Quarterly Service Performance Review
Fourth Quarter, FY 2015
April - June, 2015

Engineering & Operations Committee
August 13, 2015
FY15 Fourth Quarter Overview...

✓ Record high weekday average: 429,178
✓ Continued strong ridership growth (+ 5.2% weekday)
✓ Service reliability goals not met, passenger OTP up slightly
✓ Reliability: Car, Traction Power, and Transportation met; Train Control and Computer Control System not met.
✓ Availability: Station Elevators, Platform Escalators, Fare Gates met; Garage Elevators, Street Escalators, Ticket Vendors not met.
✓ Notably, all 8 individual station environment/cleanliness indicators improved
✓ Passenger Environment indicators: 2 met, 6 not met; 5 improved, 3 worse
✓ Customer complaints down.
Customer Ridership

Average weekday ridership (429,178) up 5.2% from same quarter last year
Core weekday ridership up by 5.3% from same quarter last year
SFO Extension weekday ridership up by 4.3% from same quarter last year
Saturday and Sunday down by 0.9% and 2.1%, respectively, over same quarter last year
Second highest ridership day ever; 548,078 June 19 Warriors Parade in Oakland
On-Time Service - Customer

✓ 91.11%, 95.00% goal not met, slightly improved performance over last quarter
✓ Biggest delay events of the quarter:
  May  6 – Broken rail on M Line; 314 delayed trains
  May 20 – False occupancy Lake Merritt; 214 delayed trains
  June  5 – Train control related issues 24th Street; 211 delayed trains
  May  6 – PG&E power outage Bay Fair area; 156 delayed trains
  June 19 – Warrior Parade congestion; 145 delayed trains
86.50%, 92.00% goal not met; slight decline from last quarter

Late trains by category:

1. Other Miscellaneous (struck patron, events, multiple cause, passenger transfers, patron loading, PG&E, congestion) 1,489 late trains (25.1%)
2. Train Control 1,411 late trains (23.8%)
3. BPD 827 late trains (13.95%)
4. Track 400 late trains (6.7%)
5. Revenue Vehicle 391 late trains (6.6%)
6. Wayside Maintenance Work 358 late trains (6.0%)
7. Sick Passenger 333 late trains (5.6%)
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

✅ 2.57, 1.00 goal not met

✅ Major delay incidents
  - May 8: During PG&E power outage around Bay Fair, back up train control power supply did not function properly due to incorrect configuration
  - June 2, 4 & 5: Erratic speed codes on M-Line

✅ Series of changes instituted including MUX box clean up, engineering resources embedded in maintenance, dedicated PM crews, initiation of Quality Audit Process and other organizational changes
Includes ICS computer & SORS, Delays per 100 train runs

0.145, 0.08 goal not met.
April 24 problems occurred with the ICS and primary schedule database servers while loading the A25 supplemental schedule, 65 delayed trains.
Software bug identified and fixed, further changes designed to make ICS critical functions less dependent on schedule database underway.
Goal met

- Couple of third rail insulator flashovers, suspected cause is grime buildup on insulators
- Using new dry ice cleaner to clean insulators in underground areas
Transportation

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

✓ Goal met
✓ Focus on better communication between OCC and Lines
✓ May spike due to broken rail between 16th Street and Civic Center
Car Equipment - Reliability

✓ Goal exceeded
✓ Last floor mod completed
✓ Investment in existing fleet being scaled back
✓ C Car window mod proceeding
Car Equipment - Availability @ 0400 hours

- Goal not met – 570 vs. 573
- Accelerated floor mod and residual effects of tire problem
Elevator Availability - Stations

- Goal met
- Lengthy outage at Walnut Creek to replace hydraulic ram unit and validate integrity of supply line.
Elevator Availability - Garage

✓ 97.50% availability, performance improved, goal not met
Escalator Availability - Street

- 93.27%, 95% goal not met but significant improvement
- Completed 2 street escalator mini-overhauls:
  - 24\textsuperscript{th} Street
  - Powell
- Increase in number of State-certified mechanics allows dedicated PM routes resulting in greater accountability and improvement in PM quality
Escalator Availability - Platform

- 96% goal met
- Completed 2 platform escalator mini-overhauls at Richmond
AFC Gate Availability

✓ Goal met
AFC Vendor Availability

✓ 94.73%, goal missed by 0.27%
✓ Availability of Add Fare 97.90%
✓ Availability of Add Fare Parking 97.80%
✓ Availability of Parking Validation Machines 99.97%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.69
- BART Parking Lot Cleanliness (25%) 3.02
- Appearance of BART Landscaping (25%) 2.73

- Goal not met but each individual indicator improved
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 63.5%
  - Parking Lots: 80.7%
  - Landscaping Appearance: 65.6%

Ratings guide:
4 = Excellent
3 = Good
2.86 = Goal
2 = Only Fair
1 = Poor
SERVICE: How are we doing?

Environment - Inside Stations

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<th>FY2014 Qtr 4</th>
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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%) 2.67
- Restrooms (10%) 2.29
- Elevator Cleanliness (10%) 2.49

- Goal not met but each individual indicator improved
- Cleanliness ratings of either Excellent or Good:
  - Station Platform: 73.9%
  - Other Station Areas: 63.0%
  - Restrooms: 43.9%
  - Elevators: 54.8%
- Brightening Program beginning to impact public perception
Station Vandalism

Results

Goal not met but rating improved
79.1% 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%) 3.04

- Goal not met but each individual indicator improved
- Availability ratings of either Excellent or Good:
  - Station Agents: 76.7%
  - Brochures: 80.3%
Train P.A. Announcements

Composite rating of:
- P.A. Arrival Announcements (33%) 3.08
- P.A. Transfer Announcements (33%) 3.06
- P.A. Destination Announcements (33%) 3.21

- Goal not met
- Announcement ratings of either Excellent or Good:
  - Arrivals: 78.9%
  - Transfers: 78.5%
  - Destinations: 84.2%

Ratings guide:
4 = Excellent
3.17 = Goal
3 = Good
2 = Only Fair
1 = Poor
Goal not met, being judicious in our car washing
76.9% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.78
- Train interior kept free of graffiti (40%) 3.35

✓ Goal met and improved
✓ Train Interior ratings of either Excellent or Good:
  - Cleanliness: 68.8%
  - Graffiti-free: 92.2%
✓ New completed seat and floor program influencing public perception.
Train Temperature

Goal met

84.1% of those surveyed ranked this category as either Excellent or Good
Goal met

- Total complaints decreased 74 (4.7%) from last quarter, up 196 (15.1%) when compared with FY 14, fourth quarter.
- Lower complaint levels for: Service, AFC, M&E, Parking, Policies and BPD
- Increases: Announcements, New Bike Program, Passenger Information, Personnel, Station Cleanliness (only +2), Train Cleanliness (only +1), and Trains.
- “Compliments” increased 28% to 128 versus last quarter’s 100 (one year ago these numbered 95).
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%) 2.36
- Parking Lots and Garages (33%) 2.47
- Trains (33%) 2.35

Goal not met

- Adequate Presence ratings of either Excellent or Good:
  - Stations: 46.8%
  - Parking Lots/Garages: 52.4%
  - Trains: 45.1%
Quality of Life incidents are up 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 met
- Crimes against persons are up slightly from the last quarter, and down from the corresponding quarter of the prior fiscal year.
Auto Theft and Burglary

✓ 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.
Average Emergency Response Time

- FY2014 Qtr 4
- FY2015 Qtr 1
- FY2015 Qtr 2
- FY2015 Qtr 3
- FY2015 Qtr 4

Goal met
Bike Theft

- Goal met
- 145 bike thefts for current quarter, down 38 from last quarter and down significantly 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.