



Quarterly Service Performance Review

► Q1 FY26

Engineering & Operations Committee

December 4, 2025



Q1 FY26 Performance Summary

July - September 2025



88.8%

Customer Satisfaction

↑ +0.8%



93.3%

Customers On-Time

Target: 94%

↓ -0.9%



+10.5%

Ridership Growth

↑ vs last year



91.3%

Safety Index

Target: 95%

↓ -6.3%



78.5%

Security Index

Target: 85%

↓ -1.8%

70%

Goals Met

186,062

Average Weekday Riders

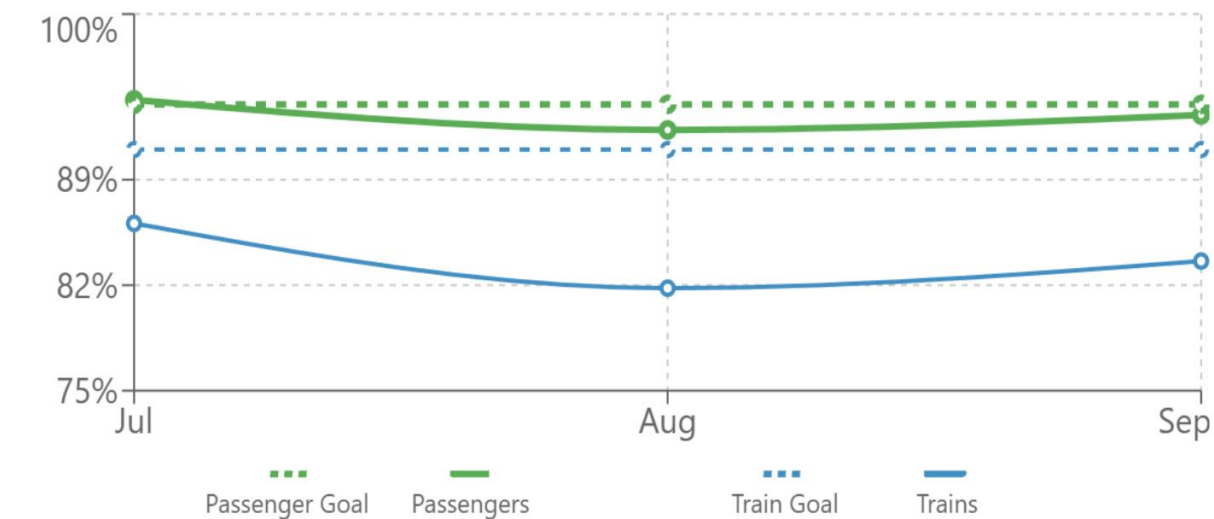
99%

Station Elevator Availability

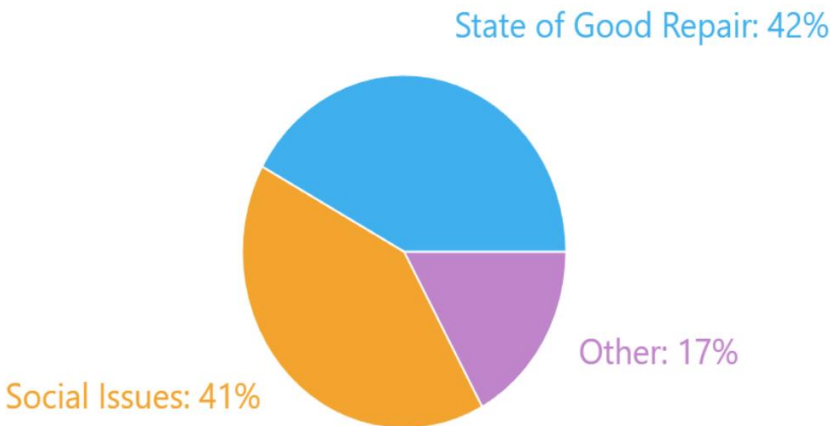
Key Insight: Customer on-time performance held strong at 93.3% this quarter, nearing the 94% goal despite disruptions from infrastructure and social challenges. Ridership recovery remains robust, with weekend growth outpacing weekdays, signaling sustained demand and operational resilience. Notably, 14.7 million trips were taken, marking the highest quarterly ridership since the pandemic.

Service Reliability: The Passenger View

On-Time Performance



What Caused Delays



Passenger On-Time Rate:

Daily Average: 93.3%
Peak Hours: 93.5%

83.8%

Train On-Time Rate

↓ 1.6% | ✗ Goal: 91%

6,457

Delayed Trains

99.0%

Trains Dispatched

Best month: July

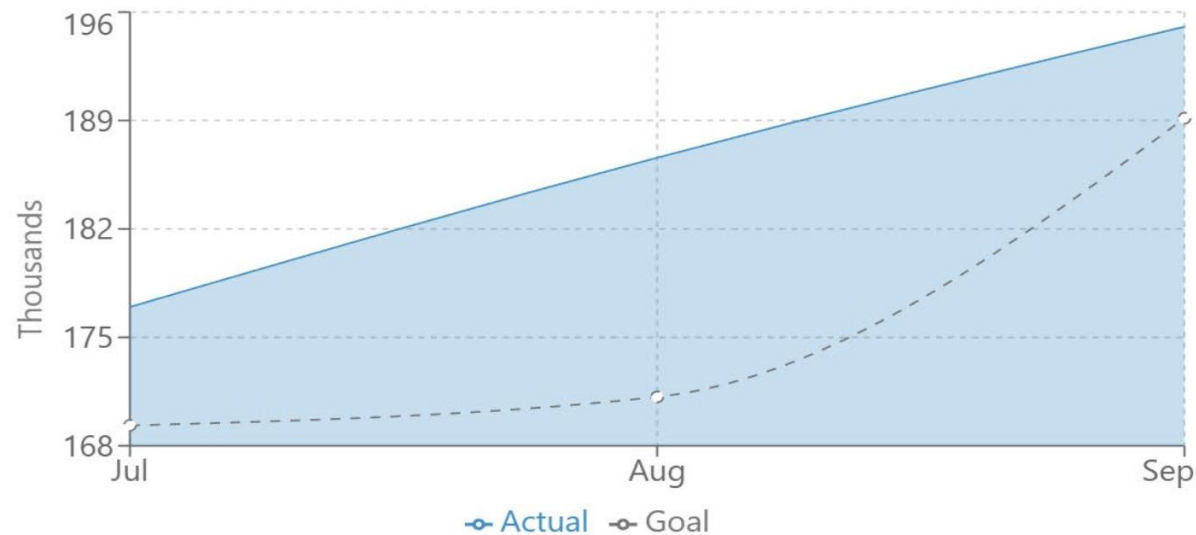
84.3%

Timed Transfer Success Rate

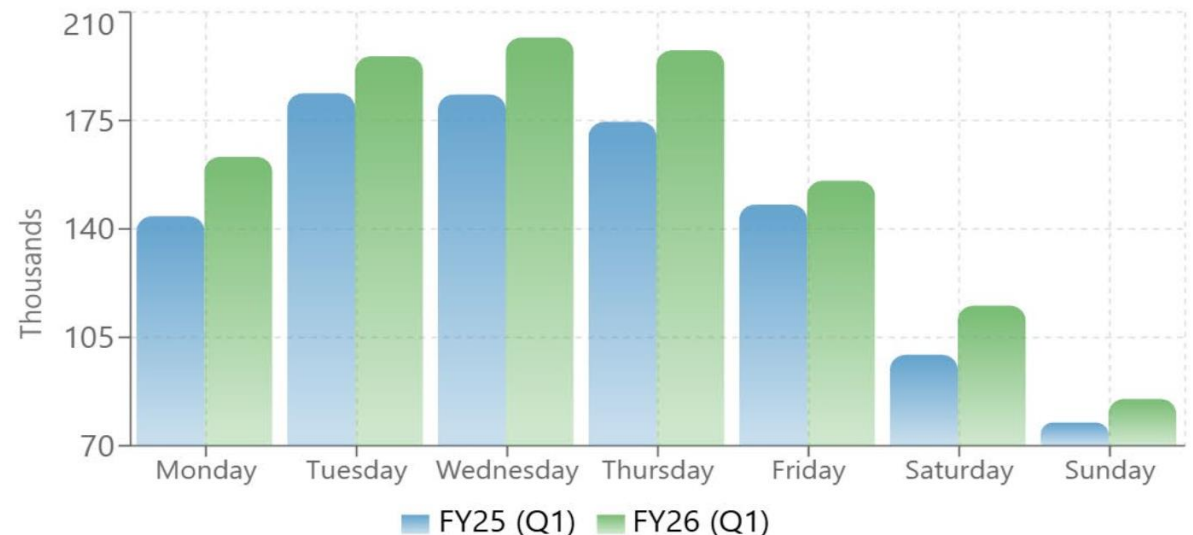
Best month: September

Ridership Growth & System Access

Weekday Ridership Trend



Ridership Growth by Day (Year over Year)



Weekday Ridership

186K

↑ 3% QoQ | ✓ Goal: 176K

Weekday

+10%

Quarter Growth (YoY)

Weekend

+13%

Quarter Growth (YoY)

Mon

+13%

YoY

Tue

+6%

YoY

Wed

+10%

YoY

Thu

+13%

YoY

Fri

+5%

YoY

Sat

+16%

YoY

Sun

+10%

YoY

Station Access - Equipment Availability

98.9%

Station Elevators

✓ Goal: 98% met 16 qtrs

98.2%

Garage Elevators

✓ Goal: 98% met 22 qtrs

97.2%

Street Escalators

✓ Goal: 93% met 9 qtrs

97.6%

Platform Escalators

✓ Goal: 96% met 16 qtrs

99.3%

Fare Gates

✓ Goal: 98% met 7 qtrs

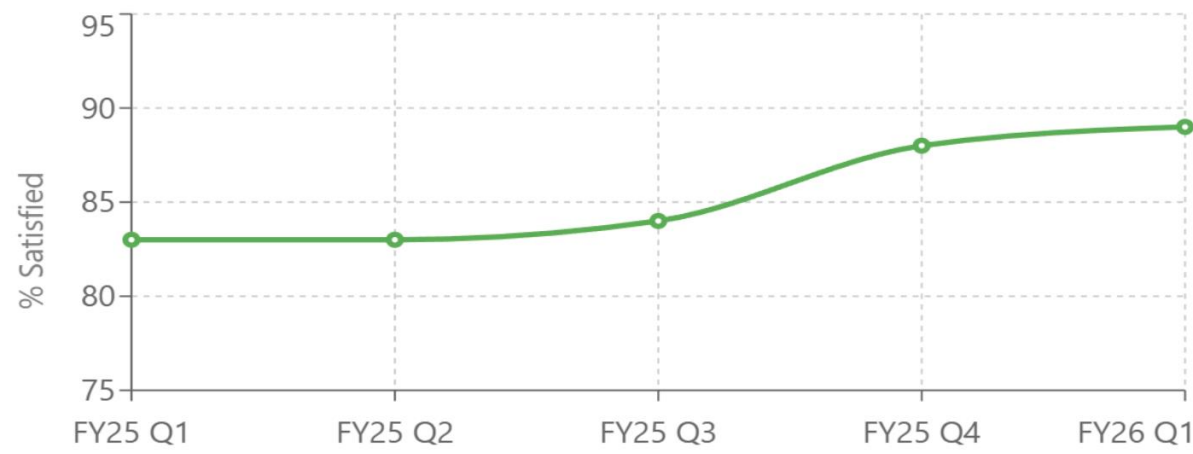
92.6%

Fare Vendors

✗ Goal: 95% not met

Customer Satisfaction

Overall Satisfaction Trend



Satisfaction by Category



89%

of customers satisfied with BART services

↑ 1% improvement from previous quarter

What Customers Say:

"Hi BART, just wanted to let y'all know that I love how much more frequently trains come since the schedule upgrades a few months back." "I tried out the new tap-to-pay and I'm impressed with it. It's a game changer. I also like the new trains and fare gates."

"The new BART gates don't show your Clipper card balance anymore. It's so inconvenient and frustrating when it causes you to miss your train." "The new gates are too slow to open and close, and it's scary to have multiple fare evaders rush in behind me."

Customer Complaints

19.0

per 100k trips

↑ 26.4% from last quarter
X Goal: 5.1

Service issues:	521	Maintenance & Equipment:	239
Personnel:	283	Fare Gates:	193
Trains:	250	Biohazard:	183

Fare Evasion (Observed)

9%

patrons witnessing evasion

↓ 6% from last quarter
Lowest in a year

Enforcement efforts and new fare gate technology are showing results.

Asset Performance & Reliability

Fleet Performance

Fleet Reliability
hrs MTBSD (Mean Time Between Service Disruptions)

12,590
✓ Goal: > 9600

Car Availability
cars at 4AM

879
✓ Goal: > 475

Wayside Systems

Track
delays/100

0.76
✗ Goal: < 0.3

Traction Power
delays/100

1.33
✗ Goal: < 1.0

Train Control
delays/100

0.86
✓ Goal: < 1.3

Computer Control
delays/100

0.69
✗ Goal: < 0.3

Asset Failures: Top Delay Causes & Action Plans

Transbay Tube Delays (454 trains delayed)
Action: Root Cause Analysis investigation ongoing.

7% of total delays

Track-Rail Defect (369 trains)
Action: Corroded rails found at track M2 near Embarcadero and Montgomery stations during inspection following events (July 30/31 and Aug 6); speed restriction applied. Rails replaced and speed restriction lifted.

6% of total delays

Network Failure (291 trains)
Action: Implemented firmware updates, refined network controls, and enhanced monitoring to mitigate future CPU overloads and network outages.

5% of total delays

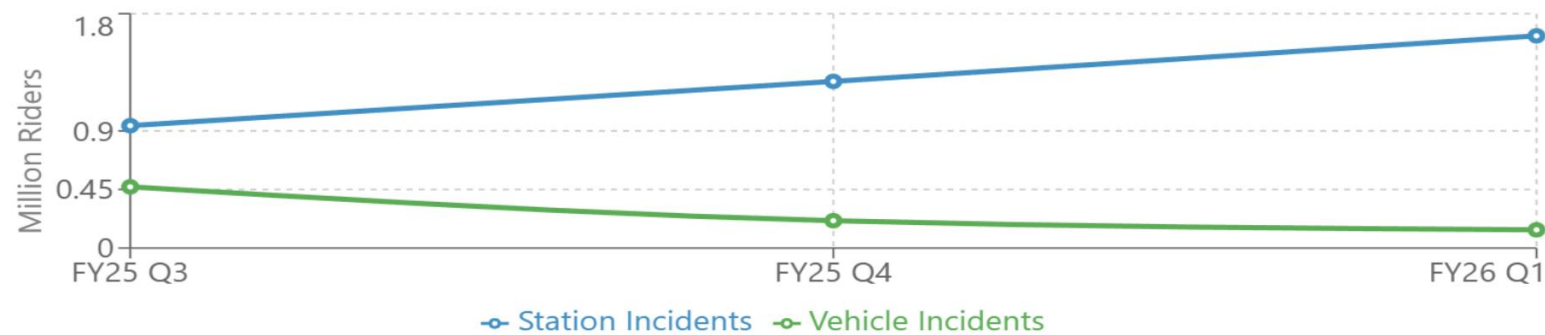
1,026
Total Fleet Size

286
Fleet Delays

2,124
Wayside Delays

Safety Performance

Passenger Safety Incidents



1.63

Station Incidents/Million Riders

↑ 27% | ✓ Goal: 2.0

0.14

Vehicle Incidents/Million Riders

↓ 33% | ✓ Goal: 0.6

Procedure Violations

Unscheduled Door Openings

0.4

per Million Car Miles

↑ 135% | ✗ Goal: 0.2

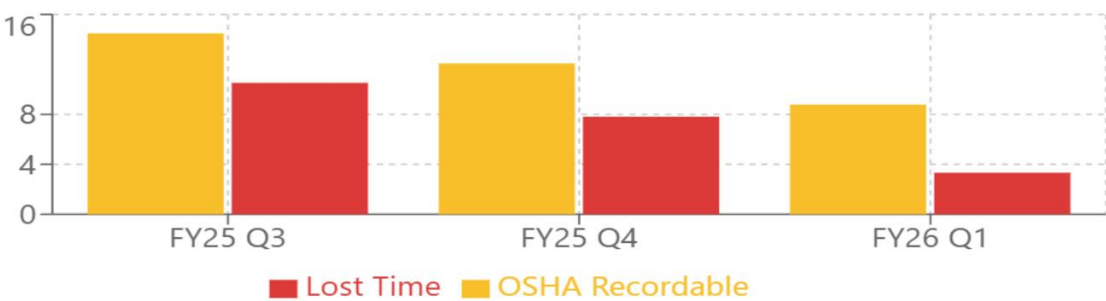
Rule Violations

0.11

per Million Car Miles

↓ 52% | ✓ Goal: 0.25

Employee Safety



8.8

OSHA Recordable Rate

↓ 28% | ✓ Goal: 12

3.3

Lost Time Injury Rate

↓ 26% | ✓ Goal: 6.5

Top Injury Types This Quarter:	
Strain:	32 Cases
Contusion:	21 Cases
Trauma:	20 Cases

Action Required: Enhance passenger communication and awareness to reduce unscheduled door openings, focusing on safe boarding practices and door etiquette.

Security & Crime

Crimes Against Persons + Electronic Theft



Note: Crimes against persons/million riders increased marginally in FY26Q1, but YoY is down 54% from 11.4 crimes/million riders in FY25Q1.

Crimes Against Persons by Category

Robbery Includes electronic robbery	18 ↑ from 12
Aggravated Assault Unlawful attack involving the intent or action to cause severe bodily injury	45 ↑ from 38
Rape Sexual assault	0 ↓ from 1
Homicide Fatal incidents	0 from 0

Property Crime

4 Electronic Robbery ↓ 20% from last quarter	13 Electronic Theft ↓ 13% from last quarter	29 Bike Thefts ↓ 3% ✅ Goal: 50	0.9 Auto Thefts/1k Parking Spaces ↓ 33% ✅ Goal: 2.0	1.5 Auto Burglaries/1k Parking Spaces 0% ✅ Goal: 3.5
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Focus Area: While year-over-year crime rates show significant improvement, crimes against persons remain above target (5.2 vs 2.0 per million). Property crime goals met. Ongoing focus on violent crime prevention and intervention strategies required.

Police Staffing and Connections to Services

23%

Uniformed Presence Visibility (Surveyed)

0% | ✓ Goal: 12%

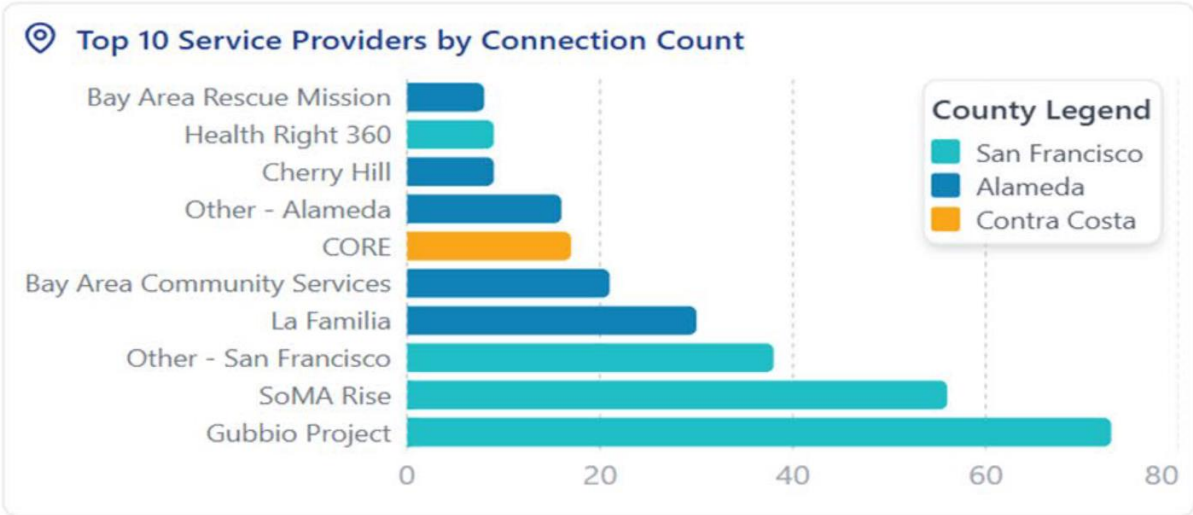
4.3 min

Avg Response Time

↓ 4% | ✓ Goal: Under 5 min

Crisis Intervention Specialist (CIS) Program

CIS Calls Diverted	2,591
Wellness Checks	1,645
Connected to Services	300
Dispatch Referrals	206
Services Declined:	167
Narcan Administered:	11 total (1 by PPCEB)
Total Contacts:	3692



Police Hiring Pipeline

Applications Received	882
Attended Testing	227
Interviewed	96
Passed Interview	43
Background Check Passed	7

Current Staffing

146

Sworn Officers

of 185 authorized positions (PCN)

79%

Sworn Officer Changes (This Quarter):

+3

Hired

-8

Attrition

-5

Net

Any Questions?

Thank you for your attention.

