

QPR Calculation / System Results
Second Quarter Fiscal Year 2016

	Results	Results Average	Goal	Goal Average
A: Environment Outside the Station		2.73		2.80
Cleanliness Of Walkways & Entry Plaza Just Outside Station (50%)	2.64		2.70	
BART Parking Lot Cleanliness (25%)	2.95		3.10	
Appearance Of BART Landscaping (25%)	2.70		2.70	
B: Environment Inside the Station		2.73		3.00
Cleanliness Of Station Platform (60%)	2.87		3.15	
Cleanliness Of Other Station Areas (20%)	2.68		3.00	
Restroom Cleanliness (10%)	2.25		2.30	
Elevator Cleanliness (10%)	2.47		2.80	
C: Station Vandalism		3.04		3.19
Station Kept Free Of Graffiti	3.04		3.19	
D: BART Police Presence		2.38		2.50
Adequate BART Police Presence In Stations	2.35		2.50	
Adequate BART Police Presence In Parking Lots/Garages	2.47		2.50	
Adequate BART Police Presence Inside Train Cars	2.33		2.50	
E: Station Services		2.97		3.06
Availability Of Station Agents (65%)	2.94		3.00	
Availability Of BART Brochures (35%)	3.02		3.17	
F: Train P.A. Announcements		3.08		3.17
P.A. Arrival Announcements	3.04		3.14	
P.A. Transfer Announcements	3.00		3.10	
P.A. Destination Announcements	3.19		3.26	
G: Train Exterior Appearance				3.00
Appearance Of Train Exterior	2.89	2.89	3.00	
H: Train Interior Cleanliness		3.00		2.97
Train Interior Cleanliness (60%) ↓	2.75		2.75	
Train Interior Kept Free Of Graffiti (40%)	3.37		3.30	
I: Train Temperature		3.16		3.12
Comfortable Temperature Onboard Train ↑	3.16		3.12	

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