Quarterly Service Performance Review
Second Quarter, FY 2016
October - December, 2015
Engineering & Operations Committee
February 11, 2016
FY16 Second Quarter Overview...

✓ Weekday average ridership (431,339) up 2.0% from last quarter; however, total trips were 0.9% below budget.

✓ Service reliability goals not met

✓ Reliability: Car and Transportation met; Train Control, Computer Control System, Track and Traction Power not met.

✓ Availability: Fare Gates and Ticket Vendors met; Garage Elevators, Street Escalators, Station Elevators, Platform Escalators, not met.

✓ Passenger Environment indicators stable: 2 met, 6 not met; 2 improved, 4 worse (3 by 0.01), 2 unchanged

✓ Customer complaints down nearly 30% from last quarter; all categories recorded reductions except for AFC and Train Cleanliness
Average weekday ridership (431,339) up 2.0% from same quarter last year
• Core up 2.1%, SFO Extension up 1.2%
Saturday and Sunday down by 1.9% and 6.0%, respectively, over same quarter last year
Total trips for the quarter 0.9% below budget
On-Time Service - Customer

- 90.85%, 95.00% goal not met, down 0.93%
- Biggest delay events of the quarter:
  - Dec 22 – Overnight rail work at West Oakland interlocking, installation issues - 150 late trains
  - Nov 10 – Sink hole formed under running rail near South Hayward - 126 late trains
  - Nov 10 – 3\textsuperscript{rd} rail insulator smoking at Civic Center - 101 late trains
  - Dec 17 – Undercar rail car panel struck near West Oakland interlocking - 101 late trains
  - Nov 17 – Communication equipment arrestor board failure near Fruitvale - 93 late trains
  - Nov 23 – Person on trackway near Oakland Wye - 69 late trains
  - Nov 10 – 34.5kV cable fault near Union City - 61 late trains
On-Time Service - Train

86.75%, 92.00% goal not met; down 1.64%

Late trains by category:
1. Miscellaneous (patron loading, passenger transfer, congestion, multi-cause delay, person on trackway, weather)
5799 Total Late Trains
1,221 late trains (21.1%)
1,087 late trains (18.7%)
738 late trains (12.7%)
617 late trains (10.6%)
434 late trains (7.5%)
306 late trains (5.3%)
252 late trains (4.3%)
246 late trains (4.2%)
Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

✓ 1.33, 1.00 goal not met but continuous improvement over previous quarters
✓ Major and repeating delay incidents
  ▪ October-December: Repeating intermittent false occupancy at the Balboa Park interlocking. All associated wayside and room equipment have been replaced. Systematically eliminating wayside grounding and infrastructure deficiencies.
  ▪ November 17: Richmond switch correspondence issue
Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

- Goal not met because of one incident in November: wayside cable fault caused sectionalizing breakers to trip.
Traction Power

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

- Goal not met
- Multiple 34.5kv cable faults on Lower A-Line
- Multiple flash insulator incidents
- Handover issues associated with assuming responsibility from Train Control for certain electrical responsibilities
Transportation

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

 ✓ 0.46; Goal met
 ✓ Continued emphasis on employee awareness and attention to detail
   • Counseling and re-training
Track

Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs

✓ Permanent repairs to Nov 10 Lower A-Line sink hole completed, required extensive work.
✓ December jump due to rail installation issues around the West Oakland interlocking
✓ West Oakland interlocking (Labor Day TBT closure) made fully functional in January!
Car Equipment - Reliability

Goal Met – Fleet = 4228 Hours
Concord = 4787 Hours
Daly City = 3642 Hours
Richmond = 4003 Hours
### Car Equipment - Availability @ 0400 hours

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- ✓ Goal Met – 582 Actual vs. 573 Required
- ✓ Higher car availability and longer, more consistent train lengths made possible by FY16 budget initiative
Elevator Availability - Stations

- 98% Goal, 97.87% Actual
- Goal not met due to two vandalism incidents:
  - Door glass shattered at Powell (75 hours downtime)
  - Vandalized outer hatch doors at 16th Street (81 hours downtime)
- Two significant repairs at Powell, including a motor overhaul
Elevator Availability - Garage

- Goal 98%, Actual 95.70%
- Numerous problems with one unit at El Cerrito del Norte
- Long term outage of one unit at Pleasant Hill due to controller problem
95% Goal, Actual 91.20%, down from last quarter

Multiple contributors to downward trend: Rain, Staff, Heavy Repairs, PM Compliance.
- Heavy rains exposed substandard sump pump and drainage system
- Heavy rains washed significant debris into pits. (contracted for drain cleaning)
- 3 CCCM’s resigned during the 2nd quarter to take other jobs in the industry.
- Long term rebuild of unit at Glen Park strained CCCM resources, now back in service
- Revised Preventative Maintenance approach to achieve a higher completion level
Escalator Availability - Platform

- 96% Goal, Actual 94.33%
- Aforementioned heavy repair at Glen Park strained resources and required 106 day outage
- Four other heavy repair jobs: Civic Center, Powell, Daly City and 16th Street
- Contractors unavailable to assist
AFC Gate Availability

✓ 99.14%, 99.00% goal exceeded
AFC Vendor Availability

- Ticket Vendor Availability - 95.9% - exceeded 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%) 2.64
- BART Parking Lot Cleanliness (25%) 2.95
- Appearance of BART Landscaping (25%) 2.70

- Overall goal not met, although Landscaping sub-category improved slightly and met its sub-goal
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 61.6%
  - Parking Lots: 77.1%
  - Landscaping Appearance: 63.7%
Environment - Inside Stations

Composite rating for Cleanliness of:
- Station Platform (60%) 2.87
- Other Station Areas (20%) 2.68
- Restrooms (10%) 2.25
- Elevator Cleanliness (10%) 2.47

Goal not met

Cleanliness ratings of either Excellent or Good:
- Station Platform: 73.1%
- Other Station Areas: 62.7%
- Restrooms: 42.7%
- Elevators: 53.9%

Focus on downtown San Francisco stations showing some results, 3 of 4 M Line indicators improved

Ratings guide:
- 4 = Excellent
- 3 = Good
- 3.00 = Goal
- 2 = Only Fair
- 1 = Poor
Station Vandalism

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

Goal

- Goal not met, improved rating
- 80.3% of those surveyed ranked this category as either Excellent or Good
## Station Services

<table>
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<tr>
<th>FY2015 Qtr 2</th>
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### 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: 78.4%

**Ratings guide:**
- 4 = Excellent
- 3.06 = Goal
- 3 = Good
- 2 = Only Fair
- 1 = Poor
Train P.A. Announcements

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

✓ Goal not met
✓ Announcement ratings of either Excellent or Good:
Arrivals: 76.7%  
Transfers: 75.7%  
Destinations: 83.1%

Composite rating of:
P.A. Arrival Announcements (33%)  3.04
P.A. Transfer Announcements (33%)  3.00
P.A. Destination Announcements (33%)  3.19
Goal not met

77.5% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.75
- Train interior kept free of graffiti (40%) 3.37

✓ Goal met
✓ Train Interior ratings of either Excellent or Good:
  - Cleanliness: 67.6%
  - Graffiti-free: 92.6%

Ratings guide:
4 = Excellent
3 = Good
3.00 = Goal
2 = Only Fair
1 = Poor
Train Temperature

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

Comfortable Temperature Onboard Train

✓ Goal met
✓ 85.3% of those surveyed ranked this category as either Excellent or Good
4.20, 5.07 goal met

Total complaints decreased 560 (29.9%) from last quarter, up 65 (5.2%) when compared with FY 15, second quarter.

Complaints down in all categories except for AFC and Train Cleanliness.

Compliments are down with 90 compared to 143 last quarter (one year ago these numbered 74).
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 not 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%) 2.35
- Parking Lots and Garages (33%) 2.47
- Trains (33%) 2.33

- Goal not met
- Adequate Presence ratings of either Excellent or Good:
  - Stations: 47.2%
  - Parking Lots/Garages: 51.2%
  - Trains: 45.9%
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 met
✓ Crimes against persons are up 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.
Bike Theft

Goal not met

201 bike thefts for current quarter, down 22 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.