

Quarterly Service Performance Review

Second Quarter, FY 2016

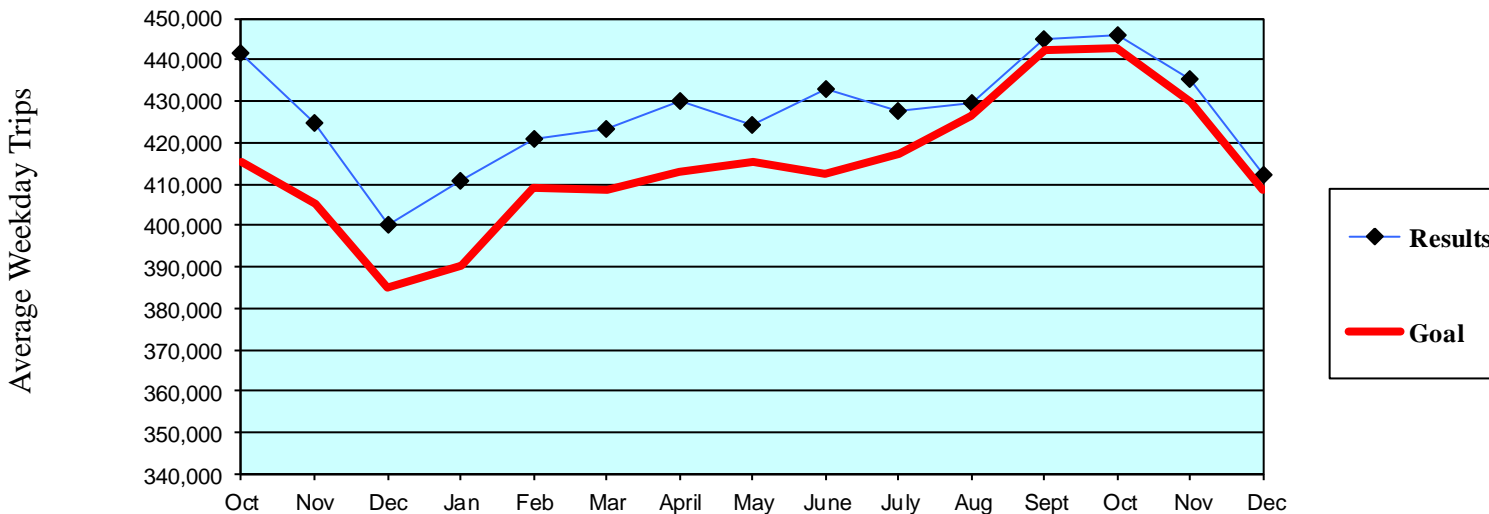
October - December, 2015

Engineering & Operations Committee
February 11, 2016

FY16 Second Quarter Overview...

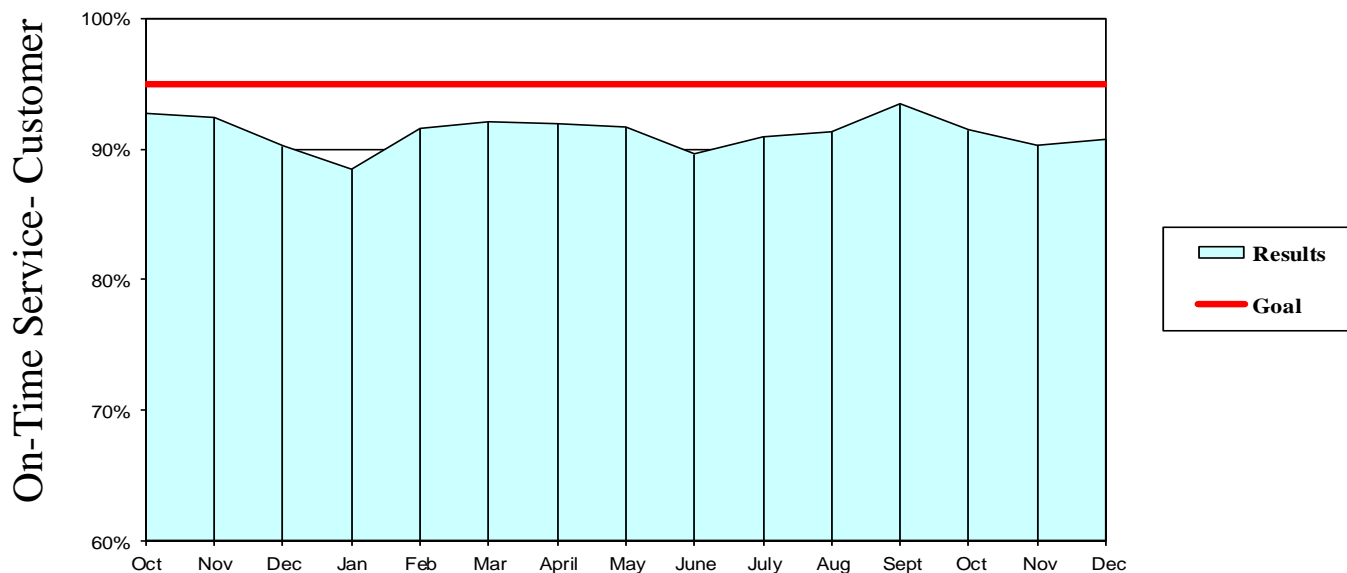
- ✓ Weekday average ridership (431,339) up 2.0% from last quarter; however, total trips were 0.9% below budget.
- ✓ Service reliability goals not met
- ✓ Reliability: Car and Transportation met; Train Control, Computer Control System, Track and Traction Power not met.
- ✓ Availability: Fare Gates and Ticket Vendors met; Garage Elevators, Street Escalators, Station Elevators, Platform Escalators, not met.
- ✓ Passenger Environment indicators stable: 2 met, 6 not met; 2 improved, 4 worse (3 by 0.01), 2 unchanged
- ✓ Customer complaints down nearly 30% from last quarter; all categories recorded reductions except for AFC and Train Cleanliness

Customer Ridership



- ✓ Average weekday ridership (431,339) up 2.0% from same quarter last year
 - Core up 2.1%, SFO Extension up 1.2%
- ✓ Saturday and Sunday down by 1.9% and 6.0%, respectively, over same quarter last year
- ✓ Total trips for the quarter 0.9% below budget

On-Time Service - Customer

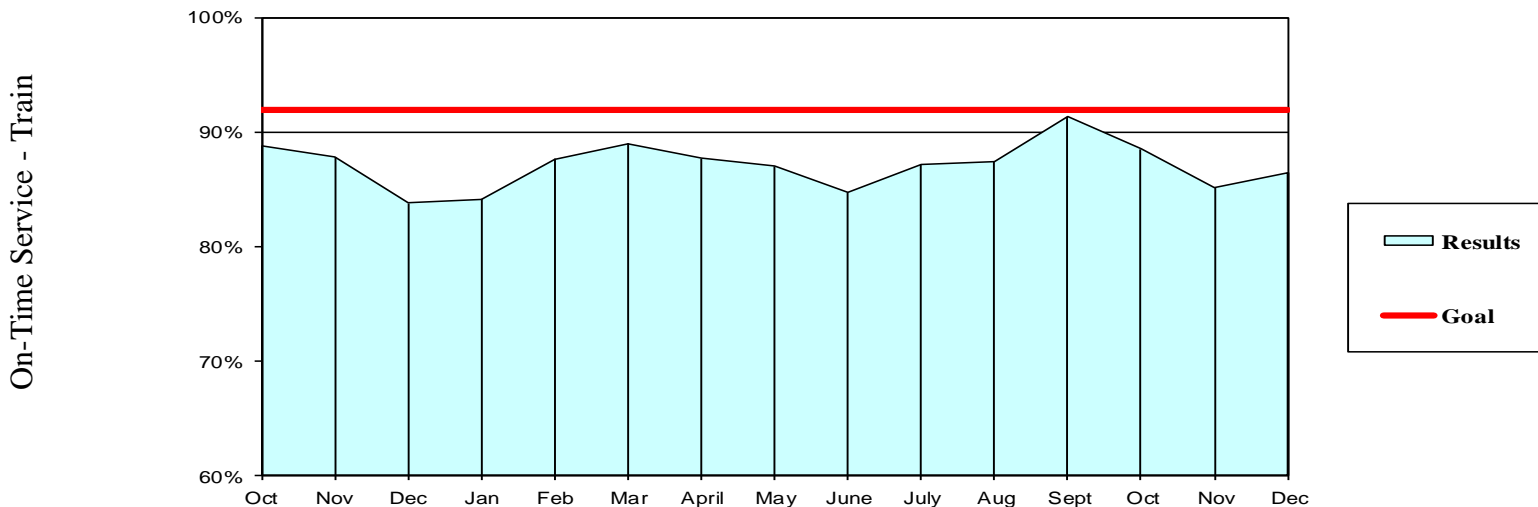


✓ 90.85%, 95.00% goal not met, down 0.93%

✓ Biggest delay events of the quarter:

- Dec 22 – Overnight rail work at West Oakland interlocking, installation issues - 150 late trains
- Nov 10 – Sink hole formed under running rail near South Hayward - 126 late trains
- Nov 10 – 3rd rail insulator smoking at Civic Center - 101 late trains
- Dec 17 – Undercar rail car panel struck near West Oakland interlocking - 101 late trains
- Nov 17 – Communication equipment arrestor board failure near Fruitvale - 93 late trains
- Nov 23 – Person on trackway near Oakland Wye - 69 late trains
- Nov 10 – 34.5kV cable fault near Union City - 61 late trains

On-Time Service - Train



✓ 86.75%, 92.00% goal not met; down 1.64%

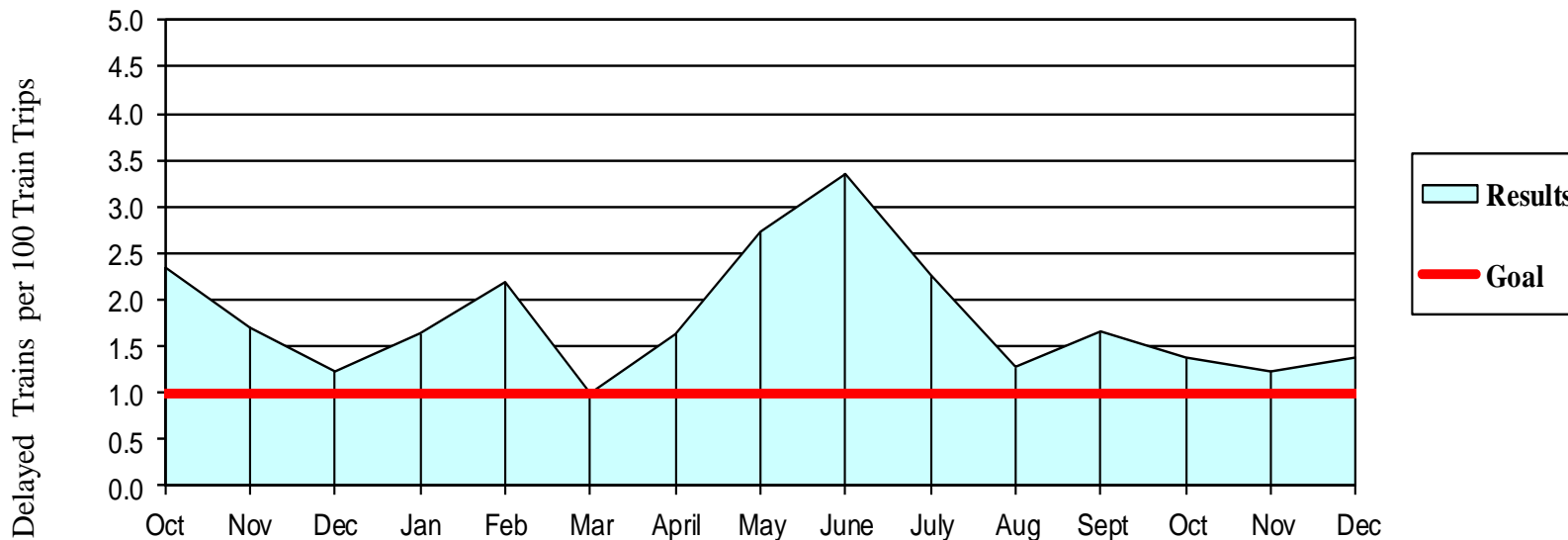
✓ Late trains by category:

5799 Total Late Trains

- | | |
|---|---------------------------|
| 1. Miscellaneous (patron loading, passenger transfer, congestion, multi-cause delay, person on trackway, weather) | 1,221 late trains (21.1%) |
| 2. Police | 1,087 late trains (18.7%) |
| 3. Train Control | 738 late trains (12.7%) |
| 4. Wayside Maintenance Work | 617 late trains (10.6%) |
| 5. Revenue Vehicle | 434 late trains (7.5%) |
| 6. Vandalism | 306 late trains (5.3%) |
| 7. Operations | 252 late trains (4.3%) |
| 8. Sick passenger | 246 late trains (4.2%) |

Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

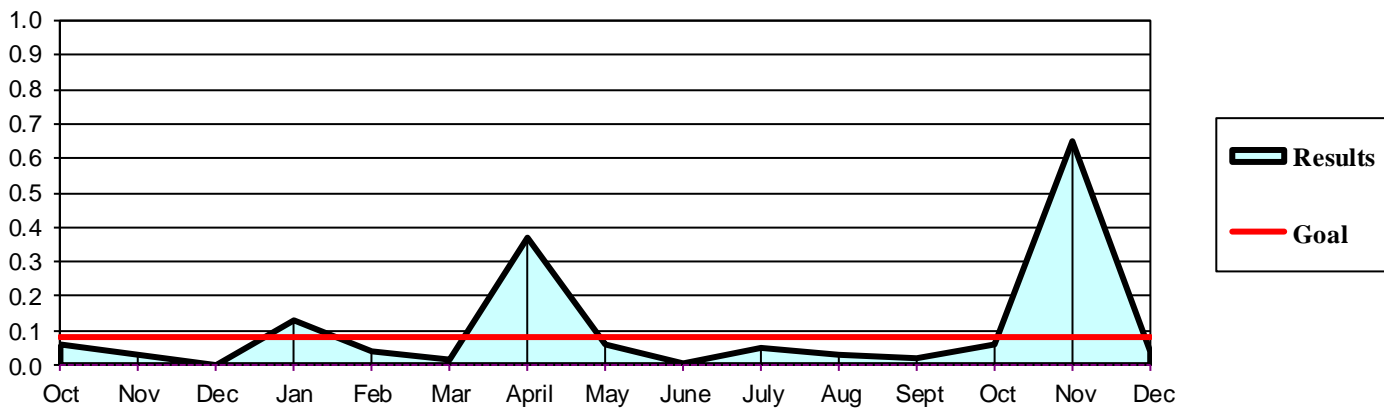


- ✓ 1.33, 1.00 goal not met but continuous improvement over previous quarters
- ✓ Major and repeating delay incidents
 - October-December: Repeating intermittent false occupancy at the Balboa Park interlocking. All associated wayside and room equipment have been replaced. Systematically eliminating wayside grounding and infrastructure deficiencies.
 - November 17: Richmond switch correspondence issue

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

Delayed Trains per 100 Train Trips

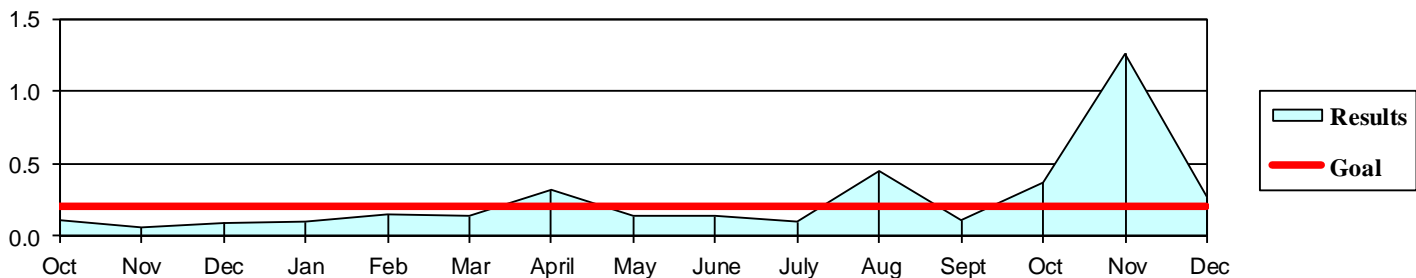


- ✓ Goal not met because of one incident in November: wayside cable fault caused sectionalizing breakers to trip.

Traction Power

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

Delayed Trains per 100 Train Trips



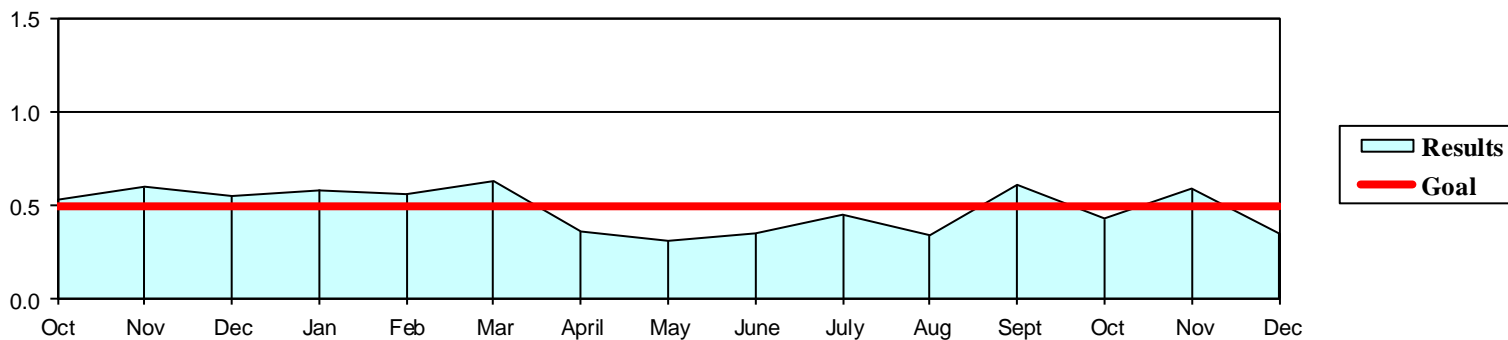
- ✓ Goal not met
- ✓ Multiple 34.5kv cable faults on Lower A-Line
- ✓ Multiple flash insulator incidents
- ✓ Handover issues associated with assuming responsibility from Train Control for certain electrical responsibilities



Transportation

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

Delayed Trains per 100 Train Trips

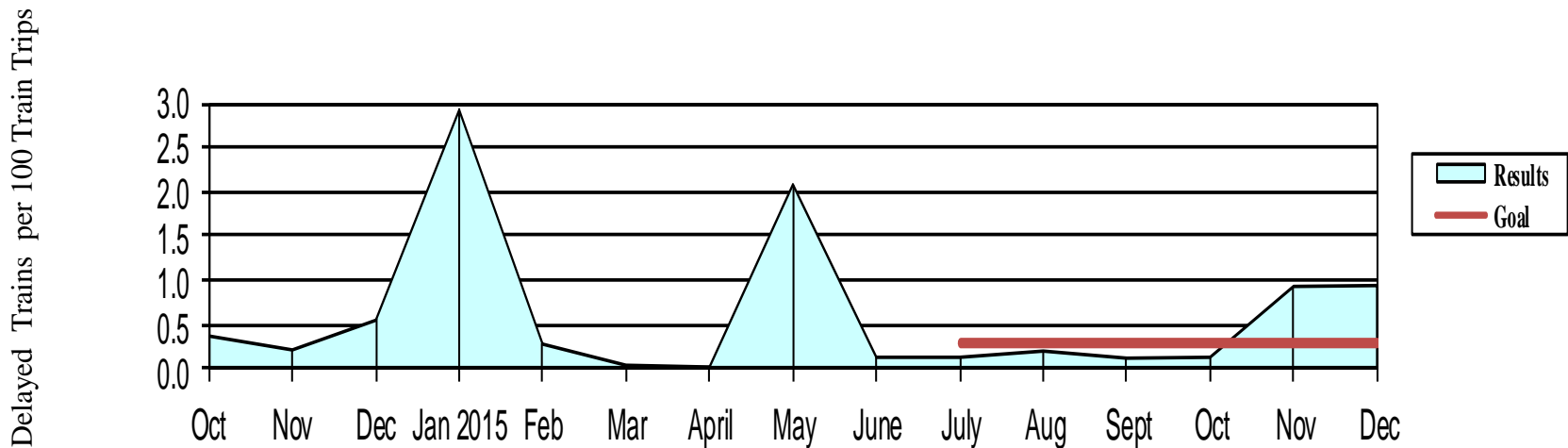


- ✓ 0.46; Goal met
- ✓ Continued emphasis on employee awareness and attention to detail
 - Counseling and re-training



Track

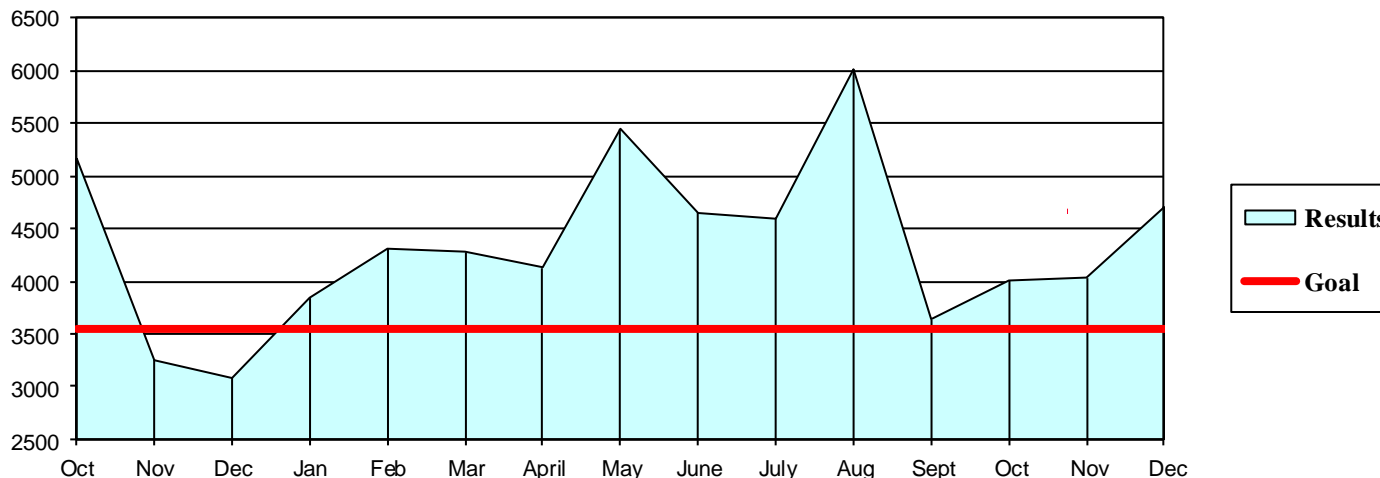
Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs



- ✓ Permanent repairs to Nov 10 Lower A-Line sink hole completed, required extensive work.
- ✓ December jump due to rail installation issues around the West Oakland interlocking
- ✓ West Oakland interlocking (Labor Day TBT closure) made fully functional in January!

Car Equipment - Reliability

Mean Time Between Failures (Hours)



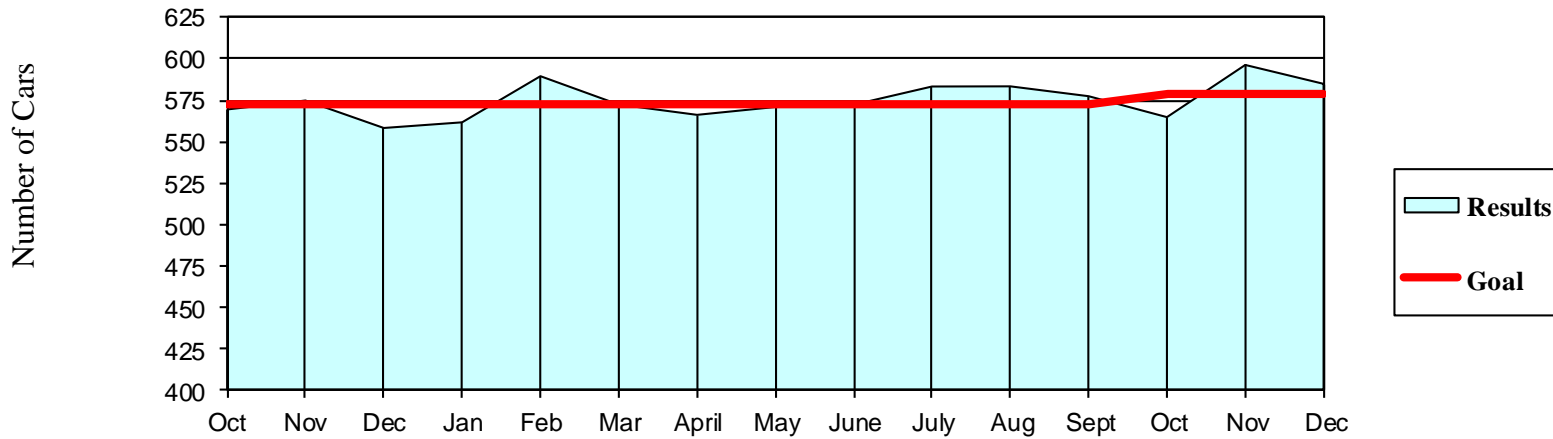
✓ Goal Met – Fleet = 4228 Hours

Concord = 4787 Hours

Daly City = 3642 Hours

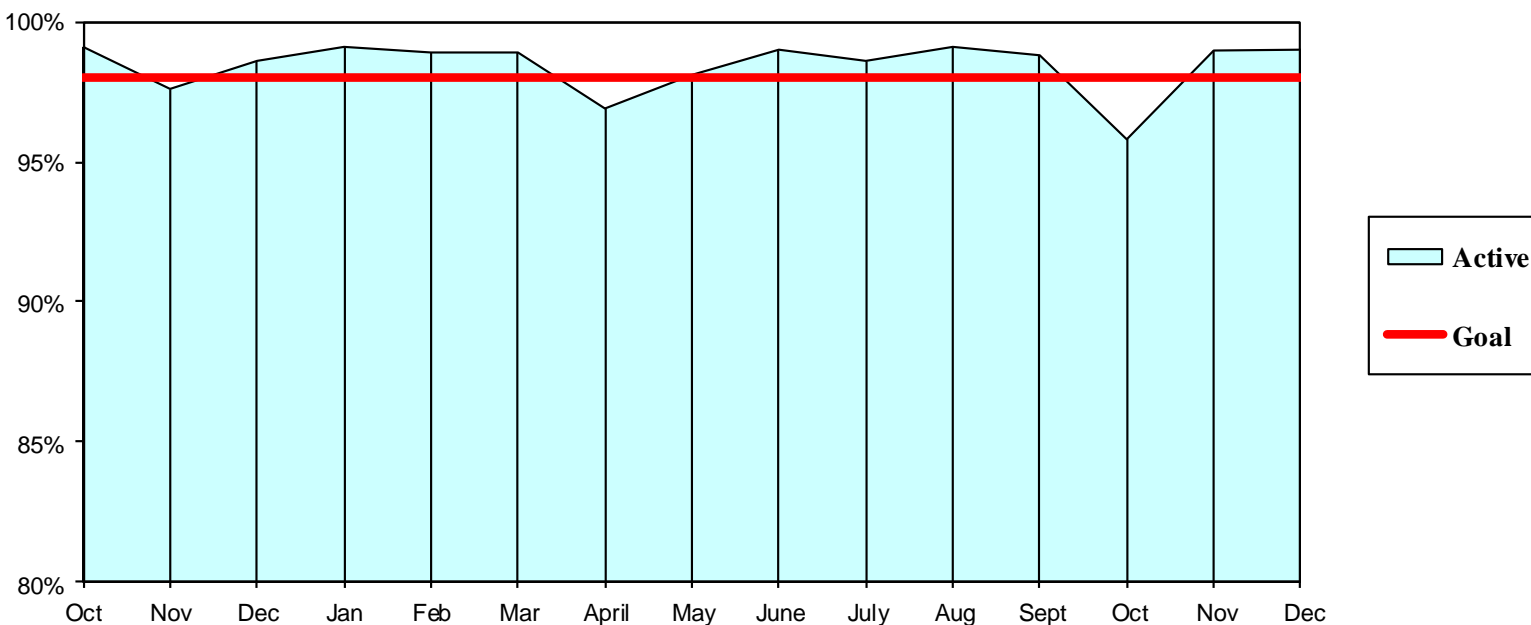
Richmond = 4003 Hours

Car Equipment - Availability @ 0400 hours



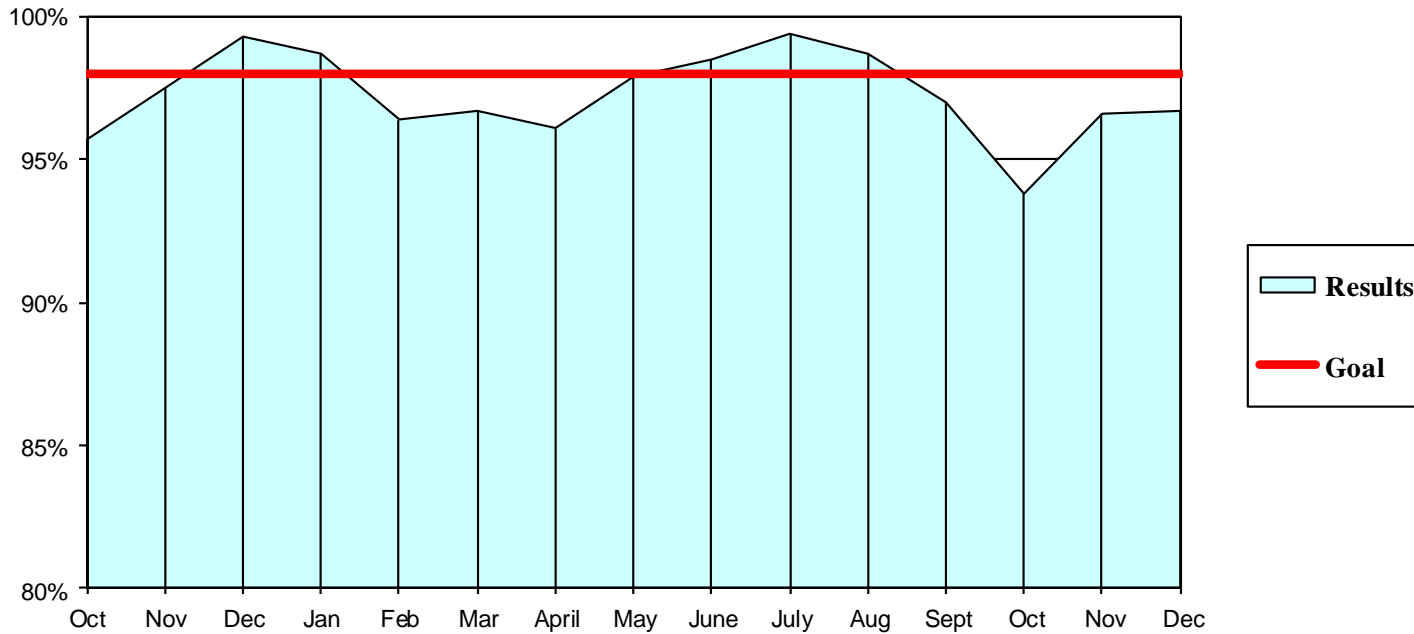
- ✓ Goal Met – 582 Actual vs. 573 Required
- ✓ Higher car availability and longer, more consistent train lengths made possible by FY16 budget initiative

Elevator Availability - Stations



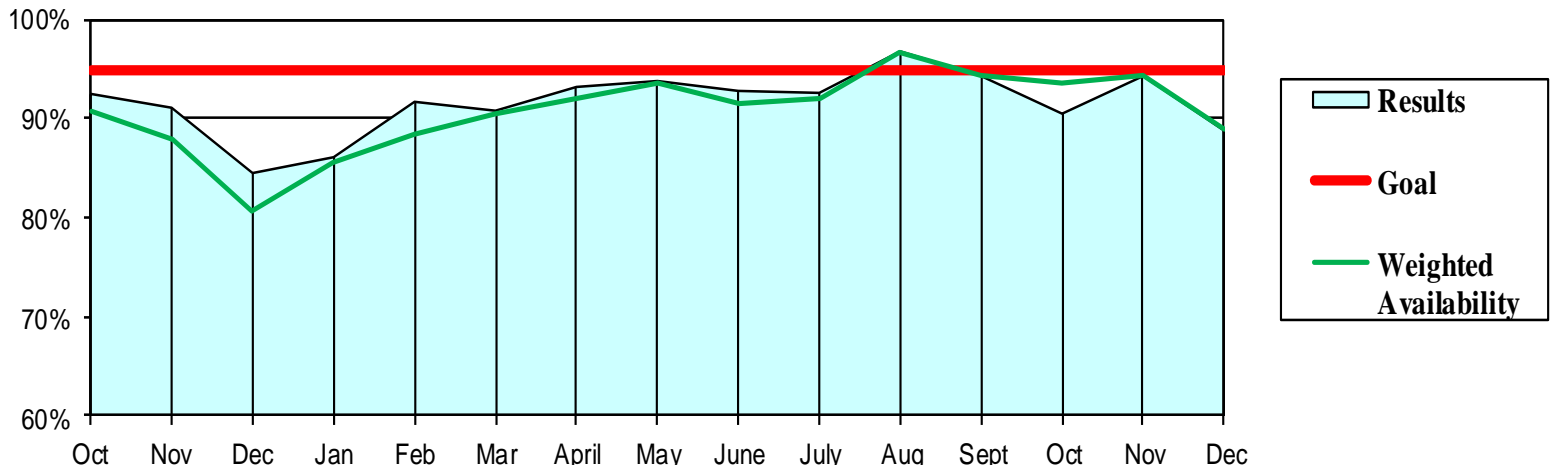
- ✓ 98% Goal, 97.87% Actual
- ✓ Goal not met due to two vandalism incidents:
 - Door glass shattered at Powell (75 hours downtime)
 - Vandalized outer hatch doors at 16th Street (81 hours downtime)
- ✓ Two significant repairs at Powell, including a motor overhaul

Elevator Availability - Garage



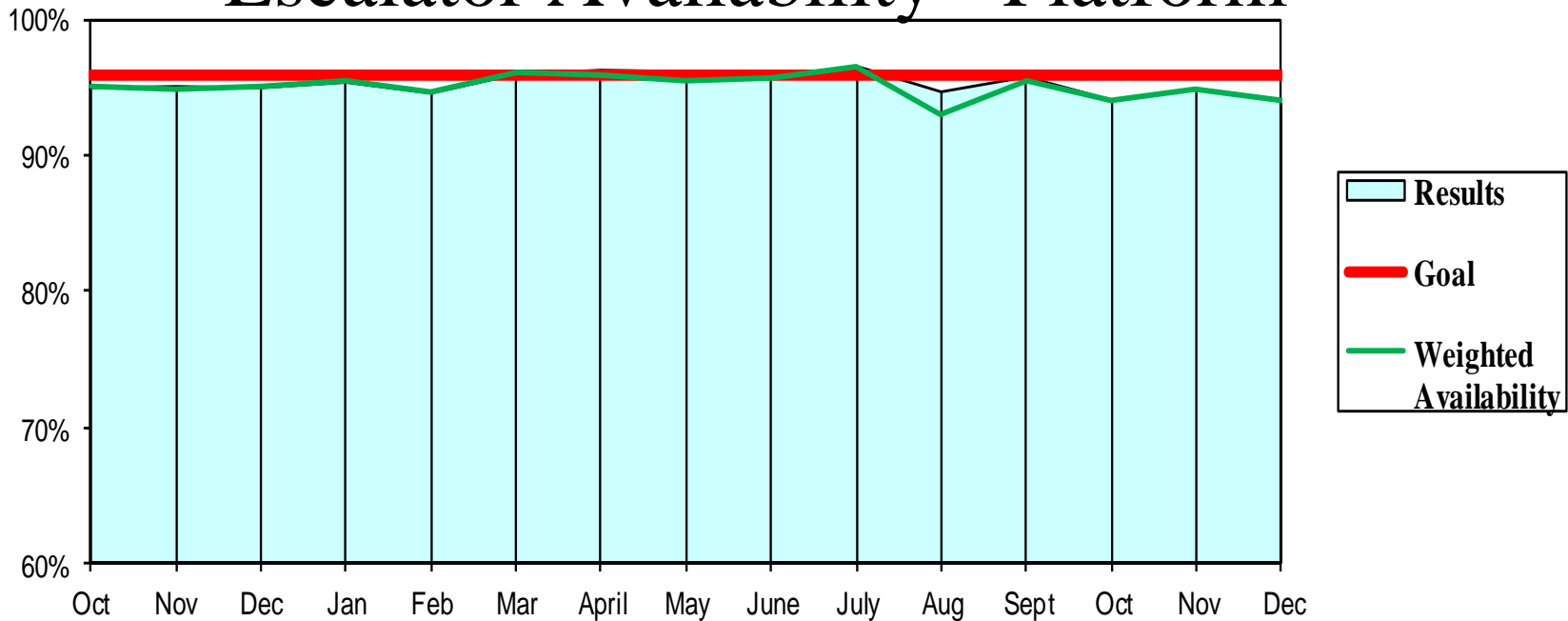
- ✓ Goal 98%, Actual 95.70%
- ✓ Numerous problems with one unit at El Cerrito del Norte
- ✓ Long term outage of one unit at Pleasant Hill due to controller problem

Escalator Availability - Street



- ✓ 95% Goal, Actual 91.20%, down from last quarter
- ✓ Multiple contributors to downward trend: Rain, Staff, Heavy Repairs, PM Compliance.
 - Heavy rains exposed substandard sump pump and drainage system
 - Heavy rains washed significant debris into pits. (contracted for drain cleaning)
 - 3 CCCM's resigned during the 2nd quarter to take other jobs in the industry.
 - Long term rebuild of unit at Glen Park strained CCCM resources, now back in service
 - Revised Preventative Maintenance approach to achieve a higher completion level

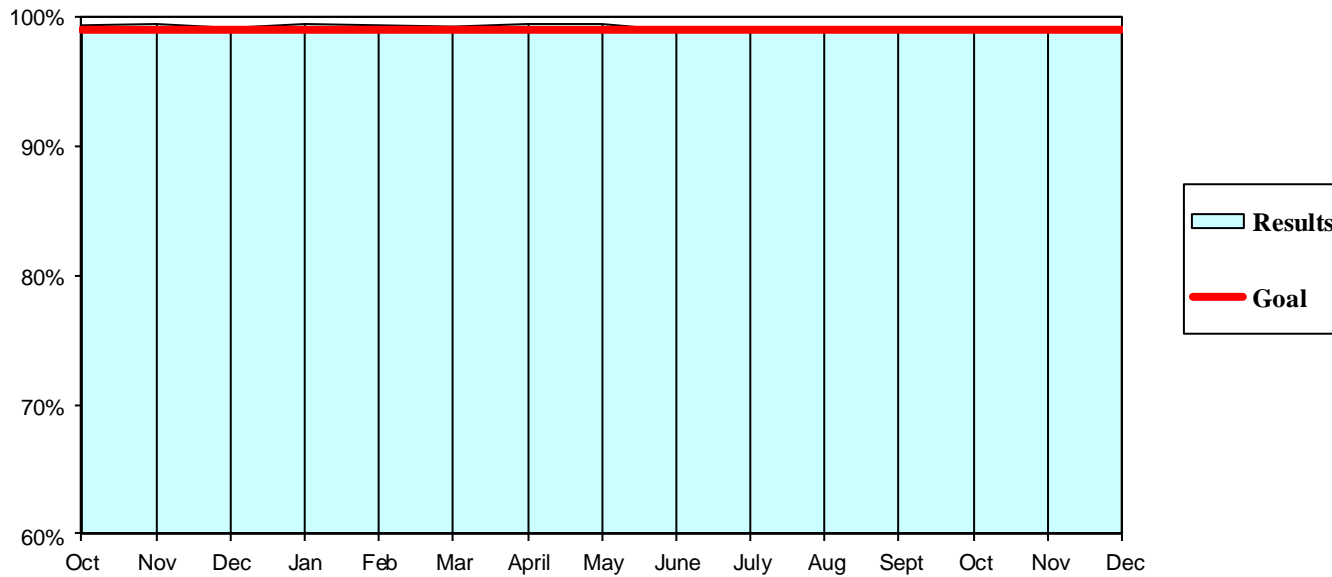
Escalator Availability - Platform



- ✓ 96% Goal, Actual 94.33%
- ✓ Aforementioned heavy repair at Glen Park strained resources and required 106 day outage
- ✓ Four other heavy repair jobs: Civic Center, Powell, Daly City and 16th Street
- ✓ Contractors unavailable to assist



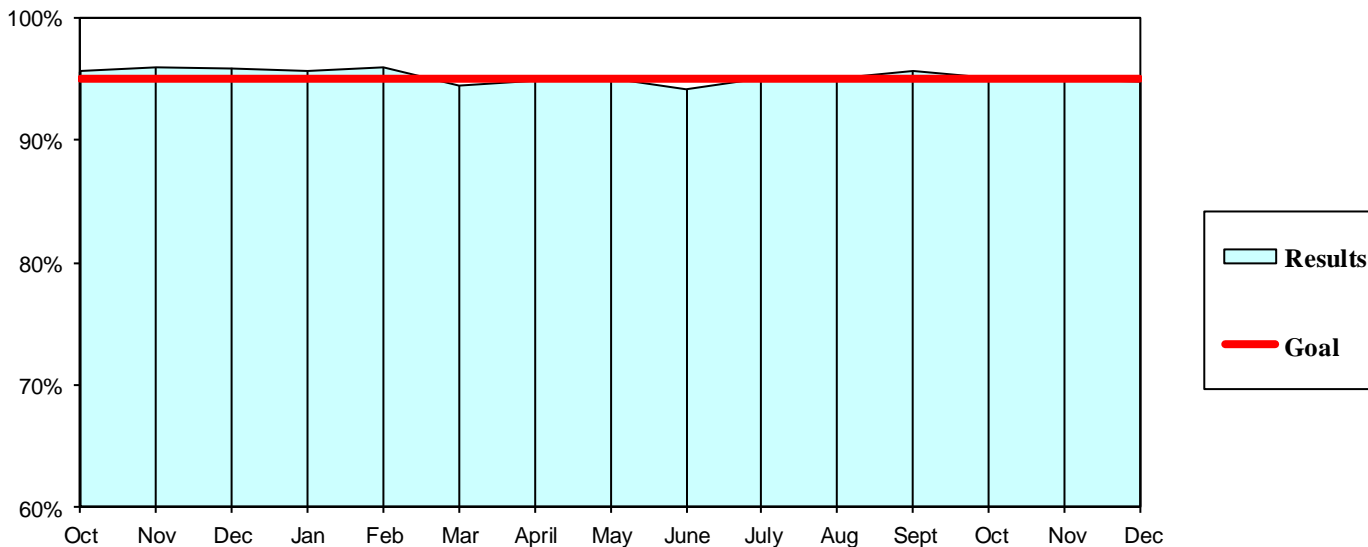
AFC Gate Availability



✓ 99.14%, 99.00% goal exceeded



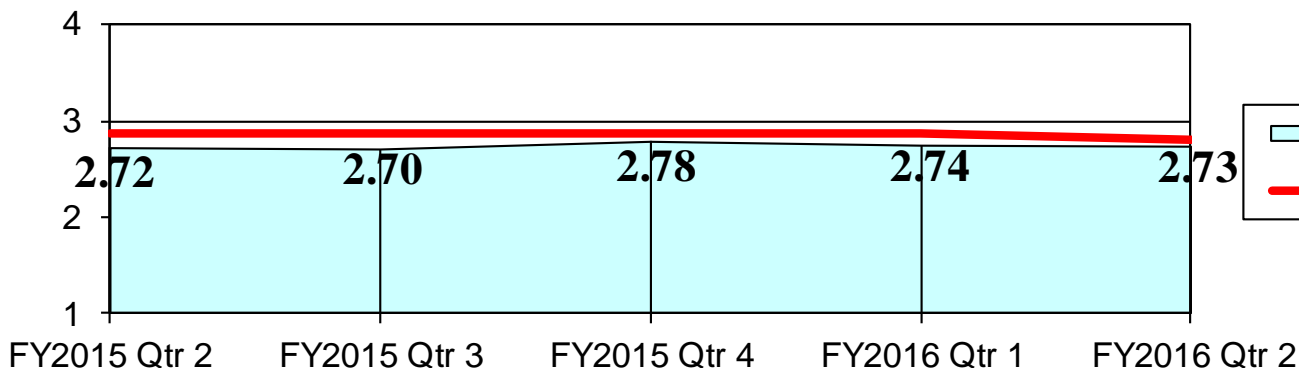
AFC Vendor Availability



- ✓ Ticket Vendor Availability - 95.9% - exceeded 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

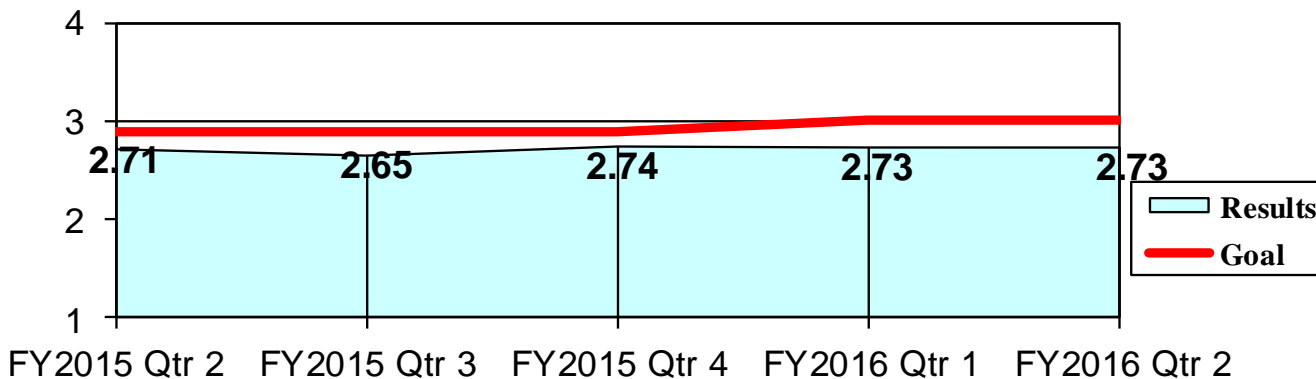


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.64
BART Parking Lot Cleanliness (25%)	2.95
Appearance of BART Landscaping (25%)	2.70

- ✓ Overall goal not met, although Landscaping sub-category improved slightly and met its sub-goal
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 61.6%
 - Parking Lots: 77.1%
 - Landscaping Appearance: 63.7%

Environment - Inside Stations

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



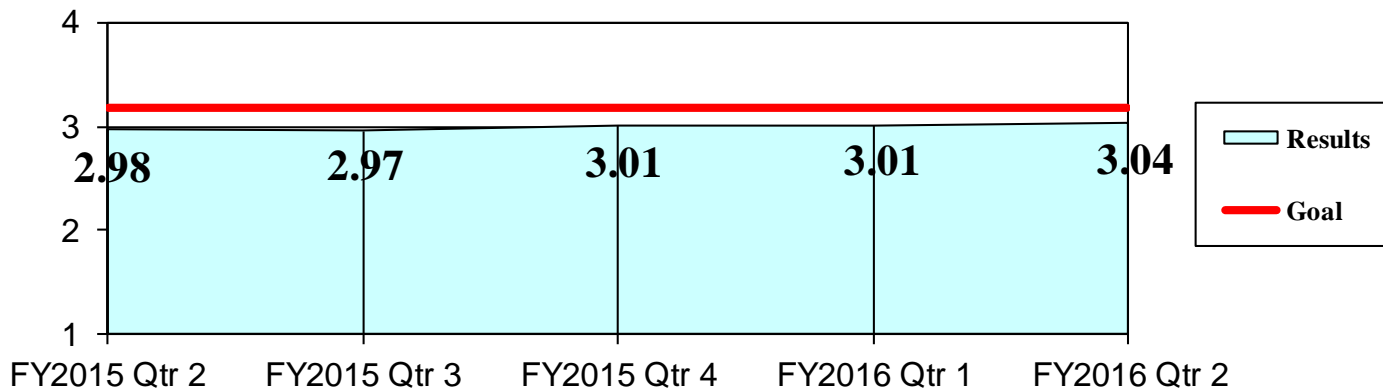
Composite rating for Cleanliness of:	
Station Platform (60%)	2.87
Other Station Areas (20%)	2.68
Restrooms (10%)	2.25
Elevator Cleanliness (10%)	2.47

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Station Platform: 73.1%
 - Other Station Areas: 62.7%
 - Restrooms: 42.7%
 - Elevators: 53.9%
- ✓ Focus on downtown San Francisco stations showing some results, 3 of 4 M Line indicators improved



Station Vandalism

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



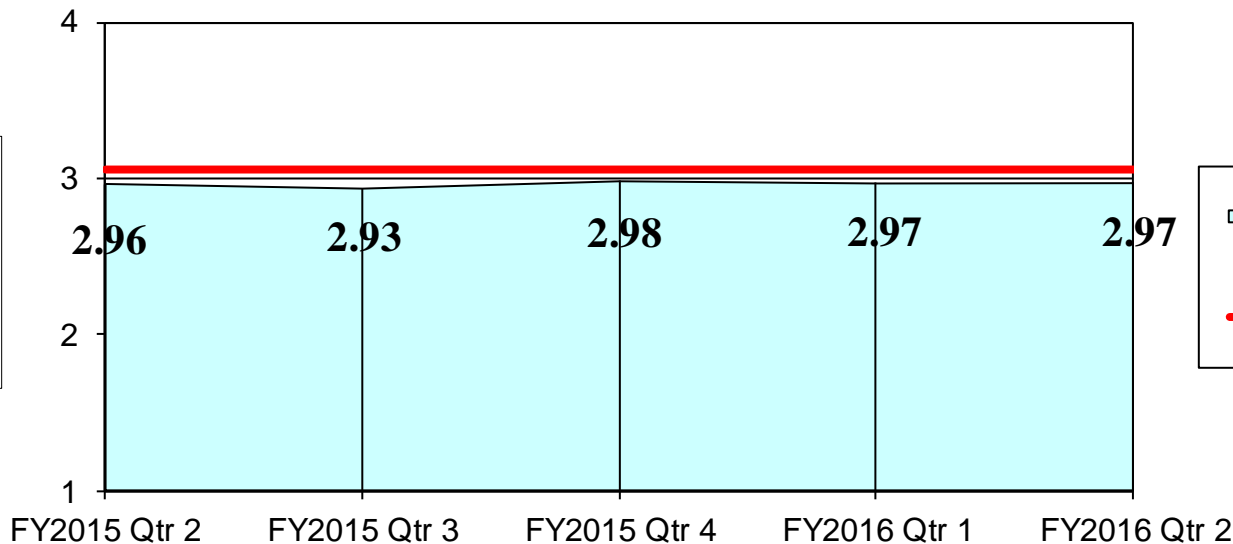
Station Kept Free of Graffiti

- ✓ Goal not met, improved rating
- ✓ 80.3% 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



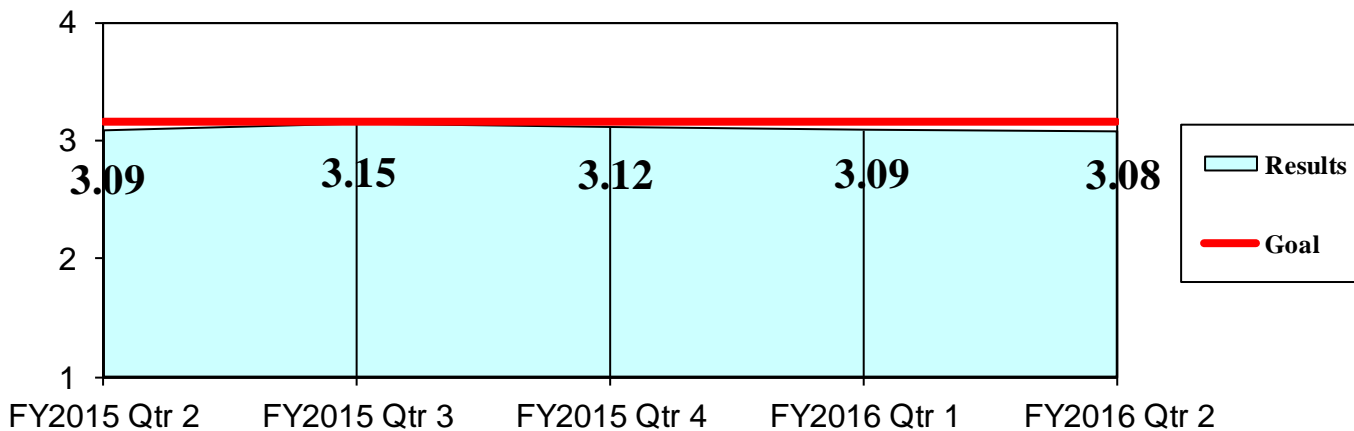
Composite rating of:	
Station Agent Availability (65%)	2.94
Brochures Availability (35%)	3.02

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 76.2%
 - Brochures: 78.4%



Train P.A. Announcements

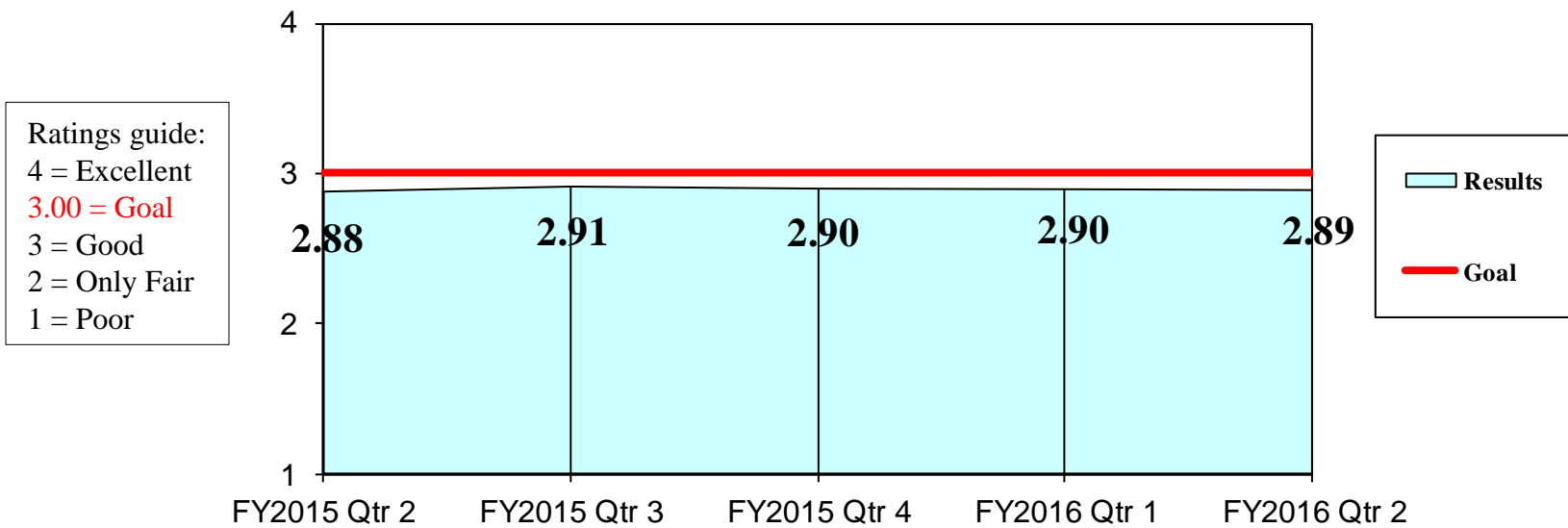
Ratings guide:
 4 = Excellent
 3.17 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.04
P.A. Transfer Announcements (33%)	3.00
P.A. Destination Announcements (33%)	3.19

- ✓ Goal not met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 76.7%
 - Transfers: 75.7%
 - Destinations: 83.1%

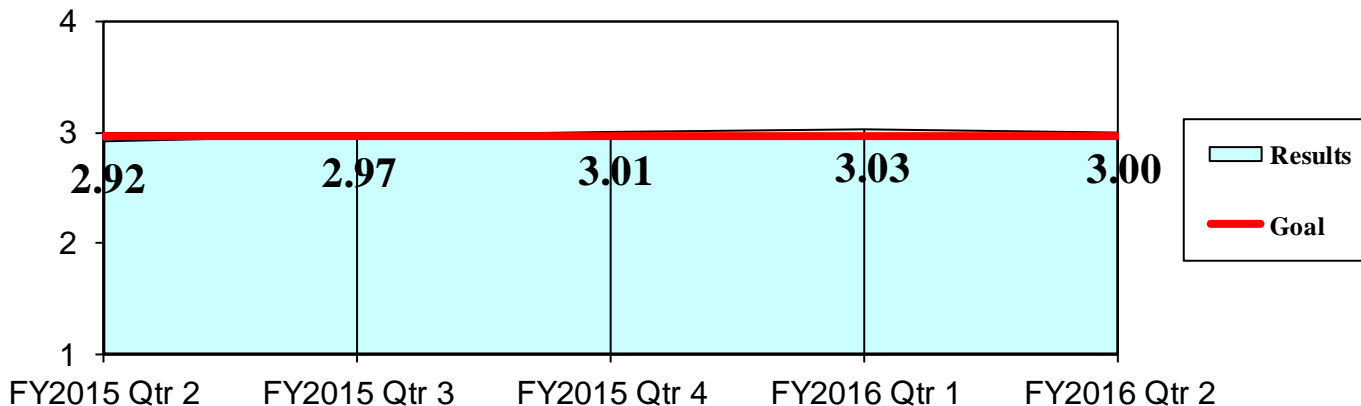
Train Exterior Appearance



- ✓ Goal not met
- ✓ 77.5% of those surveyed ranked this category as either Excellent or Good

Train Interior Cleanliness

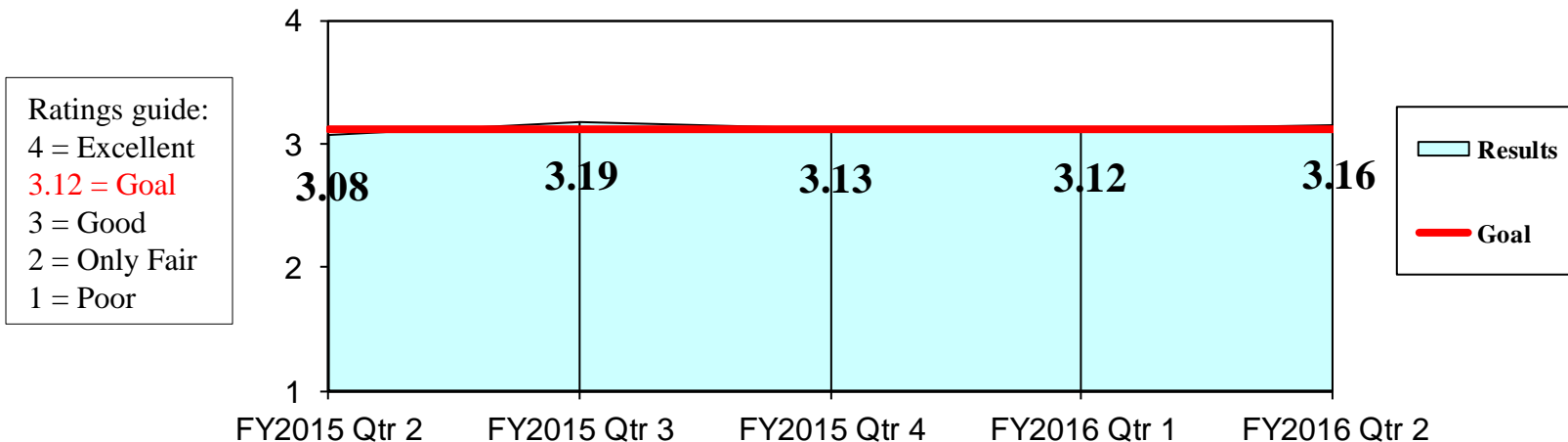
Ratings guide:
 4 = Excellent
 3 = Good
 3.00 = Goal
 2 = Only Fair
 1 = Poor



Composite rating of:	
Train interior cleanliness (60%)	2.75
Train interior kept free of graffiti (40%)	3.37

- ✓ Goal met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 67.6% Graffiti-free: 92.6%

Train Temperature

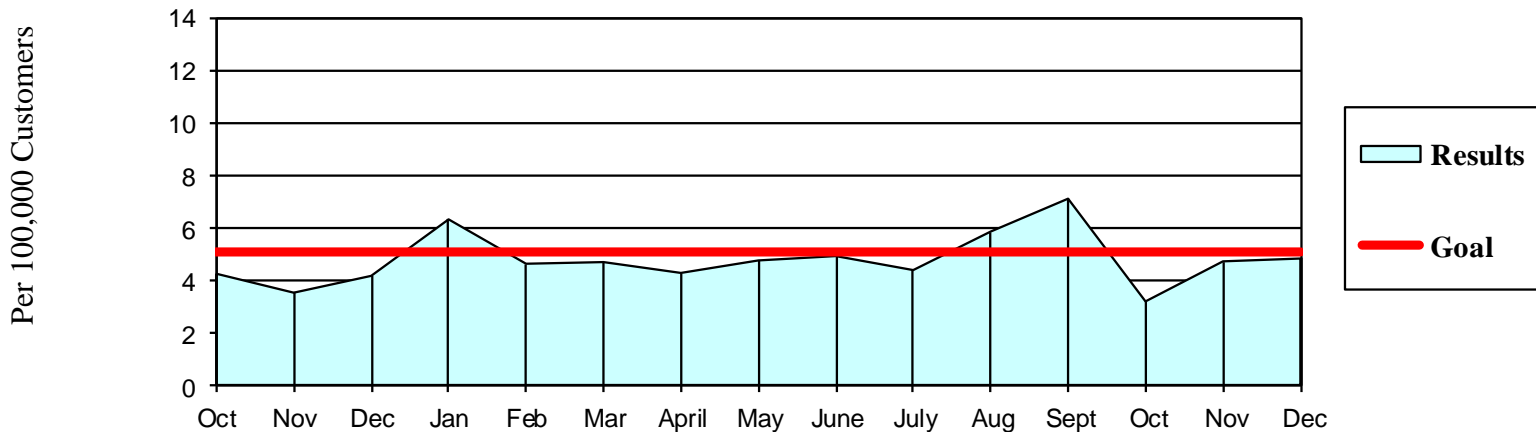


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 85.3% of those surveyed ranked this category as either Excellent or Good

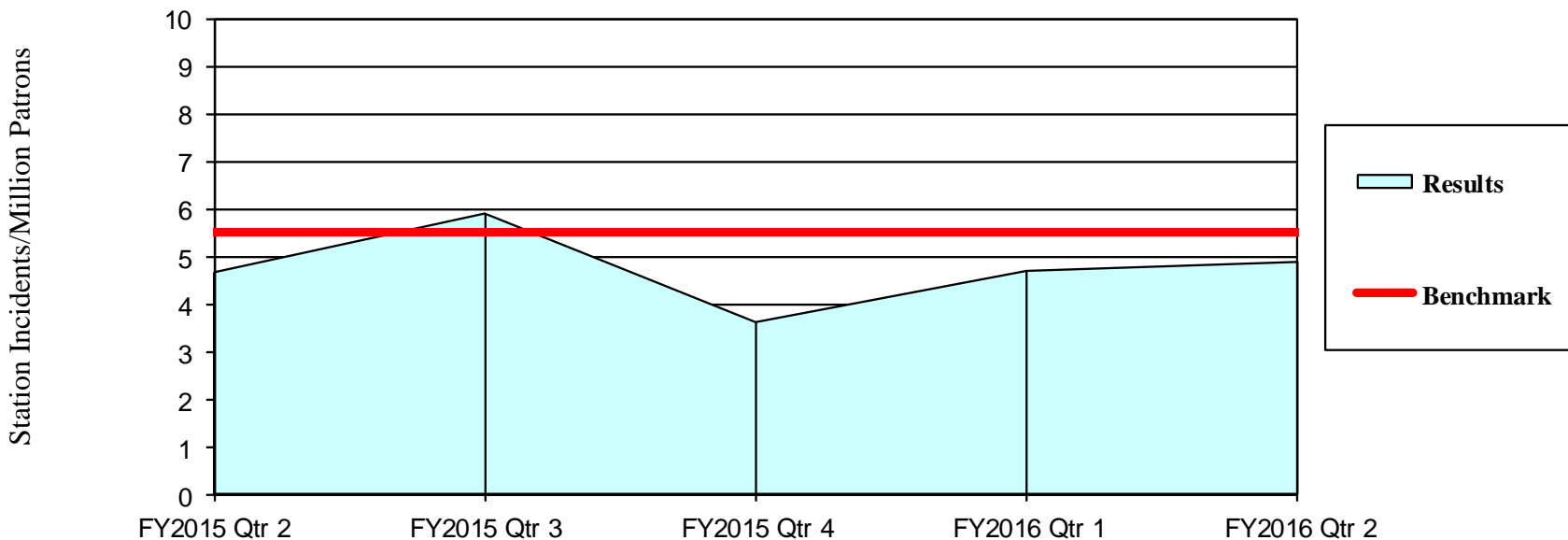
Customer Complaints

Complaints Per 100,000 Customers



- ✓ 4.20, 5.07 goal met
- ✓ Total complaints decreased 560 (29.9%) from last quarter, up 65 (5.2%) when compared with FY 15, second quarter.
- ✓ Complaints down in all categories except for AFC and Train Cleanliness.
- ✓ Compliments are down with 90 compared to 143 last quarter (one year ago these numbered 74).

Patron Safety: Station Incidents per Million Patrons

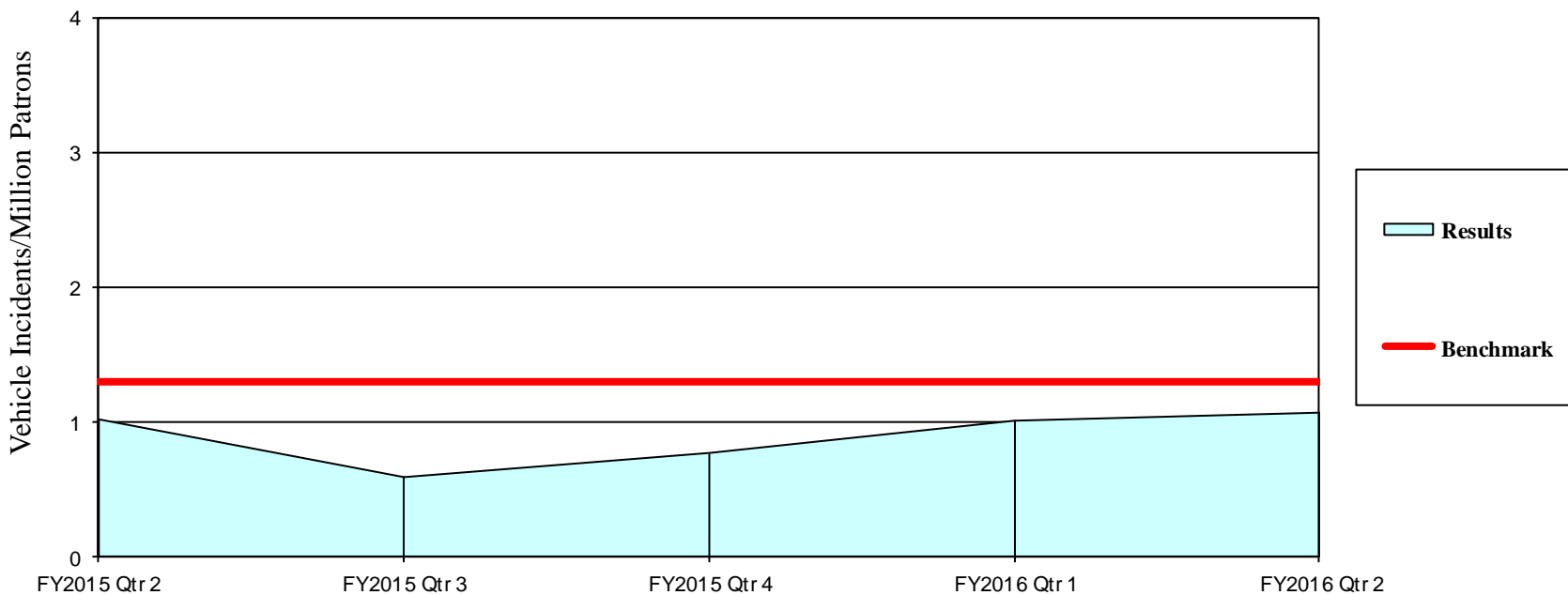


✓ Goal met



Patron Safety

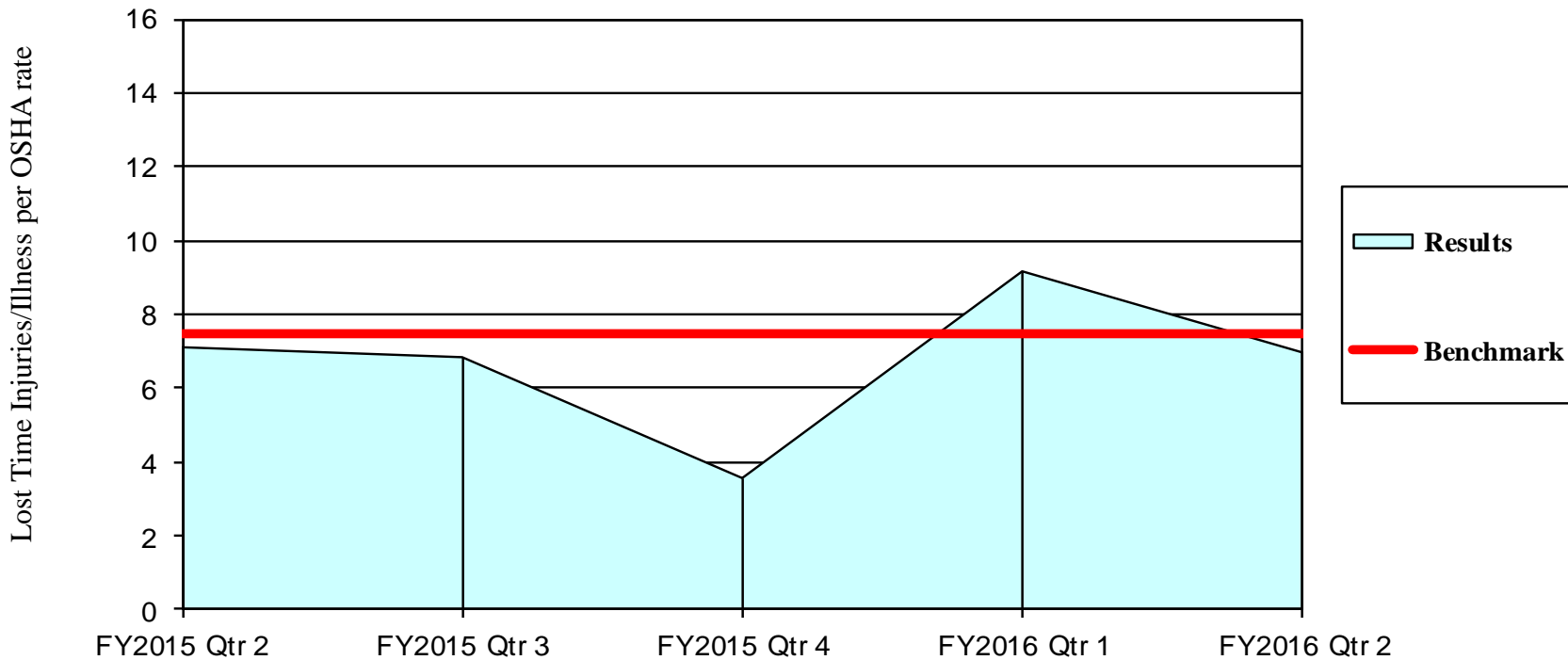
Vehicle Incidents per Million Patrons



✓ Goal met



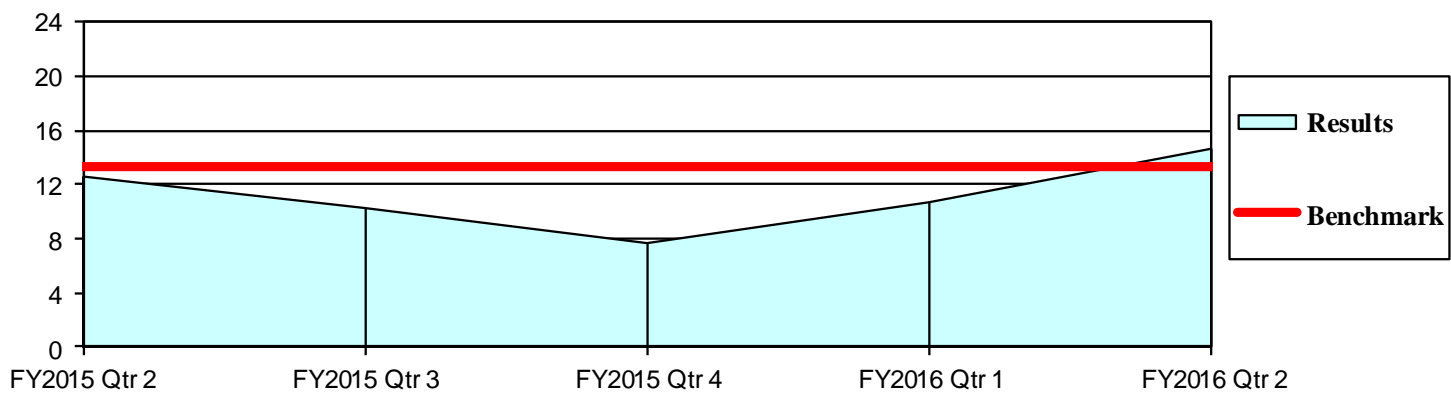
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met

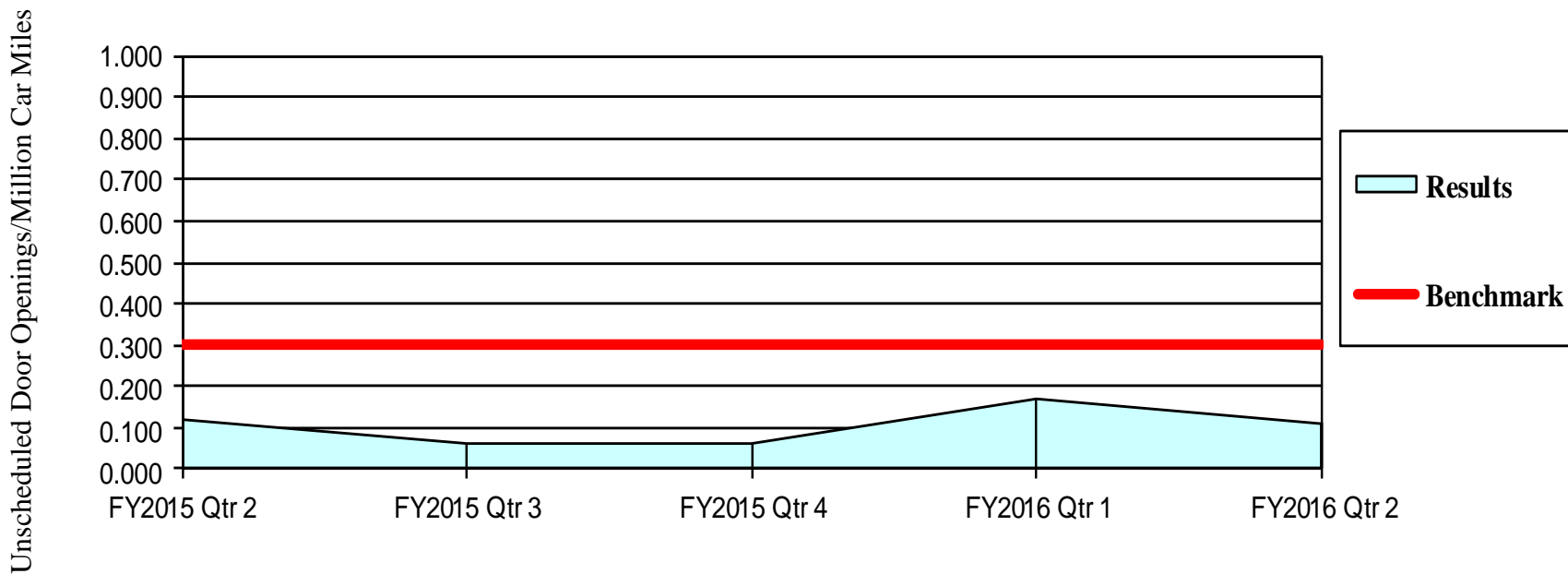
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal not met

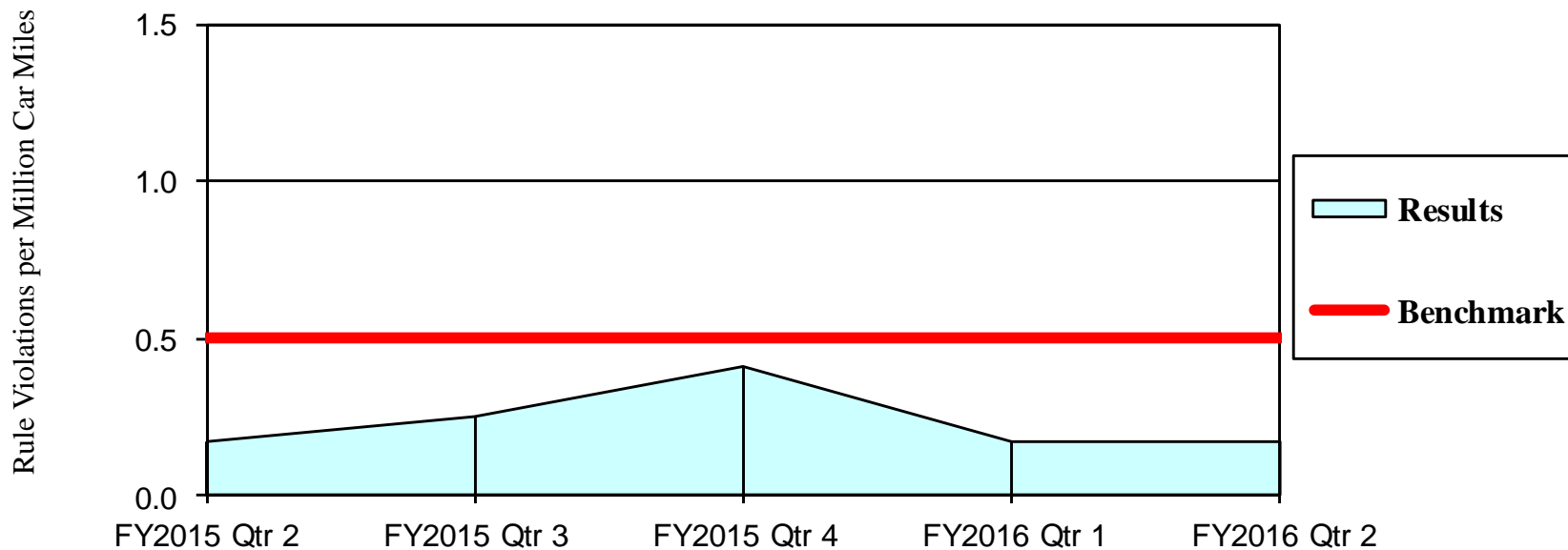
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met



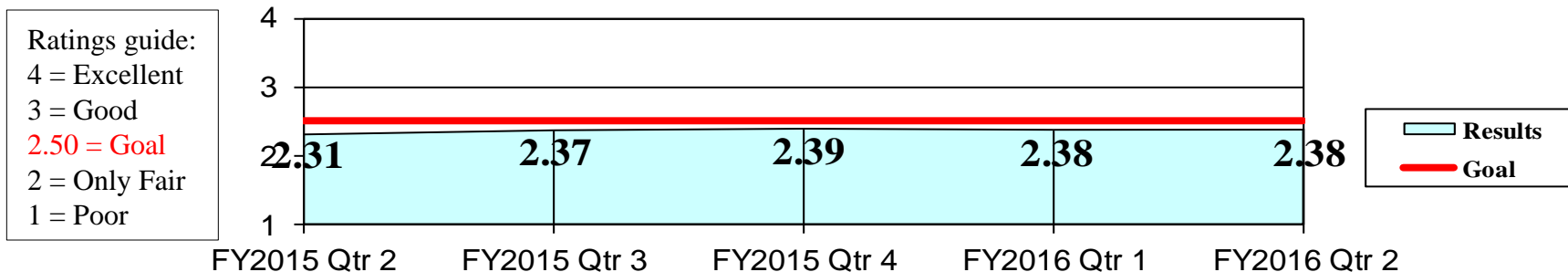
Operating Safety: Rule Violations per Million Car Miles



✓ Goal met



BART Police Presence

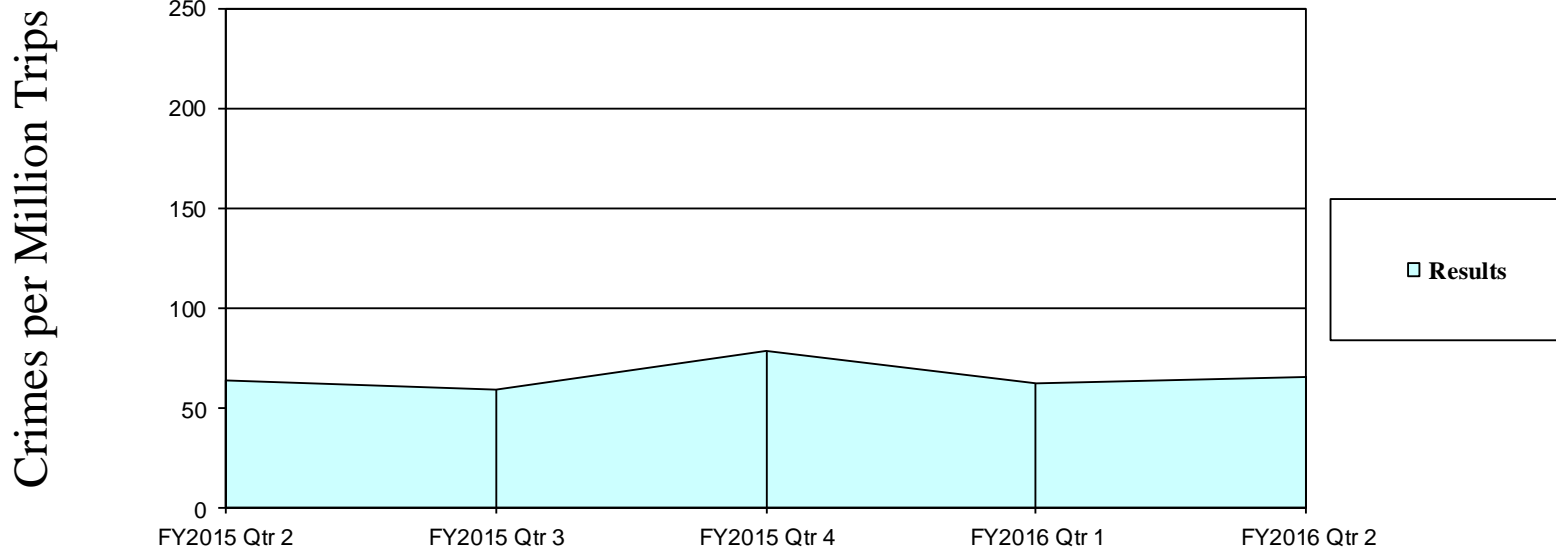


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.35
Parking Lots and Garages (33%)	2.47
Trains (33%)	2.33

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 47.2%
 - Trains: 45.9%
 - Parking Lots/Garages: 51.2%



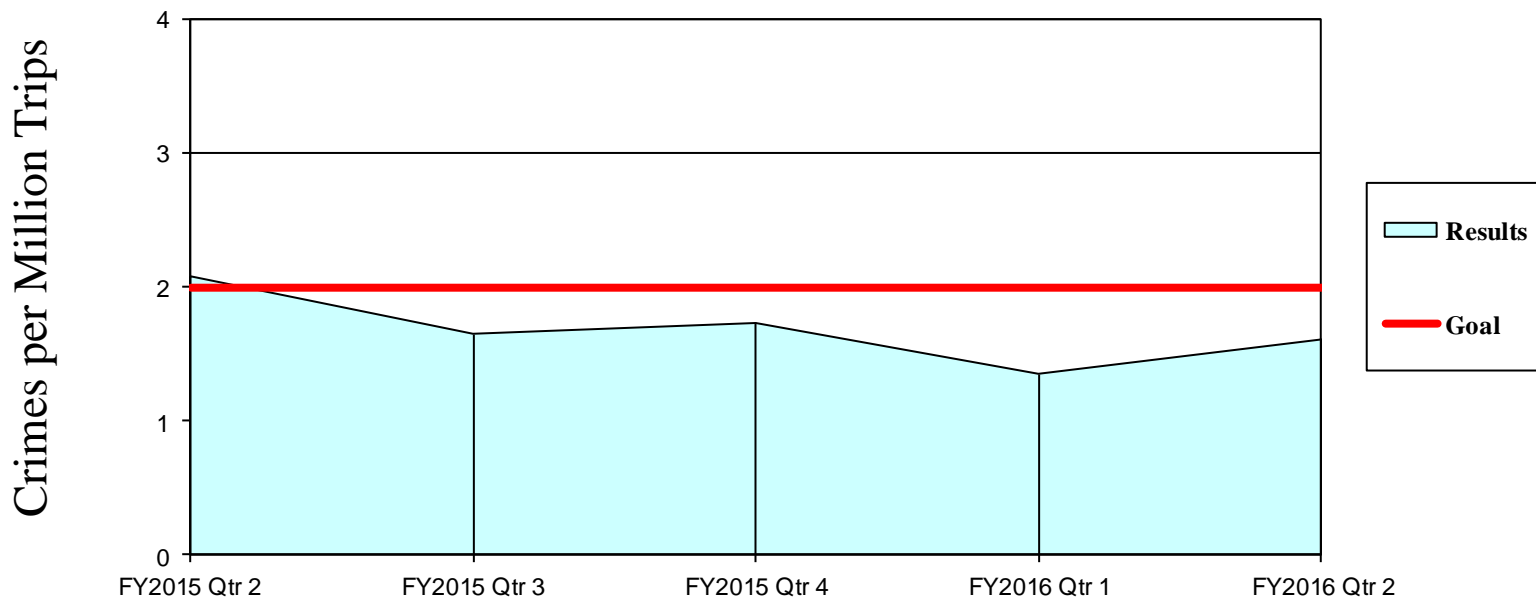
Quality of Life*



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

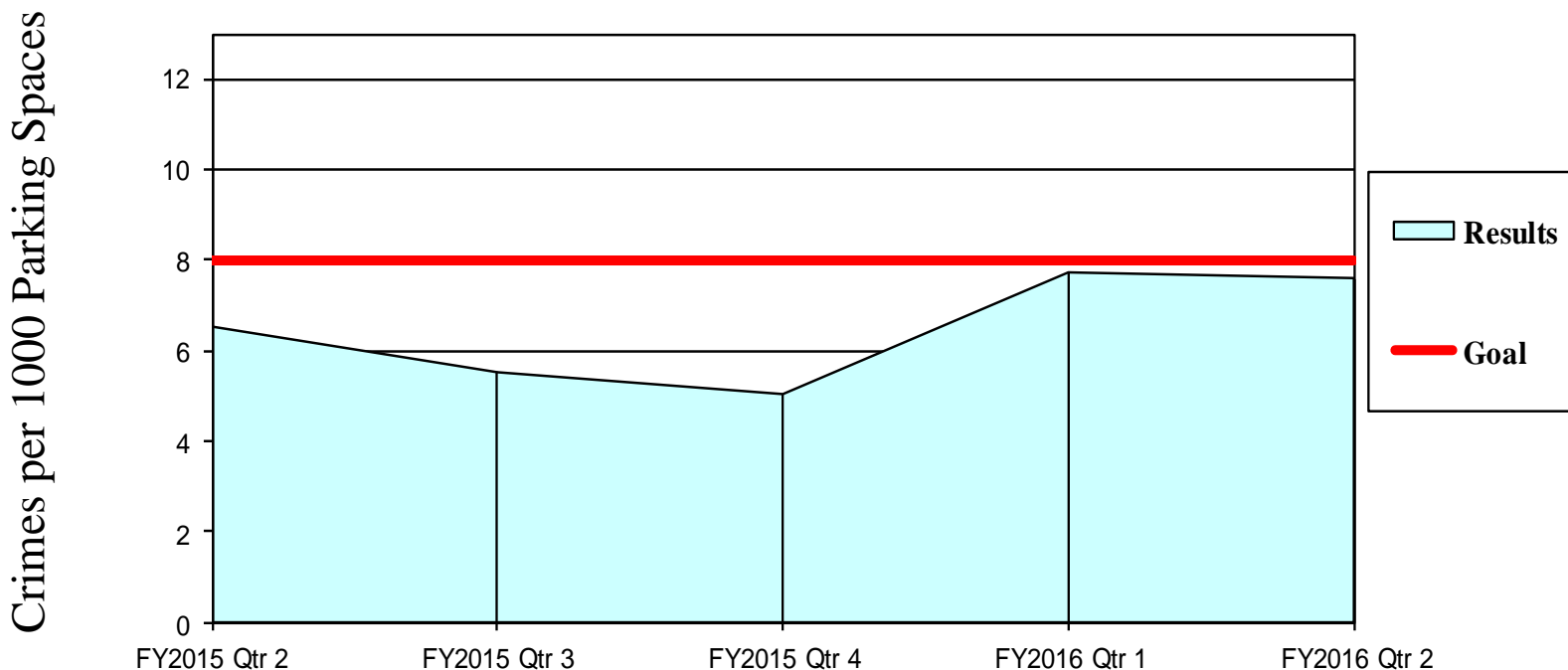
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



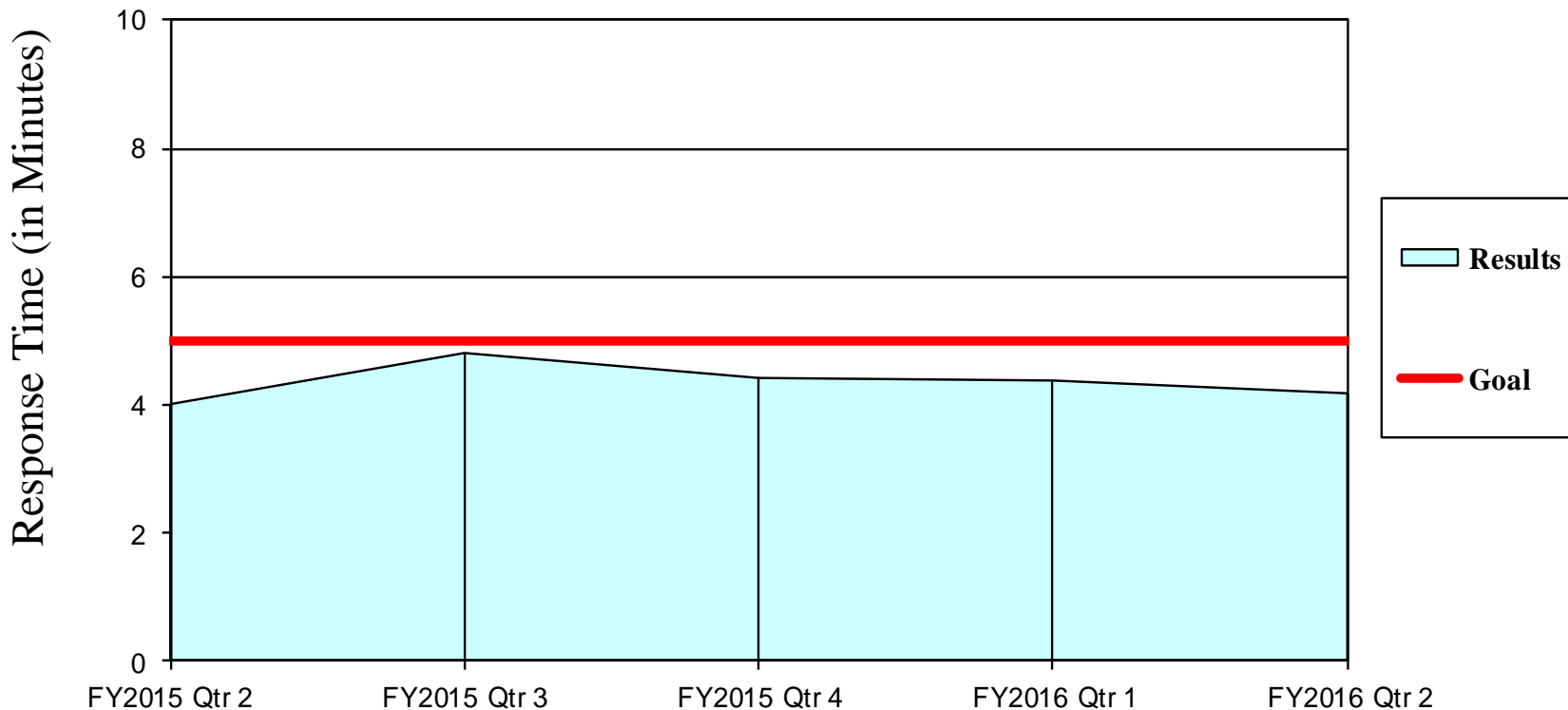
- ✓ Goal met
- ✓ Crimes against persons are up from the last quarter, and down from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



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

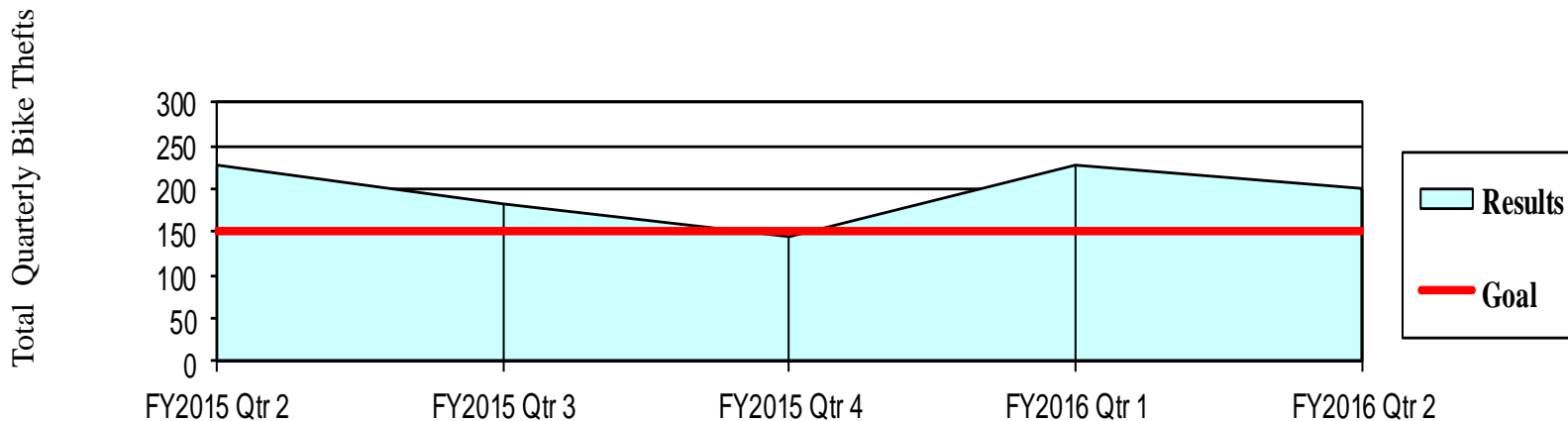
Average Emergency Response Time



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



Bike Theft



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