Quarterly Service Performance Review
First Quarter, FY 2014
July - September, 2013

Engineering & Operations Committee
December 5, 2013
FY14 First Quarter Overview...

✓ Substantial improvement in service reliability
✓ Ridership dropped due to 4+ day strike, arguably other indicators impacted as well
✓ Eight goals raised as part of budget process (2 goals not met this quarter due to more aggressive goal)
✓ Overall results mixed
✓ Compared to last quarter, lower number of goals met but about equal improved performance v. worsened performance
Customer Ridership

- Total ridership decreased by 0.8% compared to same quarter last year due to 4+ days of system closure
- Average weekday ridership (377,815) down 2.4% from same quarter last year
- Core weekday ridership down by 2.4% from same quarter last year
- SFO Extension weekday ridership down by 2.0% from same quarter last year
- Saturday and Sunday up by 3.6% and 8.8%, respectively, over same quarter last year
On-Time Service - Customer

- 95.80%, goal 96%
- Improved from last quarter, goal met in July and August
- Biggest delay of quarter, “Brake On in Propulsion” at West Oakland on 9/18 @ 08:16, 74 late trains
On-Time Service - Train

- 94.29%, goal met
- Significant improvement
- 47.6% of late trains due to “Miscellaneous” causes
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

- Goal made more aggressive, was 1.2 now 1.0
- Goal met
- Switch Machine installation continues
- Wayside Card Pack installation continues
- UPS Battery Replacement Project underway
Goal made more aggressive, was 0.1 now 0.08
Goal met
OCC Workstation Graphics and Projection Display Board have been updated to include LDS bulk power substation.
Graphics related to 34.5kv sectionalizing breakers were simplified.
Added data to ICS database to support integration of Warm Springs Train Control Equipment at S12 and S20.
Traction Power

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

Goal made more aggressive, was 0.25 now 0.20

0.21, missed by just over 0.01

Significant failure of last substation on the R Line
Transportation

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

✓ Goal met
Car Equipment - Reliability

Mean Time Between Failures (Hours)

Goal met
Car Equipment - Availability @ 0400 hours

- Goal not met
- Challenging period
96.97% availability, goal (98%) not met

Extended outages at 12th Street and Millbrae
Goal not met, 93.20% availability

Extended outages for 1 of 4 units at Dublin and 2 of 7 units at Pleasant Hill
Goal not met, 91.47% availability

4 of 8 units at 12th Street experienced extended outages and repair
 ✓ 95.1% availability, goal of 96% just missed
 ✓ Extended outage with major repairs at N. Berkeley, 16th Street, E.C. Plaza and Richmond
Goal increased from 98% to 99%

99.30% availability

Continued solid performance
AFC Vendor Availability

✓ 96.20%, goal met, steady performance
✓ Availability of Add Fare 97.9% (down from 98.2% in Q4)
✓ Availability of Add Fare Parking 97.7% (down from 97.9% in Q4)
✓ Availability of Parking Validation Machines 99.8% (same as 99.8% in Q4)
Environment - Outside Stations

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

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.66
- BART Parking Lot Cleanliness (25%) 2.98
- Appearance of BART Landscaping (25%) 2.68

- Goal not met (new FY14 goal is 2.84, raised from 2.80)
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.3%
  - Parking Lots: 79.1%
  - Landscaping Appearance: 64.0%


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%)    2.90
  - Other Station Areas (20%) 2.71
  - Restrooms (10%)           2.24
  - Elevator Cleanliness (10%) 2.49

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Station Platform: 76.6%
  - Other Station Areas: 66.3%
  - Restrooms: 40.9%
  - Elevators: 55.2%
Station Vandalism

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

Goal not met
80.5% of those surveyed ranked this category as either Excellent or Good
Station Services

Composite rating of:
- Station Agent Availability (65%) 2.94
- Brochures Availability (35%) 3.03

- Goal not met
- Availability ratings of either Excellent or Good:
  - Station Agents: 77.1%
  - Brochures: 80.7%

Ratings guide:
4 = Excellent
3.06 = Goal
3 = Good
2 = Only Fair
1 = Poor
Train P.A. Announcements

Composite rating of:
- P.A. Arrival Announcements (33%) 3.10
- P.A. Transfer Announcements (33%) 3.06
- P.A. Destination Announcements (33%) 3.23

✓ Goal not met (new FY14 goal is 3.17, raised from 3.09)
✓ Announcement ratings of either Excellent or Good:
  Arrivals: 79.3%  Transfers: 77.3%
  Destinations: 84.9%
Train Exterior Appearance

Goal not met

77.4% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.73
- Train interior kept free of graffiti (40%) 3.37

✓ Goal met, new FY14 goal is 2.95, raised from 2.94
✓ Train Interior ratings of either Excellent or Good:
  - Cleanliness: 64.6%
  - Graffiti-free: 91.6%
Train Temperature

Comfortable Temperature Onboard Train

✓ Goal met
✓ 83.0% of those surveyed ranked this category as either Excellent or Good
Customer Complaints

Complaints Per 100,000 Customers

- Goal not met
- Results driven by 1,003 comments about Labor Negotiations ("Policies" complaint category)
- Total complaints increased 733 (57.5%) from last quarter, up 790 (64.9%) when compared with FY 13, first quarter.
- Complaint totals increased in Bus Service, Personnel, Train Cleanliness, and Trains categories.
- Fewer complaints in Maintenance & Equipment, New Bike Program, Parking, Police Services, Service, and Station Cleanliness.
- "Compliments" rose to 126 from 107 last quarter, just above the 125 last year at this time.
Patron Safety: Station Incidents per Million Patrons

Accident rates show a slight uptick but remain very low. Increase may be due to changes in the method of inputting data.
Patron Safety
Vehicle Incidents per Million Patrons

✓ Accident rates show a slight uptick but remain very low. Increase may be due to changes in the method of inputting data
Employee Safety:
Lost Time Injuries/Illnesses per OSHA Incidence Rate

✓ Current quarter meets benchmark goal.
Employee Safety:
OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

✓ Current quarter meets benchmark goal.
Operating Safety:
Unscheduled Door Openings per Million Car Miles

✓ Current quarter meets benchmark goal
Operating Safety:
Rule Violations per Million Car Miles

Current quarter meets benchmark goal
Composite Rating of Adequate BART Police Presence in:

- Stations (33%)  2.27
- Parking Lots and Garages (33%)  2.41
- Trains (33%)  2.28

- Goal not met
- Adequate Presence ratings of either Excellent or Good:
  - Stations:  43.4%
  - Parking Lots/Garages:  50.2%
  - Trains:  41.9%
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 not met.
Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.
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.
Average Emergency Response Time

The Average Emergency Response Time Goal was met.
Bike Theft

Goal not met

243 bike thefts for current quarter, up 67 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.