Quarterly Service Performance Review
Third Quarter, FY 2014
January - March, 2014

Engineering & Operations Committee
May 8, 2014
FY14 Third Quarter Overview...

✓ Ridership growth resumed but at lower than budgeted rate
✓ Train service reliability steady but at below goal rates
✓ Car reliability remains high, Traction Power and Computer Control System goal met, not Train Control
✓ Car, platform escalator and AFC availability goals met
✓ From FY14-Q3 PES Executive Summary: “Similar to the first and second quarters of FY14, all FY14 Third Quarter scores remained below the pre-strike, FY13 Fourth Quarter.”
✓ Internal review of PES results modified to more closely model police “ComStat” approach, holding responsible front line Managers more accountable
✓ Complaints down compared to last quarter, down from one year ago, largely due to impact of labor negotiations
Total ridership increased by 1.2% compared to same quarter last year but was 1.6% below budget
- Average weekday ridership (394,169) up 1.7% from same quarter last year
- Core weekday ridership up by 1.7% from same quarter last year
- SFO Extension weekday ridership up by 2.2% from same quarter last year
- Saturday and Sunday down by 1.7% and 2.3%, respectively, over same quarter last year
On-Time Service - Customer

- 94.06%, goal not met, performance steady
- 3 of 5 biggest delays (313 late trains) caused by persons under trains and SFPD police action
- Biggest delay (2/28, 195 late trains) due to flooded Train Control Room at Montgomery caused by Market Street grate clogged drain pipe
90.86%, goal not met

37% of the quarter’s 5,017 late trains classified as “Miscellaneous” caused

Top five incidents (639) late trains:

- 2/28 – clogged street drain
- 3/11 – person under train
- 2/10 – debris on trackway shorted out train control
- 2/26 – SFPD chasing robbery suspects
- 3/5 – person under train
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

- 1.65, goal not met
- Wayside card pack installation program complete
- 44 new mainline Alstom Switch Machines installed, 16 this quarter
- Focus area
GENERAL OPERATIONS

SERVICE: How are we doing? ✓

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

✓ Goal met, performance improved
✓ Emergency procedures for the Warms Springs tunnel developed and implemented in ICS.
✓ Significant updates to provide OCC with better information about wayside work as a part of 5/5 GO 175 implementation
✓ ICS was run in production on a new server from 1/18/14 to 2/1/14. This was an important milestone for validating new server equipment used in the ICS server replacement project.
Traction Power

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

- 0.05, goal met
- Continued inspection of coverboard pins during blanket work
Transportation

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

- Quarterly goal not met
- Monthly goal met January and March
- Goal missed due to one incident, 2/2 OCC put a train onto cold rail delaying 33 trains
Car Equipment - Reliability

- 3850, goal met
- March drop due to propulsion failures (Master Controller Selection Switch), engineering analysis underway
Car Equipment - Availability @ 0400 hours

✓ 597, goal met
98.00% goal not met, 97.77% availability

Goal not met because Union City elevator out of service for 70 days during the quarter:

- Leak in hydraulic piston that propels the cab
- Repair further complicated by another leak found in 100’+ supply line between piston and oil reservoir
Elevator Availability - Garage

- 95.93% availability, 98% goal not met
- Nagging problem at Pleasant Hill where master controller was taking down multiple units, temporarily resolved by keeping elevator with master unit out of service
91.40%, 95% goal not met
Civic Center - Extended outages (two units) for extensive repairs to major components (escalator chains and related parts)
12th Street - Extended outages (two units) for major repairs (motor refurbishment, gear mechanism rebuild, escalator chains)
Colma, Balboa Park, 24th Street, Berkeley – outages for handrail replacements
Daly City – Outage for Building Code mandated modification of fire alarm circuitry
96.27% availability, 96.00% goal met

El Cerrito Plaza - Extended outage for repair of major components (escalator step chain replacement, gear mechanism rebuild and refurbishment of miscellaneous parts) – back in service and performing as designed
✓ 99.27% availability, 99% goal met
✓ Continued solid performance
✓ Use E-BART transaction data for PM scheduling
AFC Vendor Availability

- 95.37%, goal met
- Availability of Add Fare 98.0%
- Availability of Add Fare Parking 97.9%
- Availability of Parking Validation Machines 99.6%
- Completed Bill-to-Bill Changer CPU replacement project ahead of schedule, initial reliability results good
SERVICE : How are we doing? 

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%) 2.69
BART Parking Lot Cleanliness (25%) 2.96
Appearance of BART Landscaping (25%) 2.70

✓ Goal not met
✓ Cleanliness ratings of either Excellent or Good:
  Walkways/Entry Plazas: 64.6%  Parking Lots: 78.0%
  Landscaping Appearance: 65.3%
✓ Grounds Department, in particular, is resource challenged
✓ Implementation of FY14 “Station Initiatives – Entrances” should help
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%)  2.91
- Other Station Areas (20%)  2.71
- Restrooms (10%)  2.24
- Elevator Cleanliness (10%)  2.48

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Station Platform:  76.3%
  - Other Station Areas:  65.6%
  - Restrooms:  40.7%
  - Elevators:  54.8%
- Station cleaning staffing still well below levels of 13 years ago
- Proposed additions in FY15 budget will help slightly
- Elevator cleanliness focus area
Station Vandalism

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

Goal not met

✓ 4 of 5 people surveyed ranked this category as either Excellent or Good
Station Services

Composite rating of:
Station Agent Availability (65%) 2.95
Brochures Availability (35%) 3.05

✓ Goal not met
✓ Availability ratings of either Excellent or Good:
  Station Agents: 77.3%  Brochures: 81.8%

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

Goal not met
Train P.A. Announcements

Composite rating of:
- P.A. Arrival Announcements (33%) 3.07
- P.A. Transfer Announcements (33%) 3.01
- P.A. Destination Announcements (33%) 3.21

- New, higher FY14 goal not met
- Announcement ratings of either Excellent or Good:
  - Arrivals: 78.7%
  - Transfers: 76.8%
  - Destinations: 84.2%

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

✓ Goal not met
✓ 76.0% of those surveyed ranked this category as either Excellent or Good
✓ Scaled back washing frequency due to drought
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.68
- Train interior kept free of graffiti (40%) 3.37

- Goal met
- Train Interior ratings of either Excellent or Good:
  - Cleanliness: 62.1%
  - Graffiti-free: 91.8%
- Moving forward to finish seat and floor programs
Comfortable Temperature Onboard Train

Goal met

- 86.0% of those surveyed ranked this category as either Excellent or Good
- C cars fail during hot weather, mod program has restarted (2-3 cars per week), Concord fleet nearly complete
✓ Goal met
✓ Total complaints decreased 776 (43.4%) from last quarter, down 171 (14.5%) when compared with FY 13, third quarter, largely due to fewer complaints about negotiations
✓ Service, Personnel, Policies, Announcements, Escalator complaints down
✓ M&E, Station & Train Cleanliness, Train complaints up
✓ “Compliments” rose to 94 from last quarter’s 89
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
Sprains, strains and emotional injuries were the most numerous injury types.
Operating Safety:
Unscheduled Door Openings per Million Car Miles

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

Goal met
BART Police Presence

Composite Rating of Adequate BART Police Presence in:

- Stations (33%) 2.31
- Parking Lots and Garages (33%) 2.37
- Trains (33%) 2.27

- Goal not met
- Police Presence ratings of either Excellent or Good:
  - Stations: 44.5%
  - Parking Lots/Garages: 48.4%
  - Trains: 41.6%
Quality of Life incidents are down 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 is about equal to 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 last quarter, and up from the corresponding quarter from the prior fiscal year.
The Average Emergency Response Time goal was met.
Goal not met

175 bike thefts for current quarter, up 7 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.