Quarterly Service Performance Review
First Quarter, FY 2015
July - September, 2014

Engineering & Operations Committee
November 20, 2014
FY15 First Quarter Overview...

- Strong ridership growth, weekdays up 4.9%
- Train service reliability down slightly, continued improvement in adapting to enhanced wayside worker protection procedures
- Car Reliability, Computer Control Systems and Traction Power and Transportation goals met; Train Control not met but much improved
- Platform Escalator, Station Elevator and AFC availability goals met; Street Escalator and Garage Elevator availability not met.
- Car availability impacted by tire failure and remedial actions, numbers are improving
- Majority of Passenger Environment indicators better
- Complaints up from last quarter, improved compared to last year (negotiations and strike)
Customer Ridership

✓ Compared to same quarter last year:
  ▪ Total ridership up 10.1% (no strike adjustment)
  ▪ Average weekday ridership (421,336) up 4.9% (2013 strike days excluded from average)
  ▪ Core average weekday ridership (370,501) up 4.8% (2013 strike days excluded from average)
  ▪ SFO Extension average weekday ridership (50,835) up 5.6% (2013 strike days excluded from average)
  ▪ Saturday and Sunday are up 1.6% and down 1.8%, respectively (no weekend strike days)
On-Time Service - Customer

✓ 93.78% / 95.00% goal not met

✓ Biggest delays:
  - Overnight ultrasonic rail inspection detected potential rail defect near Lafayette requiring slow speed zone the next day (79 late trains)
  - New switch machine installation problem at Daly City interlocking (77)
  - Tire failure at Pleasant Hill (66)
90.92% / 92.00% goal not met

Quarterly late trains by Category:
- Miscellaneous (Police, Patron-related): 1967 late trains
- Wayside Equipment (Track, Train Control, Traction Power, Computer Control System): 1323 late trains
- Revenue Vehicles: 521 late trains
- Transportation: 250 late trains

Adaptation to GO 175 requirements continues
Wayside Train Control System

*Includes False Occupancy & Routing, Delays Per 100 Train Runs*

✓ 1.08 / 1.00 goal not met; performance improved
✓ Alstom GM4000 Switch Machines installed to date - 100
**Computer Control System**

Includes ICS computer & SORS, Delays per 100 train runs

- 0.053 / 0.08 goal met
- ICS was deployed onto an upgraded server system, allowing for the decommissioning of older servers that have reached their expected service life.
Traction Power

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

✓ 0.03 / 0.20 goal met
✓ Continuing program of coverboard inspections
Transportation

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

- 0.45 / 0.50 goal met
- Improper Door Procedures on M Line biggest event (9/2/14)
Car Equipment - Reliability

Mean Time Between Failures (Hours)

Results

Goal

✓ 3649 / 3550 goal met
Car Equipment - Availability @ 0400 hours

- 559 / 573 goal not met
- Significantly impacted by tire failure and remedial actions
Elevator Availability - Stations

✓ 98.80% availability, goal exceeded
**Elevator Availability - Garage**

- 96.57% availability, 98.00% goal not met
- Improved over last quarter and same quarter last year
- One long term outage at Pleasant Hill impacting results
93.17% availability, 95% goal not met

Major failure and repair at 24th Street/Mission, unit now performing satisfactorily
Escalator Availability - Platform

✓ 96.70% availability, 96.00% goal met
AFC Gate Availability

✓ 99.27% availability, 99.00% goal met
AFC Vendor Availability

- 95.33%, 95% goal met
- Availability of Add Fare 97.4%
- Availability of Add Fare Parking 97.3%
- Availability of Parking Validation Machines 99.6%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.67
- BART Parking Lot Cleanliness (25%) 2.97
- Appearance of BART Landscaping (25%) 2.70

- Goal not met, Grounds Department under-resourced
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 61.7%
  - Parking Lots: 77.0%
  - Landscaping Appearance: 63.8%

Ratings guide:
- 4 = Excellent
- 3 = Good
- 2.86 = Goal
- 2 = Only Fair
- 1 = Poor
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%) 2.88
- Other Station Areas (20%) 2.69
- Restrooms (10%) 2.29
- Elevator Cleanliness (10%) 2.55

- Goal not met, performance steady
- Some indication that nascent “Station Brightening Program” beginning to positively impact results
- Cleanliness ratings of either Excellent or Good:
  - Station Platform: 74.0%
  - Other Station Areas: 63.8%
  - Restrooms: 44.0%
  - Elevators: 56.3%
Station Vandalism

Goal not met, performance improved

80.2% of those surveyed ranked this category as either Excellent or Good
Station Services

Composite rating of:
- Station Agent Availability (65%)  2.95
- Brochures Availability (35%)  3.02

Goal not met, performance improved

Availability ratings of either Excellent or Good:
- Station Agents:  76.8%
- Brochures:  79.0%
Train P.A. Announcements

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

Composite rating of:
- P.A. Arrival Announcements (33%) 3.04
- P.A. Transfer Announcements (33%) 3.00
- P.A. Destination Announcements (33%) 3.17

✓ Goal not met
✓ Announcement ratings of either Excellent or Good:
  Arrivals: 76.7% Transfers: 75.8%
  Destinations: 82.6%
Train Exterior Appearance

Goal: 3.00

Results:
FY2014 Qtr 1: 2.91
FY2014 Qtr 2: 2.90
FY2014 Qtr 3: 2.89
FY2014 Qtr 4: 2.86
FY2015 Qtr 1: 2.87

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

✓ Goal not met, slight improvement
✓ 75.2% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.67
- Train interior kept free of graffiti (40%) 3.36

- Goal not met, slight improvement
- All vinyl seats by end of year, composite floors by end of the fiscal year
- Train Interior ratings of either Excellent or Good:
  - Cleanliness: 61.6%
  - Graffiti-free: 92.3%
Train Temperature

Comfortable Temperature Onboard Train

- Goal not met
- 81.4% of those surveyed ranked this category as either Excellent or Good
- C car mod continues, A/B cars increased failures, engineering analysis underway
Goal met

Total complaints increased modestly from last quarter, but down substantially from last year (Negotiations)

Most categories increased; AFC, Policies, Train Cleanliness, Police Services improved

Compliments higher
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

Goal met
BART Police Presence

Composite Rating of Adequate BART Police Presence in:
- Stations (33%) 2.31
- Parking Lots and Garages (33%) 2.41
- Trains (33%) 2.29

- Goal not met
- Adequate Presence ratings of either Excellent or Good:
  - Stations: 44.2%
  - Parking Lots/Garages: 48.9%
  - Trains: 42.6%

Ratings guide:
4 = Excellent
3 = Good
2.50 = Goal
2 = Only Fair
1 = Poor
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 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 up from the corresponding quarter from the prior fiscal year.
The average Emergency Response Time goal was met for the quarter.
Goal not met

250 bike thefts for current quarter, up 16 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.