

October - December 2015

(FY16 Second Quarter)

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I. EXECUTIVE SUMMARY

This document reports results for the Passenger Environment Survey (PES) for the quarter ending December 31, 2015. PES is an information tool that measures District performance and service quality. Each PES report covers 20 categories of District performance. BART managers use PES to set short-term performance goals for their units and to assess progress towards meeting those goals.

All goals were carried over from FY16 Q1. Section III of the report tracks the current quarter's progress against previous quarters' results, and by organizational unit, such as line, yard, and police zone. A total of 6,500 riders completed the PES survey this quarter.

Eighteen of the PES scores remained steady during the FY16 Q2 compared to the previous quarter. A statistically significant increase occurred in one category, and a statistically significant decline occurred in one category. Below are the statistically significant changes¹ in FY16 Q2.

PERFORMANCE HIGHLIGHTS

↑ Comfortable Temperature Onboard Train increased from 3.12 to 3.16 and met the goal of 3.12

↓ Train Interior Cleanliness decreased from 2.81 to 2.75, but still met the goal of 2.75

¹Based upon survey sample sizes, increases and decreases are reported only where changes are statistically significant at the 95% confidence level.

Detailed Findings

The following are the statistically significant changes² in FY16 Q2 by Line, Yard and Police Zone.

The A/L Line had an increase in *Station Kept Free from Graffiti* from 3.00 to 3.11.

The M/W Line had increases in *Appearance of BART Landscaping* from 2.54 to 2.65 and in *Restroom Cleanliness* from 2.18 to 2.38.

The R Line had a decrease in *Restroom Cleanliness* from 2.35 to 2.07.

The Concord Yard had a decrease in *Car Interior Cleanliness* from 2.81 to 2.74.

The C Line, The Daly City Yard, The Richmond Yard and all Police Zones had no significant changes in their ratings.

²Based upon survey sample sizes, increases and decreases are reported only where changes are statistically significant at the 95% confidence level.

Cleanliness Of Walkways & Entry Plaza Just Outside Station

FY16 Goal = 2.70

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|---------|---------|---------|---------|---------|
| System | 2.63 | 2.59 | 2.69 | 2.65 | 2.64 |
| A/L - Lines | 2.67 | 2.67 | 2.77 | 2.70 | 2.69 |
| C - Line | 2.77 | 2.76 | 2.78 | 2.82 | 2.79 |
| R - Line | 2.78 | 2.75 | 2.70 | 2.79 | 2.62 |
| M/W - Lines | 2.45 | 2.41 | 2.53 | 2.42 | 2.48 |

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

Composite - Weekdays & Weekends Combined

BART Parking Lot Cleanliness

FY16 Goal = 3.10

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.92 | 2.94 | 3.02 | 2.97 | 2.95 |
| A/L - Lines | 2.87 | 2.86 | 2.99 | 2.93 | 2.92 |
| C - Line | 2.97 | 2.99 | 3.05 | 3.02 | 3.01 |
| R - Line | 2.89 | 2.99 | 2.96 | 3.01 | 2.94 |
| M/W - Lines | 2.98 | 2.98 | 3.07 | 2.94 | 2.94 |

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

Composite - Weekdays & Weekends Combined

Appearance Of BART Landscaping

FY16 Goal = 2.70

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|---------|---------|---------|---------|---------|
| System | 2.68 | 2.67 | 2.73 | 2.69 | 2.70 |
| A/L - Lines | 2.75 | 2.72 | 2.81 | 2.75 | 2.68 |
| C - Line | 2.69 | 2.78 | 2.77 | 2.77 | 2.78 |
| R - Line | 2.74 | 2.76 | 2.71 | 2.77 | 2.74 |
| M/W - Lines | 2.56 | 2.55 | 2.63 | 2.54 | 2.65 |

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

Composite - Weekdays & Weekends Combined

Cleanliness Of Station Platform

FY16 Goal = 3.15

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.85 | 2.77 | 2.88 | 2.87 | 2.87 |
| A/L - Lines | 2.98 | 2.91 | 3.03 | 3.01 | 3.00 |
| C - Line | 3.02 | 3.00 | 3.00 | 3.06 | 3.01 |
| R - Line | 2.92 | 2.87 | 2.91 | 2.91 | 2.89 |
| M/W - Lines | 2.73 | 2.71 | 2.77 | 2.74 | 2.76 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|---------|---------|---------|---------|---------|
| System | 2.68 | 2.58 | 2.67 | 2.68 | 2.68 |
| A/L - Lines | 2.78 | 2.75 | 2.82 | 2.82 | 2.81 |
| C - Line | 2.81 | 2.79 | 2.79 | 2.83 | 2.78 |
| R - Line | 2.77 | 2.75 | 2.72 | 2.78 | 2.72 |
| M/W - Lines | 2.57 | 2.50 | 2.57 | 2.54 | 2.58 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.98 | 2.97 | 3.01 | 3.01 | 3.04 |
| A/L - Lines | 2.98 | 2.97 | 3.07 | 3.00 | 3.11 |
| C - Line | 3.10 | 3.08 | 3.10 | 3.12 | 3.12 |
| R - Line | 3.02 | 3.07 | 3.03 | 3.07 | 3.05 |
| M/W - Lines | 2.92 | 2.93 | 2.96 | 2.97 | 2.98 |

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

Composite - Weekdays & Weekends Combined

Restroom Cleanliness

FY16 Goal = 2.30

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.20 | 2.24 | 2.29 | 2.21 | 2.25 |
| A/L - Lines | 2.27 | 2.26 | 2.37 | 2.23 | 2.31 |
| C - Line | 2.24 | 2.17 | 2.24 | 2.15 | 2.17 |
| R - Line | 2.03 | 2.21 | 2.14 | 2.35 | 2.07 |
| M/W - Lines | 2.18 | 2.31 | 2.33 | 2.18 | 2.38 |

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

Composite - Weekdays & Weekends Combined

Elevator Cleanliness

FY16 Goal = 2.80

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|---------|---------|---------|---------|---------|
| System | 2.46 | 2.45 | 2.49 | 2.50 | 2.47 |
| A/L - Lines | 2.66 | 2.63 | 2.73 | 2.65 | 2.70 |
| C - Line | 2.55 | 2.51 | 2.56 | 2.53 | 2.50 |
| R - Line | 2.72 | 2.47 | 2.56 | 2.61 | 2.42 |
| M/W - Lines | 2.28 | 2.41 | 2.35 | 2.40 | 2.37 |

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

Composite - Weekdays & Weekends Combined

Availability Of BART Brochures

FY16 Goal = 3.17

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|----------------|----------------|----------------|----------------|----------------|
| System | 3.02 | 3.00 | 3.04 | 3.04 | 3.02 |
| A/L - Lines | 3.09 | 3.05 | 3.11 | 3.14 | 3.10 |
| C - Line | 3.11 | 3.12 | 3.06 | 3.07 | 3.05 |
| R - Line | 3.04 | 3.08 | 3.09 | 3.08 | 3.05 |
| M/W - Lines | 2.96 | 2.96 | 2.99 | 2.97 | 2.97 |

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

Composite - Weekdays & Weekends Combined

Availability Of Station Agents

FY16 Goal = 3.00

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--------------------|---------|---------|---------|---------|---------|
| System | 2.94 | 2.90 | 2.95 | 2.93 | 2.94 |
| A/L - Lines | 3.04 | 2.99 | 3.02 | 3.03 | 3.02 |
| C - Line | 3.00 | 3.05 | 2.99 | 2.98 | 3.01 |
| R - Line | 3.00 | 3.05 | 2.98 | 2.97 | 2.98 |
| M/W - Lines | 2.86 | 2.85 | 2.91 | 2.87 | 2.88 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.30 | 2.33 | 2.36 | 2.35 | 2.35 |
| Zone - 1 | 2.43 | 2.29 | 2.43 | 2.45 | 2.42 |
| Zone - 2 | 2.35 | 2.41 | 2.42 | 2.39 | 2.39 |
| Zone - 3 | 2.34 | 2.40 | 2.40 | 2.45 | 2.48 |
| Zone - 4 | 2.24 | 2.29 | 2.33 | 2.25 | 2.26 |
| Zone - 5 | 2.23 | 2.53 | 2.25 | 2.41 | 2.43 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.39 | 2.43 | 2.47 | 2.45 | 2.47 |
| Zone - 1 | 2.45 | 2.50 | 2.48 | 2.48 | 2.57 |
| Zone - 2 | 2.40 | 2.49 | 2.52 | 2.51 | 2.45 |
| Zone - 3 | 2.40 | 2.41 | 2.47 | 2.43 | 2.49 |
| Zone - 4 | 2.44 | 2.35 | 2.54 | 2.27 | 2.07 |
| Zone - 5 | 2.25 | 2.28 | 2.31 | 2.33 | 2.41 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| System | 2.24 | 2.35 | 2.35 | 2.33 | 2.33 |
| Zone - 1 | 2.29 | 2.43 | 2.43 | 2.39 | 2.48 |
| Zone - 2 | 2.27 | 2.33 | 2.36 | 2.36 | 2.35 |
| Zone - 3 | 2.26 | 2.32 | 2.37 | 2.37 | 2.33 |
| Zone - 4 | 2.21 | 2.33 | 2.33 | 2.29 | 2.25 |
| Zone - 5 | 2.17 | 2.43 | 2.23 | 2.31 | 2.42 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|---------|---------|---------|---------|---------|
| System | 3.05 | 3.11 | 3.08 | 3.06 | 3.04 |
| Concord Yard | 3.01 | 3.12 | 3.08 | 3.02 | 3.06 |
| Daly City Yard | 3.04 | 3.13 | 3.06 | 3.09 | 3.07 |
| Richmond Yard | 3.09 | 3.10 | 3.08 | 3.07 | 3.01 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|---------|---------|---------|---------|---------|
| System | 3.02 | 3.05 | 3.06 | 3.02 | 3.00 |
| Concord Yard | 3.00 | 3.07 | 3.06 | 3.01 | 3.02 |
| Daly City Yard | 3.00 | 3.05 | 3.04 | 3.02 | 3.00 |
| Richmond Yard | 3.06 | 3.03 | 3.07 | 3.04 | 2.99 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| System | 3.20 | 3.27 | 3.21 | 3.20 | 3.19 |
| Concord Yard | 3.16 | 3.24 | 3.21 | 3.19 | 3.21 |
| Daly City Yard | 3.20 | 3.30 | 3.20 | 3.21 | 3.16 |
| Richmond Yard | 3.24 | 3.29 | 3.22 | 3.21 | 3.18 |

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

Composite - Weekdays & Weekends Combined

Appearance Of Train Exterior

FY16 Goal = 3.00

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q1 |
|-----------------------|---------|---------|---------|---------|---------|
| System | 2.88 | 2.91 | 2.90 | 2.90 | 2.89 |
| Concord Yard | 2.88 | 2.82 | 2.90 | 2.88 | 2.91 |
| Daly City Yard | 2.86 | 3.00 | 2.89 | 2.95 | 2.92 |
| Richmond Yard | 2.89 | 2.94 | 2.90 | 2.88 | 2.87 |

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

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| System | 3.33 | 3.36 | 3.35 | 3.36 | 3.37 |
| Concord Yard | 3.35 | 3.33 | 3.34 | 3.37 | 3.38 |
| Daly City Yard | 3.36 | 3.47 | 3.36 | 3.37 | 3.36 |
| Richmond Yard | 3.29 | 3.34 | 3.36 | 3.35 | 3.35 |

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

Composite - Weekdays & Weekends Combined

Train Interior Cleanliness

FY16 Goal = 2.75

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|---------|---------|---------|---------|---------|
| System | 2.65 | 2.71 | 2.78 | 2.81 | 2.75 |
| Concord Yard | 2.63 | 2.62 | 2.78 | 2.81 | 2.74 |
| Daly City Yard | 2.66 | 2.83 | 2.83 | 2.85 | 2.85 |
| Richmond Yard | 2.66 | 2.71 | 2.74 | 2.78 | 2.72 |

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

Composite - Weekdays & Weekends Combined

Comfortable Temperature Onboard Train

FY16 Goal = 3.12

| | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| System | 3.08 | 3.19 | 3.13 | 3.12 | 3.16 |
| Concord Yard | 3.10 | 3.14 | 3.13 | 3.13 | 3.17 |
| Daly City Yard | 3.01 | 3.29 | 3.09 | 3.08 | 3.11 |
| Richmond Yard | 3.10 | 3.16 | 3.15 | 3.14 | 3.18 |

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

Composite - Weekdays & Weekends Combined

II. ITEMS MEASURED

Facilities Management

1. Cleanliness of Walkways & Entry Plaza Just Outside Station
2. BART Parking Lot Cleanliness
3. Appearance of BART Landscaping

Station Operations

4. Cleanliness of Station Platform
5. Cleanliness of Other Station Areas
6. Station Kept Free of Graffiti
7. Restroom Cleanliness
8. Elevator Cleanliness
9. Availability of BART Brochures

Station Agents

10. Availability of Station Agents

BART Police

11. Adequate BART Police Presence in Stations
12. Adequate BART Police Presence in Parking Lots/Garages
13. Adequate BART Police Presence Inside Train Cars

P.A. Announcements

14. Onboard P.A. Announcements Indicating Next Stop
15. Onboard P.A. Announcements Providing Transfer Instructions
16. Onboard P.A. Announcements Giving Final Destination of Train

Rolling Stock

17. Appearance of Train Exterior
18. Train Interior Kept Free of Graffiti
19. Train Interior Cleanliness
20. Comfortable Temperature Onboard Train

Appendix A - Methodology

A. Introduction

The quarterly Passenger Environment Survey (PES) is a District management information tool used by BART service quality managers to set near-term performance goals for their units, and to assess progress towards meeting those goals.¹ PES results are compiled quarterly from ratings provided by customers during on-board surveys for twenty areas, including station and train cleanliness, train PA announcements, police and station agent availability, and graffiti removal. Wherever possible, results are reported by organizational unit, such as line, yard, and police zone to reinforce each division's ownership and accountability for service quality. A complete list of the categories reported is presented on II-1, Items Measured. Reporting units are listed in Appendix B. During FY12 Q3, BART Police went from four Zones to five Zones under their new Zone Geographical Policing Structure. Beginning with FY12 Q4, reporting is being done by five Zones.

PES underwent an extensive revision beginning with FY10 Q1 (July 1, 2009). The previous PES system, initiated beginning with FY97 Q3 (January 1, 1997), was based upon data collected by trained BART observers (Survey Takers), who applied detailed evaluation criteria to each area measured. The data was collected in stations, patios, parking lots and garages, and on-board train cars. Ratings were based upon a scale of 0.0 to 7.0, or 0% to 100%, depending upon the category. Results were also reported by line, yard, and police zone. Beginning on July 1, 2009, data is collected on questionnaires completed by BART customers during on-board surveys. Questionnaires are distributed from 0530 until 2330 on all days of the week, except holidays, including Saturday and Sunday. These surveys are administered in a manner similar to BART's biennial Customer Satisfaction Survey. BART surveyors attempt to collect all completed surveys prior to each customer's exit from the train car. PES categories are rated by customers on a scale of Excellent = 4, Good = 3, Only Fair = 2, and Poor = 1. An overall satisfaction with BART services is rated on a scale of Very Satisfied = 5, Somewhat Satisfied = 4, Neutral = 3, Somewhat Dissatisfied = 2, and Very Dissatisfied = 1. Ratings reported are the mean of all evaluations for that category. As mentioned above, results are also reported by line, yard, and police zone, as well as systemwide. The survey questionnaire was slightly modified beginning with those distributed in FY11 Q1, again in FY12 Q2, and again for the FY13 Q3 quarter. All but five goals were carried over from FY15 Q4. The goal for Station Platform Cleanliness was raised from 3.07 to 3.15, Other Station Areas was raised from 2.85 to 3.00, Restroom Cleanliness was raised from 2.15 to 2.30, the goal for Elevator Cleanliness was raised from 2.71 to 2.80, the goal for Cleanliness of Walkways and Entry Plaza was lowered from 2.77 to 2.70, and the goal for Appearance of BART Landscaping was lowered from 2.80 to 2.70.

B. Survey Methodology

Surveyors work in teams of two. During survey shifts, both surveyors board a randomly pre-selected BART train, and distribute questionnaires to all riders on opposite ends of one pre-determined BART car (also randomly selected), and subsequently to all riders who board their car at upcoming stations. The surveyors disembark at least once during each one-way survey trip, wait for the next BART train headed toward the original final destination, and board another pre-determined BART car (also randomly selected), and again distribute questionnaires to all riders who board their car at subsequent stations. At the end of each shift's outbound trip, the surveyors board the BART train heading inbound toward the shift's origin station, and duplicate the survey distribution procedures used during the outbound trip.

The questionnaires were available in English, Spanish, Chinese, Korean, and Vietnamese. Tallies were kept for questionnaires completed, and for all non-responses (refusals, language barrier, children under 13, sleeping, and left train). The definitions for non-responses are:

- *Language Barrier* - Non-response because a questionnaire is not available in a language understood by the rider.
- *Left Train* - The surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.
- *Children under 13* - Children under 13 are not eligible for the survey.
- *Sleeping* - Sleeping riders are not offered a questionnaire.
- *Refusals* - Riders unwilling to accept/fill out the survey.

Unlike in the biennial Customer Satisfaction Survey, there is no pre-paid mail back option. Two \$100 Clipper cards (\$100 Clipper card to two winners) are awarded each quarter after a random drawing to encourage customer participation. Data entry is performed by surveyors during scheduled work days in the BART PES office.

WEIGHTING

The data was weighted by ridership segment to proportionately represent BART riders. The weighted ridership segments on weekdays are AM (0400 – 0859), Midday (0900 – 1529), PM (1530 – 1829), and Evening (1830 – 0359). Saturday and Sunday segments are AM (0400 – 1159), PM (1200 – 1759), and Evening (1800 – 0359).

C. Survey Period

During FY16 Q2, data was collected on weekdays and weekends from October 4, 2015 through December 19, 2015.

D. Questionnaire Response Distribution

Page A-3 contains a chart of the distribution of responses to each PES-related question on the survey questionnaire. In addition, the chart contains the sample size of each response, and the combined total of the top two ratings (Excellent = 4 and Good = 3) for each question.

| Cleanliness Of Walkways & Entry Plaza Just Outside Station | | | | |
|--|-------|-------|-------|--|
| Excellent | 630 | 16.0% | 61.6% | |
| Good | 1,817 | 45.7% | | |
| Only Fair | 1,001 | 24.7% | | |
| Poor | 490 | 13.7% | | |

| BART Parking Lot Cleanliness | | | | |
|------------------------------|-------|-------|-------|--|
| Excellent | 671 | 23.6% | 77.1% | |
| Good | 1,565 | 53.5% | | |
| Only Fair | 542 | 17.3% | | |
| Poor | 179 | 5.6% | | |

| Appearance Of BART Landscaping | | | | |
|--------------------------------|-------|-------|-------|--|
| Excellent | 576 | 15.6% | 63.7% | |
| Good | 1,814 | 48.2% | | |
| Only Fair | 961 | 26.9% | | |
| Poor | 302 | 9.3% | | |

| Cleanliness Of Station Platform | | | | |
|---------------------------------|-------|-------|-------|--|
| Excellent | 1,233 | 20.0% | 73.1% | |
| Good | 3,268 | 53.0% | | |
| Only Fair | 1,230 | 20.7% | | |
| Poor | 352 | 6.2% | | |

| Cleanliness Of Other Station Areas | | | | |
|------------------------------------|-------|-------|-------|--|
| Excellent | 854 | 14.5% | 62.7% | |
| Good | 2,851 | 48.2% | | |
| Only Fair | 1,592 | 27.9% | | |
| Poor | 528 | 9.4% | | |

| Restroom Cleanliness | | | | |
|----------------------|-----|-------|-------|--|
| Excellent | 182 | 13.1% | 42.7% | |
| Good | 379 | 29.6% | | |
| Only Fair | 376 | 27.0% | | |
| Poor | 439 | 30.3% | | |

| Elevator Cleanliness | | | | |
|----------------------|-----|-------|-------|--|
| Excellent | 337 | 16.8% | 53.9% | |
| Good | 749 | 37.1% | | |
| Only Fair | 476 | 22.5% | | |
| Poor | 463 | 23.6% | | |

| Station Kept Free Of Graffiti | | | | |
|-------------------------------|-------|-------|-------|--|
| Excellent | 1,504 | 27.1% | 80.3% | |
| Good | 3,082 | 53.2% | | |
| Only Fair | 959 | 16.3% | | |
| Poor | 201 | 3.4% | | |

| Adequate BART Police Presence In Stations | | | | |
|---|-------|-------|-------|--|
| Excellent | 485 | 13.1% | 47.2% | |
| Good | 1,362 | 34.2% | | |
| Only Fair | 1,134 | 27.6% | | |
| Poor | 1,067 | 25.1% | | |

| Adequate BART Police Presence In Parking Lots/Garages | | | | |
|---|-----|-------|-------|--|
| Excellent | 387 | 16.3% | 51.2% | |
| Good | 864 | 34.9% | | |
| Only Fair | 695 | 28.3% | | |
| Poor | 539 | 20.4% | | |

| Adequate BART Police Presence Inside Train Cars | | | | |
|---|-------|-------|-------|--|
| Excellent | 549 | 12.6% | 45.9% | |
| Good | 1,409 | 33.3% | | |
| Only Fair | 1,309 | 28.6% | | |
| Poor | 1,180 | 25.4% | | |

| Availability Of Station Agents | | | | |
|--------------------------------|-------|-------|-------|--|
| Excellent | 1,336 | 23.4% | 76.2% | |
| Good | 2,942 | 52.8% | | |
| Only Fair | 987 | 18.3% | | |
| Poor | 304 | 5.5% | | |

| Availability Of BART Brochures | | | | |
|--------------------------------|-------|-------|-------|--|
| Excellent | 1,321 | 29.4% | 78.4% | |
| Good | 2,262 | 49.0% | | |
| Only Fair | 665 | 15.9% | | |
| Poor | 237 | 5.7% | | |

| Onboard P.A. Announcements Indicating Next Station Stop | | | | |
|---|-------|-------|-------|--|
| Excellent | 2,180 | 35.3% | 76.7% | |
| Good | 2,625 | 41.4% | | |
| Only Fair | 939 | 15.4% | | |
| Poor | 426 | 7.8% | | |

| Onboard P.A. Announcements Providing Transfer Instructions | | | | |
|--|-------|-------|-------|--|
| Excellent | 1,889 | 33.2% | 75.7% | |
| Good | 2,442 | 42.4% | | |
| Only Fair | 882 | 15.8% | | |
| Poor | 433 | 8.5% | | |

| Onboard P.A. Announcements Giving Final Destination Of Train | | | | |
|--|-------|-------|-------|--|
| Excellent | 2,488 | 42.0% | 83.1% | |
| Good | 2,564 | 41.1% | | |
| Only Fair | 625 | 10.9% | | |
| Poor | 336 | 6.0% | | |

| Appearance Of Train Exterior | | | | |
|------------------------------|-------|-------|-------|--|
| Excellent | 925 | 15.3% | 77.5% | |
| Good | 3,779 | 62.1% | | |
| Only Fair | 1,242 | 19.2% | | |
| Poor | 208 | 3.4% | | |

| Train Interior Cleanliness | | | | |
|----------------------------|-------|-------|-------|--|
| Excellent | 918 | 14.4% | 67.6% | |
| Good | 3,415 | 53.2% | | |
| Only Fair | 1,676 | 25.5% | | |
| Poor | 420 | 6.9% | | |

| Train Interior Kept Free Of Graffiti | | | | |
|--------------------------------------|-------|-------|-------|--|
| Excellent | 2,760 | 45.2% | 92.6% | |
| Good | 3,072 | 47.4% | | |
| Only Fair | 451 | 6.2% | | |
| Poor | 68 | 1.1% | | |

| Comfortable Temperature Onboard Train | | | | |
|---------------------------------------|-------|-------|-------|--|
| Excellent | 2,122 | 34.2% | 85.3% | |
| Good | 3,281 | 51.1% | | |
| Only Fair | 757 | 11.4% | | |
| Poor | 221 | 3.2% | | |

Statistically significant changes from FY16 Q1
Data is weighted

Appendix B - Reporting Units

| ITEM REPORTED | REPORTING UNITS |
|---|---|
| Cleanliness of Walkways & Entry Plaza Just Outside Station BART Parking Lot Cleanliness Appearance of BART Landscape | System and External Lines* A-Line A10 - A90 C-Line C10 - C80, K10 - K30 L-Line L10, L20, L30 M-Line M10 - M95, W10 R-Line R10 - R60 W-Line W20 – W40 |
| Cleanliness of Station Platform Cleanliness of Other Station Areas Station Kept Free of Graffiti Restroom Cleanliness Elevator Availability Elevator Cleanliness Station Escalator Availability Availability of BART Brochures | System and Internal Lines* A-Line A10 - A90 C-Line C10 - C80, K10 - K30, M10 L-Line L10, L20, L30 M-Line M16 - M95 R-Line R10 - R60 W-Line W20 – W40 **Includes San Francisco Airport Station Y10 in W-Line |
| Adequate BART Police Presence in Stations Adequate BART Police Presence in Parking Lots/Garages Adequate BART Police Presence Inside Trains Cars | System and Police Zone Zone 1 A10 - A30, C10, K10 - K30, M10 Zone 2 R10 - R60, C20 - C80 Zone 3 A40 - A90, L10, L20, L30 Zone 4 M16 - M90 Zone 5 W10 – W40, Y10 |
| Appearance of Train Exterior Train Interior Kept Free of Graffiti Train Interior Cleanliness Comfortable Temperature Onboard Train | System and Yard Concord Yard Daly City Yard Hayward Yard Richmond Yard |
| Fare Gate Availability Ticket Vending Machine Availability | System and AFC Lines A-Line A50 - A90 L-Line A10 - A40, M10 K-Line K10 - K30, C10 C-Line C20 - C80 R-Line R10 - R60 M-Line M16 - M40, W10 D-Line M50 - M95 DPX-Line L10, L20, L30 W-Line W20 – W40, Y10 |

*See B-2 for items that are not evaluated at certain stations

PES Station Codes

| Station Location | Station Code | Station Name | Line | Zone | Police Station Codes | Parking | Landscape | Walkways/ Entry Plaza | Restrooms | Police In Parking Lots |
|------------------|--------------|------------------------|------|------|----------------------|---------|-----------|-----------------------|-----------|------------------------|
| A10 | LM | Lake Merritt | A/L | 1 | LMS | | | | | |
| A20 | FV | Fruitvale | A/L | 1 | FVS | | | | | |
| A30 | CL | Coliseum | A/L | 1 | COS | | | | | |
| A40 | SL | San Leandro | A/L | 3 | SLS | | | | | |
| A50 | BF | Bayfair | A/L | 3 | BFS | | | | | |
| A60 | HY | Hayward | A/L | 3 | HAS | | | | | |
| A70 | SH | South Hayward | A/L | 3 | SHS | | | | | |
| A80 | UC | Union City | A/L | 3 | UCS | | | | | |
| A90 | FM | Fremont | A/L | 3 | FMS | | | | | |
| L10 | CV | Castro Valley | A/L | 3 | CVS | | | | | |
| L20 | WD | West Dublin/Pleasanton | A/L | 3 | EDS | | | | | |
| L30 | ED | Dublin/Pleasanton | A/L | 3 | DPS | | | | | |
| K30 | MA | MacArthur | C | 1 | MAS | | | | | |
| K20 | 19 | 19th Street | C | 1 | NSS | | | | | |
| K10 | 12 | 12th Street | C | 1 | TSS | | | | | |
| C80 | WP | Pittsburg/Bay Point | C | 2 | PBS | | | | | |
| C70 | NC | North Concord | C | 2 | CMS | | | | | |
| C60 | CN | Concord | C | 2 | CDS | | | | | |
| C50 | PH | Pleasant Hill | C | 2 | PHS | | | | | |
| C40 | WC | Walnut Creek | C | 2 | WCS | | | | | |
| C30 | LF | Lafayette | C | 2 | LAS | | | | | |
| C20 | OR | Orinda | C | 2 | ORS | | | | | |
| C10 | RR | Rockridge | C | 2 | ROS | | | | | |
| M10 | OW | West Oakland | C | 1 | OWS | | | | | |
| R60 | RM | Richmond | R | 2 | RIS | | | | | |
| R50 | EN | El Cerrito Del Norte | R | 2 | CNS | | | | | |
| R40 | EP | El Cerrito Plaza | R | 2 | CPS | | | | | |
| R30 | NB | North Berkeley | R | 2 | NBS | | | | | |
| R20 | BK | Berkeley | R | 2 | BES | | | | | |
| R10 | AS | Ashby | R | 2 | AHS | | | | | |
| M16 | EM | Embarcadero | M/W | 4 | EMS | | | | | |
| M20 | MT | Montgomery Street | M/W | 4 | MOS | | | | | |
| M30 | PL | Powell Street | M/W | 4 | PPS | | | | | |
| M40 | CC | Civic Center | M/W | 4 | CCS | | | | | |
| M50 | 16 | 16th Street | M/W | 4 | SSS | | | | | |
| M60 | 24 | 24th Street | M/W | 4 | TFS | | | | | |
| M70 | GP | Glen Park | M/W | 4 | GPS | | | | | |
| M80 | BP | Balboa Park | M/W | 4 | BPS | | | | | |
| M90 | DC | Daly City | M/W | 5 | DCS | | | | | |
| W10 | CM | Colma | M/W | 5 | CLS | | | | | |
| W20 | SS | South San Francisco | M/W | 5 | SFS | | | | | |
| W30 | SB | San Bruno | M/W | 5 | SBS | | | | | |
| W40 | MB | Millbrae | M/W | 5 | MBS | | | | | |
| Y10 | SO | San Francisco Airport | M/W | 5 | SAS | | | | | |

* Items that are **NOT** evaluated at certain stations are highlighted in yellow.

* Also note that only ratings for Availability of Brochures and Availability of Station Agents are reported for SFO.

Appendix D - Summary Results Table

| Category | Rating | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16 Q1 | FY16 Q2 |
|--|---------------|----------------|----------------|----------------|----------------|----------------|
| Cleanliness of Walkways & Entry Plaza Just Outside Station | (1 - 4) | 2.63 | 2.59 | 2.69 | 2.65 | 2.64 |
| BART Parking Lot Cleanliness | (1 - 4) | 2.92 | 2.94 | 3.02 | 2.97 | 2.95 |
| Appearance of BART Landscaping | (1 - 4) | 2.68 | 2.67 | 2.73 | 2.69 | 2.70 |
| Cleanliness of Station Platform | (1 - 4) | 2.85 | 2.77 | 2.88 | 2.87 | 2.87 |
| Cleanliness of Other Station Areas | (1 - 4) | 2.68 | 2.58 | 2.67 | 2.68 | 2.68 |
| Station Kept Free of Graffiti | (1 - 4) | 2.98 | 2.97 | 3.01 | 3.01 | 3.04 |
| Restroom Cleanliness | (1 - 4) | 2.20 | 2.24 | 2.29 | 2.21 | 2.25 |
| Elevator Cleanliness | (1 - 4) | 2.46 | 2.45 | 2.49 | 2.50 | 2.47 |
| Availability of BART Brochures | (1 - 4) | 3.02 | 3.00 | 3.04 | 3.04 | 3.02 |
| Availability of Station Agents | (1 - 4) | 2.94 | 2.90 | 2.95 | 2.93 | 2.94 |
| Adequate BART Police Presence in Stations | (1 - 4) | 2.30 | 2.33 | 2.36 | 2.35 | 2.35 |
| Adequate BART Police Presence in Parking Lots/Garages | (1 - 4) | 2.39 | 2.43 | 2.47 | 2.45 | 2.47 |
| Adequate BART Police Presence Inside Train Cars | (1 - 4) | 2.24 | 2.35 | 2.35 | 2.33 | 2.33 |
| Onboard P.A. Announcements Indicating Next Stop | (1 - 4) | 3.05 | 3.11 | 3.08 | 3.06 | 3.04 |

* Each PES report now covers 20 categories of District performance. PES reports up through FY13 Q1 covered 27 categories, including Elevator/Escalator Availability, AFC Availability, and On-Time Performance. Those performance measures can now be found at <http://www.bart.gov/about/reports/index.aspx>.

| Category | Rating | FY15 Q2 | FY15 Q3 | FY15 Q4 | FY16Q1 | FY16Q2 |
|--|---------------|----------------|----------------|----------------|---------------|---------------|
| Onboard P.A. Announcements Providing Transfer Instructions | (1 – 4) | 3.02 | 3.05 | 3.06 | 3.02 | 3.00 |
| Onboard P.A. Announcements Giving Final Destination of Train | (1 – 4) | 3.20 | 3.27 | 3.21 | 3.20 | 3.19 |
| Appearance of Train Exterior | (1 – 4) | 2.88 | 2.91 | 2.90 | 2.90 | 2.89 |
| Train Interior Kept Free of Graffiti | (1 – 4) | 3.33 | 3.36 | 3.35 | 3.36 | 3.37 |
| Train Interior Cleanliness | (1 -4) | 2.65 | 2.71 | 2.78 | 2.81 | 2.75 |
| Comfortable Temperature Onboard Train | (1 -4) | 3.08 | 3.19 | 3.13 | 3.12 | 3.16 |

* Each PES report now covers 20 categories of District performance. PES reports up through FY13 Q1 covered 27 categories, including Elevator/Escalator Availability, AFC Availability, and On-Time Performance. Those performance measures can now be found at <http://www.bart.gov/about/reports/index.aspx>.

How Are We Doing?



Please complete this survey. Your input will help us improve service. Complete this survey even if you received one on a previous trip. Hand the questionnaire back to the BART Survey Coordinator on the train when you're done.*

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

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neutral
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied



About Your BART Trip

1 About what time did you get on THIS train?

_____ : _____ AM PM
 Hour Minute

2 At which BART station did you get on THIS train?

Entry Station: _____
(If you transferred trains, write your first entry station, not where you transferred.)

3 Please rate the train in which you are NOW RIDING.

| ON THIS TRAIN | Excellent | Good | Only Fair | Poor | Don't Know or Not Applicable |
|---|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| Appearance of train exterior | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Train interior cleanliness | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Train interior kept free of graffiti | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Comfortable temperature onboard train | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Adequate presence of BART Police on train | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Onboard public address announcements: | | | | | |
| Indicating next station stop | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Providing transfer instructions | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Giving final destination of train | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |

4 Based upon your current trip today, please rate the entry station you listed in Question 2.

| OUTSIDE THIS ENTRY STATION TODAY | Excellent | Good | Only Fair | Poor | Don't Know or Not Applicable |
|--|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| BART parking lot cleanliness | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Adequate presence of BART Police in parking lots | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Appearance of BART landscaping | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Cleanliness of walkways & entry plaza just outside station | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |

* If necessary you can mail the survey to: BART Marketing, P.O. Box 12688, Oakland, CA 94604-2688

| INSIDE THIS ENTRY STATION TODAY | Excellent | Good | Only Fair | Poor | Don't Know or Not Applicable |
|--|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| Availability of Station Agents | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Availability of <u>BART</u> brochures | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Cleanliness of platform (train level of station) | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Cleanliness of other areas inside station | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| BART station kept free of graffiti | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Restroom cleanliness (if used today) | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Elevator cleanliness (if used today) | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Adequate presence of BART Police in station | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | 9 <input type="checkbox"/> |

5 At which BART station will you exit at the end of THIS TRIP?

Exit Station: _____
(If transferring trains, write your final exit station.)

6 BART is beginning a multi-billion dollar effort to rebuild, renew and reinvest in its tracks, stations, train cars, and computer systems to keep everything running safely and reliably. Which of the following best describes your thoughts about paying for this work?

- 1 This is important enough that taxpayers should be asked to fund whatever BART cannot obtain from current funding sources.
- 2 BART should fix only those things it can pay for from current funding sources.
- 3 Don't know/not sure

Comments Please tell us specific details about your ratings today.

Is there anything about BART not covered in this survey that you would like to comment on?

Optional: Enter for a chance to win a \$100 Clipper® card!

Please print clearly.

Name: _____

Phone number: _____ Day Evening

Email address: _____

May we contact you in the future to ask your opinion about BART? Yes No

BART respects your privacy. Contact information will be treated confidentially.



Contest Rules: No purchase necessary. You may enter more than once. Void where prohibited. Any mailed entries must be received at BART headquarters by the end of the calendar quarter in which you receive this survey (Dec. 31, Mar. 31, Jun. 30, Sep. 30). Two winners will be chosen quarterly via a random drawing. Need not be present to win. Entries valid only on official survey form. Awarding of prizes subject to entrant verification. BART employees and their families are not eligible to enter. Prizes are non-transferable and cannot be substituted for cash. All federal, state, and local regulations apply.

Thank you for your time! Please return to BART Survey Coordinator on train, or mail to address on front.