



Quarterly Service Performance Review 1st Quarter, FY25 (July – September 2024)

Engineering & Operations Committee
October 24, 2024





Service Performance

Service Delivery

Capacity

- Weekday - Average Ridership
- Dispatches Operated
- Passenger Loading

Punctuality

- On-time – Train
 - Daily / Peak
 - Timed Train Meets - K-Line
- On-time – Customer
 - Daily / Peak

Railway Asset Availability

Wayside

- Wayside Equipment
 - Wayside Train Control System
 - Computer Control System
 - Track
 - Traction Power

Revenue Fleet

- Revenue Fleet - Fleet Reliability
 - 4 AM - Car Availability
 - Vehicle MTBSD - (Hours)

Operations

- Priority Staffing

Stations

- Availability – Elevators
- Availability – Escalators
- Availability – Fare Collection

Customer Experience

Customer Service

- Customer Service
 - Complaints
 - Overall Customer Satisfaction
 - Station Agent Customer Service

Environment

- Environment – Stations
 - Outside
 - Inside
- Environment – Trains
 - Cleanliness
 - Temperature
- Environment – Code of Conduct
 - Gender Based Harassment
 - Fare Evasion

Safety and Security

Safety

- Safety – Passenger
 - Station Incidents
 - Vehicle Incidents
- Safety – Employee
 - Lost Time Injuries
 - OSHA Recordable Injuries
- Safety – Violations
 - Unscheduled Door Openings
 - OSHA Recordable Injuries

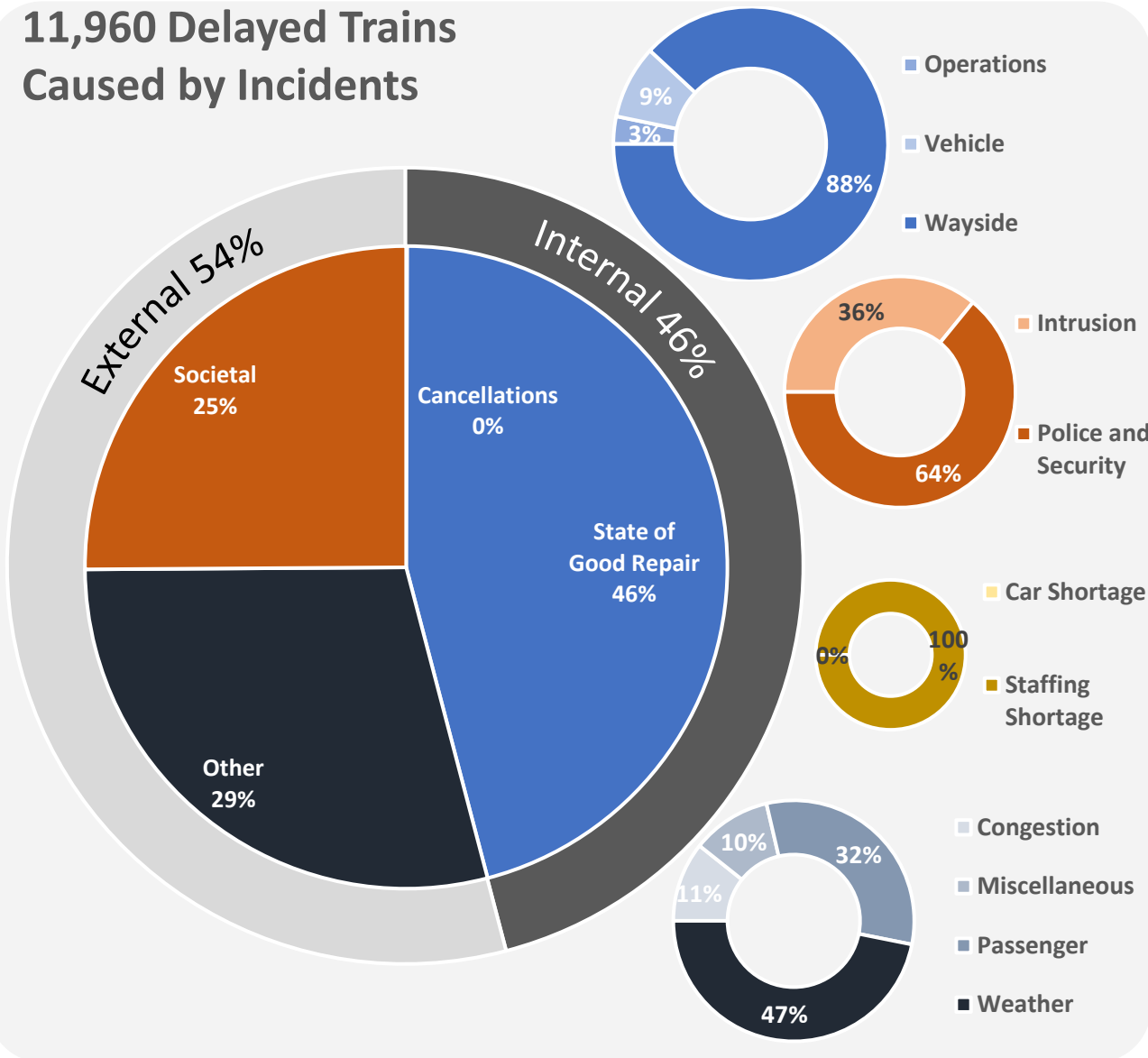
Security

- Police Coverage
 - BPD Presence
 - BPD Response Time
- Crime – Burglary
 - Bike Thefts
 - Auto Burglaries
 - Auto Thefts
- Crime – Against Persons
 - Progressive Policing

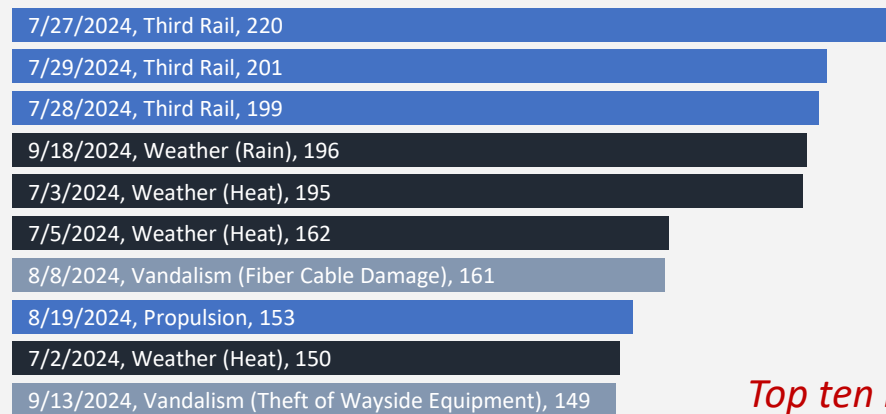
Service Delivery – Delay Incident Detail



11,960 Delayed Trains Caused by Incidents

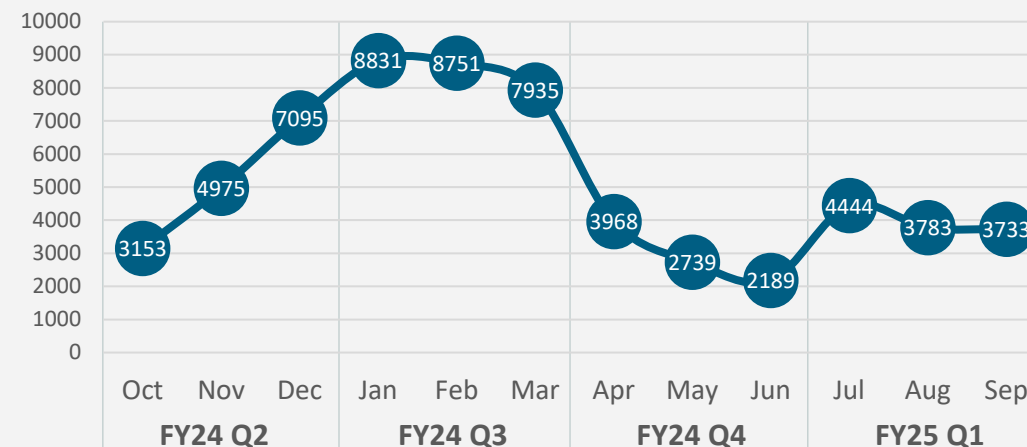


Trains Delayed - Top Ten Single Incidents

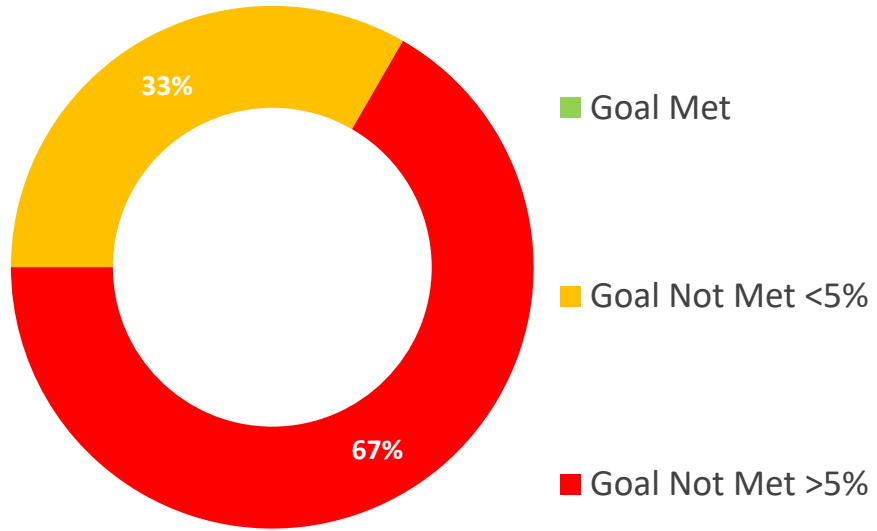


Top ten incidents = 14.9% of delayed trains

Trains Delayed by Month



Summary – Service Delivery



Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>All-Day</i>				
Weekday - Average Ridership	169,291	172,178	2.77%	▲
Trains On-Time - Daily	76.7%	91.0%	(10.47%)	▼
Customers On-Time - Daily	88.8%	94.0%	(5.30%)	▼
<i>Peak</i>				
Trains On-Time - Peak	74.7%		(15.53%)	▼
Customers On-Time - Peak	88.8%	94.0%	(5.57%)	▼

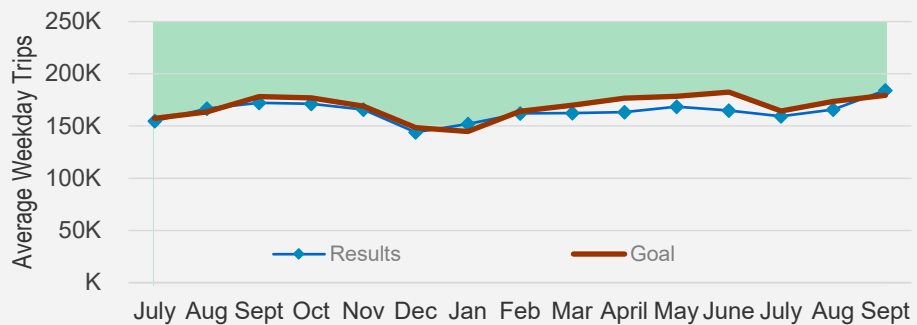
▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

Capacity – Ridership



- Total Ridership up 4.3% over last year.
- Average weekday ridership up 2.8% over last year.
- Saturday ridership up 6.7% over last year.
- Sunday ridership up 9.0% over last year.

● Average Ridership - Weekday

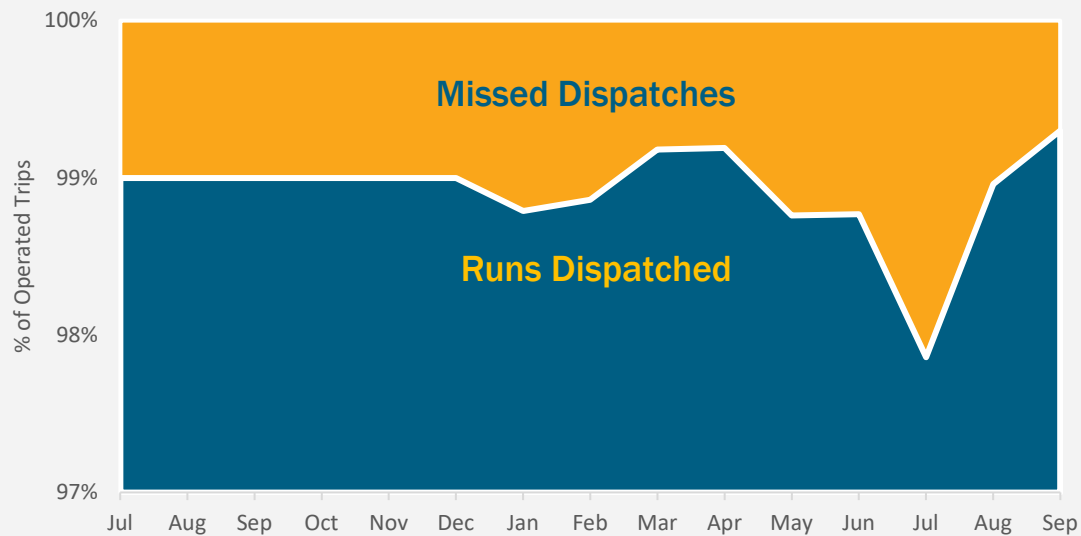


Capacity – Dispatches Operated

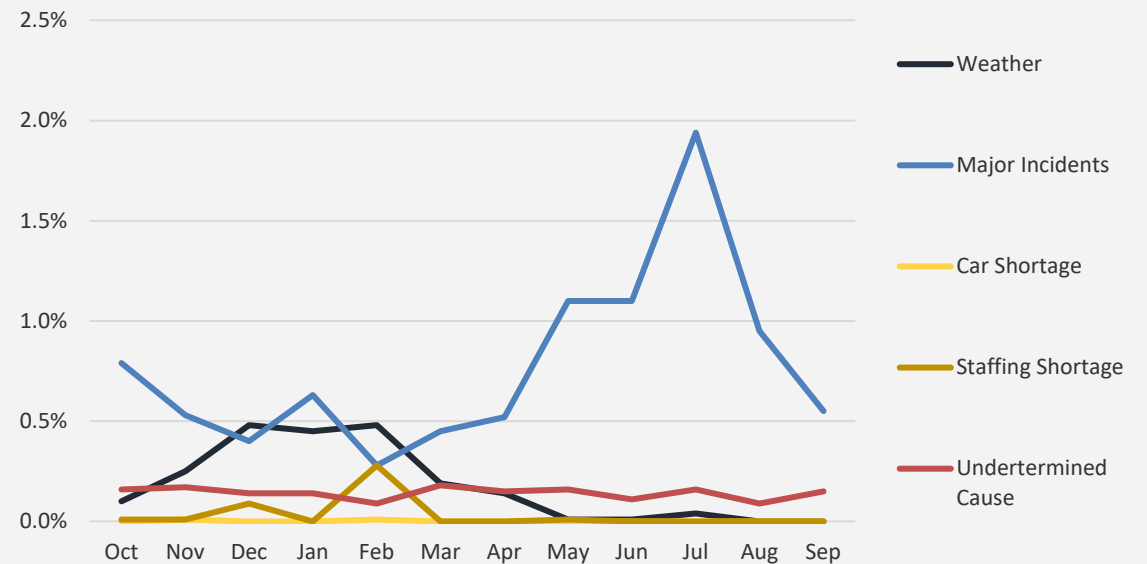


- Cancellations remain between 1-2% of trains missing dispatch from origin
- K-Line 3rd Rail Power (Substation) contribute 50% of the Major Incident (July)
- Track - Rail Defect between 19th street and Orinda contribute 22% of the Major Incident (July)

Scheduled Runs Dispatched from Origin



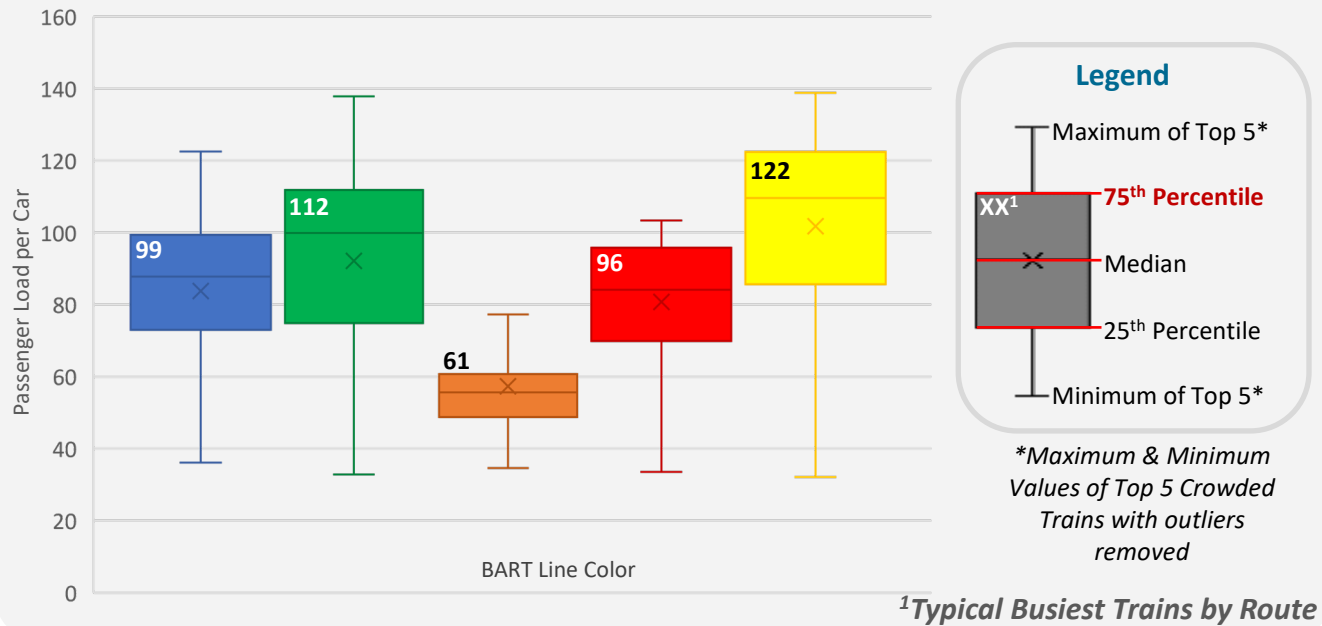
% of Scheduled Dispatches Missed by Cause



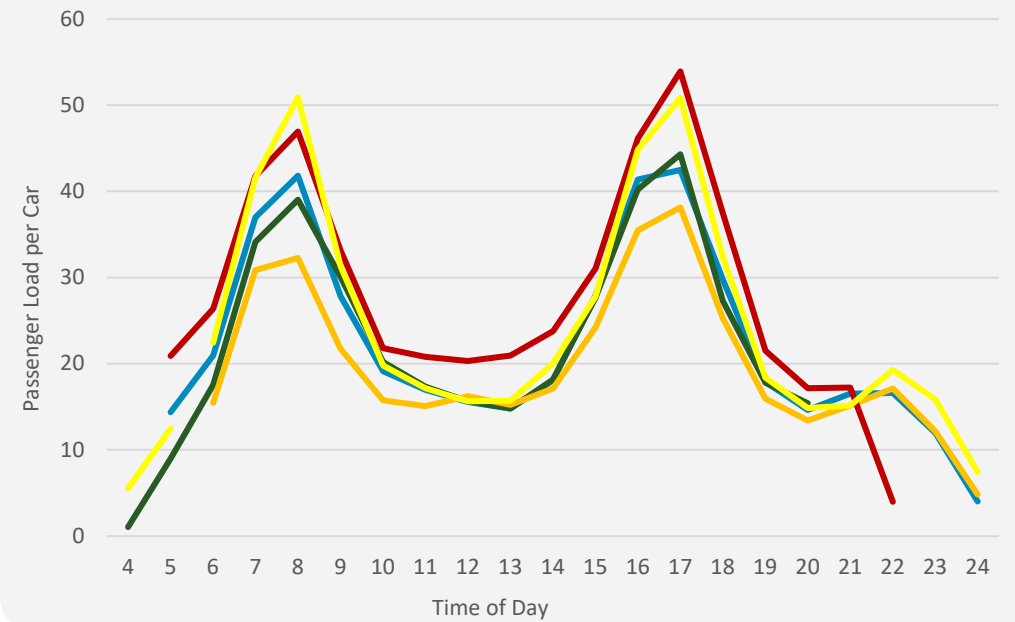
Capacity – Passenger Loading



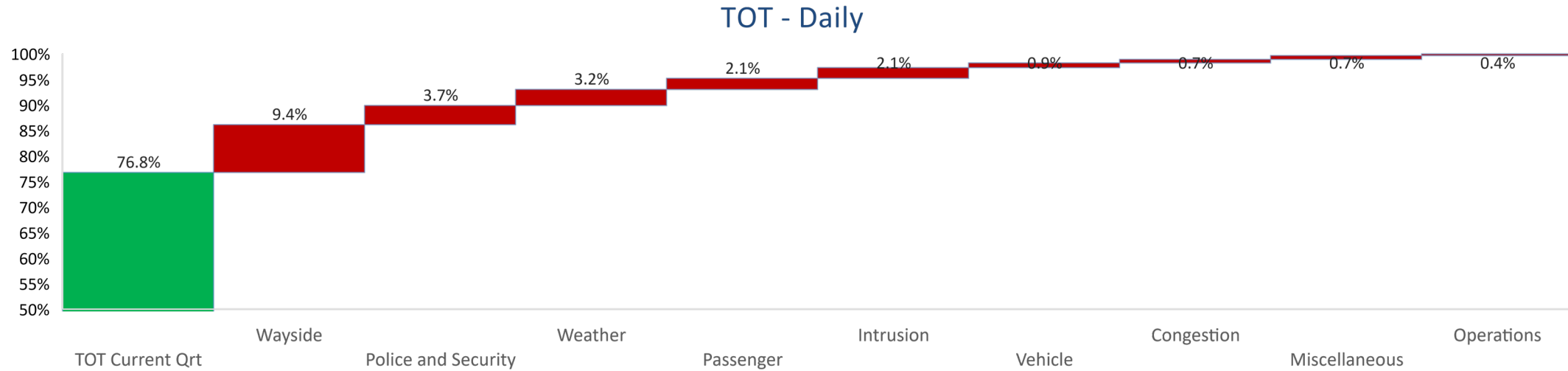
Passenger Load per Car for Top 5 Crowded Weekday Trains



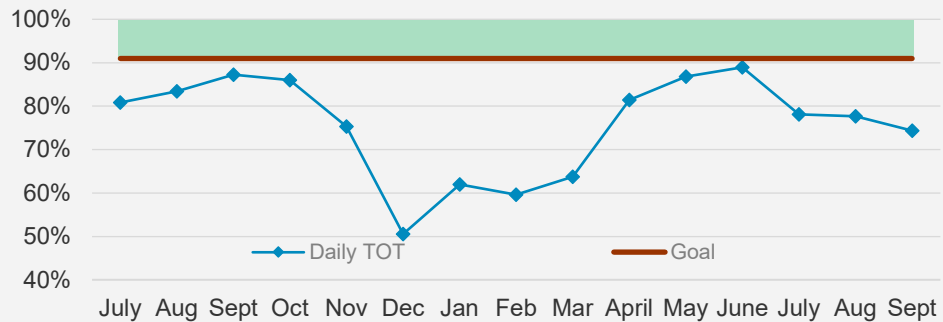
Average Hourly Weekday Passenger Load per Car by Line



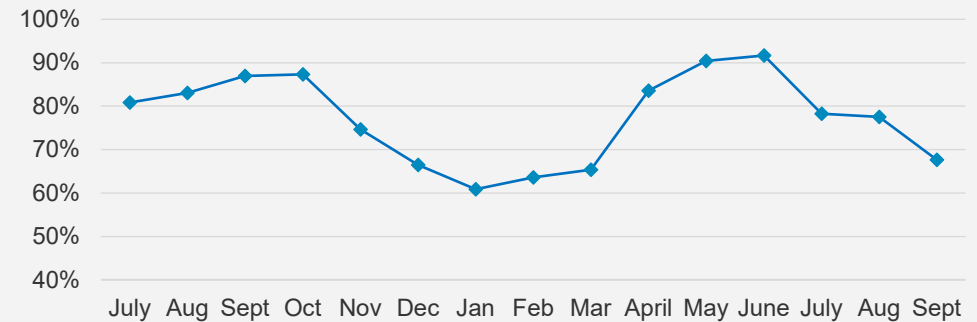
Punctuality – Trains On-Time



● Trains On-Time - Daily



Trains On-Time - Peak

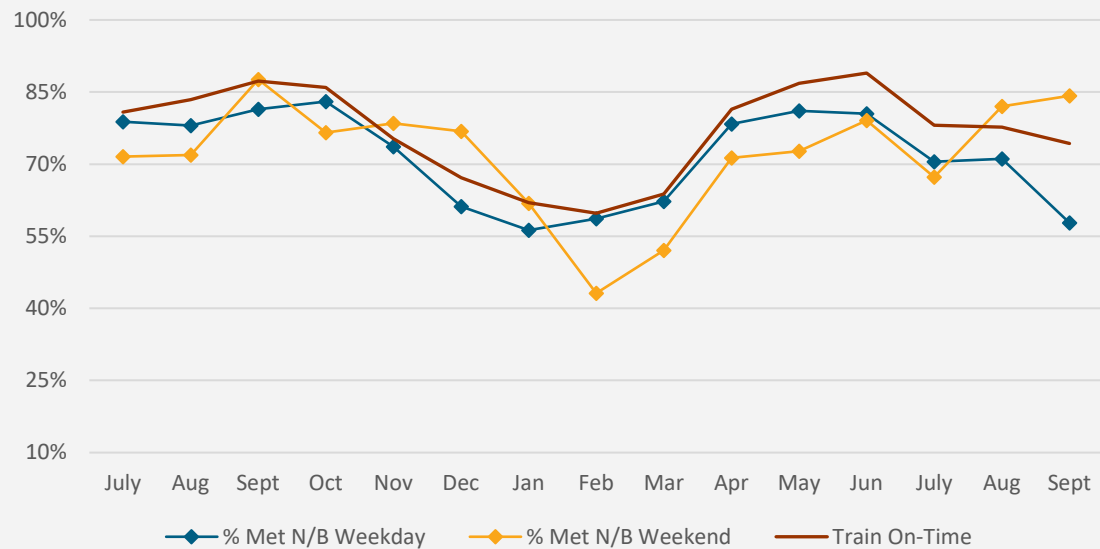


Punctuality – Timed Train Meets

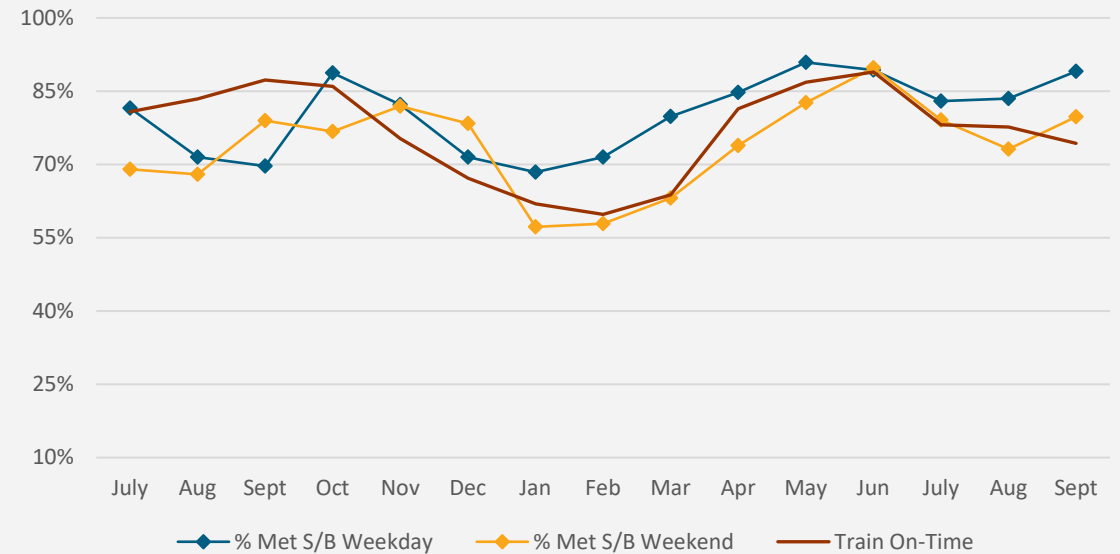


- A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point
- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

Northbound Meets at 19th Street



Southbound Meets at MacArthur

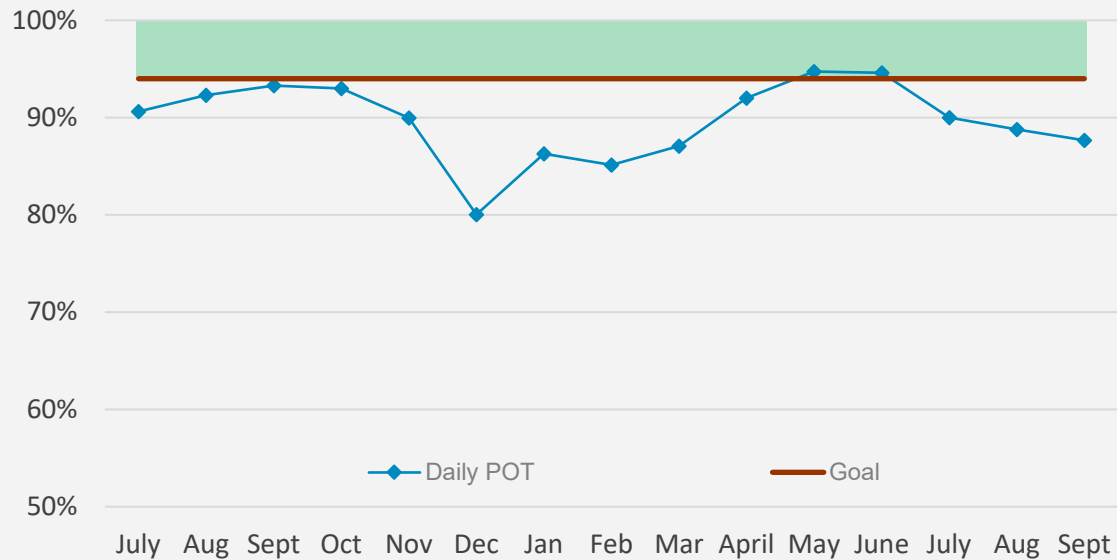


Punctuality – Customer On-Time

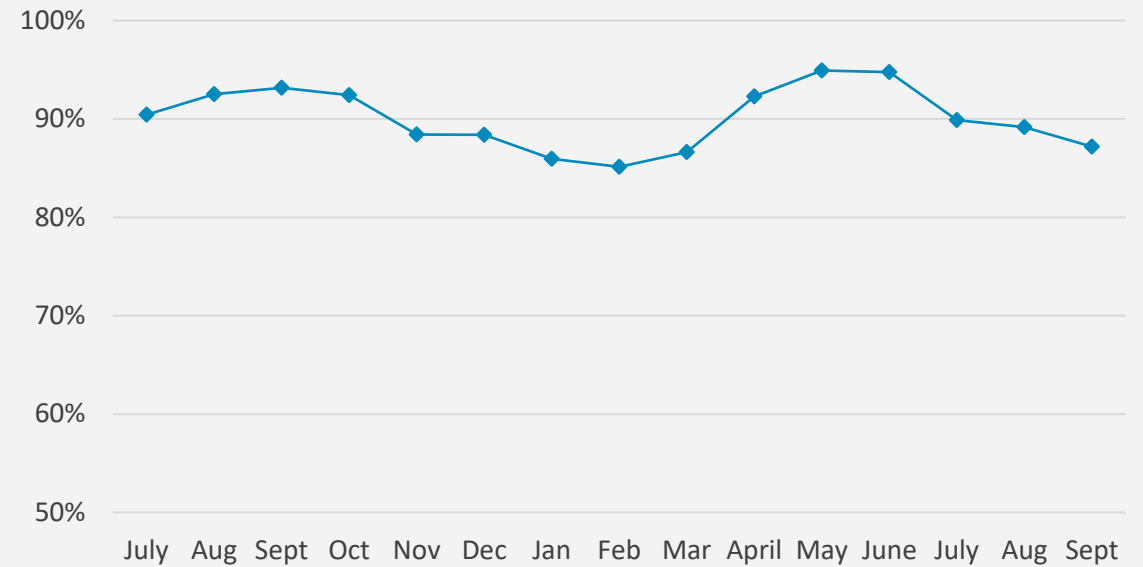


- Customer On-Time was 88.8% for the quarter

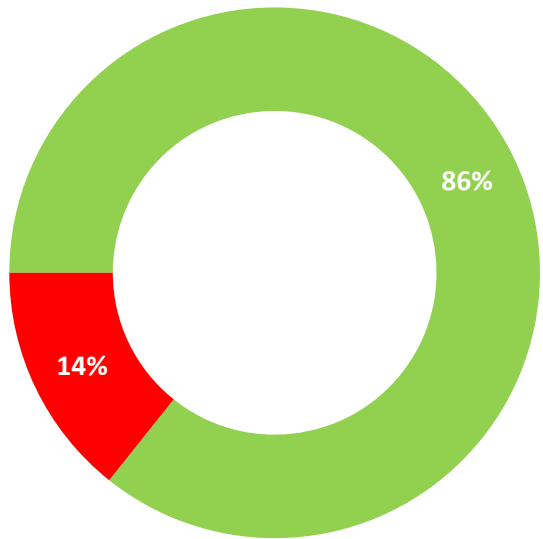
Customer On-Time - Daily



Customer On-Time - Peak



Summary – Railway Asset Availability



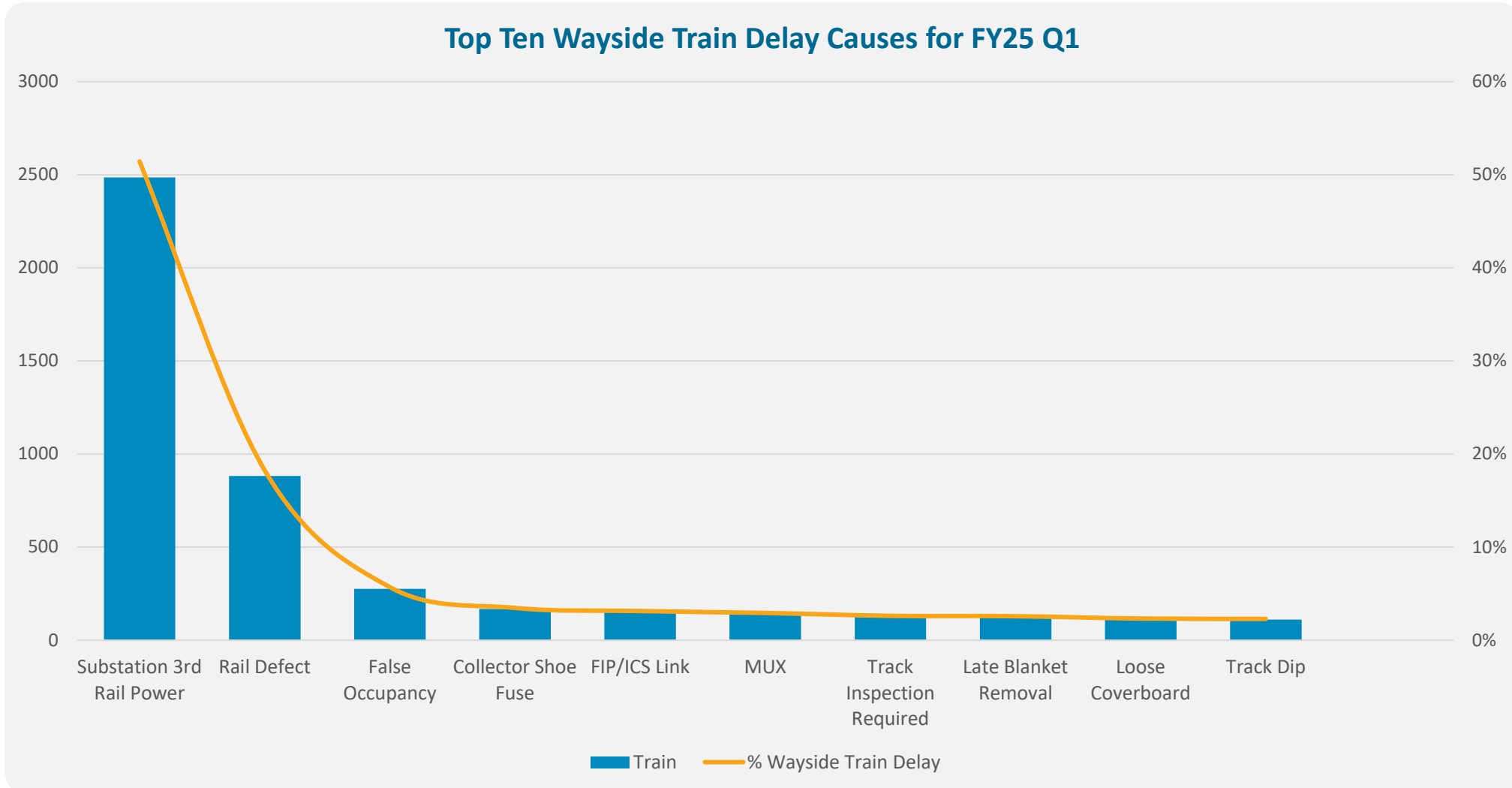
- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Wayside Equipment</i>				
Track	2.18	0.30	(985.60%)	▼
Traction Power	4.91	1.00	(723.23%)	▼
Wayside Train Control System	1.21	1.30	33.89%	▲
Computer Control System	0.32	0.30	(119.92%)	▼
Transportation	0.32	0.50	(18.35%)	▼
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	10032	9600	(12.95%)	▼
4 AM - Car Availability	631	458	5.87%	▲
DMU - MDBF (Miles)	23794	28000	56.72%	▲
<i>Station Equipment</i>				
Elevators in Service - Station	99.0%	98.0%	(0.38%)	▼
Elevators in Service - Garage	98.7%	97.0%	(1.04%)	▼
Escalators in Service - Street	97.3%	93.0%	3.02%	▲
Escalators in Service - Platform	98.1%	96.0%	0.75%	▲
Automatic Fare Collection - Gates	99.6%	98.0%	(0.10%)	▼
Automatic Fare Collection - Vendors	99.3%	95.0%	(0.09%)	▼

Wayside Asset Availability – Detail



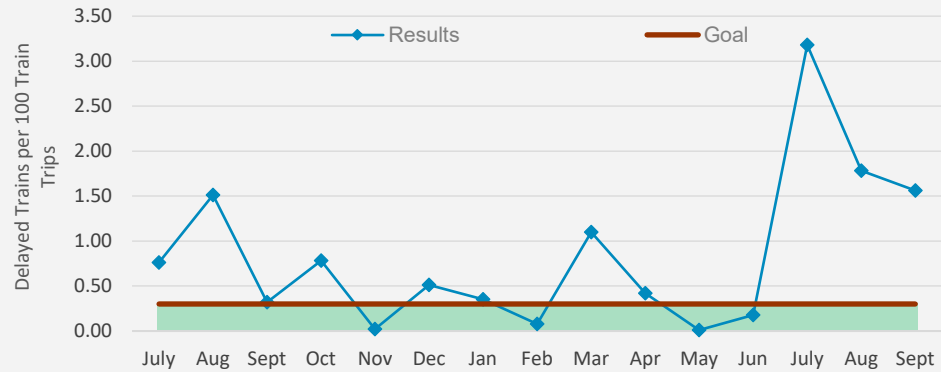
- 4,833 Train delays for the quarter



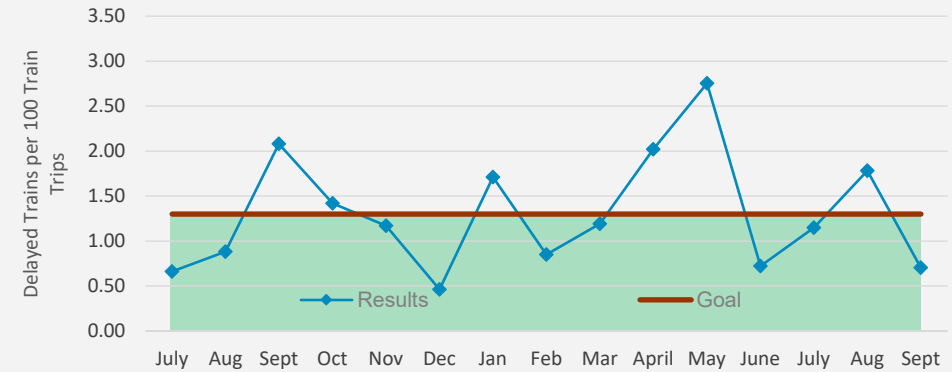
Wayside Equipment – Delayed Trains by System



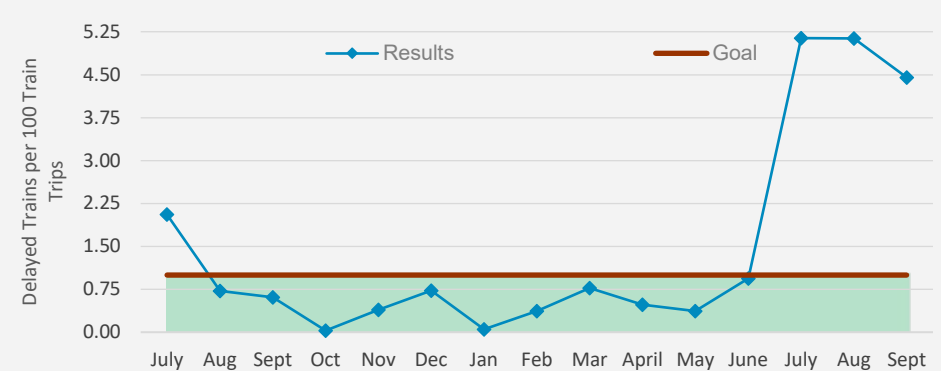
Track System



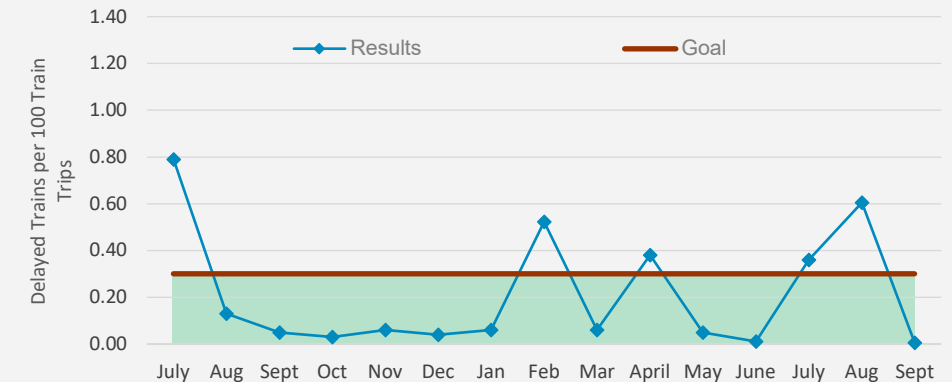
Wayside Train Control System



Traction Power System



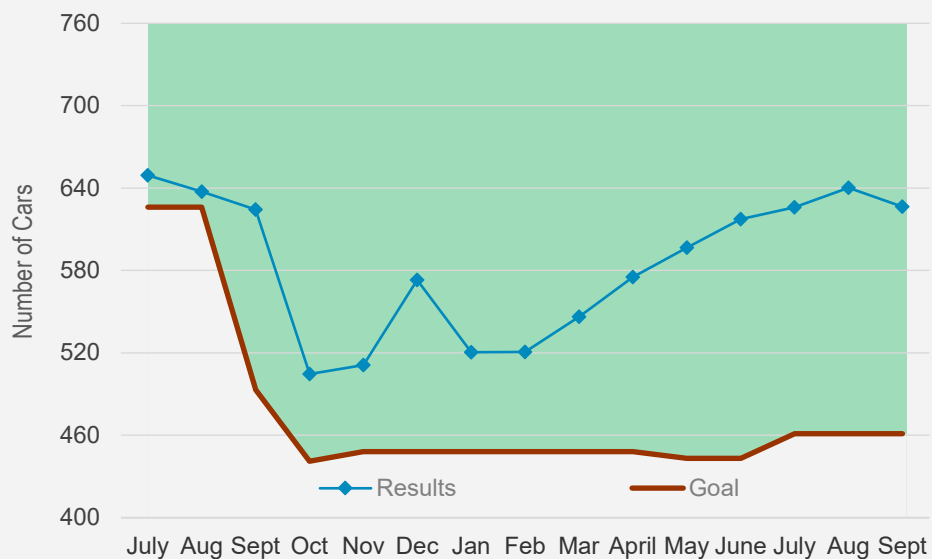
Wayside Computer Control System



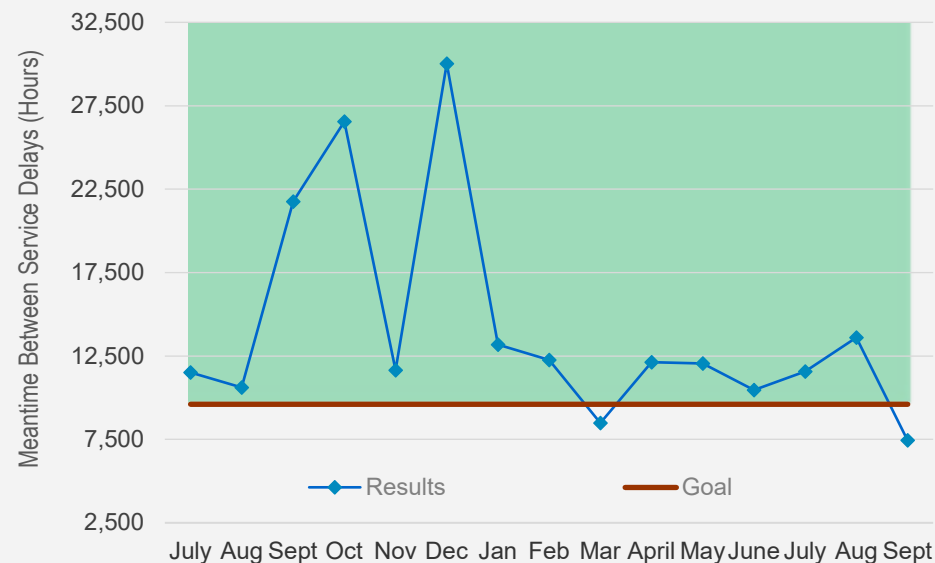
Revenue Fleet – Reliability



● Car Availability at 4 AM

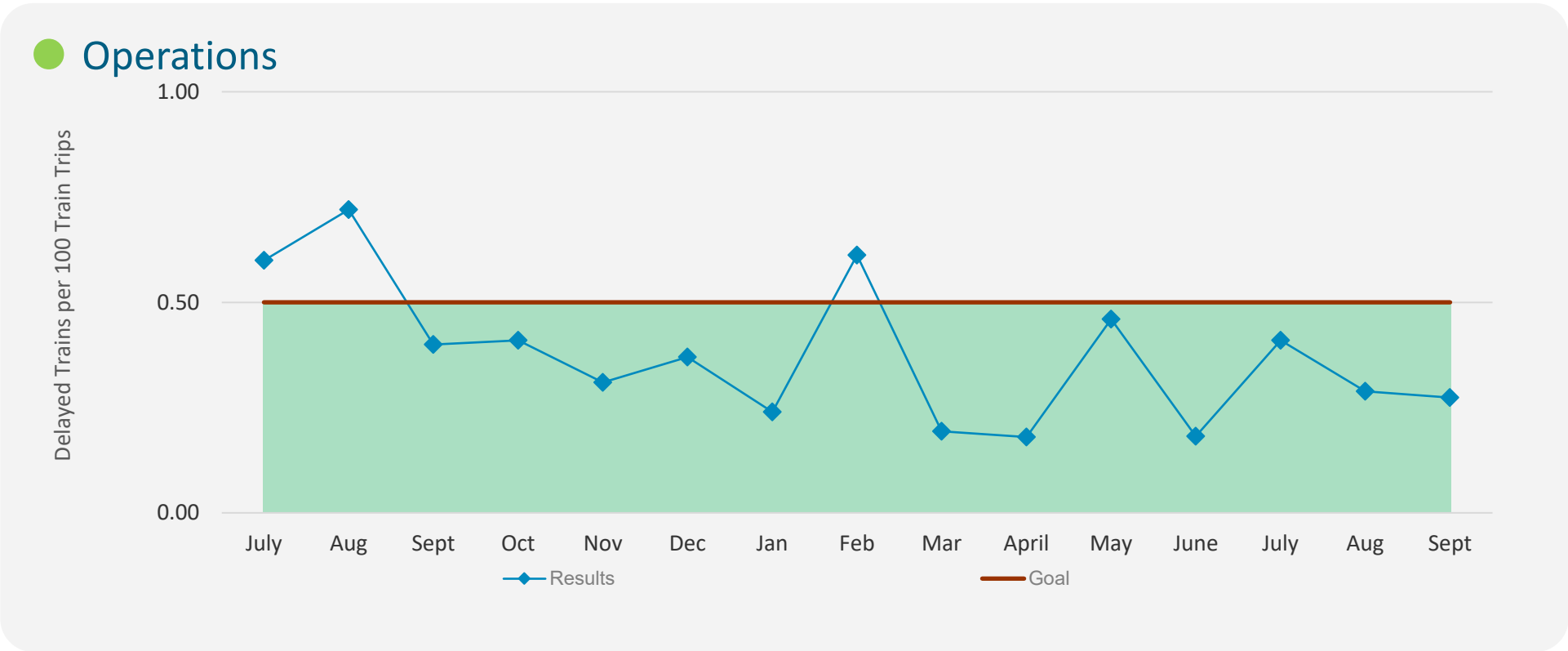


● Mean Time Between Service Delays



LEGACY

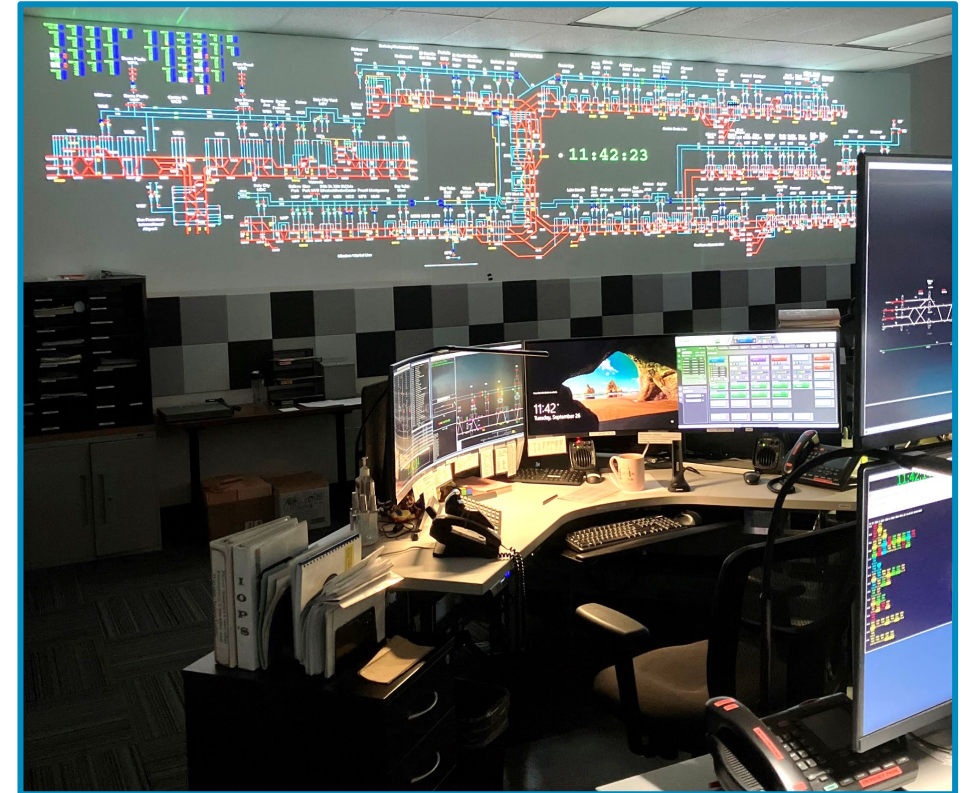
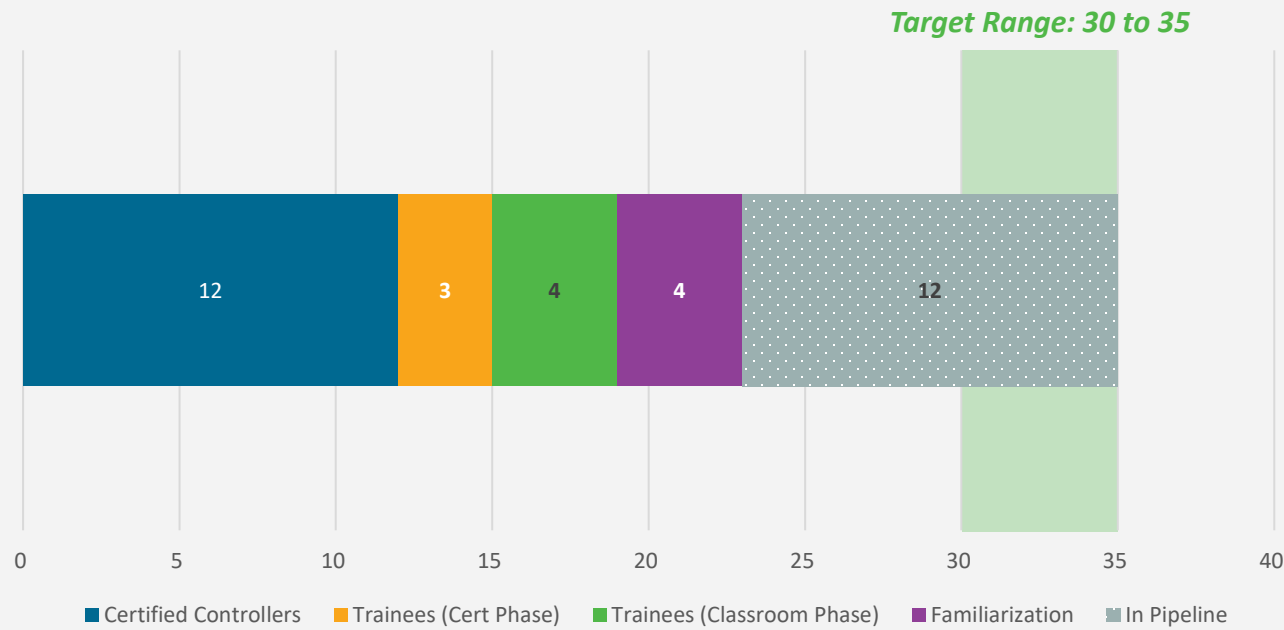
FOTF
786
Car count as of 09/30/2024



Hiring Metrics - Priority Positions



Rail Operations Controller



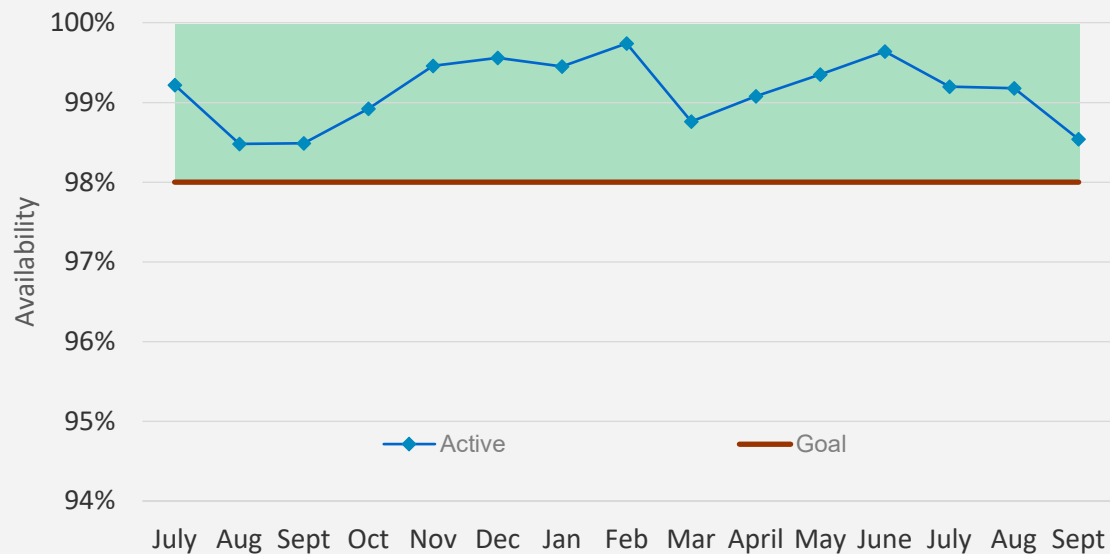
Station Equipment – Elevator Availability



Station Elevator

- Goal has been met consecutively for the past 13 quarters

Station Elevator



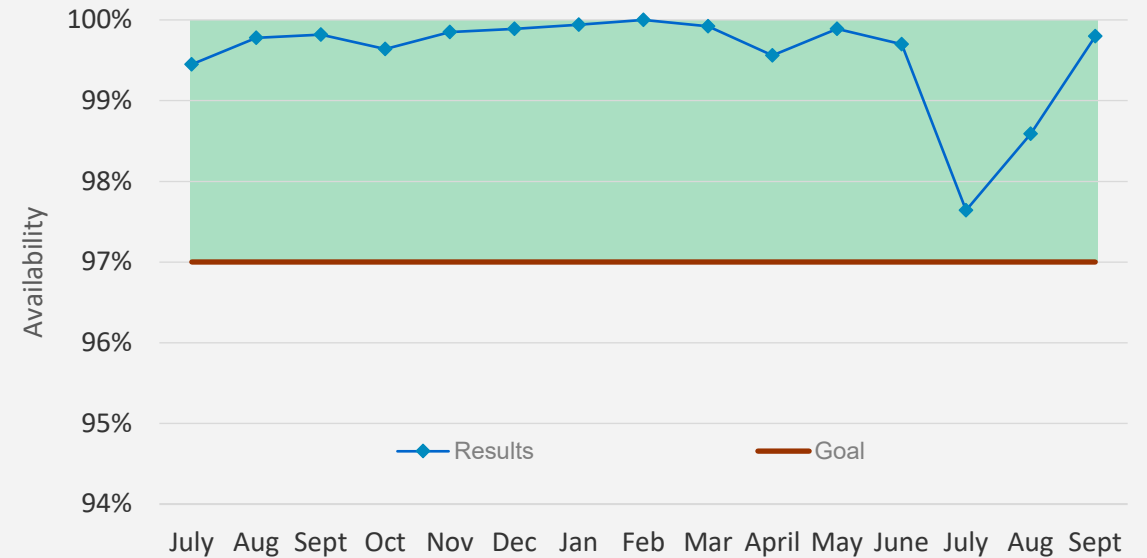
*E-line Elevator and Escalator are included

Garage Elevator

- Goal has been met consecutively for the past 19 quarters



Garage Elevator



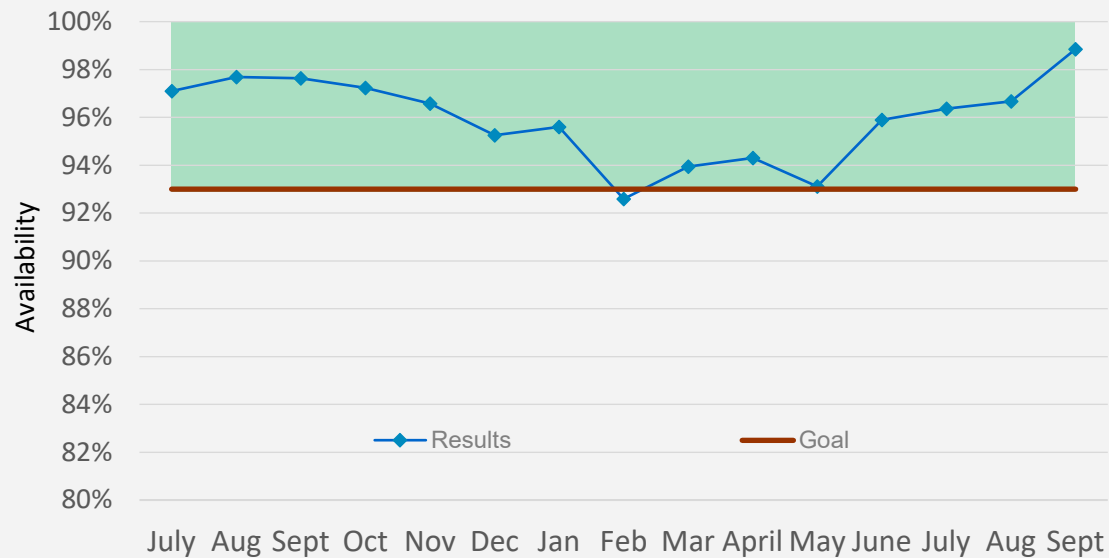
Station Equipment – Escalator Availability



Street Escalator

- Goal has been met consecutively for the past six quarters

Street Escalator

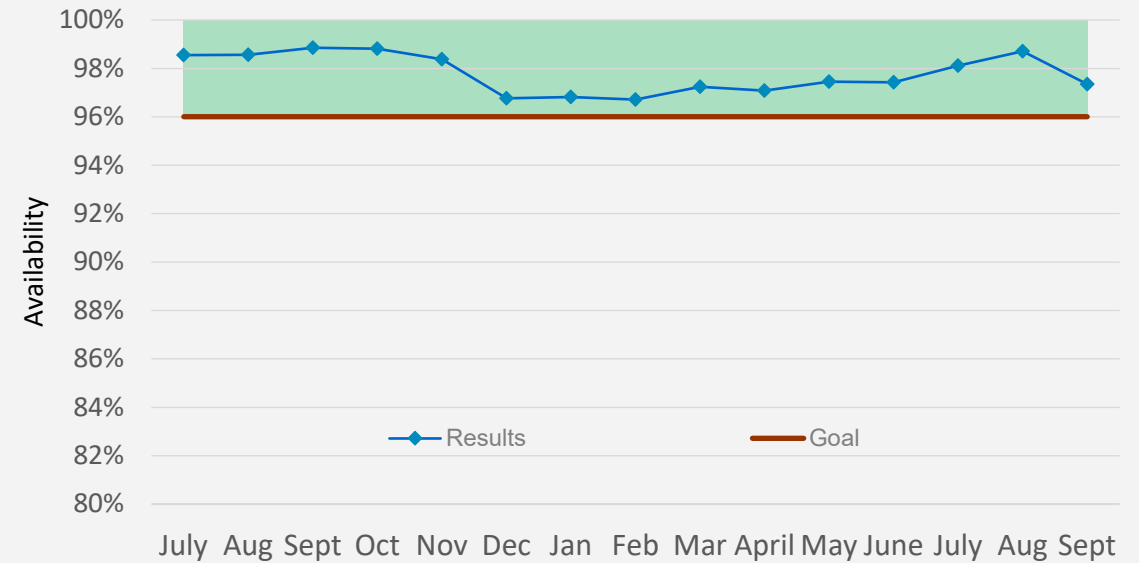


Platform Escalator

- Goal has been met consecutively for the past 13 quarters



Platform Escalator



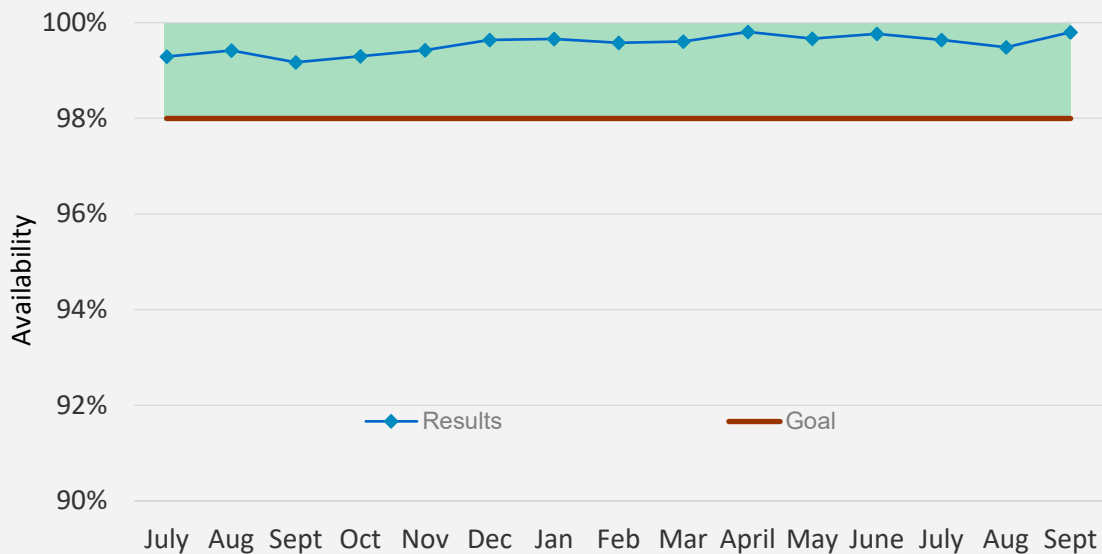
Station Equipment – Automated Fare Collection



Gate Availability

- Goal has been met consecutively for the past six quarters

Gate Availability

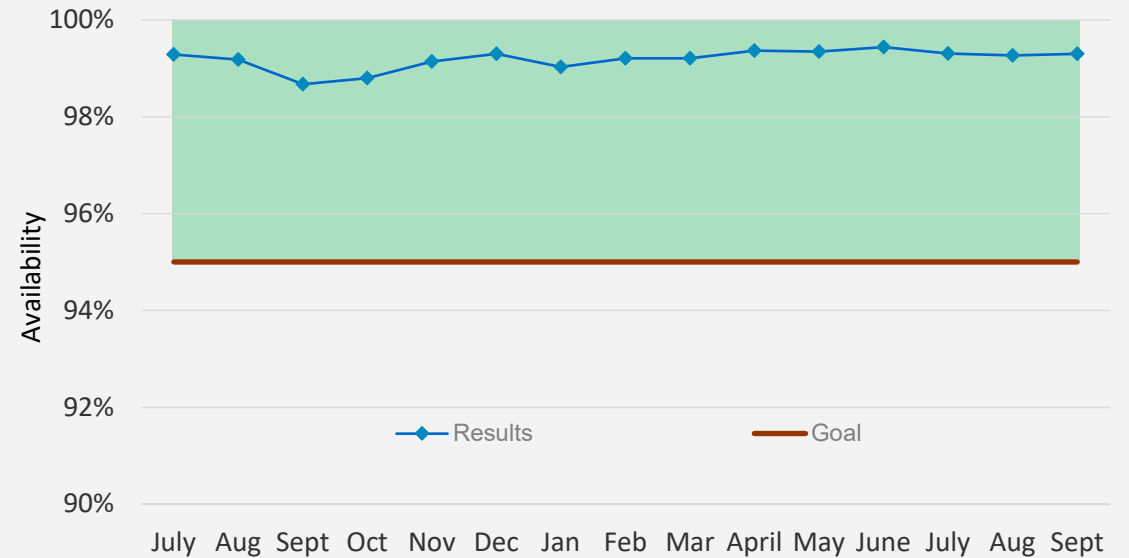


Vendor Availability

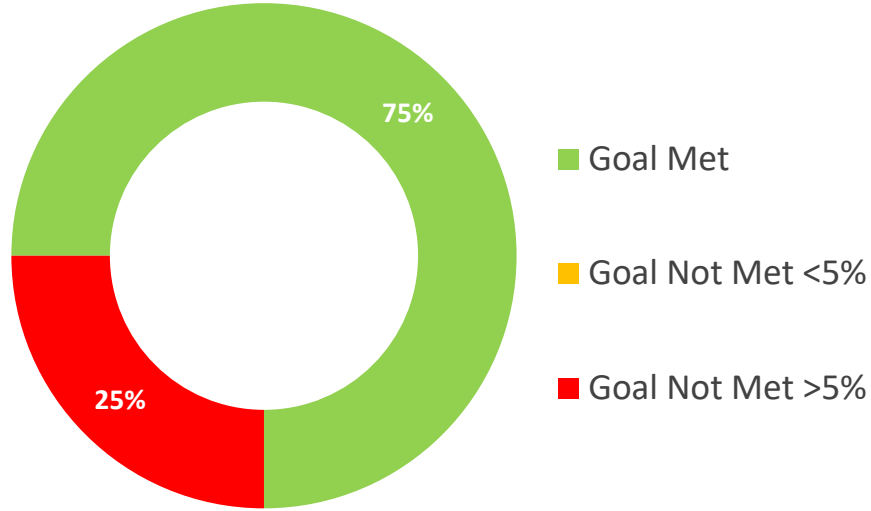
- Goal Met



Vendor Availability



Summary – Customer Experience



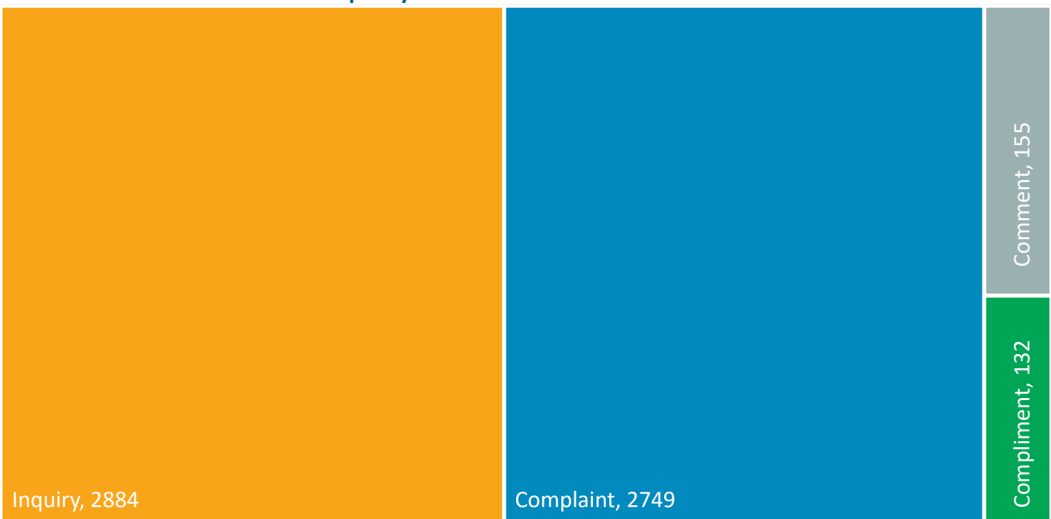
Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Customer Experience</i>				
Overall Customer Satisfaction	83%		2.5%	▲
Complaints per 100,000 Passenger Trips	20.7	5.1	(13.86%)	▼
<i>Rider Experience Services</i>				
Onboard Comfort & Cleanliness	4.0	4.0	0%	—
Rider Information & Support	4.0	4.0	(1.22%)	▼
<i>Station Environment</i>				
Environment Outside Stations	3.7	3.5	(2.12%)	▼
Environment Inside Stations	3.7	4.0	0%	—
<i>Code of Conduct</i>				
Gender Based Harassment	7%		(12.5%)	▼
Fare Evasion	22%		15.63%	▲

▲ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

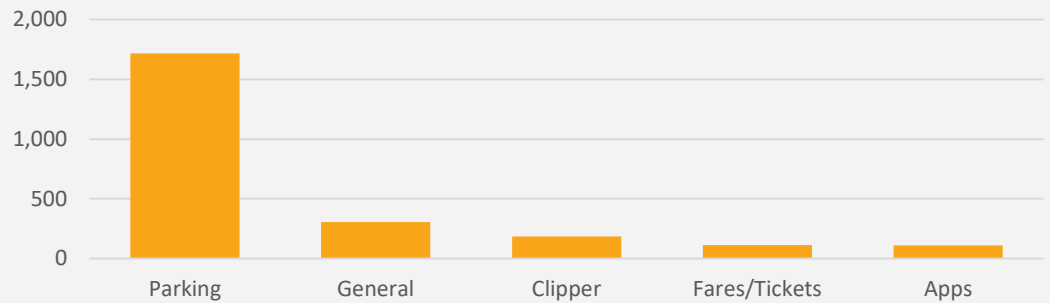
Customer Service – Cases by Type



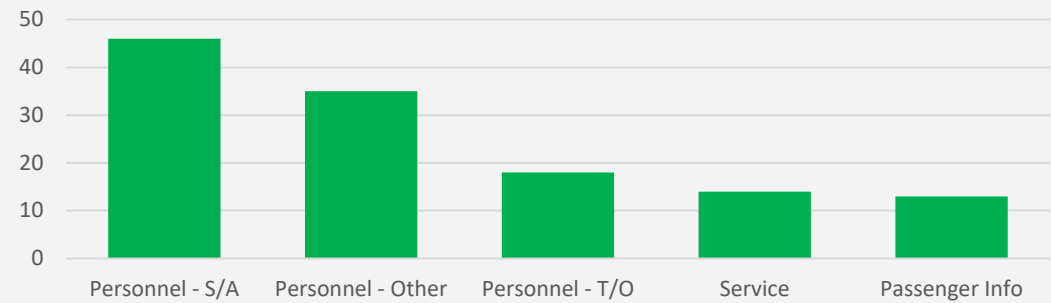
Breakdown of 6019 Inquiry Cases



Inquiry Cases – FY25 Q1



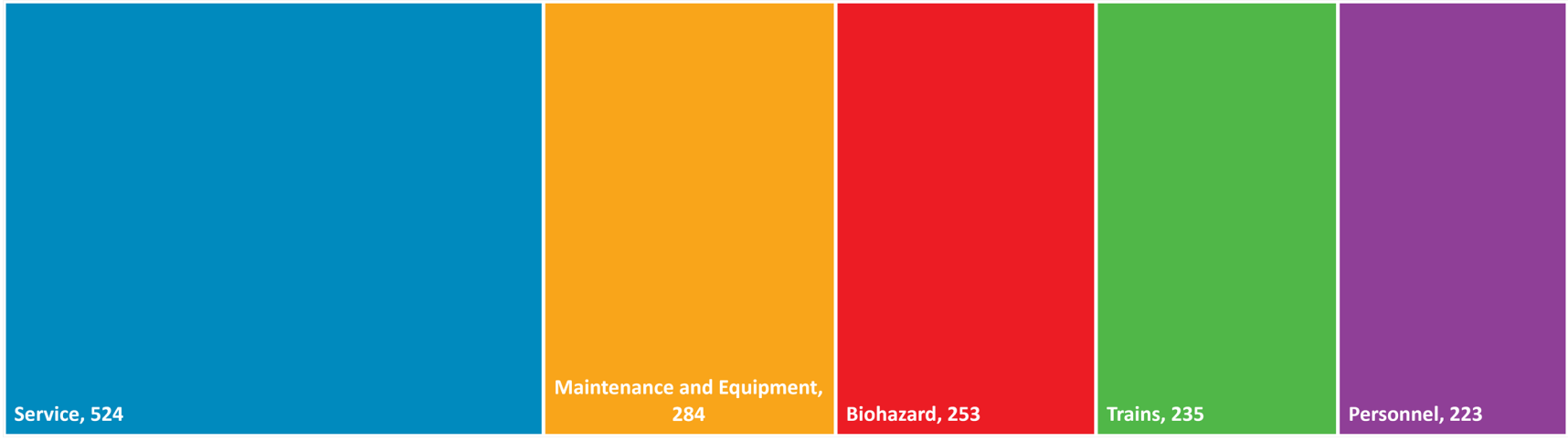
Compliment Cases – FY25 Q1



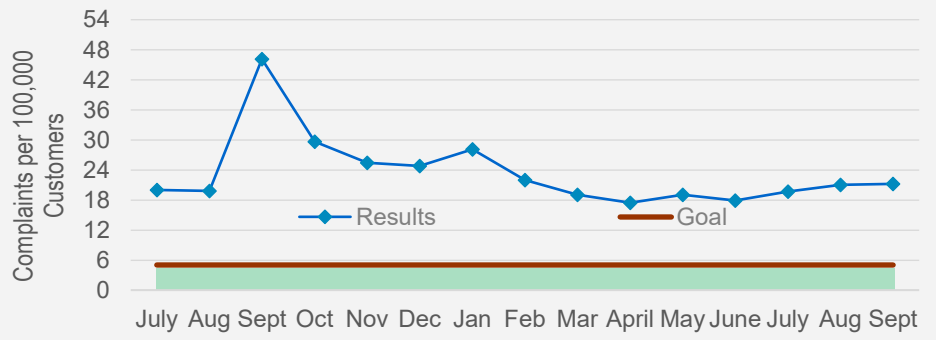
Customer Service – Complaint Cases



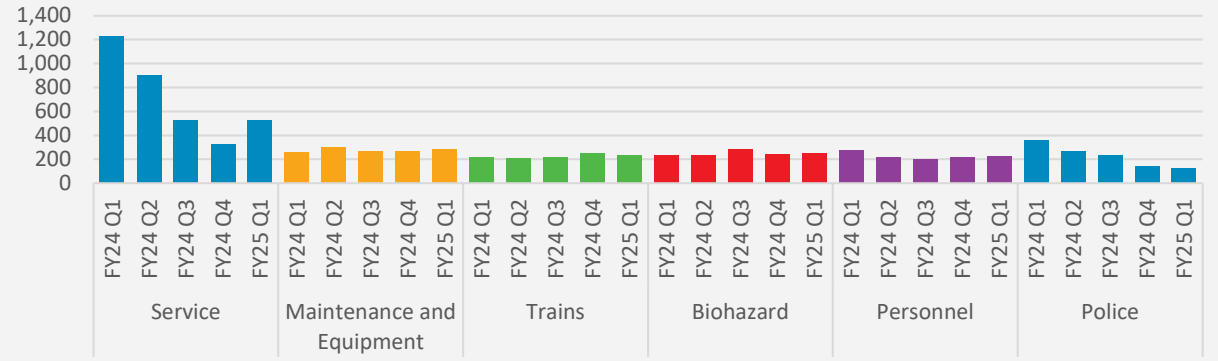
Breakdown of Top Five Complaint Categories of 2,749 Complaints



Customer Complaints



FY25 Q1 Trending Customer Complaints



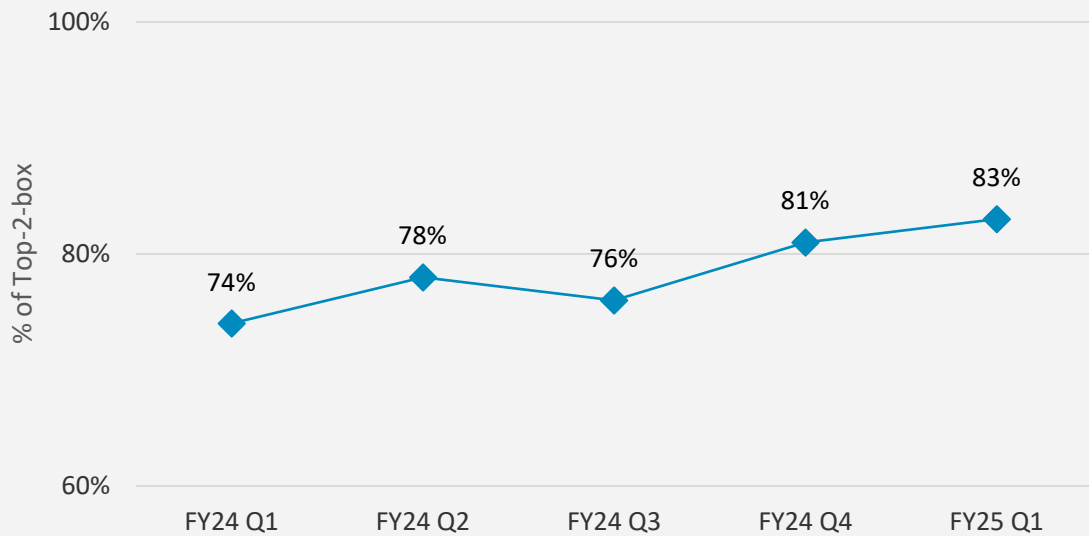
Overall Satisfaction



- Overall Customer Satisfaction 83%

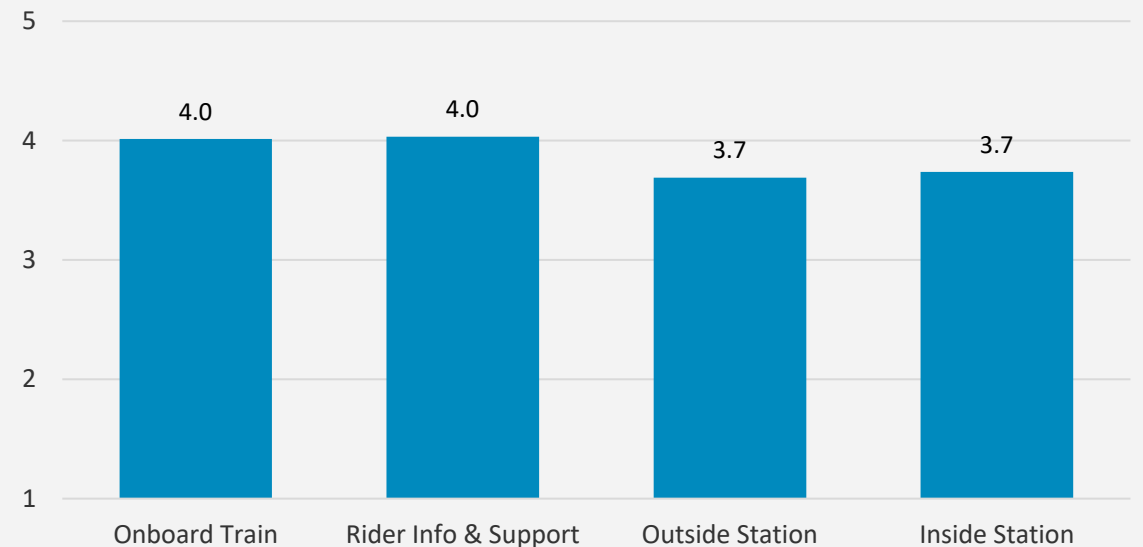
Overall, how satisfied are you with the services provided by BART?

Overall Customer Satisfaction



Current numbers are Sample Size weighting

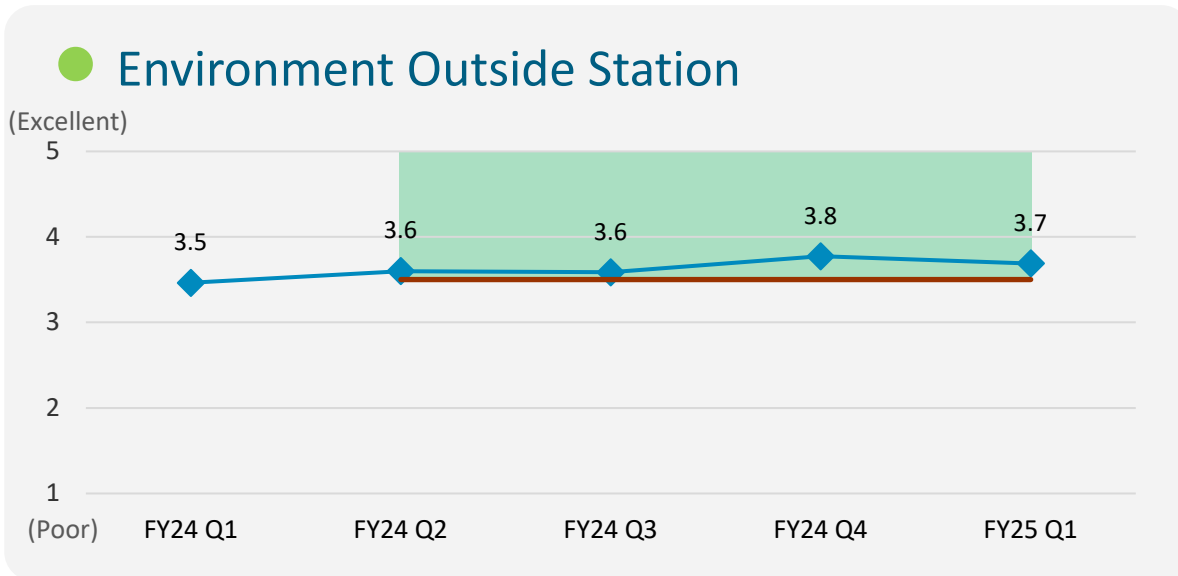
Current Quarter Customer Rating



Environment Outside Station Attributes

- Cleanliness of:
 - Walkways & Entry Plaza
 - BART Parking Lot Cleanliness
- Personal Safety:¹
 - Outside Station¹
 - Vehicle Security¹

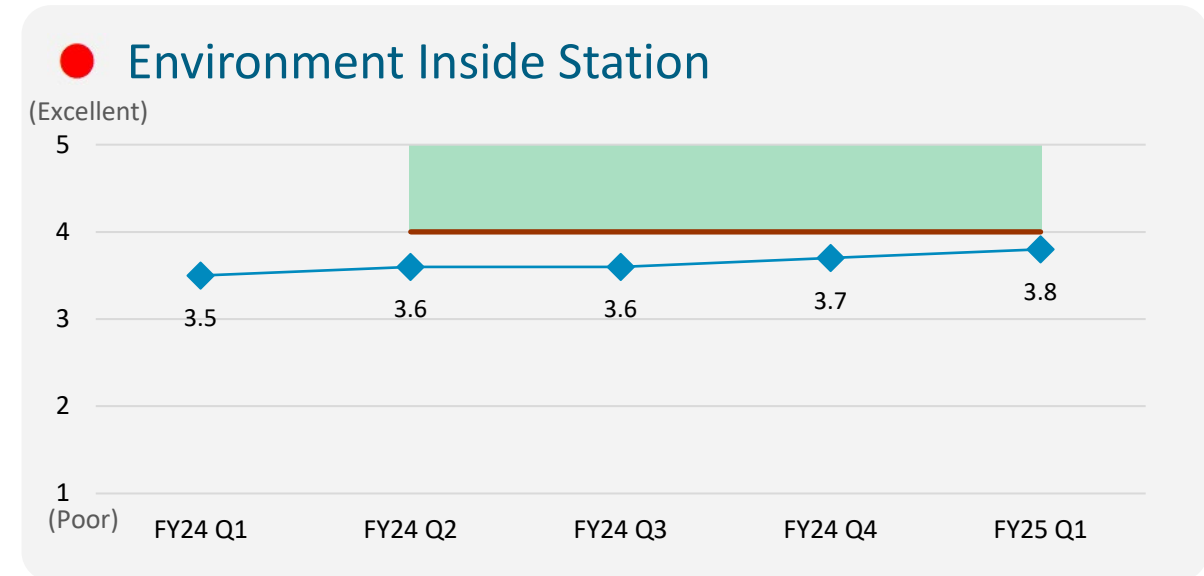
¹New attributes included



Environment Inside Station Attributes

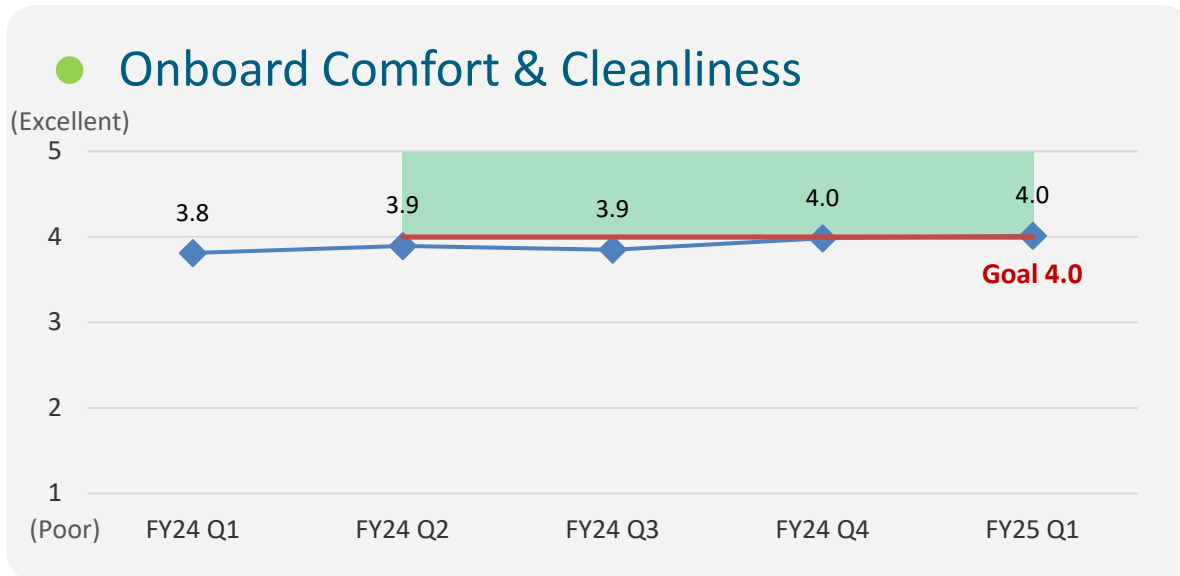
- Cleanliness of:
 - Platform
 - Concourse
 - Escalator
 - Stairwell
 - Elevator
 - Restroom
- Station Free from Graffiti¹

¹New attributes included



Onboard Comfort & Cleanliness Attributes

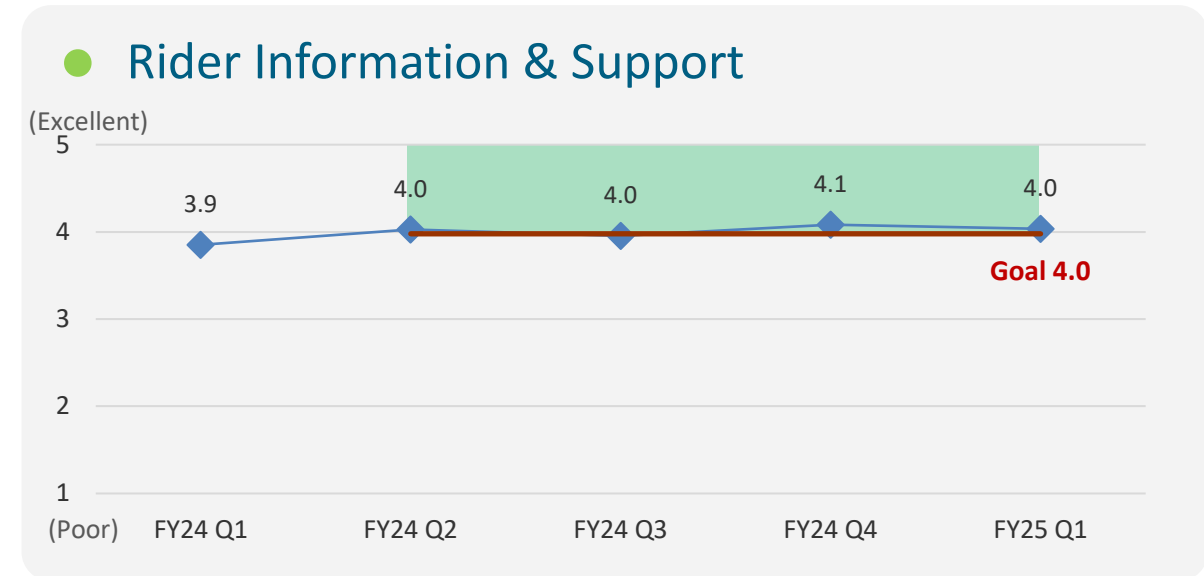
- Train Interior Cleanliness:
 - Train interior cleanliness
 - Condition of this car overall
- Train Temperature:
 - Comfortable train temperature



Rider Information & Support Attributes



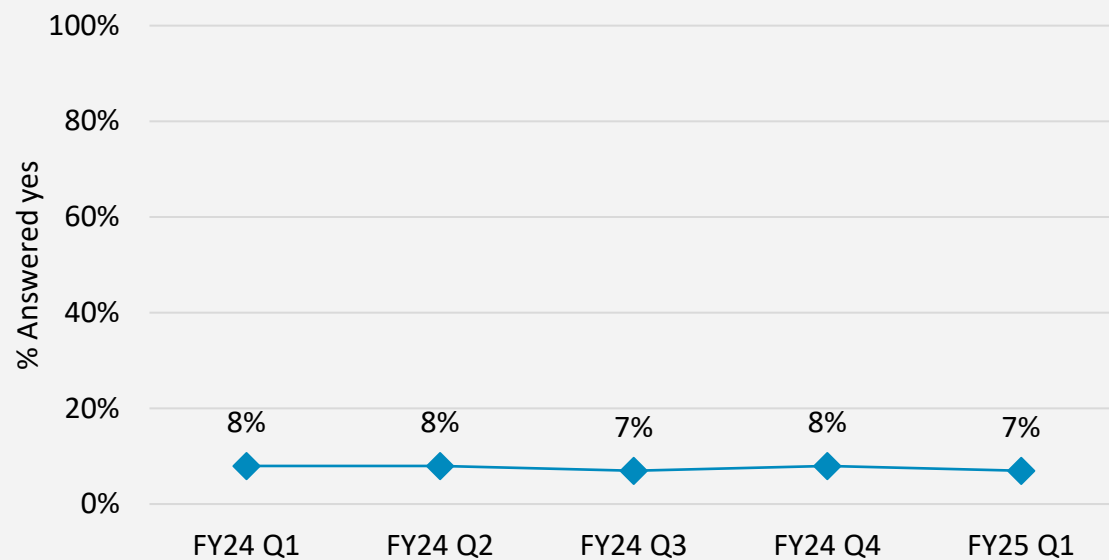
- Customer Service:
 - Announcement of next stop, destination, and transfers
 - Announcement of delays
 - [Station Agent Customer Service](#)¹
- ¹New attributes included



Gender Based Harassment

Have you experienced gender-based sexual harassment at BART in the last six months?

Gender Based Harassment

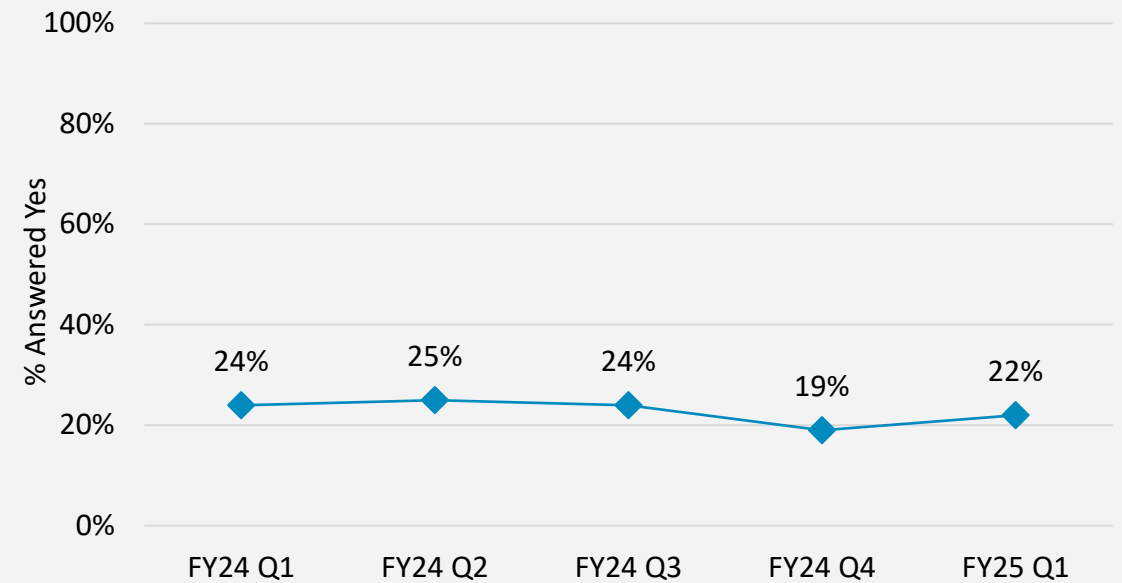


Source: PES Survey

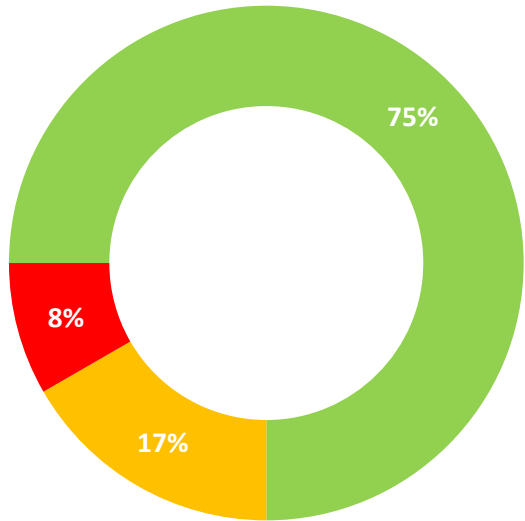
Fare Evasion

Did you see anyone enter or exit the Station without paying their fare today?

Fare Evasion



Summary – Safety and Security



- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Safety</i>				
Vehicle Incidents/Million Patrons	0.23	0.6	51.06%	▲
Unscheduled Door Openings/Million Car Miles	0.17	0.2	26.08%	▲
Rule Violations Summary/Million Car Miles	0.22	0.25	61.40%	▲
Station Incidents/Million Patrons	1.43	2	(1.41%)	▼
OSHA-Recordable Injuries/Illnesses/Per OSHA	16.88	12	(36.12%)	▼
Lost Time Injuries/Illnesses/Per OSHA	7.92	6.5	(35.84%)	▼
<i>Security</i>				
Police Response Time per Emergency Incident	4.66	5	(0.21%)	▼
Bike Thefts	22	50	1.10%	▼
Auto Thefts/1,000 Parking Spaces	1.97	2	15.83%	▲
Auto Burglaries/1,000 Parking Spaces	3.55	3.5	(16.32%)	▼
BART Police Presence	18.2%	12%	(6.02%)	▼
Crimes Against Persons/Million Riders	11.29	2	(28.62%)	▼

Station Incidents

Breakdown of 19 Station Incidents

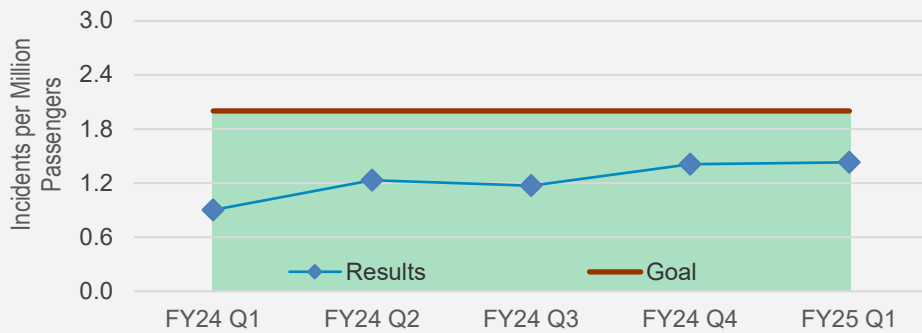


Vehicle Incidents

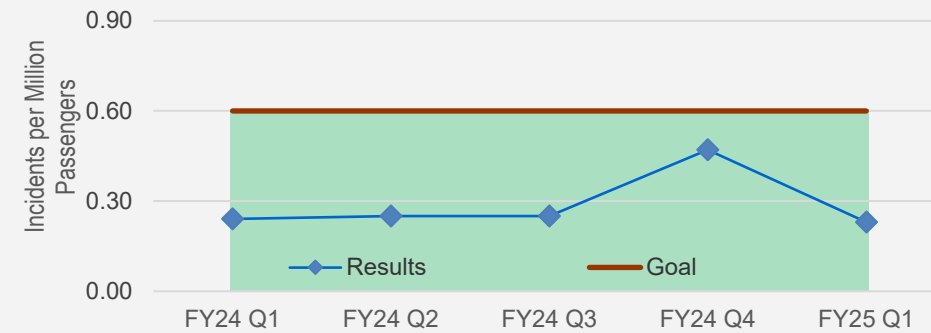
Breakdown of 3 Vehicle Incidents



Station Incidents

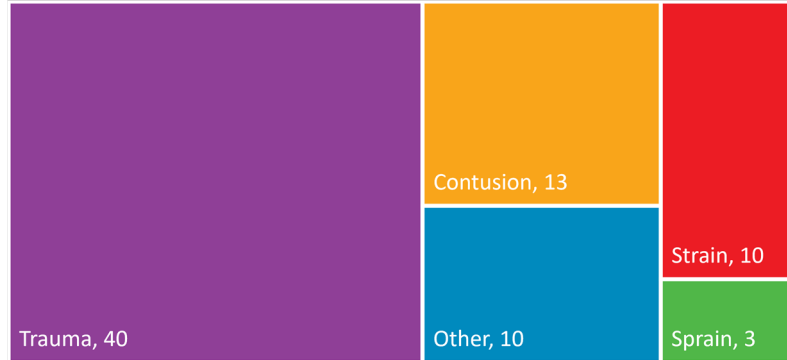


Vehicle Incidents



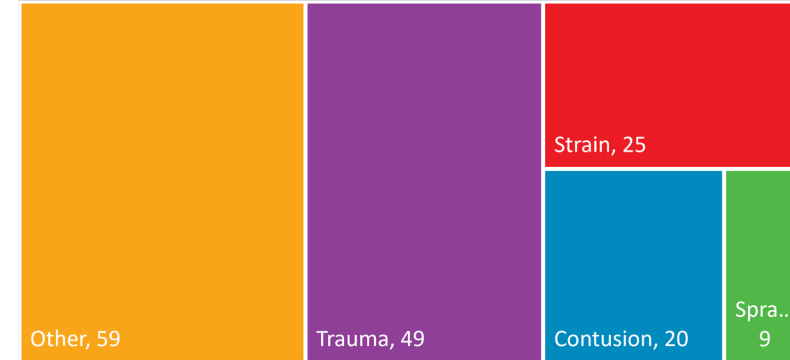
Lost Time due to Injuries

Breakdown of 76 Lost Time Cases

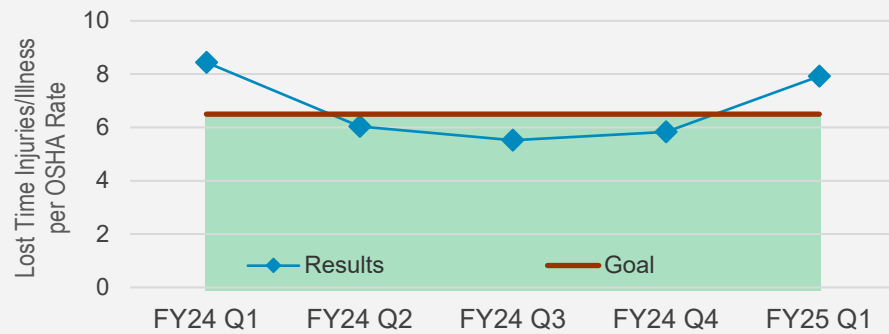


OSHA Recordable Injuries

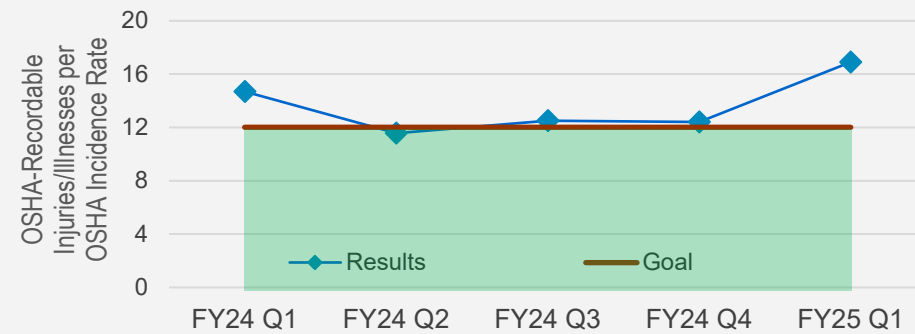
Breakdown of 162 Recordable Injuries



Lost Time due to Injuries



OSHA Recordable Injuries



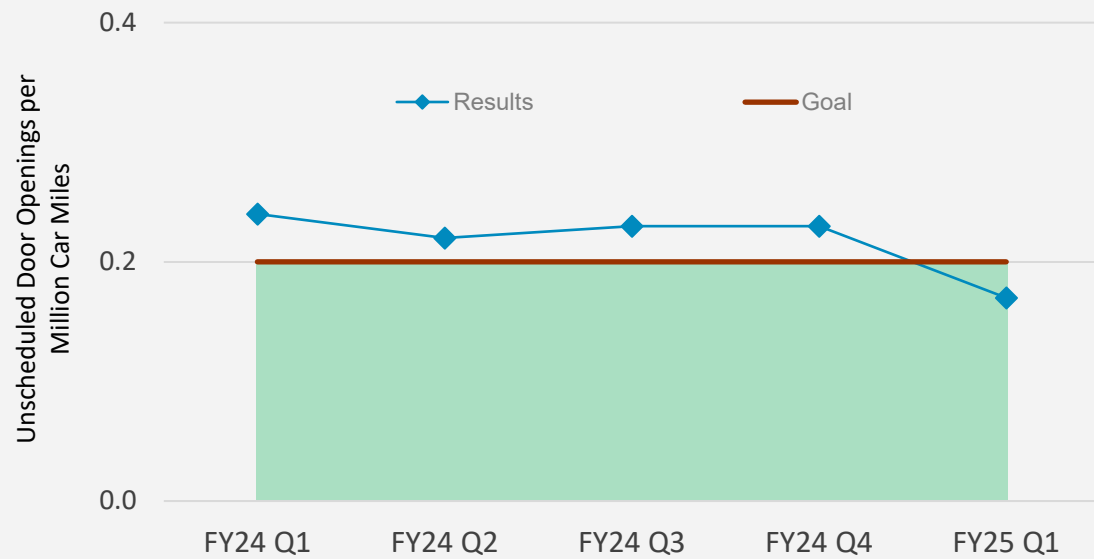
Safety – Procedure Violations



Unscheduled Door Openings

- 3 Incidents – All due to passenger action

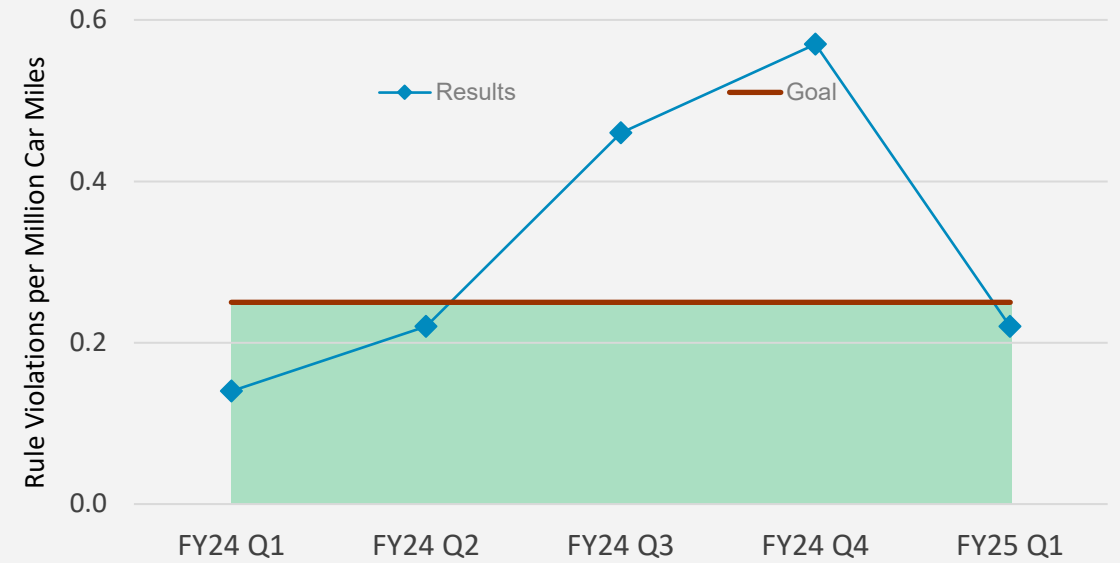
Unscheduled Door Openings



Rule Violations

- 4 Rule Violations

Rule Violations



Security – Police Coverage

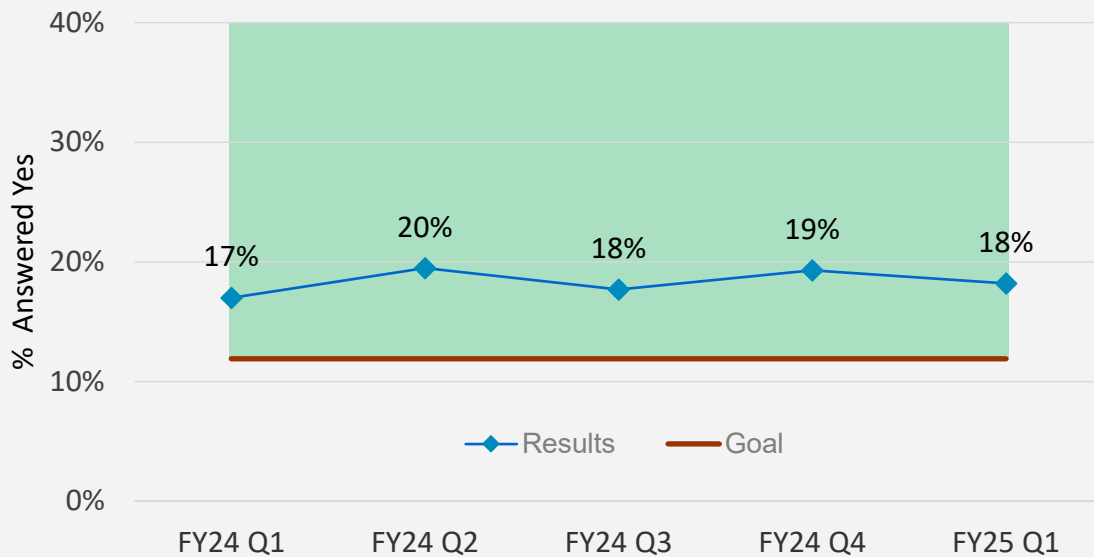


Police Presence

- Continued focus on highly visible presence of BPD uniformed sworn and civilian personnel on trains and in stations.

Did you see BART Police personnel in the station/outside the station/on the train today?
BART Police personnel includes Police Officers, BART Ambassadors, Fare Inspectors, Crisis Intervention Specialists or Community Service Officers

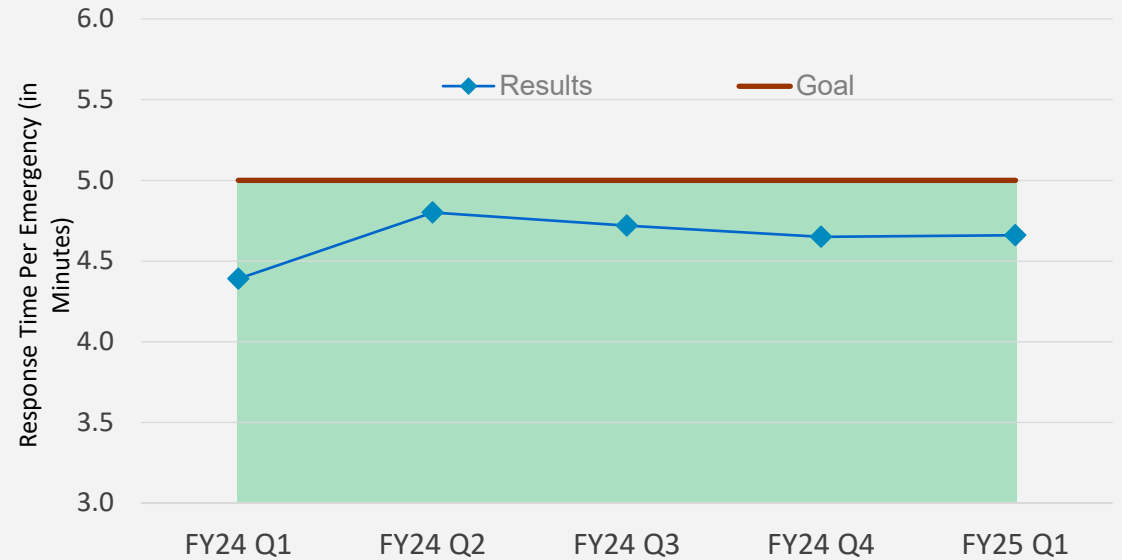
BART Police Presence



Police Response Time

- Goal met

BART Police Response Time



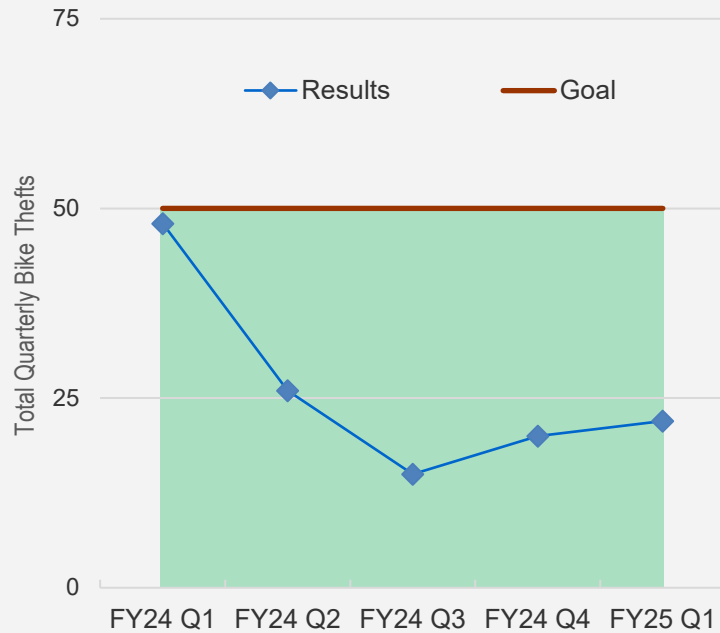
Crime – Theft and Burglary



Bike Theft

- Goal met

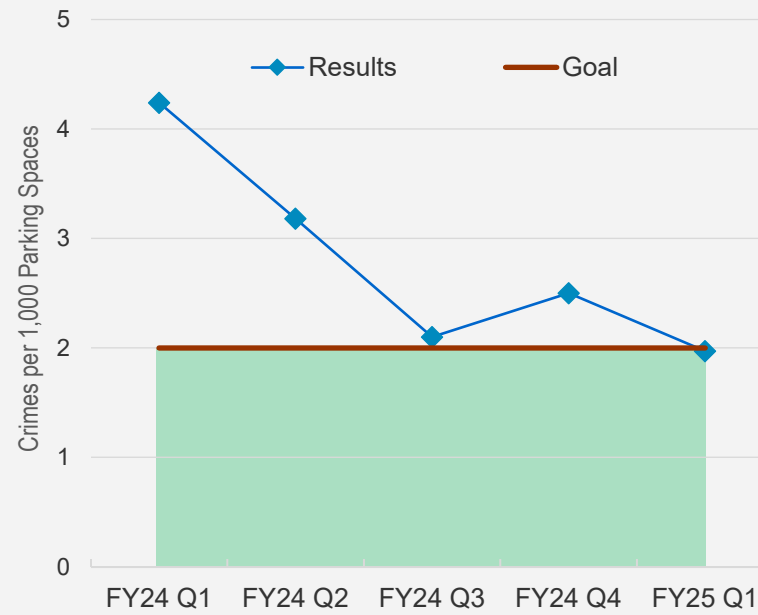
Bike Theft



Auto Theft

- Goal met

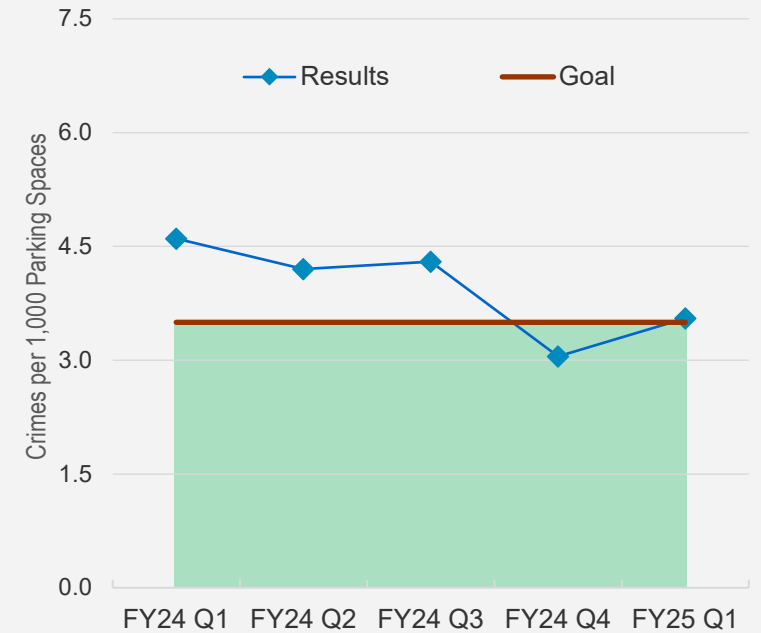
Auto Theft



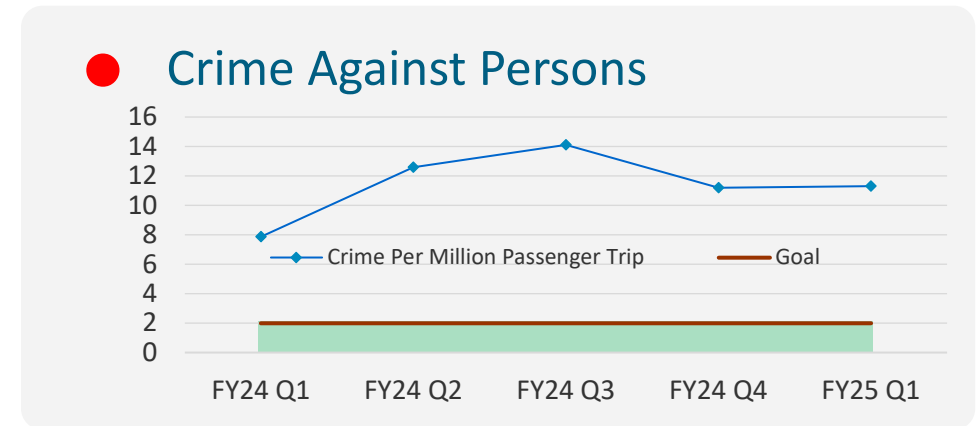
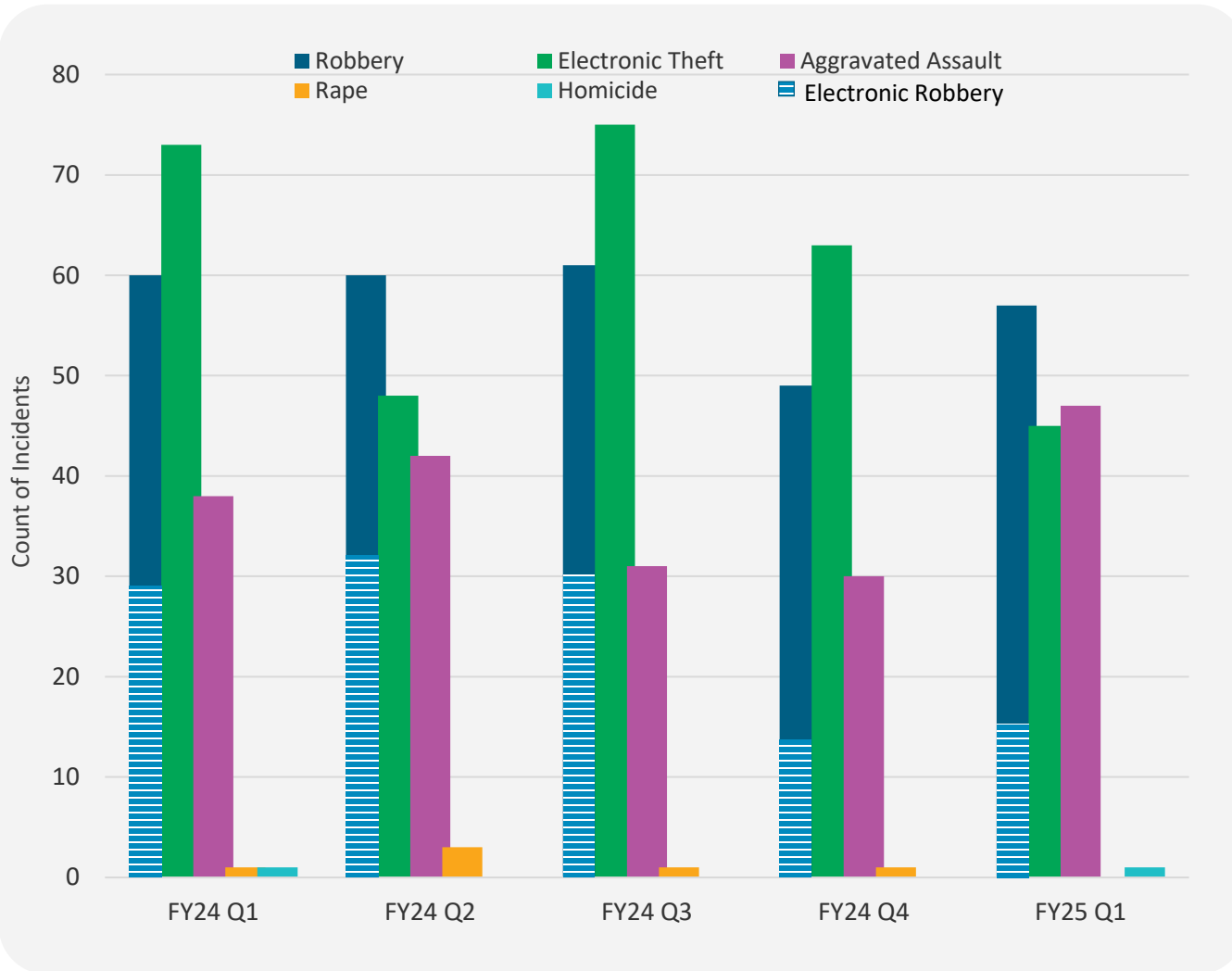
Auto Burglary

- Goal not met

Auto Burglary



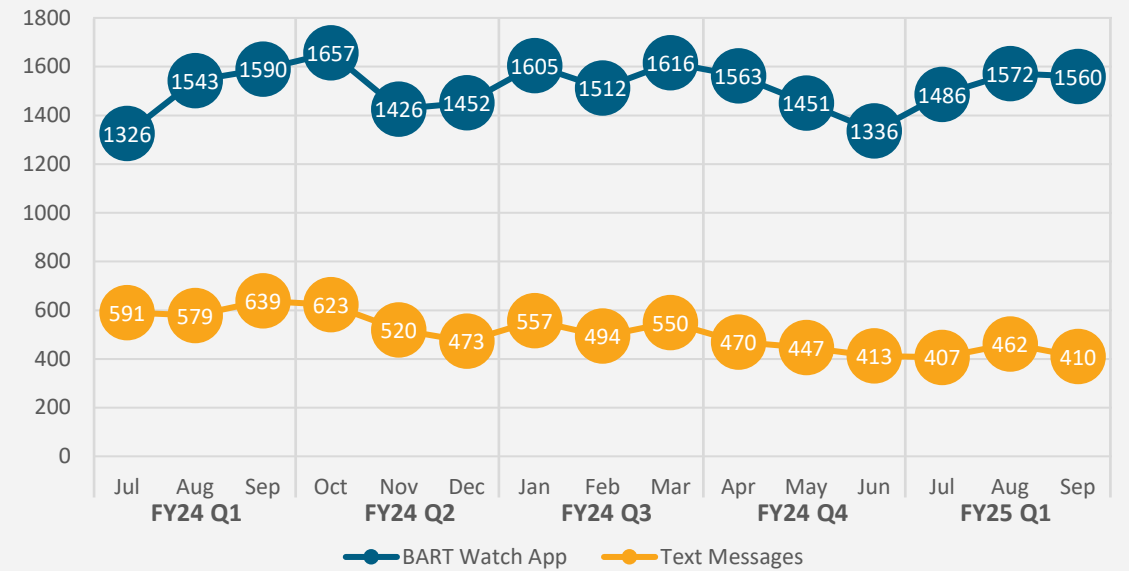
Crime – Against Persons



Breakdown of 4,618 BART Watch Reports



Total BART Watch & Text Counts by Month

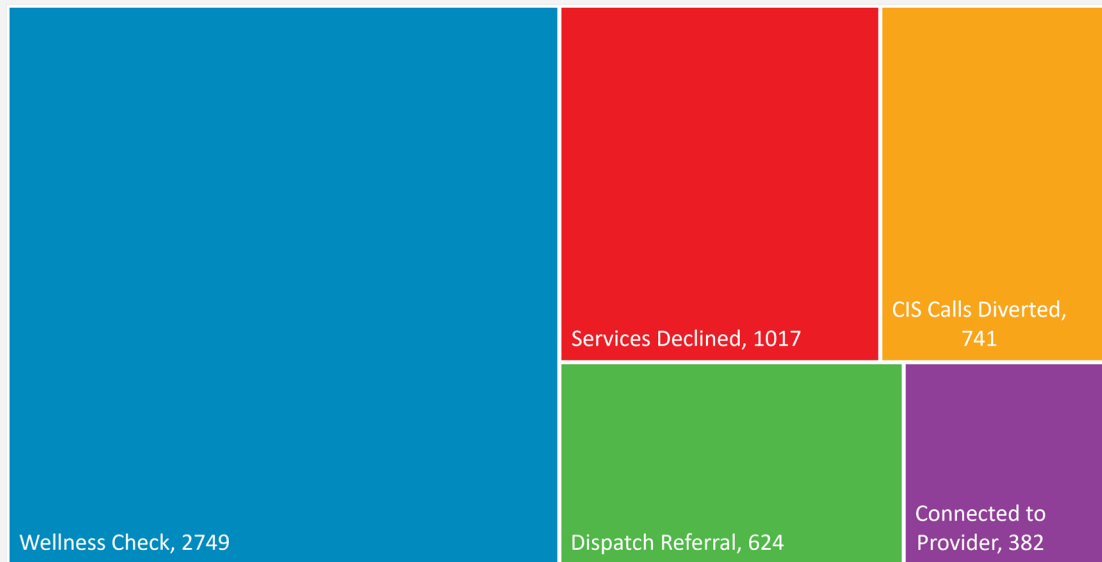


Progressive Policing Contacts and Outcomes

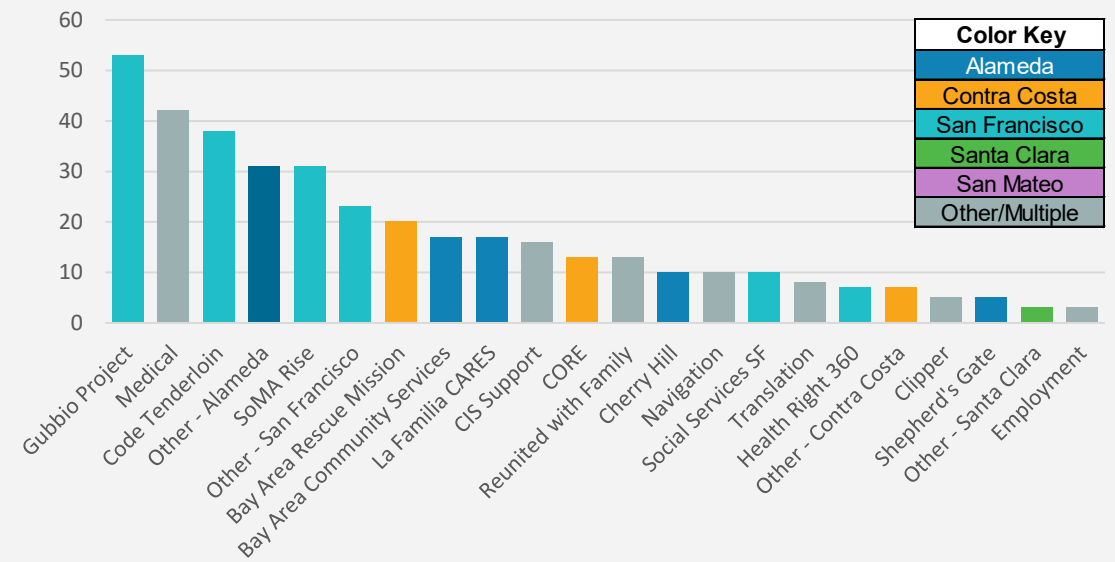


- 11 Narcan incidents total; 1 of which were administered by CIS

Summary of Contacts (5,513)



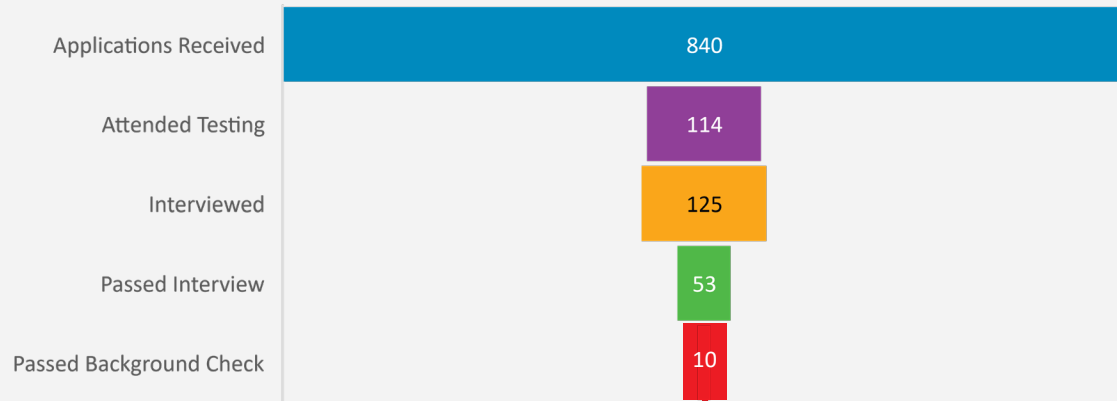
Connections to Services by Partner (382)



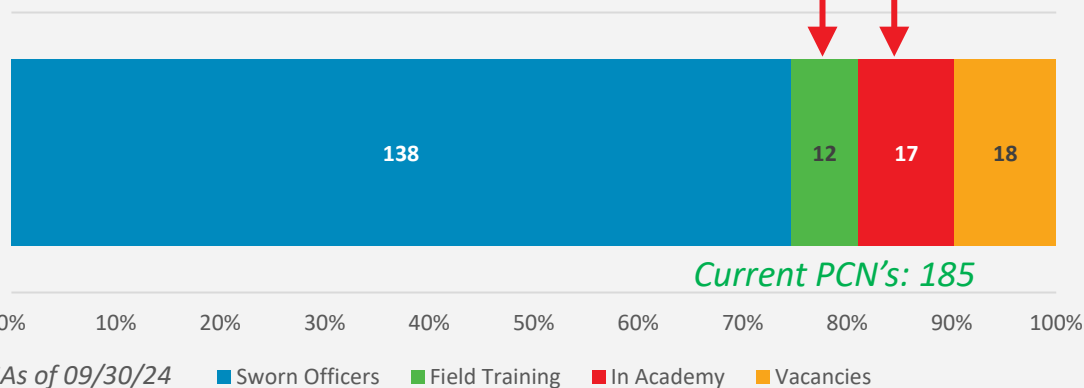
Police Hiring Metrics



Police Hiring Pipeline – FY25 Q1



Police Headcount Tracking



- 38 Police Officers hired since January 2024
- Employee Referral Program led to the recruitment of 9 new police officers this year
- 67% of candidates in the background process are police officer candidates
 - Currently 44 police officer candidates in the background process
- 17 new recruits currently in or pending Academy placement
- 12 sworn officers currently in Field Training
- More than 134K views and 107K engagements on JOINBARTPD.COM website since launch in July 2023.
- More than 485 prospects attended a total of 7 Police Officer Recruitment Open House events at BPD Headquarters
 - The next open house is scheduled on November 16th
- Recruitment team participated in approximately 18 off-site recruitment outreach events since January
- Enhanced recruitment efforts targeting colleges and military installations in the greater Bay Area, such as Fresno and Bakersfield
- Number of applicants interviewed
 - FY24 Q1: 146
 - FY24 Q2: 131
 - FY24 Q3: 108
 - FY24 Q4: 100
 - FY25 Q1: 125

Questions?



Glossary by KPI Category and Class

Service Delivery

Capacity

- **Dispatched Train:** A train whose wheels have rolled from its first station
- **Missed Dispatches:** Scheduled trains which were never dispatched or partial runs that were not able to dispatch from their planned origin

Punctuality

- **Cancellation:** A scheduled train unable to be dispatched, e.g., system delays or car shortage
- **Delayed Train:** A train that has been delayed by the amount of the delay threshold of five minutes and/or one or more of the following:
 - unscheduled cumulative train delay(s) that exceed delay threshold at end of line
 - cancelled train dispatch(es)
 - train offload(s)
 - station run-through(s)
- **Incident:** An observed system anomaly of the railroad entities that may or may not inhibit train movement
- **Timed Train Meets:** The percentage of trains that connected on-time, relative to the published schedule. A meet is successful when there is more than 20 seconds of overlap between the two trains
 - K-Line Meets consist of timed transfers between the Yellow and Orange lines. Northbound trains transfer at 19th St and Southbound trains at MacArthur

Railway Asset Availability

Wayside

- **ATO:** Automated Train Operation
- **PM:** Planned Maintenance

Revenue Fleet

- **DMU:** Diesel Multiple Unit (eBART Train)
- **FOTF:** Fleet of the Future
- **MTBSD:** The mean time between service delays in hours

Stations

- **Gate Availability:** The percentage of time automated fare gates are in service during operating hours
- **Vendor Availability:** The percentage of time ticket vending machines are in service during operating hours

Customer Experience

Customer Service

- **Personnel – S/A:** Station Agent
- **Personnel – T/O:** Train Operator

Environment

- **PES:** Passenger Environment Survey

Safety and Security

Safety

- **Alighting:** To come down from something (such as a vehicle)
- **OSHA:** Occupational Safety and Health Administration
- **Rule Violation:** A violation of procedural rules by a train operator or other BART staff
- **Safety Incident:** An occupational injury or illness, including deaths

Security

- **CIS:** Crisis Intervention Specialists serve as liaisons between BART Police and community-based organizations that provide mental health, housing, and other services
- **Progressive Policing Contact Types:**
 - **CIS Calls Diverted:** The number of calls that were diverted from sworn officers to CIS Staff
 - **Connected to Services:** The number of individuals who were connected to services
 - **Dispatch Referral:** The number of calls which were referred to CIS staff by BPD Dispatch
 - **Services Declined:** The number of individuals who were offered connections to local services by CIS staff but declined
 - **Wellness Check:** The number of contacts made to check on the wellbeing of a person in a station or on a train