

Quarterly Service Performance Review  
Third Quarter, FY 2015  
January - March, 2015

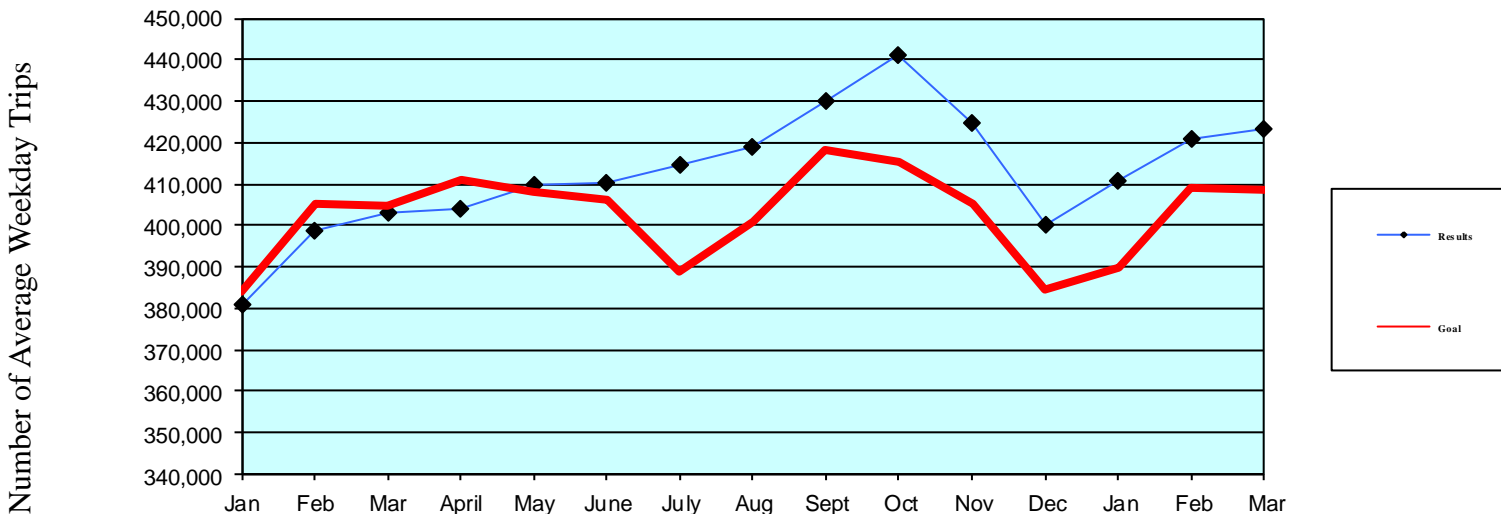
Engineering & Operations Committee  
May 14, 2015

## FY15 Third Quarter Overview...

- ✓ Continued strong ridership growth (+ 6.2% weekday)
- ✓ Service reliability low but trended up
- ✓ Reliability: Car, Computer Control System, Traction Power met; Train Control and Transportation not met.
- ✓ Availability: Car, Station Elevators and AFC met; Escalators and Garage Elevators not met.
- ✓ Passenger Environment indicators: 2 met, 6 not met; 4 improved, 4 worse
- ✓ Customer complaints up significantly

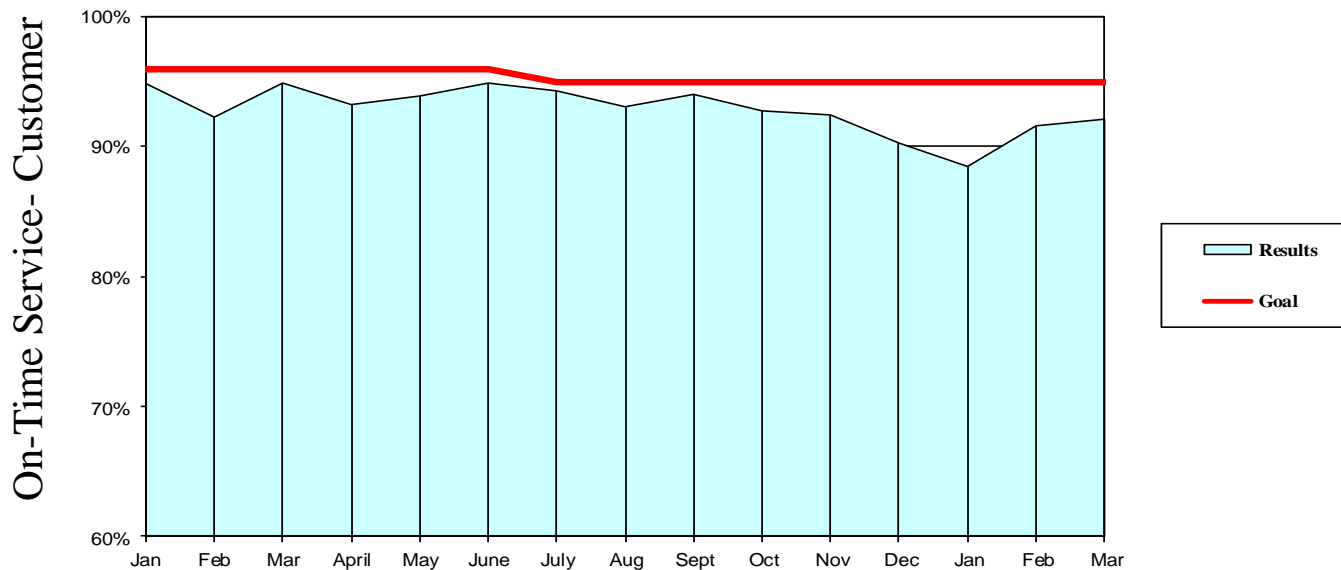


# Customer Ridership



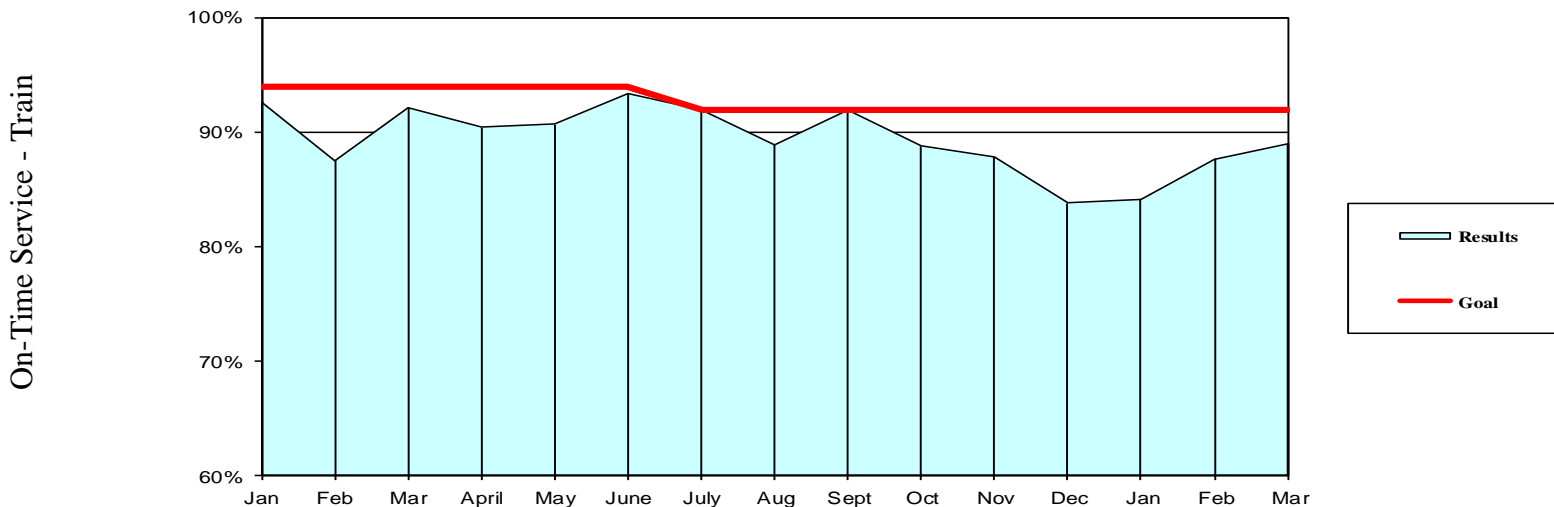
- ✓ Total ridership increased by 5.4% compared to same quarter last year
- ✓ Average weekday ridership (418,681) up 6.2% from same quarter last year
- ✓ Core weekday ridership up by 6.2% from same quarter last year
- ✓ SFO Extension weekday ridership up by 6.4% from same quarter last year
- ✓ Saturday and Sunday up by 5.8% and 3.1%, respectively, over same quarter last year

# On-Time Service - Customer



- ✓ 90.69%, 95.00% goal not met, improved performance in February and March
- ✓ Biggest delay events of the quarter:
  - Jan 14 – Person under train at Powell St; 127 trains delayed
  - Mar 16 –Person under train at Civic Center; 115 trains delayed
  - Jan 6 – M15 track ties; speed restriction over seven days; 88 trains delayed
  - Jan 16 – Civil Protest on M-line: 85 trains delayed
  - Mar 9 – BPD/SFPD chasing suspect at Balboa Park; 82 trains delayed

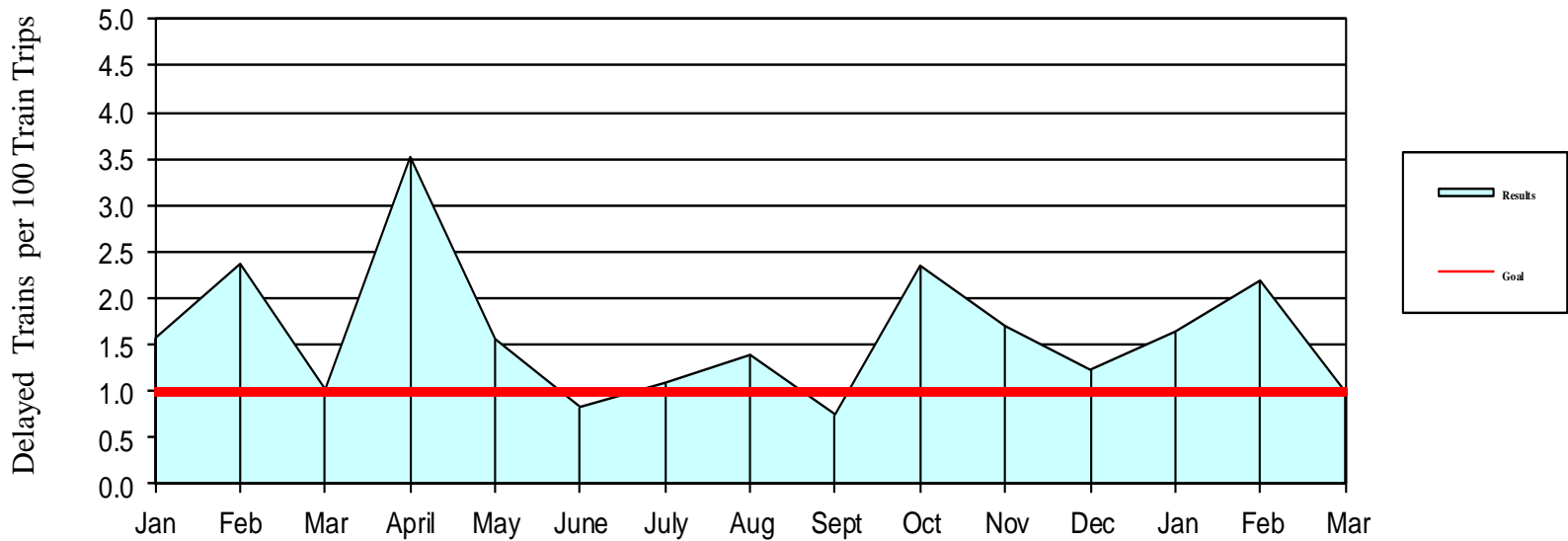
# On-Time Service - Train



- ✓ 86.91%, 92.00% goal not met; improvement in each month
- ✓ Late trains by category:
  1. Miscellaneous (other – struck patron, civil protest, passenger transfer, object/person on trackway, PG&E): 1167 late trains (22%)
  2. Train Control: 855 late trains (16%)
  3. Police Actions: 815 late trains (15%)
  4. Wayside Maintenance Work 621 late trains (12%)
  5. Track and Switches 587 late trains (11%)
  6. Vehicles 384 late trains (7%)

# Wayside Train Control System

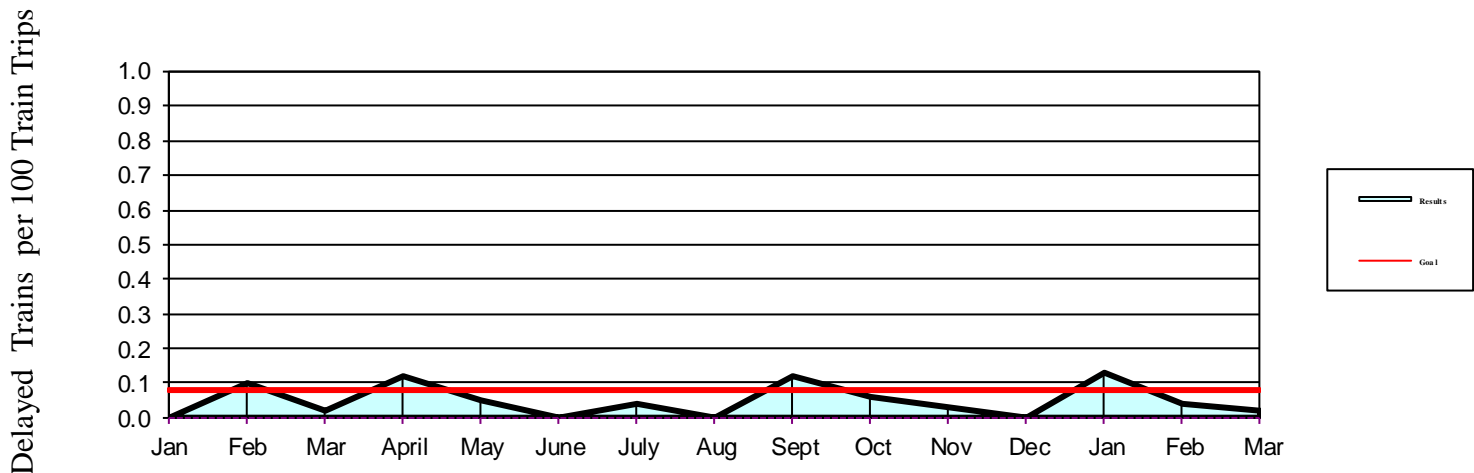
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ 1.61, 1.00 goal not met but slight improvement
- ✓ Installed over 200 Alstom GM4000A Switch Machines to date, 36 this quarter
- ✓ Established Track Circuit PM crew

# Computer Control System

**Includes ICS computer & SORS, Delays per 100 train runs**

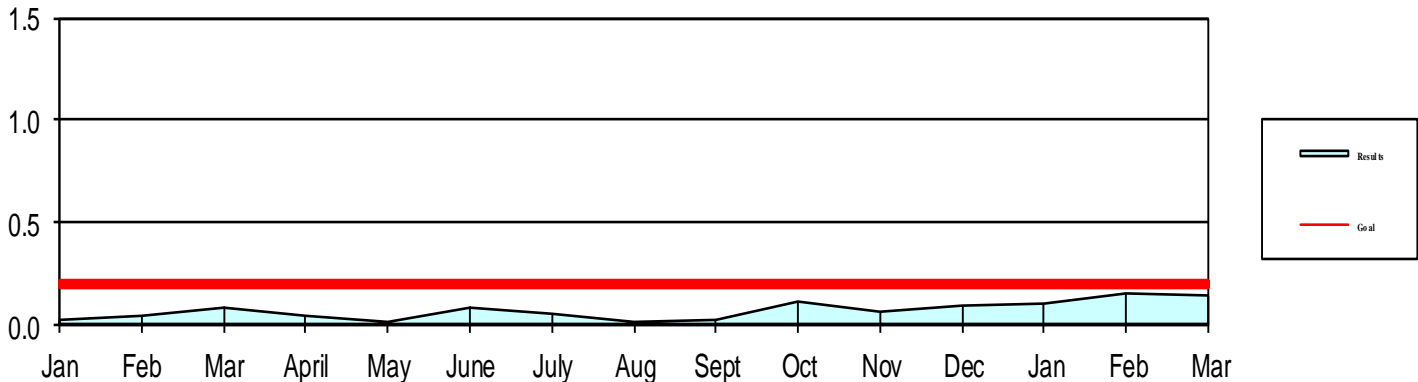


- ✓ 0.062, 0.08 goal met
- ✓ Provided Software Trap Reset for M55 Interlocking, will reduce delays
- ✓ Provided new DSS screens, routings and OCC commands for A25
- ✓ ICS updates for SVBX, WSX, Substations, TBT, MUNI Vent, eBART

# Traction Power

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

Delayed Trains per 100 Train Trips



- ✓ Goal met
- ✓ Installation of metal sleeves on coverboard pins proving effective in reducing coverboard incidents.

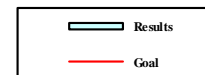
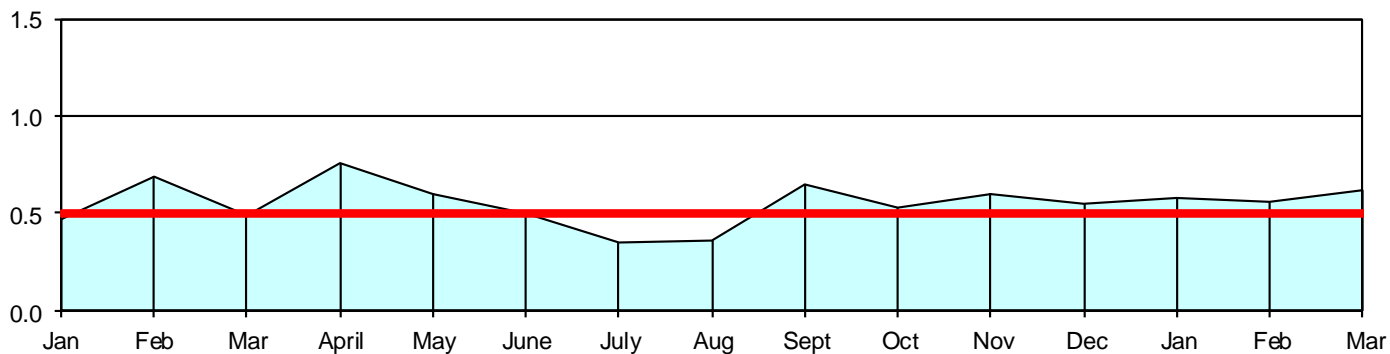




# Transportation

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

Delayed Trains per 100 Train Trips

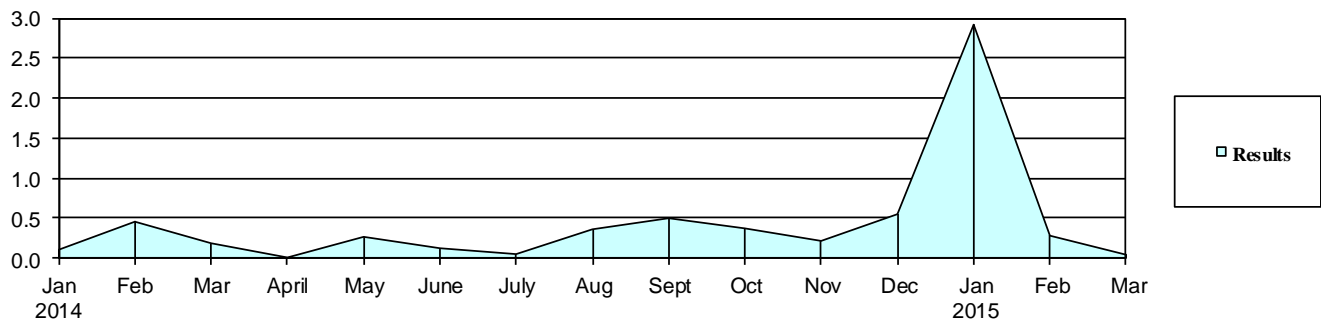


✓ 0.59, 0.50 goal not met

# Track

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

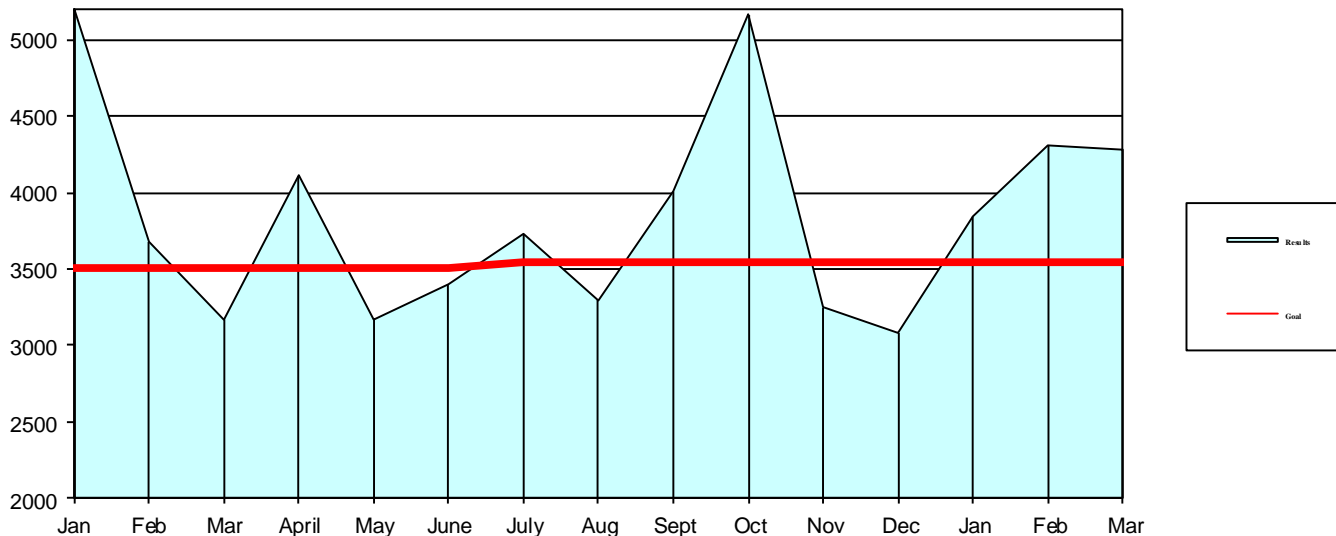
Delayed Trains per 100 Train Trips



- ✓ January spike due to reduced speed at West Oakland interlocking because of bad ties and procedural changes within OCC.

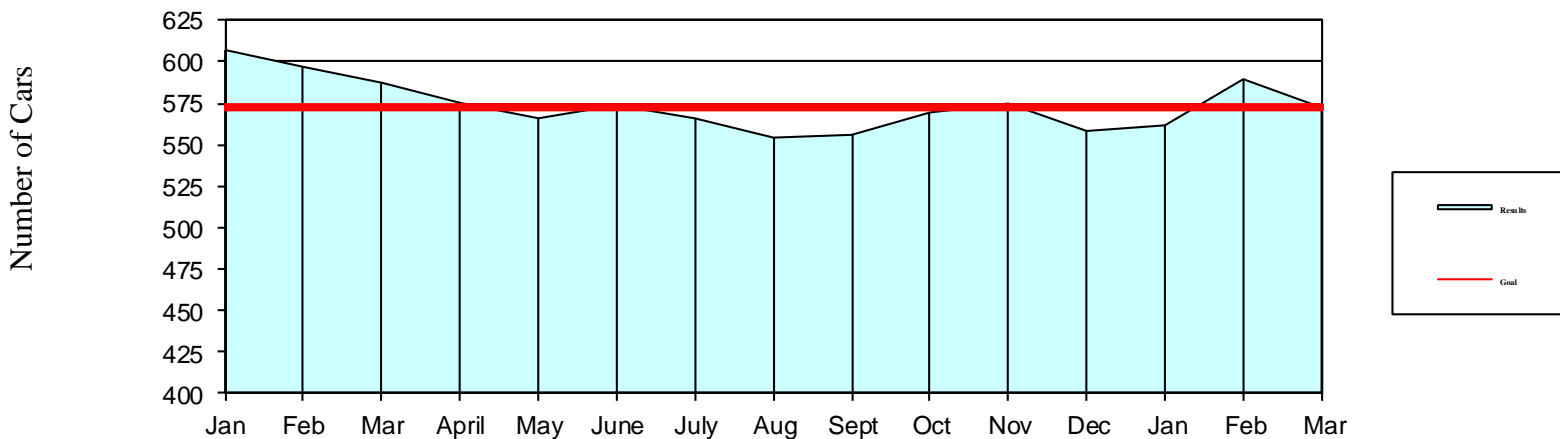
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ Goal exceeded
- ✓ Fleet mods/investments beginning to be strategically scaled back

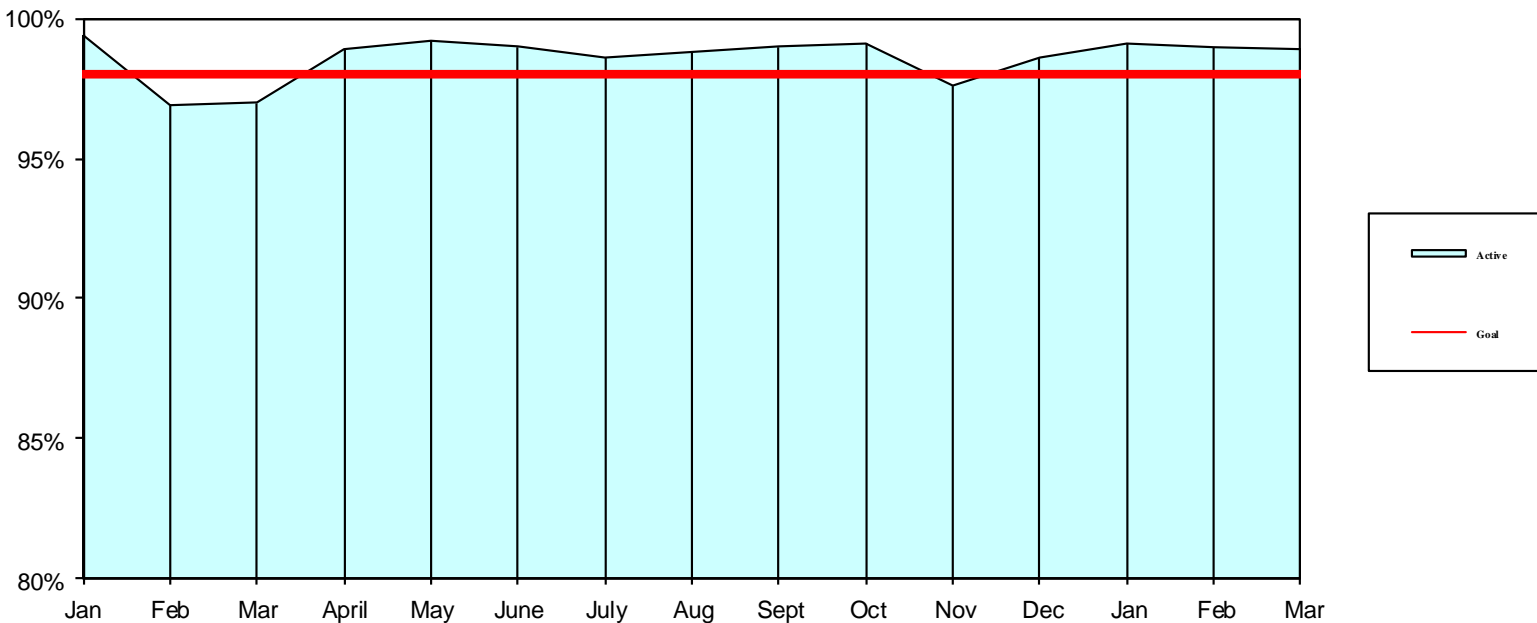
# Car Equipment - Availability @ 0400 hours



- ✓ Goal met
- ✓ Some residual impacts from tire problem

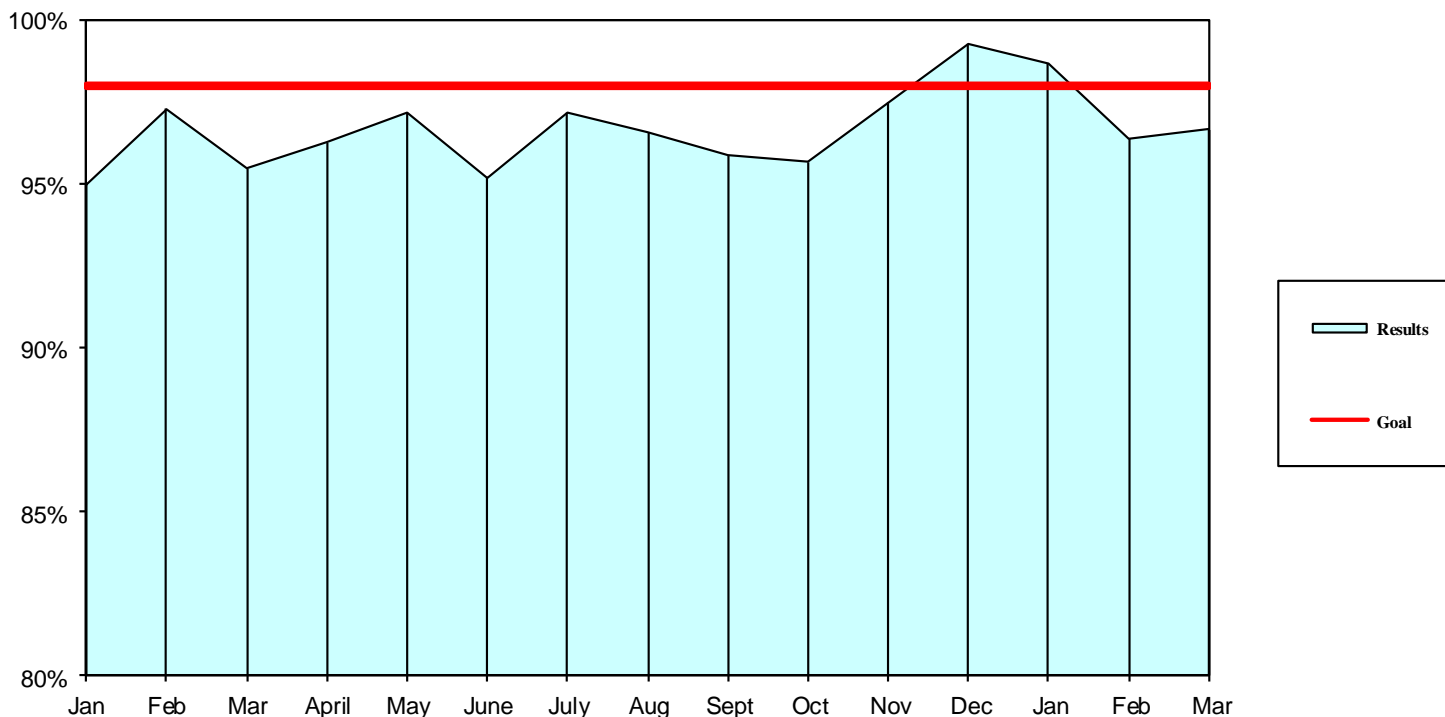


# Elevator Availability - Stations



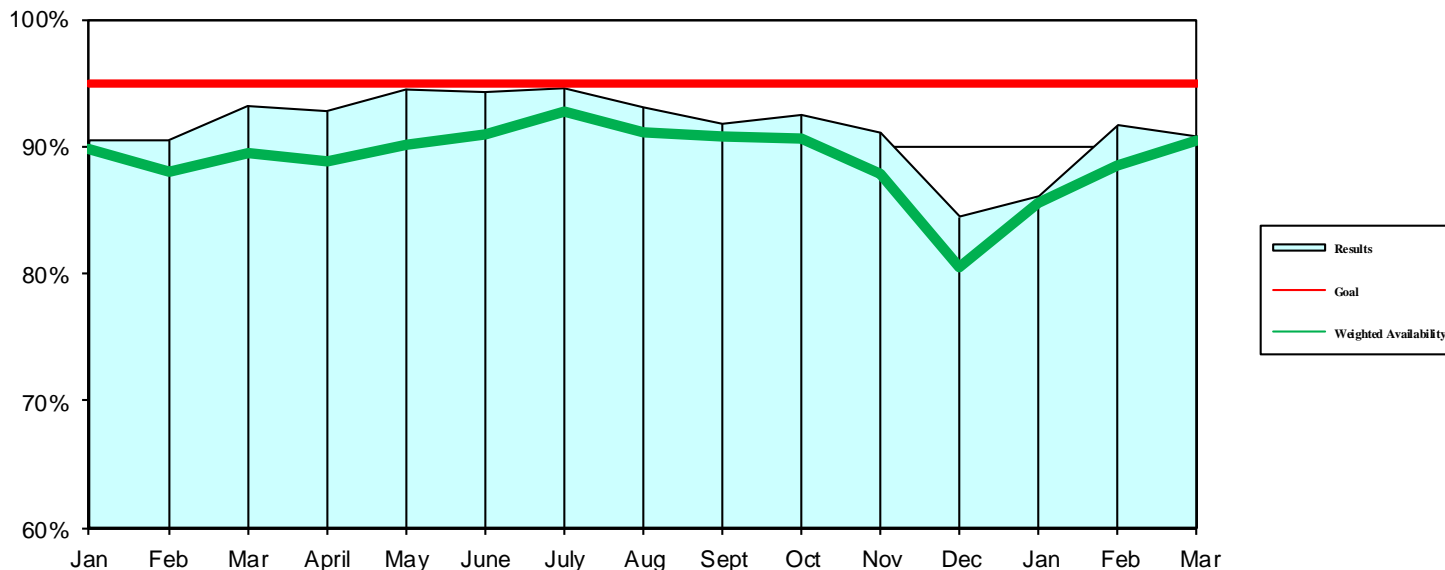
✓ Goal met, performance improved

# Elevator Availability - Garage



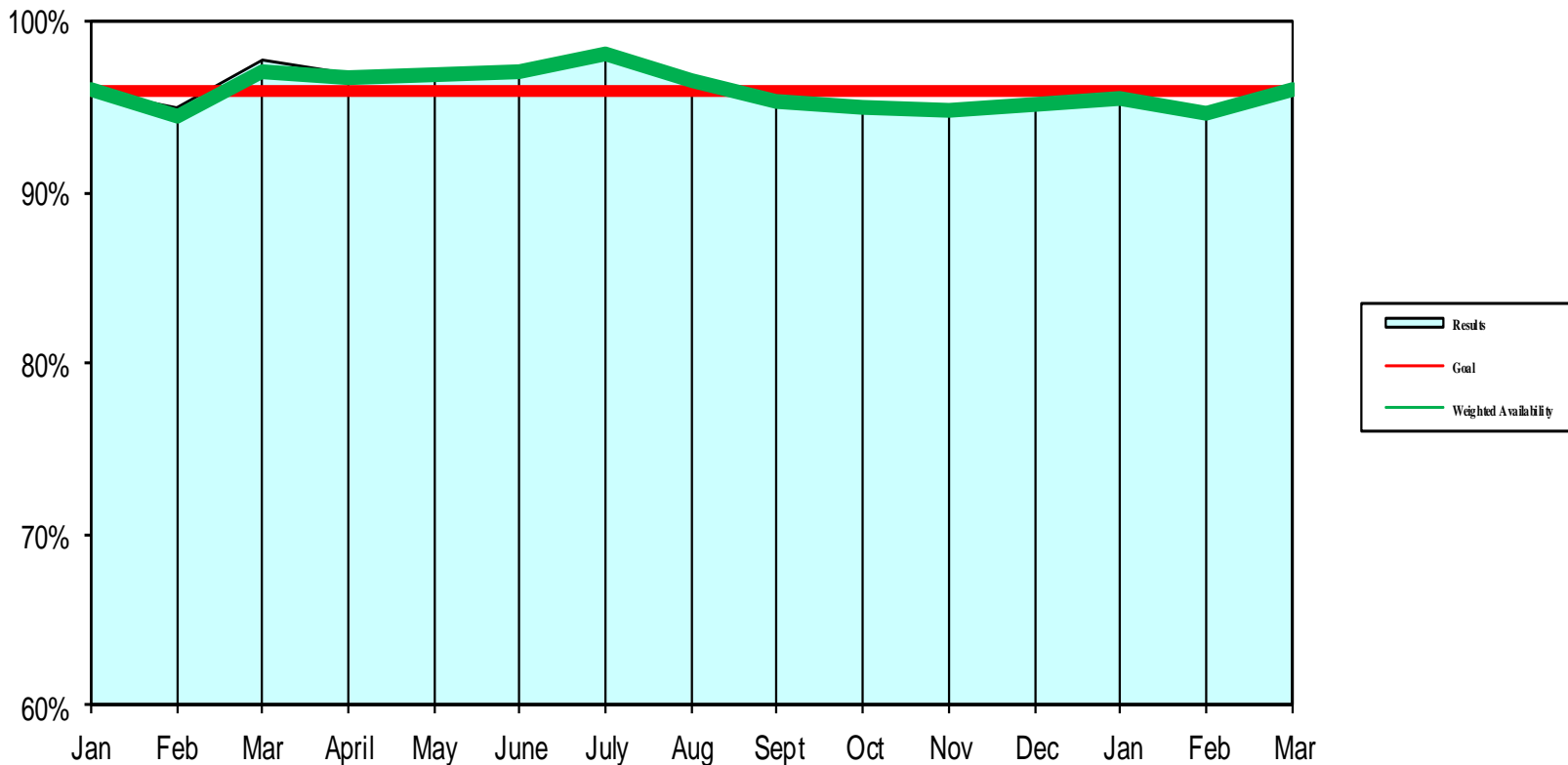
- ✓ 97.27%, goal 98%
- ✓ Door problems continue to be most common failure
- ✓ Ordered 15 set of new doors, attaching components / hardware
- ✓ Coliseum Station railing lifts are receiving a comprehensive overhaul / upgrade

# Escalator Availability - Street



- ✓ 89.53%, 95% goal not met; slight improvement
- ✓ Completed 4 mini overhauls of the least reliable units, four more scheduled for next quarter
- ✓ Revamped O&K PM Program; pilot test starting May 1

# Escalator Availability - Platform

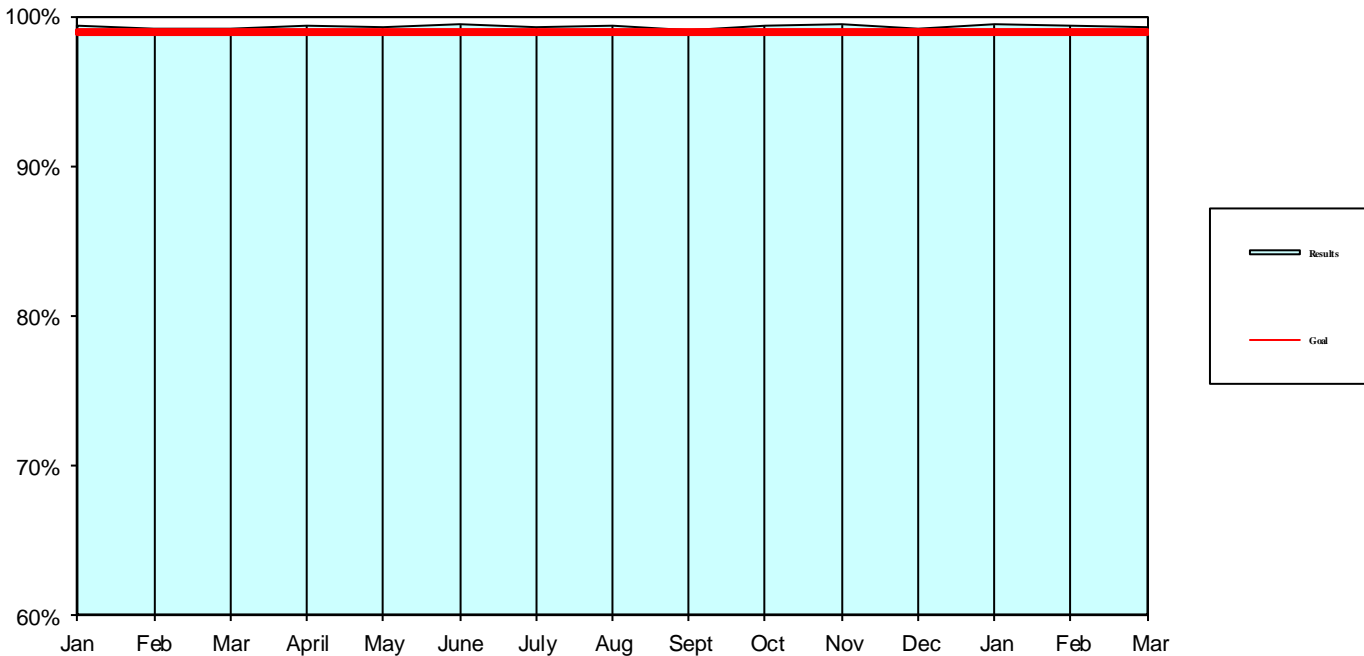


- ✓ Goal 96%, actual 95.33%; improved performance
- ✓ Step replacement program progressing well
- ✓ Track failures continue to be an issue





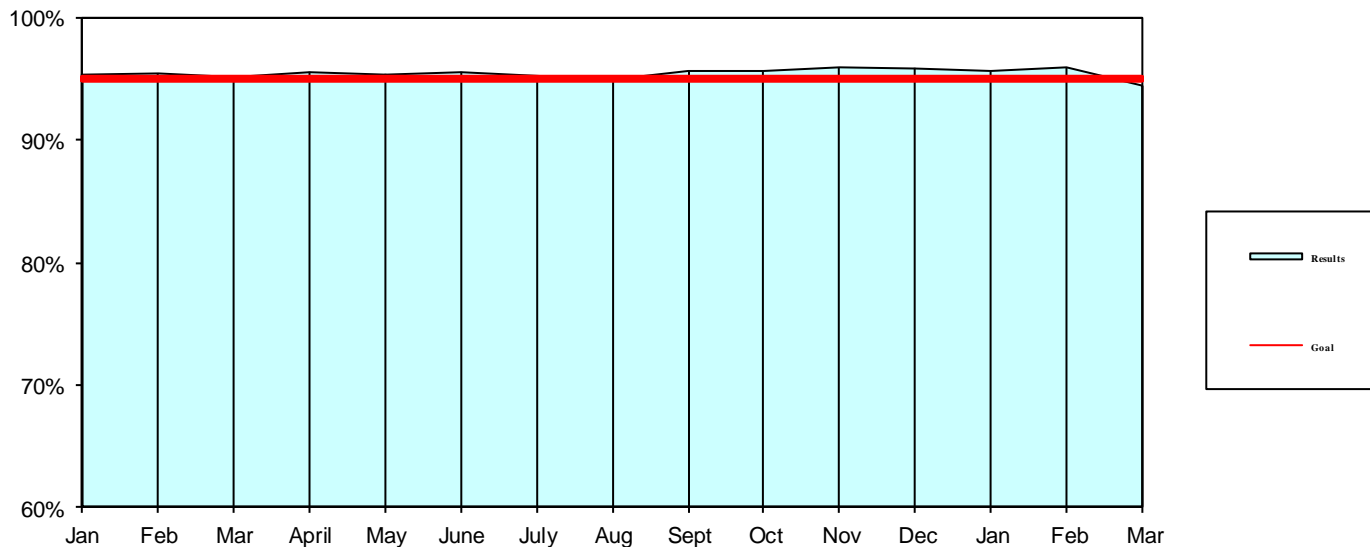
# AFC Gate Availability



✓ 99.00% goal exceeded



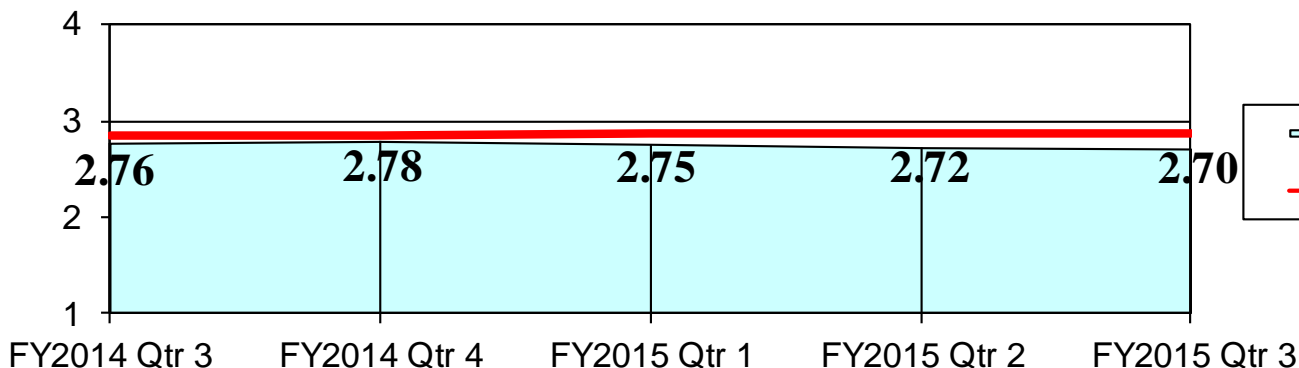
# AFC Vendor Availability



- ✓ 95.40%, 95% goal met
- ✓ Availability of Add Fare 98.27%
- ✓ Availability of Add Fare Parking 98.30%
- ✓ Availability of Parking Validation Machines 99.85%

# Environment - Outside Stations

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

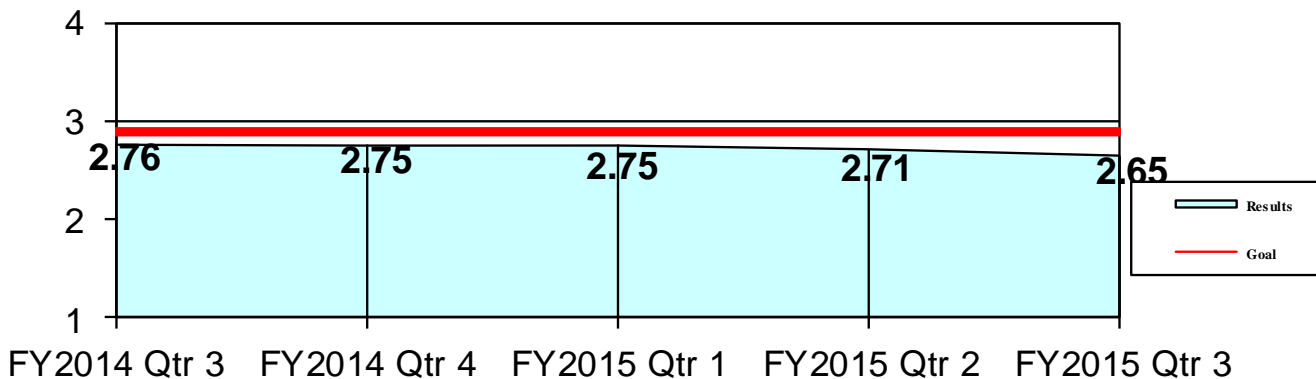


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.59
BART Parking Lot Cleanliness (25%)	2.94
Appearance of BART Landscaping (25%)	2.67

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 58.0%      Parking Lots: 76.1%
  - Landscaping Appearance: 61.5%
- ✓ Regular clearing of multiple homeless encampments big drain on landscaping resources

# Environment - Inside Stations

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



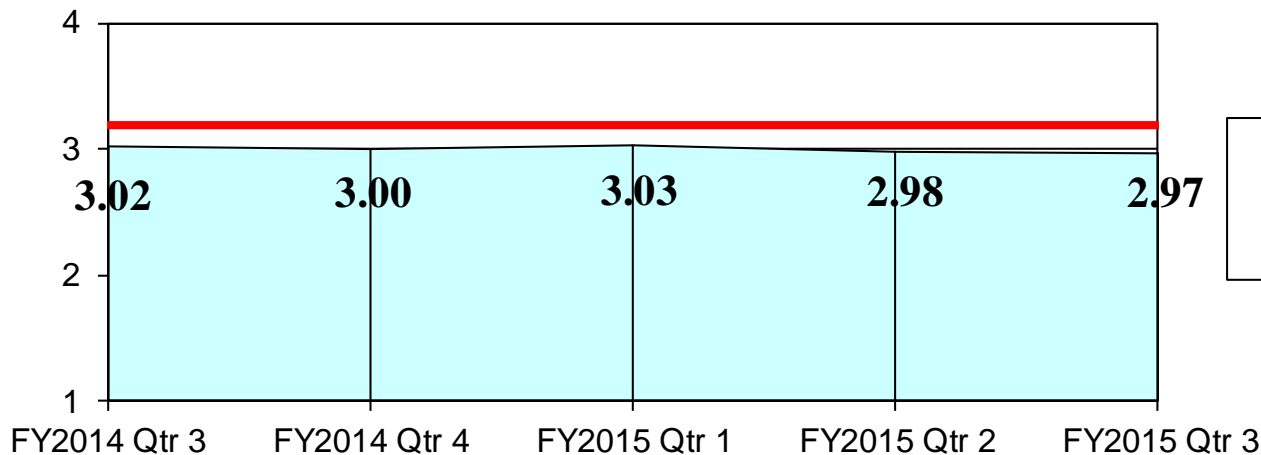
Composite rating for Cleanliness of:	
Station Platform (60%)	2.77
Other Station Areas (20%)	2.58
Restrooms (10%)	2.24
Elevator Cleanliness (10%)	2.45

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 68.5%
  - Other Station Areas: 57.5%
  - Restrooms: 41.2%
  - Elevators: 52.0%
- ✓ System Service staffing levels down by nearly 20% compared to pre-SFO
- ✓ Brightening Program should help with public perception



# Station Vandalism

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



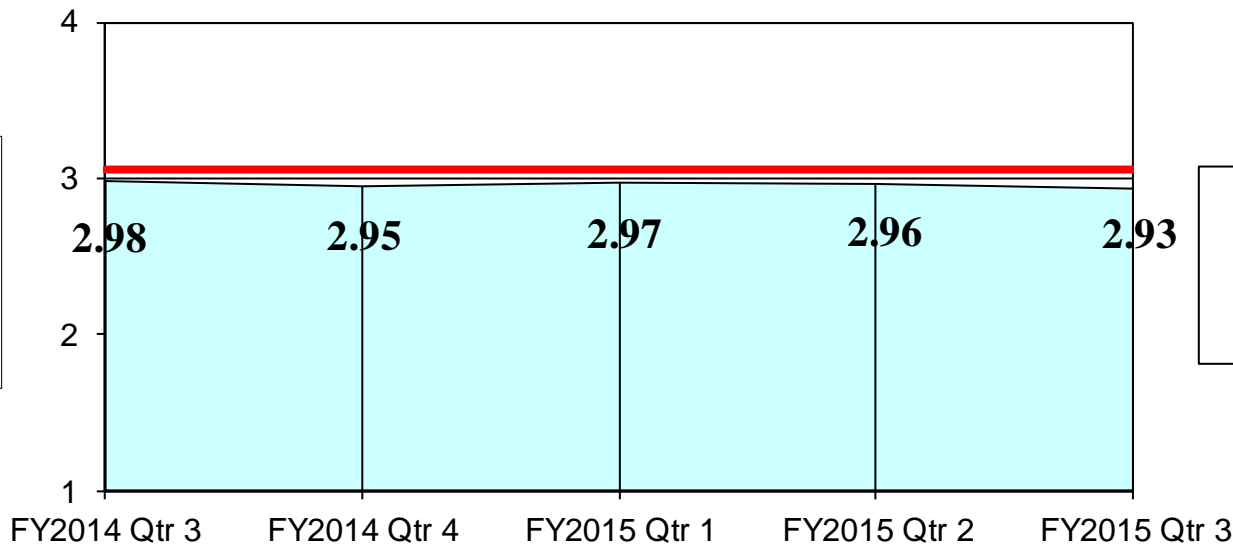
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 76.9% 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%)	2.90
Brochures Availability (35%)	3.00

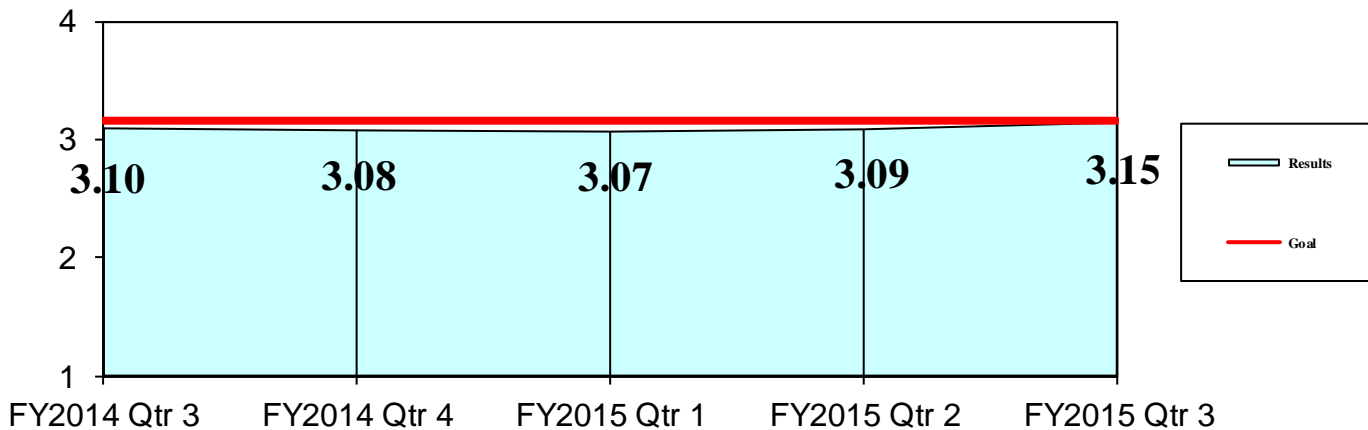
- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 

Station Agents: 73.4%	Brochures: 78.4%
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# Train P.A. Announcements

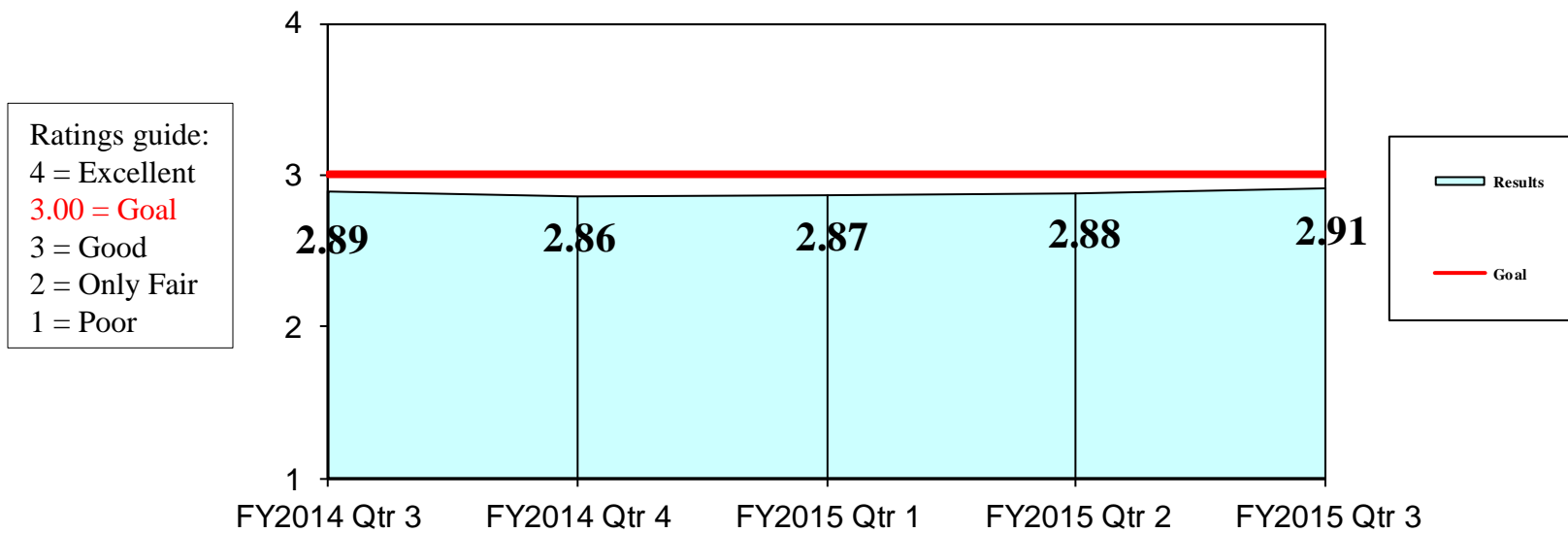
Ratings guide:  
 4 = Excellent  
 3.17 = Goal  
 3 = Good  
 2 = Only Fair  
 1 = Poor



<b>Composite rating of:</b>	
P.A. Arrival Announcements (33%)	3.11
P.A. Transfer Announcements (33%)	3.05
P.A. Destination Announcements (33%)	3.27

- ✓ Goal not met but improved
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 80.3%
  - Transfers: 76.9%
  - Destinations: 84.8%

# Train Exterior Appearance

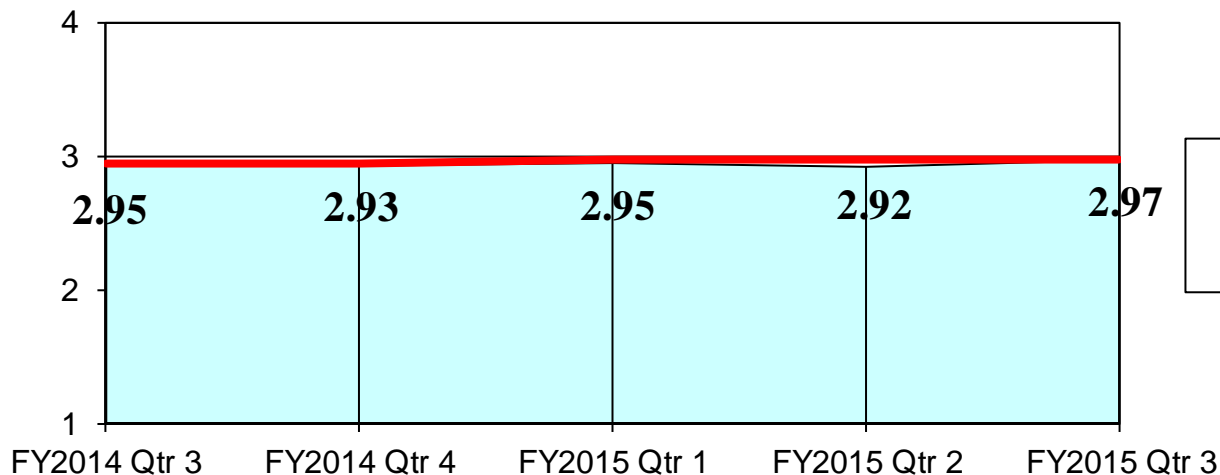


- ✓ Goal not met but improved
- ✓ 77.9% of those surveyed ranked this category as either Excellent or Good



# Train Interior Cleanliness

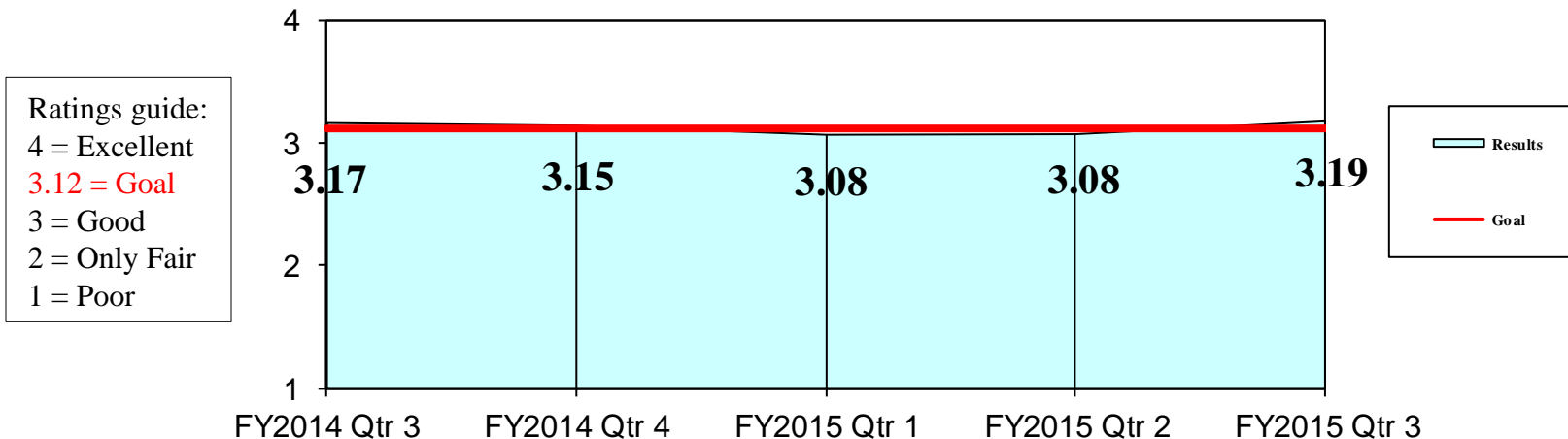
Ratings guide:  
 4 = Excellent  
 3 = Good  
 2.97 = Goal  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
Train interior cleanliness (60%)	2.71
Train interior kept free of graffiti (40%)	3.36

- ✓ Goal met and improved
- ✓ Train Interior ratings of either Excellent or Good:  
     Cleanliness: 64.5%    Graffiti-free: 91.8%
- ✓ Seat and floor program influencing public perception?

# Train Temperature

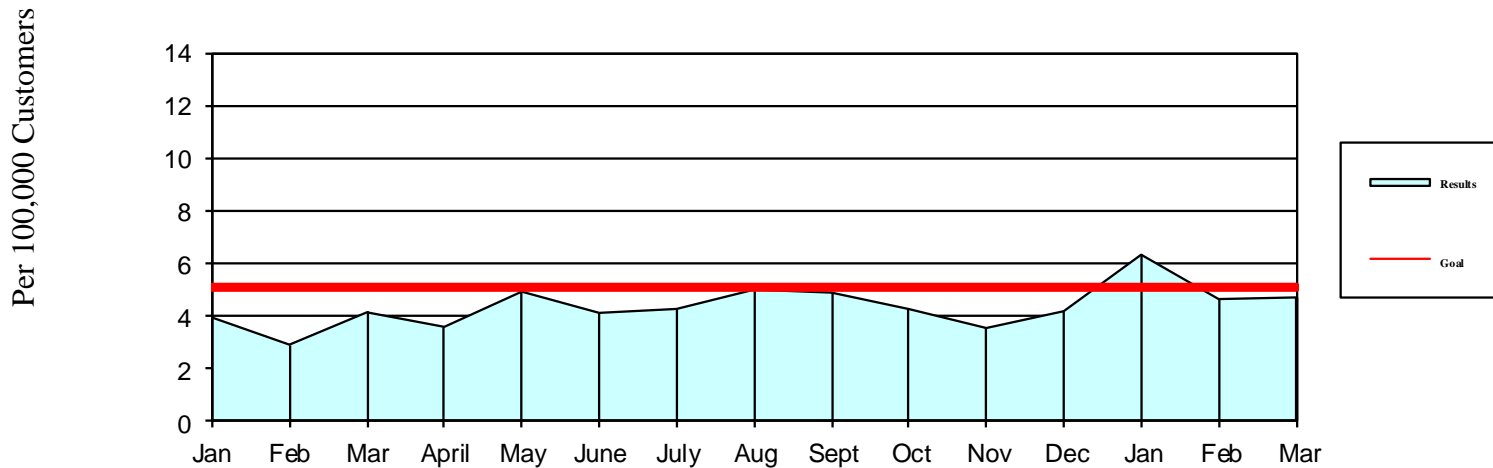


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 87.2% of those surveyed ranked this category as either Excellent or Good

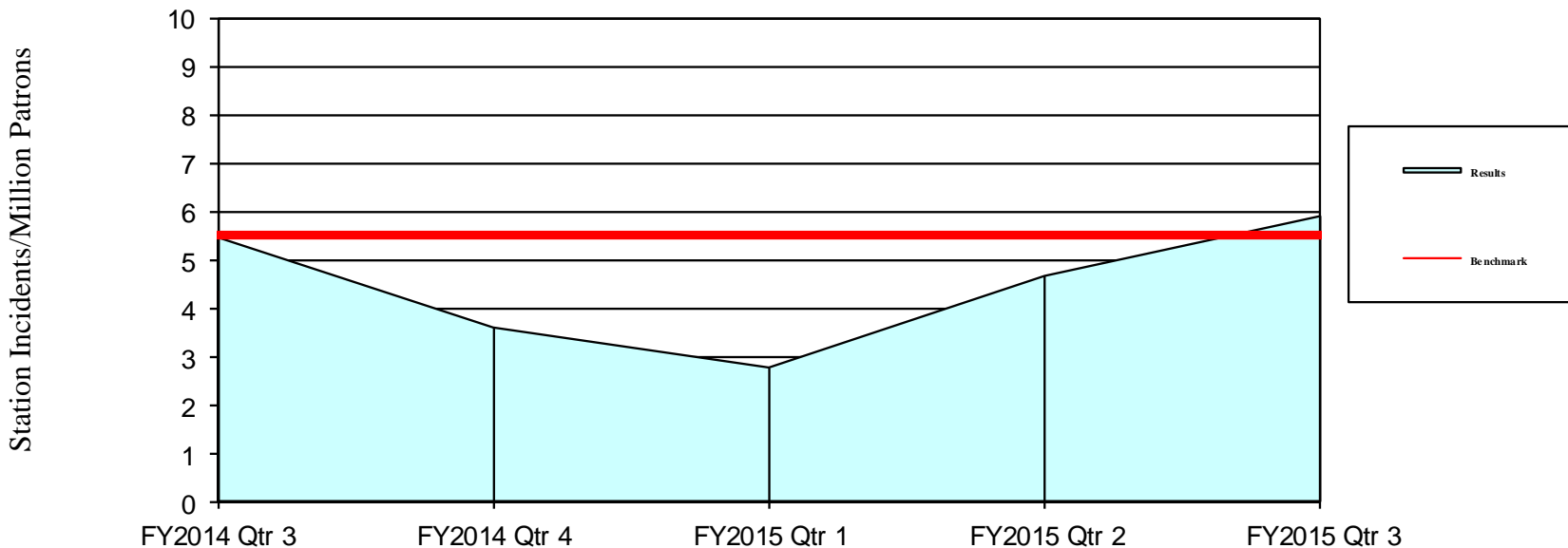
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Goal not met
- ✓ Total complaints increased 325 (26.1%) from last quarter, up 561 (55.5%) when compared with FY 14, third quarter.
- ✓ Complaint totals increased in all categories except for New Bike Program, Train Cleanliness, and Trains.
- ✓ “Compliments” increased to 100 versus last quarter’s 74 (one year ago these numbered 94)

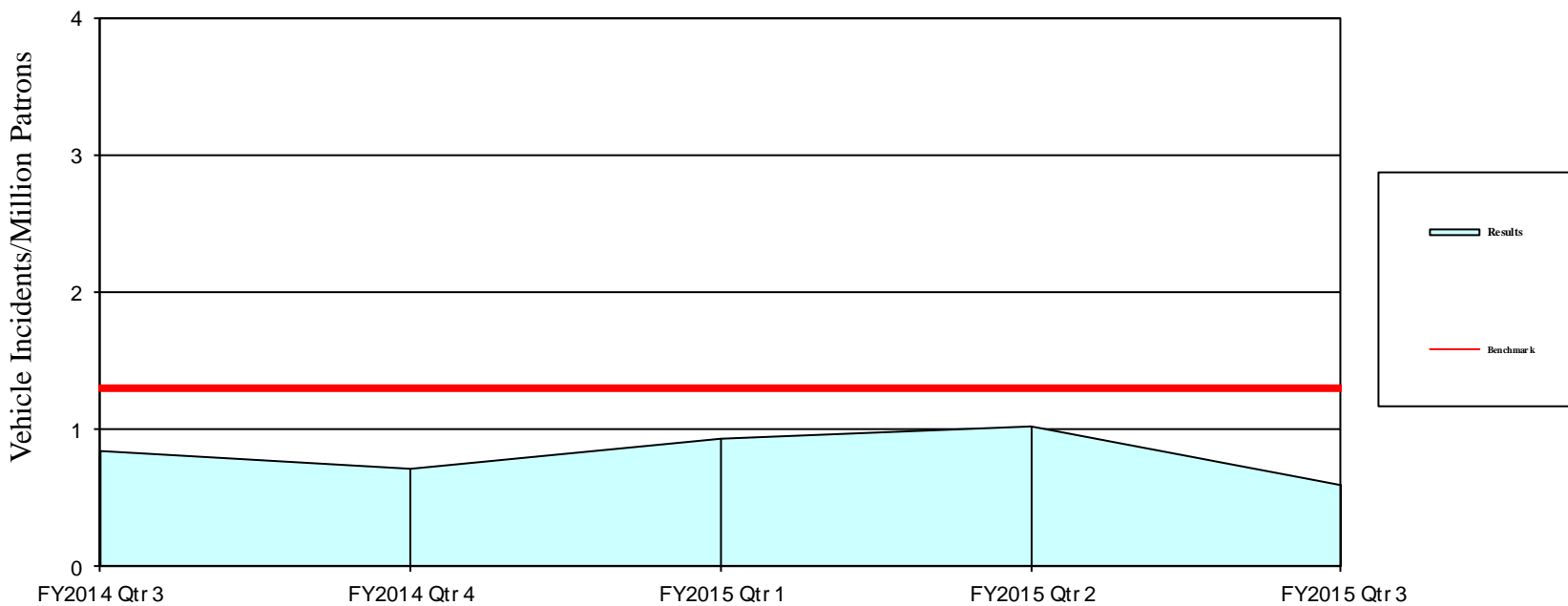
# Patron Safety: Station Incidents per Million Patrons



✓ Goal not met

# Patron Safety

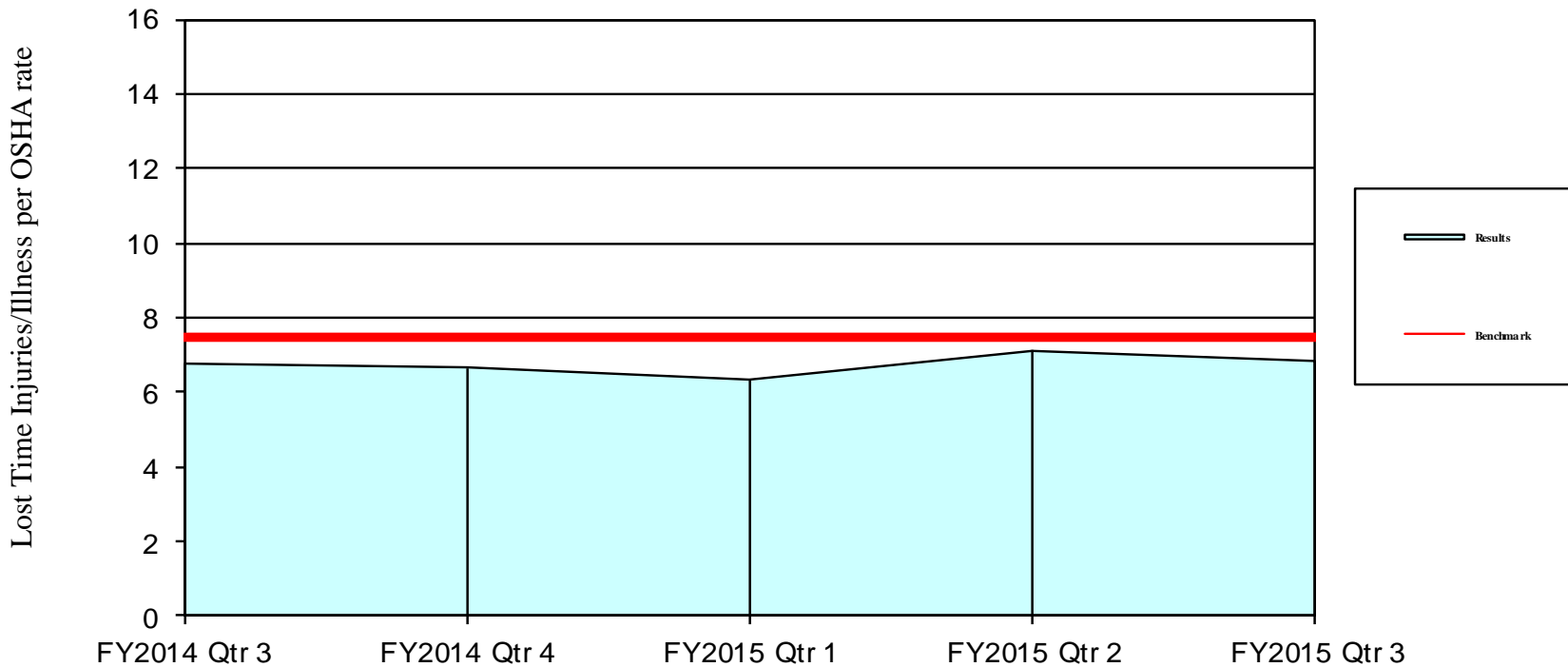
## Vehicle Incidents per Million Patrons



✓ Goal met



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

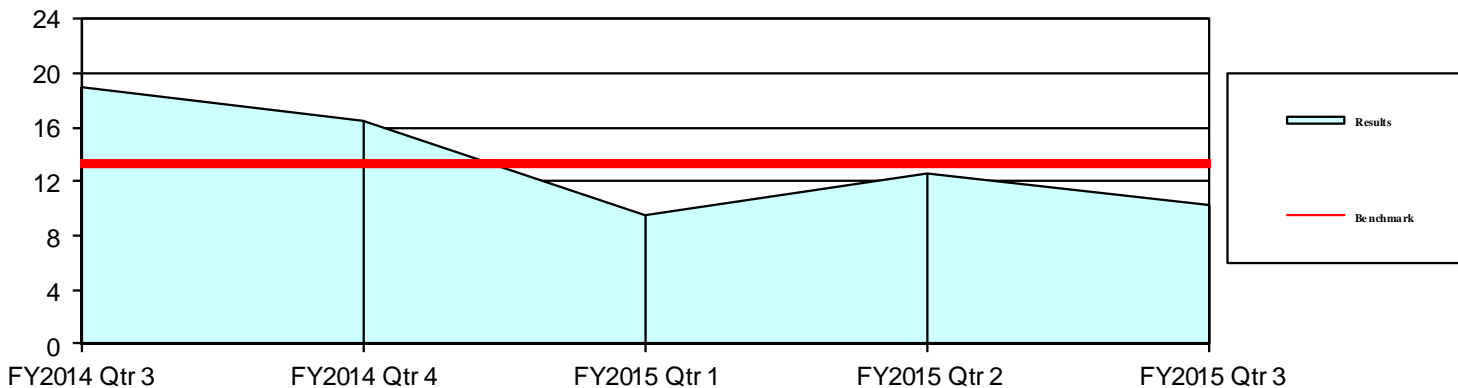


✓ Goal met



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

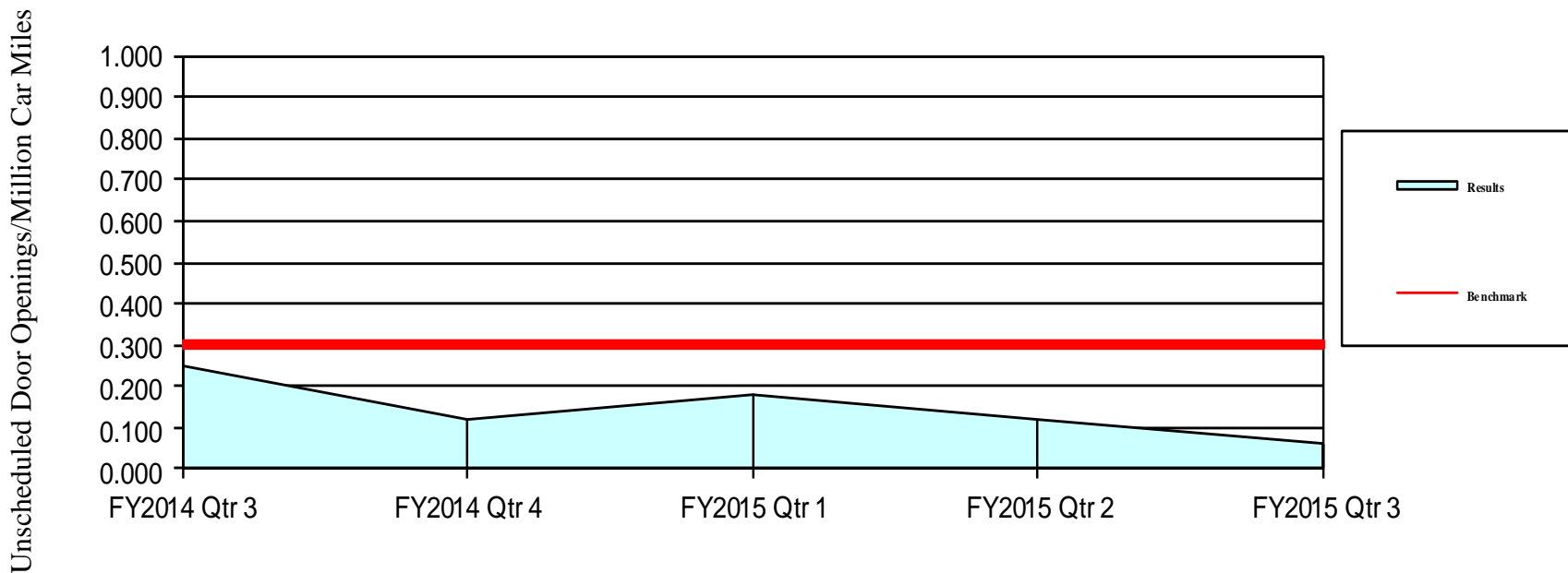
OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal met



# Operating Safety: Unscheduled Door Openings per Million Car Miles

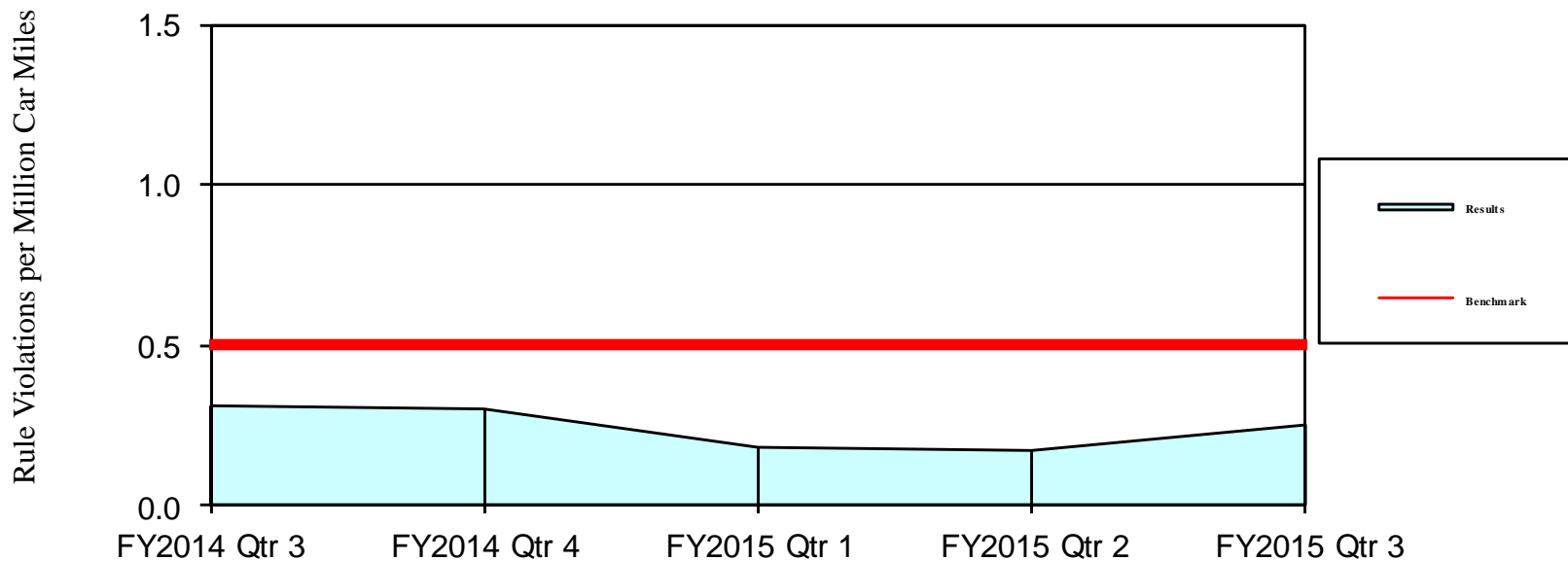


✓ Goal met



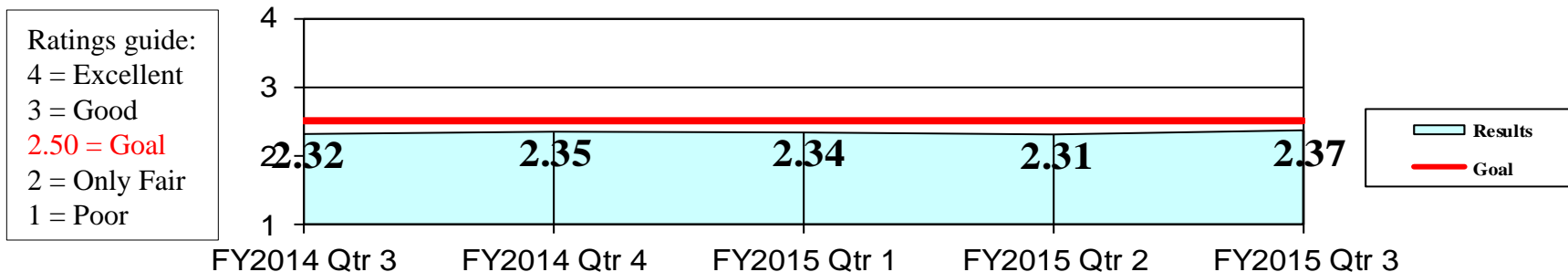


# Operating Safety: Rule Violations per Million Car Miles



✓ Goal met

# BART Police Presence

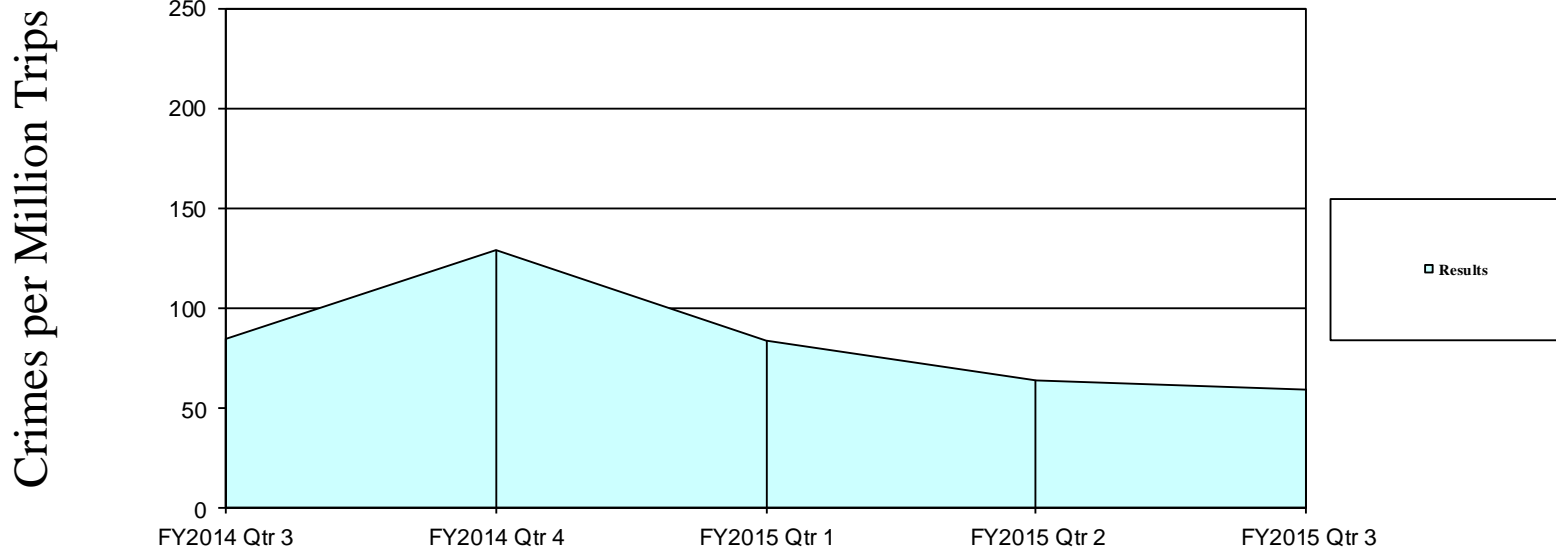


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.33
Parking Lots and Garages (33%)	2.43
Trains (33%)	2.35

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 44.6%
  - Trains: 45.2%
  - Parking Lots/Garages: 49.0%



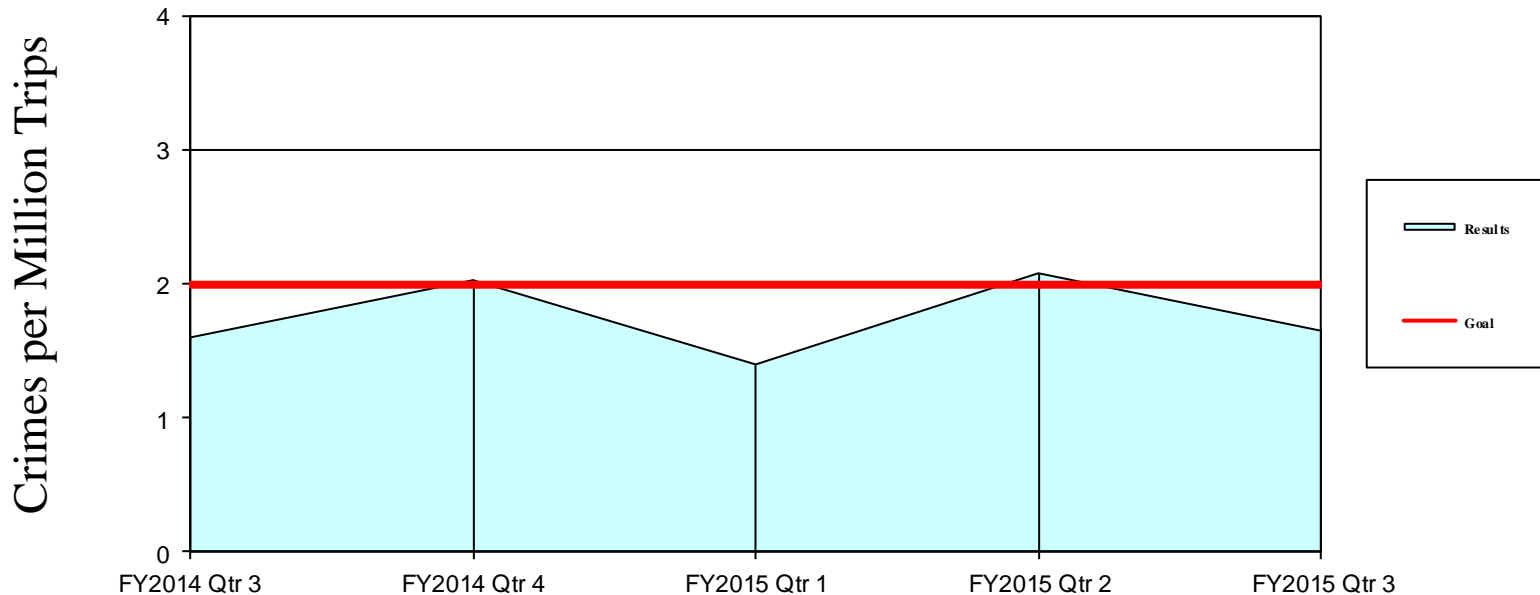
# Quality of Life\*



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

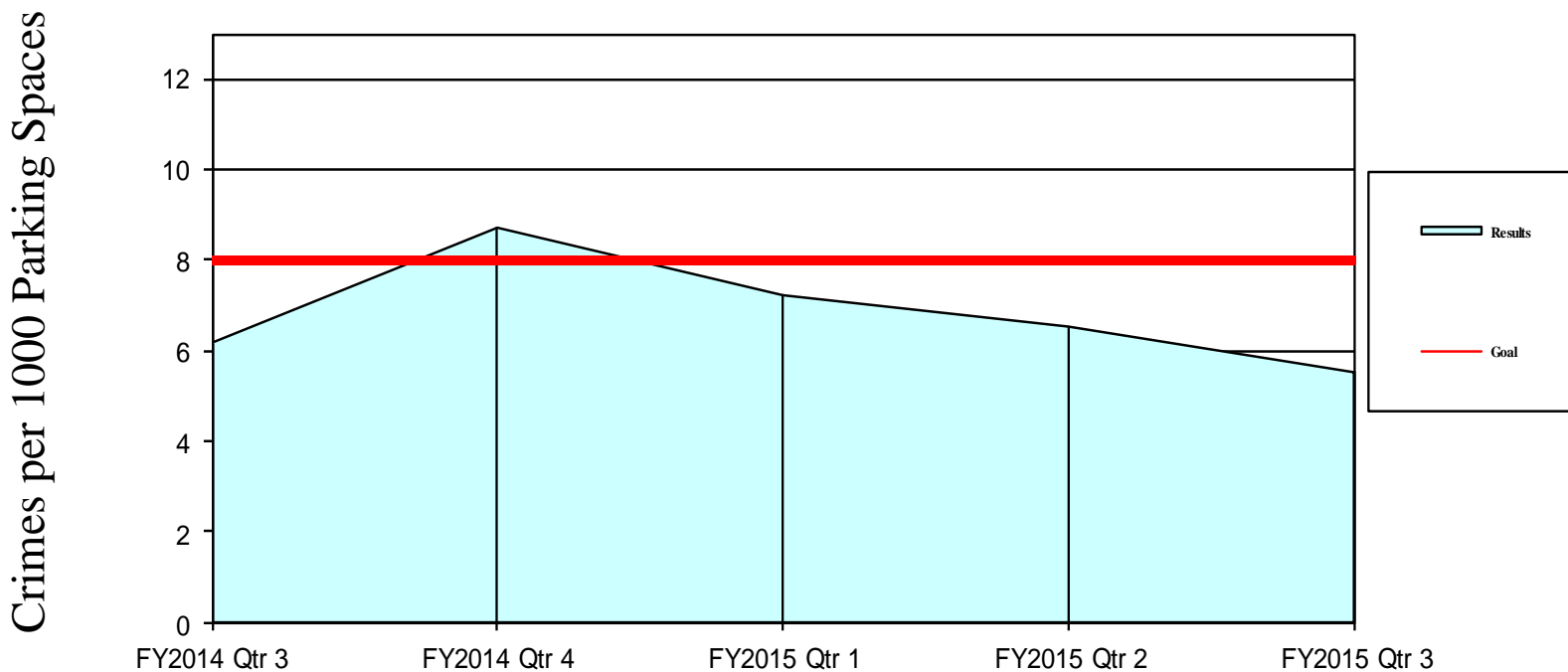
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



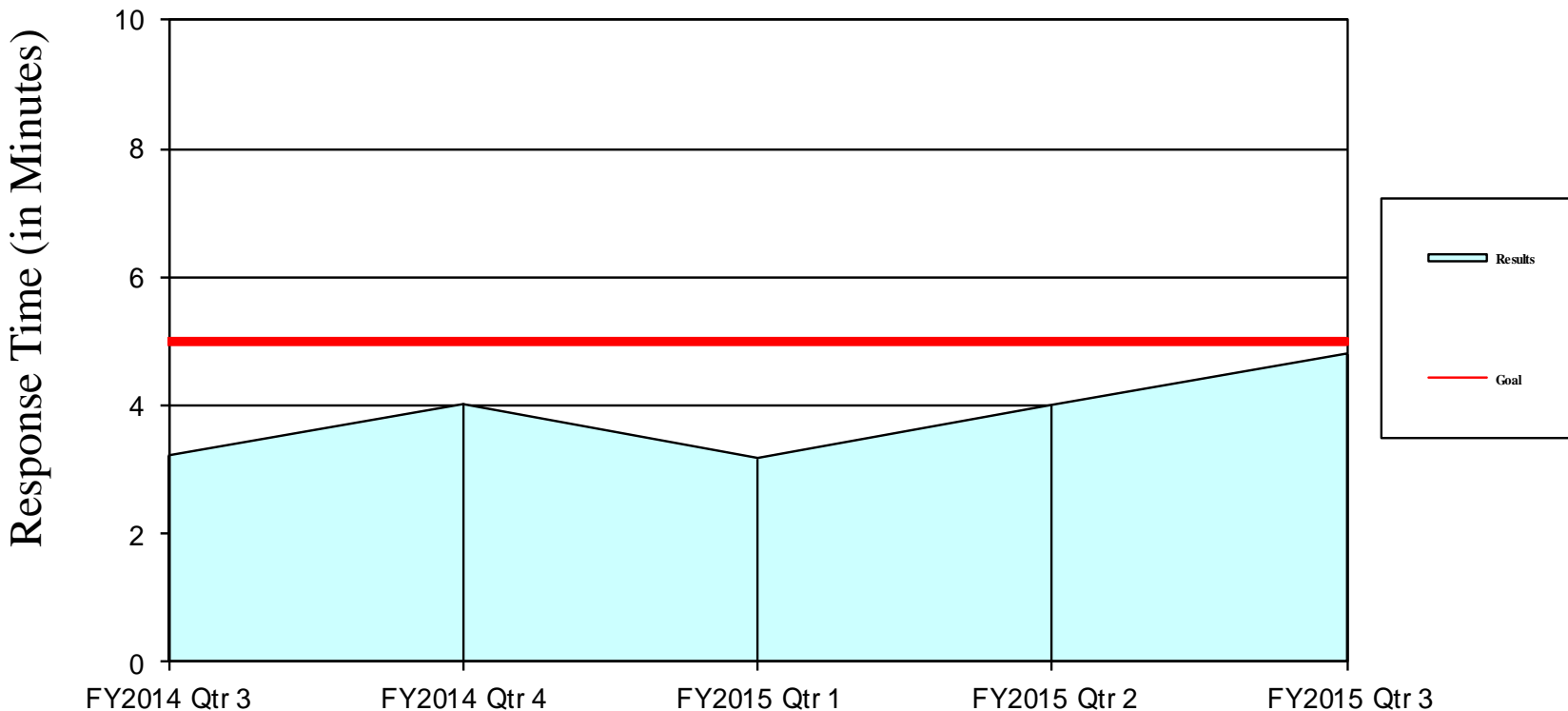
- ✓ Goal met
- ✓ Crimes against persons are down from the last quarter, and up from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



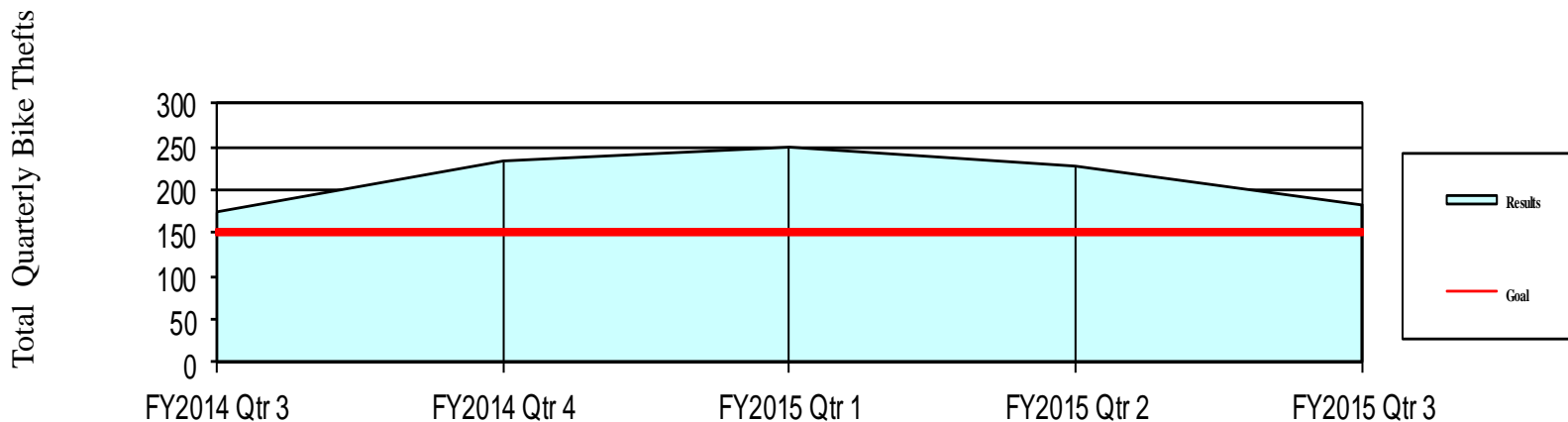
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year.

# Average Emergency Response Time



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

# Bike Theft



- ✓ Goal not met
- ✓ 183 bike thefts for current quarter, down 45 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.