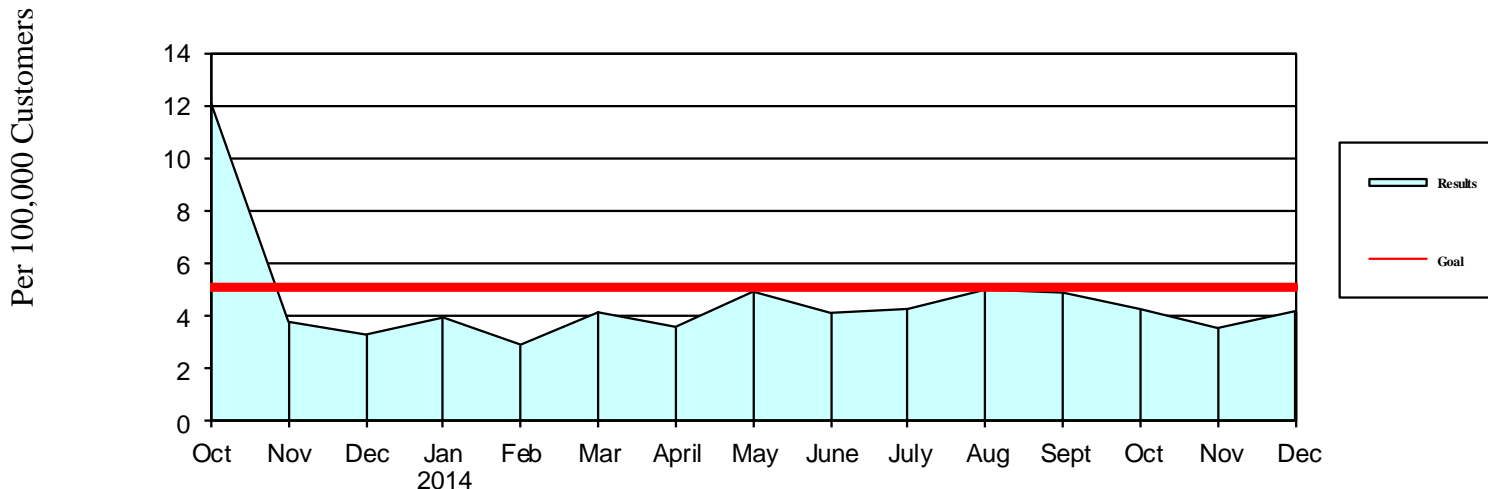


Comfortable Temperature Onboard Train

- ✓ Goal not met
- ✓ 81.7% of those surveyed ranked this category as either Excellent or Good

# Customer Complaints

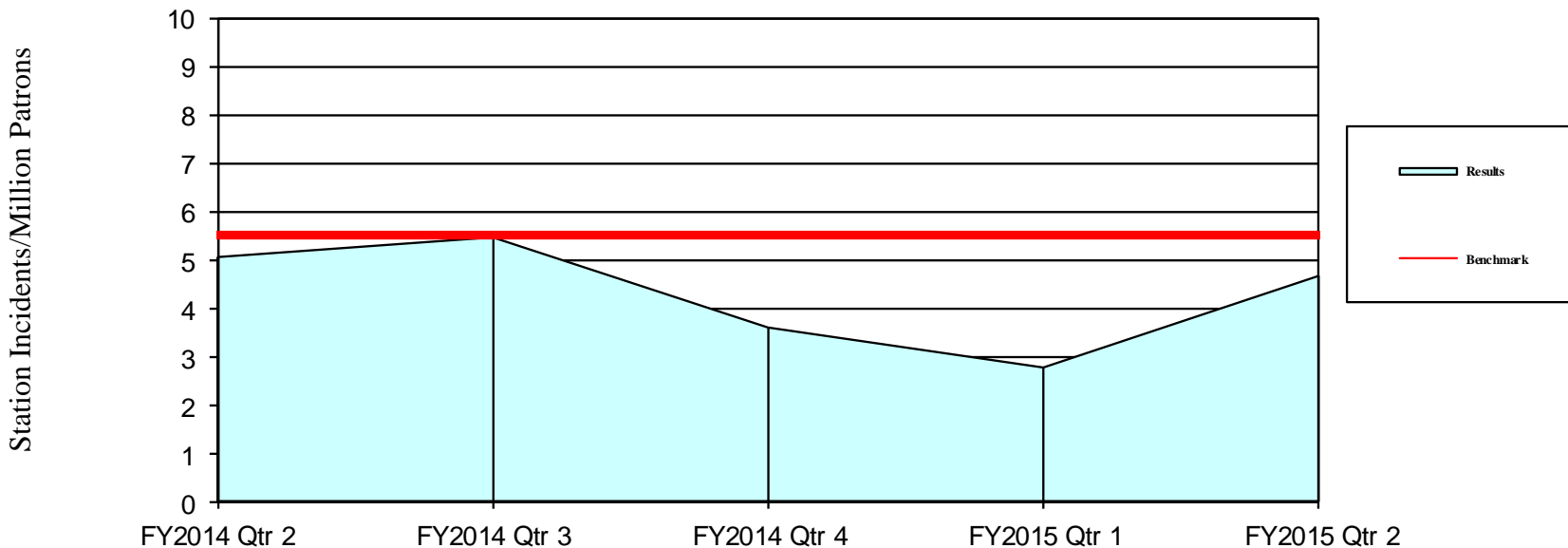
## Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints decreased fairly significantly from last quarter, and significantly from last year (negotiations).
- ✓ Complaints down or level in all categories except M&E and Policies.



# Patron Safety: Station Incidents per Million Patrons

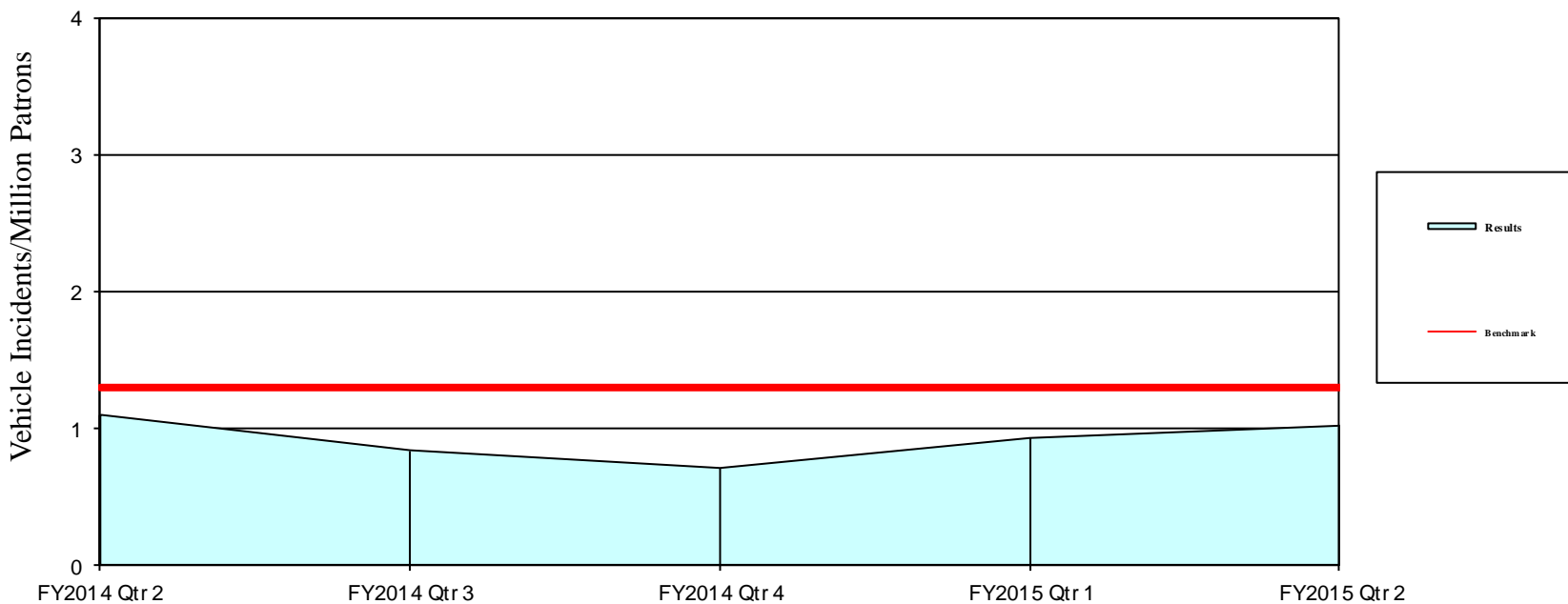


✓ Goal met



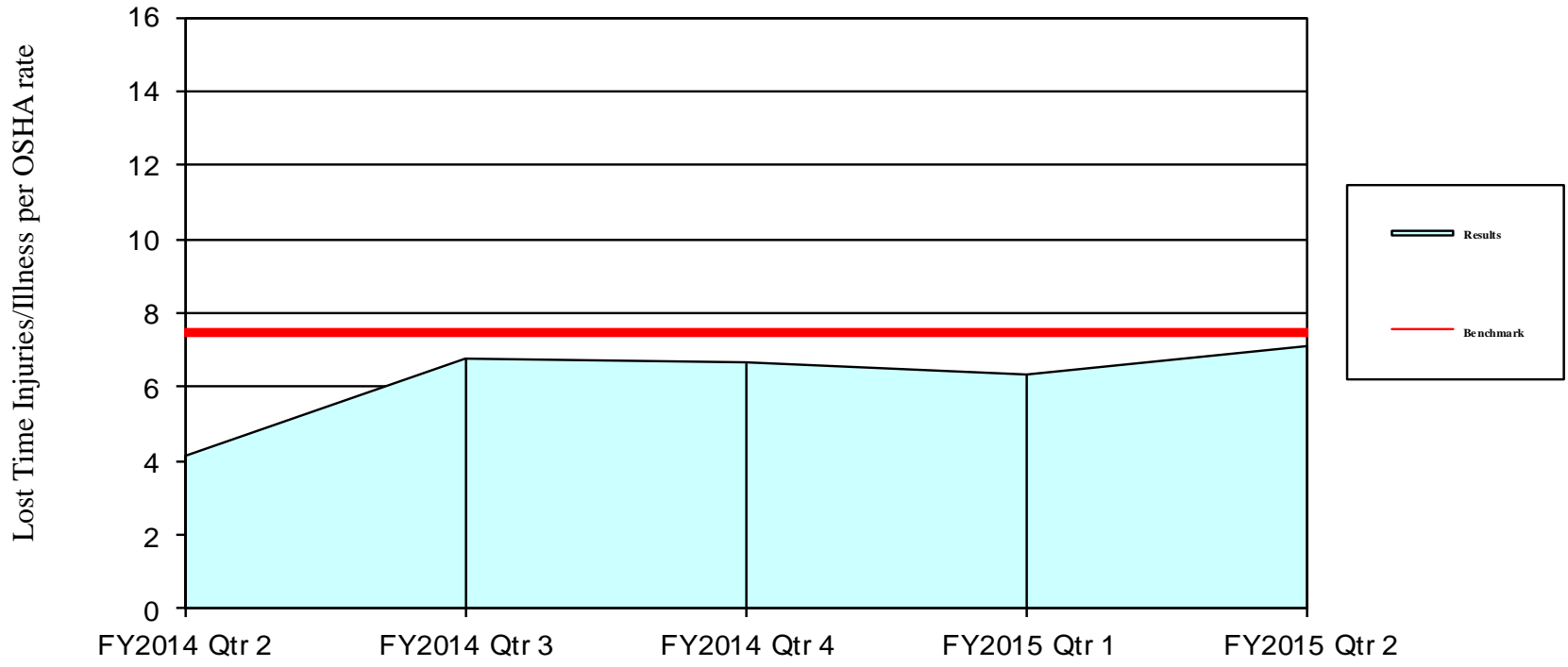
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Goal met

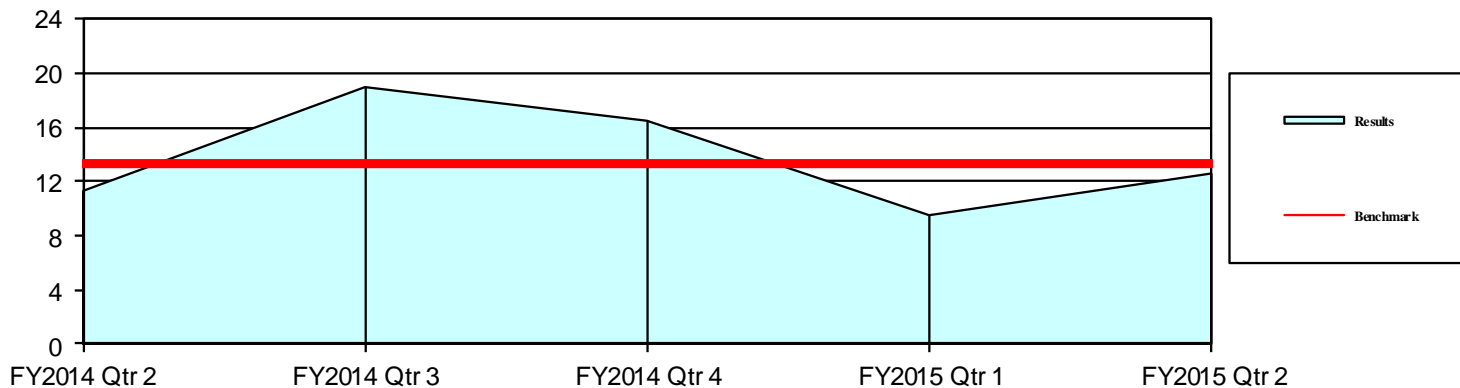
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met

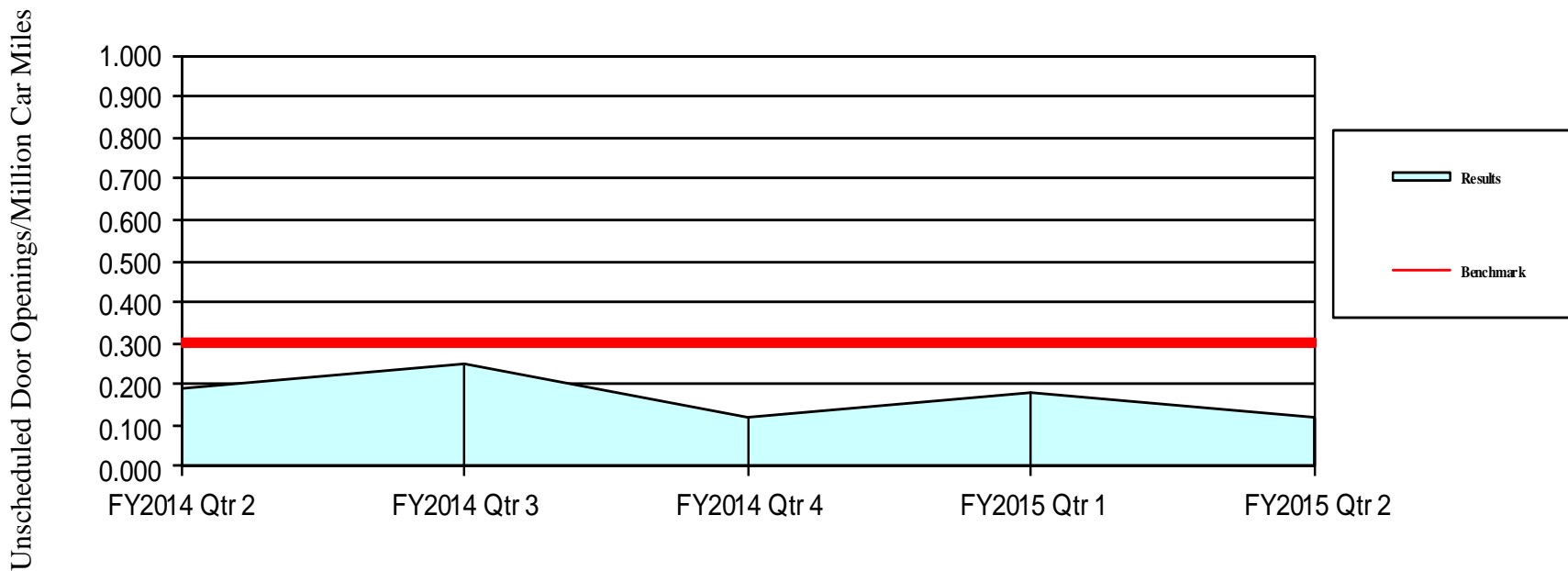
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal met

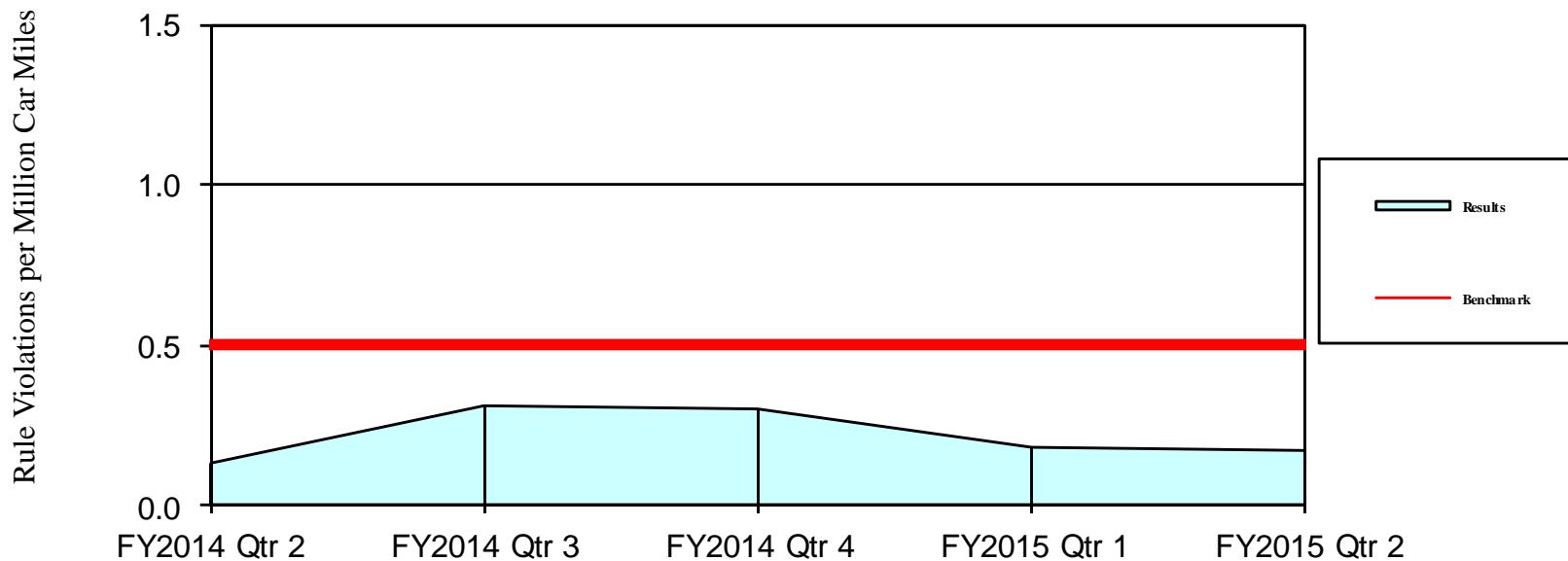
# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met



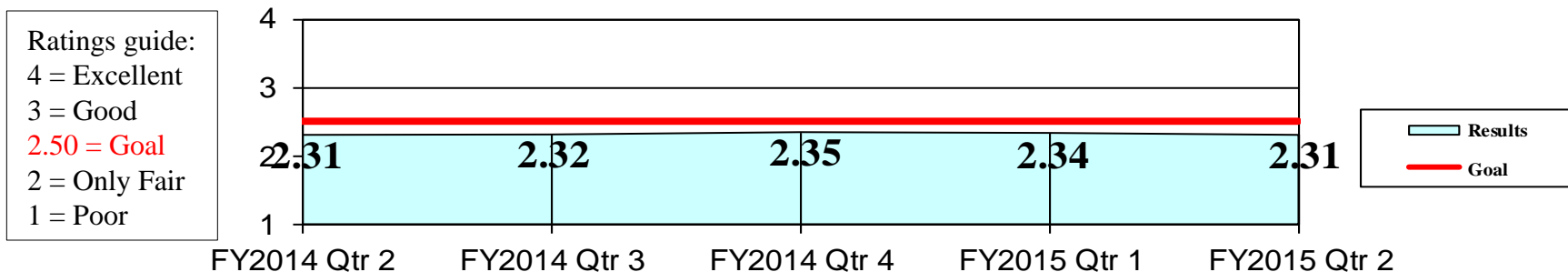
# Operating Safety: Rule Violations per Million Car Miles



✓ Goal met



# BART Police Presence

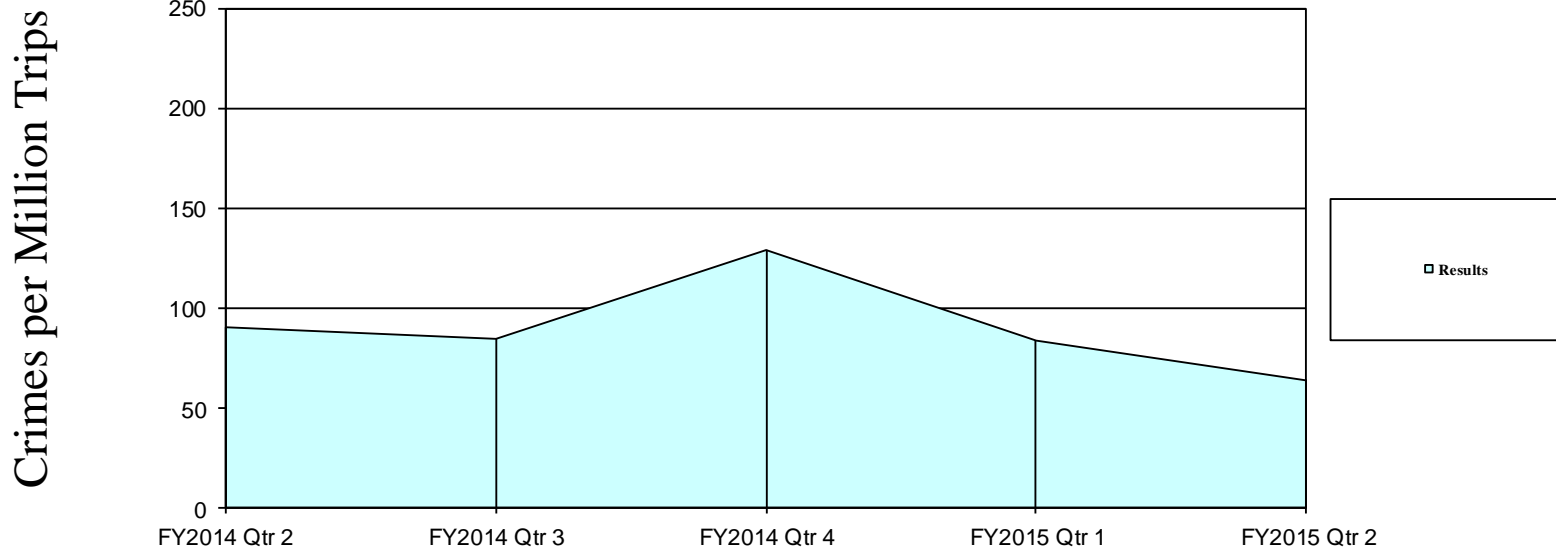


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.30
Parking Lots and Garages (33%)	2.39
Trains (33%)	2.24

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 43.7%
  - Trains: 40.6%
  - Parking Lots/Garages: 47.5%



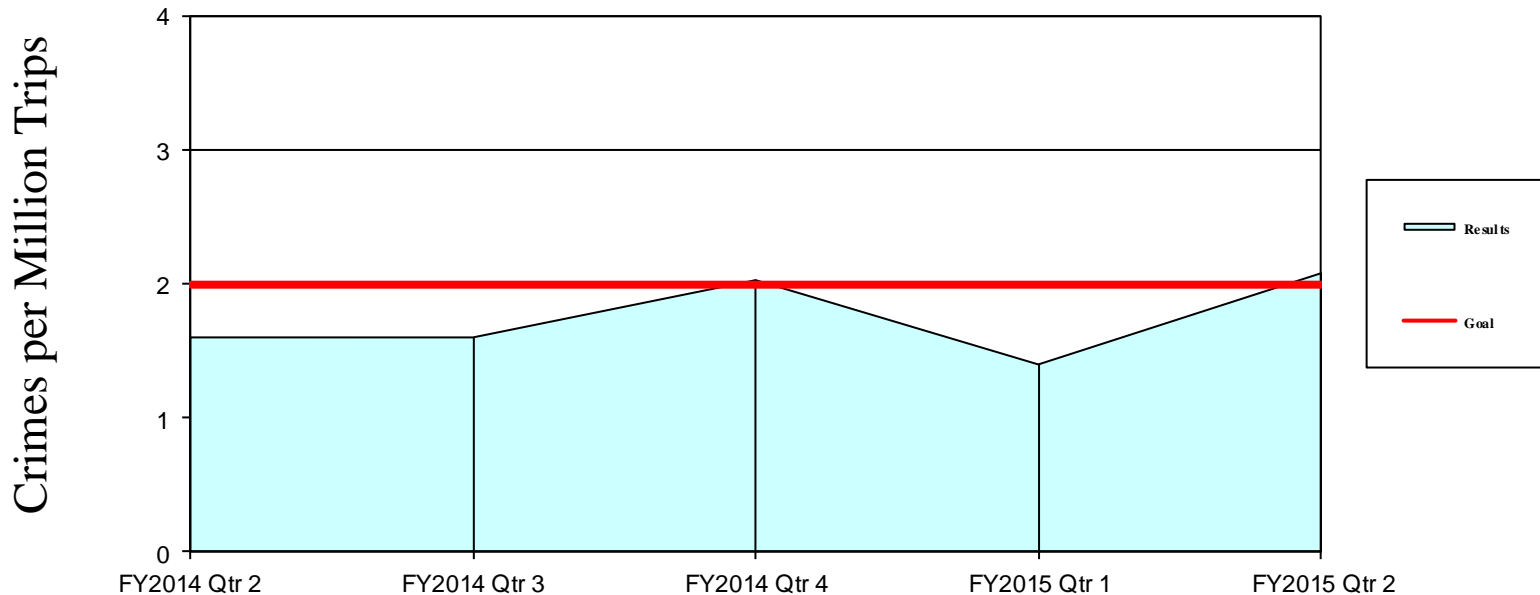
# Quality of Life\*



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

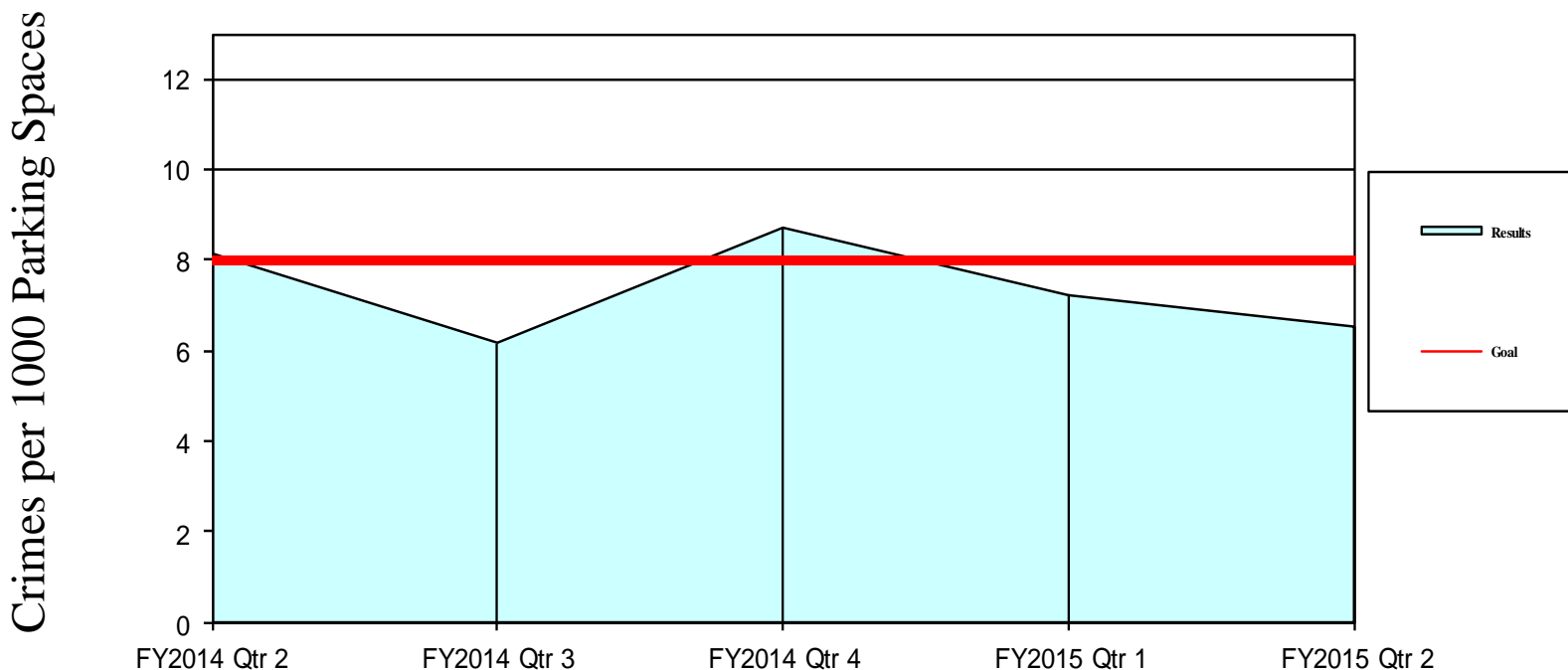
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



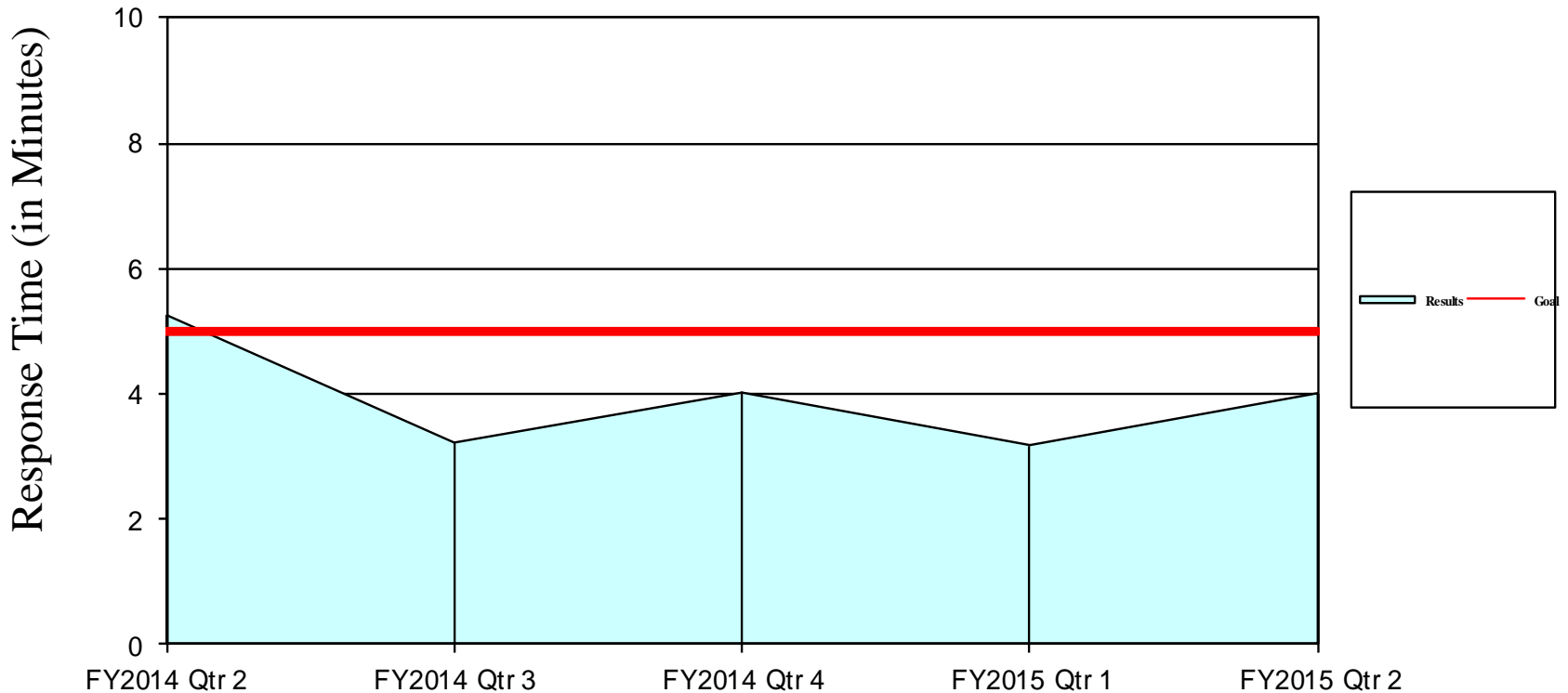
- ✓ Goal not met
- ✓ Crimes against persons are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



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

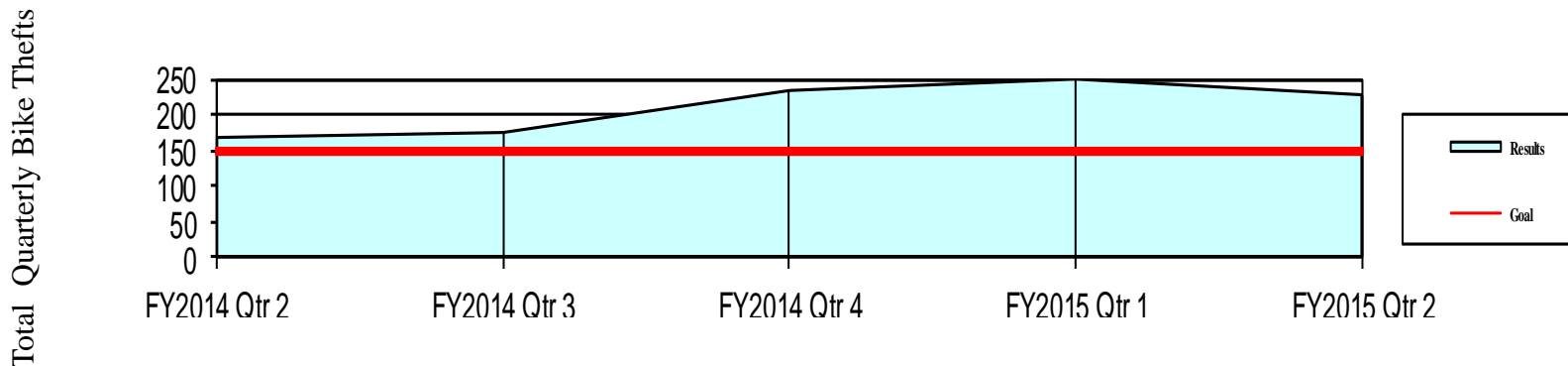
# Average Emergency Response Time



✓ The Average Emergency Response Time goal was met for the quarter.



# Bike Theft



- ✓ Goal not met
- ✓ 228 bike thefts for current quarter, down 22 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.