



Quarterly Service Performance Review 4th Quarter, FY25 (April – June 2025)

Engineering & Operations Committee

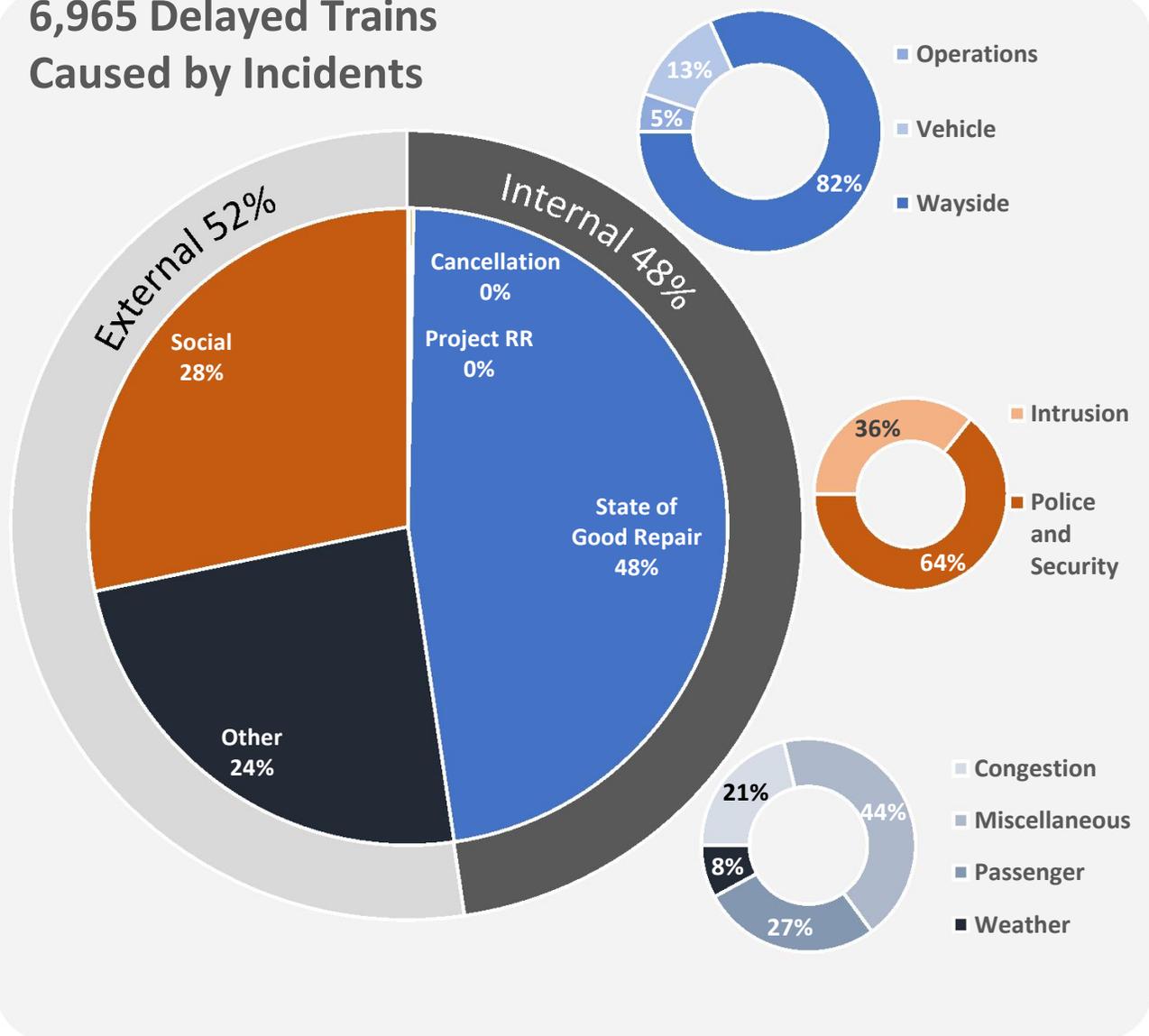
September 11, 2025



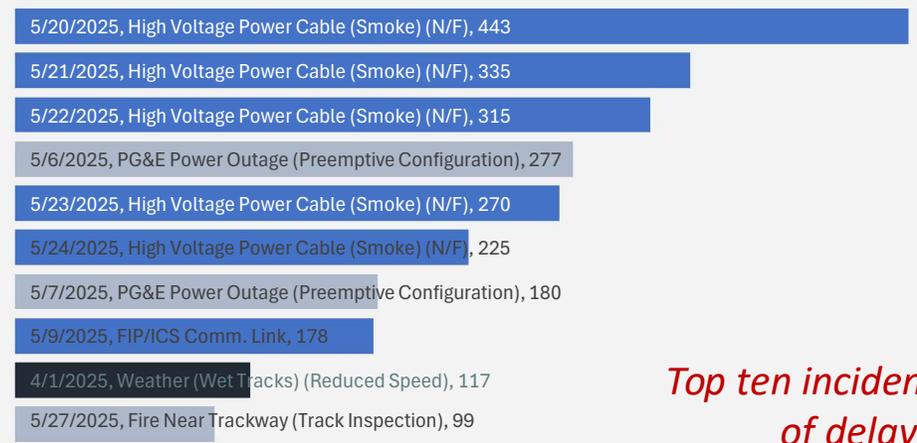
Service Delivery – Delay Incident Detail



6,965 Delayed Trains Caused by Incidents



Trains Delayed - Top Ten Single Incidents

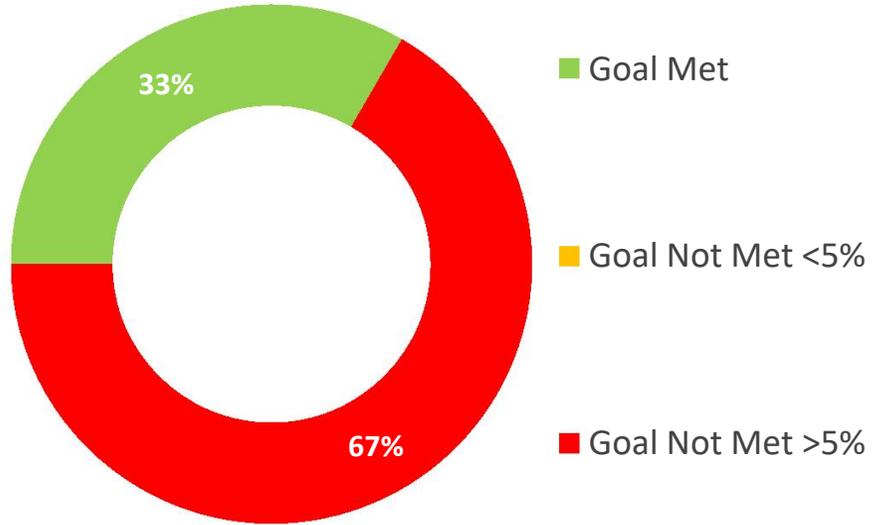


Top ten incidents = 35% of delayed trains

Trains Delayed by Month



Summary – Service Delivery



Metric	FY25 Q4	Goal	% Change from FY25 Q3
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All-Day

Weekday - Average Ridership	180,199	176,560	6.18%	▲
Trains On-Time - Daily	85.2%	91.0%	45.22%	▲
Customers On-Time - Daily	94.2%	94.0%	10.97%	▲

Peak

Trains On-Time - Peak	81.3%		55.53%	▲
Customers On-Time - Peak	93.9%		11.31%	▲

Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
Green	Goal Met	▲	Improved
Yellow	Goal Not Met < 5%	▼	Declined
Red	Goal Not Met > 5%	—	No Change
Gray	No Goal Established		

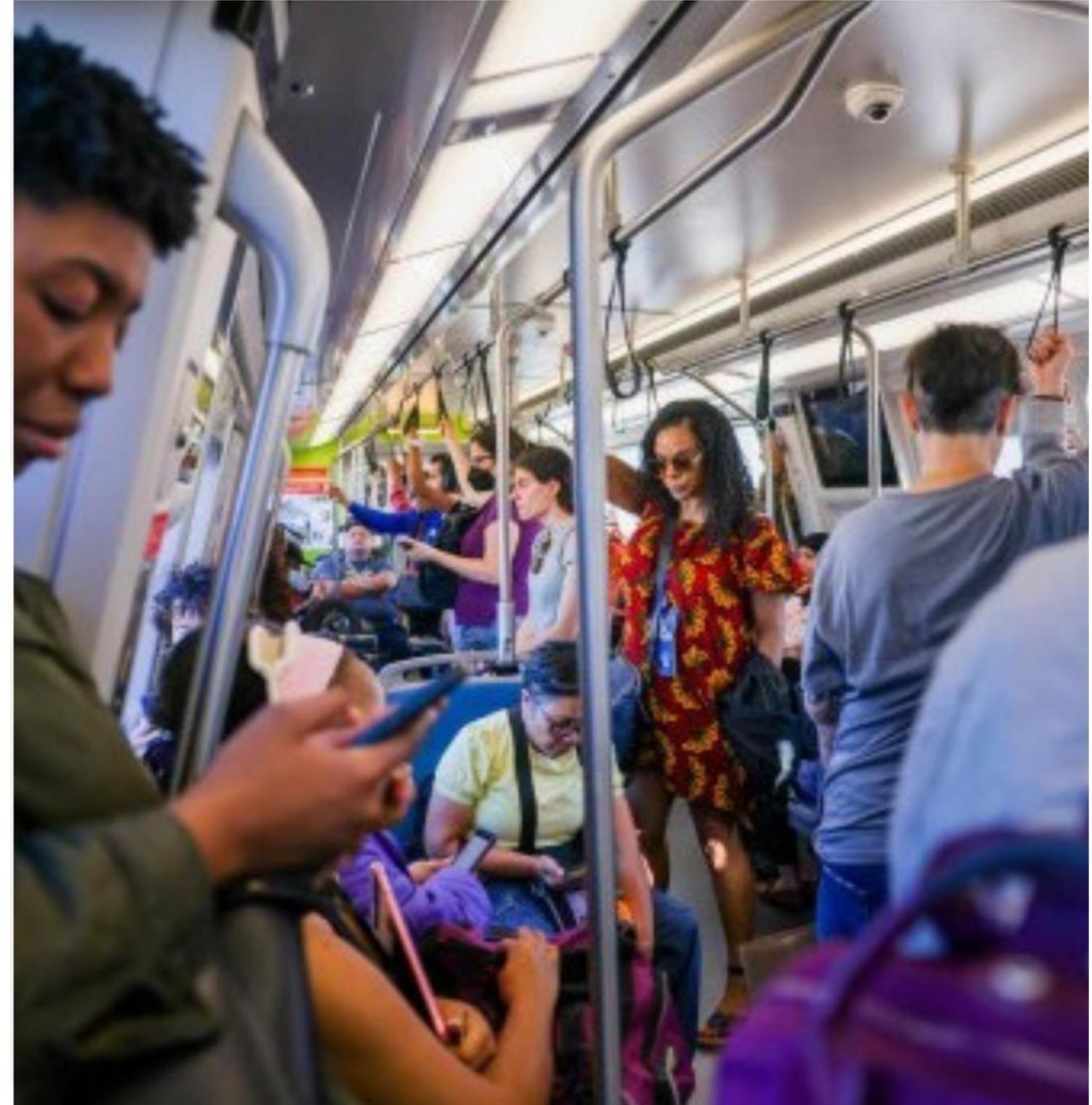
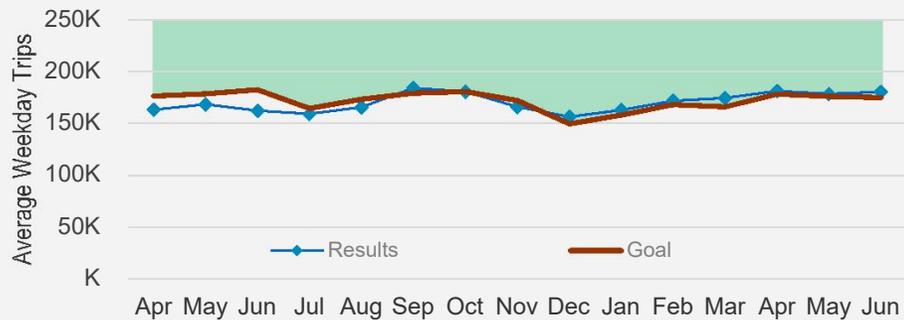
▼ Gray arrows represent change from the previous quarter for metrics which do not have an established goal

Capacity – Ridership



- Total Ridership up 10.1% over last year.
- Average weekday ridership up 8.9% over last year.
- Saturday ridership up 19.0% over last year.
- Sunday ridership up 12.0% over last year.

Average Ridership - Weekday

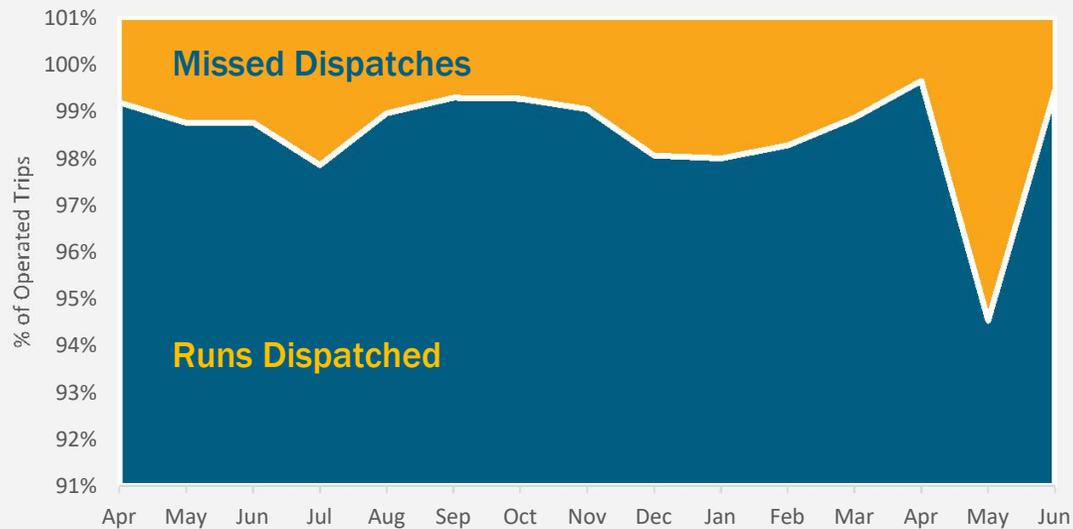


Capacity – Dispatches Operated

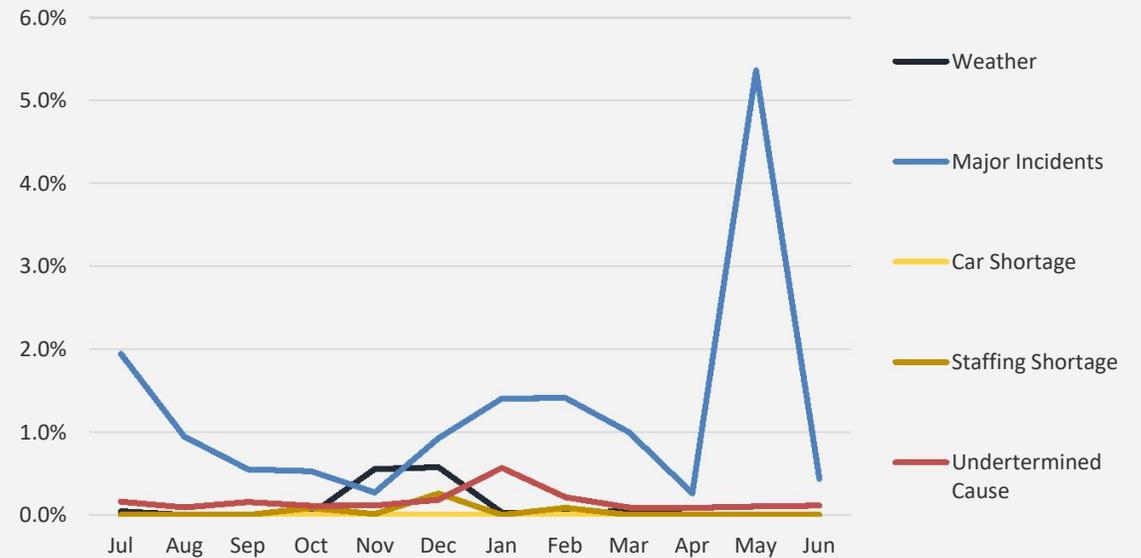


- Train cancellations decreased to less than 0.5% in April only to sharply increase in May due to Major Events
- Major Incidents accounted for 100% of cancellations.
- The three largest categories within Major Incidents:
 - Wayside Issues: 81%
 - PG&E Power & Wayside Fire: 9%
 - Vehicle & Intrusion: 3% each

Scheduled Runs Dispatched from Origin



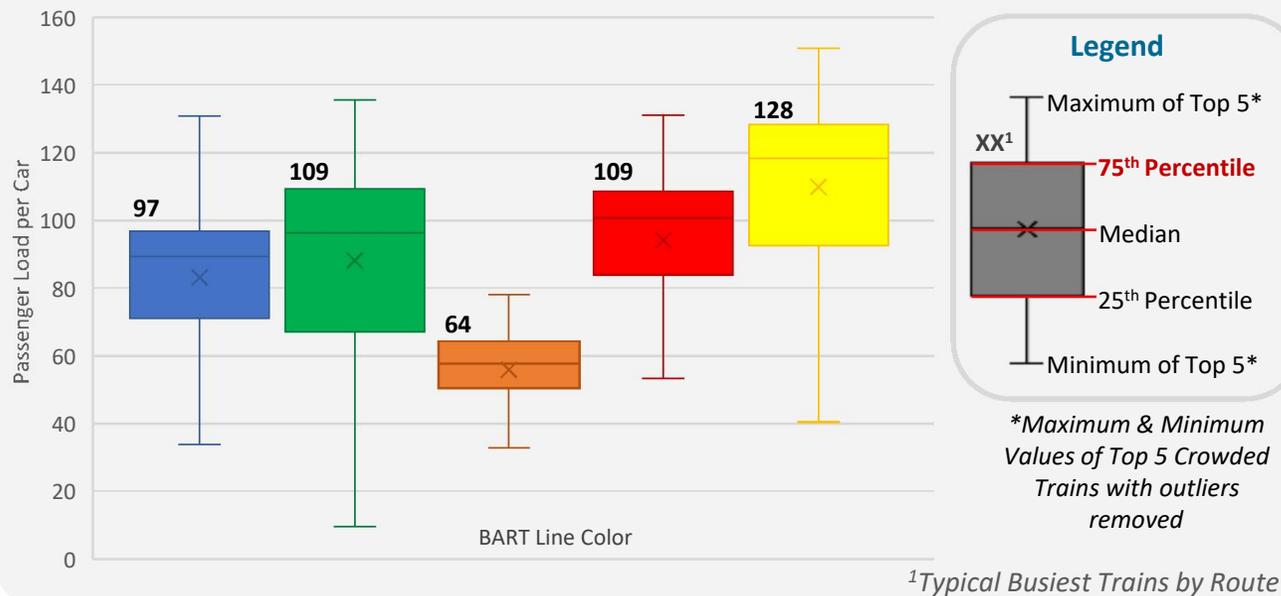
% of Scheduled Dispatches Missed by Cause



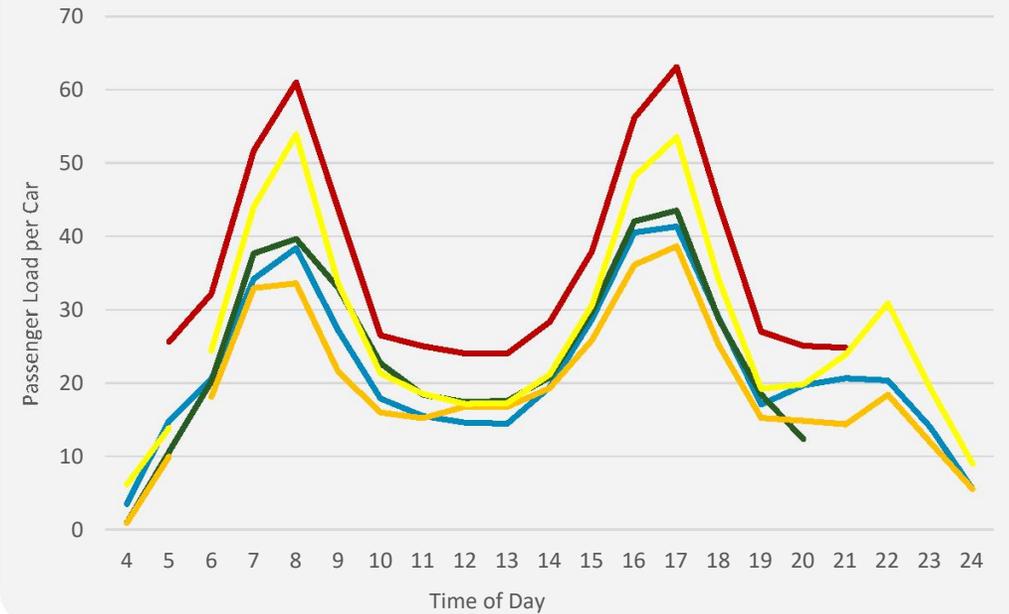
Capacity – Passenger Loading



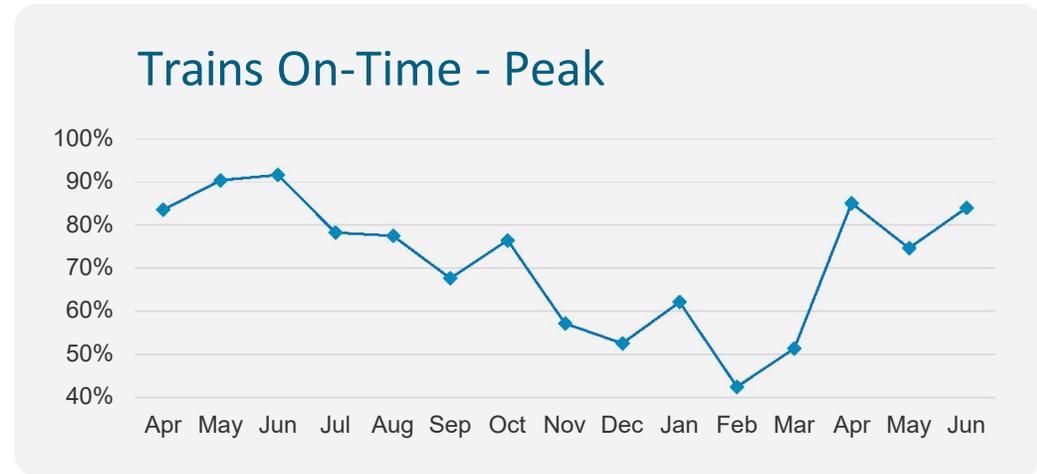
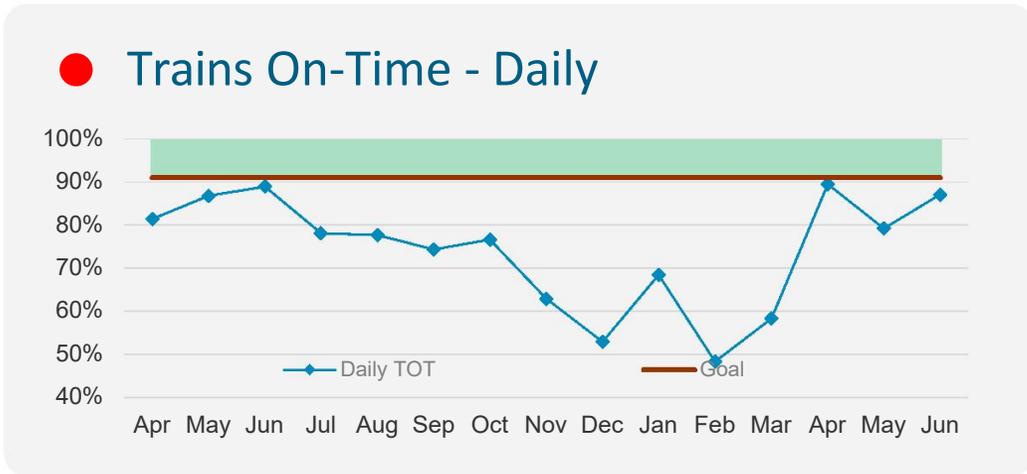
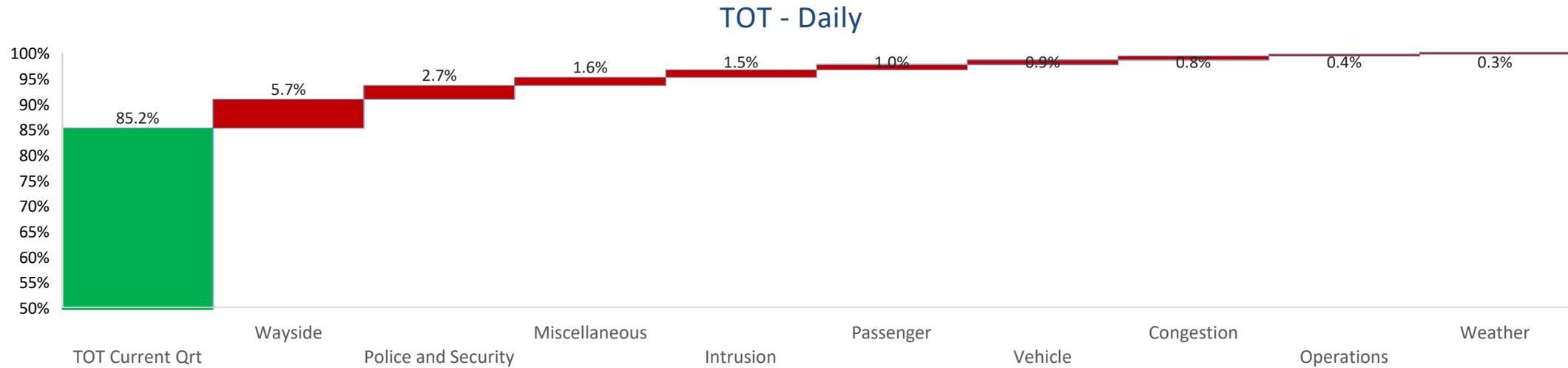
Passenger Load per Car for Top 5 Crowded Weekday Trains



Average Hourly Weekday Passenger Load per Car by Line



Punctuality – Trains On-Time

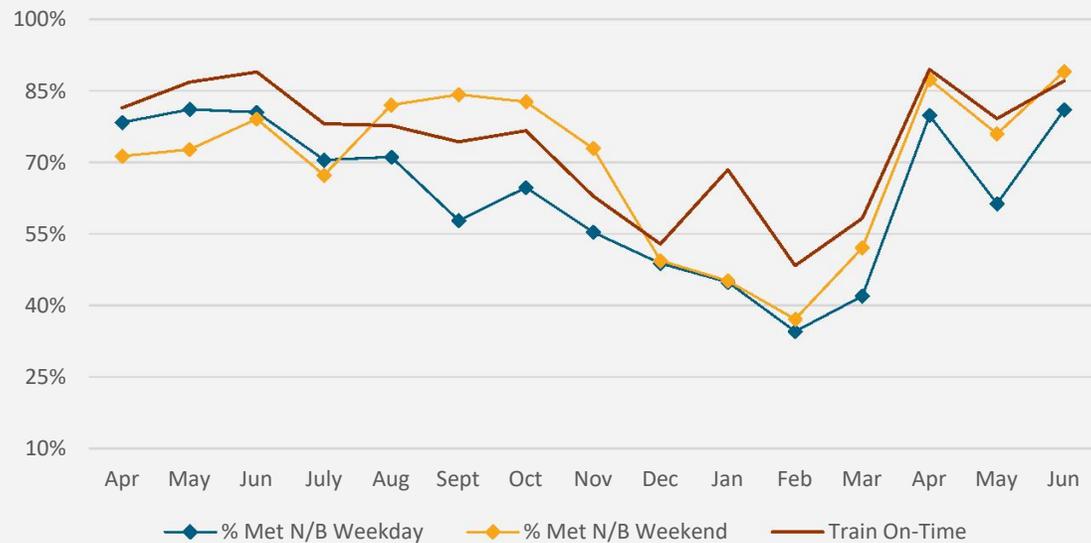


Punctuality – Timed Train Meets

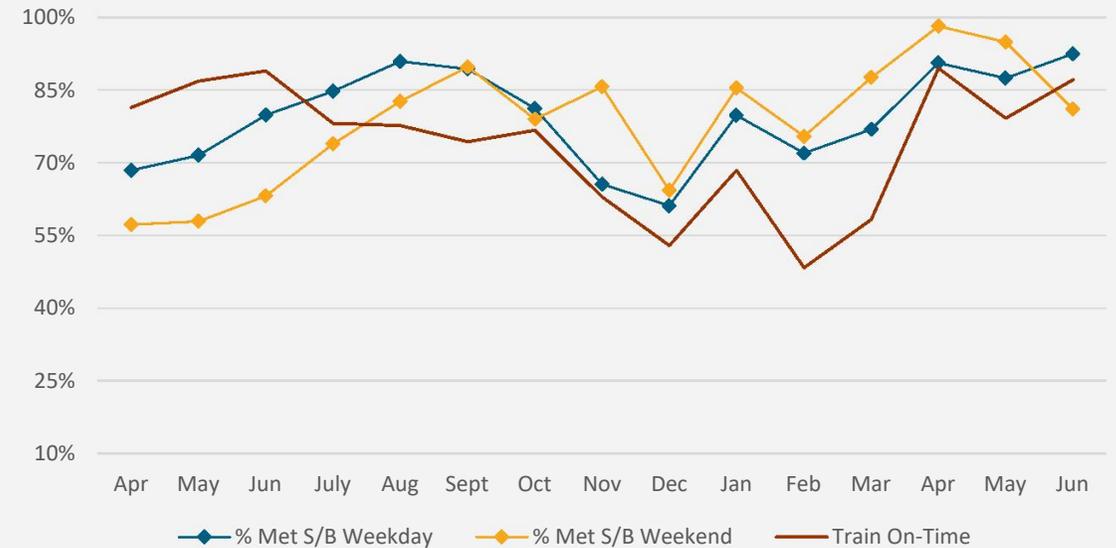


- Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows

Northbound Meets at 19th Street



Southbound Meets at MacArthur



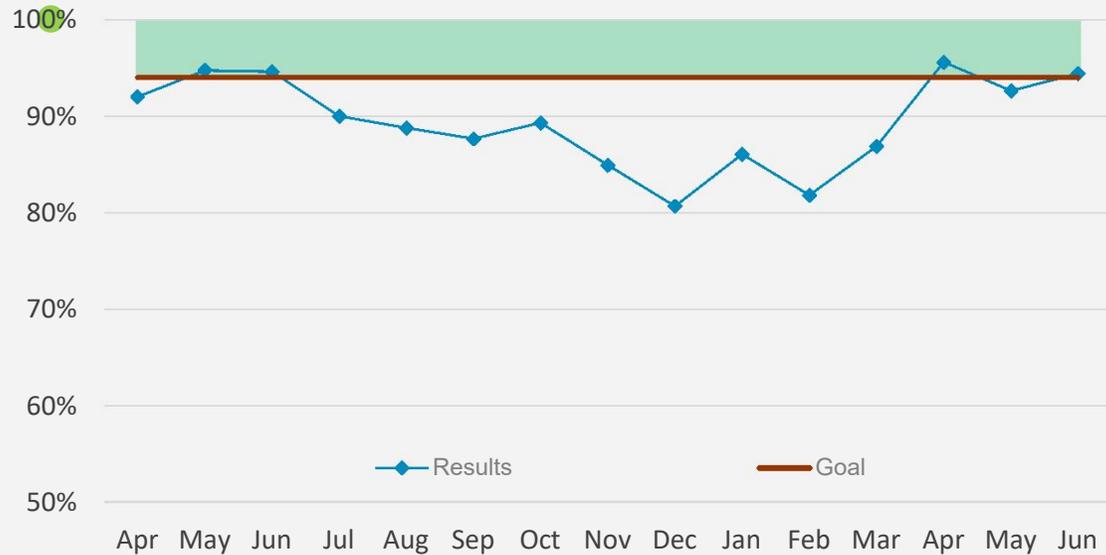
A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point

Punctuality – Customer On-Time

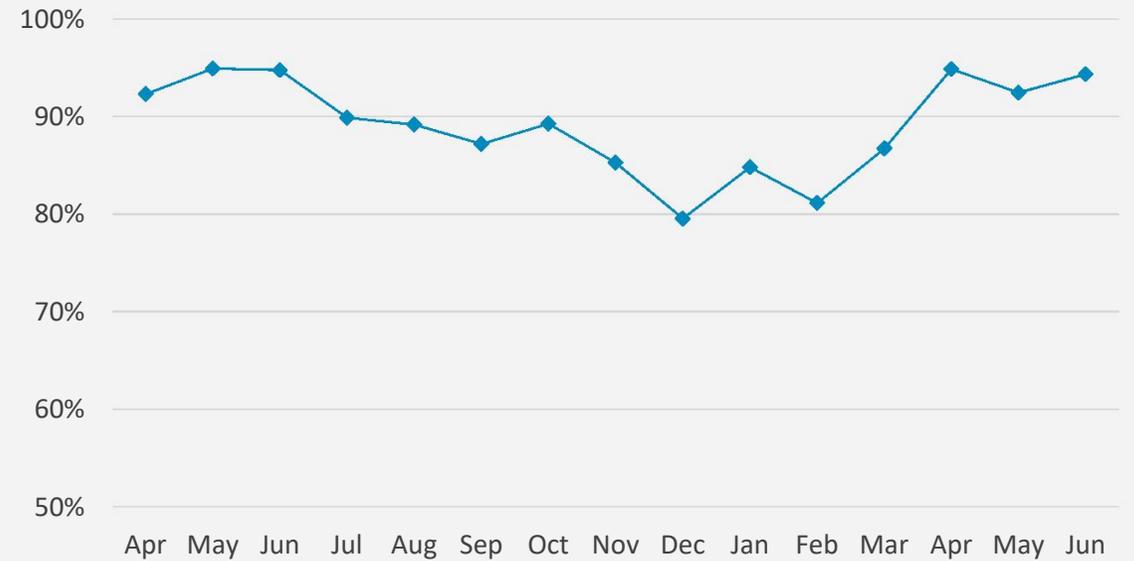


- Customer On-Time was 94% for the quarter

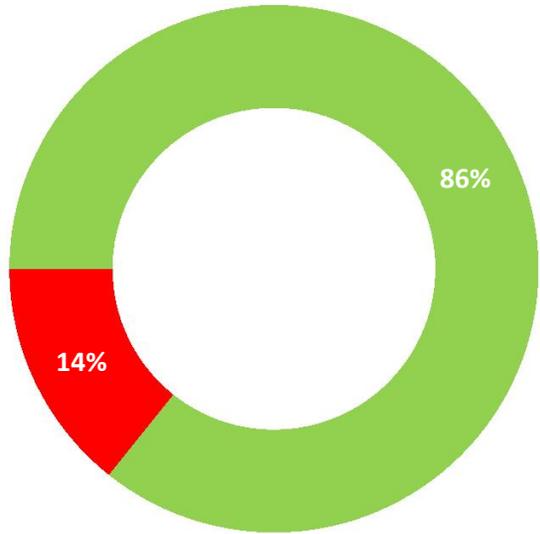
Customer On-Time - Daily



Customer On-Time - Peak



Summary – Railway Asset Availability



- Goal Met
- Goal Not Met >5%

Summary Table Legend

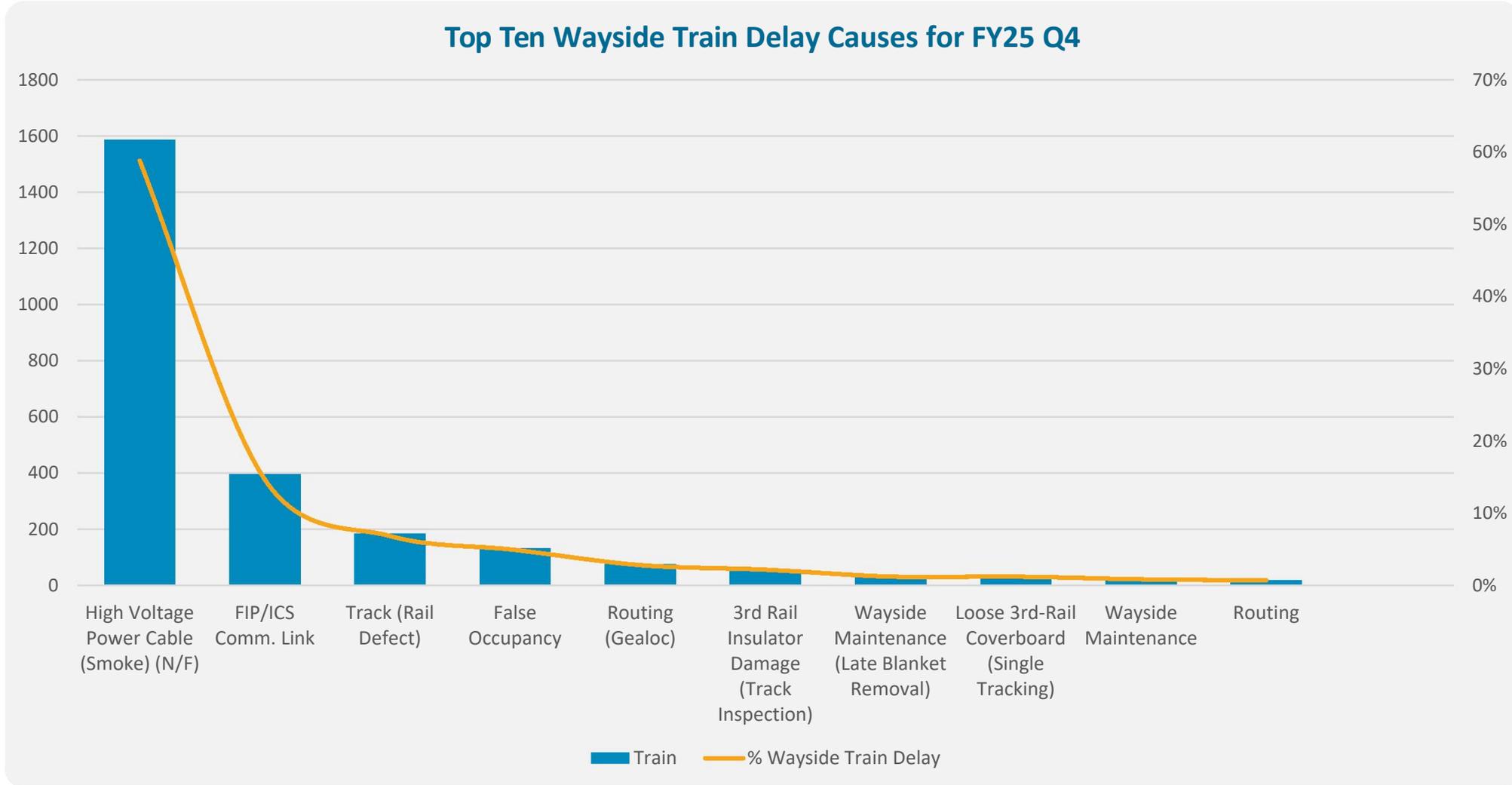
Indicator Color	Performance	Indicator	Performance Trend
	Goal Met	▲	Improved
	Goal Not Met < 5%	▼	Declined
	Goal Not Met > 5%	—	No Change
	No Goal Established		

Metric	FY25 Q4	Goal	% Change from FY25 Q3	
<i>Wayside Equipment</i>				
Track	0.35	0.30	96.41%	▲
Traction Power	0.38	1.00	73.03%	▲
Wayside Train Control System	0.66	1.30	41.97%	▲
Computer Control System	0.78	0.30	(694.40%)	▼
Transportation	0.34	0.50	43.41%	▲
<i>Revenue Vehicle</i>				
Vehicle MTBSD - (Hours)	11688	9600	21.61%	▲
4 AM - Car Availability	748	471	16.91%	▲
DMU - MDBF (Miles)	29828	29000	(35.95%)	▼
<i>Station Equipment</i>				
Elevators in Service - Station	99.3%	98.0%	0.19%	▲
Elevators in Service - Garage	99.1%	97.0%	(0.72%)	▼
Escalators in Service - Street	95.2%	93.0%	2.15%	▲
Escalators in Service - Platform	98.3%	96.0%	3.15%	▲
Automatic Fare Collection - Gates	99.1%	98.0%	(0.55%)	▼
Automatic Fare Collection - Vendors	95.1%	95.0%	(3.36%)	▼

Wayside Asset Availability – Detail



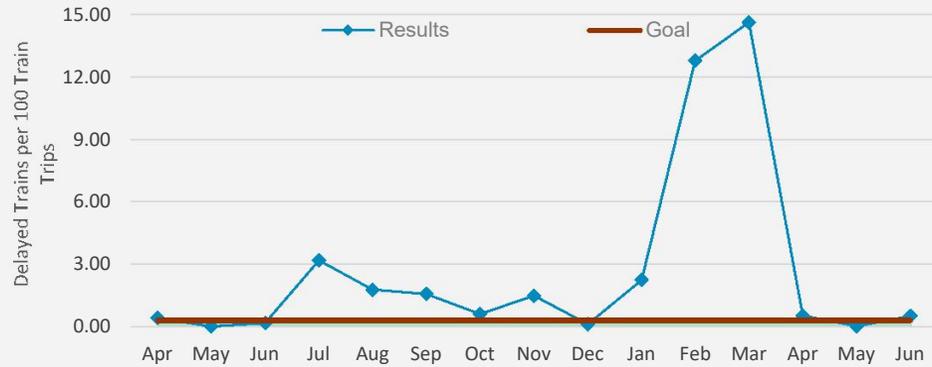
- 2,700 Wayside Caused Train Delays for the Quarter



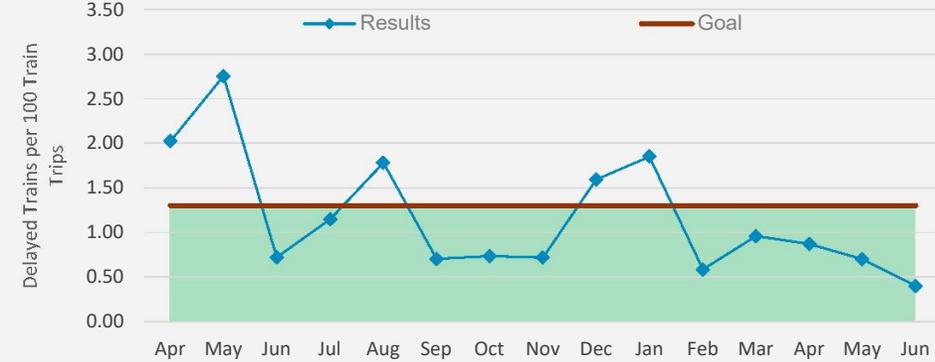
Wayside Equipment – Delayed Trains by System



Track System



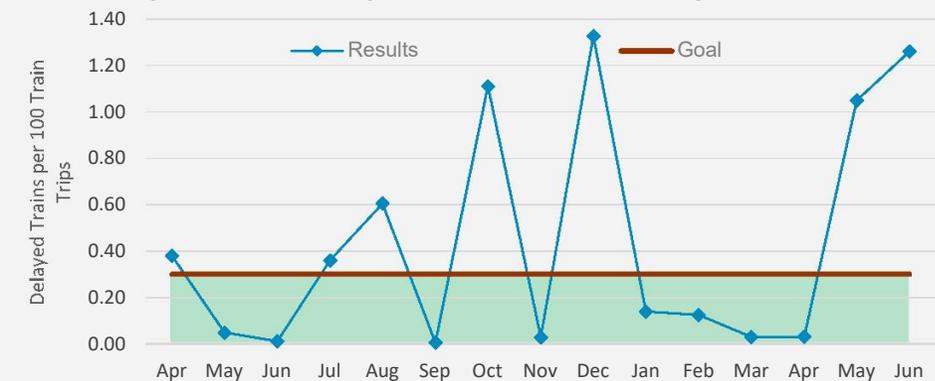
Wayside Train Control System



Traction Power System



Wayside Computer Control System



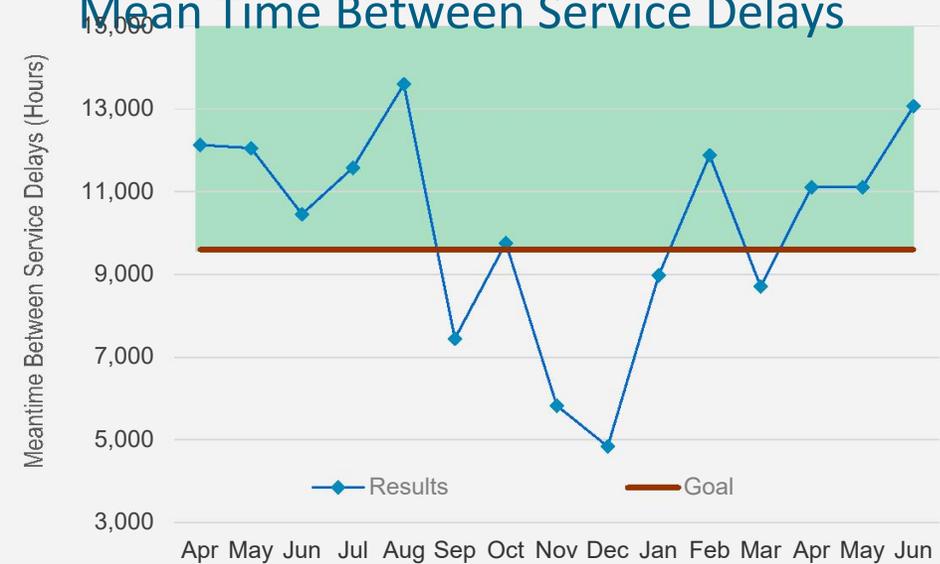
Revenue Fleet – Reliability



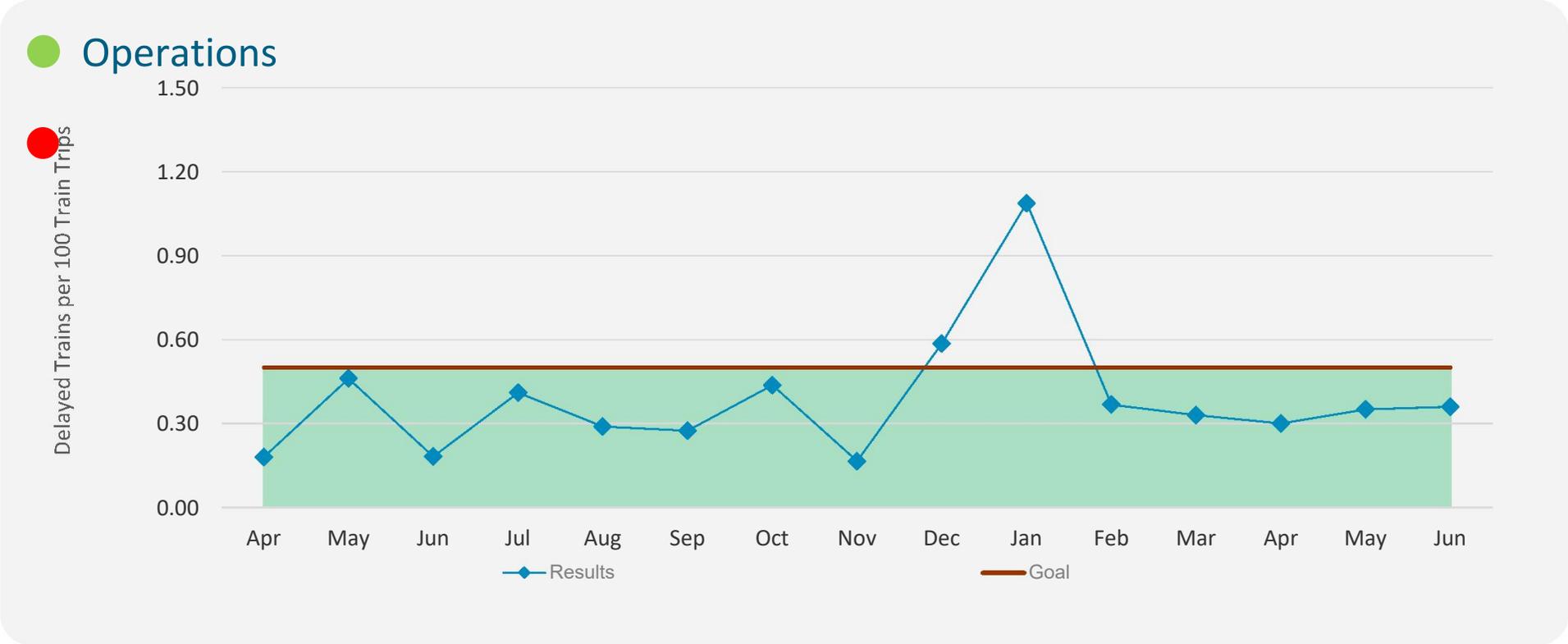
● Car Availability at 4 AM



Mean Time Between Service Delays



FOTF
 971
 Car count as of 06/30/2025

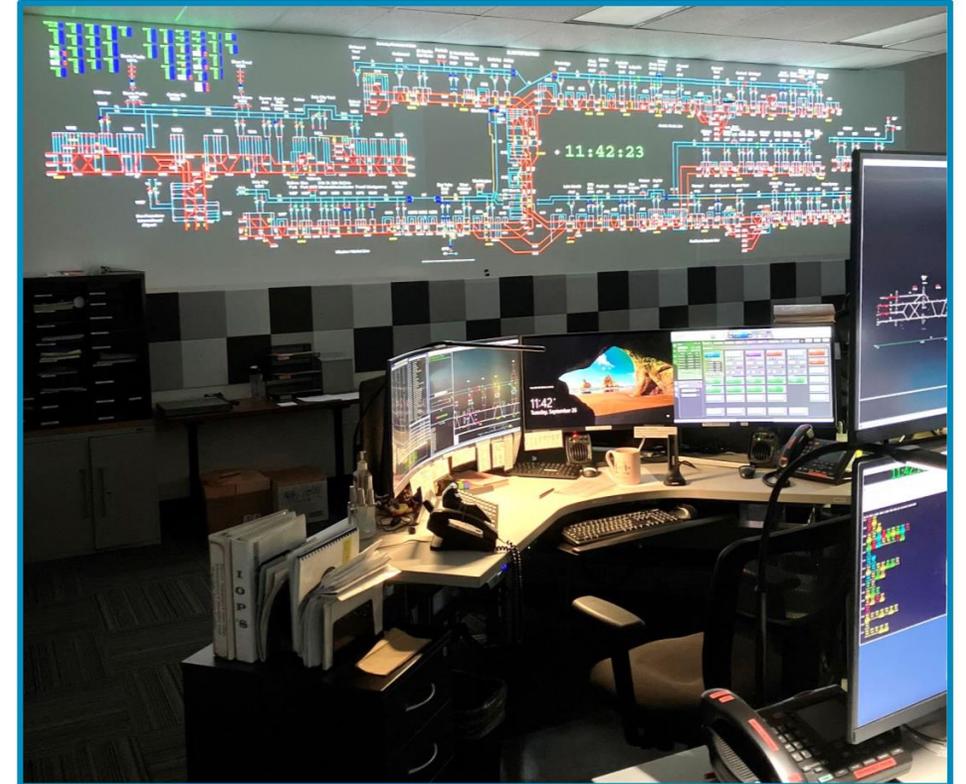


Hiring Metrics - Priority Positions



Rail Operations Controller as of June 30th, 2025

Target Range: 30 to 35



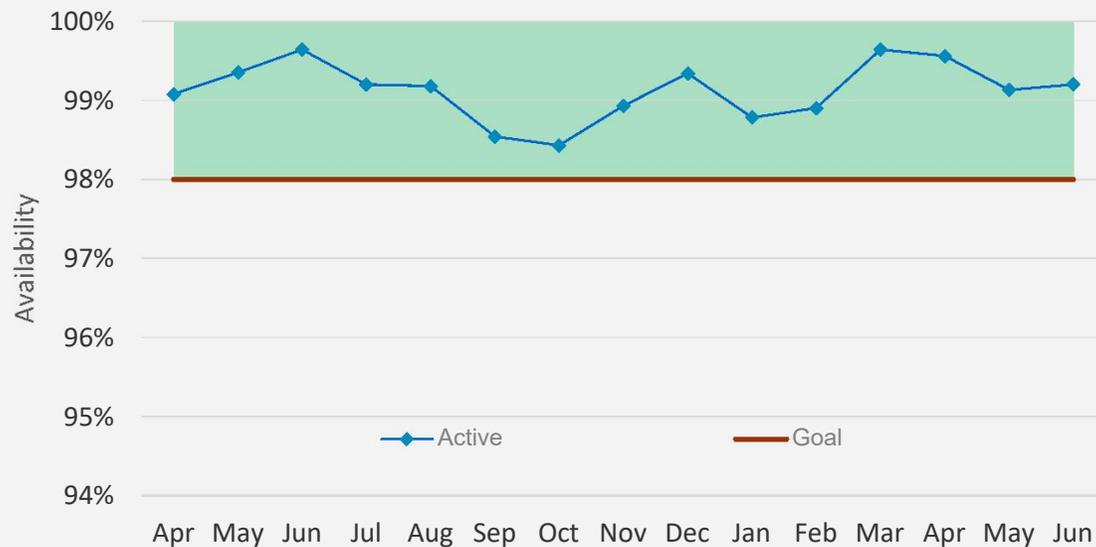
Station Equipment – Elevator Availability



Station Elevator

- Goal has been met consecutively for the past 15 quarters

Station Elevator



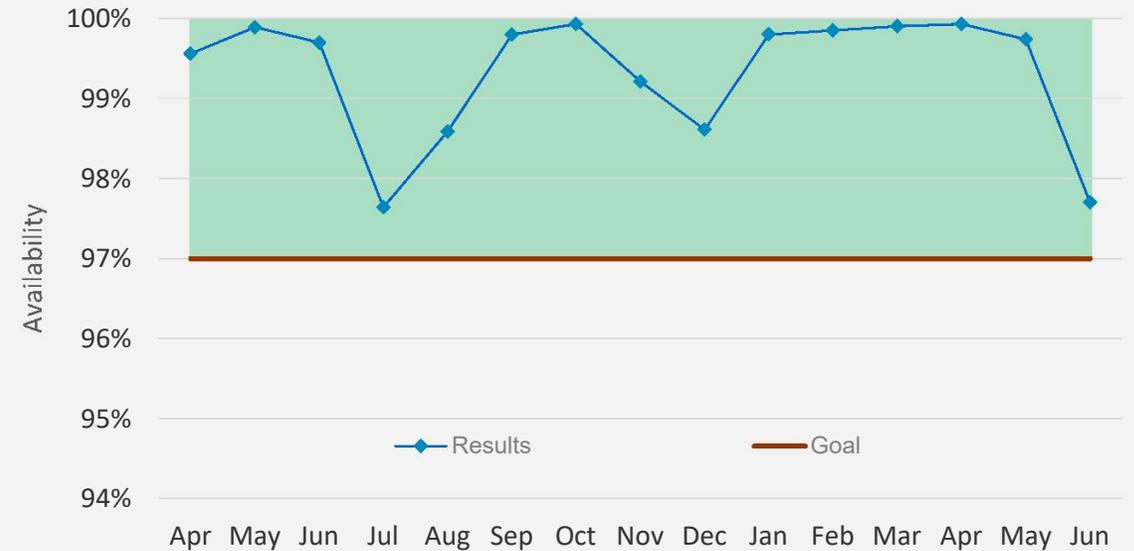
*E-line Elevator and Escalator are included

Garage Elevator

- Goal has been met consecutively for the past 21 quarters



Garage Elevator



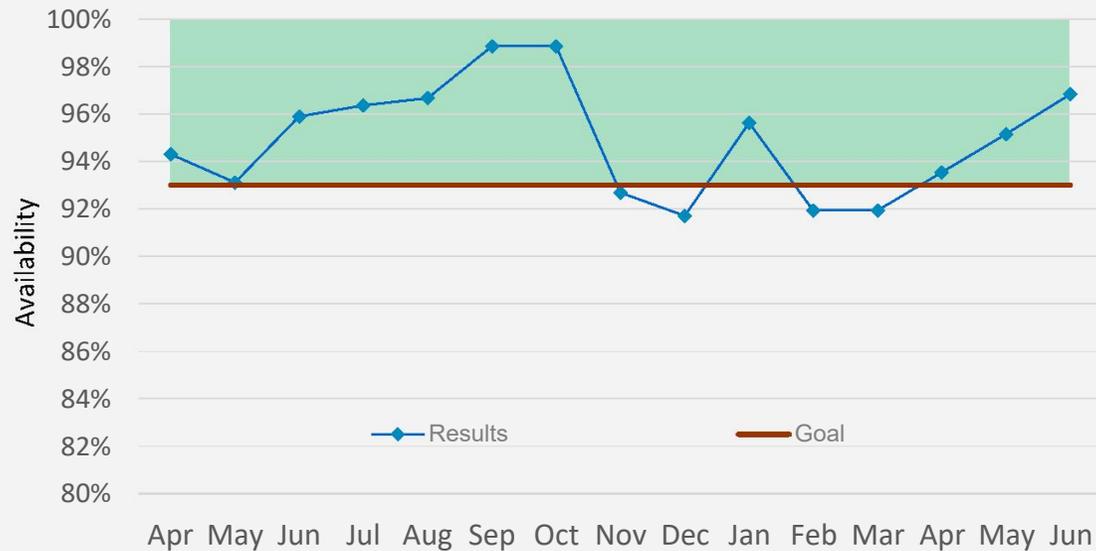
Station Equipment – Escalator Availability



Street Escalator

- Goal has been met consecutively for the past eight quarters
- Warm Springs/South Fremont S4 was out of service for 323 hours due to under speed condition
- Montgomery S3 out of service for 182 hours due to burnt contactor replacement

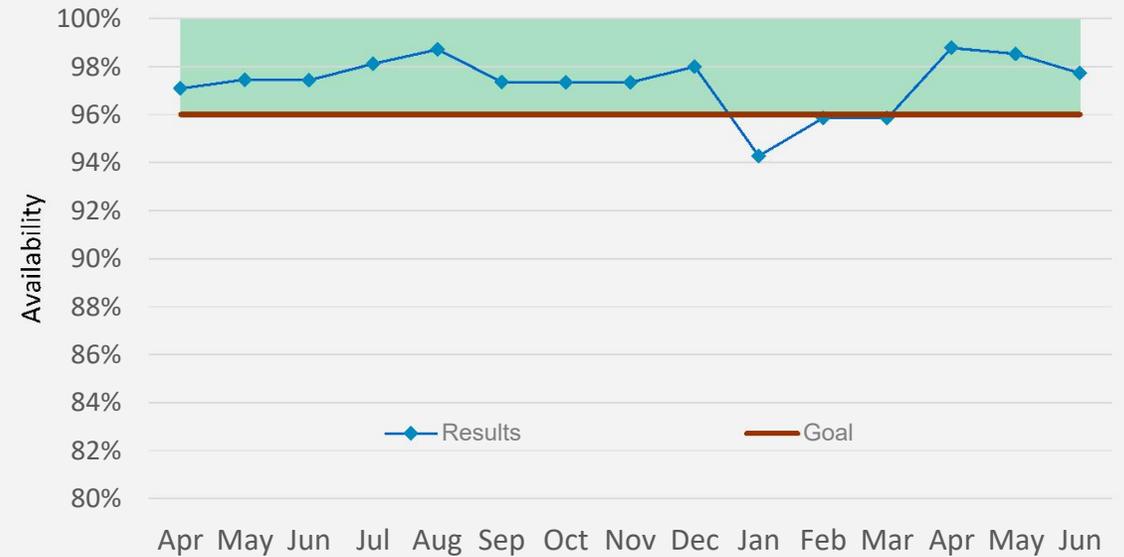
Street Escalator



Platform Escalator

- Goal has been met consecutively for the past 15 quarters
- San Bruno P1 out of service for 272 hours due to obsolete top MSD (Missing Step Detector)
- Downtown Berkeley P1 out of service for 126 hours due to drive sprocket shaft repair

Platform Escalator



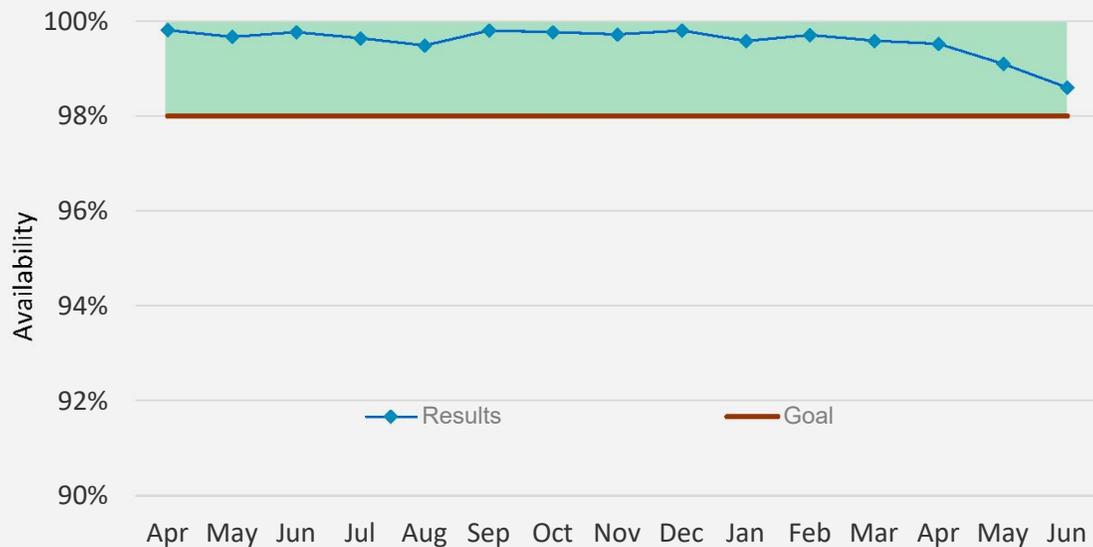
Station Equipment – Automated Fare Collection



Gate Availability

- Goal has been met consecutively for the past six quarters

Gate Availability



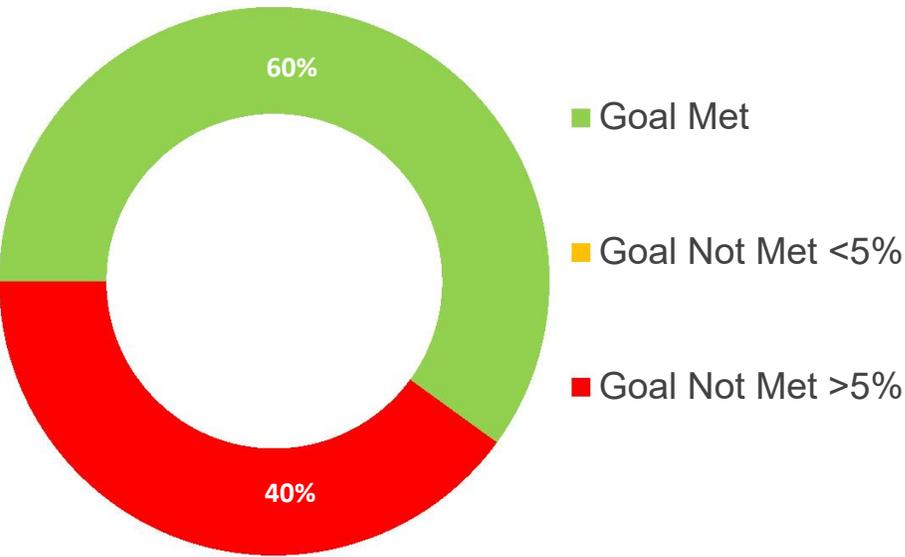
Vendor Availability

- Goal Just Met

Vendor Availability



Summary – Customer Experience



Metric	FY25 Q4	Goal	% Change from FY25 Q3
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Customer Experience

Overall Customer Satisfaction	88%		4.63% ▲
Complaints per 100,000 Passenger Trips	15.0	5.1	17.78% ▲

Rider Experience Services

Onboard Comfort & Cleanliness	4.2	4.0	2.69% ▲
Rider Information & Support	4.1	4.0	2.19% ▲

Station Environment

Environment Outside Stations	3.9	3.5	4.99% ▲
Environment Inside Stations	4.0	4.0	2.33% ▲

Code of Conduct

Fare Evasion	10%		33.33% ▲
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Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
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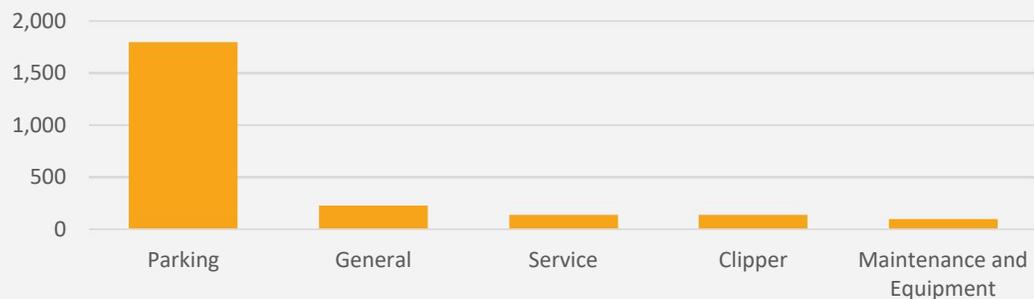
Customer Service – Cases by Type



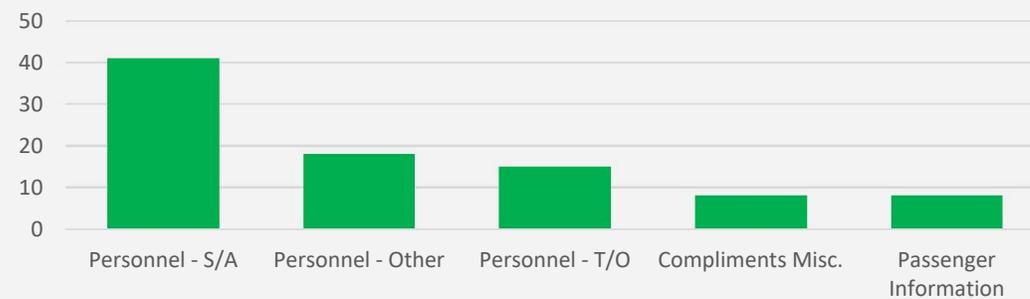
Breakdown of 5,493 Cases



Inquiry Cases – FY25 Q4



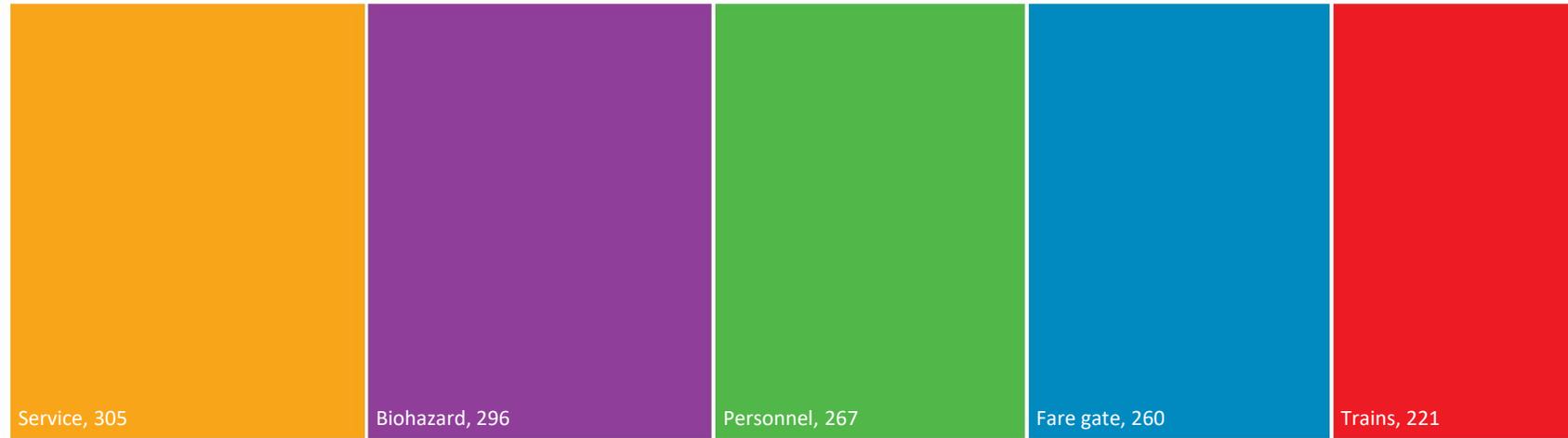
Compliment Cases – FY25 Q4



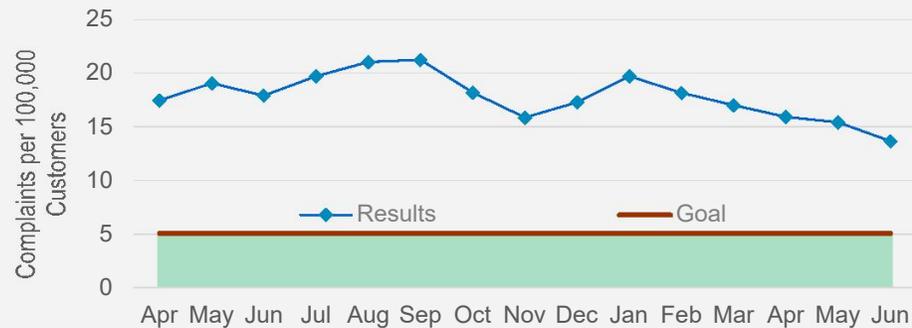
Customer Service – Complaint Cases



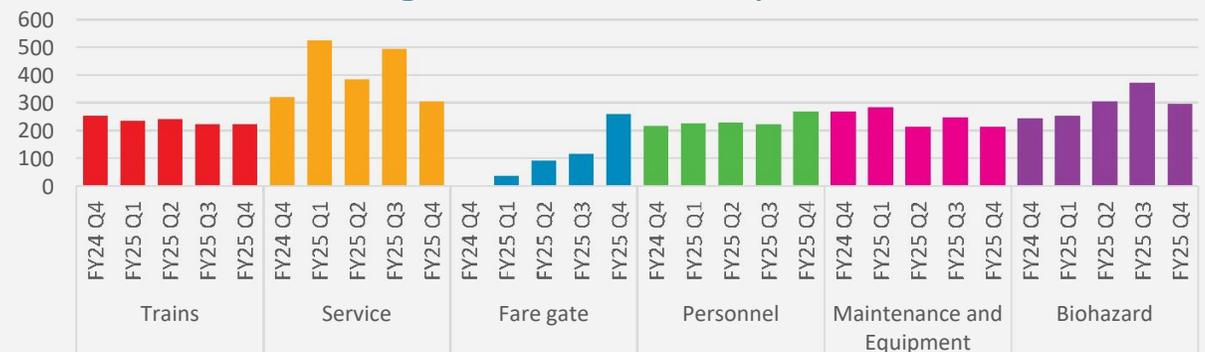
Breakdown of Top Five Complaint Categories of 2,212 Complaints



Customer Complaints



FY25 Q4 Trending Customer Complaints

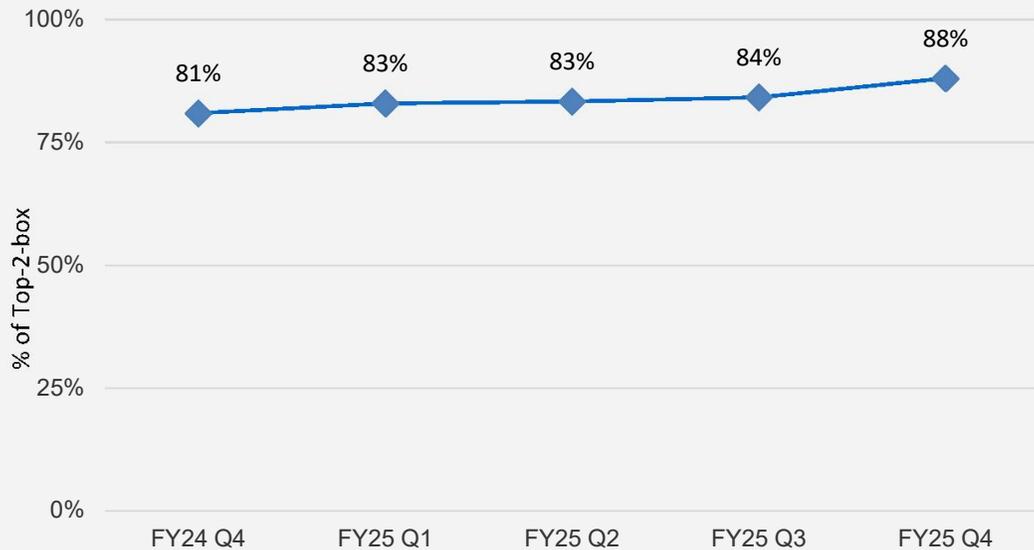


Overall Customer Satisfaction



- Overall Customer Satisfaction is 88%

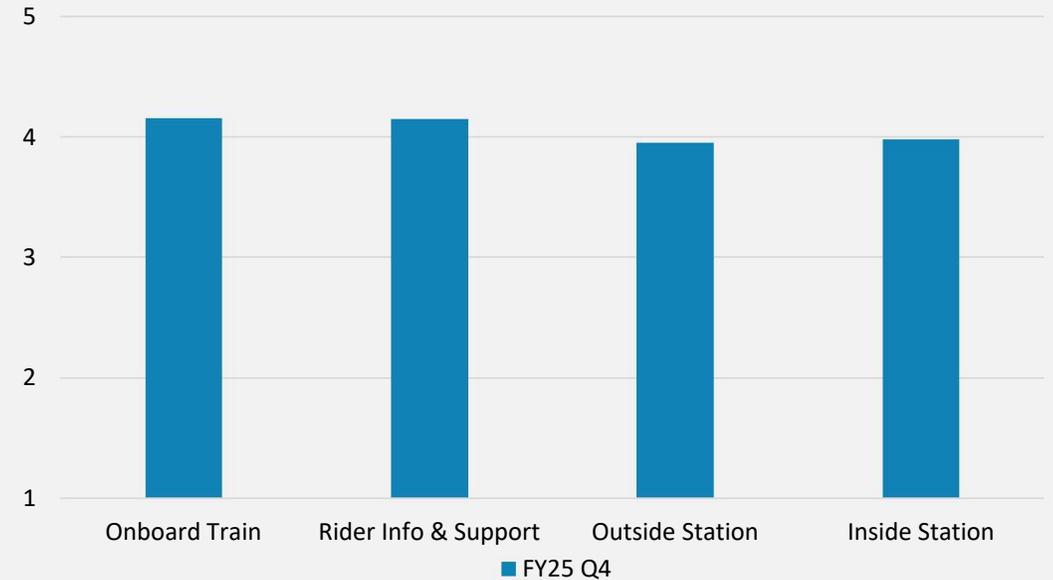
Overall Customer Satisfaction



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

Source: PES Survey

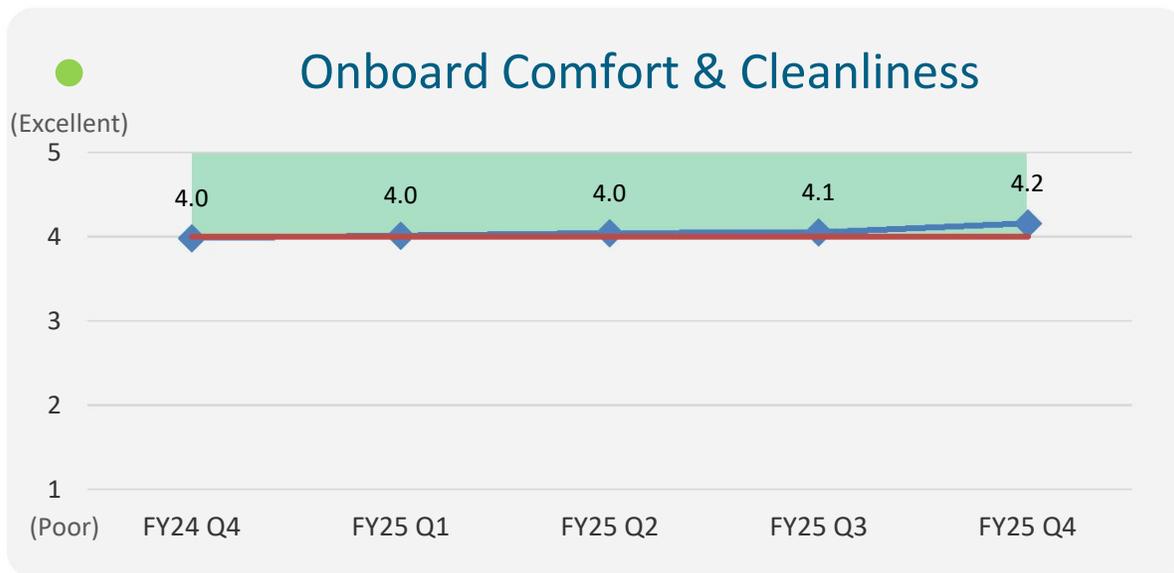
Current Quarter Customer Ratings



Numbers shown are composites of multiple attributes weighted by sample size. See page 23.

Onboard Comfort & Cleanliness Attributes

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



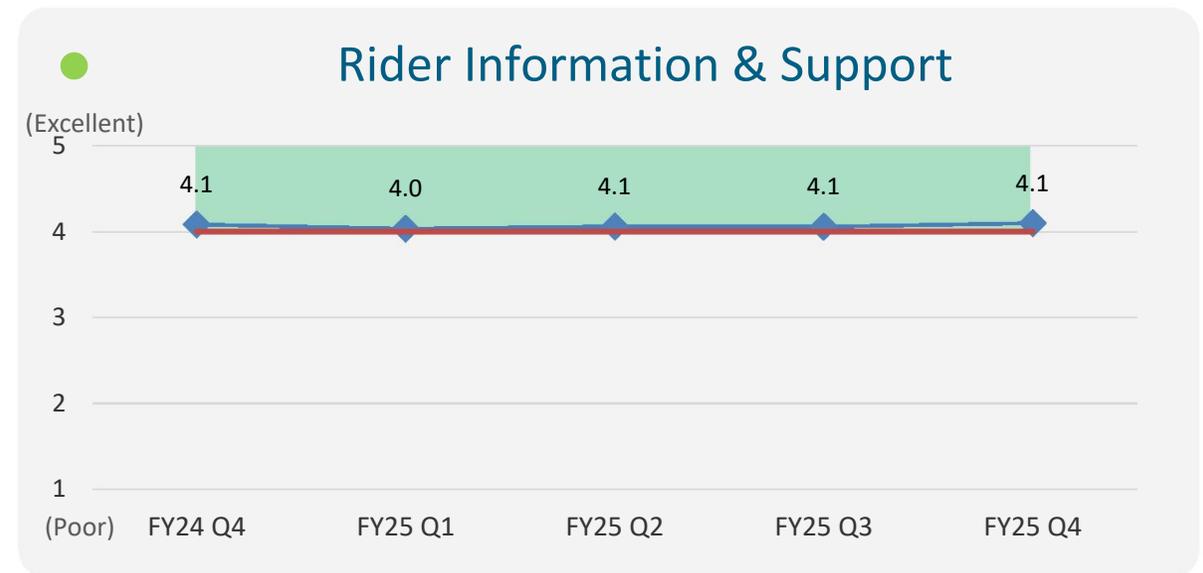
1. New attributes included

Source: PES Survey

Rider Information & Support Attributes

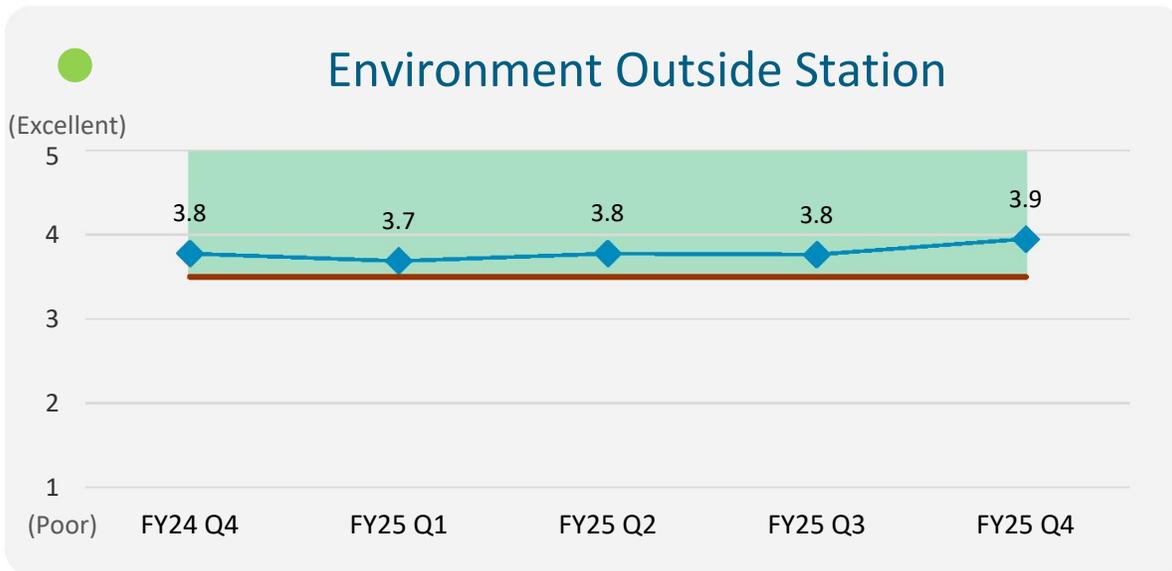


- Announcement of next stop, destination, and transfers
- Announcement of delays
- [Station Agent Customer Service¹](#)



Environment Outside Station Attributes

- Cleanliness of:
 - Walkways & Entry Plaza
 - BART Parking Lot Cleanliness
- Personal Safety:¹
 - Outside Station¹
 - Vehicle Security¹

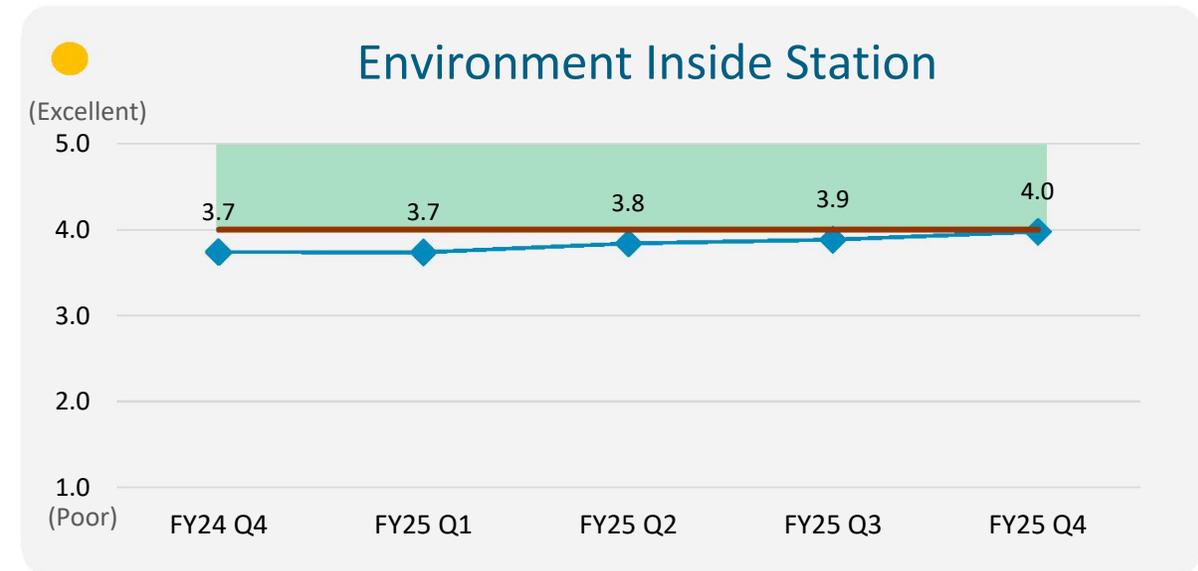


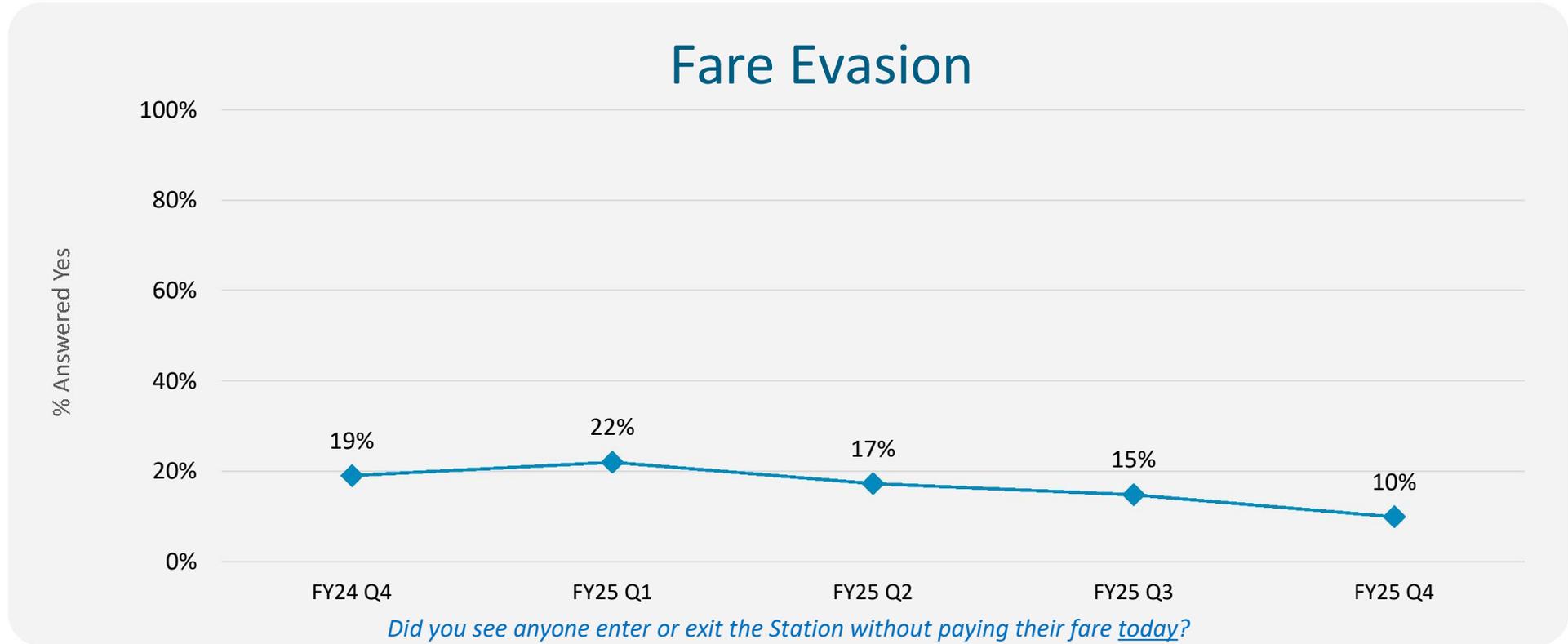
1. New attributes included

Source: PES Survey

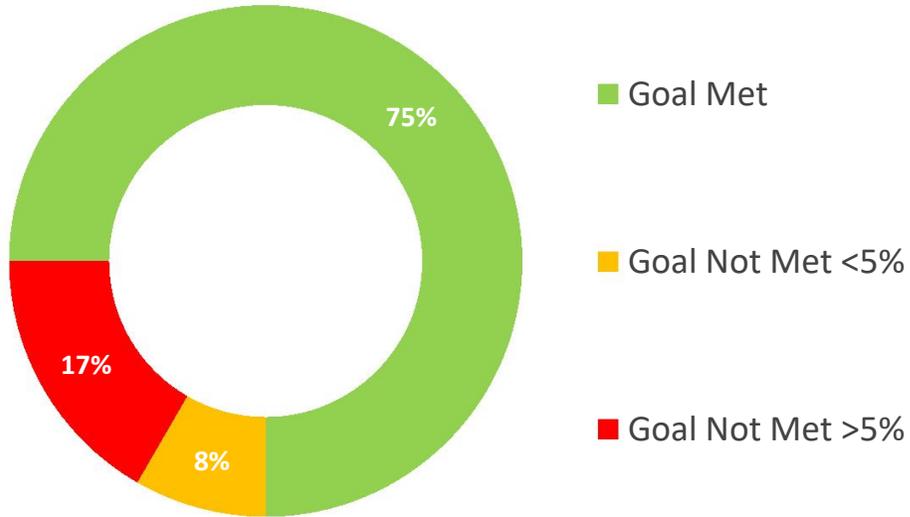
Environment Inside Station Attributes

- Cleanliness of:
 - Platform
 - Concourse
 - Escalator
 - Stairwell
 - Elevator
 - Restroom
- Station Free from Graffiti¹





Summary – Safety and Security



Summary Table Legend

Indicator Color	Performance	Indicator	Performance Trend
Green	Goal Met	▲	Improved
Yellow	Goal Not Met < 5%	▼	Declined
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Grey	No Goal Established		

Metric	FY25 Q4	Goal	% Change from FY25 Q3
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Safety

Vehicle Incidents/Million Patrons	0.21	0.6	55.31%	▲
Unscheduled Door Openings/Million Car Miles	0.17	0.2	5.55%	▲
Rule Violations Summary/Million Car Miles	0.23	0.25	(283.33%)	▼
Station Incidents/Million Patrons	1.28	2	(36.17%)	▼
OSHA-Recordable Injuries/Illnesses/Per OSHA	12.08	12	16.57%	▲
Lost Time Injuries/Illnesses/Per OSHA	7.81	6.5	25.76%	▲

Security

Police Response Time per Emergency Incident	4.50	5	(1.12%)	▼
Bike Thefts	30	50	(87.50%)	▼
Auto Thefts/1,000 Parking Spaces	1.30	2	3.70%	▲
Auto Burglaries/1,000 Parking Spaces	1.5	3.5	(1.72%)	▲
BART Police Presence	22.9%	12%	20.29%	▲
Crimes Against Persons/Million Riders	4.69	2	34.59%	▲

Station Incidents

Breakdown of 18 Station Incidents

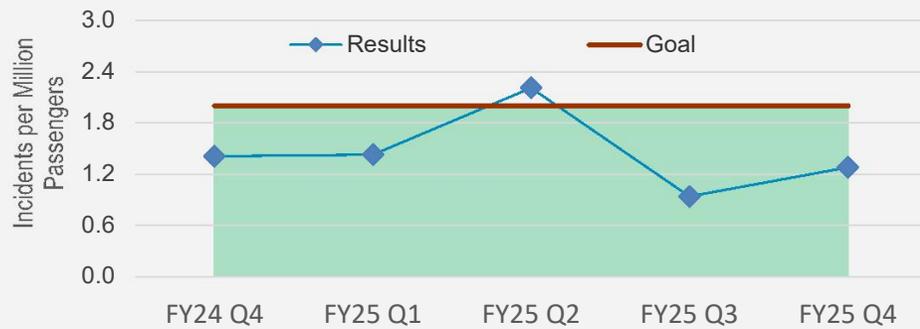


Vehicle Incidents

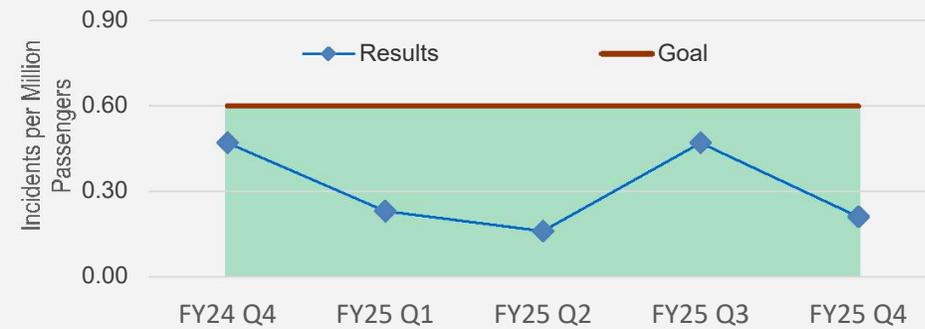
Breakdown of 3 Vehicle Incidents



Station Incidents

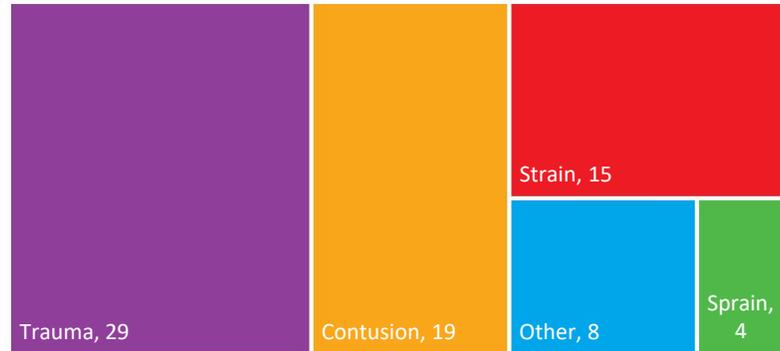


Vehicle Incidents



Lost Time due to Injuries

Breakdown of 75 Lost Time Cases

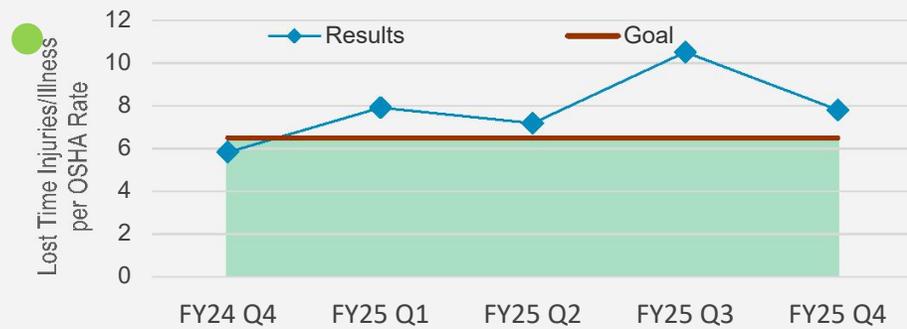


OSHA Recordable Injuries

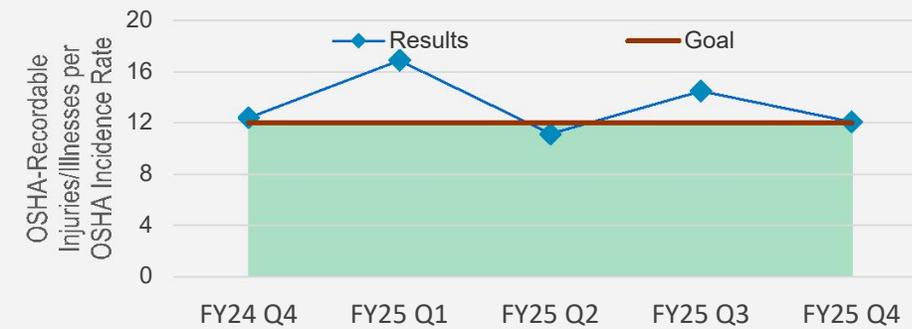
Breakdown of 116 Recordable Injuries



Lost Time due to Injuries



OSHA Recordable Injuries



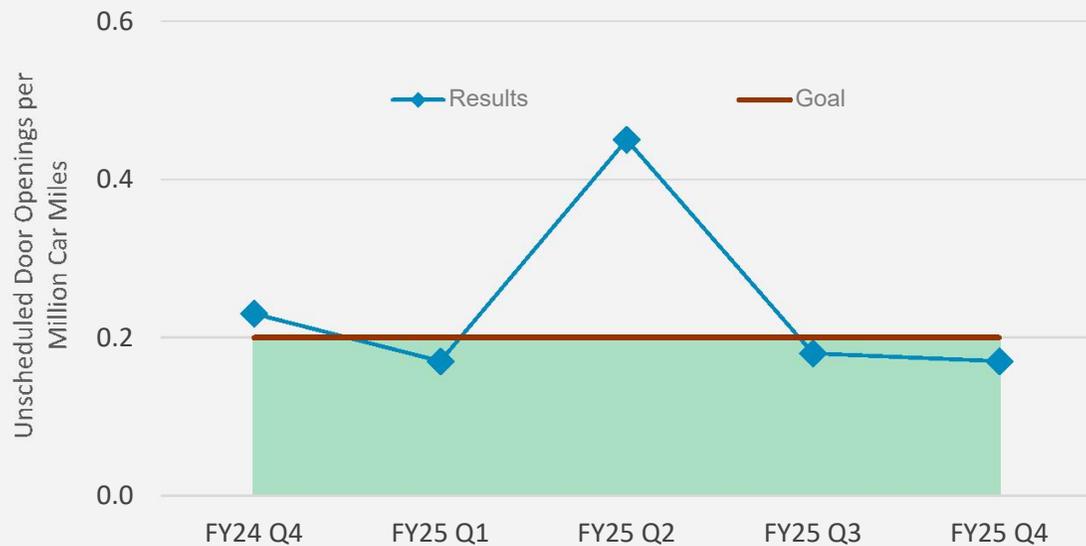
Safety – Procedure Violations



Unscheduled Door Openings

- 3 incidents – 3 out of the 3 incidents were due to passenger action

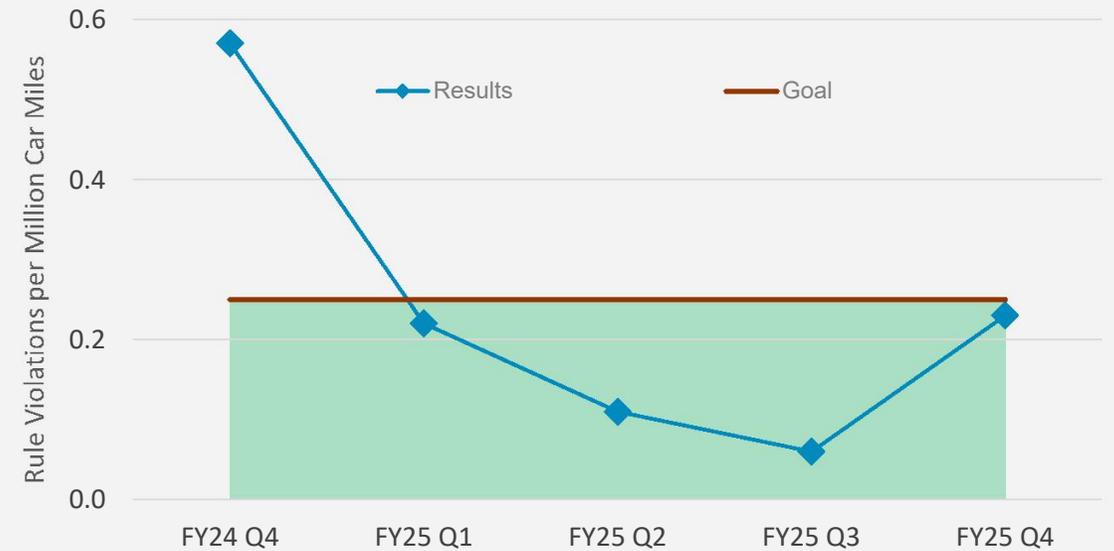
Unscheduled Door Openings



Rule Violations

- 4 Rule Violations

Rule Violations



Security – Police Coverage

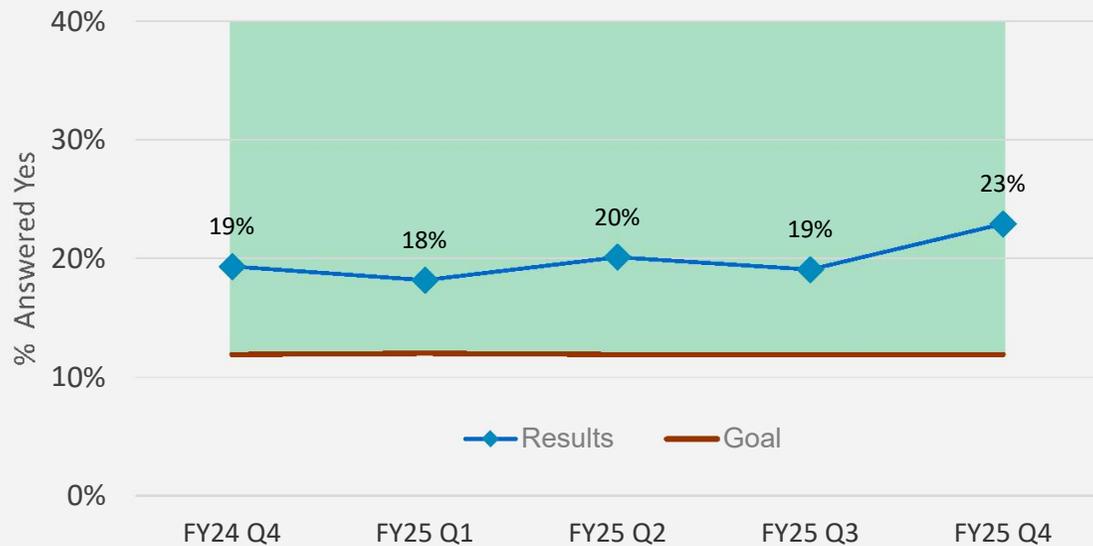


Police Presence

- 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

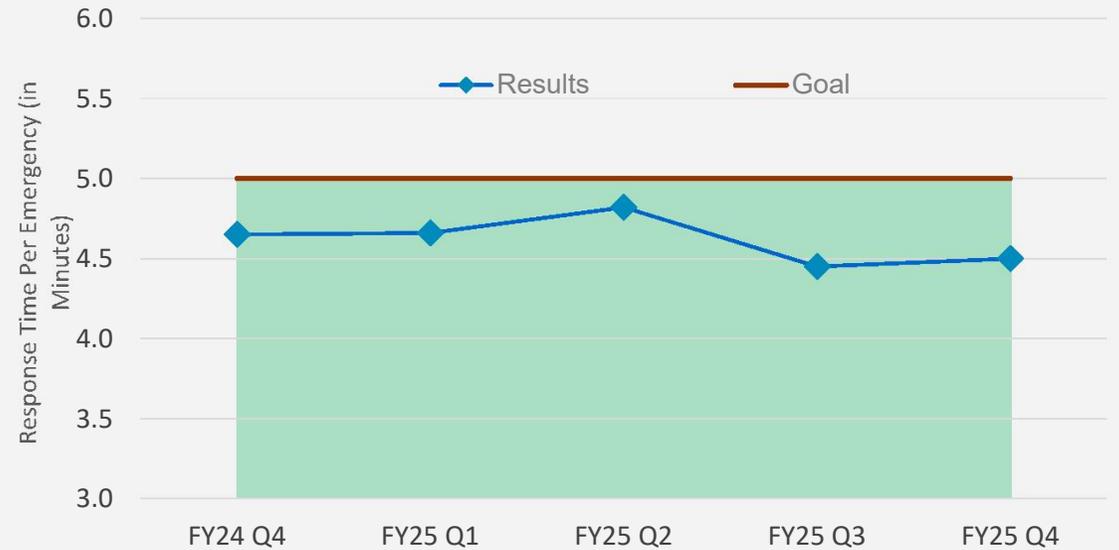
BART Police Presence



Police Response Time

- Goal met

BART Police Response Time



Crime – Theft and Burglary



Bike Theft

- Goal met

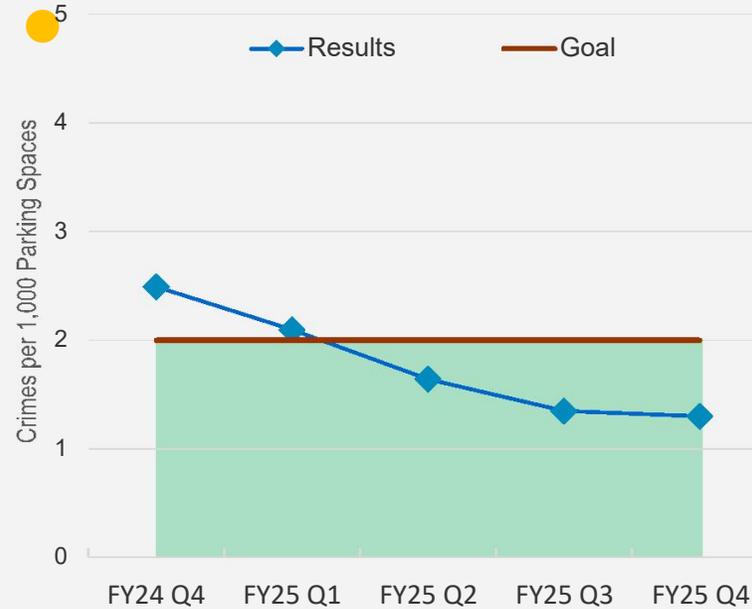
Bike Theft



Auto Theft

- Goal met

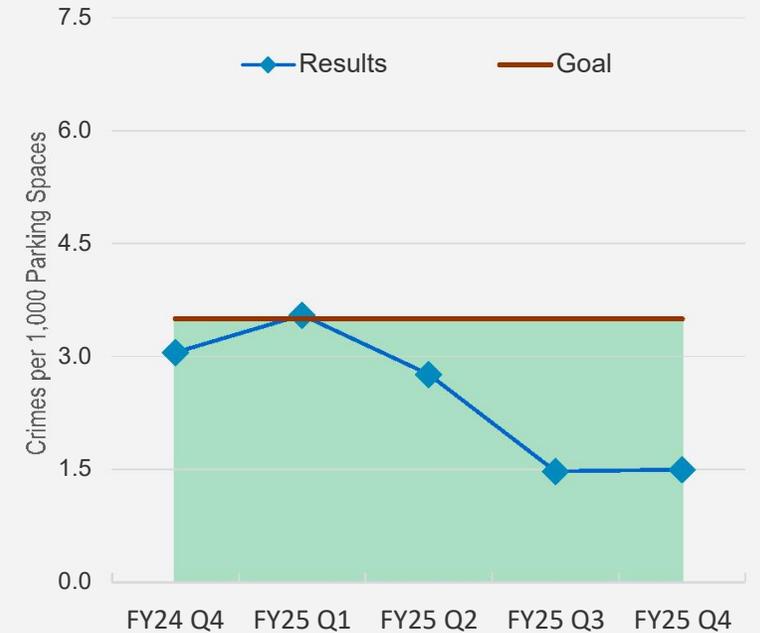
Auto Theft



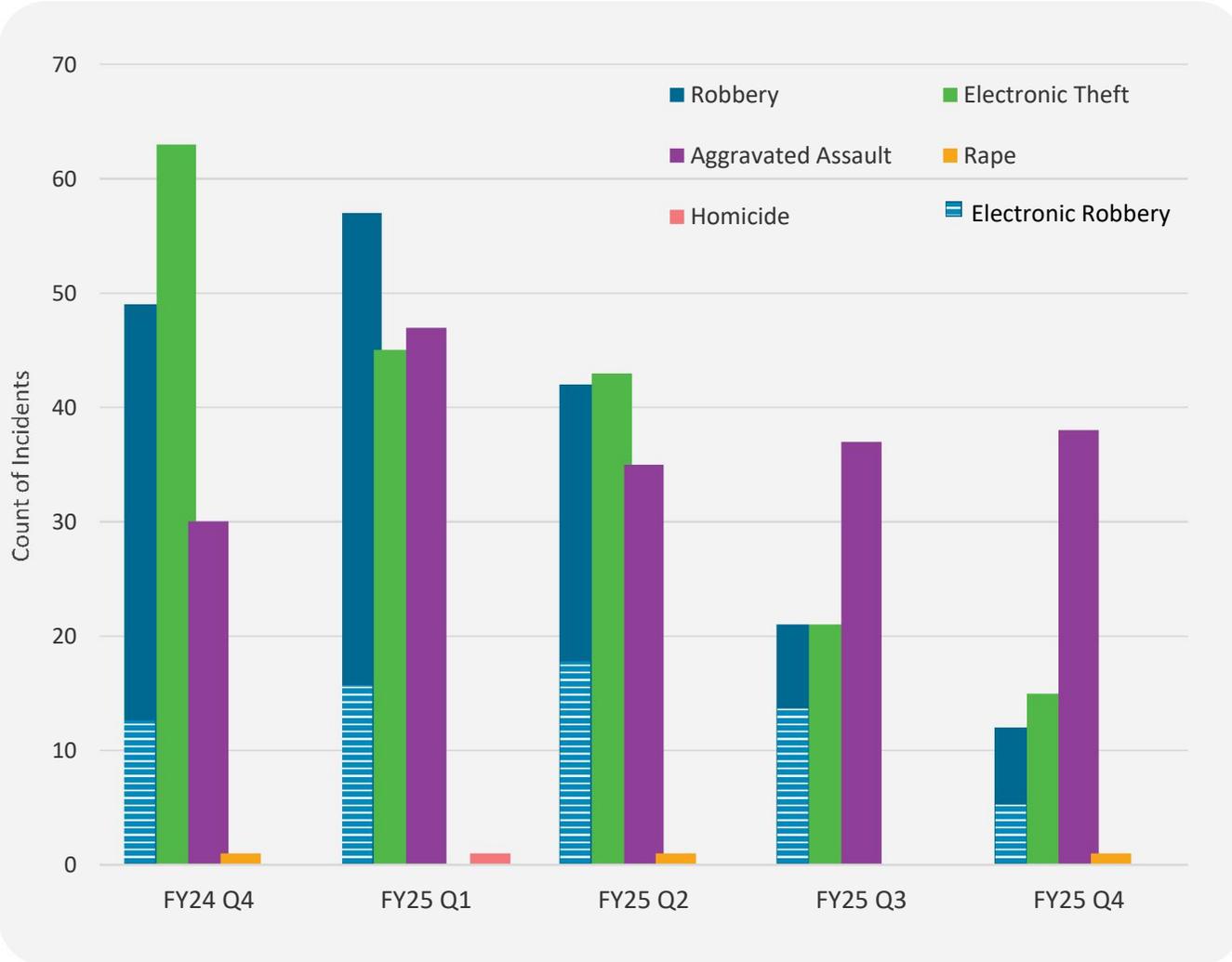
Auto Burglary

- Goal met

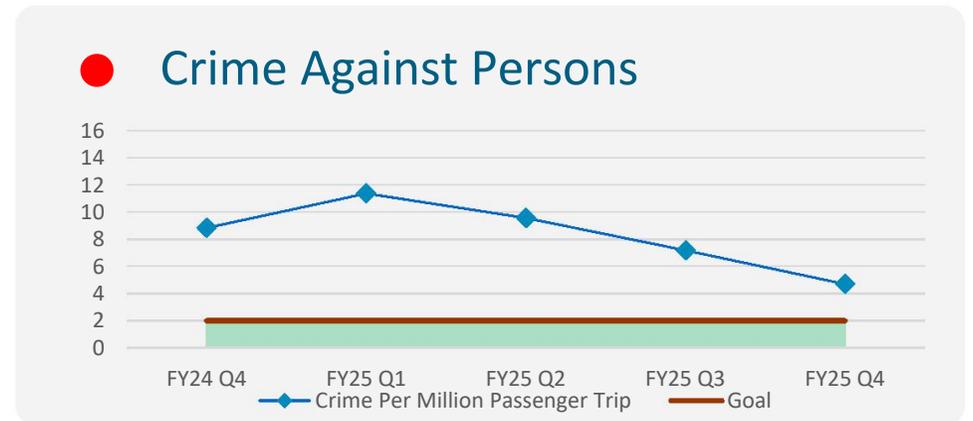
Auto Burglary



Crime – Against Persons

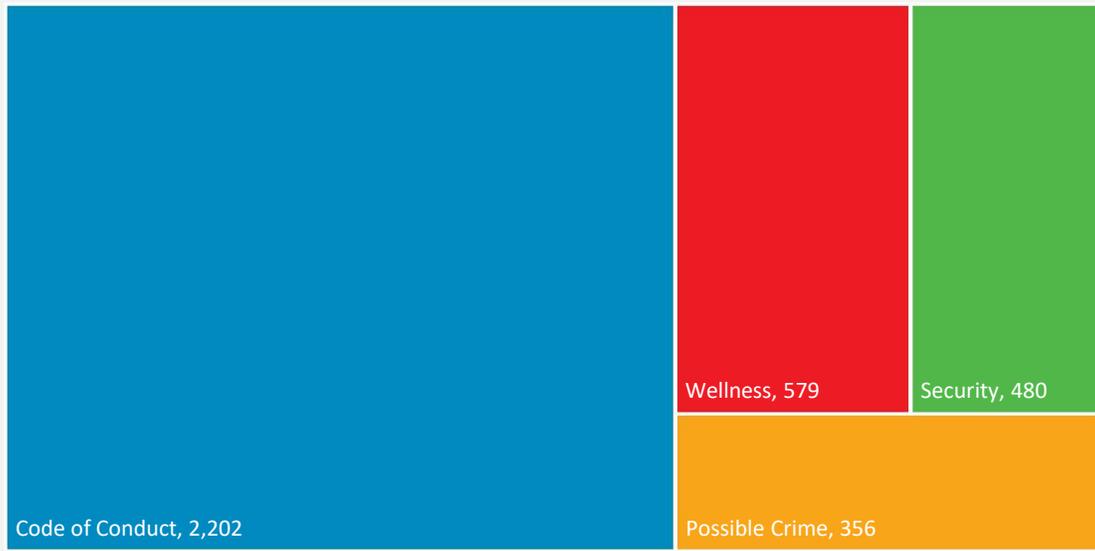


- Beginning in FY25 Q3, NIBRS-based crime statistics include detailed information about all offenses committed in a single incident
- A single incident may be counted in multiple offense categories and/or counted multiple times for the same offense

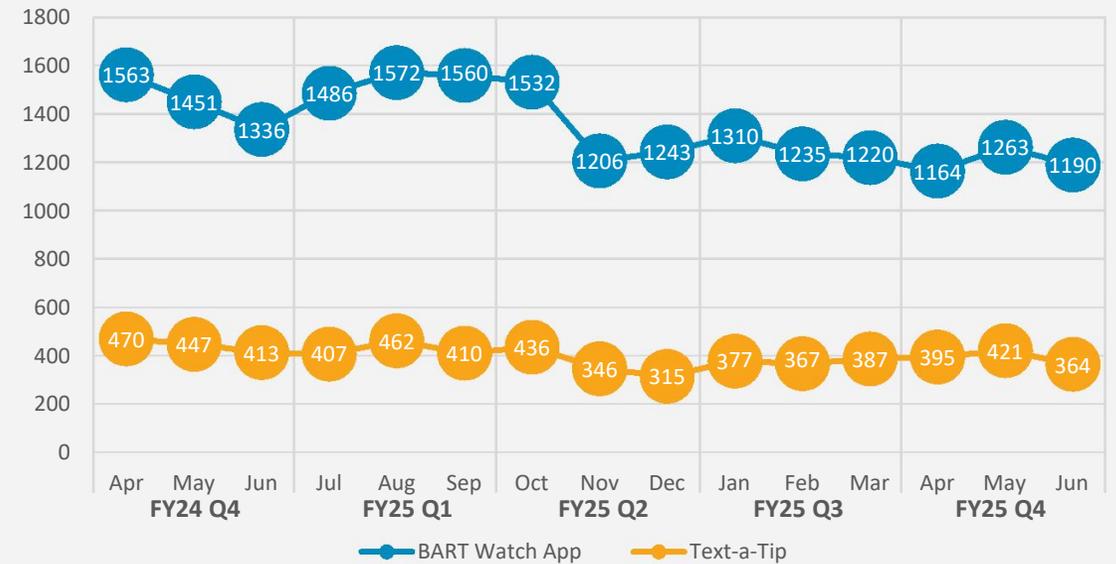


*BART PD completed the implementation of National Incident-Based Reporting System (NIBRS) in FY25 Q3, which changed the way crimes are reported to the Federal Bureau of Investigation (FBI).

Breakdown of 3,617 BART Watch Reports



Total BART Watch & Text Counts by Month

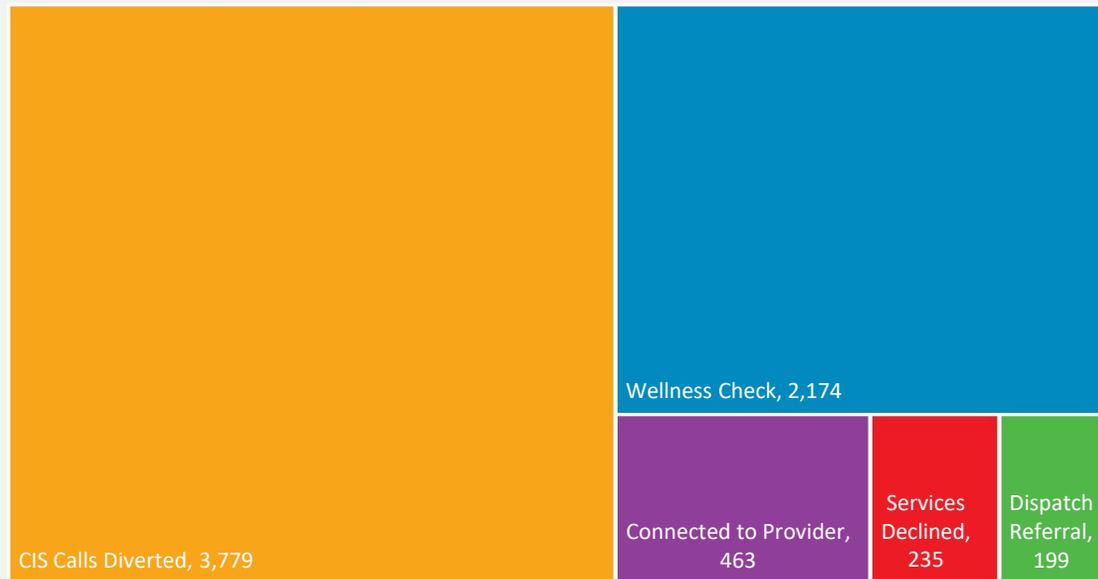


Progressive Policing Contacts and Outcomes

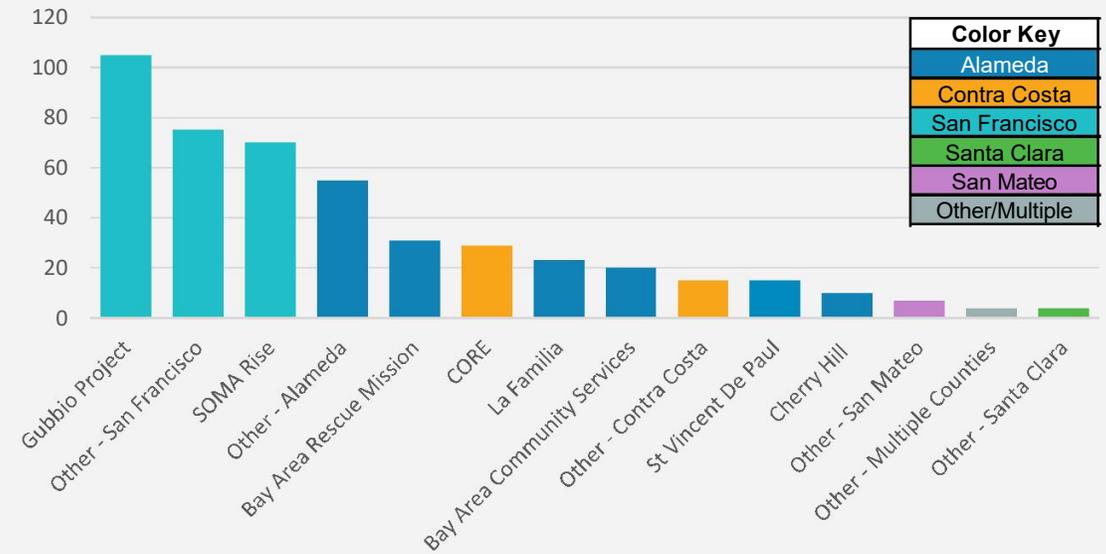


- 16 Narcan incidents total; 2 of which administered by PPCEB staff

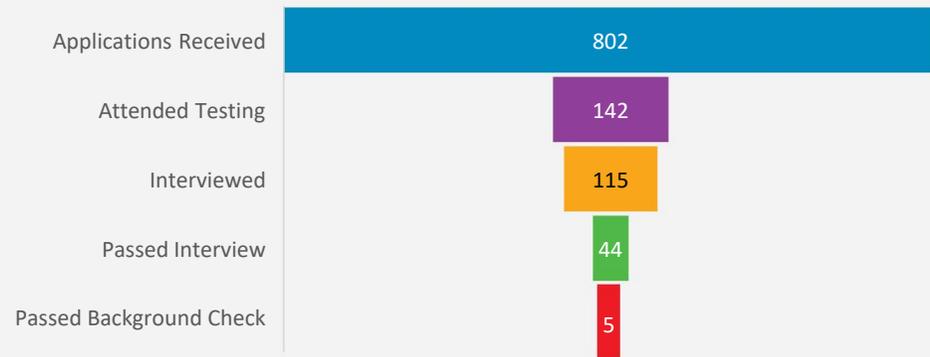
Summary of Contacts (5,860)



Connections to Services by Partner (463)

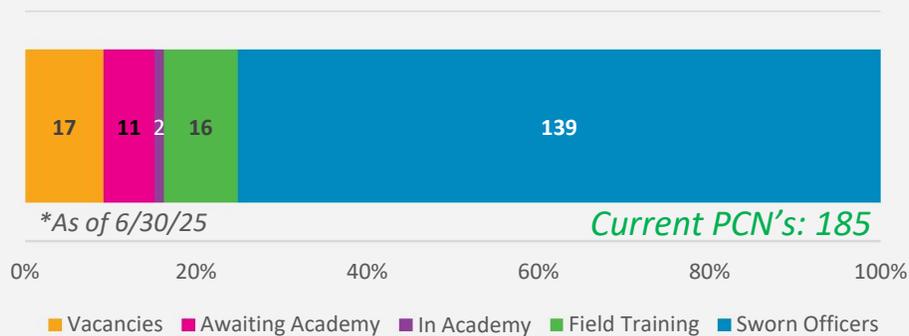


Police Hiring Pipeline



- 17 Police Officers hired in Calendar Year 2025
 - 11 New Recruits in Police Academy
 - 2 Pending Police Academy placement
 - 16 Sworn Officers Currently in Field Training
- Approximately 59 prospects attended the recruitment open house in May 2025
 - Virtual Recruitment Event held on July 22nd
 - On-site recruitment open house was held on Saturday, August 23rd

Police Headcount Tracking



Sworn Officer Tracking



Questions?

