Quarterly Service Performance Review
Fourth Quarter, FY 2014
April - June, 2014

Operations Staff Meeting
August 14, 2014
FY14 Fourth Quarter Overview...

- Weekday ridership up 2.5%, total quarterly ridership 0.8% below budget
- Train service reliability steady but at below goal rates, adapting to GO 175
- Car reliability, Computer Control Systems and Traction Power goals met; not Train Control and Transportation
- Platform Escalator, Station Elevator and AFC availability goals met; Car, Street Escalator and Garage Elevator availability not met
- Passenger Environment indicators slightly down except improved “Outside Stations”
- Complaints up in most categories, fewer complaints for “M&E” and “Station Cleanliness”
Customer Ridership

✓ Compared to same quarter last year:
  - Total ridership up 2.0%
  - Average weekday ridership (407,981) up 2.5%
  - Core weekday ridership up by 2.5%
  - SFO Extension weekday ridership up 2.6%
  - Saturday and Sunday down 1.2% and 0.1%, respectively
On-Time Service - Customer

- 94.00%, goal not met, performance steady
- Biggest delays:
  - Electrical overload damaged MUX near West Oakland (430 late trains)
  - Person under train at Montgomery (82)
  - Search for person on trackway near Lake Merritt (50)
  - Flooded junction box near Millbrae impacted routing (49)
On-Time Service - Train

- 91.5%, goal not met, slight improvement over previous quarter
- Adaptation to GO 175 requirements underway
- 34% of late trains due to “Miscellaneous” causes such as police action, sick passengers, person wayside and vandalism
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

1.92, goal not met

April spike due to high voltage hit (suspected debris) near West Oakland

Alstom Switch Machine Replacement Program picking up momentum, 41 installed this quarter, program 20% complete
Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

- Goal met
- Active Clearance System (ACS) Workflow Notification deployed in OCC to support the new Work Order rules required by CPUC General Order 175
- ICS modified to display and control portable traction power substation, KPS
- Electrification graphics for WSX extension added to ICS displays
- Computer servers hosting ICS have been upgraded
Goal met (quarter and annual), steady above goal performance

Increased effort to inspect coverboard pins during blanket work.
Transportation

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

- 0.62, goal not met but performance improved each month
- Largest Contributor – 4/4 T/O Procedure, improper brake cut out at Embarcadero, 36 trains delayed
Car Equipment - Reliability

Goal met (quarter and annual)
Several reliability related fleet upgrades continue
Car Equipment - Availability @ 0400 hours

- Goal 573, actual 572
- Accident repair cars (7) and program work cars (approximately 19/day) make availability goal a challenge
Elevator Availability - Stations

- 99.03% availability
- Goal met for quarter and year
Elevator Availability - Garage

- 96.23% availability, 98.00% goal not met
- Results impacted by discovery of non-code compliant earthquake detection devices, issue addressed
Escalator Availability - Street

- 93.87%, goal not met, but significant improvement
- 24th Street major failure and outage due to gearbox failure
- O&K units continue to be problematic, comprehensive upgrade program in development
Escalator Availability - Platform

✓ 96.93%, goal met and improved performance
AFC Gate Availability

99.40% availability for quarter, quarterly and annual goals met
AFC Vendor Availability

- 95.53% quarterly and annual goals met
- Availability of Add Fare 98.0%
- Availability of Add Fare Parking 97.9%
- Availability of Parking Validation Machines 99.9%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.70
- BART Parking Lot Cleanliness (25%) 2.99
- Appearance of BART Landscaping (25%) 2.72

- Goal not met, slight improvement
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.1%
  - Parking Lots: 79.2%
  - Landscaping Appearance: 65.2%
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%) 2.70
- Restrooms (10%) 2.21
- Elevator Cleanliness (10%) 2.49

✓ Goal not met
✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 74.7%
  - Other Station Areas: 64.3%
  - Restrooms: 41.0%
  - Elevators: 54.4%
Station Vandalism

Goal:

3.19 = Goal
3 = Good
2 = Only Fair
1 = Poor

Ratings guide:

Goal not met

79.4% of those surveyed ranked this category as either Excellent or Good
Station Services

Composite rating of:
- Station Agent Availability (65%) 2.92
- Brochures Availability (35%) 3.02

✓ Goal not met
✓ Availability ratings of either Excellent or Good:
  - Station Agents: 75.8%
  - Brochures: 79.1%

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

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

Results
Goal
Train P.A. Announcements

Composite rating of:
- P.A. Arrival Announcements (33%) 3.05
- P.A. Transfer Announcements (33%) 3.00
- P.A. Destination Announcements (33%) 3.19

- FY14 higher goal not met
- Announcement ratings of either Excellent or Good:
  - Arrivals: 77.7%
  - Transfers: 76.0%
  - Destinations: 83.6%
Goal not met, water conservation effort underway

74.8% of those surveyed ranked this category as either Excellent or Good
**Train Interior Cleanliness**

Composite rating of:
- Train interior cleanliness (60%) 2.65
- Train interior kept free of graffiti (40%) 3.34

- Quarterly goal not met, full year goal met
- Train Interior ratings of either Excellent or Good:
  - Cleanliness: 61.2%
  - Graffiti-free: 90.4%
Train Temperature

Comfortable Temperature Onboard Train

- Goal met for both quarter and year
- 84.1% of those surveyed ranked this category as either Excellent or Good
Goal met

Total complaints increased 291 (28.8%) from last quarter, up 27 (2.1%) when compared with this quarter FY 13.

Complaint totals experienced increase in all categories except “M&E”, and “Station Cleanliness.”
Patron Safety: Station Incidents per Million Patrons

- Goal met for both quarter and year
Patron Safety
Vehicle Incidents per Million Patrons

Goal met for both quarter and year
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate

Goal met for both quarter and year
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

- Goal not met
- Sprains, strains and reported emotional injuries were the most numerous injury types.
Operating Safety:
Unscheduled Door Openings per Million Car Miles

✓ Goal met for both quarter and year
Operating Safety:
Rule Violations per Million Car Miles

✓ Goal met for both quarter and year
BART Police Presence

Composite Rating of Adequate BART Police Presence in:
- Stations (33%) 2.31
- Parking Lots and Garages (33%) 2.45
- Trains (33%) 2.28

Goal not met

Adequate Presence ratings of either Excellent or Good:
- Stations: 44.2%
- Parking Lots/Garages: 51.4%
- Trains: 42.4%
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 up 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 met.
Bike Theft

Goal not met

✓ 234 bike thefts for current quarter, up 59 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.