

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: Board of Directors **DATE:** November 15, 2024

FROM: General Manager

SUBJECT: Quarterly Service Performance Review – 1st Quarter FY 2025

Attached is the “**Quarterly Service Performance Review – 1st Quarter FY 2025**” presentation that will be presented at the November 21, 2024, meeting as an information item. We have realigned three (3) categories by moving them to the following categories as attributes.

- Station Vandalism – moved to Environment Inside Station.
- Train temperature – moved to Onboard Comfort and Cleanliness.
- SA Customer Service – moved to Rider Info and Support.

If you have any questions about the document, please contact Shane Edwards, Assistant General Manager, Operations at (510) 464-7393.

DocuSigned by:
Michael Jones
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Robert M. Powers

cc: Board Appointed Officers
Executive Staff