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

Engineering & Operations Committee
November 19, 2015
FY16 First Quarter Overview...

✓ Record high ridership, growth rate slowing
✓ Service reliability improved, goals not met
✓ Reliability: Car, Computer Control System, Track and Transportation met; Train Control and Traction Power not met
✓ Availability: Cars, Elevators and AFC met; Escalators not met but close
✓ Passenger Environment indicators: 2 met, 6 not met; 1 improved, 2 no change, 5 worse
✓ Complaints up
Average weekday ridership (434,003) up 3.0% from same quarter last year; highest quarter ever.

September average weekday (445,103); highest month ever.

Core weekday ridership up by 3.1% from same quarter last year

SFO Extension weekday ridership up by 2.2% from same quarter last year

Saturday and Sunday down by 1.9% and flat, respectively, over same quarter last year (excludes weekend TBT closure days)
On-Time Service - Customer

- 91.78%, 95.00% goal not met, slightly improved performance
- Biggest delay events of the quarter:
  - Aug 24 – Person Under Train – Embarcadero; 202 late trains
  - Aug 17 – Earthquake; 155 late trains
  - Jul 9 – Metal Debris/Arcing 3rd rail – Coliseum; 153 late trains
  - Jul 10 – MUX Power Supply – Daly City; 81 late trains
  - Aug 24 – BPD hold (fight/suspect in trackway) – Lake Merritt; 60 late trains
  - Aug 11 – BPD hold (bank robbery suspect in station) – 12th St.; 60 late trains
- September results are estimated due to computer outage, may be slightly overstated
On-Time Service - Train

✓ 88.39%, 92.00% goal not met; better than last quarter

✓ Late trains by category:
1. BPD 1,201 late trains (22.2%)
2. “Other Miscellaneous” (struck patron, earthquake, person/object on track, PG&E, etc.) 1,166 late trains (21.5%)
3. Train Control 965 late trains (17.8%)
4. Wayside Maintenance Work 453 late trains (8.4%)
5. Revenue Vehicle 411 late trains (7.6%)
6. Operations 259 late trains (4.8%)
7. Vandalism 253 late trains (4.7%)
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

✓ 1.74, 1.00 goal not met but improved over last quarter
✓ Major and repeating delay incidents
  ▪ July 10: Failed power supply at Balboa Park Train Control Room caused false occupancy. Replaced power supply but a cable connector pin was damaged during installation, requiring extended troubleshooting.
  ▪ July/August: Repeated loss of routing at Hayward Yard interlocking due to backup power source (temporary generator). Permanent power restored, no further issues.
✓ Implemented dedicated Maintenance Engineer in TCM for enhanced troubleshooting.
Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

✓ 0.03 performance, 0.08 goal met.
Multiple events in August

34.5 kv Cable Fault at Lake Merritt substation

Multiple flashed insulators in San Francisco

3rd Rail Insulators dry ice cleaned between Embarcadero and 24th Street, remaining underground insulators to be completed in current quarter
Transportation

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

- 0.47; 0.50 - Goal met
- Continued focus on ride checks, employee awareness
Some surface and alignment issues in the month of August due to warmer weather.

Established FY16 goal of 0.3 delayed trains per 100 trips

Goal will be reassessed as part of FY17 budget process
Goal met, 4551 revenue car hours between failures

HVAC an issue, see 11/4/15 Board e-mail for explanation and corrective action status
Car Equipment - Availability @ 0400 hours

✓ Goal Met – 582 Actual vs. 573 Required
Elevator Availability - Stations

- Goal met
- Goal 98%
- Achieved 98.83%
Elevator Availability - Garage

- Goal met
- Goal 98%
- Achieved 98.37%
**Escalator Availability - Street**

- Goal not met; however, improved
- Goal 95%
- Achieved 94.57% / Last quarter 93.27%
  - Increase in State certified mechanics
  - Improved PM’S
  - To date: 13 mini overhauls performed
Goal not met
Goal 96% / Achieved 95.70%

- Increase in PM’s, identifying needed repairs
- Long term outage on platform unit at Montgomery due to fire damage
- Continuing with State Dept. of Industrial Safety inspections/certification and clean downs
AFC Gate Availability

✓ 99.13%, 99.00% goal exceeded
AFC Vendor Availability

- Ticket Vendor Availability - 95.3% - exceeded 95% goal
- Add Fare Availability – 97.9%
- Add Fare Parking Availability – 97.7%
- Parking Validation Machines Availability – 99.79%
 Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.65
- BART Parking Lot Cleanliness (25%) 2.97
- Appearance of BART Landscaping (25%) 2.69

✓ Goal not met, all three sub-categories dropped slightly
✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 61.5%
  - Parking Lots: 77.4%
  - Landscaping Appearance: 64.7%
✓ Grounds and Structures groups focused on El Nino preparation

Ratings guide:
4 = Excellent
3 = Good
2.80 = Goal
2 = Only Fair
1 = Poor
Goal not met but “Other Station Areas” and “Elevators” improved slightly

Cleanliness ratings of either Excellent or Good:
- Station Platform: 72.6%
- Other Station Areas: 62.6%
- Restrooms: 41.1%
- Elevators: 54.5%

New budgeted positions to be filled this quarter, will provide for a Scrub Crew (overnight heavy cleaning) to be dedicated to each downtown SF station
Station Vandalism

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

Goal not met

Slight increase to 79.6% of those surveyed who ranked this category as either Excellent or Good

Station Kept Free of Graffiti
Station Services

Metrics:
- Station Agent Availability (65%)
- Brochures Availability (35%)

Ratings:
- Composite rating:
  - Station Agent Availability: 2.93
  - Brochures Availability: 3.04

Goal:
- Availability ratings must be Excellent or Good:
  - Station Agents: 75.2%
  - Brochures: 79.1%

Goal Status:
- Goal not met
- Availability ratings of either Excellent or Good:
  - Station Agents: 75.2%
  - Brochures: 79.1%
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%)  3.06
P.A. Transfer Announcements (33%)  3.02
P.A. Destination Announcements (33%)  3.20

Goal not met, performance above “Good” rating
Announcement ratings of either Excellent or Good:
Arrivals: 78.1%  Transfers: 76.5%
Destinations: 83.4%
Train Exterior Appearance

Goal not met, drought impacting wash frequency
76.3% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.81
- Train interior kept free of graffiti (40%) 3.36

- New higher goal met
- Train Interior ratings of either Excellent or Good:
  - Cleanliness: 69.9%
  - Graffiti-free: 92.0%
- Number of riders and homeless individuals are a challenge
Train Temperature

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

Comfortable Temperature Onboard Train

✓ Goal met
✓ 82.7% of those surveyed ranked this category as either Excellent or Good
✓ More aggressive approach in identifying A/B cars with a HVAC problem and to keep ventilation fans running even when HVAC has failed
Customer Complaints

Complaints Per 100,000 Customers

- 5.77, 5.07 goal not met
- Total complaints increased, up 25% over last quarter and 24% over last year.
- Complaint totals increased in all categories except for Announcements, New Bike Program, and Train Cleanliness.
- 141 compliments, increase over last quarter (129) and last year (130)
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 not 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

FY2015 Qtr 1 FY2015 Qtr 2 FY2015 Qtr 3 FY2015 Qtr 4 FY2016 Qtr 1

✓ Goal met
BART Police Presence

Composite Rating of Adequate BART Police Presence in:
- Stations (33%) 2.35
- Parking Lots and Garages (33%) 2.45
- Trains (33%) 2.33

✓ Goal not met
✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 46.5%
  - Parking Lots/Garages: 50.9%
  - Trains: 44.7%

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 met

Crimes against persons are down 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 up 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.
Bike Theft

✓ Goal not met
✓ 223 bike thefts for current quarter, up 78 from last quarter and down 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.