Quarterly Service Performance Review
Second Quarter, FY 2015
October - December, 2014

Engineering & Operations Committee
February 26, 2015
FY15 Second Quarter Overview...

✓ Very strong ridership growth
✓ October record monthly weekday average – 441,428
✓ Service reliability down significantly
  ▪ “Miscellaneous” categorized delays (weather, civil disturbances, BPD, sick passengers, etc.) way up
  ▪ Record ridership juxtapositioned with aging infrastructure results in a system operating under maximum stress
  ▪ Wayside worker safety procedures
  ▪ Yet, customer complaints about “delays” down slightly from last quarter and last year – largely avoided “BART meltdowns” due to equipment failures
✓ Reliability: Car, Computer Control System, Traction Power met; Train Control, Transportation not met
✓ Availability: AFC and Station Elevators met; Escalators and Cars not met
✓ Passenger Environment indicators not met; 3 better, 5 worse
✓ Customer complaints down
Customer Ridership

✓ Compared to same quarter last year:
  - Total ridership up 11.1% (no strike adjustment)
  - Average weekday ridership (422,995) up 8.0% (2013 strike days excluded from average)
  - Core average weekday ridership up 7.9% (2013 strike days excluded from average)
  - SFO Extension average weekday ridership up 8.7% (2013 strike days excluded from average)
  - Saturday and Sunday are up 1.9% and 4.1%, respectively (excludes weekend strike days from the comparison)
91.81%, goal not met

12/30  Multiple weather related delays; trees down on four lines, 458 trains delayed
10/15  False Occupancy at Colma Station – loose pin connector, manual operation in area, 136 trains delayed
10/31  Routing (switch) at Balboa Park interlocking, cranks installed. 123 trains delayed.
11/25  Person under a train at San Leandro Station. 115 trains delayed.
12/3  Smoking train control wire at Embarcadero compounded by sick passenger at West Oakland, false occupancy at Lake Merritt and rain file. 105 trains delayed.
On-Time Service - Train

Greg 86.81%, goal not met

Late trains by category:
- Miscellaneous (Other) 1972 late trains (32%)
- Train Control 971 late trains (16%)
- Miscellaneous (Police) 907 late trains (15%)
- Wayside Maintenance Work 564 late trains (9%)
- Revenue Vehicles 513 late trains (8%)
- Operations 309 late trains (5)

Overall, “Miscellaneous” (Police, Sick Passengers, Vandalism, Person Under Train, Weather, Civil Disturbances) caused 54% of all late trains
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

✓ 1.76, 1.00 goal not met
✓ Alstom Switch Machines installed to date 158.
✓ 141 mainline switch machines left to install.
✓ 28 installed this quarter
Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

Goal met
Traction Power

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

Goal met

Coverboard pin fatigue issue, new protective sleeves designed and being installed
Transportation

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

- 0.56, goal not met
- 12/6 worst incident, road manual without authorization, 25 late trains
Car Equipment - Reliability

Goal met
Car Equipment - Availability @ 0400 hours

✓ Goal = 573
✓ Actual = 567
✓ No wheel truing machine at Concord Shop slowed recovery from C Line weather related flat wheels
Elevator Availability - Stations

✓ 98.43%, 98.00% goal met
Elevator Availability - Garage

- 97.50% availability, 98.00% goal not met
- Improved performance, one long term outage at Pleasant Hill Garage.
Escalator Availability - Street

- 89.37%, 95.00% goal not met
- Enforcement of Elevator/Escalator mechanic licensing requirement by CalOSHA having significant negative impact on staffing
  - Multi-year remedial program under way
- December storm wreaked havoc on the street units.
- Multitude of heavy repairs
Escalator Availability - Platform

- 95.03% availability, 96.00% goal not met
- Several times, Dept. of Industrial Standards mandated step replacement jobs evolved into larger projects (chain jobs, track repair, walk on plates)
AFC Gate Availability

Goal exceeded
AFC Vendor Availability

- 95.87%, 95% goal met
- Availability of Add Fare 98.0%
- Availability of Add Fare Parking 97.9%
- Availability of Parking Validation Machines 99.5%
**Environment - Outside Stations**

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.63
- BART Parking Lot Cleanliness (25%) 2.92
- Appearance of BART Landscaping (25%) 2.68

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 60.4%
  - Parking Lots: 76.2%
  - Landscaping Appearance: 61.8%

- Staffing for grounds and landscaping:
  - FY02 – 34 FTE (38 stations)
  - FY15 – 28 FTE (43 stations)

- Station cleaning staffing – see next page

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

Composite rating for Cleanliness of:
- Station Platform (60%)  2.85
- Other Station Areas (20%)  2.68
- Restrooms (10%)  2.20
- Elevator Cleanliness (10%)  2.46

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Station Platform: 72.2%
  - Other Station Areas: 62.4%
  - Restrooms: 41.0%
  - Elevators: 53.2%

- System Service Worker (SSW) staffing/productivity (FY03 v. FY15)
  - FY03 – 145, FY15 – 118
  - Average weekday riders per SSW +76%
  - # stations per SSW +42%

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

**Service:** How are we doing? ☑
Station Vandalism

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

Goal not met
77.8% of those surveyed ranked this category as either Excellent or Good
Riders may not be making a geographical distinction between the station and the surrounding area
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: 76.2%    Brochures: 79.3%

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%) 3.05
- P.A. Transfer Announcements (33%) 3.02
- P.A. Destination Announcements (33%) 3.20

- Goal not met but slight improvement
- Announcement ratings of either Excellent or Good:
  Arrivals: 77.3% Transfers: 76.7%
  Destinations: 84.0%
Train Exterior Appearance

Goal not met, slight improvement
75.7% 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%) 3.33

Goal not met

Train Interior ratings of either Excellent or Good:

- Cleanliness: 62.0%
- Graffiti-free: 91.0%

Dwindling number of cloth seats and carpeted floors stand out more?
Train Temperature

Comfortable Temperature Onboard Train

- Goal not met
- 81.7% of those surveyed ranked this category as either Excellent or Good
Goal met

Total complaints decreased fairly significantly from last quarter, and significantly from last year (negotiations).

Complaints down or level in all categories except M&E and Policies.
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%) 2.30
- Parking Lots and Garages (33%) 2.39
- Trains (33%) 2.24

✓ Goal not met
✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 43.7%
  - Parking Lots/Garages: 47.5%
  - Trains: 40.6%

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 down 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 up 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.
The Average Emergency Response Time goal was met for the quarter.
Bike Theft

Goal not met

228 bike thefts for current quarter, down 22 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.