

**April - June 2016**

**(FY16 Fourth Quarter)**

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## I. EXECUTIVE SUMMARY

This document reports results for the Passenger Environment Survey (PES) for the quarter ending June 30, 2016. 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 Q3. 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 6,950 riders completed the PES survey this quarter.

Fourteen of the PES scores remained steady during FY16 Q4 compared to the previous quarter. A statistically significant decrease occurred in six categories, and there were no statistically significant increases. Below are the statistically significant changes<sup>1</sup> in FY16 Q4.

### PERFORMANCE HIGHLIGHTS

- ↓ **Elevator Cleanliness decreased from 2.42 to 2.33**
- ↓ **P.A. Arrival Announcements decreased from 3.10 to 3.04**
- ↓ **P.A. Transfer Announcements decreased from 3.07 to 3.02**
- ↓ **P.A. Destination Announcements decreased from 3.24 to 3.20**
- ↓ **Appearance of Train Exterior decreased from 2.88 to 2.85**
- ↓ **Comfortable Temperature Onboard Train decreased from 3.17 to 3.09**

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<sup>1</sup>Based 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 changes<sup>2</sup> in FY16 Q4 by Line, Yard and Police Zone.**

**The C Line** had a decrease in *Availability of Station Agents* from 2.97 to 2.90

**The A/L Line, M/W Line and R Line** had no significant changes in their ratings

**The Concord Yard** had decreases in *P.A Arrival Announcements* from 3.07 to 2.98, *P.A Transfer Announcements* from 3.07 to 2.97, *Appearance of Train Exterior* from 2.89 to 2.84 and *Comfortable Temperature Onboard Train* from 3.17 to 3.10

**The Daly City Yard** had decreases in *Appearance of Train Exterior* from 2.92 to 2.85 and in *Comfortable Temperature Onboard Train* from 3.22 to 3.12

**The Richmond Yard** had decreases in *P.A Transfer Announcements* from 3.10 to 3.04, *P.A Destination Announcements* from 3.25 to 3.20 and *Comfortable Temperature Onboard Train* from 3.15 to 3.08

**Police Zones 1, 2,3 and 4** had no significant changes in their ratings.

**Police Zone 5** had increases in *Adequate Police Presence in Stations* from 2.20 to 2.52 and in *Adequate Police Presence inside Train Cars* from 2.12 to 2.34

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<sup>2</sup>Based 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 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>2.69</b>	<b>2.65</b>	2.64	2.65	2.62
<b>A/L - Lines</b>	<b>2.77</b>	<b>2.70</b>	2.69	2.72	2.69
<b>C - Line</b>	2.78	2.82	2.79	2.76	2.76
<b>R - Line</b>	2.70	2.79	<b>2.62</b>	2.71	2.63
<b>M/W - Lines</b>	<b>2.53</b>	<b>2.42</b>	2.48	2.48	2.47

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 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>3.02</b>	<b>2.97</b>	<b>2.95</b>	<b>2.98</b>	<b>2.98</b>
<b>A/L - Lines</b>	<b>2.99</b>	<b>2.93</b>	<b>2.92</b>	<b>2.95</b>	<b>2.93</b>
<b>C - Line</b>	<b>3.05</b>	<b>3.02</b>	<b>3.01</b>	<b>3.04</b>	<b>3.03</b>
<b>R - Line</b>	<b>2.96</b>	<b>3.01</b>	<b>2.94</b>	<b>2.93</b>	<b>2.92</b>
<b>M/W - Lines</b>	<b>3.07</b>	<b>2.94</b>	<b>2.94</b>	<b>3.00</b>	<b>3.08</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	2.73	2.69	2.70	2.72	2.69
<b>A/L - Lines</b>	2.81	2.75	2.68	2.78	2.75
<b>C - Line</b>	2.77	2.77	2.78	2.72	2.81
<b>R - Line</b>	2.71	2.77	2.74	2.75	2.64
<b>M/W - Lines</b>	2.63	2.54	2.65	2.65	2.56

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 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>2.88</b>	<b>2.87</b>	<b>2.87</b>	<b>2.85</b>	<b>2.84</b>
<b>A/L - Lines</b>	<b>3.03</b>	<b>3.01</b>	<b>3.00</b>	<b>3.02</b>	<b>3.01</b>
<b>C - Line</b>	<b>3.00</b>	<b>3.06</b>	<b>3.01</b>	<b>2.96</b>	<b>2.93</b>
<b>R - Line</b>	<b>2.91</b>	<b>2.91</b>	<b>2.89</b>	<b>2.96</b>	<b>2.88</b>
<b>M/W - Lines</b>	<b>2.77</b>	<b>2.74</b>	<b>2.76</b>	<b>2.73</b>	<b>2.74</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>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
<b>System</b>	<b>2.67</b>	<b>2.68</b>	<b>2.68</b>	<b>2.66</b>	<b>2.65</b>
<b>A/L - Lines</b>	<b>2.82</b>	<b>2.82</b>	<b>2.81</b>	<b>2.82</b>	<b>2.81</b>
<b>C - Line</b>	<b>2.79</b>	<b>2.83</b>	<b>2.78</b>	<b>2.79</b>	<b>2.77</b>
<b>R - Line</b>	<b>2.72</b>	<b>2.78</b>	<b>2.72</b>	<b>2.77</b>	<b>2.73</b>
<b>M/W - Lines</b>	<b>2.57</b>	<b>2.54</b>	<b>2.58</b>	<b>2.53</b>	<b>2.53</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>3.01</b>	<b>3.01</b>	<b>3.04</b>	<b>3.00</b>	<b>2.99</b>
<b>A/L - Lines</b>	<b>3.07</b>	<b>3.00</b>	<b>3.11</b>	<b>3.07</b>	<b>3.07</b>
<b>C - Line</b>	<b>3.10</b>	<b>3.12</b>	<b>3.12</b>	<b>3.06</b>	<b>3.05</b>
<b>R - Line</b>	<b>3.03</b>	<b>3.07</b>	<b>3.05</b>	<b>3.04</b>	<b>3.00</b>
<b>M/W - Lines</b>	<b>2.96</b>	<b>2.97</b>	<b>2.98</b>	<b>2.95</b>	<b>2.94</b>

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

Composite - Weekdays & Weekends Combined

## Restroom Cleanliness

FY16 Goal = 2.30

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	2.29	2.21	2.25	2.20	2.16
<b>A/L - Lines</b>	2.37	2.23	2.31	2.26	2.22
<b>C - Line</b>	2.24	2.15	2.17	2.11	2.23
<b>R - Line</b>	2.14	2.35	2.07	2.03	1.86
<b>M/W - Lines</b>	2.33	2.18	2.38	2.29	2.14

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

Composite - Weekdays & Weekends Combined

## Elevator Cleanliness

FY16 Goal = 2.80

	<b>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
<b>System</b>	<b>2.49</b>	<b>2.50</b>	<b>2.47</b>	<b>2.42</b>	<b>2.33</b>
<b>A/L - Lines</b>	<b>2.73</b>	<b>2.65</b>	<b>2.70</b>	<b>2.65</b>	<b>2.61</b>
<b>C - Line</b>	<b>2.56</b>	<b>2.53</b>	<b>2.50</b>	<b>2.46</b>	<b>2.40</b>
<b>R - Line</b>	<b>2.56</b>	<b>2.61</b>	<b>2.42</b>	<b>2.57</b>	<b>2.39</b>
<b>M/W - Lines</b>	<b>2.35</b>	<b>2.40</b>	<b>2.37</b>	<b>2.27</b>	<b>2.19</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>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
<b>System</b>	<b>3.04</b>	<b>3.04</b>	<b>3.02</b>	<b>3.02</b>	<b>3.00</b>
<b>A/L - Lines</b>	<b>3.11</b>	<b>3.14</b>	<b>3.10</b>	<b>3.15</b>	<b>3.10</b>
<b>C - Line</b>	<b>3.06</b>	<b>3.07</b>	<b>3.05</b>	<b>3.09</b>	<b>3.02</b>
<b>R - Line</b>	<b>3.09</b>	<b>3.08</b>	<b>3.05</b>	<b>3.04</b>	<b>2.97</b>
<b>M/W - Lines</b>	<b>2.99</b>	<b>2.97</b>	<b>2.97</b>	<b>2.93</b>	<b>2.97</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>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
<b>System</b>	<b>2.95</b>	<b>2.93</b>	<b>2.94</b>	<b>2.92</b>	<b>2.91</b>
<b>A/L - Lines</b>	<b>3.02</b>	<b>3.03</b>	<b>3.02</b>	<b>3.05</b>	<b>3.01</b>
<b>C - Line</b>	<b>2.99</b>	<b>2.98</b>	<b>3.01</b>	<b>2.97</b>	<b>2.90</b>
<b>R - Line</b>	<b>2.98</b>	<b>2.97</b>	<b>2.98</b>	<b>2.97</b>	<b>2.94</b>
<b>M/W - Lines</b>	<b>2.91</b>	<b>2.87</b>	<b>2.88</b>	<b>2.85</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>2.36</b>	<b>2.35</b>	<b>2.35</b>	<b>2.25</b>	<b>2.28</b>
<b>Zone - 1</b>	<b>2.43</b>	<b>2.45</b>	<b>2.42</b>	<b>2.29</b>	<b>2.38</b>
<b>Zone - 2</b>	<b>2.42</b>	<b>2.39</b>	<b>2.39</b>	<b>2.32</b>	<b>2.29</b>
<b>Zone - 3</b>	<b>2.40</b>	<b>2.45</b>	<b>2.48</b>	<b>2.42</b>	<b>2.37</b>
<b>Zone - 4</b>	<b>2.33</b>	<b>2.25</b>	<b>2.26</b>	<b>2.17</b>	<b>2.17</b>
<b>Zone - 5</b>	<b>2.25</b>	<b>2.41</b>	<b>2.43</b>	<b>2.20</b>	<b>2.52</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	2.47	2.45	2.47	2.41	2.40
<b>Zone - 1</b>	2.48	2.48	2.57	2.50	2.54
<b>Zone - 2</b>	2.52	2.51	2.45	2.37	2.33
<b>Zone - 3</b>	2.47	2.43	2.49	2.45	2.46
<b>Zone - 4</b>	2.54	2.27	2.07	2.44	1.94
<b>Zone - 5</b>	2.31	2.33	2.41	2.29	2.43

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 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>2.35</b>	<b>2.33</b>	<b>2.33</b>	<b>2.21</b>	<b>2.22</b>
<b>Zone - 1</b>	<b>2.43</b>	<b>2.39</b>	<b>2.48</b>	<b>2.36</b>	<b>2.29</b>
<b>Zone - 2</b>	<b>2.36</b>	<b>2.36</b>	<b>2.35</b>	<b>2.18</b>	<b>2.21</b>
<b>Zone - 3</b>	<b>2.37</b>	<b>2.37</b>	<b>2.33</b>	<b>2.25</b>	<b>2.29</b>
<b>Zone - 4</b>	<b>2.33</b>	<b>2.29</b>	<b>2.25</b>	<b>2.18</b>	<b>2.18</b>
<b>Zone - 5</b>	<b>2.23</b>	<b>2.31</b>	<b>2.42</b>	<b>2.12</b>	<b>2.34</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>3.08</b>	3.06	3.04	<b>3.10</b>	<b>3.04</b>
<b>Concord Yard</b>	3.08	<b>3.02</b>	3.06	3.07	<b>2.98</b>
<b>Daly City Yard</b>	<b>3.06</b>	3.09	3.07	3.08	3.11
<b>Richmond Yard</b>	3.08	3.07	3.01	<b>3.13</b>	3.08

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 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	3.06	3.02	3.00	3.07	3.02
<b>Concord Yard</b>	3.06	3.01	3.02	3.07	2.97
<b>Daly City Yard</b>	3.04	3.02	3.00	3.01	3.08
<b>Richmond Yard</b>	3.07	3.04	2.99	3.10	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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>3.21</b>	3.20	3.19	<b>3.24</b>	<b>3.20</b>
<b>Concord Yard</b>	3.21	3.19	3.21	3.21	3.17
<b>Daly City Yard</b>	<b>3.20</b>	3.21	3.16	3.26	3.26
<b>Richmond Yard</b>	<b>3.22</b>	3.21	3.18	3.25	<b>3.20</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

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	<b>2.90</b>	<b>2.90</b>	<b>2.89</b>	<b>2.88</b>	<b>2.85</b>
<b>Concord Yard</b>	<b>2.90</b>	<b>2.88</b>	<b>2.91</b>	<b>2.89</b>	<b>2.84</b>
<b>Daly City Yard</b>	<b>2.89</b>	<b>2.95</b>	<b>2.92</b>	<b>2.92</b>	<b>2.85</b>
<b>Richmond Yard</b>	<b>2.90</b>	<b>2.88</b>	<b>2.87</b>	<b>2.86</b>	<b>2.86</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

	<b>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
<b>System</b>	<b>3.35</b>	<b>3.36</b>	<b>3.37</b>	<b>3.33</b>	<b>3.34</b>
<b>Concord Yard</b>	<b>3.34</b>	<b>3.37</b>	<b>3.38</b>	<b>3.34</b>	<b>3.37</b>
<b>Daly City Yard</b>	<b>3.36</b>	<b>3.37</b>	<b>3.36</b>	<b>3.32</b>	<b>3.38</b>
<b>Richmond Yard</b>	<b>3.36</b>	<b>3.35</b>	<b>3.35</b>	<b>3.31</b>	<b>3.29</b>

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

Composite - Weekdays & Weekends Combined

## Train Interior Cleanliness

FY16 Goal = 2.75

	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4
<b>System</b>	2.78	2.81	2.75	2.69	2.68
<b>Concord Yard</b>	2.78	2.81	2.74	2.70	2.68
<b>Daly City Yard</b>	2.83	2.85	2.85	2.72	2.74
<b>Richmond Yard</b>	2.74	2.78	2.72	2.68	2.64

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

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.<sup>1</sup> 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 Q4, data was collected on weekdays and weekends from April 3, 2016 through June 15, 2016.

#### **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	755	16.3%	58.9%	
Good	1,864	42.6%		↓
Only Fair	1,157	28.3%		
Poor	514	12.8%		

BART Parking Lot Cleanliness				
Excellent	821	26.0%	77.8%	
Good	1,654	51.8%		
Only Fair	546	16.9%		
Poor	150	5.3%		

Appearance Of BART Landscaping				
Excellent	641	14.1%	63.9%	
Good	1,941	49.7%		
Only Fair	1,022	27.3%		
Poor	339	8.9%		

Cleanliness Of Station Platform				
Excellent	1,288	19.1%	71.5%	
Good	3,450	52.4%		
Only Fair	1,373	21.6%		
Poor	403	6.9%		

Cleanliness Of Other Station Areas				
Excellent	915	14.4%	61.4%	
Good	2,971	46.9%		
Only Fair	1,695	27.7%		
Poor	625	10.9%		

Restroom Cleanliness				
Excellent	190	11.6%	39.3%	
Good	385	27.8%		
Only Fair	364	25.5%		
Poor	509	35.2%		

Elevator Cleanliness				
Excellent	340	13.8%	49.0%	
Good	761	35.2%		
Only Fair	477	21.7%		
Poor	542	29.3%		

Station Kept Free Of Graffiti				
Excellent	1,623	25.7%	78.3%	
Good	3,214	52.6%		
Only Fair	1,037	16.6%		
Poor	274	5.1%		

Adequate BART Police Presence In Stations				
Excellent	532	11.8%	44.0%	
Good	1,394	32.2%		
Only Fair	1,227	28.5%		
Poor	1,165	27.5%		

Adequate BART Police Presence In Parking Lots/Garages				
Excellent	409	13.7%	49.2%	
Good	992	35.5%		
Only Fair	721	28.0%		
Poor	588	22.8%		

Adequate BART Police Presence Inside Train Cars				
Excellent	577	11.4%	40.5%	
Good	1,396	29.2%		
Only Fair	1,409	29.7%		
Poor	1,436	29.8%		

Availability Of Station Agents				
Excellent	1,357	22.6%	74.5%	
Good	3,096	51.9%		
Only Fair	1,097	19.1%		
Poor	353	6.4%		

Availability Of BART Brochures				
Excellent	1,337	27.5%	78.9%	
Good	2,419	51.4%		
Only Fair	685	14.8%		
Poor	264	6.2%		

Onboard P.A. Announcements Indicating Next Station Stop				
Excellent	2,271	34.3%	77.0%	
Good	2,779	42.7%		↓
Only Fair	1,049	16.0%		
Poor	439	7.0%		

Onboard P.A. Announcements Providing Transfer Instructions				
Excellent	2,032	33.1%	76.1%	
Good	2,574	43.0%		↓
Only Fair	977	16.6%		
Poor	427	7.3%		

Onboard P.A. Announcements Giving Final Destination Of Train				
Excellent	2,667	41.5%	83.2%	
Good	2,671	41.8%		↓
Only Fair	749	12.0%		
Poor	330	4.8%		

Appearance Of Train Exterior				
Excellent	943	14.3%	74.3%	
Good	3,949	60.0%		↓
Only Fair	1,452	22.1%		
Poor	228	3.6%		

Train Interior Cleanliness				
Excellent	895	13.1%	62.6%	
Good	3,452	49.5%		
Only Fair	1,969	29.5%		
Poor	527	8.0%		

Train Interior Kept Free Of Graffiti				
Excellent	2,935	44.3%	91.0%	
Good	3,204	46.7%		
Only Fair	513	7.8%		
Poor	92	1.2%		

Comfortable Temperature Onboard Train				
Excellent	2,138	31.9%	82.4%	
Good	3,459	50.4%		↓
Only Fair	879	12.8%		
Poor	294	4.9%		

Statistically significant changes from FY16 Q3

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	<b>System and External Lines*</b> 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	<b>System and Internal Lines*</b> 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	<b>System and Police Zone</b> 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	<b>System and Yard</b> Concord Yard Daly City Yard Hayward Yard Richmond Yard
Fare Gate Availability Ticket Vending Machine Availability	<b>System and AFC Lines</b> 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

<b>Category</b>	<b>Rating</b>	<b>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
Cleanliness of Walkways & Entry Plaza Just Outside Station	(1-4)	2.69	2.65	2.64	2.65	2.62
BART Parking Lot Cleanliness	(1-4)	3.02	2.97	2.95	2.98	2.98
Appearance of BART Landscaping	(1-4)	2.73	2.69	2.70	2.72	2.69
Cleanliness of Station Platform	(1-4)	2.88	2.87	2.87	2.85	2.84
Cleanliness of Other Station Areas	(1-4)	2.67	2.68	2.68	2.66	2.65
Station Kept Free of Graffiti	(1-4)	3.01	3.01	3.04	3.00	2.99
Restroom Cleanliness	(1-4)	2.29	2.21	2.25	2.20	2.16
Elevator Cleanliness	(1-4)	2.49	2.50	2.47	2.42	2.33
Availability of BART Brochures	(1-4)	3.04	3.04	3.02	3.02	3.00
Availability of Station Agents	(1-4)	2.95	2.93	2.94	2.92	2.91
Adequate BART Police Presence in Stations	(1-4)	2.36	2.35	2.35	2.25	2.28
Adequate BART Police Presence in Parking Lots/Garages	(1-4)	2.47	2.45	2.47	2.41	2.40
Adequate BART Police Presence Inside Train Cars	(1-4)	2.35	2.33	2.33	2.21	2.22
Onboard P.A. Announcements Indicating Next Stop	(1-4)	3.08	3.06	3.04	3.10	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>.

<b>Category</b>	<b>Rating</b>	<b>FY15 Q4</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>
Onboard P.A. Announcements Providing Transfer Instructions	(1-4)	3.06	3.02	3.00	3.07	3.02
Onboard P.A. Announcements Giving Final Destination of Train	(1-4)	3.21	3.20	3.19	3.24	3.20
Appearance of Train Exterior	(1-4)	2.90	2.90	2.89	2.88	2.85
Train Interior Kept Free of Graffiti	(1-4)	3.35	3.36	3.37	3.33	3.34
Train Interior Cleanliness	(1-4)	2.78	2.81	2.75	2.69	2.68
Comfortable Temperature Onboard Train	(1-4)	3.13	3.12	3.16	3.17	3.09

\* 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.**

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

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**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.**