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

KPI Grouping

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
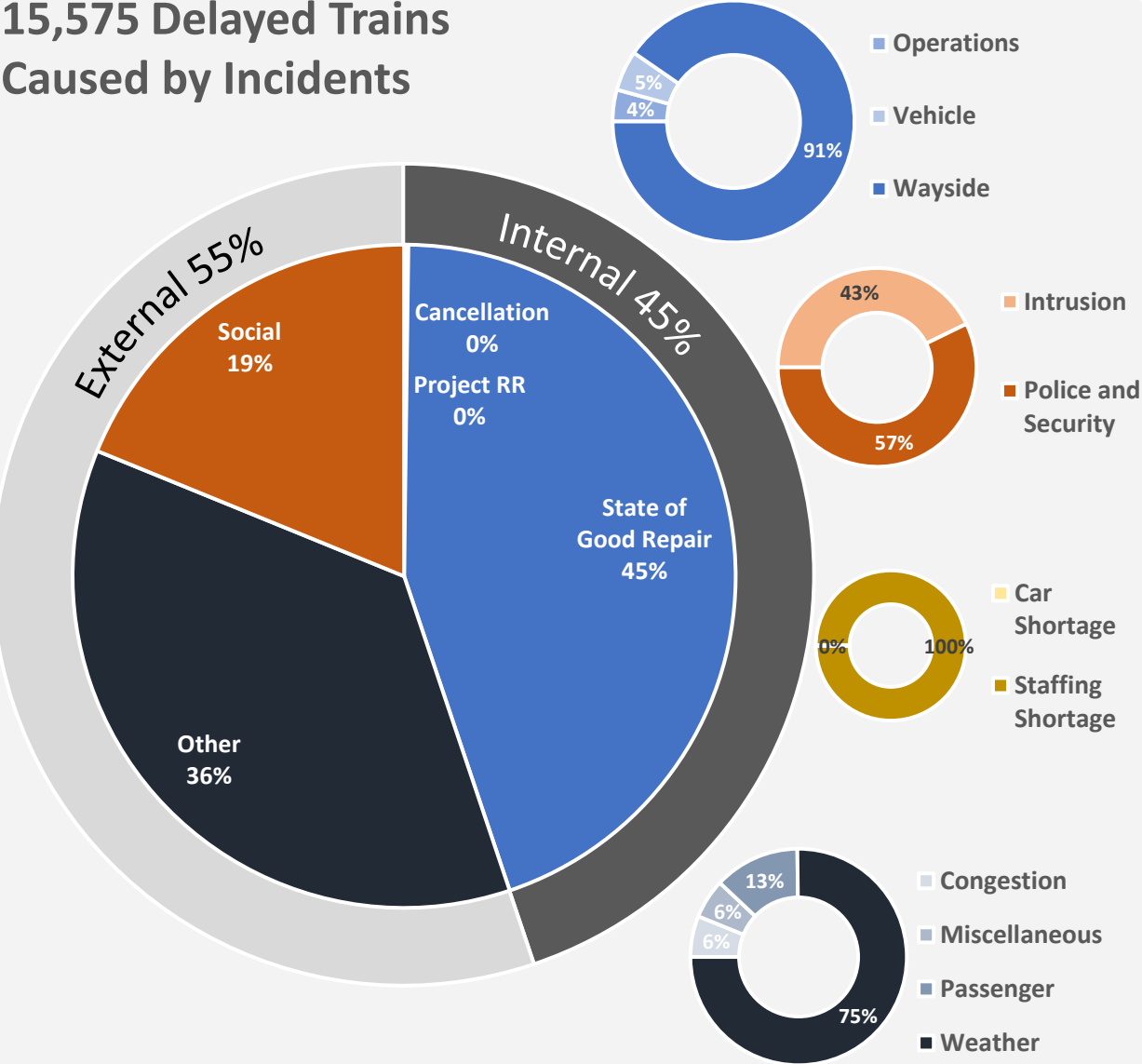 - OSHA Recordable Injuries

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

Category | Class | Slide

Service Delivery – Delay Incident Detail

15,575 Delayed Trains Caused by Incidents

Operations
Vehicle
Wayside

91%
5%
4%

External 55%
Internal 45%

Social 19%
Cancellation 0%
Project RR 0%

State of Good Repair 45%

Other 36%

Intrusion
Police and Security

43%
57%

Car Shortage
Staffing Shortage

0%
100%

Congestion
Miscellaneous
Passenger
Weather

13%
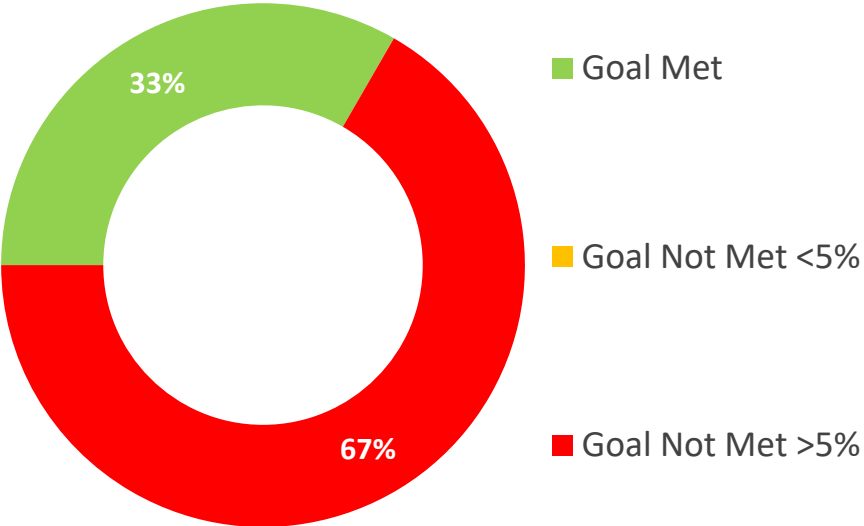6%
6%
75%

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

	FY24 Q4			FY25 Q1			FY25 Q2			FY25 Q3		
Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Trains	3,968	2,739	2,189	4,444	3,783	3,733	3,759	7,121	8,843	3,796	6,144	5,635
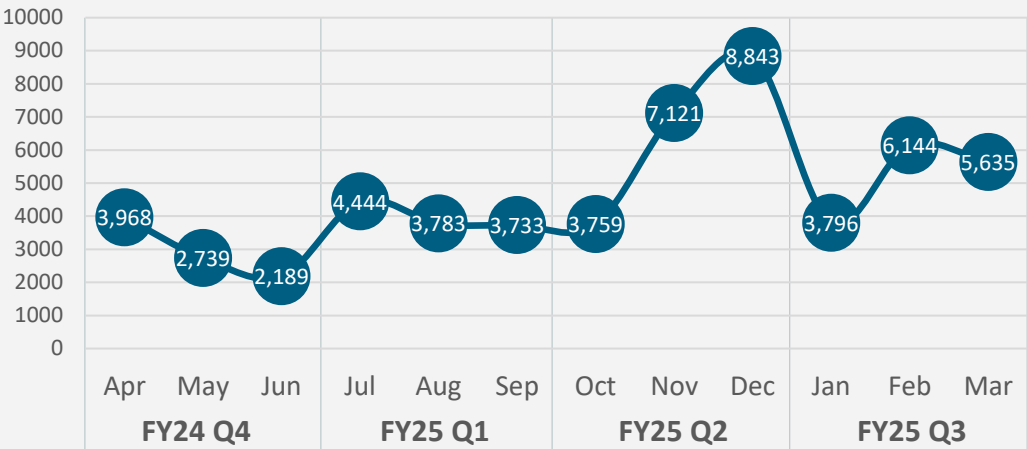
Summary – Service Delivery

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

Metric	FY25 Q3	Goal	% Change from FY25 Q2	
All-Day				
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%	▲
Peak				
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
	Goal Met	▲	Improved
	Goal Not Met < 5%	▼	Declined
	Goal Not Met > 5%	▬	No Change
	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.
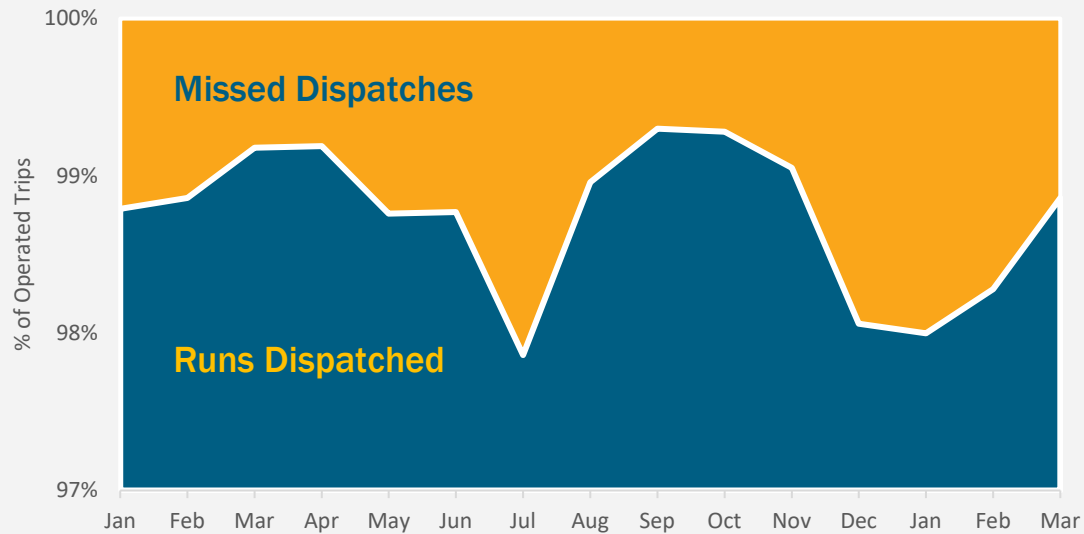
● **Average Ridership - Weekday**
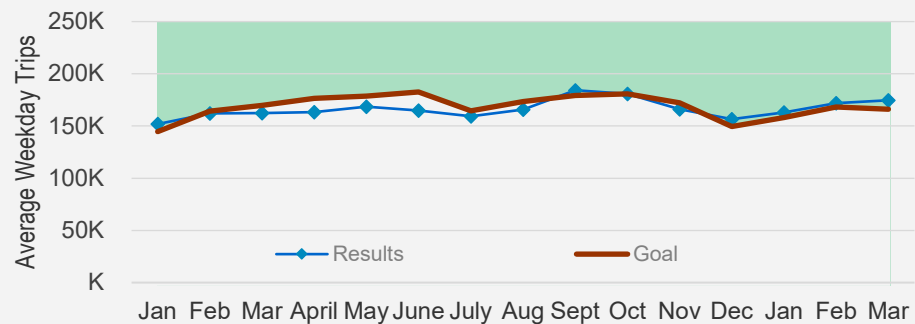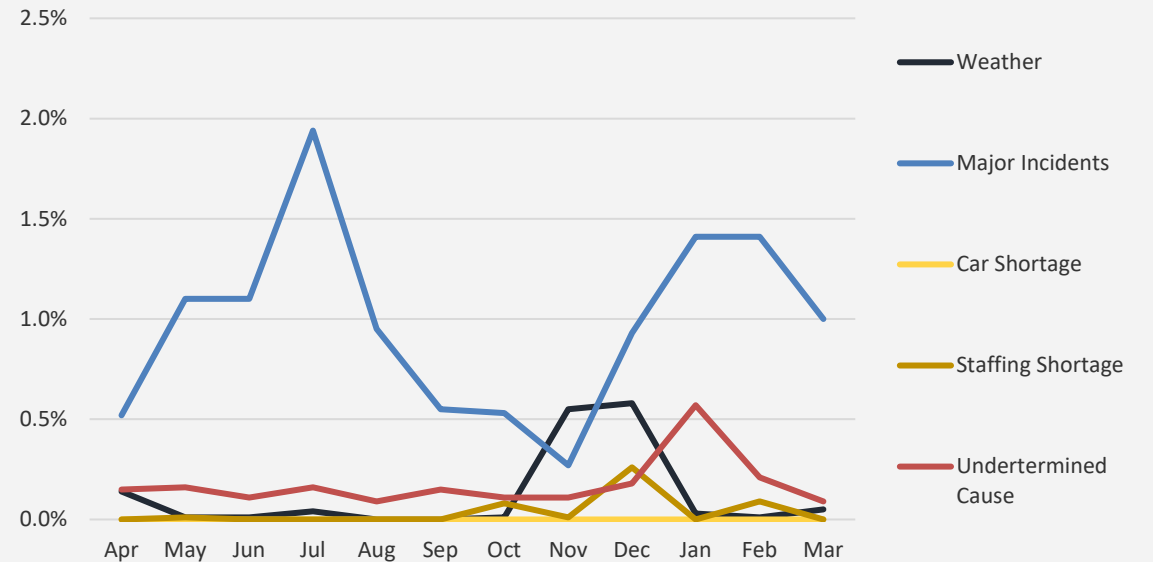
Capacity – Dispatches Operated

- 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

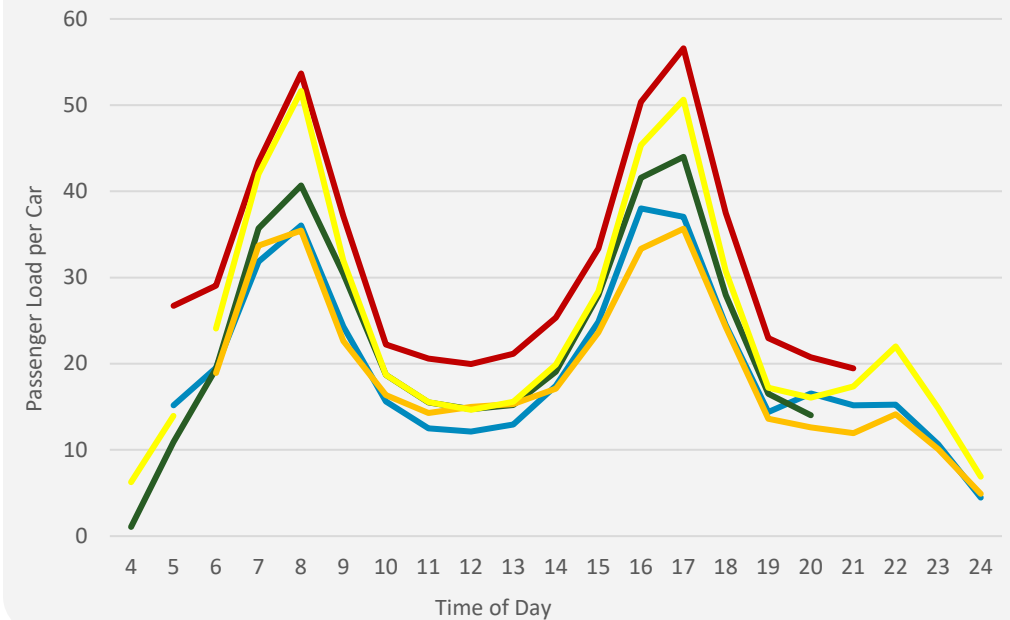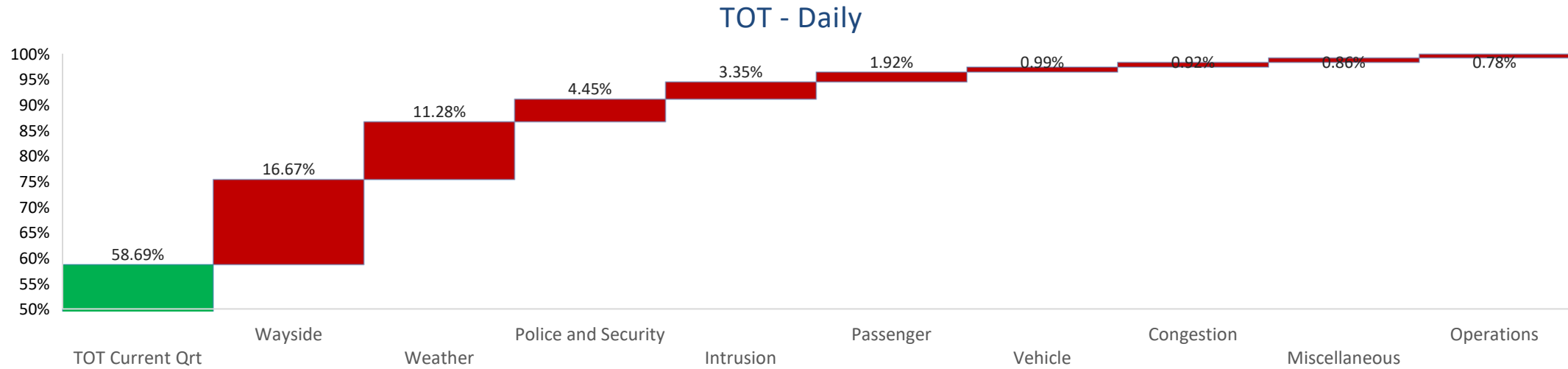## % of Scheduled Dispatches Missed by Cause

Capacity – Passenger Loading
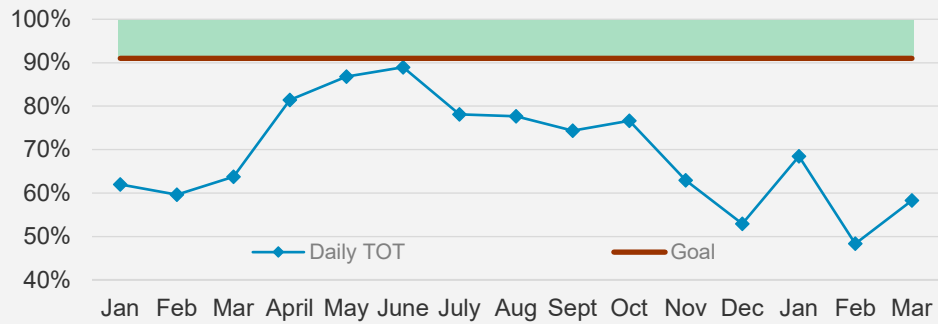

Passenger Load per Car for Top 5 Crowded Weekday Trains

Legend

Maximum of Top 5*

XX[1]

75th Percentile

Median

25th Percentile

Minimum of Top 5*

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

[1]Typical Busiest Trains by Route

Passenger Load per Car

BART Line Color

96
116
65
105
128
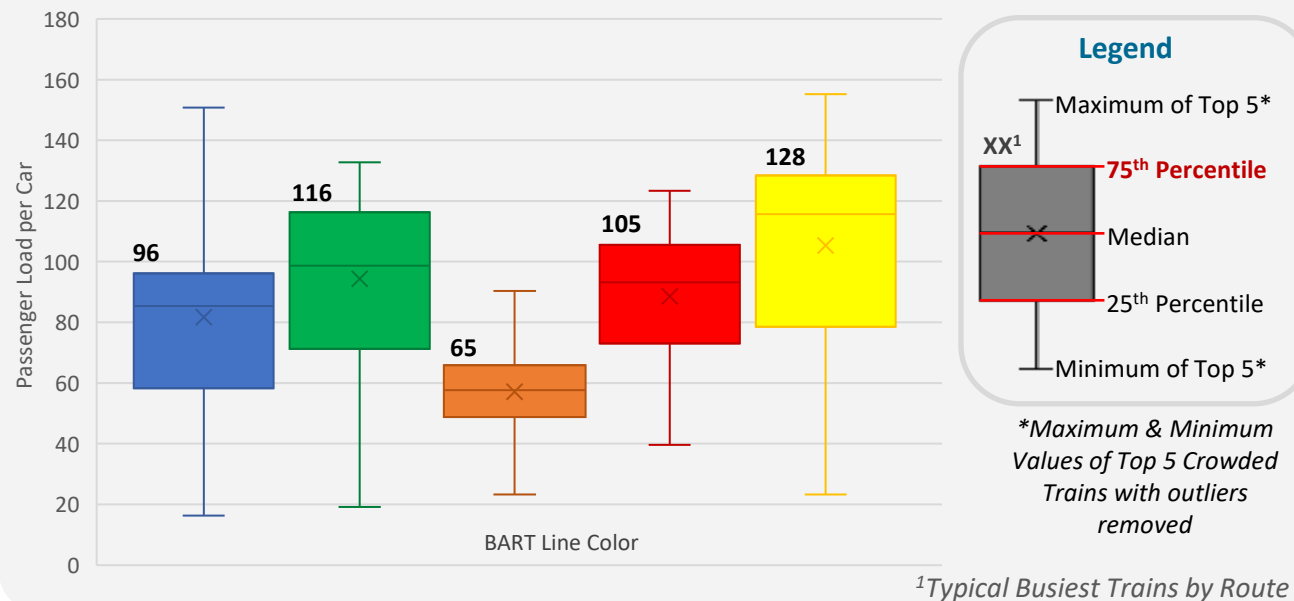
Average Hourly Weekday Passenger Load per Car by Line

Passenger Load per Car

Time of Day

Punctuality – Trains On-Time

TOT - Daily

Waterfall chart values: TOT Current Qrt 58.69%, Wayside 16.67%, Weather 11.28%, Police and Security 4.45%, Intrusion 3.35%, Passenger 1.92%, Vehicle 0.99%, Congestion 0.92%, Miscellaneous 0.86%, Operations 0.78%

Trains On-Time - Daily

Legend: Daily TOT, Goal
Months: Jan, Feb, Mar, April, May, June, July, Aug, Sept, Oct, Nov, Dec, Jan, Feb, Mar

Trains On-Time - Peak

Months: Jan, Feb, Mar, April, May, June, July, Aug, Sept, Oct, Nov, Dec, Jan, Feb, Mar
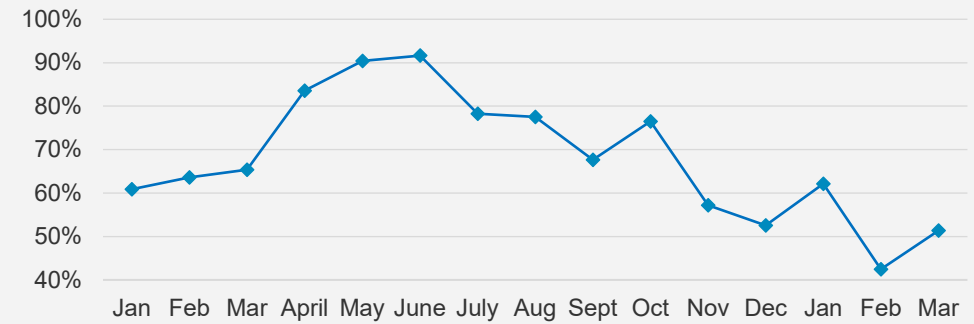
Punctuality – Timed Train Meets

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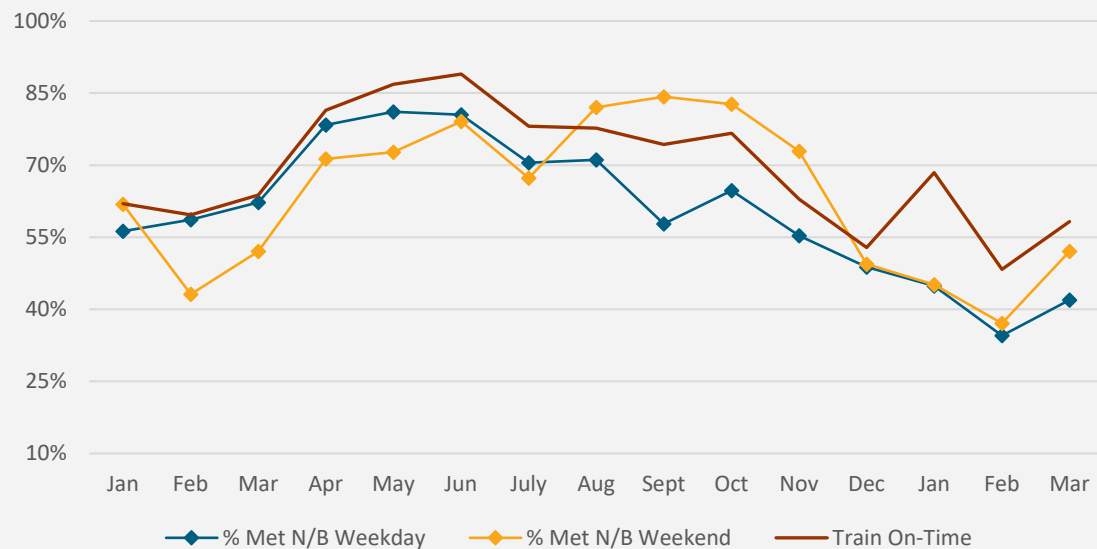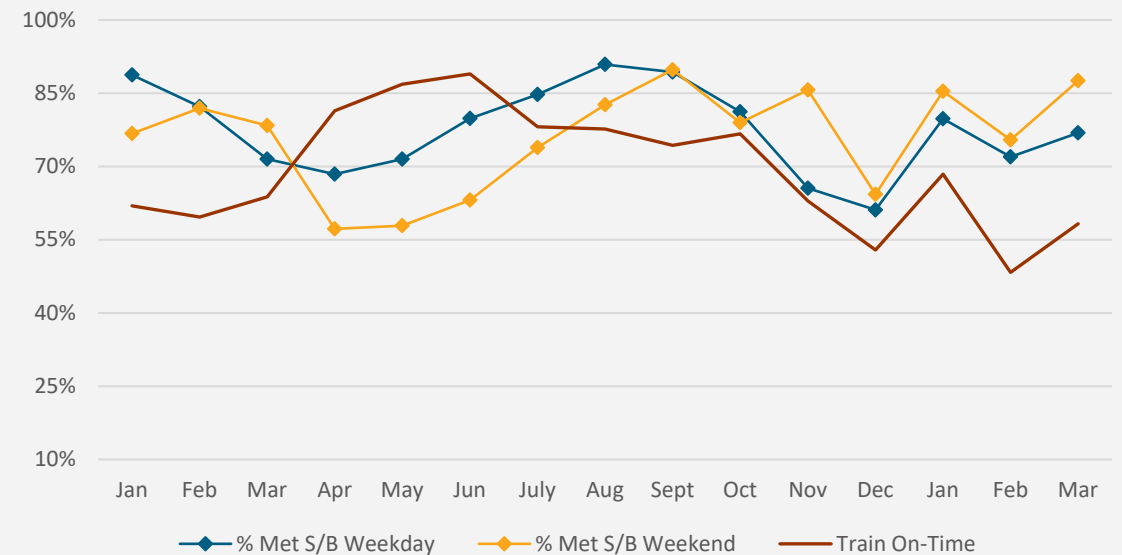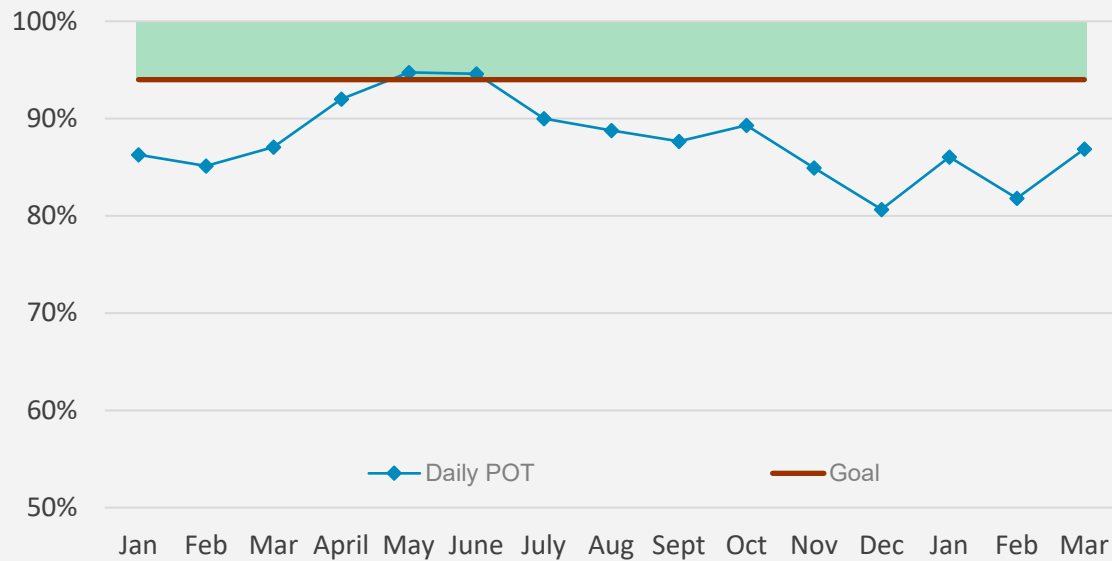

A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point
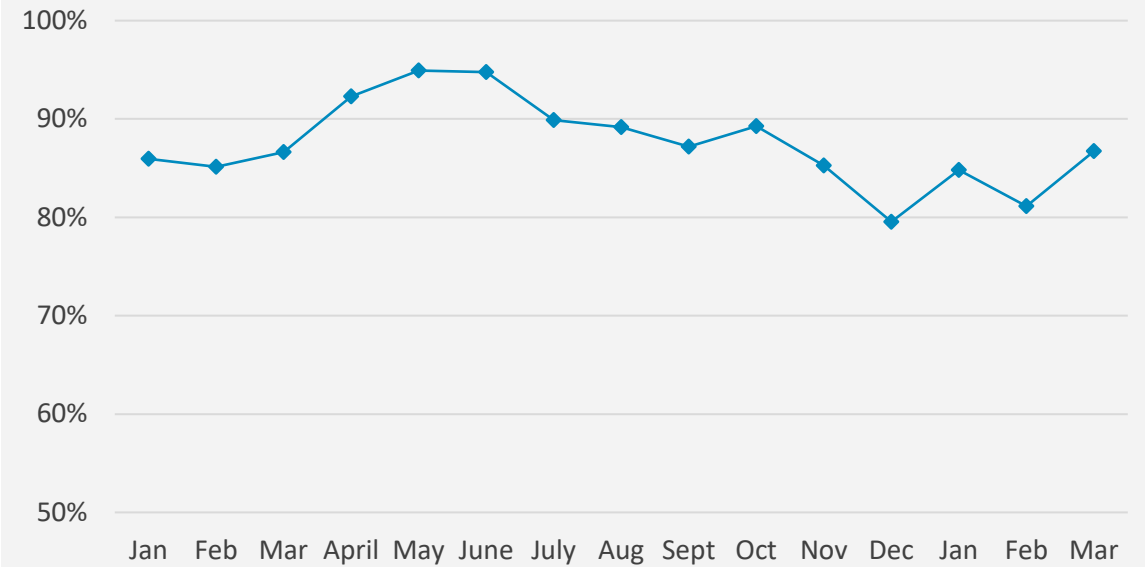
Punctuality – Customer On-Time
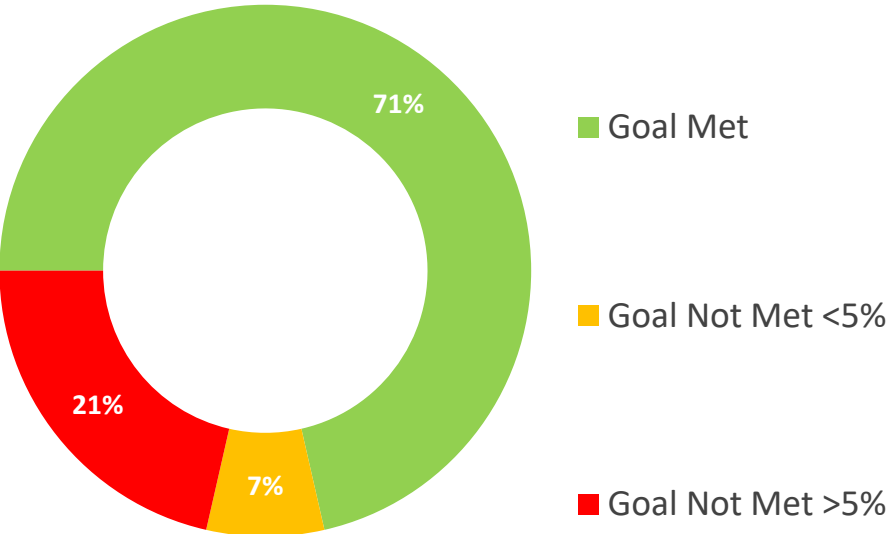
- Customer On-Time was 85% for the quarter

● Customer On-Time - Daily

Customer On-Time - Peak

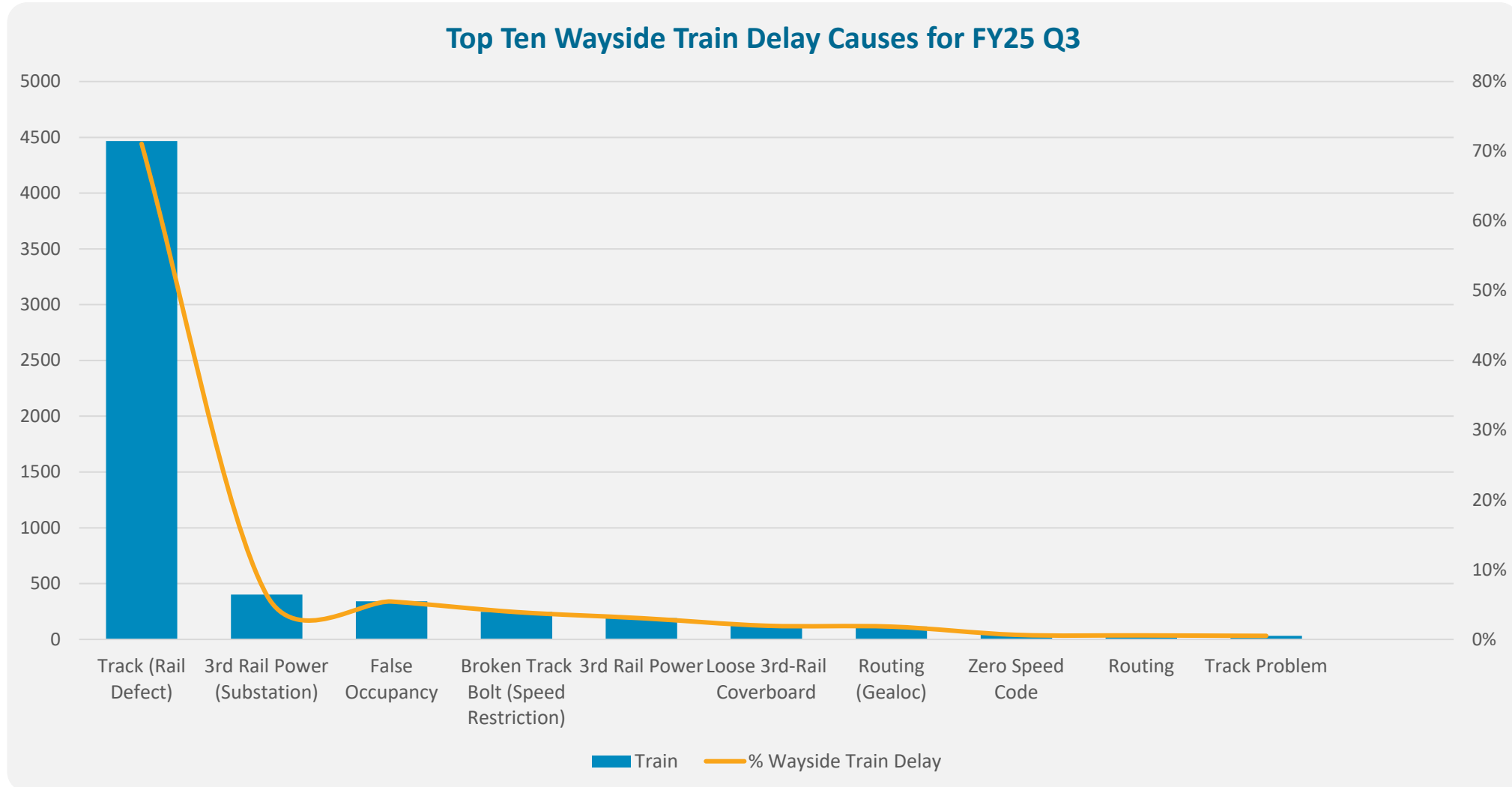# Summary – Railway Asset Availability

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
(gray)	No Goal Established		

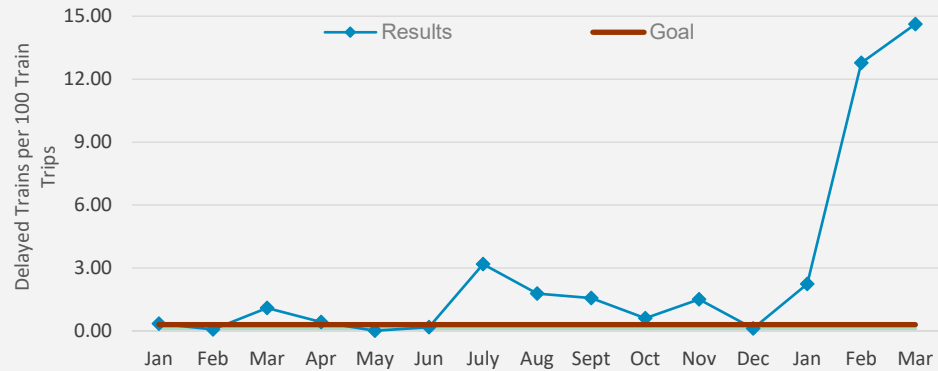| Metric	FY25 Q3	Goal	% Change from FY25 Q2	
Wayside Equipment				
Track	9.27	0.30	(1160.60%)	▼
Traction Power	1.41	1.00	58.40%	▲
Wayside Train Control System	1.12	1.30	(9.74%)	▼
Computer Control System	0.10	0.30	88.06%	▲
Transportation	0.59	0.50	(50.24%)	▼
Revenue Vehicle				
Vehicle MTBSD - (Hours)	9,611	9,600	53.64%	▲
4 AM - Car Availability	640	471	0.55%	▲
DMU - MDBF (Miles)	45,984	29,000	93.25%	▲
Station Equipment				
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%)	▼

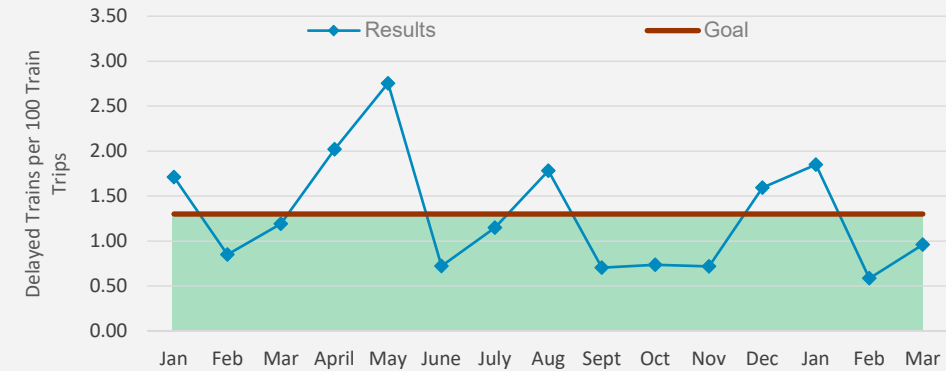# Wayside Asset Availability – Detail

- 6,284 Train Delays for the Quarter

Top Ten Wayside Train Delay Causes for FY25 Q3

Legend: ■ Train — % Wayside Train Delay

X-axis categories: Track (Rail Defect), 3rd Rail Power (Substation), False Occupancy, Broken Track Bolt (Speed Restriction), 3rd Rail Power, Loose 3rd-Rail Coverboard, Routing (Gealoc), Zero Speed Code, Routing, Track Problem

Wayside Equipment – Delayed Trains by System
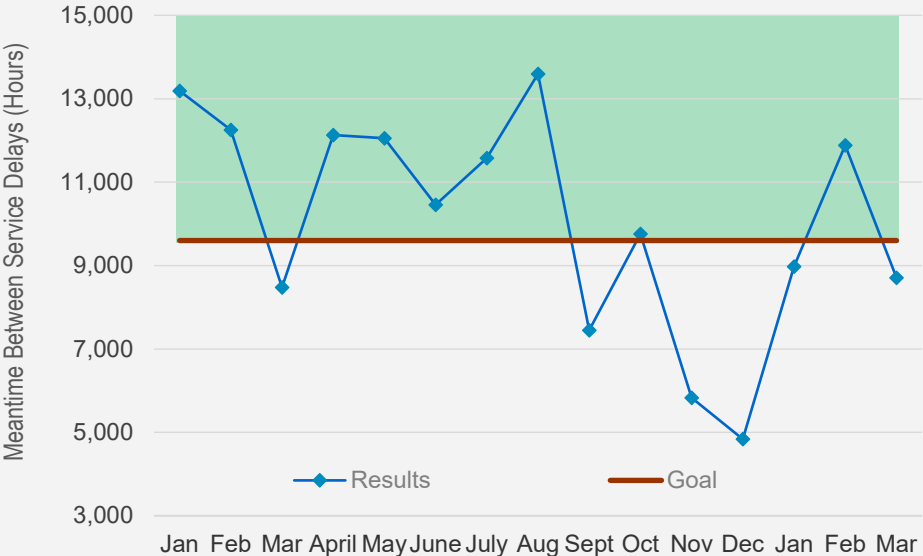
Revenue Fleet – Reliability
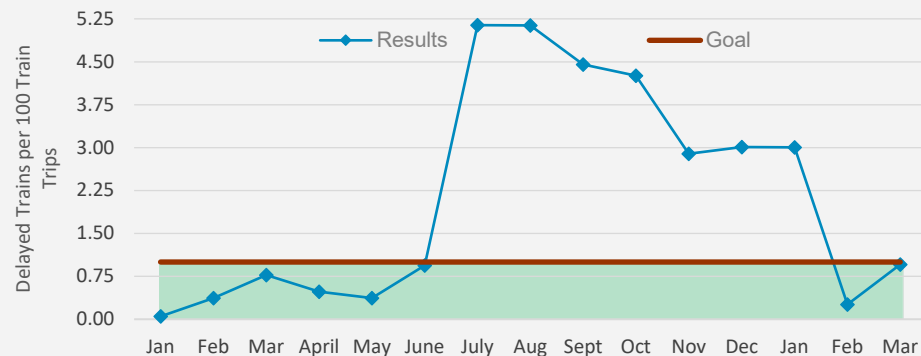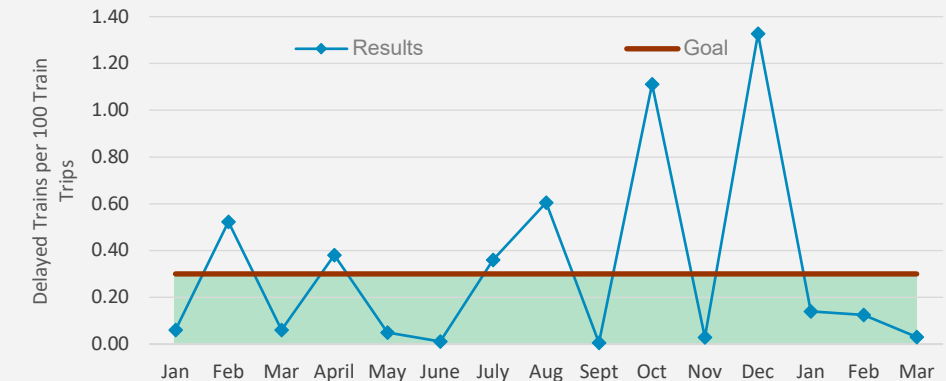
Car Availability at 4 AM
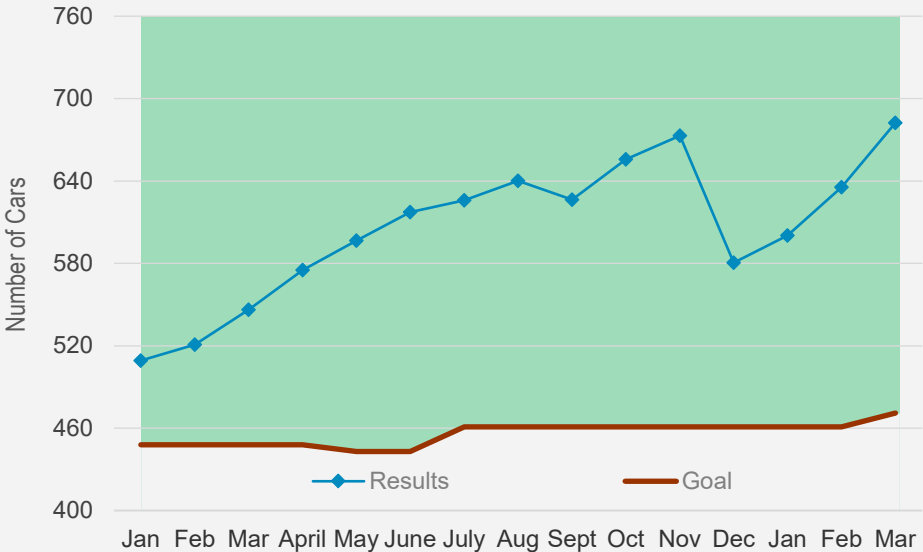
Mean Time Between Service Delays
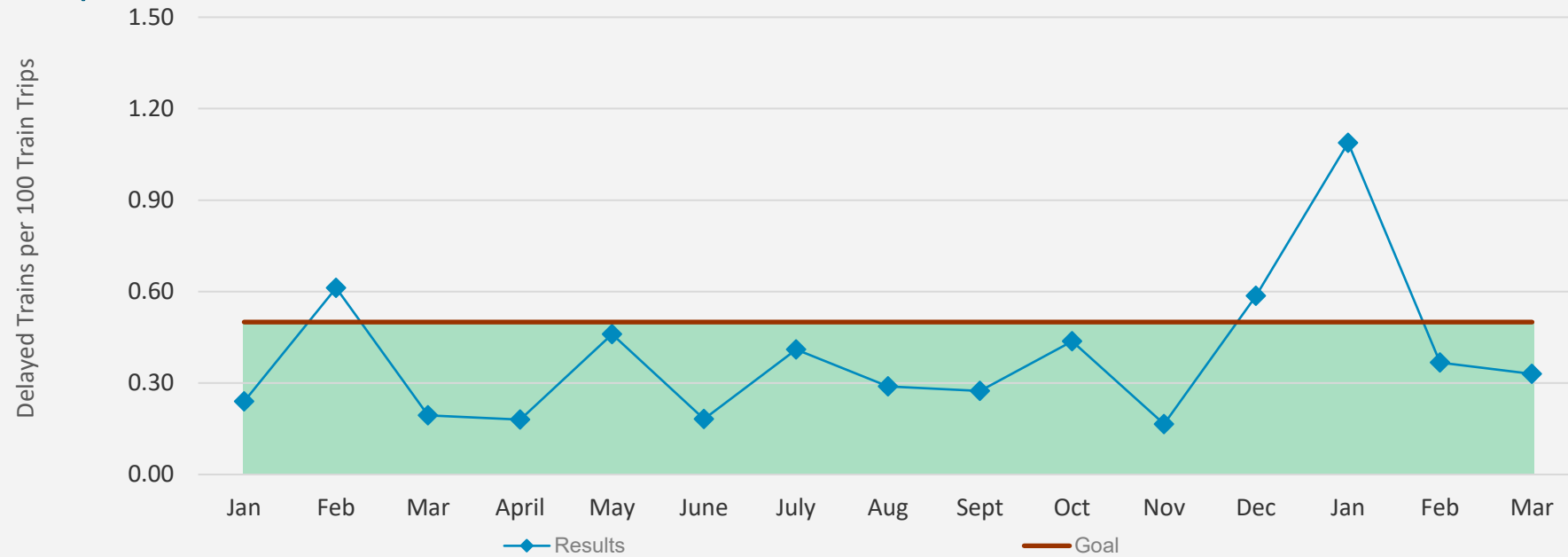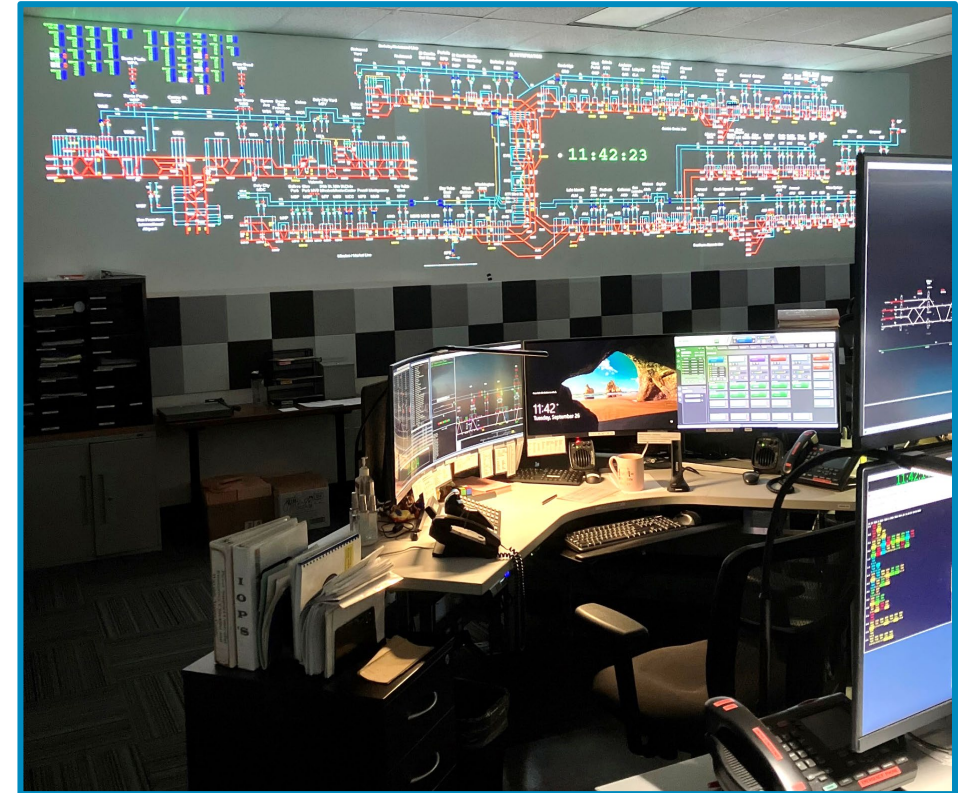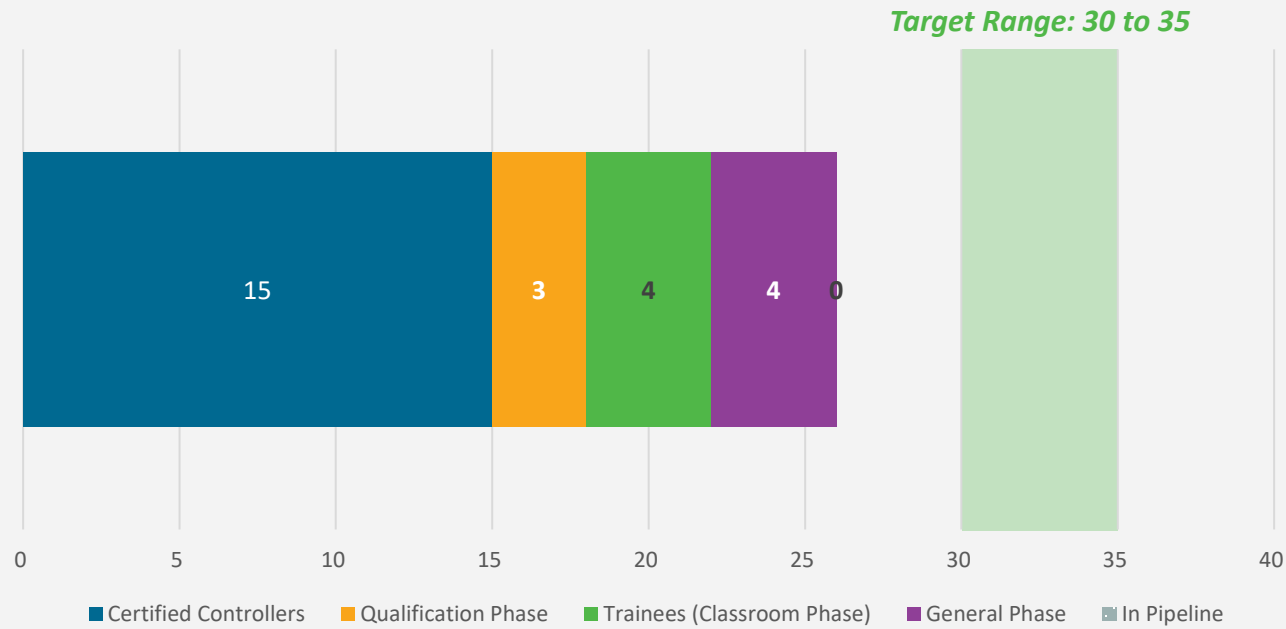
FOTF Car Count

905

Car count as of 03/31/2025

Operations - Transportation

Hiring Metrics - Priority Positions

Rail Operations Controller as of March 2025

Target Range: 30 to 35

Bar chart segments:
- Certified Controllers: 15
- Qualification Phase: 3
- Trainees (Classroom Phase): 4
- General Phase: 4
- In Pipeline: 0

Axis: 0, 5, 10, 15, 20, 25, 30, 35, 40

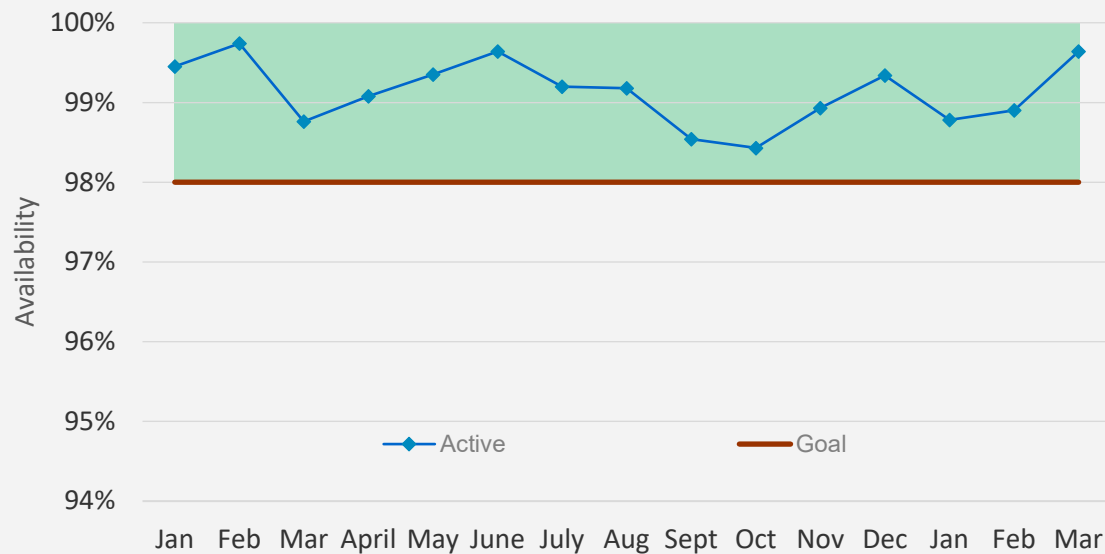Legend: ■ Certified Controllers ■ Qualification Phase ■ Trainees (Classroom Phase) ■ General Phase ▨ In Pipeline

Station Equipment – Elevator Availability

Station Elevator

- Goal has been met consecutively for the past 14 quarters

Garage Elevator

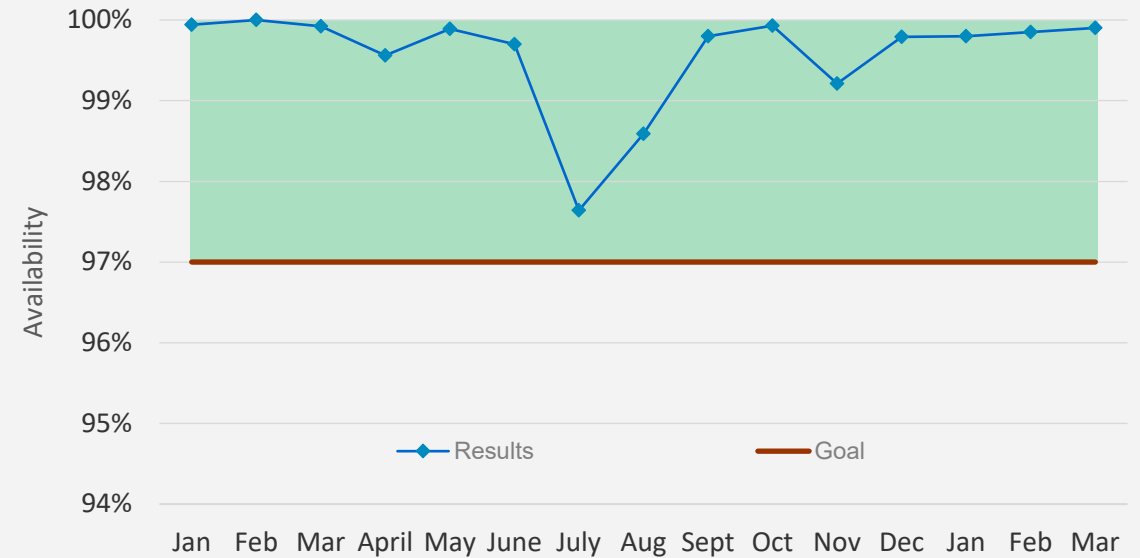- Goal has been met consecutively for the past 20 quarters

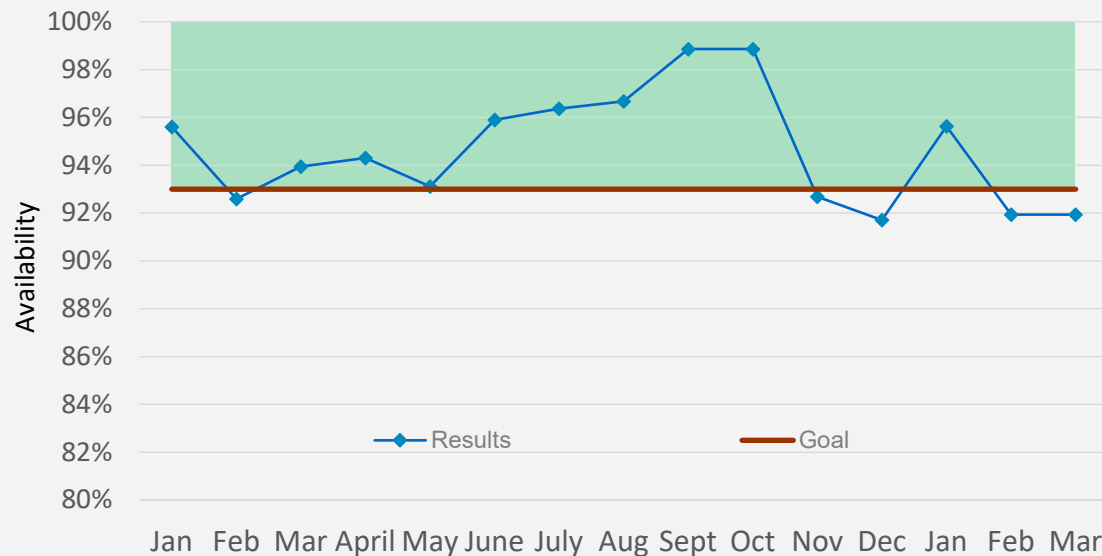*E-line Elevator and Escalator are included*

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
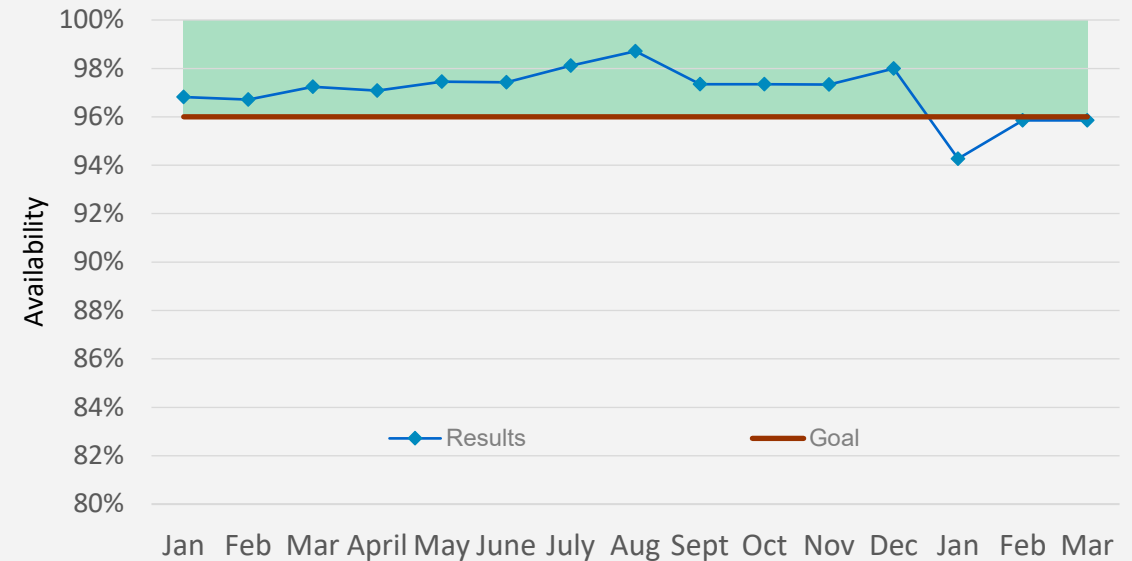- 16th St. S2 out of service for 541 hours due to bullgear bearings replacement

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

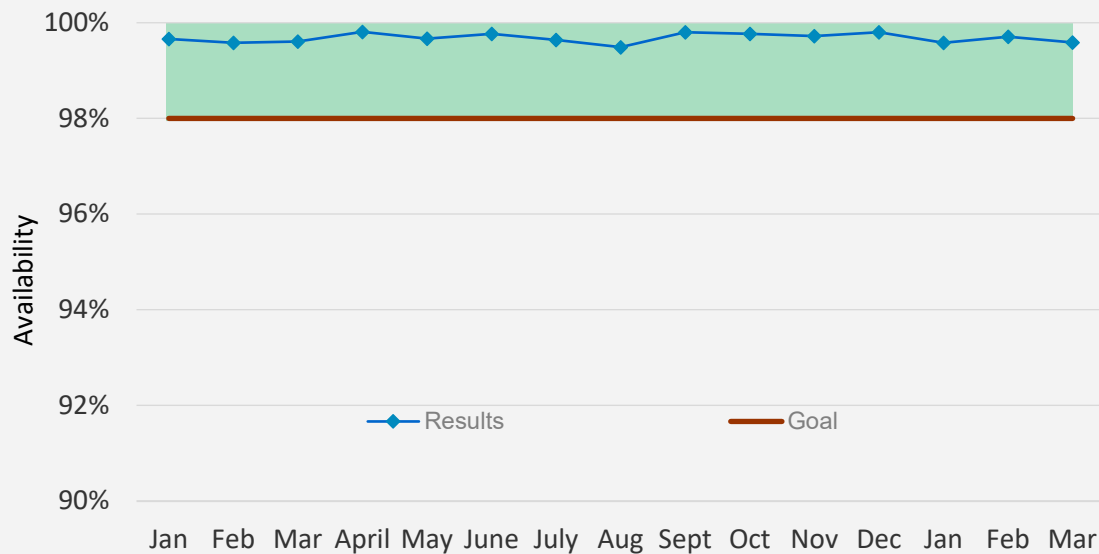# Station Equipment – Automated Fare Collection

Gate Availability

- Goal has been met consecutively for the past six quarters

Vendor Availability
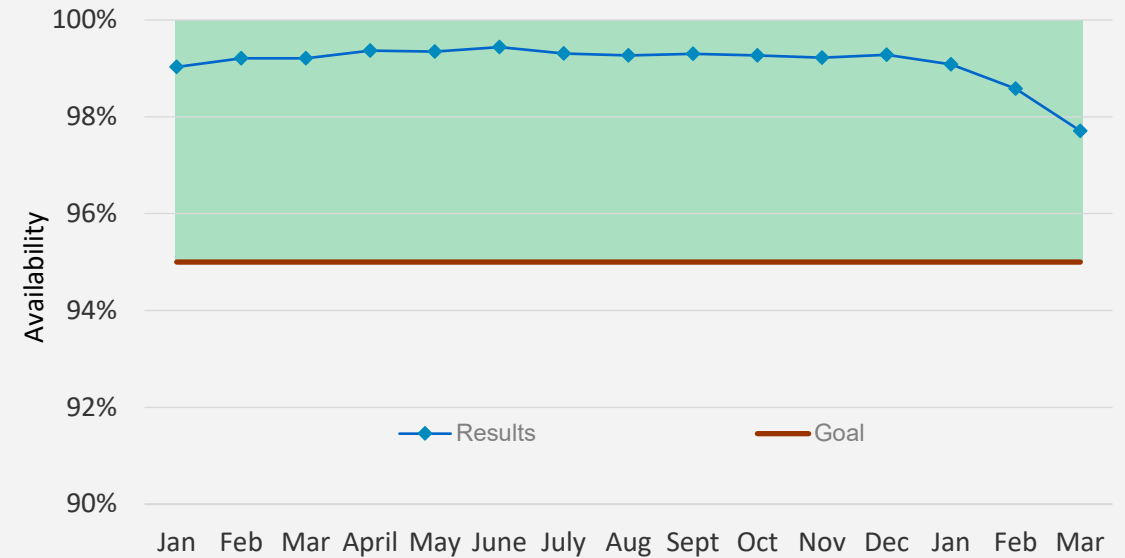
- Goal Met

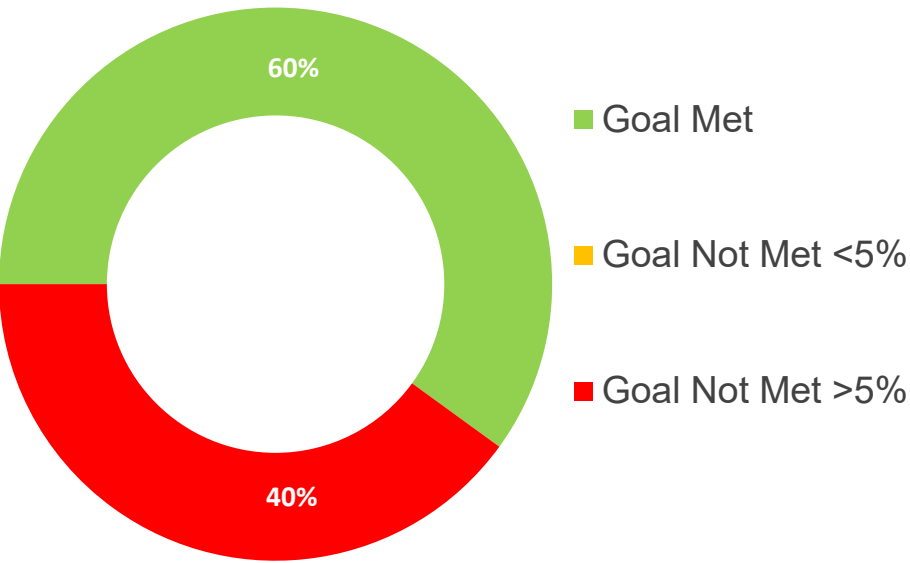Gate Availability chart showing Results (blue line) consistently above Goal (orange line at ~98%) from Jan through Mar.

Vendor Availability chart showing Results (blue line) above Goal (orange line at ~95%) from Jan through Mar.

Summary – Customer Experience

Legend (donut chart):
- 🟩 Goal Met — 60%
- 🟧 Goal Not Met <5%
- 🟥 Goal Not Met >5% — 40%

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

Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
🟩	Goal Met	▲	Improved
🟧	Goal Not Met < 5%	▼	Declined
🟥	Goal Not Met > 5%	▬	No Change
⬛	No Goal Established		

Customer Service – Cases by Type

Breakdown of 5,342 Cases

Inquiry, 2,561 | Complaint, 2,405 | Comment, 198 | Compliment, 148

Inquiry Cases – FY25 Q3

Category	Value
Parking	~1,300
General	~240
Service	~190
Clipper	~120
Airport discount card	~100
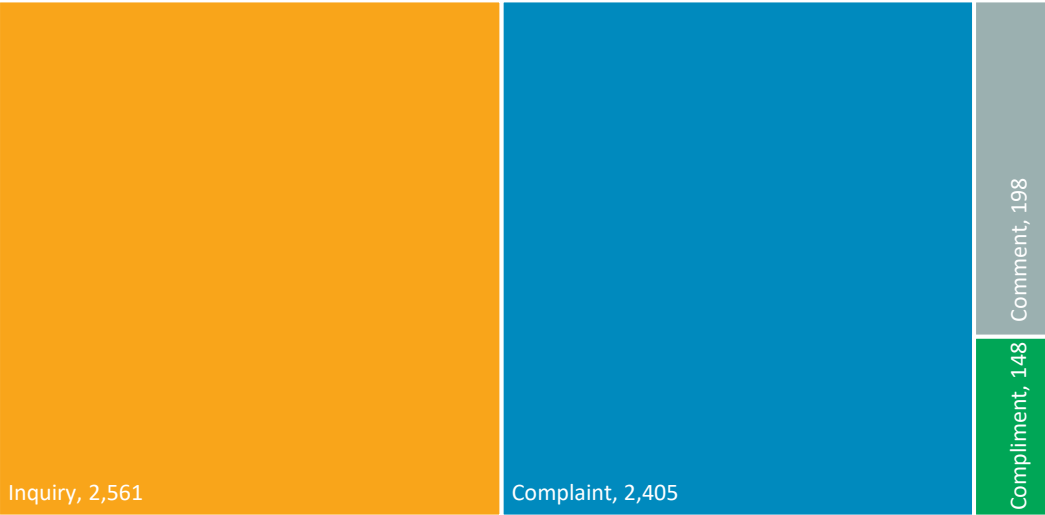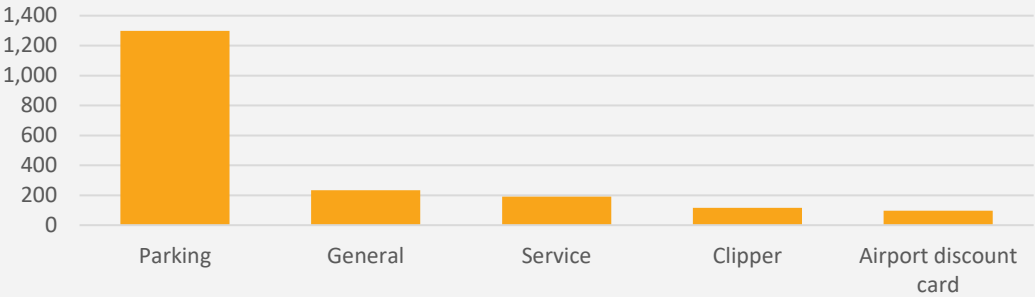
Compliment Cases – FY25 Q3

Category	Value
Personnel - Other	~22
Personnel - T/O	~22
Personnel - S/A	~21
Service	~11
Compliments Misc.	~10
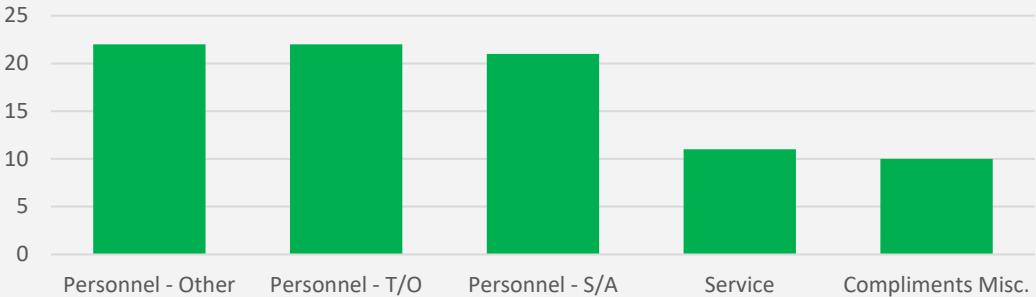
Customer Service – Complaint Cases

Breakdown of Top Five Complaint Categories of 2,405 Complaints

Service, 494	Biohazard, 372	Maintenance and Equipment, 245	Trains, 222	Personnel, 221

● Customer Complaints

Complaints per 100,000 Customers — Jan through Mar, with Results and Goal lines.
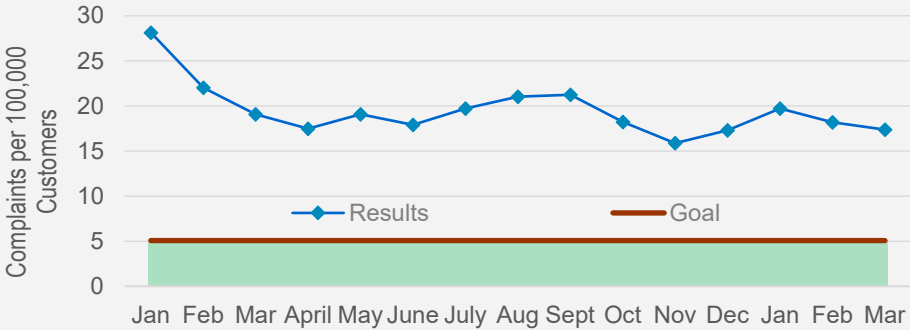
FY25 Q3 Trending Customer Complaints

Bar chart grouped by Trains, Service, Personnel, Maintenance and Equipment, Biohazard across FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3.
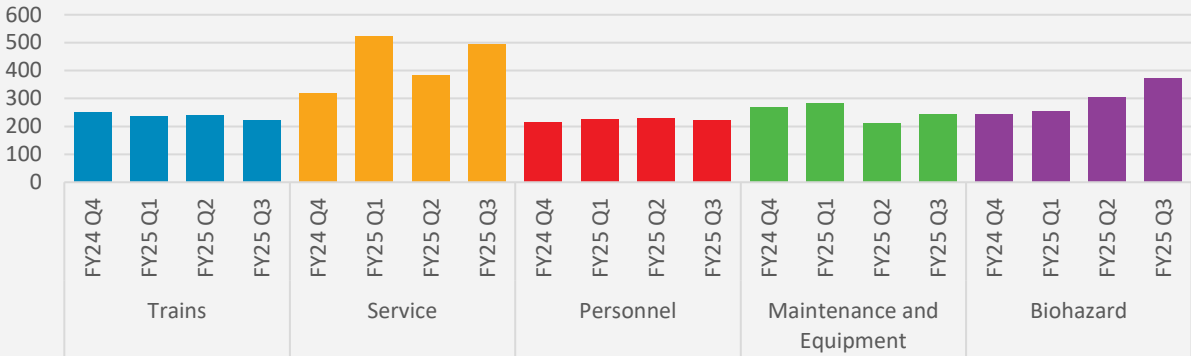
Overall Customer Satisfaction

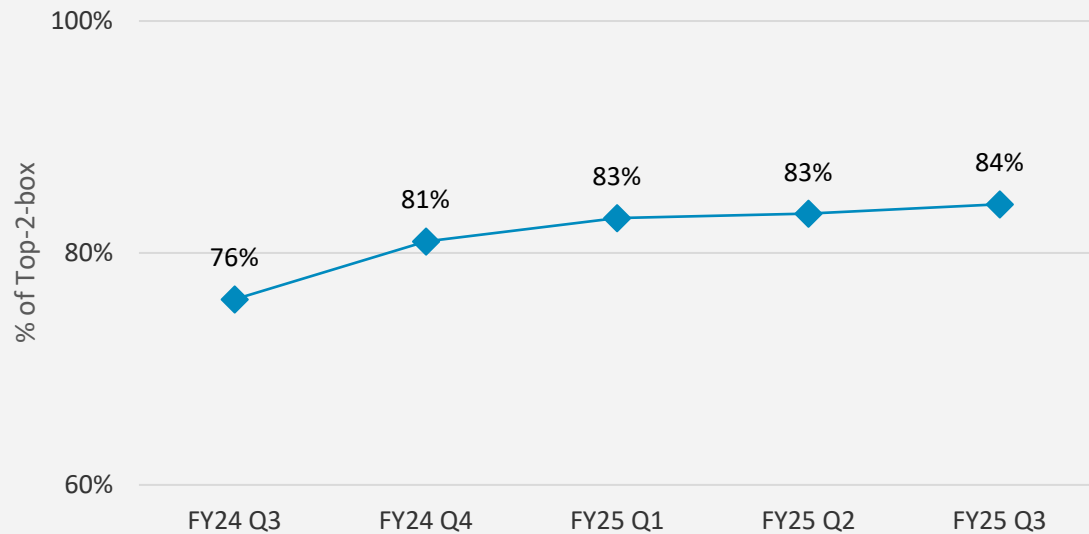- Overall Customer Satisfaction is 84%
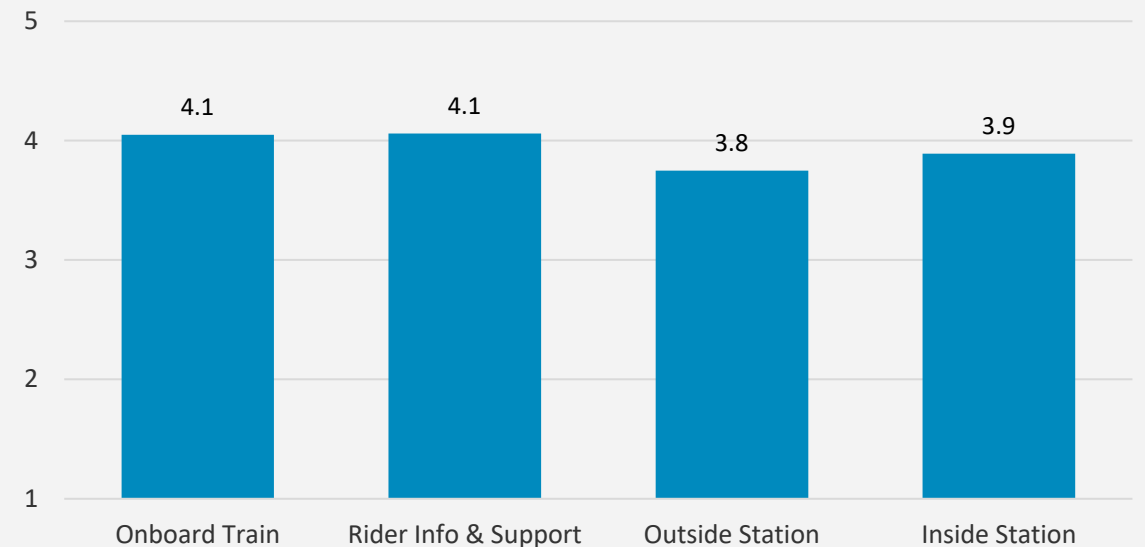
Overall Customer Satisfaction

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

Current Quarter Customer Ratings

Numbers shown are composites of multiple attributes weighted by sample size. See page 23.
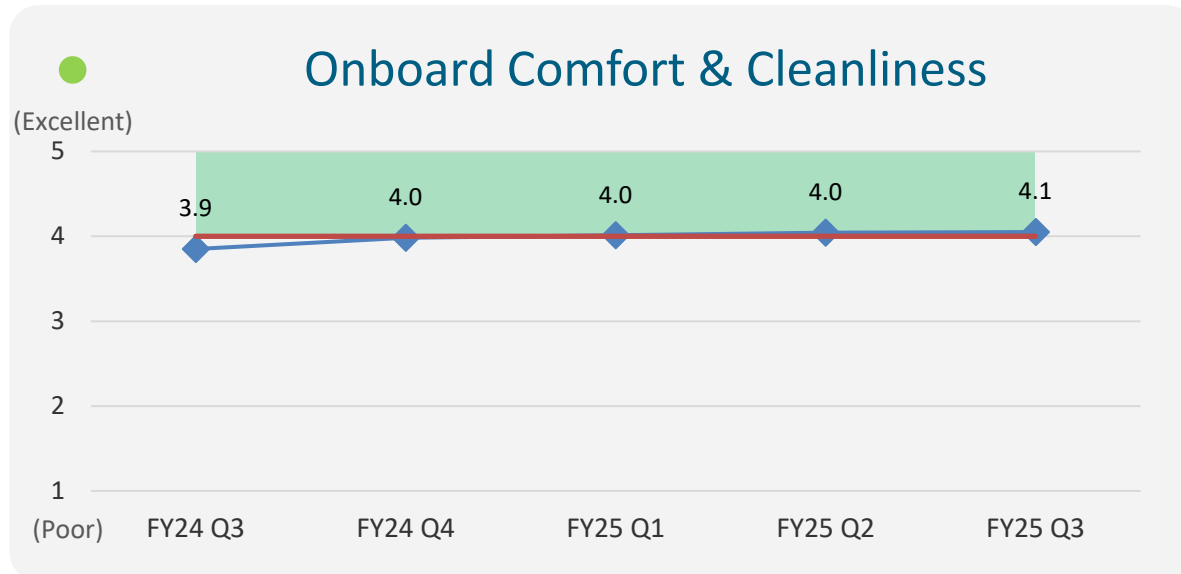
SAN FRANCISCO BAY AREA RAPID TRANSIT

Rider Experience Services

Onboard Comfort & Cleanliness Attributes

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

Rider Information & Support Attributes

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

Onboard Comfort & Cleanliness

(Excellent)

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
	3.9	4.0	4.0	4.0	4.1

(Poor)

Rider Information & Support

(Excellent)

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
	4.0	4.1	4.0	4.1	4.1

(Poor)

1. New attributes included

Source: PES Survey

Station Environment
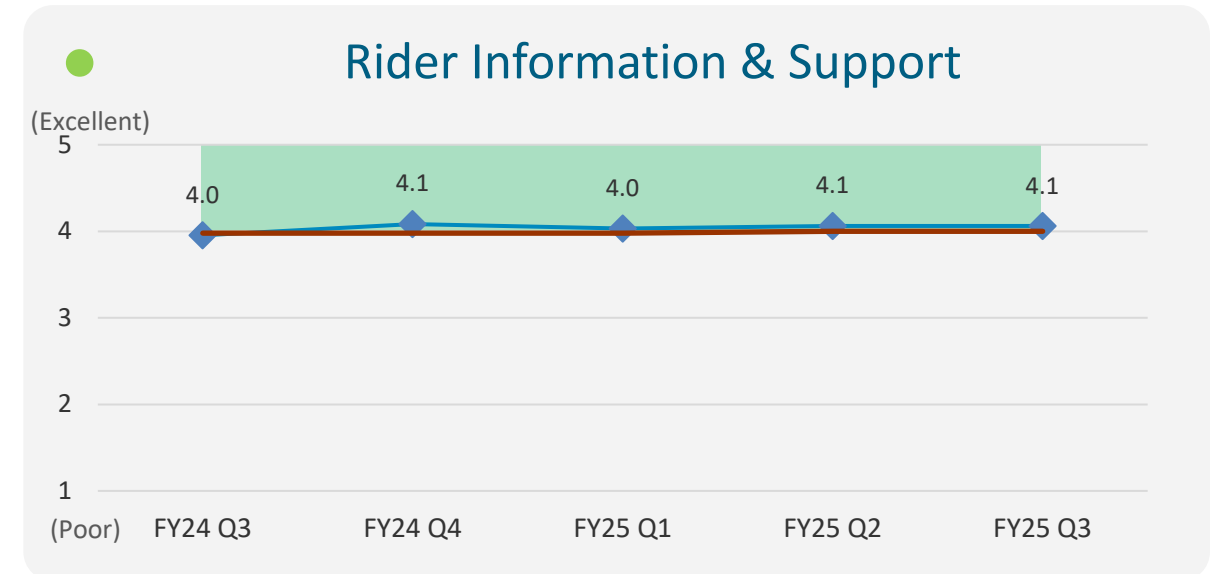
Environment Outside Station Attributes

- Cleanliness of:
  - Walkways & Entry Plaza
  - BART Parking Lot Cleanliness

- Personal Safety:[1]
  - Outside Station[1]
  - Vehicle Security[1]

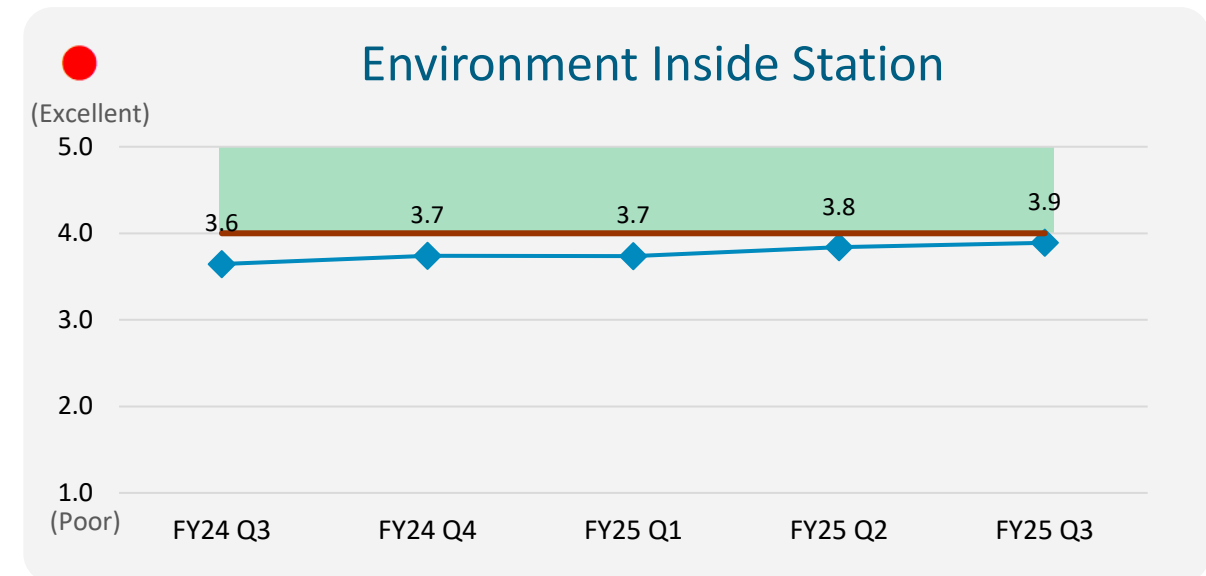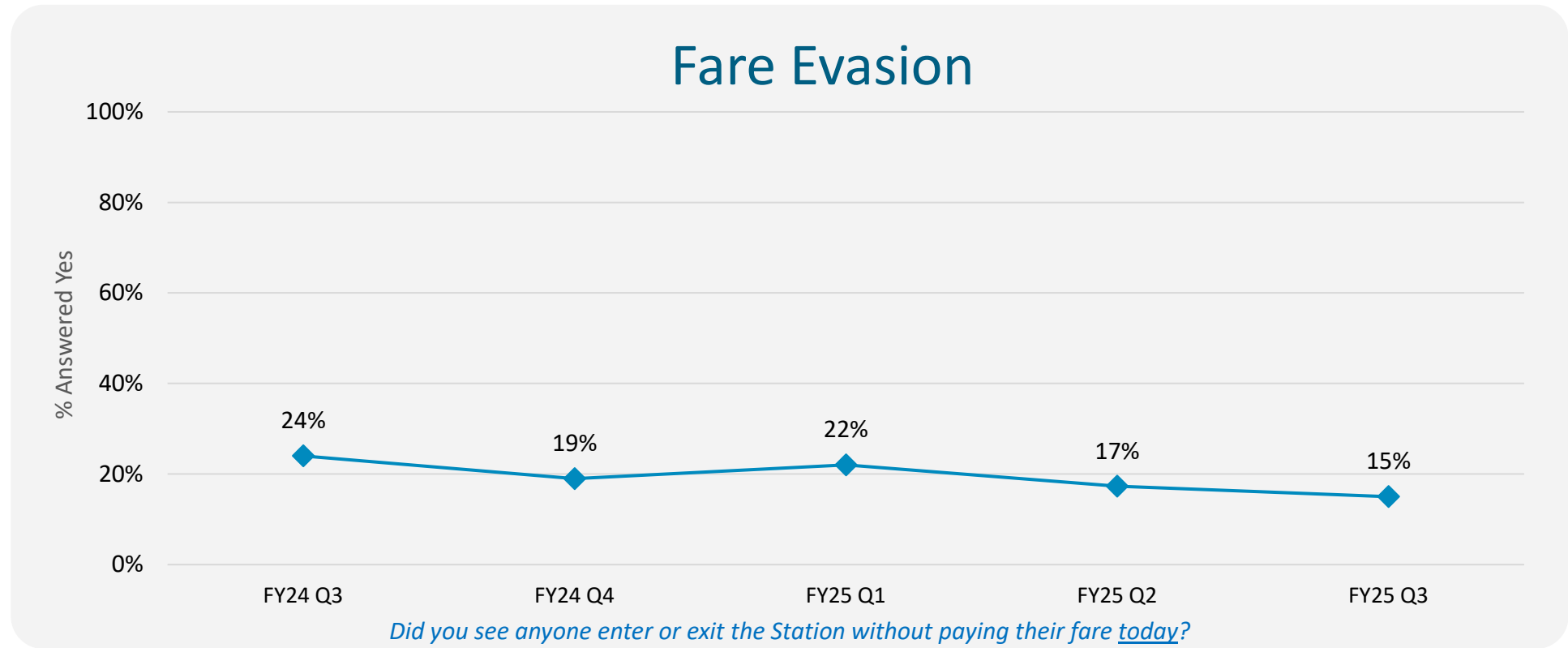## Environment Inside Station Attributes

- Cleanliness of:
  - Platform
  - Concourse
  - Escalator
  - Stairwell
  - Elevator
  - Restroom

- Station Free from Graffiti[1]

Environment Outside Station

(Excellent)

FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
3.6	3.8	3.7	3.8	3.8

(Poor)

Environment Inside Station

(Excellent)

FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
3.6	3.7	3.7	3.8	3.9

(Poor)

1. New attributes included

Source: PES Survey

Environment – Code of Conduct

Fare Evasion

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

Summary – Safety and Security

Metric	FY25 Q3	Goal	% Change from FY25 Q2	
Safety				
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%)	▼
Security				
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%	▲

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		

SAN FRANCISCO BAY AREA RAPID TRANSIT

Safety – Passenger

BART

Station Incidents

Breakdown of 12 Station Incidents

- Escalator, 9
- Platform, 2
- Stairs, 1

Station Incidents

Station Incidents chart — Incidents per Million Passengers. Results vs Goal (goal ≈ 2.0).
- FY24 Q3: ~1.2
- FY24 Q4: ~1.4
- FY25 Q1: ~1.4
- FY25 Q2: ~2.2
- FY25 Q3: ~0.9

Vehicle Incidents

Breakdown of 6 Vehicle Incidents

- On-Board, 3
- Boarding, 2
- Alighting, 1

Vehicle Incidents

Vehicle Incidents chart — Incidents per Million Passengers. Results vs Goal (goal ≈ 0.60).
- FY24 Q3: ~0.25
- FY24 Q4: ~0.47
- FY25 Q1: ~0.22
- FY25 Q2: ~0.17
- FY25 Q3: ~0.48

Safety – Employee
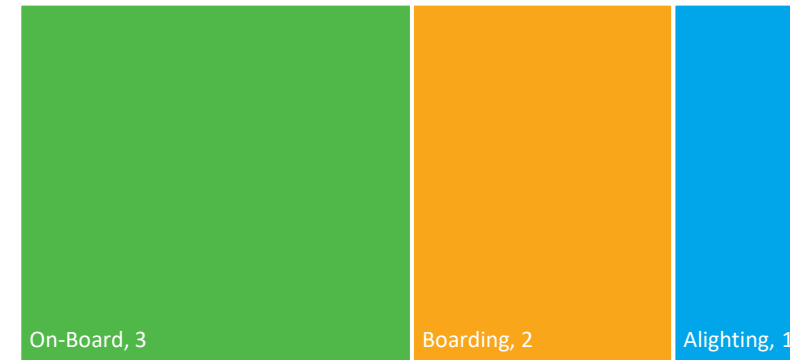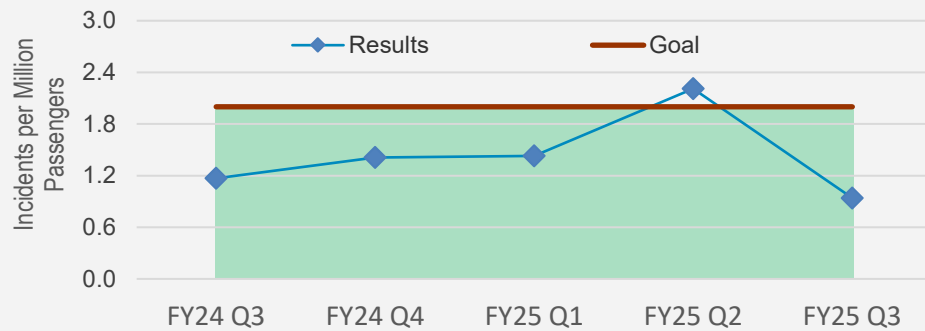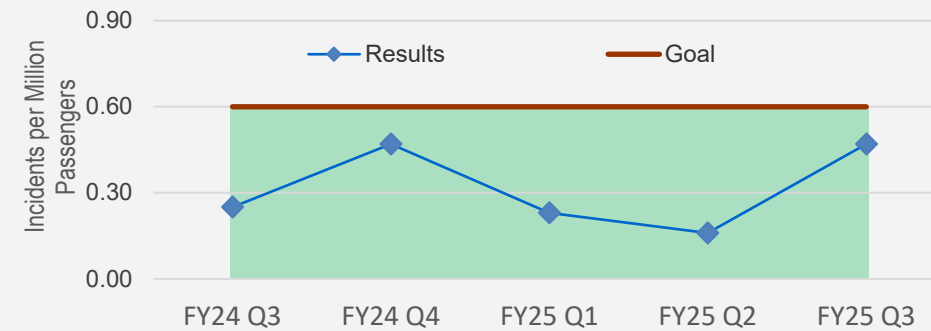
Lost Time due to Injuries

Breakdown of 103 Lost Time Cases

- Trauma, 62
- Strain, 16
- Contusion, 11
- Other, 9
- Sprain, 5

🔴 Lost Time due to Injuries

Lost Time Injuries/Illness per OSHA Rate

Legend: Results, Goal

FY24 Q3, FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3
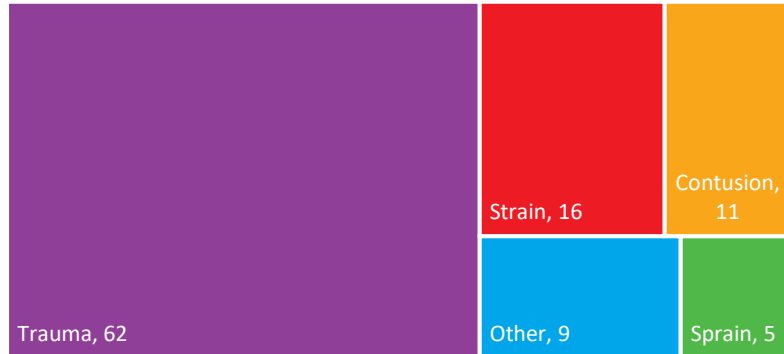
OSHA Recordable Injuries

Breakdown of 140 Recordable Injuries

- Trauma, 66
- Strain, 26
- Other, 19
- Contusion, 18
- Sprain, 11

🔴 OSHA Recordable Injuries

OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

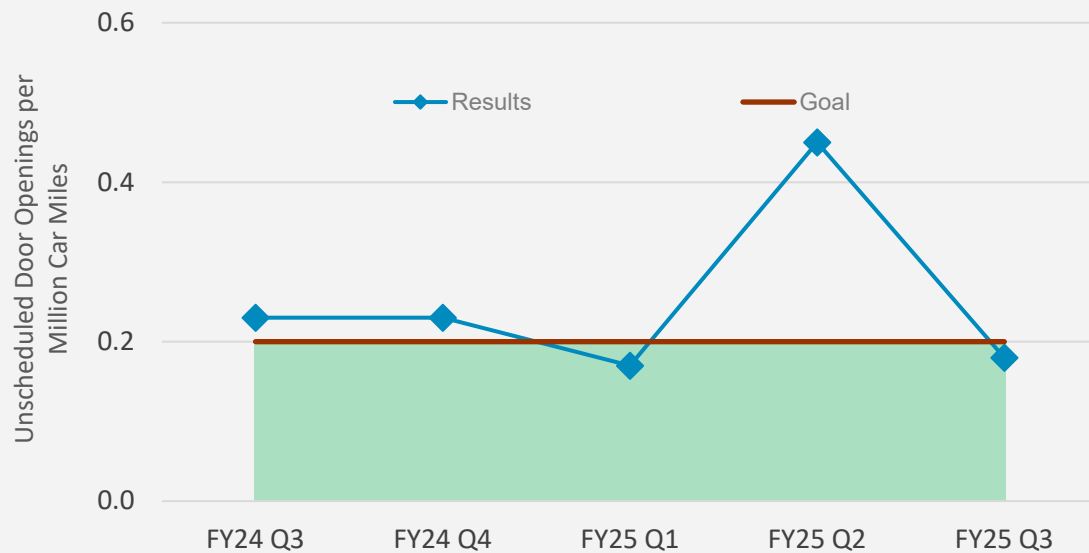Legend: Results, Goal

FY24 Q3, FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3
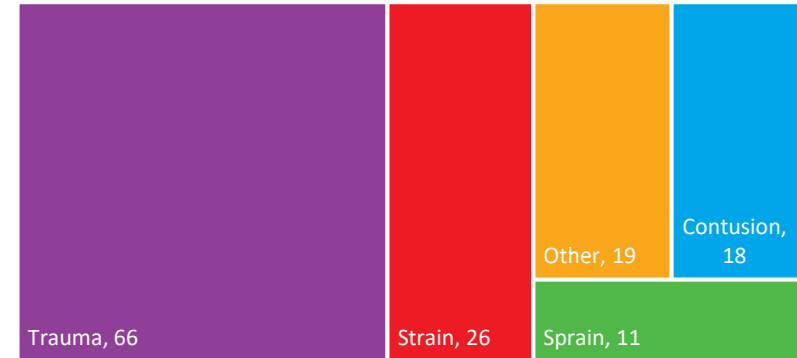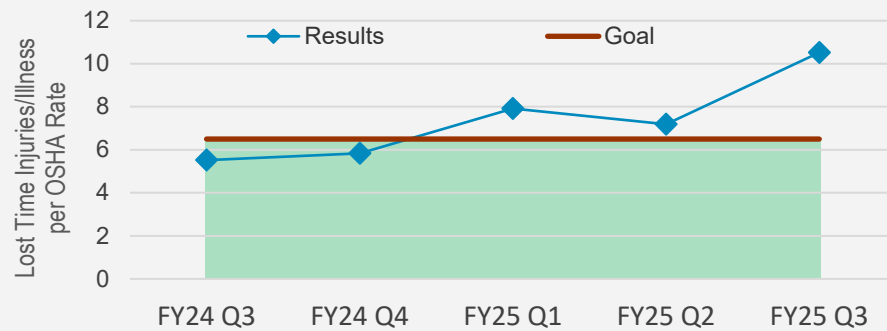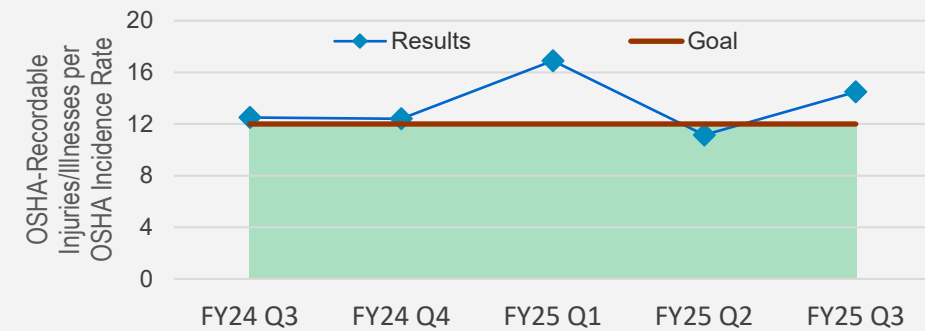
Safety – Procedure Violations

Unscheduled Door Openings

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

Rule Violations
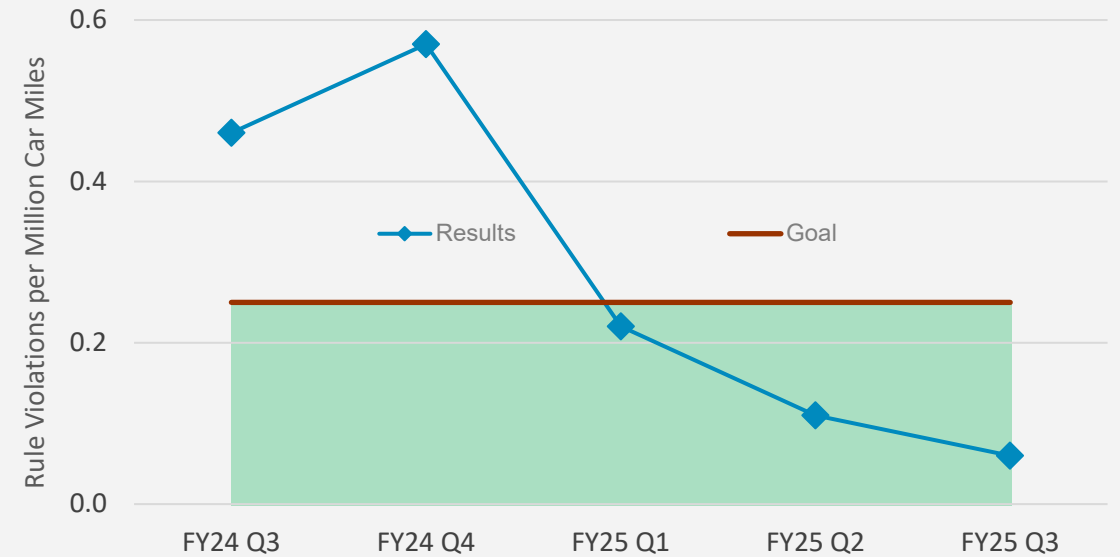
- 1 Rule Violation

Unscheduled Door Openings — line chart of Results vs Goal across FY24 Q3 to FY25 Q3

Rule Violations — line chart of Results vs Goal across FY24 Q3 to FY25 Q3

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
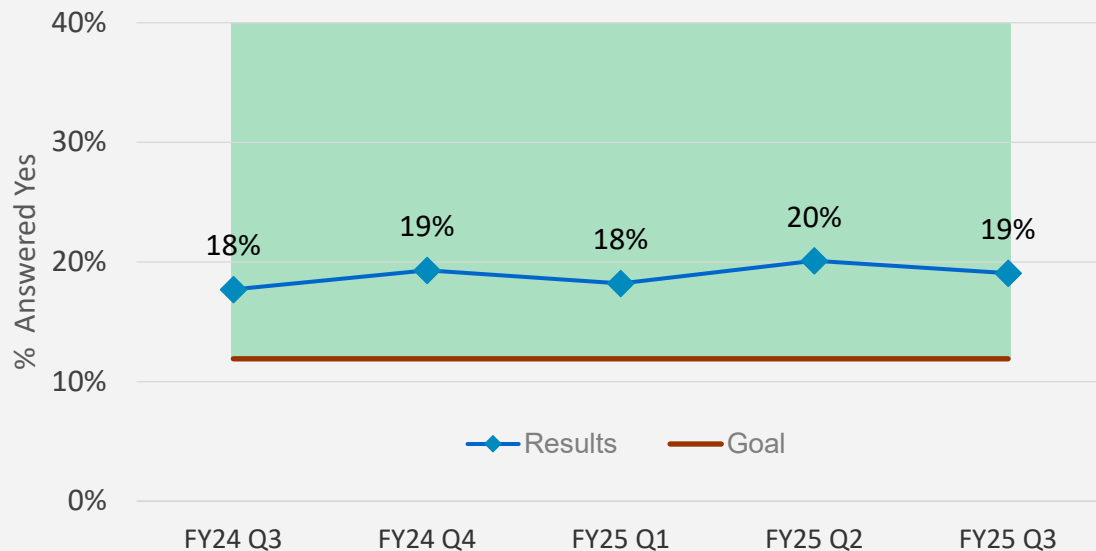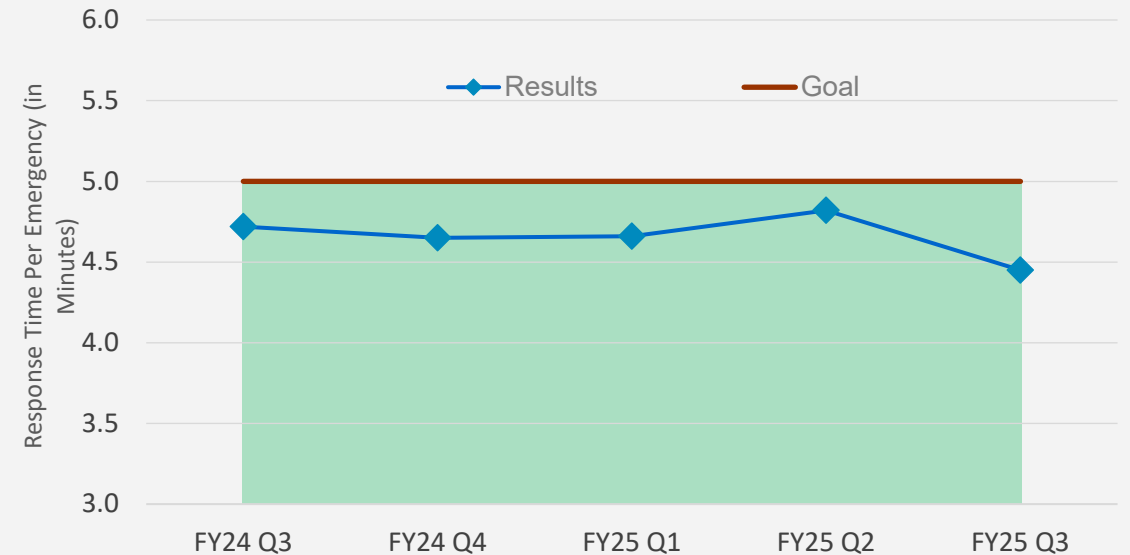

Police Response Time

- Goal met

Crime – Theft and Burglary

Bike Theft
- Goal met
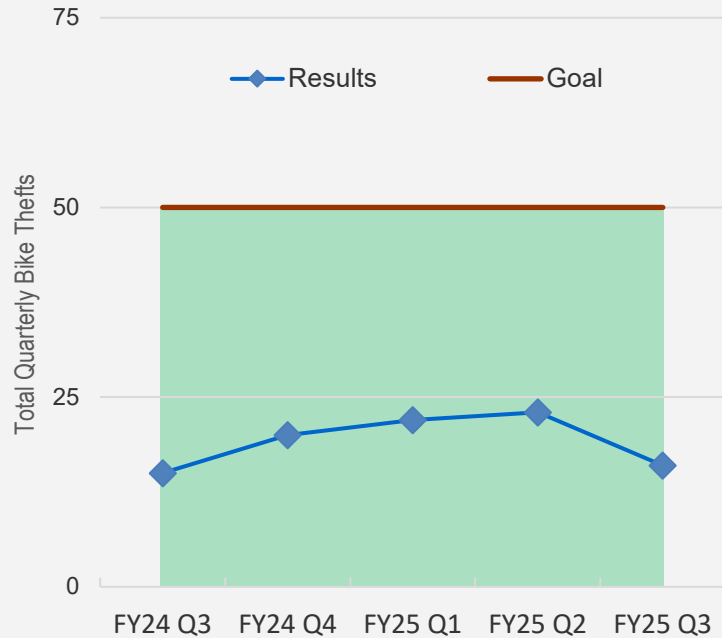
Auto Theft
- Goal met
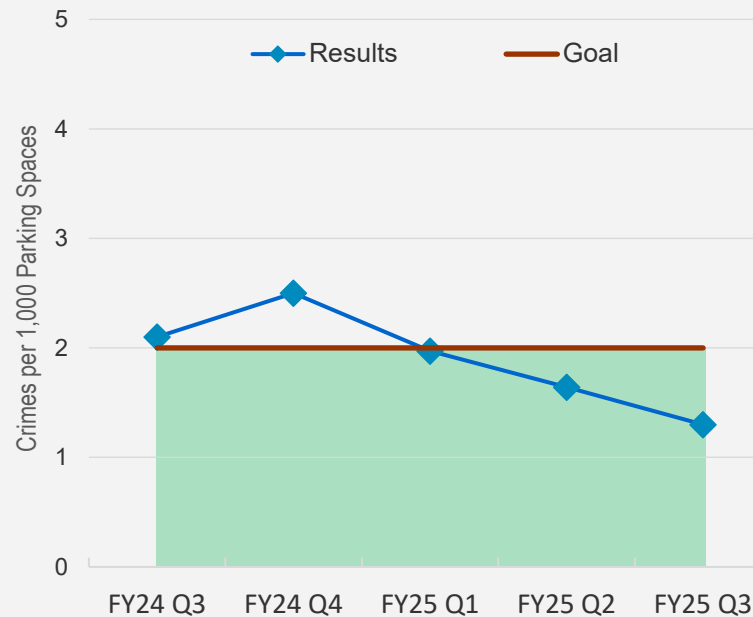
Auto Burglary
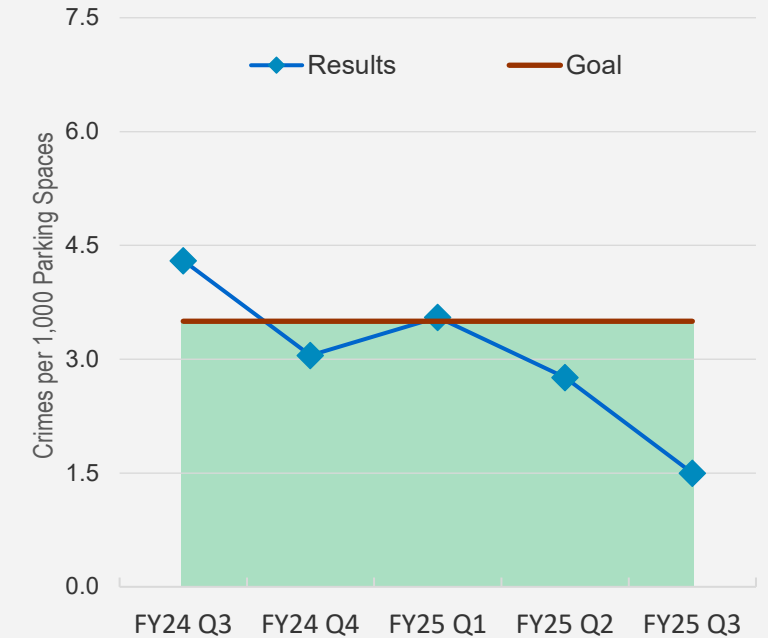- Goal met

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
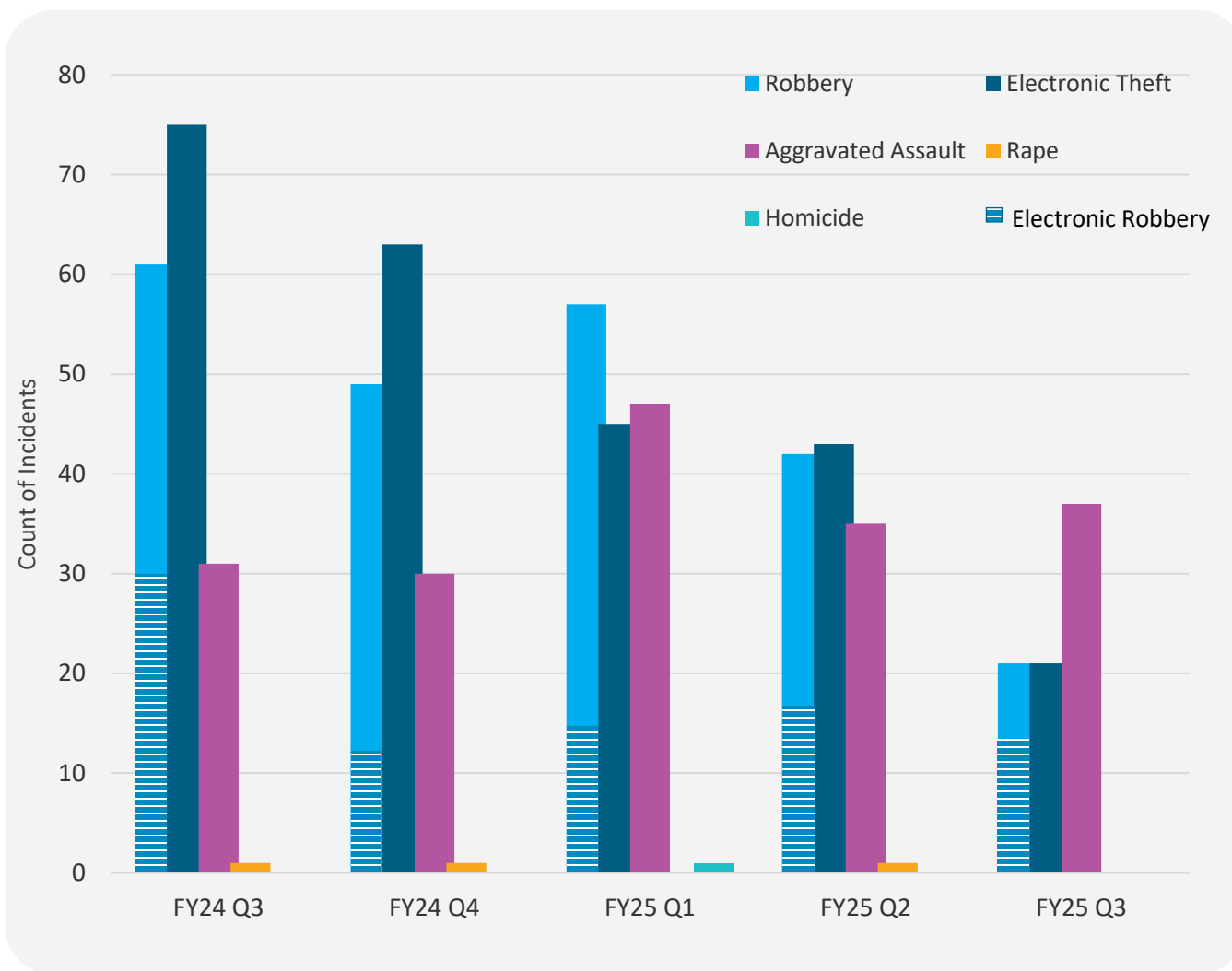

BART PD completed the implementation of National Incident-Based Reporting System (NIBRS) in FY25 Q3, which changed the way crimes are reported to the Federal Bureau of Investigation (FBI).
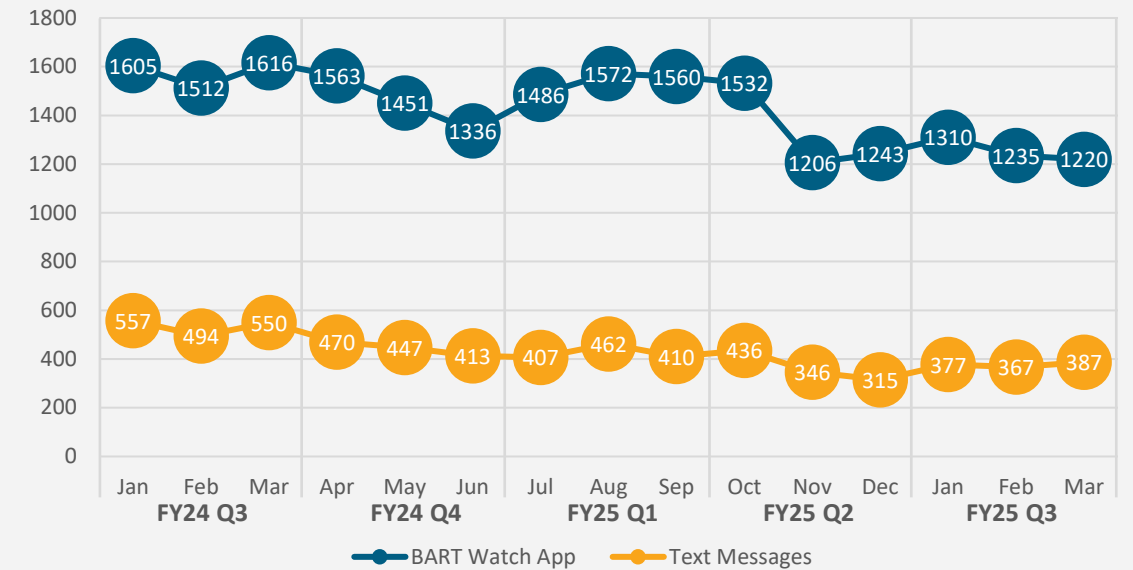
- Beginning in FY25 Q3, NIBRS-based crime statistics include detailed information about all offenses committed in a single incident

- A single incident may be counted in multiple offense categories and/or counted multiple times for the same offense
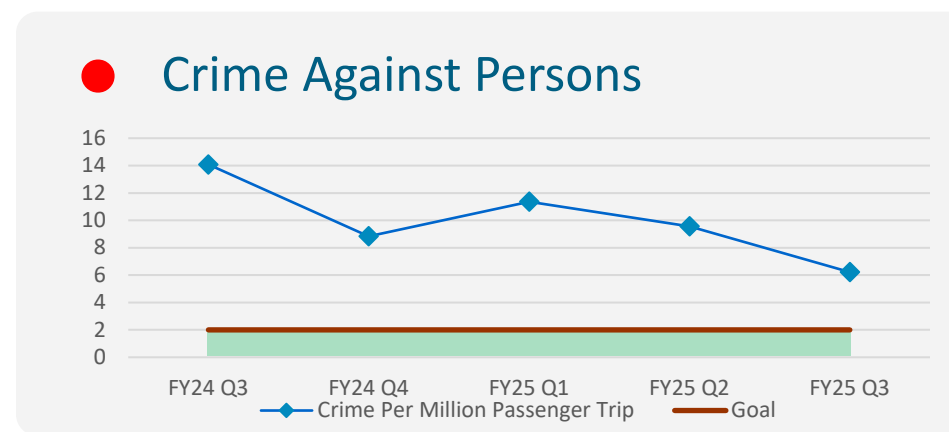
BART Watch App

Breakdown of 3,765 BART Watch Reports

- Code of Conduct, 2,398
- Wellness, 680
- Security, 345
- Possible Crime, 342

Total BART Watch & Text Counts by Month

BART Watch App: 1605, 1512, 1616, 1563, 1451, 1336, 1486, 1572, 1560, 1532, 1206, 1243, 1310, 1235, 1220

Text Messages: 557, 494, 550, 470, 447, 413, 407, 462, 410, 436, 346, 315, 377, 367, 387

Months: Jan Feb Mar (FY24 Q3), Apr May Jun (FY24 Q4), Jul Aug Sep (FY25 Q1), Oct Nov Dec (FY25 Q2), Jan Feb Mar (FY25 Q3)

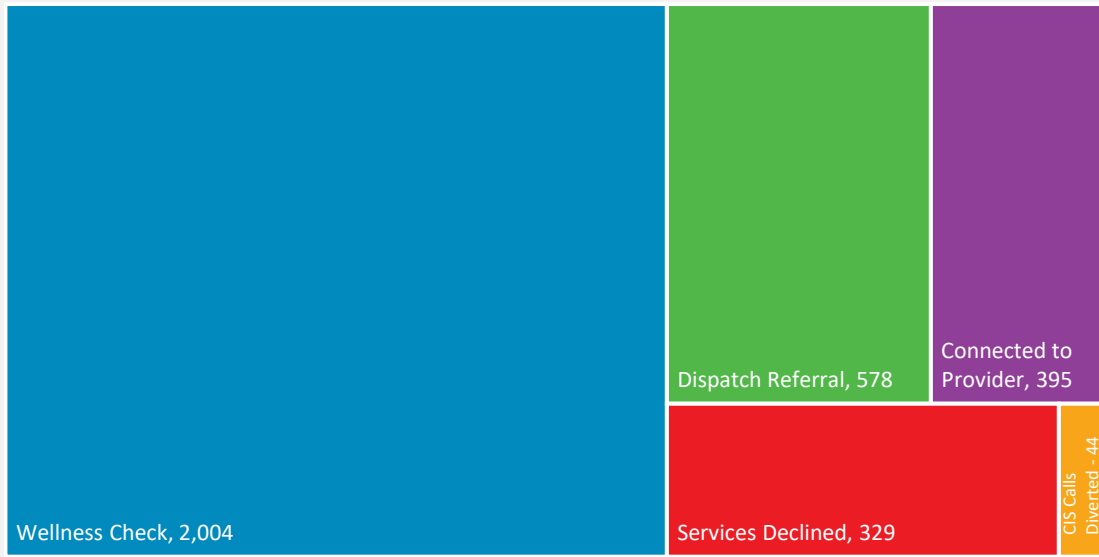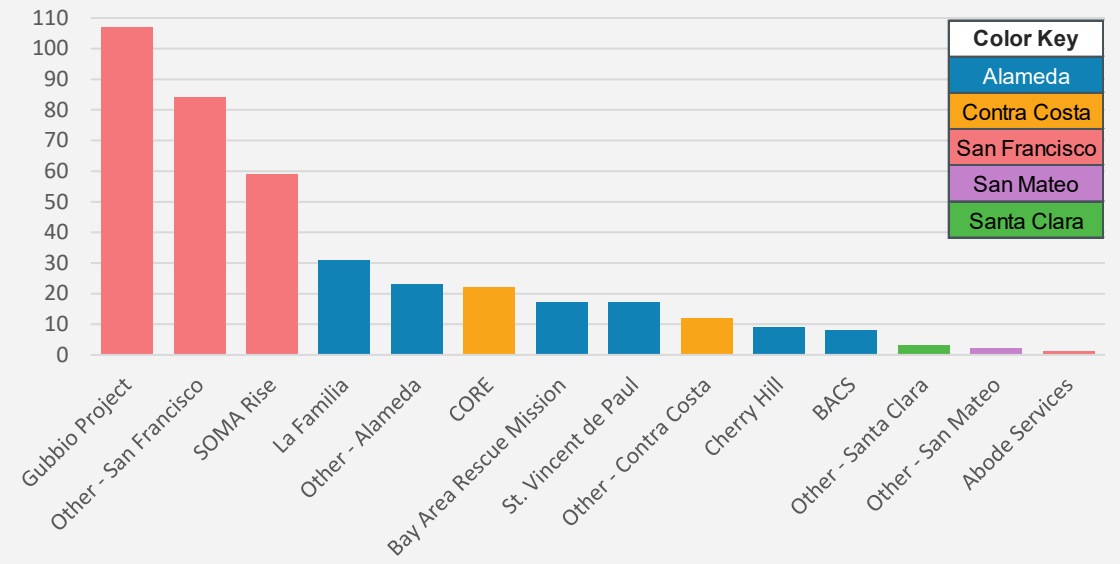Legend: ● BART Watch App ● Text Messages

Progressive Policing Contacts and Outcomes

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

Summary of Contacts (3,350)

Wellness Check, 2,004
Dispatch Referral, 578
Connected to Provider, 395
Services Declined, 329
CIS Calls Diverted - 44

Connections to Services by Partner (395)

Color Key
- Alameda
- Contra Costa
- San Francisco
- San Mateo
- Santa Clara

Gubbio Project, Other - San Francisco, SOMA Rise, La Familia, Other - Alameda, CORE, Bay Area Rescue Mission, St. Vincent de Paul, Other - Contra Costa, Cherry Hill, BACS, Other - Santa Clara, Other - San Mateo, Abode Services

Police Hiring Metrics

Police Hiring Pipeline

Stage	Value
Applications Received	876
Attended Testing	220
Interviewed	111
Passed Interview	49
Passed Background Check	14
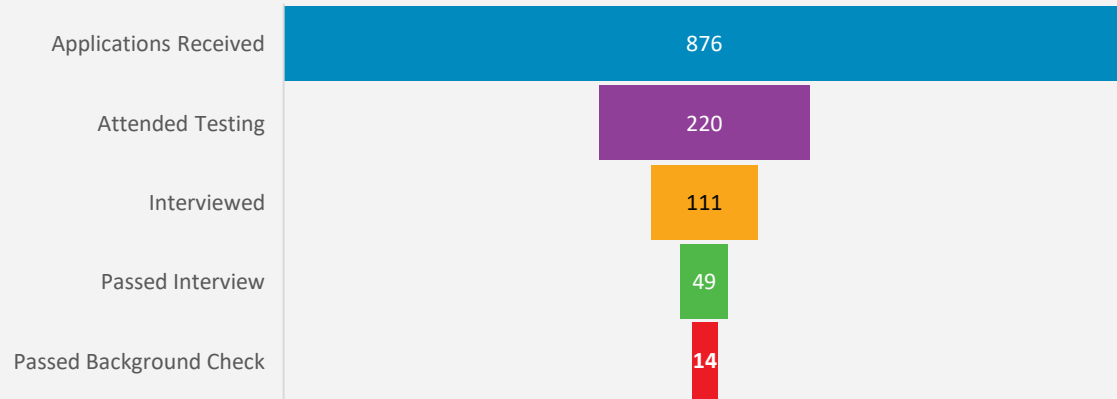
Police Headcount Tracking

137	12	21	15

Current PCN's: 185

0%   20%   40%   60%   80%   100%

As of 3/31/25

■ Sworn Officers   ■ Field Training   ■ In Academy   ■ Vacancies
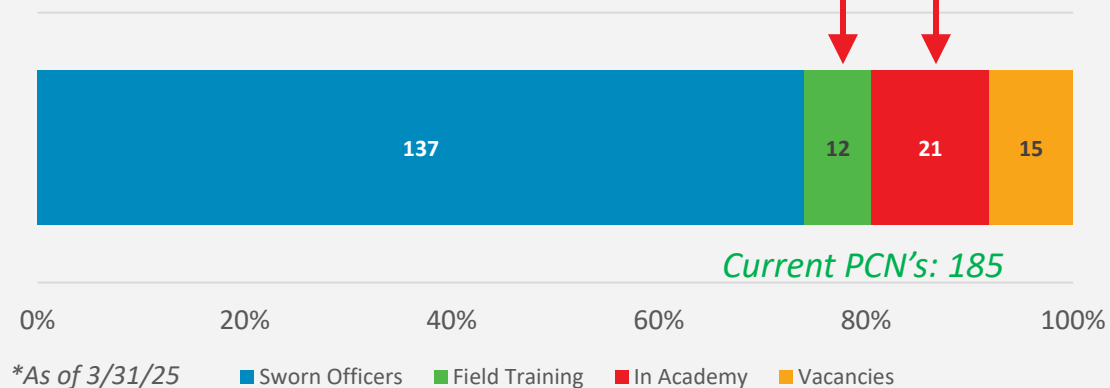
- 12 Police Officers hired in calendar year 2025
- 75% of candidates in the background process are police officer candidates
  - There are currently 42 police officer candidates in the background process
- 21 new recruits currently in or pending police academy placement
- 12 sworn officers currently in Field Training
- Approximately 125 prospects attended the recruitment open house in February 2025
- Number of applicants interviewed
  - FY24 Q3: 108
  - FY24 Q4: 100
  - FY25 Q1: 125
  - FY25 Q2: 106
  - FY25 Q3: 111

Questions?