

Quarterly Service Performance Review

First Quarter, FY 2015

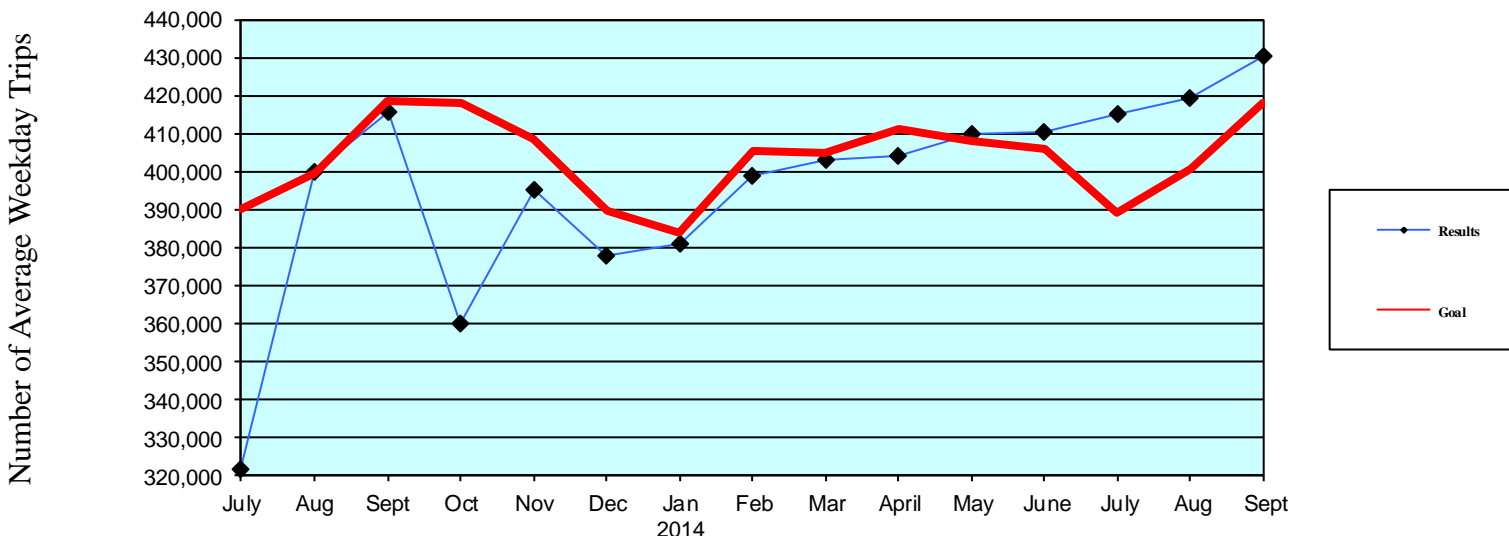
July - September, 2014

Engineering & Operations Committee
November 20, 2014

FY15 First Quarter Overview...

- ✓ Strong ridership growth, weekdays up 4.9%
- ✓ Train service reliability down slightly, continued improvement in adapting to enhanced wayside worker protection procedures
- ✓ Car Reliability, Computer Control Systems and Traction Power and Transportation goals met; Train Control not met but much improved
- ✓ Platform Escalator, Station Elevator and AFC availability goals met; Street Escalator and Garage Elevator availability not met.
- ✓ Car availability impacted by tire failure and remedial actions, numbers are improving
- ✓ Majority of Passenger Environment indicators better
- ✓ Complaints up from last quarter, improved compared to last year (negotiations and strike)

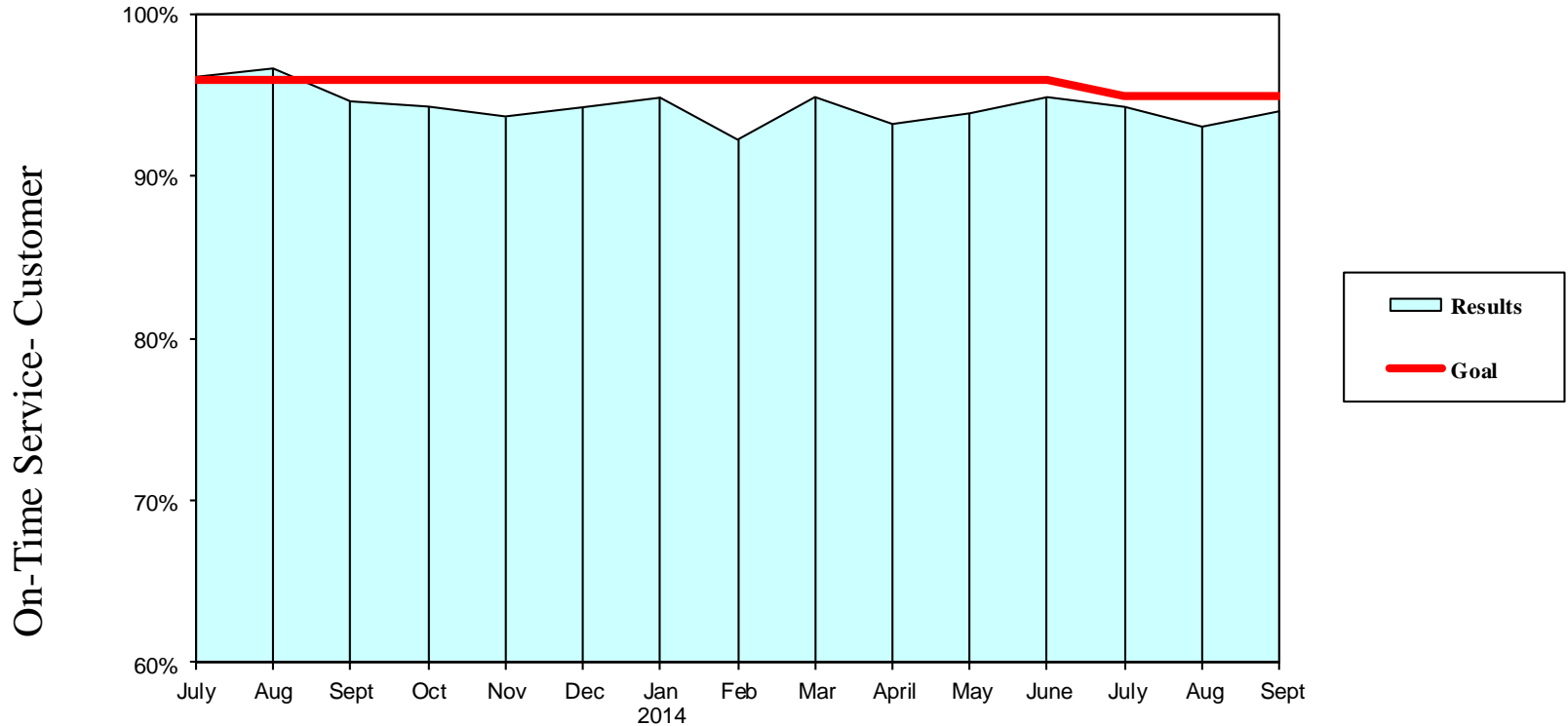
Customer Ridership



✓ Compared to same quarter last year:

- Total ridership up 10.1% (no strike adjustment)
- Average weekday ridership (421,336) up 4.9% (2013 strike days excluded from average)
- Core average weekday ridership (370,501) up 4.8% (2013 strike days excluded from average)
- SFO Extension average weekday ridership (50,835) up 5.6% (2013 strike days excluded from average)
- Saturday and Sunday are up 1.6% and down 1.8%, respectively (no weekend strike days)

On-Time Service - Customer

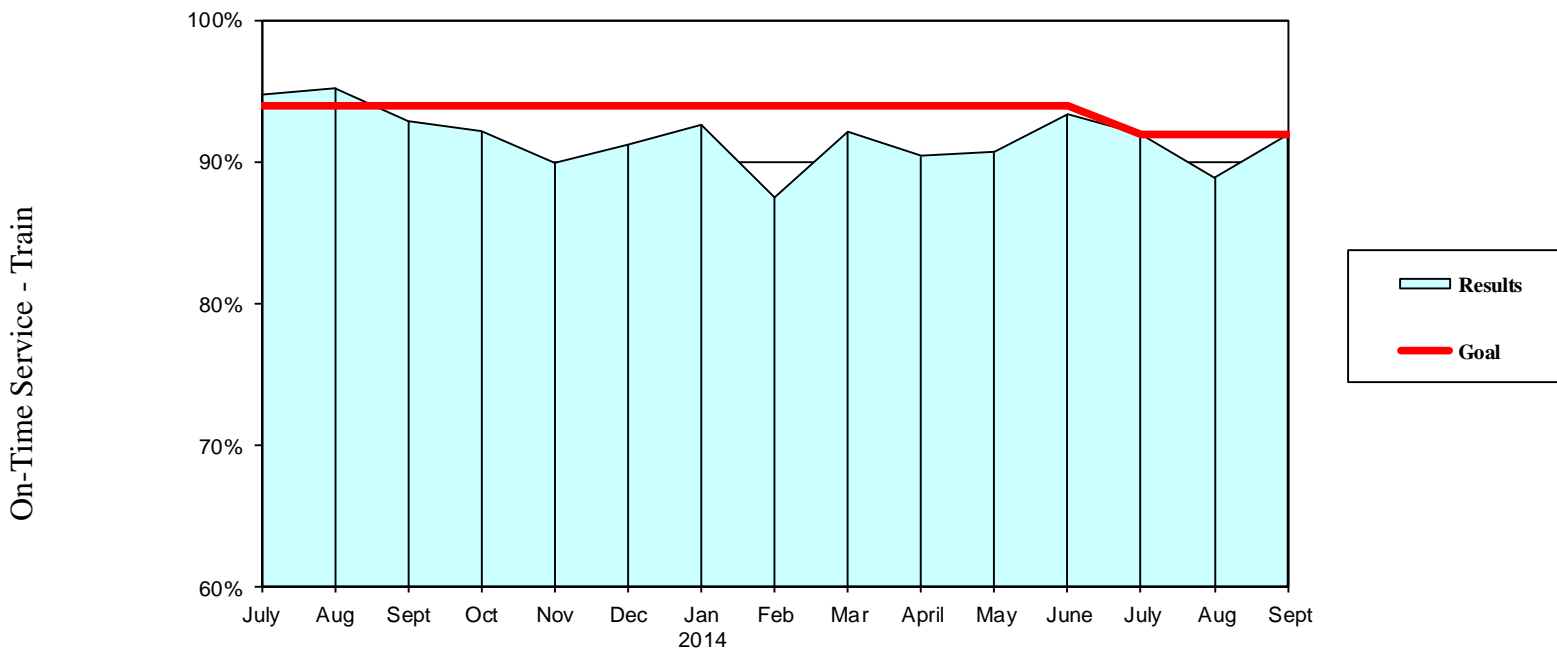


✓ 93.78% / 95.00% goal not met

✓ Biggest delays:

- Overnight ultrasonic rail inspection detected potential rail defect near Lafayette requiring slow speed zone the next day (79 late trains)
- New switch machine installation problem at Daly City interlocking (77)
- Tire failure at Pleasant Hill (66)

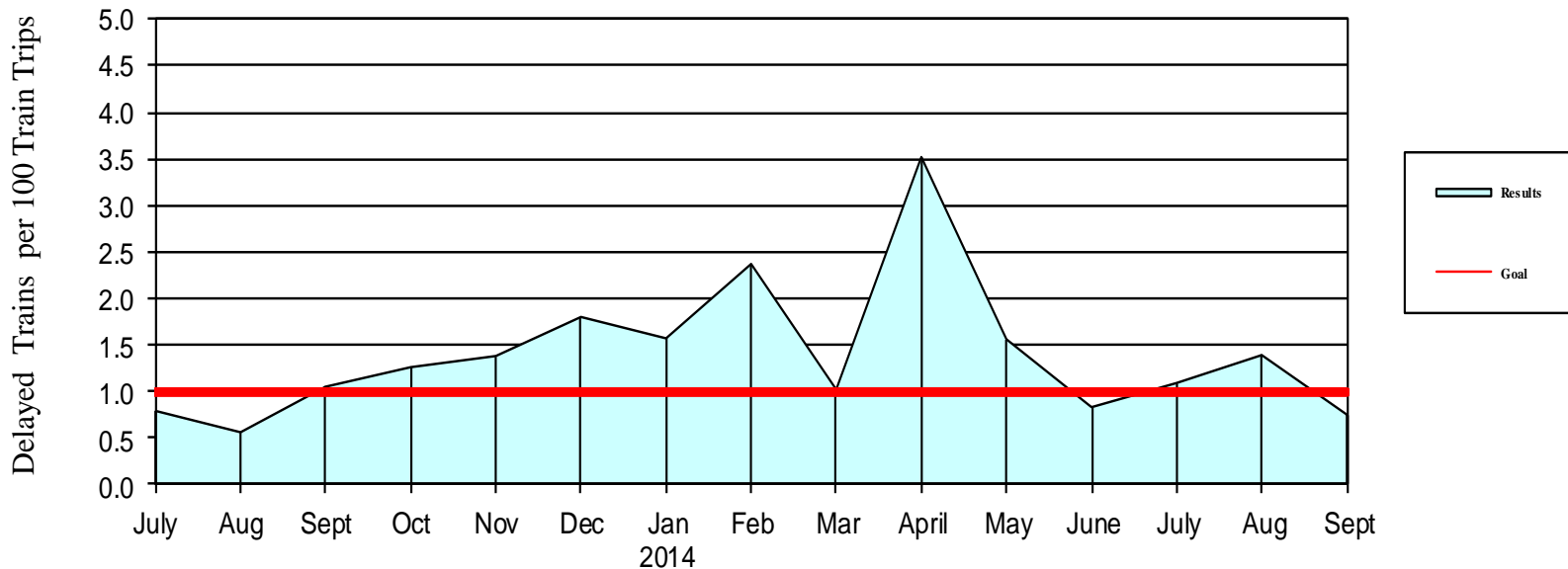
On-Time Service - Train



- ✓ 90.92% / 92.00% goal not met
- ✓ Quarterly late trains by Category:
 - Miscellaneous (Police, Patron-related): 1967 late trains
 - Wayside Equipment (Track, Train Control, Traction Power, Computer Control System): 1323 late trains
 - Revenue Vehicles: 521 late trains
 - Transportation: 250 late trains
- ✓ Adaptation to GO 175 requirements continues

Wayside Train Control System

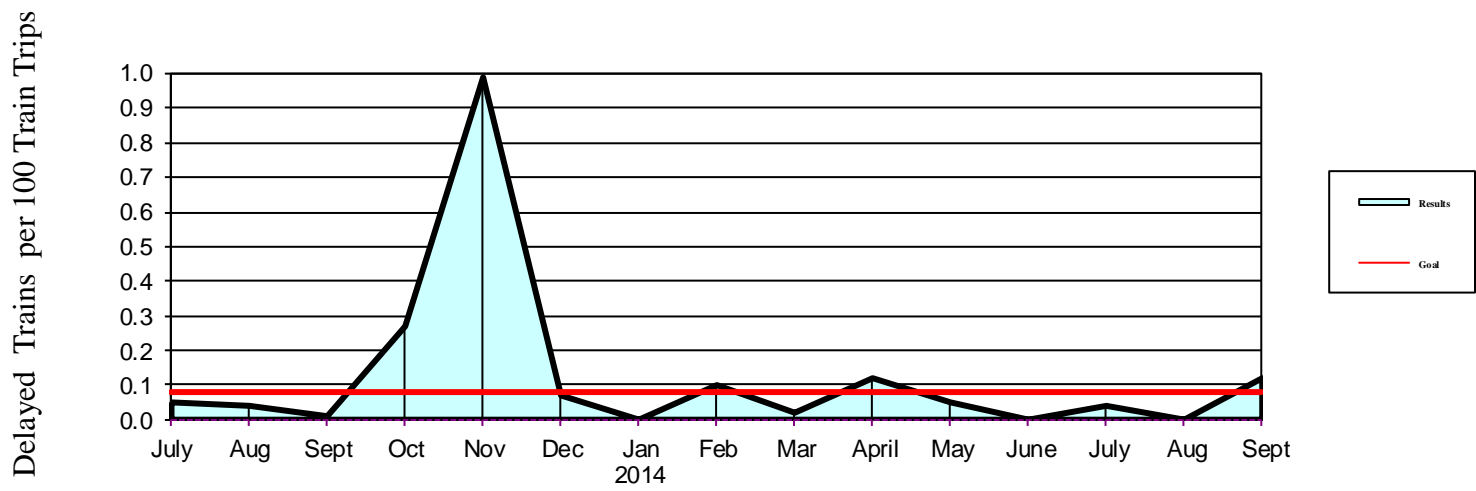
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ 1.08 / 1.00 goal not met; performance improved
- ✓ Alstom GM4000 Switch Machines installed to date - 100

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs



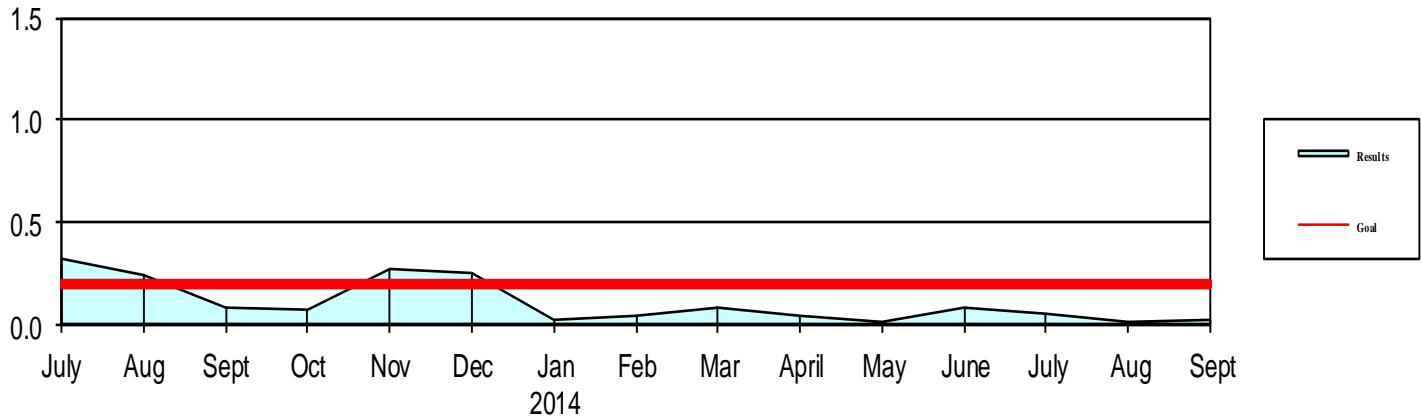
- ✓ 0.053 / 0.08 goal met
- ✓ ICS was deployed onto an upgraded server system, allowing for the decommissioning of older servers that have reached their expected service life.



Traction Power

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

Delayed Trains per 100 Train Trips

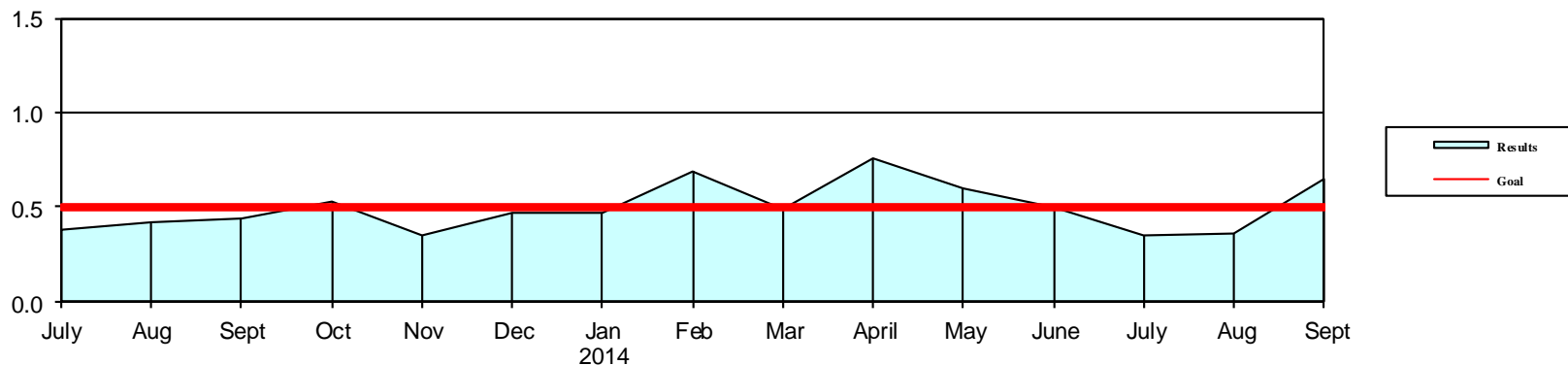


- ✓ 0.03 / 0.20 goal met
- ✓ Continuing program of coverboard inspections

Transportation

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

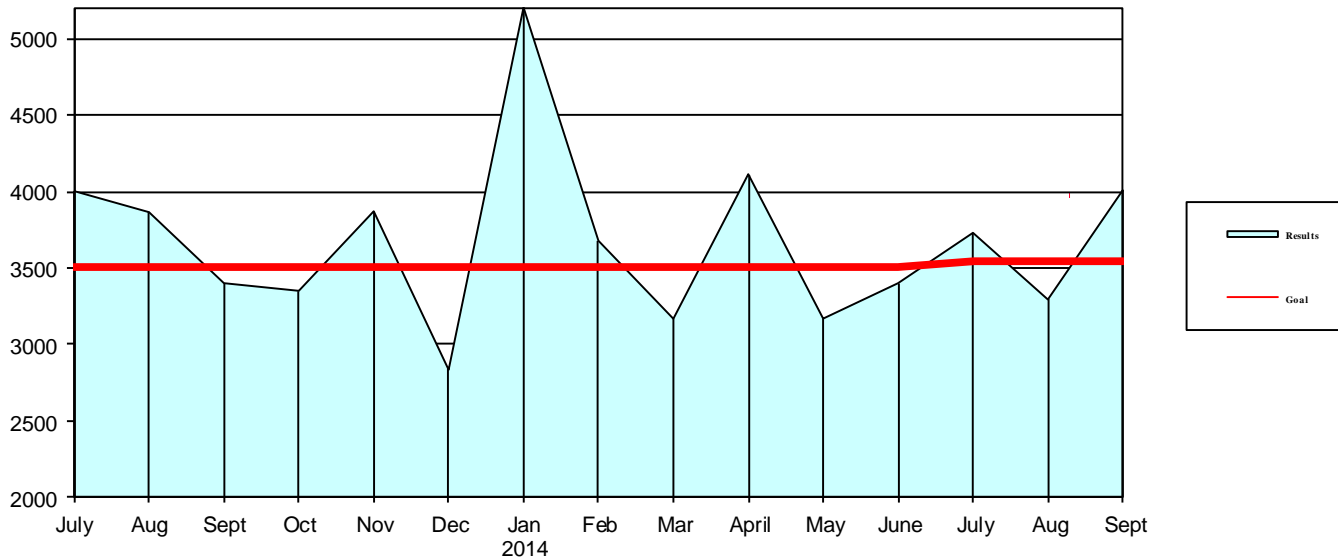
Delayed Trains per 100 Train Trips



- ✓ 0.45 / 0.50 goal met
- ✓ Improper Door Procedures on M Line biggest event (9/2/14)

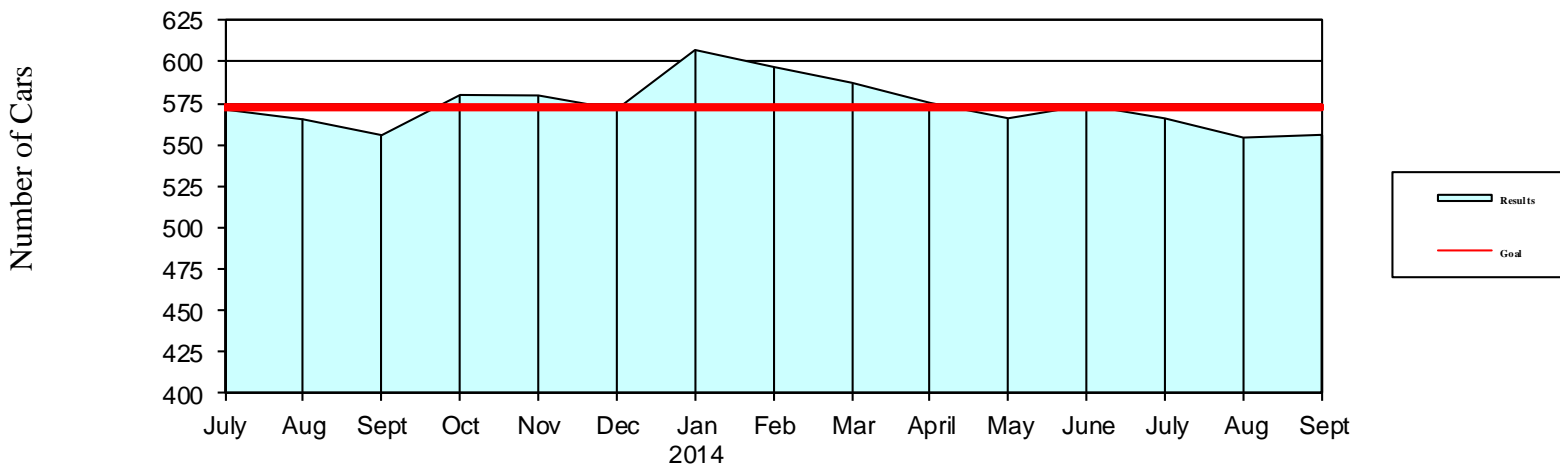
Car Equipment - Reliability

Mean Time Between Failures (Hours)



✓ 3649 / 3550 goal met

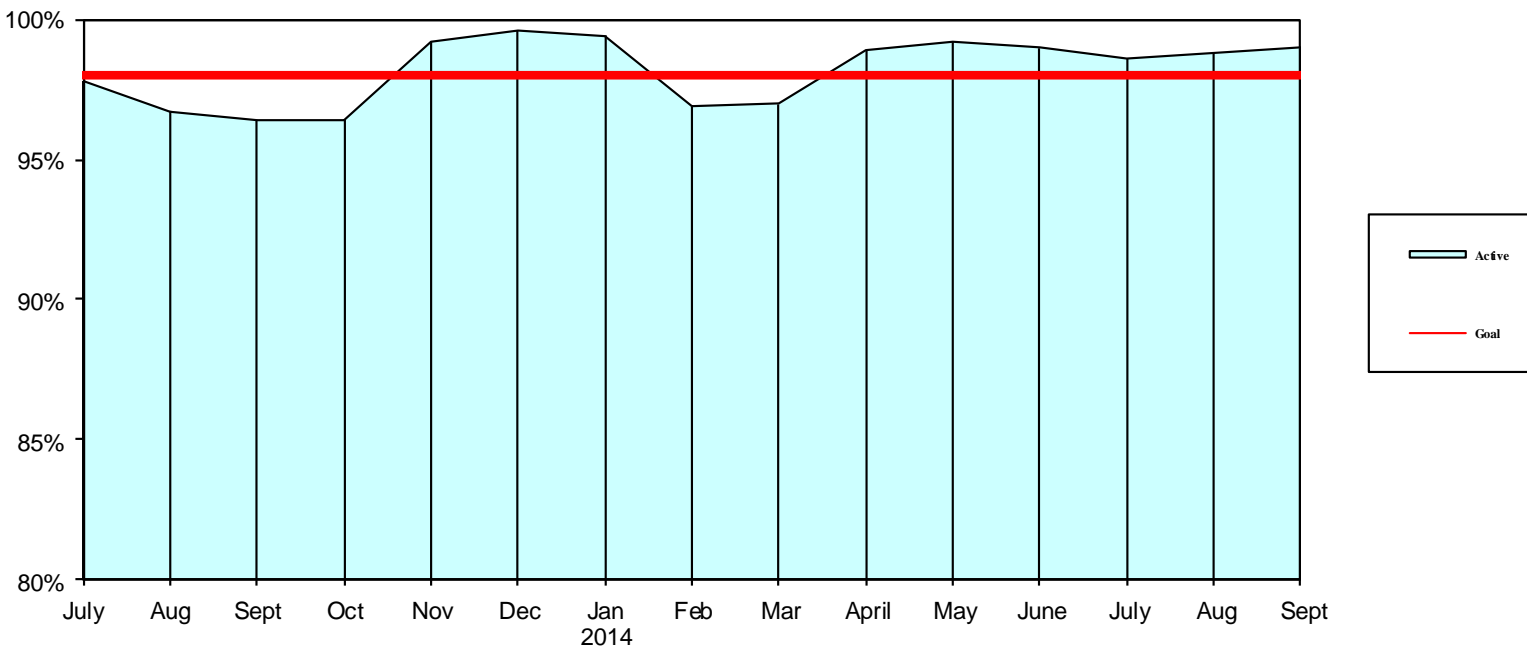
Car Equipment - Availability @ 0400 hours



- ✓ 559 / 573 goal not met
- ✓ Significantly impacted by tire failure and remedial actions

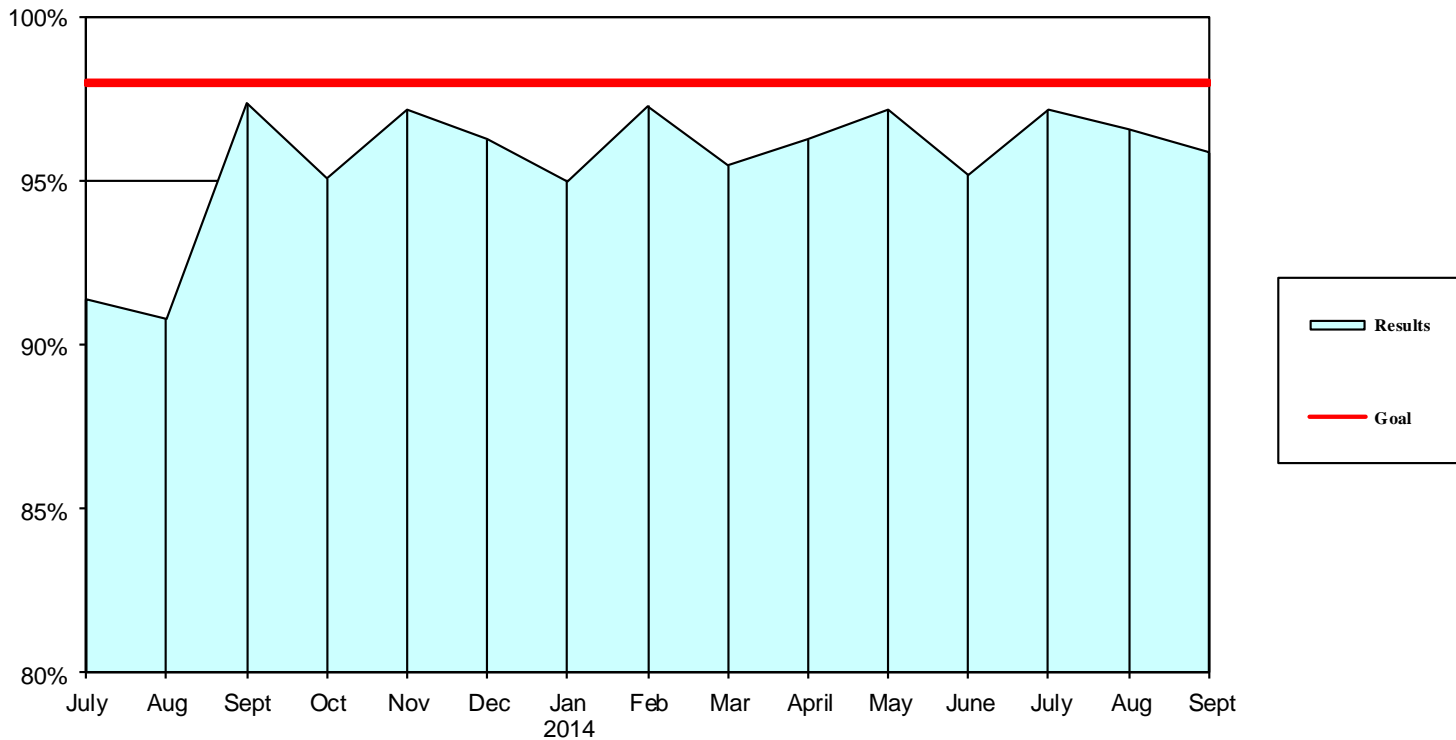


Elevator Availability - Stations



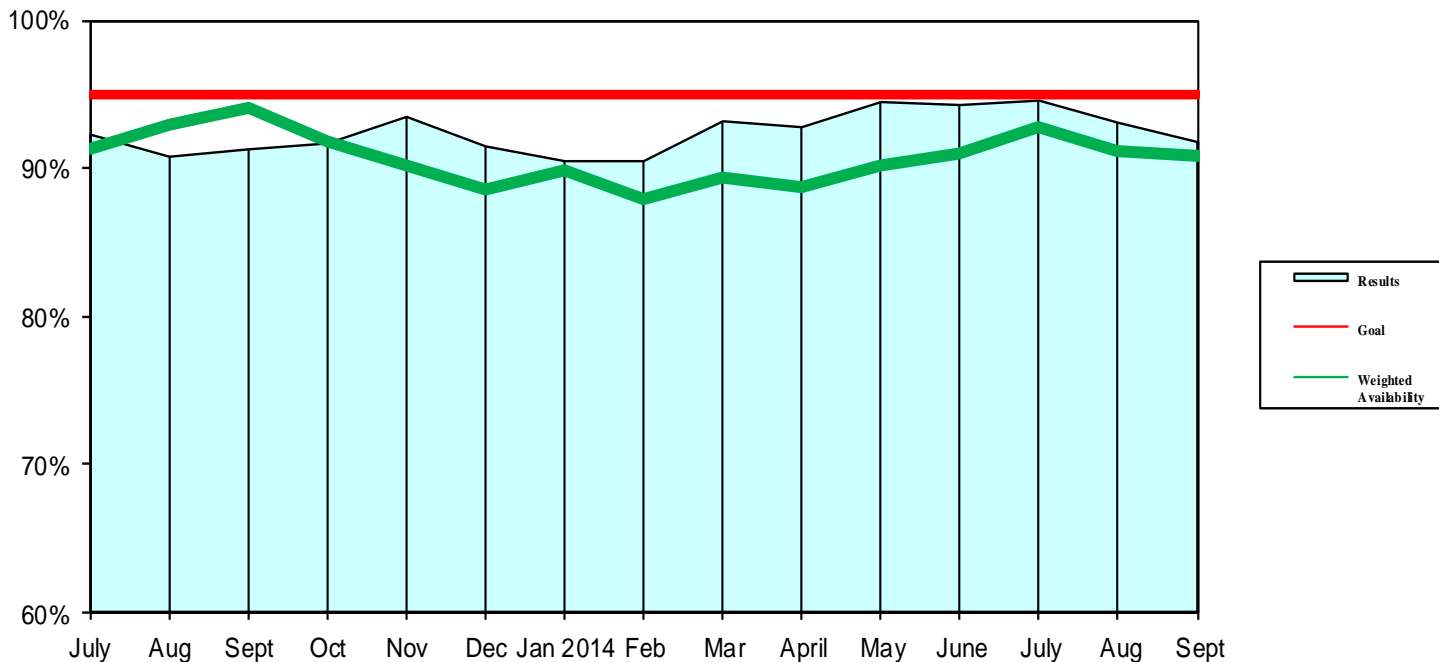
✓ 98.80% availability, goal exceeded

Elevator Availability - Garage



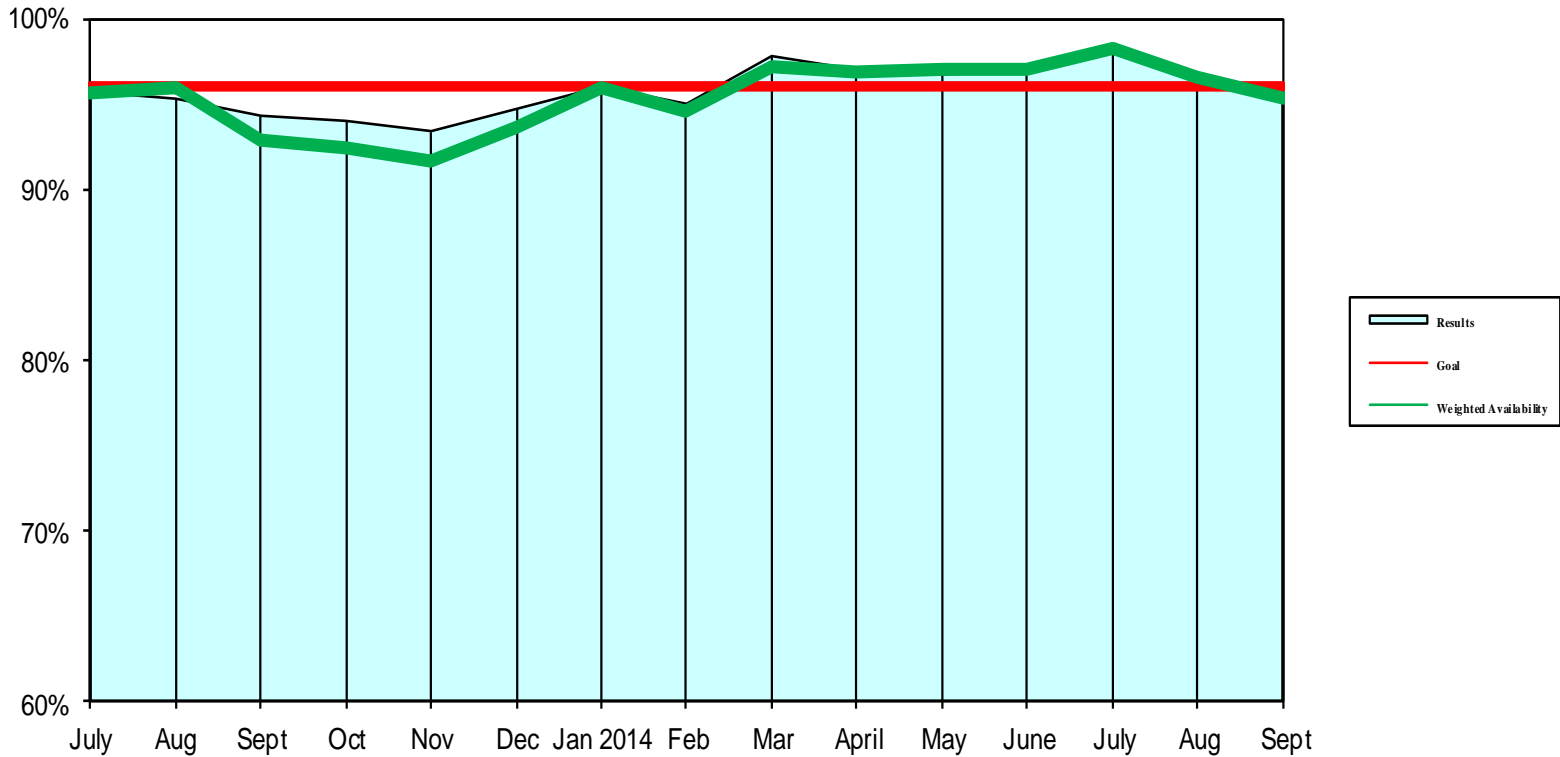
- ✓ 96.57% availability, 98.00% goal not met
- ✓ Improved over last quarter and same quarter last year
- ✓ One long term outage at Pleasant Hill impacting results

Escalator Availability - Street



- ✓ 93.17% availability, 95% goal not met
- ✓ Major failure and repair at 24th Street/Mission, unit now performing satisfactorily

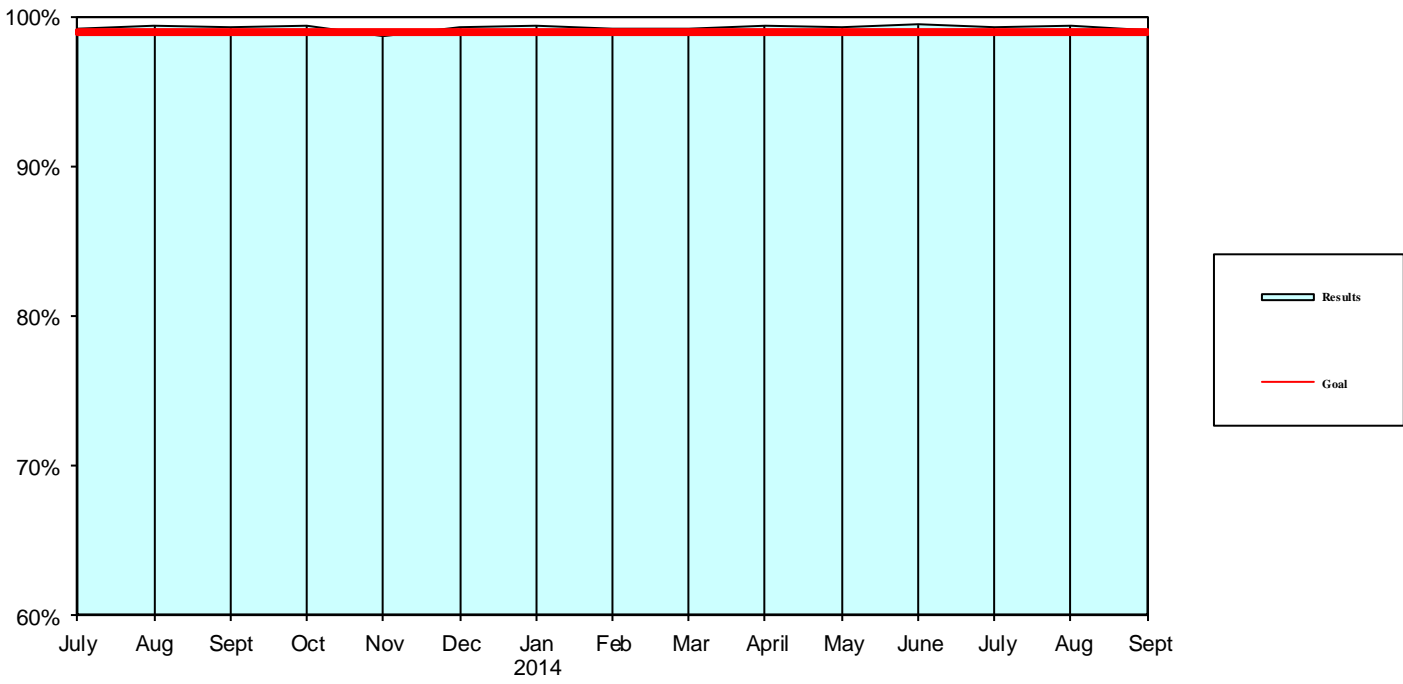
Escalator Availability - Platform



✓ 96.70% availability, 96.00% goal met



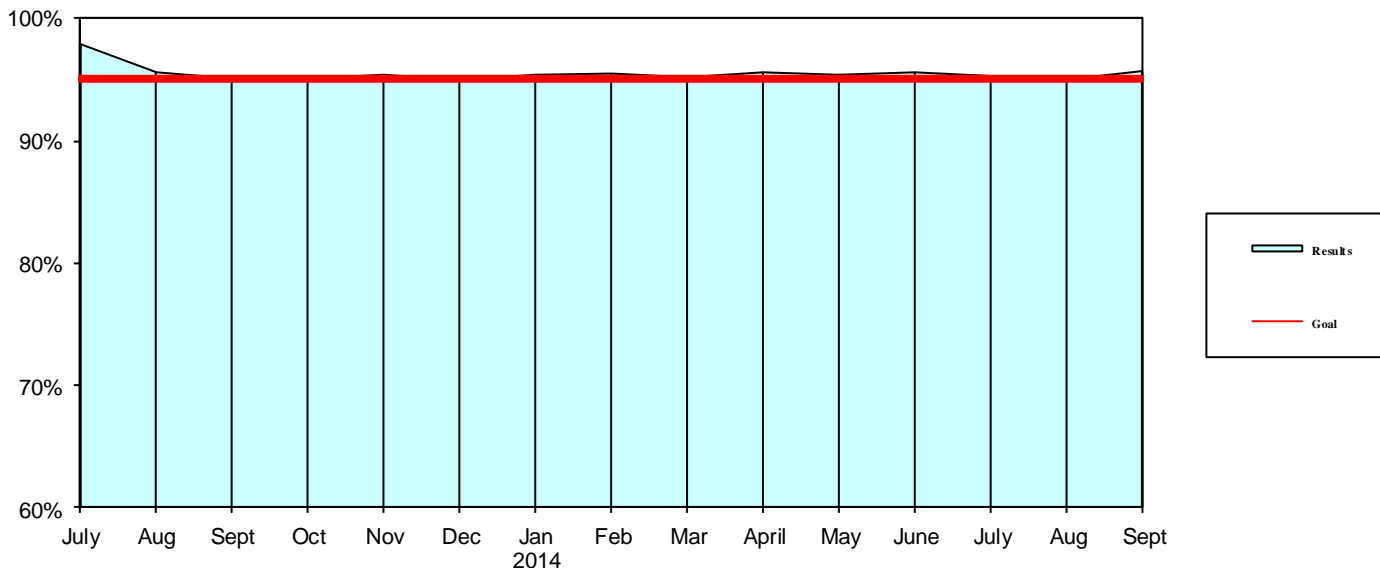
AFC Gate Availability



✓ 99.27% availability, 99.00% goal met



AFC Vendor Availability

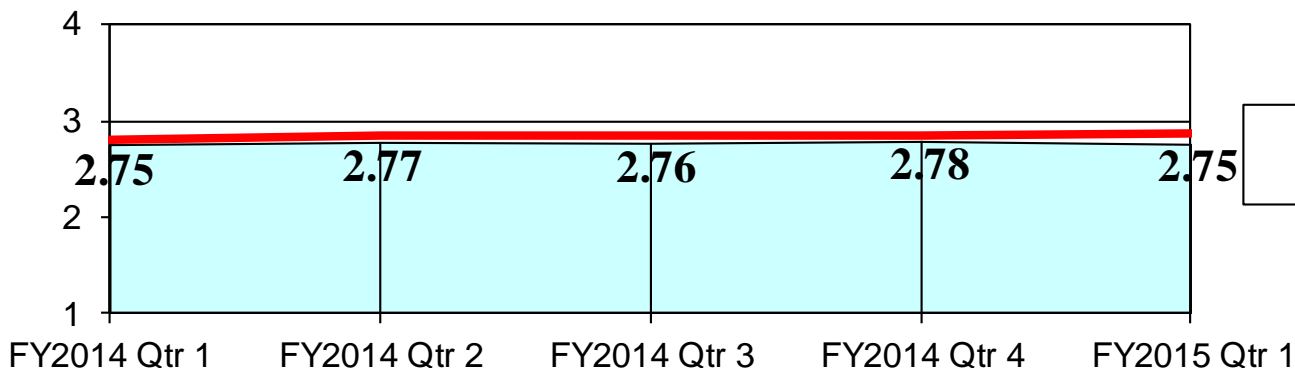


- ✓ 95.33%, 95% goal met
- ✓ Availability of Add Fare 97.4%
- ✓ Availability of Add Fare Parking 97.3%
- ✓ Availability of Parking Validation Machines 99.6%



Environment - Outside Stations

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

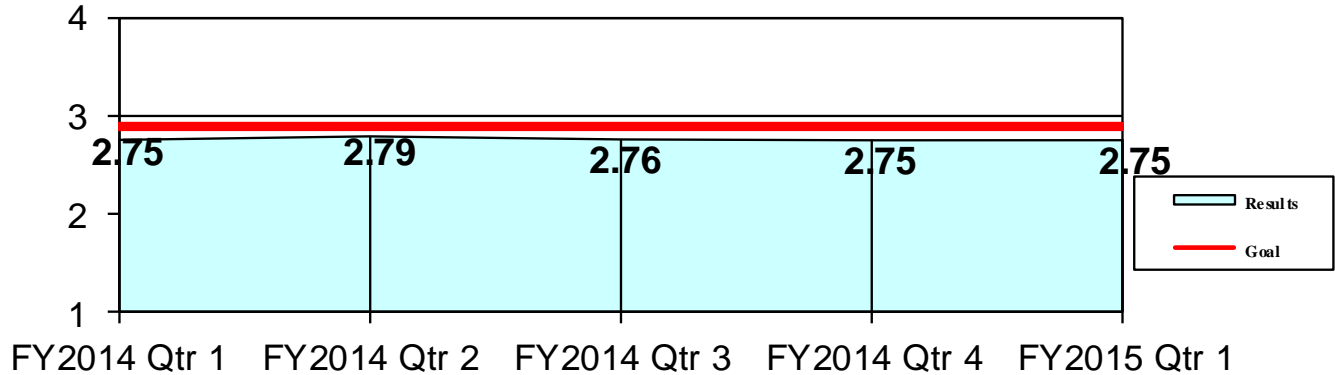


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.67
BART Parking Lot Cleanliness (25%)	2.97
Appearance of BART Landscaping (25%)	2.70

- ✓ Goal not met, Grounds Department under-resourced
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 61.7% Parking Lots: 77.0%
 - Landscaping Appearance: 63.8%

Environment - Inside Stations

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%)	2.69
Restrooms (10%)	2.29
Elevator Cleanliness (10%)	2.55

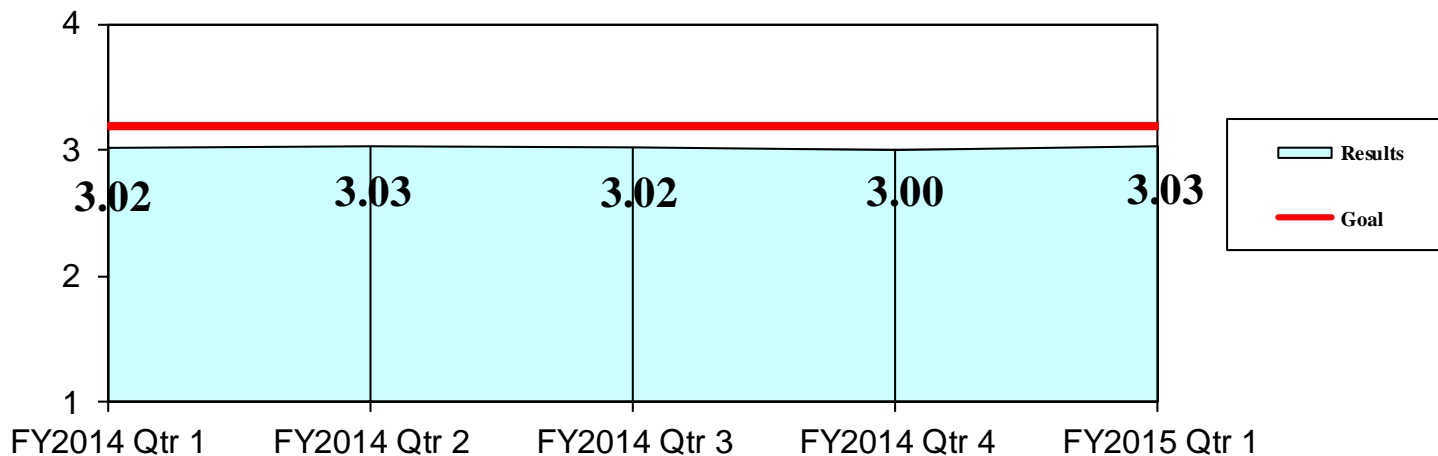
- ✓ Goal not met, performance steady
- ✓ Some indication that nascent “Station Brightening Program” beginning to positively impact results
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 74.0%	Other Station Areas: 63.8%
Restrooms: 44.0%	Elevators: 56.3%



Station Vandalism

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



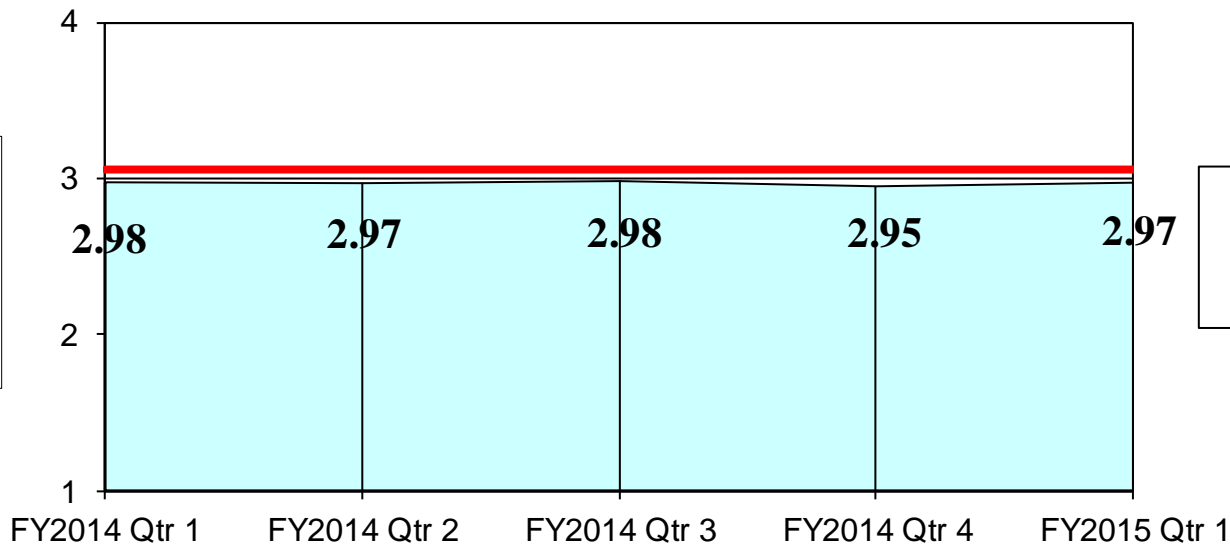
Station Kept Free of Graffiti

- ✓ Goal not met, performance improved
- ✓ 80.2% of those surveyed ranked this category as either Excellent or Good



Station Services

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



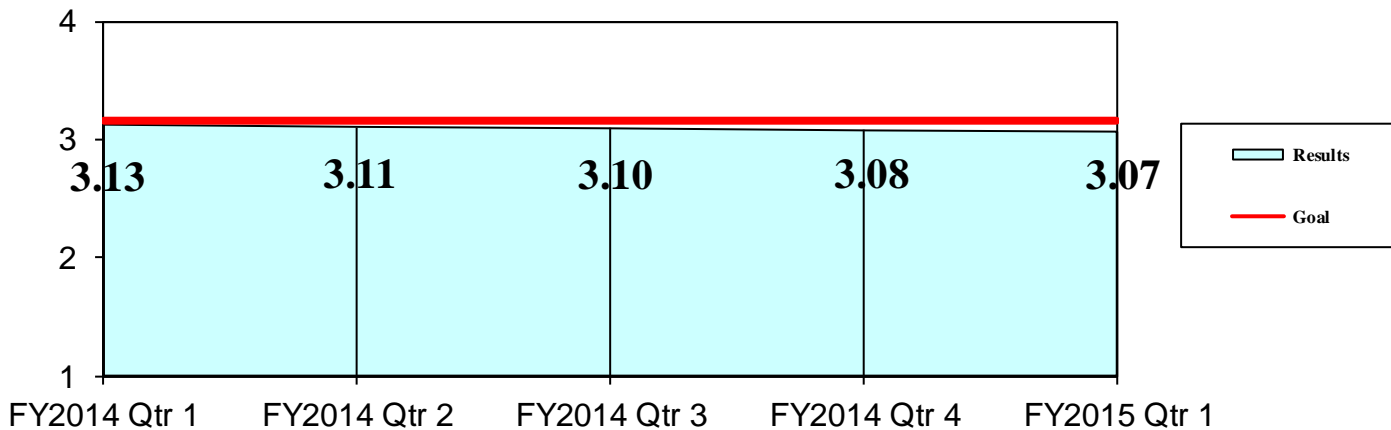
Composite rating of:	
Station Agent Availability (65%)	2.95
Brochures Availability (35%)	3.02

- ✓ Goal not met, performance improved
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 76.8%
 - Brochures: 79.0%



Train P.A. Announcements

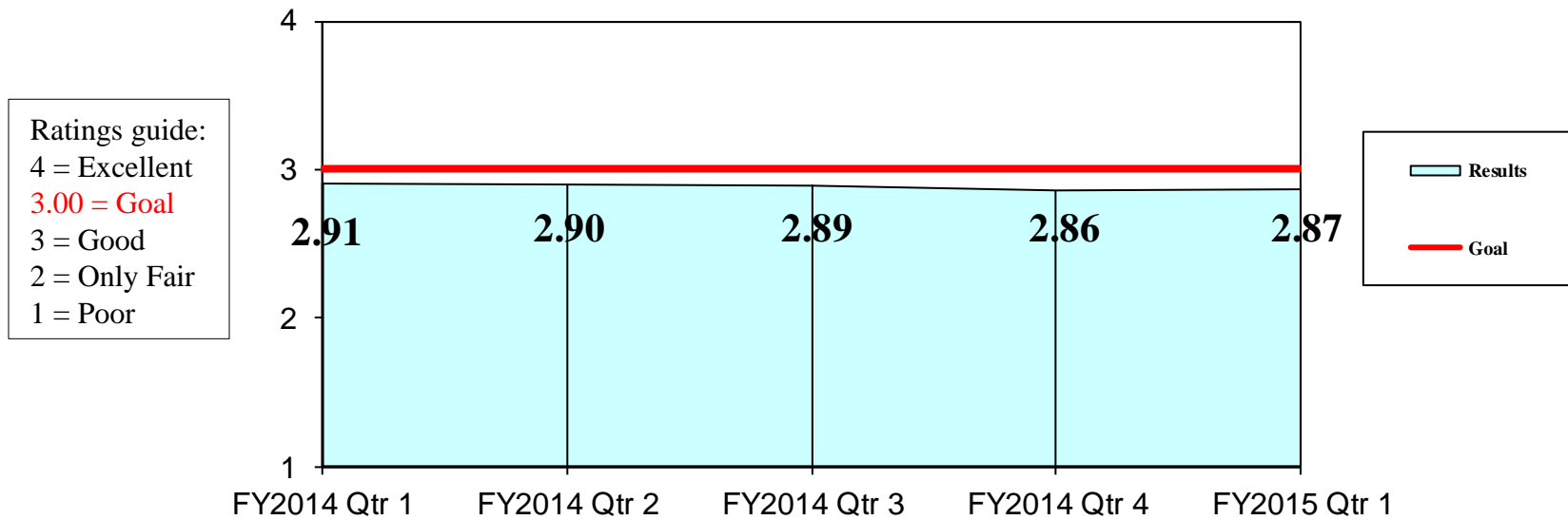
Ratings guide:
 4 = Excellent
 3.17 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.04
P.A. Transfer Announcements (33%)	3.00
P.A. Destination Announcements (33%)	3.17

- ✓ Goal not met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 76.7%
 - Transfers: 75.8%
 - Destinations: 82.6%

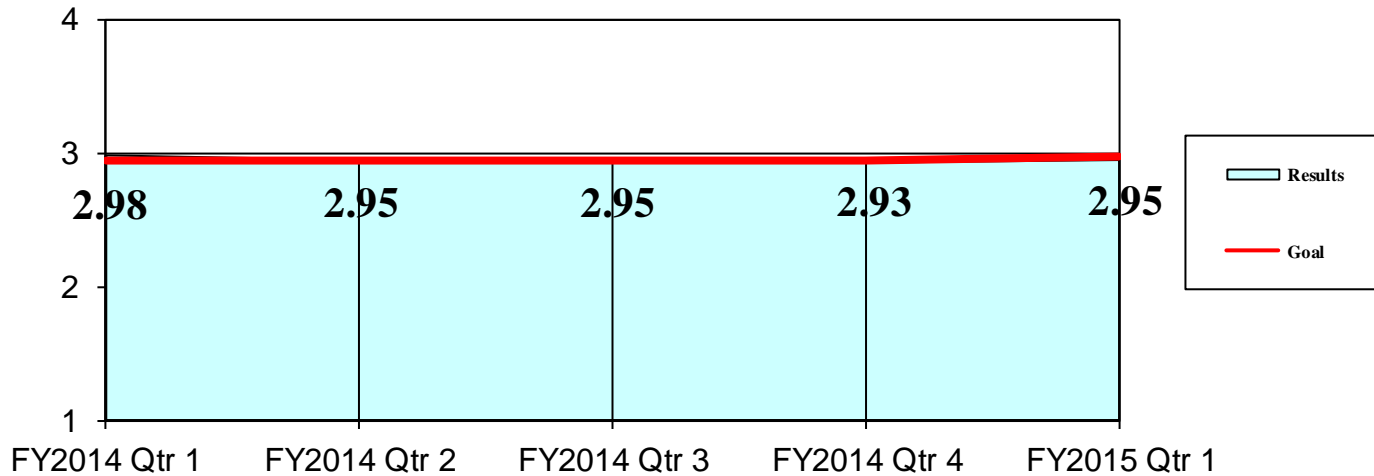
Train Exterior Appearance



- ✓ Goal not met, slight improvement
- ✓ 75.2% of those surveyed ranked this category as either Excellent or Good

Train Interior Cleanliness

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

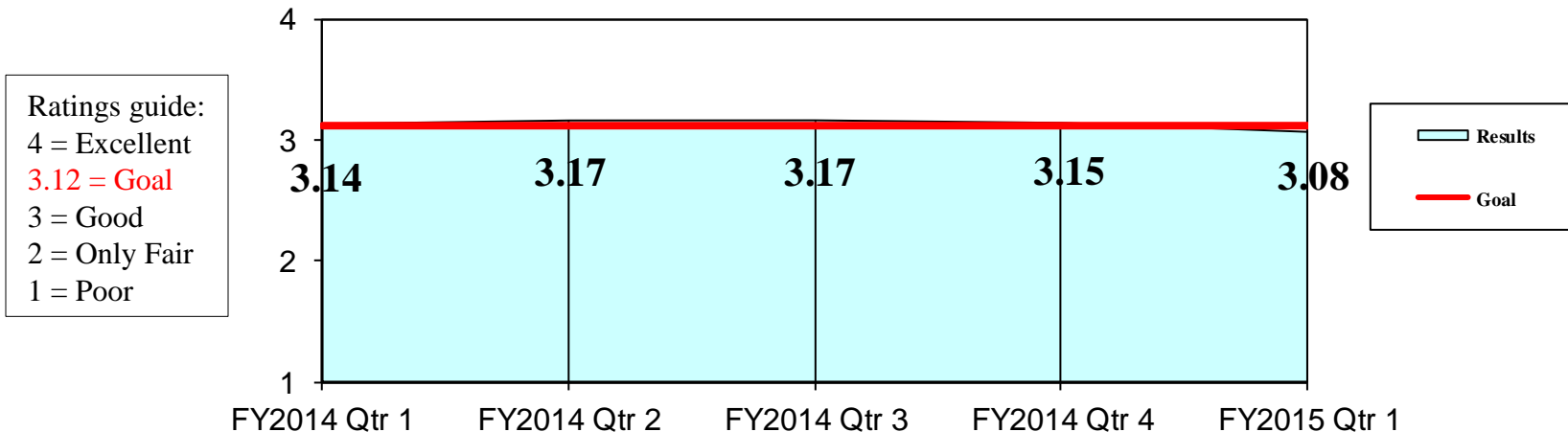


Composite rating of:	
Train interior cleanliness (60%)	2.67
Train interior kept free of graffiti (40%)	3.36

- ✓ Goal not met, slight improvement
- ✓ All vinyl seats by end of year, composite floors by end of the fiscal year
- ✓ Train Interior ratings of either Excellent or Good:
 - Cleanliness: 61.6%
 - Graffiti-free: 92.3%



Train Temperature



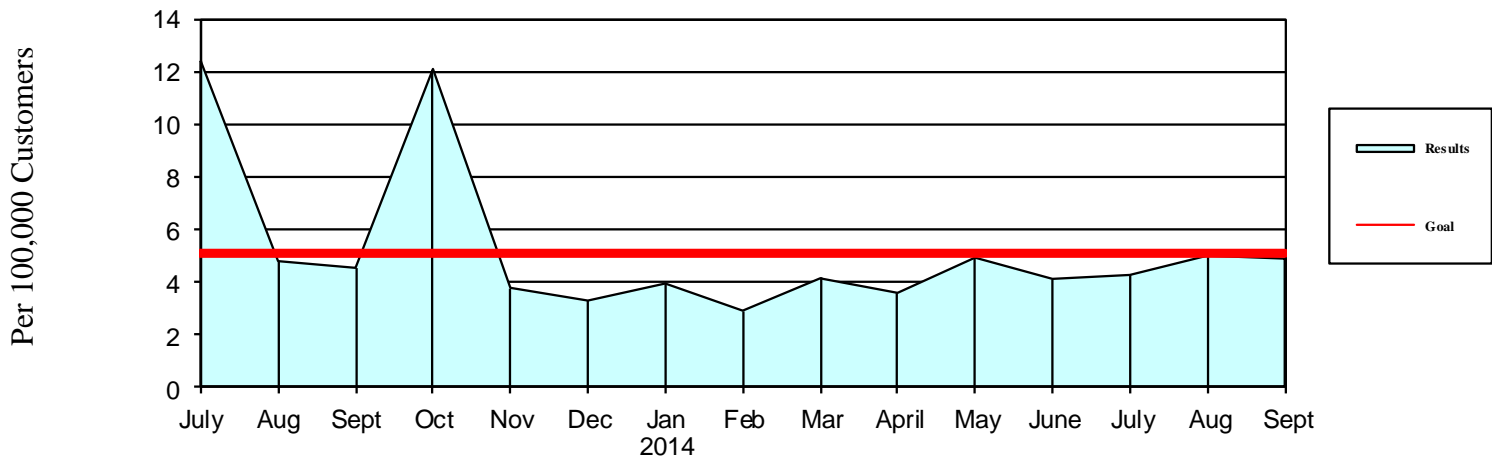
Comfortable Temperature Onboard Train

- ✓ Goal not met
- ✓ 81.4% of those surveyed ranked this category as either Excellent or Good
- ✓ C car mod continues, A/B cars increased failures, engineering analysis underway



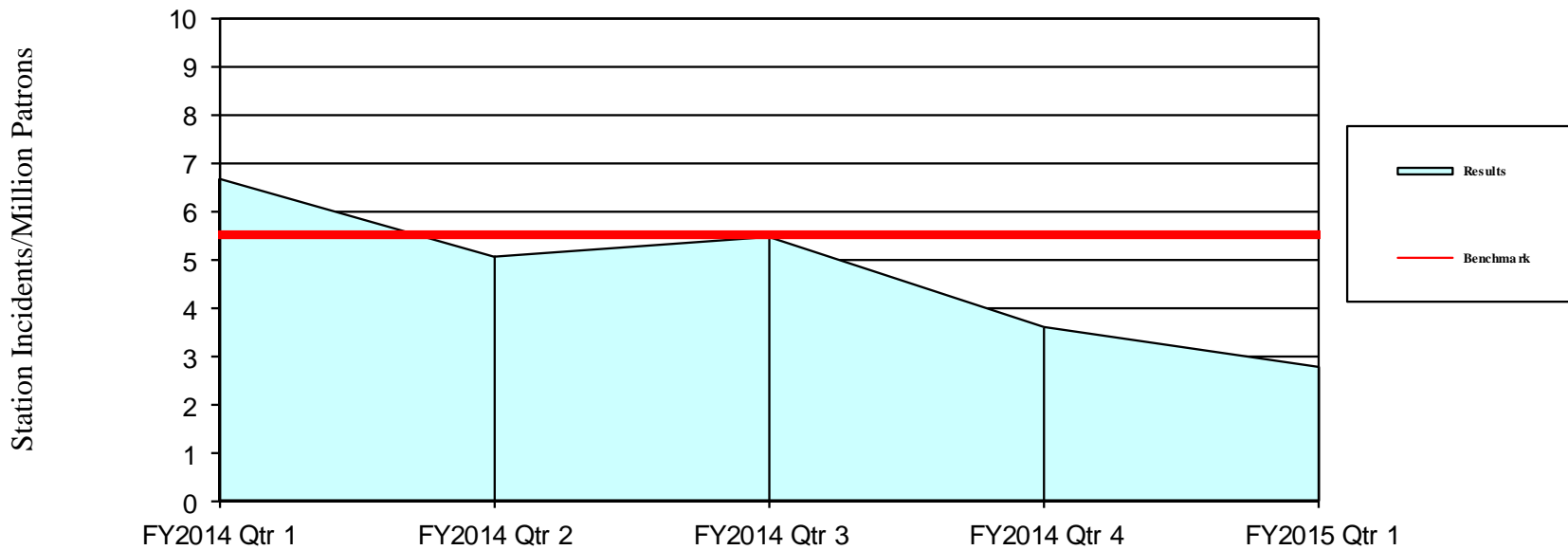
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal met
- ✓ Total complaints increased modestly from last quarter, but down substantially from last year (Negotiations)
- ✓ Most categories increased; AFC, Policies, Train Cleanliness, Police Services improved
- ✓ Compliments higher

Patron Safety: Station Incidents per Million Patrons

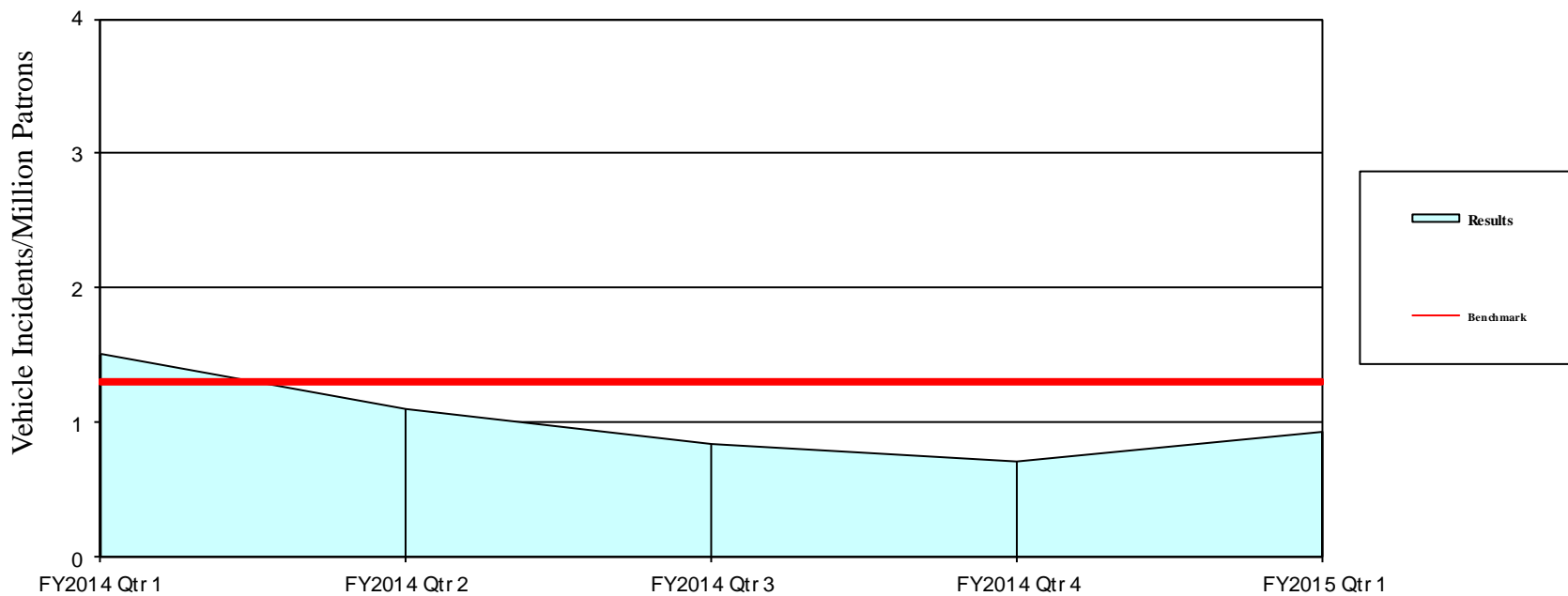


✓ Goal met



Patron Safety

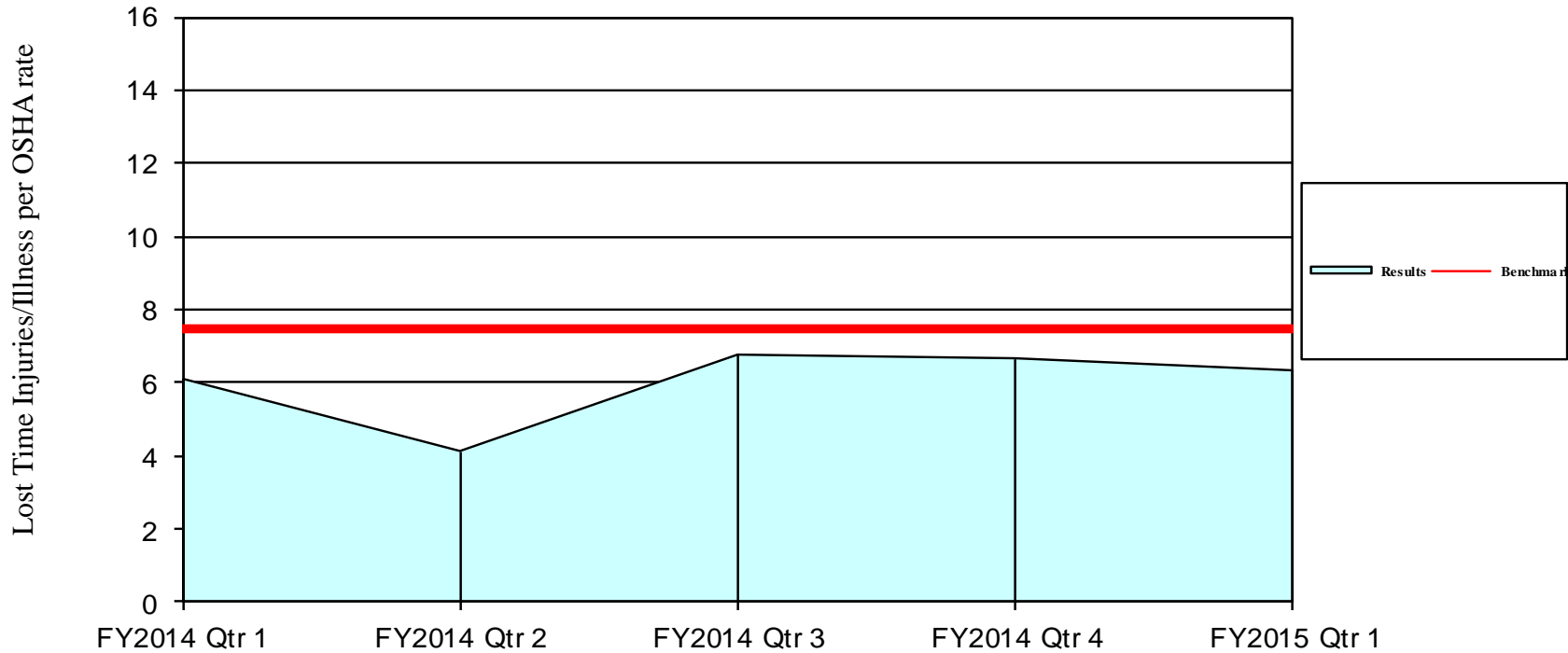
Vehicle Incidents per Million Patrons



✓ Goal met



Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate

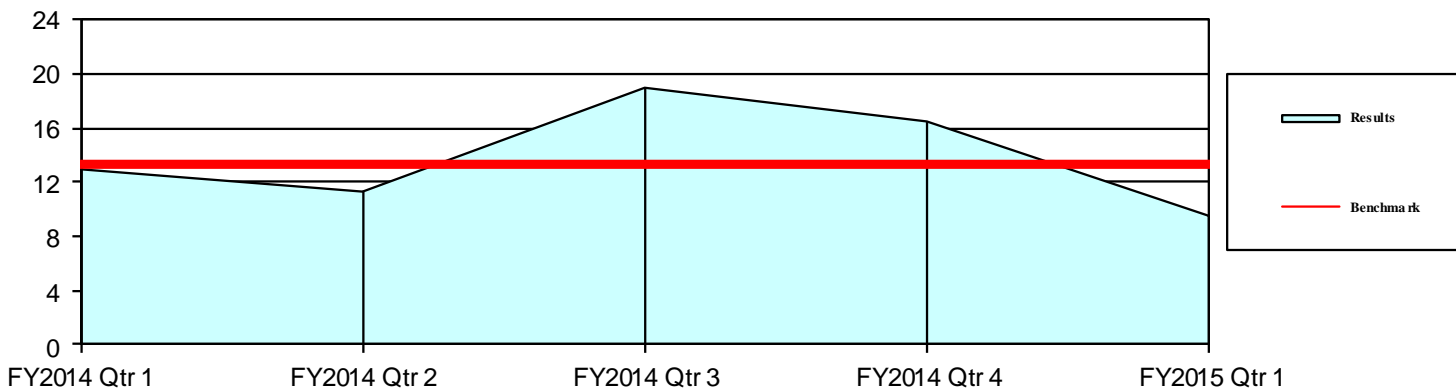


✓ Goal met



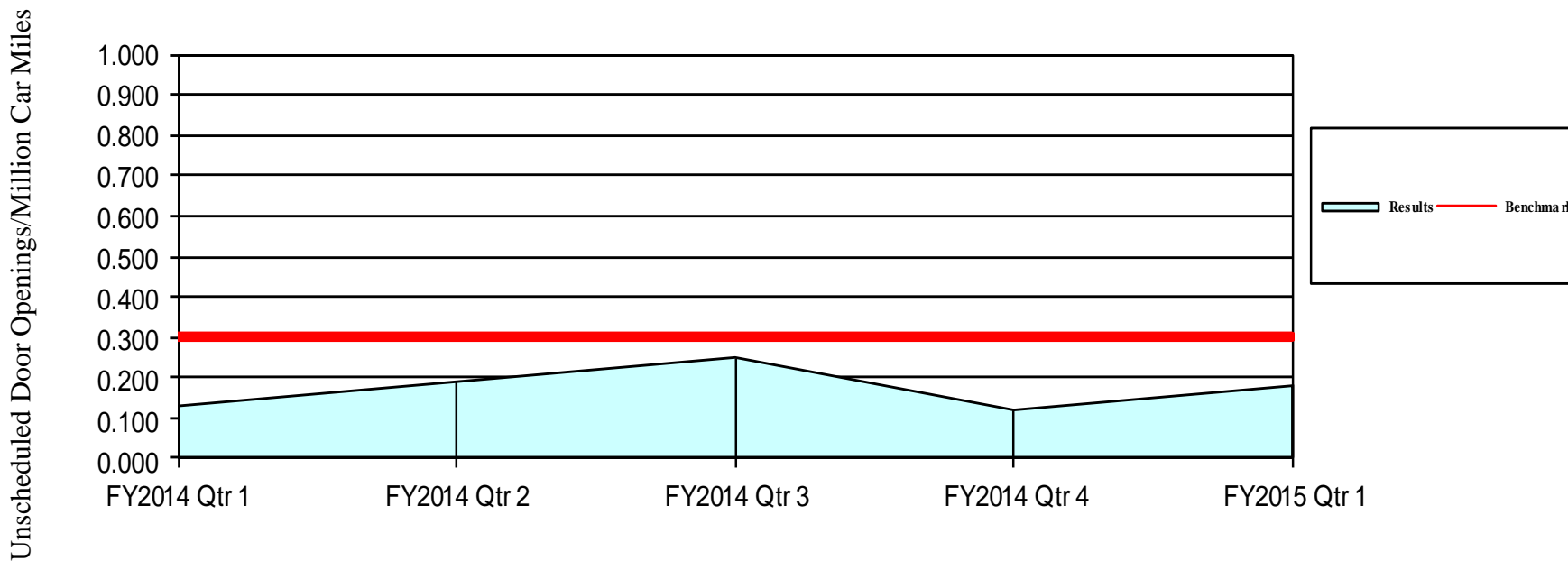
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal met

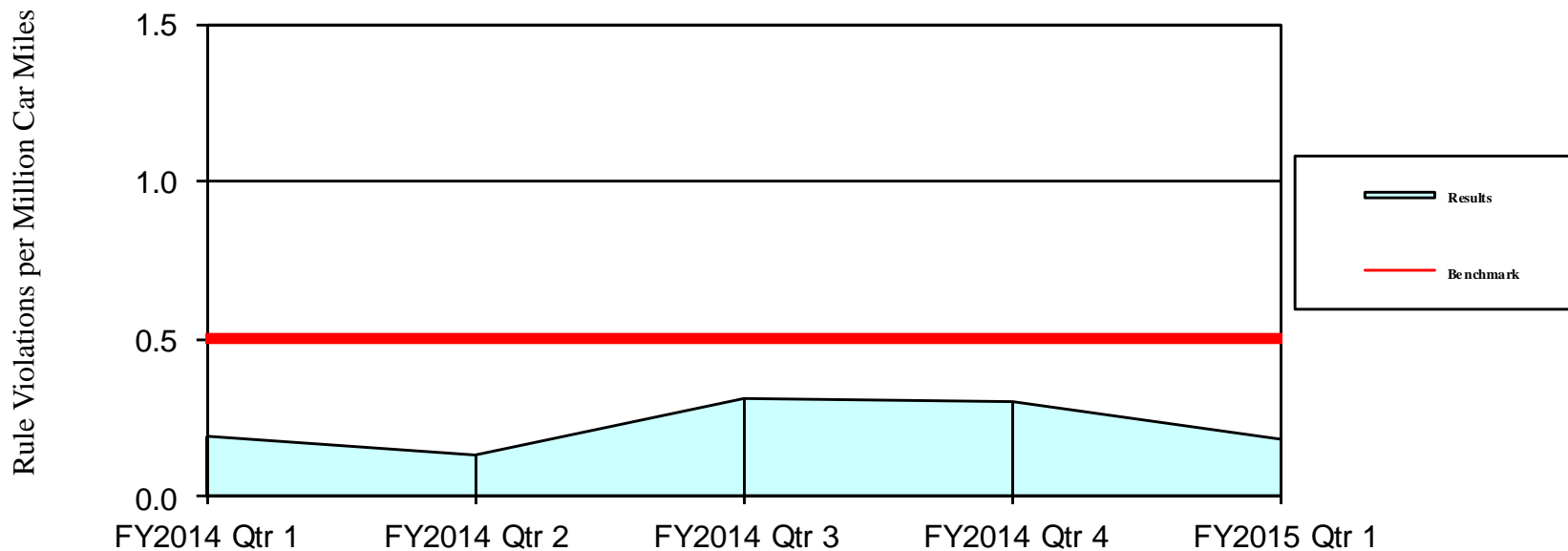
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met



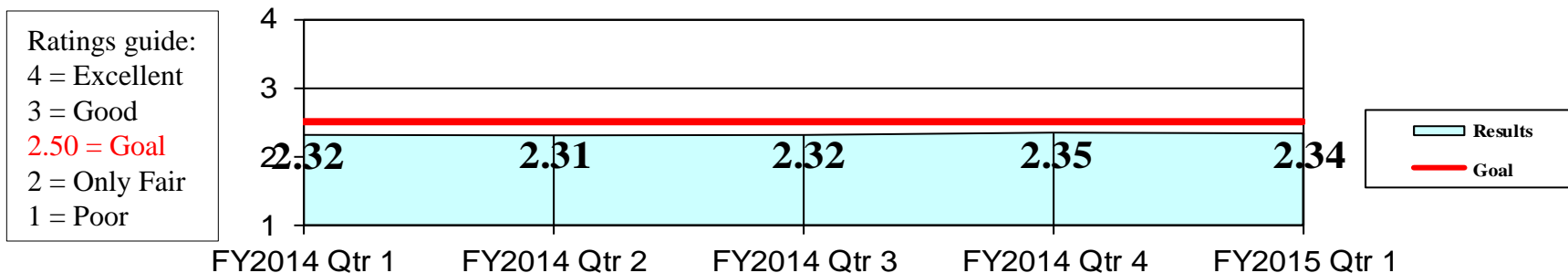
Operating Safety: Rule Violations per Million Car Miles



✓ Goal met



BART Police Presence

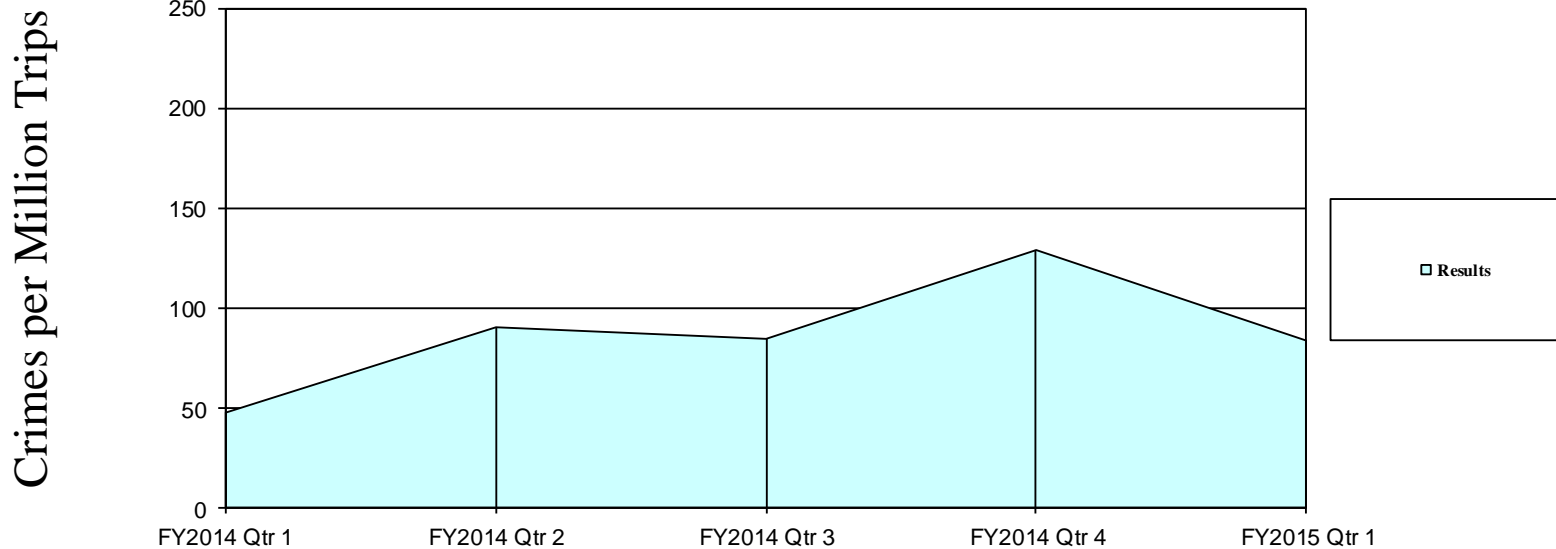


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.31
Parking Lots and Garages (33%)	2.41
Trains (33%)	2.29

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 44.2%
 - Trains: 42.6%
 - Parking Lots/Garages: 48.9%



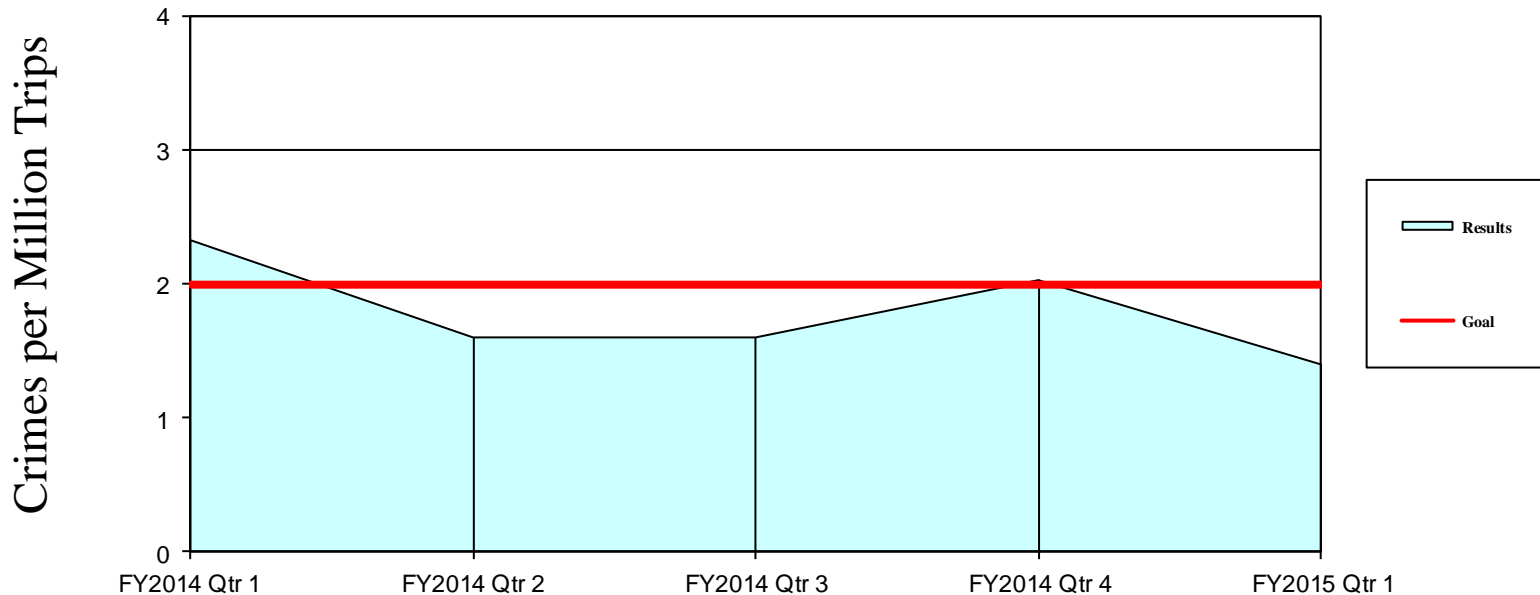
Quality of Life*



✓ Quality of Life incidents are down 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

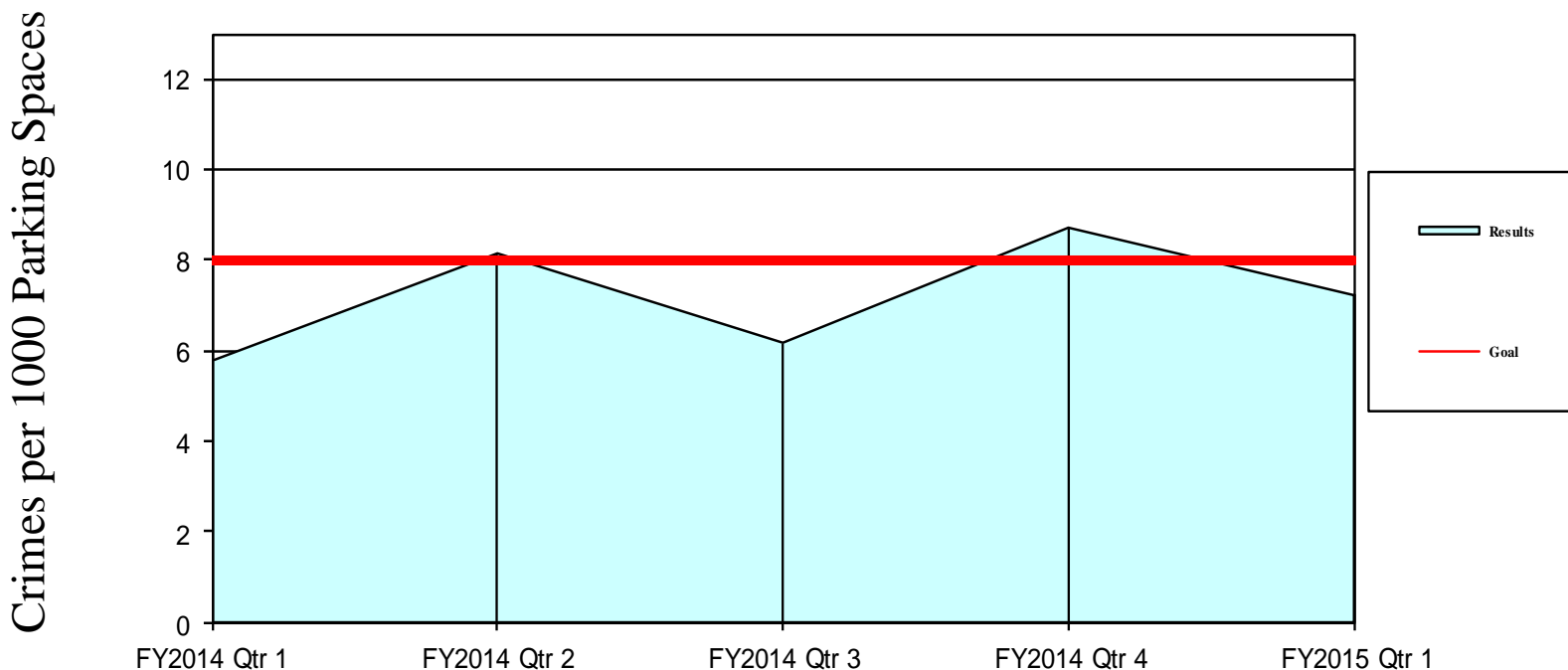
Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



- ✓ Goal met
- ✓ Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

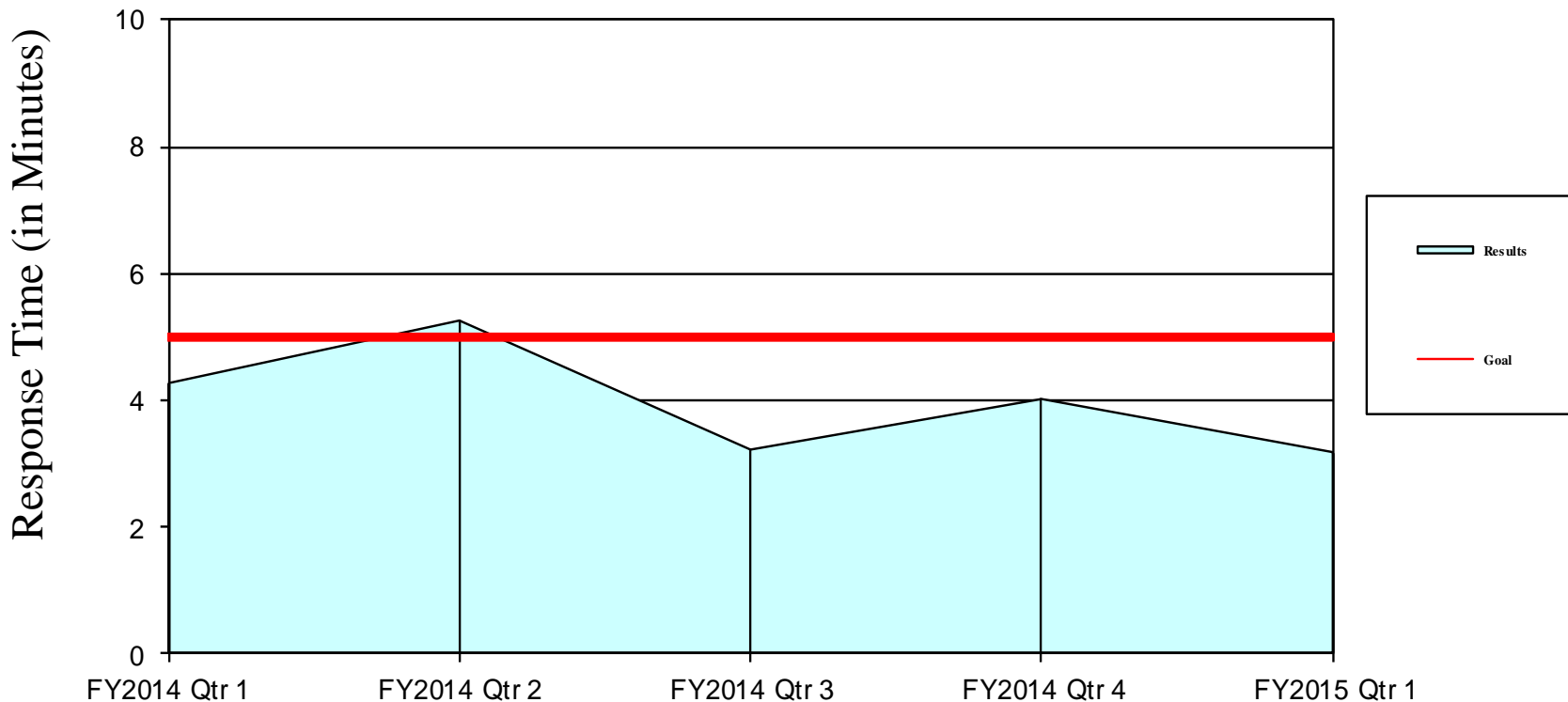


Auto Theft and Burglary



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

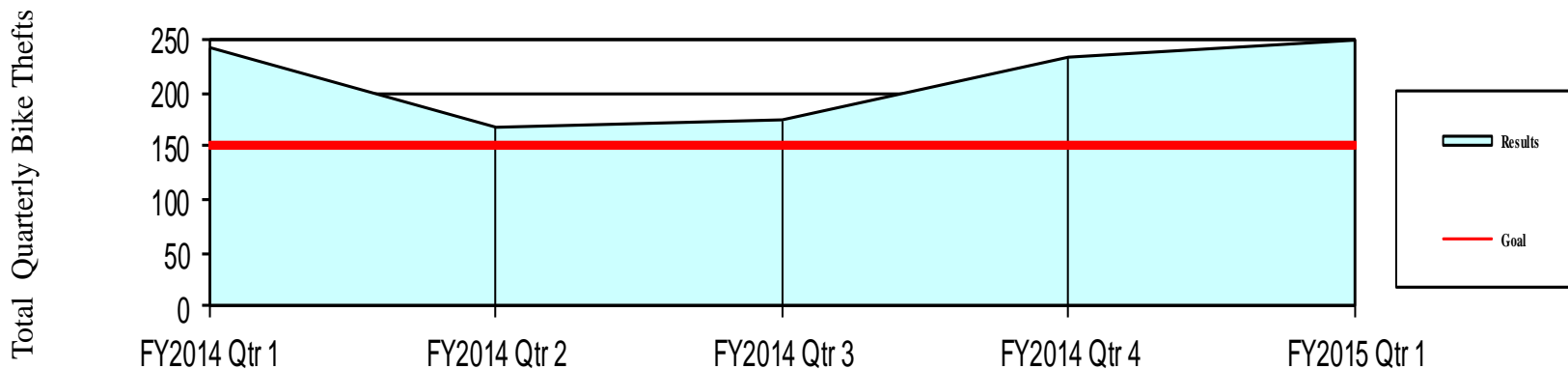
Average Emergency Response Time



✓ The average Emergency Response Time goal was met for the quarter.



Bike Theft



- ✓ Goal not met
- ✓ 250 bike thefts for current quarter, up 16 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.