Quarterly Service Performance Review
Fourth Quarter, FY 2015
# April - June, 2015

Engineering & Operations Committee
August 13, 2015

FY15 Fourth Quarter Overview...

✓ Record high weekday average: 429,178

✓ Continued strong ridership growth (+ 5.2% weekday)

✓ Service reliability goals not met, passenger OTP up slightly

✓ Reliability: Car, Traction Power, and Transportation met; Train Control and Computer Control System not met.

✓ Availability: Station Elevators, Platform Escalators, Fare Gates met; Garage Elevators, Street Escalators, Ticket Vendors not met.

✓ Notably, <u>all</u> 8 individual station environment/cleanliness indicators improved

✓ Passenger Environment indicators: 2 met, 6 not met;
 5 improved, 3 worse

✓ Customer complaints down.

# Customer Ridership
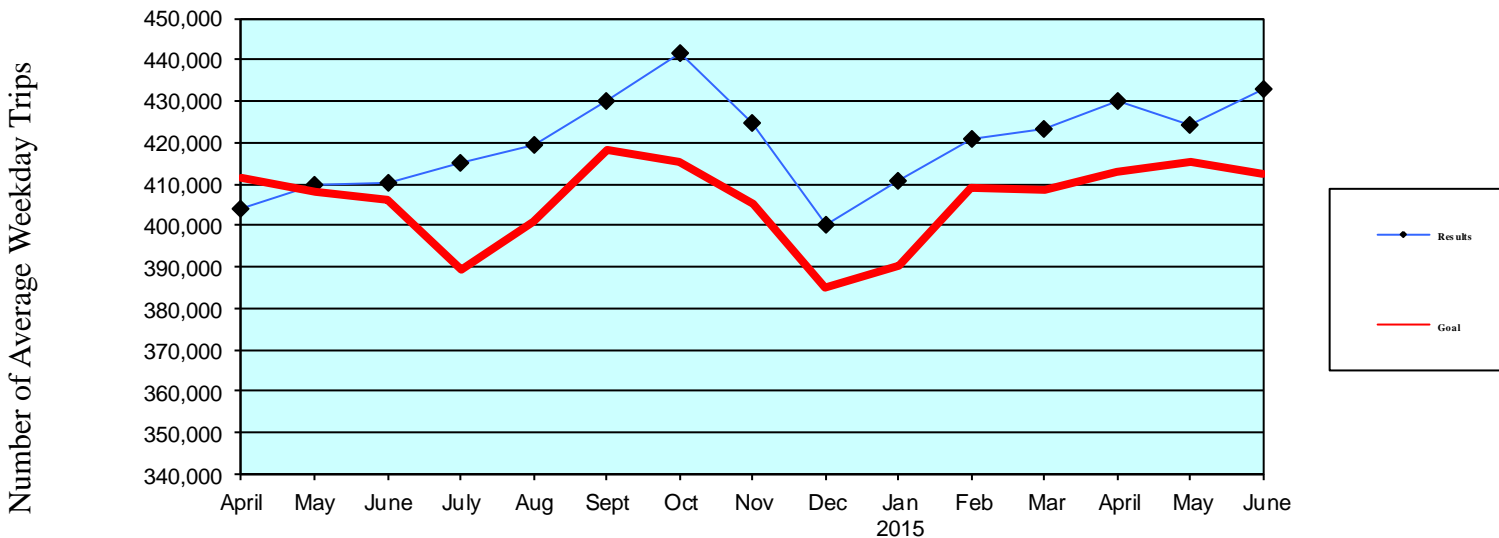
✓ Average weekday ridership (429,178) up 5.2% from same quarter last year

✓ Core weekday ridership up by 5.3% from same quarter last year

✓ SFO Extension weekday ridership up by 4.3% from same quarter last year

✓ Saturday and Sunday down by 0.9% and 2.1%, respectively, over same quarter last year

✓ Second highest ridership day ever; 548,078 June 19 Warriors Parade in Oakland

On-Time Service - Customer
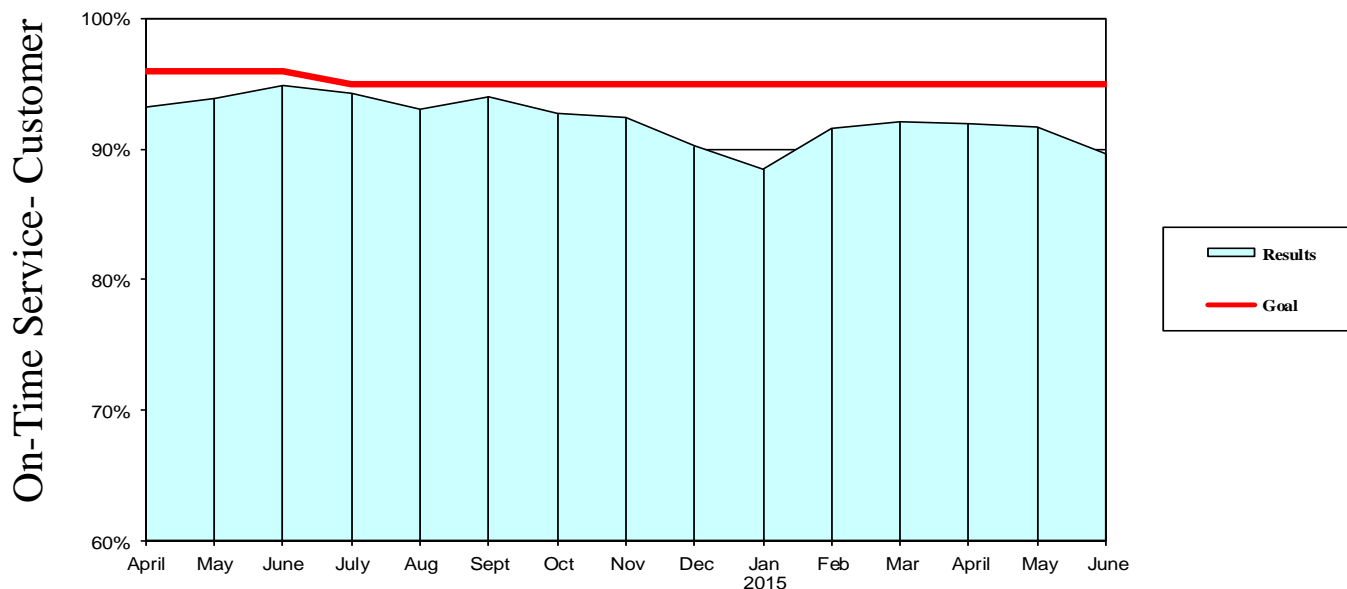
✓ 91.11%, 95.00% goal not met, slightly improved performance over last quarter
✓ Biggest delay events of the quarter:

        May   6 – Broken rail on M Line; 314 delayed trains
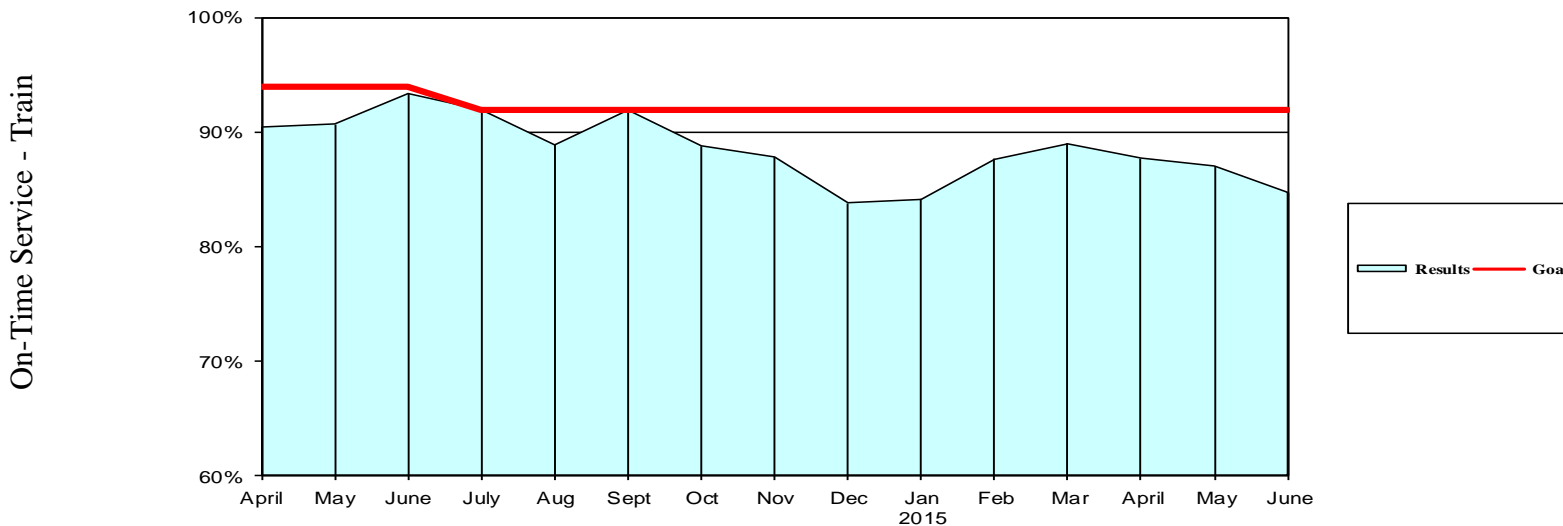
        May 20 – False occupancy Lake Merritt; 214 delayed trains

        June   5 – Train control related issues 24th Street; 211 delayed trains

        May   6 – PG&E power outage Bay Fair area; 156 delayed trains

        June 19 – Warrior Parade congestion; 145 delayed trains

On-Time Service - Train

On-Time Service - Train

Results — Goal

✓ 86.50%, 92.00% goal not met; slight decline from last quarter

✓ Late trains by category:

1. Other Miscellaneous (struck patron, events, multiple cause,
   passenger transfers, patron loading, PG&E, congestion) 1,489 late trains (25.1%)
2. Train Control   1,411 late trains (23.8%)
3. BPD   827 late trains (13.95%)
4. Track   400 late trains (6.7%)
5. Revenue Vehicle   391 late trains (6.6%)
6. Wayside Maintenance Work   358 late trains (6.0%)
7. Sick Passenger   333 late trains (5.6%)

Wayside Train Control System

Includes False Occupancy & Routing, Delays Per 100 Train Runs
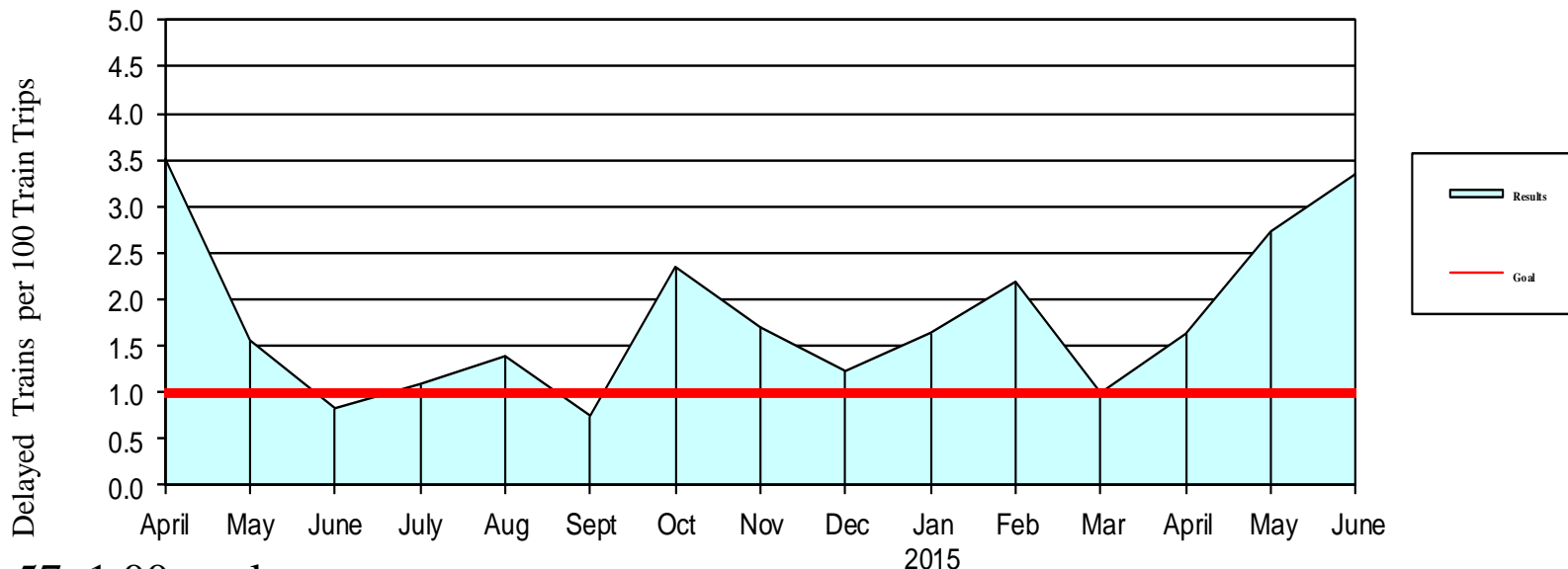


✓ 2.57, 1.00 goal not met

✓ Major delay incidents

  ▪ May 8: During PG&E power outage around Bay Fair, back up train control power supply did not function properly due to incorrect configuration

  ▪ June 2, 4 & 5: Erratic speed codes on M-Line

✓ Series of changes instituted including MUX box clean up, engineering resources embedded in maintenance, dedicated PM crews, initiation of Quality Audit Process and other organizational changes

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Computer Control System

**Includes ICS computer & SORS, Delays per 100 train runs**
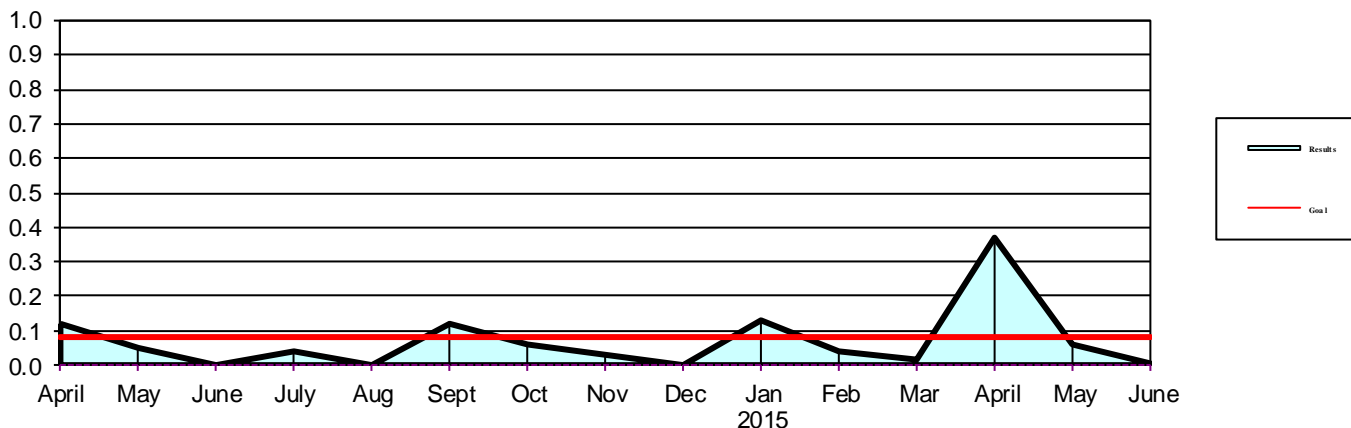
- ✓ 0.145, 0.08 goal not met.
- ✓ April 24 problems occurred with the ICS and primary schedule database servers while loading the A25 supplemental schedule, 65 delayed trains.
- ✓ Software bug identified and fixed, further changes designed to make ICS critical functions less dependent on schedule database underway.

Traction Power

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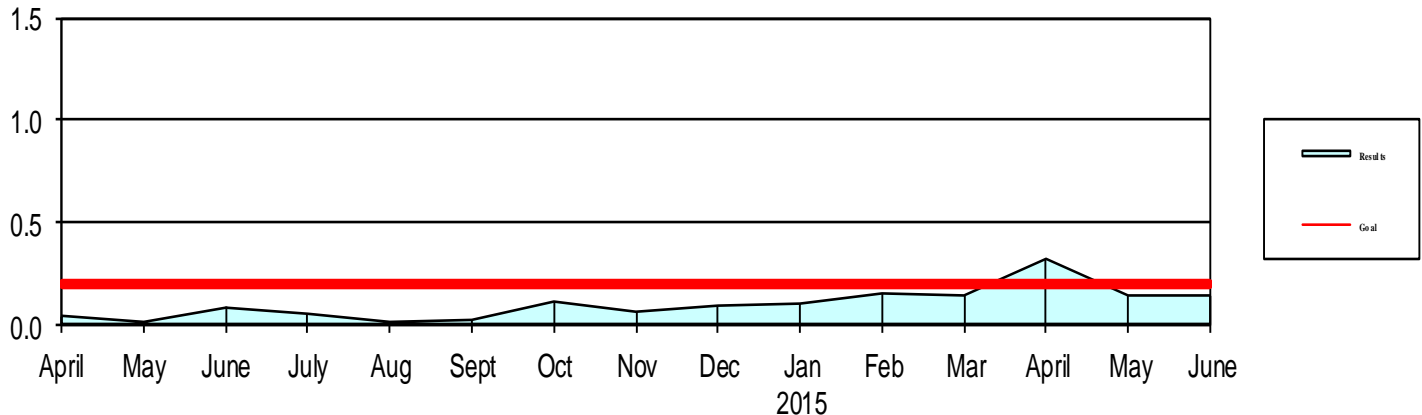
✓ Goal met

✓ Couple of third rail insulator flashovers, suspected cause is grime buildup on insulators

✓ Using new dry ice cleaner to clean insulators in underground areas

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Transportation

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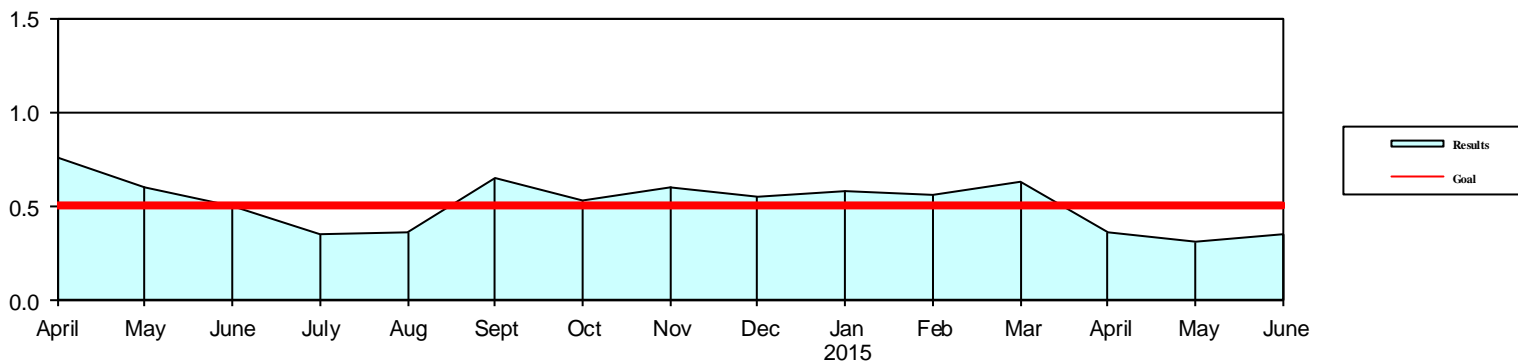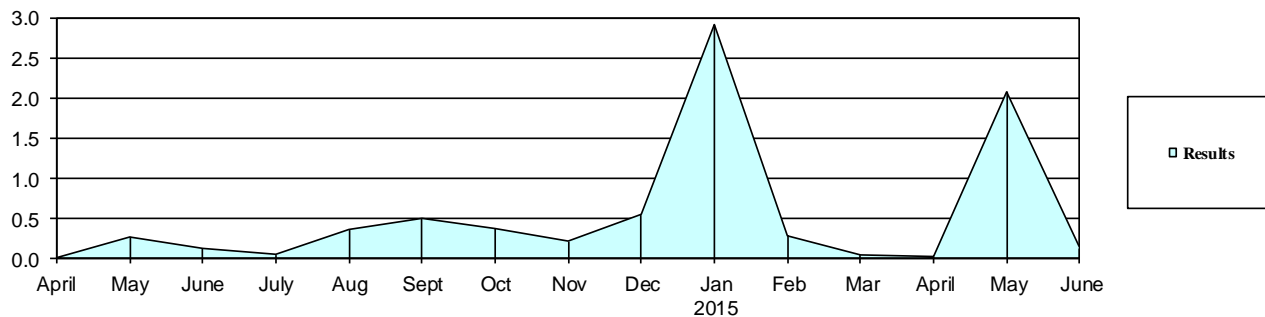

✓ Goal met

✓ Focus on better communication between OCC and Lines

Track

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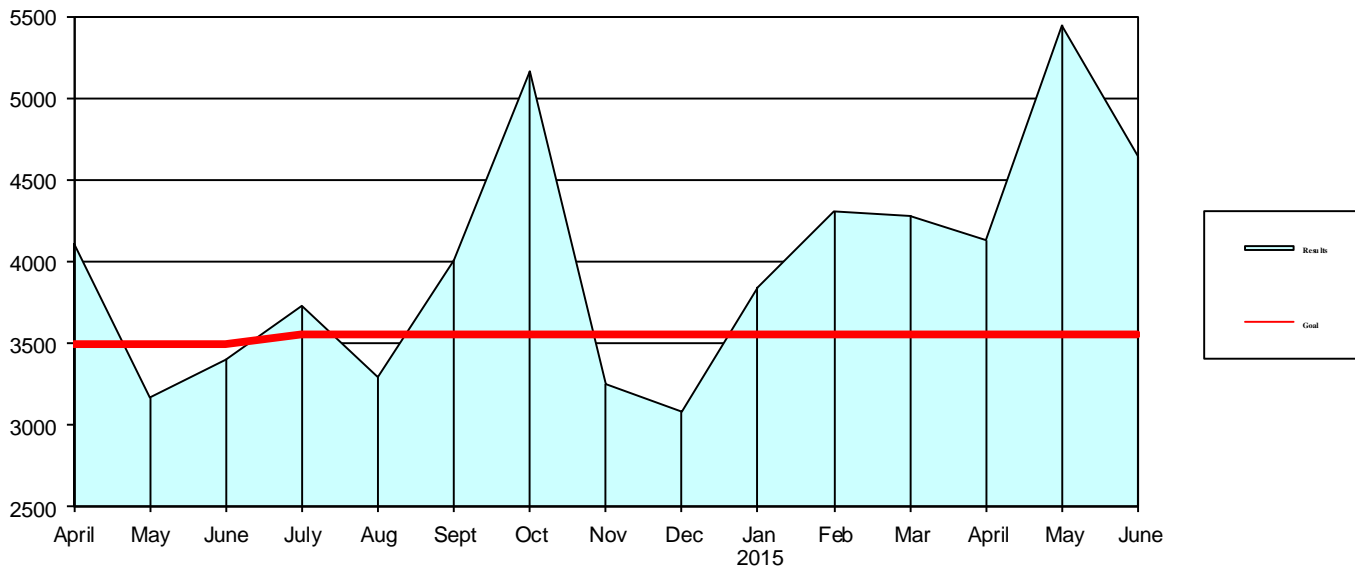Delays Per 100 Train Runs**

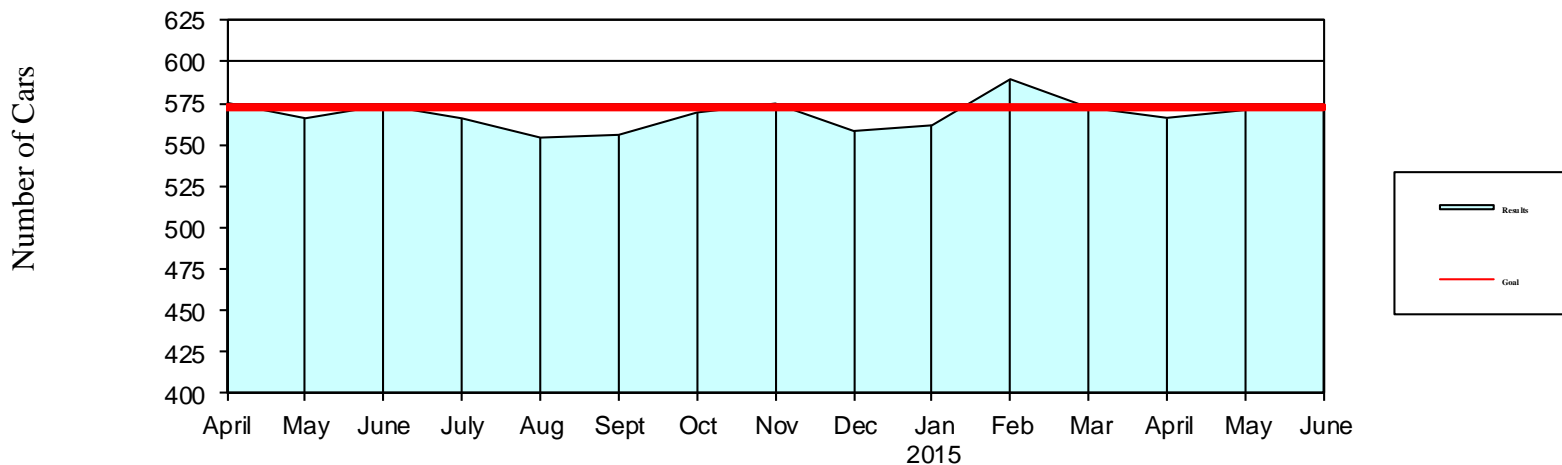✓ May spike due to broken rail between 16th Street and Civic Center

Car Equipment - Reliability

Mean Time Between Failures (Hours)

✓ Goal exceeded

✓ Last floor mod completed

✓ Investment in existing fleet being scaled back

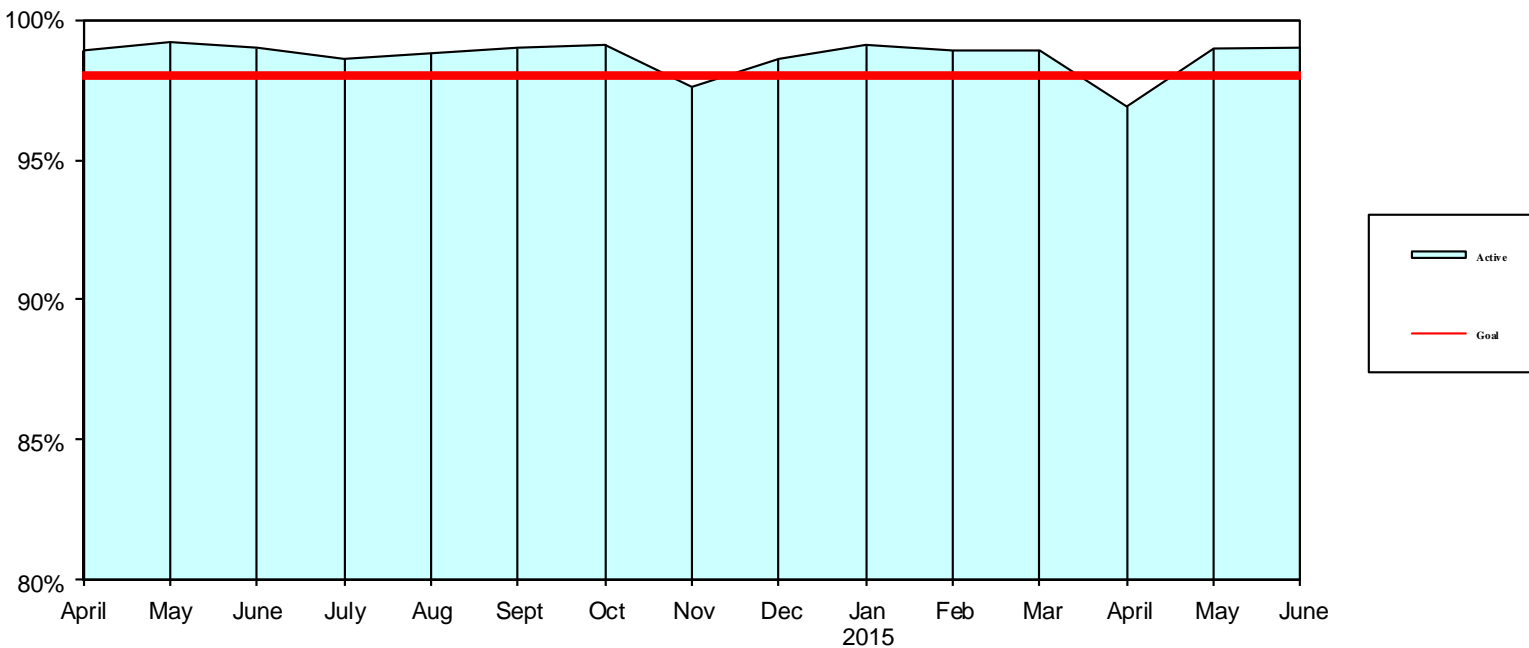✓ C Car window mod proceeding

Car Equipment - Availability @ 0400 hours

- ✓ Goal not met – 570 vs. 573
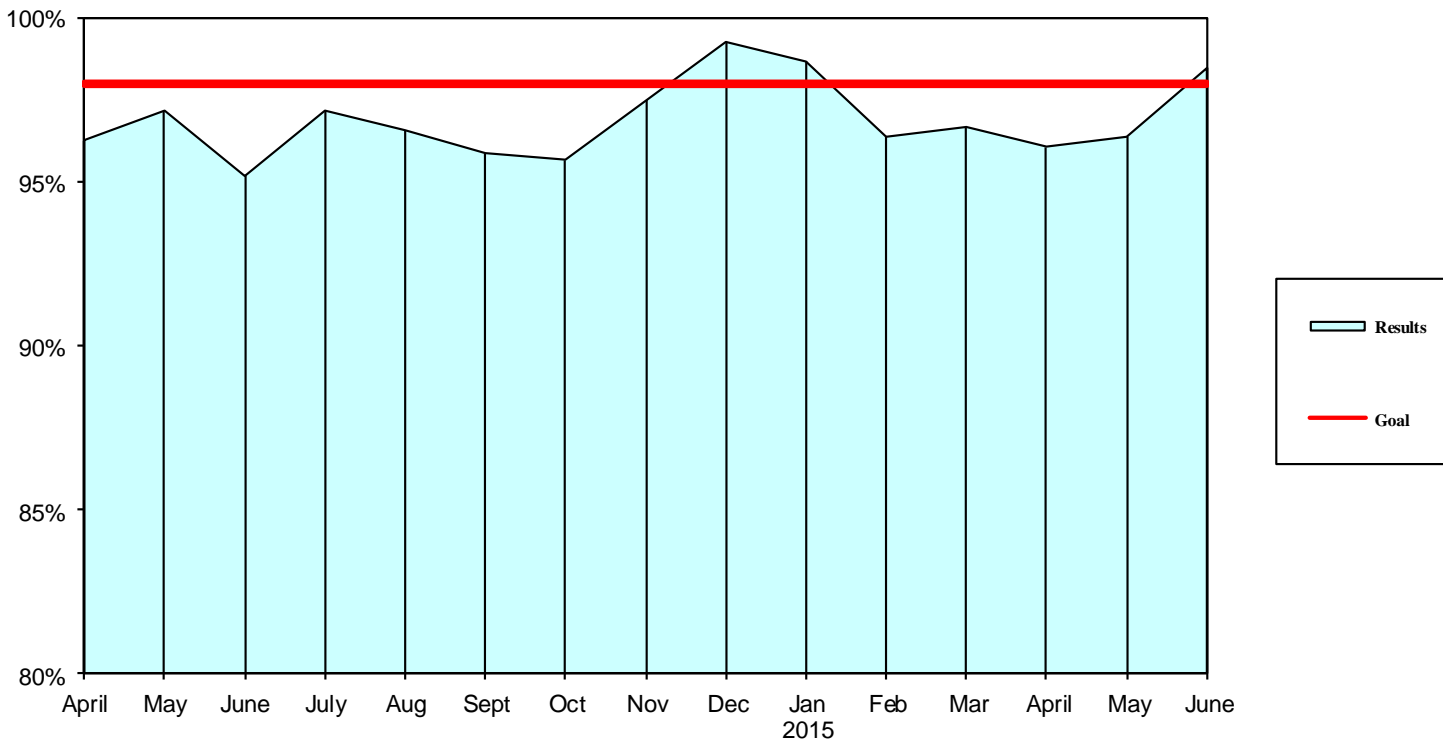- ✓ Accelerated floor mod and residual effects of tire problem
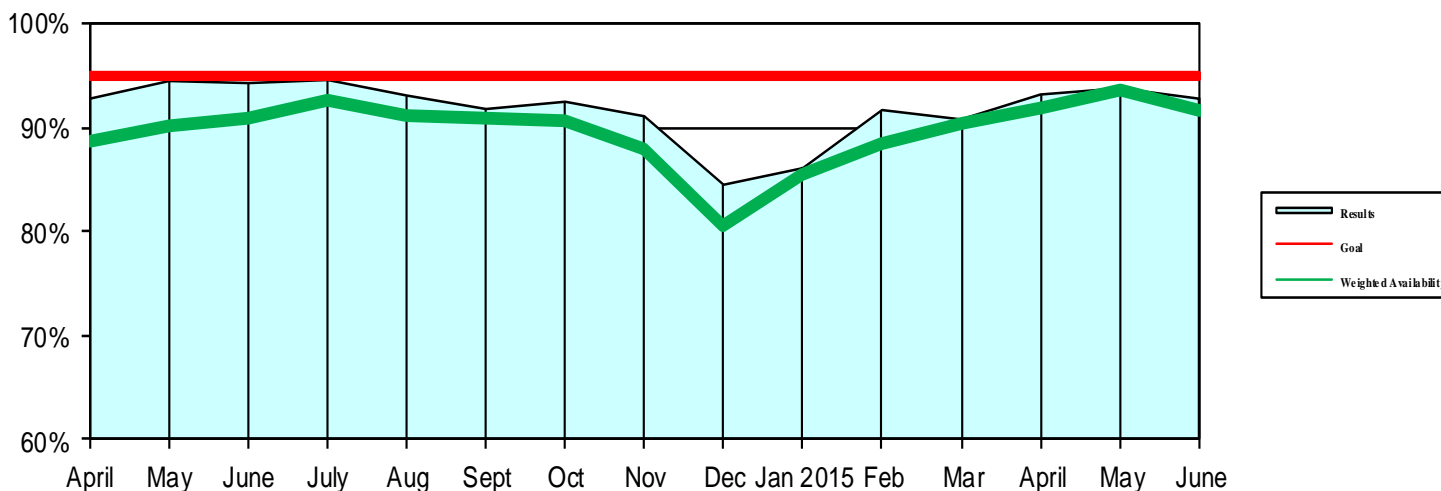
Elevator Availability - Stations

- ✓ Goal met
- ✓ Lengthy outage at Walnut Creek to replace hydraulic ram unit and validate integrity of supply line.

Elevator Availability - Garage

✓ 97.50% availability, performance improved, goal not met

# Escalator Availability - Street

- ✓ 93.27%, 95% goal not met but significant improvement
- ✓ Completed 2 street escalator mini-overhauls:
    - 24th Street
    - Powell
- ✓ Increase in number of State-certified mechanics allows dedicated PM routes resulting in greater accountability and improvement in PM quality

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Escalator Availability - Platform

Legend:
- Results
- Goal
- Weighted Availability
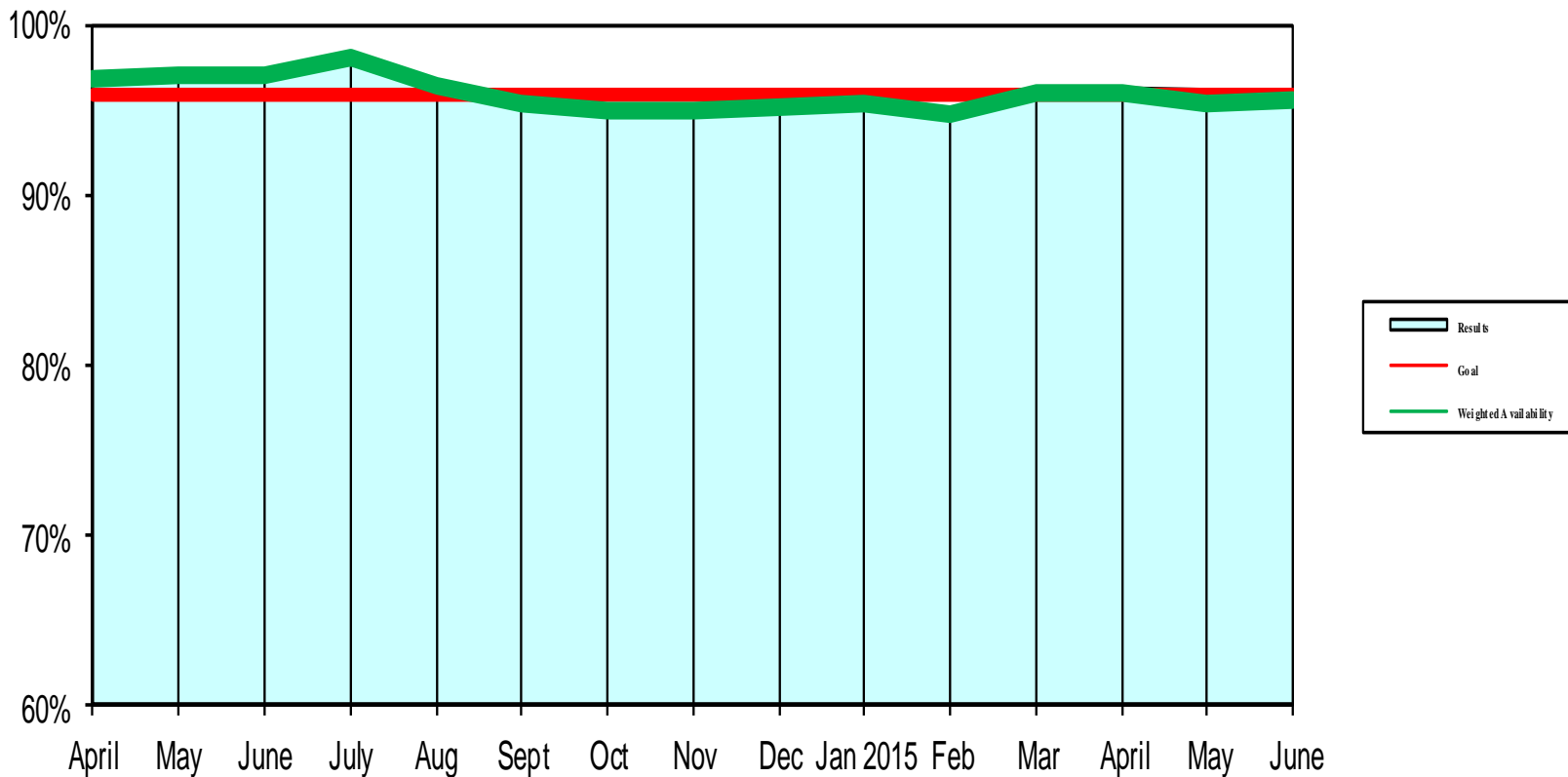
✓ 96% goal met
✓ Completed 2 platform escalator mini-overhauls at Richmond
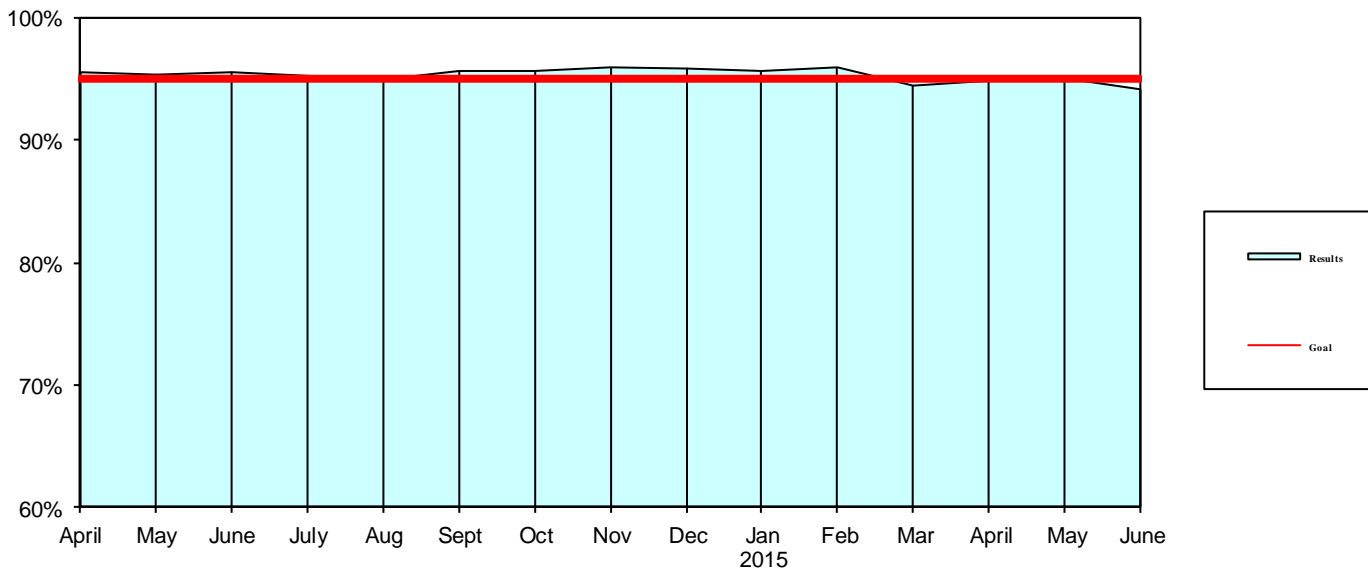
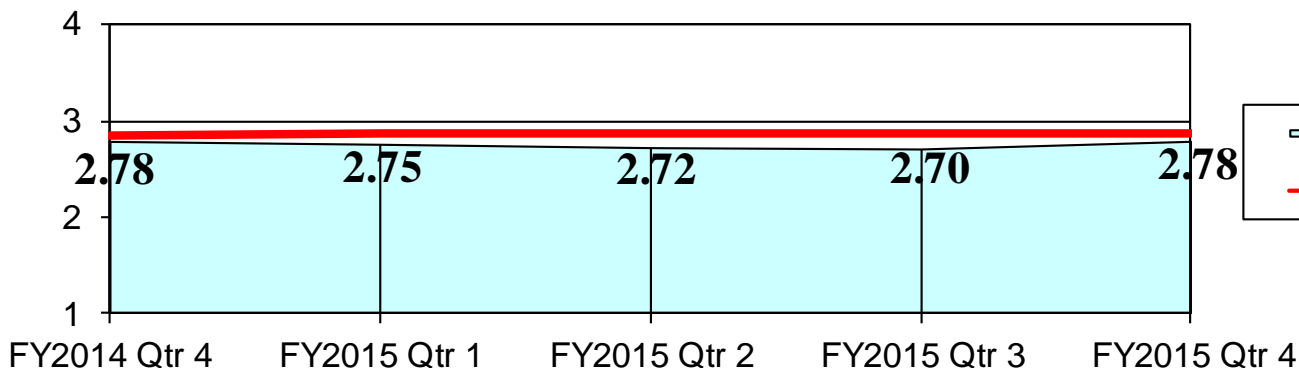15

AFC Gate Availability

✓ Goal met

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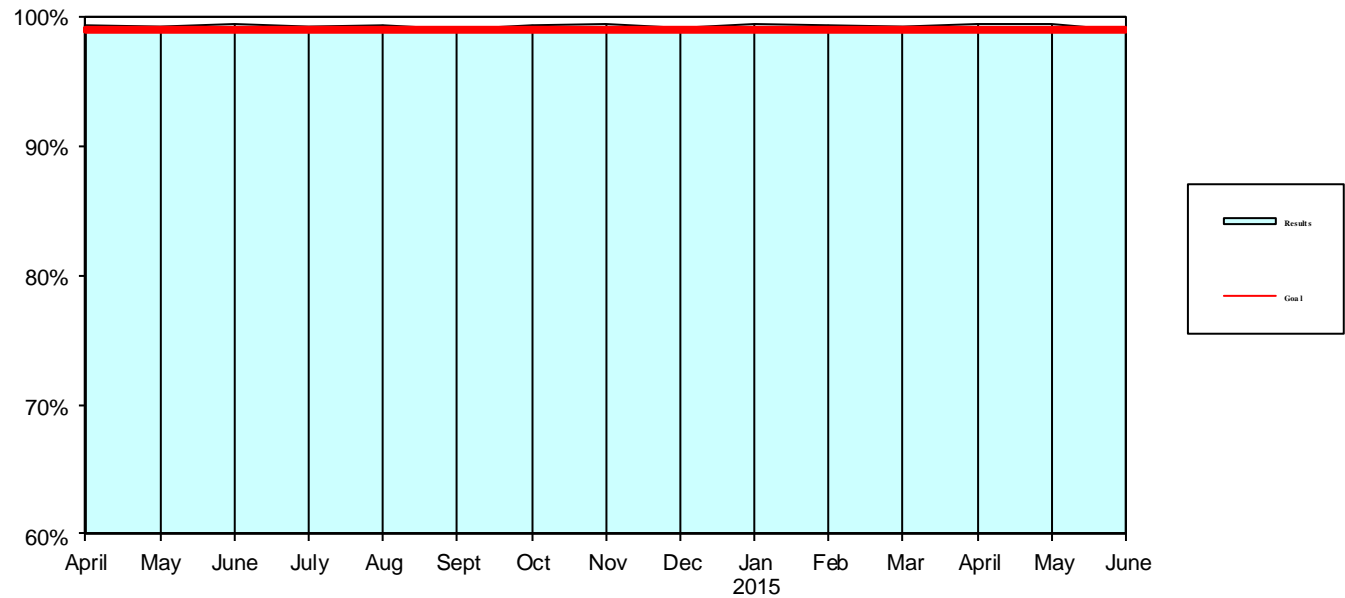
AFC Vendor Availability

- ✓ 94.73%, goal missed by 0.27%
- ✓ Availability of Add Fare 97.90%
- ✓ Availability of Add Fare Parking 97.80%
- ✓ Availability of Parking Validation Machines 99.97%

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Environment - Outside Stations

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

2.78	2.75	2.72	2.70	2.78
FY2014 Qtr 4	FY2015 Qtr 1	FY2015 Qtr 2	FY2015 Qtr 3	FY2015 Qtr 4

Results
Goal
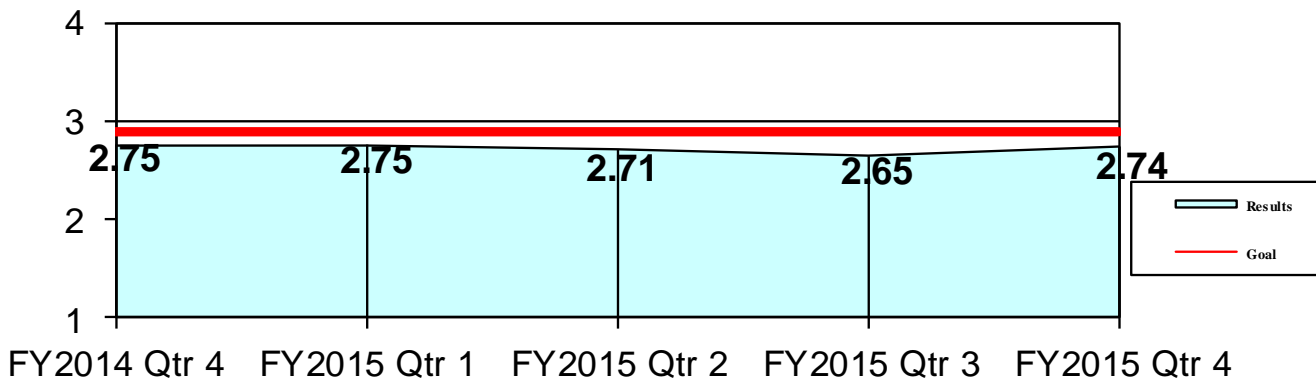
Composite rating of:
  Walkways & Entry Plaza Cleanliness (50%)   2.69
  BART Parking Lot Cleanliness (25%)   3.02
  Appearance of BART Landscaping (25%)   2.73

✓ Goal not met but each individual indicator improved
✓ Cleanliness ratings of either Excellent or Good:
    Walkways/Entry Plazas: 63.5%   Parking Lots: 80.7%
    Landscaping Appearance: 65.6%

Environment - Inside Stations

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

2.75   2.75   2.71   2.65   2.74

FY2014 Qtr 4   FY2015 Qtr 1   FY2015 Qtr 2   FY2015 Qtr 3   FY2015 Qtr 4

Results
Goal

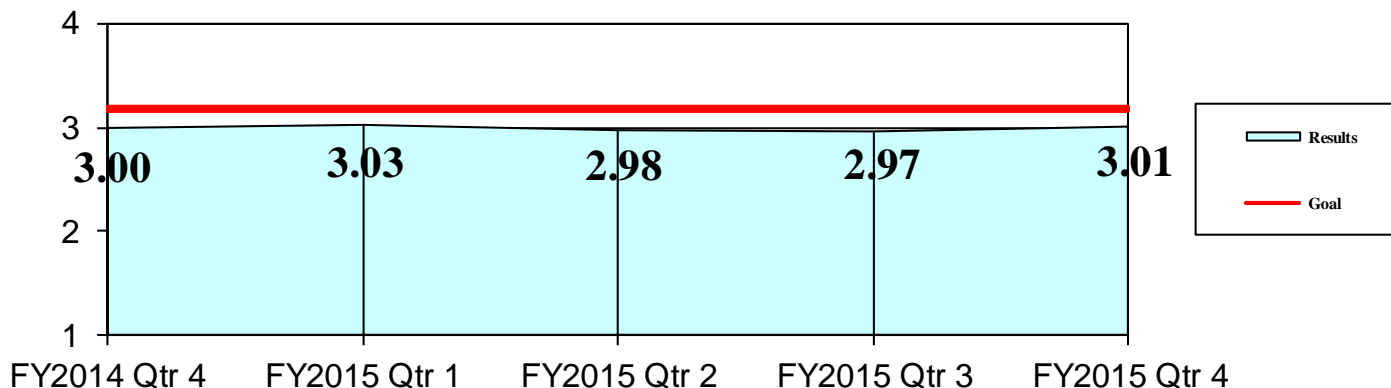| Composite rating for Cleanliness of:	
Station Platform (60%)	2.88
Other Station Areas (20%)	2.67
Restrooms (10%)	2.29
Elevator Cleanliness (10%)	2.49

✓ Goal not met but each individual indicator improved
✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 73.9%   Other Station Areas: 63.0%
Restrooms: 43.9%   Elevators: 54.8%

✓ Brightening Program beginning to impact public perception

Station Vandalism

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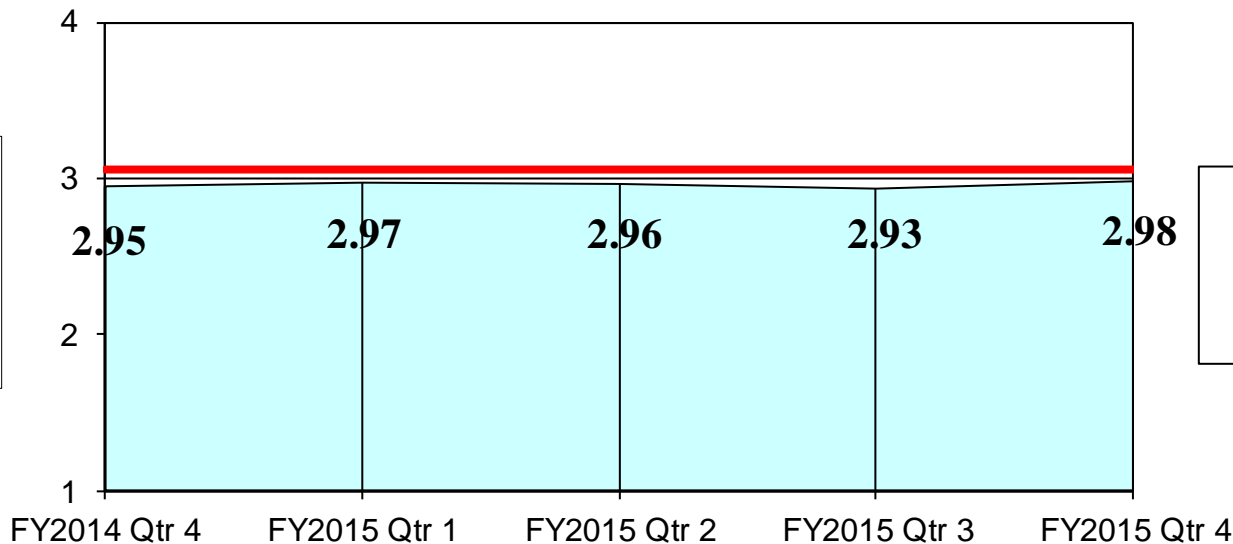3.19 = Goal
3 = Good
2 = Only Fair
1 = Poor

3.00   3.03   2.98   2.97   3.01

	Results
——	Goal

FY2014 Qtr 4   FY2015 Qtr 1   FY2015 Qtr 2   FY2015 Qtr 3   FY2015 Qtr 4

Station Kept Free of Graffiti

✓ Goal not met but rating improved
✓ 79.1% 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

2.95   2.97   2.96   2.93   2.98

FY2014 Qtr 4   FY2015 Qtr 1   FY2015 Qtr 2   FY2015 Qtr 3   FY2015 Qtr 4

Results
Goal
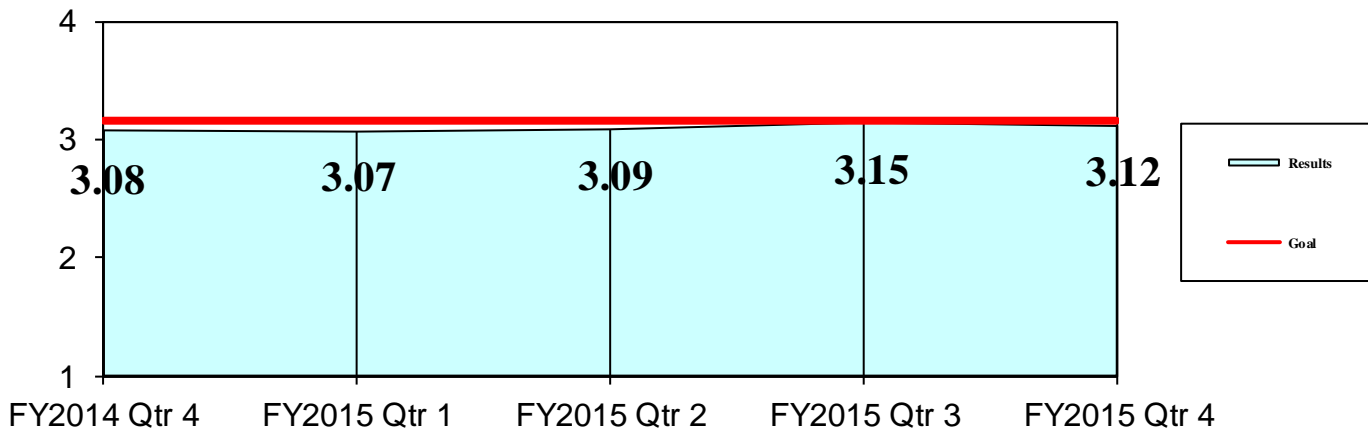
Composite rating of:
  Station Agent Availability (65%)   2.95
  Brochures Availability (35%)   3.04

✓ Goal not met but each individual indicator improved
✓ Availability ratings of either Excellent or Good:
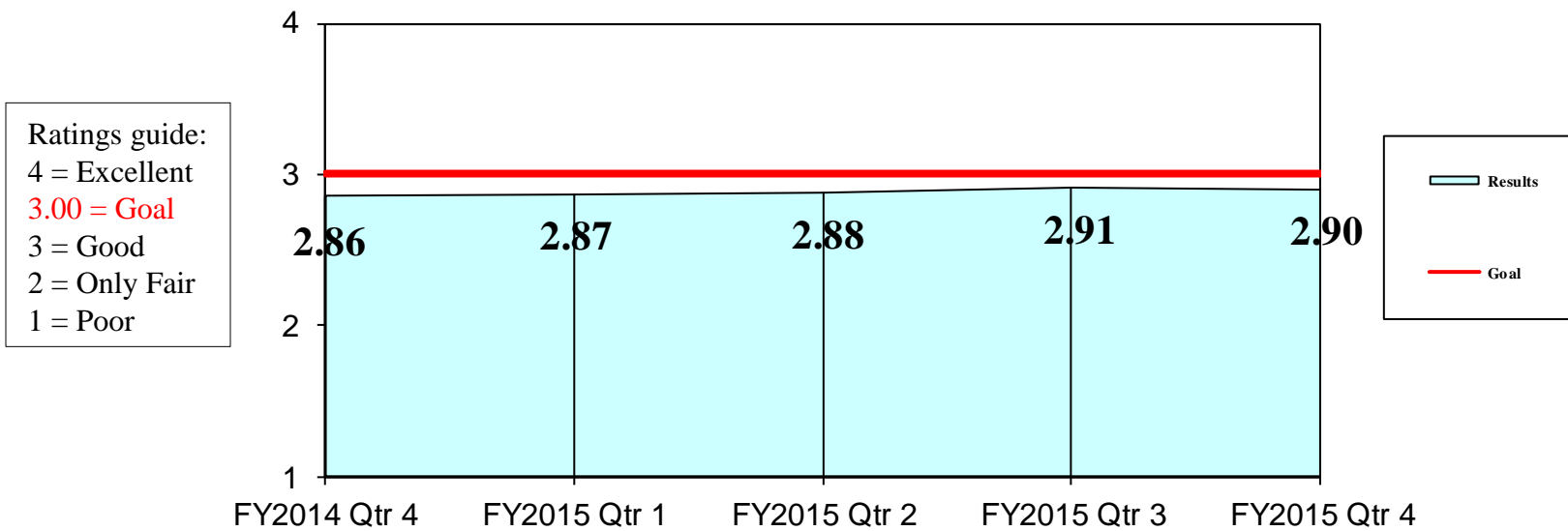   Station Agents: 76.7%   Brochures: 80.3%

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Train P.A. Announcements

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

Results
Goal

	FY2014 Qtr 4	FY2015 Qtr 1	FY2015 Qtr 2	FY2015 Qtr 3	FY2015 Qtr 4
Results	3.08	3.07	3.09	3.15	3.12

Composite rating of:
P.A. Arrival Announcements (33%)   3.08
P.A. Transfer Announcements (33%)   3.06
P.A. Destination Announcements (33%)   3.21

✓ Goal not met
✓ Announcement ratings of either Excellent or Good:
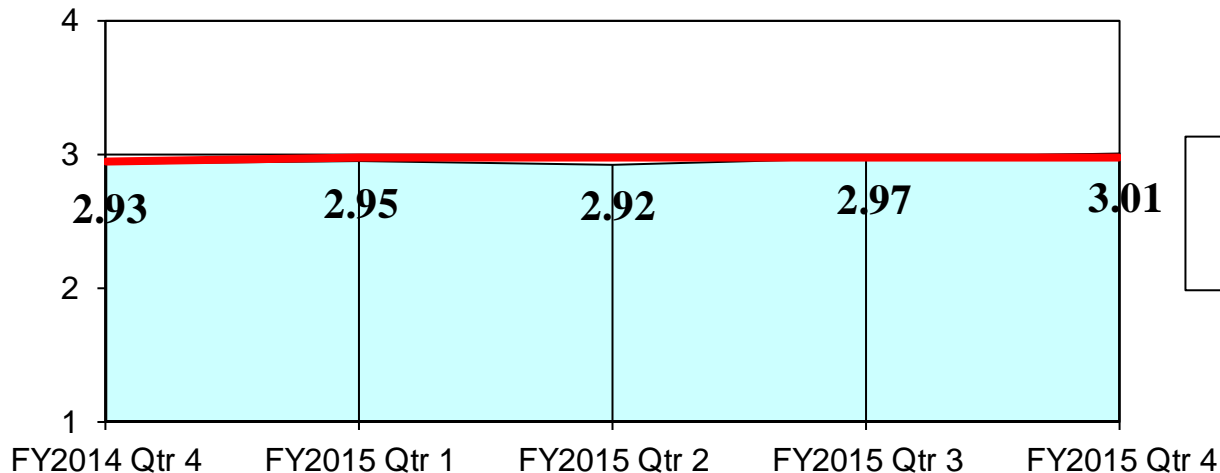   Arrivals: 78.9%   Transfers: 78.5%
    Destinations: 84.2%

Train Exterior Appearance

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

2.86	2.87	2.88	2.91	2.90
FY2014 Qtr 4	FY2015 Qtr 1	FY2015 Qtr 2	FY2015 Qtr 3	FY2015 Qtr 4

Results

Goal

- ✔ Goal not met, being judicious in our car washing
- ✔ 76.9% of those surveyed ranked this category as either Excellent or Good
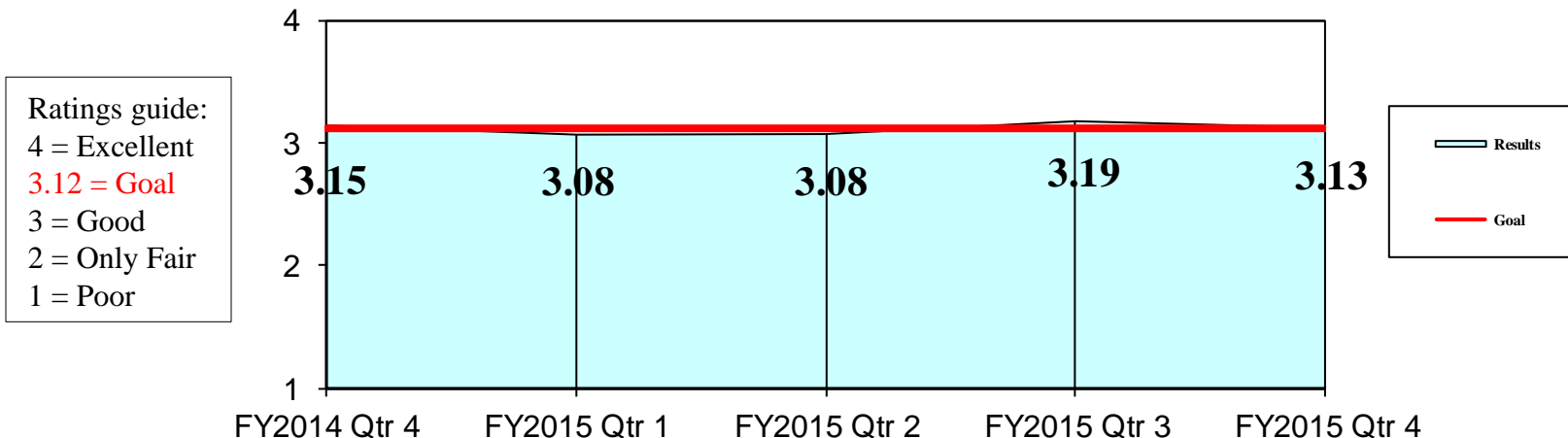
Train Interior Cleanliness

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

2.93	2.95	2.92	2.97	3.01

FY2014 Qtr 4 · FY2015 Qtr 1 · FY2015 Qtr 2 · FY2015 Qtr 3 · FY2015 Qtr 4

Results
Goal

Composite rating of:
  Train interior cleanliness (60%)   2.78
  Train interior kept free of graffiti (40%)   3.35

✓ Goal met and improved
✓ Train Interior ratings of either Excellent or Good:
            Cleanliness: 68.8%   Graffiti-free: 92.2%
✓ New completed seat and floor program influencing public perception.

Train Temperature

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

3.15	3.08	3.08	3.19	3.13
FY2014 Qtr 4	FY2015 Qtr 1	FY2015 Qtr 2	FY2015 Qtr 3	FY2015 Qtr 4

Results — Goal

Comfortable Temperature Onboard Train

✓ Goal met
✓ 84.1% of those surveyed ranked this category as either Excellent or Good

Customer Complaints

Complaints Per 100,000 Customers
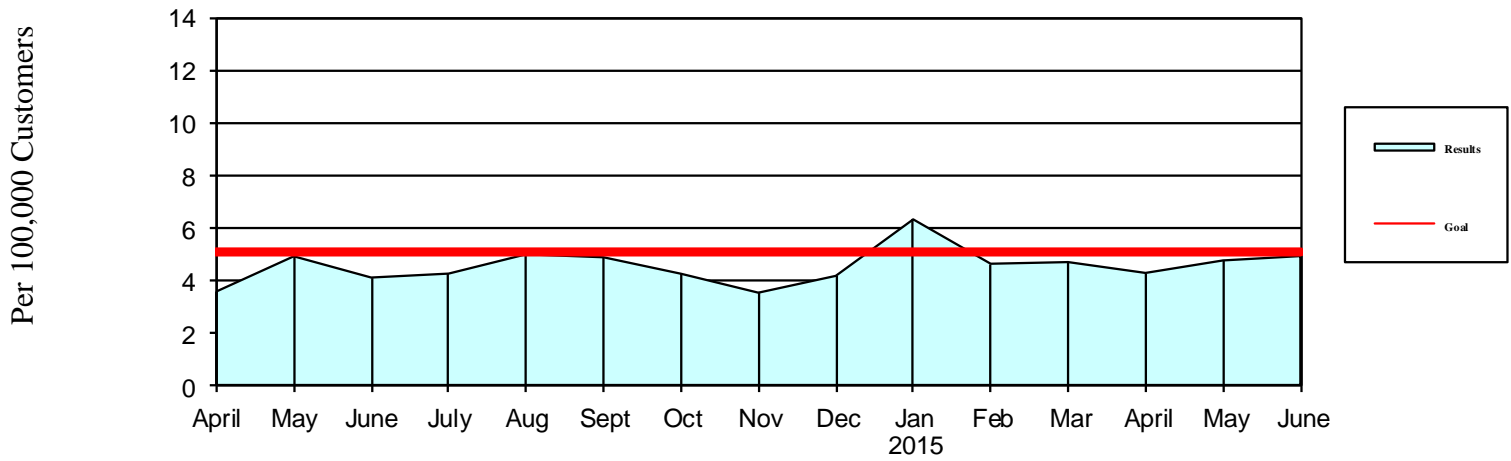
✓ Goal met

✓ Total complaints decreased 74 (4.7%) from last quarter, up 196 (15.1%) when compared with FY 14, fourth quarter.

✓ Lower complaint levels for: Service, AFC, M&E, Parking, Policies and BPD

✓ Increases: Announcements, New Bike Program, Passenger Information, Personnel, Station Cleanliness (only +2), Train Cleanliness (only +1), and Trains.

✓ "Compliments" increased 28% to 128 versus last quarter's 100 (one year ago these numbered 95).

Patron Safety:
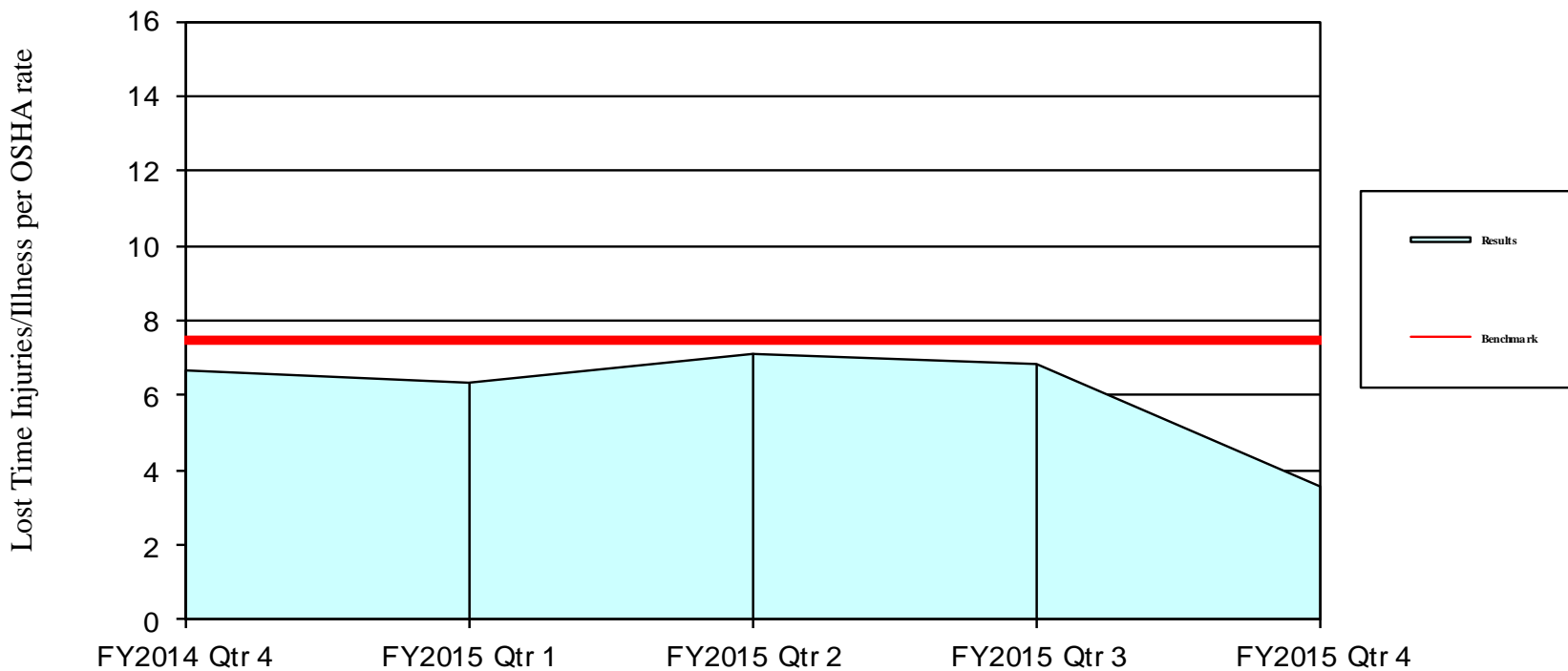# Station Incidents per Million Patrons
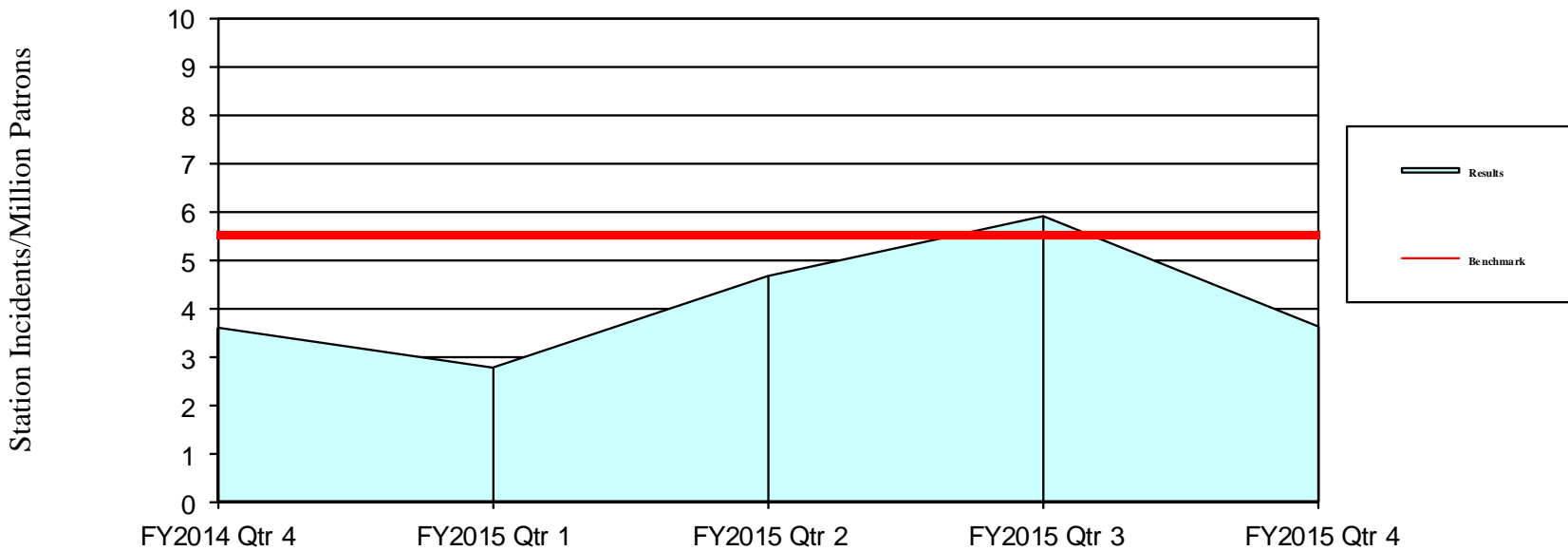
✓ Goal met

Patron Safety
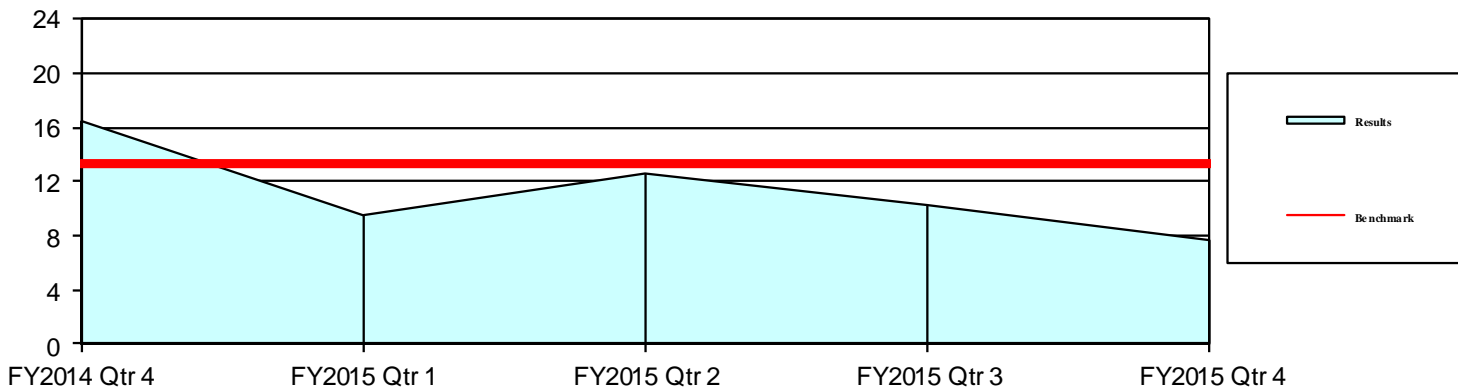# Vehicle Incidents per Million Patrons
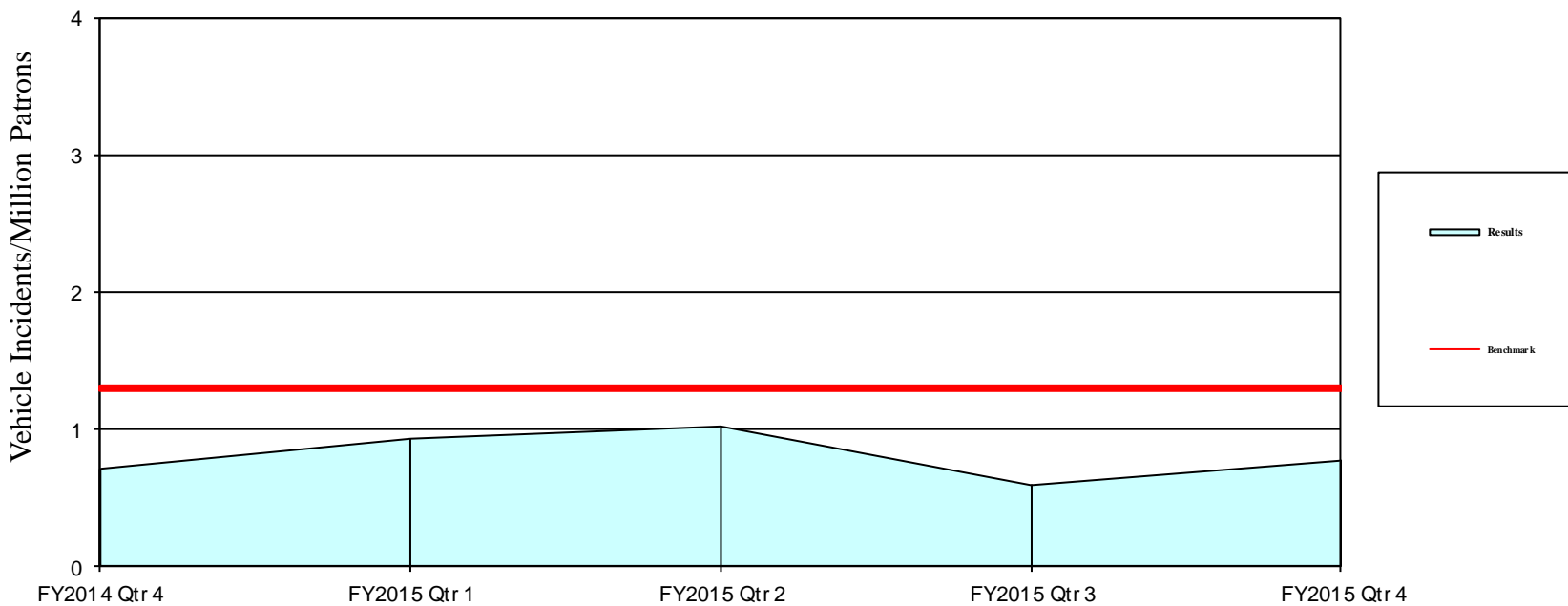
✓ Goal met

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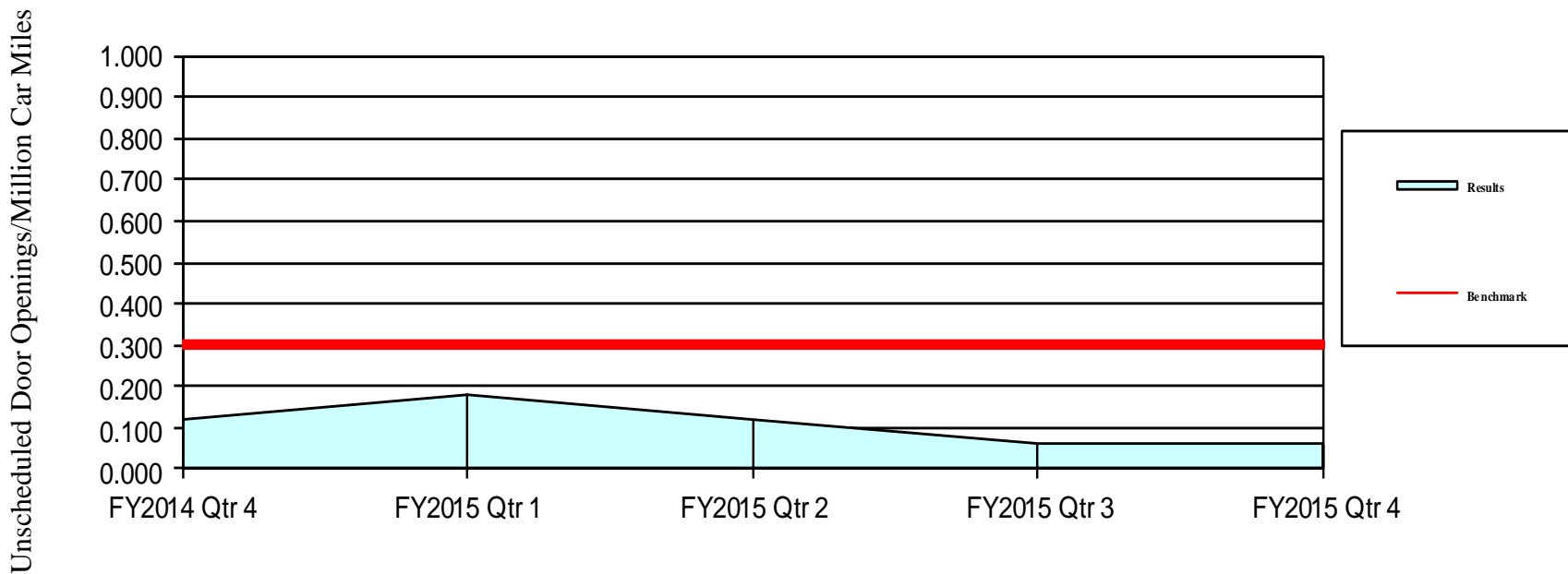# per OSHA Incidence Rate

✓ Goal met

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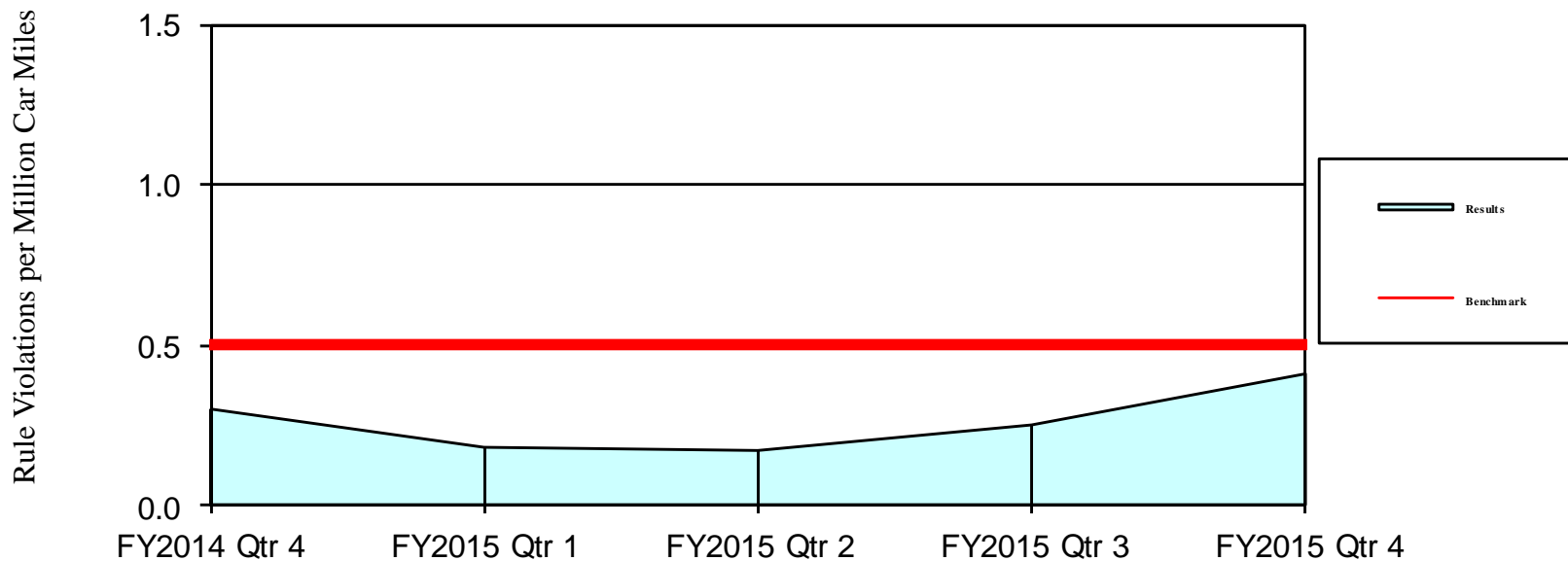

✓ Goal met

Operating Safety:
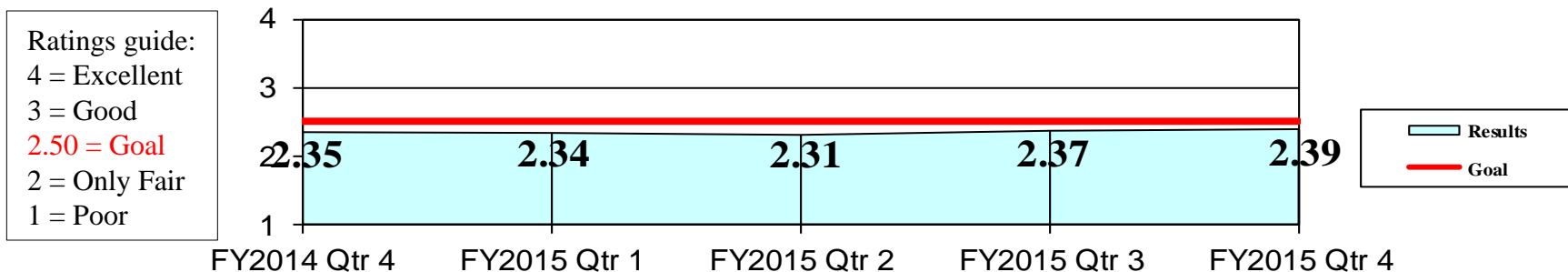# Unscheduled Door Openings per Million Car Miles

✓ Goal met

Operating Safety:
# Rule Violations per Million Car Miles

✓ Goal met

BART Police Presence

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

	FY2014 Qtr 4	FY2015 Qtr 1	FY2015 Qtr 2	FY2015 Qtr 3	FY2015 Qtr 4
Results	2.35	2.34	2.31	2.37	2.39

Results
Goal

Composite Rating of Adequate BART Police Presence in:
  Stations (33%)   2.36
  Parking Lots and Garages (33%)   2.47
  Trains (33%)   2.35

✓ Goal not met
✓ Adequate Presence ratings of either Excellent or Good:
         Stations: 46.8%   Parking Lots/Garages: 52.4%
   Trains: 45.1%
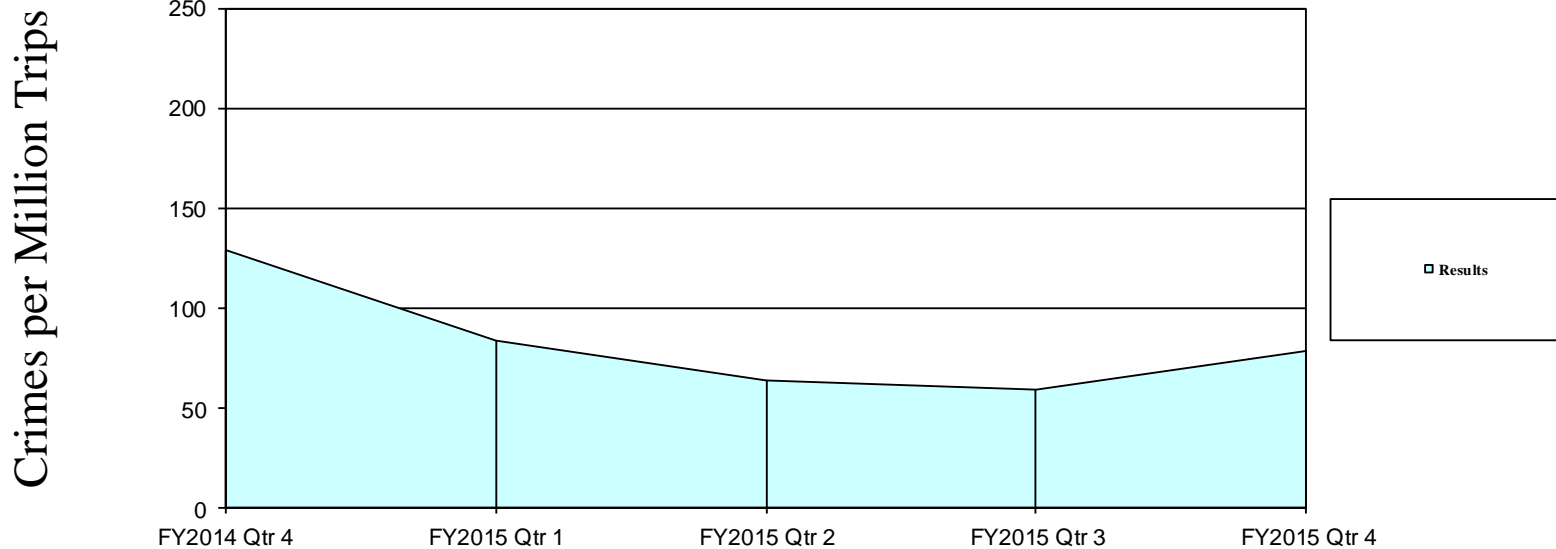
Quality of Life*

✓ Quality of Life incidents are up from the last quarter, and down 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)
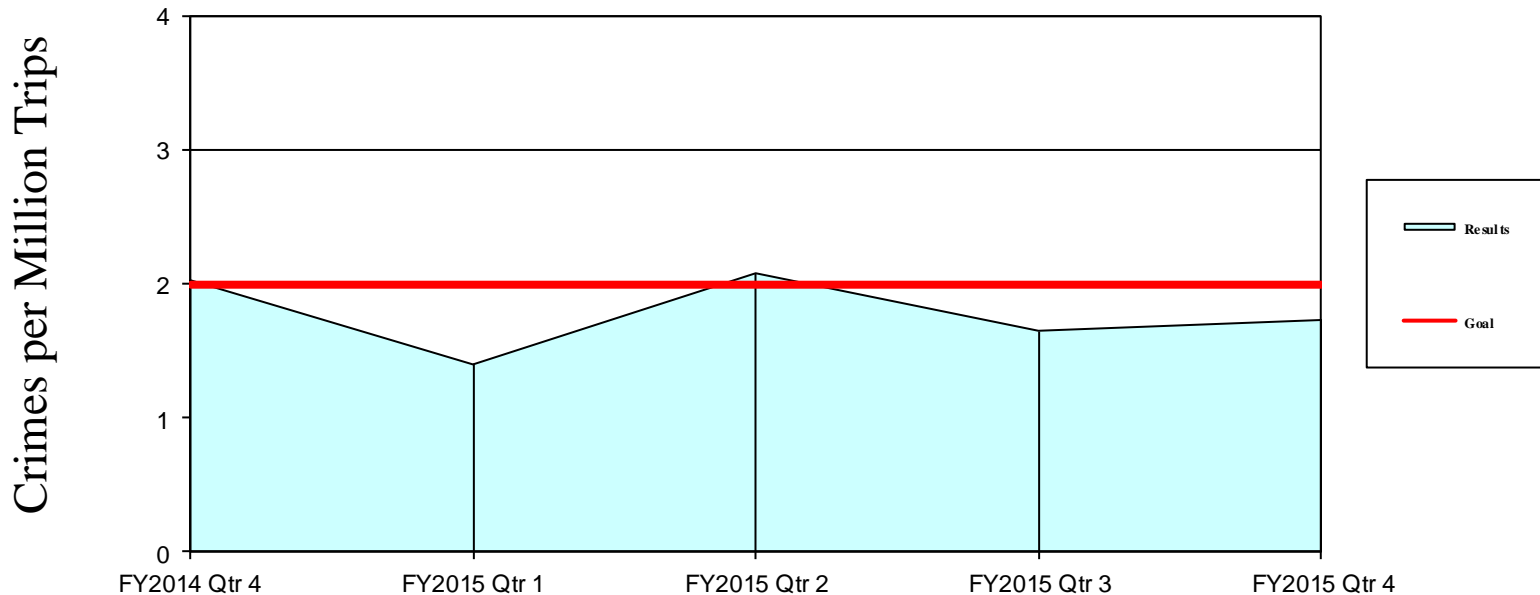
- ✓ Goal met
- ✓ Crimes against persons are up slightly from the last quarter, and down from the corresponding quarter of the prior fiscal year.
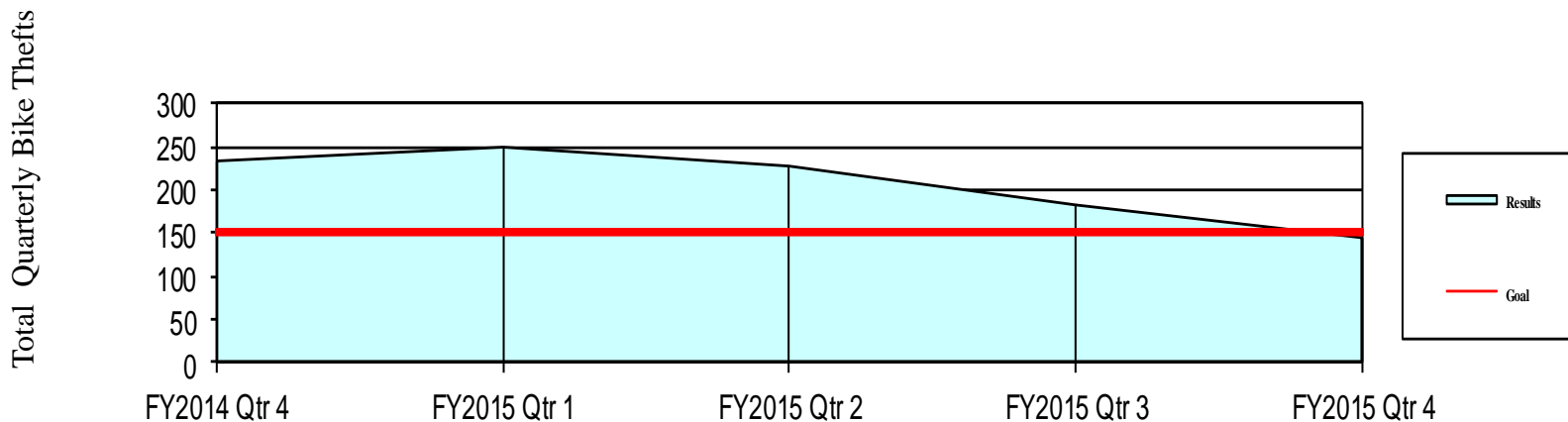
Auto Theft and Burglary
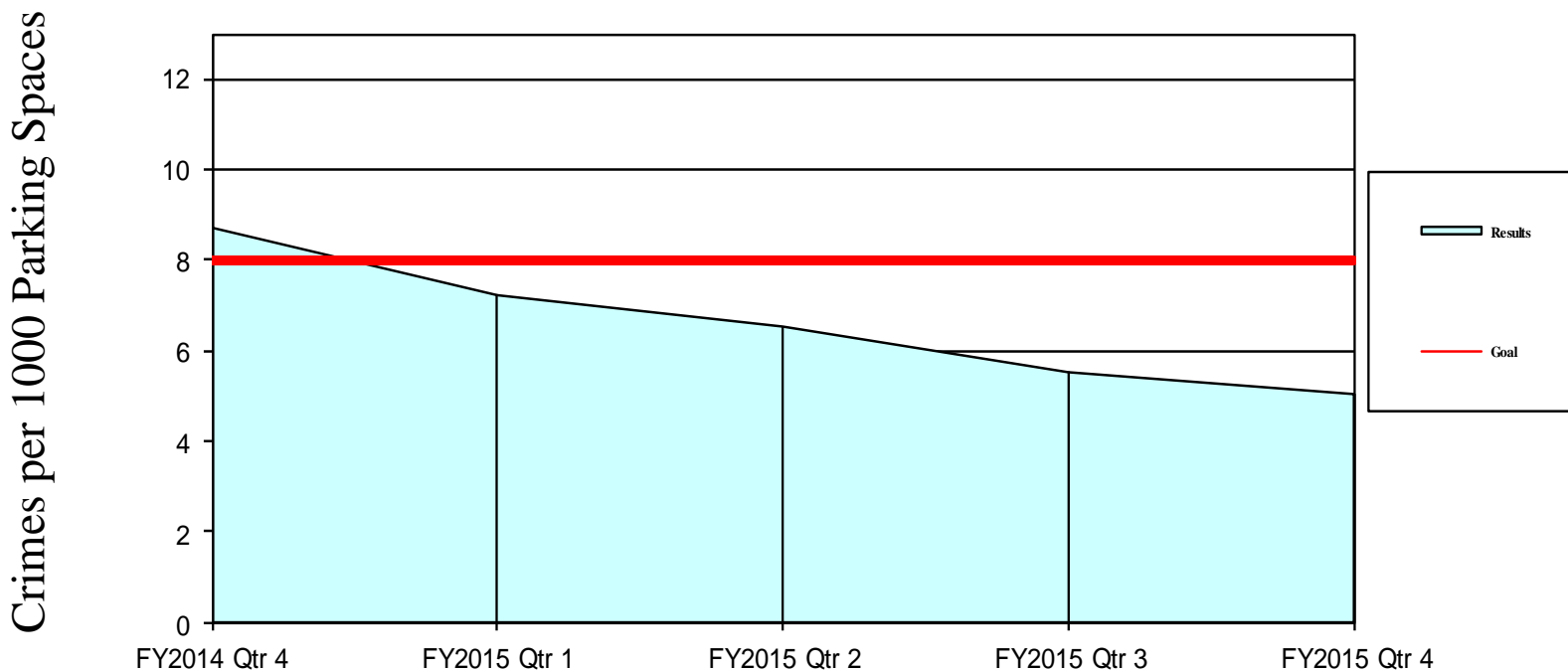
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time
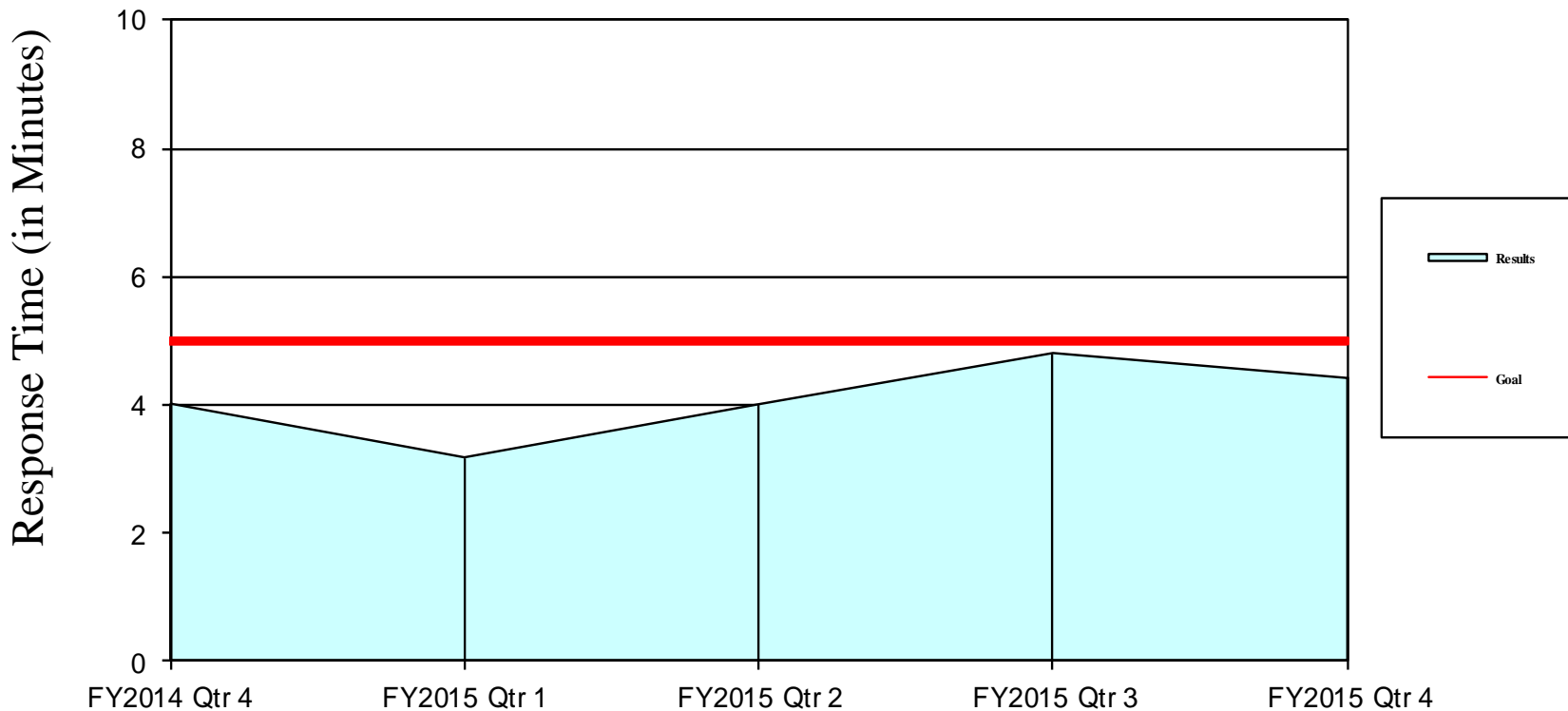
✓ Goal met

Bike Theft

✓ Goal met

✓ 145 bike thefts for current quarter, down 38 from last quarter and down significantly 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.