



Quarterly Service Performance Review

Second Quarter, FY 2019
October - December, 2018

Operations & Safety Committee
February 28, 2019



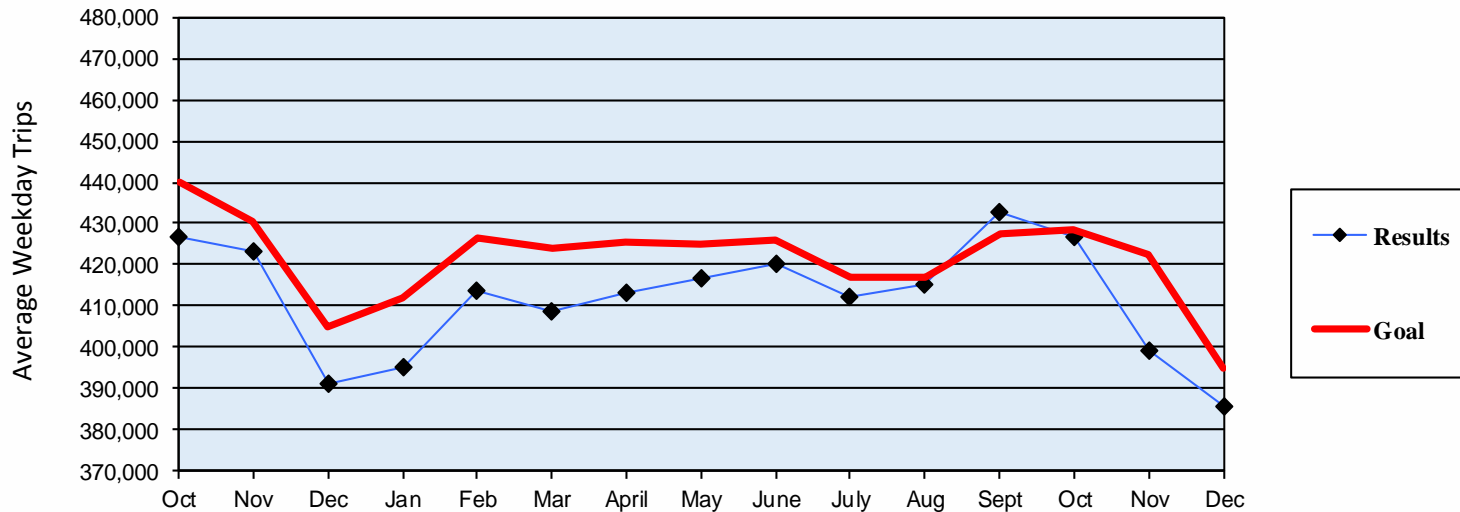
FY19 Second Quarter Overview



- ✓ Ridership decreased by 3% compared to same quarter last year, primary decreases off peak and weekends
- ✓ On-time performance is up 2.7% compared to same quarter last year
- ✓ Equipment Reliability: Car, Train Control and Track, met goal; Traction Power and Computer Systems did not meet goal
- ✓ Equipment Availability: Elevators (Station and Garage), Escalators (Platform and Street), Ticket Machines and Fare Gates met goal
- ✓ Passenger Environment: Station Cleanliness, Grounds, Vandalism, Train Temperature and Fare Evasion scopes improved; Customer service remained flat; Train Cleanliness and Homeless scores fell.
- ✓ Total Customer Complaints decreased by 2%



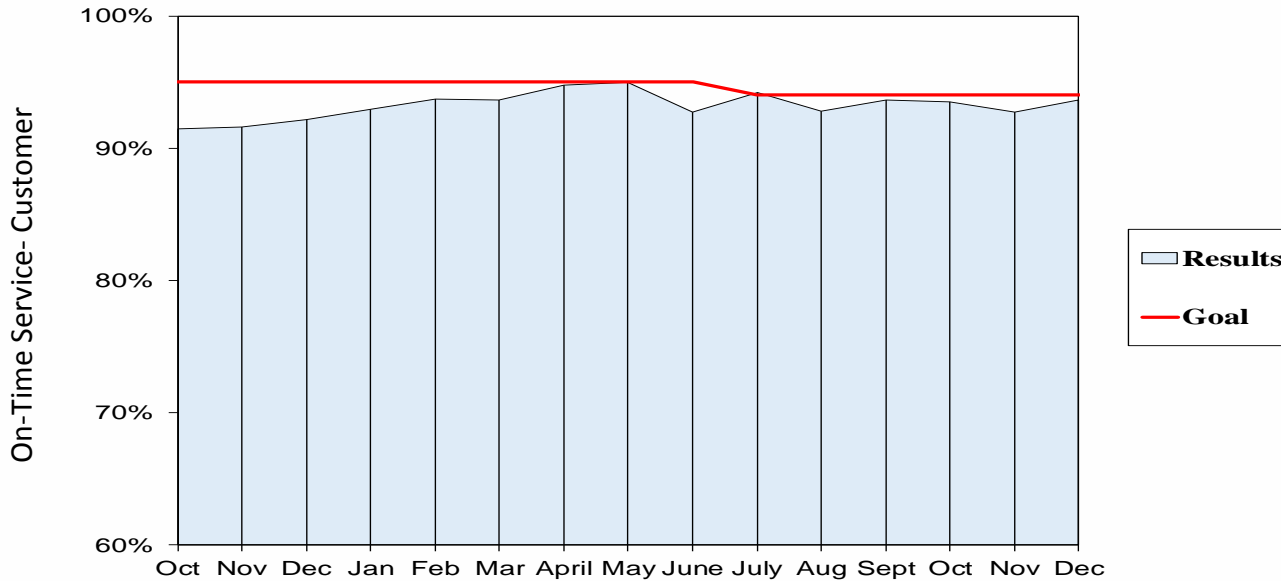
Customer Ridership



- ✓ Total ridership decreased by 3.0% compared to same quarter last year
- ✓ Average weekday ridership (405,321) down by 2.1% from same quarter last year
- ✓ Core weekday ridership down by 1.9% from same quarter last year
- ✓ SFO Extension weekday ridership down by 3.4% from same quarter last year
- ✓ Average peak ridership up by 0.8% compared to same quarter last year
- ✓ Saturday and Sunday down by 6.8% and 8.8%, respectively, from same quarter last year
- ✓ November was affected by nearly two weeks of very poor air quality from the northern California fires



On-Time Service - Customer

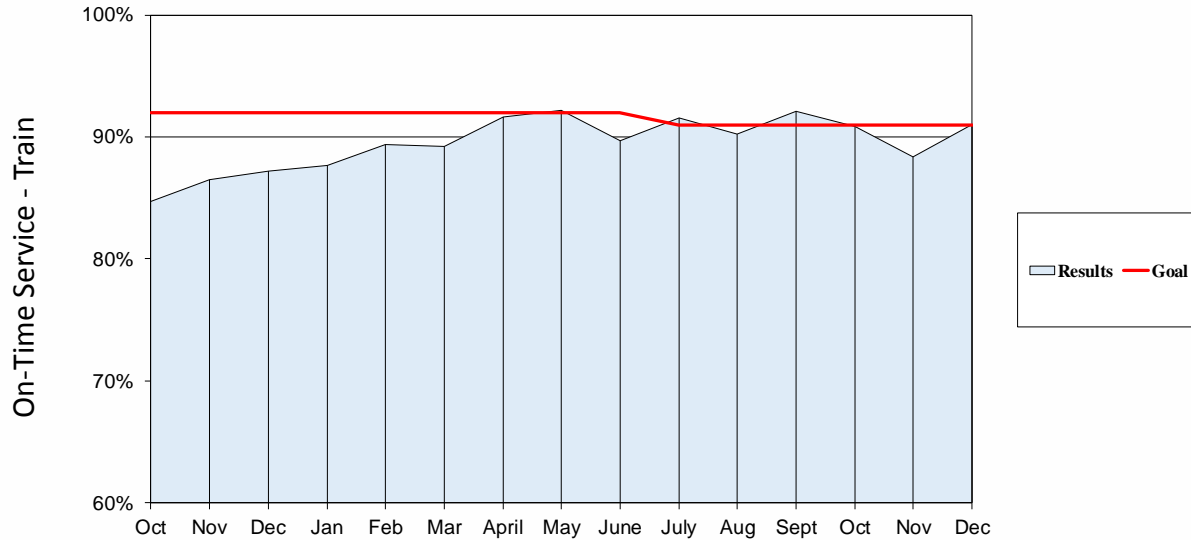


- ✓ Goal not met – Actual 93.3% / Goal 94.00%
- ✓ Down 0.3% from prior quarter, up 1.5% from this quarter last year

1	29-Oct-18	Balboa Park	Train Struck A Person On Trackway	People	154
2	29-Oct-18	W. Oakland	Brake	Vehicle	120
3	17-Nov-18	L & A-Lines	Net.com System(Bad Trunk Card)(See Item 6)	Equip	110
4	31-Oct-18	MacArthur	Essential Power Failure(Comm. Link Affected)	Equip	93
5	29-Nov-18	19th St. I-Lk	3rd Rail Power (Propagating Delays)	Equip	86
6	16-Nov-18	L & A-Lines	Net.com System(Continued See Item 3)	Equip	74
7	16-Nov-18	Bay Fair	Propulsion(Semiconductor Box Fire)	Vehicle	75
8	17-Nov-18	A & L Lines	Multiple-Cause Delays(Veh./F.O./Routing)	Equip	66
9	29-Nov-18	Systemwide	Weather (Wet Tracks)	Weather	64
10	2-Oct-18	W. Oakland	BPD Hold (Unstable Patron)	People	61



On-Time Service - Train



- ✓ Goal Not Met – Actual 90.1% / 91% Goal
- ✓ Down 1.2% from prior quarter, up 4% from this quarter last year
- ✓ 37.9% of late trains were late due to multiple small delays, each under 5 minutes

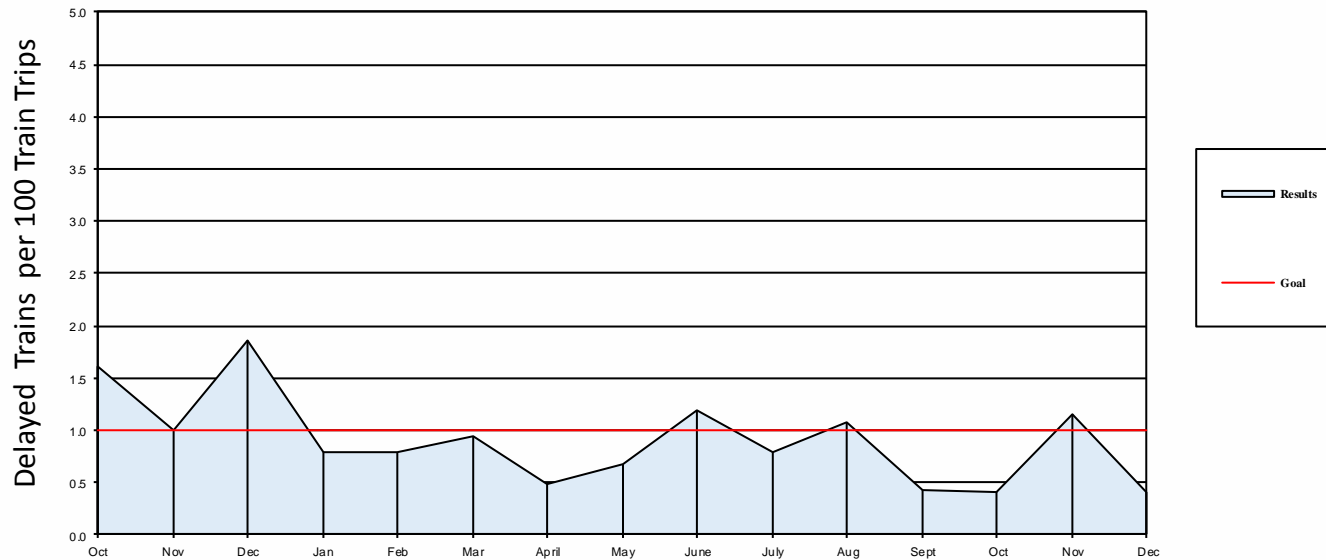
POLICE ACTIONS	29.2%of delayed trains
RAIL CAR	11.9%of delayed trains
TRAIN CONTROL	7.6%of delayed trains
OPERATIONS	6.3%of delayed trains
TRACTION POWER	5.3%of delayed trains
PATRON ILL	4.9%of delayed trains
VANDALISM	4.8%of delayed trains
MULTIPLE CAUSE	4.3%of delayed trains
TRAIN STUCK PATRON	4.2%of delayed trains
COMPUTER/COMMS	4.0%of delayed trains



Wayside Train Control System



Includes False Occupancy & Routing, Delays Per 100 Train Runs



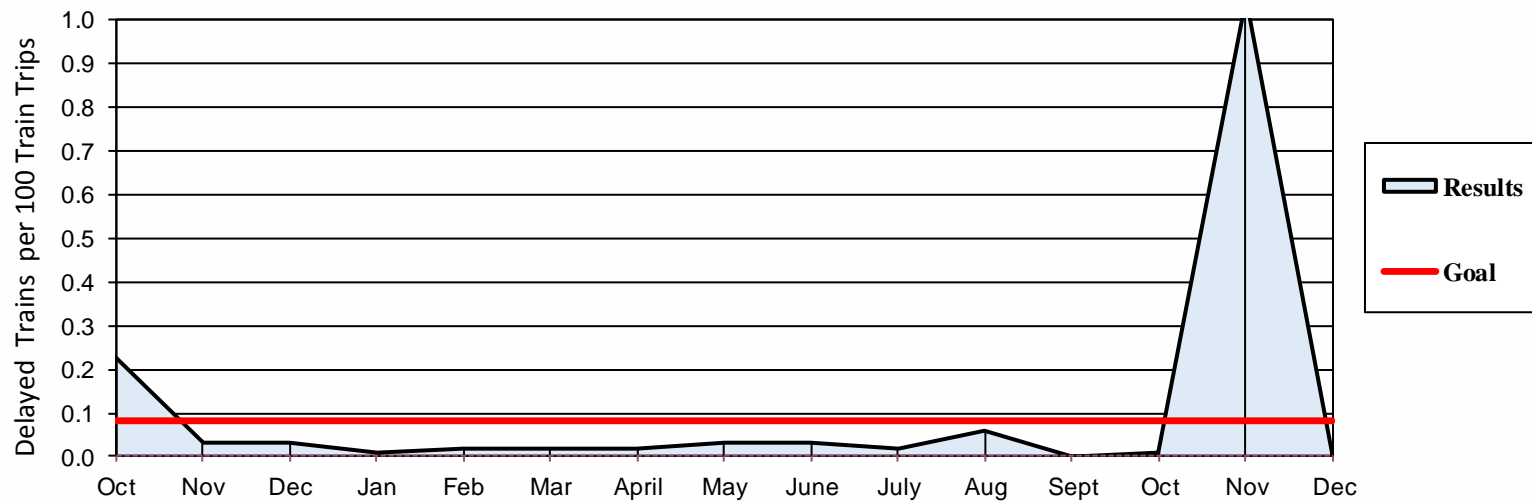
- ✓ Goal met – Actual 0.66 / Goal 1.00
15% improvement over last quarter, 125% improvement over same quarter a year ago
- ✓ Continued Equipment, Hardware and Software upgrades
- ✓ Improved Training



Computer Control System



Includes ICS computer & SORS, Delays per 100 train runs



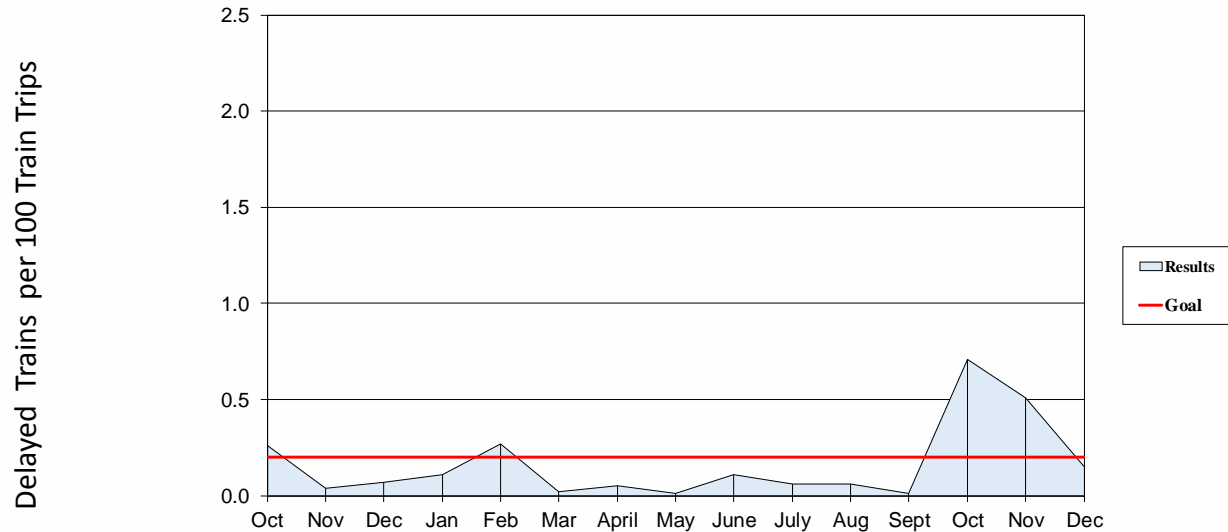
- ✓ Goal not met – Actual 0.36 / Goal 0.08
- ✓ Driven by Net.com failure near Bay Fair
- ✓ Hired expert consultant and secured advanced software license



Traction Power



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



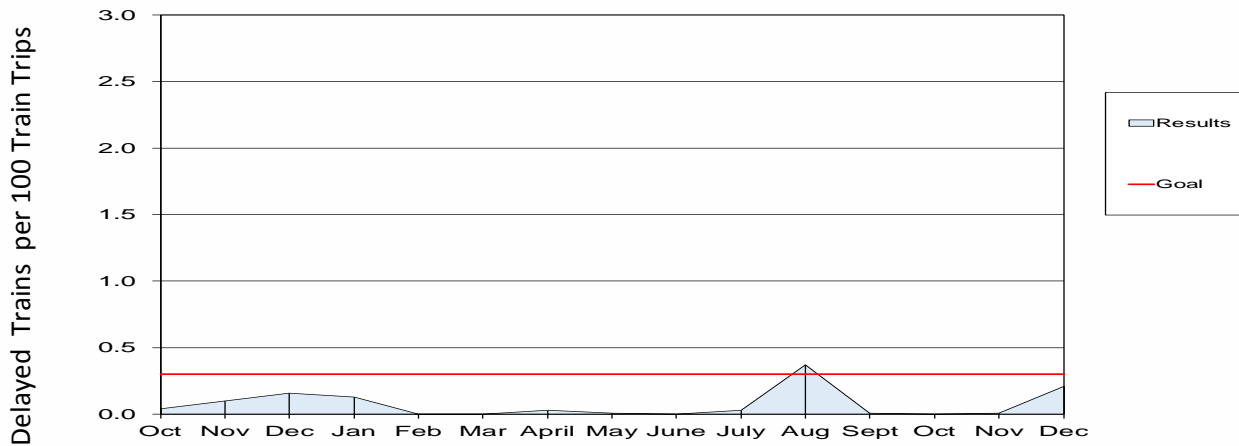
- ✓ Goal not met – Actual .46 / Goal .2
- ✓ Two failures during replacement of Uninterrupted Power Supply at MacArthur
 - ✓ PG&E outage with no backup power
 - ✓ T/C power supplies failure at commissioning



Track



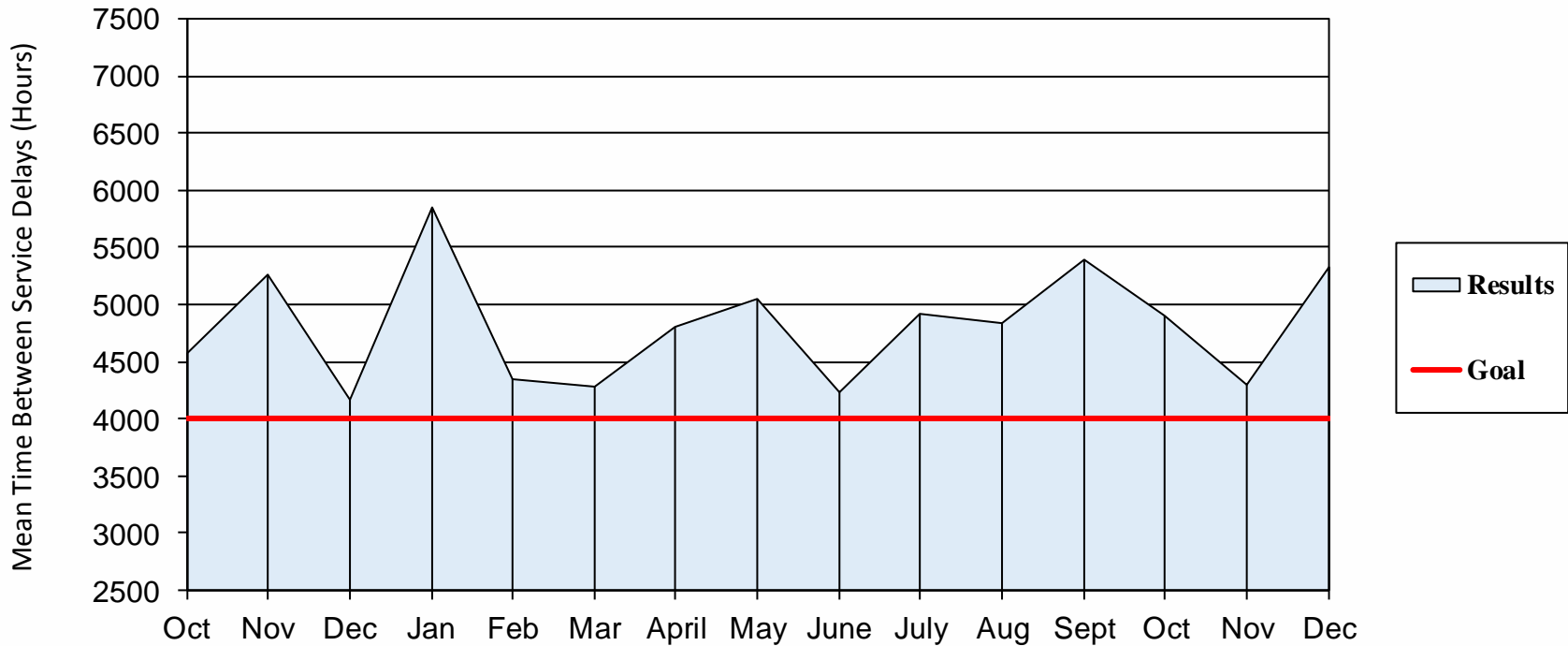
Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs



- ✓ Goal met – Actual .07 / Goal .30
- ✓ 5 Miles of Track Replaced FY19 through second quarter
- ✓ 74 pass miles of Track Ground FY19 through second Quarter
- ✓ C55 Interlocking Scheduled for Replacement this Spring



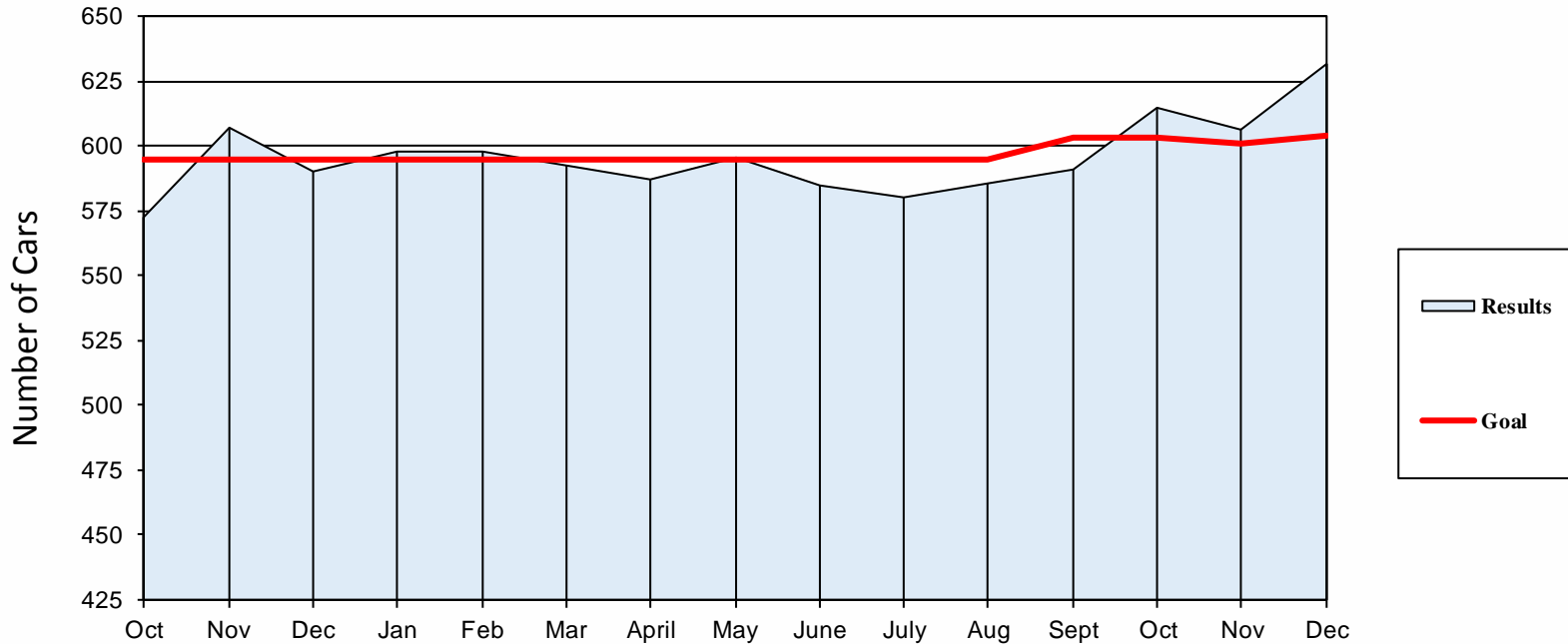
Car Equipment - Reliability



- ✓ Goal met – Actual 4,810 hours/Goal 4,000 hours
4% improvement over same quarter last year
- ✓ Propulsion delays decreased from previous quarter. Q1- 33 | Q2- 28
- ✓ Friction Brakes delays decreased from previous quarter. Q1- 30 | Q2- 21



Car Equipment – Availability @ 0400 hours



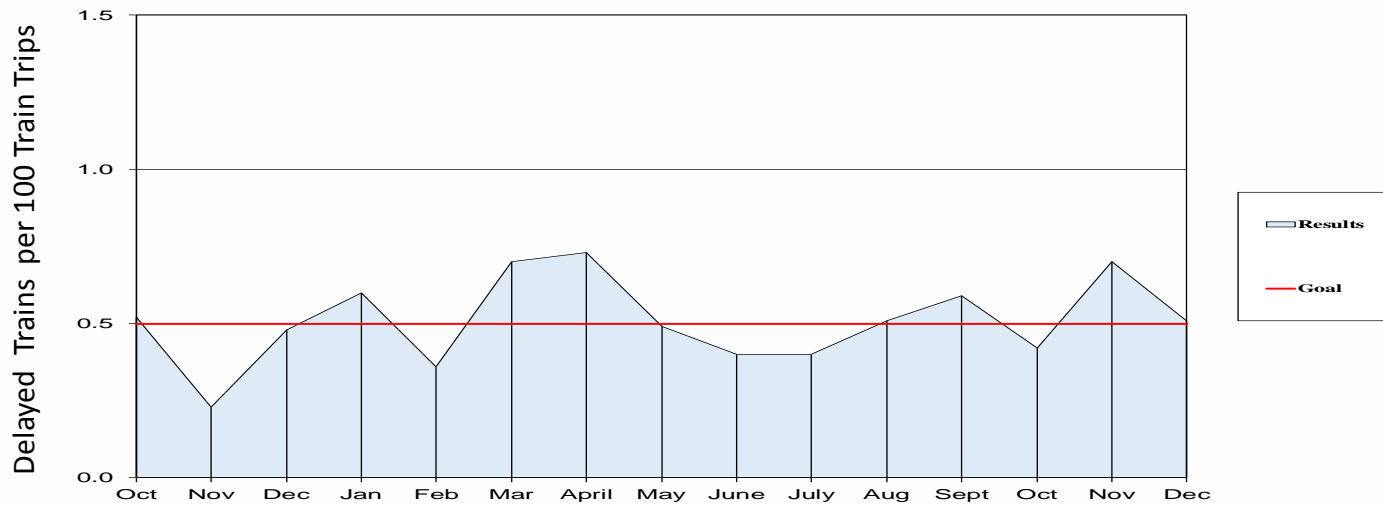
- ✓ Goal met – Actual 618/ Goal 603
- ✓ Additional FOTF revenue vehicles in service provided some relief
- ✓ Fleet availability requirement decreased from 88.94% to 86.72%
- ✓ 09/2018 SCRAM: A 84.75% | B 94.74% | C 80.43% | Total 88.94%
- ✓ 11/2018 SCRAM: Legacy fleet 89.14% | Overall Fleet 86.72%



Transportation



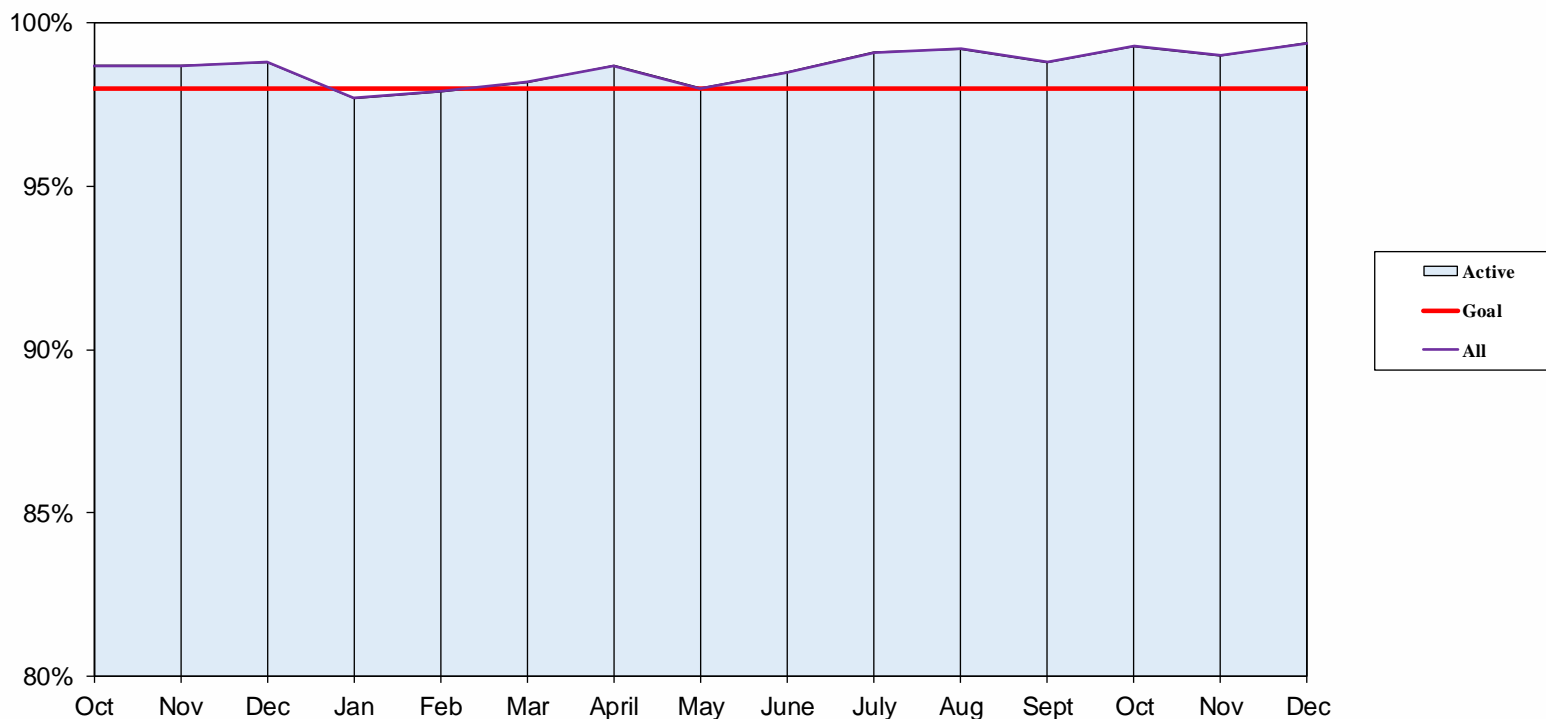
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays
Per 100 Train Runs



- ✓ Goal not met – Actual .54 / Goal .5
- ✓ Staffing shortage due to FOTF Training



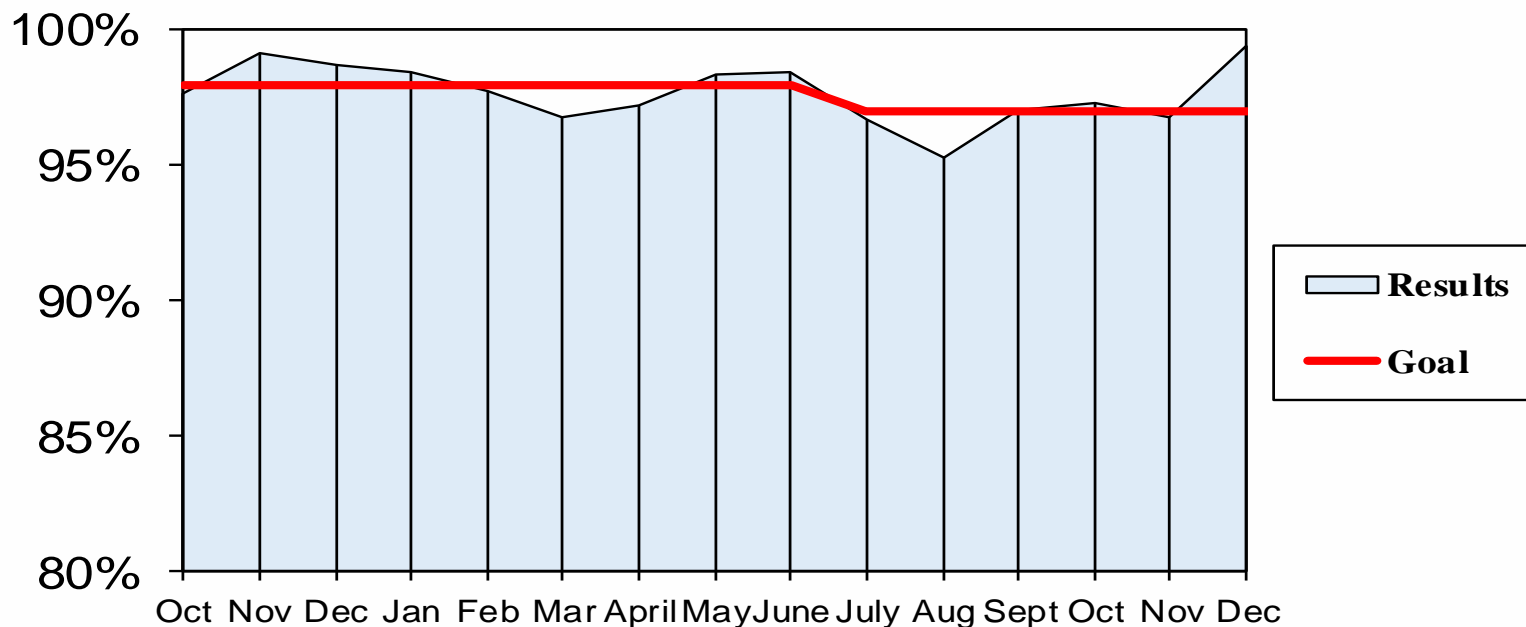
Elevator Availability - Stations



- ✓ Goal met - Actual 99.23% / Goal 98%
0.2% improvement above last quarter, 0.5% improvement over same quarter last year
- ✓ 4 of the 86 Elevators were major contributors to Out of Service time.
 - Walnut Creek Elevator was down for 119 hours due to Vandalism
 - The remaining 3 Elevators were down for Door malfunctions.



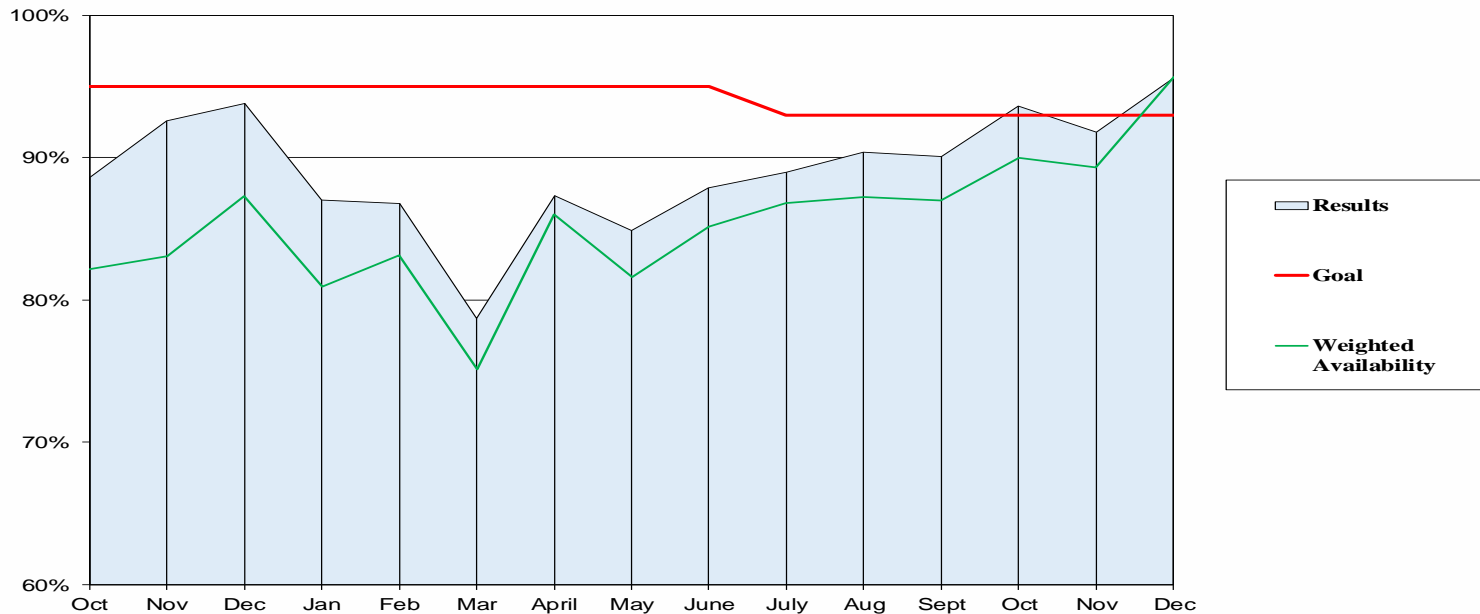
Elevator Availability - Garage



- ✓ Goal met – Actual 97.8% / Goal 97%
0.6% improvement over last quarter, 0.7% below same quarter last year



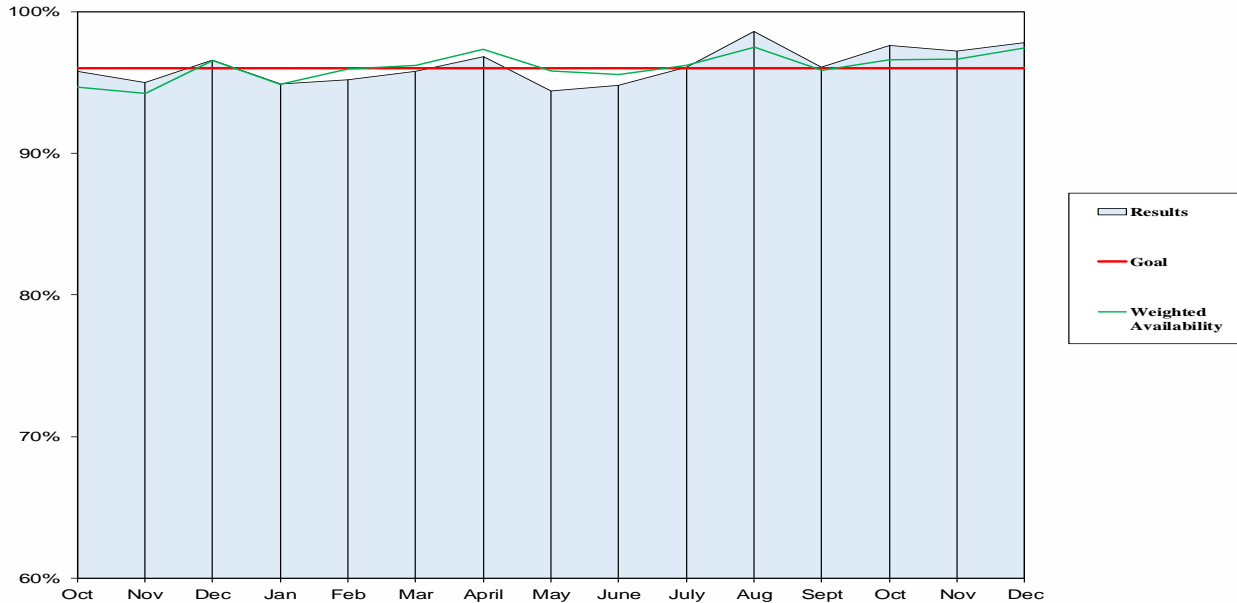
Escalator Availability - Street



- ✓ Goal met – Actual 93.7% / Goal 93%
up 3.8% from last quarter, 2.2% over same quarter last year
- ✓ FY19 Realigned the PM routes to increase ownership and focus on worst performers



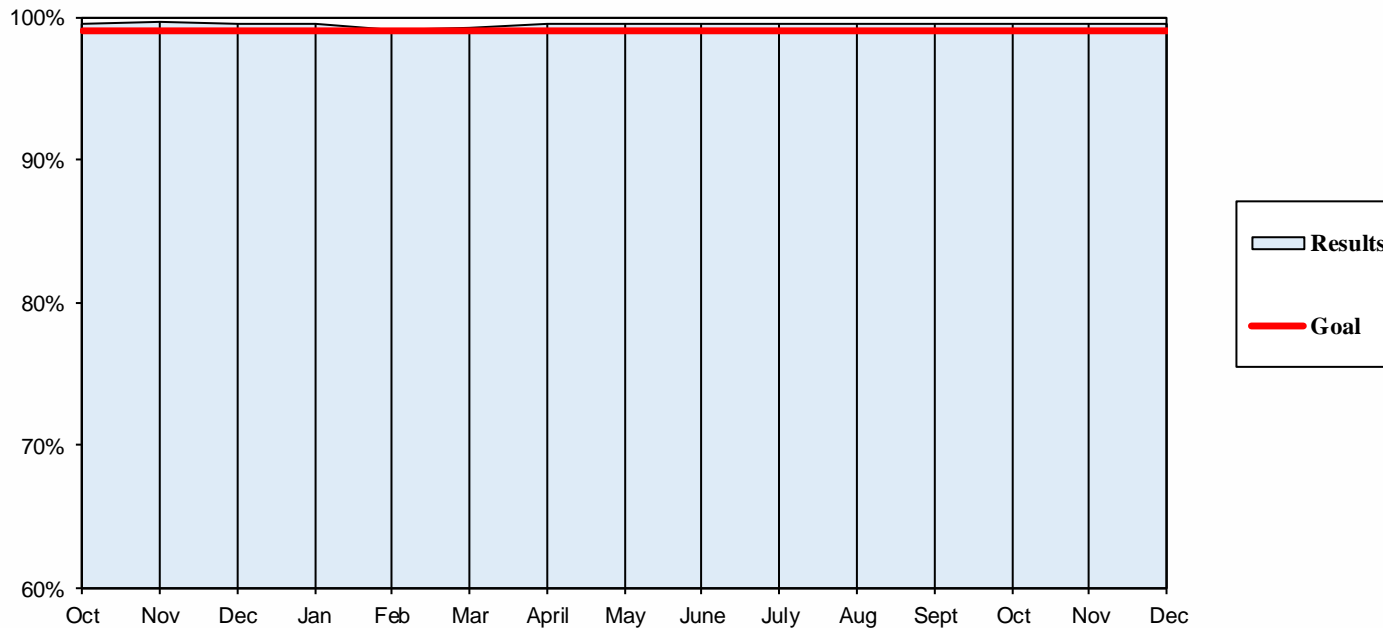
Escalator Availability - Platform



- ✓ Goal met – Actual 97.5% / Goal 96%
Up 0.62% over last quarter, up 1.8% same quarter one year ago
- ✓ Focusing on PM's, timely response to failures units and root cause analysis on poor performers



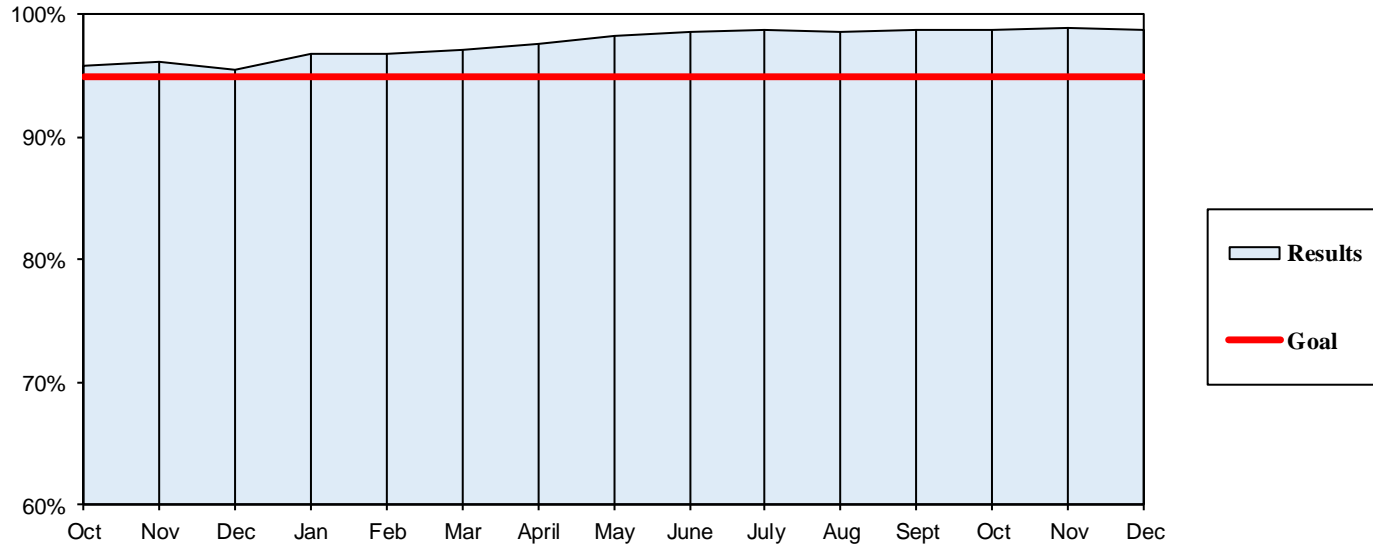
AFC Gate Availability



- ✓ Goal met - Actual 99.6% / Goal 99.0%
- ✓ AFC partnership with Transportation to identify failures early and respond quickly.



AFC Vendor Availability



- ✓ Goal met - Actual 98.8% / Goal 95.0%
- ✓ Parking Validation Machines Availability – 99.1%



Environment - Outside Stations



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES questionnaire: *Appearance of BART Landscaping was combined with Walkways and Entry Plaza*
- Significant increase in *Appearance Of BART Landscaping, Walkways & Entry Plaza Just Outside Station*
- Will establish goal for FY20

	FY18 Q2	FY18 Q3	FY18 Q4	FY19 Q1	FY19 Q2
Environment Outside Stations (composite)				62.6%	65.3%
Appearance Of BART Landscaping, Walkways & Entry Plaza Just Outside Station (weight 67%)				58.1%	61.6%
BART Parking Lot Cleanliness (weight 33%)	70.2%	71.4%	74.2%	71.7%	72.7%



✓ Trending Positive



Environment - Inside Stations



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES questionnaire: added *Cleanliness of Concourse, Escalator Cleanliness, Stairwell Cleanliness*; dropped *Cleanliness of Other Areas*
- Significant increase in *Escalator Cleanliness* and *Stairwell Cleanliness*
- Will establish goal for FY20

	FY18 Q2	FY18 Q3	FY18 Q4	FY19 Q1	FY19 Q2	
Environment Inside Stations (composite)				62.2%	63.8%	↑
Cleanliness Of Station Platform (weight 40%)	63.1%	63.9%	63.3%	67.6%	68.8%	↑
Cleanliness Of Concourse (weight 25%)				62.7%	64.1%	↑
Escalator Cleanliness (weight 10%)				63.7%	66.0%	↑
Stairwell Cleanliness (weight 7.5%)				56.8%	59.9%	↑
Elevator Cleanliness (weight 10%)	46.7%	45.7%	42.8%	63.7%	57.9%	↓
Restroom Cleanliness (weight 7.5%)	34.7%	32.9%	35.2%	43.4%	44.6%	↑

- ✓ Trending Positive
- ✓ Some decline on elevator cleanliness



Station Vandalism



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Will establish goal for FY20

	FY19 Q1	FY19 Q2
Station kept free of graffiti	71.6%	73.8%



✓ Trending Positive



Train Interior Cleanliness



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Significant decrease in *Train Interior Cleanliness* from prior quarter
- Will establish goal for FY20

	FY19 Q1	FY19 Q2	
Train Interior Cleanliness (composite)	70.8%	68.3%	↓
Train Interior Cleanliness (weight 65%)	61.7%	58.3%↓	↓
Train Interior kept free of graffiti (weight 35%)	87.7%	86.9%	↓

- ✓ Decline across the board
- ✓ Winter weather and increased SFPD patrols in Downtown SF stations drove homeless Patrons onto trains last quarter
- ✓ Midline Rapid Response continues to improve mainline biohazard intercepts
- ✓ 90 day Thorough Clean program remains in force




Train Temperature



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- Changes in the PES scoring scale: *percent rating Excellent and Good*
- Will establish goal for FY20

	FY19 Q1	FY19 Q2
Comfortable Temperature on board train	79.7%	80.9% 

- ✓ Trending positive
- ✓ Modification to A and B car HVAC appears to be paying





Customer Service



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good

- New Performance Indicator
- *Customer service from Station Agent replaces Availability of Brochures and Availability of Station Agents*
- *PA Announcements for Transfer, Next Station and Destination combined into one attribute*
- Building historical data for the all of the elements
- Will establish goal for FY20

	FY19 Q1	FY19 Q2
Customer Service (composite, all weighted equally)	74.9%	74.9%
Customer service from Station Agent (if used today)	69.8%	69.8%
Onboard next stop, destination and transfer announcements	76.5%	77.7% 
Onboard delay announcements (if this train was delayed today)	78.5%	77.3% 

✓ Trend is fairly flat



Homelessness



Ratings guide:

- Scale:
- Excellent
- Good
- Only Fair
- Poor
- Rating=% Excellent and Good
- Yes/No

- New Performance Indicator
- Building historical data
- Will establish goal for FY20

	FY19 Q1	FY19 Q2
How well BART is addressing homelessness	23.7%	23.4%



- ✓ Trend is down
- ✓ Largely attributable to winter weather



Fare Evasion



Ratings guide:
Scale:
• Yes
• No
• I don't know

Rating = % Yes

- New Performance Indicator
- Building historical data
- Will establish goal for FY20

	FY19 Q1	FY19 Q2
Rider saw someone not pay their fare	18.1% (Yes)	17.0% (Yes)



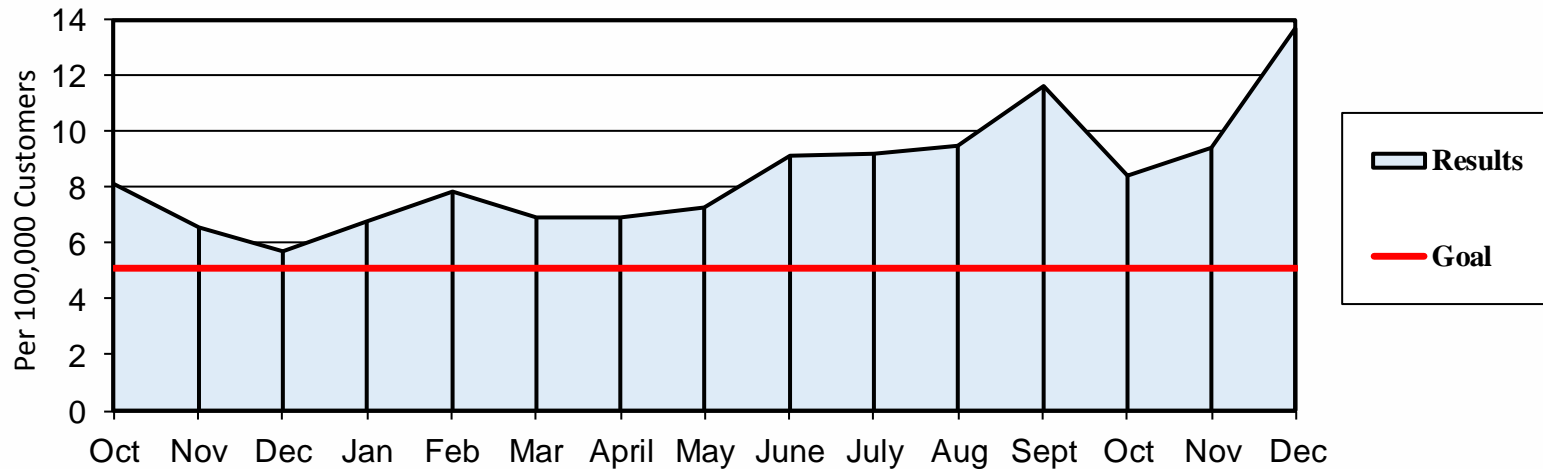
✓ Positive trend



Customer Complaints



Complaints Per 100,000 Customers



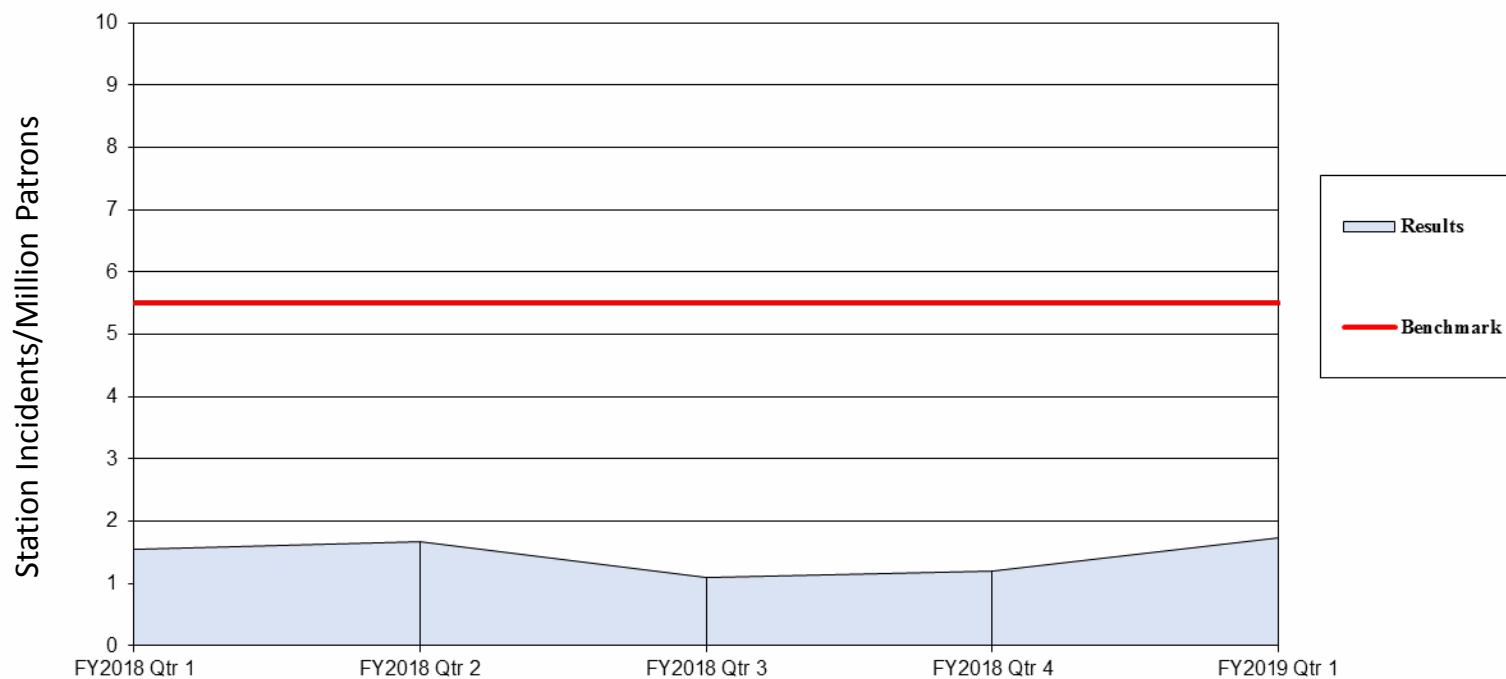
- ✓ Total complaints decreased by 61 (2%) from last quarter, up 971 (47.6%) over the second quarter FY18.
- ✓ Complaints numbers decreased or remained flat in all categories except for:
 - ✓ “Announcements” up 16 over last quarter
 - ✓ “Biohazard” up 236 over last quarter
- ✓ A new category “Apps” was established to capture 612 concerns about the redesigned website and release of official mobile app. Trip planner, airport discount mobile ticketing, BARTWatch, and BART Perks.



Patron Safety



Station Incidents per Million Patrons



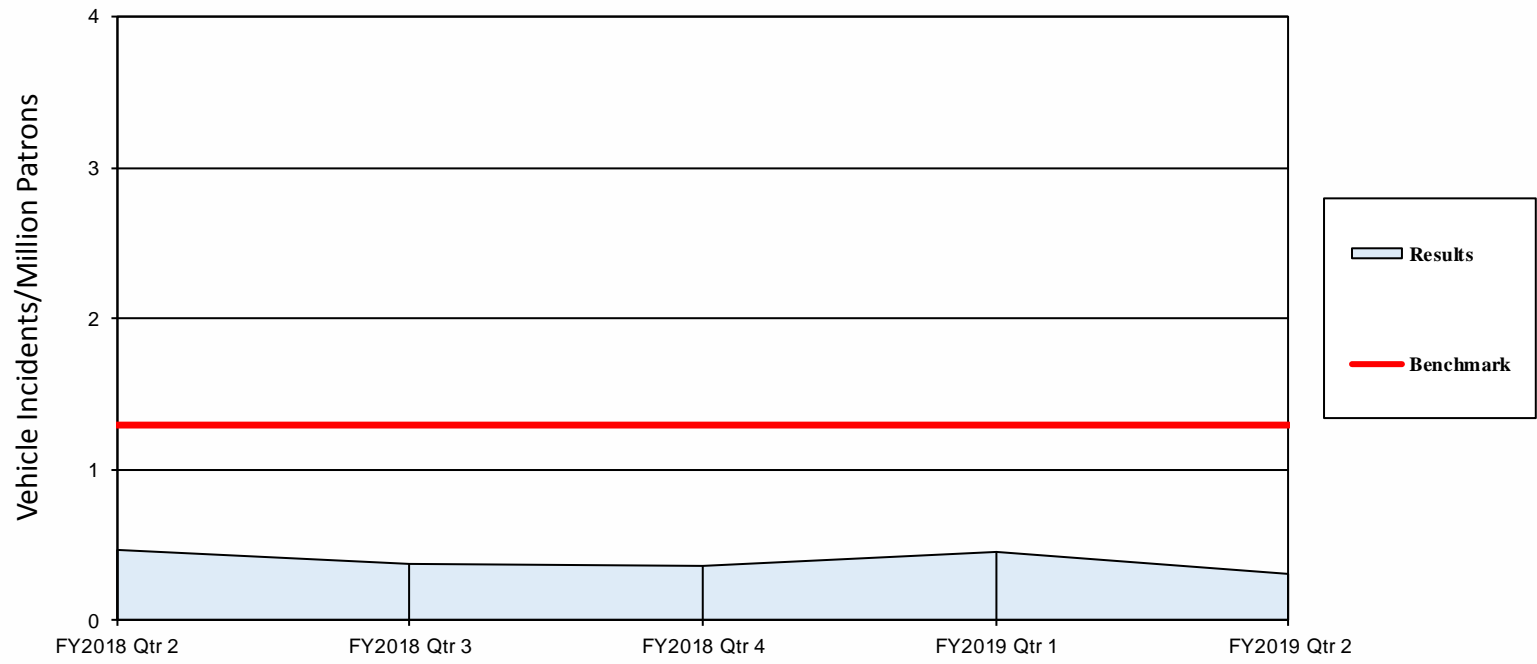
✓ Goal met



Patron Safety



Vehicle Incidents per Million Patrons



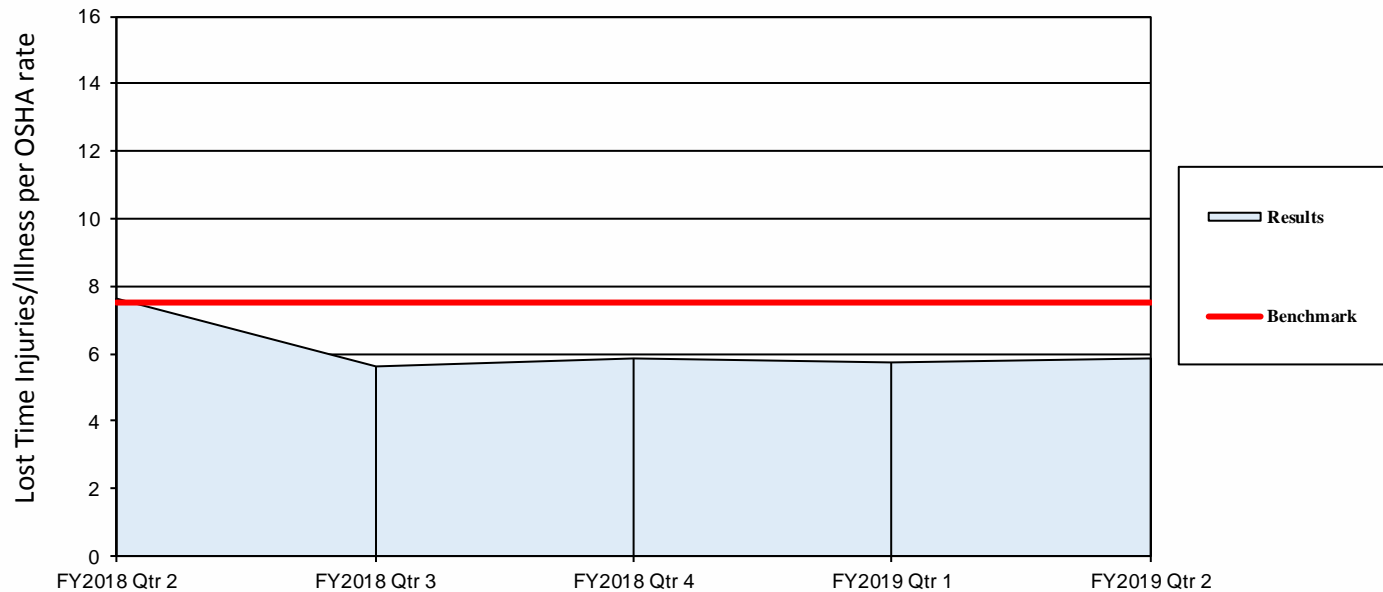
✓ Goal met



Employee Safety



Lost Time Injuries/Illnesses per OSHA Incidence Rate



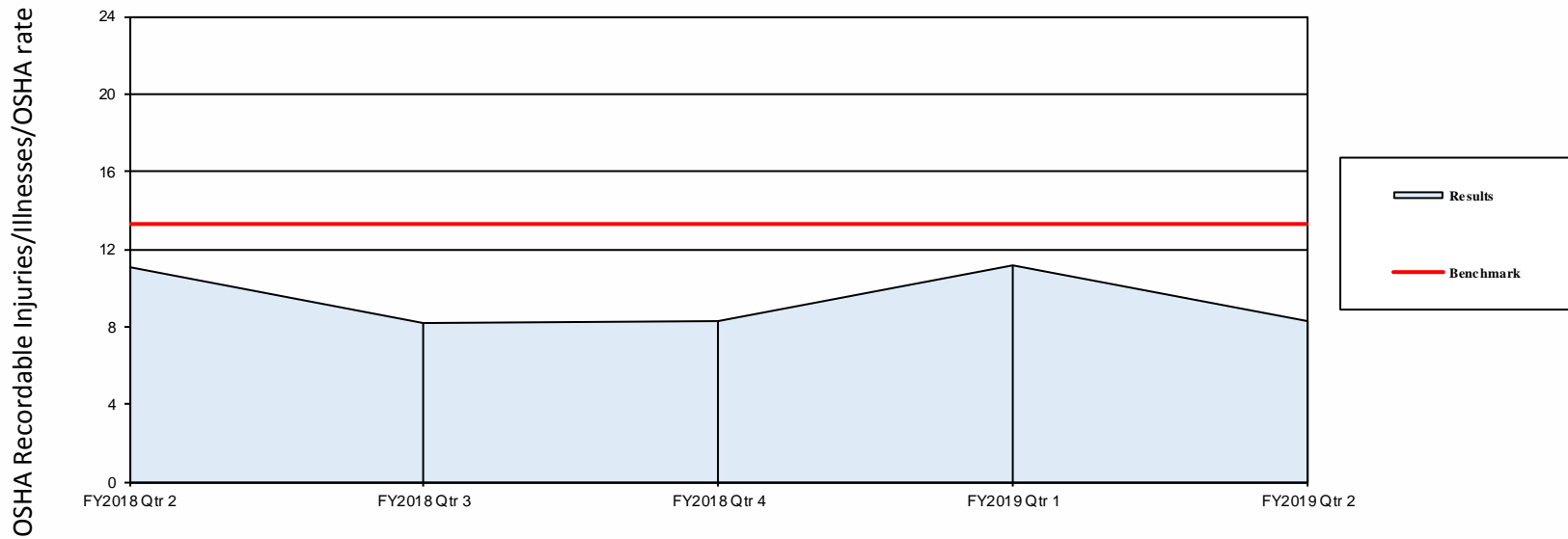
✓ Goal met



Employee Safety



OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



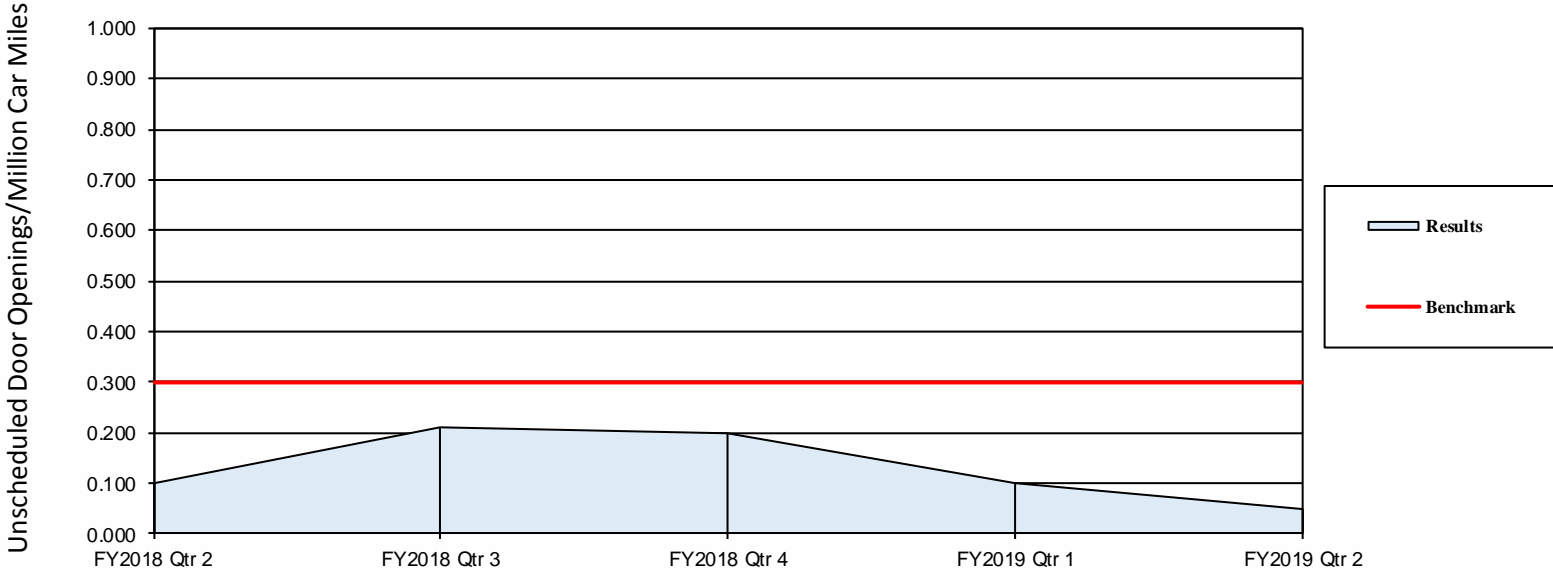
✓ Goal met



Operating Safety



Unscheduled Door Openings per Million Car Miles



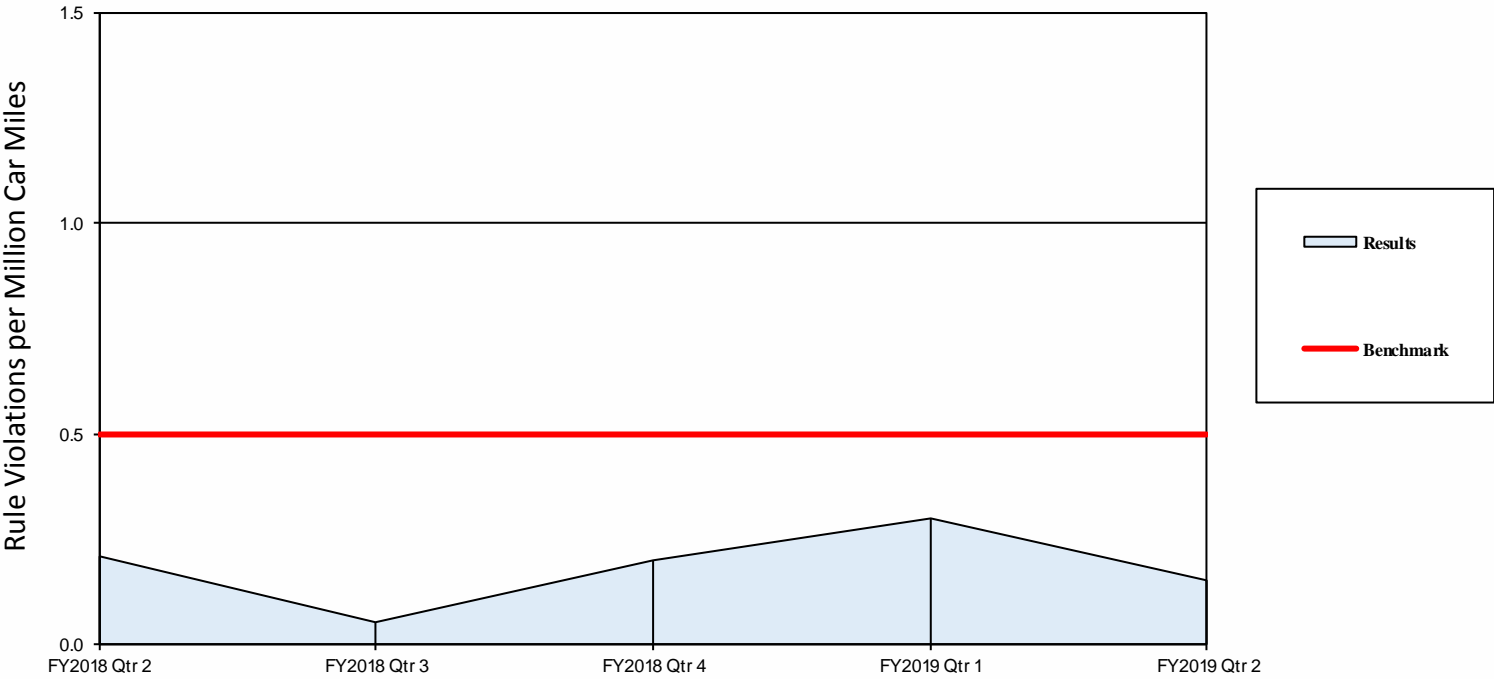
✓ Goal met



Operating Safety



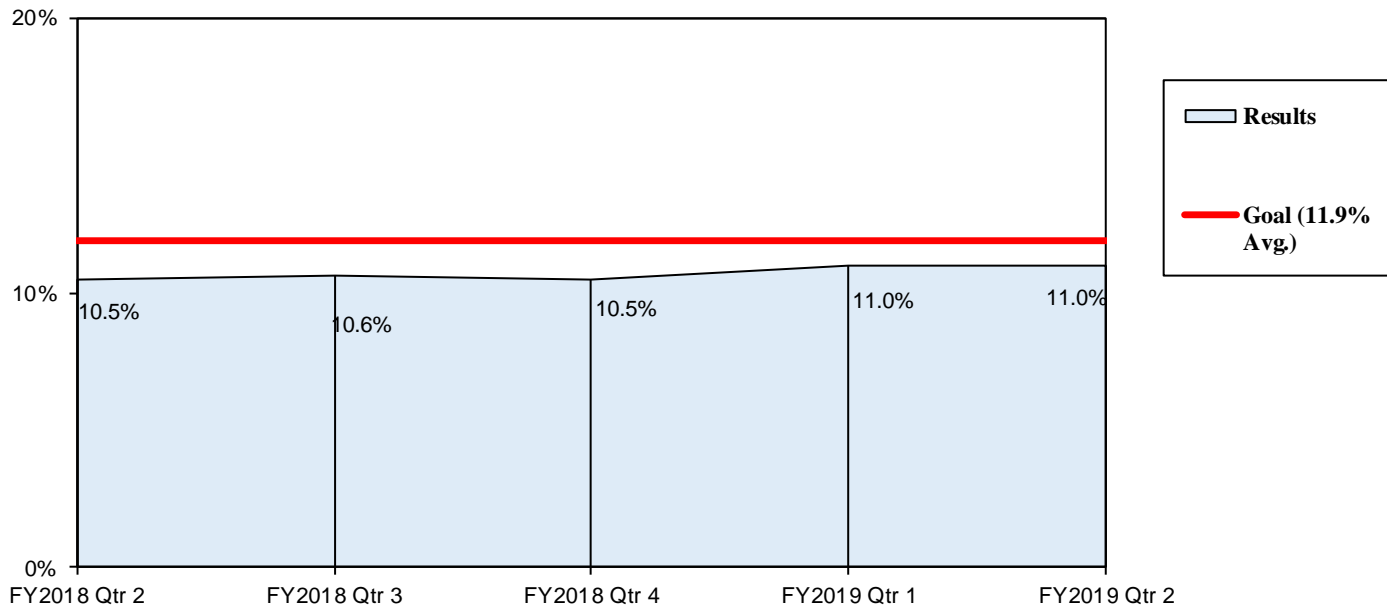
Rule Violations per Million Car Miles



✓ Goal met



BART Police Presence



Ratings Guide:

- Yes
- No
- I Don't Know

Rating = % Yes

✓ Goal not met

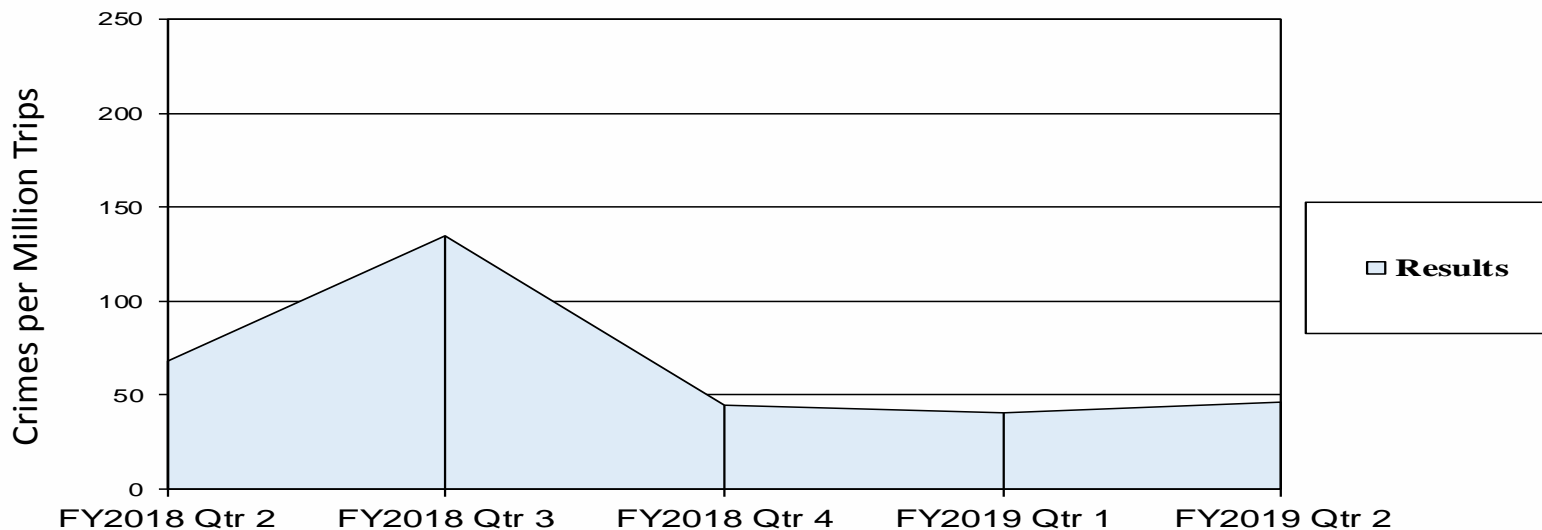
Police Presence Composite (All items equally weighted)	11.0%
Police seen on train	6.5%
Police seen outside the station	13.9%
Police seen in the station	9.3%
Police seen on train after 7:00PM and Weekends	8.5%
Police seen outside the station after 7:00PM and Weekends	14.5%
Police seen in the station after 7:00PM and Weekends	13.4%



Quality of Life*



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



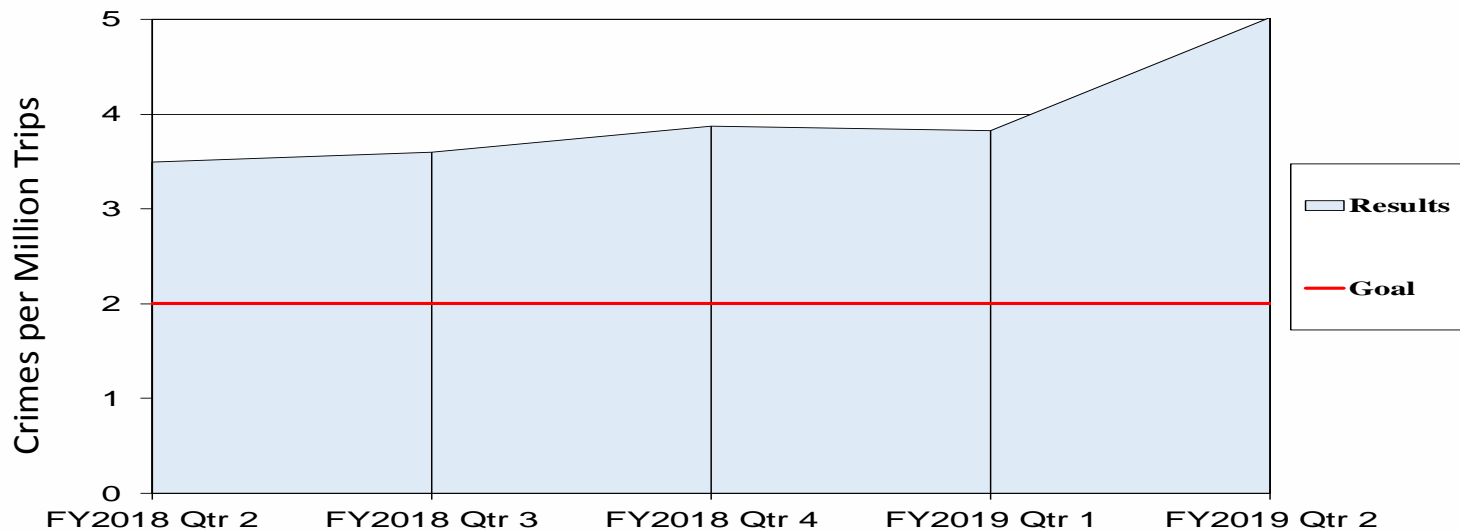
- ✓ Quality of Life incidents are up from the last quarter but down from the corresponding quarter of the prior fiscal year.



Crimes Against Persons



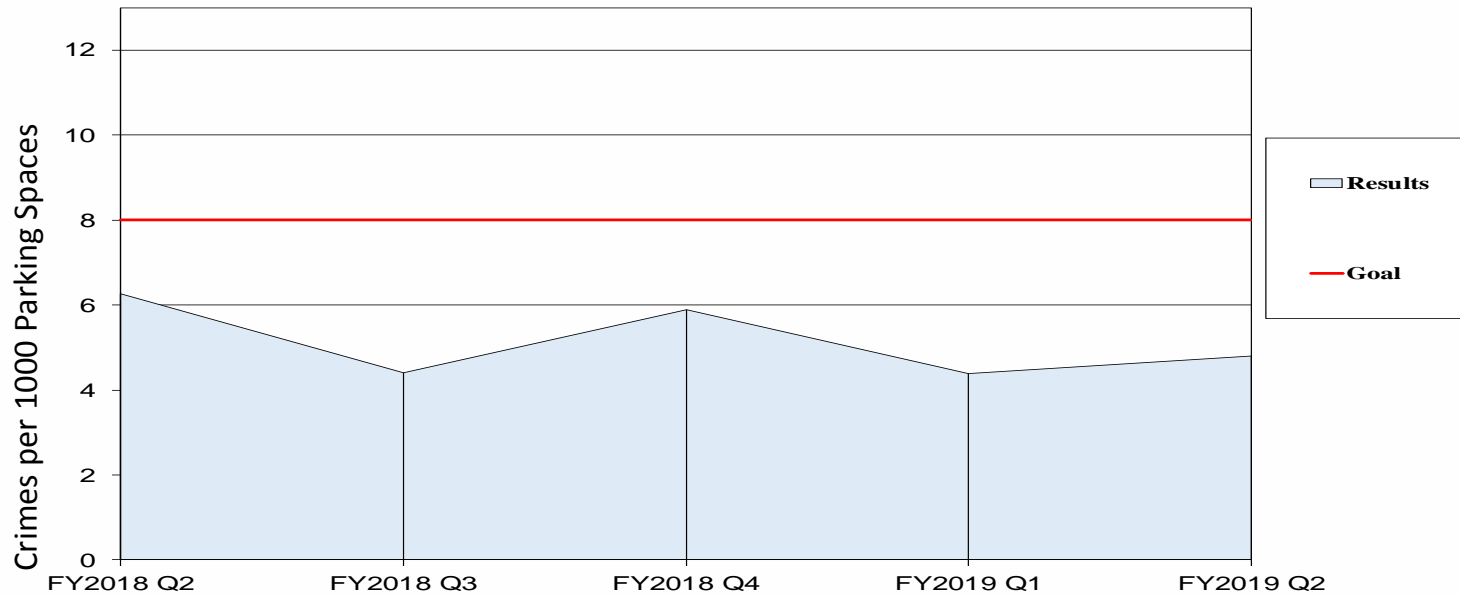
Crimes Against Persons include: Homicide, Rape, Robbery and Aggravated Assaults



- ✓ Goal not met
- ✓ Increase driven by cell phone robberies in San Francisco



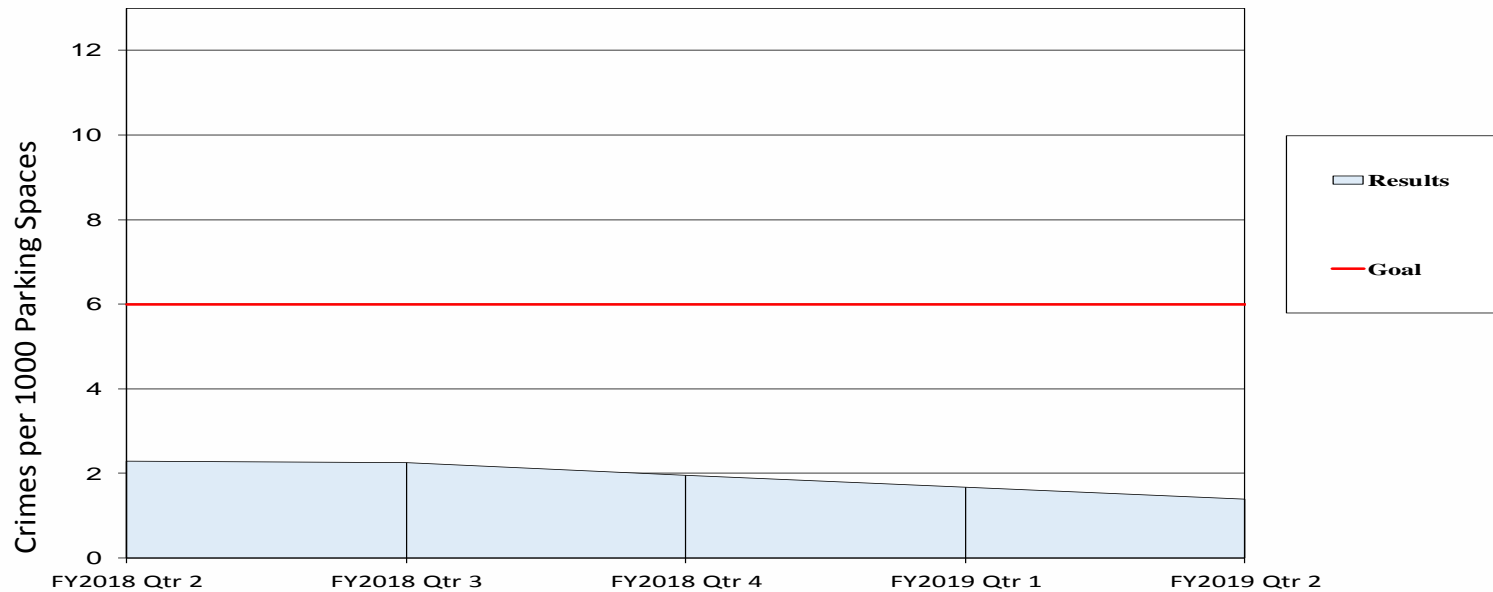
Auto Burglary



- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are up from last quarter but down from same quarter last year



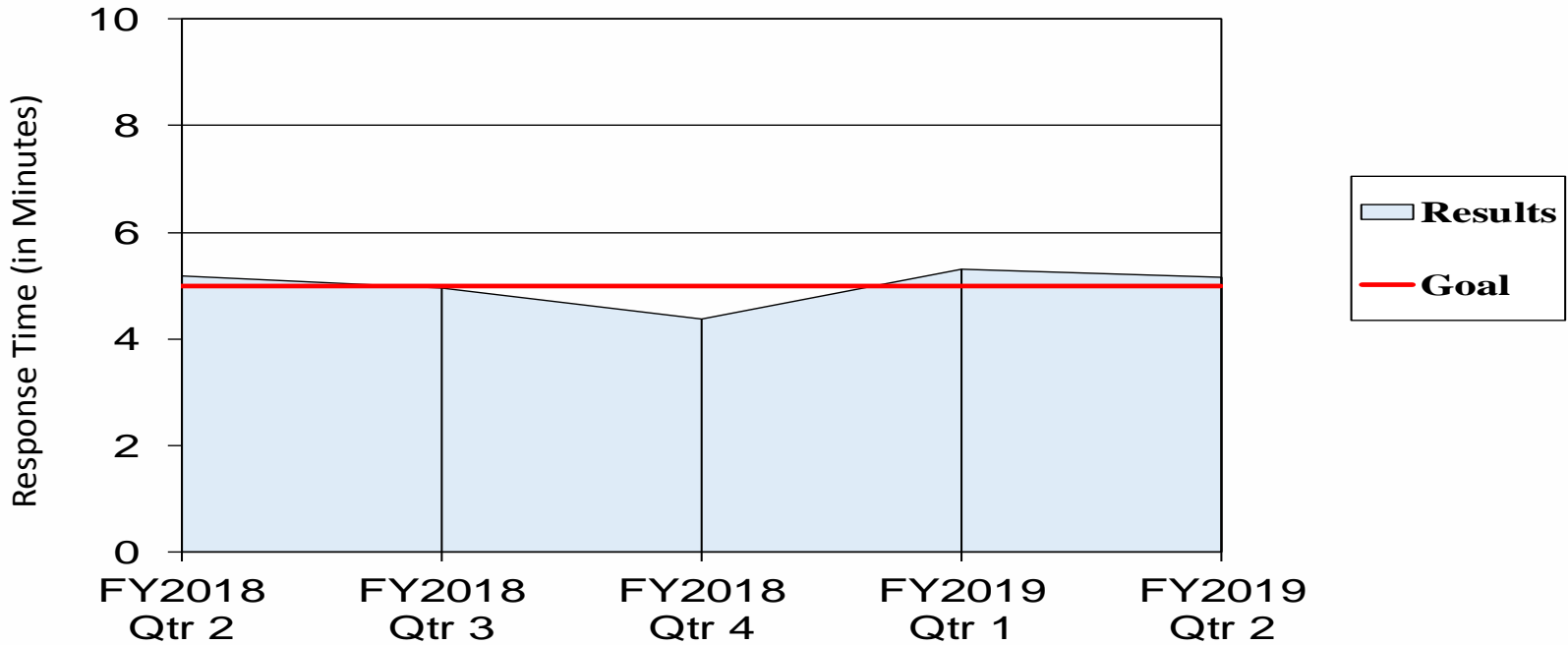
Auto Theft



- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter and from same quarter last year



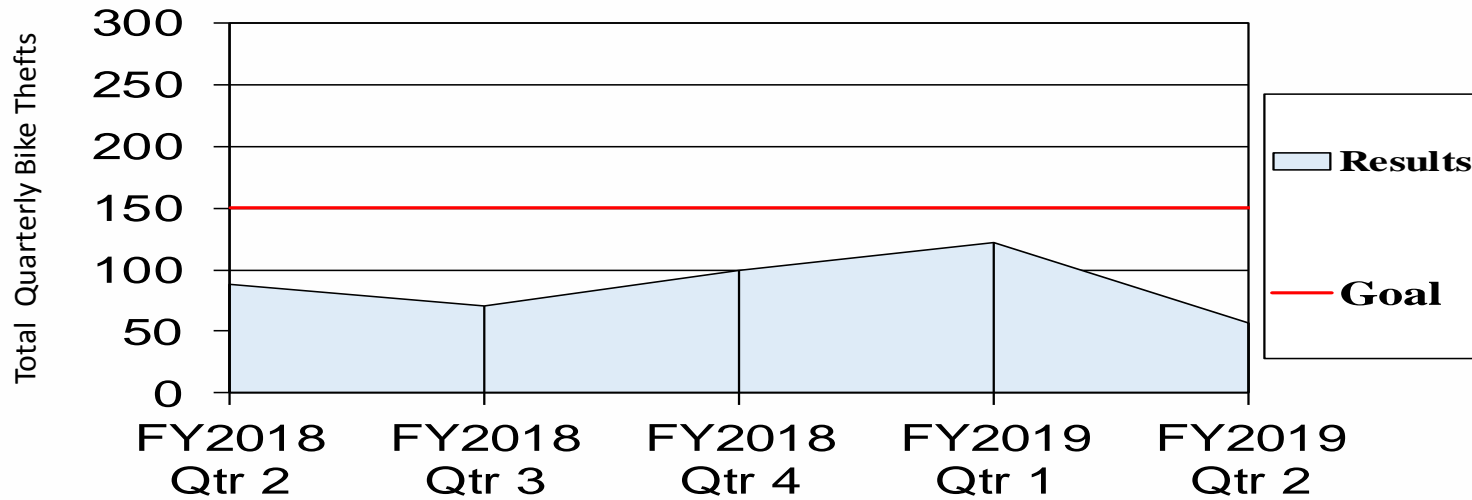
Average Emergency Response Time



- ✓ Goal not met
- ✓ Average Emergency Response Time was down from prior quarter and same quarter last year



Bike Theft



- ✓ Goal met
- ✓ Incidents of bike theft down 114% from last quarter .