

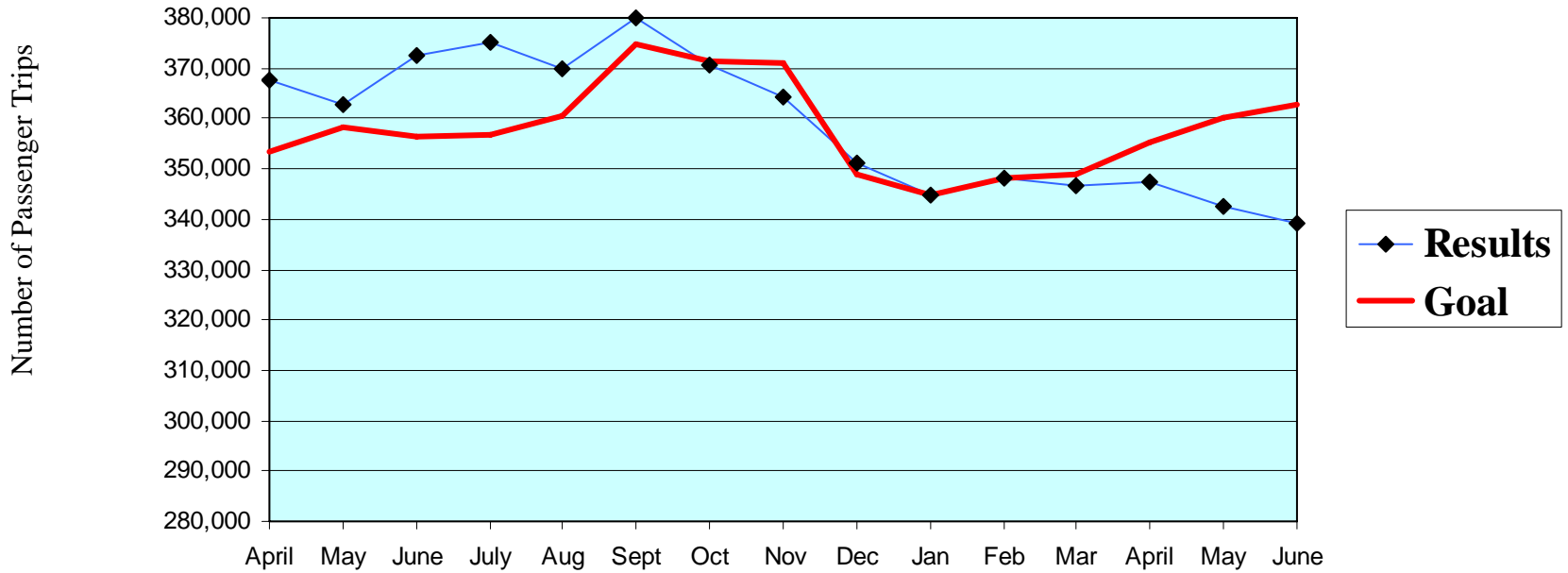
Quarterly Service Performance Review  
Fourth Quarter FY09  
April - June, 2009  
Engineering & Operations Committee  
August 13, 2009

## FY09 Fourth Quarter Overview...

- ✓ Ridership down and getting worse
- ✓ Service reliability continues to improve
- ✓ Car reliability below goal, but improved over last quarter
- ✓ All other availability indicators above goal
- ✓ Customer complaints lower than previous quarter, due mostly to decrease in 'Policies' category

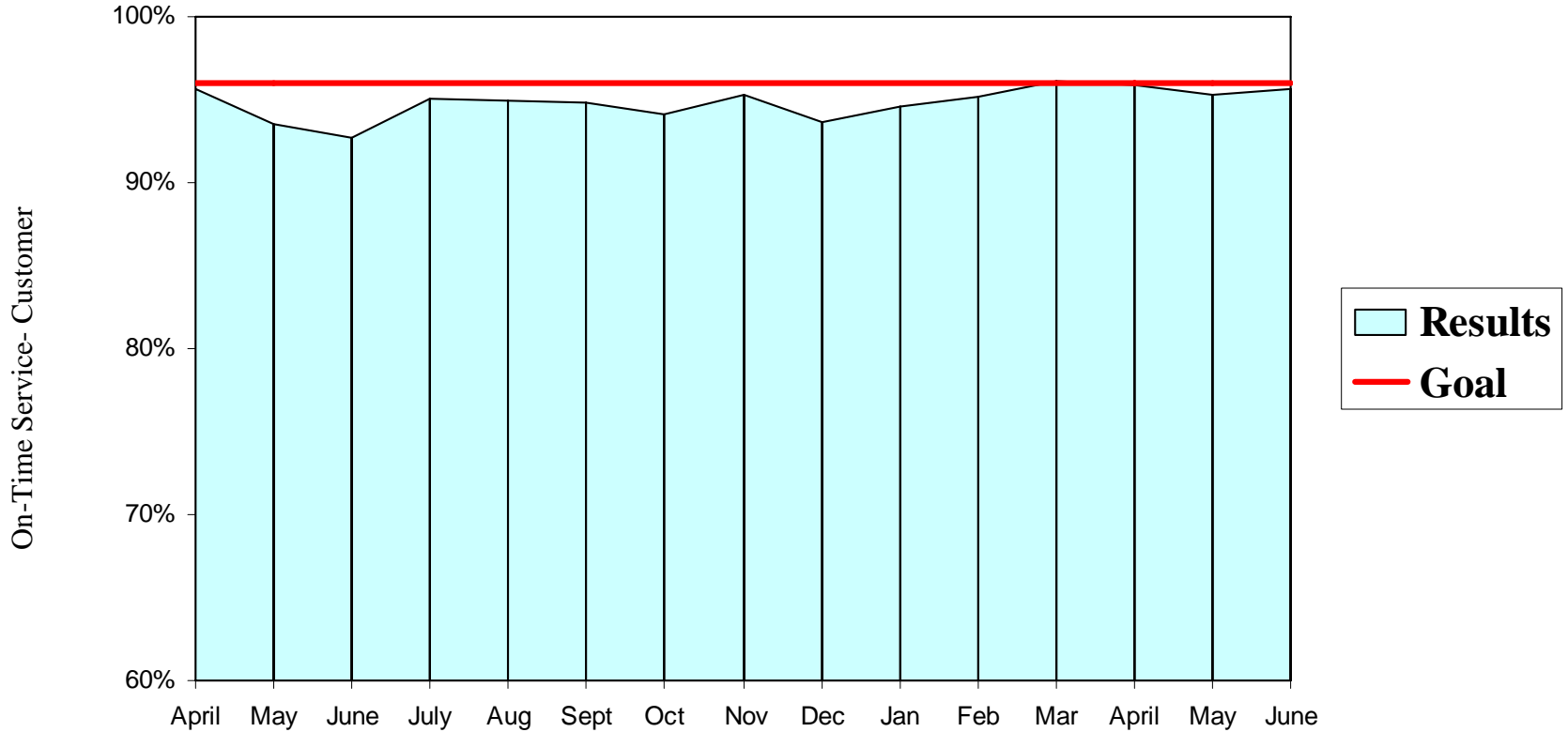


# Customer Ridership



- ✓ Total ridership under budget by 3.8%, and 6.5% below same quarter last year
- ✓ Average weekday ridership down 6.7% over same quarter last year; core weekday ridership down by 7.3% and SFO Extension weekday ridership down by 1.6%
- ✓ Ridership drop accelerating

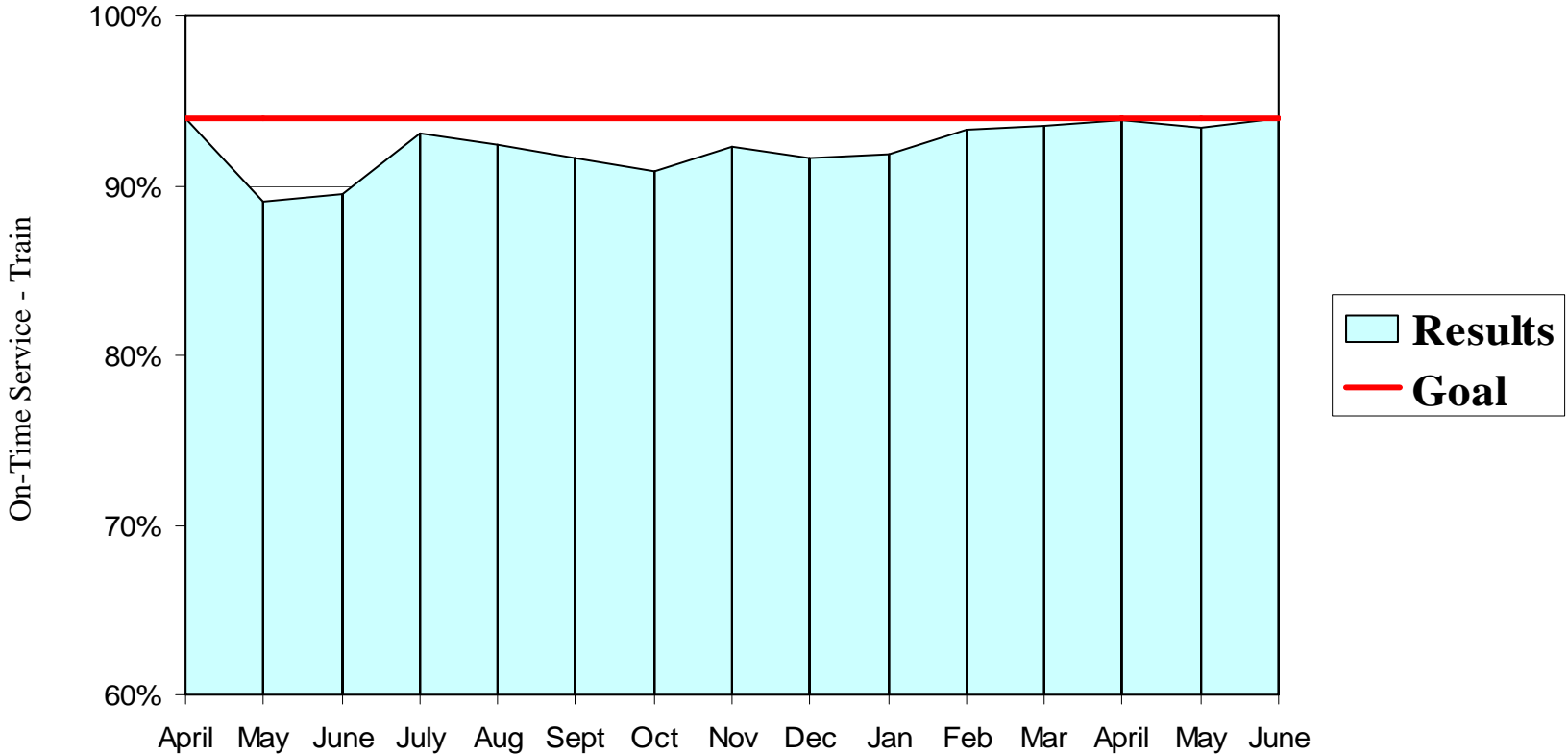
# On-Time Service - Customer



✓ Second consecutive quarter above 95%



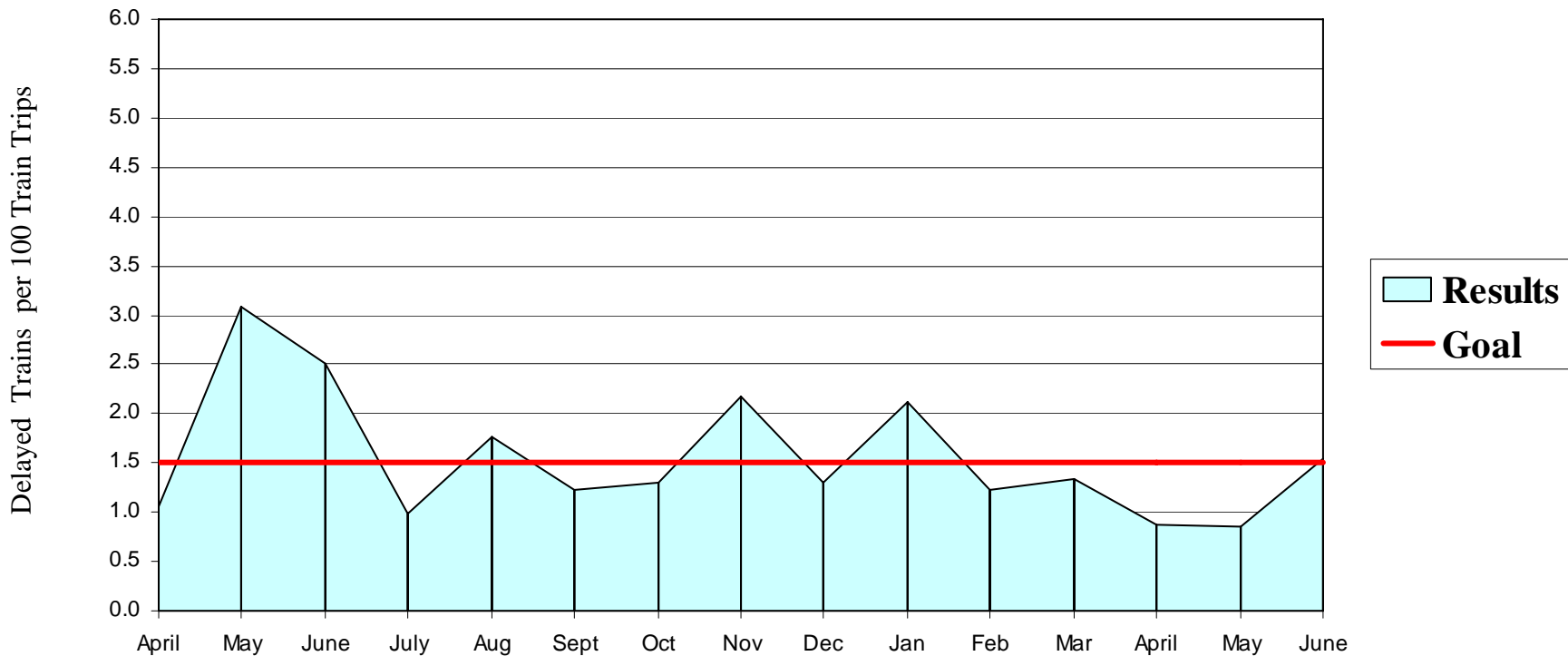
# On-Time Service - Train



- ✓ Goal 94%, Actual 93.76%
- ✓ Improved performance over last quarter and same quarter last year
- ✓ Largest delay of the quarter occurred in May: train struck a cover from the rail grinder in the Transbay Tube; 211 trains delayed

# Wayside Train Control System

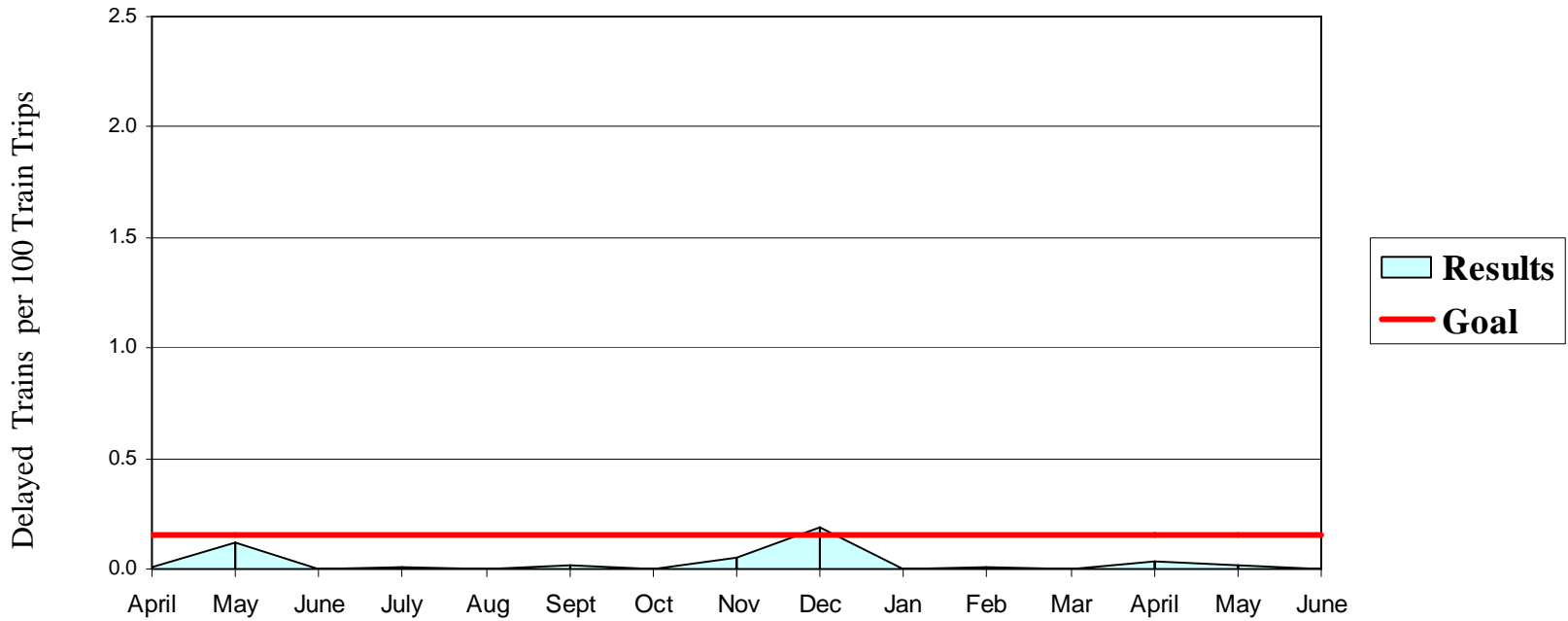
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ Goal met, performance improved
- ✓ Several wayside projects completed this quarter have contributed to improved performance
- ✓ Significant determinant of service reliability

# Computer Control System

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

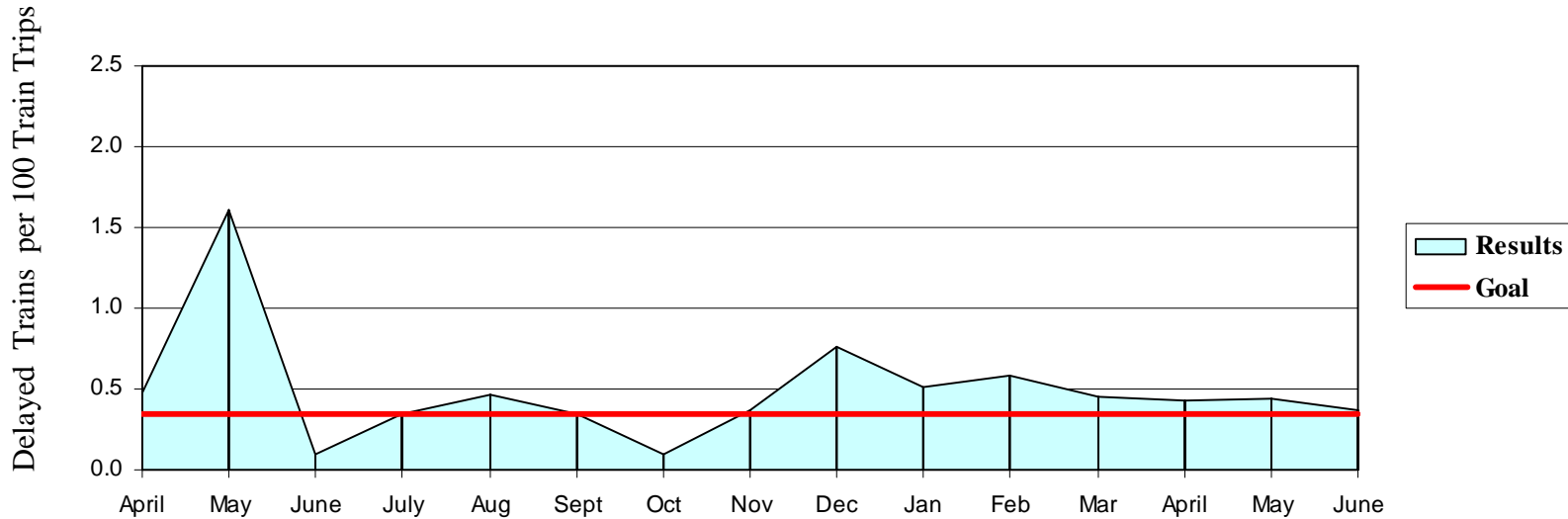


- ✓ Goal met
- ✓ Reaping reward of ICS re-architecture



# Traction Power

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



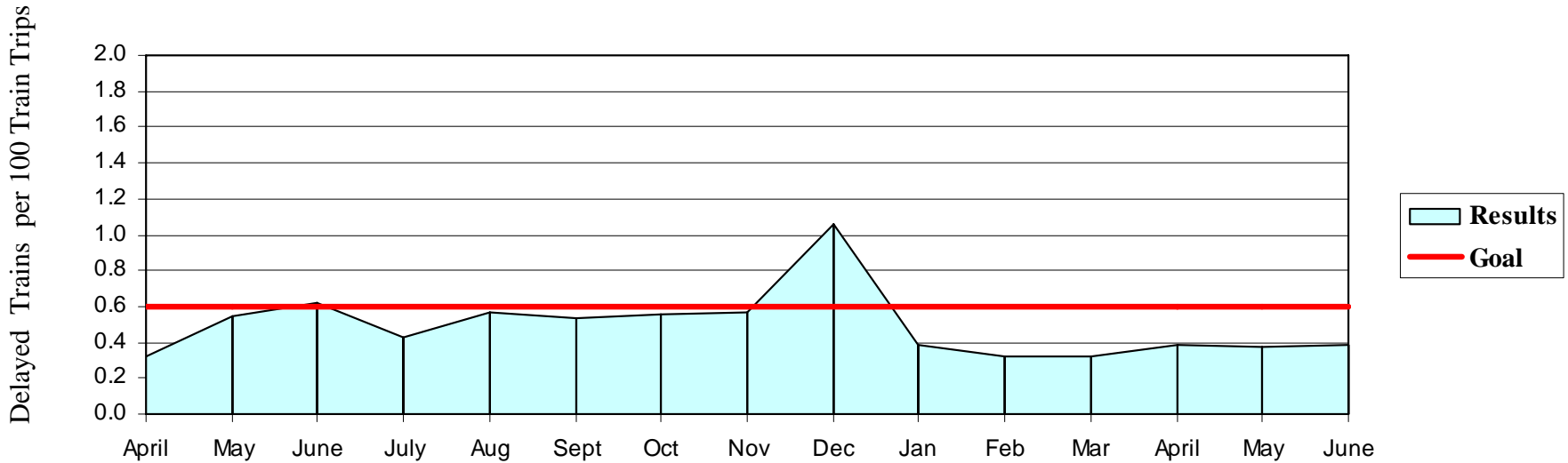
- ✓ Performance just below goal, but improved over last quarter and same period last year
- ✓ Down coverboards continue to be a problem





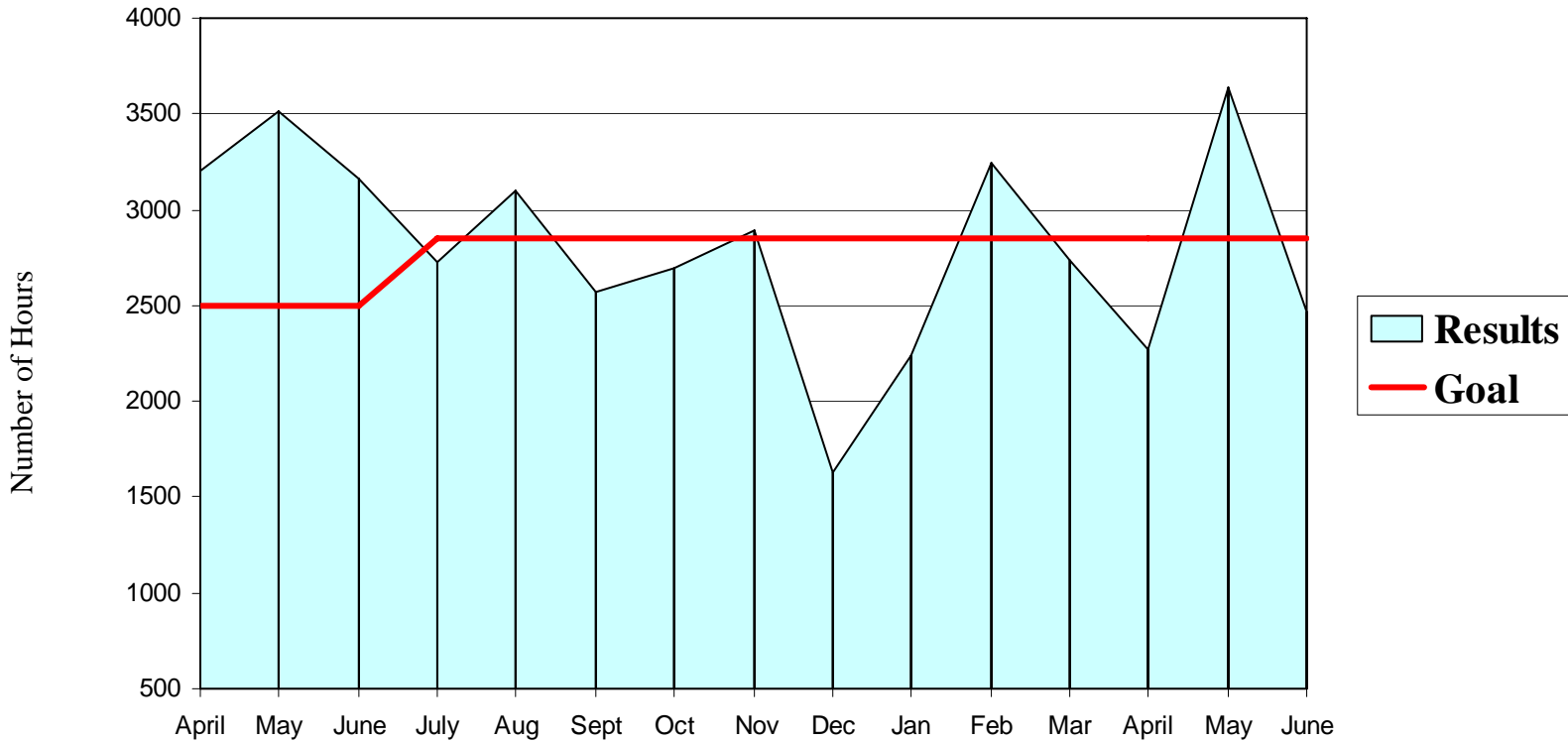
# Transportation

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



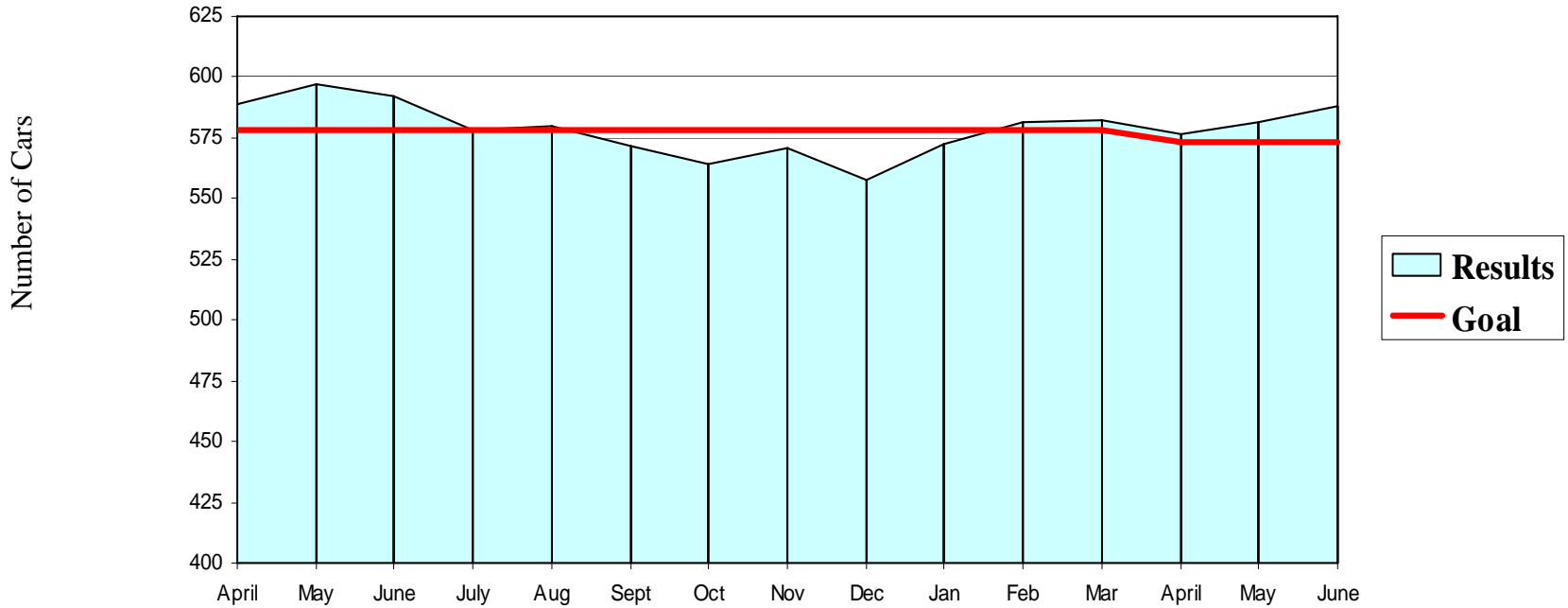
✓ Goal met

# Car Equipment - Reliability



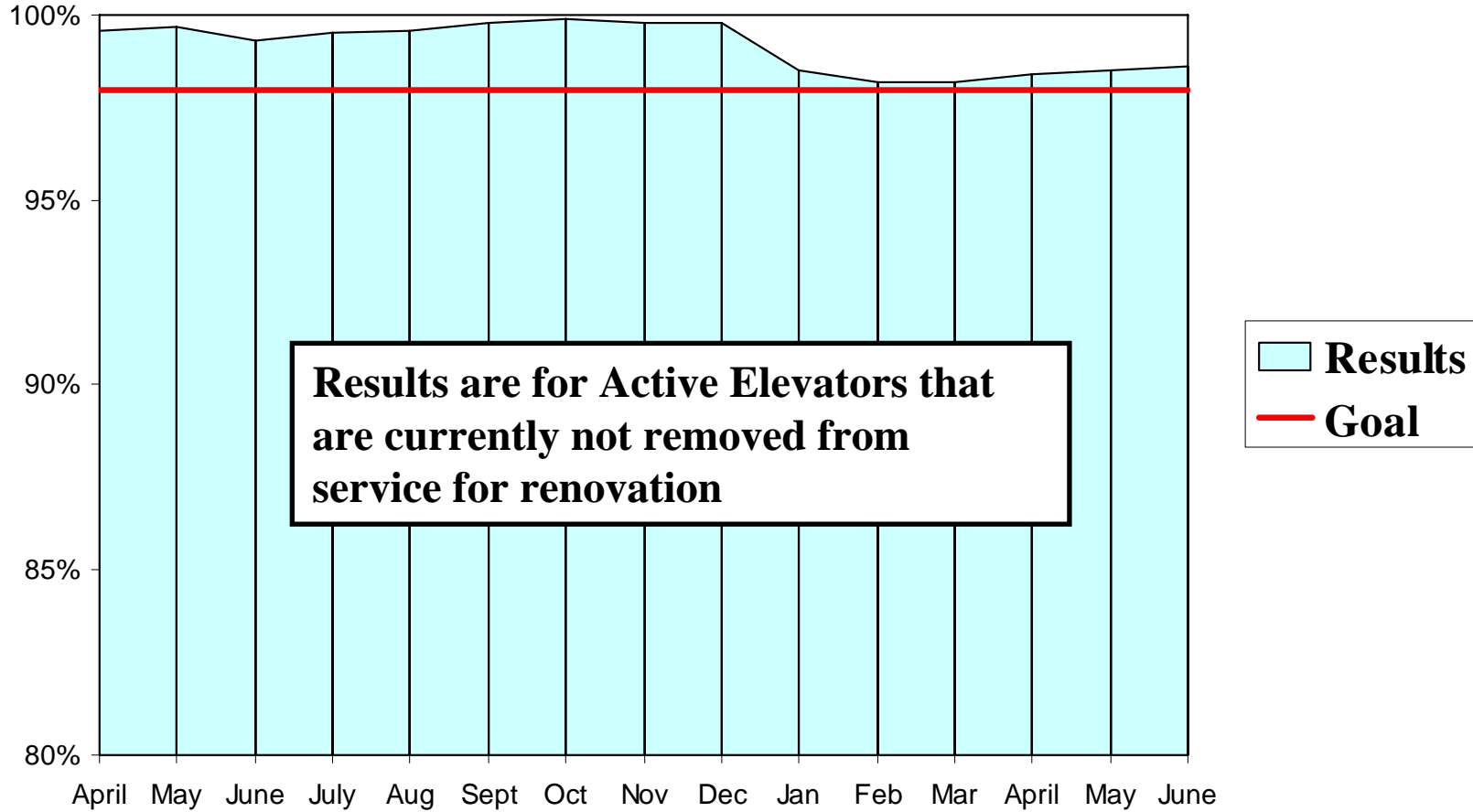
- ✓ MTBF 2,788, Goal 2,850
- ✓ Performance improved from last quarter
- ✓ Improvement initiatives underway

# Car Equipment - Availability @ 0400 hours



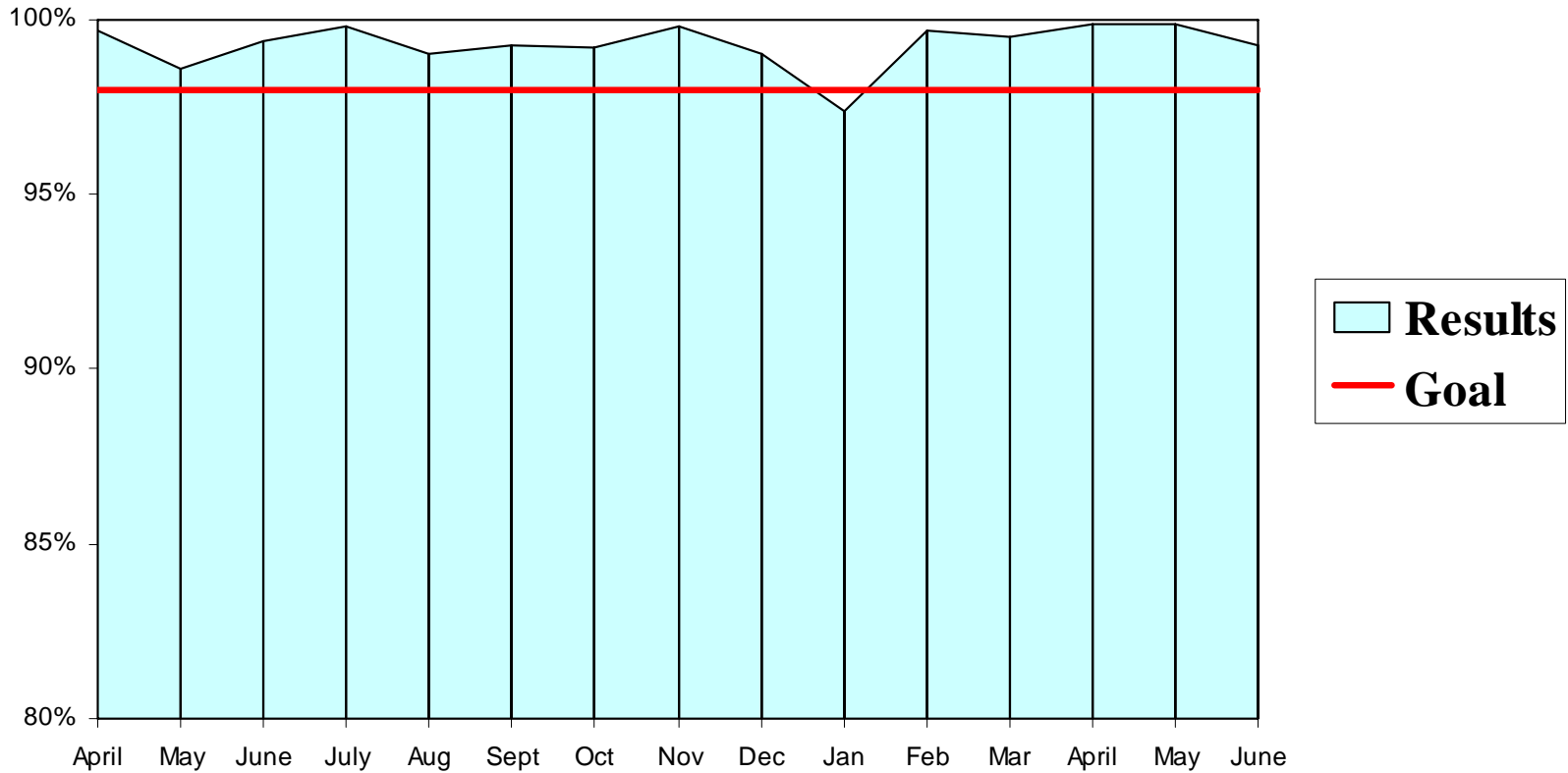
✓ Goal met, performance improved

# Elevator Availability - Stations



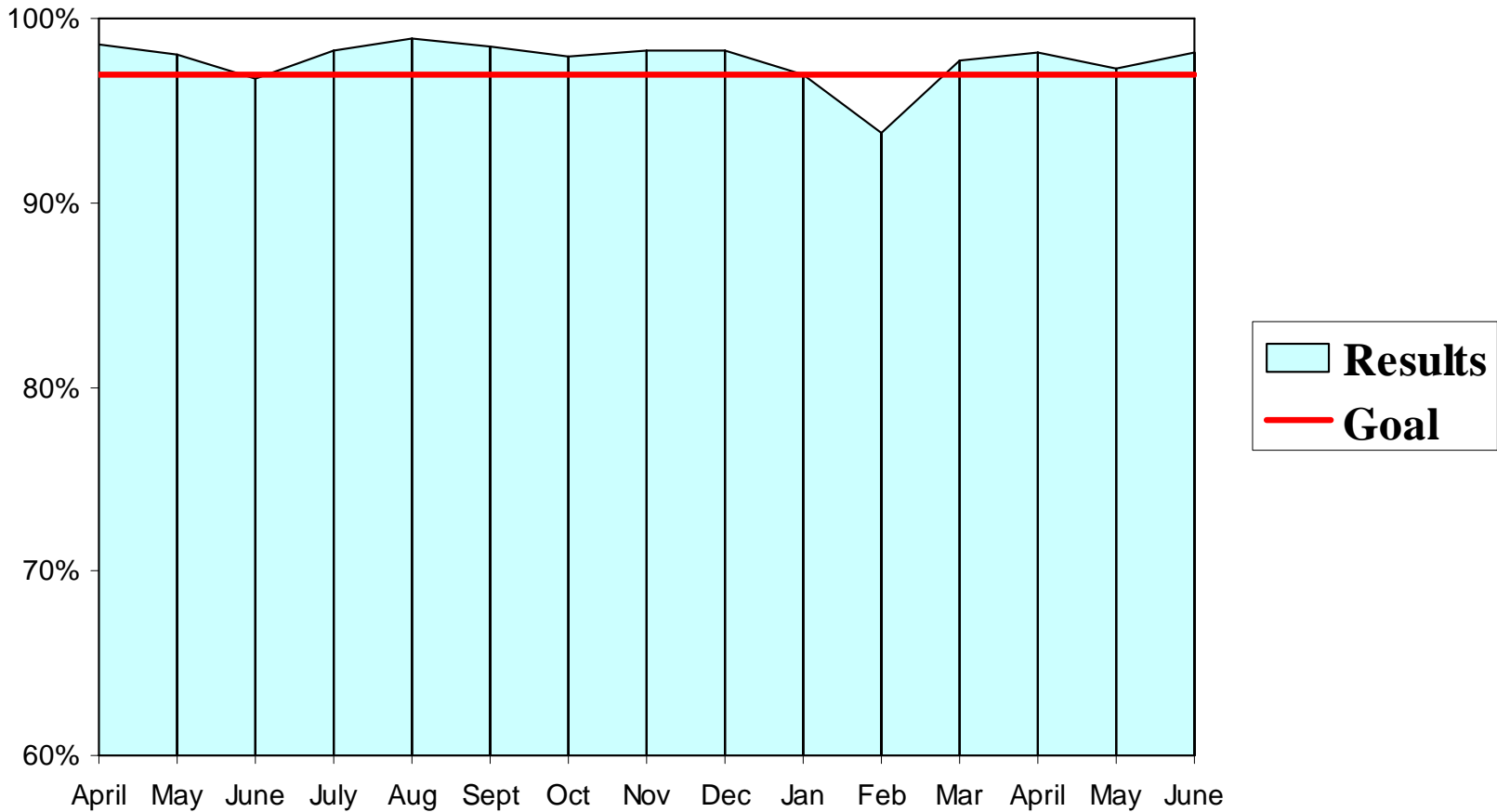
- ✓ Goal exceeded, performance improved
- ✓ Replacement of street level elevator enclosures continues; Civic Center completed, Embarcadero in progress

# Elevator Availability - Garage



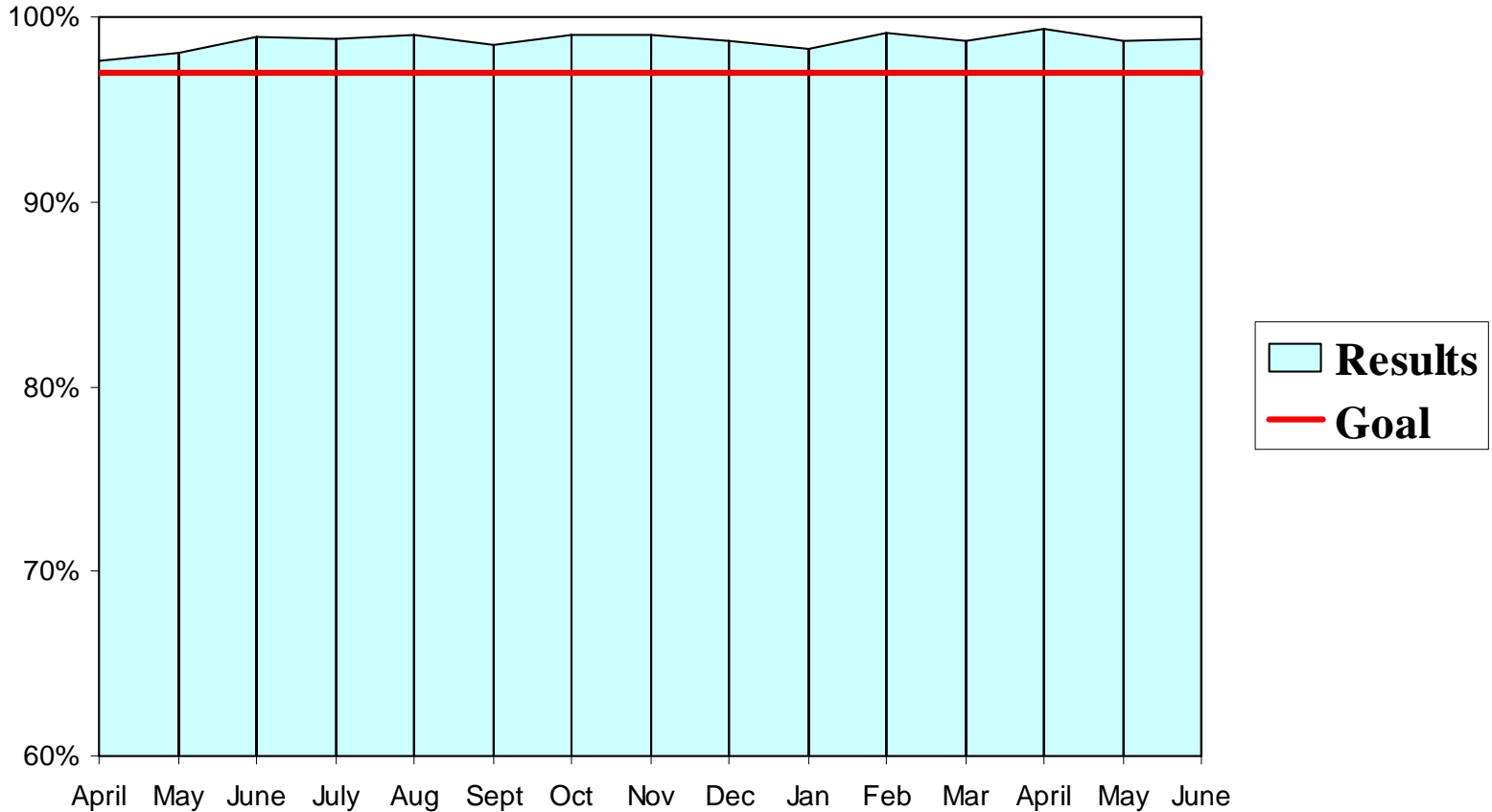
✓ Goal exceeded, performance improved

# Escalator Availability - Street



✓ Goal exceeded, performance improved

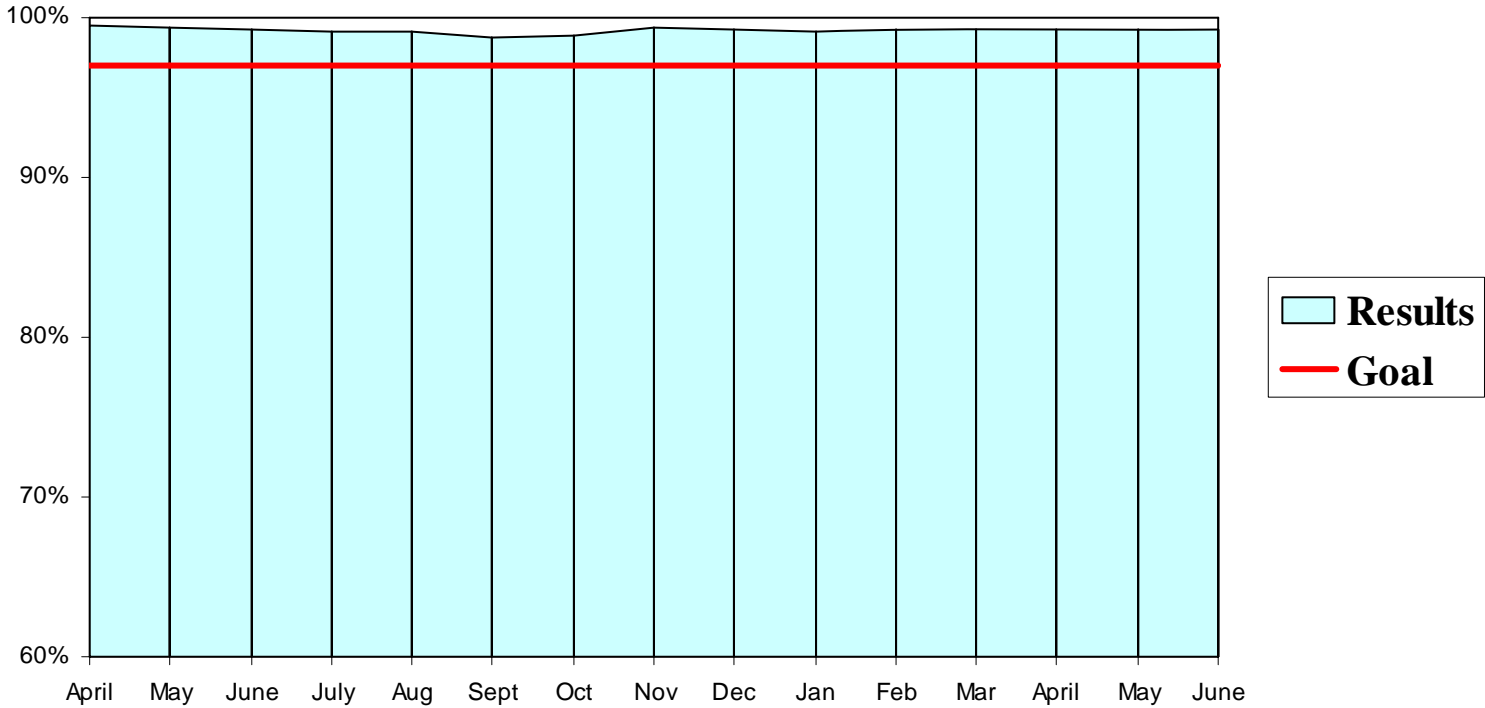
# Escalator Availability - Platform



- ✓ Goal exceeded, performance improved
- ✓ Staffing levels a developing concern, some upgrade projects delayed



# AFC Gate Availability

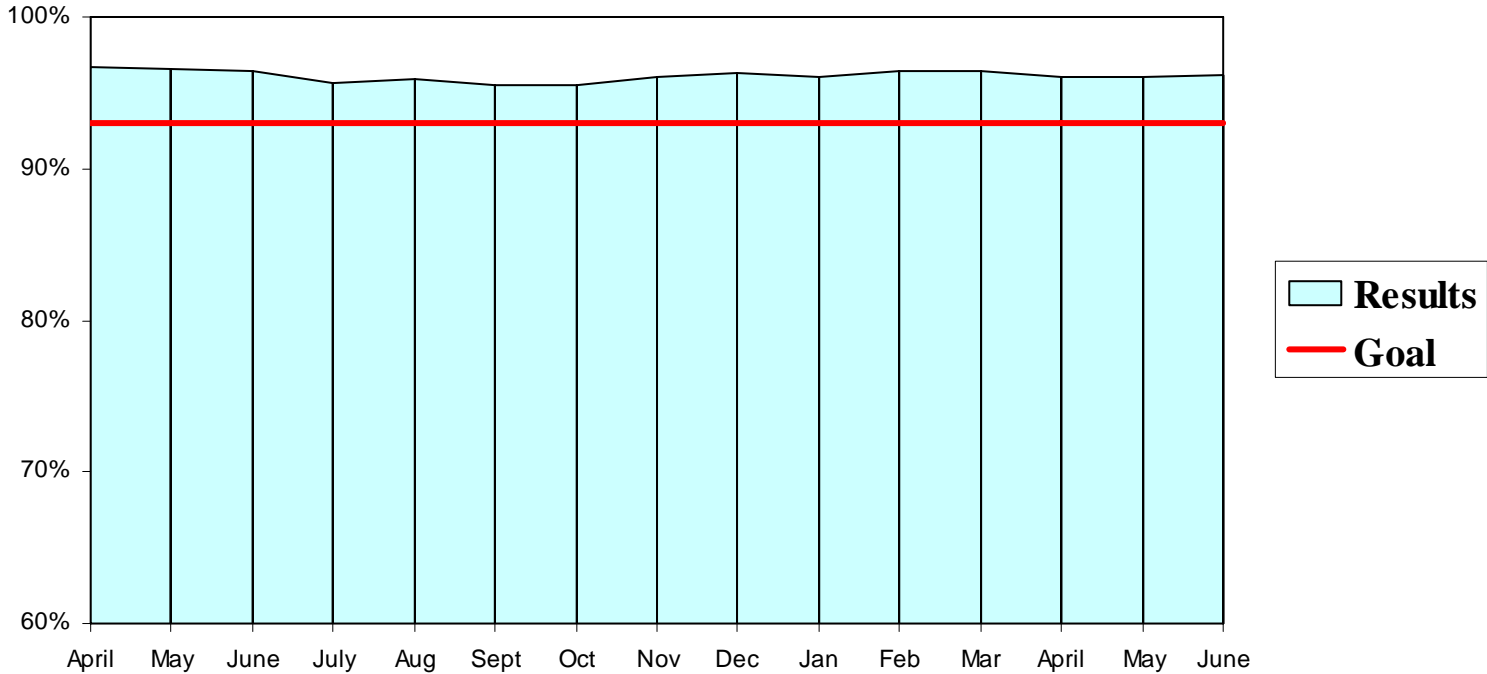


- ✓ Continued above goal experience
- ✓ All gates can accept high coercivity tickets



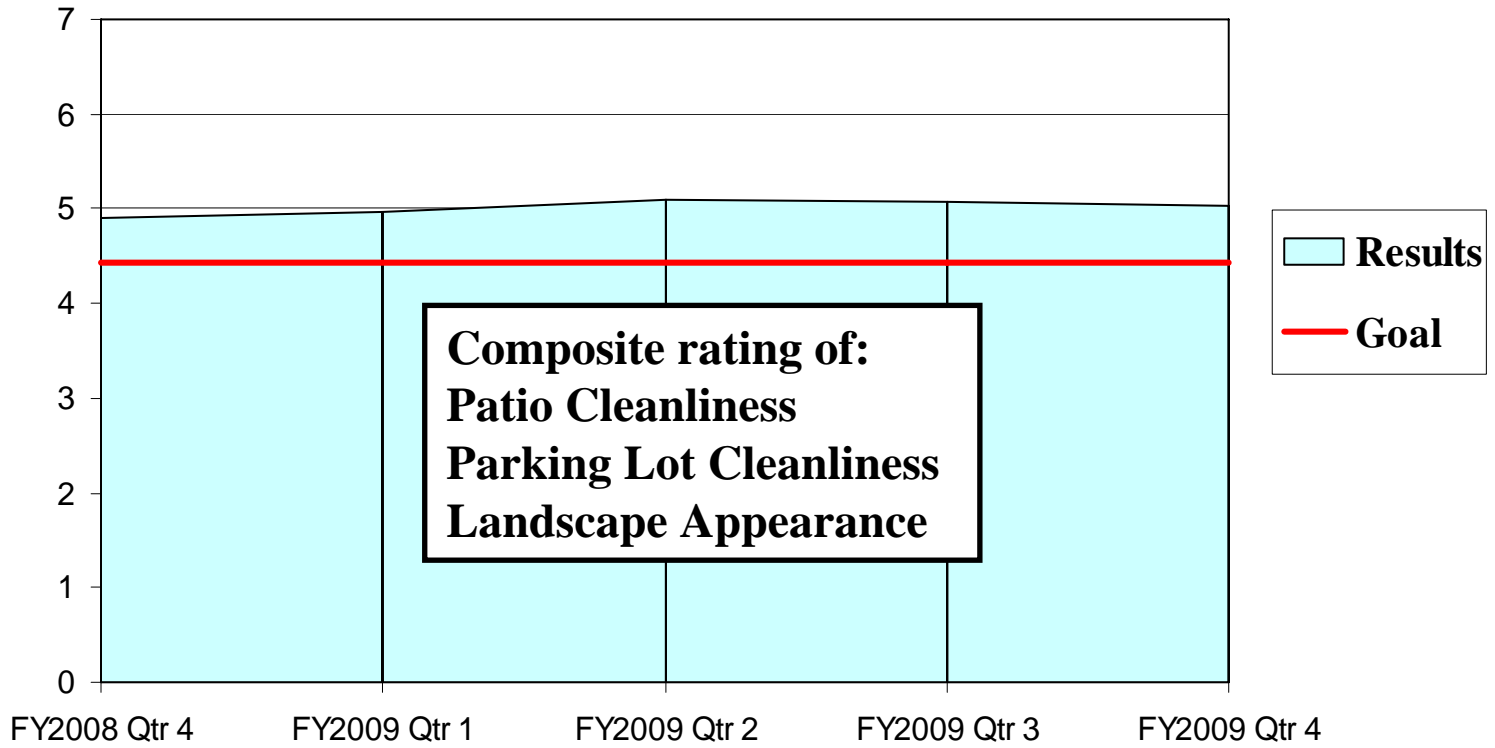


# AFC Vendor Availability



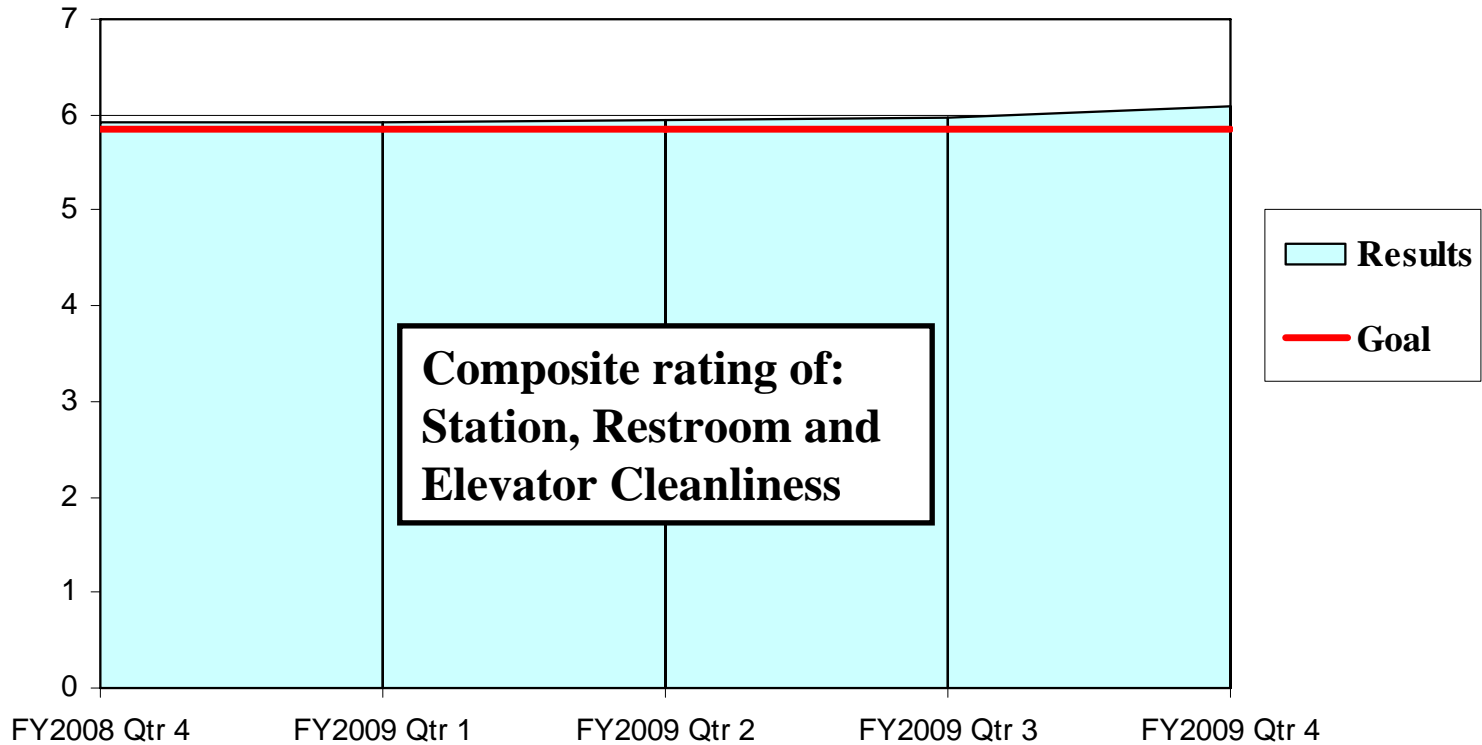
- ✓ Continued steady, above goal performance
- ✓ Availability of Add Fare/Parking machines above 98%
- ✓ Number of vendors that distribute high coercivity tickets are being expanded

# Environment - Outside Stations



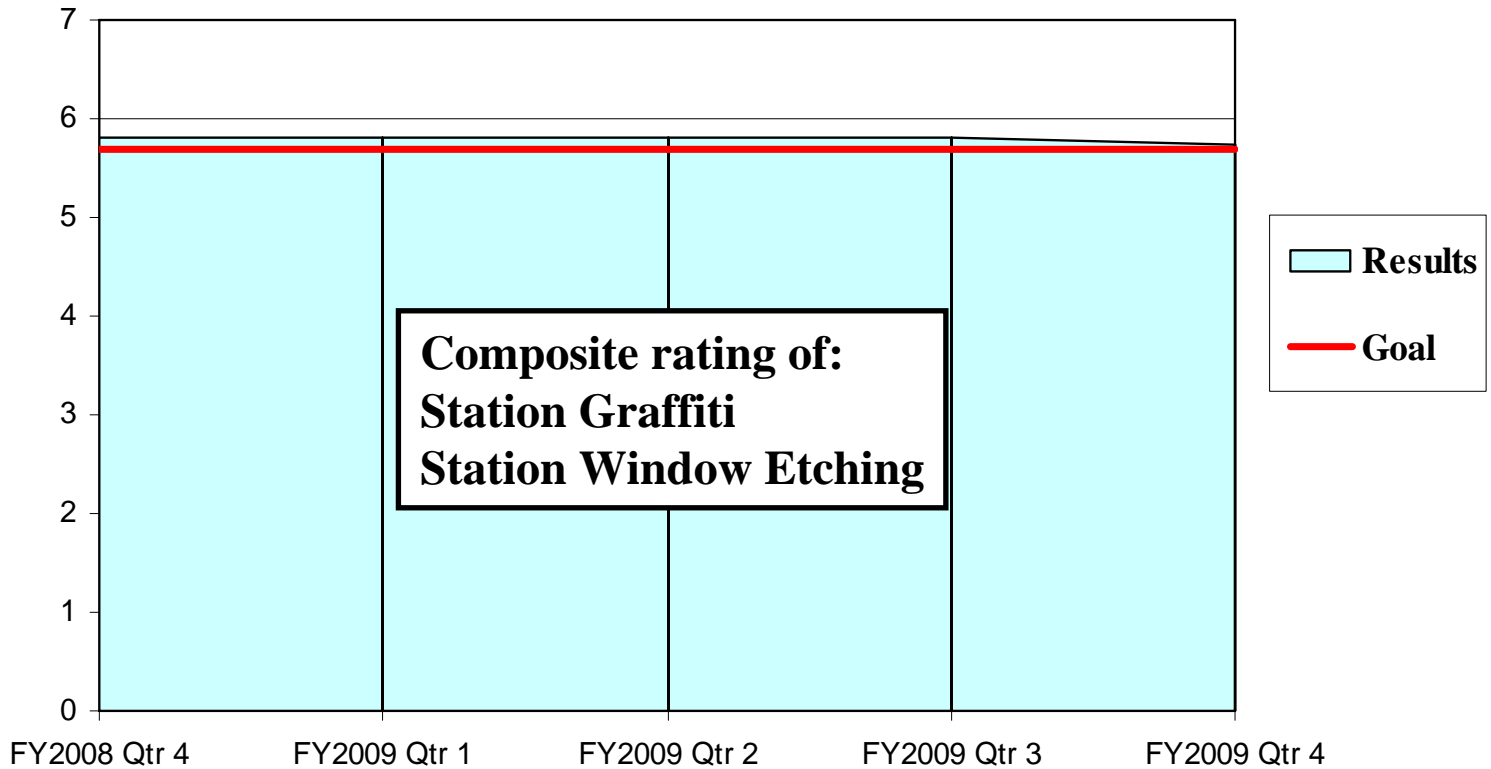
✓ Goal for all three elements exceeded

# Environment - Inside Station



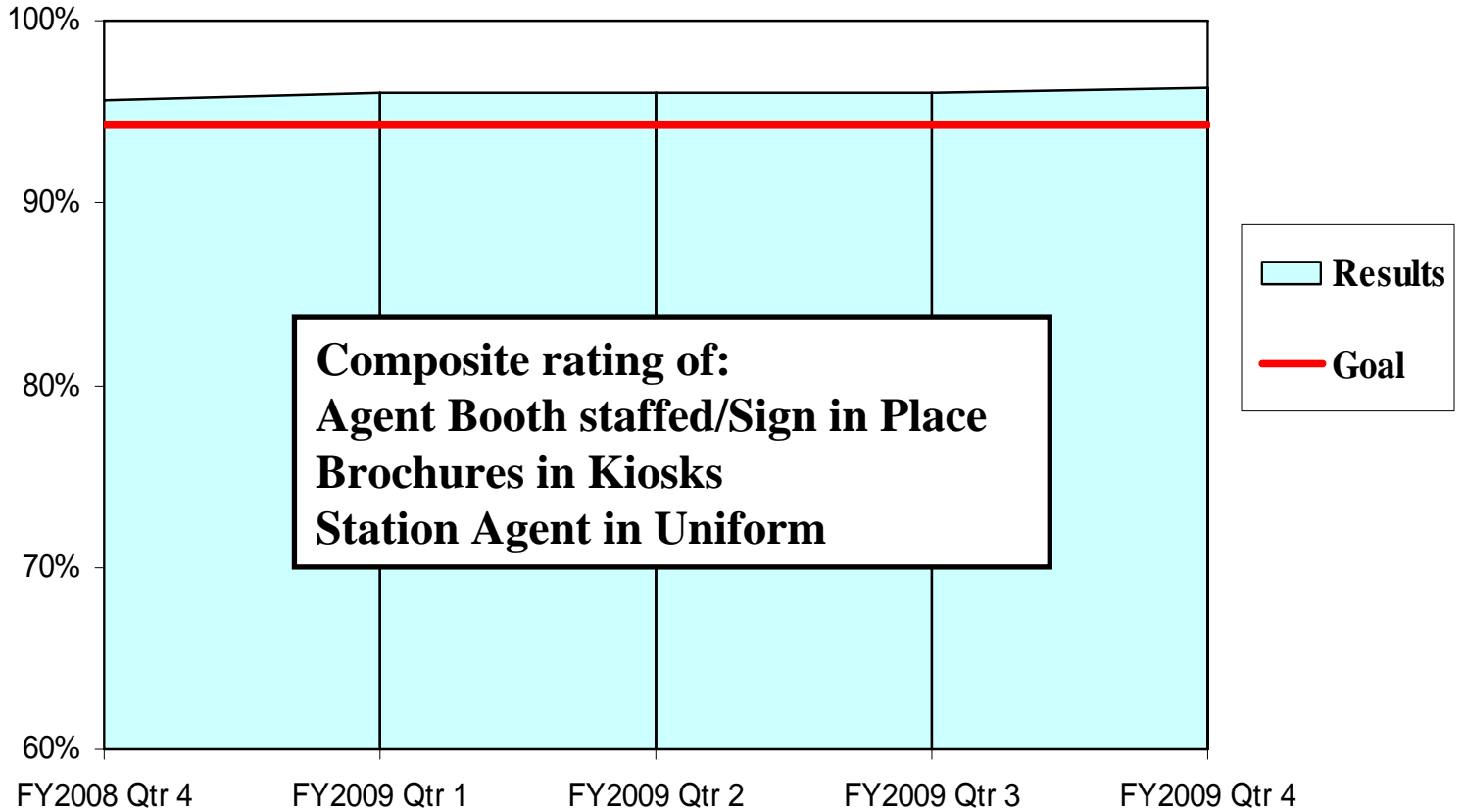
- ✓ Goal met, improved performance
- ✓ All three measures above goal

# Station Vandalism



✓ Goal met

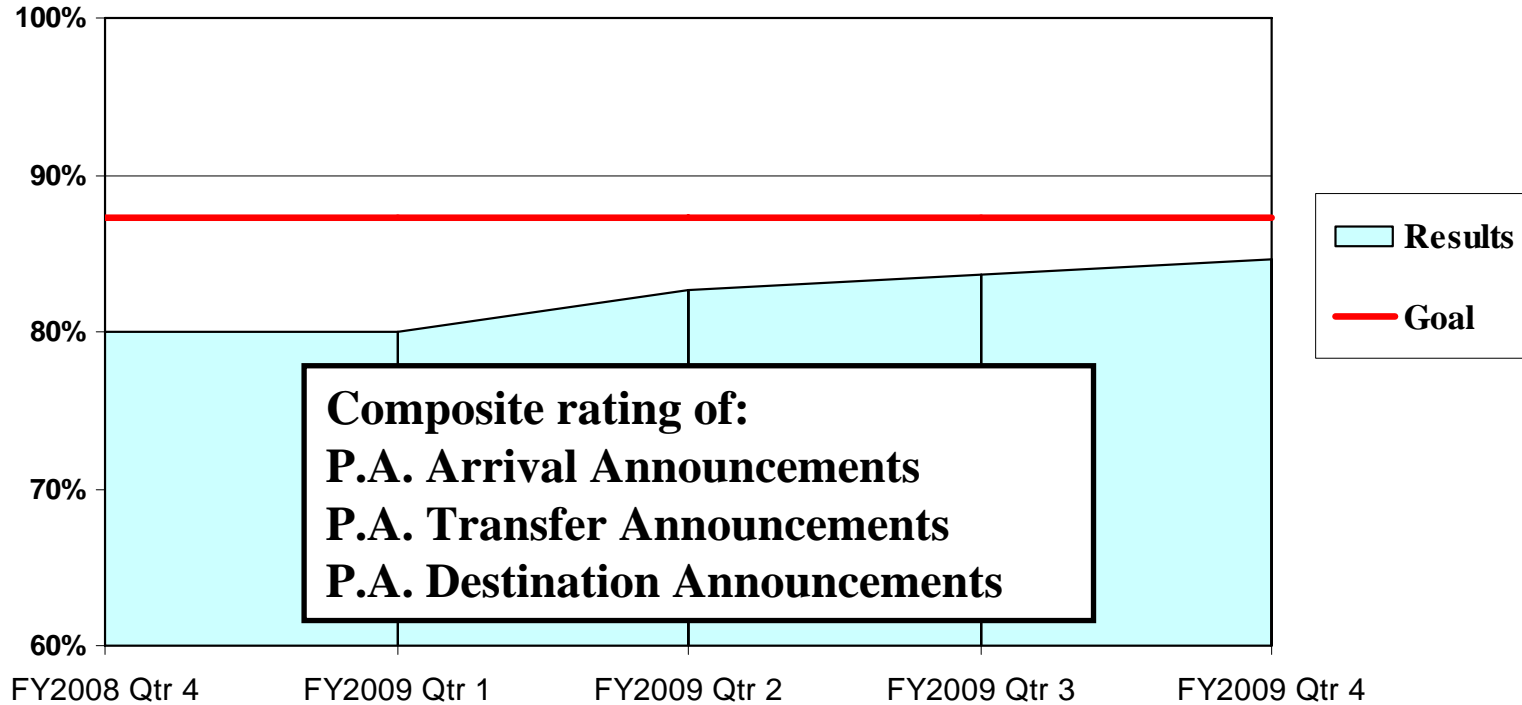
# Station Service Personnel



- ✓ Goal exceeded
- ✓ Goal for all three elements met or exceeded



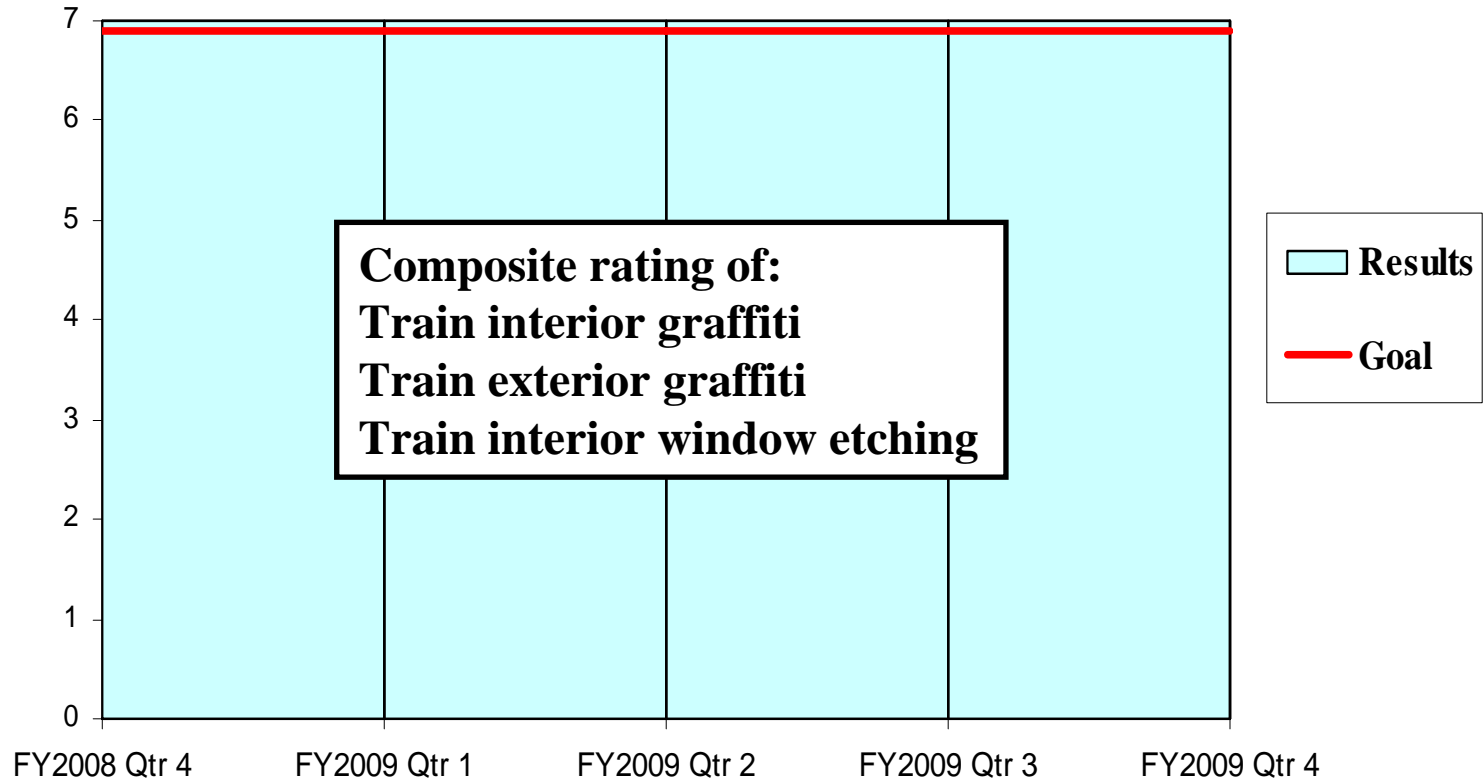
# Train P.A. Announcements



✓ Although goal not met, third consecutive quarter of improvement



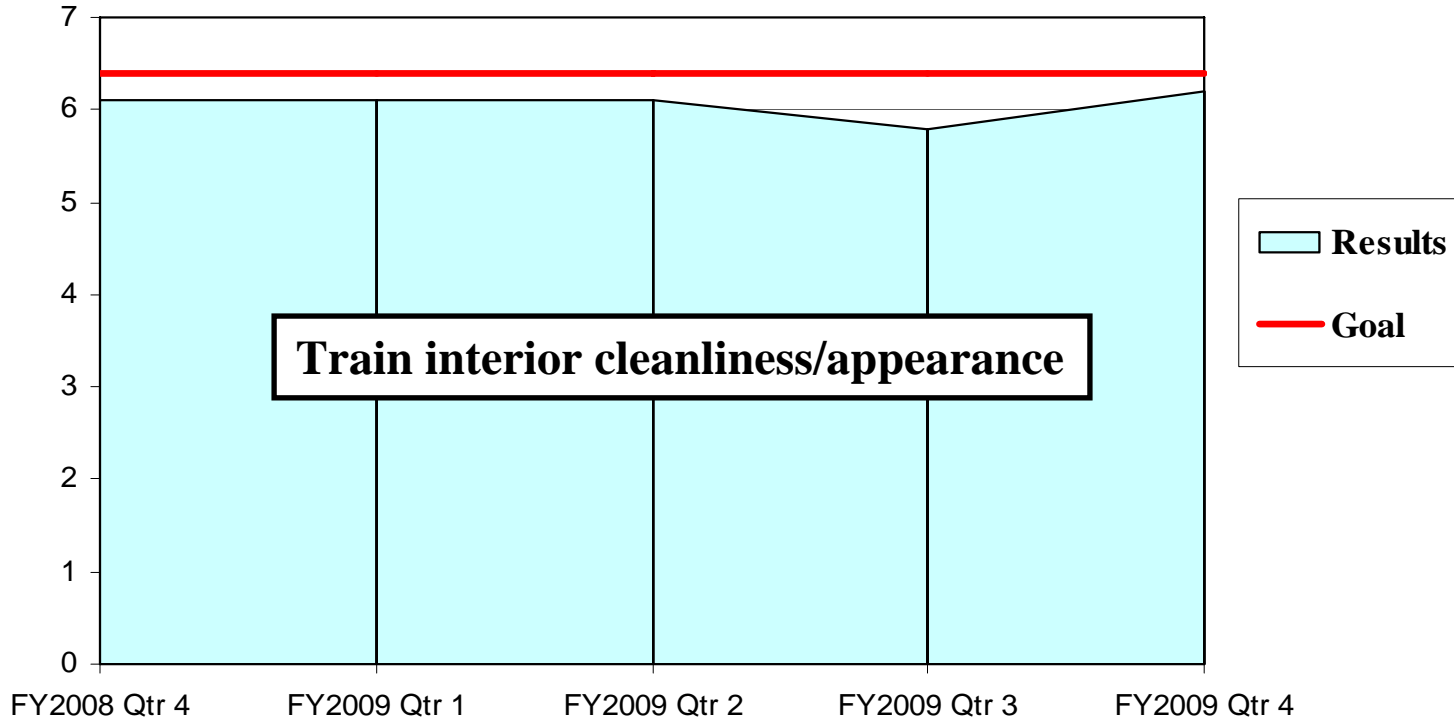
# Train Vandalism



✓ Goal met, continued 7.0 rating



# Train Cleanliness

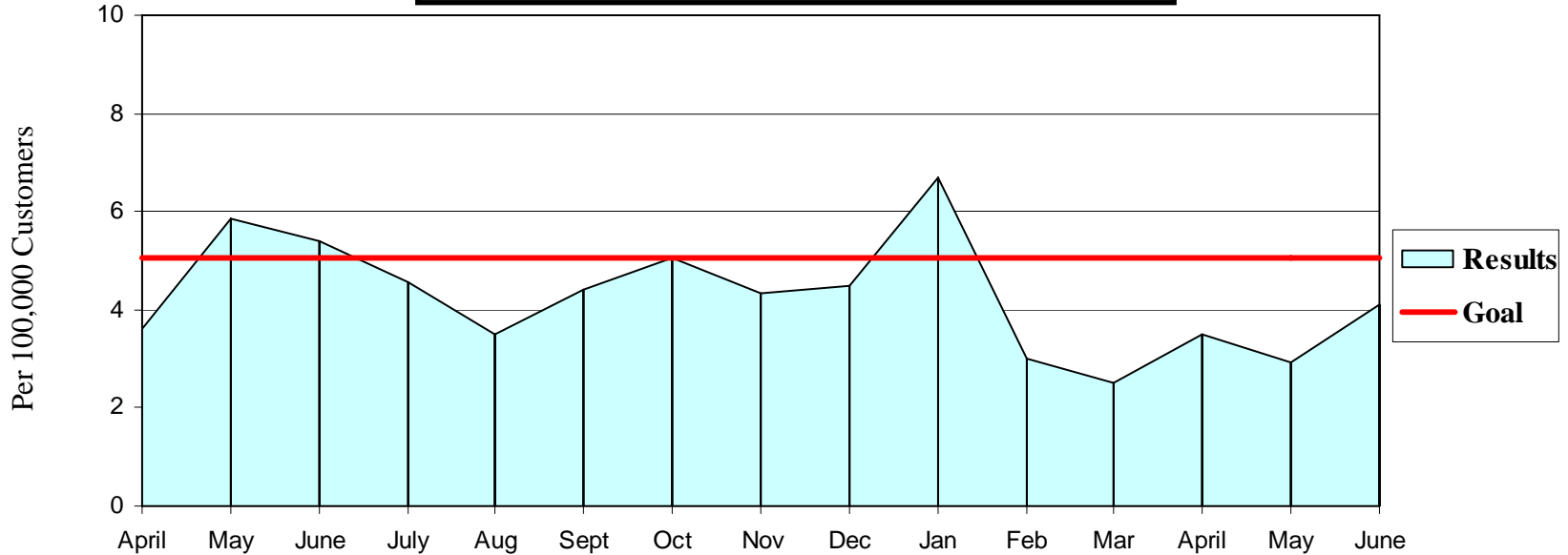


- ✓ This quarter's 6.2 matches the best rating ever during the last 12 years



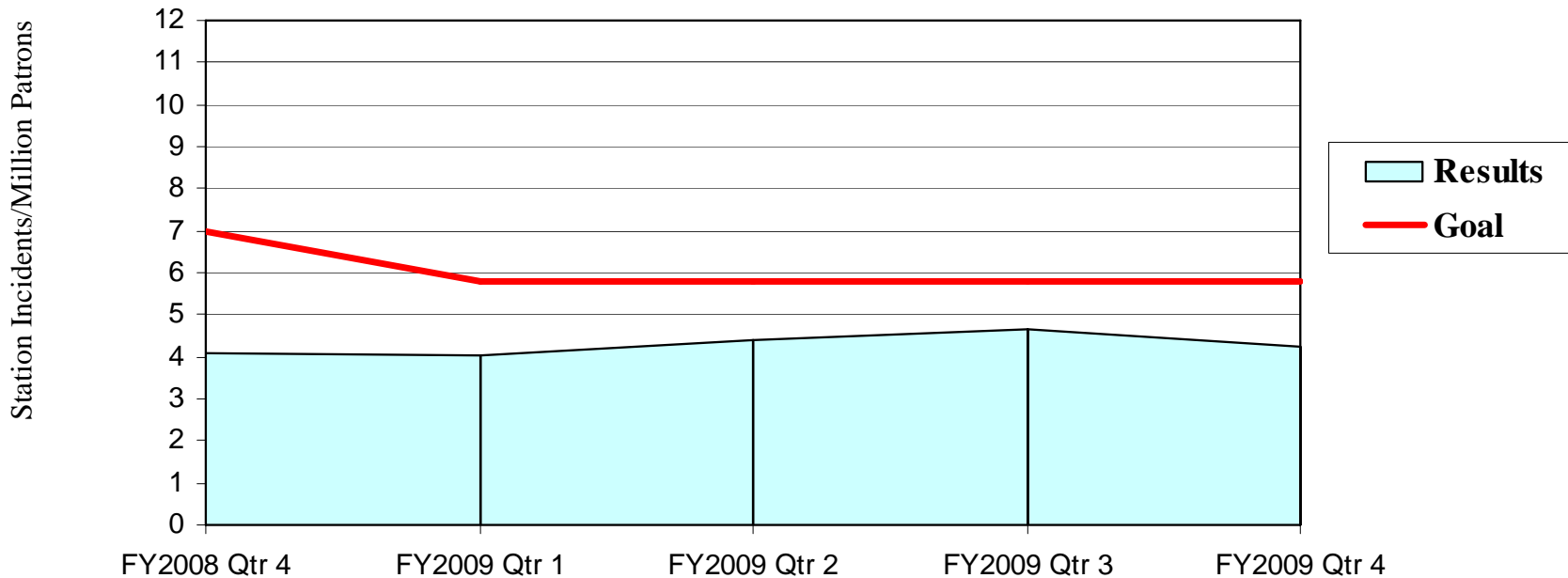
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Total complaints decreased 9% from last quarter and 31% from last year
- ✓ Large decreases in complaints about ‘Policies’ and ‘Services’; increased complaints about ‘Parking’, ‘Personnel’, ‘Station Cleanliness’, and ‘Trains’

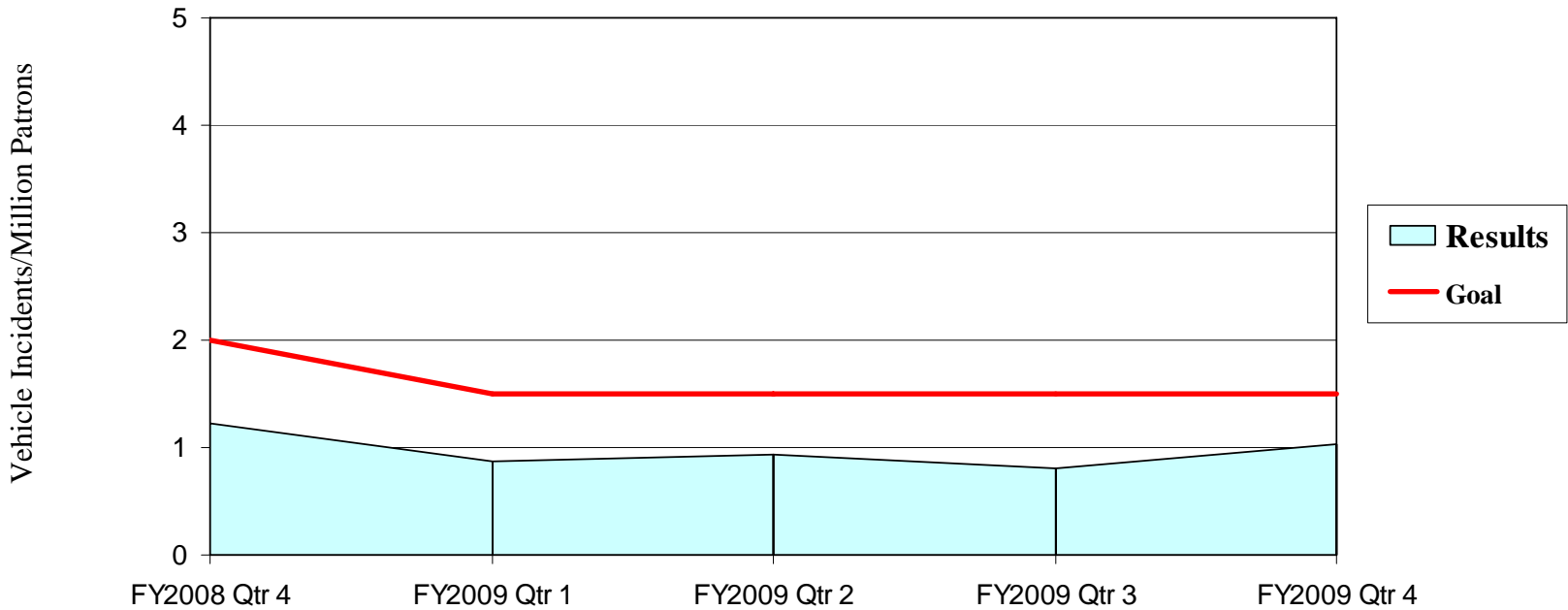
# Patron Safety: Station Incidents per Million Patrons



✓ Down

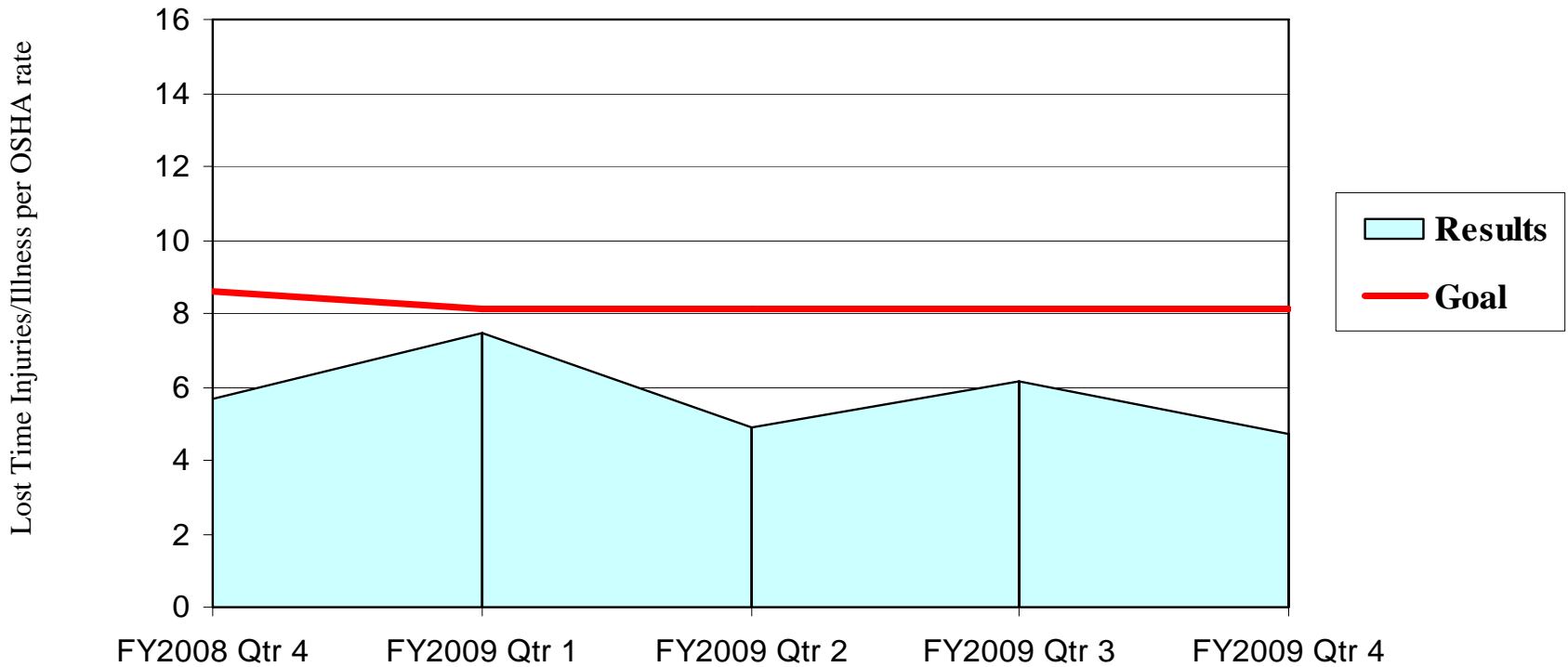
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Up

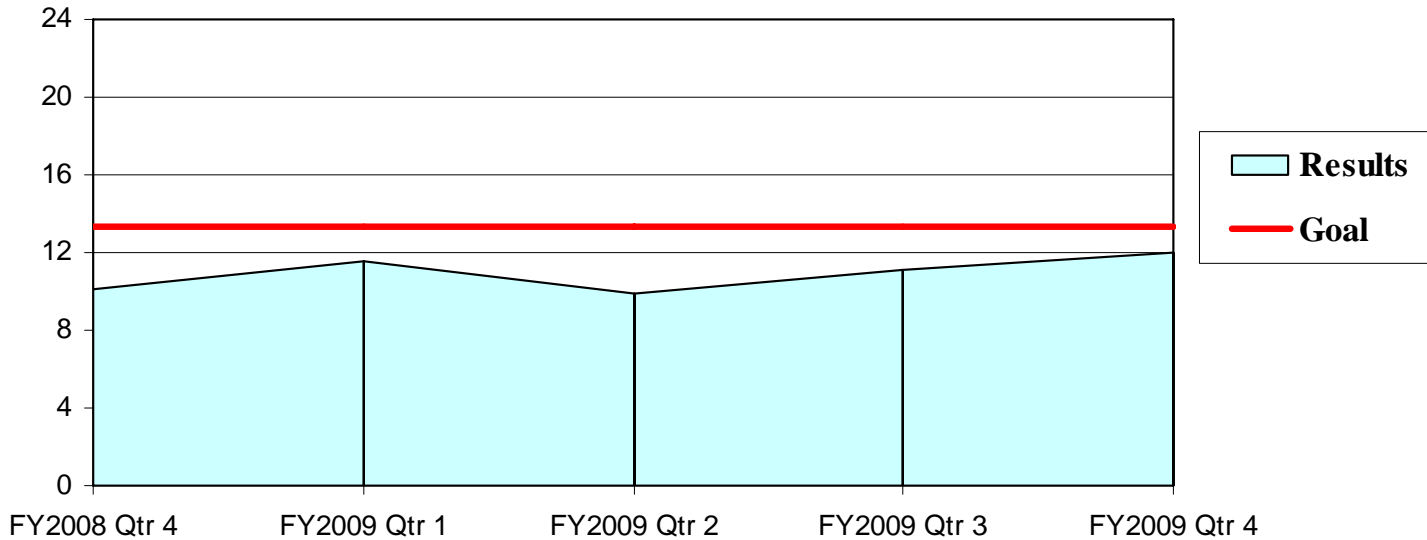
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

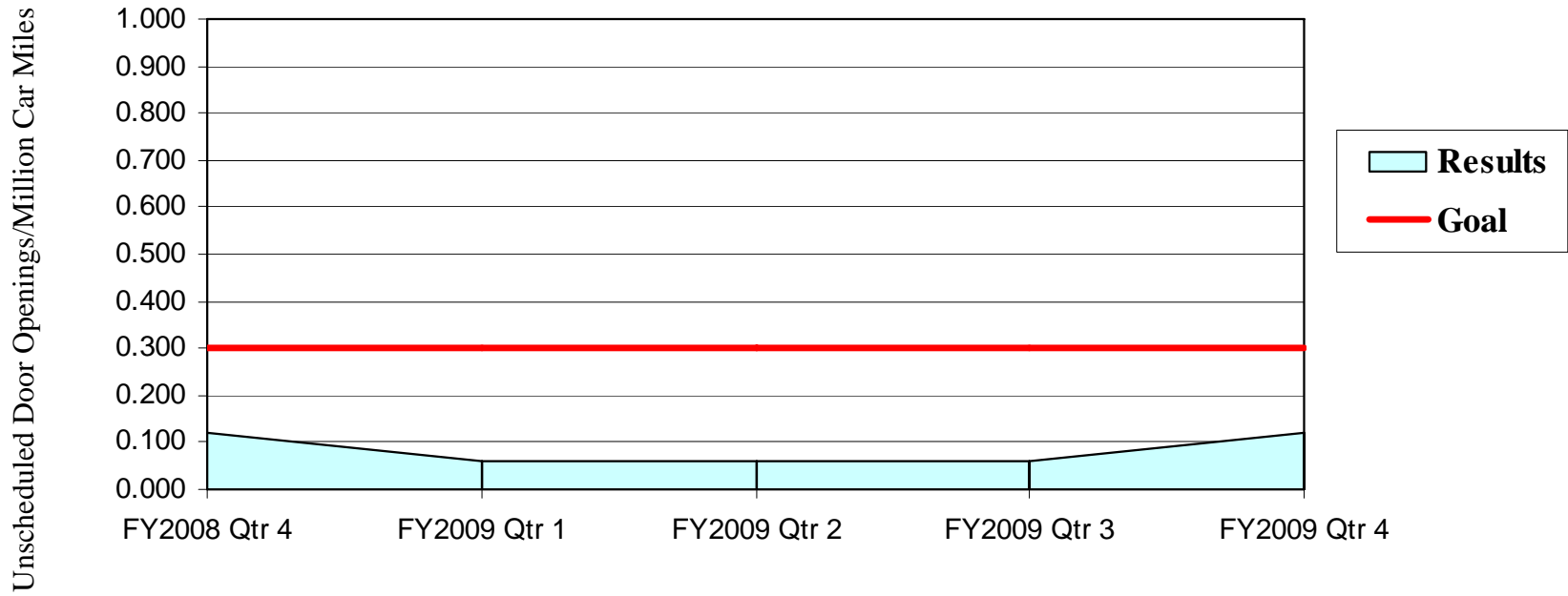
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



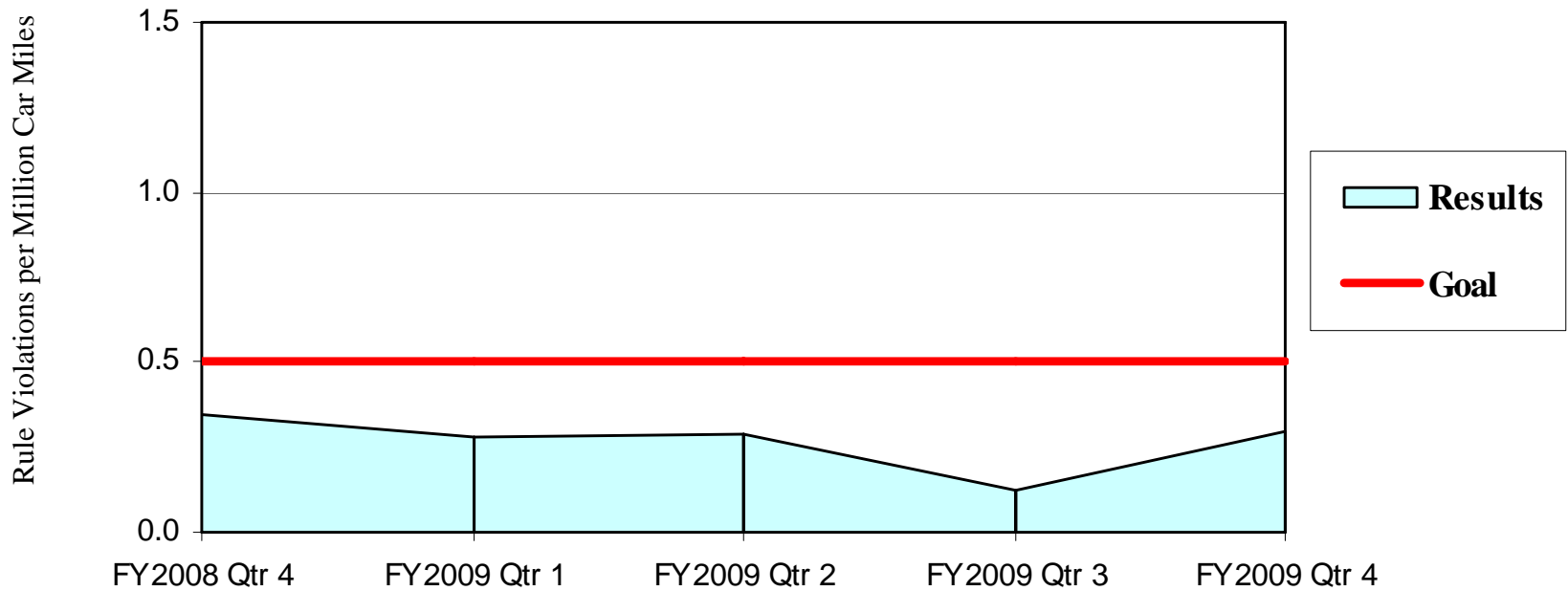
✓ Up

# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Up

# Operating Safety: Rule Violations per Million Car Miles

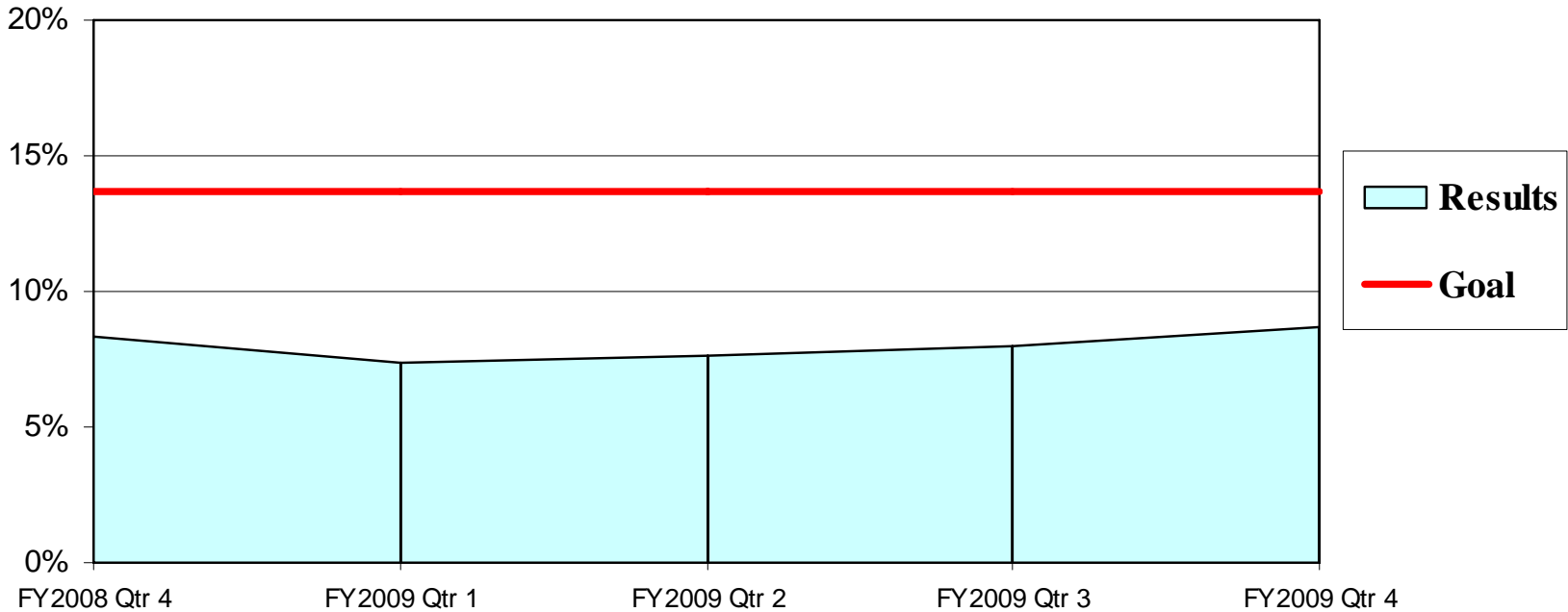


✓ Up



# BART Police Presence

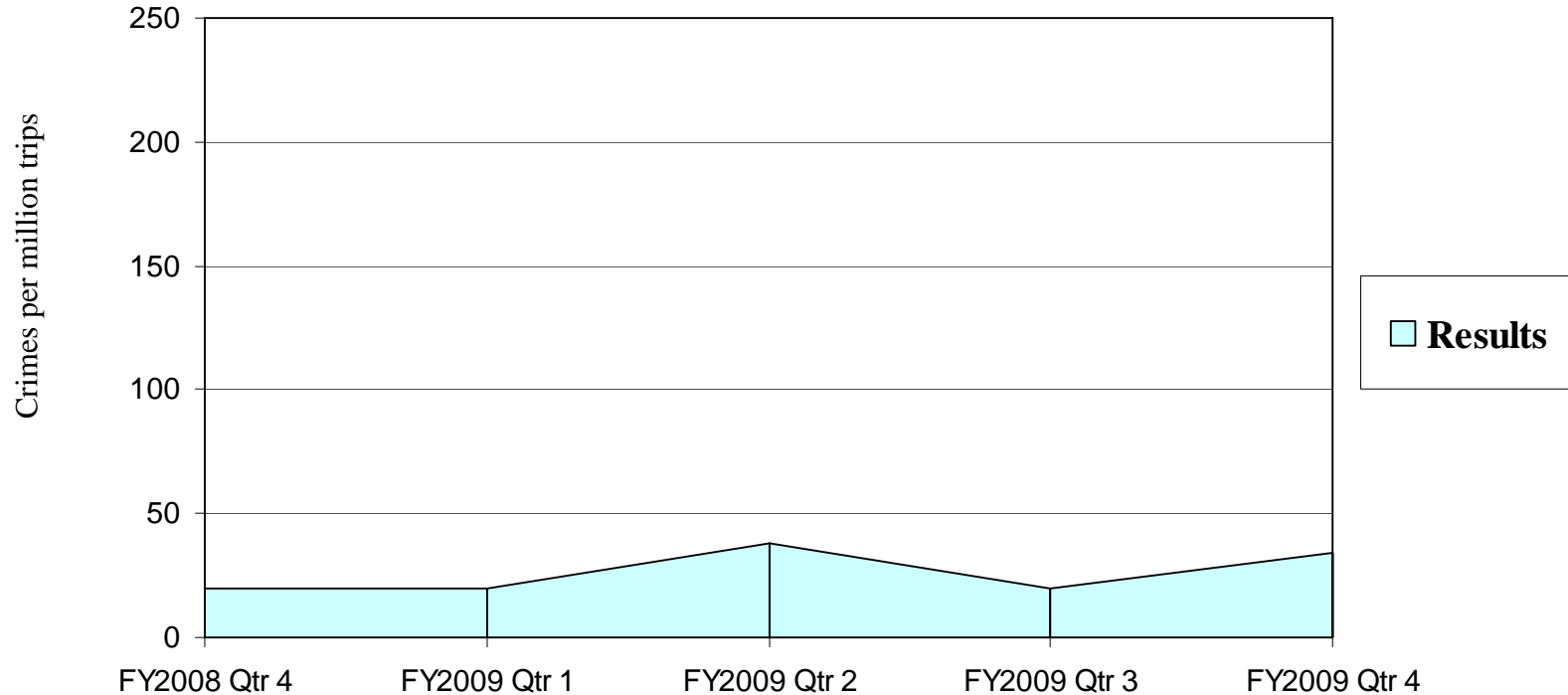
**Composite Rating of Uniformed Police  
Seen by Random Surveyors in Stations,  
Trains, Parking Lots, and Garages**







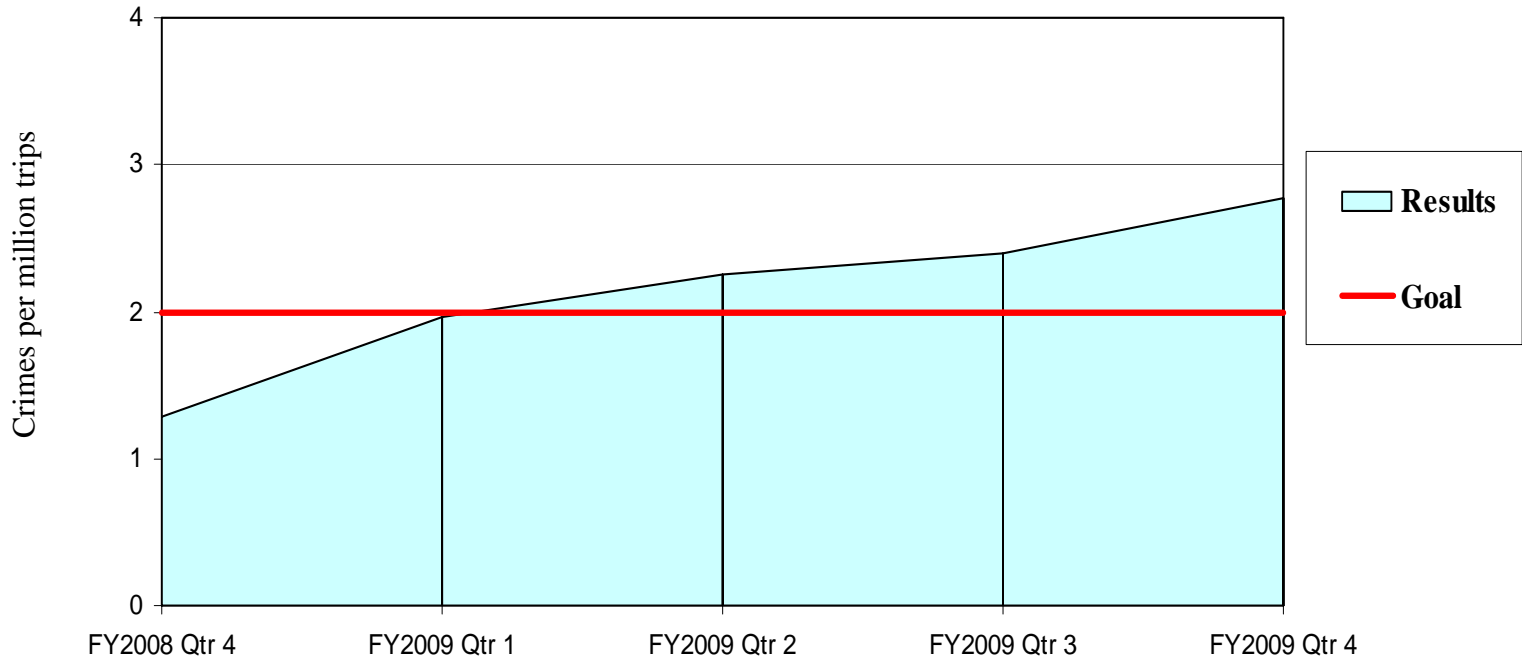
# Quality of Life\*



✓ The rate of quality of life arrests per million trips increased by 72.2% from the previous quarter, and increased 73.1% from the corresponding quarter of the prior fiscal year.

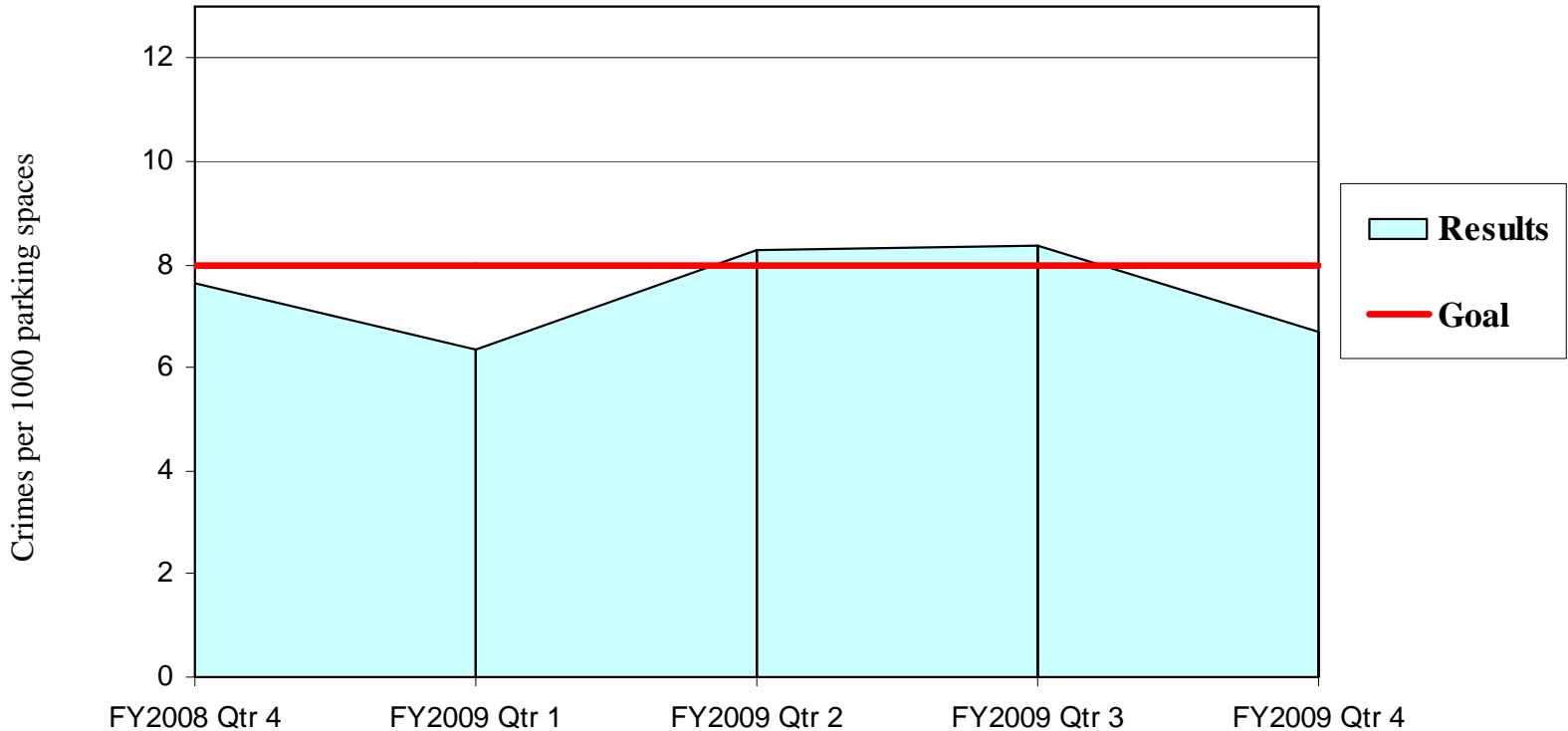
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

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



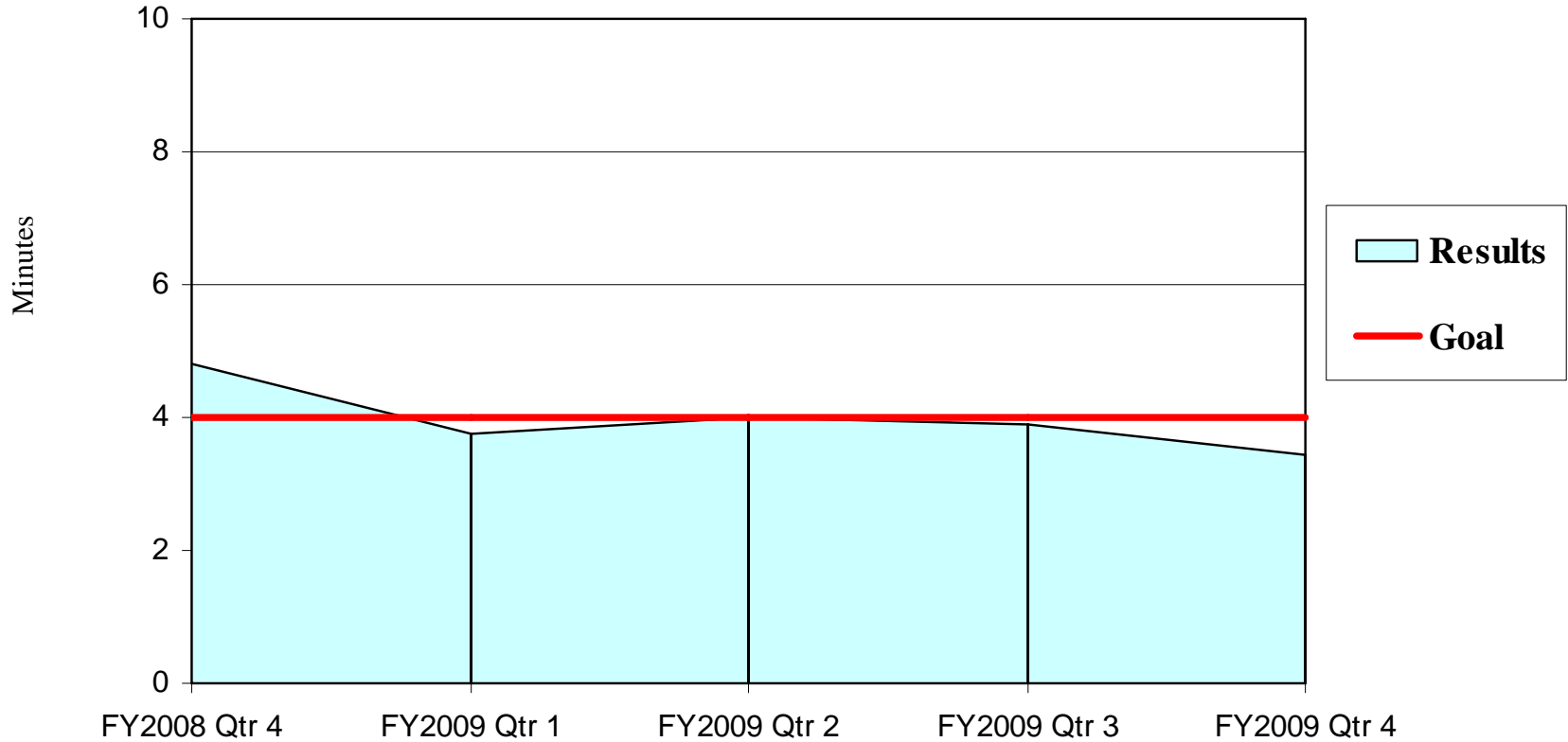
- ✓ The rate of crimes per million passenger trips increased from the previous quarter, and increased from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



- ✓ The rate of crimes per thousand parking spaces decreased by 20.5% from the previous quarter, and decreased by 12.5% from the corresponding quarter of the prior fiscal year

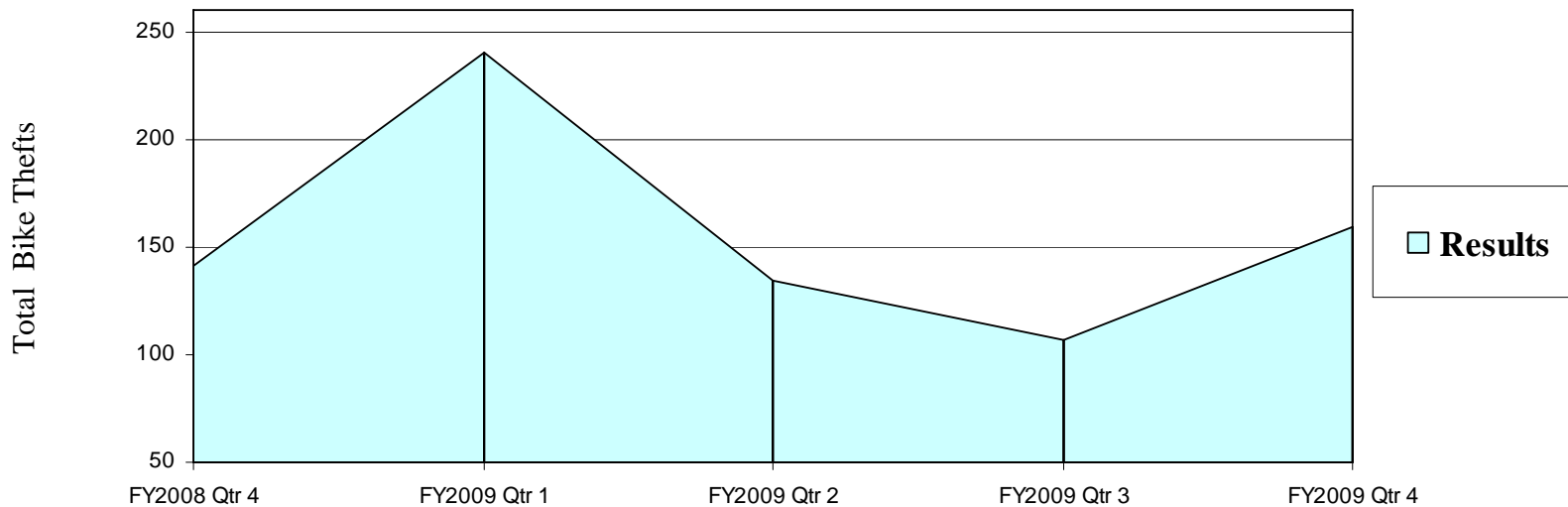
# Average Emergency Response Time



✓ Goal met, the response time decreased to 3.43 minutes



# Bike Theft



✓ 159 bike thefts for current quarter, up from 107 last quarter