



SERVICE : How are we doing?



Quarterly Service Performance Review

Second Quarter, FY 2018

October - December, 2017

Operations & Safety Committee

February 22, 2018

PERFORMANCE INDICATORS	SUMMARY CHART 2nd QUARTER FY 2018						YEAR TO DATE			
	CURRENT QUARTER			PRIOR QTR ACTUALS						
	ACTUAL	STANDARD	STATUS	LAST QUARTER	THIS QTR LAST YEAR	ACTUAL	STANDARD	STATUS		
Average Ridership - Weekday	426,492	439,970	NOT MET	419,978	425,944	421,626	431,229	NOT MET		
Customers on Time										
Peak	89.36%	95.00%	NOT MET	86.95%	87.53%	88.16%	95.00%	NOT MET		
Daily	91.75%	95.00%	NOT MET	90.04%	90.09%	90.89%	95.00%	NOT MET		
Trains on Time										
Peak	84.07%	N/A	N/A	79.68%	82.28%	81.88%	N/A	N/A		
Daily	86.13%	92.00%	NOT MET	83.14%	84.66%	84.63%	92.0%	NOT MET		
Peak Period Transbay Car Throughput										
AM Peak	95.05%	97.50%	NOT MET	96.68%	98.57%	95.87%	97.50%	NOT MET		
PM Peak	95.27%	97.50%	NOT MET	95.38%	99.16%	95.33%	97.50%	NOT MET		
Car Availability at 4 AM (0400)	590	595	NOT MET	575	592	582	595	NOT MET		
Mean Time Between Service Delays	4,627	4,000	MET	3,810	5,322	4,178	4,000	MET		
Elevators in Service										
Station	98.73%	98.00%	MET	98.10%	98.23%	98.42%	98.00%	MET		
Garage	98.53%	98.00%	MET	96.40%	95.63%	97.47%	98.00%	NOT MET		
Escalators in Service										
Street	91.67%	95.00%	NOT MET	92.10%	92.27%	91.88%	95.00%	NOT MET		
Platform	95.80%	96.00%	NOT MET	96.50%	96.83%	96.15%	96.00%	MET		
Automatic Fare Collection										
Gates	99.56%	99.00%	MET	99.51%	99.07%	99.53%	99.00%	MET		
Vendors	95.84%	95.00%	MET	95.79%	95.68%	95.82%	95.00%	MET		
Wayside Train Control System	1.49	1.00	NOT MET	2.00	1.92	1.75	1.00	NOT MET		
Computer Control System	0.10	0.08	NOT MET	0.063	0.157	0.080	0.08	MET		
Traction Power	0.12	0.20	MET	0.11	0.46	0.12	0.20	MET		
Track	0.10	0.30	MET	0.13	0.13	0.12	0.30	MET		
Transportation	0.41	0.50	MET	0.69	0.42	0.55	0.50	NOT MET		
Environment Outside Stations	2.64	2.80	NOT MET	2.62	2.75	2.63	2.80	NOT MET		
Environment Inside Stations	2.53	3.00	NOT MET	2.52	2.63	2.52	3.00	NOT MET		
Station Vandalism	2.88	3.19	NOT MET	2.90	2.98	2.89	3.19	NOT MET		
Station Services	2.84	3.06	NOT MET	2.86	2.88	2.85	3.06	NOT MET		
Train P.A. Announcements	3.09	3.17	NOT MET	3.06	3.10	3.08	3.17	NOT MET		
Train Exterior Appearance	2.79	3.00	NOT MET	2.78	2.83	2.79	3.00	NOT MET		
Train Interior Appearance	2.80	3.00	NOT MET	2.85	2.89	2.82	3.00	NOT MET		
Train Temperature	3.10	3.12	NOT MET	3.06	3.11	3.08	3.12	NOT MET		
Customer Complaints										
Complaints per 100,000 Passenger Trips	6.84	5.07	NOT MET	7.74	6.53	7.29	5.07	NOT MET		
Safety										
Station Incidents/Million Patrons	1.68	5.50	MET	1.56	2.11	1.62	5.50	MET		
Vehicle Incidents/Million Patrons	0.47	1.30	MET	0.62	0.26	0.55	1.30	MET		
Lost Time Injuries/Illnesses/Per OSHA	7.66	7.50	NOT MET	7.24	6.56	7.24	7.50	MET		
OSHA-Recordable Injuries/Illnesses/Per OSHA	11.07	13.30	MET	12.99	10.80	12.99	13.30	MET		
Unscheduled Door Openings/Million Car Miles	0.100	0.300	MET	0.050	0.110	0.075	0.300	MET		
Rule Violations Summary/Million Car Miles	0.210	0.500	MET	0.150	0.110	0.180	0.500	MET		
Police										
BART Police Presence	11%	11.9%	NOT MET	11%	11%	11%	11.9%	NOT MET		
Quality of Life per million riders	67.79	N/A	N/A	99.45	60.08	83.62	N/A	N/A		
Crimes Against Persons per million riders	3.49	2.00	NOT MET	3.15	2.24	3.32	2.00	NOT MET		
Auto Burglaries per 1,000 parking spaces	6.70	8.00	MET	6.26	4.33	6.48	8.00	MET		
Auto Thefts per 1,000 parking spaces	2.29	6.00	MET	2.04	2.56	2.17	6.00	MET		
Police Response Time per Emergency Incident (Minutes)	5.18	5.00	NOT MET	5.30	6.29	5.24	5.00	NOT MET		
Bike Thefts (Quarterly Total and YTD Quarterly Average)	88	150.00	MET	125	109	107	150.00	MET		

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

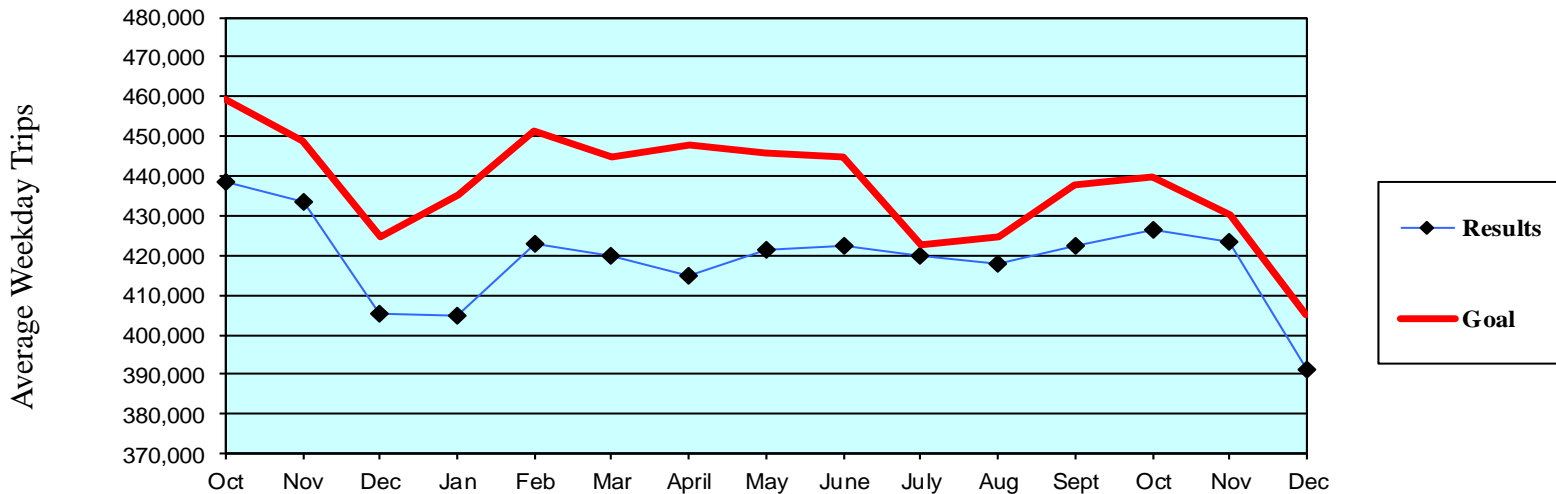


FY18 Second Quarter Overview

- ✓ Ridership decline continues at about same levels as last quarter, weekends worse
- ✓ Continued gains in train service reliability, Ops and BPD working together to improve further
- ✓ Equipment Reliability: Car, Track and Traction Power met; Computer Control System and Train Control not met
- ✓ Equipment Availability: Elevators (Station and Garage), Ticket Machines and Fare Gates met; Escalators (Platform and Street) and Cars not met
- ✓ Passenger Environment: 2 of 4 Station indicators improved, none met goal; 3 of 4 Train indicators improved, none met goal
- ✓ Complaints decreased



Customer Ridership

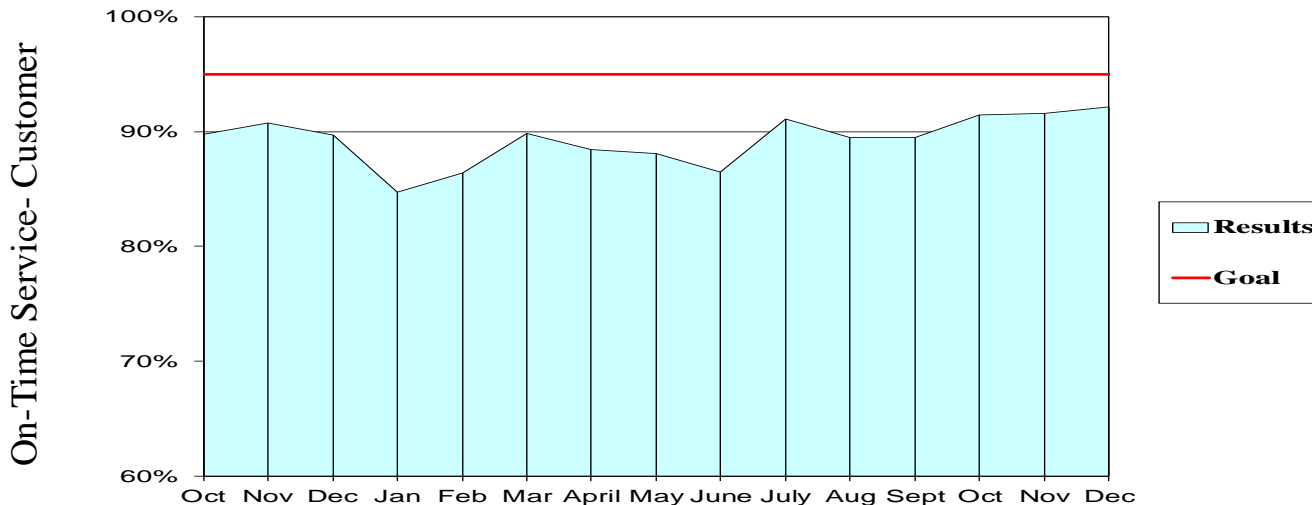


Total ridership decreased by 3.4% compared to same quarter last year

- ✓ Average weekday ridership (414,093) down 2.8% from same quarter last year
- ✓ Core weekday ridership down by 2.7% from same quarter last year
- ✓ SFO Extension weekday ridership down by 3.8% from same quarter last year
- ✓ Saturday and Sunday down by 9.0% and 9.4%, respectively, over same quarter last year



On-Time Service - Customer

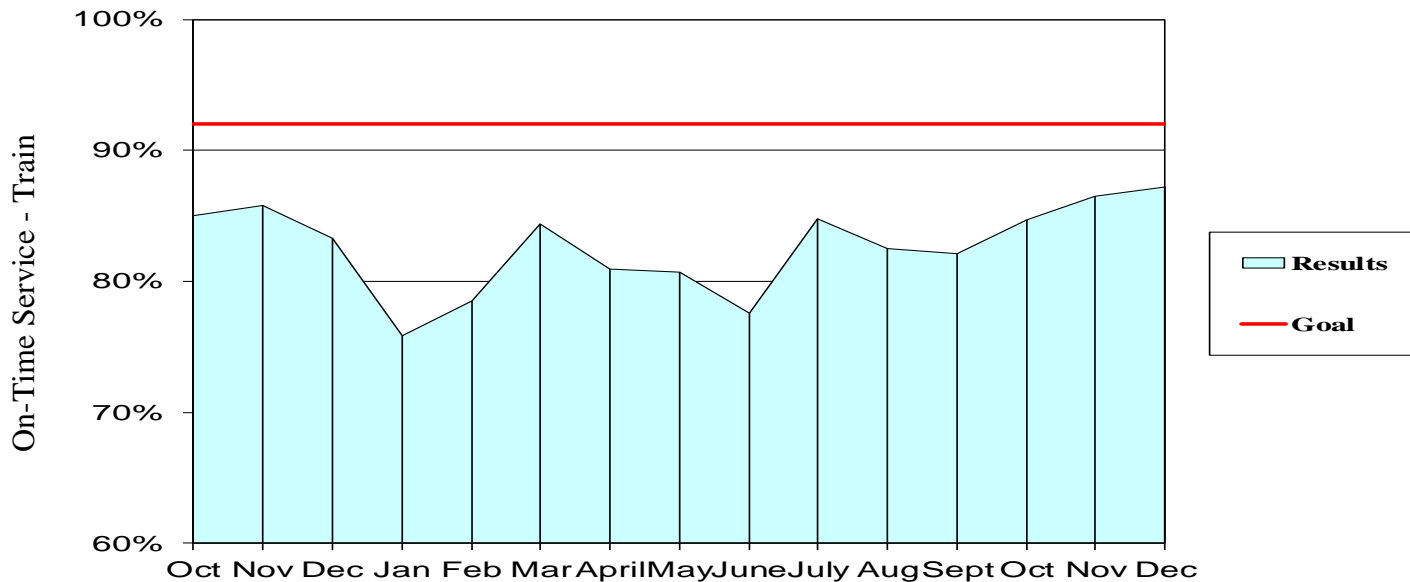


- ✓ 91.8%, 95.00% goal not met, up 1.7% from prior quarter
- ✓ Delay events causing the most late trains:

1	4-Dec-17	W. Oakland	MUX (Recurring Failures)	Equip	130
2	16-Dec-17	Powell	Train Struck A Patron On Trackway	People	109
3	12-Dec-17	T-Bay Tube	Brake	Vehicle	86
4	16-Nov-17	Systemwide	Weather (Wet Tracks)	Weather	83
5	14-Oct-17	24th Street	Person on Trackway and Under Train	People	72
6	31-Oct-17	Hayward	FOTF (OOS Train Stopped/No Movement	Vehicle	52
7	9-Nov-17	H.Yd. I-lk SLd	False Occupancy (Routing Impaired)	Equip	48
8	24-Oct-17	Balboa Park	MUX (Blown Fuse/Replaced)	Equip	41
9	18-Oct-17	H.Yd. I-lk SLd	Routing (VHLC Logic Controller/PC Board)	Equip	41
10	11-Oct-17	S Br. I-Lk (N)	ICS/Net.Com/BART.Net Comm Link Failures)	Equip	40



On-Time Service - Train



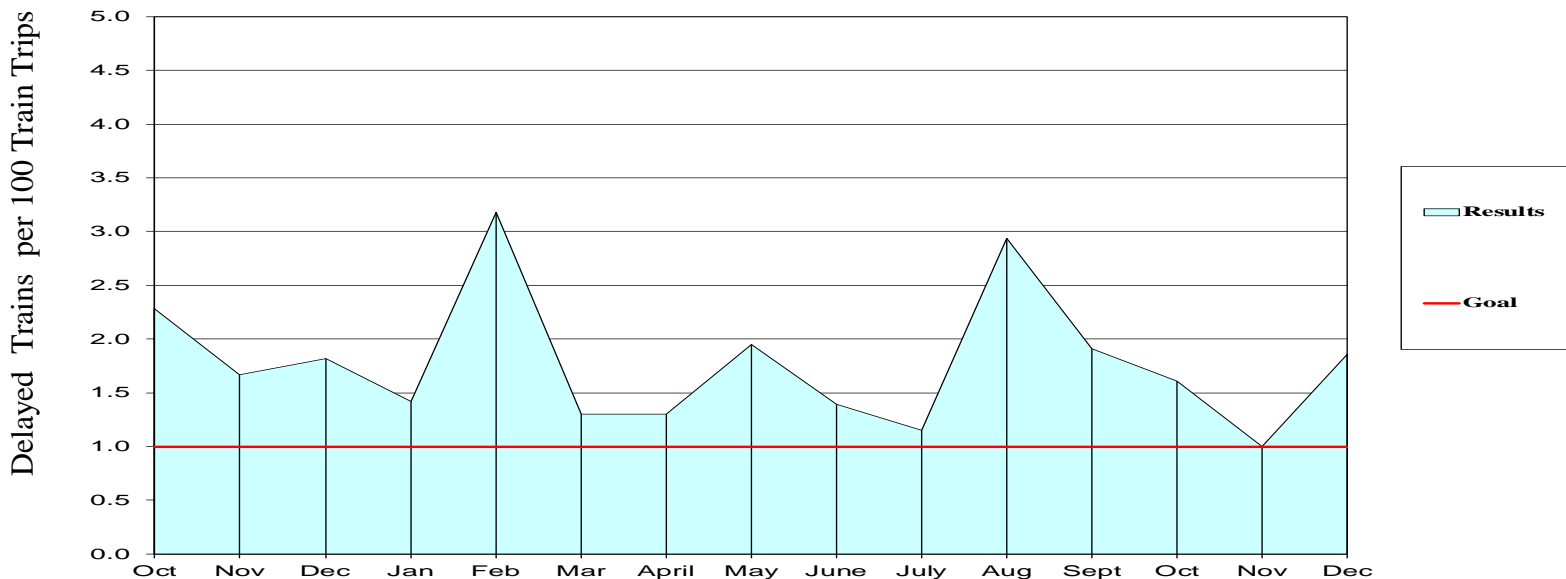
- ✓ 86.1%, 92.00% goal not met; up 3.0% from prior quarter
- ✓ 45.5% of late trains were late due to multiple small delays, each under 5 minutes
- ✓ Categorization of late trains due to a known delay event of 5 minutes or greater:

POLICE ACTIONS	22.1% of delayed trains
TRAIN CONTROL	16.1% of delayed trains
RAIL CAR	12.6% of delayed trains
MULTIPLE CAUSE	7.3% of delayed trains
VANDALISM	6.1% of delayed trains
MEDICAL EMERGENCY	4.9% of delayed trains
PERSON ON TRACKWAY	4.6% of delayed trains
OPERATIONS	4.4% of delayed trains
TRAIN STRUCK PATRON	3.1% of delayed trains
WEATHER	2.3% of delayed trains



Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs

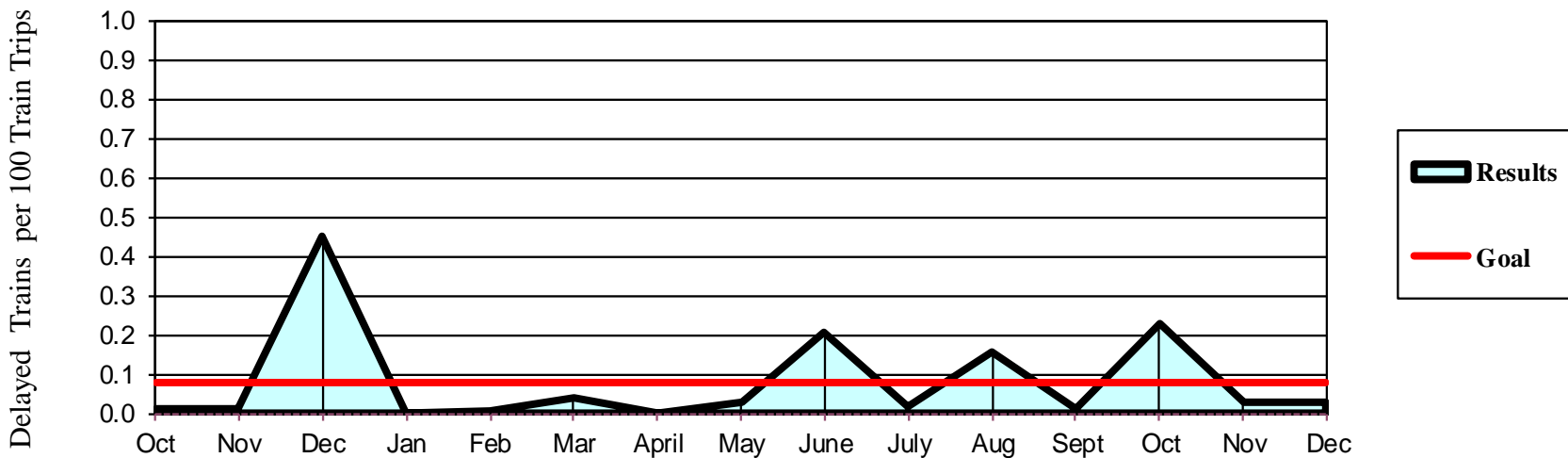


- ✓ Goal not met but better than previous quarter – Actual 1.49 / Goal 1.00
- ✓ The improvement can be attributed to the restructuring of the staffing plan. A complete rebid in early October allowed for greater focus on PM and repairs during the grave shift. Compliance percentages have increased and reliability of assets are showing improvement as a result.



Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs



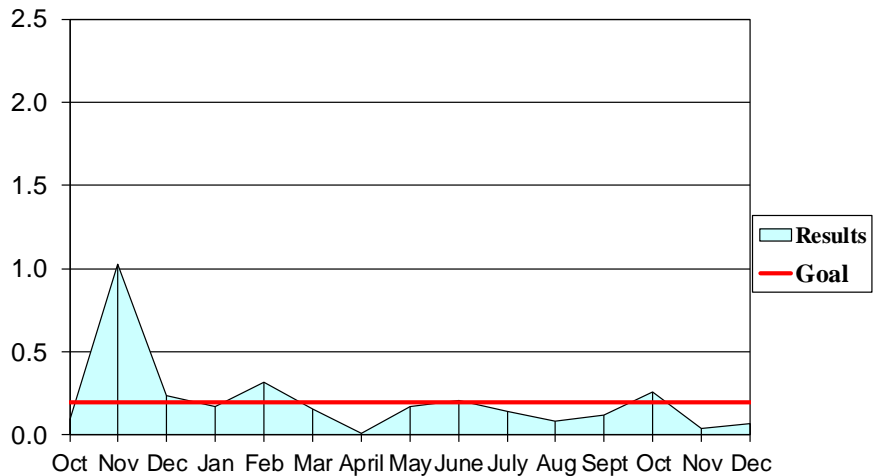
- ✓ Goal not met – Actual 0.1 / Goal 0.08
- ✓ October delay caused by faulty power supply on Net.com at San Bruno.



Traction Power

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

Delayed Trains per 100 Train Trips

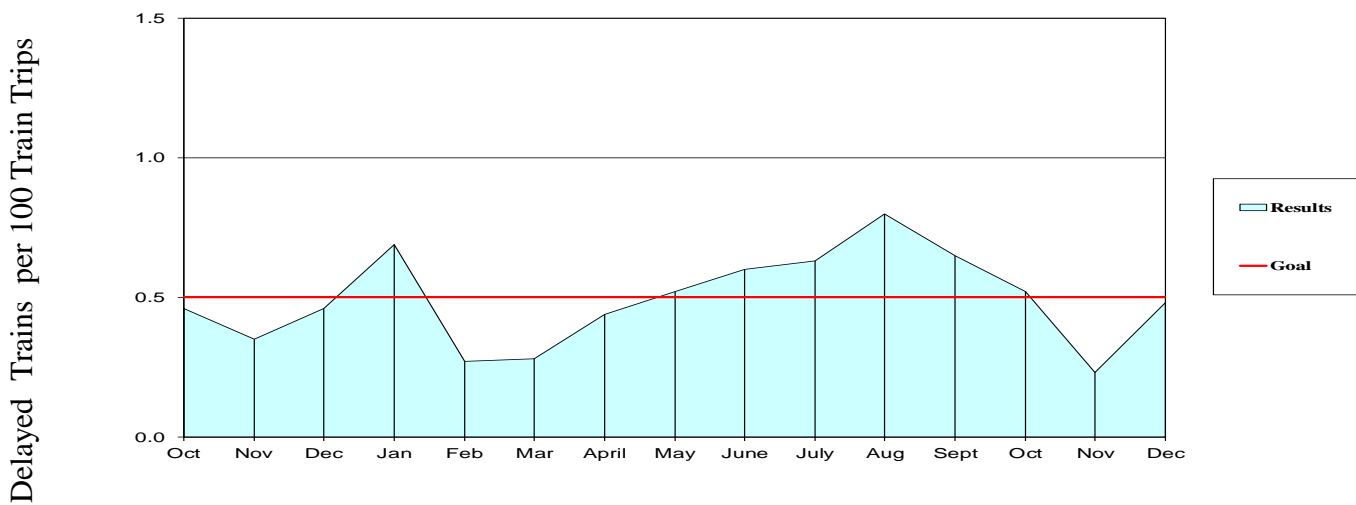


- ✓ Goal met – Actual .12 / Goal .2
- ✓ Platform insulator replacement scheduled for late April 2018 at Balboa Park



Transportation

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



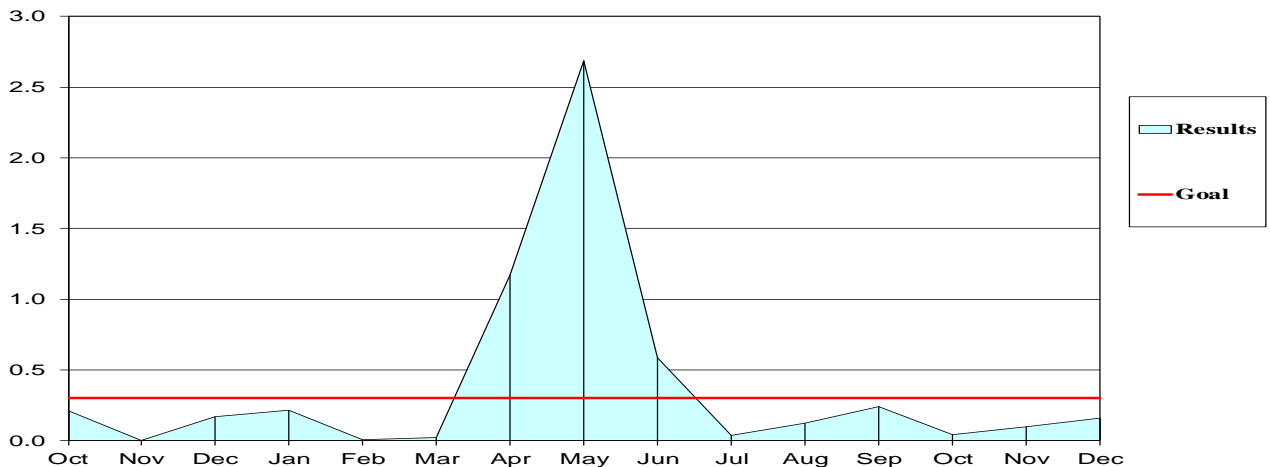
✓ Goal met – Actual .41 / Goal .5



Track

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

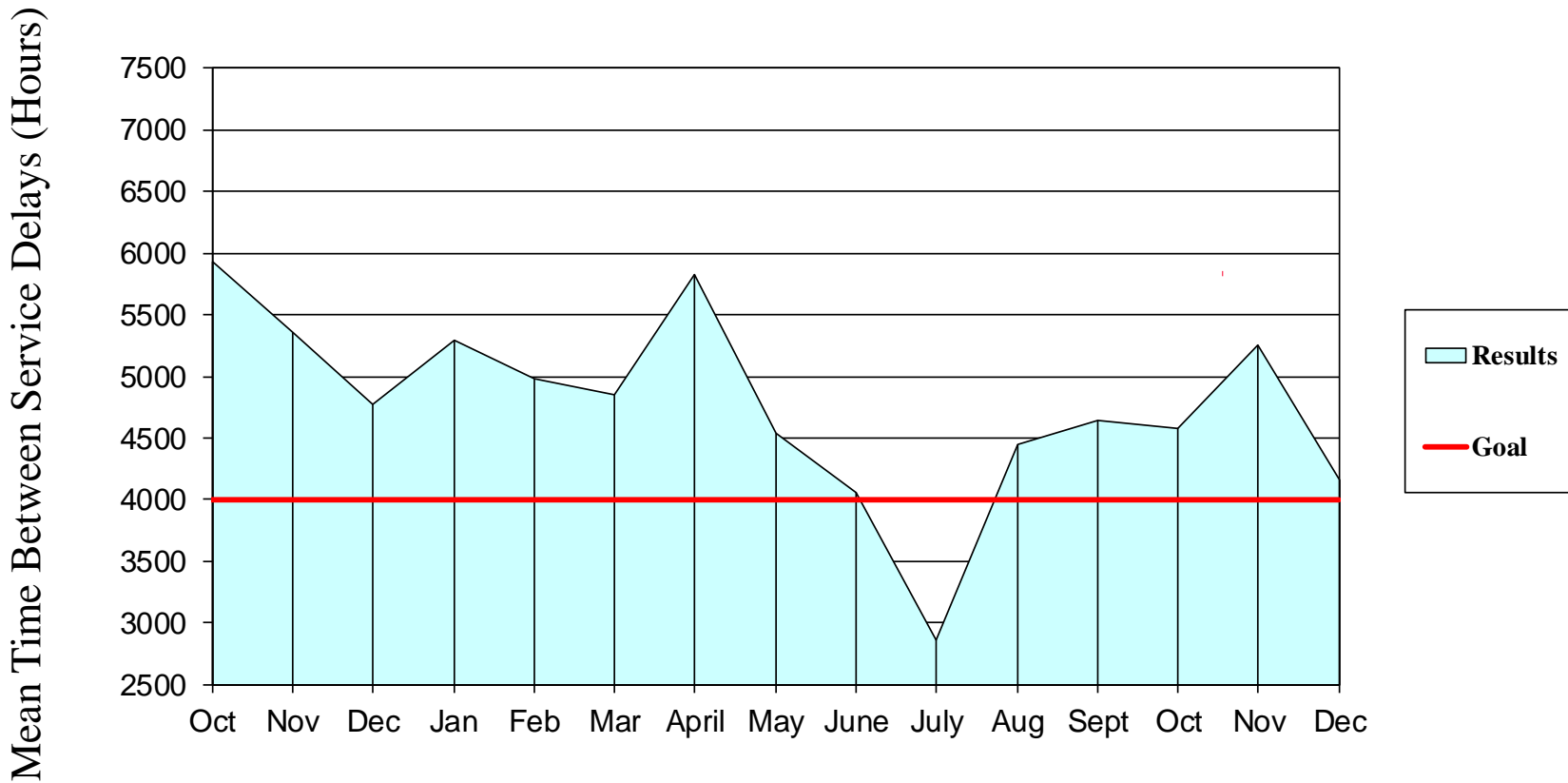
Delayed Trains per 100 Train Trips



✓ Goal met – Actual .10 / Goal .30



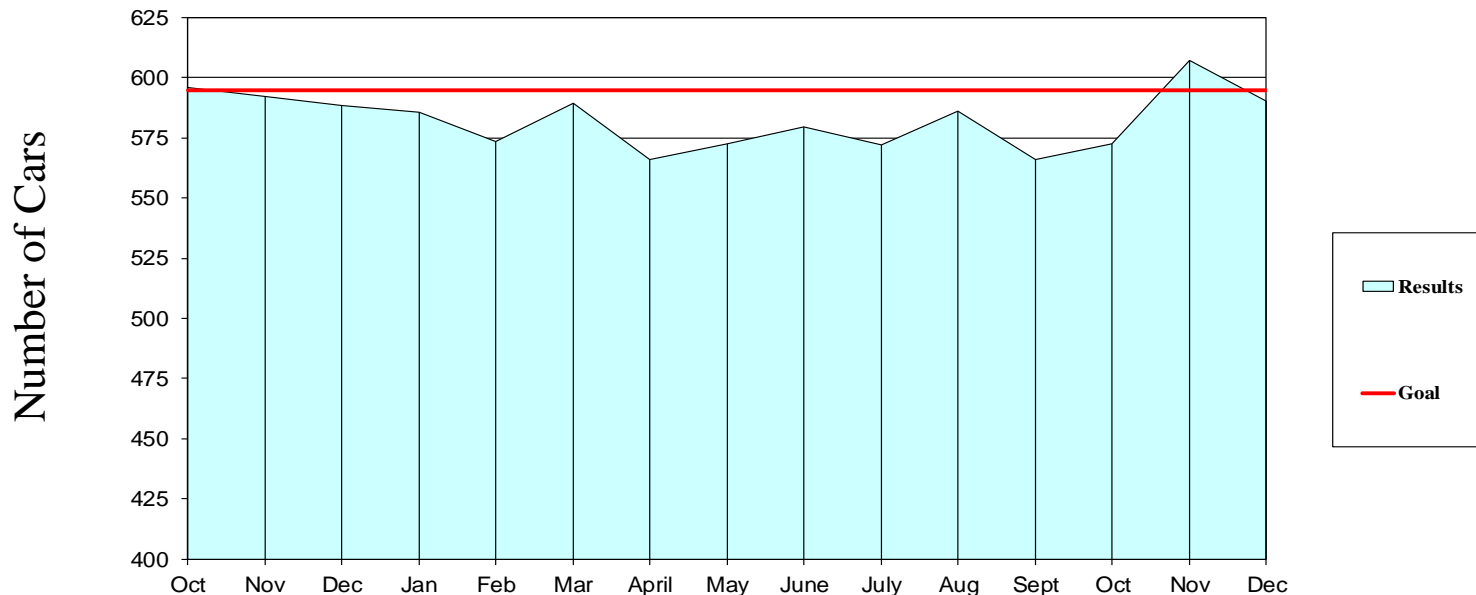
Car Equipment - Reliability



✓ Goal met – MTBSD 4,627 hours / Goal 4,000 hours



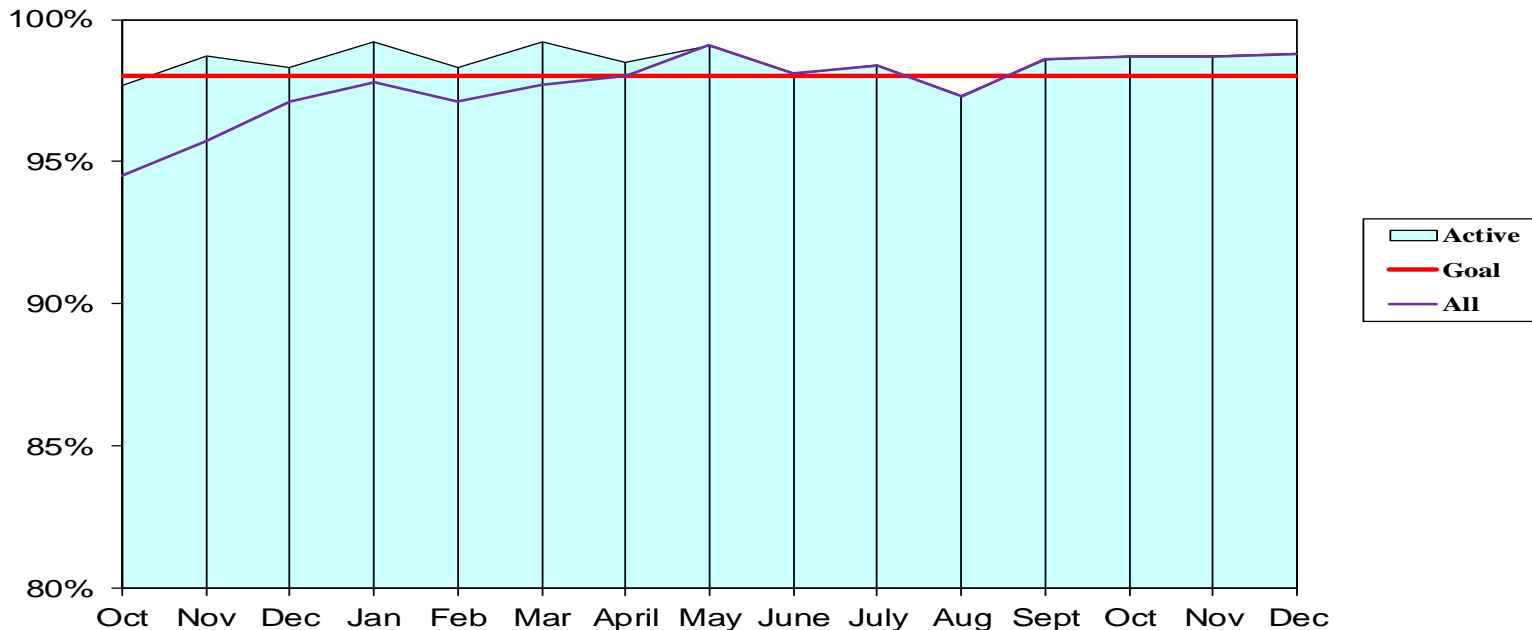
Car Equipment – Availability @ 0400 hours



- ✓ Goal not met – 590 Actual vs. 595 Required
- ✓ 40 cars out of service due to damaged collector shoes. Mainline incident on Dec. 4th
- ✓ 4 accident cars (3 coupler damage), 6 Berryessa test cars



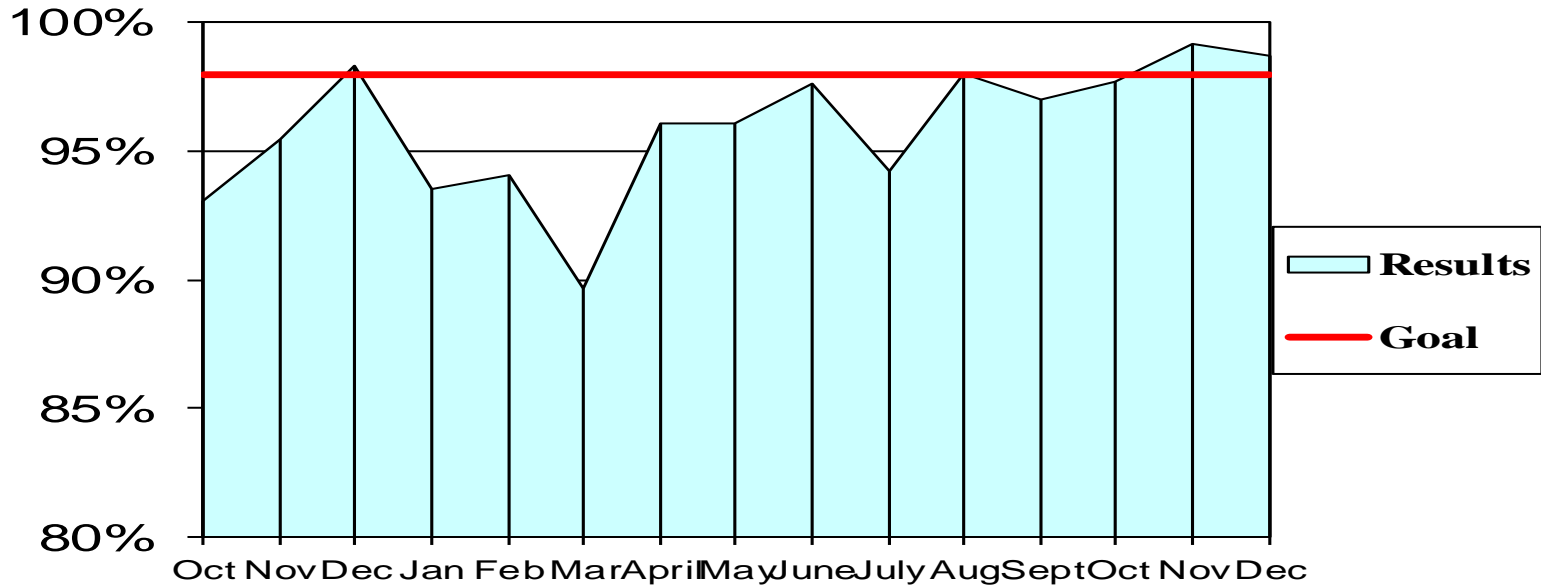
Elevator Availability - Stations



- ✓ Goal 98%. Goal met – Actual 98.7%
- ✓ Seeking contractor support to perform door replacements on several Elev during 3rd /4th Qtr.



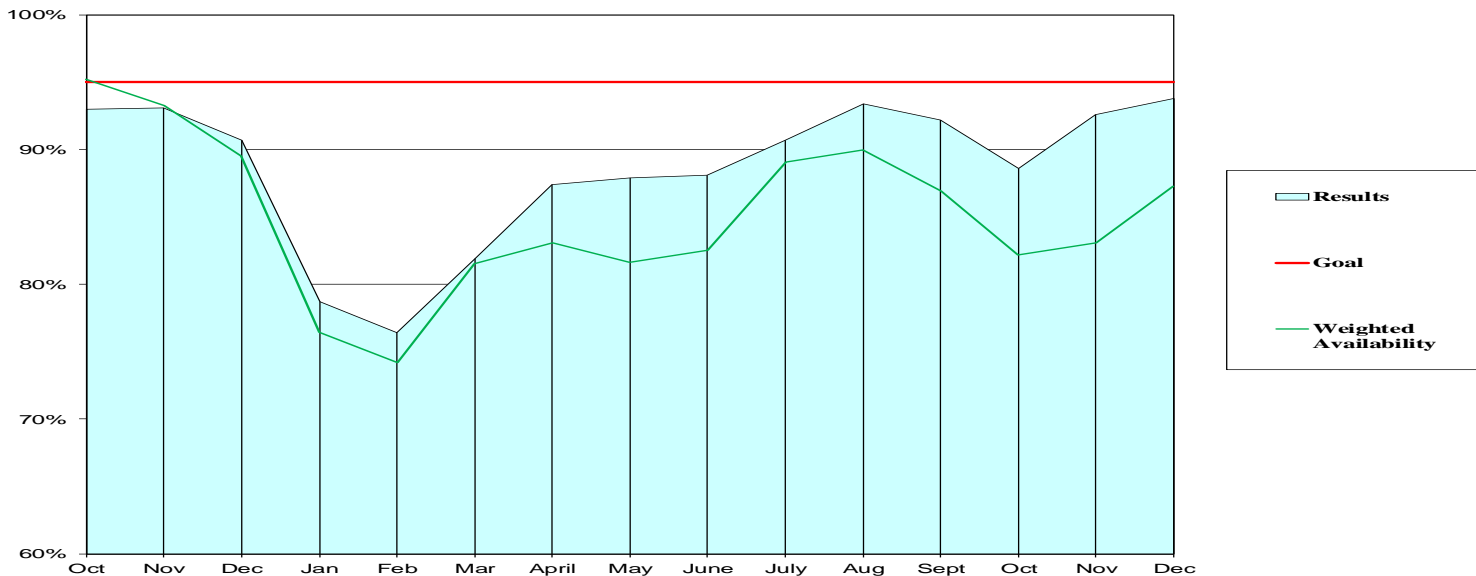
Elevator Availability - Garage



- ✓ Goal 98%. Goal met - Actual 98.5%
- ✓ Pleasant Hill Garage Renovation Set to Begin early Feb.



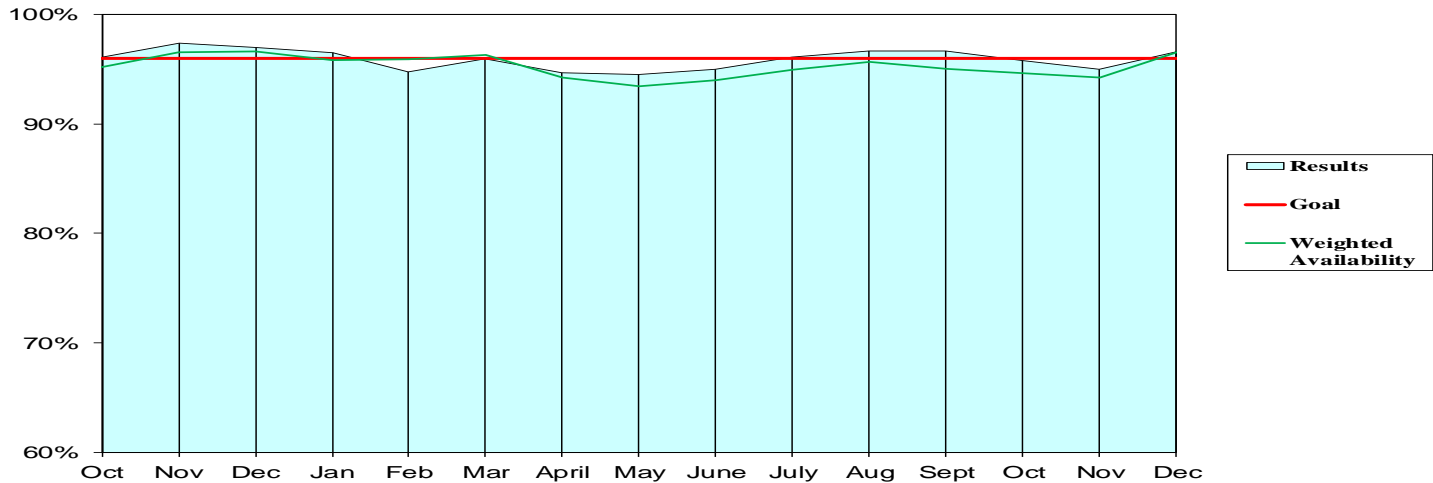
Escalator Availability - Street



- ✓ Goal 95%. Goal not met - Actual 91.7%
- ✓ 3 major repairs (2 Bullgears / 1 Chain Job)
- ✓ Extended outage at Warm Springs on unit under warranty
- ✓ O&K Controller Replacement Project
 - First two completed
 - One in progress (16th Street), projected completion 4/18
- ✓ 6 Addt'l Chain Jobs required in 2018



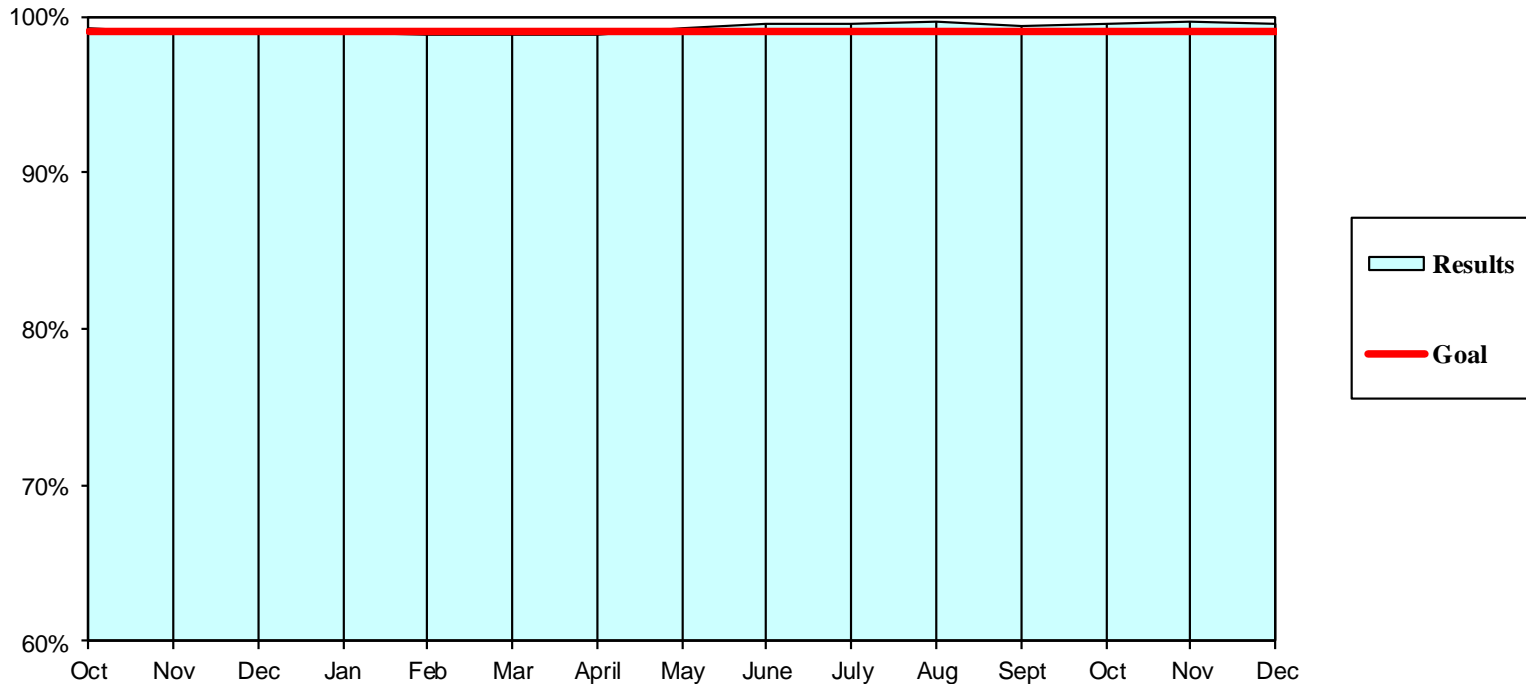
Escalator Availability - Platform



- ✓ Goal 96%. Goal not met - Actual 95.8%
- ✓ Civic Center (P3) machine shop took an excessive amount of time on the bullgear
- ✓ Balboa Park (P2) unique “one of a kind” Fujitec unit, required contractor support
- ✓ Civic Center (P1) currently undergoing a major repair
- ✓ Montgomery (P3) next downtown chain replacement
- ✓ 8 Addt'l chain jobs required in 2018 (4 are downtown Platforms)



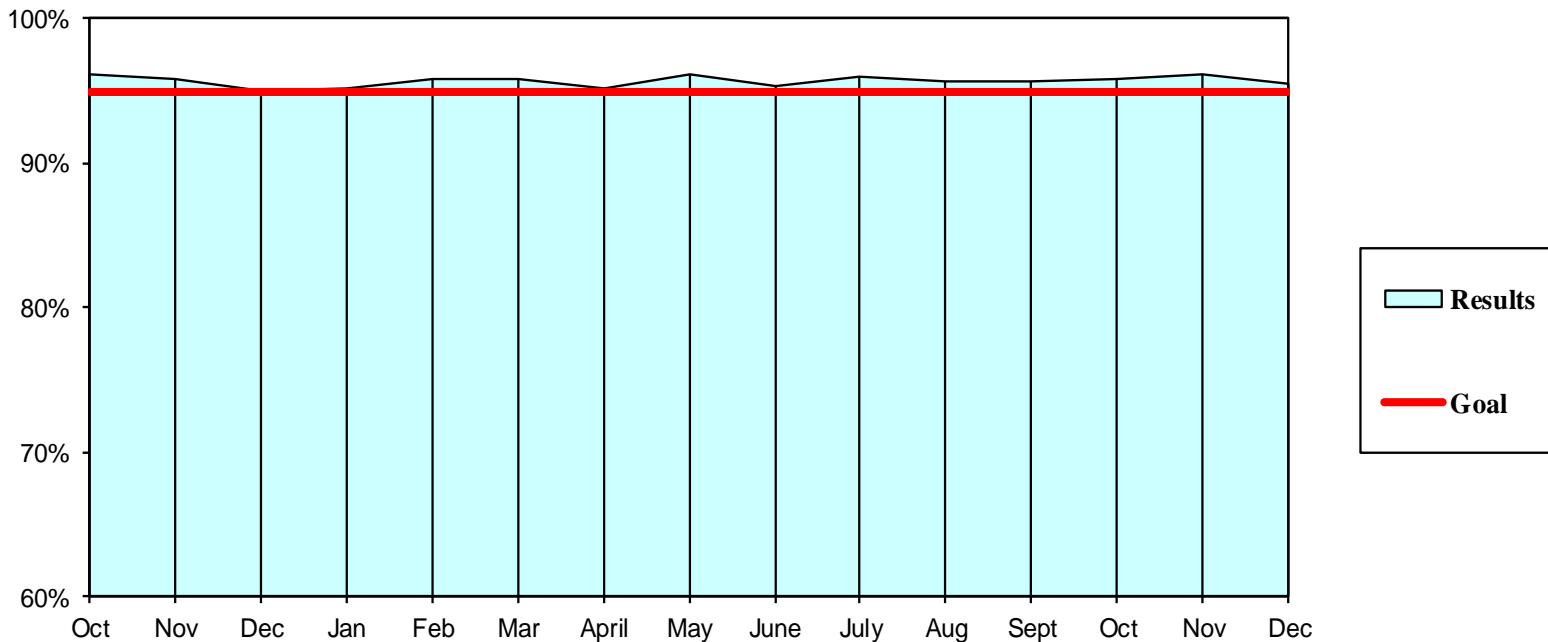
AFC Gate Availability



✓ Goal met - Actual 99.6% / Goal 99.0%



AFC Vendor Availability

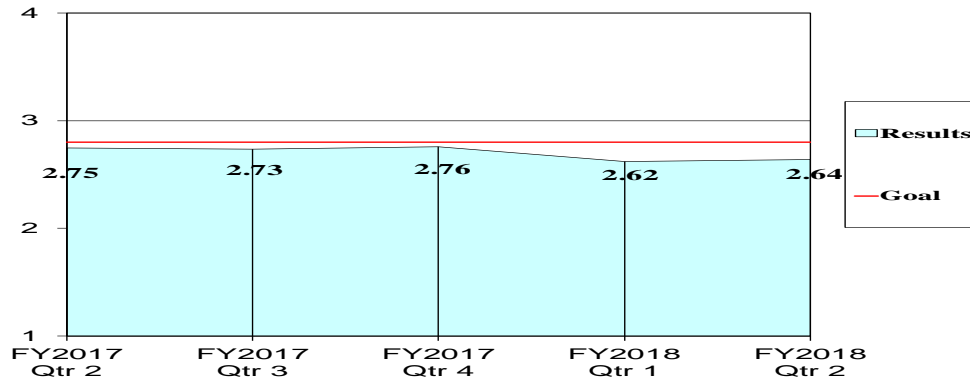


- ✓ Goal met - Actual 95.8% / Goal 95.0%
- ✓ Parking Validation Machines Availability – 99.8%
- ✓ Added minimum of 2 Clipper Vendor Machines per station



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%)	2.52
BART Parking Lot Cleanliness (25%)	2.85
Appearance of BART Landscaping (25%)	2.67 [‡]

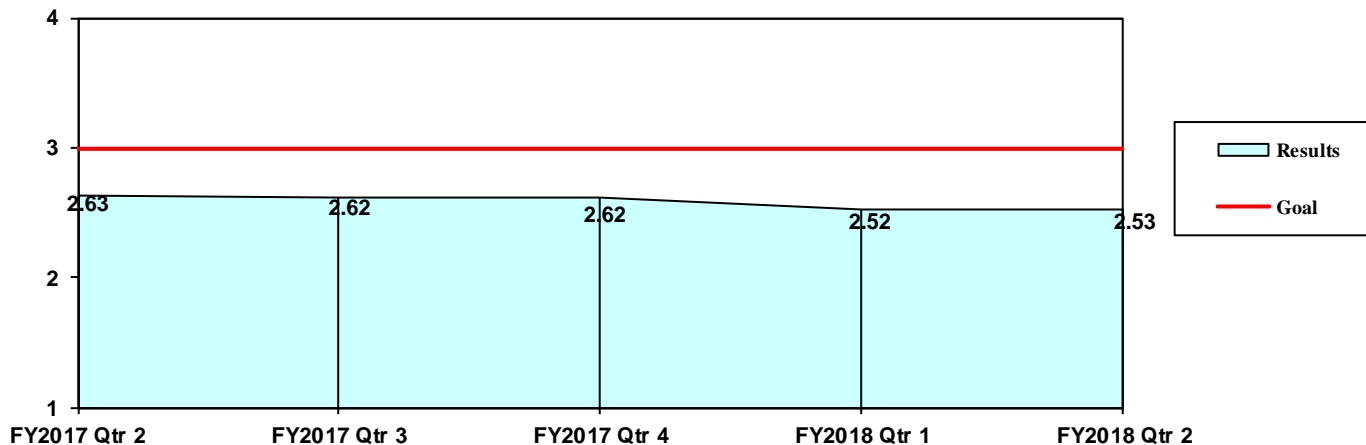
- ✓ Goal not met,
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 53.7%
 - Parking Lots: 70.2%
 - Landscaping Appearance: 61.9%

[‡] indicates a statistically significant decrease from the prior quarter



Environment - Inside Stations

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



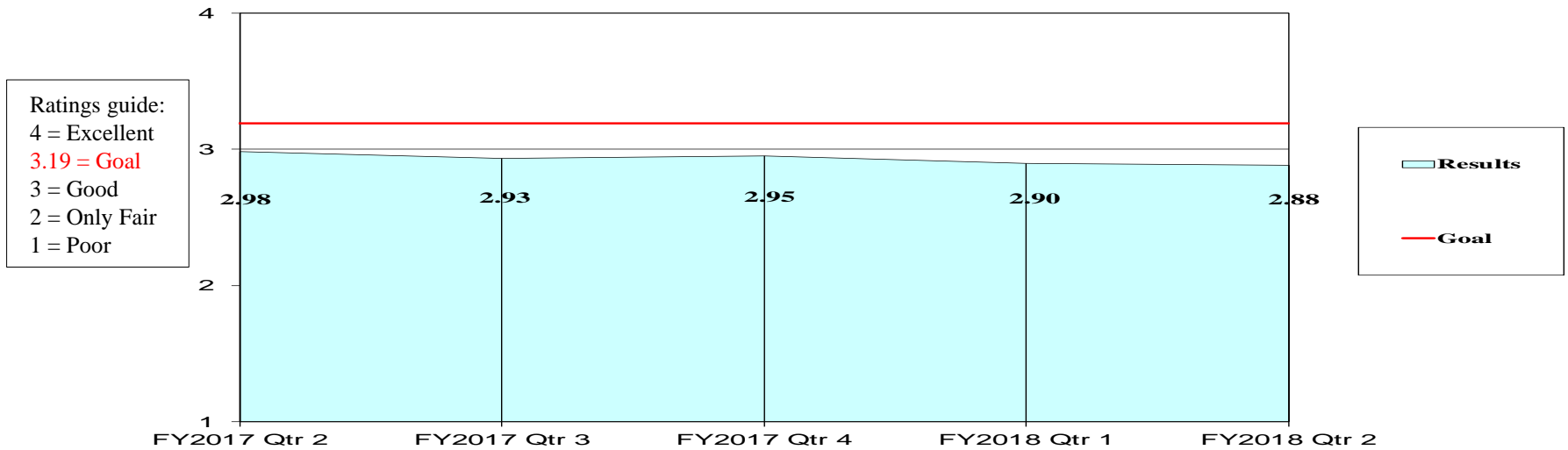
Composite rating for Cleanliness of:	
Station Platform (60%)	2.66
Other Station Areas (20%)	2.48
Restrooms (10%)	2.04
Elevator Cleanliness (10%)	2.30

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Station Platform: 63.1%; Other Station Areas: 53.4%
 - Restrooms: 34.7% Elevators: 46.7%

↓ indicates a statistically significant decrease from the prior quarter



Station Vandalism

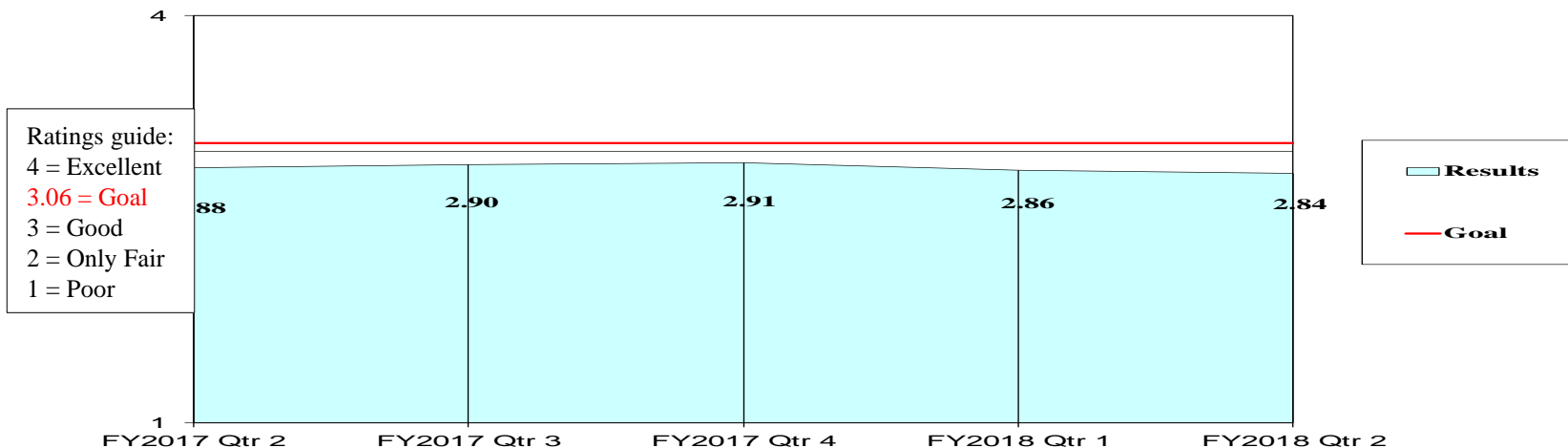


Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 73.4% of those surveyed ranked this category as either Excellent or Good



Station Services

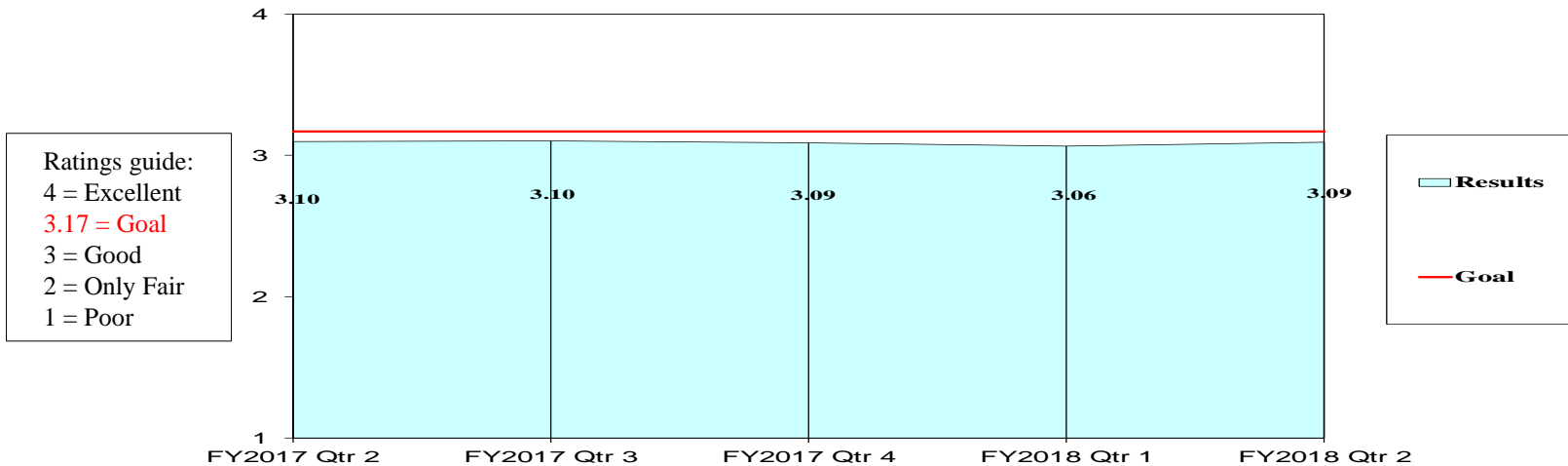


Composite rating of:	
Station Agent Availability (65%)	2.80
Brochures Availability (35%)	2.90

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
 - Station Agents: 70.1%
 - Brochures: 73.7%



Train P.A. Announcements

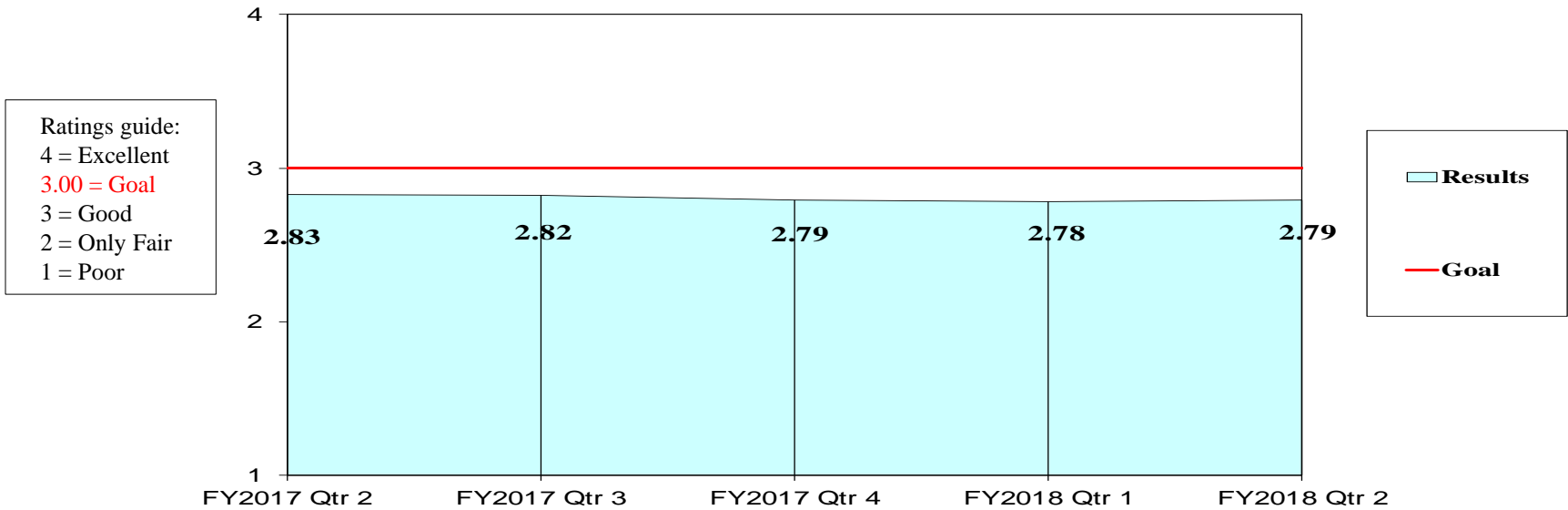


Ratings guide:
 4 = Excellent
 3.17 = Goal
 3 = Good
 2 = Only Fair
 1 = Poor

Composite rating of:	
P.A. Arrival Announcements (33%)	3.06
P.A. Transfer Announcements (33%)	3.03
P.A. Destination Announcements (33%)	3.18

- ✓ Goal not met
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 78.7%
 - Transfers: 76.3%
 - Destinations: 84.0%

Train Exterior Appearance

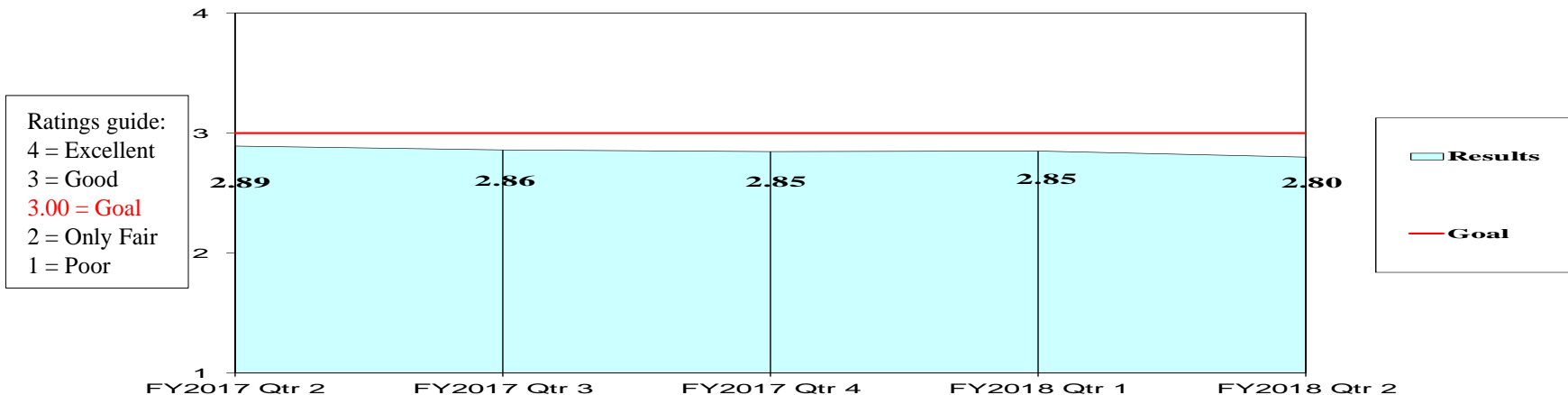


✓ Goal not met

✓ 70.7% of those surveyed ranked this category as either Excellent or Good



Train Interior Cleanliness



Composite rating of:

Train interior cleanliness (60%)	2.52 ↓
Train interior kept free of graffiti (40%)	3.22 ↓

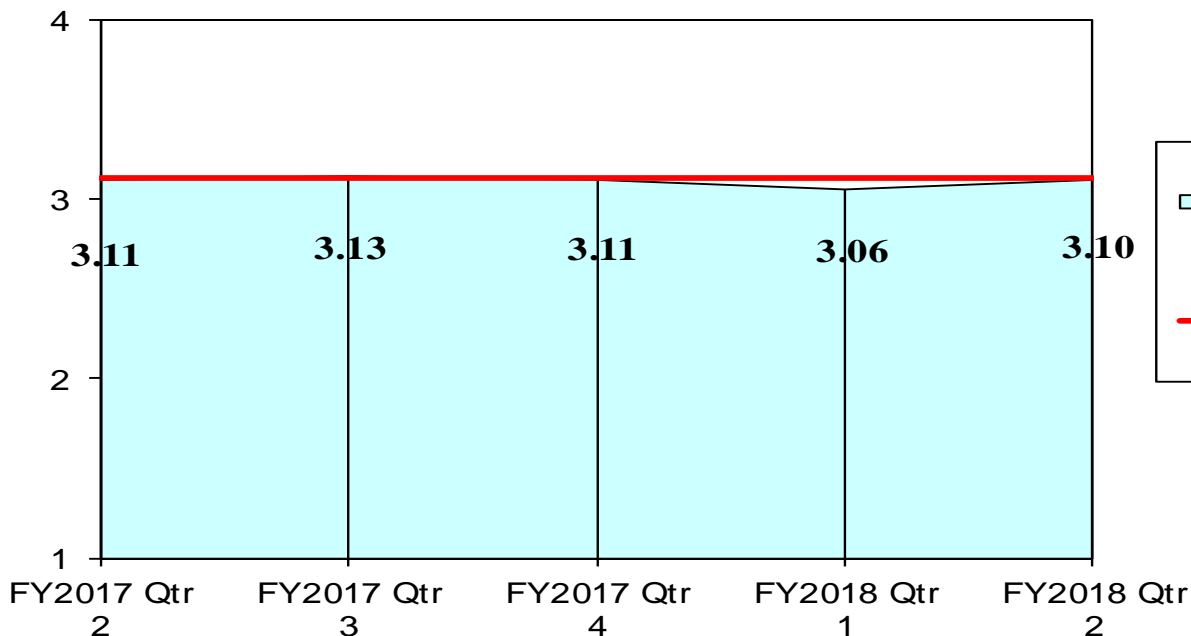
- ✓ Goal not met
- ✓ Train Interior ratings of either Excellent or Good:
 Train Interior Cleanliness: 54.5%; Graffiti-free: 87.3%

↓ indicates a statistically significant decrease from the prior quarter



Train Temperature

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



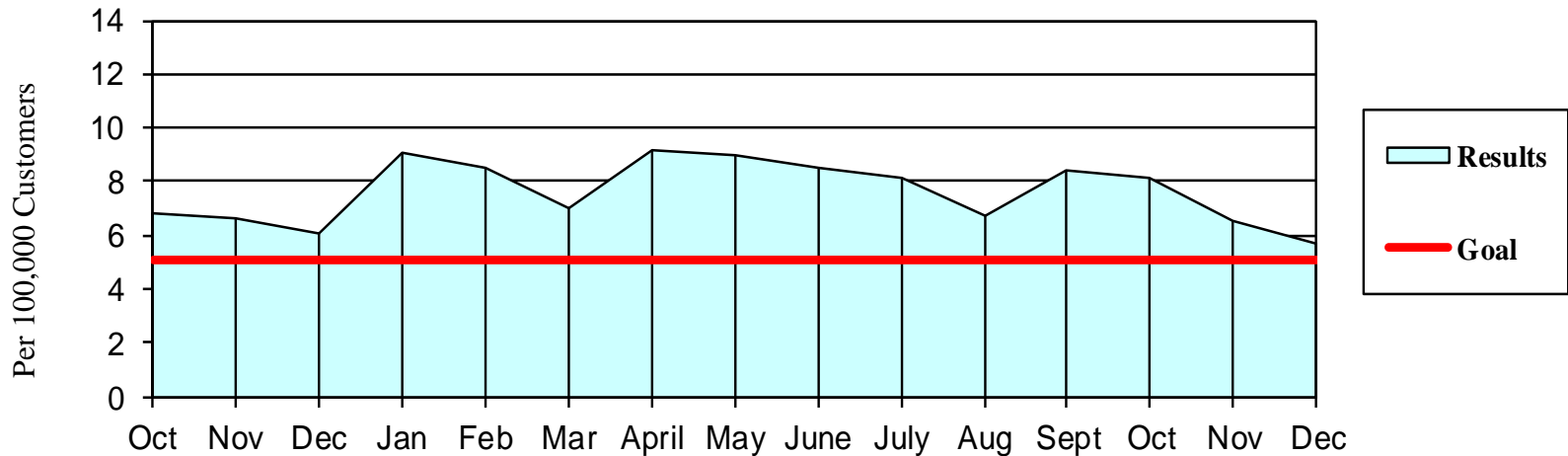
Comfortable Temperature Onboard Train

- ✓ Goal not met
- ✓ 83.2 % of those surveyed rated this category as either Excellent or Good



Customer Complaints

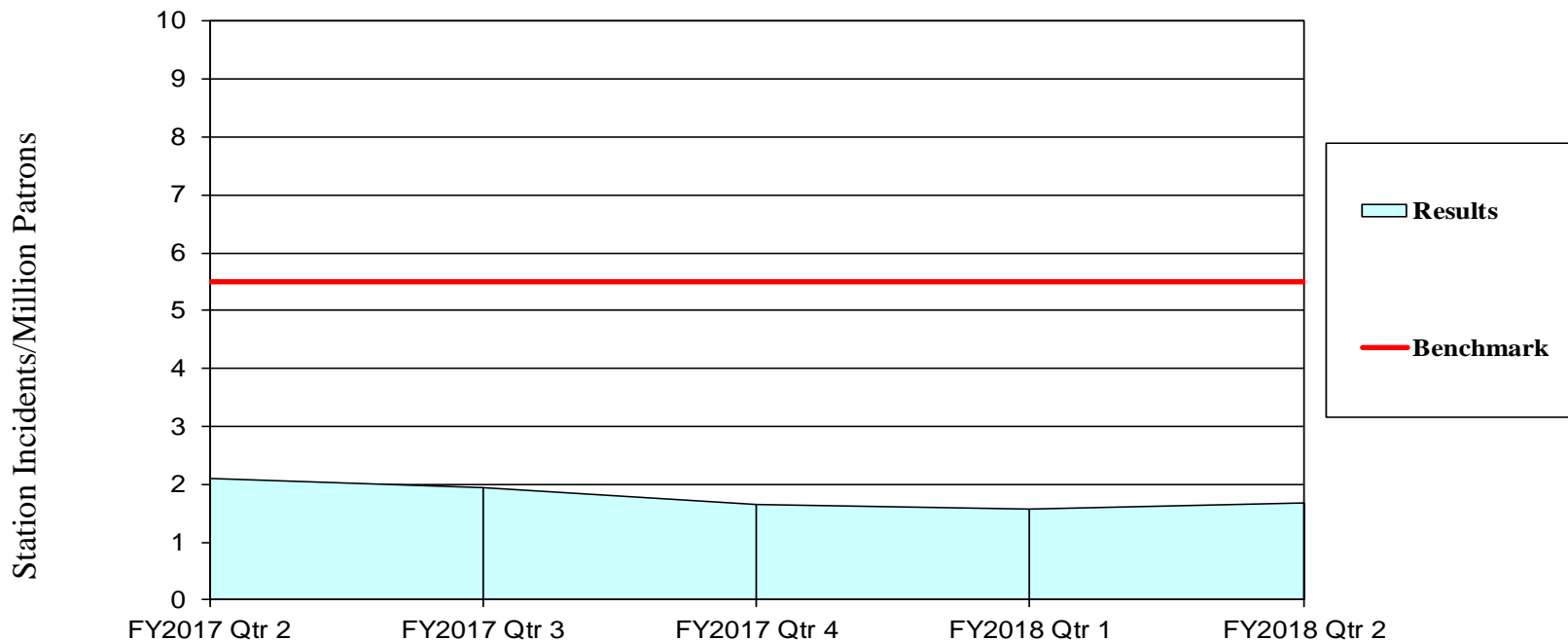
Complaints Per 100,000 Customers



- ✓ Total complaints lodged this period decreased 346 (14.5%) from last quarter, up 24 (1.2%) when compared with the second quarter FY17.
- ✓ Complaint numbers increased in the categories of Announcements, AFC, M&E, Parking, Passenger Information, and Train Cleanliness while decreases appear in Bike Program, Personnel, Police Services, Policies, Quality of Life, Service, Station Cleanliness and Trains.
- ✓ “Compliments” show an increase with 112, up from 96 last quarter (one year ago these numbered 86).

Patron Safety:

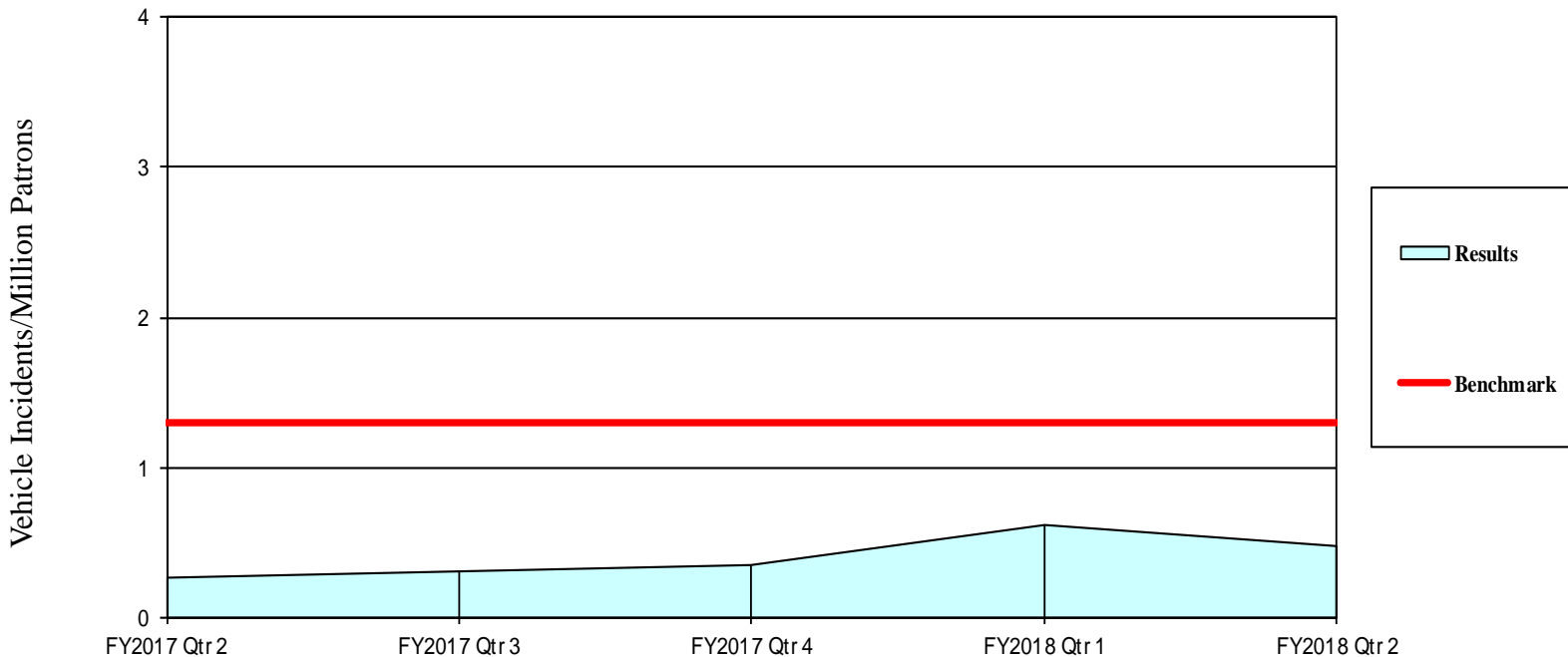
Station Incidents per Million Patrons



✓ Goal met

Patron Safety

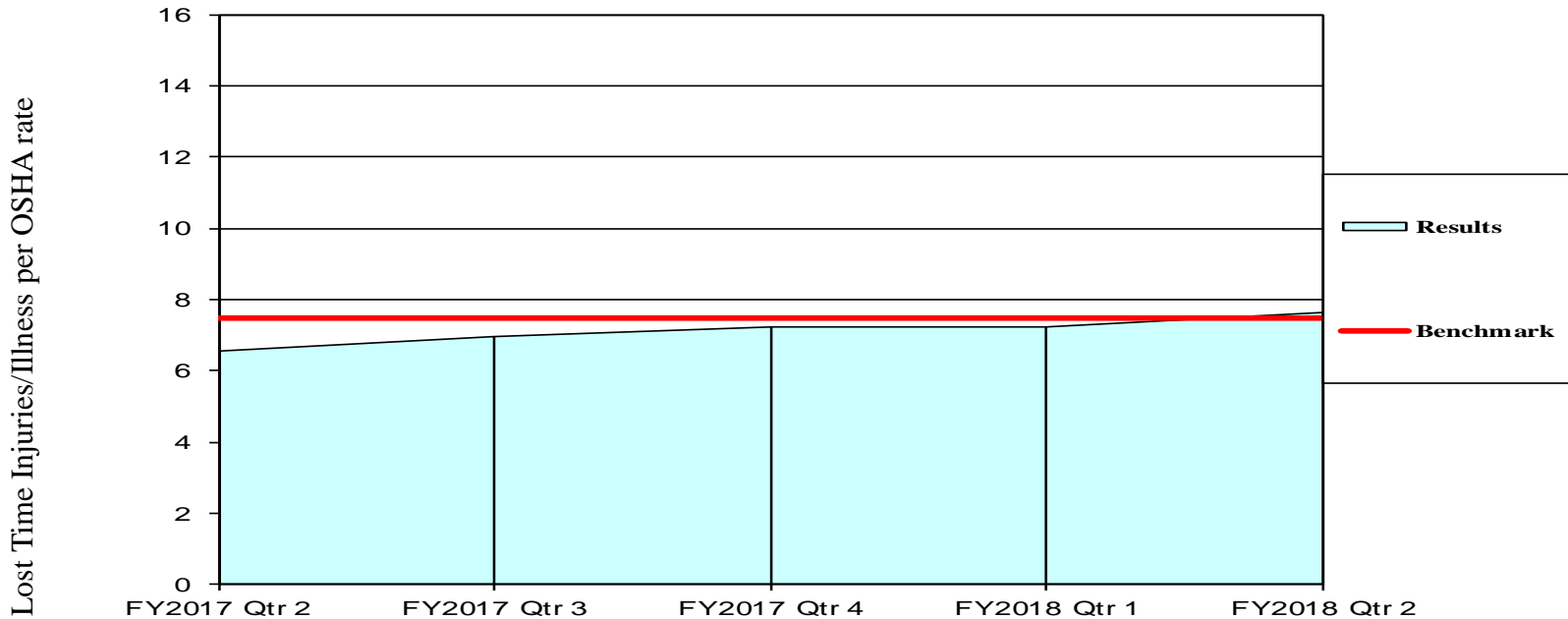
Vehicle Incidents per Million Patrons



✓ Goal met

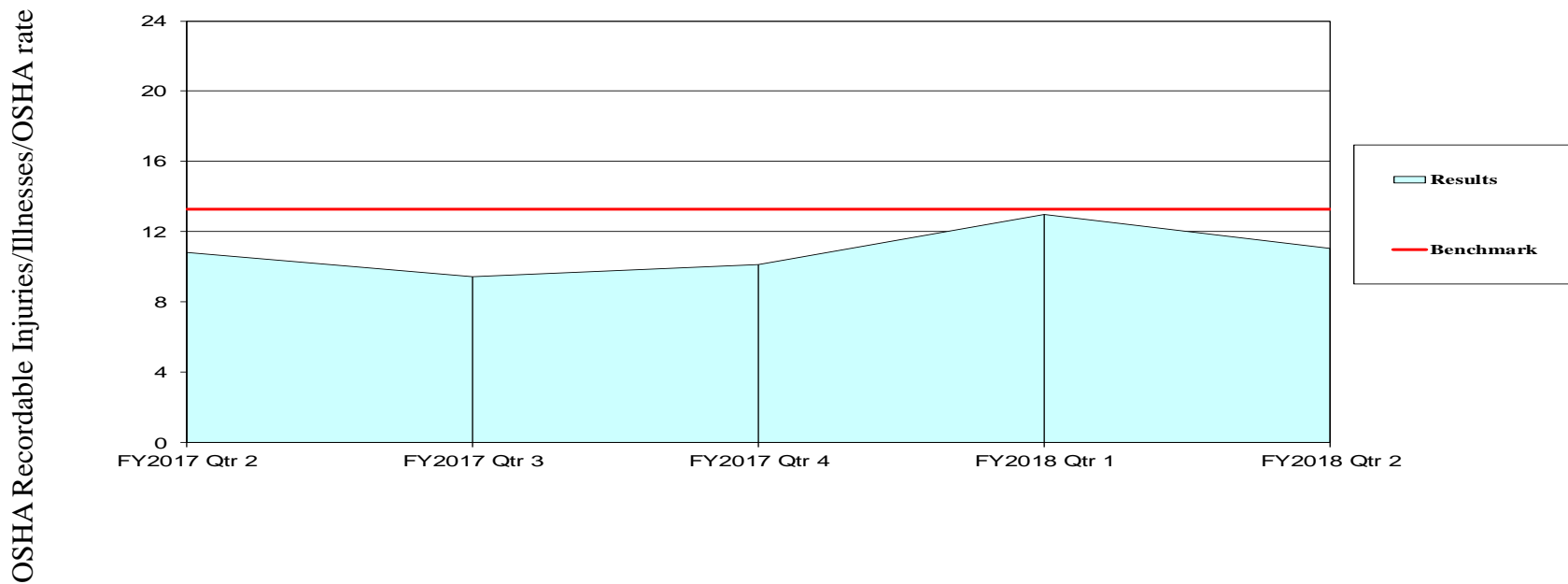


Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal no met

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

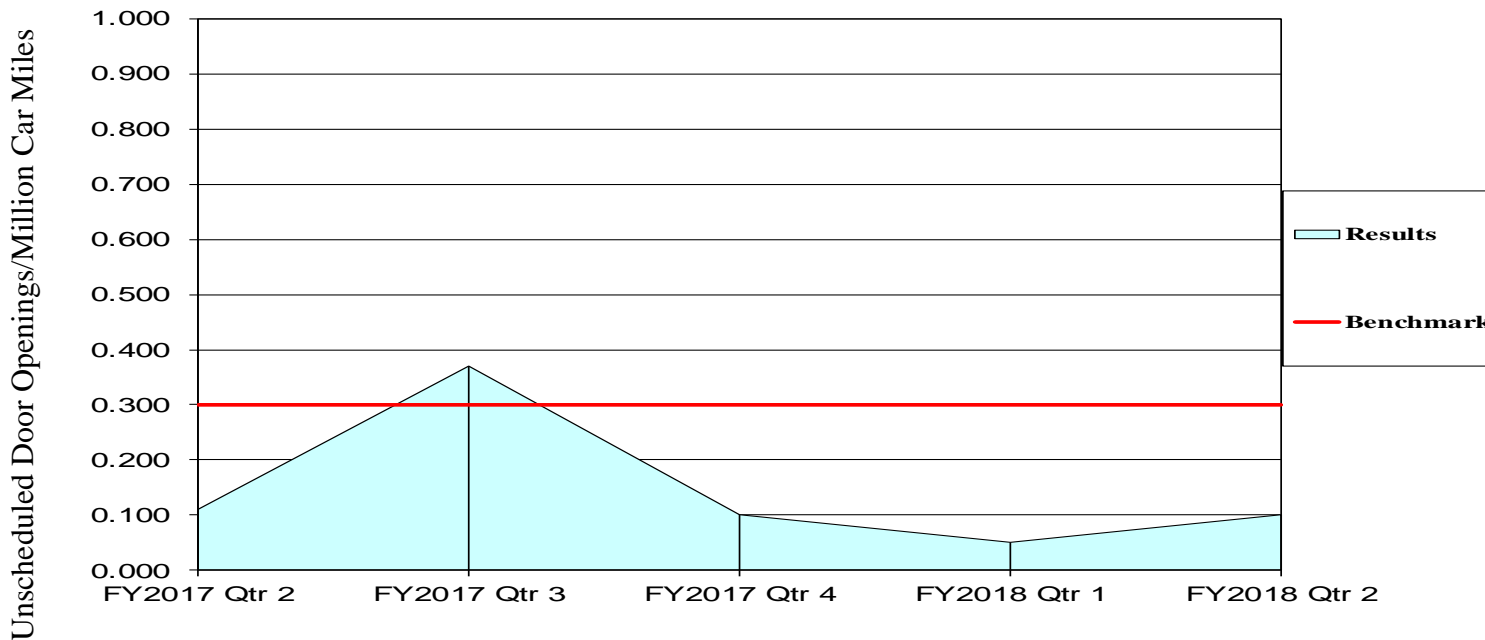


✓ Goal met



Operating Safety:

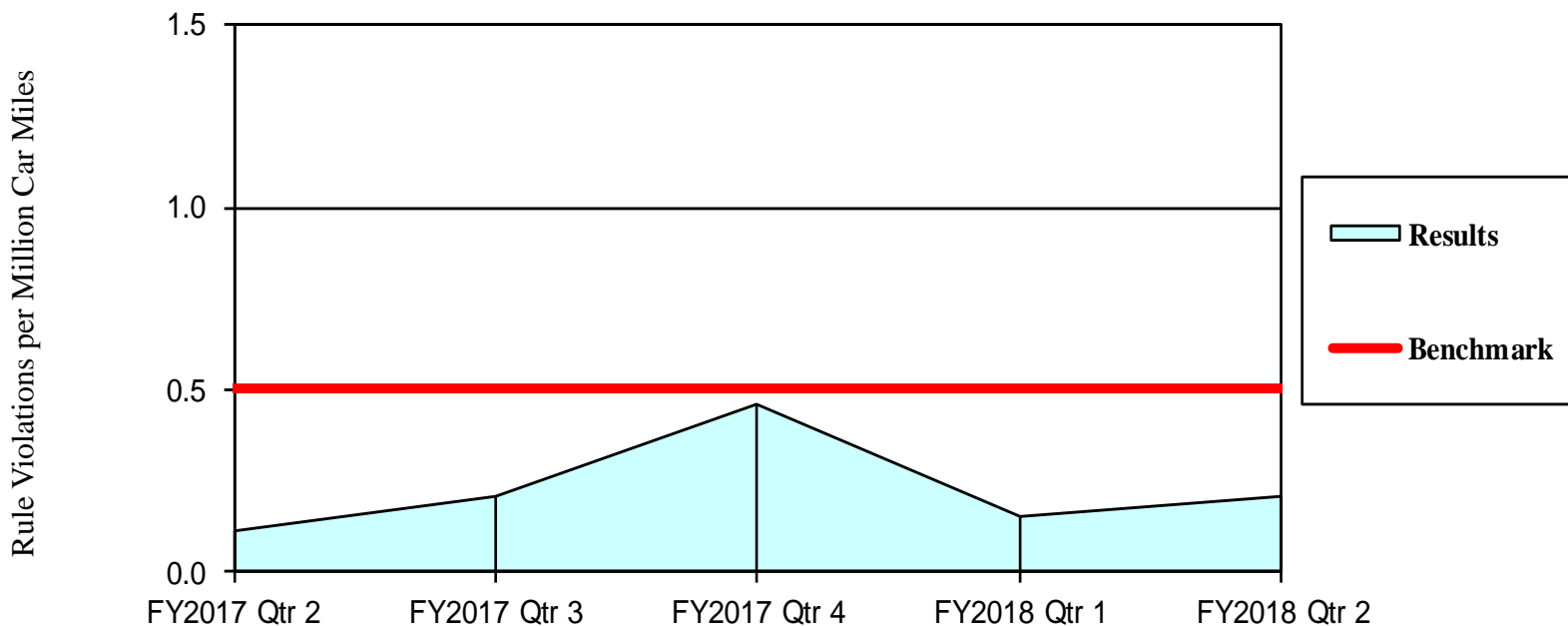
Unscheduled Door Openings per Million Car Miles



✓ Goal met

Operating Safety:

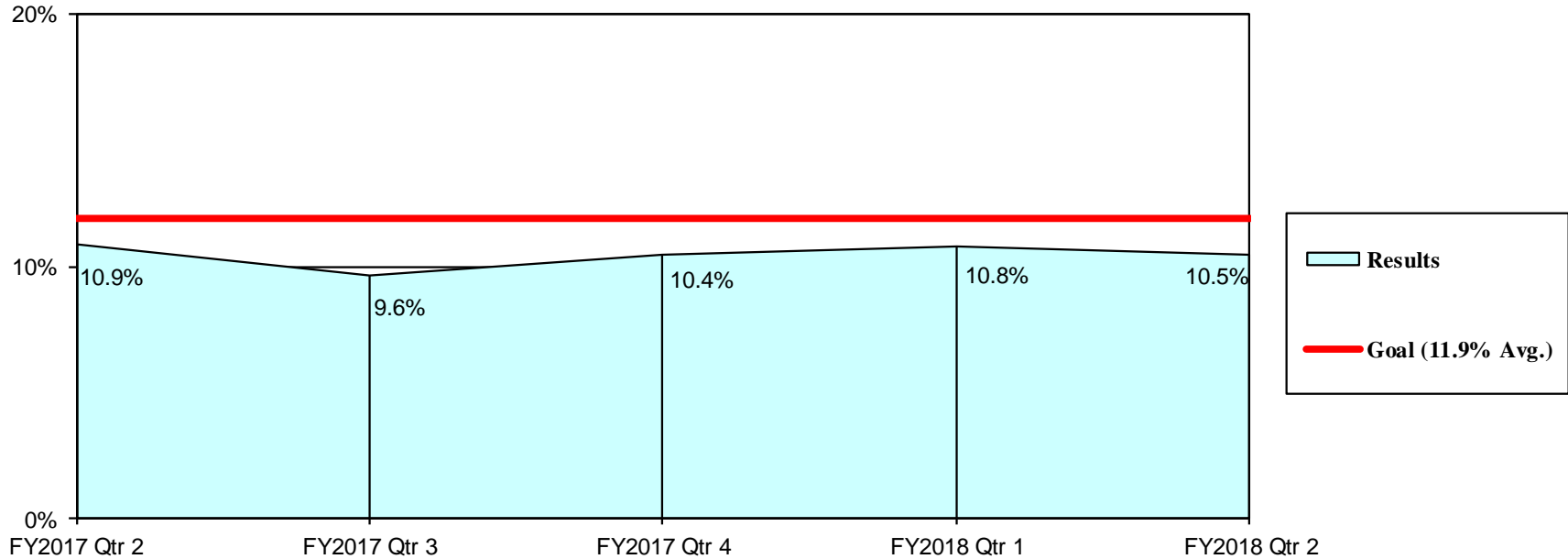
Rule Violations per Million Car Miles



✓ Goal met



BART Police Presence

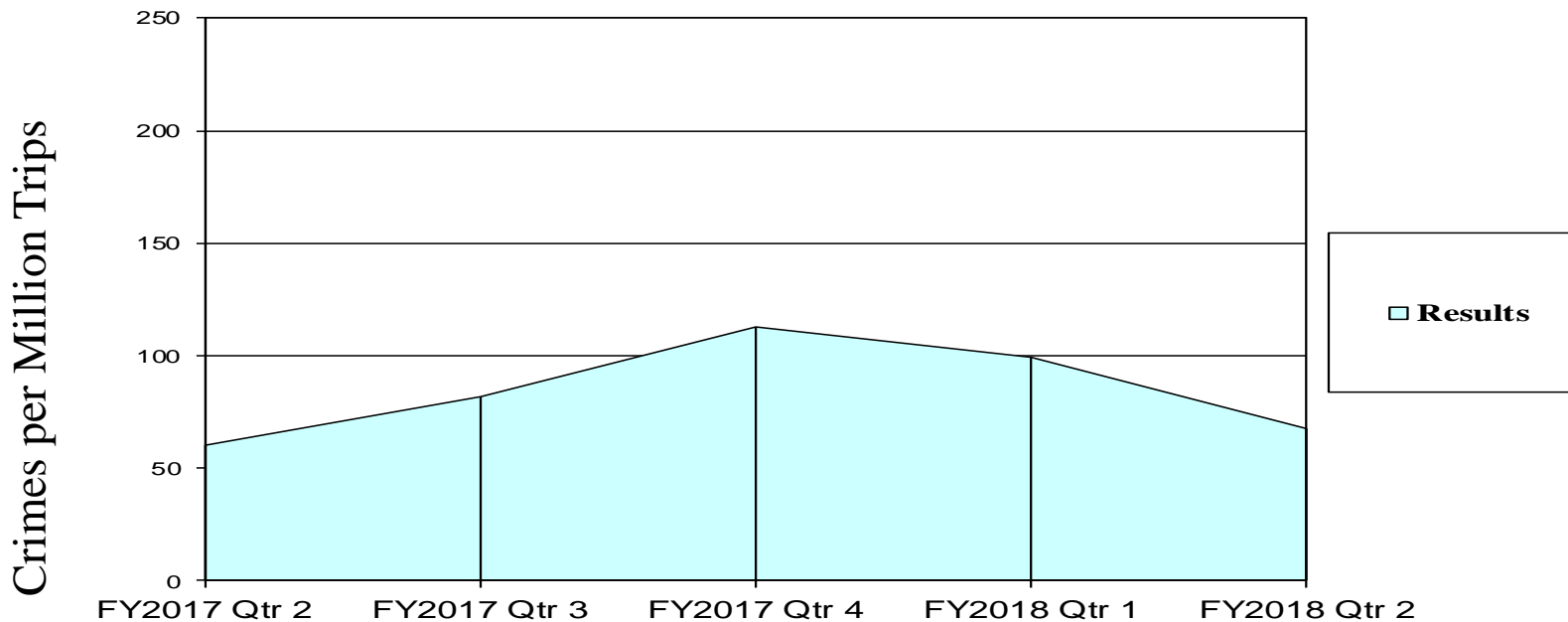


✓ Goal not met

Police seen on train	5.0%
Police seen outside the station	13.9%
Police seen in the station	11.2%
Police seen on train after 7:00PM	6.2%
Police seen outside the station after 7:00PM	14.7%
Police seen in the station after 7:00PM	11.8%



Quality of Life*



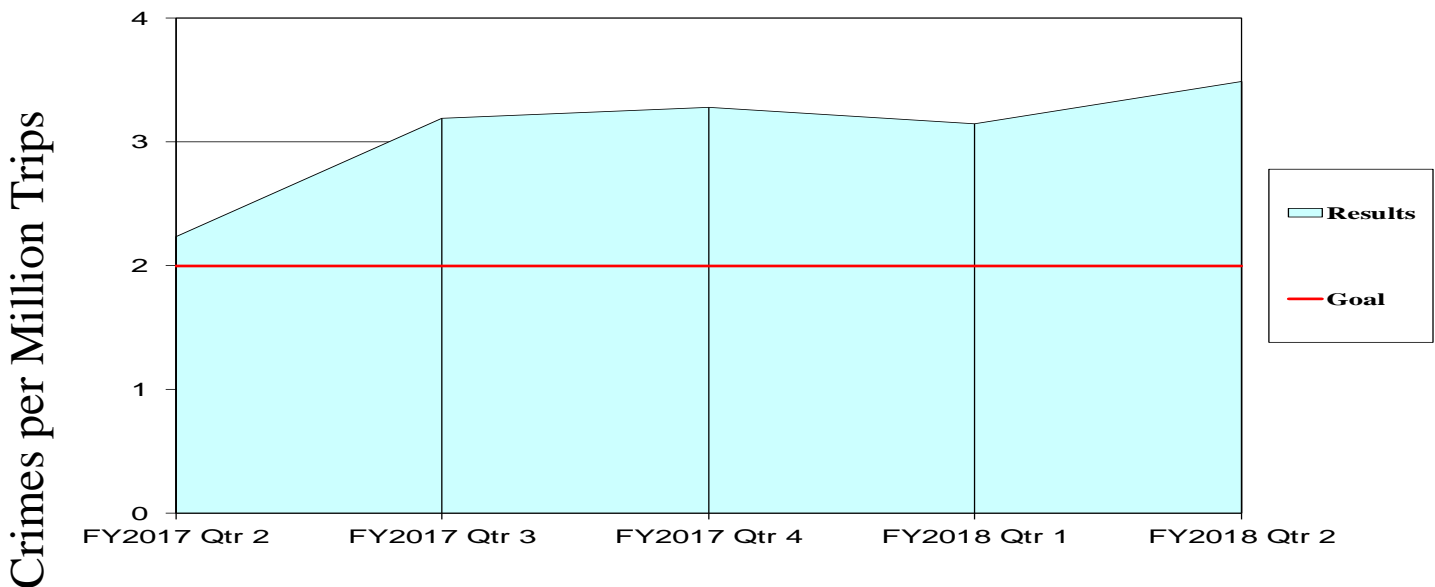
- ✓ Quality of Life incidents are down from the last quarter but up from the corresponding quarter of the prior fiscal year.

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



Crimes Against Persons

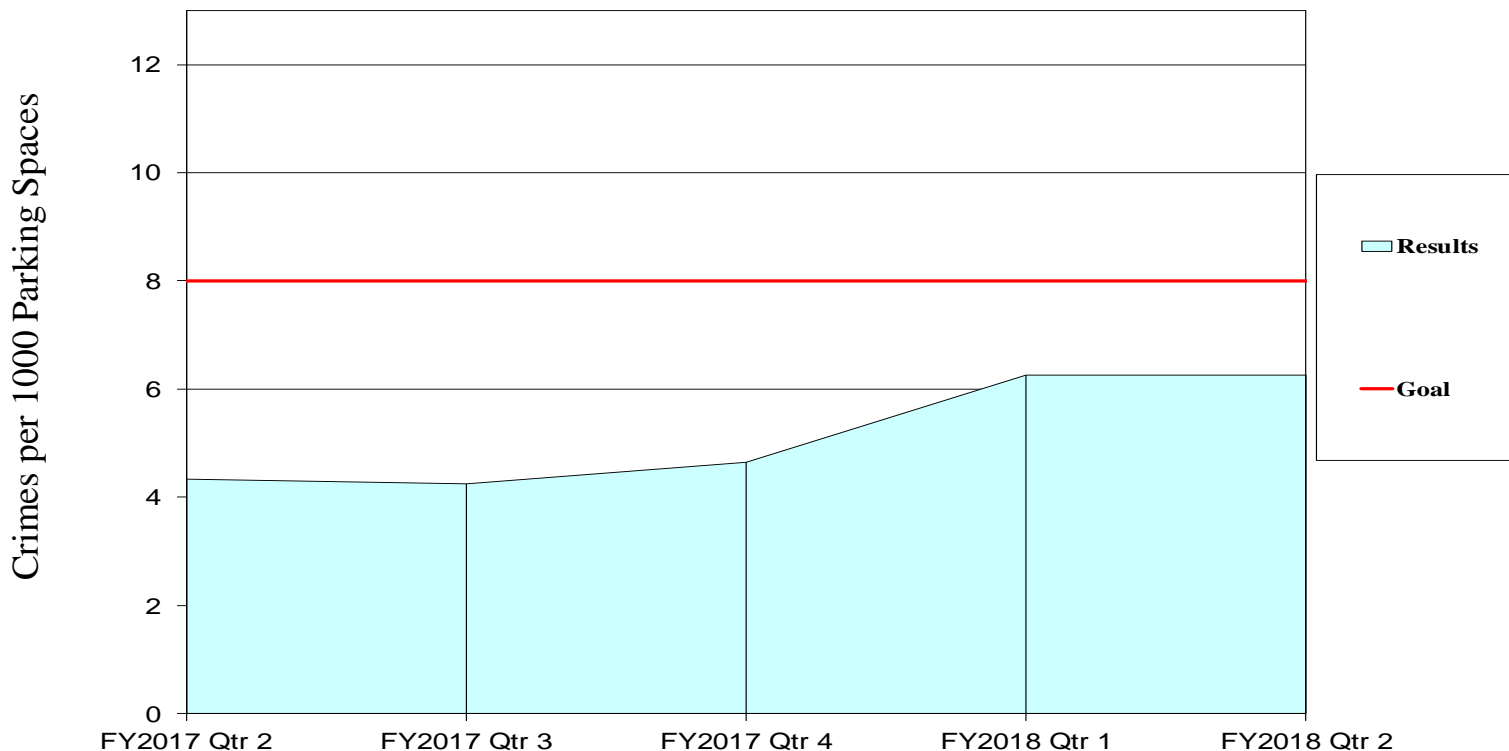
(Homicide, Rape, Robbery, and Aggravated Assault)



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



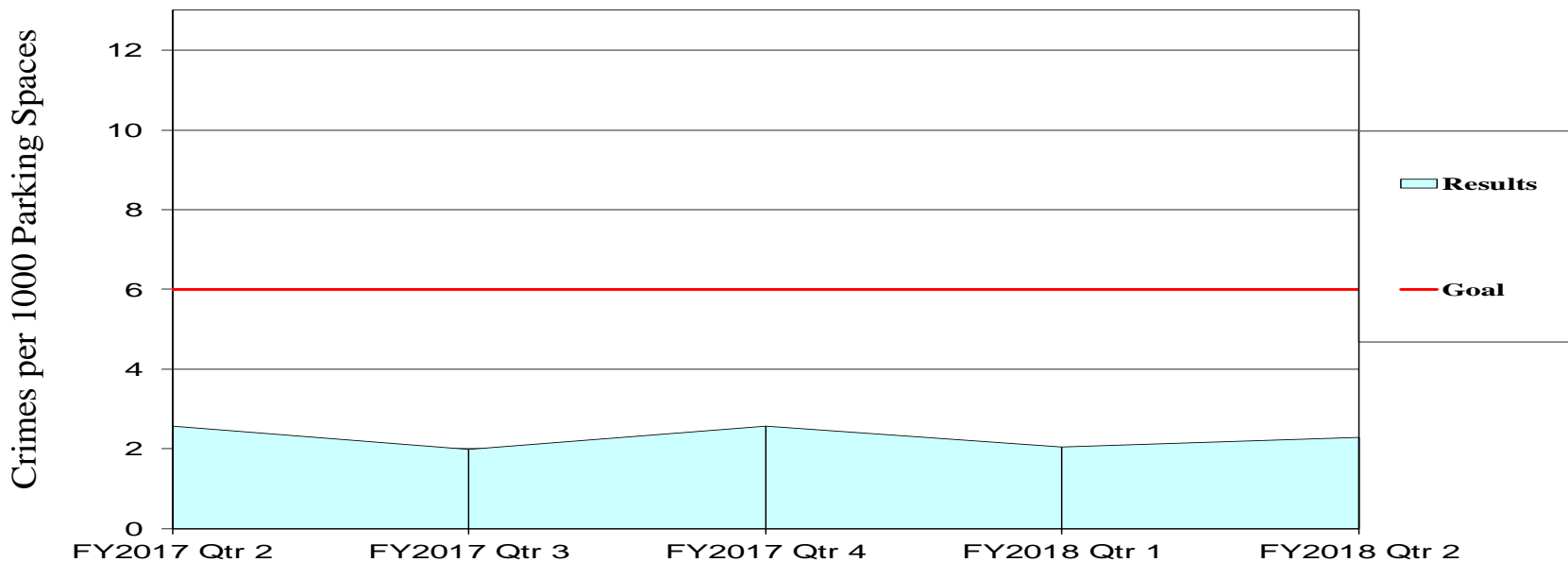
Auto Burglary



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



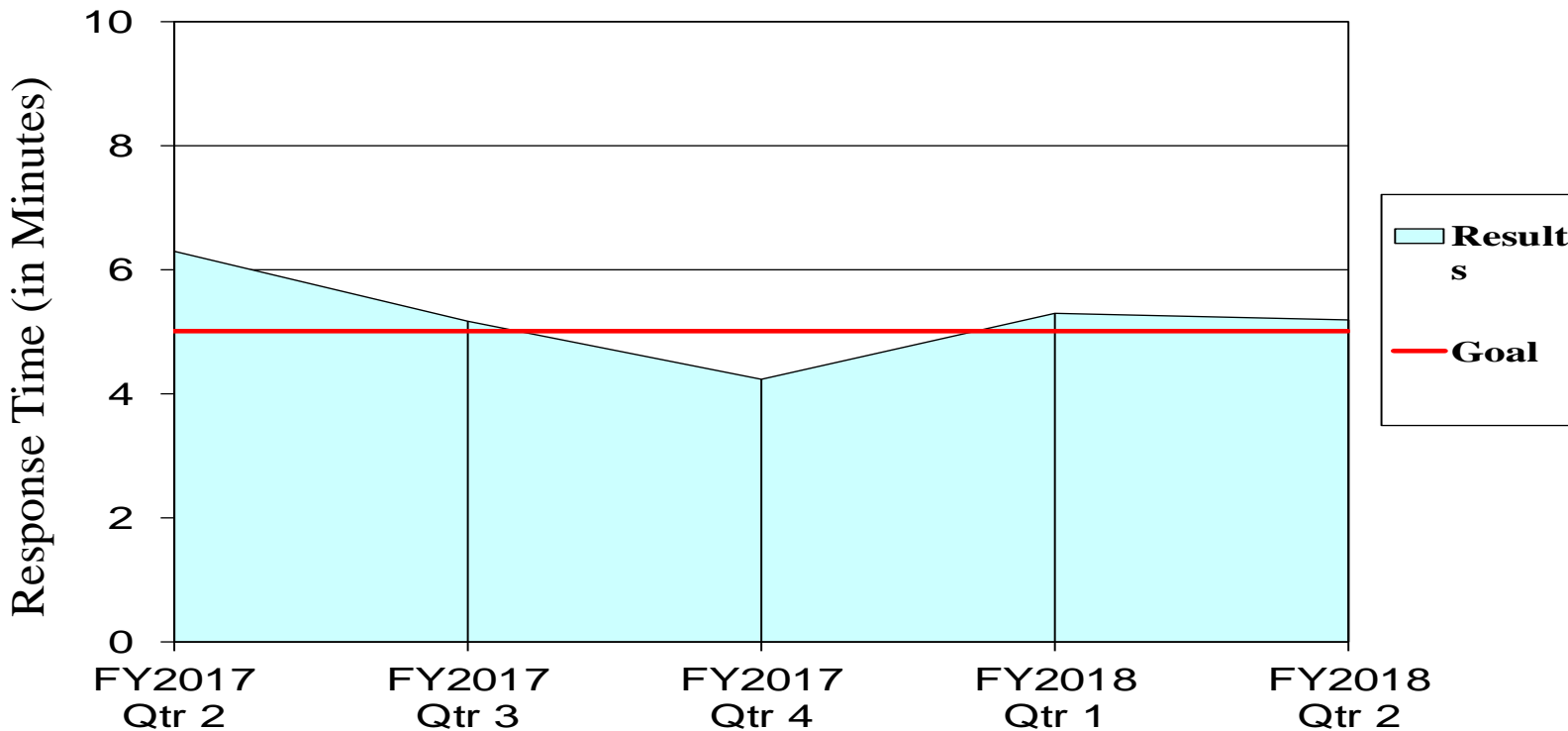
Auto Theft



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



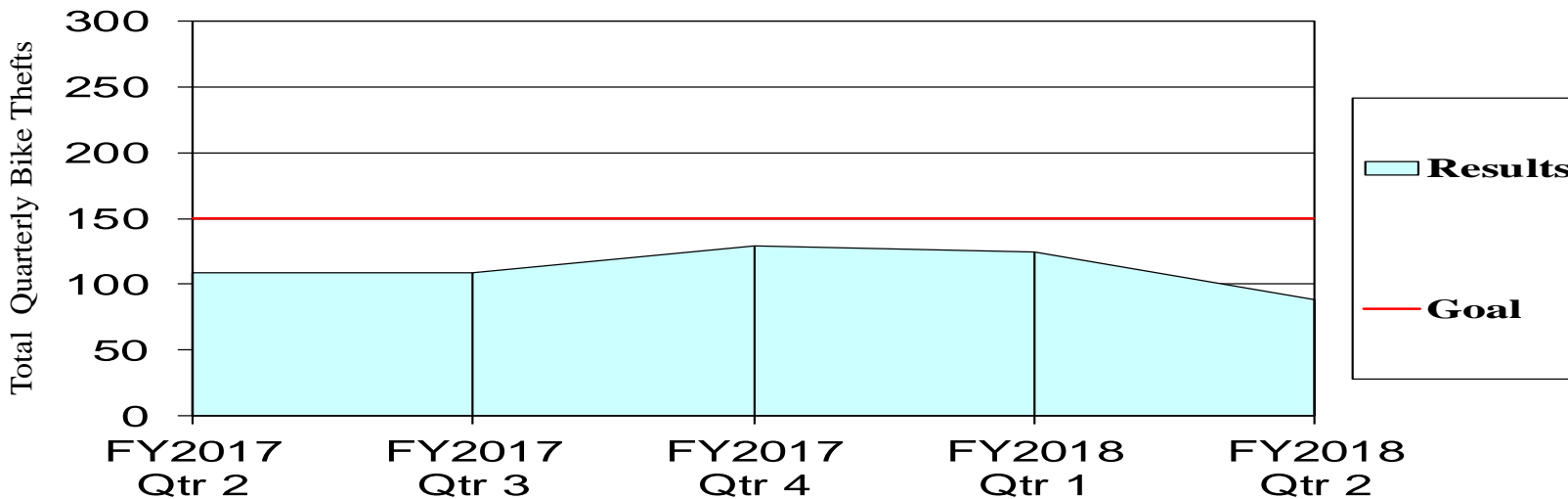
Average Emergency Response Time



- ✓ The average Emergency Response Time goal was not met for the quarter but improved from the prior quarter and down from the corresponding quarter of the prior fiscal year.



Bike Theft



- ✓ Goal met
- ✓ 88 bike thefts for current quarter, down 37 from last quarter.