Quarterly Service Performance Review
4th Quarter, FY25 (April – June 2025)

Engineering & Operations Committee

September 11, 2025

KPI Grouping

BART

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
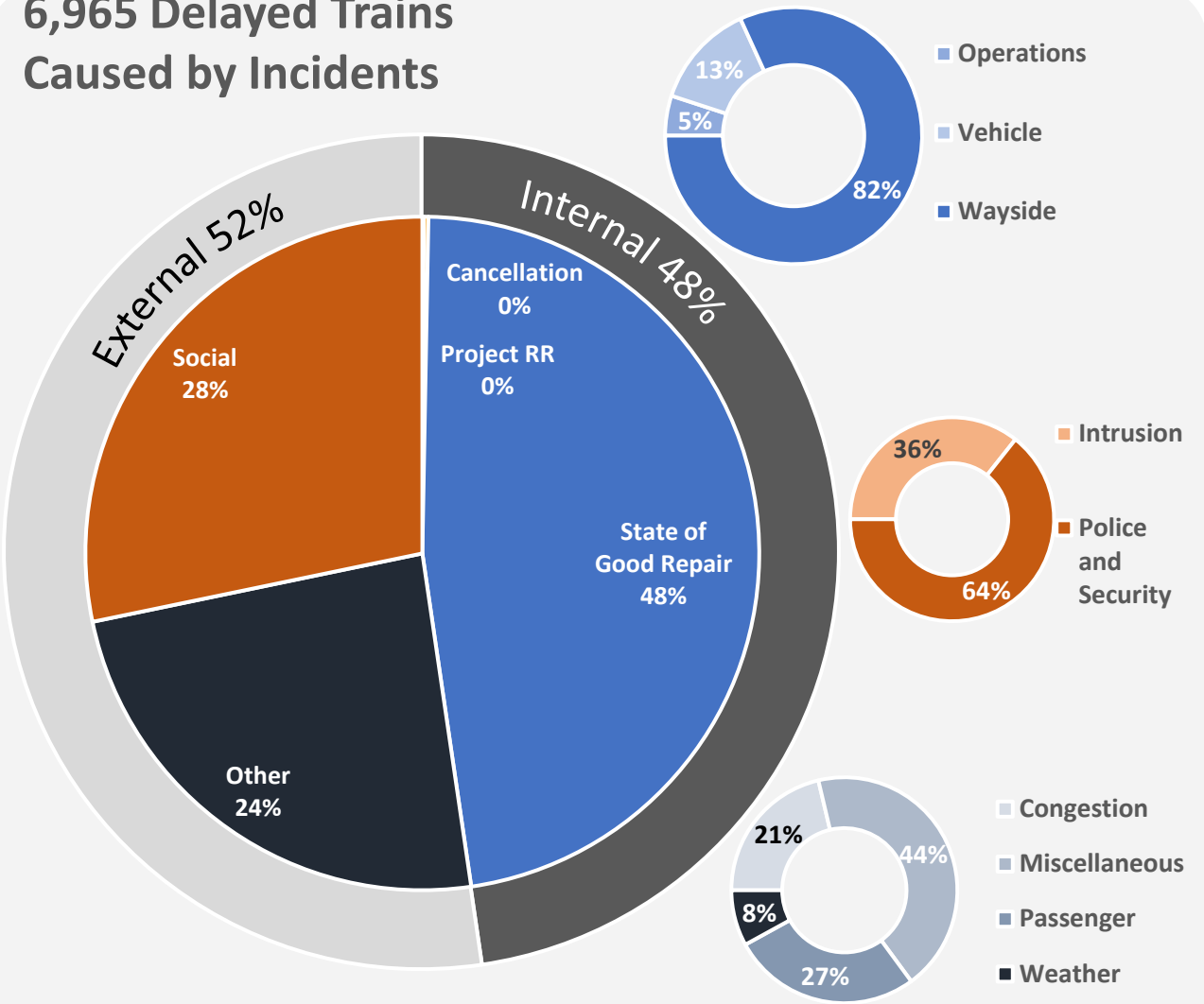 - OSHA Recordable Injuries

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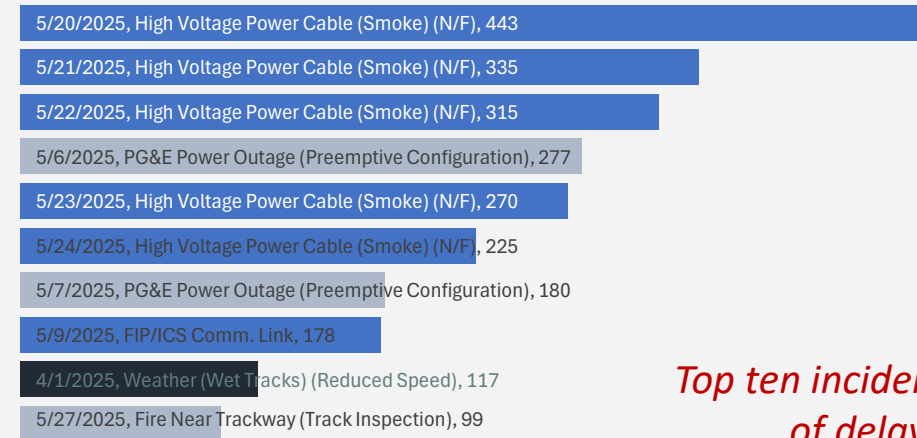- Crime – Against Persons
- Progressive Policing

Category | Class | Slide

Service Delivery – Delay Incident Detail

6,965 Delayed Trains Caused by Incidents

External 52%
Internal 48%

Social 28%
Other 24%
State of Good Repair 48%
Cancellation 0%
Project RR 0%

Operations 82%
Vehicle 5%
Wayside 13%

Intrusion 36%
Police and Security 64%

Congestion 44%
Miscellaneous 21%
Passenger 27%
Weather 8%

Trains Delayed - Top Ten Single Incidents

- 5/20/2025, High Voltage Power Cable (Smoke) (N/F), 443
- 5/21/2025, High Voltage Power Cable (Smoke) (N/F), 335
- 5/22/2025, High Voltage Power Cable (Smoke) (N/F), 315
- 5/6/2025, PG&E Power Outage (Preemptive Configuration), 277
- 5/23/2025, High Voltage Power Cable (Smoke) (N/F), 270
- 5/24/2025, High Voltage Power Cable (Smoke) (N/F), 225
- 5/7/2025, PG&E Power Outage (Preemptive Configuration), 180
- 5/9/2025, FIP/ICS Comm. Link, 178
- 4/1/2025, Weather (Wet Tracks) (Reduced Speed), 117
- 5/27/2025, Fire Near Trackway (Track Inspection), 99

Top ten incidents = 35% of delayed trains

Trains Delayed by Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
4,444	3,783	3,733	3,759	7,121	8,843	3,796	6,144	5,635	1,623	3,645	1,697
FY25 Q1			**FY25 Q2**			**FY25 Q3**			**FY25 Q4**		
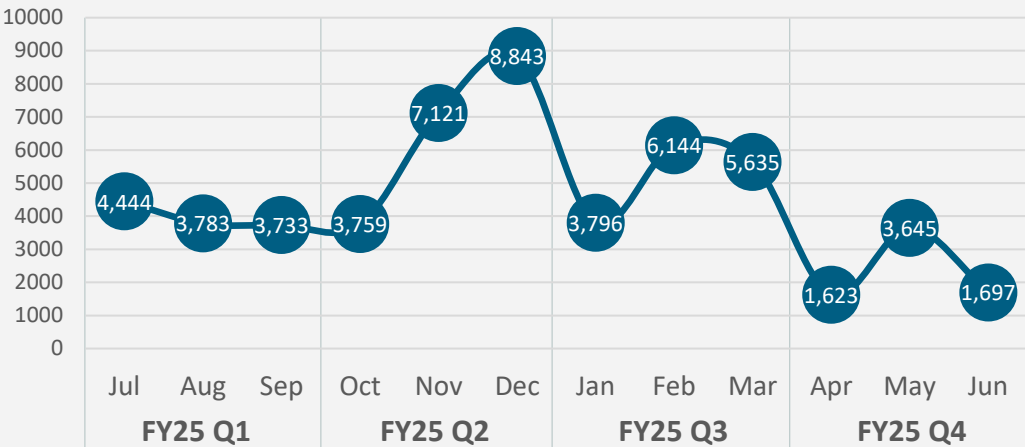
Summary – Service Delivery
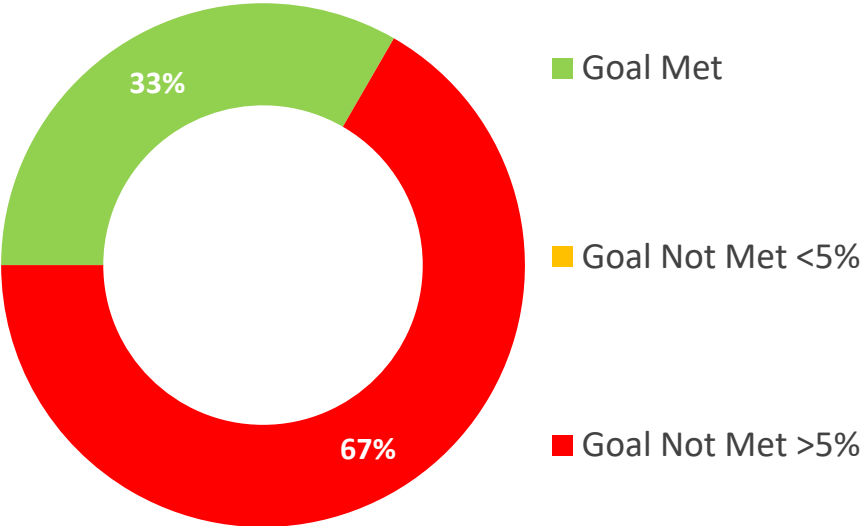
Metric	FY25 Q4	Goal	% Change from FY25 Q3	
All-Day				
Weekday - Average Ridership	180,199	176,560	6.18%	▲
Trains On-Time - Daily	85.2%	91.0%	45.22%	▲
Customers On-Time - Daily	94.2%	94.0%	10.97%	▲
Peak				
Trains On-Time - Peak	81.3%		55.53%	▲
Customers On-Time - Peak	93.9%		11.31%	▲

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 10.1% over last year.

- Average weekday ridership up 8.9% over last year.

- Saturday ridership up 19.0% over last year.

- Sunday ridership up 12.0% over last year.

● **Average Ridership - Weekday**

Average Weekday Trips: 250K, 200K, 150K, 100K, 50K, K

Results — Goal

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun
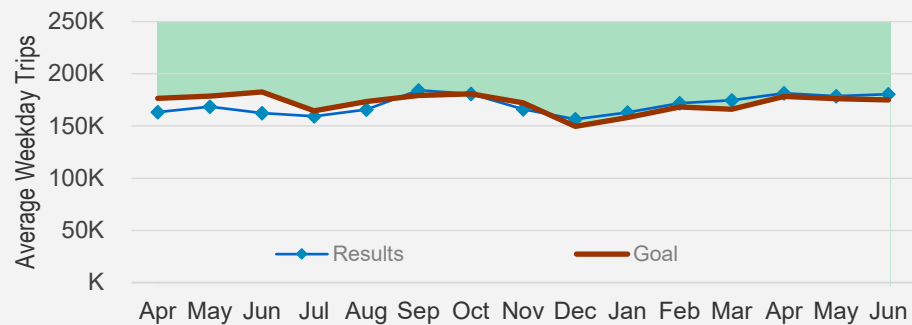
Capacity – Dispatches Operated

- Train cancellations decreased to less than 0.5% in April only to sharply increase in May due to Major Events

- Major Incidents accounted for 100% of cancellations.

- The three largest categories within Major Incidents:
  - Wayside Issues: 81%
  - PG&E Power & Wayside Fire: 9%
  - Vehicle & Intrusion: 3% each

Scheduled Runs Dispatched from Origin
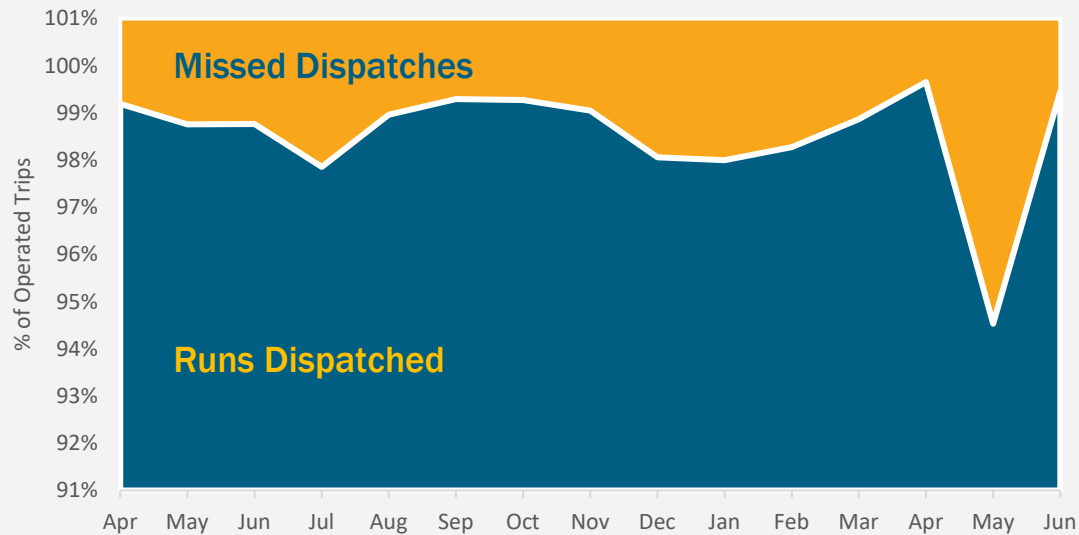
% of Scheduled Dispatches Missed by Cause
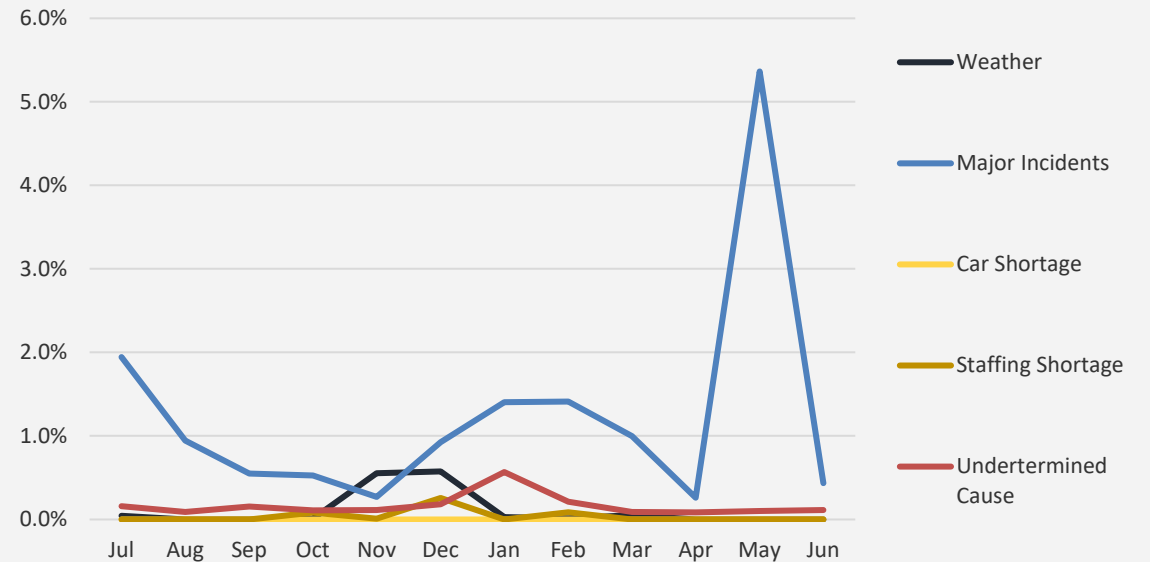
Capacity – Passenger Loading

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
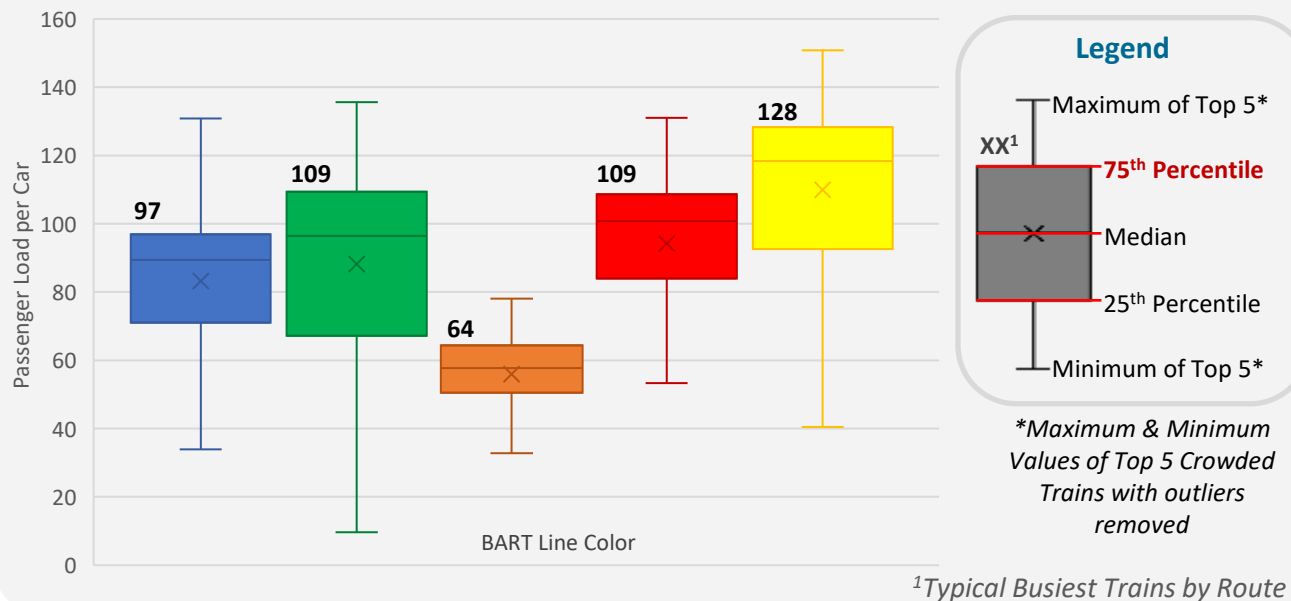
Average Hourly Weekday Passenger Load per Car by Line
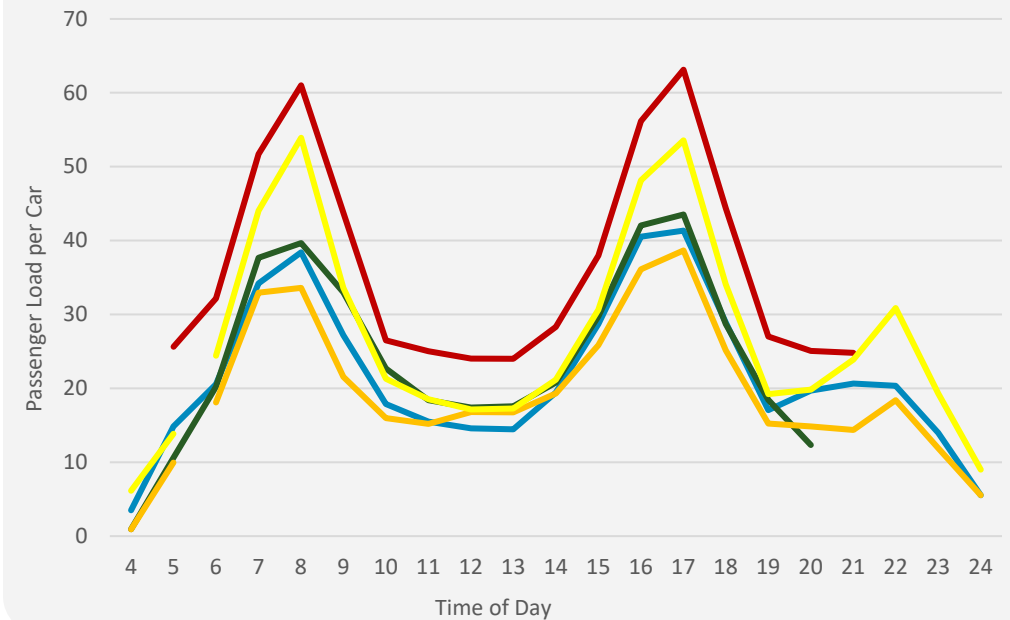
Punctuality – Trains On-Time

TOT - Daily

Categories: TOT Current Qrt 85.2%, Wayside 5.7%, Police and Security 2.7%, Miscellaneous 1.6%, Intrusion 1.5%, Passenger 1.0%, Vehicle 0.9%, Congestion 0.8%, Operations 0.4%, Weather 0.3%

● Trains On-Time - Daily

Daily TOT, Goal — Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Trains On-Time - Peak

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun
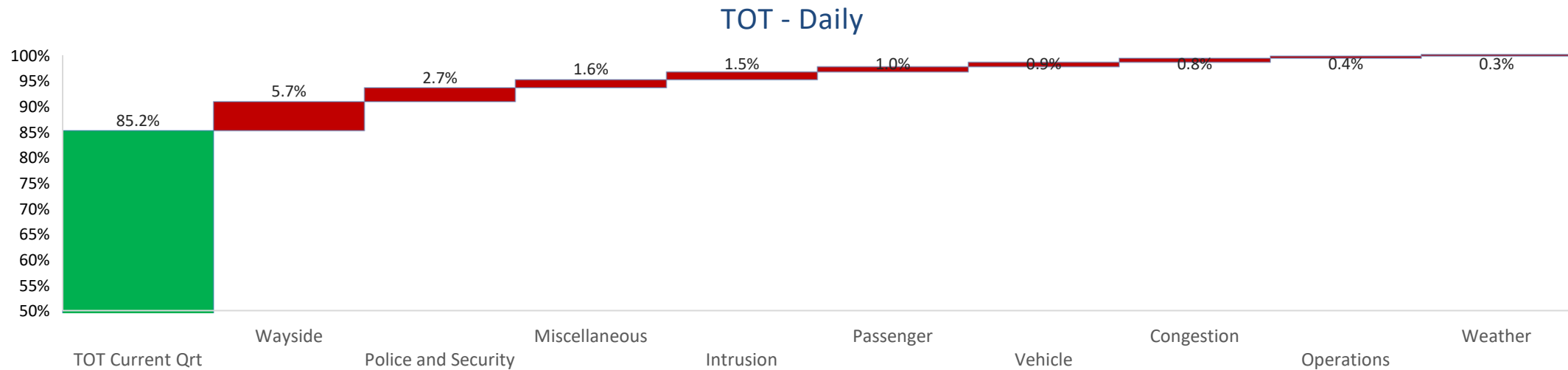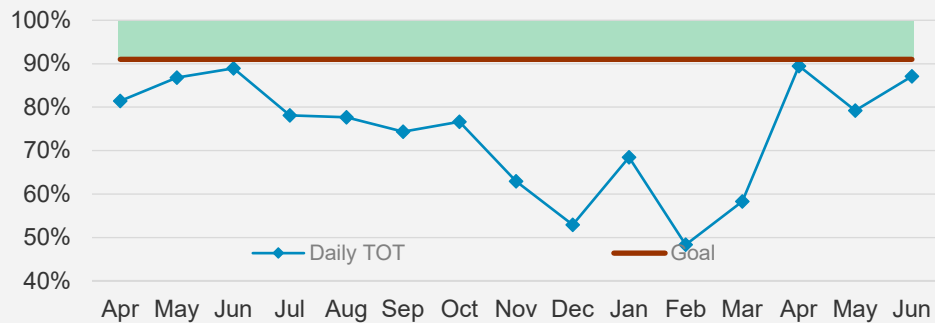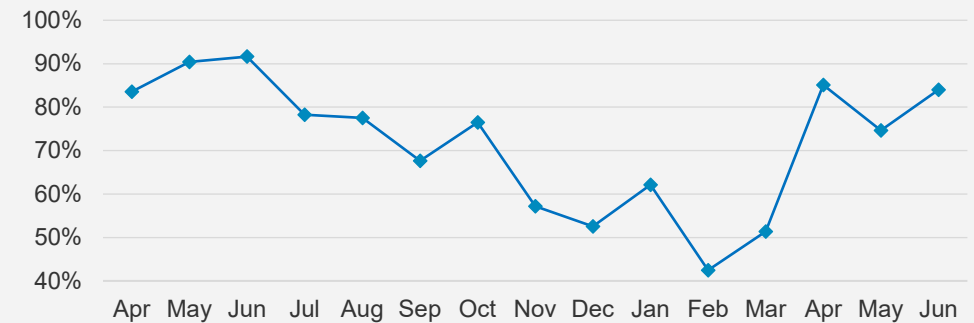
Punctuality – Timed Train Meets

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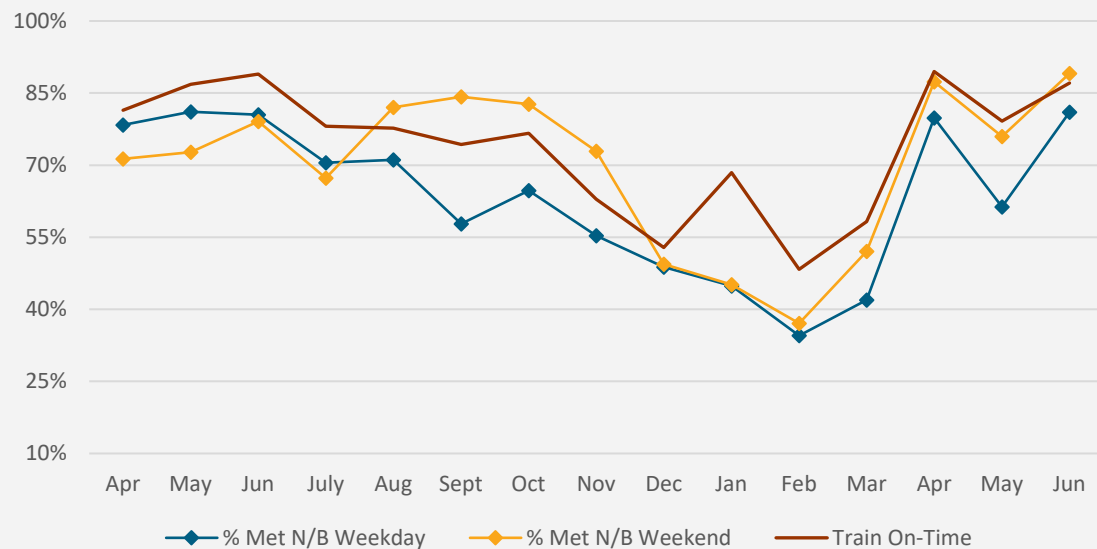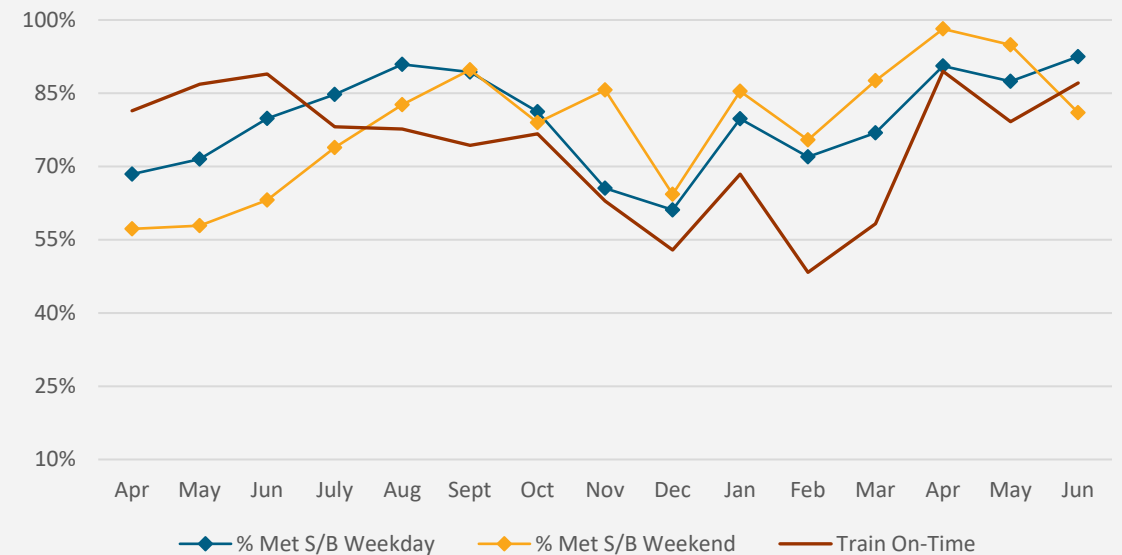
A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point

Punctuality – Customer On-Time

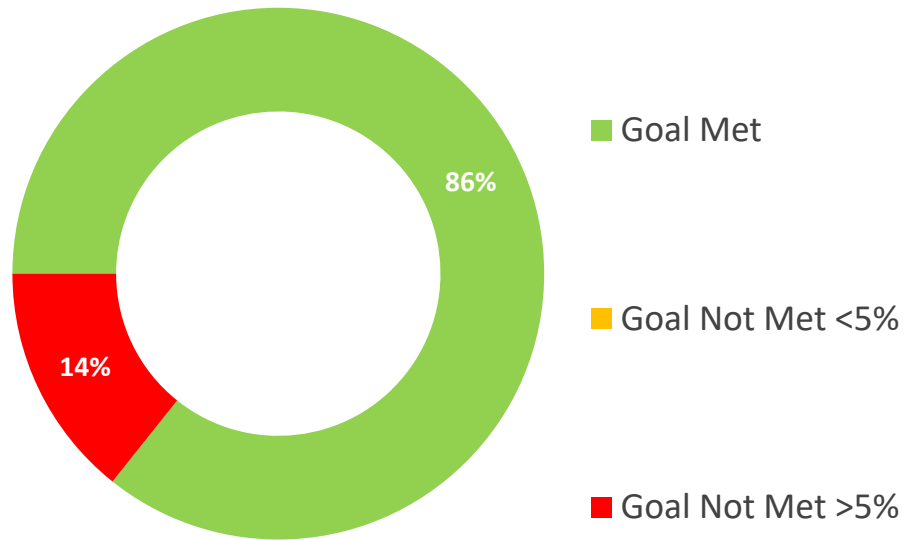- Customer On-Time was 94% for the quarter
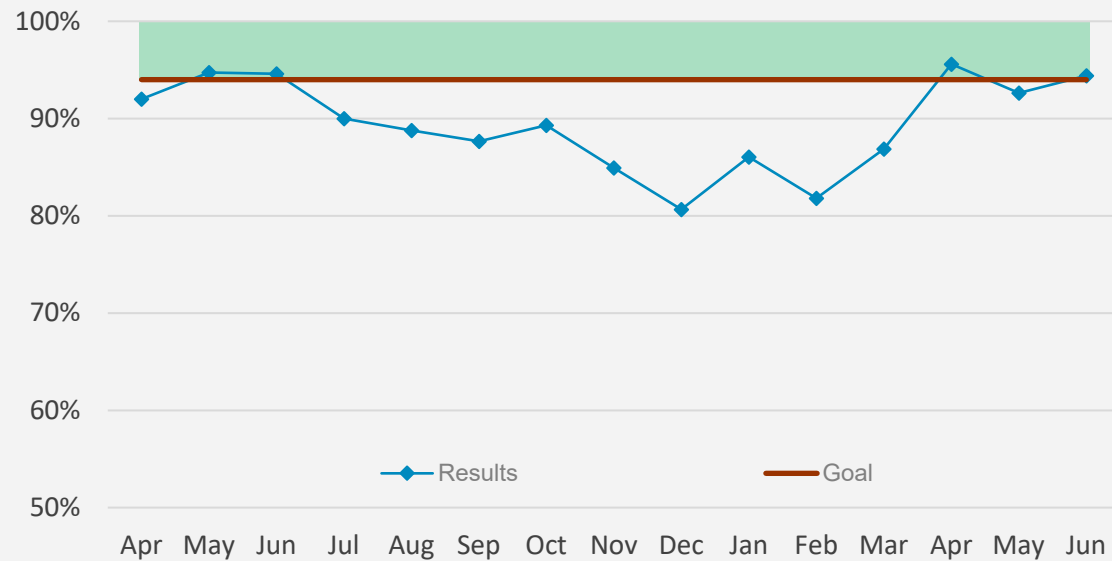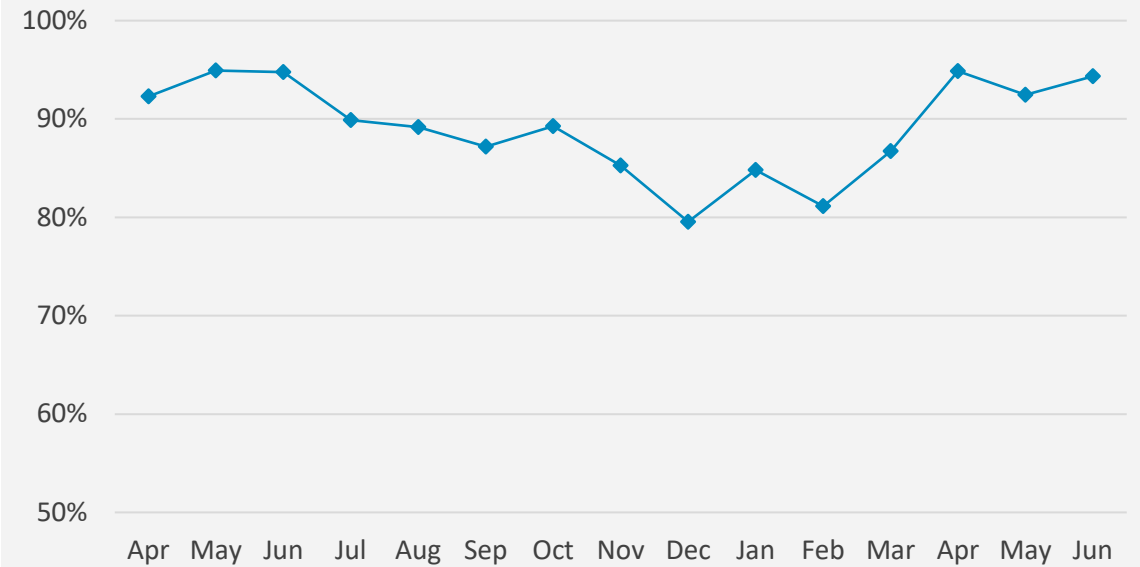
Summary – Railway Asset Availability

Metric	FY25 Q4	Goal	% Change from FY25 Q3	
Wayside Equipment				
Track	0.35	0.30	96.41%	▲
Traction Power	0.38	1.00	73.03%	▲
Wayside Train Control System	0.66	1.30	41.97%	▲
Computer Control System	0.78	0.30	(694.40%)	▼
Transportation	0.34	0.50	43.41%	▲
Revenue Vehicle				
Vehicle MTBSD - (Hours)	11688	9600	21.61%	▲
4 AM - Car Availability	748	471	16.91%	▲
DMU - MDBF (Miles)	29828	29000	(35.95%)	▼
Station Equipment				
Elevators in Service - Station	99.3%	98.0%	0.19%	▲
Elevators in Service - Garage	99.1%	97.0%	(0.72%)	▼
Escalators in Service - Street	95.2%	93.0%	2.15%	▲
Escalators in Service - Platform	98.3%	96.0%	3.15%	▲
Automatic Fare Collection - Gates	99.1%	98.0%	(0.55%)	▼
Automatic Fare Collection - Vendors	95.1%	95.0%	(3.36%)	▼

86% Goal Met
14% Goal Not Met >5%

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

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			

Wayside Asset Availability – Detail

- 2,700 Wayside Caused Train Delays for the Quarter

Top Ten Wayside Train Delay Causes for FY25 Q4

Legend: Train (bar), % Wayside Train Delay (line)
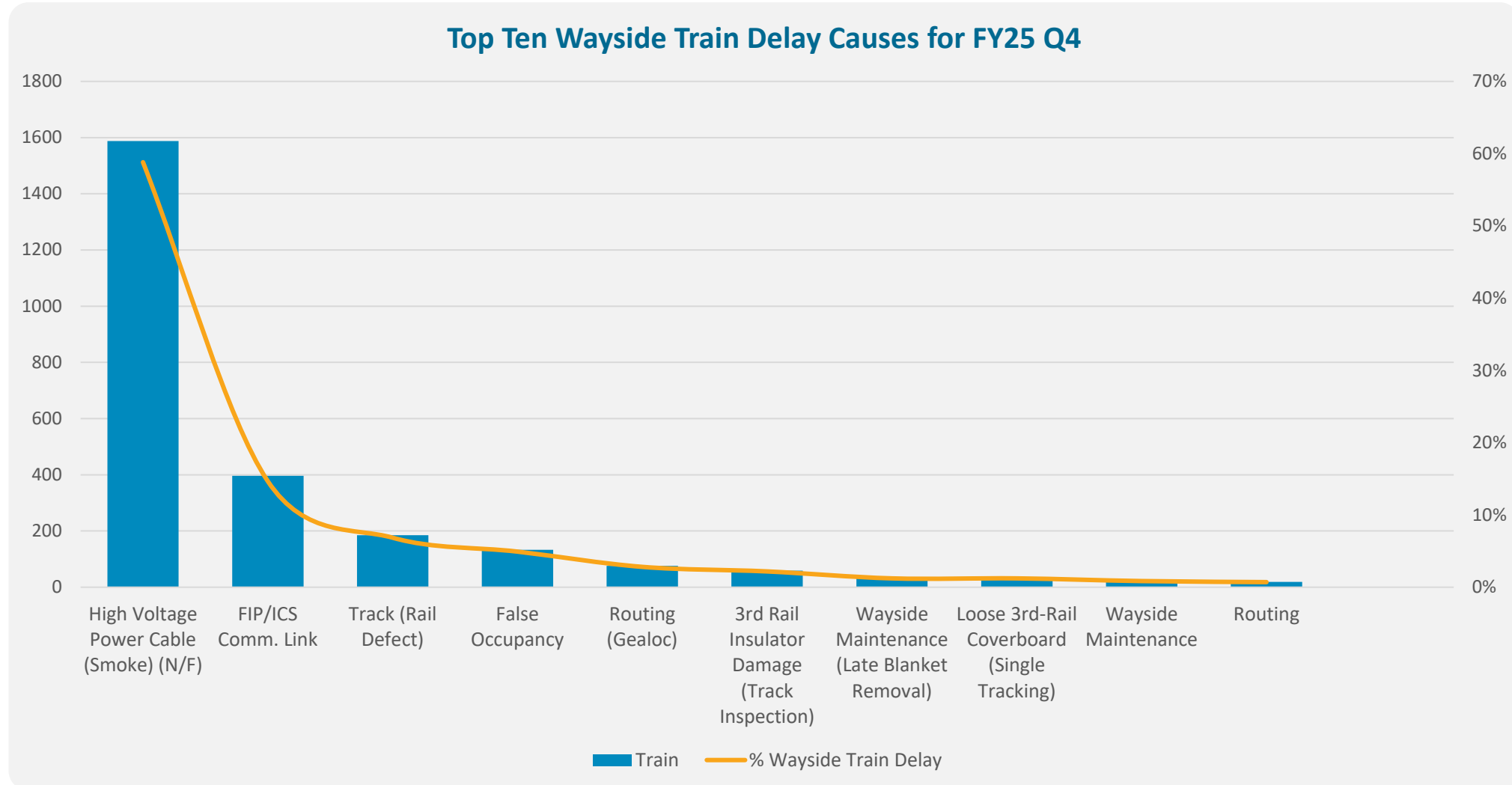
Wayside Equipment – Delayed Trains by System
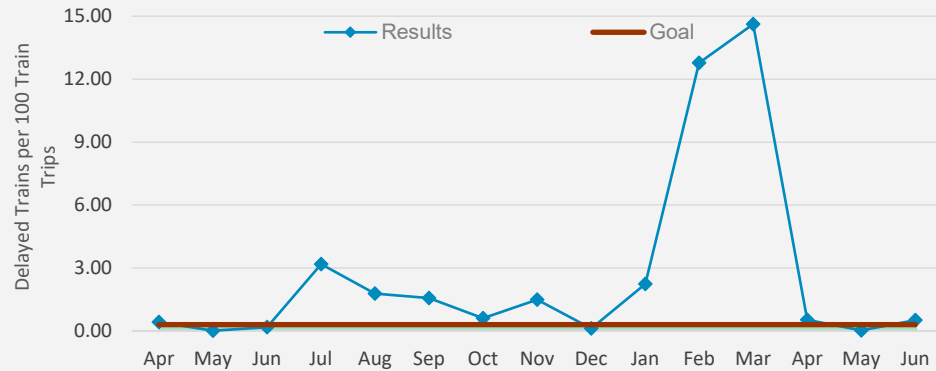
Revenue Fleet – Reliability
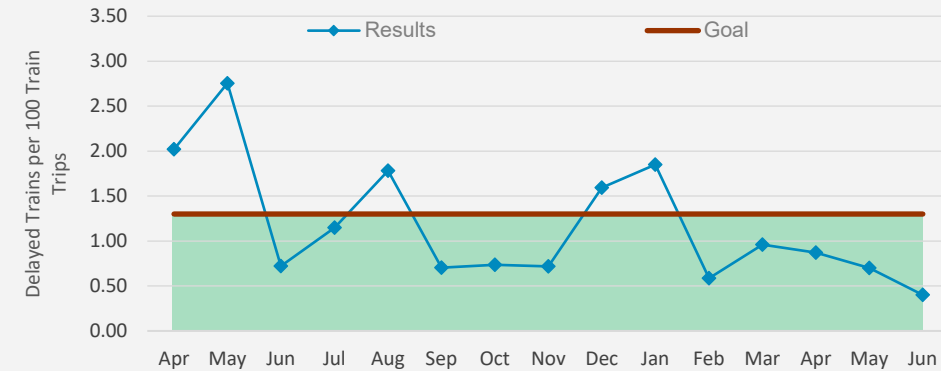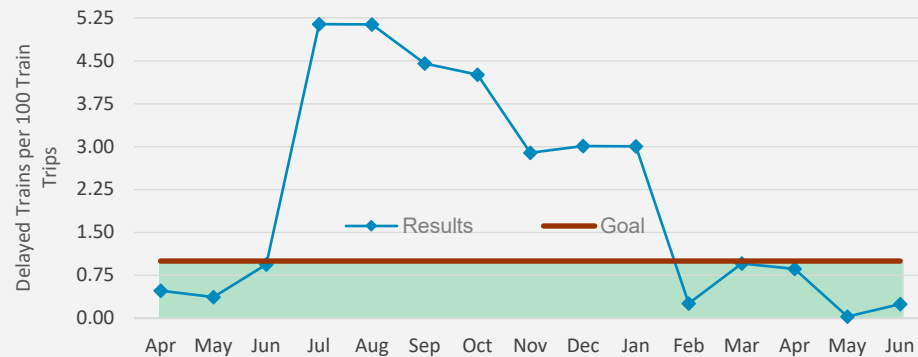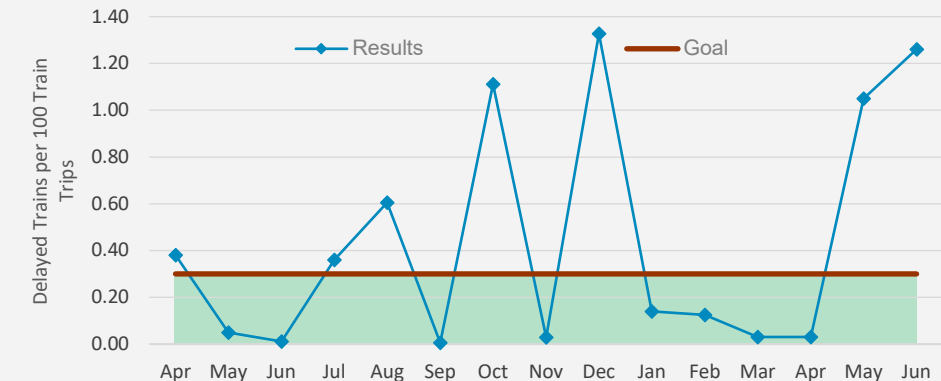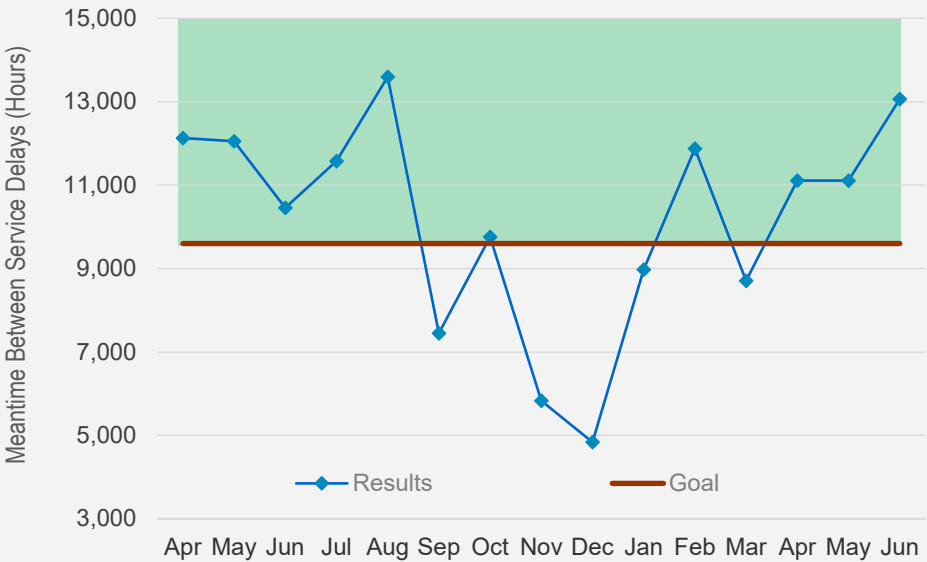

Car Availability at 4 AM
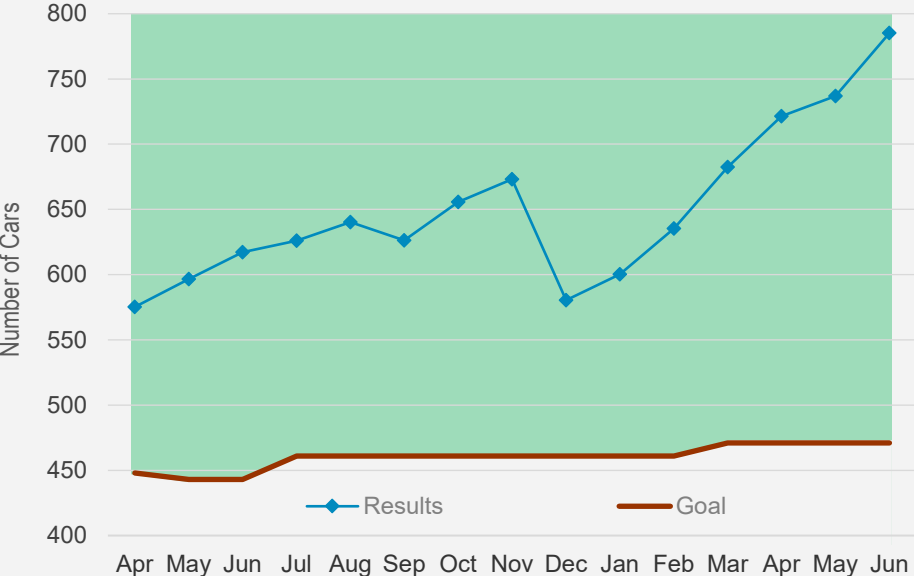
Mean Time Between Service Delays

FOTF

971

Car count as of 06/30/2025

SAN FRANCISCO BAY AREA RAPID TRANSIT

Operations - Transportation
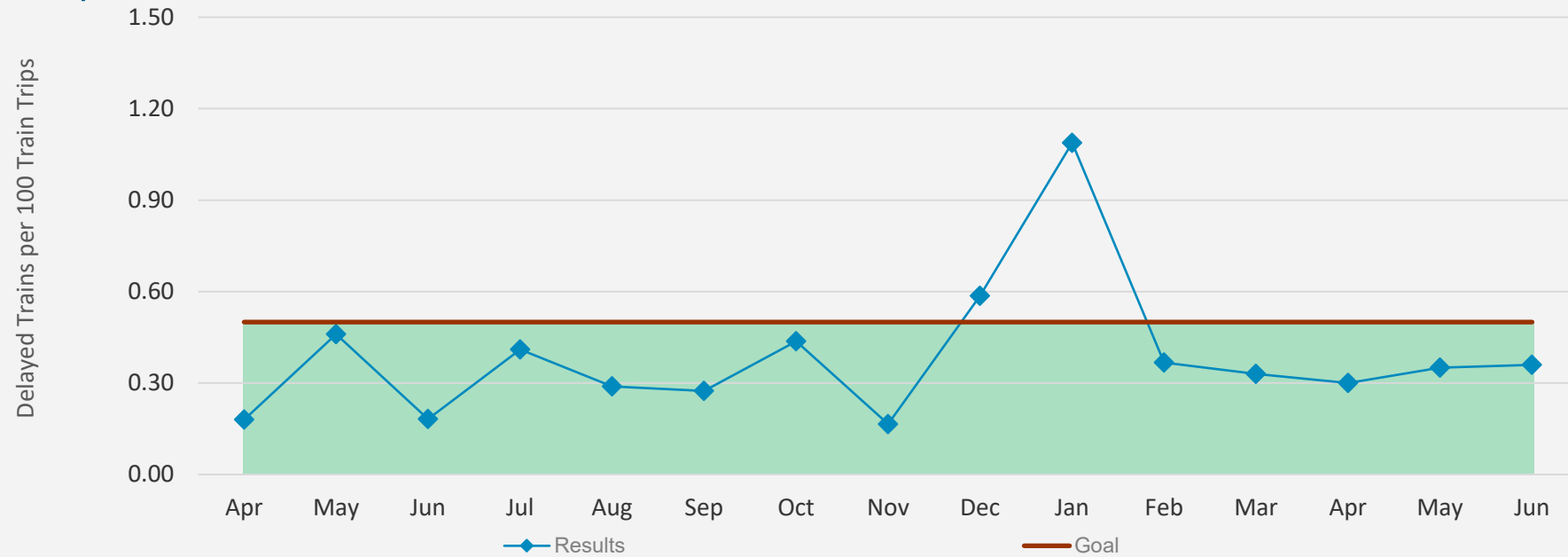
Hiring Metrics - Priority Positions

Rail Operations Controller as of June 30th, 2025

Target Range: 30 to 35

Certified Controllers: 16	Qualification Phase: 2
Trainees (Classroom Phase): 4	General Phase: 2
In Pipeline: 1	
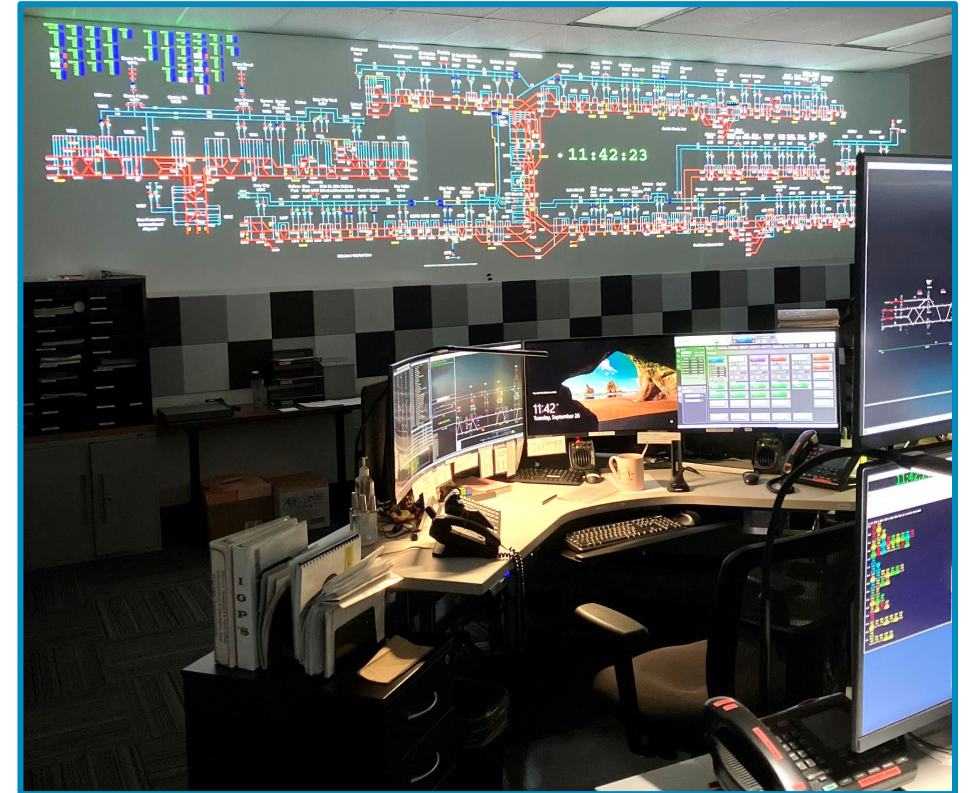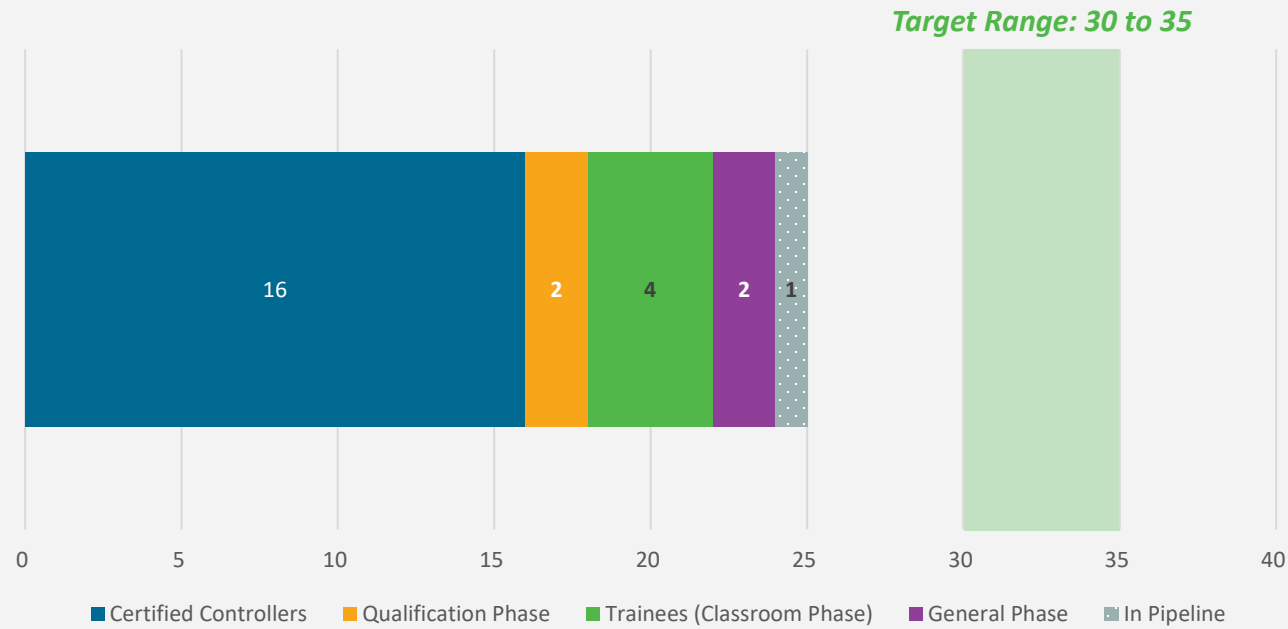
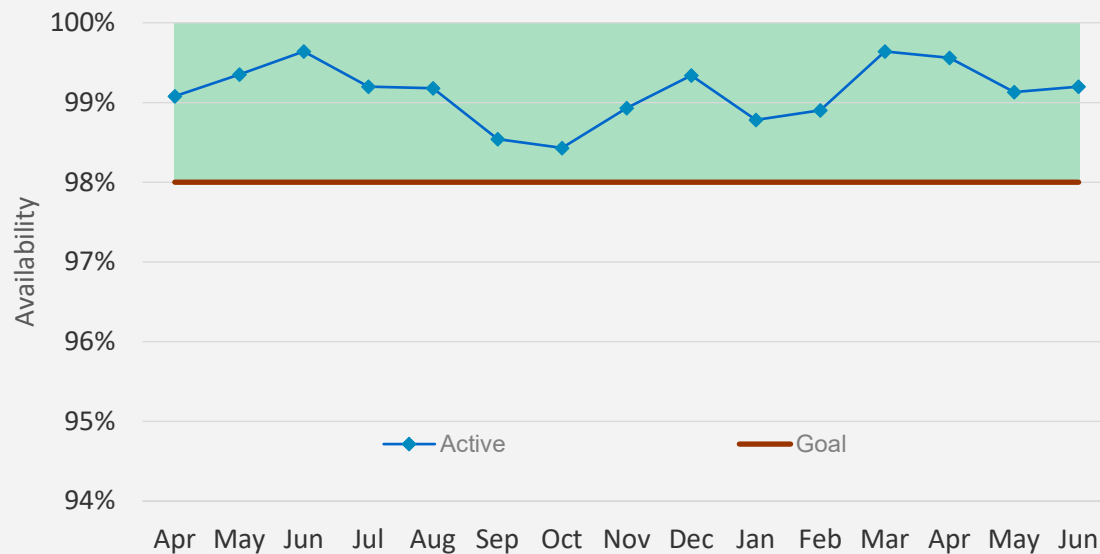# Station Equipment – Elevator Availability

Station Elevator

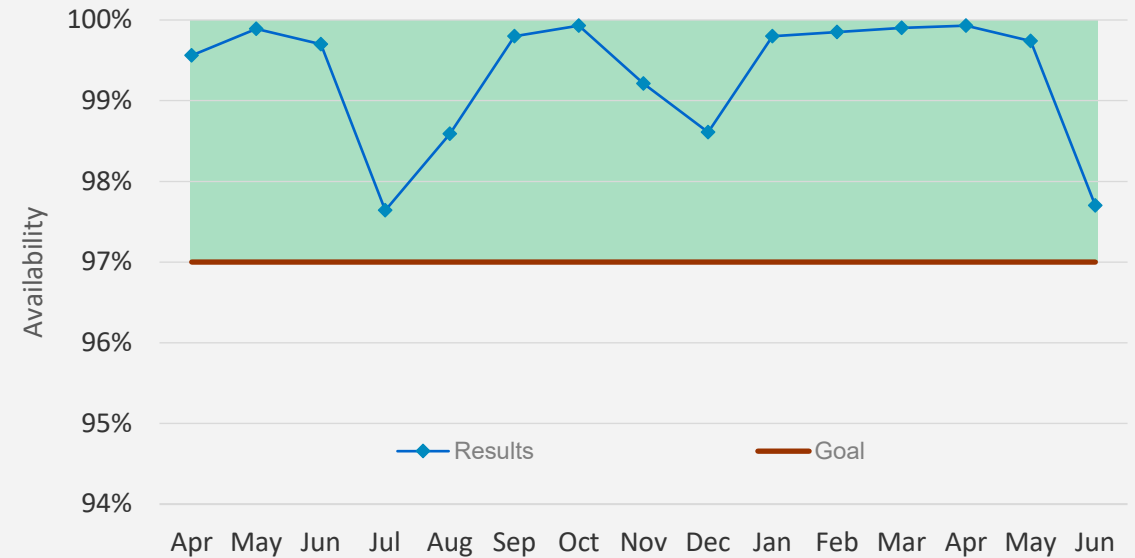- Goal has been met consecutively for the past 15 quarters

Garage Elevator

- Goal has been met consecutively for the past 21 quarters

Station Elevator chart: Availability (%) by month Apr–Jun, showing Active line above Goal (98%).

Garage Elevator chart: Availability (%) by month Apr–Jun, showing Results line above Goal (97%).

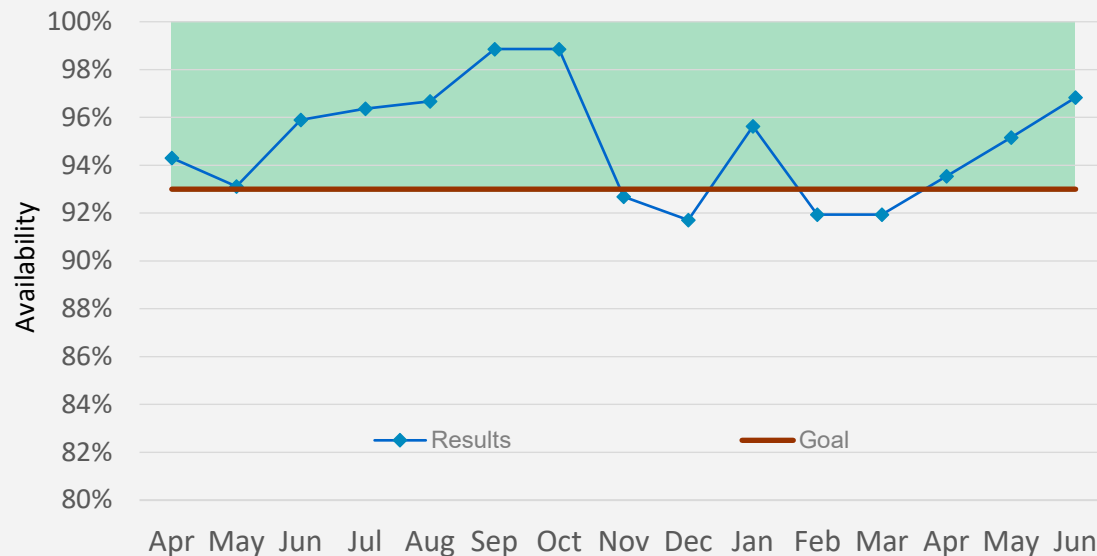*E-line Elevator and Escalator are included*

Station Equipment – Escalator Availability

Street Escalator

- Goal has been met consecutively for the past eight quarters
- Warm Springs/South Fremont S4 was out of service for 323 hours due to under speed condition
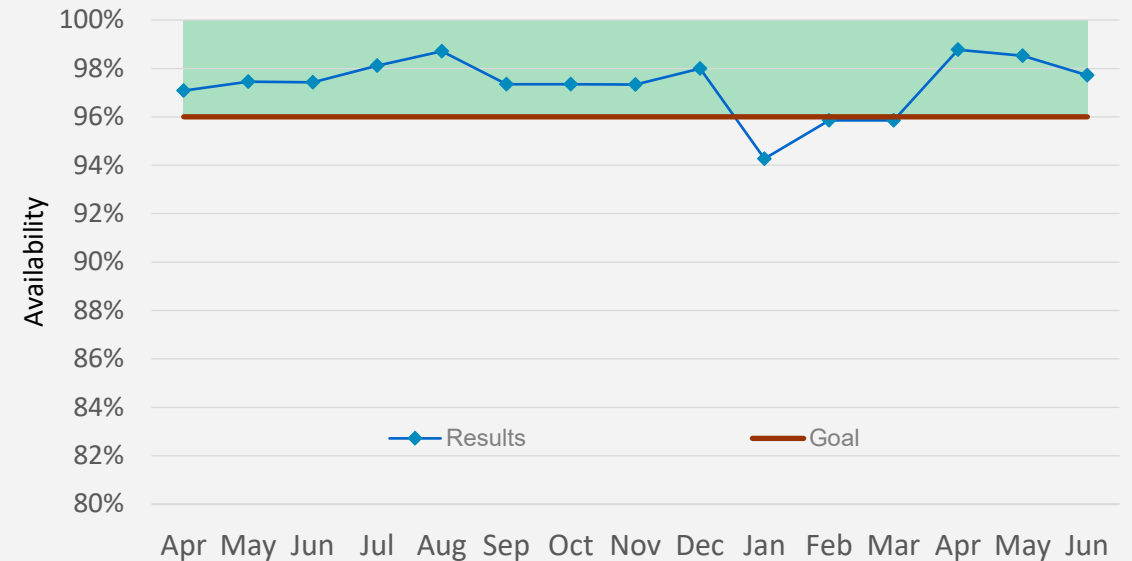- Montgomery S3 out of service for 182 hours due to burnt contactor replacement

Platform Escalator

- Goal has been met consecutively for the past 15 quarters
- San Bruno P1 out of service for 272 hours due to obsolete top MSD (Missing Step Detector)
- Downtown Berkeley P1 out of service for 126 hours due to drive sprocket shaft repair
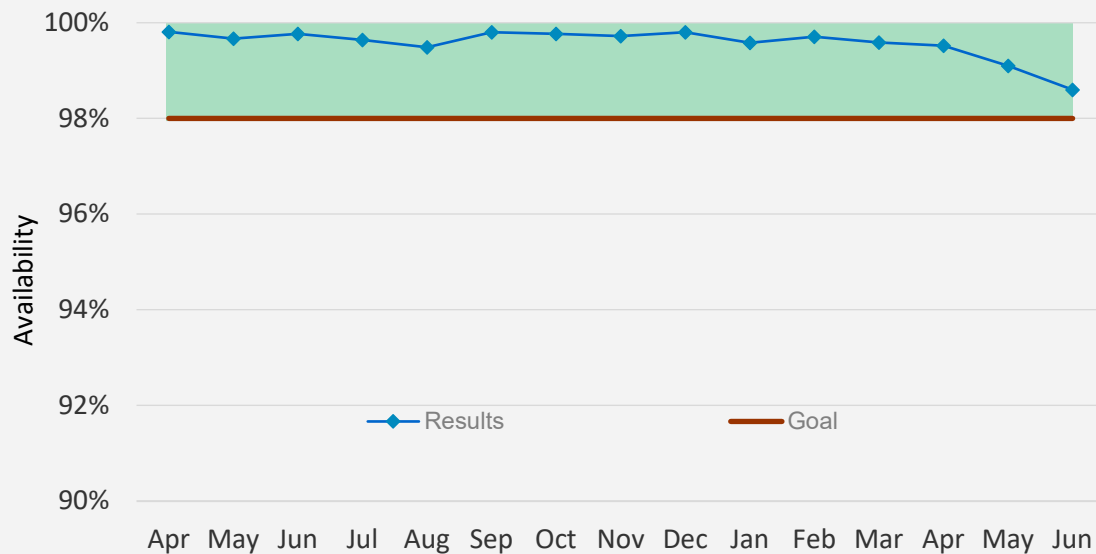
Station Equipment – Automated Fare Collection

Gate Availability

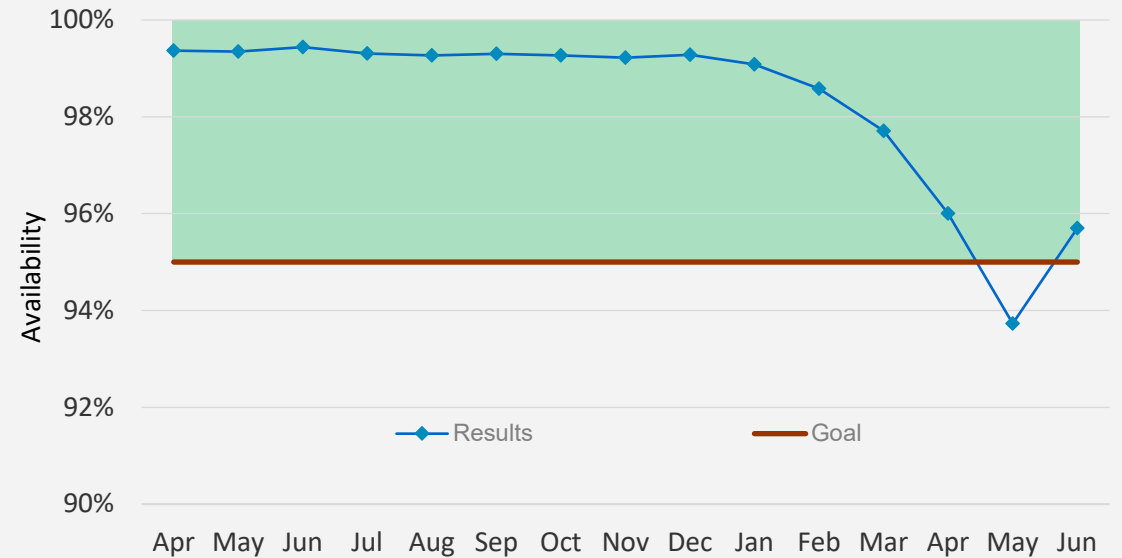- Goal has been met consecutively for the past six quarters
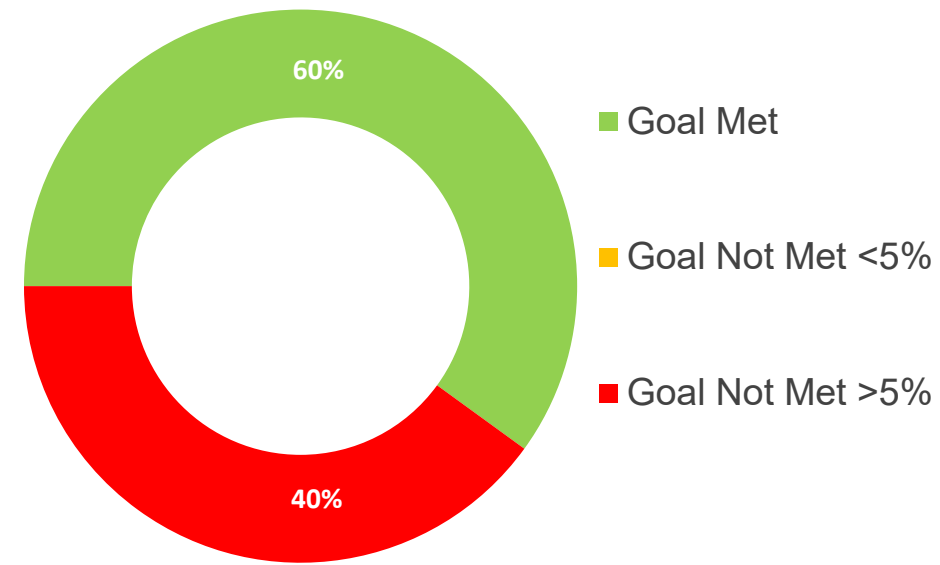
Vendor Availability

- Goal Just Met

Summary – Customer Experience

- 🟩 Goal Met
- 🟨 Goal Not Met <5%
- 🟥 Goal Not Met >5%

Metric	FY25 Q4	Goal	% Change from FY25 Q3	
Customer Experience				
Overall Customer Satisfaction	88%		4.63%	🟩▲
Complaints per 100,000 Passenger Trips	15.0	5.1	17.78%	🟥▲
Rider Experience Services				
Onboard Comfort & Cleanliness	4.2	4.0	2.69%	🟩▲
Rider Information & Support	4.1	4.0	2.19%	🟩▲
Station Environment				
Environment Outside Stations	3.9	3.5	4.99%	🟩▲
Environment Inside Stations	4.0	4.0	2.33%	🟨▲
Code of Conduct				
Fare Evasion	10%		33.33%	⬜▲

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 5,493 Cases

| Inquiry, 2,990 | Complaint, 2,212 | | |
| | Comment, 170 | Compliment, 121 |

Inquiry Cases – FY25 Q4

Parking ~1,800
General ~220
Service ~130
Clipper ~130
Maintenance and Equipment ~80

(y-axis: 0 to 2,000)
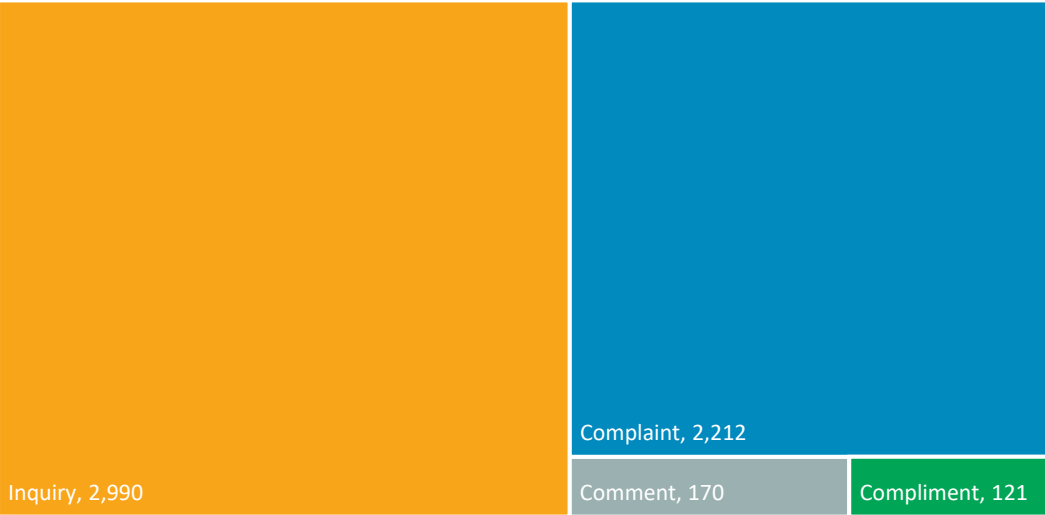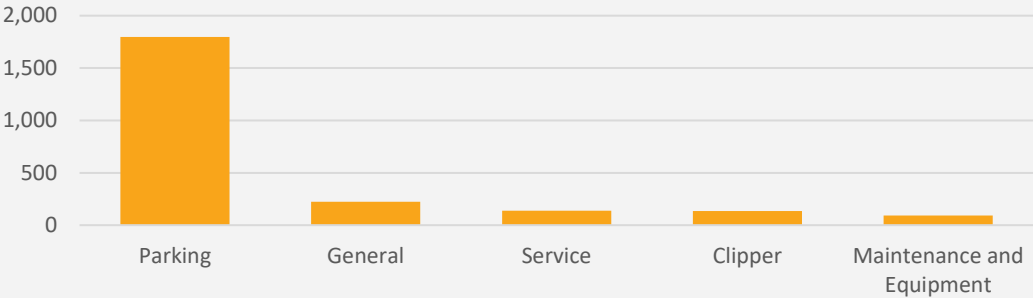
Compliment Cases – FY25 Q4

Personnel - S/A ~41
Personnel - Other ~18
Personnel - T/O ~15
Compliments Misc. ~7
Passenger Information ~7

(y-axis: 0 to 50)
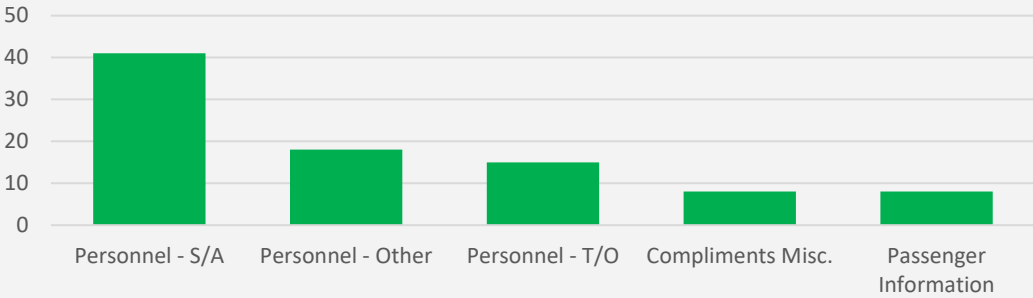
Customer Service – Complaint Cases

Breakdown of Top Five Complaint Categories of 2,212 Complaints

Service, 305 | Biohazard, 296 | Personnel, 267 | Fare gate, 260 | Trains, 221

● Customer Complaints
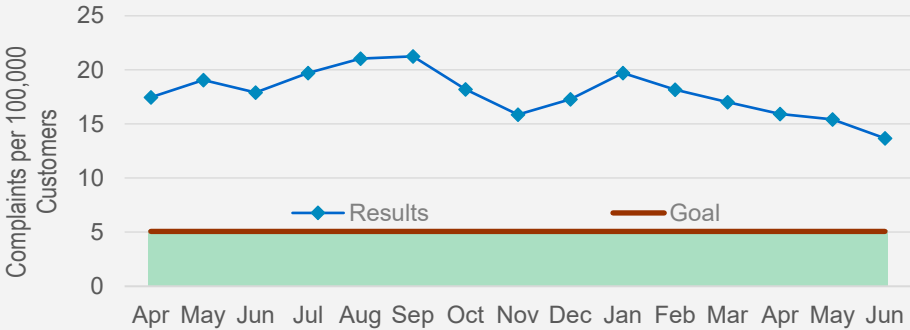
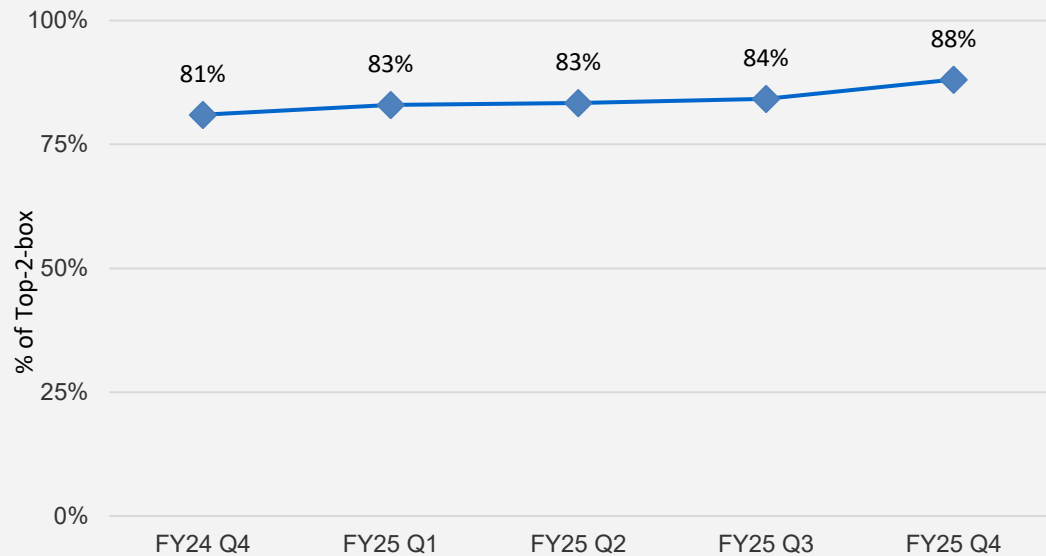## FY25 Q4 Trending Customer Complaints
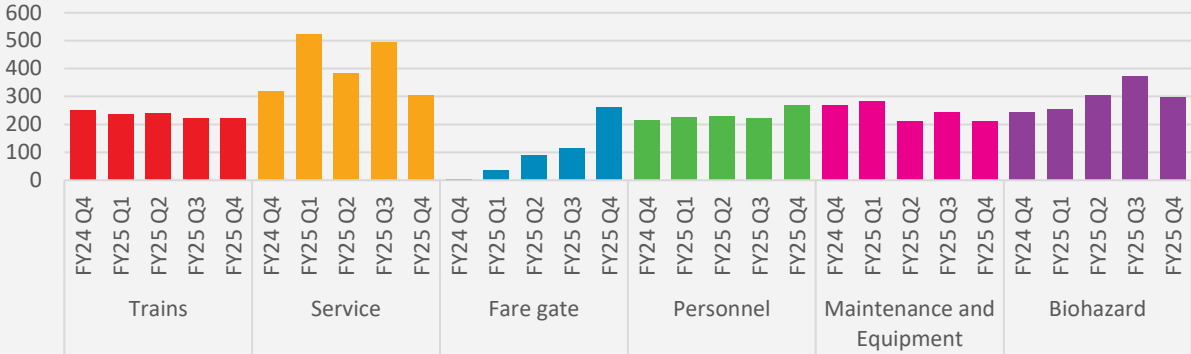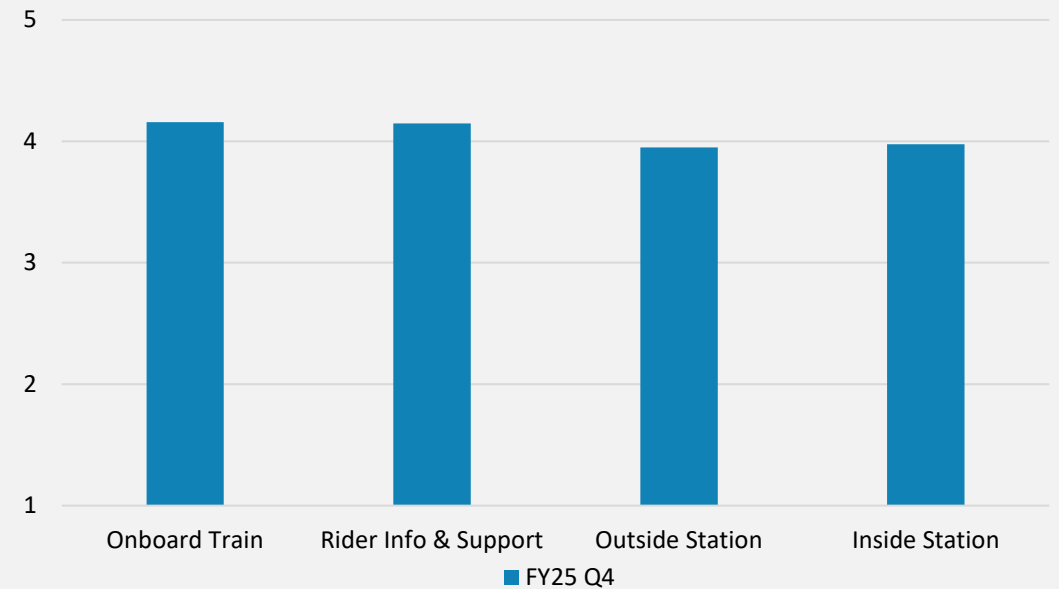
Overall Customer Satisfaction

- Overall Customer Satisfaction is 88%

Overall Customer Satisfaction

Overall, how satisfied are you with the services provided by BART?
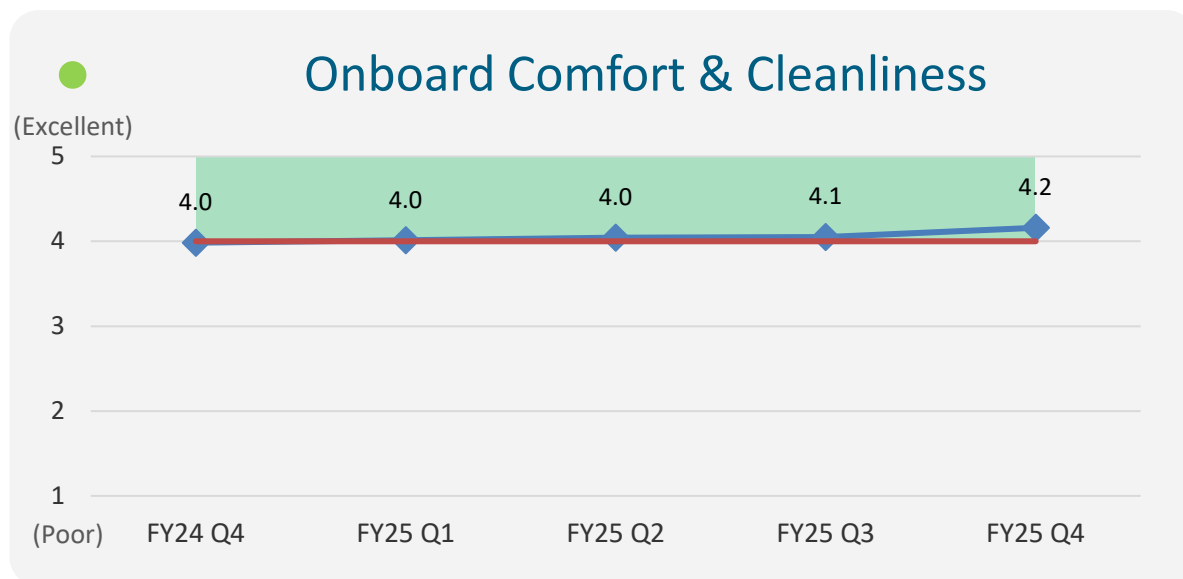
Current Quarter Customer Ratings

FY25 Q4

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

Source: PES Survey

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 Q4	FY25 Q1	FY25 Q2	FY25 Q3	FY25 Q4
	4.0	4.0	4.0	4.1	4.2

(Poor)

Rider Information & Support

(Excellent)

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

(Poor)

1. New attributes included

Source: PES Survey

Station Environment
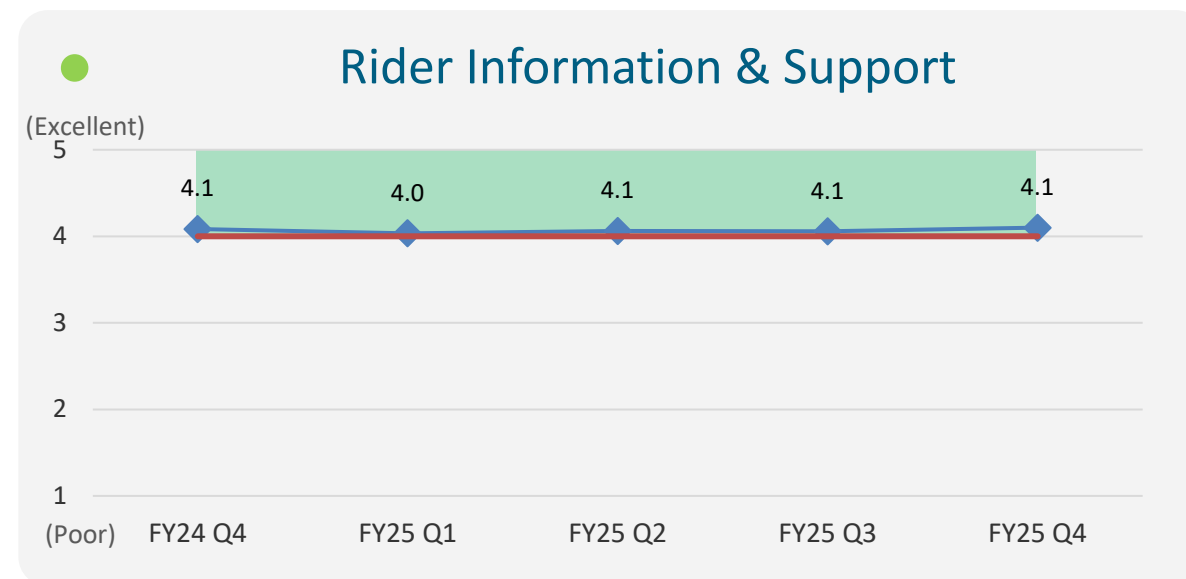
Environment Outside Station Attributes

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

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

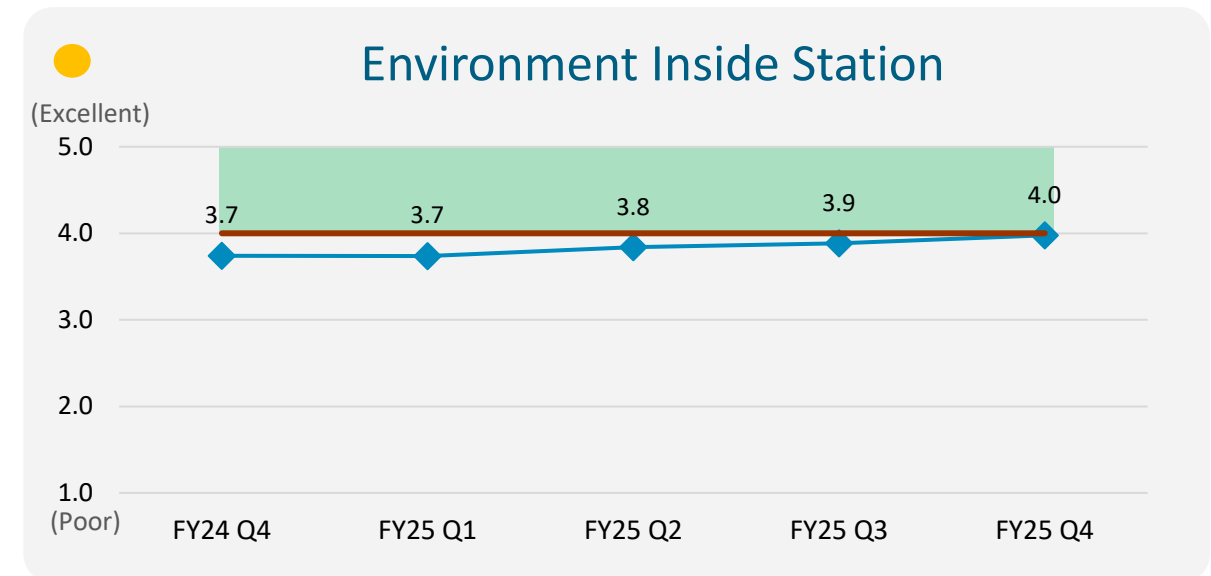## Environment Inside Station Attributes

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

- Station Free from Graffiti[1]

Environment Outside Station

(Excellent)
5
4 — 3.8 — 3.7 — 3.8 — 3.8 — 3.9
3
2
1
(Poor)

| FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3 | FY25 Q4 |

Environment Inside Station

(Excellent)
5.0
4.0 — 3.7 — 3.7 — 3.8 — 3.9 — 4.0
3.0
2.0
1.0
(Poor)

| FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3 | FY25 Q4 |

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

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

75% / 17% / 8%

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		

Metric	FY25 Q4	Goal	% Change from FY25 Q3	
Safety				
Vehicle Incidents/Million Patrons	0.21	0.6	55.31%	▲
Unscheduled Door Openings/Million Car Miles	0.17	0.2	5.55%	▲
Rule Violations Summary/Million Car Miles	0.23	0.25	(283.33%)	▼
Station Incidents/Million Patrons	1.28	2	(36.17%)	▼
OSHA-Recordable Injuries/Illnesses/Per OSHA	12.08	12	16.57%	▲
Lost Time Injuries/Illnesses/Per OSHA	7.81	6.5	25.76%	▲
Security				
Police Response Time per Emergency Incident	4.50	5	(1.12%)	▼
Bike Thefts	30	50	(87.50%)	▼
Auto Thefts/1,000 Parking Spaces	1.30	2	3.70%	▲
Auto Burglaries/1,000 Parking Spaces	1.5	3.5	(1.72%)	▲
BART Police Presence	22.9%	12%	20.29%	▲
Crimes Against Persons/Million Riders	4.69	2	34.59%	▲

Safety – Passenger

Station Incidents

Breakdown of 18 Station Incidents

- Escalator, 12
- Stairs, 3
- Platform, 3

Station Incidents

Chart showing Incidents per Million Passengers with Results and Goal lines across FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3, FY25 Q4.

Vehicle Incidents

Breakdown of 3 Vehicle Incidents

- Boarding, 3

Vehicle Incidents

Chart showing Incidents per Million Passengers with Results and Goal lines across FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3, FY25 Q4.

Safety – Employee
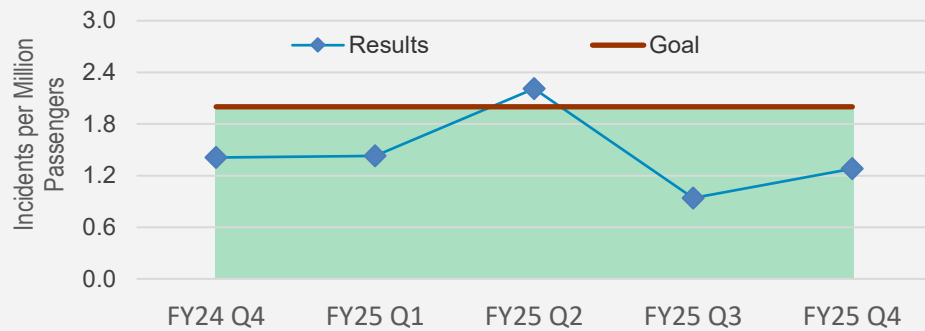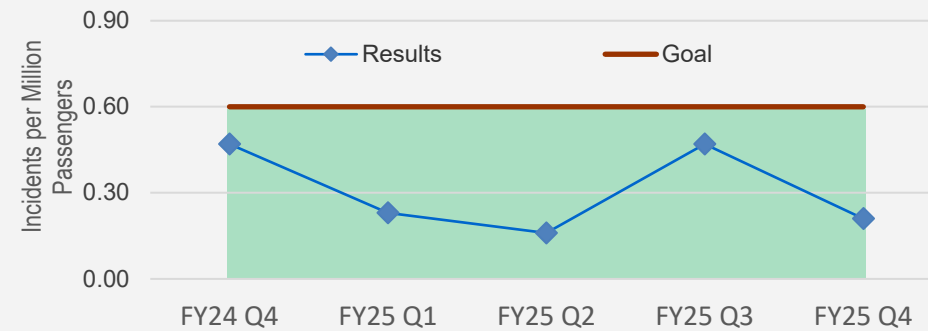
Lost Time due to Injuries

Breakdown of 75 Lost Time Cases

Trauma, 29
Contusion, 19
Strain, 15
Other, 8
Sprain, 4

Lost Time due to Injuries
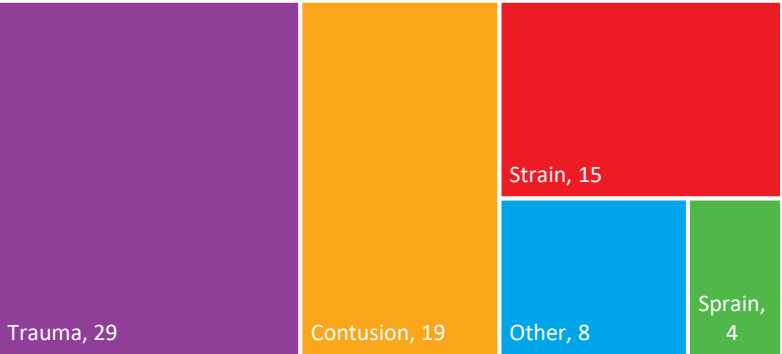
OSHA Recordable Injuries

Breakdown of 116 Recordable Injuries

Trauma, 35
Contusion, 27
Strain, 27
Other, 21
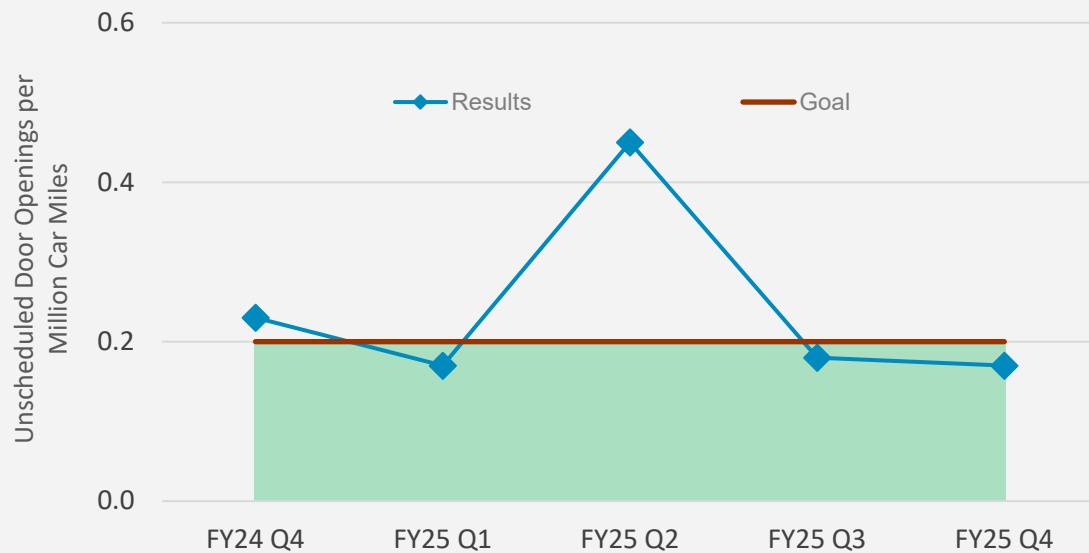Sprain, 6
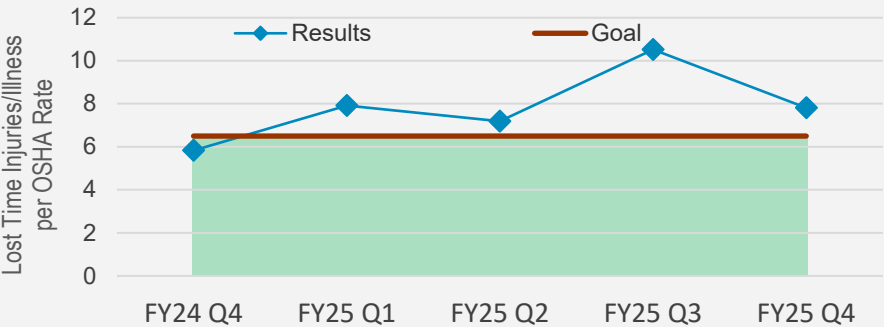
OSHA Recordable Injuries
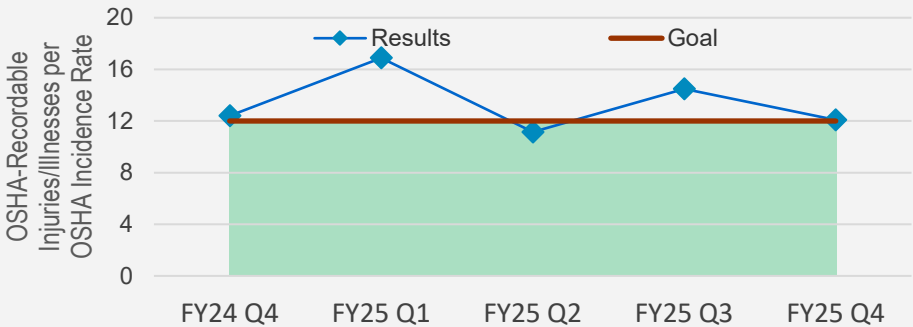
Safety – Procedure Violations

Unscheduled Door Openings

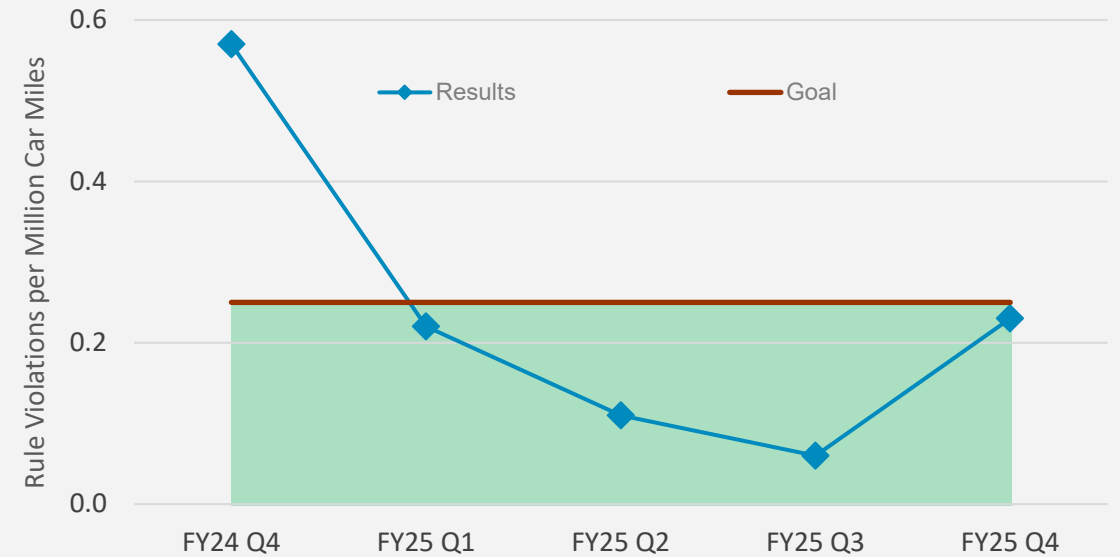- 3 incidents – 3 out of the 3 incidents were due to passenger action

Rule Violations

- 4 Rule Violations

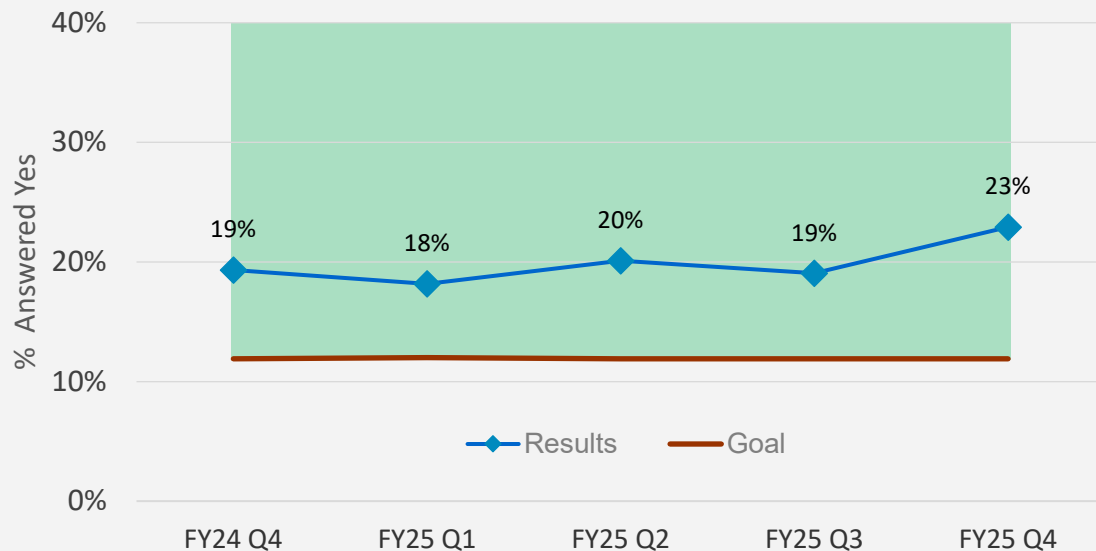Unscheduled Door Openings

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.

Police Response Time

- Goal met

Did you see BART Police personnel <u>in</u> 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
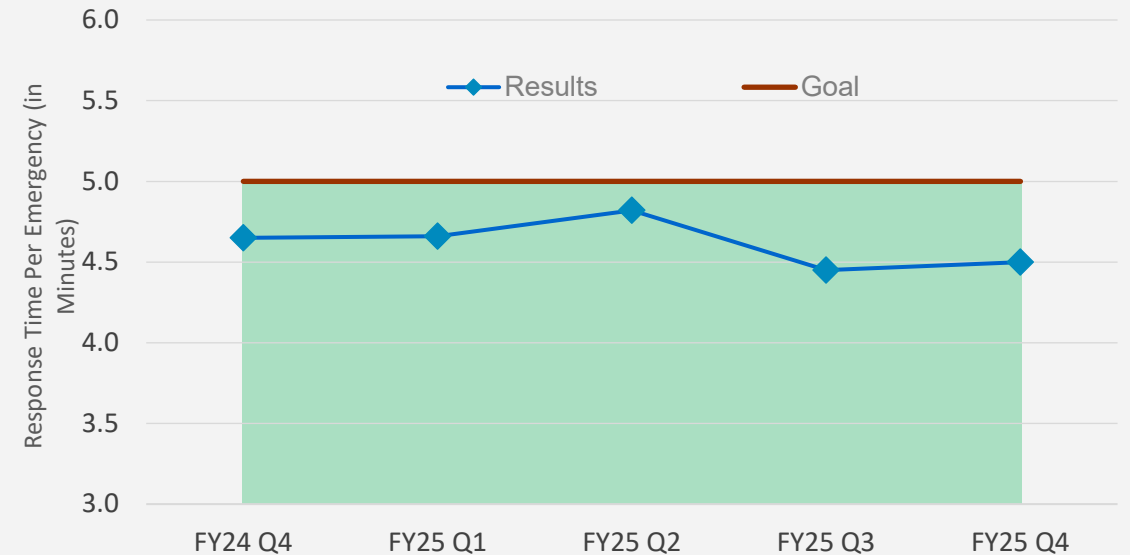
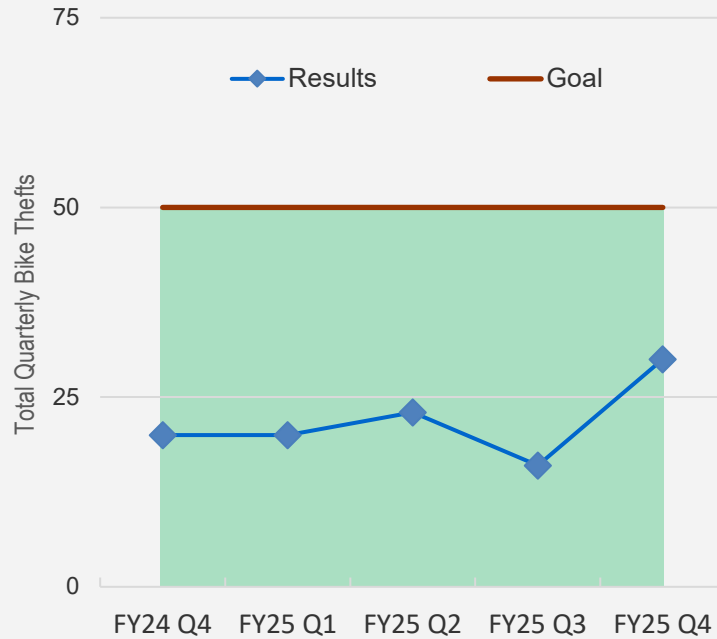### ● BART Police Presence

● BART Police Response Time

Crime – Theft and Burglary

Bike Theft
- Goal met

Auto Theft
- Goal met
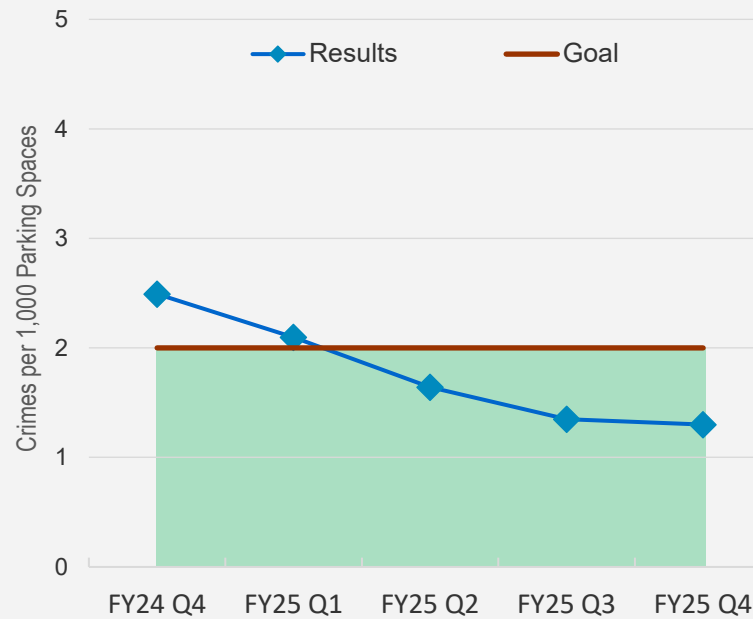
Auto Burglary
- Goal met
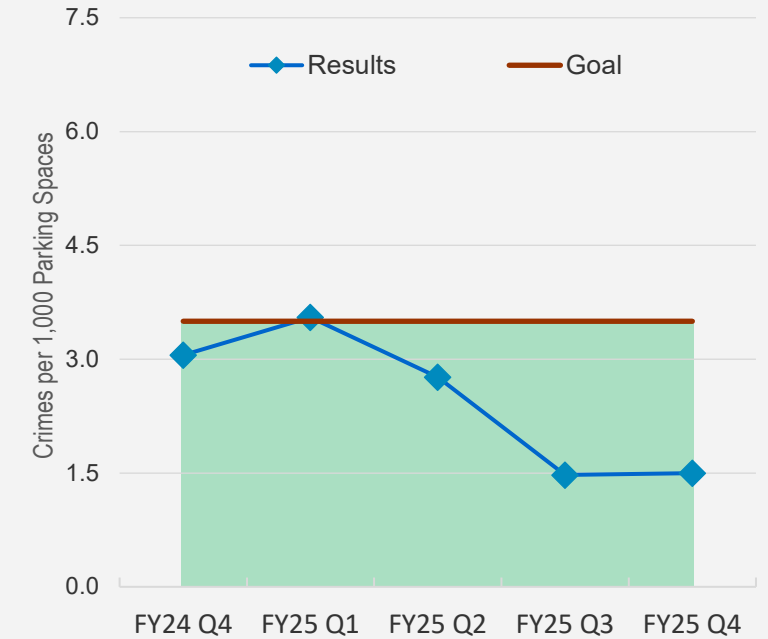
Crime – Against Persons

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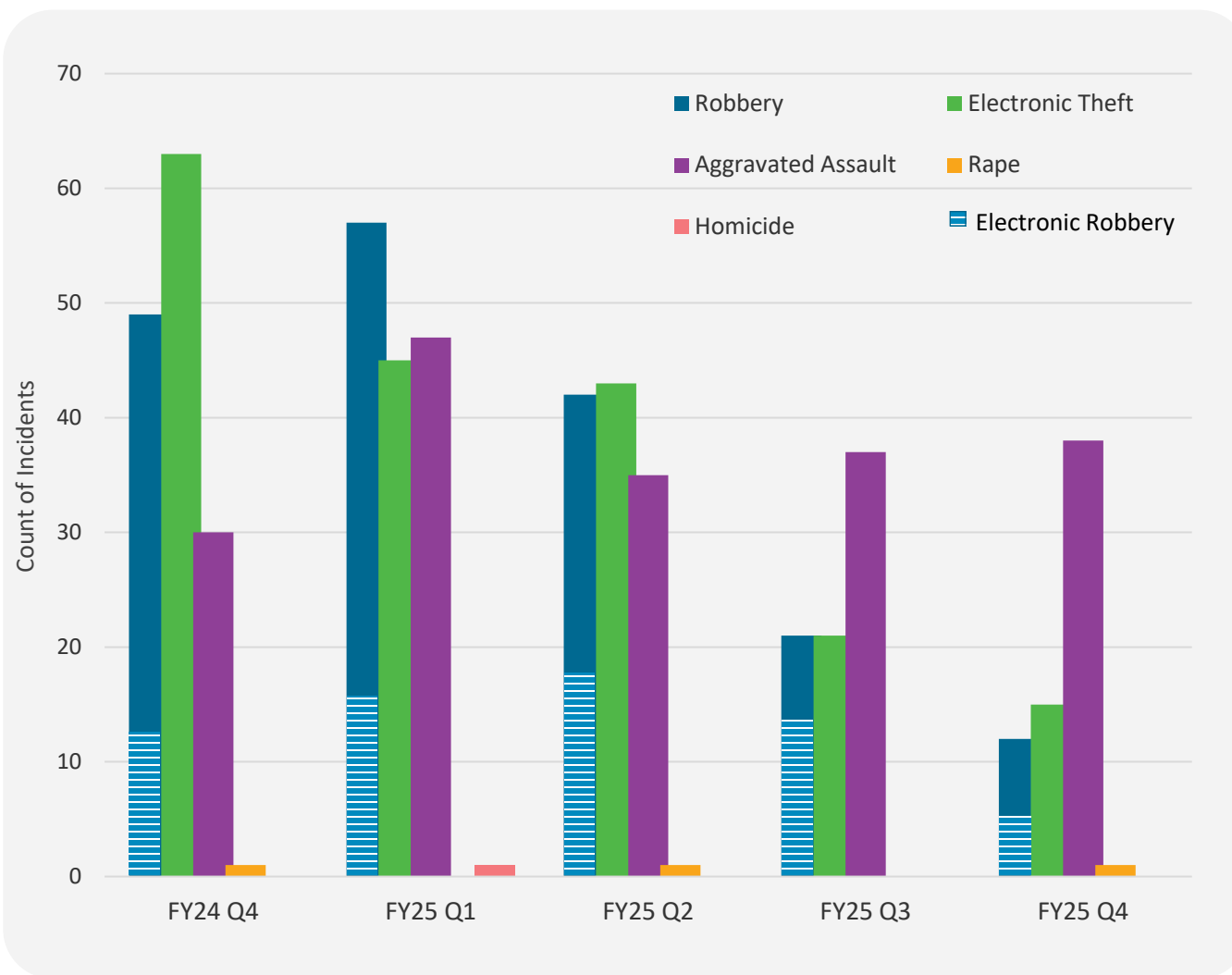
BART PD completed the implementation of National Incident-Based Reporting System (NIBRS) in FY25 Q3, which changed the way crimes are reported to the Federal Bureau of Investigation (FBI).

BART Watch App

Breakdown of 3,617 BART Watch Reports
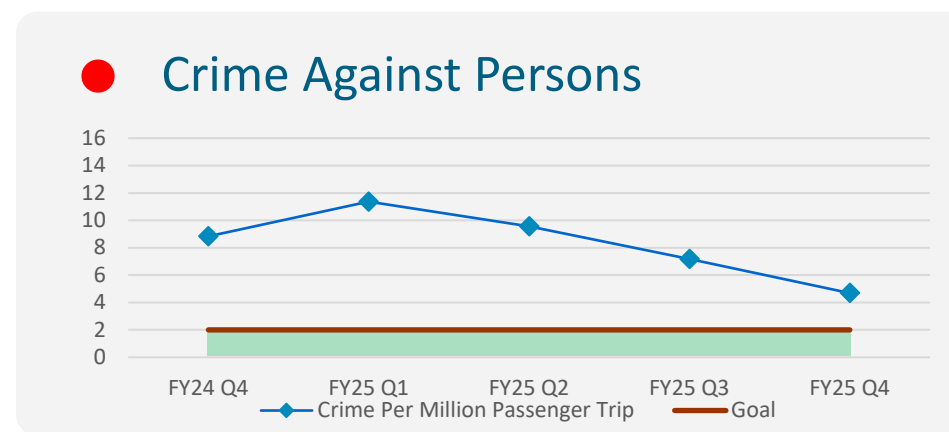
Code of Conduct, 2,202

Wellness, 579

Security, 480

Possible Crime, 356

Total BART Watch & Text Counts by Month

BART Watch App: 1563, 1451, 1336, 1486, 1572, 1560, 1532, 1206, 1243, 1310, 1235, 1220, 1164, 1263, 1190

Text-a-Tip: 470, 447, 413, 407, 462, 410, 436, 346, 315, 377, 367, 387, 395, 421, 364

Months: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun

FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3 | FY25 Q4

Legend: BART Watch App, Text-a-Tip
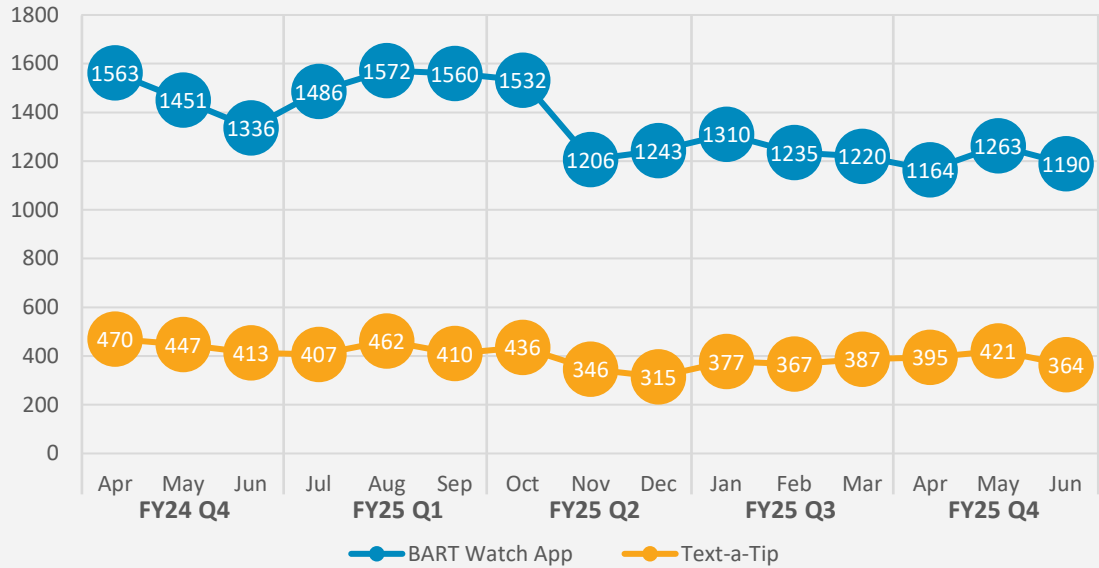
Progressive Policing Contacts and Outcomes

- 16 Narcan incidents total; 2 of which administered by PPCEB staff

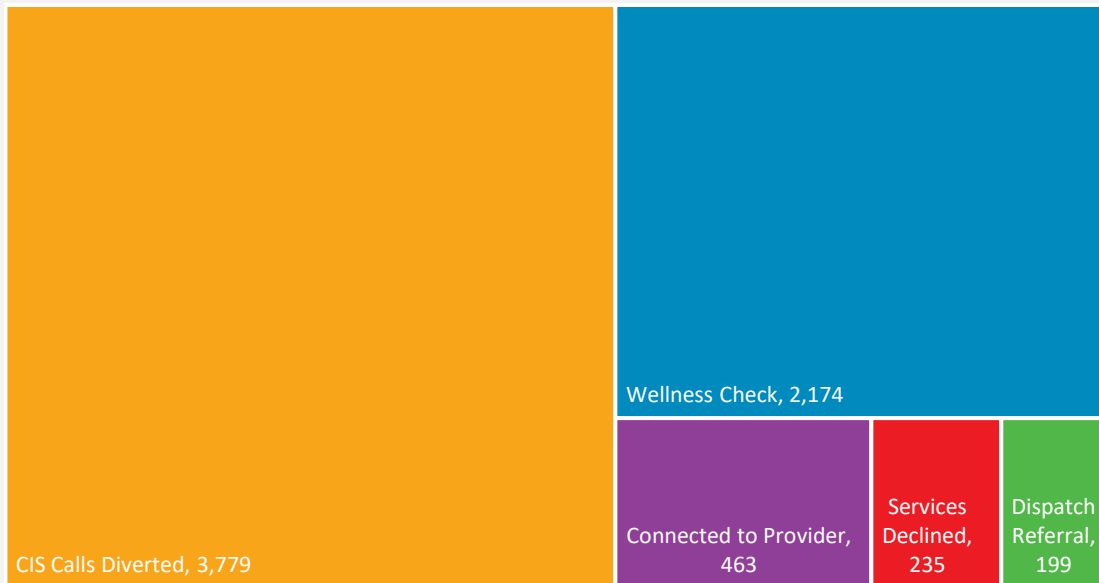## Summary of Contacts (5,860)

- CIS Calls Diverted, 3,779
- Wellness Check, 2,174
- Connected to Provider, 463
- Services Declined, 235
- Dispatch Referral, 199

Connections to Services by Partner (463)

Color Key
- Alameda
- Contra Costa
- San Francisco
- Santa Clara
- San Mateo
- Other/Multiple

Gubbio Project, Other - San Francisco, SOMA Rise, Other - Alameda, Bay Area Rescue Mission, CORE, La Familia, Bay Area Community Services, Other - Contra Costa, St Vincent De Paul, Cherry Hill, Other - San Mateo, Other - Multiple Counties, Other - Santa Clara

Police Hiring Metrics

Police Hiring Pipeline

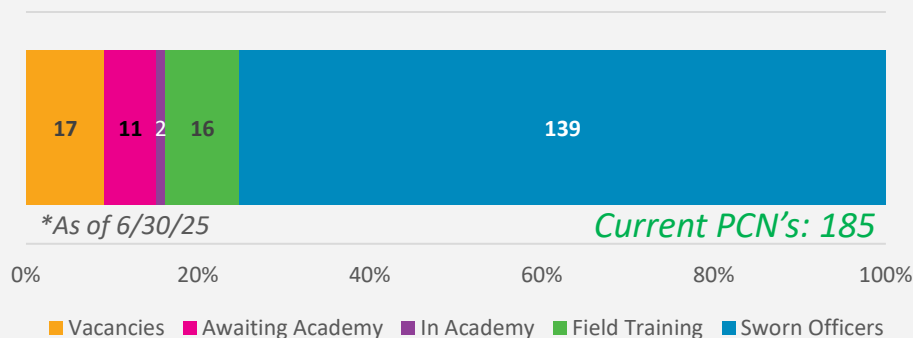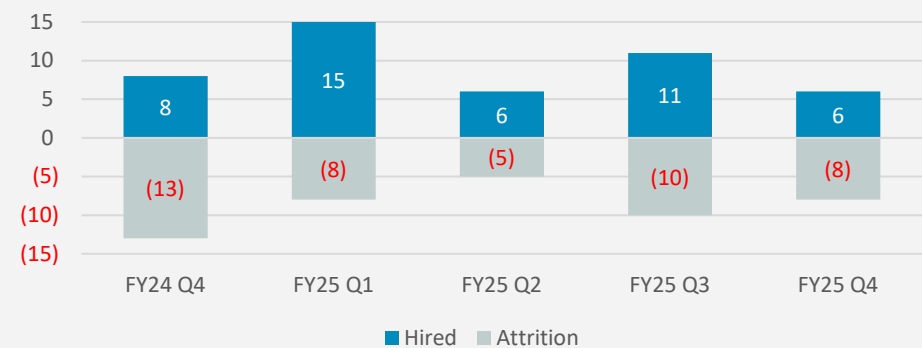|	
Applications Received	802
Attended Testing	142
Interviewed	115
Passed Interview	44
Passed Background Check	5

- 17 Police Officers hired in Calendar Year 2025
  - 11 New Recruits in Police Academy
  - 2 Pending Police Academy placement
  - 16 Sworn Officers Currently in Field Training
- Approximately 59 prospects attended the recruitment open house in May 2025
  - Virtual Recruitment Event held on July 22nd
  - On-site recruitment open house was held on Saturday, August 23rd

Police Headcount Tracking

17	11	2	16	139

As of 6/30/25

Current PCN's: 185

0% — 20% — 40% — 60% — 80% — 100%

■ Vacancies ■ Awaiting Academy ■ In Academy ■ Field Training ■ Sworn Officers

Sworn Officer Tracking

	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3	FY25 Q4
Hired	8	15	6	11	6
Attrition	(13)	(8)	(5)	(10)	(8)

■ Hired ■ Attrition

Questions?