



Quarterly Service Performance Review 3rd Quarter, FY24 (January- March 2024)

Engineering & Operations Committee
May 9th, 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

- Priority 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

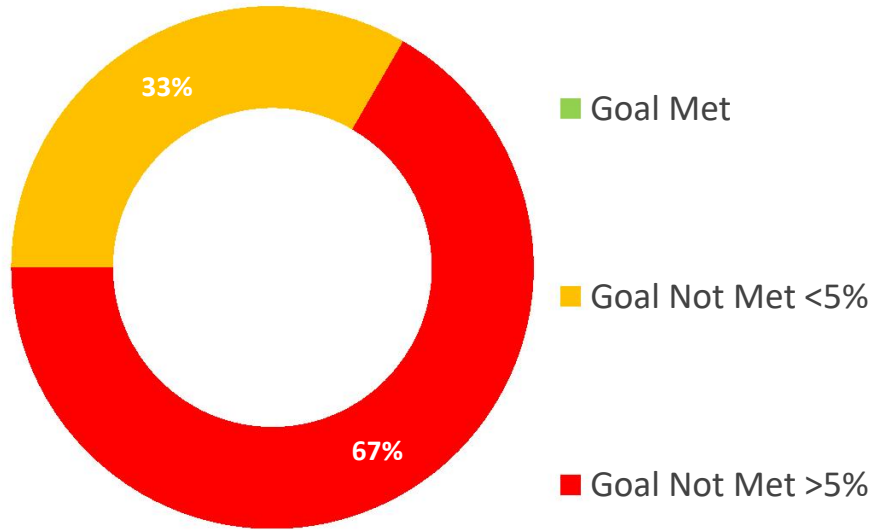
Safety

- 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



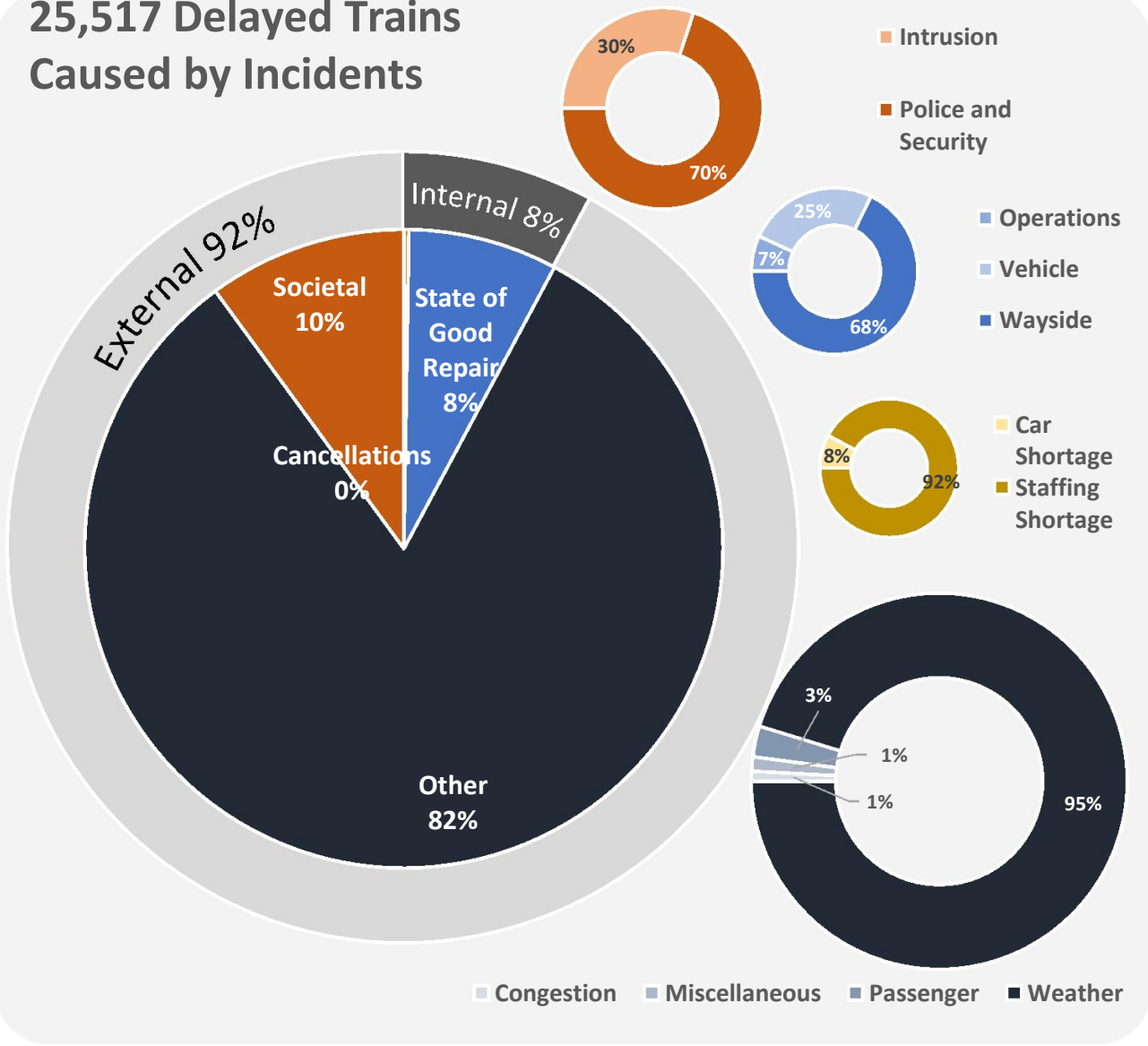
Metric	FY24 Q3	Goal	Change from FY24 Q2	
<i>All-Day</i>				
Weekday - Average Ridership	158,779	159,458	(1.05%)	▼
Trains On-Time - Daily	61.9%	91.0%	(19.31%)	▼
Customers On-Time - Daily	86.2%	94.0%	(3.74%)	▼
<i>Peak</i>				
Trains On-Time - Peak	63.3%		(17.66%)	▼
Customers On-Time - Peak	85.9%	94.0%	(2.23%)	▼

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

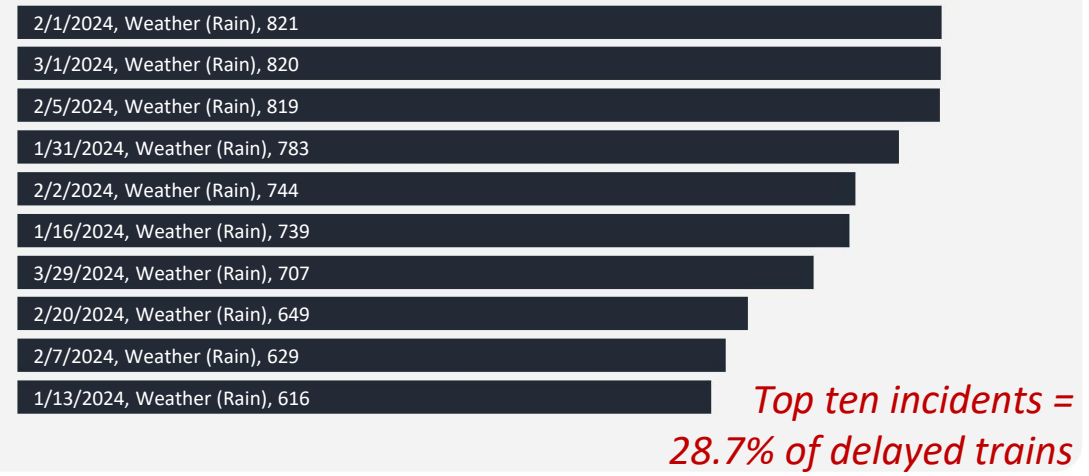
Service Delivery – Delay Incident Detail



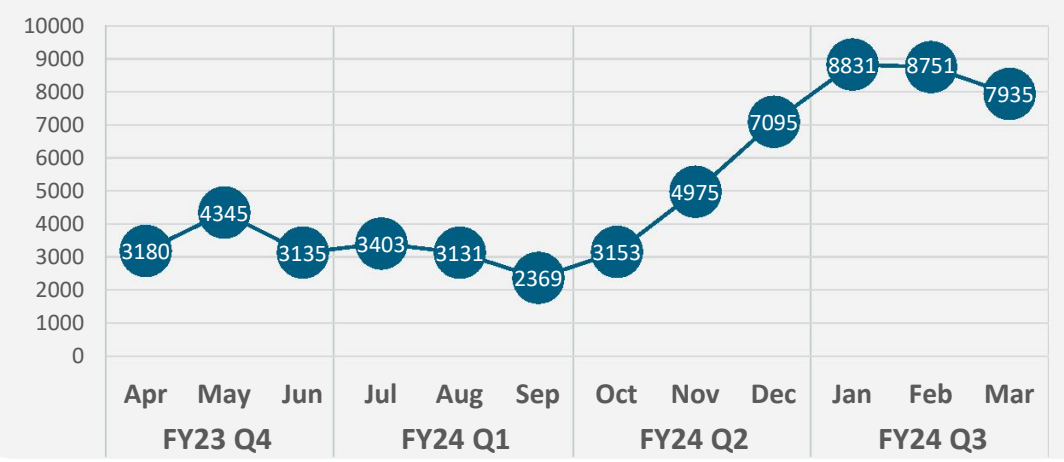
25,517 Delayed Trains Caused by Incidents



Trains Delayed - Top Ten Single Incidents



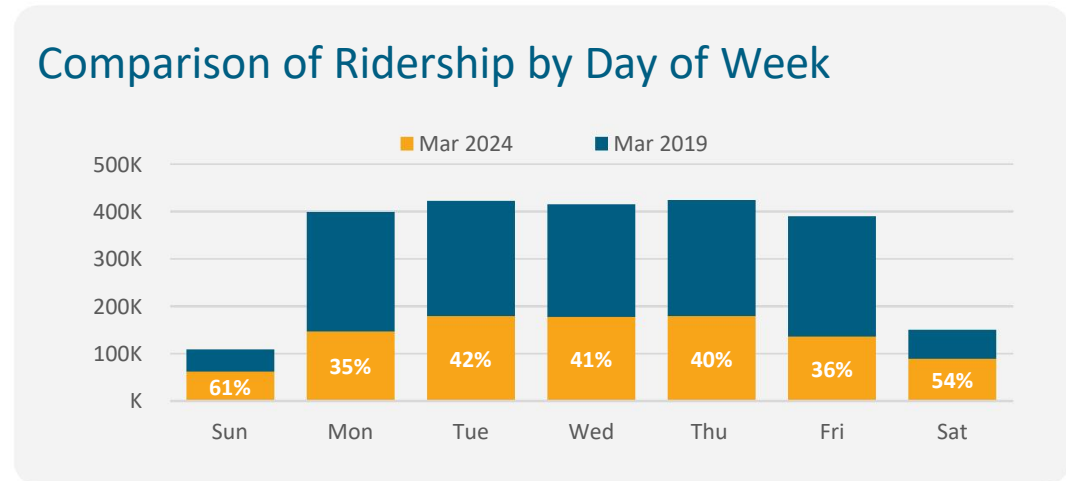
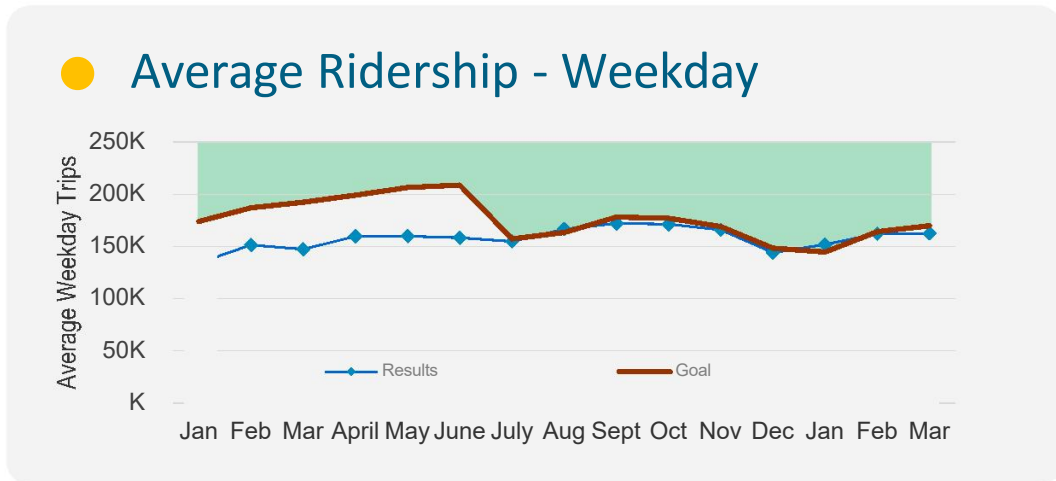
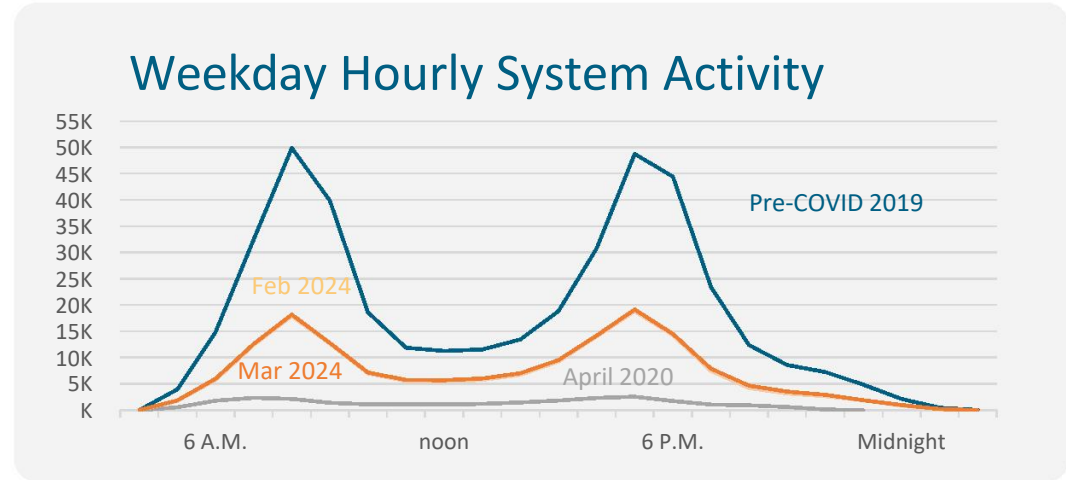
Trains Delayed by Month



Capacity – Ridership



- Total Ridership up 6.5% over last year.
- Average weekday ridership up 8.9% over last year.
- Saturday ridership up 7.2% over last year.
- Sunday ridership up 11.9% over last year.

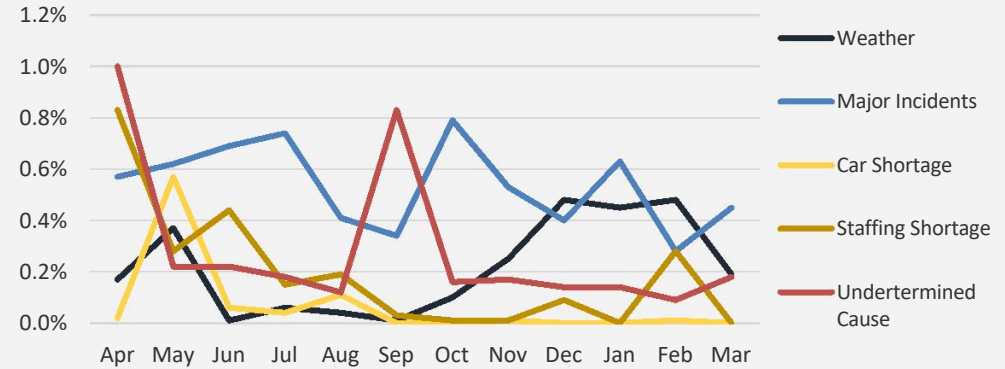


Capacity – Dispatches Operated

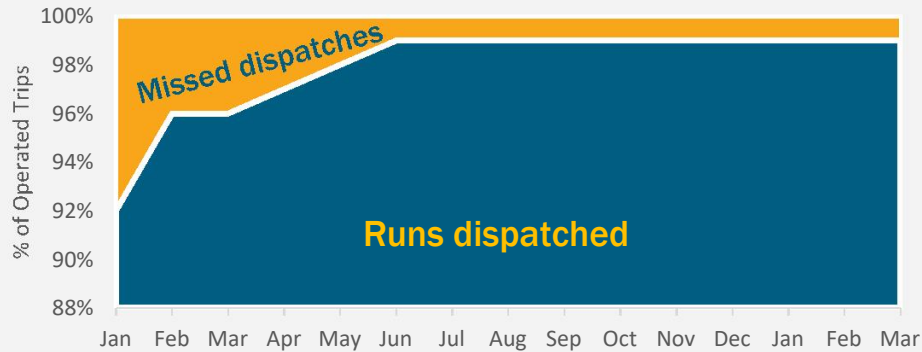


- Cancellations remain at about 1% of trains missing dispatch from origin

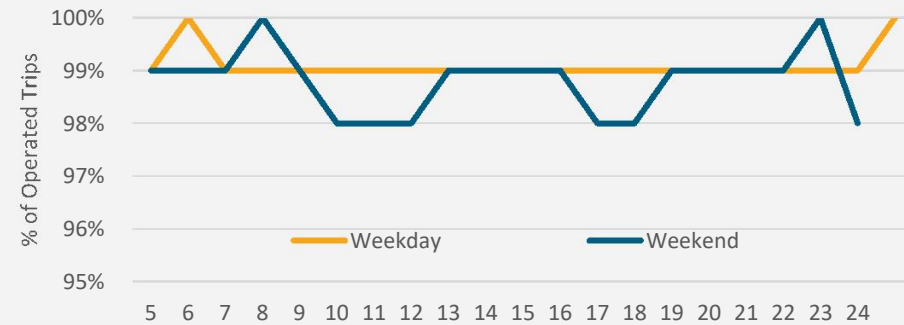
% of Scheduled Dispatches Missed by Cause



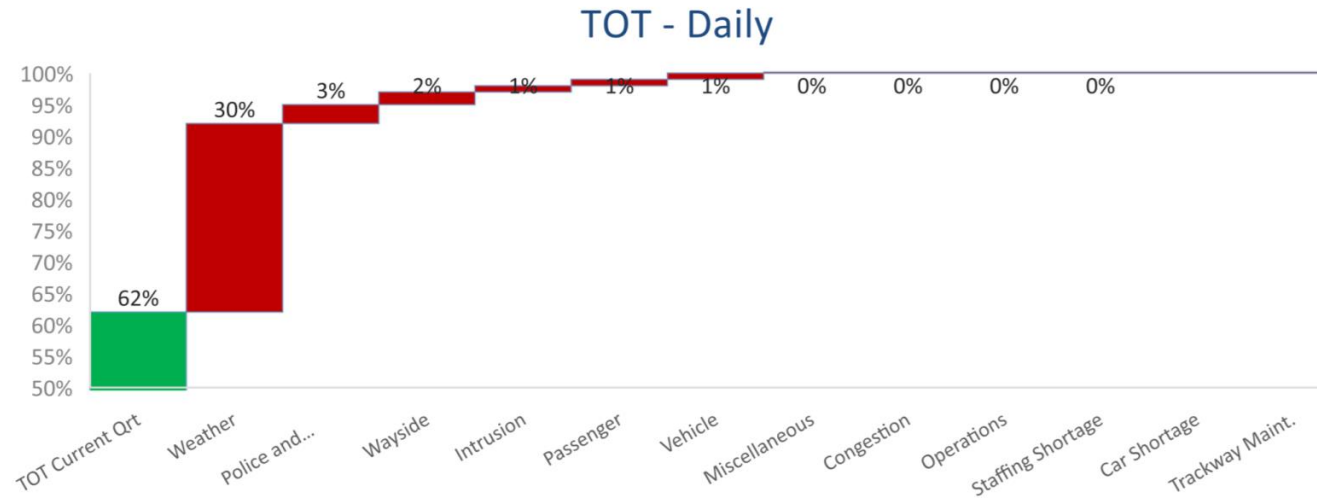
Scheduled Runs Dispatched from Origin



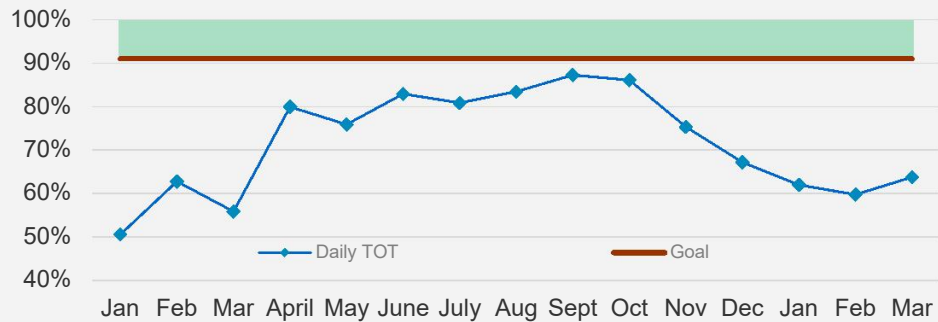
Hourly Scheduled Runs Dispatched from Origin



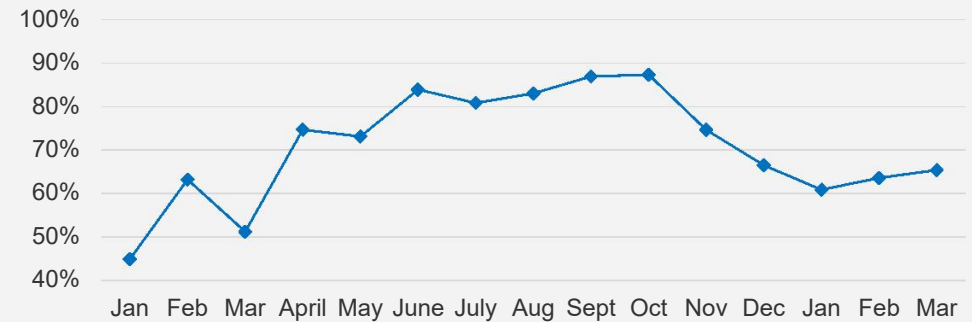
Punctuality – Trains On-Time



● Trains On-Time - Daily



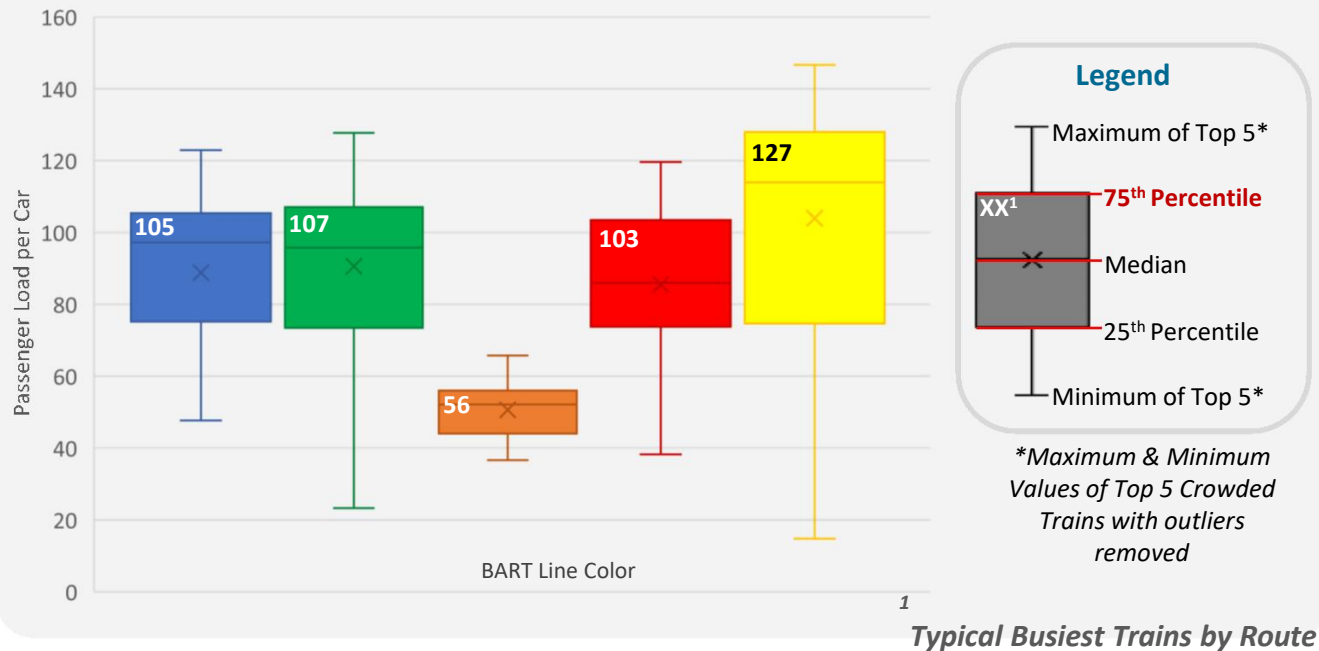
Trains On-Time - Peak



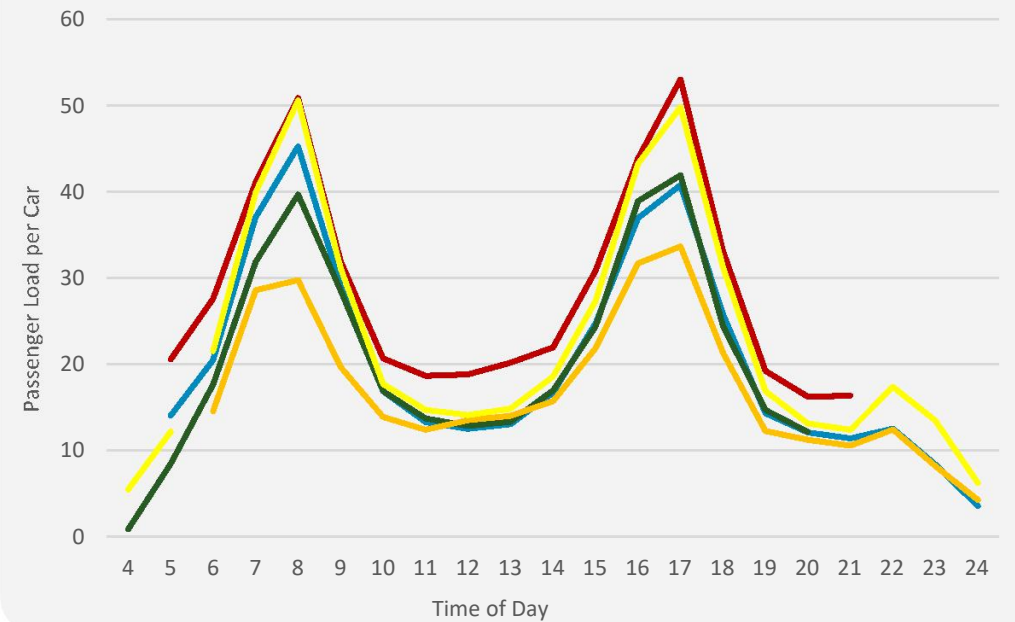
Capacity – Passenger Loading



Passenger Load per Car for Top 5 Crowded Weekday Trains



Average Hourly Weekday Passenger Load per Car by Line

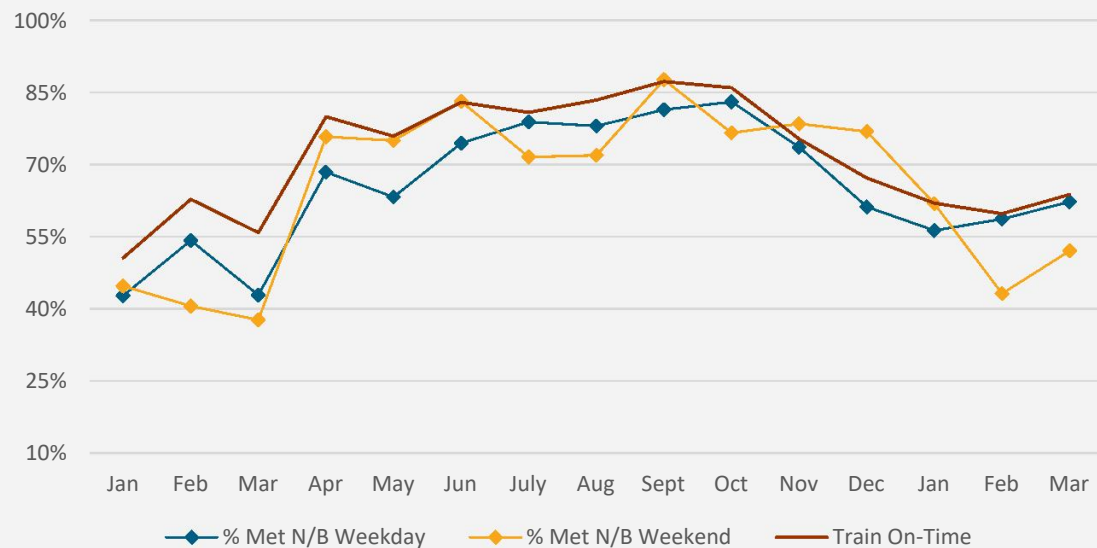


Punctuality – Timed Train Meets

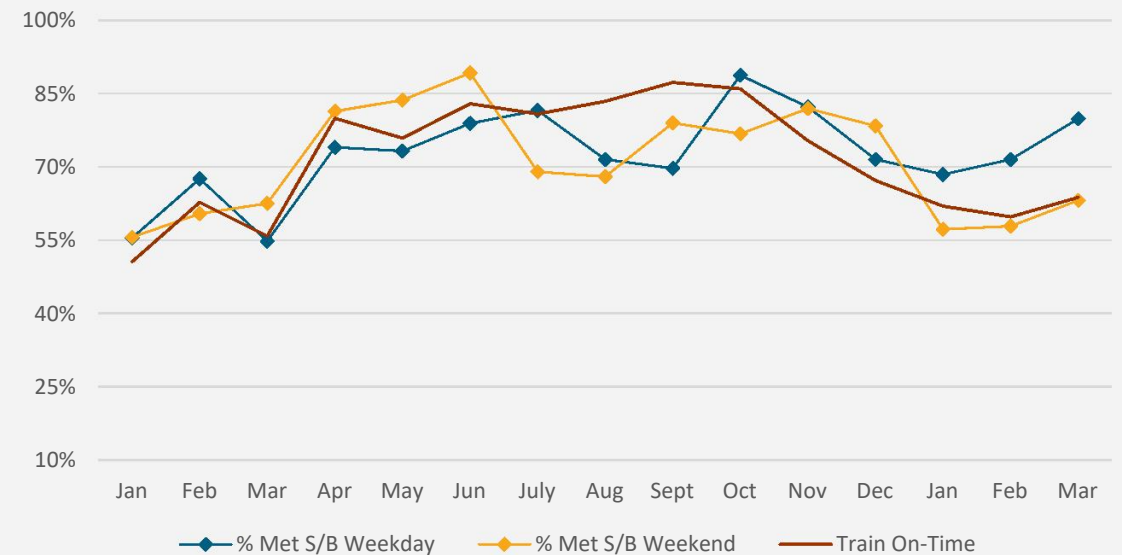


- A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point
- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

Northbound Meets at 19th Street



Southbound Meets at MacArthur

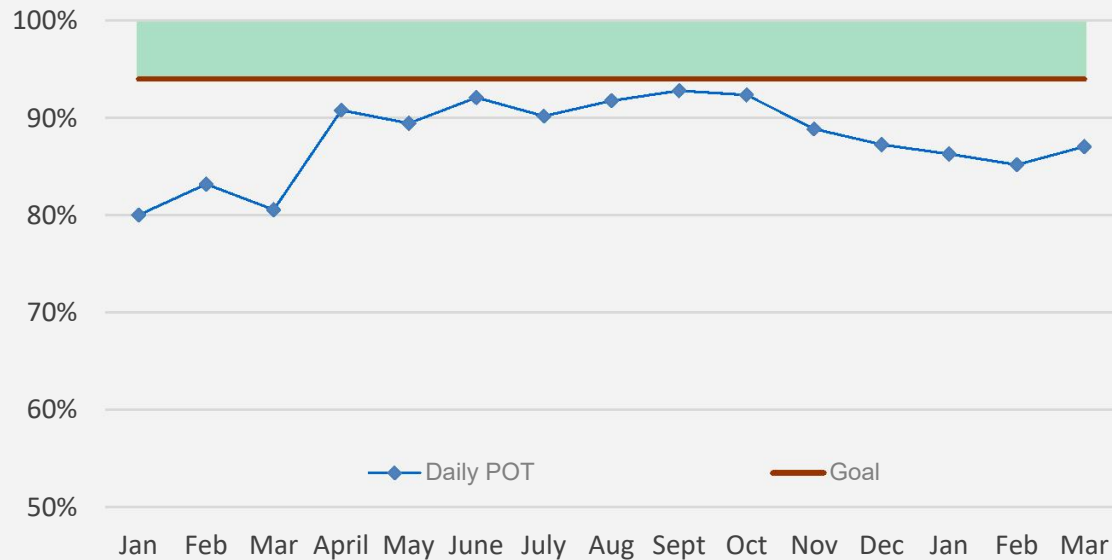


Punctuality – Customer On-Time

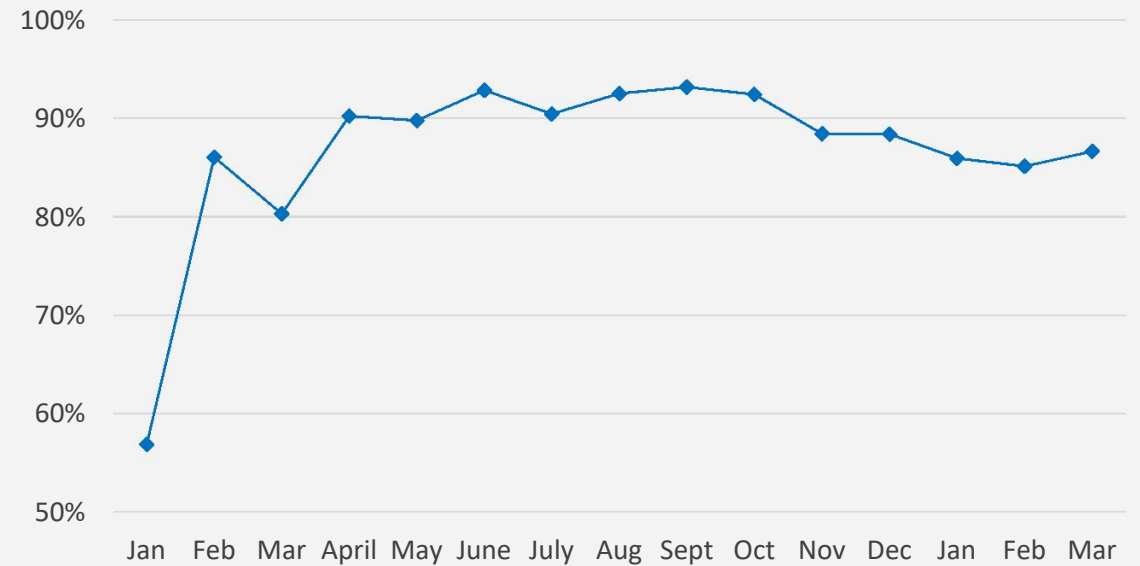


- Customer On-Time was 86.2% for the quarter

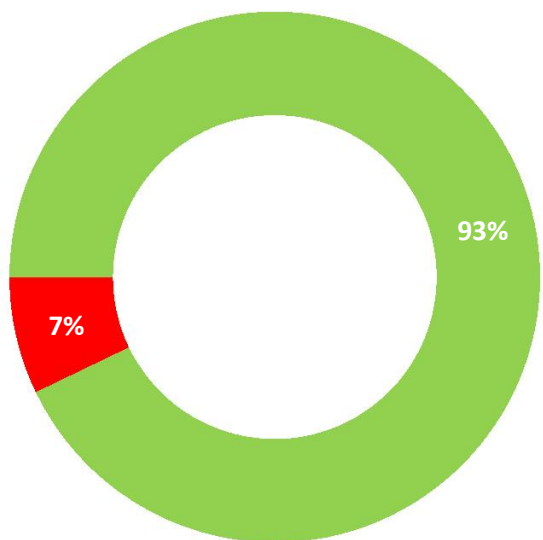
Customer On-Time - Daily



Customer On-Time - Peak



Summary – Railway Asset Availability



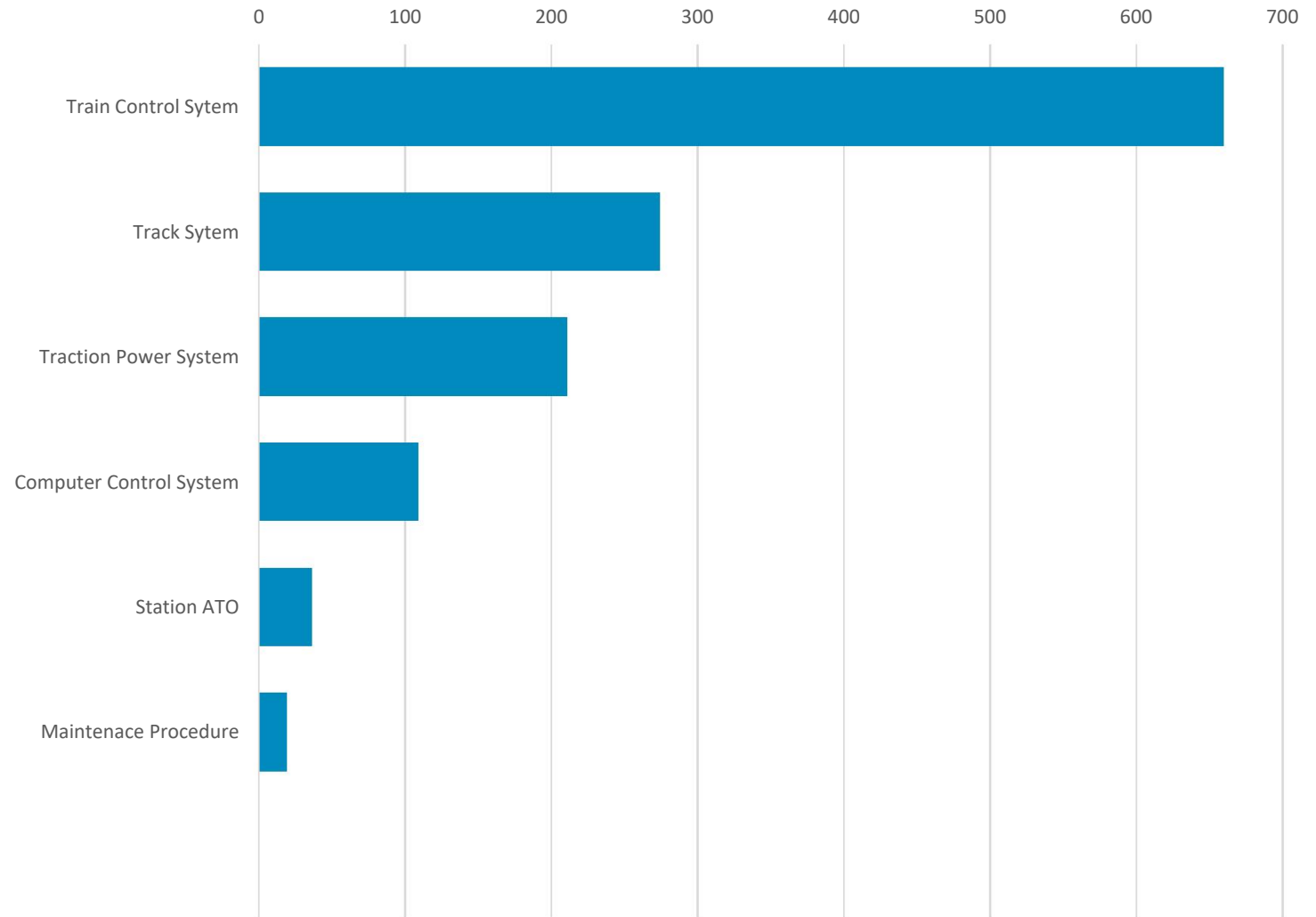
- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

Metric	FY24 Q3	Goal	Change from FY24 Q2	
<i>Wayside Equipment</i>				
Track	0.52	0.30	(14.83%)	▼
Traction Power	0.40	1.00	(3.81%)	▼
Wayside Train Control System	1.25	1.30	(22.97%)	▼
Computer Control System	0.21	0.30	(395.32%)	▼
Transportation	0.35	0.50	4.03%	▲
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	10,854	9,600	(43.00%)	▼
4 AM - Car Availability	529	529	0.43%	▲
DMU - MDBF (Miles)	39,420	28,000	(8.11%)	▼
<i>Station Equipment</i>				
Elevators in Service - Station	99.3%	98.0%	0.00%	▲
Elevators in Service - Garage	100.0%	97.0%	0.16%	▲
Escalators in Service - Street	94.0%	93.0%	(2.73%)	▼
Escalators in Service - Platform	96.9%	96.0%	(1.45%)	▼
Automatic Fare Collection - Gates	99.6%	98.0%	0.16%	▲
Automatic Fare Collection - Vendors	99.2%	95.0%	0.07%	▲

Wayside Asset Availability – Detail



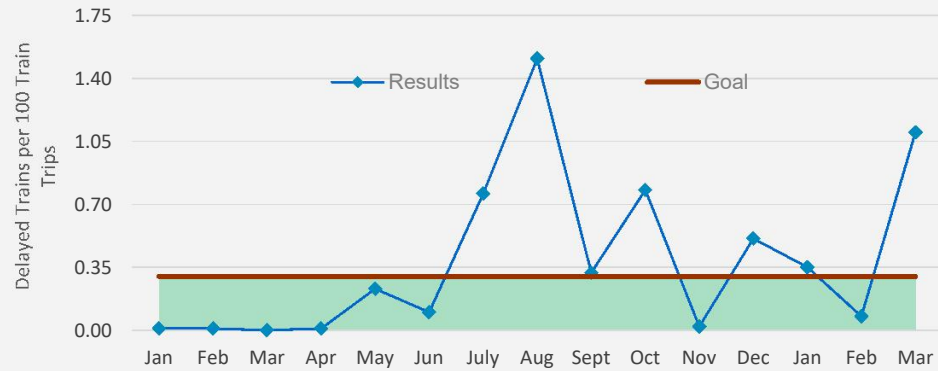
- 1309 Train delays for the quarter
- Rail anomaly found during inspection, causing sagging 3rd rail expansion joint, resulting in major delays over a two-day period while repair was made.
- Anomaly with fasteners found during inspection, repaired during blanket.
- Train Control encountered asset failure due to VHLC 12V power supply failure, damaged switch cable, and abnormal un-shunted rail current, accounted for the largest delays for the quarter.



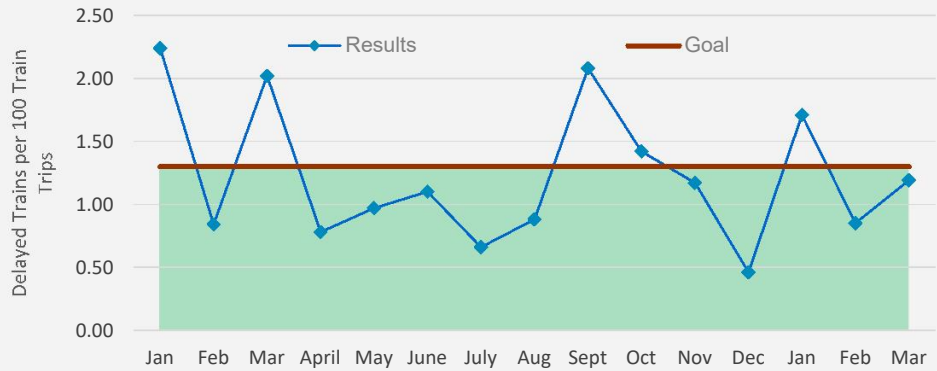
Wayside Equipment – Delayed Trains by System



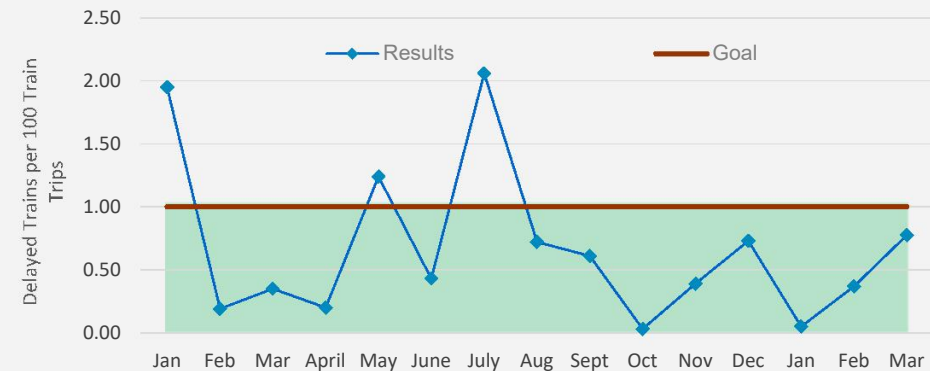
Track System



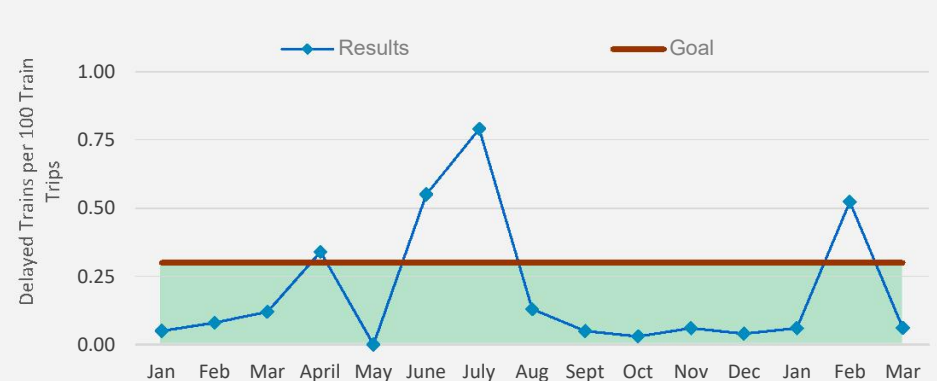
Wayside Train Control System



Traction Power System



Wayside Computer Control System



Revenue Fleet – Reliability



LEGACY

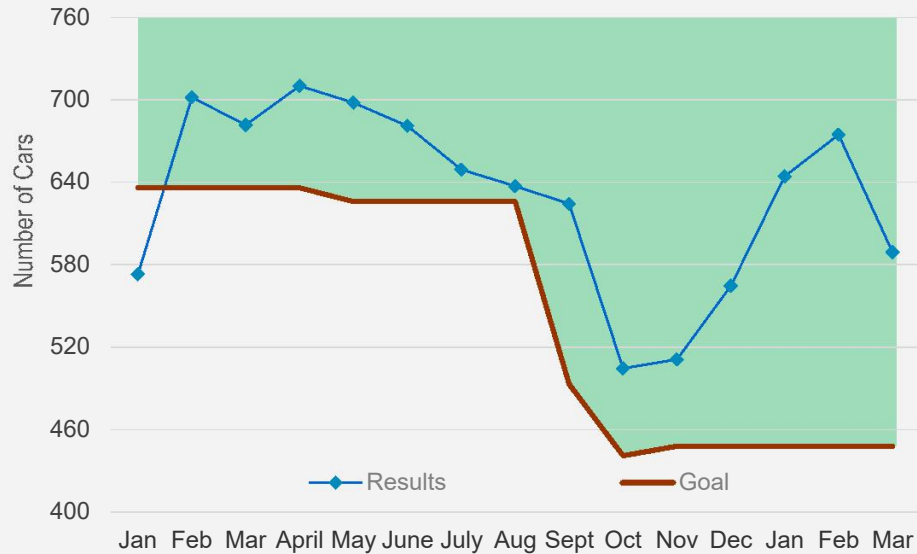
44

FOTF

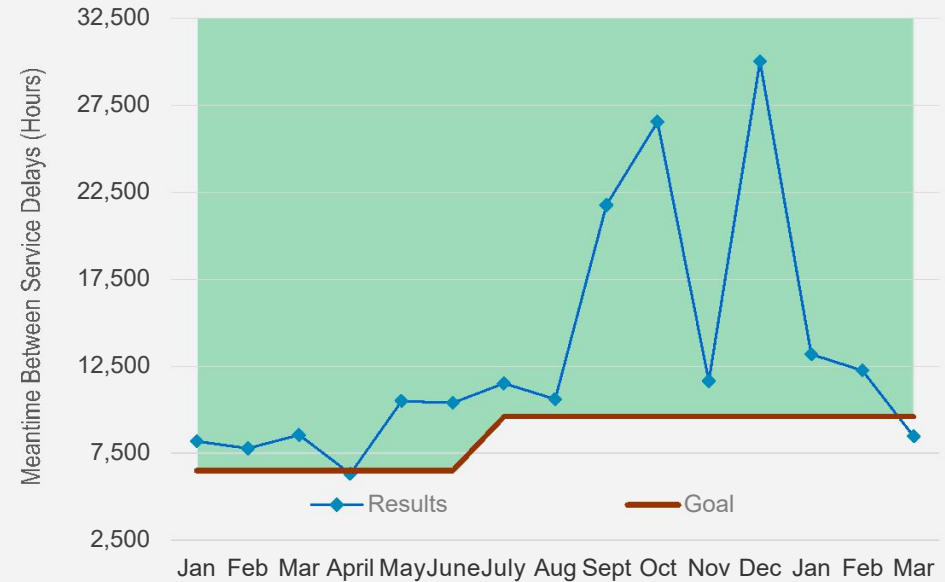
716

Car count as of 03/31/2024

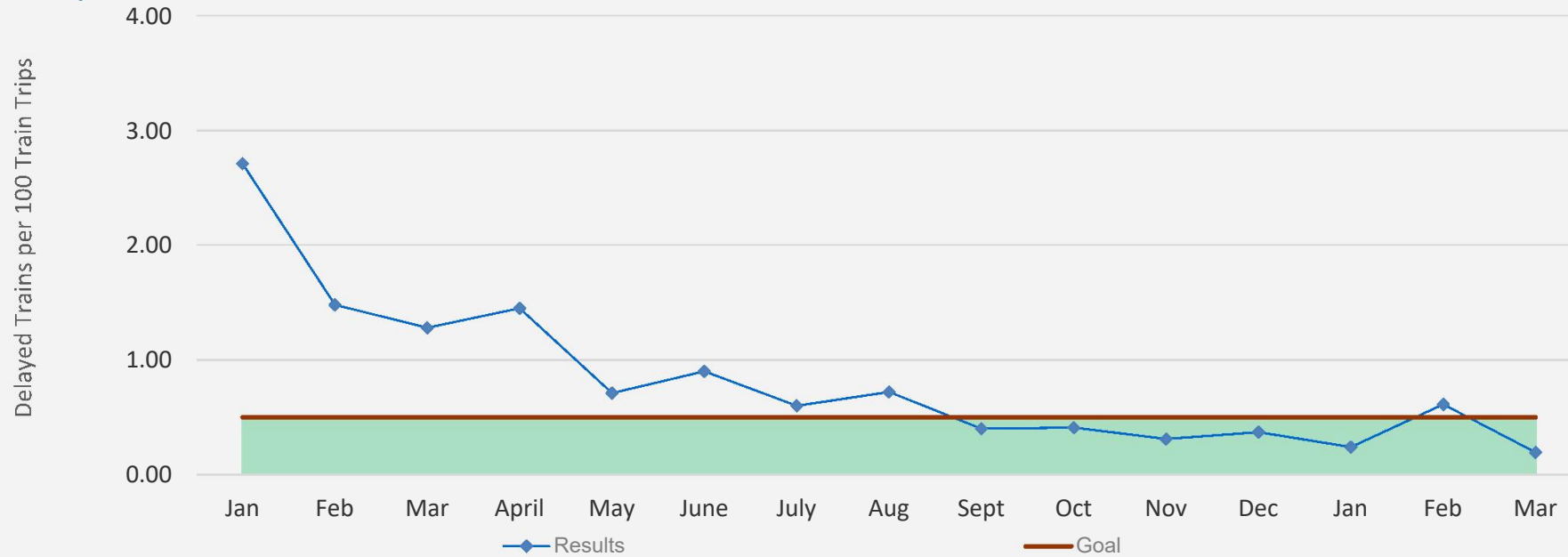
Car Availability at 4 AM



Mean Time Between Service Delays



Operations

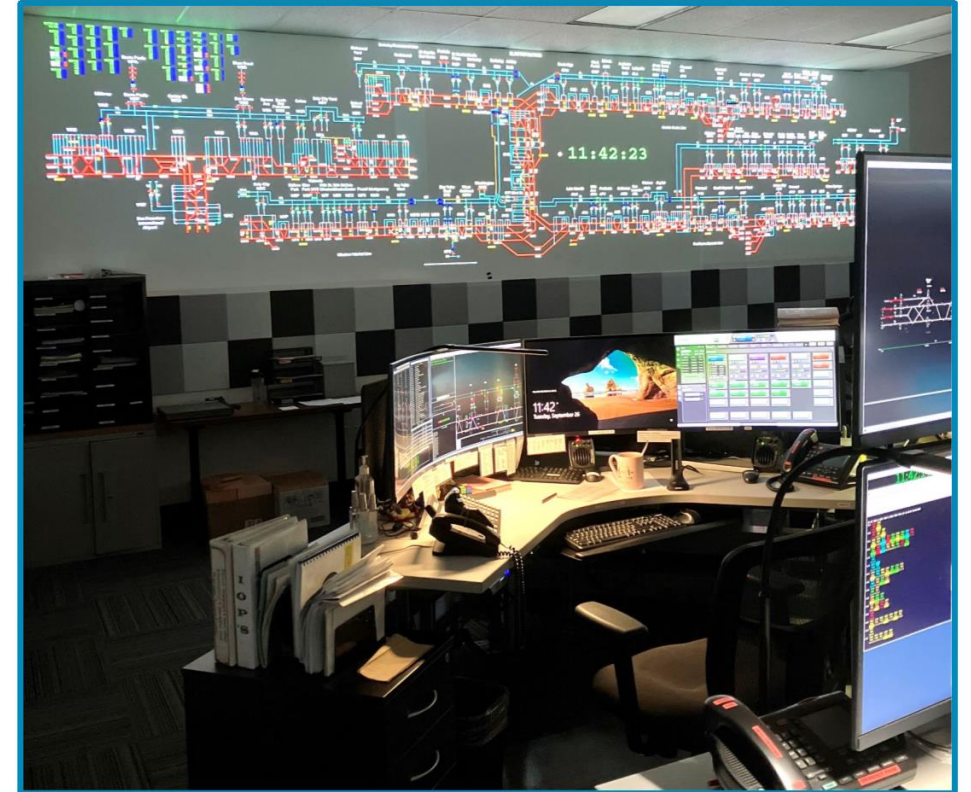
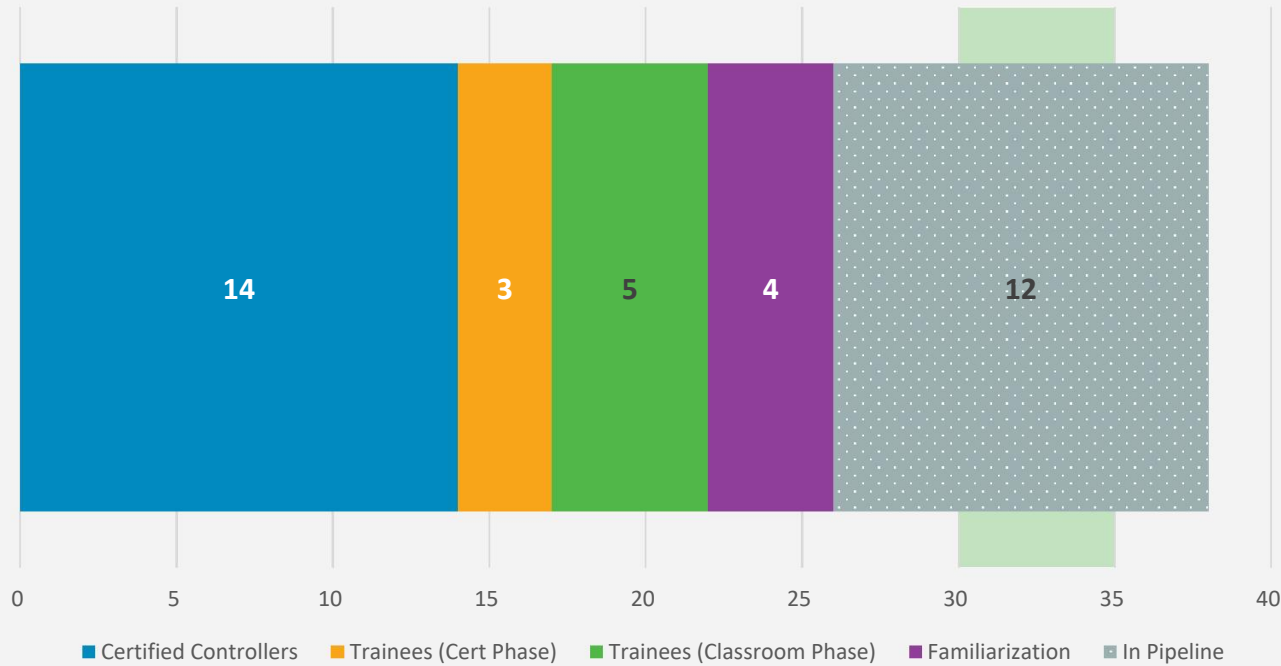


Hiring Metrics - Priority Positions



Rail Operations Controller

Target Range: 30 to 35



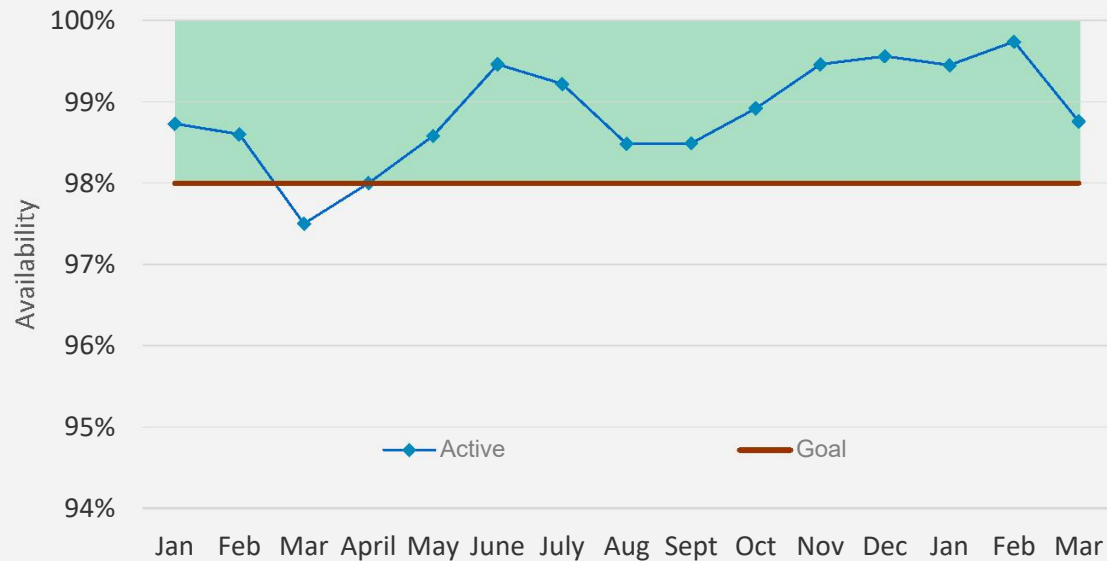
Station Equipment – Elevator Availability



Station Elevator

- Goal has been met consecutively for the past 11 quarters

Station Elevator



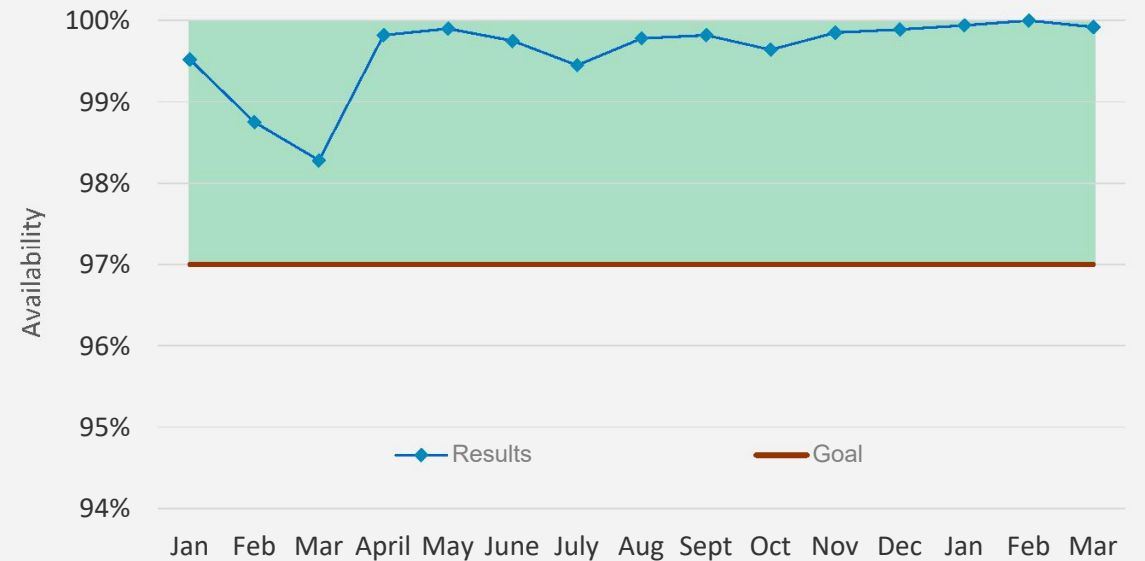
*E-line Elevator and Escalator are included

Garage Elevator

- Goal has been met consecutively for the past 17 quarters



Garage Elevator



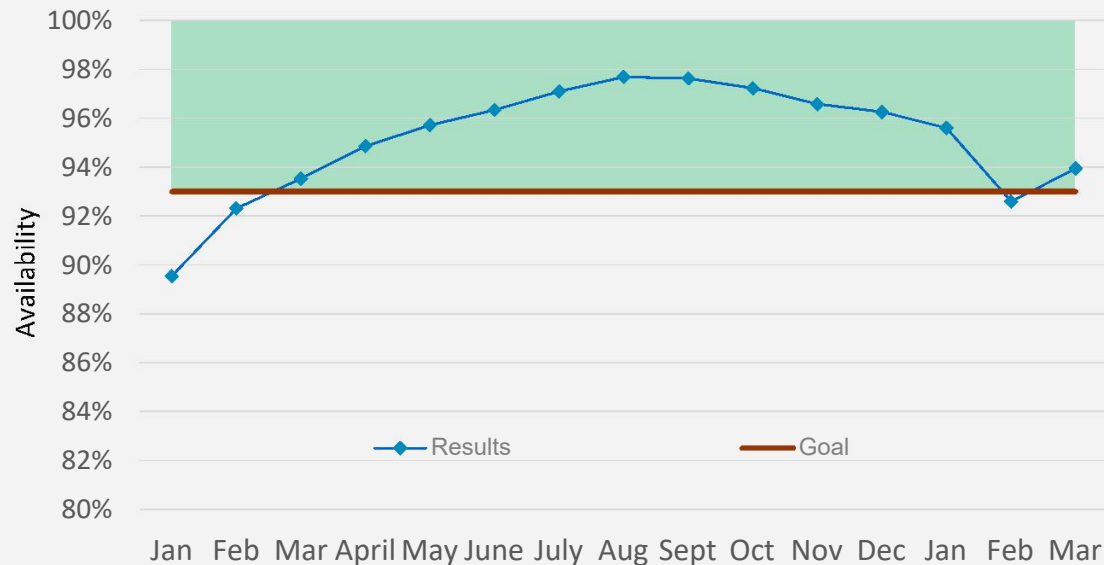
Station Equipment – Escalator Availability



Street Escalator

- Goal has been met consecutively for the past four quarters

Street Escalator

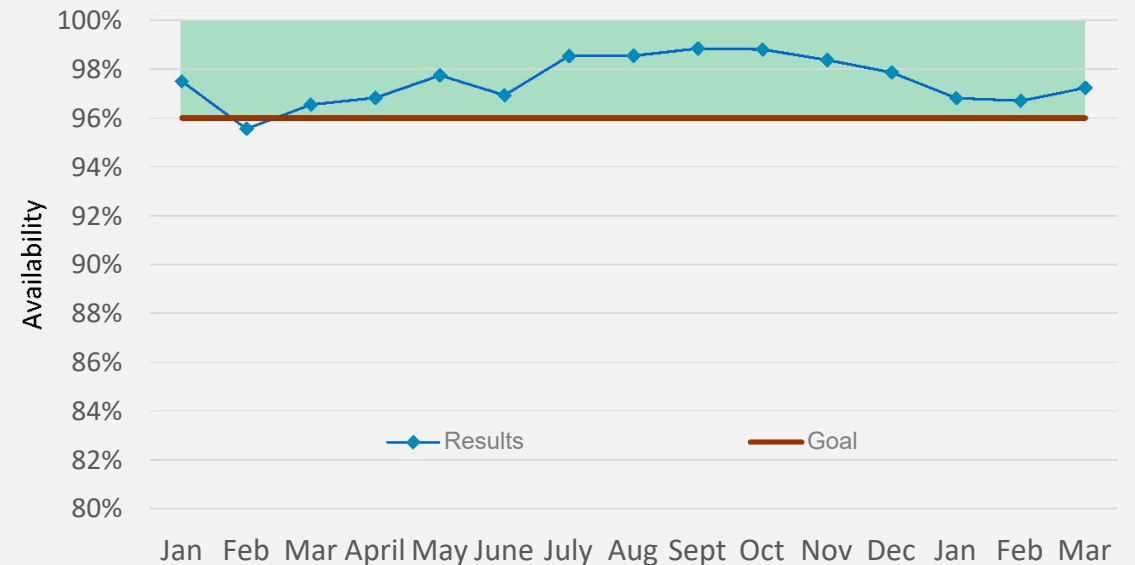


Platform Escalator

- Goal has been met consecutively for the past 11 quarters



Platform Escalator



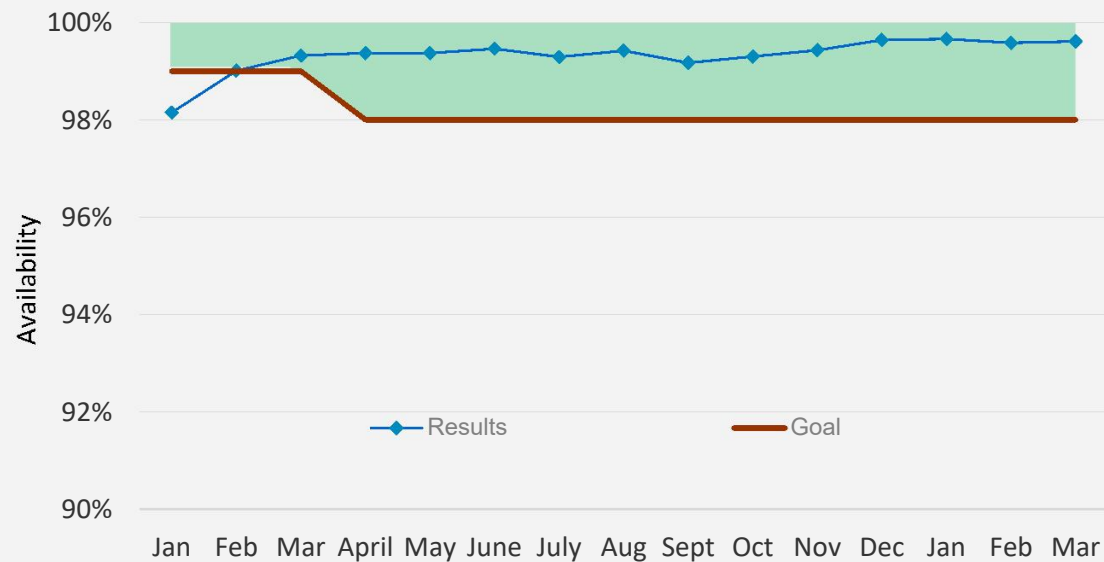
Station Equipment – Automated Fare Collection



Gate Availability

- Goal has been met consecutively for the past four quarters

Gate Availability

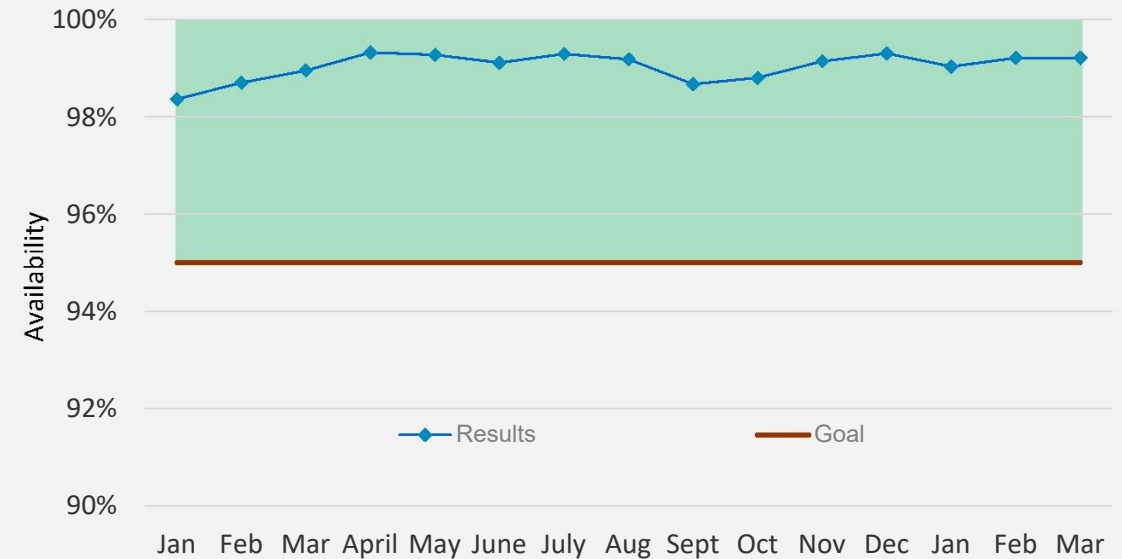


Vendor Availability

- Goal has been met consecutively since 2015



Vendor Availability



Summary – Customer Experience



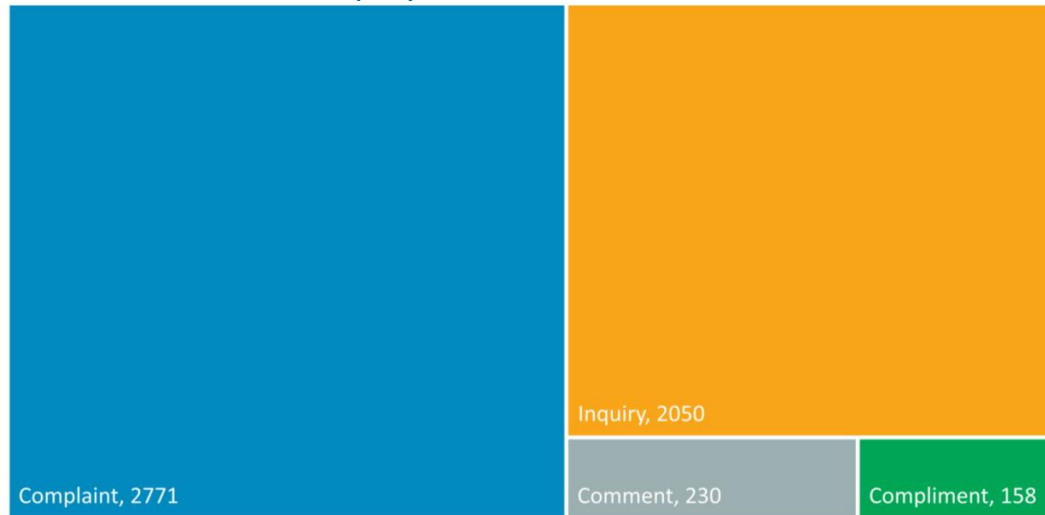
Metric	FY24 Q3	Goal	Change from FY24 Q2	
<i>Customer Experience</i>				
Overall Customer Satisfaction	76%		(2.56%)	▼
Station Agent Customer Service	4.27	4.0	(0%)	■
Complaints per 100,000 Passenger Trips	22.97	5.1	14.39%	▲
<i>Train Environment</i>				
Train Temperature	4.20	4.0	(0%)	■
Train Interior Cleanliness	3.7	3.5	(0%)	■
<i>Station Environment</i>				
Environment Outside Stations	3.6	3.5	(0%)	▼
Environment Inside Stations	3.6	4.0	(0%)	▼
<i>Code of Conduct</i>				
Gender Based Harassment	7%		(12.5%)	■
Fare Evasion	24%		(4.2%)	▼

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

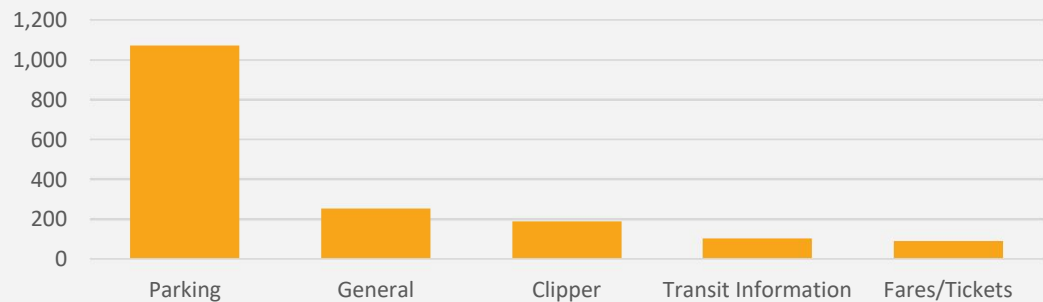
Customer Service – Cases by Type



Breakdown of 5187 Inquiry Cases



Inquiry Cases – FY24 Q3



Compliment Cases – FY24 Q3



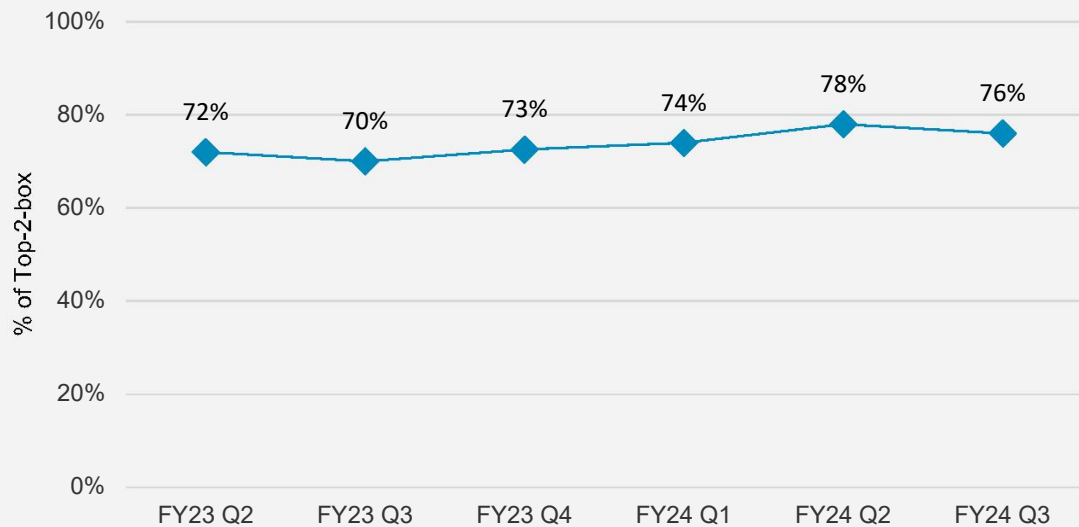
Customer Service – Experience

- Overall Customer Satisfaction 76%

- Station Agent Customer Service is 4.27

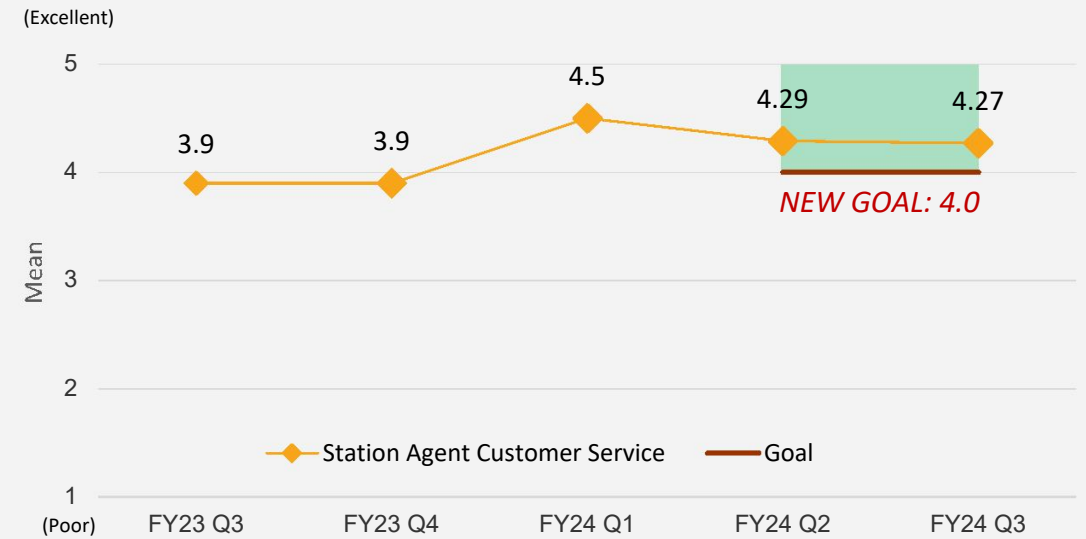
Overall, how satisfied are you with the services provided by BART?

Overall Customer Satisfaction



Customer service from Station Agent (if used today)

Station Agent Customer Service



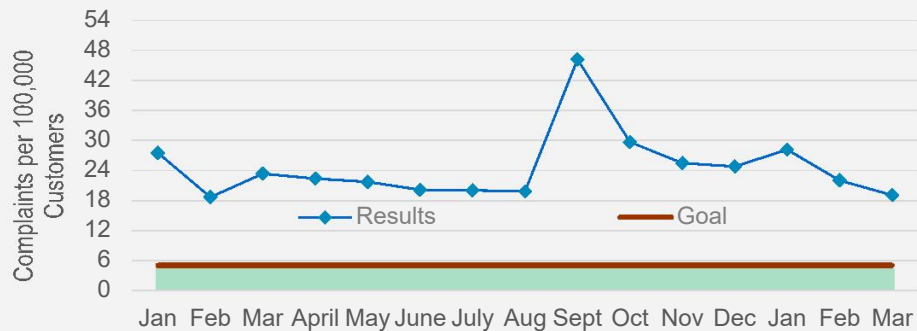
Customer Service – Complaint Cases



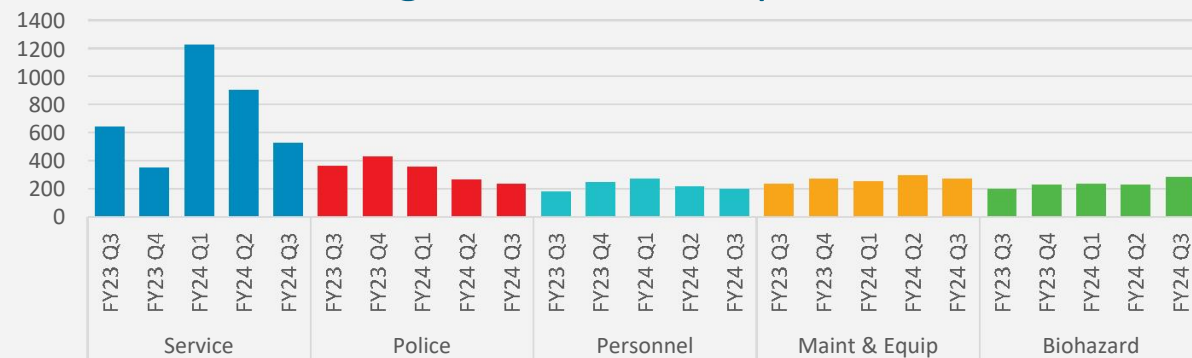
Breakdown of Top Five Complaint Categories of 2776 Complaints



Customer Complaints



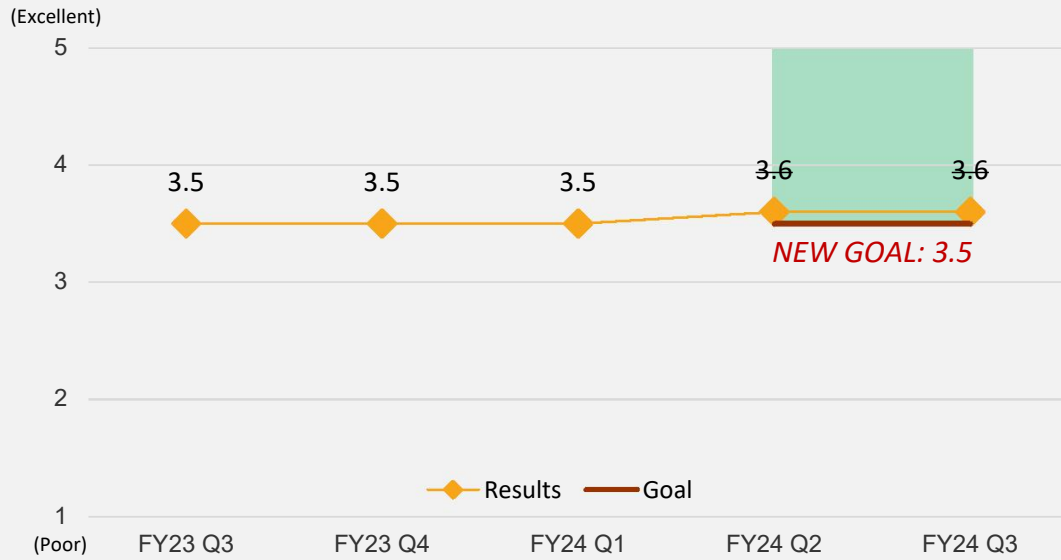
FY24 Q3 Trending Customer Complaints



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%).

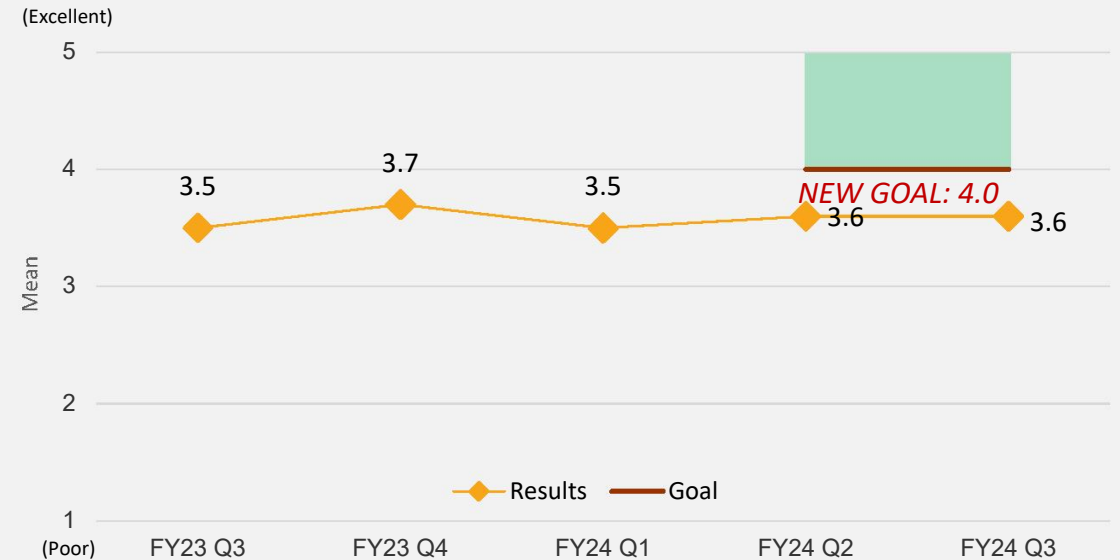
Environment Outside Station



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%).

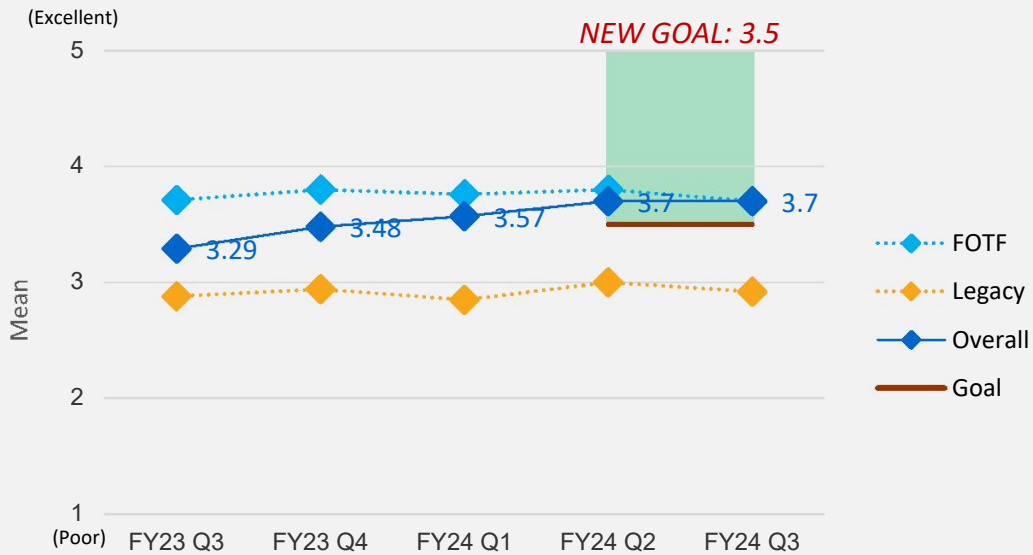
Environment Inside Station



Customer Rating – Interior Cleanliness

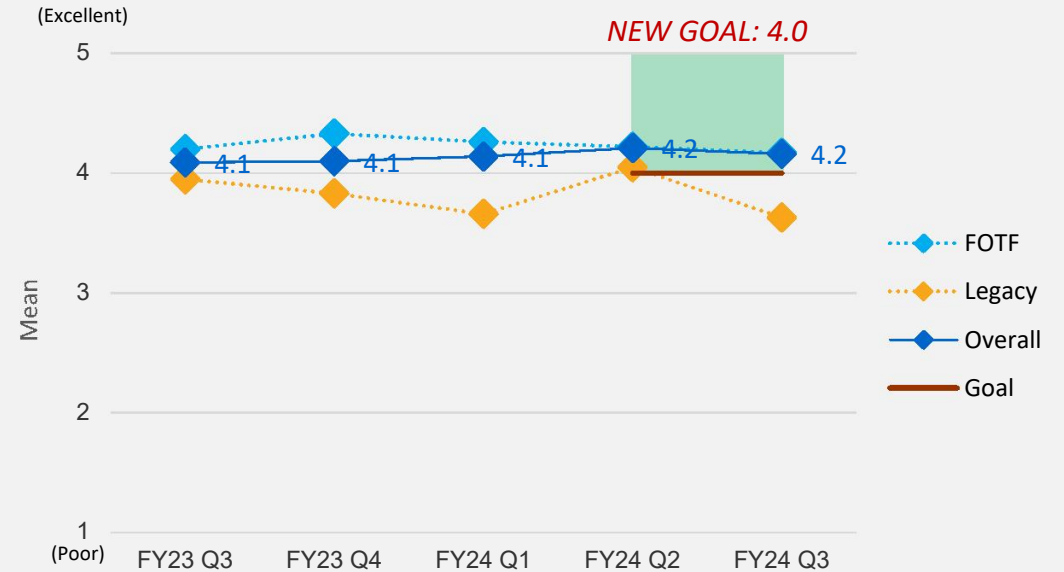
- This is a composite score which incorporates the cleanliness of the train interior including graffiti (50%), and the appearance of the overall car (50%)

Customer Rating – Interior Cleanliness



Customer Rating - Temperature

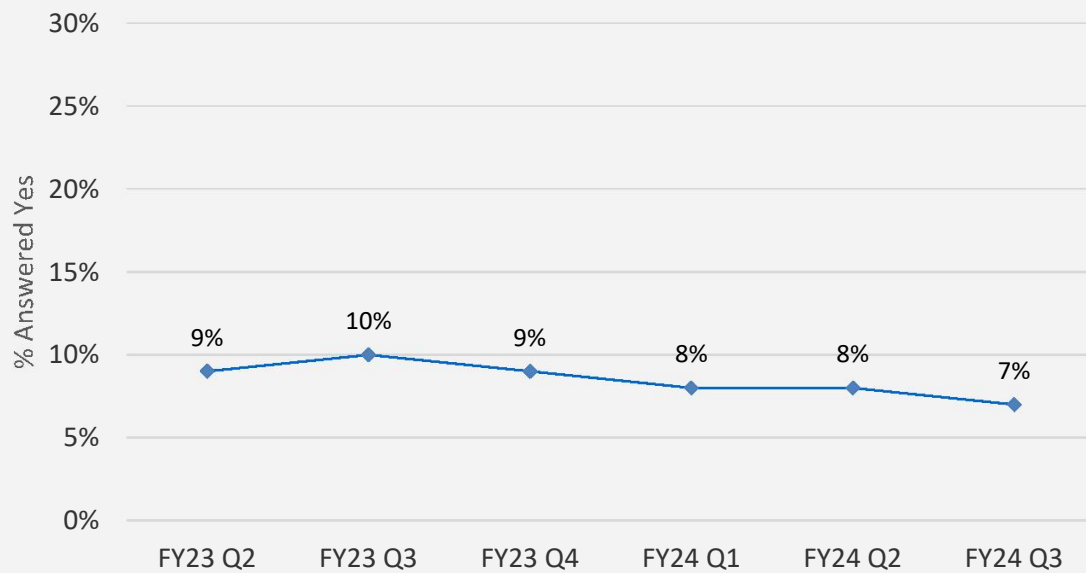
Customer Rating - Temperature



Gender Based Harassment

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

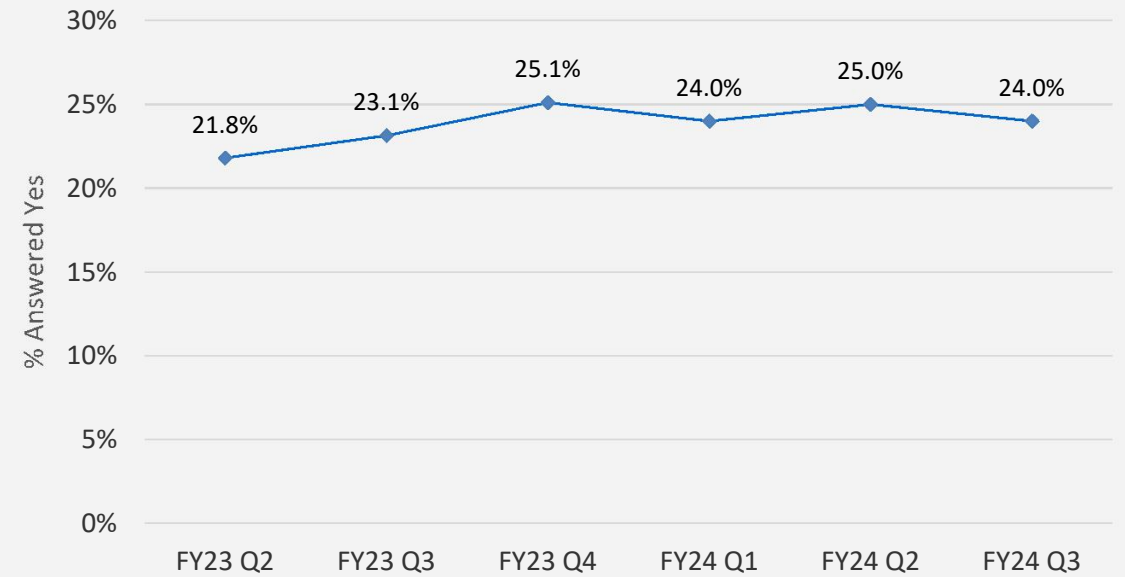
Gender Based Harassment



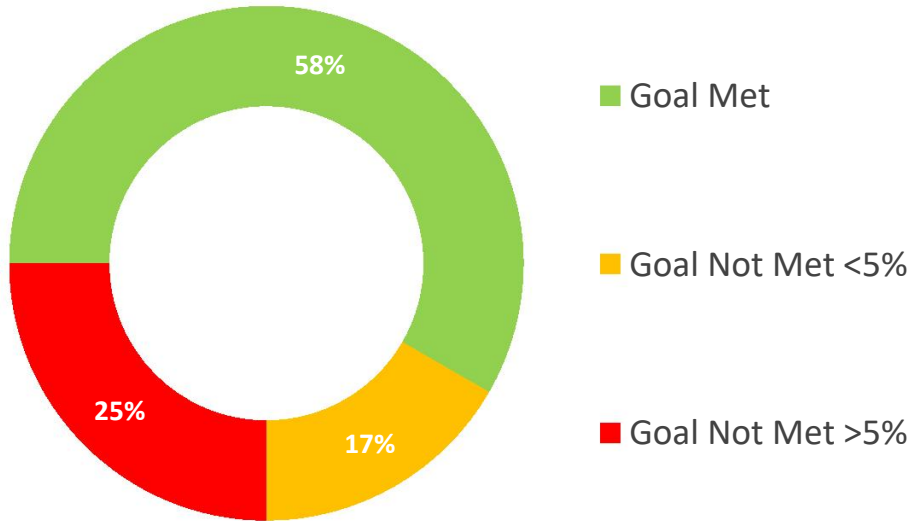
Fare Evasion

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

Fare Evasion



Summary – Safety and Security



Metric	FY24 Q3	Goal	Change from FY24 Q2	
<i>Safety</i>				
Vehicle Incidents/Million Patrons	0.25	0.6	0.00%	▲
Unscheduled Door Openings/Million Car Miles	0.23	0.2	(4.54%)	▼
Rule Violations Summary/Million Car Miles	0.46	0.25	(109.09%)	▼
Station Incidents/Million Patrons	1.17	2	4.87%	▲
OSHA-Recordable Injuries/Illnesses/Per OSHA	12.50	12	(8.13%)	▼
Lost Time Injuries/Illnesses/Per OSHA	5.52	6.5	8.60%	▲
<i>Security</i>				
Police Response Time per Emergency Incident	4.72	5	1.66%	▲
Bike Thefts	15	50	42.30%	▲
Auto Thefts/1,000 Parking Spaces	2.08	2	34.64%	▲
Auto Burglaries/1,000 Parking Spaces	4.28	3.5	(1.47%)	▼
BART Police Presence	17.7%	12%	(9.2%)	▼
Crimes Against Persons/Million Riders	14.08	2	(11.93%)	▼

Station Incidents

Breakdown of 14 Station Incidents

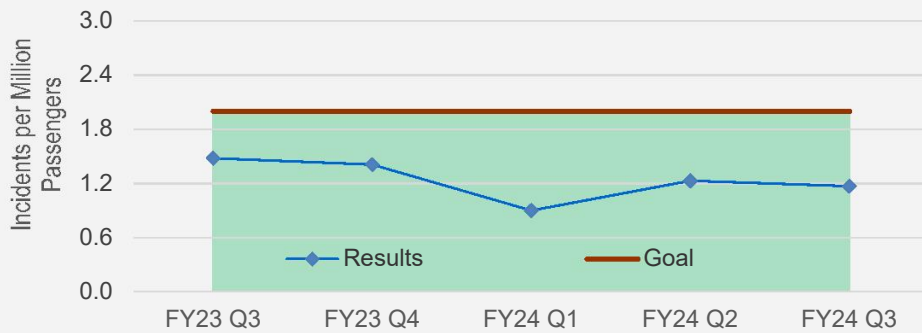


Vehicle Incidents

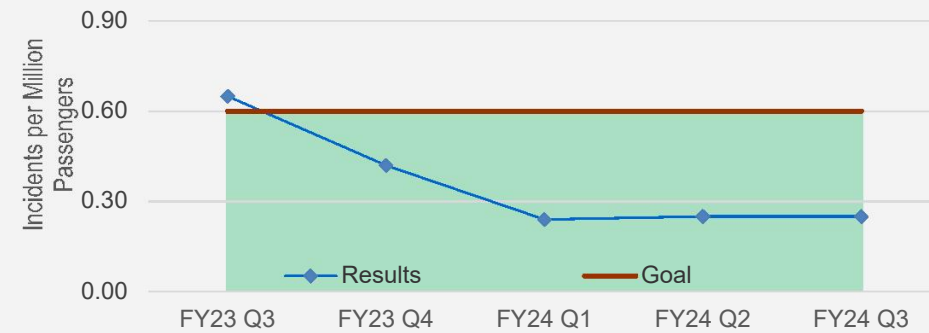
Breakdown of 3 Vehicle Incidents



Station Incidents

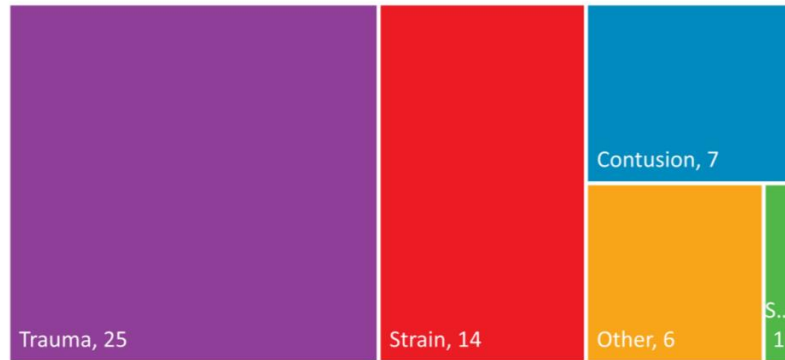


Vehicle Incidents



Lost Time due to Injuries

Breakdown of 53 Lost Time Cases

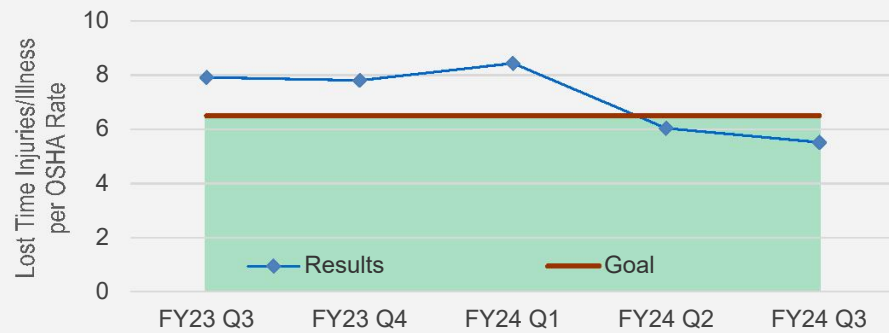


OSHA Recordable Injuries

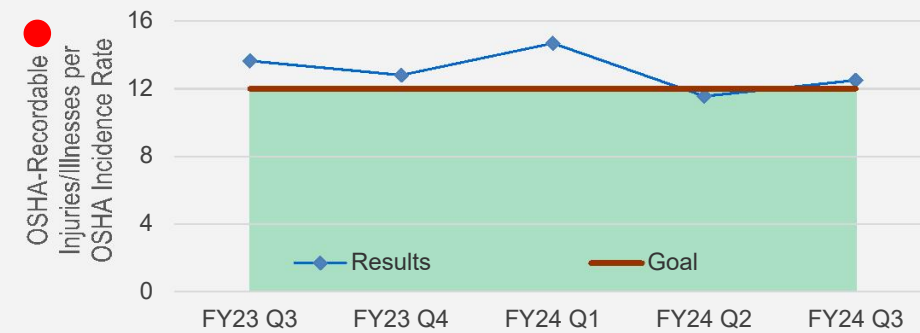
Breakdown of 120 Recordable Injuries



Lost Time Injuries/Illness per OSHA Rate



OSHA Recordable Injuries/Illnesses per OSHA Incidence Rate



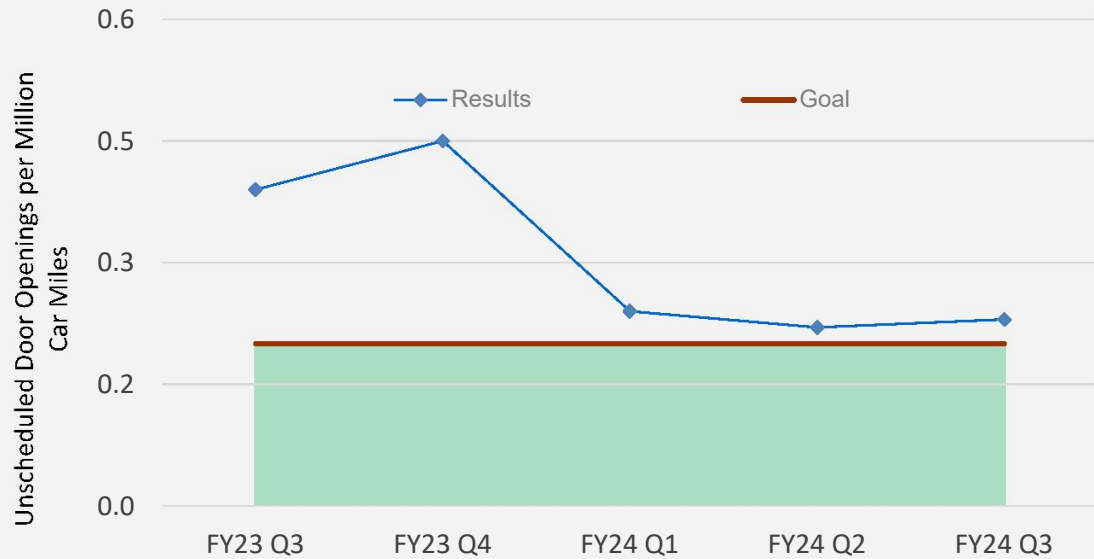
Safety – Procedure Violations



Unscheduled Door Openings

- 4 Unscheduled Door Openings in FY24 Q3
 - All due to passenger action/misuse

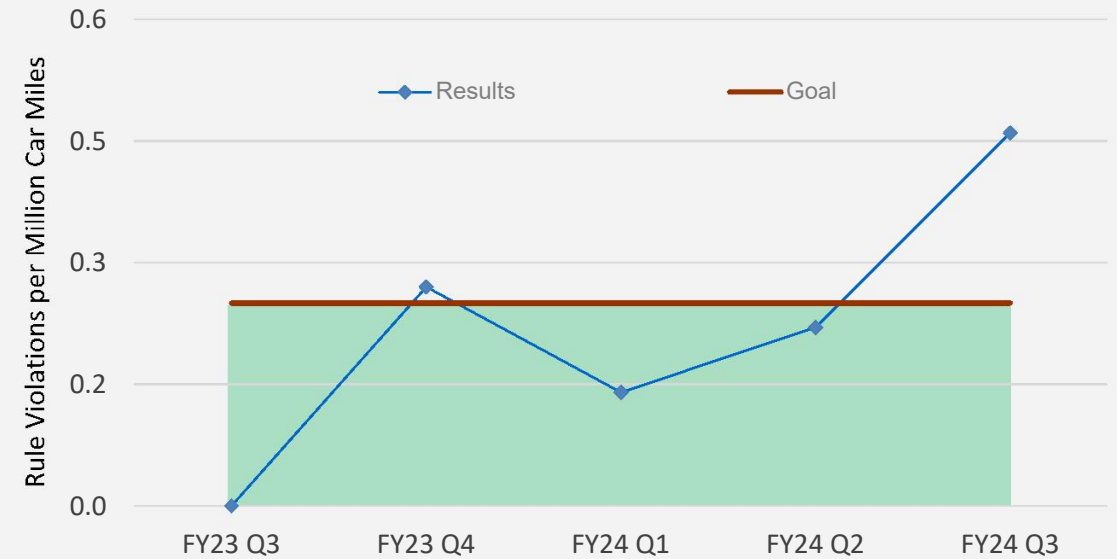
Unscheduled Door Openings



Rule Violations

- 8 Rule Violations in FY24 Q3

Rule Violations



Security – Police Coverage

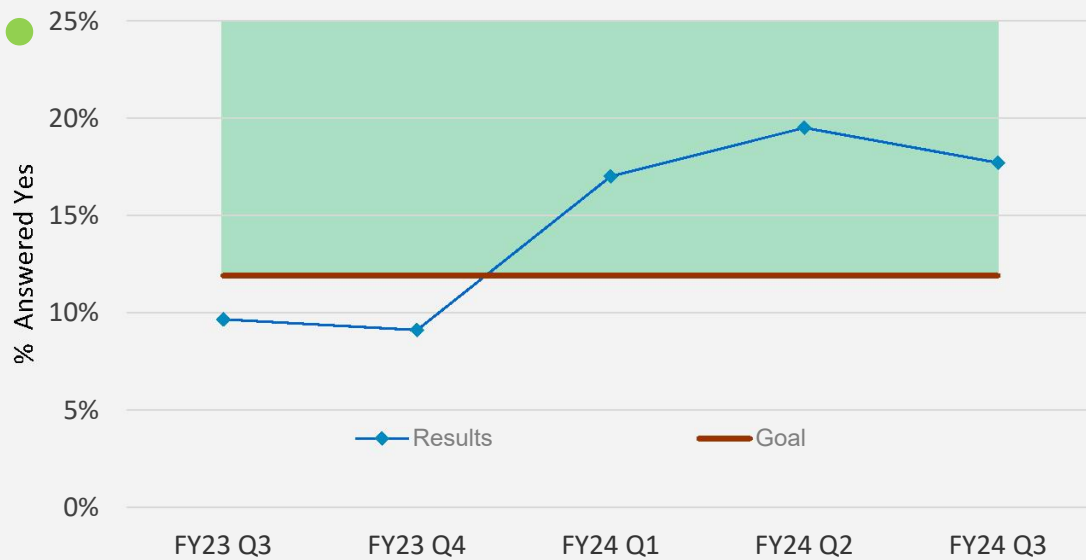


Police Presence

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

Did you see BART Police personnel in the station/outside the station/on the train today?
BART Police personnel includes Police Officers, BART Ambassadors, Fare Inspectors, Crisis Intervention Specialists or Community Service Officers

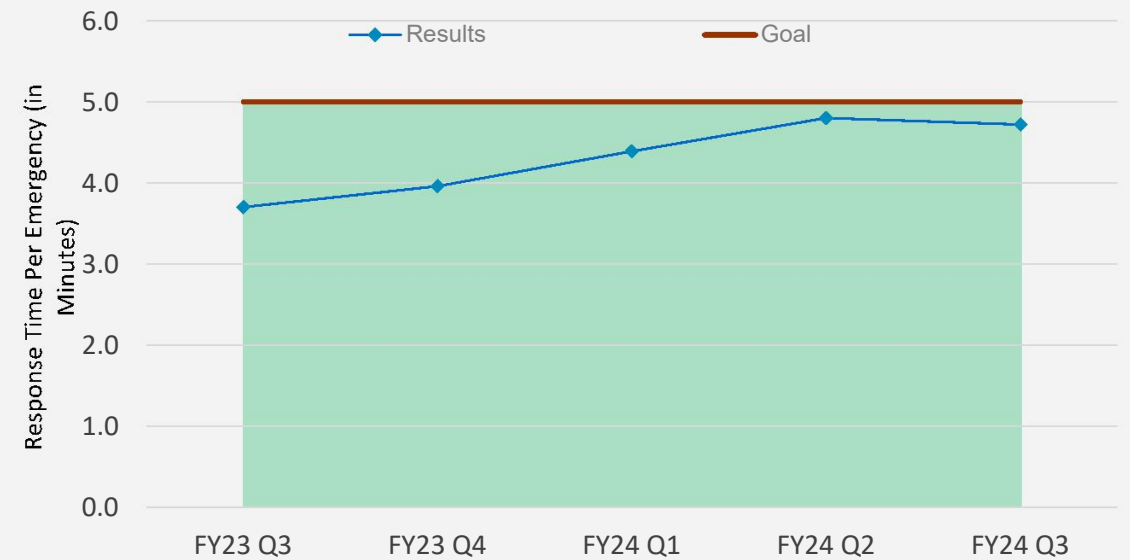
BART Police Presence



Police Response Time

- Goal met

BART Police Response Time



Crime – Theft and Burglary



Bike Theft

- Goal met

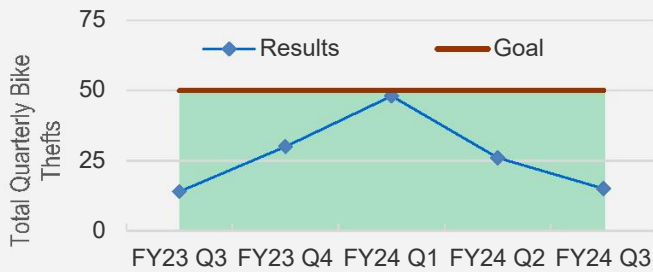
Auto Theft

- Goal not met

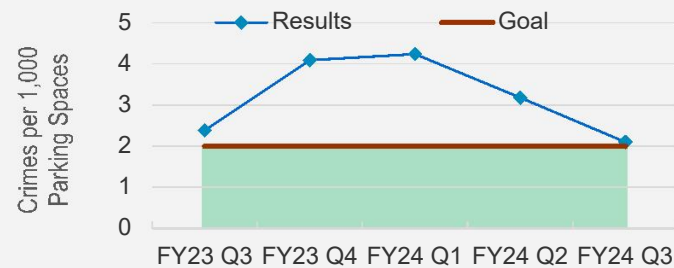
Auto Burglary

- Goal not met

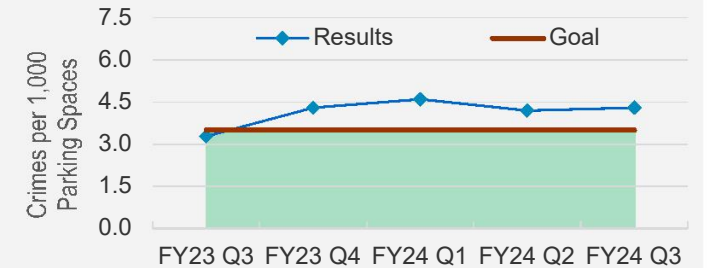
Bike Theft



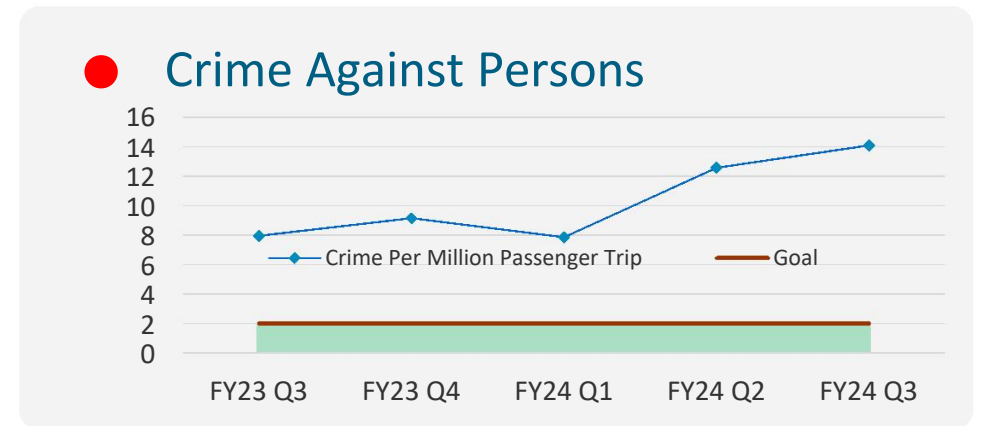
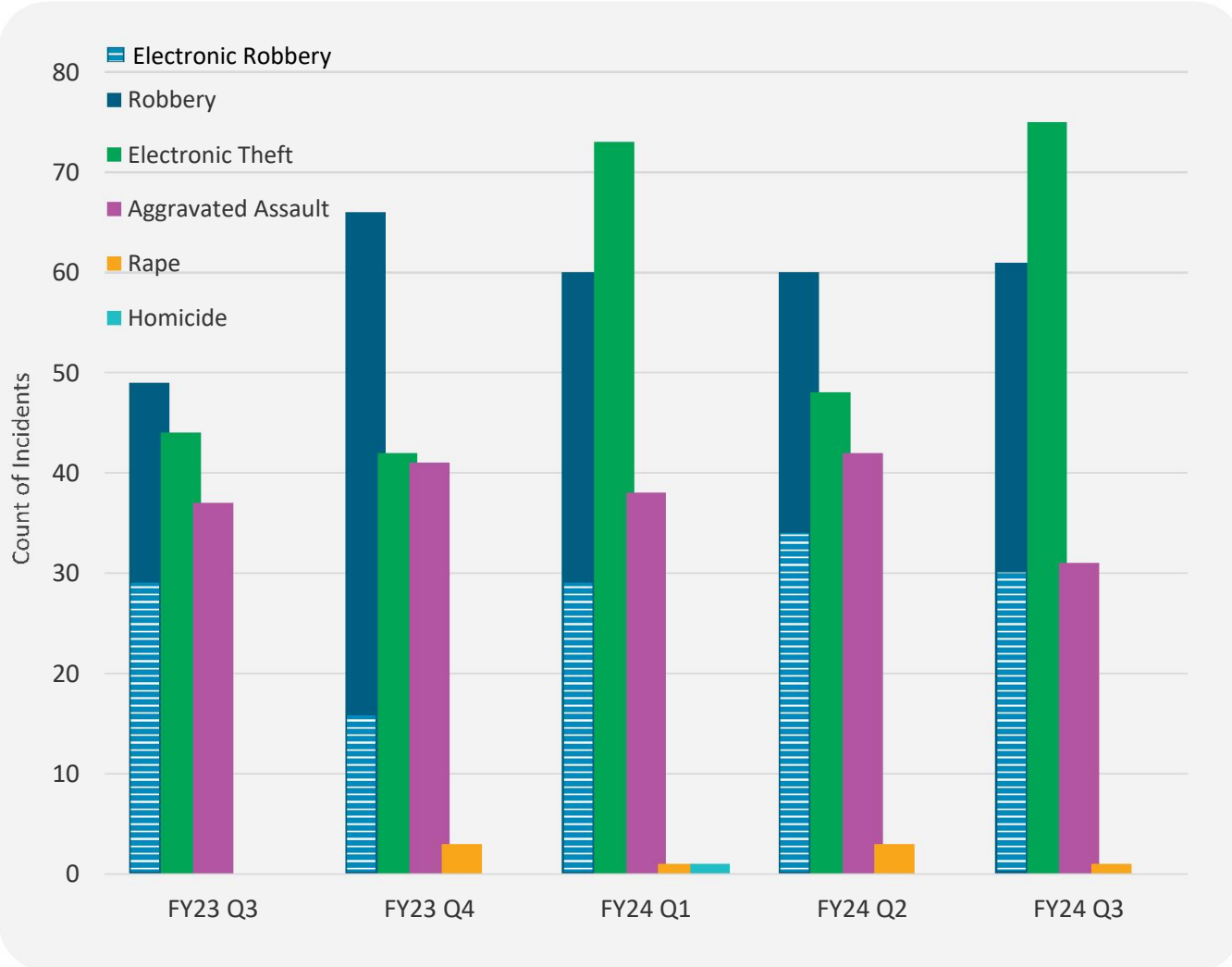
Auto Theft



Auto Burglary



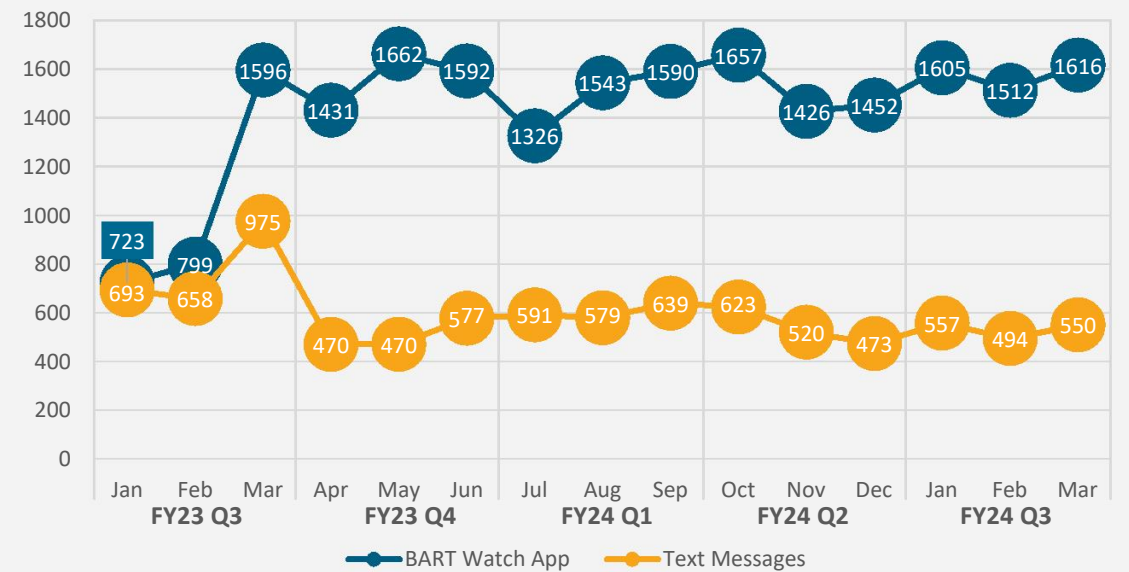
Crime – Against Persons



Breakdown of 4733 BART Watch Reports



Total BART Watch & Text Counts by Month



Progressive Policing Contacts and Outcomes

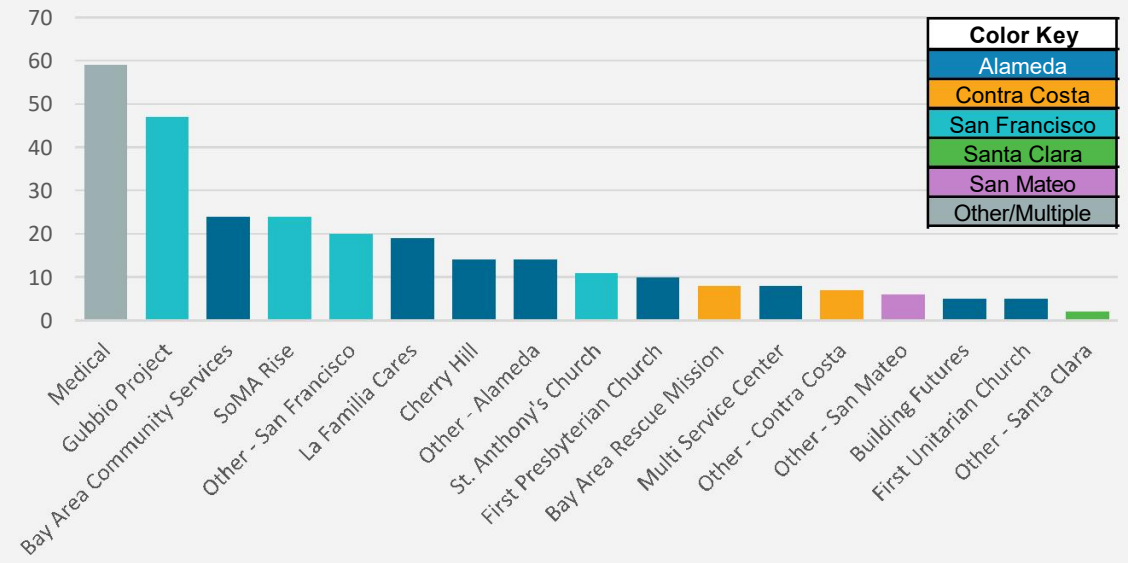


- 34 Narcan incidents total; 3 of which were administered by CIS

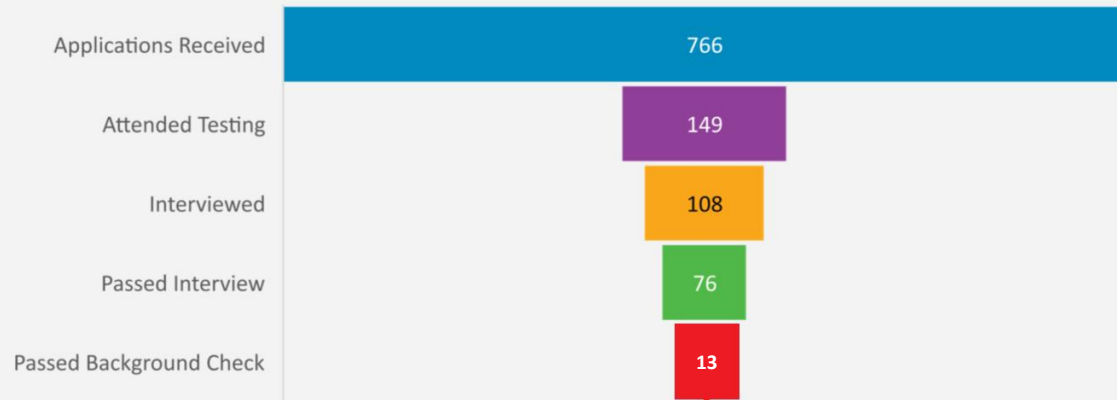
Summary of Contacts (6512)



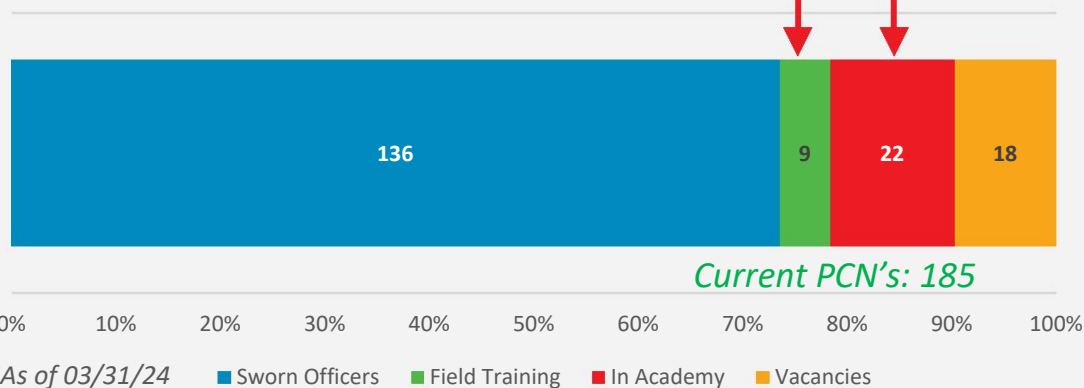
Connections to Services by Partner (283)



Police Hiring Pipeline – FY24 Q3



Police Headcount Tracking



- 50% increase in sworn officer hire rate since rate increase in July
- 63% of BPD candidates in the background process are Police Officer candidates
 - Currently, there are 55 officer candidates in the background process.
- 22 new recruits in the Police Academy, which is our largest class to date
 - Recruits will graduate on various dates between May - September.
- 54% increase in applications in July – December
- 93K views and 33K engagements on JOINBARTPD.COM website since launch in July
- Hosted an open house in February. Next open house scheduled for May 18th (Honoring women in Law Enforcement)
- Number of applicants interviewed
 - FY23 Q4: 57
 - FY24 Q1: 146
 - FY24 Q2: 131
 - FY24 Q3: 108

Questions?

