

Quarterly Service Performance Review  
Third Quarter FY09  
January - March, 2009  
Engineering & Operations Committee  
May 14, 2009

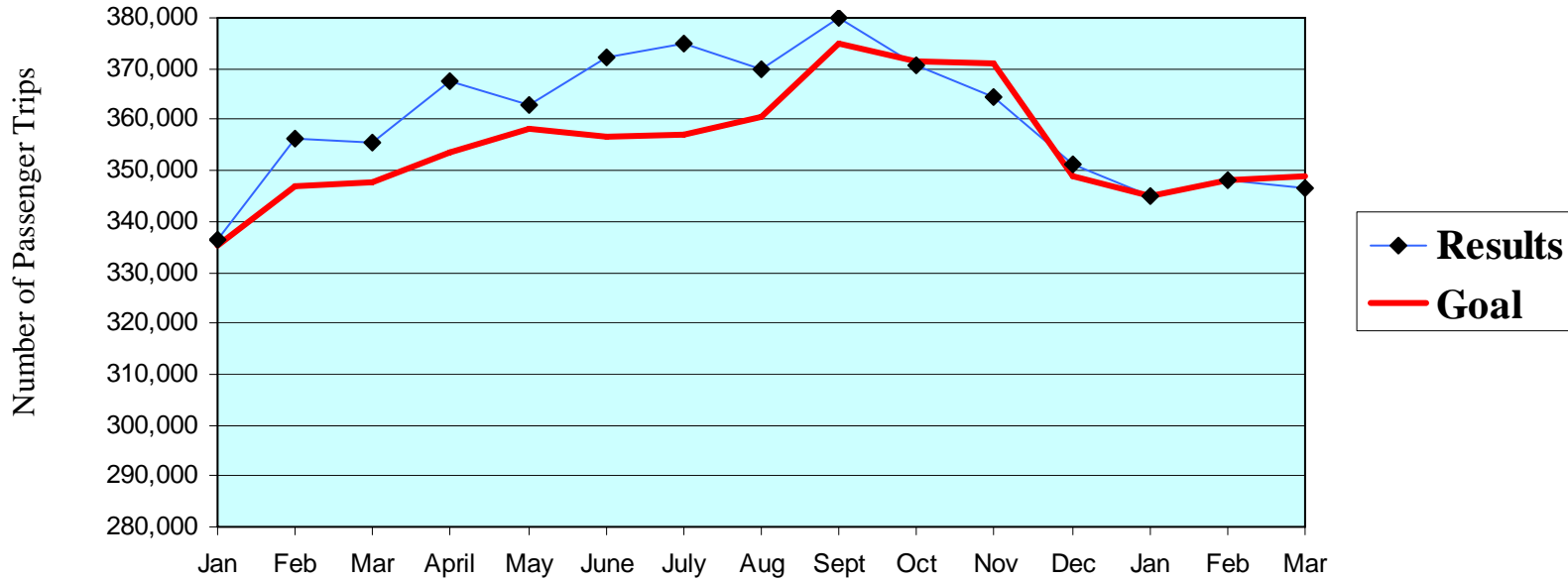


## FY09 Third Quarter Overview...

- ✓ Losing core system riders compared to last year
- ✓ Healthy improvement in service reliability
- ✓ Car availability met goal, reliability just below goal
- ✓ All other availability indicators above goal except for street escalators
- ✓ Passenger Environment Survey indicators at or above goal except for train cleanliness and train announcements
- ✓ Customer complaints down significantly

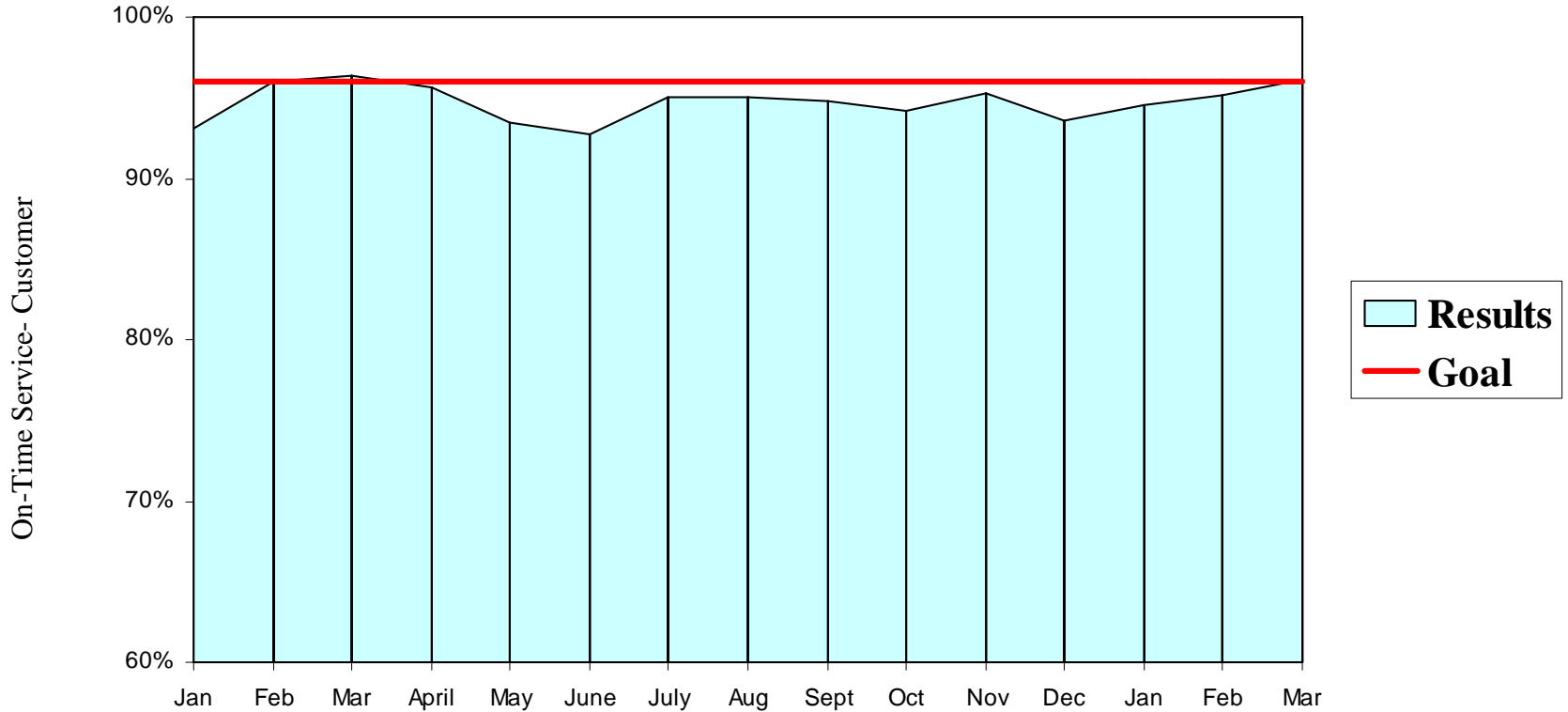


# Customer Ridership



- ✓ Total ridership down by 2.3% compared to last year
- ✓ Average weekday ridership down 0.8% over same quarter last year; core weekday ridership down by 1.5% and SFO Extension weekday ridership up by 5.5%
- ✓ Ridership decline is accelerating

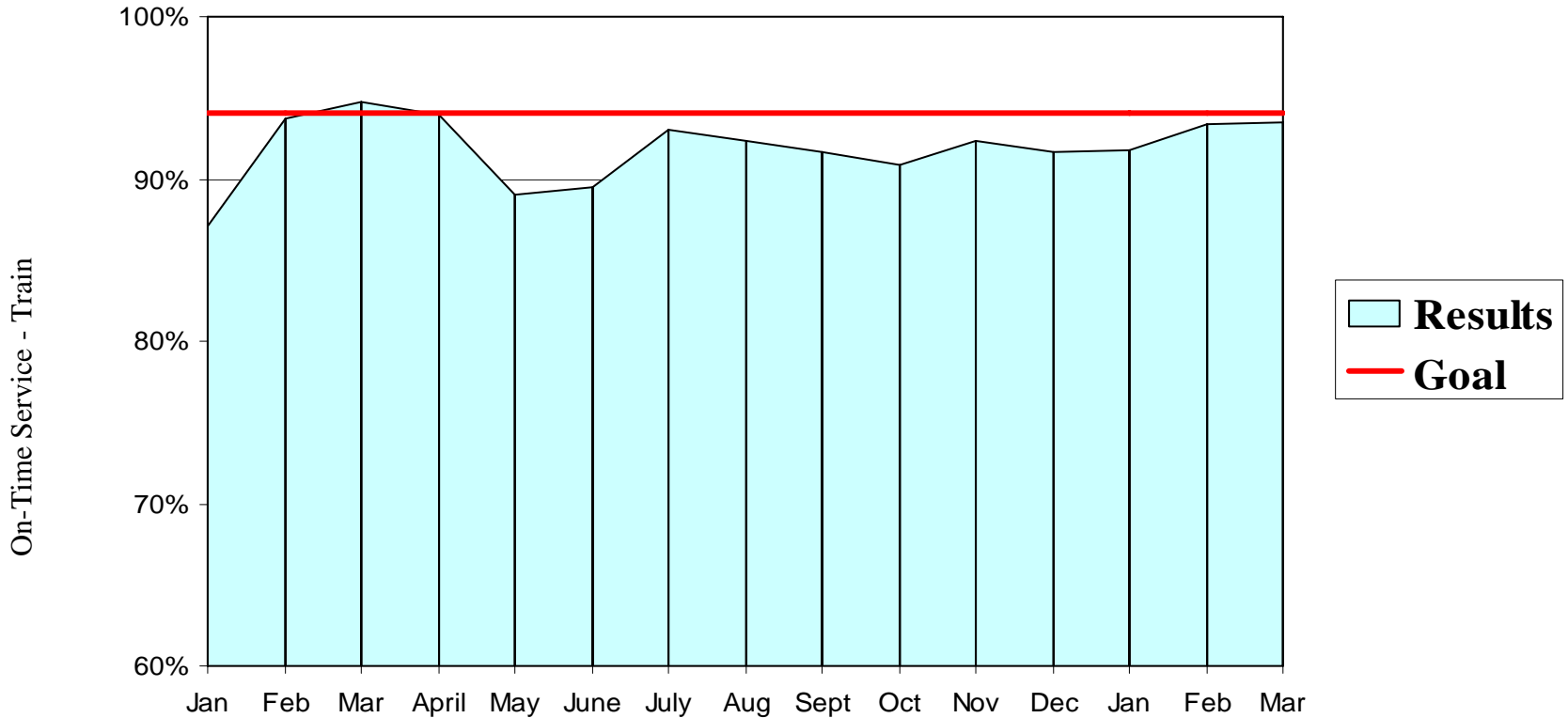
# On-Time Service - Customer



✓ Goal not met, but exceeded 95% on-time performance



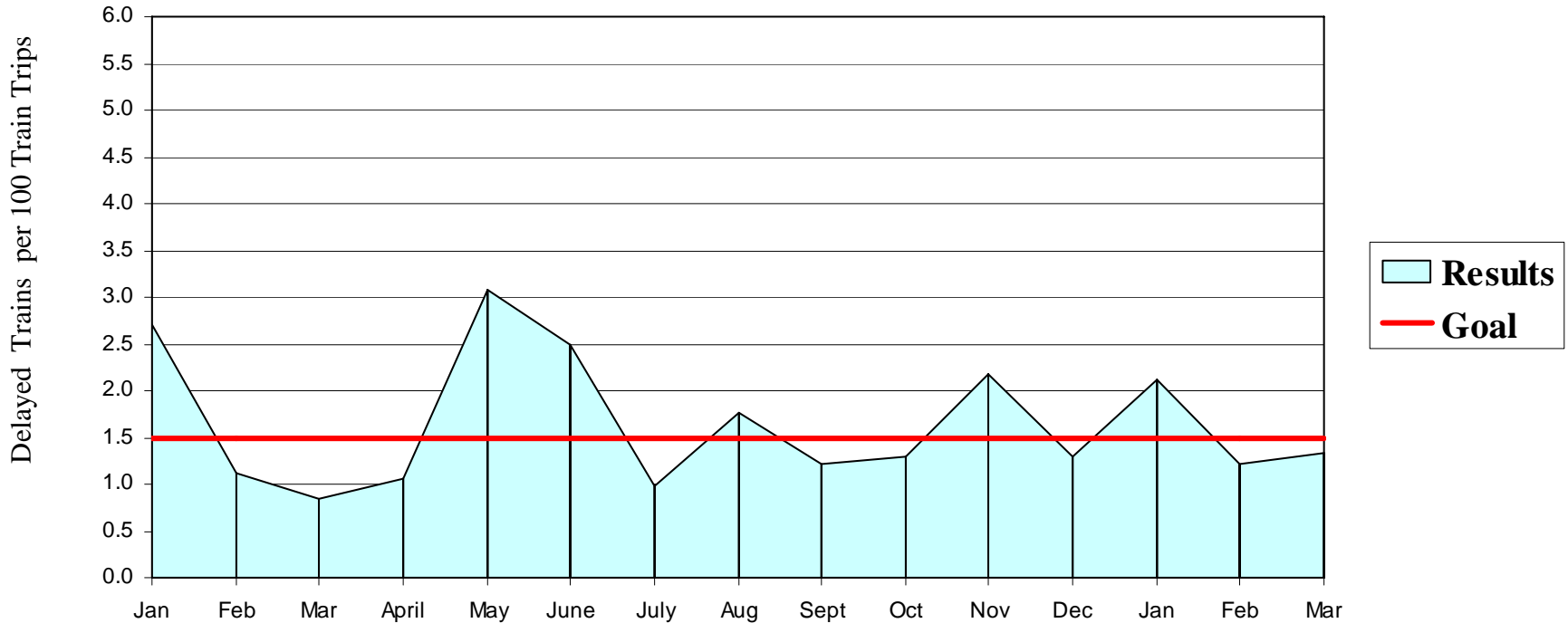
# On-Time Service - Train



- ✓ Performance below goal but improved over last quarter and same period last year
- ✓ 40% of all late trains for the quarter were delayed by “Miscellaneous” events

# Wayside Train Control System

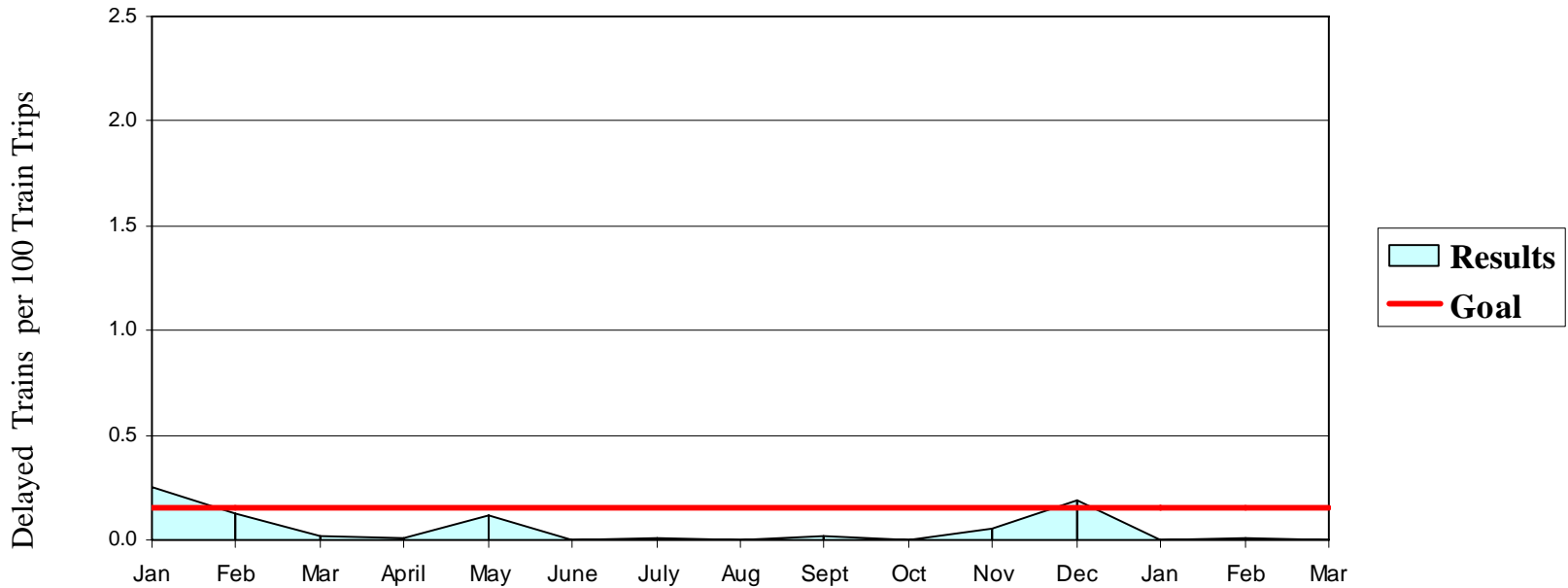
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



✓ Missed goal by 0.06, improved over last quarter

# Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

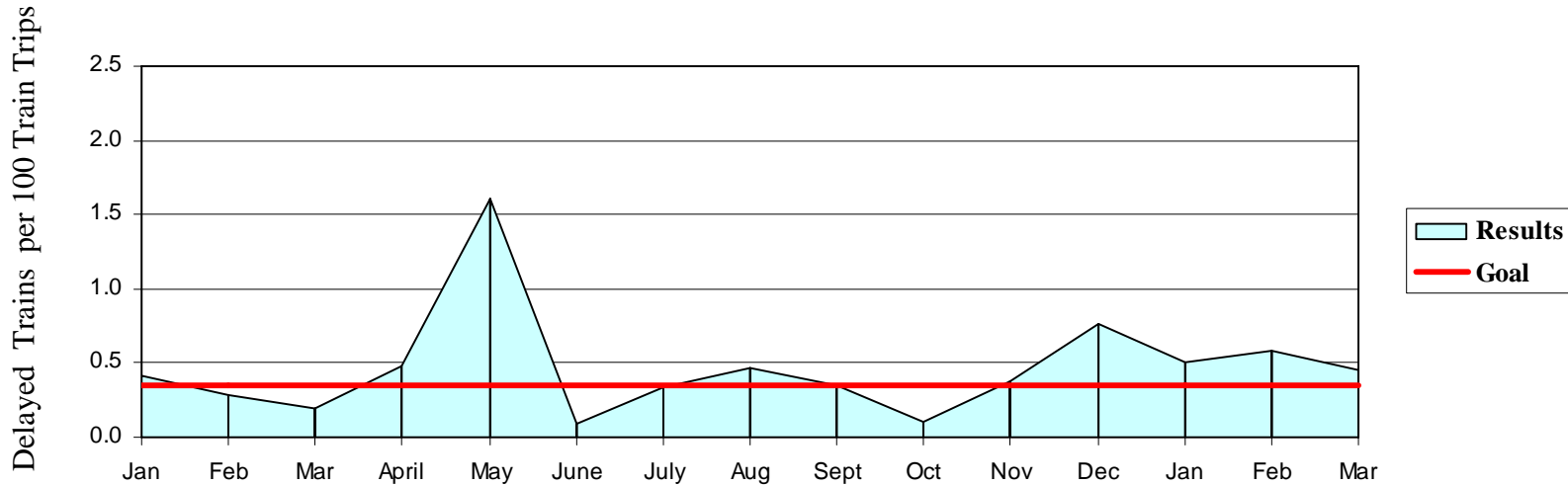


- ✓ Goal met
- ✓ Two months of zero delays
- ✓ Reaping reward of ICS re-architecture



# Traction Power

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



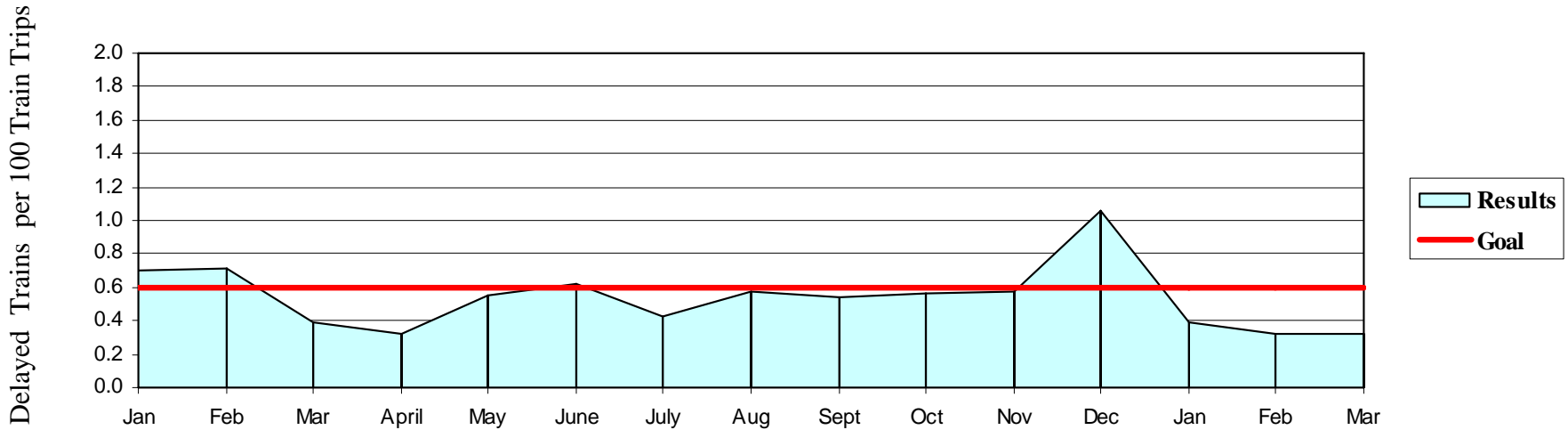
- ✓ Goal not met
- ✓ Several improvement initiatives underway including coverboard retrofit/replacement (stimulus money) and improved response times to downed coverboards





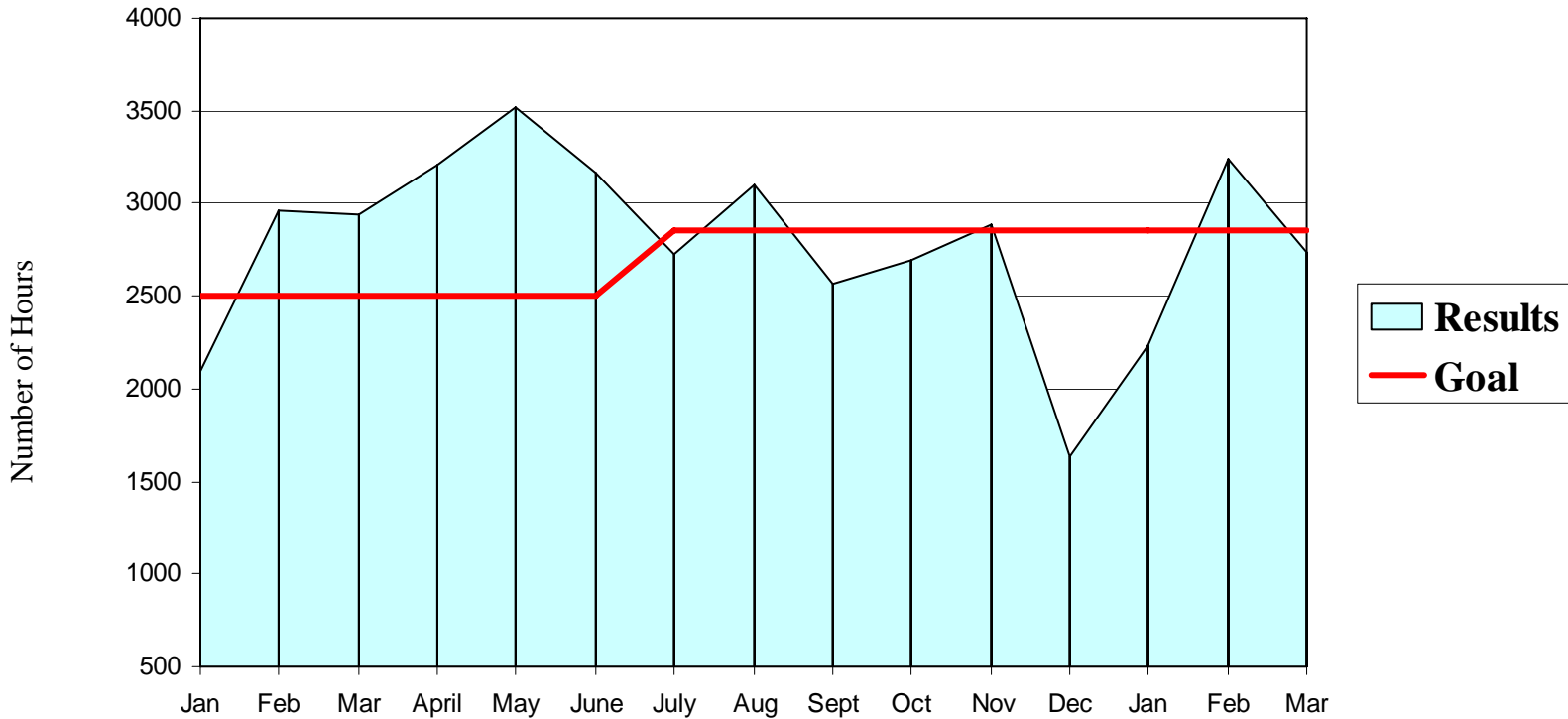
# Transportation

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



✓ Goal met

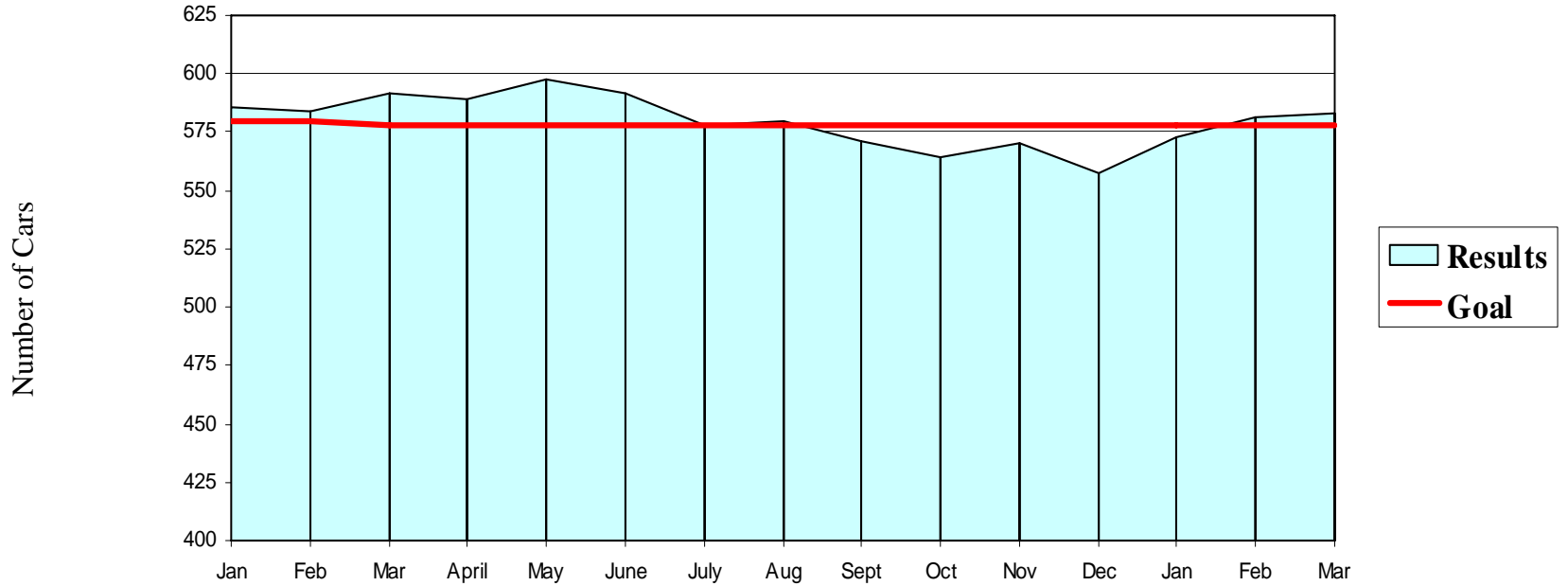
# Car Equipment - Reliability



- ✓ Below goal performance, recovering from difficult December
- ✓ Improved over last quarter, same quarter last year

SERVICE : How are we doing?

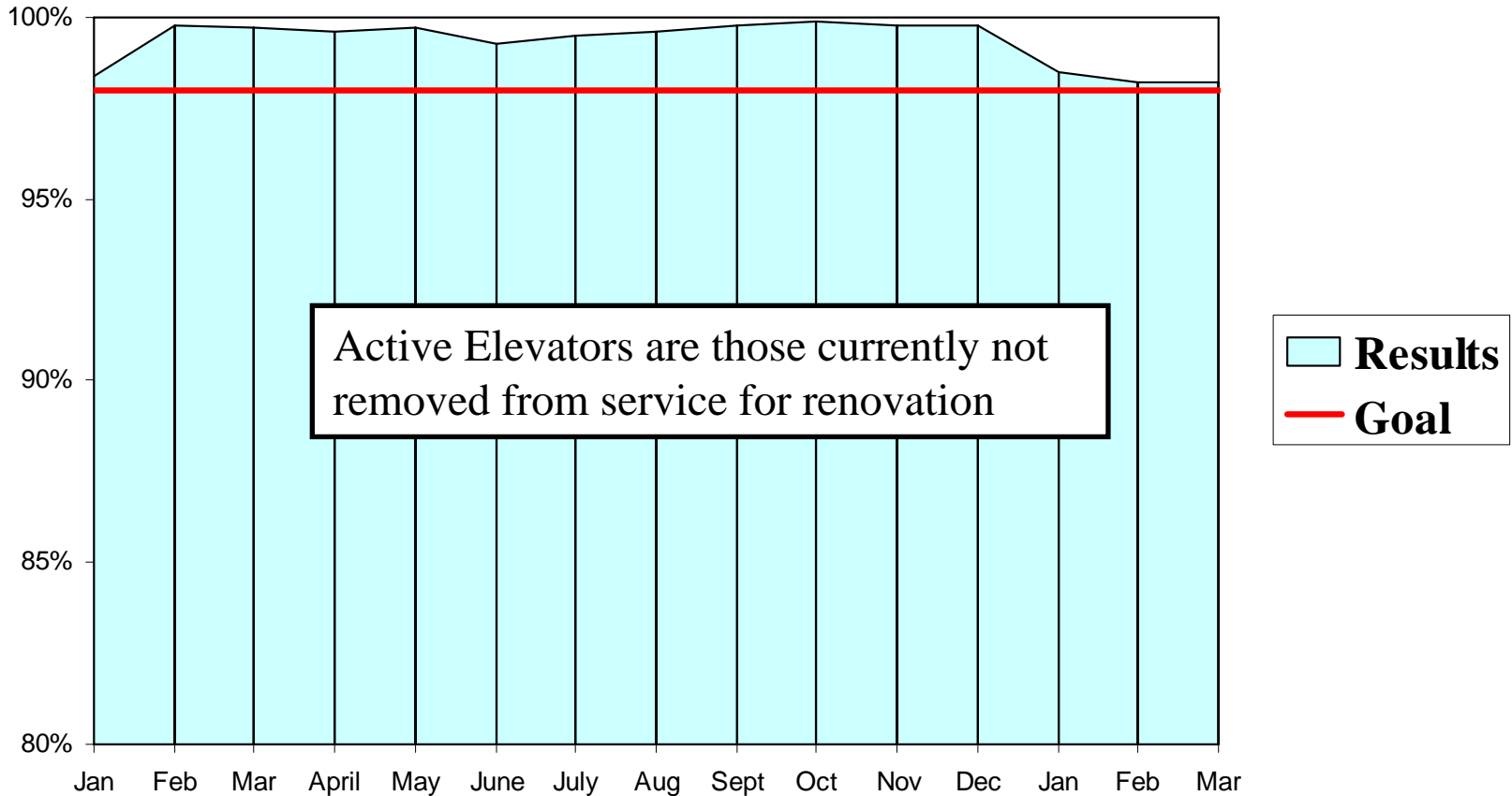
# Car Equipment - Availability @ 0400 hours



✓ Goal met

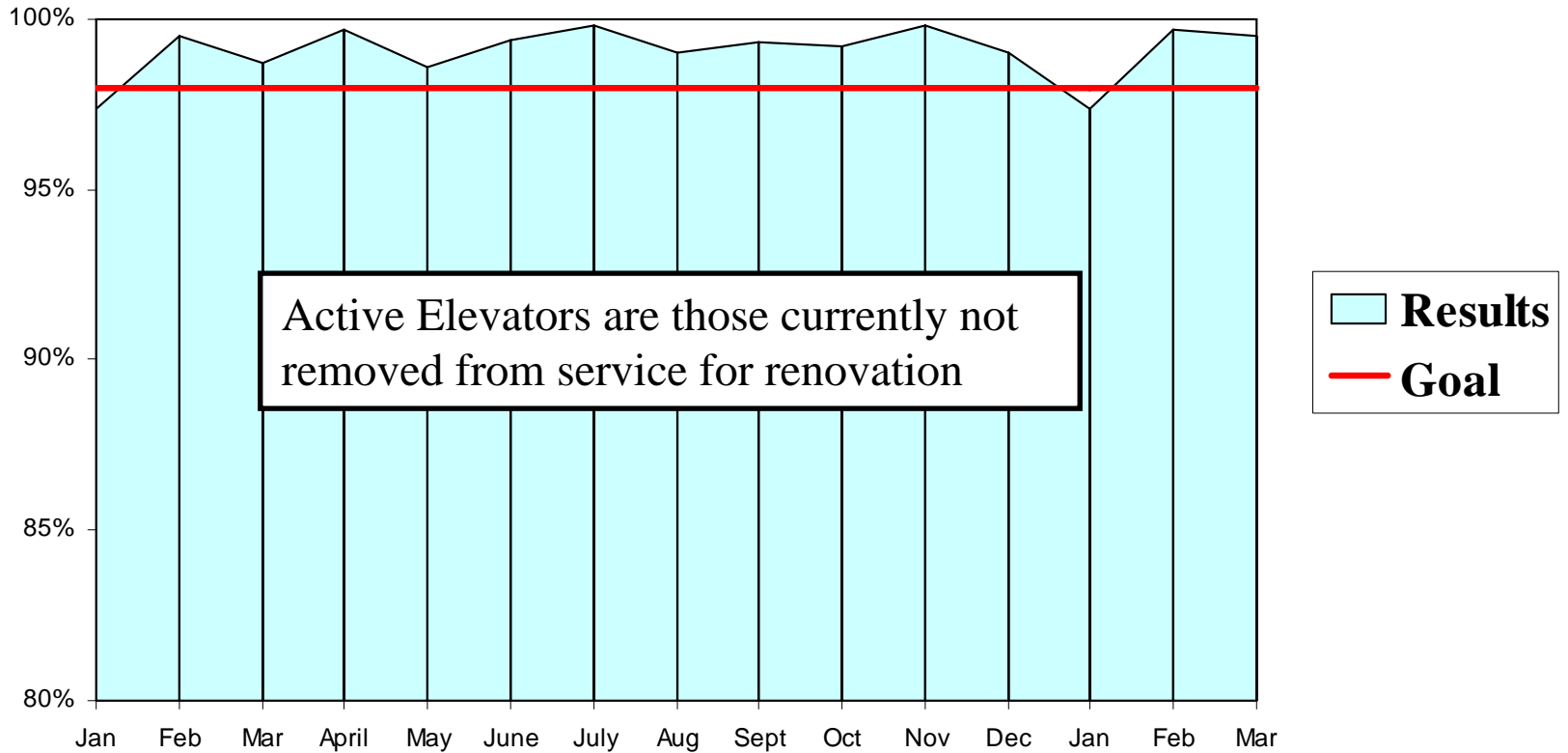


# Elevator Availability - Stations



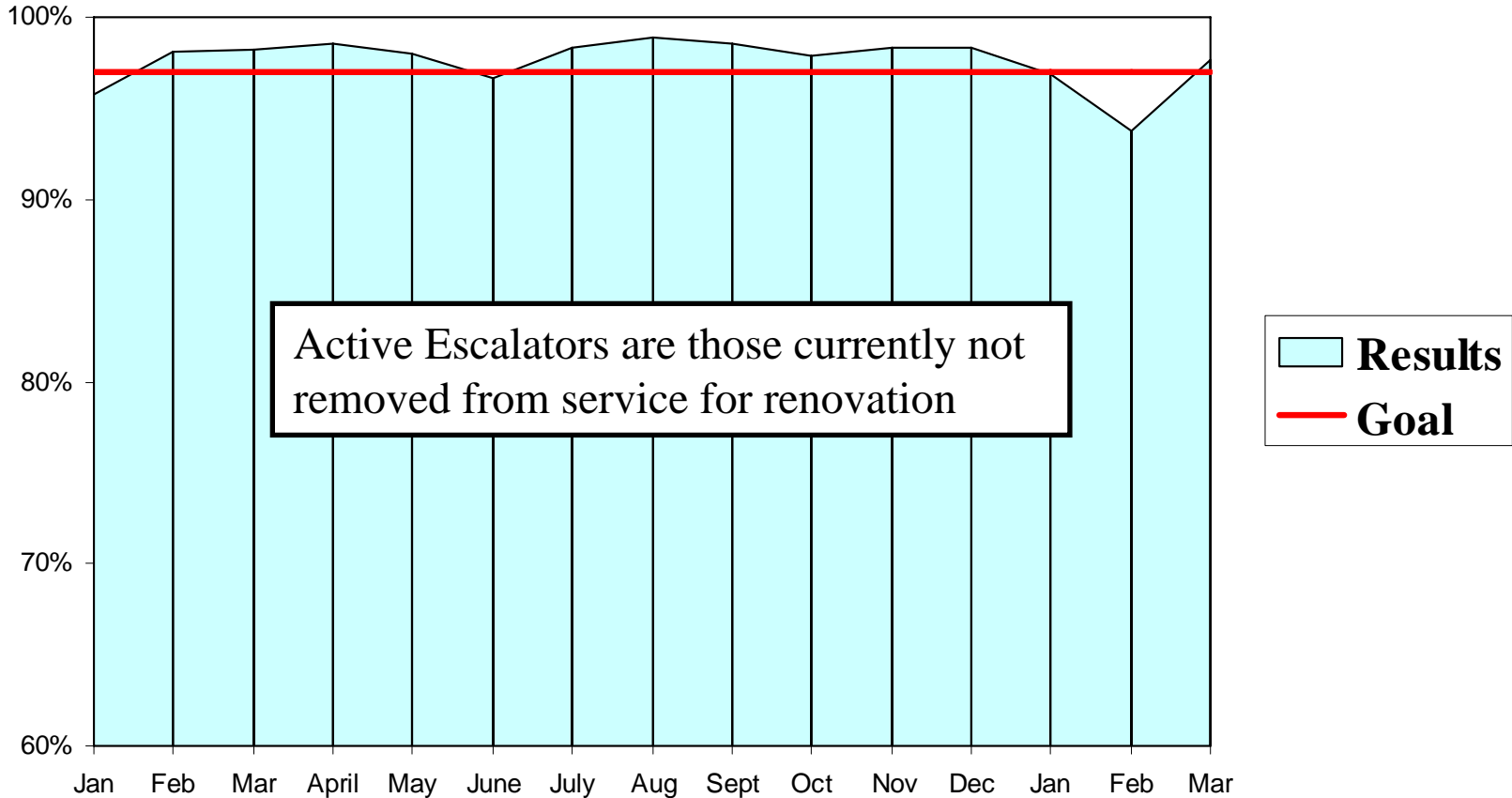
- ✓ Exceeded goal
- ✓ Replacement of street level elevator enclosures continues, Civic Center Station completed, next is Embarcadero Station
- ✓ 44 of 55 planned communications upgrades completed, while work is underway, elevator is categorized as “unavailable”

# Elevator Availability - Garage



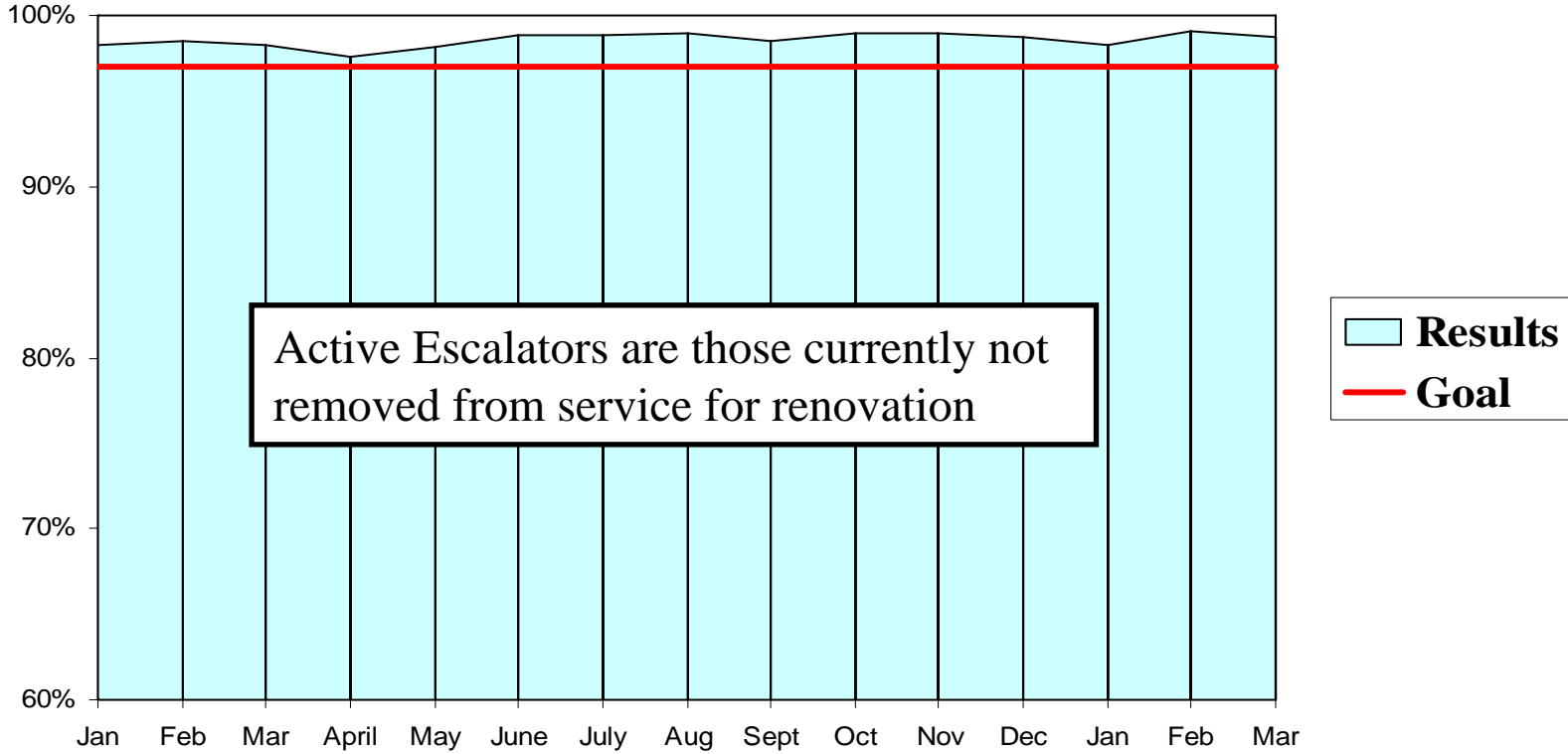
✓ Goal exceeded

# Escalator Availability - Street



- ✓ Performance just below goal at 96.13%
- ✓ Rain water intrusion into control circuitry effected several downtown units
- ✓ No chain replacements on O & K units; continuing with more frequent lubricating of units, also building prototype controller similar to all other units

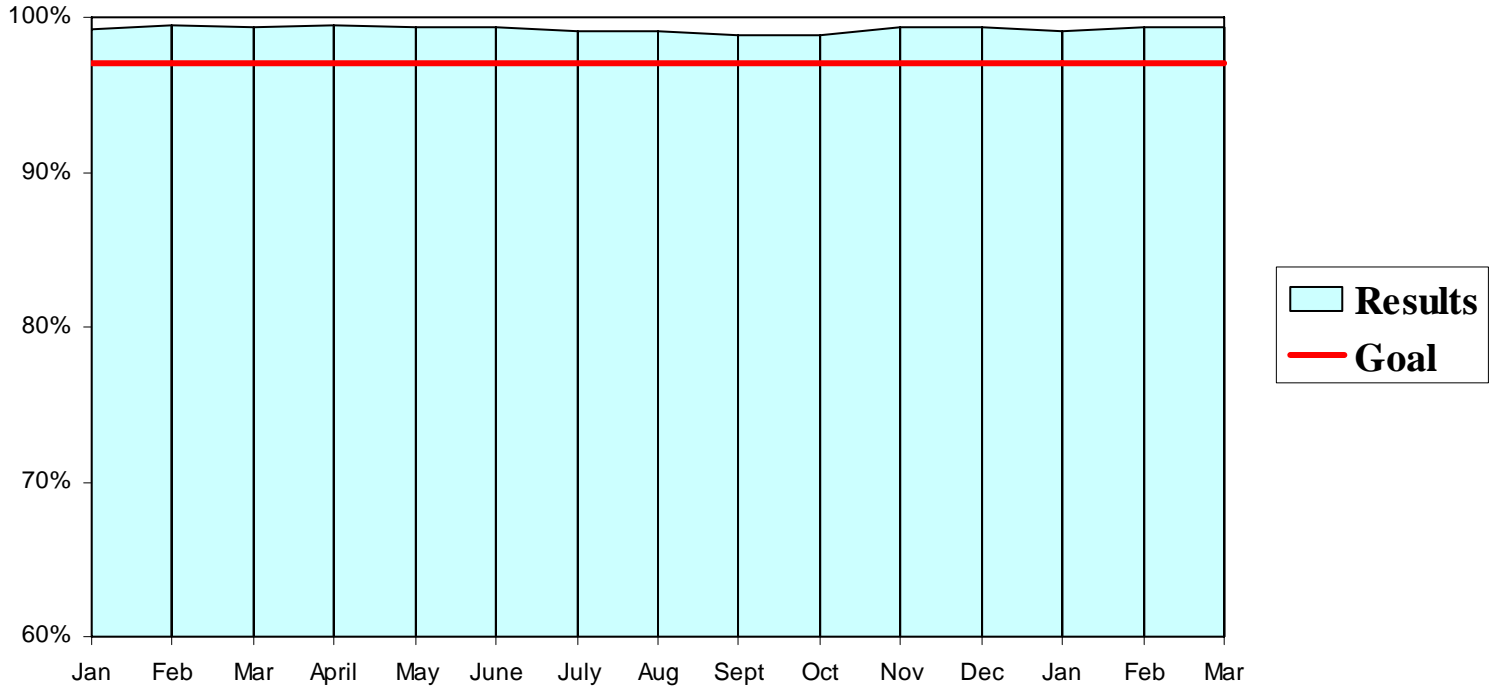
# Escalator Availability - Platform



✓ Continued above goal performance



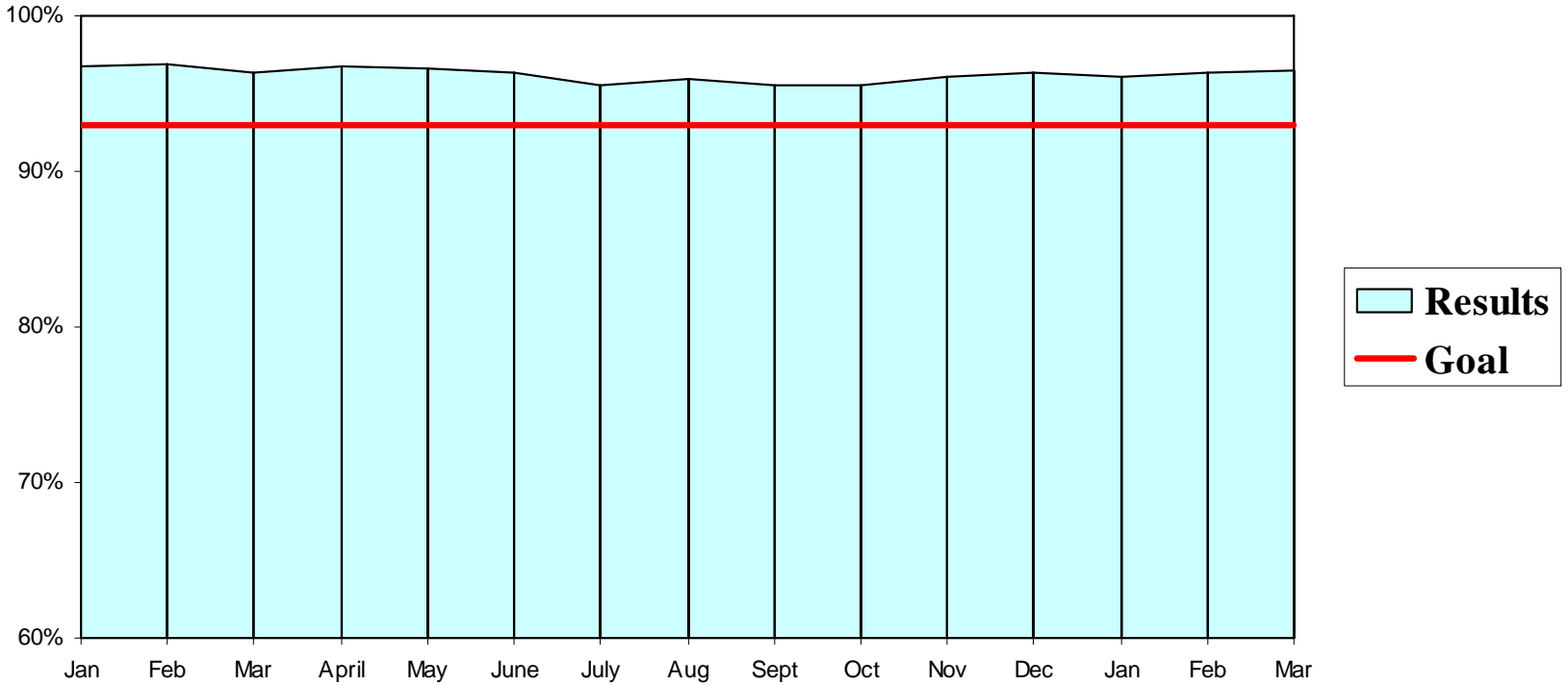
# AFC Gate Availability



- ✓ Availability above goal, good performance
- ✓ System wide installation of circuit boards to accommodate high coercivity tickets complete

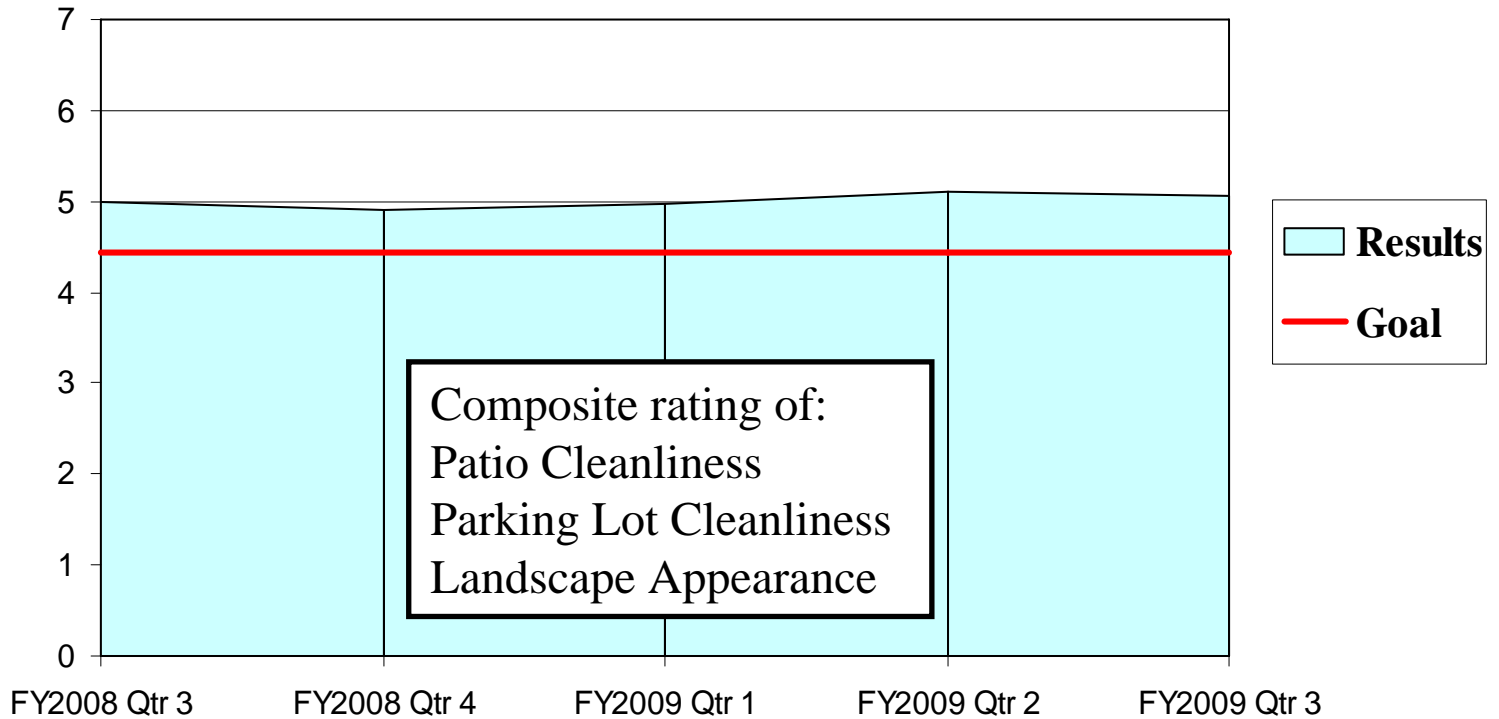


# AFC Vendor Availability



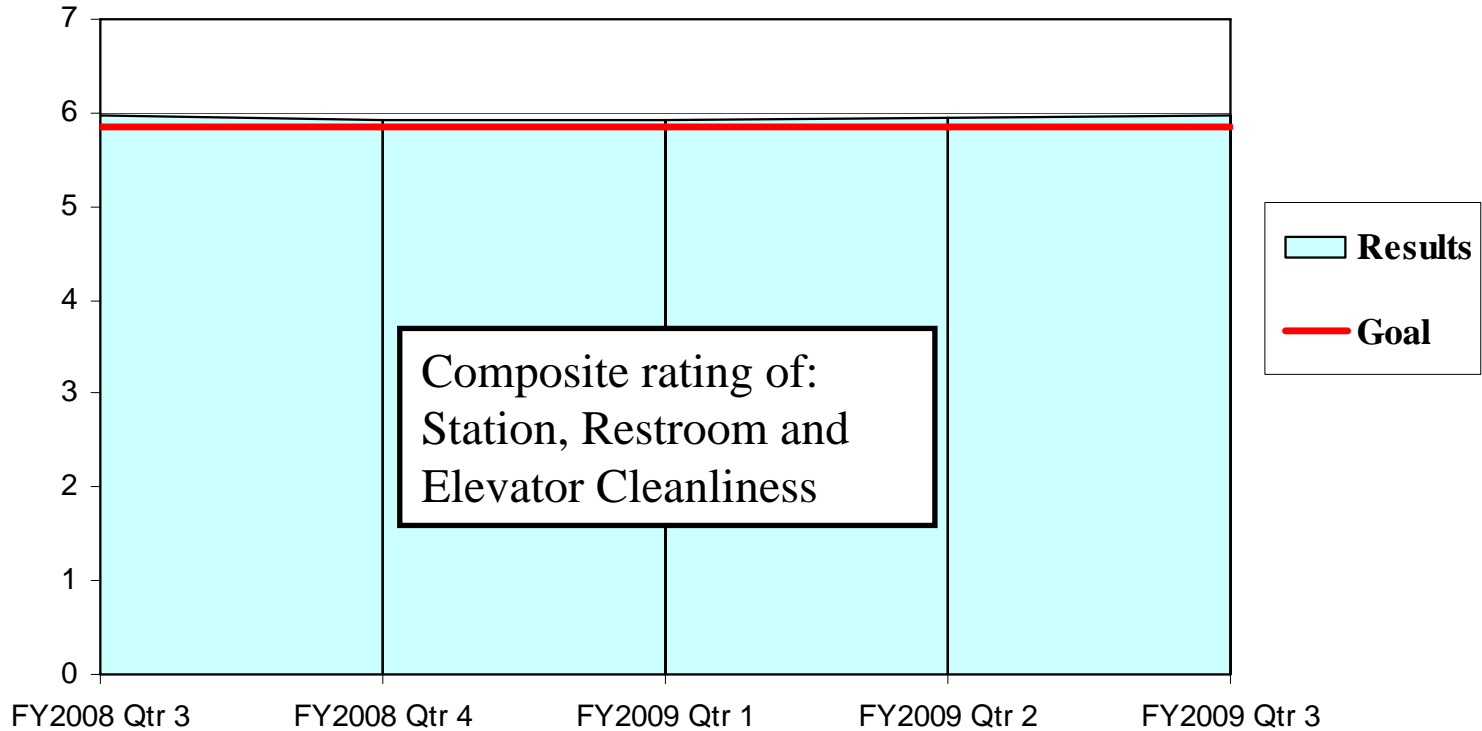
- ✓ Continued steady, above goal performance
- ✓ Availability of Add Fare/Parking machines above 98%
- ✓ Vending of high coercivity tickets underway

# Environment - Outside Stations



- ✓ All three measures above goal
- ✓ Landscape Appearance has improved last two quarters

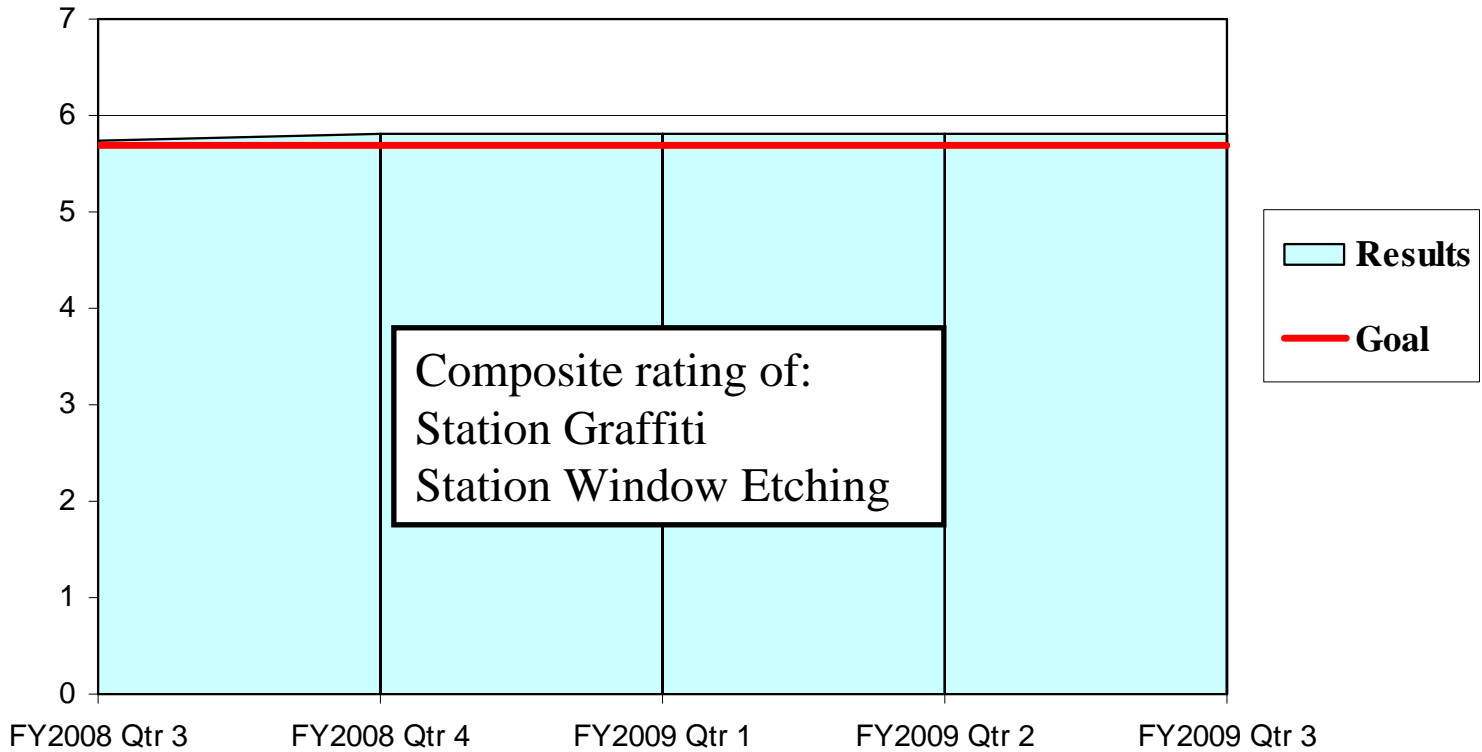
# Environment - Inside Station



✓ Continued above goal performance

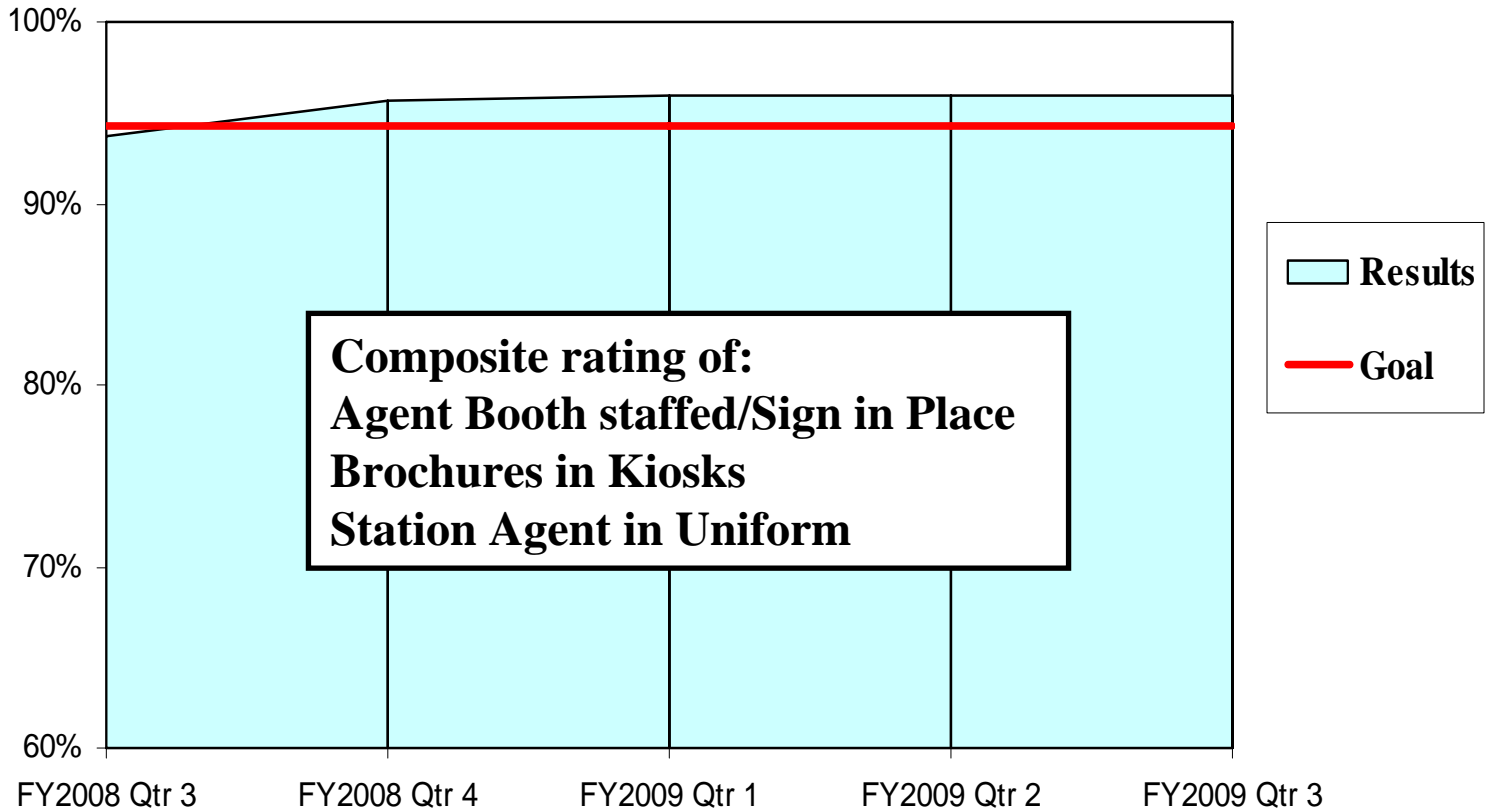


# Station Vandalism



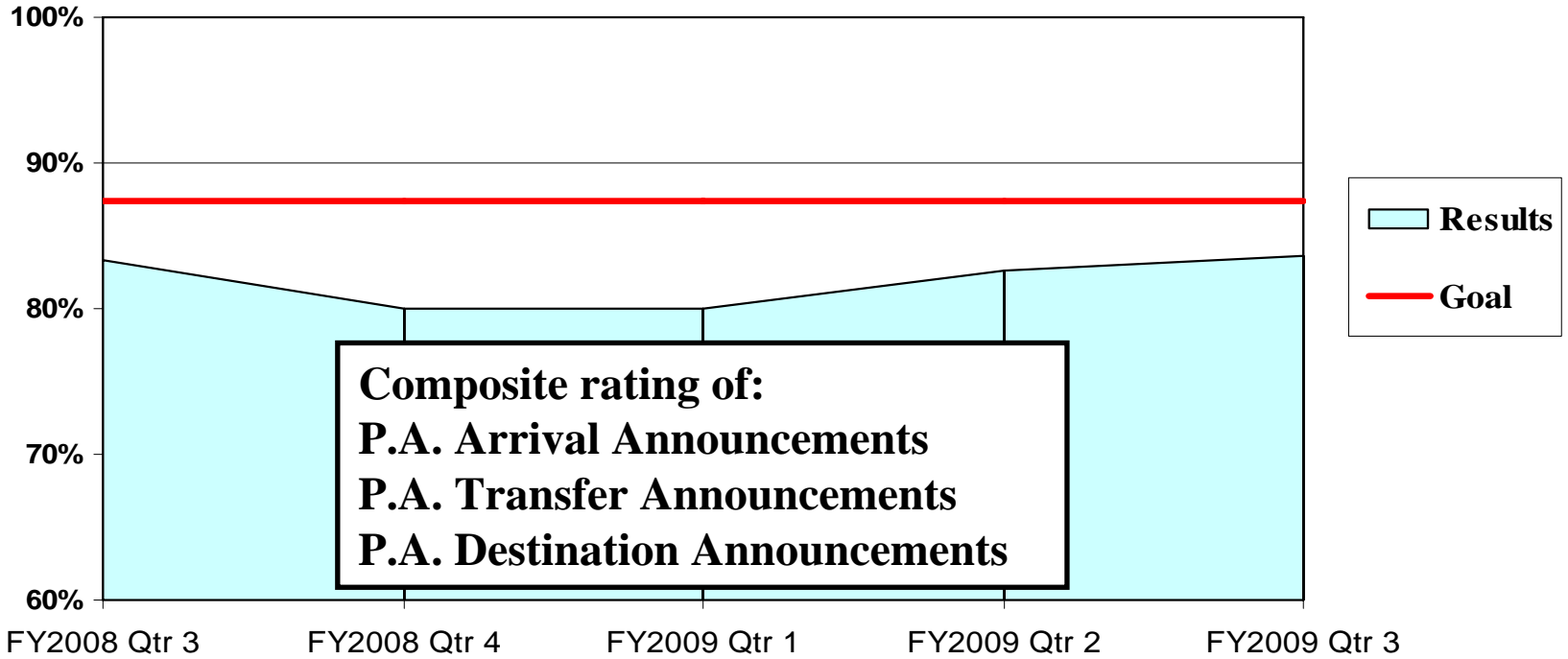
✓ Steady above goal performance

# Station Service Personnel



✓ Continued above goal performance for all three indicators

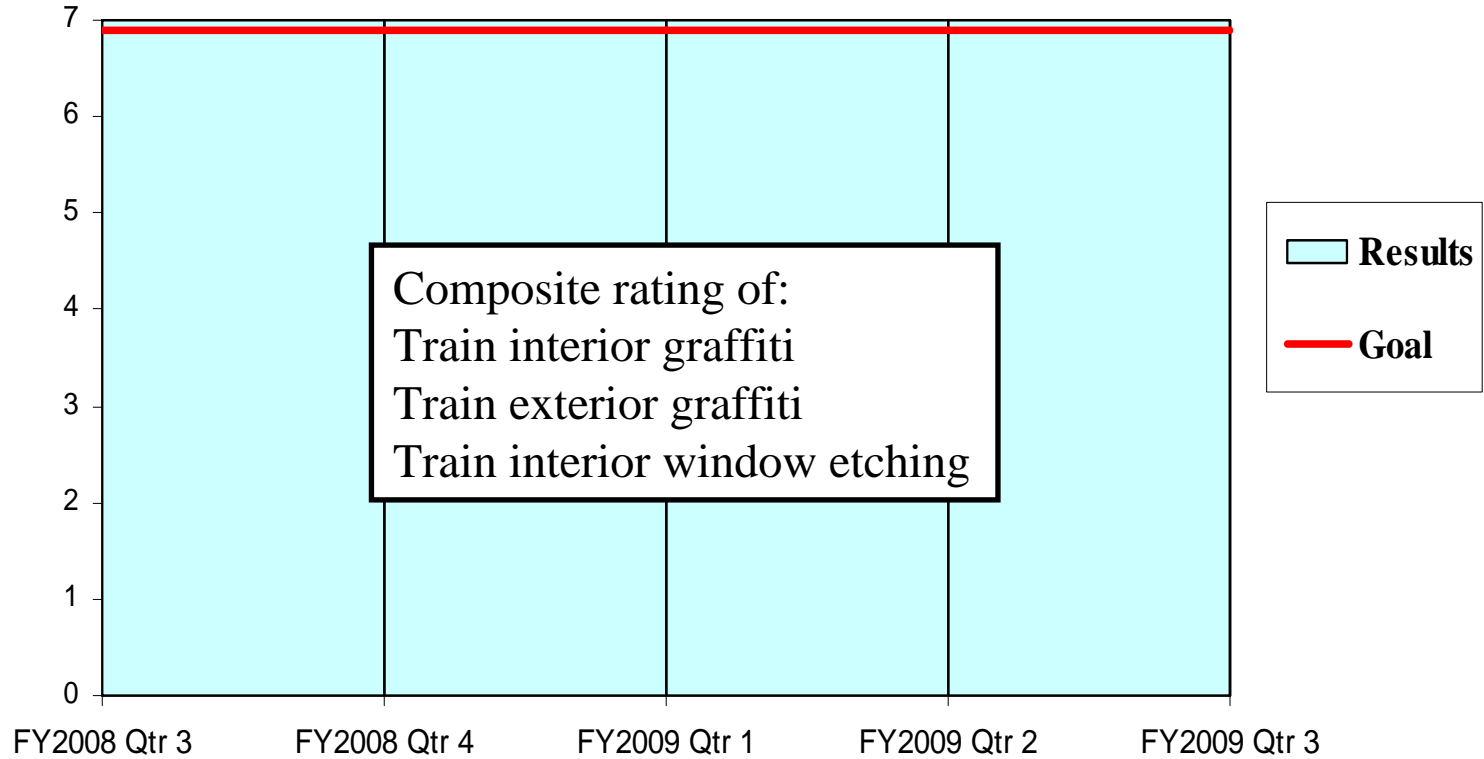
# Train P.A. Announcements



- ✓ Below goal performance
- ✓ All three indicators improved from last quarter



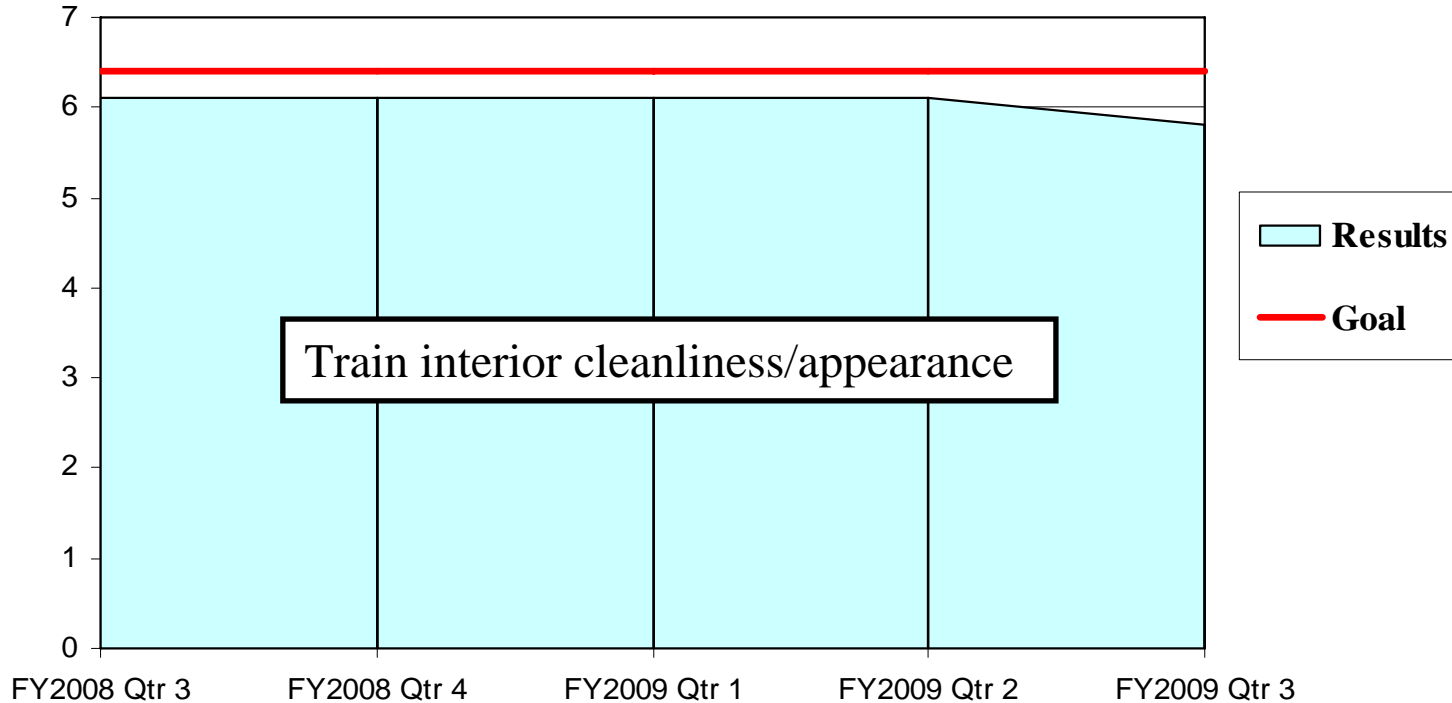
# Train Vandalism



✓ Goal met, continued 7.0 rating



# Train Cleanliness



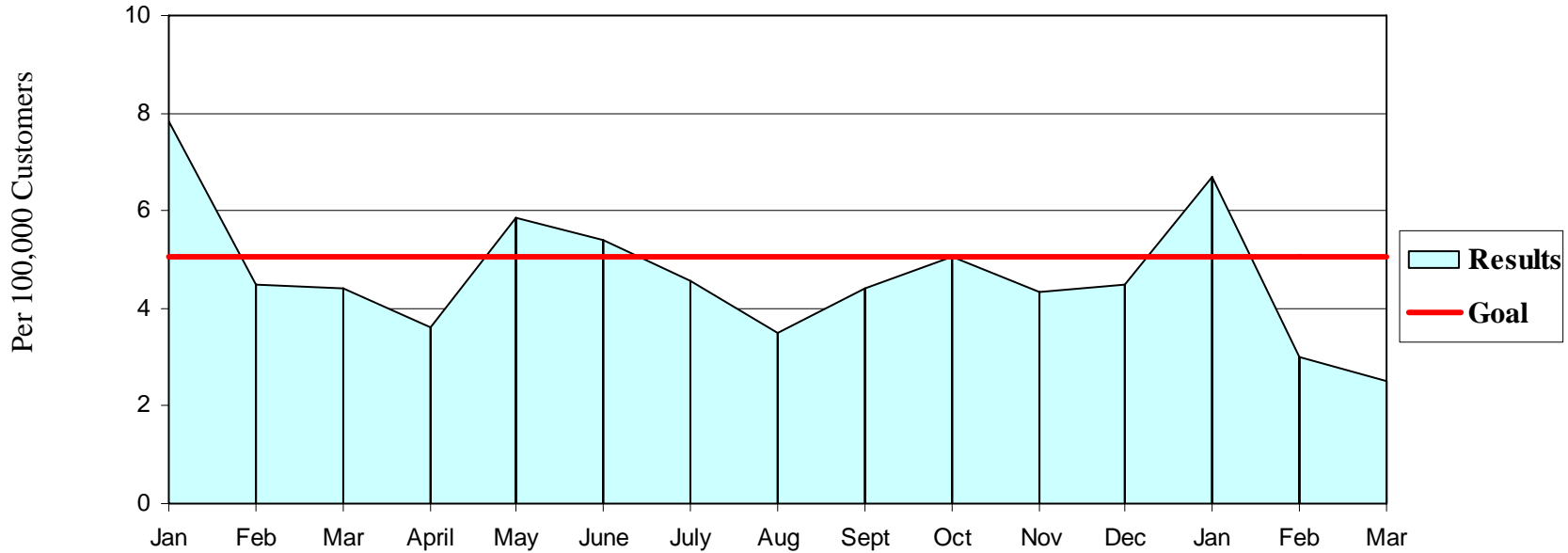
Train interior cleanliness/appearance

- ✓ Sharp reduction, lowest rating in over 3 years
- ✓ Carpet condition and attendance problems impacted results
- ✓ Further problem identification/resolution underway



# Customer Complaints

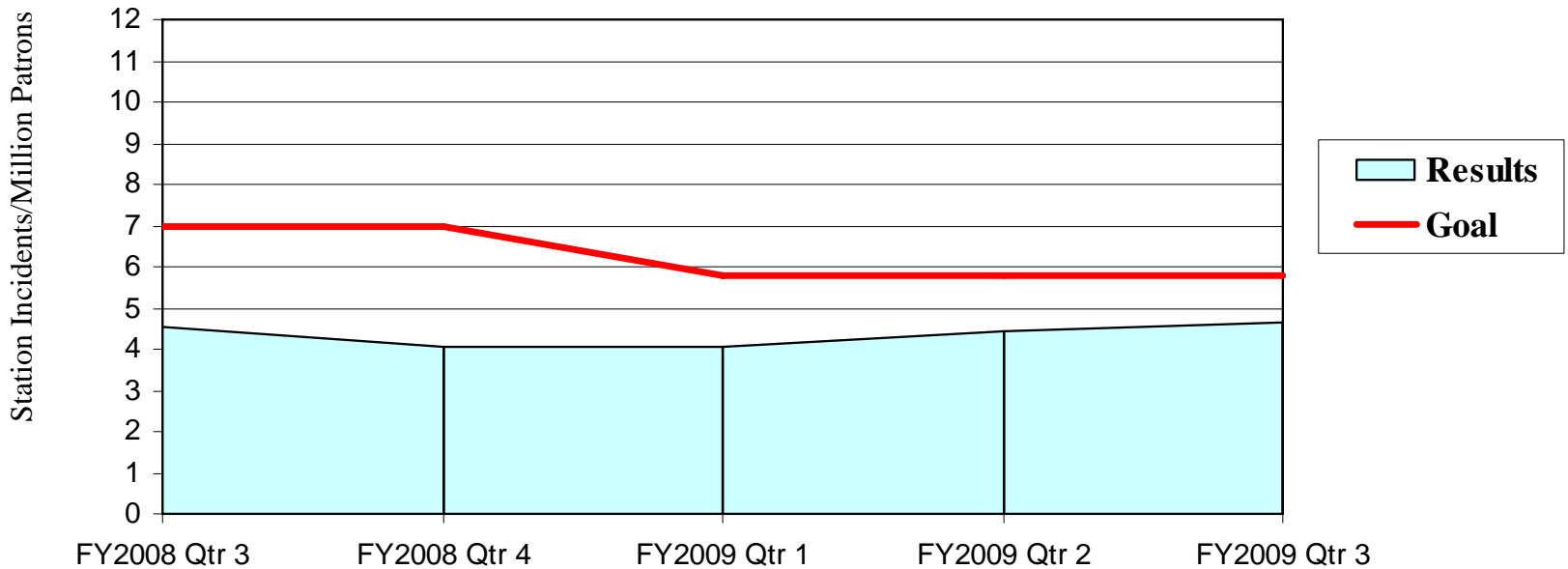
**Complaints Per 100,000 Customers**



- ✓ Complaints decreased from last quarter and same period last year
- ✓ All categories improved significantly except “Policies”



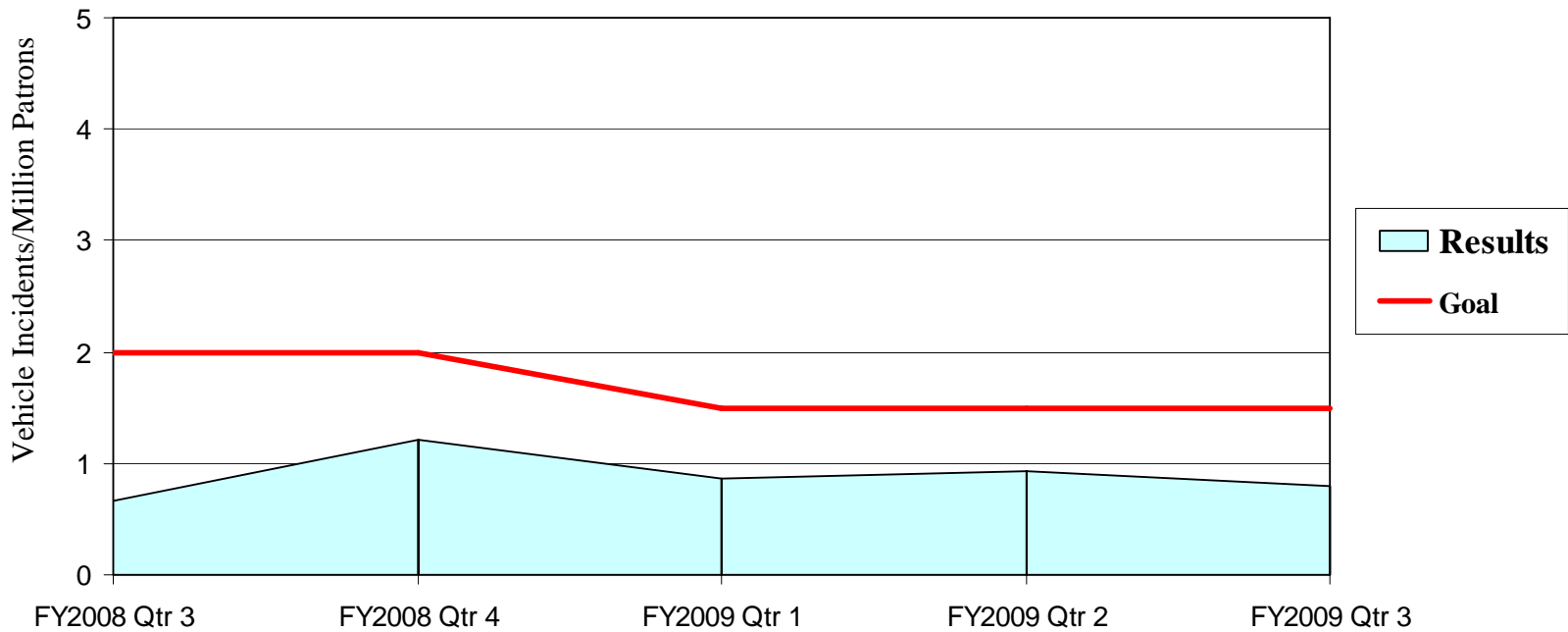
# Patron Safety: Station Incidents per Million Patrons



✓ Up

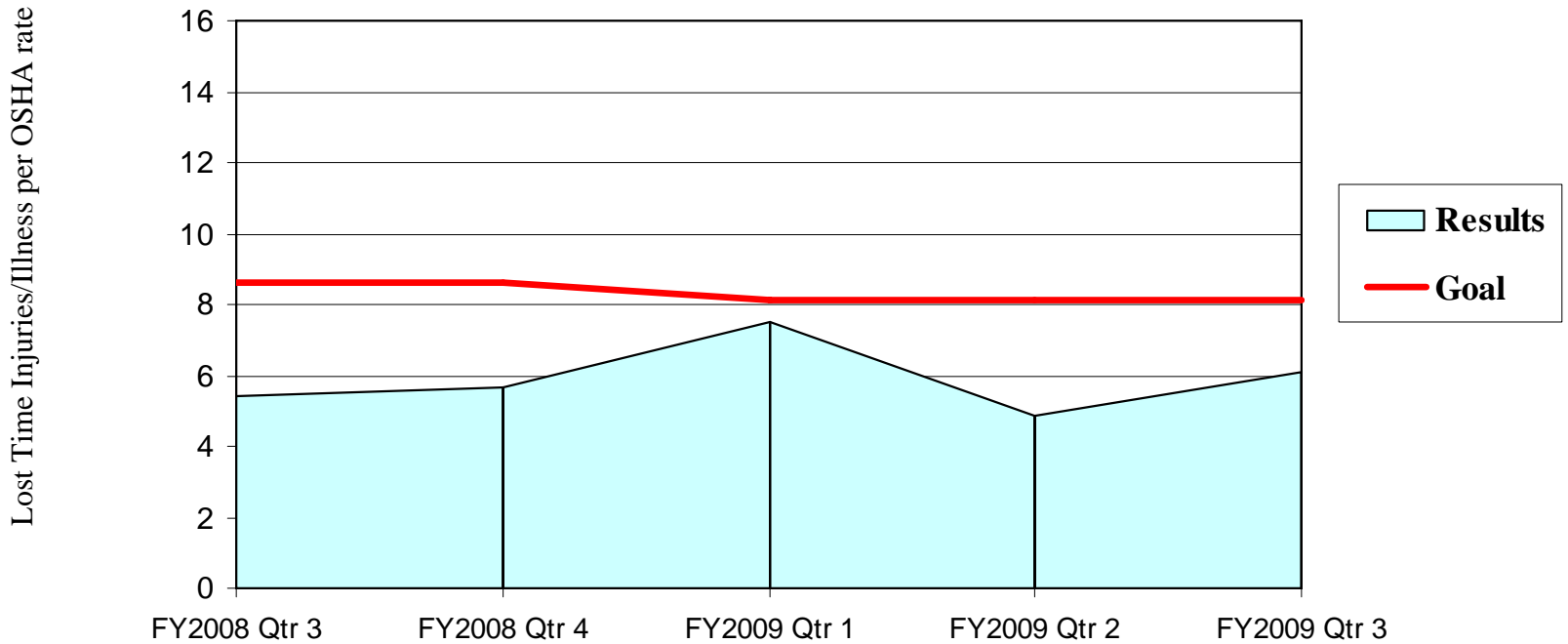
# Patron Safety

## Vehicle Incidents per Million Patrons



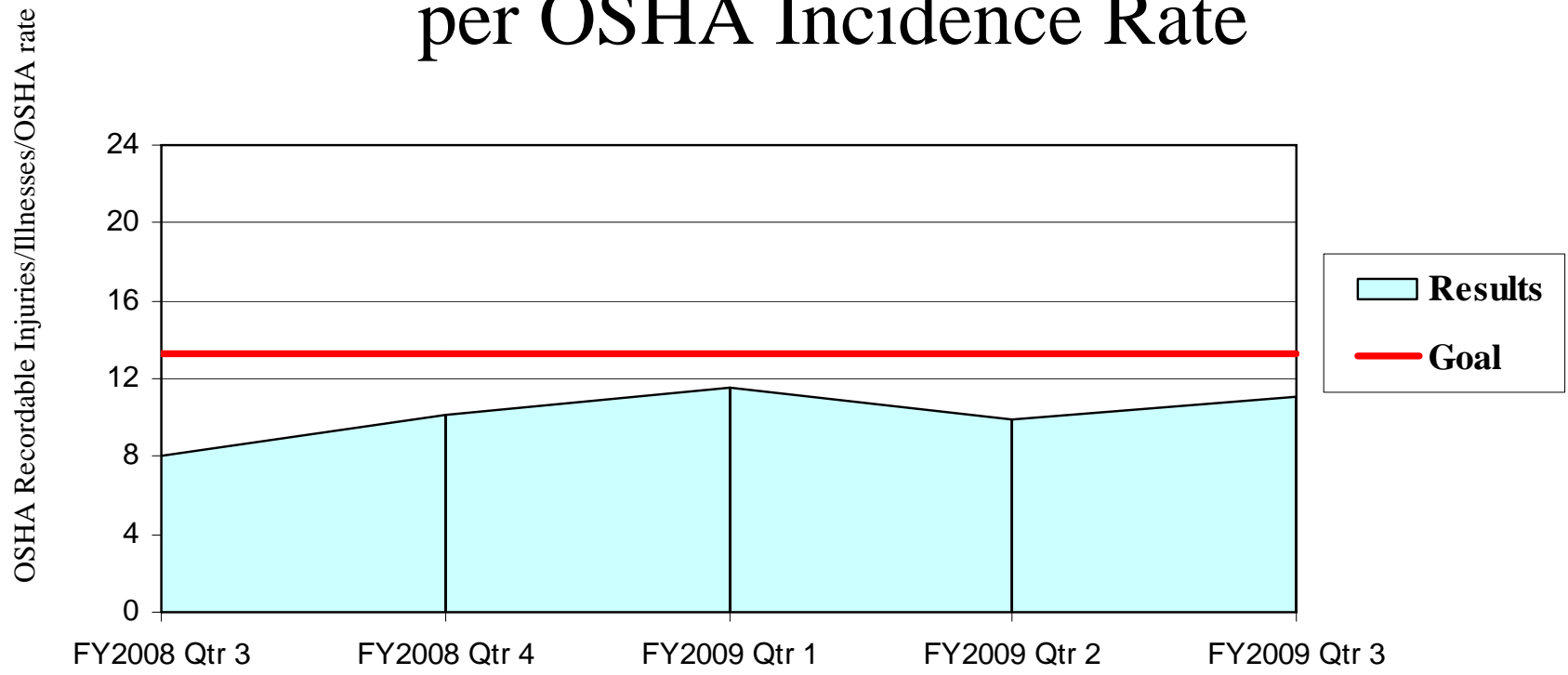
✓ Down

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



✓ Up

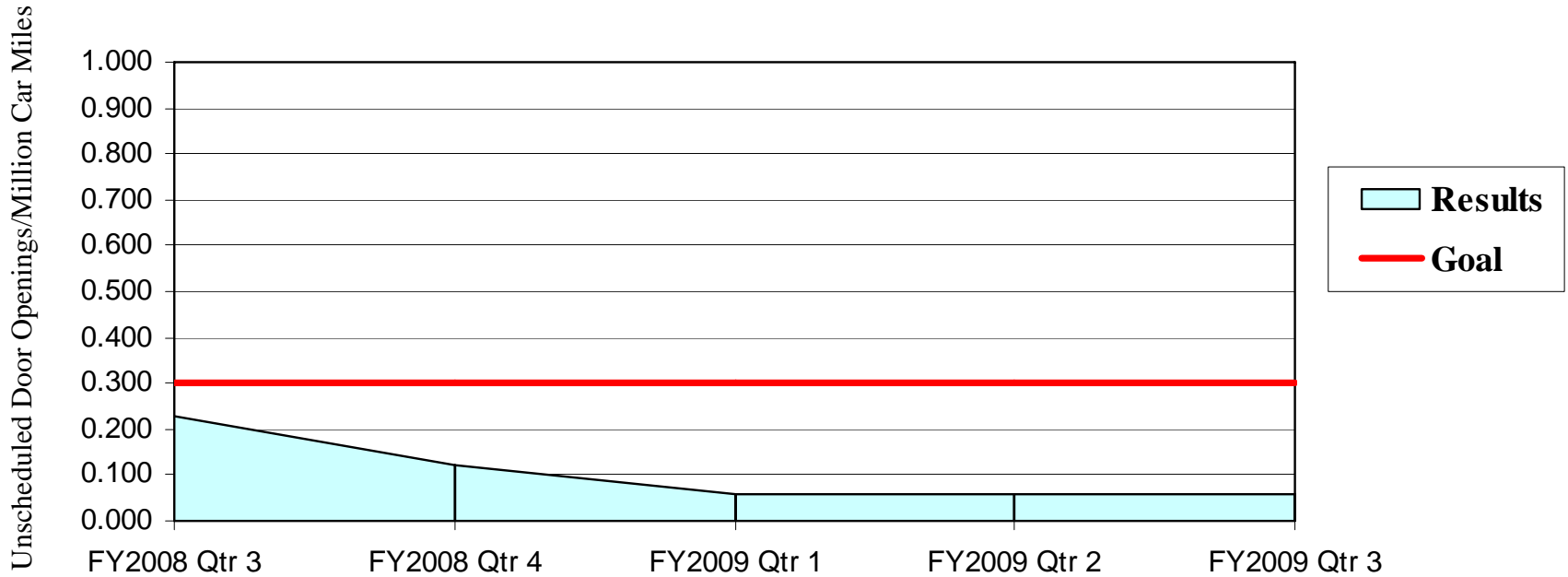
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



✓ Up

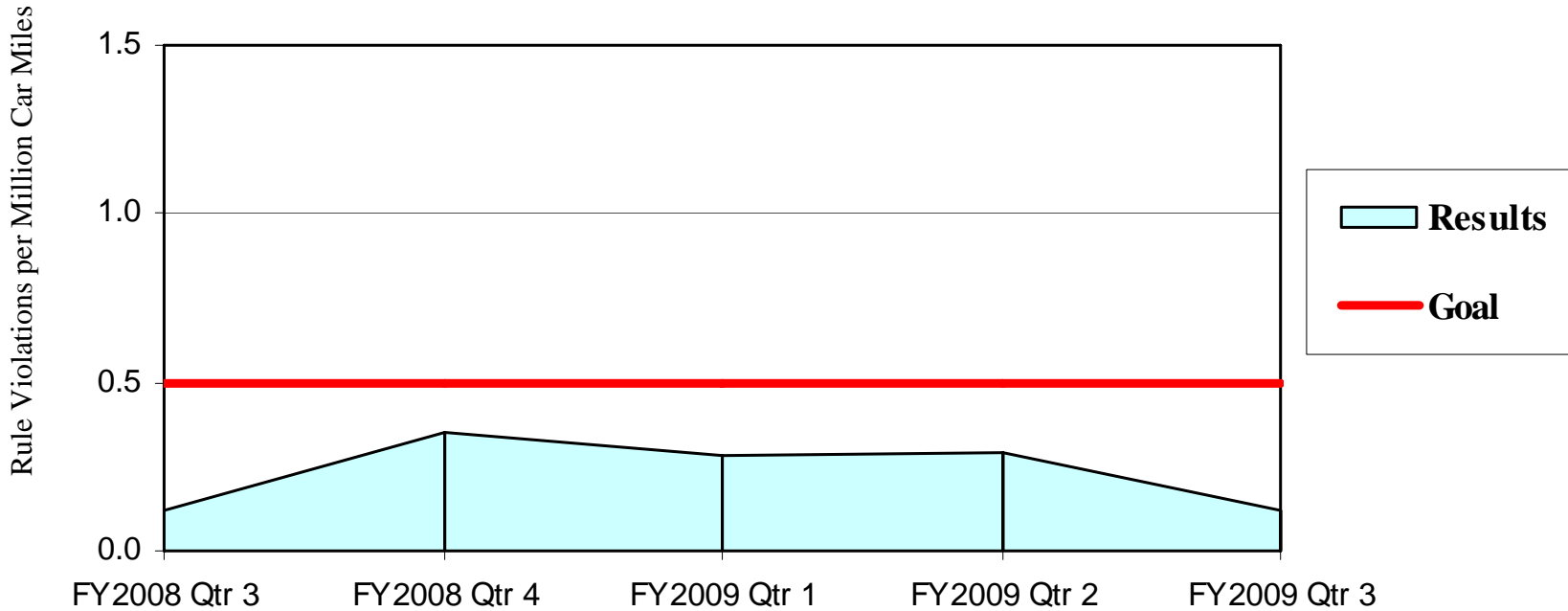
# Operating Safety:

## Unscheduled Door Openings per Million Car Miles



✓ No Change

# Operating Safety: Rule Violations per Million Car Miles

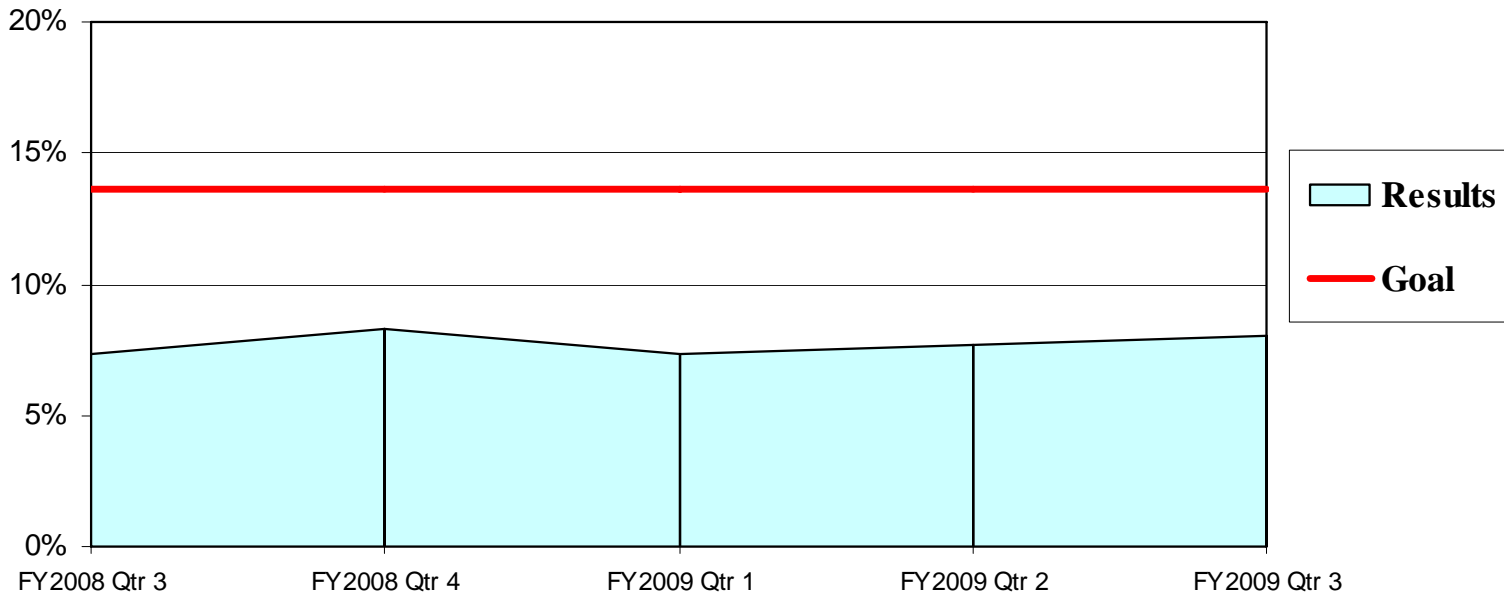


✓ Down



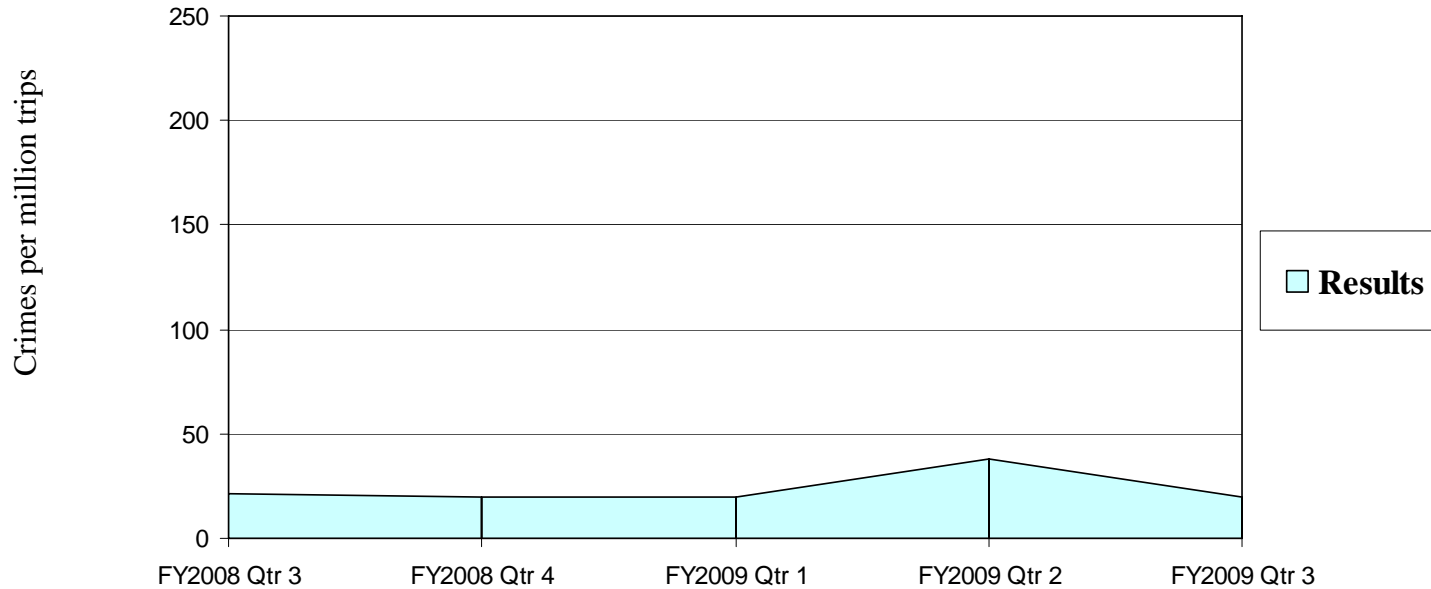
# BART Police Presence

**Composite Rating of Uniformed Police Seen  
by Random Surveyors in Stations, Trains,  
Parking Lots, and Garages**





# Quality of Life\*

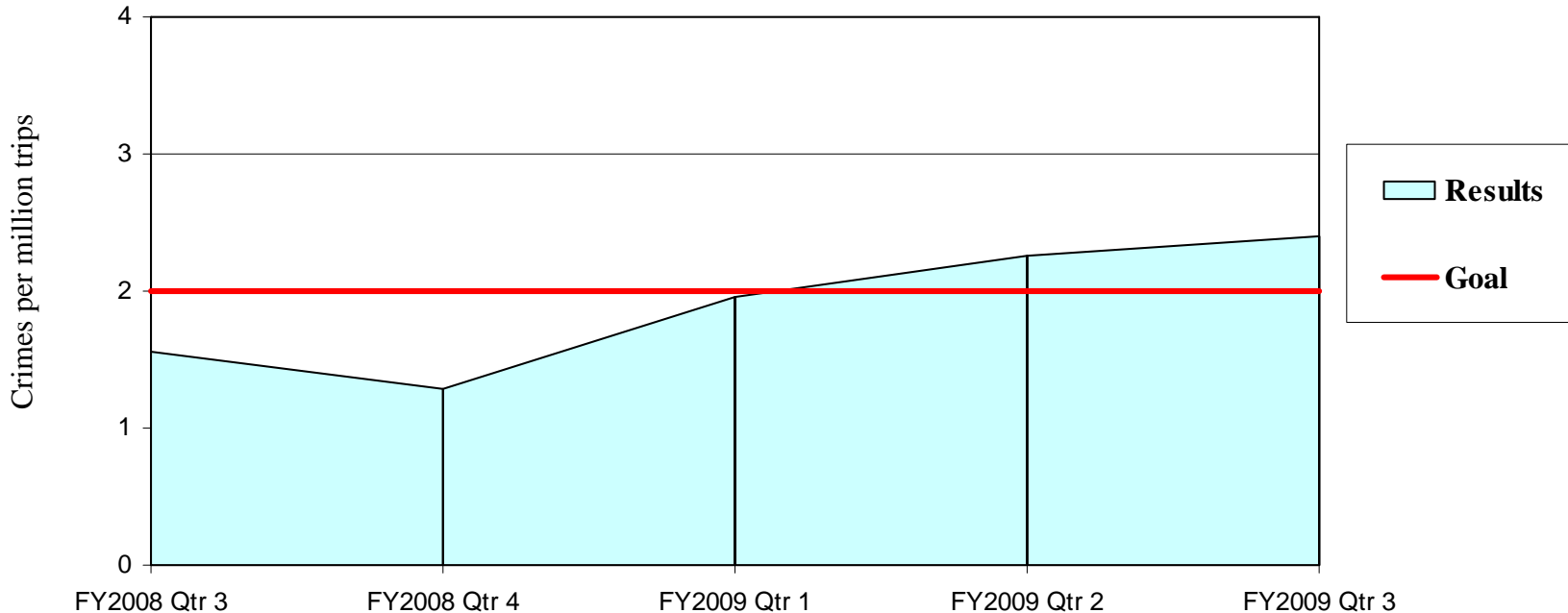


- ✓ The rate of quality of life arrests per million trips decreased 7.51% from the previous quarter and decreased 36.82% from the corresponding quarter of the prior fiscal year

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

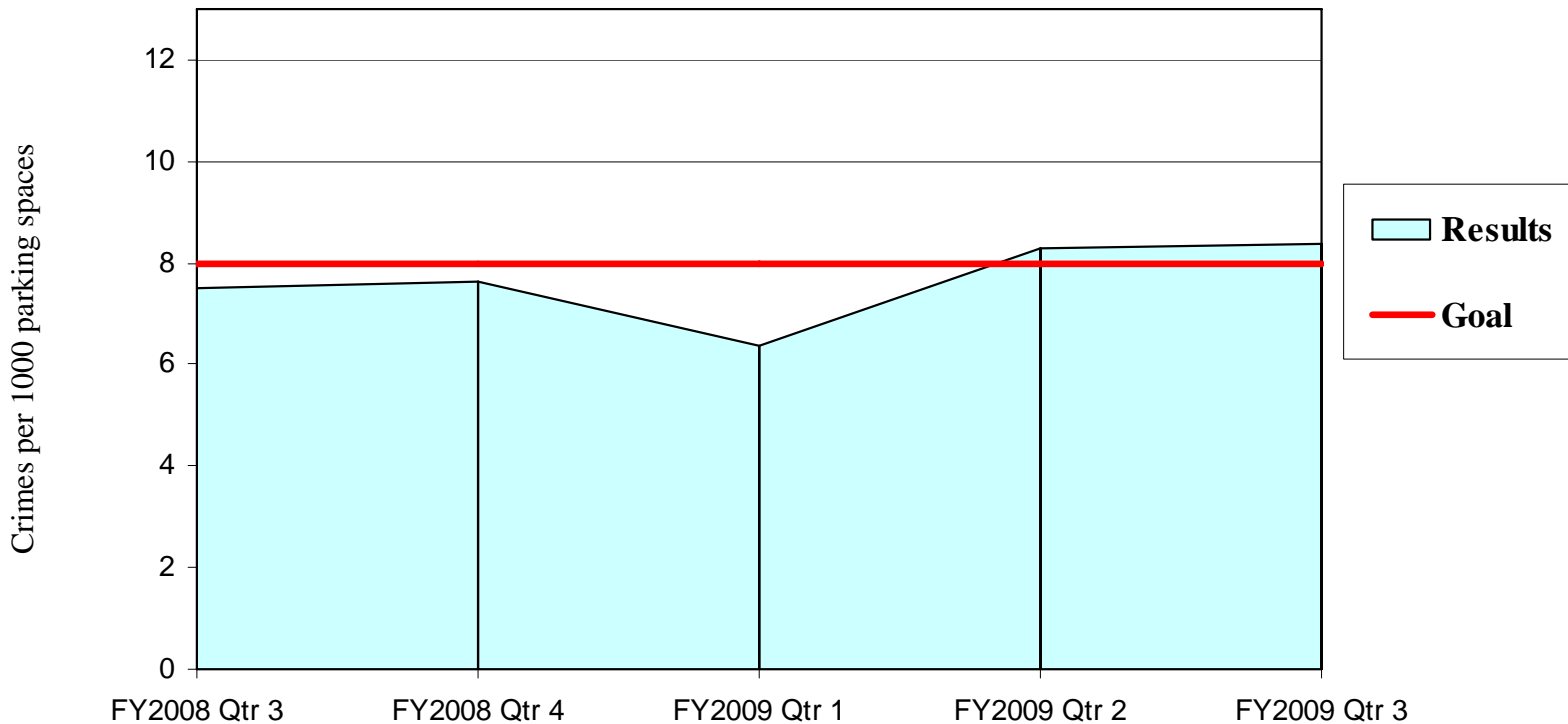
# Crimes Against Persons

(Homicide, Rape, Robbery, and Aggravated Assault)



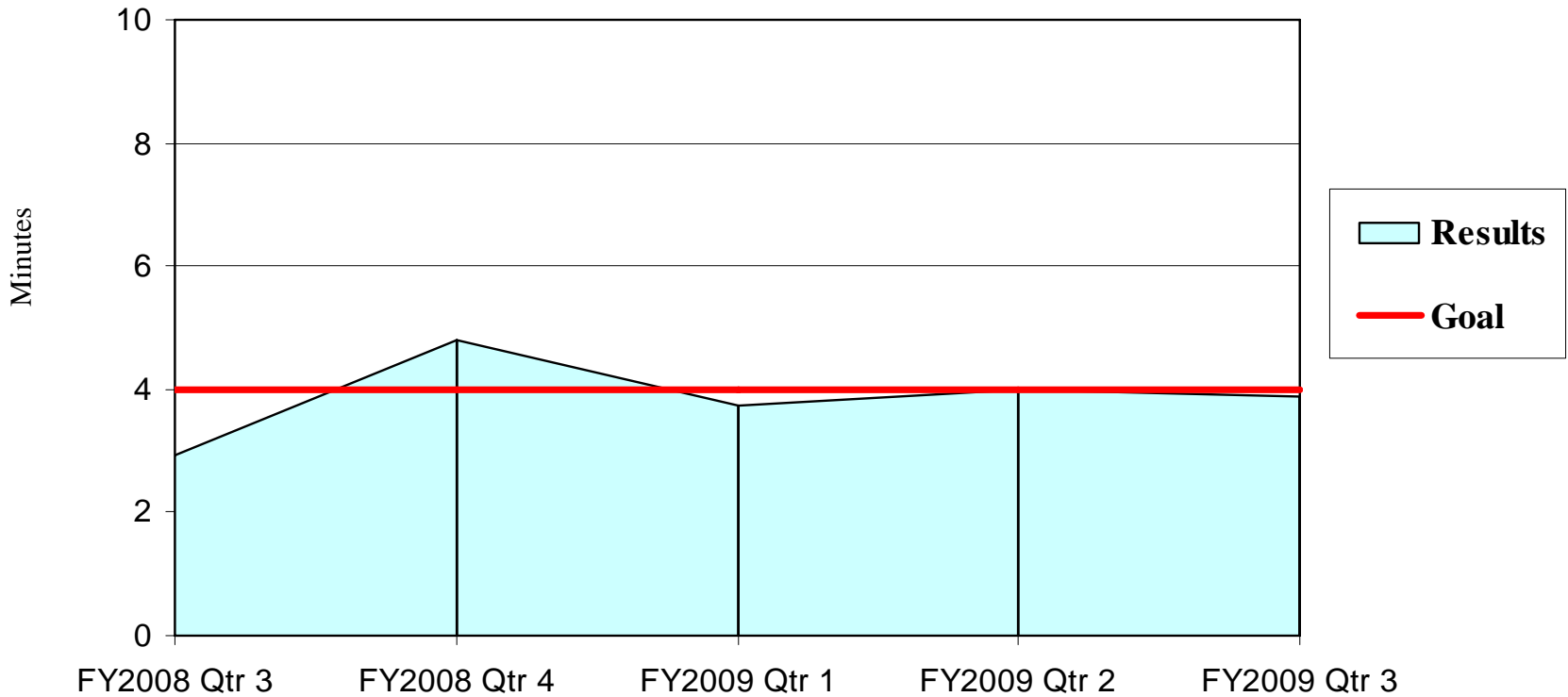
- ✓ The rate of crimes per million passenger trips increased from the previous quarter and from the corresponding quarter of the prior fiscal year
- ✓ Missed goal by 0.39

# Auto Theft and Burglary



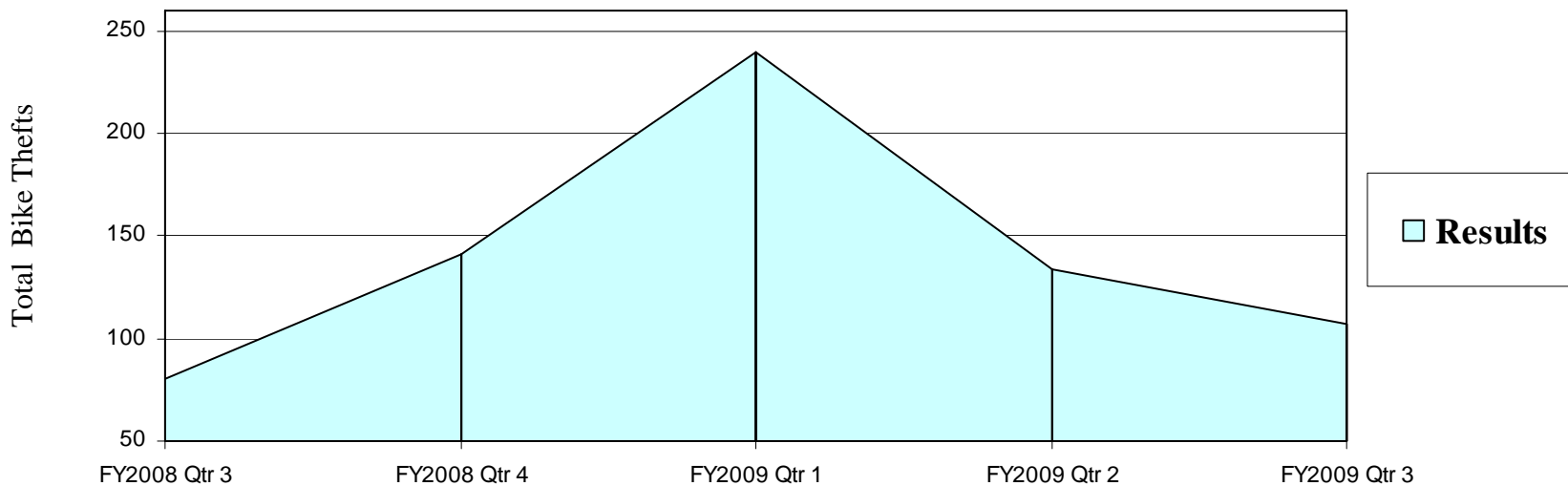
- ✓ The rate of crimes per thousand parking spaces increased from the previous quarter and from the corresponding quarter of the prior fiscal year.

# Average Emergency Response Time



✓ Goal met, the response time decreased to 3.88 minutes

# Bike Theft



- ✓ 107 bike thefts for current quarter, down from 134 last quarter
- ✓ Anti-theft initiatives continuing