Quarterly Service Performance Review
Third Quarter, FY 2018
January - March, 2018

Operations & Safety Committee
May 10, 2018

| PERFORMANCE INDICATORS	CURRENT QUARTER				PRIOR QTR ACTUALS		YEAR TO DATE			
Updated 5/08/18					LAST QUARTER	THIS QTR LAST YEAR				
	ACTUAL	**STANDARD**	**STATUS**				**ACTUAL**	**STANDARD**	**STATUS**	
Average Ridership - Weekday	405,801	420,566	NOT MET		426,492	415,844	414,859	426,670	NOT MET	
Customers on Time										
Peak	91.22%	95.00%	NOT MET		89.36%	82.28%	89.18%	95.00%	NOT MET	
Daily	93.43%	95.00%	NOT MET		91.75%	86.99%	91.74%	95.00%	NOT MET	
Trains on Time										
Peak	86.56%	N/A	N/A		84.07%	74.34%	83.44%	N/A	N/A	
Daily	88.76%	92.00%	NOT MET		86.13%	79.66%	86.01%	92.0%	NOT MET	
Peak Period Transbay Car Throughput										
AM Peak	95.45%	97.50%	NOT MET		95.05%	96.37%	95.73%	97.50%	NOT MET	
PM Peak	95.56%	97.50%	NOT MET		95.27%	97.10%	95.40%	97.50%	NOT MET	
Car Availability at 4 AM (0400)	596	595	MET		590	583	587	595	NOT MET	
Mean Time Between Service Delays	4,737	4,000	MET		4,627	5,036	4,347	4,000	MET	
Elevators in Service										
Station	97.93%	98.00%	NOT MET		98.73%	98.90%	98.26%	98.00%	MET	
Garage	97.20%	98.00%	NOT MET		98.53%	92.43%	97.38%	98.00%	NOT MET	
Escalators in Service										
Street	84.17%	95.00%	NOT MET		91.67%	79.00%	89.31%	95.00%	NOT MET	
Platform	95.30%	96.00%	NOT MET		95.80%	95.77%	95.87%	96.00%	NOT MET	
Automatic Fare Collection										
Gates	99.33%	99.00%	MET		99.56%	98.92%	99.47%	99.00%	MET	
Vendors	96.90%	95.00%	MET		95.84%	95.63%	96.18%	95.00%	MET	
Wayside Train Control System	0.84	1.00	MET		1.49	1.97	1.44	1.00	NOT MET	
Computer Control System	0.02	0.08	MET		0.097	0.015	0.059	0.08	MET	
Traction Power	0.13	0.20	MET		0.12	0.22	0.12	0.20	MET	
Track	0.04	0.30	MET		0.10	0.08	0.09	0.30	MET	
Transportation	0.55	0.50	NOT MET		0.41	0.41	0.55	0.50	NOT MET	
Environment Outside Stations	2.66	2.80	NOT MET		2.64	2.73	2.64	2.80	NOT MET	
Environment Inside Stations	2.56	3.00	NOT MET		2.53	2.62	2.54	3.00	NOT MET	
Station Vandalism	2.90	3.19	NOT MET		2.88	2.93	2.89	3.19	NOT MET	
Station Services	2.87	3.06	NOT MET		2.84	2.90	2.85	3.06	NOT MET	
Train P.A. Announcements	3.12	3.17	NOT MET		3.09	3.10	3.09	3.17	NOT MET	
Train Exterior Appearance	2.78	3.00	NOT MET		2.79	2.82	2.78	3.00	NOT MET	
Train Interior Appearance	2.78	3.00	NOT MET		2.80	2.86	2.81	3.00	NOT MET	
Train Temperature	3.15	3.12	MET		3.10	3.13	3.10	3.12	NOT MET	
Customer Complaints										
Complaints per 100,000 Passenger Trips	7.15	5.07	NOT MET		6.84	8.14	7.24	5.07	NOT MET	
Safety										
Station Incidents/Million Patrons	1.10	5.50	MET		1.68	1.93	4.75	5.50	MET	
Vehicle Incidents/Million Patrons	0.38	1.30	MET		0.47	0.30	0.49	1.30	MET	
Lost Time Injuries/Illnesses/Per OSHA	5.60	7.50	MET		7.66	6.97	6.42	7.50	MET	
OSHA-Recordable Injuries/Illnesses/Per OSHA	8.20	13.30	MET		11.07	9.43	10.60	13.30	MET	
Unscheduled Door Openings/Million Car Miles	0.210	0.300	MET		0.100	0.370	0.120	0.300	MET	
Rule Violations Summary/Million Car Miles	0.050	0.500	MET		0.210	0.210	0.137	0.500	MET	
Police										
BART Police Presence	11%	12%	NOT MET		10%	10%	11%	12%	NOT MET	
Quality of Life per million riders	134.41	N/A	N/A		67.79	81.71	100.55	N/A	N/A	
Crimes Against Persons per million riders	3.60	2.00	NOT MET		3.49	3.19	3.41	2.00	NOT MET	
Auto Burglaries per 1,000 parking spaces	4.41	8.00	MET		6.26	4.25	5.64	8.00	MET	
Auto Thefts per 1,000 parking spaces	2.24	6.00	MET		2.29	1.98	2.19	6.00	MET	
Police Response Time per Emergency Incident (Minutes)	4.96	5.00	MET		5.18	5.16	5.15	5.00	NOT MET	
Bike Thefts (Quarterly Total and YTD Quarterly Average)	71	150.00	MET		88	109	95	150.00	MET	

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

FY18 Third Quarter Overview

- ✓ Ridership decline continues, slightly lower rate of decline than last quarter (Weekday -2.4%)

- ✓ Steady improvement in service reliability continues

- ✓ Equipment Reliability: Car, Track, Train Control, Traction Power, and Computer Control System all met goal

- ✓ Equipment Availability: Car, Fare Gates and Ticket Vendors met; Escalators (platform and street) and Elevators (station and garage) not met

- ✓ Passenger Environment: 4 of 4 Station indicators improved, none met goal; 2 of 4 Train indicators improved, one met goal

- ✓ Complaint numbers validated statistical improvement in service reliability and station cleanliness
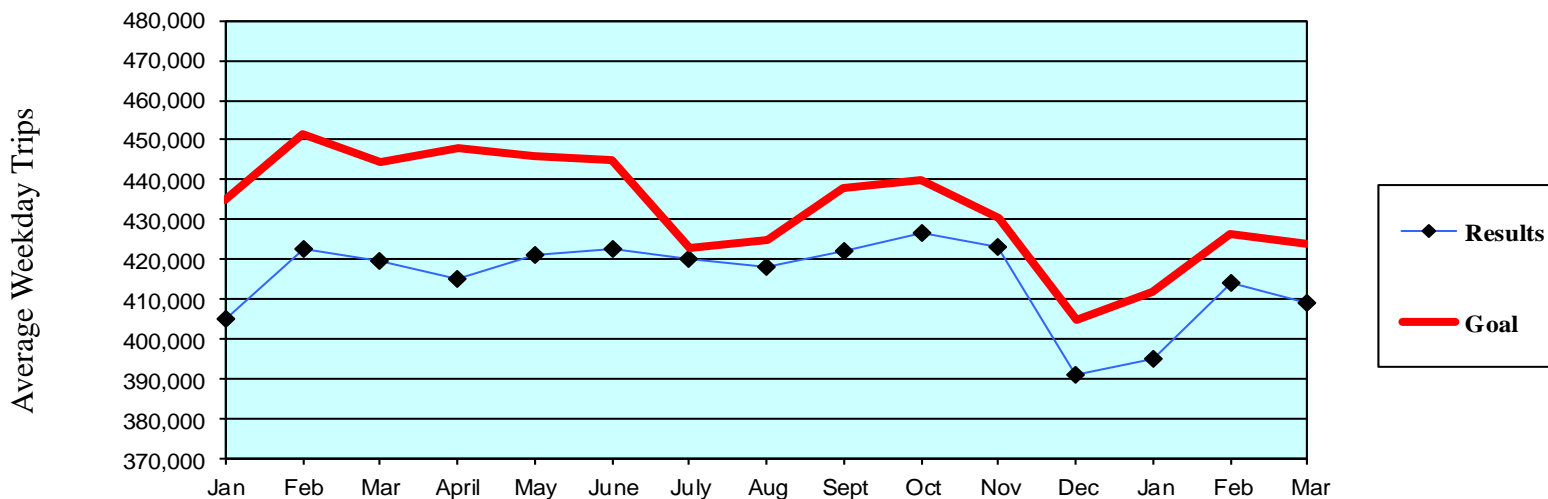
✓ Total ridership decreased by 3.2% compared to same quarter last year

✓ Average weekday ridership (405,801) down by 2.4% from same quarter last year

✓ Core weekday ridership down by 2.3% from same quarter last year

✓ SFO Extension weekday ridership down by 3.0% from same quarter last year

✓ Average peak ridership down by 0.7% compared to same quarter last year

✓ Saturday and Sunday down by 11.1% and 5.2%, respectively, from same quarter last year (2017 Women's March had higher Saturday ridership)

On-Time Service - Customer
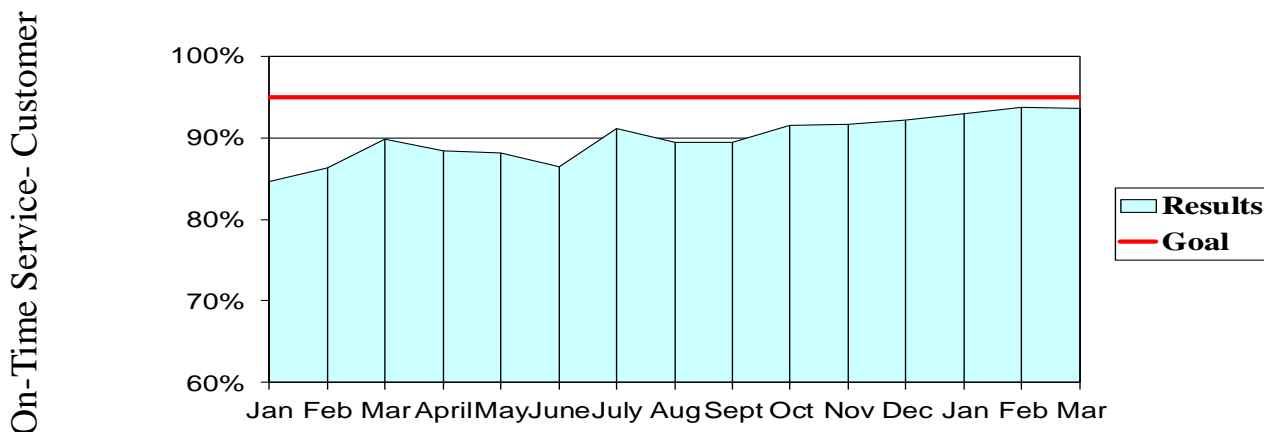
✓ 93.4%, 95.00% goal not met, but continuing significant improvement
✓ Delay events causing the most late trains:

1	20-Mar-18	Civic Center	Debris Fire On Trackway	Fire on Trk	101
2	1-Feb-18	H.Yd. I-lk NLd	Maintenance Vehicle(Derailer) Wayside Damage	Equip	96
3	20-Mar-18	24th Street	Debris Fire - Wayside Equipment Damage	Fire on Trk	90
4	23-Feb-18	Systemwide	Earthquake	Earthquake	85
5	1-Mar-18	Systemwide	Weather (Wet Tracks)	Weather	78
6	16-Mar-18	16th Street	PG&E Power Outage	PG&E	75
7	6-Mar-18	Bay Fair	Vehicle (Aux. Electric)	Vehicle	53
8	8-Feb-18	Coliseum	Vehicle (Collector Shunt Not Secured)	Vehicle	52
9	8-Mar-18	MacArthur	Train Struck A Patron On Trackway	People	50
10	20-Feb-18	M,K & C Lines	Multiple Overlapping BPD & Medical Emergency	People	48

☑ On-Time Service - Train
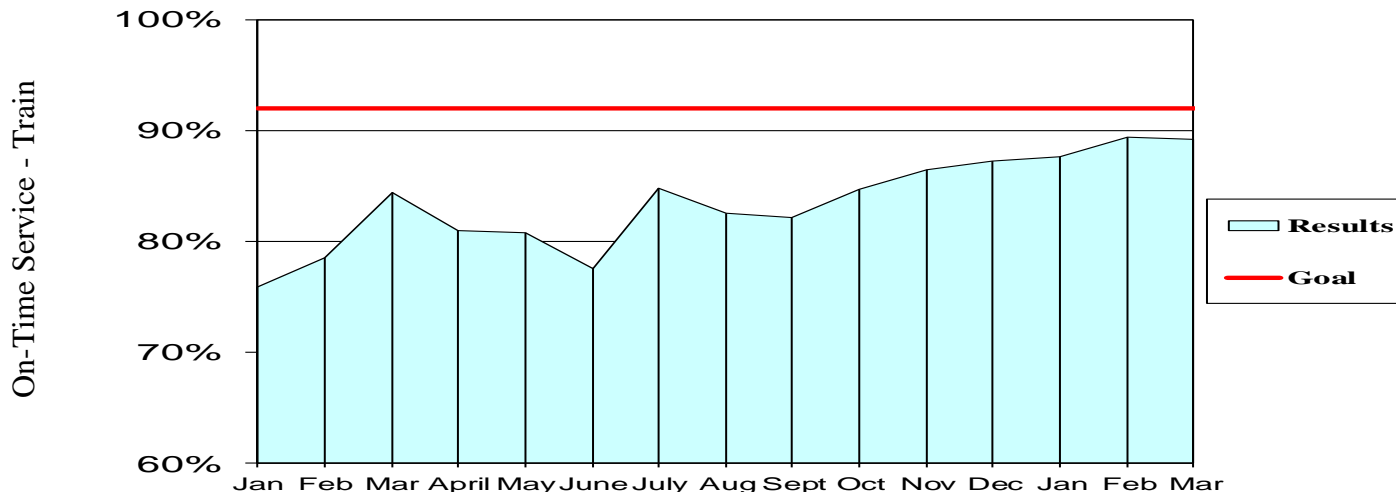
- ✓ 88.8%, 92.00% goal not met, but continuing significant improvement
- ✓ 45.4% of late trains were late due to multiple small delays, each under 5 minutes
- ✓ Categorization of late trains due to a known delay event of 5 minutes or greater:

POLICE ACTIONS	**27.7% of delayed trains**
RAIL CAR	**10.9% of delayed trains**
TRAIN CONTROL	**10.6% of delayed trains**
OPERATIONS	**7.0% of delayed trains**
WEATHER	**6.5% of delayed trains**
MEDICAL EMERGENCY	**4.7% of delayed trains**
VANDALISM	**4.7% of delayed trains**
EARTHQUAKE	**4.6% of delayed trains**
OBJECT ON TRACK	**3.6% of delayed trains**
CONGESTION	**3.4% of delayed trains**

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Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

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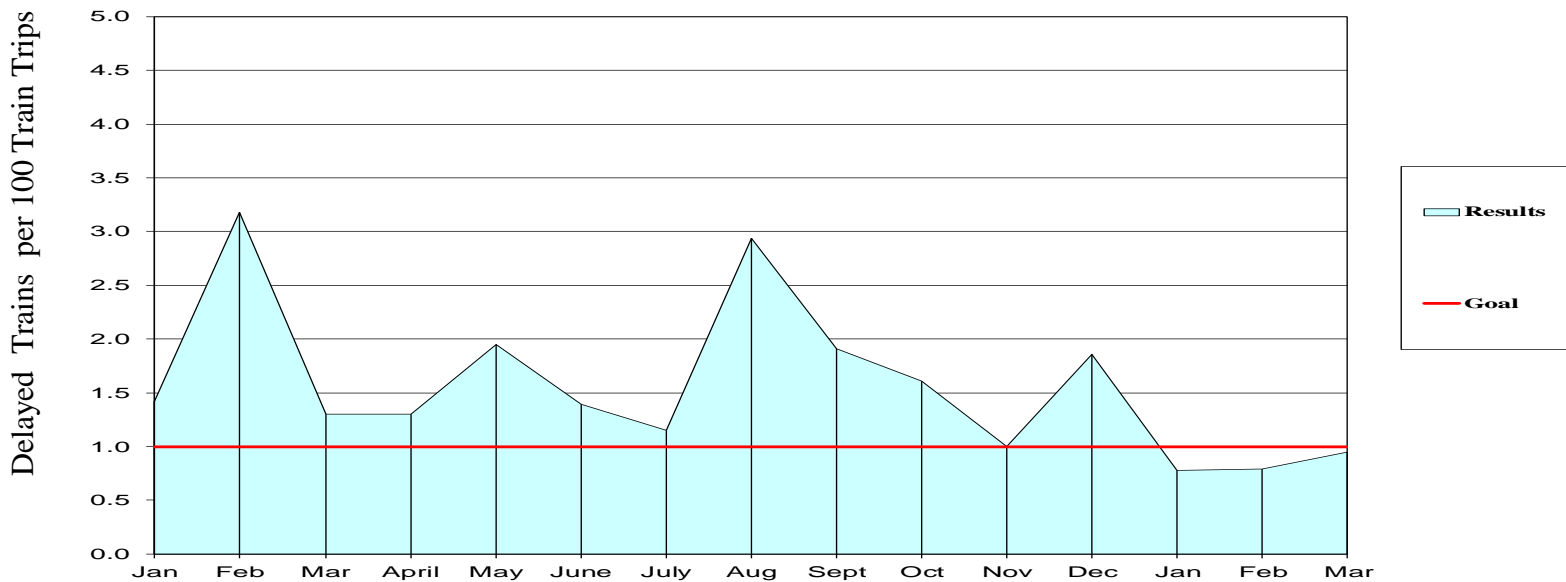
- ✓ Goal met! Continuing improvement in an important area
- ✓ Actual .84 / Goal 1.0
- ✓ Good teamwork – Engineering & Maintenance, Train Control & OCC

Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs
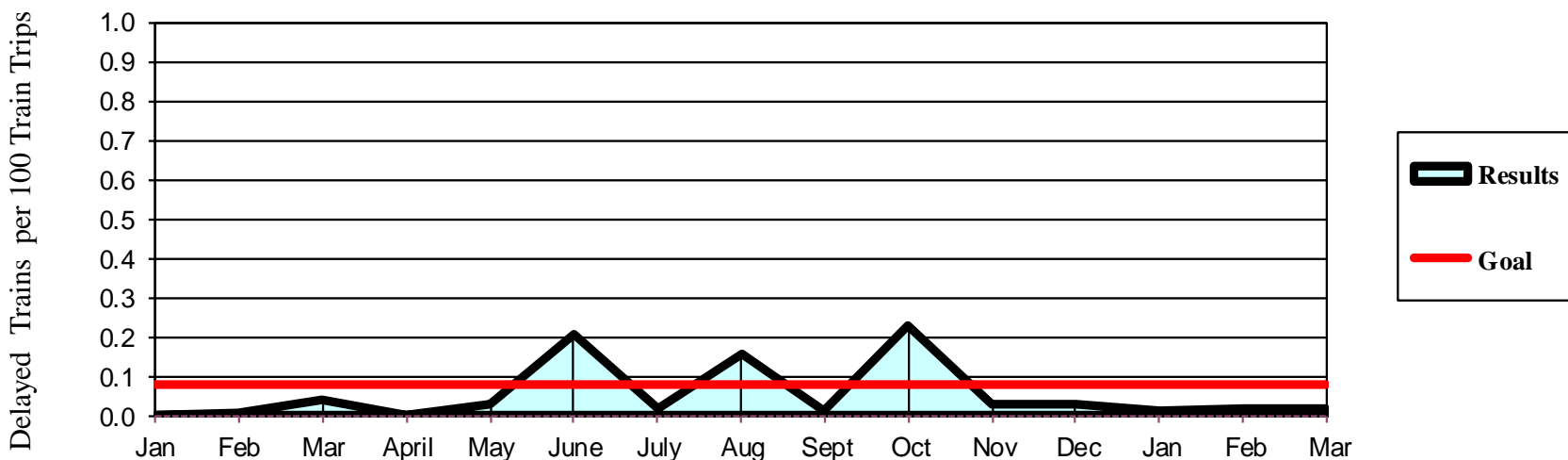
- ✓ Goal met – Actual 0.02 / Goal 0.08
- ✓ Open issues are aggressively being addressed, including the managment of computer storage

Traction Power

**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**
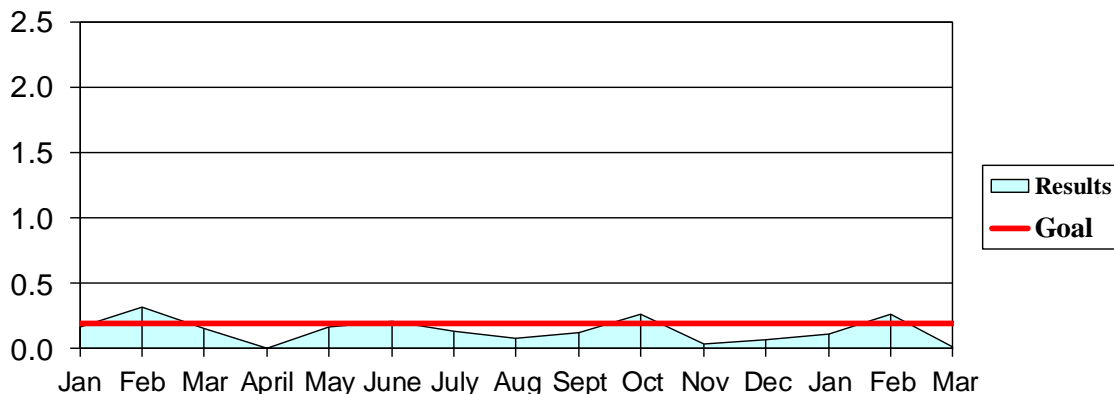
- ✓ Goal met – Actual .13 / Goal .2
- ✓ M-Line Insulator replacement in progress
- ✓ Ongoing RR projects such as 3rd Rail and Insulator Replacement, UPS Replacement, Substation Rehab Projects (MPR, Rectifier) have increased reliability.

Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs
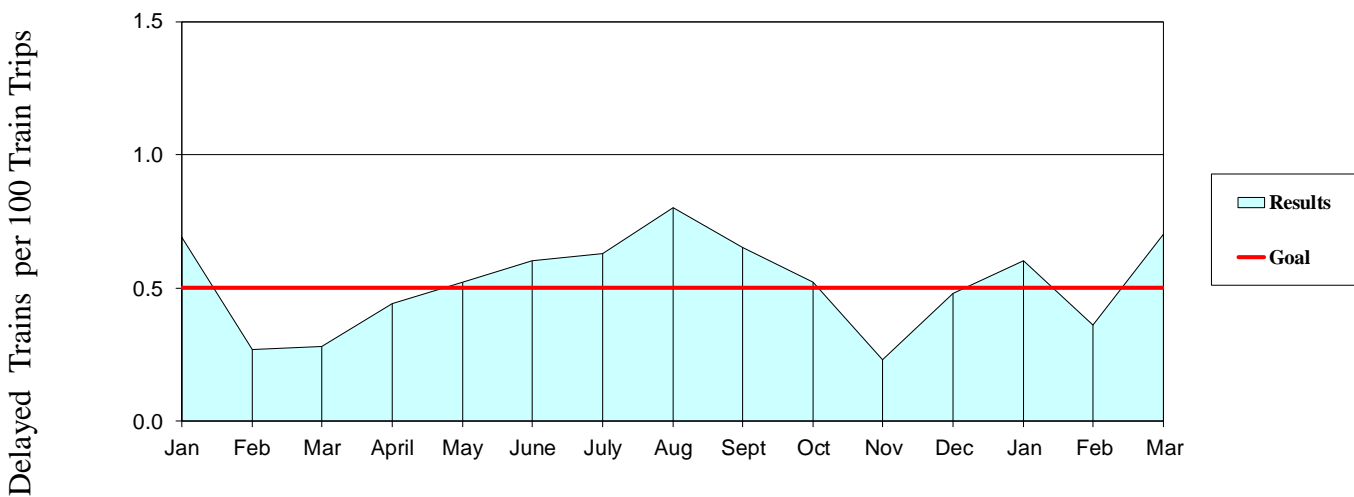
- ✓ Goal not met – Actual .55 / Goal .5
- ✓ Jan – Train Controller and Train Operator Procedures = 18 secondary delays each
- ✓ March – Challenges with Train Operator staffing levels

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Track

Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs
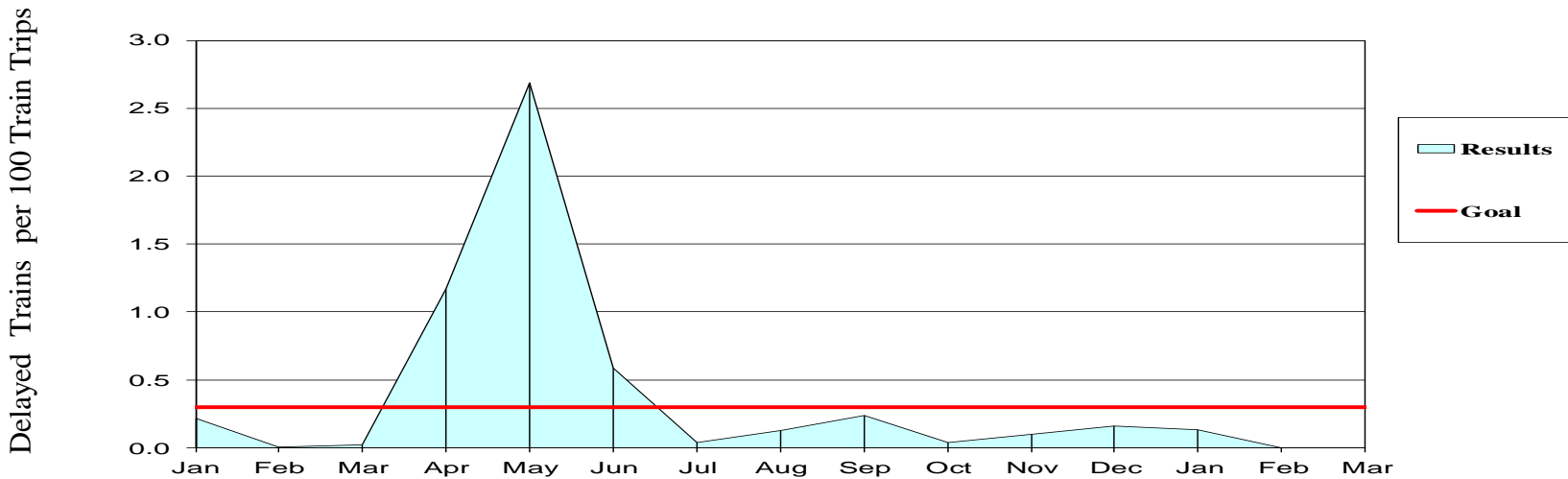
✓ Goal met – Actual .04 / Goal .30
✓Solid performance

Car Equipment - Reliability
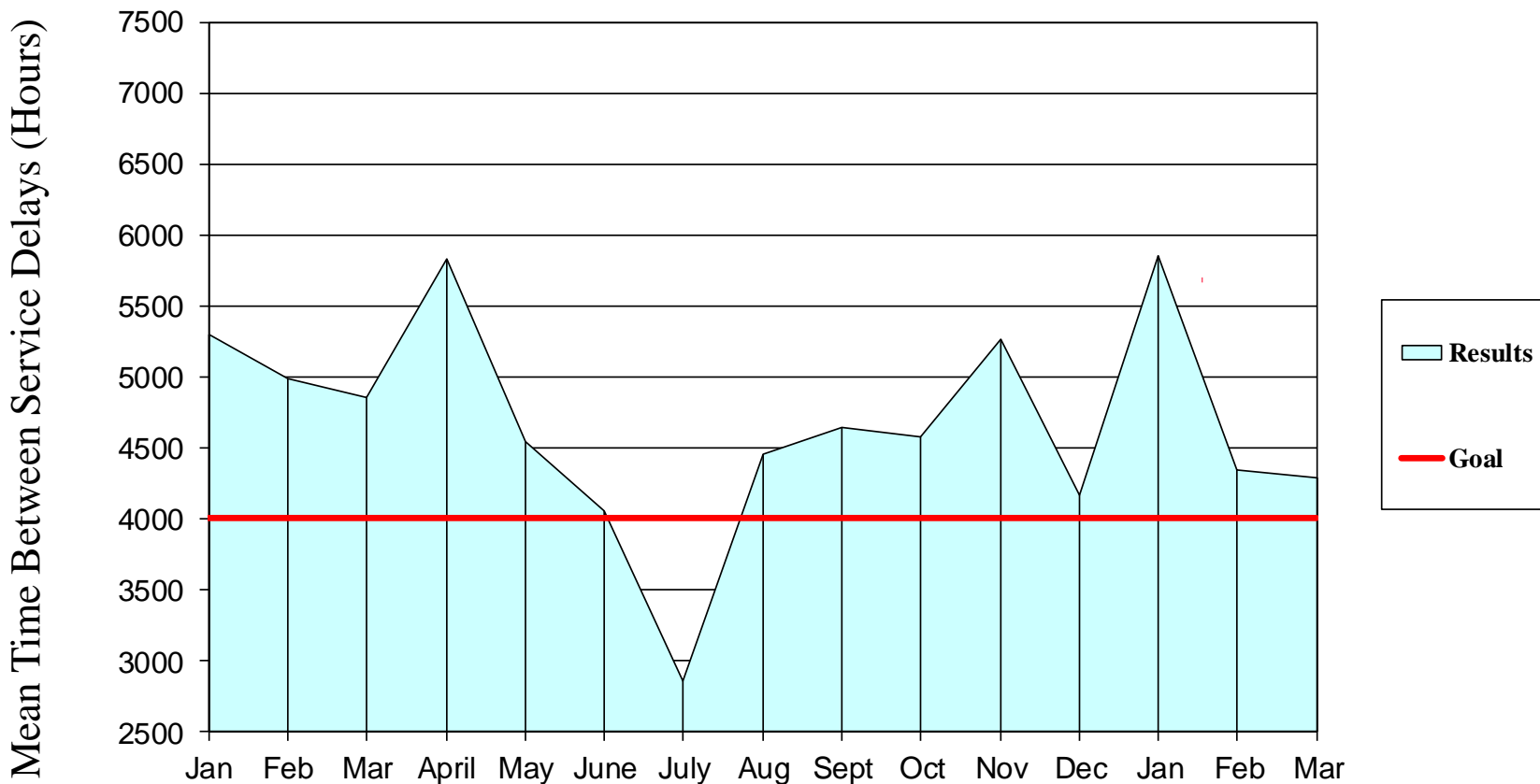
✓ Goal met – MTBSD 4,737 hours / Goal 4,000 hours

✓ Monitoring closely

Car Equipment – Availability @ 0400 hours
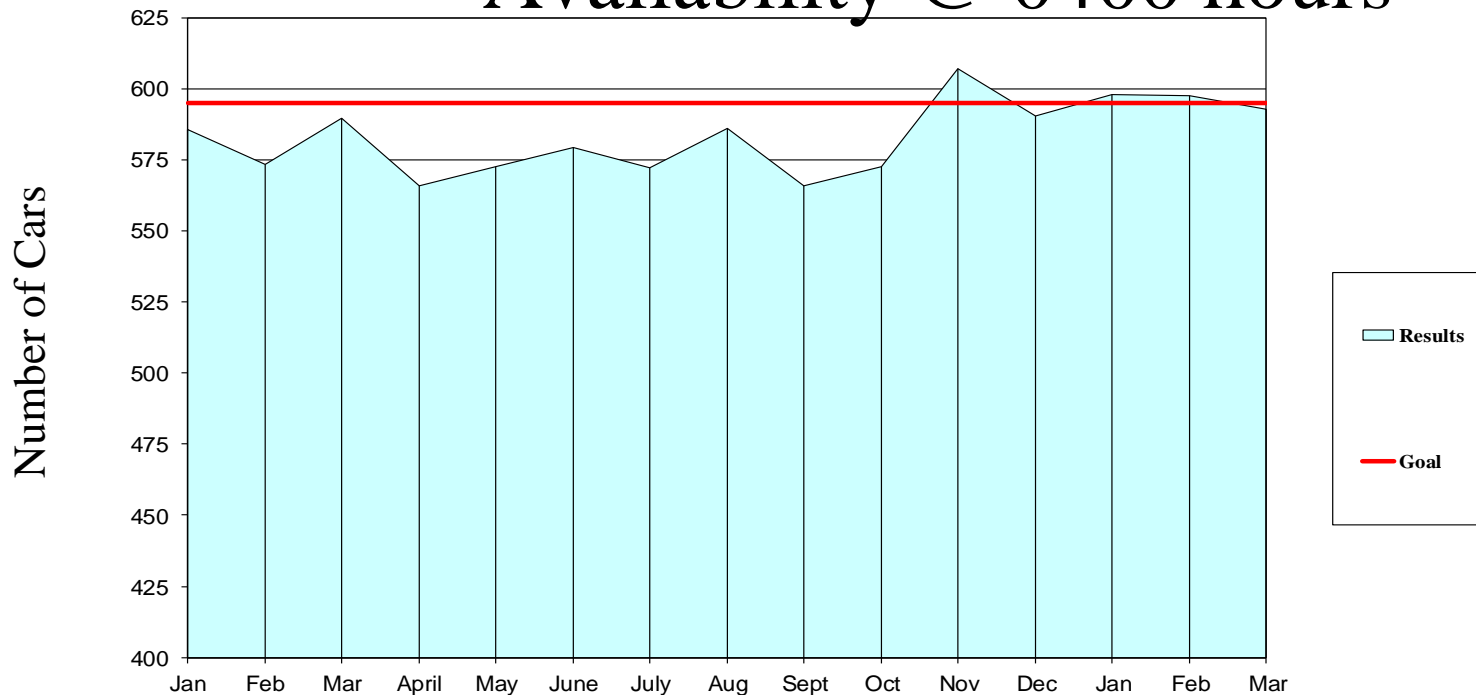
✓ Goal met – 596 Actual vs. 595 Required
✓ SCRAM is more balanced – reserved trains are split between shops

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Elevator Availability - Stations
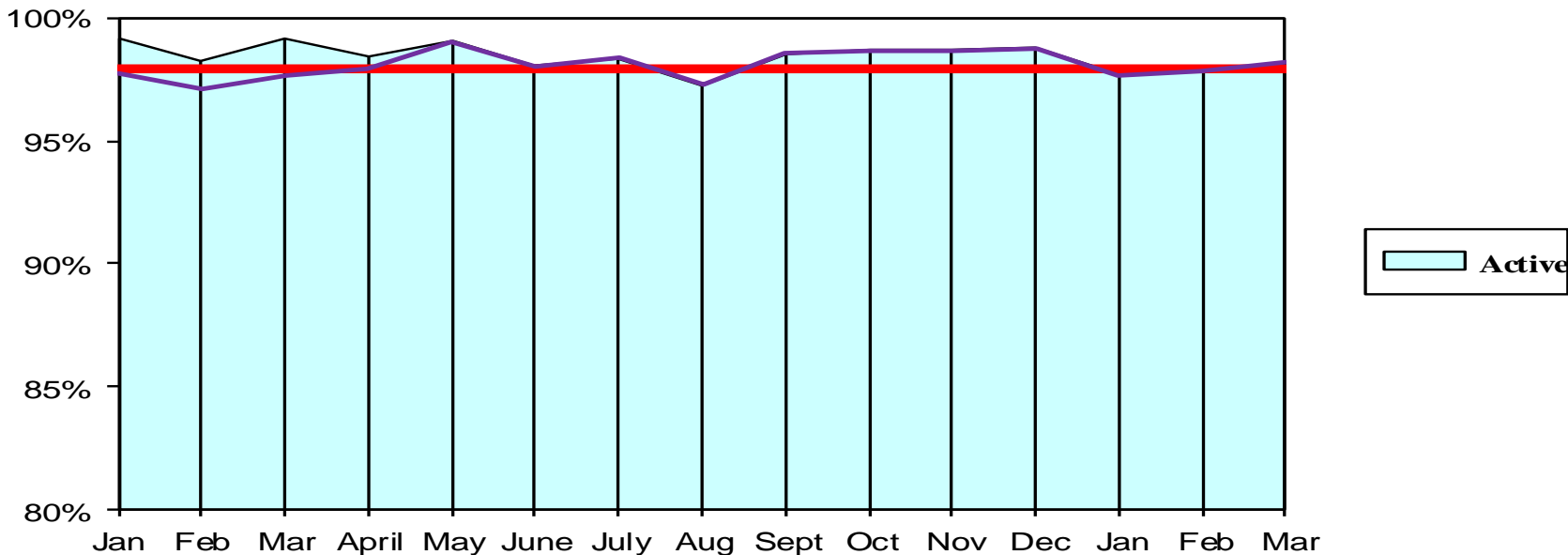
- ✓ Goal 98%. Goal just missed – Actual 97.9%
- ✓ Civic Center elevator 57, particularly problematic (doors and re-rope)

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Elevator Availability - Garage
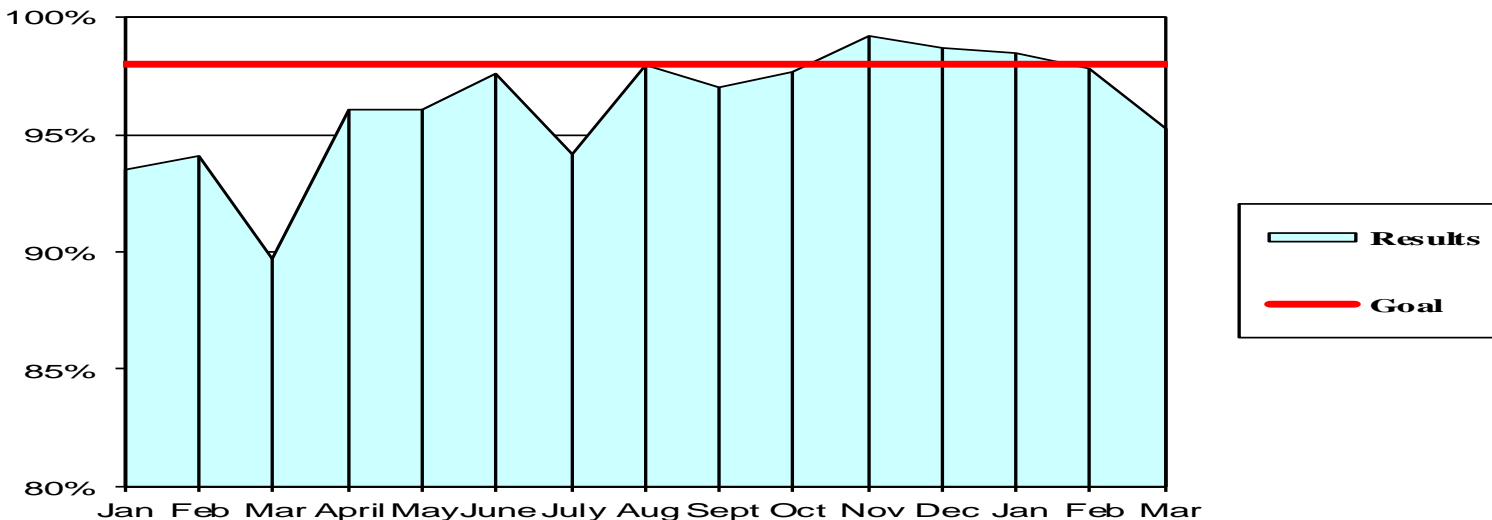
- ✓ Goal 98%. Goal not met - Actual 97.2%
- ✓ Several garage elevator repairs were not prioritized due to parking structure elevator redundancy and other higher priority work.
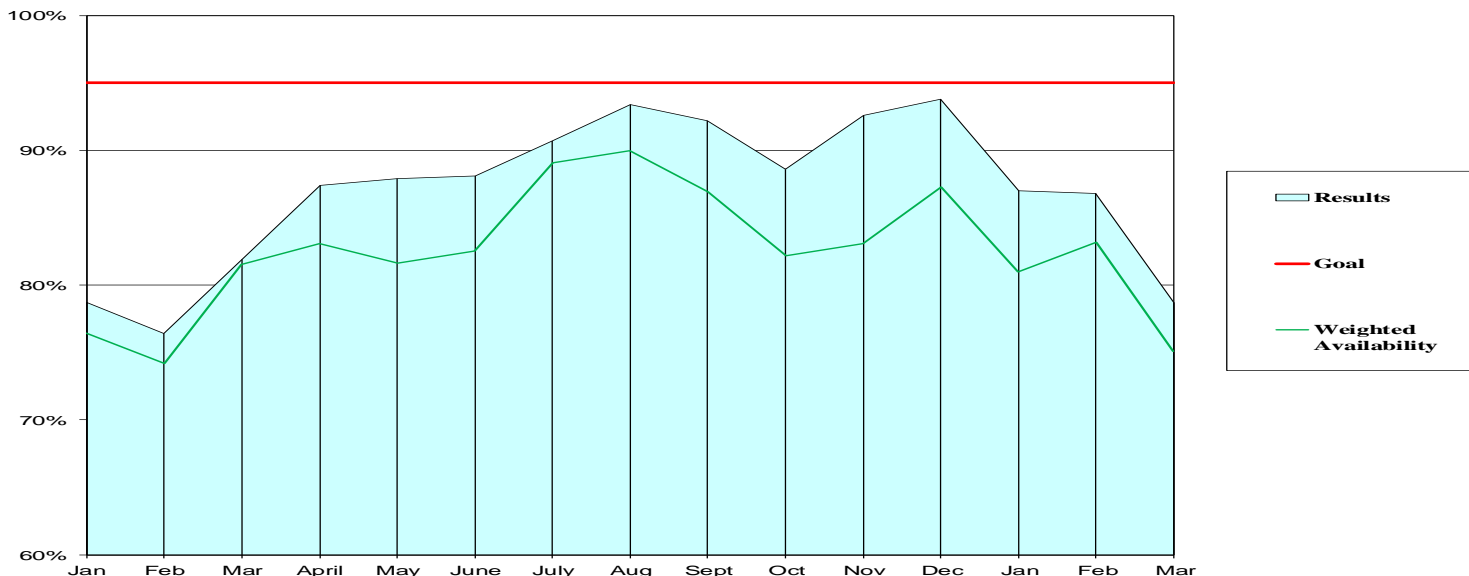
- ✓ Goal 95%. Goal not met - Actual 84.2%
- ✓ Down 7.47% from last quarter of 91.67%
- ✓ March rain resulted in an increase in outages
- ✓ Seven scheduled step chain replacements exceeded our staffing capacity

Escalator Availability - Platform
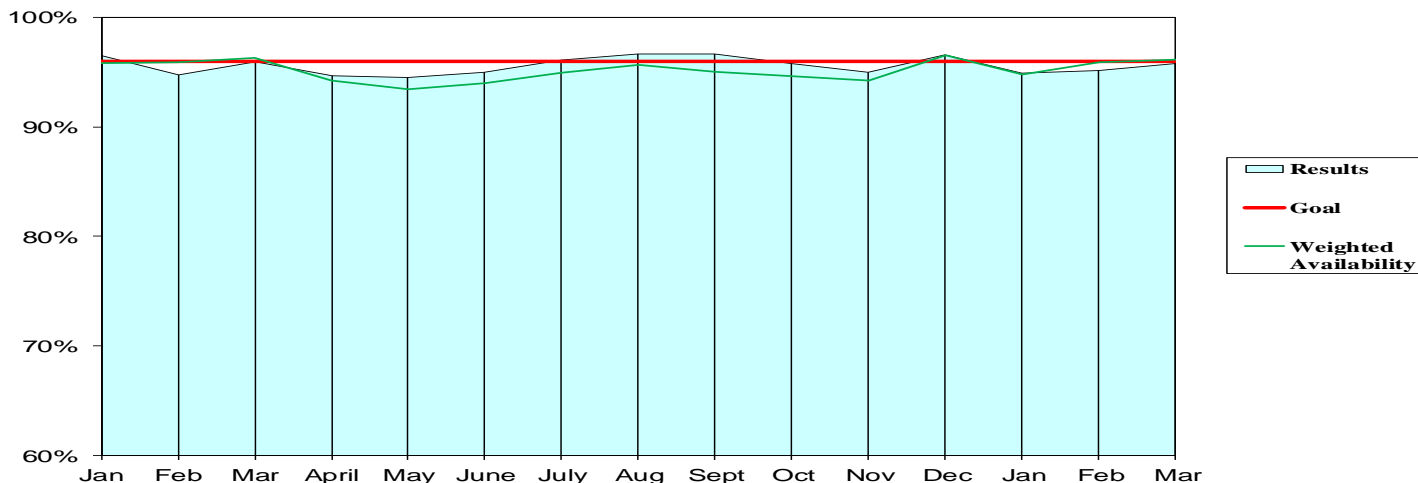
✓ Goal 96%. Goal not met - Actual 95.3%
✓ Busy quarter managing a large number of heavy repairs
✓ Hired four MWIII during this quarter, currently at headcount

AFC Gate Availability
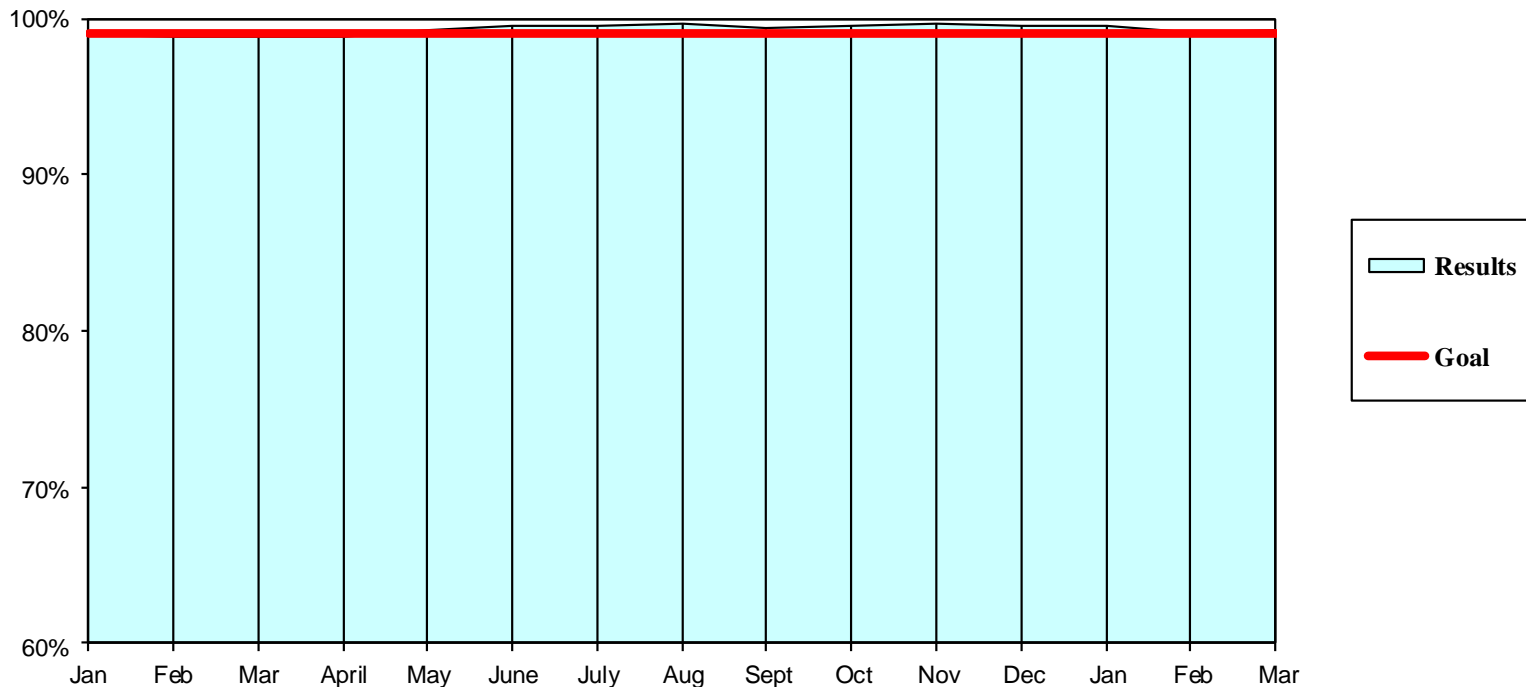
✓ Goal met - Actual 99.3% / Goal 99.0%

AFC Vendor Availability
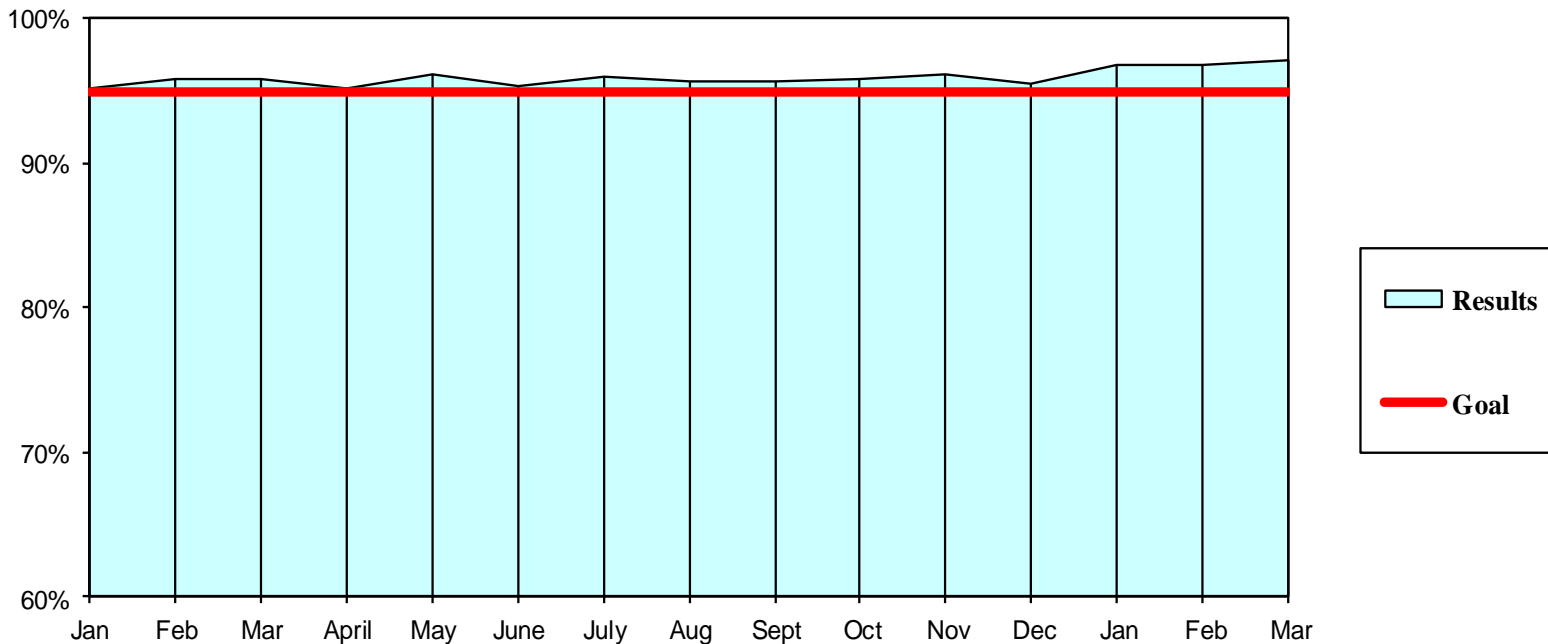
- ✓ Goal met - Actual 96.9% / Goal 95.0%
- ✓ Parking Validation Machines Availability – 99.6%
- ✓ Completed 125 Clipper HCR4 "Handheld Card Reader" installation system-wide; improving station agent customer service.

Environment - Outside Stations

Ratings guide:
4 = Excellent
3 = Good
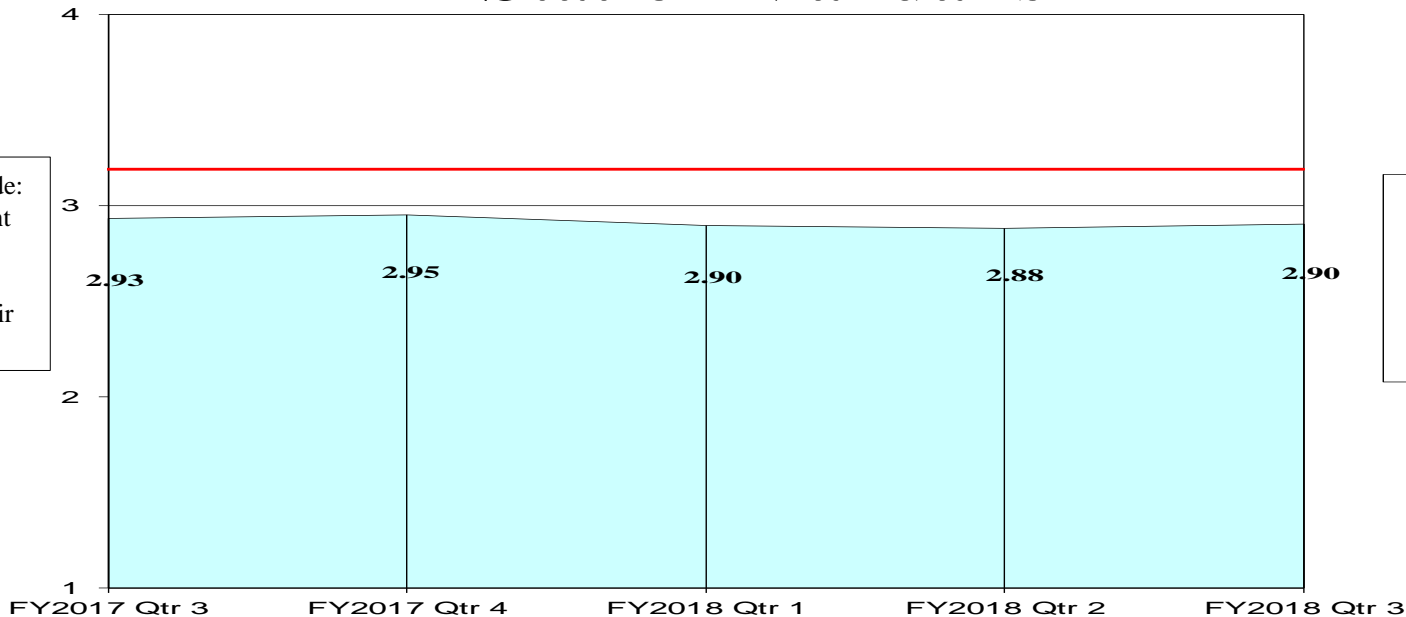2.80 = Goal
2 = Only Fair
1 = Poor
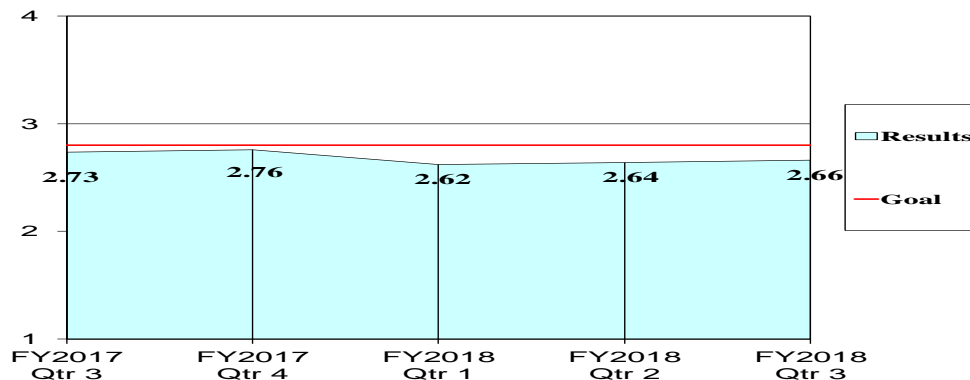
Composite rating of:
Walkways & Entry Plaza Cleanliness (50%) 2.56
BART Parking Lot Cleanliness (25%)   2.87
Appearance of BART Landscaping (25%)   2.66

✓ Goal not met, but slight improvement in performance
✓ Cleaning homeless encampments continues to be a huge resource drain
✓ Cleanliness ratings of either Excellent or Good:
     Walkways/Entry Plazas: 56.4%
     Parking Lots: 71.4%
     Landscaping Appearance: 62.9%

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

Chart values: FY2017 Qtr 3: 2.62; FY2017 Qtr 4: 2.62; FY2018 Qtr 1: 2.52; FY2018 Qtr 2: 2.53; FY2018 Qtr 3: 2.56

Legend: Results, Goal

Composite rating for Cleanliness of:
Station Platform (60%)	2.69
Other Station Areas (20%)	2.53 ↑
Restrooms (10%)	2.03
Elevator Cleanliness (10%)	2.33

✓ Goal not met
✓ Slight improvement for second consecutive quarter after more than 2 years of consecutive decline
✓ New System Service Work Program in place for part of the quarter
✓ Cleanliness ratings of either Excellent or Good:
    Station Platform: 63.9%; Other Station Areas: 55.4%
    Restrooms: 32.9%   Elevators: 45.7%

↑ indicates a statistically significant increase from the prior quarter
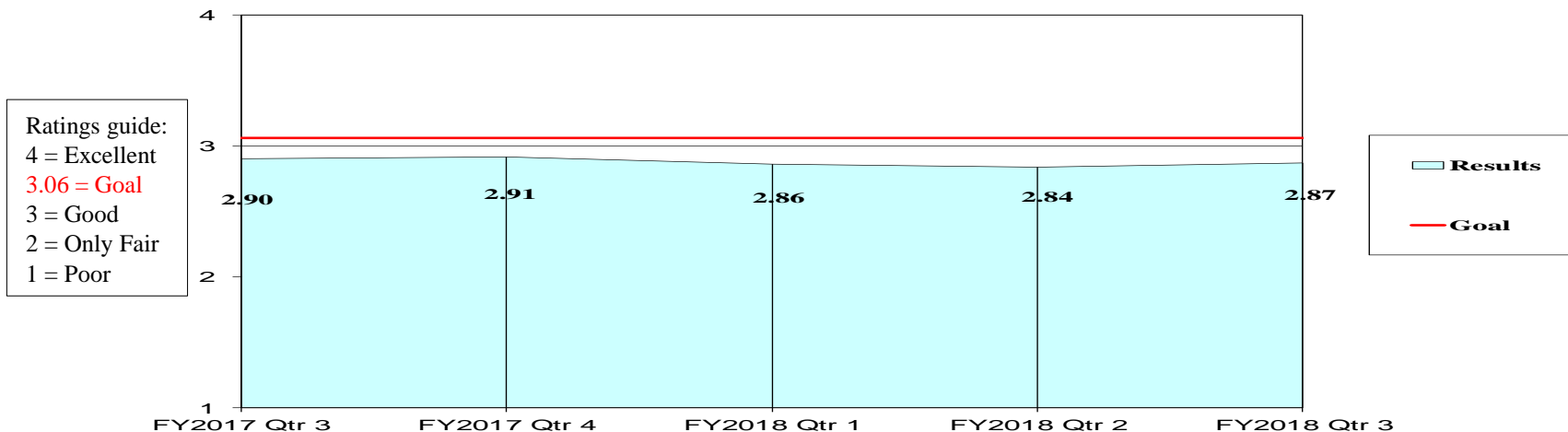
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Station Vandalism

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

Results

Goal

FY2017 Qtr 3 — 2.93
FY2017 Qtr 4 — 2.95
FY2018 Qtr 1 — 2.90
FY2018 Qtr 2 — 2.88
FY2018 Qtr 3 — 2.90

Station Kept Free of Graffiti – 2.90

✓ Goal not met, improved performance
✓ 73.9% of those surveyed ranked this category as either Excellent or Good

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Station Services

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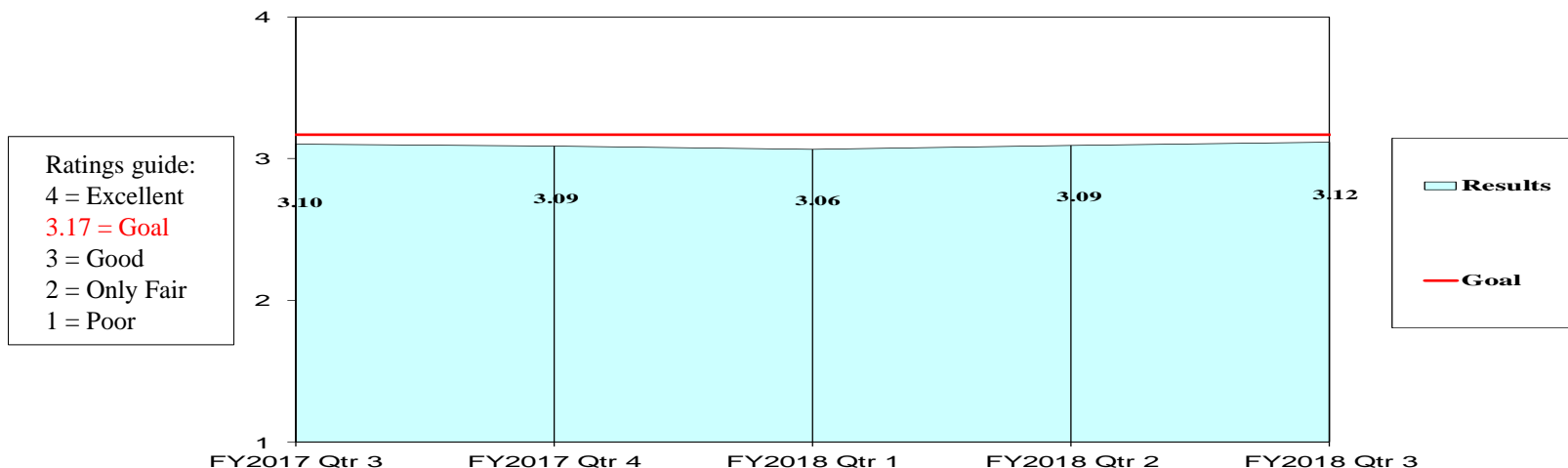4 = Excellent
3.06 = Goal
3 = Good
2 = Only Fair
1 = Poor

	FY2017 Qtr 3	FY2017 Qtr 4	FY2018 Qtr 1	FY2018 Qtr 2	FY2018 Qtr 3
Results	2.90	2.91	2.86	2.84	2.87

Results
Goal

Composite rating of:
 Station Agent Availability (65%)   2.85 ↑
 Brochures Availability (35%)   2.90

✓ Goal not met, improved performance
✓ Availability ratings of either Excellent or Good:
    Station Agents: 71.9%
    Brochures: 74.3%

↑ indicates a statistically significant increase from the prior quarter

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☑ Train P.A. Announcements

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

3.10   3.09   3.06   3.09   3.12

Results

Goal

FY2017 Qtr 3   FY2017 Qtr 4   FY2018 Qtr 1   FY2018 Qtr 2   FY2018 Qtr 3

Composite rating of:
    P.A. Arrival Announcements (33%)   3.10 ↑
    P.A. Transfer Announcements (33%)   3.05
    P.A. Destination Announcements (33%)   3.20

✓ Goal not met, improved performance
✓ Announcement ratings of either Excellent or Good:
    Arrivals: 79.0%
    Transfers: 77.8%
    Destinations: 83.4%

↑ indicates a statistically significant increase from the prior quarter

Train Exterior Appearance

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

2.82   2.79   2.78   2.79   2.78

Results

Goal

FY2017 Qtr 3   FY2017 Qtr 4   FY2018 Qtr 1   FY2018 Qtr 2   FY2018 Qtr 3
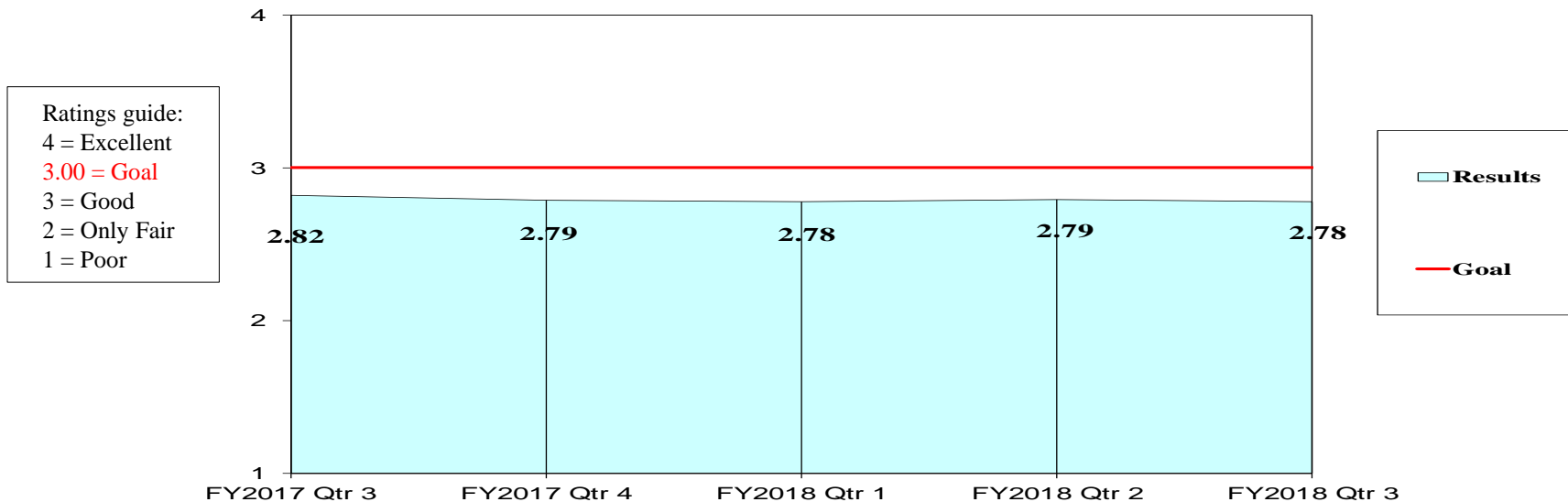
✓ Goal not met
✓ 69.9% of those surveyed ranked this category as either Excellent or Good

Train Interior Cleanliness

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

2.86	2.85	2.85	2.80	2.78

FY2017 Qtr 3   FY2017 Qtr 4   FY2018 Qtr 1   FY2018 Qtr 2   FY2018 Qtr 3

☐ Results
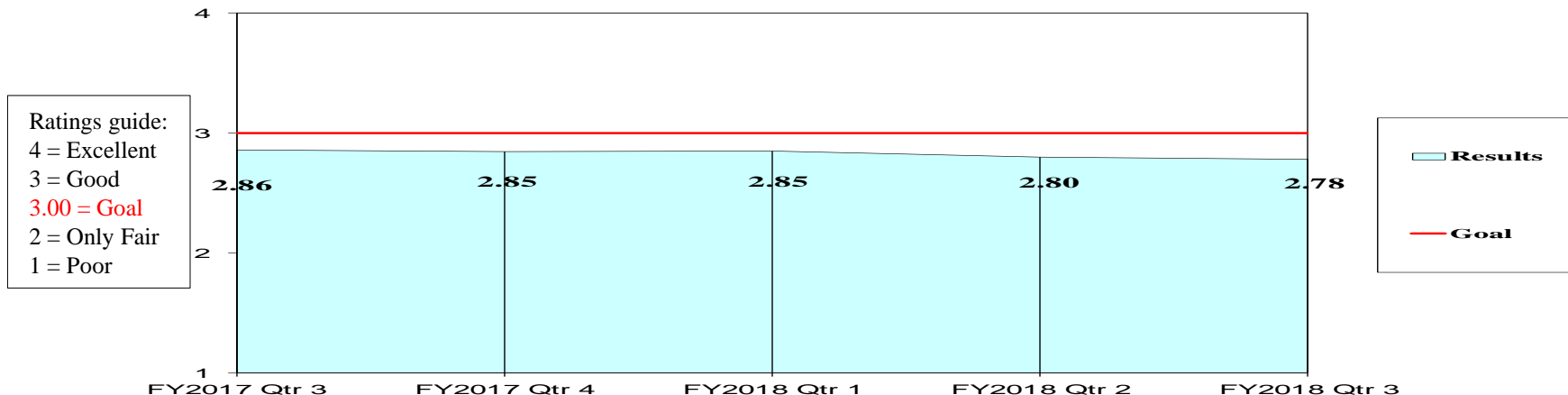
— Goal

Composite rating of:
    Train interior cleanliness (60%)   2.49
    Train interior kept free of graffiti (40%) 3.22

✓ Goal not met
✓ Train Interior ratings of either Excellent or Good:
        Train Interior Cleanliness: 52.2%; Graffiti-free: 87.7%
✓   Window Cleaning project began in February
✓   Increase in calls for bio clean-up on in-service trains (approx. 90/wk
     including 15-20 syringes)
✓   New strategy to respond to bio calls quicker
✓   Thoroughly cleaned over 95% of the fleet this quarter
✓   Looking at process changes due to changing nature of the challenge

Train Temperature

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

	FY2017 Qtr 3	FY2017 Qtr 4	FY2018 Qtr 1	FY2018 Qtr 2	FY2018 Qtr 3
Results	3.13	3.11	3.06	3.10	3.15

Legend: ☐ Results   ▬ Goal
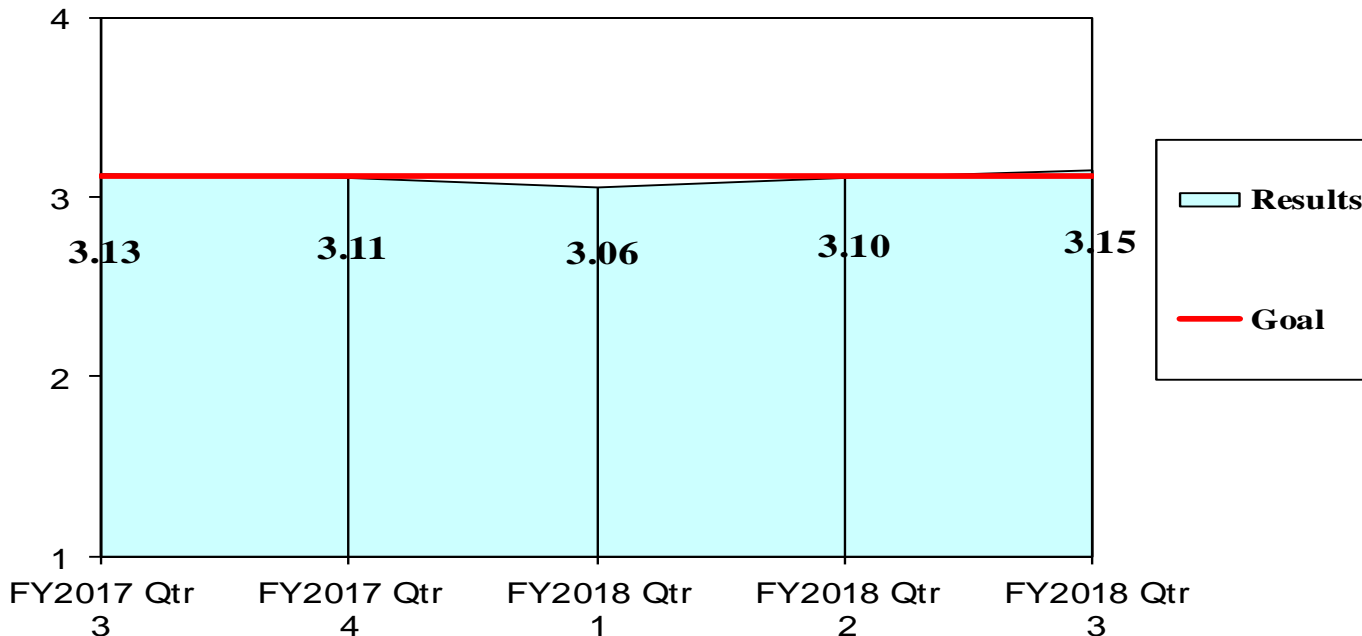
Comfortable Temperature Onboard Train – 3.15 ↑

✓ Goal met
✓ 85.8 % of those surveyed rated this category as either Excellent or Good

↑ indicates a statistically significant increase from the prior quarter

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Customer Complaints

Complaints Per 100,000 Customers
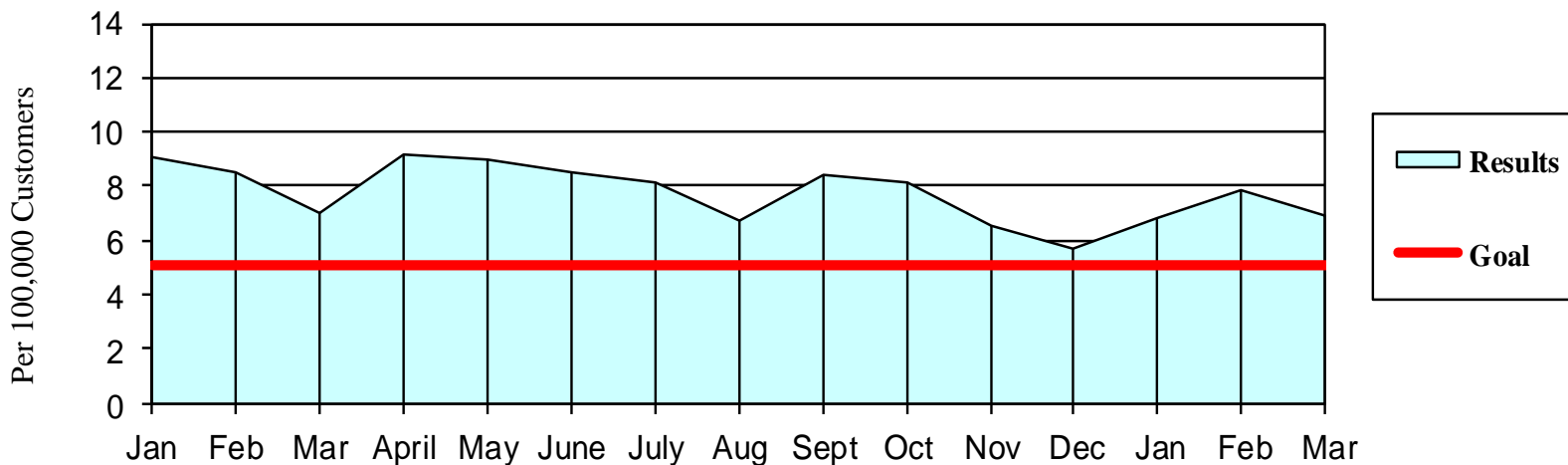
- ✓ Total complaints lodged this period saw a slight rise 41 (2%) from last quarter, but **down** 372 (15.2%) when compared with the third quarter FY17.
- ✓ Complaint numbers increased in the categories AFC, Announcements, Bike Program, Parking, Personnel, Police Services, Quality Of Life, Train Cleanliness, and Trains while decreases appear in M&E, Passenger Service, Policies, Service, and Station Cleanliness.
- ✓ "Compliments" number 109, down from 112 last quarter (one year ago these numbered 157).
- ✓ Notable that areas of focused attention – service reliability and station cleanliness – had fewer complaints. Conversely, riders confirmed interior car cleanliness as a problem

Patron Safety:
Station Incidents per Million Patrons
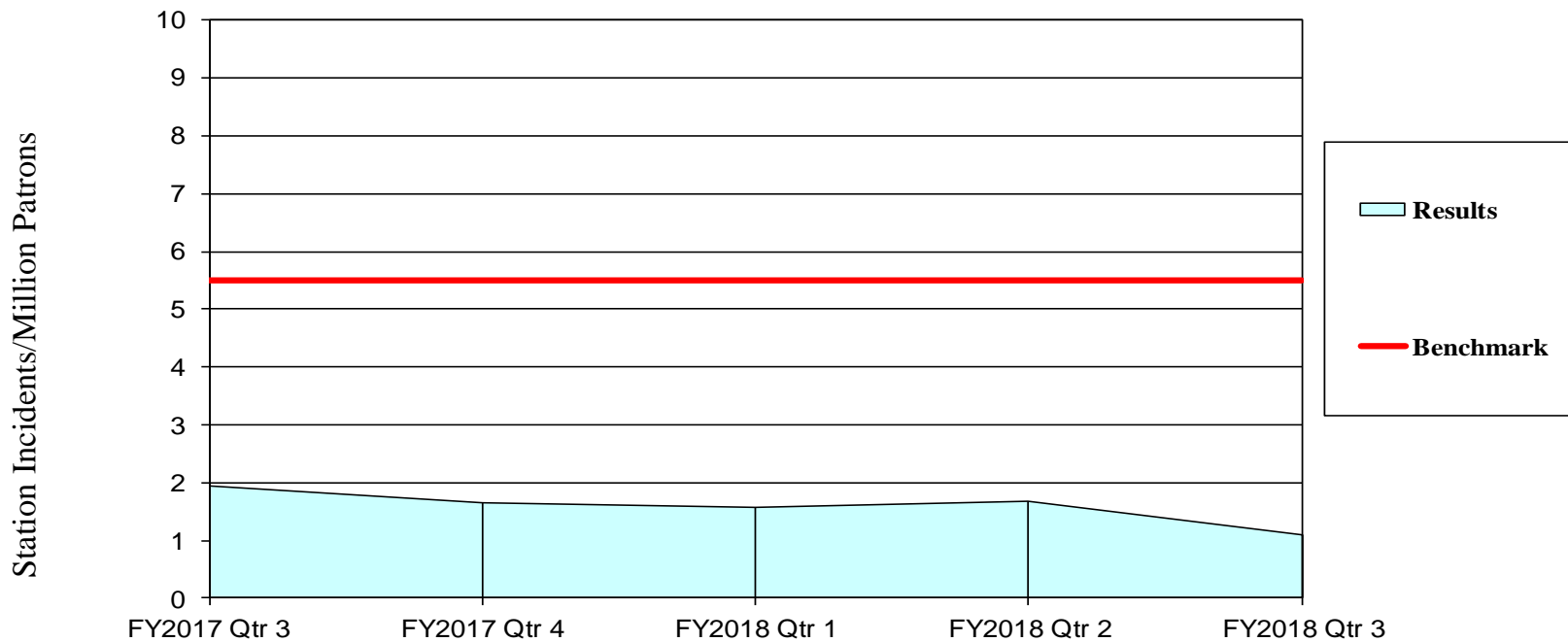
✓ Goal met

Patron Safety
Vehicle Incidents per Million Patrons
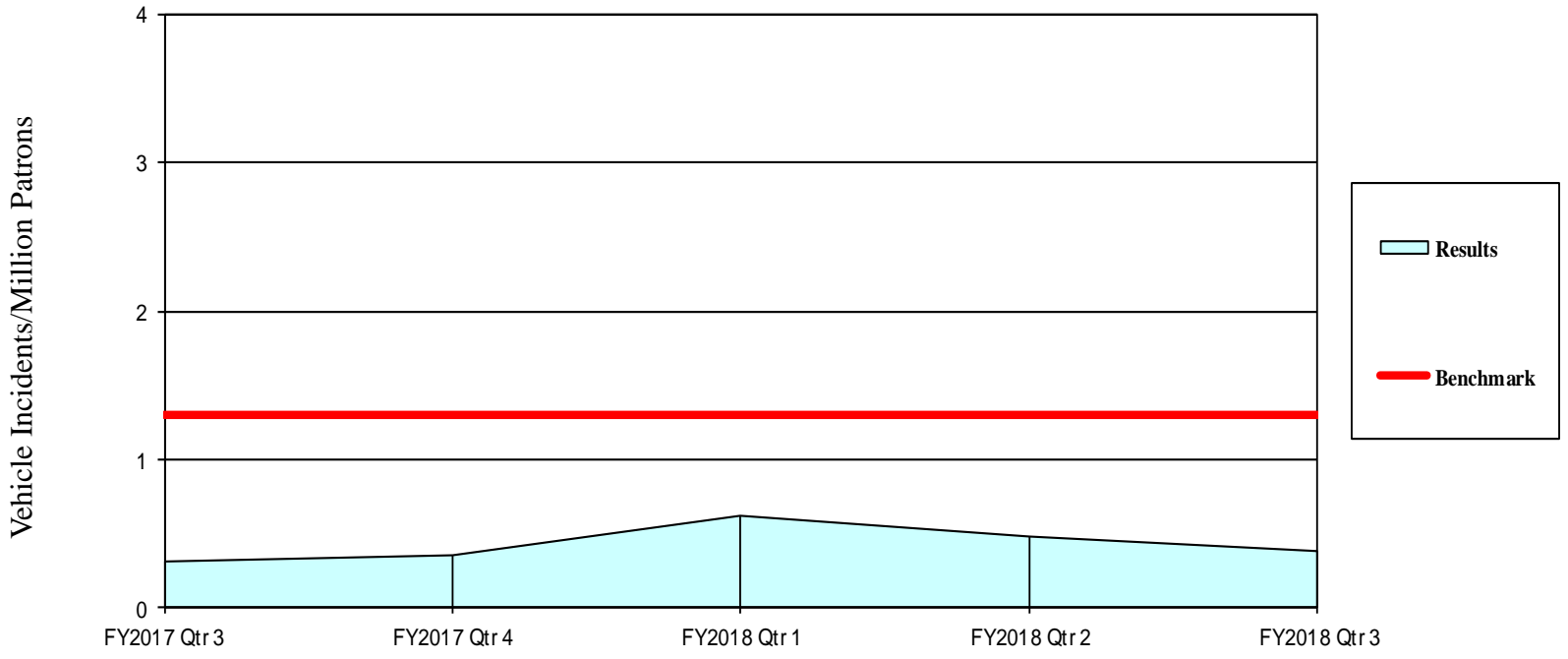
✓ Goal met

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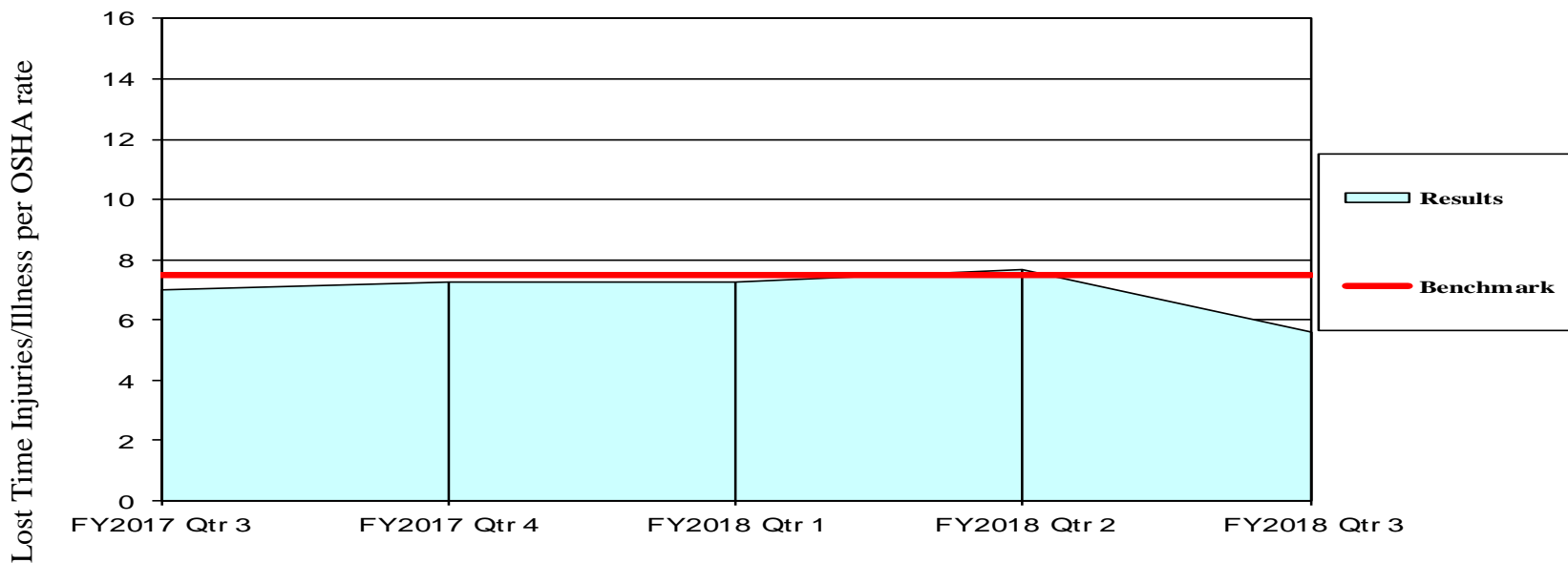
✓ Goal met

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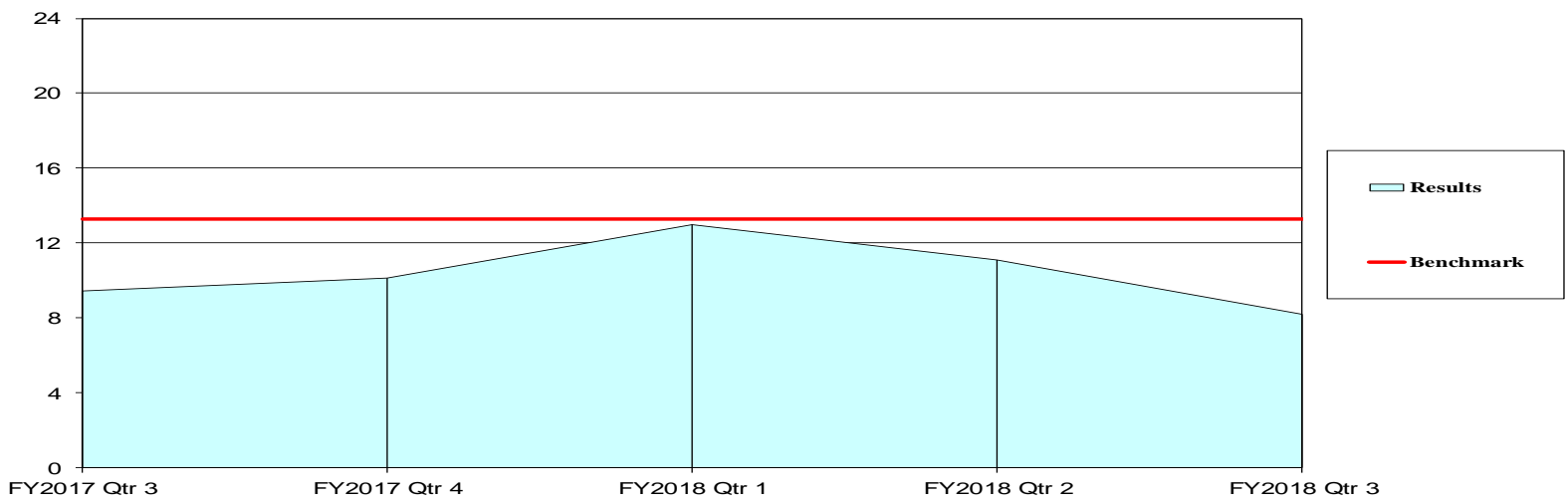
✓ Goal met

Operating Safety: Unscheduled Door Openings per Million Car Miles
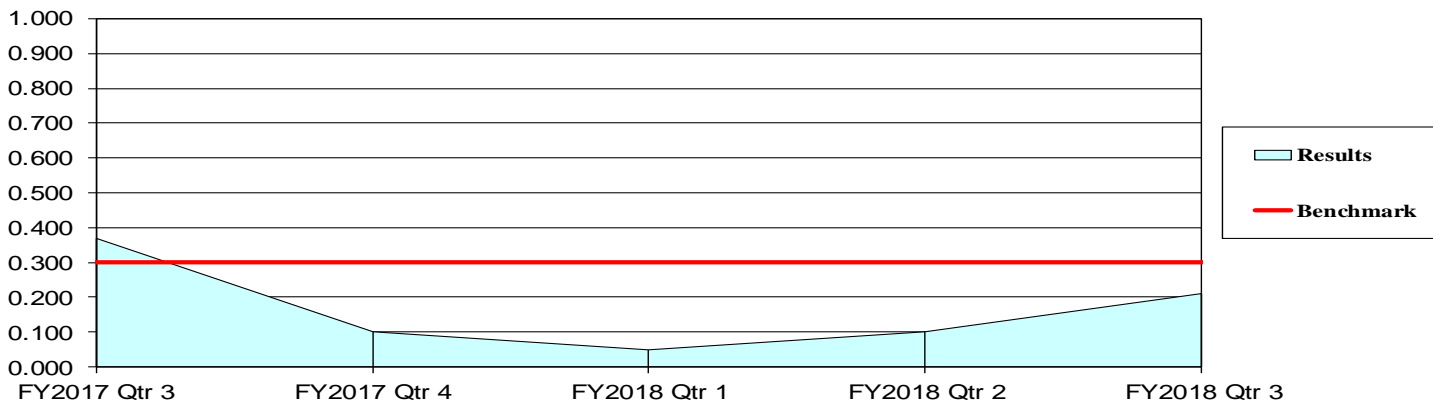
✓ Goal met

Operating Safety: Rule Violations per Million Car Miles
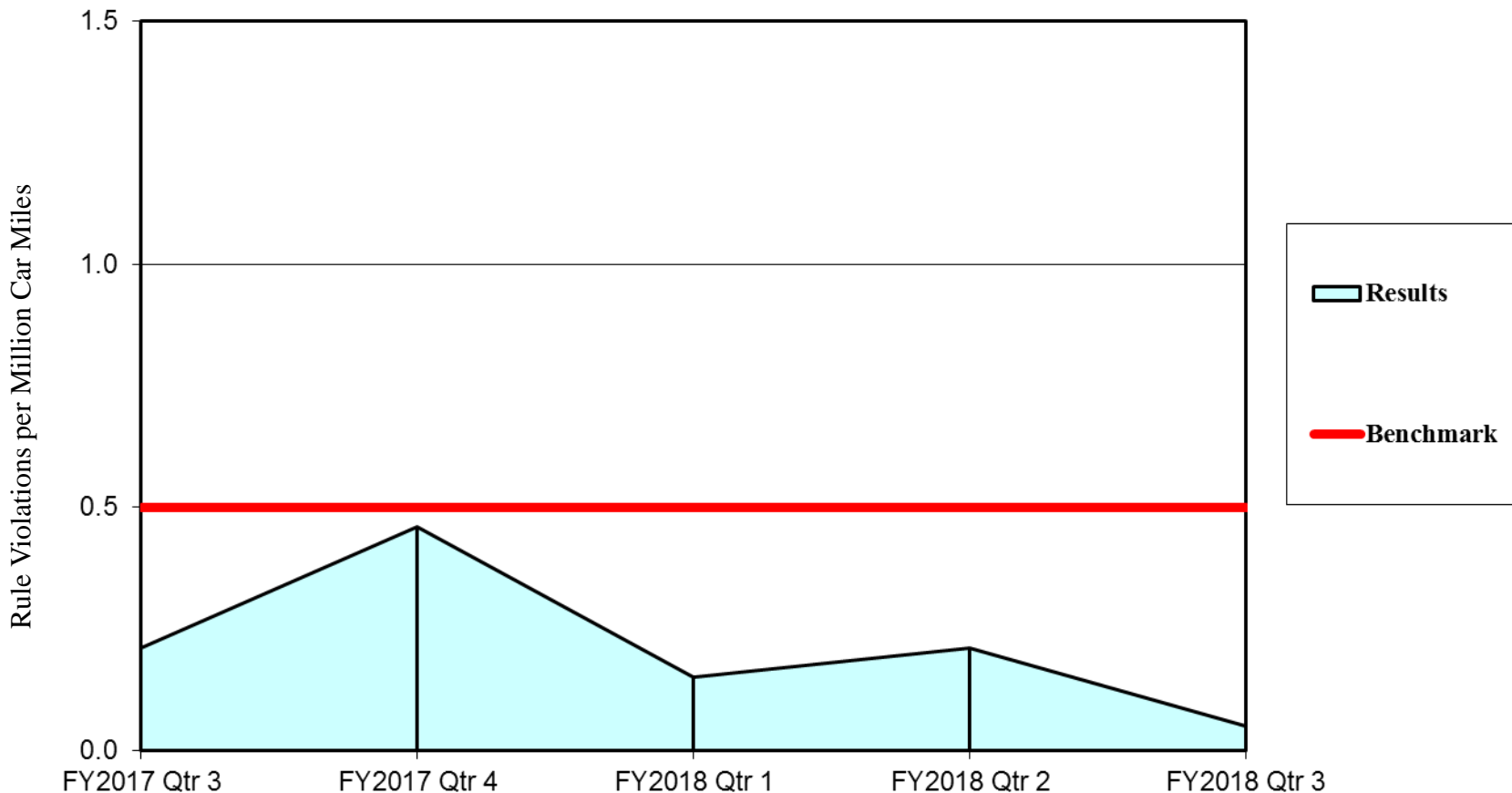
✓ Goal met

BART Police Presence
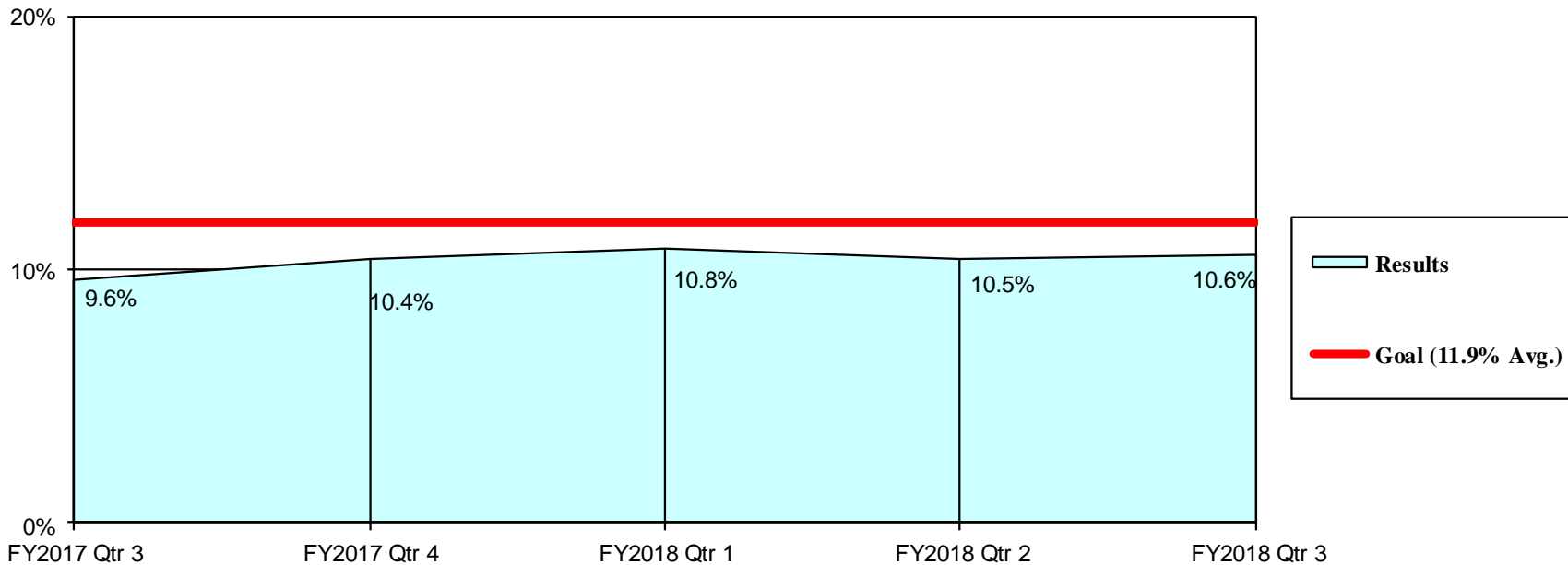
✓ Goal not met

Police seen on train	5.4%
Police seen outside the station	14.6%
Police seen in the station	11.0%
Police seen on train after 7:00PM ↓	3.3%
Police seen outside the station after 7:00PM	15.7%
Police seen in the station after 7:00PM	13.9%

↓ indicates a statistically significant decrease from the prior quarter

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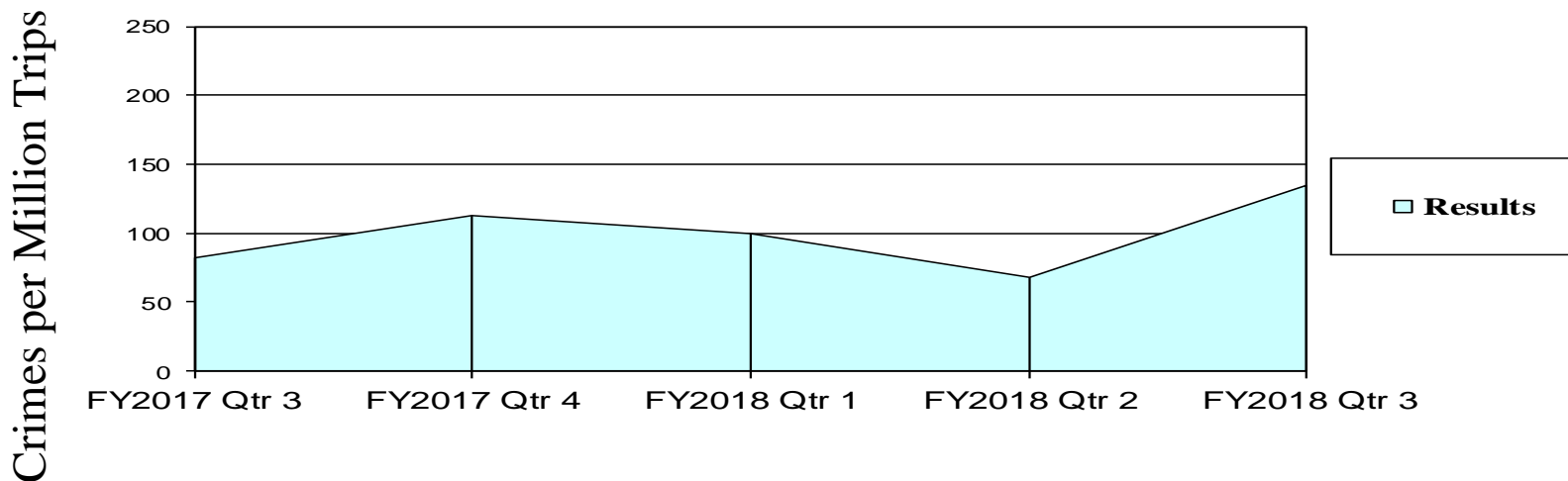
✓ Quality of Life incidents are up from the last quarter and up from the corresponding quarter of the prior fiscal year.

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

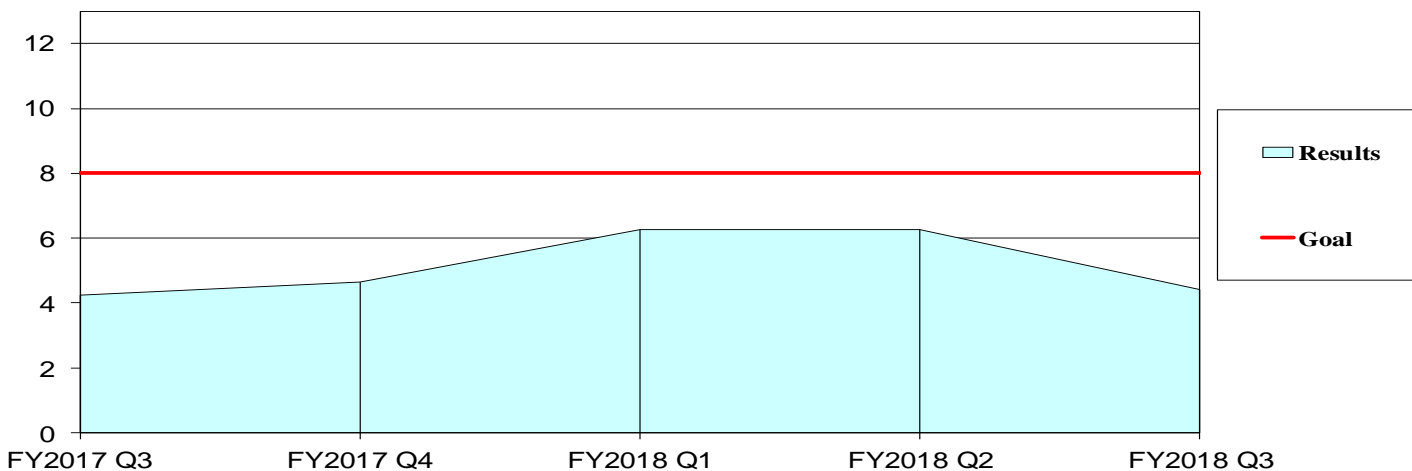# ☑ Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)
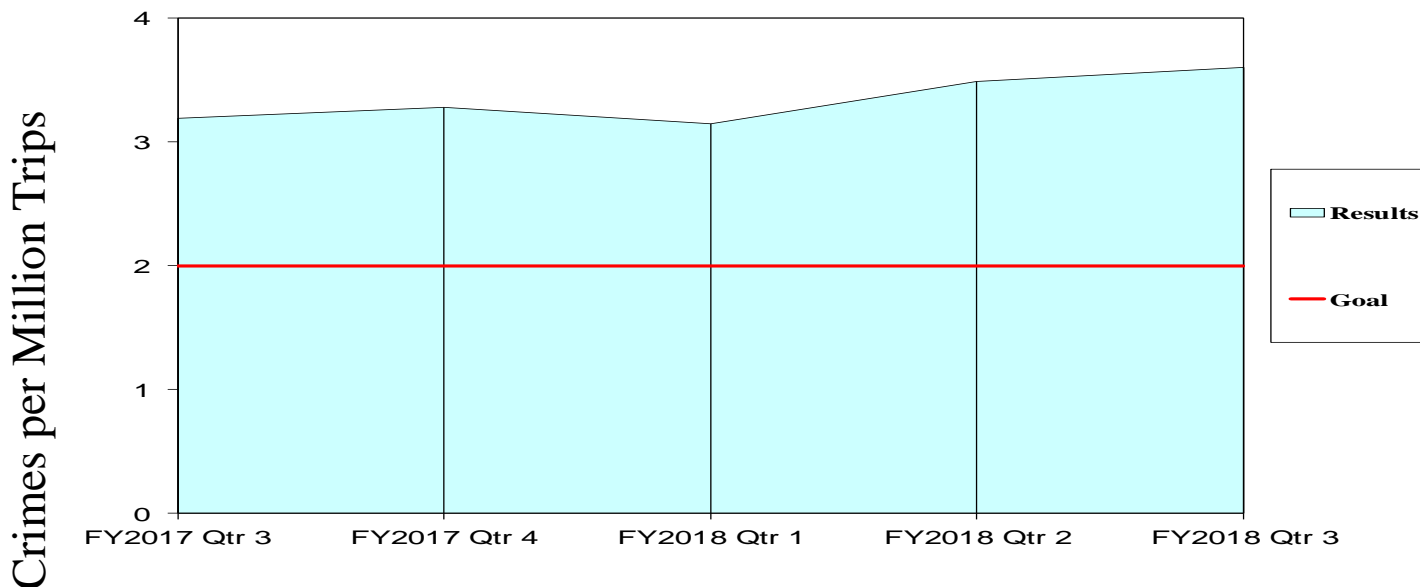
- ✓ Goal not met
- ✓ Crimes against persons are up from the last quarter and up from the corresponding quarter of the prior fiscal year.
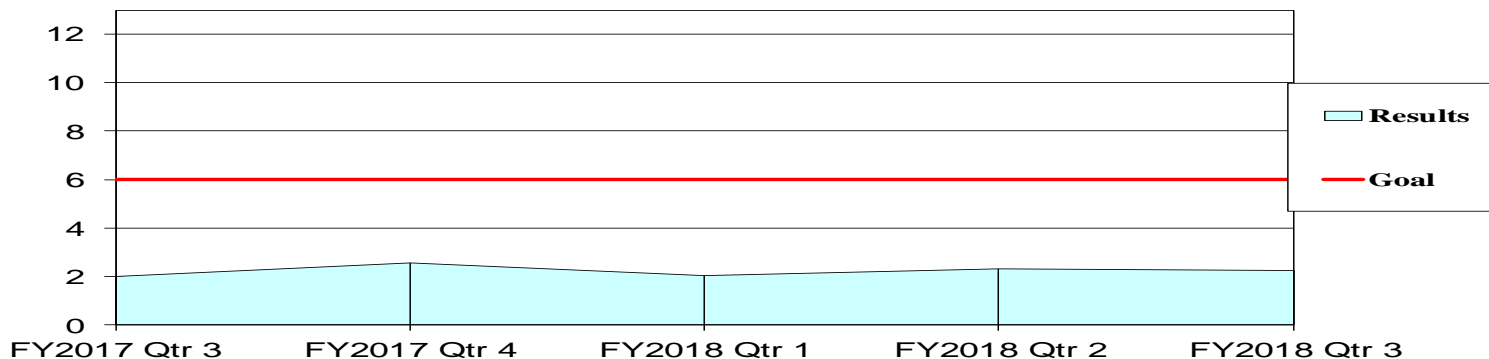
Auto Burglary

- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces is down from last quarter and slightly up from the corresponding quarter of the prior fiscal year.
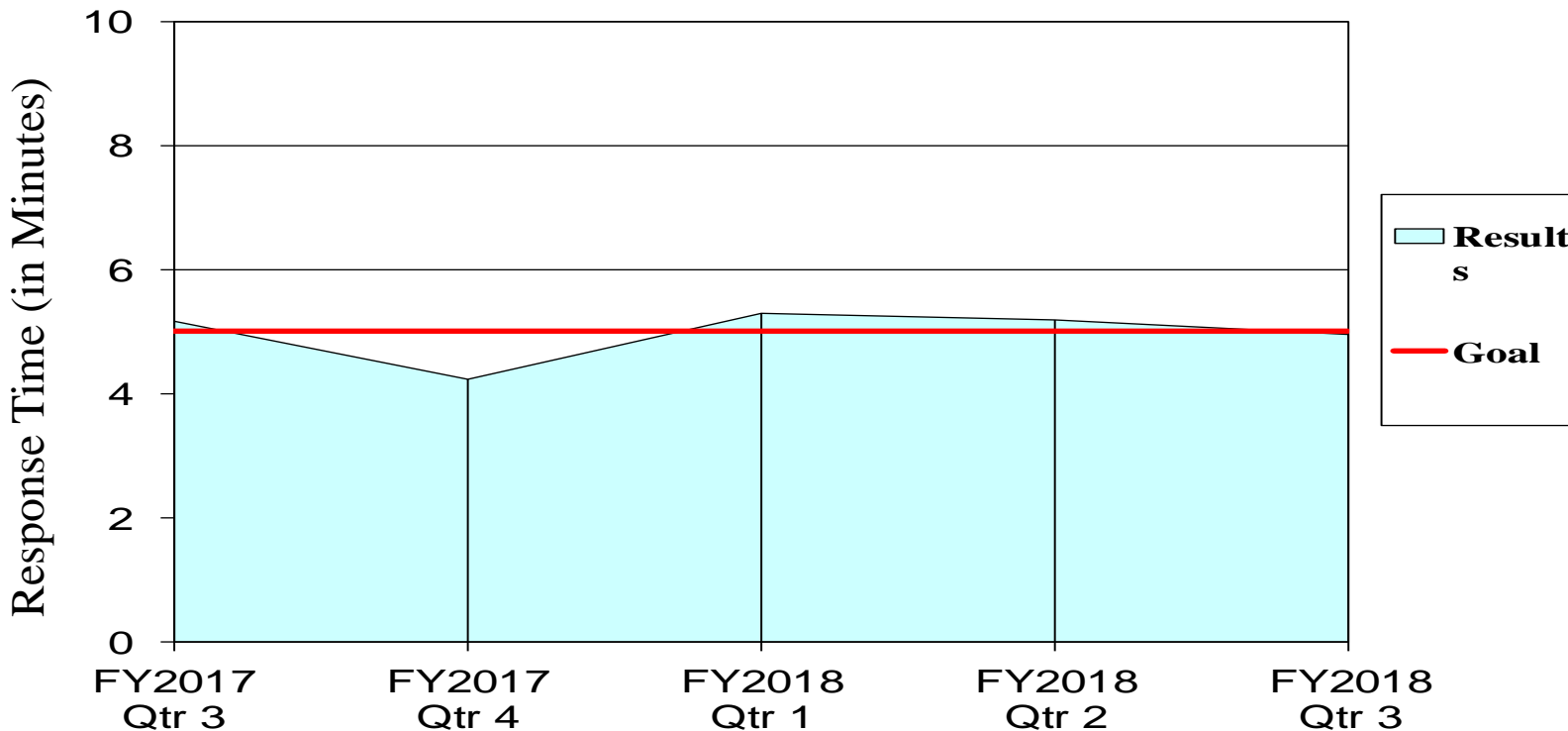
☑ Auto Theft

✓ Goal met
✓ The number of incidents per thousand parking spaces are down from last quarter but up from the corresponding quarter of the prior fiscal year.
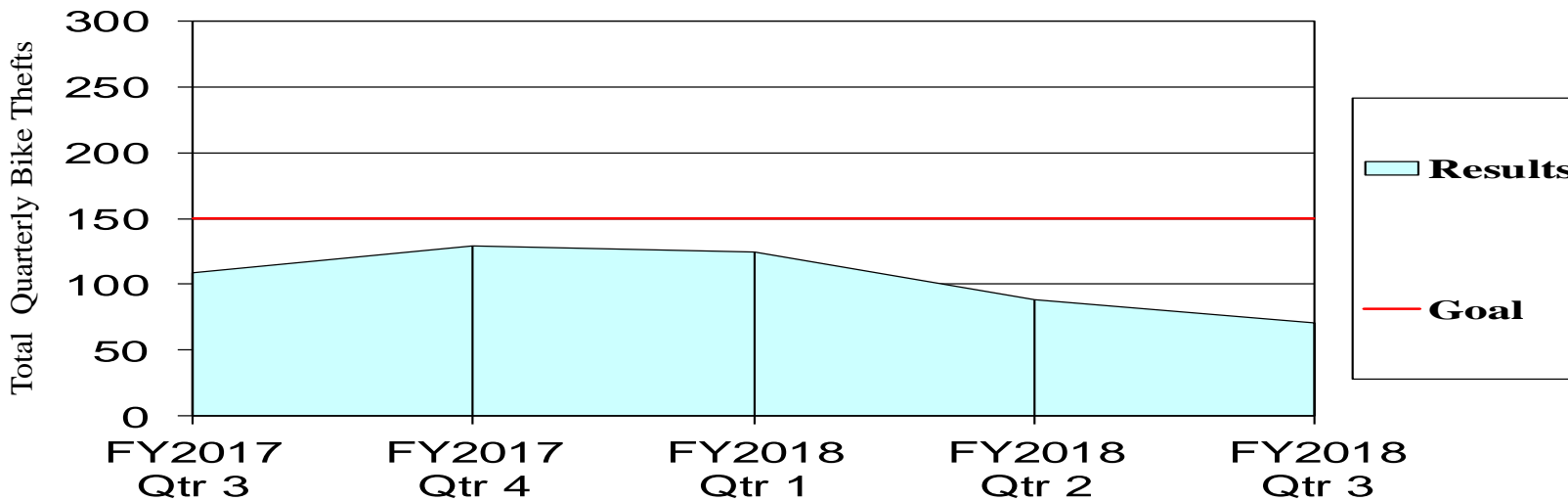
Average Emergency Response Time

✓ The average Emergency Response Time goal was met for the quarter and down from the prior quarter as well as the corresponding quarter of the prior fiscal year.

Bike Theft

✓ Goal met
✓ 71 bike thefts for current quarter, down 17 from last quarter.