

Quarterly Service Performance Review
First Quarter FY09
July - September, 2008
Engineering & Operations Committee
November 20, 2008



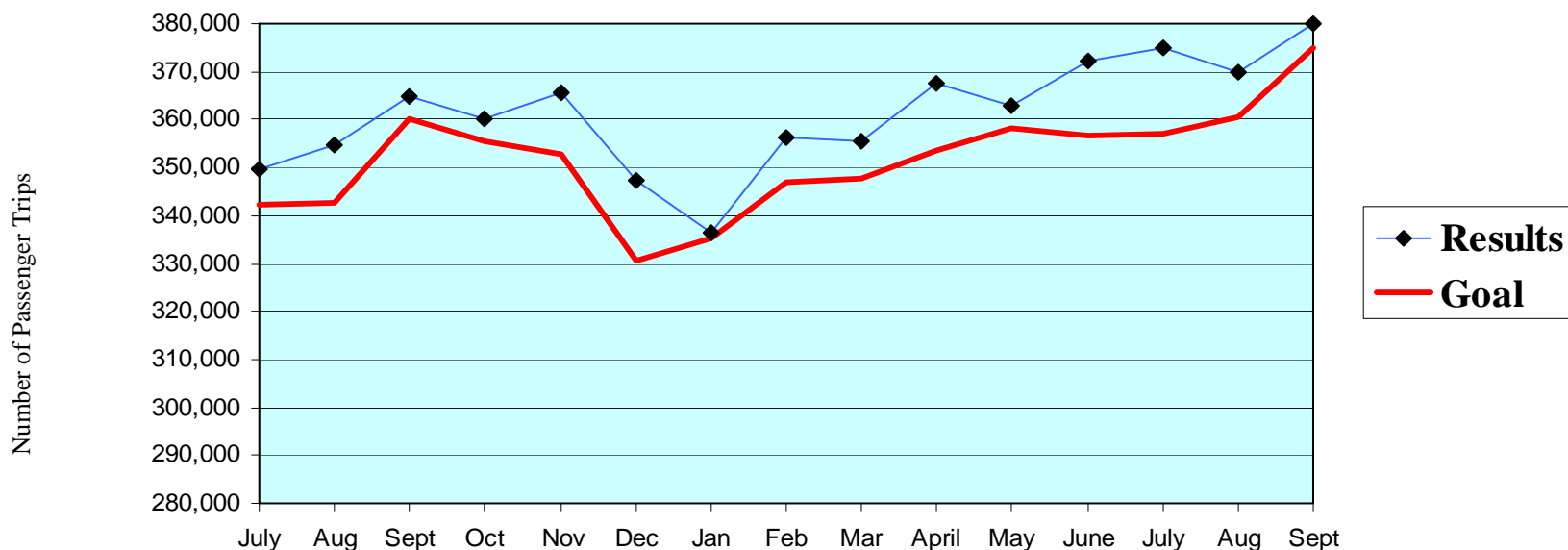
SERVICE : How are we doing?

FY09 First Quarter Overview...

- ✓ Record setting ridership in the quarter, sharp reversal since then
- ✓ Service reliability below goal but improved
- ✓ Car reliability and availability slightly below goal
- ✓ All availability indicators above goal
- ✓ Passenger Environment Survey indicators at or above goal except for train cleanliness and announcements
- ✓ Customer complaints down

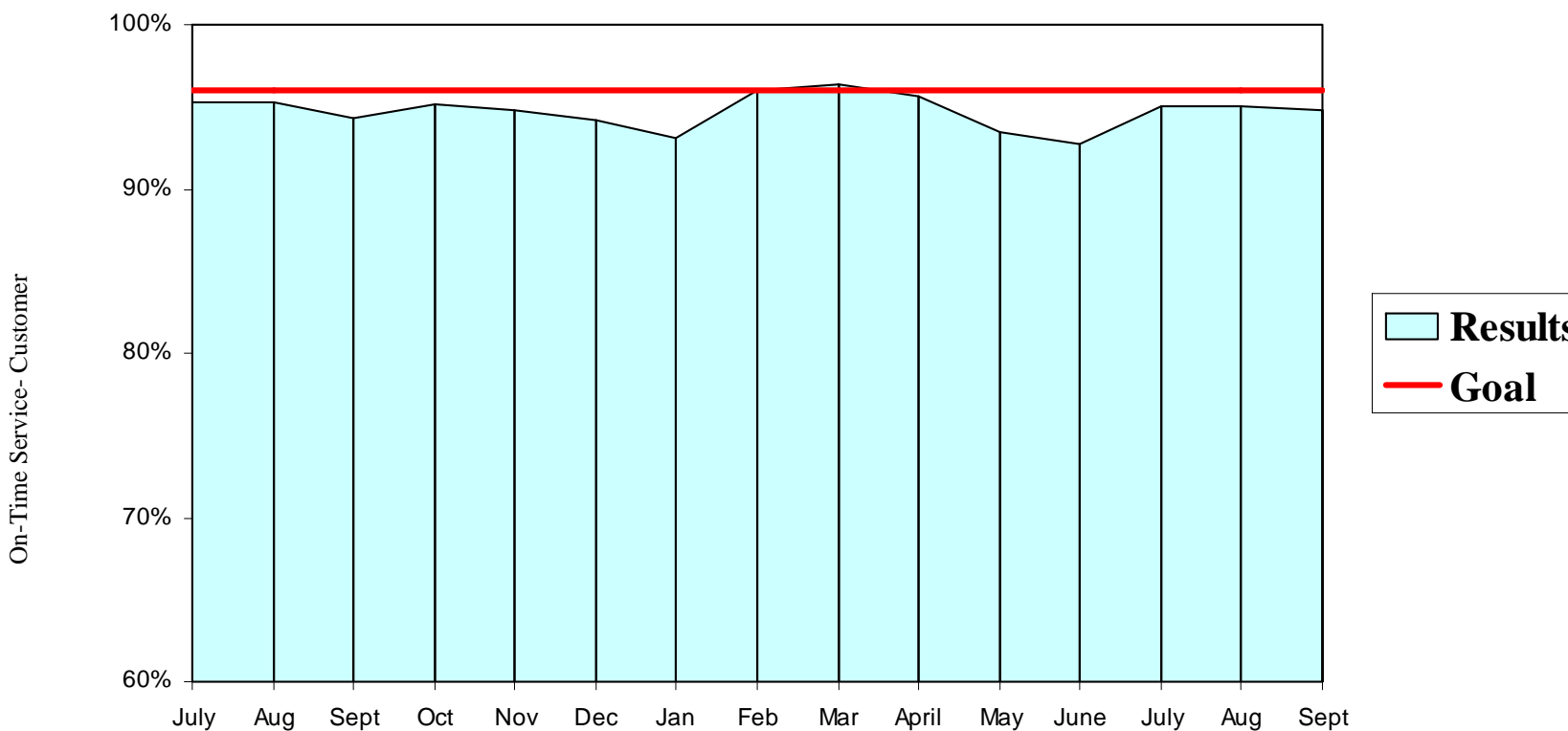


Customer Ridership



- ✓ Total ridership 2.0% above budget and 5.6% over same quarter last year
- ✓ Average weekday ridership (374,949) up 5.3% over same quarter last year; core weekday ridership up by 3.7% and SFOX weekday ridership up by 20.5%
- ✓ BART's busiest day ever occurred on Monday, September 8th when 405,393 people rode the system, with two events, Raiders vs. Denver and SF Giants vs. Arizona
- ✓ Of the current Top Ten Weekday Ridership days, five occurred in September, 2008
- ✓ September average weekday ridership – 379,996

On-Time Service - Customer



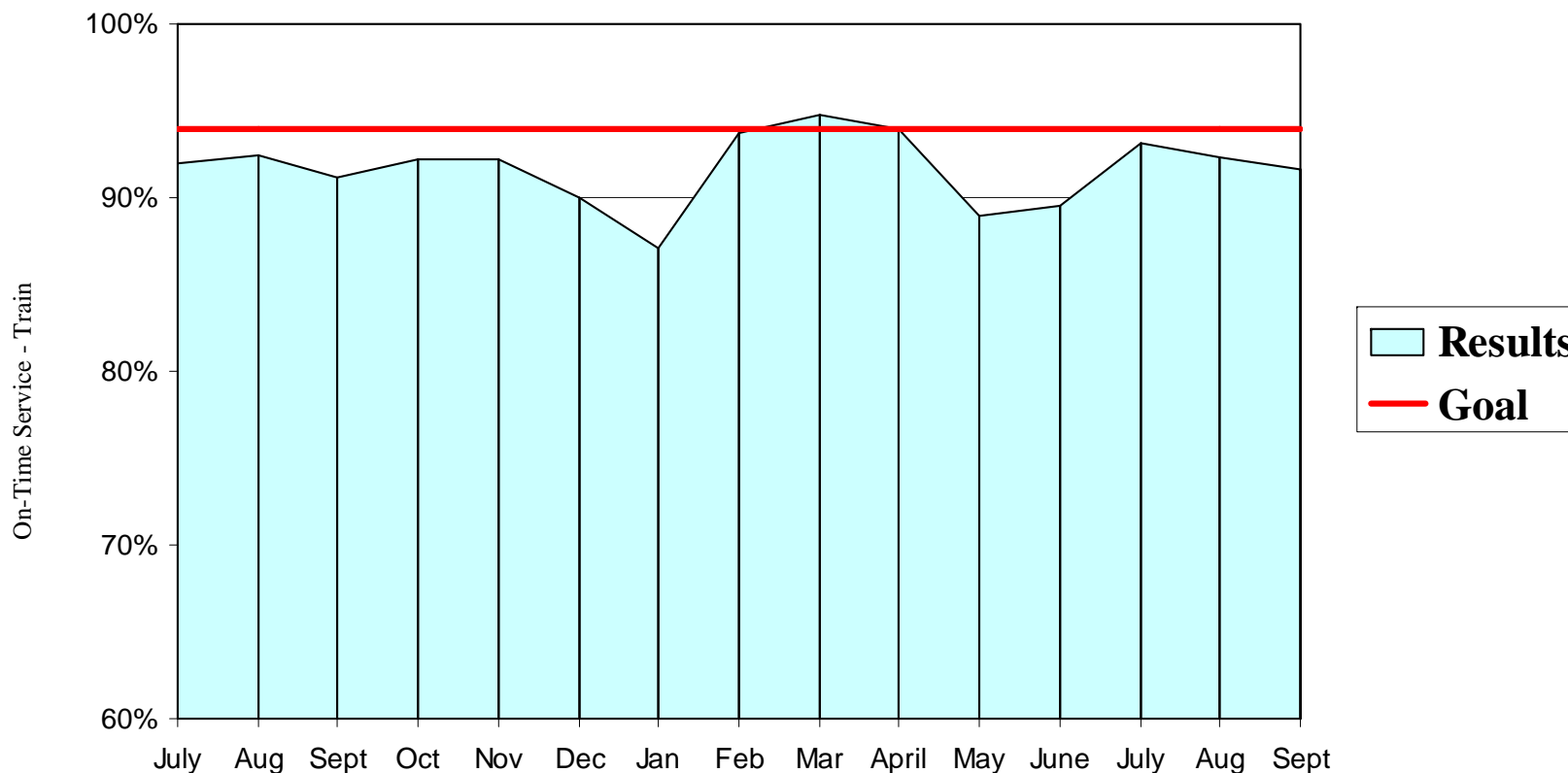
- ✓ 94.94%
- ✓ With all-time record high quarterly ridership, customer on-time improved by 1% over last quarter
- ✓ Biggest delays were struck object and subsequent mux damage on M-Line (9/9 – 201 delayed trains) and cracked rail near Lake Merritt Station (8/14 – 108 delayed trains)



SERVICE : How are we doing?

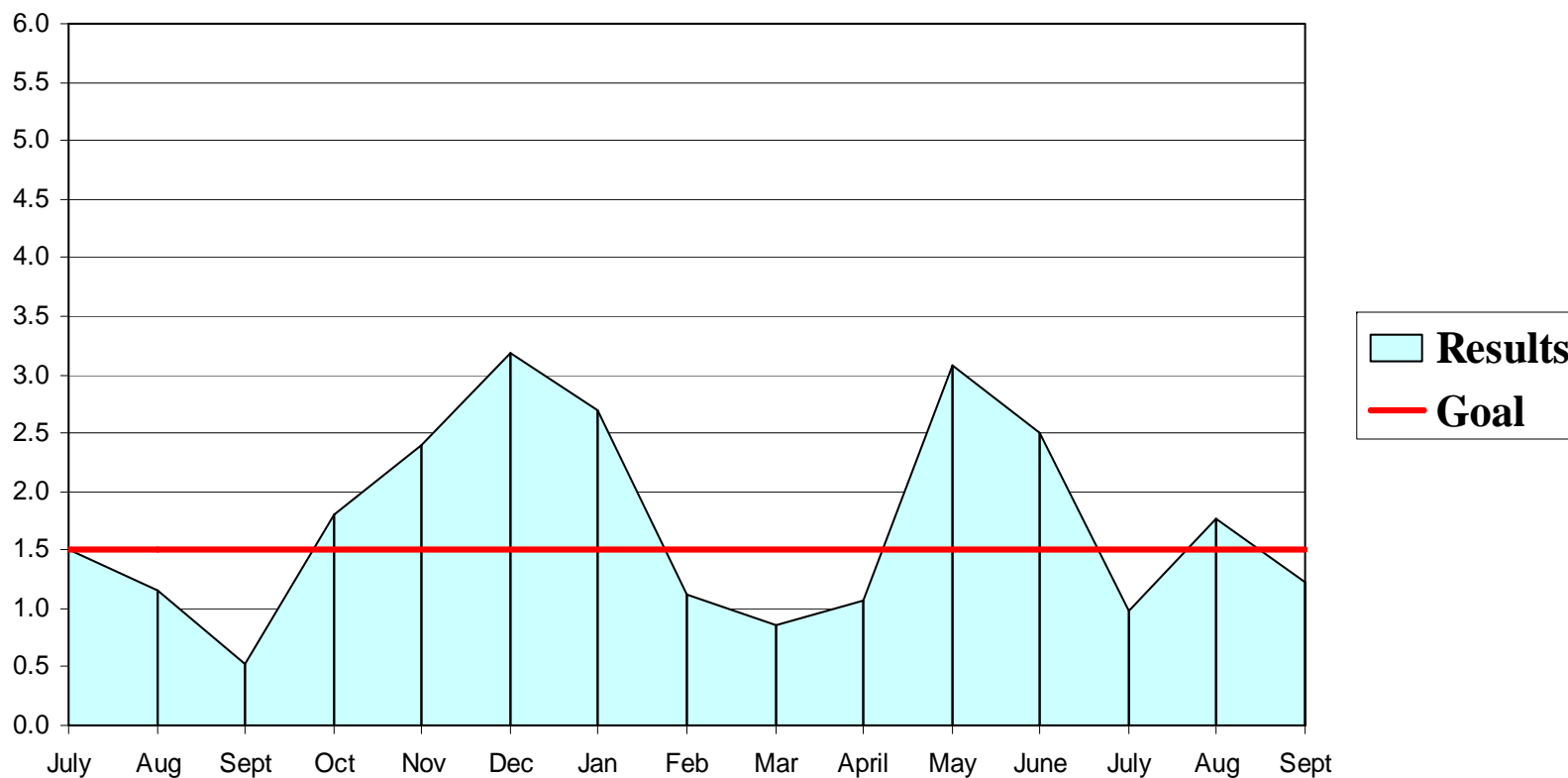


On-Time Service - Train



- ✓ Performance below goal but 1.5% improvement over last quarter
- ✓ Over 43% of all late trains were due to “Miscellaneous” causes
- ✓ Continuing residual impact from Hayward Yard fire

Wayside Train Control System



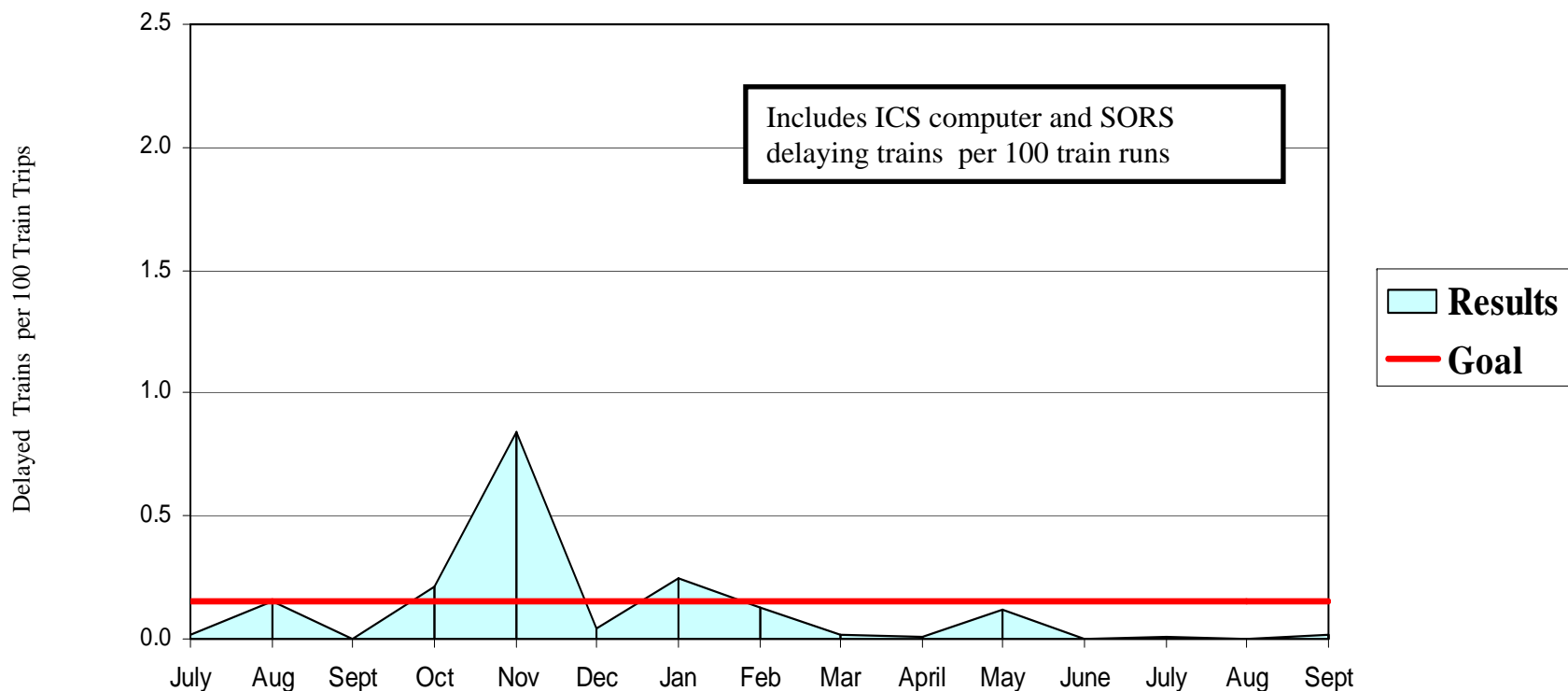
- ✓ Goal met, substantial improvement
- ✓ Major determinant of service reliability, key personnel vacancies being addressed
- ✓ Train Control is one of the disciplines most impacted by Hayward Yard remediation efforts



SERVICE : How are we doing?



Computer Control System

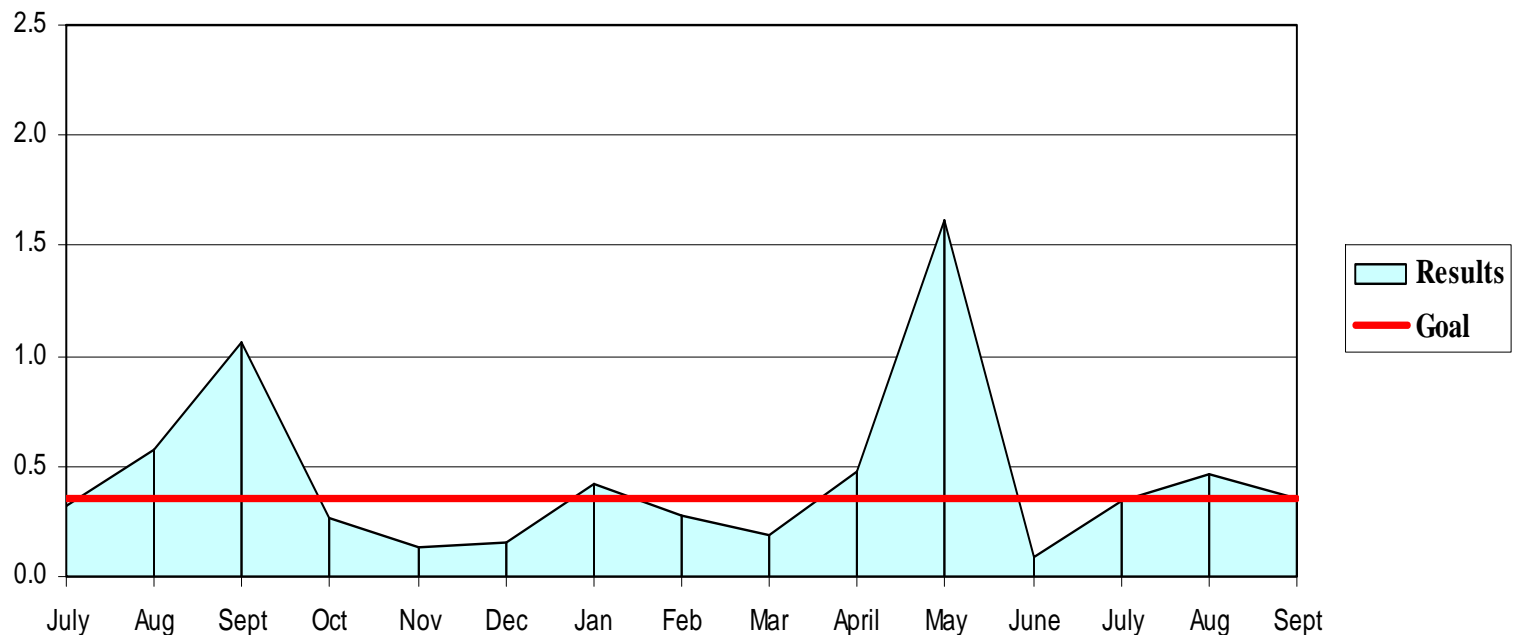


- ✓ Goal met
- ✓ Very solid performance
- ✓ Reaping reward of ICS re-architecture



SERVICE : How are we doing?

Traction Power



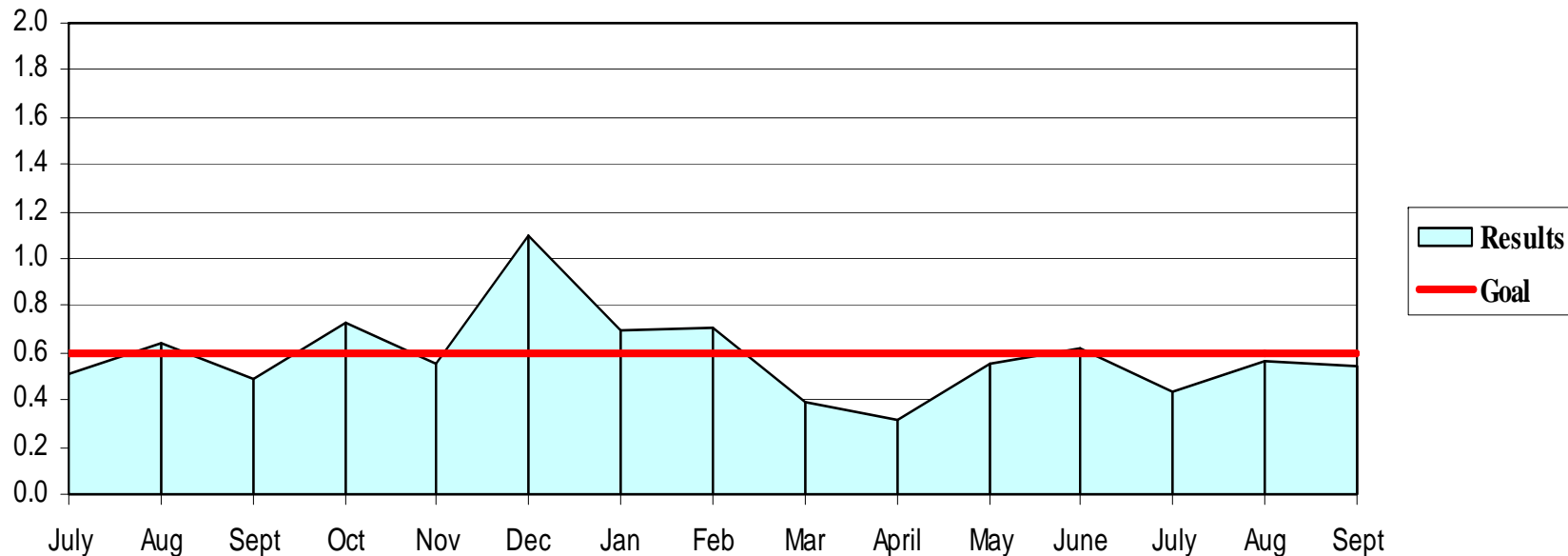
- ✓ Goal not met but substantial improvement over last quarter
- ✓ Several improvement initiatives underway including limited coverboard bracing retrofit



SERVICE : How are we doing?



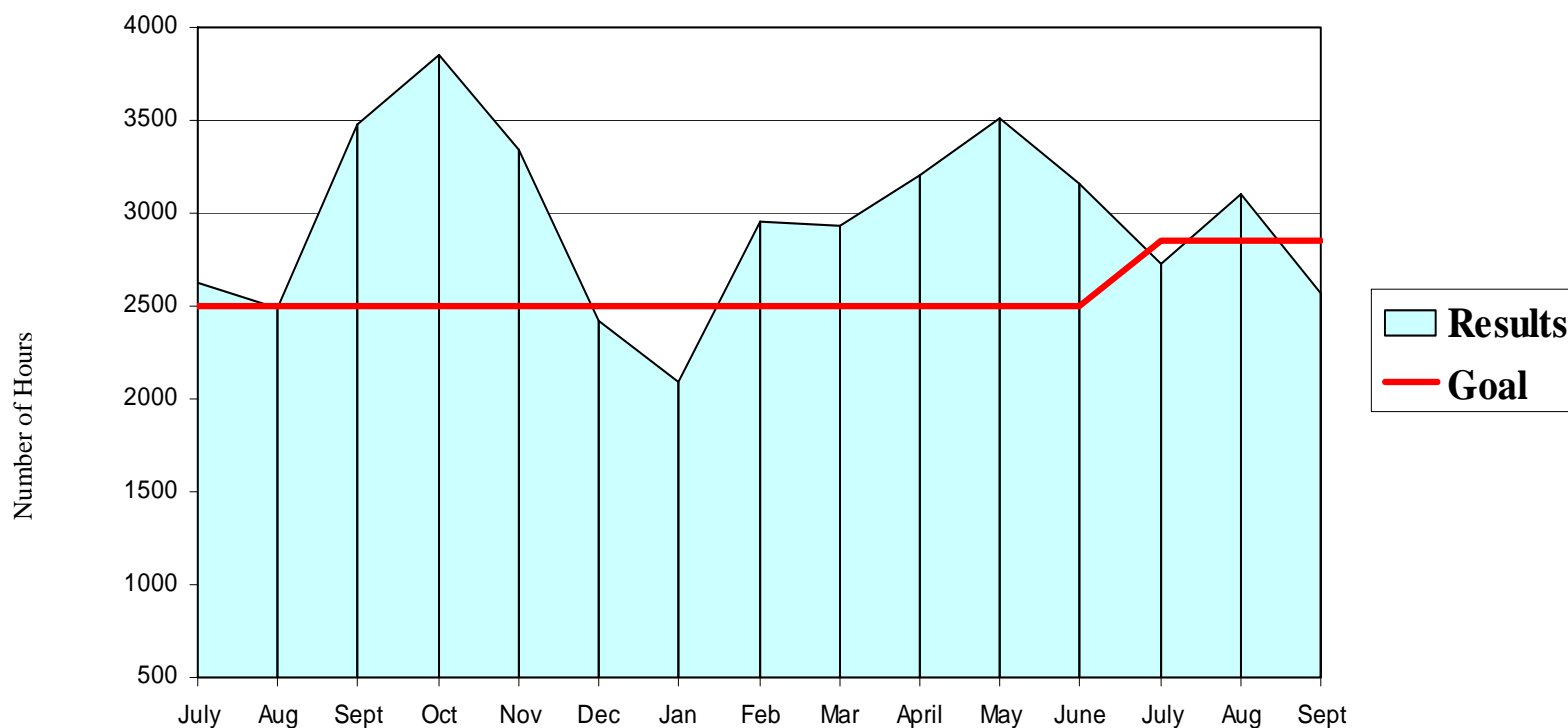
Transportation



✓ Goal met, with continued steady performance

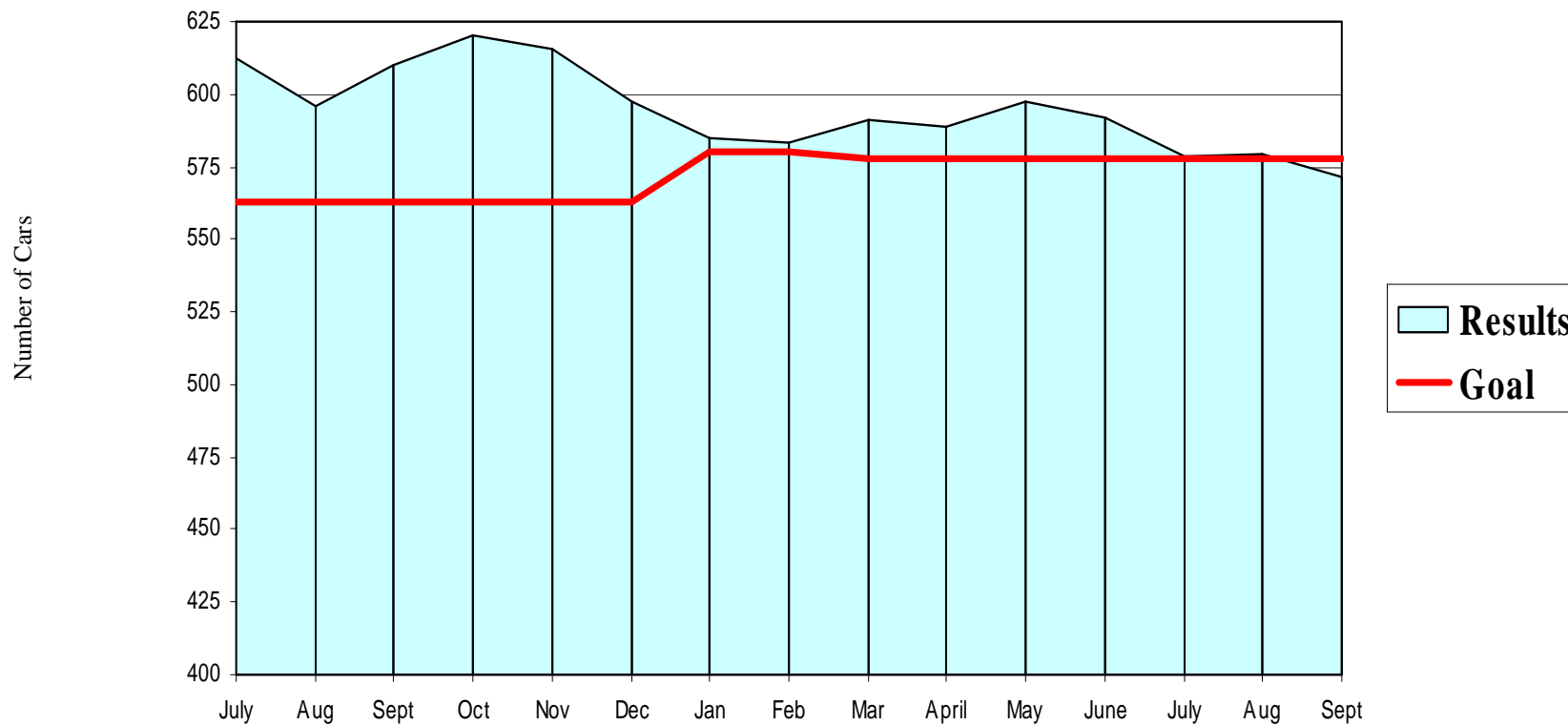


Car Equipment - Reliability



- ✓ Aggressive new goal (2850) just missed
- ✓ Challenges include shifting of repair/PM work from Hayward, higher car hours, on-going SMP implementation and parts availability

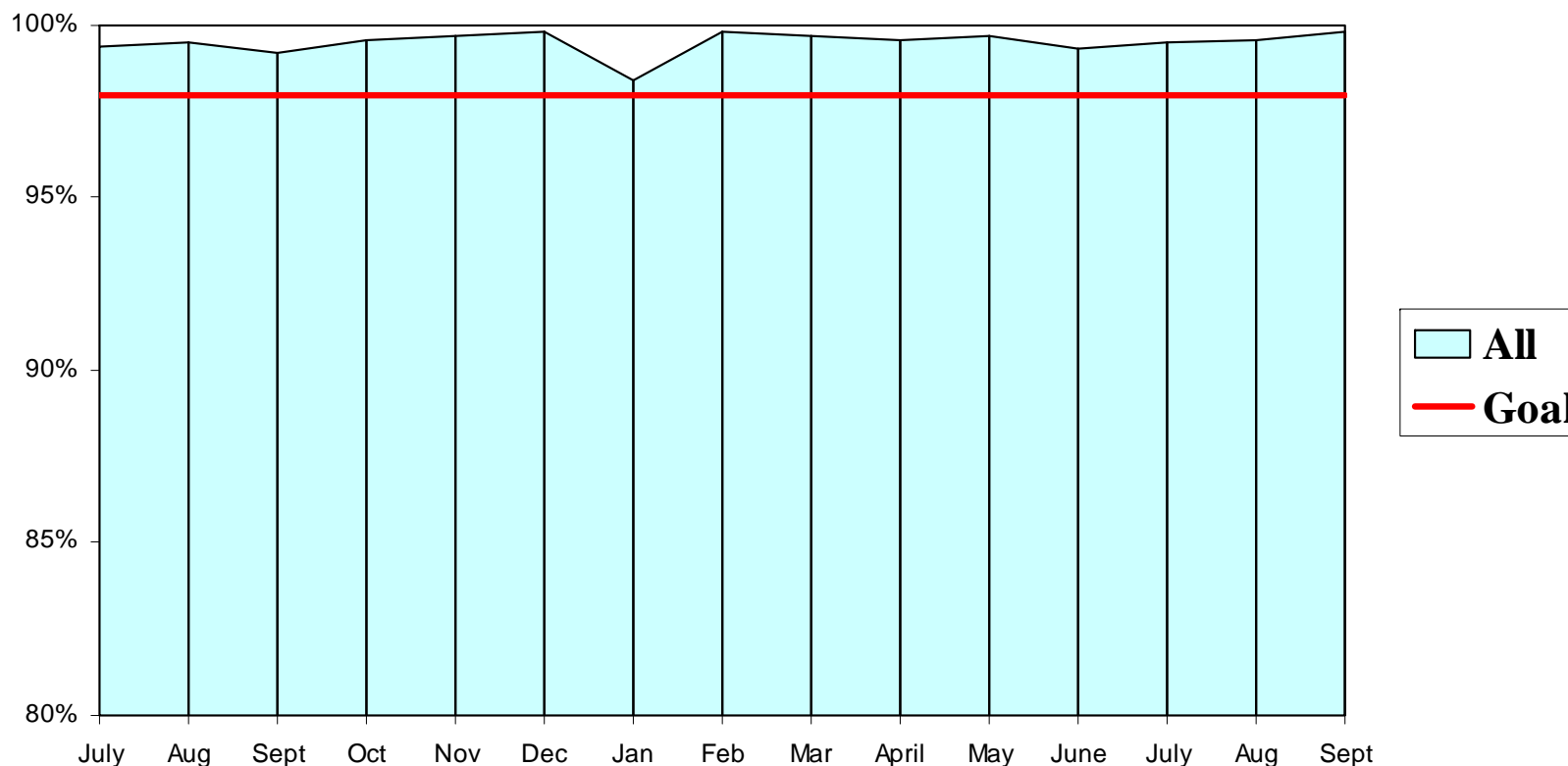
Car Equipment - Availability @ 0400 hours



✓ Goal of 578, actual average availability was 577



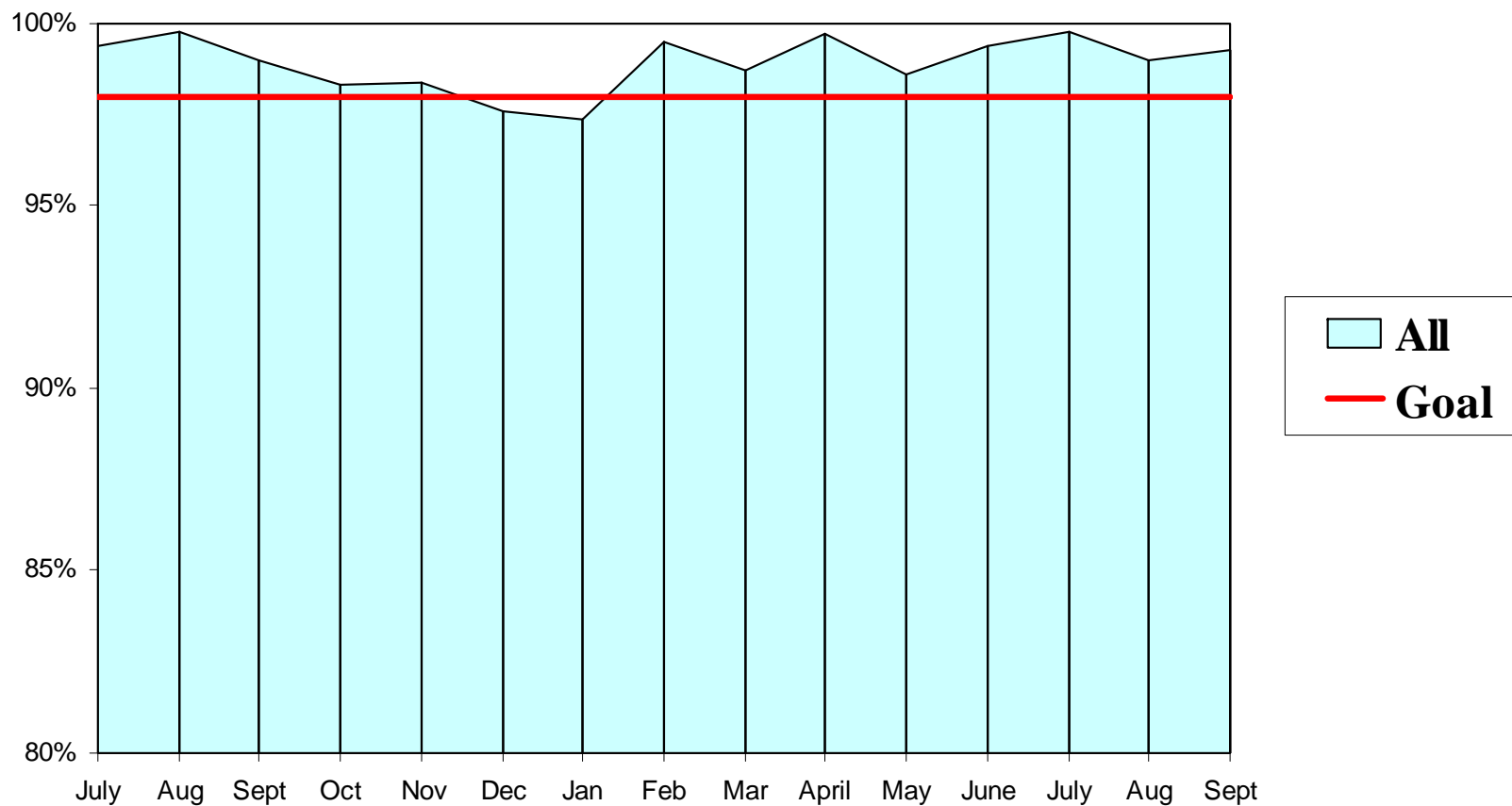
Elevator Availability - Stations



- ✓ 99.63%, goal exceeded
- ✓ Replacement of core station elevator emergency and white courtesy phones with hands free phones 70% completed

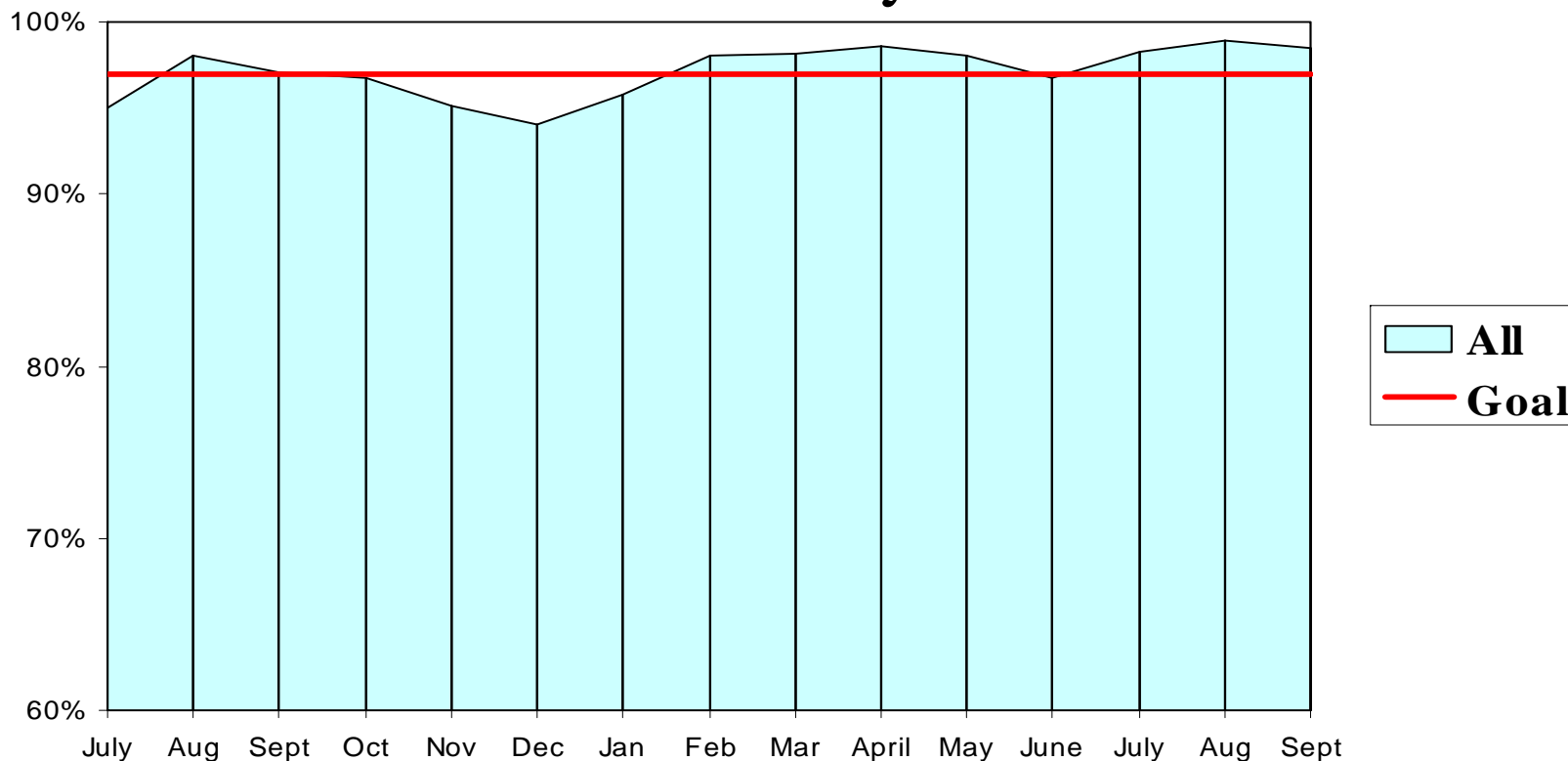


Elevator Availability - Garage



✓ 99.37%, goal exceeded

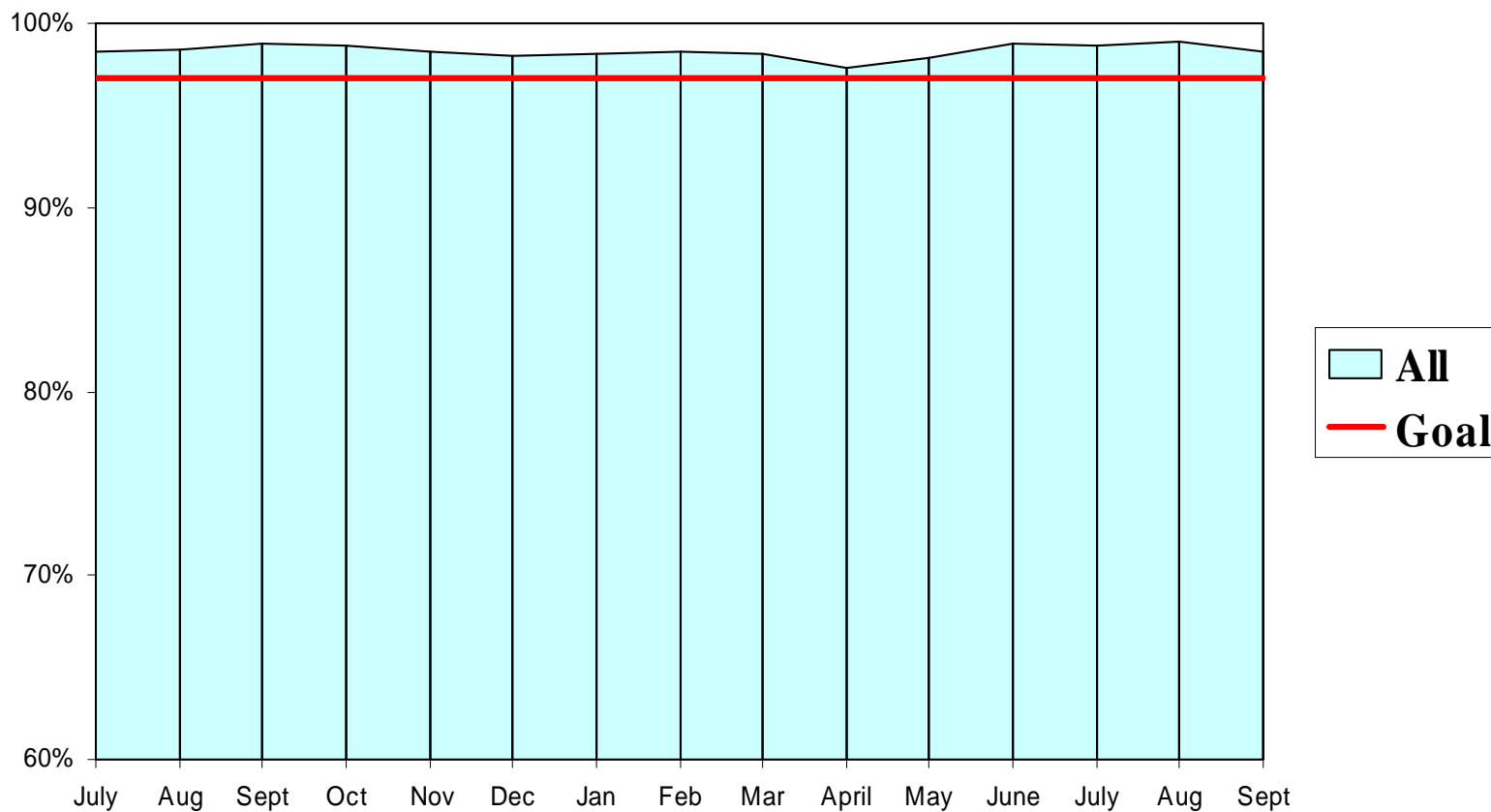
Escalator Availability - Street



- ✓ 98.57%, goal exceeded
- ✓ 27 missing step detector upgrades completed this quarter, 90 of 133 completed system-wide
- ✓ 1 chain replacement on O & K units; positive results with new additives to step chain lubricants and increased applications

SERVICE : How are we doing?

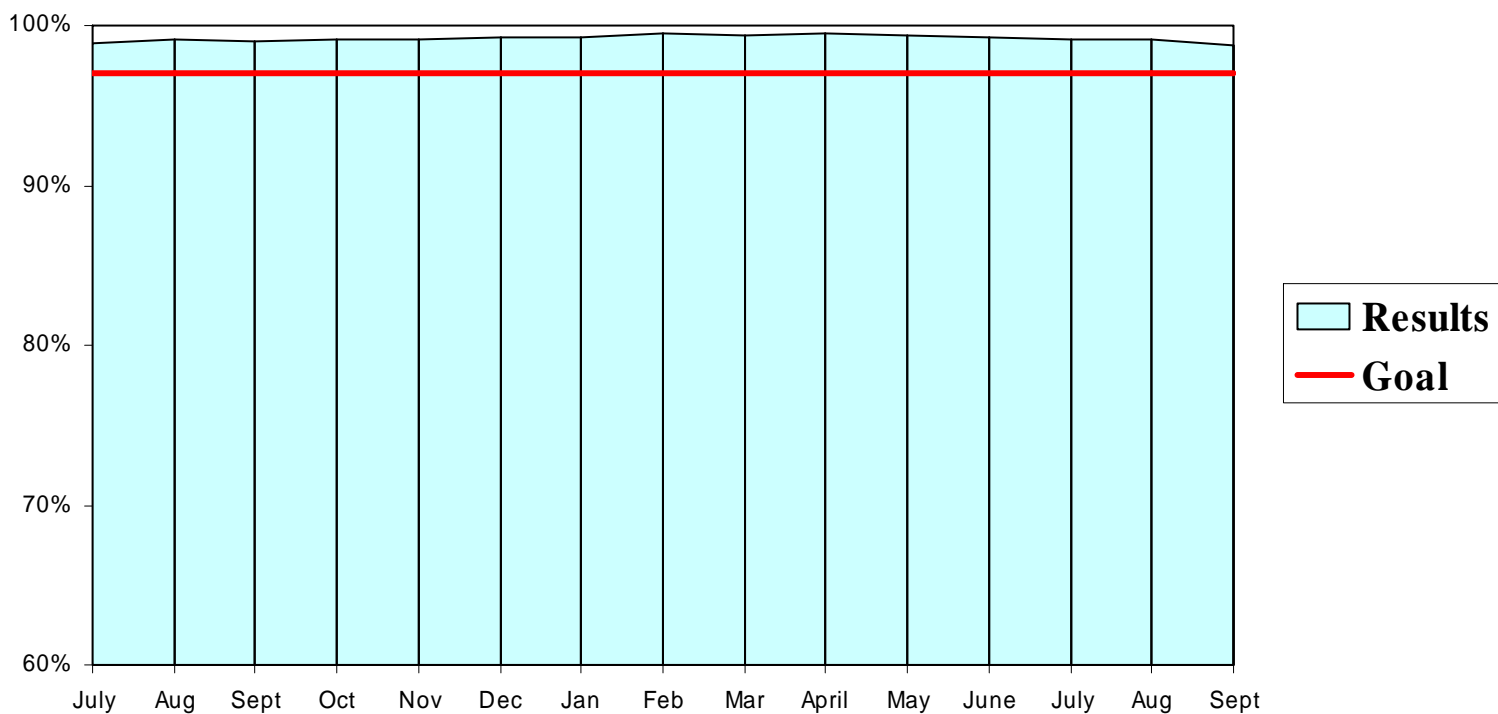
Escalator Availability - Platform



✓ 98.77%, goal exceeded



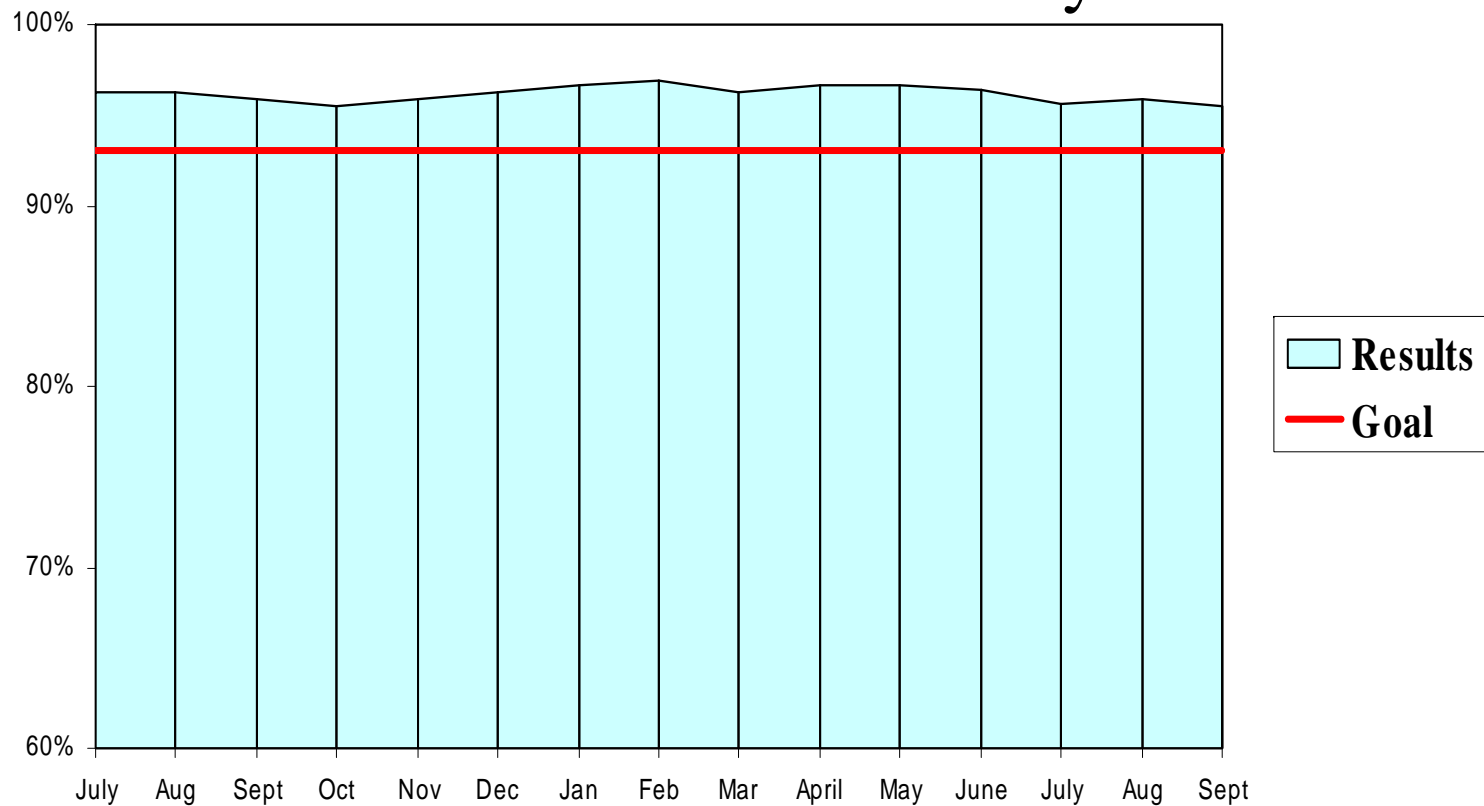
AFC Gate Availability



- ✓ Availability above goal
- ✓ High coercivity ticket testing and faregate modification continues at all stations, over 8,000 high-core transactions

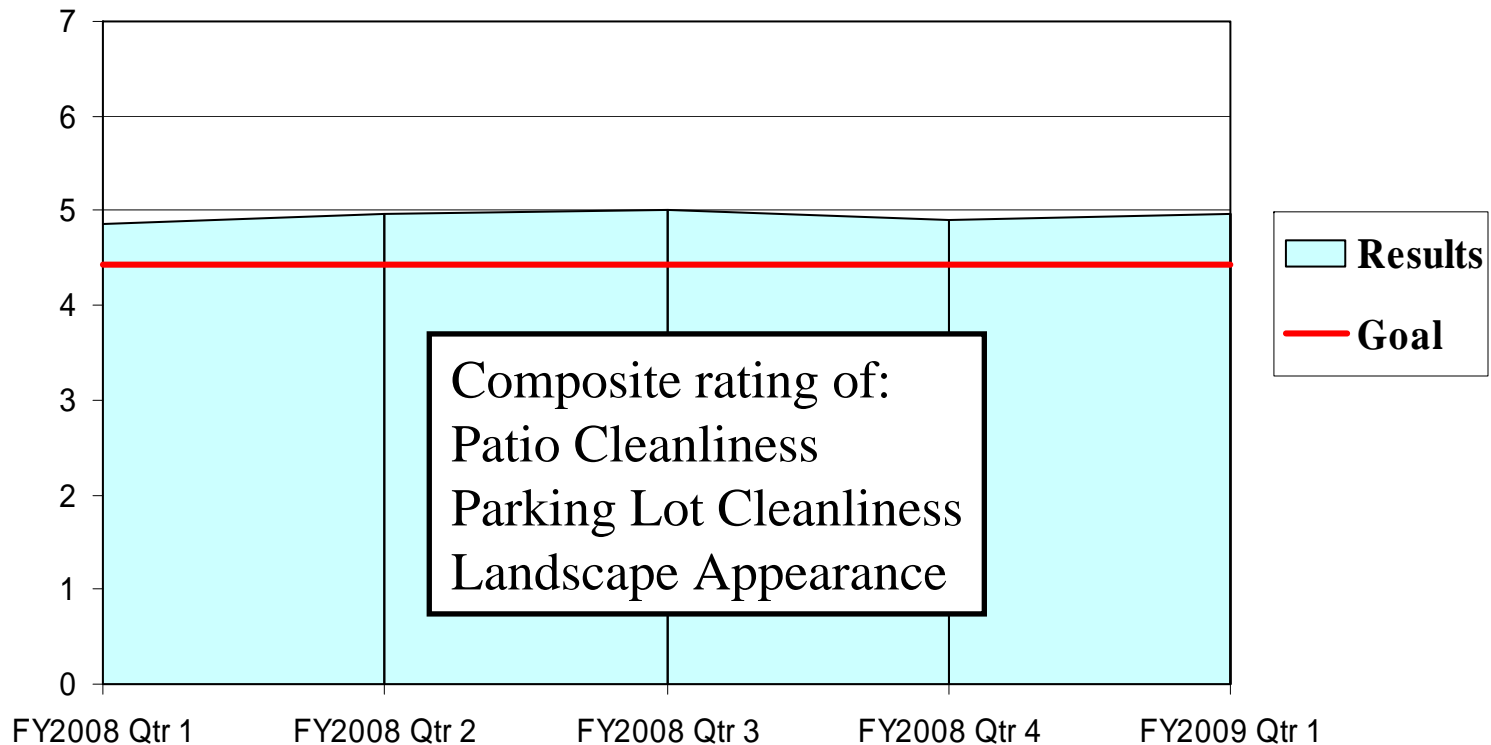


AFC Vendor Availability



- ✓ Continued steady, above goal performance
- ✓ Add Fare/Parking machine availability, 98.8%

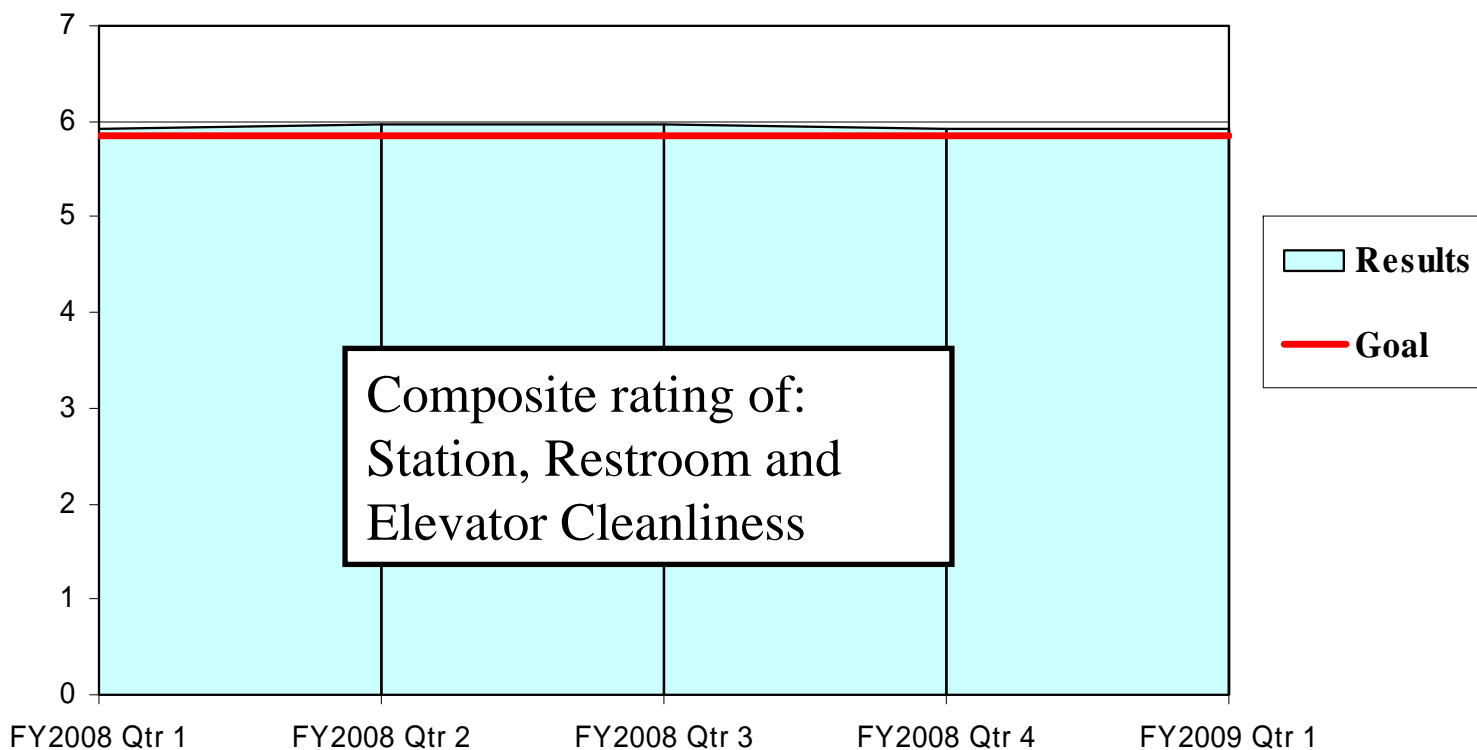
Environment - Outside Stations



- ✓ All three ratings at or above goal
- ✓ Parking lot cleanliness and landscape appearance improved slightly from last quarter



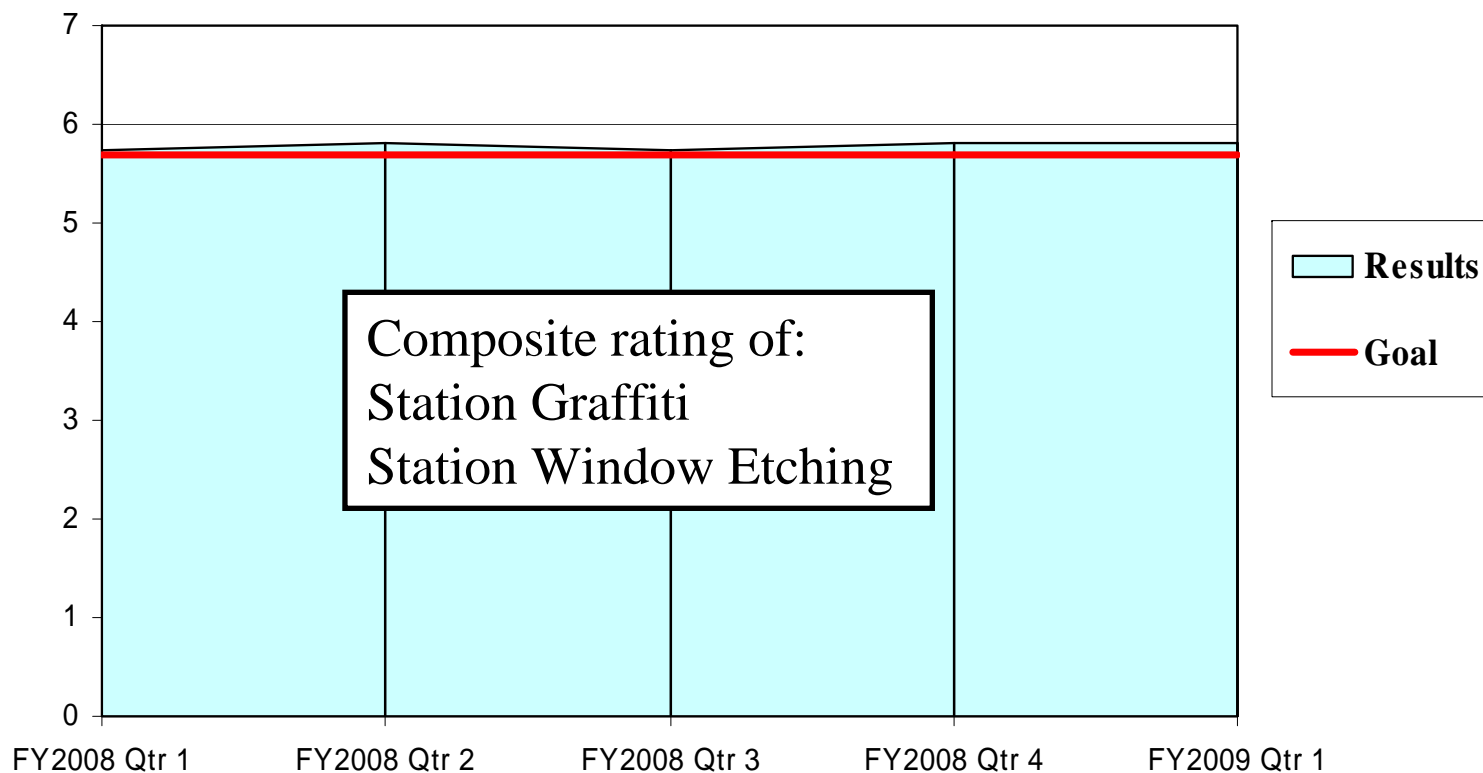
Environment - Inside Station



- ✓ Composite goal met
- ✓ Continued above goal performance for Station and Restroom Cleanliness
- ✓ Staffing levels and increased ridership a continuing challenge

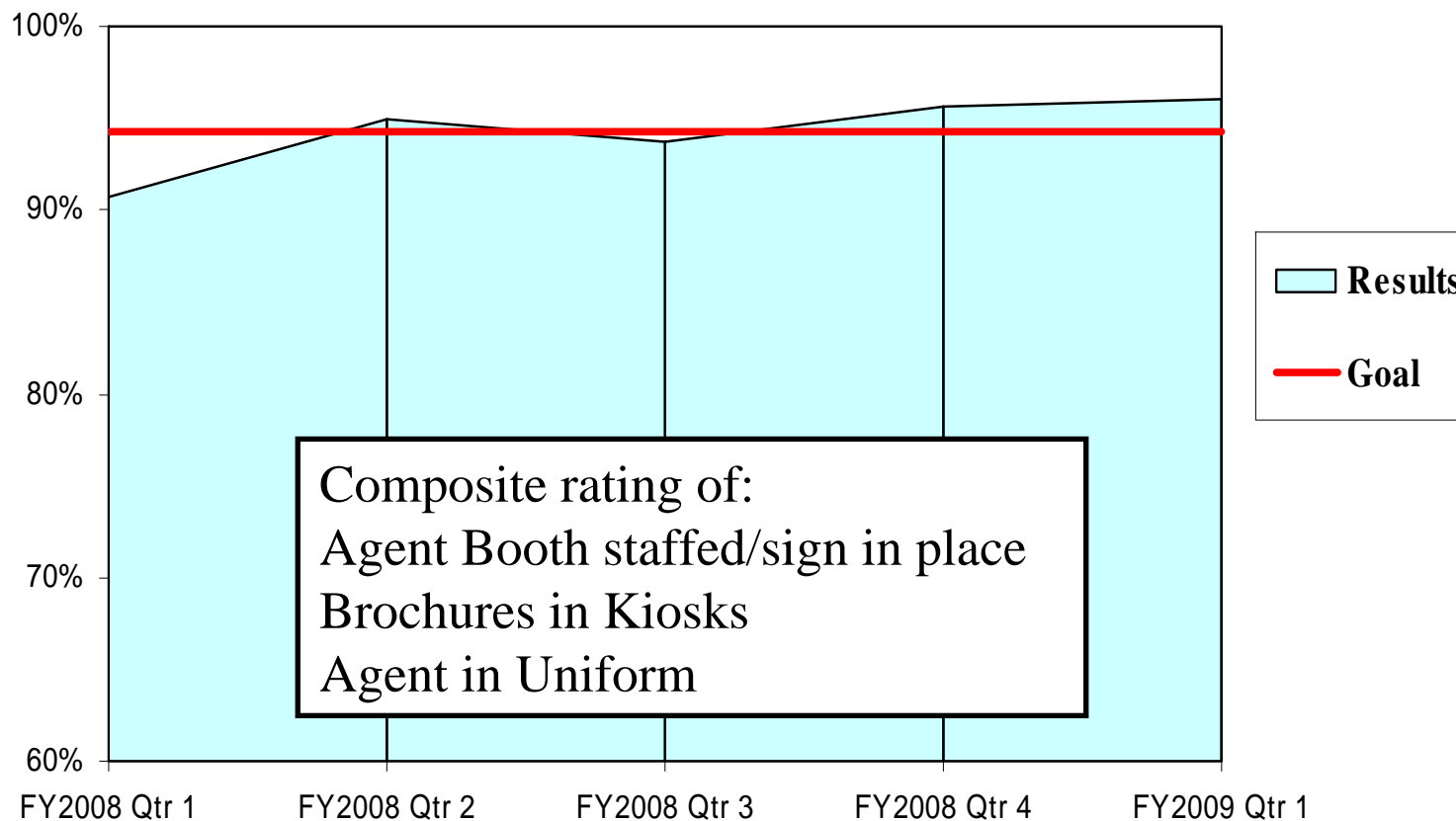


Station Vandalism



- ✓ Steady above goal performance
- ✓ Attempting to economize on graffiti removal contract cost without impacting results

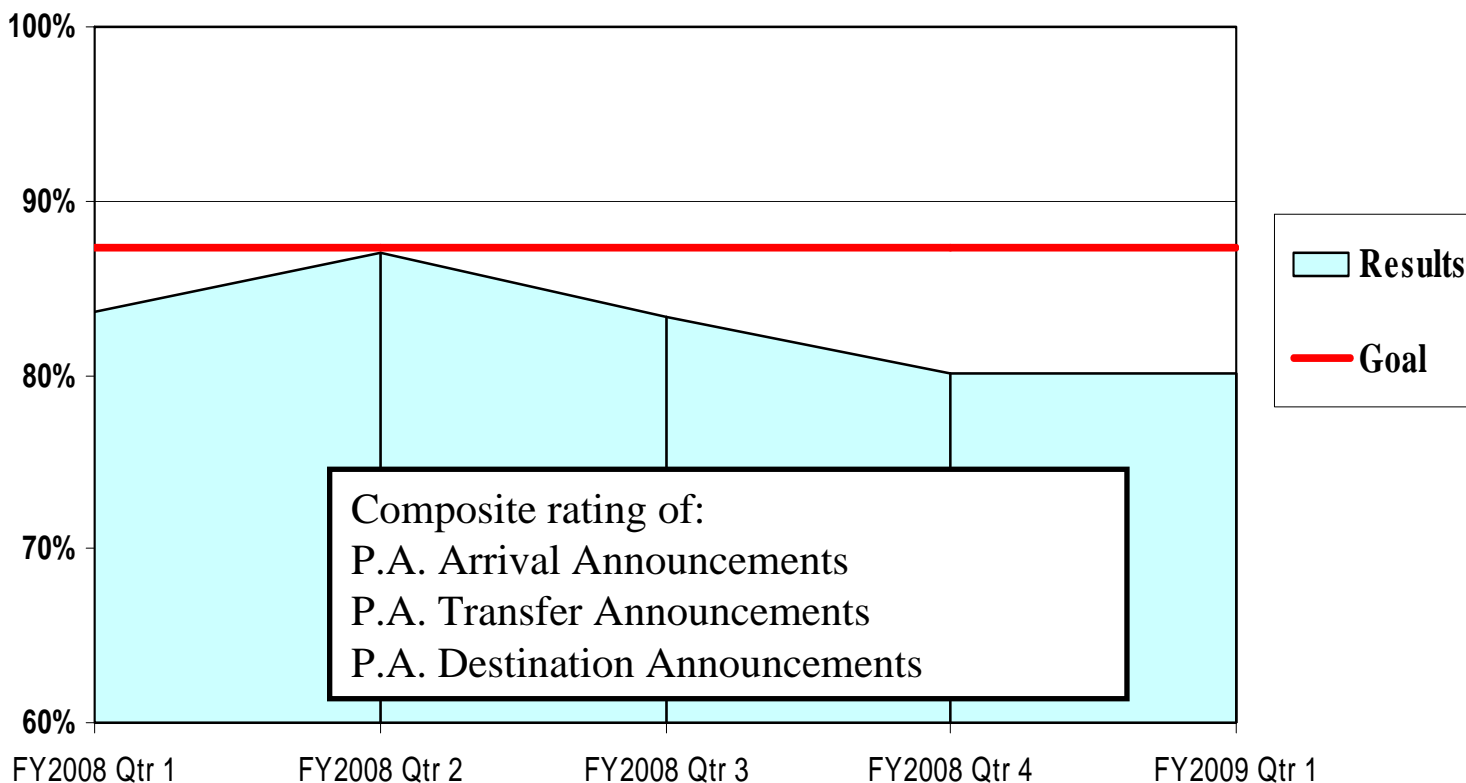
Station Service Personnel



✓ All indicators at or above goal



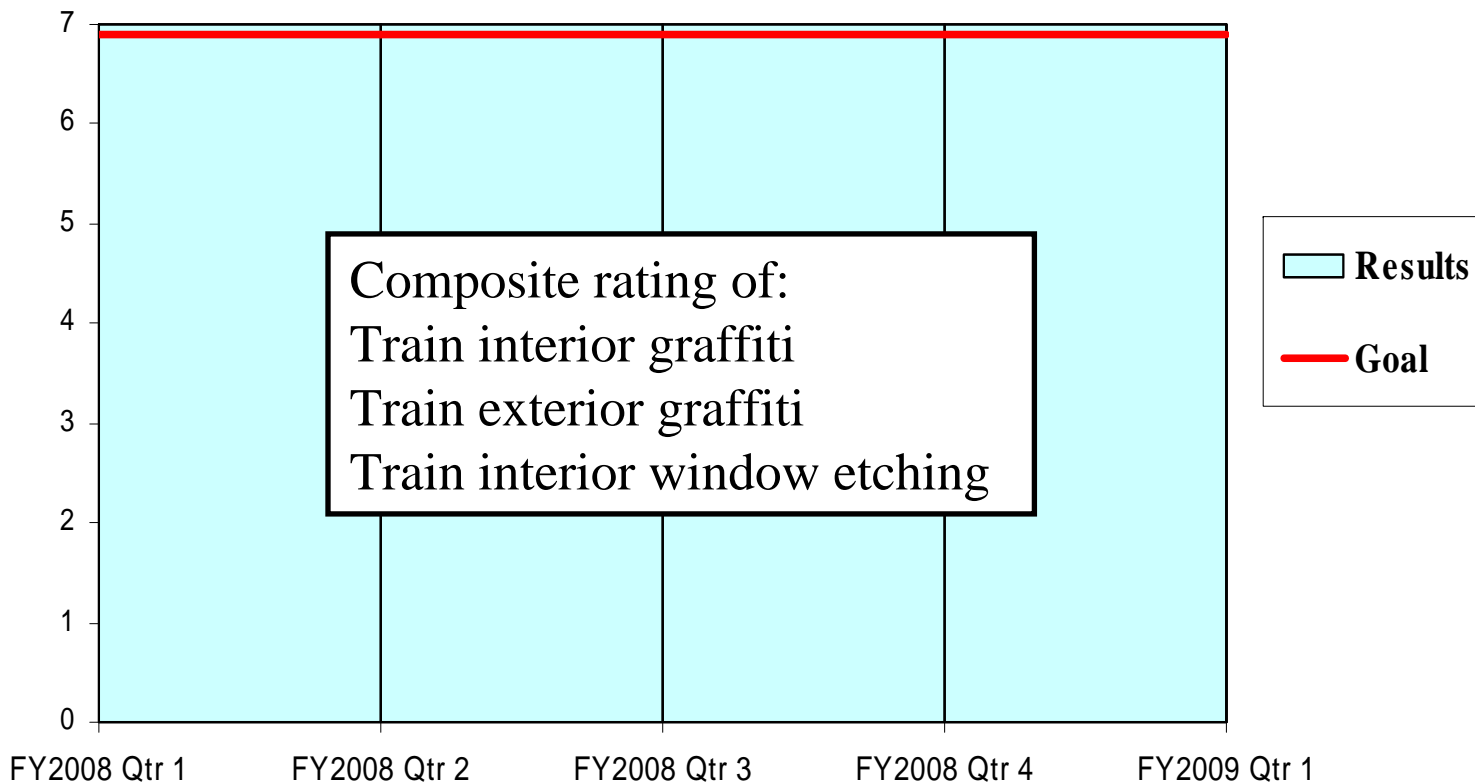
Train P.A. Announcements



- ✓ Below goal performance
- ✓ Composite rating remained steady, goal met for Destination Announcements
- ✓ Transfer Announcements improved by 2%



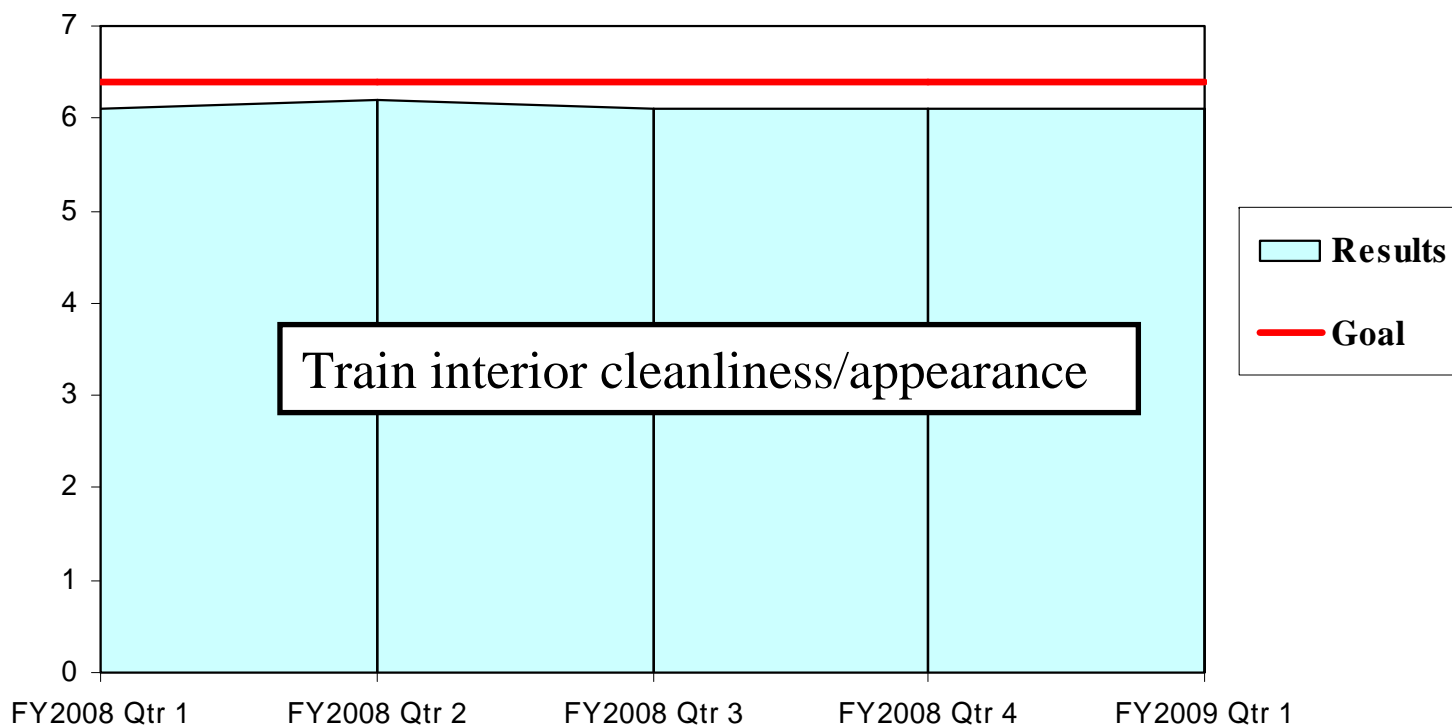
Train Vandalism



✓ Goal met, continued 7.0 rating



Train Cleanliness



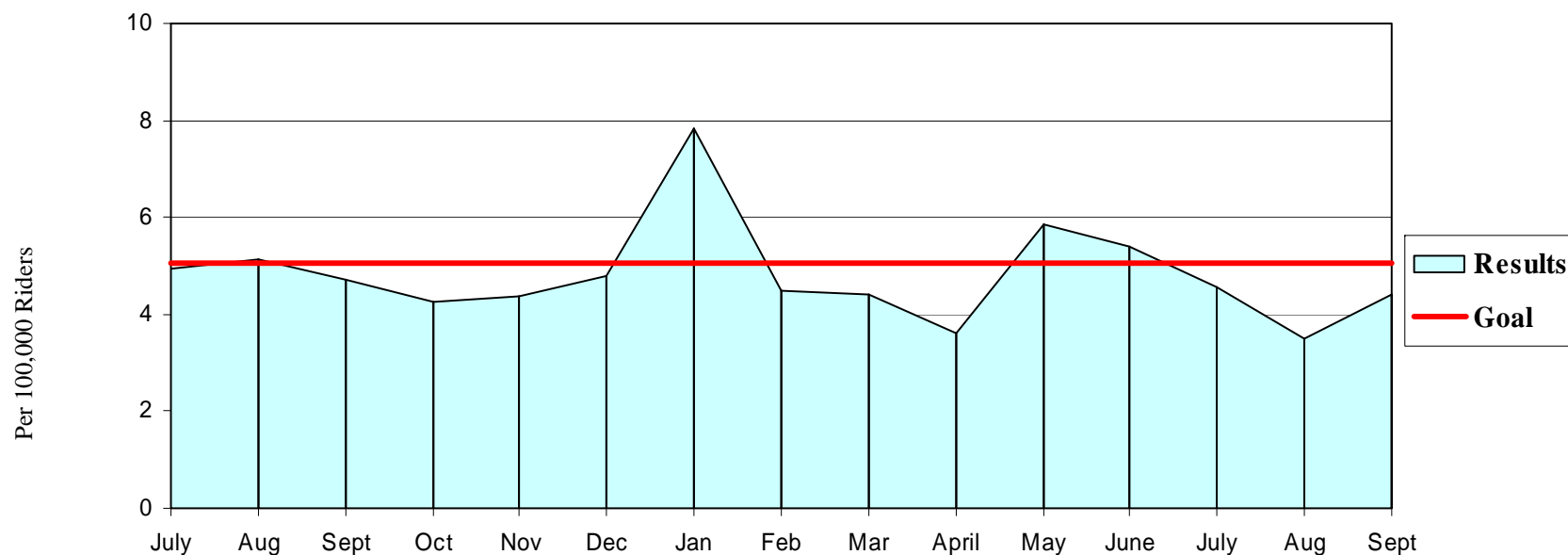
- ✓ 6.1 performance maintained
- ✓ Over 220 cars have new floors



SERVICE : How are we doing?

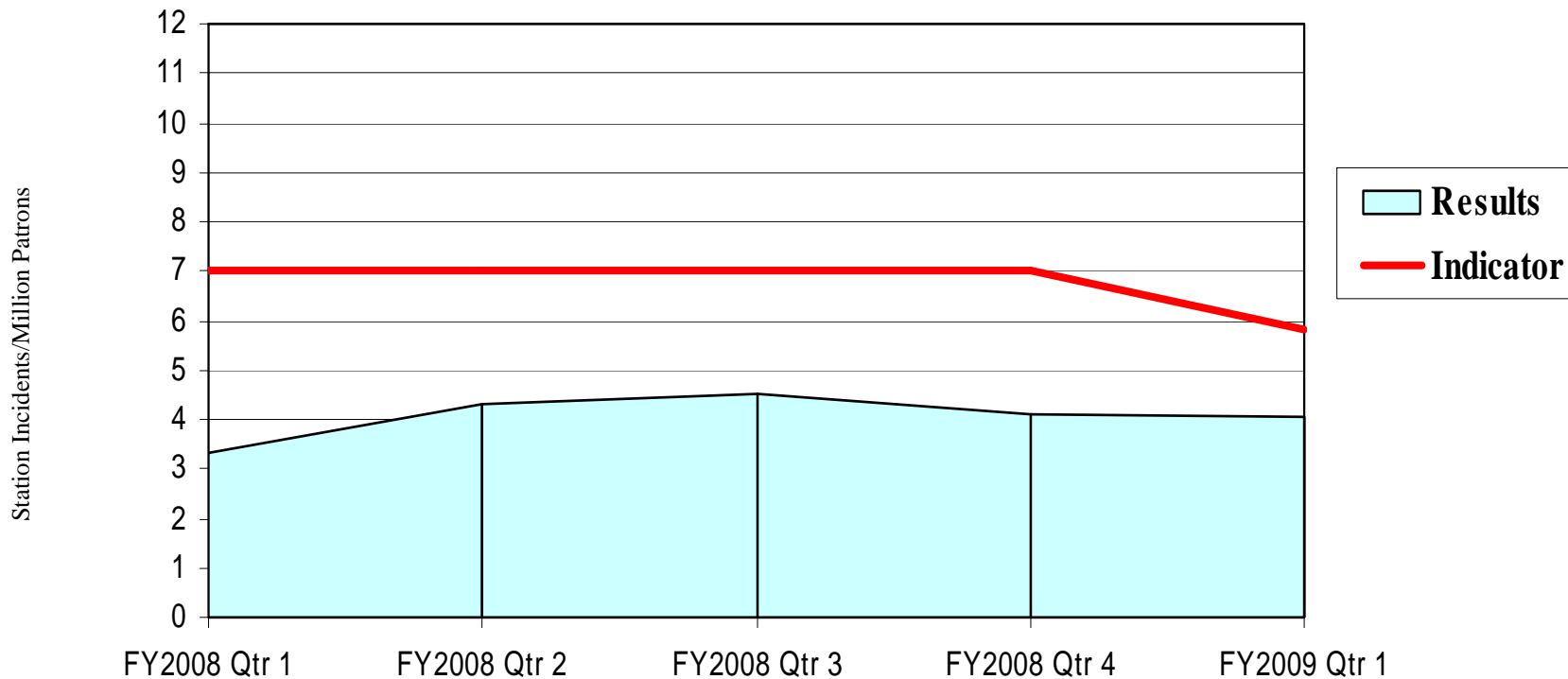


Customer Complaints



- ✓ Complaints decreased over last quarter and from same quarter last year
- ✓ Compared to last quarter, relatively small decreases in complaints about Service, M&E, Parking and Personnel
- ✓ Large drop in complaints about Announcements
- ✓ Increase in AFC and Station Cleanliness complaints

Patron Safety: Station Incidents per Million Patrons

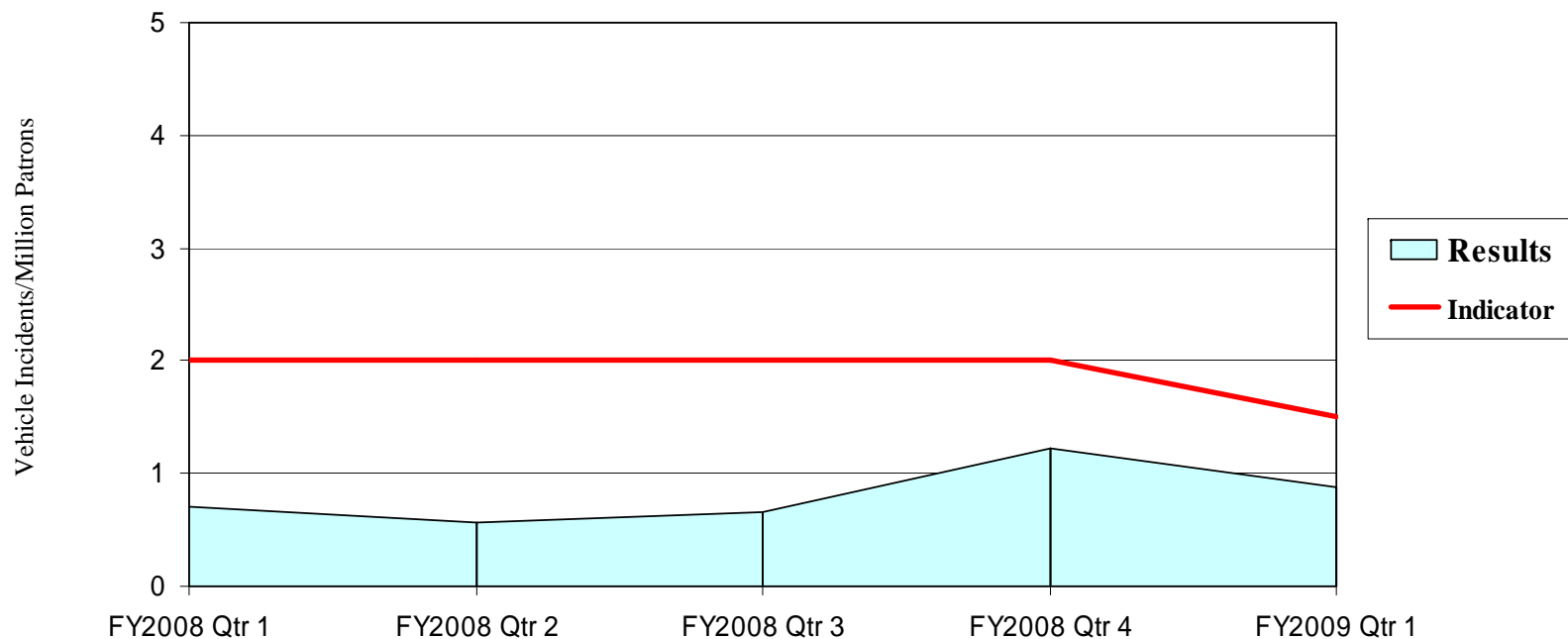


✓ Slightly down

Note: Benchmark changed from 7.00 to 5.80 in accordance with FY2009 Strategic Plan

Patron Safety

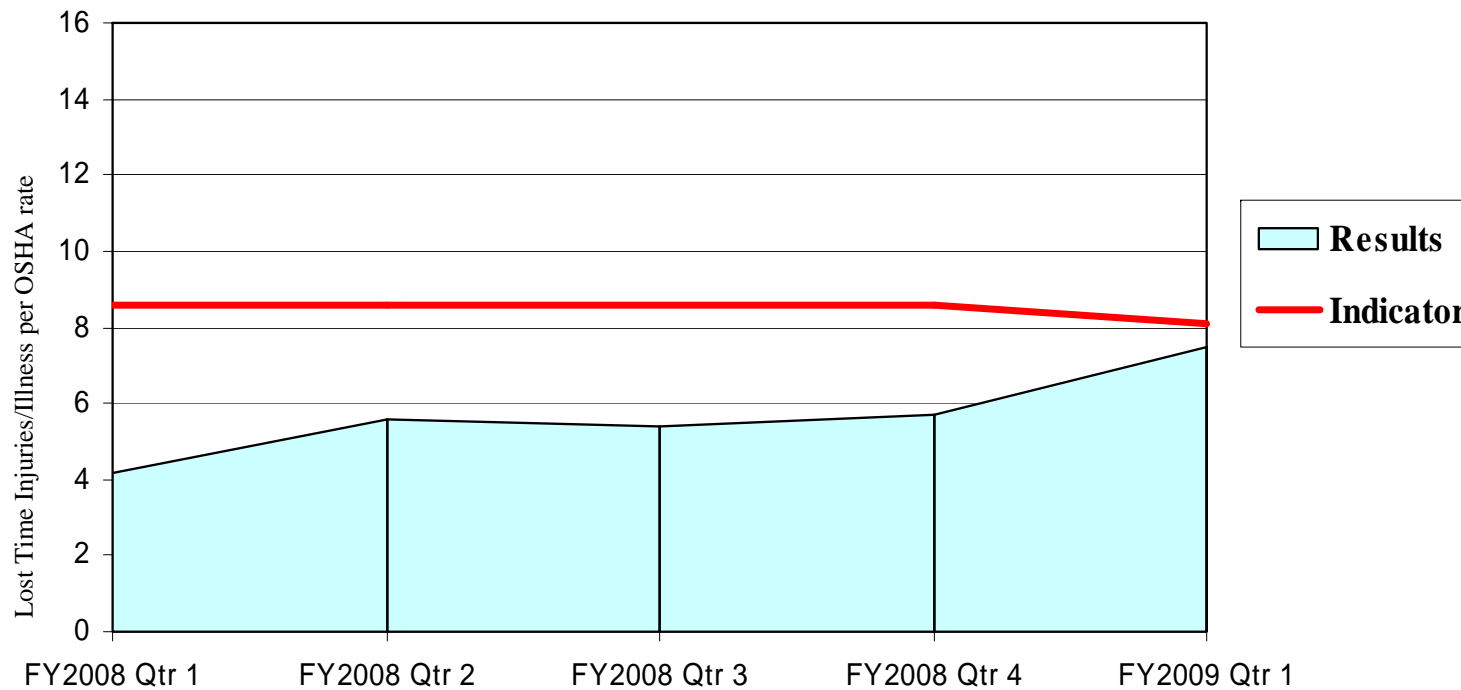
Vehicle Incidents per Million Patrons



✓ Down

Note: Benchmark changed from 2.00 to 1.50 in accordance with FY2009 Strategic Plan

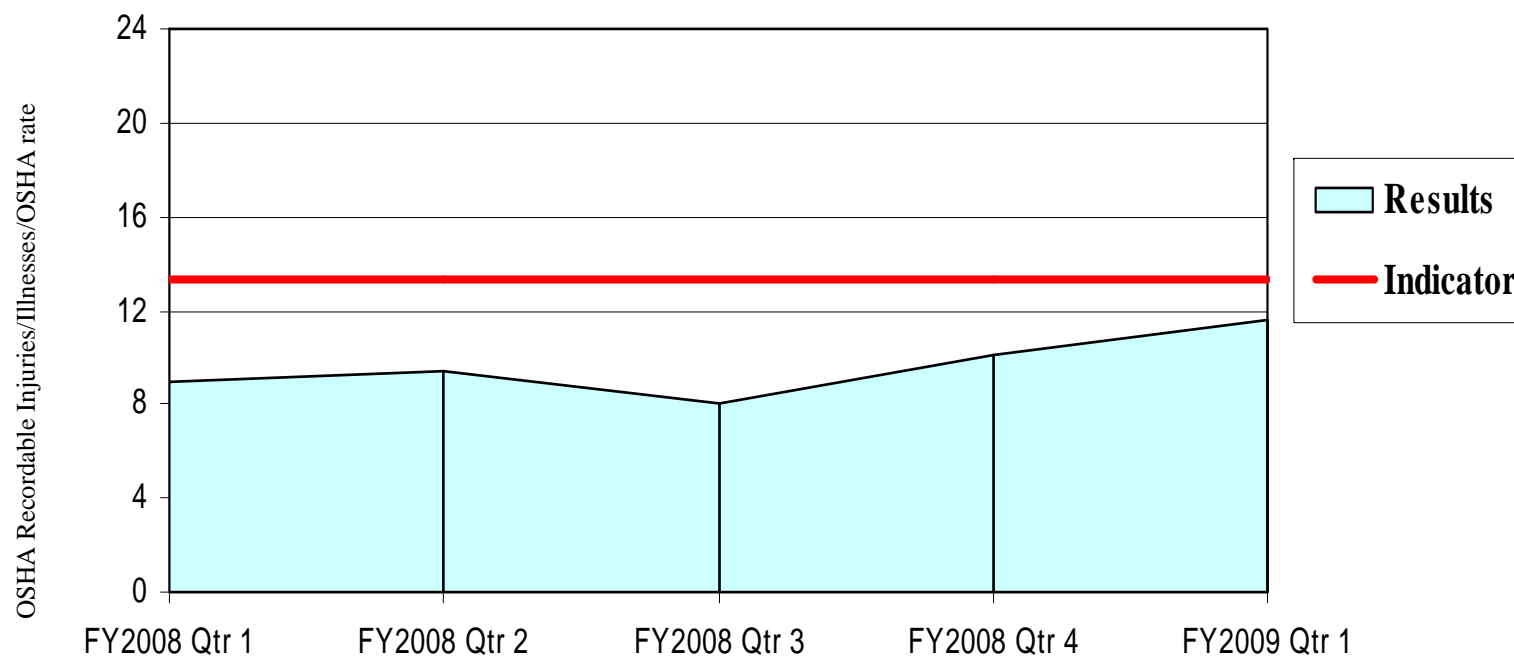
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Up

Note: Benchmark changed from 8.60 to 8.10 in accordance with FY 2009 Strategic Plan

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

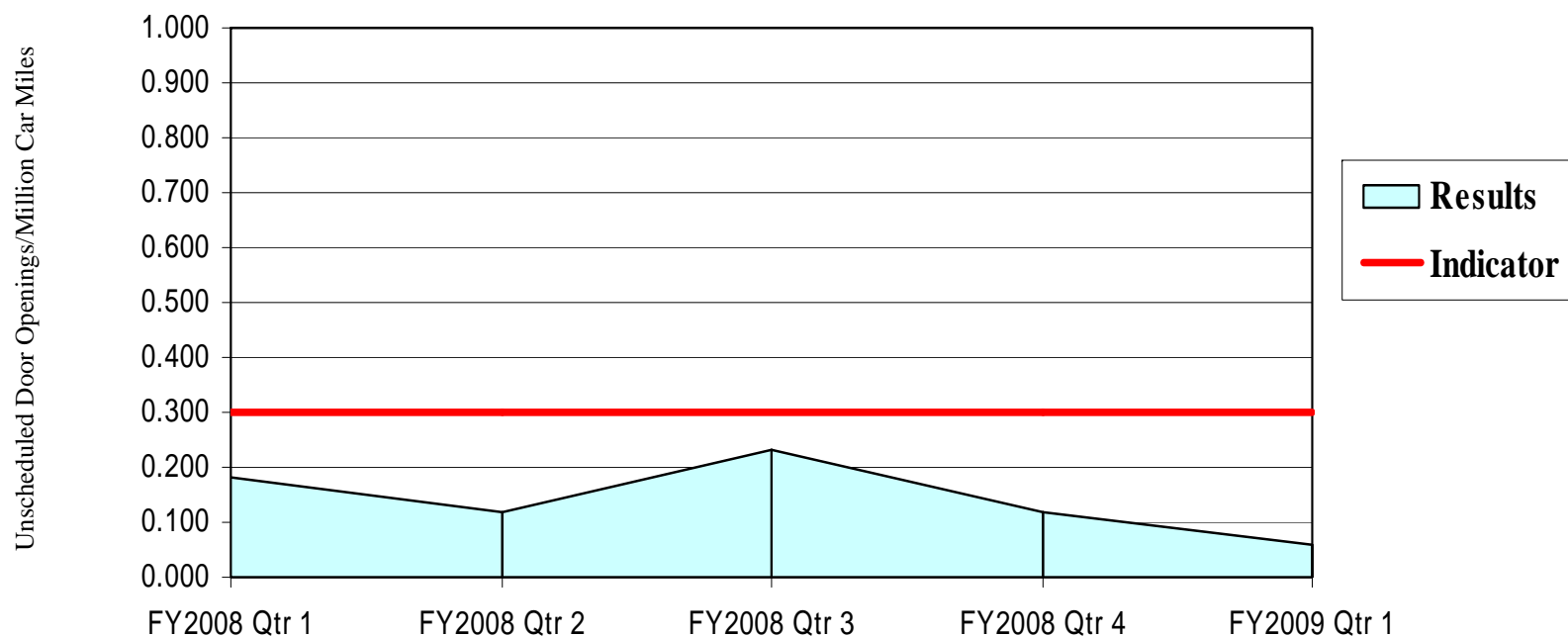


✓ Up



SERVICE : How are we doing?

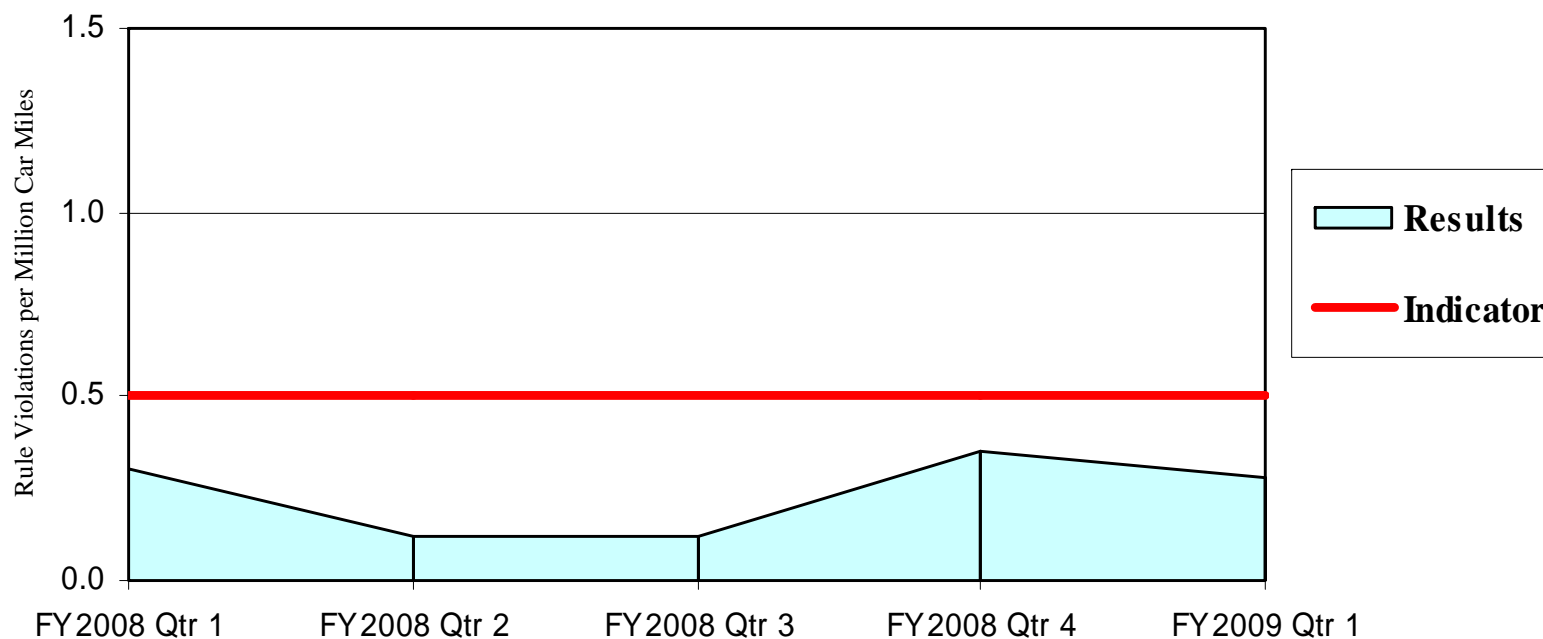
Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Down



Operating Safety: Rule Violations per Million Car Miles



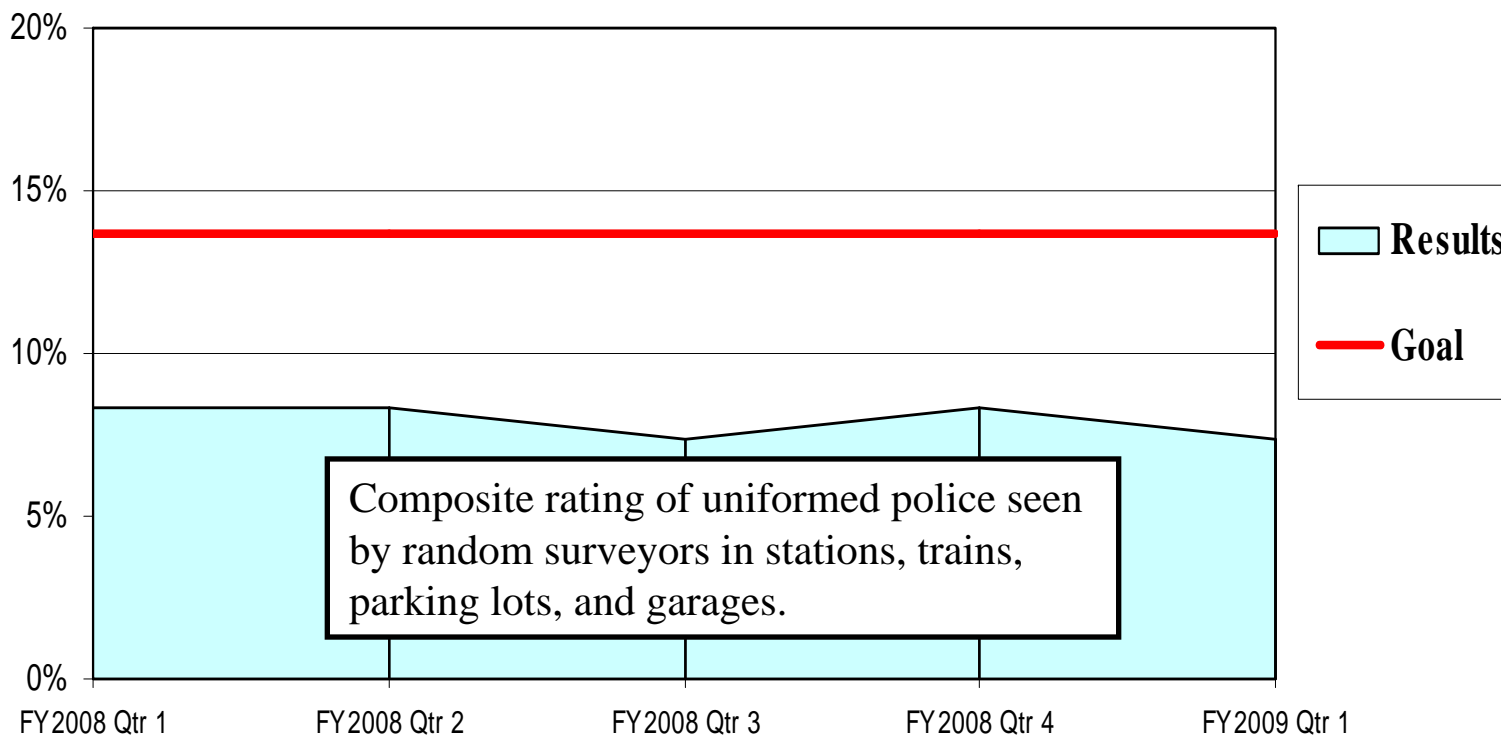
✓ Slightly down



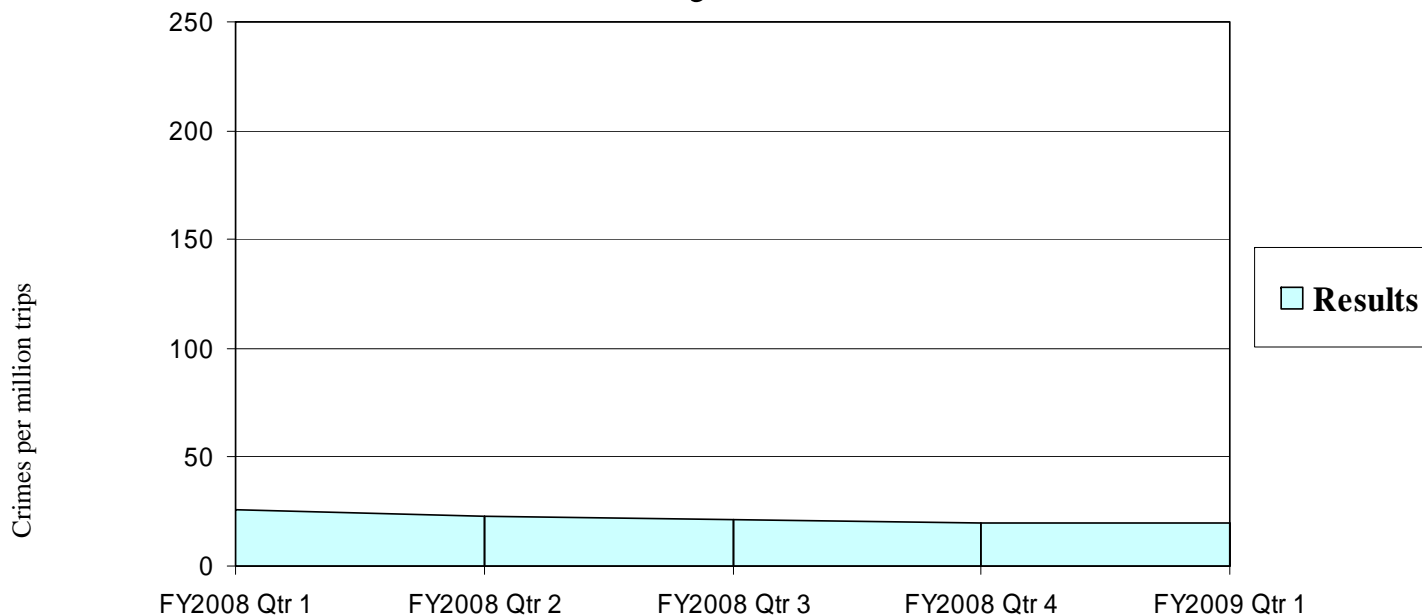
SERVICE : How are we doing?



BART Police Presence



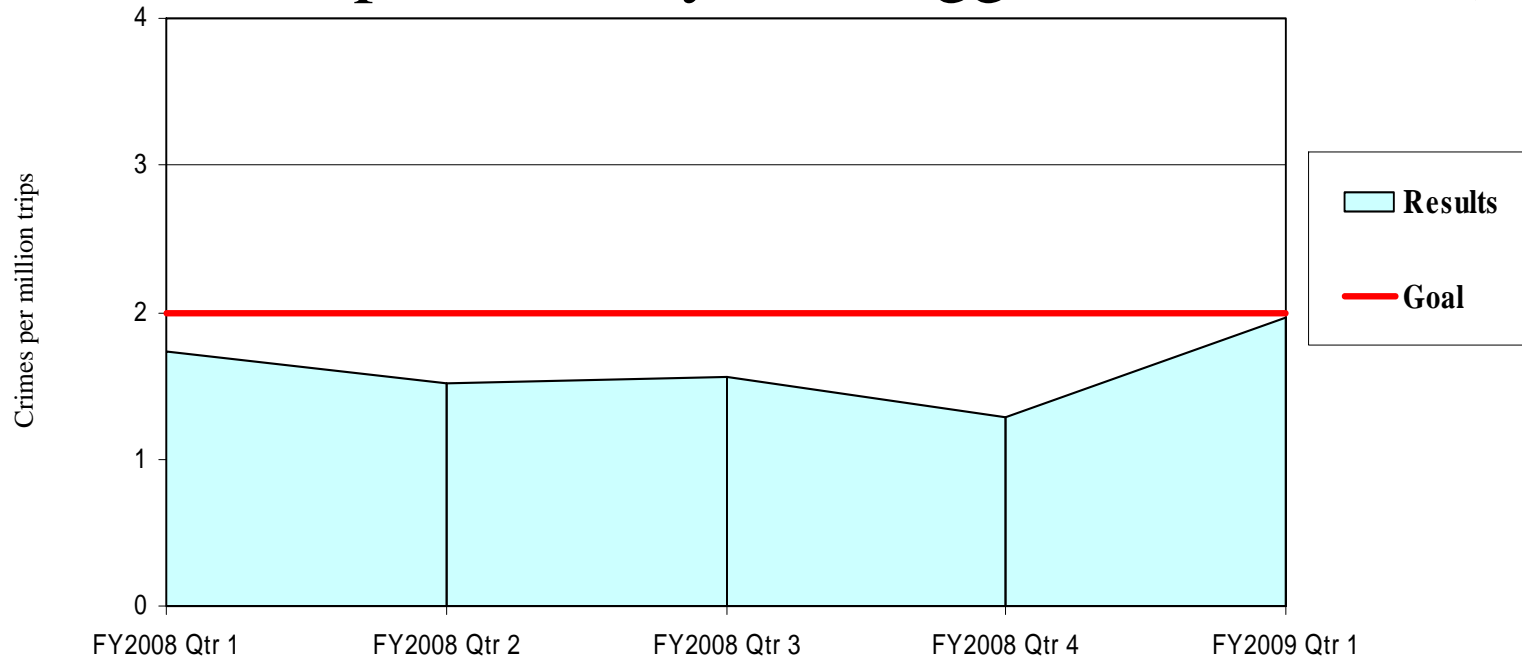
Quality of Life*



- ✓ The rate of quality of life arrests/citations per million trips decreased 1.41% from the previous quarter and decreased 23.99% 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

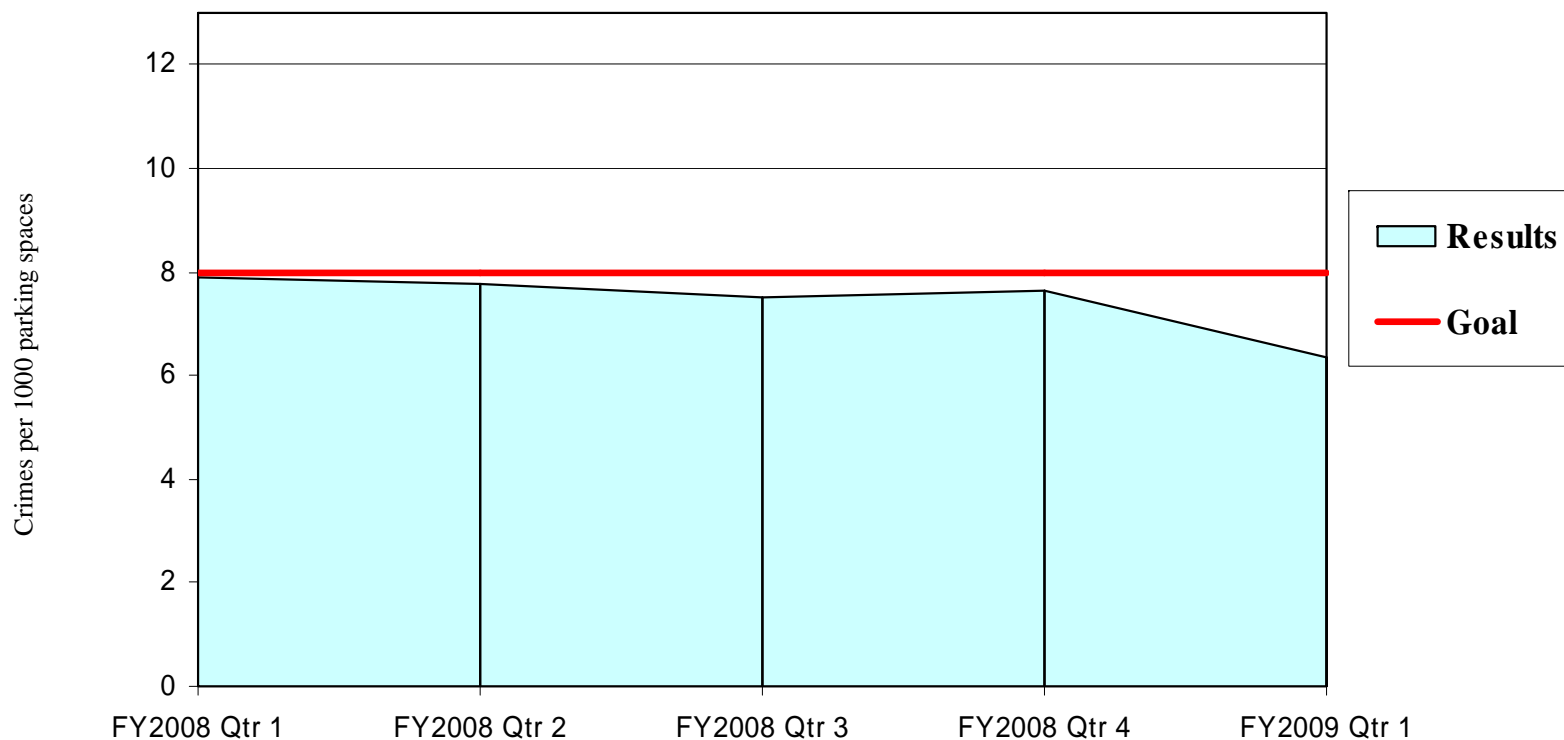
Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



- ✓ The rate of crimes per million passenger trips increased over the previous quarter and the corresponding quarter of the prior fiscal year

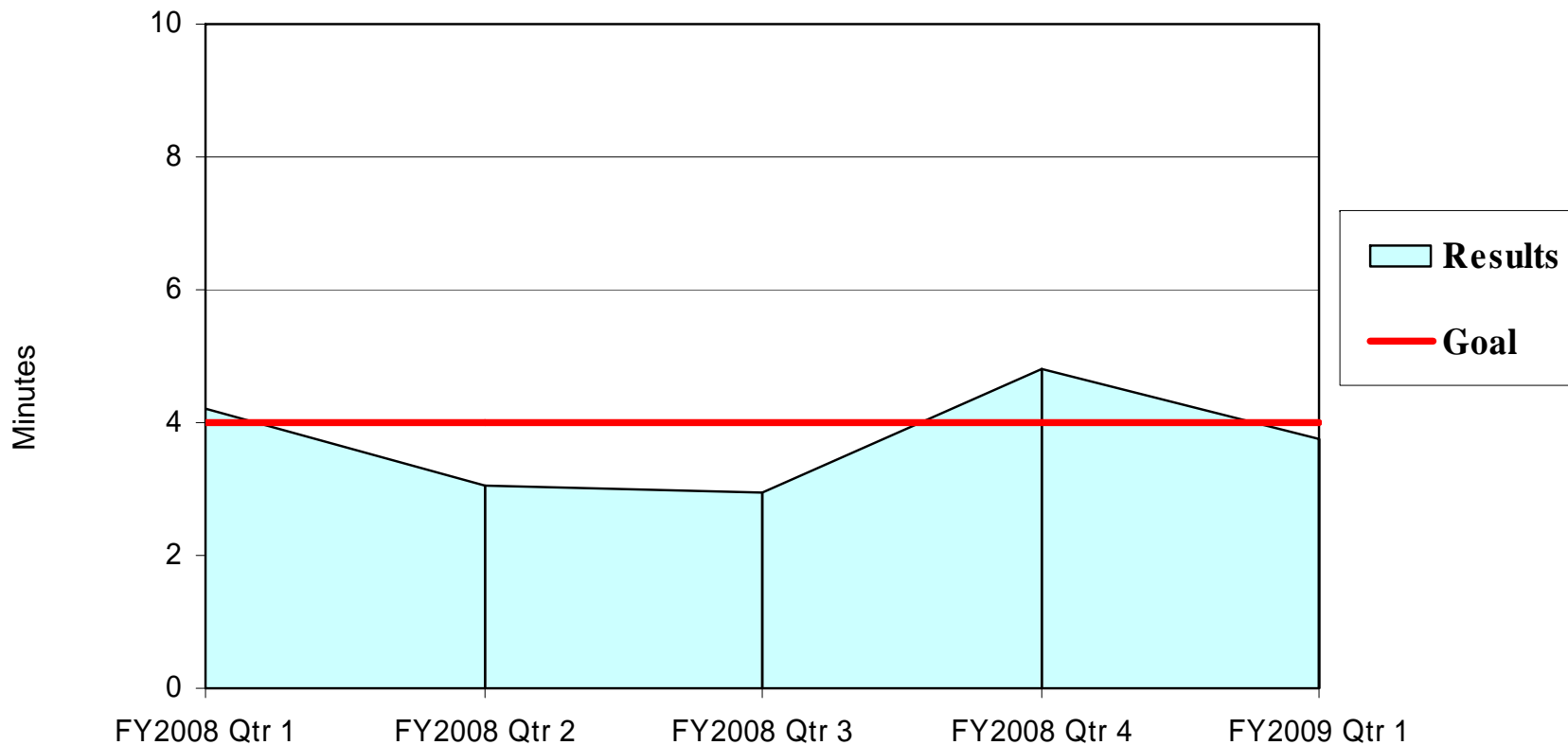


Auto Theft and Burglary



- ✓ The rate of crimes per thousand parking spaces fell compared to last quarter and the same quarter of last year

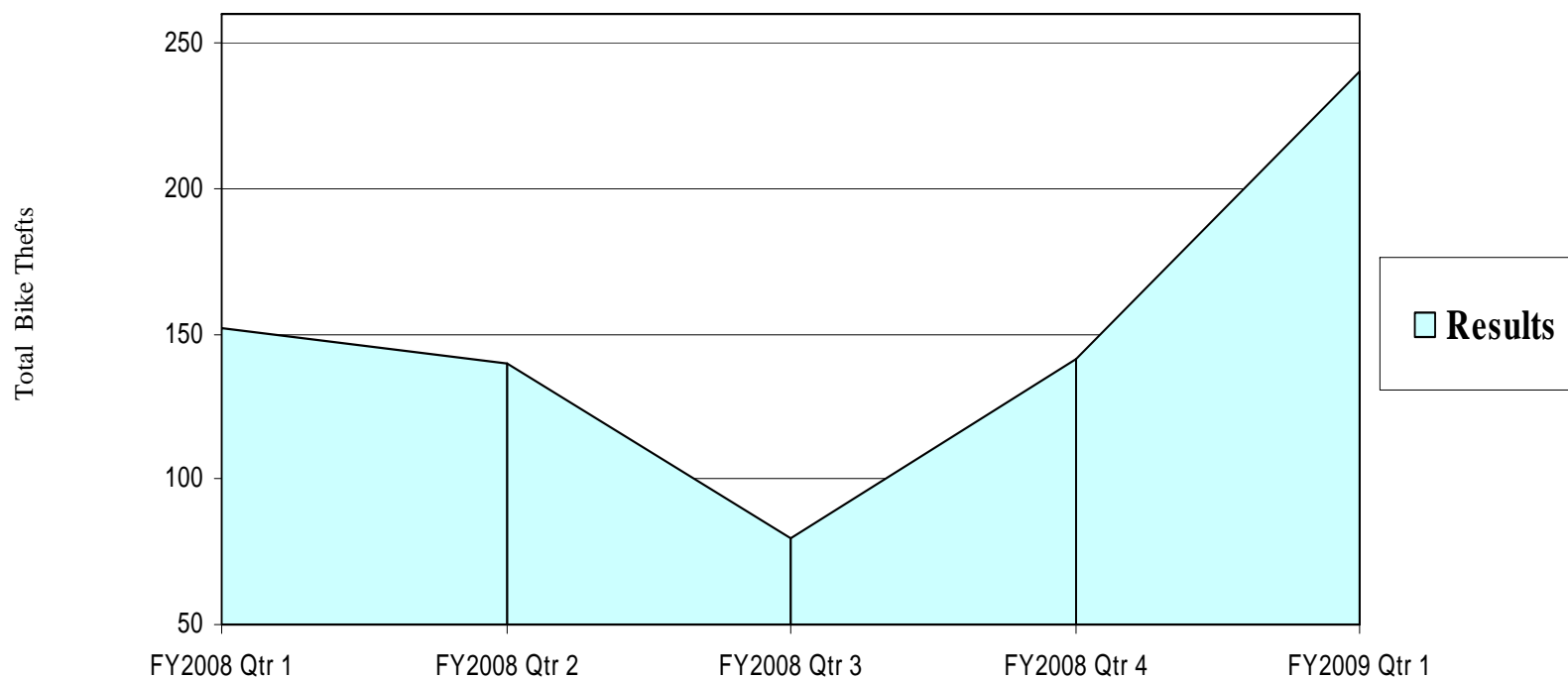
Average Emergency Response Time



✓ The response time decreased to 3.74 minutes



Bike Theft



- ✓ 240 bike thefts for current quarter
- ✓ Increase in thefts attributable to more bikes parked around stations and efforts to encourage reporting of thefts when they do occur
- ✓ Anti-theft initiatives underway