



Quarterly Service Performance Review 2nd Quarter, FY25 (October – December 2024)

Engineering & Operations Committee

April 10, 2025





Service Performance

Service Delivery

Capacity

- Weekday - Average Ridership
- Dispatches Operated
- Passenger Loading

Punctuality

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

Railway Asset Availability

Wayside

- Wayside Equipment
 - Wayside Train Control System
 - Computer Control System
 - 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

-

Environment

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

Safety and Security

Safety

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-
-
- Unscheduled Door Openings
- OSHA Recordable Injuries

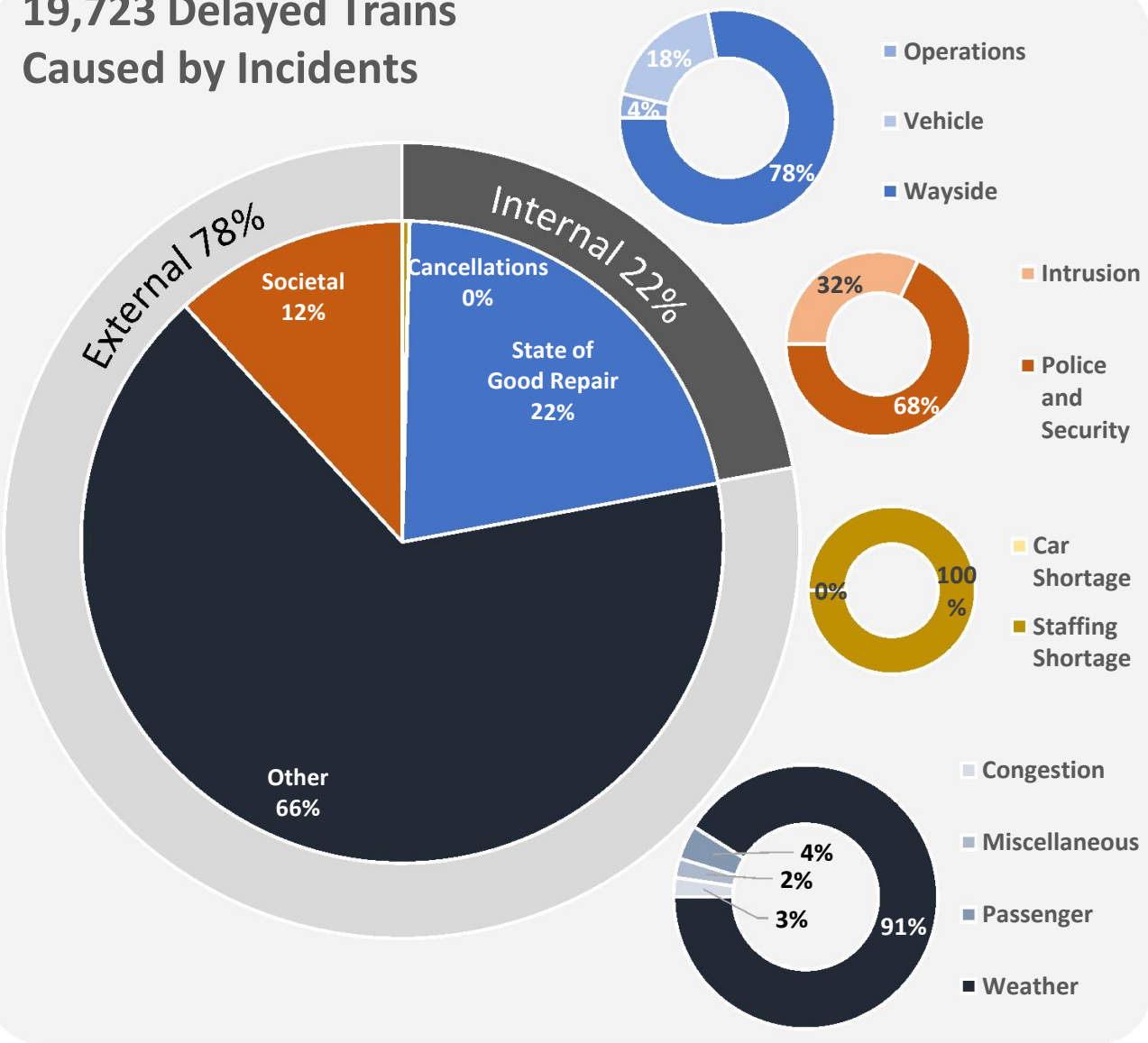
Security

- Police Coverage
 - BPD Presence
 - BPD Response Time
- Crime – Burglary
 - Bike Thefts
 - Auto Burglaries
 - Auto Thefts
- Crime – Against Persons
- Progressive Policing

Service Delivery – Delay Incident Detail



19,723 Delayed Trains Caused by Incidents

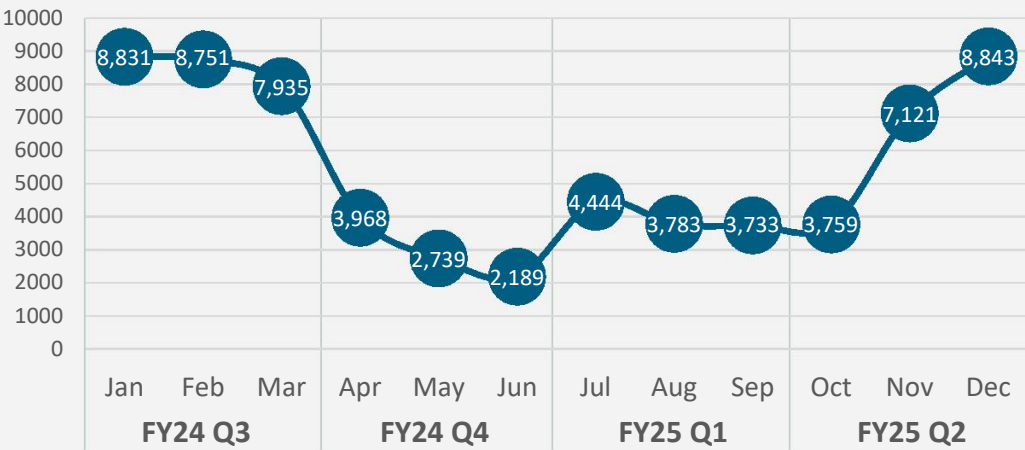


Trains Delayed - Top Ten Single Incidents

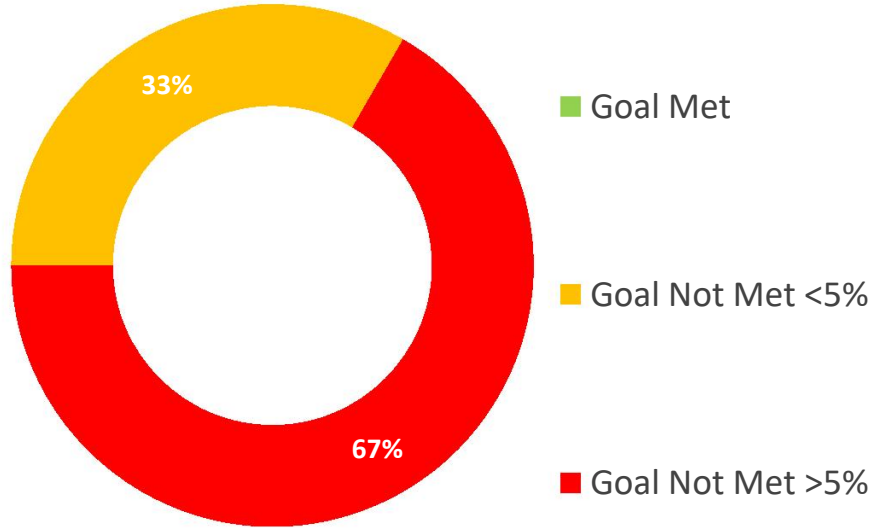
11/25/2024, Weather (Rain), 877
11/22/2024, Weather (Rain), 843
12/13/2024, Weather (Rain), 824
11/20/2024, Weather (Rain), 756
11/21/2024, Weather (Rain), 721
12/12/2024, Weather (Rain), 683
12/26/2024, Weather (Rain), 682
12/16/2024, Weather (Rain), 624
12/24/2024, Weather (Rain), 541
12/21/2024, Weather (Rain), 538

Top ten incidents = 35.9% of delayed trains

Trains Delayed by Month



Summary – Service Delivery



Metric	FY25 Q2	Goal	% Change from FY25 Q1	
<i>All-Day</i>				
Weekday - Average Ridership	168472	168151	(0.48%)	▼
Trains On-Time - Daily	64.3%	91.0%	(16.27%)	▼
Customers On-Time - Daily	85.0%	94.0%	(4.34%)	▼
<i>Peak</i>				
Trains On-Time - Peak	74.7%		(15.53%)	▼
Customers On-Time - Peak	88.8%		(5.57%)	▼

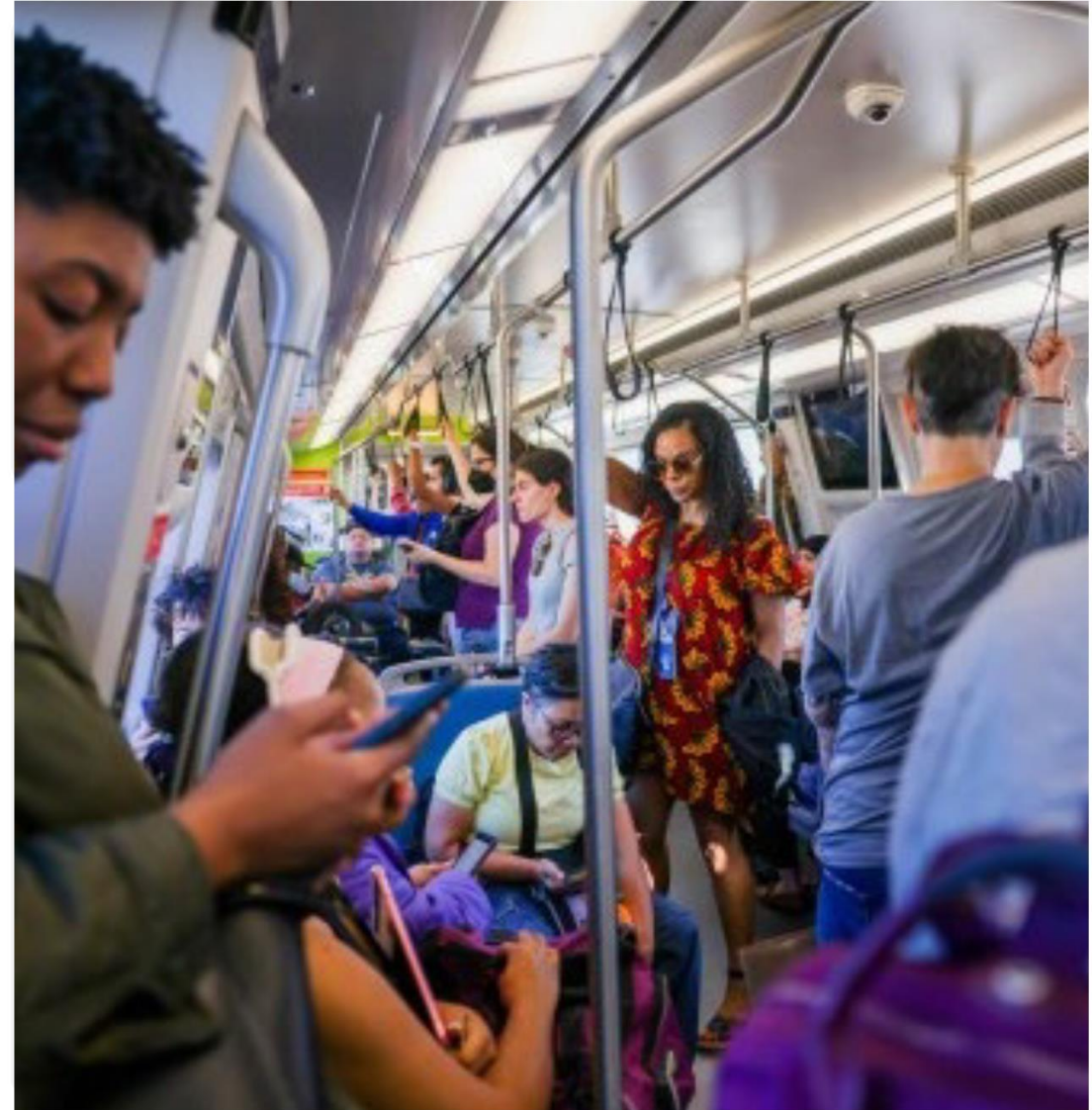
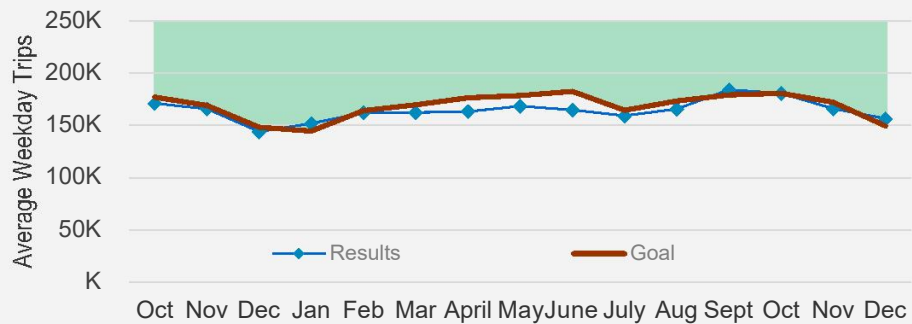
▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

Capacity – Ridership



- Total Ridership up 4.1% over last year.
- Average weekday ridership up 5.0% over last year.
- Saturday ridership up 0.3% over last year.
- Sunday ridership up 8.0% over last year.

● Average Ridership - Weekday

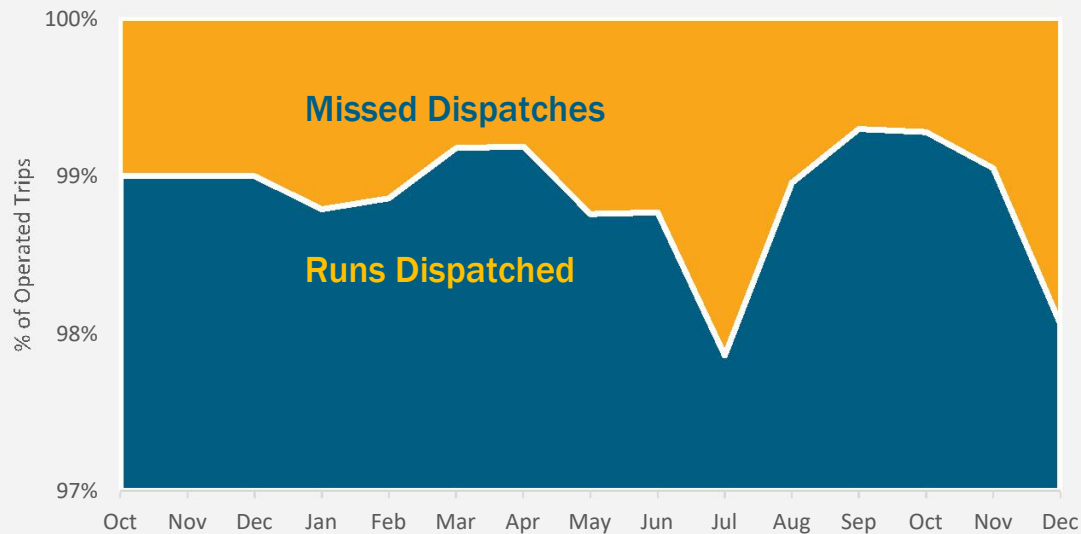


Capacity – Dispatches Operated

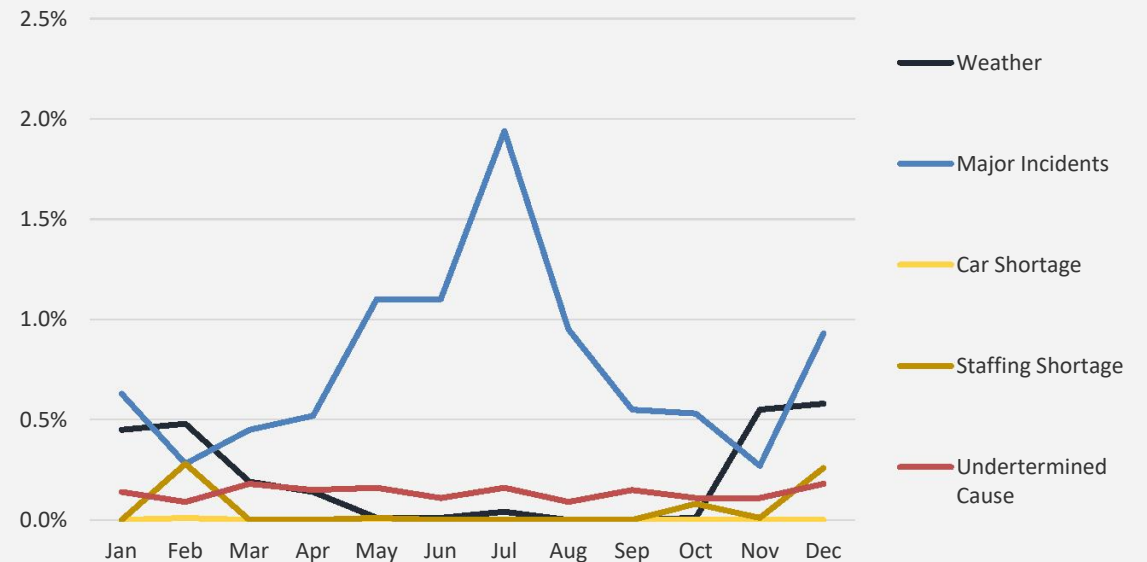


- Train cancellations remain between 1-2% of total trains missing dispatch from origin.
- Weather impact (November & December) contributed to 35% of cancelled trains.
- Major Incidents accounted for 53% of cancellations.
- The two largest categories within Major Incidents:
 - Wayside issues: 18.5%
 - Vehicle-related issues: 16.4%

Scheduled Runs Dispatched from Origin



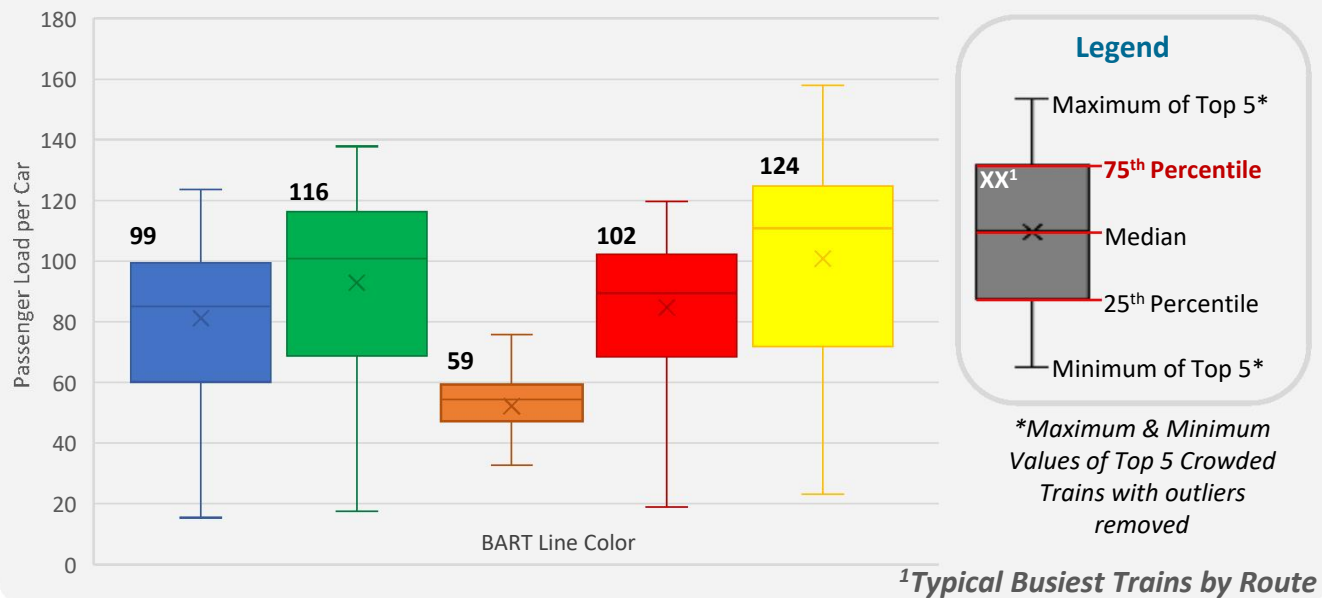
% of Scheduled Dispatches Missed by Cause



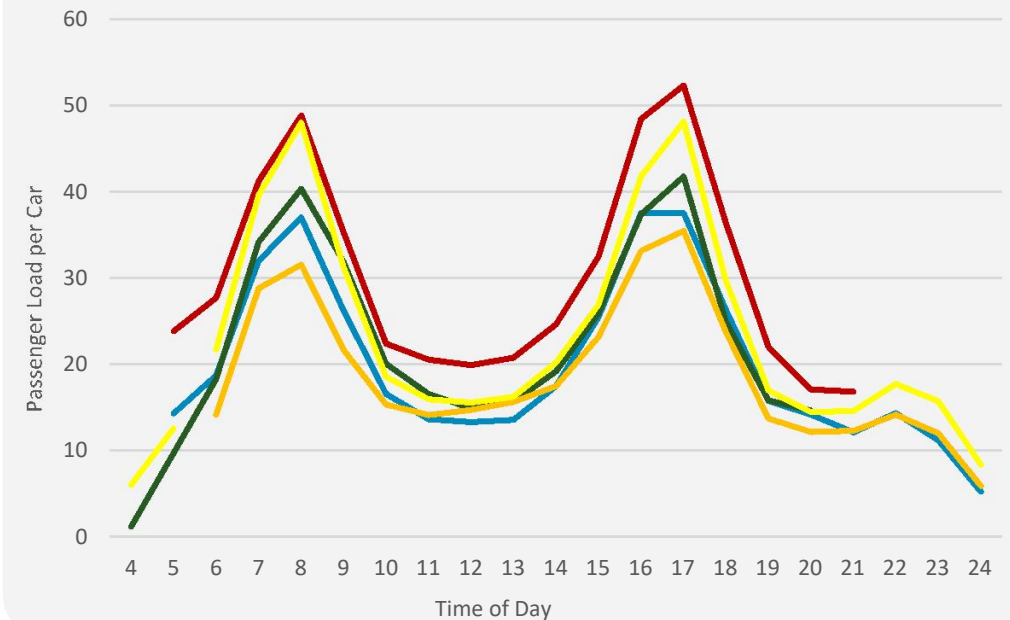
Capacity – Passenger Loading



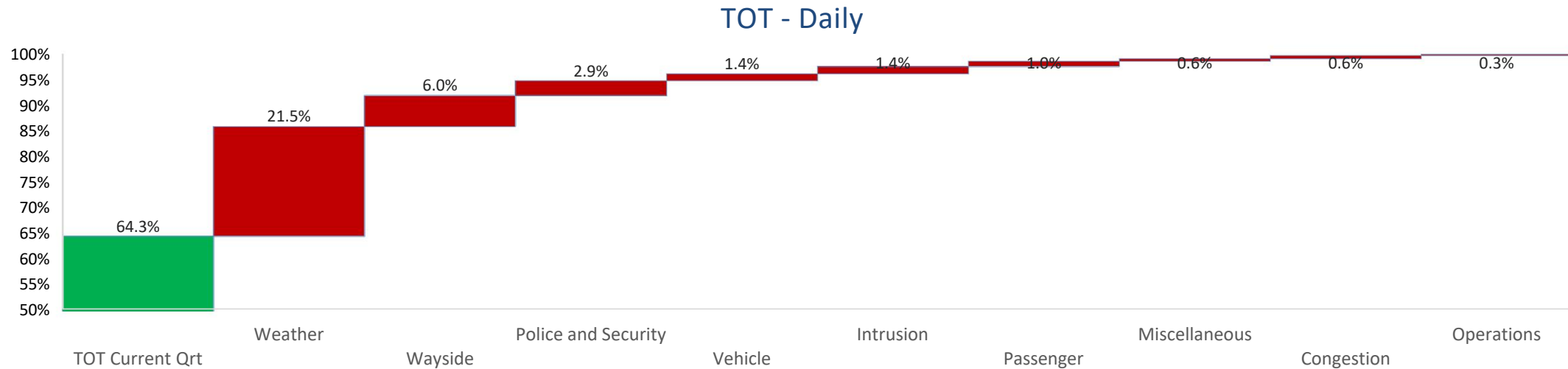
Passenger Load per Car for Top 5 Crowded Weekday Trains



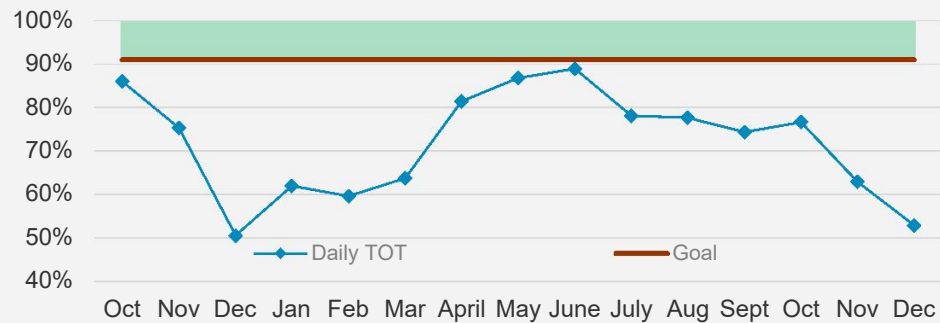
Average Hourly Weekday Passenger Load per Car by Line



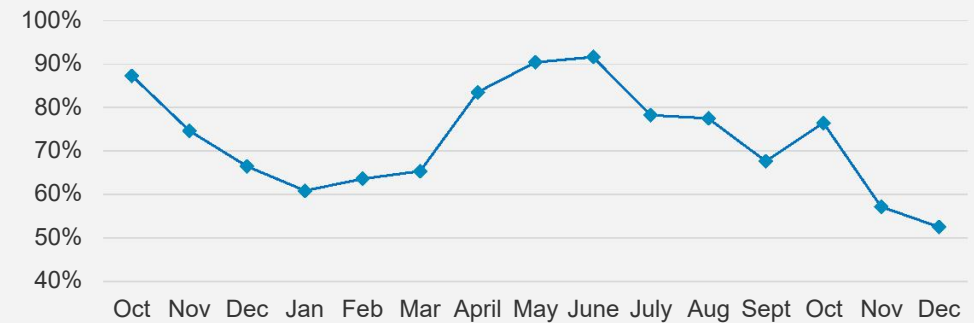
Punctuality – Trains On-Time



● Trains On-Time - Daily



Trains On-Time - Peak

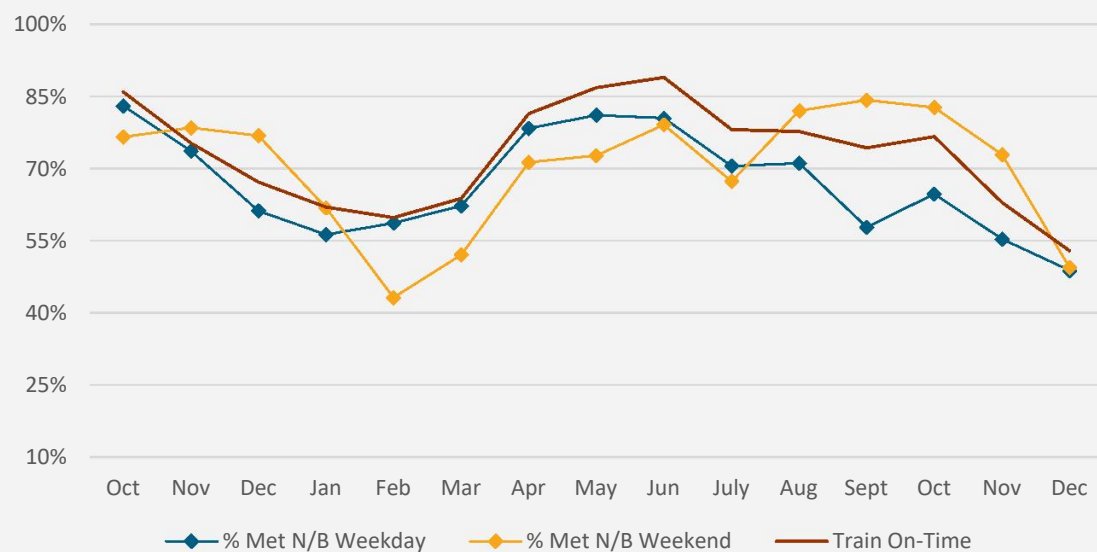


Punctuality – Timed Train Meets

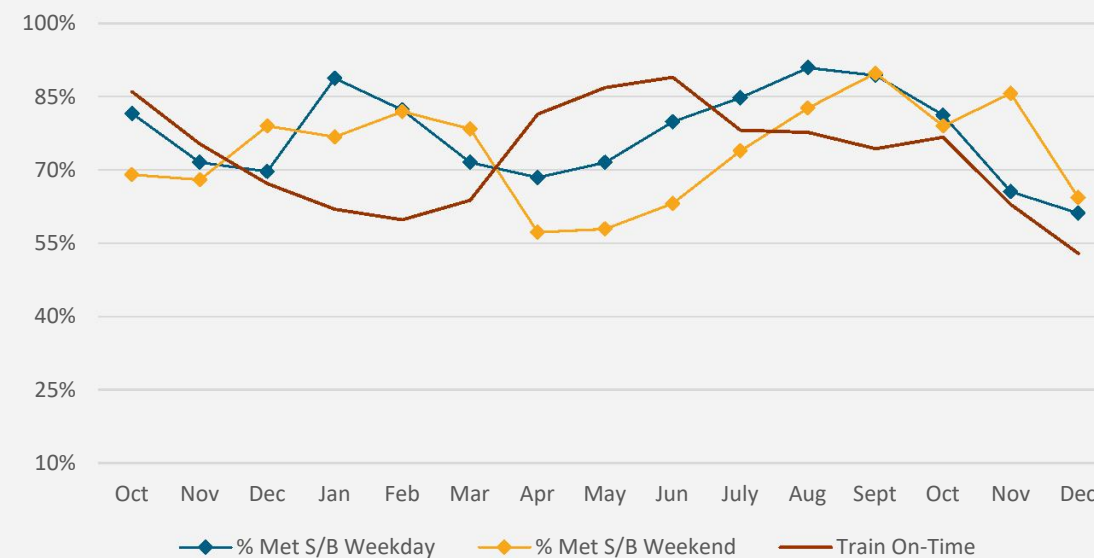


- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

Northbound Meets at 19th Street



Southbound Meets at MacArthur



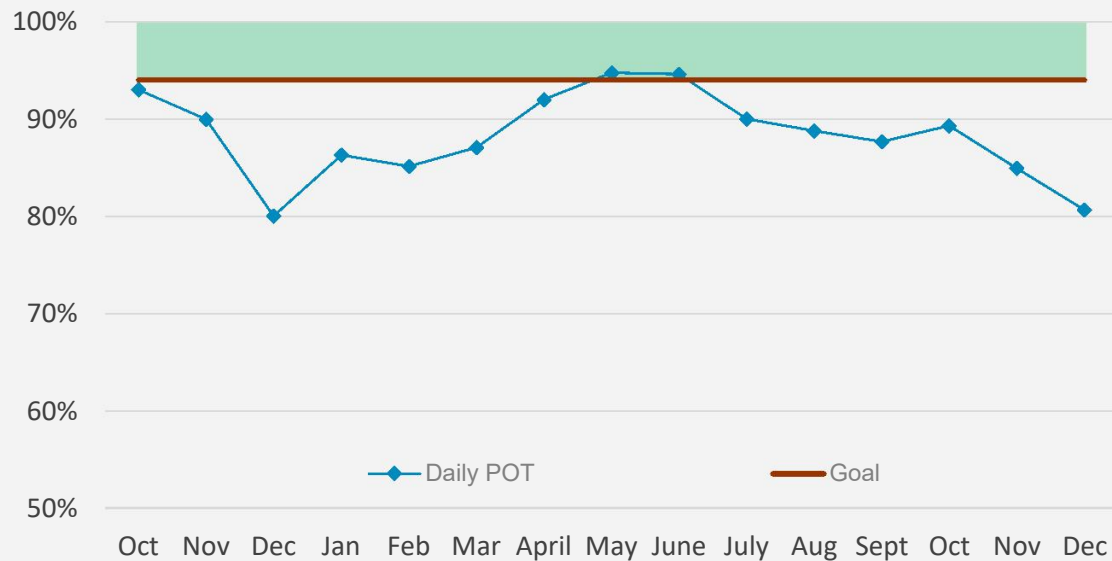
A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point

Punctuality – Customer On-Time

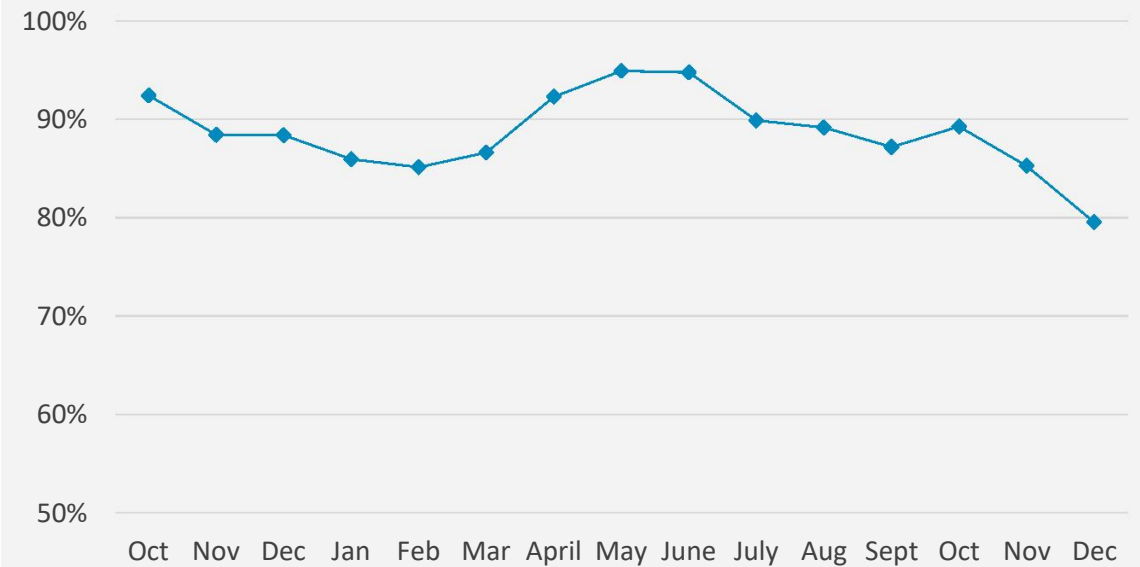


- Customer On-Time was 85% for the quarter

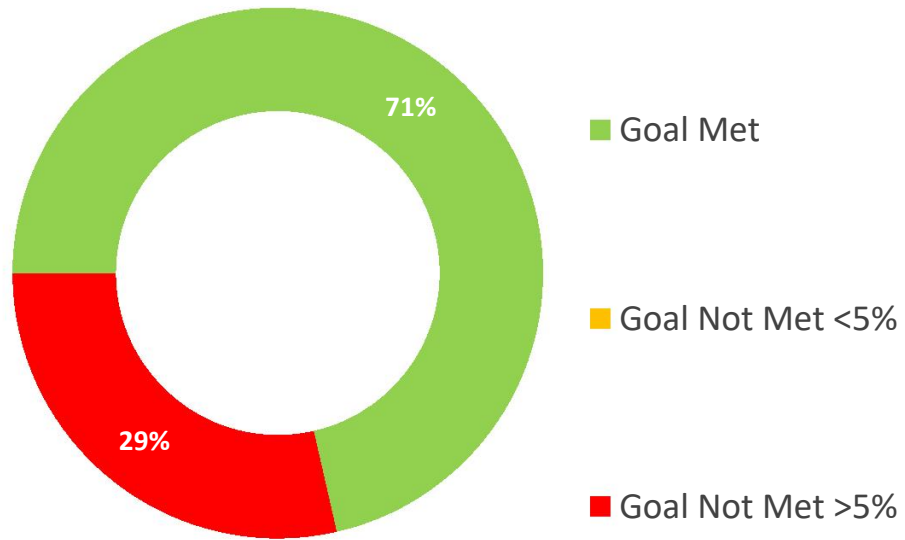
● Customer On-Time - Daily



Customer On-Time - Peak



Summary – Railway Asset Availability

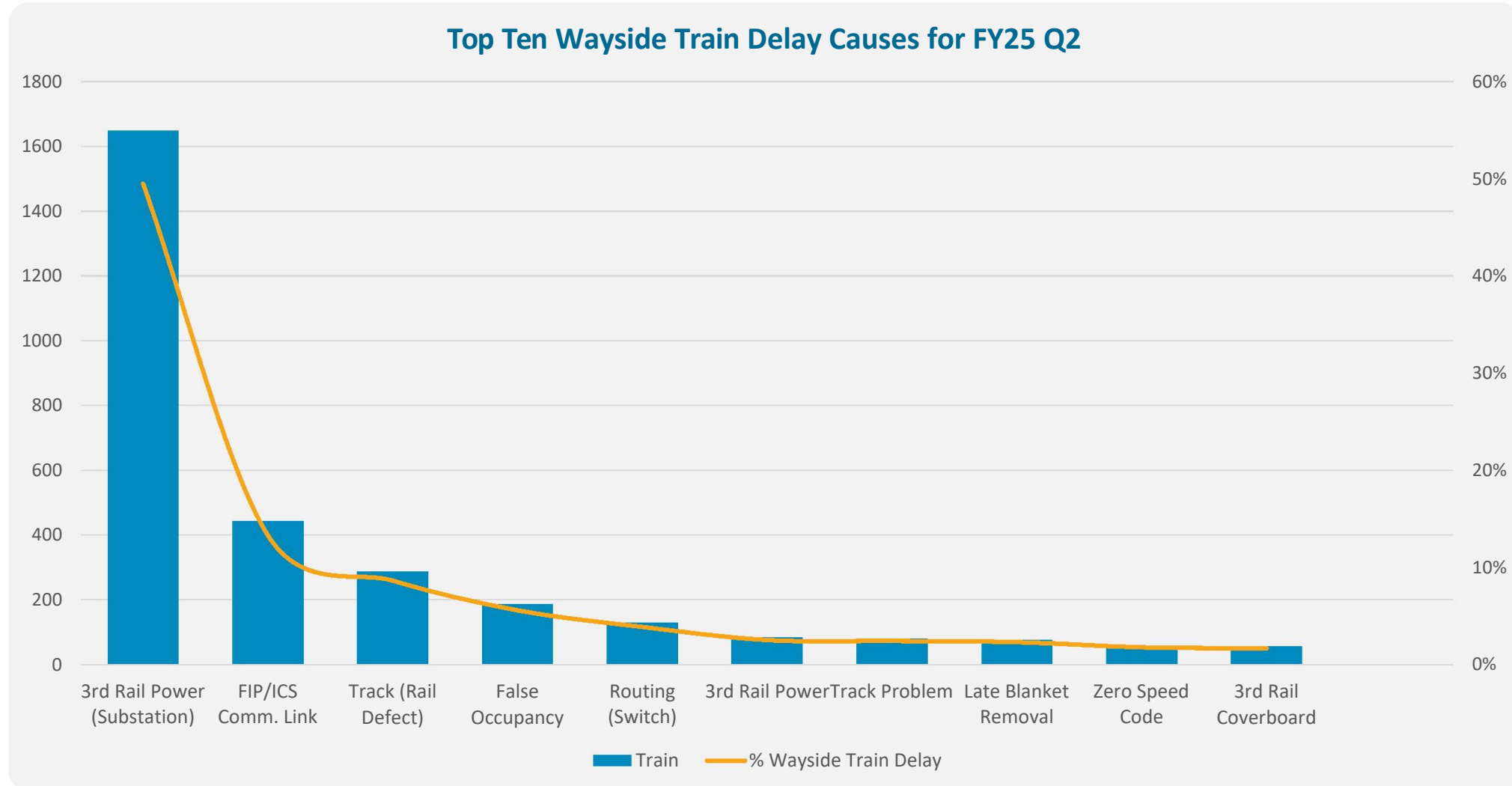


Metric	FY25 Q2	Goal	% Change from FY25 Q1	
<i>Wayside Equipment</i>				
Track	0.74	0.30	66.22%	▲
Traction Power	3.39	1.00	30.99%	▲
Wayside Train Control System	1.02	1.30	16.08%	▲
Computer Control System	0.82	0.30	(154.20%)	▼
Transportation	0.40	0.50	(22.09%)	▼
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	6255	9600	(37.64%)	▼
4 AM - Car Availability	636	461	0.81%	▲
DMU - MDBF (Miles)	93392	20000	490.38%	▲
<i>Station Equipment</i>				
Elevators in Service - Station	98.9%	98.0%	(0.07%)	▼
Elevators in Service - Garage	99.6%	97.0%	0.97%	▲
Escalators in Service - Street	94.4%	93.0%	(2.96%)	▼
Escalators in Service - Platform	97.6%	96.0%	(0.50%)	▼
Automatic Fare Collection - Gates	99.8%	98.0%	0.12%	▲
Automatic Fare Collection - Vendors	99.3%	95.0%	(0.03%)	▼

Wayside Asset Availability – Detail



- 3,334 Train delays for the quarter



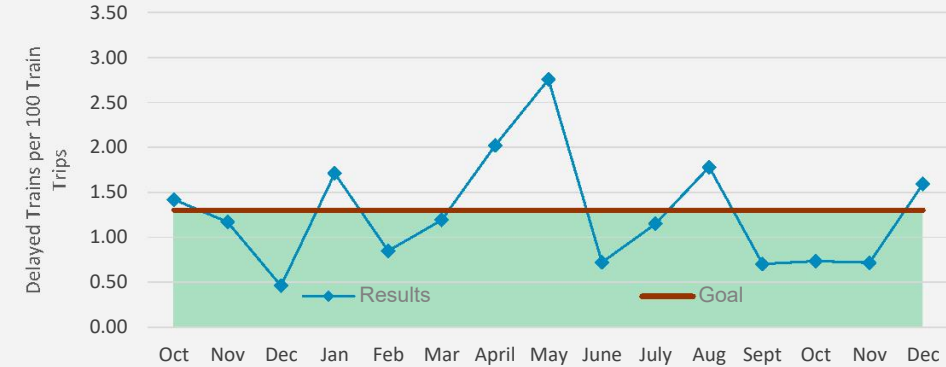
Wayside Equipment – Delayed Trains by System



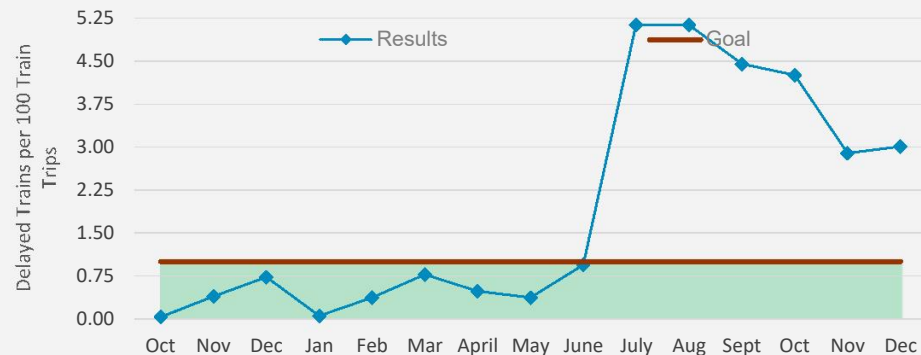
● Track System



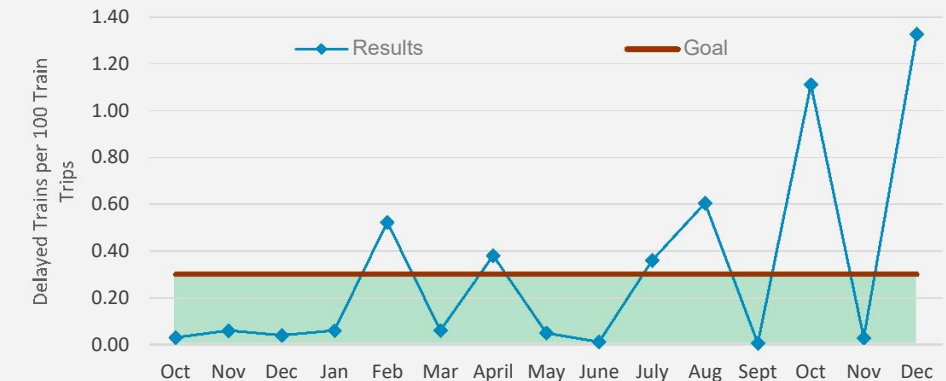
● Wayside Train Control System



● Traction Power System



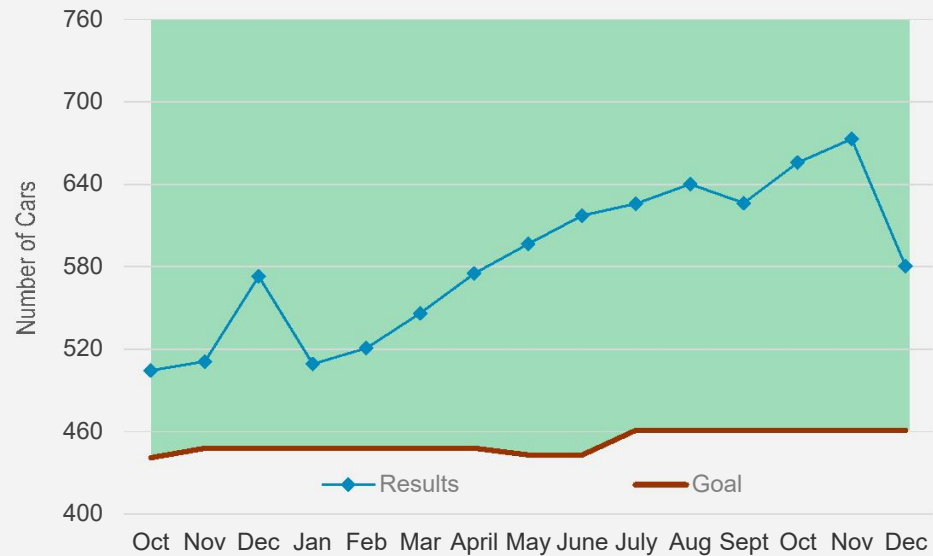
● Wayside Computer Control System



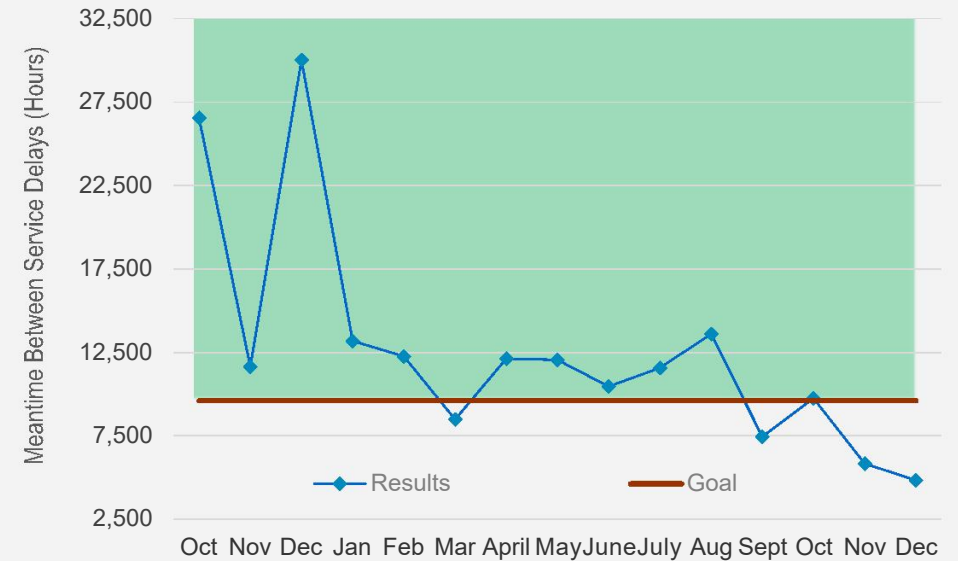
Revenue Fleet – Reliability



● Car Availability at 4 AM



● Mean Time Between Service Delays



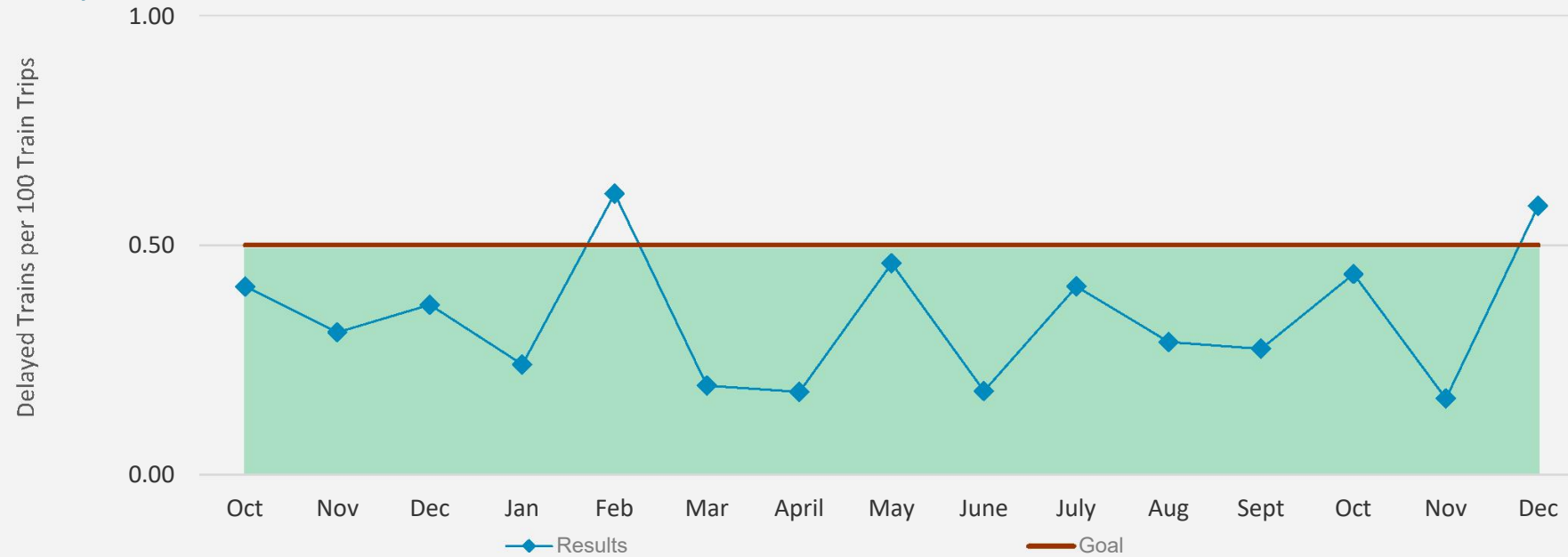
LEGACY

FOTF

853

Car count as of 12/31/2024

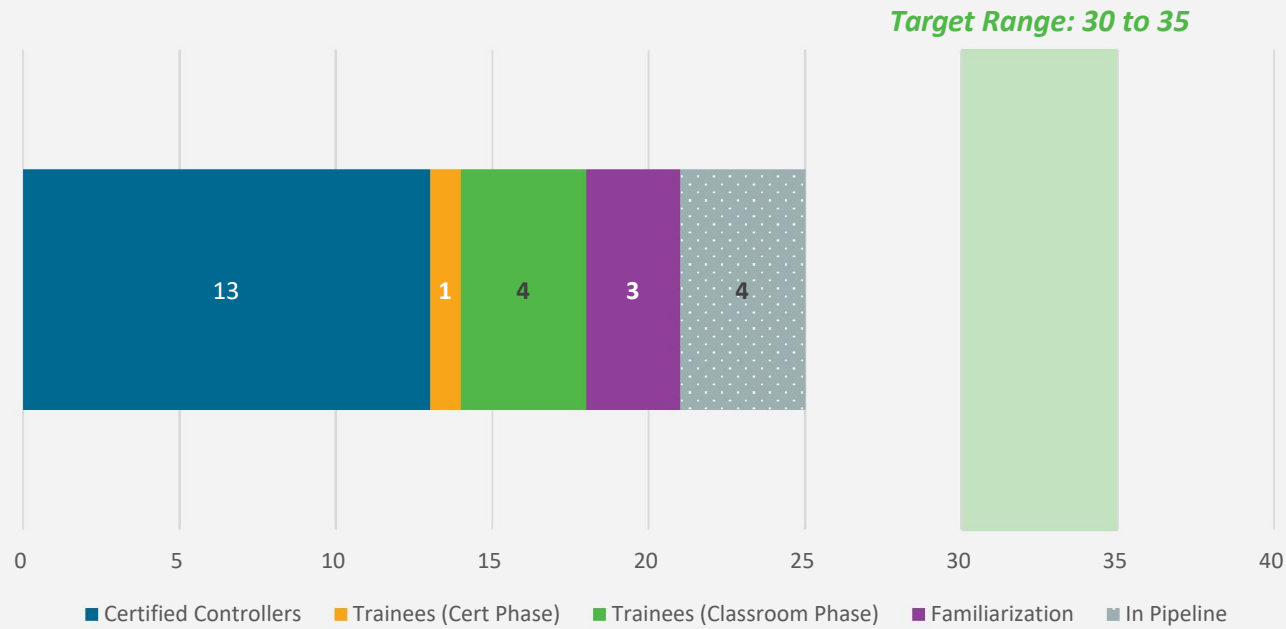
● Operations



Hiring Metrics - Priority Positions



Rail Operations Controller as of December 2024



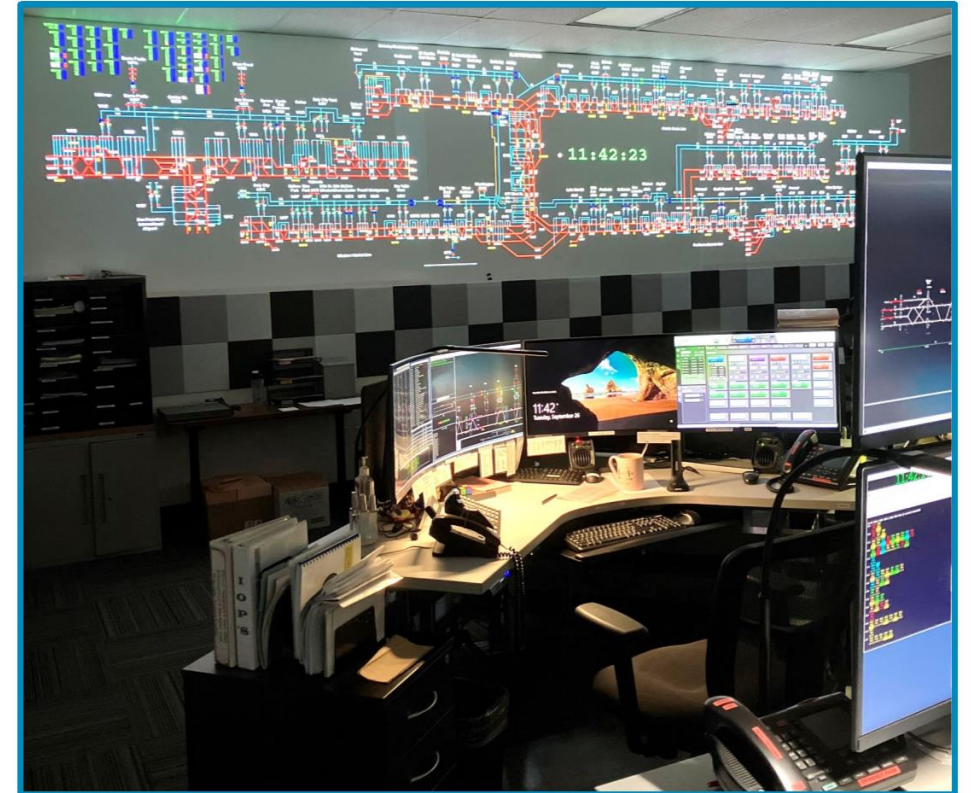
Updated Count as of 03/28/2025

15 Certified Controllers

3 Trainees (Qualification Phase)

4 Trainees (General Phase)

4 Trainees (Classroom Phase)



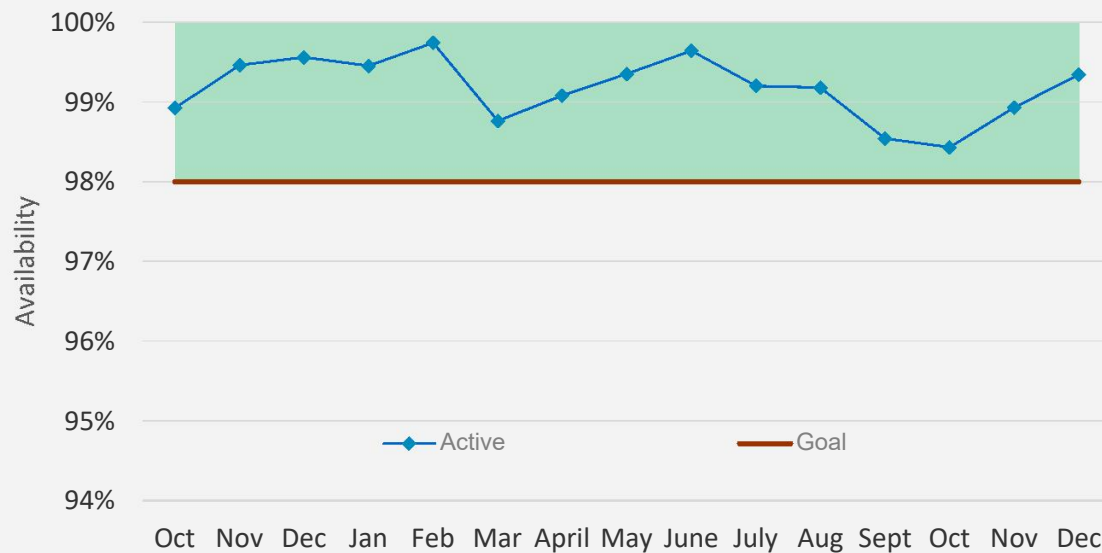
Station Equipment – Elevator Availability



Station Elevator

- Goal has been met consecutively for the past 14 quarters

Station Elevator



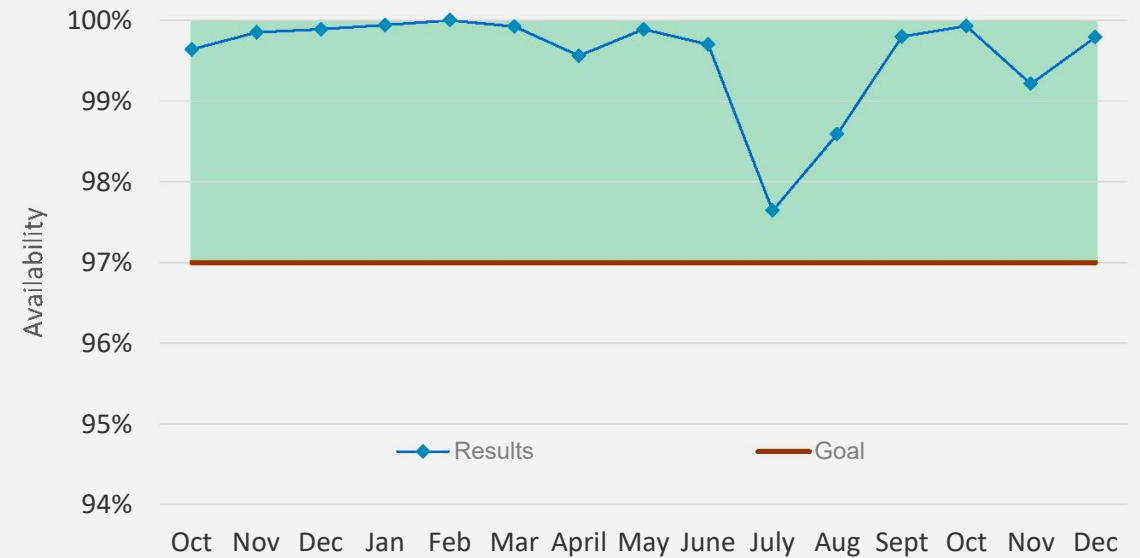
**E-line Elevator and Escalator are included*

Garage Elevator

- Goal has been met consecutively for the past 20 quarters



Garage Elevator



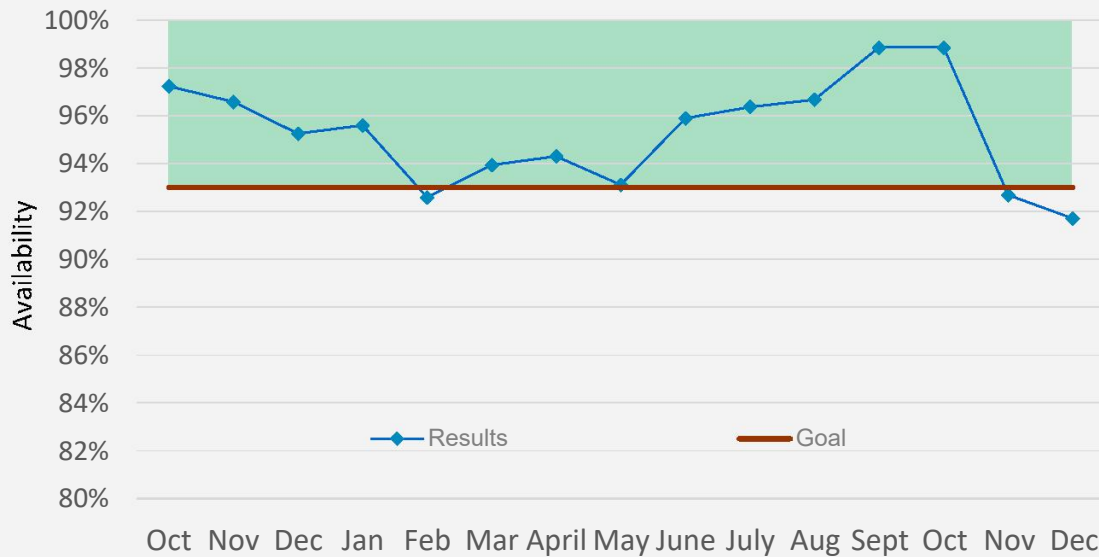
Station Equipment – Escalator Availability



Street Escalator

- Goal has been met consecutively for the past seven quarters

Street Escalator

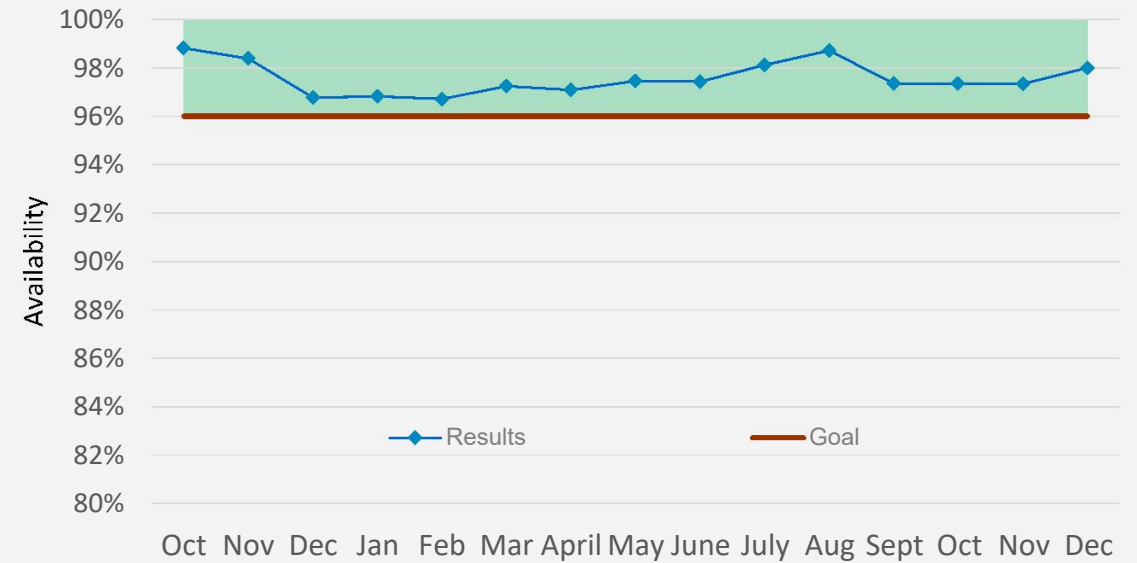


Platform Escalator

- Goal has been met consecutively for the past 14 quarters



Platform Escalator



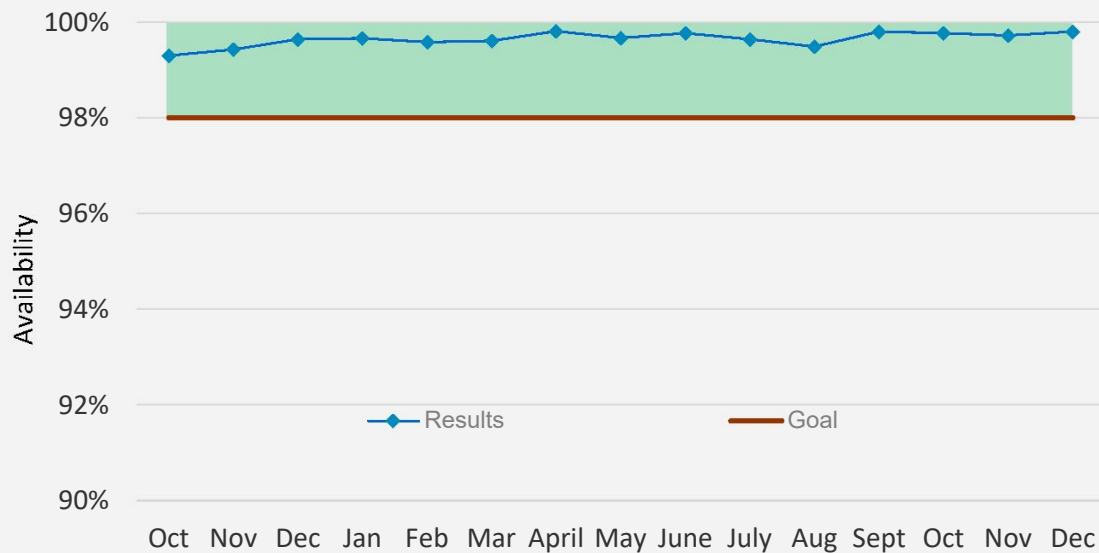
Station Equipment – Automated Fare Collection



Gate Availability

- Goal has been met consecutively for the past six quarters

Gate Availability

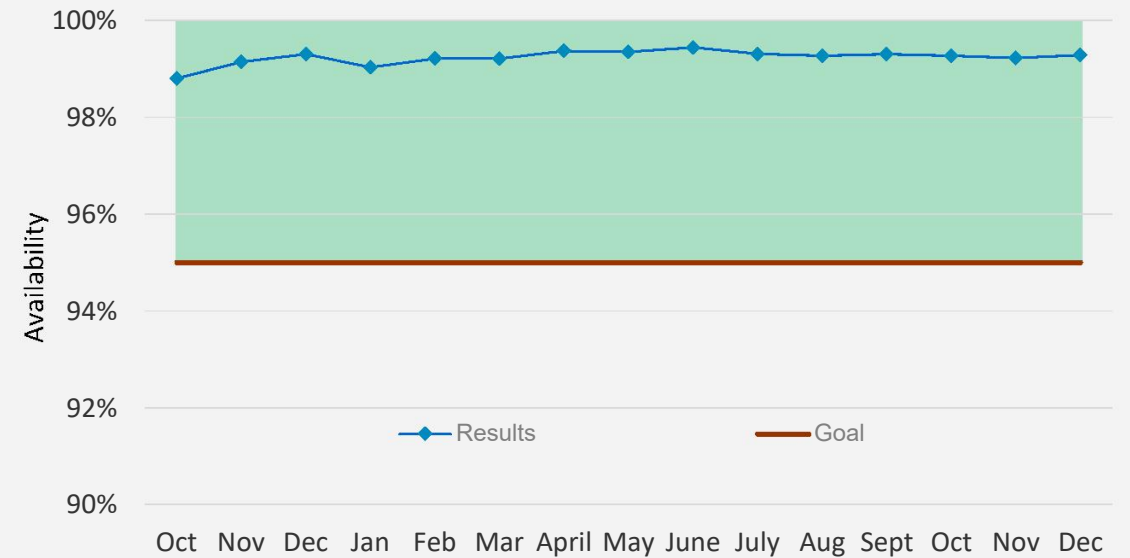


Vendor Availability

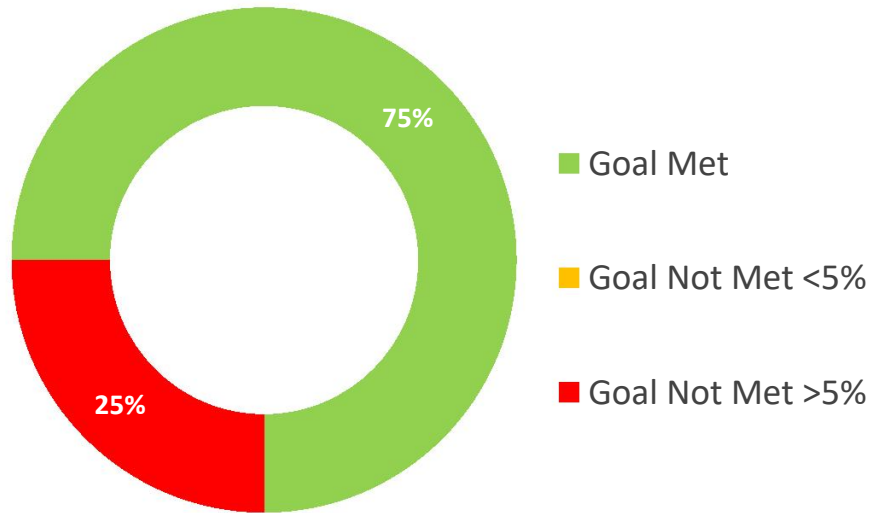
- Goal Met



Vendor Availability



Summary – Customer Experience



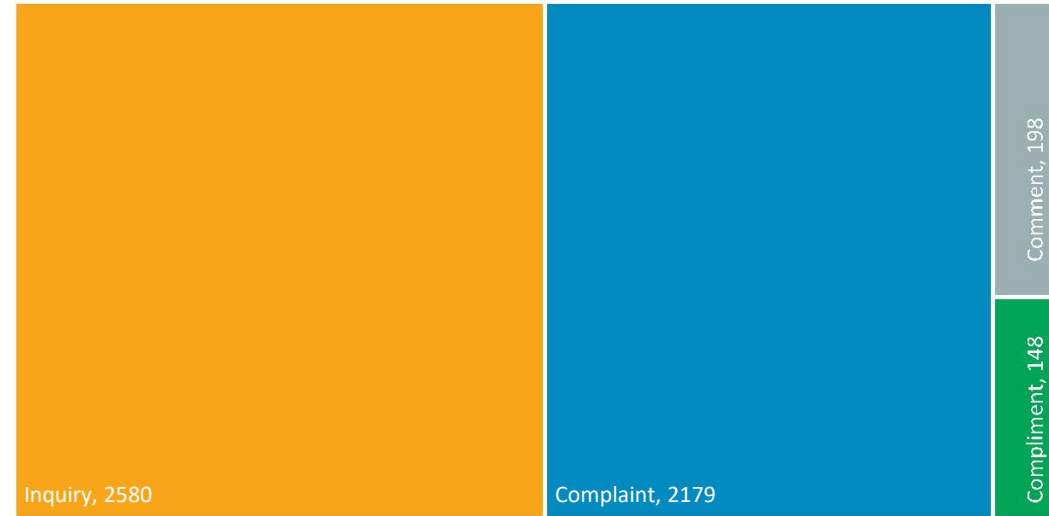
Metric	FY25 Q2	Goal	% Change from FY25 Q1	
<i>Customer Experience</i>				
Overall Customer Satisfaction	83%		0%	—
Complaints per 100,000 Passenger Trips	17.2	5.1	16.85%	▲
<i>Rider Experience Services</i>				
Onboard Comfort & Cleanliness	4.0	4	0%	—
Rider Information & Support	4.1	4	0%	—
<i>Station Environment</i>				
Environment Outside Stations	3.8	3.5	2.41%	—
Environment Inside Stations	3.8	4	2.71%	—
<i>Code of Conduct</i>				
Gender Based Harassment	7%		0%	—
Fare Evasion	17.3%		(21.49%)	▼

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

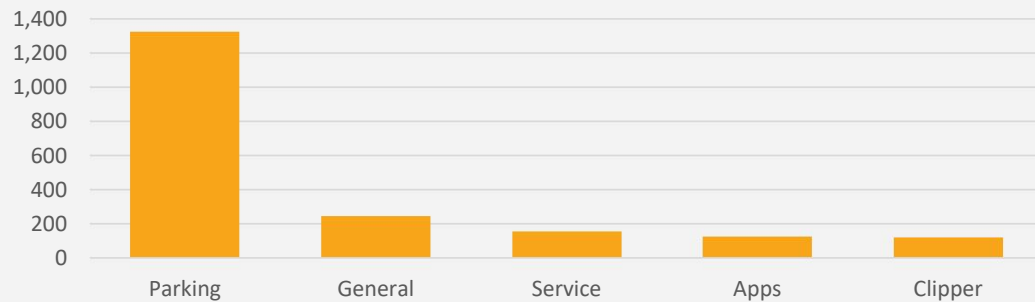
Customer Service – Cases by Type



Breakdown of 5,105 Cases



Inquiry Cases – FY25 Q2



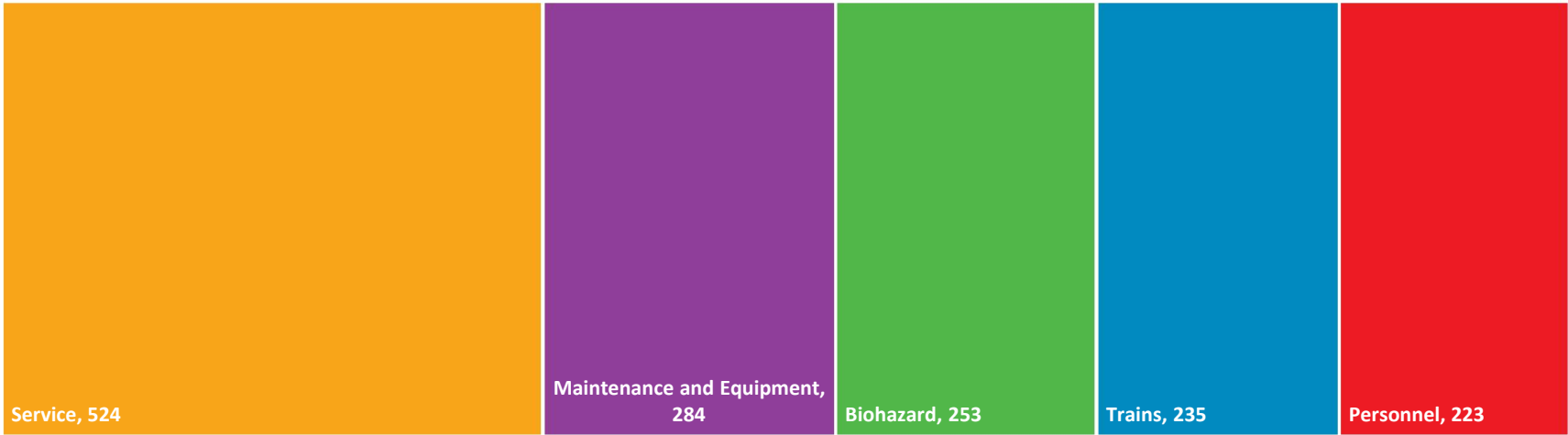
Compliment Cases – FY25 Q2



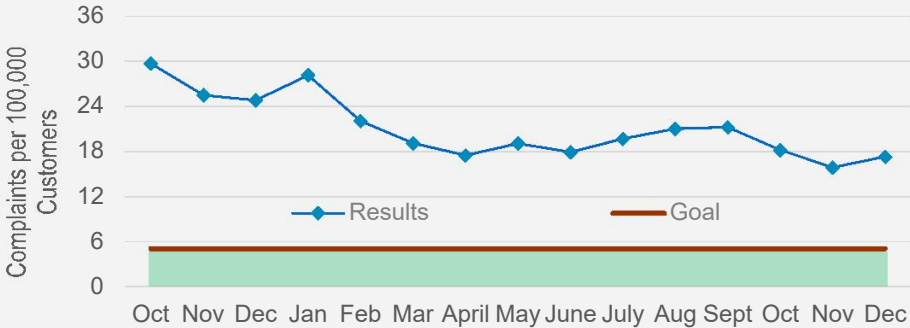
Customer Service – Complaint Cases



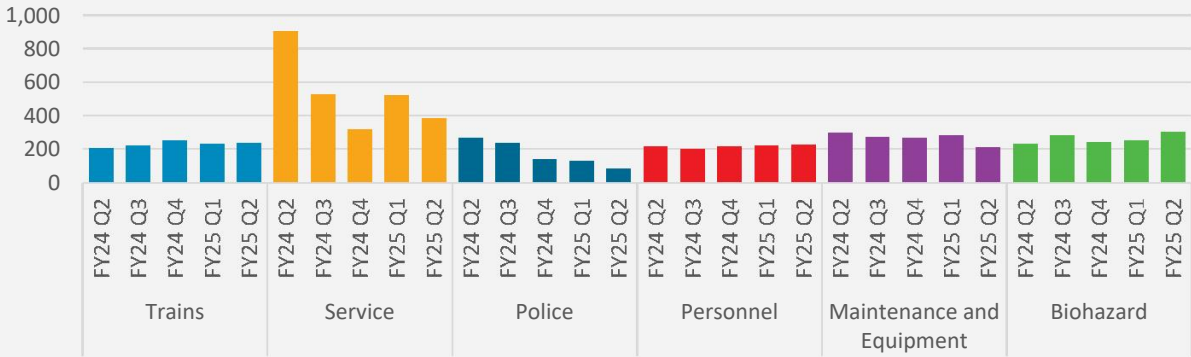
Breakdown of Top Five Complaint Categories of 2,179 Complaints



Customer Complaints



FY25 Q2 Trending Customer Complaints

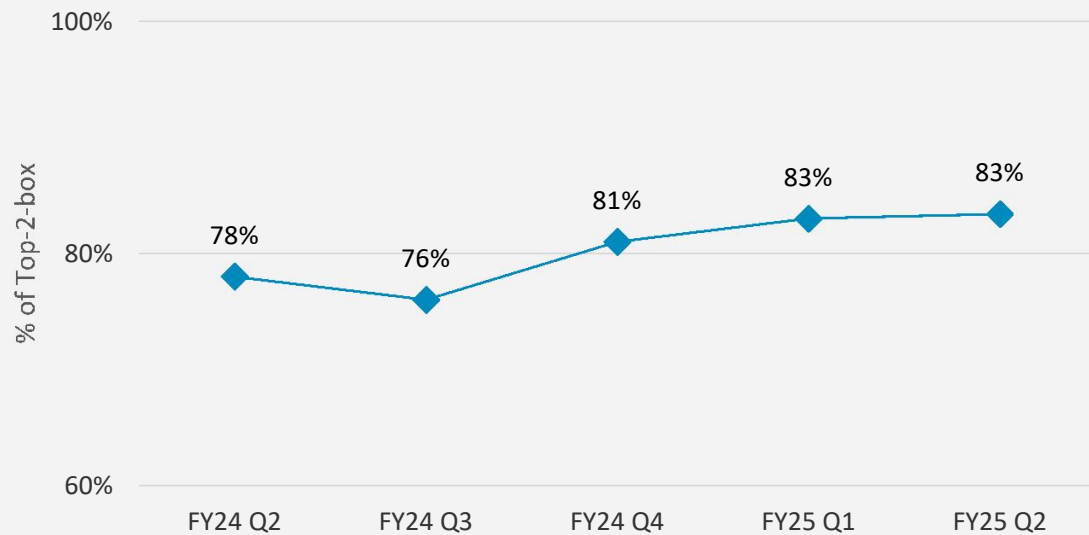


Overall Customer Satisfaction



- Overall Customer Satisfaction is 83%, remaining unchanged from Q1

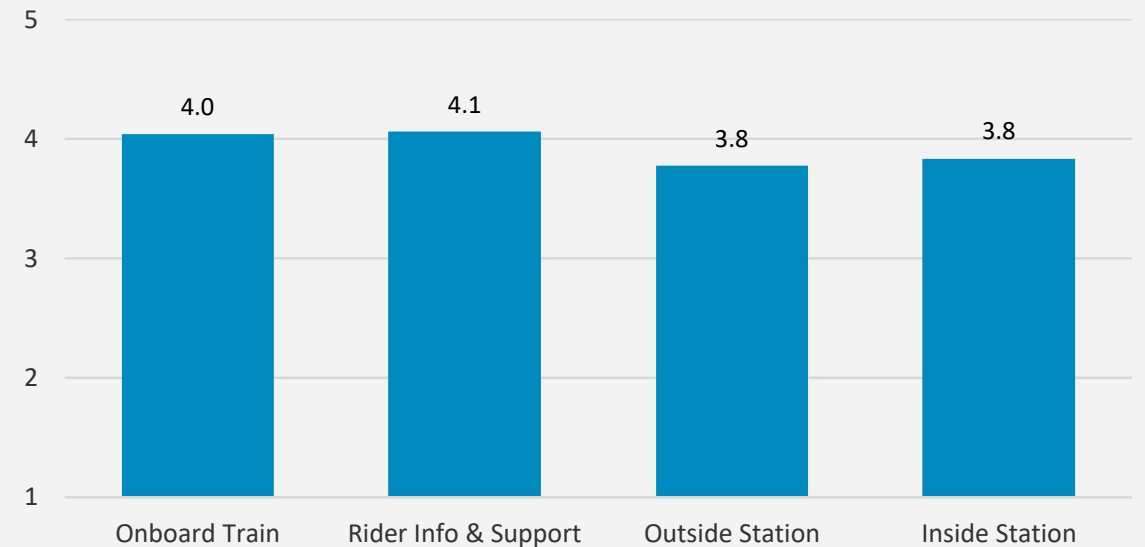
Overall Customer Satisfaction



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

Source: PES Survey

Current Quarter Customer Ratings



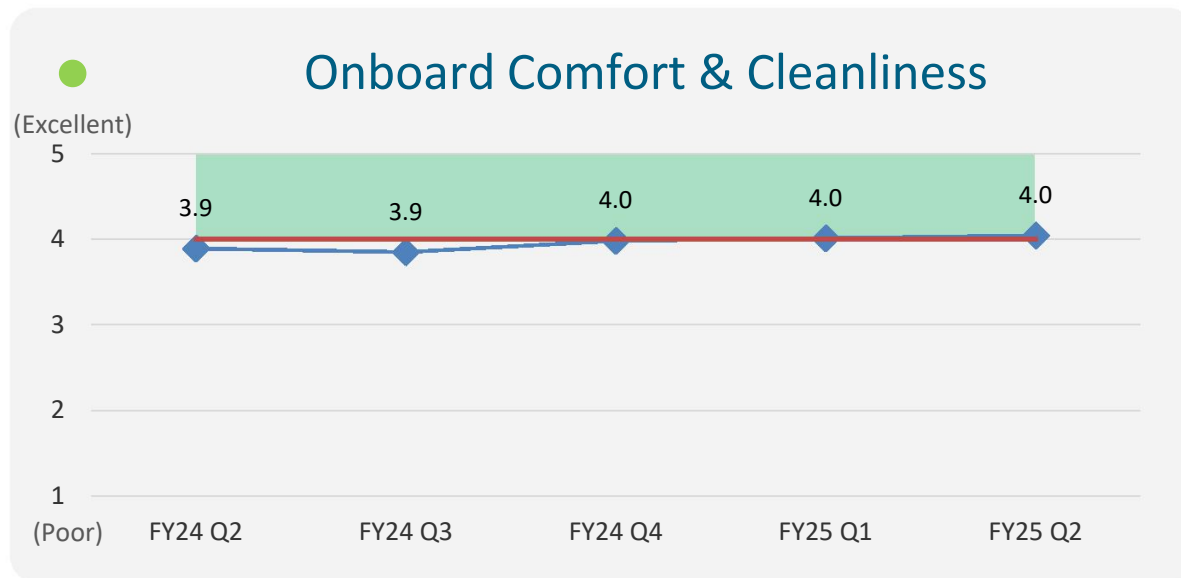
Numbers shown are composites of multiple attributes weighted by sample size. See page 23.

Rider Experience Services



Onboard Comfort & Cleanliness Attributes

- Train Interior Cleanliness:
 - Train interior cleanliness
 - Condition of this car overall
- Train Temperature:
 - Comfortable train temperature

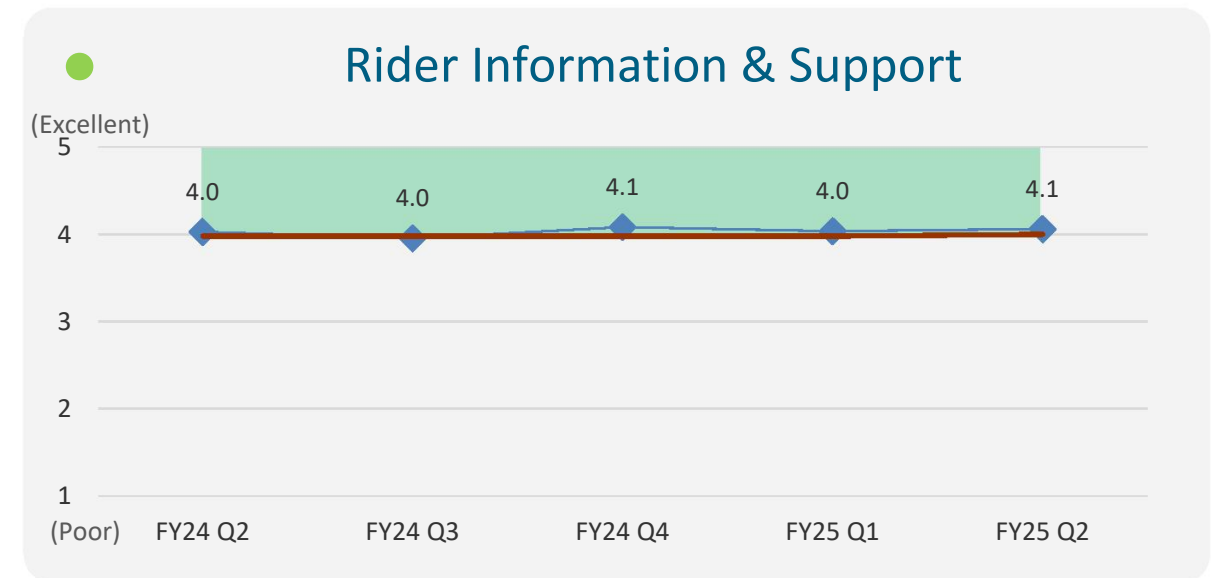


1. New attributes included

Source: PES Survey

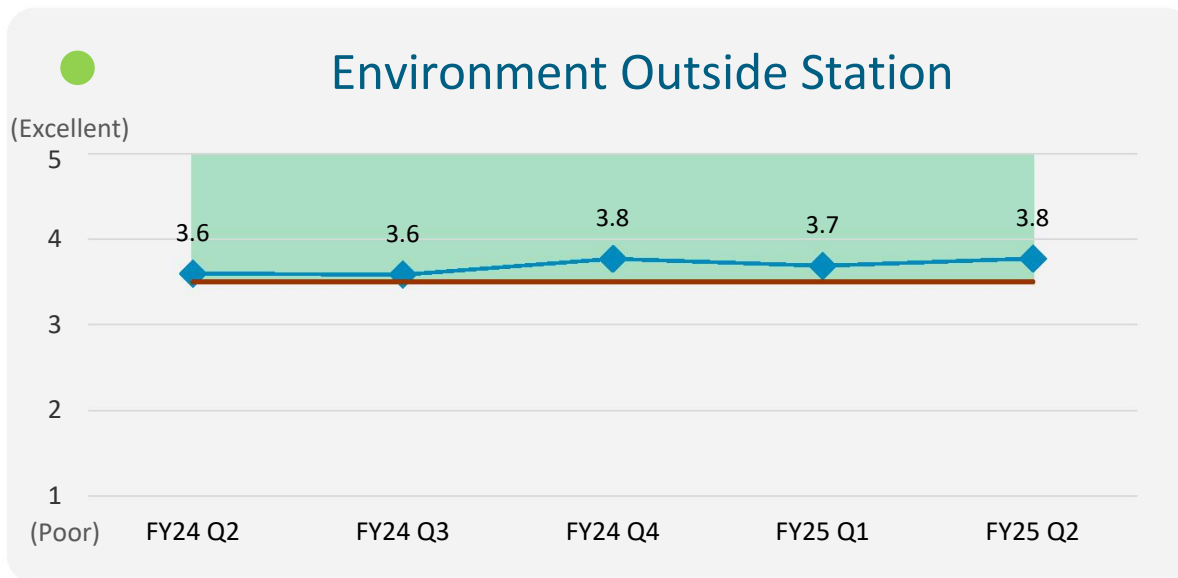
Rider Information & Support Attributes

- Announcement of next stop, destination, and transfers
- Announcement of delays
- [Station Agent Customer Service¹](#)



Environment Outside Station Attributes

- Cleanliness of:
 - Walkways & Entry Plaza
 - BART Parking Lot Cleanliness
- Personal Safety:¹
 - Outside Station¹
 - Vehicle Security¹

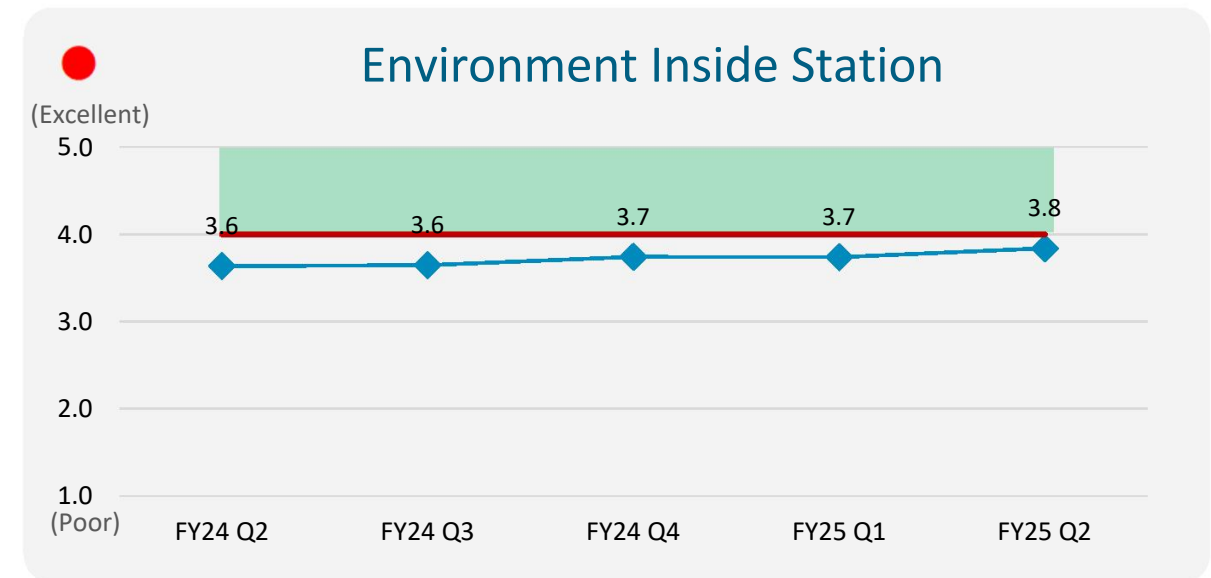


¹. New attributes included

Source: PES Survey

Environment Inside Station Attributes

- Cleanliness of:
 - Platform
 - Concourse
 - Escalator
 - Stairwell
 - Elevator
 - Restroom
- Station Free from Graffiti¹

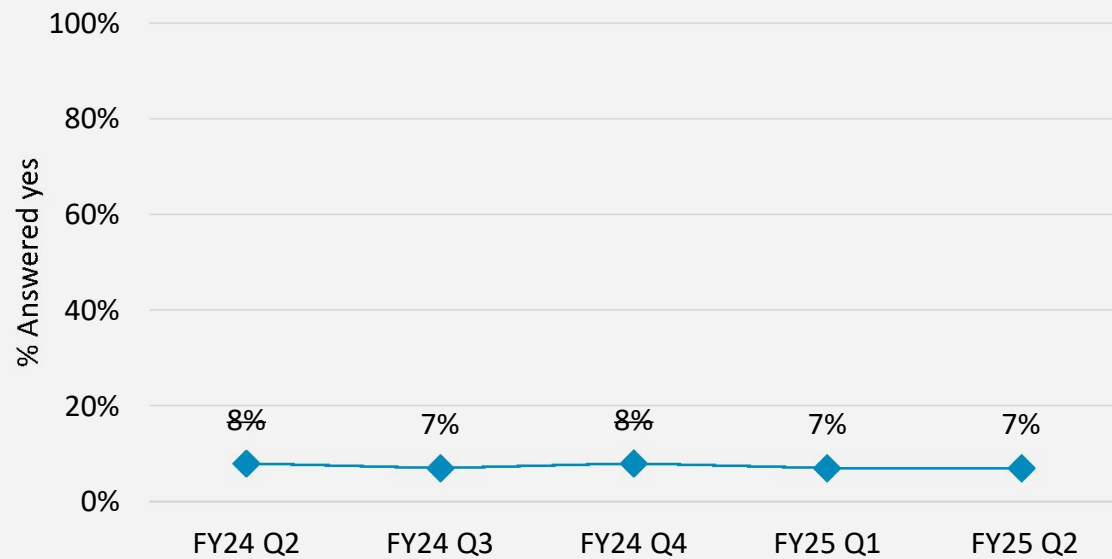


Environment – Code of Conduct



Gender Based Harassment

Gender Based Harassment

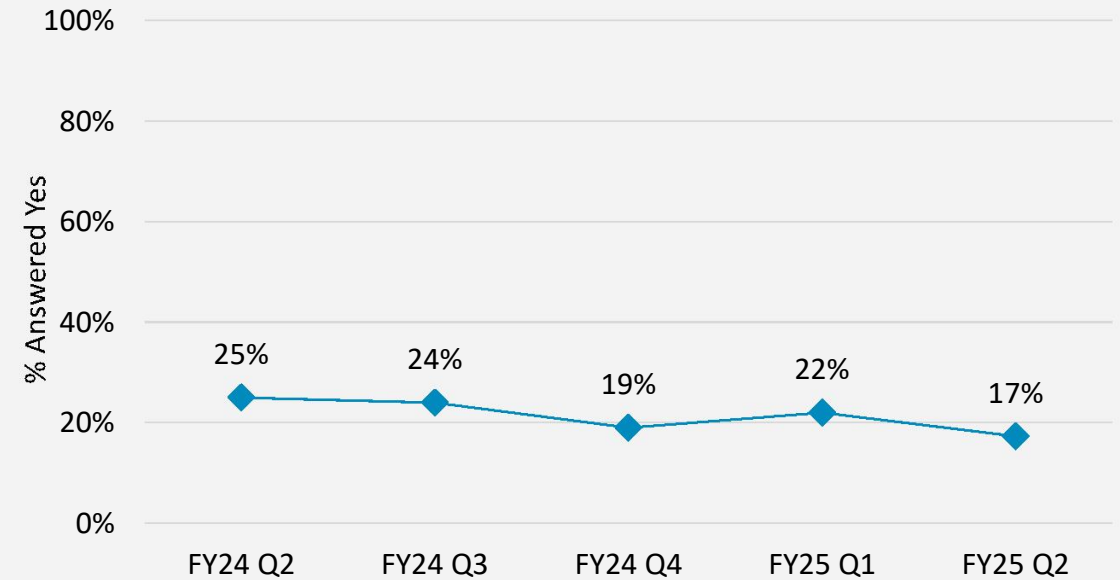


Have you experienced gender-based sexual harassment at BART in the last six months?

Source: PES Survey

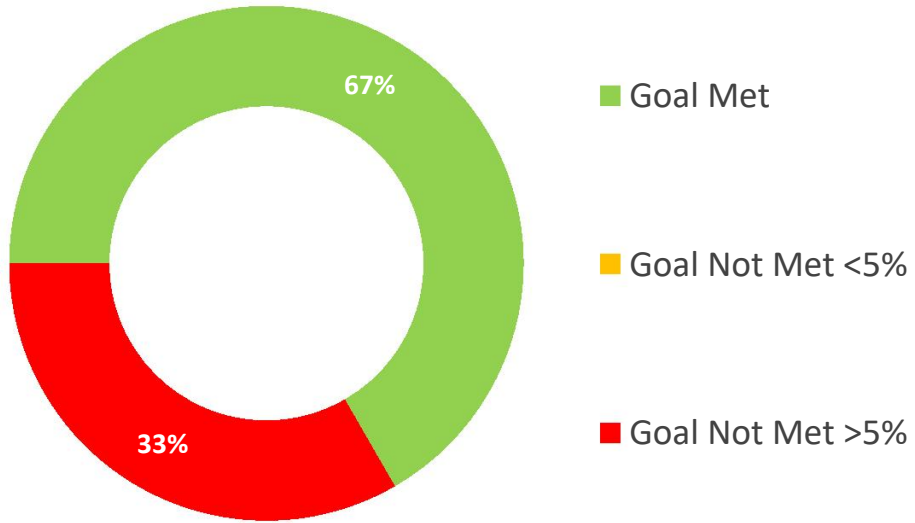
Fare Evasion

Fare Evasion



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

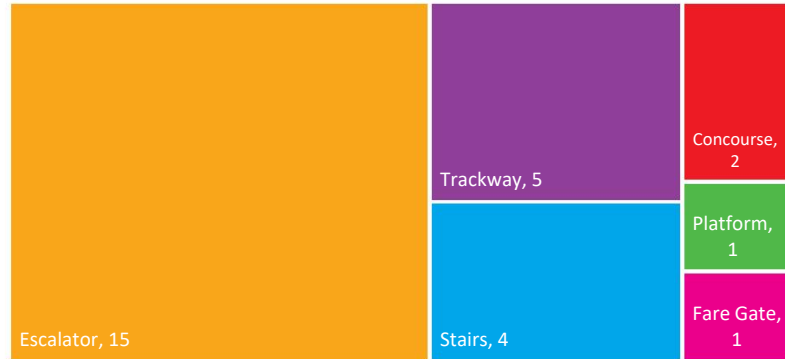
Summary – Safety and Security



Metric	FY25 Q2	Goal	% Change from FY25 Q1	
<i>Safety</i>				
Vehicle Incidents/Million Patrons	0.16	0.6	30.43%	▲
Unscheduled Door Openings/Million Car Miles	0.45	0.2	(164.70%)	▼
Rule Violations Summary/Million Car Miles	0.11	0.25	50.00%	▲
Station Incidents/Million Patrons	2.21	2	(54.54%)	▼
OSHA-Recordable Injuries/Illnesses/Per OSHA	11.15	12	33.94%	▲
Lost Time Injuries/Illnesses/Per OSHA	7.19	6.5	9.21%	▲
<i>Security</i>				
Police Response Time per Emergency Incident	4.82	5	(3.43%)	▼
Bike Thefts	23	50	(15.00%)	▼
Auto Thefts/1,000 Parking Spaces	1.64	2	21.78%	▲
Auto Burglaries/1,000 Parking Spaces	2.76	3.5	22.22%	▲
BART Police Presence	20.1%	12%	10.67%	▲
Crimes Against Persons/Million Riders	9.56	2	15.89%	▲

Station Incidents

Breakdown of 28 Station Incidents

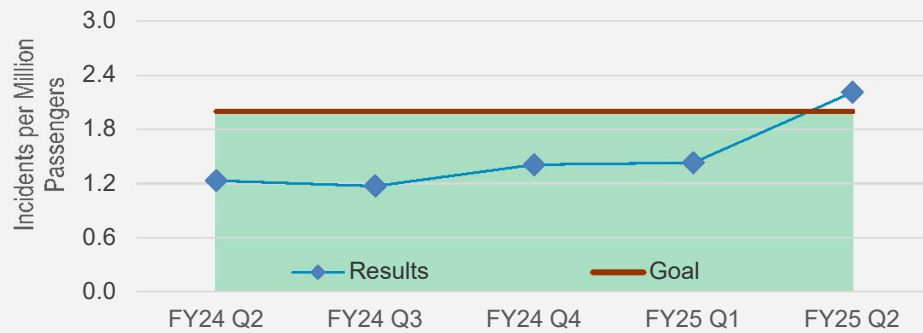


Vehicle Incidents

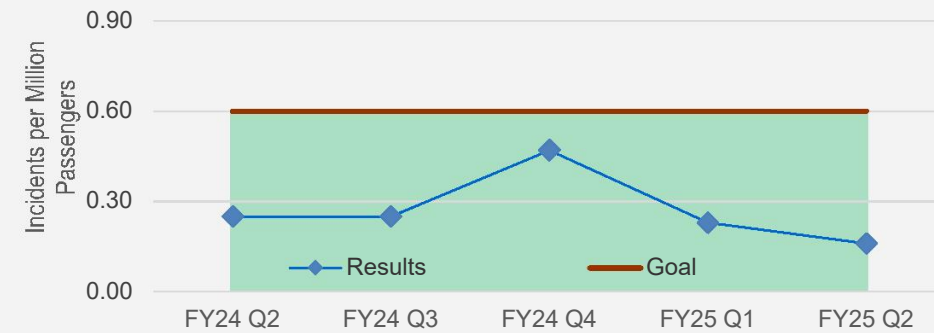
Breakdown of 2 Vehicle Incidents



Station Incidents

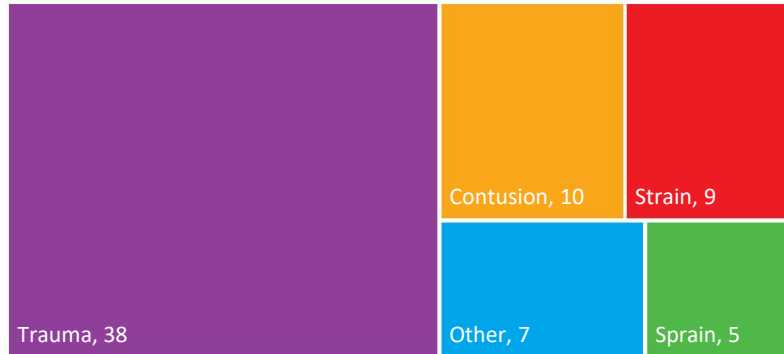


Vehicle Incidents



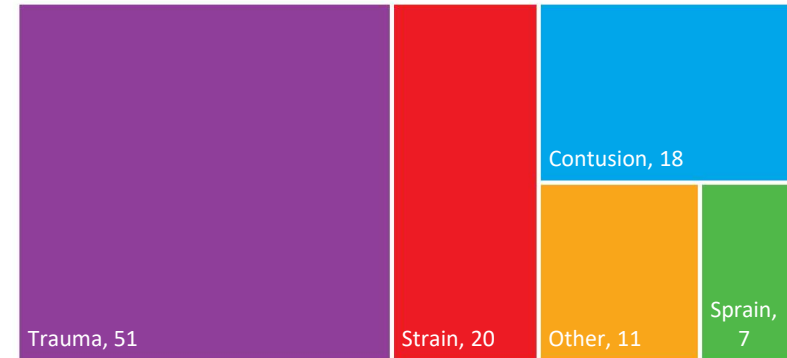
Lost Time due to Injuries

Breakdown of 69 Lost Time Cases

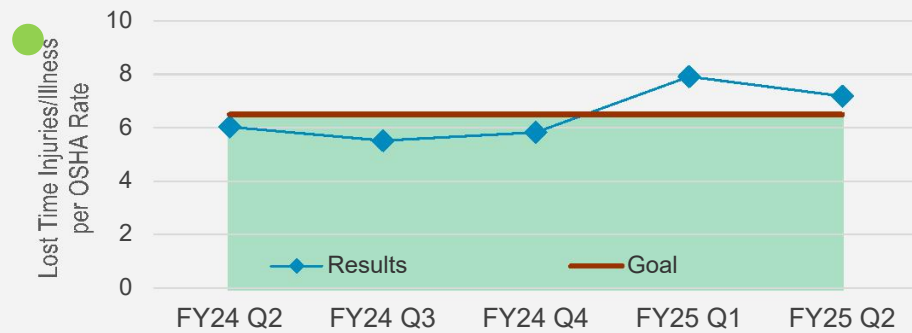


OSHA Recordable Injuries

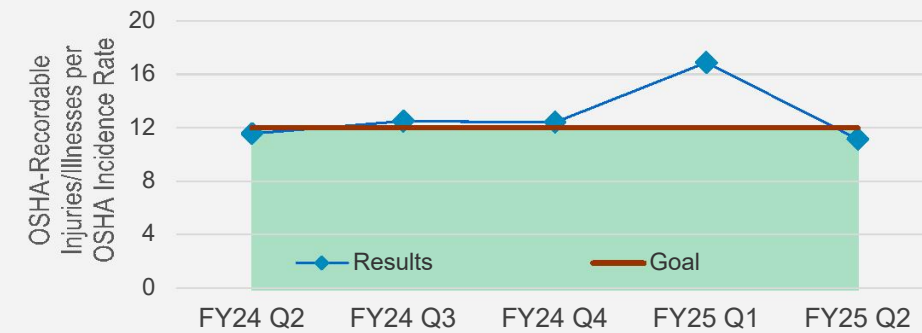
Breakdown of 107 Recordable Injuries



Lost Time due to Injuries



OSHA Recordable Injuries



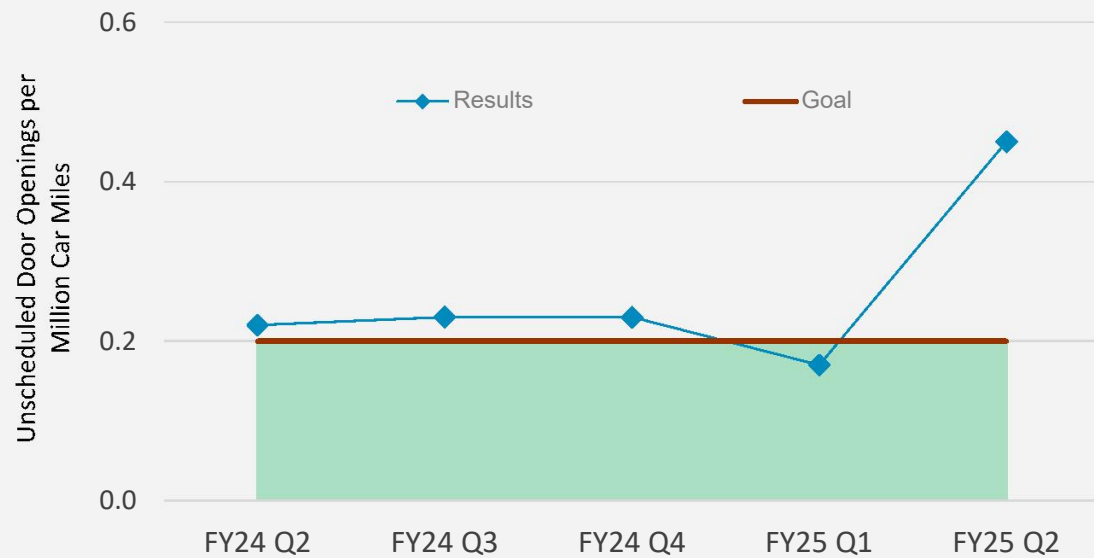
Safety – Procedure Violations



Unscheduled Door Openings

- 8 incidents – All due to passenger action/passenger interference

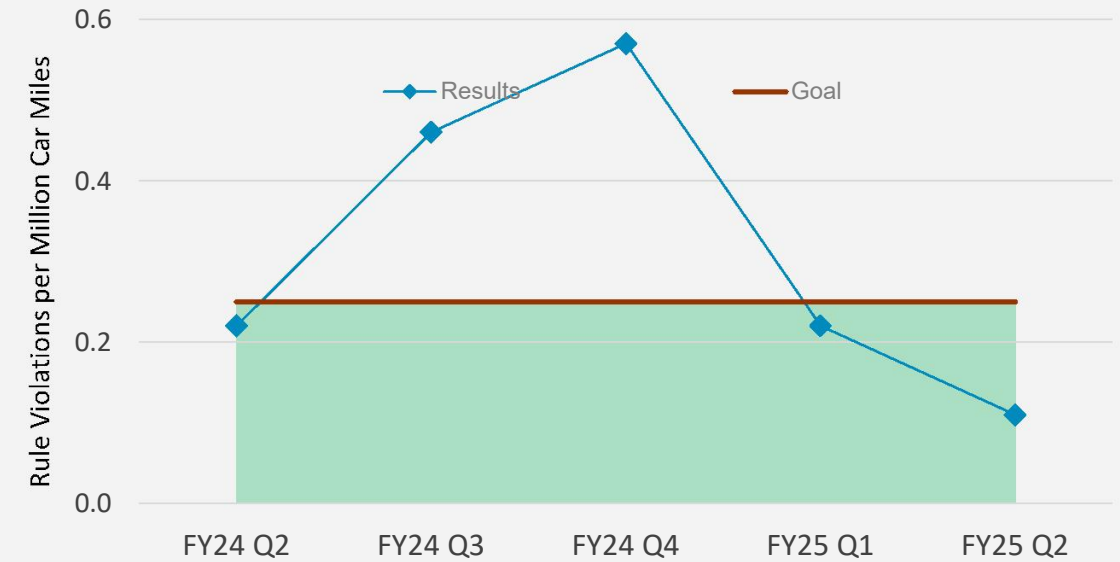
Unscheduled Door Openings



Rule Violations

- 2 Rule Violations

Rule Violations



Security – Police Coverage



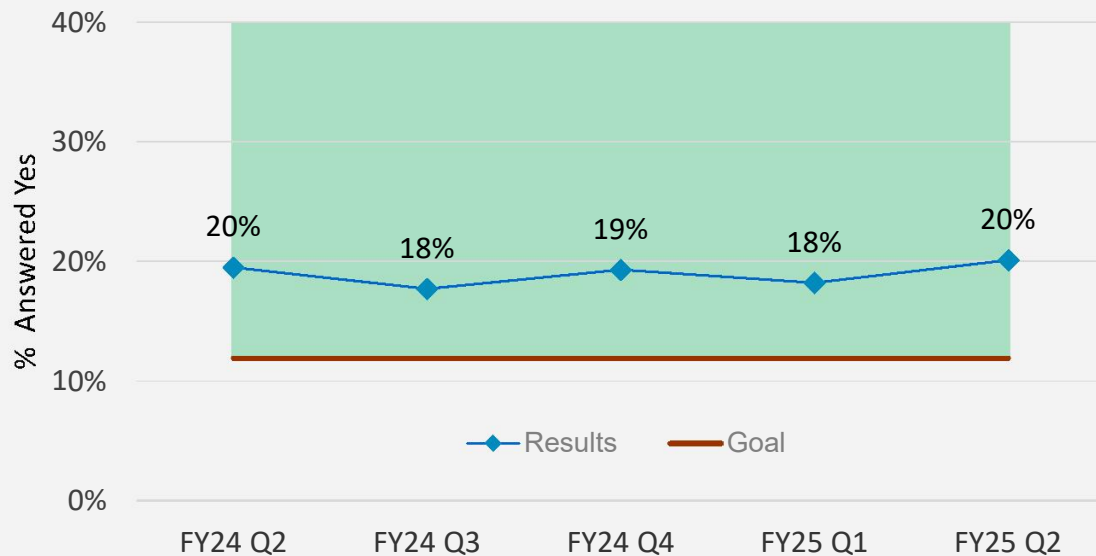
Police Presence

- Continued focus on highly visible presence of BPD uniformed sworn and civilian personnel on trains and in stations.

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

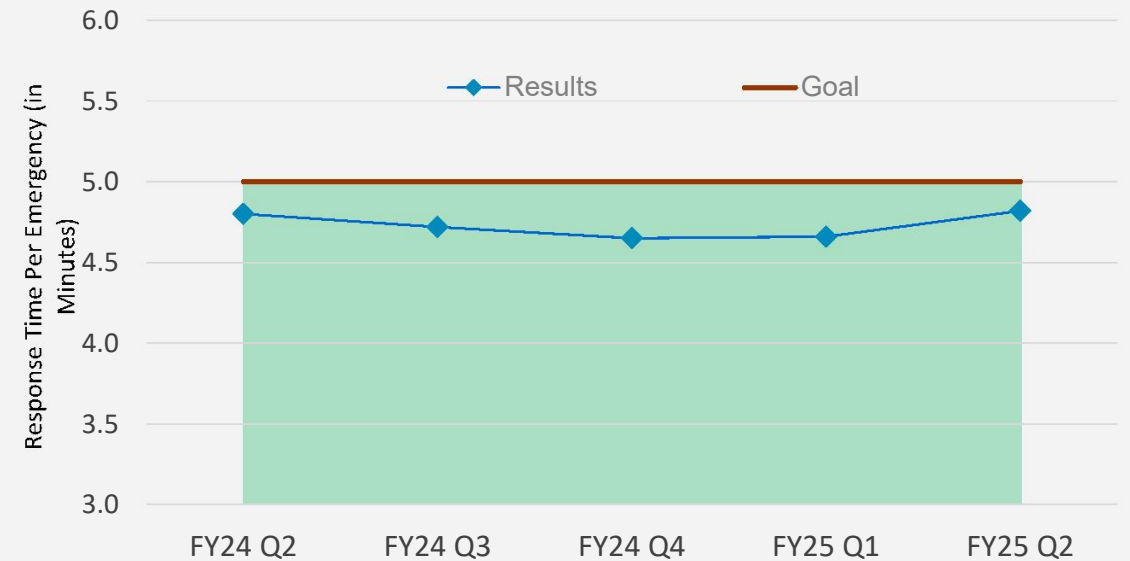
BART Police Presence



Police Response Time

- Goal met

BART Police Response Time



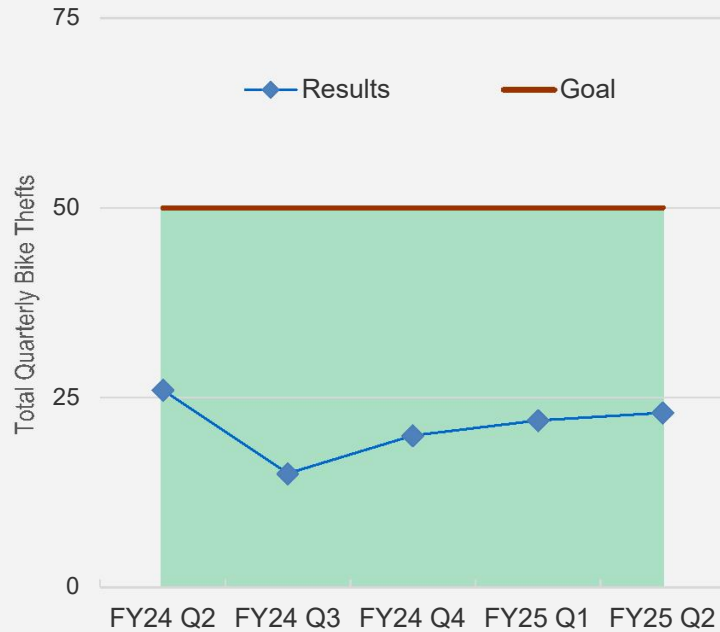
Crime – Theft and Burglary



Bike Theft

- Goal met

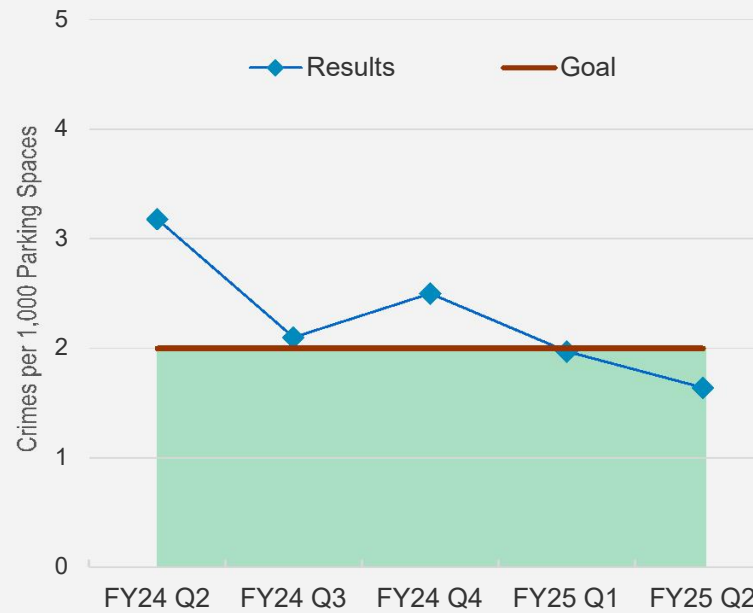
Bike Theft



Auto Theft

- Goal met

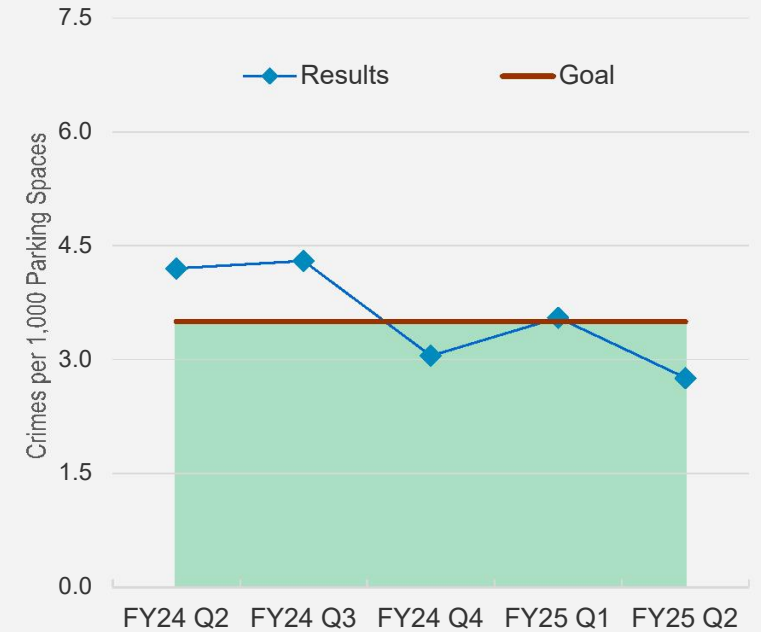
Auto Theft



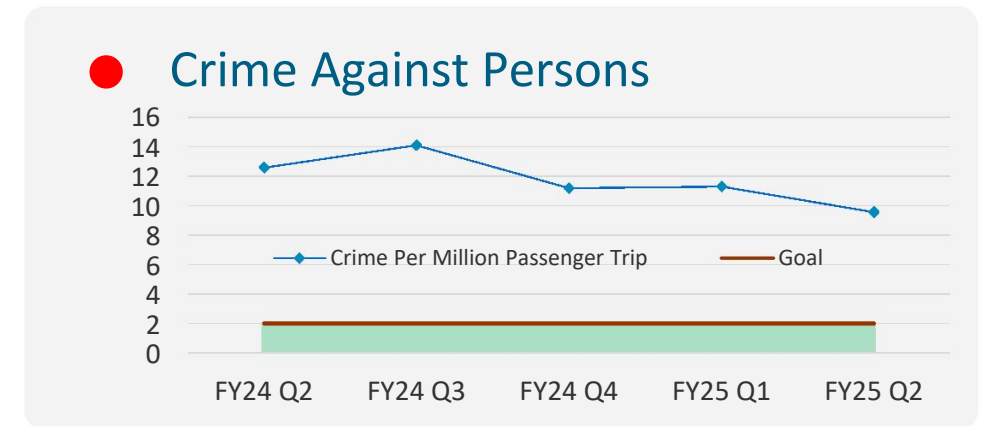
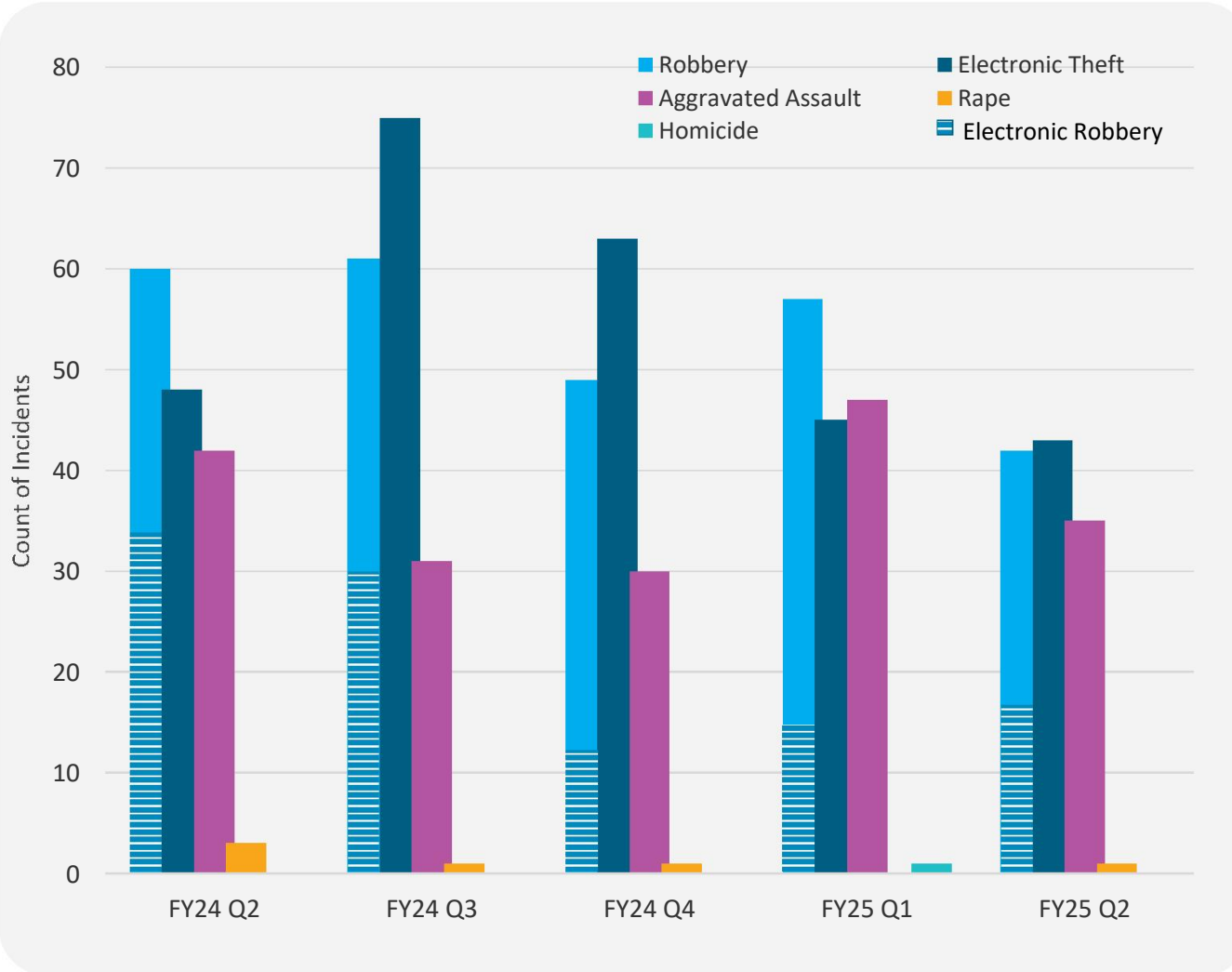
Auto Burglary

- Goal met

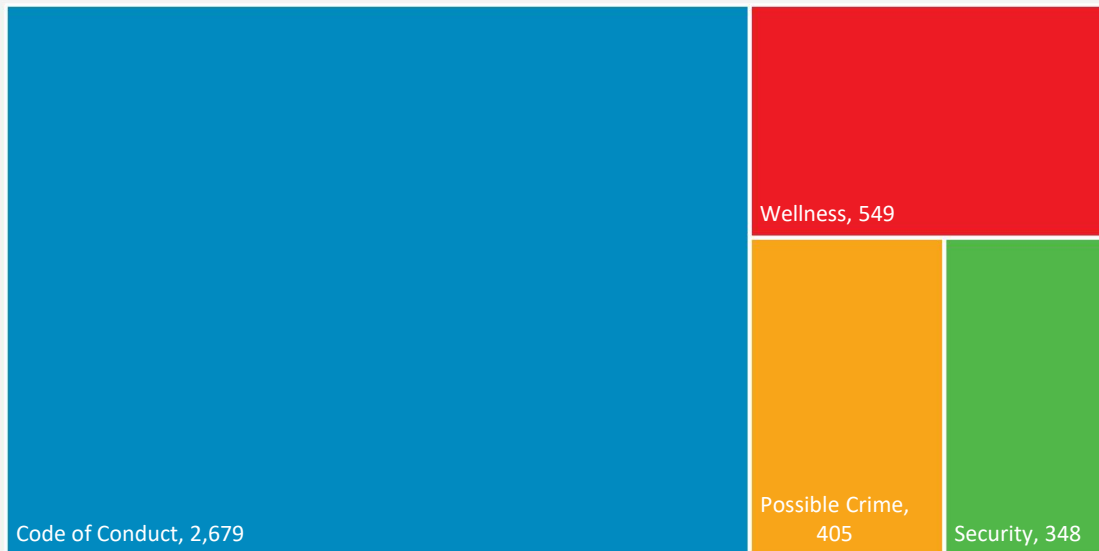
Auto Burglary



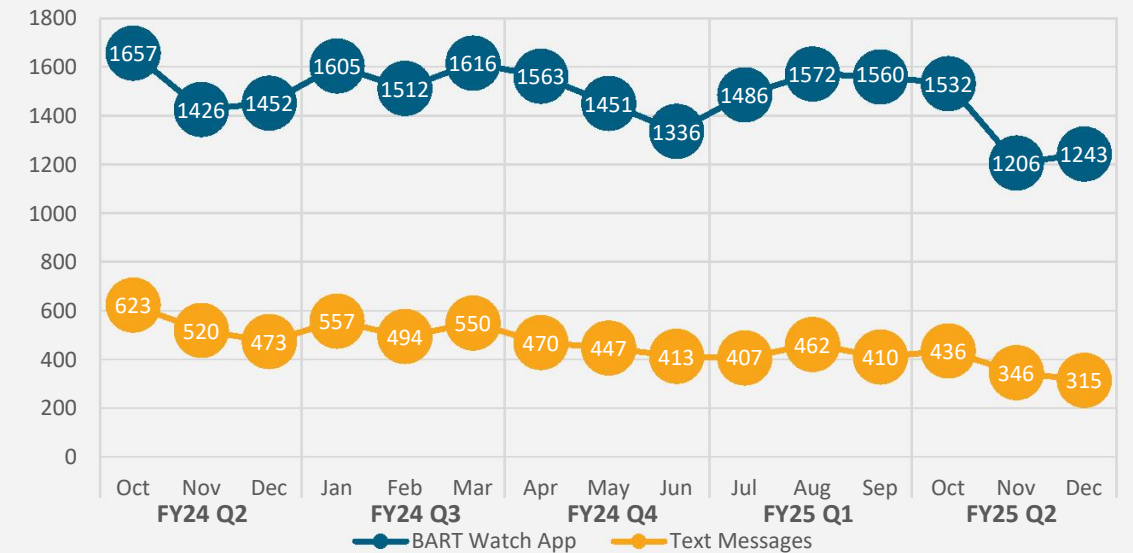
Crime – Against Persons



Breakdown of 3,981 BART Watch Reports



Total BART Watch & Text Counts by Month

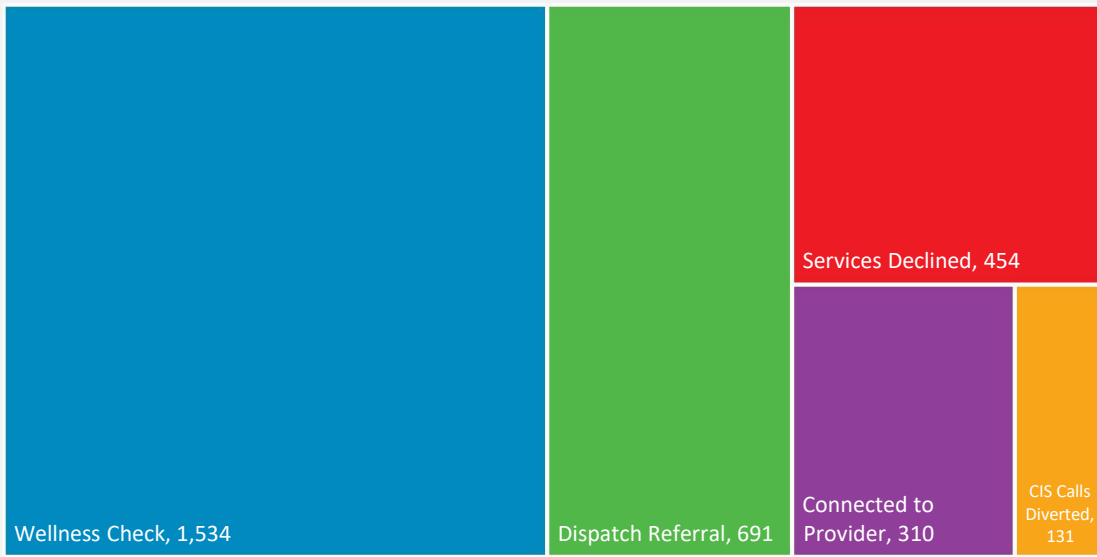


Progressive Policing Contacts and Outcomes



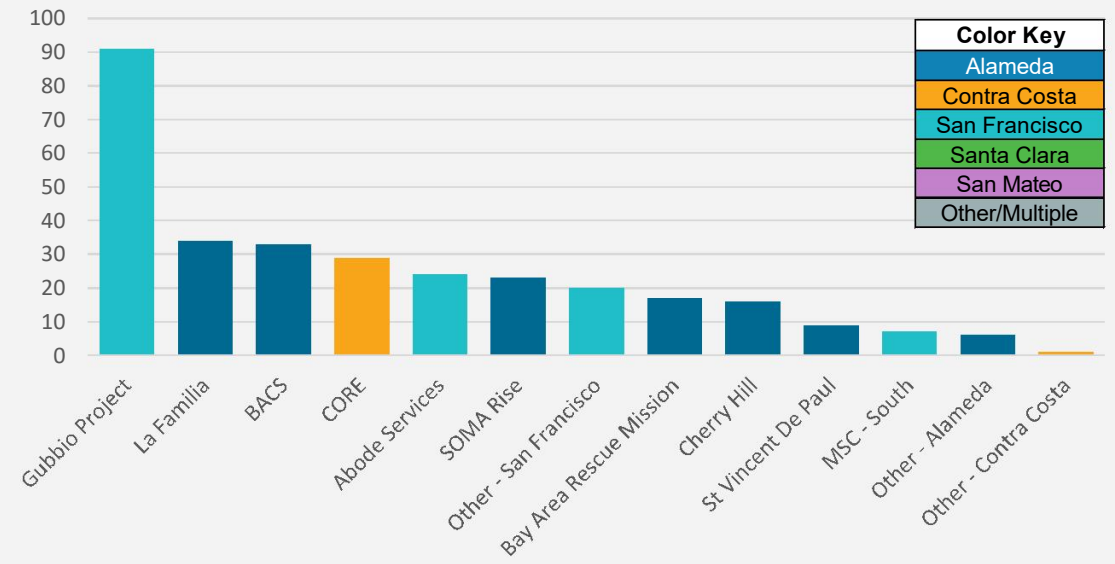
- 14 Narcan incidents total; 1 of which administered by CIS

Summary of Contacts (3,120)



Changes to data formats in the reporting system used by Progressive Policing were made in late November. This caused changes in reporting contact and referral data prior to 11/25, which is reflected in the reduced numbers below when compared to FY25 Q1. In FY25 Q3 we will have a full quarter of reporting based on the improved data which will allow us to provide a more accurate representation of the hard work being done by the Progressive Policing team.

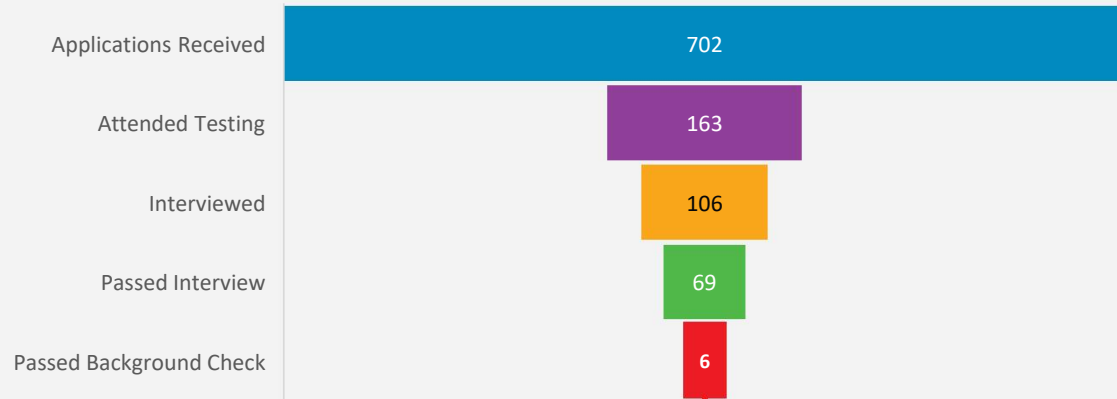
Connections to Services by Partner (310)



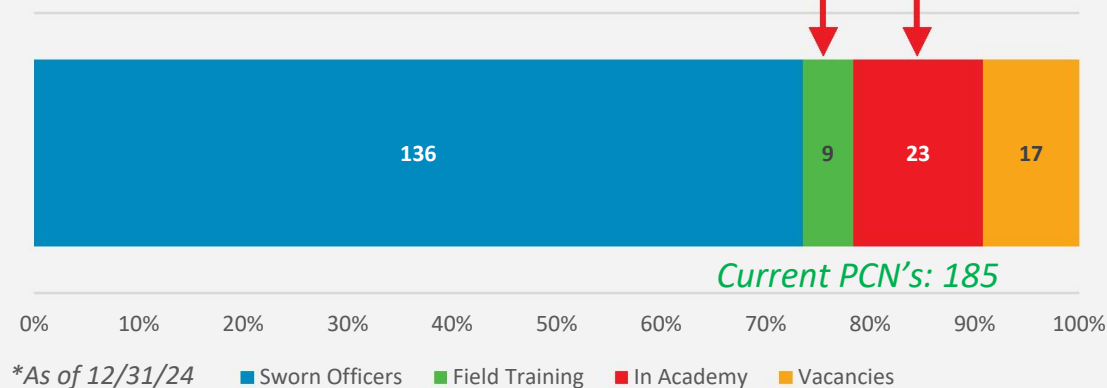
Police Hiring Metrics



Police Hiring Pipeline – FY25 Q2



Police Headcount Tracking



- 42 Police Officers hired in calendar year 2024
- 73% of candidates in the background process are police officer candidates
 - There are currently 46 police officer candidates in the background process
- Employee Referral Program led to the recruitment of 11 police officers hired in 2024
- In 2024, the month of July had our largest police officer hiring total, with 9 new hires
- The police academy's largest class in 2024 consisted of 22 new recruits
 - 23 new recruits currently in or pending police academy placement
- 9 sworn officers currently in Field Training
- More than 610 prospects attended a total of 8 Police Officer Recruitment Open House events at BPD Headquarters
 - The next open house is scheduled on Saturday, February 8th
- Enhanced recruitment efforts targeting colleges and military installations in the greater Bay Area, such as Fresno and Bakersfield
- Number of applicants interviewed
 - FY24 Q2: 131
 - FY24 Q3: 108
 - FY24 Q4: 100
 - FY25 Q1: 125
 - FY25 Q2: 106

Questions?

