

Quarterly Service Performance Review

Q1 FY27

Engineering & Operations Committee

November 12, 2026

Q1 FY27 Performance Summary

July - September 2026

91.4%
Customer Satisfaction
Unchanged

92.7%
Customers On-Time
↓ -2.3 pts
Target: 94%

+14.9%
Ridership Growth
↑ vs last year

99.0%
Safety Index
↓ -1.0 pts
Target: 95%

81.9%
Security Index
↓ -2.1 pts
Target: 85%

73%
Goals Met
↓ -12 pts

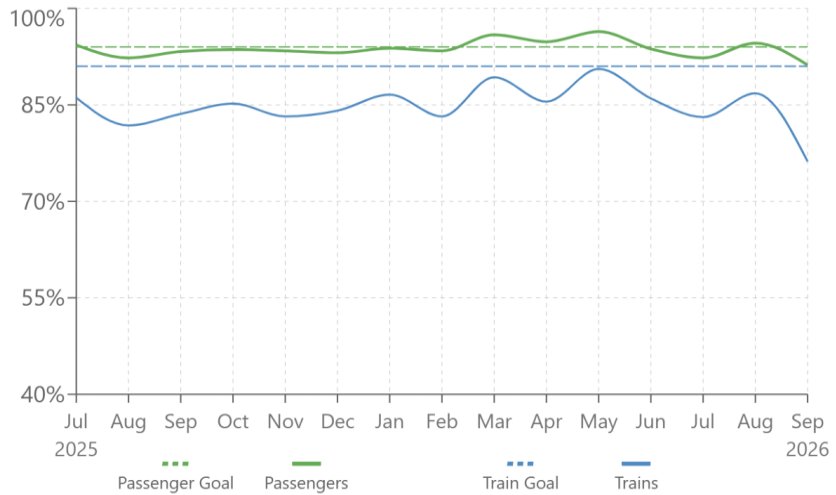
213,027
Average Weekday Riders
↑ +8K

17M
Total Trips
↑ +1M

Key Insight: Ridership grew 14.9% over last year, while customer satisfaction remained at 91.4%. Customer on-time performance was 1.3 percentage points below target, and the Security Index was impacted by 11 additional robberies.

Service Reliability: The Passenger View

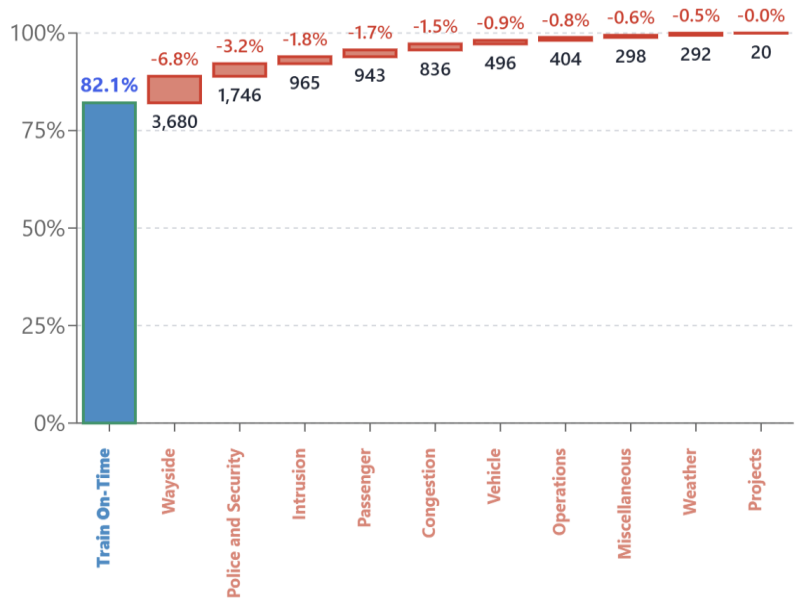
On-Time Performance



Passenger On-Time Rate:

Daily Average:	92.7%
Peak Hours:	92.5%

Train On-Time This Quarter – Impact by Delay Category



82.1%
Train On-Time Rate
↓ 5.3 pts | ✗ Goal: 91%

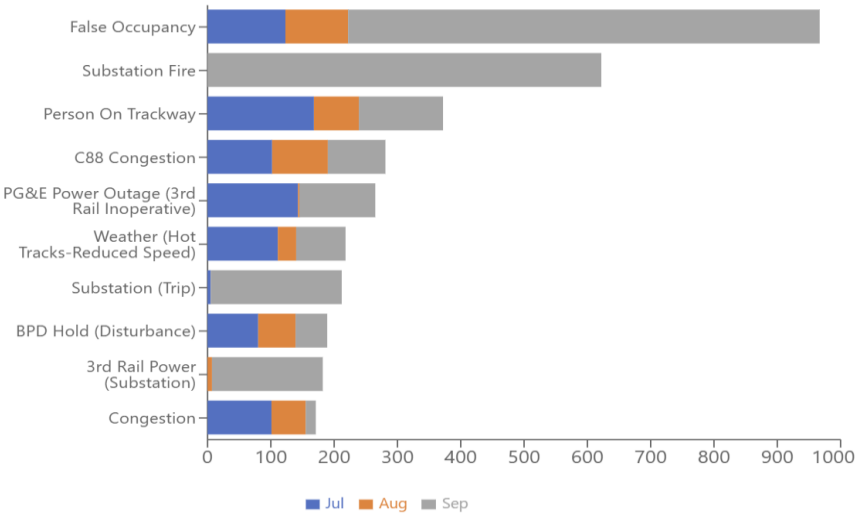
7479
Delayed Trains
↑ 2877 Trains | 62.5% from Q4 (4602)

98.3%
Trains Dispatched
Best month: Aug

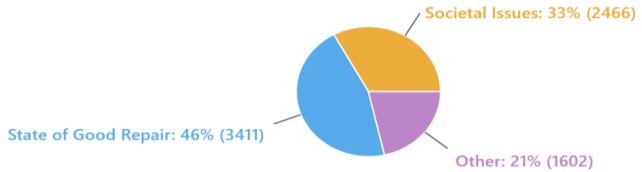
84.9%
Timed Transfer Success Rate
Best month: Aug

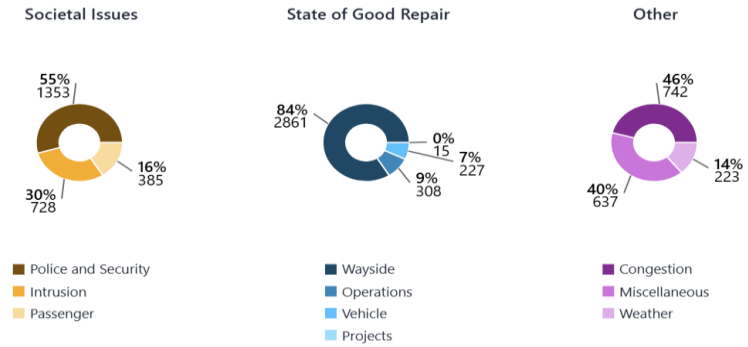
Delay Incident Detail

Train Delays – Top Ten

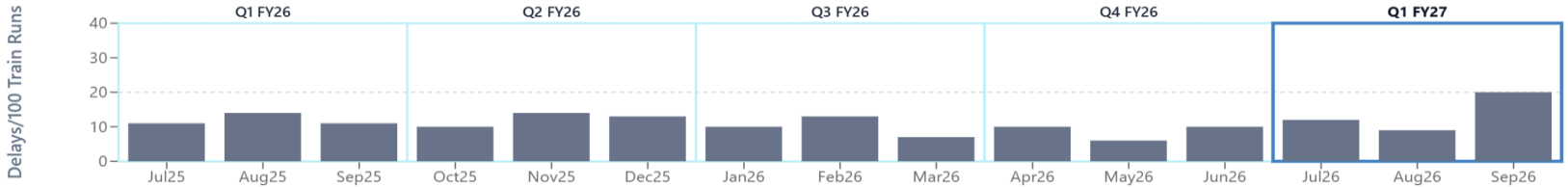


What Caused Delays





Train Delays by Month



Asset Performance & Reliability

Fleet Performance

Fleet Reliability
Hours MTBSD
11,472
✓ Goal: > 9600

Car Availability
Cars at 4AM
889
✓ Goal: > 635

Wayside Systems

Track
Delays/100 Train Trips
0.05
✓ Goal: < 0.3

Traction Power
Delays/100 Train Trips
2.40
✗ Goal: < 1.0

Train Control
Delays/100 Train Trips
2.56
✗ Goal: < 1.3

Computer Control
Delays/100 Train Trips
0.20
✓ Goal: < 0.3

Top Asset Delays & Action Plans

False Occupancy (967 trains delayed)

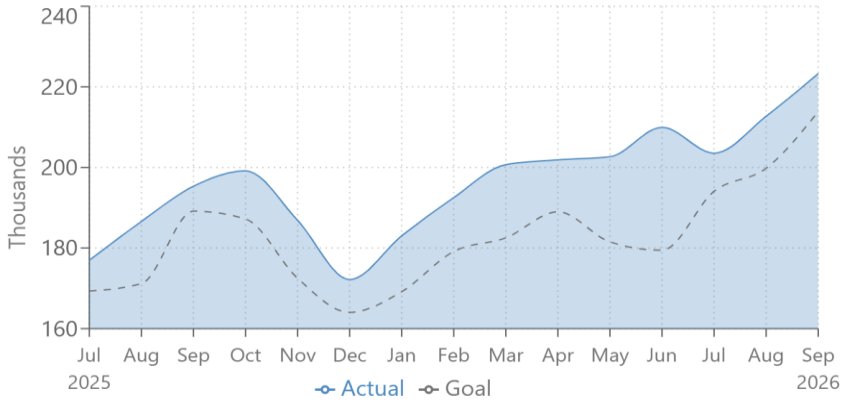
Action: Approximately 70% were related to the Substation Fire. The remaining had a variety of causes some of which were heat related and/or self cleared.

Substation Fire (MDC, near Daly City) (622 trains)

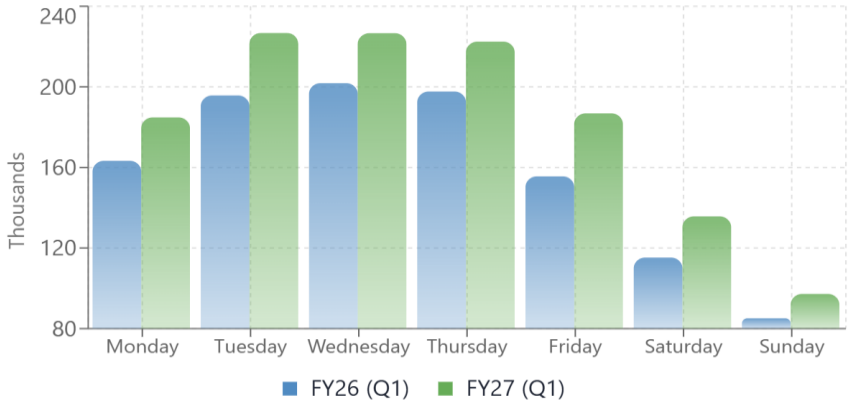
Action: Isolated damaged substation to return to normal and reclosed adjacent substations to stabilize 3rd rail voltage, implemented slower acceleration out of Daly City to lower power demand, removal of damaged assets underway, on-going investigation.

Ridership Growth & System Access

Weekday Ridership Trend



Ridership Growth by Day (Year over Year)



Weekday Ridership
213K
↑ 4% QoQ | ✓ Goal: 202K

Weekday
+14%
Quarter Growth (YoY)

Weekend
+16%
Quarter Growth (YoY)

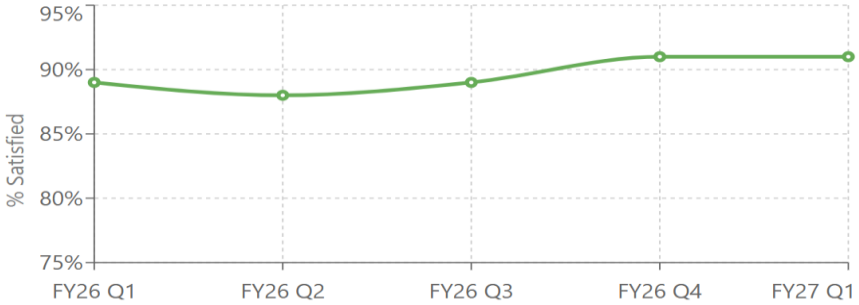
Mon	Tue	Wed	Thu	Fri	Sat	Sun
+13%	+16%	+12%	+13%	+20%	+18%	+14%
YoY	YoY	YoY	YoY	YoY	YoY	YoY

Station Access - Equipment Availability

Station Elevators	Garage Elevators	Street Escalators	Platform Escalators	AFG Fare Gates	RFG Fare Gates
98.6%	**99.0%**	**95.9%**	**96.4%**	**98.3%**	**98.6%**
✓ Goal: 98% met 20 qtrs	✓ Goal: 98% met 26 qtrs	✓ Goal: 93% met 13 qtrs	✓ Goal: 96% met 20 qtrs	✓ Goal: 98% met	✓ Goal: 98% met

Customer Satisfaction

Overall Satisfaction Trend



Customer Rating by Category

Onboard Train	4.2 / 5.0
Target: 4	
Rider Info & Support	4.1 / 5.0
Target: 4	
Inside Station	4 / 5.0
Target: 4	
Outside Station	3.9 / 5.0
Target: 3.5	

91.4%

of customers satisfied with BART services

Unchanged from last quarter

What Customers Say:

"I wanted to comment on how clean, modern, and beautiful the Milpitas BART station is...it sets a great example for other BART stations. Kudos to your cleaning and maintenance team." "I'm glad to see the red and yellow line service adjustment...it will make my commute meaningfully easier. Keep up the great work!"

"The evenings trains are too crowded (after 4pm)...Can BART look into adding more cars to it?" "My train is stalled at MacArthur...We have been waiting with doors open for 39 min. No announcement or explanation...Why do they not tell passengers what's happening?"

Customer Complaints

13.8

per 100k trips

↑ 23% from last quarter

✗ Goal: 5.1

Service issues:	456	Trains:	231
Maintenance & Equipment:	298	Biohazard:	179
Personnel:	249	Station Cleanliness:	120

Fare Evasion (Observed)

8%

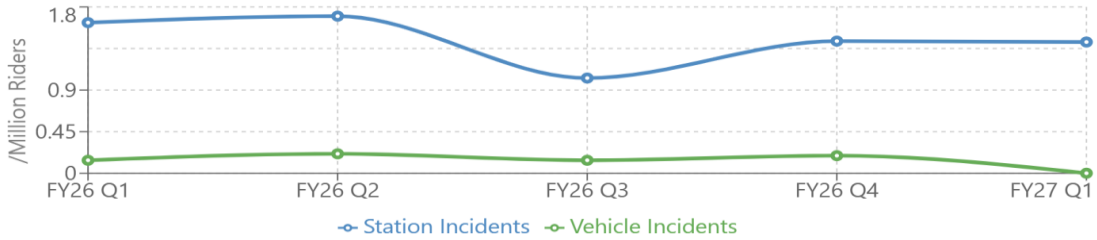
patrons witnessing evasion

↓ 1 pts from last quarter

Enforcement efforts continue to build a safer ridership experience.

Safety Performance

Passenger Safety Incidents



1.42
Station Incidents/Million Riders
↓ 0.01 | ✓ Goal: 2.0

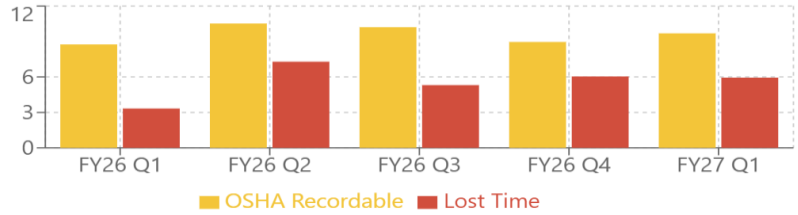
0.0
Vehicle Incidents/Million Riders
↓ 0.19 | ✓ Goal: 0.6

Procedure Violations

Unscheduled Door Openings
0.05
per Million Car Miles
↓ 0.11 | ✓ Goal: 0.2

Rule Violations
0.27
per Million Car Miles
↑ 0.27 | ✗ Goal: 0.25

Employee Safety



9.69
OSHA Recordable Rate
↑ 0.73 | ✓ Goal: 12

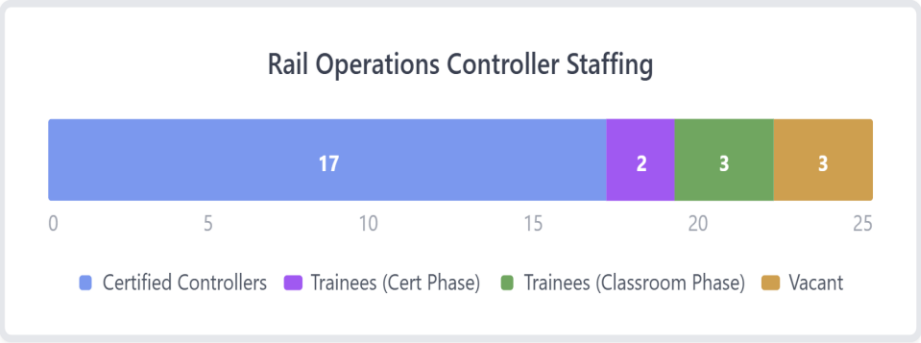
5.94
Lost Time Injury Rate
↓ 0.10 | ✓ Goal: 6.5

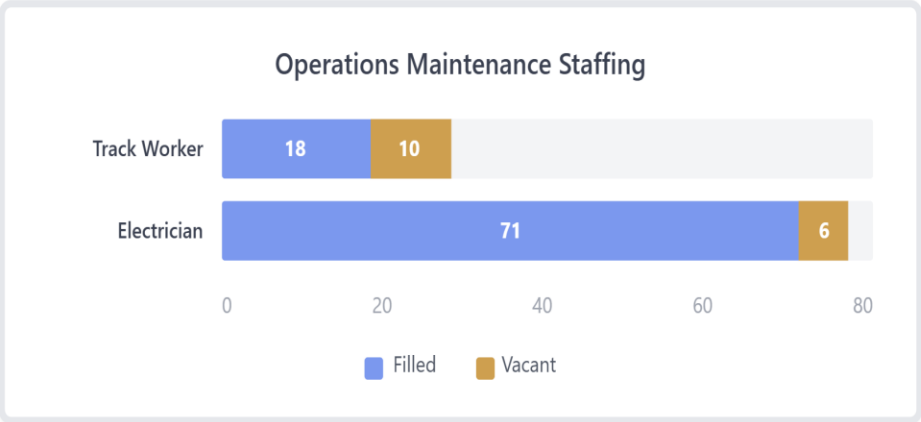
Top Injury Types This Quarter:

Strain:	**33 Cases**
Trauma:	**25 Cases**
Contusion:	**19 Cases**
Other:	**16 Cases**

Action: Only one safety KPI did not meet its goal in FY27 Q1, resulting in a 99% Safety Index. Continued efforts will focus on sustaining strong safety performance through high-visibility workplace awareness campaigns, reinforcing daily preventive practices, and promoting proactive safety behaviors across operations.

Operations Staffing: Hard-to-Fill Positions









Security & Crime

Crimes Against Persons + Electronic Theft



4.2
per Million Riders
↑ 13% | ✗ Goal: 2

Crimes Against Persons by Category

Robbery Includes electronic robbery	**20** ↑ from 9
Aggravated Assault Unlawful attack involving the intent or action to cause severe bodily injury	**41** ↑ from 40
Rape Sexual assault	**0** from 0
Homicide Fatal incidents	**0** from 0

Note: In FY27 Q1, crimes per million riders increased 13% up to 4.2 compared to the previous quarter, however, this represents a 20% year-over-year decrease from 5.2 in FY26 Q1.

Property Crime

12 Electronic Robbery ↑ 6 from last quarter	**9** Electronic Theft ↓ 1 from last quarter	**44** Bike Thefts ↑ 25 | ✓ Goal: 50	**1.1** Auto Thefts/1k Parking Spaces ↑ 9% | ✓ Goal: 2.0	**1.0** Auto Burglaries/1k Parking Spaces ↓ 22% | ✓ Goal: 3.5

Focus Area: Crimes per million riders went up 13% from last quarter, but we still see improvement from last year. However, we remain above our goal of 2.0. Robberies increased significantly, while aggravated assaults remained relatively stable. Continued focus will be placed on reducing violent crime through targeted police presence and prevention efforts while sustaining property crime performance within established goals.

Police Staffing and Connections to Services

18.2%
Uniformed Presence Visibility (Surveyed)
↓ 1.8 pts | ✓ Goal: 12%

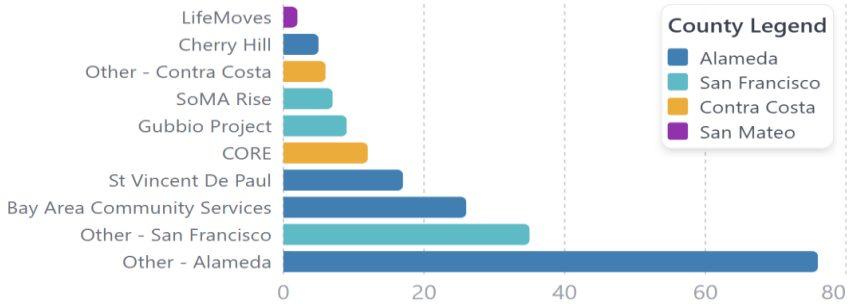
5.8 min
Avg Response Time
↑ 11% | ✗ Goal: Under 5 min

Crisis Intervention Specialist (CIS) Program

CIS Calls Diverted	4,217
Wellness Check	2,421
Dispatch Referral	256
Connected to Provider	197

Services Declined:	68
Narcan Administered:	5 total (0 by PPCEB)
Total Contacts:	6,110

Top 10 Service Providers by Connection Count

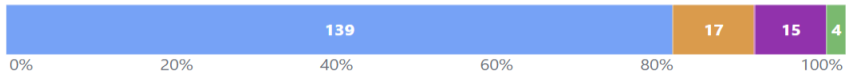


Police Hiring Pipeline

Applications Received	638
Attended Testing	299
Interviewed	80
Passed Interview	44
Passed Background Check	6

Current Staffing

139
Sworn Officers
81% of 172 authorized positions (PCN)



Vacancies: 17
Awaiting Academy: 0
In Academy: 15
Field Training: 4

Sworn Officer Changes (This Quarter):

+5	-3	+2
Hired	Attrition	Net

THANK YOU!