

Quarterly Service Performance Review

First Quarter, FY 2013

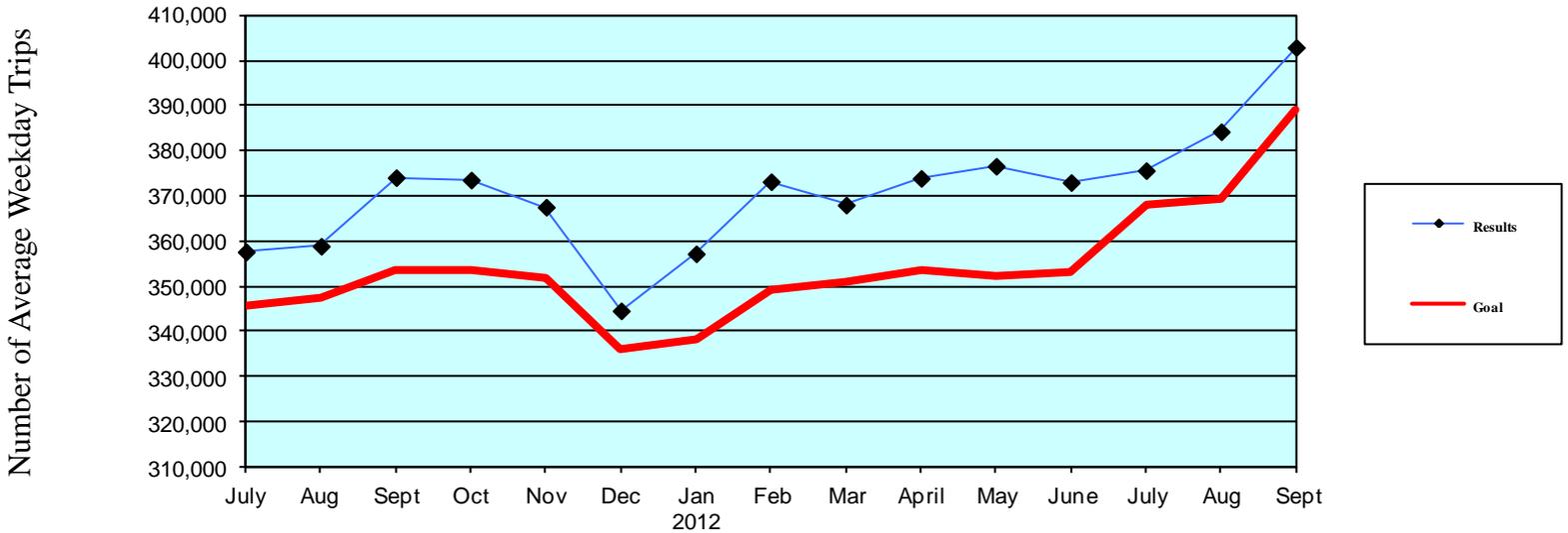
July - September, 2012

Engineering & Operations Committee
October 25, 2012

FY13 First Quarter Overview...

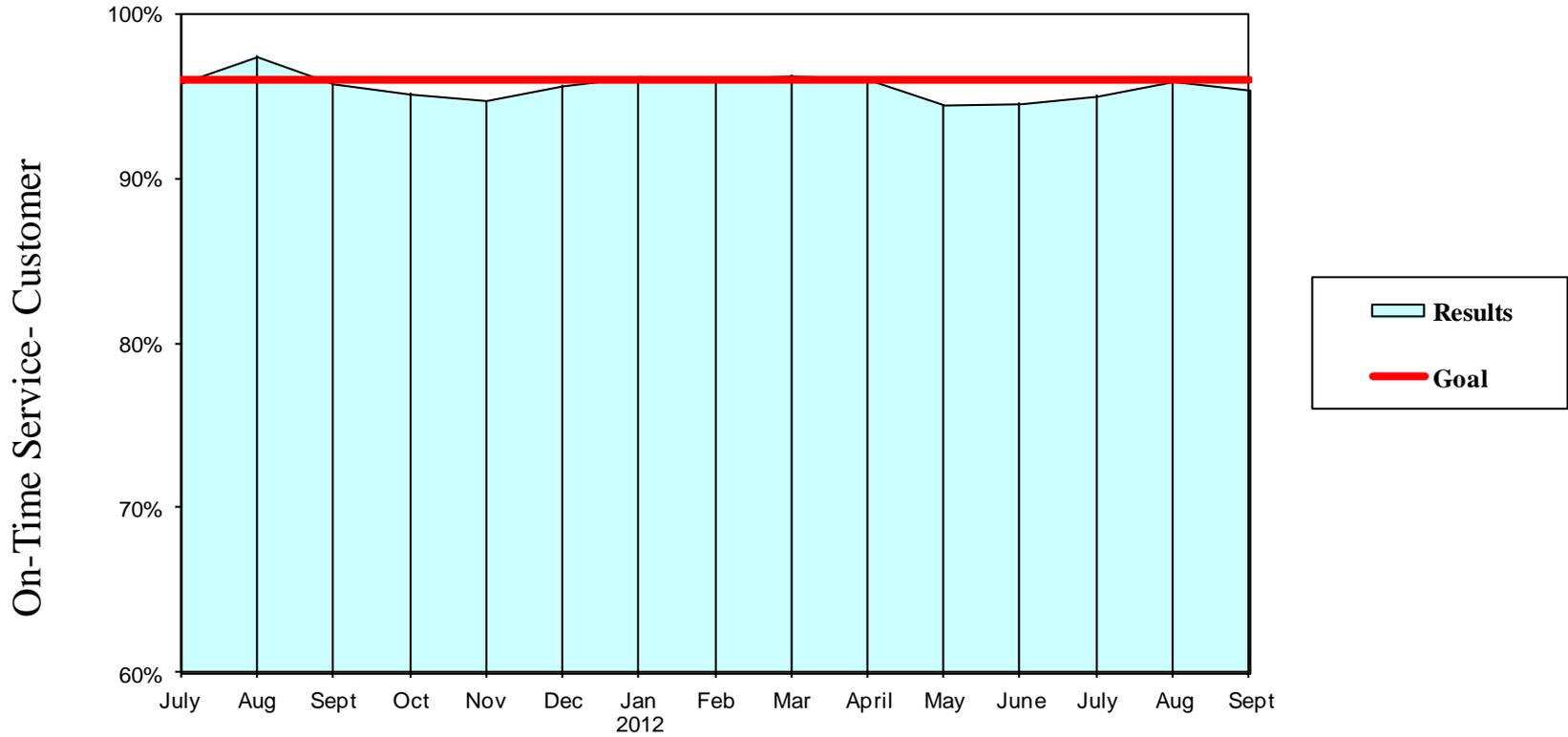
- ✓ Ridership: Strong growth, record numbers
- ✓ Train service reliability good even with system under strain
- ✓ All Customer rated attributes improved
- ✓ “Train Interior Cleanliness” goal met for the first time ever
- ✓ Availability indicators generally improved including escalators
- ✓ Complaint level steady, goal met

Customer Ridership



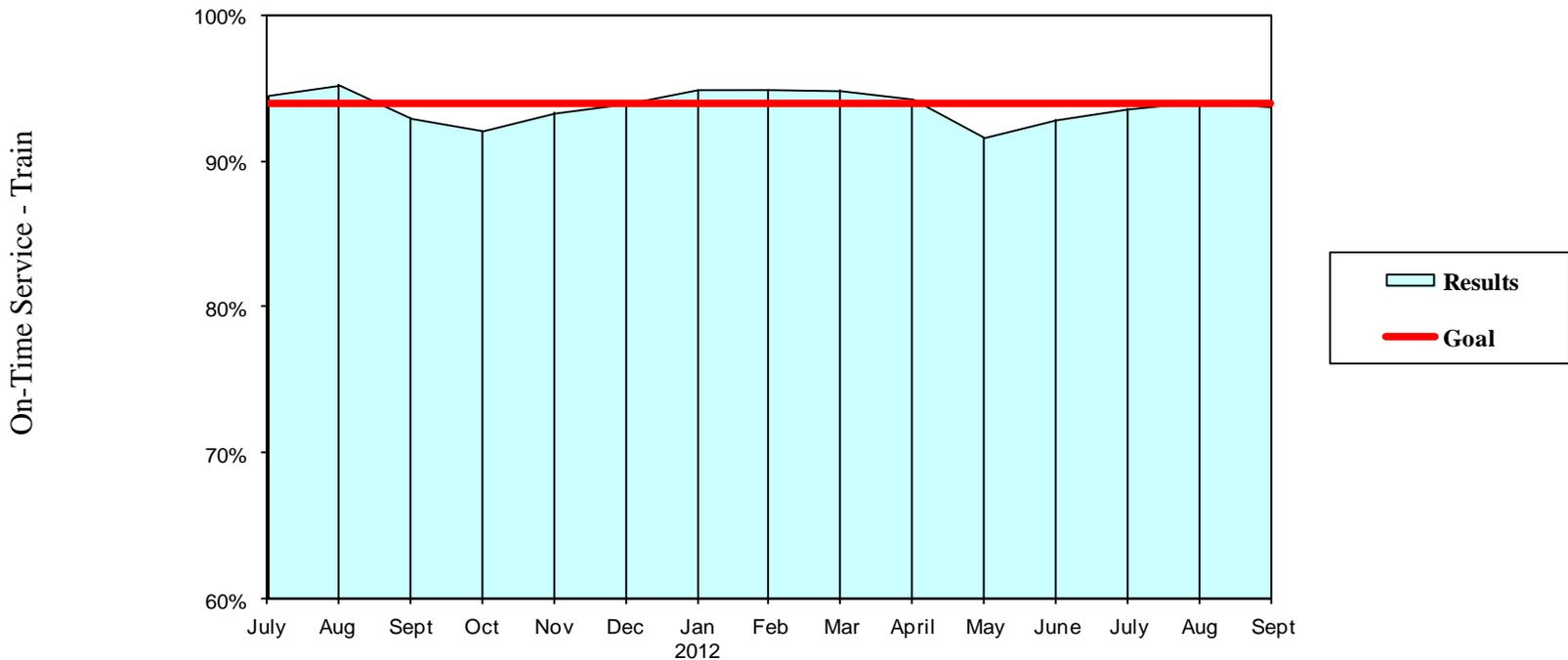
- ✓ Total ridership increased by 6.0% compared to same quarter last year
- ✓ Average weekday ridership (387,054) up 6.5% over same quarter last year; core weekday ridership up by 6.1% and SFO Extension weekday ridership up by 9.2%
- ✓ Saturday and Sunday up by 8.5% and 8.2%, respectively

On-Time Service - Customer



- ✓ 95.47%, goal missed by .53%
- ✓ Four biggest delays of the quarter all involved customer medical issues

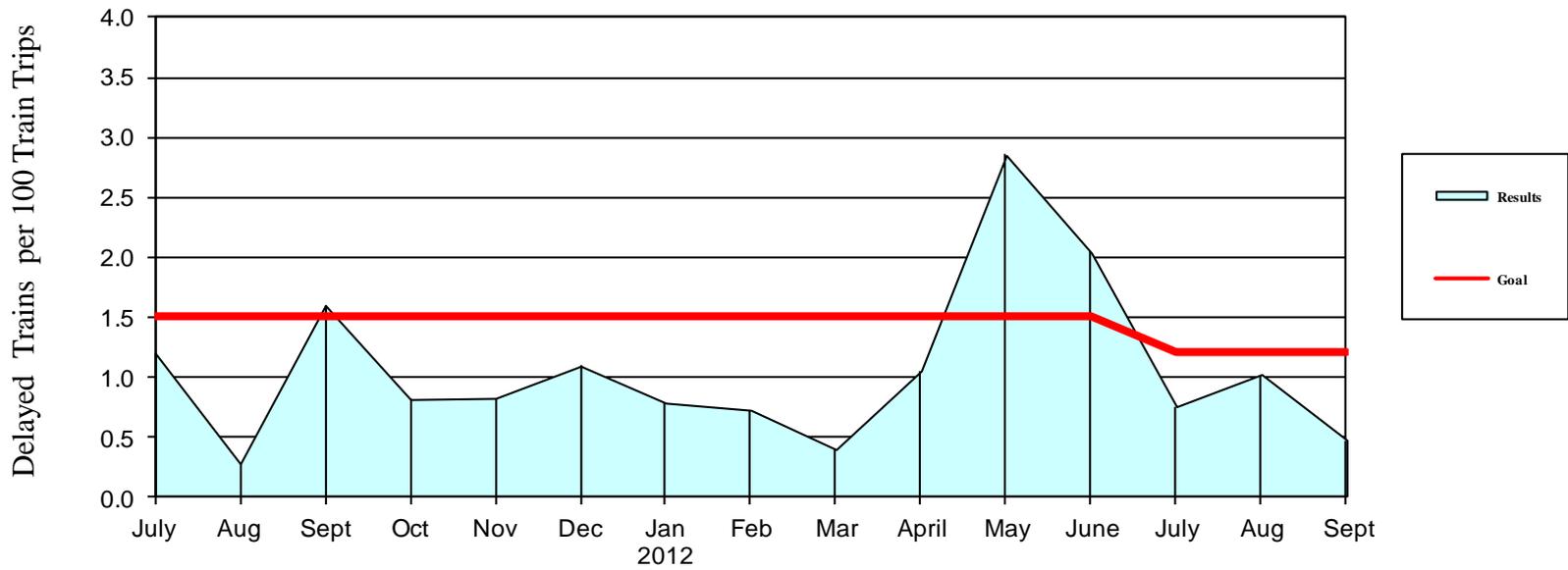
On-Time Service - Train



- ✓ 93.88%, missed goal by 0.12%
- ✓ 6 of the 8 biggest delay events unrelated to BART equipment
- ✓ 49% of total late trains (1635/3349) due to “Miscellaneous” causes
- ✓ Evaluating additional strategies to better manage sick passengers and other “Miscellaneous” delays

Wayside Train Control System

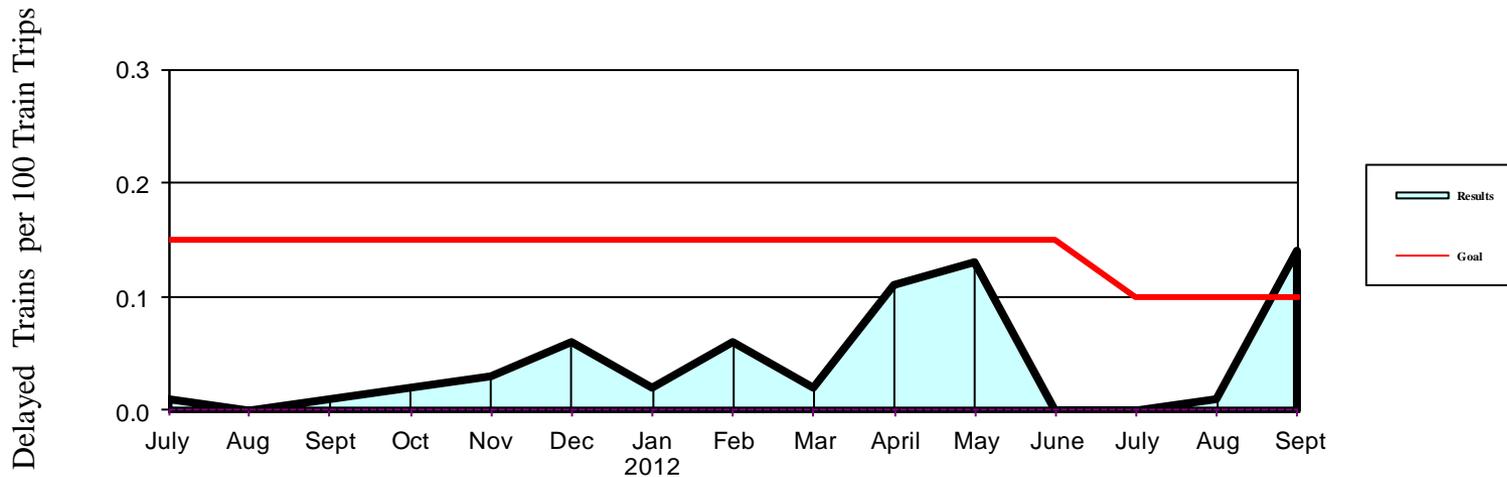
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ More aggressive FY13 goal met
- ✓ Train Control UPS battery replacement at Union City, Fremont and Downtown Berkeley
- ✓ Wayside MUX box lightning arrestor replacement proceeding on A-Line
- ✓ Wayside MUX box replacement completed on the K-Line

Computer Control System

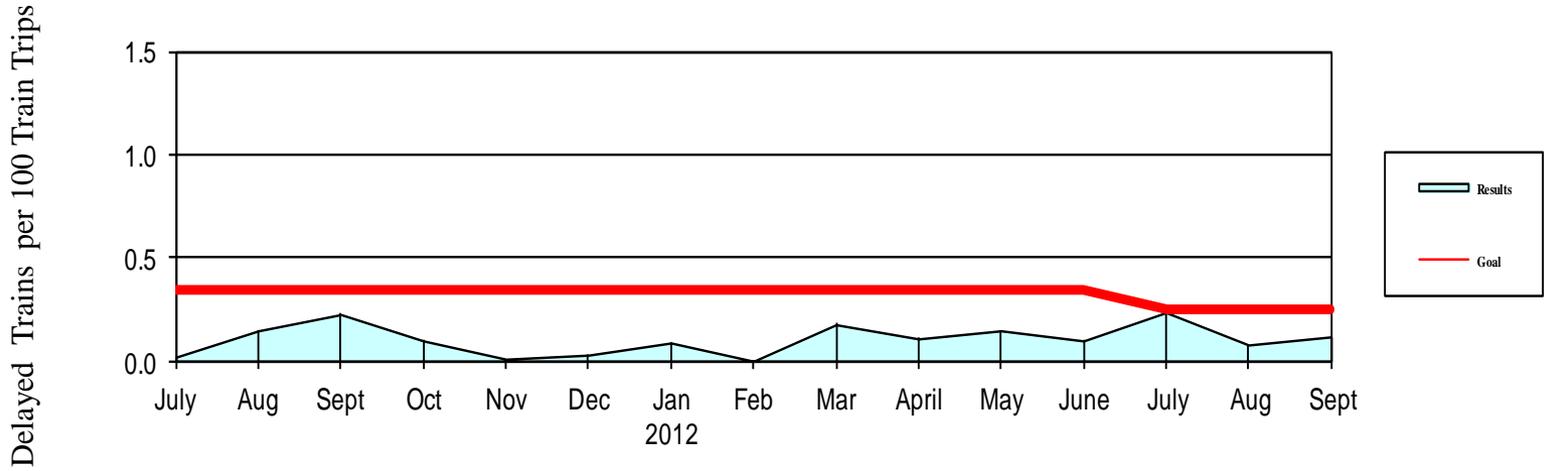
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ More aggressive FY13 goal met
- ✓ ICS being continuously modified. Recent upgrades include:
 - ✓ Deployed automated response to earthquake alarms from California Integrated Seismic Network.
 - ✓ Resolved the issue that caused State 3 on 9/13.
 - ✓ Improved sequencing of 200 vs. 500 trains southbound through Lake Merritt.

Traction Power

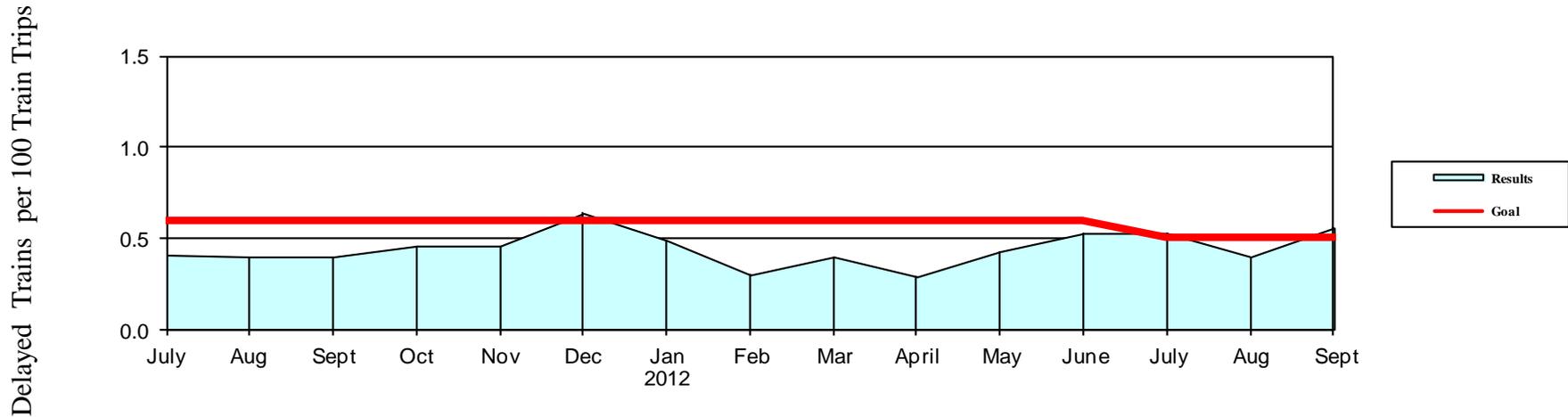
**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



✓ More aggressive FY13 goal met

Transportation

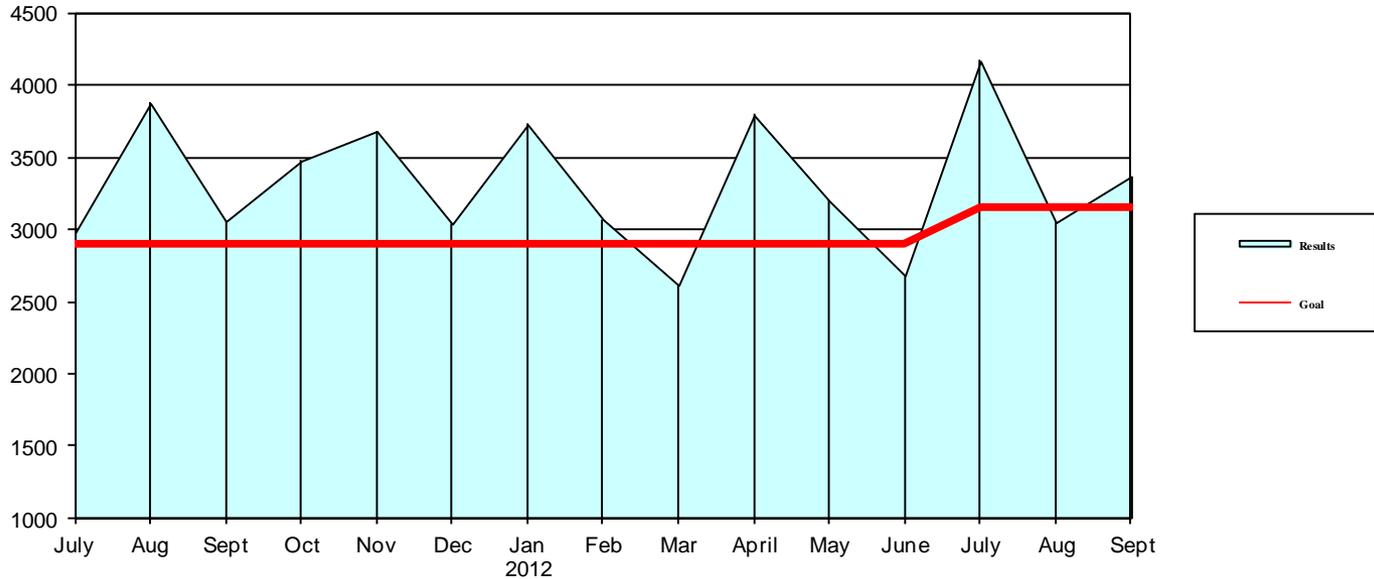
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs



- ✓ More aggressive FY13 goal met
- ✓ Performance of relatively large number of new hires in coming months presents a challenge

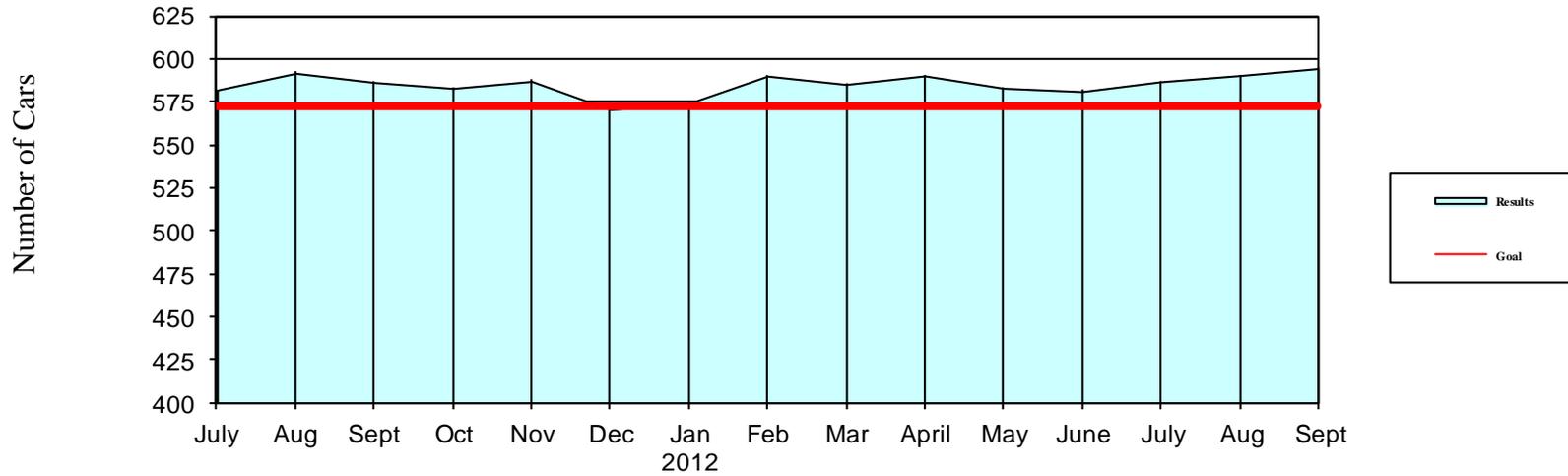
Car Equipment - Reliability

Mean Time Between Failures (Hours)



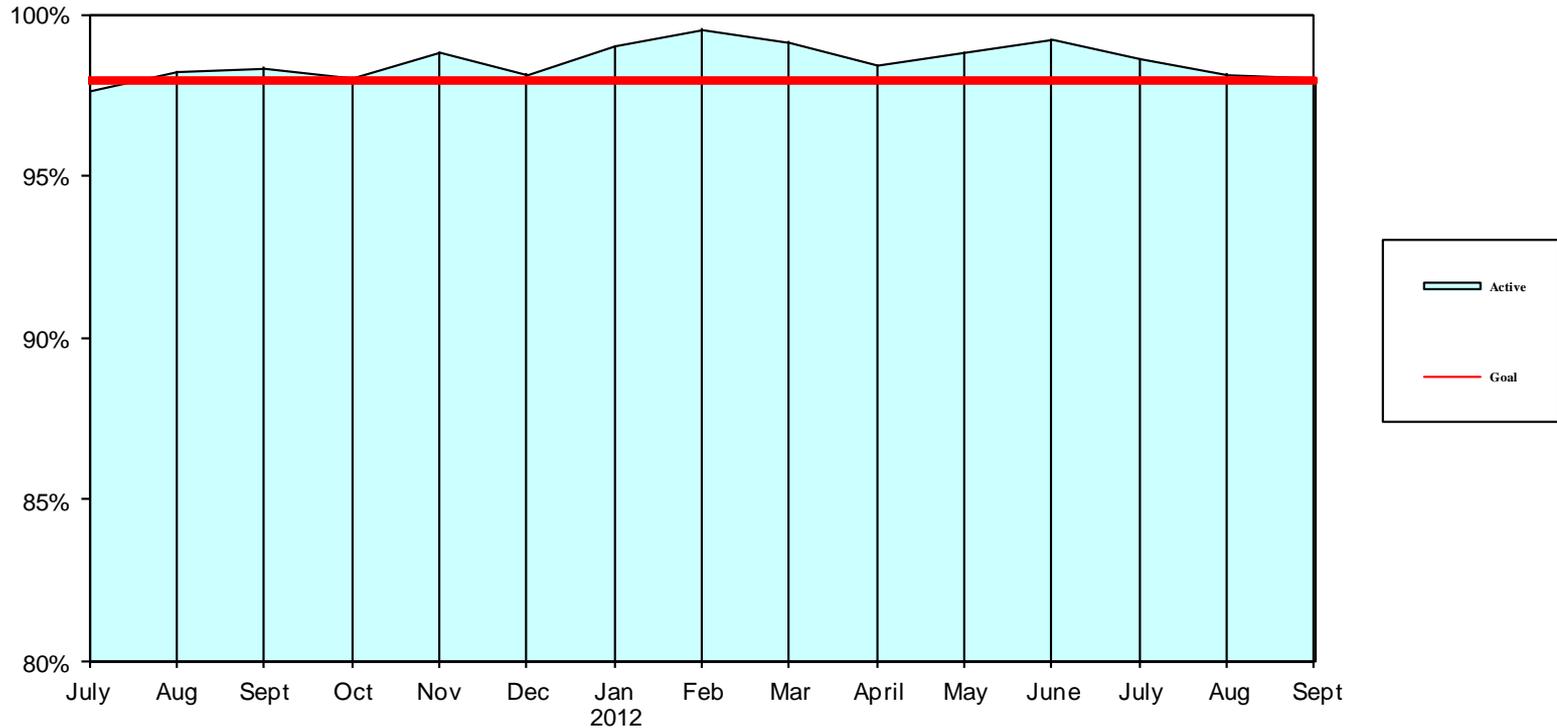
- ✓ More aggressive FY13 goal met
- ✓ Coming off record setting reliability in FY12
- ✓ Several significant mods will start shortly

Car Equipment - Availability @ 0400 hours



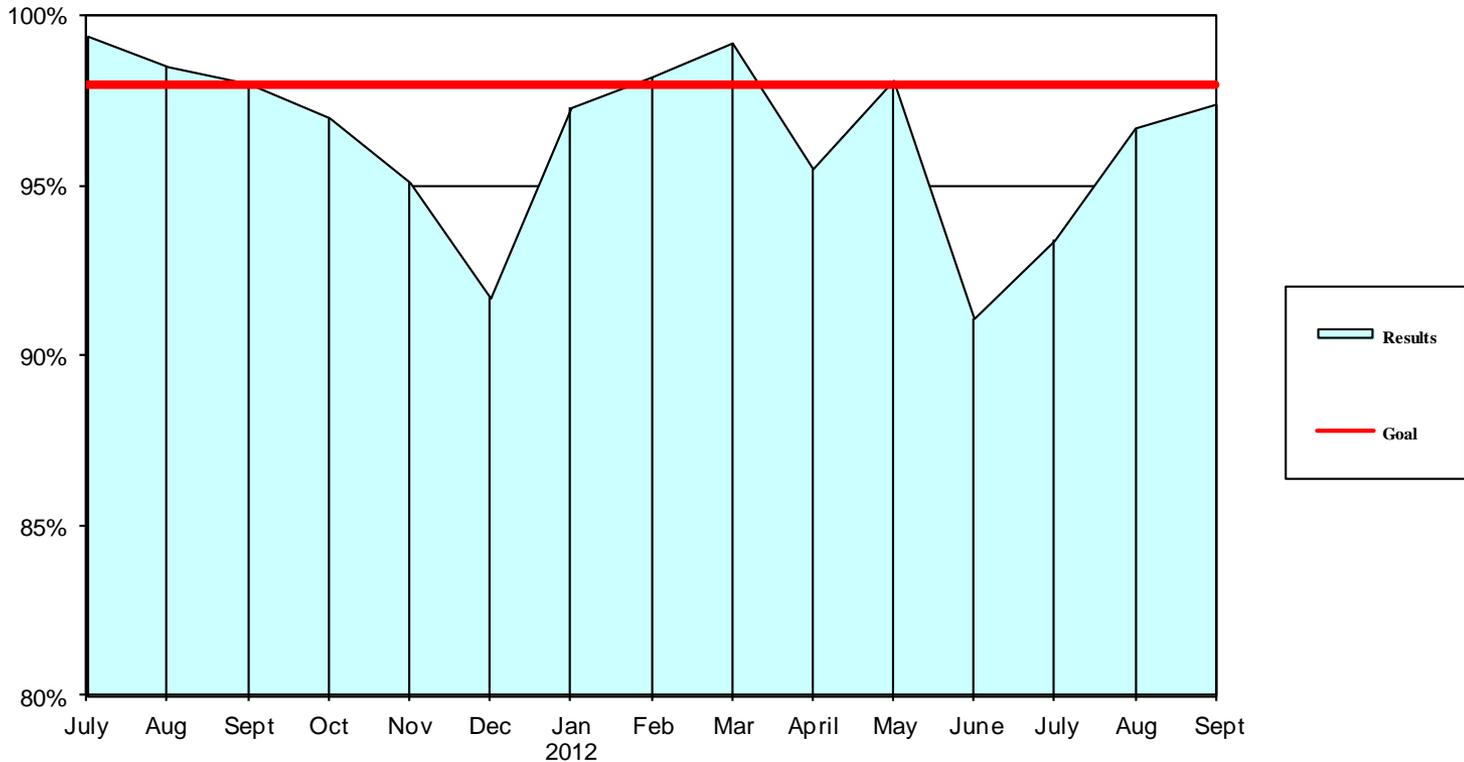
- ✓ Goal met
- ✓ Car availability maxed out

Elevator Availability - Stations



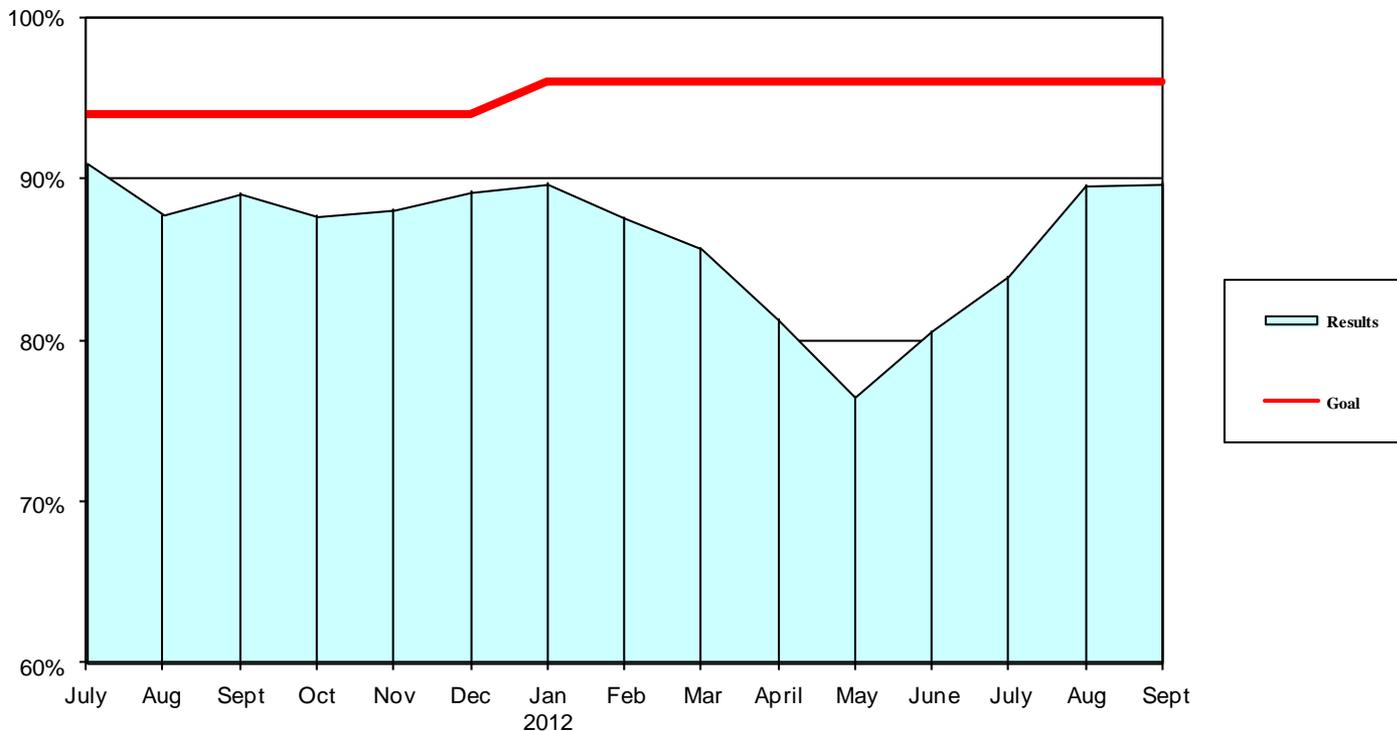
- ✓ Goal met
- ✓ Longest outage South San Francisco, 8/20 to present (piston replacement)

Elevator Availability - Garage



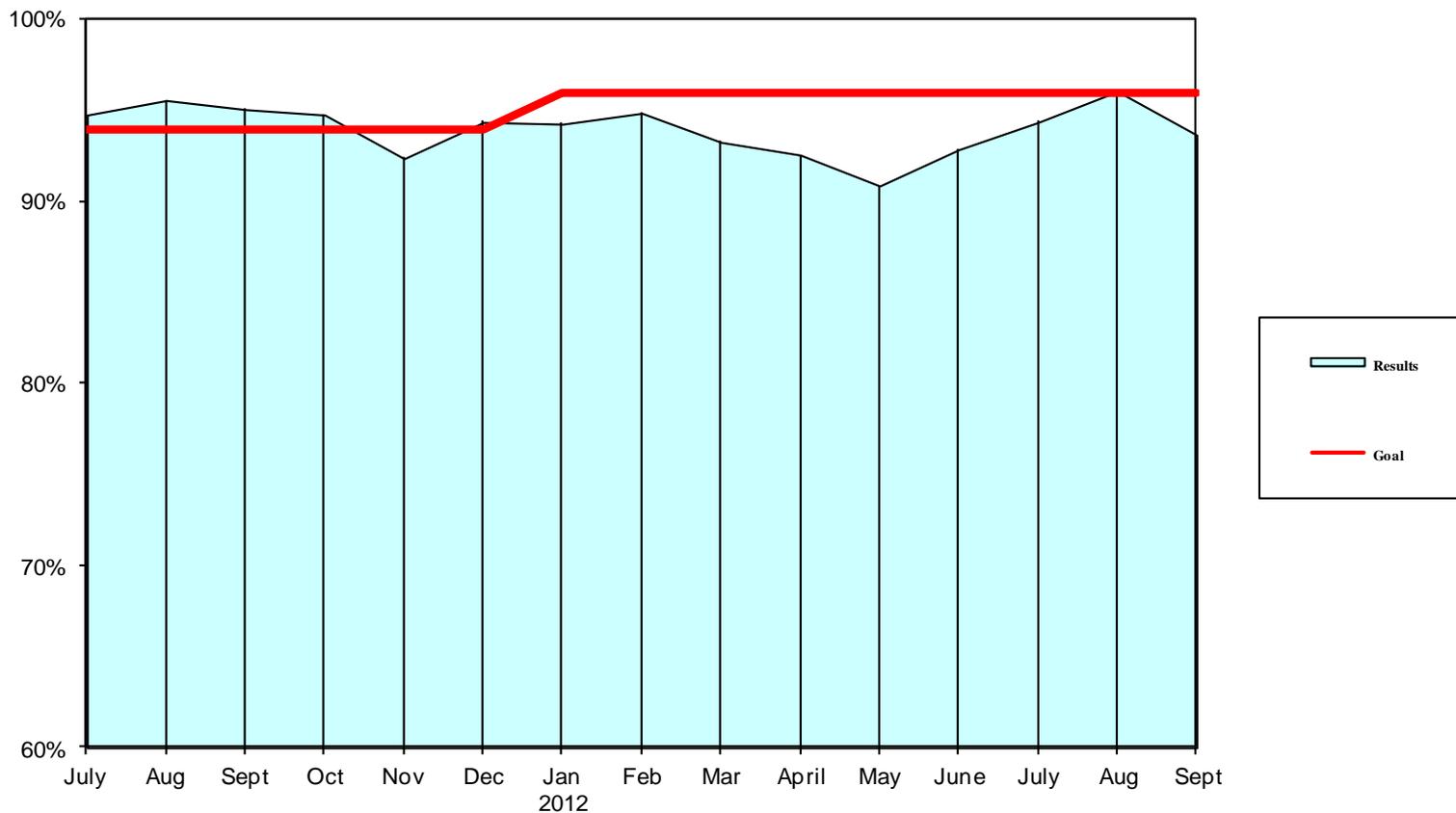
- ✓ 95.83%, goal 98%
- ✓ Performance slightly improved over last quarter
- ✓ Redundancy mitigates negative customer impact

Escalator Availability - Street



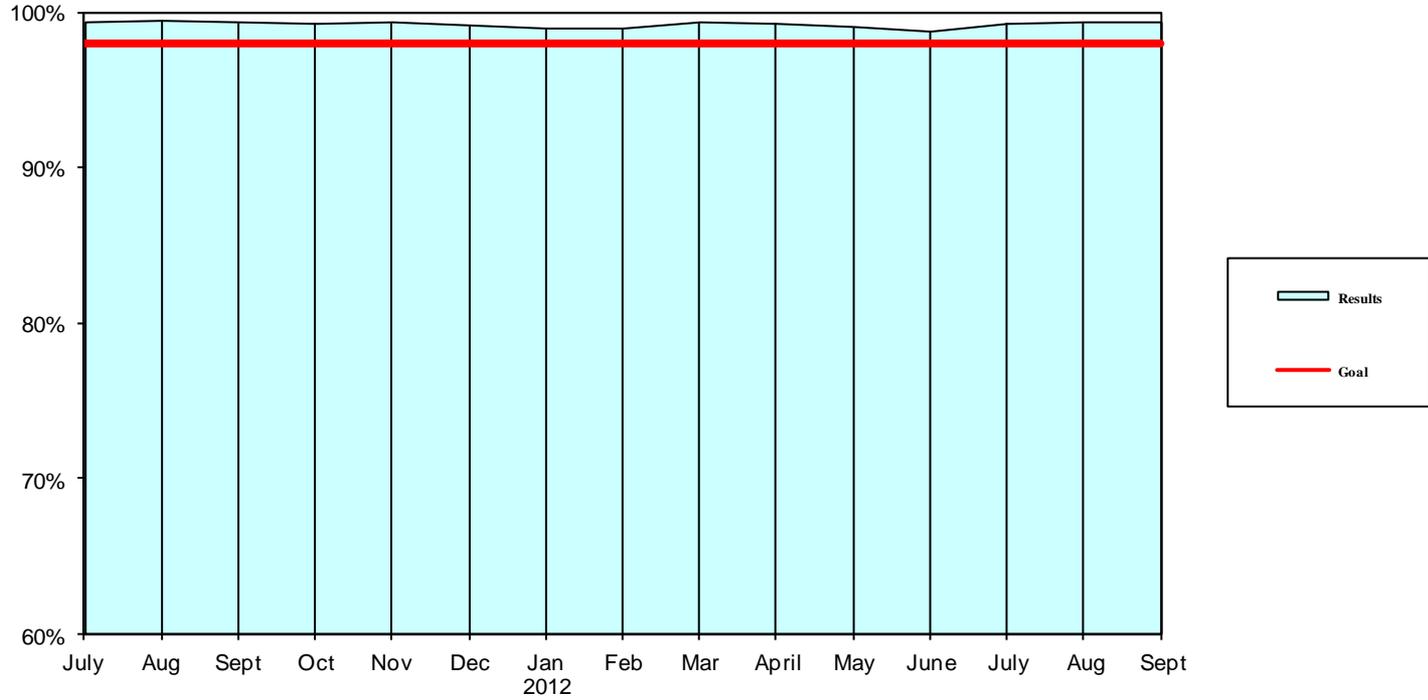
- ✓ 87.77%, goal not met but substantial improvement
- ✓ Continued point of focus, long term outage at Balboa Park
- ✓ Canopy proto-type design being developed

Escalator Availability - Platform



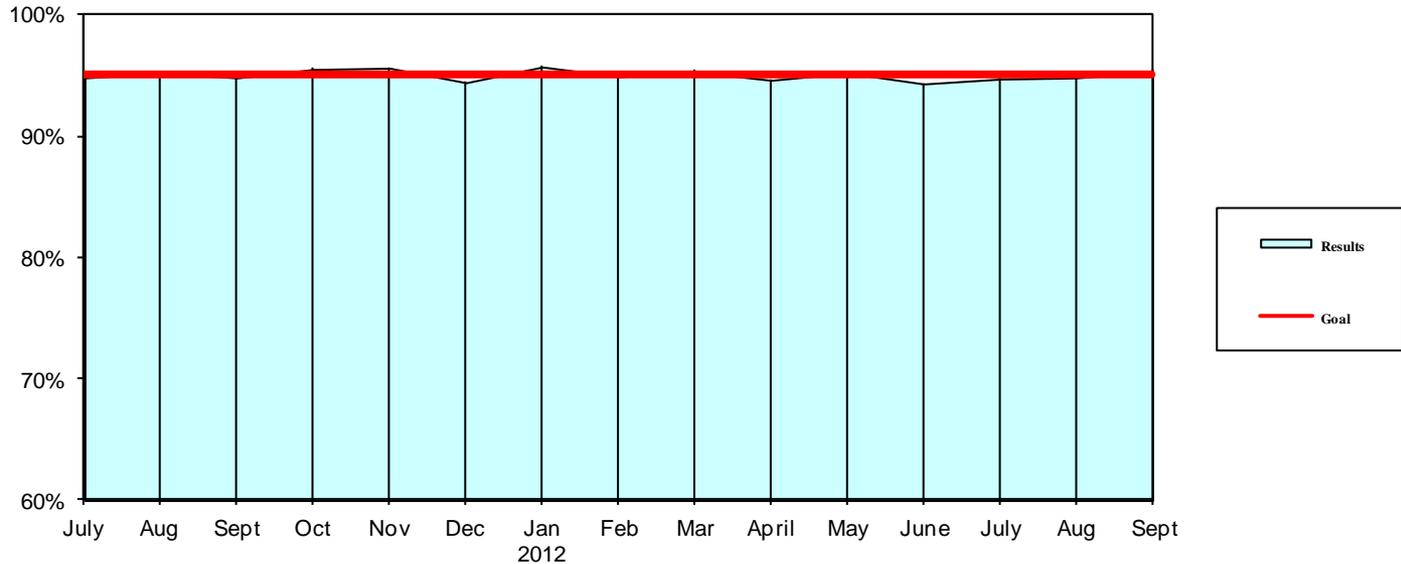
- ✓ 94.73% actual, goal 96%
- ✓ Improved performance over last quarter
- ✓ Continued point of focus
- ✓ Long term outages @ Balboa Park and Richmond

AFC Gate Availability



✓ 99.37%, goal exceeded and performance improved

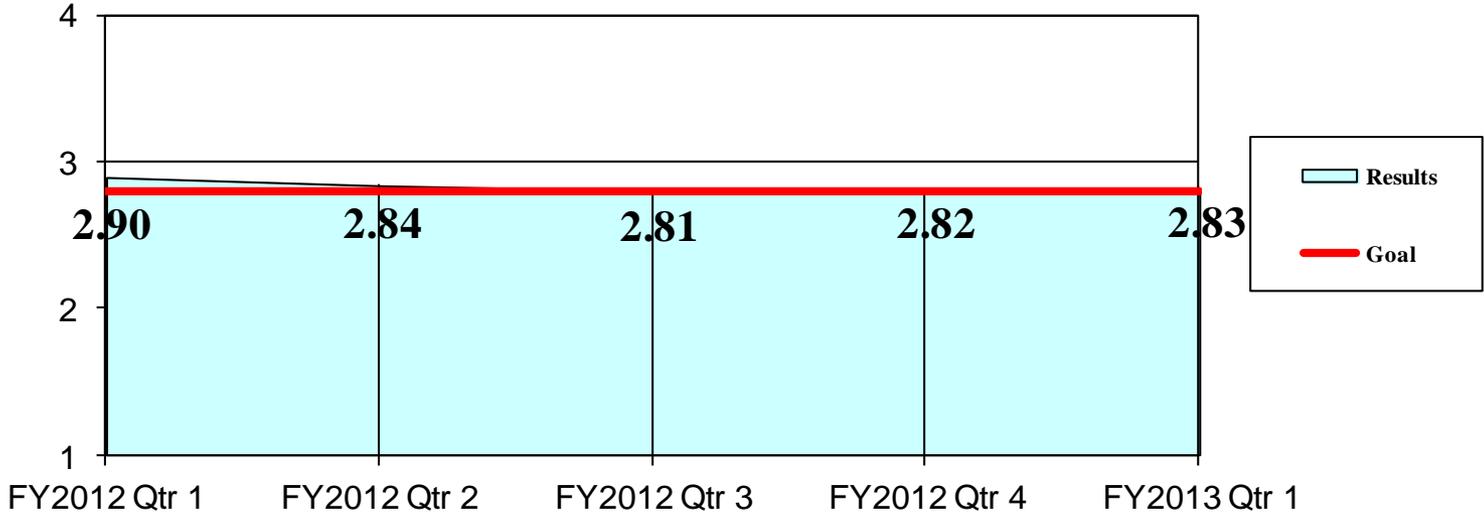
AFC Vendor Availability



- ✓ 95.03%, goal met and performance improved
- ✓ Availability of Add Fare 97.9%
- ✓ Availability of Add Fare Parking 97.9%
- ✓ Availability of Parking Validation Machines 99.9%

Environment - Outside Stations

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



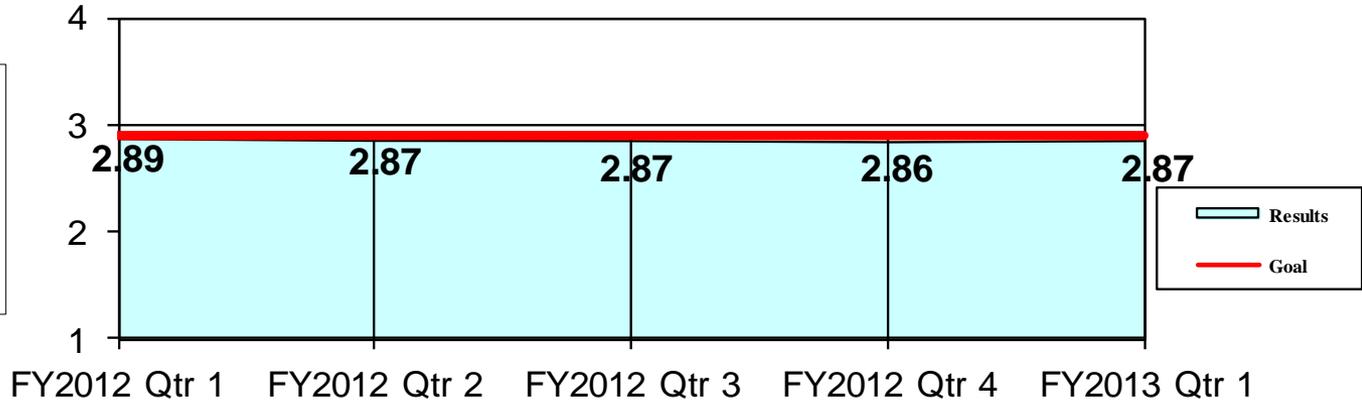
Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.74
BART Parking Lot Cleanliness (25%)	3.07
Appearance of BART Landscaping (25%)	2.76

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 67.1% Parking Lots: 82.2%
 - Landscaping Appearance: 68.1%

Environment - Inside Stations

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



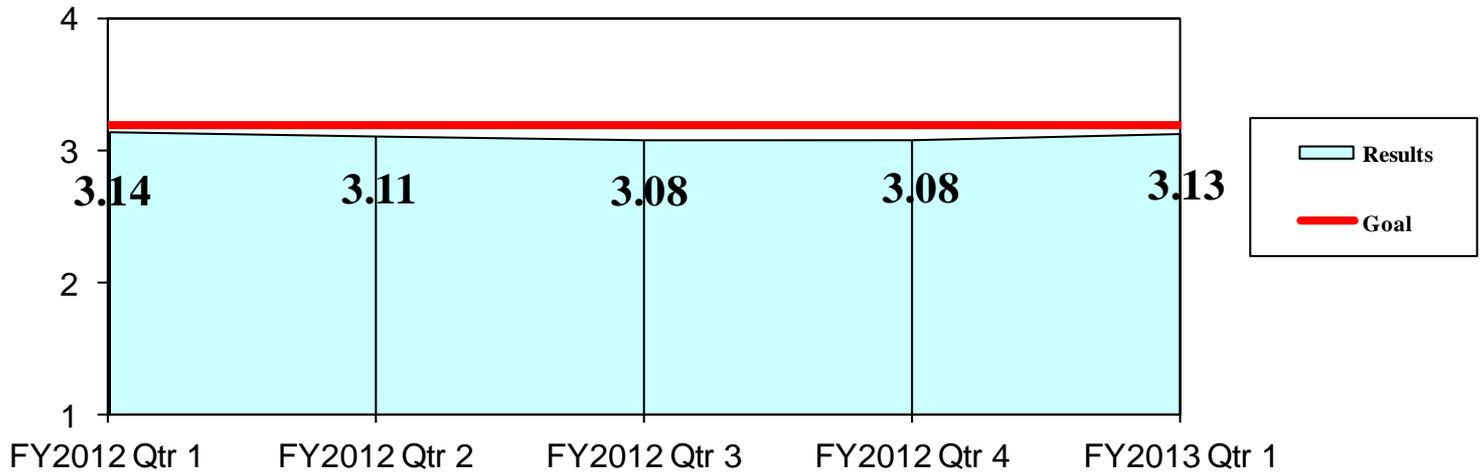
Composite rating for Cleanliness of:	
Station Platform (60%)	3.02
Other Station Areas (20%)	2.84
Restrooms (10%)	2.26
Elevator Cleanliness (10%)	2.63

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

Station Platform: 80.9%	Other Station Areas: 72.0%
Restrooms: 42.4%	Elevators: 60.6%

Station Vandalism

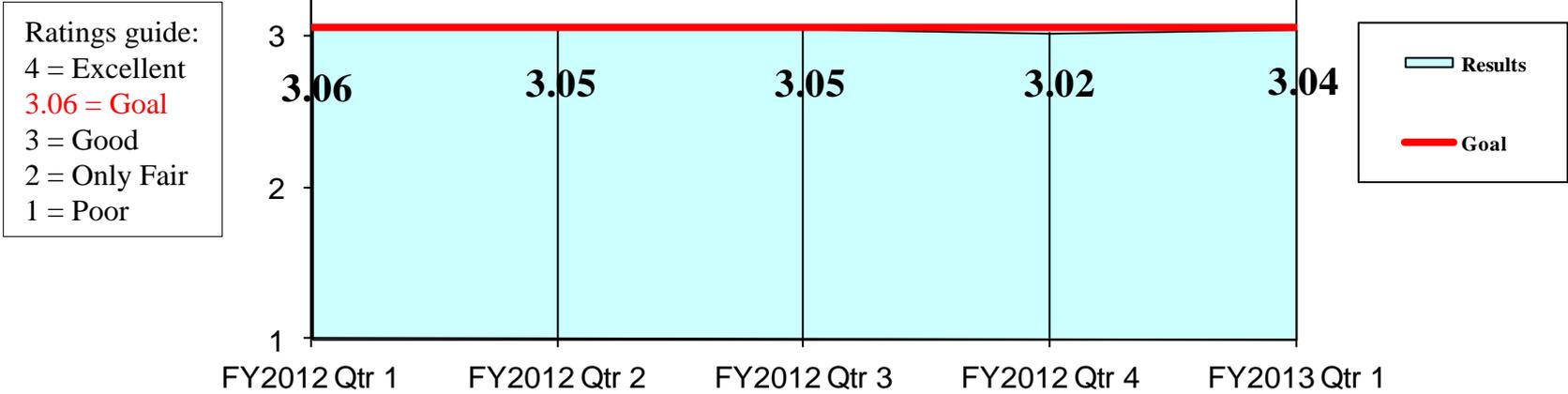
Ratings guide:
 4 = Excellent
 3.19 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Station Kept Free of Graffiti

- ✓ Goal not met but improved rating
- ✓ 83.4% of those surveyed ranked this category as either Excellent or Good
- ✓ Results reflect prioritization of this item

Station Services



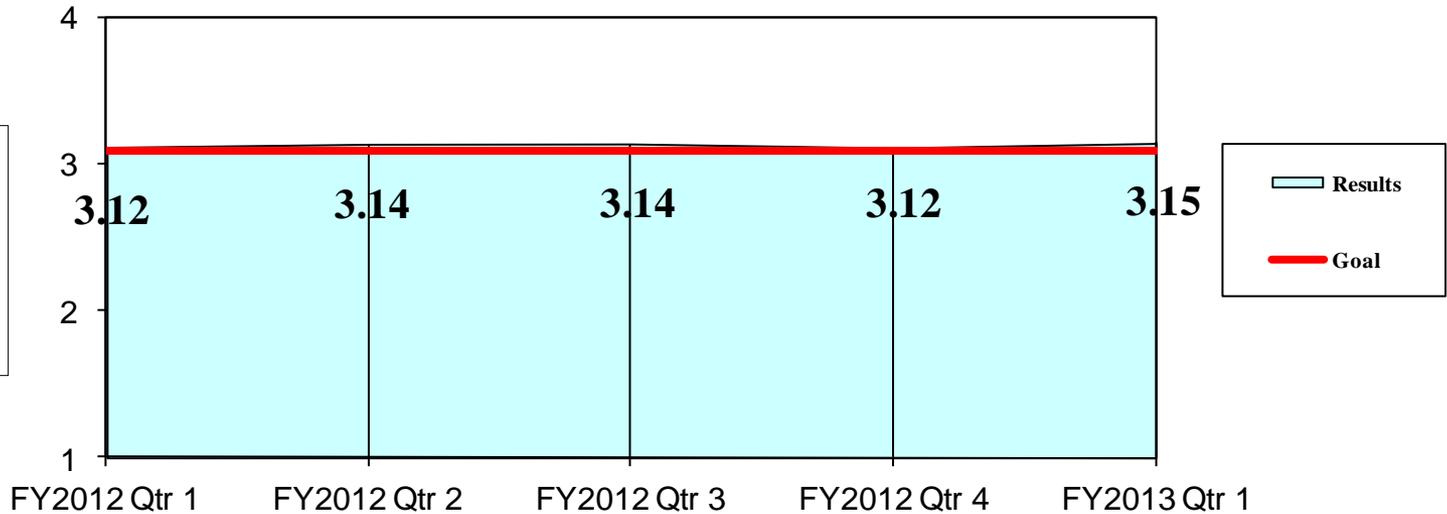
Ratings guide:
 4 = Excellent
 3.06 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Composite rating of:	
Station Agent Availability (65%)	3.00
Brochures Availability (35%)	3.12

- ✓ Goal not met, modest improvement
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 80.0%
 - Brochures: 84.1%

Train P.A. Announcements

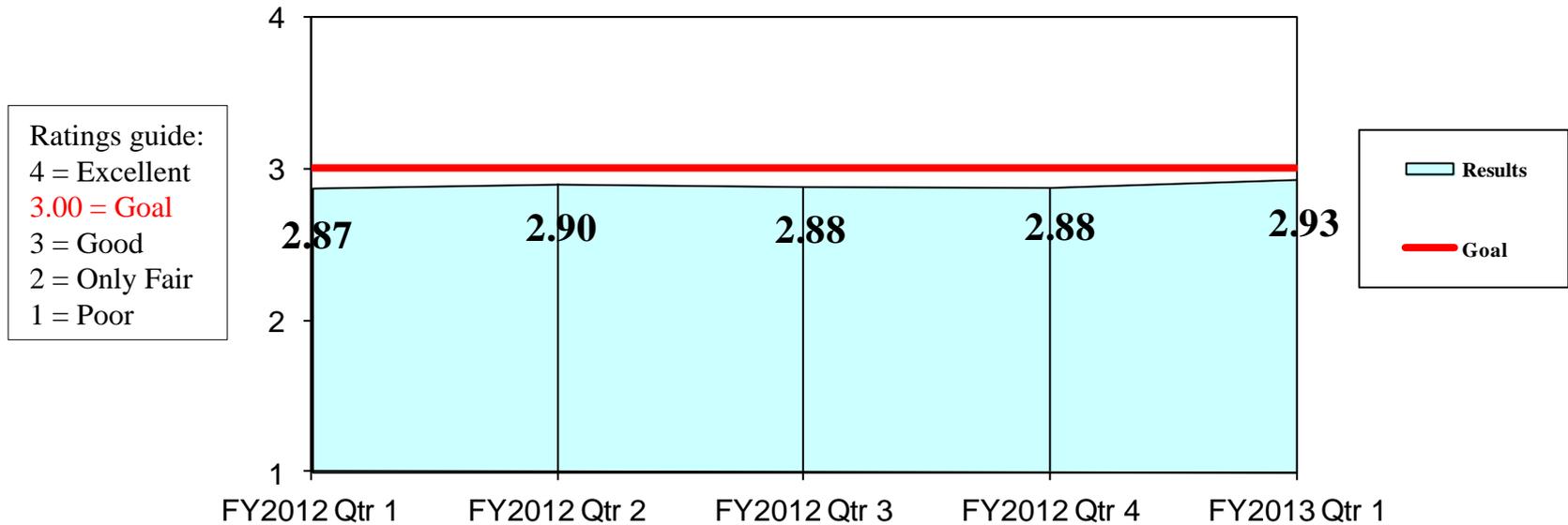
Ratings guide:
 4 = Excellent
 3.09 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.11
P.A. Transfer Announcements (33%)	3.08
P.A. Destination Announcements (33%)	3.25

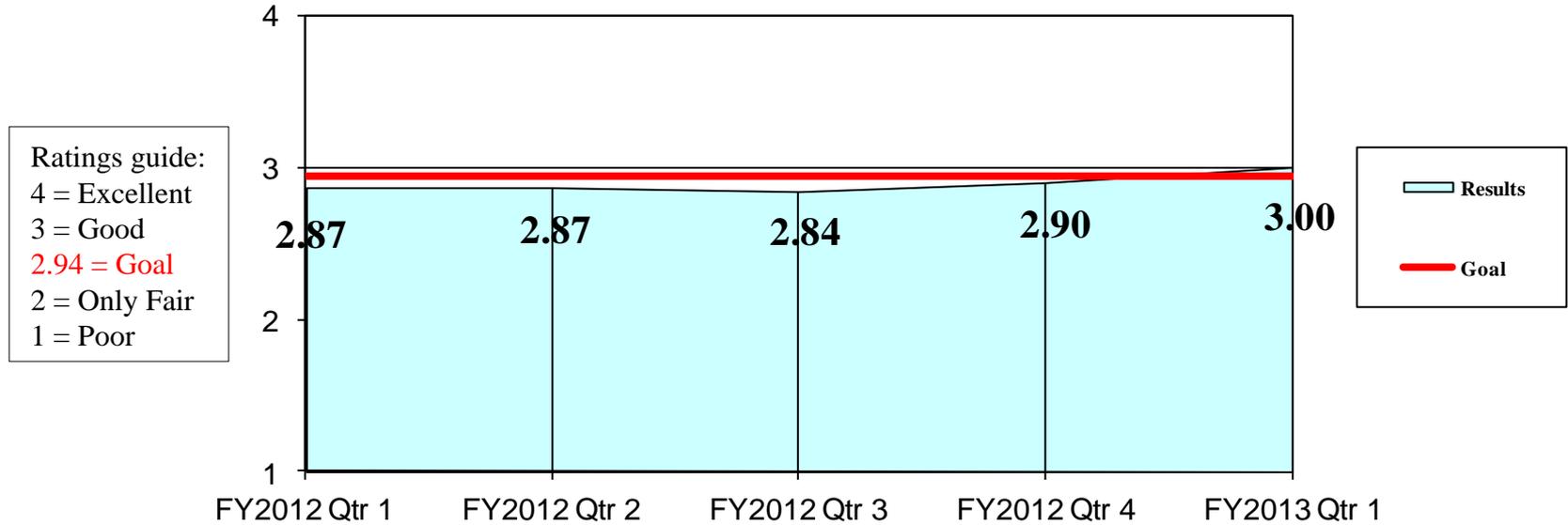
- ✓ Unlike in the past, this goal is now being consistently met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 80.4%
 - Transfers: 79.5%
 - Destinations: 86.1%

Train Exterior Appearance



- ✓ Goal not met
- ✓ 78.5% of those surveyed ranked this category as either Excellent or Good
- ✓ Washing less but smarter, with related environmental benefits

Train Interior Cleanliness



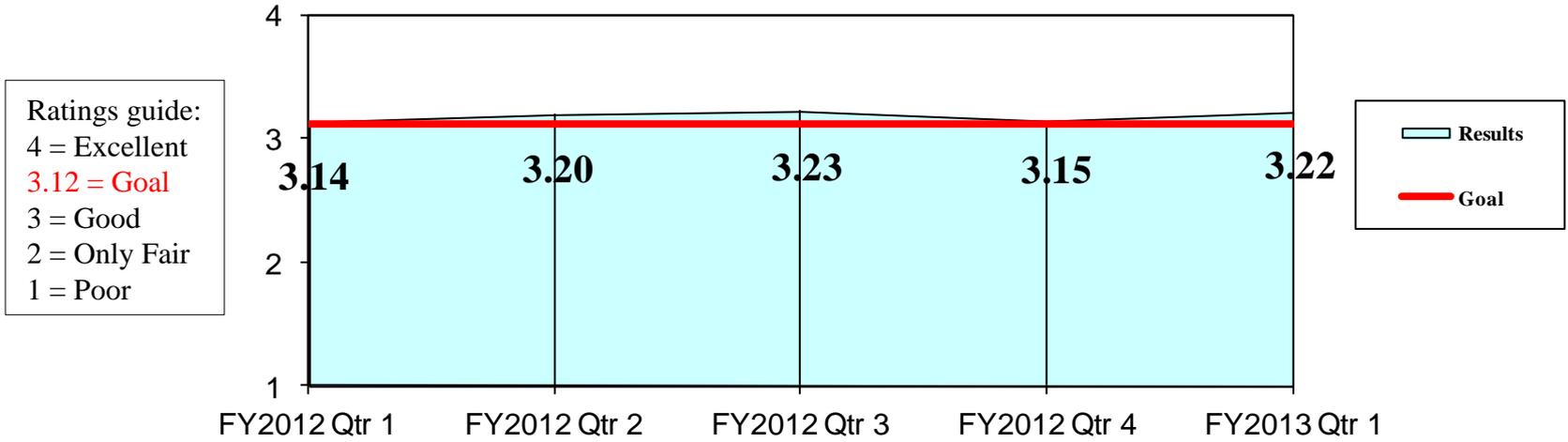
Ratings guide:
 4 = Excellent
 3 = Good
 2.94 = Goal
 2 = Only Fair
 1 = Poor

Results
 Goal

Composite rating of:	
Train interior cleanliness (60%)	2.72
Train interior kept free of graffiti (40%)	3.42

- ✓ **GOAL MET** (first time in 15+ year history of the PES/QPR)
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 63.6% Graffiti-free: 92.9%

Train Temperature



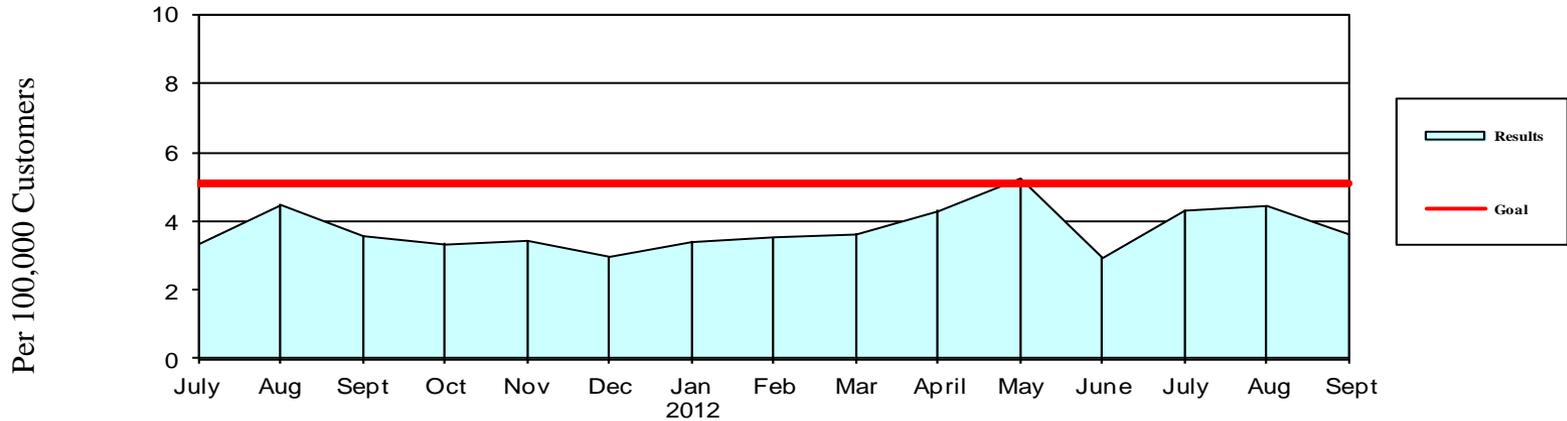
Ratings guide:
 4 = Excellent
 3.12 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Comfortable Temperature Onboard Train

- ✓ Goal met, improved performance
- ✓ 85.9% of those surveyed ranked this category as either Excellent or Good
- ✓ Much needed, multi-year C car HVAC upgrade will start soon

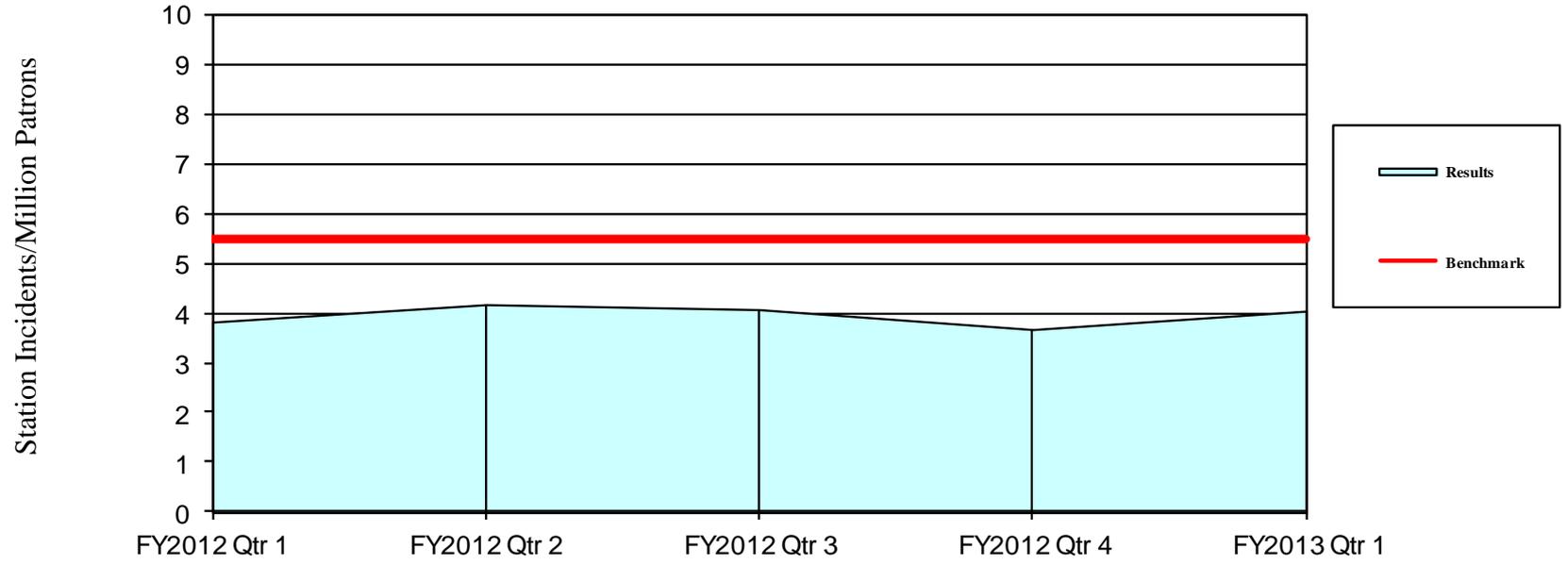
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal met, complaint rate declined
- ✓ Total complaints increased 1.7% from last quarter and 14.8% from last year
- ✓ Categories with biggest increases in complaints are AFC, Parking, Station Cleanliness, Trains and Police Services
- ✓ Crowding complaints up
- ✓ Escalator complaints down significantly

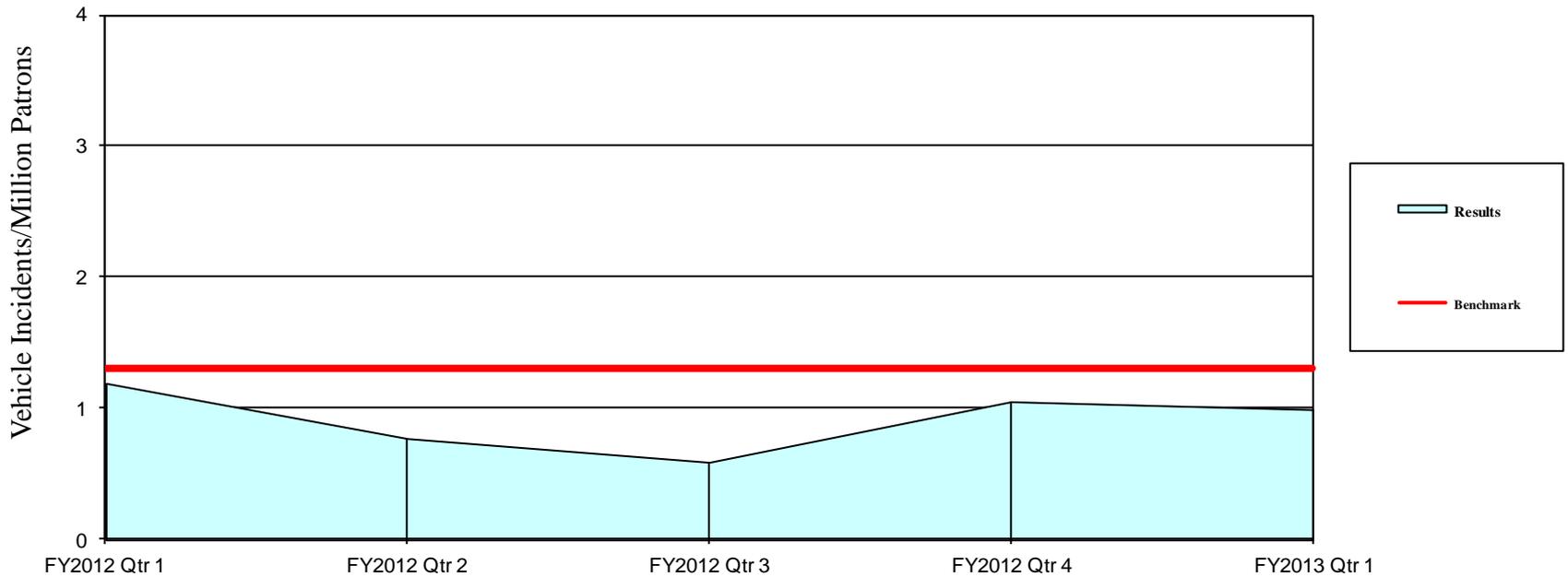
Patron Safety: Station Incidents per Million Patrons



✓ Up

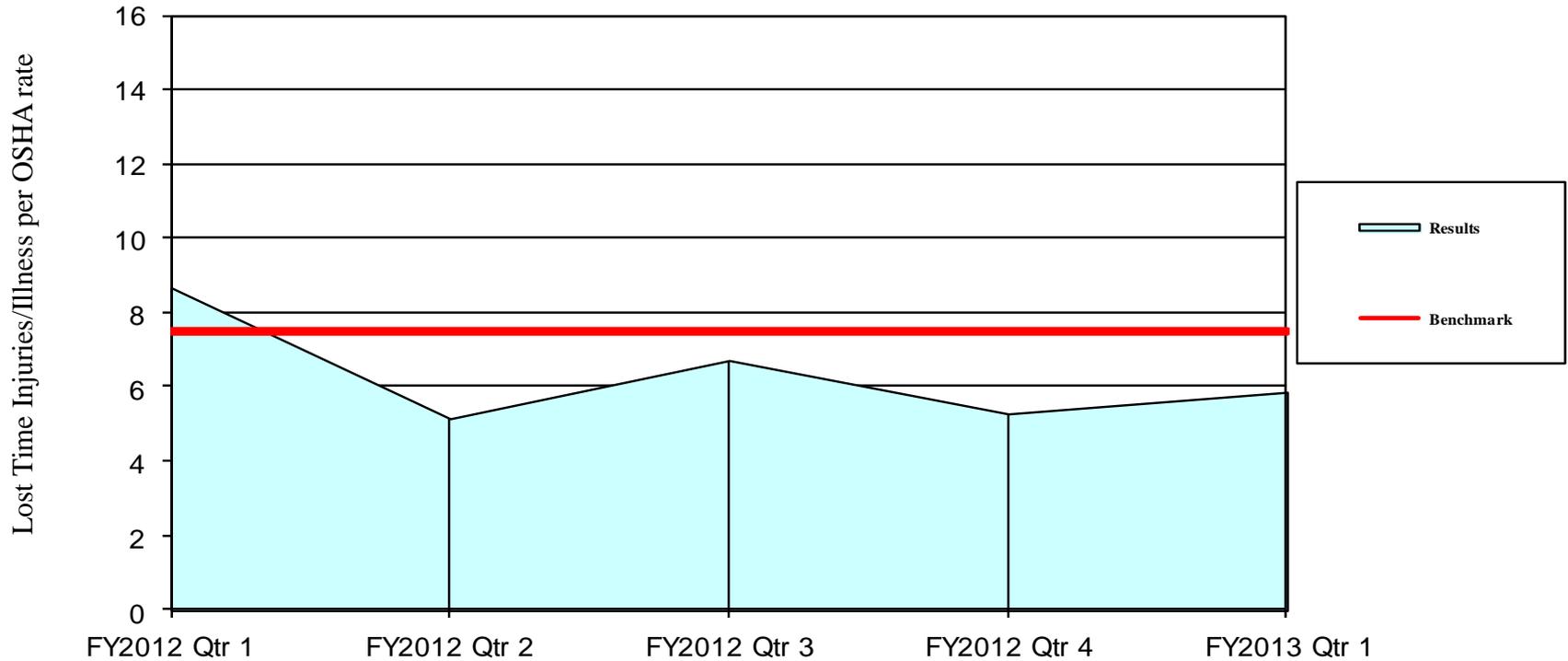
Patron Safety

Vehicle Incidents per Million Patrons



✓ Down

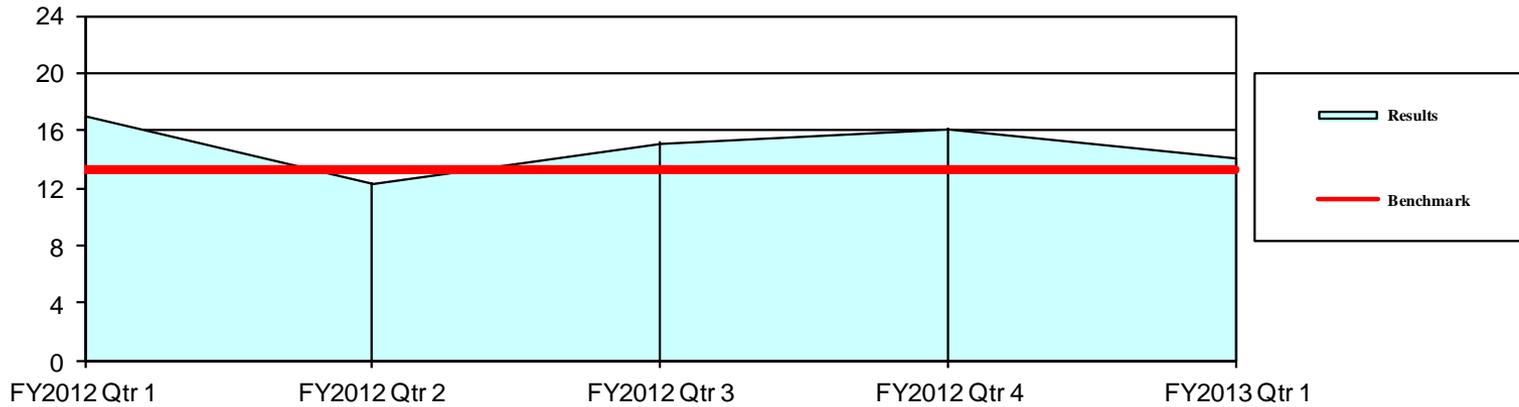
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Up

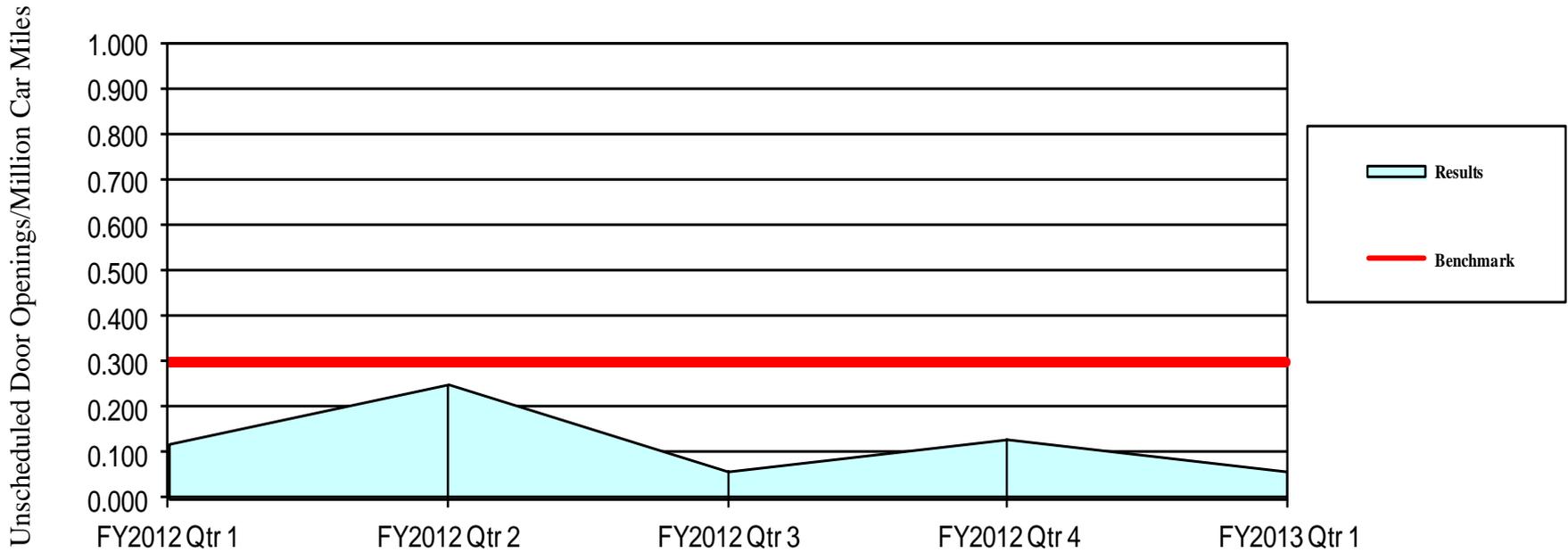
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Down

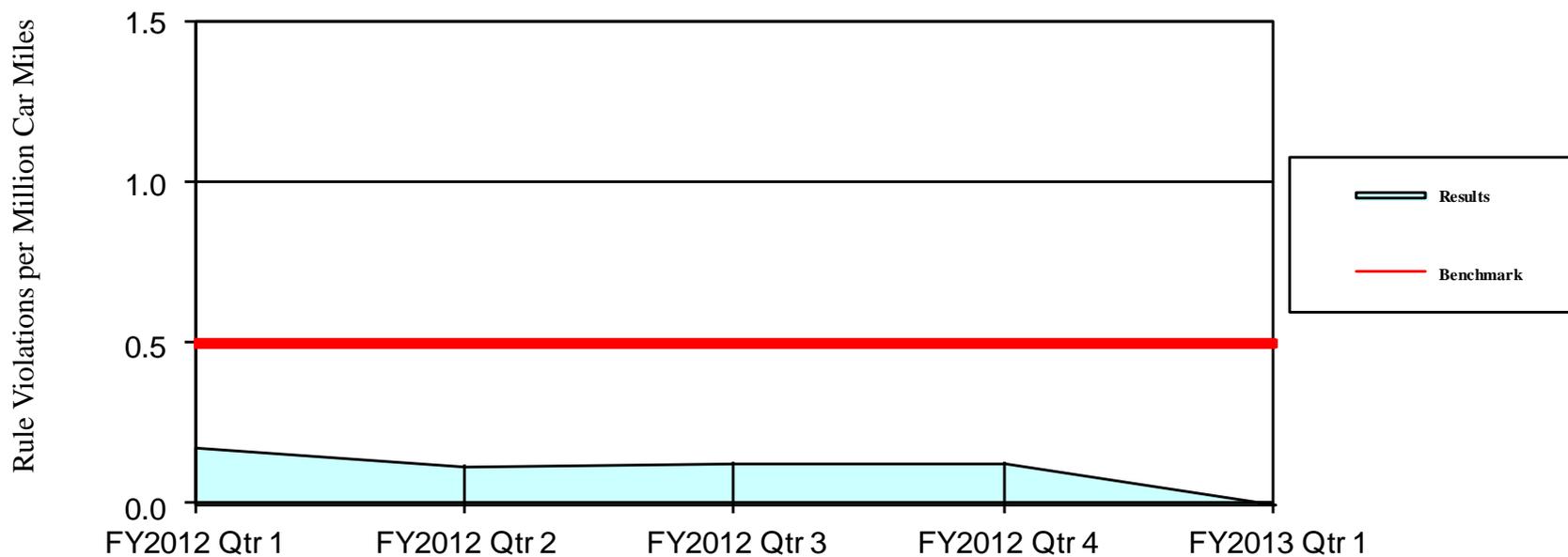
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Down

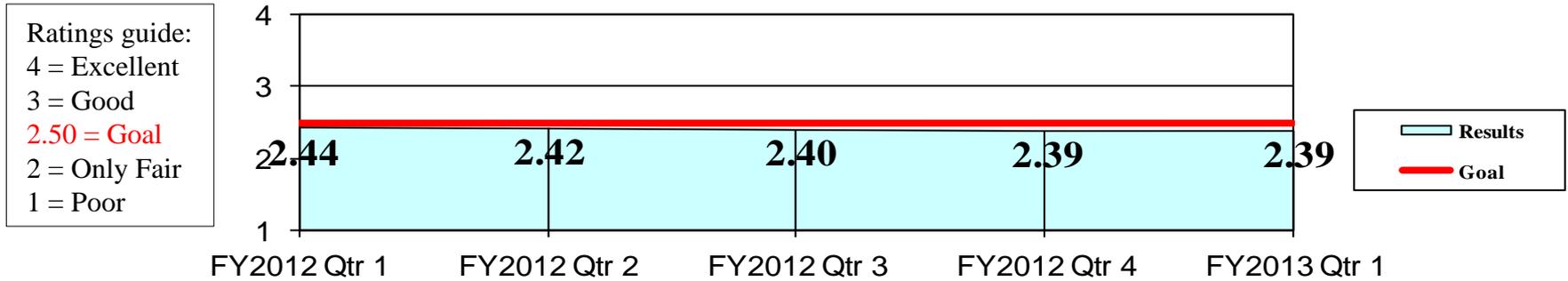


Operating Safety: Rule Violations per Million Car Miles



✓ Down

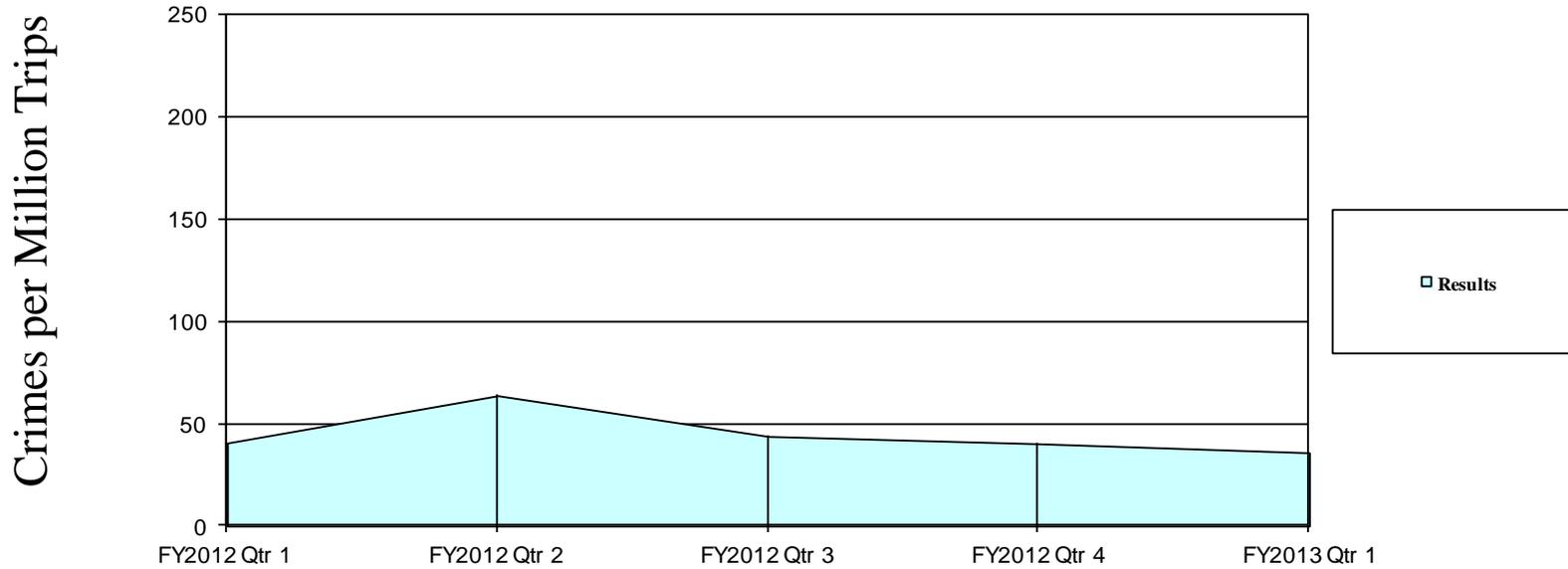
BART Police Presence



Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.38
Parking Lots and Garages (33%)	2.46
Trains (33%)	2.32

- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 47.8%
 - Trains: 45.0%
 - Parking Lots/Garages: 52.4%

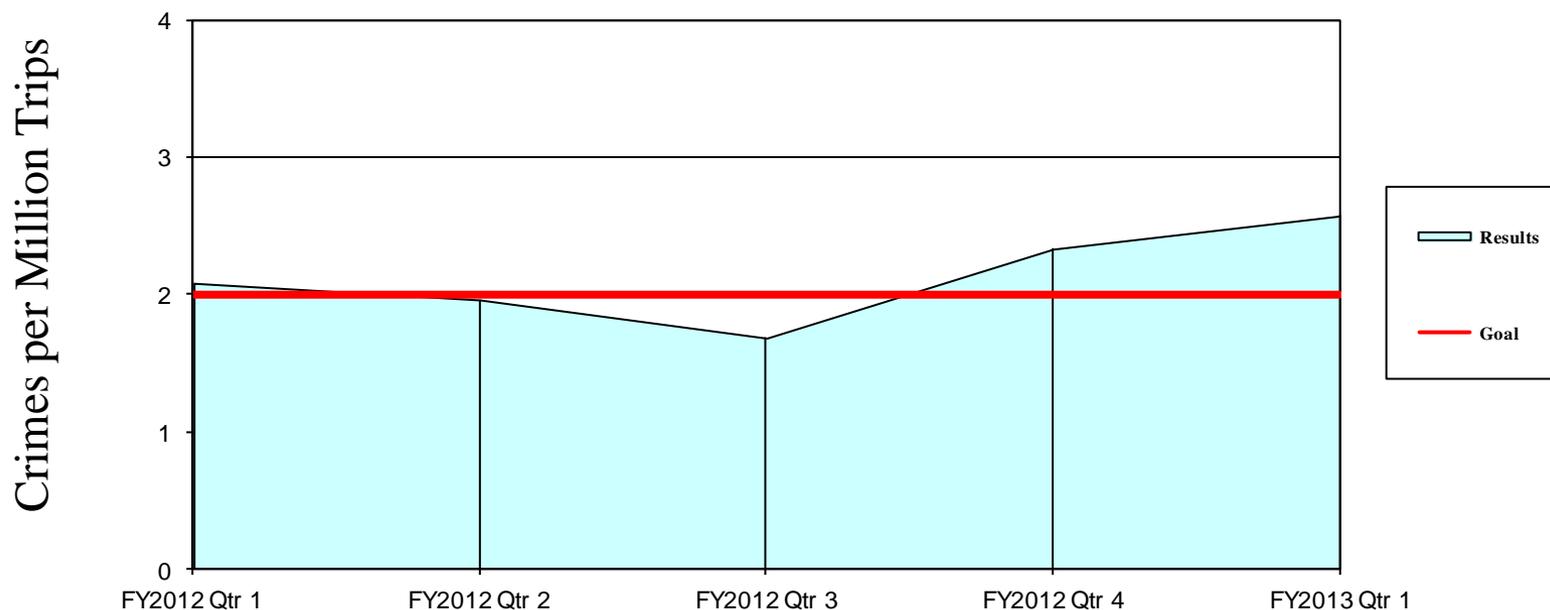
Quality of Life*



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

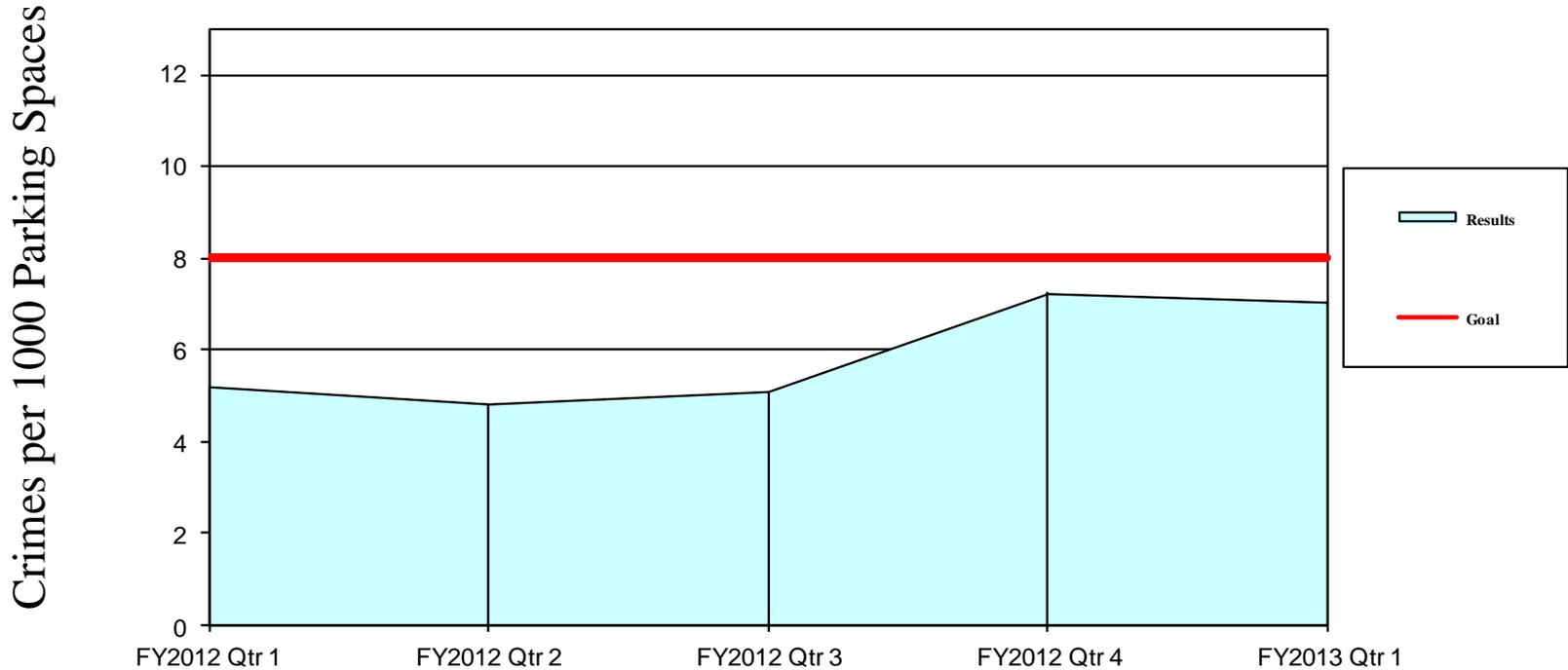
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



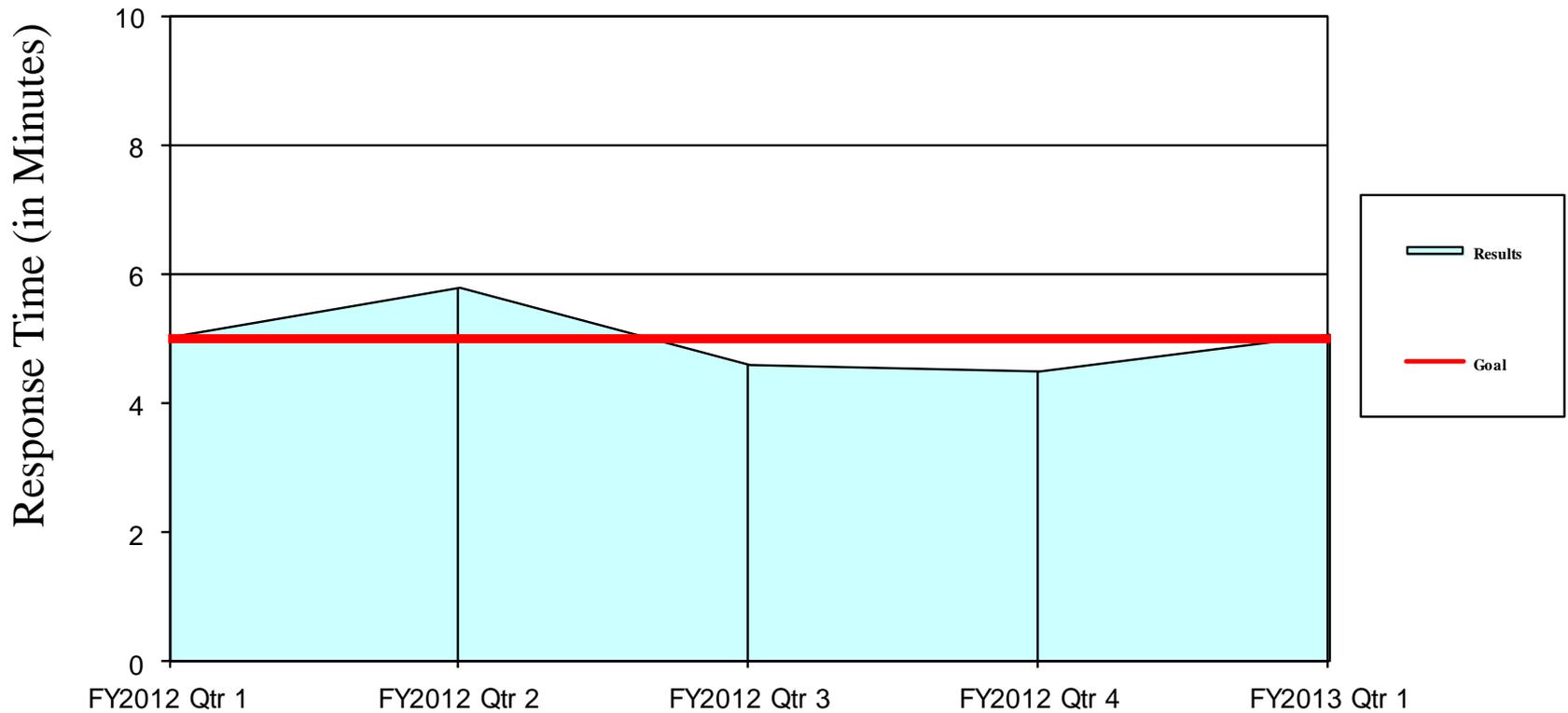
- ✓ Goal not met.
- ✓ Crimes against persons are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



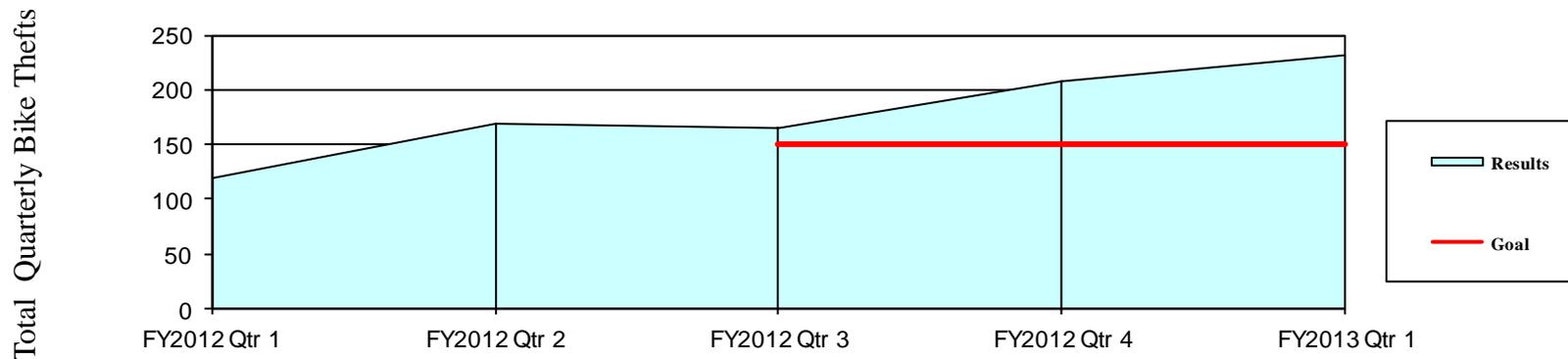
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and up from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ The Average Emergency Response Time Goal was not met.

Bike Theft



- ✓ 233 bike thefts for current quarter, up 24 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.