

Quarterly Service Performance Review

Third Quarter, FY 2013

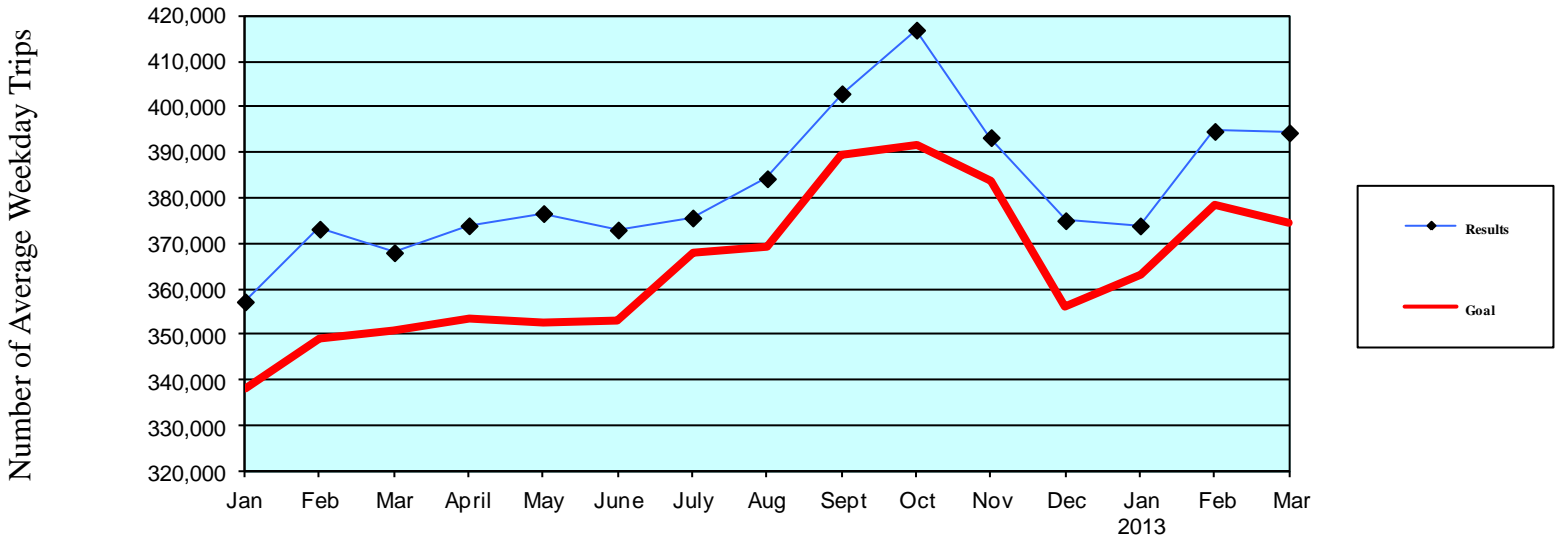
January - March, 2013

Engineering & Operations Committee
May 9, 2013

FY13 Third Quarter Overview...

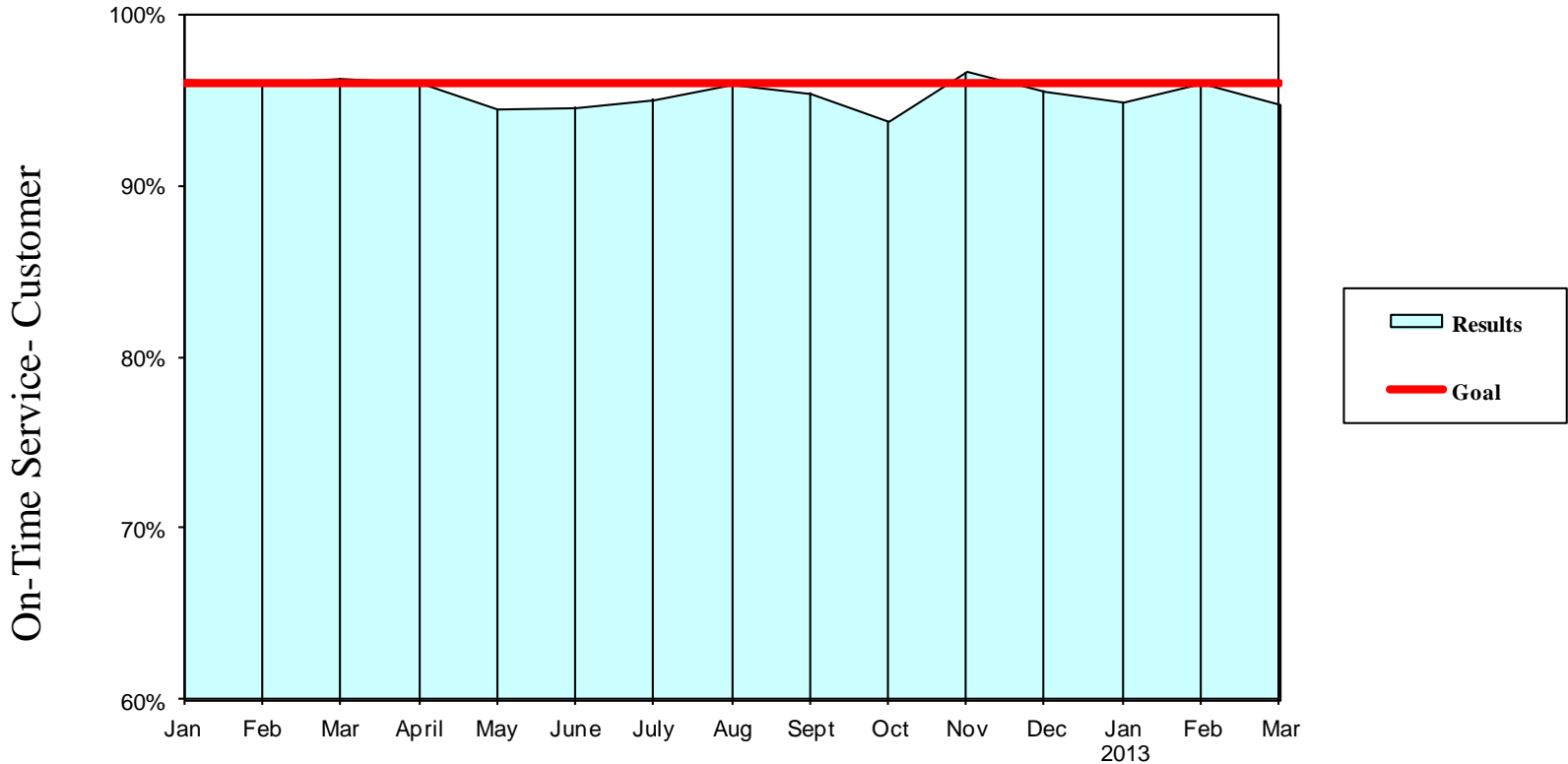
- ✓ Continued ridership growth, weekdays up 5.8%
- ✓ Train service reliability steady, just below goal with four biggest delays of the quarter (406 late trains) due to medical/law enforcement
- ✓ Car reliability solid, other systems met goal
- ✓ Car, station elevator and AFC availability goals met
- ✓ Escalator availability goals not met but improvement trend continues
- ✓ Customer rated attributes fairly steady, most met goal
- ✓ Complaints down compared to last quarter, up from one year ago

Customer Ridership



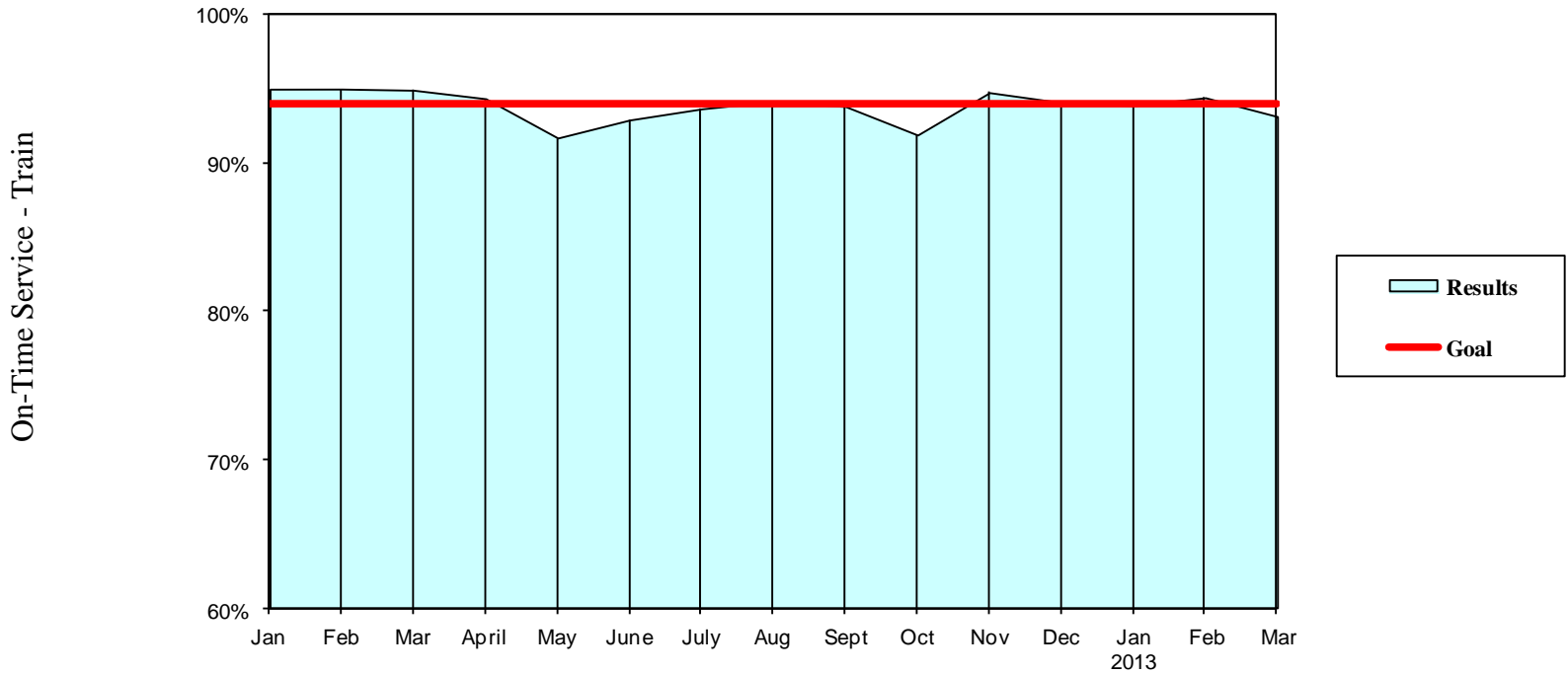
- ✓ Total ridership increased by 4.1% compared to same quarter last year
- ✓ Average weekday ridership (387,442) up 5.8% over same quarter last year; core weekday ridership up by 5.6% and SFO Extension weekday ridership up by 7.5%
- ✓ Saturday and Sunday up by 5.1% and 6.2%, respectively

On-Time Service - Customer



- ✓ 95.21%, goal missed by 0.79%
- ✓ Approximately 47% of all late trains due to “Miscellaneous” causes
- ✓ Biggest delay of the quarter (148 late trains) due to “serious medical emergency”

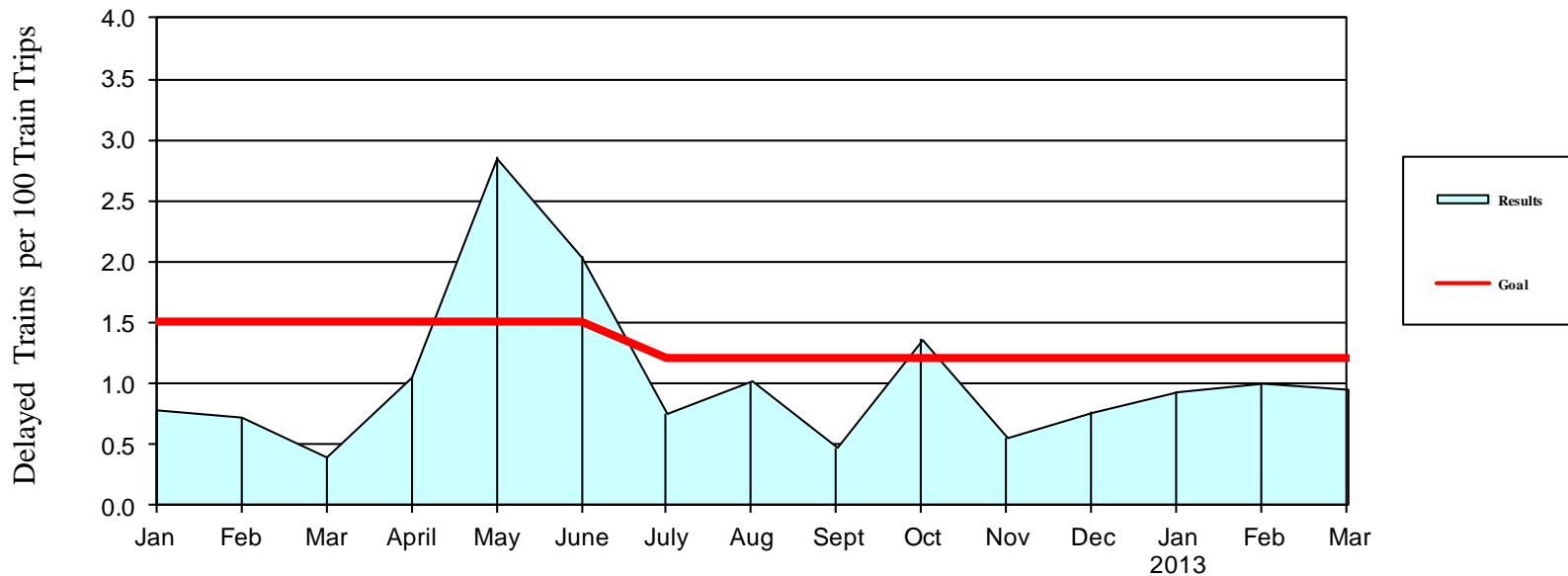
On-Time Service - Train



- ✓ 93.79%, goal missed by 0.21%
- ✓ Four most serious incidents of the quarter involved two “serious medical emergencies” (148 and 69 late trains), shots fired at Hayward (116 late trains) and a suspicious object on the street above Powell Station (73 late trains)

Wayside Train Control System

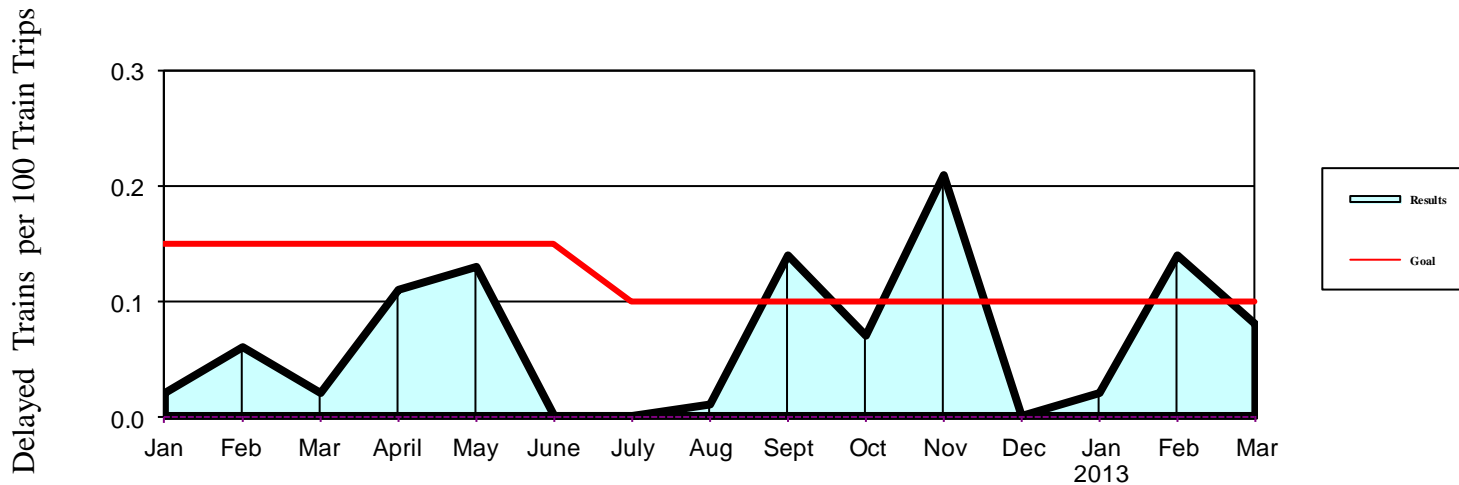
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met
- ✓ Wayside MUX box lightning arrestor replacement and new card pack installation progressing.
- ✓ UPS Battery Replacement Project progressing, two Train Control Huts on L Line completed
- ✓ 13 new Alstom Switch Machines installed to date

Computer Control System

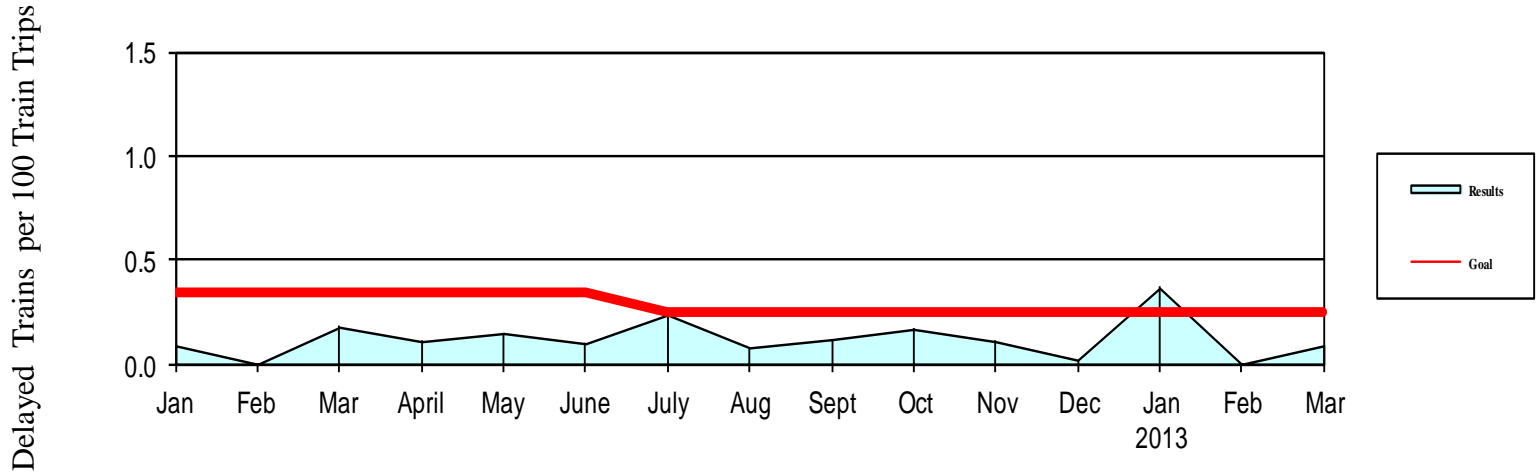
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met
- ✓ ICS being continuously modified. A sample of recent upgrades:
 - ✓ Central Display Board and Train Controller workstations updated to include Warm Springs graphics
 - ✓ Central Display Board and Power and Support Controller workstations updated to include graphics for new Transbay Tube and Oakland Wye 34.5kv circuits.
 - ✓ Wayside Access Guide version 5 update published in ICS.

Traction Power

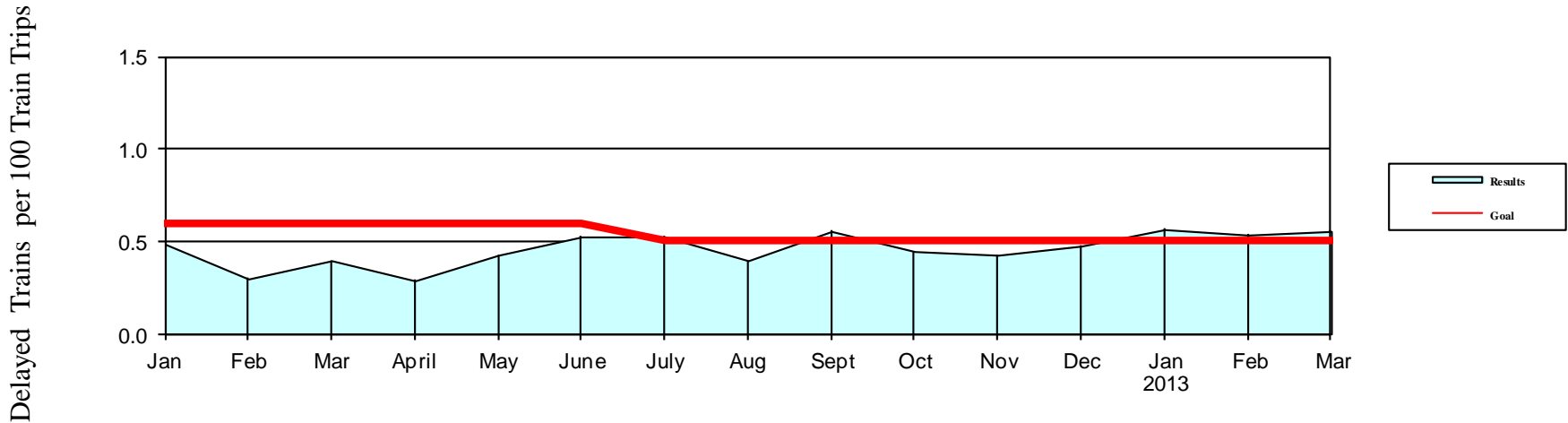
**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



- ✓ Goal met
- ✓ January spike due to undetermined power problem on W Line that resulted in major AM rush period delays due to multiple trains with blown collector shoe fuses

Transportation

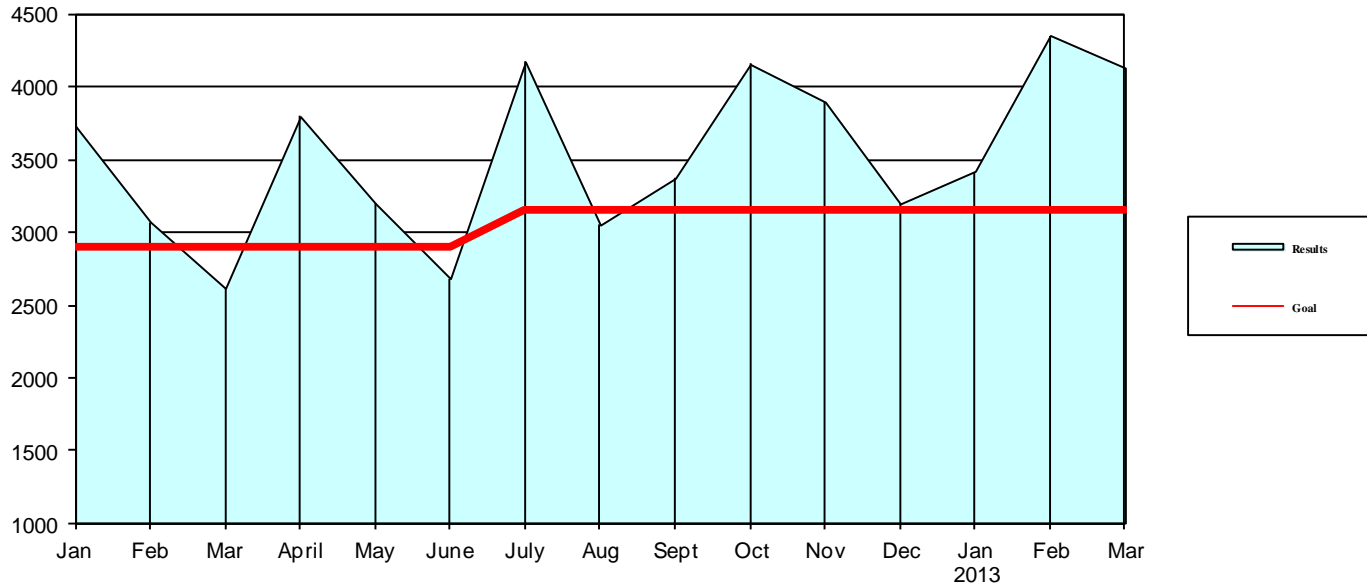
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs



- ✓ Goal not met
- ✓ Transportation delays .56, missed goal by .06
- ✓ Train Operator procedure delays (81 incidents – 152 total late trains) were high
- ✓ Transportation graduated a large number of new Train Operators this quarter.

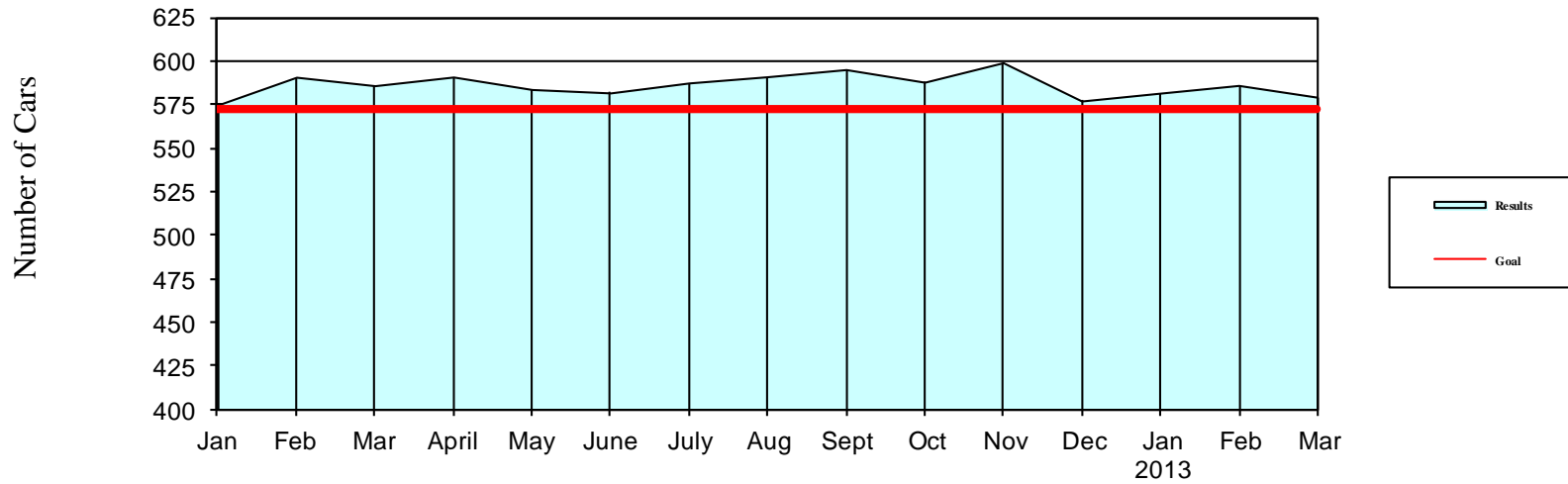
Car Equipment - Reliability

Mean Time Between Failures (Hours)



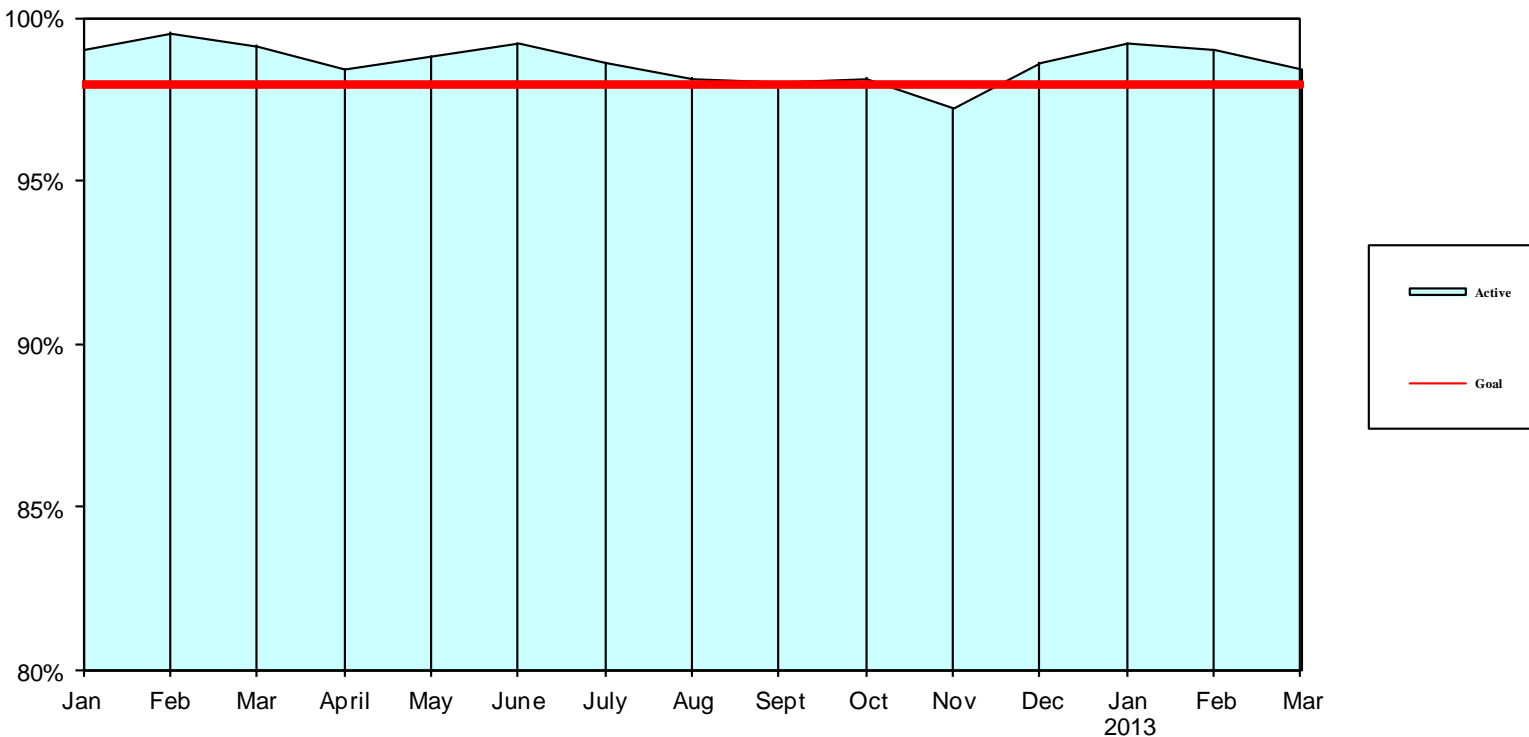
- ✓ Goal met
- ✓ C Car Propulsion and HVAC Overhauls continue
- ✓ Good performance from Daly City Shop

Car Equipment - Availability @ 0400 hours



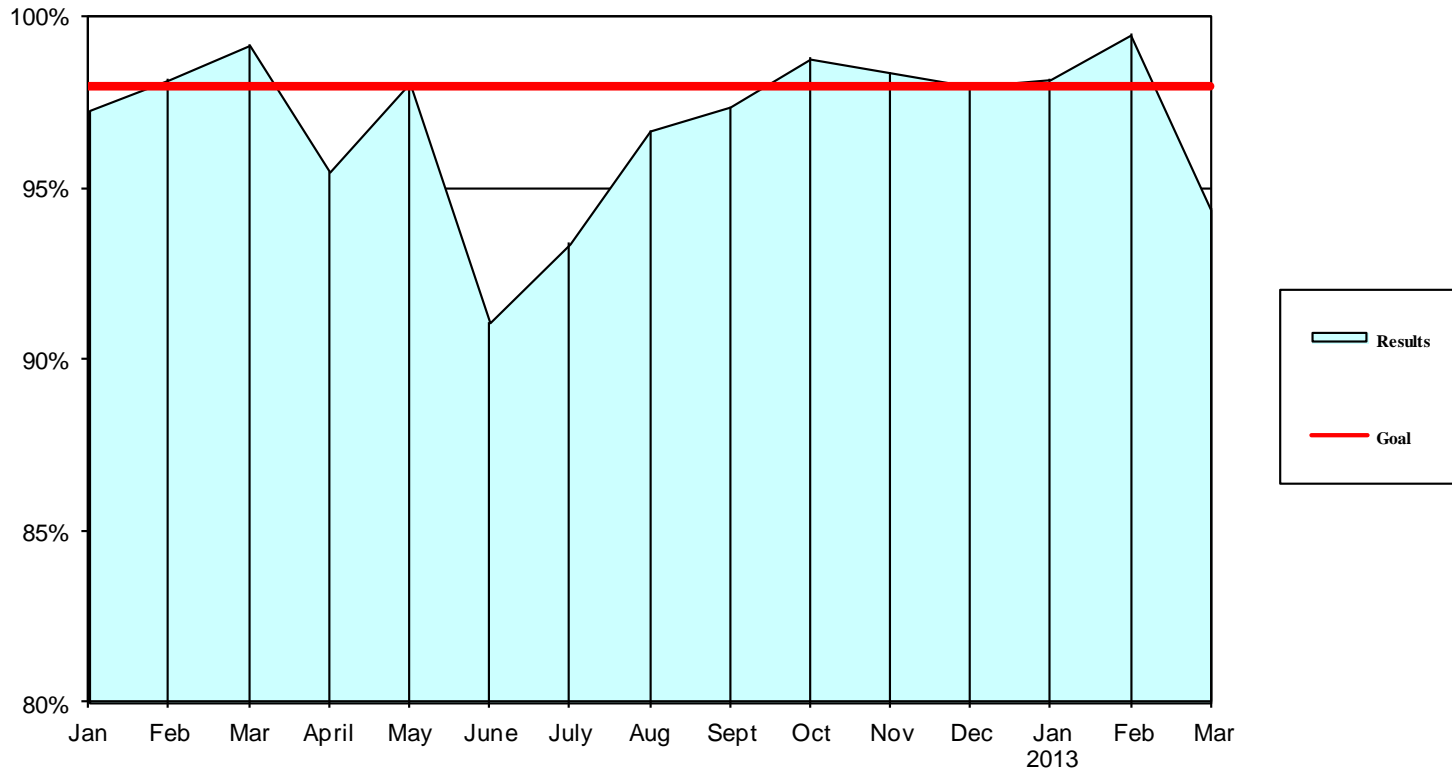
- ✓ Goal met
- ✓ Aggressive interior reconfiguration deadline impacting availability

Elevator Availability - Stations



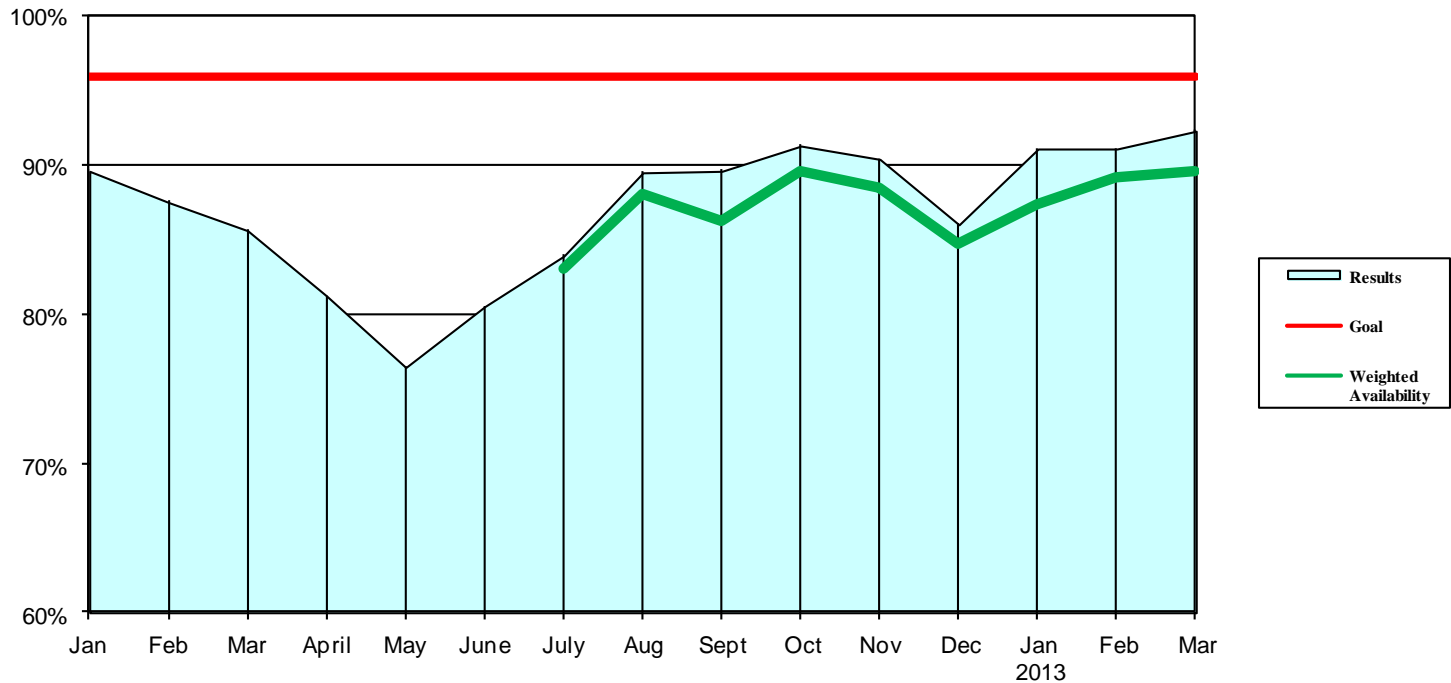
- ✓ Goal met
- ✓ Tragic accident at Montgomery, elevator out of service March 10 to April 18

Elevator Availability - Garage



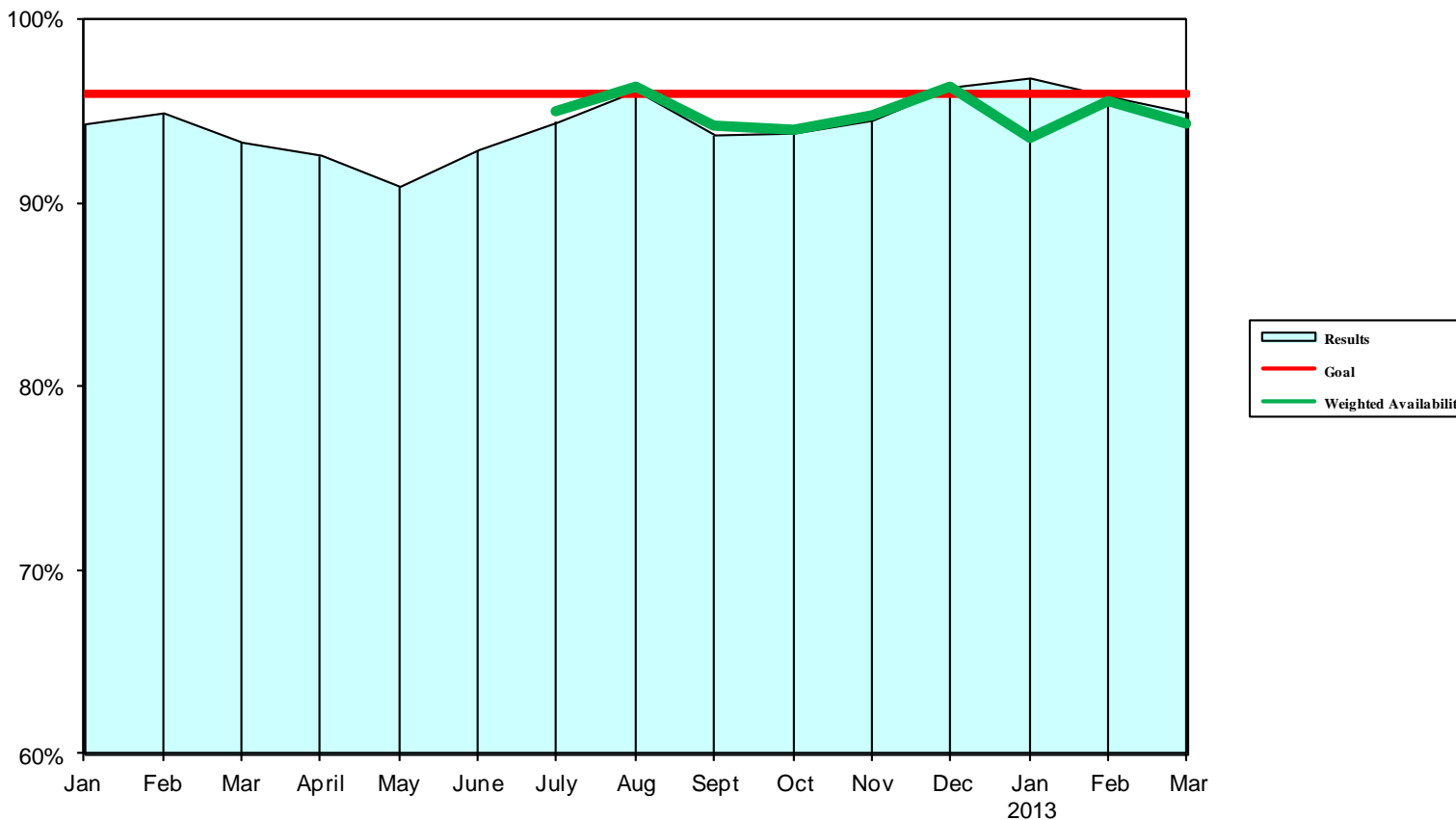
- ✓ Goal not met
- ✓ Multiple units at Pleasant Hill Garage out of service due to motor generator set rebuild

Escalator Availability - Street



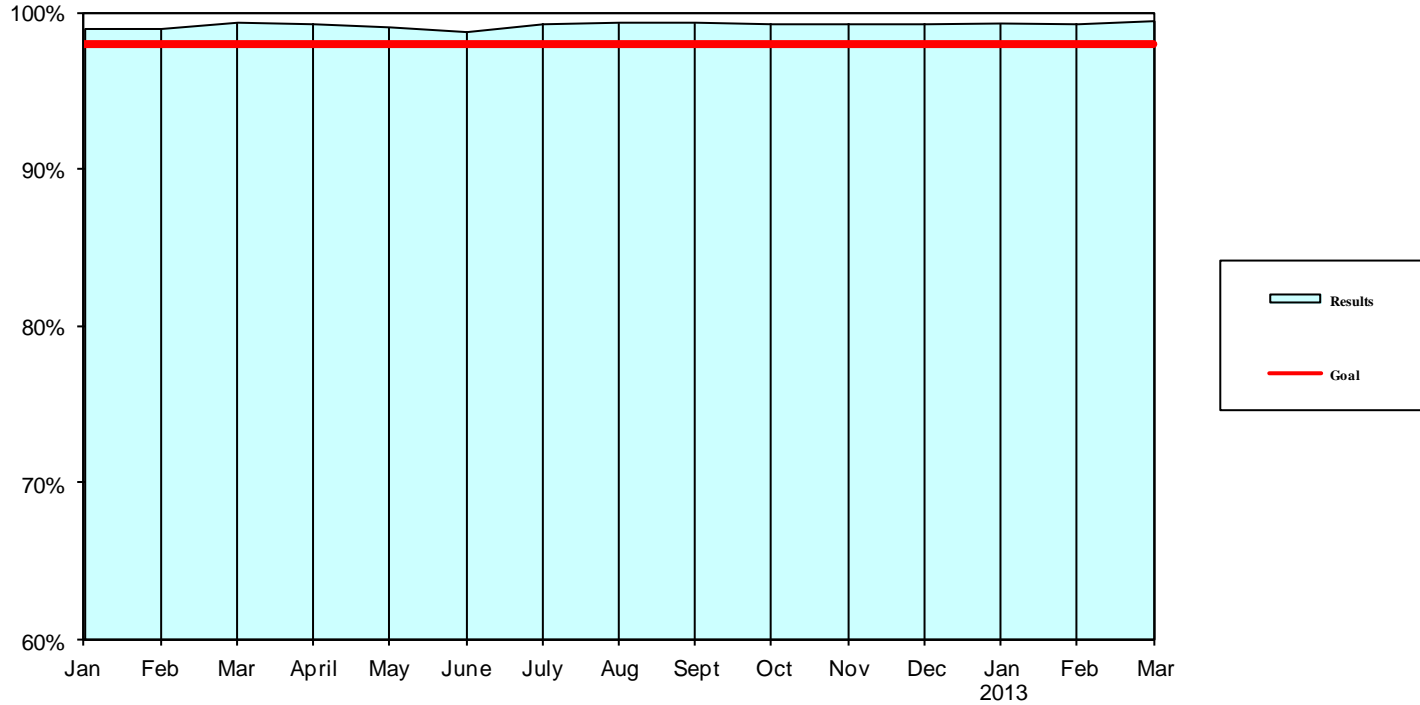
- ✓ Goal not met but continued improvement
- ✓ Green line represents weighted availability based on foot rise and usage of each unit
- ✓ Extended outages at Powell (51), 1/29-2/27 step chain replacement and Civic Center (55), 2/20-3/12 handrail replacement
- ✓ Continued challenge and focus

Escalator Availability - Platform



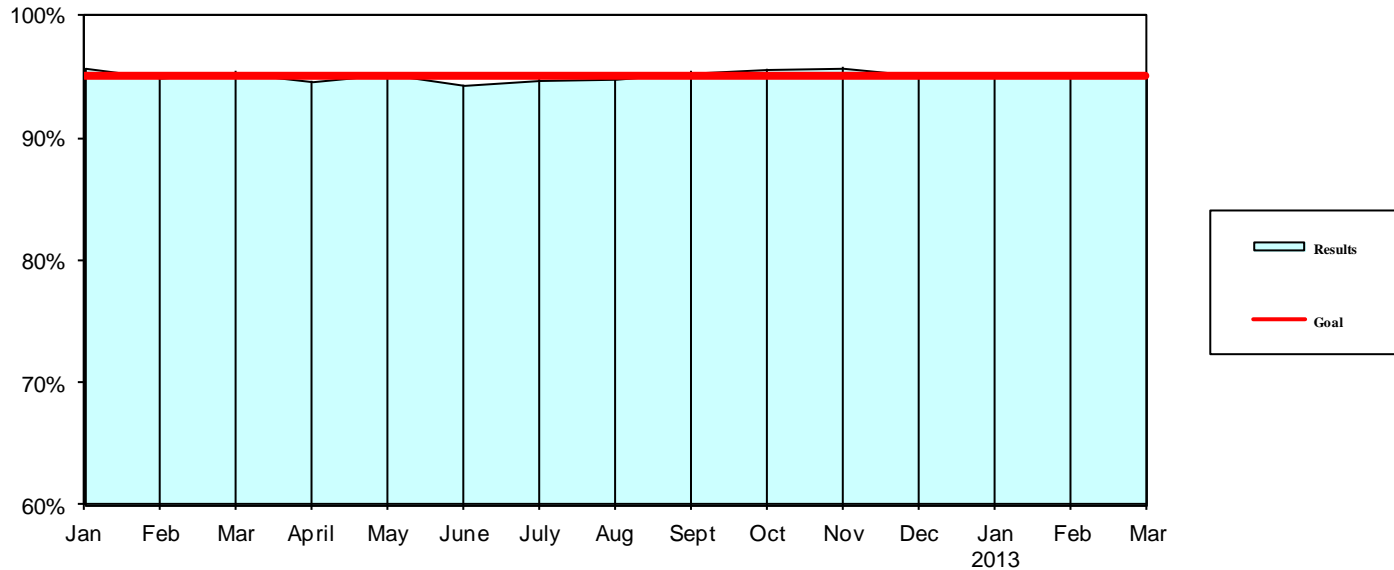
- ✓ Goal not met but continued improvement
- ✓ Recent dip in performance due to hand rail repairs (M, L and K Lines); drive gear rebuilds (Glen Park, North Berkeley); chain replacements (Daly City, 16th Street); gearbox rebuild (Ashby)
- ✓ Continued challenge and focus

AFC Gate Availability



- ✓ Goal met
- ✓ Installation of larger capacity hard drives in each gate (necessitated by Clipper) completed

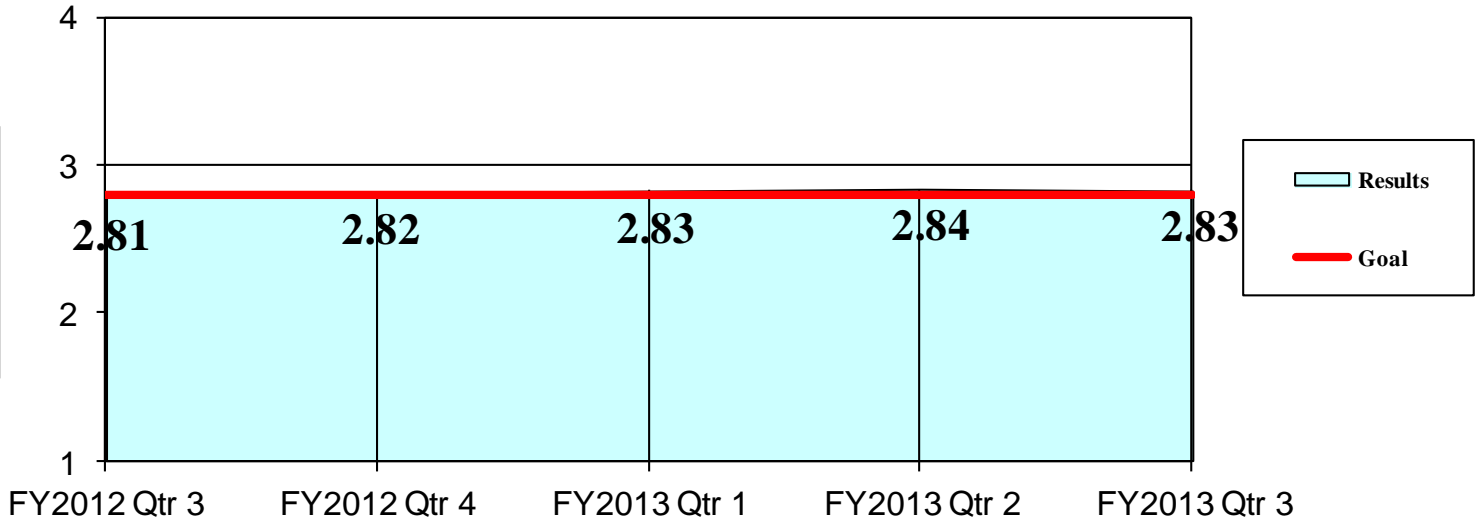
AFC Vendor Availability



- ✓ Goal met
- ✓ Availability of Add Fare 98.5%
- ✓ Availability of Add Fare Parking 98.5%
- ✓ Availability of Parking Validation Machines 99.8%

Environment - Outside Stations

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

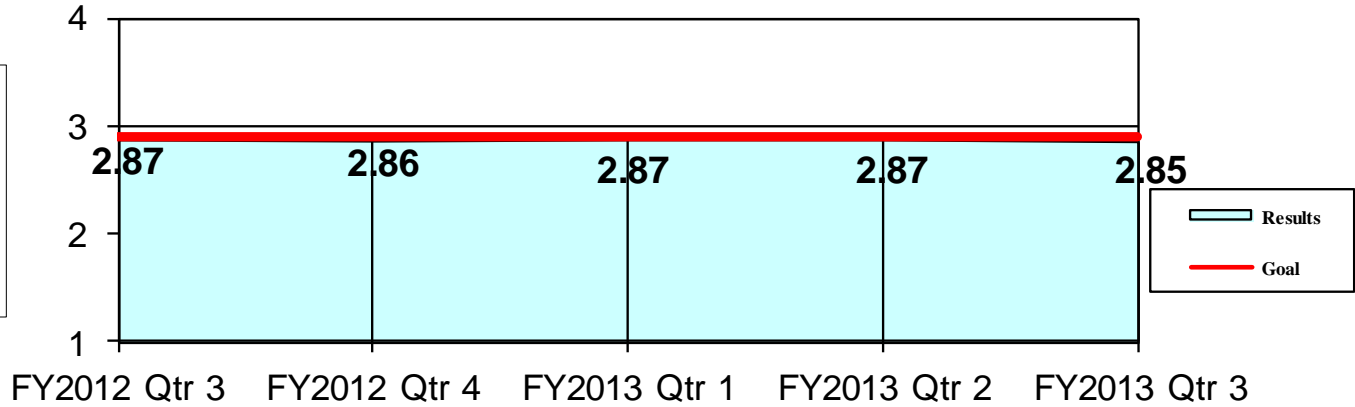


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.75
BART Parking Lot Cleanliness (25%)	3.04
Appearance of BART Landscaping (25%)	2.77

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 67.6%
 - Parking Lots: 80.8%
 - Landscaping Appearance: 68.6%

Environment - Inside Stations

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



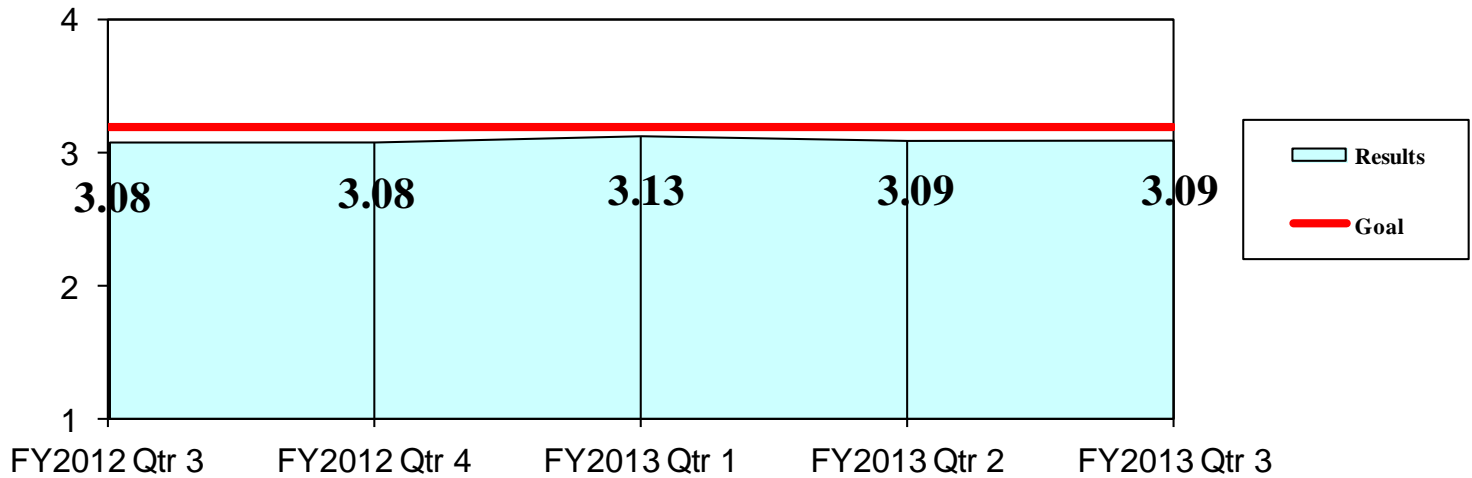
Composite rating for Cleanliness of:	
Station Platform (60%)	3.00
Other Station Areas (20%)	2.81
Restrooms (10%)	2.29
Elevator Cleanliness (10%)	2.61

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

Station Platform: 79.6%	Other Station Areas: 70.1%
Restrooms: 42.6%	Elevators: 59.7%
- ✓ Safety stand-down due to several scrubber incidents

Station Vandalism

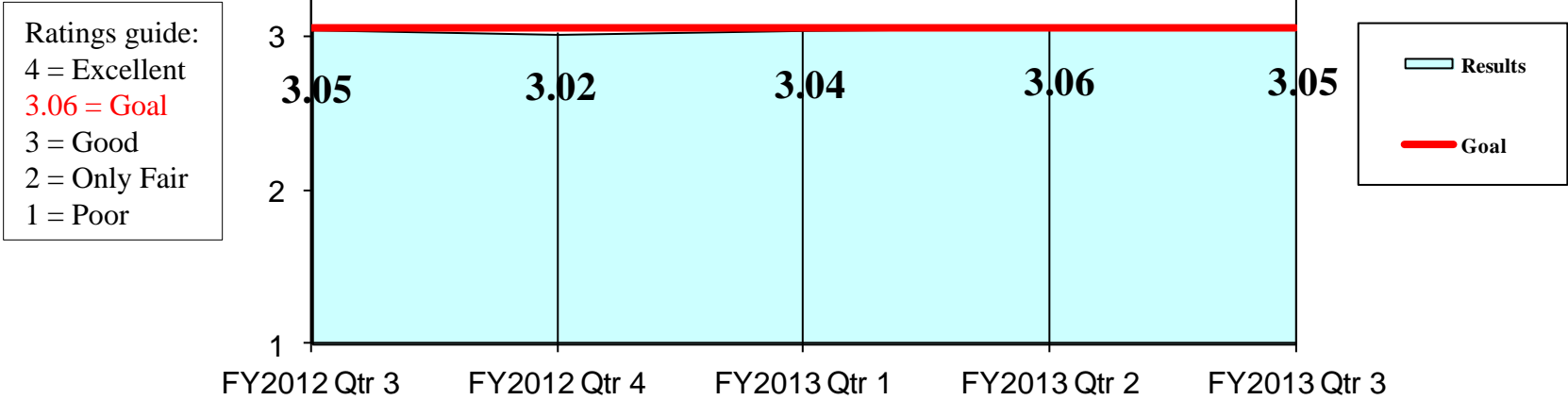
Ratings guide:
 4 = Excellent
 3.19 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 83.1% of those surveyed ranked this category as either Excellent or Good

Station Services



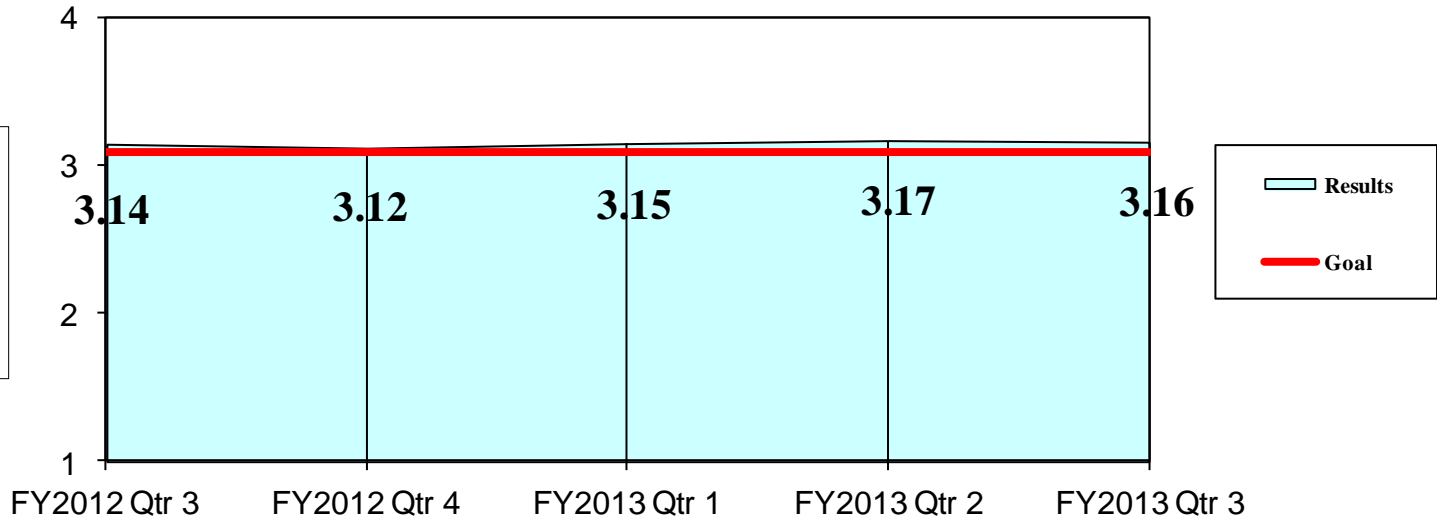
Ratings guide:
 4 = Excellent
 3.06 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Composite rating of:	
Station Agent Availability (65%)	3.02
Brochures Availability (35%)	3.11

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 80.4%
 - Brochures: 83.6%

Train P.A. Announcements

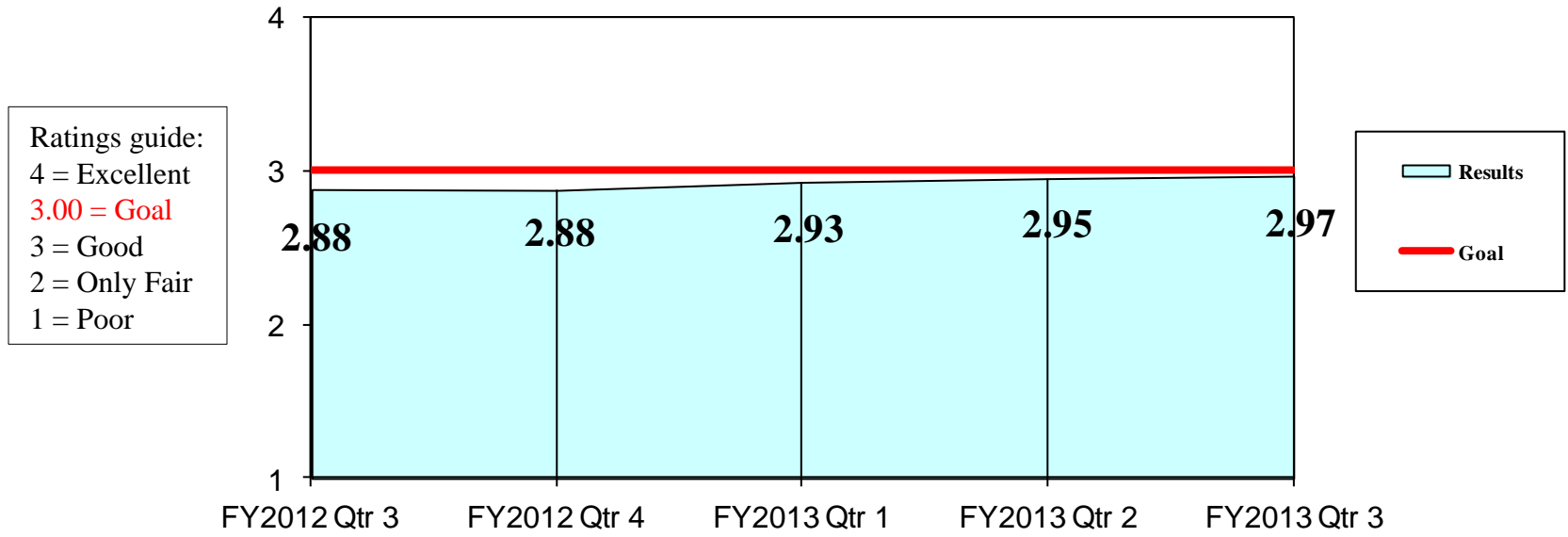
Ratings guide:
 4 = Excellent
 3.09 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.12
P.A. Transfer Announcements (33%)	3.10
P.A. Destination Announcements (33%)	3.26

- ✓ Goal met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 80.6%
 - Transfers: 80.0%
 - Destinations: 86.0%

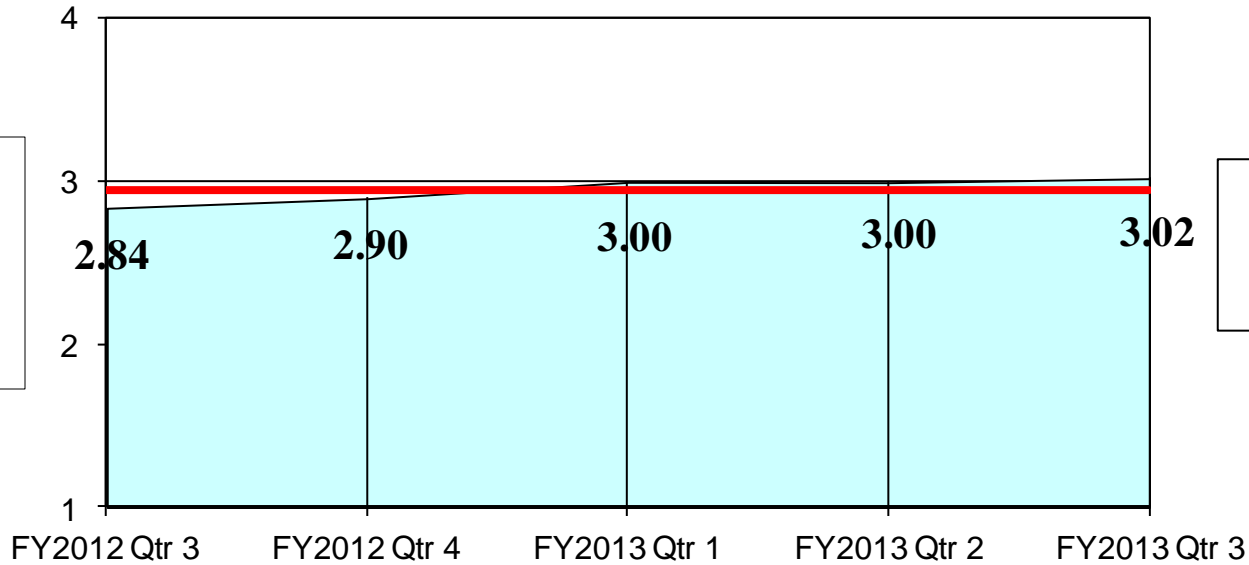
Train Exterior Appearance



- ✓ Goal not met
- ✓ 80.2% of those surveyed ranked this category as either Excellent or Good
- ✓ Washing less but smarter, with related environmental benefits
- ✓ Appearance of some C Car cabs may negatively impact customer ratings

Train Interior Cleanliness

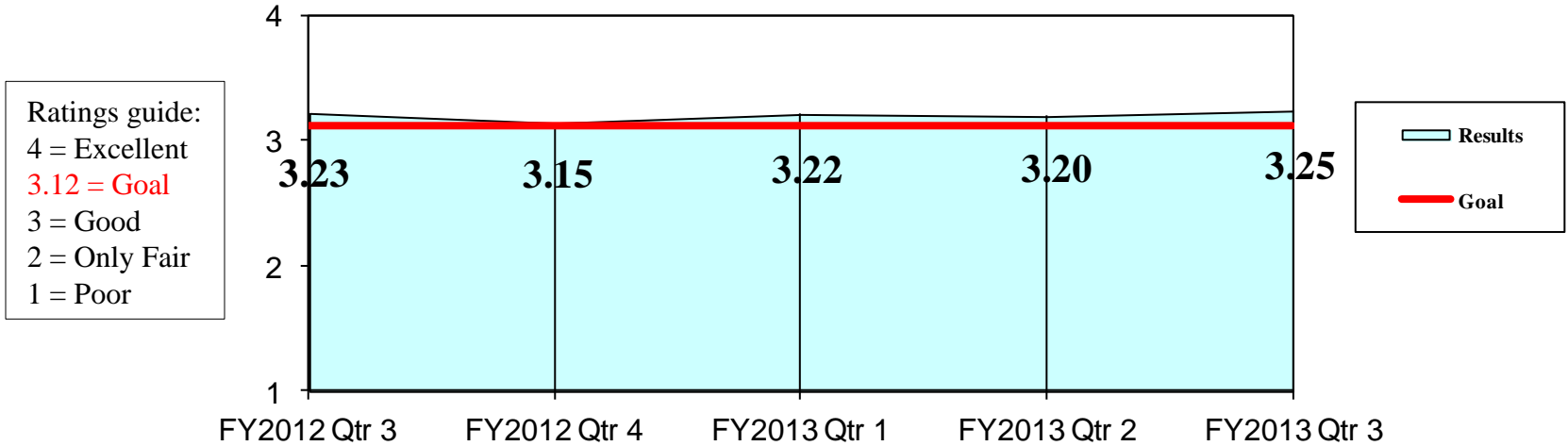
Ratings guide:
 4 = Excellent
 3 = Good
 2.94 = Goal
 2 = Only Fair
 1 = Poor



Composite rating of:	
Train interior cleanliness (60%)	2.77
Train interior kept free of graffiti (40%)	3.40

- ✓ Goal met, good trend
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 66.9% Graffiti-free: 93.0%

Train Temperature

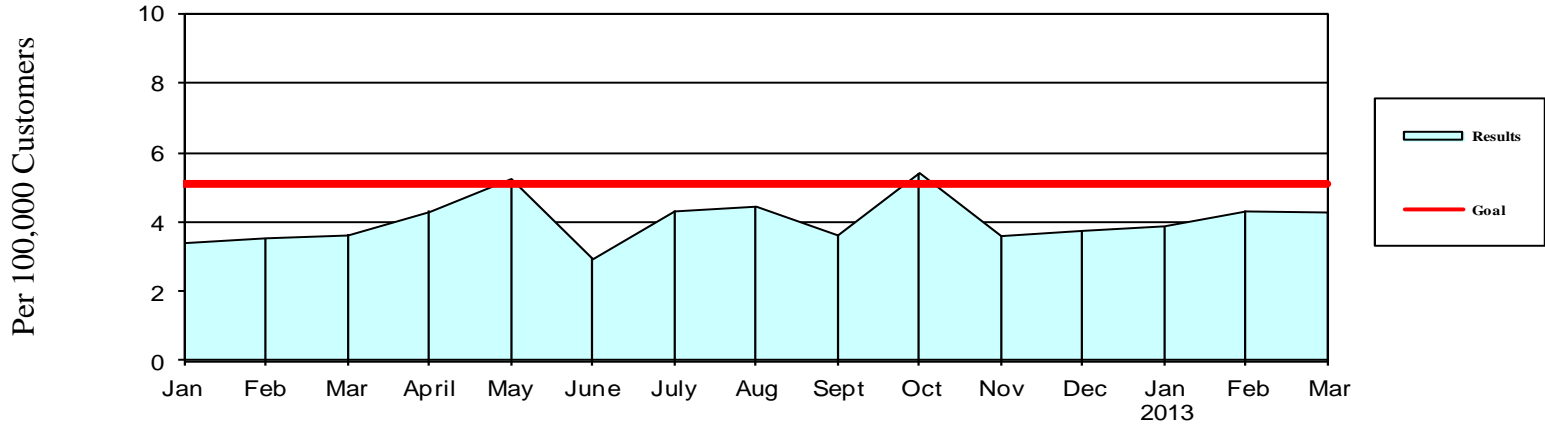


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 88.2% of those surveyed ranked this category as either Excellent or Good
- ✓ Warmer weather and C Car HVAC design problem will impact results, mod proceeding slowly

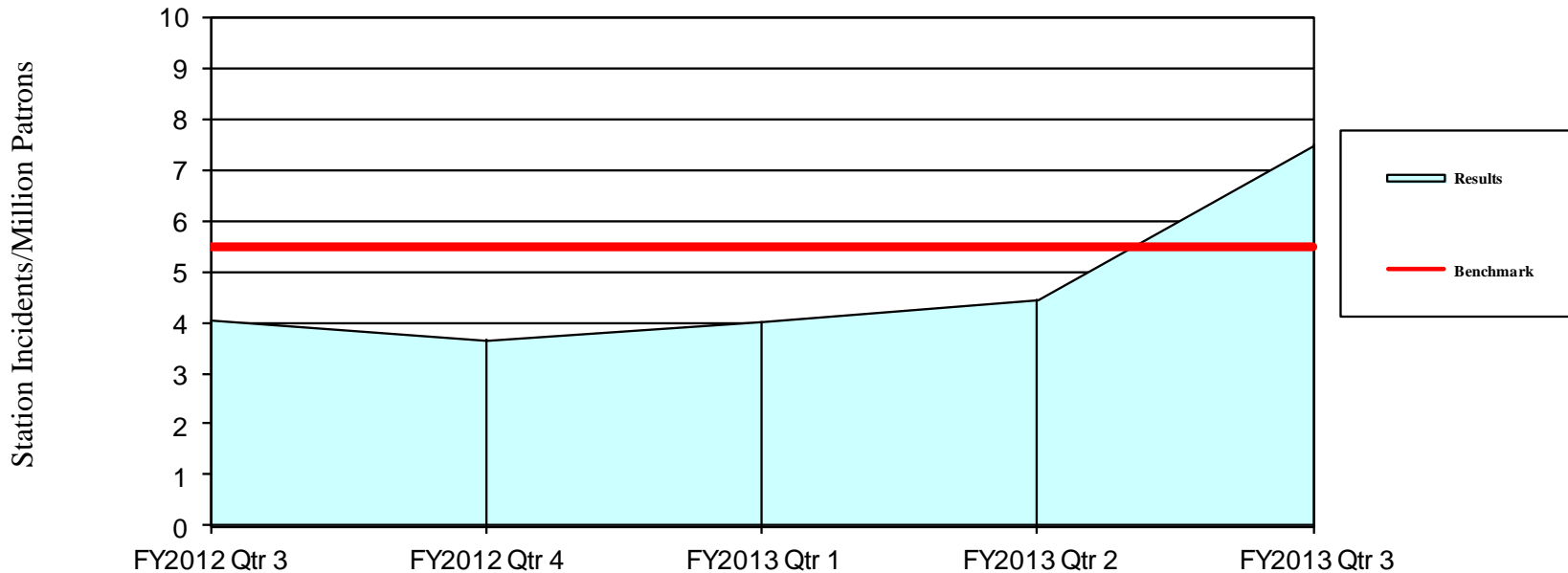
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints decreased 101 (7.9%) from last quarter, up 218 (22.6%) when compared with FY 12, third quarter.
- ✓ Complaints increased in AFC, Personnel, Police Services, Policies, and Station Cleanliness.
- ✓ Complaints decreased in Announcements, M&E, and Trains

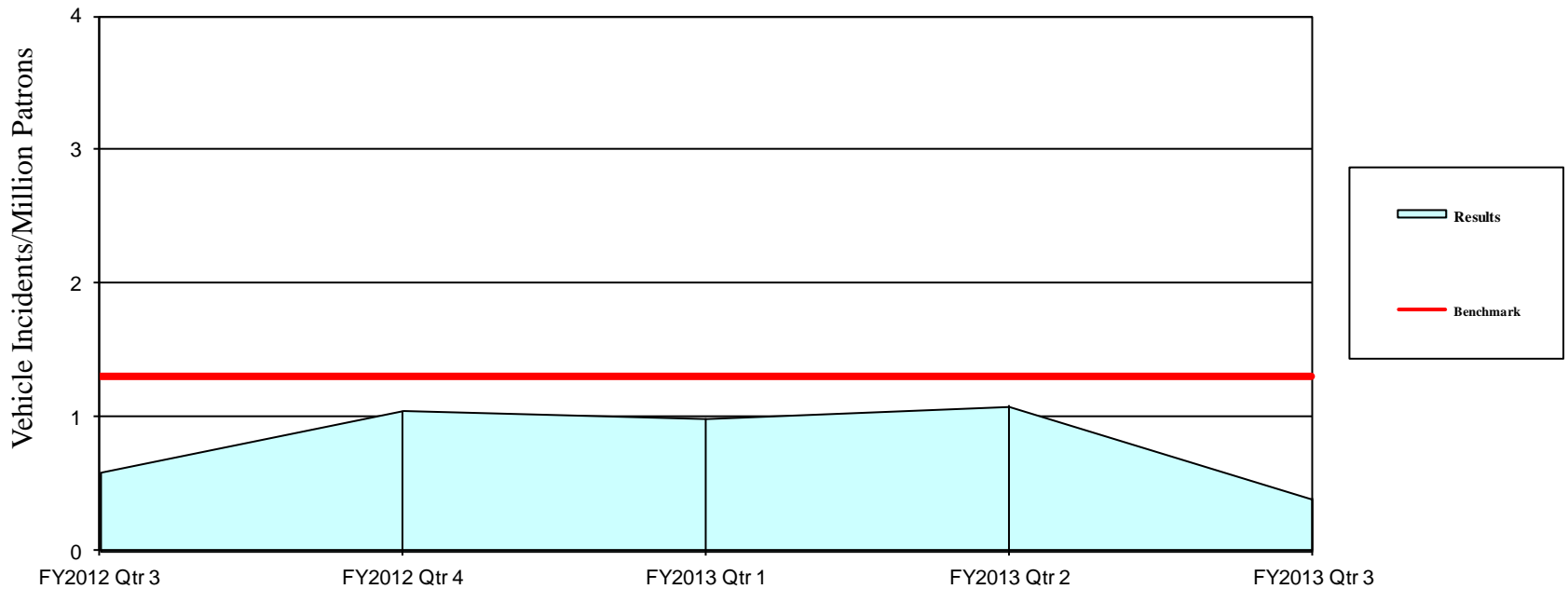
Patron Safety: Station Incidents per Million Patrons



- ✓ Goal not met
- ✓ Increase due to change in methodology (to be consistent with FTA Rail Safety Statistics Report) – injuries due to “imprudent patron behavior” now included.

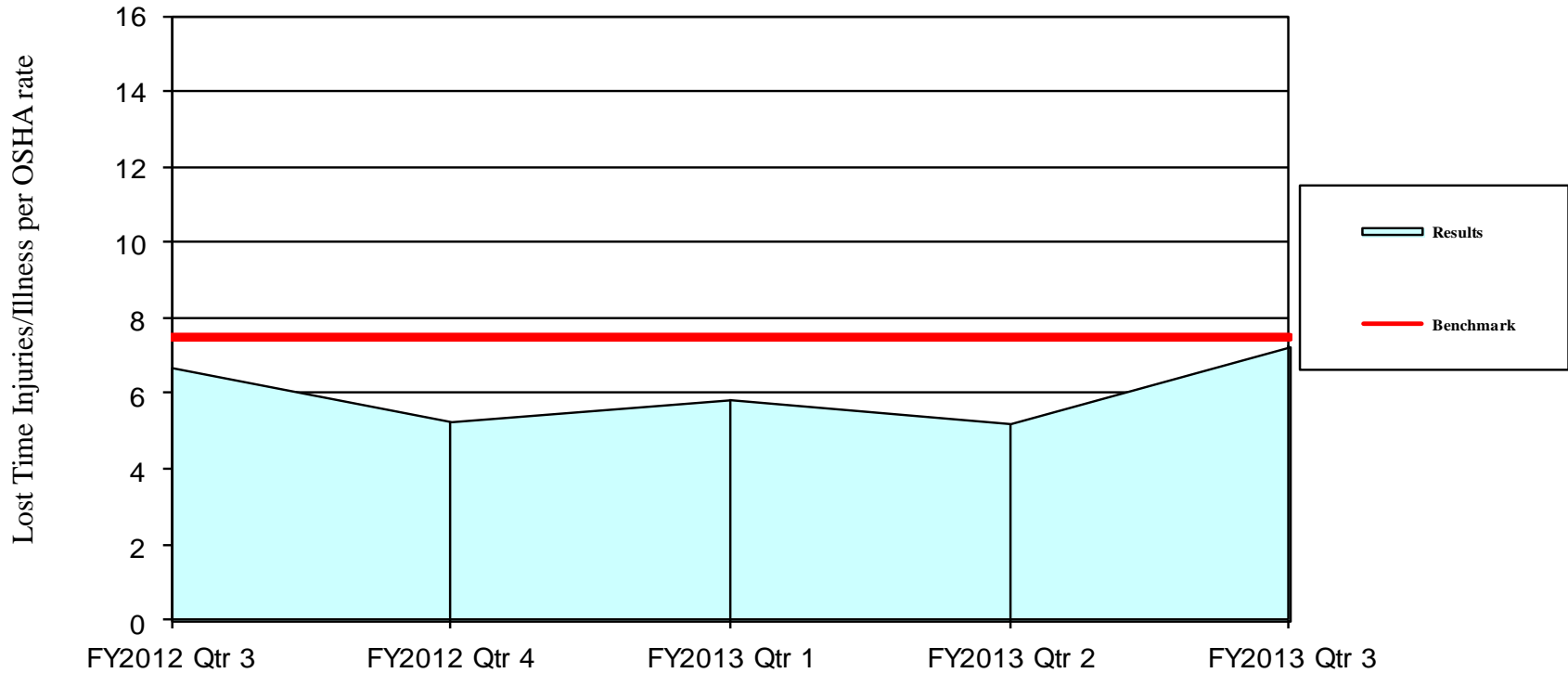
Patron Safety

Vehicle Incidents per Million Patrons



✓ Down. Goal met.

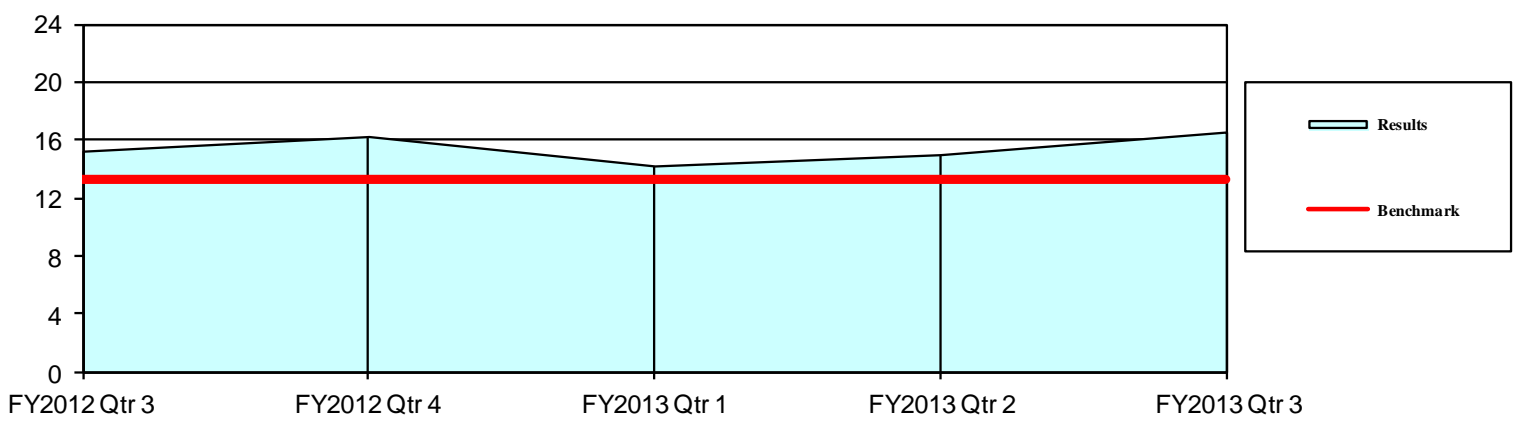
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met

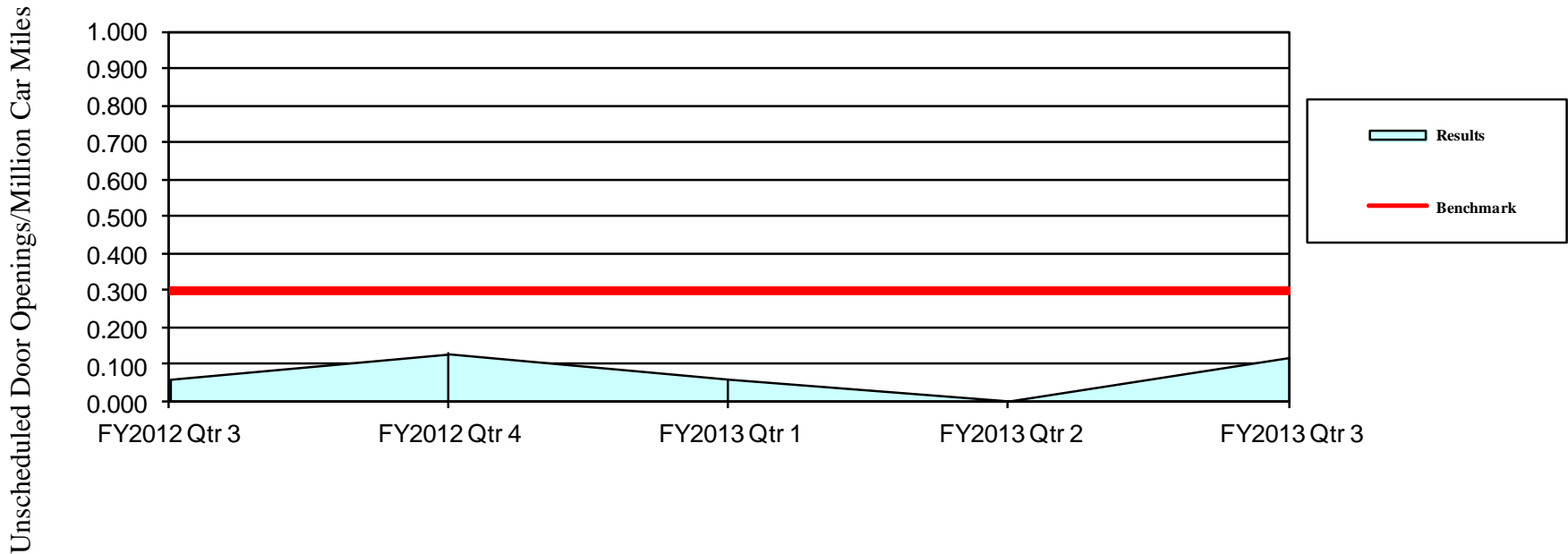
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



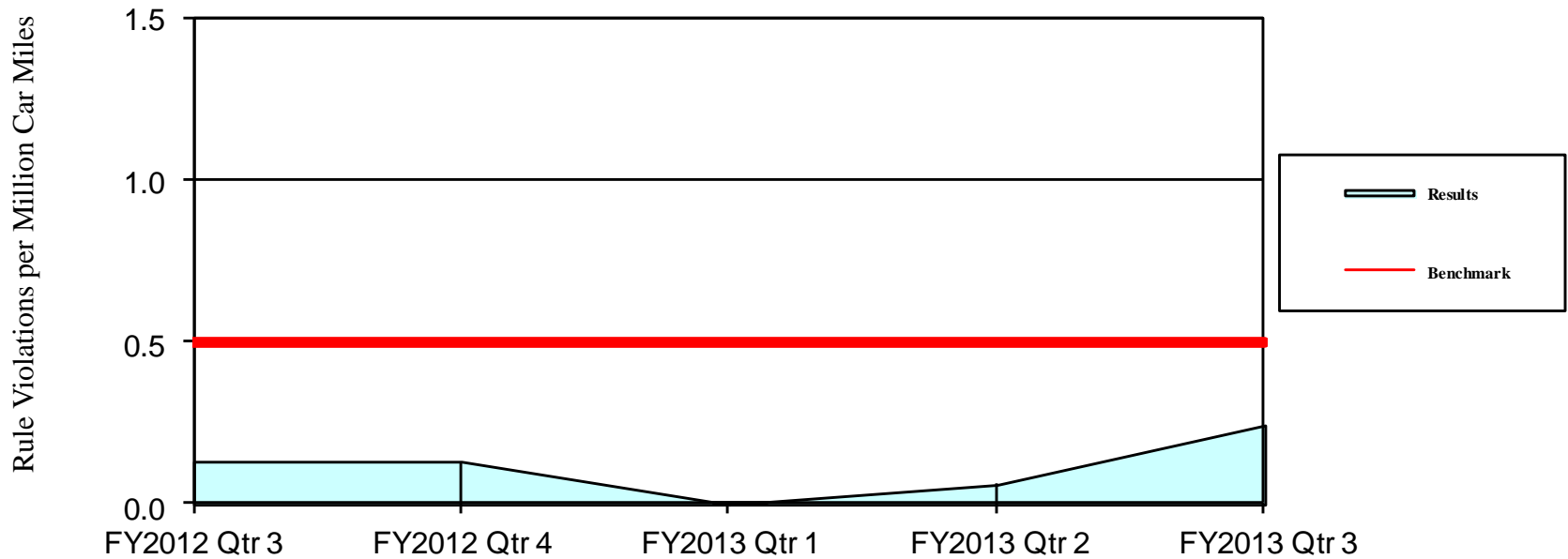
✓ Goal not met

Operating Safety: Unscheduled Door Openings per Million Car Miles



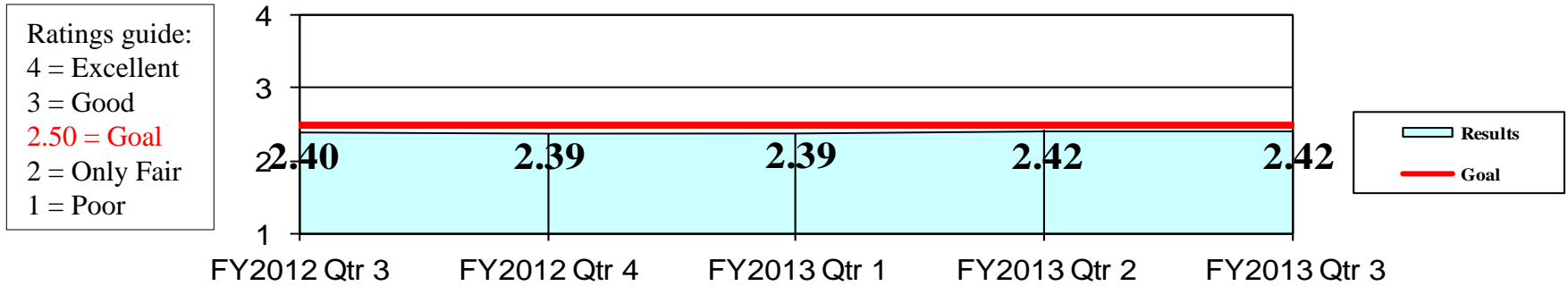
✓ Goal met

Operating Safety: Rule Violations per Million Car Miles



✓ Up. Goal met.

BART Police Presence

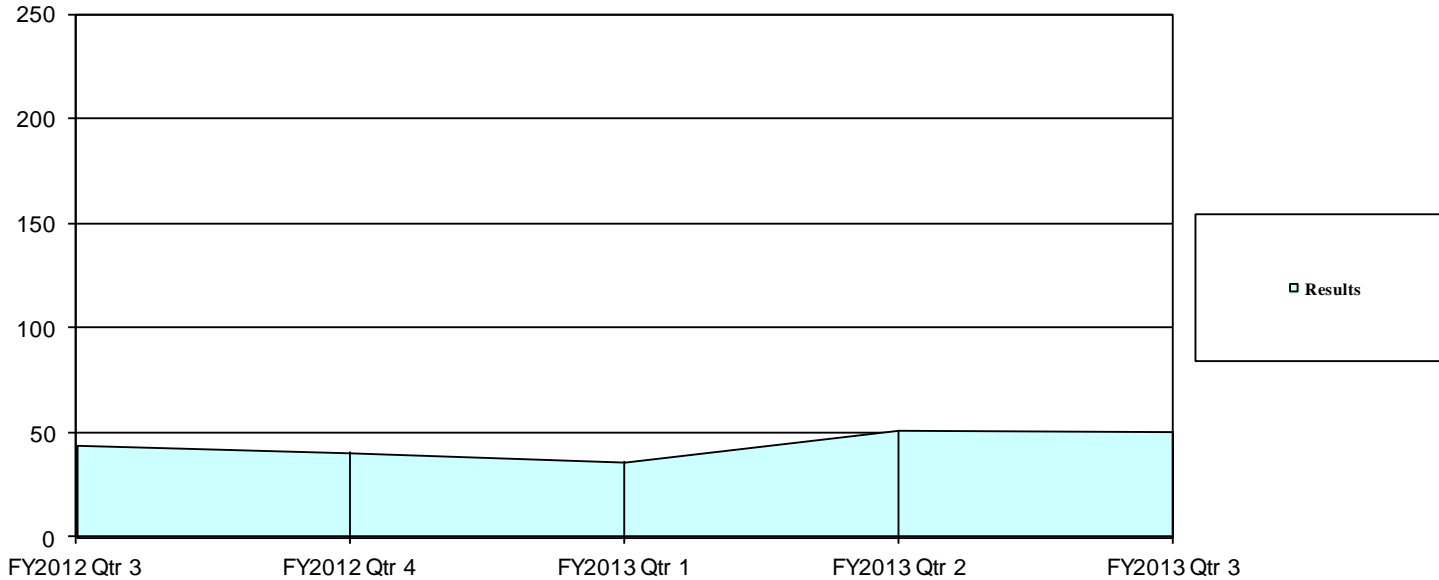


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.40
Parking Lots and Garages (33%)	2.48
Trains (33%)	2.37

- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 48.6%
 - Trains: 45.9%
 - Parking Lots/Garages: 53.0%

Quality of Life*

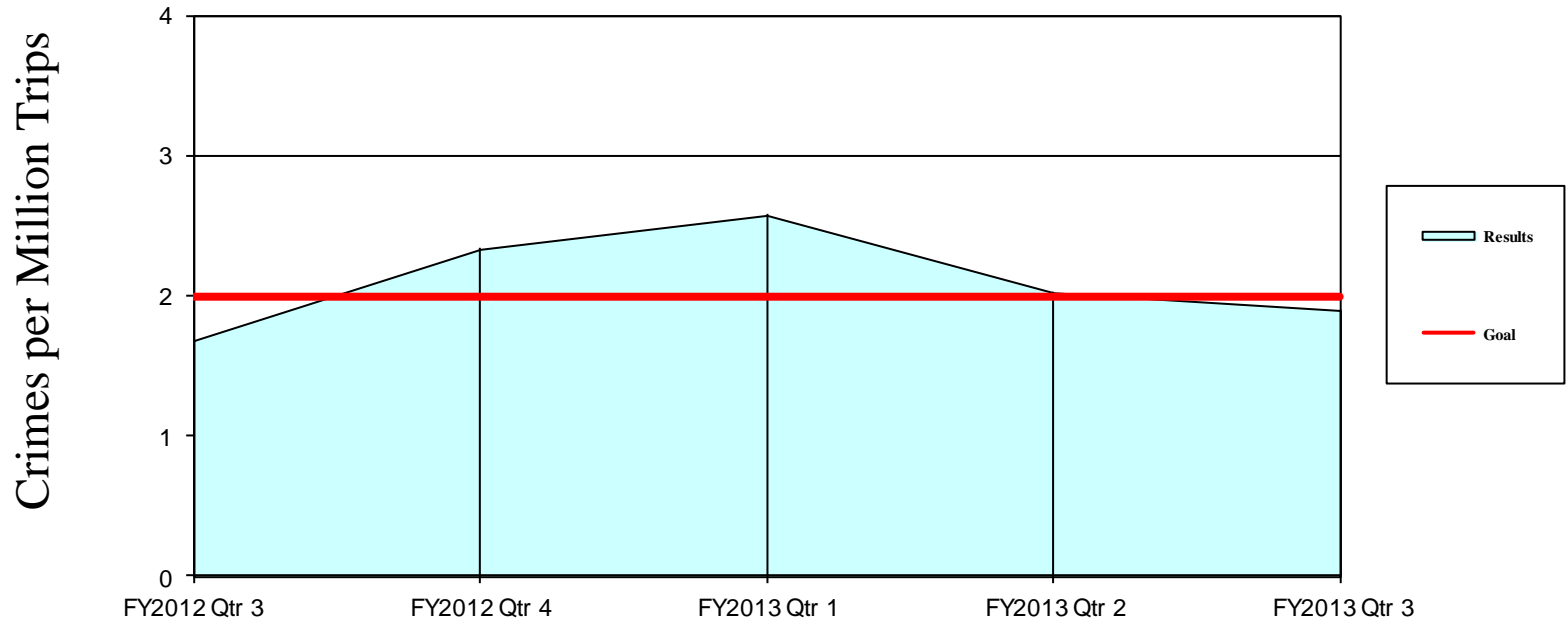
Crimes per Million Trips



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

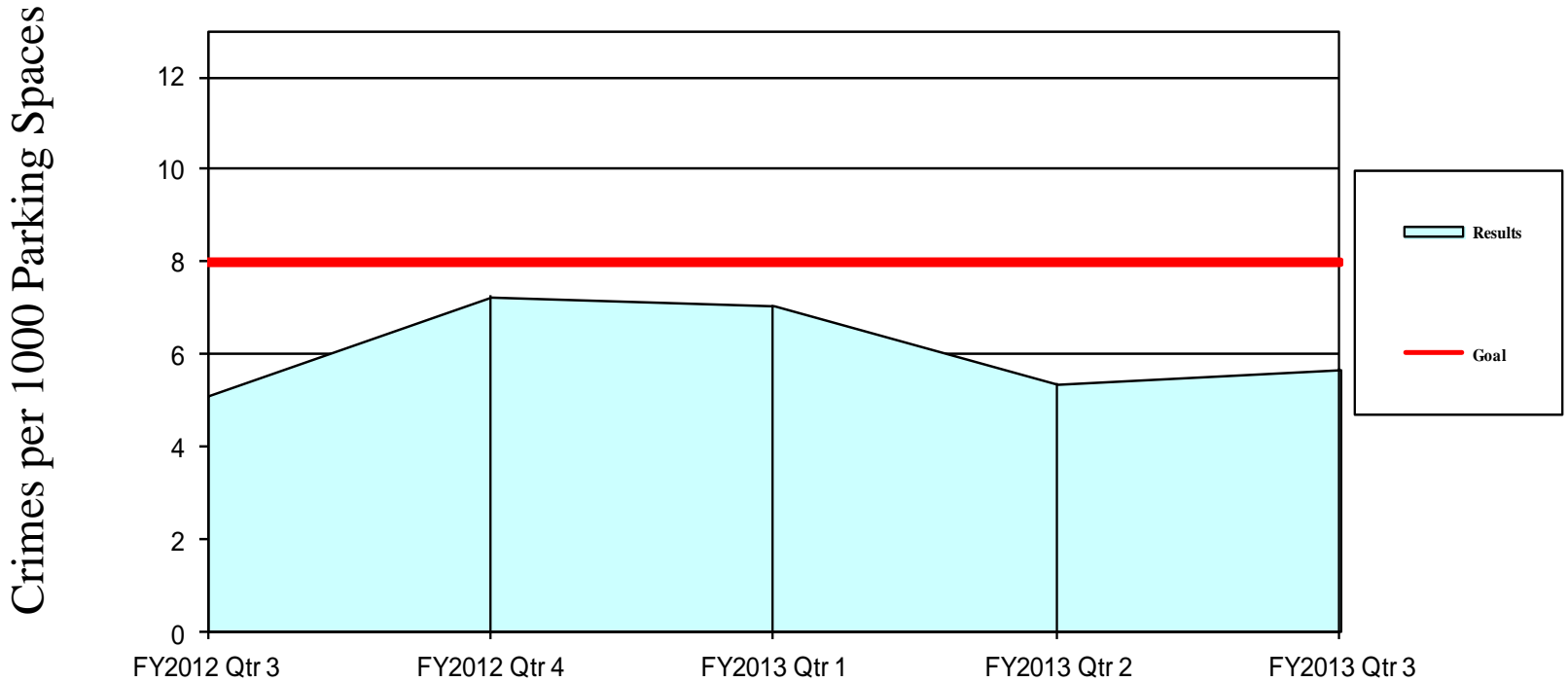
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



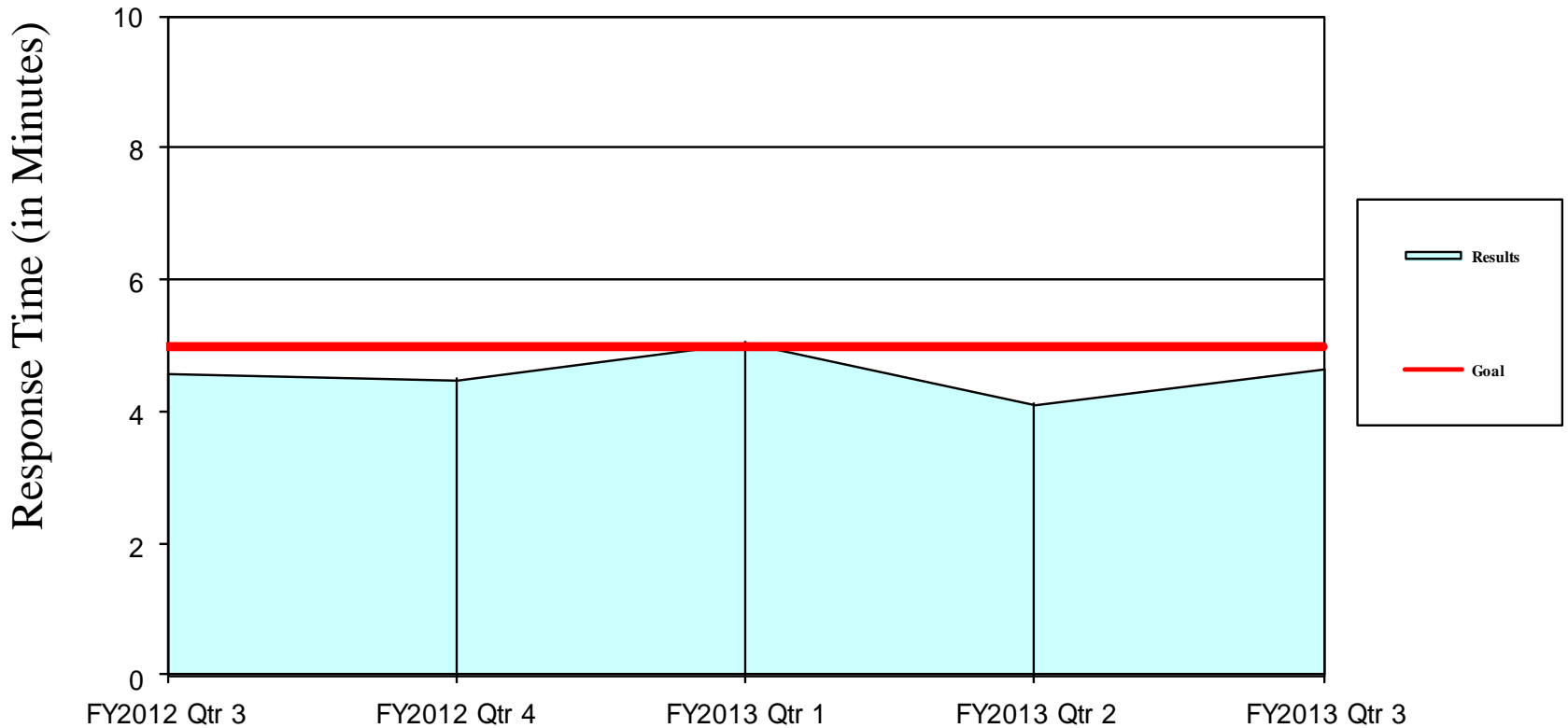
- ✓ Goal met.
- ✓ Crimes against persons are down from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



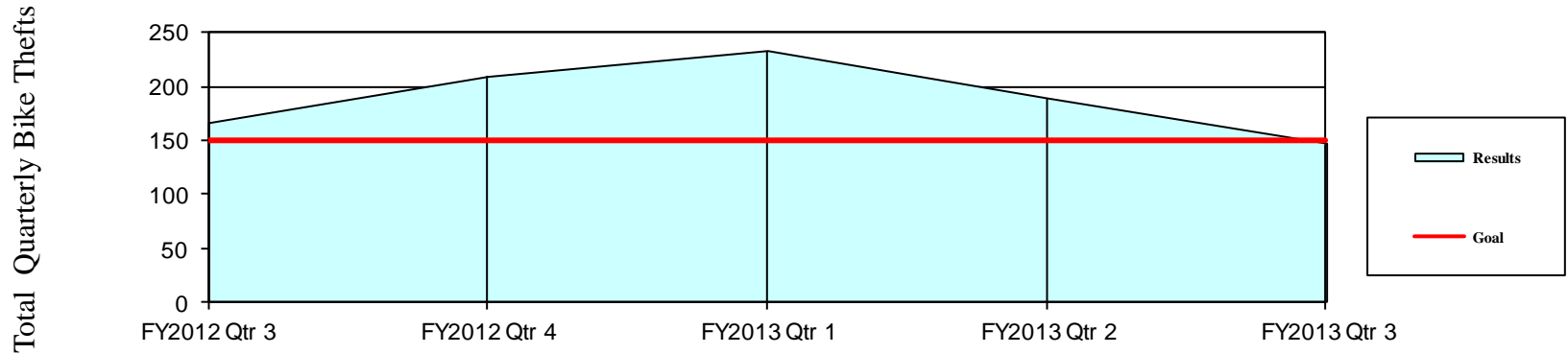
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ The Average Emergency Response Time goal was met.

Bike Theft



- ✓ 147 bike thefts for current quarter, down 42 from last quarter and down 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.