

Quarterly Service Performance Review  
Second Quarter, FY 2014  
October - December, 2013

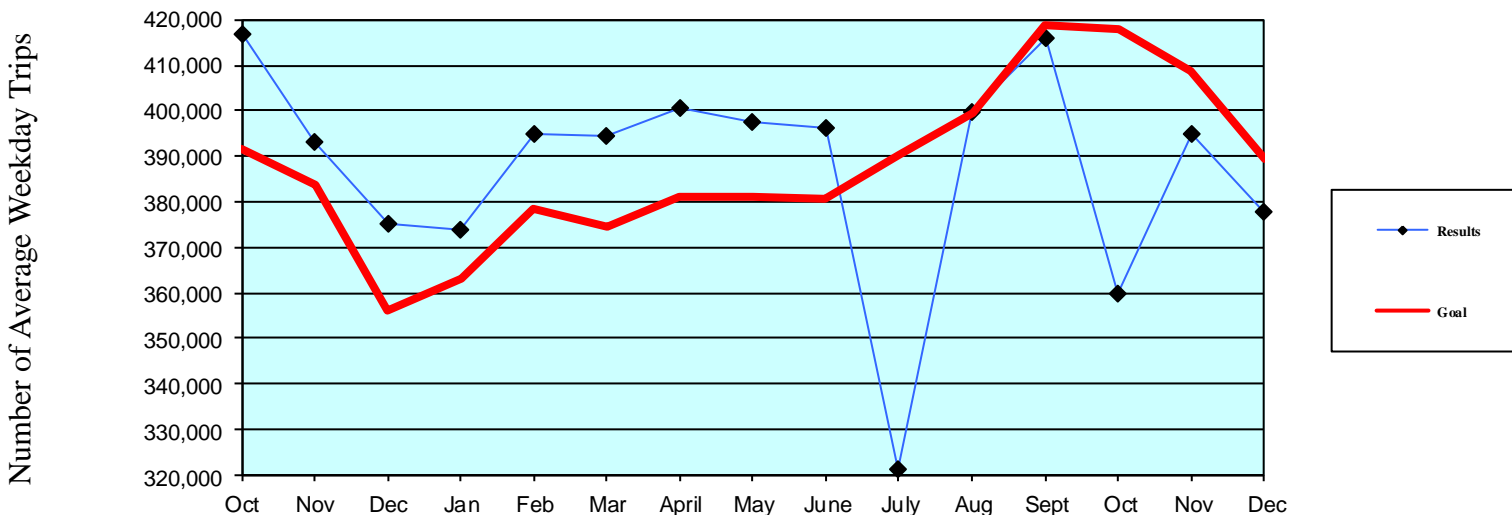
Engineering & Operations Committee  
February 13, 2014

## FY14 Second Quarter Overview...

- ✓ Labor situation affected performance and ridership, down 5.0%
- ✓ Train service reliability down, several significant delay events
- ✓ Car reliability impacted by cold weather in December, car availability goal met
- ✓ Station Elevator and AFC equipment availability goals met
- ✓ Escalator availability goals not met, trend is steady and forward outlook is better
- ✓ Customer rated PES attribute scores mixed, although 4 of 8 improved
- ✓ Complaints down compared to last quarter and up from last year

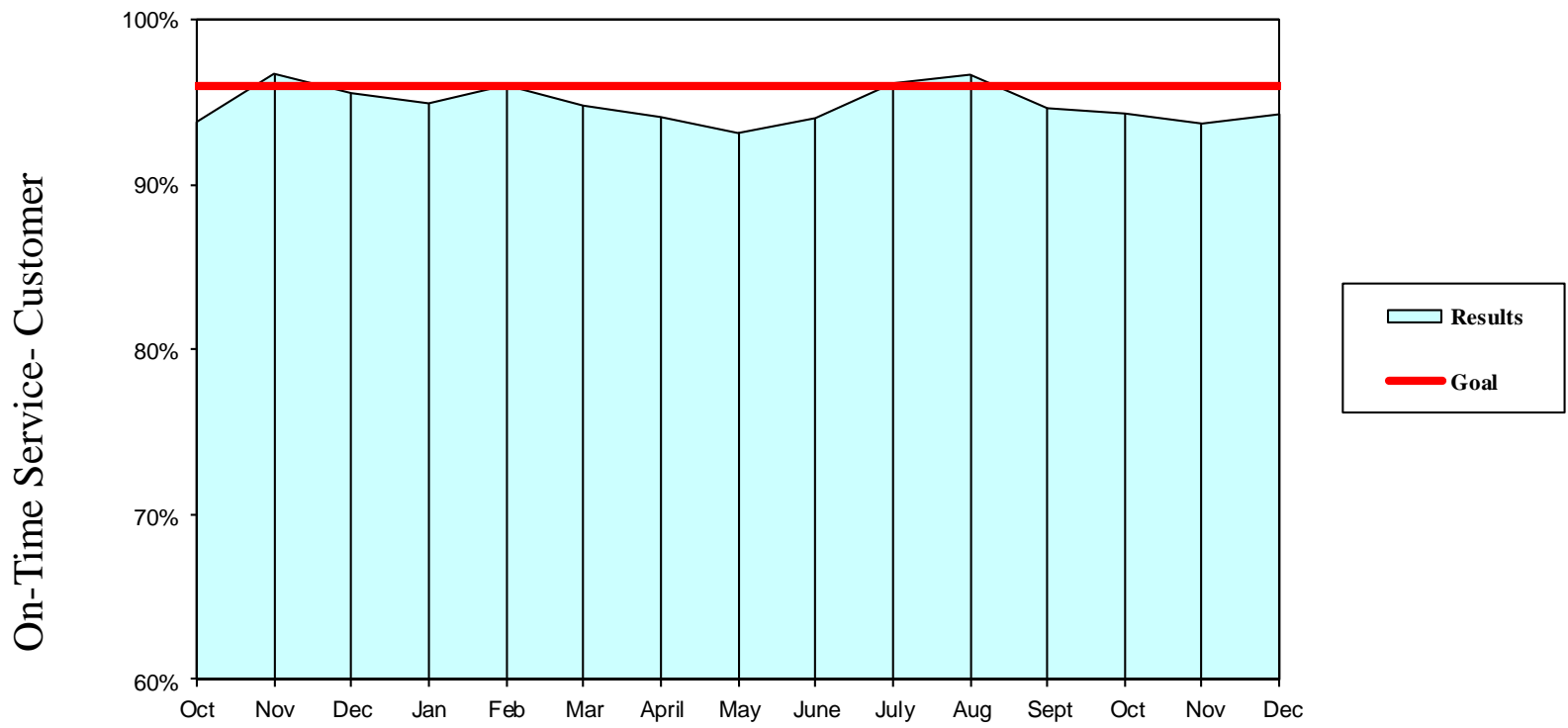


# Customer Ridership



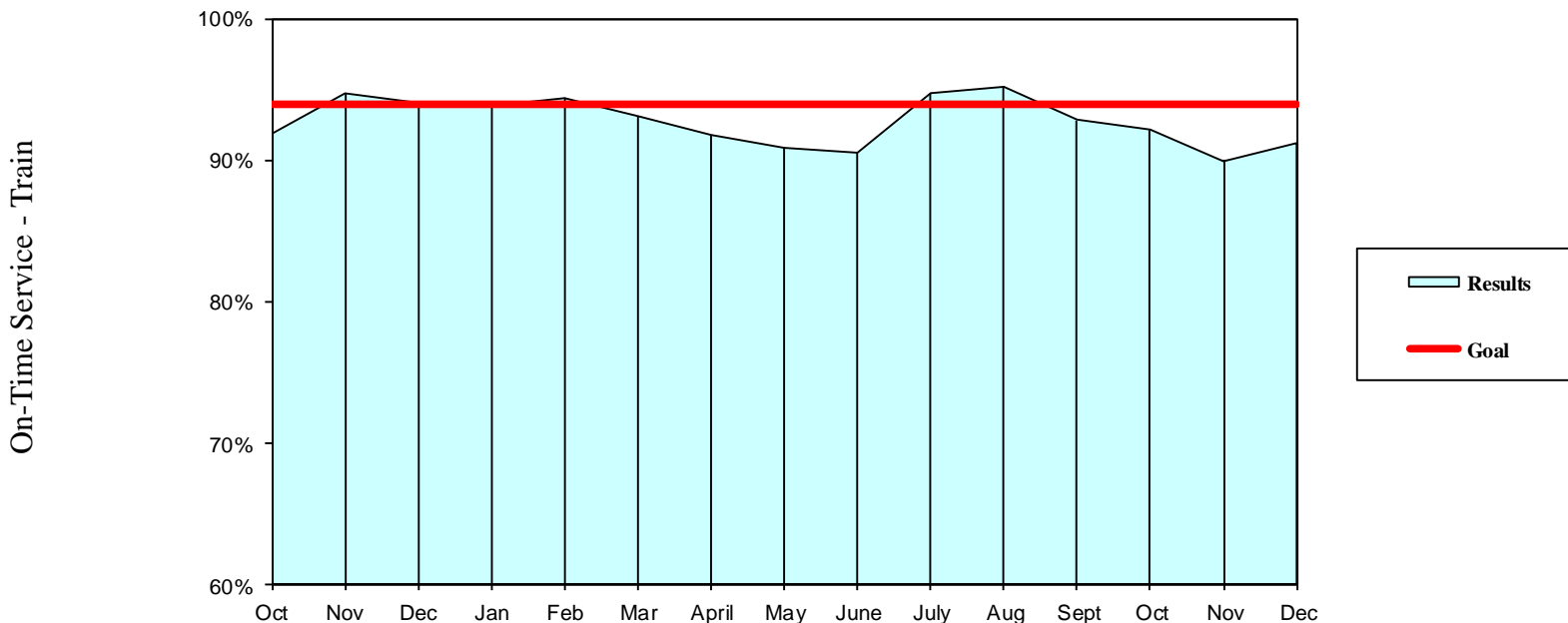
- ✓ Total ridership decreased by 5.0% compared to same quarter last year due to
- ✓ work stoppage in October
- ✓ Average weekday ridership (376,373) down 5.1% from same quarter last year
- ✓ Core weekday ridership down by 5.1% from same quarter last year
- ✓ SFO Extension weekday ridership down by 5.0% from same quarter last year
- ✓ Saturday and Sunday down by 7.4% and 8.0%, respectively, over same quarter last year

# On-Time Service - Customer



- ✓ 94.08%, goal 96%
- ✓ Two events with over 100 late trains:
  - 11/22 Central Computer failure due to misconfiguration after upgrade
  - 12/17 Erratic person on trackway near West Oakland Station
- ✓ 2 of top 6 events involved person wayside

# On-Time Service - Train

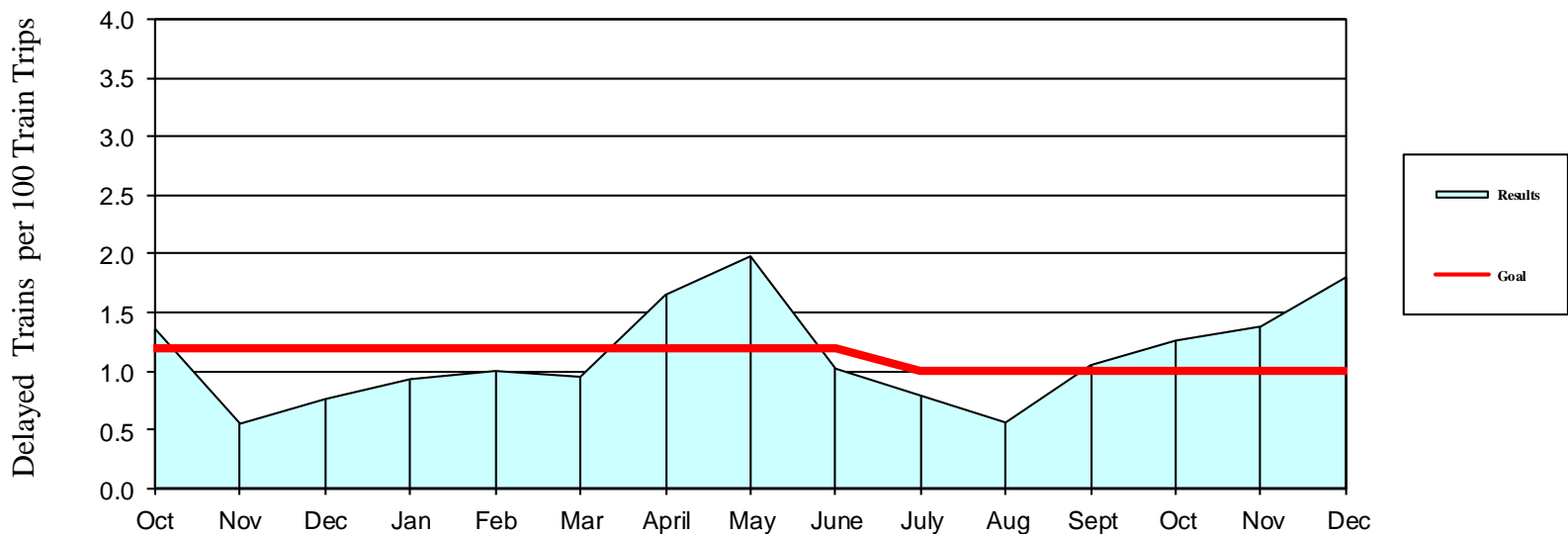


- ✓ 91.09%, goal 94%
- ✓ Wayside categories saw biggest increase in delay rates:
  - False Occupancies
  - Routing
  - Miscellaneous
- ✓ Lower on time performance since new Roadway Worker Protection procedures put in place
  - Train On Time impacted more than Customer On Time



# Wayside Train Control System

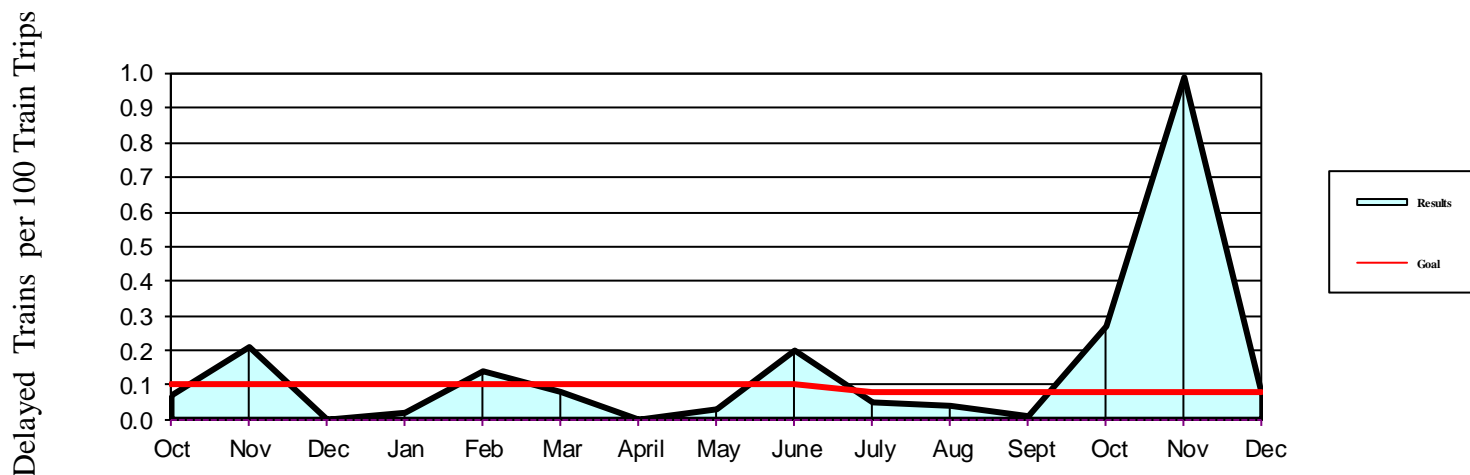
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ 1.48, goal not met, big jump in False Occupancies
- ✓ Wayside Card Pack Project installation at over 90% complete
- ✓ Alstom Switch Machine installations at 28 (nine this quarter)

# Computer Control System

**Includes ICS computer & SORS, Delays per 100 train runs**

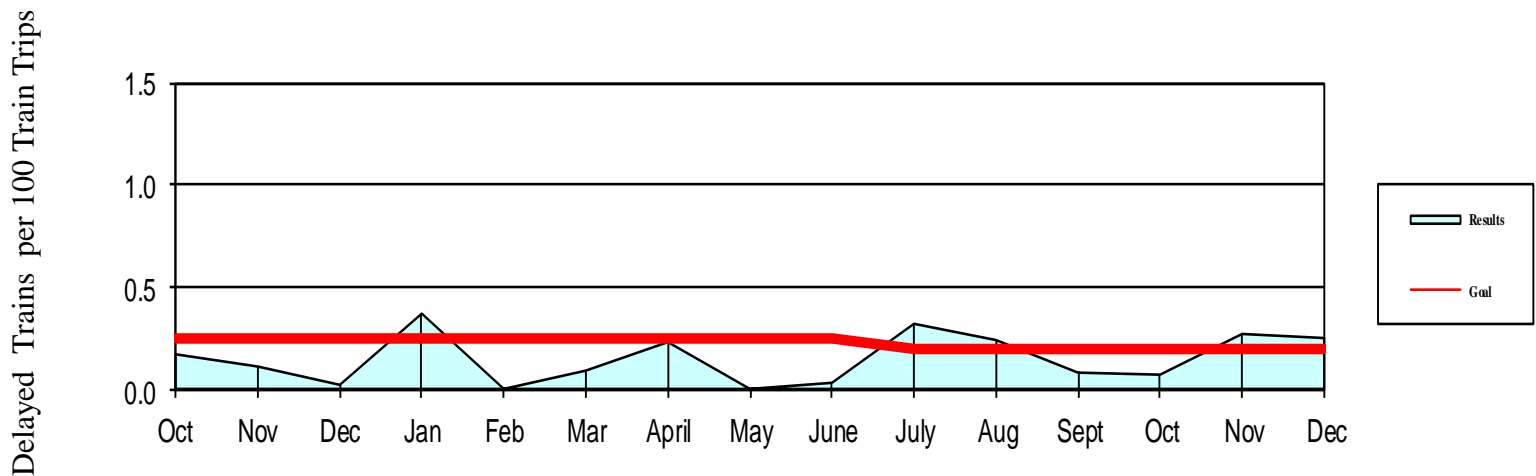


- ✓ 0.443, goal not met. The results of two separate incidents caused the goal to be missed:
  - Configuration Control Error caused excessive delays on Oct 4<sup>th</sup>
  - A network configuration error caused the system failure on Nov 21/22
- ✓ eBART transfer track electrification added to ICS.
- ✓ Implemented short term changes to ICS Wayside Access module to accommodate revised Roadway Worker Protection procedures.
- ✓ Power run to the four new server racks for the ICS server replacement.



# Traction Power

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



- ✓ Goal met
- ✓ Unusually high number of coverboard issues in Nov and Dec due to improper pin installation and pin failure; inspection and replacement completed
- ✓ Berkeley Hills Tunnel ventilation problems, rollup door issues on the C2 track; parts replacement/upgrade and extensive testing completed

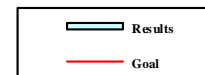
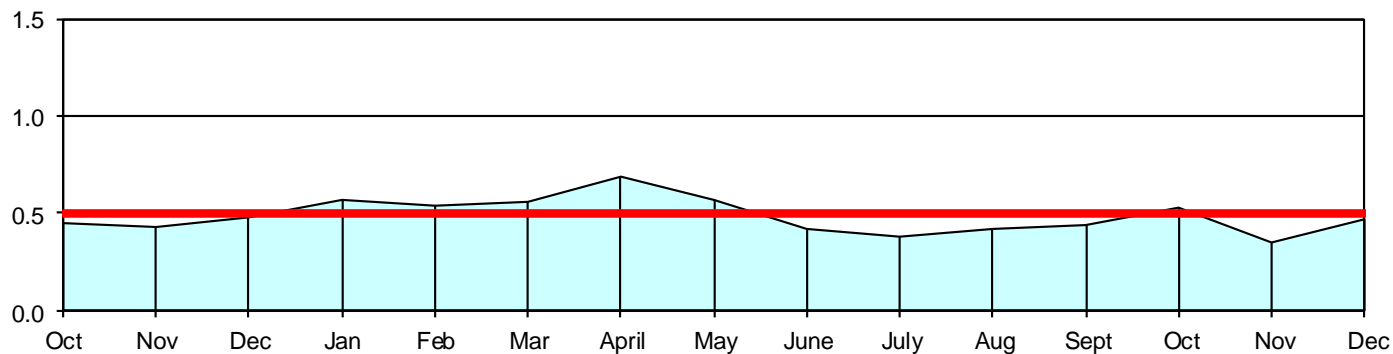




# Transportation

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

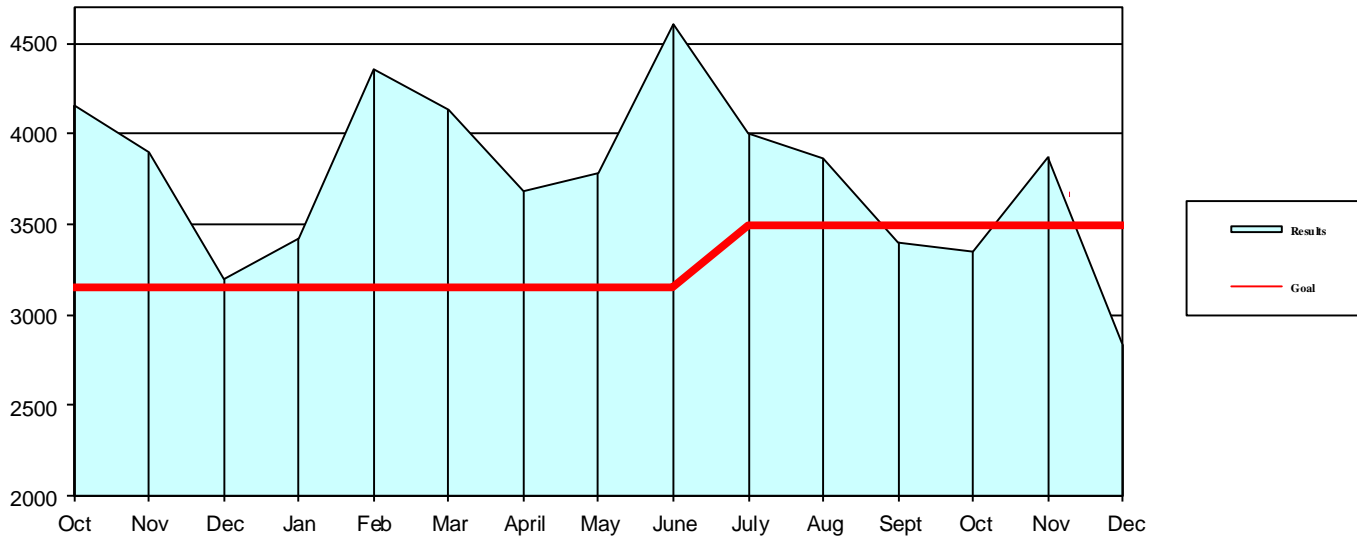
Delayed Trains per 100 Train Trips



- ✓ Quarterly goal met
- ✓ Working on classifying delays by home yard to increase accountability

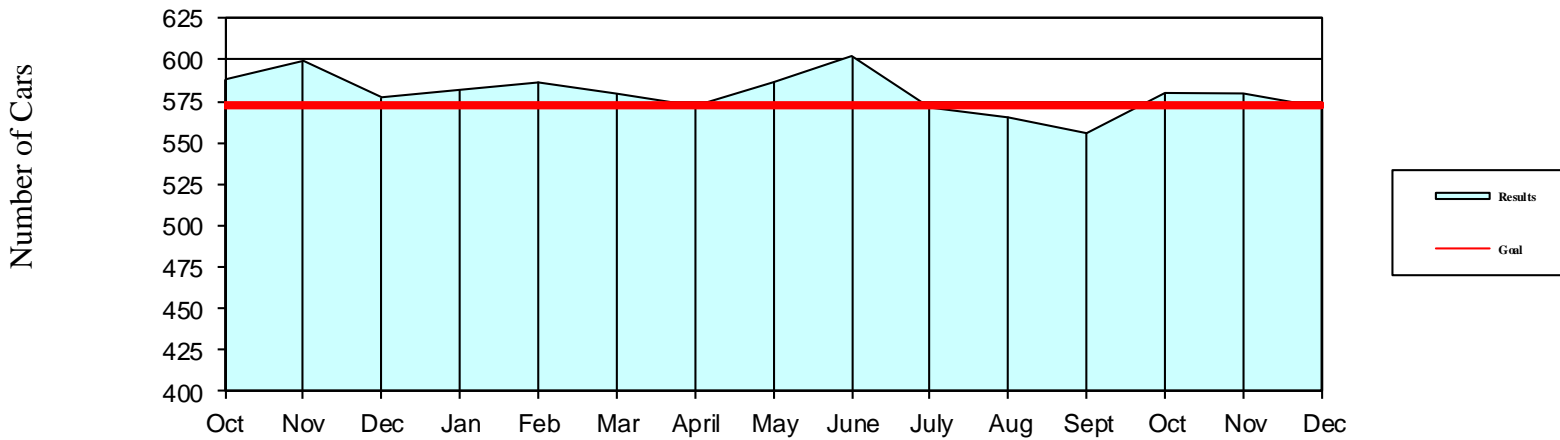
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ 3,291 hours, 3500 goal not met
- ✓ Unusually cold weather impacted propulsion and brake systems

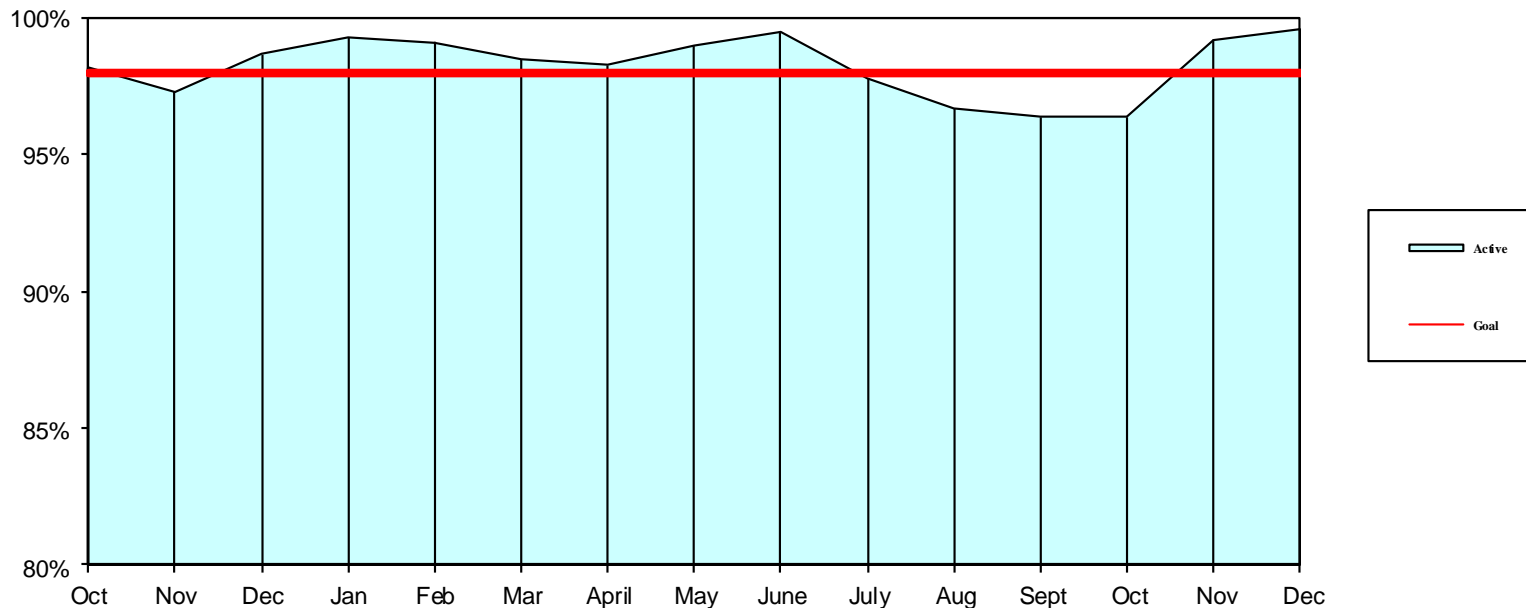
# Car Equipment - Availability @ 0400 hours



✓ Goal met

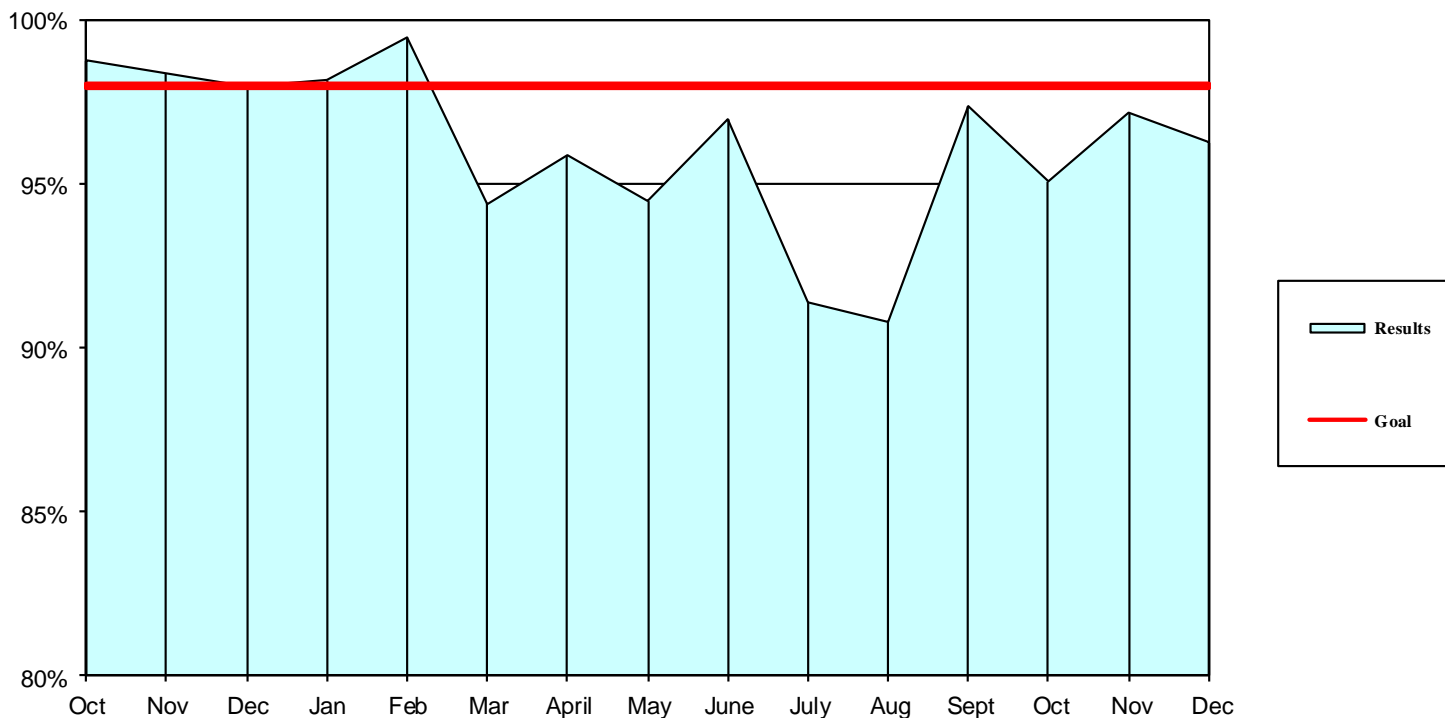


# Elevator Availability - Stations



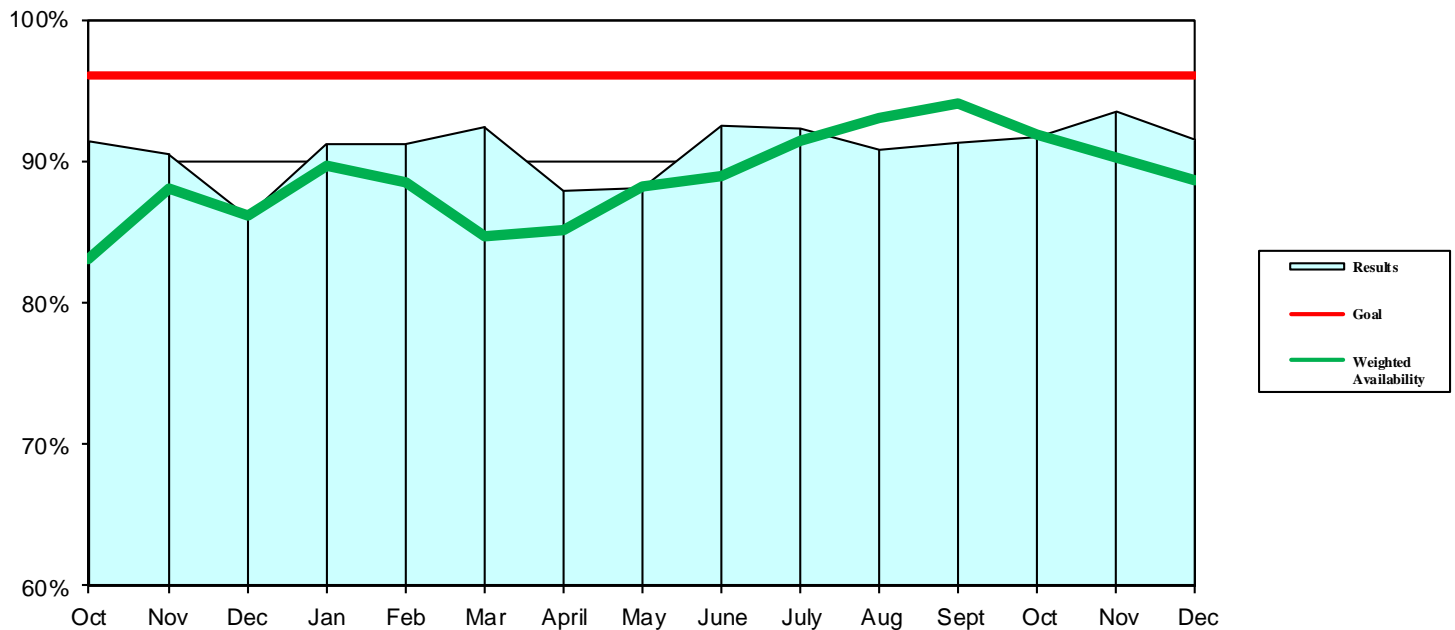
✓ Performance improved (98.4%), goal met

# Elevator Availability - Garage



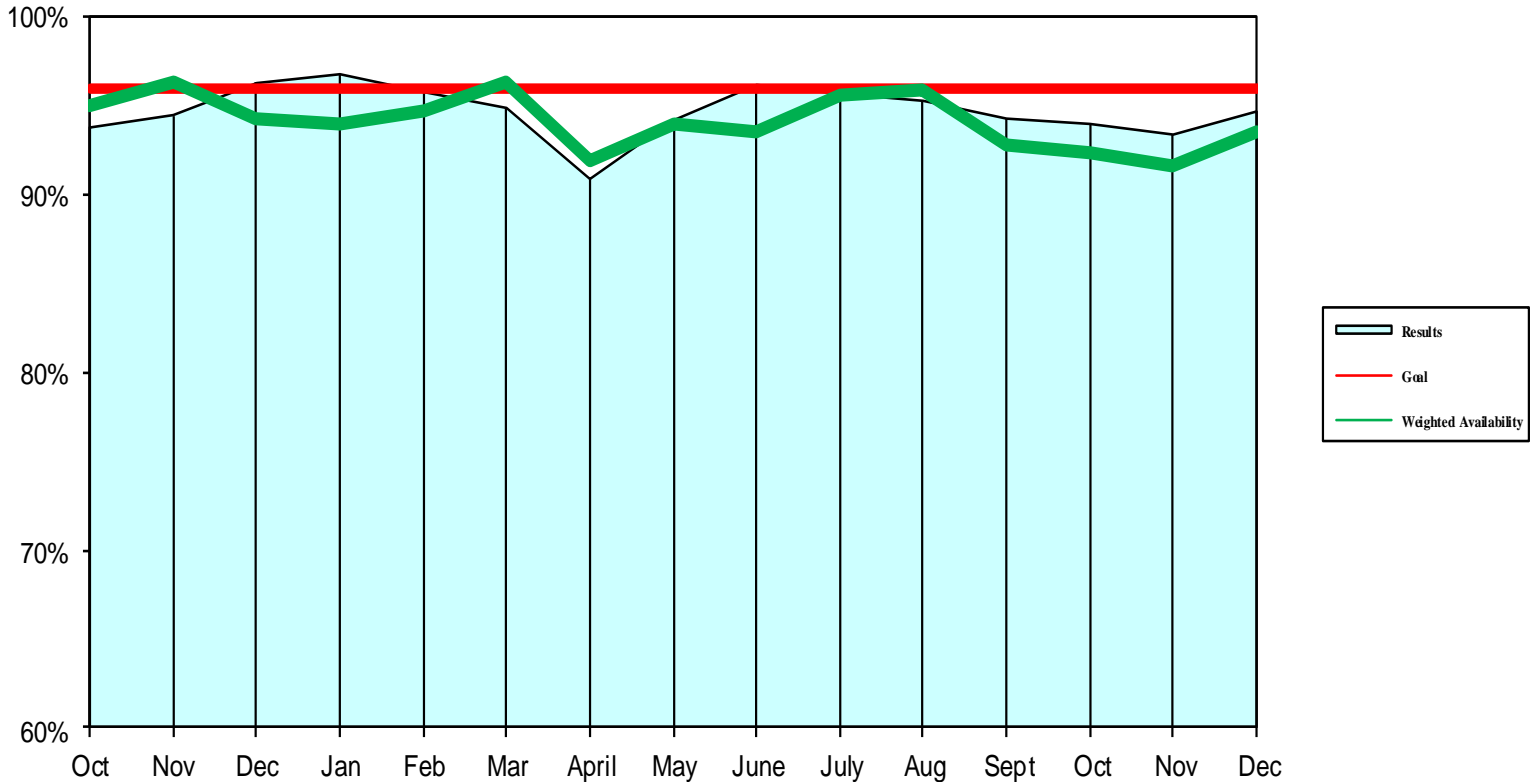
- ✓ Improvement but 98% goal not met
- ✓ 96.20% availability

# Escalator Availability - Street



- ✓ Performance improved (92.23%), 95% goal not met
- ✓ Street units continue to suffer heavy failures:
  - Two chain jobs (24<sup>th</sup> Street and 12<sup>th</sup> Street)
  - Gear box (Montgomery)
  - Water intrusion (Civic Center)
  - Handrail (Embarcadero)

# Escalator Availability - Platform



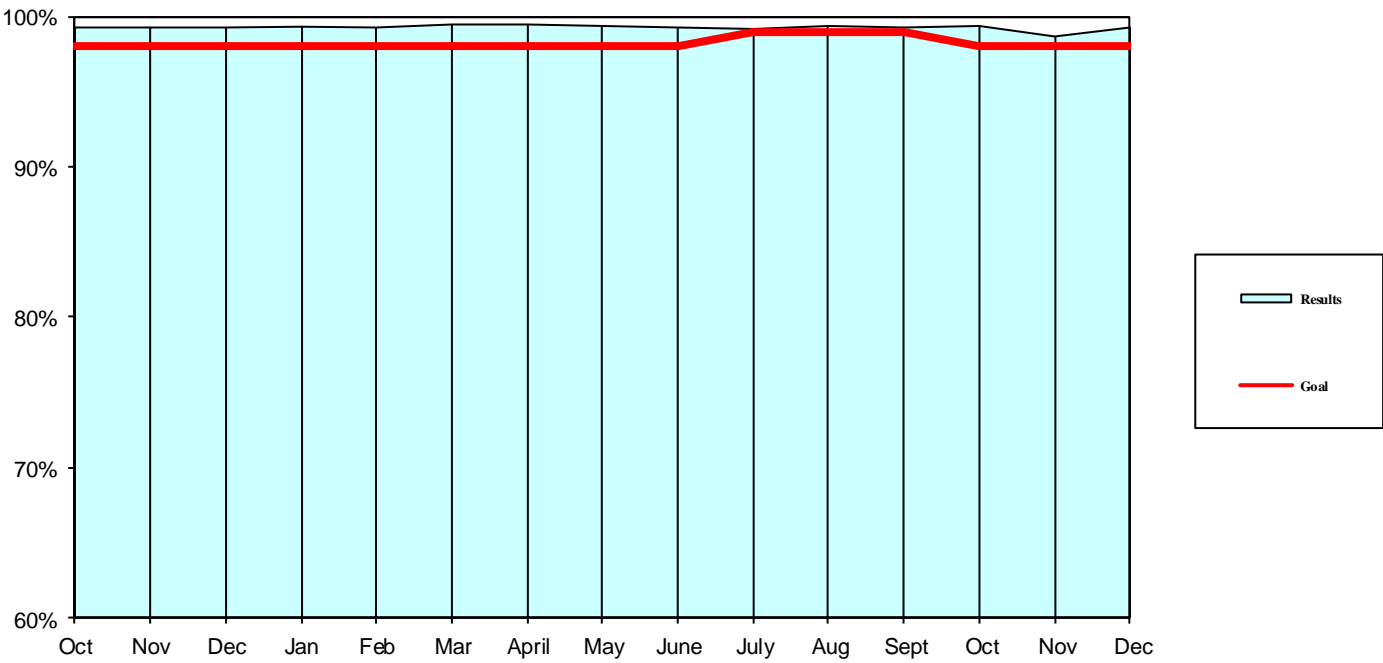
✓ 94.03% availability, 96% goal

✓ 4 heavy repair jobs:

- Bull Gear (El Cerrito Plaza), 88 days out of service
- 2 Step Chain replacements (Powell and North Berkeley)
- Gear Box (Daly City)
- 3 Handrail Replacements (scheduling / coordination with vulcanizer)



# AFC Gate Availability

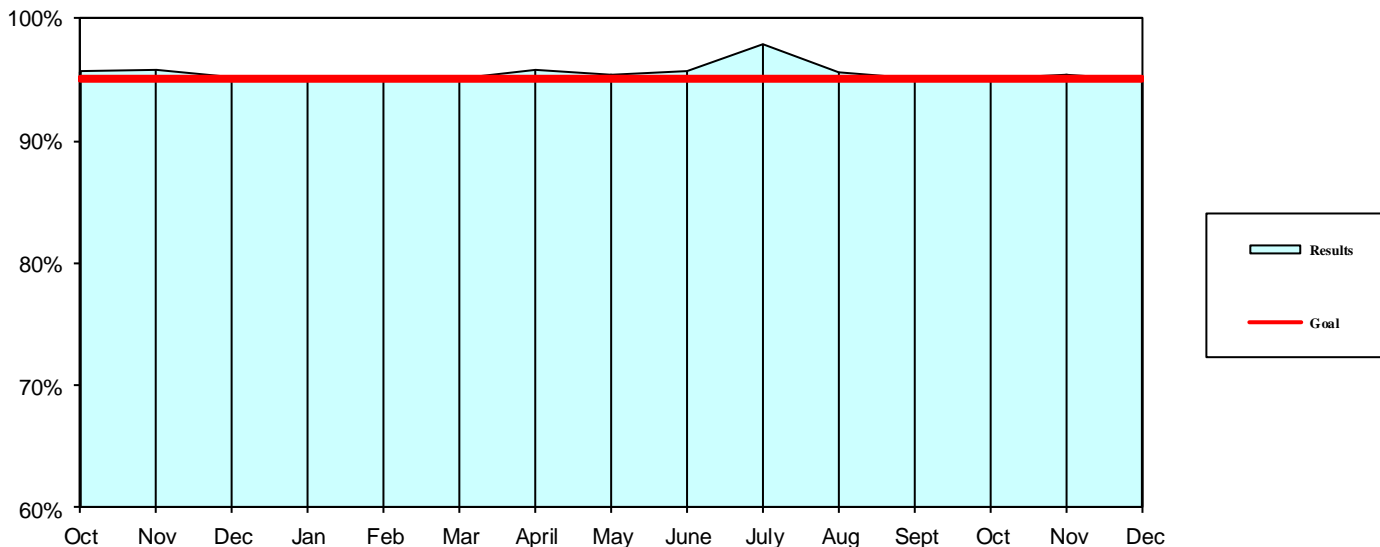


✓ 99.13% availability, goal met





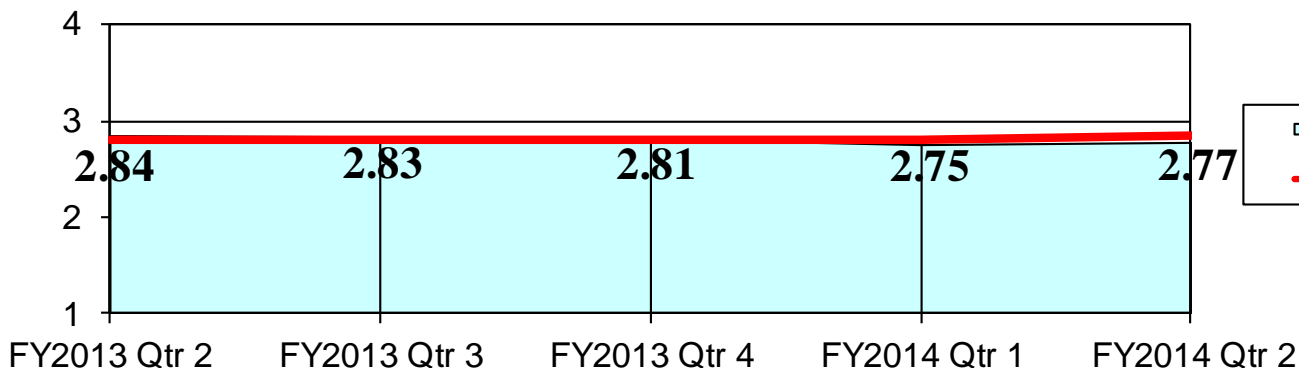
# AFC Vendor Availability



- ✓ 95.17%, goal met, steady performance
- ✓ Availability of Add Fare 97.8%
- ✓ Availability of Add Fare Parking 97.7%
- ✓ Availability of Parking Validation Machines 99.7%

# Environment - Outside Stations

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

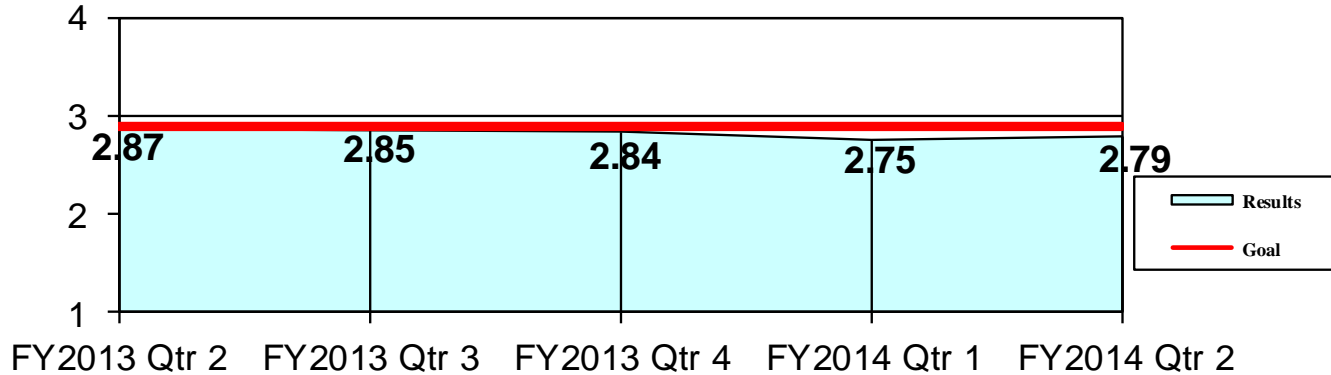


Composite rating of:	
Walkways & Entry Plaza Cleanliness (50%)	2.69
BART Parking Lot Cleanliness (25%)	3.00
Appearance of BART Landscaping (25%)	2.71

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.6%
  - Parking Lots: 79.4%
  - Landscaping Appearance: 64.0%
- ✓ Enormous challenges within Grounds Department (Landscaping)
  - Under-resourced
  - Homeless encampments throughout system
  - Vegetation management under drought conditions

# Environment - Inside Stations

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



Composite rating for Cleanliness of:	
Station Platform (60%)	2.93
Other Station Areas (20%)	2.73
Restrooms (10%)	2.26
Elevator Cleanliness (10%)	2.56

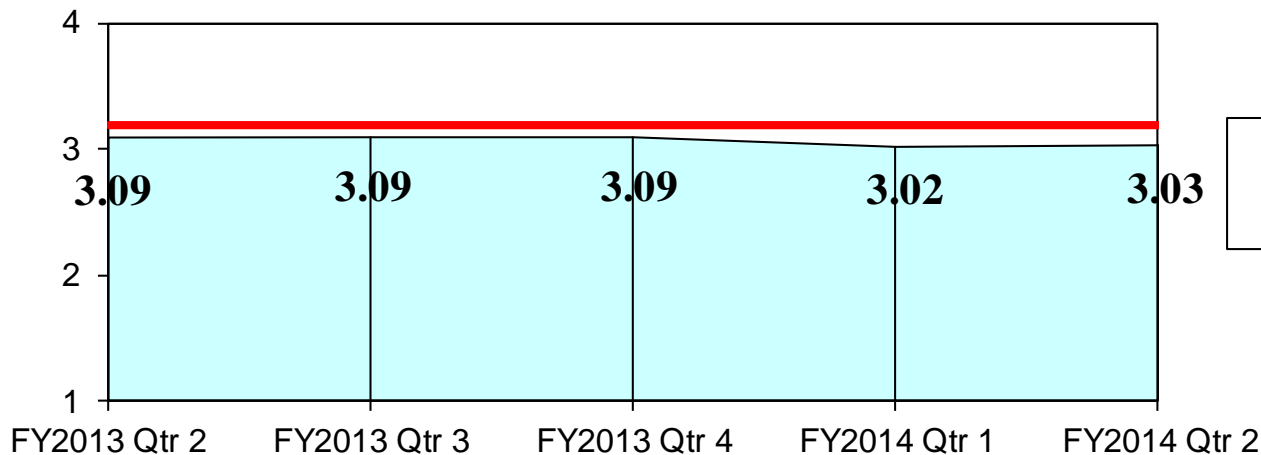
- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:
 

Station Platform: 76.6%	Other Station Areas: 65.7%
Restrooms: 40.5%	Elevators: 56.2%



# Station Vandalism

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



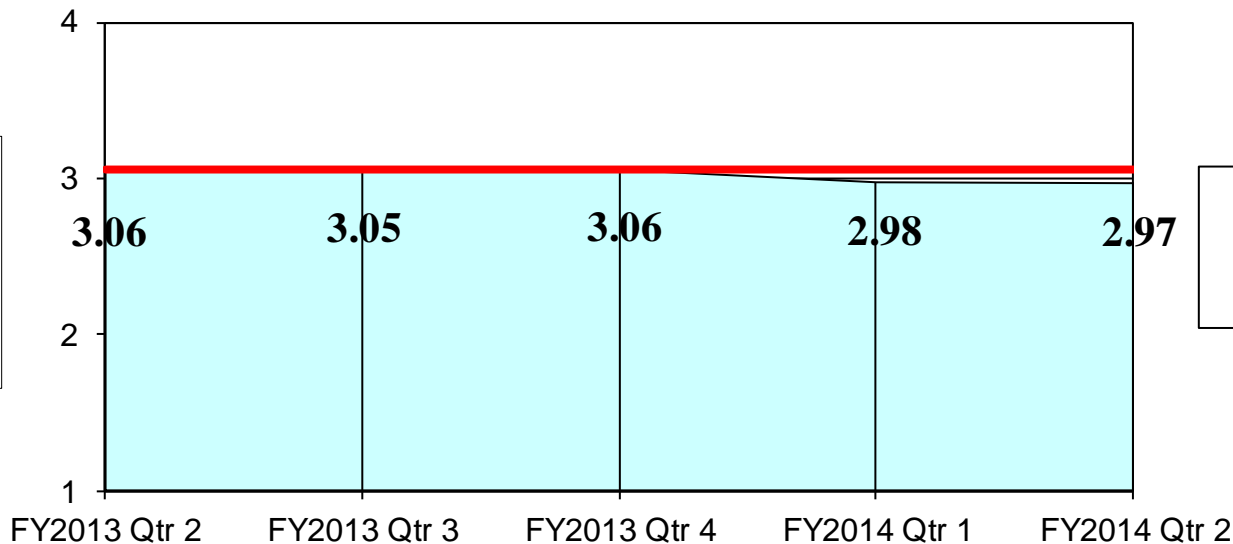
Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 80.3% of those surveyed ranked this category as either Excellent or Good



# Station Services

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



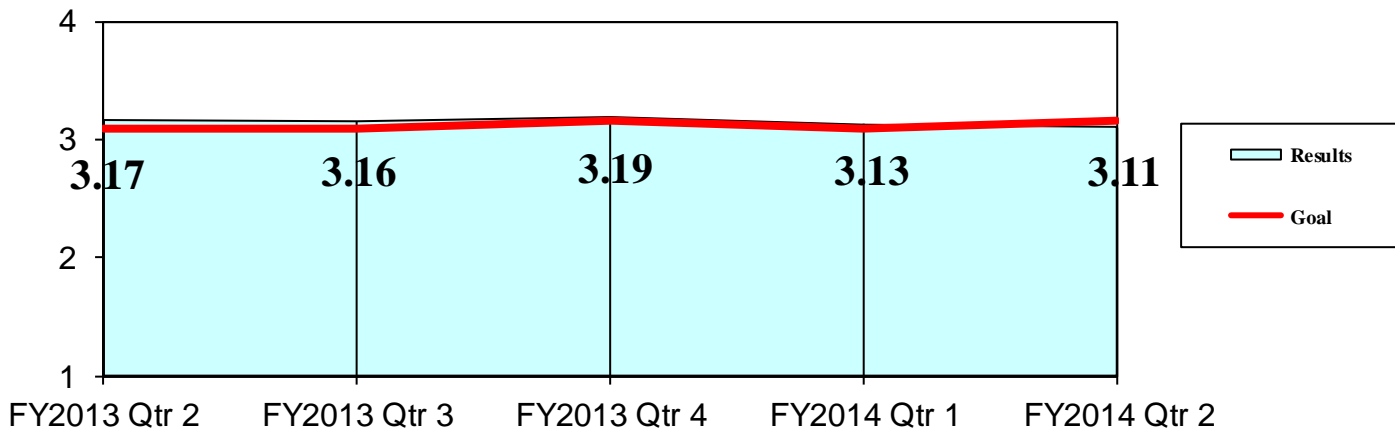
<b>Composite rating of:</b>	
Station Agent Availability (65%)	2.94
Brochures Availability (35%)	3.02

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:
  - Station Agents: 76.9%
  - Brochures: 80.1%



# Train P.A. Announcements

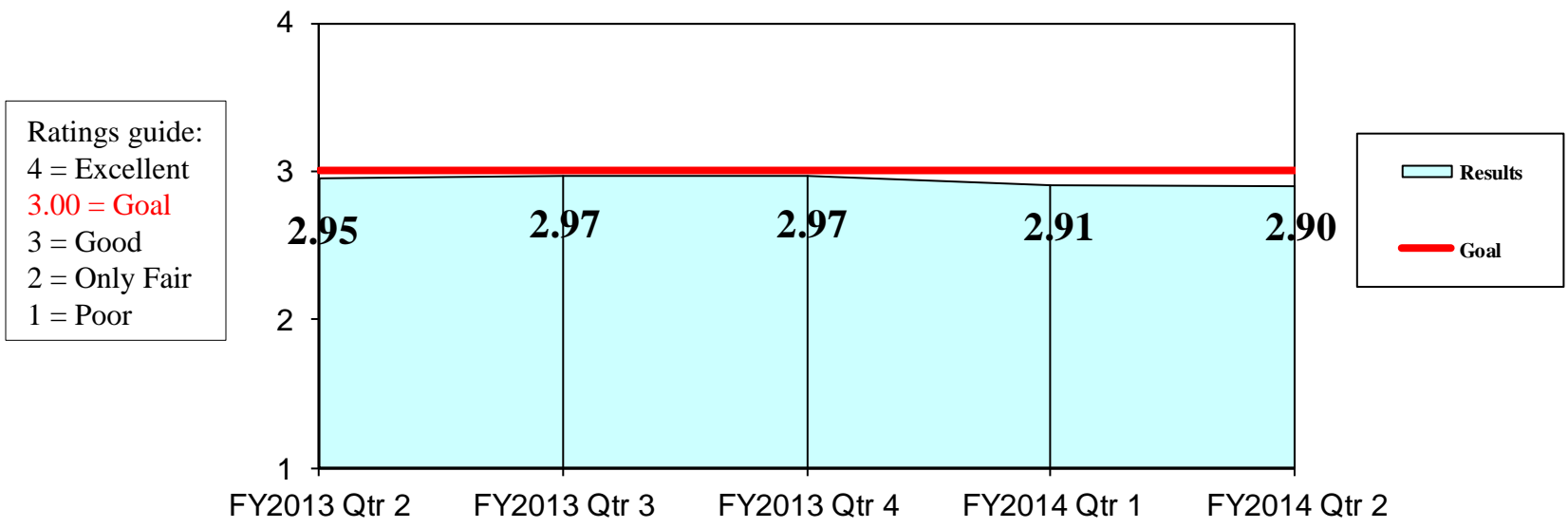
Ratings guide:  
 4 = Excellent  
 3.17 = Goal  
 3 = Good  
 2 = Only Fair  
 1 = Poor



Composite rating of:	
P.A. Arrival Announcements (33%)	3.07
P.A. Transfer Announcements (33%)	3.04
P.A. Destination Announcements (33%)	3.22

- ✓ New, higher goal not met
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 78.7%
  - Transfers: 77.4%
  - Destinations: 84.3%

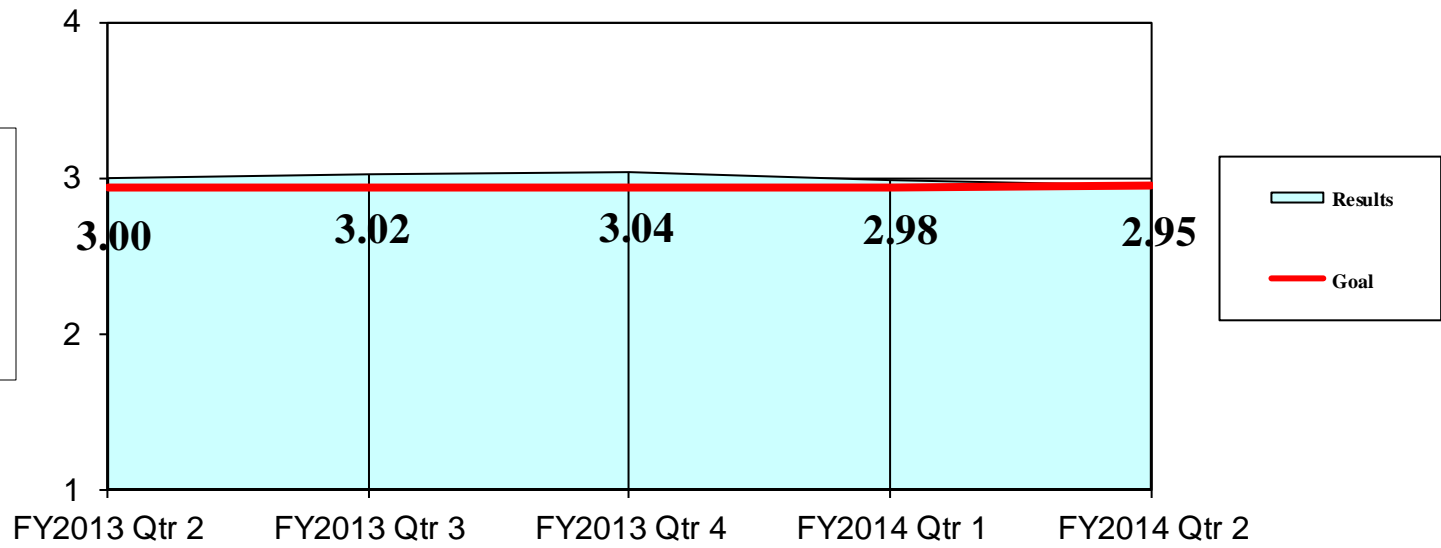
# Train Exterior Appearance



- ✓ Goal not met
- ✓ 76.3% of those surveyed ranked this category as either Excellent or Good
- ✓ Wash cycle lengthened in January due to drought

# Train Interior Cleanliness

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



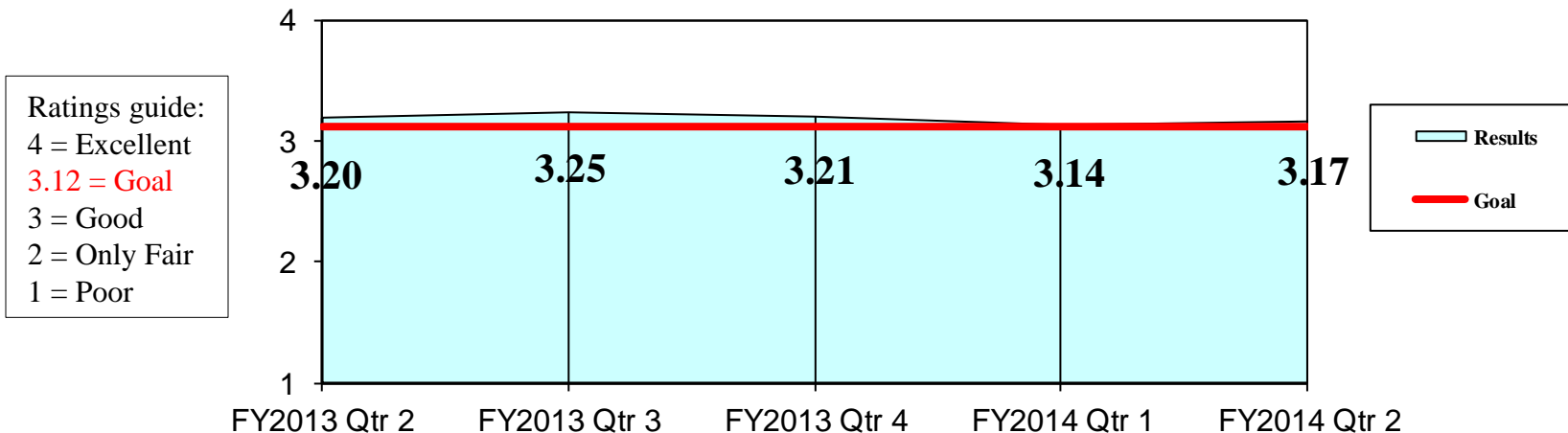
Composite rating of:	
Train interior cleanliness (60%)	2.69
Train interior kept free of graffiti (40%)	3.35

- ✓ Goal met
- ✓ Train Interior ratings of either Excellent or Good:  
 Cleanliness: 62.0%      Graffiti-free: 91.3%





# Train Temperature



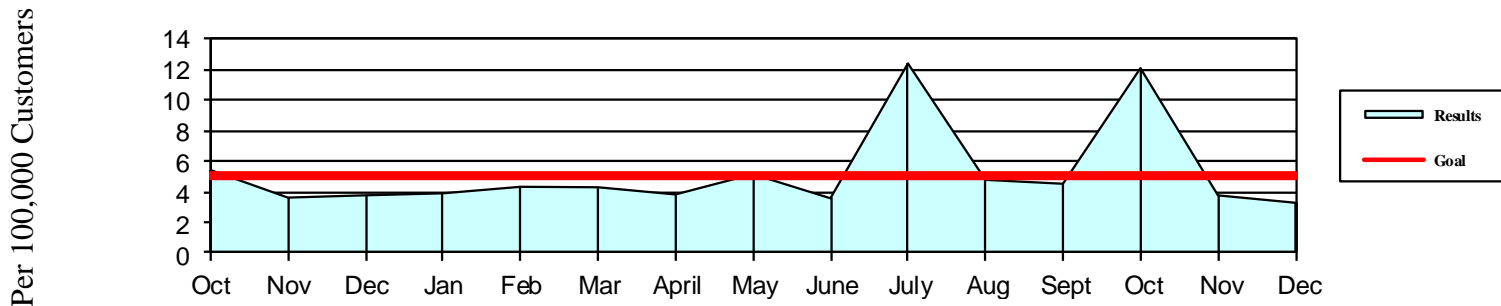
**Comfortable Temperature Onboard Train**

- ✓ Goal met
- ✓ 85.6% of those surveyed ranked this category as either Excellent or Good



# Customer Complaints

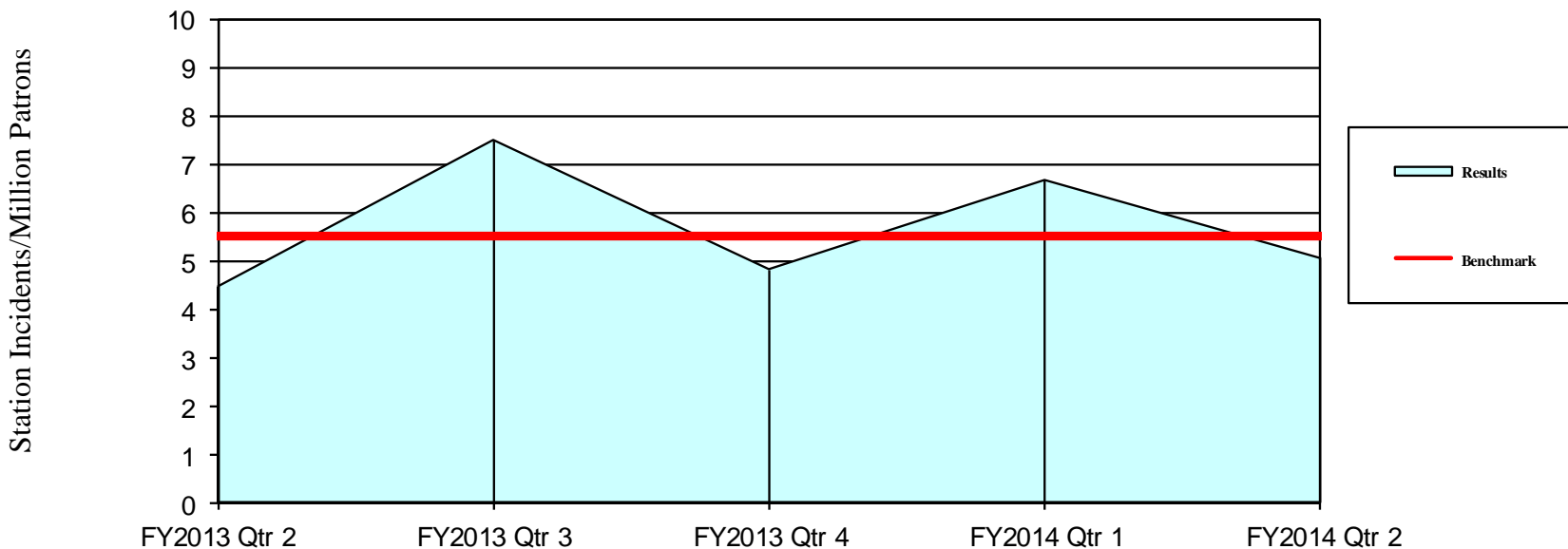
## Complaints Per 100,000 Customers



- ✓ Goal not met, due to complaints about labor negotiations
- ✓ Reduced complaint levels in all other categories, except “Service.”



# Patron Safety: Station Incidents per Million Patrons

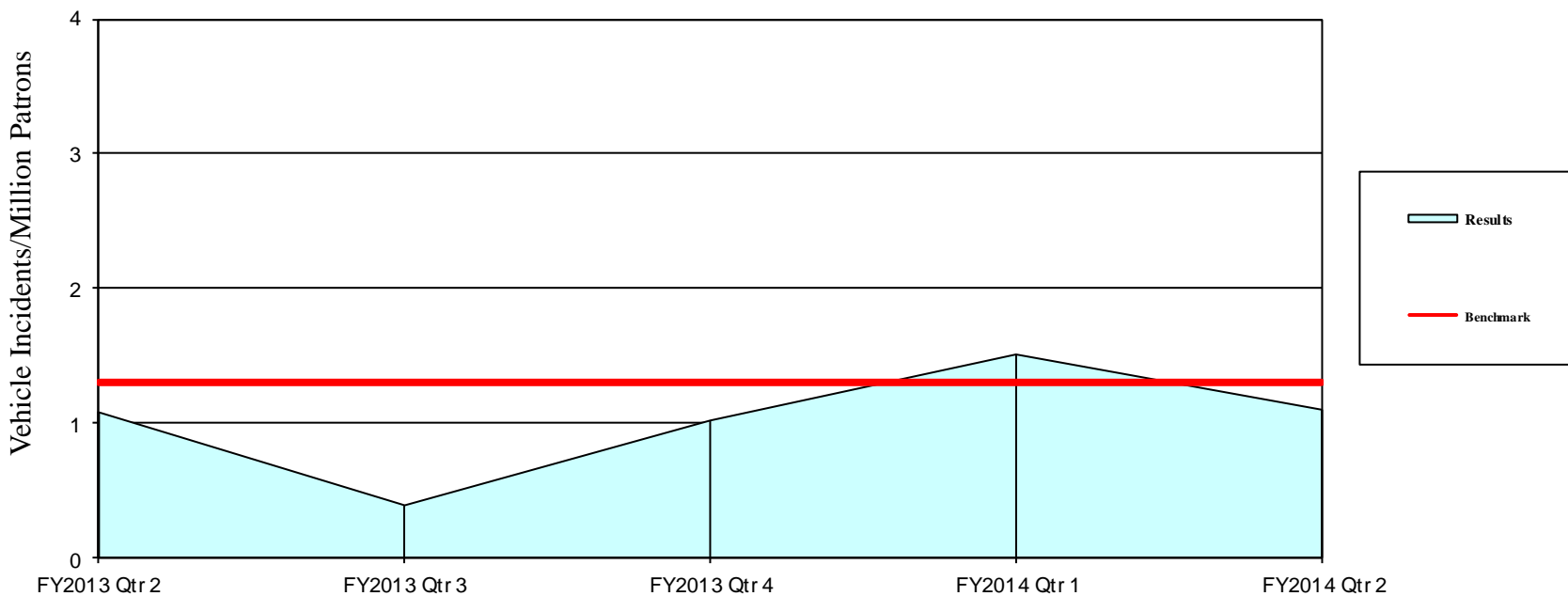


✓ Goal met



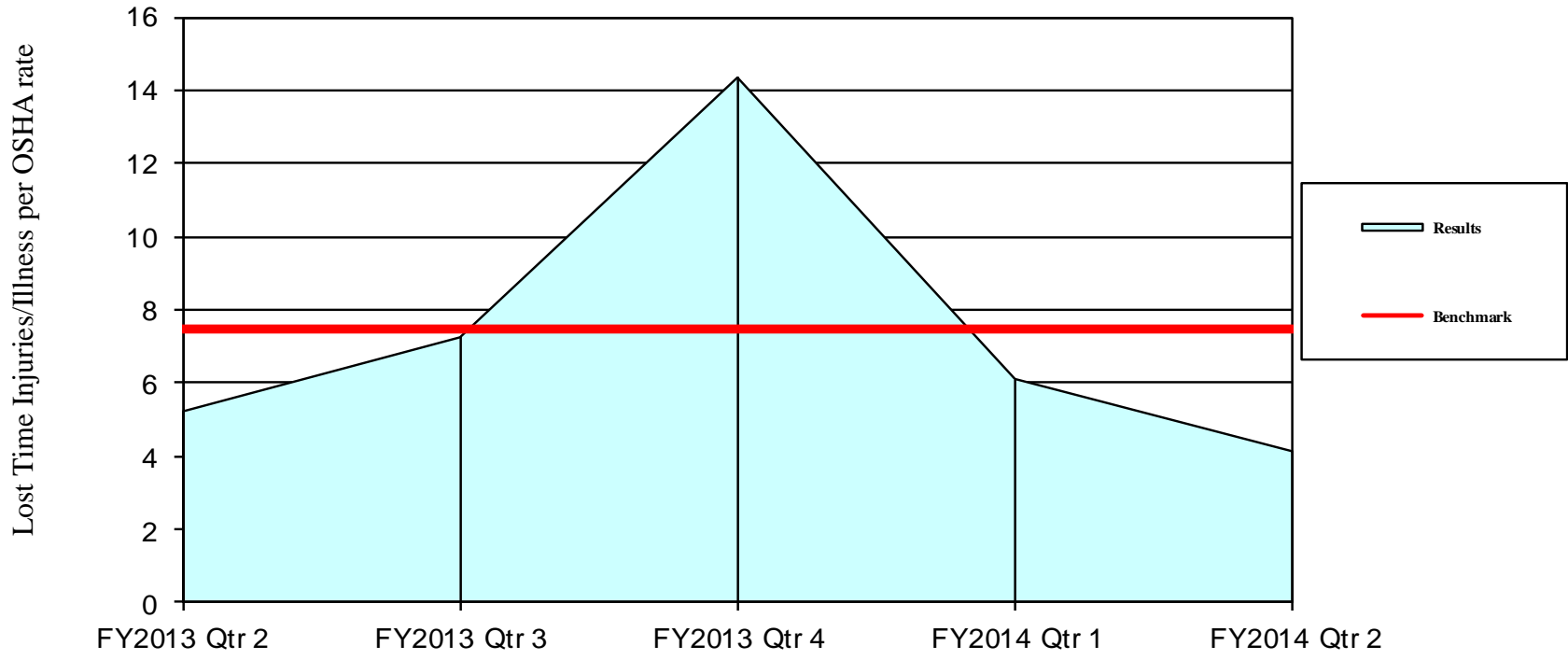
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Goal met

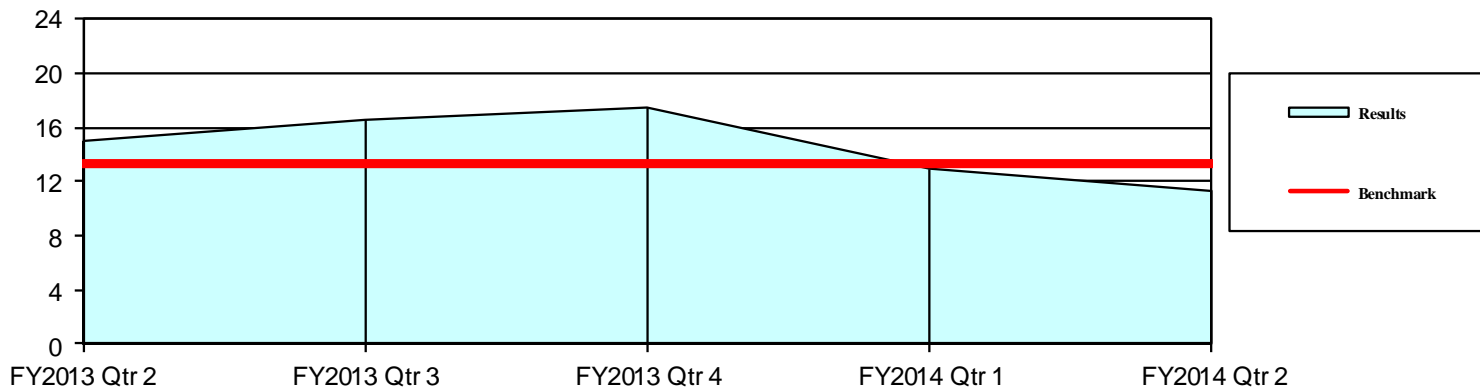
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Goal met

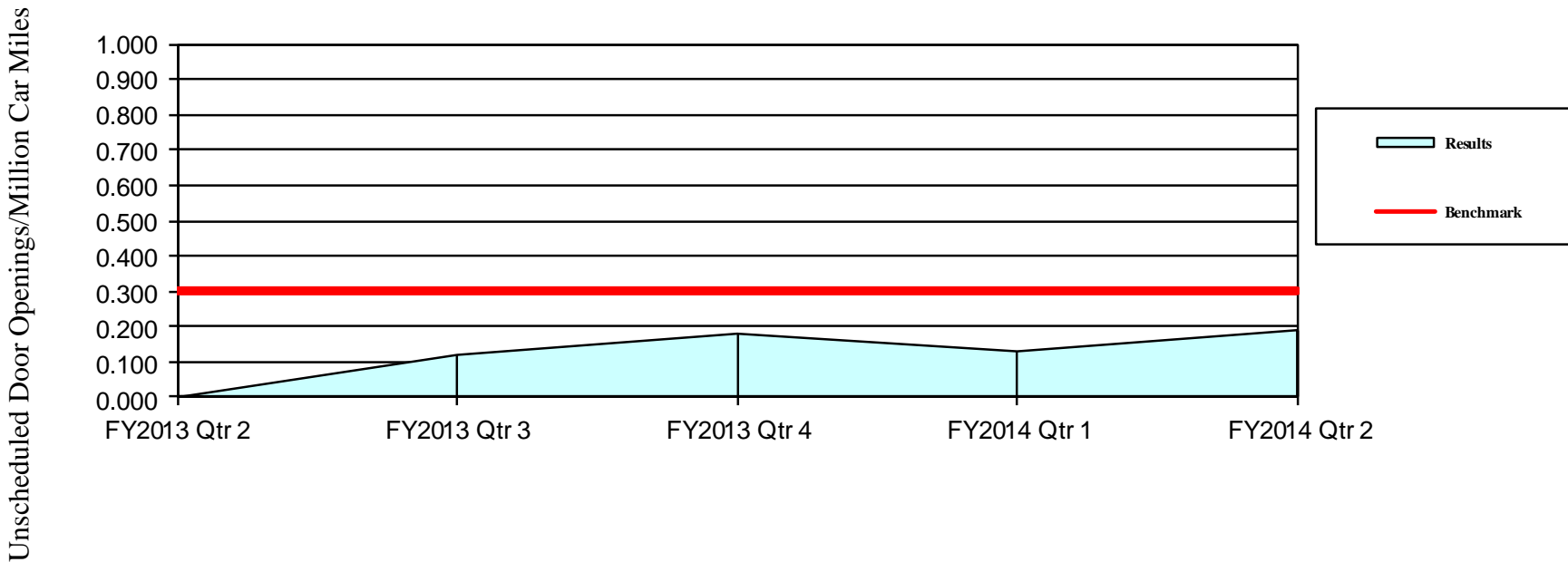
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Goal met

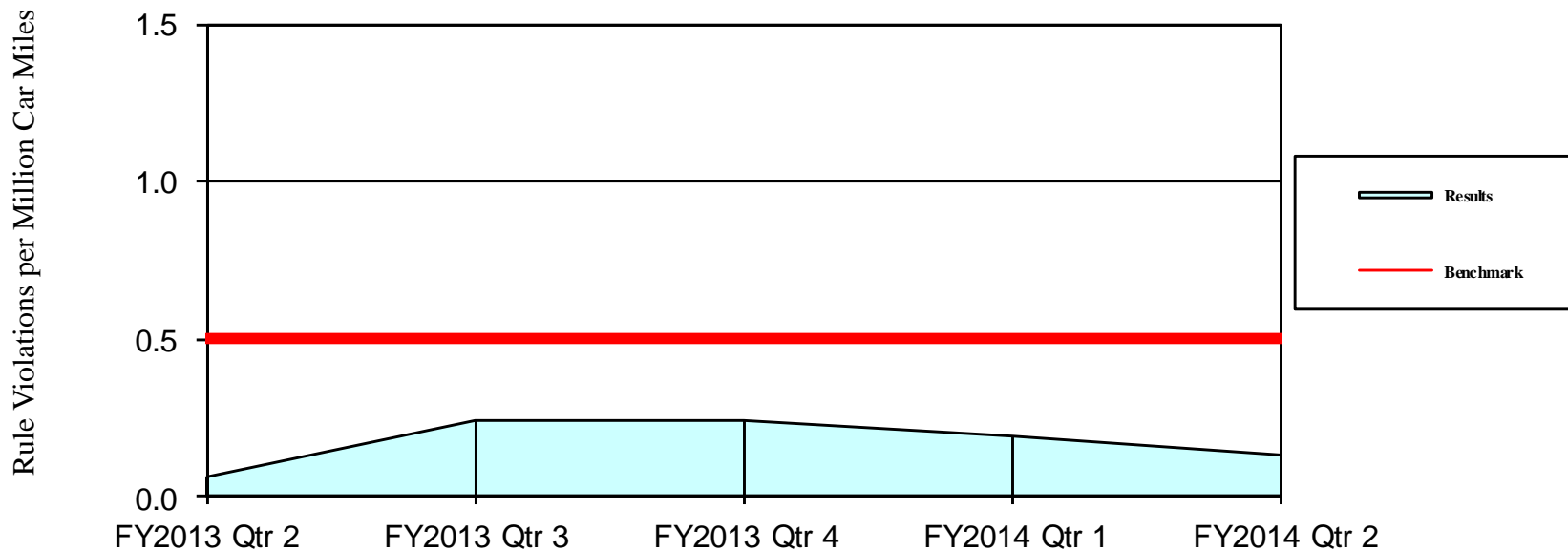
# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Goal met



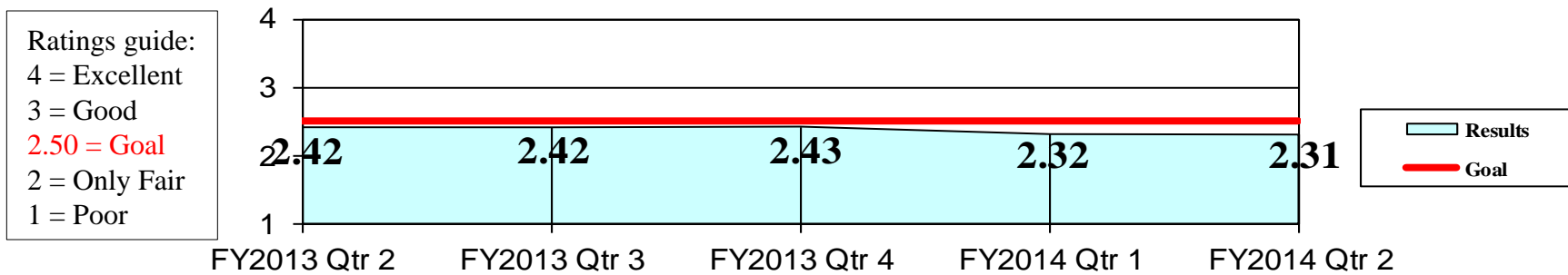
# Operating Safety: Rule Violations per Million Car Miles



✓ Goal met



# BART Police Presence

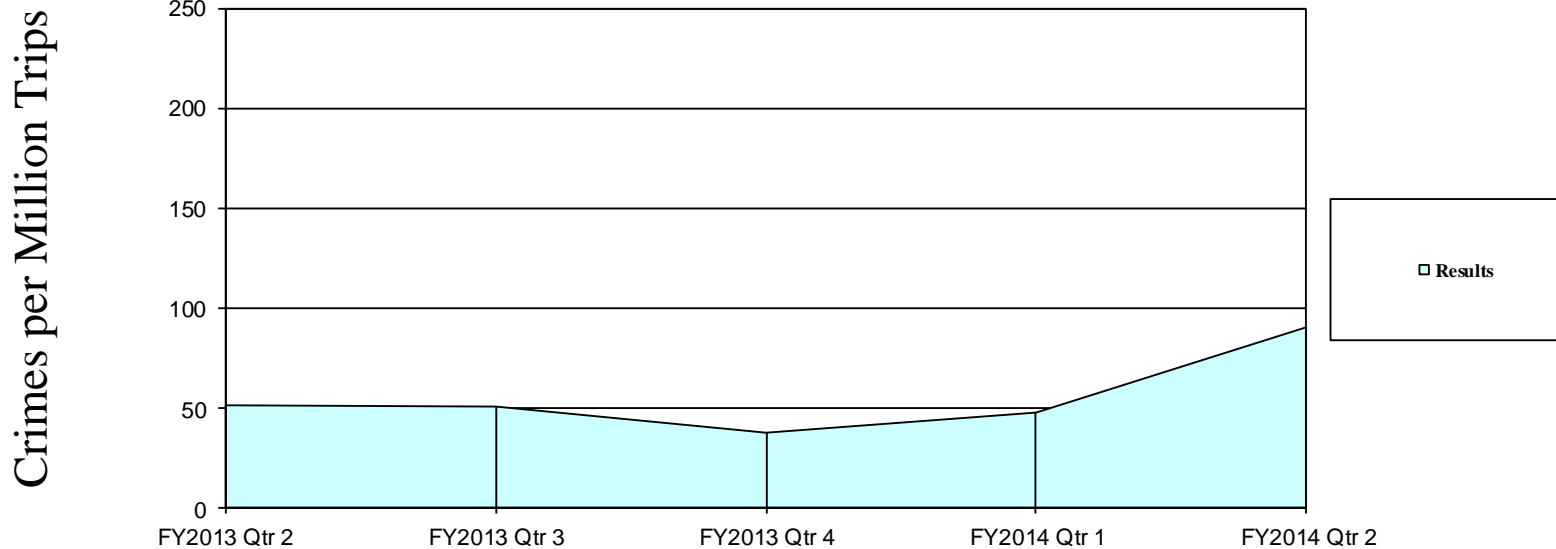


Composite Rating of Adequate BART Police Presence in:	
Stations (33%)	2.29
Parking Lots and Garages (33%)	2.39
Trains (33%)	2.25

- ✓ Goal not met
- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 43.1%
  - Trains: 40.6%
  - Parking Lots/Garages: 49.0%



# Quality of Life\*



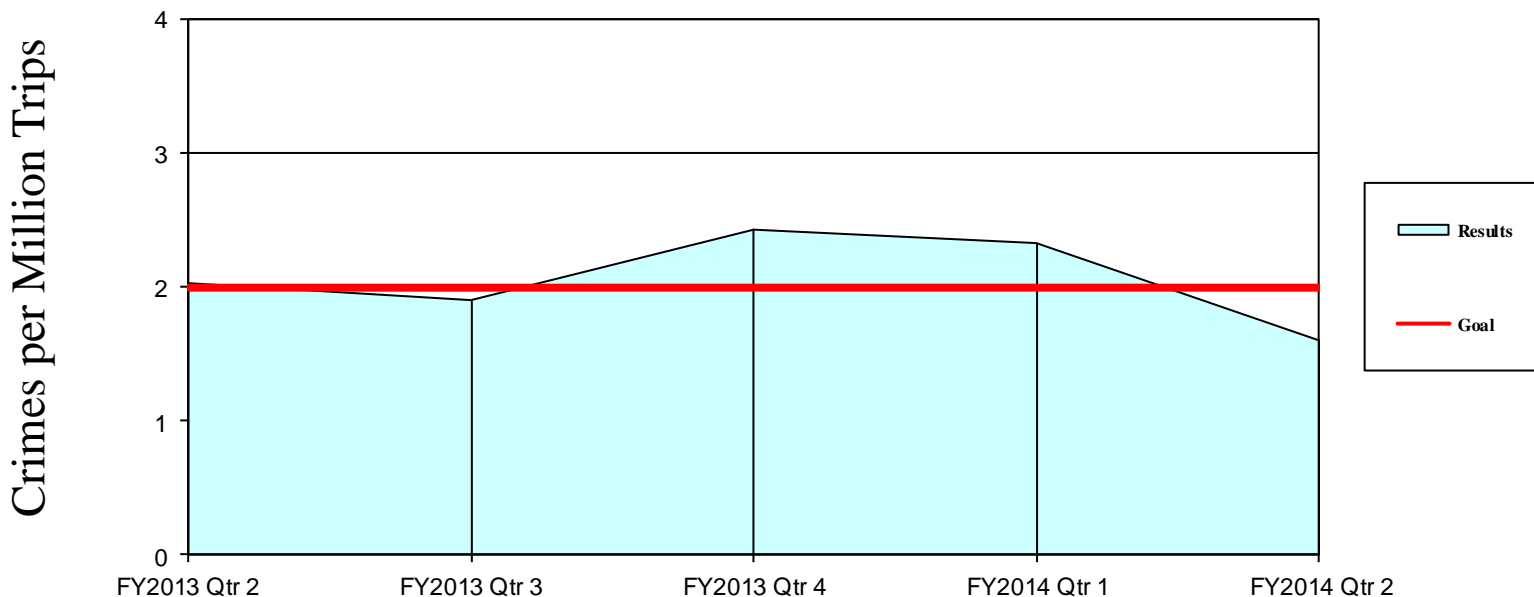
✓ Quality of Life incidents are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

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



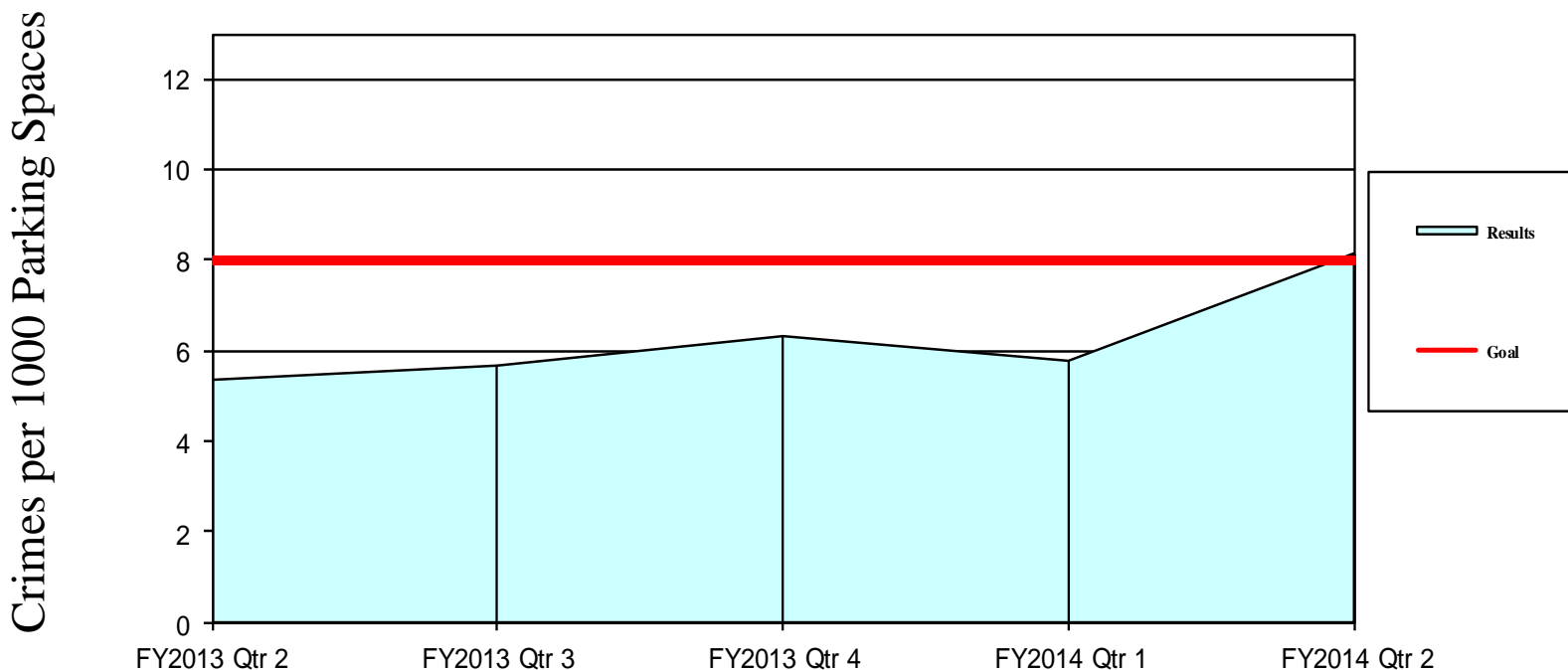
# Crimes Against Persons

## (Homicide, Rape, Robbery, and Aggravated Assault)



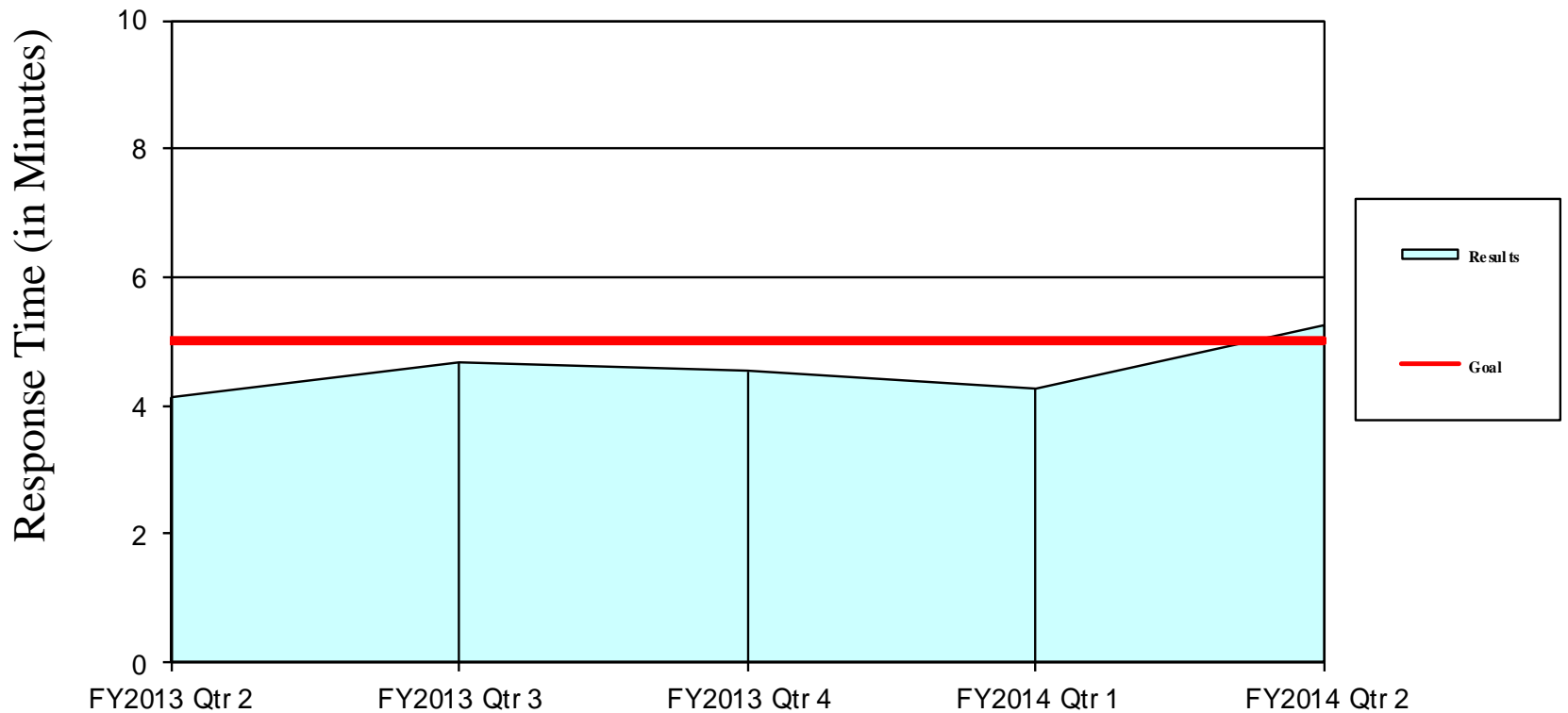
- ✓ Goal met
- ✓ Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



- ✓ Goal not met
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

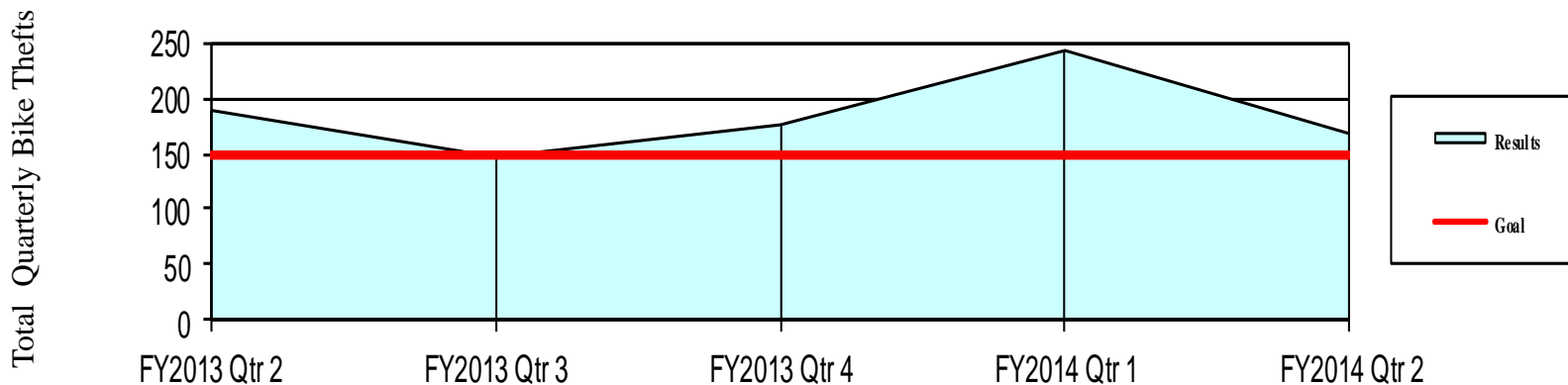
# Average Emergency Response Time



✓ The Average Emergency Response Time goal was not met.



# Bike Theft



- ✓ Goal not met
- ✓ 168 bike thefts for current quarter, down 75 from last quarter and down from the corresponding quarter of the prior fiscal year.

\* The penal code for grand theft value changed in 2011. The software was updated, which resulted in a change of bicycle theft statistics effective FY12-Q3.