

Quarterly Service Performance Review

Third Quarter, FY 2014

January - March, 2014

Engineering & Operations Committee
May 8, 2014

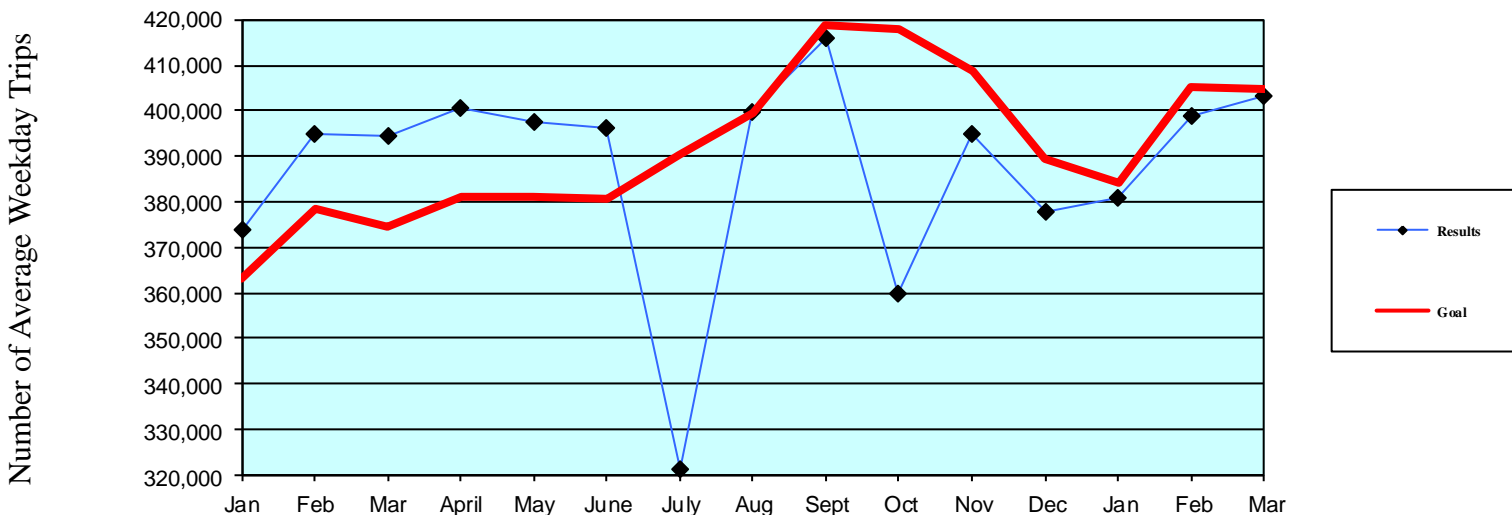


FY14 Third Quarter Overview...

- ✓ Ridership growth resumed but at lower than budgeted rate
- ✓ Train service reliability steady but at below goal rates
- ✓ Car reliability remains high, Traction Power and Computer Control System goal met, not Train Control
- ✓ Car, platform escalator and AFC availability goals met
- ✓ From FY14-Q3 PES Executive Summary: “Similar to the first and second quarters of FY14, all FY14 Third Quarter scores remained below the pre-strike, FY13 Fourth Quarter.”
- ✓ Internal review of PES results modified to more closely model police “ComStat” approach, holding responsible front line Managers more accountable
- ✓ Complaints down compared to last quarter, down from one year ago, largely due to impact of labor negotiations

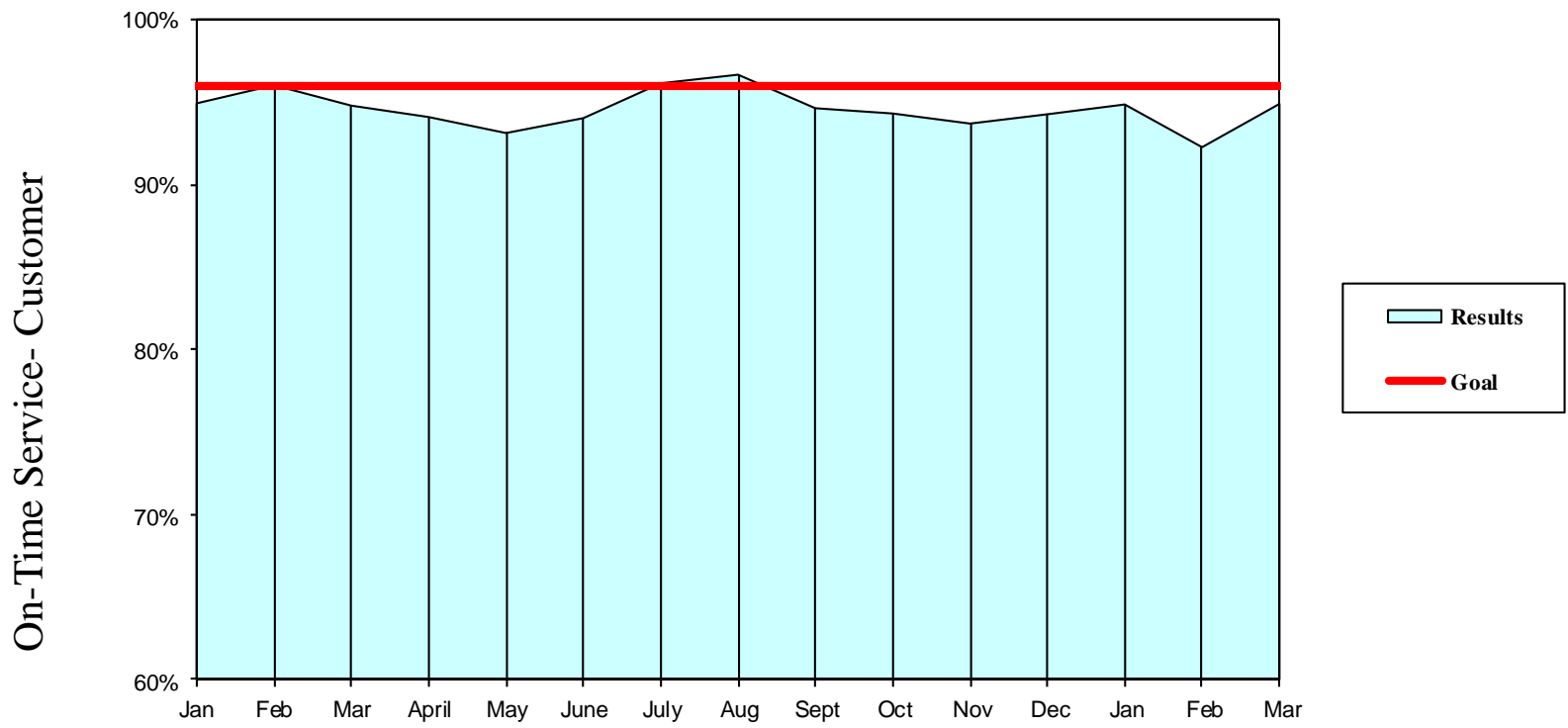


Customer Ridership



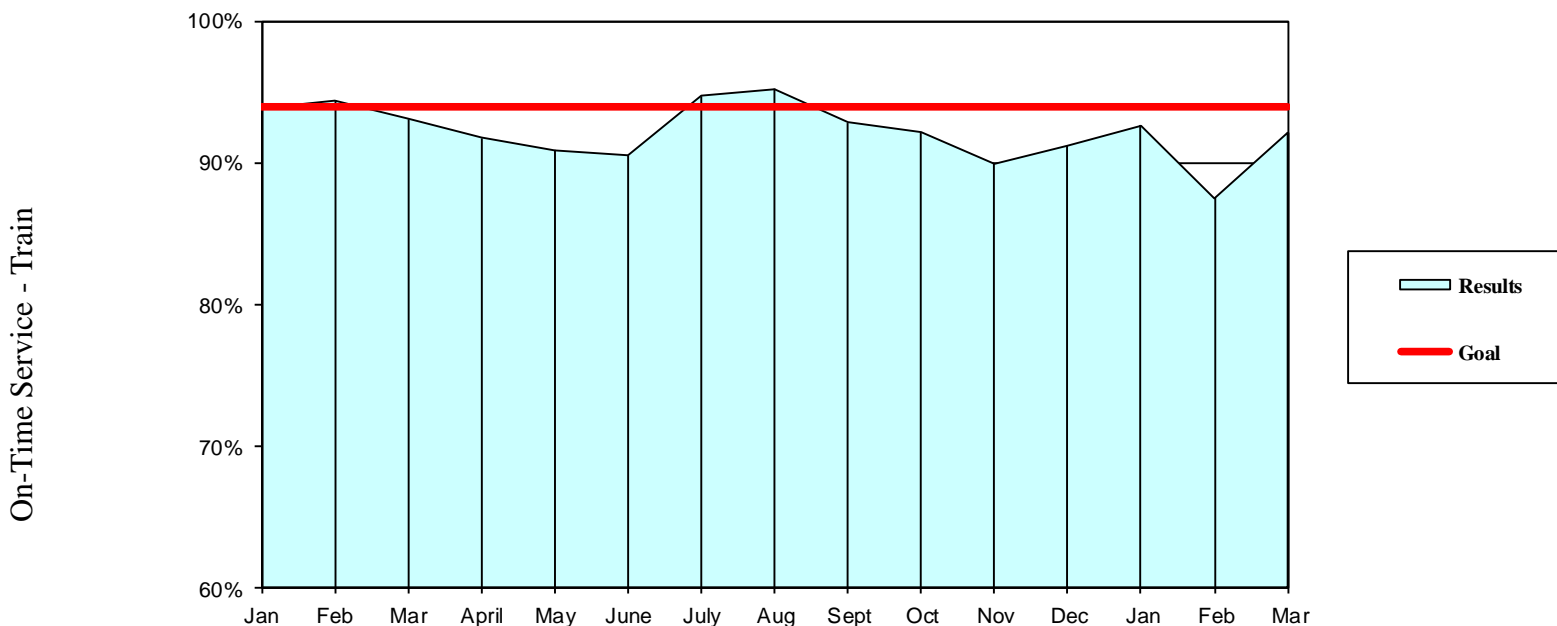
- ✓ Total ridership increased by 1.2% compared to same quarter last year but was 1.6% below budget
- ✓ Average weekday ridership (394,169) up 1.7% from same quarter last year
- ✓ Core weekday ridership up by 1.7% from same quarter last year
- ✓ SFO Extension weekday ridership up by 2.2% from same quarter last year
- ✓ Saturday and Sunday down by 1.7% and 2.3%, respectively, over same quarter last year

On-Time Service - Customer



- ✓ 94.06%, goal not met, performance steady
- ✓ 3 of 5 biggest delays (313 late trains) caused by persons under trains and SFPD police action
- ✓ Biggest delay (2/28, 195 late trains) due to flooded Train Control Room at Montgomery caused by Market Street grate clogged drain pipe

On-Time Service - Train

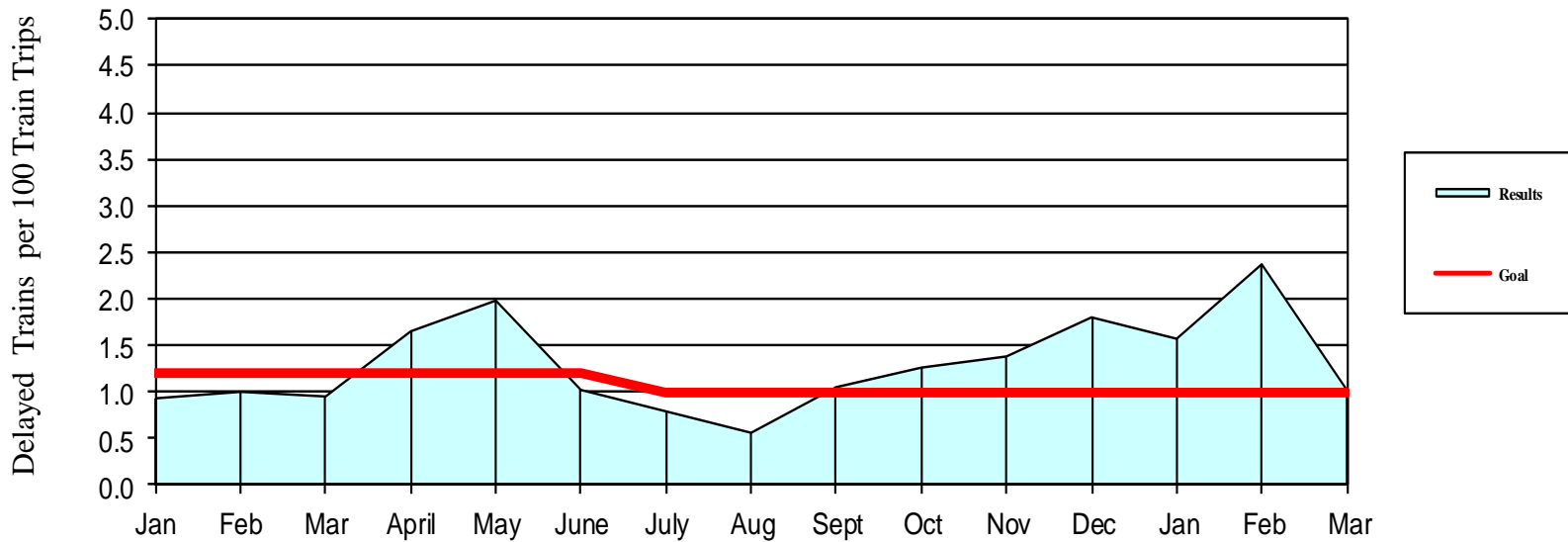


- ✓ 90.86%, goal not met
- ✓ 37% of the quarter's 5,017 late trains classified as "Miscellaneous" caused
- ✓ Top five incidents (639) late trains:
 - 2/28 – clogged street drain
 - 3/11 – person under train
 - 2/10 – debris on trackway shorted out train control
 - 2/26 – SFPD chasing robbery suspects
 - 3/5 – person under train



Wayside Train Control System

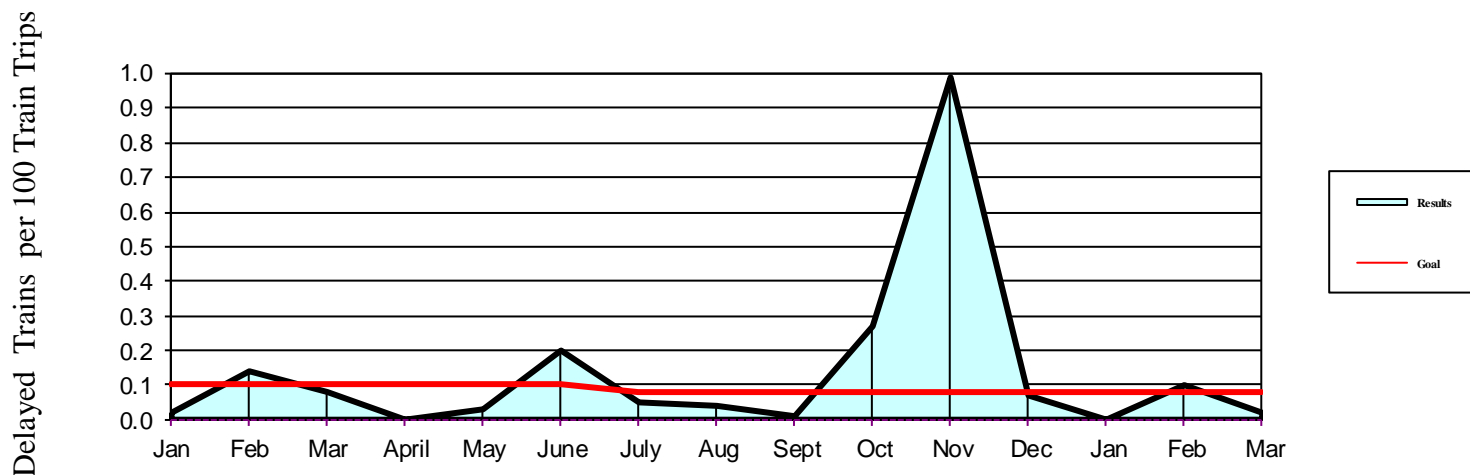
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ 1.65, goal not met
- ✓ Wayside card pack installation program complete
- ✓ 44 new mainline Alstom Switch Machines installed, 16 this quarter
- ✓ Focus area

Computer Control System

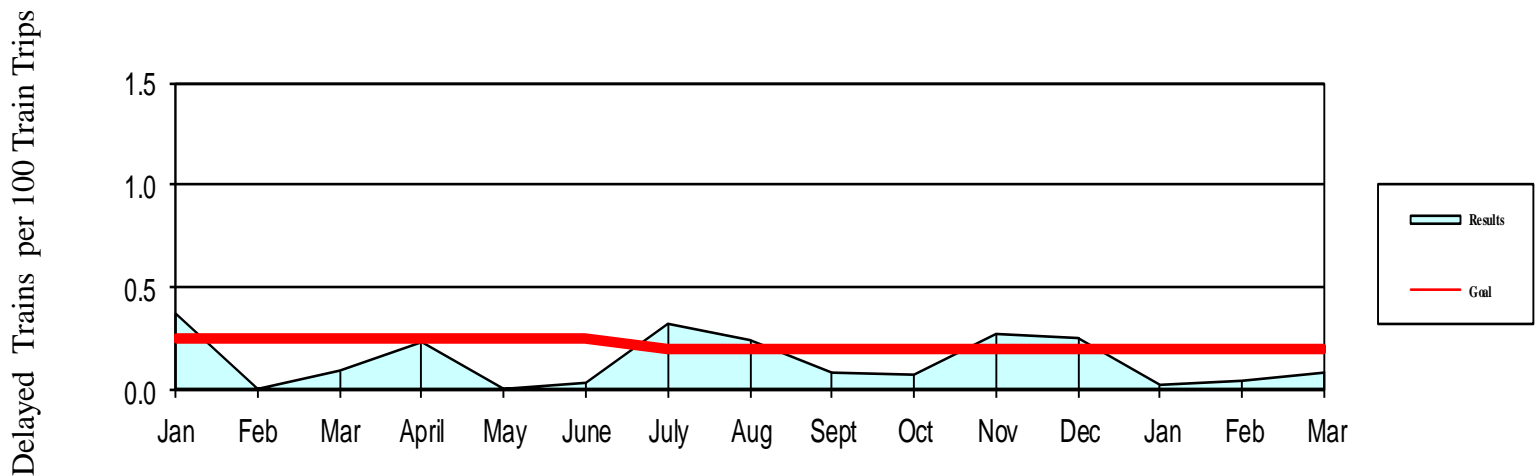
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met, performance improved
- ✓ Emergency procedures for the Warm Springs tunnel developed and implemented in ICS.
- ✓ Significant updates to provide OCC with better information about wayside work as a part of 5/5 GO 175 implementation
- ✓ ICS was run in production on a new server from 1/18/14 to 2/1/14. This was an important milestone for validating new server equipment used in the ICS server replacement project.

Traction Power

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

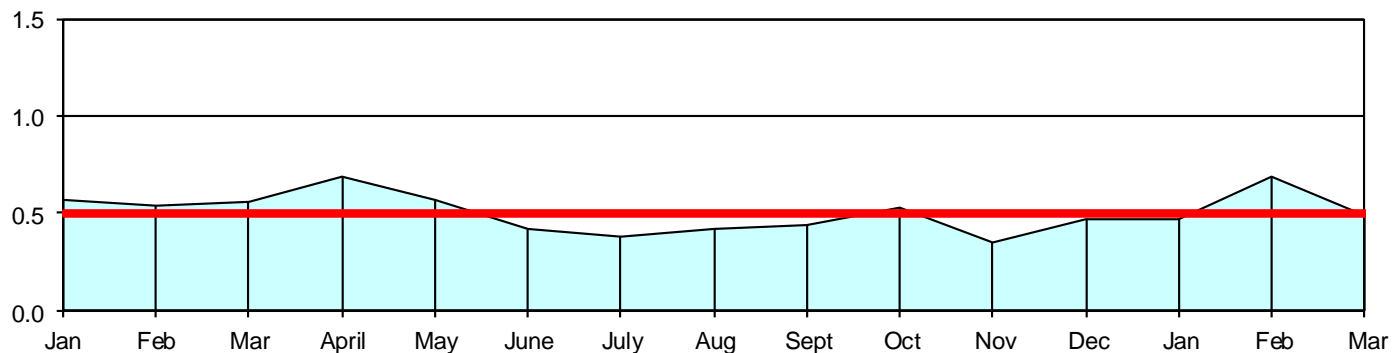


- ✓ 0.05, goal met
- ✓ Continued inspection of coverboard pins during blanket work

Transportation

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

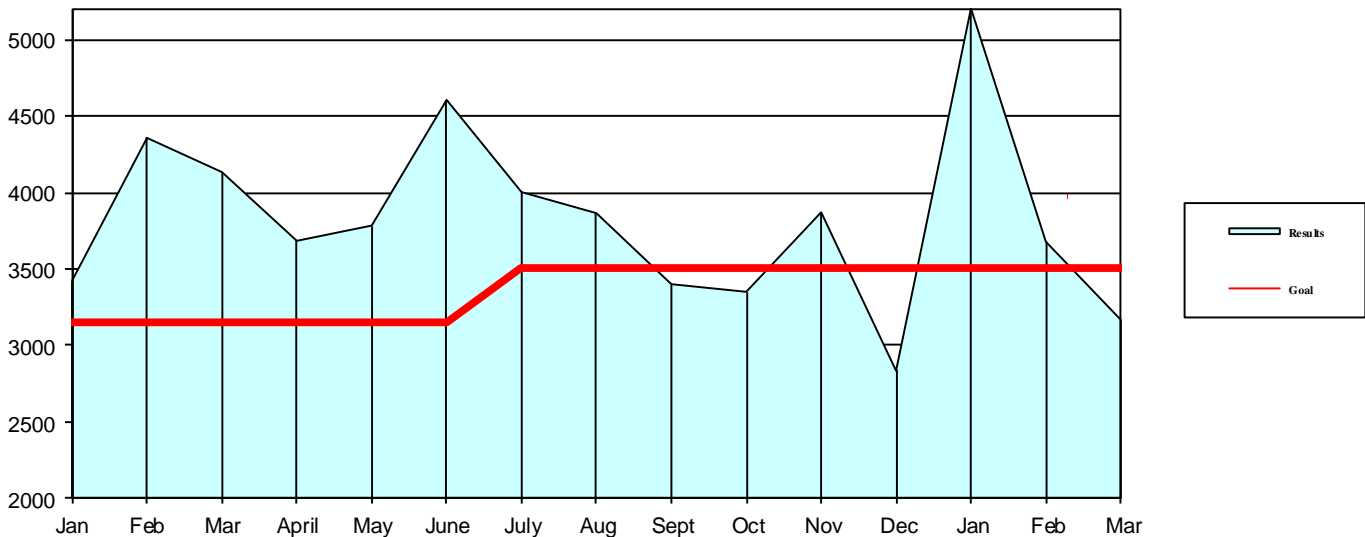
Delayed Trains per 100 Train Trips



- ✓ Quarterly goal not met
- ✓ Monthly goal met January and March
- ✓ Goal missed due to one incident, 2/2 OCC put a train onto cold rail delaying 33 trains

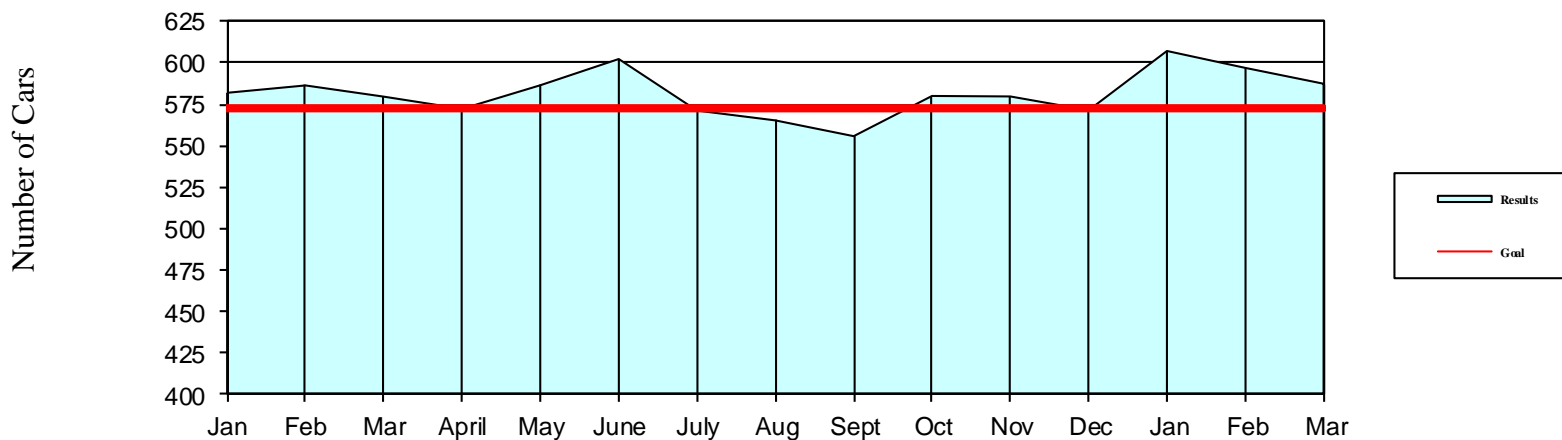
Car Equipment - Reliability

Mean Time Between Failures (Hours)



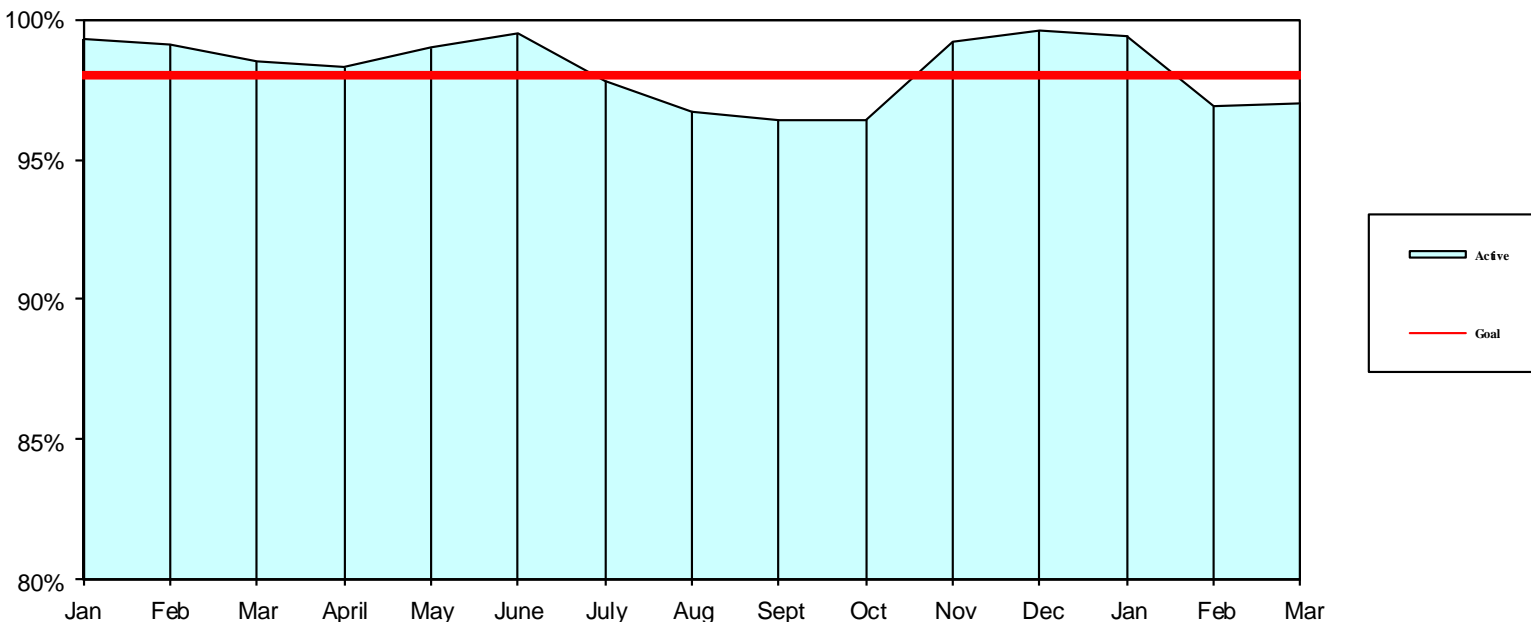
- ✓ 3850, goal met
- ✓ March drop due to propulsion failures (Master Controller Selection Switch), engineering analysis underway

Car Equipment - Availability @ 0400 hours



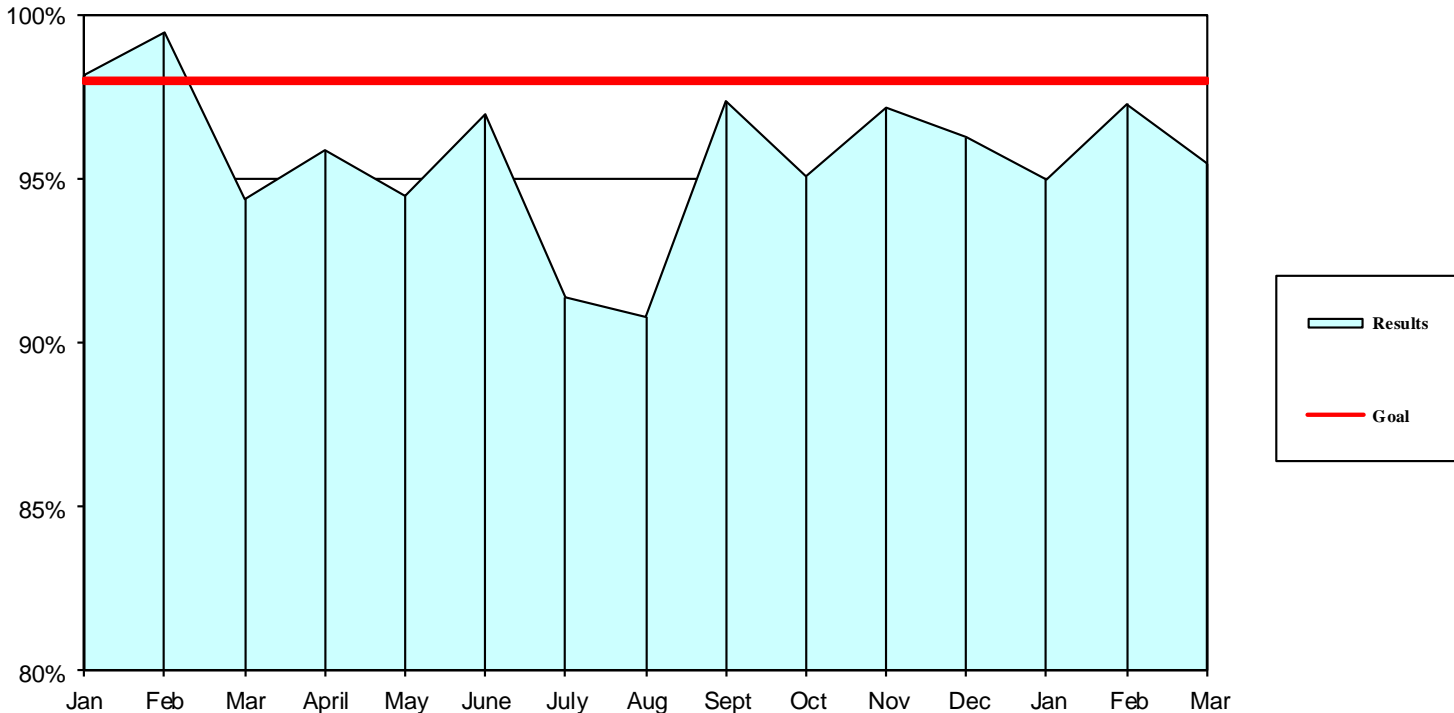
✓ 597, goal met

Elevator Availability - Stations



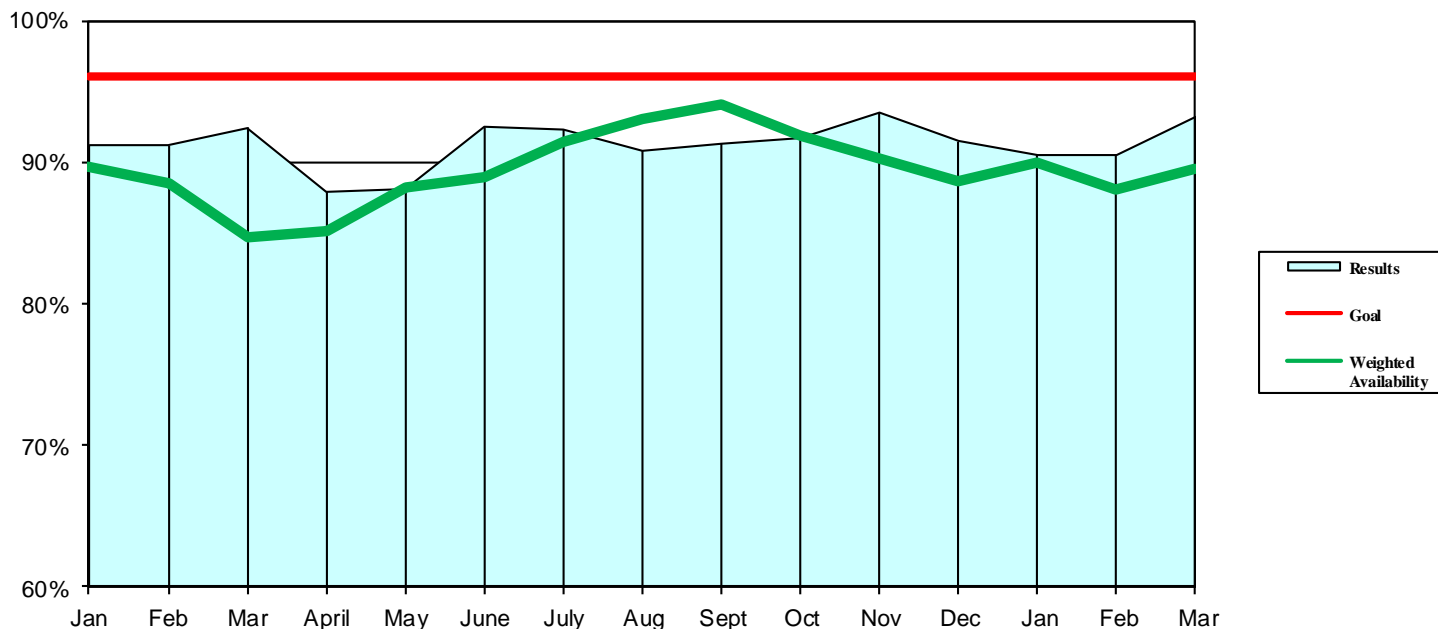
- ✓ 98.00% goal not met, 97.77% availability
- ✓ Goal not met because Union City elevator out of service for 70 days during the quarter:
 - Leak in hydraulic piston that propels the cab
 - Repair further complicated by another leak found in 100'+ supply line between piston and oil reservoir

Elevator Availability - Garage



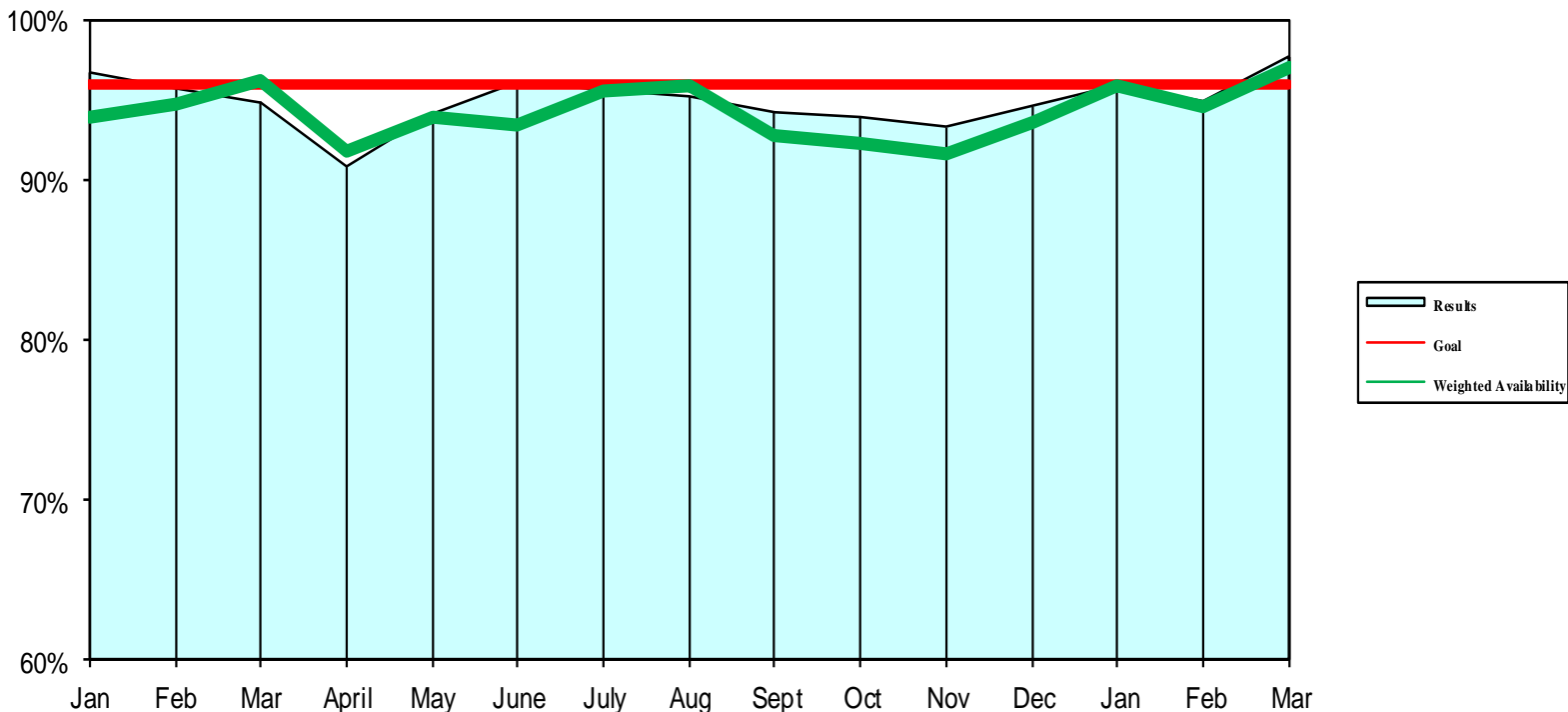
- ✓ 95.93% availability, 98% goal not met
- ✓ Nagging problem at Pleasant Hill where master controller was taking down multiple units, temporarily resolved by keeping elevator with master unit out of service

Escalator Availability - Street



- ✓ 91.40%, 95% goal not met
- ✓ Civic Center - Extended outages (two units) for extensive repairs to major components (escalator chains and related parts)
- ✓ 12th Street - Extended outages (two units) for major repairs (motor refurbishment, gear mechanism rebuild, escalator chains)
- ✓ Colma, Balboa Park, 24th Street, Berkeley – outages for handrail replacements
- ✓ Daly City – Outage for Building Code mandated modification of fire alarm circuitry

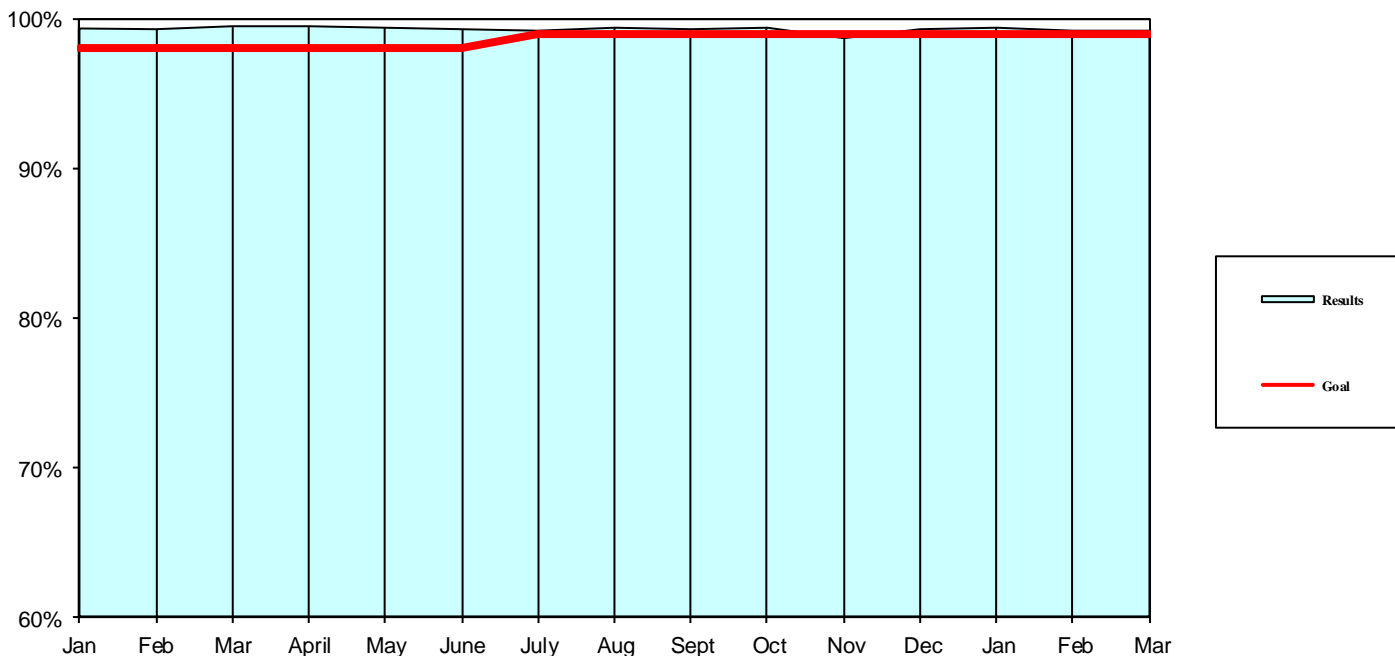
Escalator Availability - Platform



- ✓ 96.27% availability, 96.00% goal met
- ✓ El Cerrito Plaza - Extended outage for repair of major components (escalator step chain replacement, gear mechanism rebuild and refurbishment of miscellaneous parts) – back in service and performing as designed



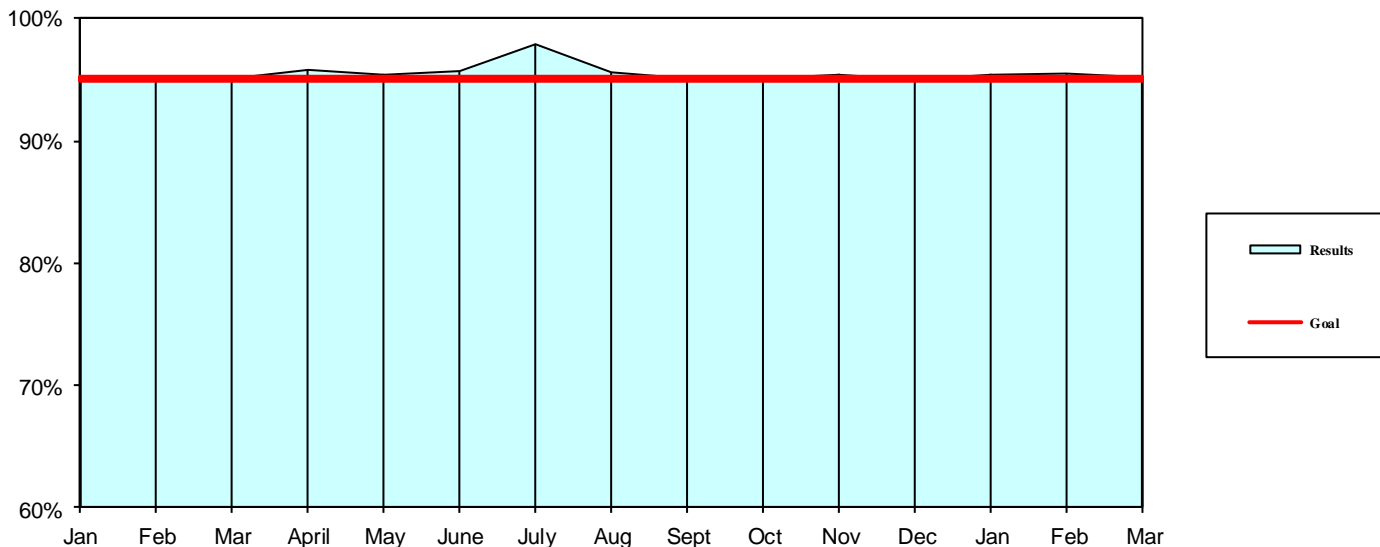
AFC Gate Availability



- ✓ 99.27% availability, 99% goal met
- ✓ Continued solid performance
- ✓ Use E-BART transaction data for PM scheduling



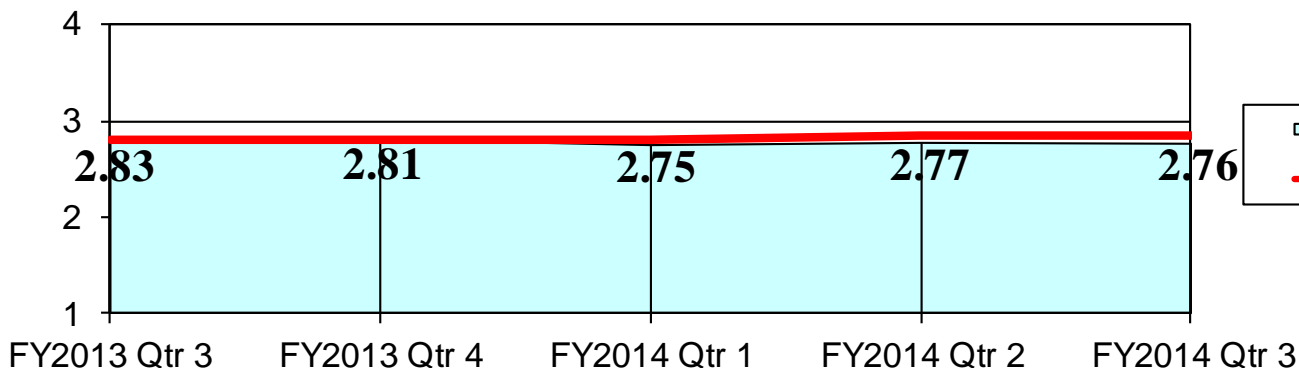
AFC Vendor Availability



- ✓ 95.37%, goal met
- ✓ Availability of Add Fare 98.0%
- ✓ Availability of Add Fare Parking 97.9%
- ✓ Availability of Parking Validation Machines 99.6%
- ✓ Completed Bill-to-Bill Changer CPU replacement project ahead of schedule, initial reliability results good

Environment - Outside Stations

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



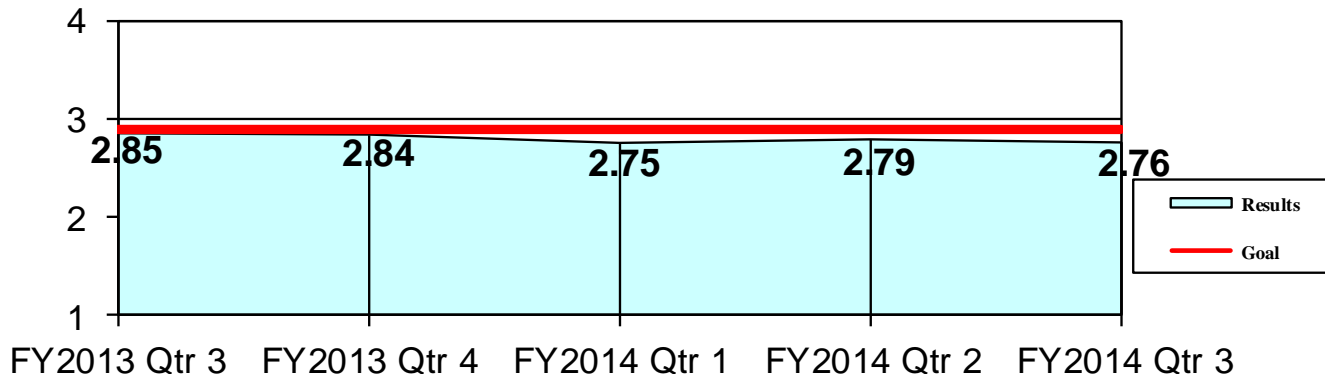
Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.69
BART Parking Lot Cleanliness (25%)	2.96
Appearance of BART Landscaping (25%)	2.70

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 64.6% Parking Lots: 78.0%
 - Landscaping Appearance: 65.3%
- ✓ Grounds Department, in particular, is resource challenged
- ✓ Implementation of FY14 “Station Initiatives – Entrances” should help

Environment - Inside Stations

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



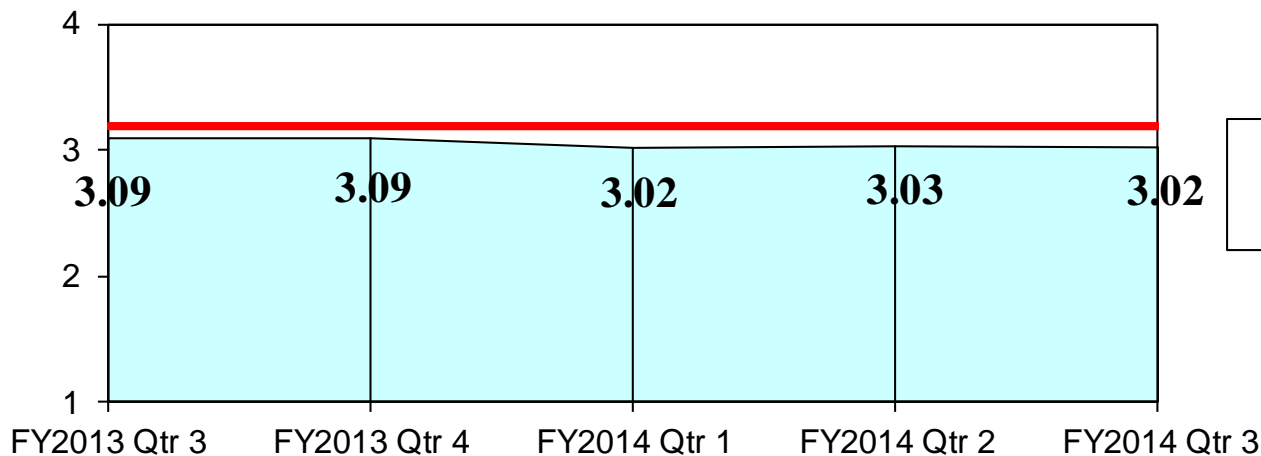
Composite rating for Cleanliness of:	
Station Platform (60%)	2.91
Other Station Areas (20%)	2.71
Restrooms (10%)	2.24
Elevator Cleanliness (10%)	2.48

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Station Platform: 76.3%
 - Other Station Areas: 65.6%
 - Restrooms: 40.7%
 - Elevators: 54.8%
- ✓ Station cleaning staffing still well below levels of 13 years ago
- ✓ Proposed additions in FY15 budget will help slightly
- ✓ Elevator cleanliness focus area



Station Vandalism

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



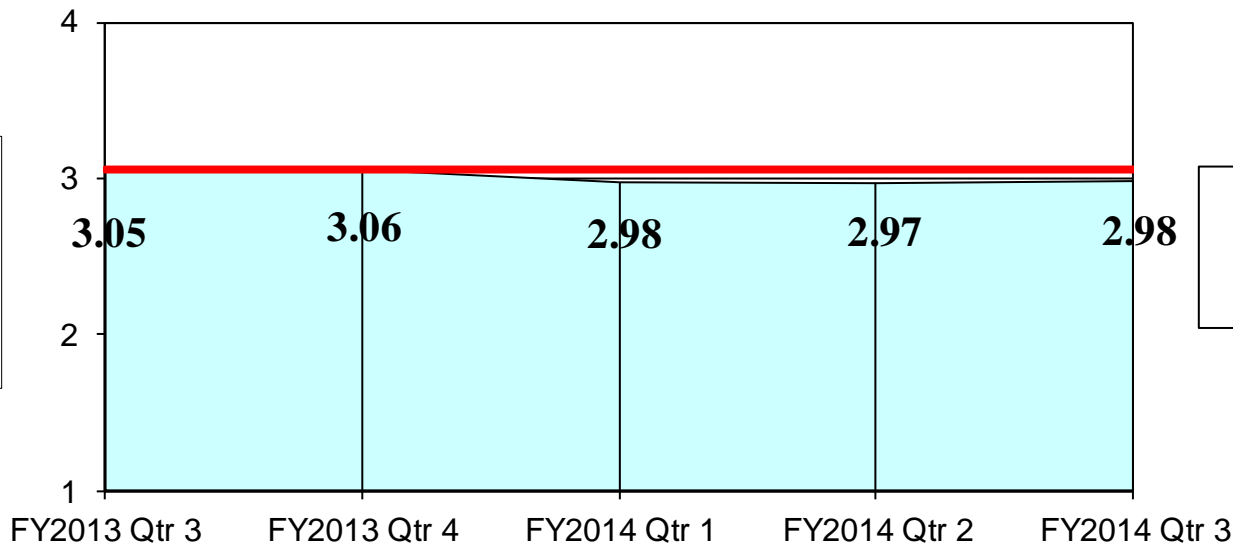
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 4 of 5 people 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:

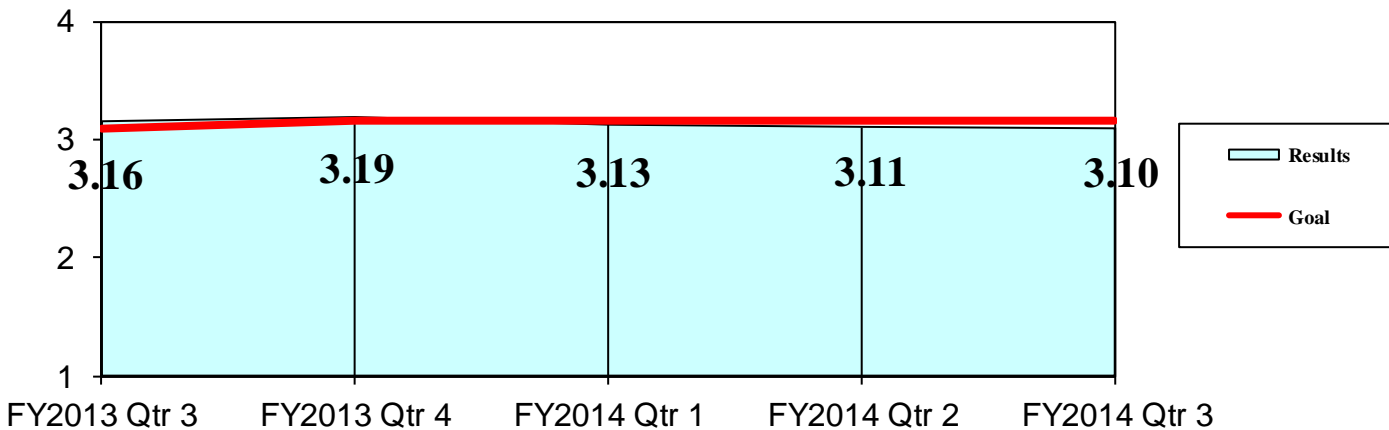
Station Agent Availability (65%)	2.95
Brochures Availability (35%)	3.05

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 Station Agents: 77.3% Brochures: 81.8%



Train P.A. Announcements

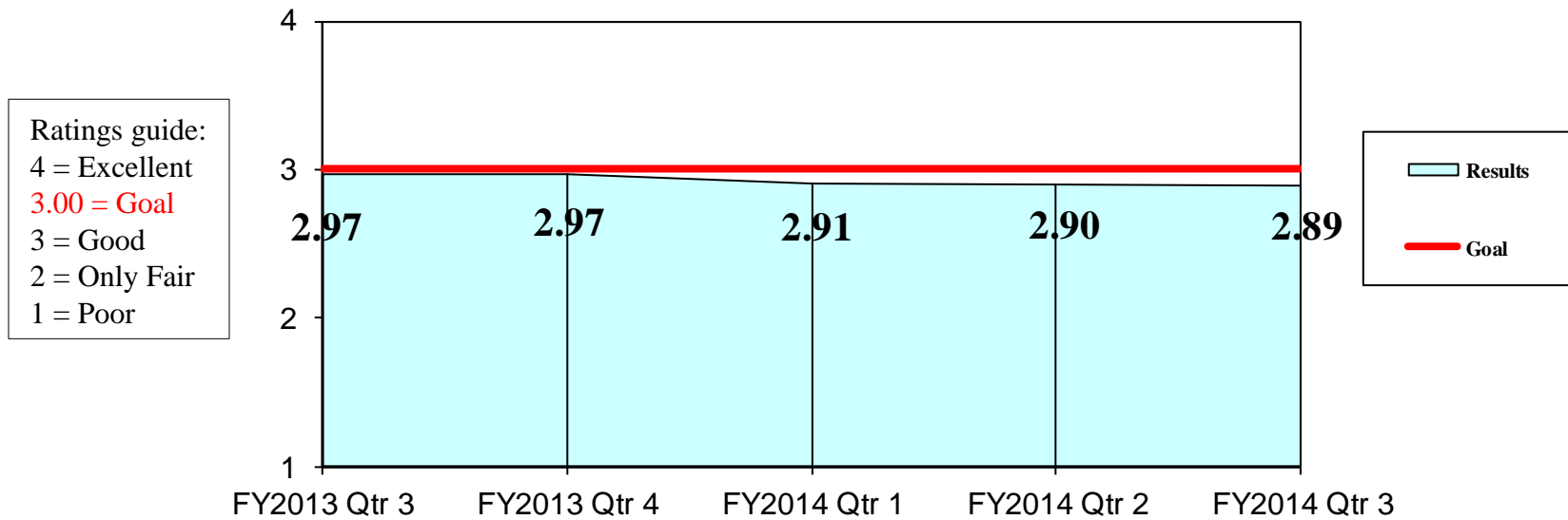
Ratings guide:
 4 = Excellent
 3.17 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.07
P.A. Transfer Announcements (33%)	3.01
P.A. Destination Announcements (33%)	3.21

- ✓ New, higher FY14 goal not met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 78.7%
 - Transfers: 76.8%
 - Destinations: 84.2%

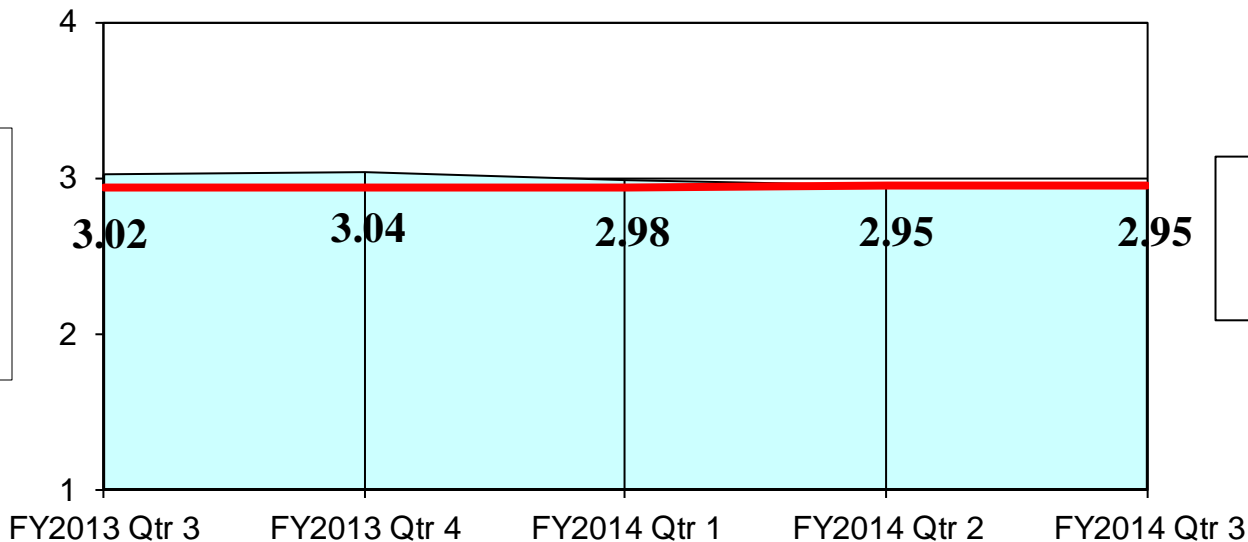
Train Exterior Appearance



- ✓ Goal not met
- ✓ 76.0% of those surveyed ranked this category as either Excellent or Good
- ✓ Scaled back washing frequency due to drought

Train Interior Cleanliness

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

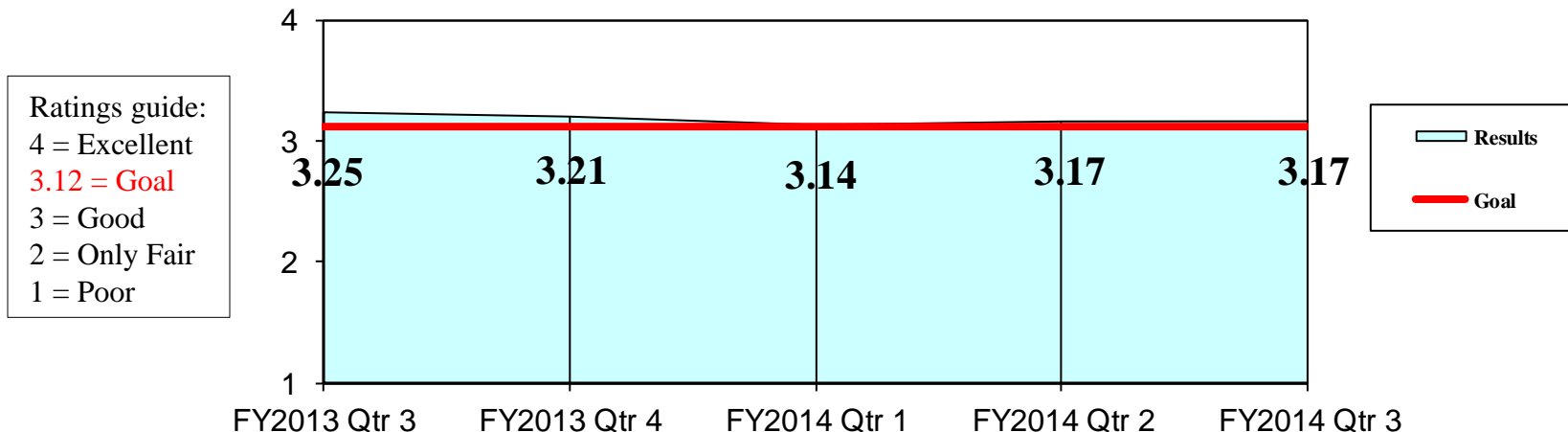


Composite rating of:	
Train interior cleanliness (60%)	2.68
Train interior kept free of graffiti (40%)	3.37

- ✓ Goal met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 62.1% Graffiti-free: 91.8%
- ✓ Moving forward to finish seat and floor programs



Train Temperature

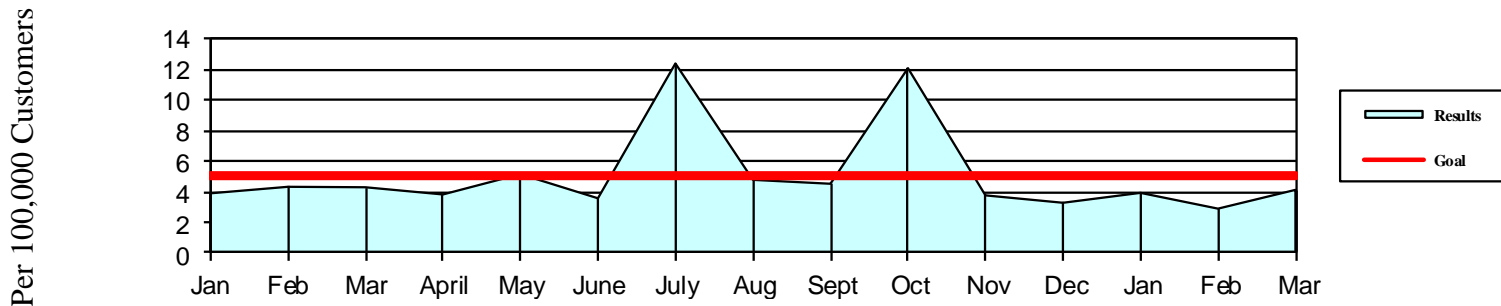


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 86.0% of those surveyed ranked this category as either Excellent or Good
- ✓ C cars fail during hot weather, mod program has restarted (2-3 cars per week), Concord fleet nearly complete

Customer Complaints

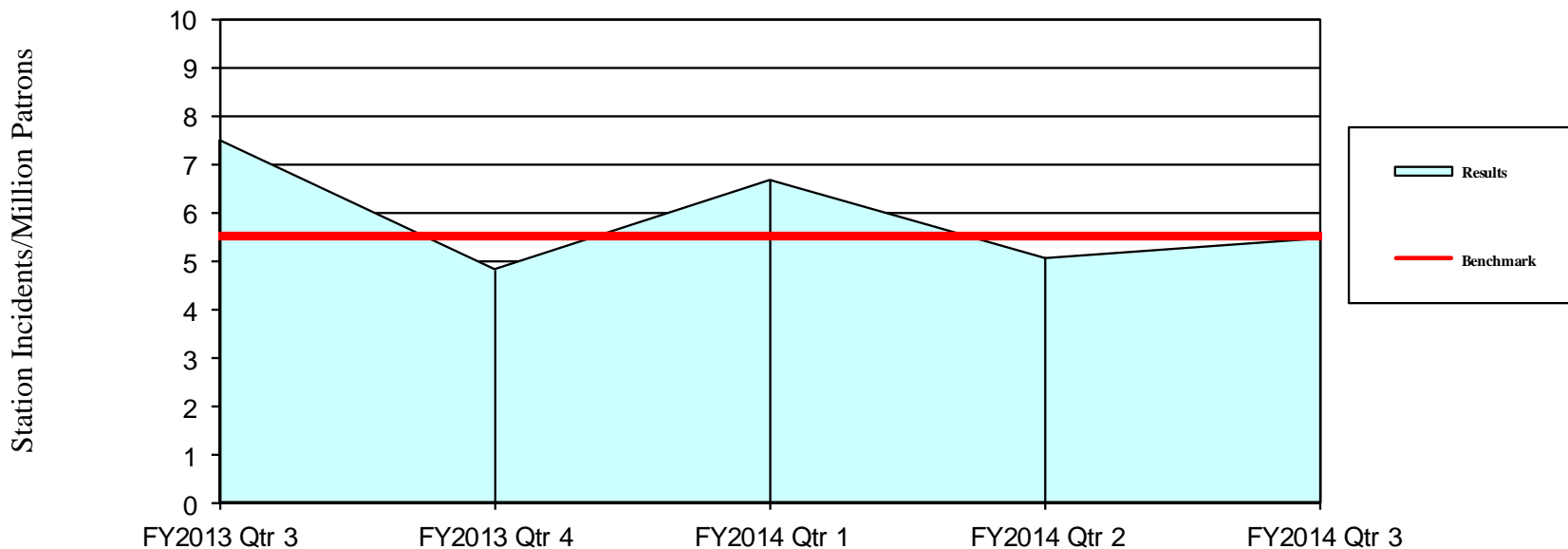
Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints decreased 776 (43.4%) from last quarter, down 171 (14.5%) when compared with FY 13, third quarter, largely due to fewer complaints about negotiations
- ✓ Service, Personnel, Policies, Announcements, Escalator complaints down
- ✓ M&E, Station & Train Cleanliness, Train complaints up
- ✓ “Compliments” rose to 94 from last quarter’s 89



Patron Safety: Station Incidents per Million Patrons

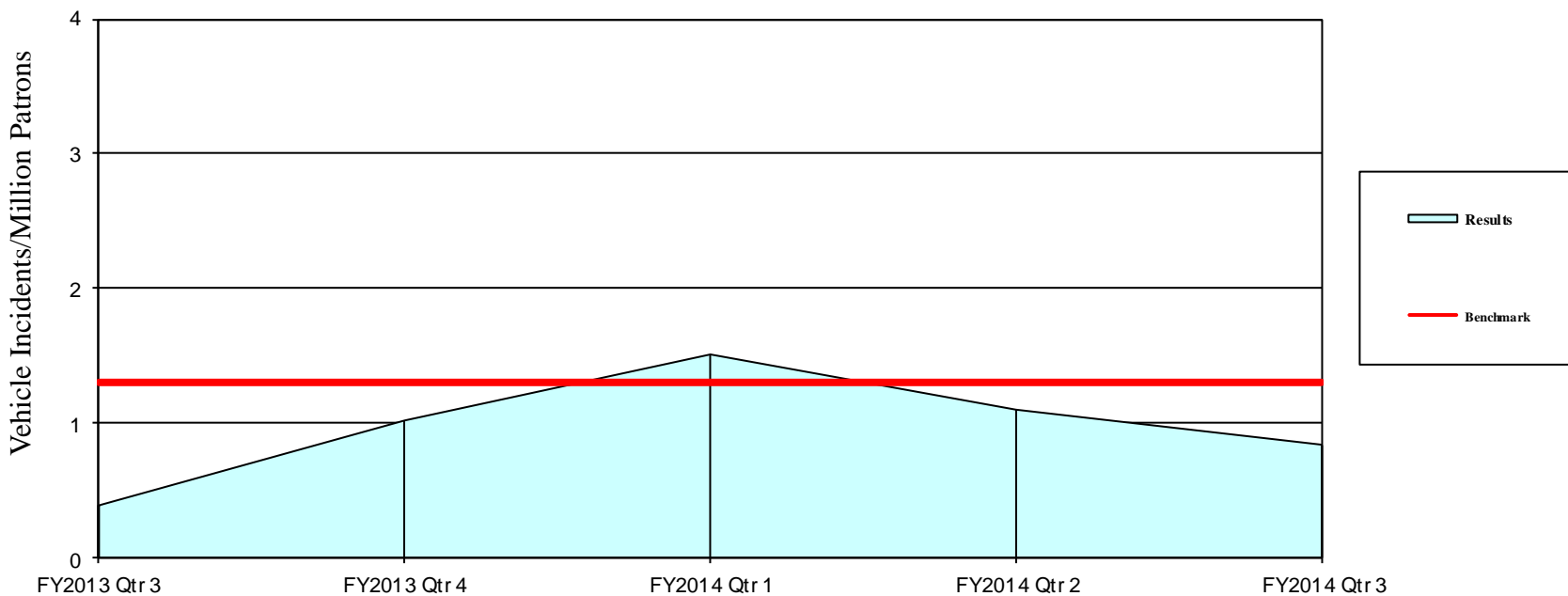


✓ Goal met



Patron Safety

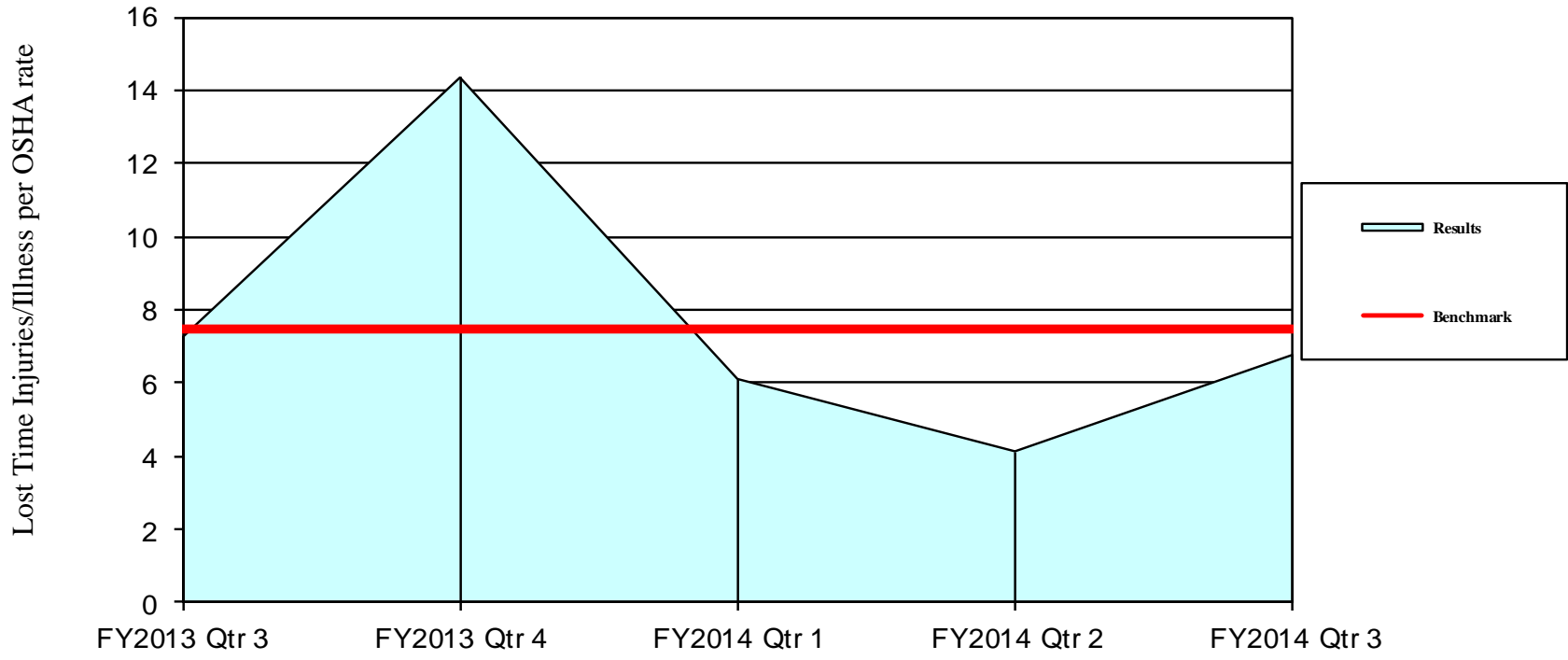
Vehicle Incidents per Million Patrons



✓ Goal met



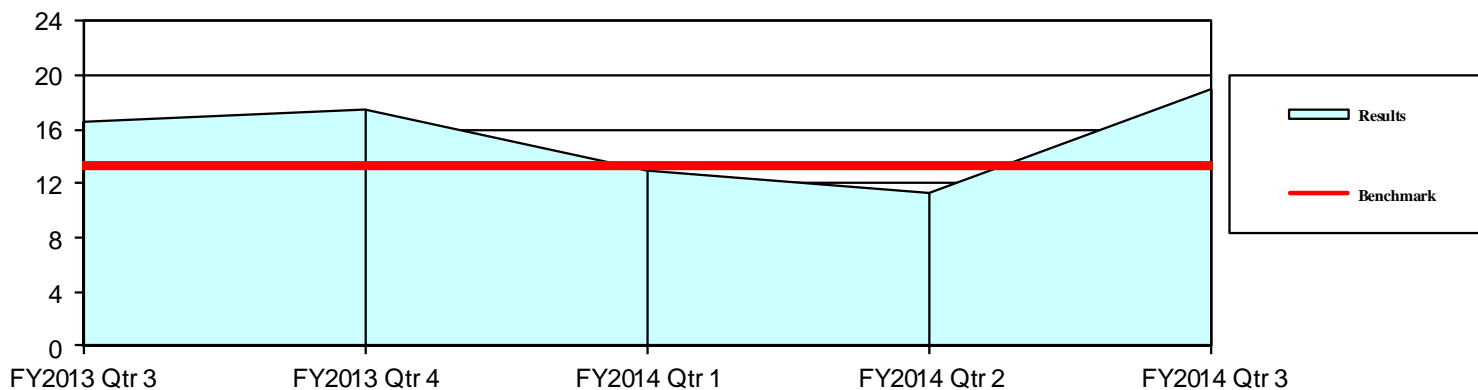
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met

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

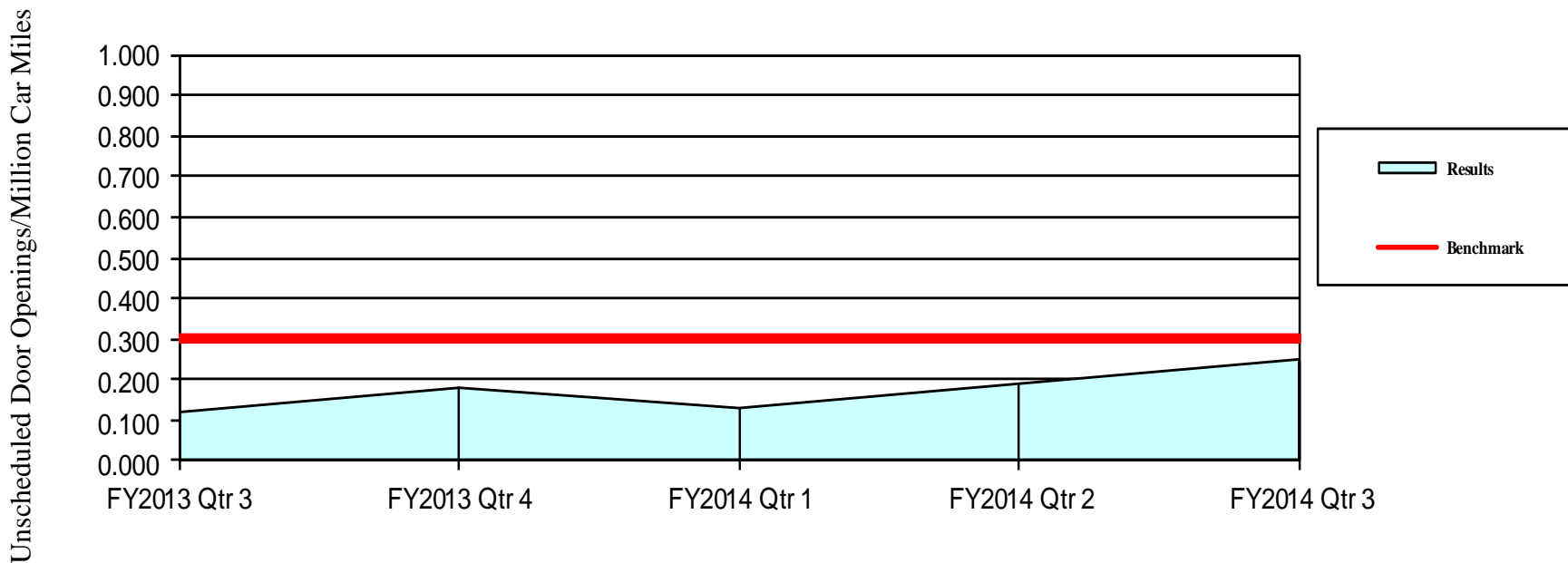
OSHA Recordable Injuries/Illnesses/OSHA rate



- ✓ Sprains, strains and emotional injuries were the most numerous injury types.



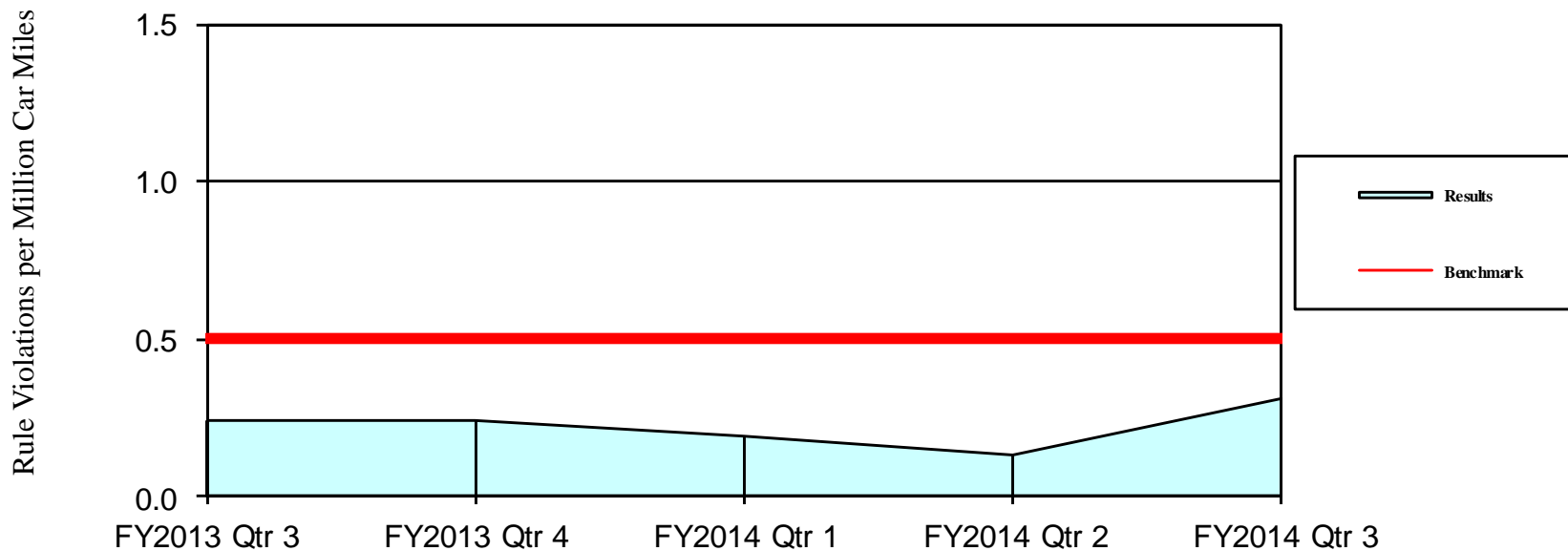
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met

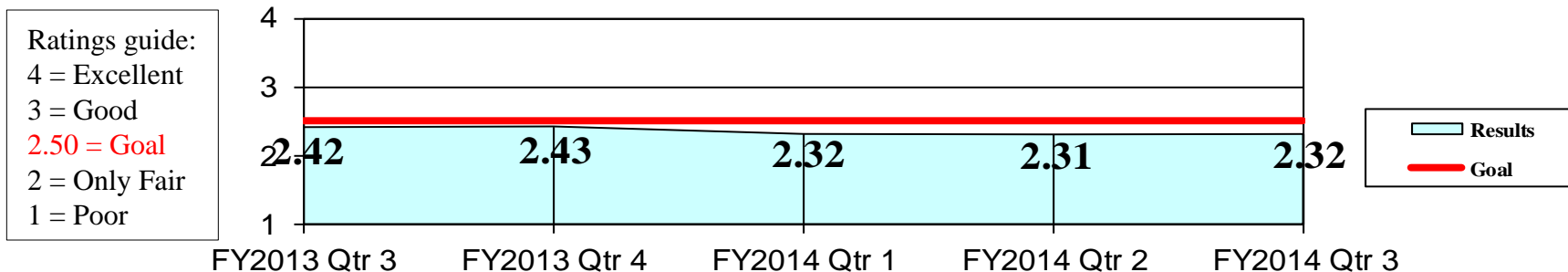


Operating Safety: Rule Violations per Million Car Miles



✓ Goal met

BART Police Presence

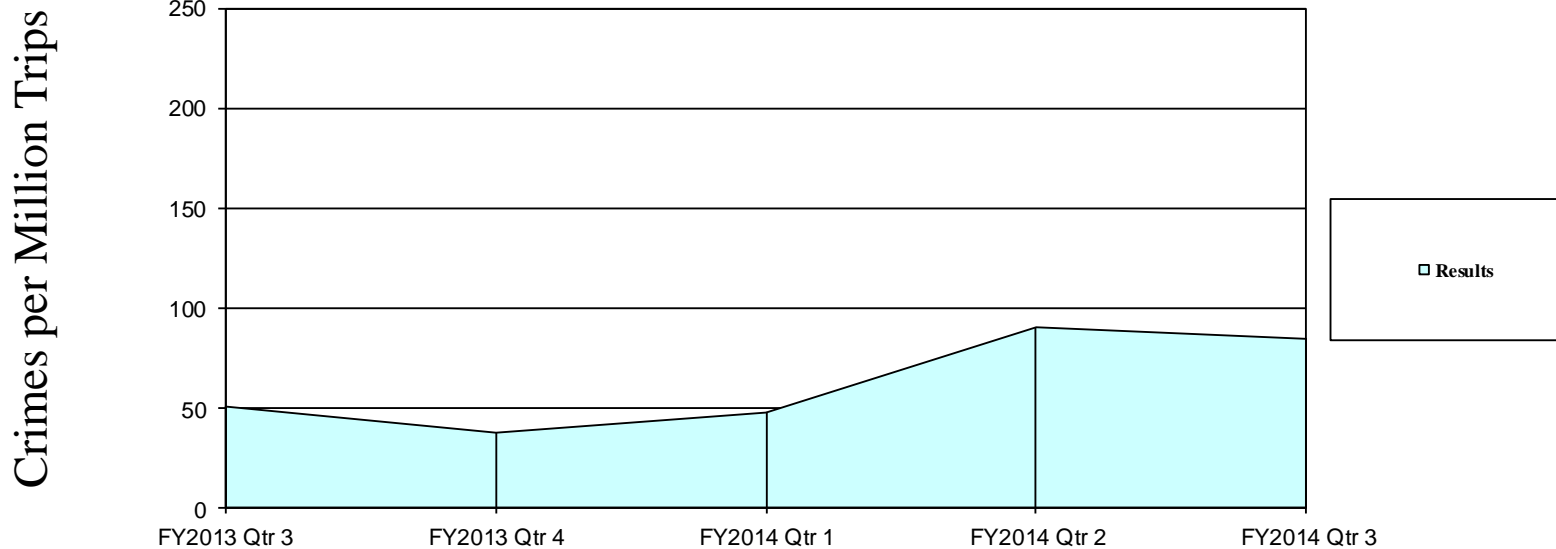


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.31
Parking Lots and Garages (33%)	2.37
Trains (33%)	2.27

- ✓ Goal not met
- ✓ Police Presence ratings of either Excellent or Good:
 - Stations: 44.5%
 - Trains: 41.6%
 - Parking Lots/Garages: 48.4%



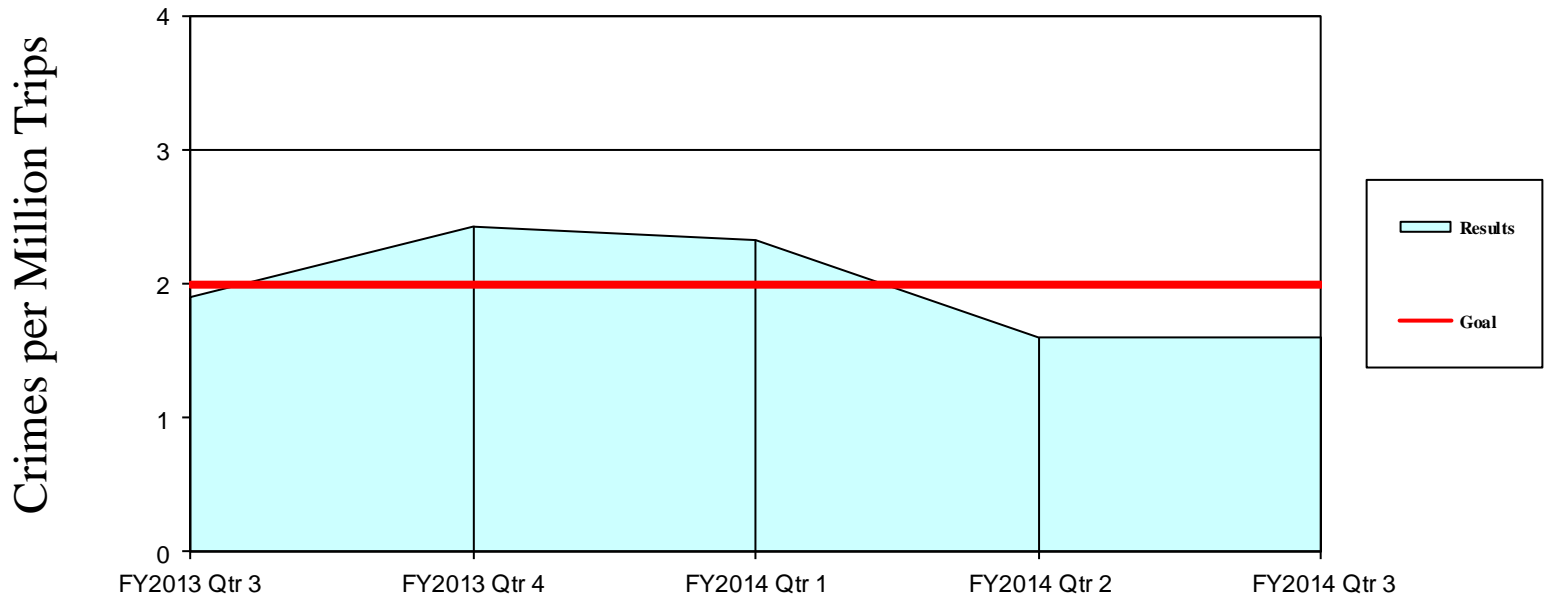
Quality of Life*



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

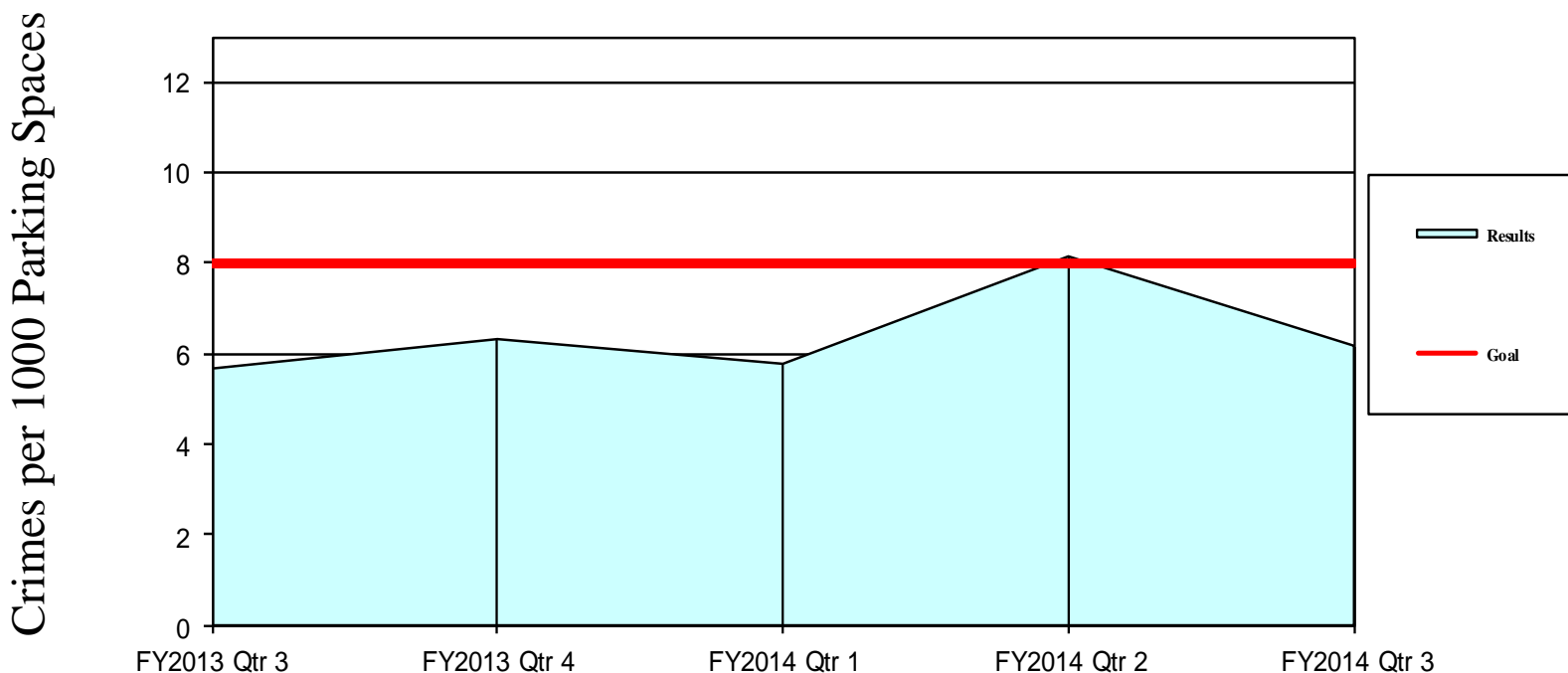
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



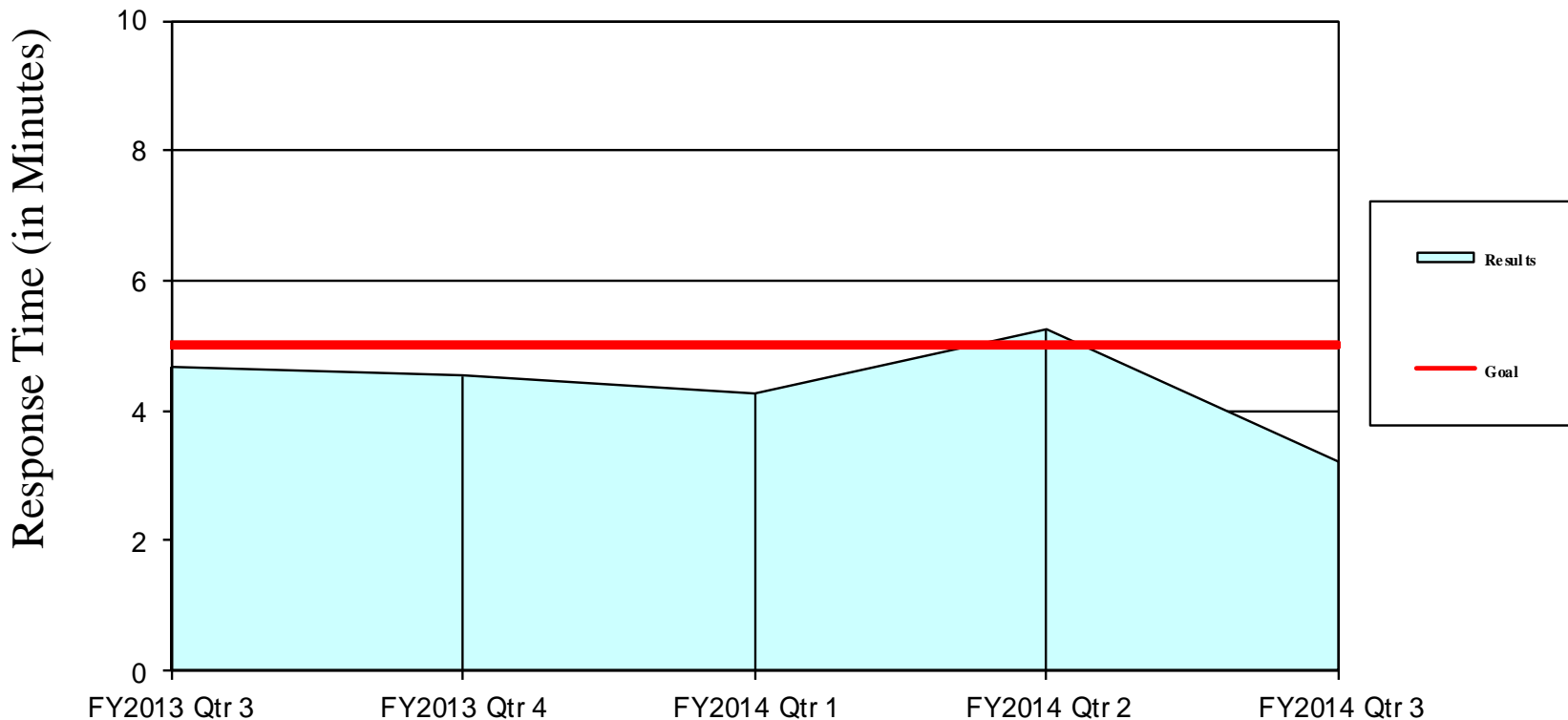
- ✓ Goal met
- ✓ Crimes against persons is about equal to the last quarter, and down from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



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

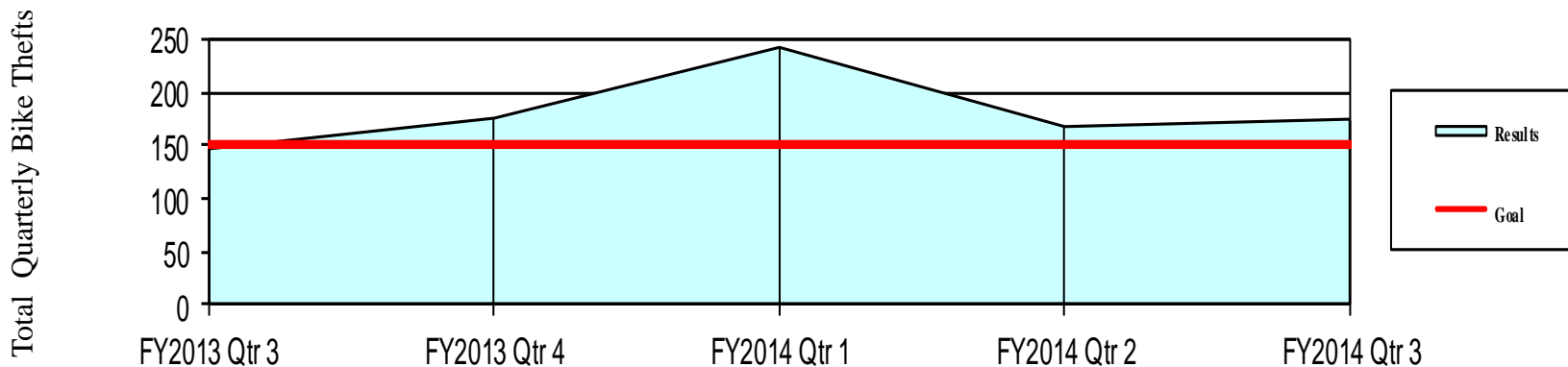
Average Emergency Response Time



✓ The Average Emergency Response Time goal was met.



Bike Theft



- ✓ Goal not met
- ✓ 175 bike thefts for current quarter, up 7 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.