



▶ Quarterly Service Performance Review
3rd Quarter, FY25 (January – March 2025)
June 26, 2025 Board Meeting





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

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

Environment

- Environment – Stations
 - Outside
 - Inside
- Environment – Trains
 - Cleanliness
 - Temperature
- Environment – Code of Conduct
 - 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

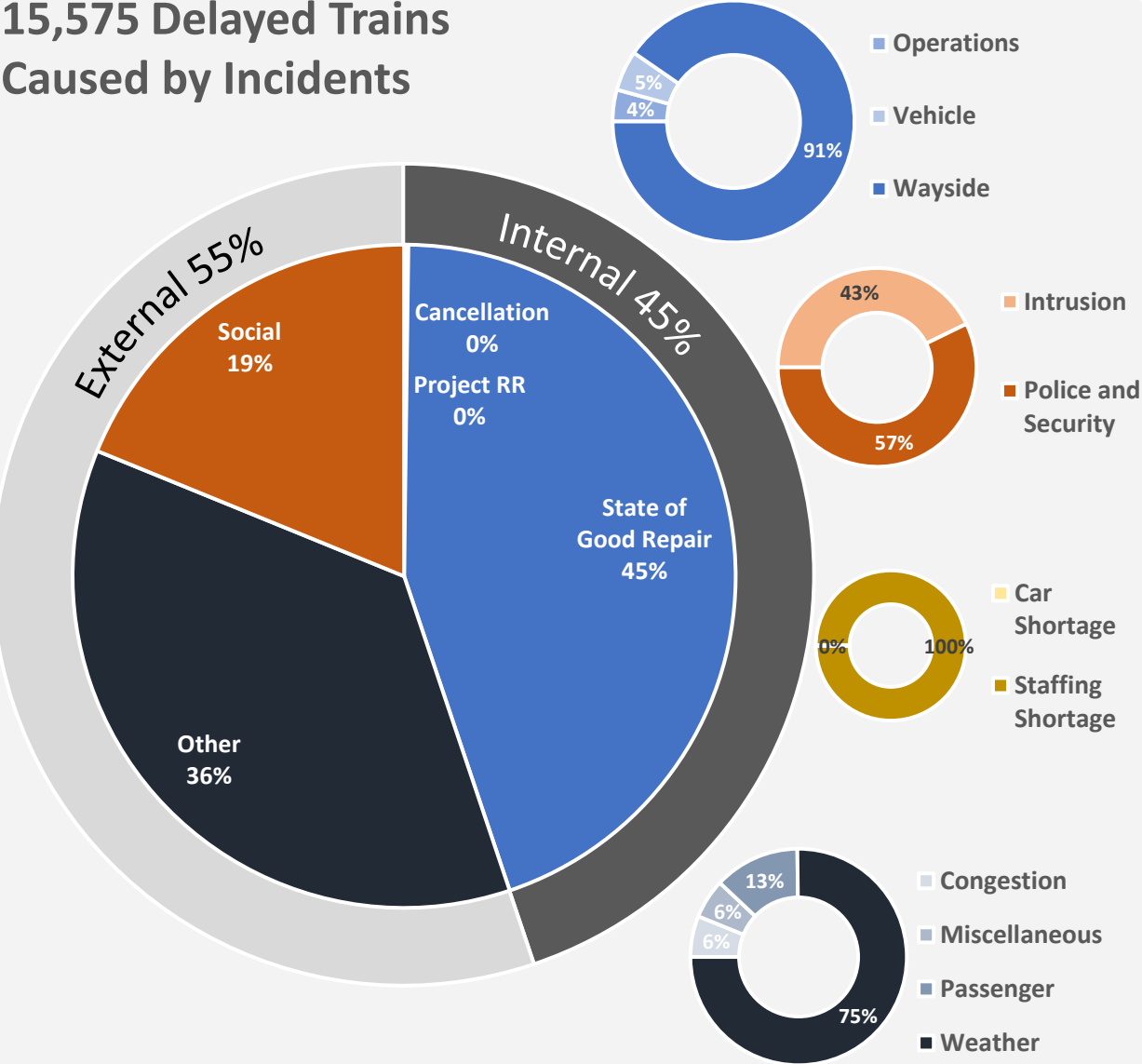
Security

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

Service Delivery – Delay Incident Detail



15,575 Delayed Trains Caused by Incidents

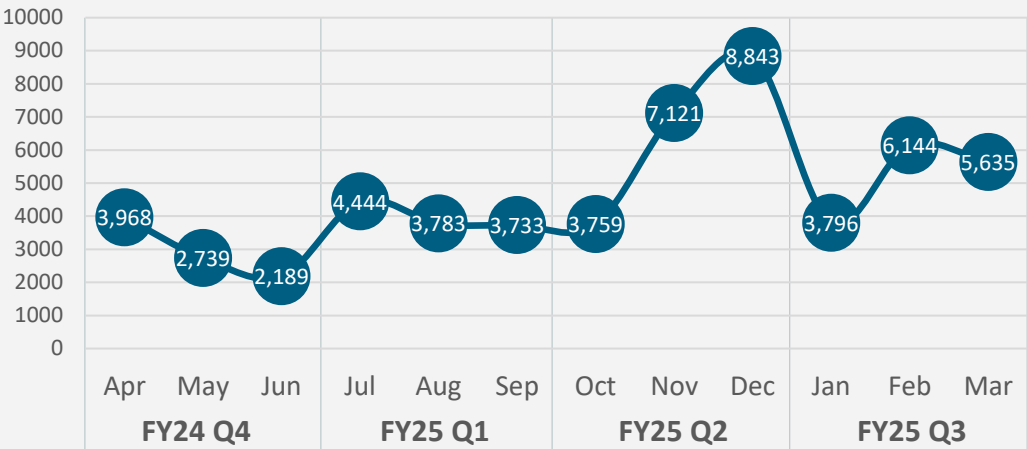


Trains Delayed - Top Ten Single Incidents

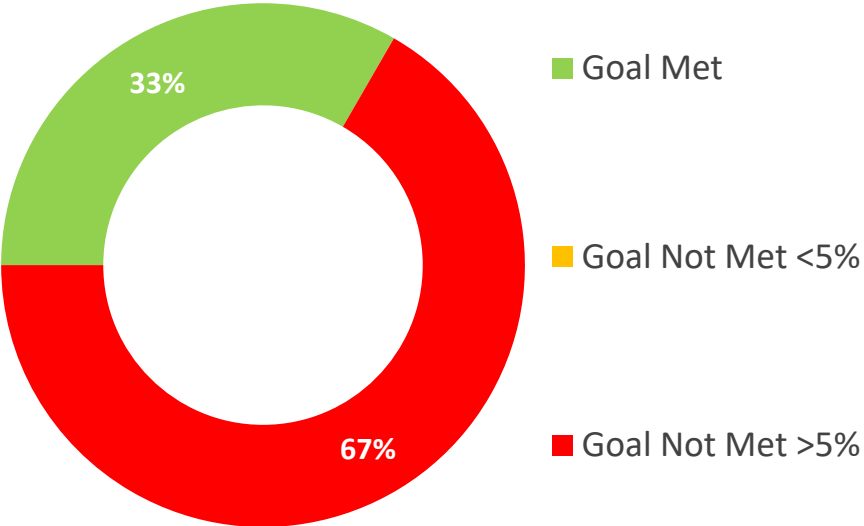
2/6/2025, Weather (Rain), 482
3/12/2025, Weather (Rain), 390
2/13/2025, Weather (Rain), 372
2/1/2025, Weather (Rain), 322
1/31/2025, Weather (Rain), 294
3/14/2025, Track (Rail Anomaly), 292
1/3/2025, Weather (Rain), 279
2/4/2025, Weather (Rain), 278
3/17/2025, Track (Rail Anomaly), 275
2/2/2025, Vandalism (Fiber Cable), 263

Top ten incidents = 20.8% of delayed trains

Trains Delayed by Month



Summary – Service Delivery



Metric	FY25 Q3	Goal	% Change from FY25 Q2	
<i>All-Day</i>				
Weekday - Average Ridership	169,709	164,038	0.72%	▲
Trains On-Time - Daily	58.7%	91.0%	(8.66%)	▼
Customers On-Time - Daily	85.0%	94.0%	0.04%	▲
<i>Peak</i>				
Trains On-Time - Peak	52.3%		(16.46%)	▼
Customers On-Time - Peak	84.3%		(0.43%)	▼

Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
Green	Goal Met	▲	Improved
Yellow	Goal Not Met < 5%	▼	Declined
Red	Goal Not Met > 5%	—	No Change
Gray	No Goal Established		

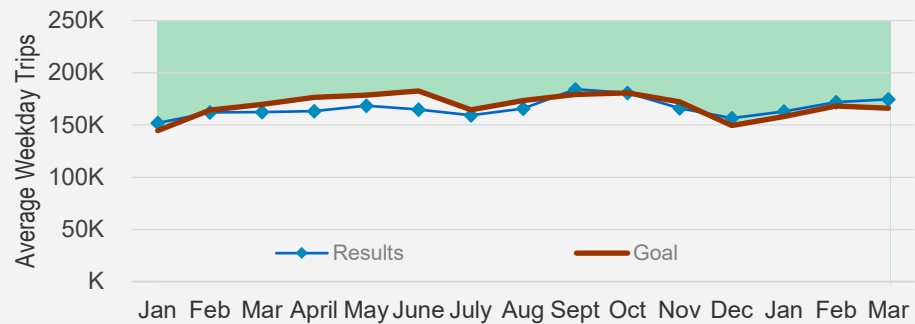
▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

Capacity – Ridership



- Total Ridership up 6.4% over last year.
- Average weekday ridership up 6.9% over last year.
- Saturday ridership up 14.1% over last year.
- Sunday ridership up 8.3% over last year.

● Average Ridership - Weekday

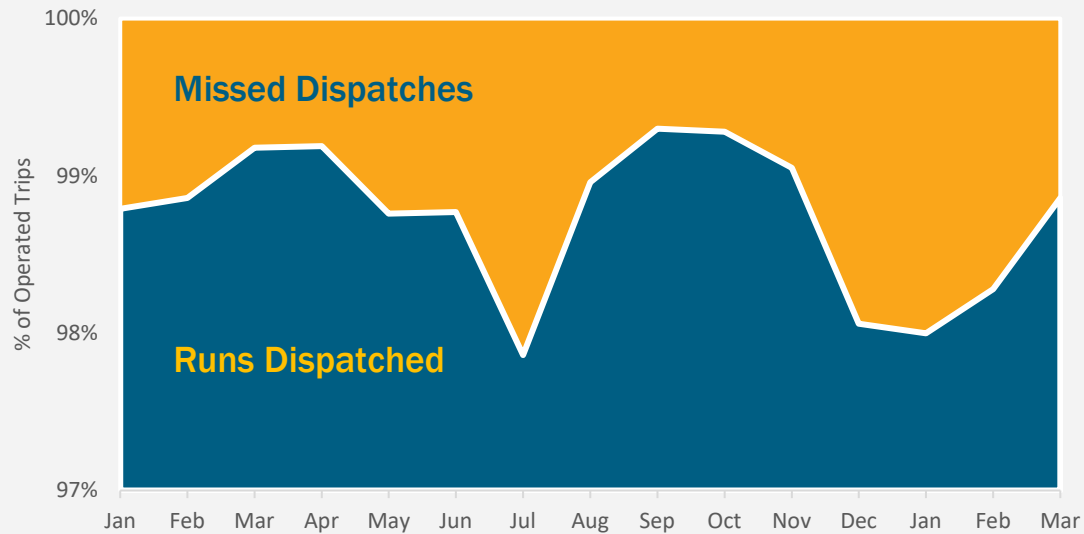


Capacity – Dispatches Operated

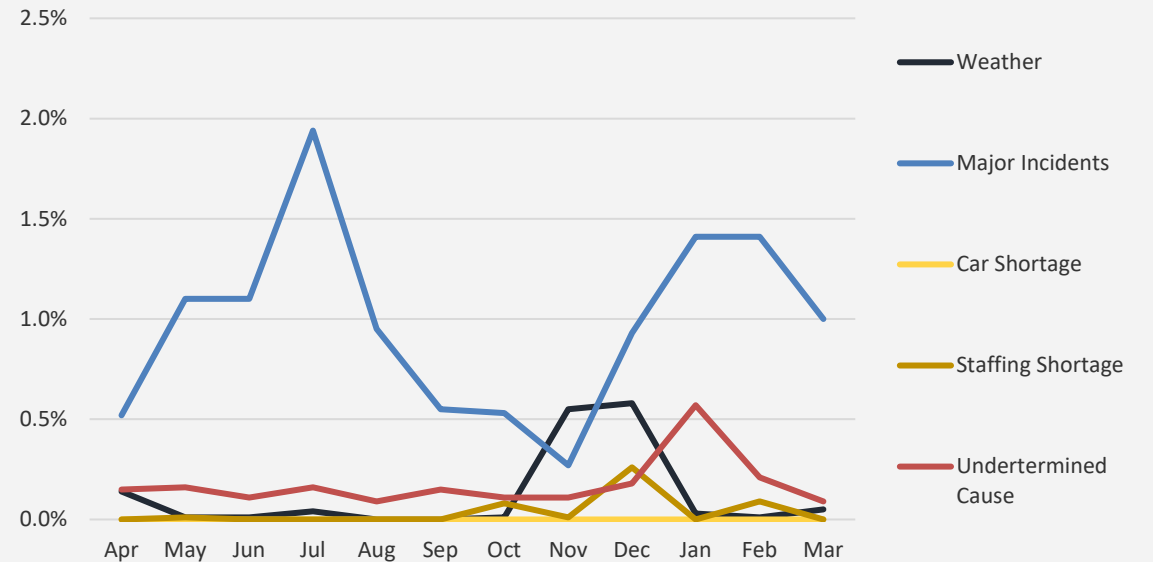


- Train cancellations remain between 1-2% of total trains missing dispatch from origin.
- Major Incidents accounted for 96% of cancellations.
- The three largest categories within Major Incidents:
 - Wayside issues: 39%
 - Intrusion: 24%
 - Vandalism (Fiber Cable Damage): 16%

Scheduled Runs Dispatched from Origin



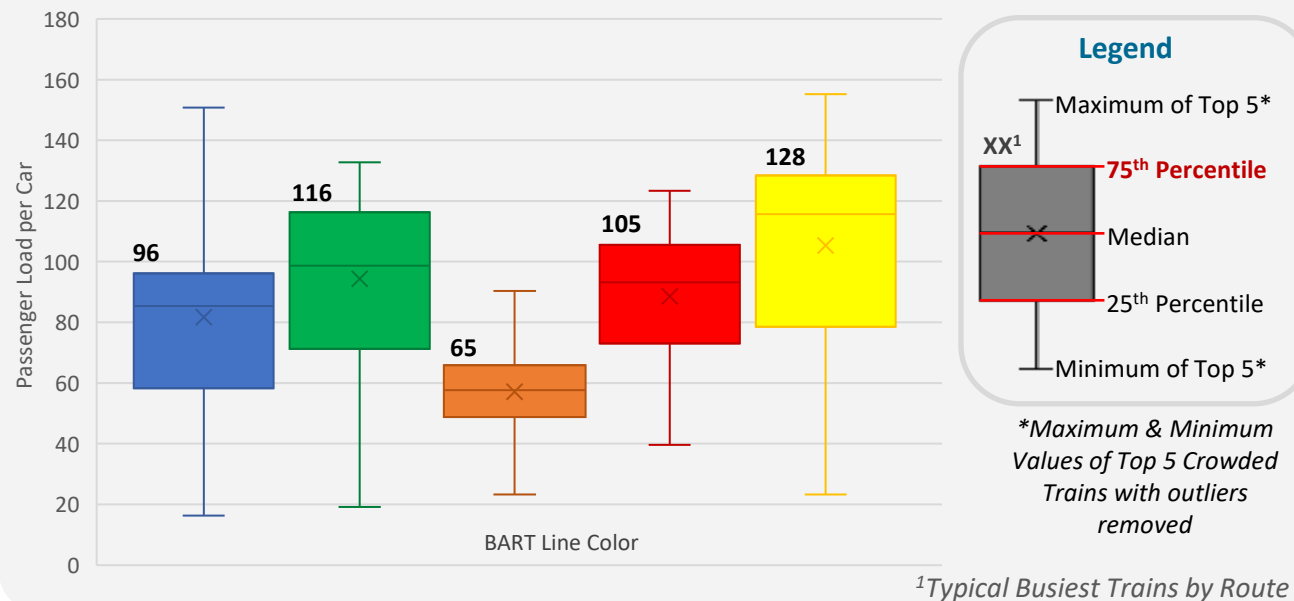
% of Scheduled Dispatches Missed by Cause



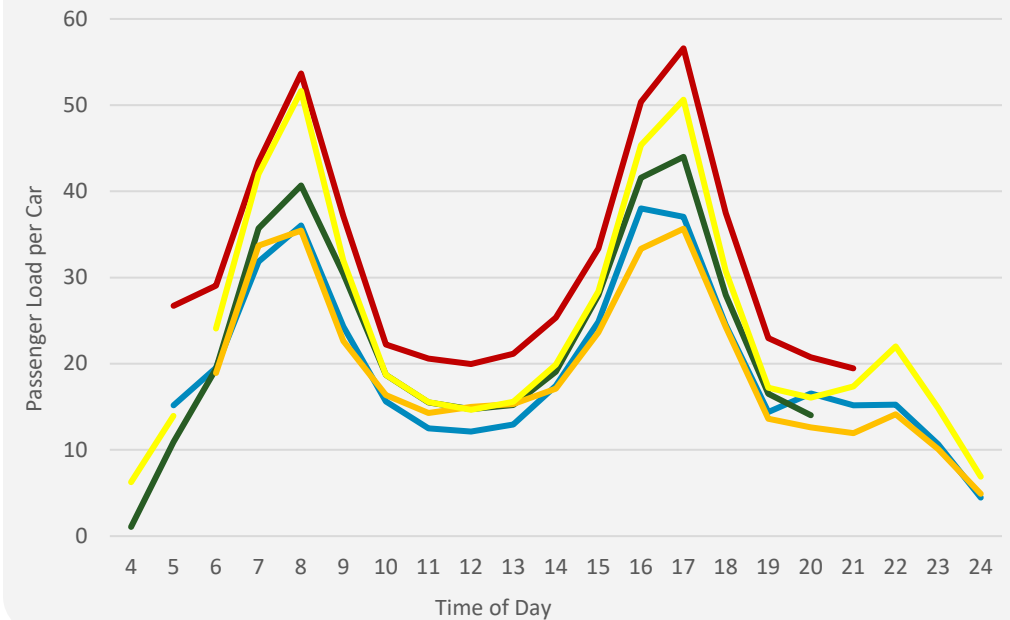
Capacity – Passenger Loading



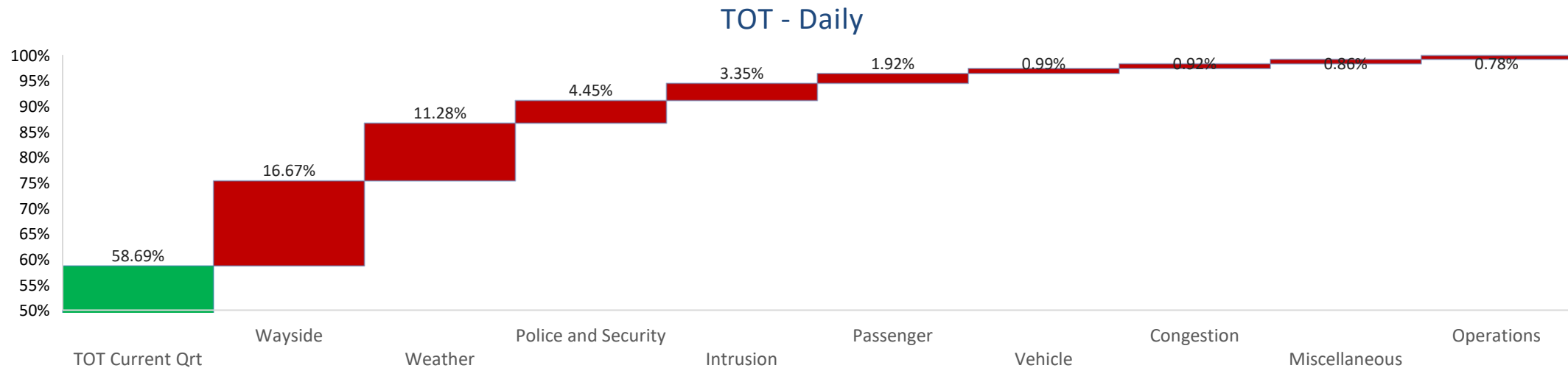
Passenger Load per Car for Top 5 Crowded Weekday Trains



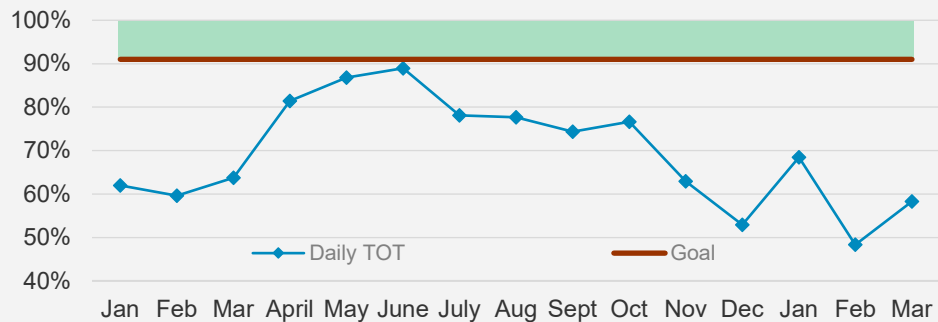
Average Hourly Weekday Passenger Load per Car by Line



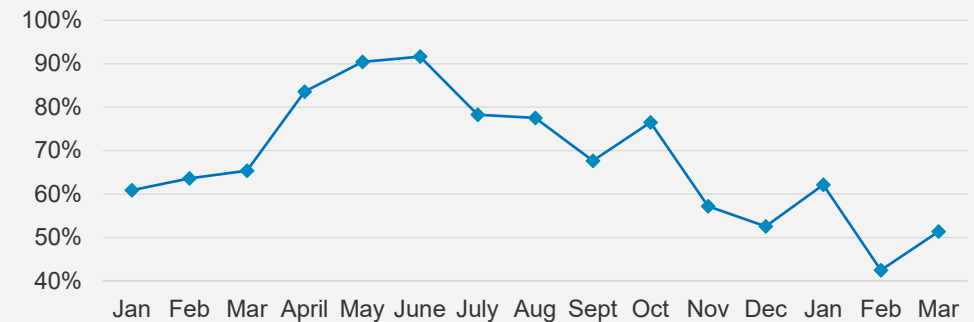
Punctuality – Trains On-Time



● Trains On-Time - Daily



Trains On-Time - Peak

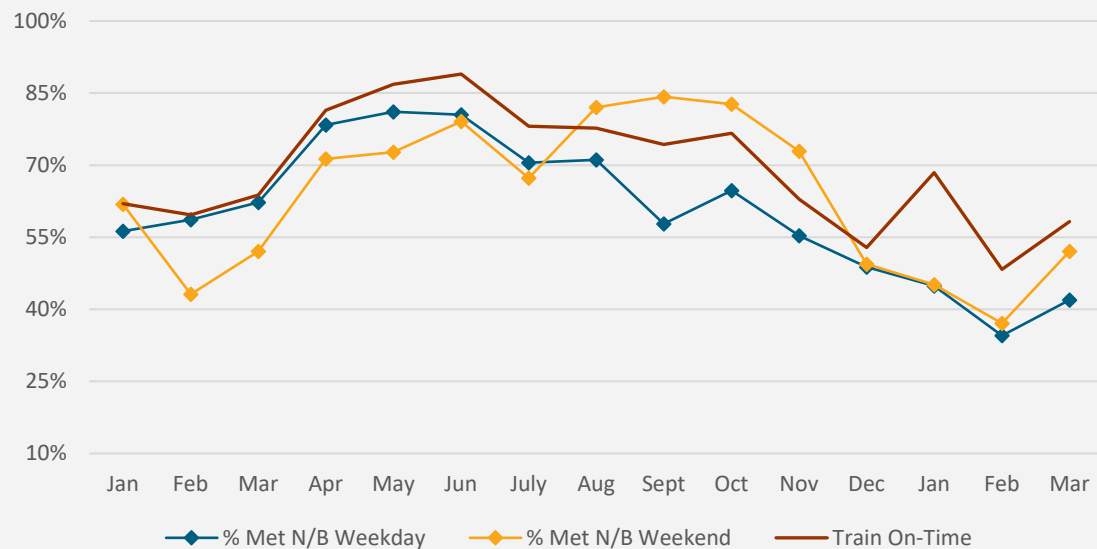


Punctuality – Timed Train Meets

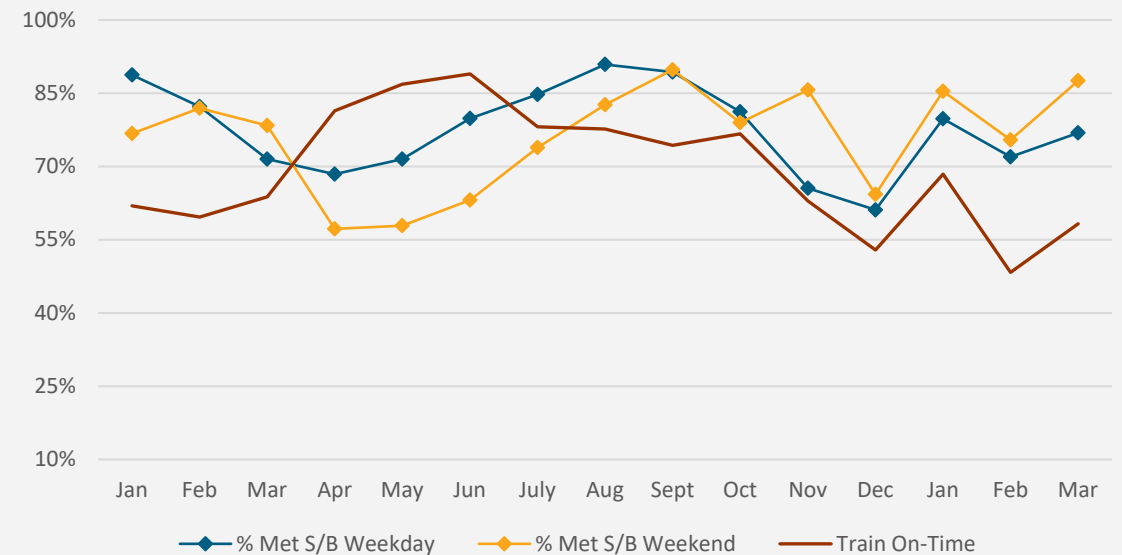


- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

Northbound Meets at 19th Street



Southbound Meets at MacArthur



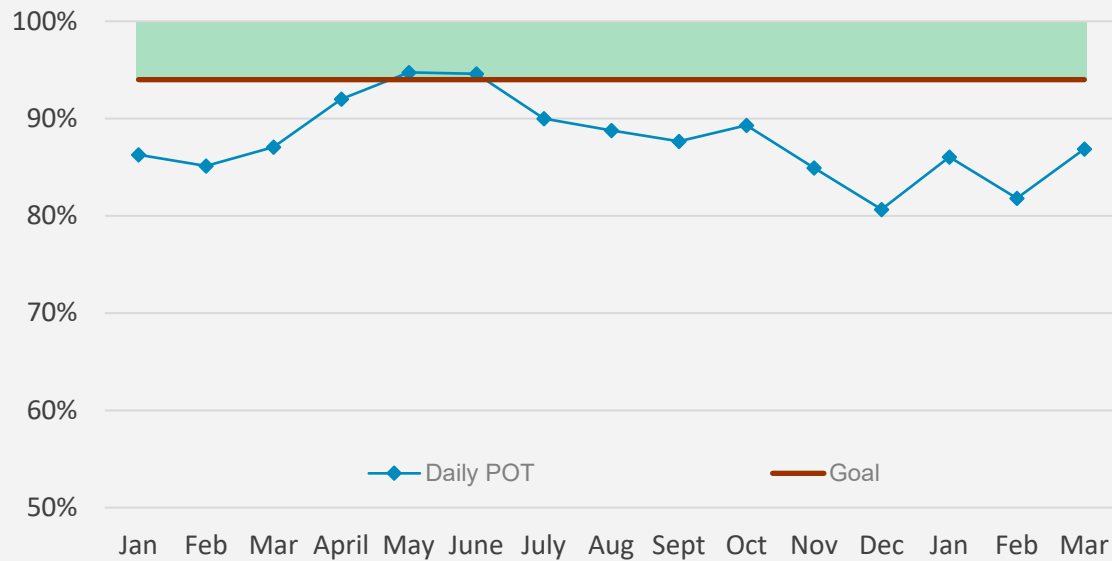
A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point

Punctuality – Customer On-Time

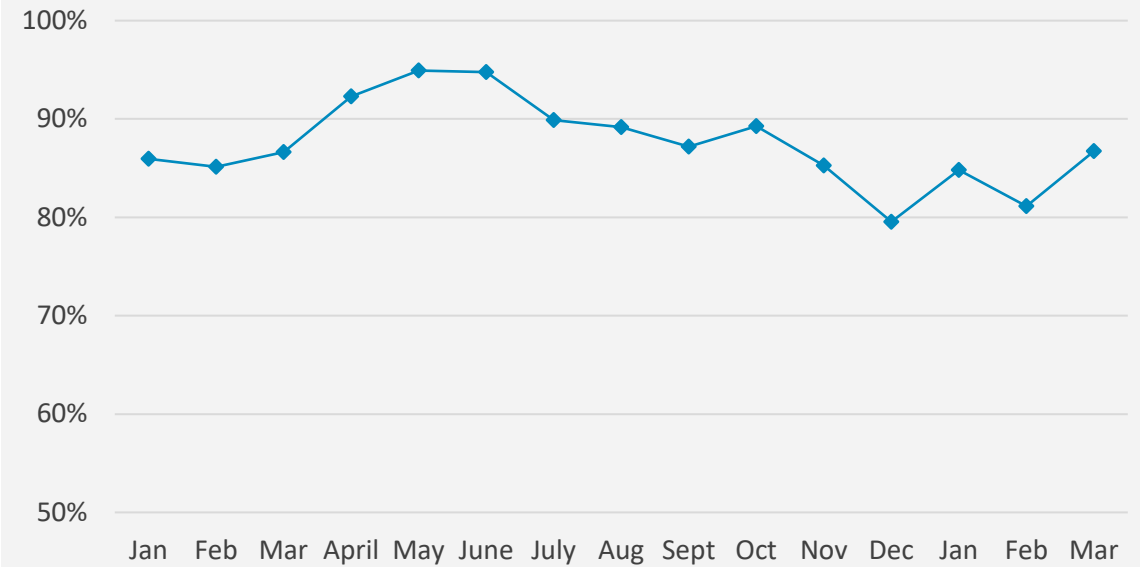


- Customer On-Time was 85% for the quarter

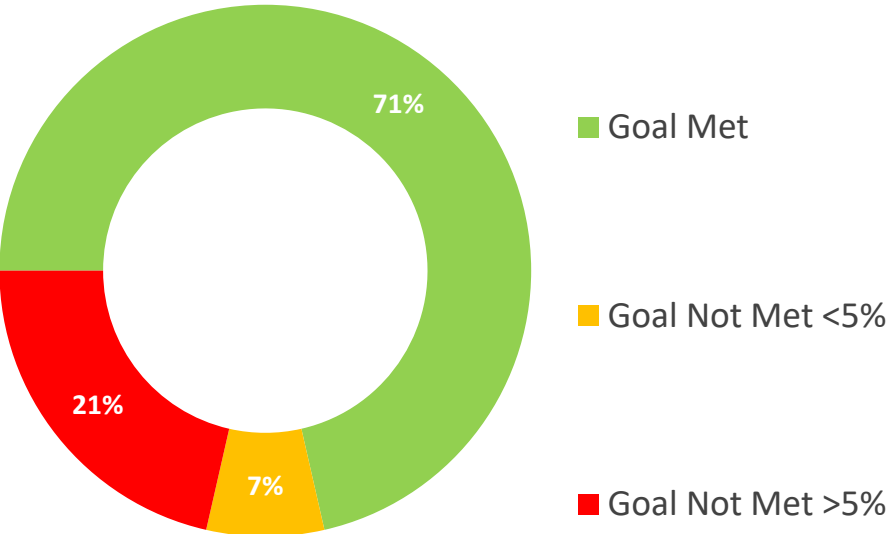
● Customer On-Time - Daily



Customer On-Time - Peak



Summary – Railway Asset Availability



Summary Table Legend

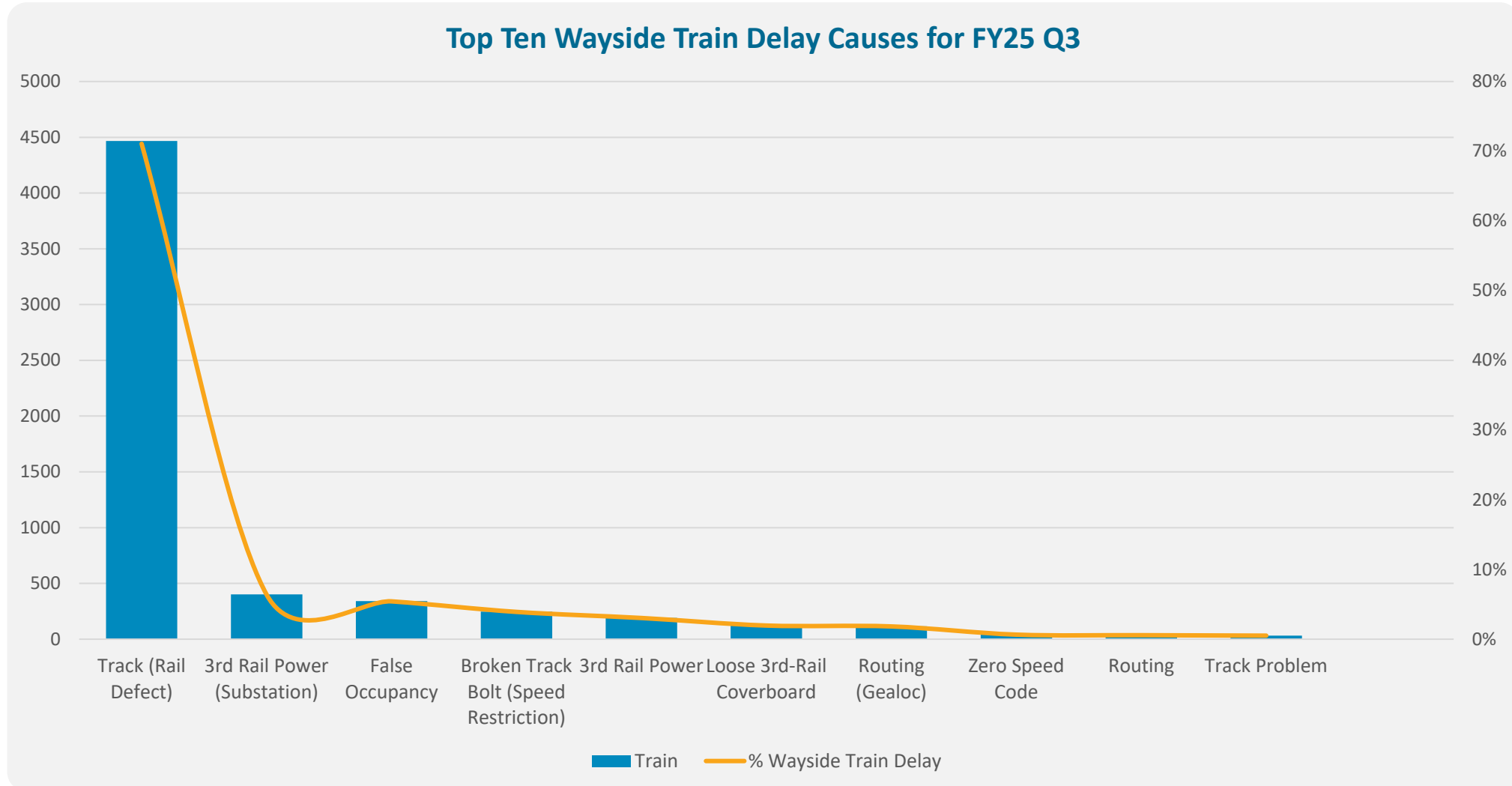
Indicator Color	Performance	Indicator	Performance Trend
Green	Goal Met	▲	Improved
Yellow	Goal Not Met < 5%	▼	Declined
Red	Goal Not Met > 5%	—	No Change
Grey	No Goal Established		

Metric	FY25 Q3	Goal	% Change from FY25 Q2	
<i>Wayside Equipment</i>				
Track	9.27	0.30	(1160.60%)	▼
Traction Power	1.41	1.00	58.40%	▲
Wayside Train Control System	1.12	1.30	(9.74%)	▼
Computer Control System	0.10	0.30	88.06%	▲
Transportation	0.59	0.50	(50.24%)	▼
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	9,611	9,600	53.64%	▲
4 AM - Car Availability	640	471	0.55%	▲
DMU - MDBF (Miles)	45,984	29,000	93.25%	▲
<i>Station Equipment</i>				
Elevators in Service - Station	99.1%	98.0%	0.20%	▲
Elevators in Service - Garage	99.9%	97.0%	0.20%	▲
Escalators in Service - Street	93.2%	93.0%	(1.32%)	▼
Escalators in Service - Platform	95.3%	96.0%	(2.28%)	▼
Automatic Fare Collection - Gates	99.6%	98.0%	(0.13%)	▼
Automatic Fare Collection - Vendors	98.5%	95.0%	(0.80%)	▼

Wayside Asset Availability – Detail



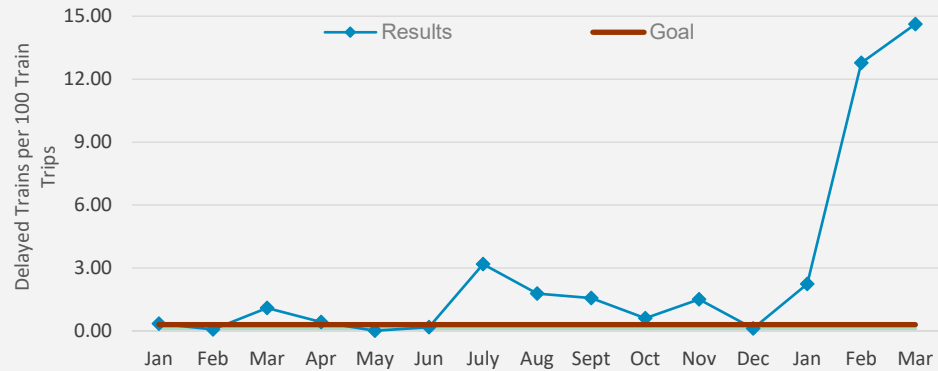
- 6,284 Train Delays for the Quarter



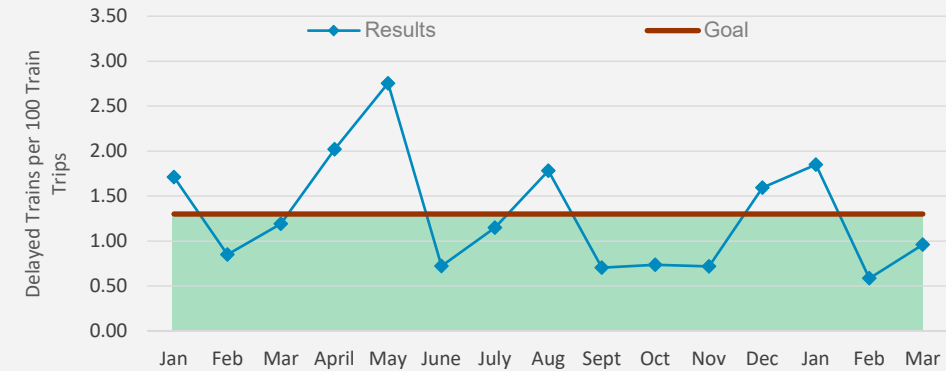
Wayside Equipment – Delayed Trains by System



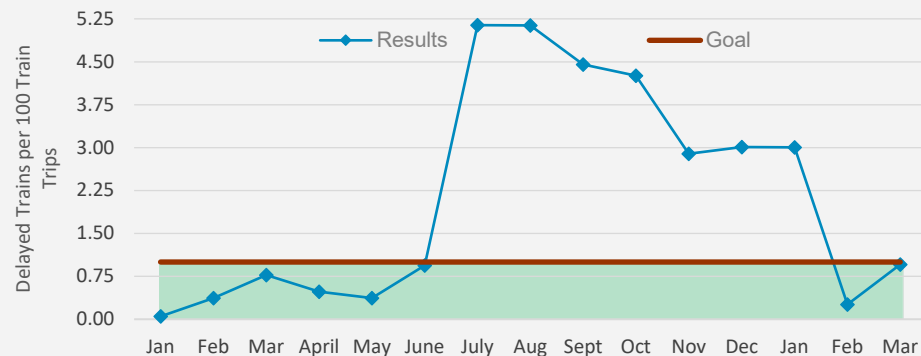
Track System



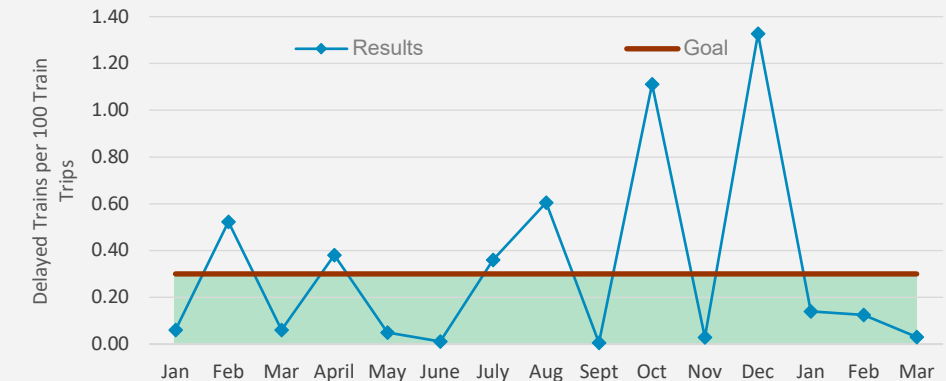
Wayside Train Control System



Traction Power System

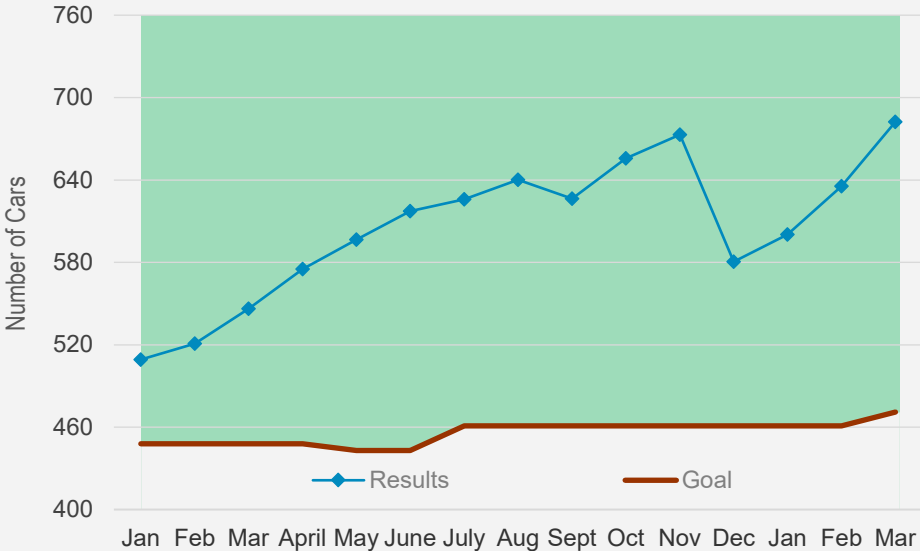


Wayside Computer Control System

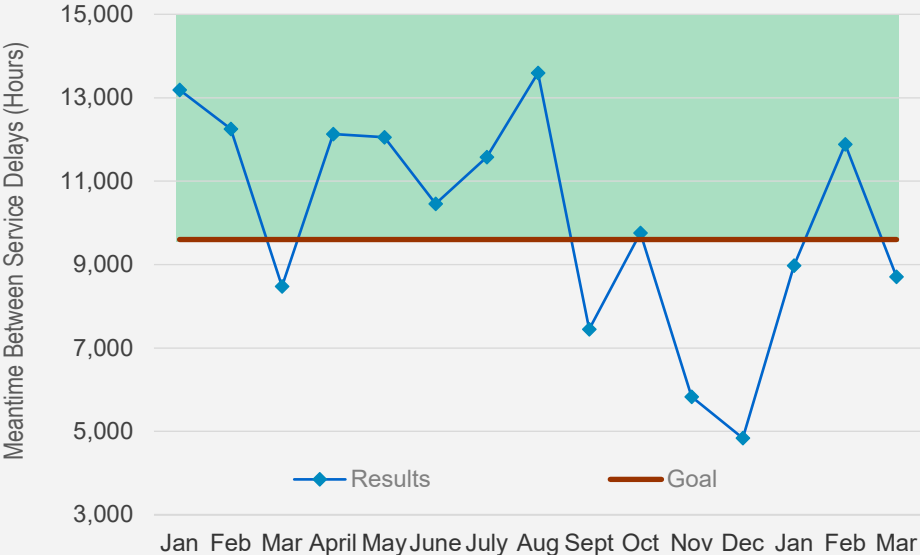




● Car Availability at 4 AM



● Mean Time Between Service Delays

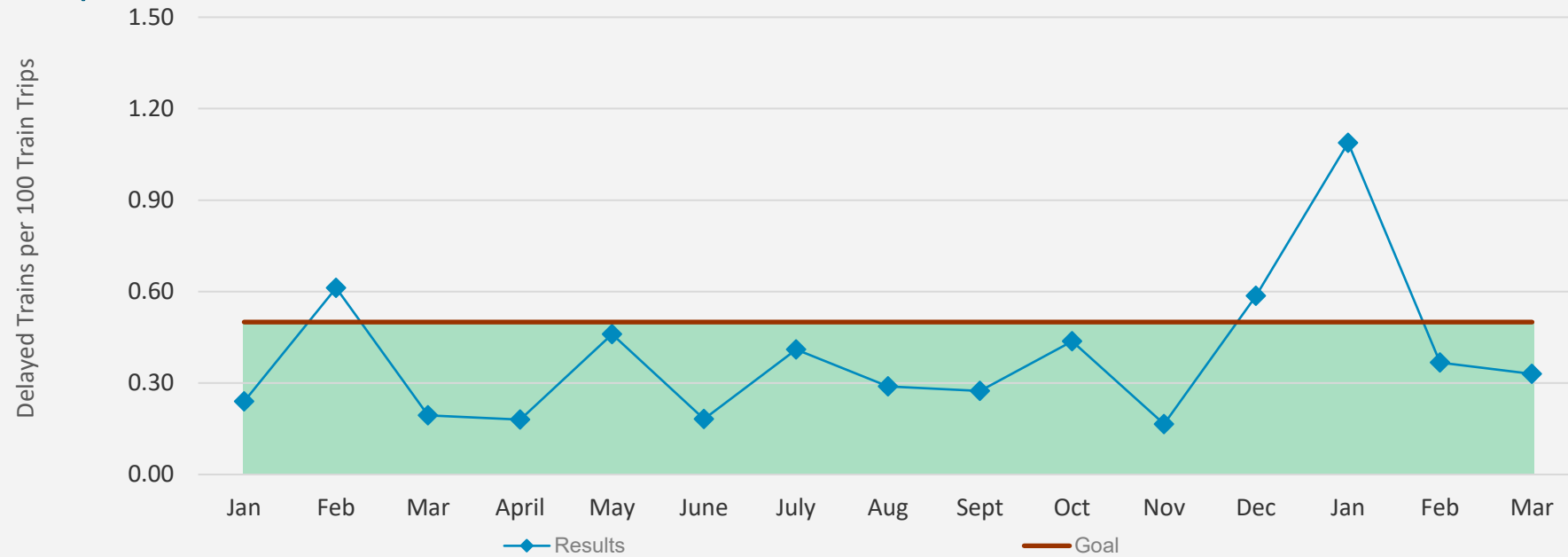


905

FOTF Car Count

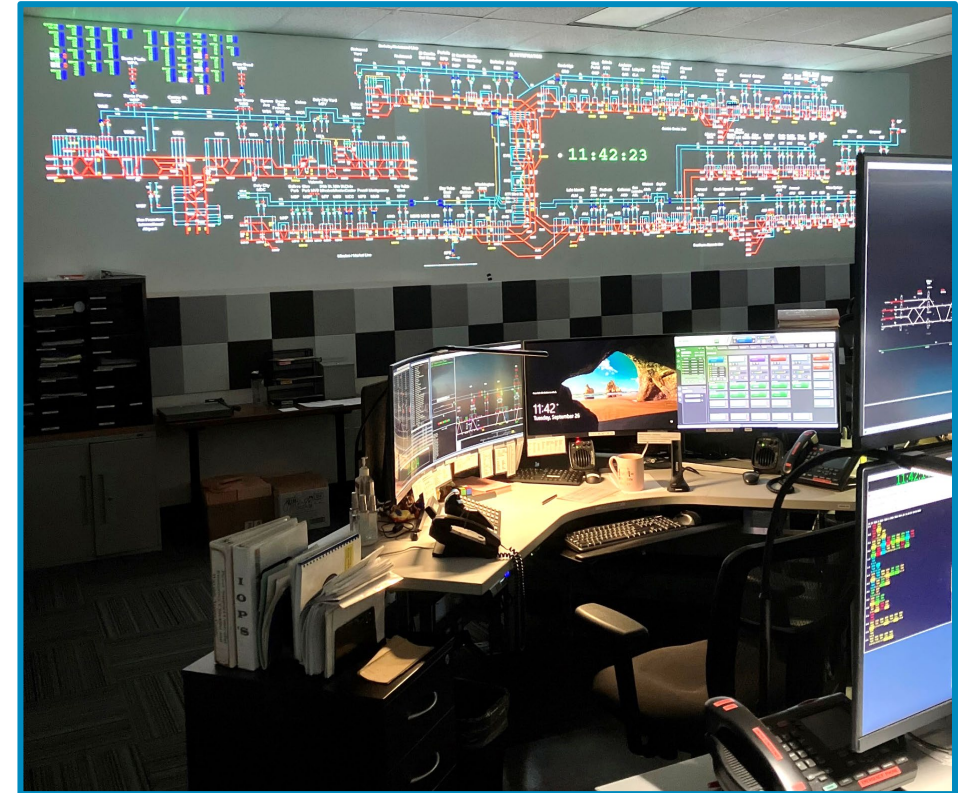
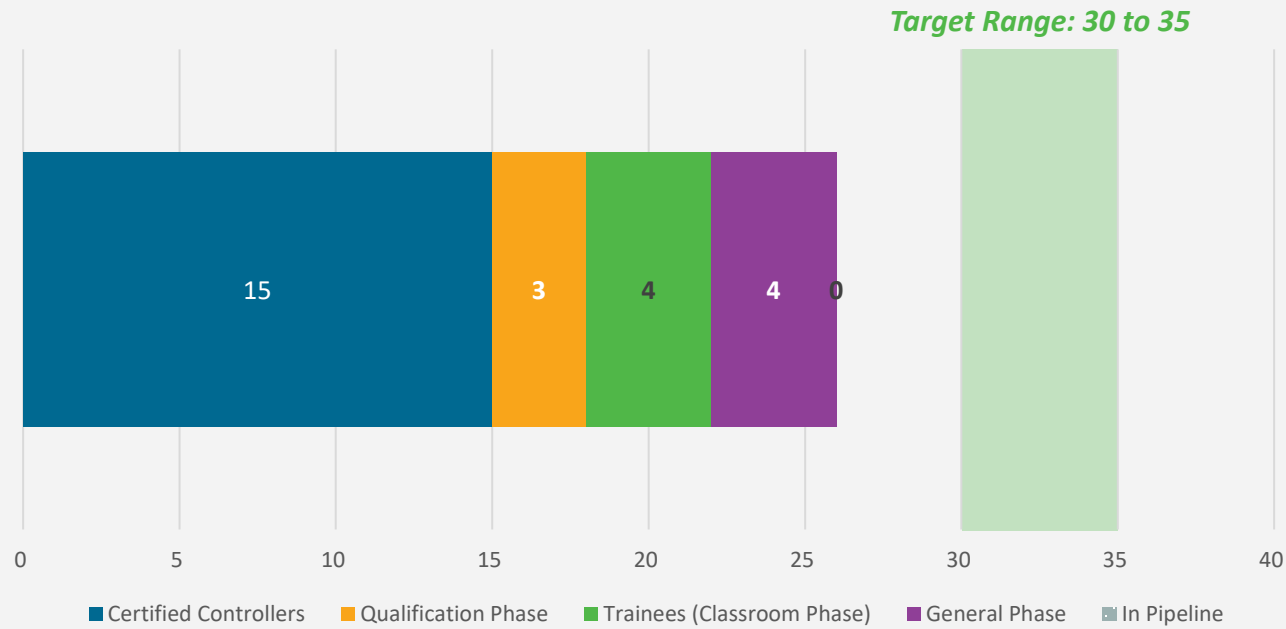
Car count as of 03/31/2025

● Operations



Hiring Metrics - Priority Positions

Rail Operations Controller as of March 2025



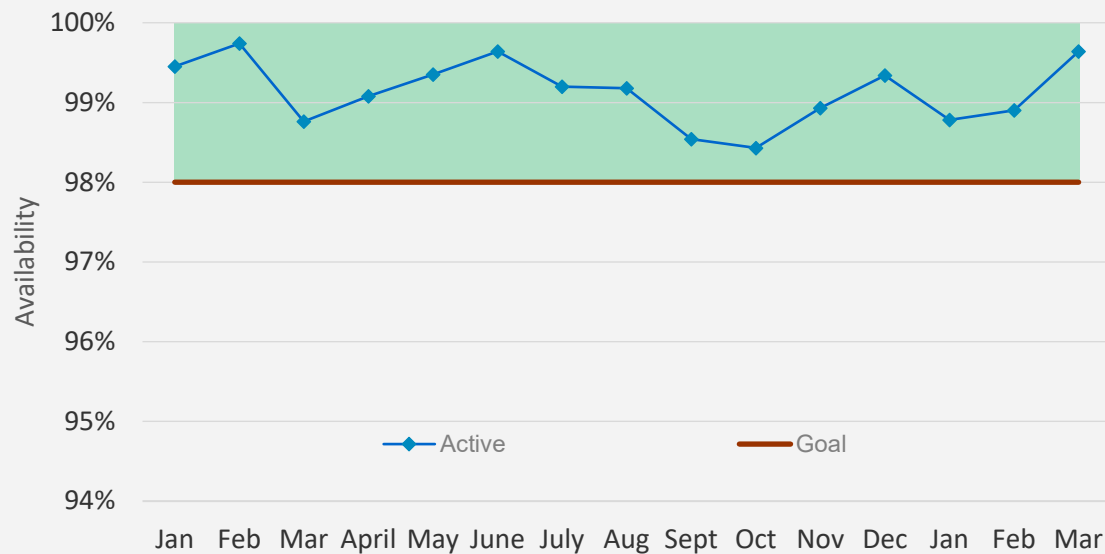
Station Equipment – Elevator Availability



Station Elevator

- Goal has been met consecutively for the past 14 quarters

Station Elevator



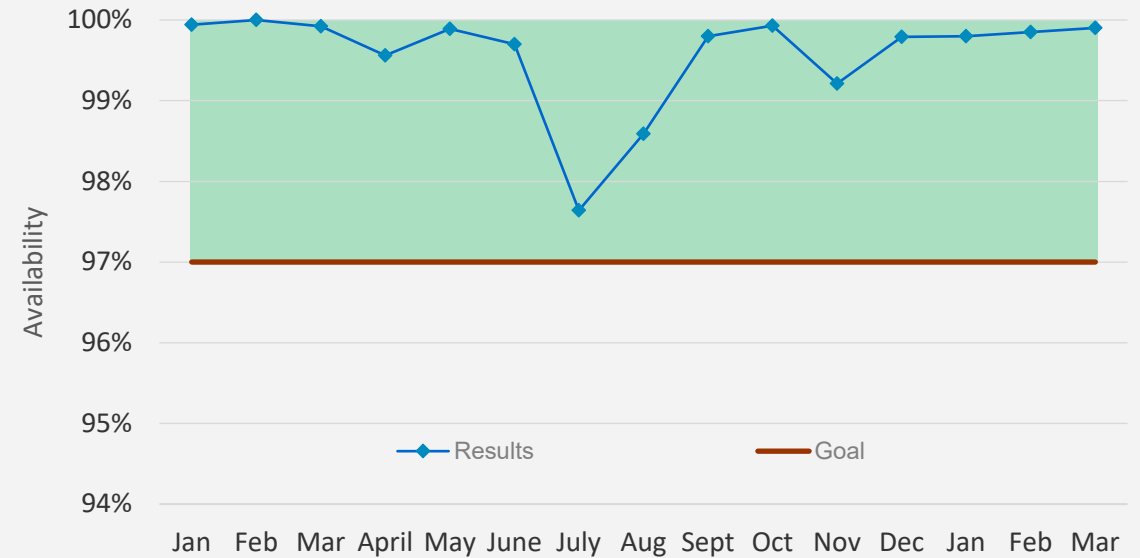
**E-line Elevator and Escalator are included*

Garage Elevator

- Goal has been met consecutively for the past 20 quarters



Garage Elevator



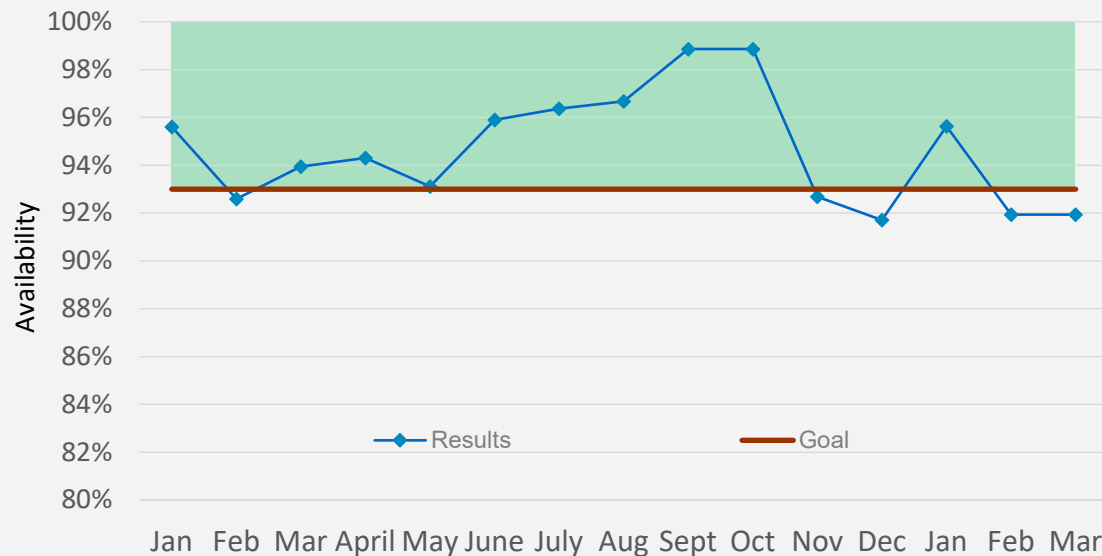
Station Equipment – Escalator Availability



Street Escalator

- Goal has been met consecutively for the past seven quarters
- Powell S1/S2 was out of service for 1,863 combined hours due to electrical shorts caused by water intrusion
- 16th St. S2 out of service for 541 hours due to bullgear bearings replacement

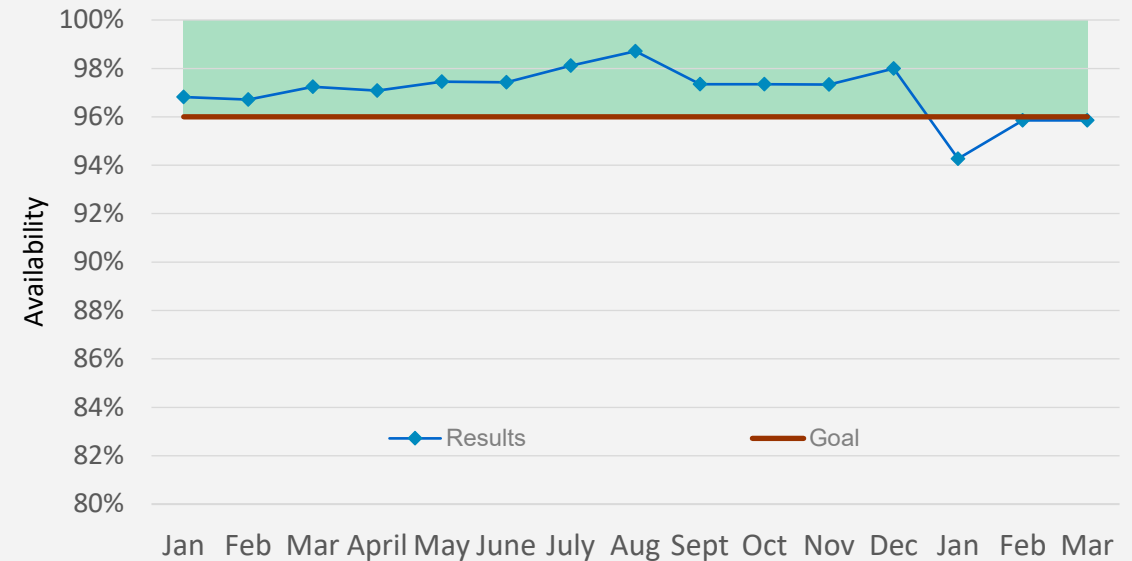
Street Escalator



Platform Escalator

- North Berkeley P2 out of service for 1,329 hours due to handrail replacement and other system repairs
- 12th St. P7 out of service for 1,078 hours due to bullgear repair

Platform Escalator



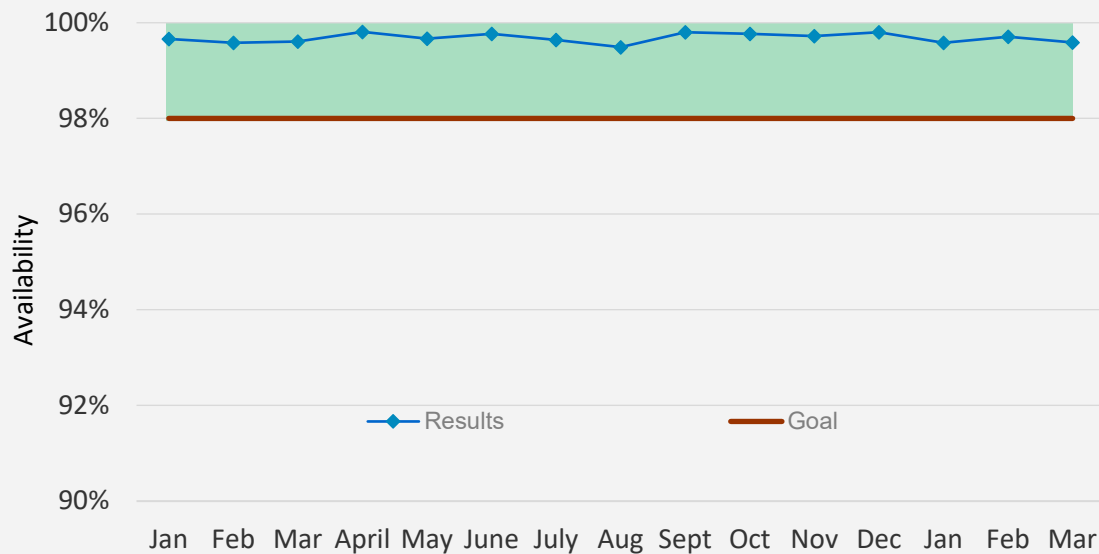
Station Equipment – Automated Fare Collection



Gate Availability

- Goal has been met consecutively for the past six quarters

Gate Availability

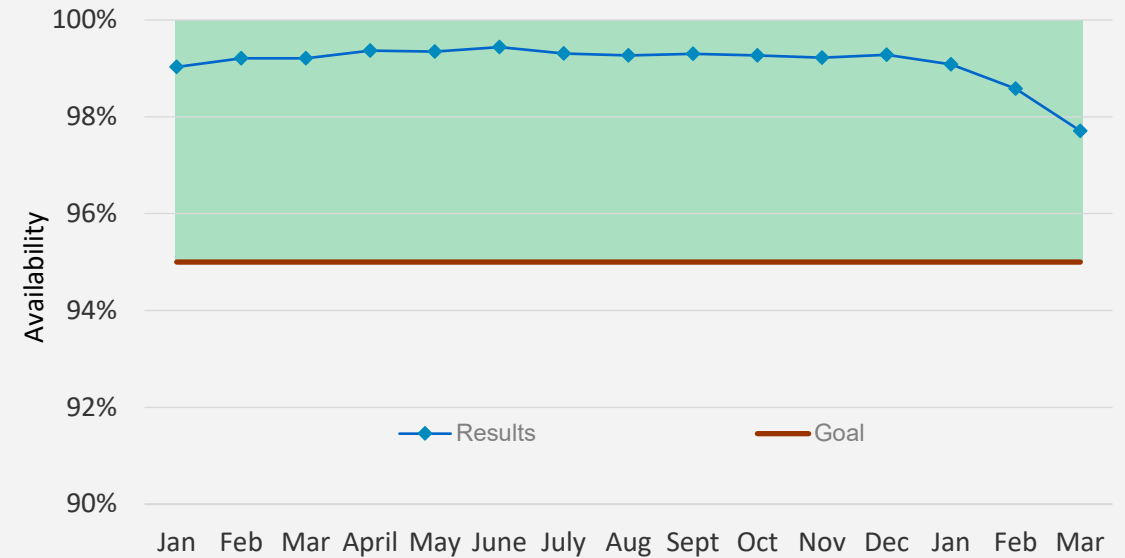


Vendor Availability

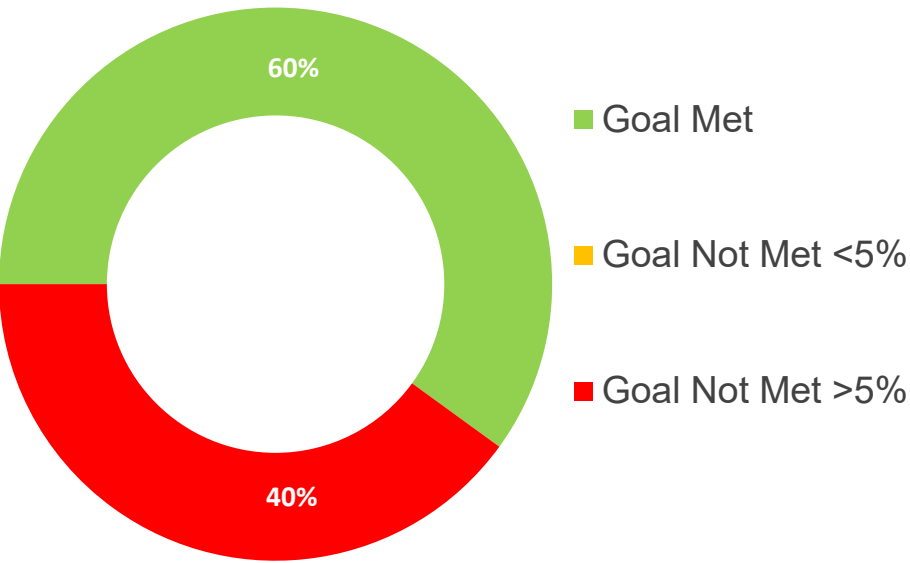
- Goal Met



Vendor Availability



Summary – Customer Experience



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

Metric	FY25 Q3	Goal	% Change from FY25 Q2	
<i>Customer Experience</i>				
Overall Customer Satisfaction	84%		1%	▲
Complaints per 100,000 Passenger Trips	18.3	5.1	(6.21%)	▼
<i>Rider Experience Services</i>				
Onboard Comfort & Cleanliness	4.1	4	0.01%	▲
Rider Information & Support	4.1	4	0%	—
<i>Station Environment</i>				
Environment Outside Stations	3.8	3.5	0%	—
Environment Inside Stations	3.9	4	0.01%	▲
<i>Code of Conduct</i>				
Fare Evasion	15%		11.76%	▲

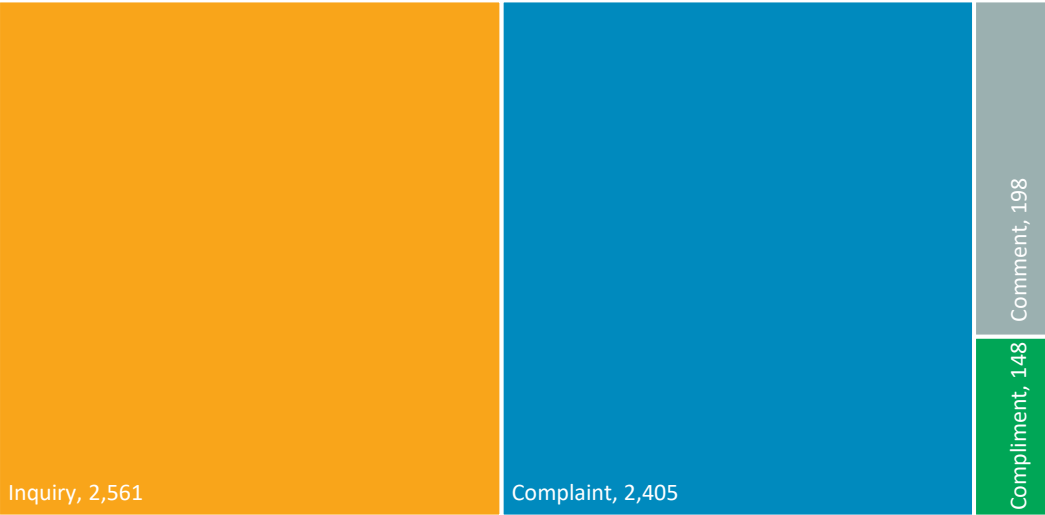
Summary Table Legend

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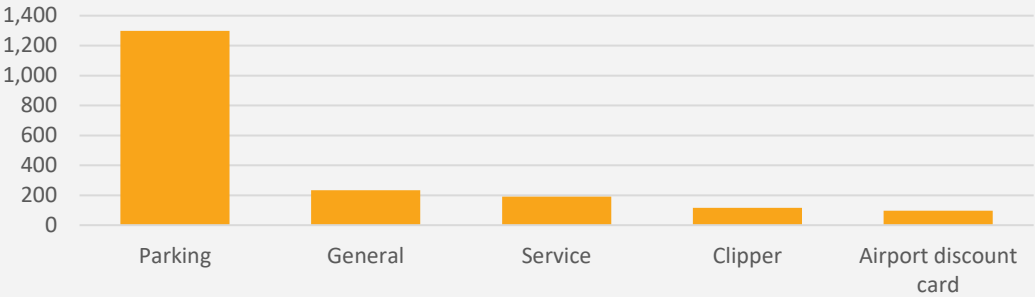
Customer Service – Cases by Type



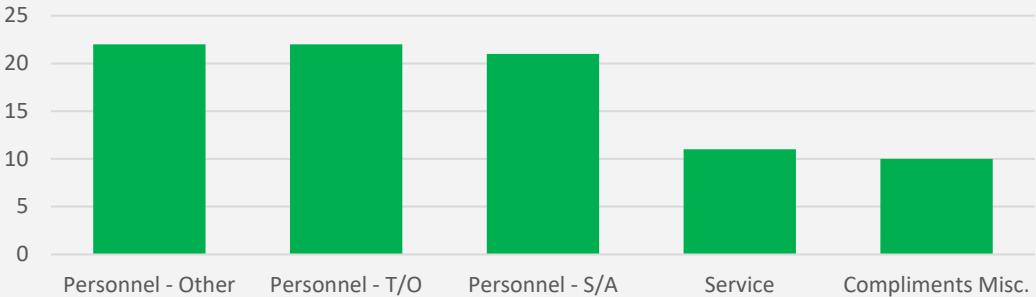
Breakdown of 5,342 Cases



Inquiry Cases – FY25 Q3



Compliment Cases – FY25 Q3



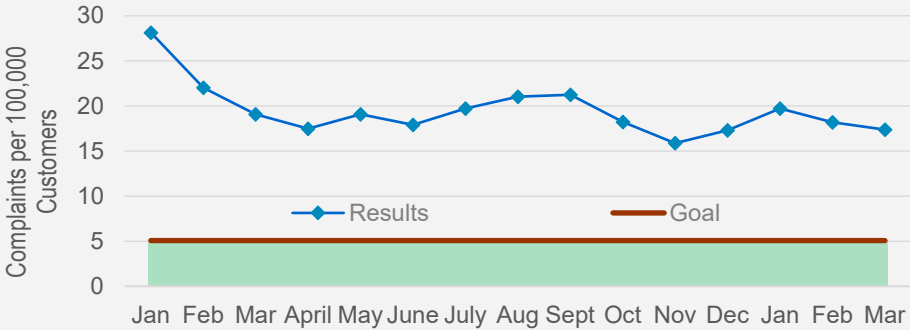
Customer Service – Complaint Cases



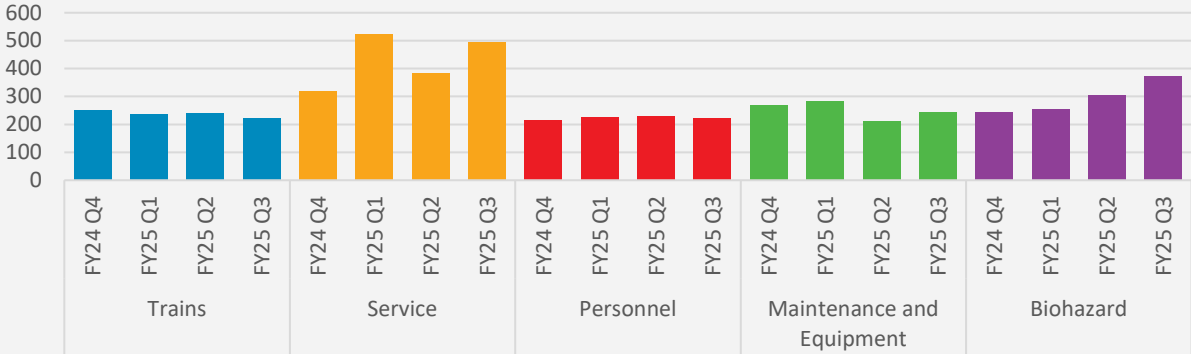
Breakdown of Top Five Complaint Categories of 2,405 Complaints



Customer Complaints



FY25 Q3 Trending Customer Complaints

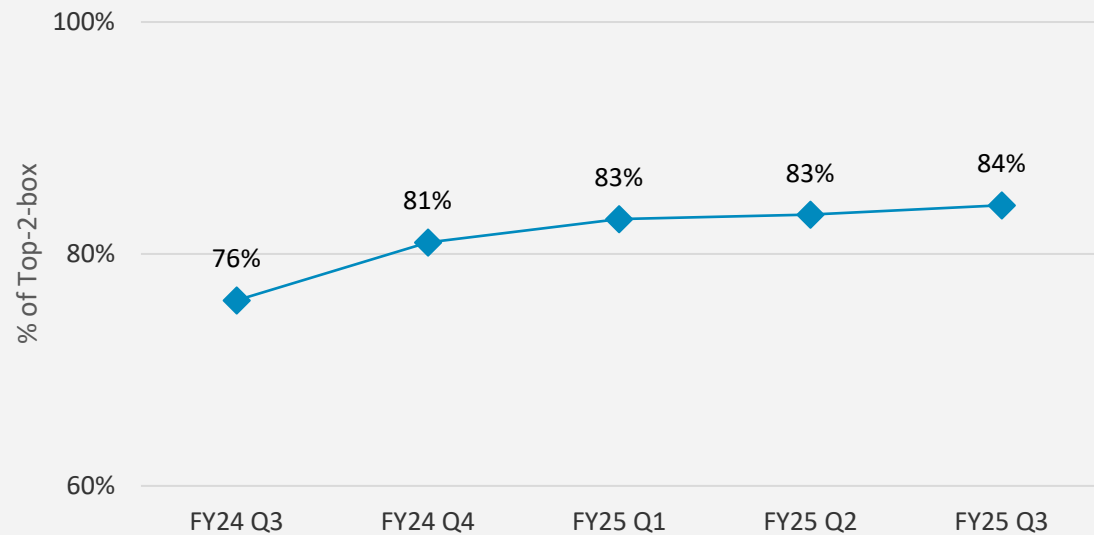


Overall Customer Satisfaction



- Overall Customer Satisfaction is 84%

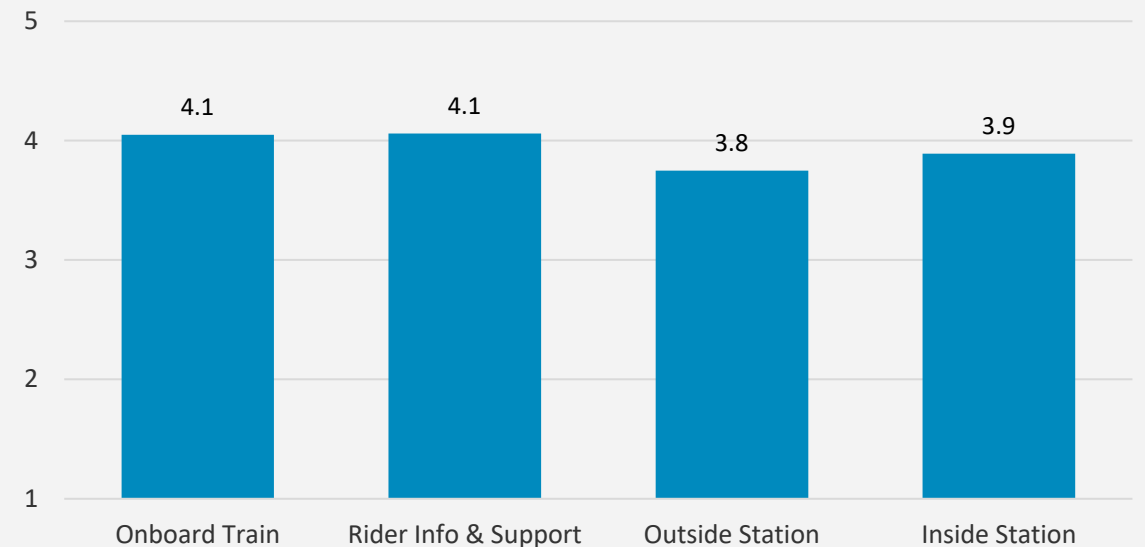
Overall Customer Satisfaction



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

Source: PES Survey

Current Quarter Customer Ratings



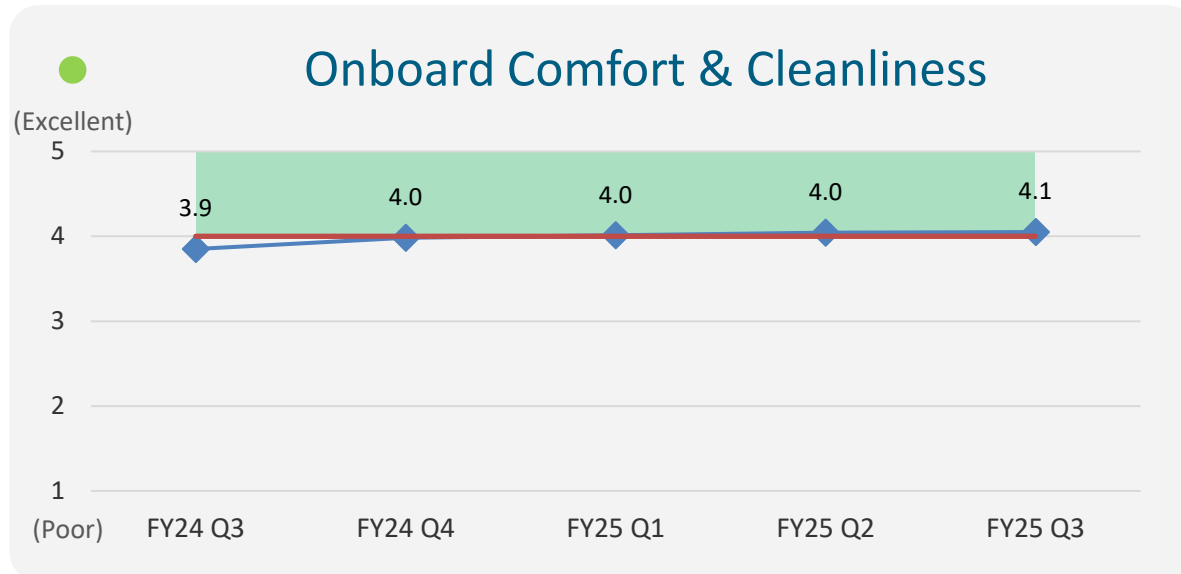
Numbers shown are composites of multiple attributes weighted by sample size. See page 23.

Rider Experience Services



Onboard Comfort & Cleanliness Attributes

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



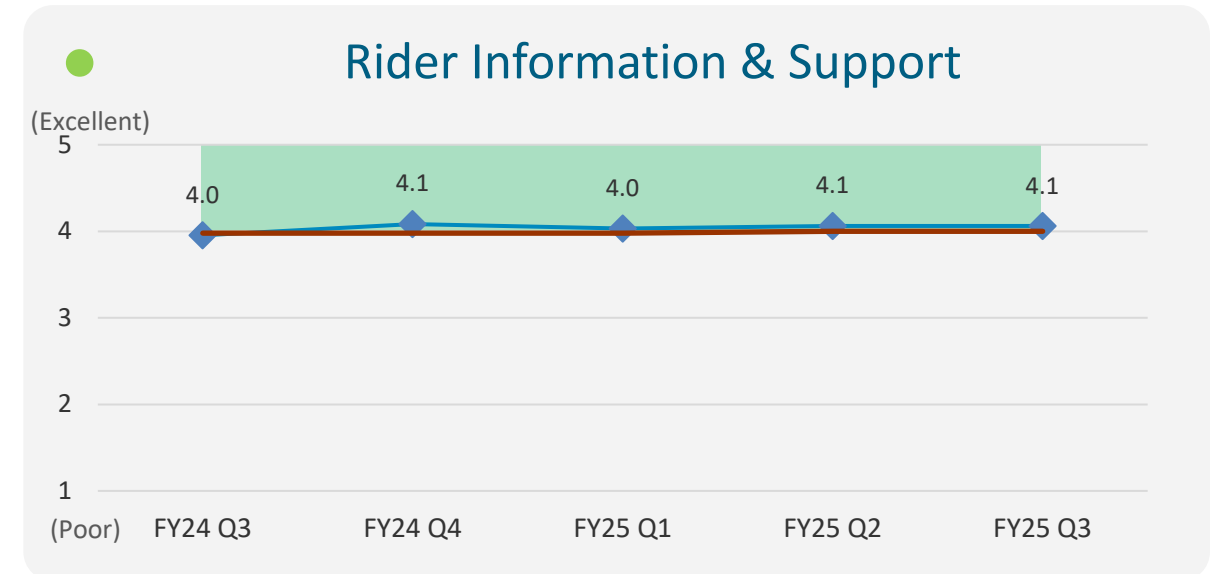
1. New attributes included

Source: PES Survey

Rider Information & Support Attributes

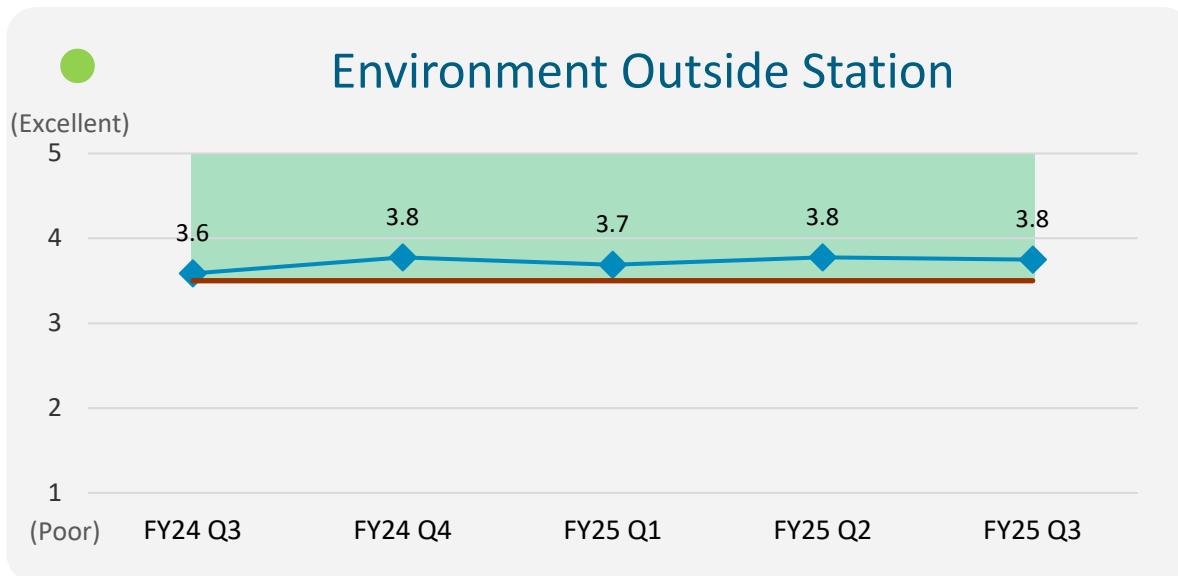


- Announcement of next stop, destination, and transfers
- Announcement of delays
- [Station Agent Customer Service](#)¹



Environment Outside Station Attributes

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

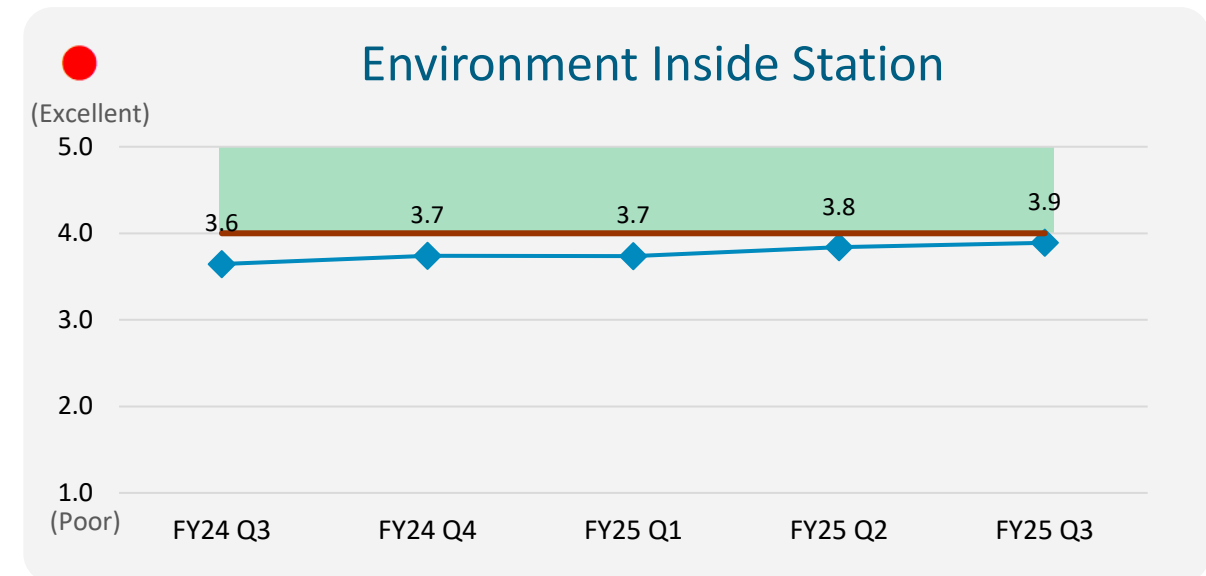


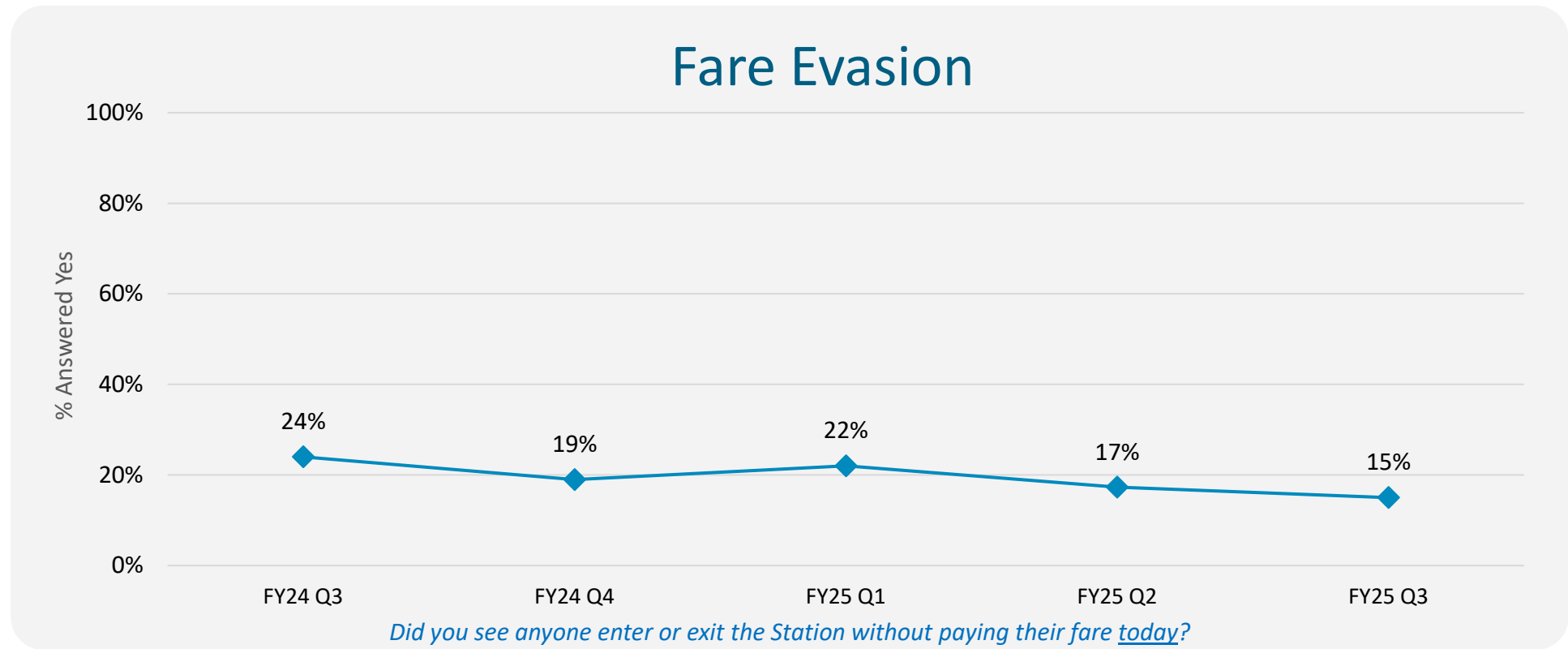
1. New attributes included

Source: PES Survey

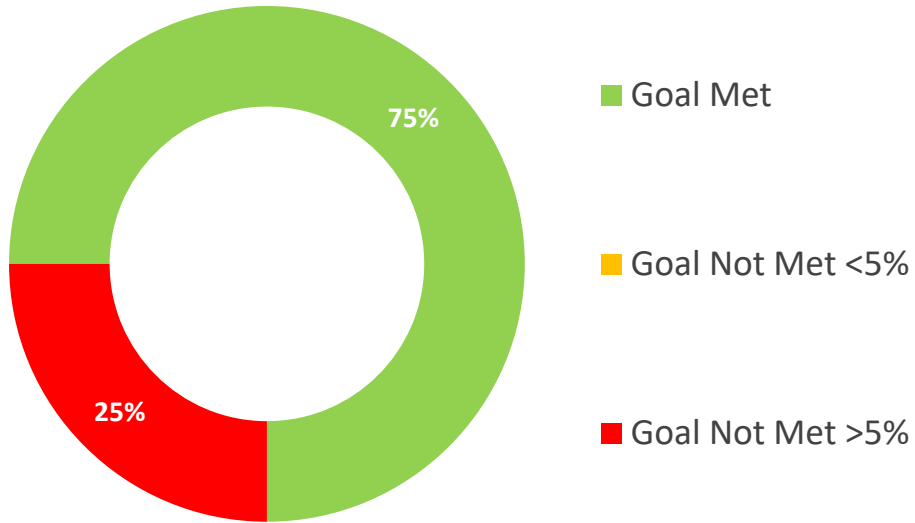
Environment Inside Station Attributes

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





Summary – Safety and Security



Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
Green	Goal Met	▲	Improved
Yellow	Goal Not Met < 5%	▼	Declined
Red	Goal Not Met > 5%	—	No Change
Grey	No Goal Established		

Metric	FY25 Q3	Goal	% Change from FY25 Q2	
<i>Safety</i>				
Vehicle Incidents/Million Patrons	0.47	0.6	(193.75%)	▼
Unscheduled Door Openings/Million Car Miles	0.18	0.2	60.00%	▲
Rule Violations Summary/Million Car Miles	0.06	0.25	45.45%	▲
Station Incidents/Million Patrons	0.94	2	57.46%	▲
OSHA-Recordable Injuries/Illnesses/Per OSHA	14.48	12	(29.86%)	▼
Lost Time Injuries/Illnesses/Per OSHA	10.52	6.5	(46.31%)	▼
<i>Security</i>				
Police Response Time per Emergency Incident	4.45	5	7.67%	▲
Bike Thefts	16	50	30.43%	▲
Auto Thefts/1,000 Parking Spaces	1.3	2	20.76%	▲
Auto Burglaries/1,000 Parking Spaces	1.5	3.5	45.69%	▲
BART Police Presence	19.05%	12%	(5.22%)	▼
Crimes Against Persons/Million Riders	6.22	2	35.00%	▲

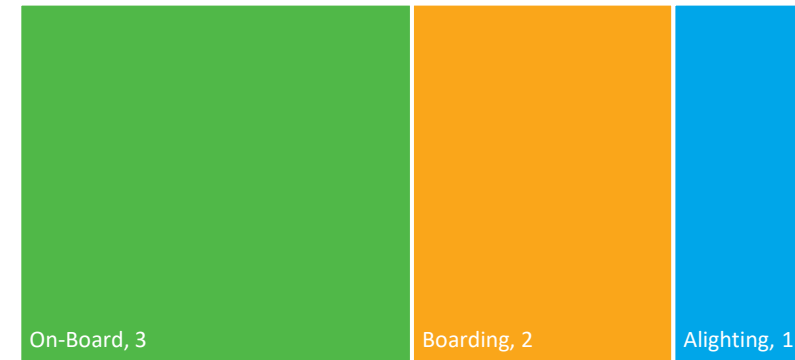
Station Incidents

Breakdown of 12 Station Incidents

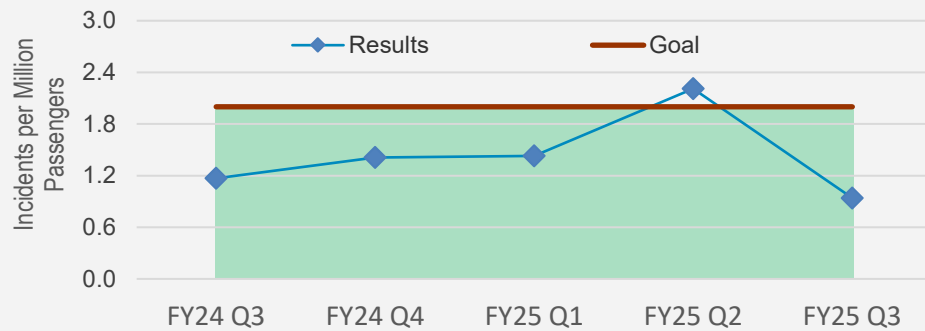


Vehicle Incidents

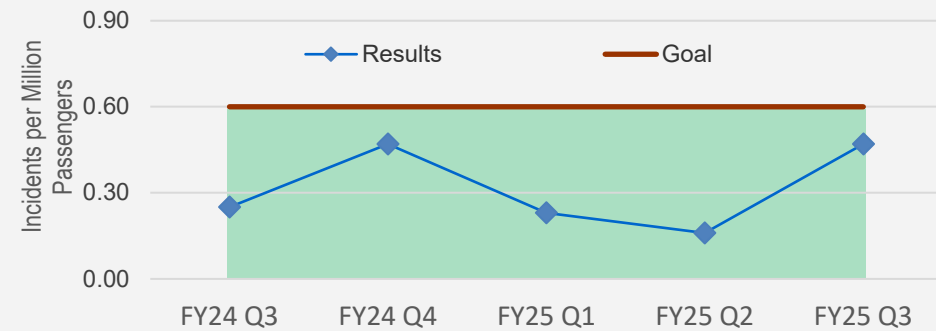
Breakdown of 6 Vehicle Incidents



Station Incidents

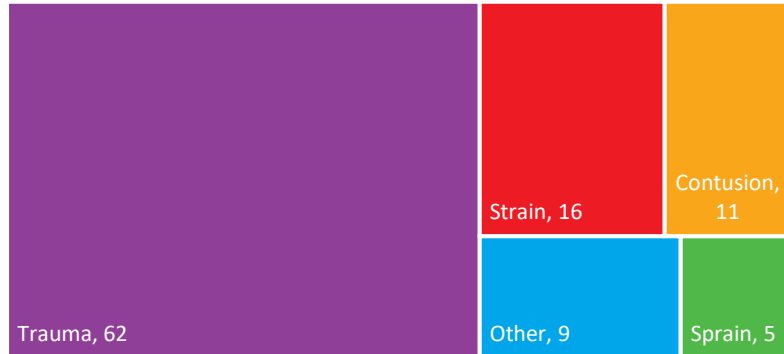


Vehicle Incidents



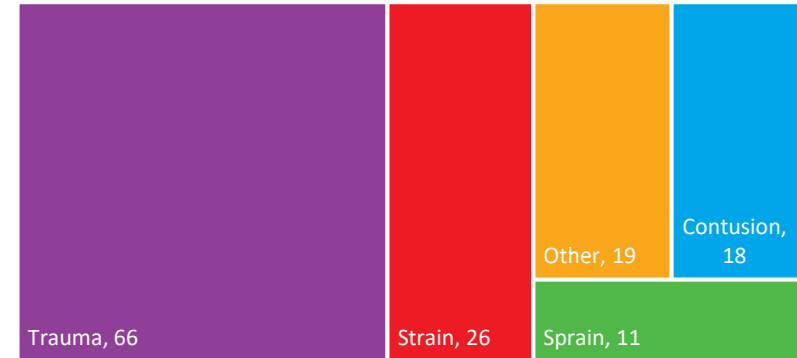
Lost Time due to Injuries

Breakdown of 103 Lost Time Cases

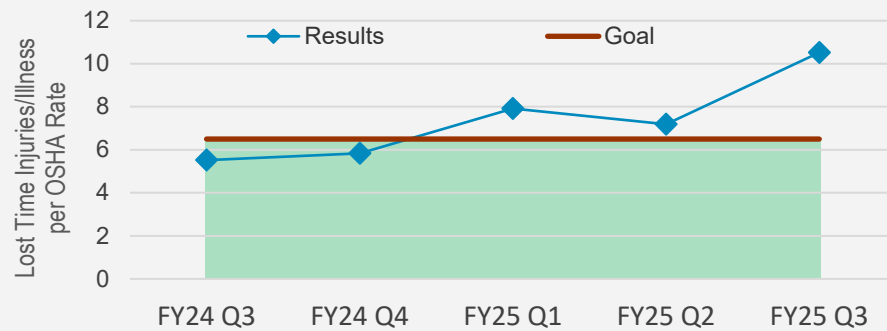


OSHA Recordable Injuries

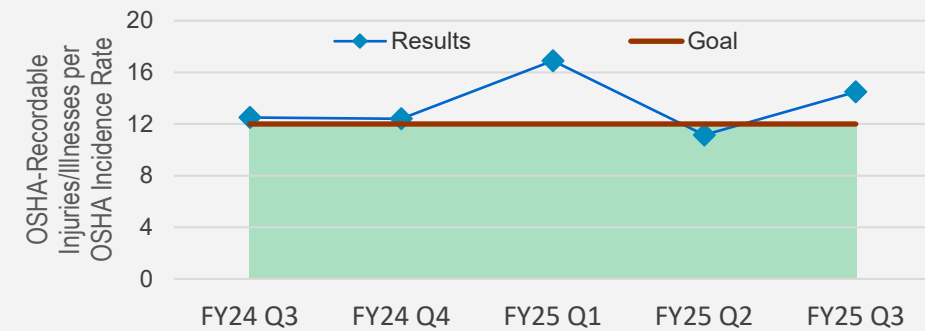
Breakdown of 140 Recordable Injuries



Lost Time due to Injuries



OSHA Recordable Injuries



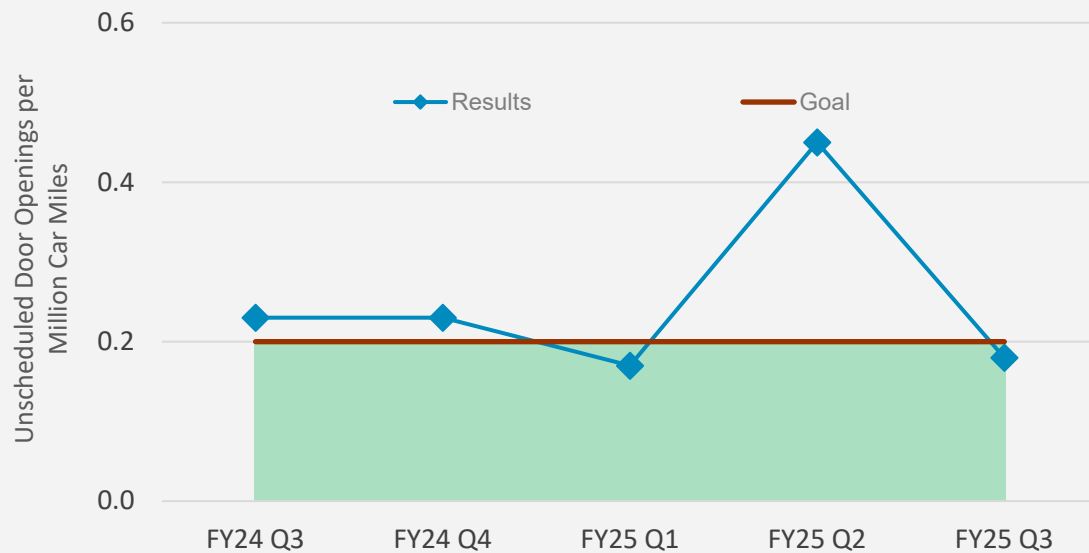
Safety – Procedure Violations



Unscheduled Door Openings

- 3 incidents – 1 out of the 3 incidents were due to passenger action

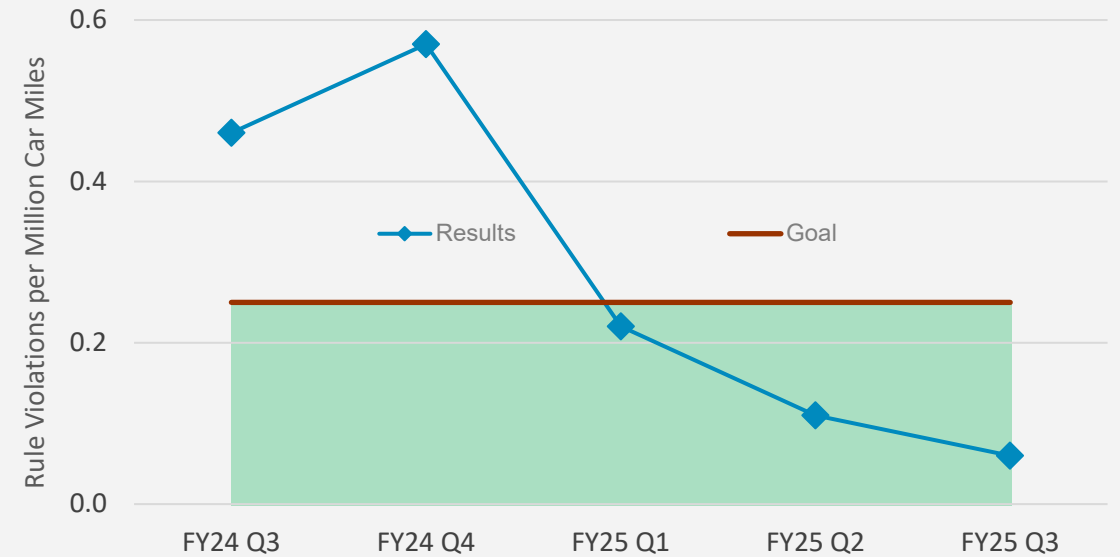
Unscheduled Door Openings



Rule Violations

- 1 Rule Violation

Rule Violations



Security – Police Coverage



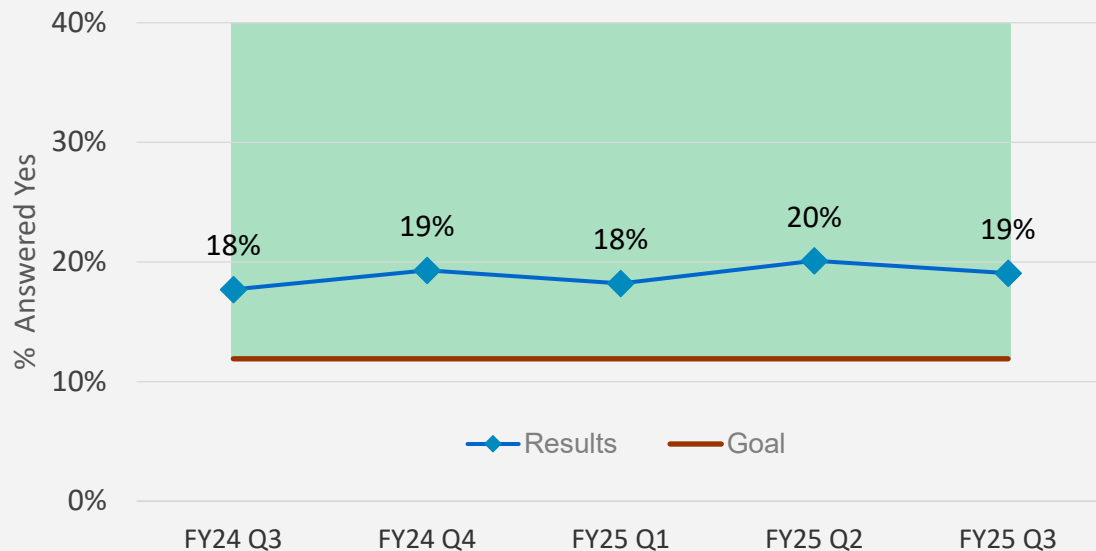
Police Presence

- 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

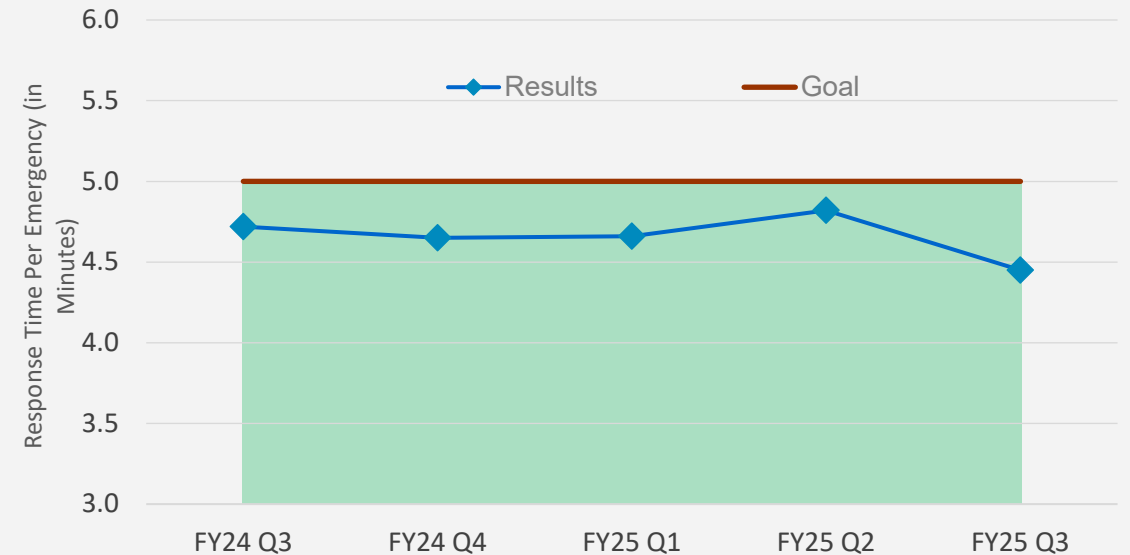
BART Police Presence



Police Response Time

- Goal met

BART Police Response Time



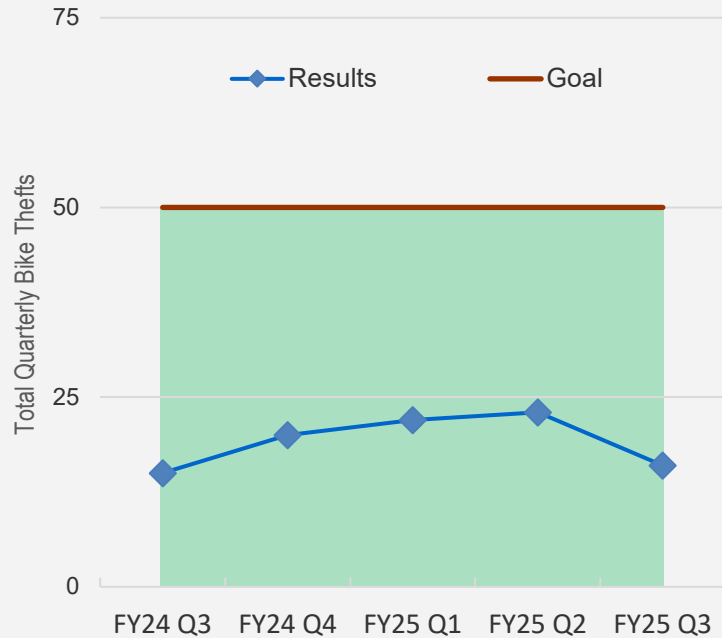
Crime – Theft and Burglary



Bike Theft

- Goal met

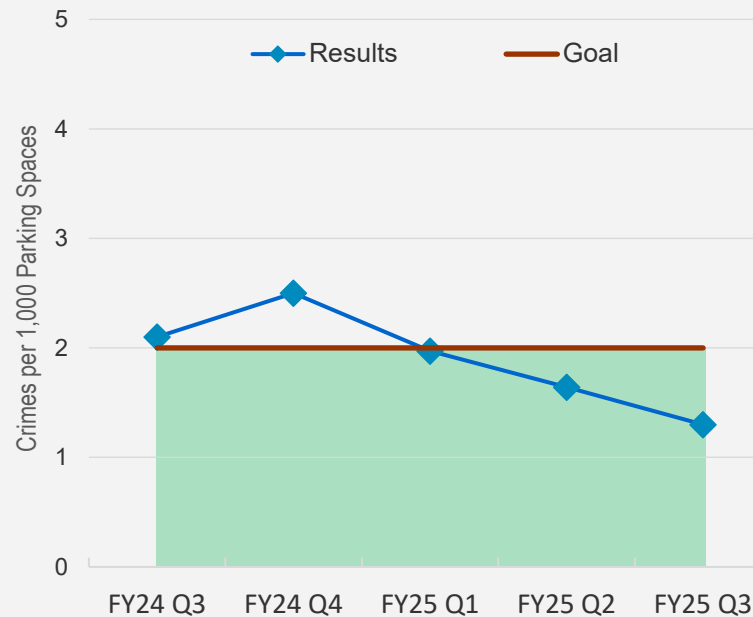
Bike Theft



Auto Theft

- Goal met

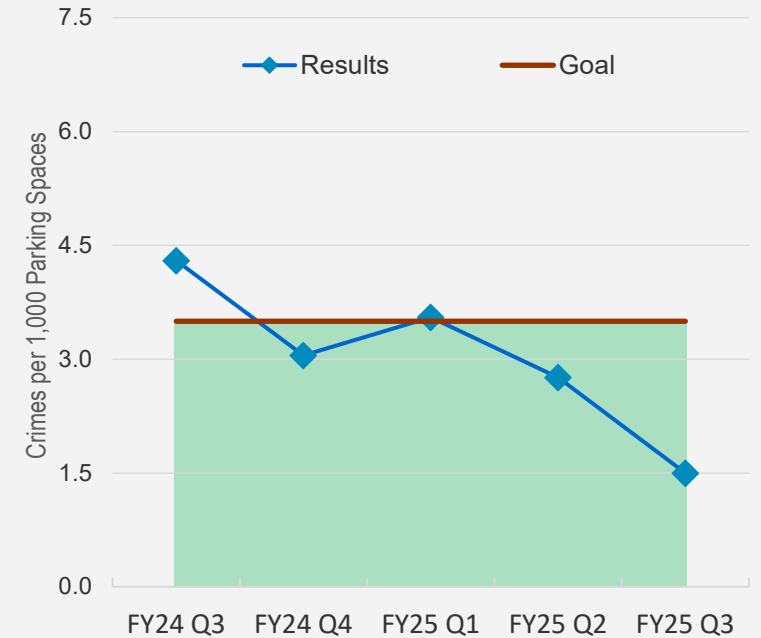
Auto Theft



Auto Burglary

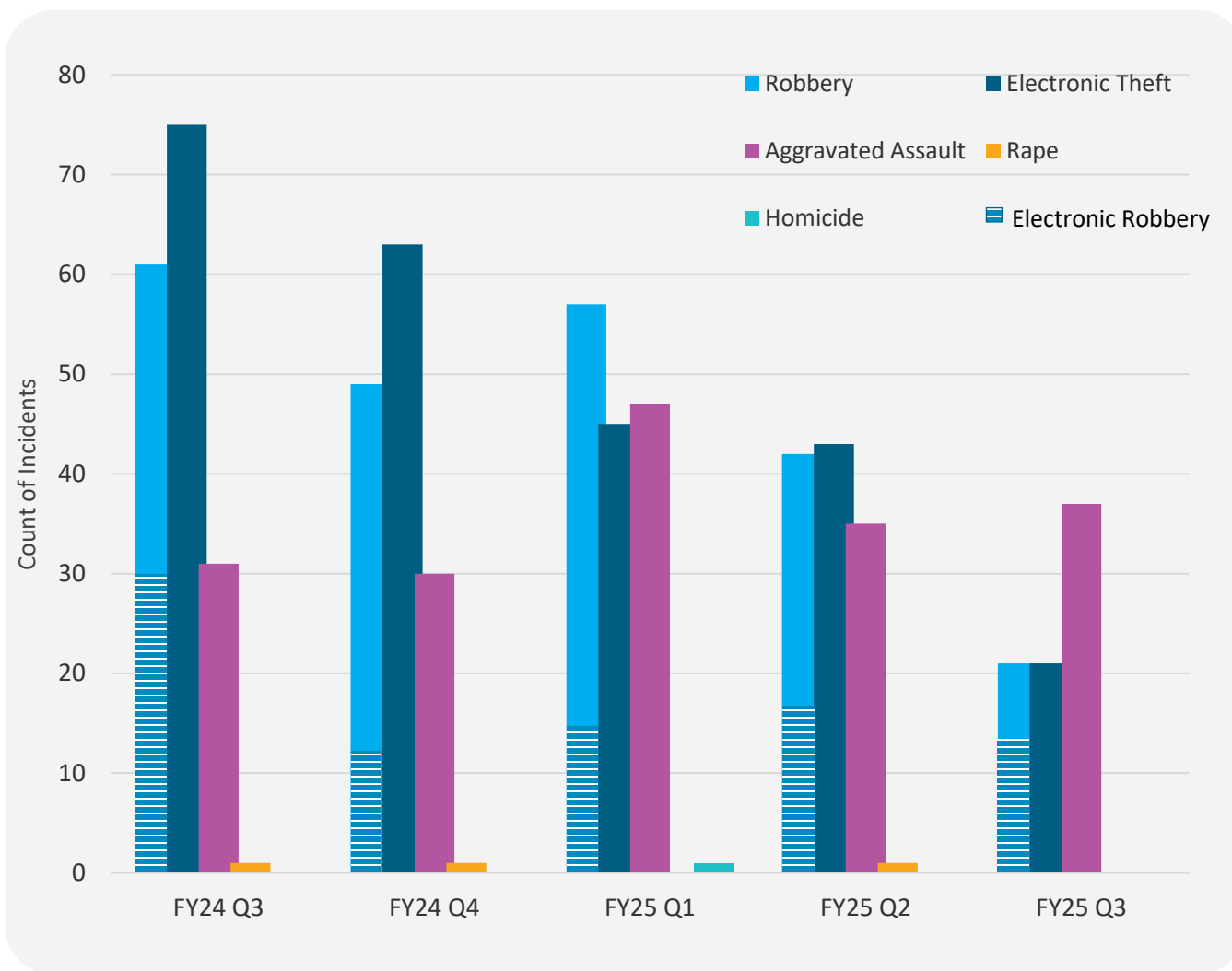
- Goal met

Auto Burglary



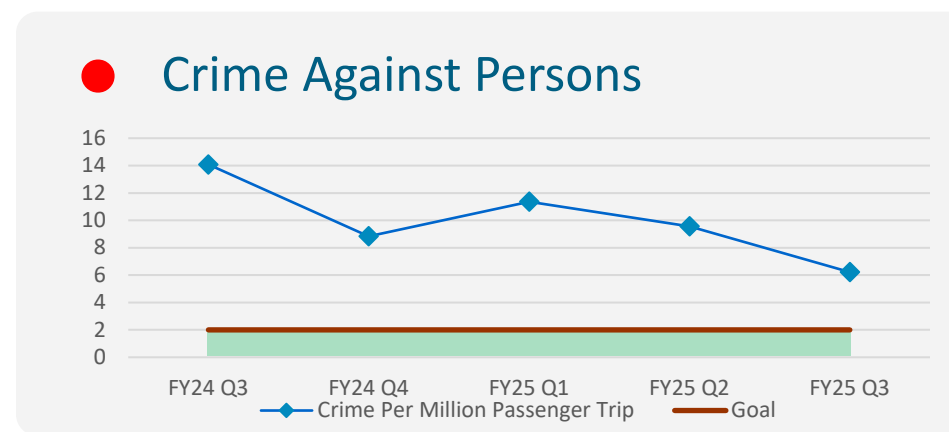
*BART PD completed the implementation of National Incident-Based Reporting System (NIBRS) in FY25 Q3, which changed the way crimes are reported to the Federal Bureau of Investigation (FBI).

Crime – Against Persons



*BART PD completed the implementation of National Incident-Based Reporting System (NIBRS) in FY25 Q3, which changed the way crimes are reported to the Federal Bureau of Investigation (FBI).

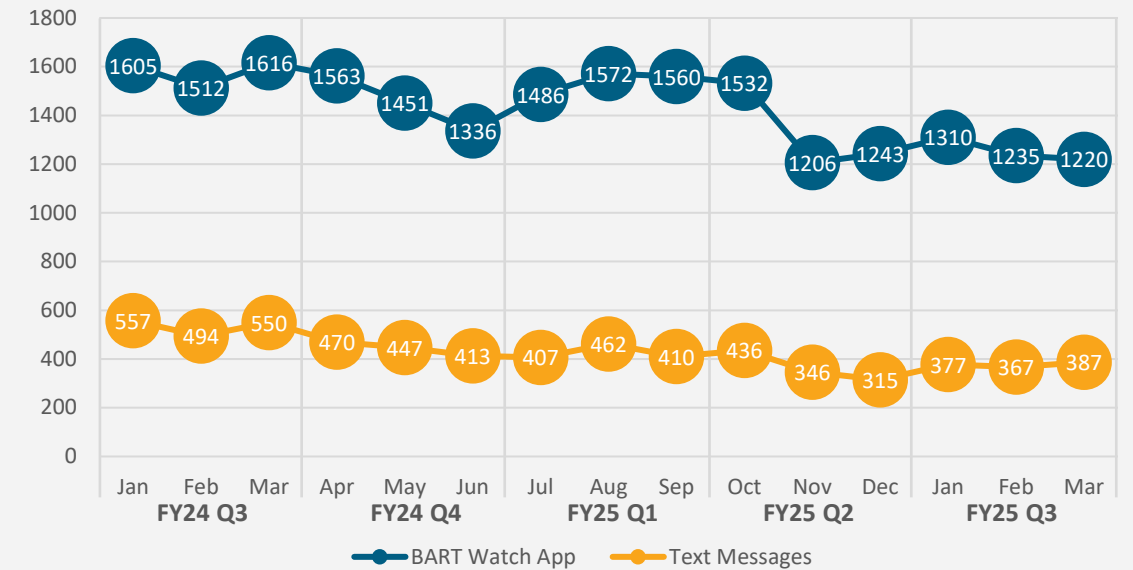
- Beginning in FY25 Q3, NIBRS-based crime statistics include detailed information about all offenses committed in a single incident
- A single incident may be counted in multiple offense categories and/or counted multiple times for the same offense



Breakdown of 3,765 BART Watch Reports



Total BART Watch & Text Counts by Month

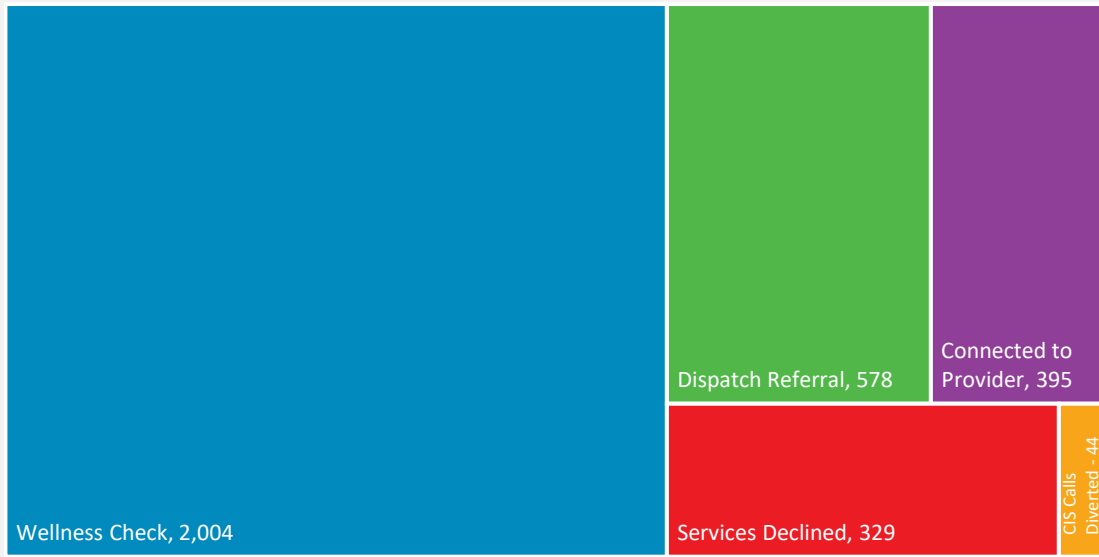


Progressive Policing Contacts and Outcomes

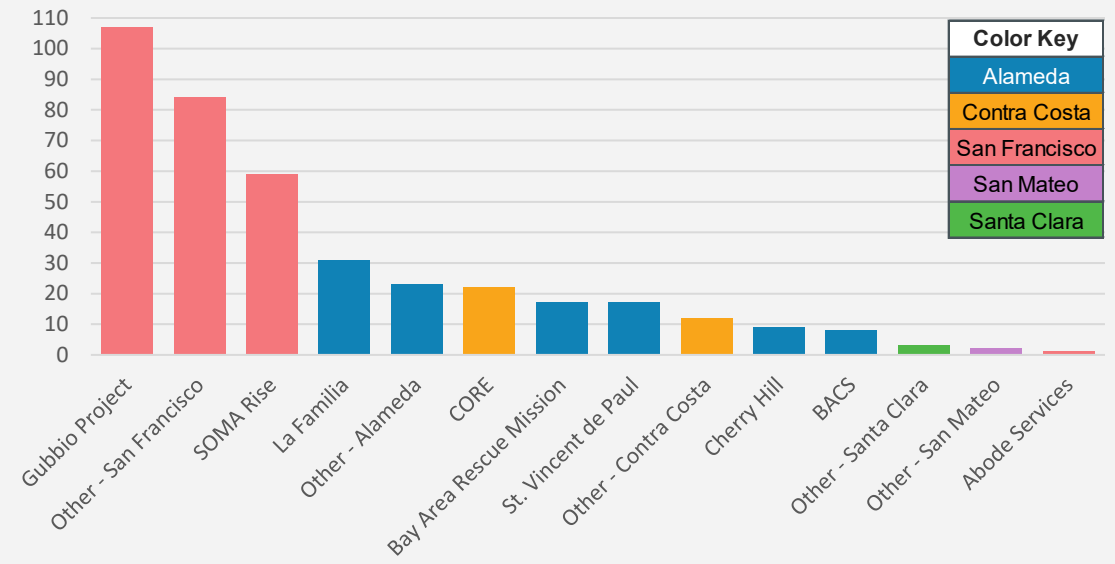


- 8 Narcan incidents total; 1 of which was administered by a Transit Ambassador

Summary of Contacts (3,350)



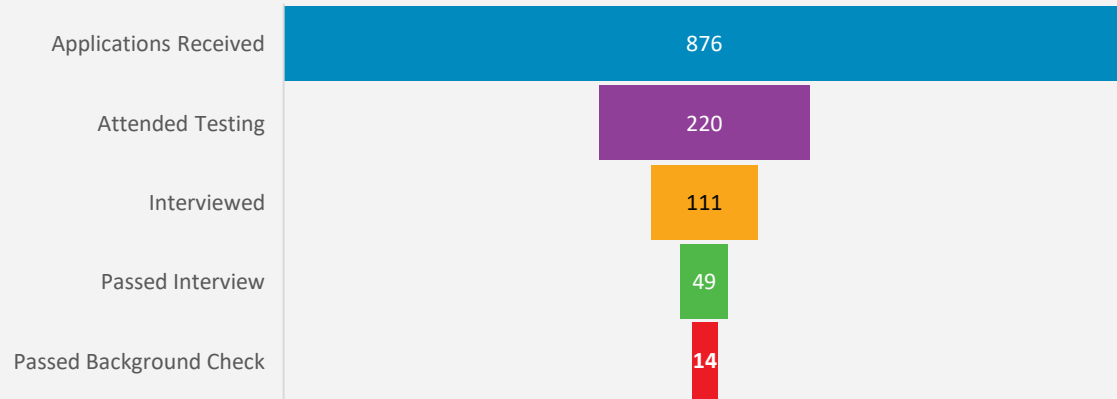
Connections to Services by Partner (395)



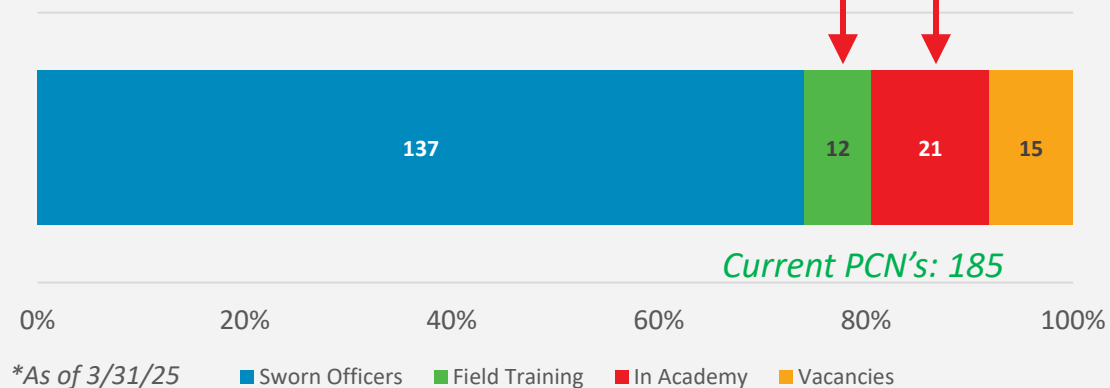
Police Hiring Metrics



Police Hiring Pipeline



Police Headcount Tracking



- 12 Police Officers hired in calendar year 2025
- 75% of candidates in the background process are police officer candidates
 - There are currently 42 police officer candidates in the background process
- 21 new recruits currently in or pending police academy placement
- 12 sworn officers currently in Field Training
- Approximately 125 prospects attended the recruitment open house in February 2025
 - The next open house is scheduled on Saturday, May 17th
- Number of applicants interviewed
 - FY24 Q3: 108
 - FY24 Q4: 100
 - FY25 Q1: 125
 - FY25 Q2: 106
 - FY25 Q3: 111

Questions?

