OPERATIONS BART

SERVICE : How are we doing?

Quarterly Service Performance Review
Second Quarter, FY 2011
October - December, 2010

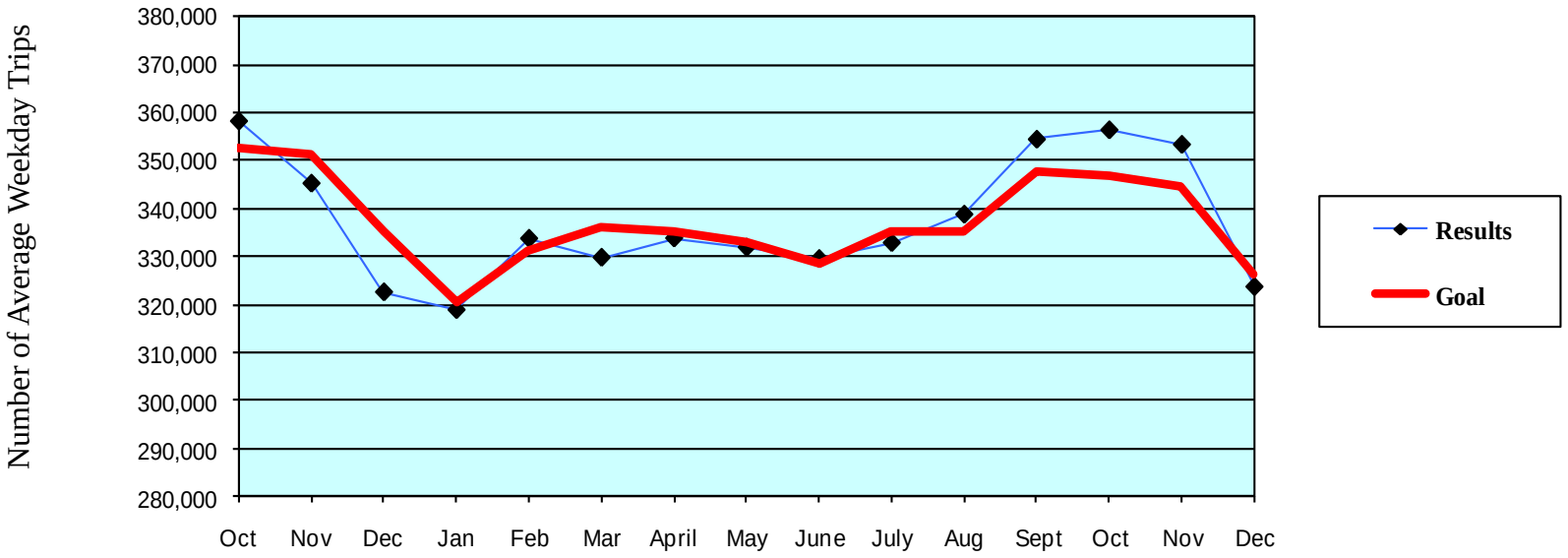
Engineering & Operations Committee

February 10, 2011

FY11 Second Quarter Overview...

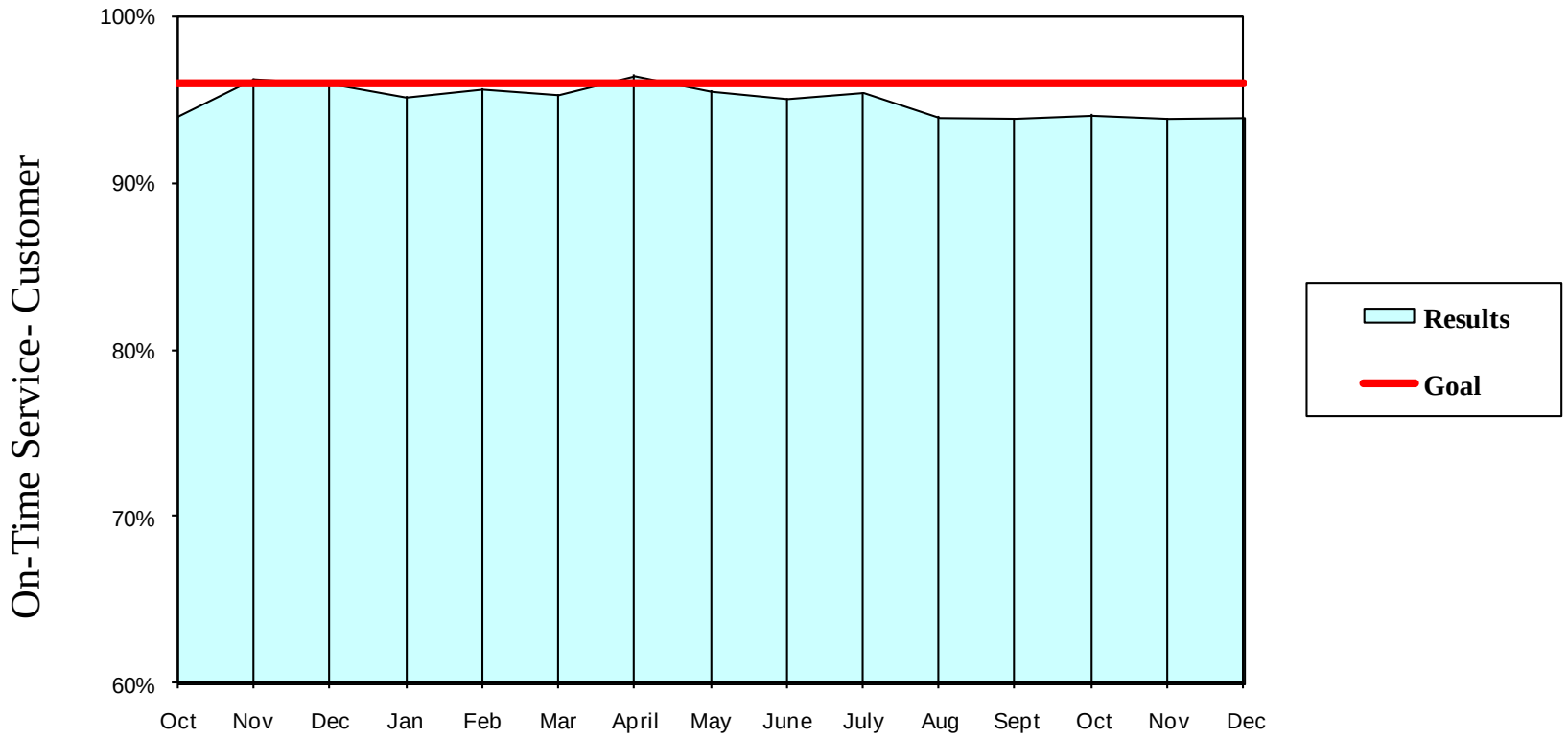
- ✓ Ridership flat
- ✓ “Holding our own” on system performance
- ✓ Last quarter goals were established for nine indicators based on actual performance, budget reduction impacts and continuing commitment to “do better”
- ✓ Customer complaint levels slightly improved

Customer Ridership



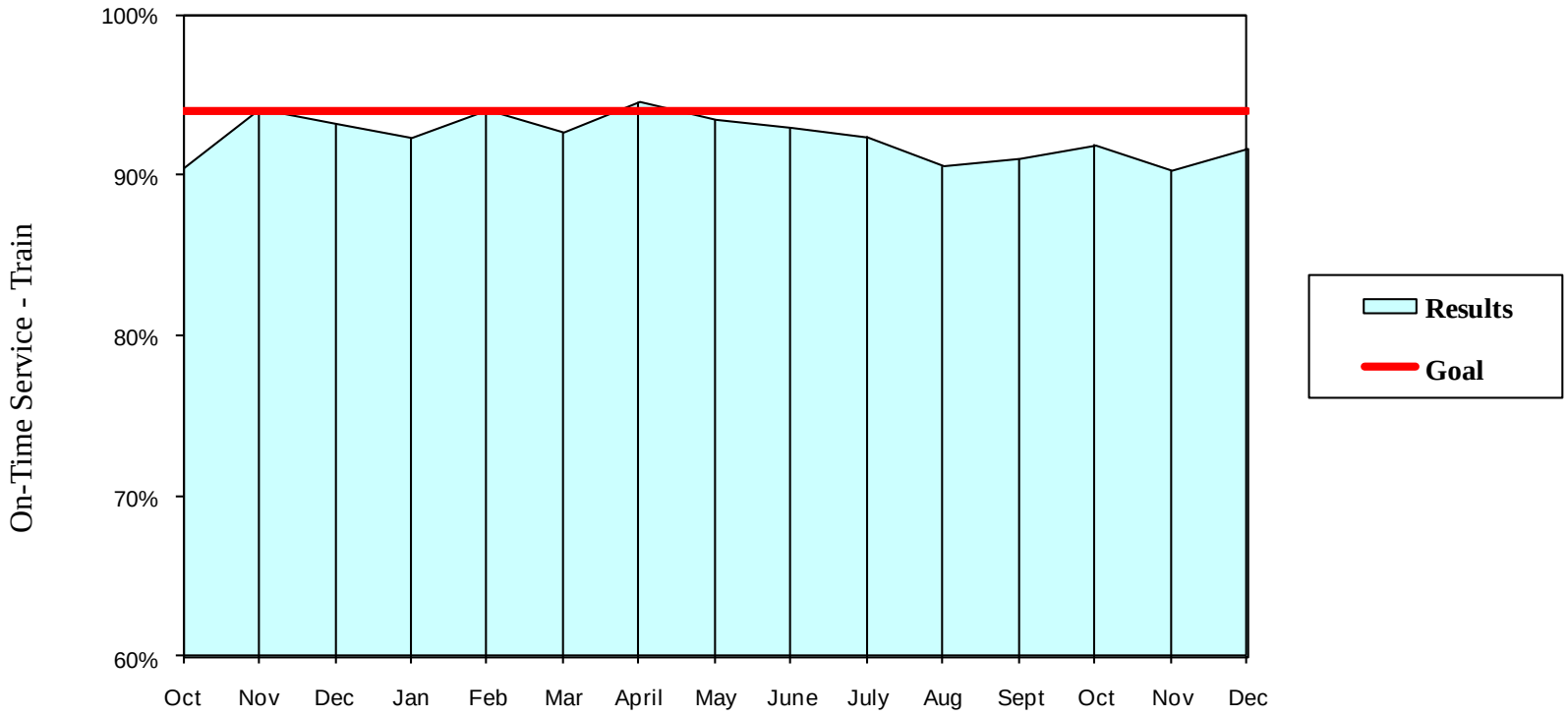
- ✓ Total ridership virtually the same as last year and slightly over budget
- ✓ Average weekday ridership up 0.5% over last year, core weekday ridership down by 0.2% and SFO Extension weekday ridership up by 6.7%
- ✓ Average Saturday ridership down by 5.9%, Sunday down by 3.5%
- ✓ Historic ridership record of 522,198 trips on November 3, 2010, as the Bay Area celebrated the world champion San Francisco Giants

On-Time Service - Customer



- ✓ 94%, below 96% goal
- ✓ Single biggest delay of the quarter (220 trains) attributed to record crowds (522,198) on day of Giants World Series Parade
- ✓ 37% of the quarter's late trains due to "Miscellaneous" category

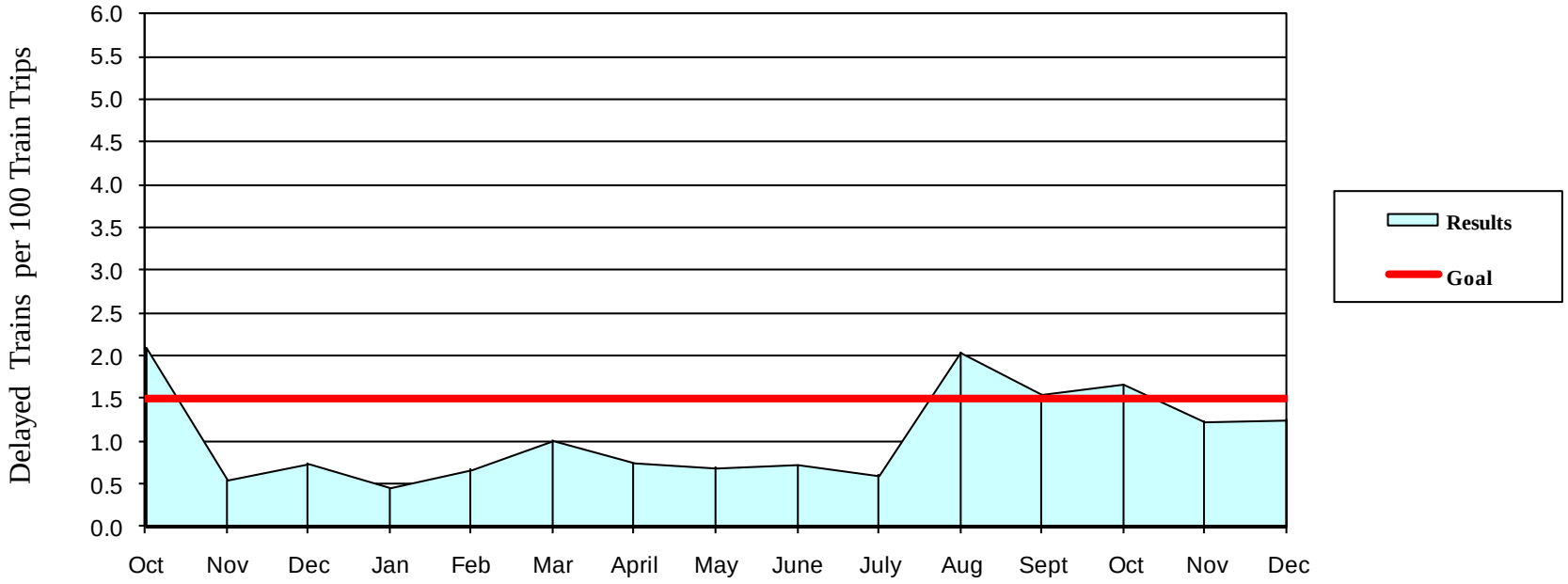
On-Time Service - Train



- ✓ 91.29%, below 94% goal
- ✓ Biggest delays of the quarter were World Series Parade (220 late trains), two Third Rail Insulator flashovers (181, 102) and train with a locked axle fault indicator (107)
- ✓ Over 11% of total late trains due to police activity

Wayside Train Control System

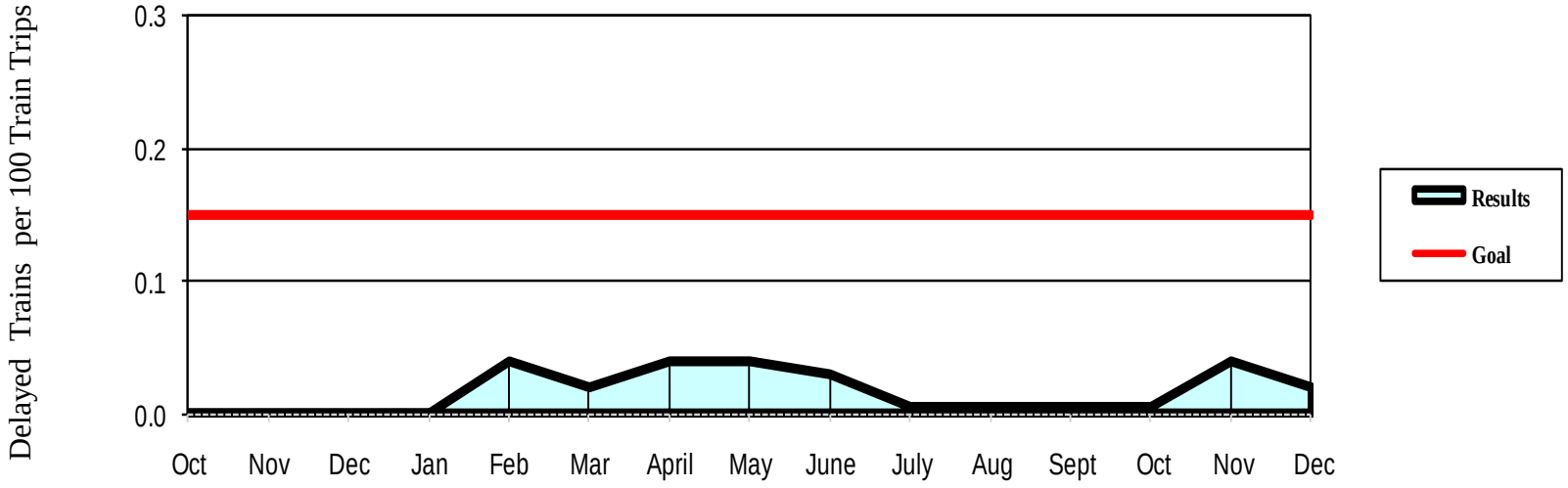
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met, slight improvement
- ✓ Installed first 45 (out of 1,700) new Wayside MUX card packs at R65 and R20
- ✓ Completed the Wayside MUX box lightening arrestor replacement on the R-Line, currently working on the C-Line

Computer Control System

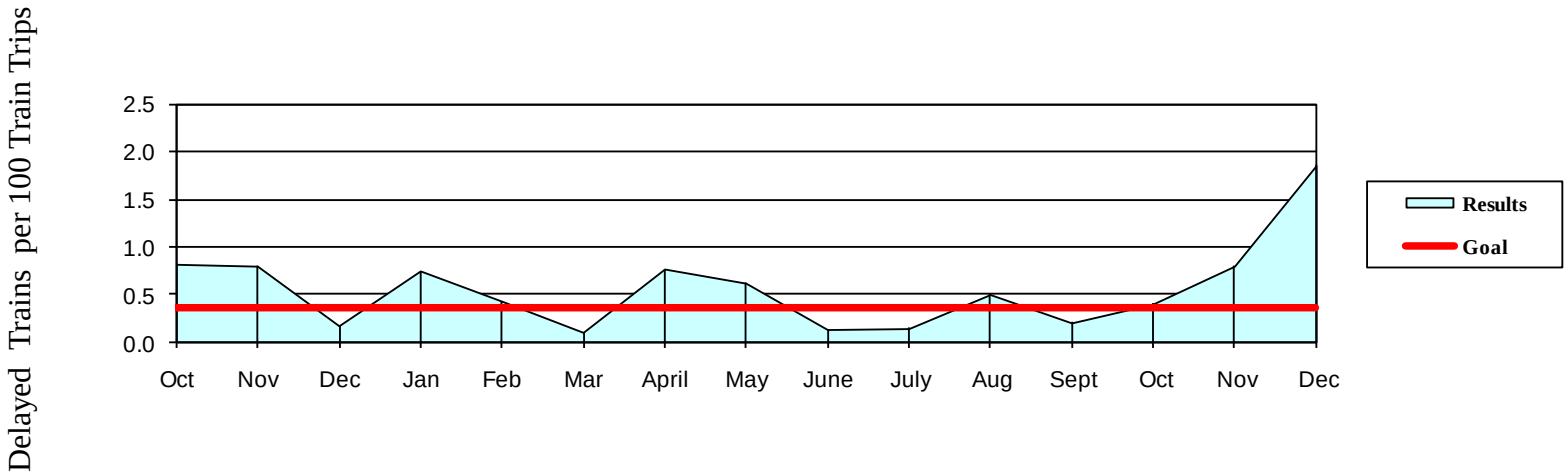
Includes ICS computer & SORS, Delays per 100 train runs



✓ Goal met

Traction Power

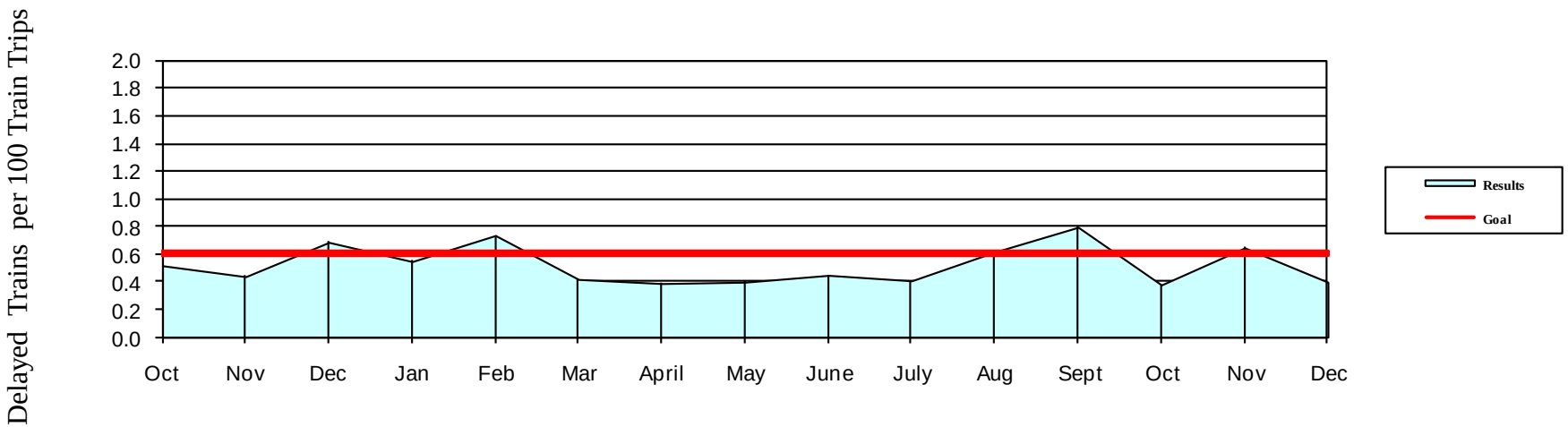
Includes Coverboards, Insulators, Third Rail Trips, Substations, Delays Per 100 Train Runs



- ✓ Goal not met but coverboard bracket program having positive effect
- ✓ December spike caused by two consecutive and unusual 3rd rail insulator flashovers that damaged adjacent feeder cables, 191 delayed trains

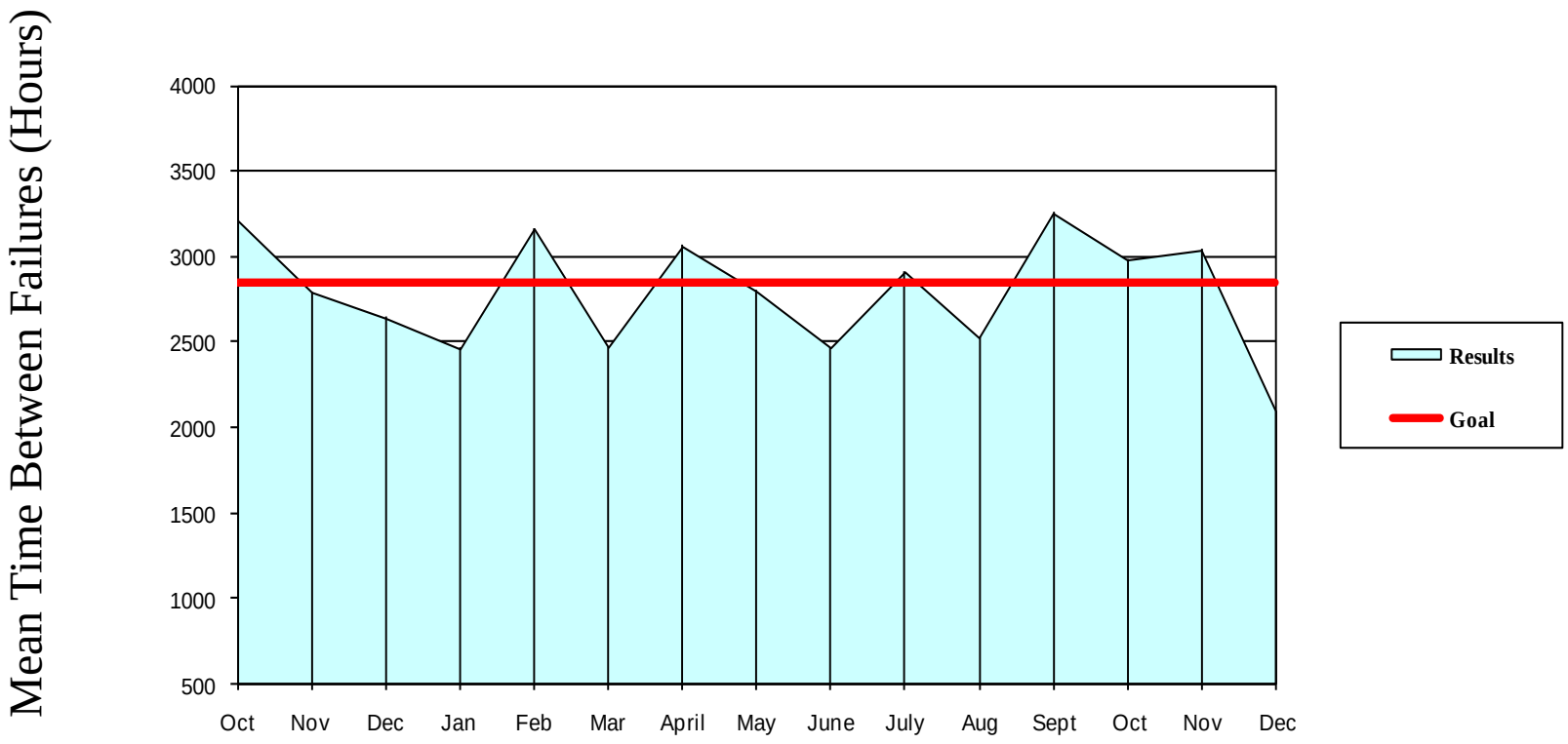
Transportation

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



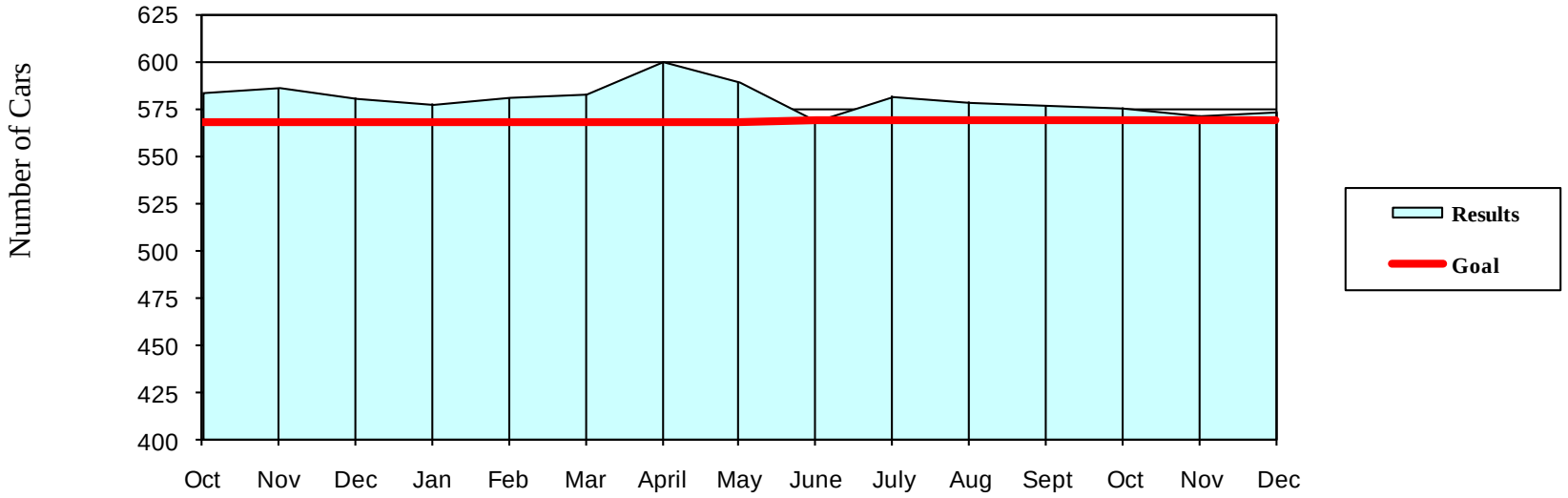
✓ Goal met, improved performance

Car Equipment - Reliability



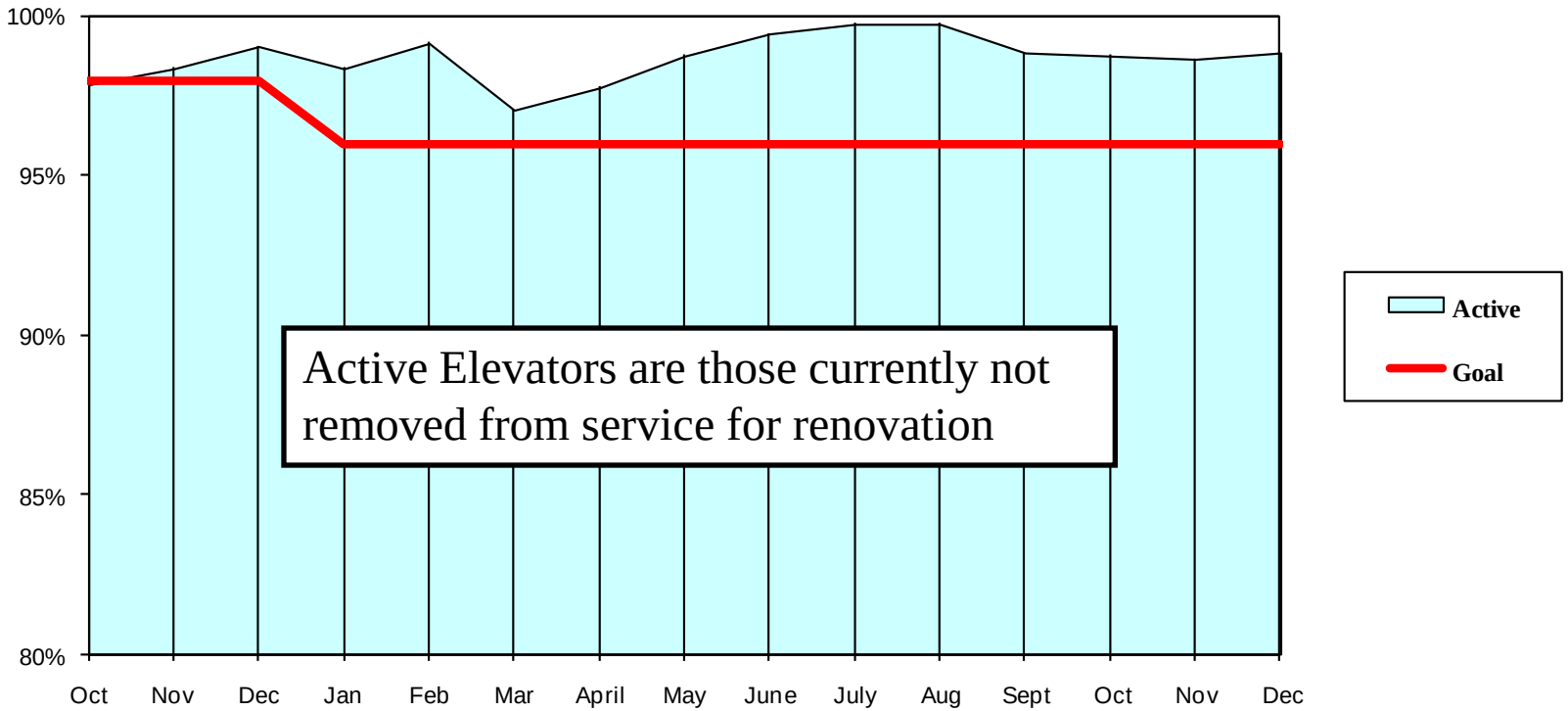
- ✓ Goal met in October and November
- ✓ Significant drop in December due to Vehicle Automatic Train Control (VATC)
- ✓ VATC boards are obsolete, $5 million replacement program funded

Car Equipment - Availability @ 0400 hours



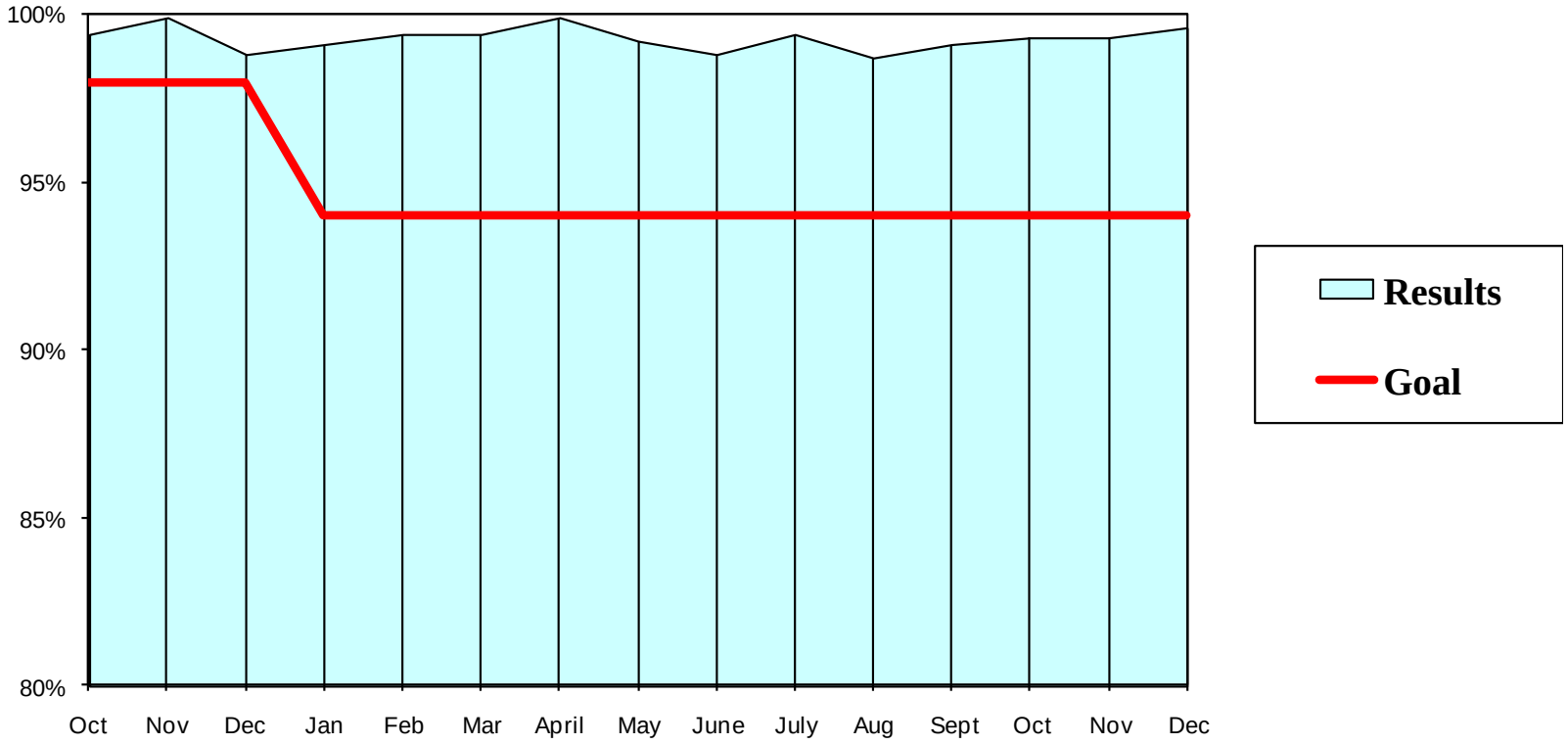
✓ Goal met

Elevator Availability - Stations



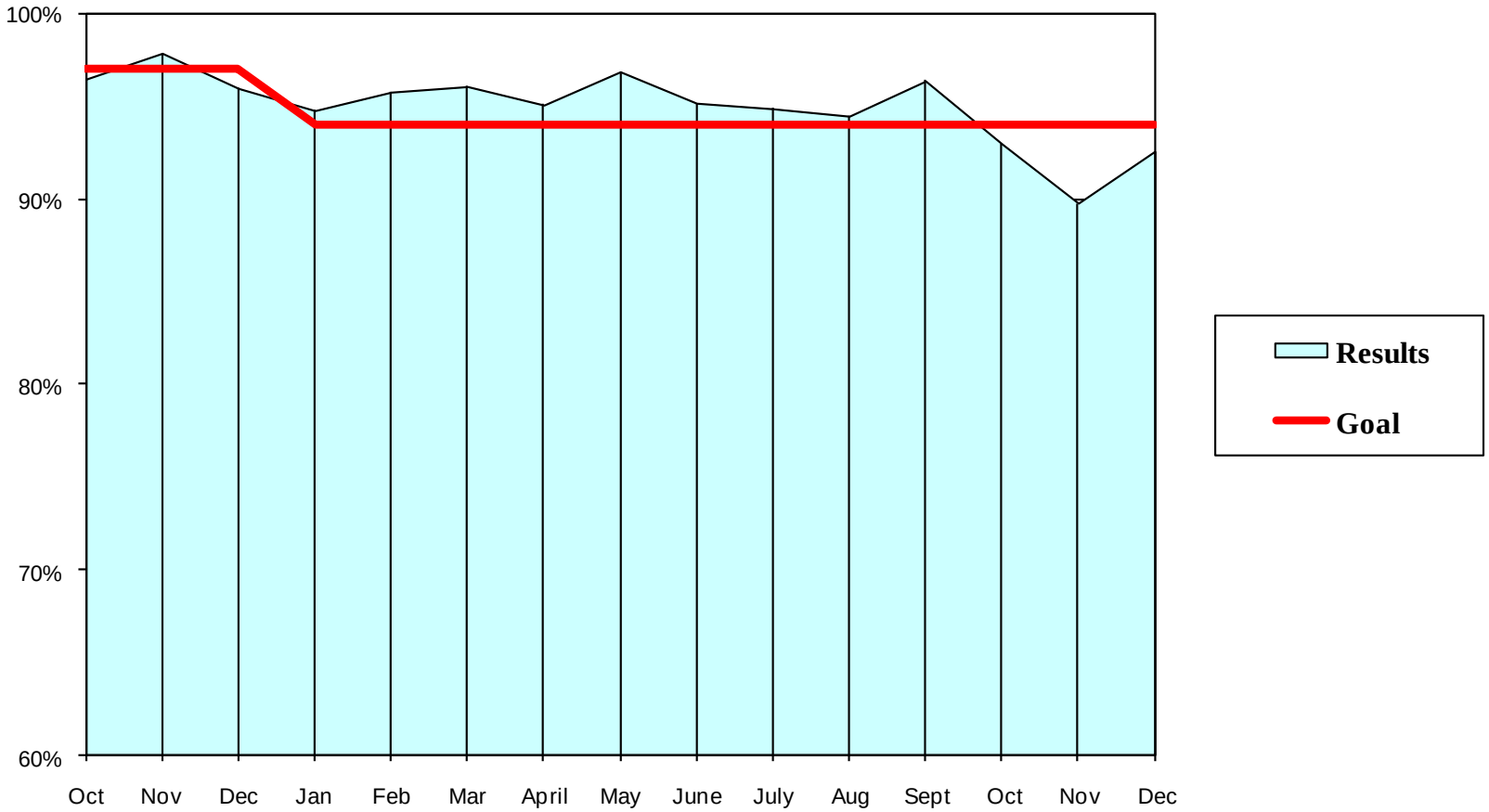
- ✓ Goal exceeded, 98.8%
- ✓ With resource constraints in Elevator/Escalator maintenance group, Station Elevators and timely completion of all PM's are a priority

Elevator Availability - Garage



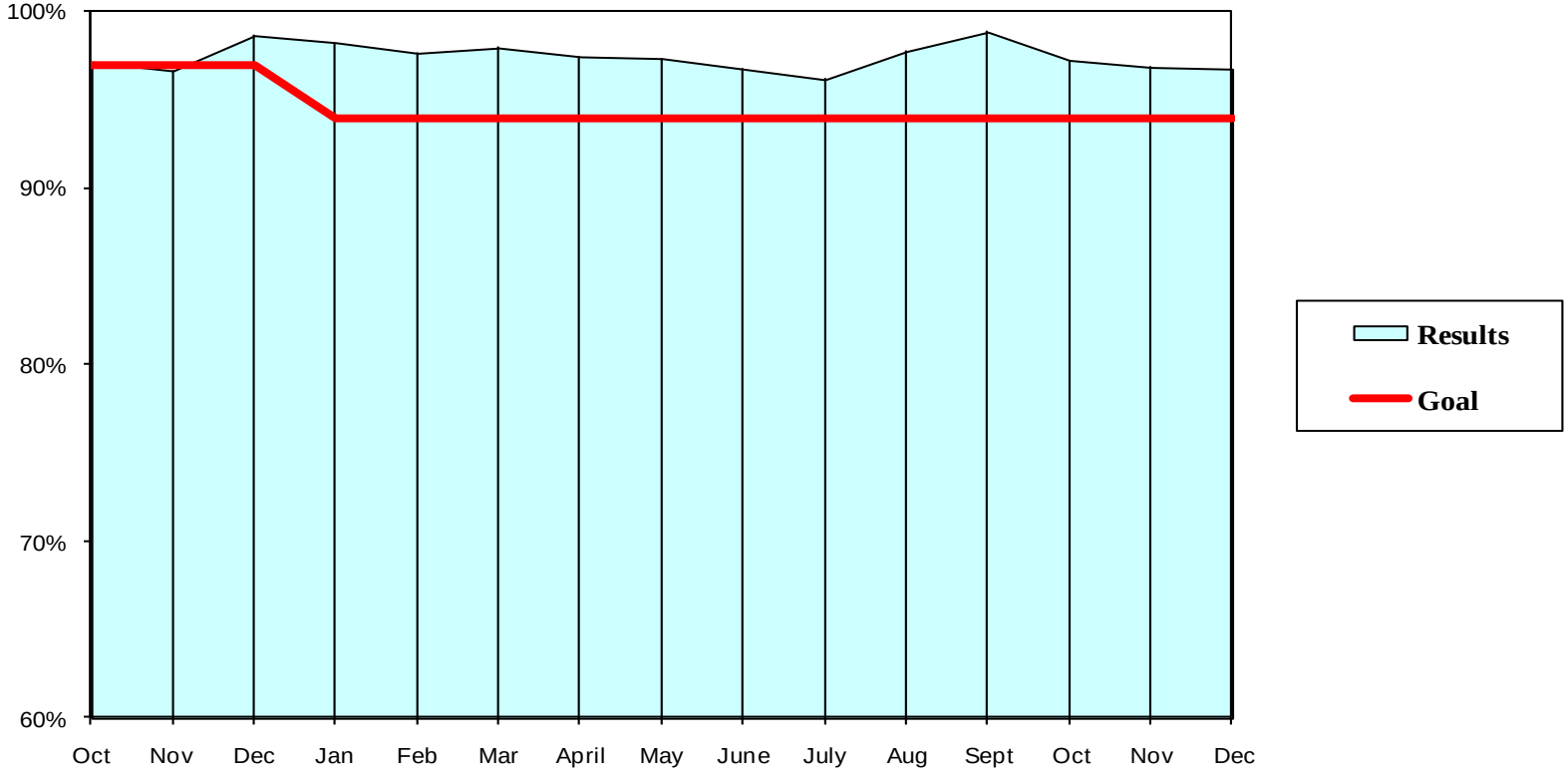
✓ Goal exceeded, 99.4%

Escalator Availability - Street



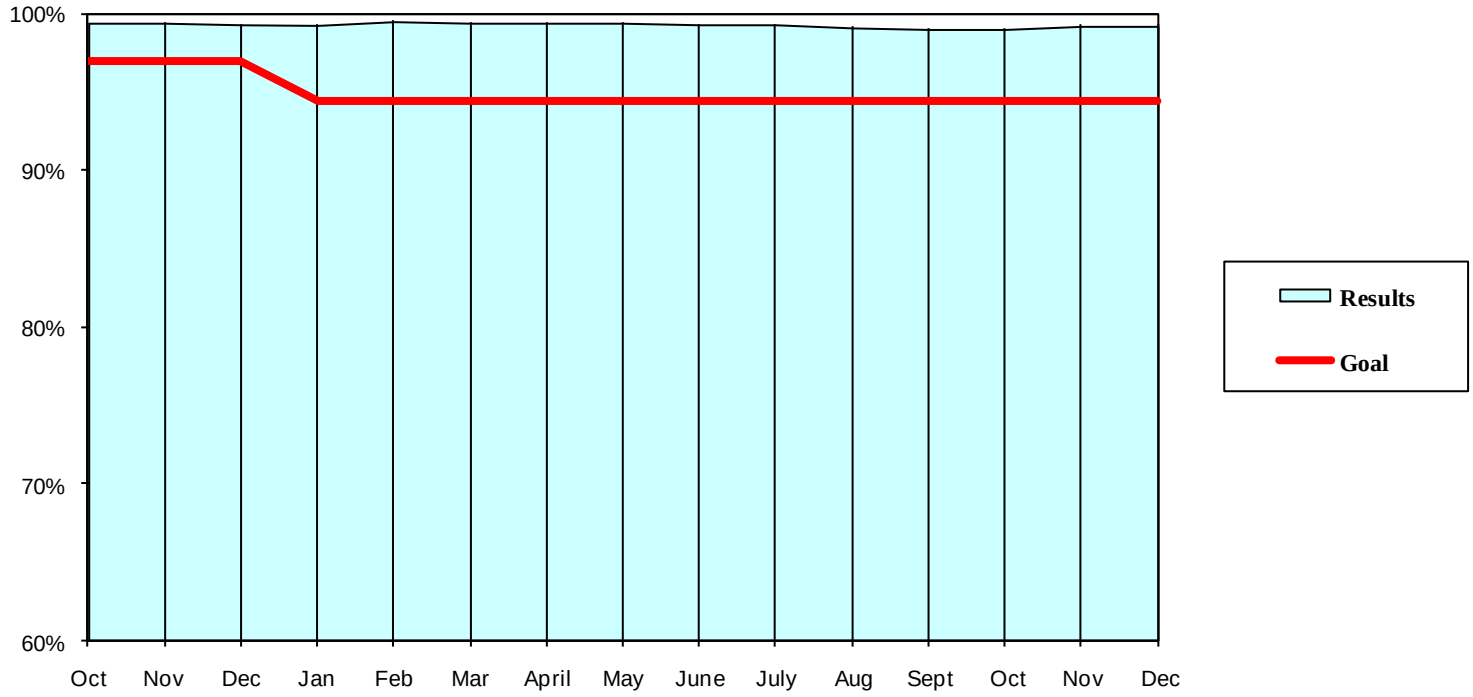
- ✓ Goal not met, availability 91.8%
- ✓ Water intrusion in November damaged electronic circuitry and caused lengthy outages of 5 units
- ✓ Availability of 19 O&K units in SF well below system average, replacement/rehabilitation strategies under review

Escalator Availability - Platform



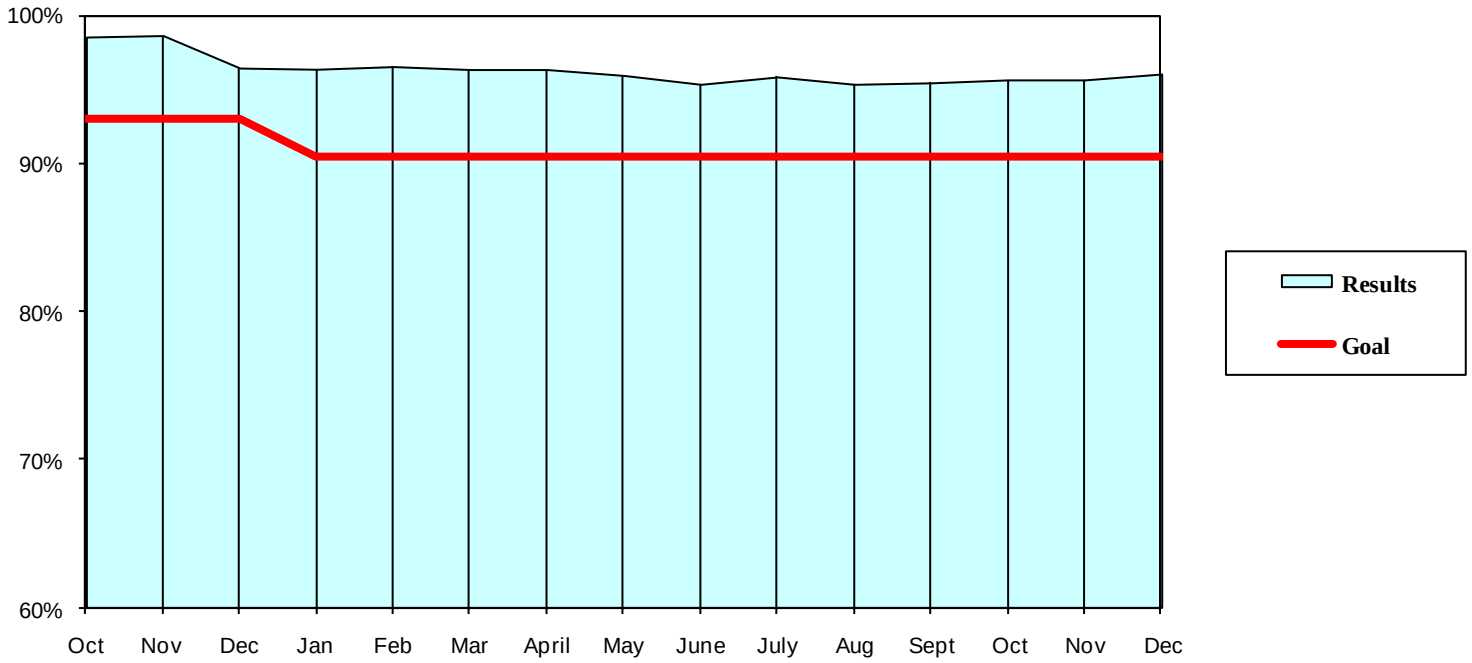
✓ Goal exceeded, 97%

AFC Gate Availability



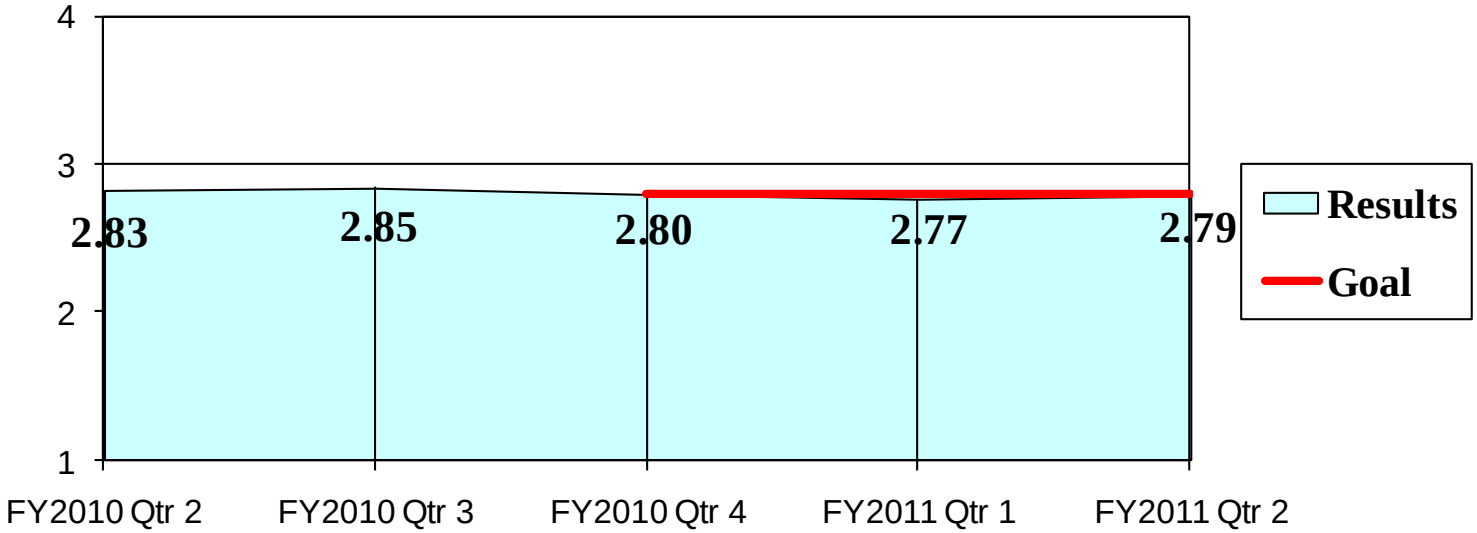
✓ Goal exceeded

AFC Vendor Availability



✓ Availability of AFC Vendors above goal, 95.83%

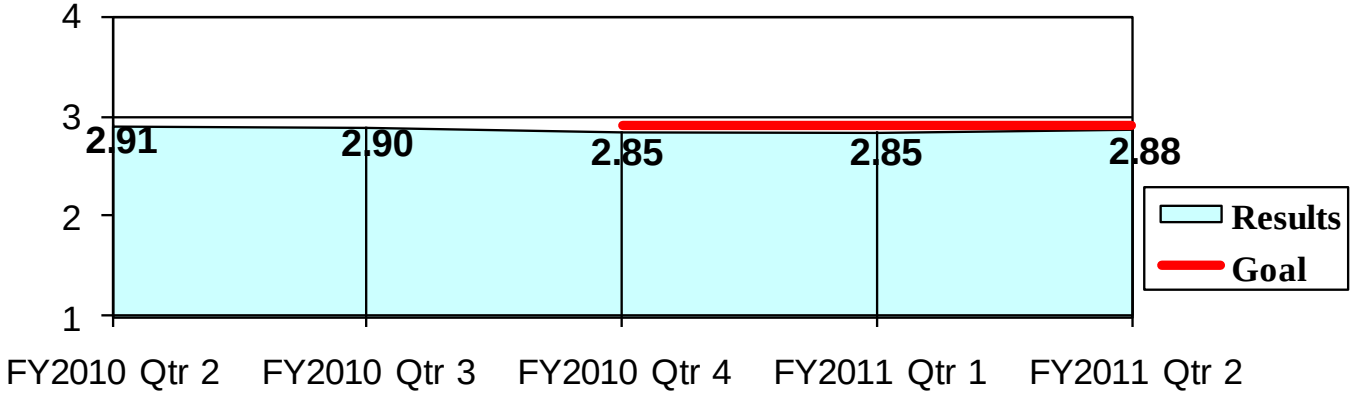
Environment - Outside Stations



Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.71
BART Parking Lot Cleanliness (25%)	3.04
Appearance of BART Landscaping (25%)	2.70

- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 67.2% Parking Lots: 83.9%
  - Landscaping Appearance: 66.6%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 2.80

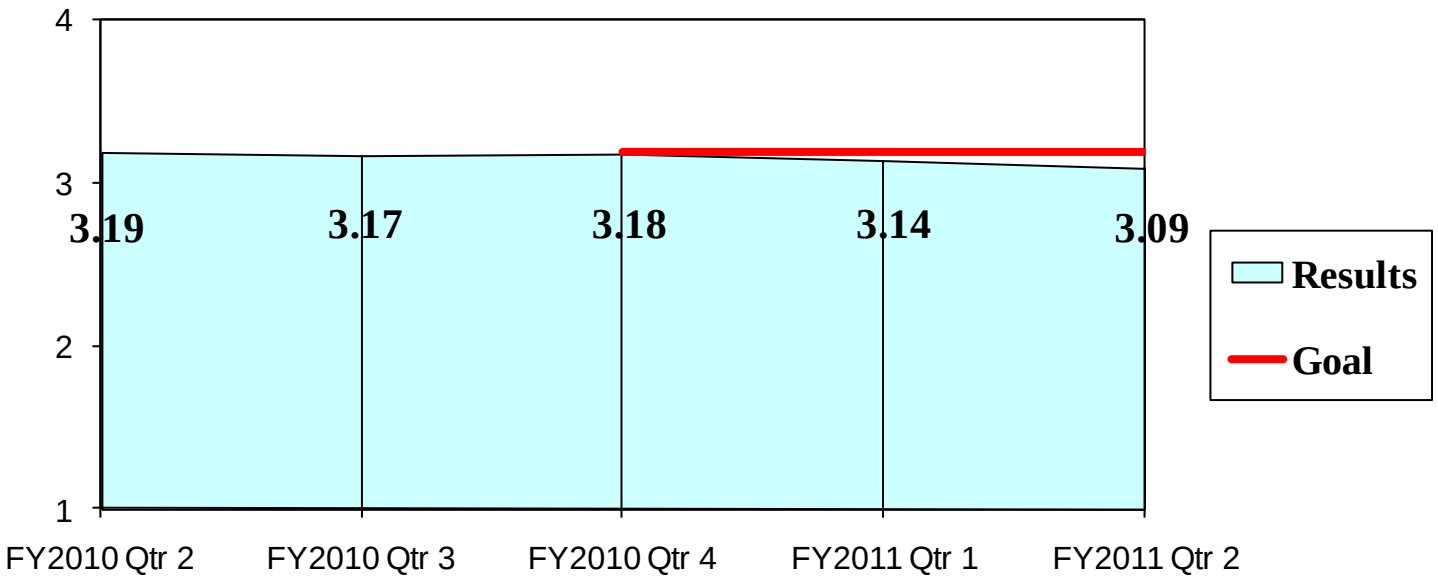
Environment - Inside Stations



Composite rating for Cleanliness of:	
Station Platform (60%)	3.03
Other Station Areas (20%)	2.86
Restrooms (10%)	2.28
Elevator Cleanliness (10%)	2.61

- ✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 82.6% Other Station Areas: 74.2%
  - Restrooms: 40.5% Elevators: 60.7%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 2.90
- ✓ Staffing impacted area, upgrading equipment to improve performance

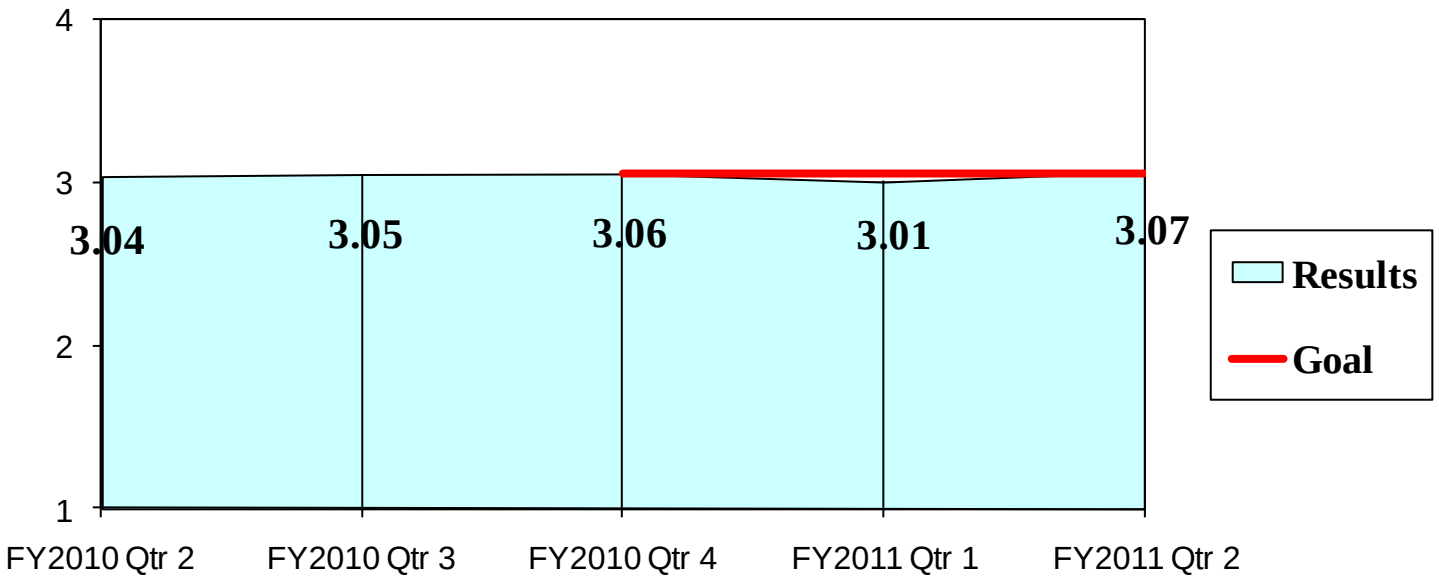
Station Vandalism



Station Kept Free of Graffiti

- ✓ 84.1% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 3.19
- ✓ Growing problem in areas surrounding our stations, may be impacting customer perceptions negatively

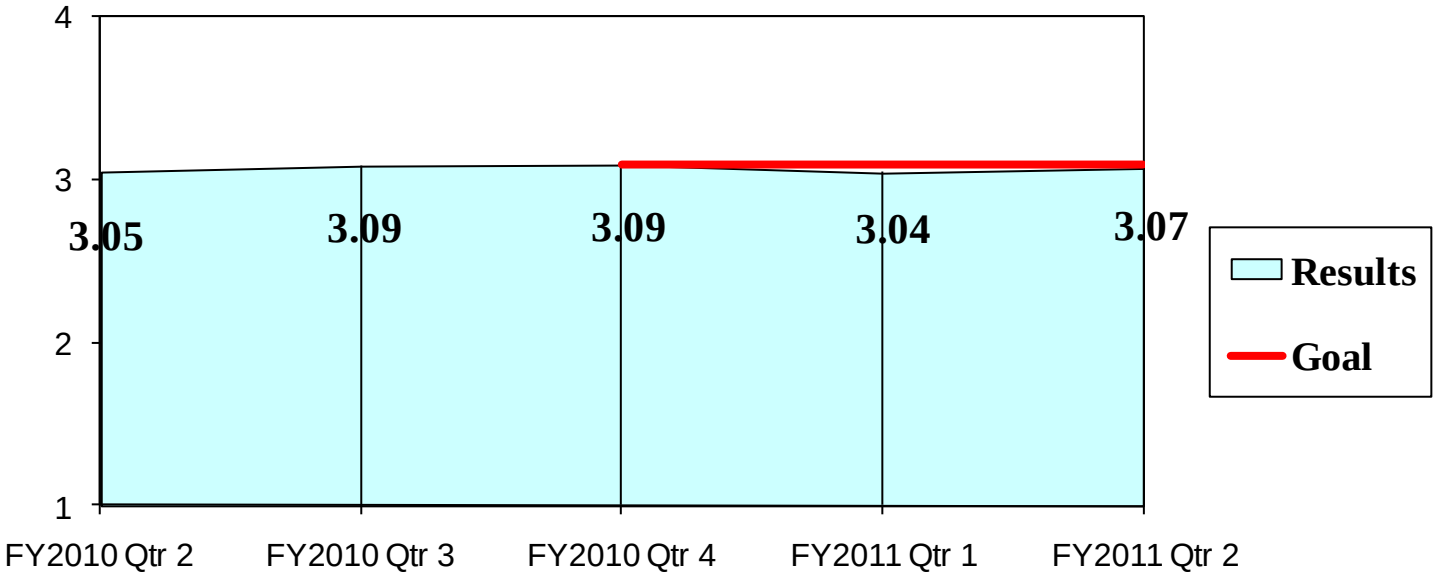
Station Services



Composite rating of:	
Station Agent Availability (65%)	3.02
Brochures Availability (35%)	3.16

- ✓ Goal met
- ✓ Availability ratings of either Excellent or Good:
  Station Agents: 80.1% Brochures: 85.3%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 3.06

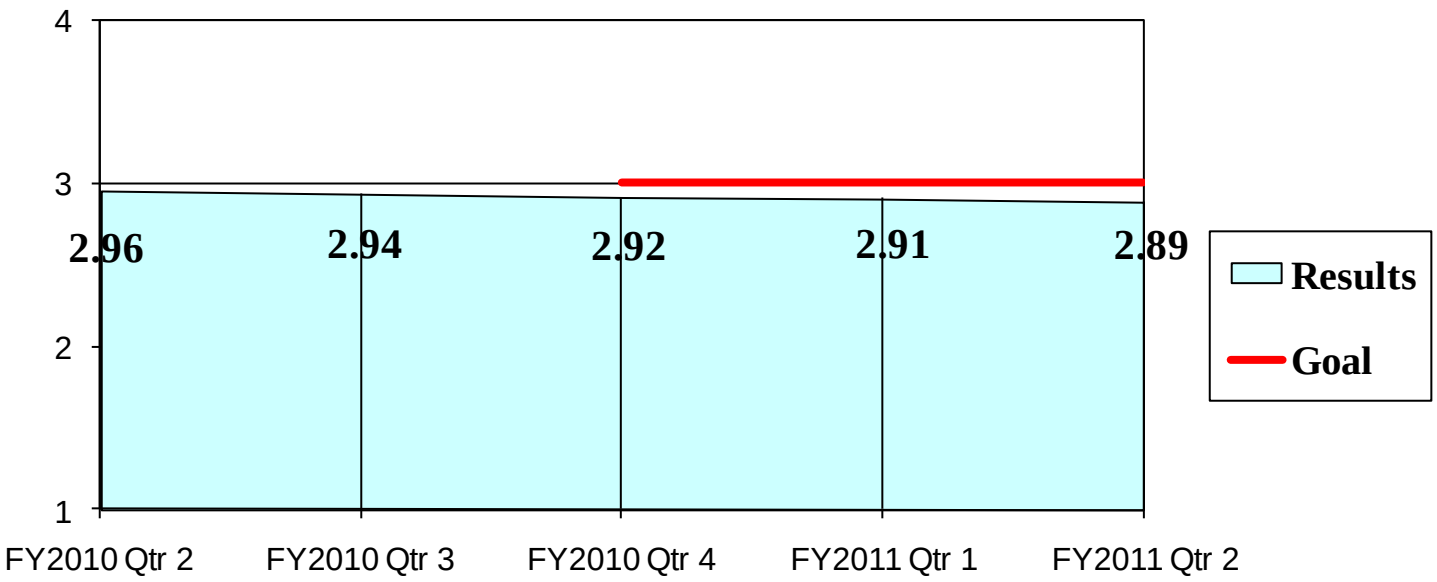
Train P.A. Announcements



Composite rating of:	
P.A. Arrival Announcements (33%)	3.01
P.A. Transfer Announcements (33%)	3.02
P.A. Destination Announcements (33%)	3.18

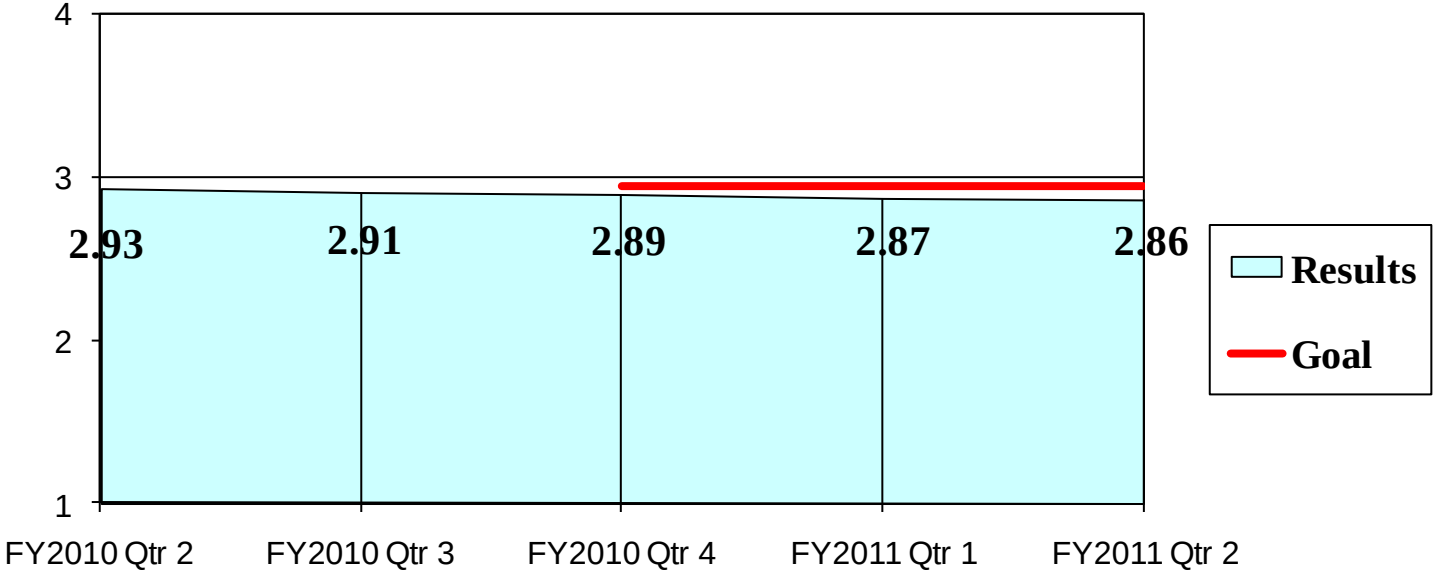
- ✓ Announcement ratings of either Excellent or Good:
  Arrivals: 75.8% Transfers: 77.1%
  Destinations: 84.1%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 3.09
- ✓ Slight improvement over last quarter, just below goal

Train Exterior Appearance



- ✓ 77.2% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 3.00
- ✓ Continued effort to reduce number of weekly duplicate washes
- ✓ Dublin fleet a logistical challenge

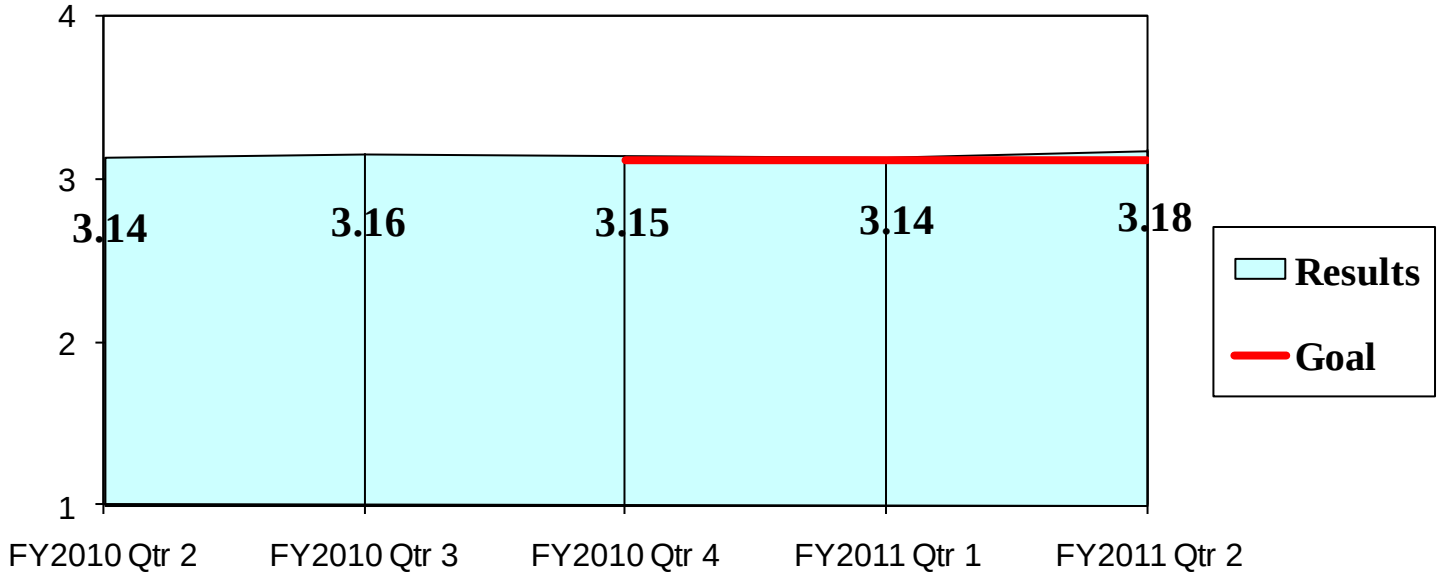
Train Interior Cleanliness



Composite rating of:	
Train interior cleanliness (60%)	2.56
Train interior kept free of graffiti (40%)	3.31

- ✓ Train Interior ratings of either Excellent or Good:
  Cleanliness: 58.0% Graffiti-free: 91.5%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 2.94
- ✓ Additional hires to fill behind large number of temporary absences should help in Q4

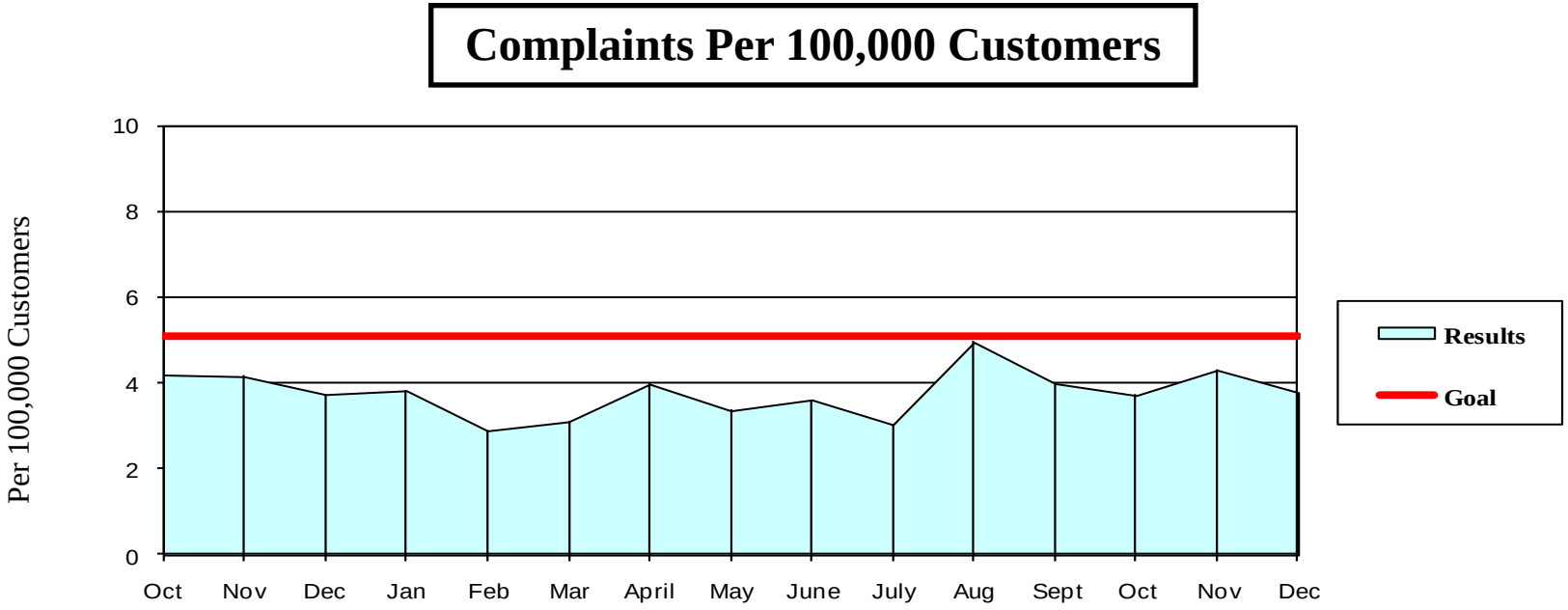
Train Temperature



Comfortable Temperature Onboard Train

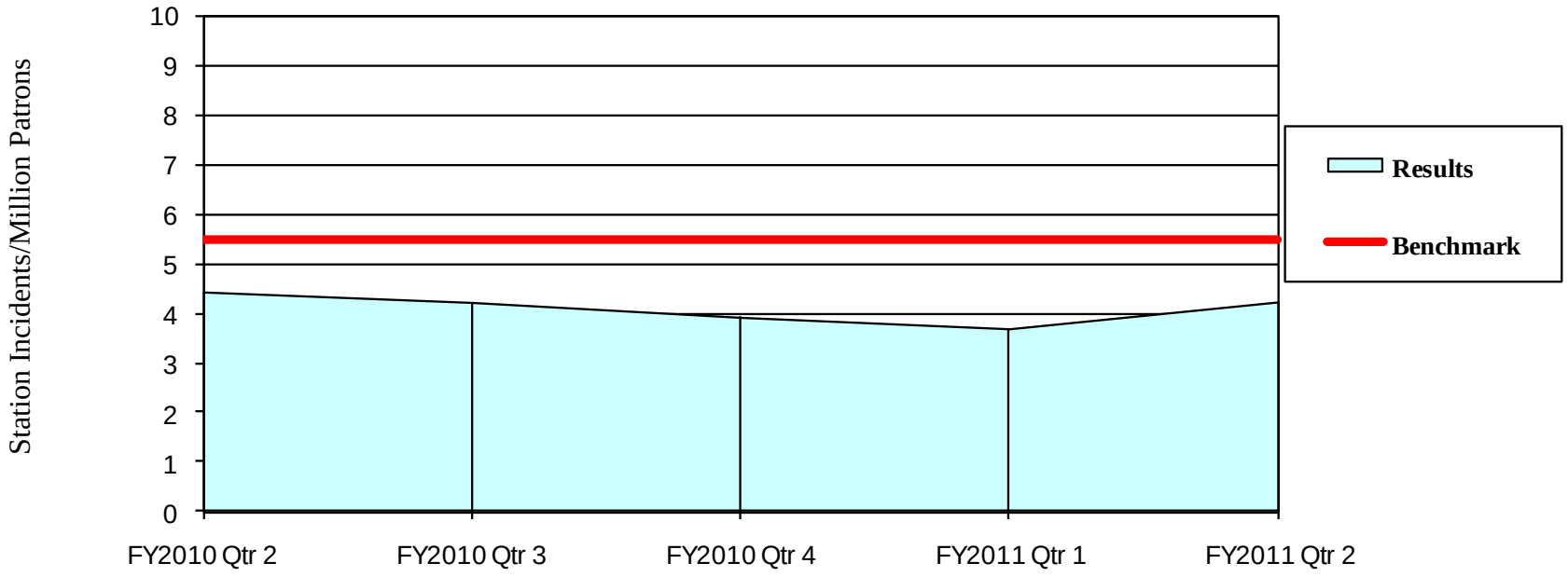
- ✓ Goal met
- ✓ 87.1% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 3.12

Customer Complaints



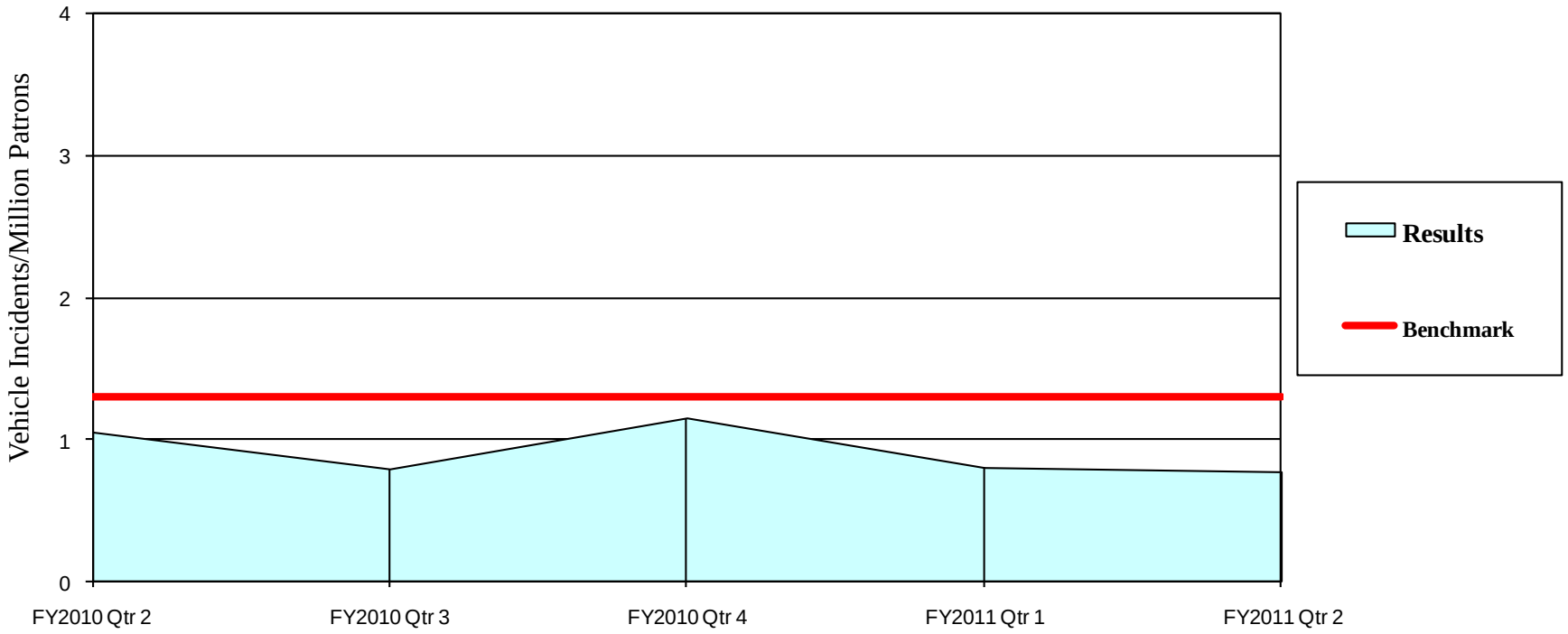
- ✓ Total complaints are down 4% from last quarter and down 3% when compared with the same quarter last year.
- ✓ Complaint numbers were lower for Announcements, Bus Service (AirBART), New Bike Program, Passenger Information, Police Services, Policies, Station Cleanliness, Train Cleanliness, and Trains.
- ✓ Complaint numbers increased for AFC, M&E, Parking, Personnel, and Service.

Patron Safety:
Station Incidents per Million Patrons



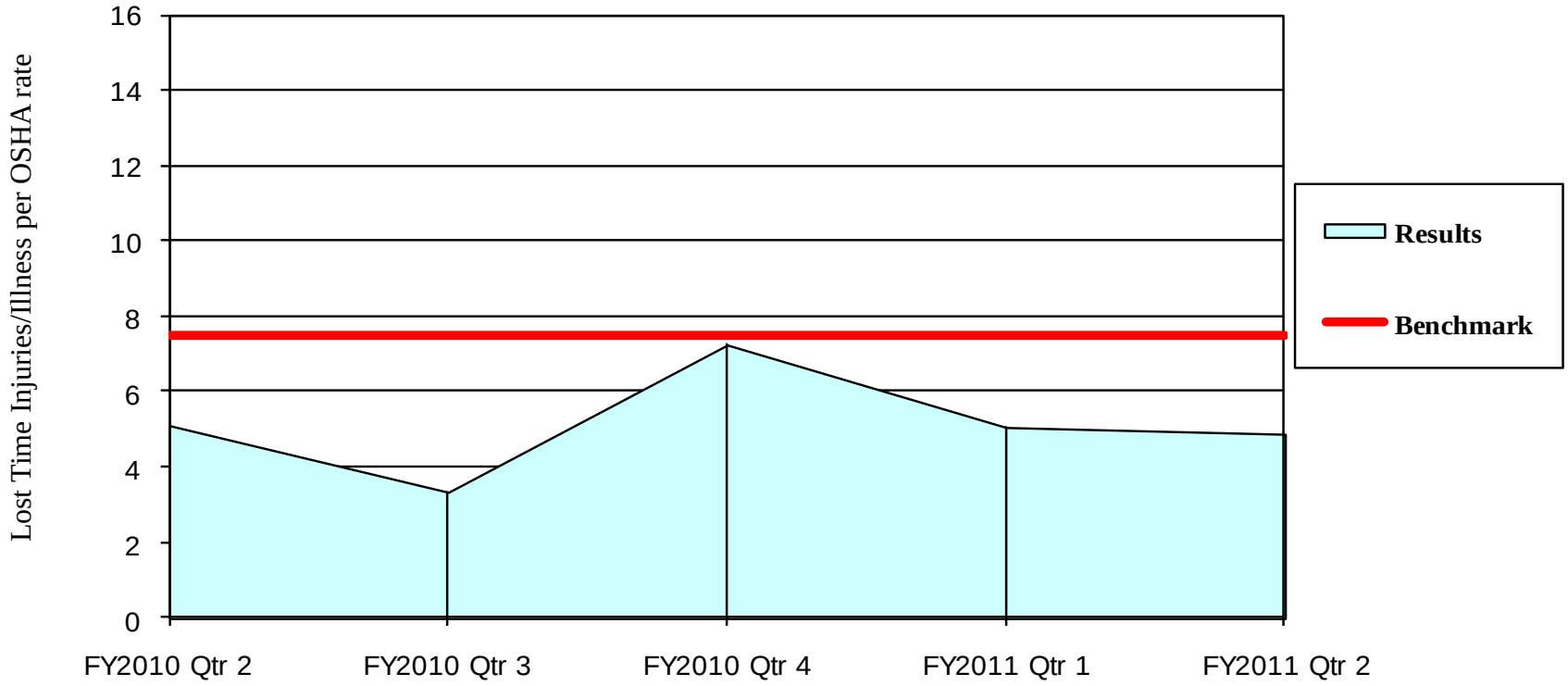
✓ Up

Patron Safety
Vehicle Incidents per Million Patrons



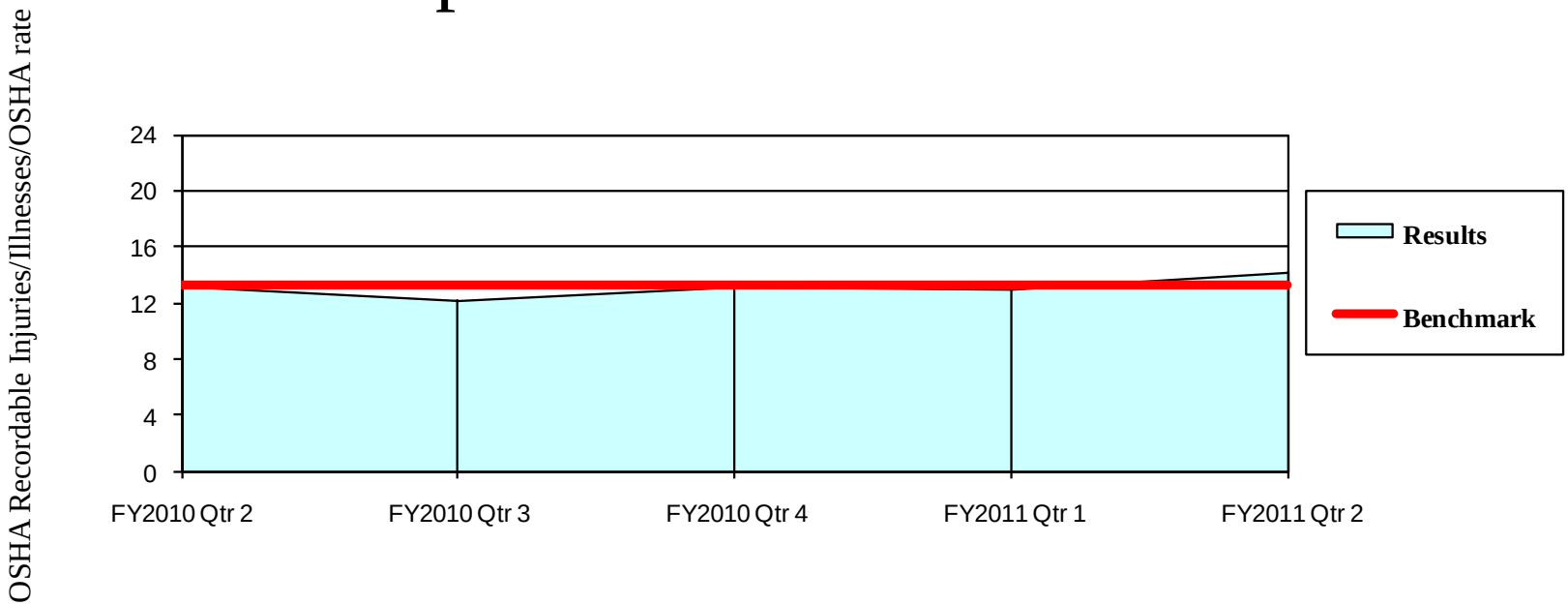
✓ Down

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



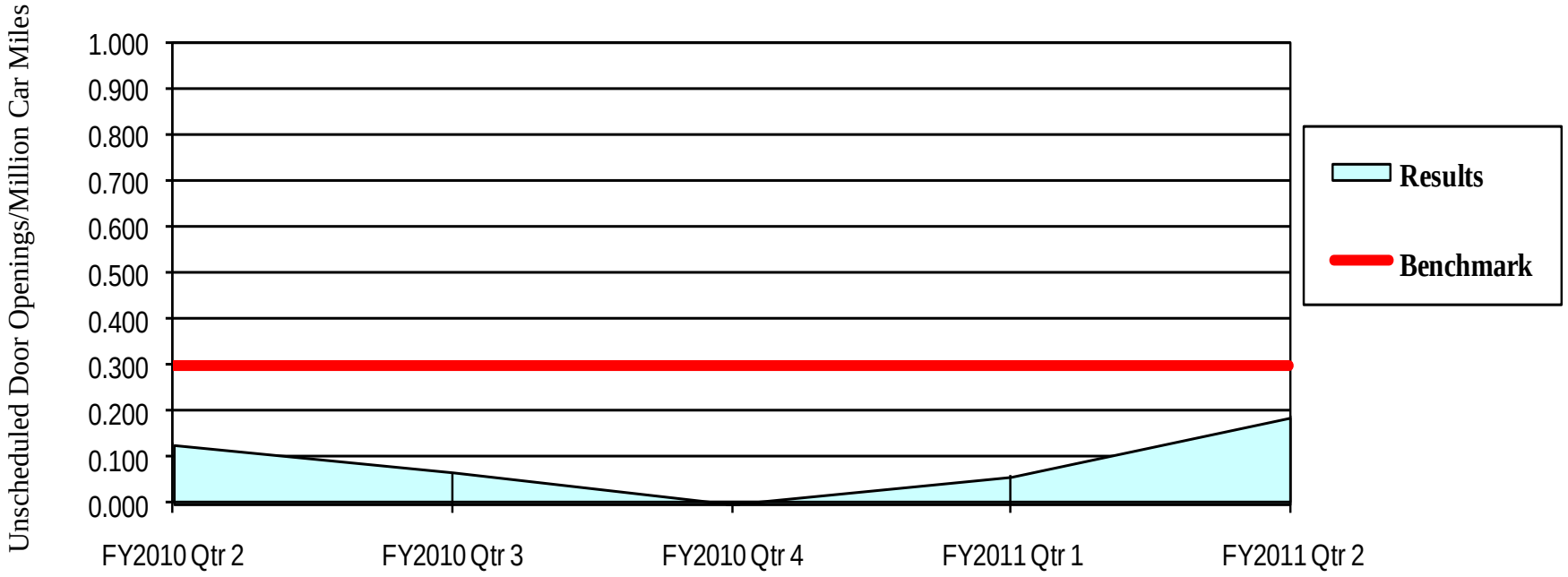
✓ Down

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



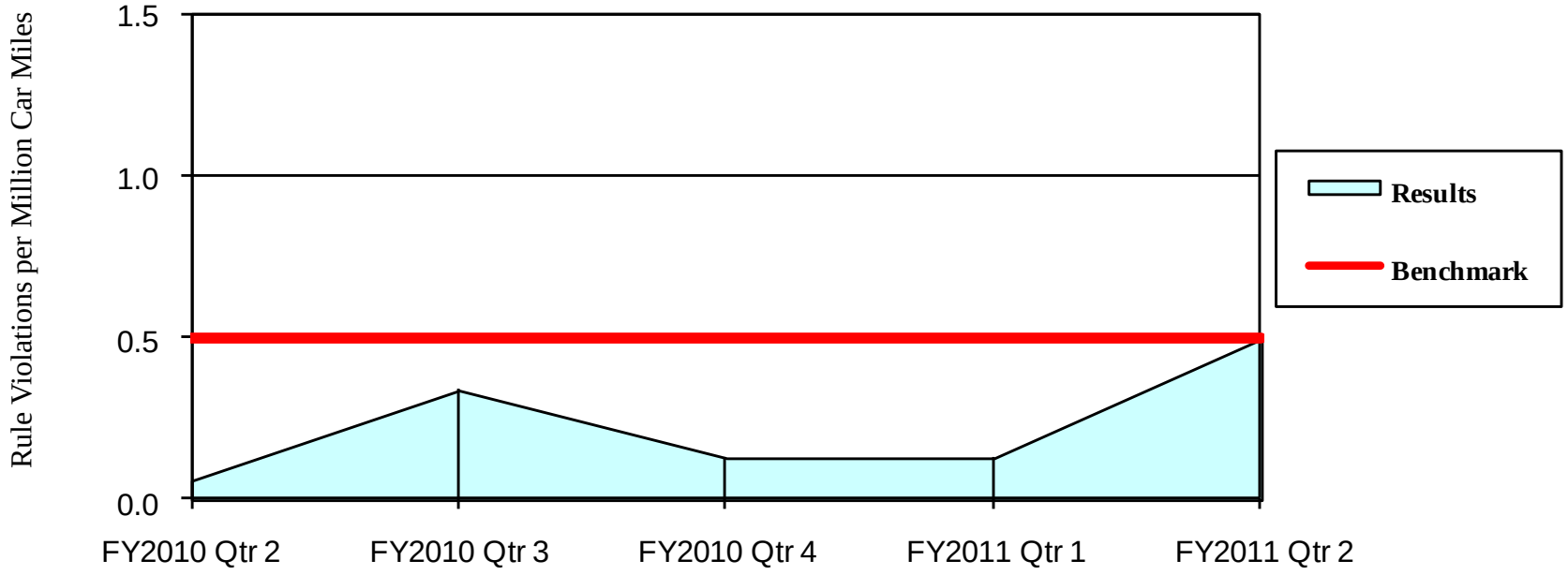
✓ Up

Operating Safety:
Unscheduled Door Openings per Million Car Miles



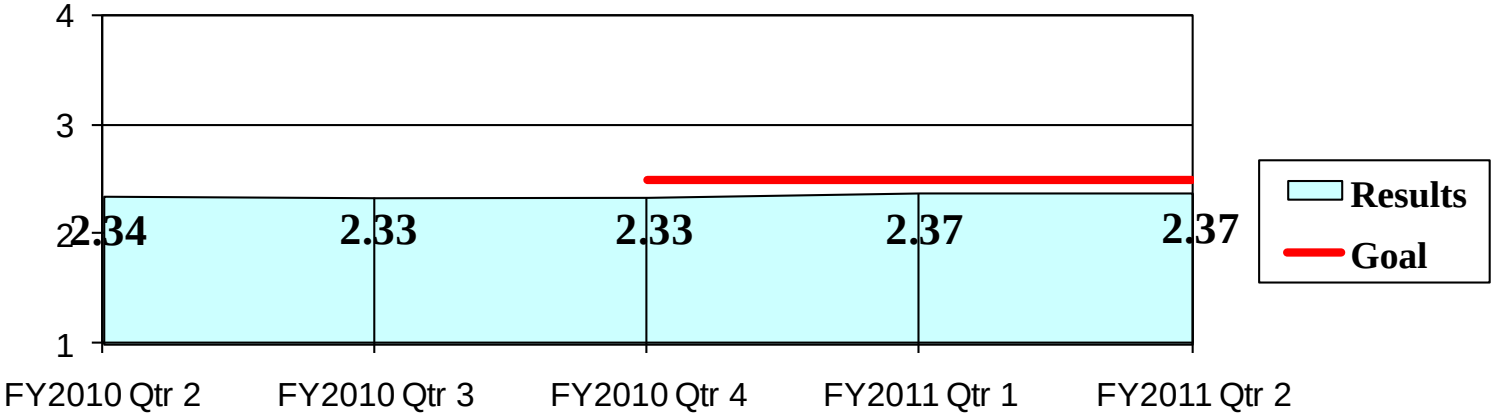
✓ Up

Operating Safety: Rule Violations per Million Car Miles



✓ Up

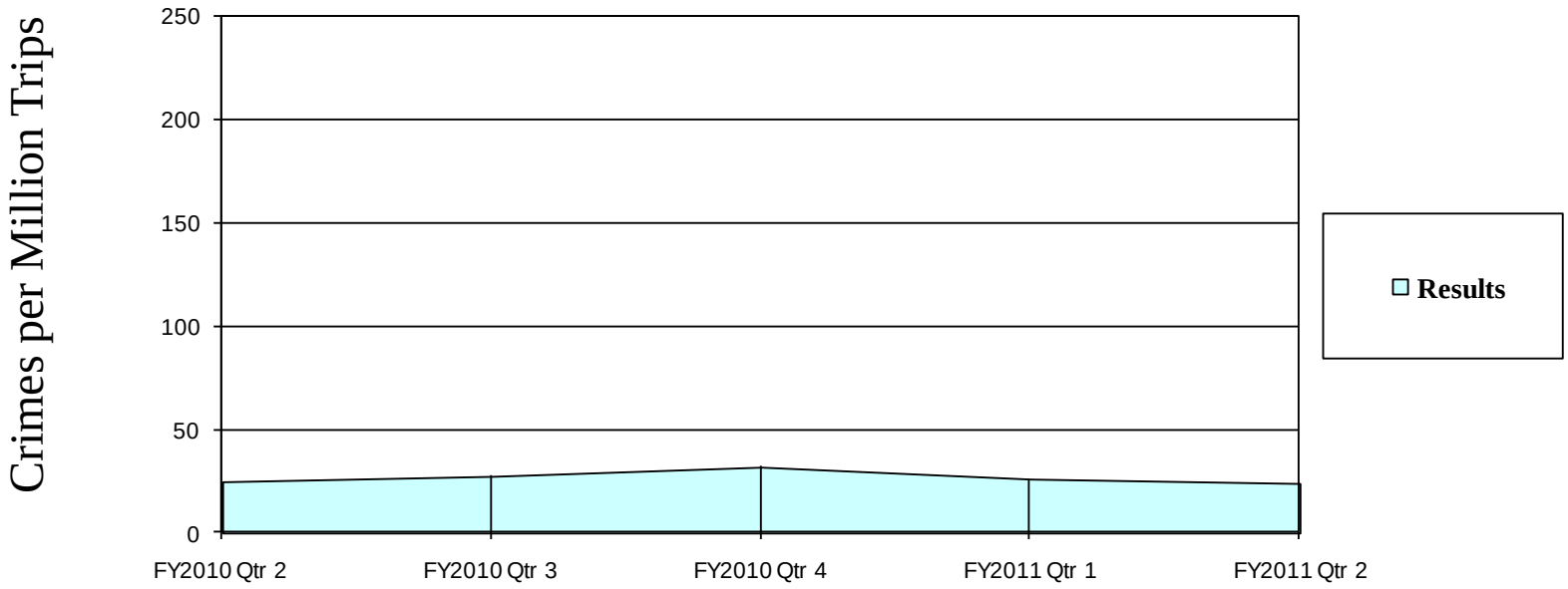
BART Police Presence



Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.35
Parking Lots and Garages (33%)	2.43
Trains (33%)	2.32

- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 45.7% Parking Lots/Garages: 51.5%
  - Trains: 43.4%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal is 2.50

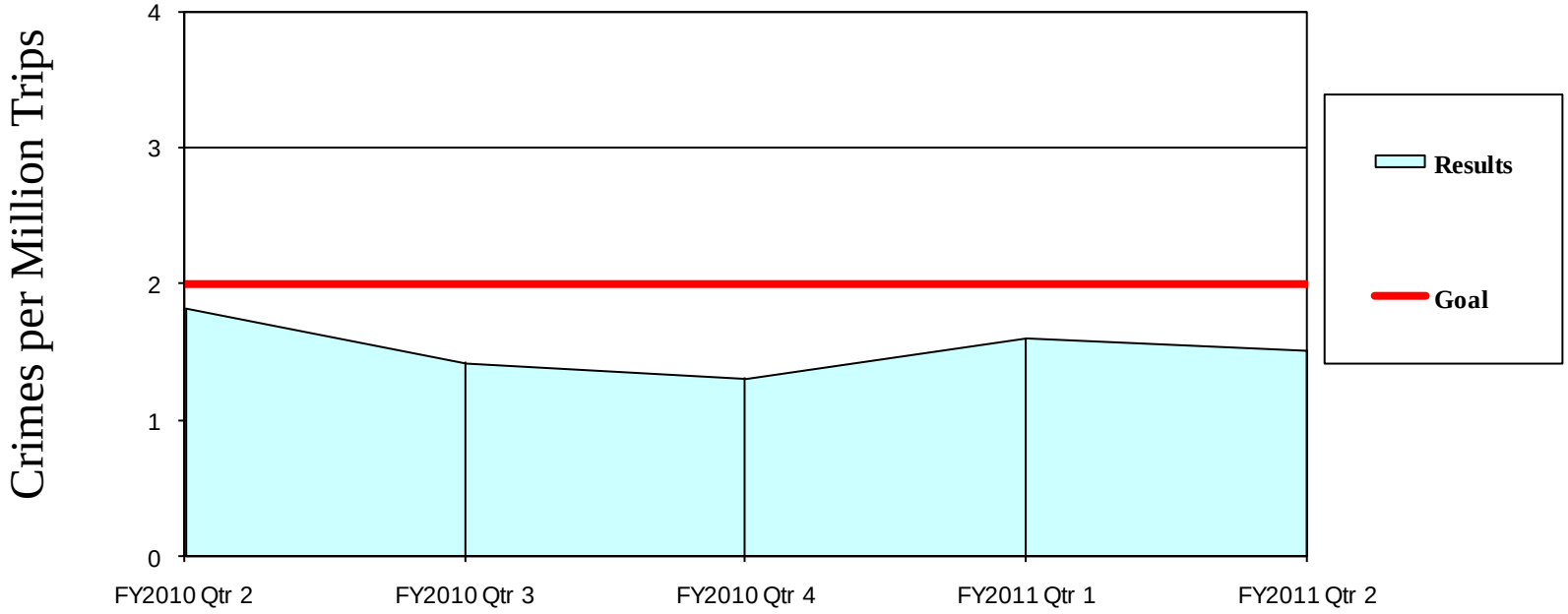
Quality of Life*



✓ Quality of Life incidents are down from last quarter, and down from the same quarter of last year

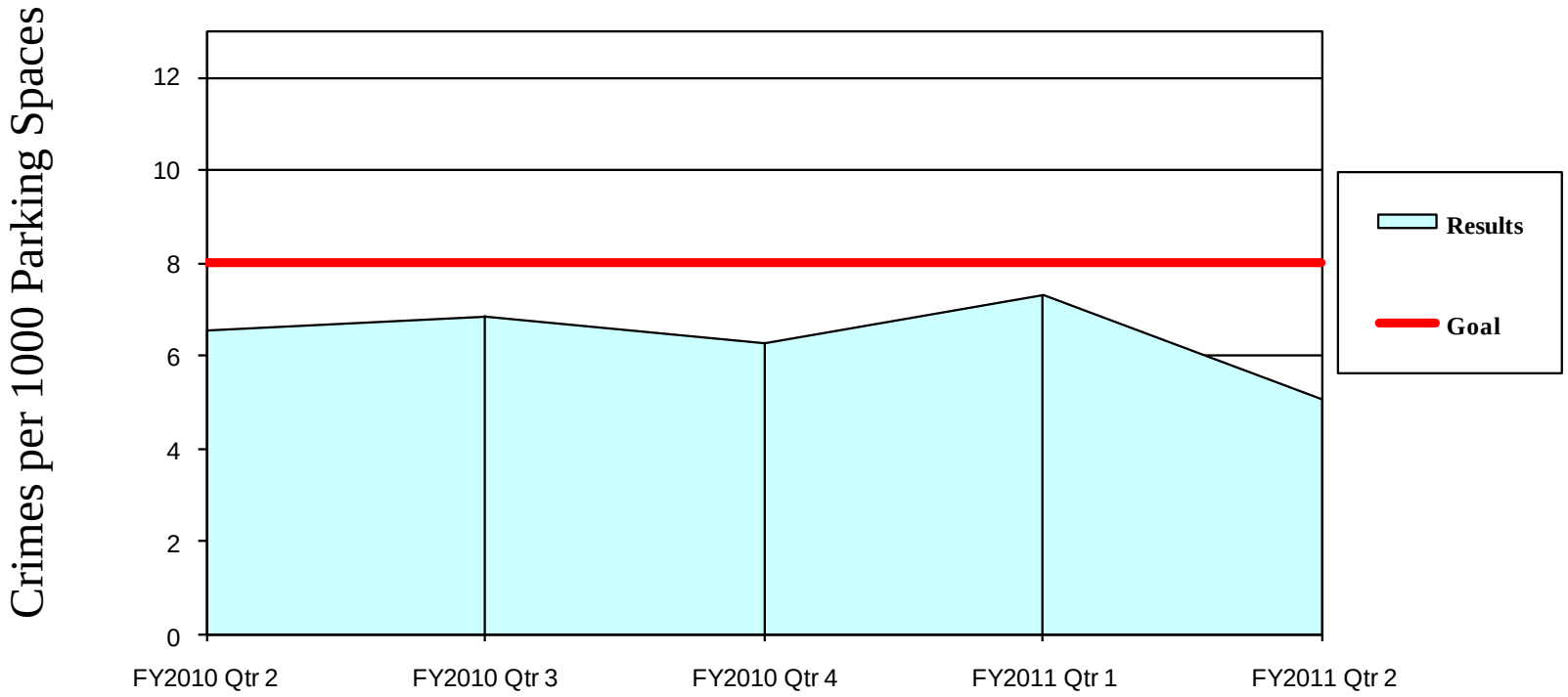
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



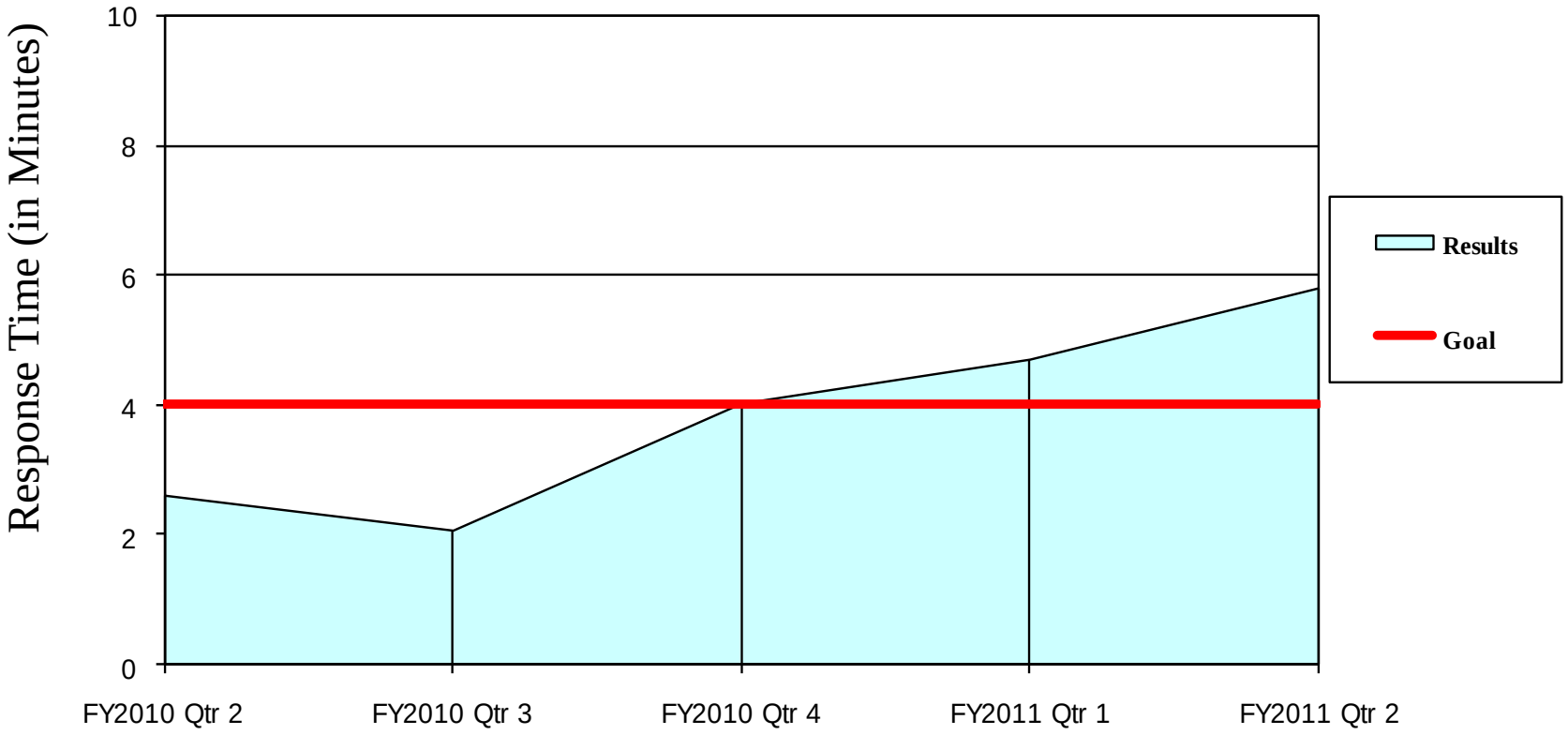
- ✓ Goal Met
- ✓ Crimes against persons are down from the last quarter and down from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



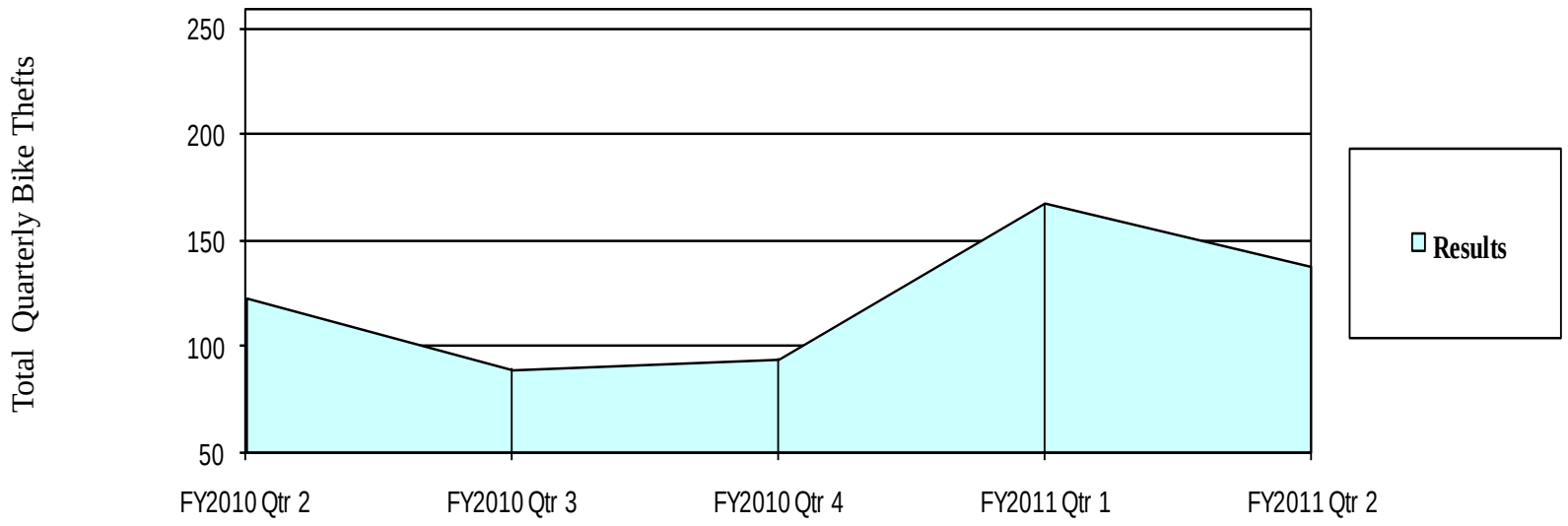
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year

Average Emergency Response Time



✓ Goal not met, the average response time for the quarter was 5.80

Bike Theft



- ✓ 138 bike thefts for current quarter, down from 168 last quarter and up from 123 the corresponding quarter from the prior fiscal year