



Quarterly Service Performance Review

First Quarter, FY 2019
July - September, 2018

Operations & Safety Committee
November 15, 2018

PERFORMANCE INDICATORS	SUMMARY CHART 1st QUARTER FY 2019									
	CURRENT QUARTER				PRIOR QTR ACTUALS		YEAR TO DATE			
	ACTUAL	STANDARD	STATUS	LAST QUARTER	THIS QTR LAST YEAR	ACTUAL	STANDARD	STATUS		
Average Ridership - Weekday	419,692	420,057	NOT MET		416,706	419,978	419,692	420,057	NOT MET	
Customers on Time										
Peak	92.27%	94.00%	NOT MET		93.29%	86.95%	92.27%	94.00%	NOT MET	
Daily	93.59%	94.00%	NOT MET		94.18%	90.04%	93.59%	94.00%	NOT MET	
Trains on Time										
Peak	89.26%	N/A	N/A		90.28%	79.68%	89.26%	N/A	N/A	
Daily	91.27%	91.00%	MET		91.20%	83.14%	91.27%	91.00%	MET	
Peak Period Transbay Car Throughput										
AM Peak	92.87%	97.50%	NOT MET		95.95%	96.68%	92.87%	97.50%	NOT MET	
PM Peak	95.22%	97.50%	NOT MET		96.60%	95.38%	95.22%	97.50%	NOT MET	
Car Availability at 4 AM (0400)	585	595	NOT MET		589	575	585	595	NOT MET	
Mean Time Between Service Delays	5,032	4,000	MET		4,663	3,810	5,032	4,000	MET	
Elevators in Service										
Station	99.03%	98.00%	MET		98.40%	98.10%	99.03%	98.00%	MET	
Garage	92.27%	97.00%	NOT MET		93.57%	96.40%	92.27%	97.00%	NOT MET	
Escalators in Service										
Street	89.83%	93.00%	NOT MET		86.70%	92.10%	89.83%	93.00%	NOT MET	
Platform	96.93%	96.00%	MET		95.33%	96.50%	96.93%	96.00%	MET	
Automatic Fare Collection										
Gates	99.57%	99.00%	MET		99.57%	99.51%	99.57%	99.00%	MET	
Vendors	98.67%	95.00%	MET		98.22%	95.79%	98.67%	95.00%	MET	
Wayside Train Control System	0.76	1.00	MET		0.78	2.00	0.76	1.00	MET	
Computer Control System	0.03	0.08	MET		0.027	0.063	0.027	0.08	MET	
Traction Power	0.04	0.20	MET		0.06	0.11	0.04	0.20	MET	
Track	0.14	0.30	MET		0.01	0.13	0.14	0.30	MET	
Transportation	0.50	0.50	MET		0.54	0.69	0.50	0.50	MET	
Environment Outside Stations	0.00	0.00			0.00	0.00	0.00	0.00		
Environment Inside Stations	0.00	0.00			0.00	0.00	0.00	0.00		
Station Vandalism	71.60%	N/A			74.20%	74.10%	71.60%	N/A		
Train Interior Cleanliness	70.80%	N/A			70.80%	69.50%	70.80%	N/A		
Train Temperature	79.70%	N/A			82.90%	79.90%	79.70%	N/A		
Customer Service	0.00%	0.00			0.00%	0.00%	0.00%	0.00		
Homelessness & Fare Evasion	0.00%	0.00			0.00%	0.00%	0.00%	0.00		
Customer Complaints										
Complaints per 100,000 Passenger Trips	10.05	5.07	NOT MET		7.80	7.74	10.05	5.07	NOT MET	
Safety										
Station Incidents/Million Patrons	1.73	5.50	MET		1.20	1.56	1.73	5.50	MET	
Vehicle Incidents/Million Patrons	0.46	1.30	MET		0.36	0.62	0.46	1.30	MET	
Lost Time Injuries/Illnesses/Per OSHA	5.74	7.50	MET		5.88	7.24	5.74	7.50	MET	
OSHA-Recordable Injuries/Illnesses/Per OSHA	11.21	13.30	MET		8.34	12.99	11.21	13.30	MET	
Unscheduled Door Openings/Million Car Miles	0.100	0.300	MET		0.200	0.050	0.100	0.300	MET	
Rule Violations Summary/Million Car Miles	0.300	0.500	MET		0.200	0.150	0.300	0.500	MET	
Police										
BART Police Presence	11.0%	11.9%	NOT MET		10.0%	10.8%	11.0%	11.9%	NOT MET	
Quality of Life per million riders	40.38	N/A	N/A		44.59	99.45	40.38	N/A	N/A	
Crimes Against Persons per million riders	3.83	2.00	NOT MET		3.87	3.15	3.83	2.00	NOT MET	
Auto Burglaries per 1,000 parking spaces	4.39	8.00	MET		5.88	6.26	4.39	8.00	MET	
Auto Thefts per 1,000 parking spaces	1.66	6.00	MET		1.95	2.24	1.66	6.00	MET	
Police Response Time per Emergency Incident (Minutes)	5.31	5.00	NOT MET		4.36	5.30	5.31	5.00	NOT MET	
Bike Thefts (Quarterly Total and YTD Quarterly Average)	122	150.00	MET		99	125	122	150.00	MET	

LEGEND: Goal met Goal not met but within 5% Goal not met by more than 5%



FY19 First Quarter Overview



- ✓ Ridership by decreased 0.9% compared to same quarter last year, primarily on weekends
- ✓ Continued gains in train service reliability, Ops and BPD working together to improve further
- ✓ Equipment Reliability: Car, Track and Traction Power, Computer Control System and Train Control all met goal
- ✓ Equipment Availability: Station Elevators, Platform Escalators, Ticket Machines and Fare Gates met goal; Street Escalators, Garage Elevators and Cars, none met goal
- ✓ Passenger Environment: 2 of 4 Station indicators improved, none met goal; 3 of 4 Train indicators improved, none met goal
- ✓ Complaints increased with inclusion of social media



New Station QPR Indicators



- ✓ Environment Inside the Station
 - Cleanliness of Station Platform (weight 40%)
 - Restroom Cleanliness (weight 7.5%)
 - Elevator Cleanliness (weight 10%)
 - Cleanliness of Concourse (weight 25%)
 - Escalator Cleanliness (weight 10%)
 - Stairwell Cleanliness (weight 7.5%)
- ✓ Homelessness: How Well is BART addressing homelessness
- ✓ Fare Evasion: Customer observed someone not pay their fare
- ✓ Environment Outside the Station
 - BART Parking Lot Cleanliness (33%)
 - Combines landscaping, walkways & Entry Plaza (weight 67%)



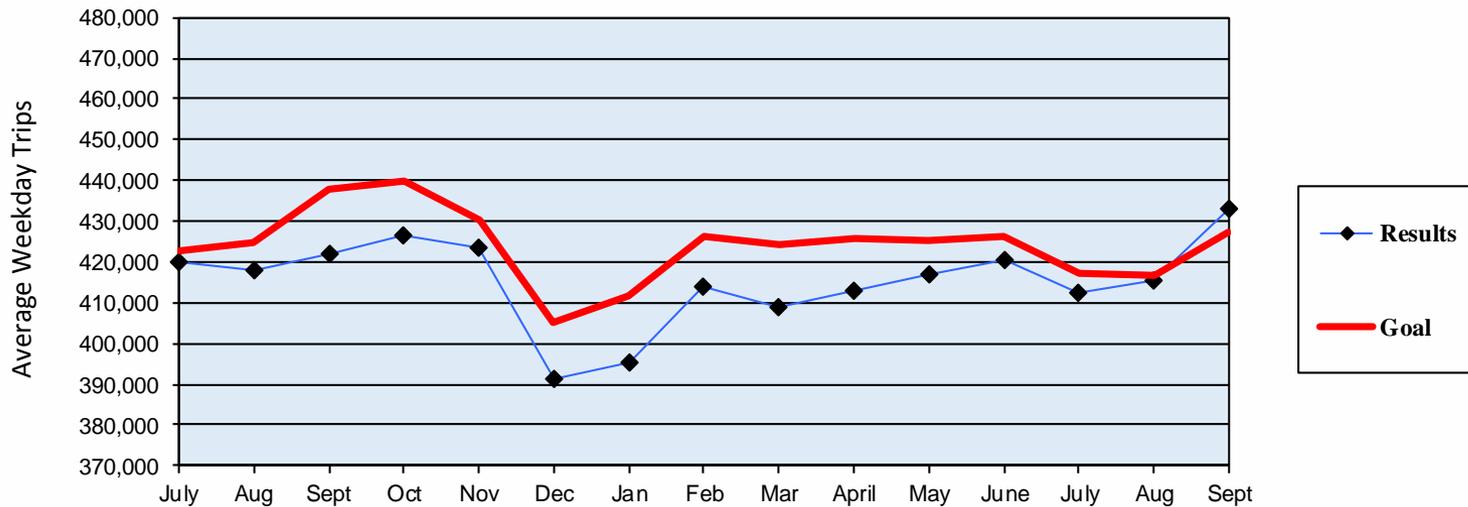
New Customer Service Indicators



- ✓ Customer Service (all items weighted equally)
 - Quality of customer service from Station Agent
 - Onboard next stop, destination and transfer announcements
 - Onboard delay announcements



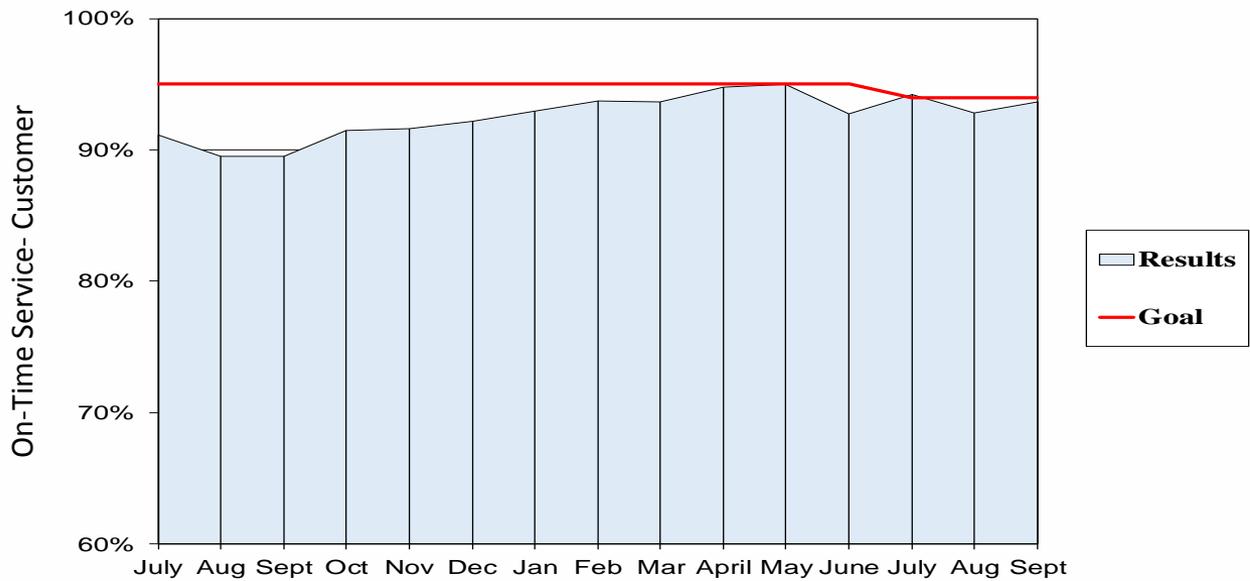
Customer Ridership



- ✓ Total ridership decreased by 0.9% compared to same quarter last year
- ✓ Average weekday ridership (419,692) down by 0.1% from same quarter last year
- ✓ Core weekday ridership up by 0.3% from same quarter last year
- ✓ SFO Extension weekday ridership down by 3.0% from same quarter last year
- ✓ Average peak ridership up by 1.1% compared to same quarter last year
- ✓ Saturday and Sunday down by 9.0% and 7.8%, respectively, from same quarter last year mainly due to M03 closures in August and September



On-Time Service - Customer

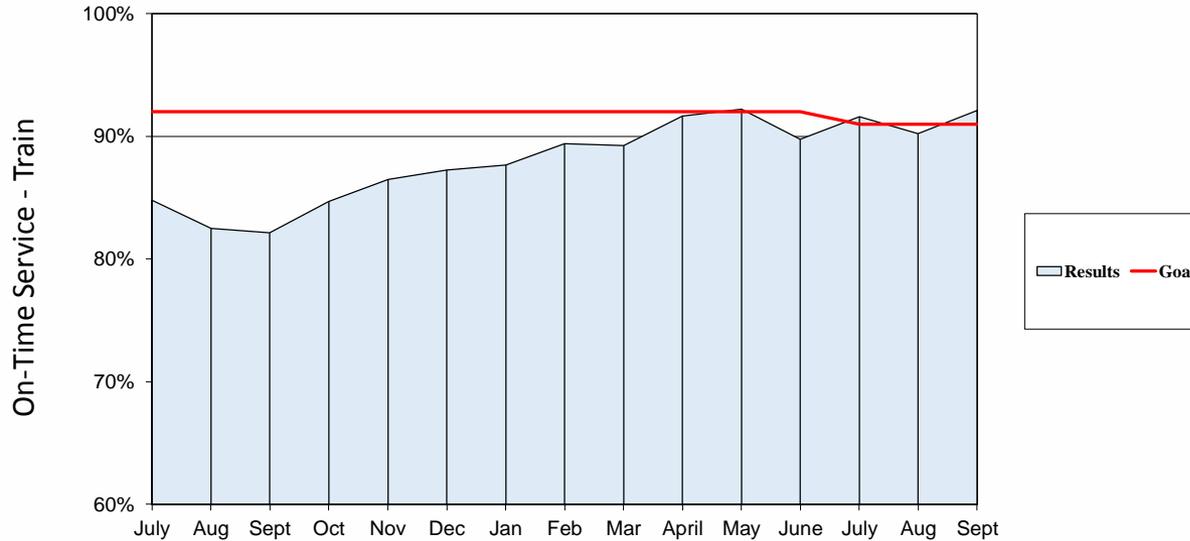


✓ Goal not met – Actual 93.6% / Goal 94.00% down, 0.59% from prior quarter

1	7-Aug-18	Montgomery	MUX (Short in Power Line/Second Day)	Equip	83
2	16-Aug-18	B.F. Merge Ilock	Track (Cracked Rail)	Equip	73
3	6-Aug-18	W. Oak/Emb	Multi-Cause (BPD & Medical)	People	45
4	22-Jul-18	MacArthur	BPD (Fatal Stabbing)	People	36
5	6-Jul-18	Richmond Yard	Routing (Switch)	Equip	34
6	26-Sep-18	Bay Fair	Debris on Trackway (Mylar Balloon/F.O.)	Debris	30
7	17-Jul-18	A.L.M-lines	Congestion (Overlapping Delays)	Multi	30
8	6-Aug-18	Montgomery	MUX (First Day-See Item 1)	Equip	29
9	14-Aug-18	Daly City	False Occupancy (Loose Jumper Wire)	Equip	27
10	22-Sep-18	Civic Center	Debris on Trackway (Insulator Damage/Smoke)	Debris	24



On-Time Service - Train



- ✓ Goal Met – Actual 91.3% / 91% Goal, up 0.07% from prior quarter
- ✓ 37.7% of late trains were late due to multiple small delays, each under 5 minutes

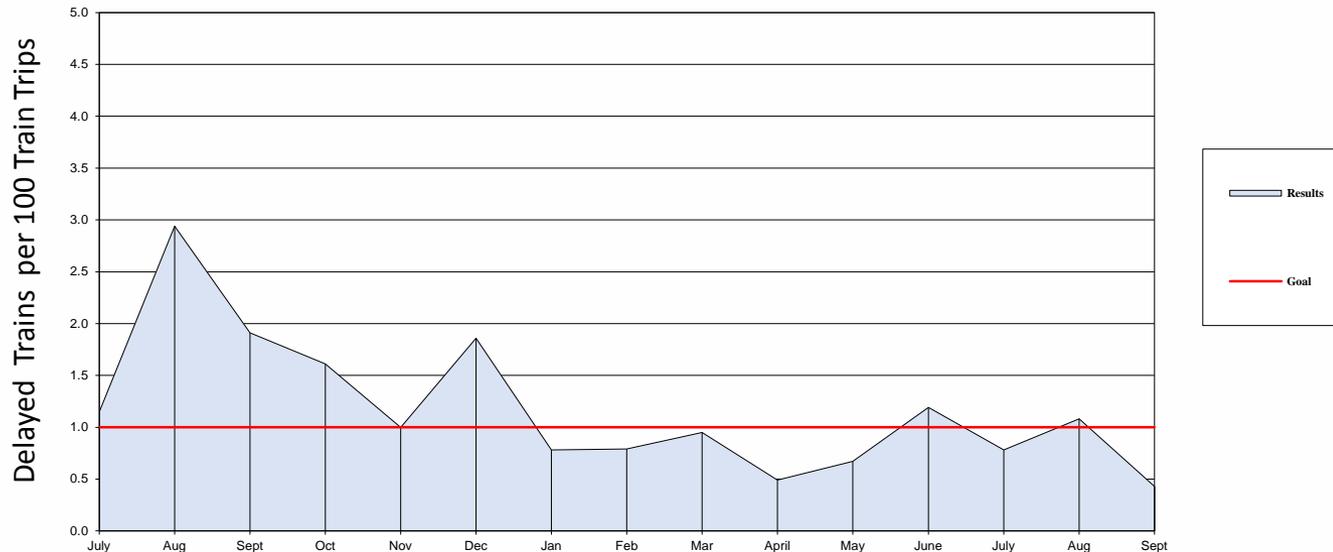
POLICE ACTIONS	29.2% of delayed trains
TRAIN CONTROL	10.8% of delayed trains
RAIL CAR	8.5% of delayed trains
PATRON ILL	7.8% of delayed trains
OPERATIONS	7.0% of delayed trains
VANDALISM	5.8% of delayed trains
CONGESTION	5.5% of delayed trains
MULTIPLE CAUSE	4.0% of delayed trains
PERSON ON TRACKWAY	3.9% of delayed trains
OBJECT ON TRACKWAY	3.3% of delayed trains



Wayside Train Control System



Includes False Occupancy & Routing, Delays Per 100 Train Runs



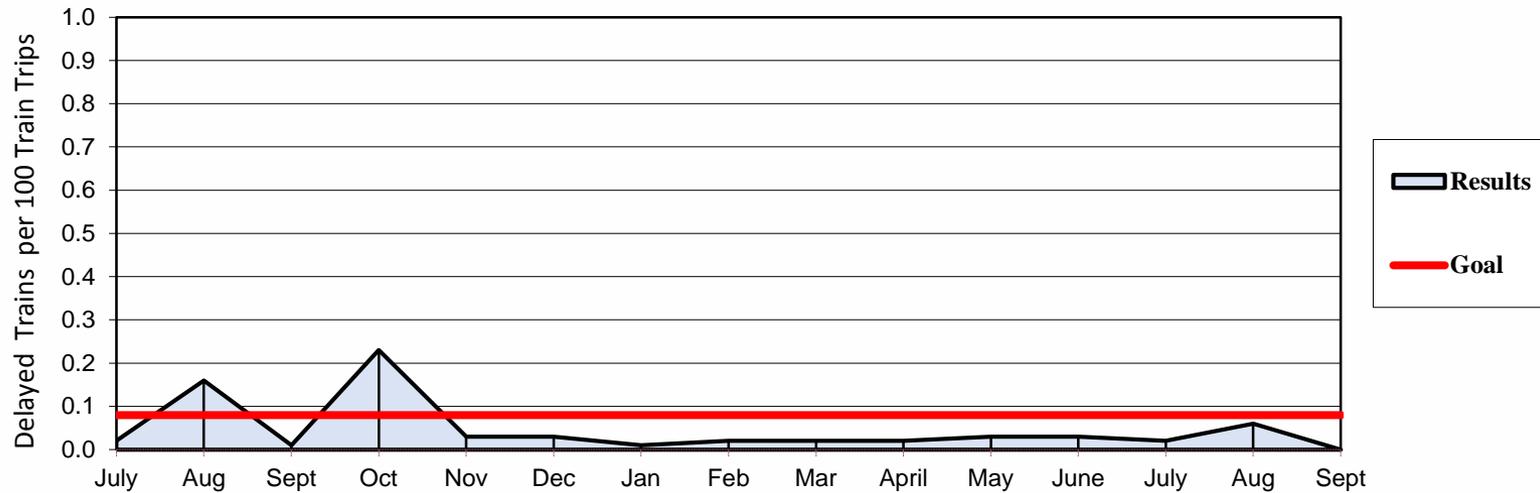
- ✓ Goal met – Actual 0.76 / Goal 1.00
- ✓ Train Control is continuing to improve plant conditions and Wayside equipment to enhance proficiency and reliability.
- ✓ Two events in August related to Montgomery Train Control Cabling drove number



Computer Control System



Includes ICS computer & SORS, Delays per 100 train runs



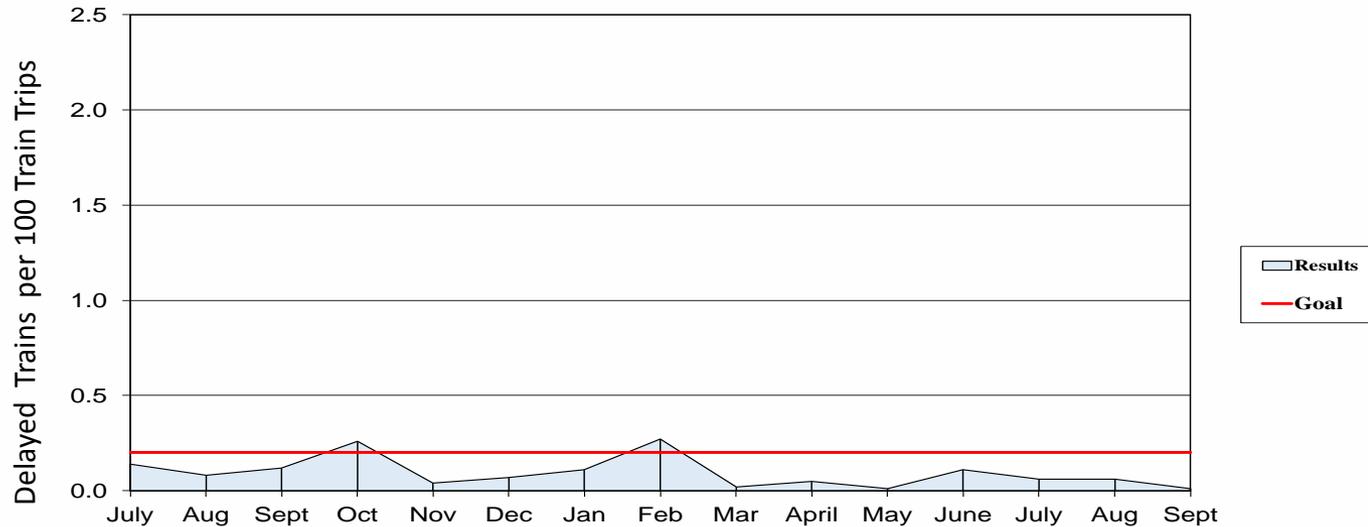
- ✓ Goal met – Actual 0.03 / Goal 0.08
- ✓ Expedited and aggressive data analytics along with additional monitoring enables quick resolution to computer control problems as they occur.



Traction Power



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



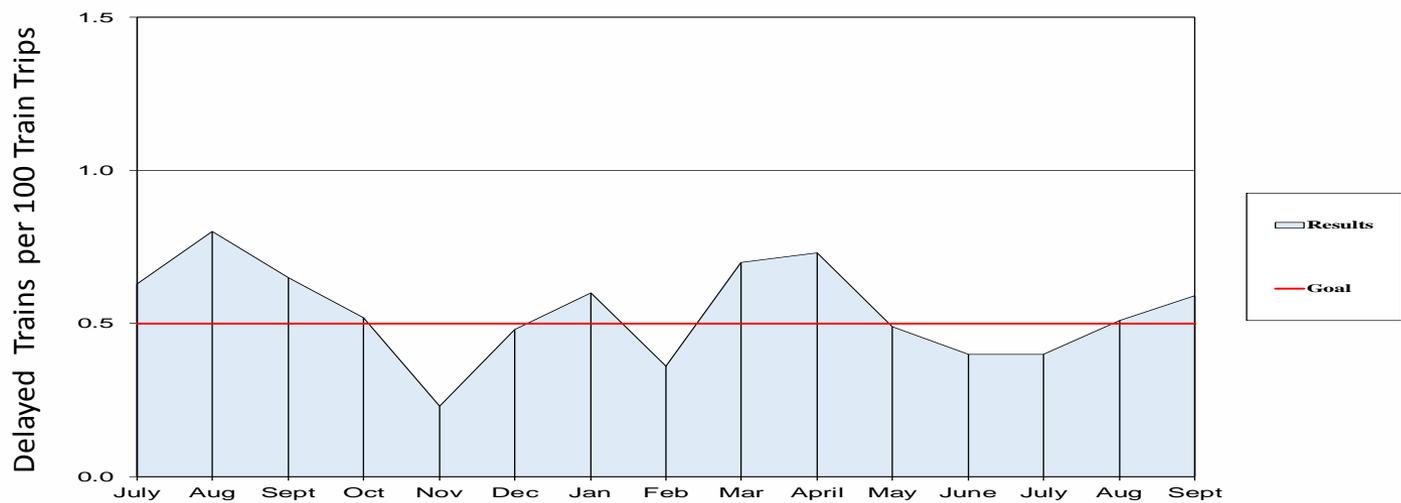
- ✓ Goal met – Actual .04 / Goal .2
- ✓ RR Projects continuing to improve reliability
- ✓ Replacing Insulators Downtown SF Stations (FY19)
- ✓ M-Line and K-Line 34.5 kv cable replacements underway
- ✓ K-Line 34.5kv Redundancy restored (from A-Line)



Transportation



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



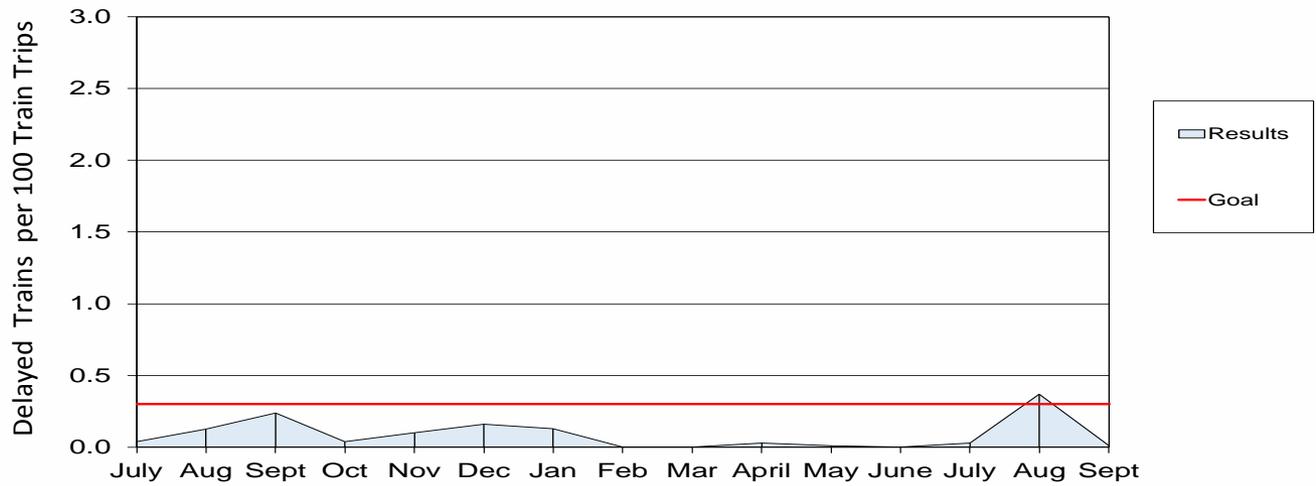
- ✓ Goal met – Actual .5 / Goal .5
- ✓ Continued emphasis on delay monitoring and coordination with Lines to ensure on-time dispatches



Track



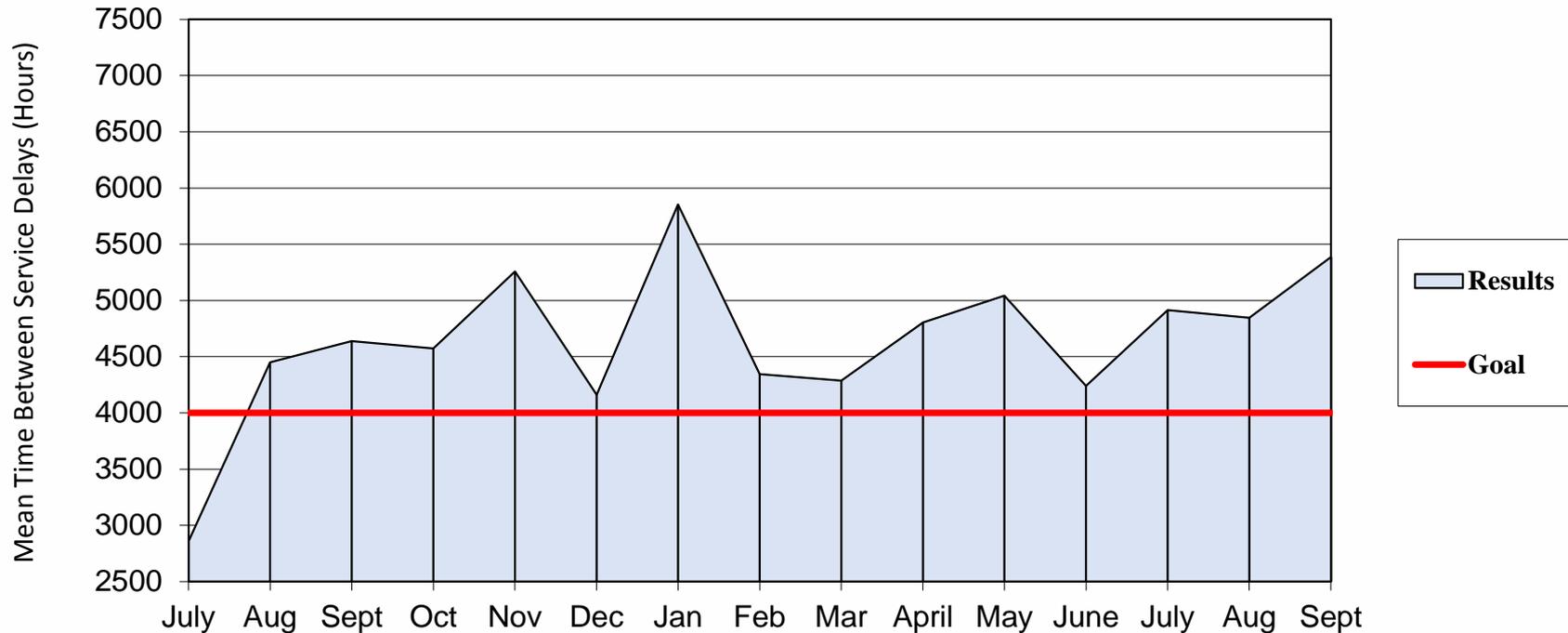
Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs



- ✓ Goal met – Actual .01 / Goal .30
- ✓ One broken rail incident in August



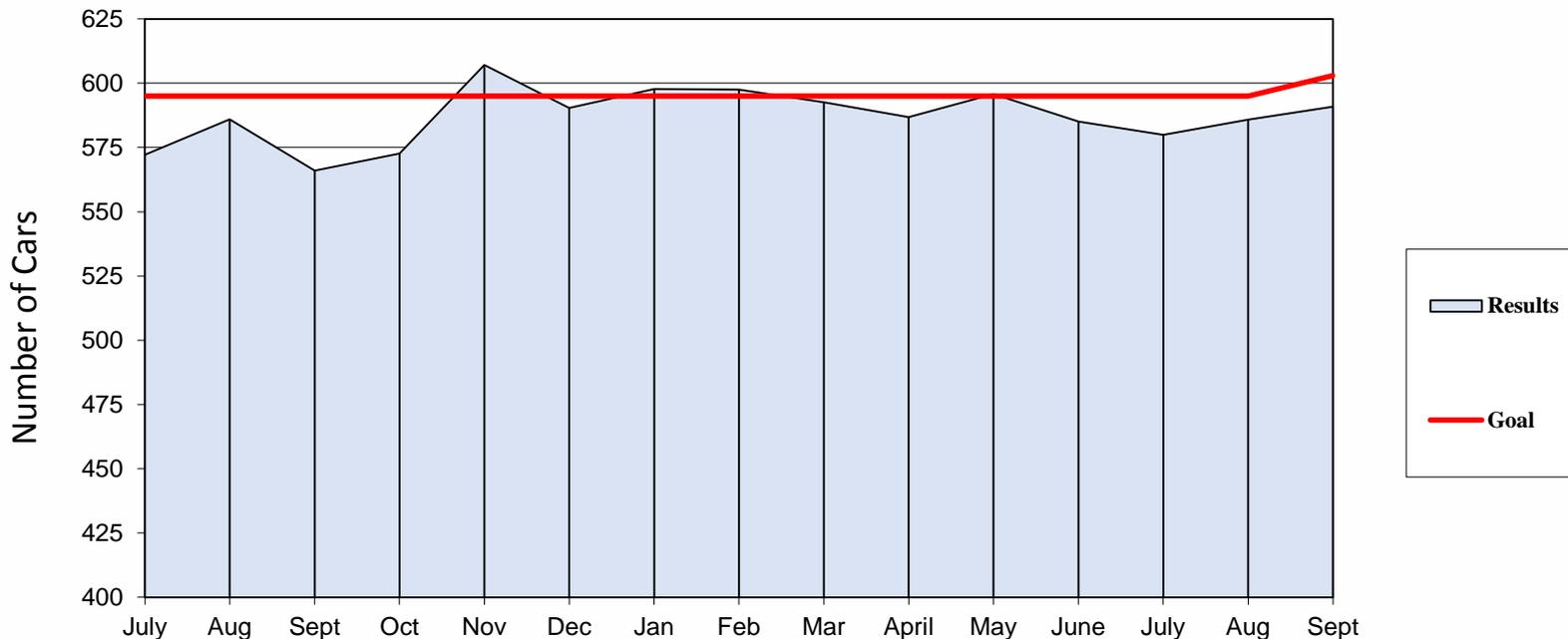
Car Equipment - Reliability



- ✓ Goal met – MTBSD Goal 4,000 hours / Actual 5,032 hours
- ✓ Focused on reliability- suffered a little on car availability
- ✓ Close attention to corrective maintenance and repeaters



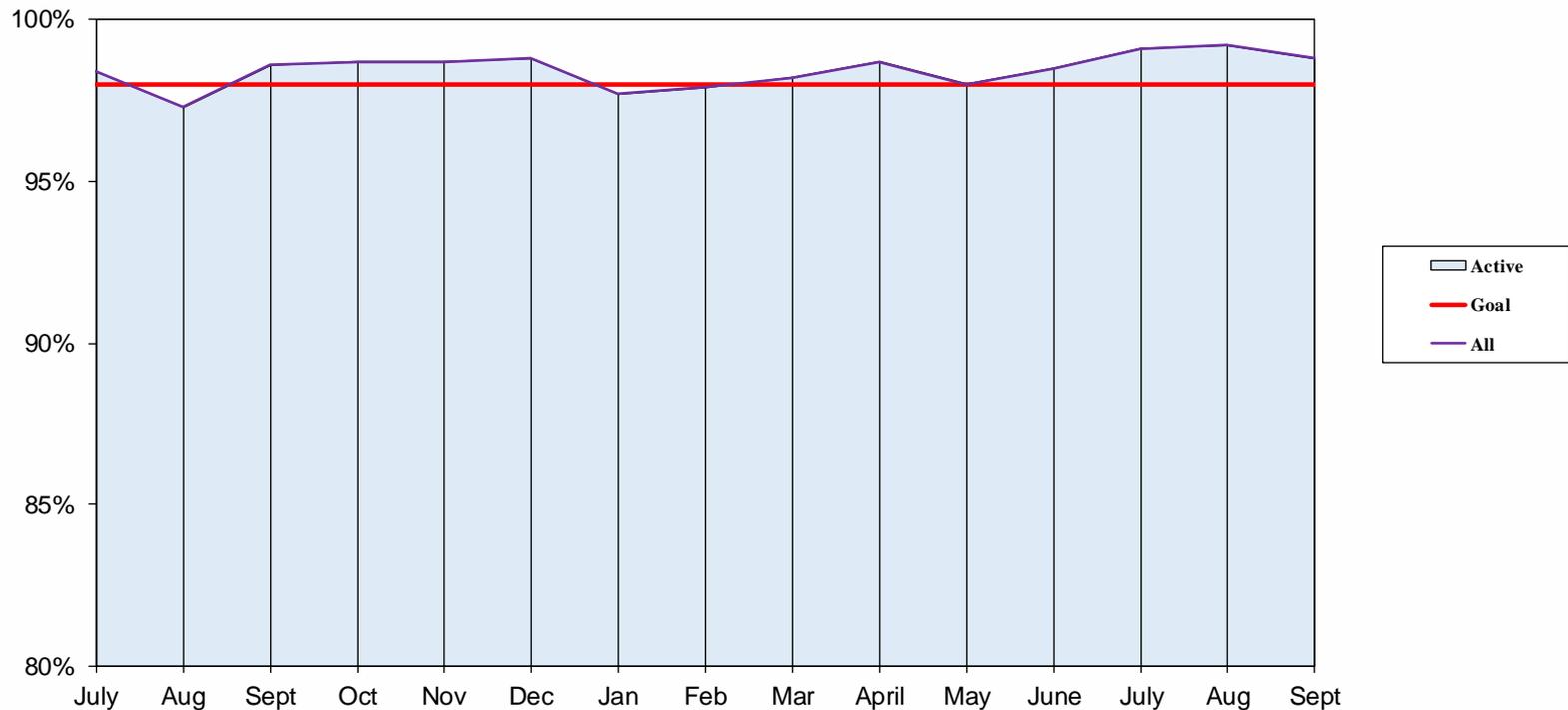
Car Equipment – Availability @ 0400 hours



- ✓ Goal not met – 585 Actual vs. 595 Required (Changed to 603 in Sept.)
- ✓ Availability C-Car 82%, A/B= 95%
- ✓ Vehicles are requiring more troubleshooting
- ✓ Some relief with Fleet of the Future in service



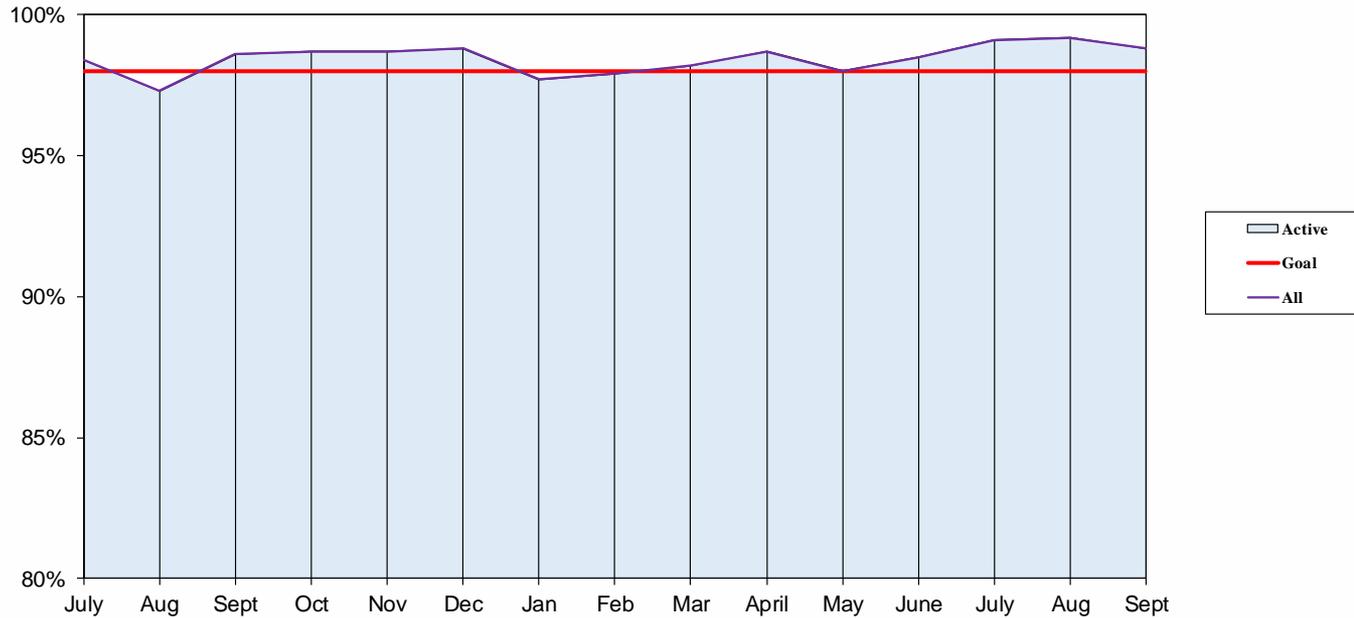
Elevator Availability - Stations



- ✓ Goal met - Actual 99.03% / Goal 98%
- ✓ Team is doing a fantastic job staying on top of station elevators
- ✓ There were 10 elevators throughout the quarter that were responsible for excessive out-of-service time – 7 were Garage & 3 were Stations.



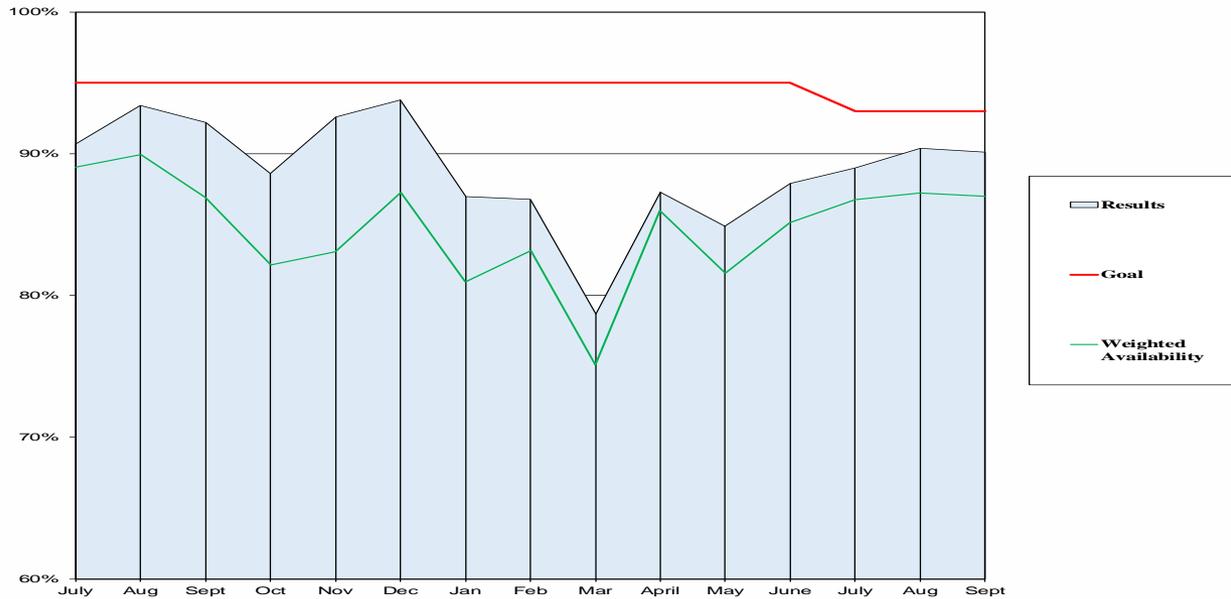
Elevator Availability - Garage



- ✓ Goal not met – Actual 92.3% / Goal 97%.
- ✓ Garage elevators lower priority due to redundancy



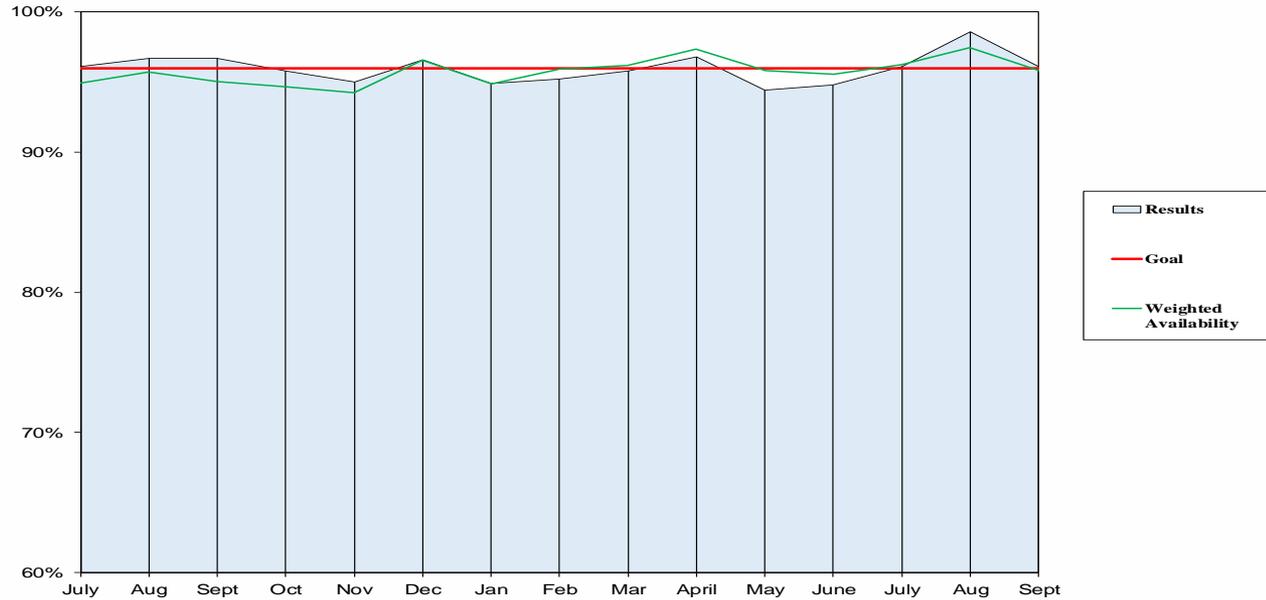
Escalator Availability - Street



- ✓ Goal not met – Actual 89.9% / Goal 93%
- ✓ Up 3.2% from prior quarter
- ✓ 19th Street Escalator – bull gear replacement



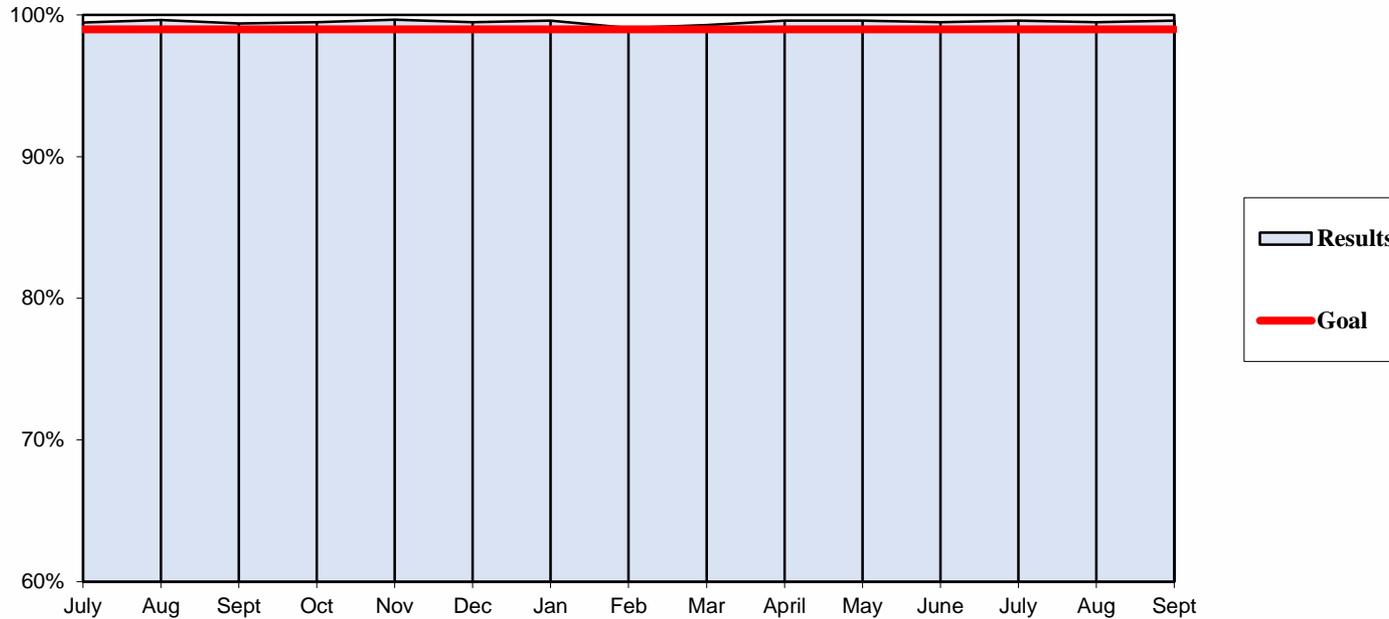
Escalator Availability - Platform



- ✓ Goal met – Actual 96.9% / Goal 96%
- ✓ Preventative maintenance continues to improve
- ✓ Performed two planned / scheduled large step chain replacement jobs
- ✓ Five planned / scheduled handrail replacements



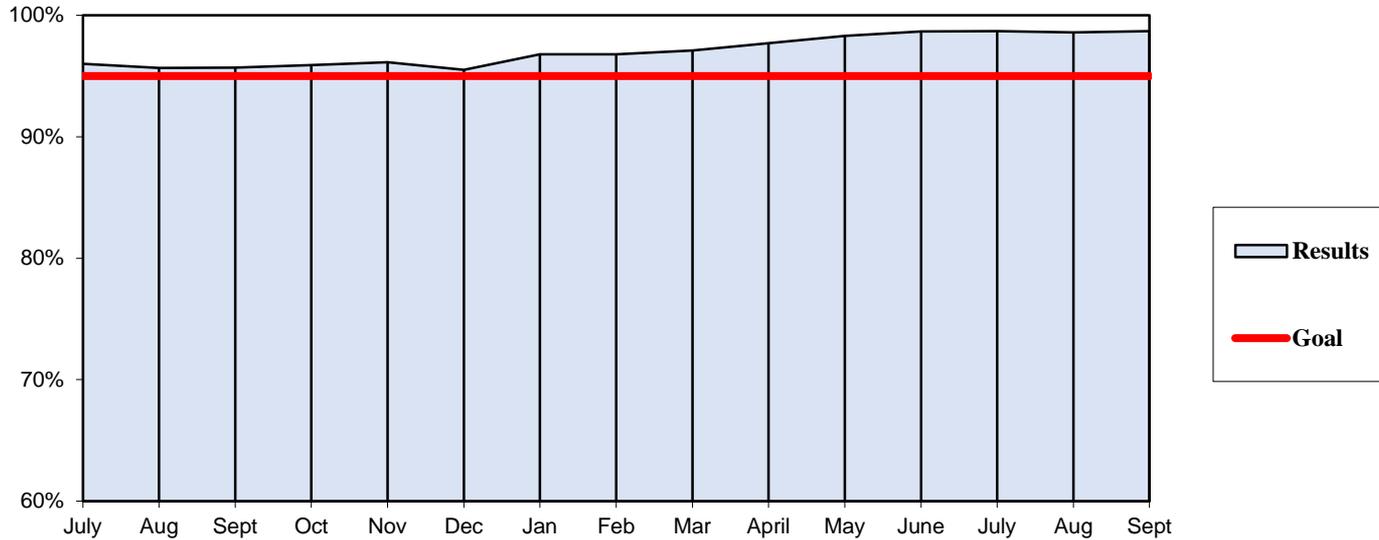
AFC Gate Availability



- ✓ Goal met - Actual 99.6% / Goal 99.0%
- ✓ Proactive maintenance continues to improve gate performance



AFC Vendor Availability



- ✓ Goal met - Actual 98.7% / Goal 95.0%
- ✓ Parking Validation Machines Availability – 99.0%



Environment - Outside Stations



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES questionnaire: *Appearance of BART Landscaping was combined with Walkways and Entry Plaza*
- Building historical data for all of the elements
- Will establish goal for FY20

	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	FY19 Q1
BART Parking Lot Cleanliness	71.4%	70.2%	71.4%	74.2%	71.7%
Appearance Of BART Landscaping, Walkways & Entry Plaza Just Outside Station*					58.1%

* New or modified attributes



Environment - Inside Stations



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES questionnaire: added *Cleanliness of Concourse, Escalator Cleanliness, Stairwell Cleanliness*; dropped *Cleanliness of Other Areas*
- Building historical data for the all of the elements
- Will establish goal for FY20

	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	FY19 Q1
Cleanliness Of Station Platform	62.4%	63.1%	63.9%	63.3%	67.6% ↑
Restroom Cleanliness	32.9%	34.7%	32.9%	35.2%	43.4% ↑
Elevator Cleanliness	43.8%	46.7%	45.7%	42.8%	55.5% ↑
Cleanliness Of Concourse *					62.7%
Escalator Cleanliness *					63.7%
Stairwell Cleanliness *					56.8%

* New or modified attributes

↑ indicates a statistically significant increase from the prior quarter



Station Vandalism



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Building historical data for all of the elements
- Will establish goal for FY20

	FY19 Q1
Station kept free of graffiti	71.6%

✓ 71.6% of those surveyed rated this category as either Excellent or Good



Train Interior Cleanliness



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Building historical data for all of the elements
- Will establish goal for FY20

	FY19 Q1
Train Interior Cleanliness (65%)	61.7%
Train Interior kept free of graffiti (35%)	87.7%
Composite score	70.8%

- ✓ Train interior cleanliness 61.7%
- ✓ Train interior kept free of graffiti 87.7%



Train Temperature



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Building historical data for all of the elements
- Will establish goal for FY20

	FY19 Q1
Comfortable Temperature on board train	79.7%

✓ 79.7 % of those surveyed rated this category as either Excellent or Good



Customer Service



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- New Performance Indicator
- *Customer service from Station Agent replaces Availability of Brochures and Availability of Station Agents*
- *PA Announcements for Transfer, Next Station and Destination combined into one attribute*
- Building historical data for the all of the elements
- Will establish goal for FY20

	FY19 Q1
Customer service from Station Agent (if used today)*	69.8%
Onboard next stop, destination and transfer announcements*	76.5%
Onboard delay announcements (if this train was delayed today)*	78.5%

* New or modified attributes



Homelessness and Fare Evasion



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good
- Yes/No

- New Performance Indicator
- Building historical data for the all of the elements
- Will establish goal for FY20

	FY19 Q1
How well BART is addressing homelessness *	23.7% (Excellent and Good)
Rider saw someone not pay their fare*	18.1% (Yes)

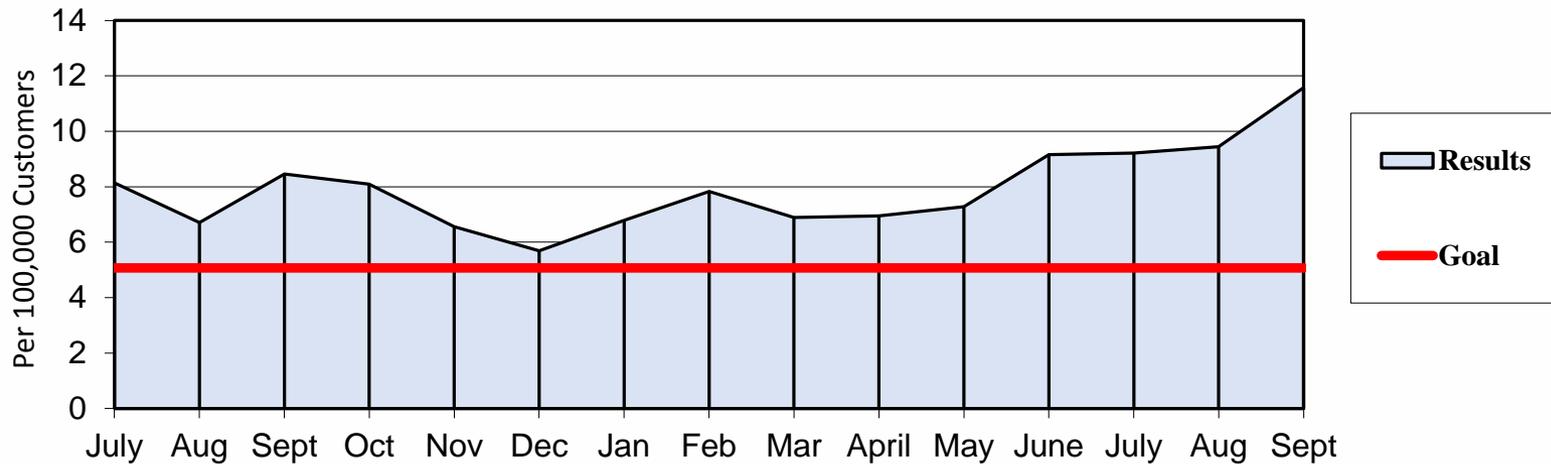
* New or modified attributes



Customer Complaints



Complaints Per 100,000 Customers



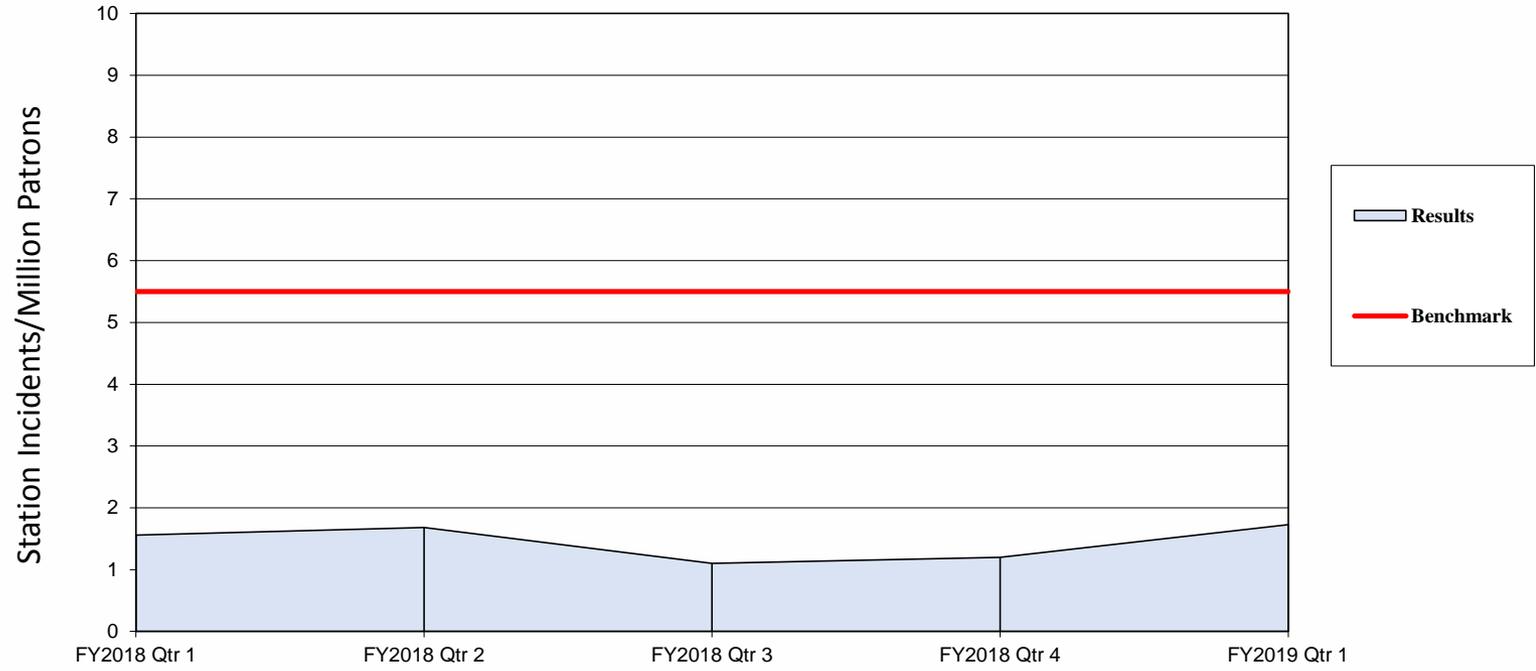
- ✓ Total complaints increased by 674 (28.1%) from last quarter, up 687 (28.8%) over the first quarter FY18.
- ✓ Includes 280 transmitted via social media (not previously accounted for)
- ✓ New Category Biohazard accounted for 15 complaints
- ✓ 303 Complaints for Policy, Advertising
- ✓ Compliments were up 109 over last quarter and 127 from same quarter FY18



Patron Safety



Station Incidents per Million Patrons



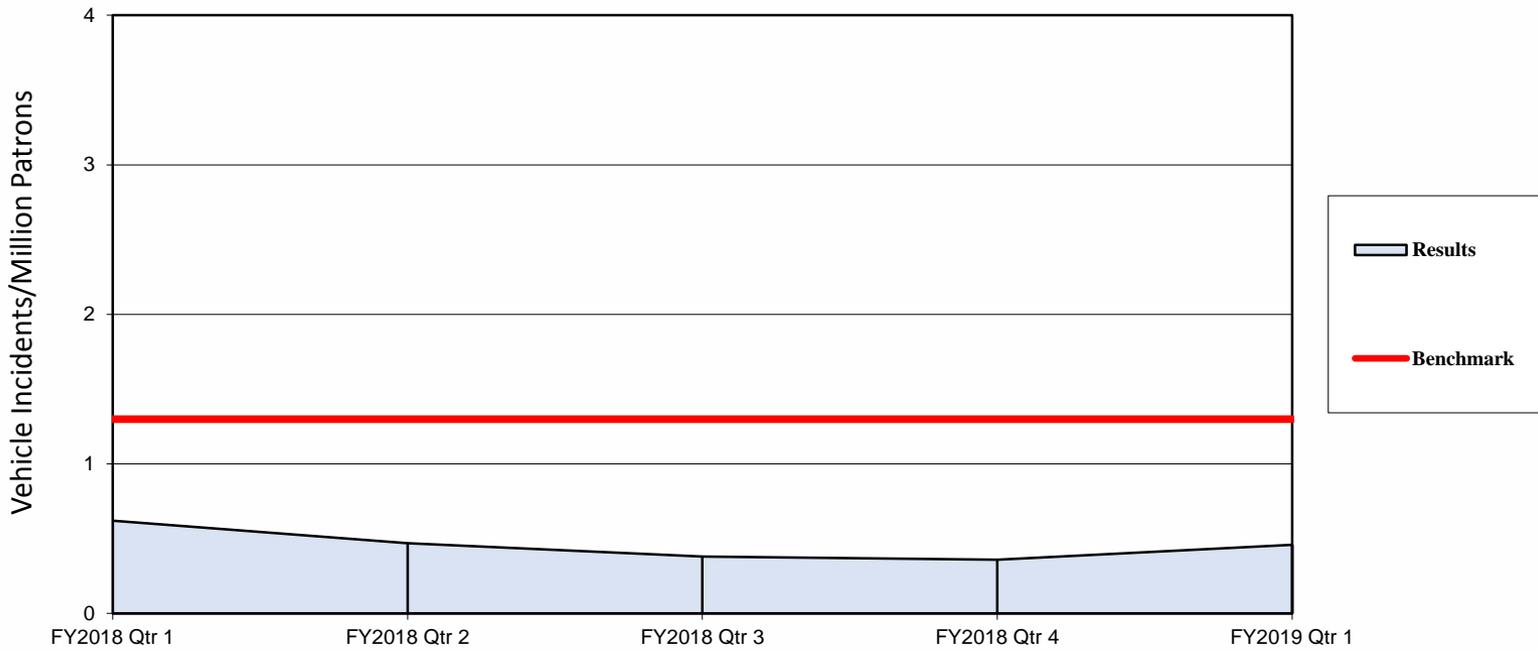
✓ Goal met



Patron Safety



Vehicle Incidents per Million Patrons



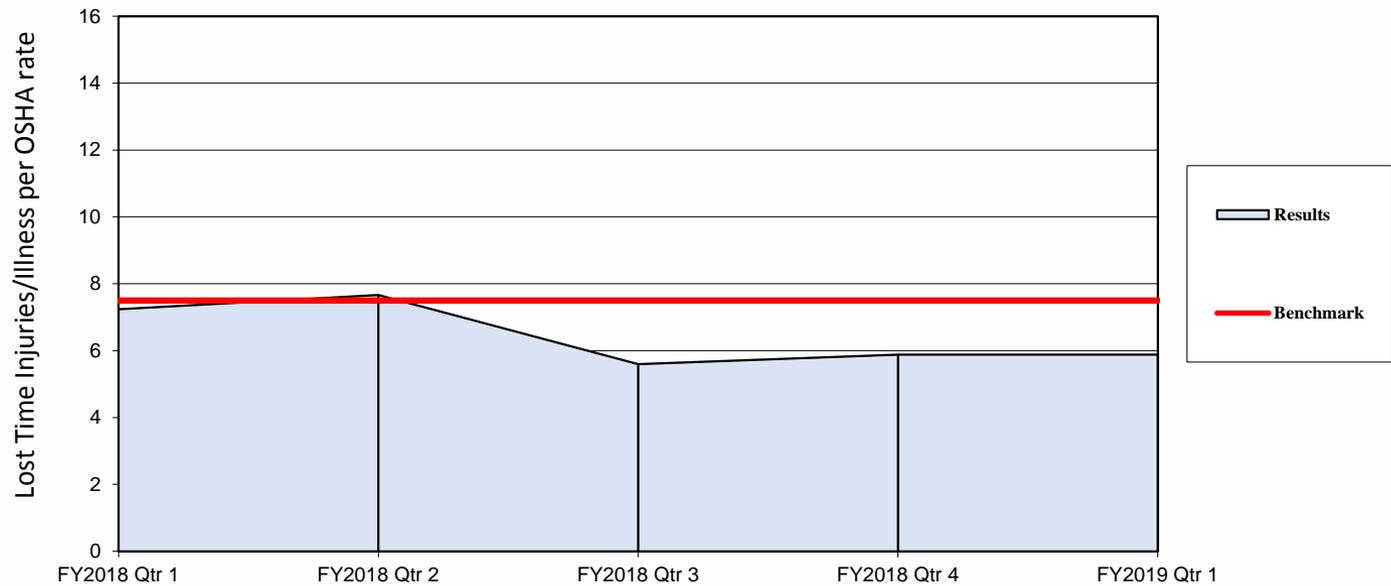
✓ Goal met



Employee Safety



Lost Time Injuries/Illnesses per OSHA Incidence Rate



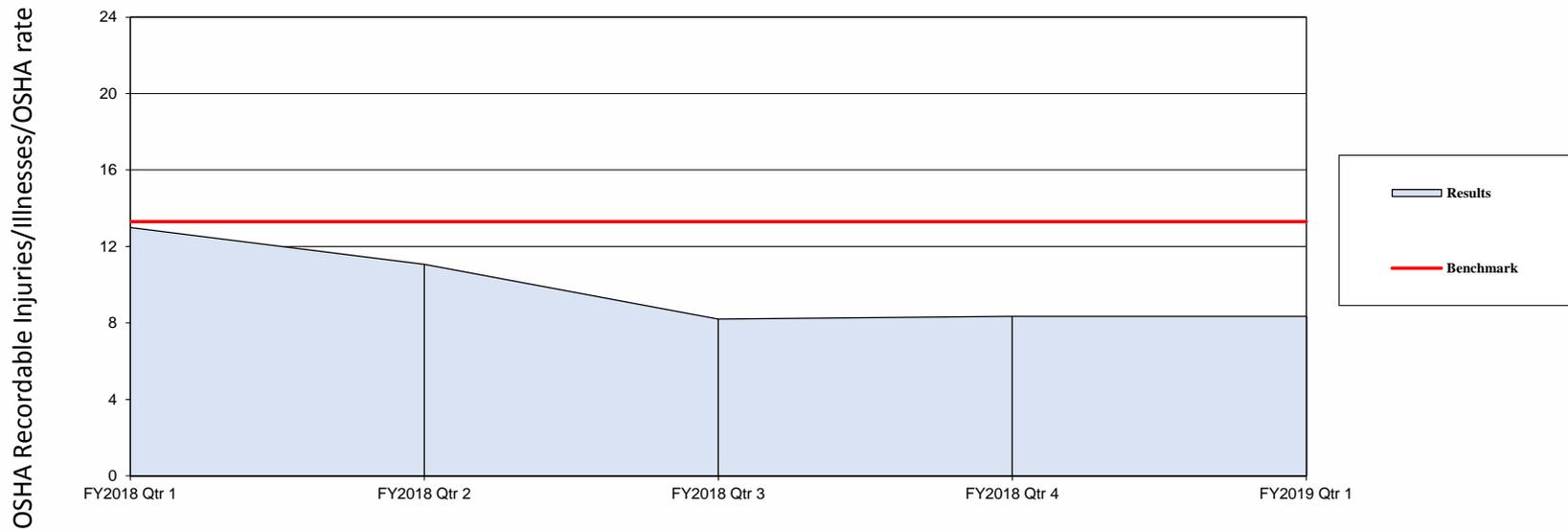
✓ Goal met



Employee Safety



OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



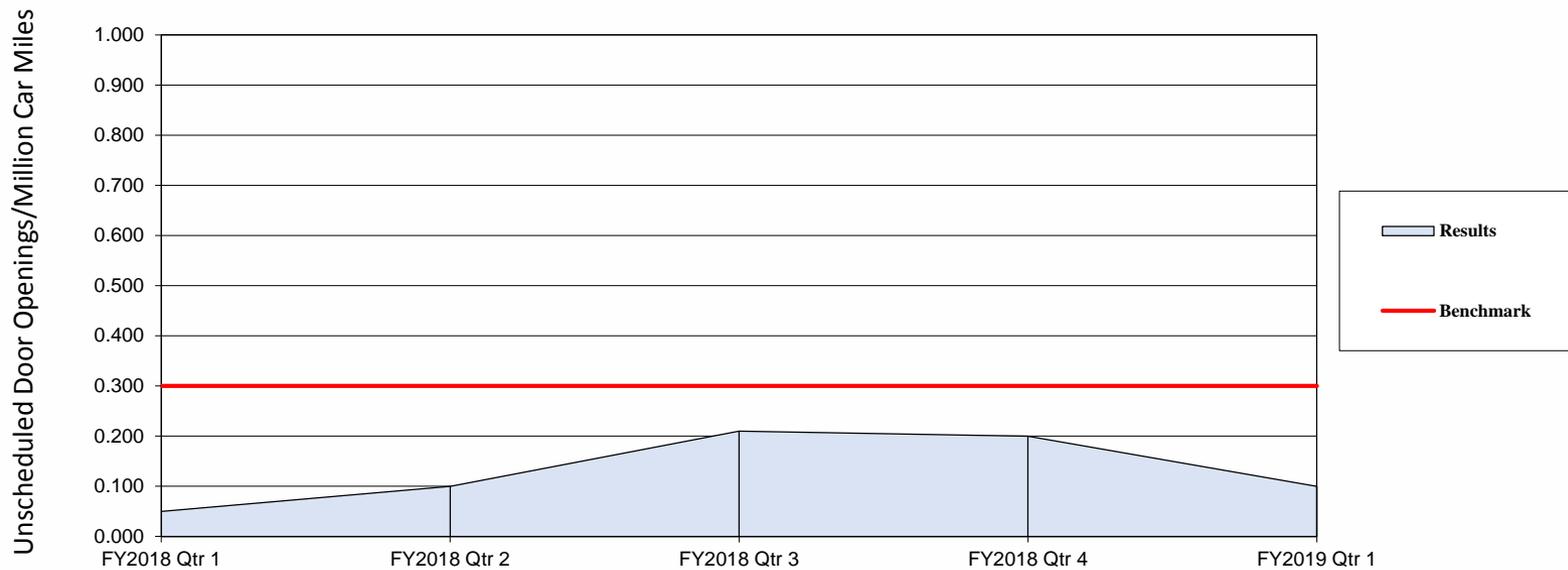
✓ Goal met



Operating Safety



Unscheduled Door Openings per Million Car Miles



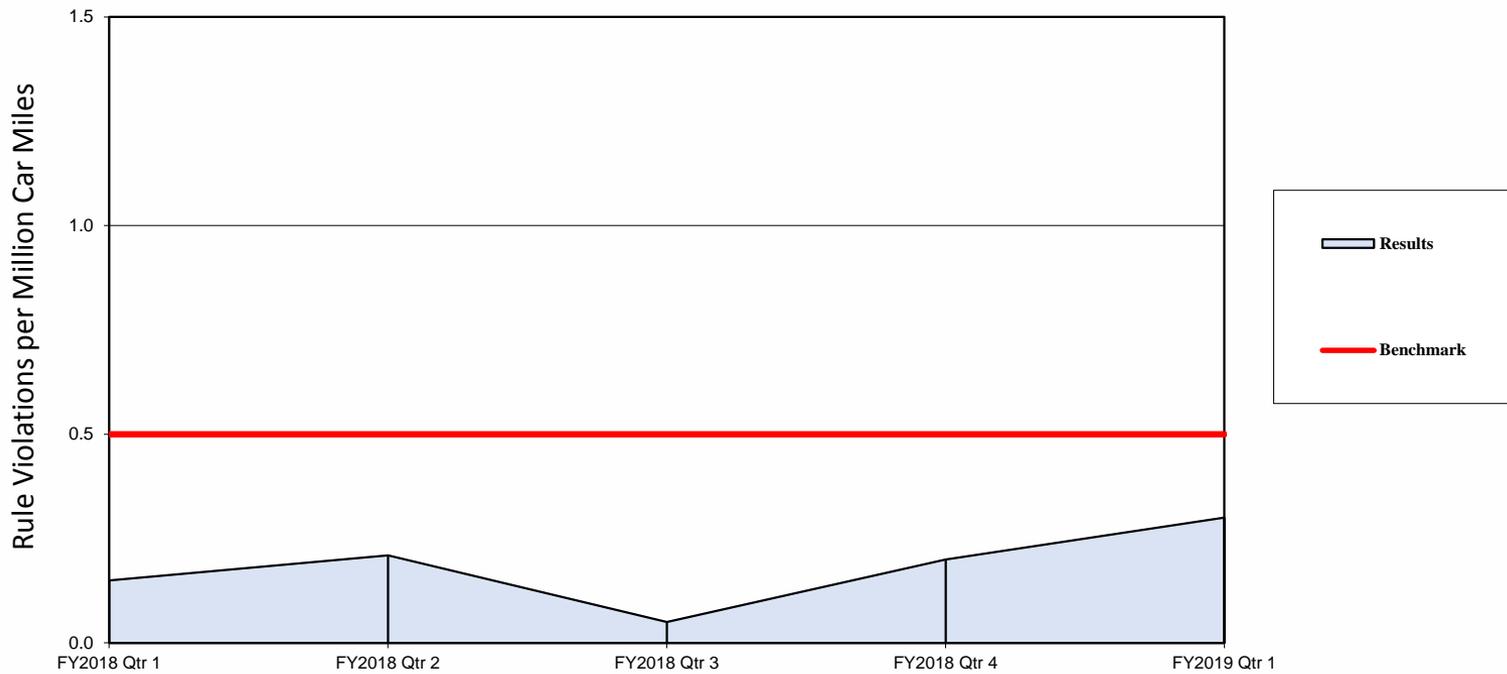
✓ Goal met



Operating Safety



Rule Violations per Million Car Miles



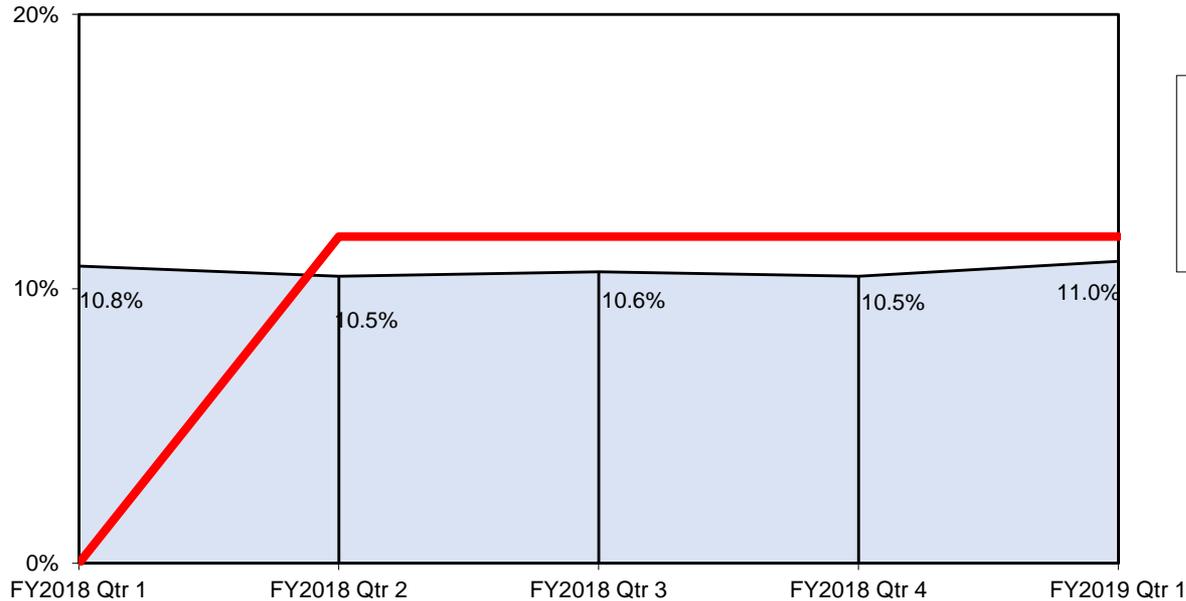
✓ Goal met



BART Police Presence



Ratings Guide:
 Yes
 No
 I Don't Know
Rating = % Yes



✓ Goal not met (Goal Set FY18 Quarter 2)

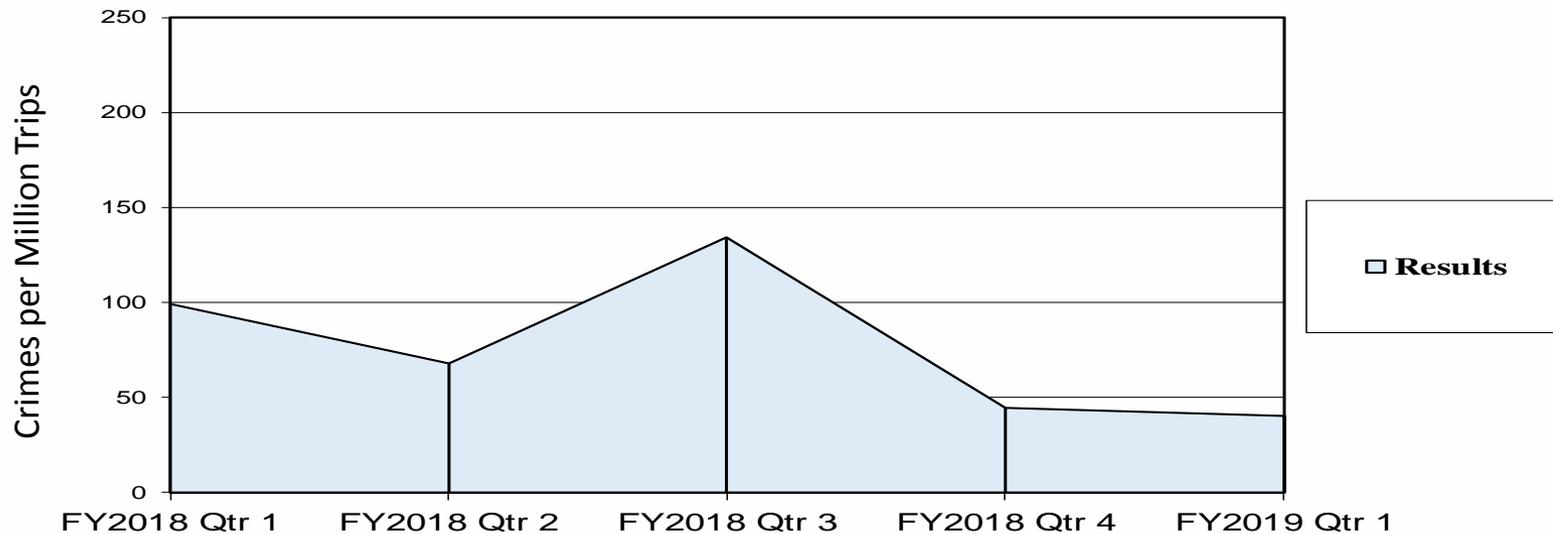
Police seen on train	5.9%
Police seen outside the station	15.2%
Police seen in the station	9.8%
Police seen on train after 7:00PM	6.6%
Police seen outside the station after 7:00PM	17.2%
Police seen in the station after 7:00PM	11.3%



Quality of Life*



*Quality of Life Violations: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration



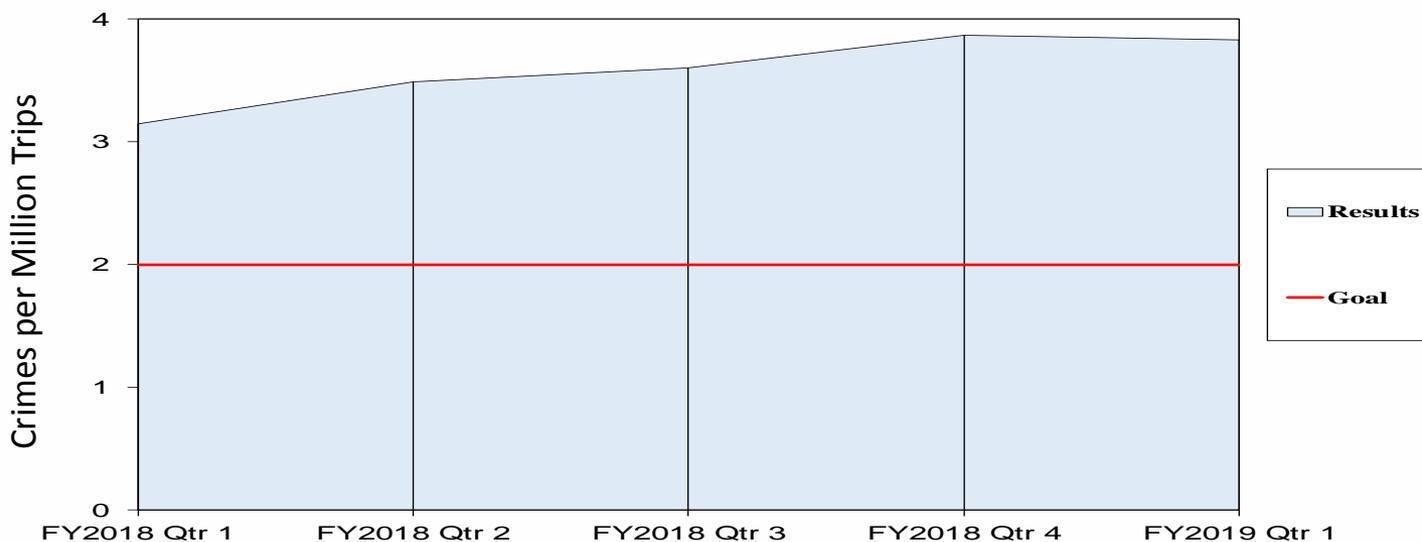
- ✓ Quality of Life incidents are down from the last quarter and from the corresponding quarter of the prior fiscal year.



Crimes Against Persons



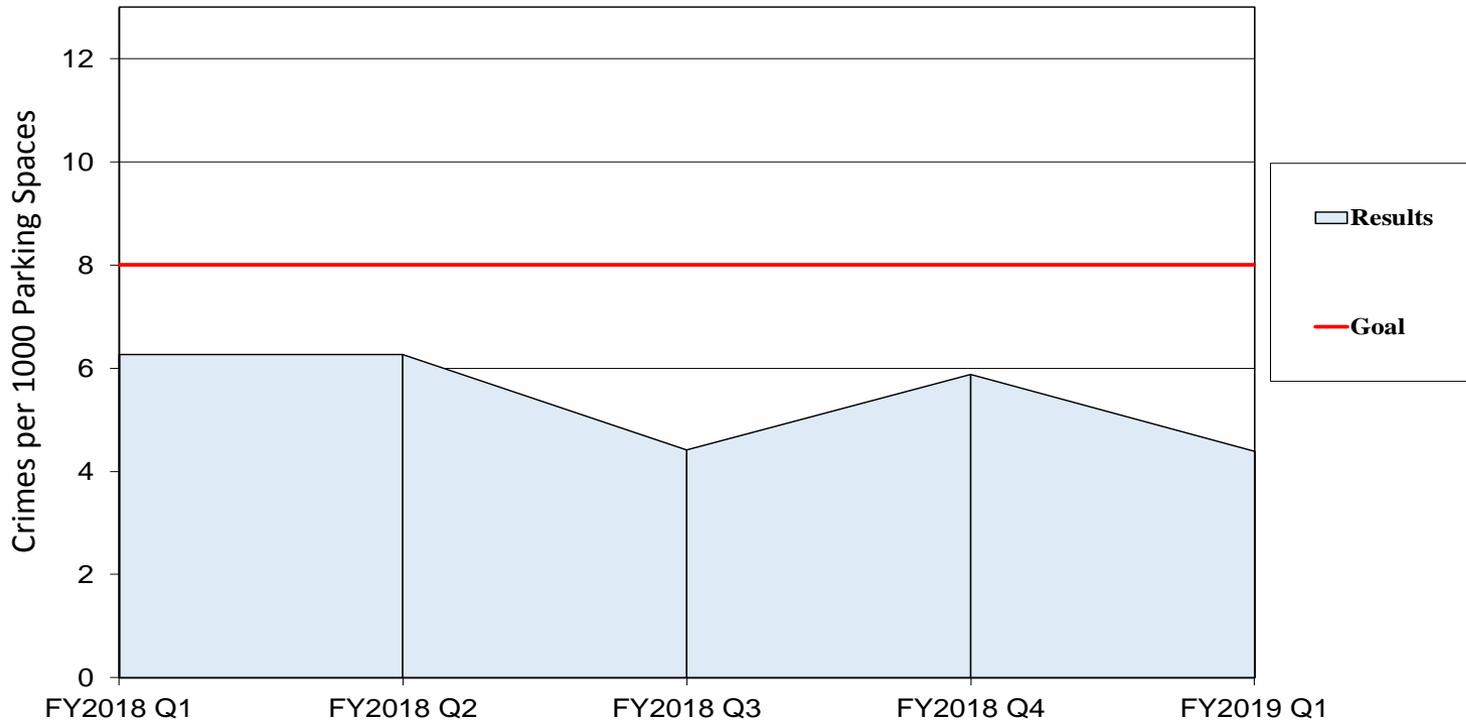
Crimes Against Persons include: Homicide, Rape, Robbery and Aggravated Assaults



- ✓ Goal not met
- ✓ Crimes against persons are down from the last quarter but up from the corresponding quarter of the prior fiscal year.



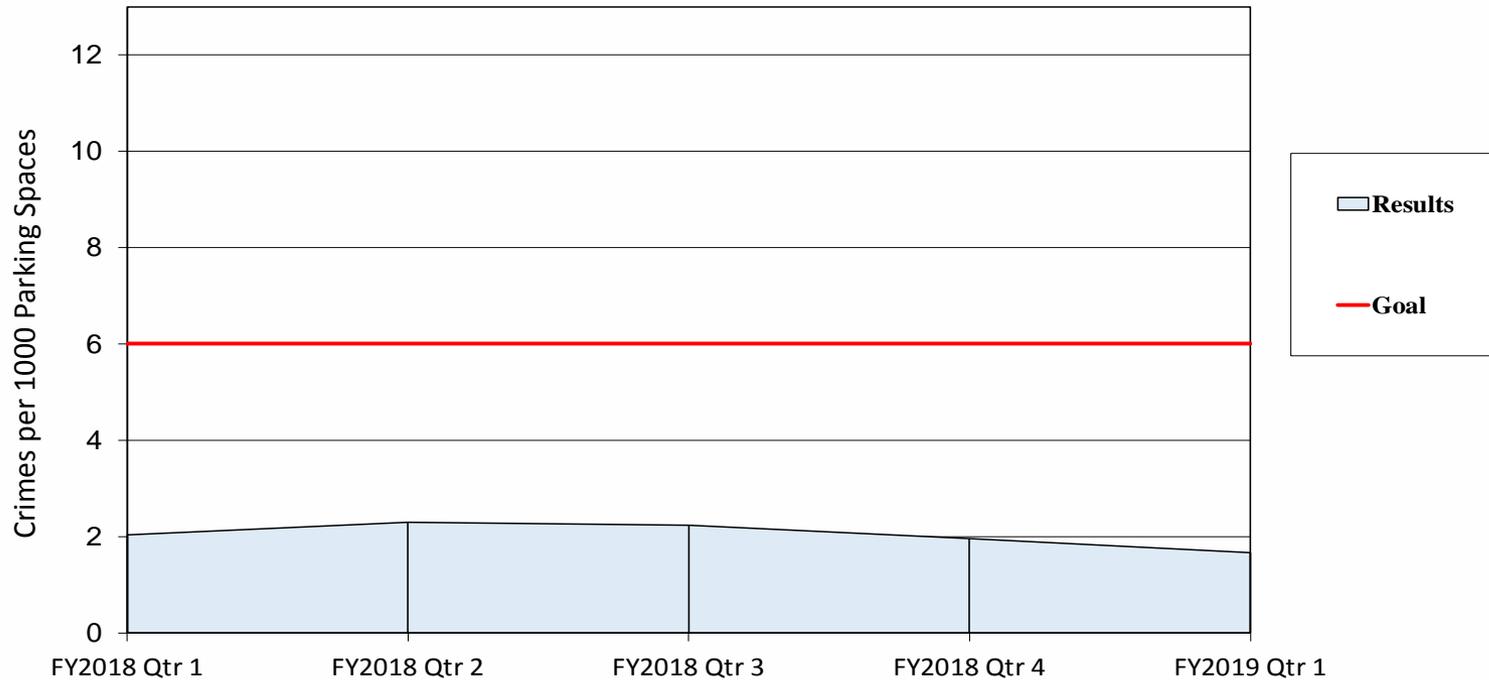
Auto Burglary



- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter and from the corresponding quarter of the prior fiscal year.



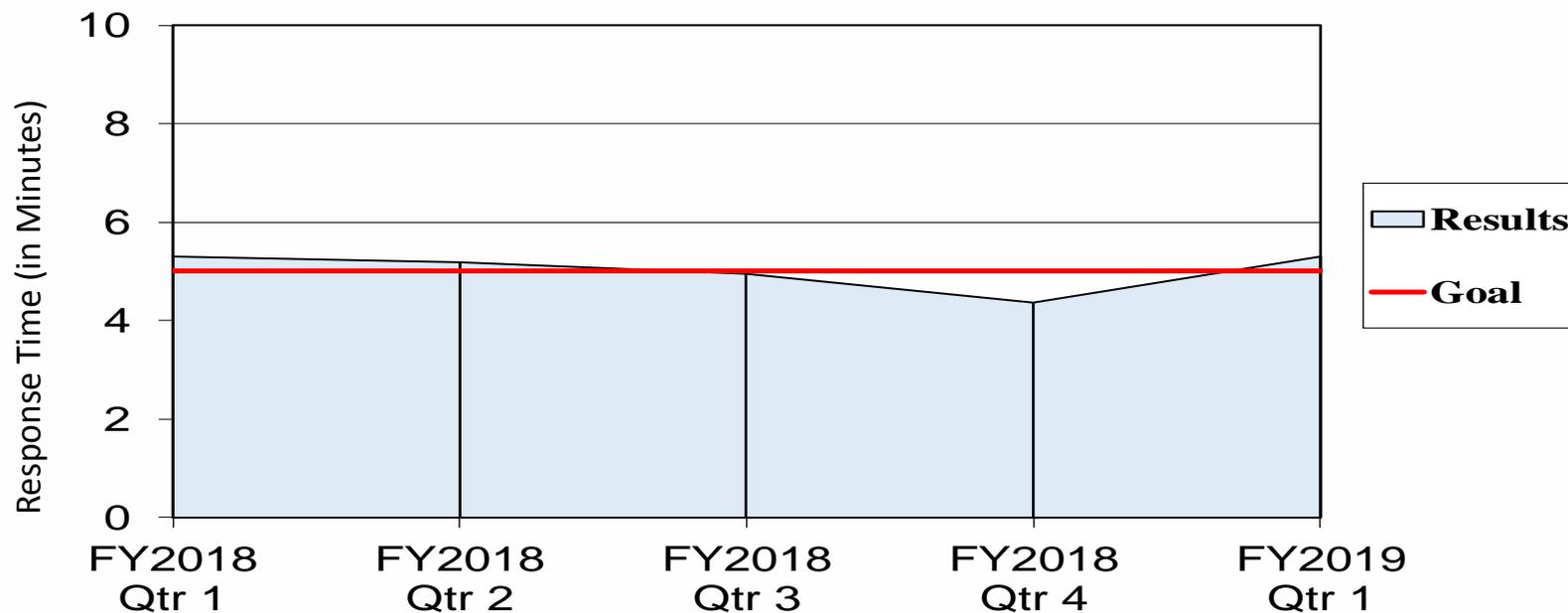
Auto Theft



- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter and from the corresponding quarter of the prior fiscal year.



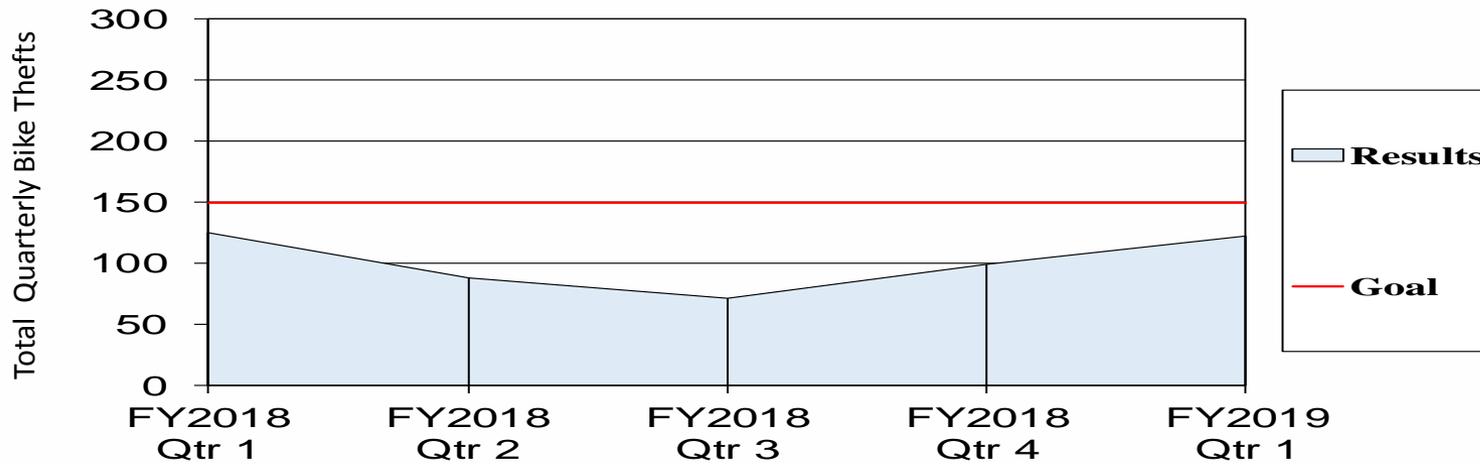
Average Emergency Response Time



- ✓ Goal not met
- ✓ The average Emergency Response Time goal was up from the prior quarter and equivalent to the corresponding quarter of the prior fiscal year.



Bike Theft



- ✓ Goal met
- ✓ 122 bike thefts for current quarter, up 23 from last quarter.