

# Quarterly Service Performance Review

## First Quarter, FY 2015

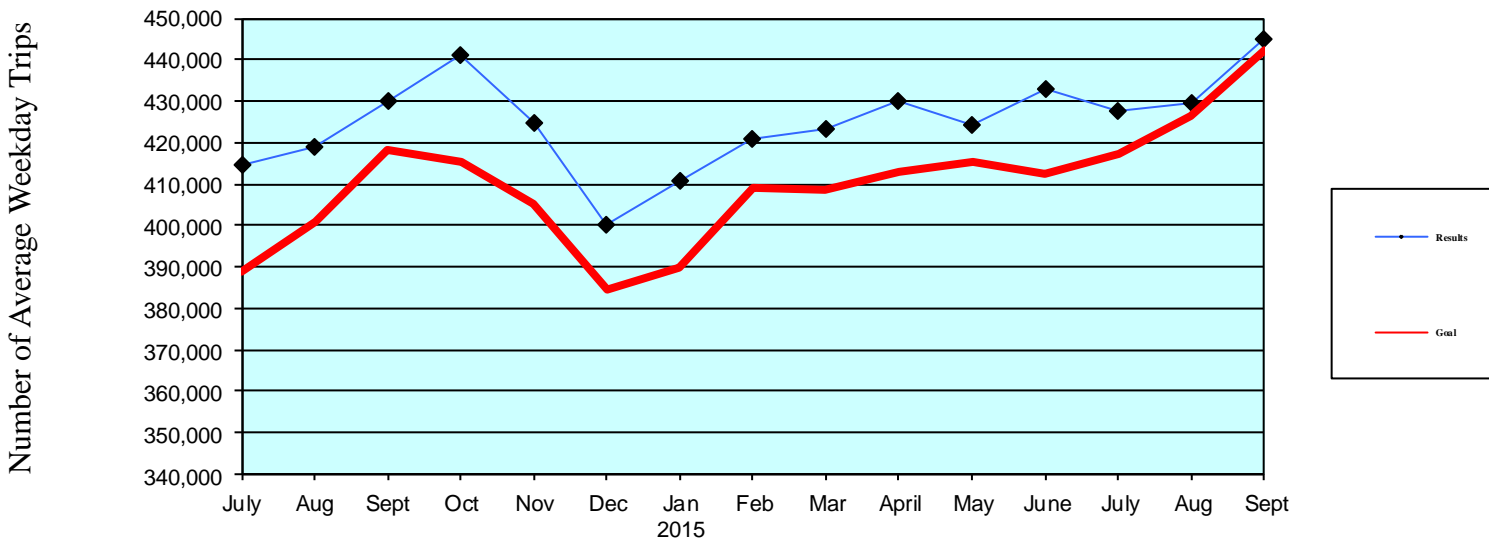
### July - September, 2015

Engineering & Operations Committee  
November 19, 2015

## FY16 First Quarter Overview...

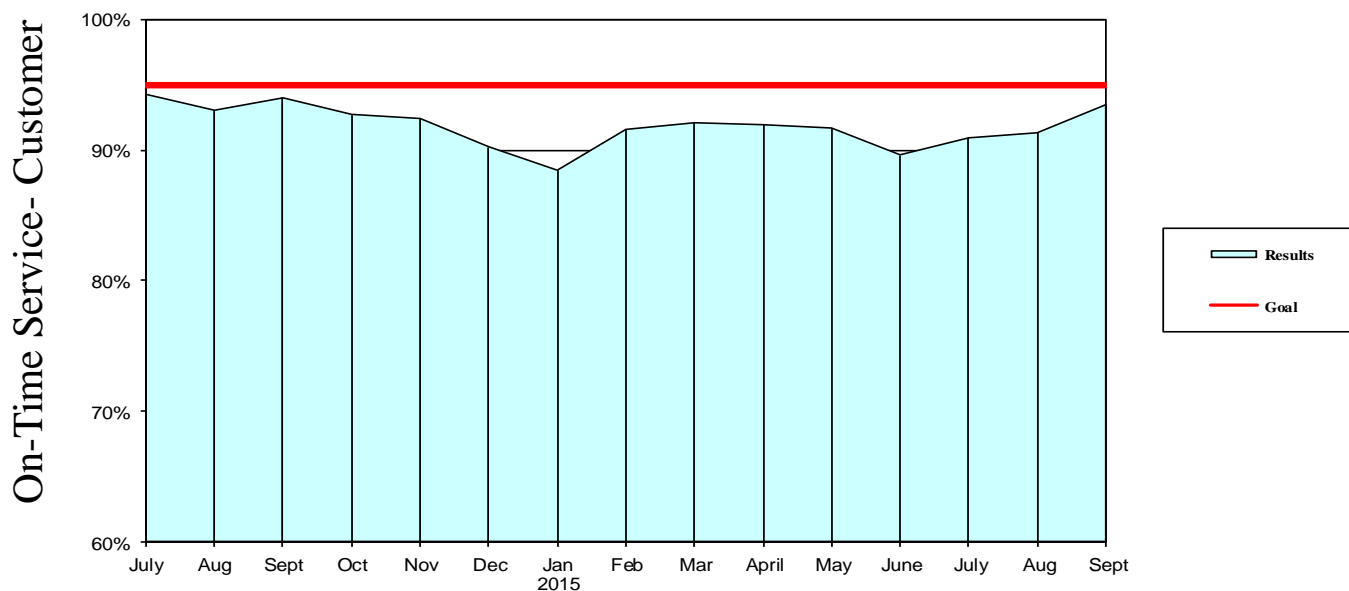
- ✓ Record high ridership, growth rate slowing
- ✓ Service reliability improved, goals not met
- ✓ Reliability: Car, Computer Control System, Track and Transportation met; Train Control and Traction Power not met
- ✓ Availability: Cars, Elevators and AFC met; Escalators not met but close
- ✓ Passenger Environment indicators: 2 met, 6 not met; 1 improved, 2 no change, 5 worse
- ✓ Complaints up

# Customer Ridership



- ✓ Average weekday ridership (434,003) up 3.0% from same quarter last year; highest quarter ever.
- ✓ September average weekday (445,103); highest month ever.
- ✓ Core weekday ridership up by 3.1% from same quarter last year
- ✓ SFO Extension weekday ridership up by 2.2% from same quarter last year
- ✓ Saturday and Sunday down by 1.9% and flat, respectively, over same quarter last year (excludes weekend TBT closure days)

# On-Time Service - Customer



✓ 91.78%, 95.00% goal not met, slightly improved performance

✓ Biggest delay events of the quarter:

Aug 24 – Person Under Train – Embarcadero; 202 late trains

Aug 17 – Earthquake; 155 late trains

Jul 9 – Metal Debris/Arcing 3<sup>rd</sup> rail – Coliseum; 153 late trains

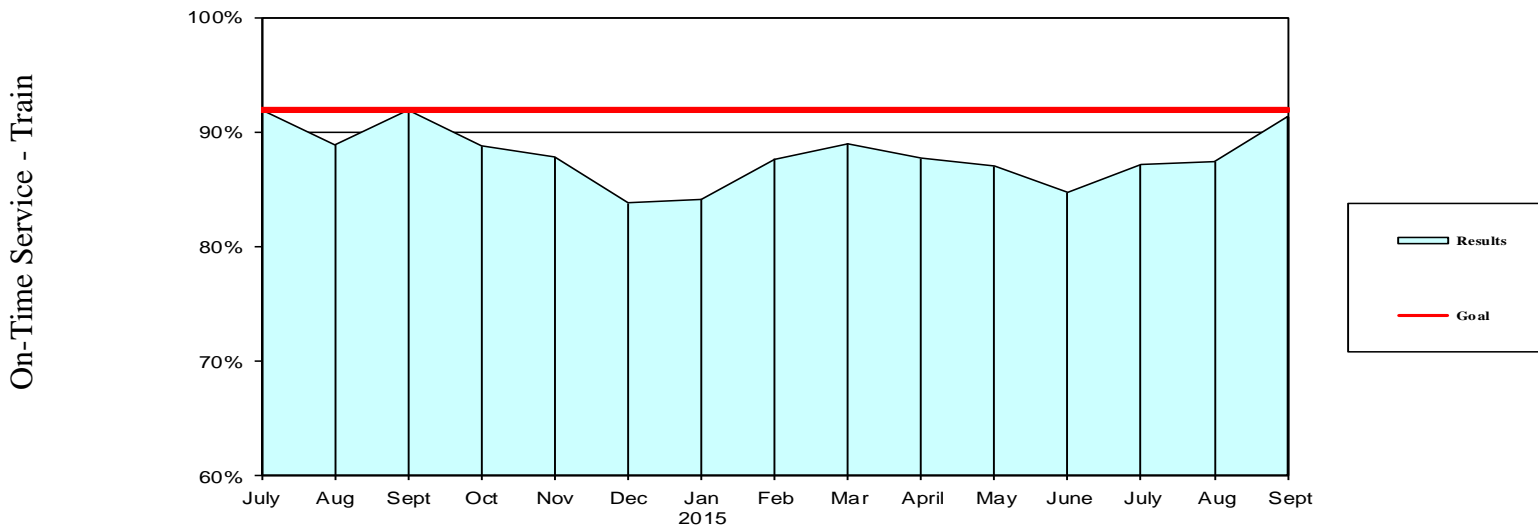
Jul 10 – MUX Power Supply – Daly City; 81 late trains

Aug 24 – BPD hold (fight/suspect in trackway) – Lake Merritt; 60 late trains

Aug 11 – BPD hold (bank robbery suspect in station) – 12<sup>th</sup> St.; 60 late trains

✓ September results are estimated due to computer outage, may be slightly overstated

# On-Time Service - Train



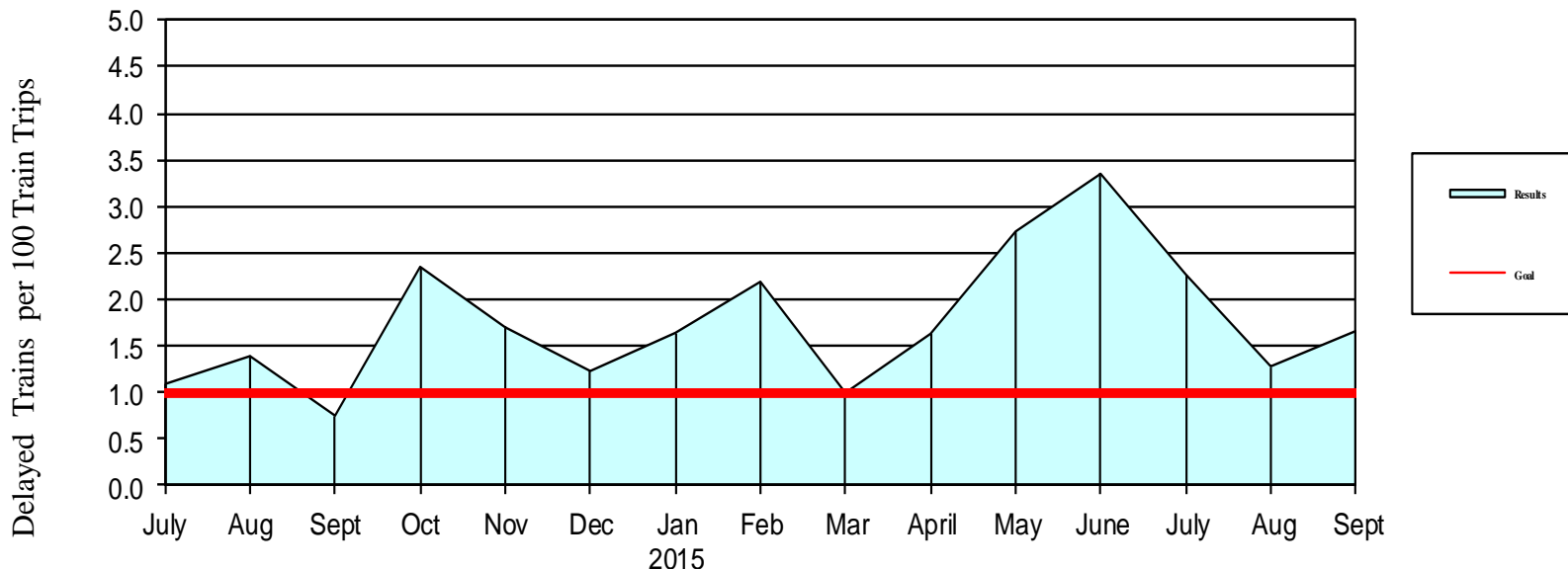
✓ 88.39%, 92.00% goal not met; better than last quarter

✓ Late trains by category:

- |  |                           |
|--|---------------------------|
| 1. BPD   | 1,201 late trains (22.2%) |
| 2. "Other Miscellaneous" (struck patron, earthquake, person/object on track, PG&E, etc.) | 1,166 late trains (21.5%) |
| 3. Train Control   | 965 late trains (17.8%)   |
| 4. Wayside Maintenance Work  | 453 late trains (8.4%)    |
| 5. Revenue Vehicle   | 411 late trains (7.6%)    |
| 6. Operations  | 259 late trains (4.8%)    |
| 7. Vandalism   | 253 late trains (4.7%)    |

# Wayside Train Control System

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



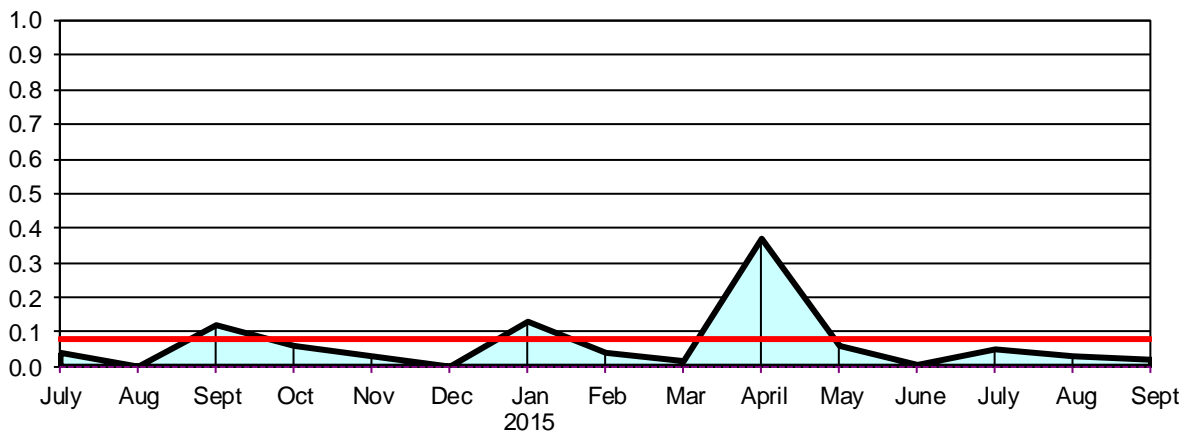
- ✓ 1.74, 1.00 goal not met but improved over last quarter
- ✓ Major and repeating delay incidents
  - July 10: Failed power supply at Balboa Park Train Control Room caused false occupancy. Replaced power supply but a cable connector pin was damaged during installation, requiring extended troubleshooting.
  - July/August: Repeated loss of routing at Hayward Yard interlocking due to backup power source (temporary generator). Permanent power restored, no further issues.
- ✓ Implemented dedicated Maintenance Engineer in TCM for enhanced troubleshooting.



# Computer Control System

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

Delayed Trains per 100 Train Trips

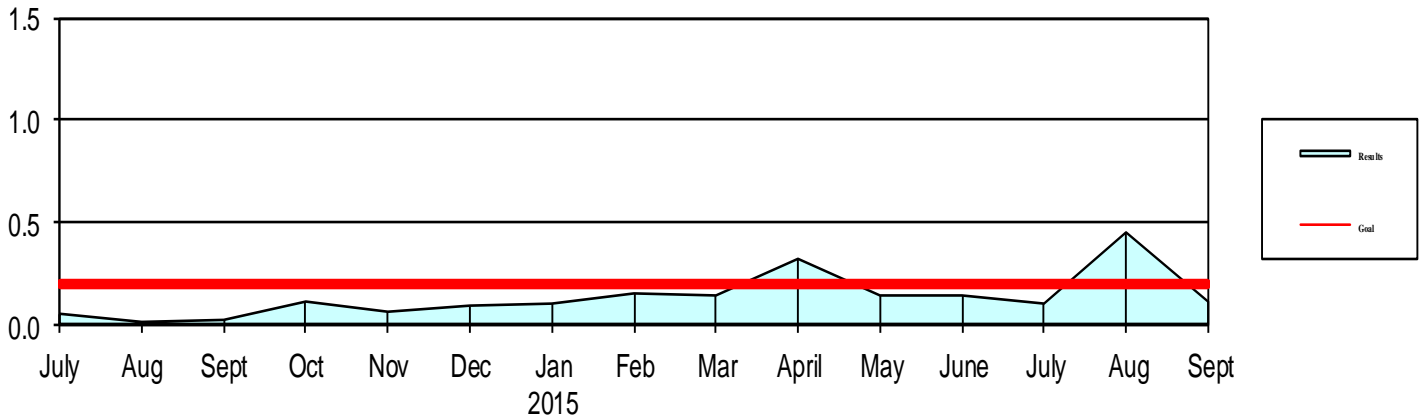


✓ 0.03 performance, 0.08 goal met.

# Traction Power

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

Delayed Trains per 100 Train Trips



- ✓ Multiple events in August
- ✓ 34.5 kv Cable Fault at Lake Merritt substation
- ✓ Multiple flashed insulators in San Francisco
- ✓ 3<sup>rd</sup> Rail Insulators dry ice cleaned between Embarcadero and 24<sup>th</sup> Street, remaining underground insulators to be completed in current quarter

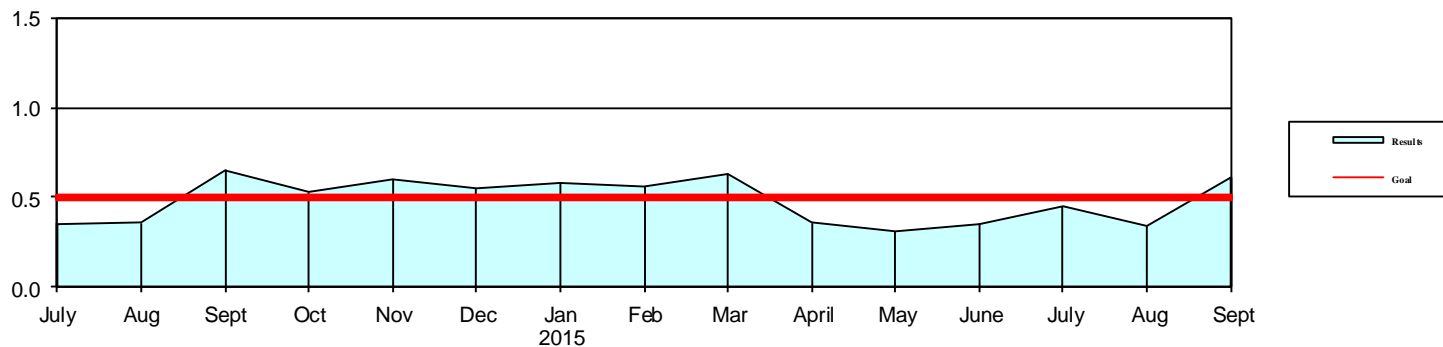




# Transportation

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

Delayed Trains per 100 Train Trips

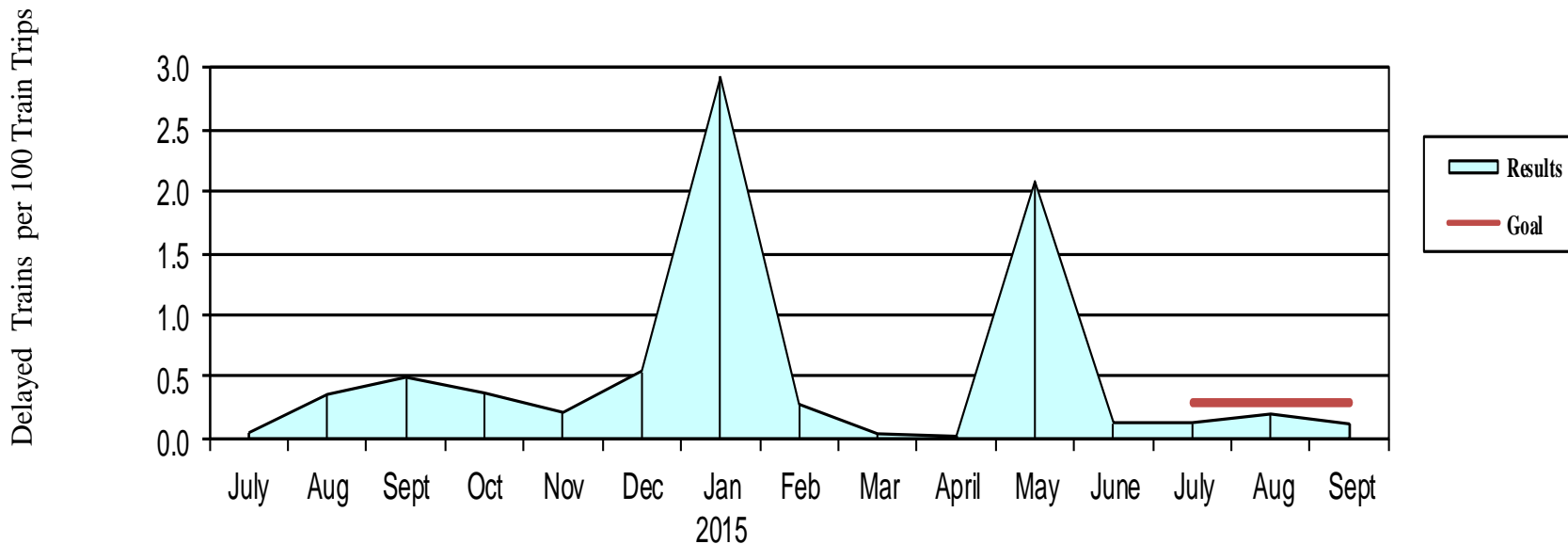


- ✓ 0.47; 0.50 - Goal met
- ✓ Continued focus on ride checks, employee awareness



# Track

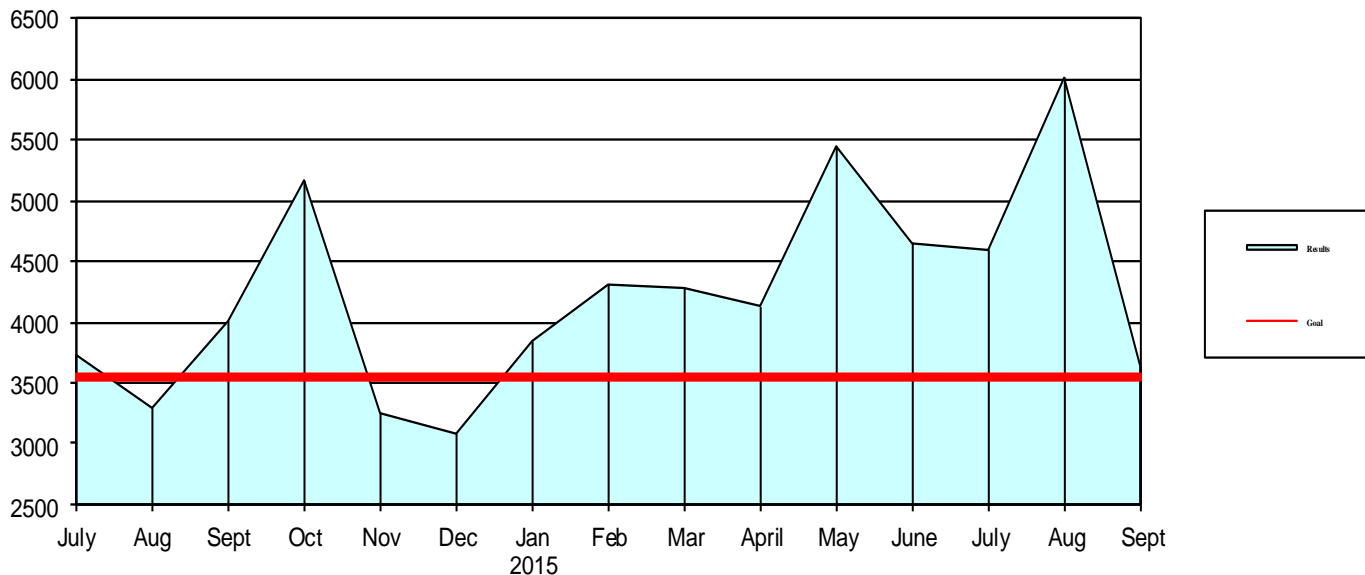
**Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs**



- ✓ Some surface and alignment issues in the month of August due to warmer weather.
- ✓ Established FY16 goal of 0.3 delayed trains per 100 trips
- ✓ Goal will be reassessed as part of FY17 budget process

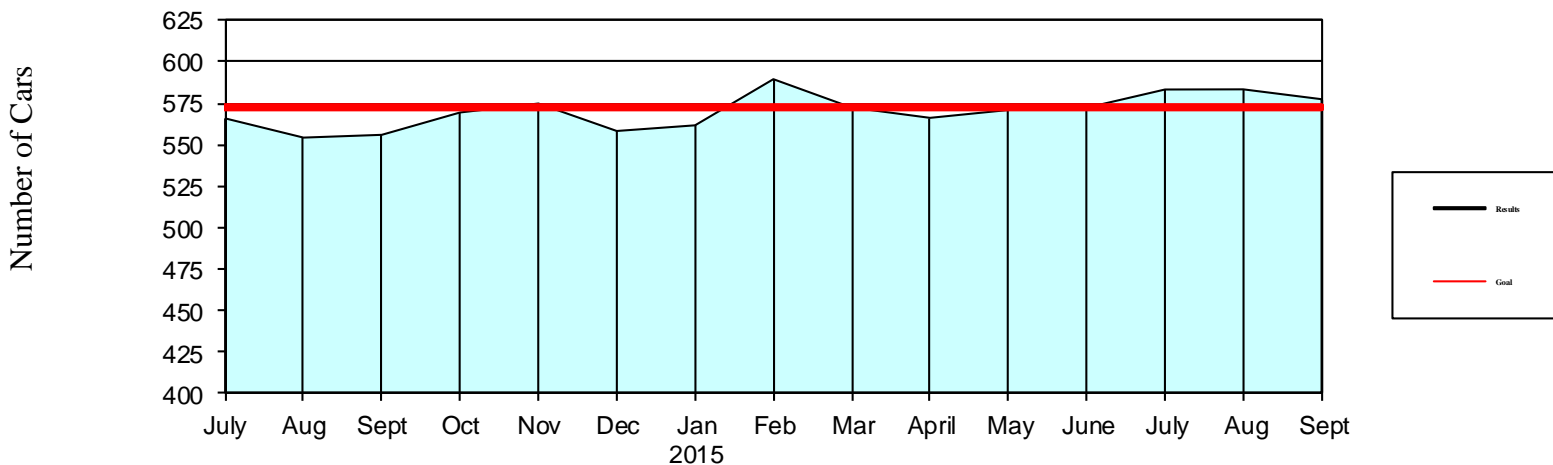
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ Goal met, 4551 revenue car hours between failures
- ✓ HVAC an issue, see 11/4/15 Board e-mail for explanation and corrective action status

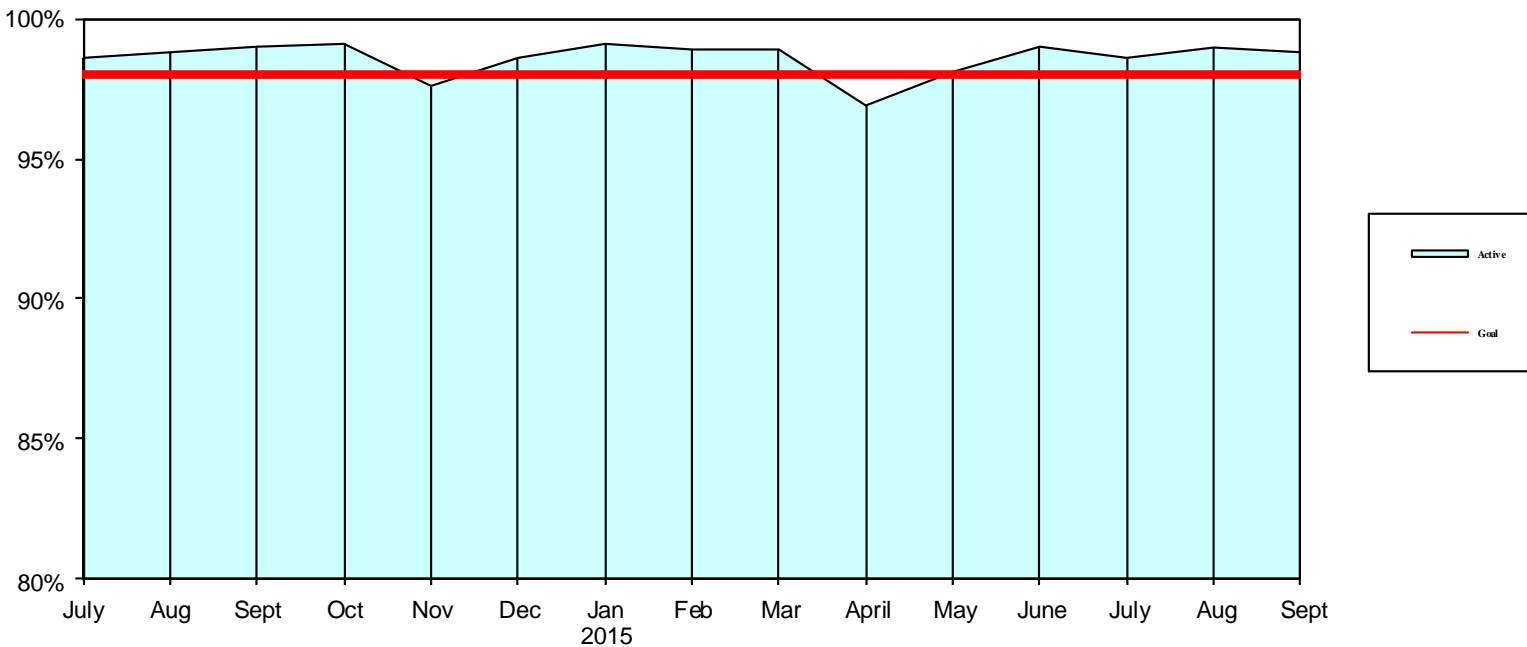
# Car Equipment - Availability @ 0400 hours



✓ Goal Met – 582 Actual vs. 573 Required



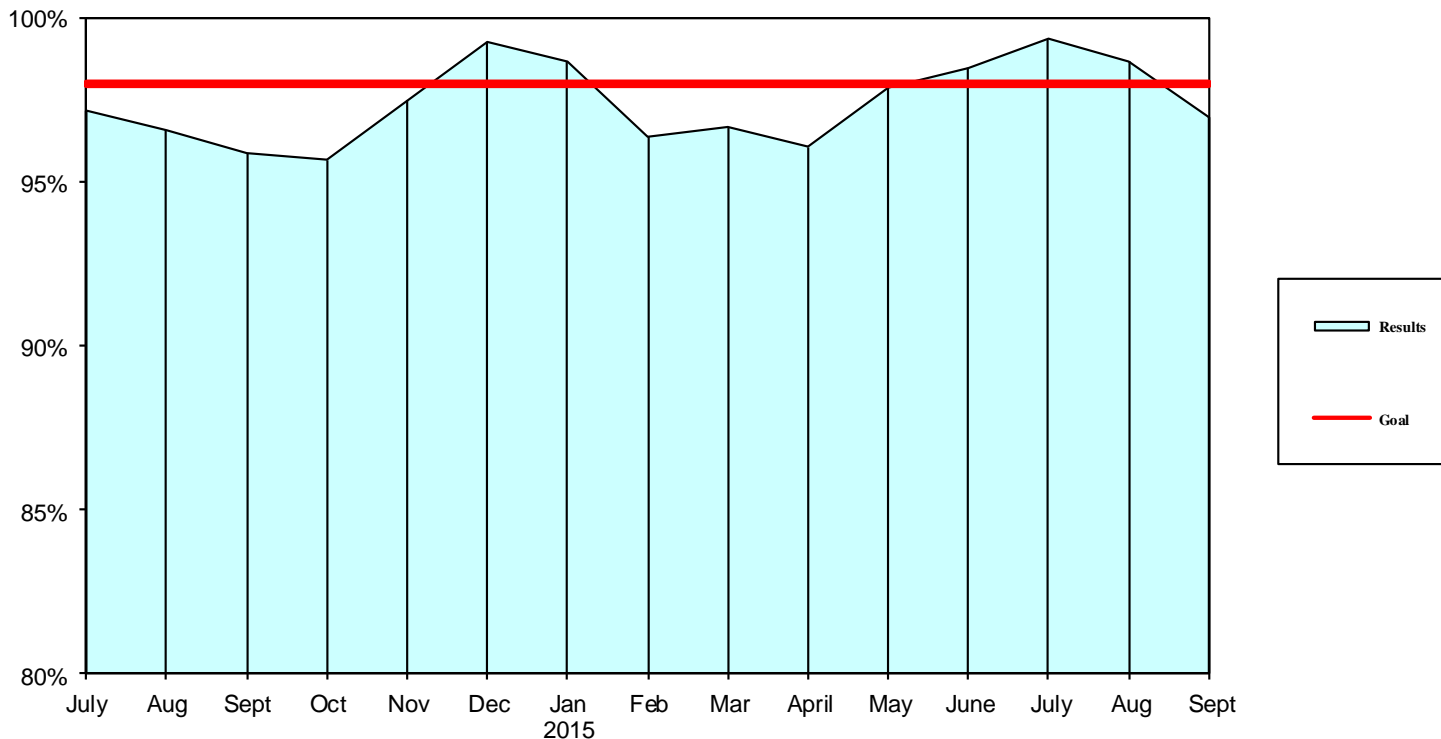
# Elevator Availability - Stations



- ✓ Goal met
- ✓ Goal 98%
- ✓ Achieved 98.83%



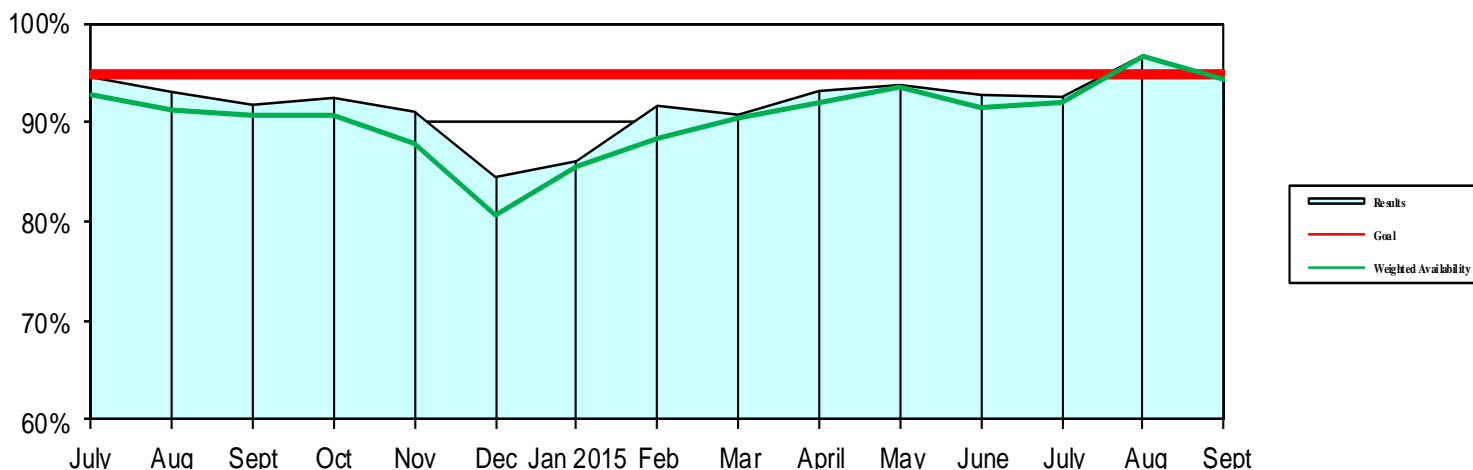
# Elevator Availability - Garage



- ✓ Goal met
- ✓ Goal 98%
- ✓ Achieved 98.37%

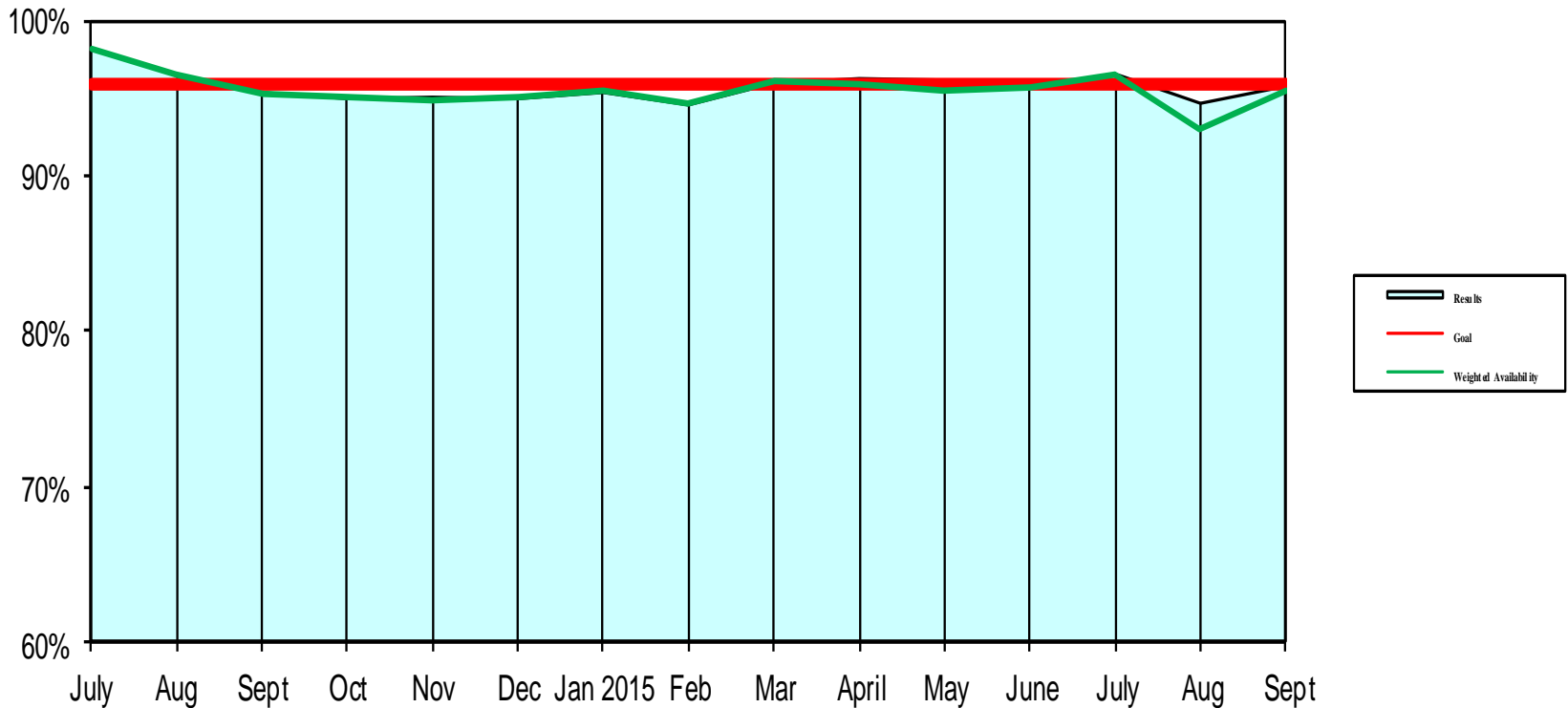


# Escalator Availability - Street



- ✓ Goal not met; however, improved
- ✓ Goal 95%
- ✓ Achieved 94.57% / Last quarter 93.27%
  - Increase in State certified mechanics
  - Improved PM'S
  - To date: 13 mini overhauls performed

# Escalator Availability - Platform

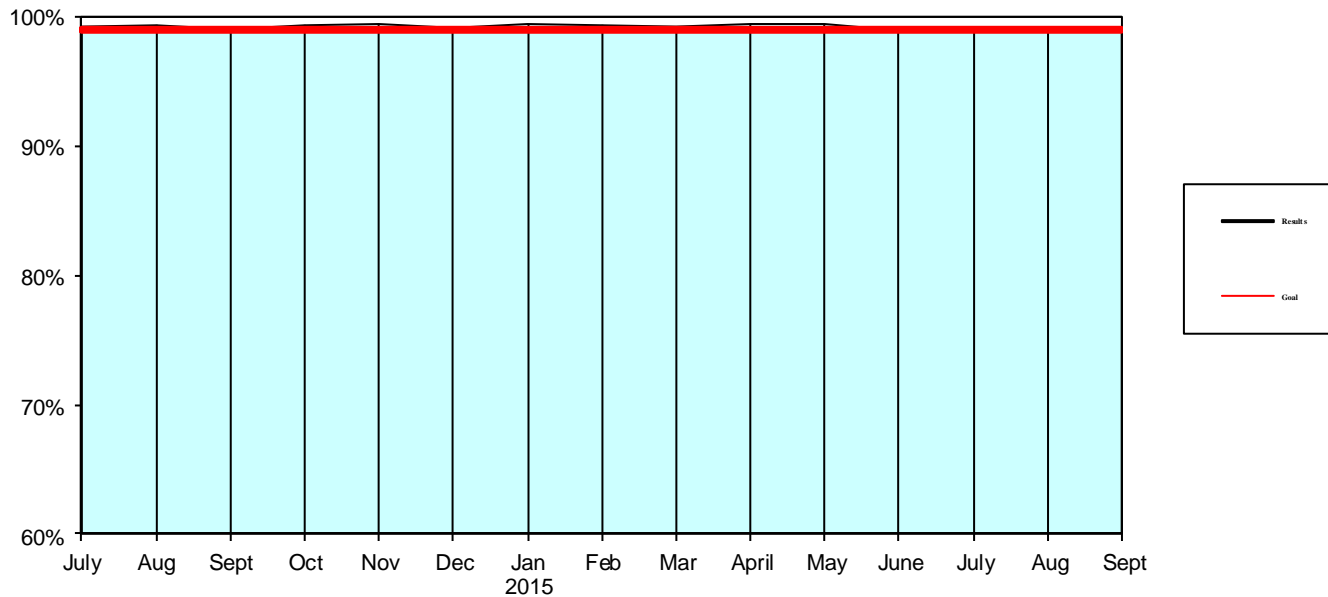


- ✓ Goal not met
- ✓ Goal 96% / Achieved 95.70%
  - Increase in PM's, identifying needed repairs
  - Long term outage on platform unit at Montgomery due to fire damage
  - Continuing with State Dept. of Industrial Safety inspections/certification and clean downs





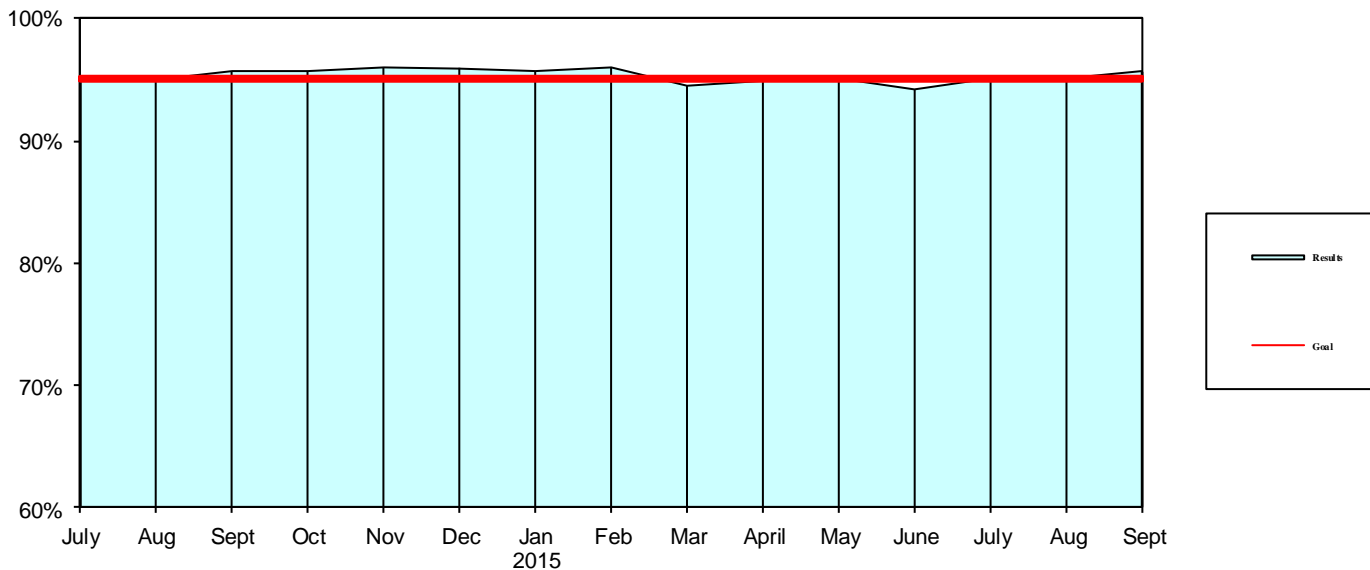
# AFC Gate Availability



✓ 99.13%, 99.00% goal exceeded



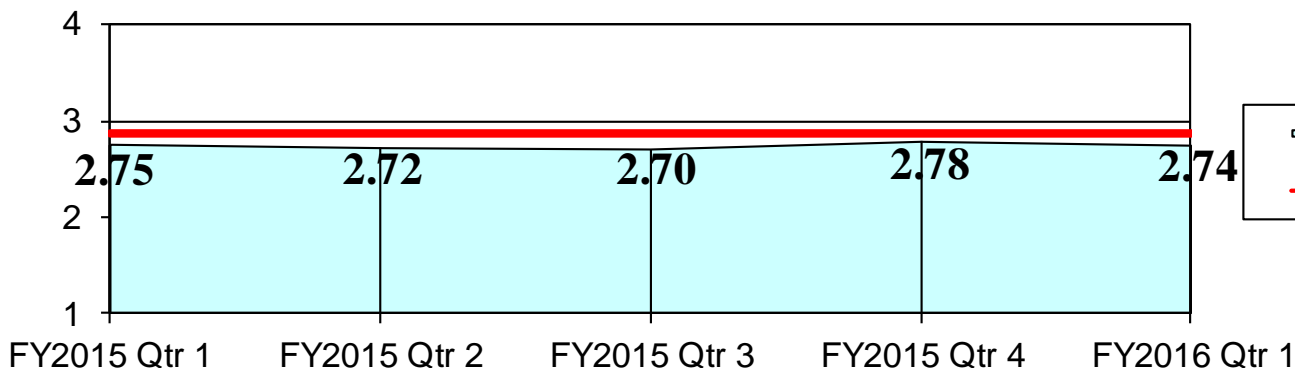
# AFC Vendor Availability



- ✓ Ticket Vendor Availability - 95.3% - exceeded 95% goal
- ✓ Add Fare Availability – 97.9%
- ✓ Add Fare Parking Availability – 97.7%
- ✓ Parking Validation Machines Availability – 99.79%

# Environment - Outside Stations

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



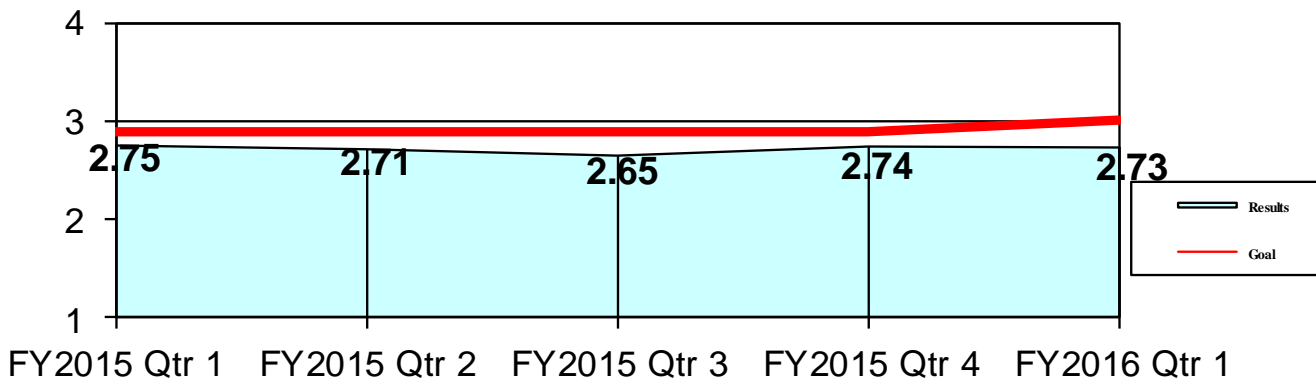
## Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.65
BART Parking Lot Cleanliness (25%)	2.97
Appearance of BART Landscaping (25%)	2.69

- ✓ Goal not met, all three sub-categories dropped slightly
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 61.5%
  - Parking Lots: 77.4%
  - Landscaping Appearance: 64.7%
- ✓ Grounds and Structures groups focused on El Nino preparation

# Environment - Inside Stations

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



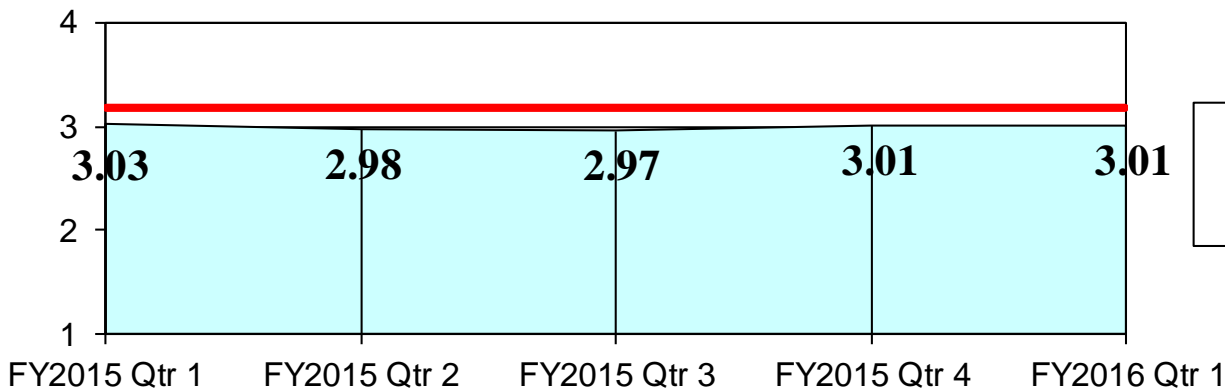
Composite rating for Cleanliness of:	
Station Platform (60%)	2.87
Other Station Areas (20%)	2.68
Restrooms (10%)	2.21
Elevator Cleanliness (10%)	2.50

- ✓ Goal not met but “Other Station Areas” and “Elevators” improved slightly
- ✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 72.6%
  - Other Station Areas: 62.6%
  - Restrooms: 41.1%
  - Elevators: 54.5%
- ✓ New budgeted positions to be filled this quarter, will provide for a Scrub Crew (overnight heavy cleaning) to be dedicated to each downtown SF station



# Station Vandalism

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



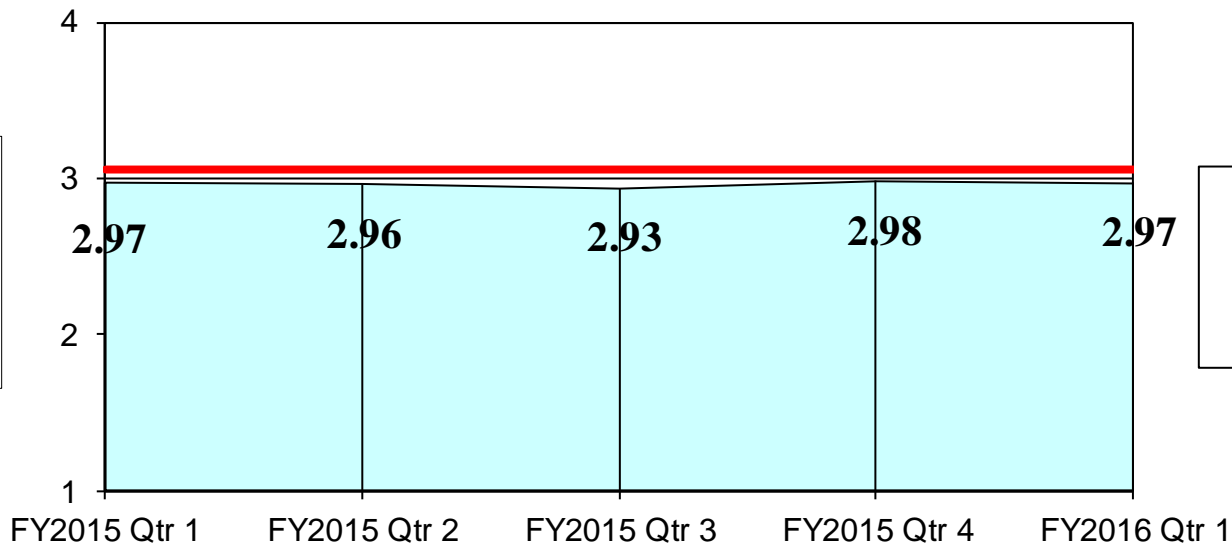
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ Slight increase to 79.6% of those surveyed who ranked this category as either Excellent or Good



# Station Services

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



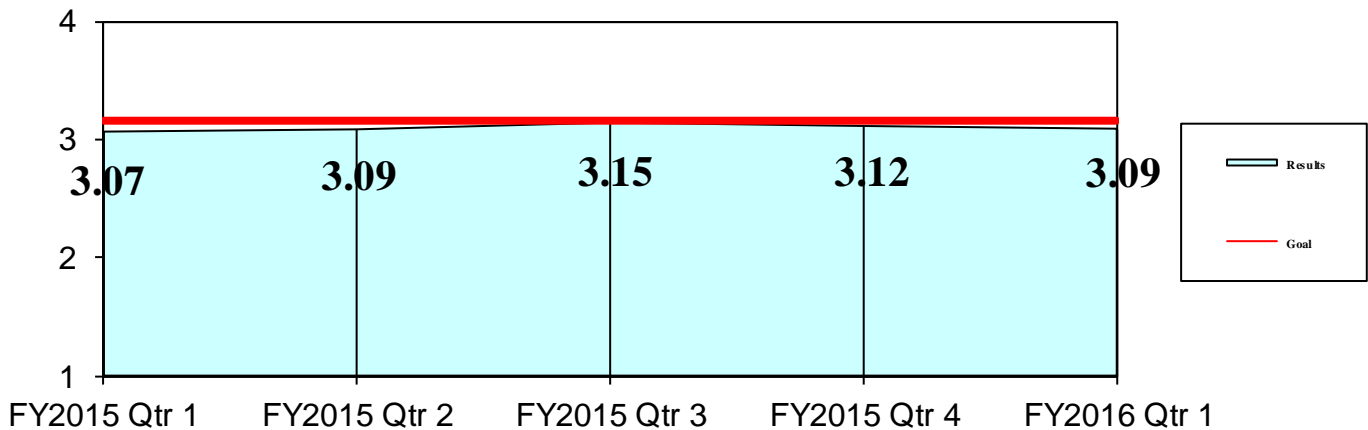
<b>Composite rating of:</b>	
Station Agent Availability (65%)	2.93
Brochures Availability (35%)	3.04

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
  - Station Agents: 75.2%
  - Brochures: 79.1%



# Train P.A. Announcements

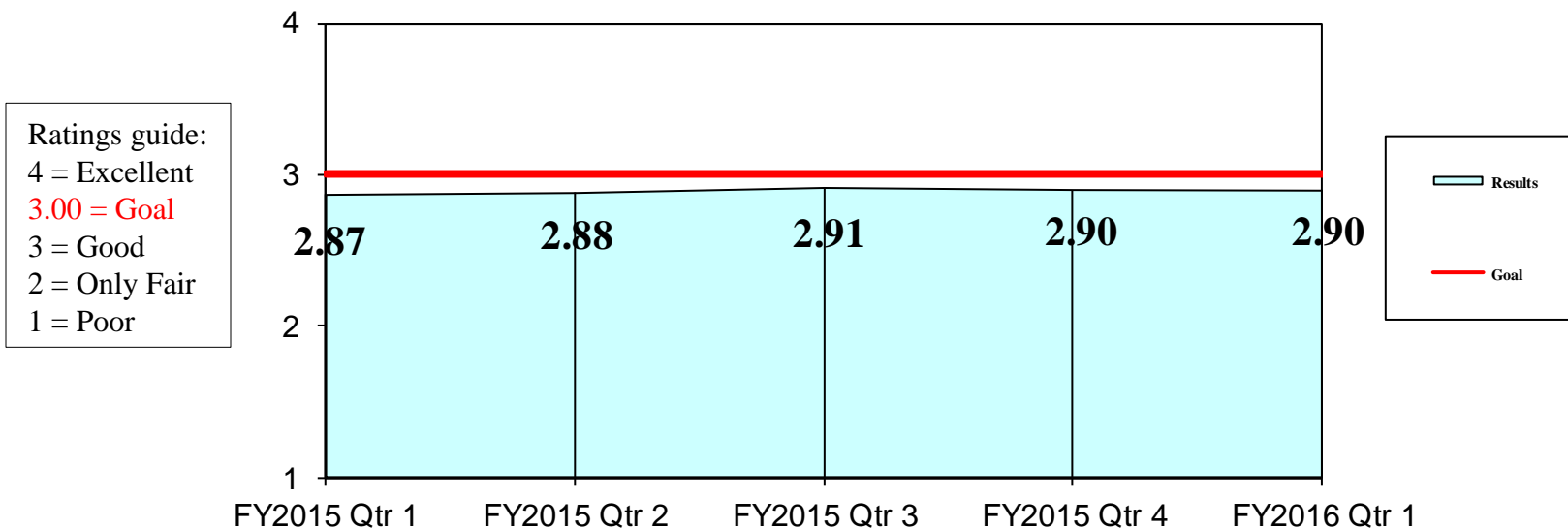
Ratings guide:  
 4 = Excellent  
 3.17 = Goal  
 3 = Good  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.06
P.A. Transfer Announcements (33%)	3.02
P.A. Destination Announcements (33%)	3.20

- ✓ Goal not met, performance above “Good” rating
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 78.1%
  - Transfers: 76.5%
  - Destinations: 83.4%

# Train Exterior Appearance

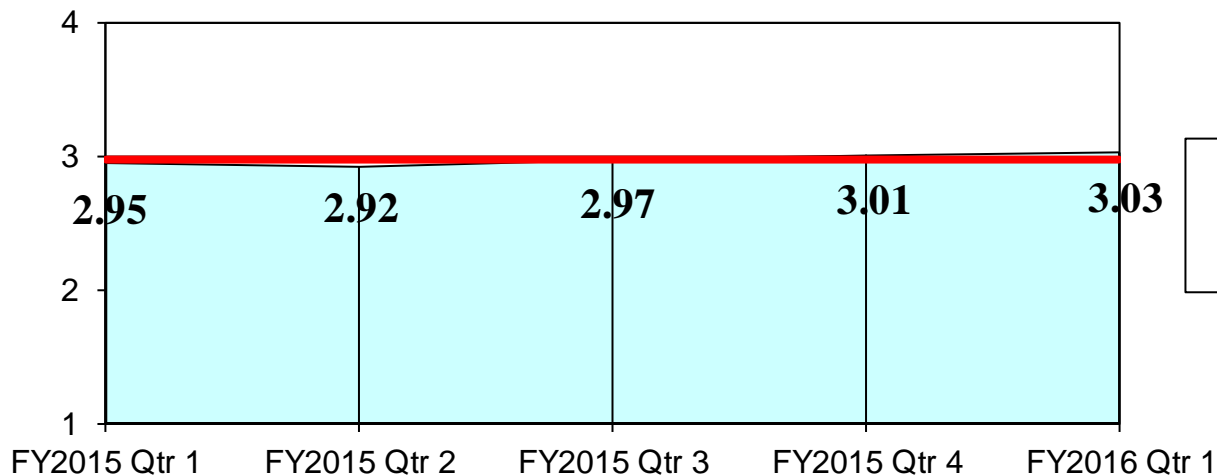


- ✓ Goal not met, drought impacting wash frequency
- ✓ 76.3% of those surveyed ranked this category as either Excellent or Good



# Train Interior Cleanliness

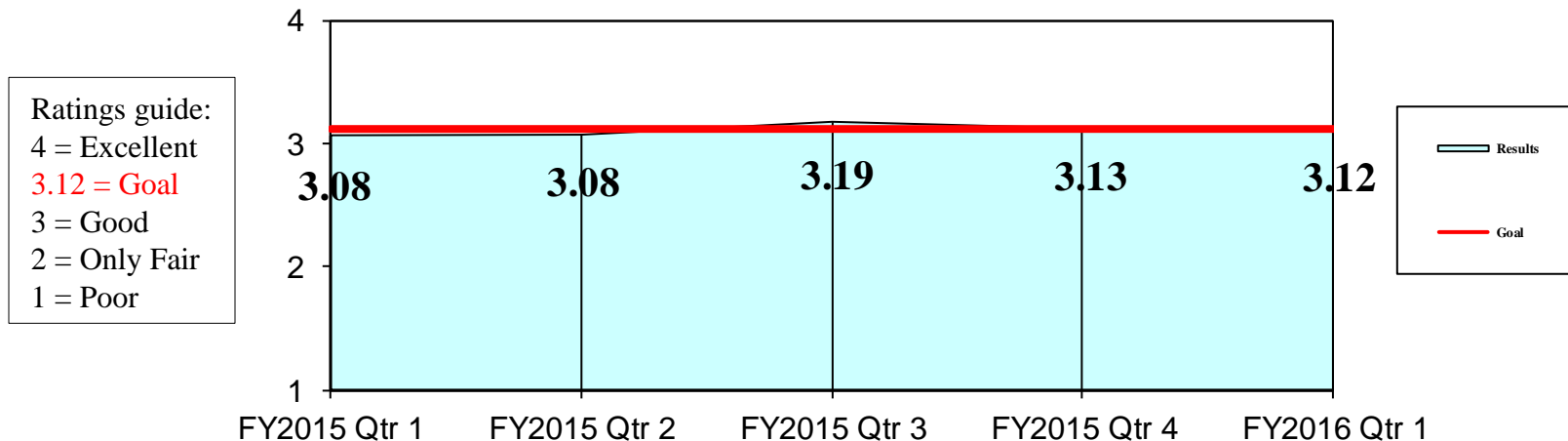
Ratings guide:  
 4 = Excellent  
 3 = Good  
 3.00 = Goal  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
Train interior cleanliness (60%)	2.81
Train interior kept free of graffiti (40%)	3.36

- ✓ New higher goal met
- ✓ Train Interior ratings of either Excellent or Good:  
 Cleanliness: 69.9%    Graffiti-free: 92.0%
- ✓ Number of riders and homeless individuals are a challenge

# Train Temperature

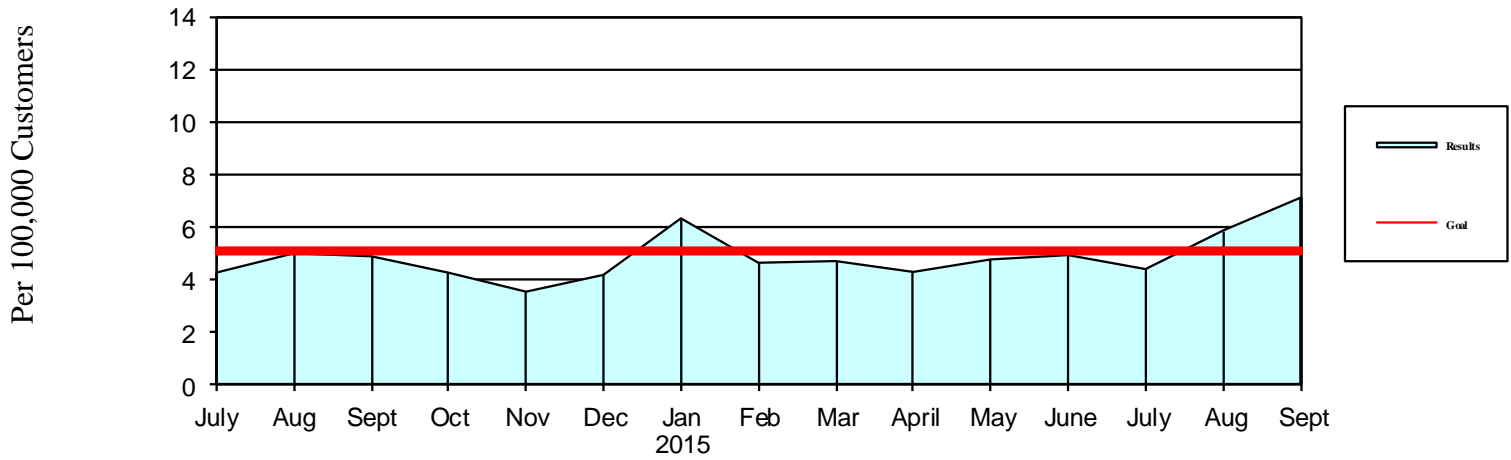


## Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 82.7% of those surveyed ranked this category as either Excellent or Good
- ✓ More aggressive approach in identifying A/B cars with a HVAC problem and to keep ventilation fans running even when HVAC has failed

# Customer Complaints

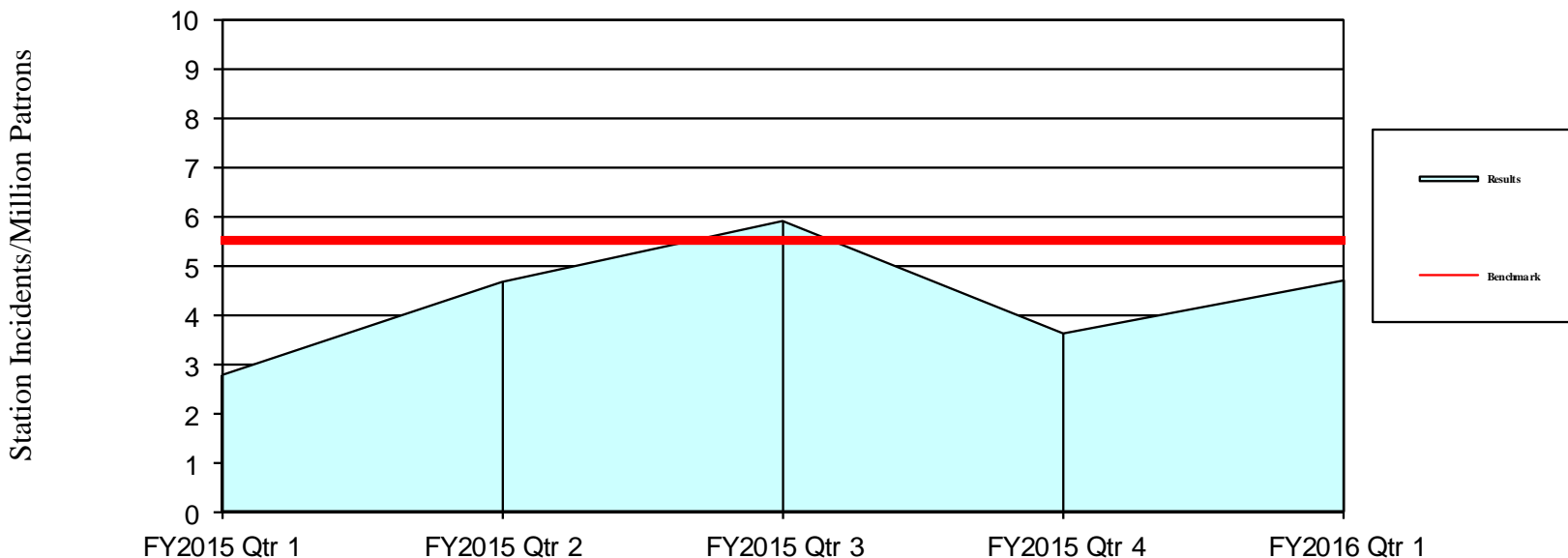
**Complaints Per 100,000 Customers**



- ✓ 5.77, 5.07 goal not met
- ✓ Total complaints increased, up 25% over last quarter and 24% over last year.
- ✓ Complaint totals increased in all categories except for Announcements, New Bike Program, and Train Cleanliness.
- ✓ 141 compliments, increase over last quarter (129) and last year (130)



# Patron Safety: Station Incidents per Million Patrons

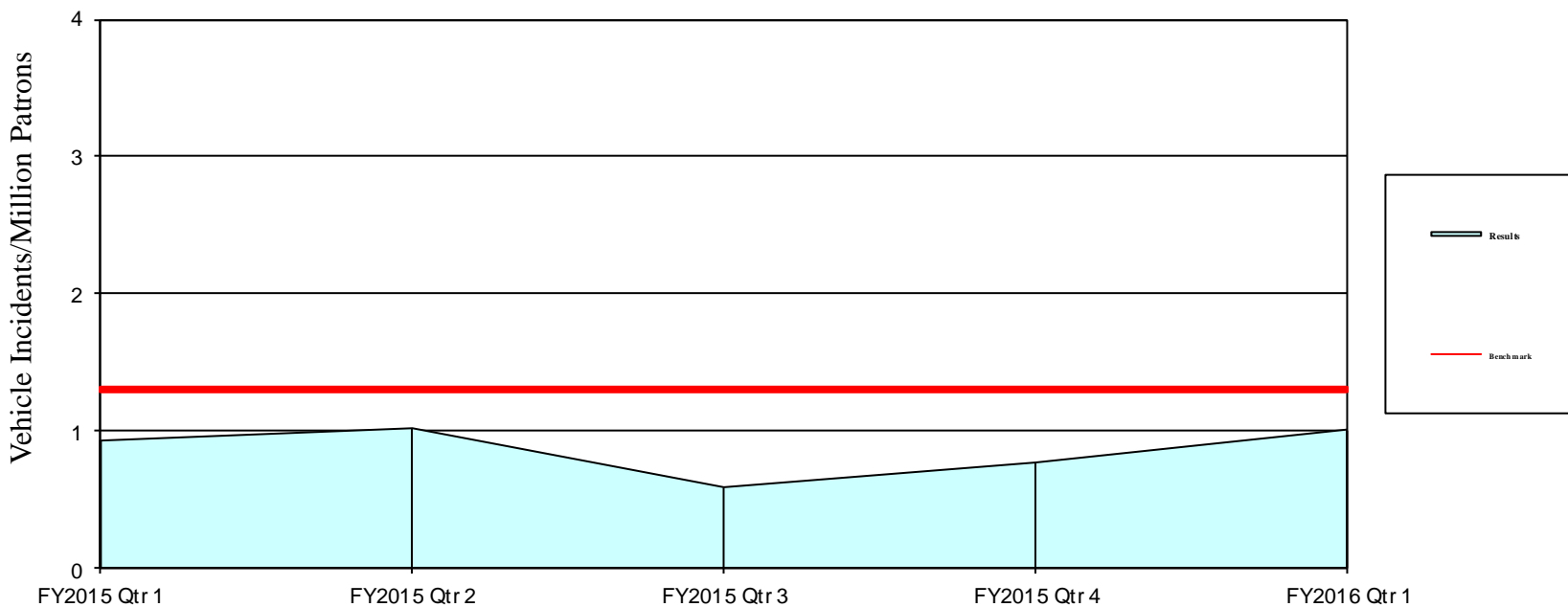


✓ Goal met



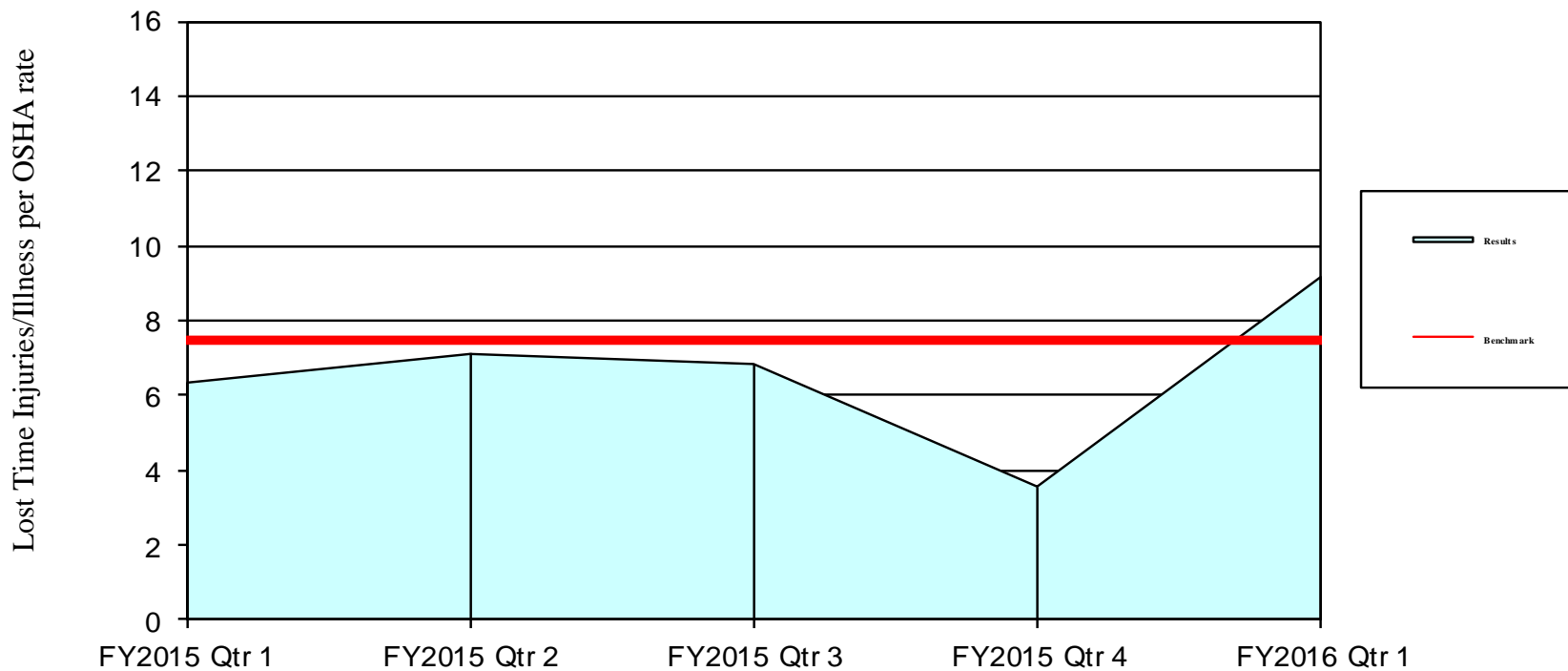
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Goal met

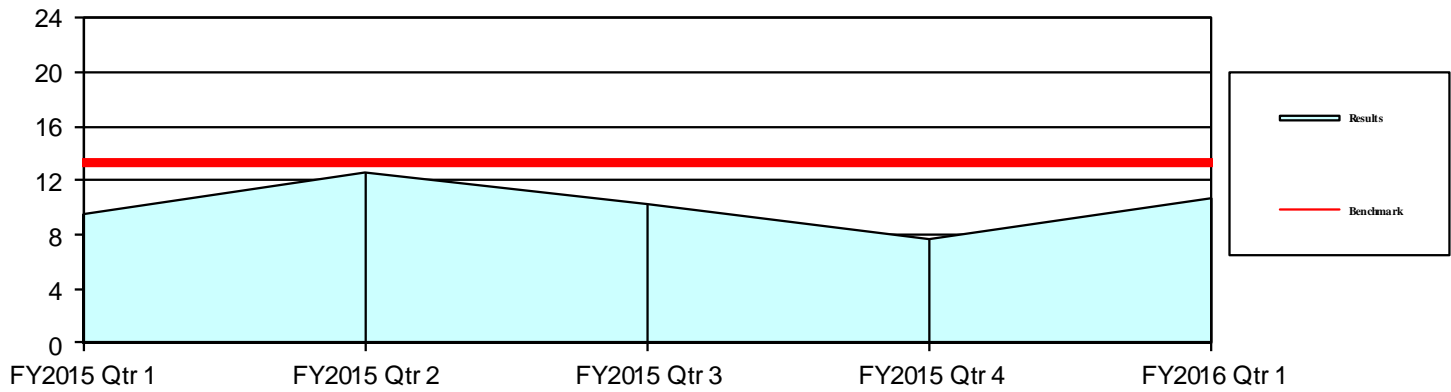
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal not met

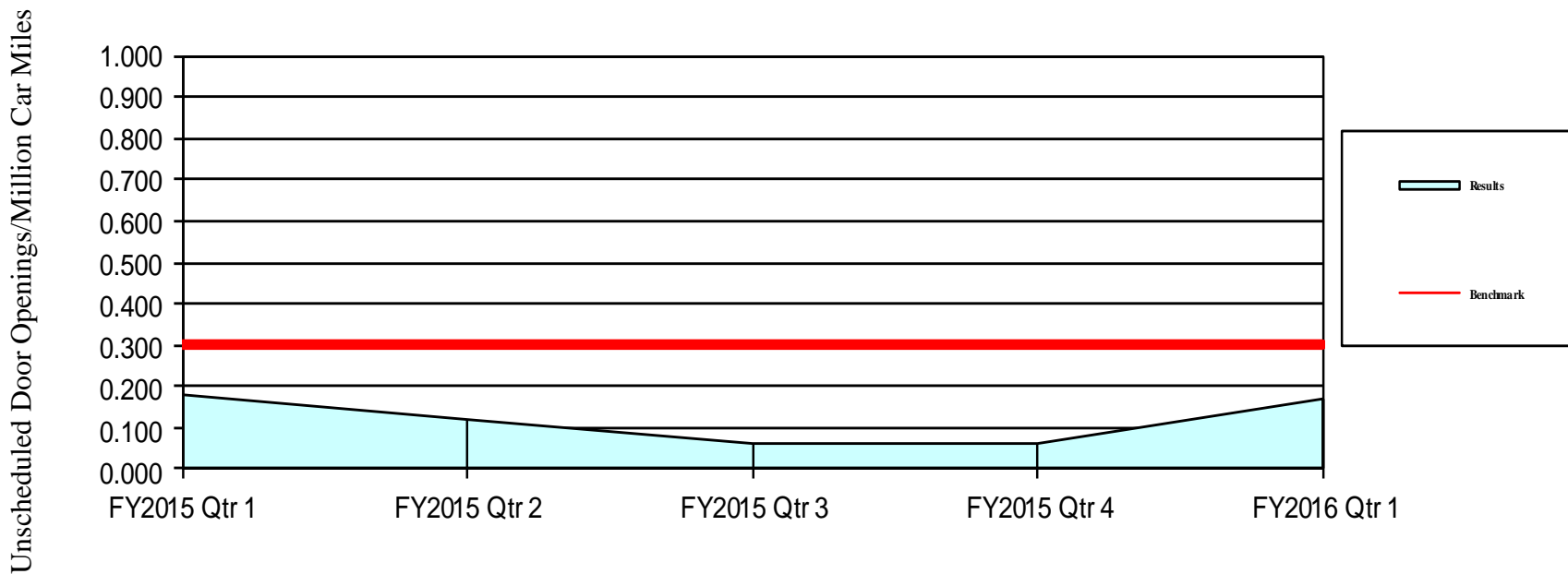
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal met

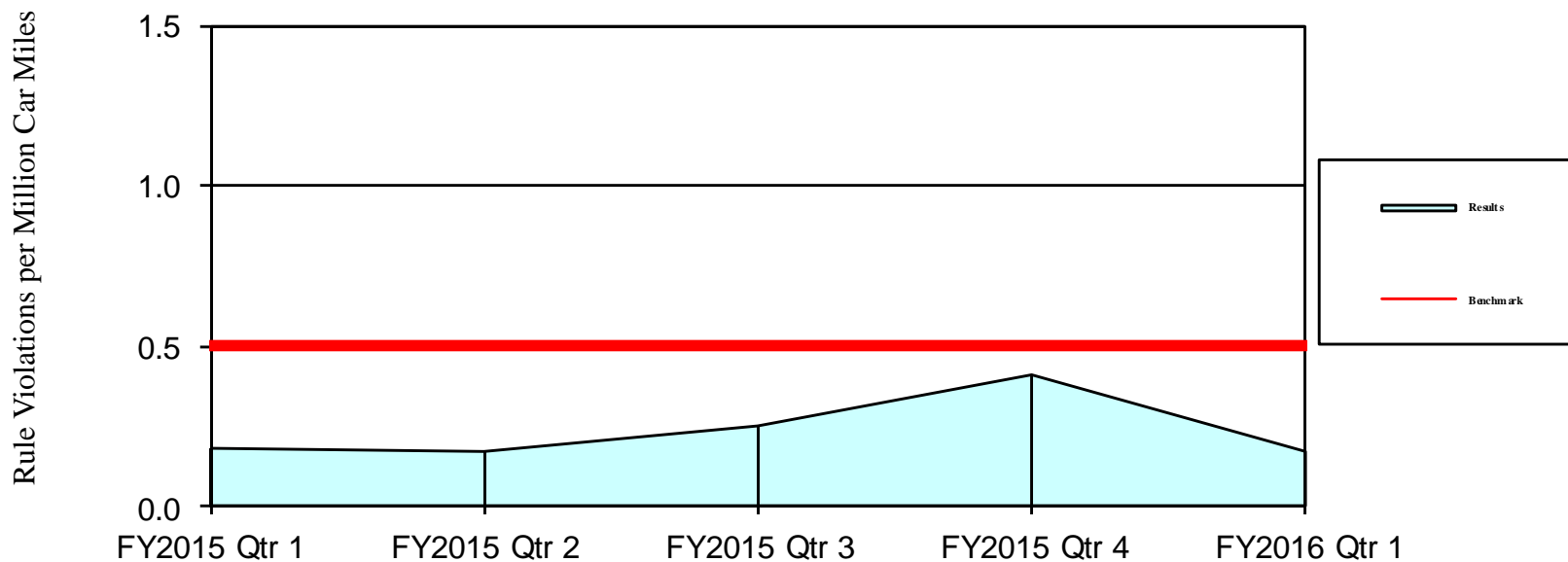
# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met



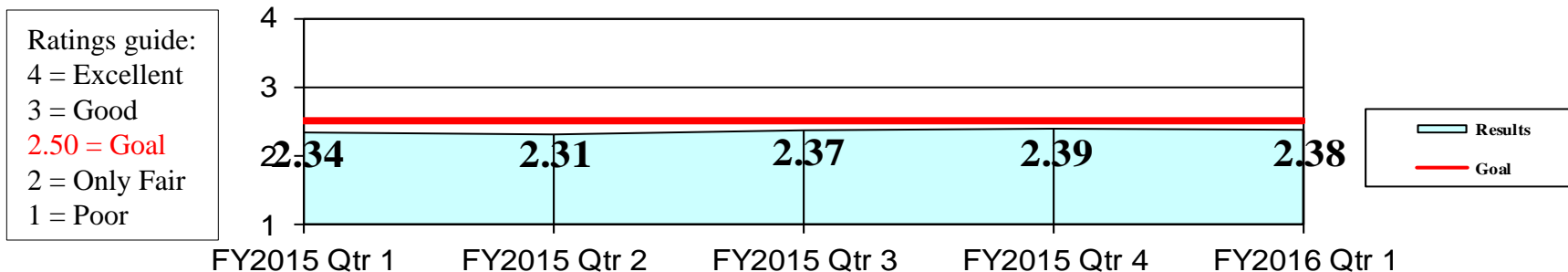
# Operating Safety: Rule Violations per Million Car Miles



✓ Goal met



# BART Police Presence

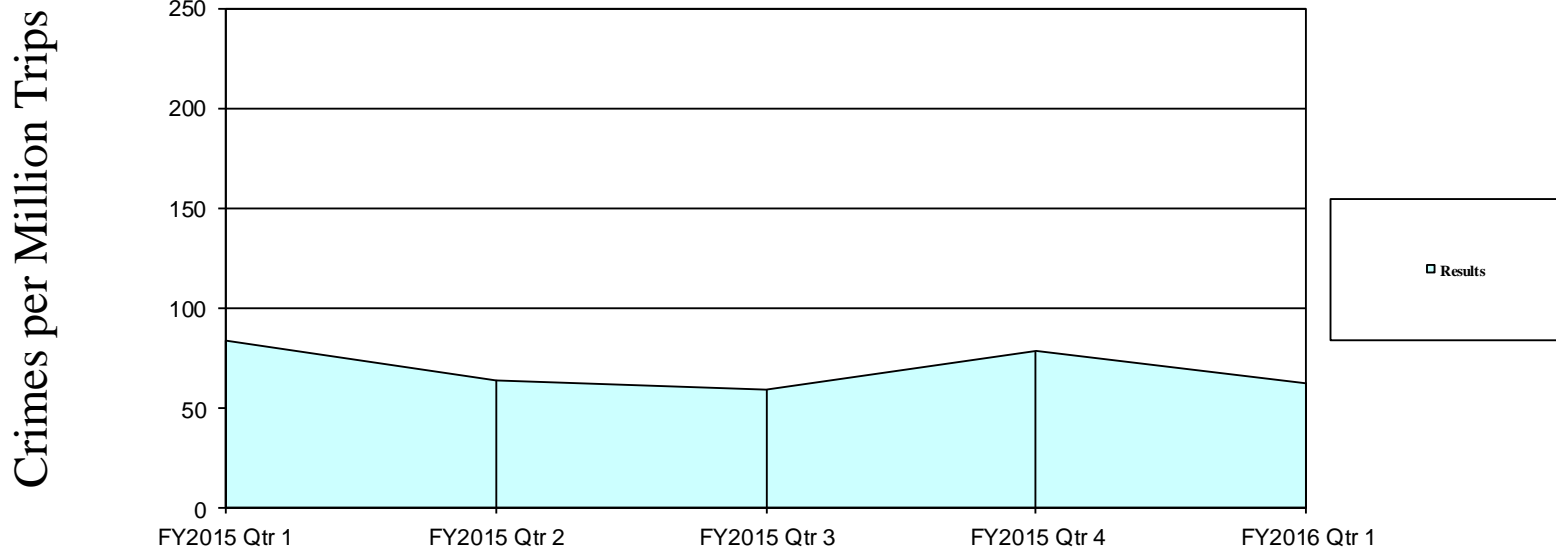


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.35
Parking Lots and Garages (33%)	2.45
Trains (33%)	2.33

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 46.5%
  - Trains: 44.7%
  - Parking Lots/Garages: 50.9%



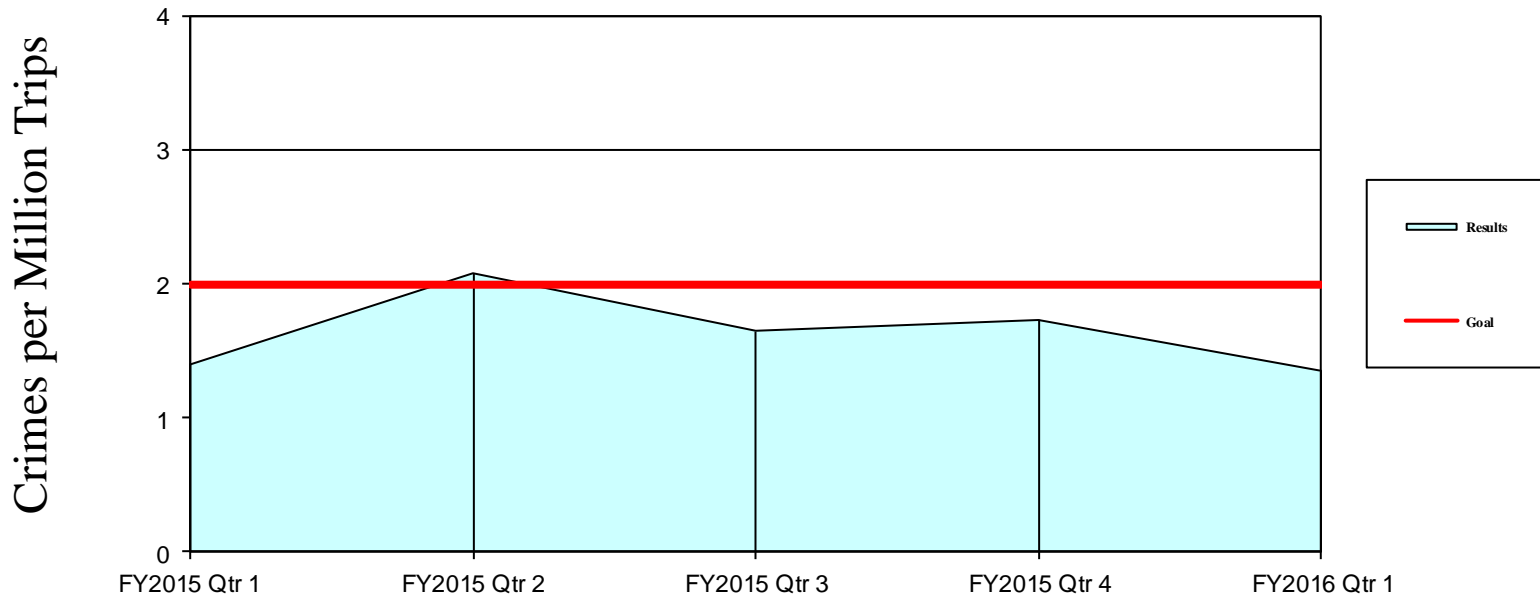
# Quality of Life\*



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

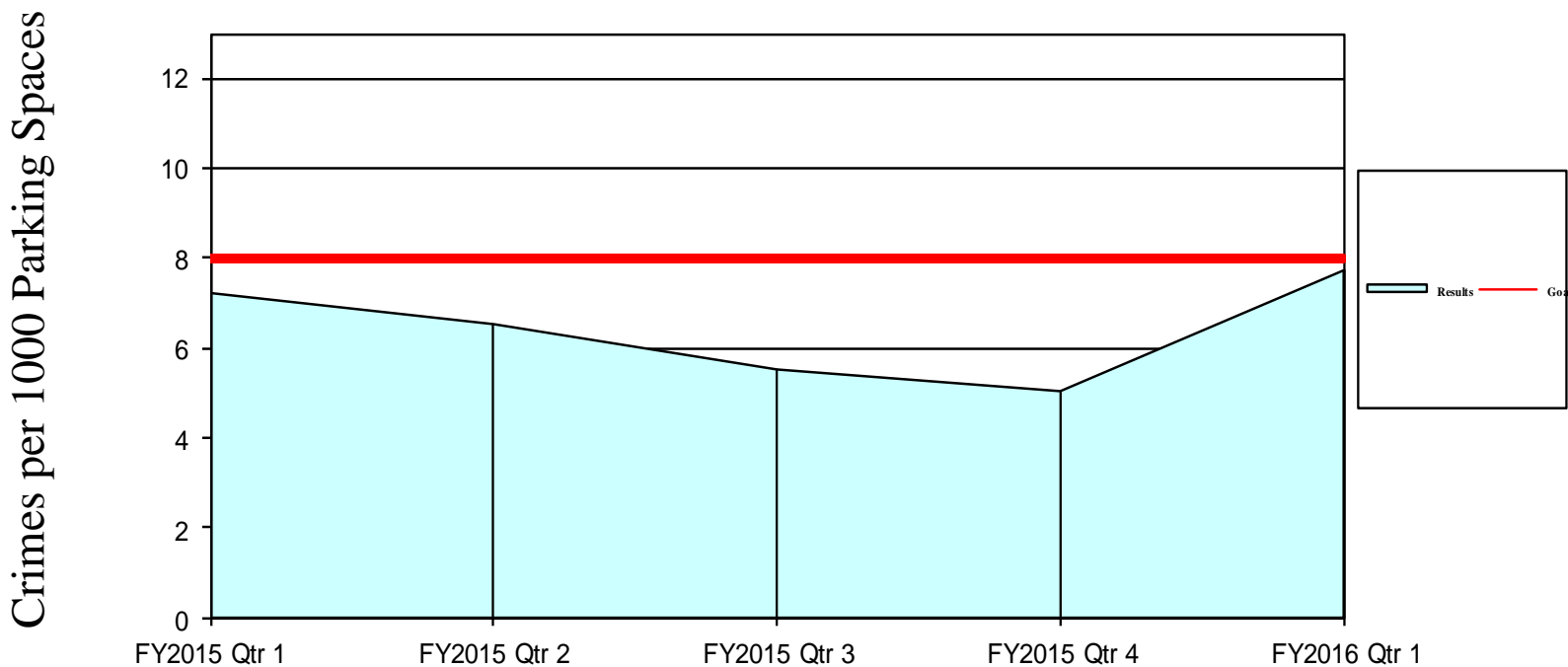
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



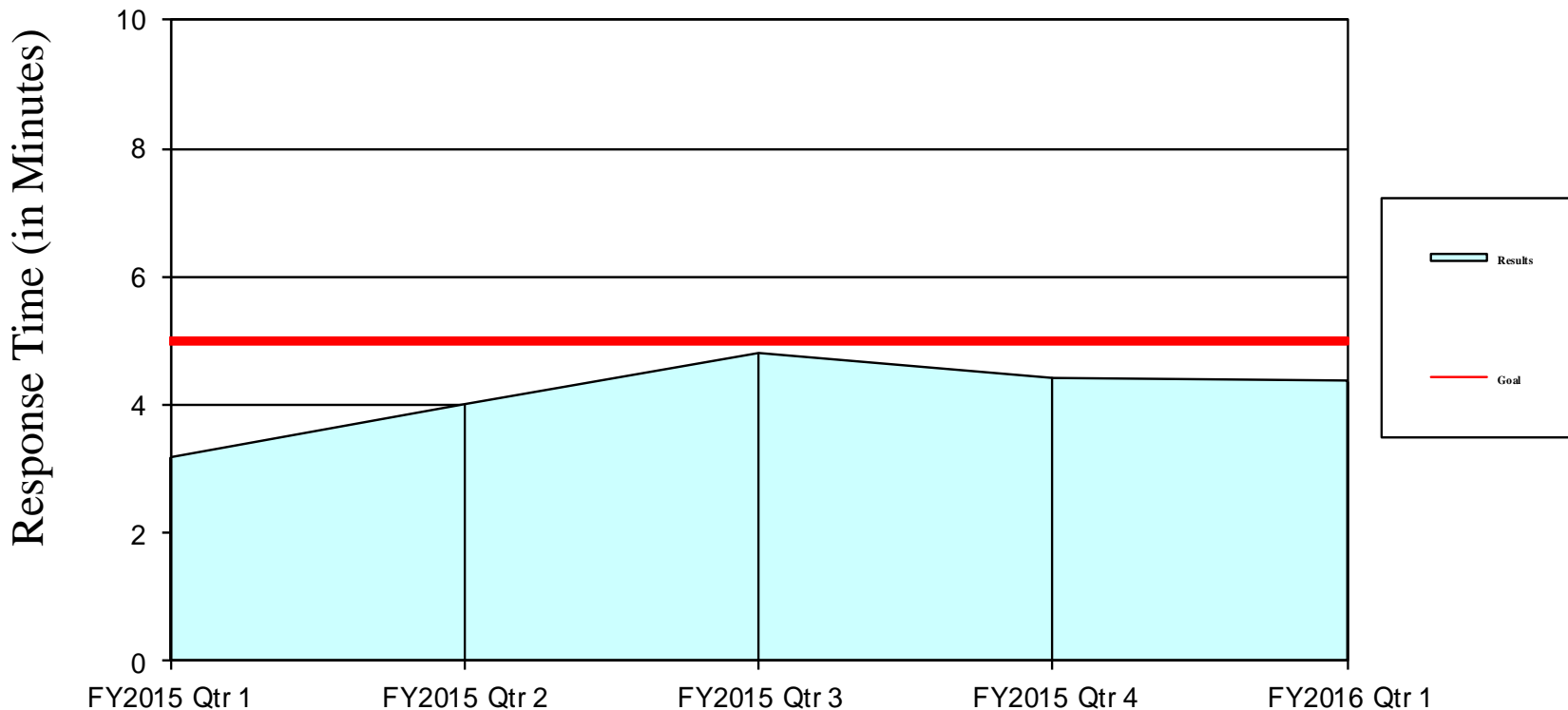
- ✓ Goal met
- ✓ Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



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

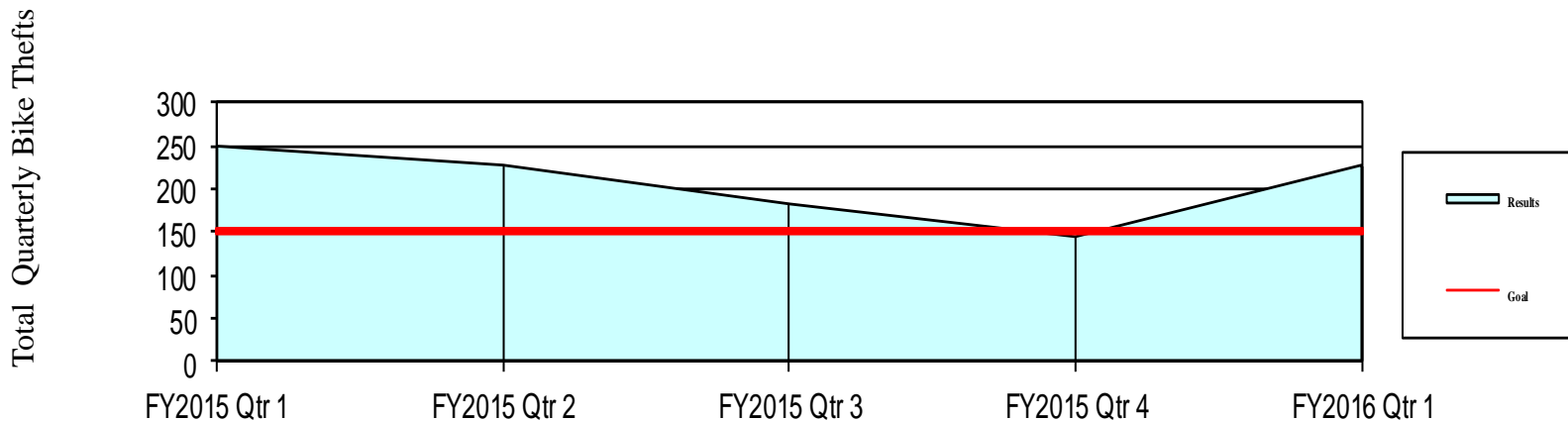
# Average Emergency Response Time



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



# Bike Theft



- ✓ Goal not met
- ✓ 223 bike thefts for current quarter, up 78 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.