



Quarterly Service Performance Review



Q2 FY26

Engineering & Operations Committee

February 26, 2026



Q2 FY26 Performance Summary

October - December 2025

 ↓ -0.6%

88.2%
Customer Satisfaction

 ↑ +0.1%

93.4%
Customers On-Time
Target: 94%

 ↑ vs last year

+11.7%
Ridership Growth

 ↑ +3.6%

94.5%
Safety Index
Target: 95%

 ↓ -5.1%

74.5%
Security Index
Target: 85%

73%
Goals Met

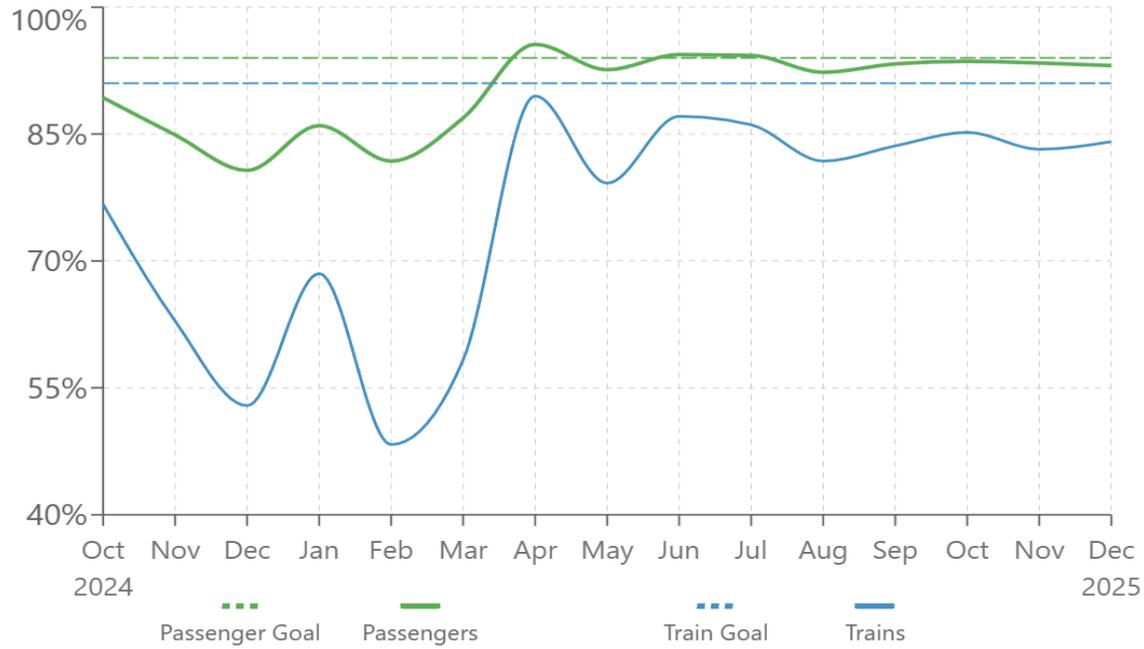
186,468
Average Weekday Riders

99%
Station Elevator Availability

Key Insight: Customer on-time performance held strong at 93.4% while year-over-year ridership growth accelerated to 11.7%, with 14.2 million trips taken and overall goals met rising to 73%.

Service Reliability: The Passenger View

On-Time Performance



Passenger On-Time Rate:

Daily Average: **93.4%**

Peak Hours: **92.3%**

84.2%

Train On-Time Rate

↑ 0.4% | ~~X~~ Goal: 91%

6,647

Delayed Trains

98.4%

Trains Dispatched

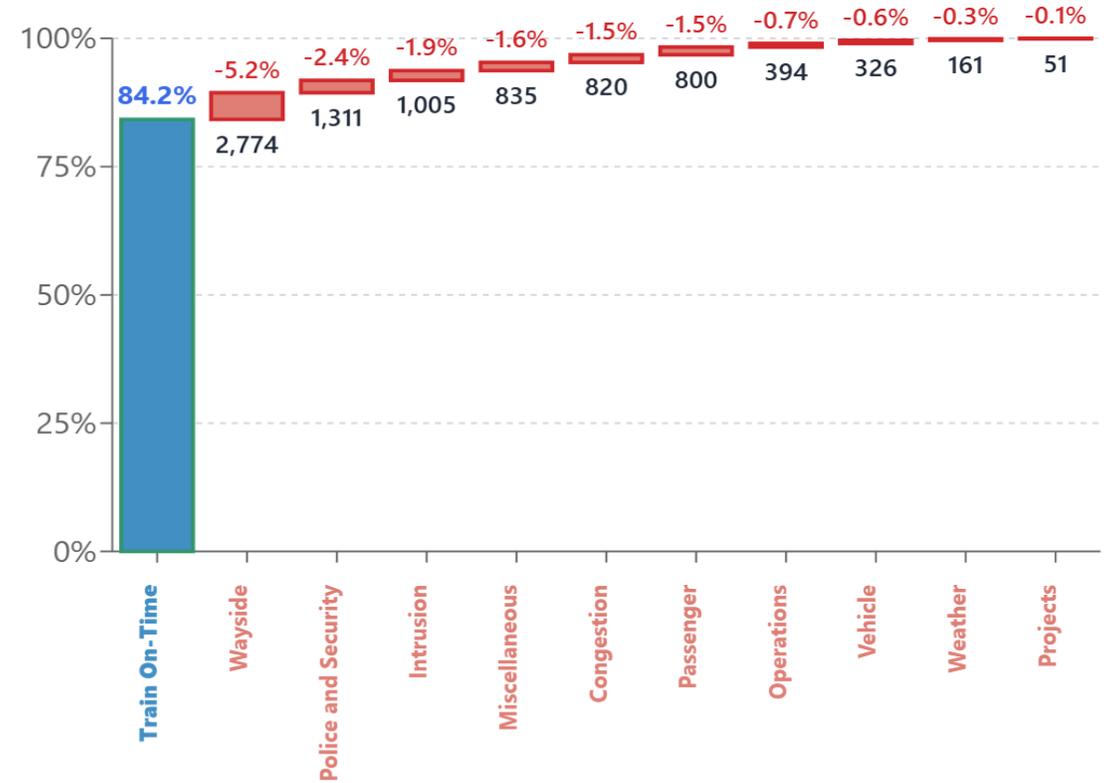
Best month: October

85.9%

Timed Transfer Success Rate

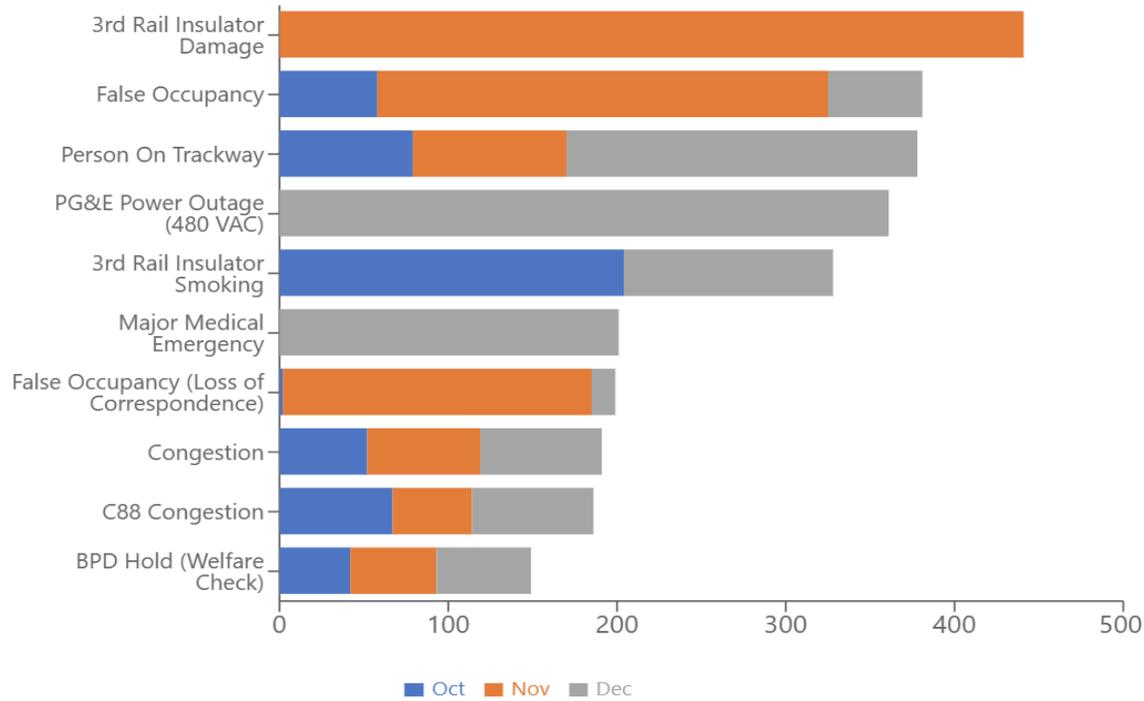
Best month: October

Train On-Time This Quarter – Impact by Delay Category

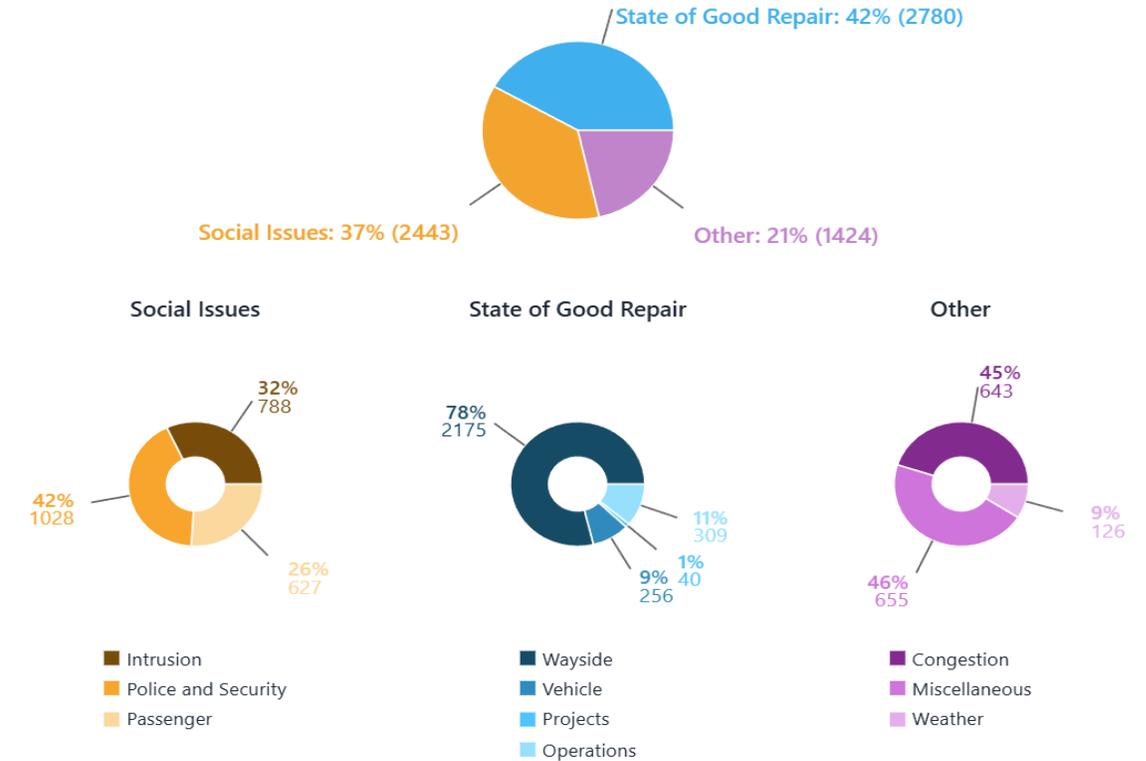


Delay Incident Detail

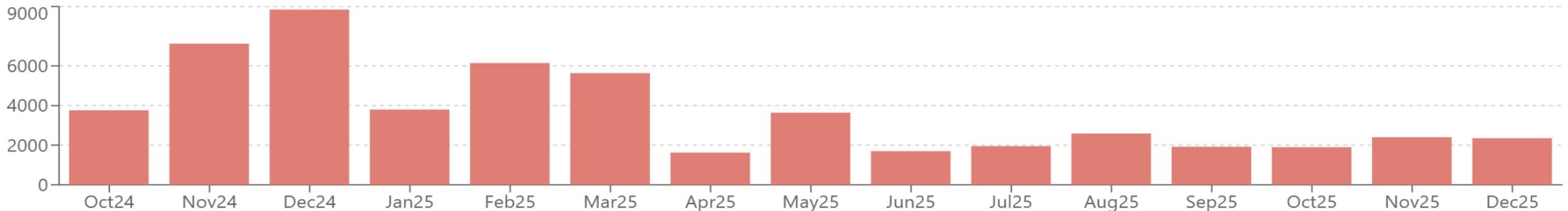
Train Delays – Top Ten



What Caused Delays



Trains Delayed by Month

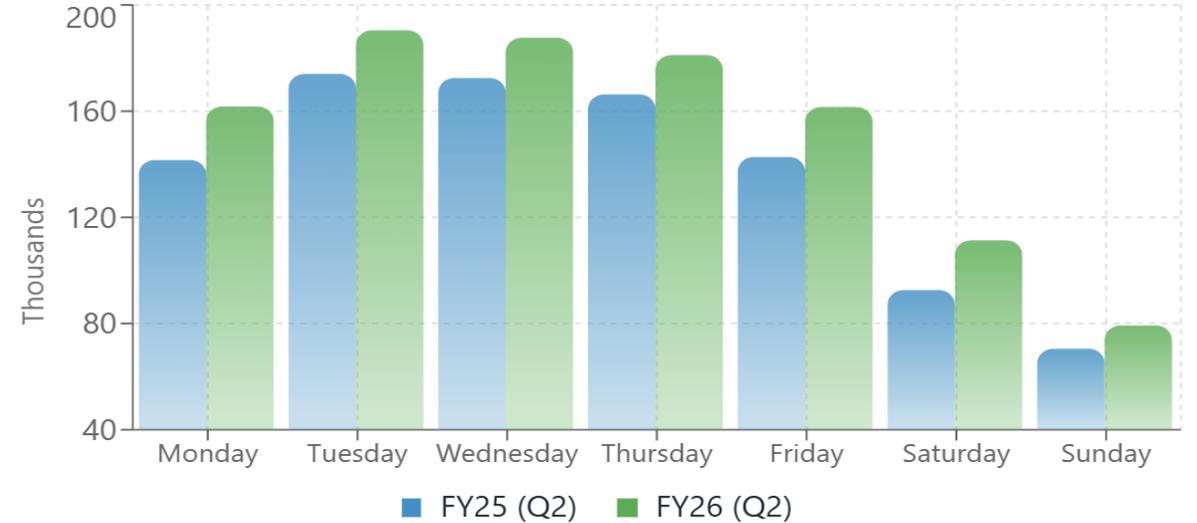


Ridership Growth & System Access

Weekday Ridership Trend



Ridership Growth by Day (Year over Year)



Weekday Ridership

186K

0% QoQ | Goal: 175K

Weekday

+11%

Quarter Growth (YoY)

Weekend

+17%

Quarter Growth (YoY)

Mon

+14%

YoY

Tue

+9%

YoY

Wed

+9%

YoY

Thu

+9%

YoY

Fri

+13%

YoY

Sat

+20%

YoY

Sun

+12%

YoY

Station Access - Equipment Availability

98.9%

Station Elevators

Goal: 98% met 17 qtrs

98.9%

Garage Elevators

Goal: 98% met 23 qtrs

96.3%

Street Escalators

Goal: 93% met 10 qtrs

96.9%

Platform Escalators

Goal: 96% met 17 qtrs

98.4%

Fare Gates

Goal: 98% met 8 qtrs

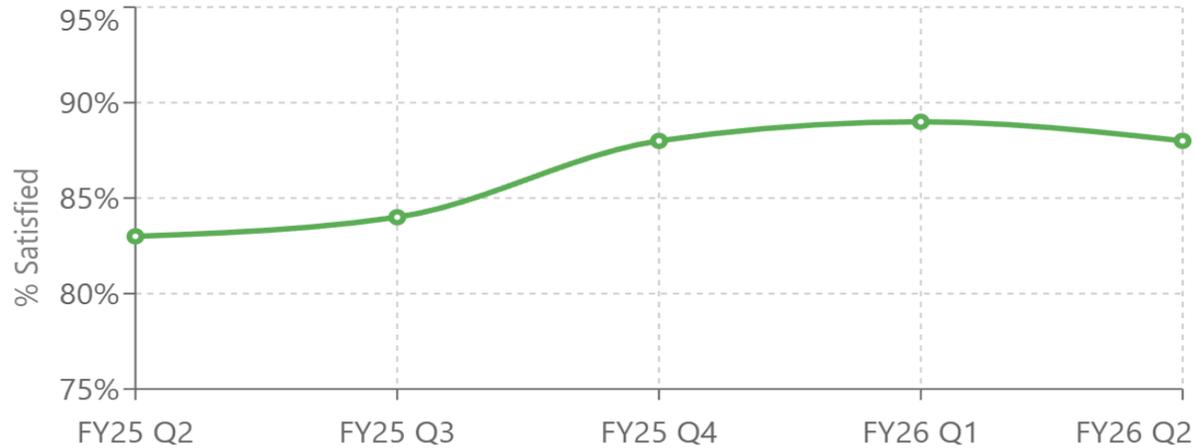
96.3%

Fare Vendors

Goal: 95% met

Customer Satisfaction

Overall Satisfaction Trend



88%

of customers satisfied with BART services

↓ 1% from last quarter

Customer Complaints

21.2

per 100k trips

↑ 11.6% from last quarter

✗ Goal: 5.1

Service issues:	367	Maintenance & Equipment:	273
Personnel:	252	Fare Gates:	127
Trains:	241	Biohazard:	176

Satisfaction by Category

Onboard Train

4.2 / 5.0



Target: 4

Rider Info & Support

4.1 / 5.0



Target: 4

Inside Station

4 / 5.0



Target: 4

Outside Station

3.9 / 5.0



Target: 3.5

What Customers Say:

"On the Yellow Line train around 9 a.m., the BART operator was amazingly communicative about a potential delay. She put my stress at ease." "I messaged BART dispatch today to report someone I saw unresponsive on a Red Line train. There were officers ready by the time our train pulled into the next station."

"BART is delayed again...I'm late to work because my bus connection is missed due to a BART delay." "Six-car trains are too small and have been for months/years."

Fare Evasion (Observed)

10%

patrons witnessing evasion

↑ 3% from last quarter

Slight uptick

Enforcement efforts continue to build a safer ridership experience.

Asset Performance & Reliability

Fleet Performance

Fleet Reliability Hours MTBSD (Mean Time Between Service Disruptions)	12,782 ✓ Goal: > 9600
Car Availability Cars at 4AM	799 ✓ Goal: > 537

Wayside Systems

Track Delays/100 Train Trips	0.19 ✓ Goal: < 0.3
Traction Power Delays/100 Train Trips	1.96 ✗ Goal: < 1.0
Train Control Delays/100 Train Trips	1.46 ✗ Goal: < 1.3
Computer Control Delays/100 Train Trips	0.15 ✓ Goal: < 0.3

Top Delays & Action Plans

- 3rd Rail Insulator Damage (441 trains delayed)** **7% of total delays**
Action: Conducting root cause analysis to identify contributing factors and define preventive actions to reduce delays, while hardening our traction power infrastructure.
- False Occupancy (381 trains)** **6% of total delays**
Action: Replacing failing components (switch modules, power supplies) and optimizing testing procedures to minimize correspondence issues and improve reliability.
- PG&E Power Outage-480 VAC (361 trains)** **5% of total delays**
Action: Enhancing internal response protocols to minimize power disruption impacts.

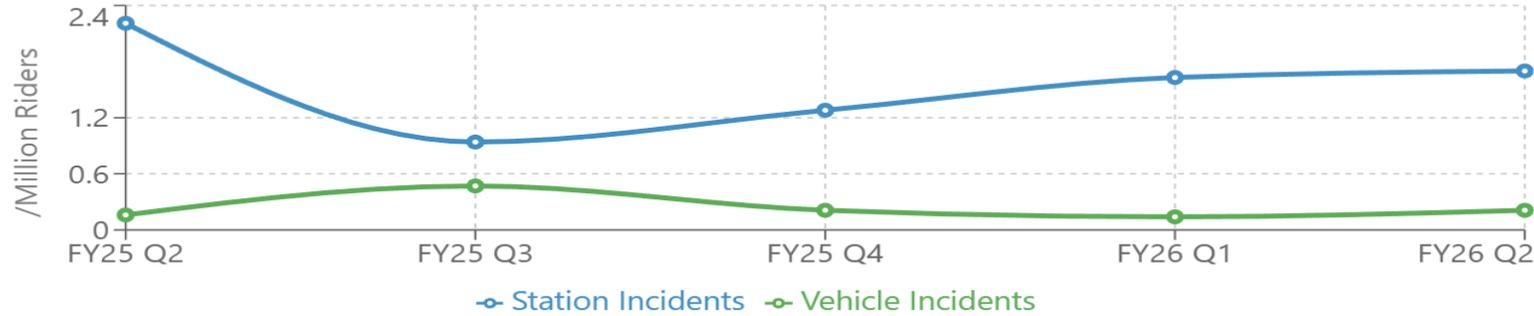
1,068
Total Fleet Size

256
Fleet Delays

2,175
Wayside Delays

Safety Performance

Passenger Safety Incidents



1.7
Station Incidents/Million Riders
↑ 4% | ✓ Goal: 2.0

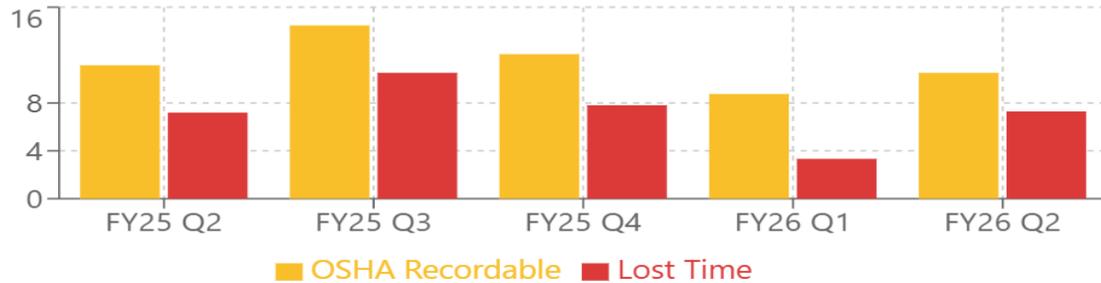
0.21
Vehicle Incidents/Million Riders
↑ 50% | ✓ Goal: 0.6

Procedure Violations

Unscheduled Door Openings
0.16
per Million Car Miles
↓ 60% | ✓ Goal: 0.2

Rule Violations
0.32
per Million Car Miles
↑ 191% | ✗ Goal: 0.25

Employee Safety



10.5
OSHA Recordable Rate
↑ 20% | ✓ Goal: 12

7.3
Lost Time Injury Rate
↑ 119% | ✗ Goal: 6.5

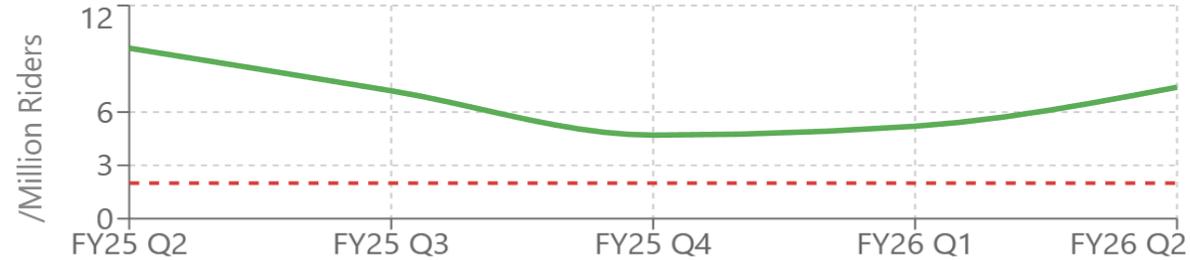
Top Injury Types This Quarter:

Strain:	33 Cases
Contusion:	17 Cases
Trauma:	37 Cases
Other:	14 Cases

Action Required: Implemented corrective actions for rule violations. Continue focusing on safety initiatives and training to reduce rule violations and lost time injuries.

Security & Crime

Crimes Against Persons + Electronic Theft



7.4
 per Million Riders
 ↑ 42% | X Goal: 2

Note: Crimes against persons/million riders increased in FY26Q2, but YoY is down 23% from 9.6 crimes/million riders in FY25Q2.

Crimes Against Persons by Category

Robbery Includes electronic robbery	31 ↑ from 18
Aggravated Assault Unlawful attack involving the intent or action to cause severe bodily injury	34 ↓ from 45
Rape Sexual assault	2 ↑ from 0
Homicide Fatal incidents	0 from 0

Property Crime

21 Electronic Robbery ↑ 425% from last quarter	37 Electronic Theft ↑ 185% from last quarter	19 Bike Thefts ↓ 34% ✓ Goal: 50	1 Auto Thefts/1k Parking Spaces ↑ 17% ✓ Goal: 2.0	2.2 Auto Burglaries/1k Parking Spaces ↑ 50% ✓ Goal: 3.5
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Focus Area: While year-over-year crime rates show significant improvement, crimes against persons remain above target (7.4 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

19%

Uniformed Presence Visibility (Surveyed)

↓ 16% | ✓ Goal: 12%



4.98 min

Avg Response Time

↑ 16% | ✓ Goal: Under 5 min



🔗 Crisis Intervention Specialist (CIS) Program

CIS Calls Diverted **2,878**

Wellness Checks **1,894**

Connected to Services **295**

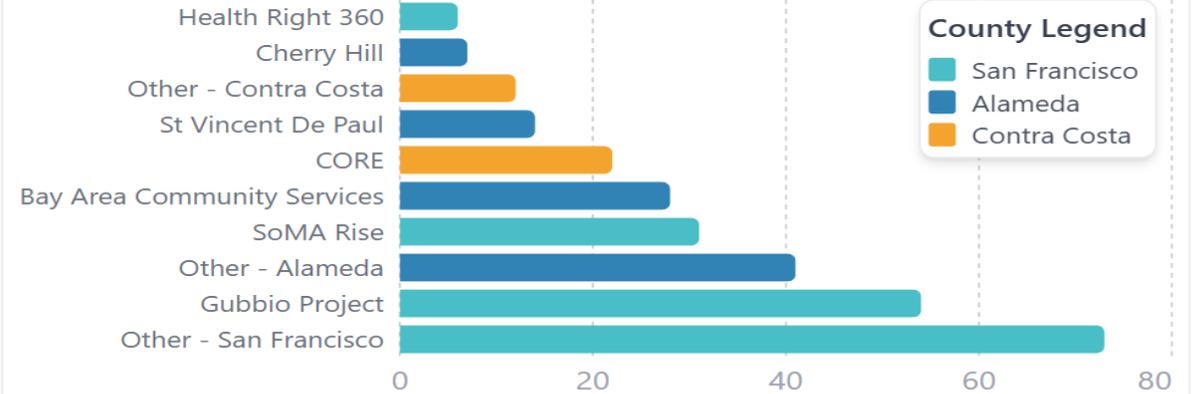
Dispatch Referrals **150**

Services Declined: **49**

Narcan Administered: **11 total (1 by PPCEB)**

Total Contacts: **3677**

📍 Top 10 Service Providers by Connection Count



Police Hiring Pipeline

Applications Received **672**

Attended Testing **141**

Interviewed **57**

Passed Interview **37**

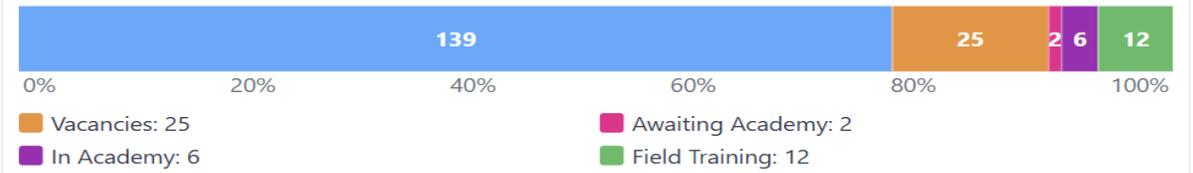
Background Check Passed **5**

Current Staffing

139

Sworn Officers

76% of 184 authorized positions (PCN)



Sworn Officer Changes (This Quarter):

+8
Hired

-10
Attrition

-2
Net

Any Questions?

Thank you for your attention.

