

**QPR Calculation / System Results**  
**Third Quarter Fiscal Year 2016**

	Results	Results Average	Goal	Goal Average
<b>A: Environment Outside the Station</b>		2.75		2.80
Cleanliness Of Walkways & Entry Plaza Just Outside Station (50%)	2.65		2.70	
BART Parking Lot Cleanliness (25%)	2.98		3.10	
Appearance Of BART Landscaping (25%)	2.72		2.70	
<b>B: Environment Inside the Station</b>		2.70		3.00
Cleanliness Of Station Platform (60%)	2.85		3.15	
Cleanliness Of Other Station Areas (20%)	2.66		3.00	
Restroom Cleanliness (10%)	2.20		2.30	
Elevator Cleanliness (10%)	2.42		2.80	
<b>C: Station Vandalism</b>		3.00		3.19
Station Kept Free Of Graffiti ↓	3.00		3.19	
<b>D: BART Police Presence</b>		2.29		2.50
Adequate BART Police Presence In Stations ↓	2.25		2.50	
Adequate BART Police Presence In Parking Lots/Garages ↓	2.41		2.50	
Adequate BART Police Presence Inside Train Cars ↓	2.21		2.50	
<b>E: Station Services</b>		2.95		3.06
Availability Of Station Agents (65%)	2.92		3.00	
Availability Of BART Brochures (35%)	3.02		3.17	
<b>F: Train P.A. Announcements</b>		3.13		3.17
P.A. Arrival Announcements ↑	3.10		3.14	
P.A. Transfer Announcements ↑	3.07		3.10	
P.A. Destination Announcements ↑	3.24		3.26	
<b>G: Train Exterior Appearance</b>		2.88		3.00
Appearance Of Train Exterior	2.88		3.00	
<b>H: Train Interior Cleanliness</b>		2.95		3.00
Train Interior Cleanliness (60%) ↓	2.69		2.75	
Train Interior Kept Free Of Graffiti (40%) ↓	3.33		3.38	
<b>I: Train Temperature</b>		3.17		3.12
Comfortable Temperature Onboard Train ↑	3.17		3.12	

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