



# **Quarterly Service Performance Review 1<sup>st</sup> Quarter, FY21**

**July – September, 2020**

**Engineering & Operations Committee  
November, 19 2020**

PERFORMANCE INDICATORS	SUMMARY CHART 1st QUARTER FY 2021						YEAR TO DATE			
	CURRENT QUARTER				PRIOR QTR ACTUALS					
	ACTUAL	STANDARD	STATUS		LAST QUARTER	THIS QTR LAST YEAR				
<b>Average Ridership - Weekday Customers on Time</b>	47,438	120,132	NOT MET		32,071	412,596	47,438	120,132	NOT MET	
Peak	95.68%	94.00%	MET		95.93%	89.91%	95.68%	94.00%	MET	
Daily	95.01%	94.00%	MET		95.32%	91.28%	95.01%	94.00%	MET	
<b>Trains on Time</b>										
Peak	92.14%	N/A	N/A		92.22%	83.41%	92.14%	N/A	N/A	
Daily	91.62%	91.00%	MET		91.94%	86.96%	91.62%	91.0%	MET	
<b>Peak Period Transbay Car Throughput</b>										
AM Peak	97.10%	97.50%	NOT MET		98.79%	98.72%	97.10%	97.50%	NOT MET	
PM Peak	97.29%	97.50%	NOT MET		98.43%	97.86%	97.29%	97.50%	NOT MET	
<b>Car Availability at 4 AM (0400)</b>	504	492	MET		541	631	504	492	MET	
<b>Mean Time Between Service Delays</b>	6,116	4,650	MET		5,556	4,282	6,116	4,650	MET	
<b>Elevators in Service</b>										
Station	99.59%	98.00%	MET		98.93%	98.93%	99.59%	98.00%	MET	
Garage	99.80%	97.00%	MET		99.60%	97.80%	99.80%	97.00%	MET	
<b>Escalators in Service</b>										
Street	95.27%	93.00%	MET		97.27%	95.07%	95.27%	93.00%	MET	
Platform	97.07%	96.00%	MET		96.03%	97.00%	97.07%	96.00%	MET	
<b>Automatic Fare Collection</b>										
Gates	99.53%	99.00%	MET		99.52%	99.29%	99.53%	99.00%	MET	
Vendors	98.53%	95.00%	MET		96.56%	98.86%	98.53%	95.00%	MET	
<b>Wayside Train Control System</b>	0.84	1.00	MET		1.28	1.13	0.84	1.00	MET	
<b>Computer Control System</b>	0.46	0.08	NOT MET		0.170	0.023	0.457	0.08	NOT MET	
<b>Traction Power</b>	0.05	0.20	MET		0.02	0.17	0.05	0.20	MET	
<b>Track</b>	0.15	0.30	MET		0.00	0.05	0.15	0.30	MET	
<b>Transportation</b>	0.35	0.50	MET		0.30	0.56	0.35	0.50	MET	
<b>Environment Outside Stations</b>	69.4%	66.0%	MET		N/A	64.9%	69.4%	66.0%	MET	
<b>Environment Inside Stations</b>	67.3%	64.0%	MET		N/A	61.5%	67.3%	64.0%	MET	
<b>Station Vandalism</b>	73.6%	73.0%	MET		N/A	70.6%	73.6%	73.0%	MET	
<b>Train Interior Cleanliness</b>	66.9%	70.0%	NOT MET		N/A	66.8%	66.9%	70.0%	NOT MET	
<b>Train Temperature</b>	80.5%	82.0%	NOT MET		N/A	78.8%	80.5%	82.0%	NOT MET	
<b>Customer Service</b>	77.5%	75.0%	MET		N/A	73.9%	77.5%	75.0%	MET	
<b>Homelessness</b>	33.7%	N/A	N/A		N/A	25.5%	33.7%	N/A	N/A	
<b>Fare Evasion</b>	23.3%	N/A	N/A		N/A	20.2%	23.3%	N/A	N/A	
<b>Customer Complaints</b>										
Complaints per 100,000 Passenger Trips	29.52	5.07	NOT MET		40.53	13.19	29.58	5.07	NOT MET	
<b>Safety</b>										
Station Incidents/Million Patrons	1.94	2.00	MET		4.13	1.58	1.94	2.00	MET	
Vehicle Incidents/Million Patrons	1.11	0.60	NOT MET		0.41	0.43	1.11	0.60	NOT MET	
Lost Time Injuries/Illnesses/Per OSHA	3.44	6.50	MET		3.96	8.89	3.44	6.50	MET	
OSHA-Recordable Injuries/Illnesses/Per OSHA	7.19	12.00	MET		7.19	14.49	7.19	12.00	MET	
Unscheduled Door Openings/Million Car Miles	0.000	0.200	MET		0.080	0.350	0.000	0.200	MET	
Rule Violations Summary/Million Car Miles	0.230	0.250	MET		0.170	0.150	0.230	0.250	MET	
<b>Police</b>										
BART Police Presence	13.7%	12.0%	MET		0.0%	9.8%	13.7%	12.0%	MET	
Quality of Life per million riders	483.49	N/A	N/A		446.29	69.40	483.49	N/A	N/A	
Crimes Against Persons per million riders	24.86	2.00	NOT MET		31.85	3.53	24.86	2.00	NOT MET	
Auto Burglaries per 1,000 parking spaces	1.29	6.00	MET		1.67	6.94	3.52	6.00	MET	
Auto Thefts per 1,000 parking spaces	0.40	2.25	MET		0.49	1.56	0.83	2.25	MET	
Police Response Time per Emergency Incident (Minutes)	4.33	5.00	MET		3.73	5.65	4.33	5.00	MET	
Bike Thefts (Quarterly Total and YTD Quarterly Average)	12	100.00	MET		7	116	12	100.00	MET	

LEGEND: Goal Met Goal Unmet by < 5% Goal Unmet by > 5%

# FY21 First Quarter Overview



- **Average Weekday Ridership** compared to the same quarter a year ago decreased due to the pandemic; Total ridership 88.0% lower than a year ago; Average peak ridership 90% lower; weekends 86% lower
- **Train on time performance** improved to 91.62%, and met goal
- **ROW Equipment Reliability:** Rail Cars, Traction Power, Wayside Train Control and Track met goal. Computer Systems did not meet goal
- **Station Equipment Availability:** All elements met goal. Elevators (Station), Elevators (Garage), Escalators (Platform), Escalators (Street) Ticket Machines and Fare Gates.
- **Passenger Environment:** Environment Outside Stations & Inside Stations, Vandalism, Customer Service, and Police Presence met goal. Train Cleanliness and Train Temperature did not meet goal
- **Total rate of Customer Complaints** increased compared to same quarter a year ago, improved by 27% compared to prior quarter.

# eBART Service Report



eBART SERVICE REPORT FOR 4TH QUARTER FY20									
PERFORMANCE INDICATORS	CURRENT QUARTER			PRIOR QTR ACTUALS		FY20 YEAR TO DATE			
	ACTUAL	STANDARD	STATUS	LAST QUARTER	THIS QTR LAST YEAR	ACTUAL	STANDARD	STATUS	
<b>Ridership</b>									
Average Ridership - Weekday	1,802	8,000	NOT MET		1,327	8,348	1,802	8,000	NOT MET
Average Ridership - Weekend	599	n/a	n/a		424	2,222	599	n/a	n/a
<b>Service Delivery</b>									
On-Time Performance	96.53%	95.00%	MET		96.91%	93.01%	96.53%	95.00%	MET
<b>Transfers to BART</b>									
On-Time Connections	98.81%	98.50%	MET		99.27%	98.80%	98.81%	98.50%	MET
<b>Equipment</b>									
Train Mean Distance Between Failures (miles)	63,164	14,000	MET		21,118	9,352	63,164	14,000	MET
Station Elevator Availability	99.74%	98.00%	MET		99.84%	99.17%	99.74%	98.00%	MET
Station Escalator Availability	100.00%	96.00%	MET		96.29%	99.06%	100.00%	96.00%	MET
<b>Customer Feedback</b>									
Complaints/Hundred Thousand Patrons	10.50	7.00	NOT MET		2.08	7.55	10.50	7.00	NOT MET
<b>Safety</b>									
Passenger Incidents	1.00	n/a	n/a		0.00	0.00	1.00	n/a	n/a
Workplace Injuries	0.00	n/a	n/a		0.00	0.00	0.00	n/a	n/a

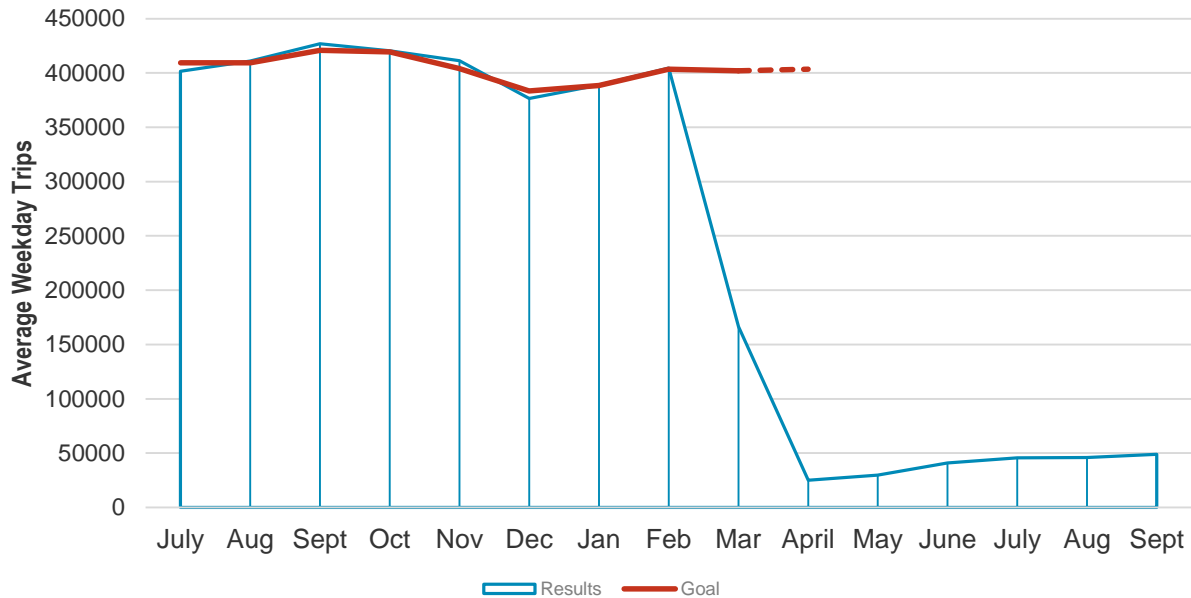
**LEGEND:**

Goal Met

Goal Unmet by <= 5%

Goal Unmet by > 5%

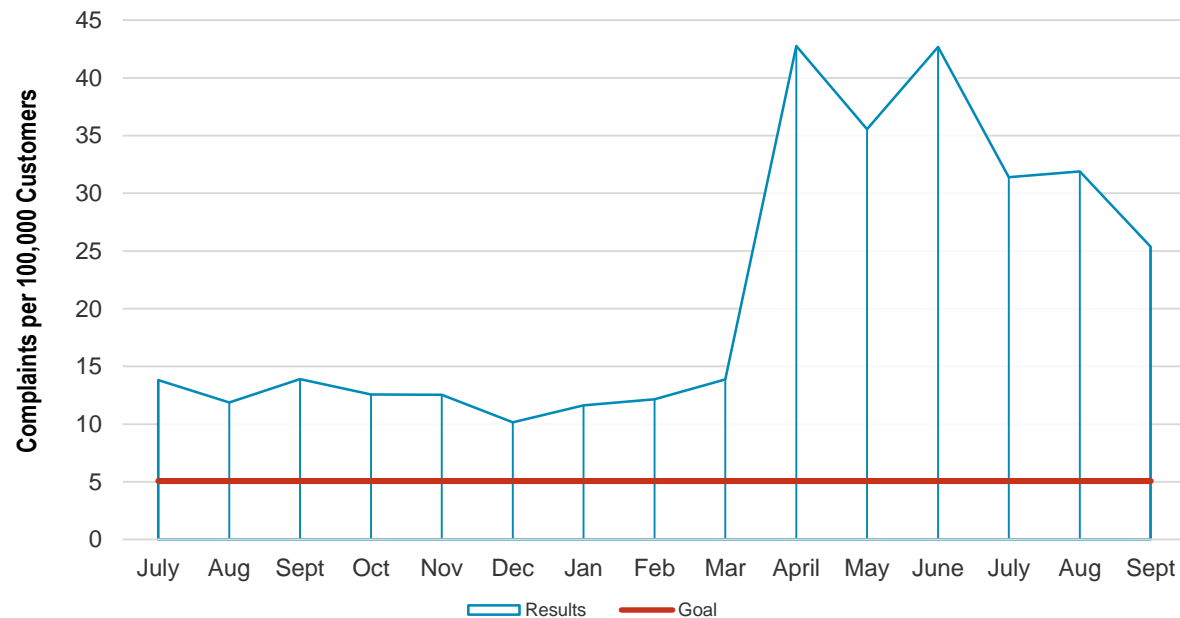
# Customer Ridership - Weekday Trips



Goal:	To Be Determined
Actual:	47438
Met:	No

- Total ridership decreased by 88% compared to same quarter last year
- Average weekday ridership (46,813) down by 89% from same quarter last year
- Average peak ridership down by 90% compared to same quarter last year
- Saturday and Sunday down by 86% and 85%, respectively, from same quarter last year

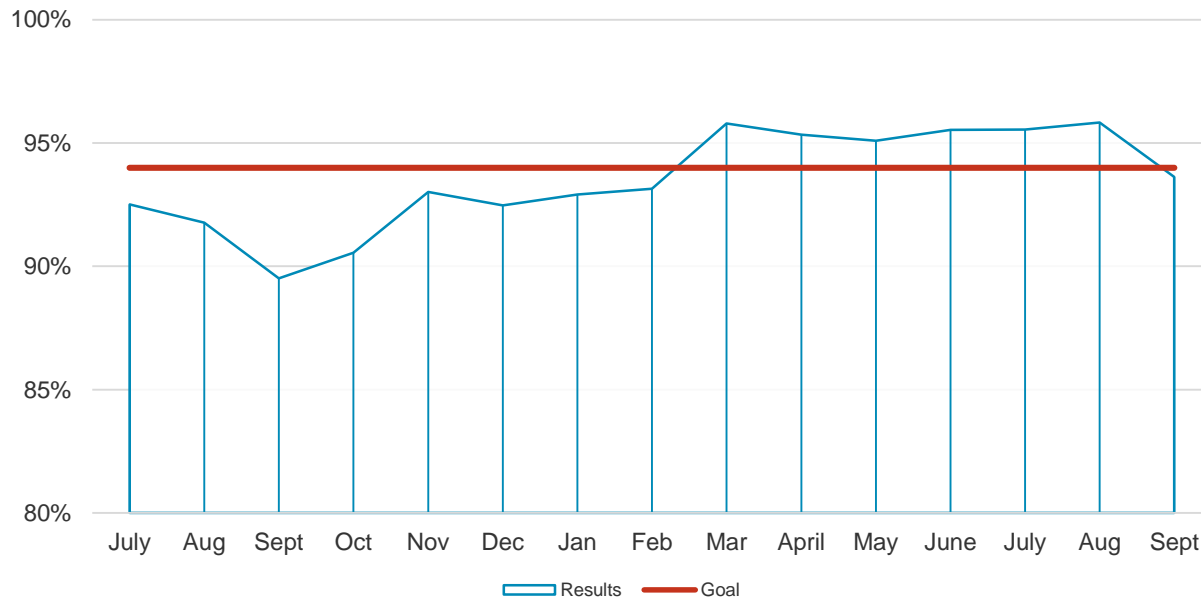
# Customer Complaints



Goal:	5.07
Actual:	29.52
Met:	No

- 27% improvement over last quarter, 124% decline over same quarter last year
- Complaints decreased for AFC, Bike Program, Noise, Quality of Life (transients and mental health), Station Cleanliness, Train Cleanliness
- Complaints increased for Announcements (too loud), BART App, Covid (hand sanitizer), Parking, Personnel, Train Temperature

# On-Time Service - Customer



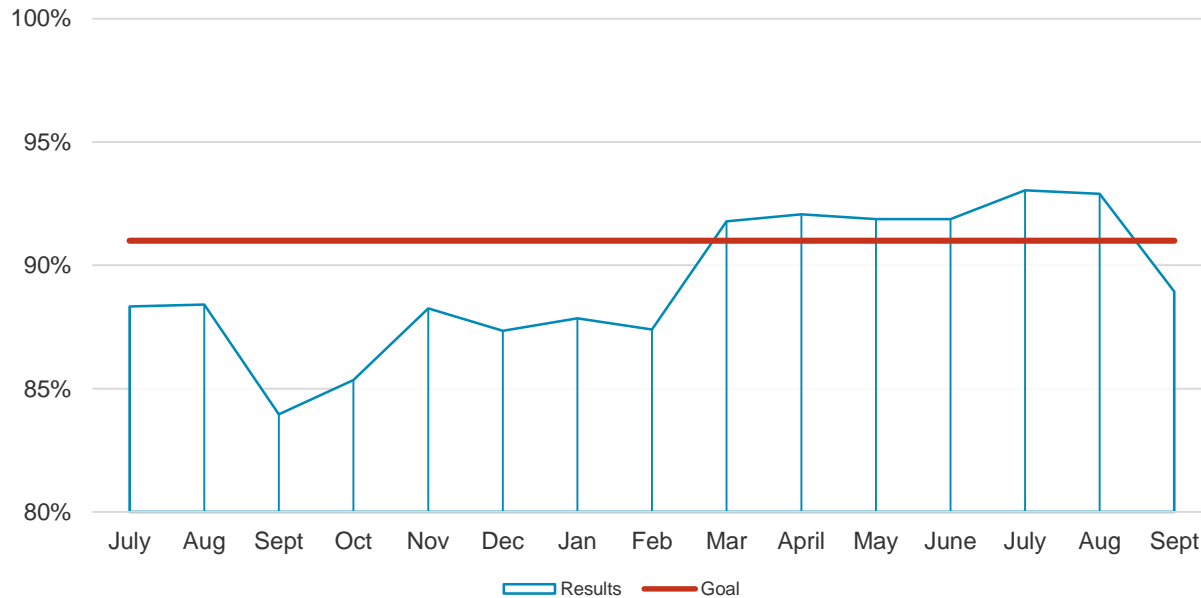
Goal:	94.00%
Actual:	95.01%
Met:	Yes

Delay Source	% of Trains
POLICE ACTIONS	22.2%
TRAIN CONTROL	18.3%
VEHICLE	9.6%
VANDALISM	7.7%
MISC OTHER	5.1%
PERSON ON TRACKWAY	4.8%
TRANSPORTATION	4.2%
CONGESTION	3.8%
CIVIL PROTEST	3.6%
TRAIN STRUCK PATRON	3.4%

- 0.33% reduction over last quarter, 4.08% improvement over same quarter last year
- Major contributors
  - Equipment – 28%
  - Police – 22%
  - People/Behavior – 20%



# On-Time Service - Train



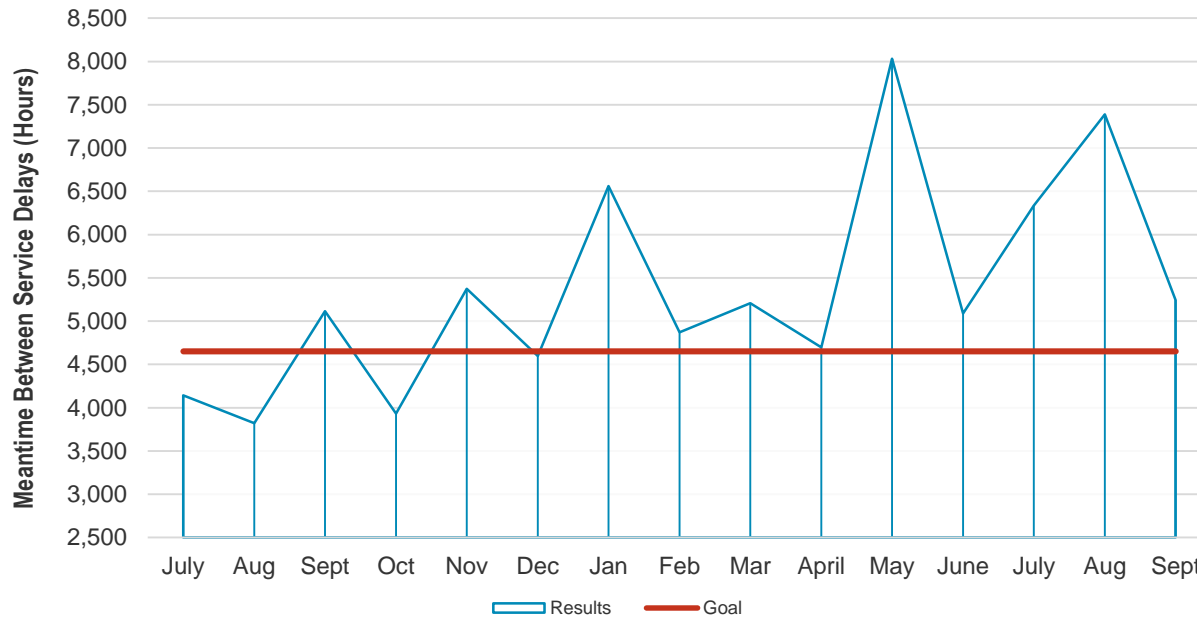
Goal:	91.00%
Actual:	91.62%
Met:	Yes

#	Date	Location	Description	Time	Cause	Trains
1	09/13/20	Systemwide	ICS/FIP Comm. Link	0800-1327	Equip	88
2	09/28/20	M-Line	Vehicle Yard (Maint. Proc.)(Pyle National Coupler Not Installed In Prior Visit)	0532-0927	Procedure	52
3	07/13/20	Glen Park	Fire Near Trackway (Track Inspection)	1142-1500	Environment	50
4	09/14/20	Bay Fair	Track(Rail Joint Bar Damaged Track/Vibration/Expansion)	1346-1731	Equip	24
5	09/16/20	MacArthur	Train Struck A Person On Trackway	1646-1823	People	23
6	08/08/20	Montgomery	Vandalism (Platform Trip)	1114-1257	People	20
7	09/29/20	Systemwide	Earthquake (Track Inspection/NPF)	0907-0940	Weather	19
8	08/04/20	P.Hill I-Lock	False Occupancy (FO's C55D02 & C55X2A)(F/O C54B01/C54B02)	1317-2116	Equip	16
9	08/15/20	D.C. I-Lock	Weather (Excessive Heat)(Switch Hardware Expansion)	1431-1449	Weather	15
10	08/13/20	S. Hayward	Track Misalignment	1618-1755	Equip	14



# Car Equipment – Reliability

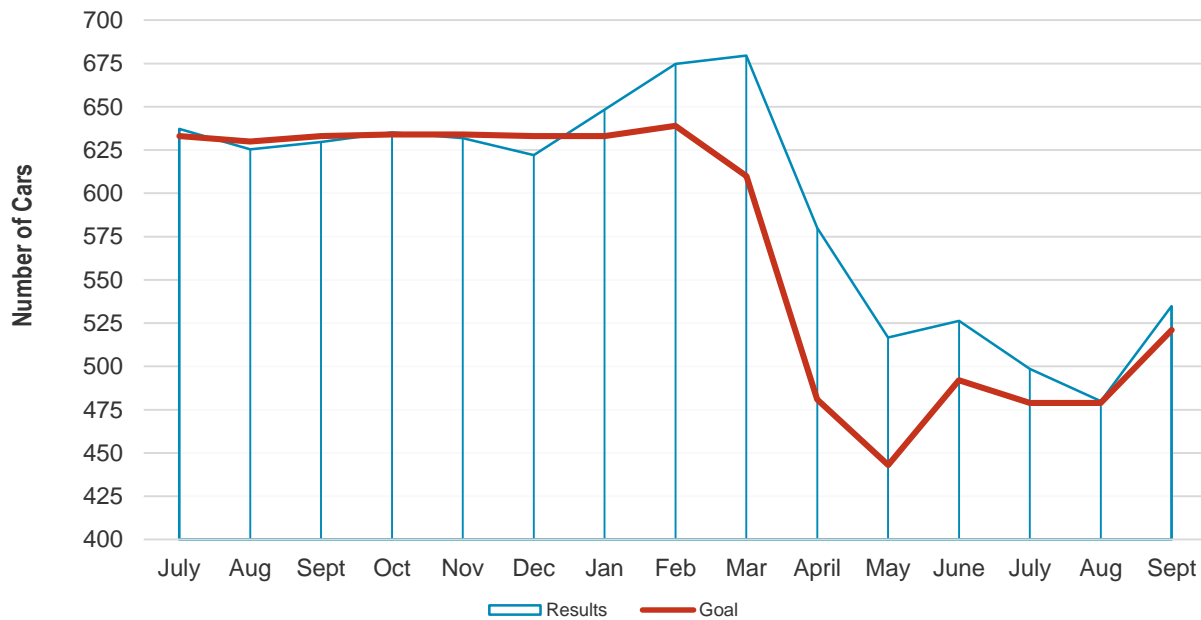
## Meantime Between Service Delays



Goal:	4,650 Hours
Actual:	6116 Hours
Met:	Yes

- 10.1% improvement over last quarter, 42.8% improvement over last year the same quarter
  - Legacy Fleet MTBSD 8460 hours (Sidelined worst performing legacy cars)
  - FOTF Fleet MTBSD 3193 hours

# Car Equipment – 4:00AM Availability

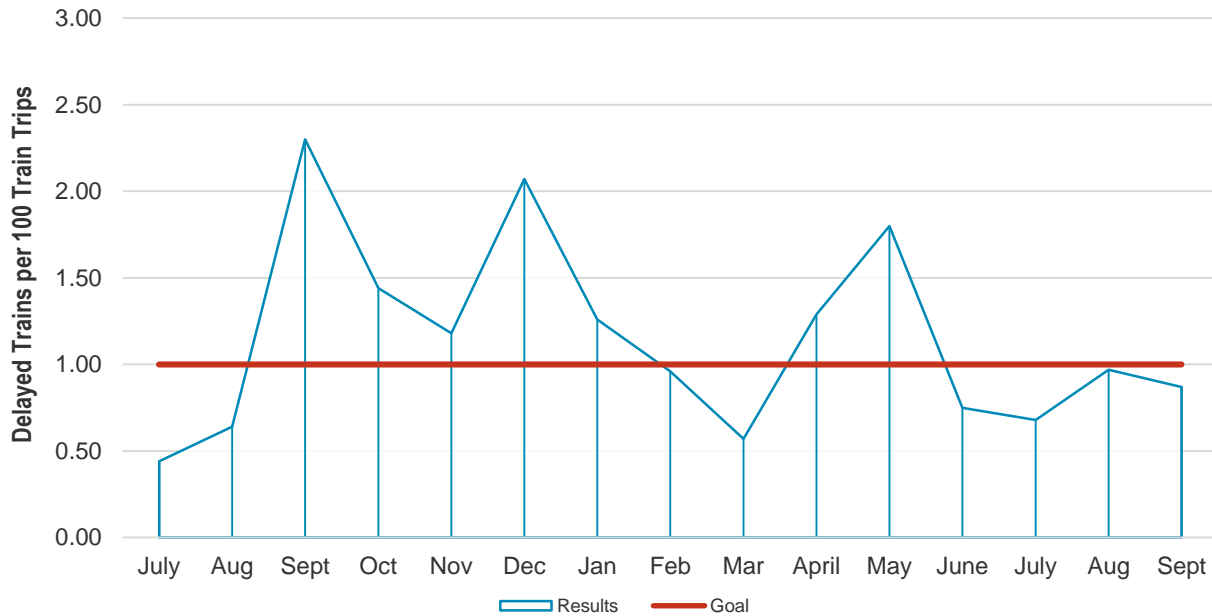


Goal:	492
Actual:	504
Met:	Yes

- Goal Met, requirement has increased as trains have been added for social distancing
- 16 legacy cars have been decommissioned by end of quarter
- 208 FOTF had been accepted by end of quarter

# Wayside Train Control System

## Delayed Trains per 100 Train Trips

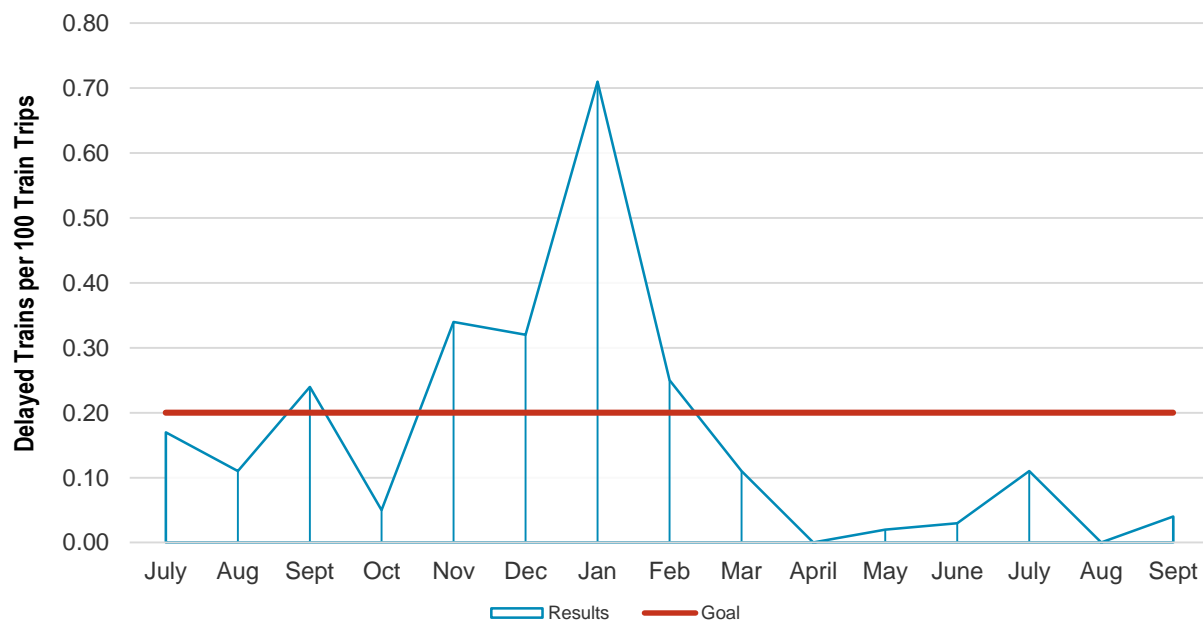


Goal:	1.00
Actual:	0.84
Met:	Yes

- 34.4 % improvement from previous quarter, 25.4% improvement from same quarter in the previous year

# Traction Power

## Delayed Trains per 100 Train Trips

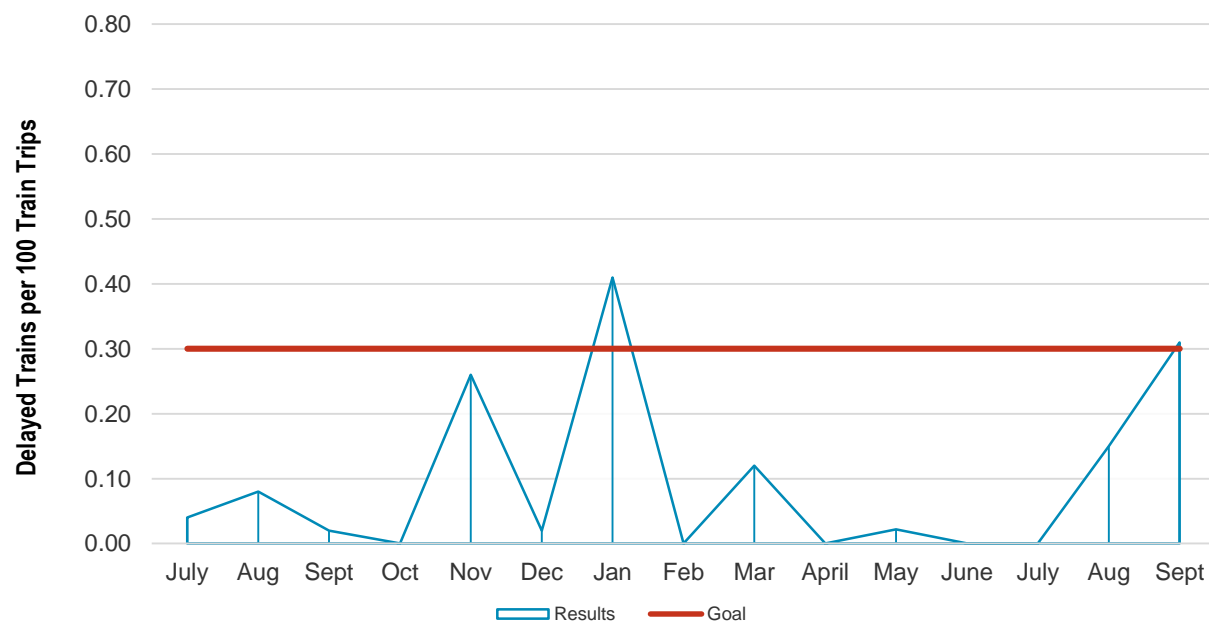


Goal:	0.20
Actual:	0.05
Met:	Yes

- 200% reduction from last quarter, 71.2% improvement from same quarter last year
- Projects continue to replace Third Rail insulator and coverboard
- Negative Return upgrades with interlocking replacements

# Track

## Delayed Trains per 100 Train Trips

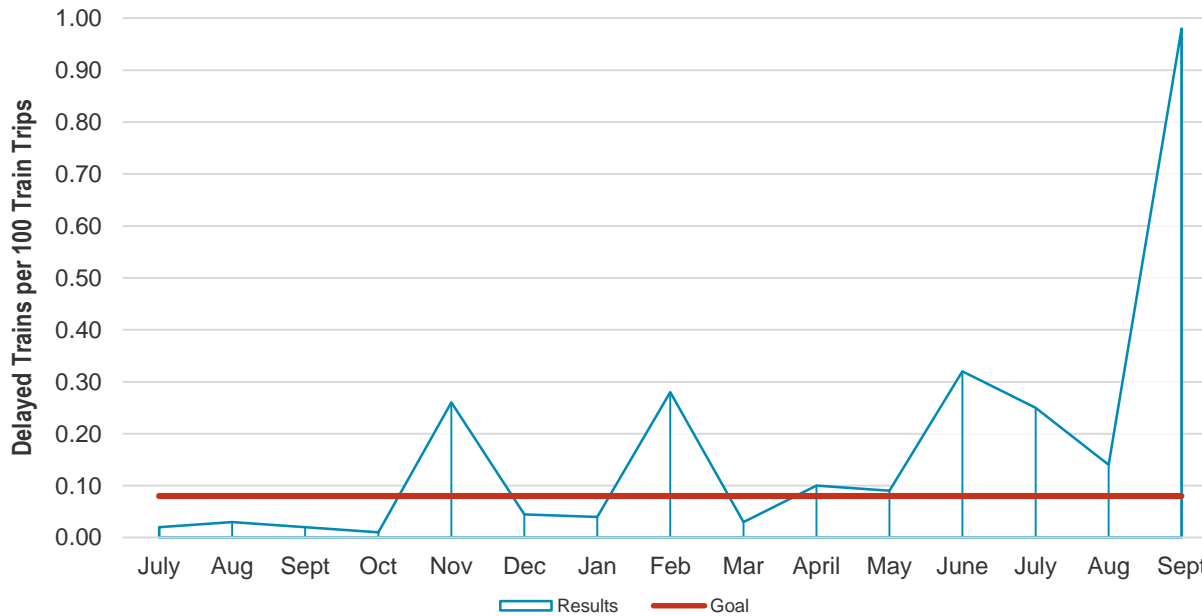


Goal:	0.30
Actual:	0.15
Met:	Yes

- Significant reduction from last quarter attributable to two incidents
  - August 13 – Hayward Yard interlocking point detection failure due to excessive pumping in the adjacent composite ties
  - September 14 – Bay Fair interlocking wheel burn defect

# Computer Control System

## Delayed Trains per 100 Train Trips

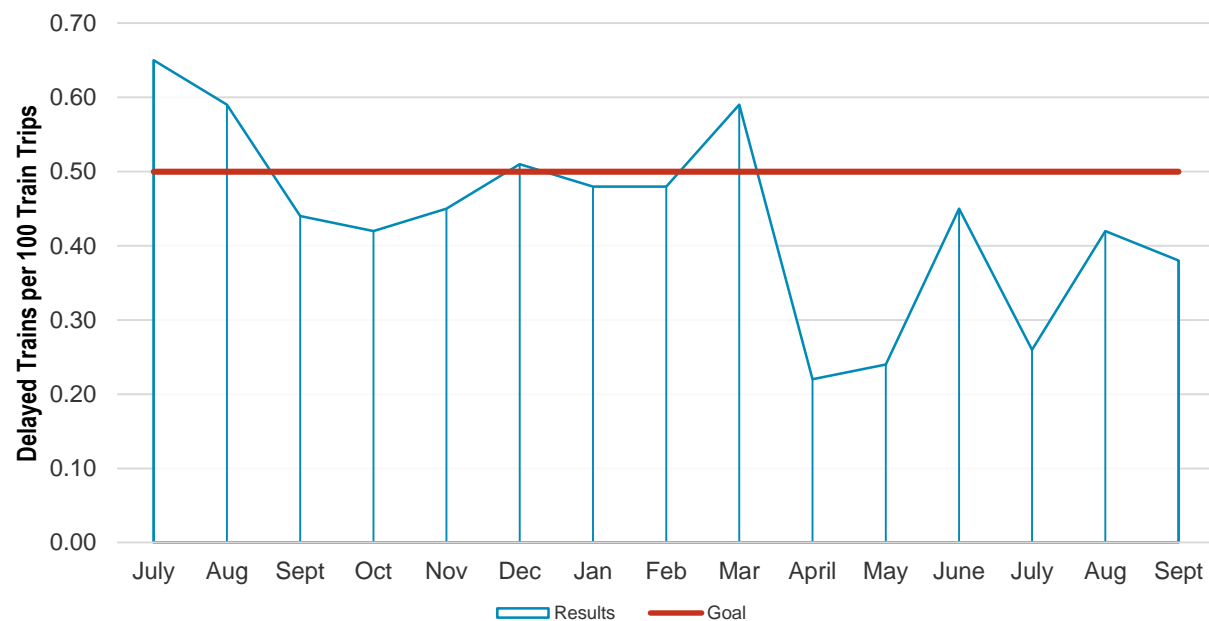


Goal:	0.08
Actual:	0.46
Met:	No

- Significant reduction from last quarter attributable to three incidents
  - July 11 – Field component failure led to loss of control from Operations Control Center for three interlocking outside Daly City Yard
  - August 16 – Wiring fault led to constant traction power trip at Fruitvale Substation
  - September 13 – Field device failure created a network ‘broadcast storm’ that prevented Operations Control Center monitoring and controlling the plant resulting in delayed system opening

# Transportation

## Delayed Trains per 100 Train Trips

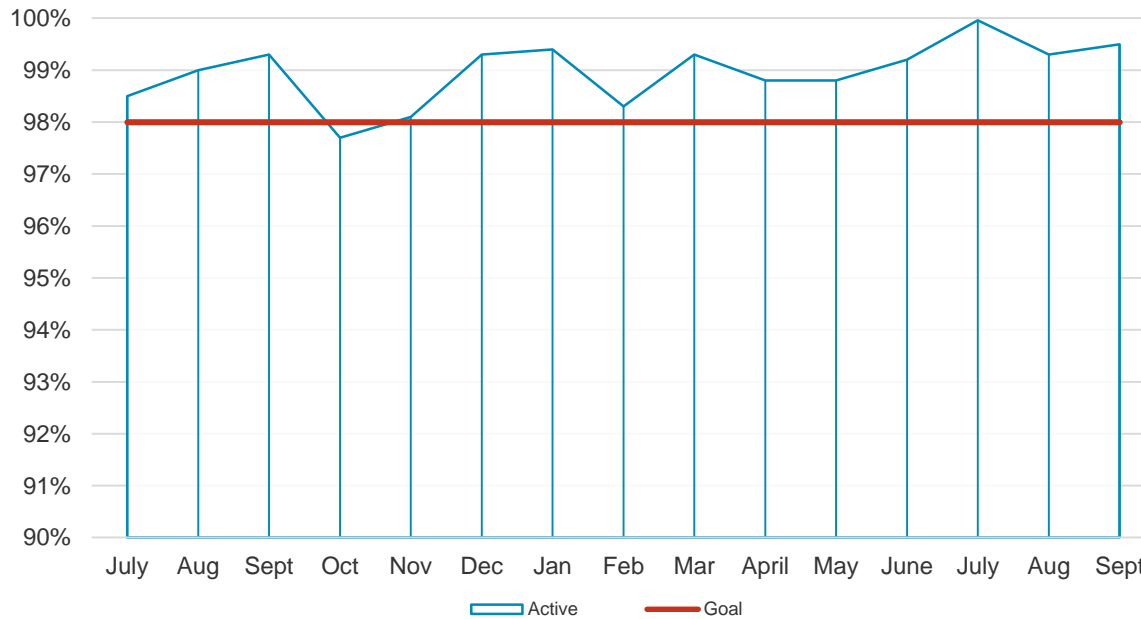


Goal:	0.50
Actual:	0.35
Met:	Yes

- 16.48% reduction from last quarter, 36.9% improvement from same quarter last year



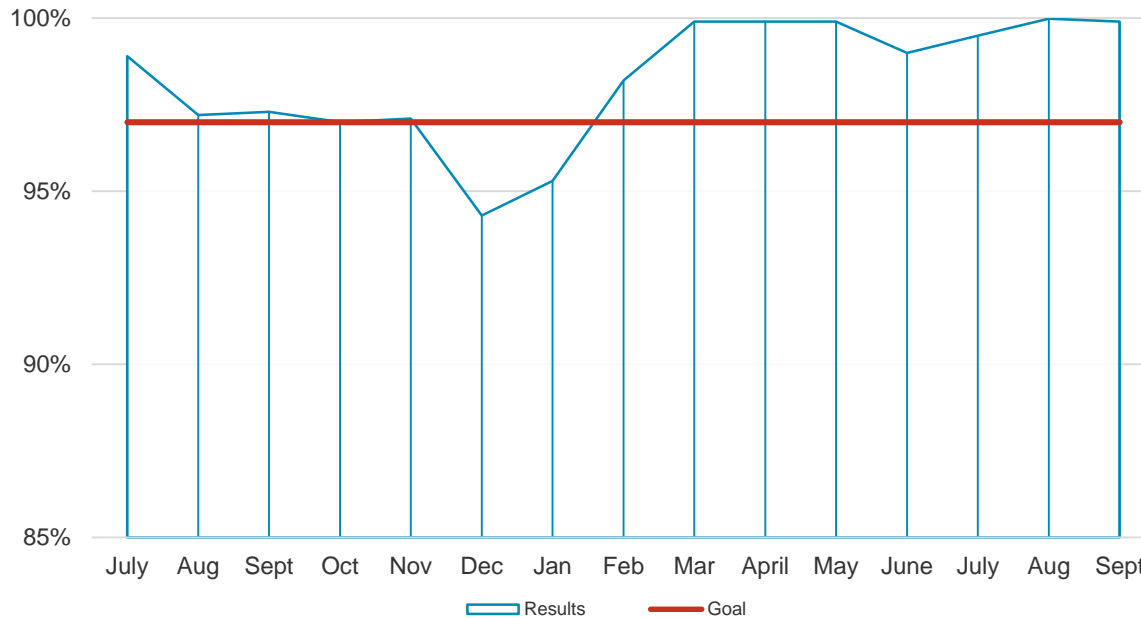
# Elevator Availability - Stations



Goal:	98.00%
Actual:	99.59%
Met:	Yes

- 0.2% improvement over last quarter, 0.66% improvement over same quarter last year
- Major Outages:
  - Daly City Station circuit board and software replacement, out of service 131 hours
  - 19<sup>th</sup> St. Station hydraulic ram seal replacement, out of service 88 hours
  - Civic Center Station motor replacement, out of service 24 hours

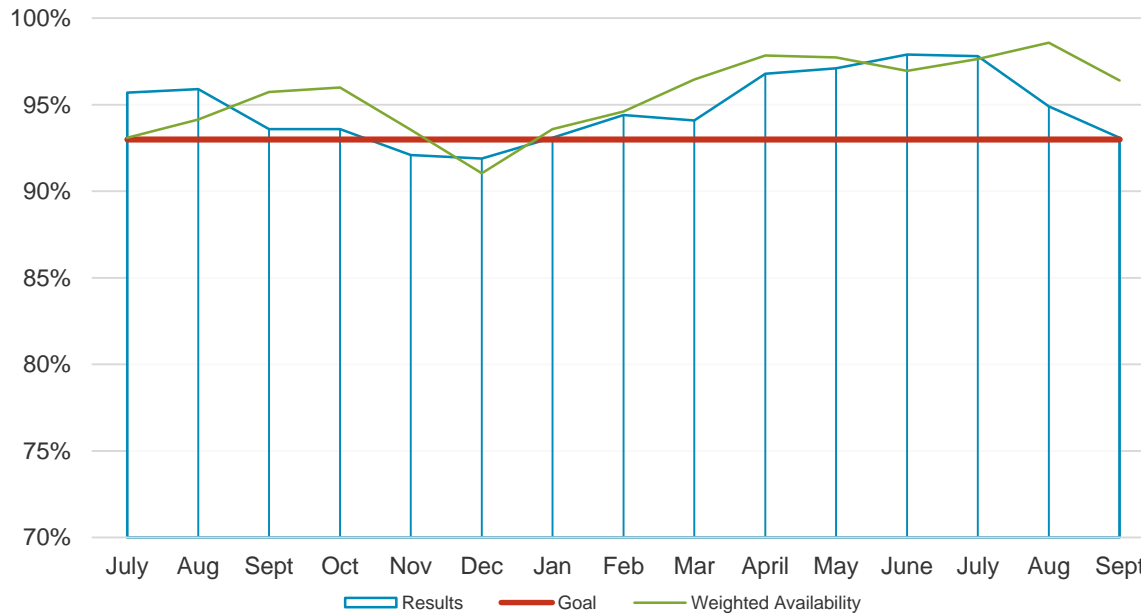
# Elevator Availability - Garage



Goal:	97.00%
Actual:	99.80%
Met:	Yes

- Parking structure elevators, where ADA parking is on first floor of structure, were disabled on May 14 to reduce maintenance cost

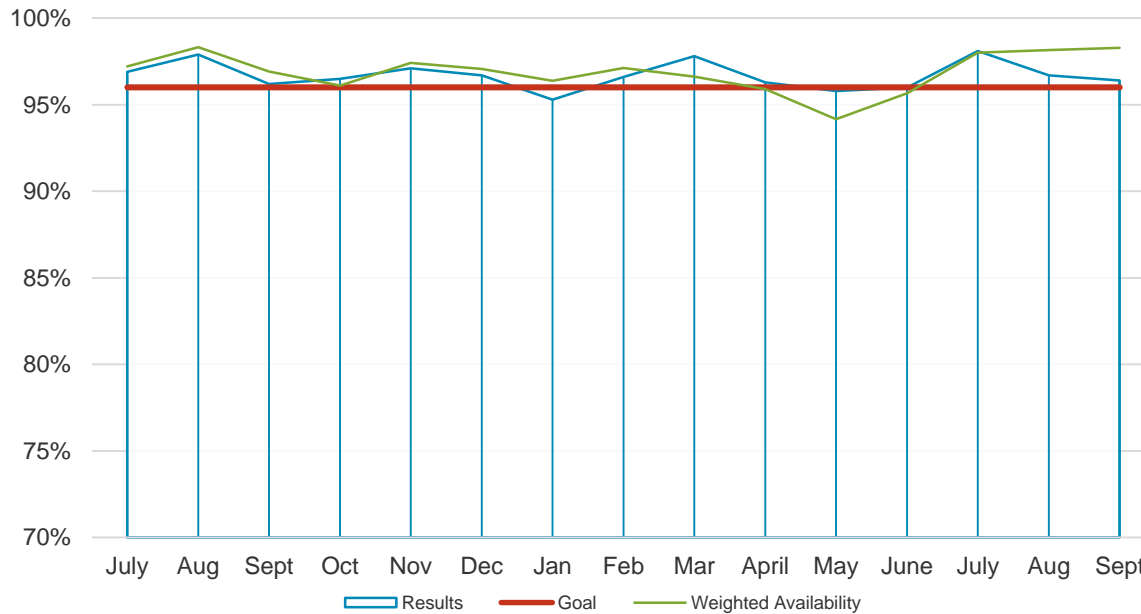
# Escalator Availability - Street



Goal:	93.00%
Actual:	95.27%
Met:	Yes

- 2.06% reduction from last quarter, 0.21% improvement from same quarter last year
- Major Outages
  - Montgomery Station planned step chain replacement, out of service 251 hours
  - 16<sup>th</sup> Street Station unplanned extensive trouble shooting to CAT5 cable replacement, out of service 247 hours
  - Rockridge Station planned handrails replacement, out of service 194 hours

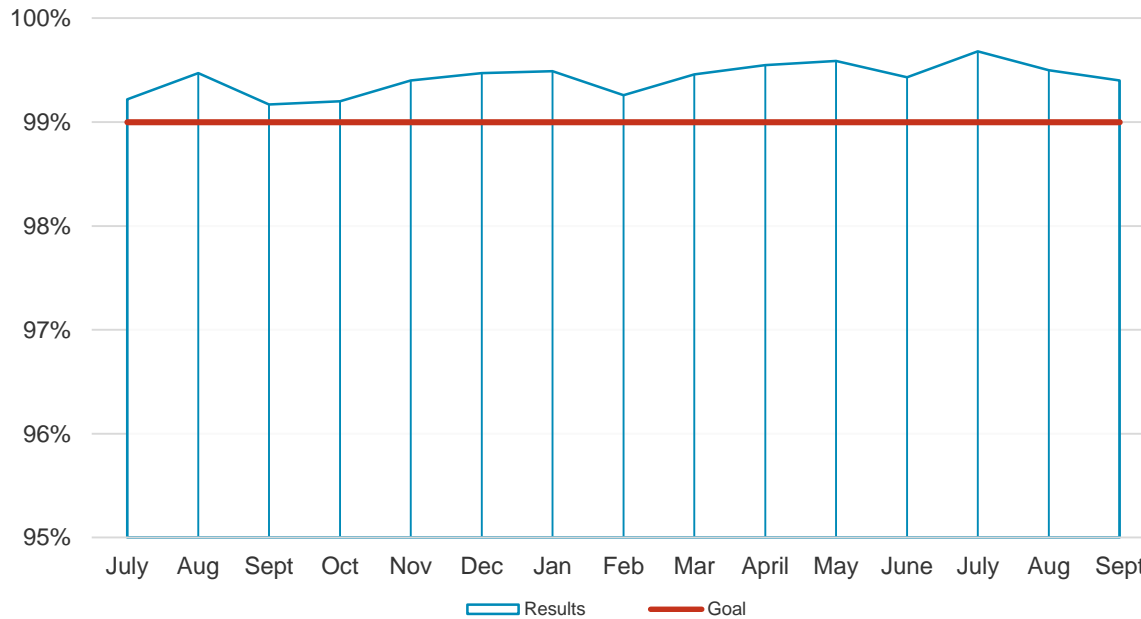
# Escalator Availability - Platform



Goal:	96.00%
Actual:	97.07%
Met:	Yes

- 1.08% improvement over last quarter, 0.07% improvement over same quarter last year
- Major Outages
  - Dublin/Pleasanton Station unplanned step chain, track alignment and controller issues, out of service 566 hours
  - Colma Station planned handrails replaced and handrail system upgrade, out of service 422 hours
  - Pleasant Hill Station planned step chain replacement, out of service 386 hours
  - Fremont Station planned step chain replacement, out of service 303 hours

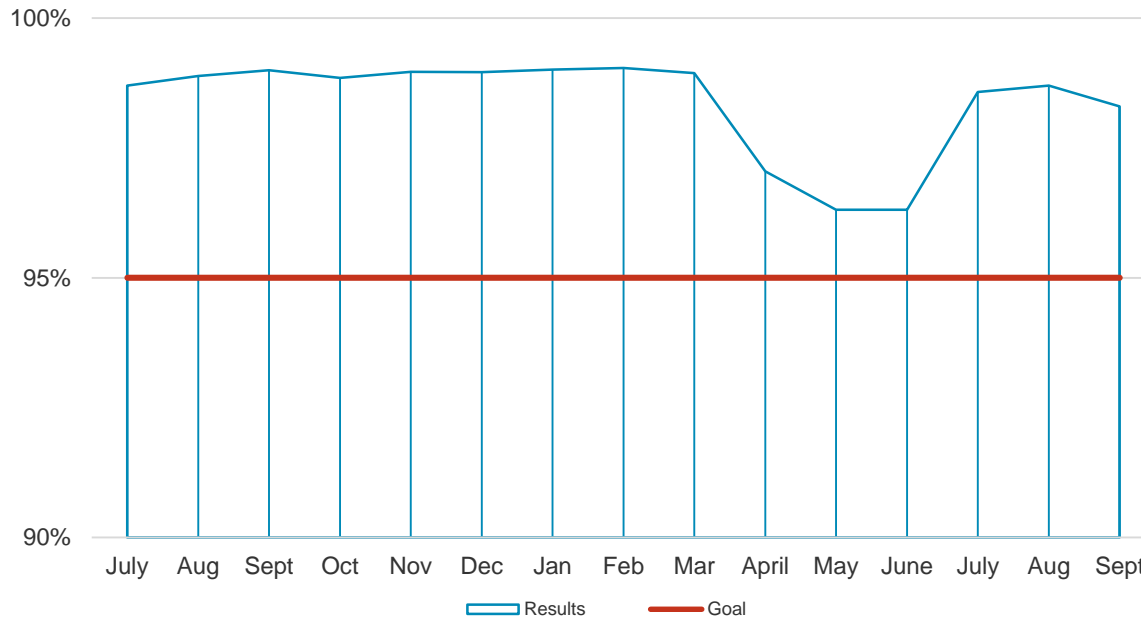
# AFC Gate Availability



Goal:	99.00%
Actual:	99.53%
Met:	Yes

- Same as last quarter, 0.24% improvement over same quarter last year
- Richmond Station Swing Gate continues to operate reliably
- Coliseum Station installed Swing Gate at elevator enclosure

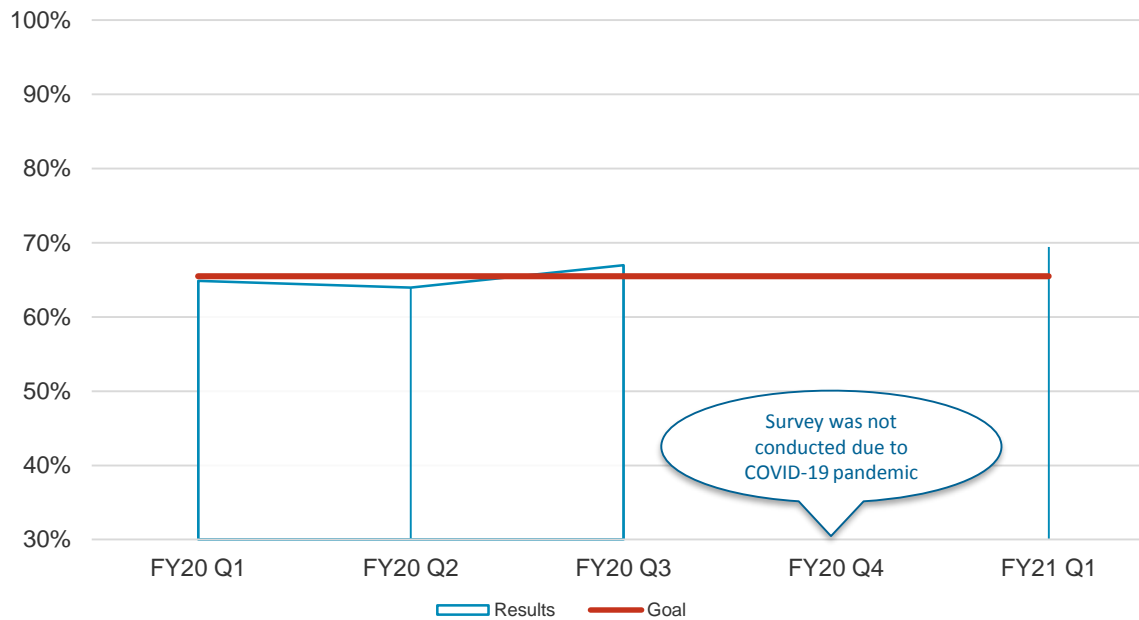
# AFC Vendor Availability



Goal:	95.00%
Actual:	98.53%
Met:	Yes

- 2.04% improvement over last quarter, 0.34% reduction from same quarter last year
- 80% of stations converted to Clipper only by end of quarter
- 100% District-wide Clipper only scheduled to be completed on December 11, 2020

# Environment – Outside Stations



Goal:	66.0%
Actual:	69.4
Met:	Yes

Composite Rating Based on Appearance of:

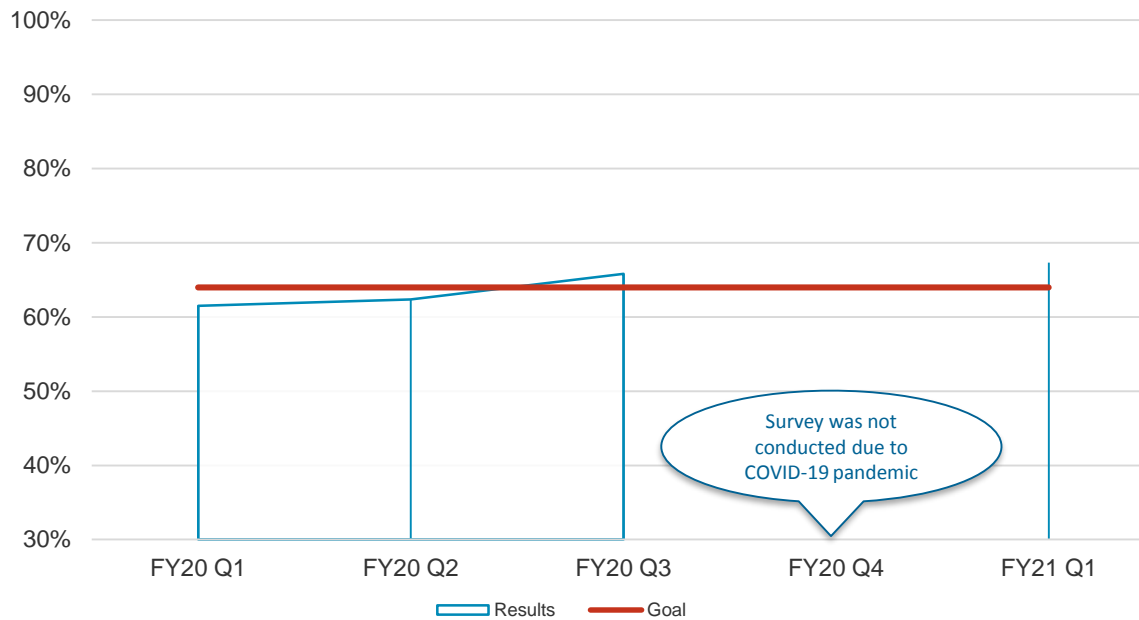
- **Landscaping Walkways, & Entry Plaza: 66.6%** (Weighted 67%)
- **Parking Lot Cleanliness: 76.3%** ↑ (Weighted 33%)

↑ indicates a statistically significant increase from prior quarter

- 7% improvement over same quarter last year
- Lower parking lot usage has allowed for more access for maintenance
- BPD and Grounds Crews have been responsive to increase in homeless living in the landscape



# Environment – Inside Stations



Goal:	64.0%
Actual:	67.3
Met:	Yes

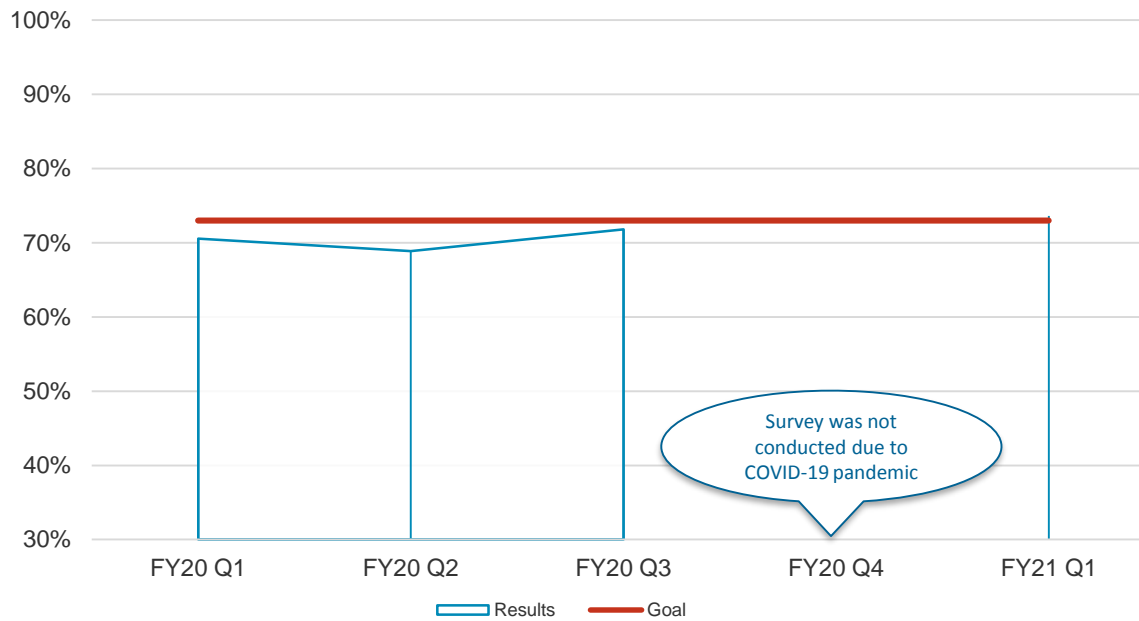
Composite Rating Based on Appearance of :

- **Platform: 70.0%** (Weighted 40%)
- **Concourse: 69.4%↑** (Weighted 25%)
- **Escalator: 67.7%** (Weighted 10%)
- **Stairwells: 62.9%** (Weighted 7.5%)
- **Elevator: 64.8% ↑** (Weighted 10%)
- **Restroom: 52.8% ↑** (Weighted 7.5%)

↑Indicates a statistically significant increase from prior quarter

- 4% improvement over same quarter last year
- Focus on disinfecting and cleaning all high touch areas

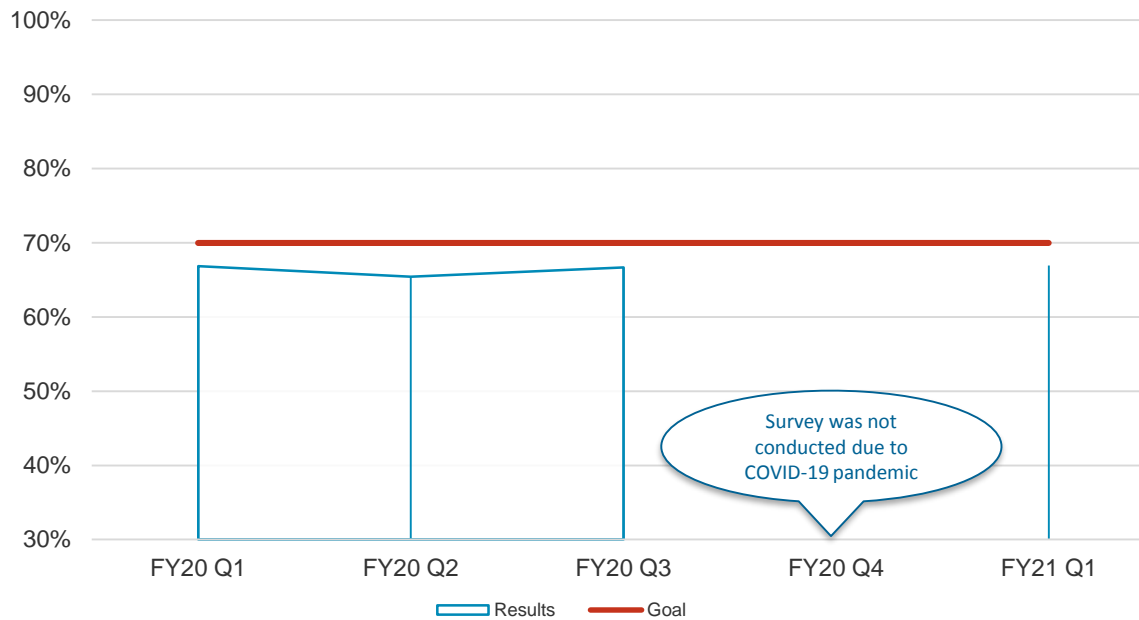
# Station Vandalism



Goal:	73.0%
Actual:	73.6
Met:	Yes

- 4% improvement over same quarter last year
- Good response to vandalism

# Train Interior Cleanliness



Goal:	70.0%
Actual:	66.9%
Met:	No

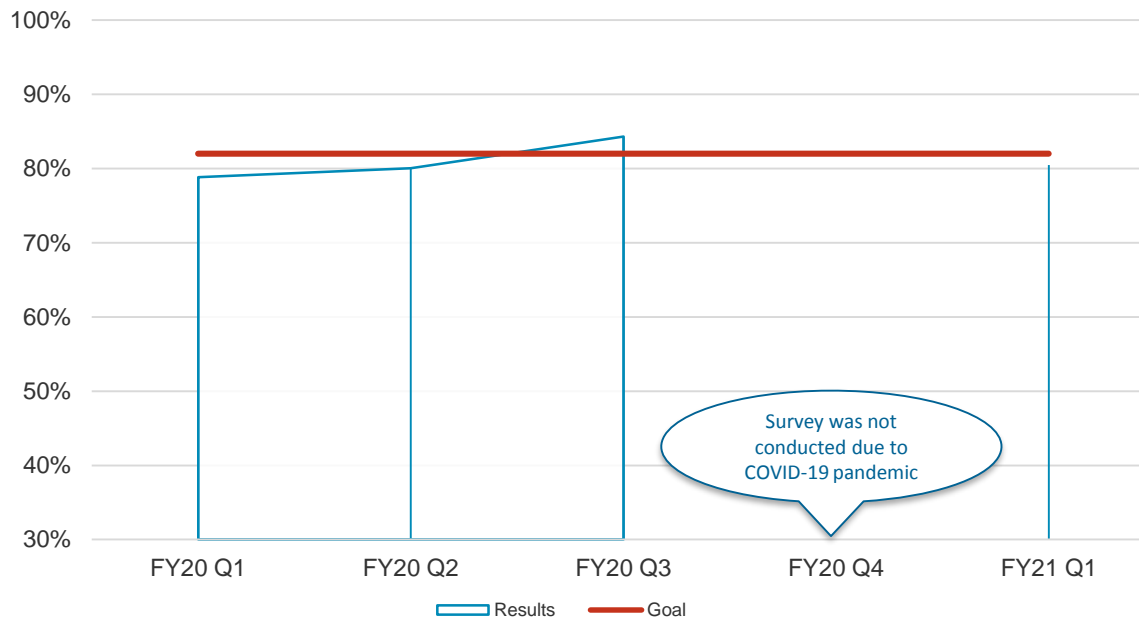
Composite Rating Based on Train Interior:

- **Cleanliness: 59.9%** (Weighted 60%)
- **Kept Free of Graffiti: 79.5%↓** (Weighted 40%)

↓ indicates a statistically significant decrease from prior quarter

- 0.15% improvement over same quarter last year
- Priority remains electrostatically disinfecting of the fleet nightly
- Interior thorough cleanings is now aligned with vehicle Preventive Maintenance
- Weekday transient counts remains at 50 per 100 cars

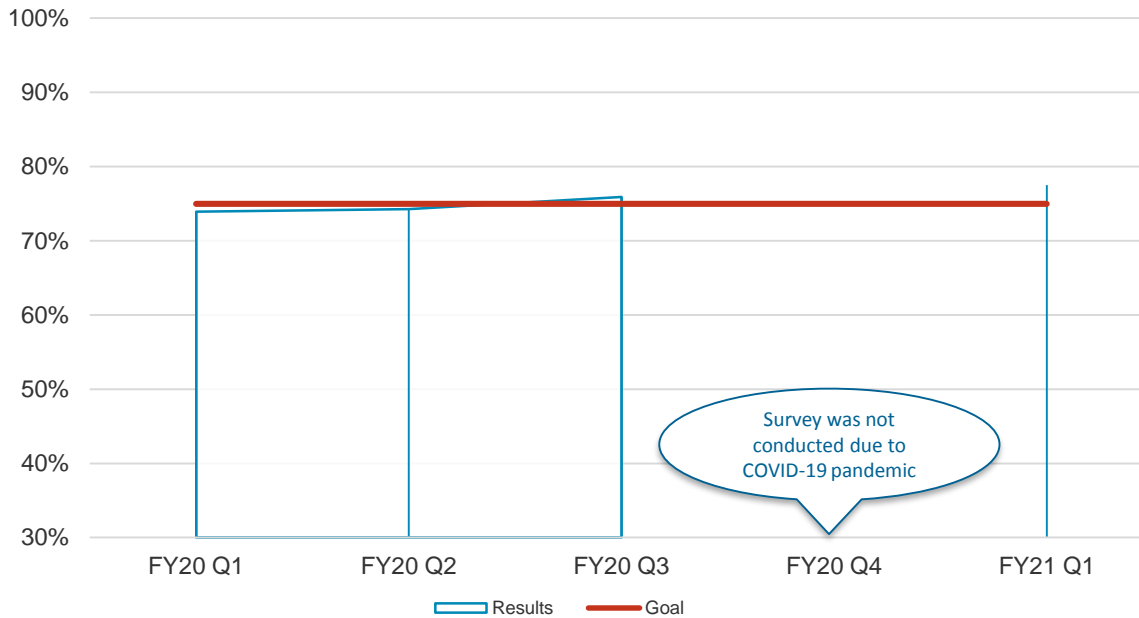
# Train Temperature



Goal:	82.0%
Actual:	80.5
Met:	No

- 4% improvement over same quarter last year
- C1 Cars accounted for 59% of failures
- A2 cars accounted for 32% of failures

# Customer Service

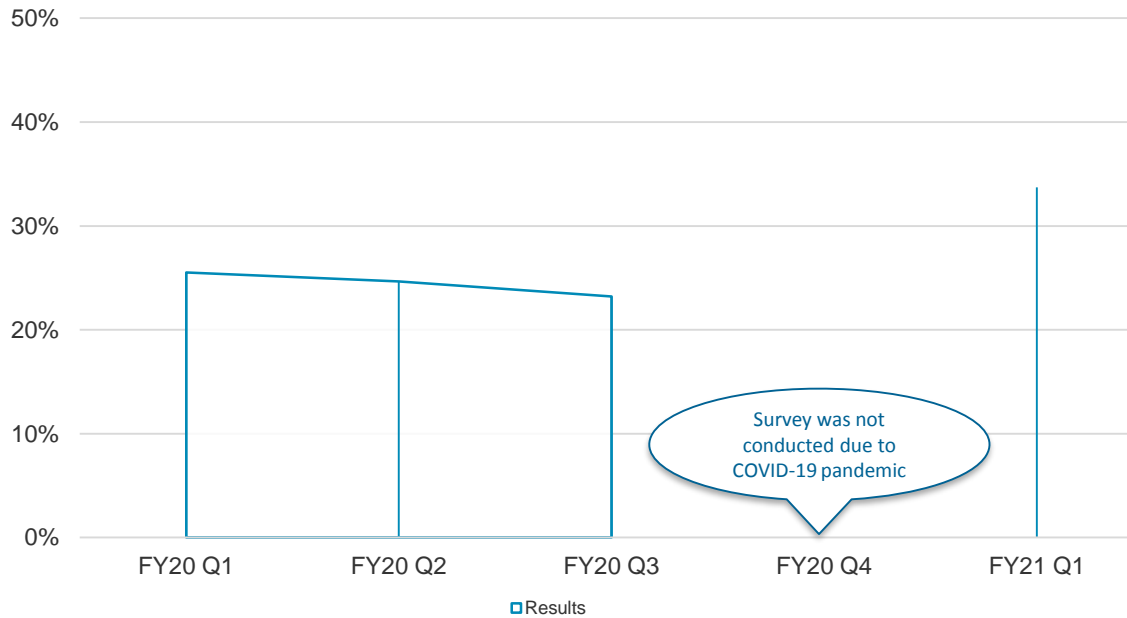


Goal:	75.00%
Actual:	77.5
Met:	Yes
Average Rating of:	
<ul style="list-style-type: none"> <li>Customer Service Station Agent (if used today): <b>76.4%</b></li> <li>Onboard Next Stop, Destination and Transfer Announcements: <b>78.5%</b></li> <li>Onboard Delay Announcements (if delayed today): <b>77.6%</b></li> </ul>	
↑ indicates a statistically significant increase from prior quarter	

- 1.5% improved over same quarter last year
- More and improved communication between supervisors and frontline employees
- Partnership between ATU and Management on customer service
- Finding opportunities to celebrate successes: Commendations are published in Ops Newsletter

# Homelessness - Passenger Survey

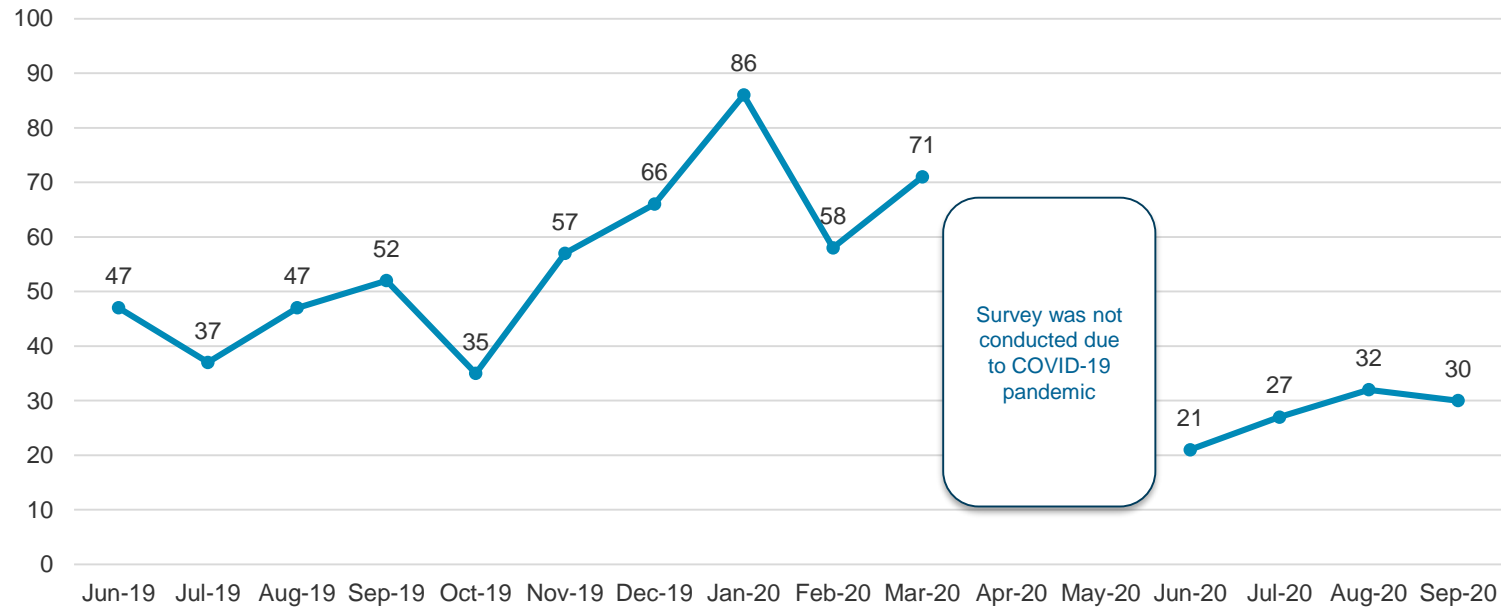
“How well is BART addressing homelessness?”



Goal:	N/A
Actual:	33.7
Met:	N/A

- 32% improvement over same quarter last year

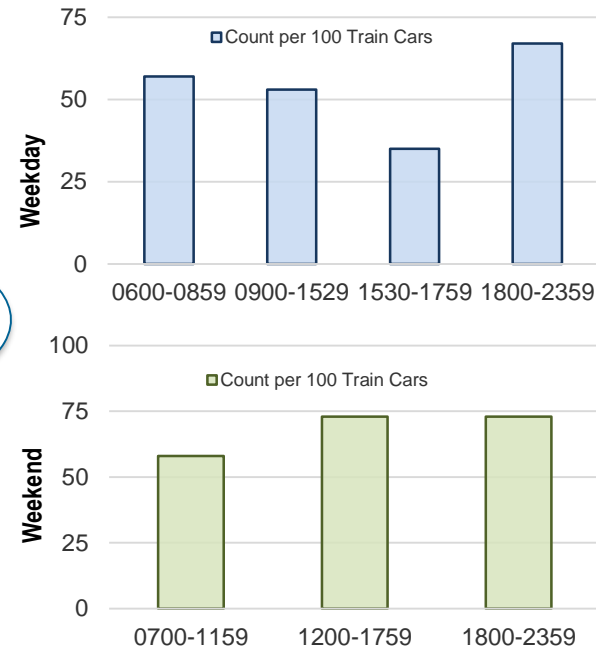
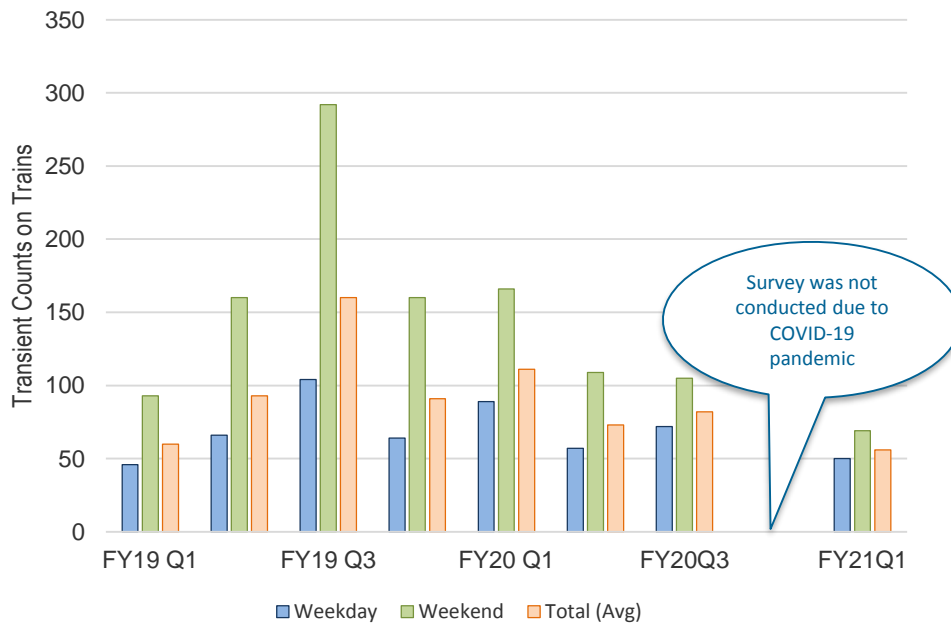
# Transient Counts in San Francisco Stations



- 35% reduction in the number of transients in the downtown stations as compared to the same quarter last year



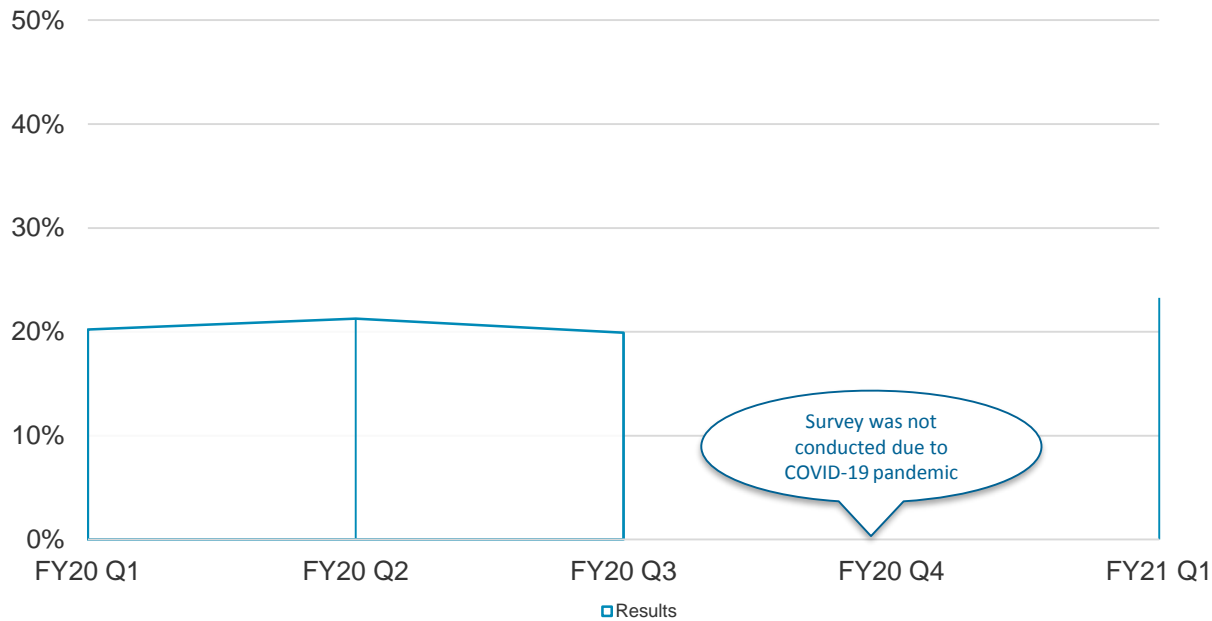
# Transient Counts on Trains



- The number of transients on trains has decreased
- The numbers of transients on trains during the evenings and on weekends remain higher than in peak ridership hours

# Fare Evasion Passenger Survey

“Did you see anyone not pay their fare at the station you entered?”

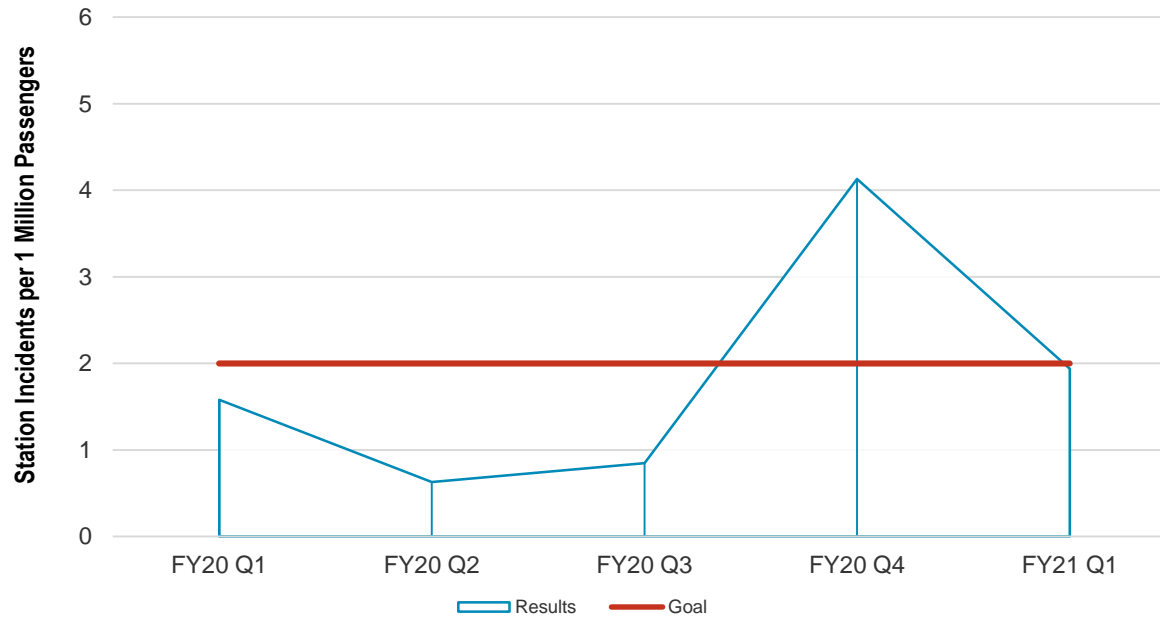


Goal:	N/A
Actual:	23.3
Met:	N/A

- 15% improvement over same quarter last year

# Patron Safety – Station

## Incidents per 1 Million Passengers

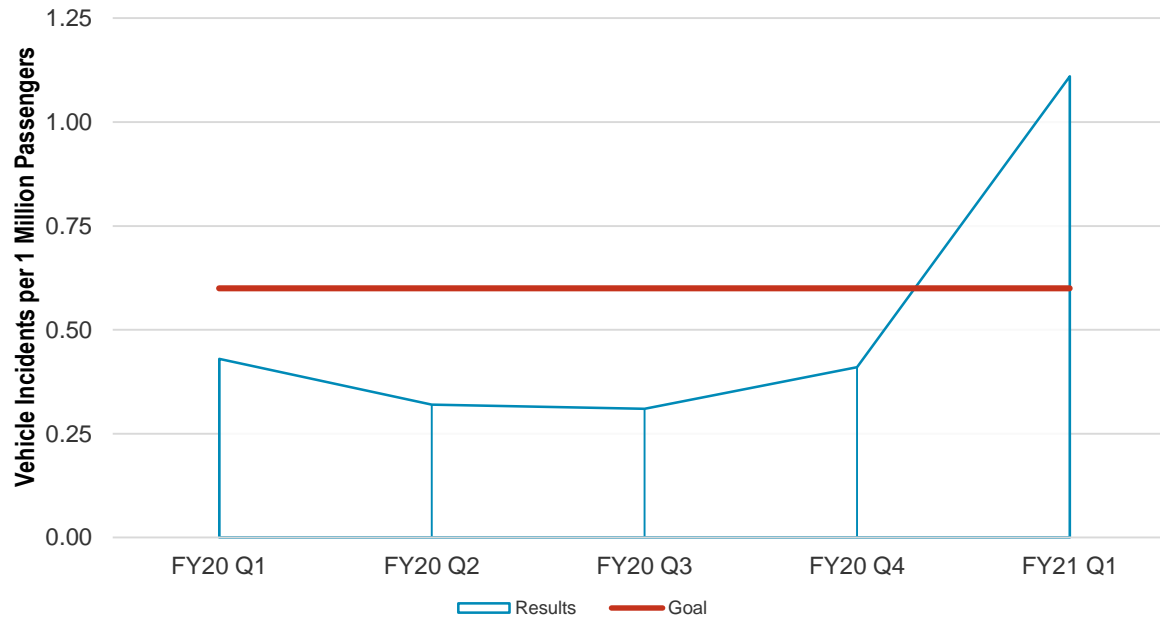


Goal:	2.00
Actual:	1.94
Met:	Yes

- 53% improvement over last quarter, 22.78% decline from same quarter last year

# Patron Safety – Vehicle

## Incidents per 1 Million Passengers

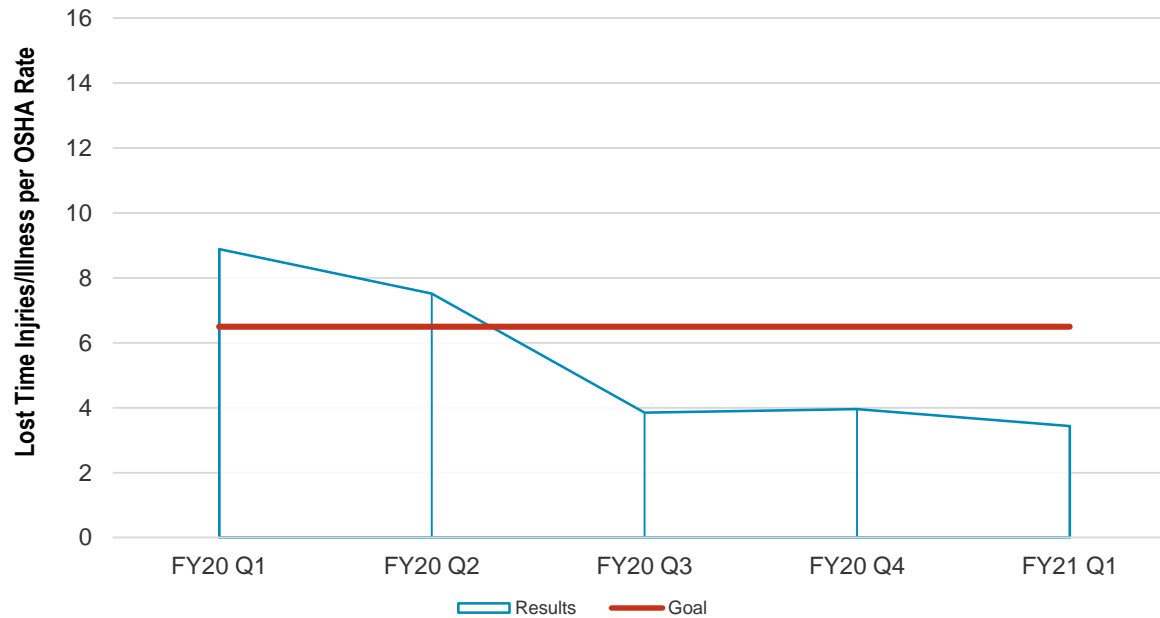


Goal:	0.60
Actual:	1.11
Met:	No

- 171% decline over last quarter, 158% improvement over same quarter last year
- Four incidents this quarter
  - Two onboard incidents
  - One alighting incident
  - One boarding incident

# Employee Safety – Lost Time

## Lost Time Injuries per OSHA Rate

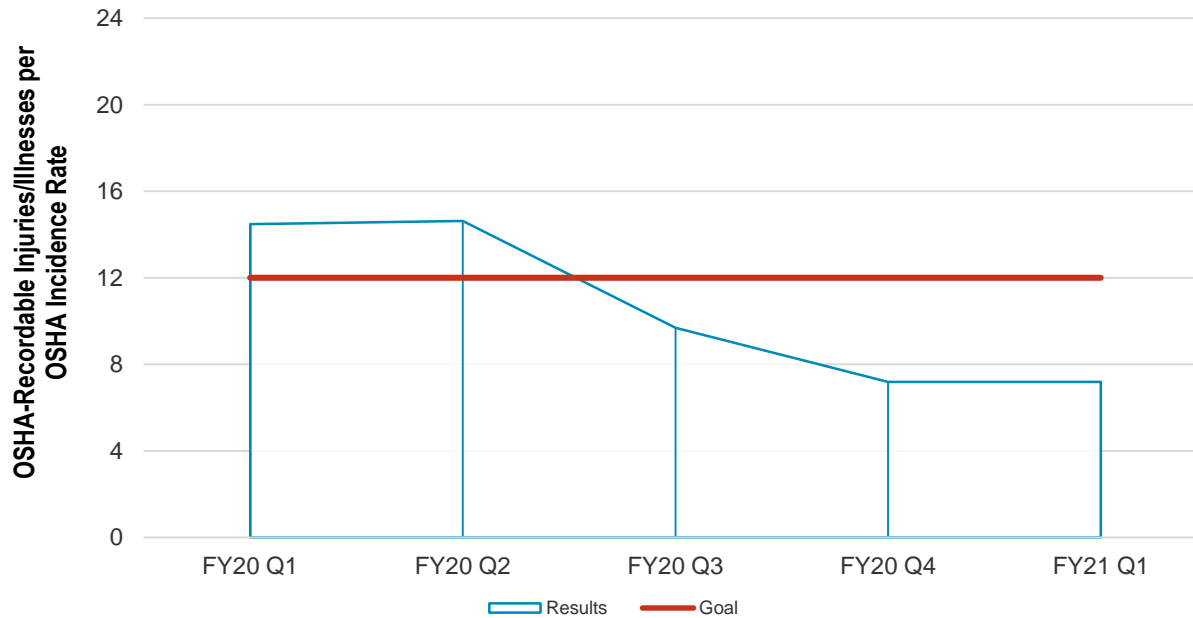


Goal:	6.50
Actual:	3.44
Met:	Yes

- 13% improvement over last quarter, 61% improvement over same quarter last year

# Employee Safety – Injury Count

## OSHA Recordable Injuries per OSHA Incidence Rate

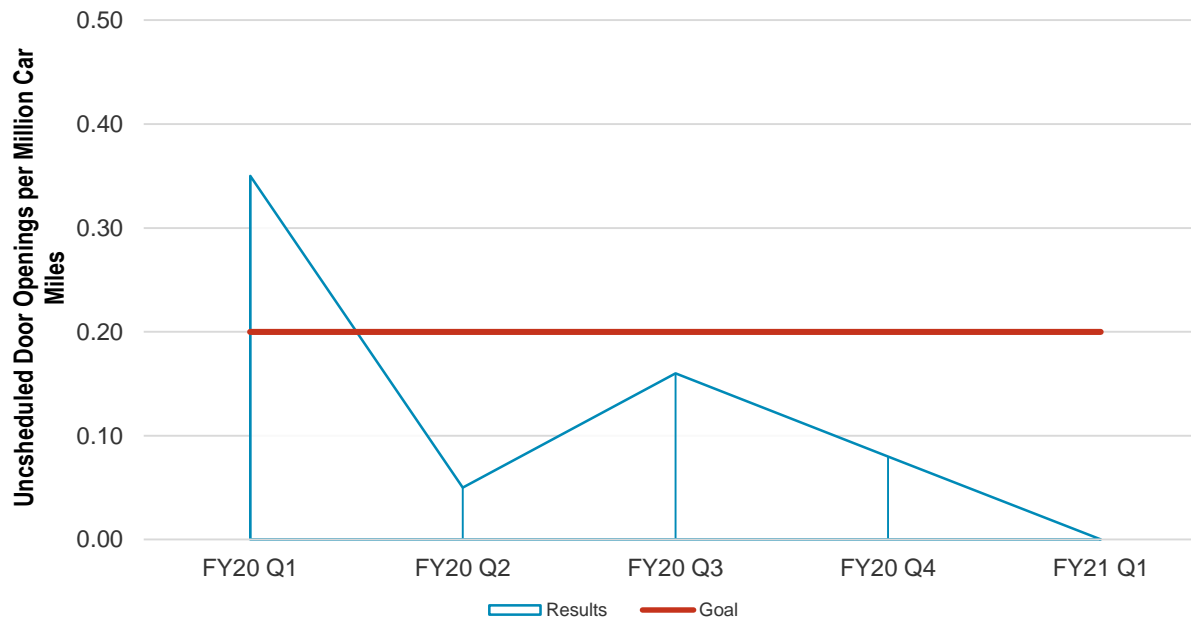


Goal:	12.00
Actual:	7.19
Met:	Yes

- Same as last quarter, 50.38% improvement over last quarter
  - Laceration injuries decreased 83%
  - Mental stress injuries decreased 75%
  - Strain injuries increased 53%

# Operating Safety – Door Openings

## Unscheduled Door Openings per Million Car Miles

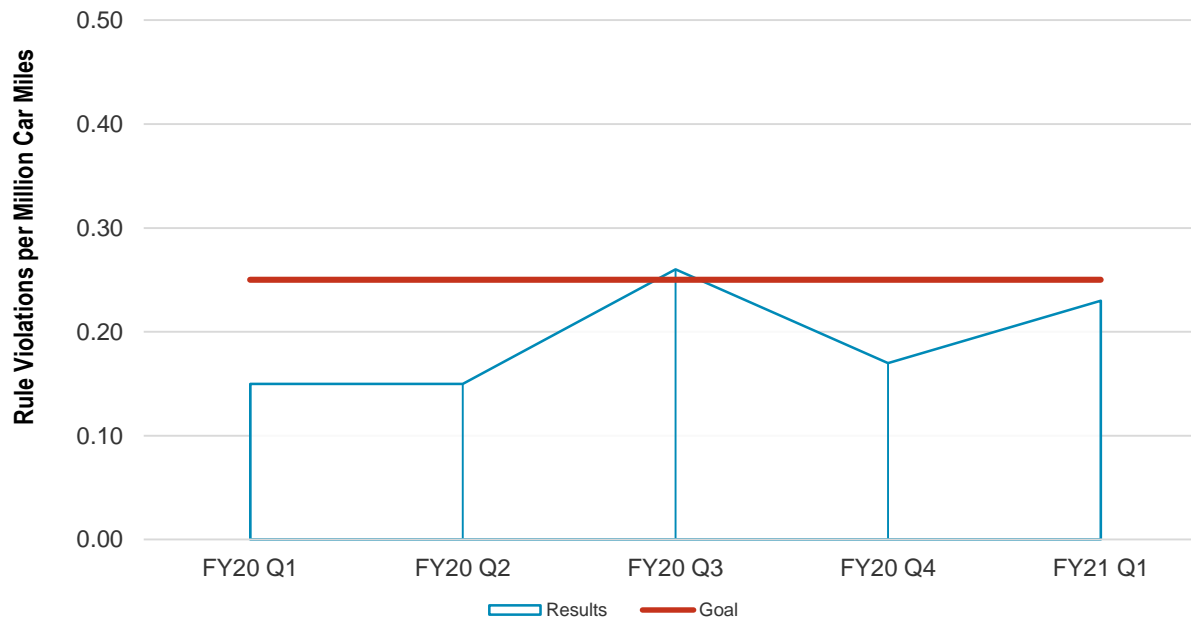


Goal:	0.20
Actual:	0.00
Met:	Yes

- Zero incident this quarter

# Operating Safety – Rule Violations

## Rule Violations per Million Car Miles



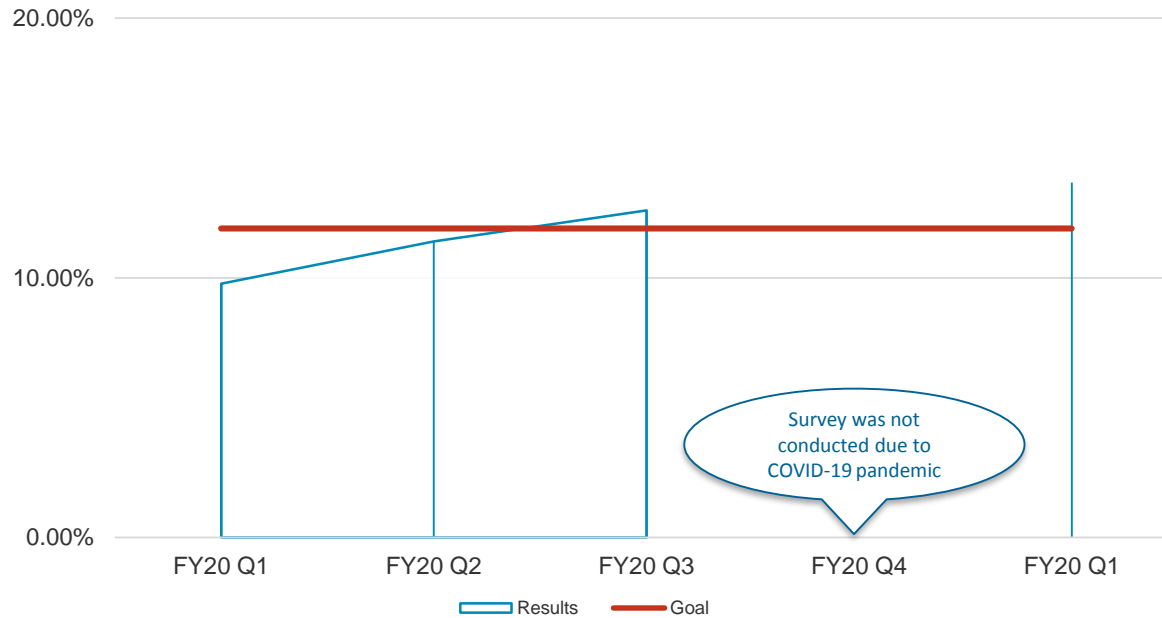
Goal:	0.25
Actual:	0.23
Met:	Yes

- 35% decline from last quarter, 53% decline from same quarter last year
- July 25 – Revenue train signal violation in yard
- August 6 – Revenue train hold instruction violation
- September 16 – Revenue train signal violation in yard



# BART Police Presence

“Did you see BART Police on the Train/Inside Station?”

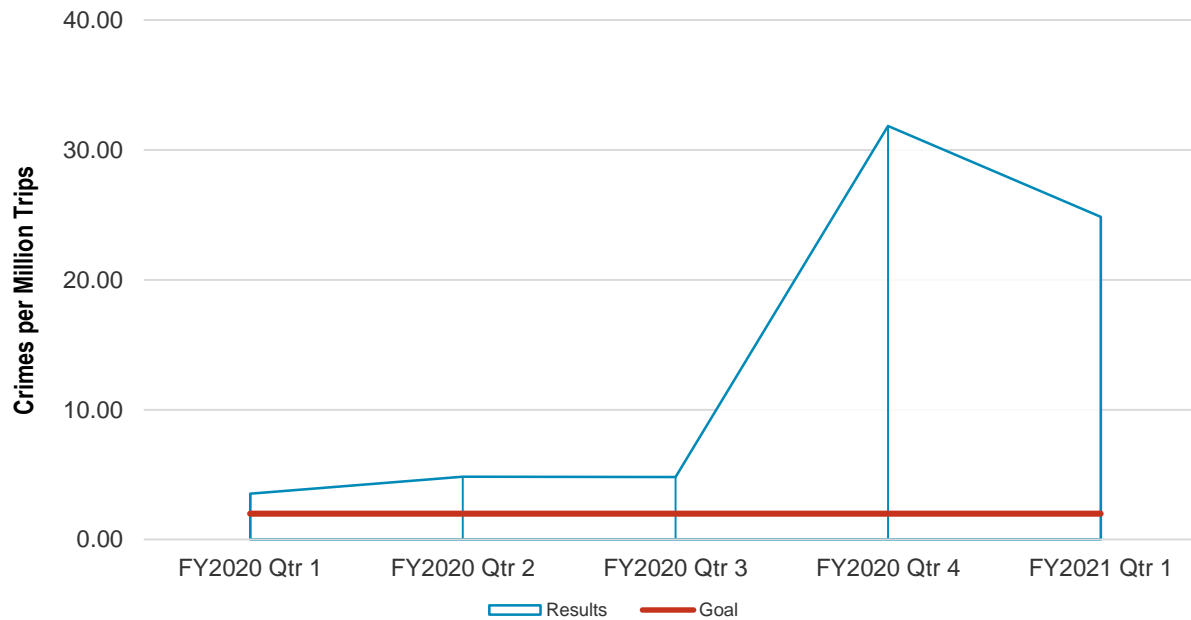


Goal:	12.0%
Actual:	13.7%
Met:	Yes
Average Score of Police Seen For:	
All Time Periods	
<ul style="list-style-type: none"> <li>▪ On Train</li> <li>▪ Outside the Station</li> <li>▪ In the Station</li> </ul>	
and	
After 7PM and Weekends	
<ul style="list-style-type: none"> <li>▪ On Train</li> <li>▪ Outside the Station</li> <li>▪ In the Station</li> </ul>	
↑ indicates a statistically significant increase from prior quarter	

- Increase in presence with our CSO’s and Ambassadors in the stations and platforms, along with our Fare Inspectors working both day shift and swing shift. This is in addition to our officers also being in the stations and riding trains.

# Crimes Against Persons

## Crimes per Million Trips

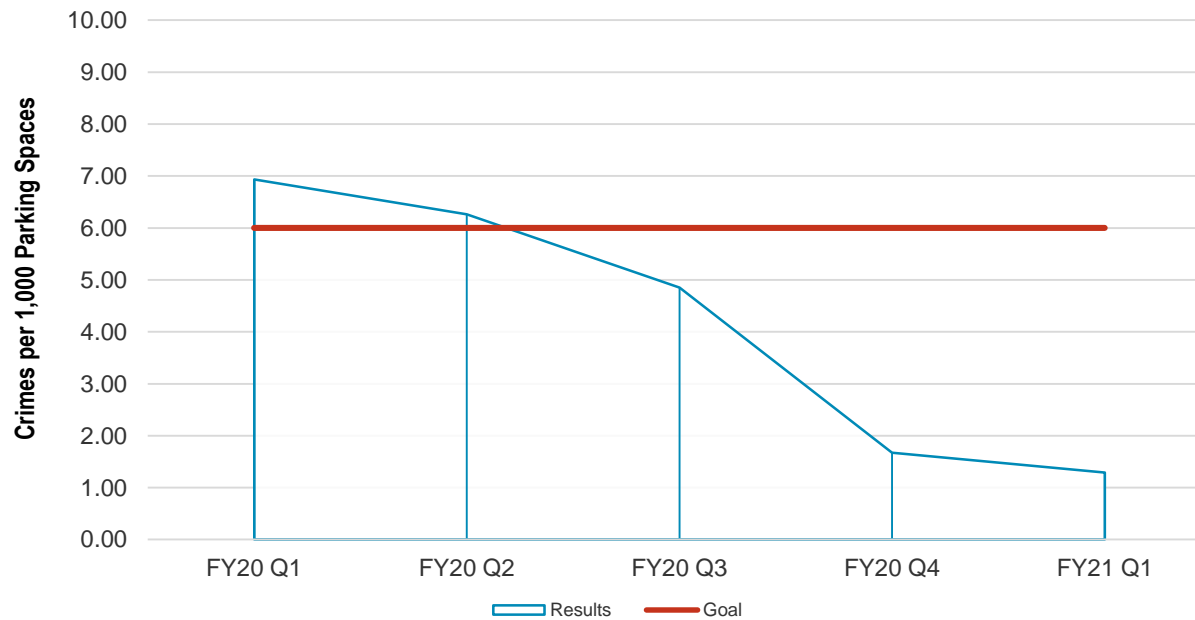


Goal:	2.00
Actual:	24.86
Met:	No
Violations Include:	
<ul style="list-style-type: none"> <li>▪ Homicide</li> <li>▪ Rape</li> <li>▪ Robbery</li> <li>▪ Aggravated Assault</li> </ul>	

- The goal was not met. Overall, the total cases of crimes against persons showed an increase of +16% from 89 reported incidents this quarter compared to 77 reported incidents last quarter.

# Auto Burglary

## Crimes per 1,000 Parking Spaces

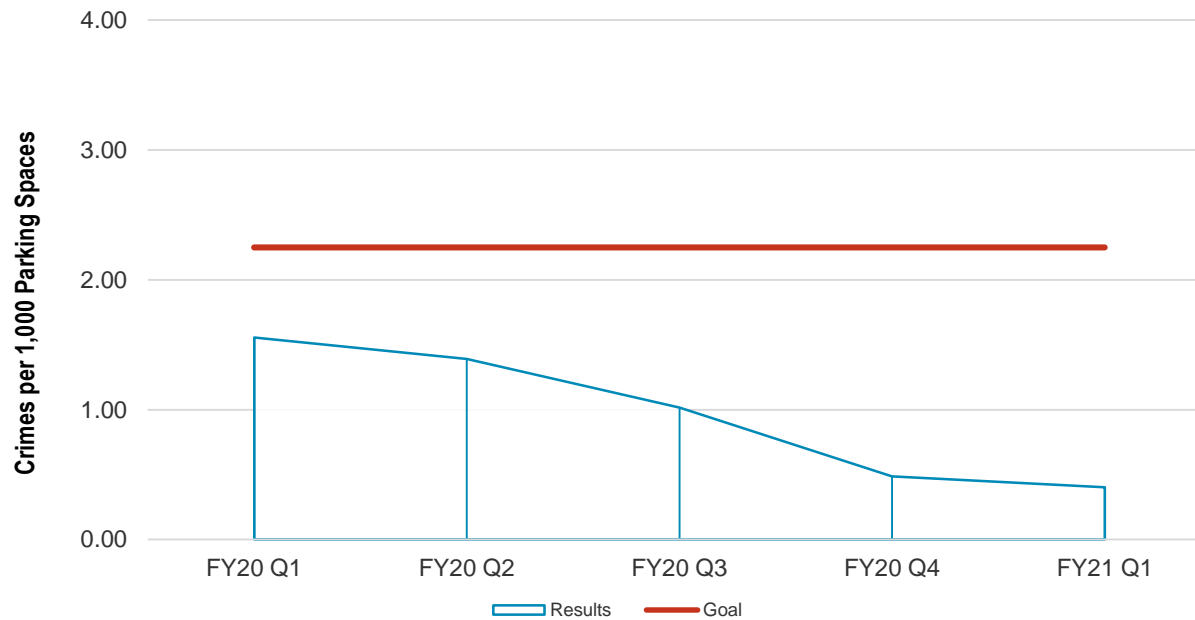


Goal:	6.00
Actual:	1.29
Met:	Yes
Violations Include:	
<ul style="list-style-type: none"><li>Auto Burglary</li></ul>	

- All time low of car break-in's in reflection to passenger loads
- PD personnel continue to monitor parking structures and lots for suspicious activity

# Auto Theft

## Crimes per 1,000 Parking Spaces

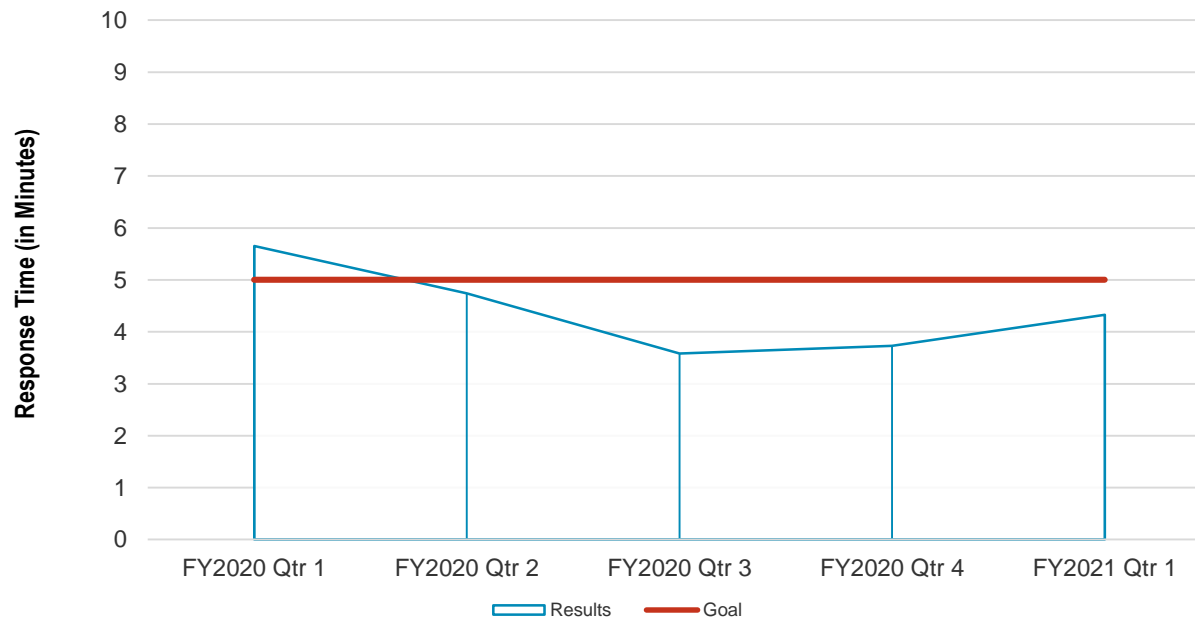


Goal:	2.25
Actual:	0.40
Met:	Yes
Violations Include:	
<ul style="list-style-type: none"><li>Auto Theft</li></ul>	

- An average of 8 vehicle thefts per COVID month
- About 5-10 vehicles are usually recovered by either BART PD or outside agency police department each month

# Average Emergency Response Time

Response Time (in Minutes)

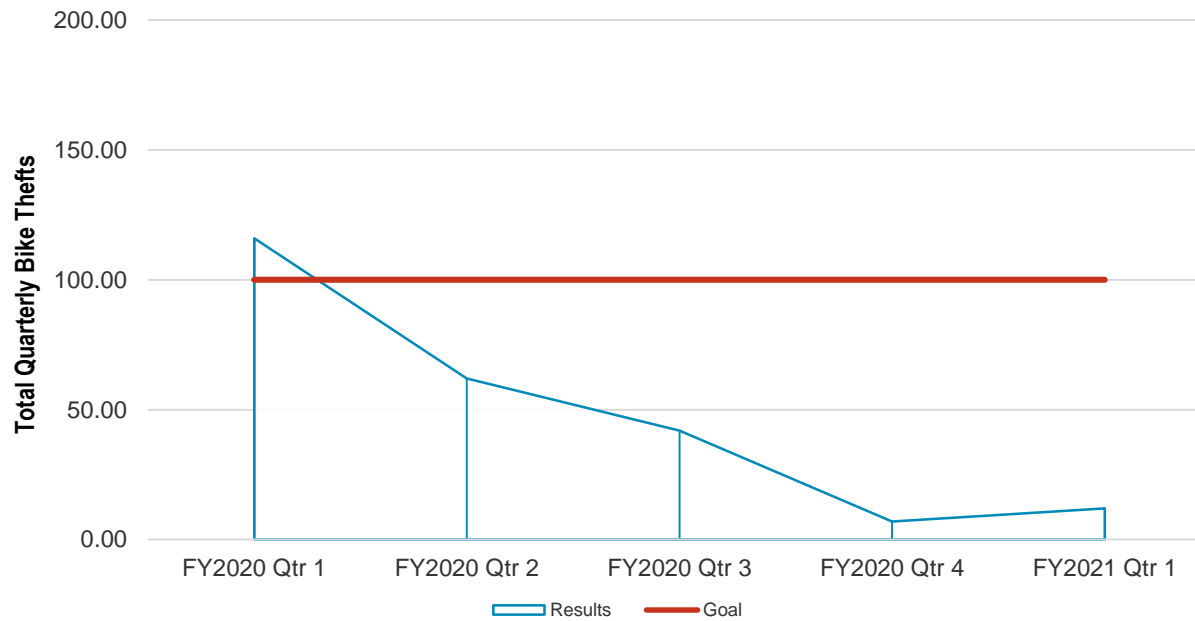


Goal:	5.00
Actual:	4.33
Met:	Yes

- Officers continue to make quick response times, especially in San Francisco and San Mateo counties (average response time is less than three minutes to be on scene of an emergency incident)
- Response times in Alameda and Contra Costa average around 4 minutes per emergency
- Santa Clara County, only 5 emergency calls since opening
- Average of 110 emergency calls districtwide per month since shelter in place began

# Bike Theft

## Count of Bike Thefts



Goal:	100
Actual:	12
Met:	Yes
Violations Include:	
<ul style="list-style-type: none"><li>Bicycle Thefts</li></ul>	

- We continue to see drops in bicycle theft in contrast to the ridership