Quarterly Service Performance Review
Second Quarter, FY 2014
October - December, 2013

Engineering & Operations Committee
February 13, 2014
FY14 Second Quarter Overview...

✓ Labor situation affected performance and ridership, down 5.0%
✓ Train service reliability down, several significant delay events
✓ Car reliability impacted by cold weather in December, car availability goal met
✓ Station Elevator and AFC equipment availability goals met
✓ Escalator availability goals not met, trend is steady and forward outlook is better
✓ Customer rated PES attribute scores mixed, although 4 of 8 improved
✓ Complaints down compared to last quarter and up from last year
## Customer Ridership

<table>
<thead>
<tr>
<th>Number of Average Weekday Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
</tr>
<tr>
<td>---</td>
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<tr>
<td>320,000</td>
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</tbody>
</table>

- Total ridership decreased by 5.0% compared to same quarter last year due to work stoppage in October
- Average weekday ridership (376,373) down 5.1% from same quarter last year
- Core weekday ridership down by 5.1% from same quarter last year
- SFO Extension weekday ridership down by 5.0% from same quarter last year
- Saturday and Sunday down by 7.4% and 8.0%, respectively, over same quarter last year
On-Time Service - Customer

- 94.08%, goal 96%
- Two events with over 100 late trains:
  - 11/22 Central Computer failure due to misconfiguration after upgrade
  - 12/17 Erratic person on trackway near West Oakland Station
- 2 of top 6 events involved person wayside
On-Time Service - Train

- 91.09%, goal 94%
- Wayside categories saw biggest increase in delay rates:
  - False Occupancies
  - Routing
  - Miscellaneous
- Lower on time performance since new Roadway Worker Protection procedures put in place
  - Train On Time impacted more than Customer On Time
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

- 1.48, goal not met, big jump in False Occupancies
- Wayside Card Pack Project installation at over 90% complete
- Alstom Switch Machine installations at 28 (nine this quarter)
Includes ICS computer & SORS, Delays per 100 train runs

✓ 0.443, goal not met. The results of two separate incidents caused the goal to be missed:
  • Configuration Control Error caused excessive delays on Oct 4th
  • A network configuration error caused the system failure on Nov 21/22

✓ eBART transfer track electrification added to ICS.
✓ Implemented short term changes to ICS Wayside Access module to accommodate revised Roadway Worker Protection procedures.
✓ Power run to the four new server racks for the ICS server replacement.
Goal met

Unusually high number of coverboard issues in Nov and Dec due to improper pin installation and pin failure; inspection and replacement completed

Berkeley Hills Tunnel ventilation problems, rollup door issues on the C2 track; parts replacement/upgrade and extensive testing completed
Transportation

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

☑ Quarterly goal met
☑ Working on classifying delays by home yard to increase accountability
Car Equipment - Reliability

- 3,291 hours, 3500 goal not met
- Unusually cold weather impacted propulsion and brake systems
Car Equipment - Availability @ 0400 hours

Goal met
Elevator Availability - Stations

- Performance improved (98.4%), goal met
Elevator Availability - Garage

- Improvement but 98% goal not met
- 96.20% availability
✓ Performance improved (92.23%), 95% goal not met
✓ Street units continue to suffer heavy failures:
  • Two chain jobs (24th Street and 12th Street)
  • Gear box (Montgomery)
  • Water intrusion (Civic Center)
  • Handrail (Embarcadero)
• 94.03% availability, 96% goal
• 4 heavy repair jobs:
  • Bull Gear (El Cerrito Plaza), 88 days out of service
  • 2 Step Chain replacements (Powell and North Berkeley)
  • Gear Box (Daly City)
  • 3 Handrail Replacements (scheduling / coordination with vulcanizer)
99.13% availability, goal met
AFC Vendor Availability

✓ 95.17%, goal met, steady performance
✓ Availability of Add Fare 97.8%
✓ Availability of Add Fare Parking 97.7%
✓ Availability of Parking Validation Machines 99.7%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.69
- BART Parking Lot Cleanliness (25%) 3.00
- Appearance of BART Landscaping (25%) 2.71

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.6%
  - Parking Lots: 79.4%
  - Landscaping Appearance: 64.0%
- Enormous challenges within Grounds Department (Landscaping)
  - Under-resourced
  - Homeless encampments throughout system
  - Vegetation management under drought conditions

Ratings guide:
4 = Excellent
3 = Good
2.84 = Goal
2 = Only Fair
1 = Poor
Environment - Inside Stations

Composite rating for Cleanliness of:
- Station Platform (60%) 2.93
- Other Station Areas (20%) 2.73
- Restrooms (10%) 2.26
- Elevator Cleanliness (10%) 2.56

✓ Goal not met
✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 76.6%
  - Other Station Areas: 65.7%
  - Restrooms: 40.5%
  - Elevators: 56.2%
Station Vandalism

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

Goal

Goal not met

✓ 80.3% 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%)  3.02

✓ Goal not met
✓ Availability ratings of either Excellent or Good:
  Station Agents:  76.9%        Brochures:  80.1%

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

### Results

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Goal (3.17)</th>
<th>Actual for Arrivals</th>
<th>Actual for Transfers</th>
<th>Actual for Destinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2013 Qtr 2</td>
<td>3.17</td>
<td>3.16</td>
<td>3.19</td>
<td>3.13</td>
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**Composite rating of:**
- P.A. Arrival Announcements (33%) 3.07
- P.A. Transfer Announcements (33%) 3.04
- P.A. Destination Announcements (33%) 3.22

- New, higher goal not met
- Announcement ratings of either Excellent or Good:
  - Arrivals: 78.7%
  - Transfers: 77.4%
  - Destinations: 84.3%

**Ratings guide:**
- 4 = Excellent
- 3.17 = Goal
- 3 = Good
- 2 = Only Fair
- 1 = Poor
Train Exterior Appearance

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

✓ Goal not met
✓ 76.3% of those surveyed ranked this category as either Excellent or Good
✓ Wash cycle lengthened in January due to drought
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%)  2.69
- Train interior kept free of graffiti (40%)  3.35

- Goal met
- Train Interior ratings of either Excellent or Good:
  Cleanliness:  62.0%  Graffiti-free:  91.3%

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

FY2013 Qtr 2 FY2013 Qtr 3 FY2013 Qtr 4 FY2014 Qtr 1 FY2014 Qtr 2

Results
Goal
Train Temperature

Comfortable Temperature Onboard Train

✓ Goal met
✓ 85.6% of those surveyed ranked this category as either Excellent or Good
Customer Complaints

Complaints Per 100,000 Customers

- Goal not met, due to complaints about labor negotiations
- Reduced complaint levels in all other categories, except “Service.”
Patron Safety:
Station Incidents per Million Patrons

✓ Goal met
Patron Safety
Vehicle Incidents per Million Patrons

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

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

Goal met
Operating Safety:
Unscheduled Door Openings per Million Car Miles

✓ Goal met
Operating Safety:
Rule Violations per Million Car Miles

- FY2013 Qtr 2
- FY2013 Qtr 3
- FY2013 Qtr 4
- FY2014 Qtr 1
- FY2014 Qtr 2

Goal met
BART Police Presence

Composite Rating of Adequate BART Police Presence in:
- Stations (33%) 2.29
- Parking Lots and Garages (33%) 2.39
- Trains (33%) 2.25

Goal not met

Adequate Presence ratings of either Excellent or Good:
- Stations: 43.1%
- Parking Lots/Garages: 49.0%
- Trains: 40.6%
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 AgainstPersons
(Homicide, Rape, Robbery, and Aggravated Assault)

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

Goal not 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.
The Average Emergency Response Time goal was not met.
Goal not met

168 bike thefts for current quarter, down 75 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.