

Quarterly Service Performance Review

Second Quarter, FY 2013

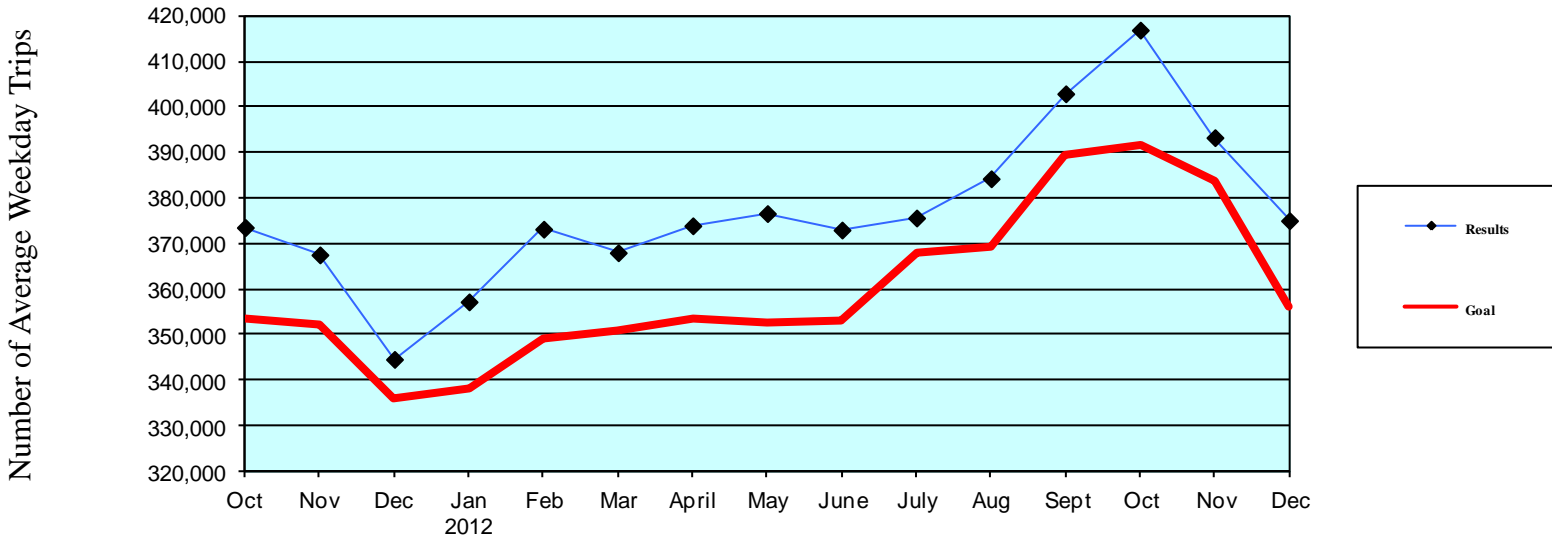
October - December, 2012

Engineering & Operations Committee
February 14, 2013

FY13 Second Quarter Overview...

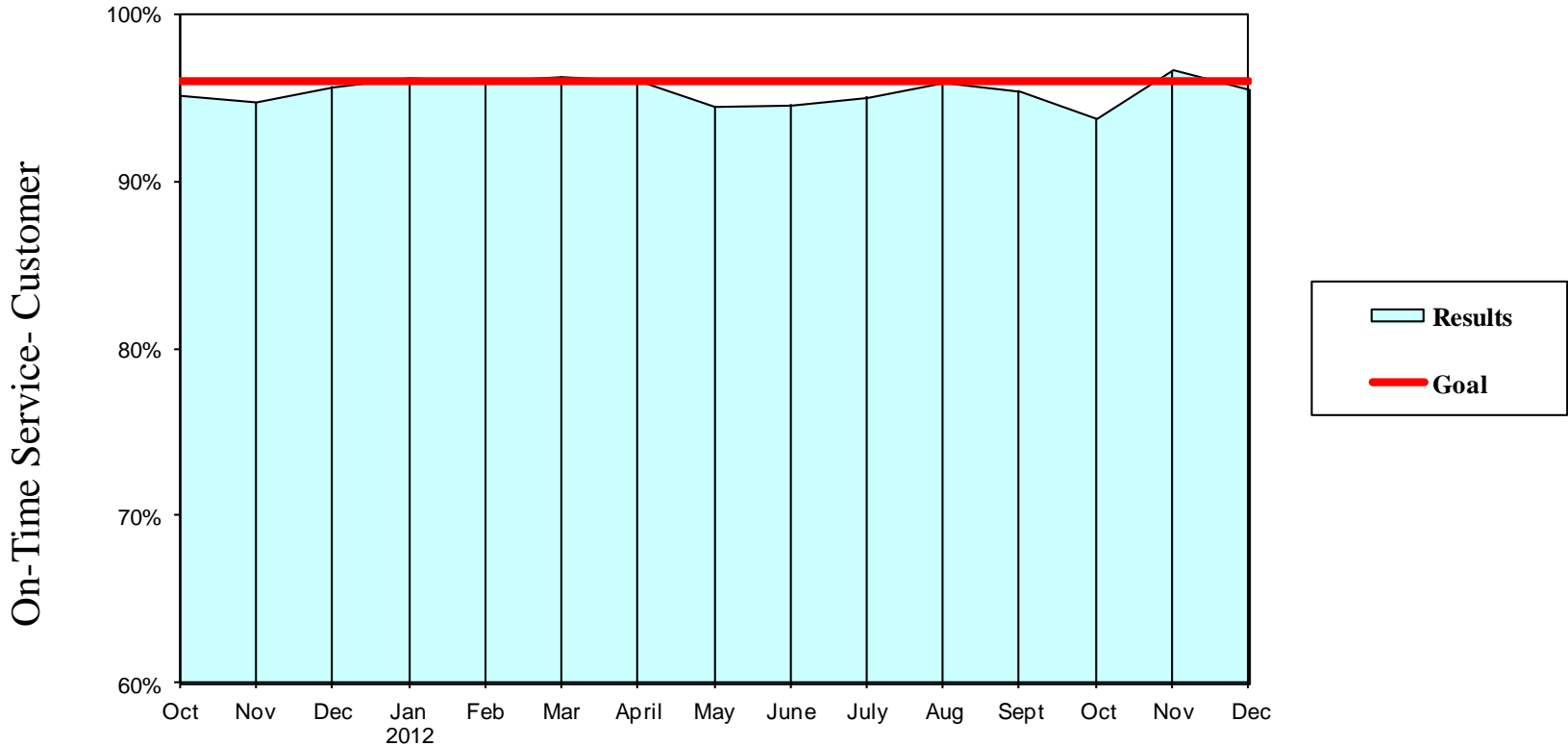
- ✓ Ridership: More growth, more records;
26 days over 400,000
- ✓ Train service reliability close to goal even with System under strain
- ✓ Car reliability solid
- ✓ Car, Elevator and AFC equipment availability goals met
- ✓ Escalator availability goals not met but continued improvement
- ✓ Customer-rated attributes steady
- ✓ Complaint goal met even though complaints up

Customer Ridership



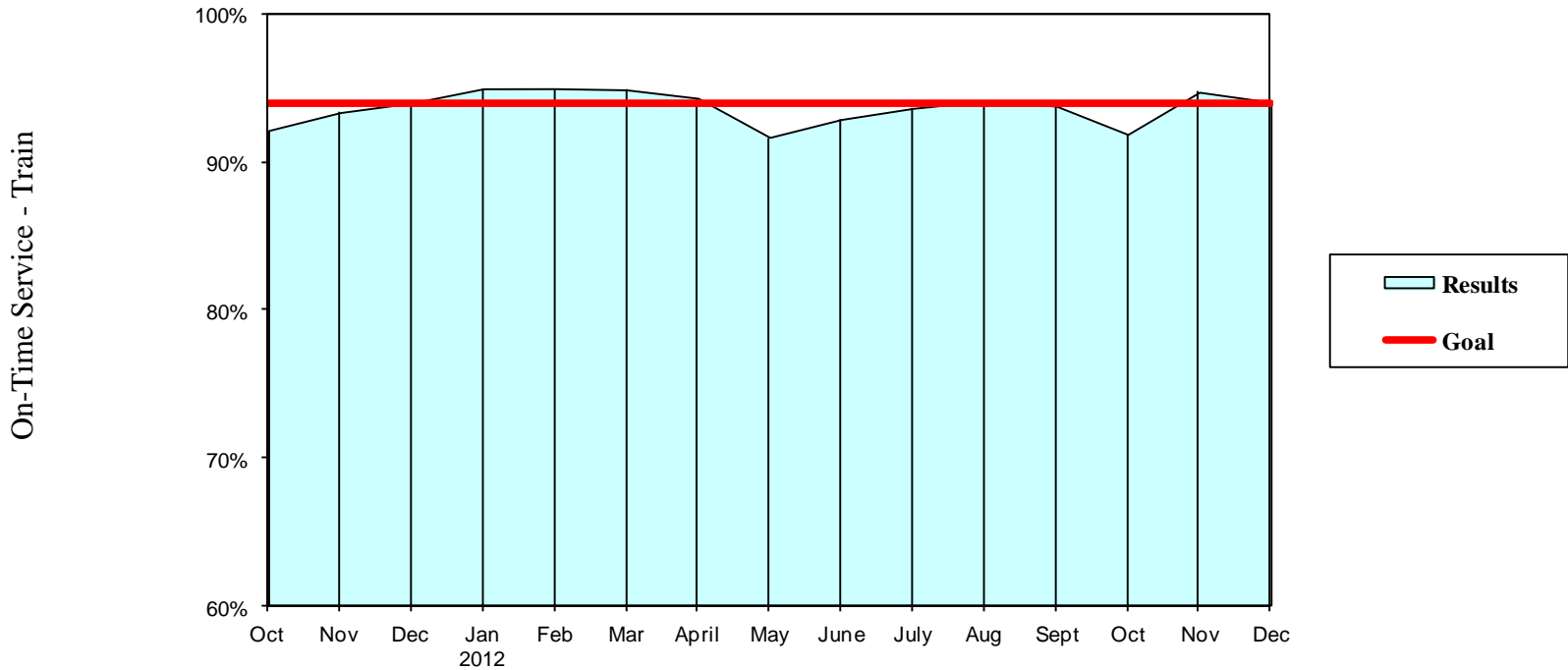
- ✓ Total ridership increased by 9.0% compared to same quarter last year
- ✓ Average weekday ridership (396,566) up 9.7% over same quarter last year; core weekday ridership up by 9.4% and SFO Extension weekday ridership up by 12.1%
- ✓ Saturday and Sunday up by 7.5% and 5.8%, respectively
- ✓ Highest ridership day ever was 568,061 during the Giants World Series Victory Parade on 10/31/12
- ✓ October weekday ridership averaged 416,932, an all time record.

On-Time Service - Customer



- ✓ 95.33%, goal missed by 0.67%
- ✓ Approximately 40% late trains due to “Miscellaneous” causes
- ✓ Snagged trainline cable outside Balboa Park on 12/28 biggest delay (99 trains)
- ✓ Customer On-time 79.2% on record setting Giants Parade Day

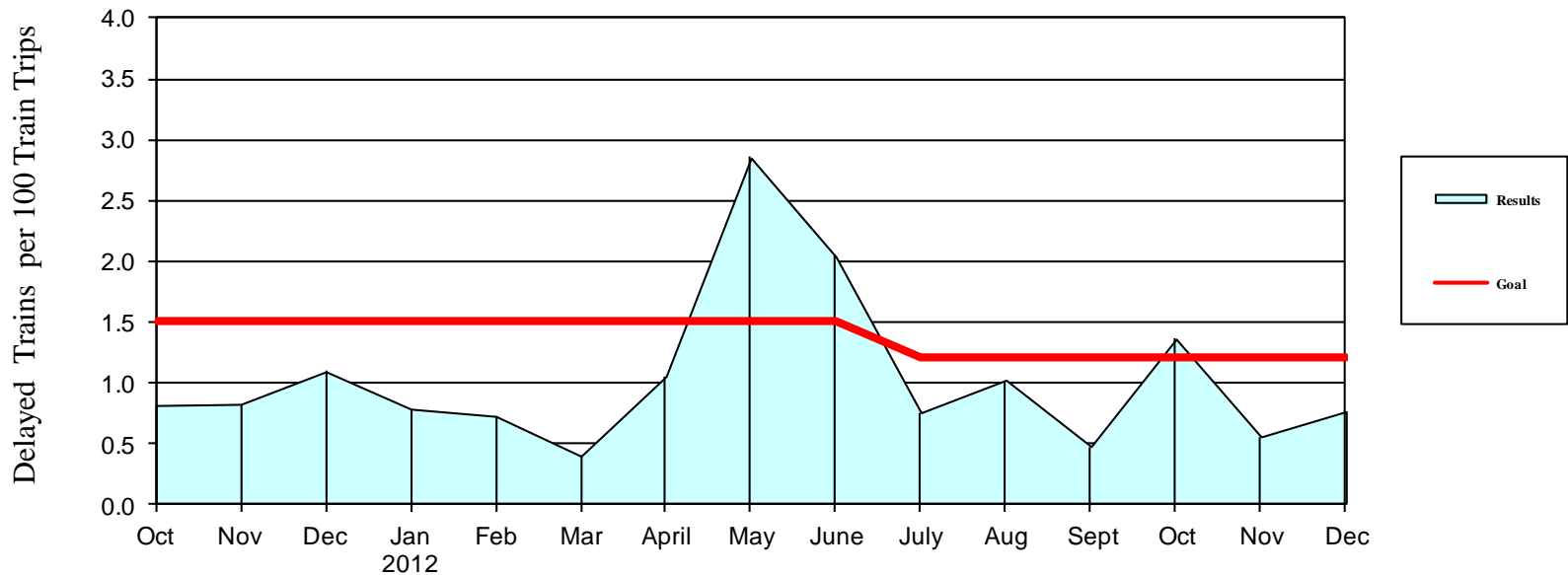
On-Time Service - Train



- ✓ 93.53%, missed goal by 0.47%
- ✓ Goal met in November and December
- ✓ 7/10 worst delays for the quarter were in October (Parade, West Oakland MUX, Parking Brake TBT, 2 persons on trackway, maintenance vehicle derailed and track maintenance)

Wayside Train Control System

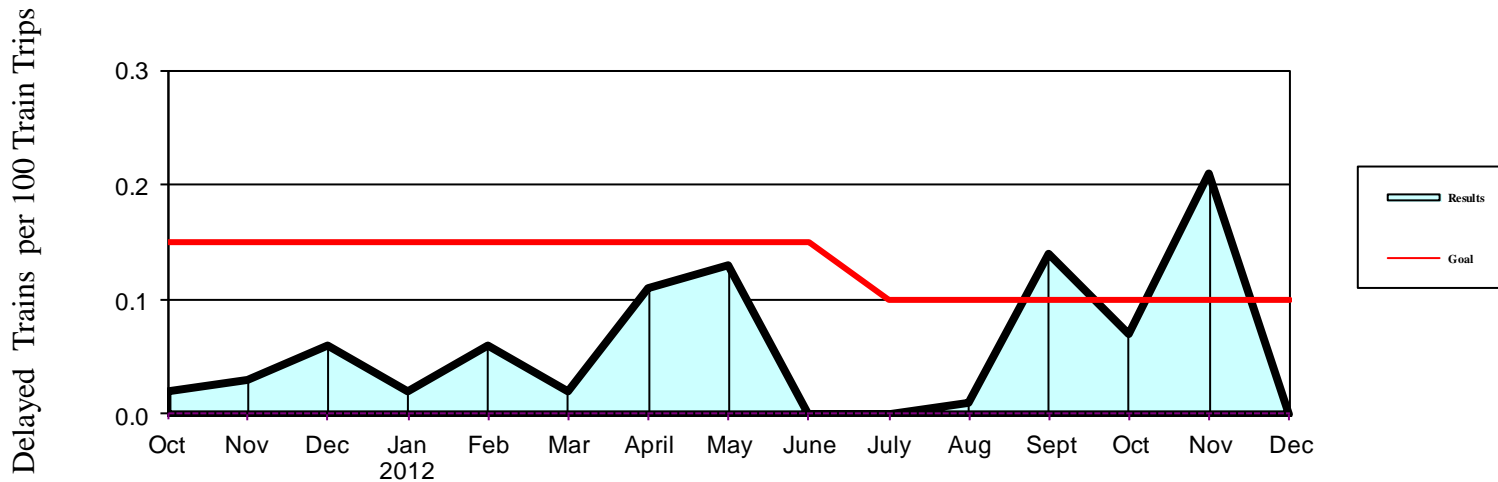
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met
- ✓ LMA UPS installed with remote diagnostic, could have prevented 12/2 Sunday one hour System shutdown
- ✓ Wayside MUX box lightning arrestor replacement proceeding on A-Line & M-line
- ✓ Completed installation of wayside card packs on C-Line, K-Line, & R-Line; completed preliminary pre-work for card packs on the A-Line
- ✓ UPS Battery Replacement Project at 15 locations

Computer Control System

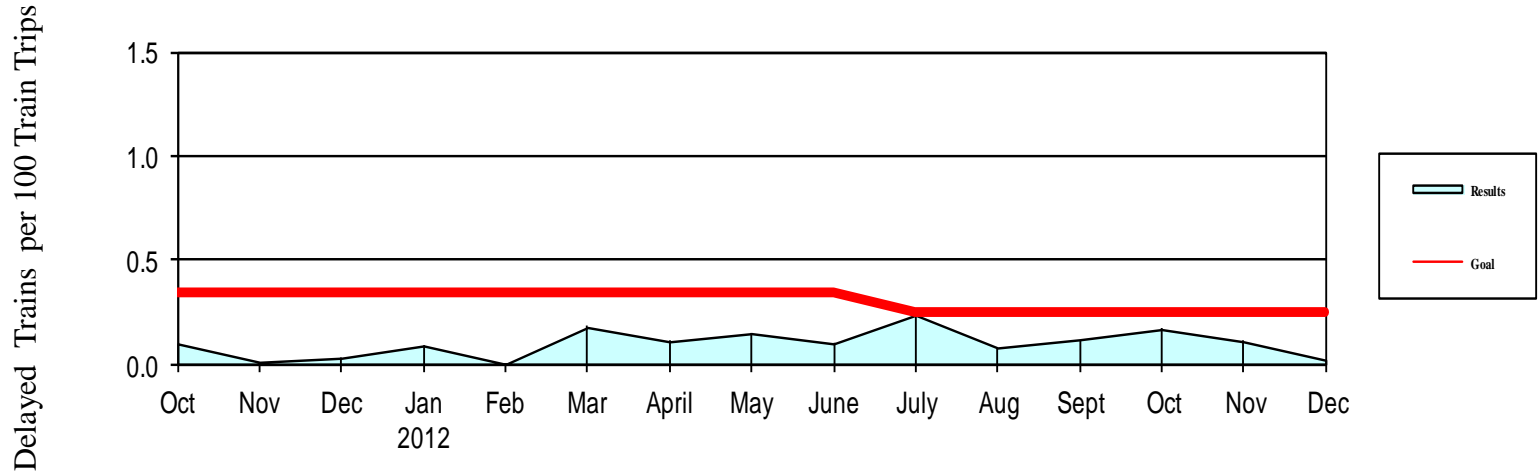
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met
- ✓ ICS being continuously modified. A sample of recent upgrades:
 - ✓ Completed upgrade of communications protocol between ICS and Train Control equipment located in the L16 Train Control hut.
 - ✓ Added support for the FEC (Frontend Communication Processor) to enable ICS to communicate with replacement train control station electronics.
 - ✓ November spike due to one incident – Field Communications Link problem at Fruitvale caused by rain coming in contact with power supply terminals.

Traction Power

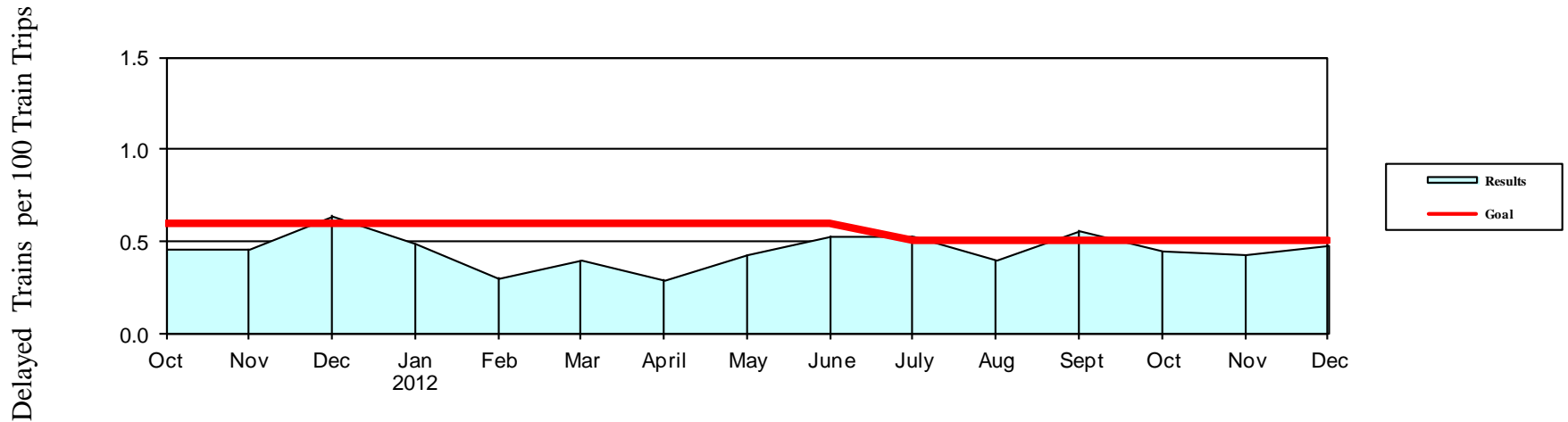
**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



✓ Goal met

Transportation

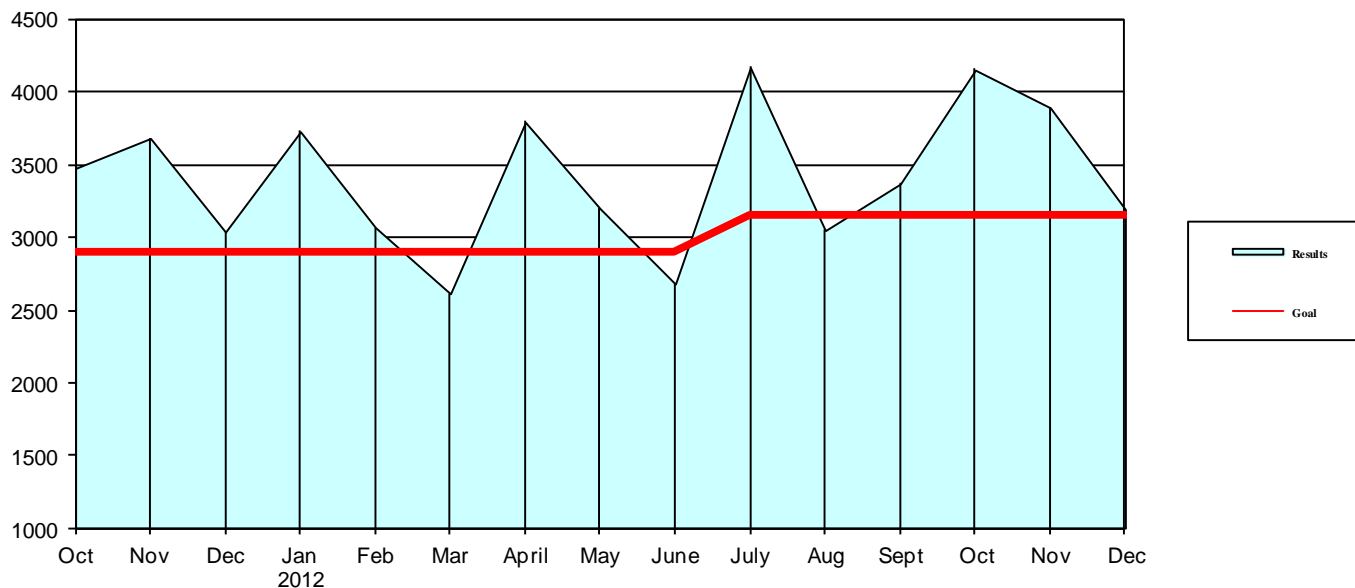
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs



- ✓ Goal met
- ✓ Large number of new hires presents a challenge

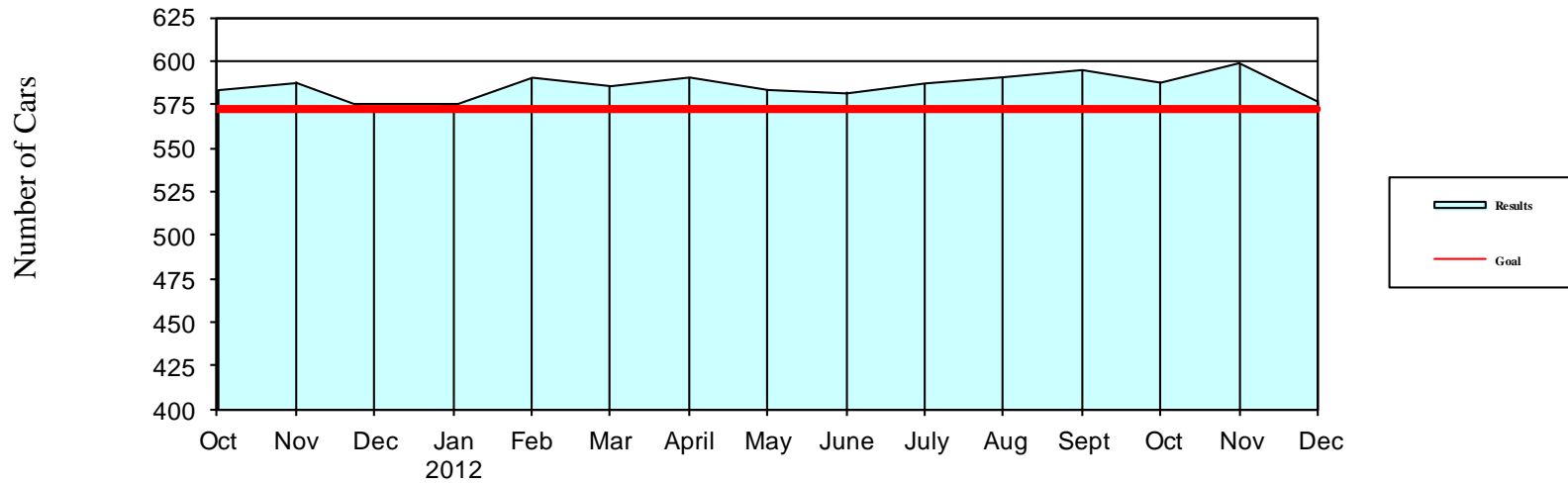
Car Equipment - Reliability

Mean Time Between Failures (Hours)



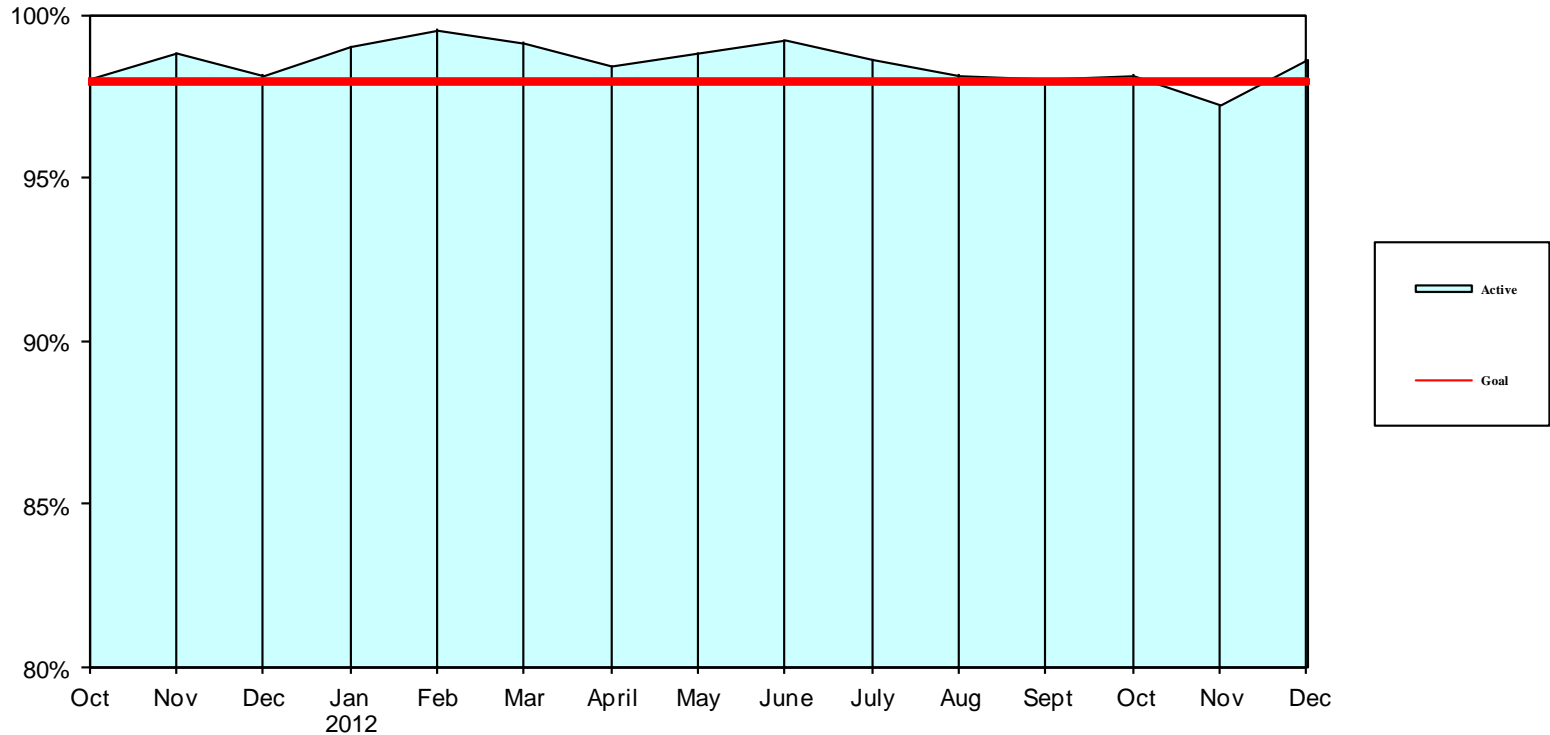
- ✓ Goal exceeded
- ✓ C Car Propulsion and HVAC Overhauls underway
- ✓ A2B2 Propulsion Logic failures under engineering evaluation

Car Equipment - Availability @ 0400 hours



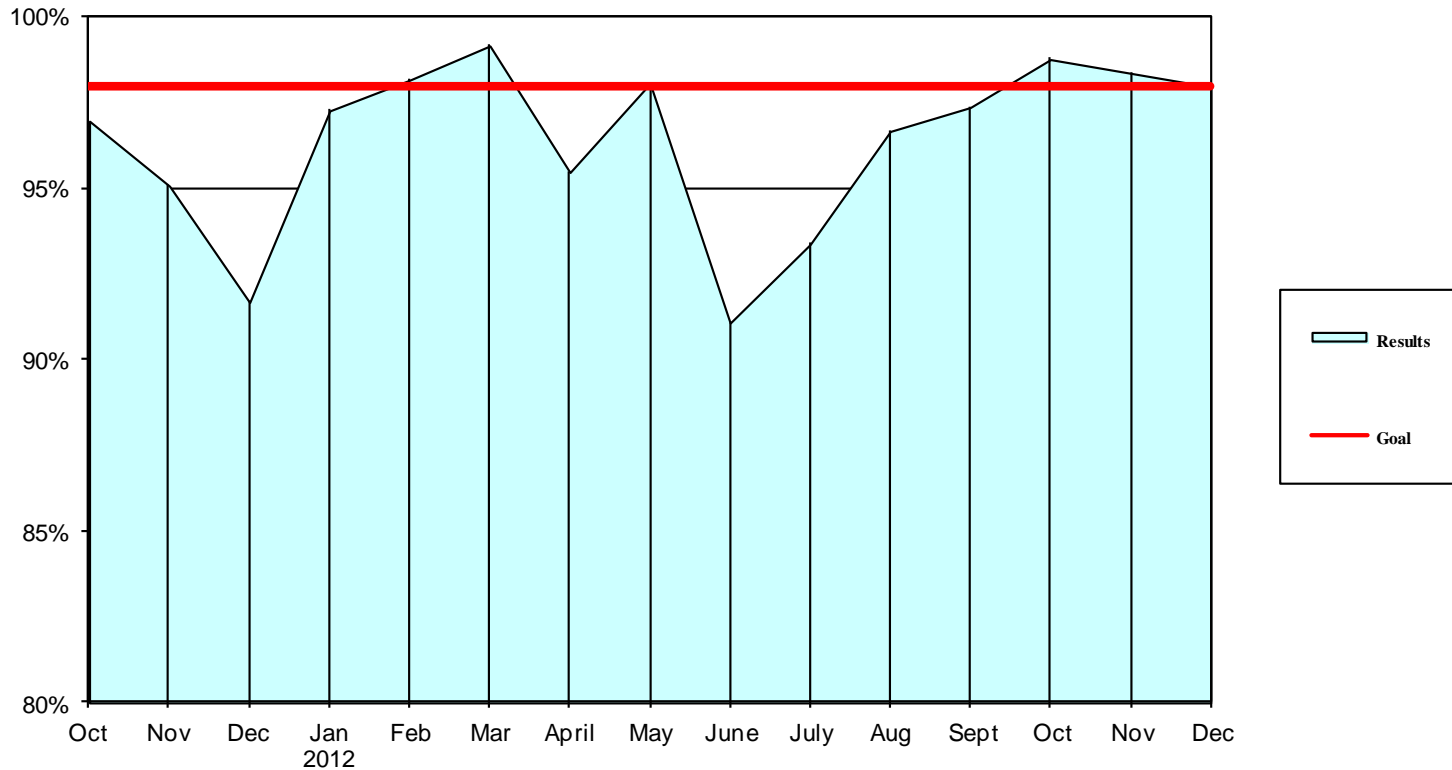
✓ Goal met

Elevator Availability - Stations



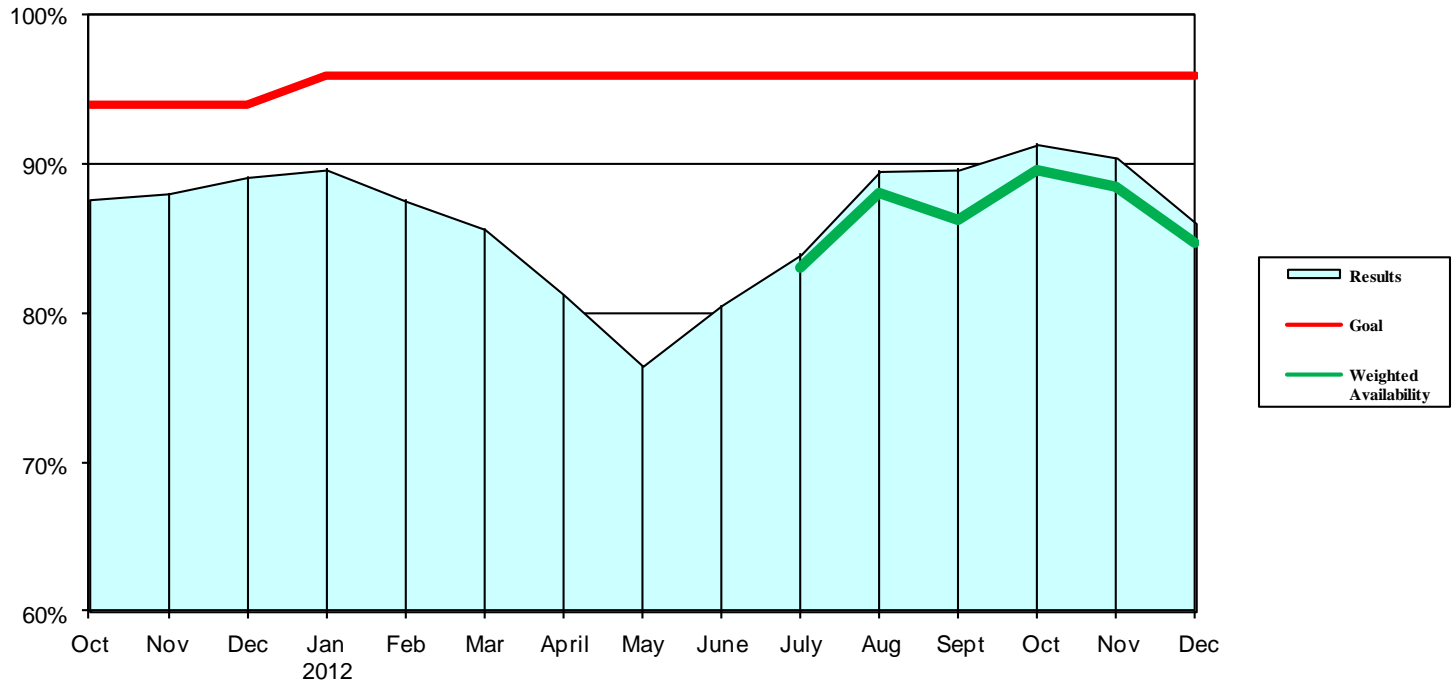
- ✓ 98%, goal met
- ✓ South San Francisco out from 8/20 to 11/29 for piston and casing replacement (original equipment installation problem)

Elevator Availability - Garage



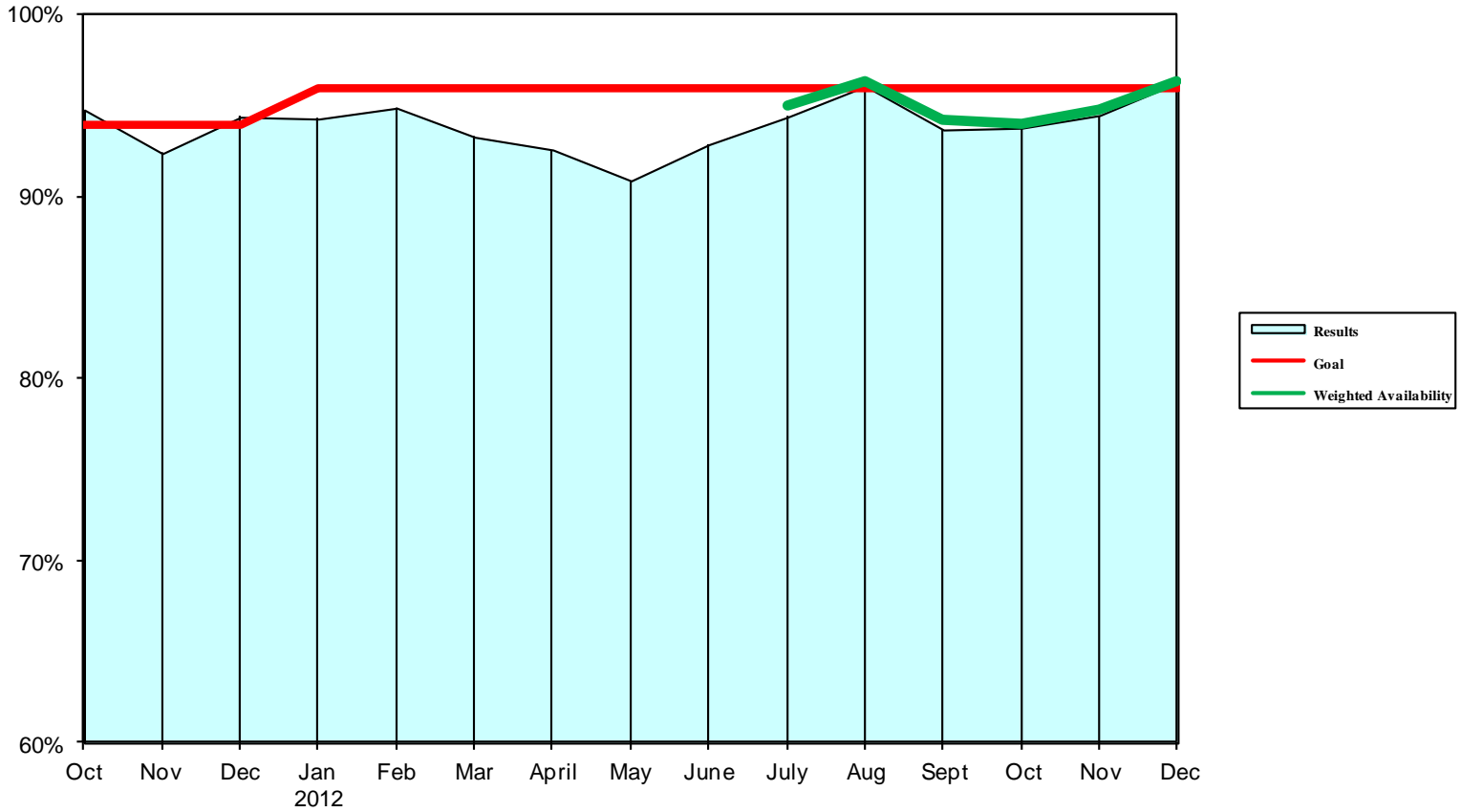
✓ Goal met

Escalator Availability - Street



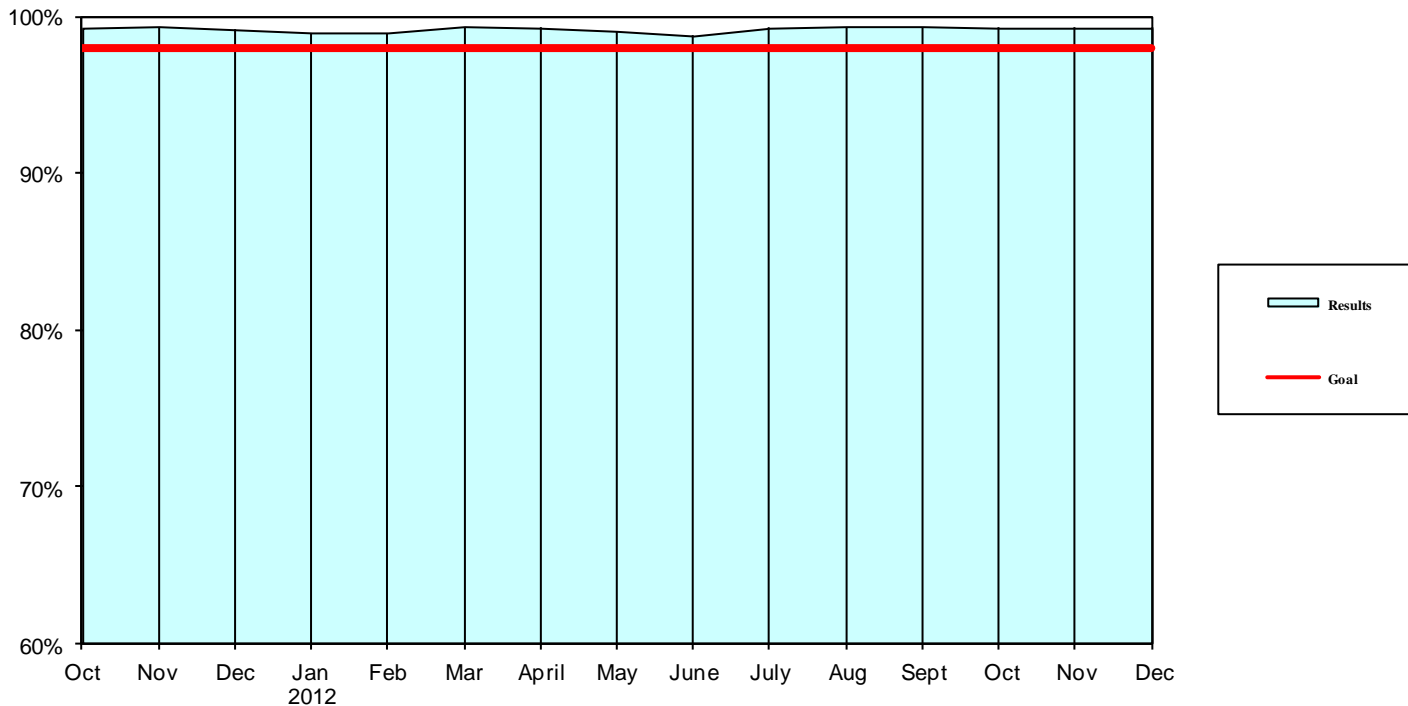
- ✓ 89.33% availability, 95% goal not met
- ✓ Continued improved performance
- ✓ Green line represents weighted availability based on foot rise and usage of each unit
- ✓ Long term outage unit at Balboa Park repaired

Escalator Availability - Platform



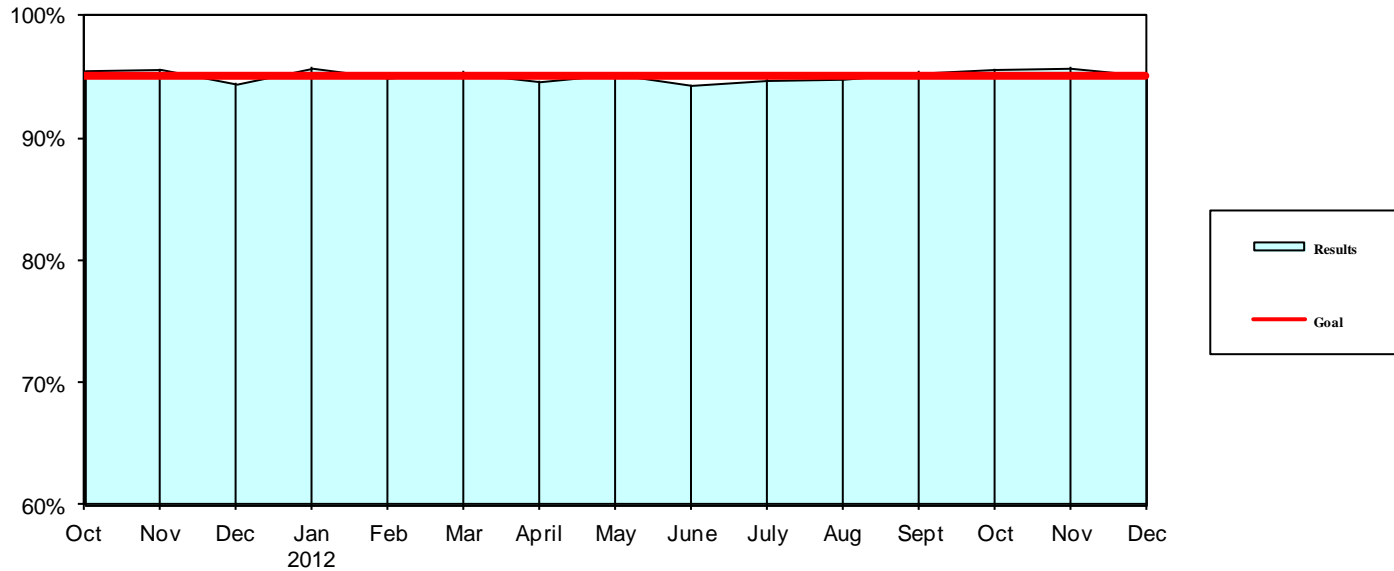
- ✓ 94.87% availability, 96% goal not met
- ✓ Improved performance
- ✓ Green line represents availability weighted by foot rise and usage of each unit
- ✓ Long term outages at Balboa Park (2) and Richmond cleared

AFC Gate Availability



- ✓ 99.30% availability, goal exceeded
- ✓ In November some gate storage devices became overloaded by Clipper data, installation of larger capacity storage devices 2/3 complete

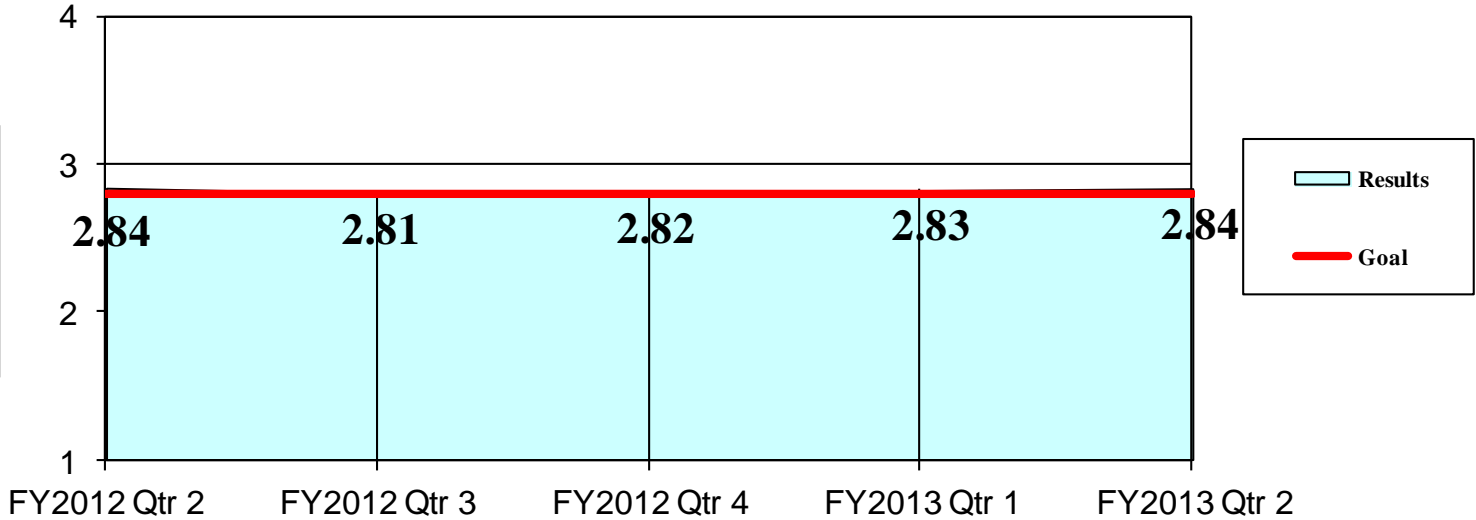
AFC Vendor Availability



- ✓ Goal met
- ✓ Availability of all Add Fare 98.4%
- ✓ Availability of Add Fare Parking 98.4%
- ✓ Availability of Parking Validation Machines 99.9%

Environment - Outside Stations

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



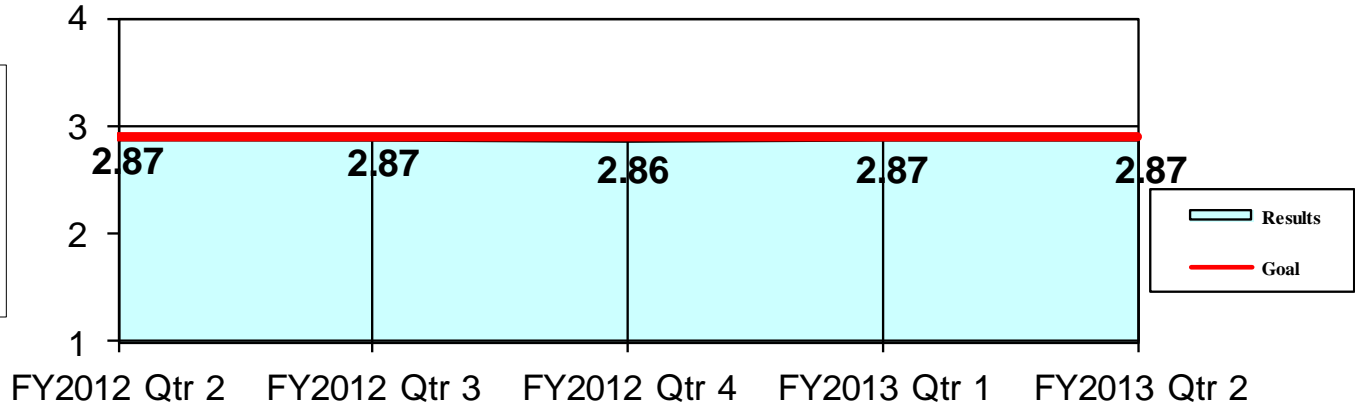
Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.77
BART Parking Lot Cleanliness (25%)	3.05
Appearance of BART Landscaping (25%)	2.77

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 67.4%
 - Parking Lots: 81.4%
 - Landscaping Appearance: 67.7%

Environment - Inside Stations

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

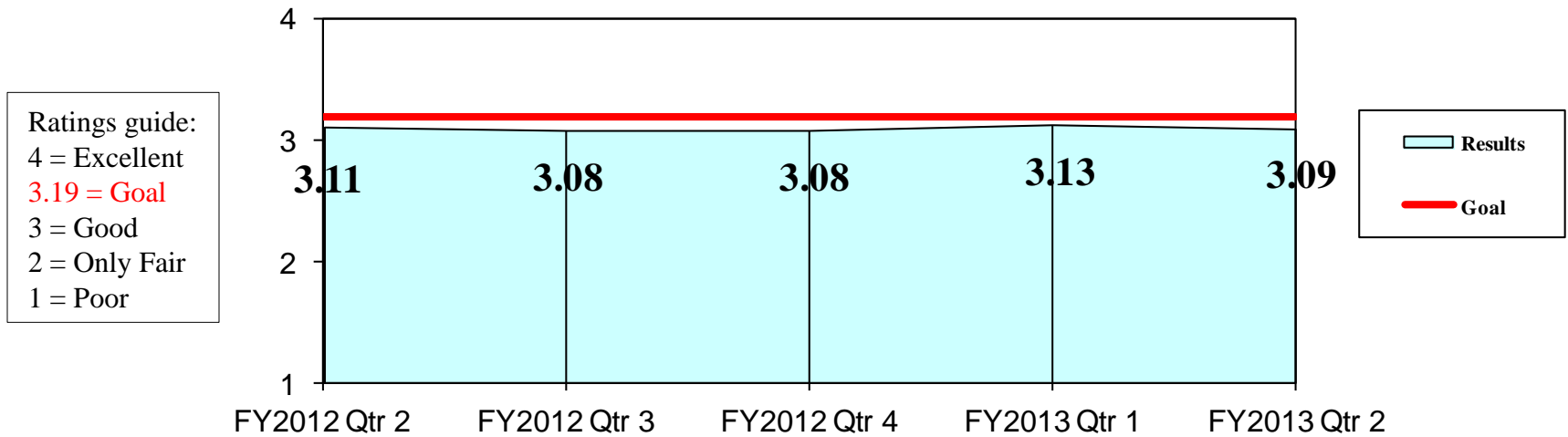


Composite rating for Cleanliness of:	
Station Platform (60%)	3.01
Other Station Areas (20%)	2.83
Restrooms (10%)	2.32
Elevator Cleanliness (10%)	2.64

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 81.2%	Other Station Areas: 71.9%
Restrooms: 42.0%	Elevators: 61.1%

Station Vandalism



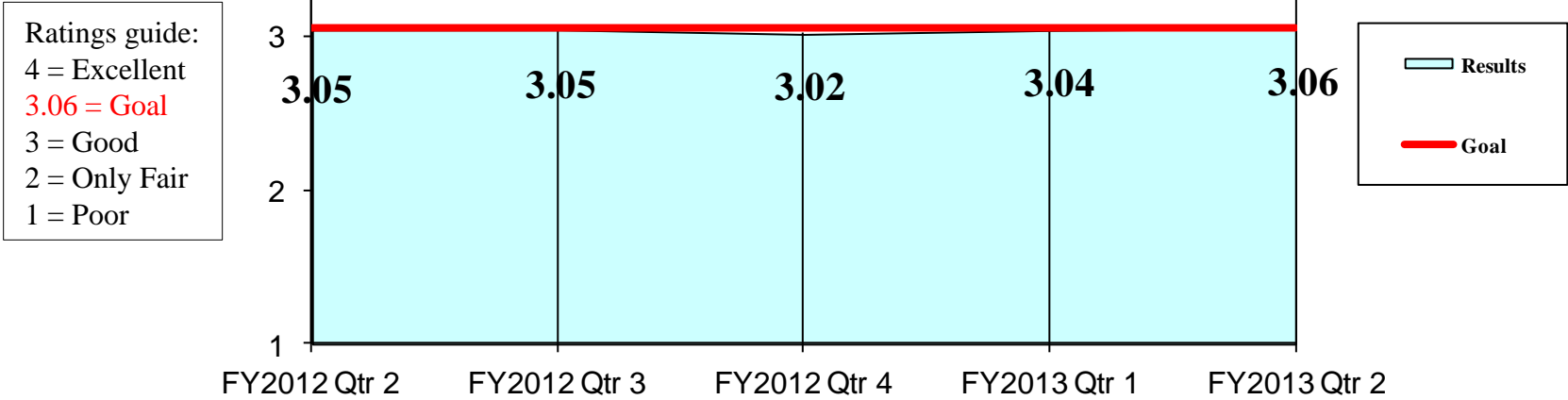
Ratings guide:
 4 = Excellent
 3.19 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Results
 Goal

Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 82.9% of those surveyed ranked this category as either Excellent or Good

Station Services



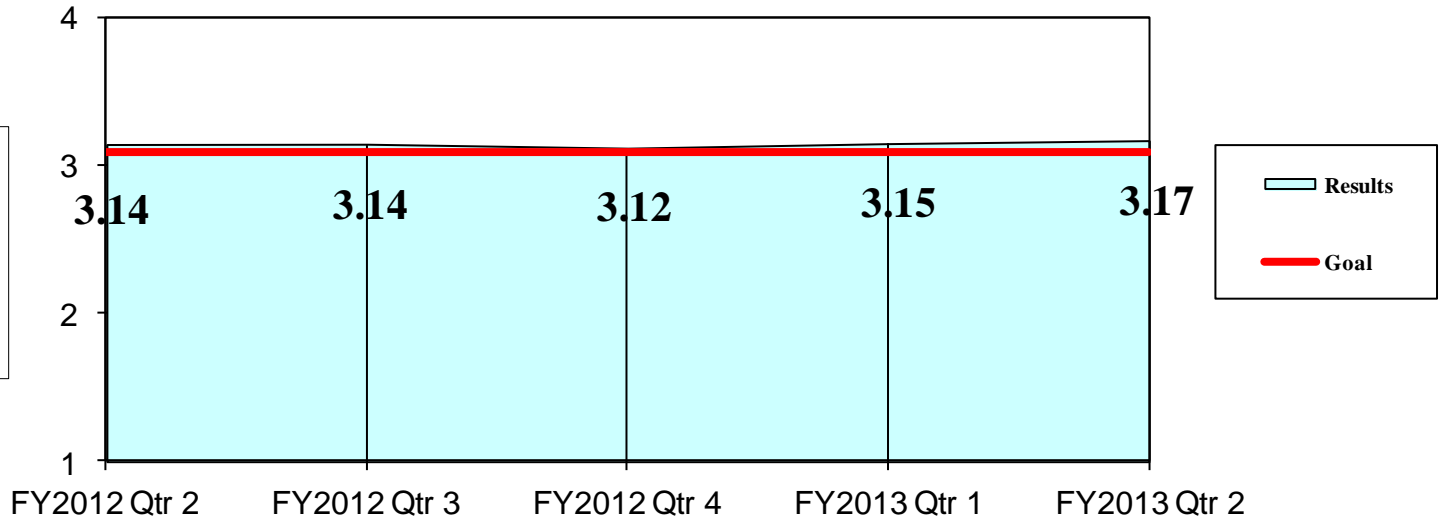
Ratings guide:
 4 = Excellent
 3.06 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Composite rating of:	
Station Agent Availability (65%)	3.03
Brochures Availability (35%)	3.12

- ✓ Goal met
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 81.4%
 - Brochures: 84.8%

Train P.A. Announcements

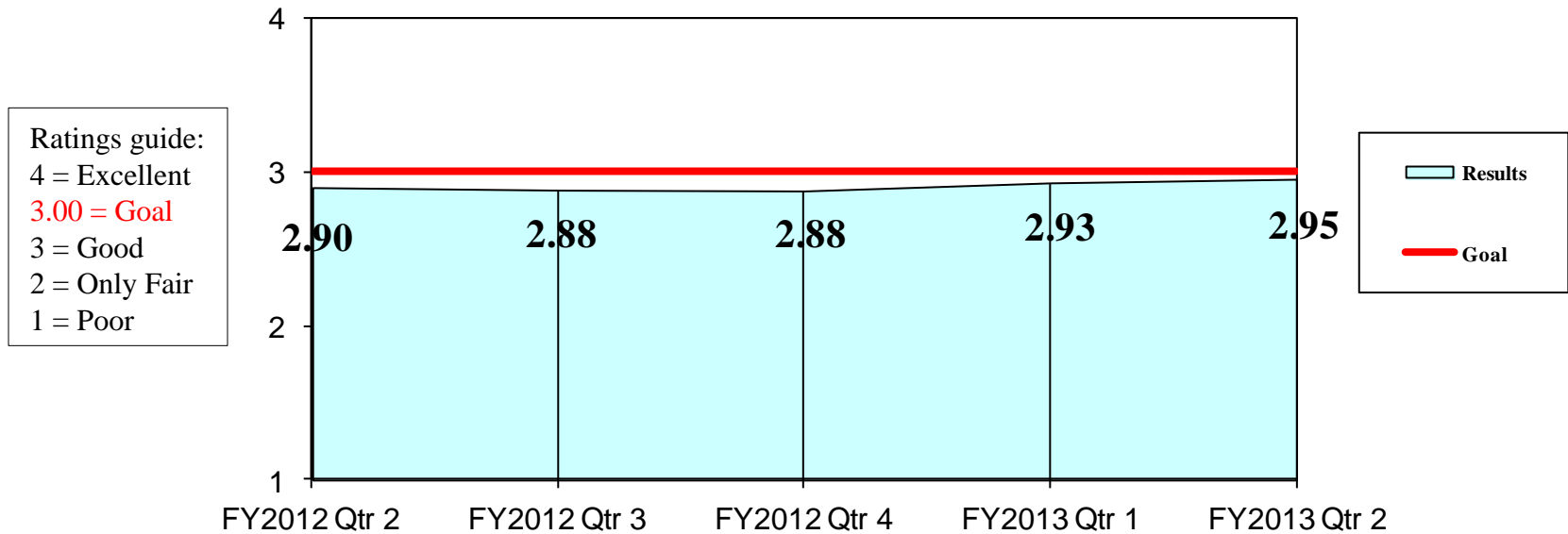
Ratings guide:
 4 = Excellent
 3.09 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.14
P.A. Transfer Announcements (33%)	3.10
P.A. Destination Announcements (33%)	3.26

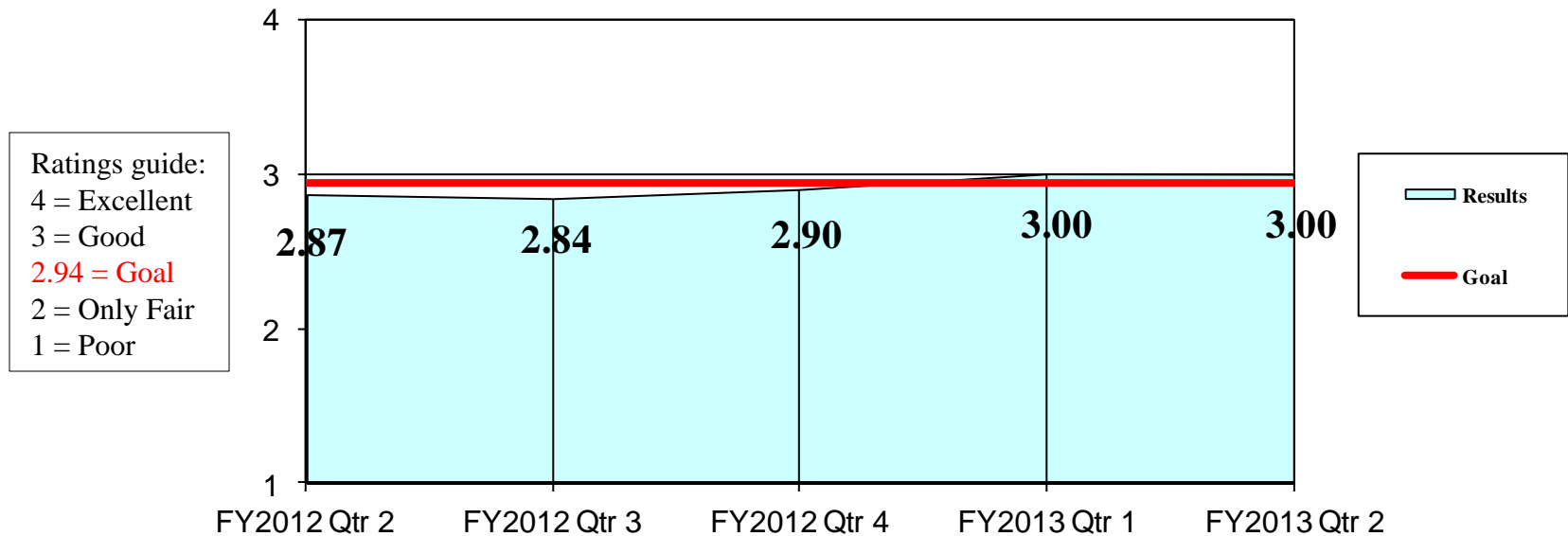
- ✓ Goal met again
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 82.0%
 - Transfers: 80.6%
 - Destinations: 86.9%

Train Exterior Appearance



- ✓ Goal not met
- ✓ 79.6% of those surveyed ranked this category as either Excellent or Good
- ✓ Washing less but smarter, with related environmental benefits

Train Interior Cleanliness



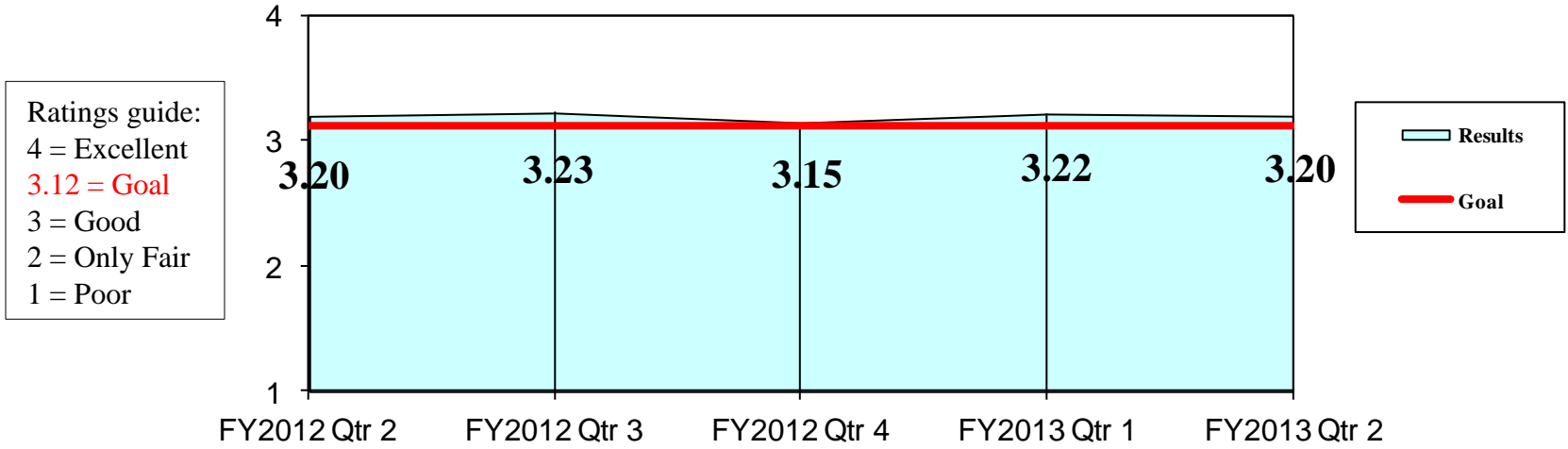
Ratings guide:
 4 = Excellent
 3 = Good
 2.94 = Goal
 2 = Only Fair
 1 = Poor

Results
 Goal

Composite rating of:	
Train interior cleanliness (60%)	2.72
Train interior kept free of graffiti (40%)	3.41

- ✓ Goal met for second time
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 64.8% Graffiti-free: 93.1%

Train Temperature

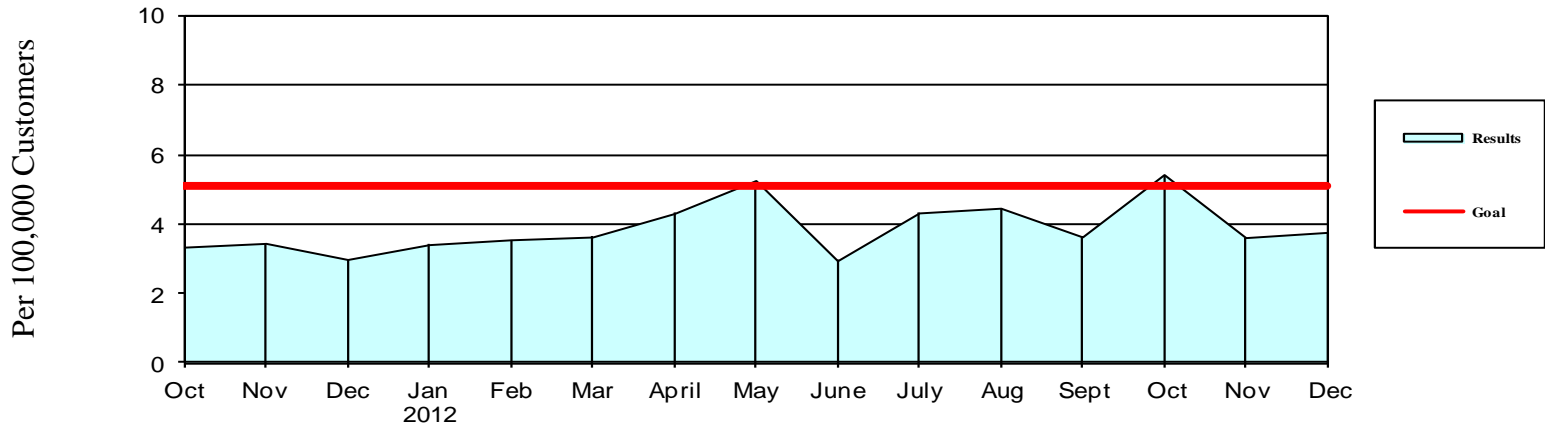


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 86.0% of those surveyed ranked this category as either Excellent or Good

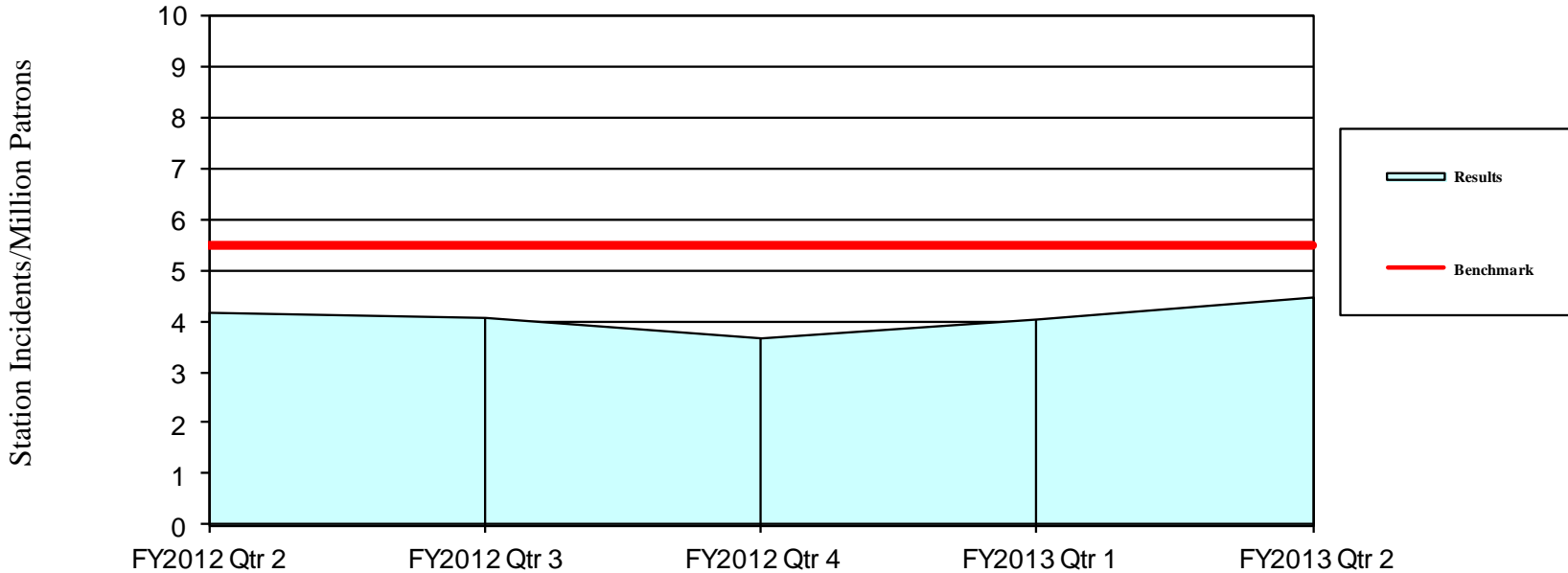
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints increased 65 (5.3%) from last quarter, up 339 (38.3%) when compared with FY 12, second quarter
- ✓ Complaint increases in all categories except for Personnel, Policies, Station Cleanliness, and Trains

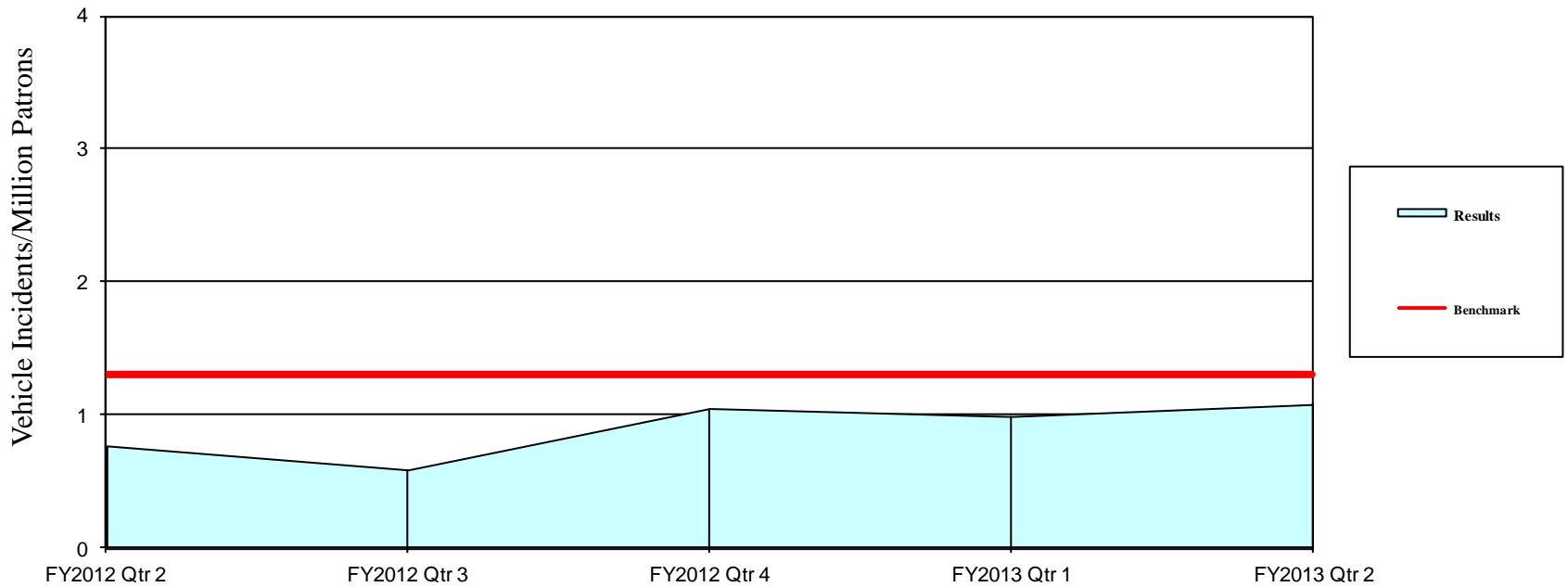
Patron Safety: Station Incidents per Million Patrons



✓ Slight increase

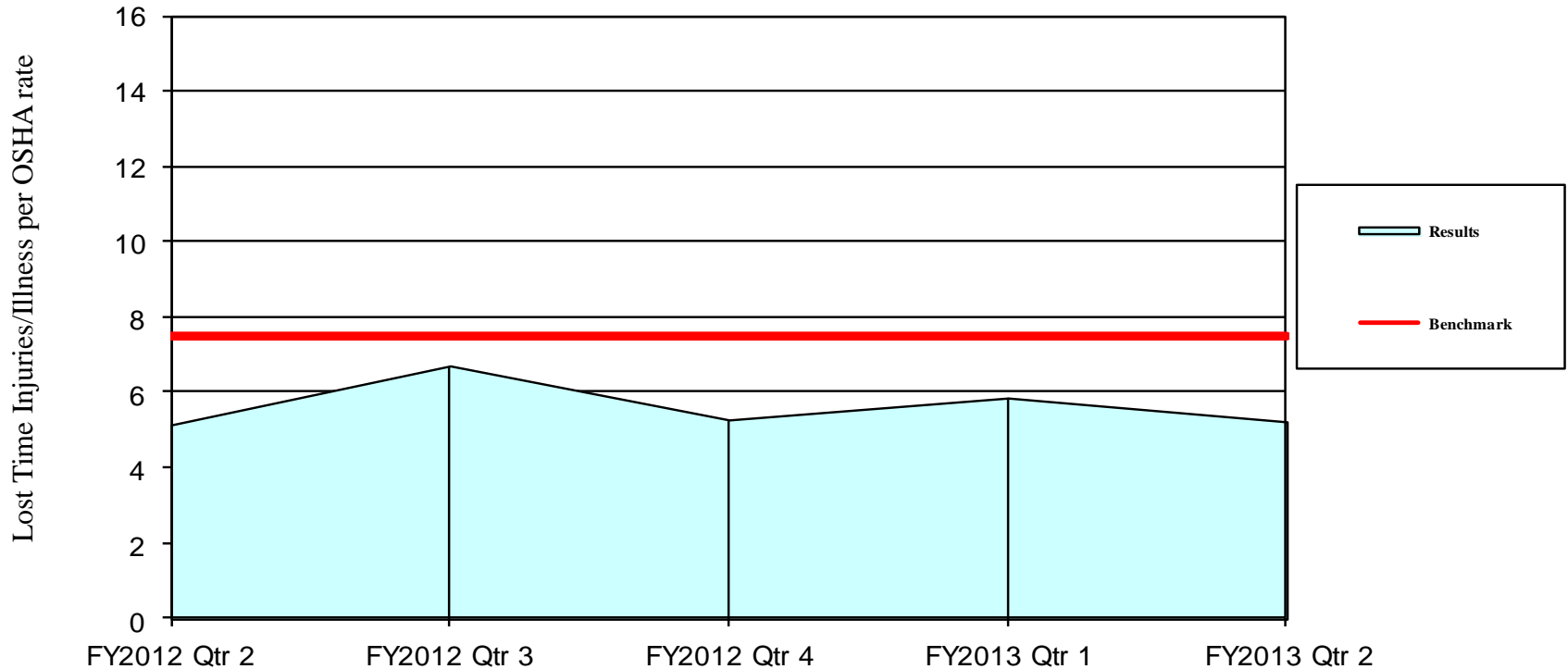
Patron Safety

Vehicle Incidents per Million Patrons



✓ Stable

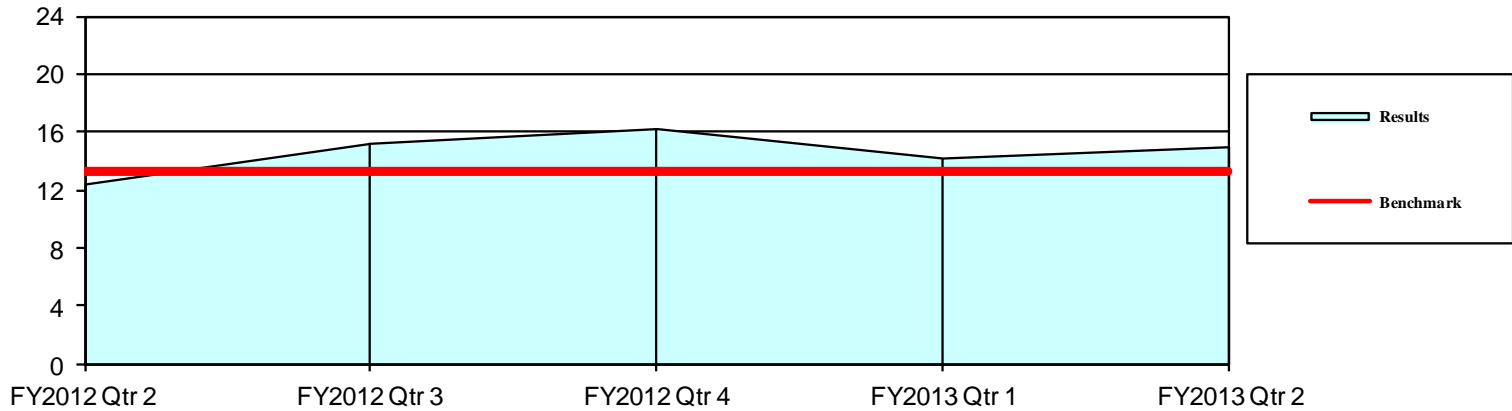
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Slight decrease in lost time cases

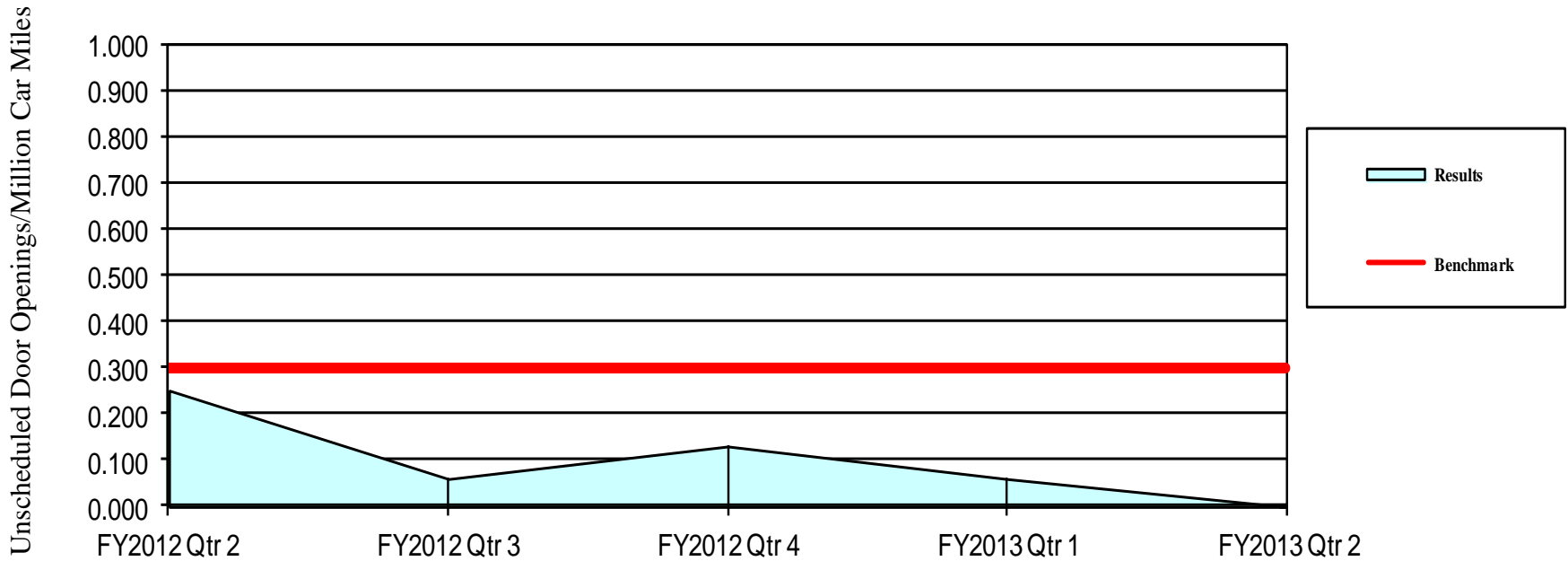
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



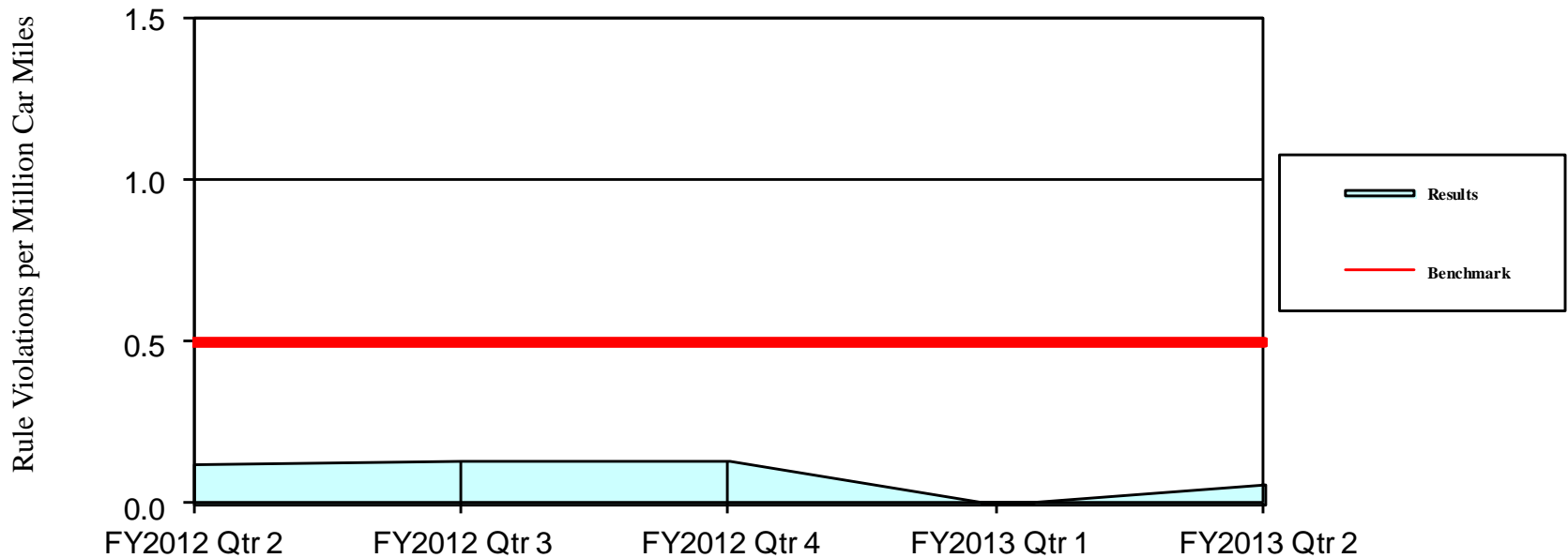
✓ Slight increase

Operating Safety: Unscheduled Door Openings per Million Car Miles



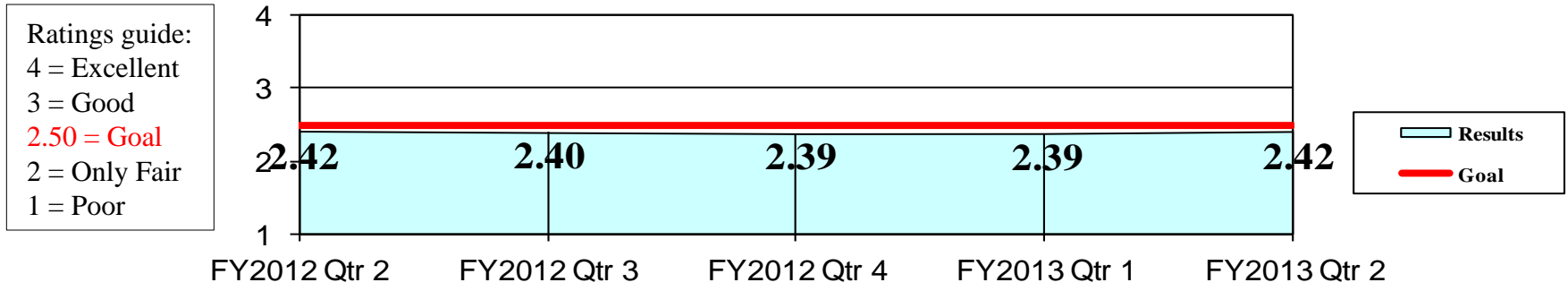
✓ No incidents last quarter

Operating Safety: Rule Violations per Million Car Miles



✓ Best two quarters in last 5 years

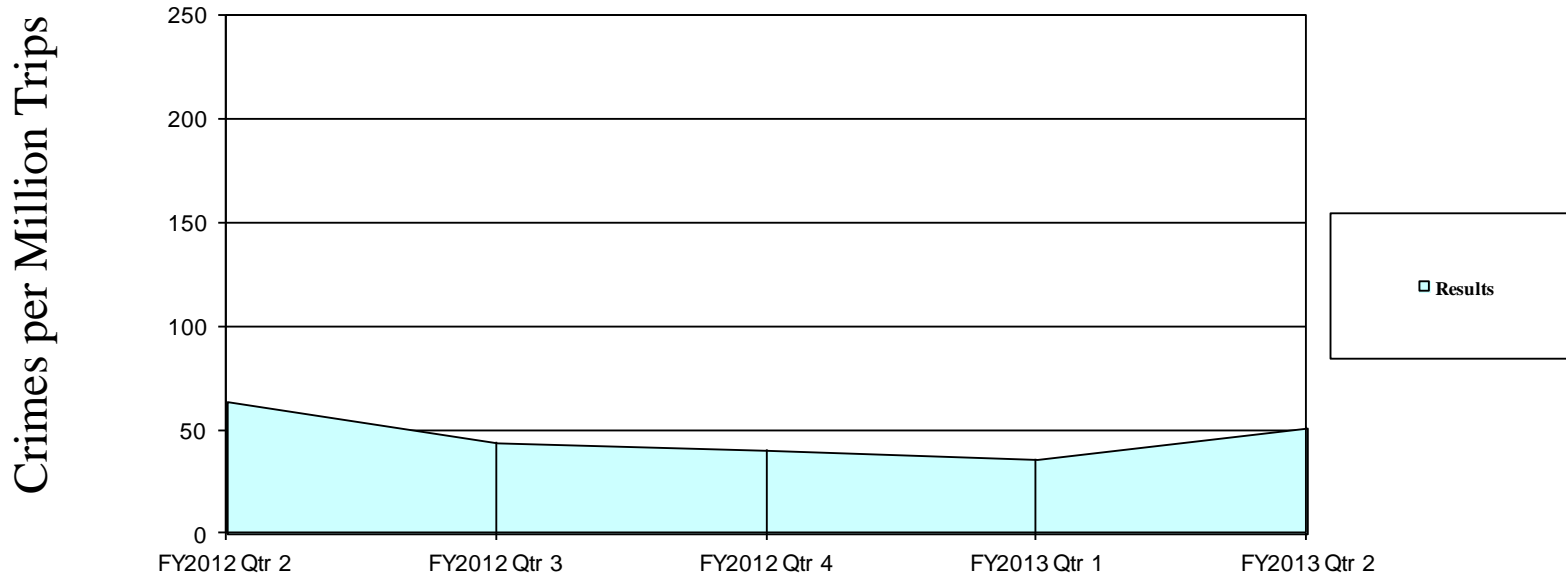
BART Police Presence



Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.40
Parking Lots and Garages (33%)	2.49
Trains (33%)	2.37

- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 48.9%
 - Trains: 45.8%
 - Parking Lots/Garages: 53.7%

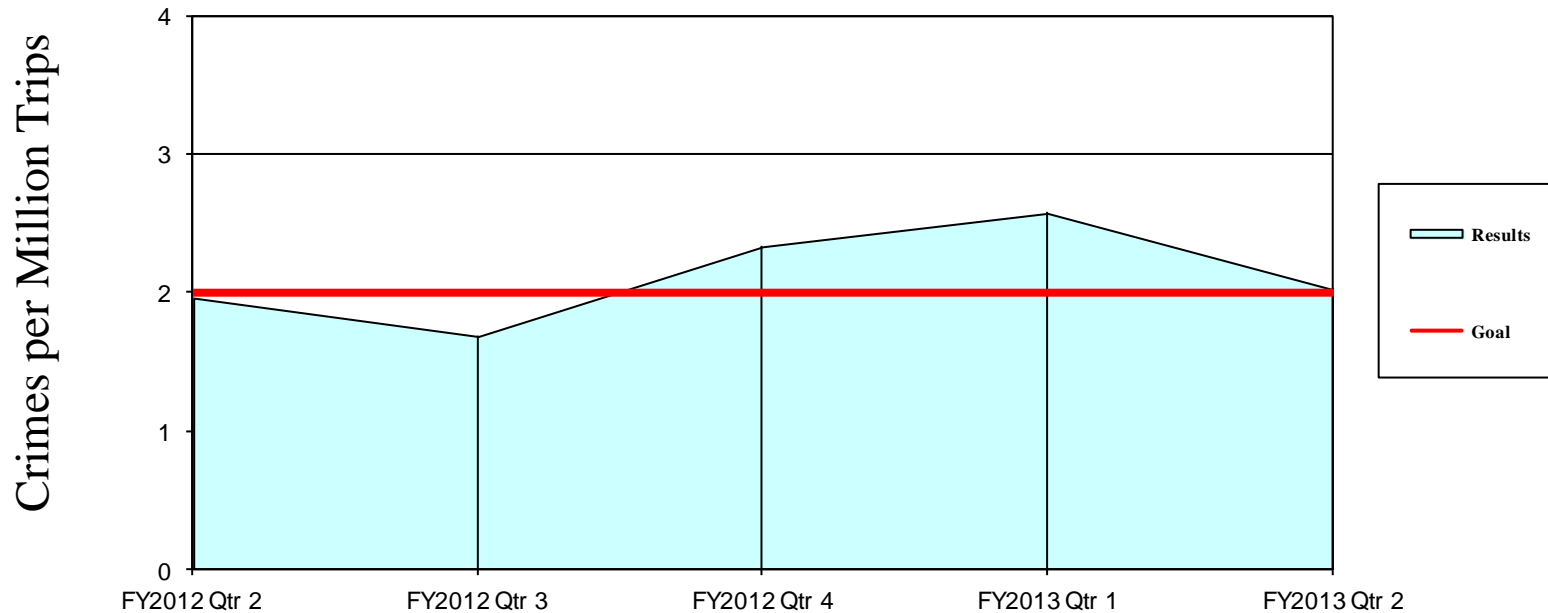
Quality of Life*



✓ Quality of Life incidents are up from last quarter, and down from the corresponding quarter of the prior fiscal year.

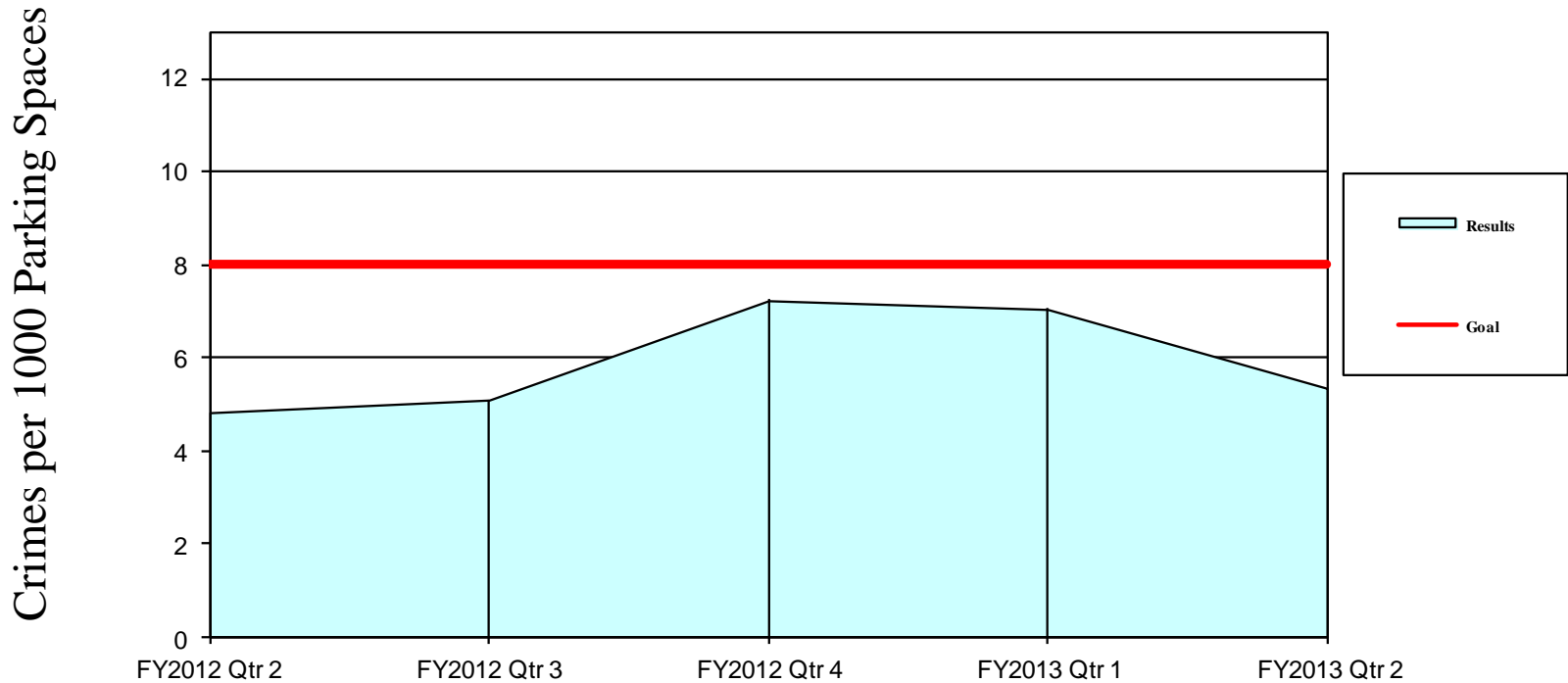
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



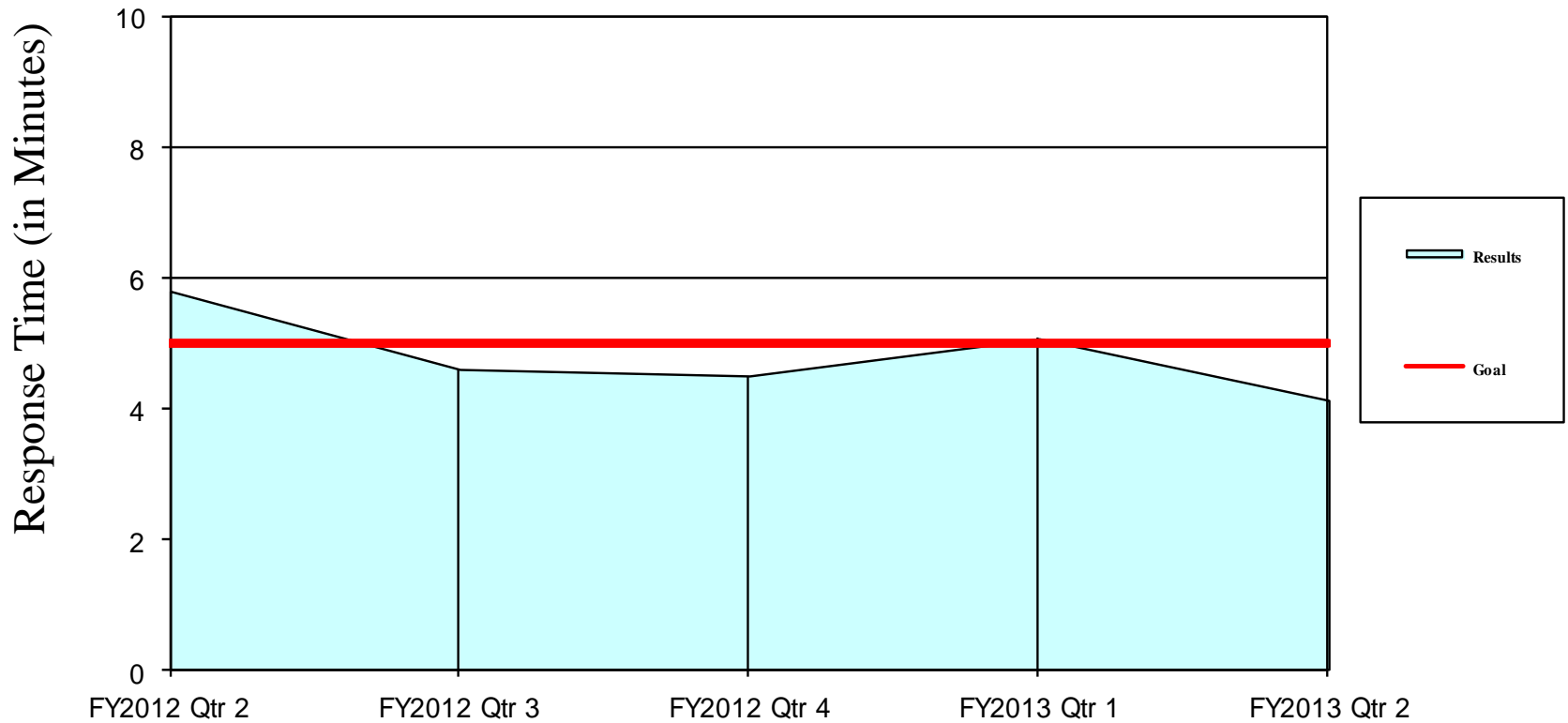
- ✓ Goal not met
- ✓ Crimes against persons are down from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



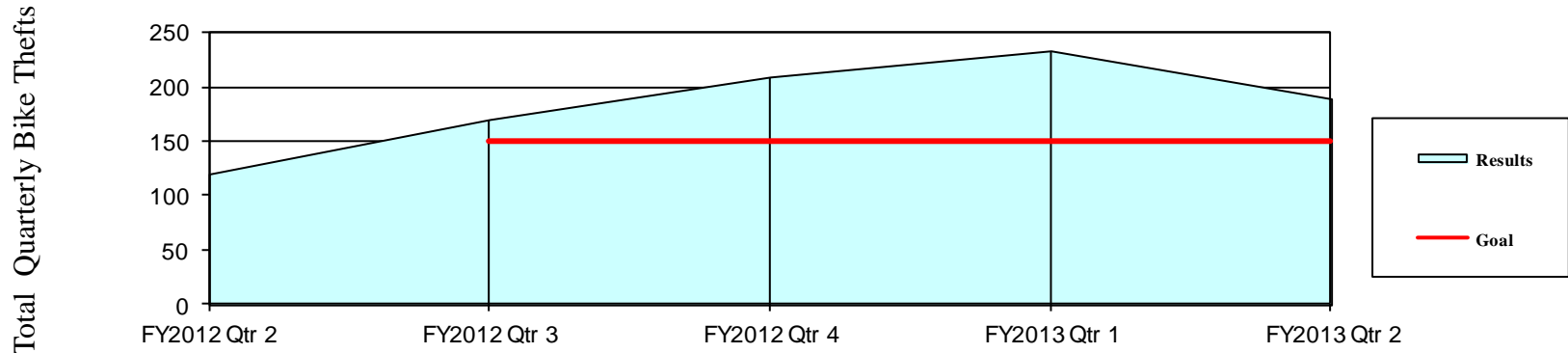
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and up from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ The Average Emergency Response Time goal was met.

Bike Theft



- ✓ 189 bike thefts for current quarter, down 44 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.