

**QPR Calculation / System Results**  
**First Quarter Fiscal Year 2017**

	Results	Results Average	Goal	Goal Average
<b>A: Environment Outside the Station</b>		2.71		2.80
Cleanliness Of Walkways & Entry Plaza Just Outside Station (50%)	2.60		2.70	
BART Parking Lot Cleanliness (25%)	2.96		3.10	
Appearance Of BART Landscaping (25%)	2.66		2.70	
<b>B: Environment Inside the Station</b>		2.66		3.00
Cleanliness Of Station Platform (60%)	2.81		3.15	
Cleanliness Of Other Station Areas (20%) ↓	2.60		3.00	
Restroom Cleanliness (10%)	2.17		2.30	
Elevator Cleanliness (10%)	2.37		2.80	
<b>C: Station Vandalism</b>		2.97		3.19
Station Kept Free Of Graffiti	2.97		3.19	
<b>D: BART Police Presence</b>		2.28		2.50
Adequate BART Police Presence In Stations ↓	2.23		2.50	
Adequate BART Police Presence In Parking Lots/Garages	2.38		2.50	
Adequate BART Police Presence Inside Train Cars	2.24		2.50	
<b>E: Station Services</b>		2.92		3.06
Availability Of Station Agents (65%)	2.88		3.00	
Availability Of BART Brochures (35%)	3.00		3.17	
<b>F: Train P.A. Announcements</b>		3.09		3.17
P.A. Arrival Announcements	3.06		3.14	
P.A. Transfer Announcements	3.01		3.10	
P.A. Destination Announcements	3.19		3.26	
<b>G: Train Exterior Appearance</b>		2.86		3.00
Appearance Of Train Exterior	2.86		3.00	
<b>H: Train Interior Cleanliness</b>		2.95		3.00
Train Interior Cleanliness (60%)	2.70		2.75	
Train Interior Kept Free Of Graffiti (40%)	3.33		3.38	
<b>I: Train Temperature</b>		3.10		3.12
Comfortable Temperature Onboard Train	3.10		3.12	

Scale is a 4-point scale (Excellent=4, Good=3, Only Fair=2, Poor=1)