



# Quarterly Service Performance Review 1st Quarter, FY25 (July – September 2024)

Engineering & Operations Committee  
November 21, 2024







## Service Performance

### Service Delivery

#### Capacity

- Weekday - Average Ridership
- Dispatches Operated
- Passenger Loading

#### Punctuality

- On-time – Train
  - Daily / Peak
  - Timed Train Meets - K-Line
- On-time – Customer
  - Daily / Peak

### Railway Asset Availability

#### Wayside

- Wayside Equipment
  - Wayside Train Control System
  - Computer Control System
  - Track
  - Traction Power

#### Revenue Fleet

- Revenue Fleet - Fleet Reliability
  - 4 AM - Car Availability
  - Vehicle MTBSD - (Hours)

#### Operations

- Priority Staffing

#### Stations

- Availability – Elevators
- Availability – Escalators
- Availability – Fare Collection

### Customer Experience

#### Customer Service

- Customer Service
  - Complaints
  - Overall Customer Satisfaction
  - Station Agent Customer Service

#### Environment

- Environment – Stations
  - Outside
  - Inside
- Environment – Trains
  - Cleanliness
  - Temperature
- Environment – Code of Conduct
  - Gender Based Harassment
  - Fare Evasion

### Safety and Security

#### Safety

- Safety – Passenger
  - Station Incidents
  - Vehicle Incidents
- Safety – Employee
  - Lost Time Injuries
  - OSHA Recordable Injuries
- Safety – Violations
  - Unscheduled Door Openings
  - OSHA Recordable Injuries

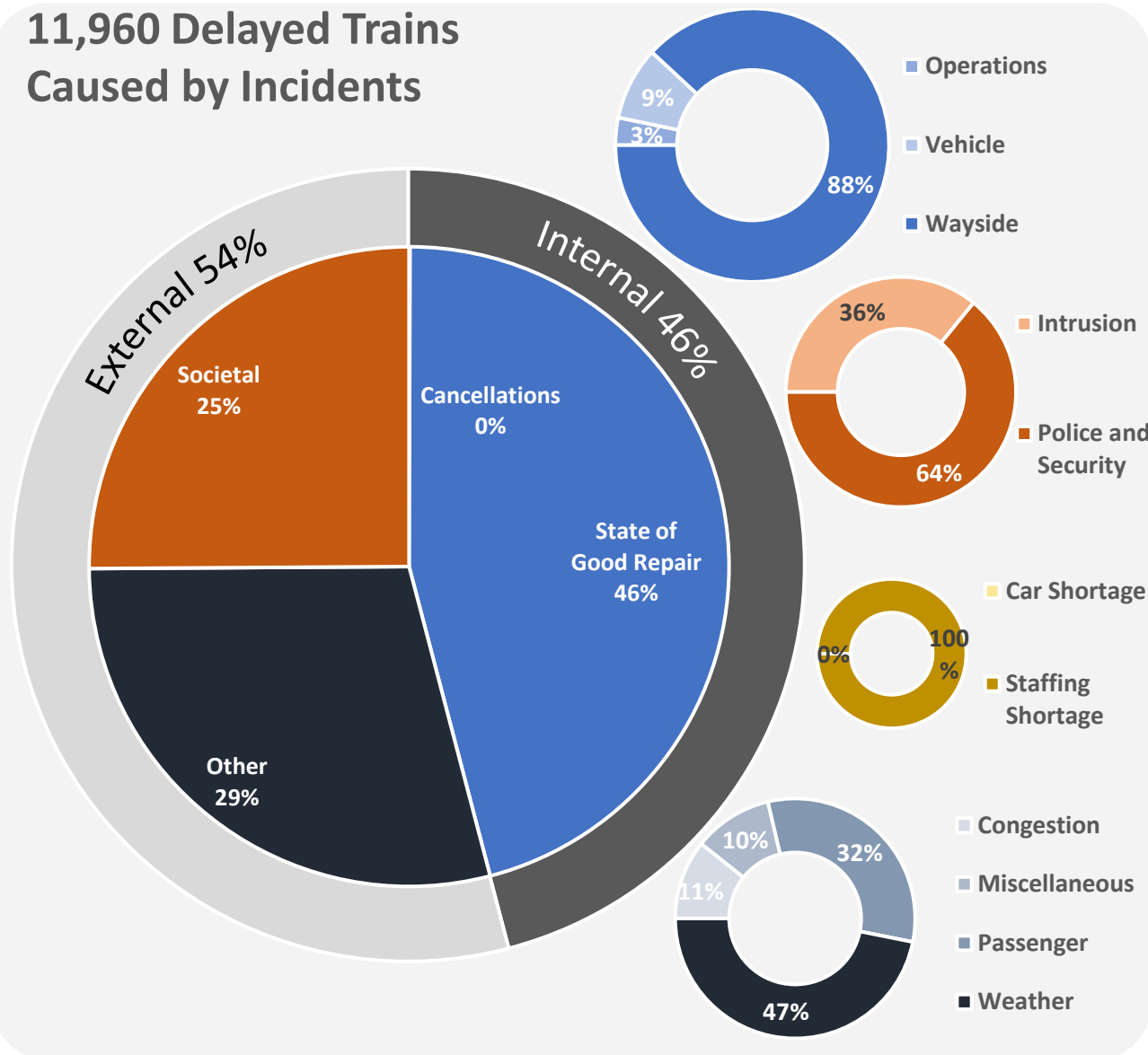
#### Security

- Police Coverage
  - BPD Presence
  - BPD Response Time
- Crime – Burglary
  - Bike Thefts
  - Auto Burglaries
  - Auto Thefts
- Crime – Against Persons
  - Progressive Policing

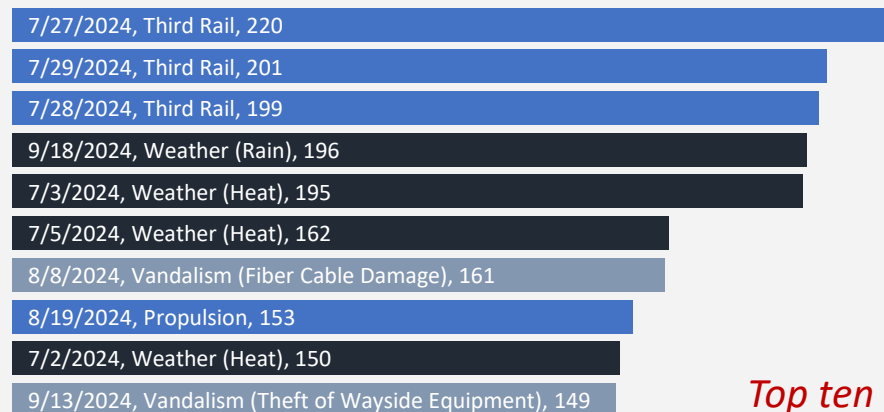
# Service Delivery – Delay Incident Detail



## 11,960 Delayed Trains Caused by Incidents

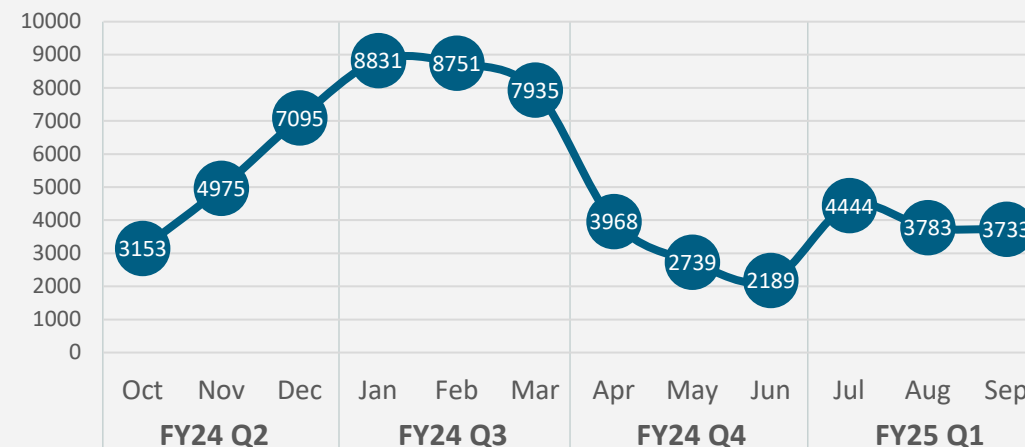


## Trains Delayed - Top Ten Single Incidents

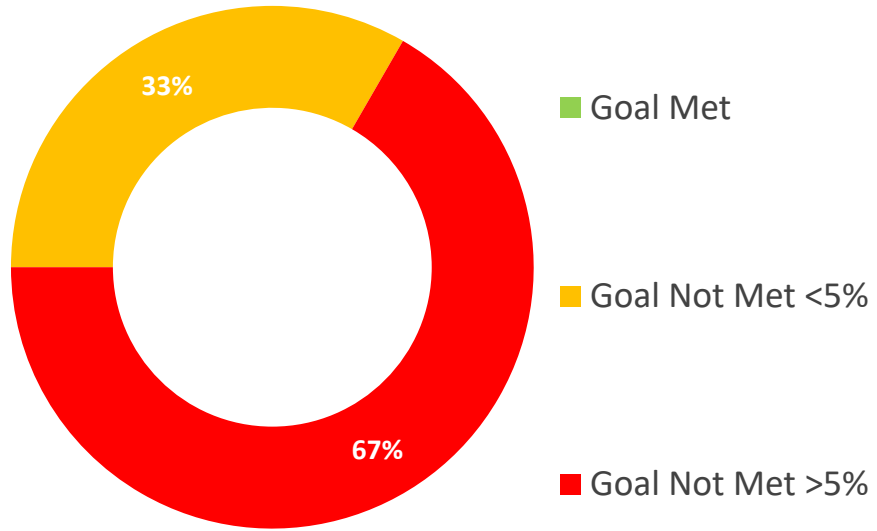


*Top ten incidents = 14.9% of delayed trains*

## Trains Delayed by Month



# Summary – Service Delivery



Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>All-Day</i>				
Weekday - Average Ridership	169,291	172,178	2.77%	▲
Trains On-Time - Daily	76.7%	91.0%	(10.47%)	▼
Customers On-Time - Daily	88.8%	94.0%	(5.30%)	▼
<i>Peak</i>				
Trains On-Time - Peak	74.7%		(15.53%)	▼
Customers On-Time - Peak	88.8%	94.0%	(5.57%)	▼

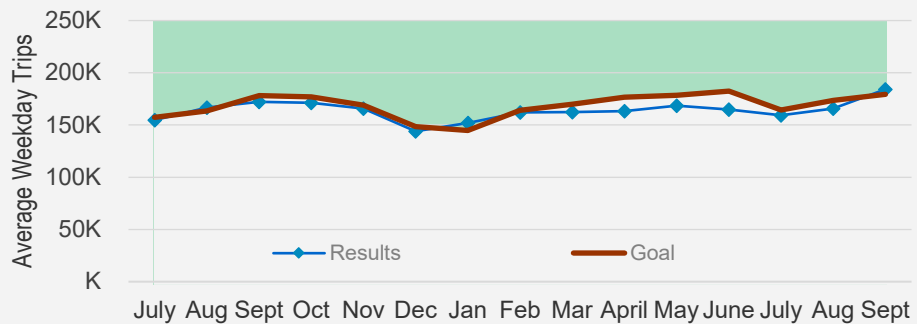
▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

# Capacity – Ridership



- Total Ridership up 4.3% over last year.
- Average weekday ridership up 2.8% over last year.
- Saturday ridership up 6.7% over last year.
- Sunday ridership up 9.0% over last year.

## ● Average Ridership - Weekday

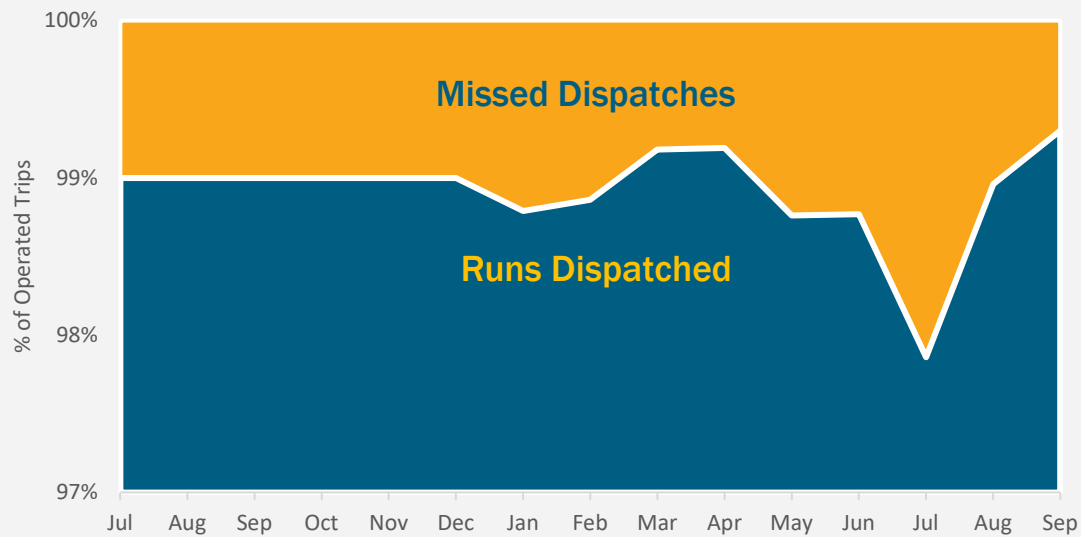


# Capacity – Dispatches Operated

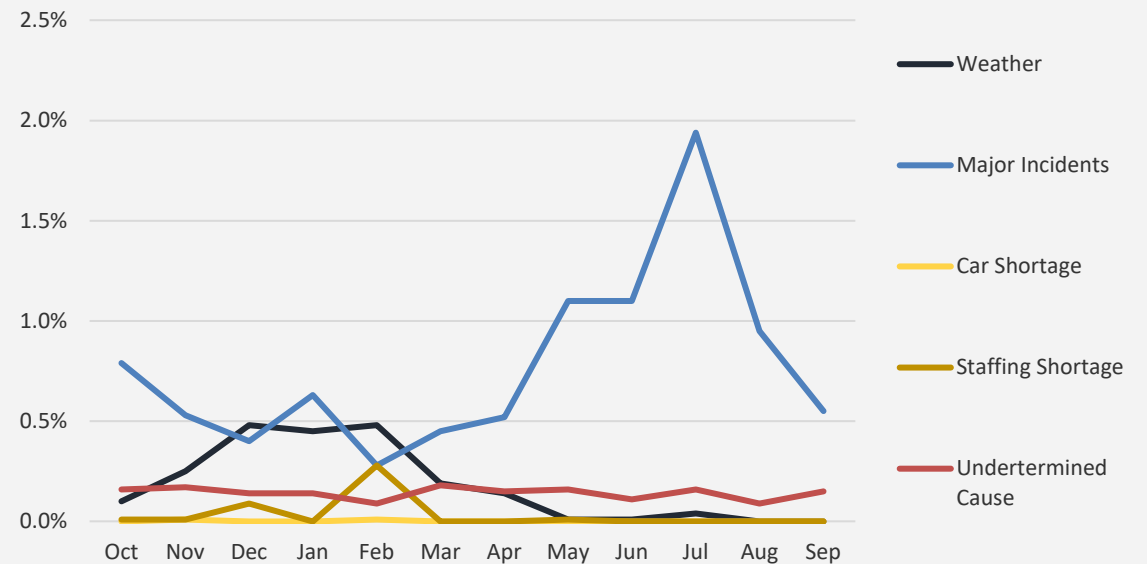


- Cancellations remain between 1-2% of trains missing dispatch from origin
- K-Line 3rd Rail Power (Substation) contribute 50% of the Major Incident (July)
- Track - Rail Defect between 19<sup>th</sup> street and Orinda contribute 22% of the Major Incident (July)

## Scheduled Runs Dispatched from Origin



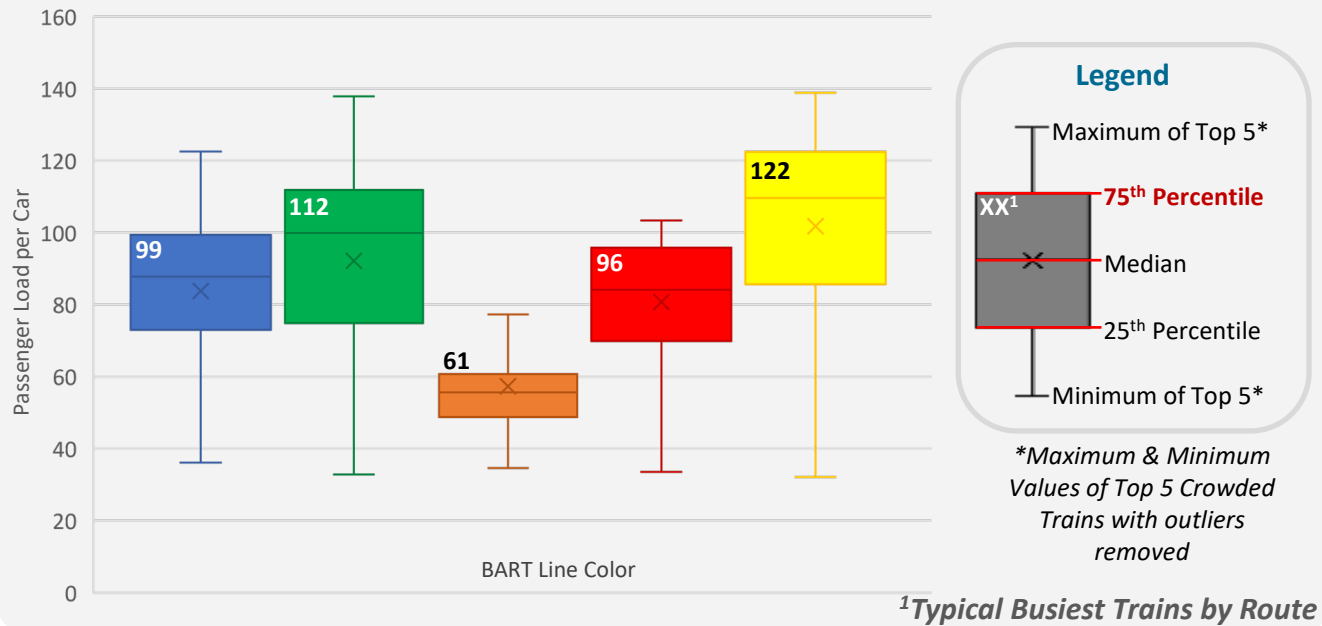
## % of Scheduled Dispatches Missed by Cause



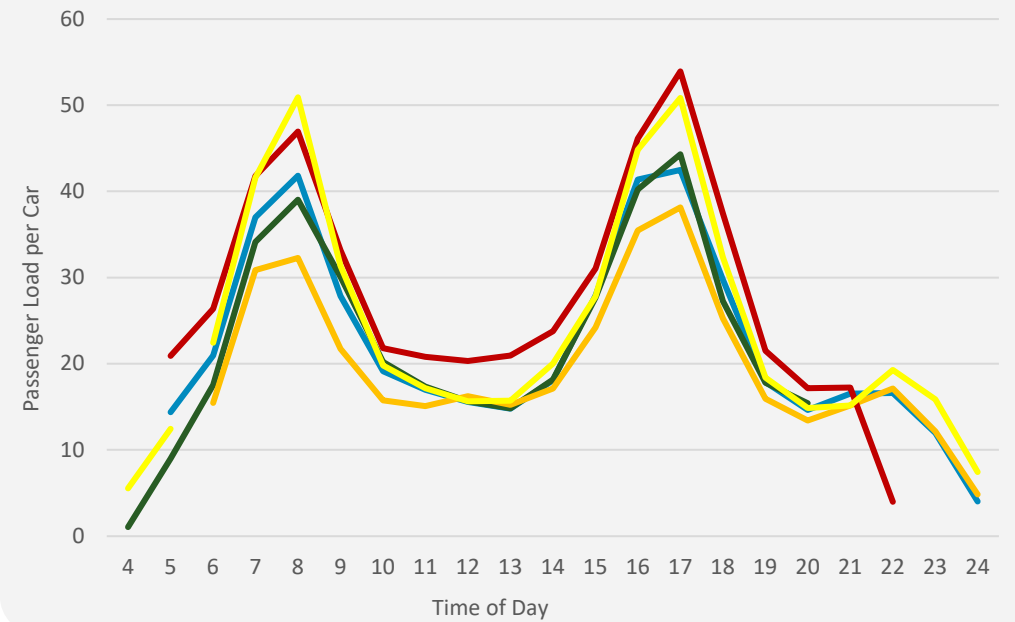
# Capacity – Passenger Loading



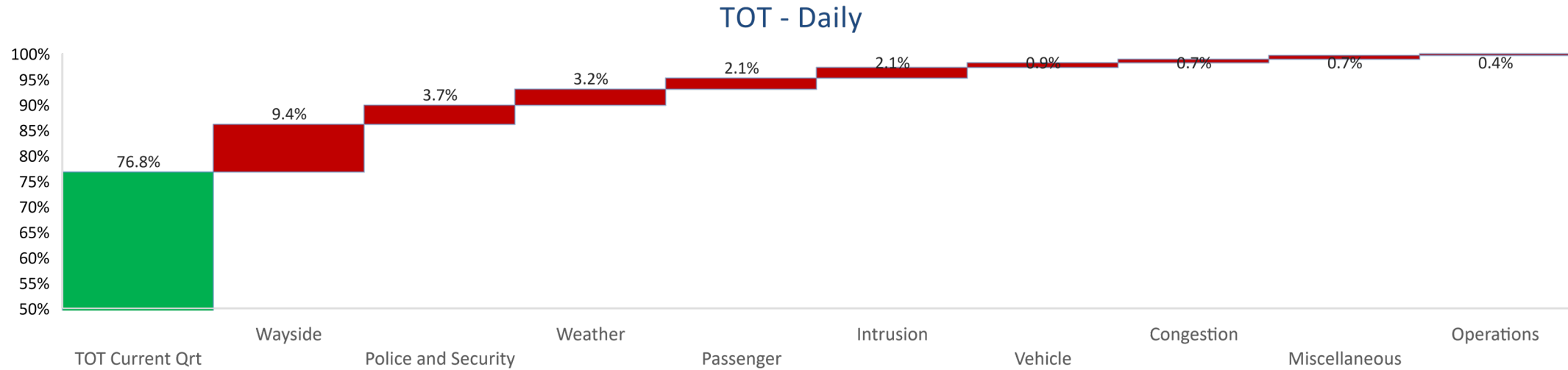
### Passenger Load per Car for Top 5 Crowded Weekday Trains



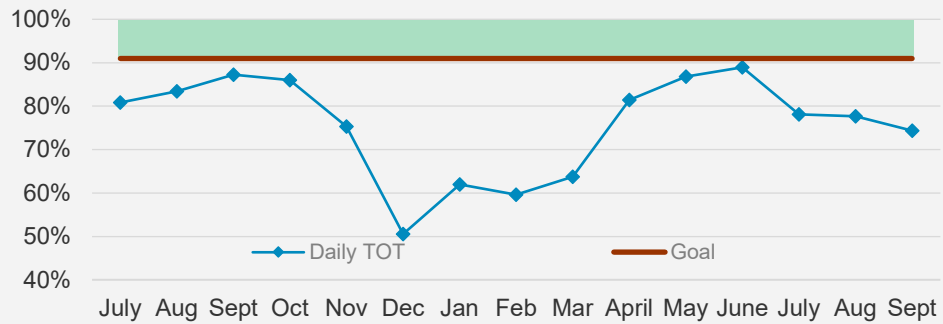
### Average Hourly Weekday Passenger Load per Car by Line



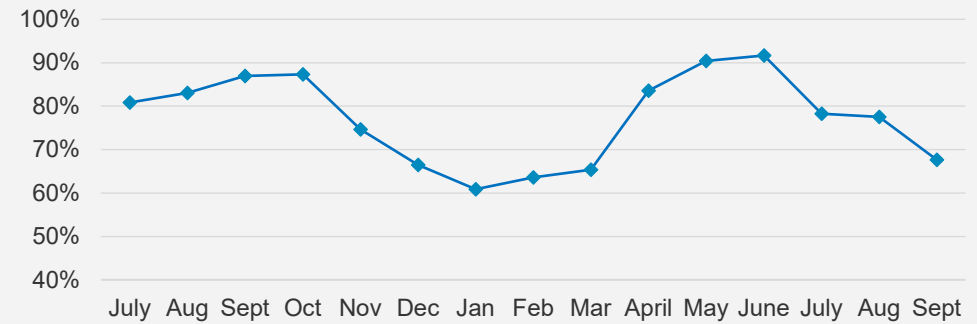
# Punctuality – Trains On-Time



## ● Trains On-Time - Daily



## Trains On-Time - Peak



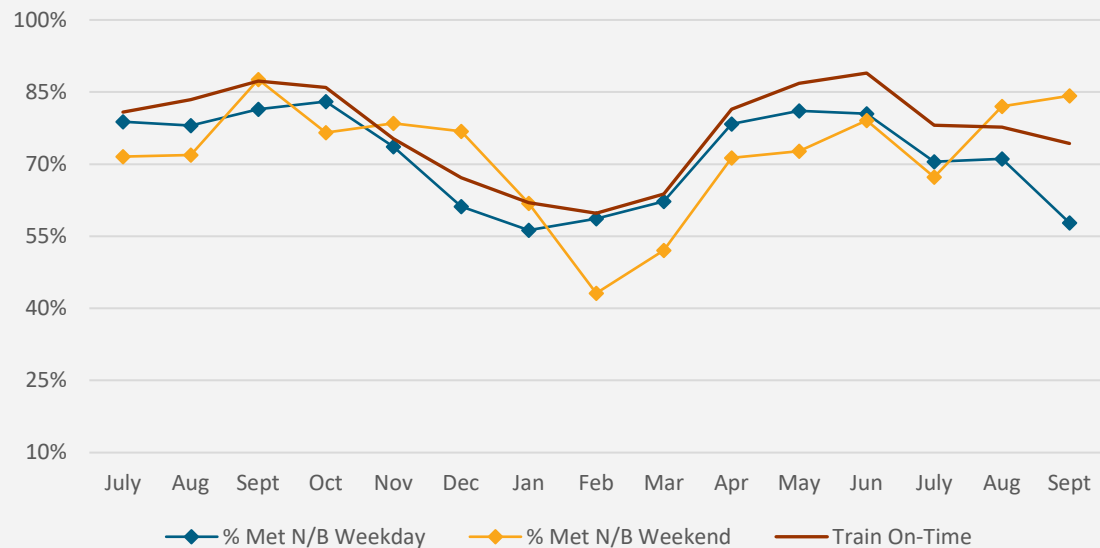


# Punctuality – Timed Train Meets

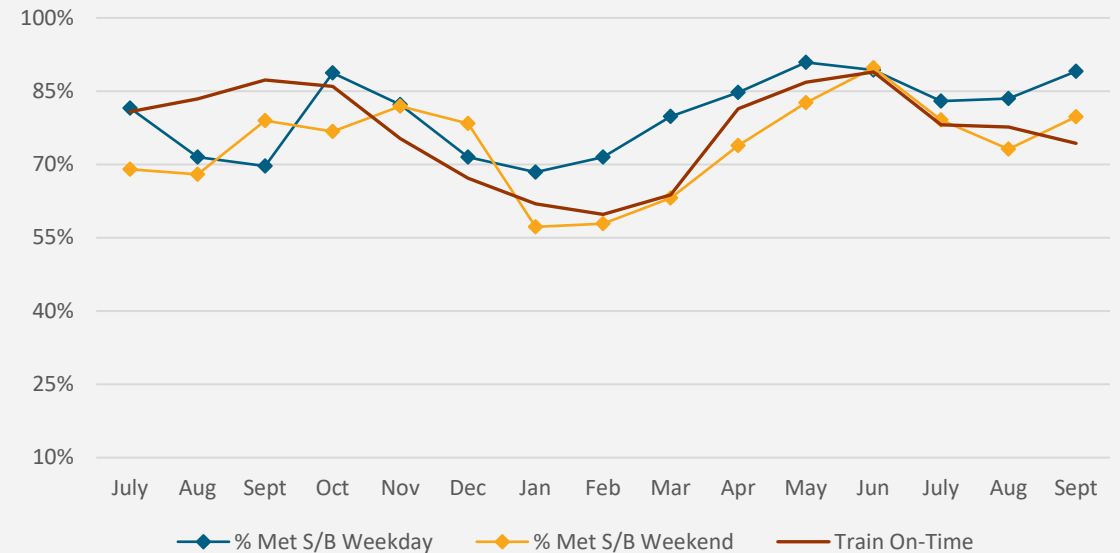


- A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point
- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

## Northbound Meets at 19<sup>th</sup> Street



## Southbound Meets at MacArthur

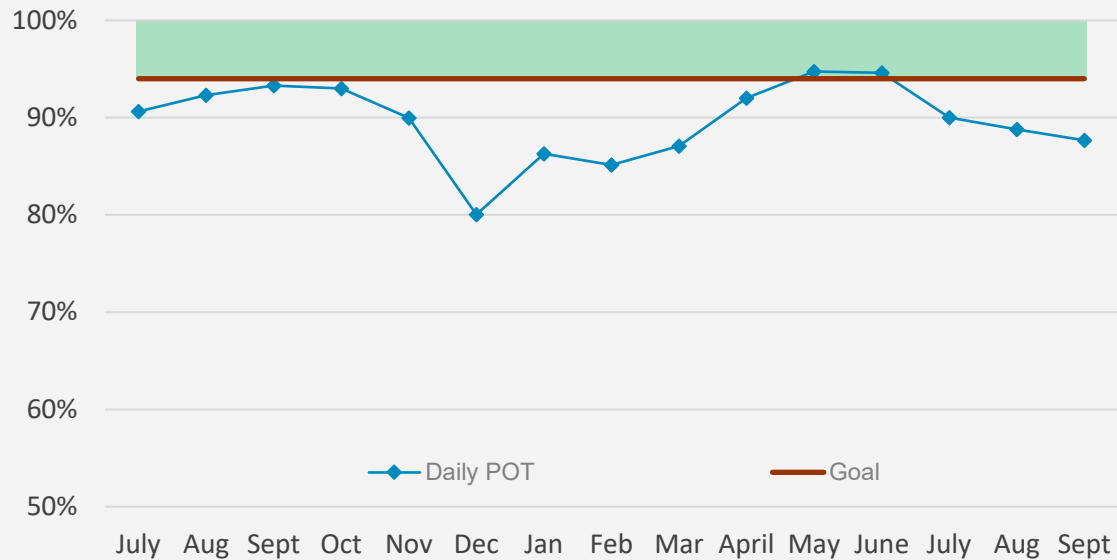


# Punctuality – Customer On-Time

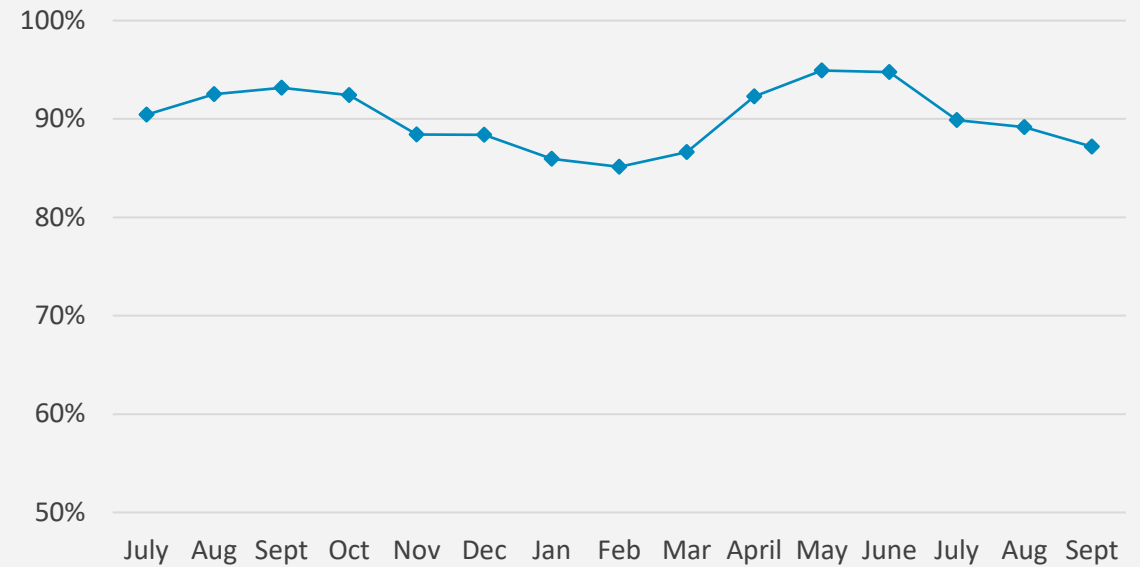


- Customer On-Time was 88.8% for the quarter

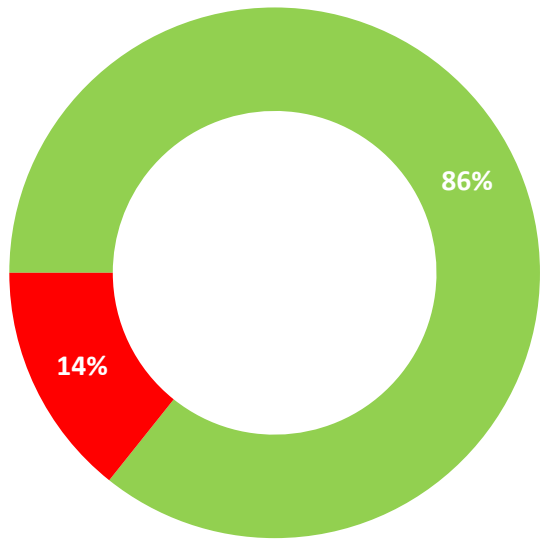
● Customer On-Time - Daily



Customer On-Time - Peak



# Summary – Railway Asset Availability



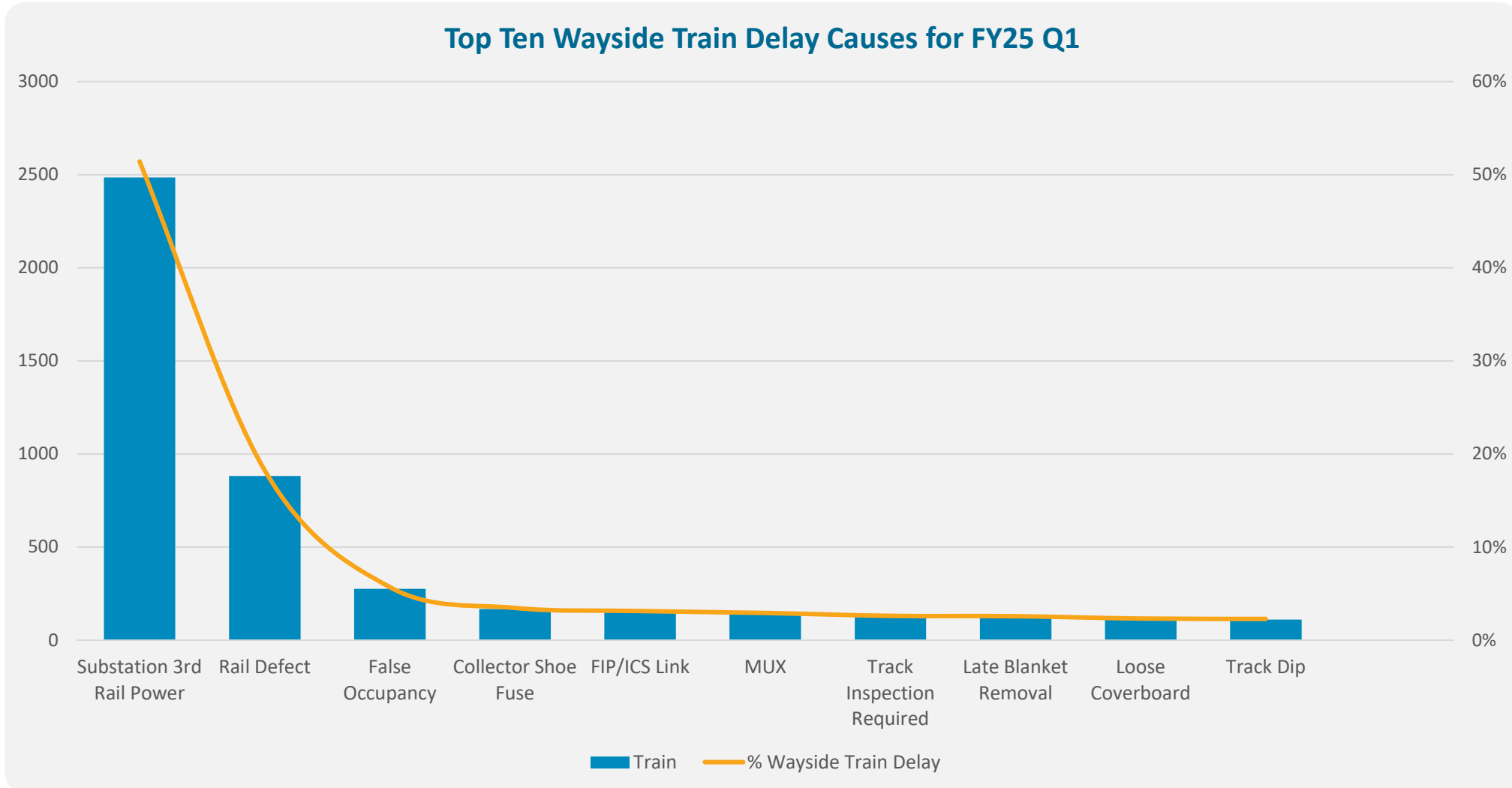
- Goal Met
- Goal Not Met >5%

Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Wayside Equipment</i>				
Track	2.18	0.30	(985.60%)	▼
Traction Power	4.91	1.00	(723.23%)	▼
Wayside Train Control System	1.21	1.30	33.89%	▲
Computer Control System	0.32	0.30	(119.92%)	▼
Transportation	0.32	0.50	(18.35%)	▼
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	10032	9600	(12.95%)	▼
4 AM - Car Availability	631	458	5.87%	▲
DMU - MDBF (Miles)	23794	28000	56.72%	▲
<i>Station Equipment</i>				
Elevators in Service - Station	99.0%	98.0%	(0.38%)	▼
Elevators in Service - Garage	98.7%	97.0%	(1.04%)	▼
Escalators in Service - Street	97.3%	93.0%	3.02%	▲
Escalators in Service - Platform	98.1%	96.0%	0.75%	▲
Automatic Fare Collection - Gates	99.6%	98.0%	(0.10%)	▼
Automatic Fare Collection - Vendors	99.3%	95.0%	(0.09%)	▼

# Wayside Asset Availability – Detail



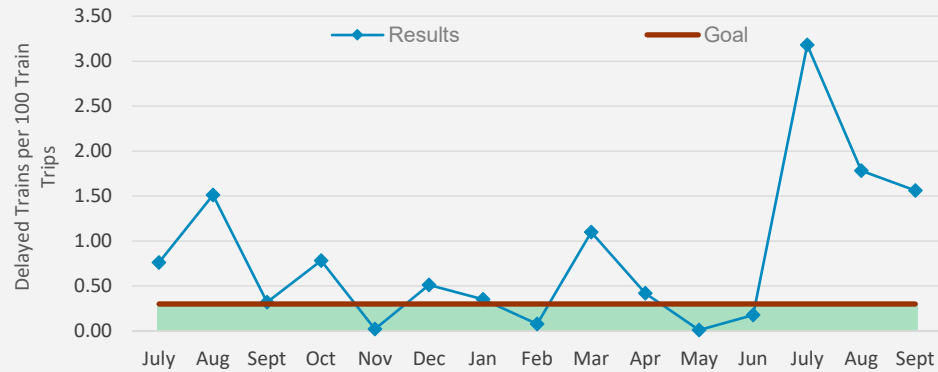
- 4,833 Train delays for the quarter



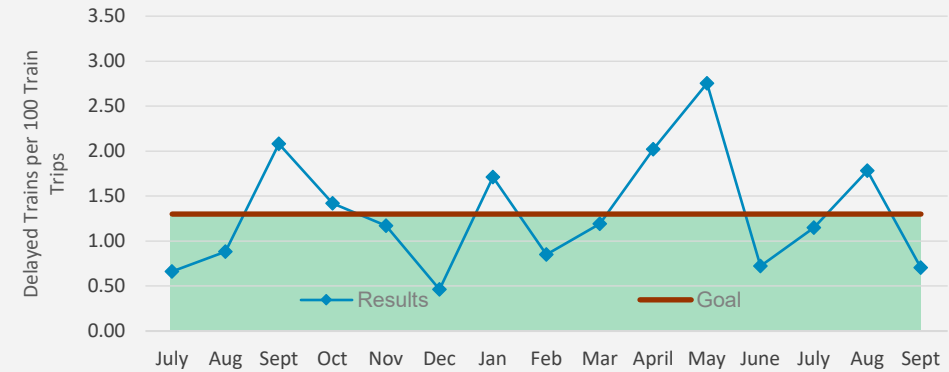
# Wayside Equipment – Delayed Trains by System



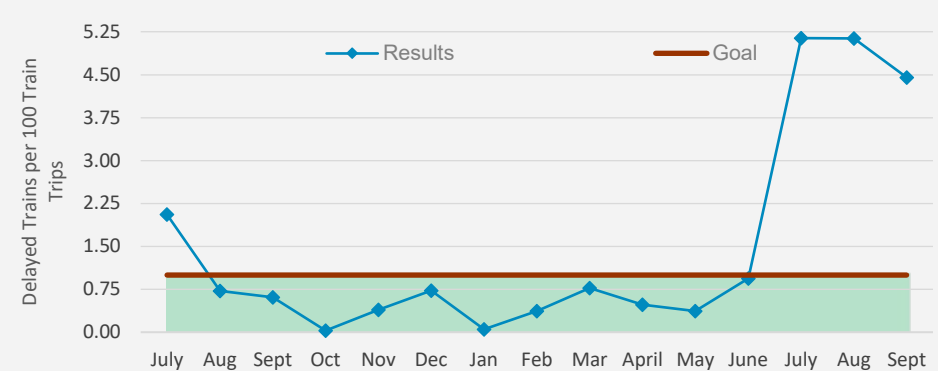
## Track System



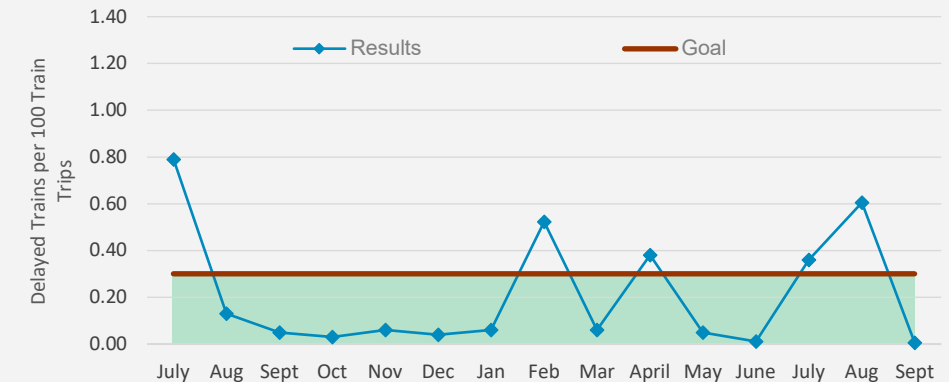
## Wayside Train Control System



## Traction Power System



## Wayside Computer Control System

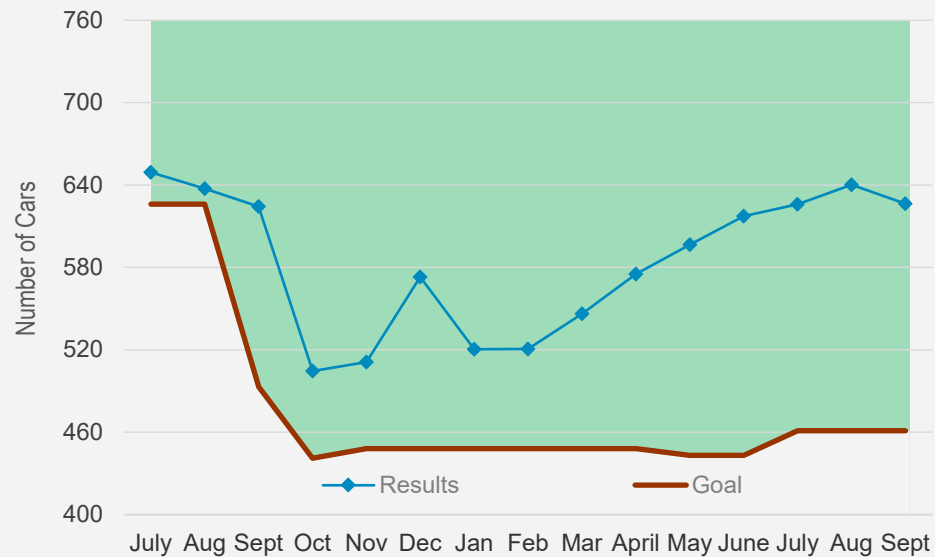




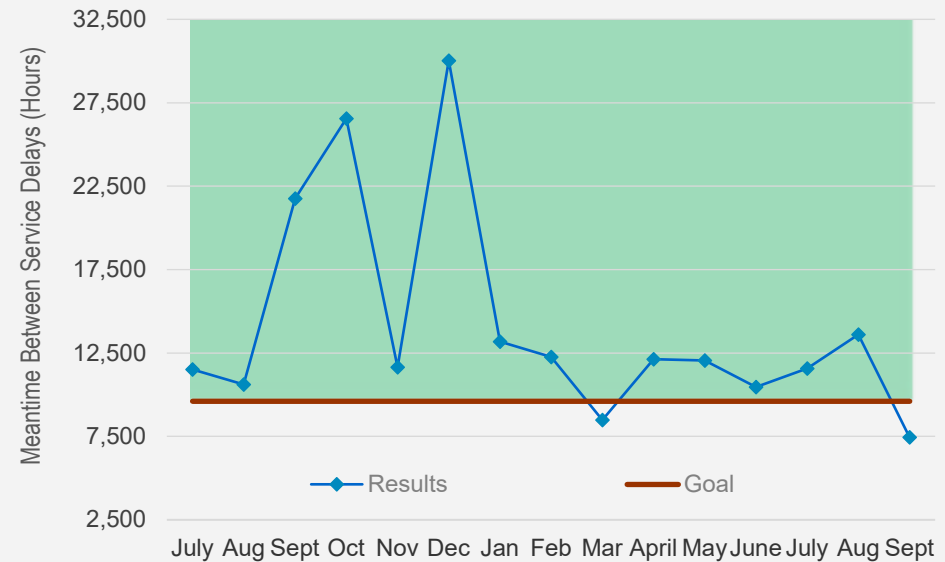
# Revenue Fleet – Reliability



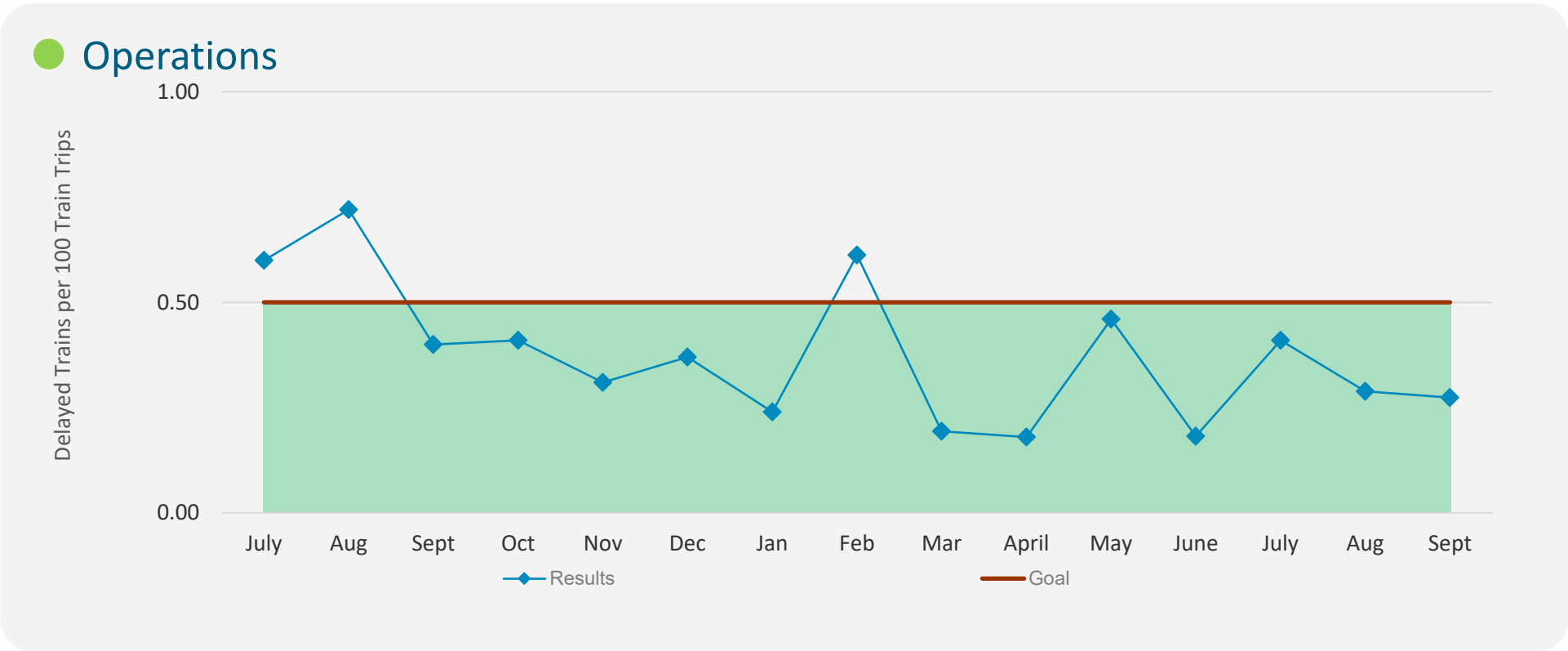
## ● Car Availability at 4 AM



## ● Mean Time Between Service Delays



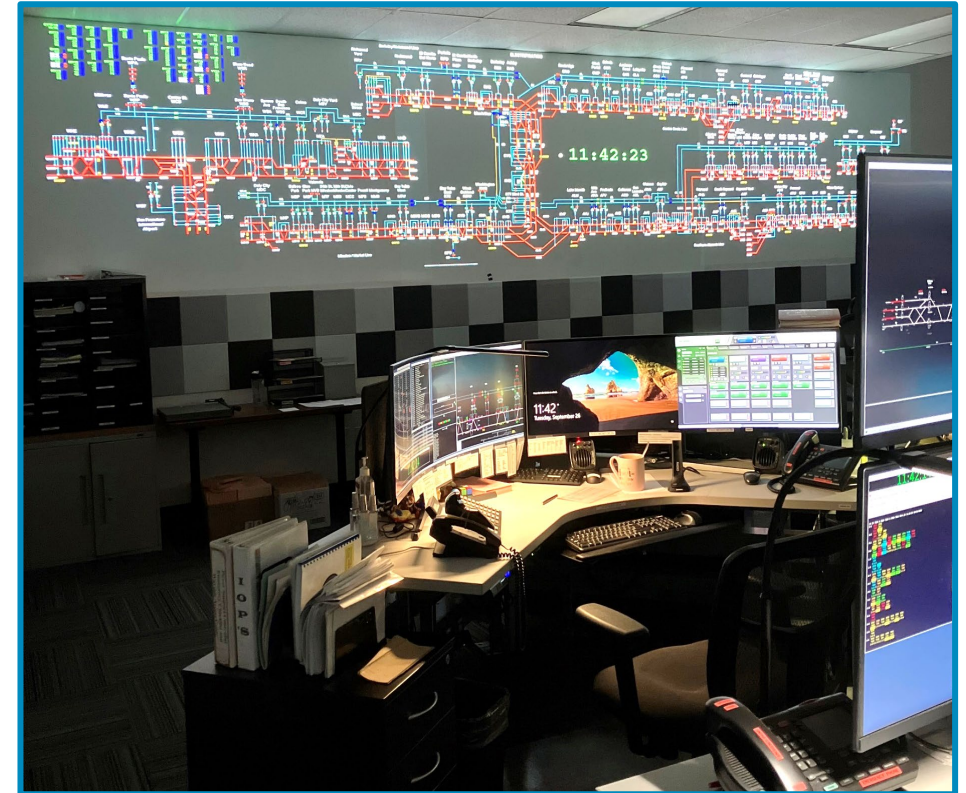
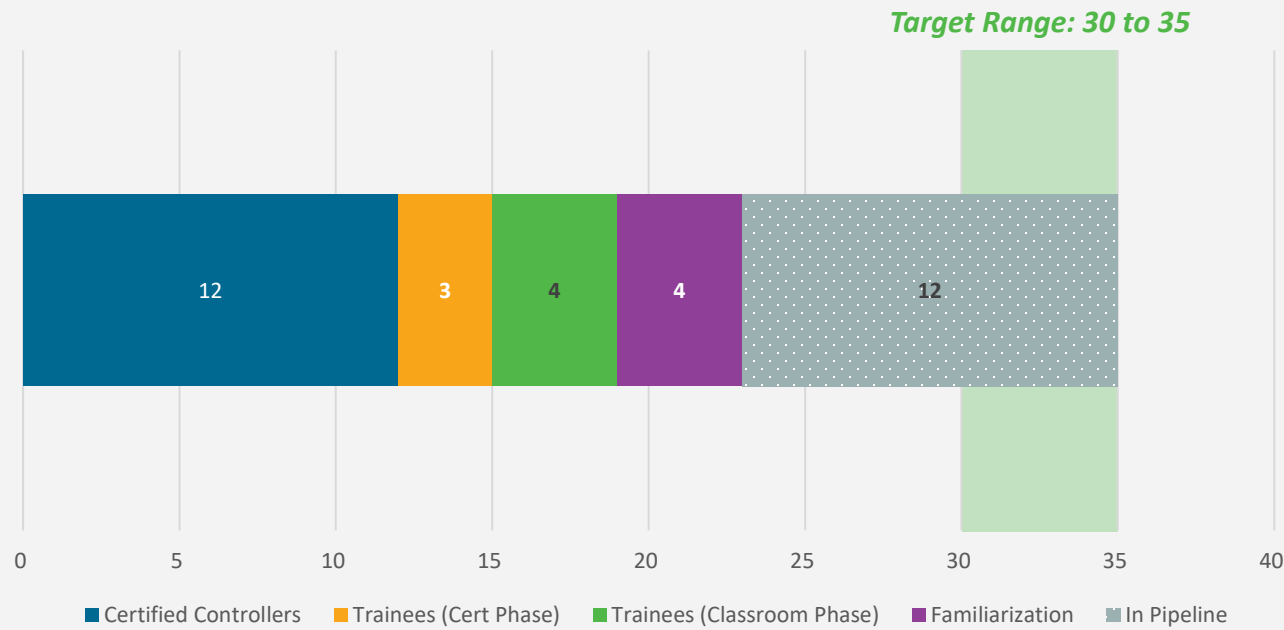
**LEGACY**  
**FOTF**  
 786  
 Car count as of 09/30/2024



# Hiring Metrics - Priority Positions



## Rail Operations Controller



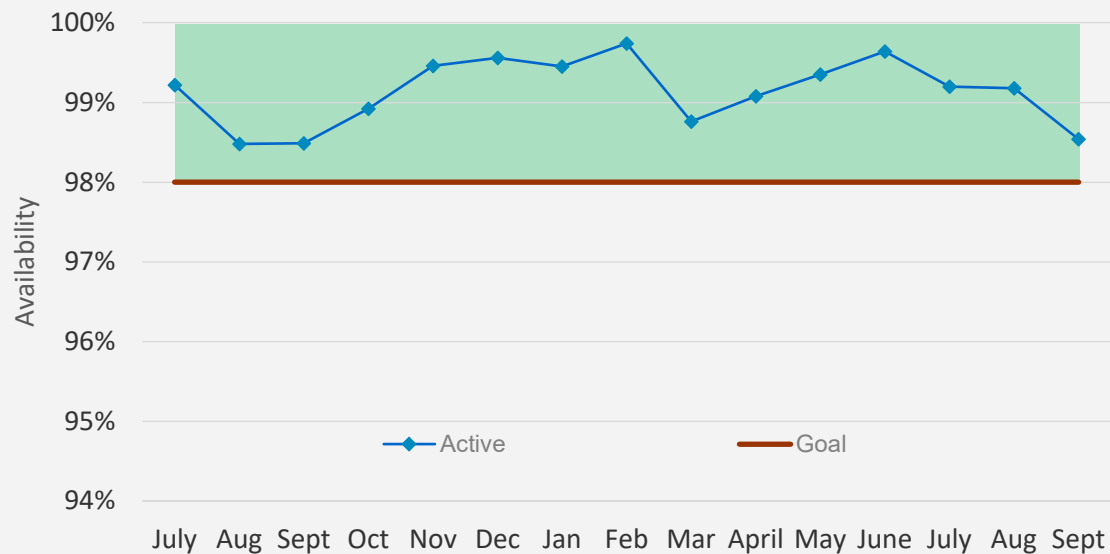
# Station Equipment – Elevator Availability



## Station Elevator

- Goal has been met consecutively for the past 13 quarters

### Station Elevator



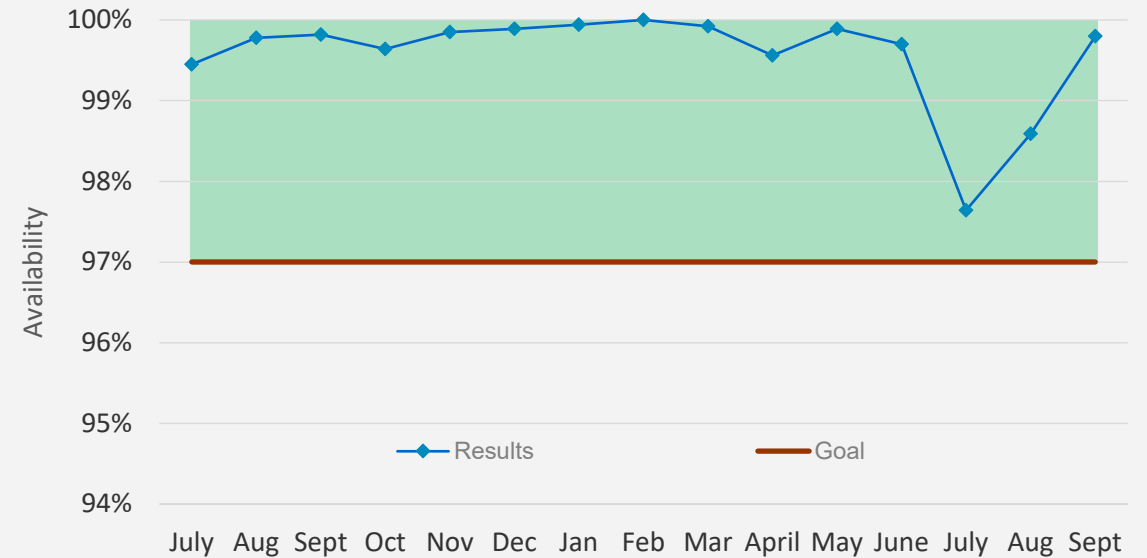
\*E-line Elevator and Escalator are included

## Garage Elevator

- Goal has been met consecutively for the past 19 quarters



### Garage Elevator



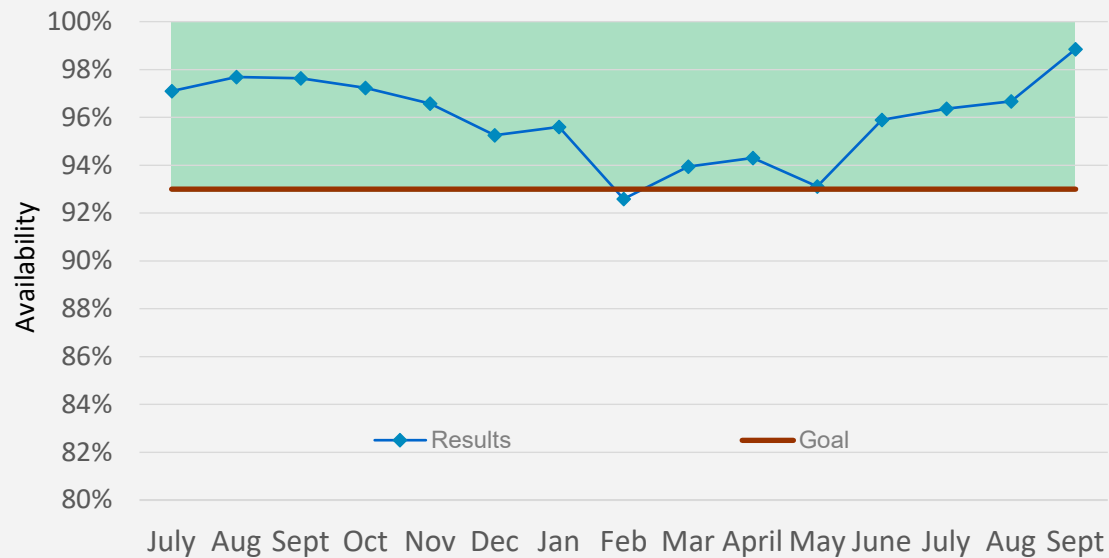
# Station Equipment – Escalator Availability



## Street Escalator

- Goal has been met consecutively for the past six quarters

### Street Escalator

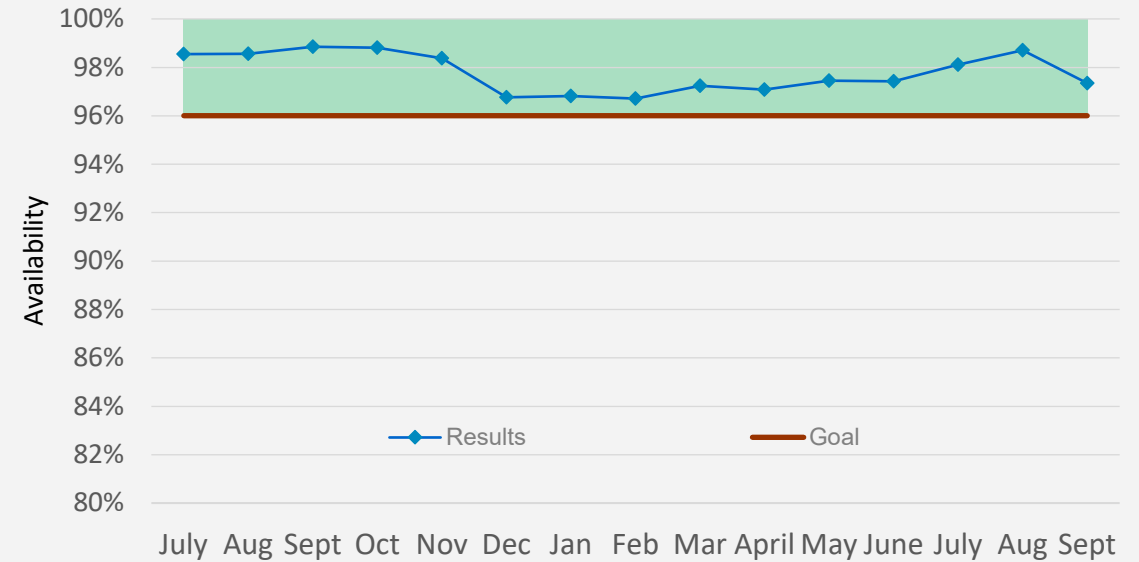


## Platform Escalator

- Goal has been met consecutively for the past 13 quarters



### Platform Escalator





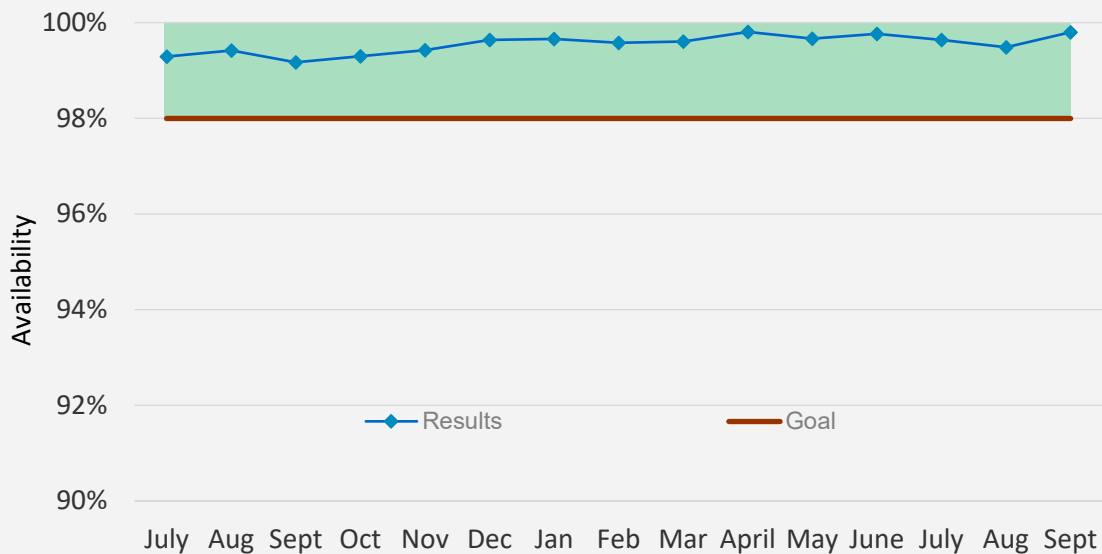
# Station Equipment – Automated Fare Collection



## Gate Availability

- Goal has been met consecutively for the past six quarters

### Gate Availability

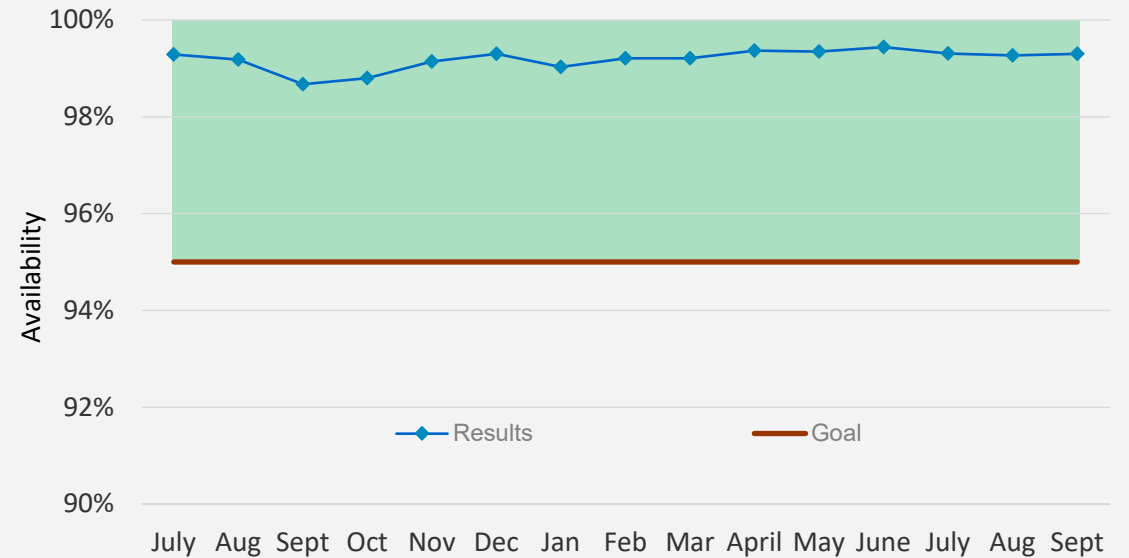


## Vendor Availability

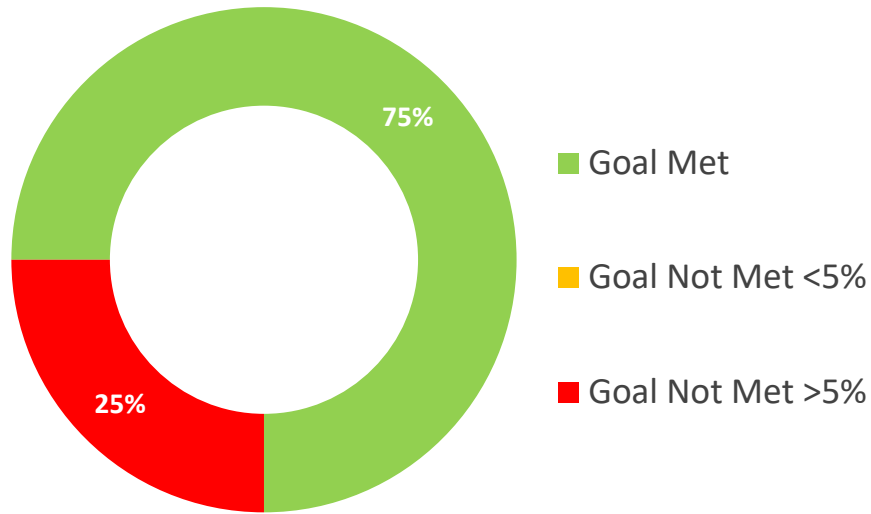
- Goal Met



### Vendor Availability



# Summary – Customer Experience



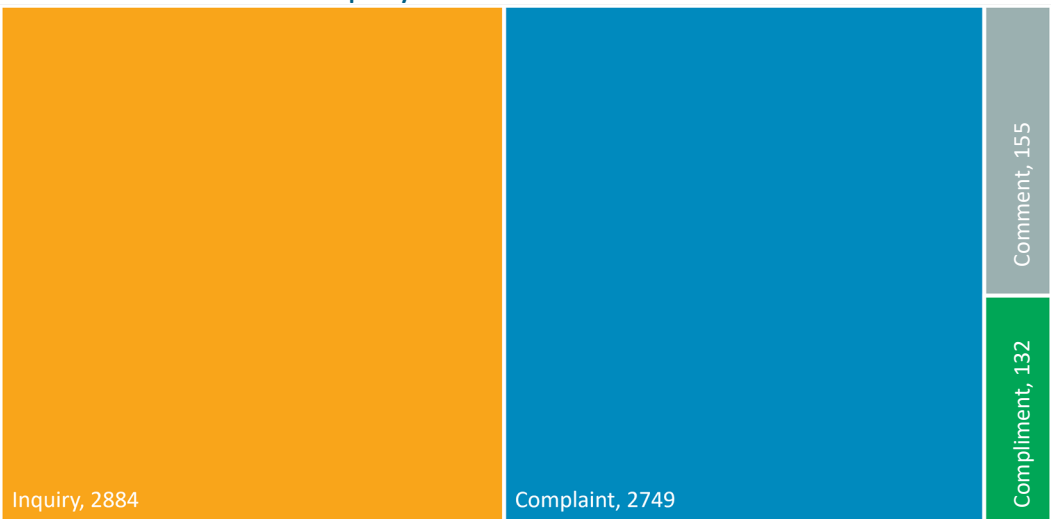
Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Customer Experience</i>				
Overall Customer Satisfaction	83%		2.5%	▲
Complaints per 100,000 Passenger Trips	20.7	5.1	(13.86%)	▼
<i>Rider Experience Services</i>				
Onboard Comfort & Cleanliness	4.0	4.0	0%	—
Rider Information & Support	4.0	4.0	(1.22%)	▼
<i>Station Environment</i>				
Environment Outside Stations	3.7	3.5	(2.12%)	▼
Environment Inside Stations	3.7	4.0	0%	—
<i>Code of Conduct</i>				
Gender Based Harassment	7%		(12.5%)	▼
Fare Evasion	22%		15.63%	▲

▲ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

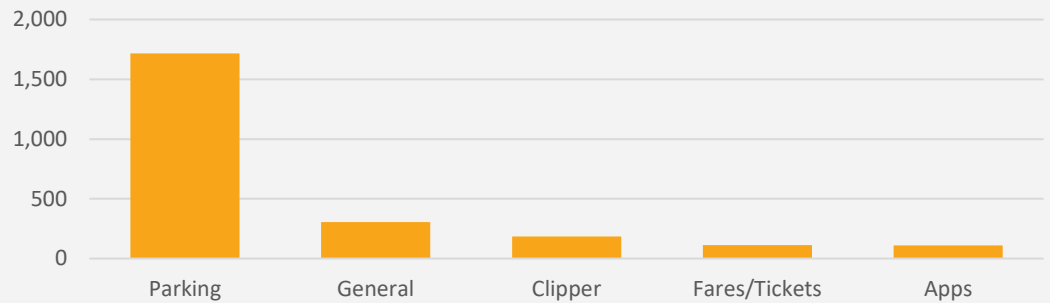
# Customer Service – Cases by Type



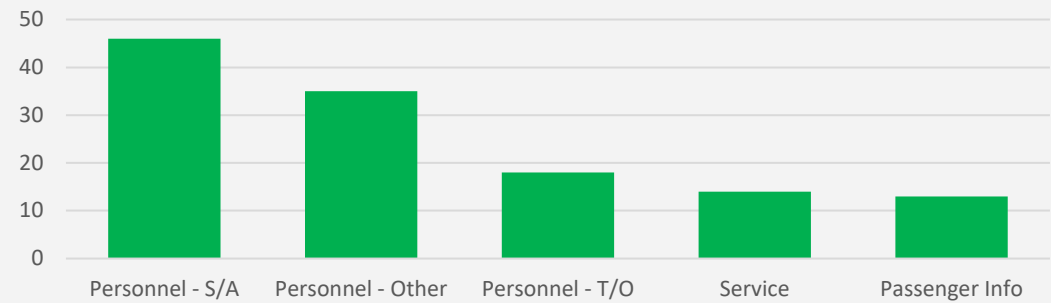
Breakdown of 6019 Inquiry Cases



Inquiry Cases – FY25 Q1



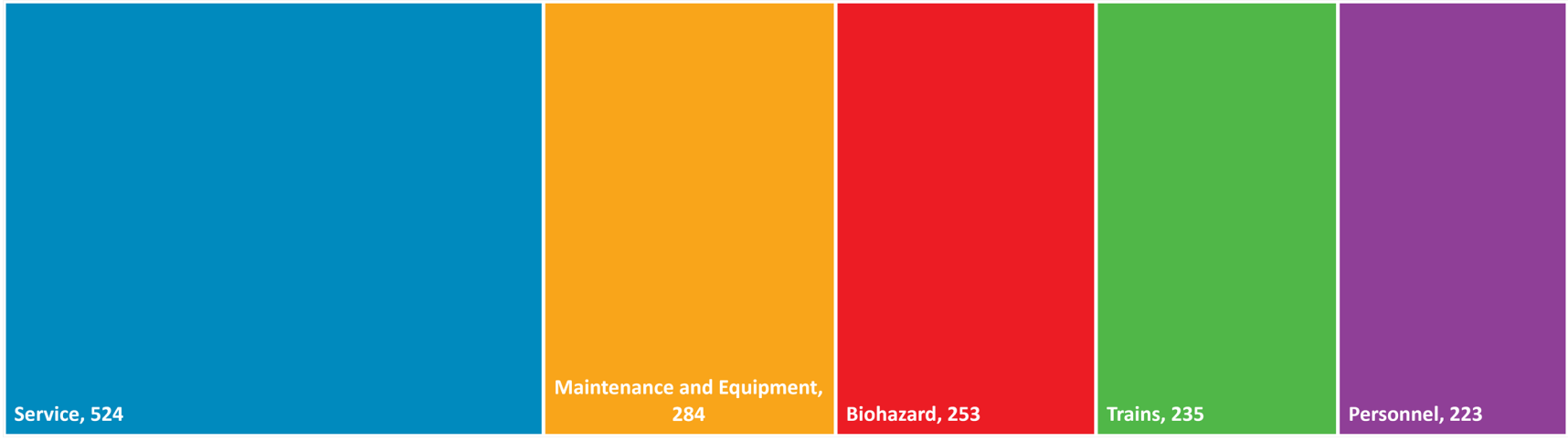
Compliment Cases – FY25 Q1



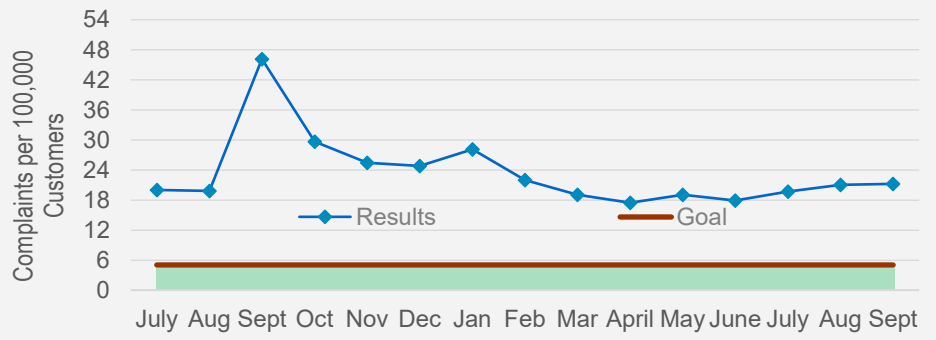
# Customer Service – Complaint Cases



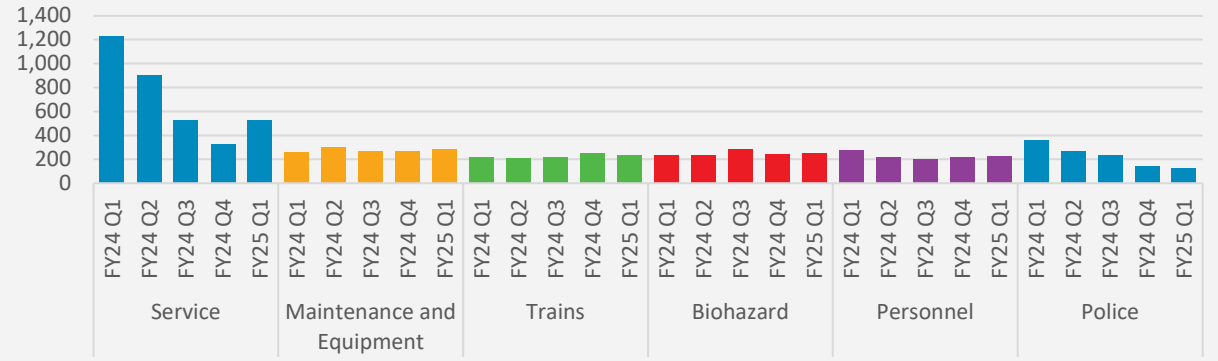
Breakdown of Top Five Complaint Categories of 2,749 Complaints



## Customer Complaints



## FY25 Q1 Trending Customer Complaints



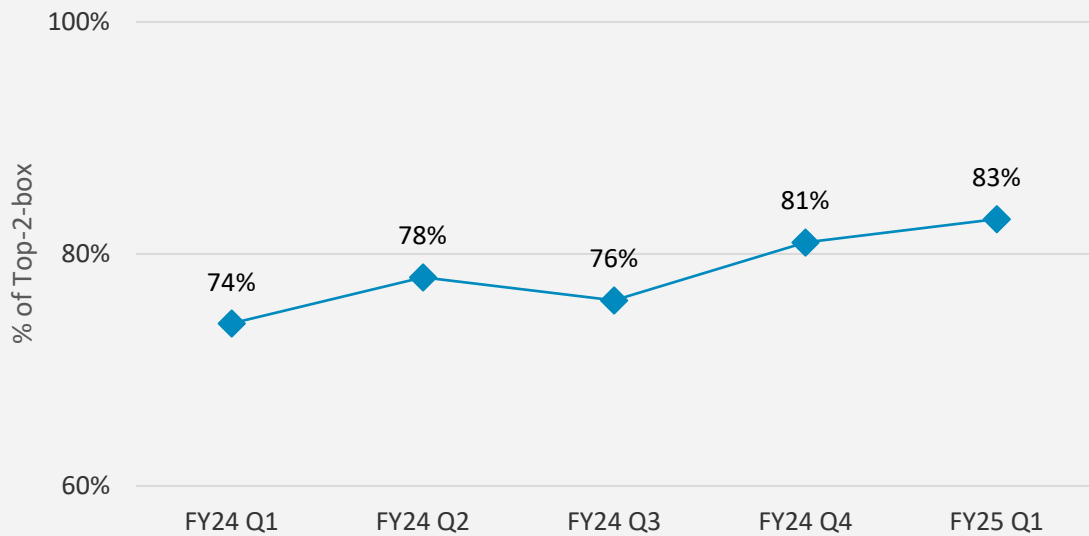
# Overall Satisfaction



- Overall Customer Satisfaction 83%

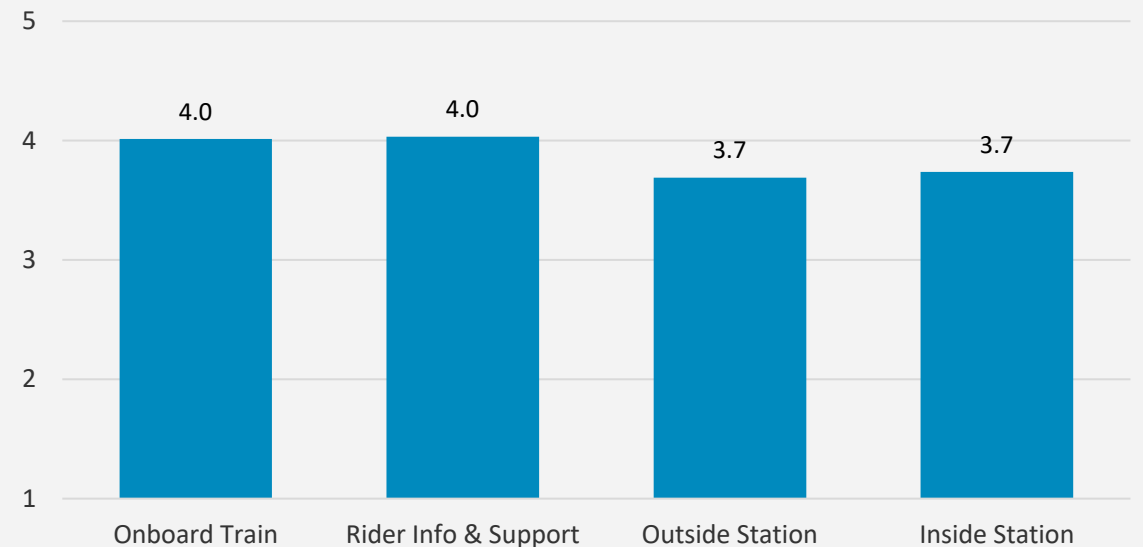
Overall, how satisfied are you with the services provided by BART?

## Overall Customer Satisfaction



Current numbers are Sample Size weighting

## Current Quarter Customer Rating

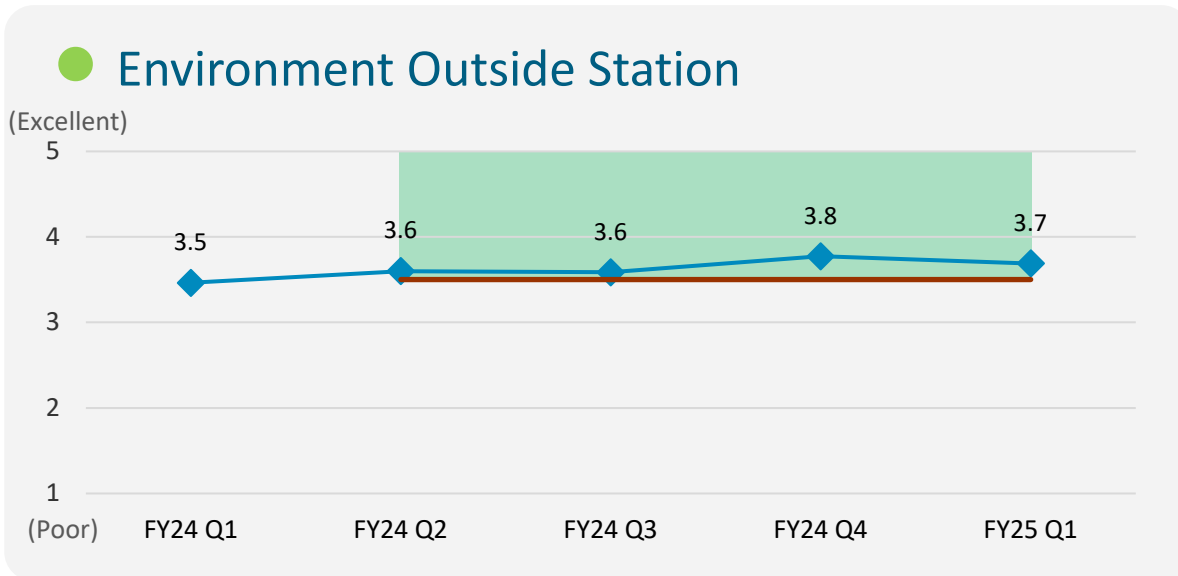




## Environment Outside Station Attributes

- Cleanliness of:
  - Walkways & Entry Plaza
  - BART Parking Lot Cleanliness
- Personal Safety:<sup>1</sup>
  - Outside Station<sup>1</sup>
  - Vehicle Security<sup>1</sup>

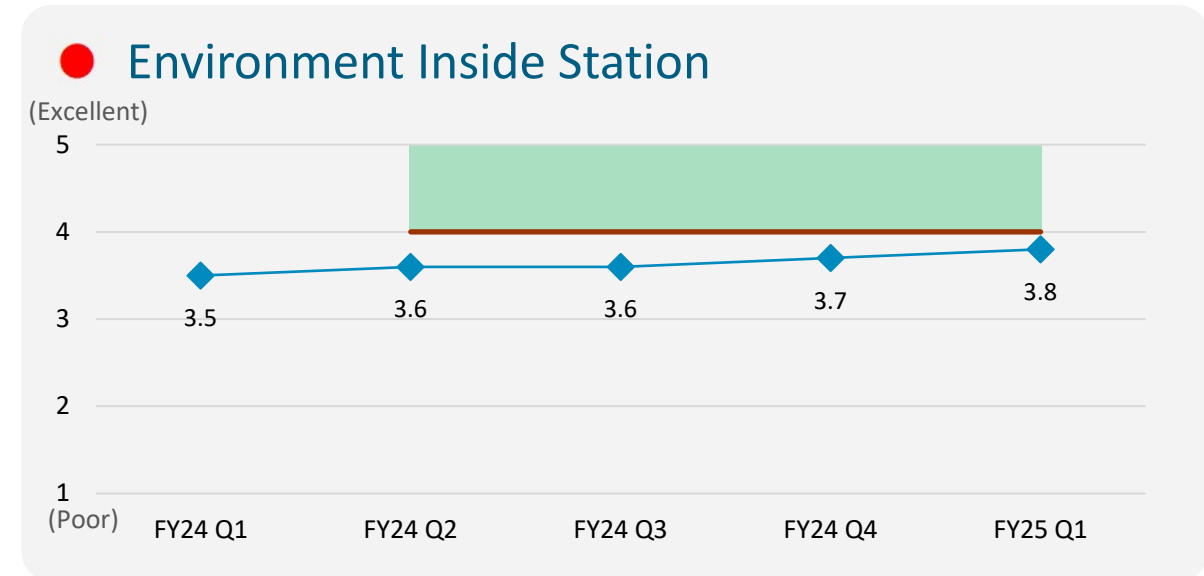
<sup>1</sup>New attributes included



## Environment Inside Station Attributes

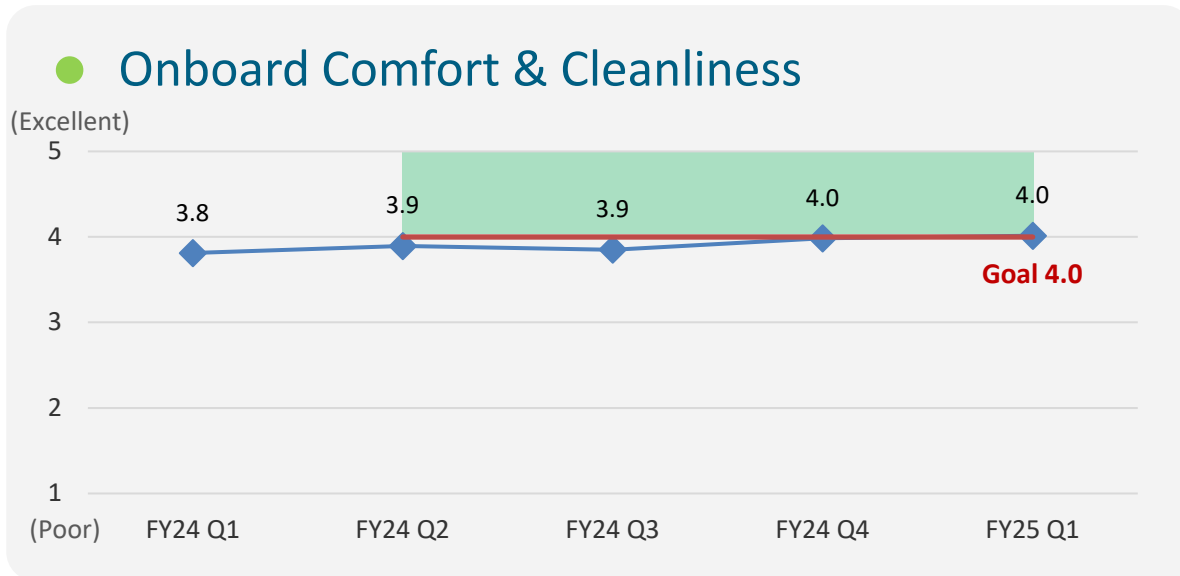
- Cleanliness of:
  - Platform
  - Concourse
  - Escalator
  - Stairwell
  - Elevator
  - Restroom
- Station Free from Graffiti<sup>1</sup>

<sup>1</sup>New attributes included



## Onboard Comfort & Cleanliness Attributes

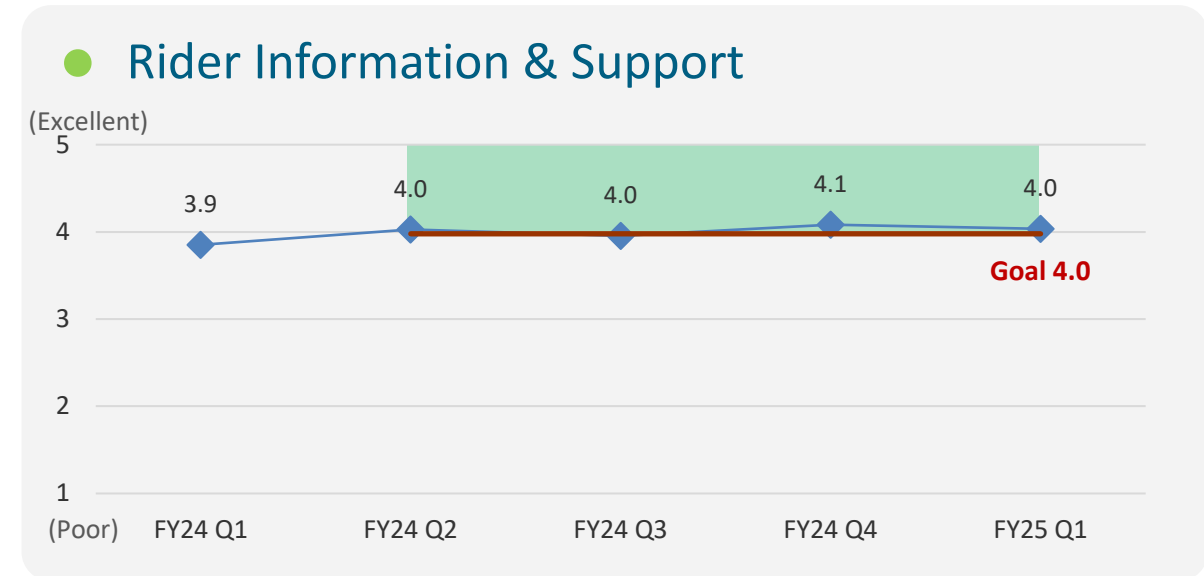
- Train Interior Cleanliness:
  - Train interior cleanliness
  - Condition of this car overall
- Train Temperature:
  - Comfortable train temperature



## Rider Information & Support Attributes



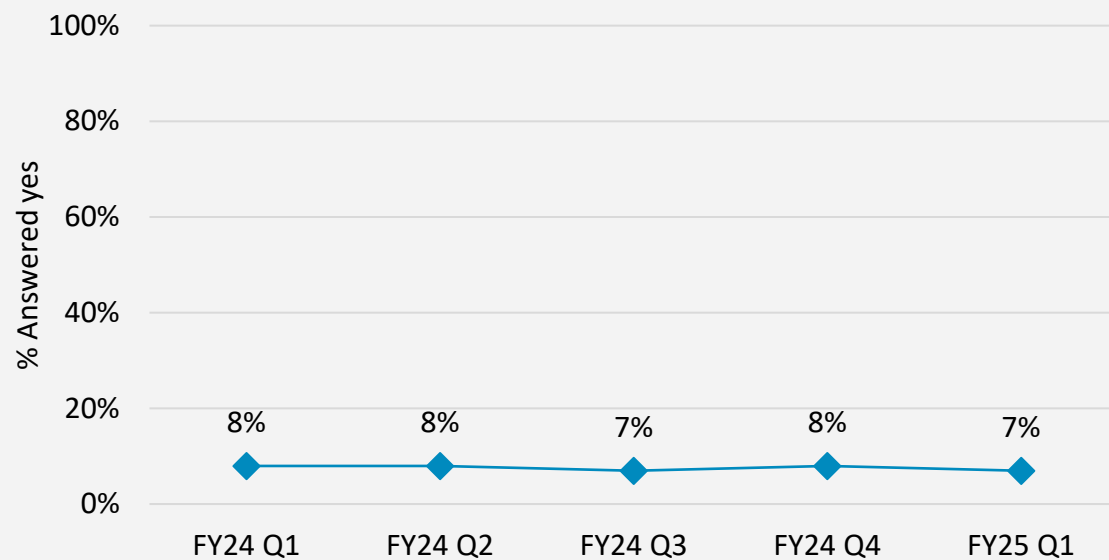
- Customer Service:
    - Announcement of next stop, destination, and transfers
    - Announcement of delays
    - [Station Agent Customer Service](#)<sup>1</sup>
- <sup>1</sup>New attributes included



## Gender Based Harassment

Have you experienced gender-based sexual harassment at BART in the last six months?

### Gender Based Harassment

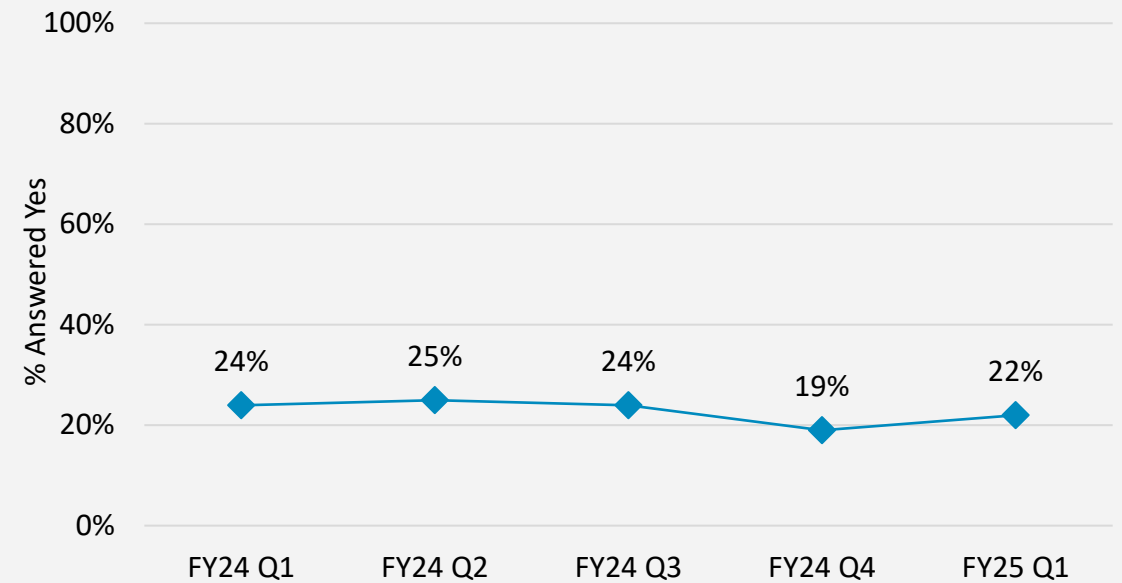


Source: PES Survey

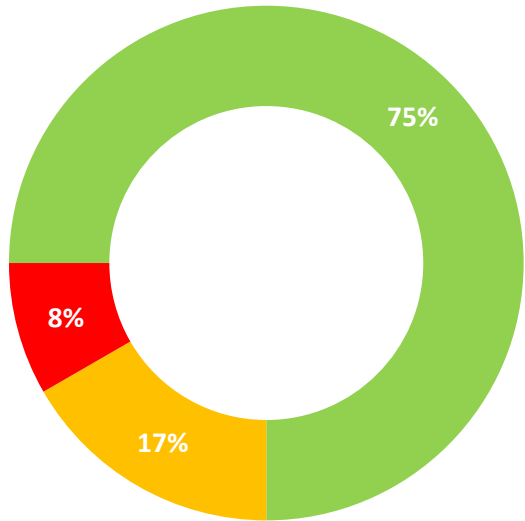
## Fare Evasion

Did you see anyone enter or exit the Station without paying their fare today?

### Fare Evasion



# Summary – Safety and Security



- Goal Met
- Goal Not Met <5%
- Goal Not Met >5%

Metric	FY25 Q1	Goal	% Change from FY24 Q4	
<i>Safety</i>				
Vehicle Incidents/Million Patrons	0.23	0.6	51.06%	▲
Unscheduled Door Openings/Million Car Miles	0.17	0.2	26.08%	▲
Rule Violations Summary/Million Car Miles	0.22	0.25	61.40%	▲
Station Incidents/Million Patrons	1.43	2	(1.41%)	▼
OSHA-Recordable Injuries/Illnesses/Per OSHA	16.88	12	(36.12%)	▼
Lost Time Injuries/Illnesses/Per OSHA	7.92	6.5	(35.84%)	▼
<i>Security</i>				
Police Response Time per Emergency Incident	4.66	5	(0.21%)	▼
Bike Thefts	22	50	1.10%	▼
Auto Thefts/1,000 Parking Spaces	1.97	2	15.83%	▲
Auto Burglaries/1,000 Parking Spaces	3.55	3.5	(16.32%)	▼
BART Police Presence	18.2%	12%	(6.02%)	▼
Crimes Against Persons/Million Riders	11.29	2	(28.62%)	▼

## Station Incidents

Breakdown of 19 Station Incidents

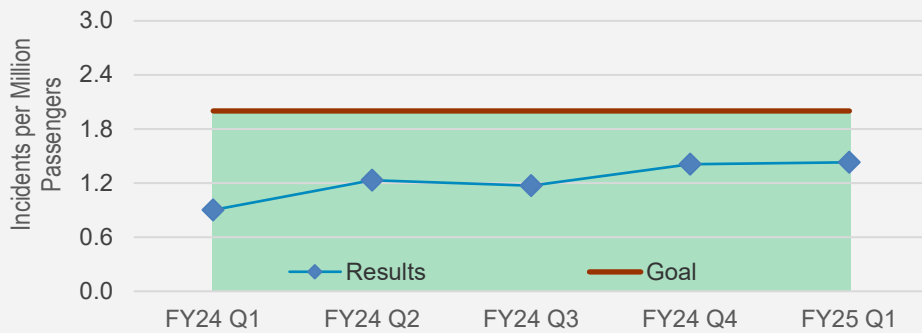


## Vehicle Incidents

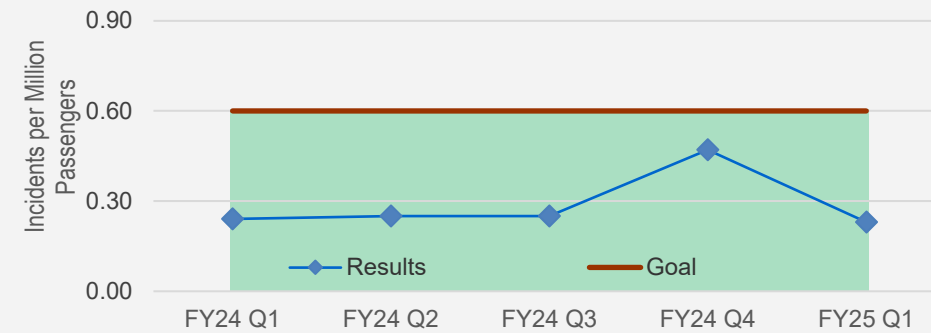
Breakdown of 3 Vehicle Incidents



### Station Incidents



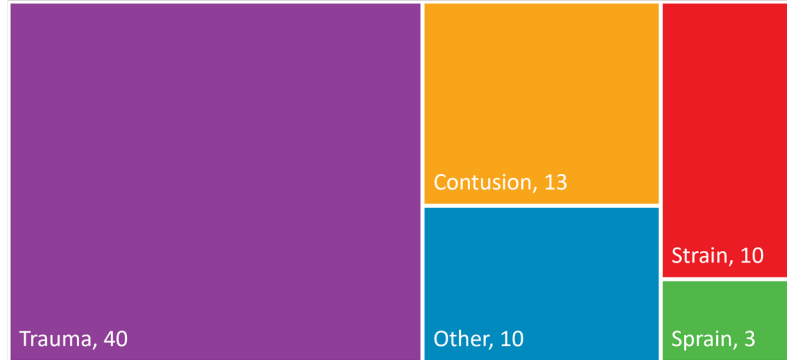
### Vehicle Incidents





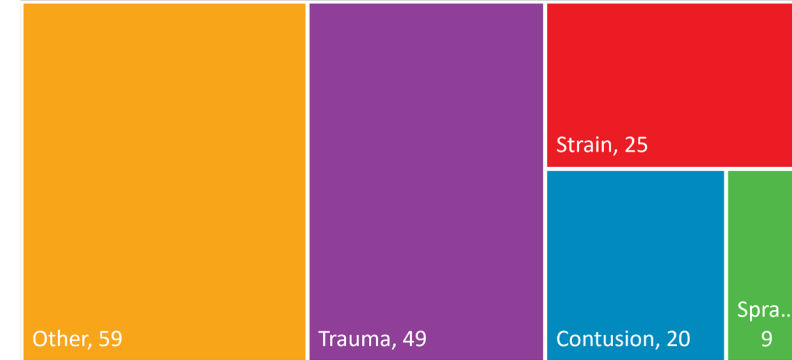
## Lost Time due to Injuries

Breakdown of 76 Lost Time Cases

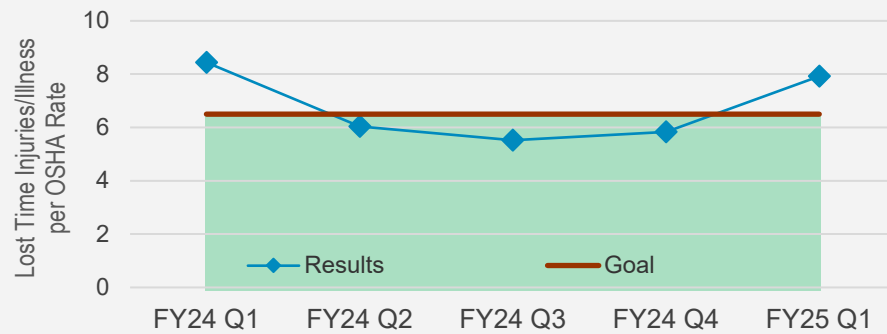


## OSHA Recordable Injuries

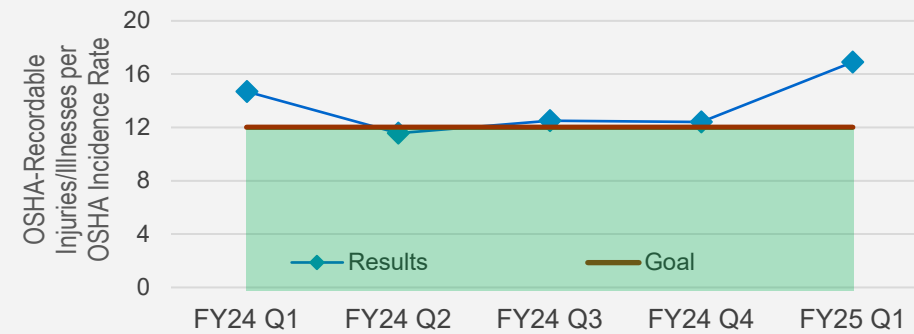
Breakdown of 162 Recordable Injuries



### Lost Time due to Injuries



### OSHA Recordable Injuries



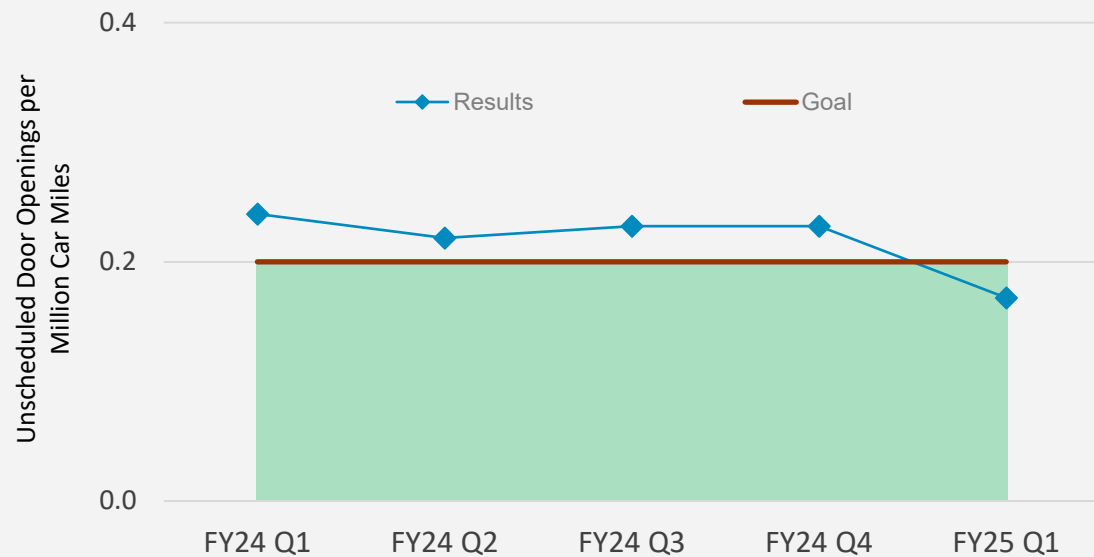
# Safety – Procedure Violations



## Unscheduled Door Openings

- 3 Incidents – All due to passenger action

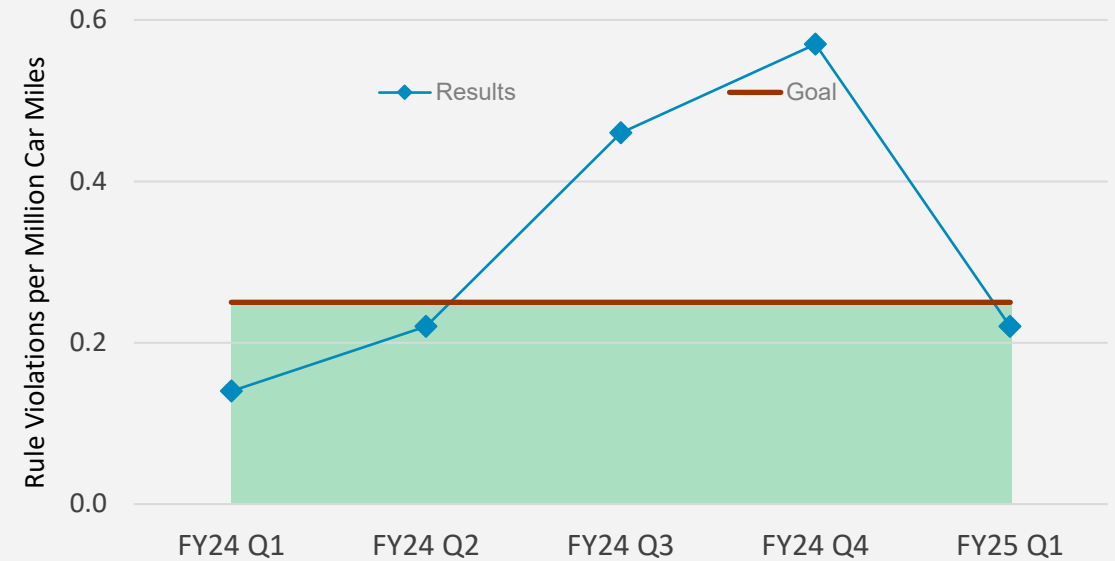
### Unscheduled Door Openings



## Rule Violations

- 4 Rule Violations

### Rule Violations



# Security – Police Coverage

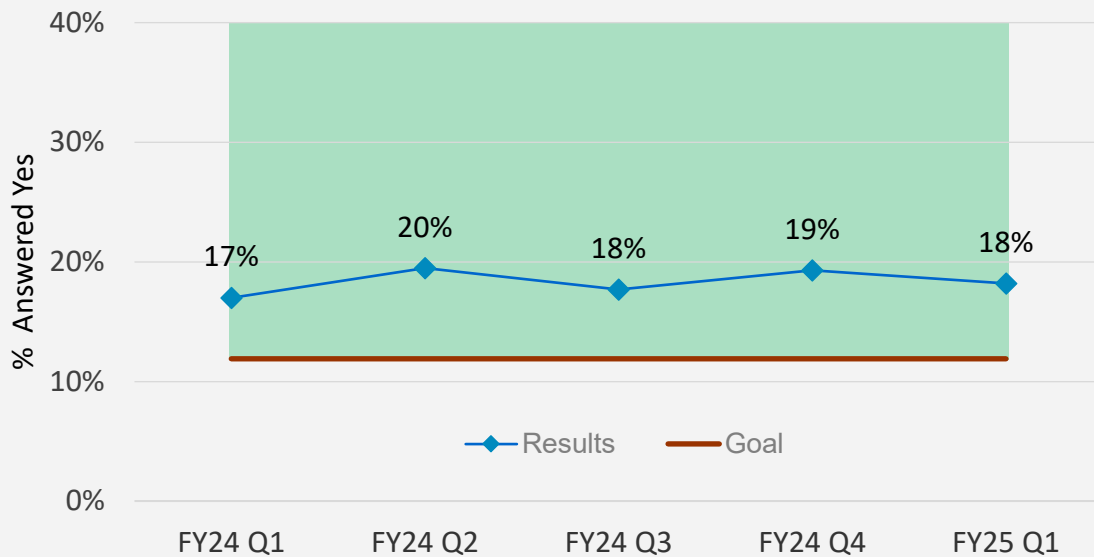


## Police Presence

- Continued focus on highly visible presence of BPD uniformed sworn and civilian personnel on trains and in stations.

*Did you see BART Police personnel in the station/outside the station/on the train today?*  
BART Police personnel includes Police Officers, BART Ambassadors, Fare Inspectors, Crisis Intervention Specialists or Community Service Officers

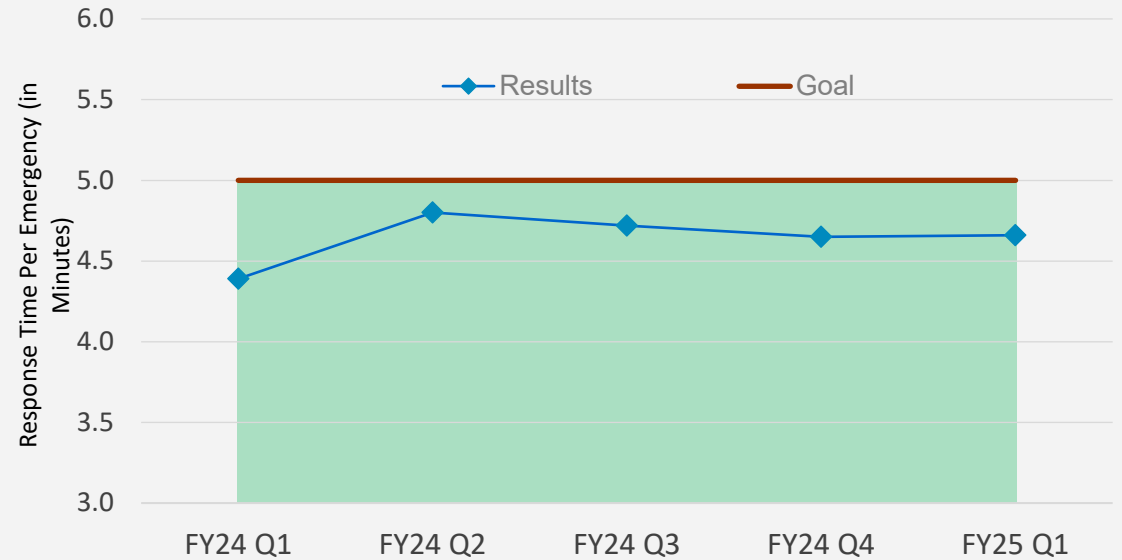
### BART Police Presence



## Police Response Time

- Goal met

### BART Police Response Time



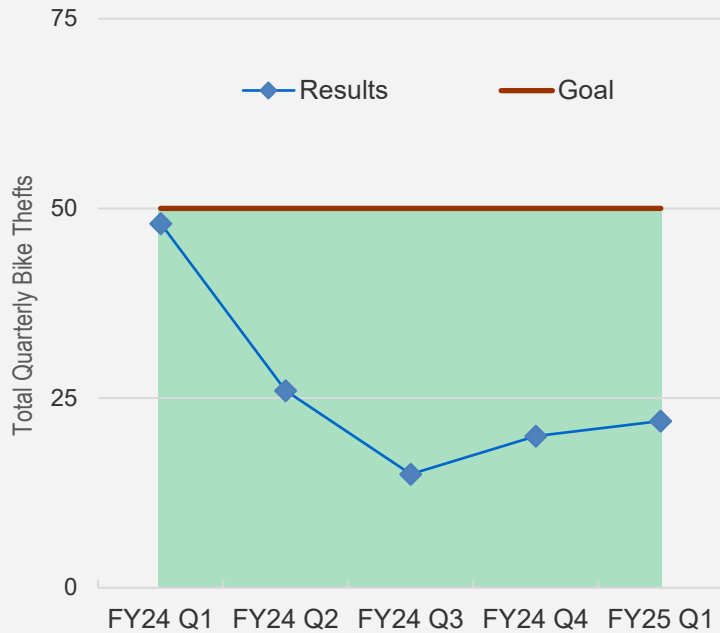
# Crime – Theft and Burglary



## Bike Theft

- Goal met

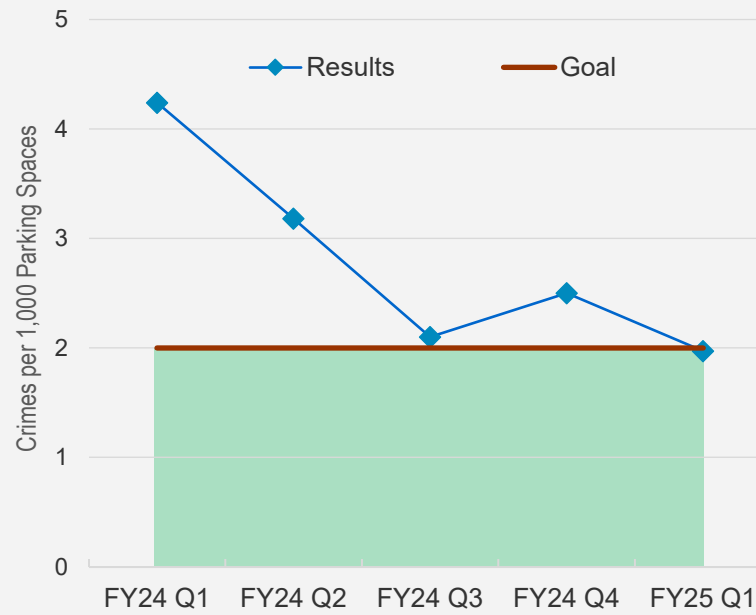
### Bike Theft



## Auto Theft

- Goal met

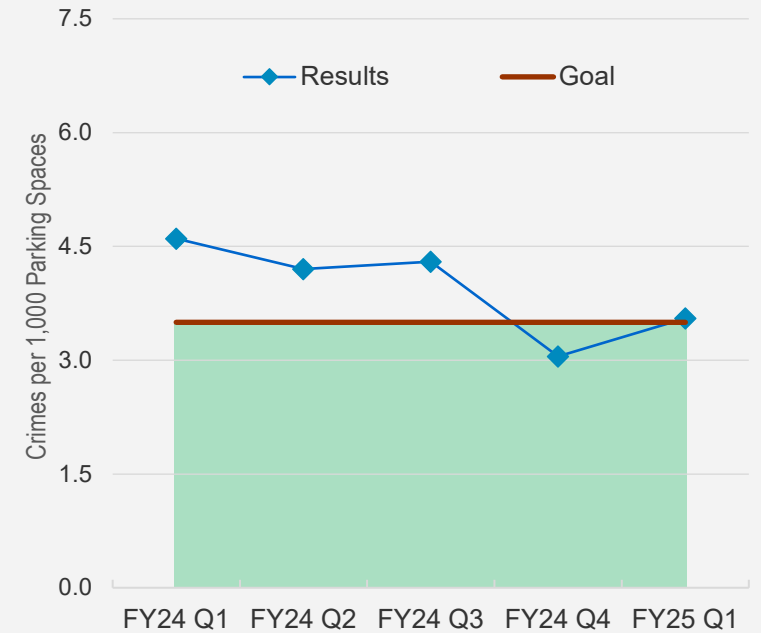
### Auto Theft



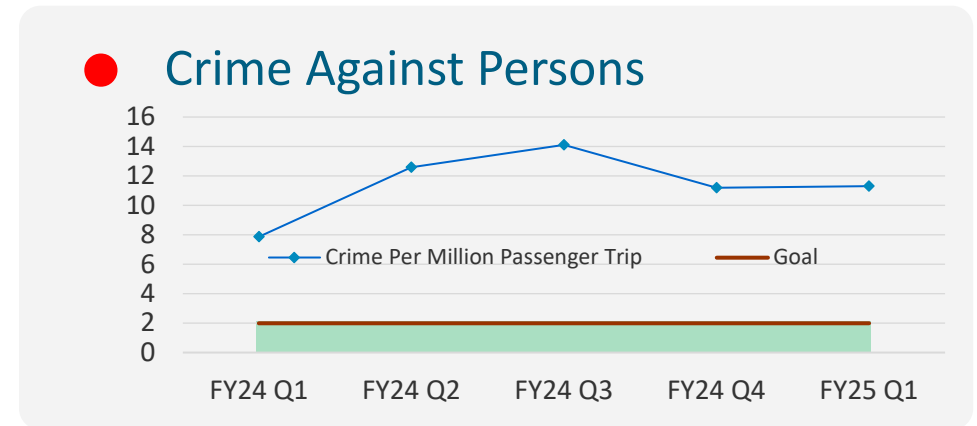
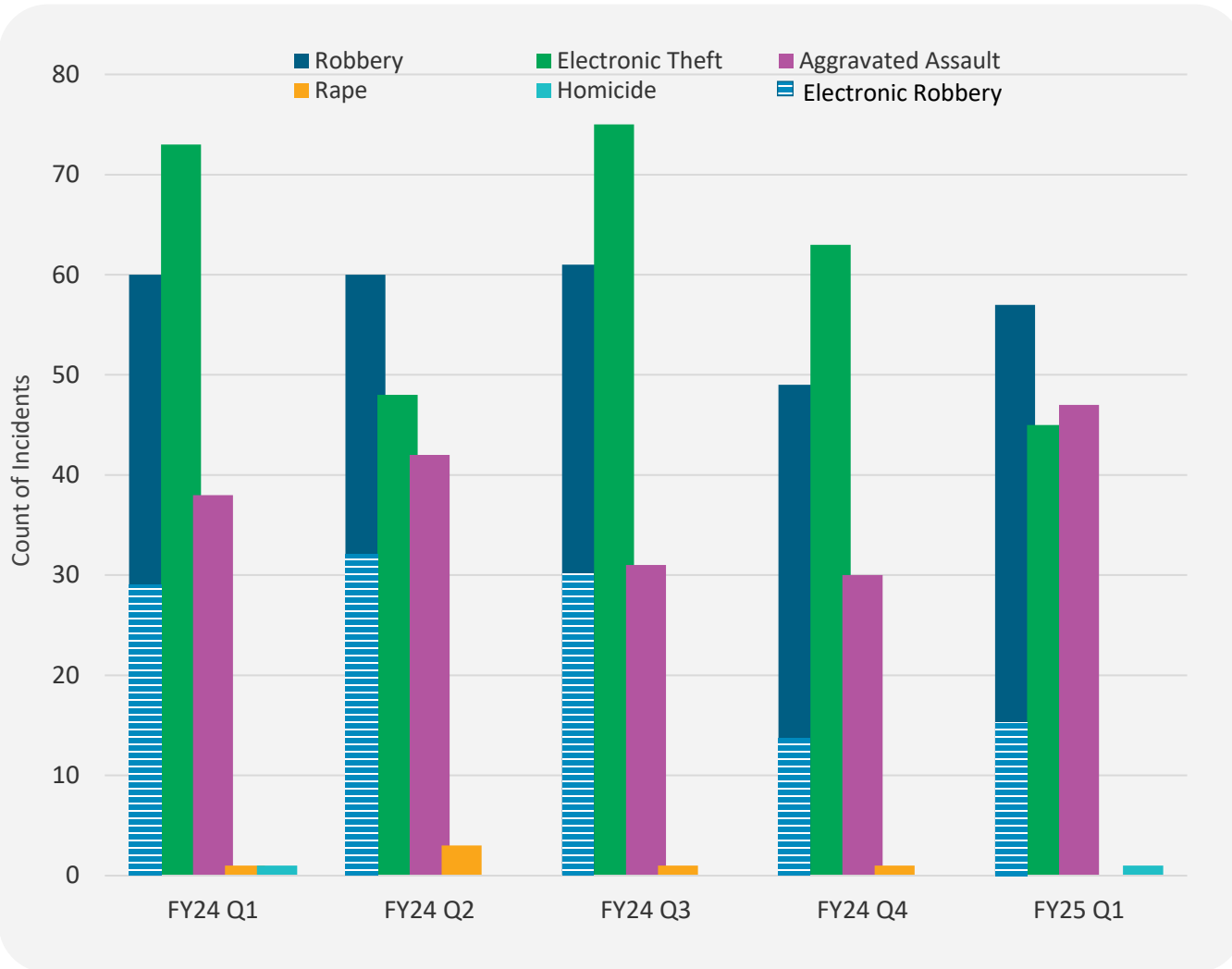
## Auto Burglary

- Goal not met

### Auto Burglary



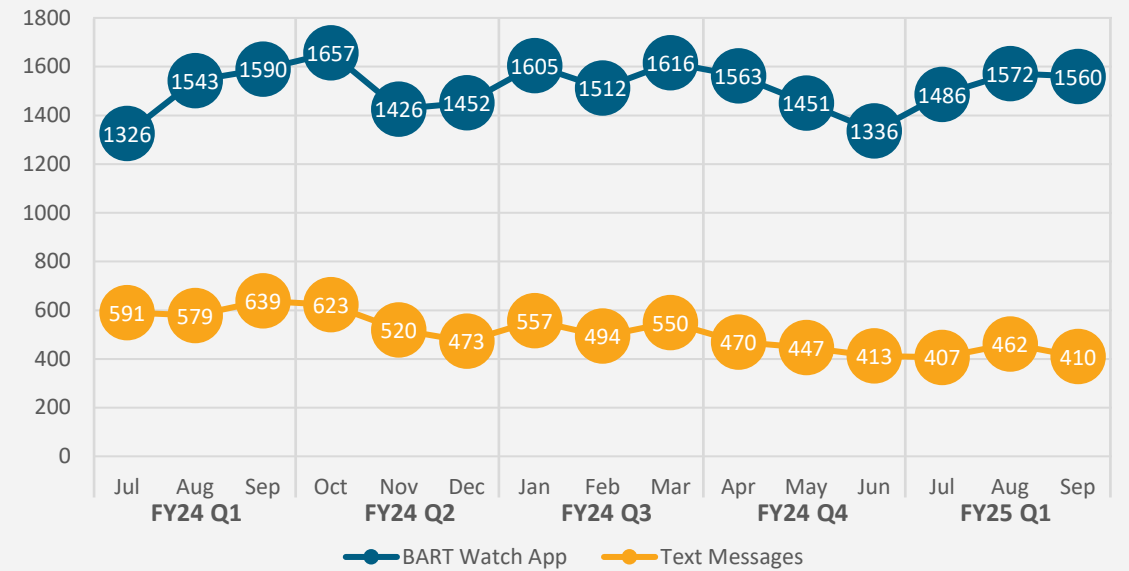
# Crime – Against Persons



## Breakdown of 4,618 BART Watch Reports



## Total BART Watch & Text Counts by Month



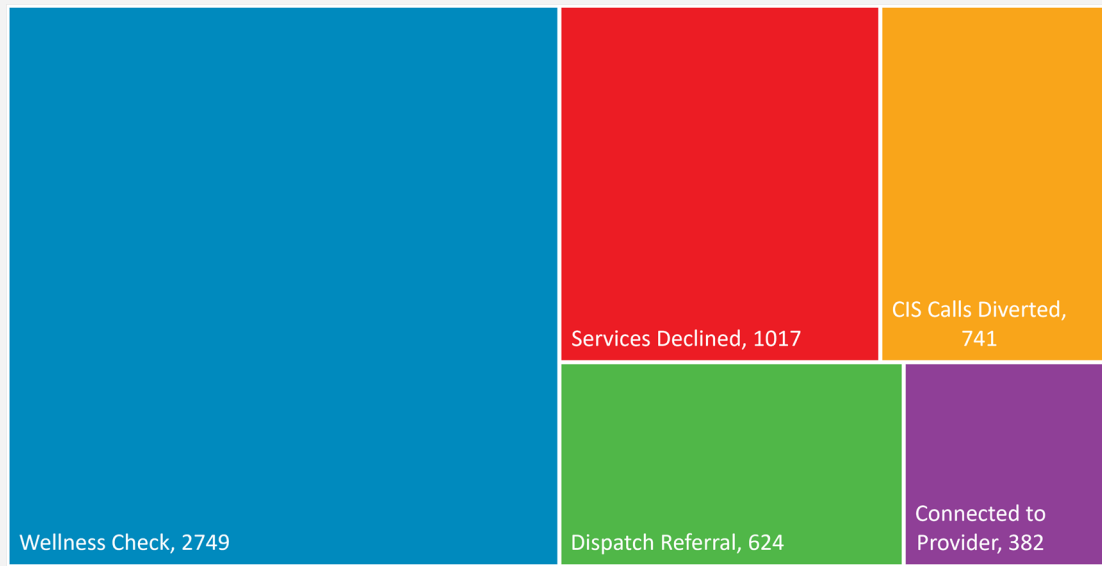


# Progressive Policing Contacts and Outcomes

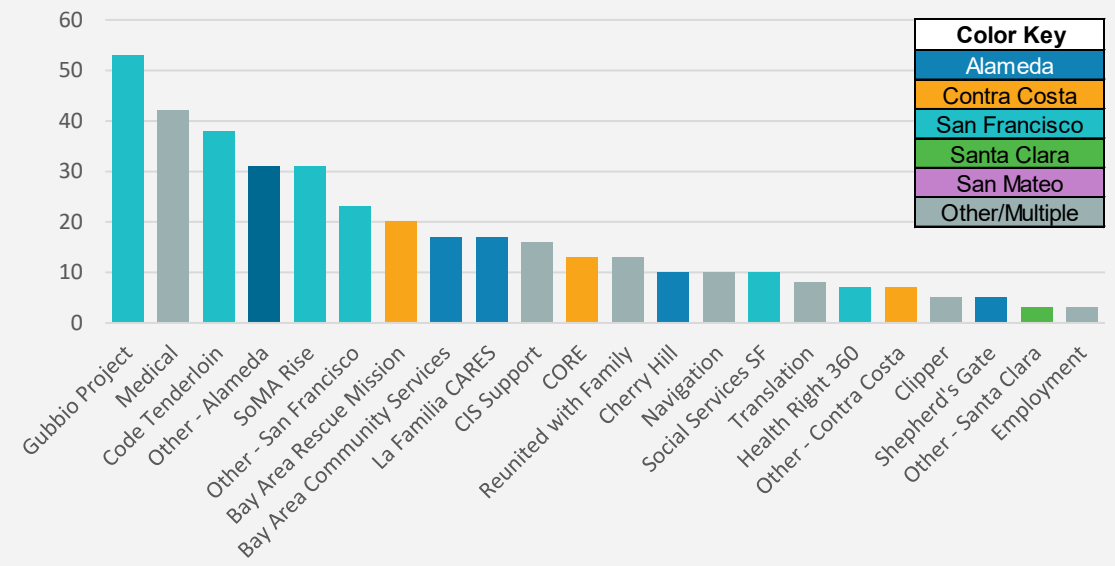


- 11 Narcan incidents total; 1 of which were administered by CIS

## Summary of Contacts (5,513)



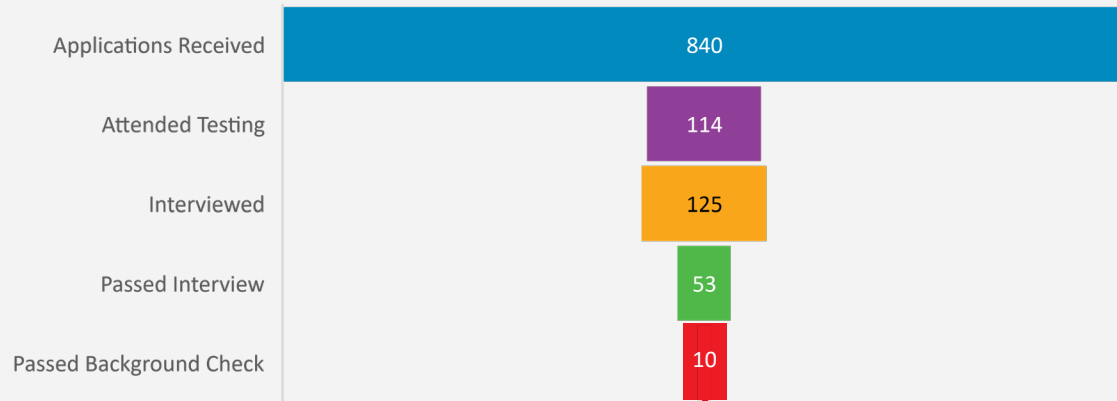
## Connections to Services by Partner (382)



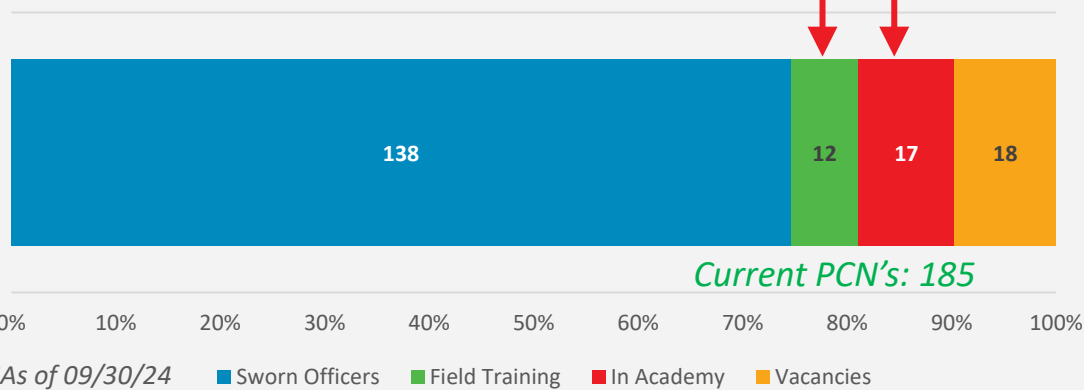
# Police Hiring Metrics



## Police Hiring Pipeline – FY25 Q1



## Police Headcount Tracking



- 38 Police Officers hired since January 2024
- Employee Referral Program led to the recruitment of 9 new police officers this year
- 67% of candidates in the background process are police officer candidates
  - Currently 44 police officer candidates in the background process
- 17 new recruits currently in or pending Academy placement
- 12 sworn officers currently in Field Training
- More than 134K views and 107K engagements on JOINBARTPD.COM website since launch in July 2023.
- More than 485 prospects attended a total of 7 Police Officer Recruitment Open House events at BPD Headquarters
  - The next open house is scheduled on November 16<sup>th</sup>
- Recruitment team participated in approximately 18 off-site recruitment outreach events since January
- Enhanced recruitment efforts targeting colleges and military installations in the greater Bay Area, such as Fresno and Bakersfield
- Number of applicants interviewed
  - FY24 Q1: 146
  - FY24 Q2: 131
  - FY24 Q3: 108
  - FY24 Q4: 100
  - FY25 Q1: 125

Questions?



# Glossary by KPI Category and Class

## Service Delivery

### Capacity

- Dispatched Train: A train whose wheels have rolled from its first station
- Missed Dispatches: Scheduled trains which were never dispatched or partial runs that were not able to dispatch from their planned origin

### Punctuality

- Cancellation: A scheduled train unable to be dispatched, e.g., system delays or car shortage
- Delayed Train: A train that has been delayed by the amount of the delay threshold of five minutes and/or one or more of the following:
  - unscheduled cumulative train delay(s) that exceed delay threshold at end of line
  - cancelled train dispatch(es)
  - train offload(s)
  - station run-through(s)
- Incident: An observed system anomaly of the railroad entities that may or may not inhibit train movement
- Timed Train Meets: The percentage of trains that connected on-time, relative to the published schedule. A meet is successful when there is more than 20 seconds of overlap between the two trains
  - K-Line Meets consist of timed transfers between the Yellow and Orange lines. Northbound trains transfer at 19th St and Southbound trains at MacArthur

## Railway Asset Availability

### Wayside

- ATO: Automated Train Operation
- PM: Planned Maintenance

### Revenue Fleet

- DMU: Diesel Multiple Unit (eBART Train)
- FOTF: Fleet of the Future
- MTBSD: The mean time between service delays in hours

### Stations

- Gate Availability: The percentage of time automated fare gates are in service during operating hours
- Vendor Availability: The percentage of time ticket vending machines are in service during operating hours

## Customer Experience

### Customer Service

- Personnel – S/A: Station Agent
- Personnel – T/O: Train Operator

### Environment

- PES: Passenger Environment Survey

## Safety and Security

### Safety

- Alighting: To come down from something (such as a vehicle)
- OSHA: Occupational Safety and Health Administration
- Rule Violation: A violation of procedural rules by a train operator or other BART staff
- Safety Incident: An occupational injury or illness, including deaths

### Security

- CIS: Crisis Intervention Specialists serve as liaisons between BART Police and community-based organizations that provide mental health, housing, and other services
- **Progressive Policing Contact Types:**
  - CIS Calls Diverted: The number of calls that were diverted from sworn officers to CIS Staff
  - Connected to Services: The number of individuals who were connected to services
  - Dispatch Referral: The number of calls which were referred to CIS staff by BPD Dispatch
  - Services Declined: The number of individuals who were offered connections to local services by CIS staff but declined
  - Wellness Check: The number of contacts made to check on the wellbeing of a person in a station or on a train