

## Cleanliness Of Walkways & Entry Plaza Just Outside Station

FY16 Goal = 2.70

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.65</b>	2.64	2.65	2.62	2.64
<b>A/L - Lines</b>	<b>2.70</b>	2.69	2.72	2.69	2.70
<b>C - Line</b>	2.82	2.79	2.76	2.76	2.78
<b>R - Line</b>	2.79	<b>2.62</b>	2.71	2.63	2.69
<b>M/W - Lines</b>	<b>2.42</b>	2.48	2.48	2.47	2.46

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## BART Parking Lot Cleanliness

FY16 Goal = 3.10

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.97</b>	<b>2.95</b>	<b>2.98</b>	<b>2.98</b>	<b>2.97</b>
<b>A/L - Lines</b>	<b>2.93</b>	<b>2.92</b>	<b>2.95</b>	<b>2.93</b>	<b>2.93</b>
<b>C - Line</b>	<b>3.02</b>	<b>3.01</b>	<b>3.04</b>	<b>3.03</b>	<b>3.02</b>
<b>R - Line</b>	<b>3.01</b>	<b>2.94</b>	<b>2.93</b>	<b>2.92</b>	<b>2.95</b>
<b>M/W - Lines</b>	<b>2.94</b>	<b>2.94</b>	<b>3.00</b>	<b>3.08</b>	<b>2.99</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Appearance Of BART Landscaping

FY16 Goal = 2.70

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.69</b>	<b>2.70</b>	<b>2.72</b>	<b>2.69</b>	<b>2.70</b>
<b>A/L - Lines</b>	<b>2.75</b>	<b>2.68</b>	<b>2.78</b>	<b>2.75</b>	<b>2.74</b>
<b>C - Line</b>	<b>2.77</b>	<b>2.78</b>	<b>2.72</b>	<b>2.81</b>	<b>2.77</b>
<b>R - Line</b>	<b>2.77</b>	<b>2.74</b>	<b>2.75</b>	<b>2.64</b>	<b>2.73</b>
<b>M/W - Lines</b>	<b>2.54</b>	<b>2.65</b>	<b>2.65</b>	<b>2.56</b>	<b>2.60</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Cleanliness Of Station Platform

FY16 Goal = 3.15

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.87</b>	<b>2.87</b>	<b>2.85</b>	<b>2.84</b>	<b>2.86</b>
<b>A/L - Lines</b>	<b>3.01</b>	<b>3.00</b>	<b>3.02</b>	<b>3.01</b>	<b>3.01</b>
<b>C - Line</b>	<b>3.06</b>	<b>3.01</b>	<b>2.96</b>	<b>2.93</b>	<b>2.99</b>
<b>R - Line</b>	<b>2.91</b>	<b>2.89</b>	<b>2.96</b>	<b>2.88</b>	<b>2.91</b>
<b>M/W - Lines</b>	<b>2.74</b>	<b>2.76</b>	<b>2.73</b>	<b>2.74</b>	<b>2.75</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Cleanliness Of Other Station Areas

FY16 Goal = 3.00

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.68</b>	<b>2.68</b>	<b>2.66</b>	<b>2.65</b>	<b>2.67</b>
<b>A/L - Lines</b>	<b>2.82</b>	<b>2.81</b>	<b>2.82</b>	<b>2.81</b>	<b>2.82</b>
<b>C - Line</b>	<b>2.83</b>	<b>2.78</b>	<b>2.79</b>	<b>2.77</b>	<b>2.79</b>
<b>R - Line</b>	<b>2.78</b>	<b>2.72</b>	<b>2.77</b>	<b>2.73</b>	<b>2.75</b>
<b>M/W - Lines</b>	<b>2.54</b>	<b>2.58</b>	<b>2.53</b>	<b>2.53</b>	<b>2.55</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Station Kept Free Of Graffiti

FY16 Goal = 3.19

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>3.01</b>	<b>3.04</b>	<b>3.00</b>	<b>2.99</b>	<b>3.01</b>
<b>A/L - Lines</b>	<b>3.00</b>	<b>3.11</b>	<b>3.07</b>	<b>3.07</b>	<b>3.06</b>
<b>C - Line</b>	<b>3.12</b>	<b>3.12</b>	<b>3.06</b>	<b>3.05</b>	<b>3.09</b>
<b>R - Line</b>	<b>3.07</b>	<b>3.05</b>	<b>3.04</b>	<b>3.00</b>	<b>3.04</b>
<b>M/W - Lines</b>	<b>2.97</b>	<b>2.98</b>	<b>2.95</b>	<b>2.94</b>	<b>2.96</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Restroom Cleanliness

FY16 Goal = 2.30

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	2.21	2.25	2.20	2.16	2.20
<b>A/L - Lines</b>	2.23	2.31	2.26	2.22	2.25
<b>C - Line</b>	2.15	2.17	2.11	2.23	2.17
<b>R - Line</b>	2.35	2.07	2.03	1.86	2.08
<b>M/W - Lines</b>	2.18	2.38	2.29	2.14	2.25

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Elevator Cleanliness

FY16 Goal = 2.80

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.50</b>	<b>2.47</b>	<b>2.42</b>	<b>2.33</b>	<b>2.43</b>
<b>A/L - Lines</b>	<b>2.65</b>	<b>2.70</b>	<b>2.65</b>	<b>2.61</b>	<b>2.65</b>
<b>C - Line</b>	<b>2.53</b>	<b>2.50</b>	<b>2.46</b>	<b>2.40</b>	<b>2.47</b>
<b>R - Line</b>	<b>2.61</b>	<b>2.42</b>	<b>2.57</b>	<b>2.39</b>	<b>2.50</b>
<b>M/W - Lines</b>	<b>2.40</b>	<b>2.37</b>	<b>2.27</b>	<b>2.19</b>	<b>2.31</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Availability Of BART Brochures

FY16 Goal = 3.17

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>3.04</b>	<b>3.02</b>	<b>3.02</b>	<b>3.00</b>	<b>3.02</b>
<b>A/L - Lines</b>	<b>3.14</b>	<b>3.10</b>	<b>3.15</b>	<b>3.10</b>	<b>3.12</b>
<b>C - Line</b>	<b>3.07</b>	<b>3.05</b>	<b>3.09</b>	<b>3.02</b>	<b>3.06</b>
<b>R - Line</b>	<b>3.08</b>	<b>3.05</b>	<b>3.04</b>	<b>2.97</b>	<b>3.04</b>
<b>M/W - Lines</b>	<b>2.97</b>	<b>2.97</b>	<b>2.93</b>	<b>2.97</b>	<b>2.96</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Availability Of Station Agents

FY16 Goal = 3.00

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.93</b>	<b>2.94</b>	<b>2.92</b>	<b>2.91</b>	<b>2.92</b>
<b>A/L - Lines</b>	<b>3.03</b>	<b>3.02</b>	<b>3.05</b>	<b>3.01</b>	<b>3.03</b>
<b>C - Line</b>	<b>2.98</b>	<b>3.01</b>	<b>2.97</b>	<b>2.90</b>	<b>2.96</b>
<b>R - Line</b>	<b>2.97</b>	<b>2.98</b>	<b>2.97</b>	<b>2.94</b>	<b>2.96</b>
<b>M/W - Lines</b>	<b>2.87</b>	<b>2.88</b>	<b>2.85</b>	<b>2.87</b>	<b>2.87</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Adequate BART Police Presence In Stations

FY16 Goal = 2.50

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.35</b>	<b>2.35</b>	<b>2.25</b>	<b>2.28</b>	<b>2.31</b>
<b>Zone - 1</b>	<b>2.45</b>	<b>2.42</b>	<b>2.29</b>	<b>2.38</b>	<b>2.39</b>
<b>Zone - 2</b>	<b>2.39</b>	<b>2.39</b>	<b>2.32</b>	<b>2.29</b>	<b>2.35</b>
<b>Zone - 3</b>	<b>2.45</b>	<b>2.48</b>	<b>2.42</b>	<b>2.37</b>	<b>2.43</b>
<b>Zone - 4</b>	<b>2.25</b>	<b>2.26</b>	<b>2.17</b>	<b>2.17</b>	<b>2.21</b>
<b>Zone - 5</b>	<b>2.41</b>	<b>2.43</b>	<b>2.20</b>	<b>2.52</b>	<b>2.39</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Adequate BART Police Presence In Parking Lots/Garages

FY16 Goal = 2.50

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.45</b>	<b>2.47</b>	<b>2.41</b>	<b>2.40</b>	<b>2.43</b>
<b>Zone - 1</b>	<b>2.48</b>	<b>2.57</b>	<b>2.50</b>	<b>2.54</b>	<b>2.52</b>
<b>Zone - 2</b>	<b>2.51</b>	<b>2.45</b>	<b>2.37</b>	<b>2.33</b>	<b>2.42</b>
<b>Zone - 3</b>	<b>2.43</b>	<b>2.49</b>	<b>2.45</b>	<b>2.46</b>	<b>2.46</b>
<b>Zone - 4</b>	<b>2.27</b>	<b>2.07</b>	<b>2.44</b>	<b>1.94</b>	<b>2.18</b>
<b>Zone - 5</b>	<b>2.33</b>	<b>2.41</b>	<b>2.29</b>	<b>2.43</b>	<b>2.37</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Adequate BART Police Presence Inside Train Cars

FY16 Goal = 2.50

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.33</b>	<b>2.33</b>	<b>2.21</b>	<b>2.22</b>	<b>2.27</b>
<b>Zone - 1</b>	<b>2.39</b>	<b>2.48</b>	<b>2.36</b>	<b>2.29</b>	<b>2.38</b>
<b>Zone - 2</b>	<b>2.36</b>	<b>2.35</b>	<b>2.18</b>	<b>2.21</b>	<b>2.28</b>
<b>Zone - 3</b>	<b>2.37</b>	<b>2.33</b>	<b>2.25</b>	<b>2.29</b>	<b>2.31</b>
<b>Zone - 4</b>	<b>2.29</b>	<b>2.25</b>	<b>2.18</b>	<b>2.18</b>	<b>2.22</b>
<b>Zone - 5</b>	<b>2.31</b>	<b>2.42</b>	<b>2.12</b>	<b>2.34</b>	<b>2.30</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Onboard P.A. Announcements Indicating Next Station Stop

FY16 Goal = 3.14

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>3.06</b>	<b>3.04</b>	<b>3.10</b>	<b>3.04</b>	<b>3.06</b>
<b>Concord Yard</b>	<b>3.02</b>	<b>3.06</b>	<b>3.07</b>	<b>2.98</b>	<b>3.03</b>
<b>Daly City Yard</b>	<b>3.09</b>	<b>3.07</b>	<b>3.08</b>	<b>3.11</b>	<b>3.09</b>
<b>Richmond Yard</b>	<b>3.07</b>	<b>3.01</b>	<b>3.13</b>	<b>3.08</b>	<b>3.07</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Onboard P.A. Announcements Providing Transfer Instructions

FY16 Goal = 3.10

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>3.02</b>	3.00	<b>3.07</b>	<b>3.02</b>	3.03
<b>Concord Yard</b>	<b>3.01</b>	3.02	3.07	<b>2.97</b>	3.02
<b>Daly City Yard</b>	3.02	3.00	3.01	3.08	3.03
<b>Richmond Yard</b>	3.04	2.99	<b>3.10</b>	<b>3.04</b>	3.04

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Onboard P.A. Announcements Giving Final Destination Of Train

FY16 Goal = 3.26

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>3.20</b>	<b>3.19</b>	<b>3.24</b>	<b>3.20</b>	<b>3.21</b>
<b>Concord Yard</b>	<b>3.19</b>	<b>3.21</b>	<b>3.21</b>	<b>3.17</b>	<b>3.20</b>
<b>Daly City Yard</b>	<b>3.21</b>	<b>3.16</b>	<b>3.26</b>	<b>3.26</b>	<b>3.22</b>
<b>Richmond Yard</b>	<b>3.21</b>	<b>3.18</b>	<b>3.25</b>	<b>3.20</b>	<b>3.21</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Appearance Of Train Exterior

FY16 Goal = 3.00

	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Average</b>
<b>System</b>	<b>2.90</b>	<b>2.89</b>	<b>2.88</b>	<b>2.85</b>	<b>2.88</b>
<b>Concord Yard</b>	<b>2.88</b>	<b>2.91</b>	<b>2.89</b>	<b>2.84</b>	<b>2.88</b>
<b>Daly City Yard</b>	<b>2.95</b>	<b>2.92</b>	<b>2.92</b>	<b>2.85</b>	<b>2.91</b>
<b>Richmond Yard</b>	<b>2.88</b>	<b>2.87</b>	<b>2.86</b>	<b>2.86</b>	<b>2.87</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Train Interior Kept Free Of Graffiti

FY16 Goal = 3.30

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>3.36</b>	<b>3.37</b>	<b>3.33</b>	<b>3.34</b>	<b>3.35</b>
<b>Concord Yard</b>	<b>3.37</b>	<b>3.38</b>	<b>3.34</b>	<b>3.37</b>	<b>3.37</b>
<b>Daly City Yard</b>	<b>3.37</b>	<b>3.36</b>	<b>3.32</b>	<b>3.38</b>	<b>3.36</b>
<b>Richmond Yard</b>	<b>3.35</b>	<b>3.35</b>	<b>3.31</b>	<b>3.29</b>	<b>3.33</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Train Interior Cleanliness

FY16 Goal = 2.75

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>2.81</b>	<b>2.75</b>	<b>2.69</b>	<b>2.68</b>	<b>2.73</b>
<b>Concord Yard</b>	<b>2.81</b>	<b>2.74</b>	<b>2.70</b>	<b>2.68</b>	<b>2.73</b>
<b>Daly City Yard</b>	<b>2.85</b>	<b>2.85</b>	<b>2.72</b>	<b>2.74</b>	<b>2.79</b>
<b>Richmond Yard</b>	<b>2.78</b>	<b>2.72</b>	<b>2.68</b>	<b>2.64</b>	<b>2.70</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined

## Comfortable Temperature Onboard Train

FY16 Goal = 3.12

	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Average
<b>System</b>	<b>3.12</b>	<b>3.16</b>	<b>3.17</b>	<b>3.09</b>	<b>3.14</b>
<b>Concord Yard</b>	<b>3.13</b>	<b>3.17</b>	<b>3.17</b>	<b>3.10</b>	<b>3.14</b>
<b>Daly City Yard</b>	<b>3.08</b>	<b>3.11</b>	<b>3.22</b>	<b>3.12</b>	<b>3.13</b>
<b>Richmond Yard</b>	<b>3.14</b>	<b>3.18</b>	<b>3.15</b>	<b>3.08</b>	<b>3.14</b>

Average Score Reported (Excellent = 4, Good = 3, Only Fair = 2, Poor = 1)

Composite - Weekdays & Weekends Combined