

Quarterly Service Performance Review

First Quarter, FY 2014

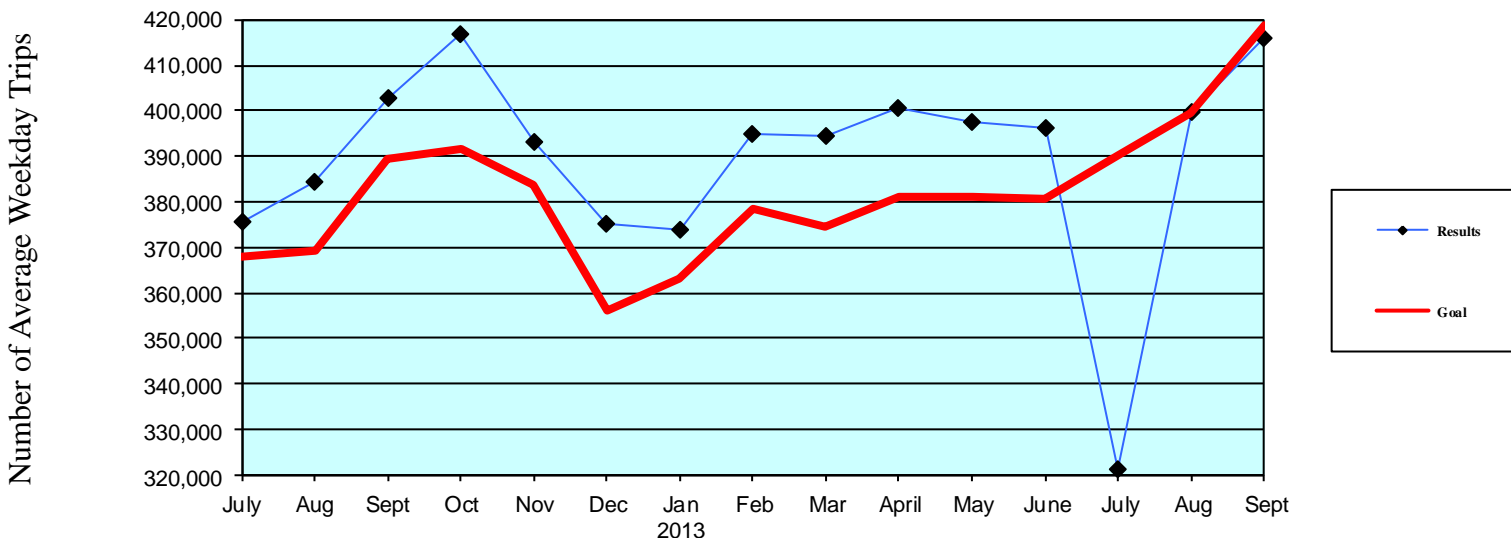
July - September, 2013

Engineering & Operations Committee
December 5, 2013

FY14 First Quarter Overview...

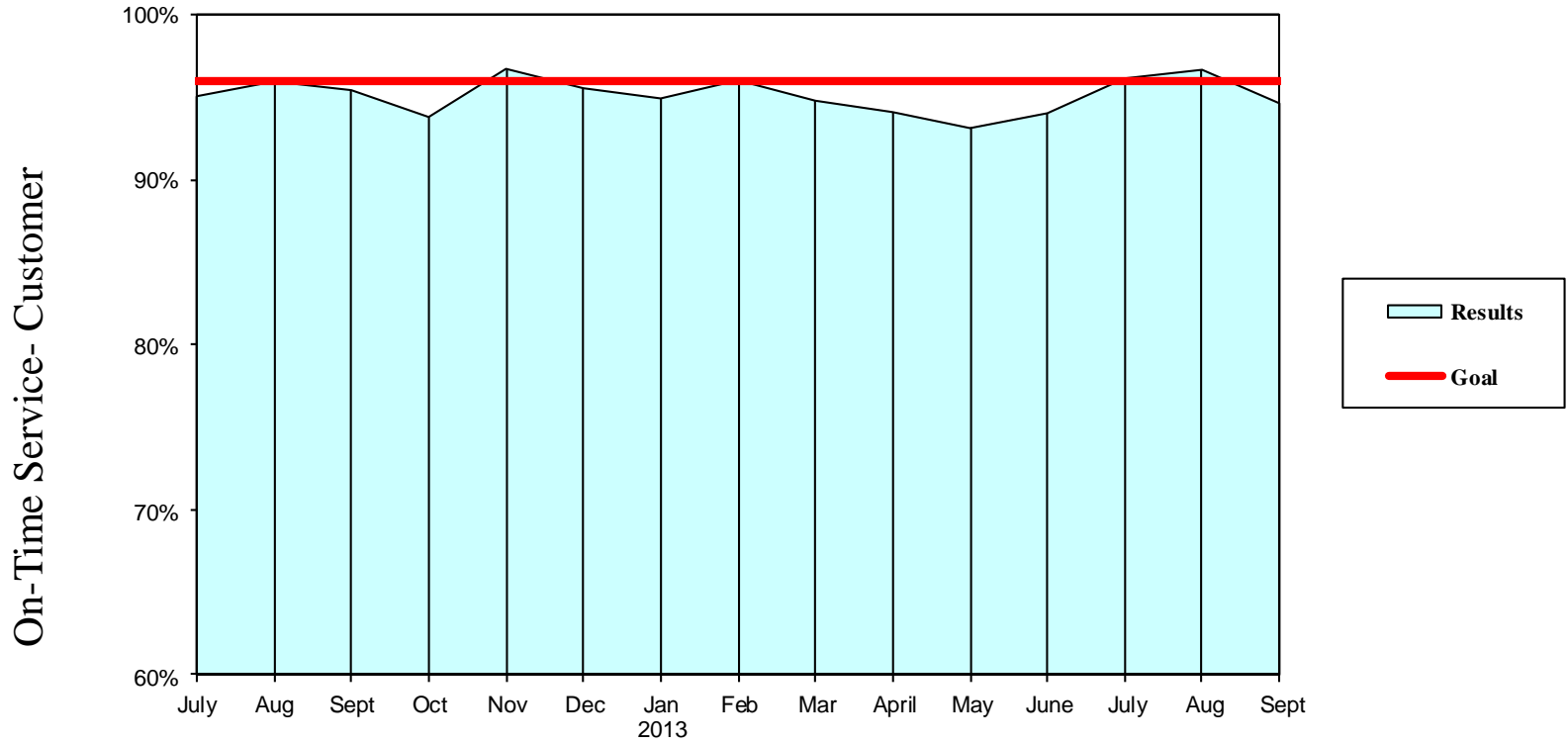
- ✓ Substantial improvement in service reliability
- ✓ Ridership dropped due to 4+ day strike, arguably other indicators impacted as well
- ✓ Eight goals raised as part of budget process (2 goals not met this quarter due to more aggressive goal)
- ✓ Overall results mixed
- ✓ Compared to last quarter, lower number of goals met but about equal improved performance v. worsened performance

Customer Ridership



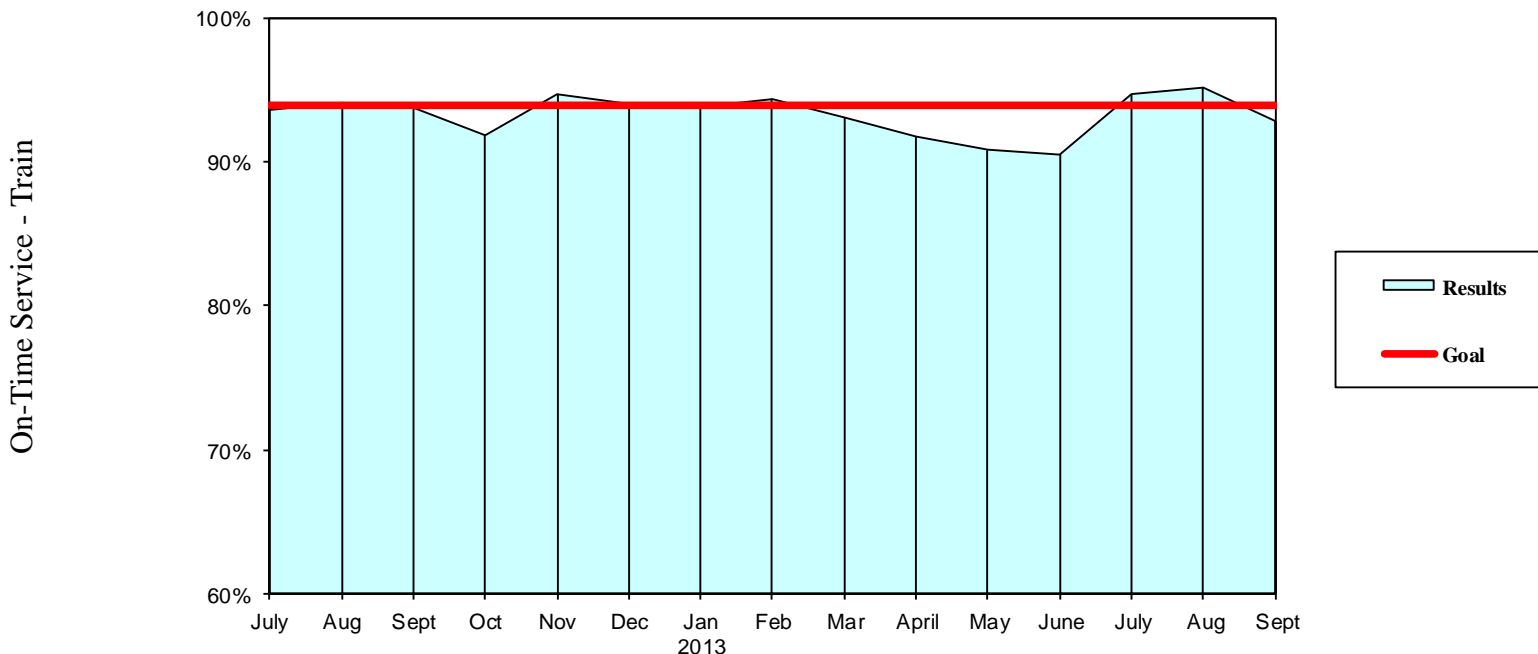
- ✓ Total ridership decreased by 0.8% compared to same quarter last year due to 4+ days of system closure
- ✓ Average weekday ridership (377,815) down 2.4% from same quarter last year
- ✓ Core weekday ridership down by 2.4% from same quarter last year
- ✓ SFO Extension weekday ridership down by 2.0% from same quarter last year
- ✓ Saturday and Sunday up by 3.6% and 8.8%, respectively, over same quarter last year

On-Time Service - Customer



- ✓ 95.80%, goal 96%
- ✓ Improved from last quarter, goal met in July and August
- ✓ Biggest delay of quarter, “Brake On in Propulsion” at West Oakland on 9/18 @ 08:16, 74 late trains

On-Time Service - Train

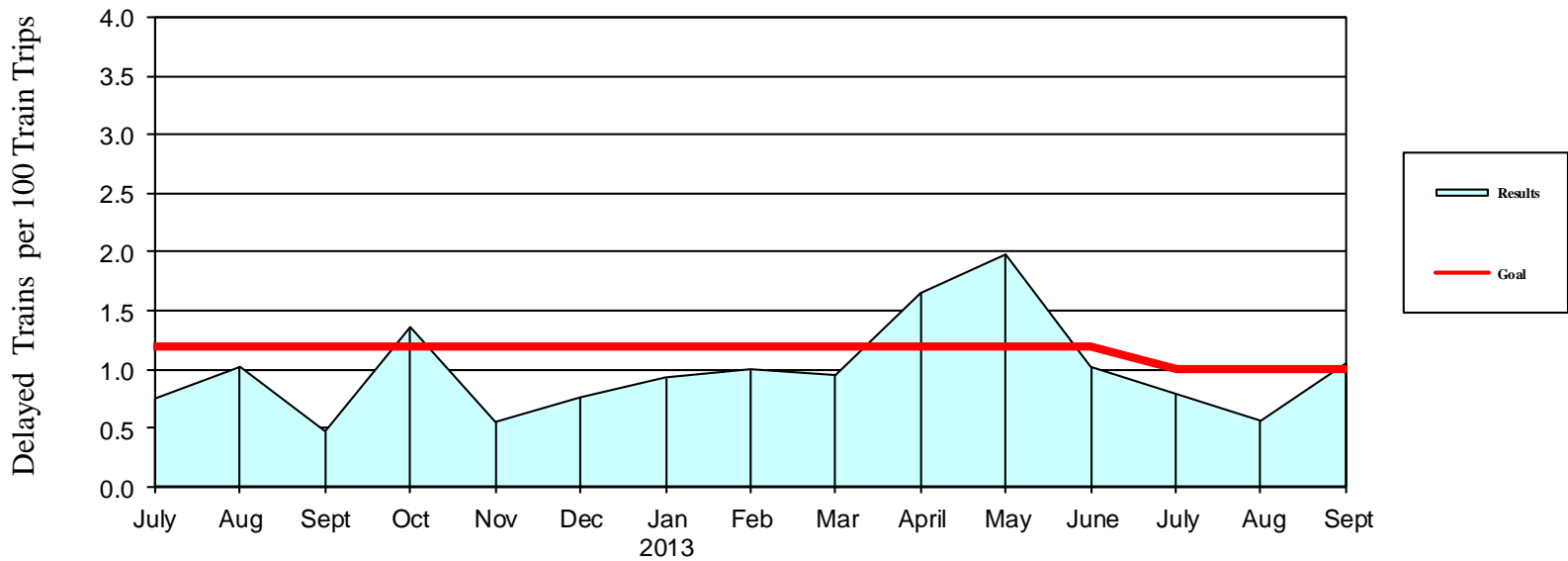


- ✓ 94.29%, goal met
- ✓ Significant improvement
- ✓ 47.6% of late trains due to “Miscellaneous” causes



Wayside Train Control System

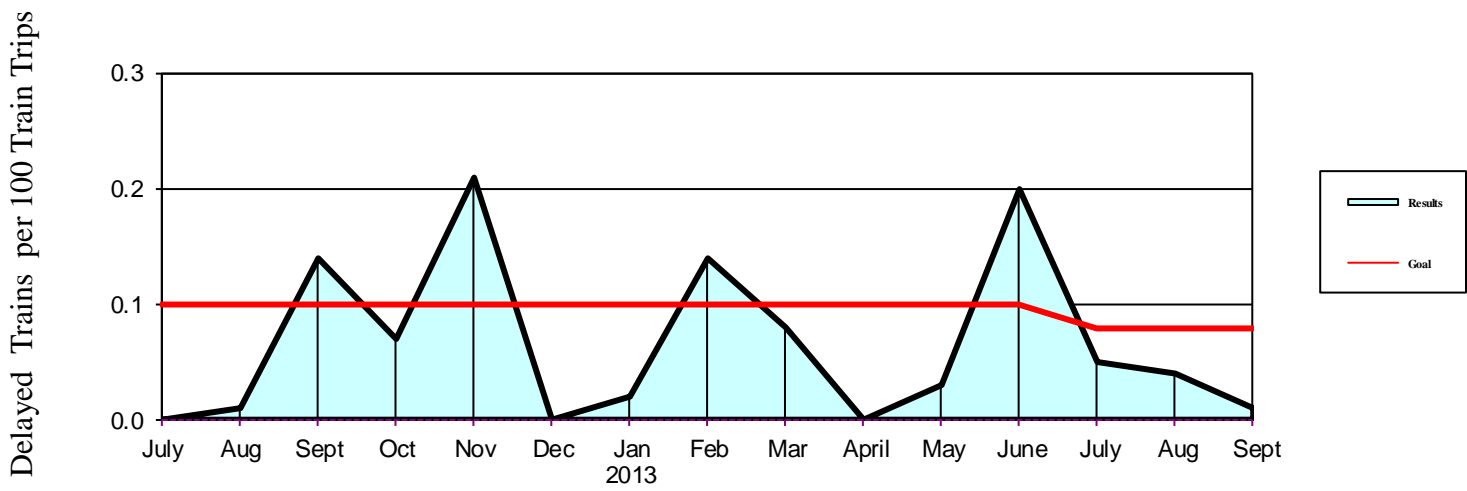
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal made more aggressive, was 1.2 now 1.0
- ✓ Goal met
- ✓ Switch Machine installation continues
- ✓ Wayside Card Pack installation continues
- ✓ UPS Battery Replacement Project underway

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs



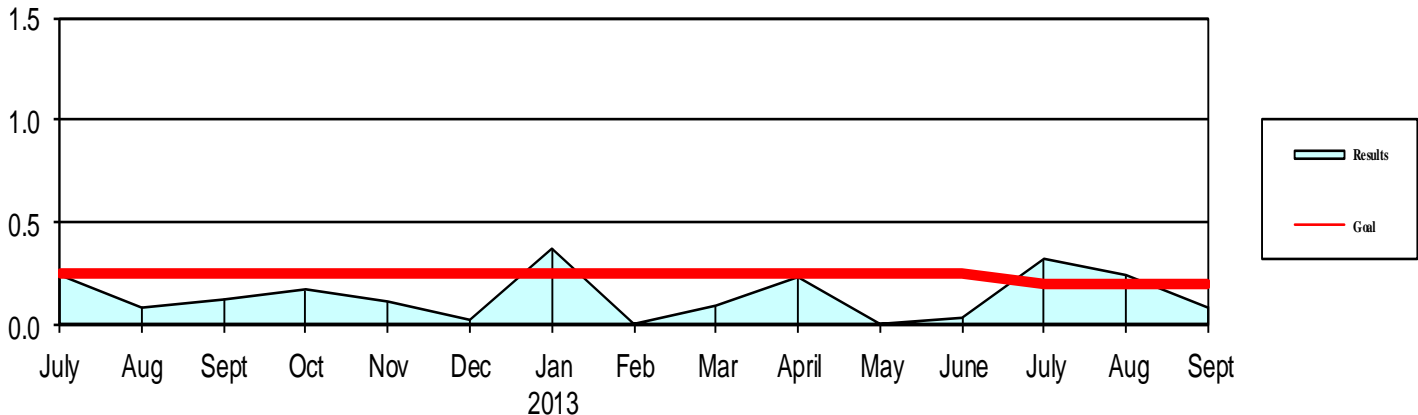
- ✓ Goal made more aggressive, was 0.1 now 0.08
- ✓ Goal met
- ✓ OCC Workstation Graphics and Projection Display Board have been updated to include LDS bulk power substation.
- ✓ Graphics related to 34.5kv sectionalizing breakers were simplified.
- ✓ Added data to ICS database to support integration of Warm Springs Train Control Equipment at S12 and S20.



Traction Power

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

Delayed Trains per 100 Train Trips



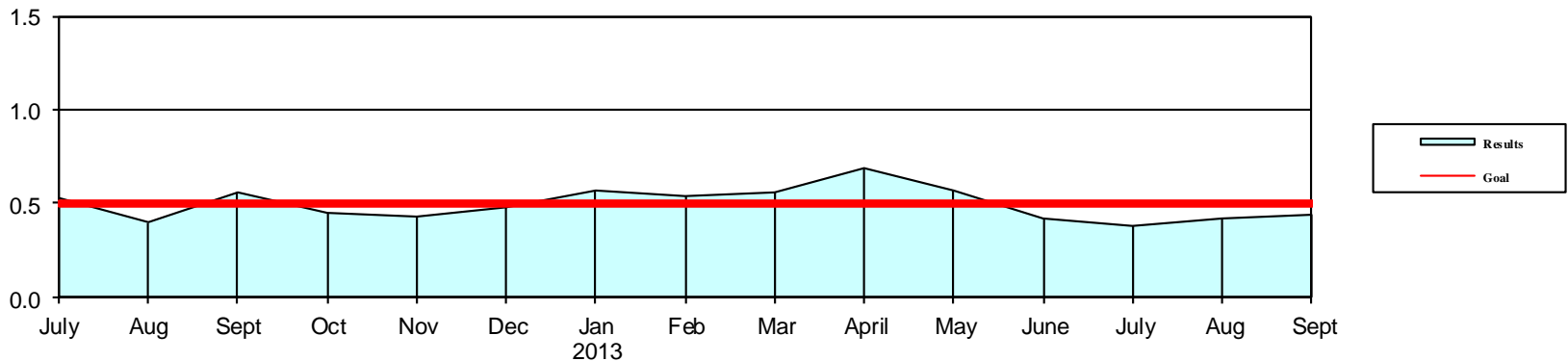
- ✓ Goal made more aggressive, was 0.25 now 0.20
- ✓ 0.21, missed by just over 0.01
- ✓ Significant failure of last substation on the R Line



Transportation

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

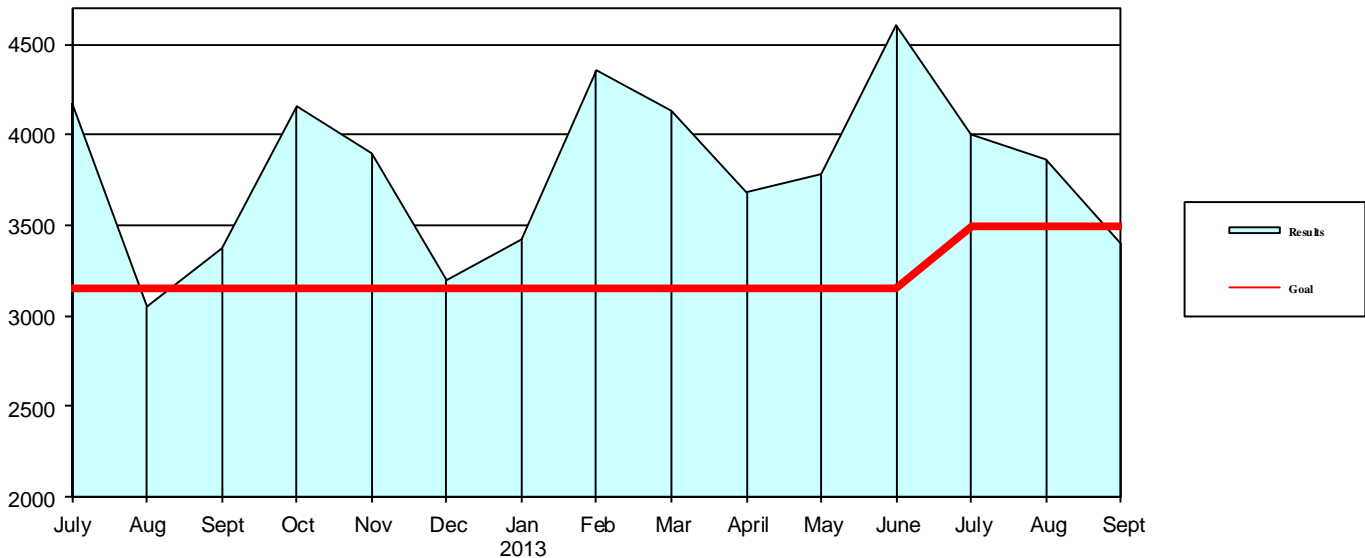
Delayed Trains per 100 Train Trips



✓ Goal met

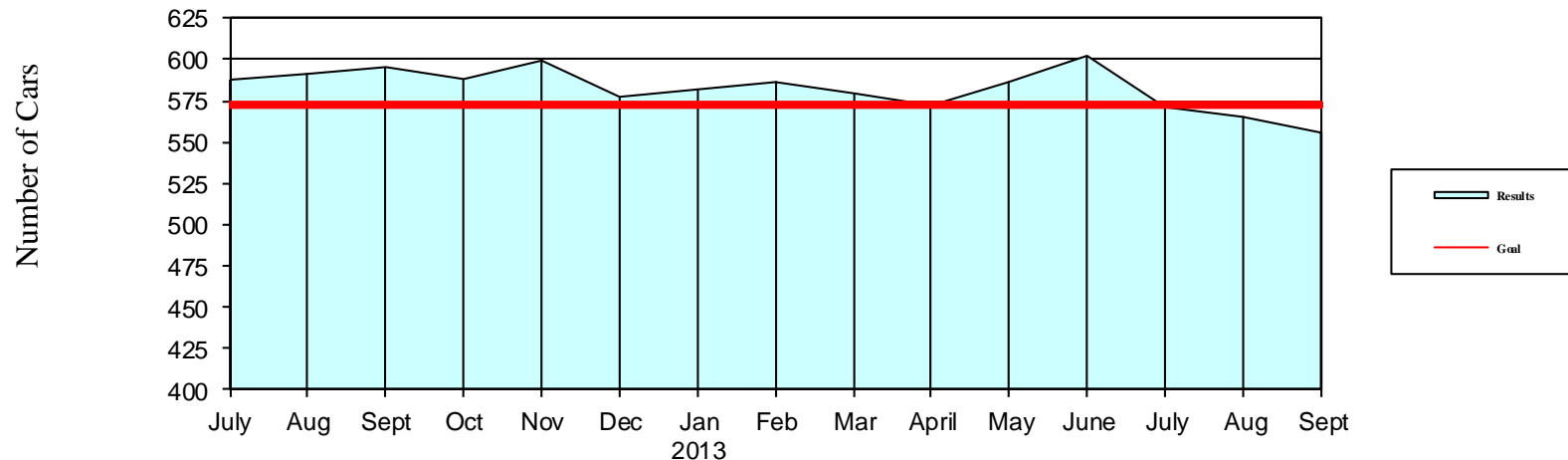
Car Equipment - Reliability

Mean Time Between Failures (Hours)



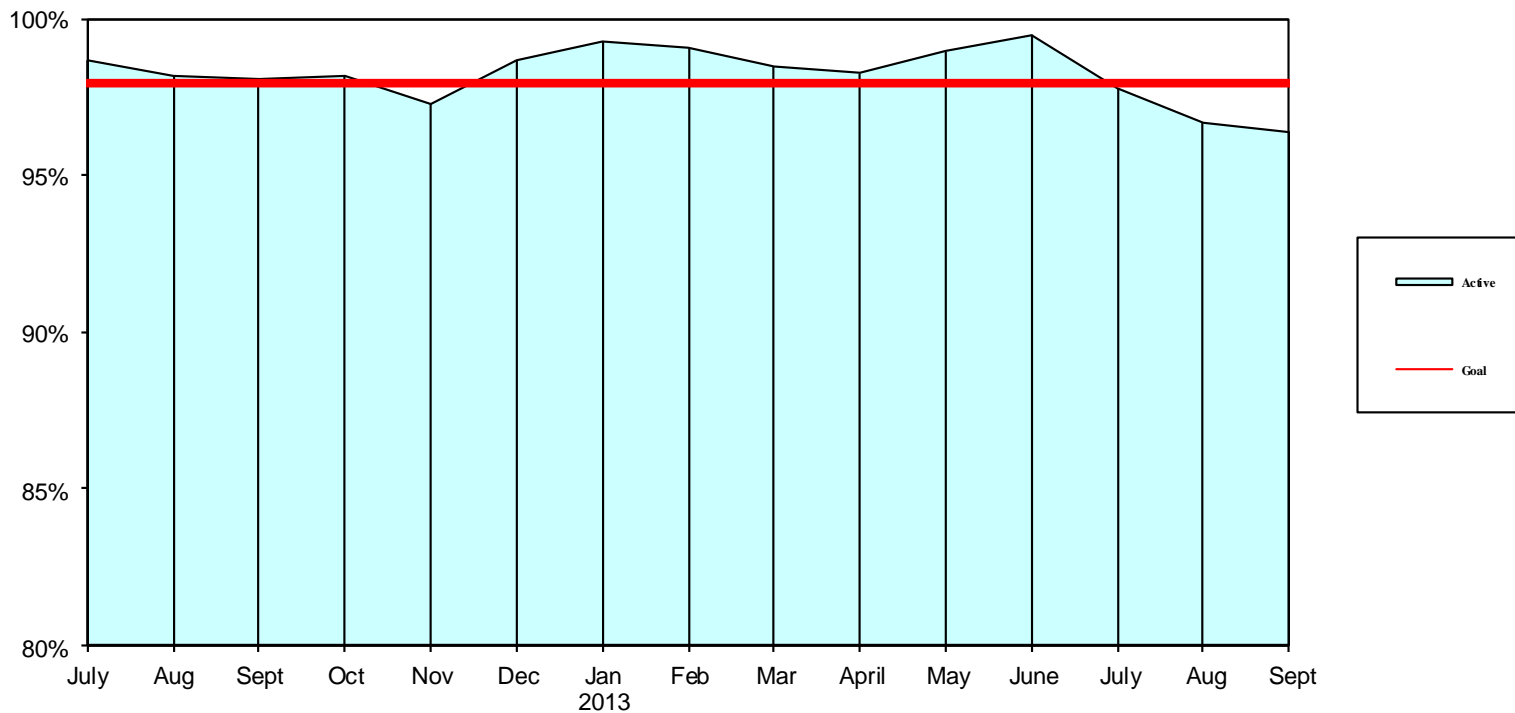
✓ Goal met

Car Equipment - Availability @ 0400 hours



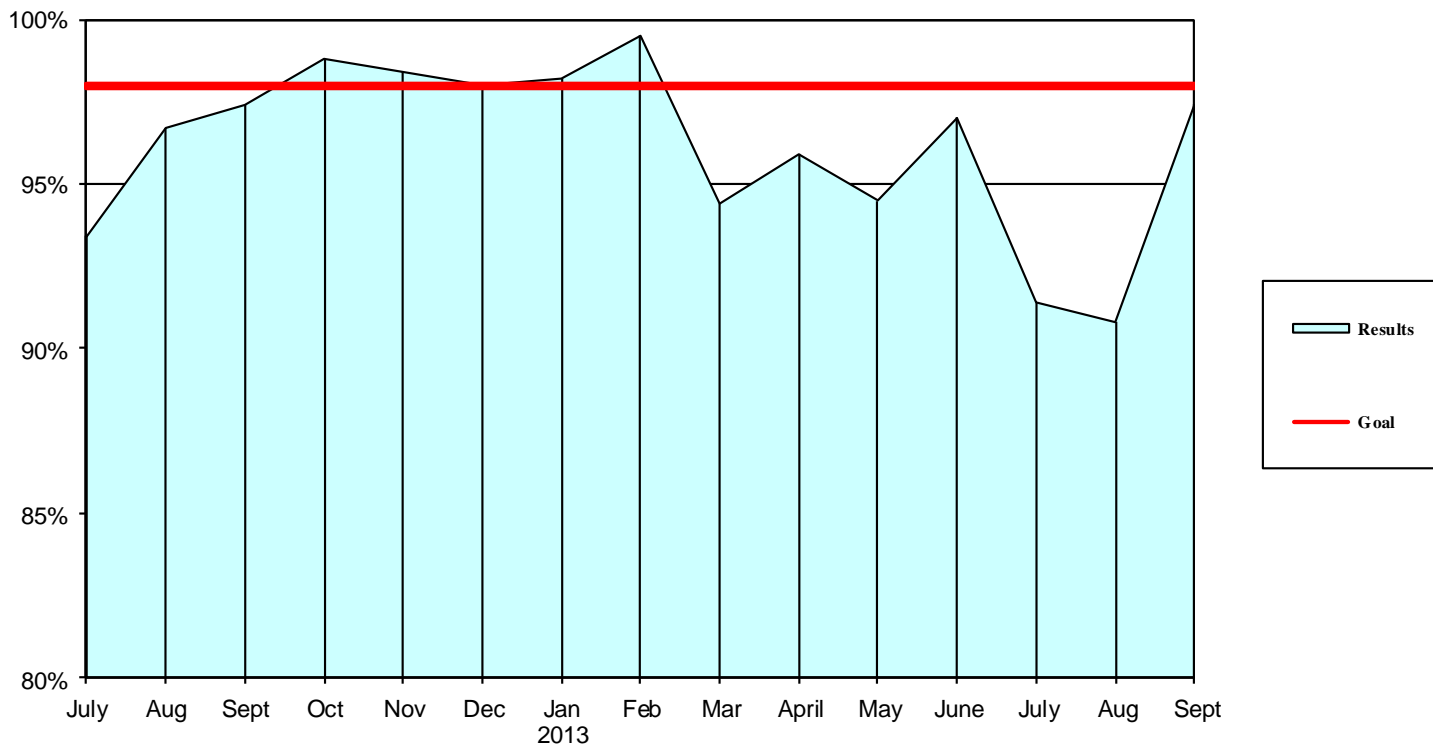
- ✓ Goal not met
- ✓ Challenging period

Elevator Availability - Stations



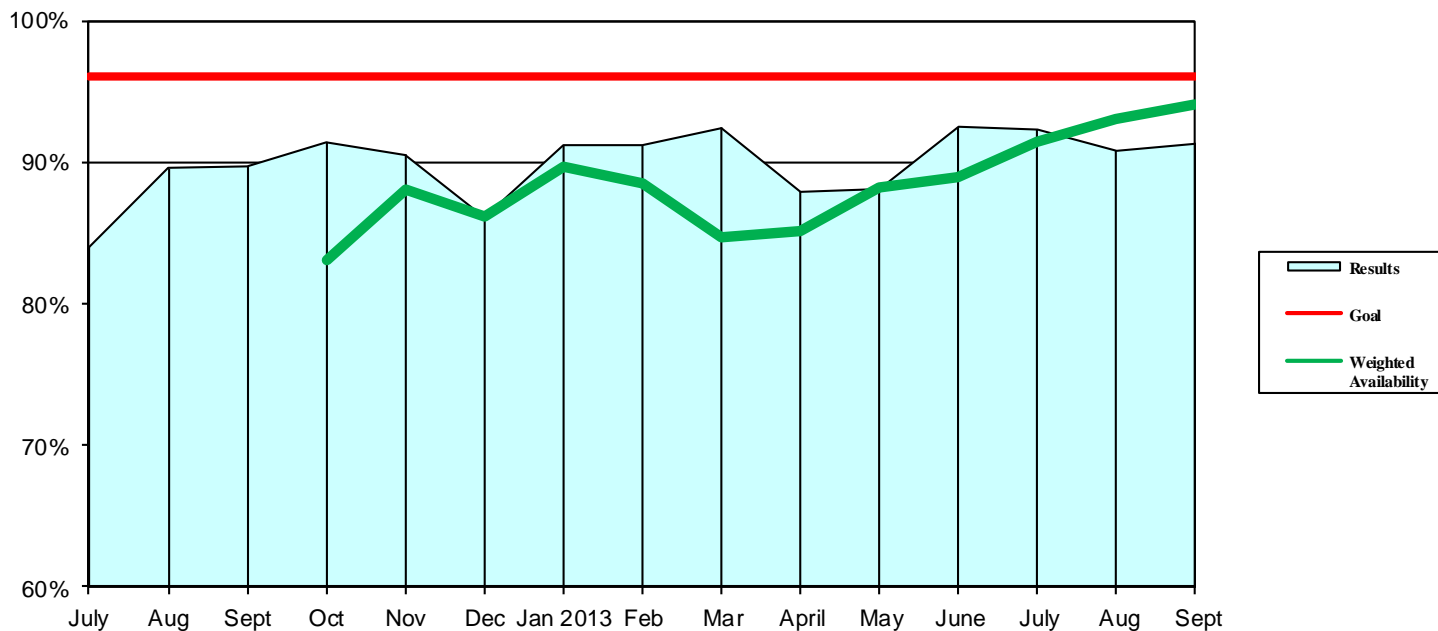
- ✓ 96.97% availability, goal (98%) not met
- ✓ Extended outages at 12th Street and Millbrae

Elevator Availability - Garage



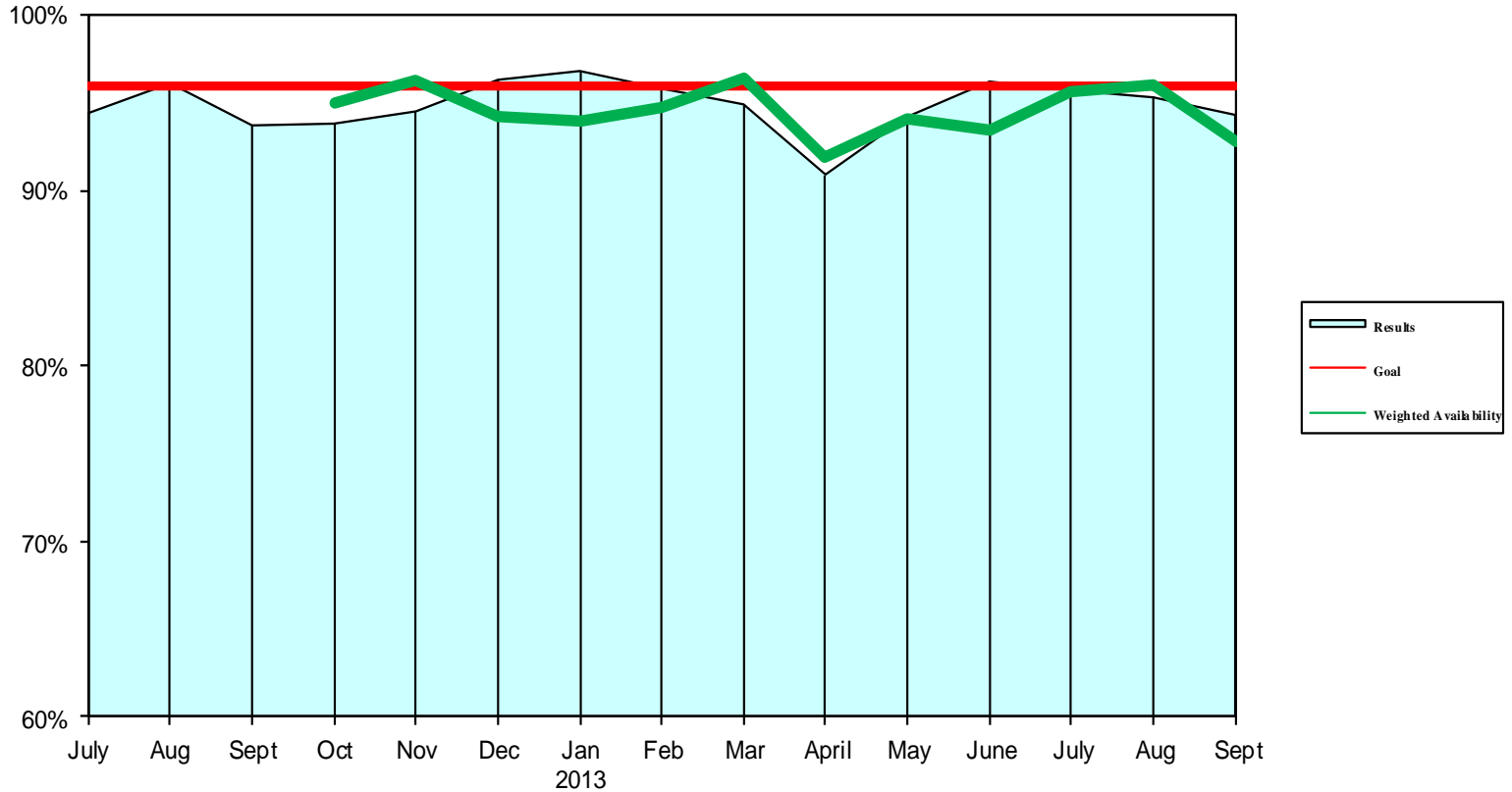
- ✓ Goal not met, 93.20% availability
- ✓ Extended outages for 1 of 4 units at Dublin and 2 of 7 units at Pleasant Hill

Escalator Availability - Street



- ✓ Goal not met, 91.47% availability
- ✓ 4 of 8 units at 12th Street experienced extended outages and repair

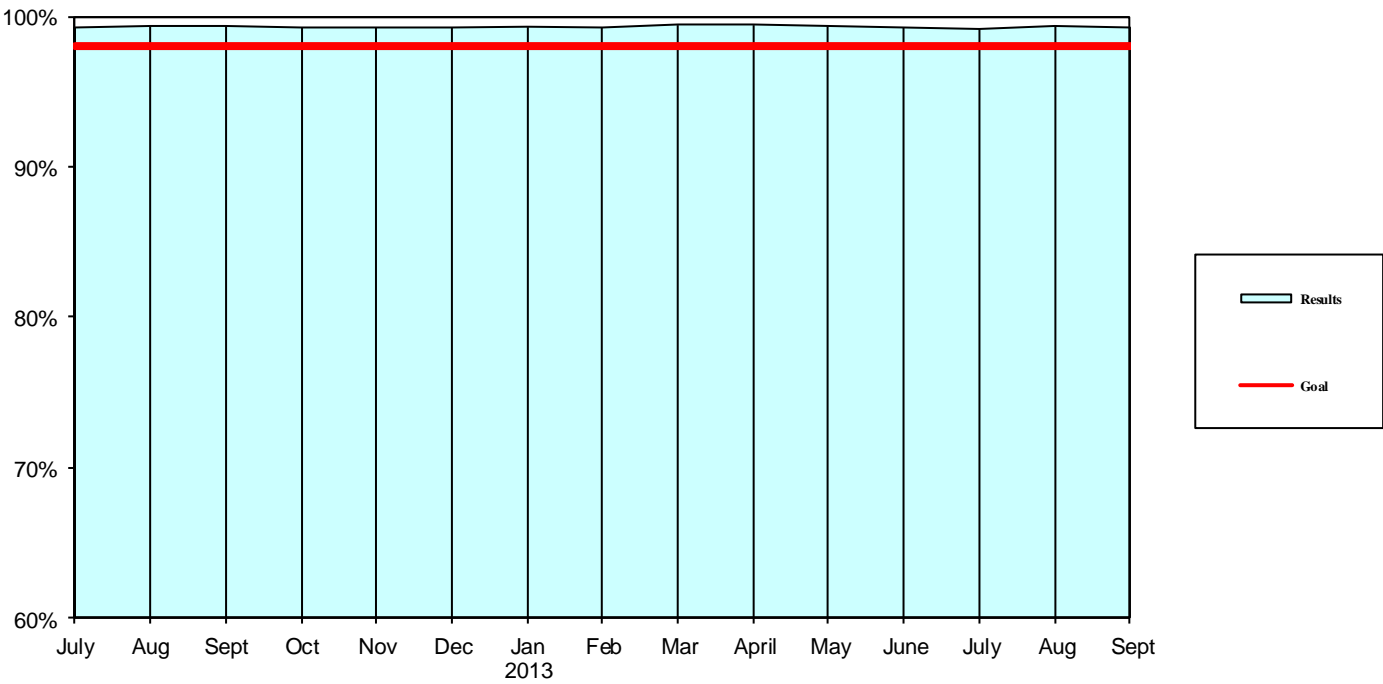
Escalator Availability - Platform



- ✓ 95.1% availability, goal of 96% just missed
- ✓ Extended outage with major repairs at N. Berkeley, 16th Street, E.C. Plaza and Richmond



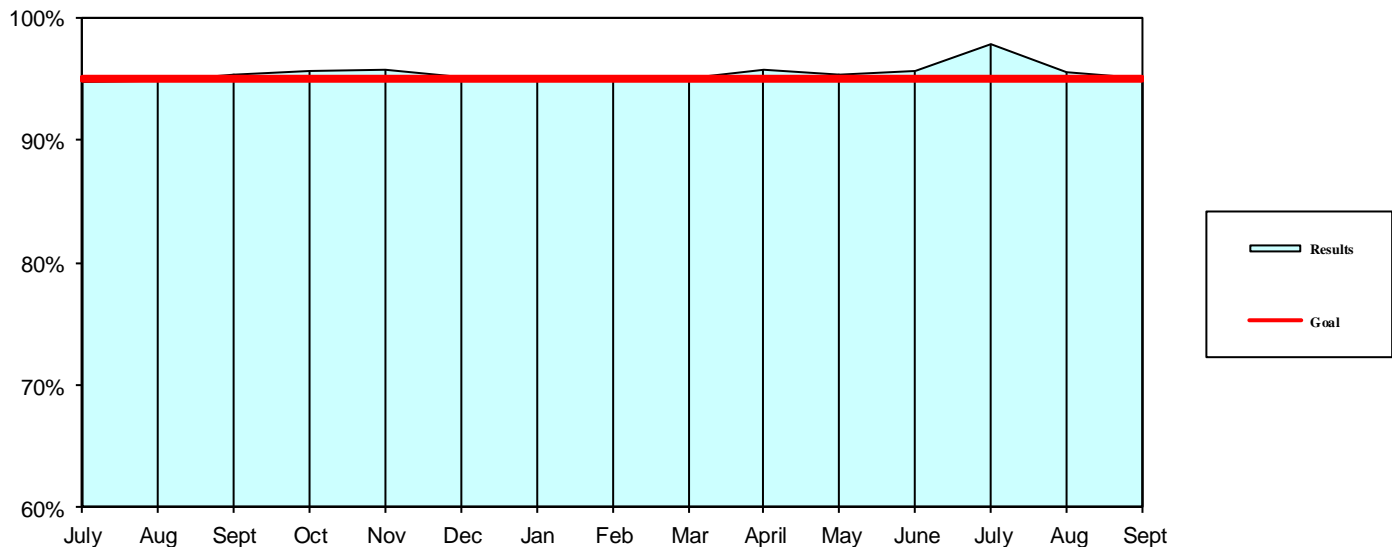
AFC Gate Availability



- ✓ Goal increased from 98% to 99%
- ✓ 99.30% availability
- ✓ Continued solid performance



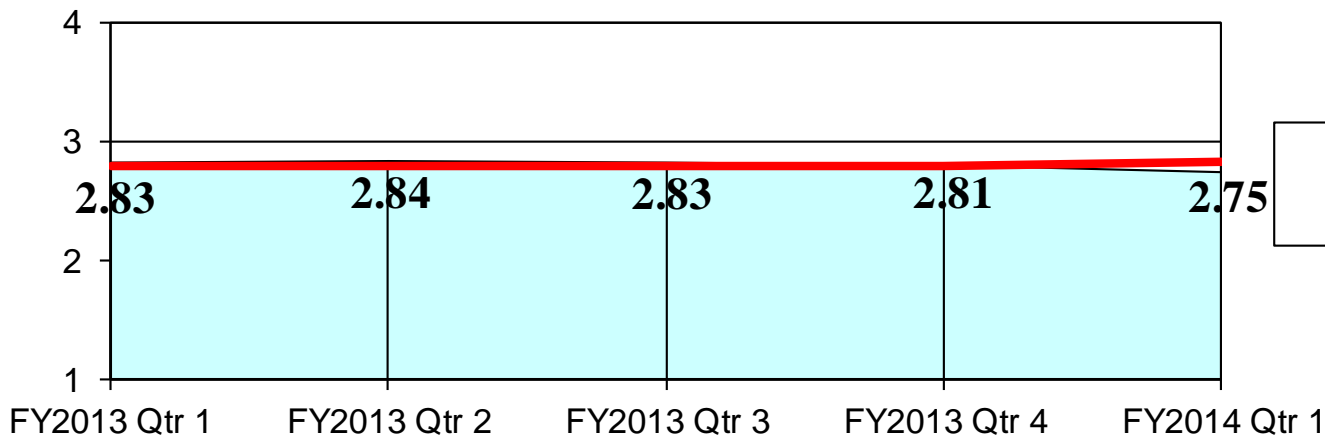
AFC Vendor Availability



- ✓ 96.20%, goal met, steady performance
- ✓ Availability of Add Fare 97.9% (down from 98.2% in Q4)
- ✓ Availability of Add Fare Parking 97.7% (down from 97.9% in Q4)
- ✓ Availability of Parking Validation Machines 99.8% (same as 99.8% in Q4)

Environment - Outside Stations

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

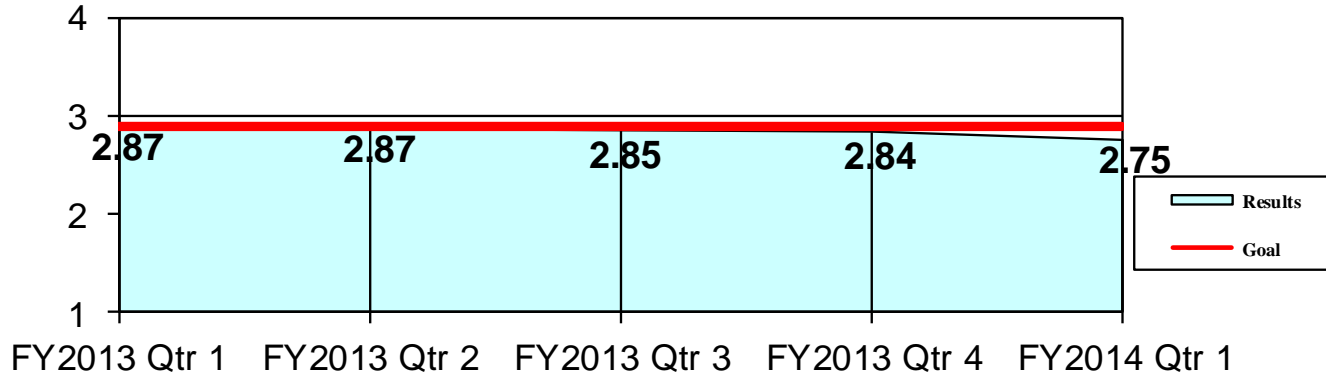


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.66
BART Parking Lot Cleanliness (25%)	2.98
Appearance of BART Landscaping (25%)	2.68

- ✓ Goal not met (new FY14 goal is 2.84, raised from 2.80)
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 64.3%
 - Parking Lots: 79.1%
 - Landscaping Appearance: 64.0%

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%)	2.90
Other Station Areas (20%)	2.71
Restrooms (10%)	2.24
Elevator Cleanliness (10%)	2.49

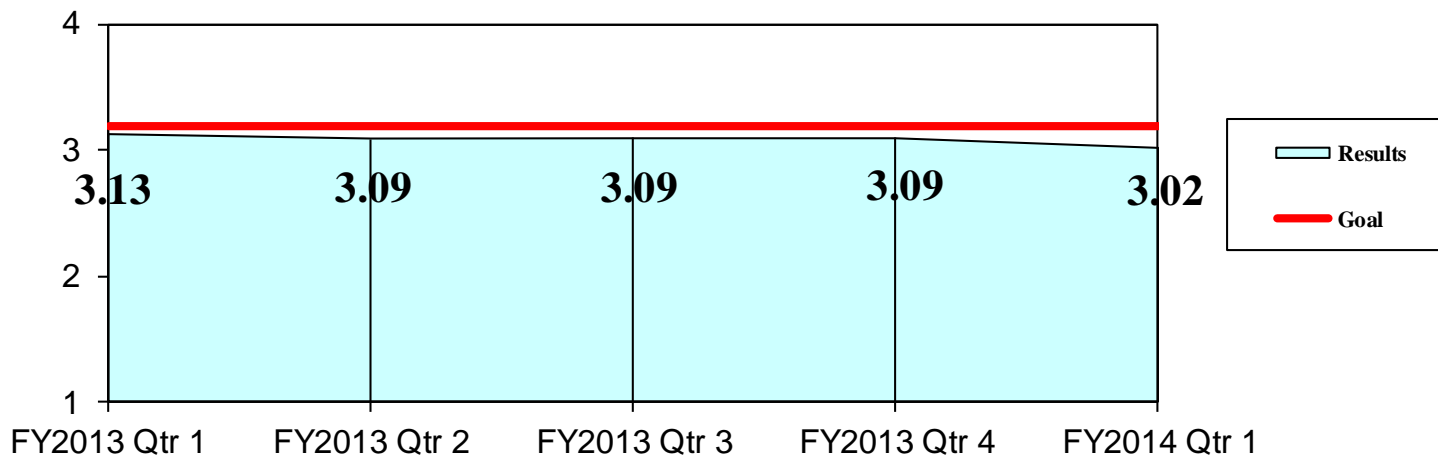
- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 76.6%	Other Station Areas: 66.3%
Restrooms: 40.9%	Elevators: 55.2%



Station Vandalism

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



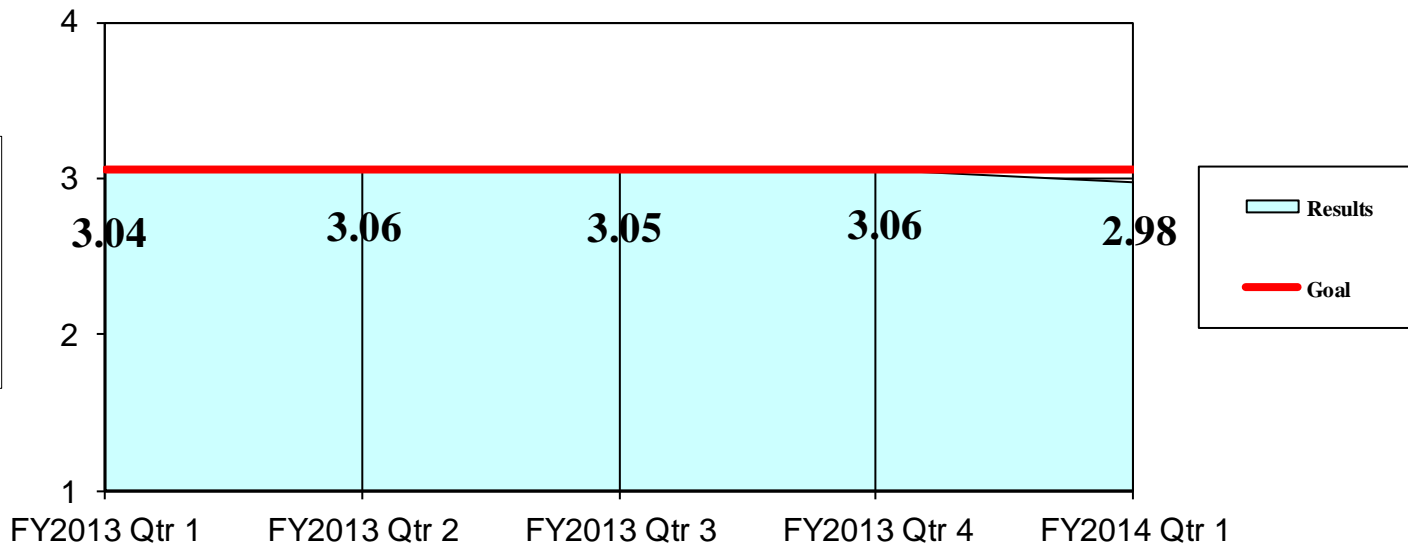
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 80.5% 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:

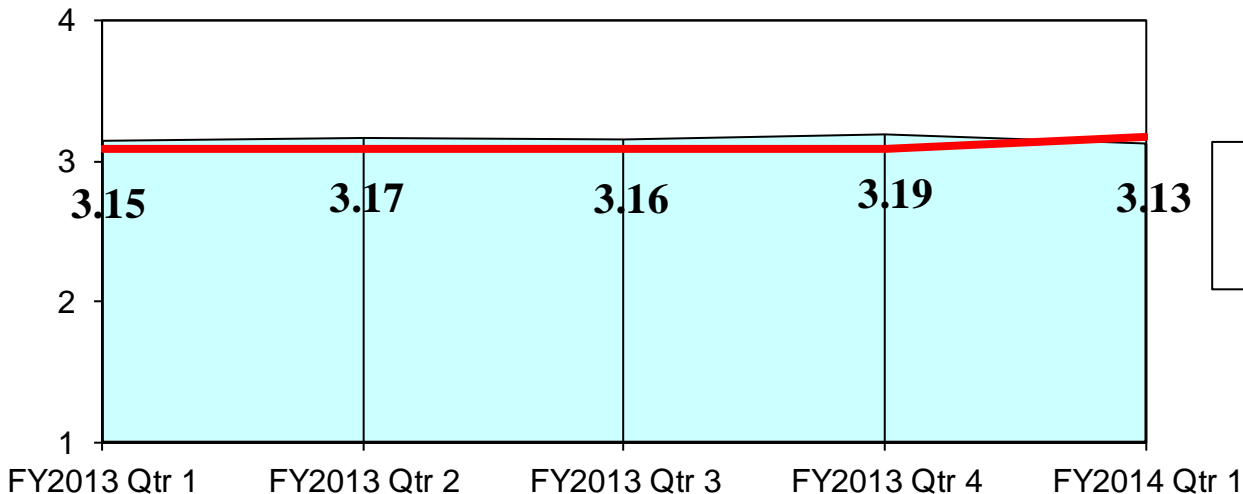
Station Agent Availability (65%)	2.94
Brochures Availability (35%)	3.03

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 Station Agents: 77.1% Brochures: 80.7%



Train P.A. Announcements

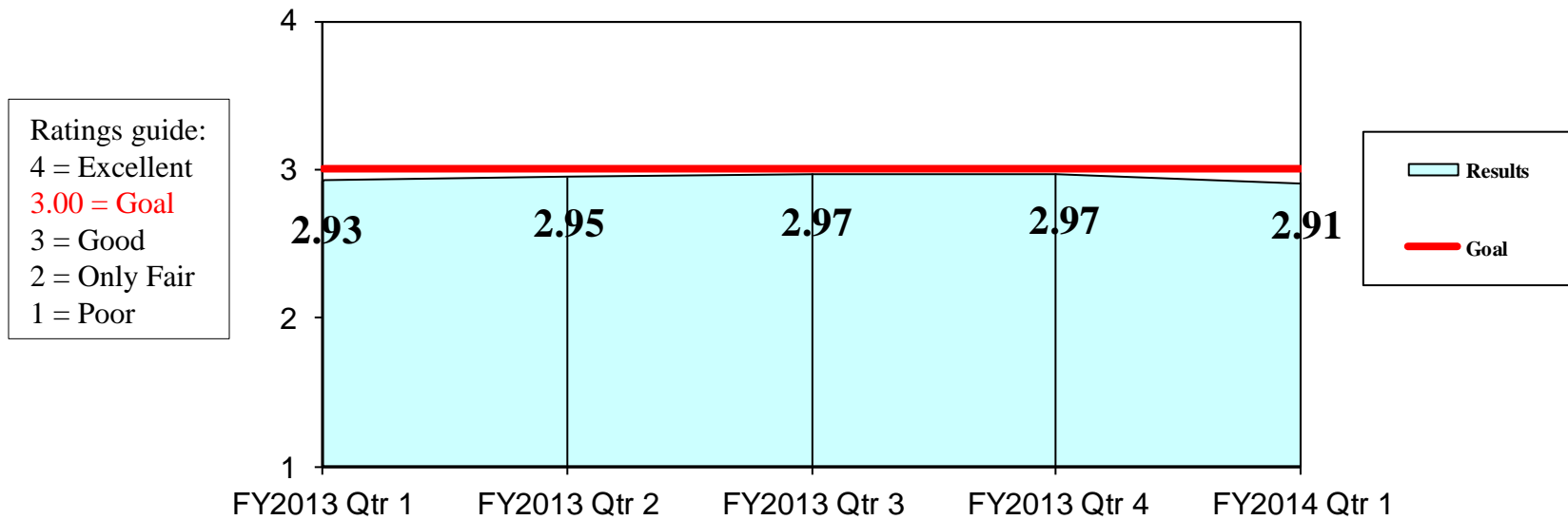
Ratings guide:
 4 = Excellent
 3.17 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.10
P.A. Transfer Announcements (33%)	3.06
P.A. Destination Announcements (33%)	3.23

- ✓ Goal not met (new FY14 goal is 3.17, raised from 3.09)
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 79.3%
 - Transfers: 77.3%
 - Destinations: 84.9%

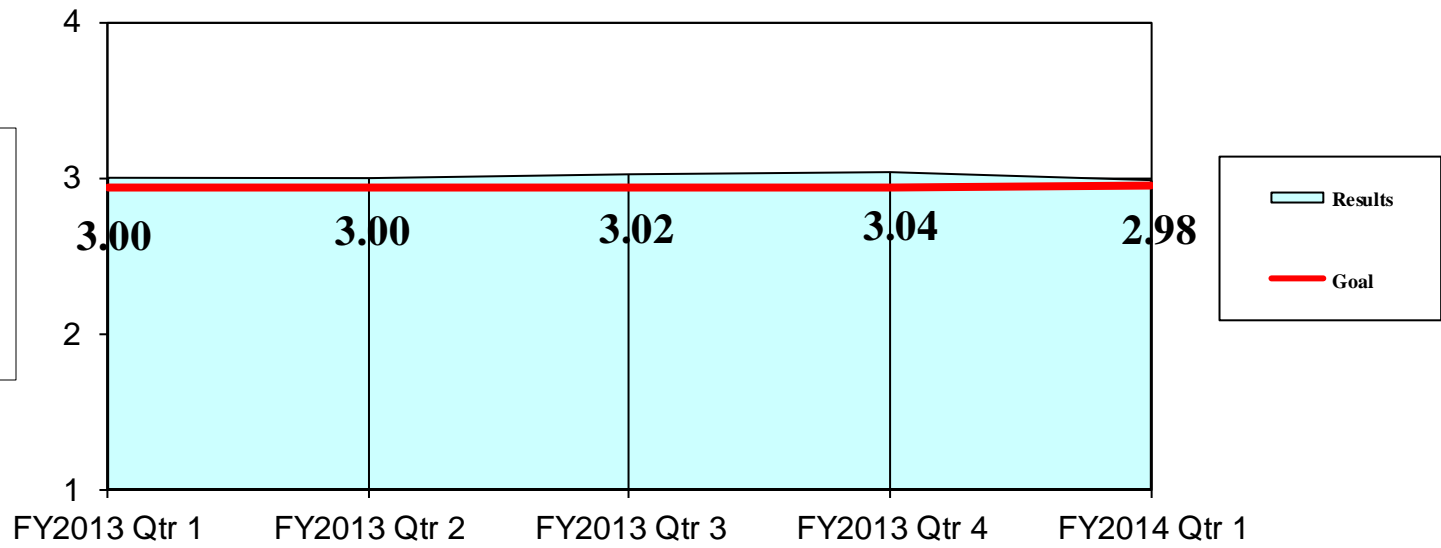
Train Exterior Appearance



- ✓ Goal not met
- ✓ 77.4% of those surveyed ranked this category as either Excellent or Good

Train Interior Cleanliness

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

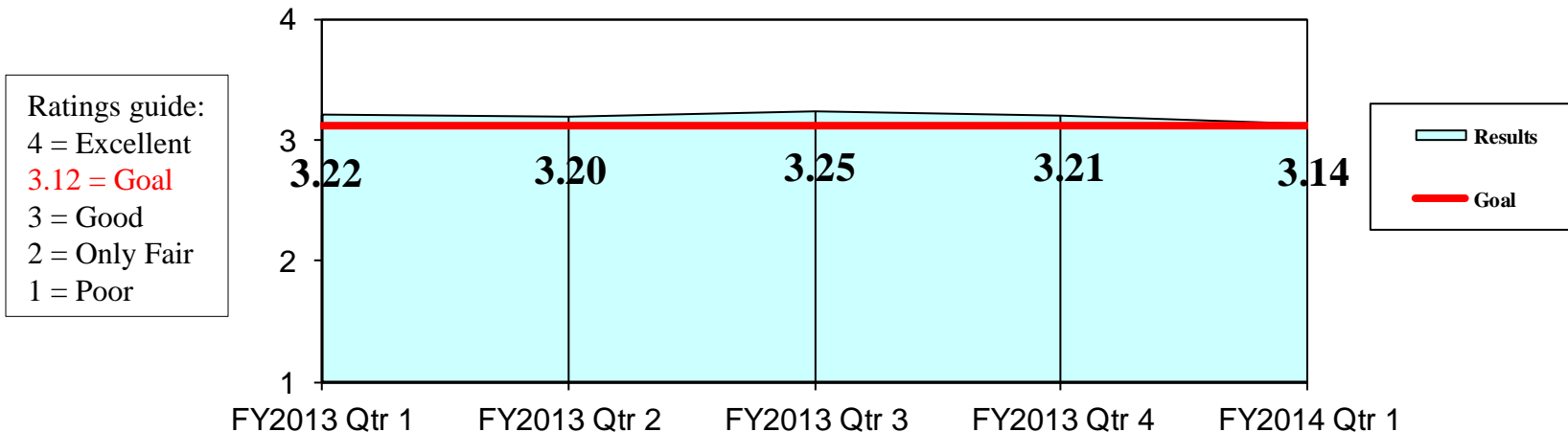


Composite rating of:	
Train interior cleanliness (60%)	2.73
Train interior kept free of graffiti (40%)	3.37

- ✓ Goal met, new FY14 goal is 2.95, raised from 2.94
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 64.6% Graffiti-free: 91.6%



Train Temperature

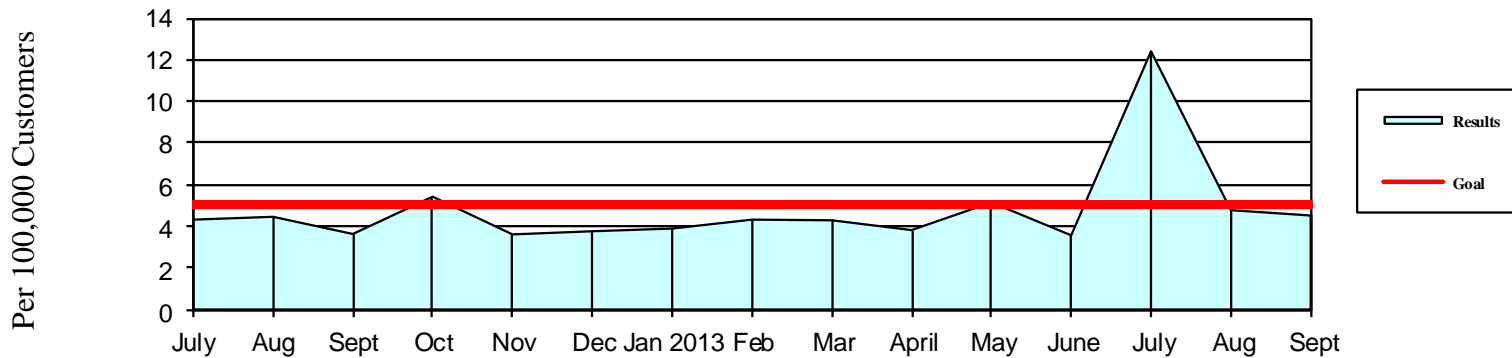


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 83.0% of those surveyed ranked this category as either Excellent or Good

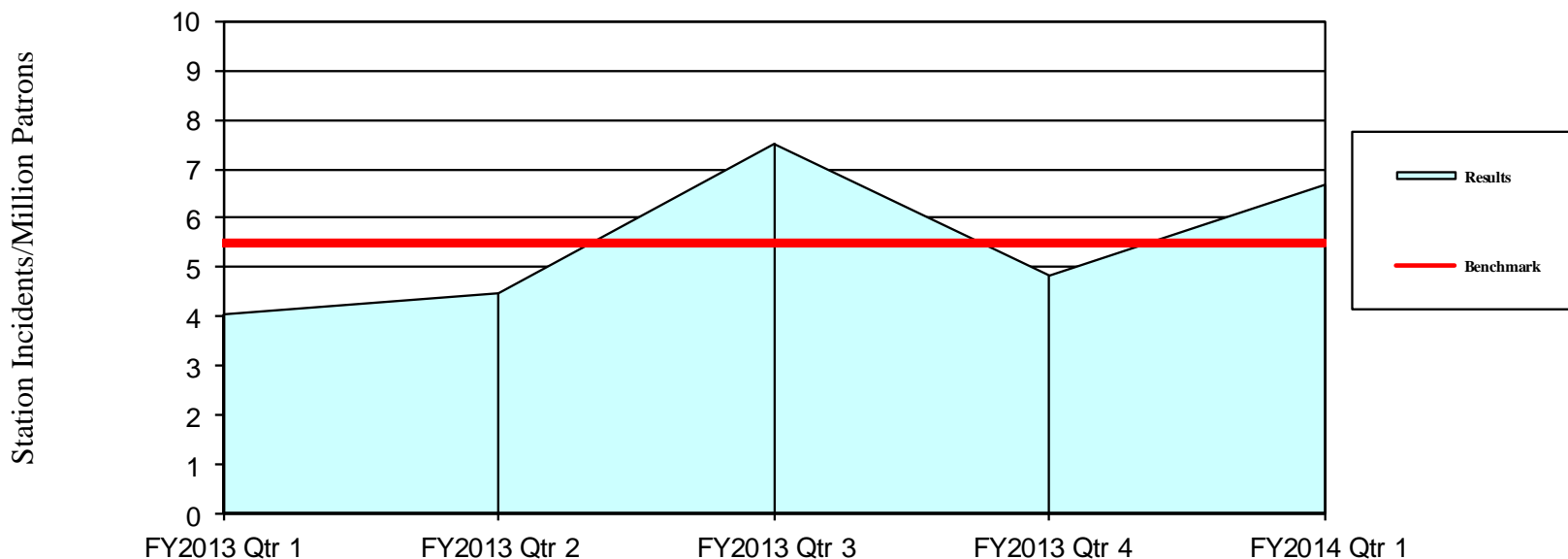
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Goal not met
- ✓ Results driven by 1,003 comments about Labor Negotiations (“Policies” complaint category)
- ✓ Total complaints increased 733 (57.5%) from last quarter, up 790 (64.9%) when compared with FY 13, first quarter.
- ✓ Complaint totals increased in Bus Service, Personnel, Train Cleanliness, and Trains categories.
- ✓ Fewer complaints in Maintenance & Equipment, New Bike Program, Parking, Police Services, Service, and Station Cleanliness.
- ✓ “Compliments” rose to 126 from 107 last quarter, just above the 125 last year at this time.

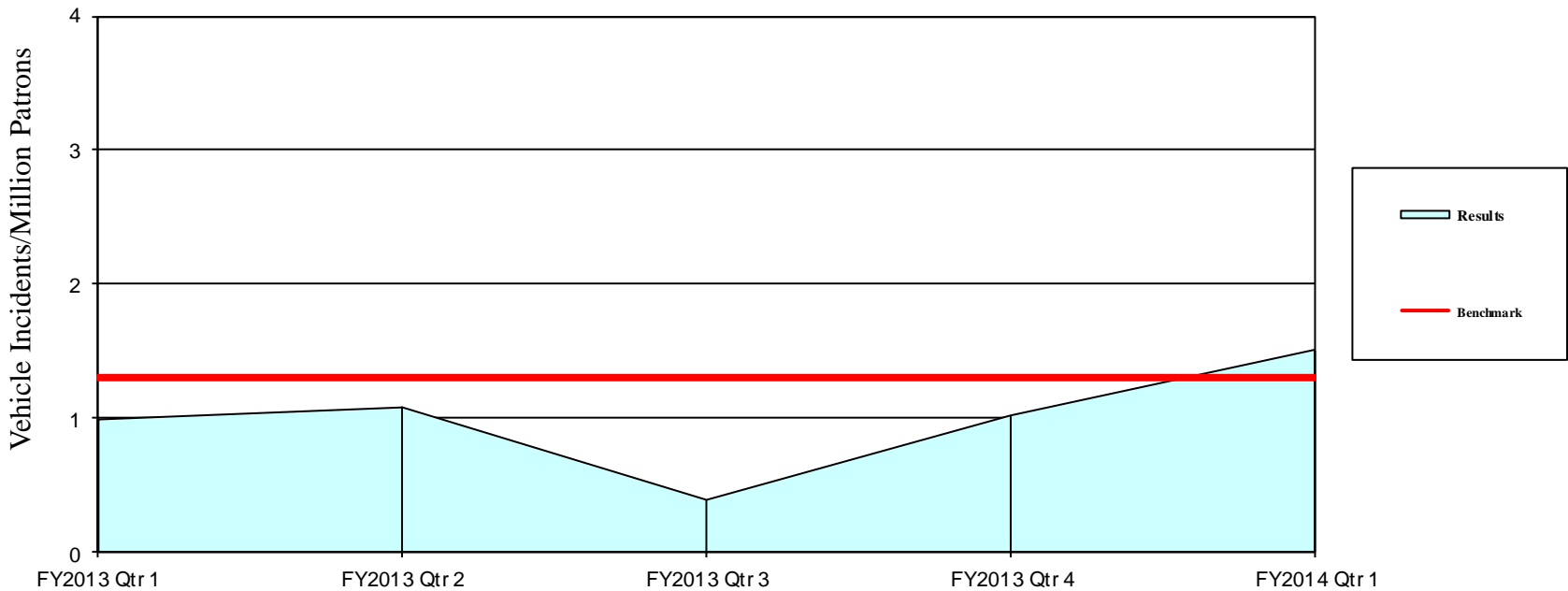
Patron Safety: Station Incidents per Million Patrons



- ✓ Accident rates show a slight uptick but remain very low. Increase may be due to changes in the method of inputting data

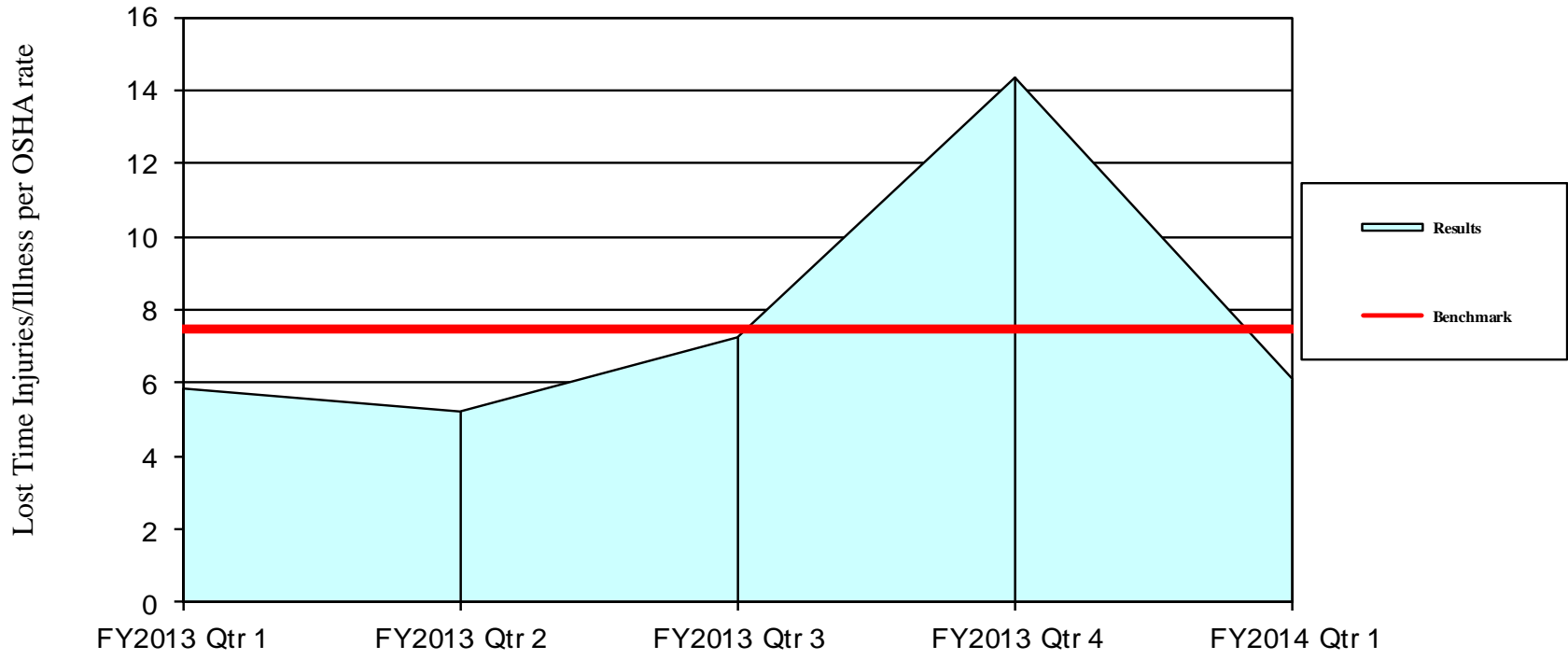
Patron Safety

Vehicle Incidents per Million Patrons



- ✓ Accident rates show a slight uptick but remain very low. Increase may be due to changes in the method of inputting data

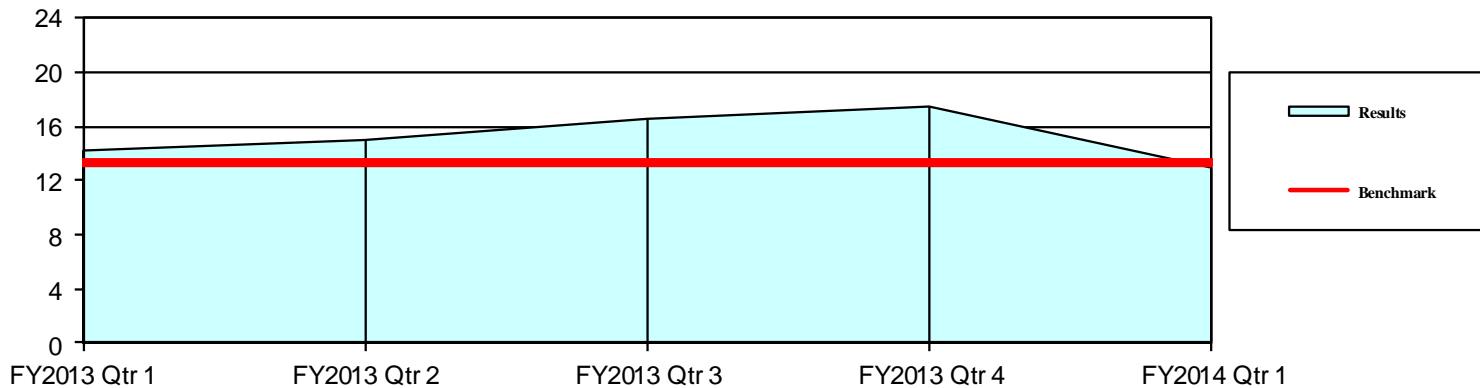
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Current quarter meets benchmark goal.

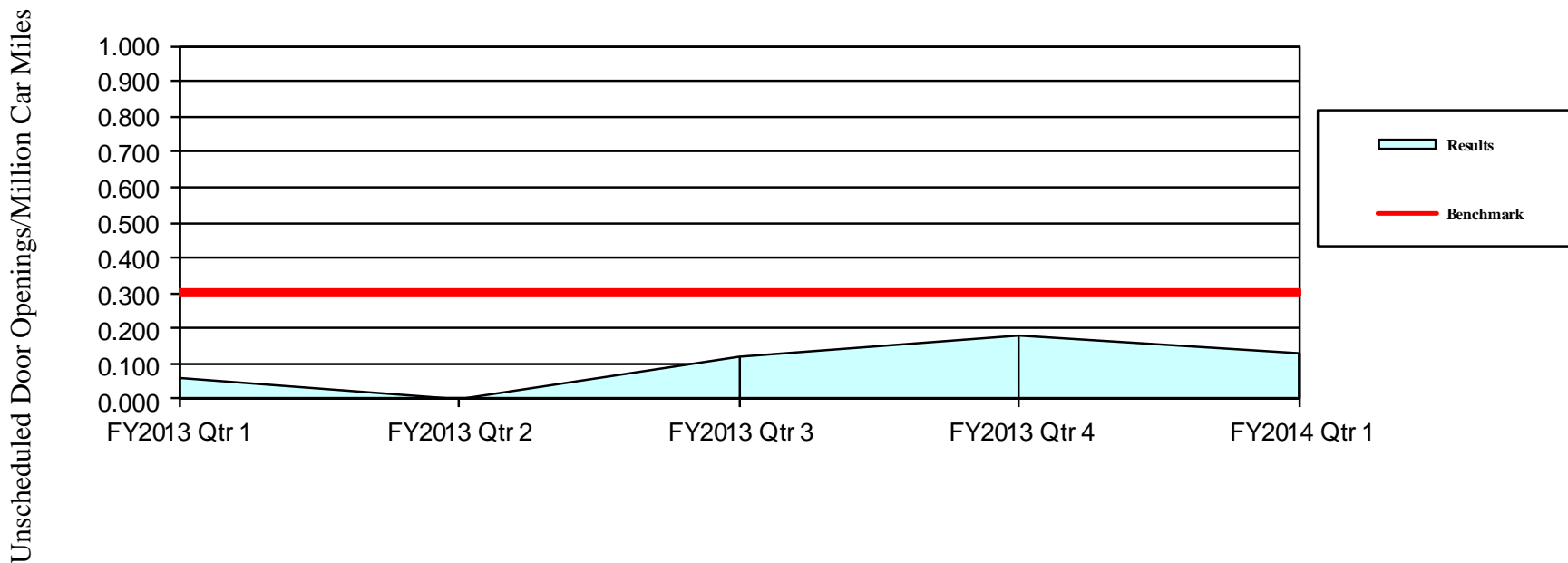
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



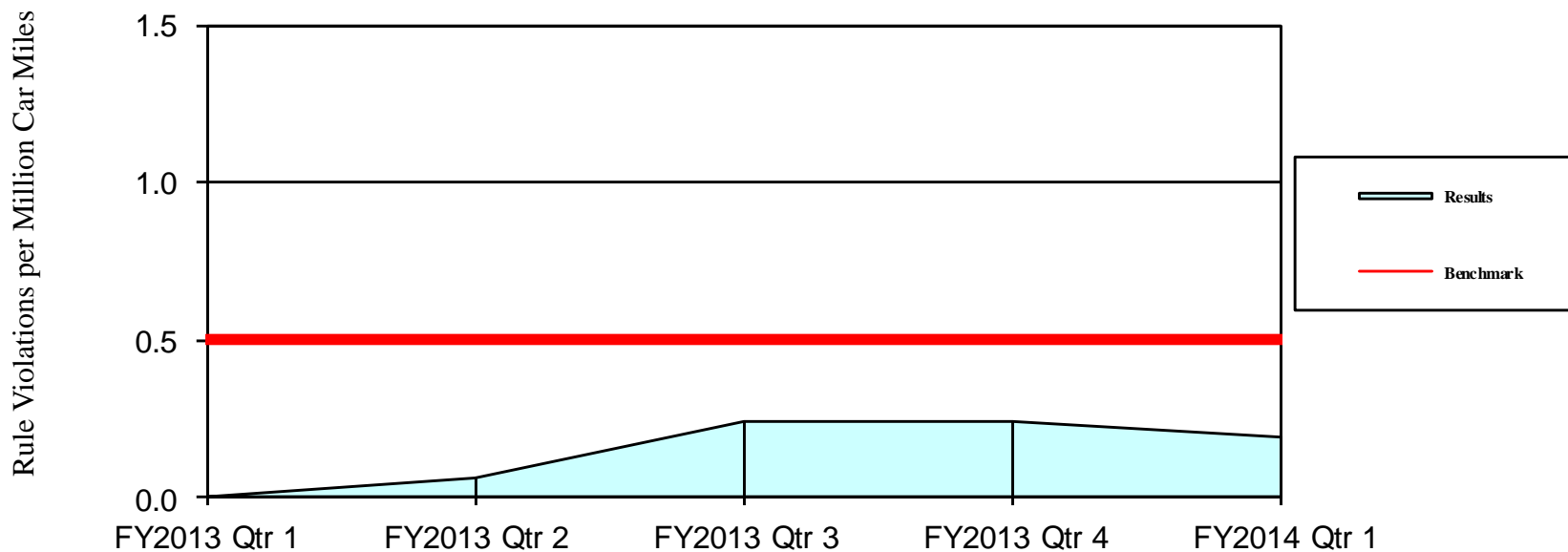
✓ Current quarter meets benchmark goal.

Operating Safety: Unscheduled Door Openings per Million Car Miles



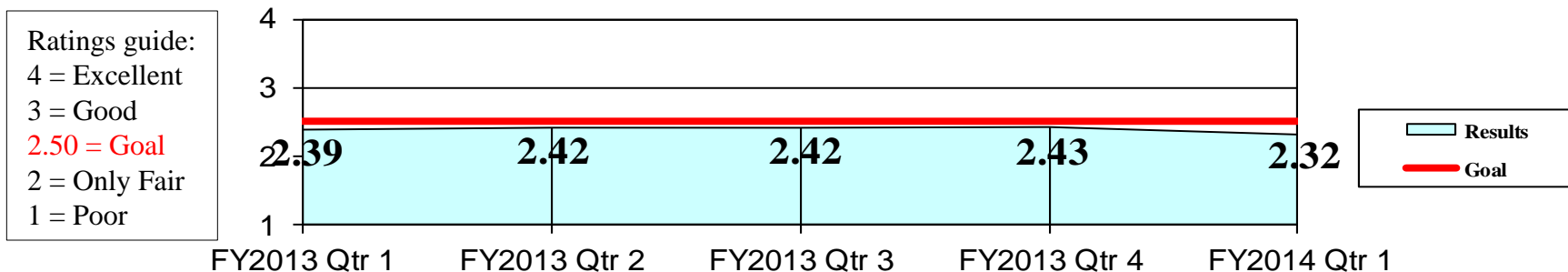
✓ Current quarter meets benchmark goal

Operating Safety: Rule Violations per Million Car Miles



✓ Current quarter meets benchmark goal

BART Police Presence

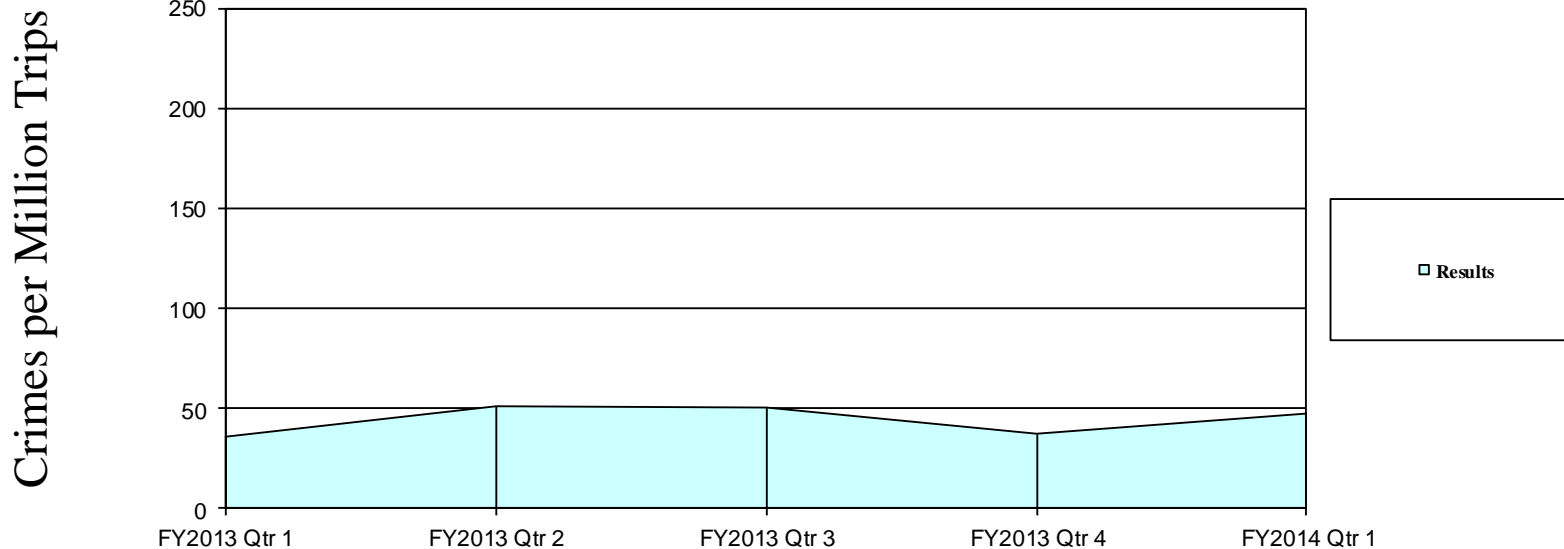


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.27
Parking Lots and Garages (33%)	2.41
Trains (33%)	2.28

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
 - Stations: 43.4%
 - Trains: 41.9%
 - Parking Lots/Garages: 50.2%



Quality of Life*



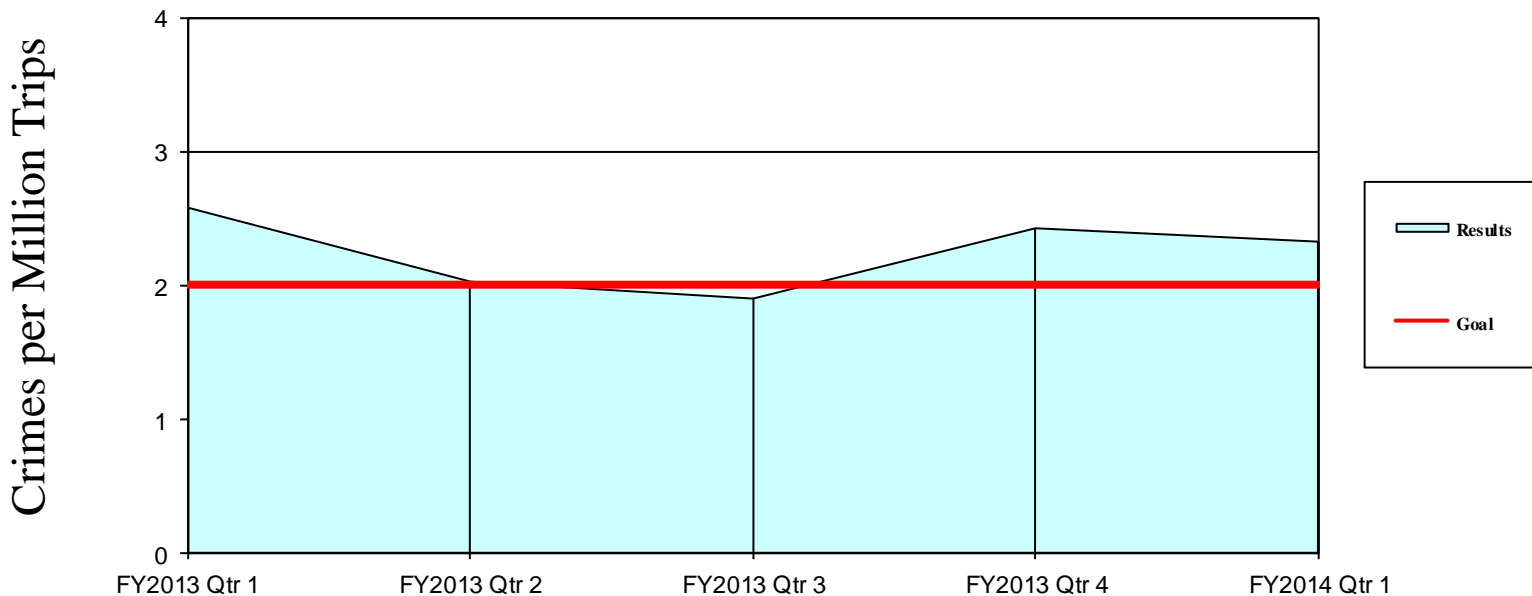
- ✓ Quality of Life incidents are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

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



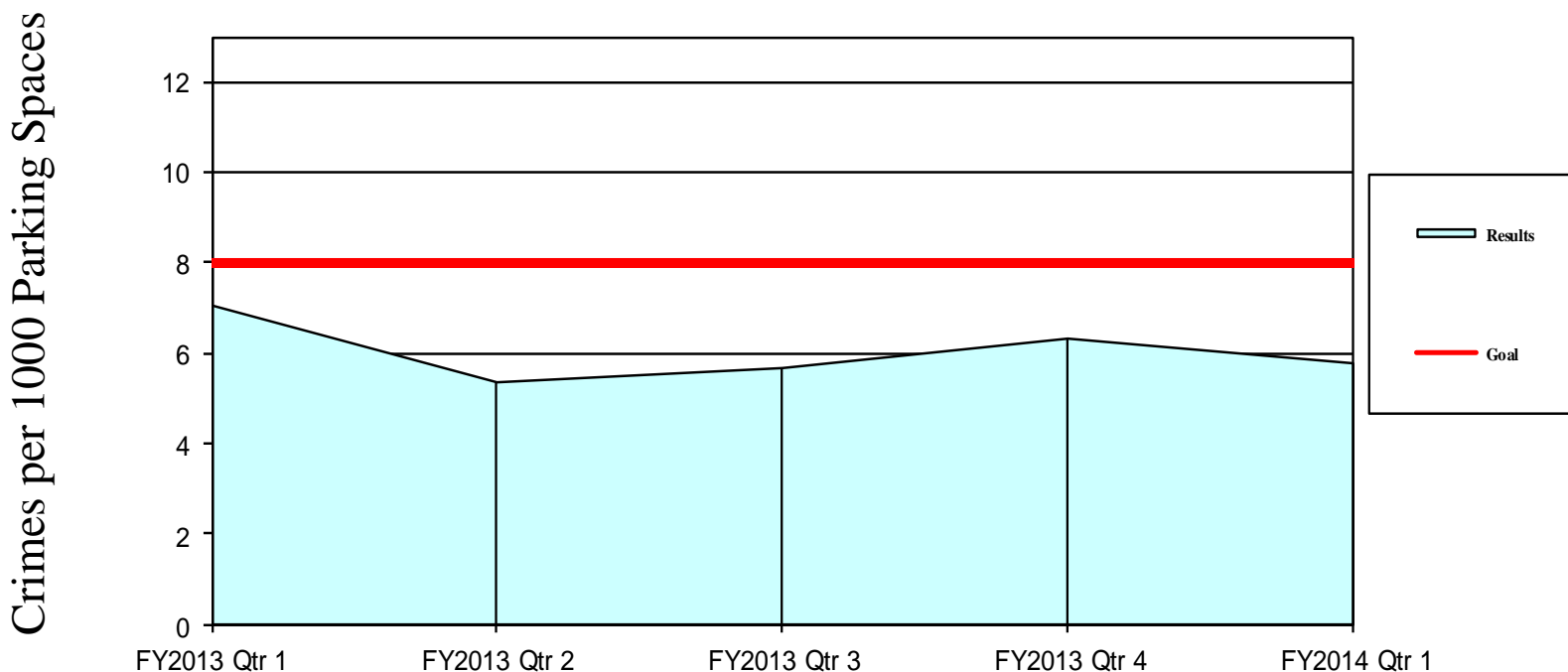
Crimes Against Persons

(Homicide, Rape, Robbery, and Aggravated Assault)



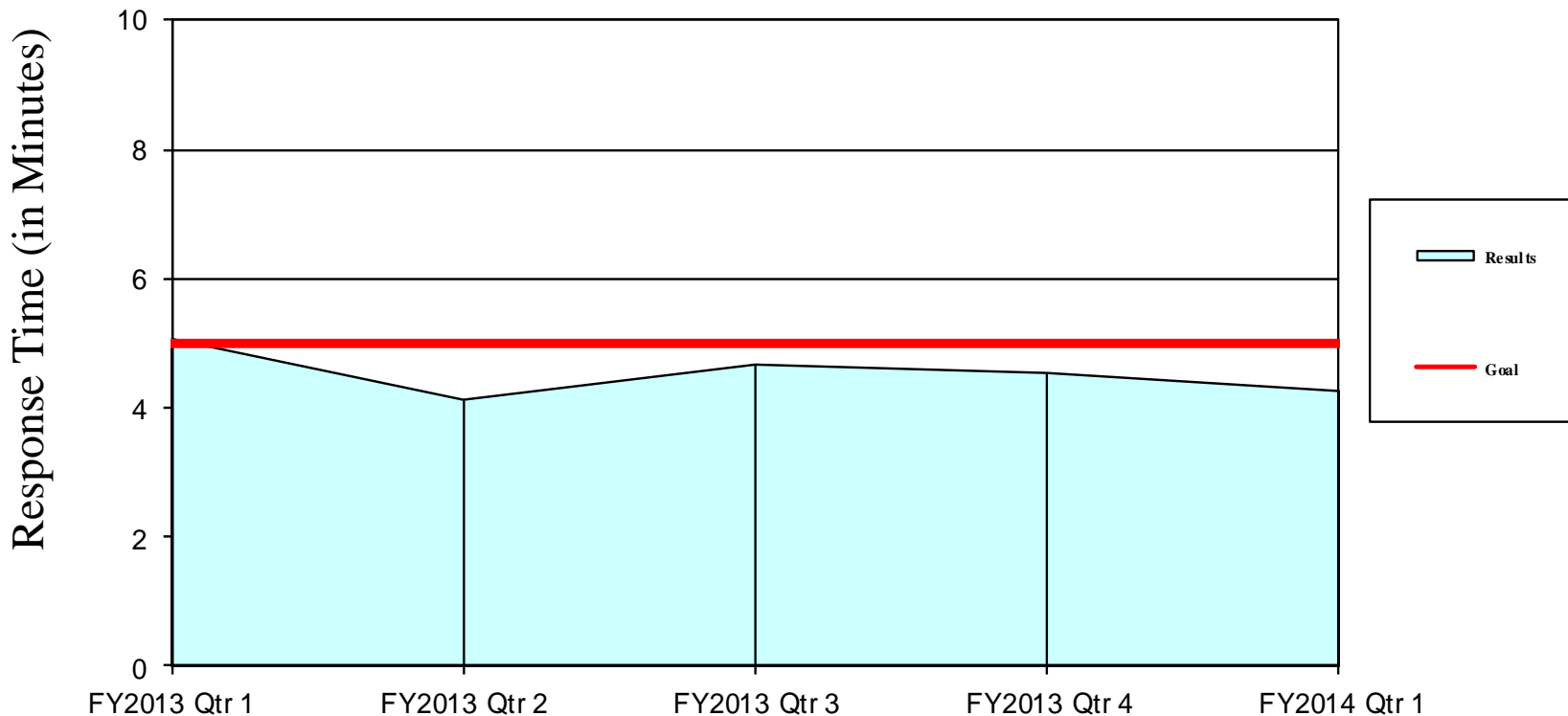
- ✓ Goal not met.
- ✓ Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



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

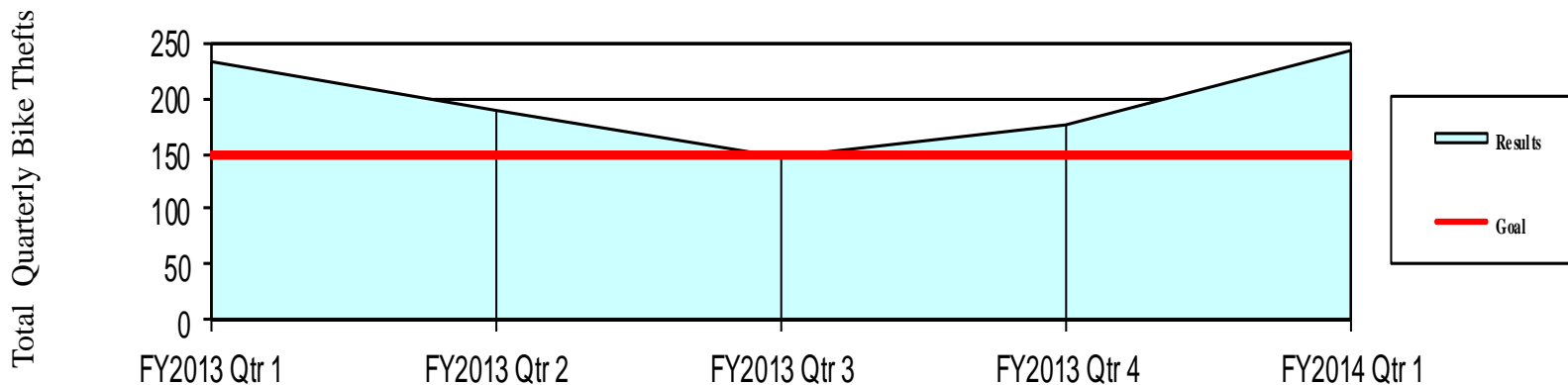
Average Emergency Response Time



✓ The Average Emergency Response Time Goal was met.



Bike Theft



- ✓ Goal not met
- ✓ 243 bike thefts for current quarter, up 67 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.