## KPI Grouping

### Service Performance

#### Service Delivery

**Capacity**
- Weekday - Average Ridership
- Dispatches Operated
- Passenger Loading

**Punctuality**
- On-time – Customer
  - Daily / Peak
- On-time – Train
  - Daily / Peak
- Timed Train Meets - K-Line

#### Railway Asset Availability

**Wayside**
- Wayside - Train Control Systems
  - Wayside Train Control System
  - Control System
- Wayside - Railway Systems
  - Track
  - Traction Power

**Revenue Fleet**
- Revenue Fleet - Fleet Reliability
  - 4 AM - Car Availability
  - Vehicle MTBSD - (Hours)

**Operations**
- Transportation Staffing

**Stations**
- Availability – Elevators
- Availability – Escalators
- Availability – Fare Collection

#### Customer Experience

**Customer Service**
- Customer Service
  - Overall Customer Satisfaction
  - Station Agent Customer Service
  - Complaints

**Environment**
- Environment – Stations
  - Outside
  - Inside
- Environment – Trains
  - Cleanliness
  - Temperature
- Environment – Code of Conduct
  - Gender Based Harassment
  - Fare Evasion

#### Safety and Security

**Safety**
- Safety – Passenger
  - Station Incidents
  - Vehicle Incidents
- Safety – Employee
  - Lost Time Injuries
  - OSHA Recordable Injuries
- Safety – Violations
  - Unscheduled Door Openings
  - OSHA Recordable Injuries

**Security**
- Police Coverage
  - BPD Presence
  - BPD Response Time
- Crime – Against Person
- Crime – Burglary
  - Bike Thefts
  - Auto Burglaries
  - Auto Thefts
- Progressive Policing
Summary – Service Delivery

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All-Day</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekday - Average Ridership</td>
<td>154,467</td>
<td>204,980</td>
<td>7.04%</td>
</tr>
<tr>
<td>Trains On-Time - Daily</td>
<td>77.0%</td>
<td>91.0%</td>
<td>37.00%</td>
</tr>
<tr>
<td>Customers On-Time - Daily</td>
<td>91.0%</td>
<td>94.0%</td>
<td>12.11%</td>
</tr>
<tr>
<td><strong>Peak</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trains On-Time - Peak</td>
<td>77.2%</td>
<td></td>
<td>46.48%</td>
</tr>
<tr>
<td>Customers On-Time - Peak</td>
<td>91.1%</td>
<td></td>
<td>22.69%</td>
</tr>
</tbody>
</table>

Gray arrows represent change from the previous quarter for metrics which do not have an established goal.
Service Delivery – Delay Incident Detail

10660 Delayed Trains Caused by Incidents

- External 78%
  - Societal 39%
  - State of Good Repair 18%
  - Other 39%
- Internal 22%
  - Cancellations 4%
  - Operations 23%
  - Vehicle 65%
  - Wayside 72%
  - Intrusion 28%
  - Police and Security 31%
  - Car Shortage 31%
  - Staffing Shortage 69%
  - Congestion 19%
  - Miscellaneous 15%
  - Passenger 25%
  - Weather 41%

Trains Delayed - Top Ten Single Incidents

- 5/2/2023, Weather, 404
- 5/3/2023, Weather, 382
- 4/7/2023, Weather, 347
- 5/8/2023, Weather, 192
- 6/7/2023, Intrusion, 153
- 4/6/2023, Intrusion, 129
- 6/20/2023, PG&E Outage, 127
- 6/6/2023, Weather, 111
- 4/26/2023, BPD, 108
- 6/13/2023, PG&E Outage, 108

Top ten incidents = 19.23% of delayed trains

Trains Delayed by Month

- Q1 Q2 Q3 Q4
- Cancellations 4%
- State of Good Repair 18%
- Other 39%
- Societal 39%
- Operations 23%
- Vehicle 65%
- Wayside 72%
- Intrusion 28%
- Police and Security 31%
- Car Shortage 31%
- Staffing Shortage 69%
- Congestion 19%
- Miscellaneous 15%
- Passenger 25%
- Weather 41%

SAN FRANCISCO BAY AREA RAPID TRANSIT
Capacity – Ridership

- Ridership below budgeted goal

**Average Ridership - Weekday**

**Comparison of June Ridership by Day of Week**

**Weekday Hourly System Activity**

- Ridership below budgeted goal
Capacity – Dispatches Operated

- Missed Dispatches are scheduled trains that did not run OR partial runs that were not able to dispatch from origin
- Missed dispatches due to staffing shortage continue to decrease

% of Scheduled Dispatches Missed by Cause

Scheduled Runs Dispatched from Origin

Hourly Scheduled Runs Dispatched from Origin
Capacity – Passenger Loading

Passenger Load per Car for Top 5 Crowded Weekday Trains

Average Hourly Weekday Passenger Load per Car by Line

Legend
- Maximum of Top 5*
- 75th Percentile
- Median
- 25th Percentile
- Minimum of Top 5*

*Maximum & Minimum Values of Top 5 Crowded Trains with outliers removed

**Typical Busiest Trains by Route**
Punctuality – Trains On-Time

### TOT - Daily

- Trains On-Time - Daily

- Estimate of Late Trains by Incident Cause (EOL)

- Police and Security, 28%
- Wayside, 11%
- Intrusion, 11%
- Congestion, 8%
- Passenger, 10%
- Vehicle, 4%
- Miscell., 6%

- Goal
- Weather, 16%
- Intrusion, 11%
- Congestion, 8%
- Passenger, 10%
- Vehicle, 4%
- Miscell., 6%
Punctuality – Customer On-Time

**Customer On-Time - Daily**

- **Goal**
  - 50%
  - 60%
  - 70%
  - 80%
  - 90%
  - 100%

**Customer On-Time - Peak**

- **Daily POT**
- **Goal**

Graphs show the percentage of on-time trains from April to June.
Punctuality – Timed Train Meets

- A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point.
- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows:
  - Northbound trains meet at 19th Street
  - Southbound trains meet at MacArthur
## Summary – Railway Asset Availability

### Wayside Equipment

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track</td>
<td>0.11</td>
<td>0.30</td>
<td>(1000.00%)</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.62</td>
<td>1.00</td>
<td>24.89%</td>
</tr>
<tr>
<td>Wayside Train Control System</td>
<td>0.95</td>
<td>1.30</td>
<td>44.11%</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.30</td>
<td>0.30</td>
<td>(256.00%)</td>
</tr>
<tr>
<td>Transportation</td>
<td>1.02</td>
<td>0.50</td>
<td>44.05%</td>
</tr>
</tbody>
</table>

### Revenue Vehicle

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle MTBSD - (Hours)</td>
<td>8844</td>
<td>6500</td>
<td>8.06%</td>
</tr>
<tr>
<td>4 AM - Car Availability</td>
<td>696</td>
<td>629</td>
<td>6.74%</td>
</tr>
<tr>
<td>DMU - MDBF (Miles)</td>
<td>31003</td>
<td>20000</td>
<td>(66.80%)</td>
</tr>
</tbody>
</table>

### Station Equipment

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevators in Service - Station</td>
<td>98.7%</td>
<td>98.0%</td>
<td>0.41%</td>
</tr>
<tr>
<td>Elevators in Service - Garage</td>
<td>99.8%</td>
<td>97.0%</td>
<td>0.98%</td>
</tr>
<tr>
<td>Escalators in Service - Street</td>
<td>95.6%</td>
<td>93.0%</td>
<td>4.19%</td>
</tr>
<tr>
<td>Escalators in Service - Platform</td>
<td>97.2%</td>
<td>96.0%</td>
<td>0.65%</td>
</tr>
<tr>
<td>Automatic Fare Collection - Gates</td>
<td>99.4%</td>
<td>98.0%</td>
<td>0.58%</td>
</tr>
<tr>
<td>Automatic Fare Collection - Vendors</td>
<td>99.2%</td>
<td>95.0%</td>
<td>0.57%</td>
</tr>
</tbody>
</table>
Railway Asset Availability

Breakdown of 1851 Trains Delayed due to Railway Asset Unavailability

Wayside, 65%
Vehicle, 23%
Operations, 12%
Breakdown of 1028 Delayed Trains Attributed to Wayside Equipment

- **Train Control System**
  - F.O, 257
  - Routing, 234

- **Traction Power System**
  - Coverboard, 173
  - Third Rail, 154

- **Computer Control System**
  - Computers, 76
  - Data Comm, 76

- **Track System**
  - Track, 58

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**Wayside Train Control System**

**Traction Power System**

**Wayside Computer Control System**
Revenue Fleet – Reliability

Breakdown of Delayed Trains by Vehicle System

- ATO/VATC, 106
- Propulsion, 72
- Aux. Elec., 51
- Door, 49
- Wheels, 18

Mean Time Between Service Delays

- FOTF: Mean Time Between Service Delays
- Legacy: Mean Time Between Service Delays

- Goal: Mean Time Between Service Delays

Car Availability at 4 AM

- Results: Number of Cars
- Goal: Number of Cars

Mean Time Between Service Delays

- Results: Mean Time Between Service Delays
- Goal: Mean Time Between Service Delays
Operations - Transportation

- Train delays due to staff shortages have declined significantly as recruitment of Train Operators continues
- Recruiting of Train Operators, Rail Controllers, and Foreworkers remains the highest priority for Operations

Operations

![Graph showing the number of delayed trains per 100 train trips from April to June. The graph indicates a decline in delays from May to June.]

- **Results**
- **Goal**
Outlook – Transportation Staffing

• Train Operators
  • On pace to reach **full-staffing in late 2023**
  • Three classes underway – on-going into Fall

• Station Agents
  • Will reach **full-staffing** as current classes graduate
  • Continued but slowing pace of recruiting

• Rail Controllers
  • Five Rail Controllers in training during this quarter

• Foreworkers
  • Hiring is a **priority for 2023/2024**
  • Twenty Foreworkers in training
Station Equipment – Elevator Availability

Station Elevator
- Goal met

Garage Elevator
- Goal met

*E-line Elevator and Escalator are included
Station Equipment – Escalator Availability

Street Escalator
• Goal met

Platform Escalator
• Goal met
Gate Availability
- Goal met

Vendor Availability
- Goal met
## Summary – Customer Experience

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Experience</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Customer Satisfaction</td>
<td>73%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Station Agent Customer Service</td>
<td>3.9</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>23.1</td>
<td>1.12%</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Train Environment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Train Temperature</td>
<td>4.1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>3.7</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Station Environment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>3.5</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>3.5</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Code of Conduct</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender Based Harassment</td>
<td>9%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>25.1%</td>
<td>8.39%</td>
<td></td>
</tr>
</tbody>
</table>

▲ Gray arrows represent change from the previous quarter for metrics which do not have an established goal
Customer Service - Experience

Overall Customer Satisfaction

*Overall, how satisfied are you with the services provided by BART?*

Station Agent Customer Service

*Customer service from Station Agent (if used today)*

- **Mean (Average):** Updated 5-Point Scale
  - FY23 Q3: 3.9
  - FY23 Q4: 3.9

- **% of Top-2-box:**
  - FY22 Q4: 60%
  - FY23 Q1: 65%
  - FY23 Q2: 70%
  - FY23 Q3: 75%
  - FY23 Q4: 80%

- **% of Passenger Ratings of “Excellent” or “Good”**
  - FY22 Q3: 80%
  - FY22 Q4: 75%
  - FY23 Q1: 70%
  - FY23 Q2: 75%
Customer Service – Cases by Type

Breakdown of 5144 Inquiry Cases

Inquiry, 2193

Complaint, 2640

Comment, 175

Compliment

Inquiry Cases – FY23 Q4

Compliment Cases – FY23 Q4

Apps | Parking | General | Clipper | Transit Information

Personnel - S/A | Personnel - Other | Personnel - T/O | Station Facilities | Compliments Misc.
Customer Service – Complaint Cases

Breakdown of 2615 Complaint Cases

Customer Complaints

FY23 Q4 Trending Customer Complaints
Environment Outside Station

- This is a composite score which incorporates the appearance of BART landscaping, walkways, and entry plaza (67%), and the cleanliness of the parking lot (33%).

Environment Inside Station

- This is a composite score which incorporates the appearance of the platform (40%), concourse (25%), escalator (10%), stairwells (7.5%), elevator (10%), and restroom (7.5%).

Data acquired from PES Survey
Customer Rating – Interior Cleanliness

- This is a composite score which incorporates the appearance of the train interior (60%), and the appearance of any graffiti on the train (40%).

Data acquired from PES Survey
Environment – Code of Conduct

Gender Based Harassment

Have you experienced gender-based sexual harassment at BART in the last six months?

Fare Evasion

Did you see anyone enter or exit the Station without paying their fare today?

Data acquired from PES Survey
### Summary – Safety and Security

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q4</th>
<th>Goal</th>
<th>Change from FY23 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.42</td>
<td>0.6</td>
<td>35.38%</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.45</td>
<td>0.2</td>
<td>(2.27%)</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.27</td>
<td>0.25</td>
<td></td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>1.41</td>
<td>2</td>
<td>4.72%</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>12.81</td>
<td>12</td>
<td>6.15%</td>
</tr>
<tr>
<td>Lost Time Injuries/Illnesses/Per OSHA</td>
<td>7.81</td>
<td>6.5</td>
<td>1.38%</td>
</tr>
</tbody>
</table>

**Safety**

- Vehicle Incidents/Million Patrons: Improved by 35.38%
- Unscheduled Door Openings/Million Car Miles: Improved by 2.27%
- Rule Violations Summary/Million Car Miles: Met goal
- Station Incidents/Million Patrons: Met goal
- OSHA-Recordable Injuries/Illnesses/Per OSHA: Met goal
- Lost Time Injuries/Illnesses/Per OSHA: Met goal

**Security**

- Police Response Time per Emergency Incident: Met goal
- Bike Thefts: Met goal
- Auto Thefts/1,000 Parking Spaces: Met goal
- Auto Burglaries/1,000 Parking Spaces: Met goal
- BART Police Presence: Met goal
- Crimes Against Persons/Million Riders: Met goal

**Goal Met:** 33%

**Goal Not Met <5%:** 67%
Safety – Passenger

Station Incidents

Breakdown of 17 Station Incidents

- Escalator, 11
- Platform, 1
- Conc., 1
- Other, 1
- Stairs, 3

Vehicle Incidents

Breakdown of 5 Vehicle Incidents

- On-Board, 3
- Struck by Door, 2

- Station Incidents
  - Incidents per Million Passengers
  - Results
  - Goal

- Vehicle Incidents
  - Incidents per Million Passengers
  - Results
  - Goal
Lost Time due to Injuries

Breakdown of 75 Lost Time Cases

- Trauma, 35
- Strain, 16
- Contusion, 7
- Sprain, 5
- Other, 15

OSHA Recordable Injuries

Breakdown of Recordable Injuries

- Trauma, 38
- Strain, 27
- Contusion, 15
- Sprain, 6
- Other, 37

Lost Time due to Injuries

- Lost Time Injuries/Illness per OSHA Rate

OSHA Recordable Injuries

- OSHA-Recordable Injuries per OSHA Incidence Rate
Safety – Procedure Violations

Unscheduled Door Openings
- 10 Unscheduled Door Openings in FY23 Q4
  - 8 due to Passenger Action
  - 1 Human Error by Train Operator
  - 1 Equipment Failure

Rule Violations
- 6 Rule Violations for FY23 Q4
Security – Police Coverage

Police Presence

- Continued uniformed visibility, daytime and nighttime staffing at Civic Center

Police Response Time

- Goal met
Crime – Theft and Burglary

- **Bike Theft**
  - Goal met

- **Auto Theft**
  - Goal not met

- **Auto Burglary**
  - Goal not met

---

**Bike Theft**

- Results vs. Goal
- FY22 Q4 to FY23 Q4

**Auto Theft**

- Results vs. Goal
- Crimes per 1,000 Parking Spaces
- FY22 Q4 to FY23 Q4

**Auto Burglary**

- Results vs. Goal
- Crimes per 1,000 Parking Spaces
- FY22 Q4 to FY23 Q4
Crime – Against Persons

- Robbery
- Electronic Theft
- Aggravated Assault
- Rape
- Homicide

Goal: Crime Against Persons

Count of Incidents:

<table>
<thead>
<tr>
<th>FY22 Q4</th>
<th>FY23 Q1</th>
<th>FY23 Q2</th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Crime Per Million Passenger Trip

Goal:

<table>
<thead>
<tr>
<th>FY22 Q4</th>
<th>FY23 Q1</th>
<th>FY23 Q2</th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
</tr>
</thead>
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</tbody>
</table>
Progressive Policing Data – July 2023

Progressive Policing Contacts are recorded by Crisis Intervention Specialist (CIS) Staff based on their daily interactions

**Bitfocus Application**
- Software went live on July 1\(^{st}\)
- Real-time field data instead of manual reports

**Additional Data Points**
- 310 Refused services
- 452 Informational resources provided
Questions?