Quarterly Service Performance Review
Third Quarter, FY 2015
January - March, 2015

Engineering & Operations Committee
May 14, 2015
FY15 Third Quarter Overview...

- Continued strong ridership growth (+ 6.2% weekday)
- Service reliability low but trended up
- Reliability: Car, Computer Control System, Traction Power met; Train Control and Transportation not met.
- Availability: Car, Station Elevators and AFC met; Escalators and Garage Elevators not met.
- Passenger Environment indicators: 2 met, 6 not met; 4 improved, 4 worse
- Customer complaints up significantly
Customer Ridership

- Total ridership increased by 5.4% compared to same quarter last year
- Average weekday ridership (418,681) up 6.2% from same quarter last year
- Core weekday ridership up by 6.2% from same quarter last year
- SFO Extension weekday ridership up by 6.4% from same quarter last year
- Saturday and Sunday up by 5.8% and 3.1%, respectively, over same quarter last year
On-Time Service - Customer

- 90.69%, 95.00% goal not met, improved performance in February and March
- Biggest delay events of the quarter:
  - Jan 14 – Person under train at Powell St; 127 trains delayed
  - Mar 16 – Person under train at Civic Center; 115 trains delayed
  - Jan 6 – M15 track ties; speed restriction over seven days; 88 trains delayed
  - Jan 16 – Civil Protest on M-line: 85 trains delayed
  - Mar 9 – BPD/SFPD chasing suspect at Balboa Park; 82 trains delayed
 ✓ 86.91%, 92.00% goal not met; improvement in each month

 ✓ Late trains by category:
   1. Miscellaneous (other – struck patron, civil protest, passenger transfer, object/person on trackway, PG&E): 1167 late trains (22%)
   2. Train Control: 855 late trains (16%)
   3. Police Actions: 815 late trains (15%)
   4. Wayside Maintenance Work 621 late trains (12%)
   5. Track and Switches 587 late trains (11%)
   6. Vehicles 384 late trains (7%)
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

• 1.61, 1.00 goal not met but slight improvement
• Installed over 200 Alstom GM4000A Switch Machines to date, 36 this quarter
• Established Track Circuit PM crew
Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

- 0.062, 0.08 goal met
- Provided Software Trap Reset for M55 Interlocking, will reduce delays
- Provided new DSS screens, routings and OCC commands for A25
- ICS updates for SVBX, WSX, Substations, TBT, MUNI Vent, eBART
Goal met

Installation of metal sleeves on coverboard pins proving effective in reducing coverboard incidents.
Transportation

Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs

 ✓ 0.59, 0.50 goal not met
✓ January spike due to reduced speed at West Oakland interlocking because of bad ties and procedural changes within OCC.
Car Equipment - Reliability

- Goal exceeded
- Fleet mods/investments beginning to be strategically scaled back
### Car Equipment - Availability @ 0400 hours

<table>
<thead>
<tr>
<th>Number of Cars</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>400</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>425</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>450</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>475</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>500</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>525</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>550</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>575</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>600</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>625</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- ✓ Goal met
- ✓ Some residual impacts from tire problem
Elevator Availability - Stations

- Goal met, performance improved

SERVICES: How are we doing? ✔
Elevator Availability - Garage

- 97.27%, goal 98%
- Door problems continue to be most common failure
- Ordered 15 set of new doors, attaching components / hardware
- Coliseum Station railing lifts are receiving a comprehensive overhaul / upgrade
Escalator Availability - Street

- 89.53%, 95% goal not met; slight improvement
- Completed 4 mini overhauls of the least reliable units, four more scheduled for next quarter
- Revamped O&K PM Program; pilot test starting May 1
Escalator Availability - Platform

- Goal 96%, actual 95.33%; improved performance
- Step replacement program progressing well
- Track failures continue to be an issue
AFC Gate Availability

✓ 99.00% goal exceeded
SERVICE: How are we doing?  

AFC Vendor Availability

- 95.40%, 95% goal met
- Availability of Add Fare 98.27%
- Availability of Add Fare Parking 98.30%
- Availability of Parking Validation Machines 99.85%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%)  2.59
- BART Parking Lot Cleanliness (25%)  2.94
- Appearance of BART Landscaping (25%)  2.67

✓ Goal not met
✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 58.0%
  - Parking Lots: 76.1%
  - Landscaping Appearance: 61.5%
✓ Regular clearing of multiple homeless encampments big drain on landscaping resources
Service: How are we doing?

Environment - Inside Stations

Ratings guide:
4 = Excellent
3 = Good
2.90 = Goal
2 = Only Fair
1 = Poor

Goal not met

Cleanliness ratings of either Excellent or Good:
- Station Platform: 68.5%
- Other Station Areas: 57.5%
- Restrooms: 41.2%
- Elevators: 52.0%

System Service staffing levels down by nearly 20% compared to pre-SFO

Brightening Program should help with public perception
Station Vandalism

Ratings guide:
- 4 = Excellent
- 3.19 = Goal
- 3 = Good
- 2 = Only Fair
- 1 = Poor

Goal not met

76.9% of those surveyed ranked this category as either Excellent or Good.
Station Services

Composite rating of:
- Station Agent Availability (65%) 2.90
- Brochures Availability (35%) 3.00

- Goal not met
- Availability ratings of either Excellent or Good:
  - Station Agents: 73.4%
  - Brochures: 78.4%
Train P.A. Announcements

Composite rating of:

- P.A. Arrival Announcements (33%) = 3.11
- P.A. Transfer Announcements (33%) = 3.05
- P.A. Destination Announcements (33%) = 3.27

- Goal not met but improved
- Announcement ratings of either Excellent or Good:
  - Arrivals: 80.3%
  - Transfers: 76.9%
  - Destinations: 84.8%

Ratings guide:
4 = Excellent
3.17 = Goal
3 = Good
2 = Only Fair
1 = Poor
Train Exterior Appearance

✓ Goal not met but improved
✓ 77.9% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
Train interior cleanliness (60%) 2.71
Train interior kept free of graffiti (40%) 3.36

- Goal met and improved
- Train Interior ratings of either Excellent or Good:
  - Cleanliness: 64.5%
  - Graffiti-free: 91.8%
- Seat and floor program influencing public perception?
Train Temperature

Comfortable Temperature Onboard Train

- Goal met
- 87.2% of those surveyed ranked this category as either Excellent or Good
✅ Goal not met

✅ Total complaints increased 325 (26.1%) from last quarter, up 561 (55.5%) when compared with FY 14, third quarter.

✅ Complaint totals increased in all categories except for New Bike Program, Train Cleanliness, and Trains.

✅ “Compliments” increased to 100 versus last quarter’s 74 (one year ago these numbered 94)
Patron Safety:
Station Incidents per Million Patrons

Goal not met
Patron Safety
Vehicle Incidents per Million Patrons

✓ Goal met
Employee Safety:
Lost Time Injuries/Illnesses per OSHA Incidence Rate

Goal met
Employee Safety:
OSHA-Recordable Injuries/Illnesses
per OSHA Incidence Rate

Goal met
Operating Safety:
Unscheduled Door Openings per Million Car Miles

✓ Goal met
Operating Safety:
Rule Violations per Million Car Miles

✓ Goal met
BART Police Presence

Composite Rating of Adequate BART Police Presence in:

- Stations (33%) 2.33
- Parking Lots and Garages (33%) 2.43
- Trains (33%) 2.35

✓ Goal not met
✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 44.6%
  - Parking Lots/Garages: 49.0%
  - Trains: 45.2%

Ratings guide:
4 = Excellent
3 = Good
2.50 = Goal
2 = Only Fair
1 = Poor
Quality of Life incidents are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration
Crimes against persons are down from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Goal met

Crimes Against Persons
(Homicide, Rape, Robbery, and Aggravated Assault)
Goal met

The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year.
The Average Emergency Response Time goal was met for the quarter.
Bike Theft

Goal not met

✓ 183 bike thefts for current quarter, down 45 from last quarter and up from the corresponding quarter of the prior fiscal year.

* The penal code for grand theft value changed in 2011. The software was updated, which resulted in a change of bicycle theft statistics effective FY12-Q3.