



Quarterly Service Performance Review

First Quarter, FY 2020
July - September, 2019

Engineering & Operations Committee
December 05, 2019

SUMMARY CHART 1st QUARTER FY 2020

PERFORMANCE INDICATORS UPDATED 11/19/19	CURRENT QUARTER			PRIOR QTR ACTUALS		YEAR TO DATE		
	ACTUAL	STANDARD	STATUS	LAST	THIS QTR	ACTUAL	STANDARD	STATUS
				QUARTER	LAST YEAR			
Average Ridership - Weekday	412,596	412,913	NOT MET	413,362	419,692	412,596	412,913	NOT MET
Customers on Time								
Peak	89.91%	94.00%	NOT MET	91.49%	92.27%	89.91%	94.00%	NOT MET
Daily	91.28%	94.00%	NOT MET	92.05%	93.59%	91.28%	94.00%	NOT MET
Trains on Time								
Peak	83.41%	N/A	N/A	85.75%	89.26%	83.41%	N/A	N/A
Daily	86.96%	91.00%	NOT MET	87.72%	91.27%	86.96%	91.00%	NOT MET
Peak Period Transbay Car Throughput								
AM Peak	98.72%	97.50%	MET	97.27%	92.87%	98.72%	97.50%	MET
PM Peak	97.86%	97.50%	MET	98.29%	95.22%	97.86%	97.50%	MET
Car Availability at 4 AM (0400)	631	632	NOT MET	644	585	631	632	NOT MET
Mean Time Between Service Delays	4,282	4,650	NOT MET	5,138	5,032	4,282	4,650	NOT MET
Elevators in Service								
Station	98.93%	98.00%	MET	98.60%	99.03%	98.93%	98.00%	MET
Garage	97.80%	97.00%	MET	97.67%	96.37%	97.80%	97.00%	MET
Escalators in Service								
Street	95.07%	93.00%	MET	94.43%	89.83%	95.07%	93.00%	MET
Platform	97.00%	96.00%	MET	96.93%	96.93%	97.00%	96.00%	MET
Automatic Fare Collection								
Gates	99.29%	99.00%	MET	99.38%	99.57%	99.29%	99.00%	MET
Vendors	98.86%	95.00%	MET	98.72%	98.67%	98.86%	95.00%	MET
Wayside Train Control System	1.13	1.00	NOT MET	1.73	0.76	1.13	1.00	NOT MET
Computer Control System	0.02	0.08	MET	0.163	0.027	0.023	0.08	MET
Traction Power	0.17	0.20	MET	0.23	0.04	0.17	0.20	MET
Track	0.05	0.30	MET	0.27	0.14	0.05	0.30	MET
Transportation	0.56	0.50	NOT MET	0.58	0.50	0.56	0.50	NOT MET
Environment Outside Stations	64.9%	66.0%	NOT MET	65.4%	62.6%	64.9%	66.0%	NOT MET
Environment Inside Stations	61.5%	64.0%	NOT MET	64.2%	62.2%	61.5%	64.0%	NOT MET
Station Vandalism	70.6%	73.0%	NOT MET	72.4%	71.6%	70.6%	73.0%	NOT MET
Train Interior Cleanliness	66.8%	70.0%	NOT MET	69.6%	70.8%	66.8%	70.0%	NOT MET
Train Temperature	78.8%	82.0%	NOT MET	81.2%	79.7%	78.8%	82.0%	NOT MET
Customer Service	73.9%	75.0%	NOT MET	74.5%	74.9%	73.9%	75.0%	NOT MET
Homelessness	25.5%	N/A	N/A	23.4%	23.7%	25.5%	N/A	N/A
Fare Evasion	20.2%	N/A	N/A	19.4%	18.1%	20.2%	N/A	N/A
Customer Complaints								
Complaints per 100,000 Passenger Trips	13.19	5.07	NOT MET	13.14	10.05	13.19	5.07	NOT MET
Safety								
Station Incidents/Million Patrons	1.58	2.00	MET	1.16	1.73	1.58	2.00	MET
Vehicle Incidents/Million Patrons	0.43	0.60	MET	0.46	0.46	0.43	0.60	MET
Lost Time Injuries/Illnesses/Per OSHA	8.89	6.50	NOT MET	7.25	5.74	8.89	6.50	NOT MET
OSHA-Recordable Injuries/Illnesses/Per OSHA	14.49	12.00	NOT MET	11.07	11.21	14.49	12.00	NOT MET
Unscheduled Door Openings/Million Car Miles	0.350	0.200	NOT MET	0.200	0.100	0.350	0.200	NOT MET
Rule Violations Summary/Million Car Miles	0.150	0.250	MET	0.300	0.300	0.150	0.250	MET
Police								
BART Police Presence	9.8%	11.9%	NOT MET	12.5%	11.0%	9.8%	11.9%	NOT MET
Quality of Life per million riders	69.40	N/A	N/A	77.02	40.38	69.40	N/A	N/A
Crimes Against Persons per million riders	3.53	2.00	NOT MET	4.03	3.83	3.53	2.00	NOT MET
Auto Burglaries per 1,000 parking spaces	6.94	6.00	NOT MET	4.90	4.39	5.67	6.50	MET
Auto Thefts per 1,000 parking spaces	1.56	2.25	MET	1.30	1.66	1.29	3.19	MET
Police Response Time per Emergency Incident (Minutes)	5.65	5.00	NOT MET	4.94	5.31	5.65	5.00	NOT MET
Bike Thefts (Quarterly Total and YTD Quarterly Average)	116	100.00	NOT MET	76	122	116	100.00	NOT MET

LEGEND:

Goal met

Goal not met but within 5%

Goal not met by more than 5%



FY20 First Quarter Overview



- ✓ Ridership continues to flatten this quarter with a 0.018% decrease over last quarter
- ✓ On time performance during the peak was up slightly while all day performance was down slightly
- ✓ ROW Equipment Reliability: Computer Systems, Traction Power and Track, met goal; Train Control and Rail Cars did not meet goal
- ✓ Station Equipment Availability: Elevators (Station and Garage), Escalators (Platform and Street), Ticket Machines and Fare Gates met goal
- ✓ Passenger Environment: Station Cleanliness, Vandalism, Grounds, Customer Service, Train Cleanliness, Fare Evasion and Train Temperature declined. Homeless improved
- ✓ Total Customer Complaints decreased slightly over last quarter



eBART Service Report



PERFORMANCE INDICATORS	SUMMARY CHART FOR 1st QUARTER FY20						FY20 YEAR TO DATE		
	CURRENT QUARTER			PRIOR QTR ACTUALS		FY20 YEAR TO DATE			
	ACTUAL	STANDARD	STATUS	LAST QUARTER	THIS QTR LAST YEAR	ACTUAL	STANDARD	STATUS	
Ridership									
Average Ridership - Weekday	8,348	6,530	MET	8,117	7,675	8,348	6,530	MET	
Average Ridership - Weekend	2,222	n/a	n/a	2,184	2,286	2,222	n/a	n/a	
Service Delivery									
On-Time Performance	93.01%	95.00%	NOT MET	93.61%	94.79%	93.01%	95.00%	NOT MET	
Transfers to BART									
On-Time Connections	98.80%	98.50%	MET	98.55%	98.58%	98.80%	98.50%	MET	
Equipment									
Train Mean Distance Between Failures (miles)	9,352	14,000	NOT MET	12,118	14,372	9,352	14,000	NOT MET	
Station Elevator Availability	99.17%	98.50%	MET	99.22%	99.47%	99.17%	98.50%	MET	
Station Escalator Availability	99.06%	96.00%	MET	99.60%	94.38%	99.06%	96.00%	MET	
Customer Feedback									
Complaints/Hundred Thousand Patrons	7.55	7.00	NOT MET	9.87	28.39	7.55	7.00	NOT MET	
Safety									
Passenger Incidents	0.00	0.00	MET	0.00	1.00	0.00	0.00	MET	
Workplace Injuries	0.00	0.00	MET	0.00	0.00	0.00	0.00	MET	

LEGEND:

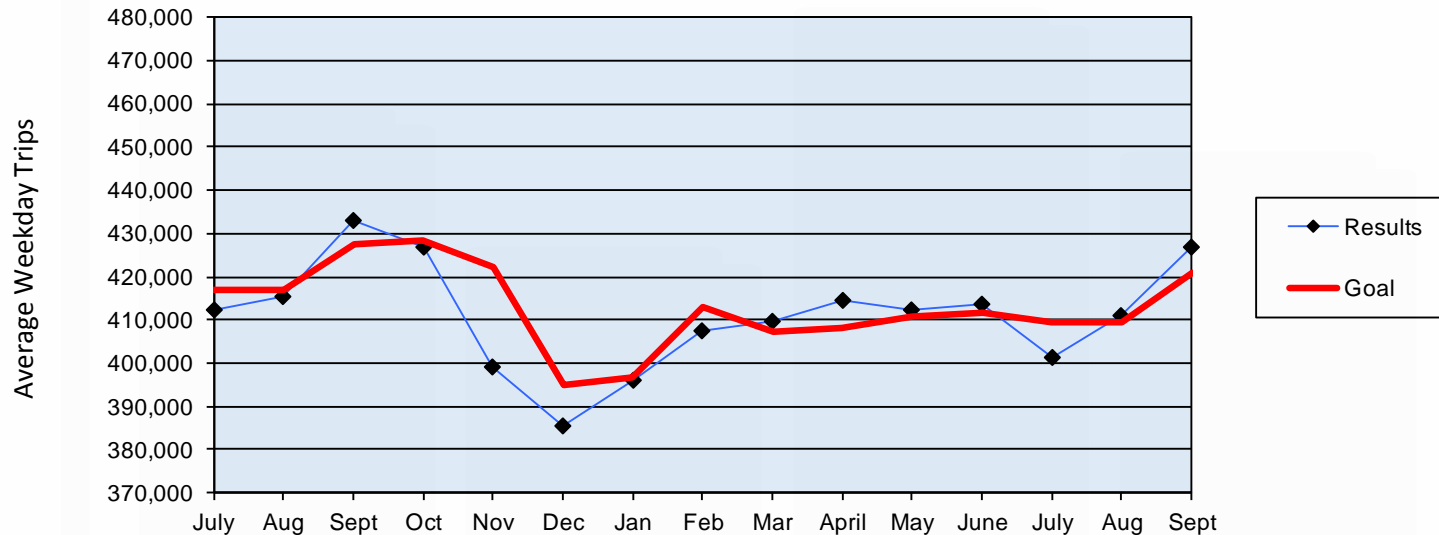
Goal Met

Goal not met but within 5%

Goal not met by more than 5%



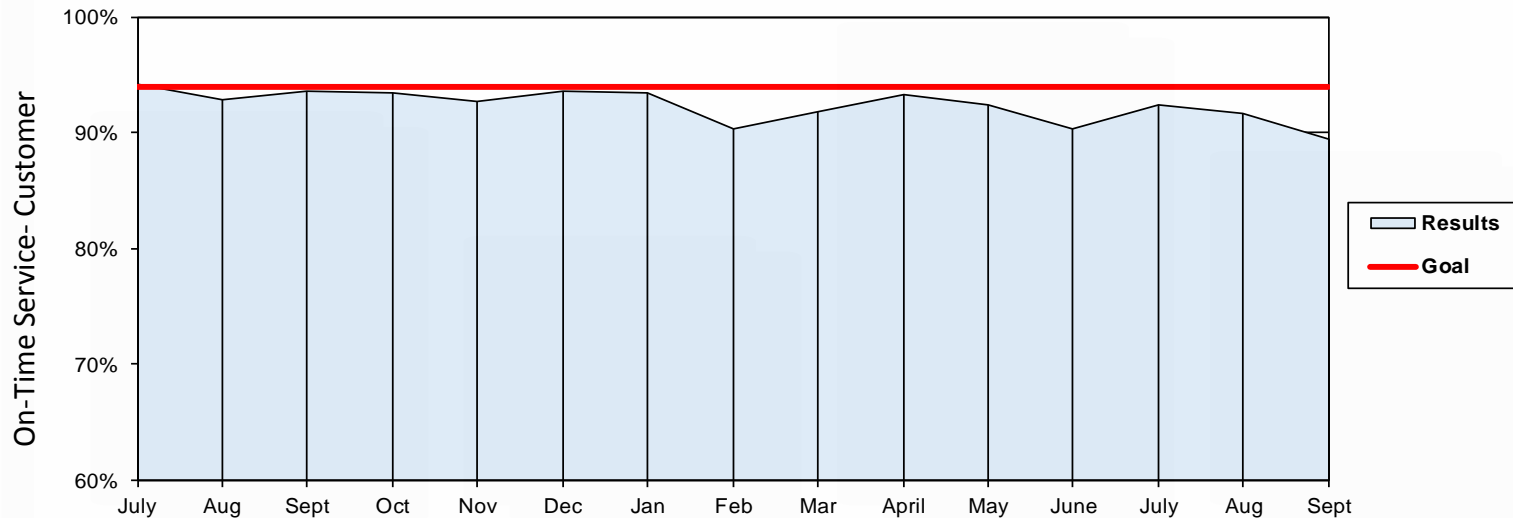
Customer Ridership



- ✓ Goal not met – Actual 412, 596 / Goal 412,913
- ✓ Total ridership flat compared to last quarter, decreased by 0.9% compared to same quarter last year
- ✓ Average weekday ridership (412,596) flat compared to last quarter, down by 1.7% from same quarter last year
- ✓ SFO Extension weekday ridership down by 2.1% from same quarter last year
- ✓ Average peak ridership down by 0.3% compared to same quarter last year
- ✓ Saturday and Sunday down by 1.0% and 4.7%, respectively, from same quarter last year



On-Time Service - Customer



✓ Goal not met – Actual 91.28% / Goal 94.00%

✓ Down .08% from prior quarter, down 2.5% from this quarter last year

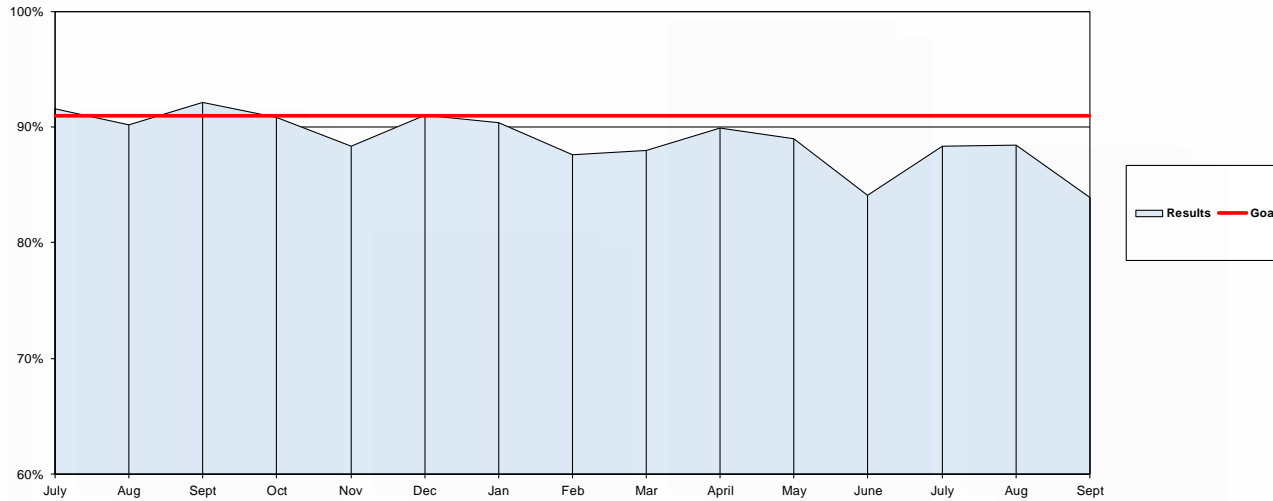
					Trains
1	19-Sep-19	Powell	Train Struck A Person On Trackway(1357-1824)	People	180
2	02-Jul-19	W & K-Lines	Outside Agency Assist (Active Shooter)(1558-2010)	People	124
3	17-Sep-19	Montgomery	MUX (E MUX)(Fuse)(1245-2343)	Equip	117
4	24-Jul-19	Lake Merritt	Person Reported Under Train (1728-2050)	People	116
5	09-Sep-19	Embarcadero	Zero Speed Code (Manual Operation Req.)(0806-1158)	Equip	109
6	26-Sep-19	Embarcadero	BPD Hold (Bomb Threat)(1653 - 2043)	People	80
7	12-Sep-19	24th Street	Train Struck A Person On Trackway (1827 - 2224)	People	67
8	19-Jul-19	Montgomery	Vandalism (Door/Seal) (1707-1947)	People	66
9	07-Aug-19	Montgomery	Person Under Train (Transported To Hospital)(1006-1233)	People	63
10	24-Sep-19	Civic Center	Person on Trackway (Track Inspection)(0757-1121)	People	62



On-Time Service - Train



On-Time Service - Train

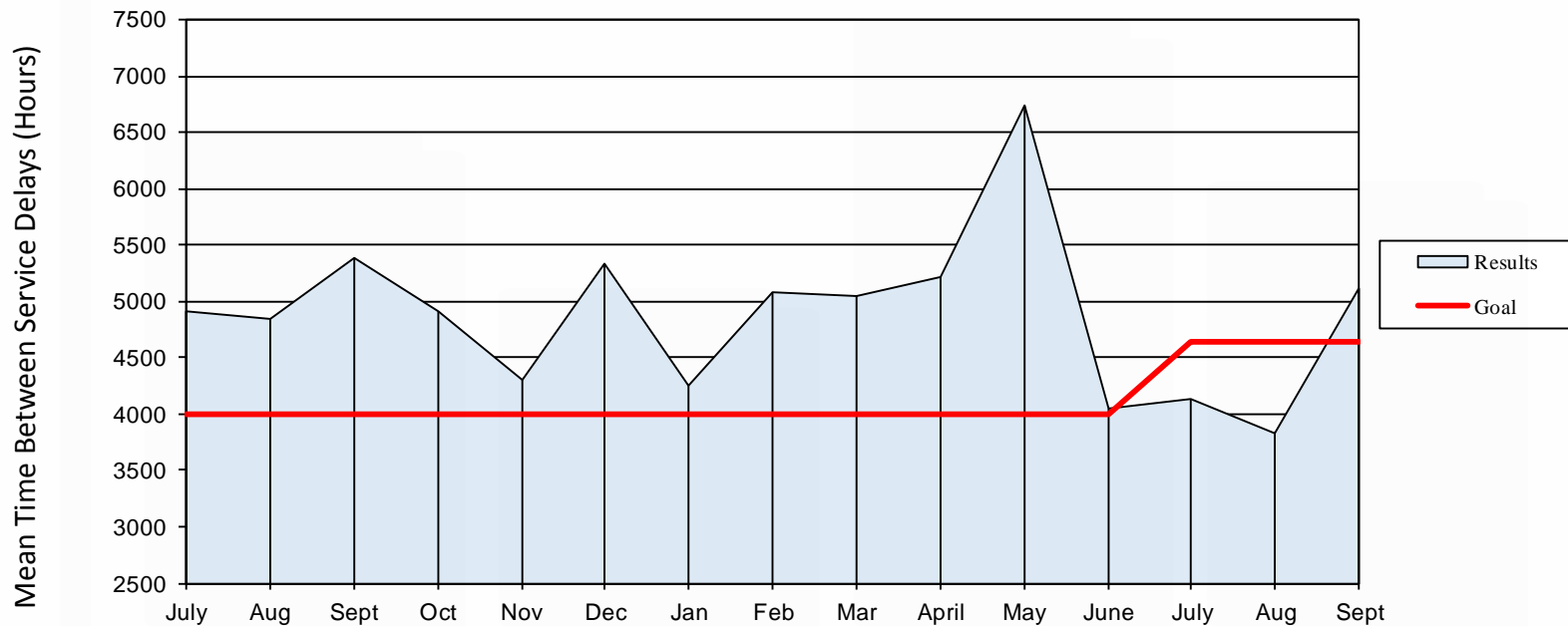


- ✓ Goal not met – Actual 86.96% / 91% Goal
- ✓ Down 0.8% from prior quarter, down 4.7 % from this quarter last year
- ✓ 40.1% of late trains were late due to multiple small delays, each under 5 minutes

POLICE ACTIONS	23.8% of delayed trains
TRAIN CONTROL	10.9% of delayed trains
VEHICLE	9.6% of delayed trains
TRAIN STRUCK PATRON	9.2% of delayed trains
VANDALISM	6.1% of delayed trains
TRANSPORTATION	5.5% of delayed trains
PERSON ON TRACKWAY	4.4% of delayed trains
WAYSIDE MAINT. WORK	3.9% of delayed trains
OBJECT ON TRACKWAY	3.2% of delayed trains
PATRON ILL	3.1% of delayed trains



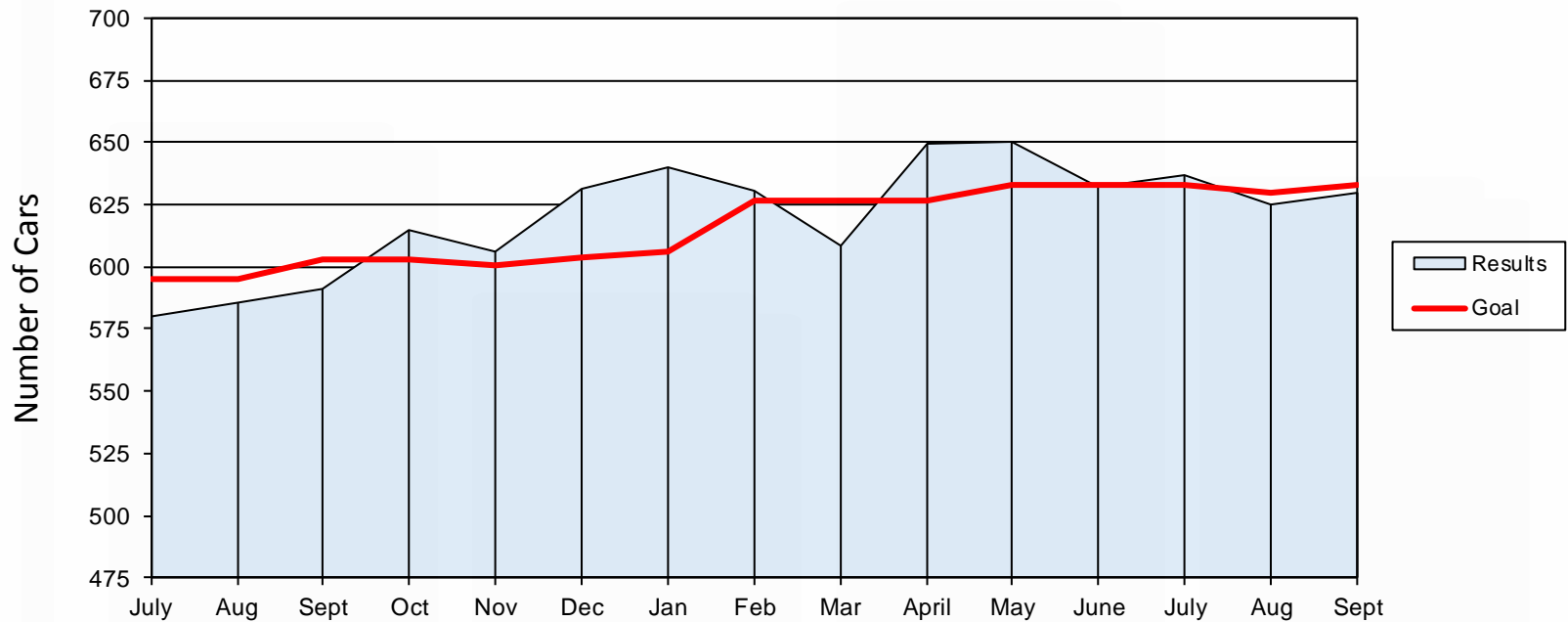
Car Equipment - Reliability



- ✓ Goal not met – Actual 4282 hours / Goal 4650 hours
- ✓ Friction Brake delays increased



Car Equipment – Availability @ 0400 hours



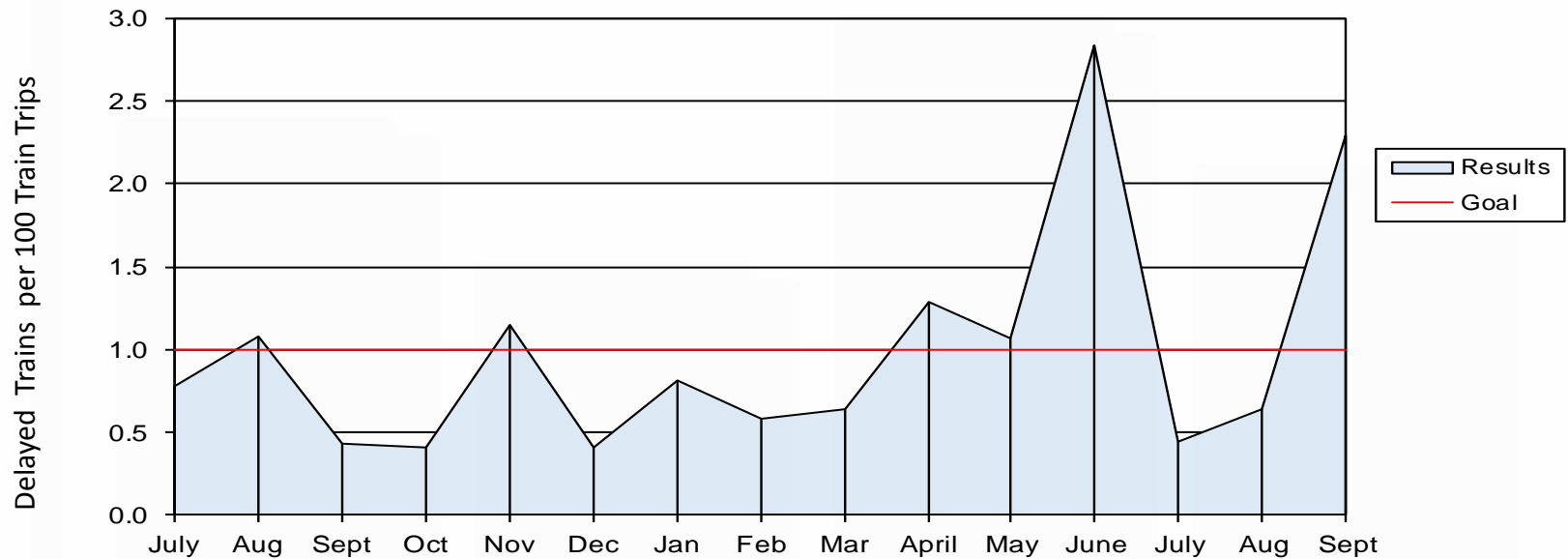
- ✓ Goal not met – Actual 631/ Goal 632 (Average for Quarter)
- ✓ Improved by 7.7% from the same quarter a year ago.



Wayside Train Control System



Includes False Occupancy & Routing, Delays Per 100 Train Runs



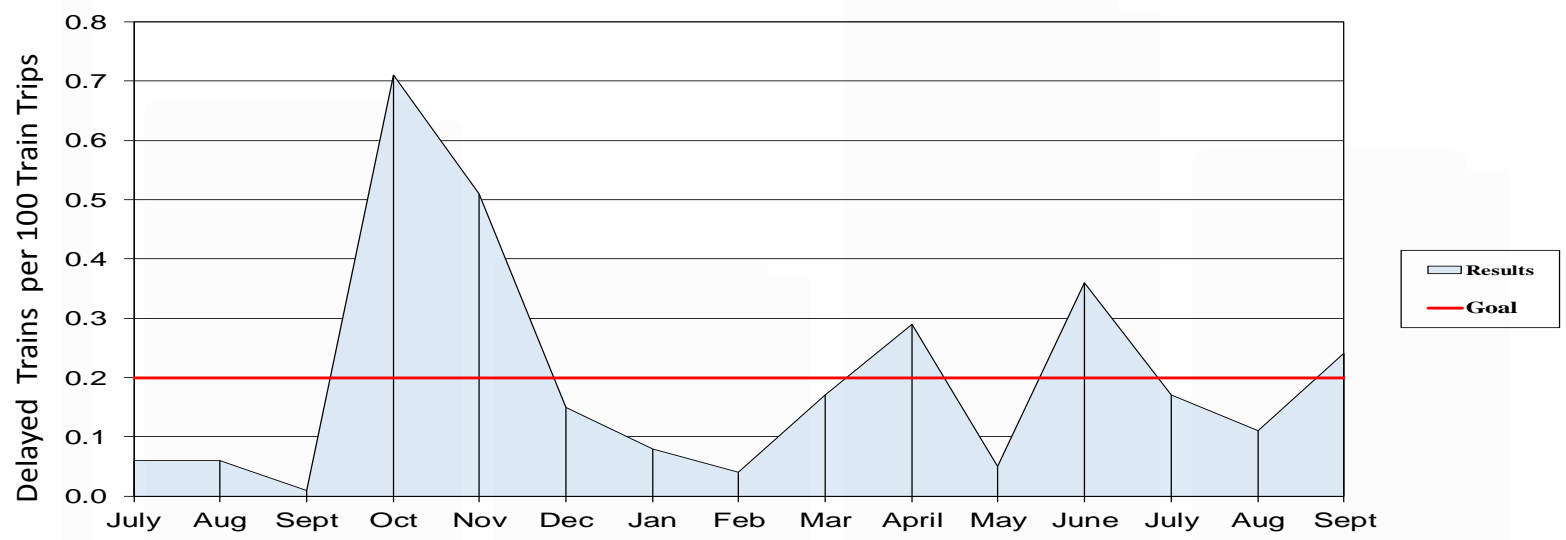
- ✓ Goal not met – Actual 1.1 / Goal 1.0
- ✓ Improved by 35% over last quarter
- ✓ Two September instances at Montgomery
 - ✓ September 9 – Identified bad power supply unit
 - ✓ September 17 – Blown fuses – upgrading arrestor boards with modern technology to reduce circulating ground currents



Traction Power



Includes Coverboards, Insulators, Third Rail Trips, Substations, Delays Per 100 Train Runs



- ✓ Goal met – Actual 0.17/ Goal .2
- ✓ Improved 25.7% from last quarter

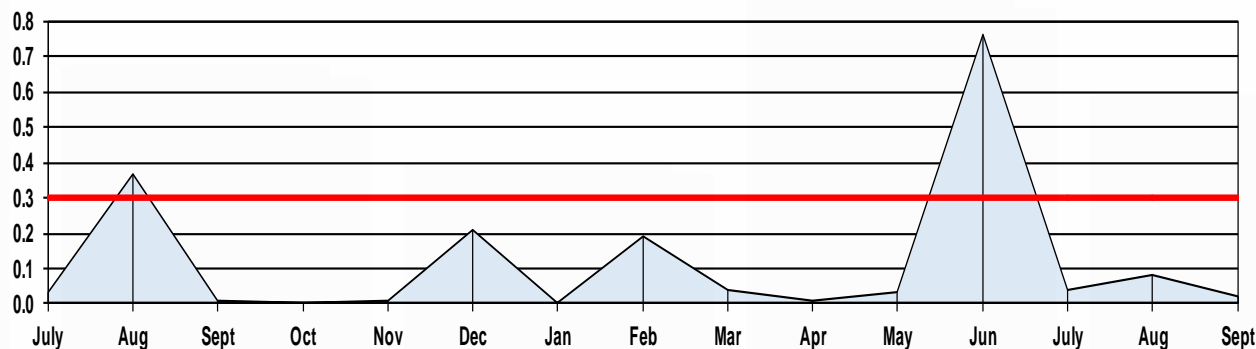


Track



Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs

Delayed Trains per 100 Train Trips



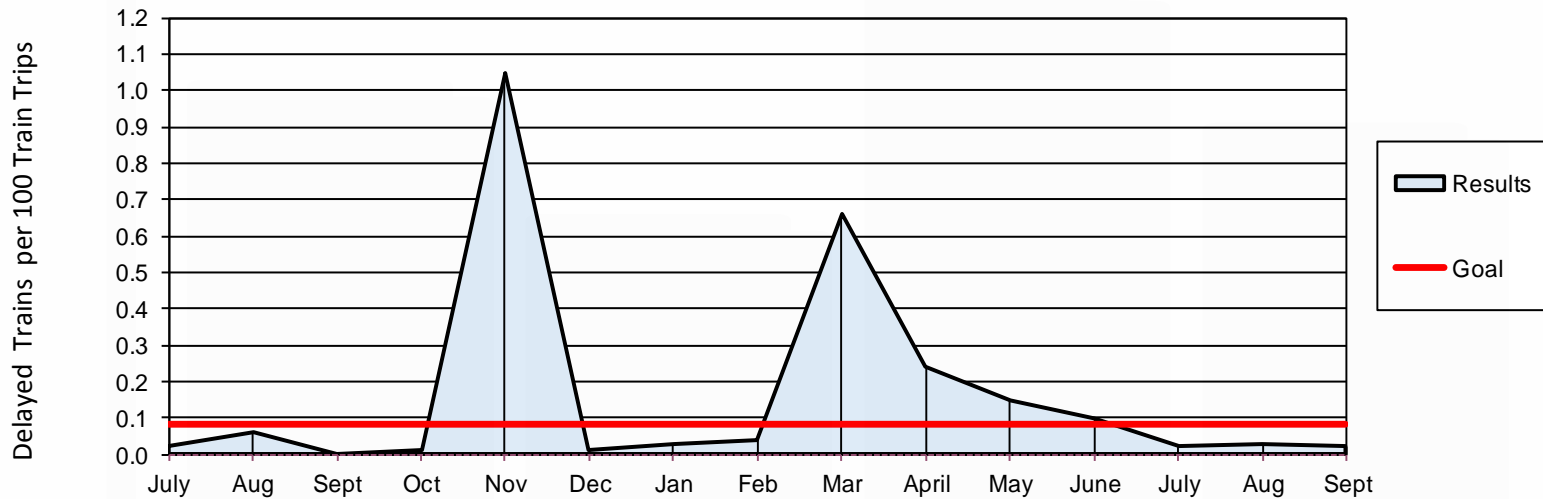
- ✓ Goal met – Actual .05 / Goal .30
- ✓ Improved by 82.5% from last quarter, 65.9% from same quarter a year ago
- ✓ Continuing Support Capital Projects
- ✓ Rail Relay and Rail Pad replacement on schedule.



Computer Control System



Includes ICS computer & SORS, Delays per 100 train runs



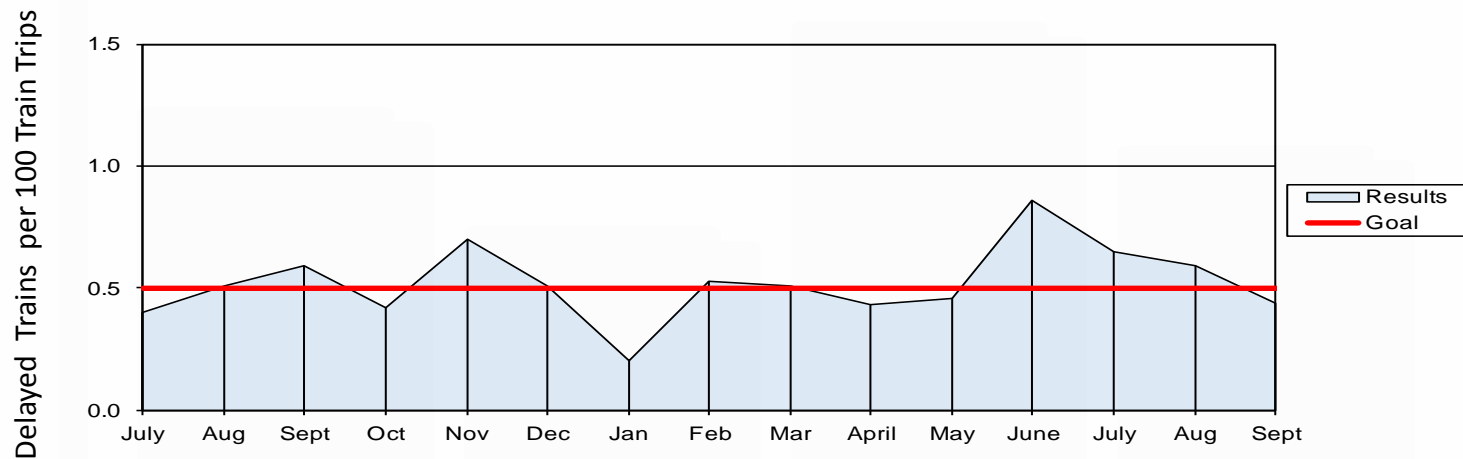
- ✓ Goal met – Actual 0.02 / Goal 0.08
- ✓ Two/ Three door designation added to station destination signs
- ✓ Upgraded OCC workstations for increased performance, reliability & security



Transportation



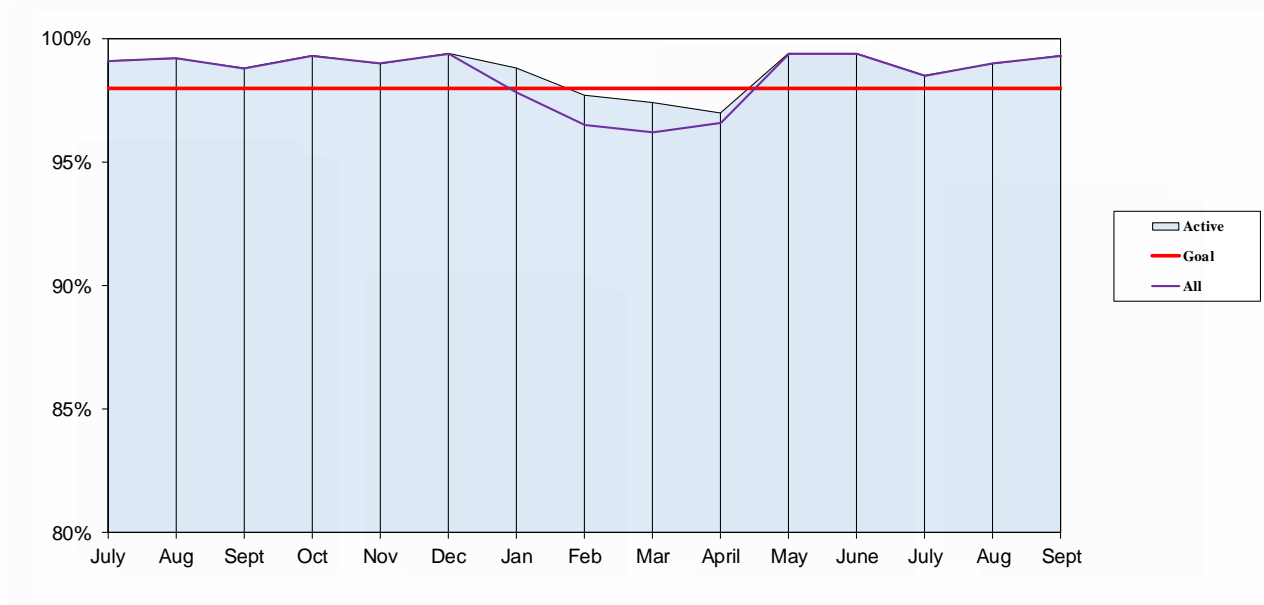
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs



- ✓ Goal not met – Actual .56 / Goal .5
- ✓ A 17% decrease in procedural errors compared to previous quarter



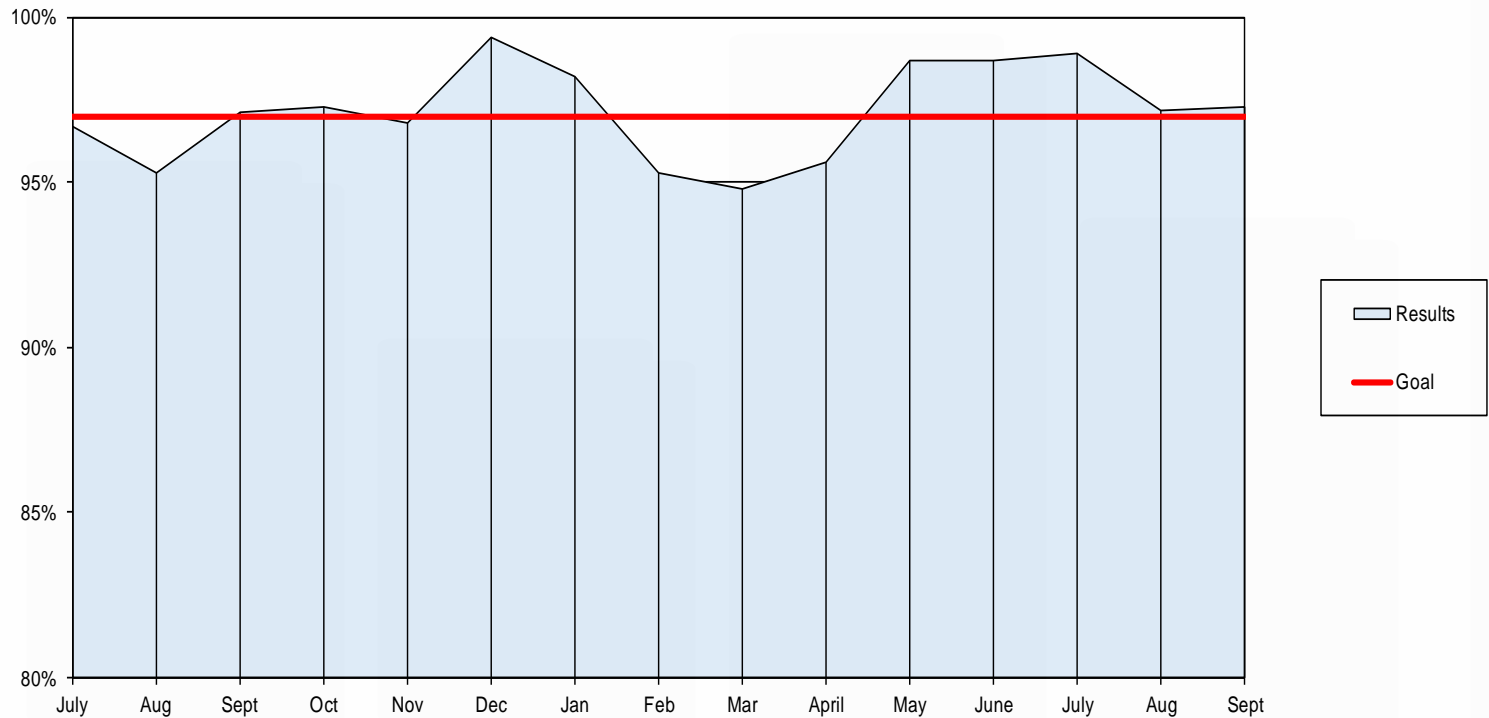
Elevator Availability - Stations



- ✓ Goal met - Actual 98.9% / Goal 98%
- ✓ El Cerrito Del Norte - long term outage due to Hydraulic supply line failure



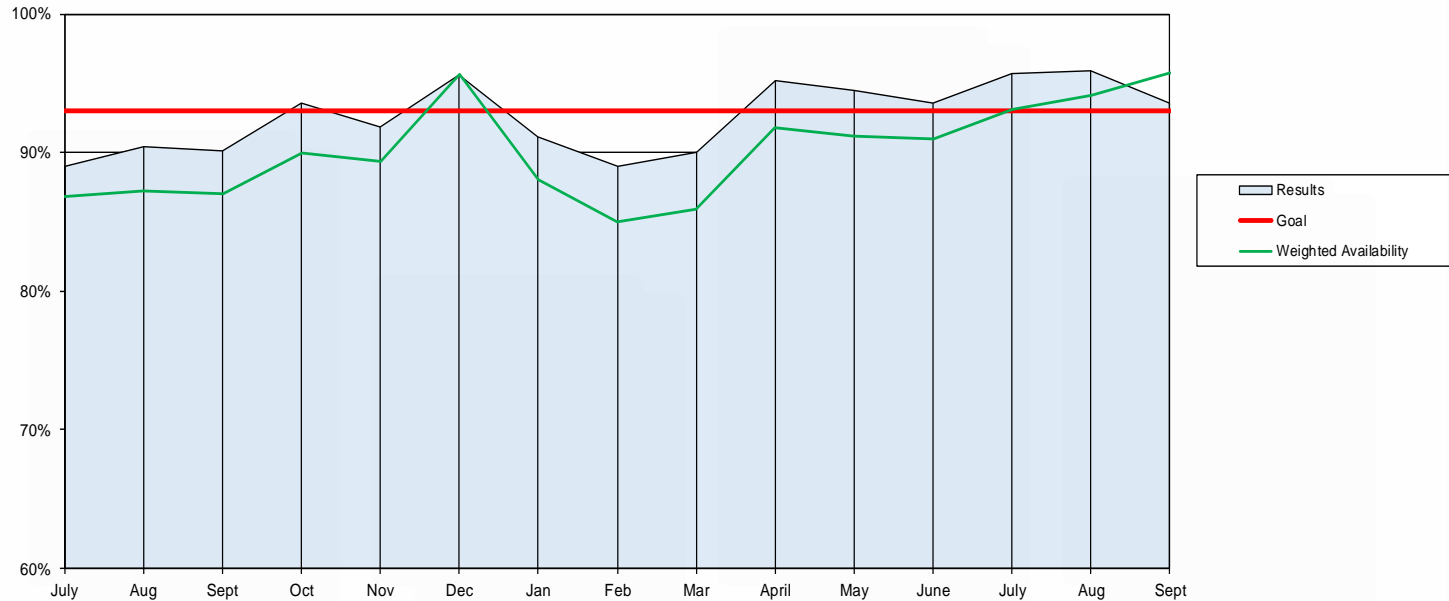
Elevator Availability - Garage



- ✓ Goal met – Actual 97.8% / Goal 97%
- ✓ Concord – long term outage due to rope replacement



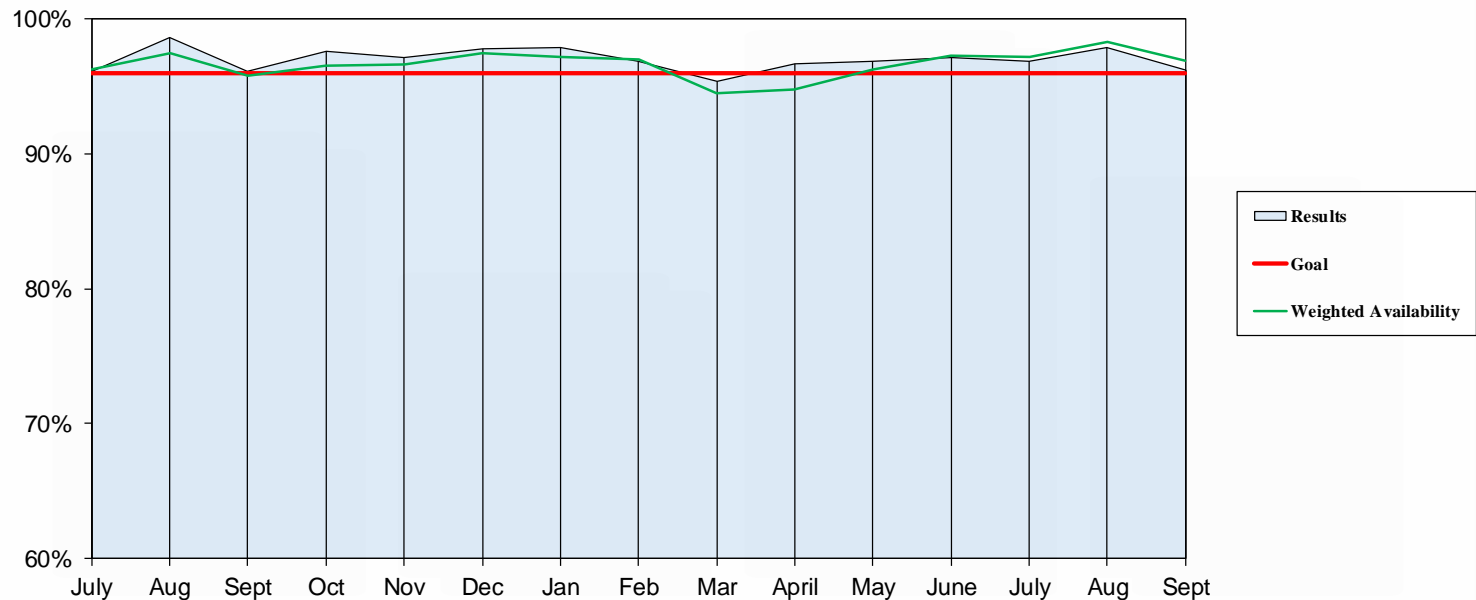
Escalator Availability - Street



- ✓ Goal met – Actual 95.1% / Goal 93%
- ✓ 12th Street - Step chain replacement (unplanned)
- ✓ 19th Street – Step chain replacement (planned)
- ✓ M30-S1 195 hours O/S for step chain replacement (planned)



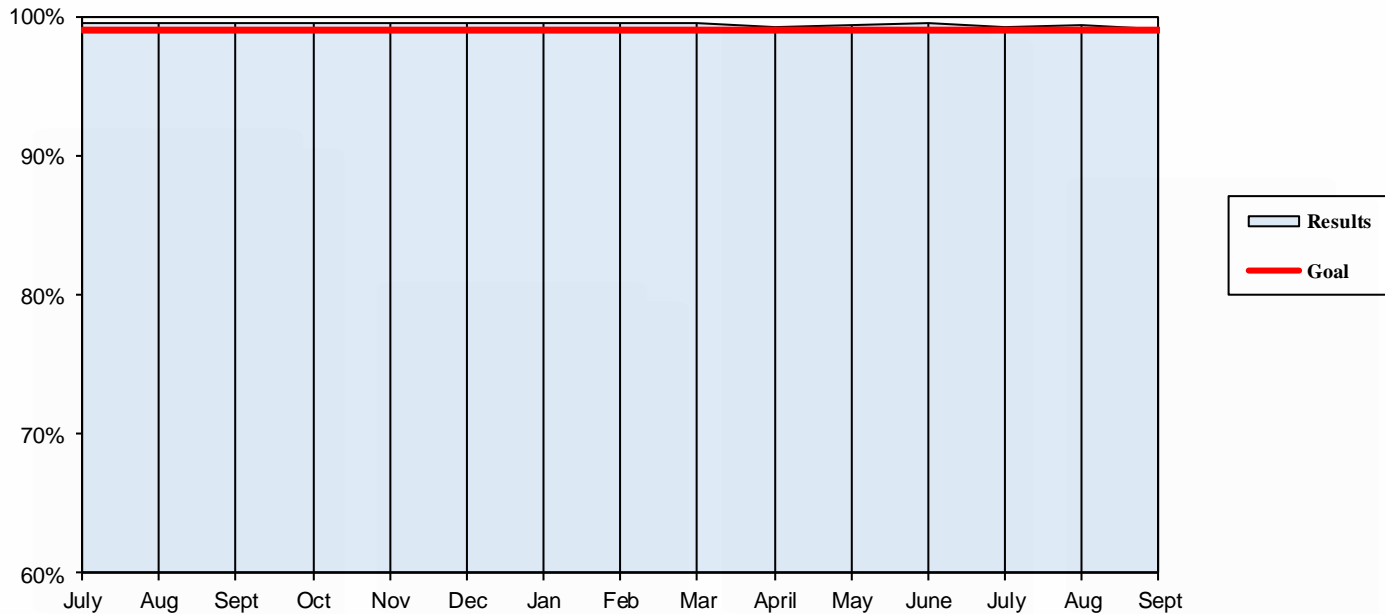
Escalator Availability - Platform



- ✓ Goal met – Actual 97% / Goal 96%
- ✓ Oakland Airport Connector – Step chain replacement
- ✓ 12th Street – Bull gear replacement
- ✓ Dublin – Step replacement and track repair and alignment



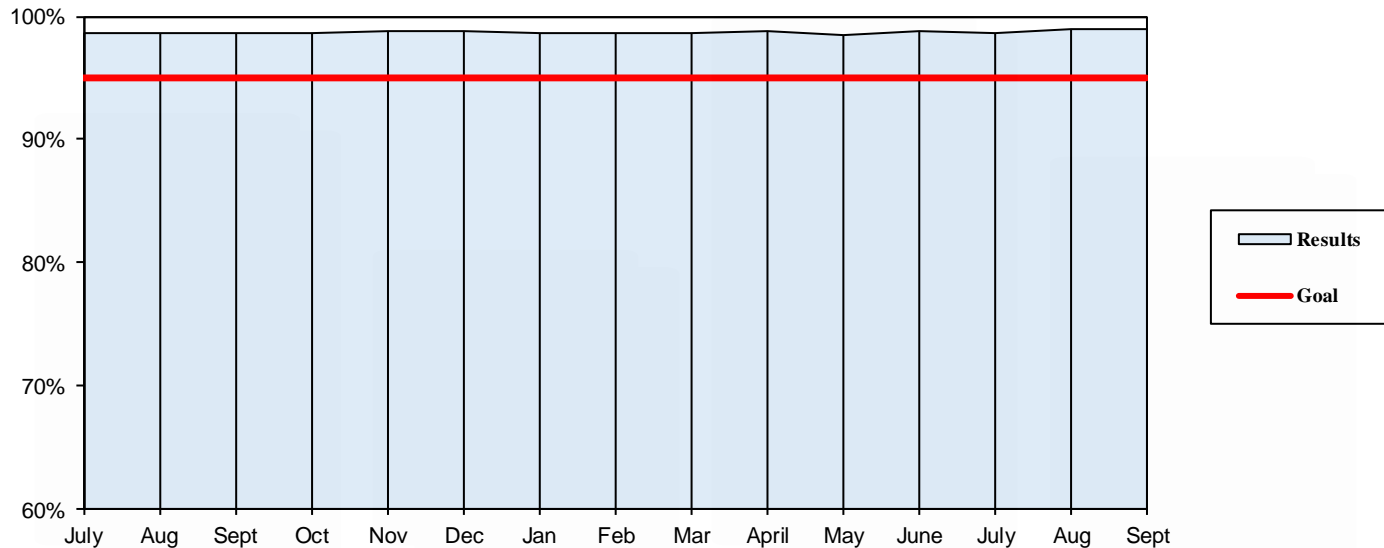
AFC Gate Availability



- ✓ Goal met - Actual 99.3% / Goal 99.0%
- ✓ Cinch Mod completed on M-Line now working on the K-Line
- ✓ Added fare equipment to support moving 12th Street Station elevator into the paid area



AFC Vendor Availability



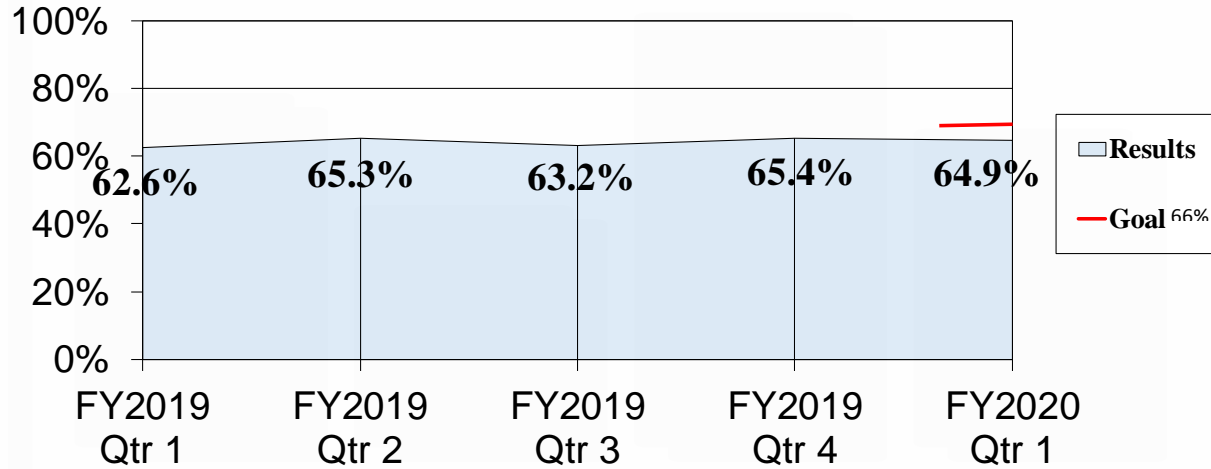
- ✓ Goal met - Actual 98.9% / Goal 95.0%
- ✓ Continuing to install Clipper upgrade TVM's in paid area
- ✓ Supported Clipper only pilot at four stations



Environment - Outside Stations



- Ratings guide:**
- Scale:
 - Excellent
 - Good
 - Only Fair
 - Poor
 - Rating=%
Excellent and Good



Composite rating of:

Appearance of BART Landscaping, Walkways & Entry Plaza (67%)	61.4%
BART Parking Lot Cleanliness (33%)	72.4%

- ✓ Goal not met Actual 64.9% / Goal 66%
- ✓ Reduction in Landscaping, Walkways & Plazas

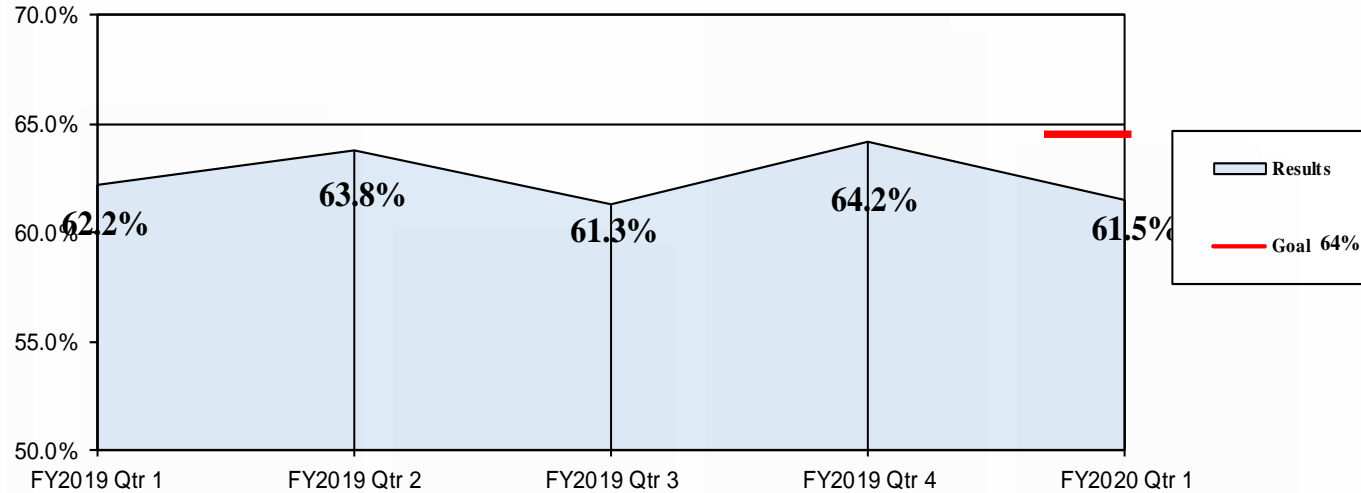


Environment - Inside Stations



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=%
Excellent and Good



Composite Rating of:

Cleanliness of Station Platform (40%)	66.8%
Cleanliness of Concourse (25%)	62.0%
Cleanliness of escalator (10%)	63.0%
Cleanliness of stairwells (7.5%)	56.9%
Cleanliness of elevator (10%)	53.4%
Restroom Cleanliness (7.5%)	44.8%

- ✓ Goal not met Actual 61.5% / Goal 64%
- ✓ Largest score reduction in downtown SF
- ✓ Adding elevator attendants will help
- ✓ Focused on quick response to biohazard reports

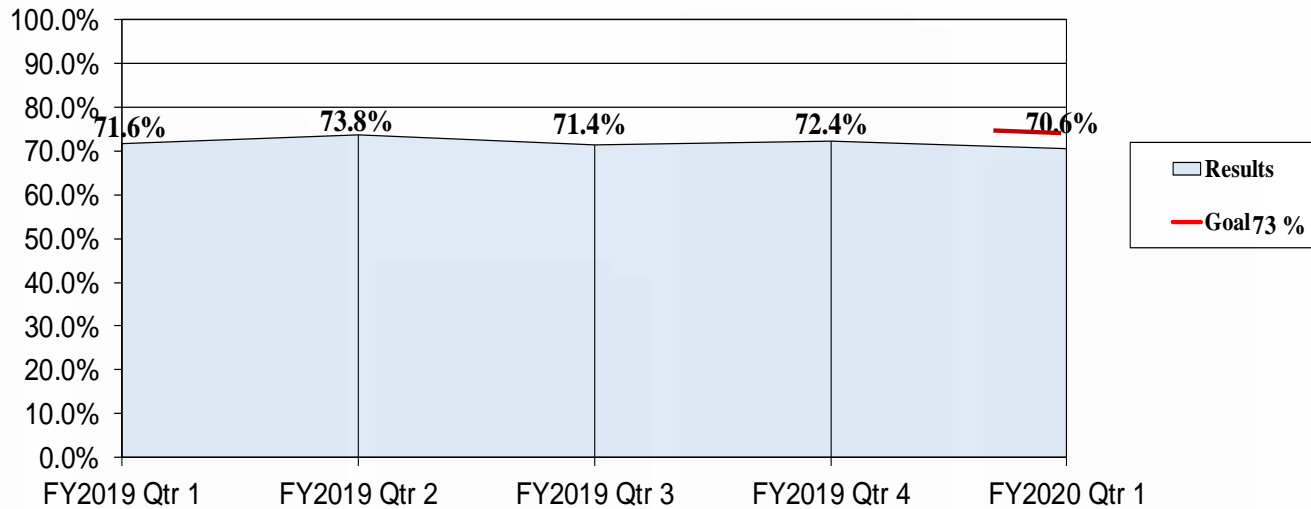


Station Vandalism



Station Kept Free of Graffiti

- Ratings guide:**
- Scale:
 - Excellent
 - Good
 - Only Fair
 - Poor
 - Rating=% Excellent and Good



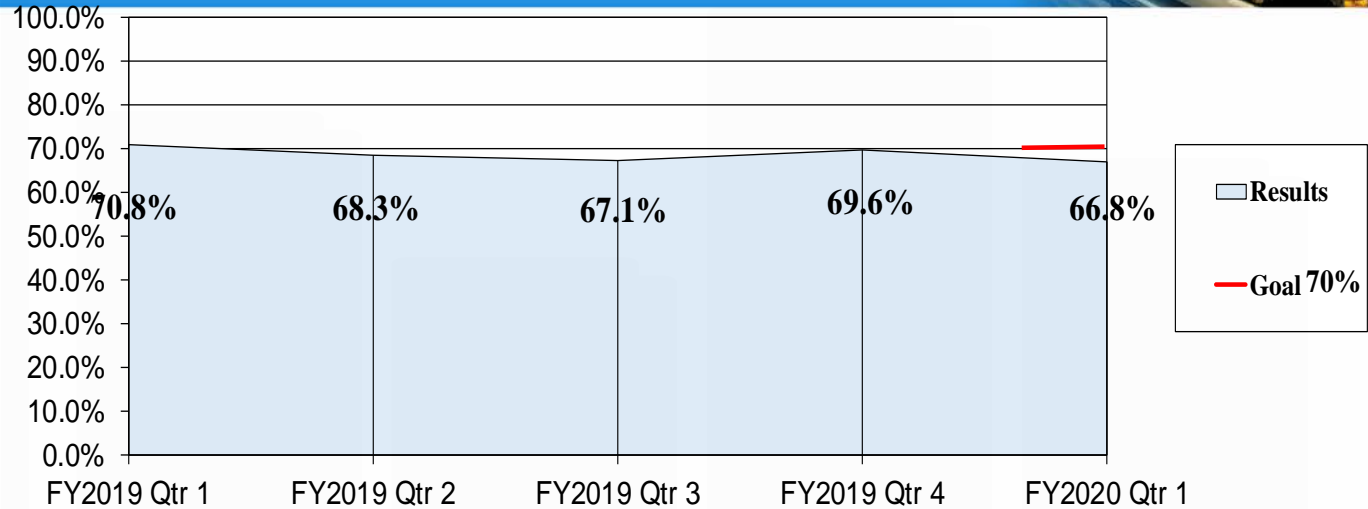
✓ Goal not met Actual 70.6 % / Goal 73%



Train Interior Cleanliness



- Ratings guide:**
- Scale:
 - Excellent
 - Good
 - Only Fair
 - Poor
 - Rating=% Excellent and Good



Composite rating of:	
Train interior cleanliness (60%)	57.0%
Train interior kept free of graffiti (40%)	85.1%

- ✓ Goal not met Actual 66.8 % / Goal 70%
- ✓ Slight improvement over last quarter
- ✓ Higher transient populations on train correlates with lower train cleanliness scores



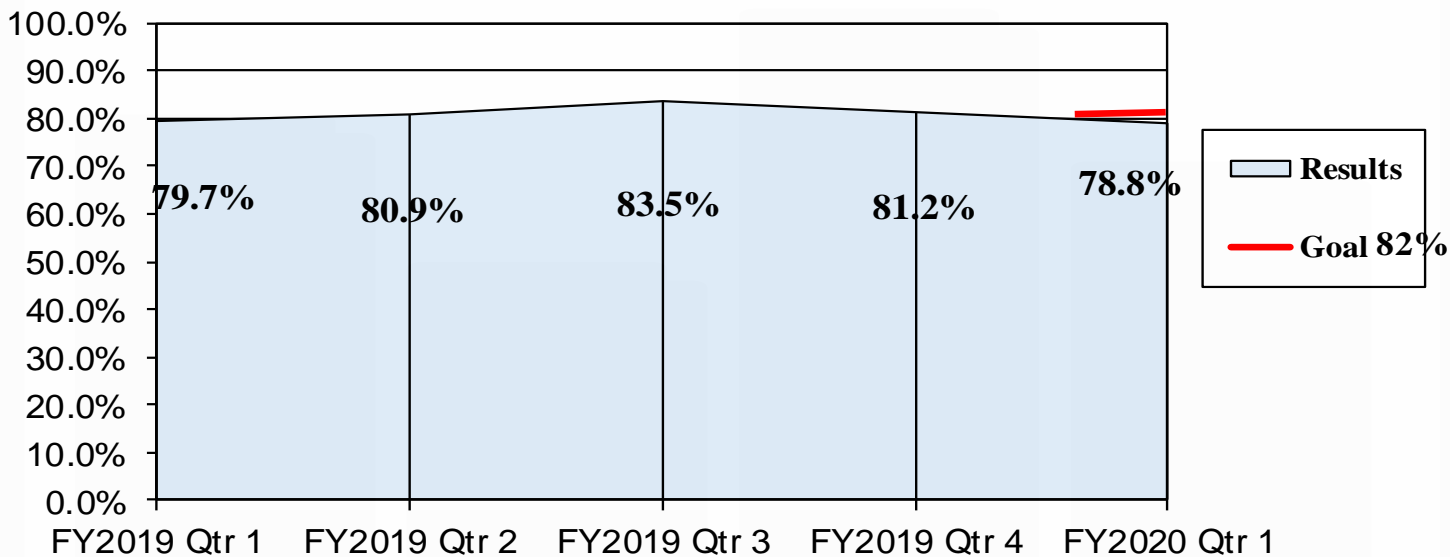
Train Temperature



Comfortable Temperature Onboard Train

Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good



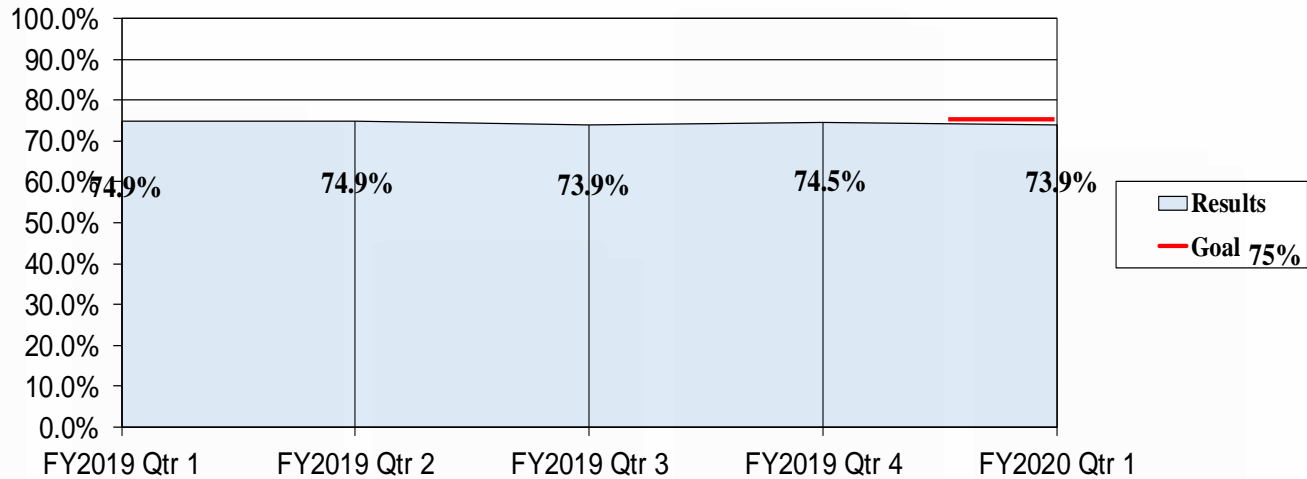
- ✓ Goal not met Actual 78.8% / Goal 82%
- ✓ Performed HVAC electrical, visual and functional checks.
- ✓ 1,347 A2B2 HVAC units have upgraded for better performance



Customer Service



- Ratings guide:**
- Scale:
 - Excellent
 - Good
 - Only Fair
 - Poor
 - Rating=% Excellent and Good



✓ Goal not met Actual 73.9% / Goal 75%

Composite rating (average) of:

Customer Service of Station Agent (if used today)	69.3%
Onboard Next Stop, Destination and Transfer Announcements	77.2%
Onboard Delay Announcements (if delayed today)	75.2%

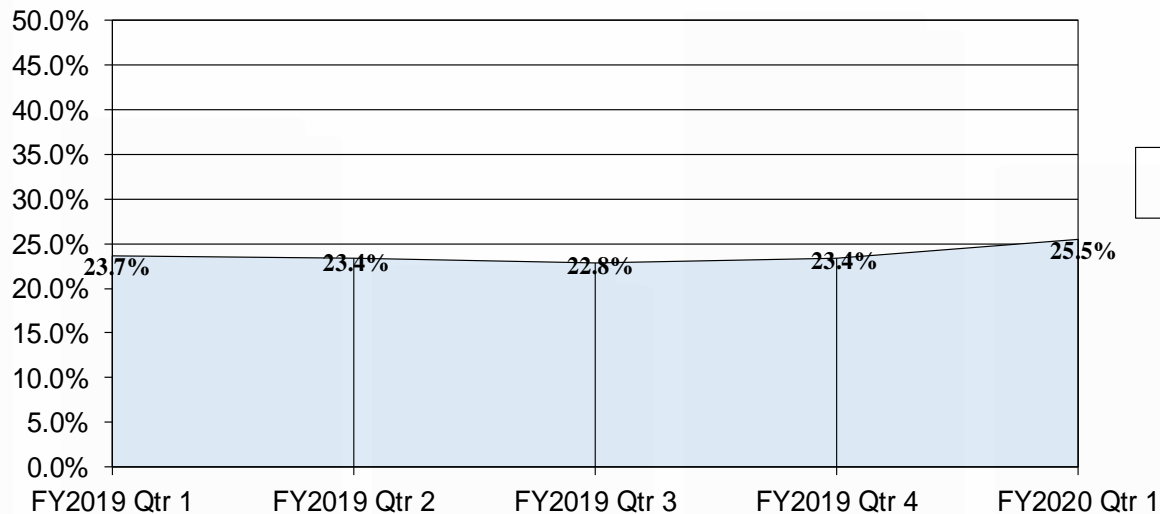


Homelessness



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good



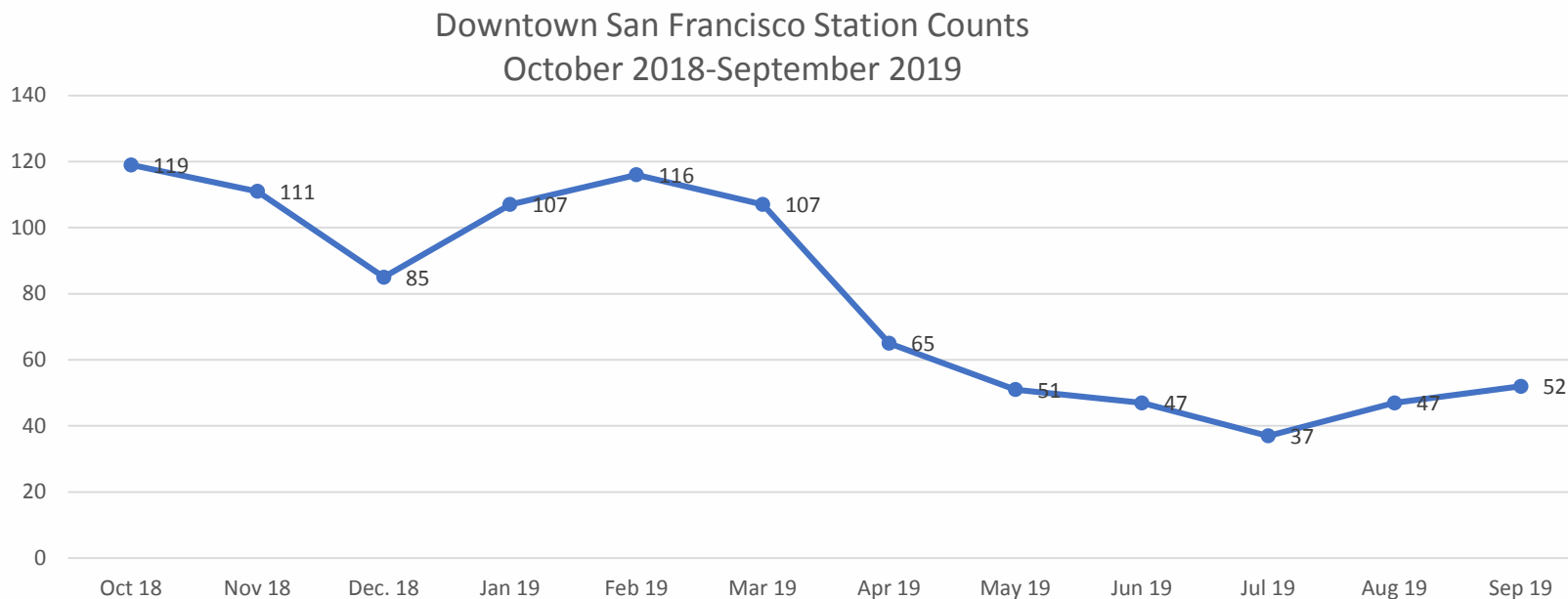
	FY19 Q1	FY19 Q2	FY19 Q3	FY19 Q4	FY20 Q1
How well BART is addressing homelessness	23.7% (Excellent+Good)	23.4% (Excellent+Good)	22.8% (Excellent+Good)	23.4% (Excellent+Good)	25.5% (Excellent+Good)



Transient Counts in the Station



Counts are conducted at the four downtown SF stations on the second Tuesday of each month at three time periods (6:00am-8:00AM*, 2:00pm-4:00pm and 8:00pm-10:00pm). The graph represents the totals for the three time periods.



***Starting in Feb 2019, morning counts are conducted one hour later than before due to the change in station opening time**

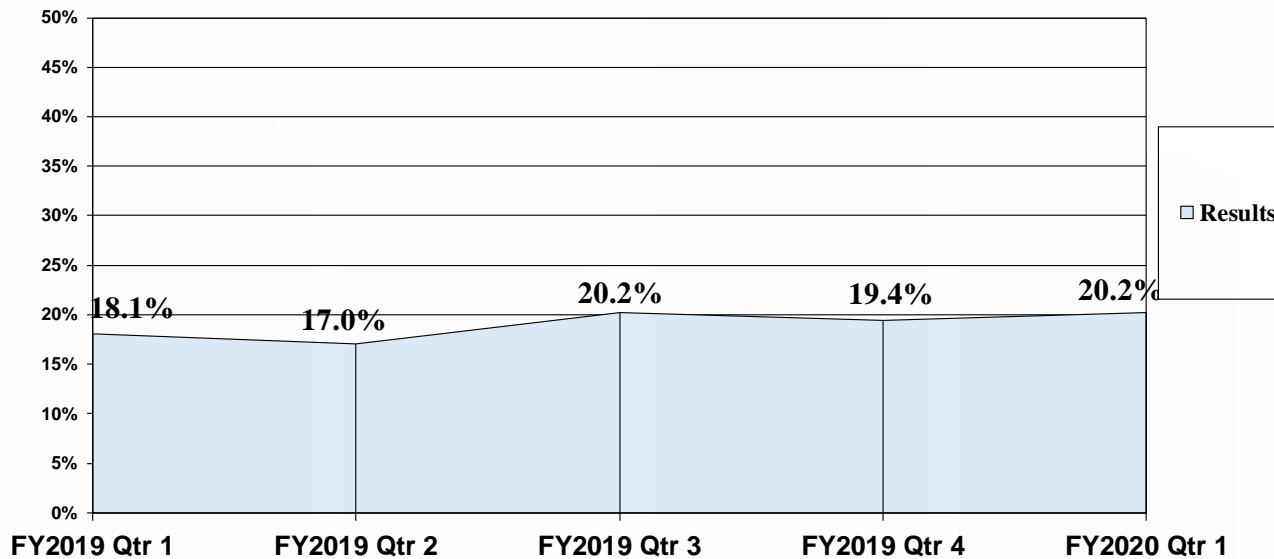


Fare Evasion



Did you see anyone not pay their fare at the station you entered?

Ratings guide:
 Scale:
 • Yes
 • No
 • I don't know
 Rating = % Yes



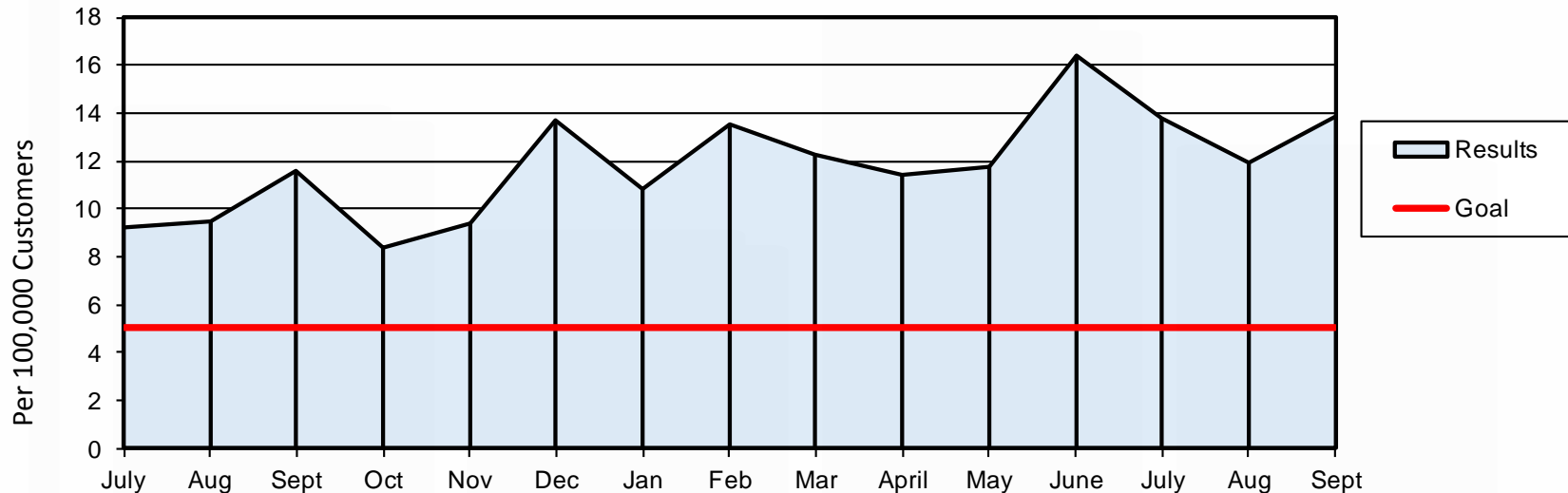
	FY19 Q1	FY19 Q2	FY19 Q3	FY19 Q4	FY20 Q1
Rider saw someone not pay their fare	18.1% (Yes)	17.0% (Yes)	20.2% (Yes)	19.4% (Yes)	20.2% (Yes)



Customer Complaints



Complaints Per 100,000 Customers



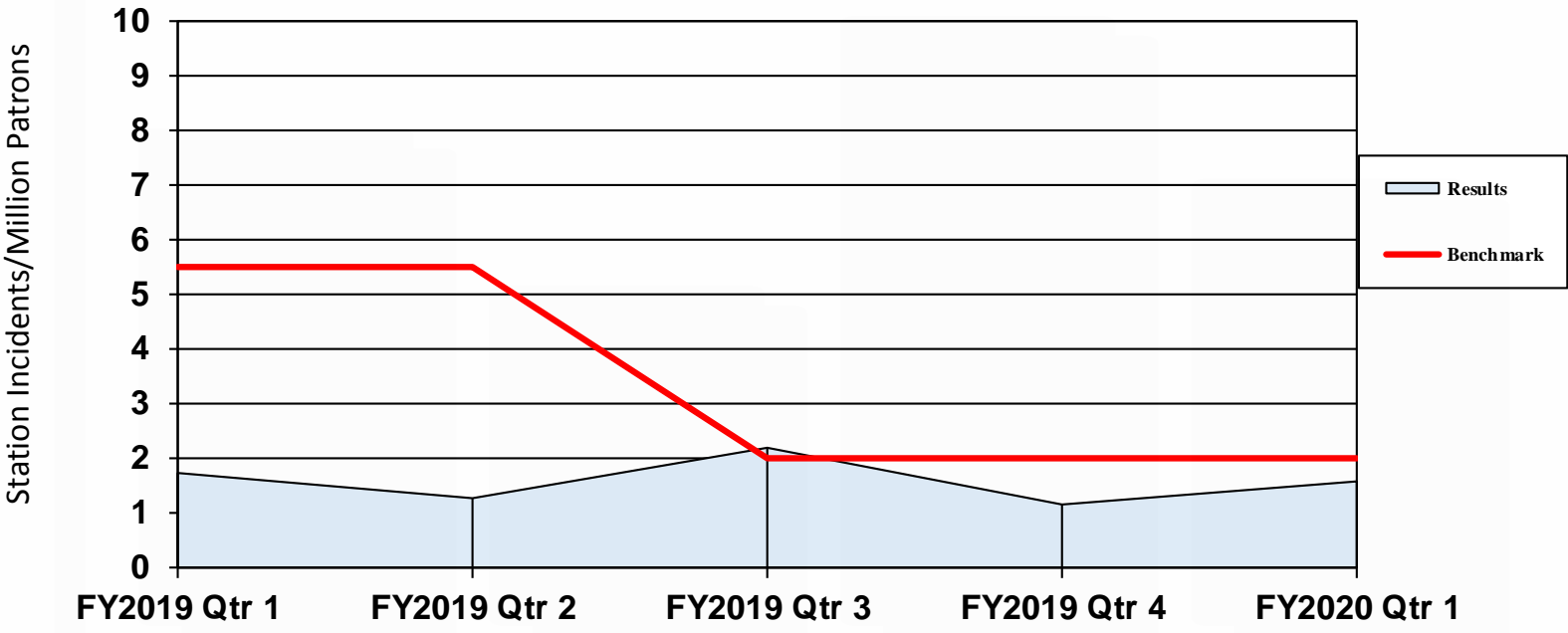
- ✓ Goal not met – Actual 13.19/ Goal 5.07
- ✓ Total complaints received are down slightly from last
- ✓ Increased categories: “Bike Program”, “Biohazard”, “M&E”, “Passenger Information”, “Policies”, “Station Cleanliness”, “Train Cleanliness” and “Trains”.
- ✓ Decreased categories “AFC”, “Apps”, “Parking”, “Personnel”, “Police”, “Quality of Life”, and “Service”



Patron Safety - Station



Station Incidents per Million Patrons



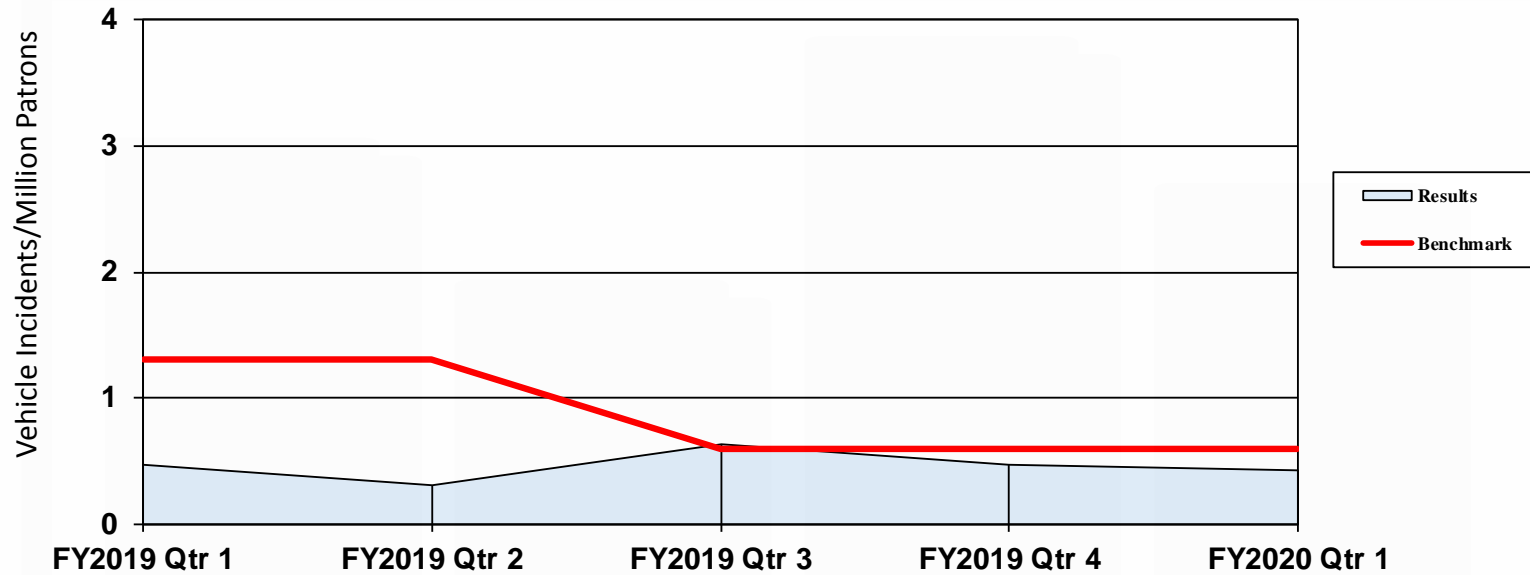
✓ Goal met, Actual 1.58 / Goal 2.0



Patron Safety - Vehicle



Vehicle Incidents per Million Patrons



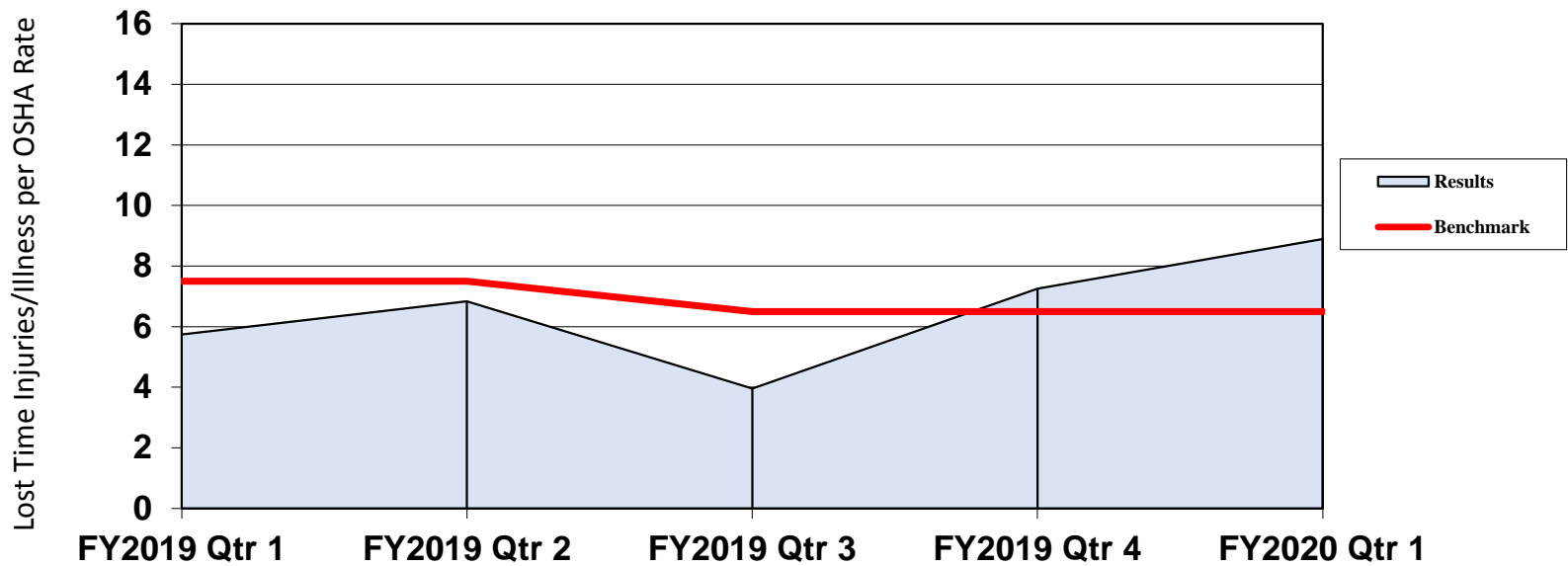
✓ Goal met, Actual .43 / Goal .60



Employee Safety



Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal not met, Actual 8.89 / Goal 6.50

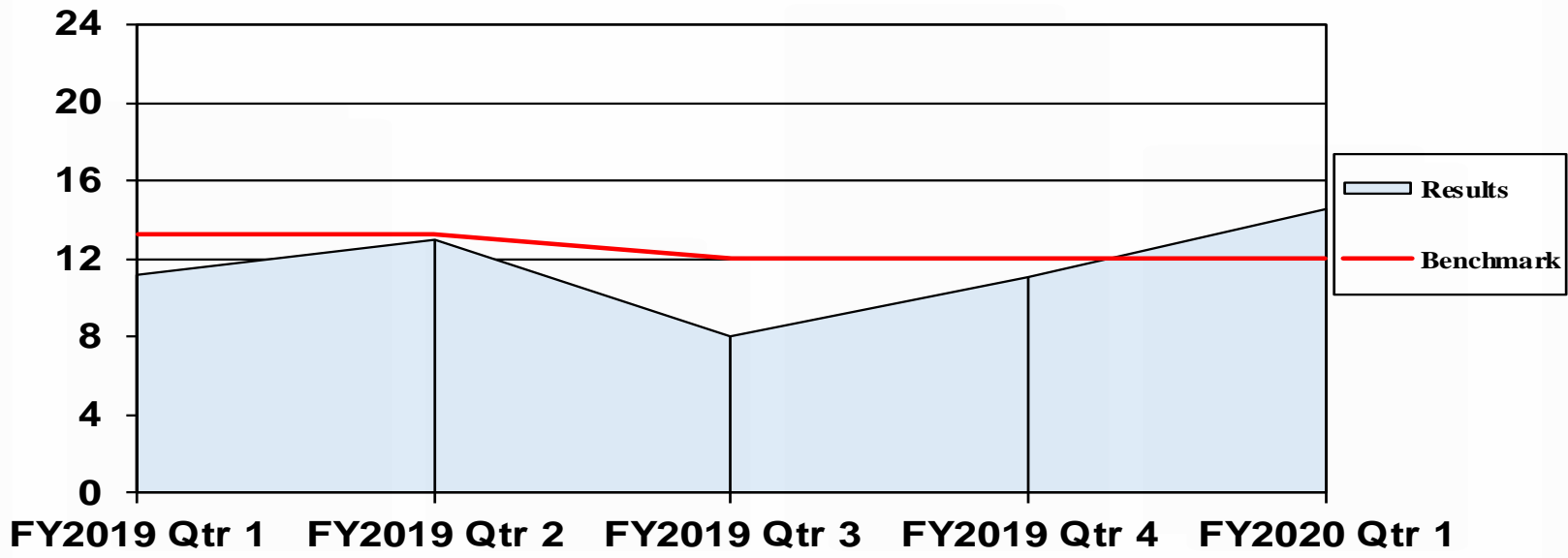


Employee Safety



OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA Rate



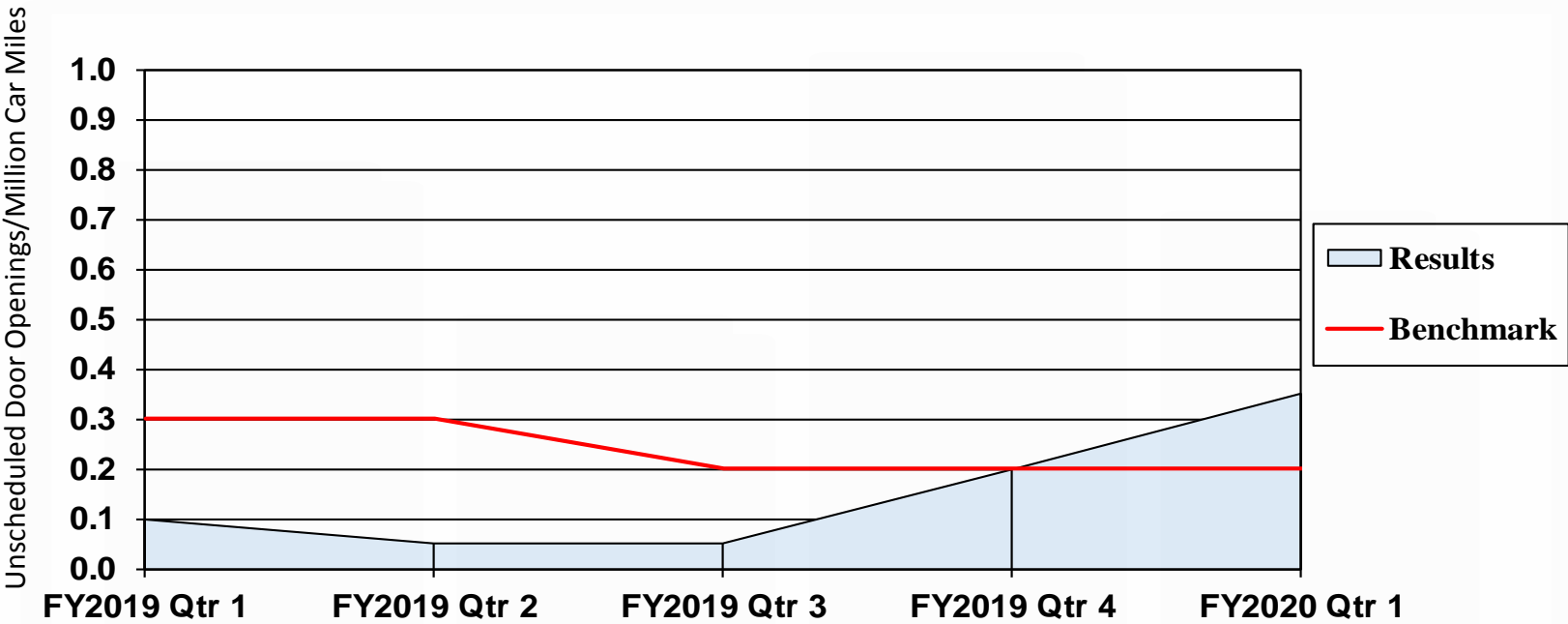
✓ Goal not met, Actual 14.49 / Goal 12



Operating Safety



Unscheduled Door Openings per Million Car Miles



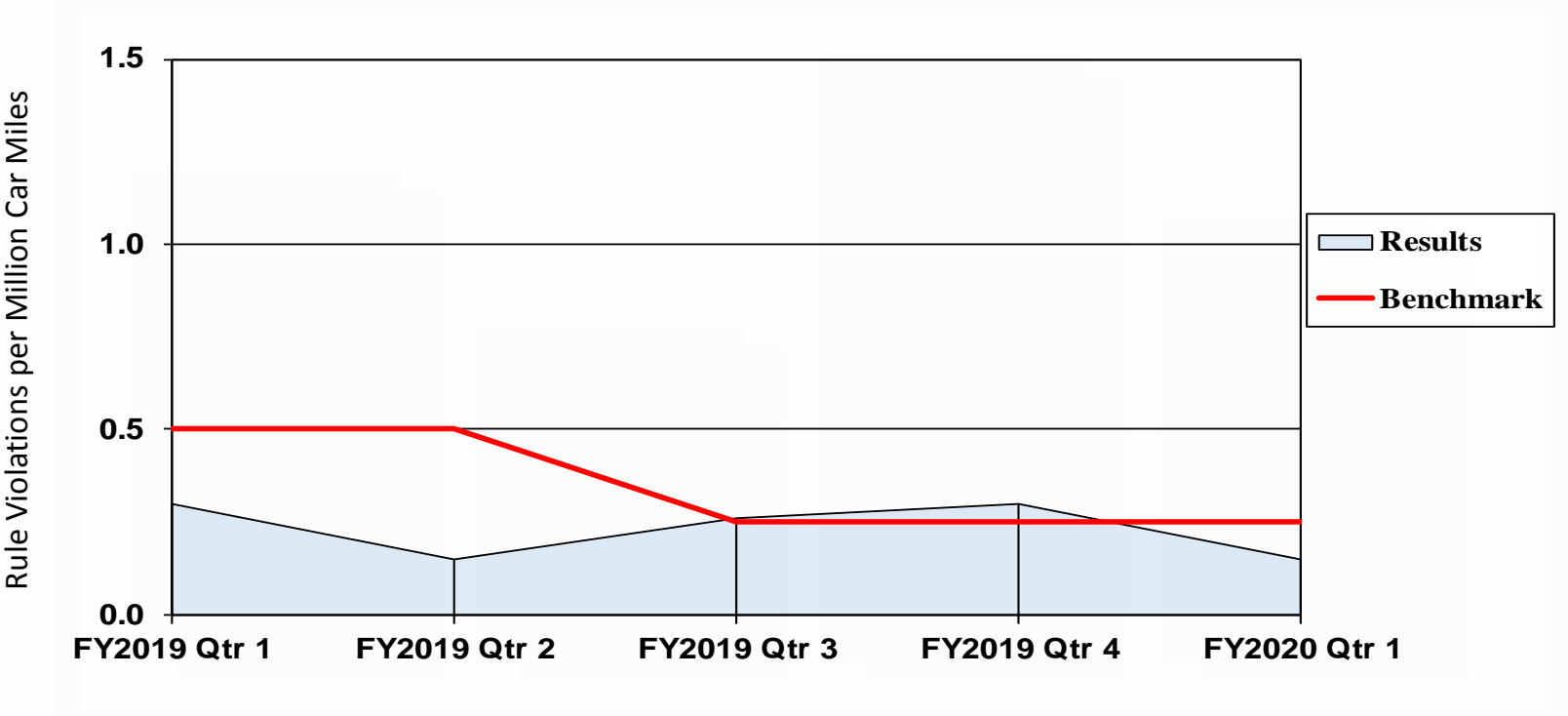
✓ Goal not met, Actual .35 / Goal .2



Operating Safety



Rule Violations per Million Car Miles



✓ Goal met, Actual .15 / Goal .25



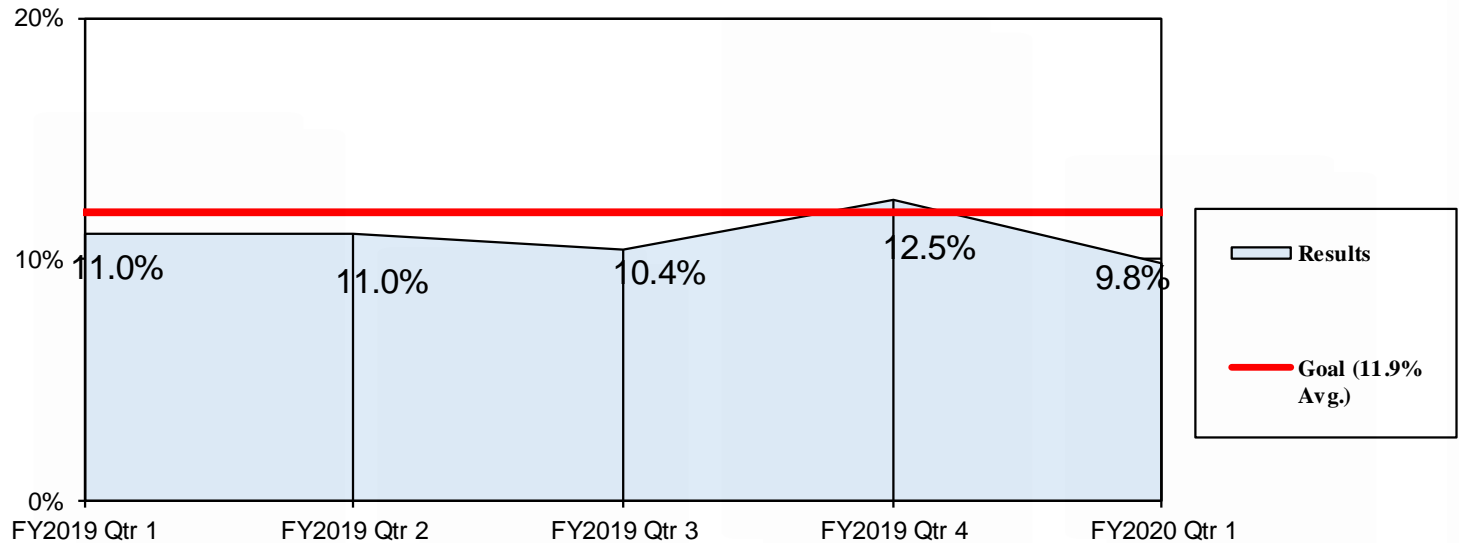
BART Police Presence



Ratings Guide:

- Yes
- No
- I Don't Know

Rating = % Yes



✓ Goal not met Actual 9.8% / Goal 11.9% Avg.

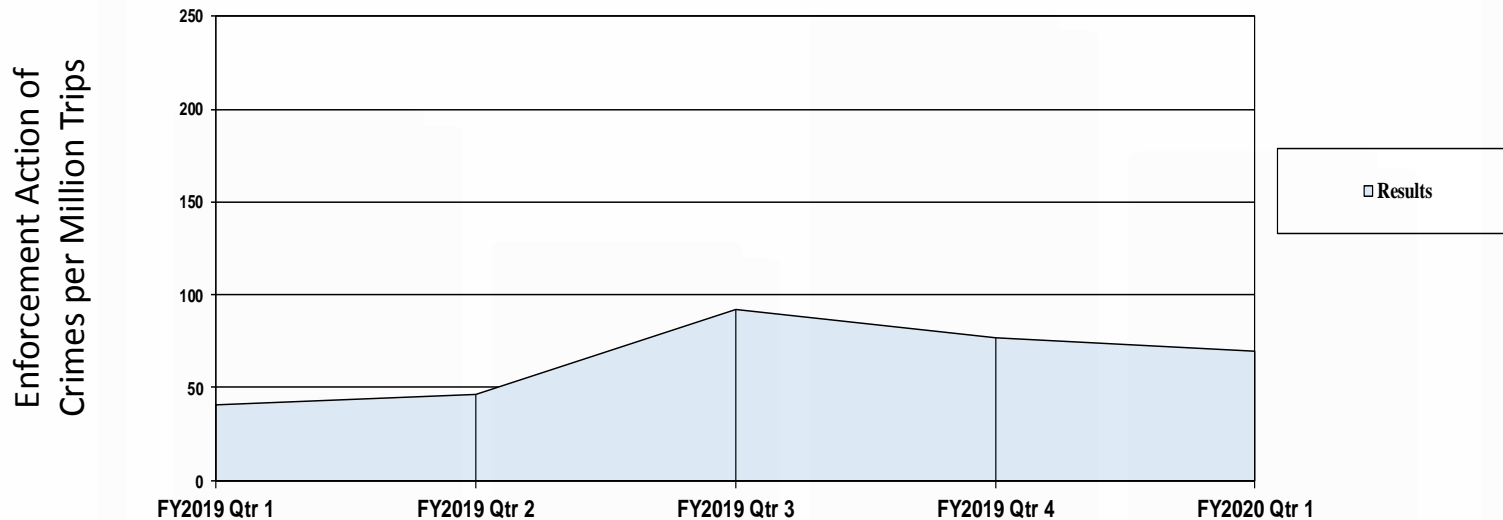
Police Presence Composite (All items equally weighted)	9.8%
Police seen on train	5.3%
Police seen outside the station	14.1%
Police seen in the station	9.5%
Police seen on train after 7:00PM and Weekends	5.5%
Police seen outside the station after 7:00PM and Weekends	14.6%
Police seen in the station after 7:00PM and Weekends	9.6%



Quality of Life Contacts*



*Quality of Life Violations: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration



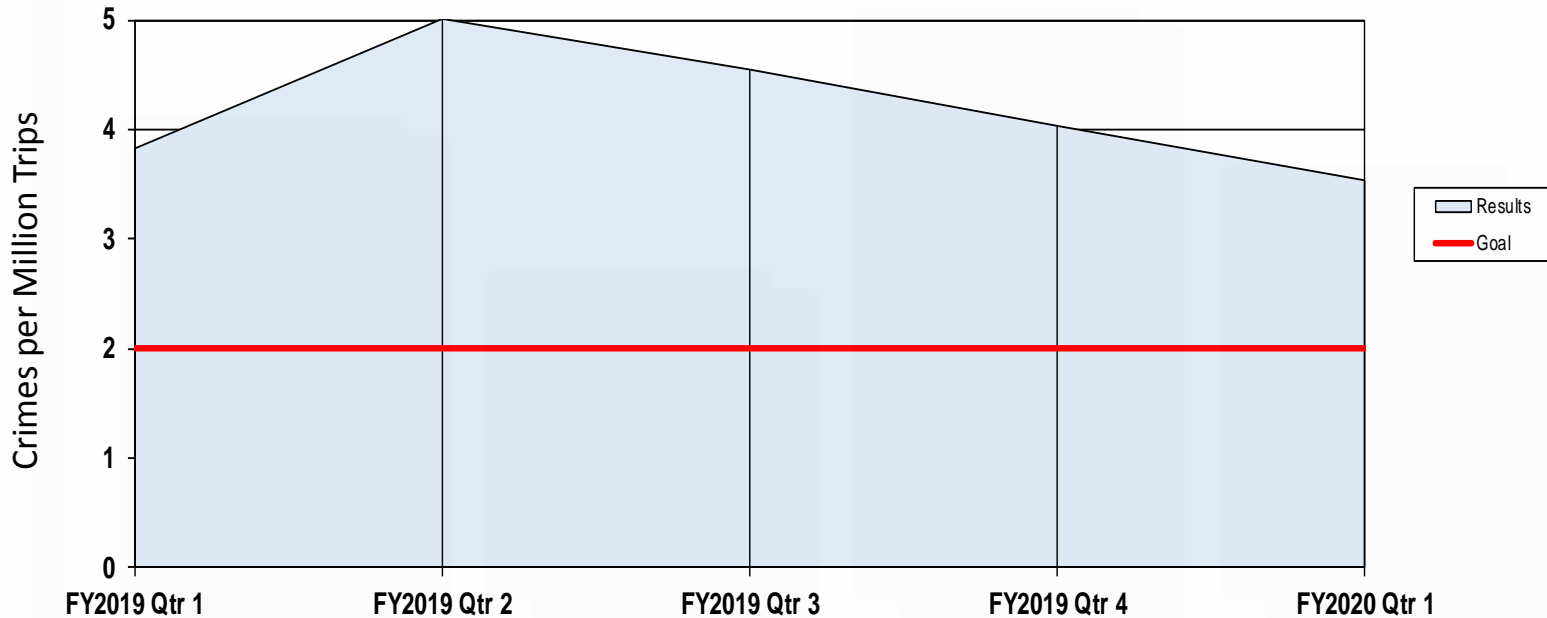
- ✓ Quality of Life Contacts are down from the last quarter but up from the corresponding quarter of the prior fiscal year.



Crimes Against Persons



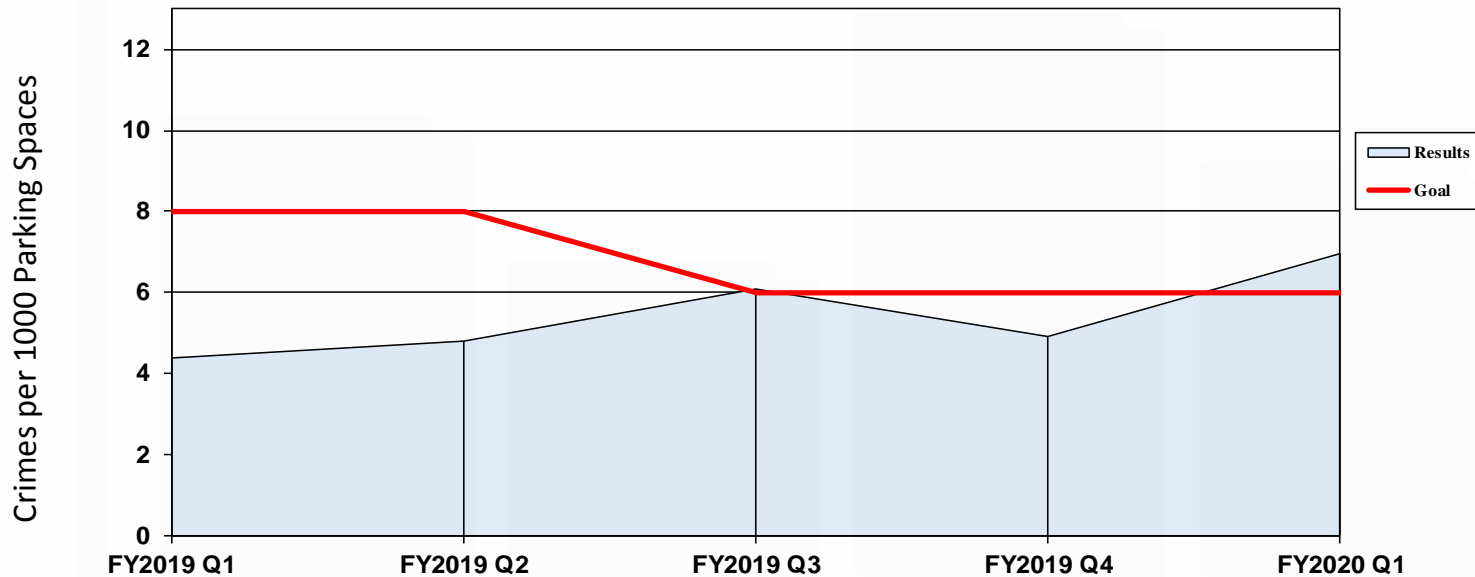
Crimes Against Persons include: Homicide, Rape, Robbery and Aggravated Assaults



- ✓ Goal not met, Actual 3.53 / Goal 2
- ✓ The number of incidents per Million trips are down from last quarter and same quarter last year



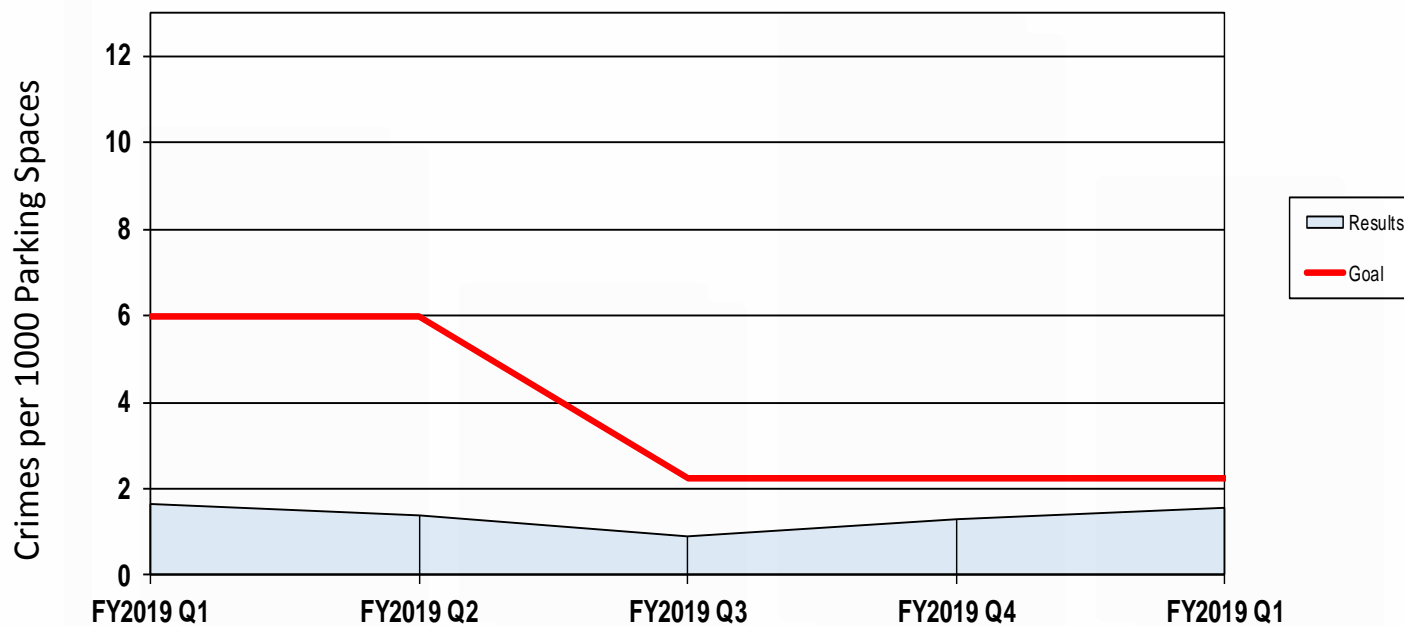
Auto Burglary



- ✓ Goal not met, Actual 6.9 / Goal 6.0
- ✓ The number of incidents per thousand parking spaces are up from last quarter and same quarter last year



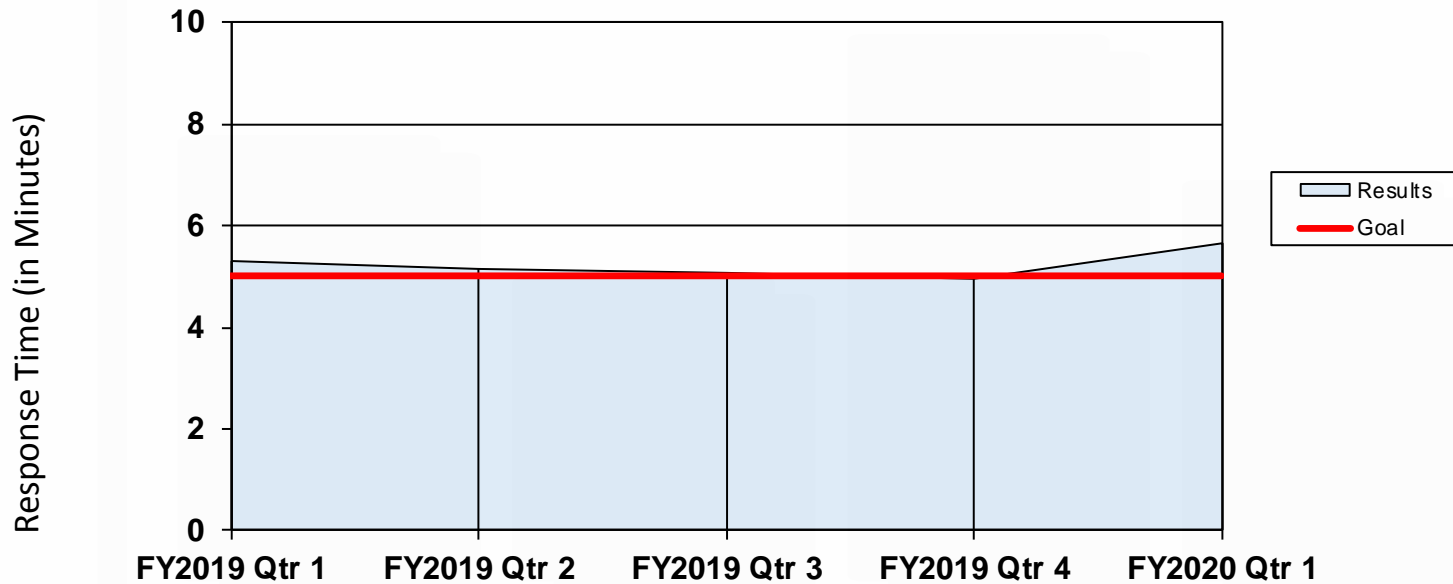
Auto Theft



- ✓ Goal met, Actual 1.56 / Goal 2.25
- ✓ The number of incidents per thousand parking spaces are up from last quarter and down from same quarter last year



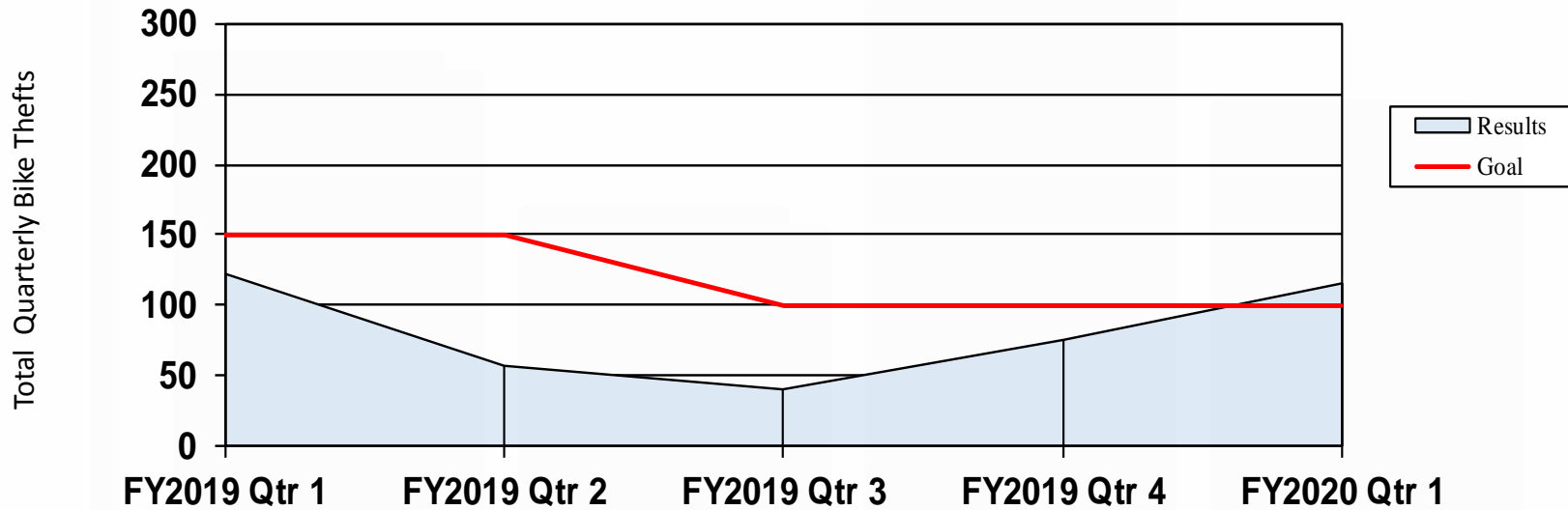
Average Emergency Response Time



- ✓ Goal not met, Actual 5.65 / Goal 5
- ✓ Average Emergency Response Time was up from prior quarter and the same quarter last year



Bike Theft



- ✓ Goal not met, Actual 116 / Goal 100
- ✓ There were 116 bike thefts, up by 40 from last quarter.