



Quarterly Service Performance Review 2nd Quarter, FY24 (October- December 2023)

Engineering & Operations Committee
February 22nd, 2024





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

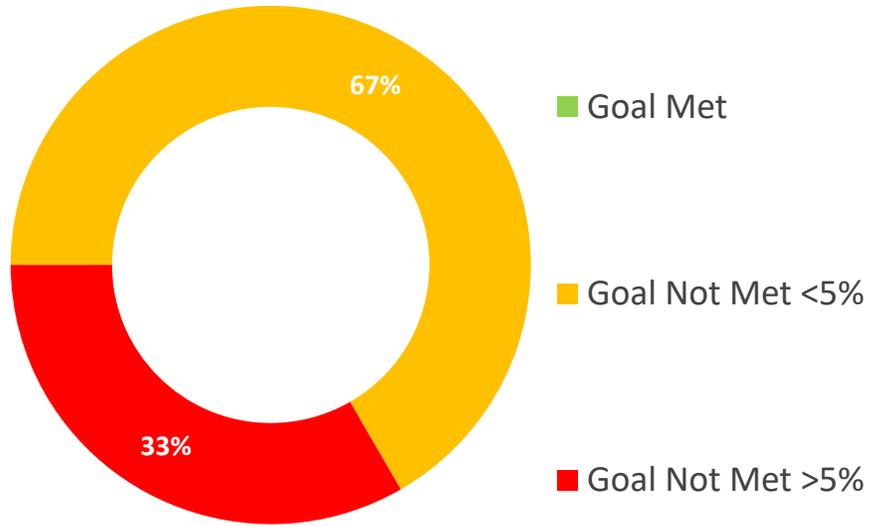
Safety

- 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

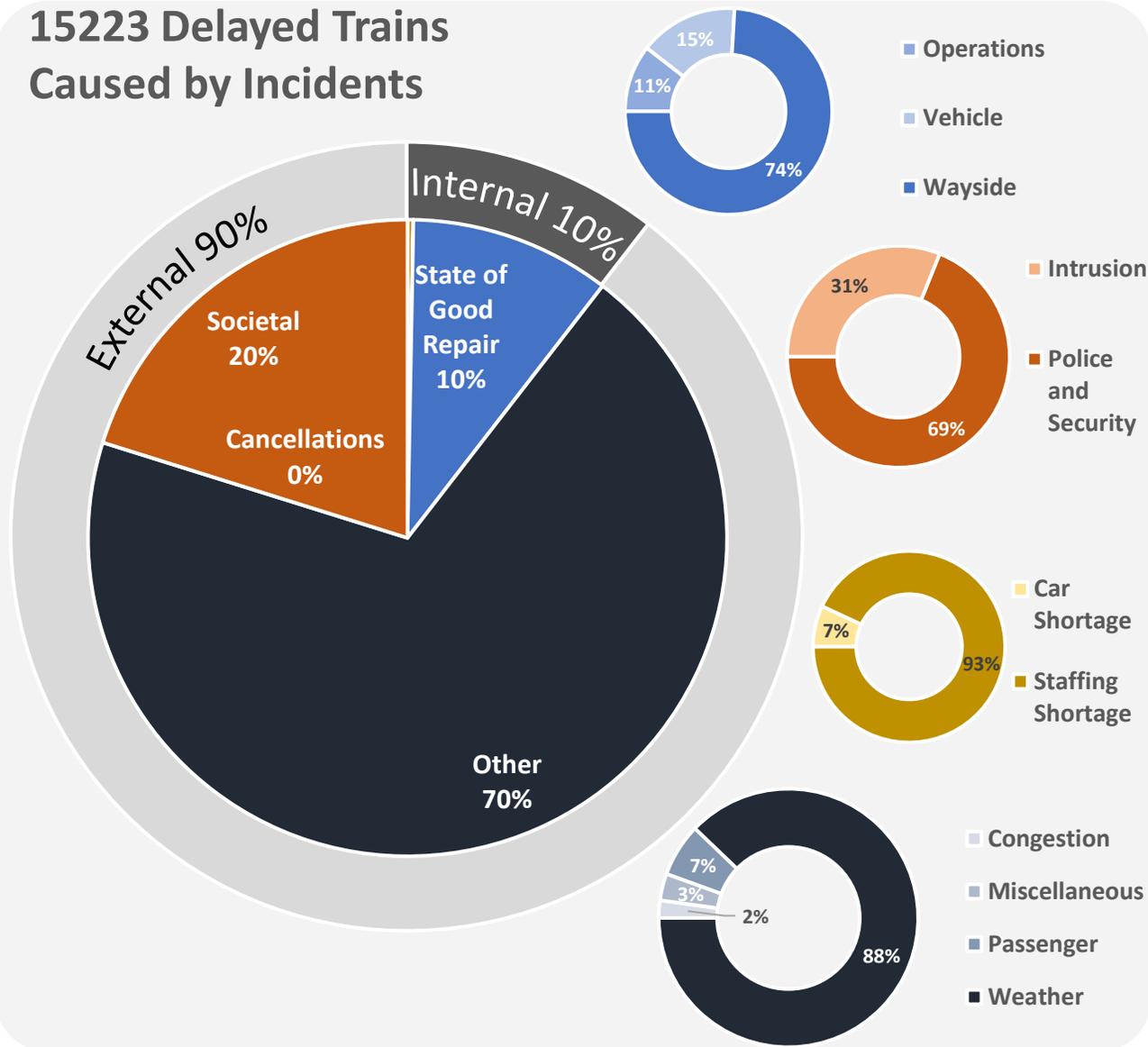


| Metric | FY24 Q2 | Goal | Change from FY24 Q1 | |
|-----------------------------|---------|--------|---------------------|---|
| <i>All-Day</i> | | | | |
| Weekday - Average Ridership | 160474 | 164933 | (2.50%) | ▼ |
| Trains On-Time - Daily | 76.3% | 91.0% | (8.97%) | ▼ |
| Customers On-Time - Daily | 90.4% | 94.0% | (1.81%) | ▼ |
| <i>Peak</i> | | | | |
| Trains On-Time - Peak | 76.5% | | (8.37%) | ▼ |
| Customers On-Time - Peak | 89.8% | | (2.47%) | ▼ |

▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

Service Delivery – Delay Incident Detail

15223 Delayed Trains Caused by Incidents



Trains Delayed - Top Ten Single Incidents

| |
|---------------------------------|
| 12/18/2023, Weather (Rain), 842 |
| 12/29/2023, Weather (Rain), 739 |
| 12/20/2023, Weather (Rain), 682 |
| 12/19/2023, Weather (Rain), 660 |
| 11/15/2023, Weather (Rain), 605 |
| 10/22/2023, Weather (Rain), 521 |
| 12/27/2023, Weather (Rain), 518 |
| 11/16/2023, Weather (Rain), 502 |
| 11/18/2023, Weather (Rain), 499 |
| 12/17/2023, Weather (Rain), 431 |

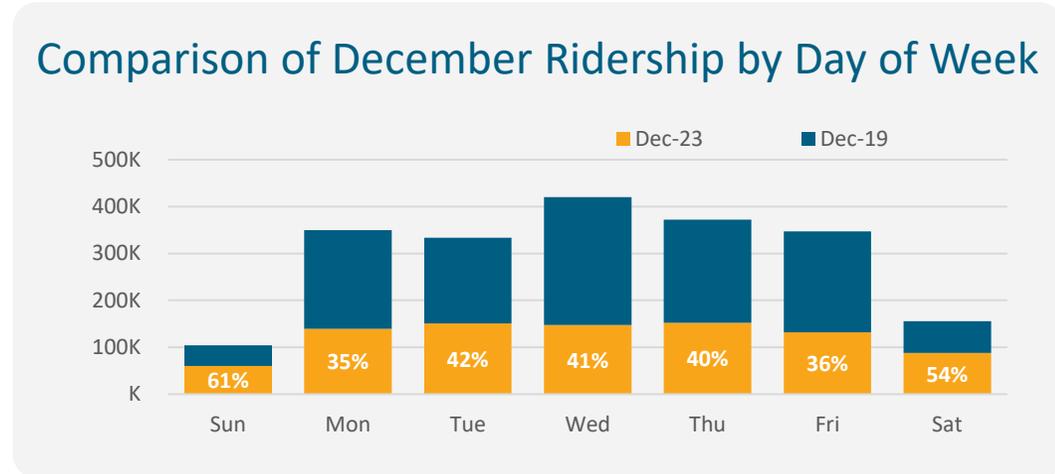
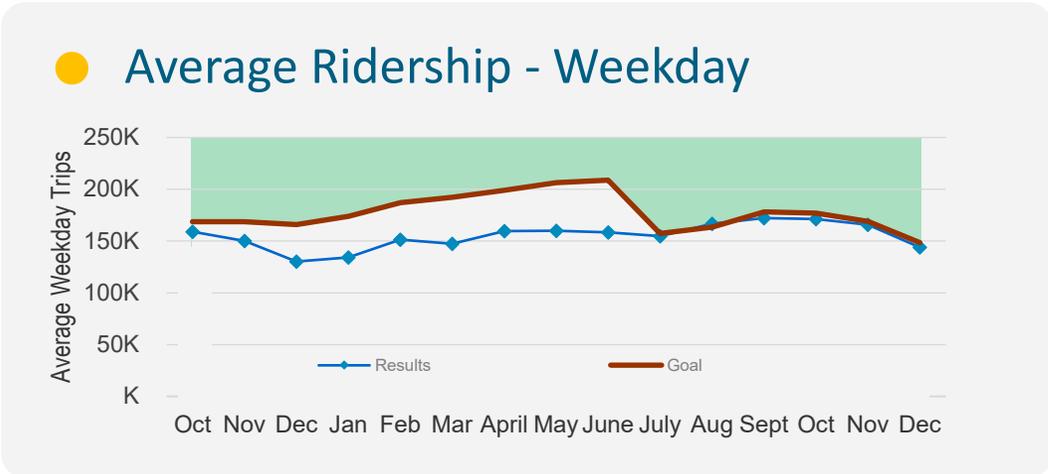
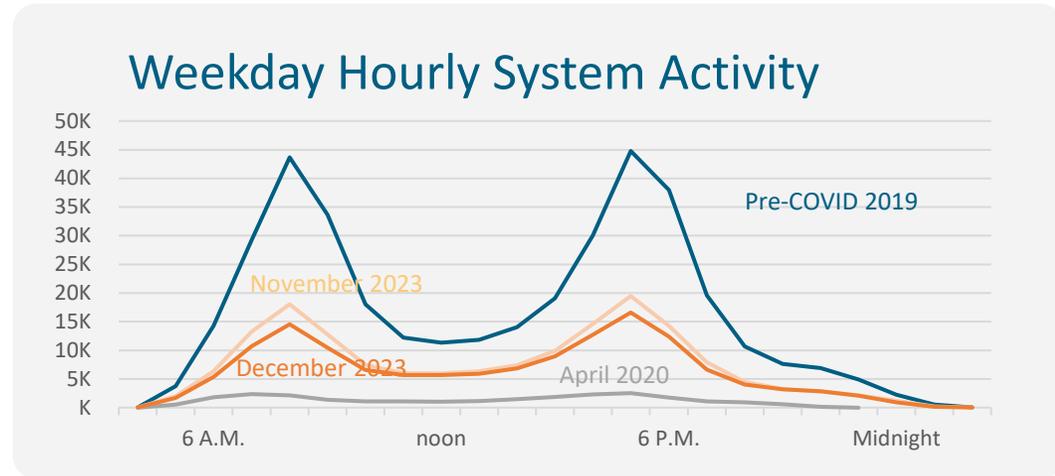
Top ten incidents = 39.4% of delayed trains

Trains Delayed by Month



Capacity – Ridership

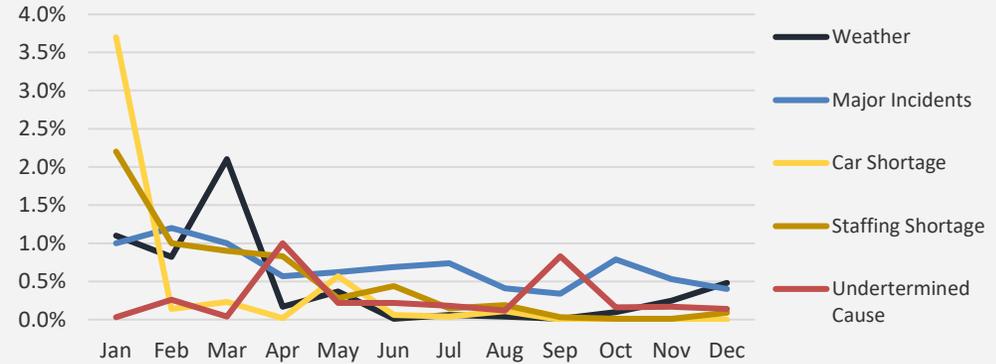
- Total Ridership up 9.2% over last year.
- Average weekday ridership up 9.8% over last year.
- Saturday ridership up 11.8% over last year.
- Sunday ridership up 7.8% over last year.



Capacity – Dispatches Operated

- Cancellations improved to 1% of trains missing dispatch from origin

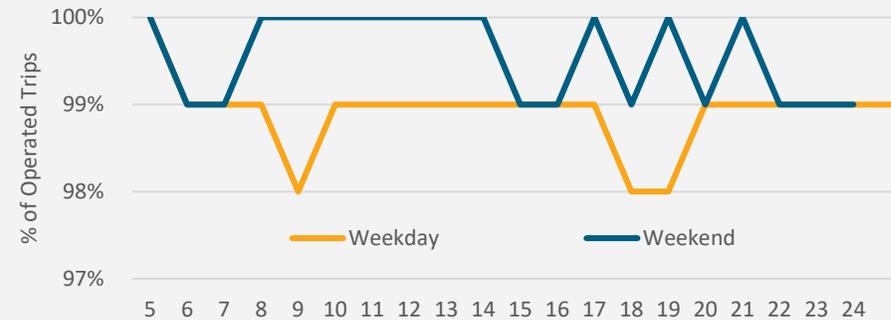
% of Scheduled Dispatches Missed by Cause



Scheduled Runs Dispatched from Origin

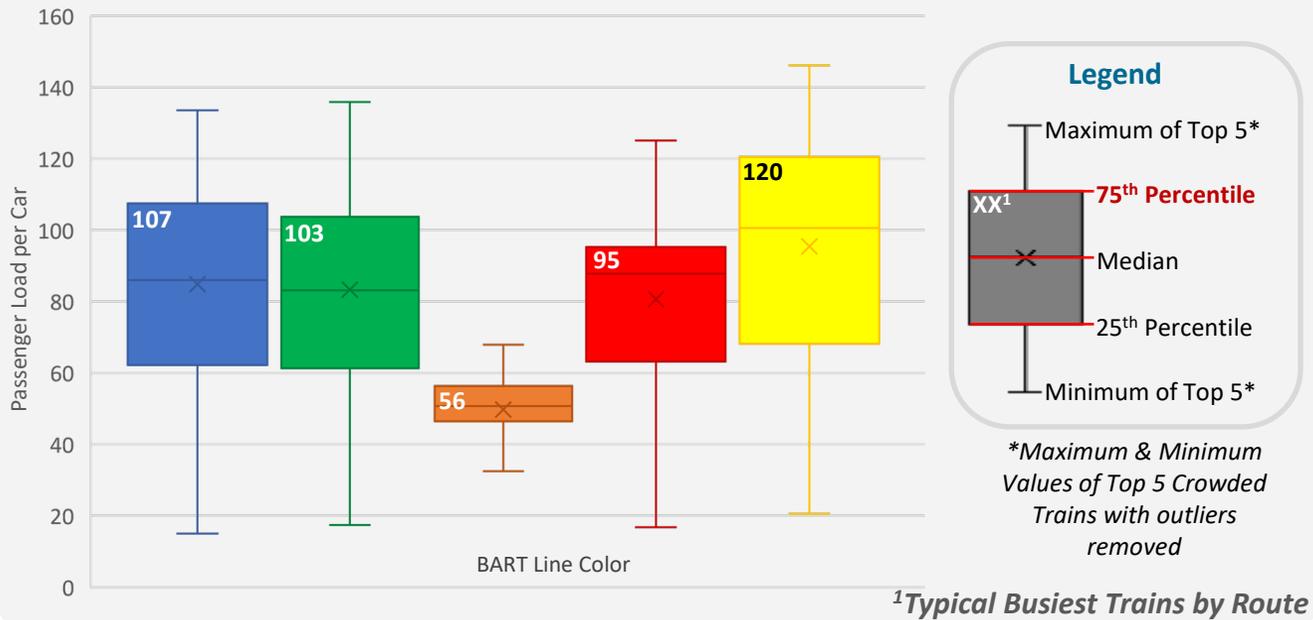


Hourly Scheduled Runs Dispatched from Origin

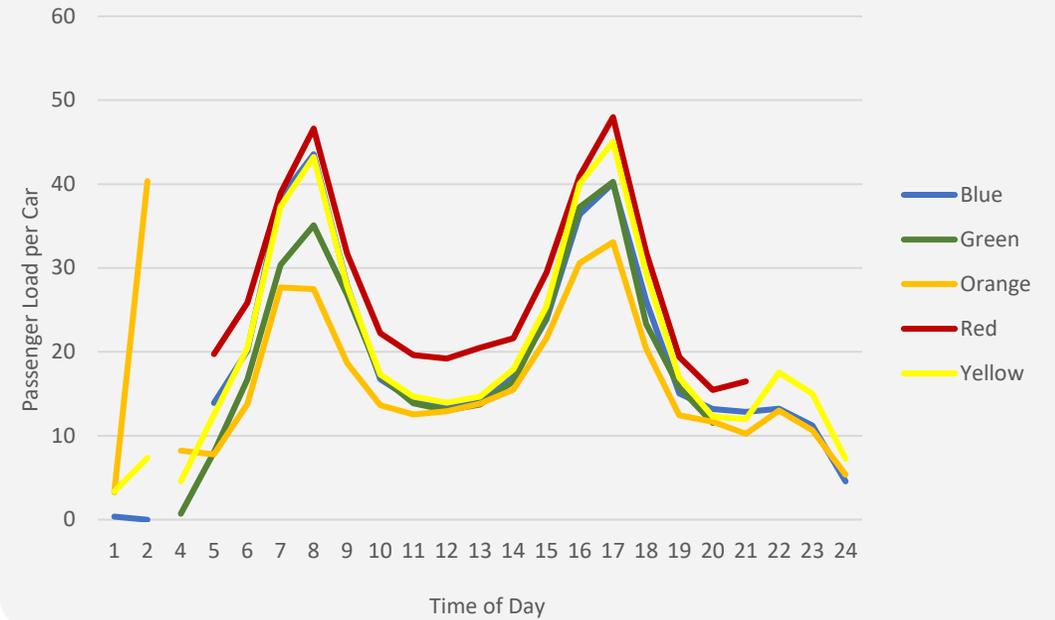


Capacity – Passenger Loading

Passenger Load per Car for Top 5 Crowded Weekday Trains

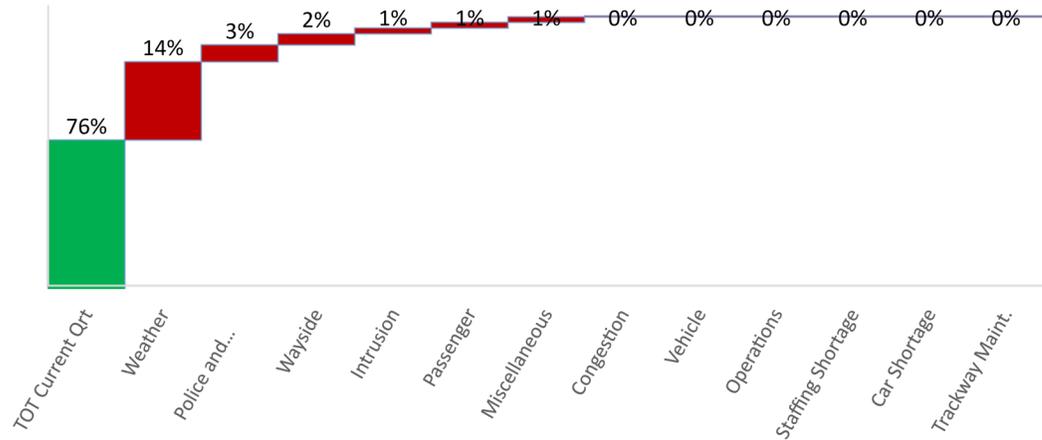


Average Hourly Weekday Passenger Load per Car by Line

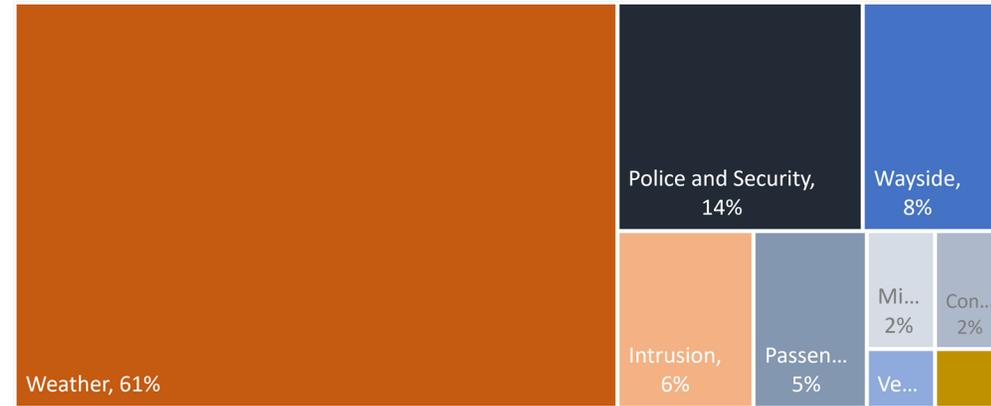


Punctuality – Trains On-Time

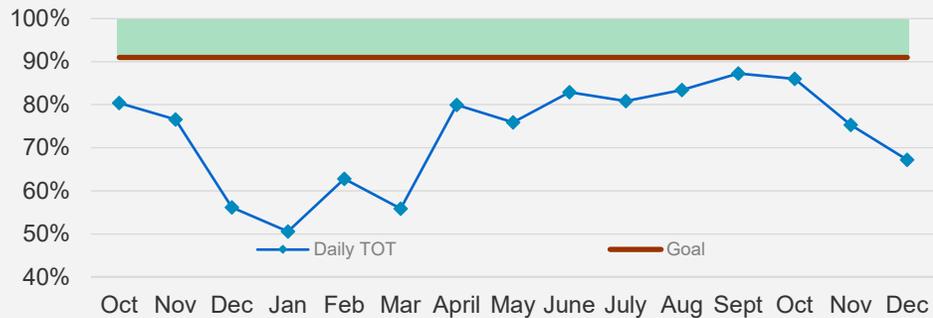
TOT - Daily



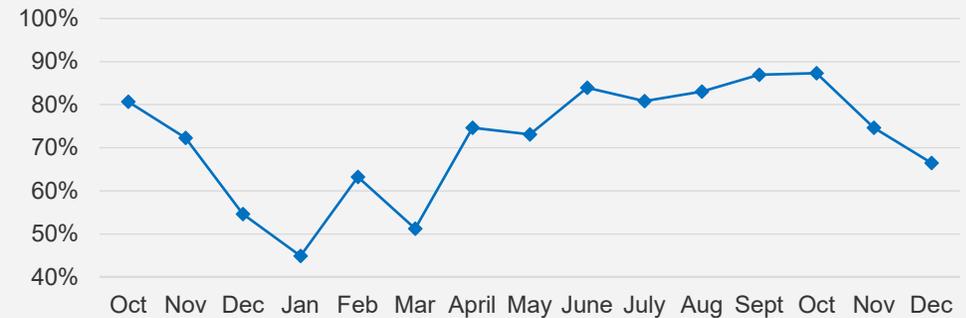
Percent of Delayed Trains by Incident Cause (EOL)



● Trains On-Time - Daily



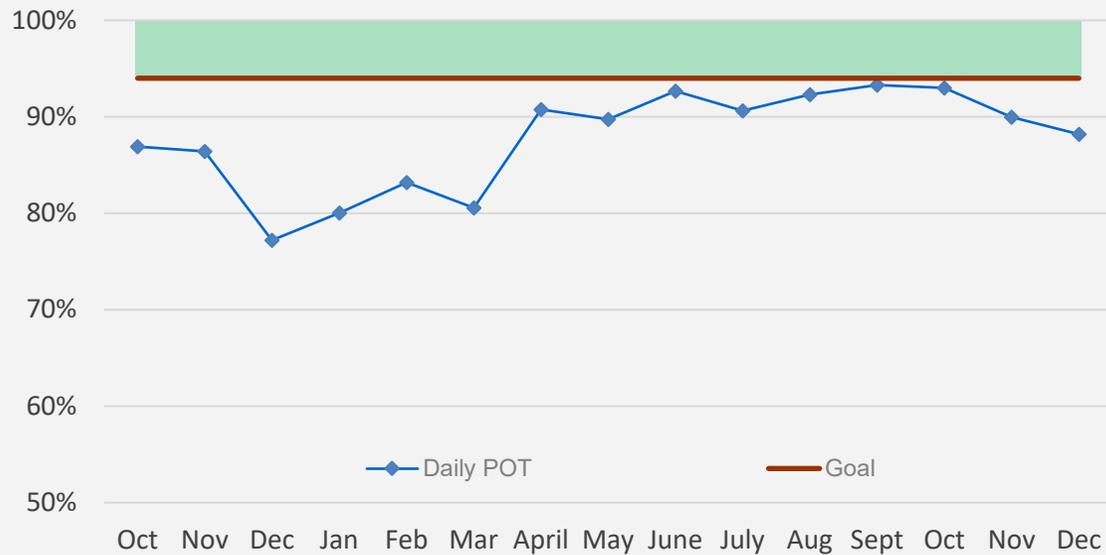
Trains On-Time - Peak



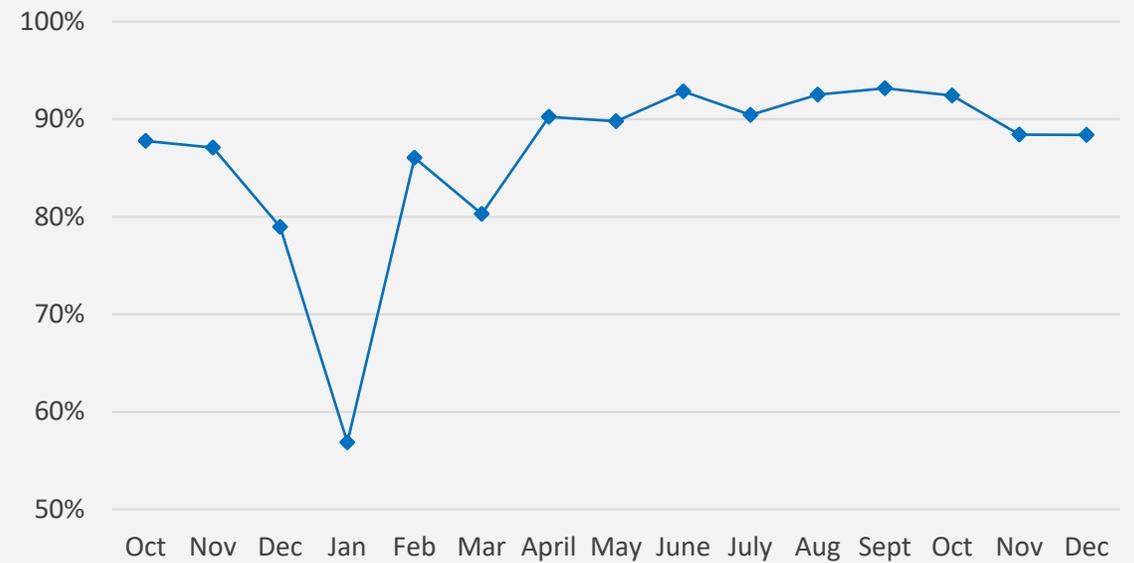
Punctuality – Customer On-Time

- Customer On-Time was 90.4% for the quarter.

Customer On-Time - Daily



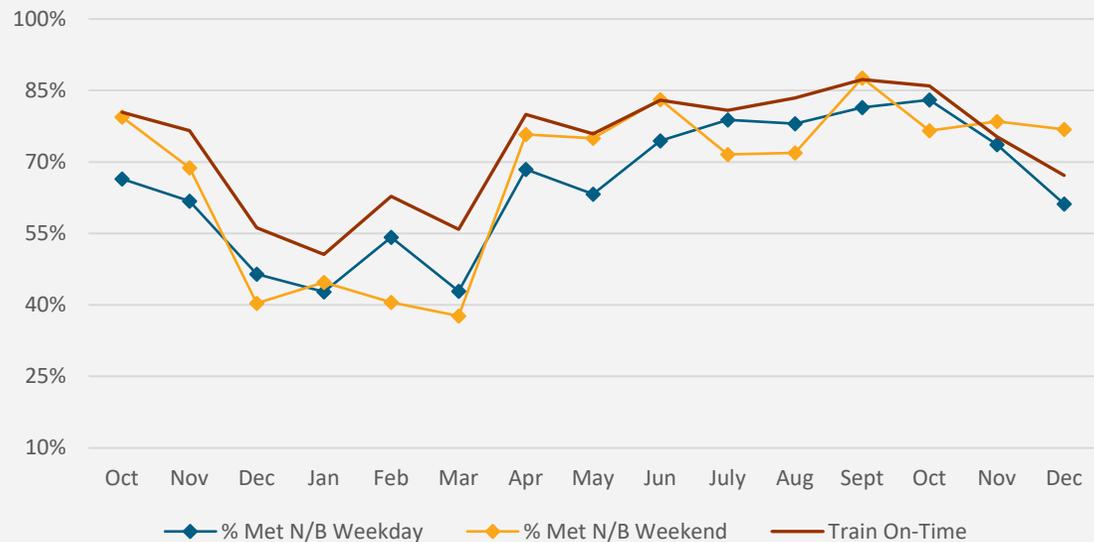
Customer On-Time - Peak



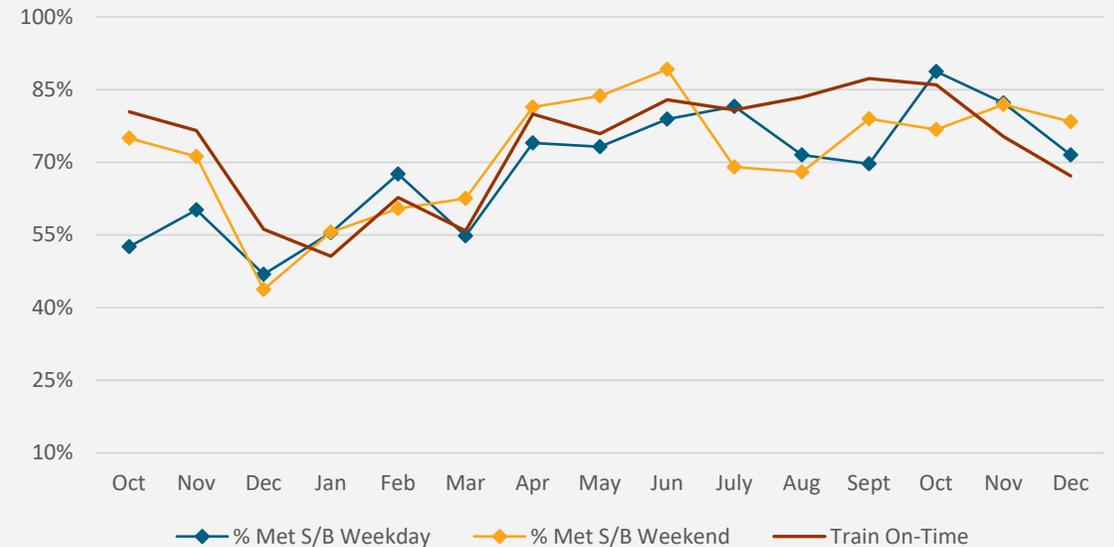
Punctuality – Timed Train Meets

- 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

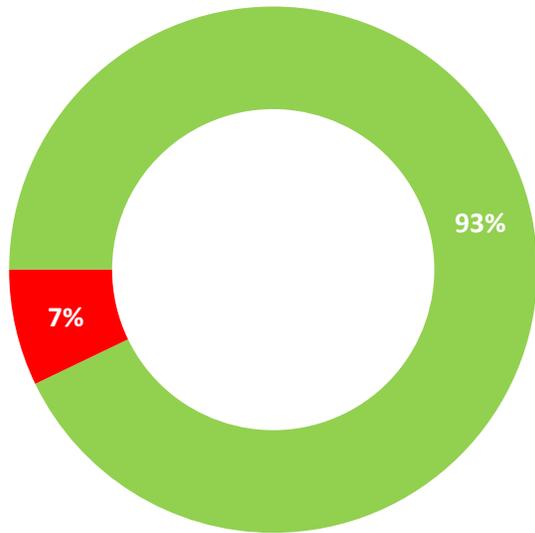
Northbound Meets at 19th Street



Southbound Meets at MacArthur



Summary – Railway Asset Availability

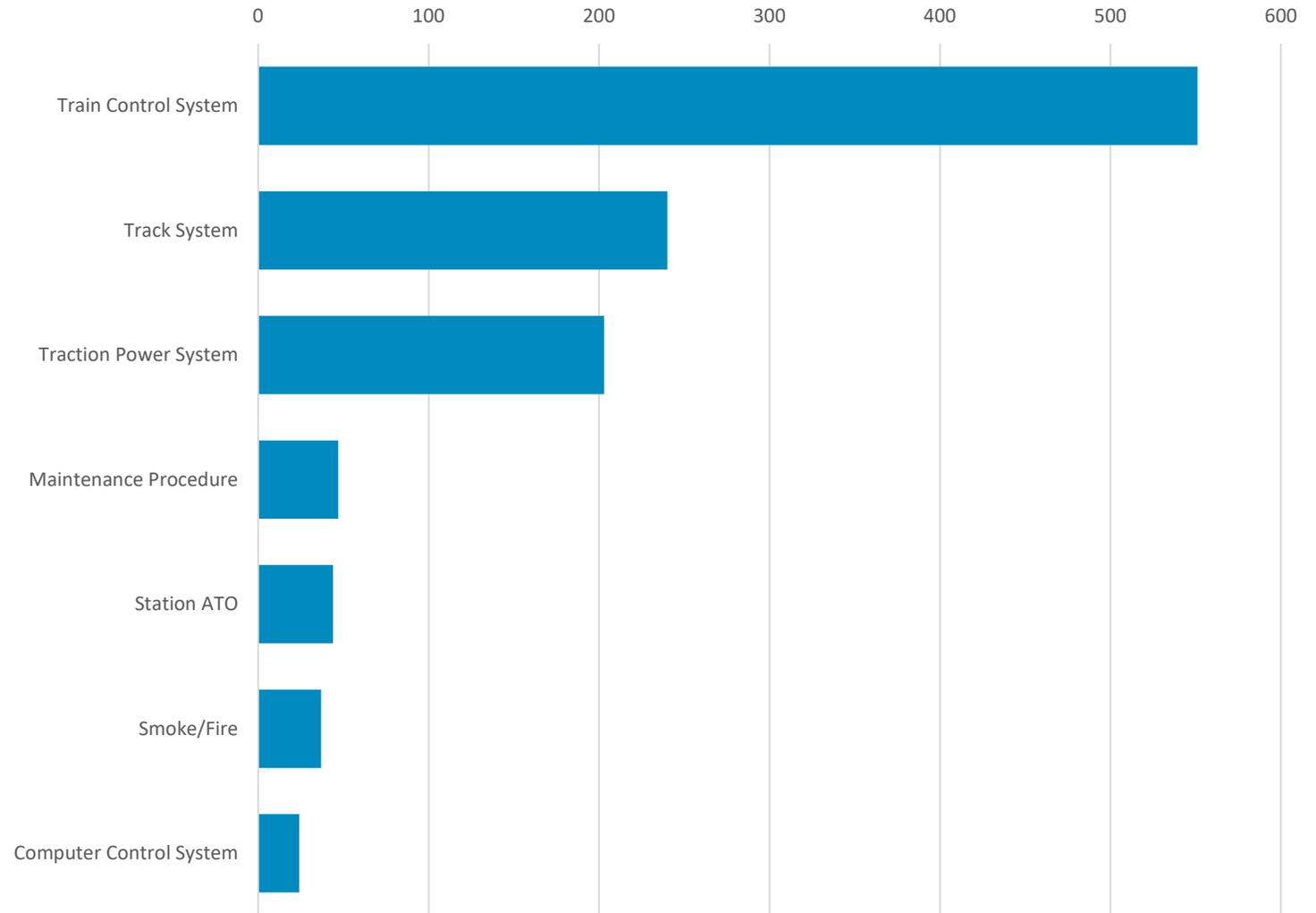


- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

| Metric | FY24 Q2 | Goal | Change from FY24 Q1 | |
|-------------------------------------|---------|-------|---------------------|---|
| <i>Wayside Equipment</i> | | | | |
| Track | 0.45 | 0.30 | 48.48% | ▲ |
| Traction Power | 0.38 | 1.00 | 66.07% | ▲ |
| Wayside Train Control System | 1.02 | 1.30 | 15.74% | ▲ |
| Computer Control System | 0.04 | 0.30 | 86.59% | ▲ |
| Transportation | 0.36 | 0.50 | 36.62% | ▲ |
| <i>Revenue Vehicle</i> | | | | |
| Vehicle MTBSD - (Hours) | 19043 | 9600 | 49.30% | ▲ |
| 4 AM - Car Availability | 504 | 446 | (20.89%) | ▼ |
| DMU - MDBF (Miles) | 39420 | 28000 | (8.11%) | ▼ |
| <i>Station Equipment</i> | | | | |
| Elevators in Service - Station | 99.3% | 98.0% | 0.59% | ▲ |
| Elevators in Service - Garage | 99.8% | 97.0% | 0.11% | ▲ |
| Escalators in Service - Street | 96.7% | 93.0% | (0.80%) | ▼ |
| Escalators in Service - Platform | 98.4% | 96.0% | (0.30%) | ▼ |
| Automatic Fare Collection - Gates | 99.5% | 98.0% | 0.16% | ▲ |
| Automatic Fare Collection - Vendors | 99.1% | 95.0% | 0.03% | ▲ |

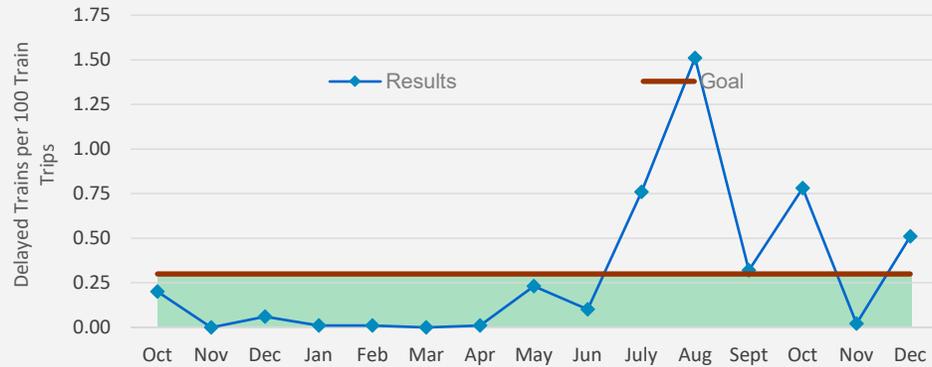
Wayside Asset Availability – Detail

- 1146 Train delays for the quarter
- Track had multiple rail defects that required slow orders
- Train Control experienced multiple switch failures and a false occupancy

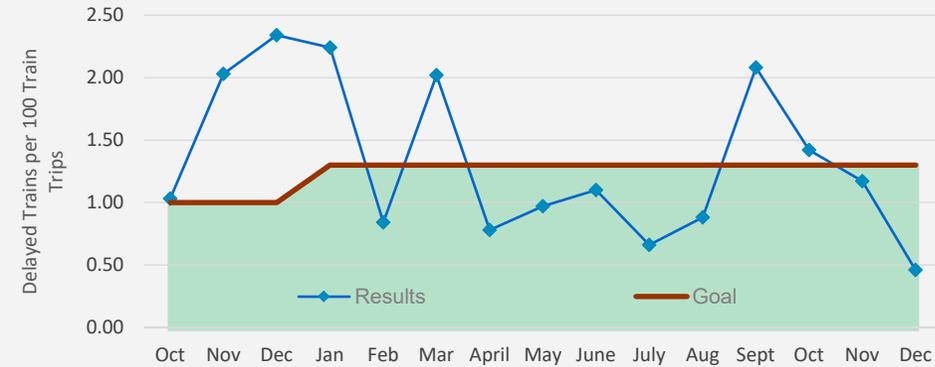


Wayside Equipment – Delayed Trains by System

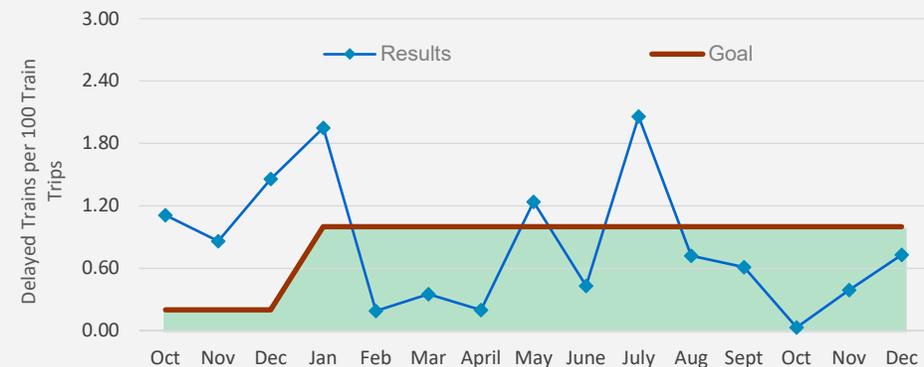
Track System



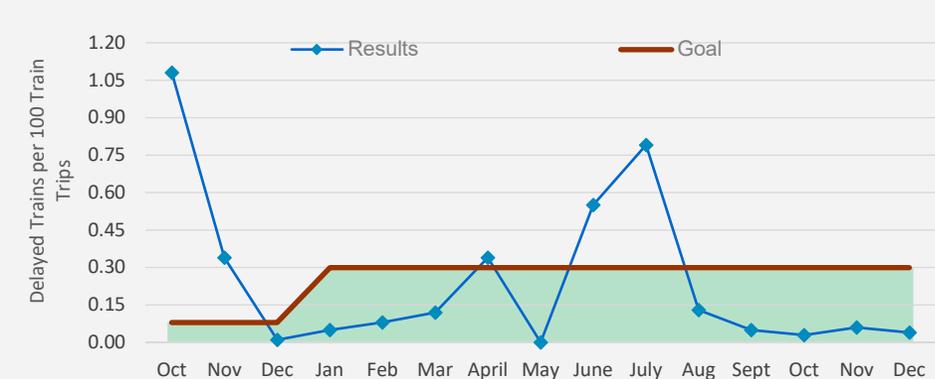
Wayside Train Control System



Traction Power System

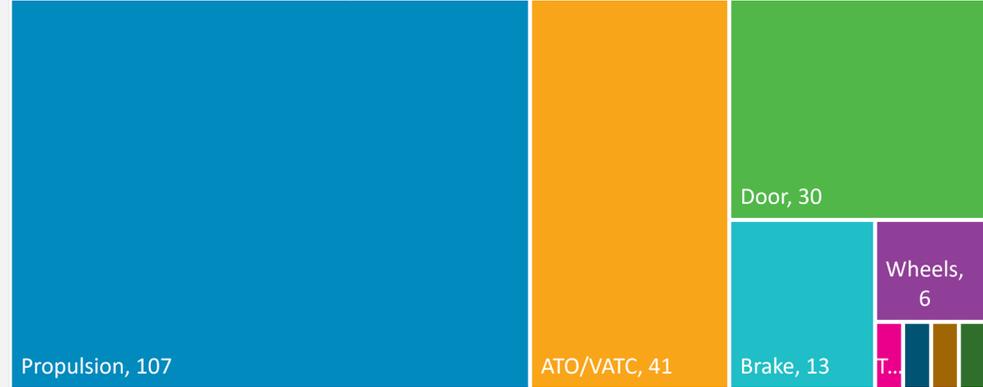


Wayside Computer Control System

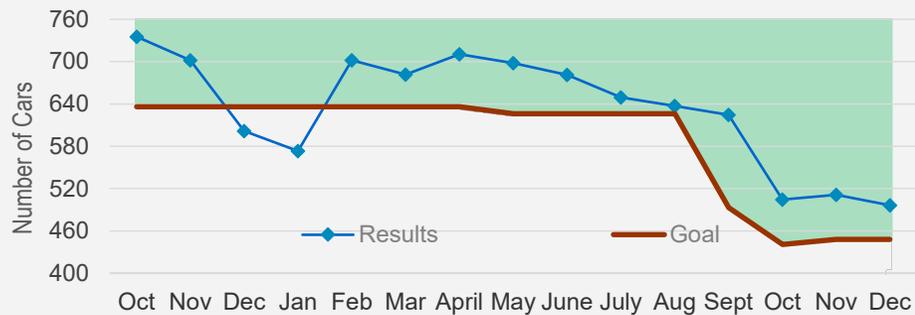


Revenue Fleet – Reliability

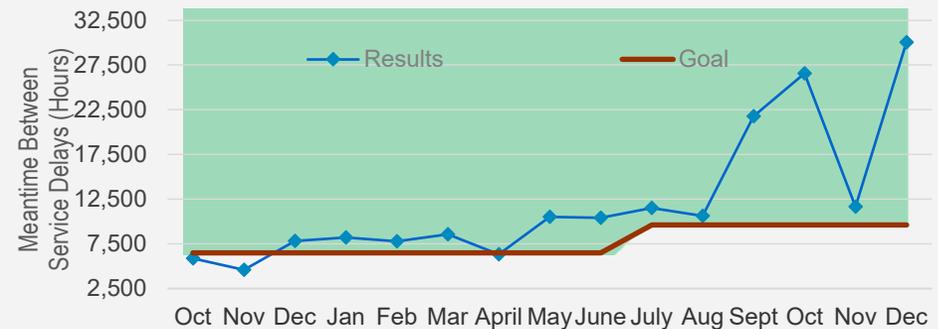
Breakdown of Delayed Trains by Vehicle System



● Car Availability at 4 AM



● Mean Time Between Service Delays



LEGACY

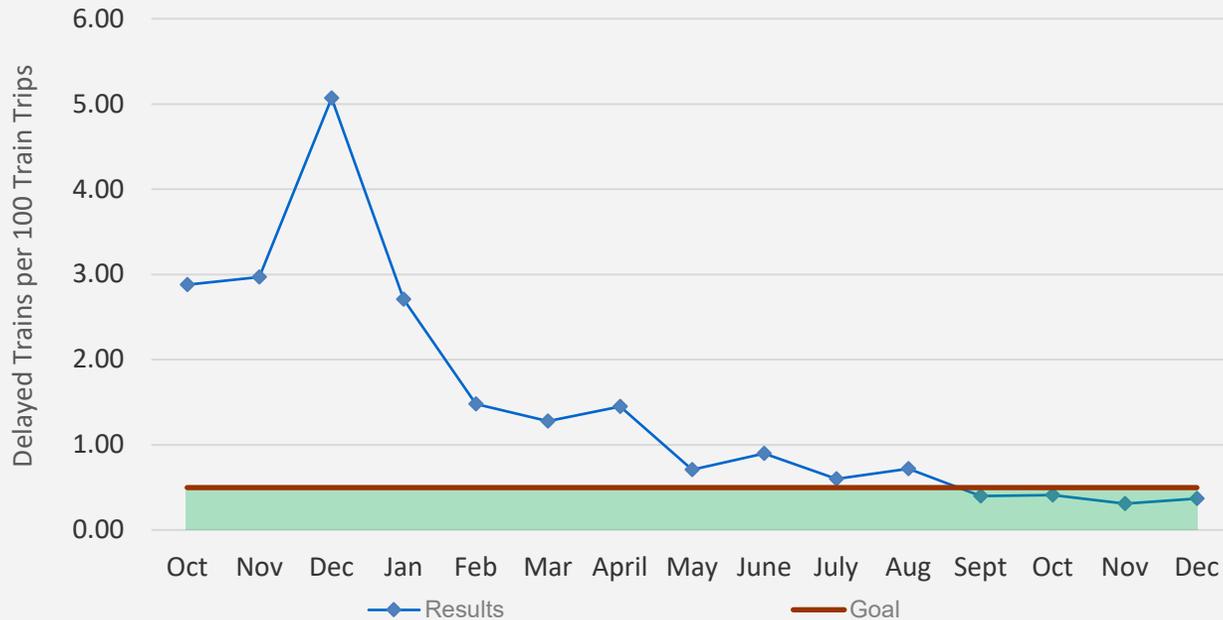
80

FOTF

656

Car count as of 12/31/2023

Operations



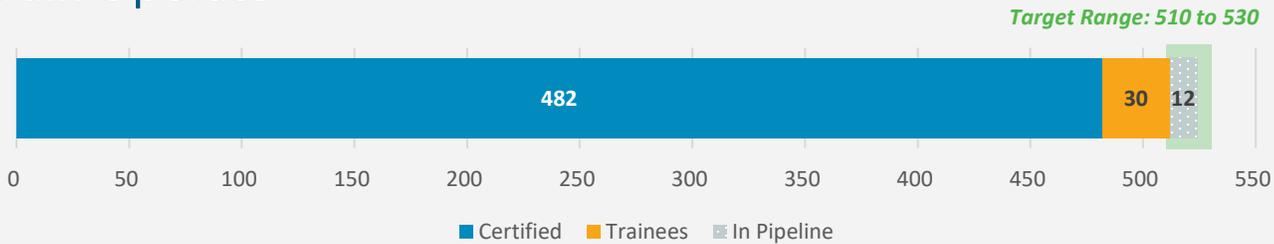
- This quarter the objective was achieved and met the goal
- Increased staffing of Train Operators is driving delays down
- 40 train delays due to staffing shortage for the quarter

Hiring Metrics - Priority Positions

Station Agent



Train Operator



Rail Operations Controller

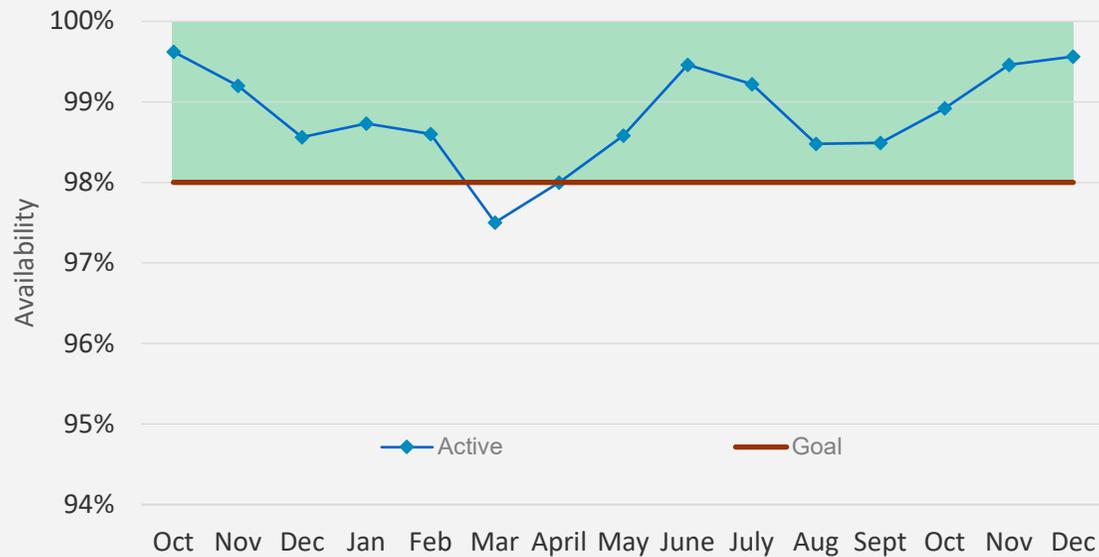


Station Equipment – Elevator Availability

Station Elevator

- Goal met

Station Elevator



*E-line Elevator and Escalator are included

Garage Elevator

- Goal met



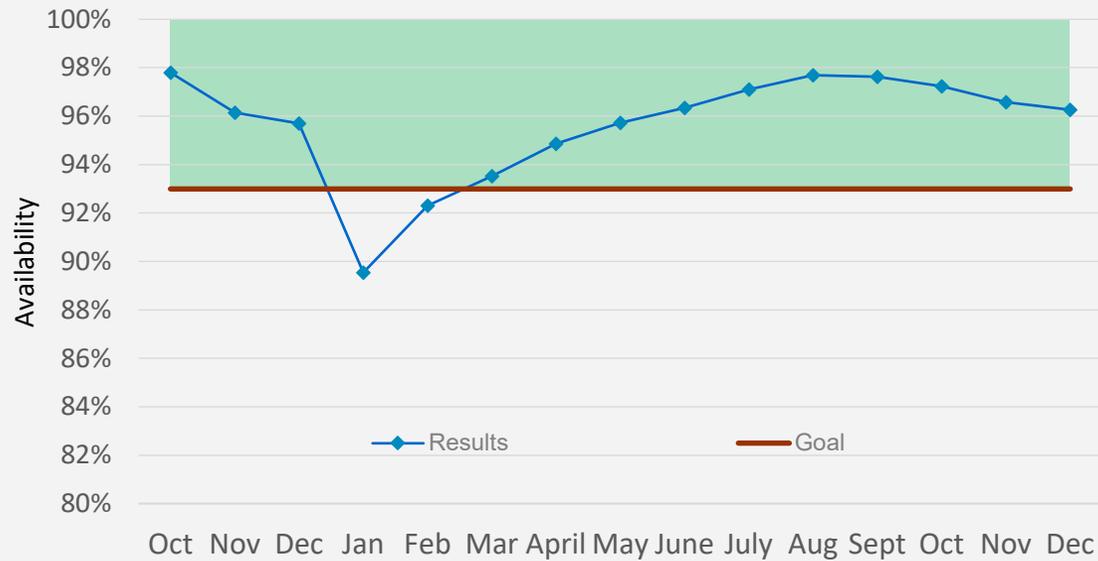
Garage Elevator



Street Escalator

- Goal met

Street Escalator

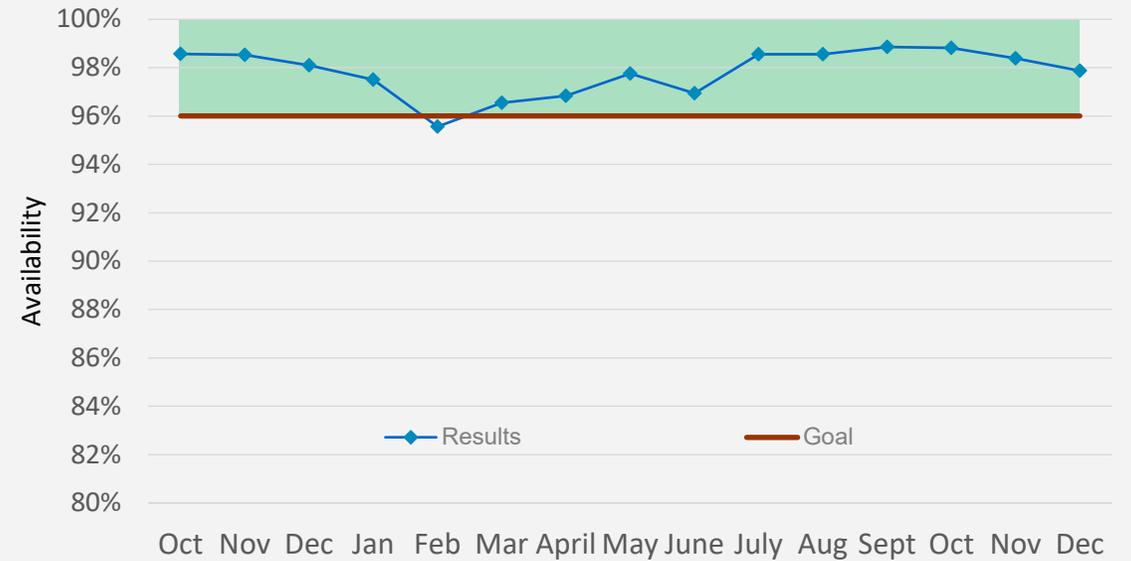


Platform Escalator

- Goal met



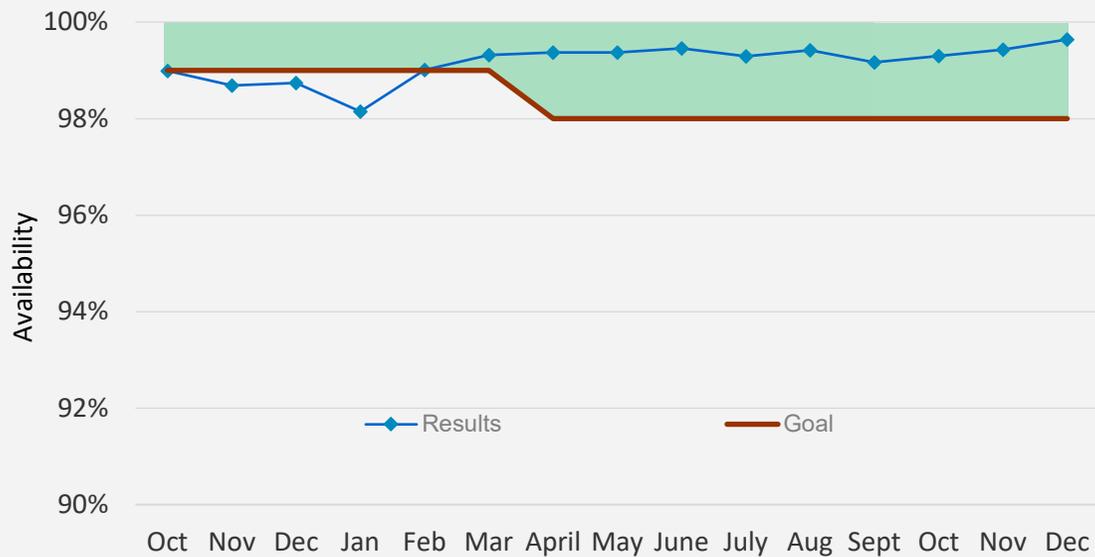
Platform Escalator



Gate Availability

- Goal met

Gate Availability

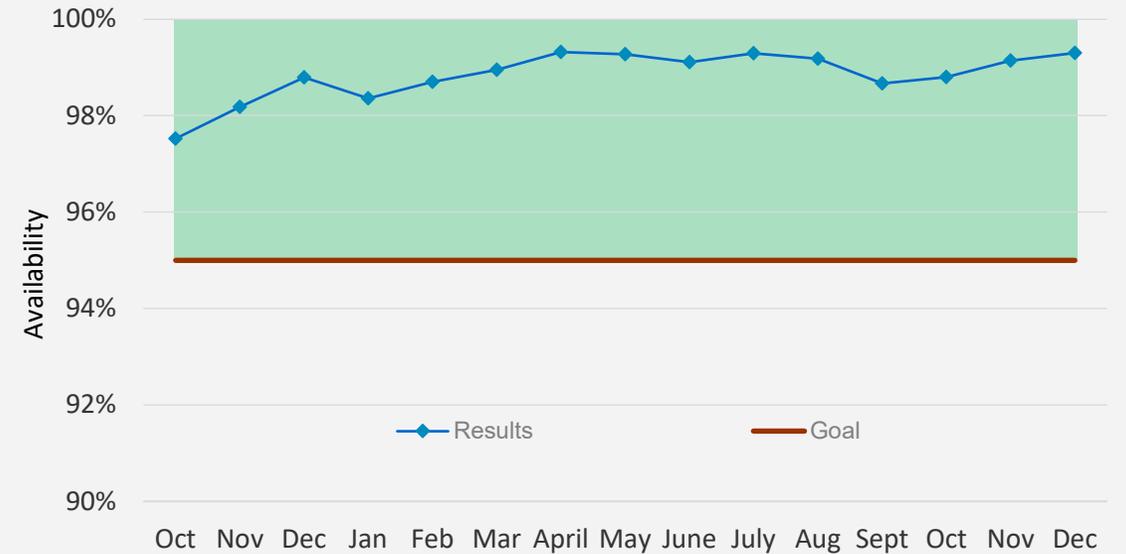


Vendor Availability

- Goal met



Vendor Availability



Summary – Customer Experience



BART has redesigned the PES surveys and are currently forming the new reporting criteria. The goals will be re-established next quarter.

| Metric | FY24 Q2 | Goal | Change from FY24 Q1 |
|--|---------|------|---------------------|
| <i>Customer Experience</i> | | | |
| Overall Customer Satisfaction | 81% | | 10% |
| Station Agent Customer Service | 4.4 | | (2.2%) |
| Complaints per 100,000 Passenger Trips | 26.84 | | 6.45% |
| <i>Train Environment</i> | | | |
| Train Temperature | 4.31 | | 4.13% |
| Train Interior Cleanliness | 3.71 | | 2.07% |
| <i>Station Environment</i> | | | |
| Environment Outside Stations | 3.68 | | 5.23% |
| Environment Inside Stations | 3.68 | | 5.15% |
| <i>Code of Conduct</i> | | | |
| Gender Based Harassment | 7% | | (11.11%) |
| Fare Evasion | 22% | | (7.03%) |

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

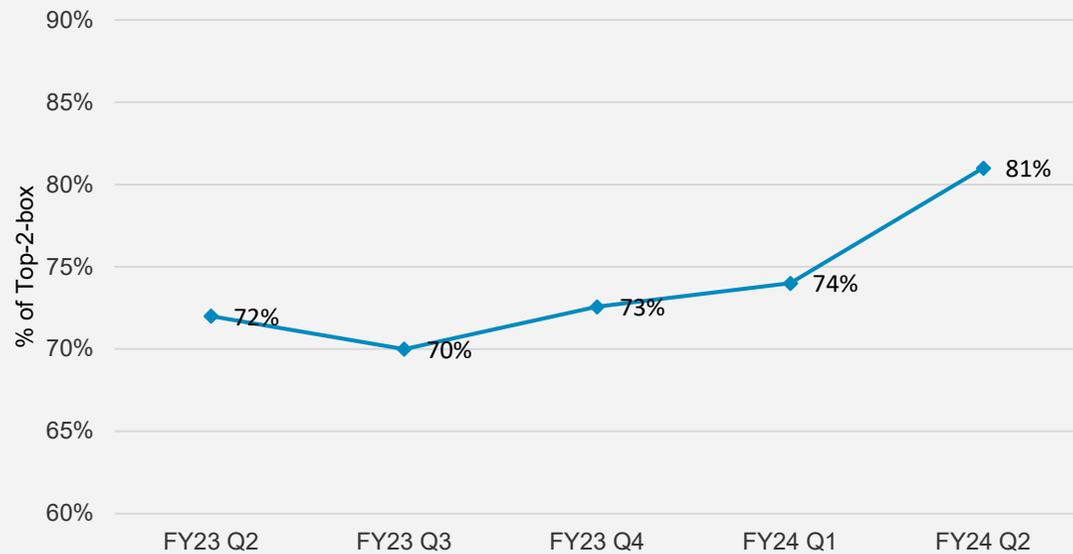
Customer Service – Experience

- Overall Customer Satisfaction 81%
- Up by 7% from last quarter

- Station Agent Customer Service is 4.4
- Up 0.5 on the 5-point scale from FY23

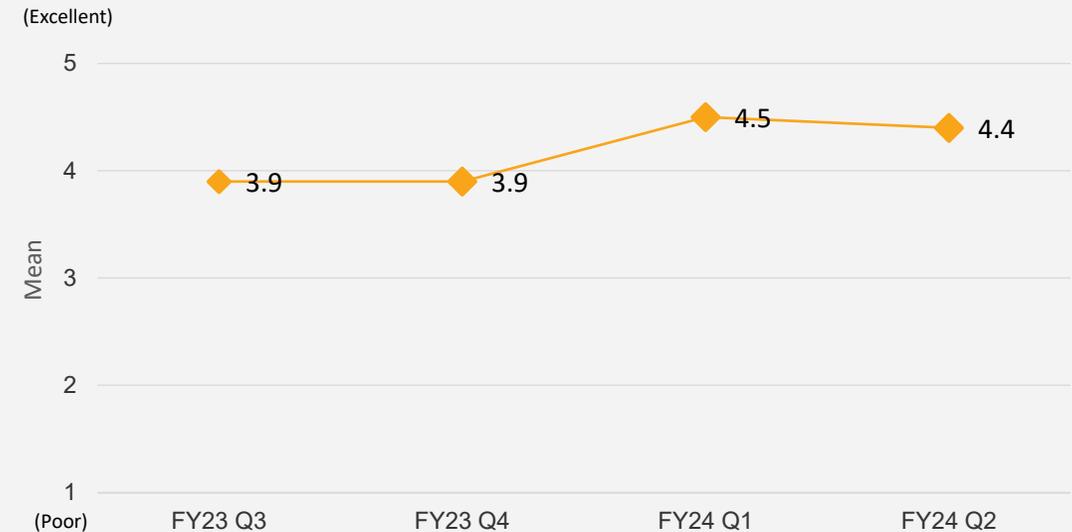
Overall, how satisfied are you with the services provided by BART?

Overall Customer Satisfaction



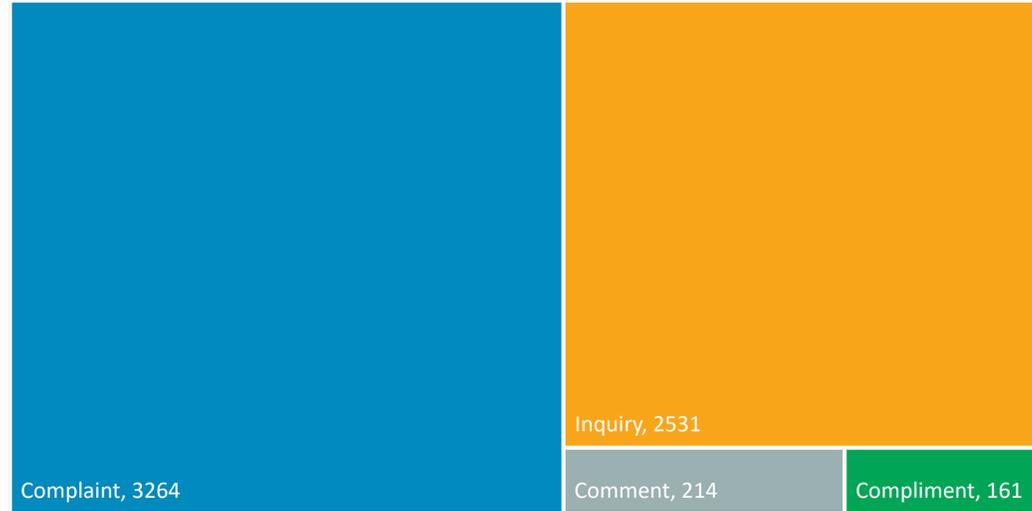
Customer service from Station Agent (if used today)

Station Agent Customer Service

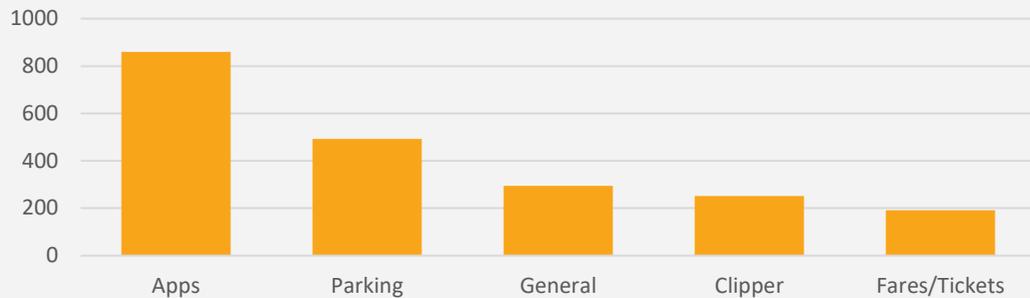


Customer Service – Cases by Type

Breakdown of 6170 Inquiry Cases



Inquiry Cases – FY24 Q2



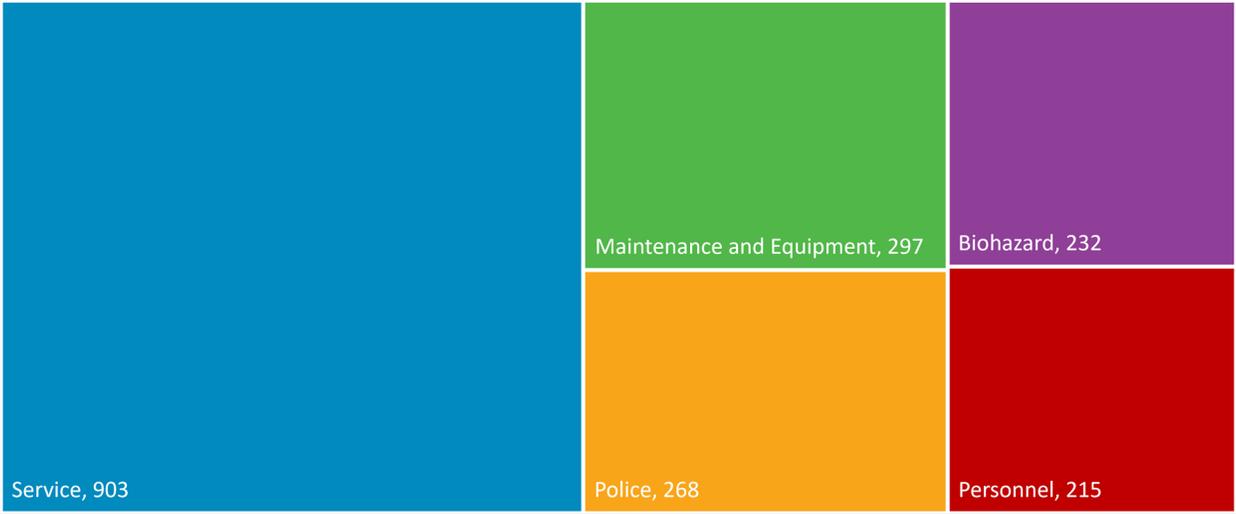
Compliment Cases – FY24 Q2



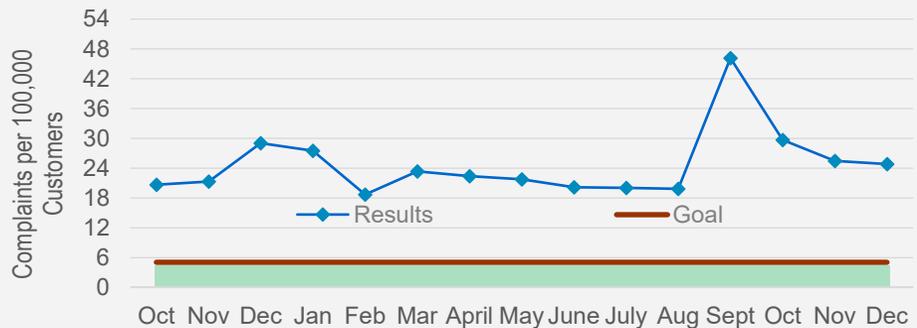
Customer Service – Complaint Cases



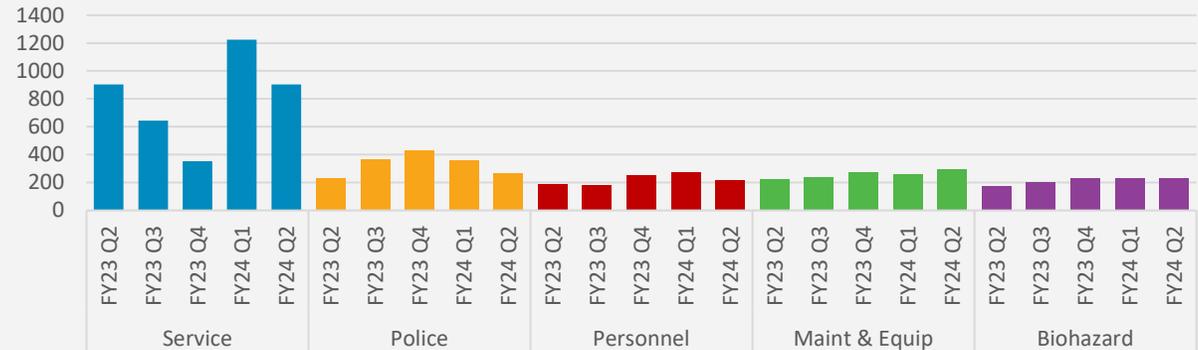
Breakdown of Top Five Complaint Categories of 3264 Complaints



Customer Complaints



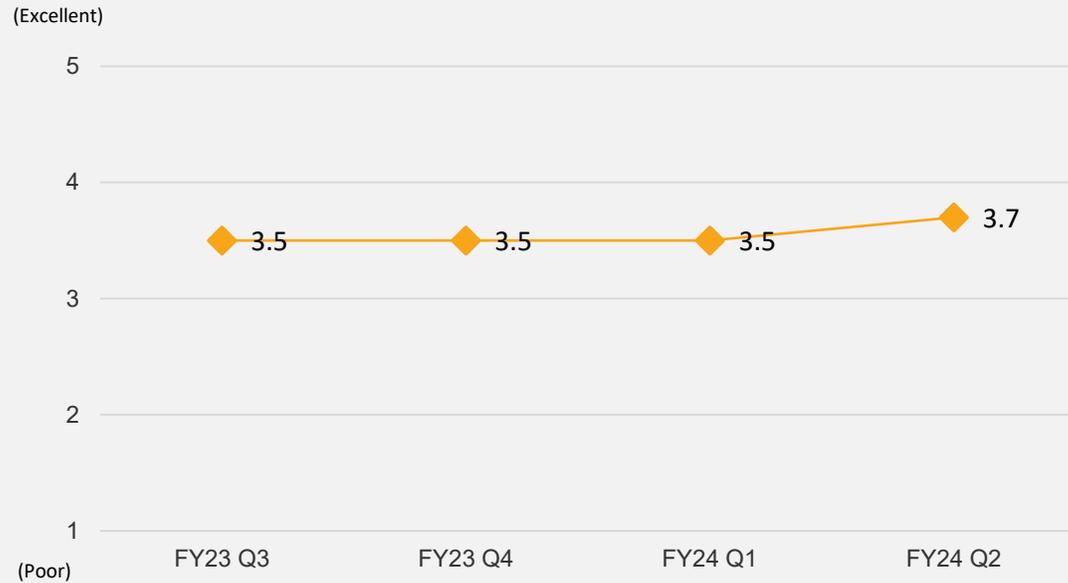
FY24 Q2 Trending Customer Complaints



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%).

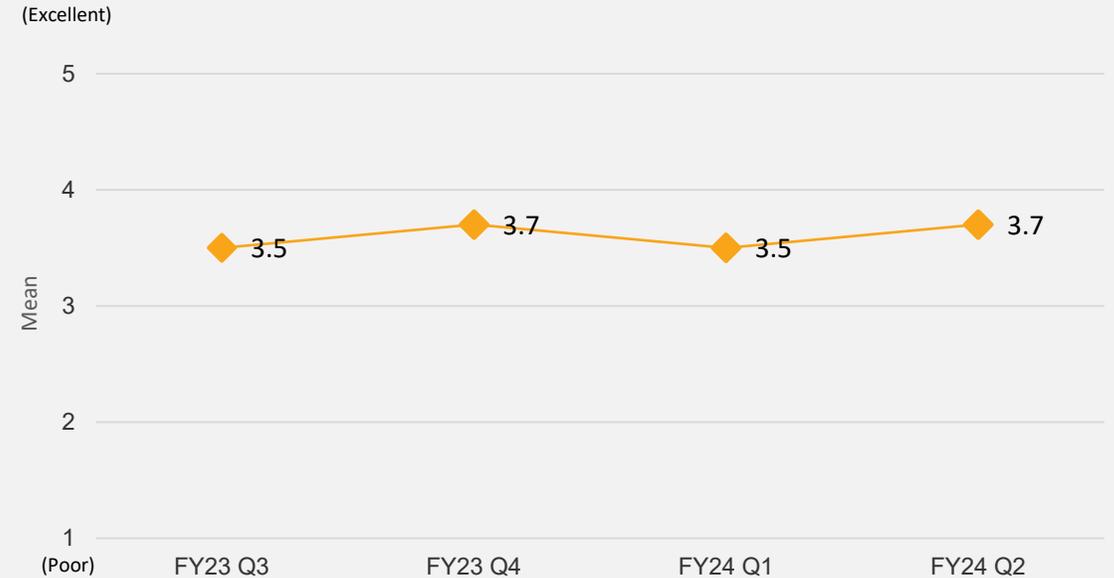
Environment Outside Station



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%).

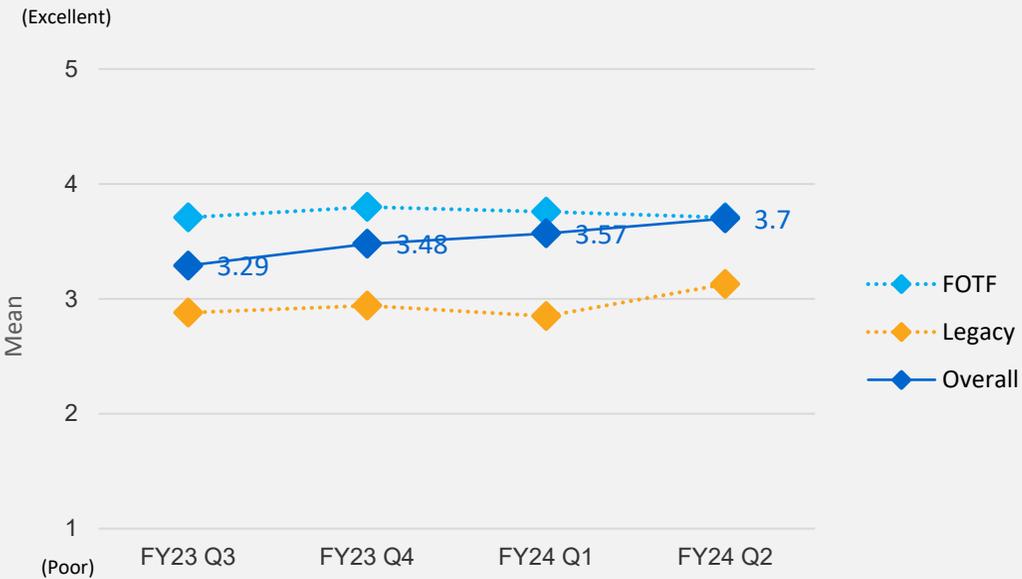
Environment Inside Station



Customer Rating – Interior Cleanliness

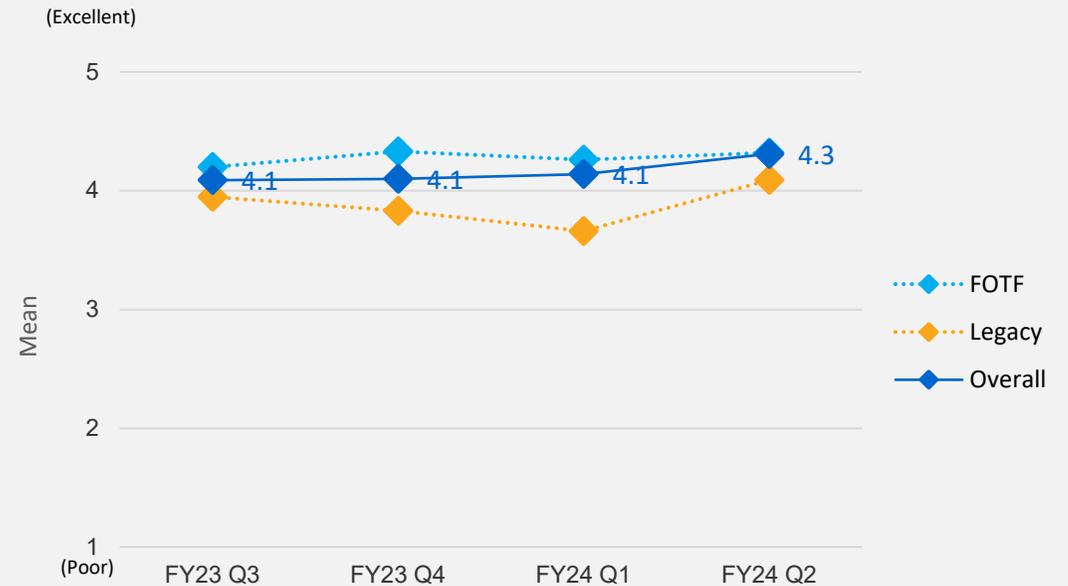
- This is a composite score which incorporates the appearance of the train interior (60%), and the appearance of any graffiti on the train (40%).

Customer Rating – Interior Cleanliness



Customer Rating - Temperature

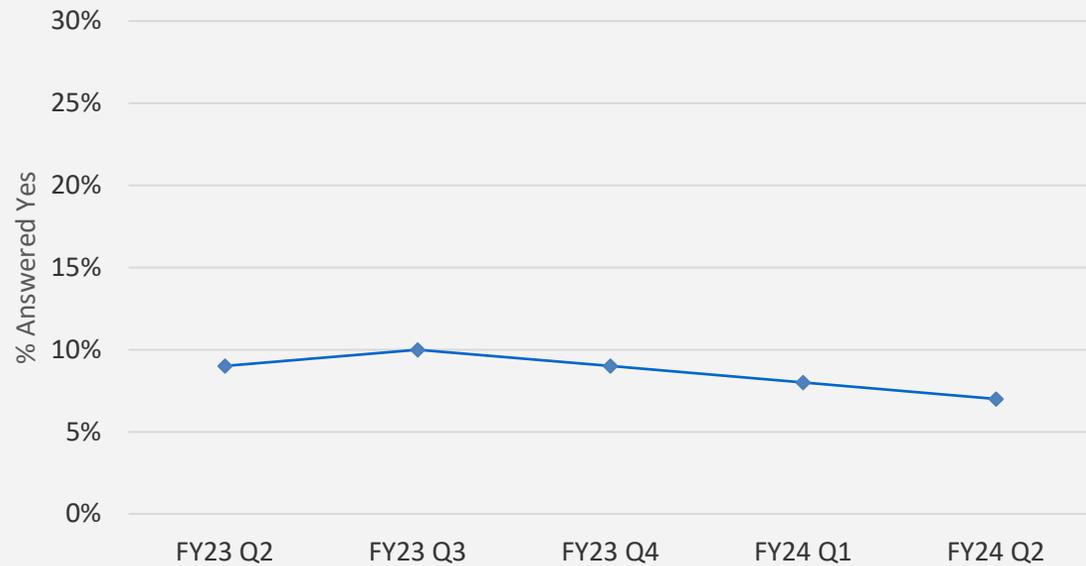
Customer Rating - Temperature



Gender Based Harassment

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

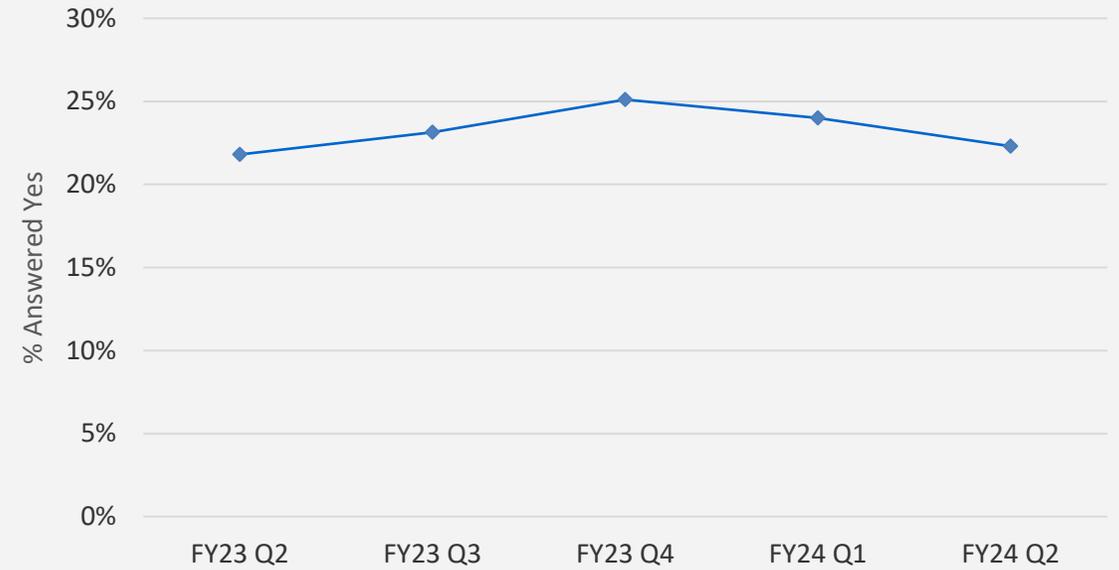
Gender Based Harassment



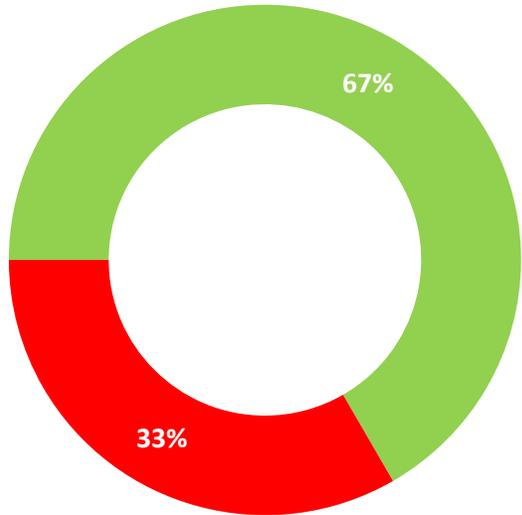
Fare Evasion

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

Fare Evasion



Summary – Safety and Security



- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

| Metric | FY24 Q2 | Goal | Change from FY24 Q1 | |
|---|---------|------|---------------------|---|
| <i>Safety</i> | | | | |
| Vehicle Incidents/Million Patrons | 0.25 | 0.6 | (4.16%) | ▼ |
| Unscheduled Door Openings/Million Car Miles | 0.22 | 0.2 | 8.33% | ▲ |
| Rule Violations Summary/Million Car Miles | 0.22 | 0.25 | (57.14%) | ▼ |
| Station Incidents/Million Patrons | 1.23 | 2 | (30.85%) | ▼ |
| OSHA-Recordable Injuries/Illnesses/Per OSHA | 11.56 | 12 | 21.30% | ▲ |
| Lost Time Injuries/Illnesses/Per OSHA | 6.04 | 6.5 | 28.43% | ▲ |
| <i>Security</i> | | | | |
| Police Response Time per Emergency Incident | 4.80 | 5 | (9.34%) | ▼ |
| Bike Thefts | 26 | 100 | 61.76% | ▲ |
| Auto Thefts/1,000 Parking Spaces | 3.18 | 2.25 | 25.05% | ▲ |
| Auto Burglaries/1,000 Parking Spaces | 4.22 | 3.5 | 8.34% | ▲ |
| BART Police Presence | 20.3% | 12% | 16.96% | ▲ |
| Crimes Against Persons/Million Riders | 12.58 | 2 | (60.12%) | ▼ |

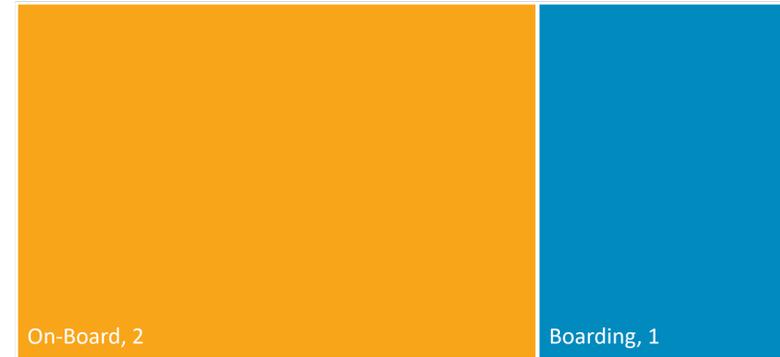
Station Incidents

Breakdown of 15 Station Incidents

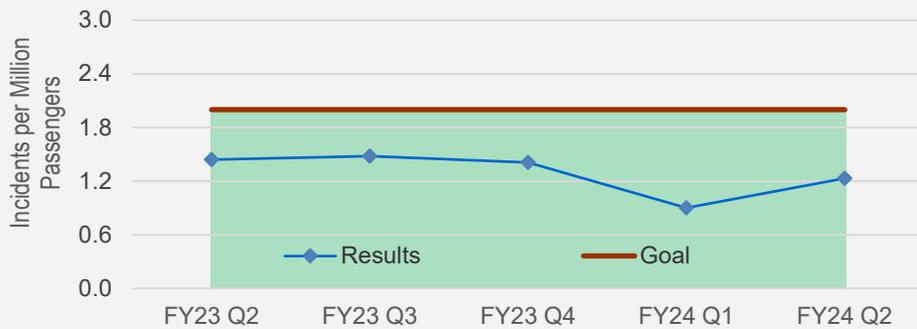


Vehicle Incidents

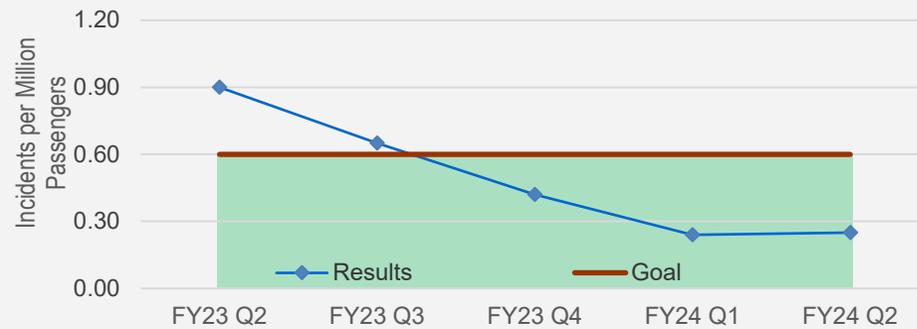
Breakdown of 3 Vehicle Incidents



Station Incidents



Vehicle Incidents



Lost Time due to Injuries

Breakdown of 58 Lost Time Cases

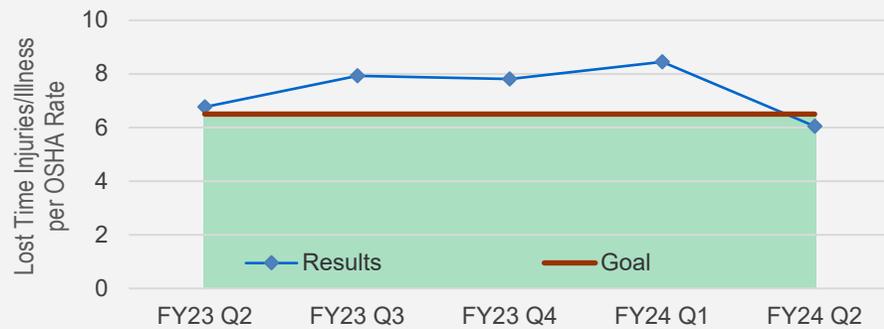


OSHA Recordable Injuries

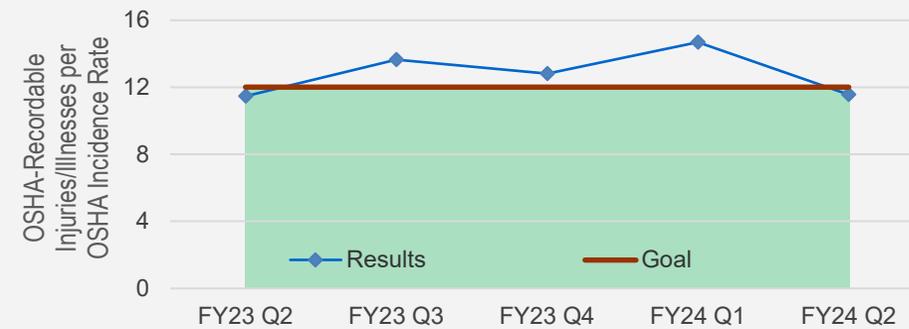
Breakdown of 111 Recordable Injuries



Lost Time due to Injuries



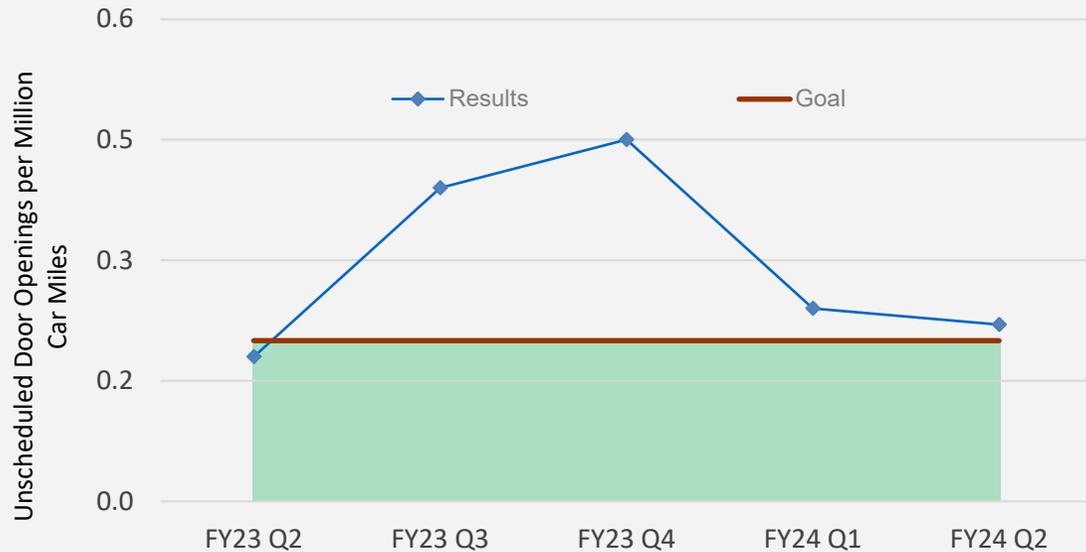
OSHA Recordable Injuries



Unscheduled Door Openings

- 4 Unscheduled Door Openings in FY24 Q2
 - 3 due to Passenger Action
 - 1 less than previous quarter

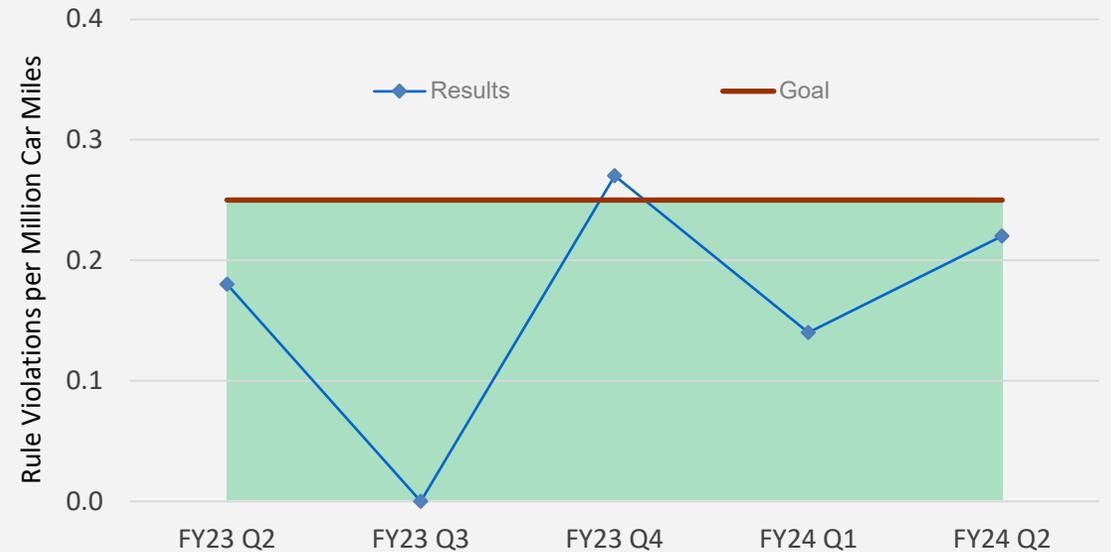
Unscheduled Door Openings



Rule Violations

- 5 Rule Violations in FY24 Q2

Rule Violations

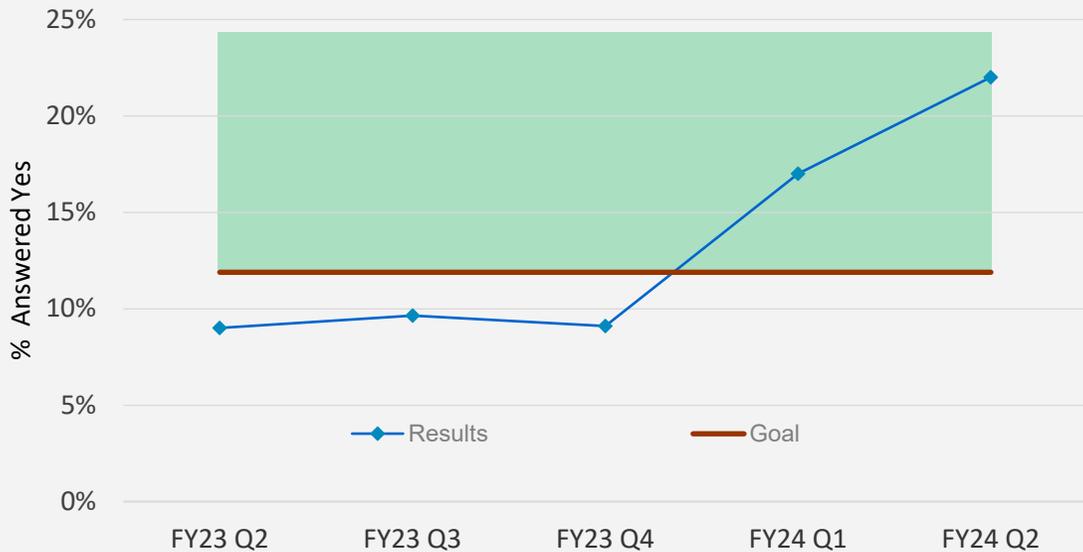


Police Presence

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

BART Police Presence

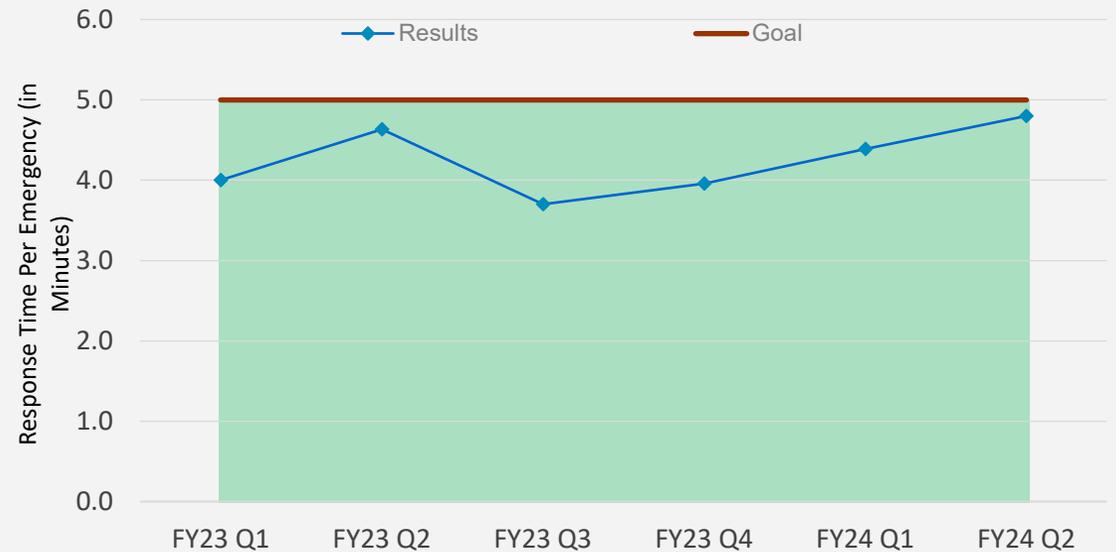
Did you see BART Police in the station today?
 Did you see BART Police outside the station today?
 Did you see BART Police on this train?



Police Response Time

- Goal met

BART Police Response Time



Bike Theft

- Goal met

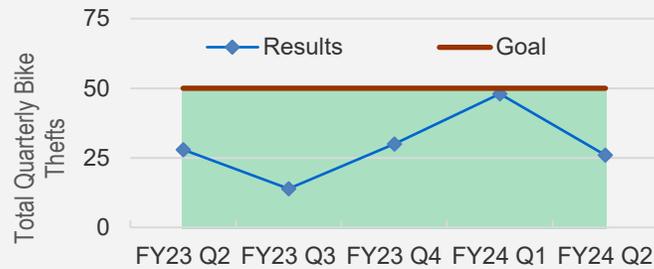
Auto Theft

- Goal not met

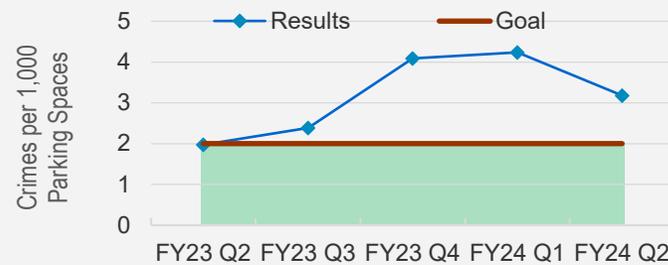
Auto Burglary

- Goal not met

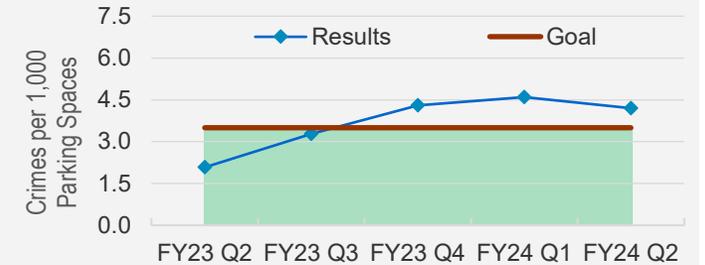
Bike Theft



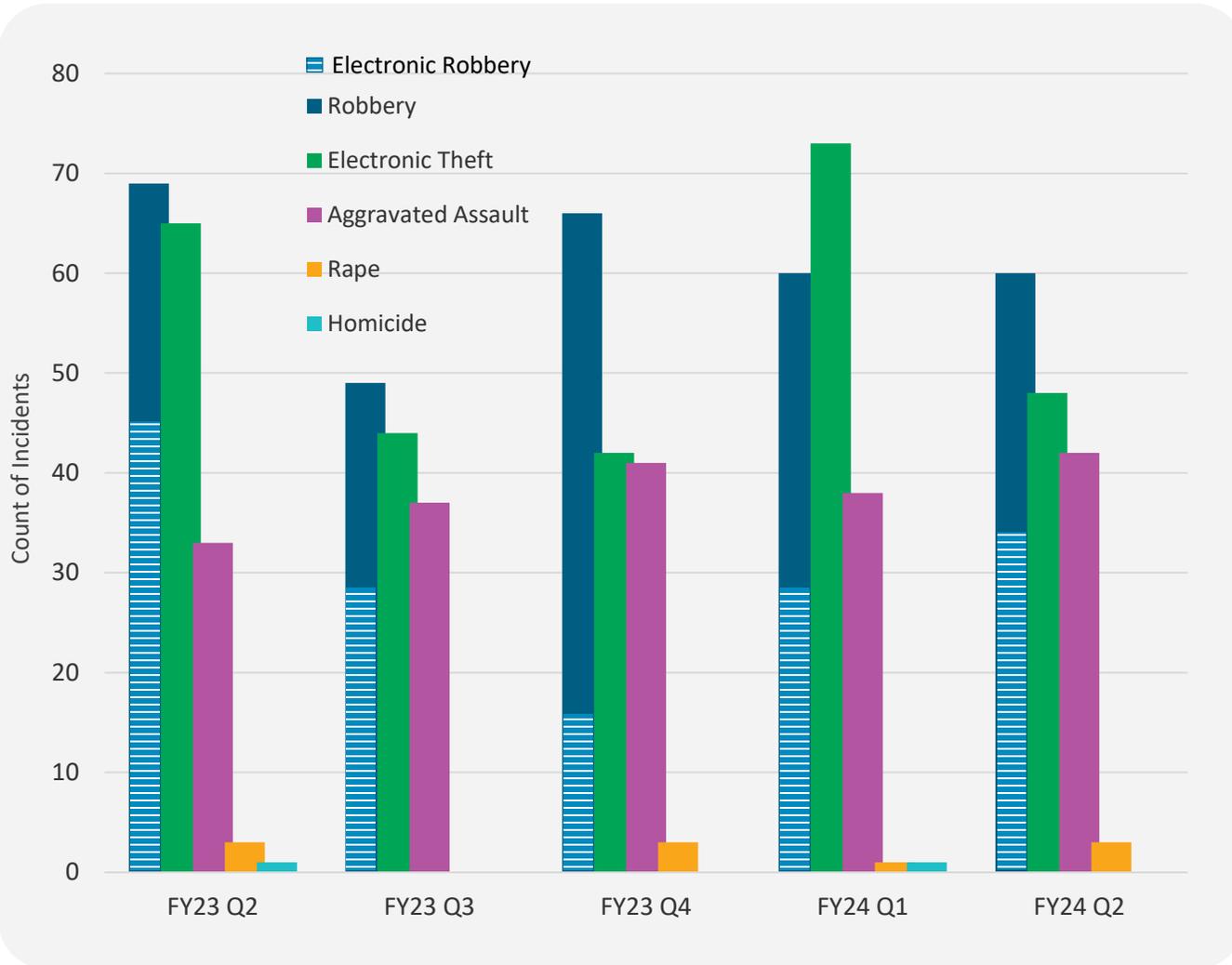
Auto Theft



Auto Burglary



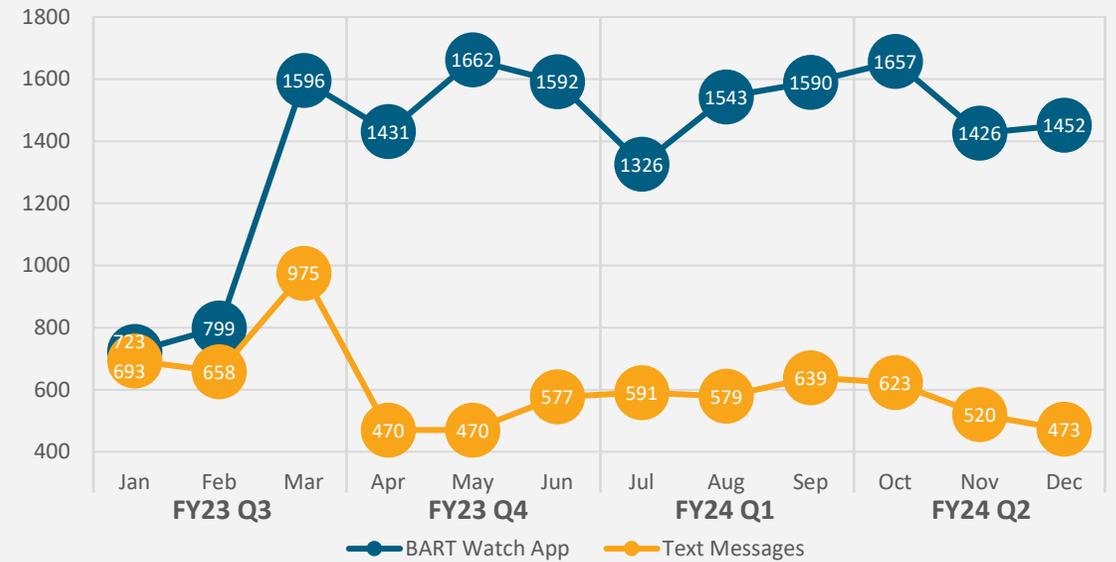
Crime – Against Persons



Breakdown of 3132 BART Watch Reports



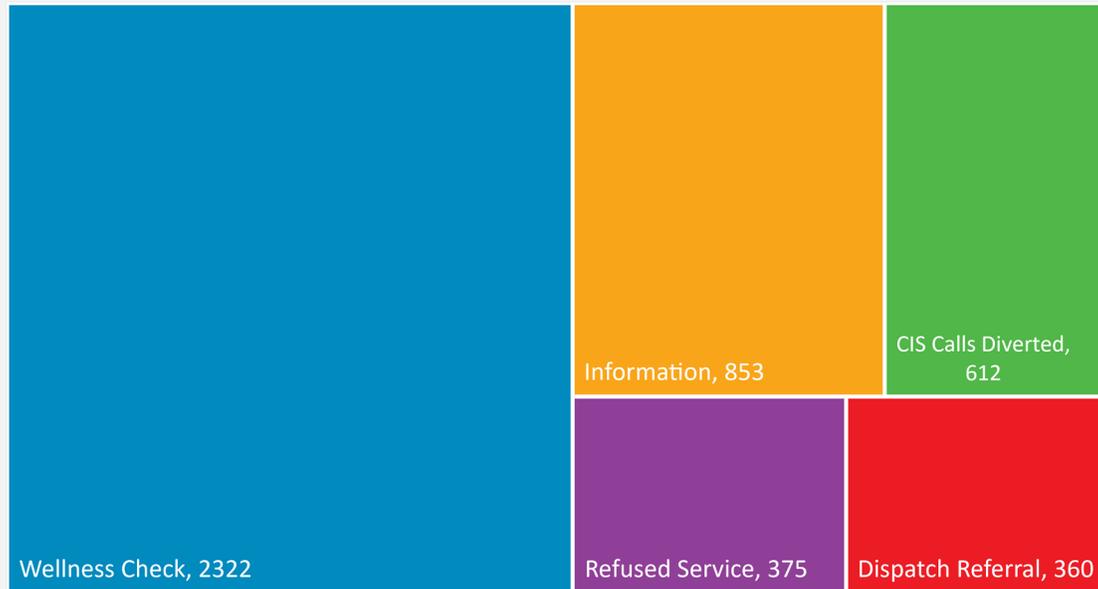
Total BART Watch & Text Counts by Month



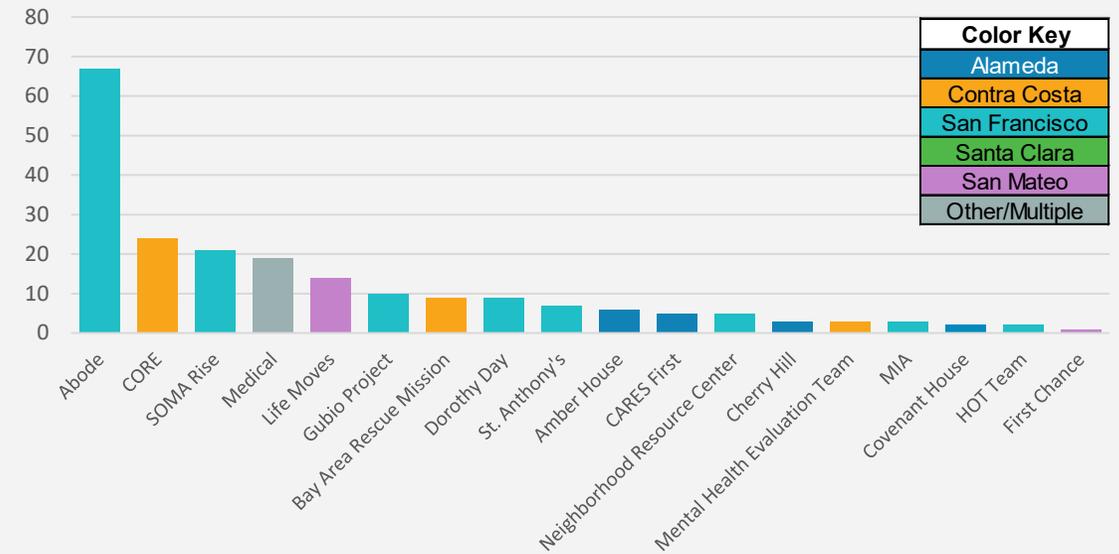
Progressive Policing Contacts and Outcomes

- 38 Narcan incidents total; 2 of which were administered by CIS

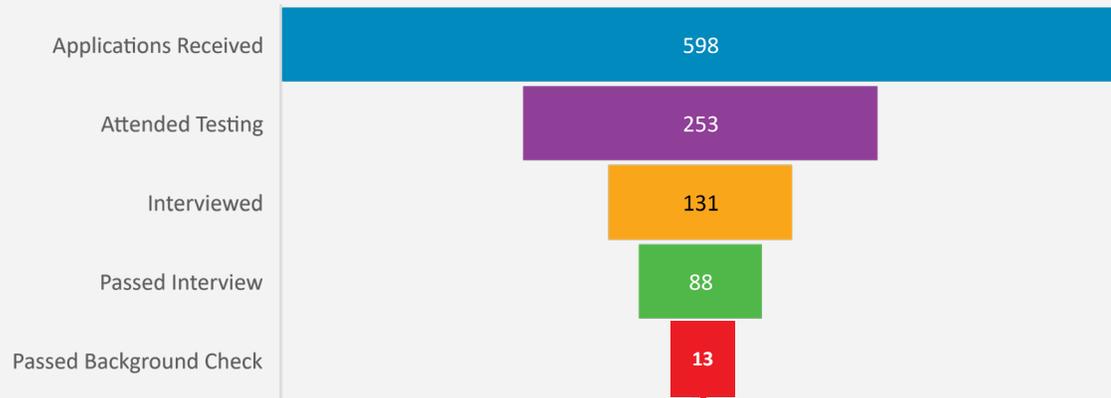
Summary of Contacts (4522)



Connections to Services by Partner (210)



Police Hiring Pipeline – FY24 Q2



Police Headcount Tracking



- 50% increase in our monthly BPD sworn officer new hire rate since the June salary increase
- Hosted three recruitments open houses
 - Next one scheduled on February 24th (Honoring African Americans in Law Enforcement)
- 88K views on the “Join BART PD” website since its launch in July
- 54% increase in applications in July – December
- Increase in number of applicants interviewed
 - FY23 Q4: 57
 - FY24 Q1: 146
 - FY24 Q2: 131
- 3 recruits will graduate from the Academy in February
- 11 recruits currently in the Academy
- 12 will start the Academy in February

Questions?

