



Quarterly Service Performance Review

▶ Q3 FY26


Engineering & Operations Committee

May 28, 2026



Q3 FY26 Performance Summary

January - March 2026

 **88.9%**
Customer Satisfaction ↑ +0.7 pts

 **94.4%**
Customers On-Time ↑ +1 pts
Target: 94%

 **+14.9%**
Ridership Growth ↑ vs last year

 **98.7%**
Safety Index ↑ +4.2 pts
Target: 95%

 **81.7%**
Security Index ↑ +7.2 pts
Target: 85%

82%
Goals Met

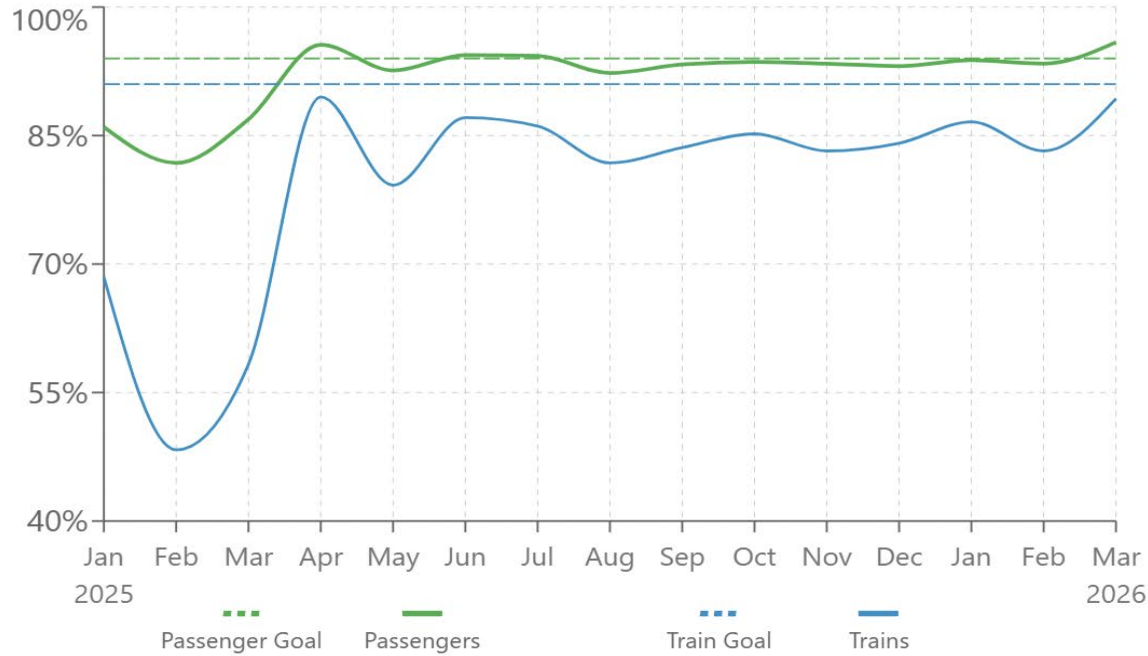
192,362
Average Weekday Riders

14.6M
Total Trips

Key Insight: Ridership grew 15% year-over-year to 14.6 million trips this quarter, and we met 82% of our quarterly goals. Most importantly, 94.4% of riders arrived on time, marking our best result in over 10 years outside of the COVID period.

Service Reliability: The Passenger View

On-Time Performance



Passenger On-Time Rate:

Daily Average: **94.4%**

Peak Hours: **93.8%**

86.5%

Train On-Time Rate

↑ 2.3 pts | **X** Goal: 91%

5,292

Delayed Trains

99.2%

Trains Dispatched

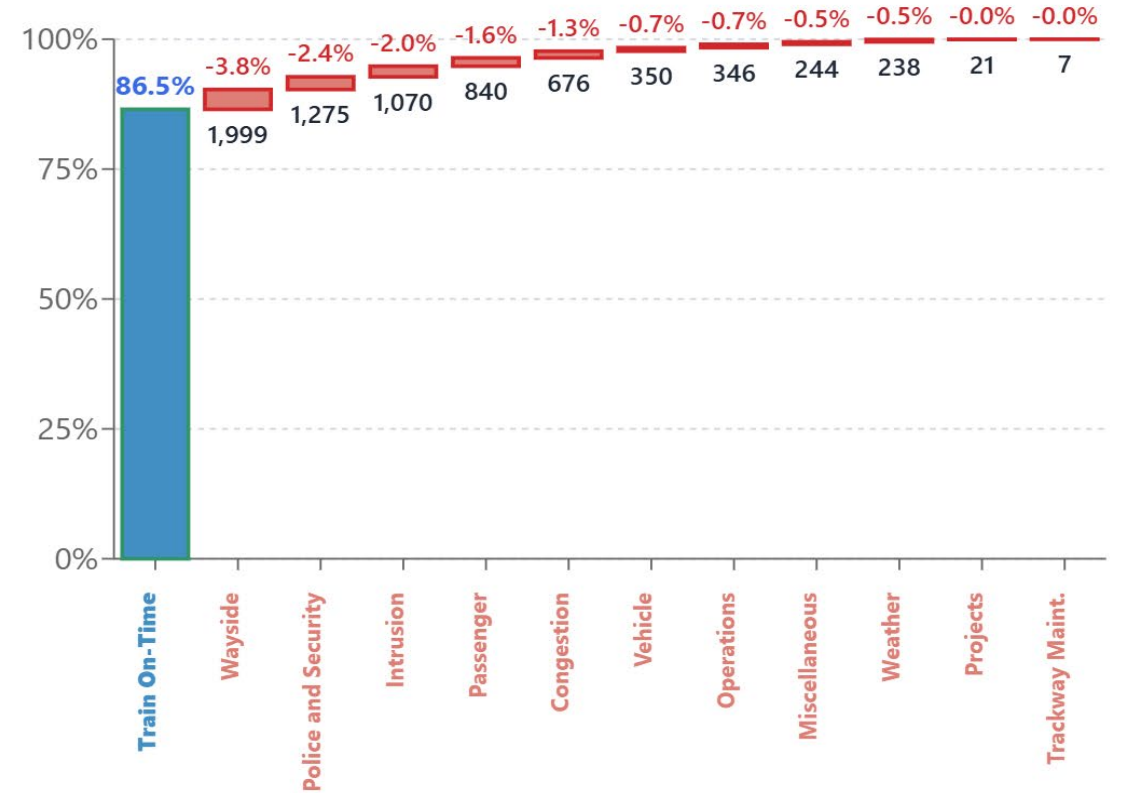
Best month: March

88.4%

Timed Transfer Success Rate

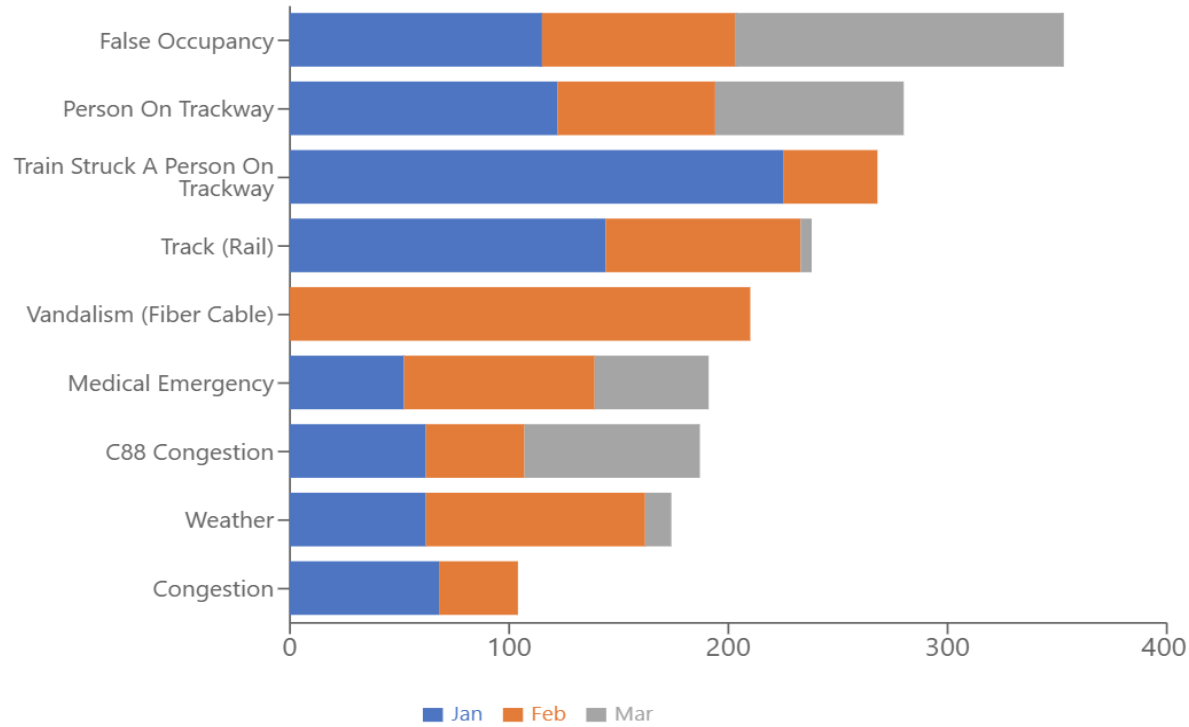
Best month: March

Train On-Time This Quarter – Impact by Delay Category

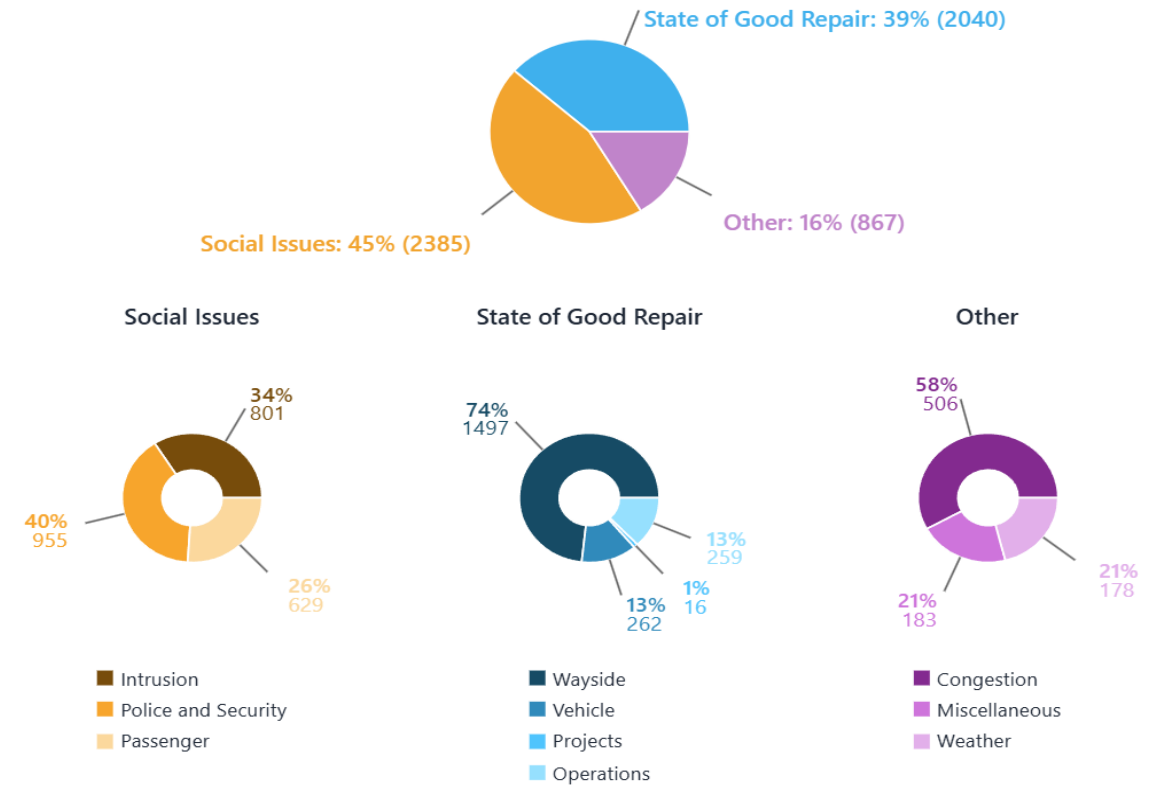


Delay Incident Detail

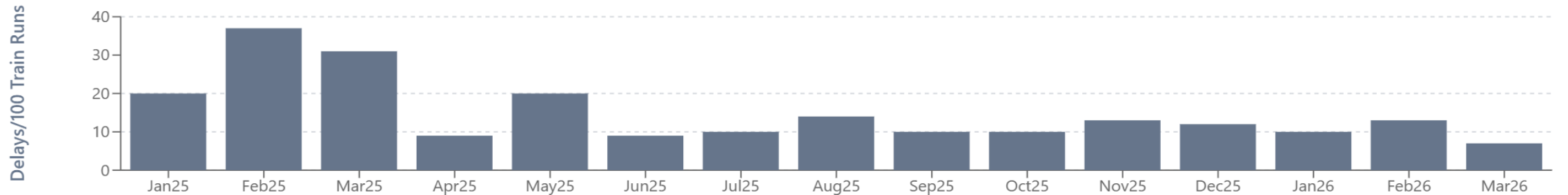
Train Delays – Top Ten



What Caused Delays



Train Delays by Month

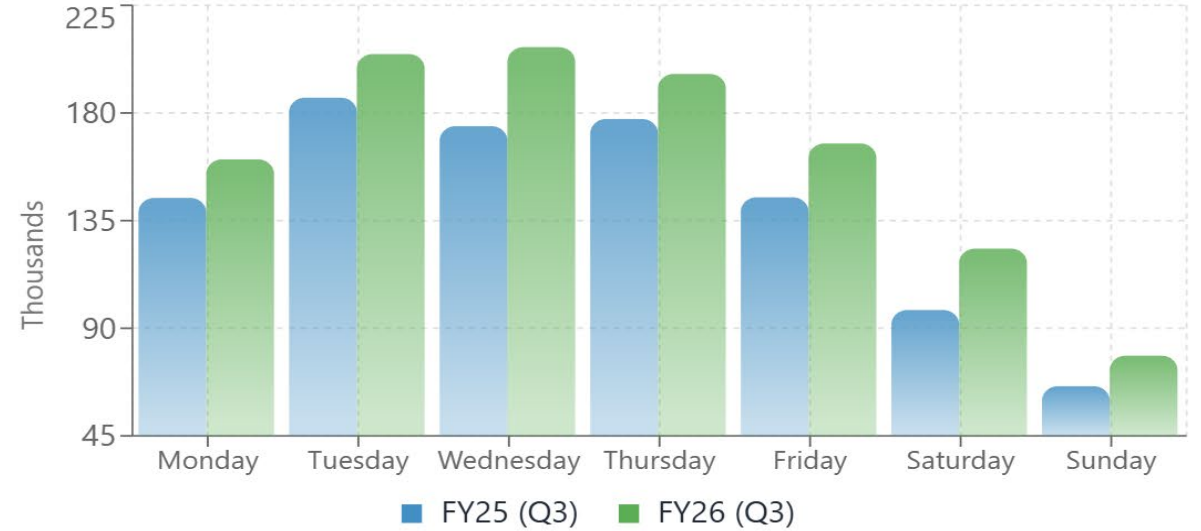


Ridership Growth & System Access

Weekday Ridership Trend



Ridership Growth by Day (Year over Year)



Weekday Ridership

192K

↑ 3% QoQ | ✓ Goal: 177K

Weekday

+13%

Quarter Growth (YoY)

Weekend

+24%

Quarter Growth (YoY)

Mon

+11%

YoY

Tue

+10%

YoY

Wed

+19%

YoY

Thu

+11%

YoY

Fri

+16%

YoY

Sat

+26%

YoY

Sun

+19%

YoY

Station Access - Equipment Availability

98.7%

Station Elevators

✓ Goal: 98% met 18 qtrs

98.9%

Garage Elevators

✓ Goal: 98% met 24 qtrs

95.1%

Street Escalators

✓ Goal: 93% met 11 qtrs

97.1%

Platform Escalators

✓ Goal: 96% met 18 qtrs

98.9%

Fare Gates

✓ Goal: 98% met 9 qtrs

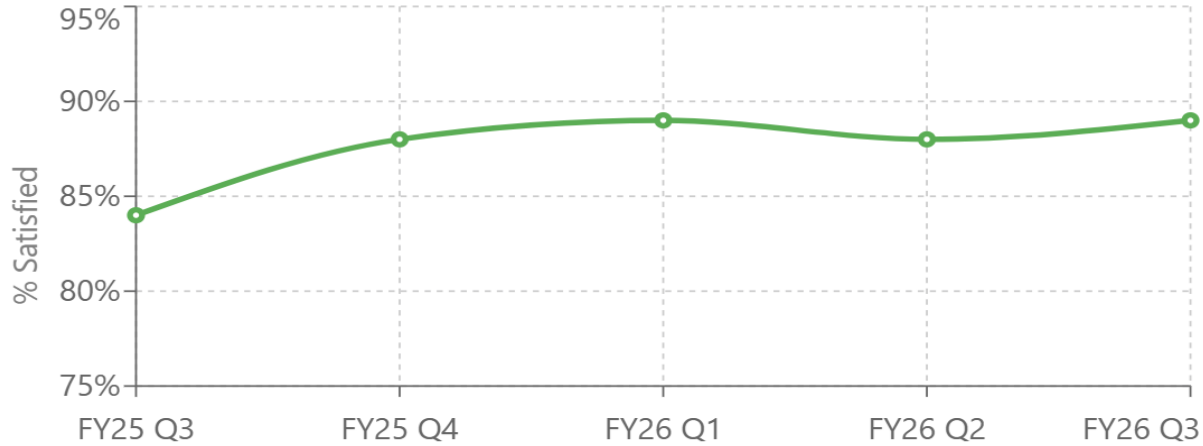
96.5%

Fare Vendors

✓ Goal: 95% met 2 qtrs

Customer Satisfaction

Overall Satisfaction Trend



88.9%

of customers satisfied with BART services

↑ 0.7 pts from last quarter

Customer Rating by Category



What Customers Say:

"After using transit systems in several major metropolitan areas across the country, I can confidently say BART is among the cleanest and safest." "The elevator operators at Embarcadero were especially friendly, welcoming, and helpful. As someone with mobility challenges, this meant a lot."

"The current 6-car trains on the Red Line are often overcrowded and uncomfortable. Improving capacity could significantly enhance the rider experience." "The first Antioch train arrived five minutes late, causing me to miss my connection to the Richmond train and ultimately be late for work in Berkeley."

Customer Complaints

15.7

per 100k trips

↓ 25.7% from last quarter

X Goal: 5.1

Service issues:	261	Maintenance & Equipment:	284
Personnel:	270	Fare Gates:	77
Trains:	189	Biohazard:	164

Fare Evasion (Observed)

10%

patrons witnessing evasion

- 0% from last quarter

Unchanged

Enforcement efforts continue to build a safer ridership experience.

Asset Performance & Reliability

Fleet Performance

Fleet Reliability
Hours MTBSD

10,458
✓ Goal: > 9600

Car Availability
Cars at 4AM

765
✓ Goal: > 537

Wayside Systems

Track
Delays/100 Train Trips

0.57
✗ Goal: < 0.3

Traction Power
Delays/100 Train Trips

0.38
✓ Goal: < 1.0

Train Control
Delays/100 Train Trips

1.16
✓ Goal: < 1.3

Computer Control
Delays/100 Train Trips

0.29
✓ Goal: < 0.3

Top Asset Delays & Action Plans

False Occupancy (353 trains delayed)

7% of total delays

Action: Equipment-related failures (false occupancy, switch issues, loss of correspondence) addressed through targeted component replacement, relay bypass/jumpering, and validation testing to restore ATO operations.

Track-Rail Defect (238 trains)

4% of total delays

Action: Inspected and corrected defects (rail/ties) with plug rail installation and joint repairs. Full service restored following completion of corrective work.

Communication System-Transbay Tube (148 trains)

3% of total delays

Action: Isolated the failure and identified a cable break. Initiated emergency repairs while implementing turnbacks and bus bridges.

262

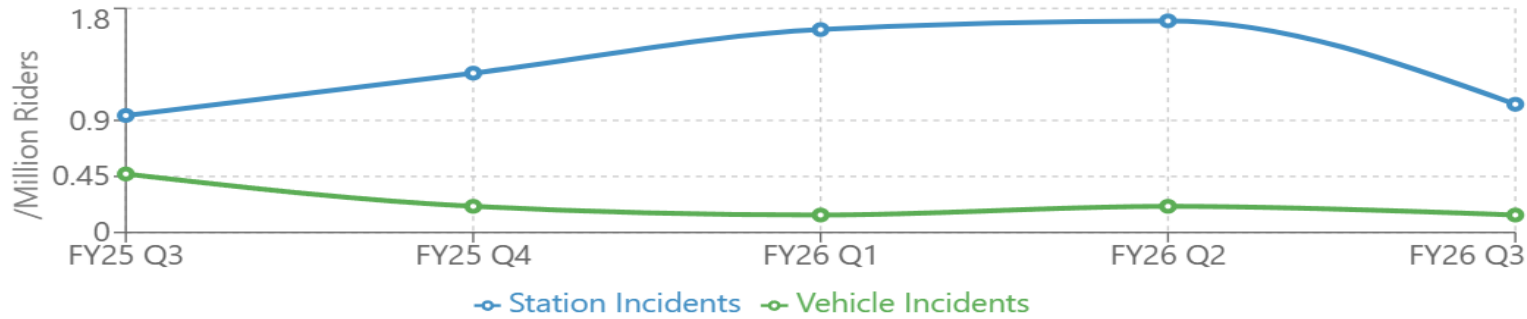
Fleet Delays

1,497

Wayside Delays

Safety Performance

Passenger Safety Incidents



1.03
Station Incidents/Million Riders
↓ 40% | ✓ Goal: 2.0

0.14
Vehicle Incidents/Million Riders
↓ 35% | ✓ Goal: 0.6

Procedure Violations

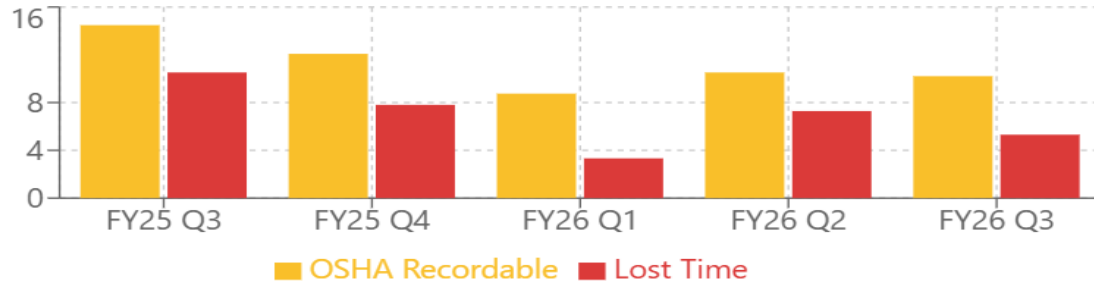
Unscheduled Door Openings

0.05
per Million Car Miles
↓ 69% | ✓ Goal: 0.2

Rule Violations

0.27
per Million Car Miles
↓ 16% | ✗ Goal: 0.25

Employee Safety



10.21
OSHA Recordable Rate
↓ 3% | ✓ Goal: 12

5.31
Lost Time Injury Rate
↓ 27% | ✓ Goal: 6.5

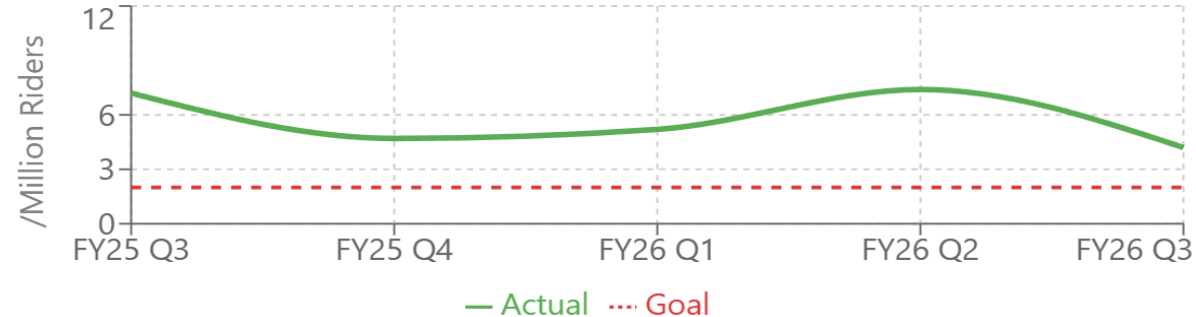
Top Injury Types This Quarter:

Strain:	32 Cases
Contusion:	20 Cases
Trauma:	33 Cases
Other:	13 Cases

Action: Chief Transportation Officer issued safety reminder on rule compliance to all Train Operators while rolling out safety in action posters. Continue focusing on safety initiatives and training to reduce rule violations and lost time injuries.

Security & Crime

Crimes Against Persons + Electronic Theft



4.2
per Million Riders
↓ 43% | X Goal: 2

Note: FY26 Q3 crimes per million riders dropped to 4.18, a 42% YoY decrease (vs. 7.17 in FY25 Q3) and a 43% improvement over last quarter.

Crimes Against Persons by Category

Robbery Includes electronic robbery	16 ↓ from 31
Aggravated Assault Unlawful attack involving the intent or action to cause severe bodily injury	32 ↓ from 34
Rape Sexual assault	1 ↓ from 2
Homicide Fatal incidents	0 - from 0

Property Crime

4 Electronic Robbery ↓ 90% from last quarter	12 Electronic Theft ↓ 68% from last quarter	24 Bike Thefts ↑ 26% ✓ Goal: 50	1.1 Auto Thefts/1k Parking Spaces ↑ 8% ✓ Goal: 2.0	1.2 Auto Burglaries/1k Parking Spaces ↓ 47% ✓ Goal: 3.5
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Focus Area: While FY26 Q3 saw a significant 42% YoY improvement, the crime rate of 4.2 per million riders remains above the goal of 2.0. Property crime targets were successfully met across all categories. Efforts will remain focused on violent crime prevention to continue this positive trend.

Police Staffing and Connections to Services

20%

Uniformed Presence Visibility (Surveyed)

↑ 1 pts | ✓ Goal: 12%



5.1 min

Avg Response Time

↑ 3% | ✗ Goal: Under 5 min



👤 Crisis Intervention Specialist (CIS) Program

CIS Calls Diverted **3,318**

Wellness Checks **2,304**

Connected to Services **239**

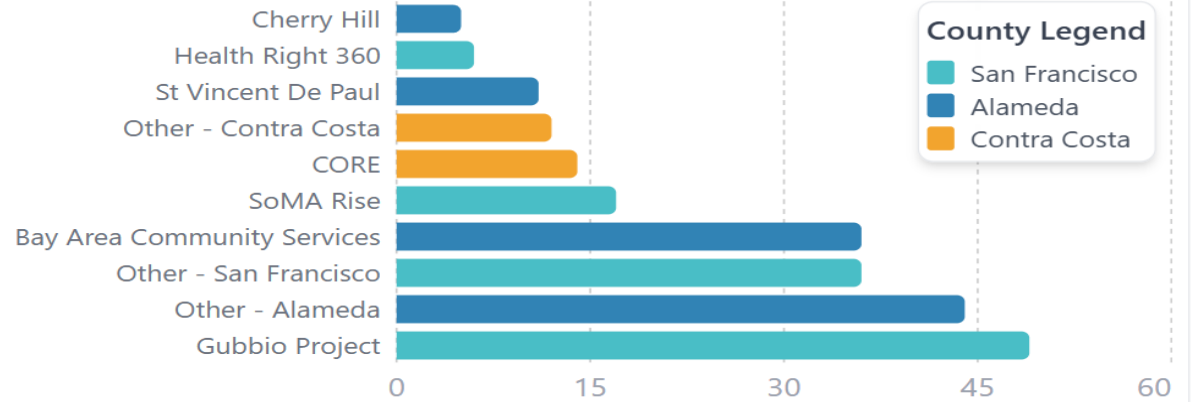
Dispatch Referrals **165**

Services Declined: **92**

Narcan Administered: **11 total (1 by PPCEB)**

Total Contacts: **4,206**

📍 Top 10 Service Providers by Connection Count



Police Hiring Pipeline

Applications Received **591**

Attended Testing **264**

Interviewed **106**

Passed Interview **58**

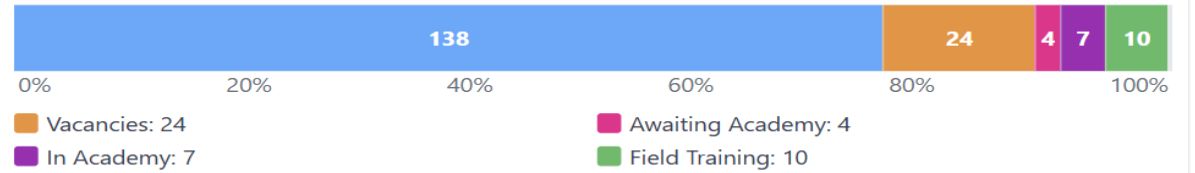
Passed Background Check **7**

Current Staffing

138

Sworn Officers

75% of 183 authorized positions (PCN)



Sworn Officer Changes (This Quarter):

+7
Hired

-7
Attrition

+0
Net

THANK YOU!

