Presentation Outline

• On-Time Performance
• Delays
  – Major causes
  – Significance
  – Correlation between mechanical delays and Maintenance of Equipment (M of E)
• Fare Enforcement
• Ridership
On-Time Performance (OTP)

- On-Time = train arrives no later than 5’ 59” from the scheduled arrival time at end-line locations (SF, SJ, Tamien, and Gilroy)
- Goal: 95% of trains on-time at end-line locations
- OTP Tracked daily and monthly
Monthly OTP Summary

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<th>Month</th>
<th># of Trains Scheduled</th>
<th># of Trains On-Time (At End-Line)</th>
<th>On-Time Performance</th>
<th>OTP Goal</th>
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5 Main Categories of Delays

- On-Board/Passenger
- Major Incidents
- Maintenance of Infrastructure
- Maintenance of Equipment (M of E)
- Capital Projects
## 5 Main Categories of Delays

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<td>• Trespasser Strike</td>
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<td>• Brake Issue</td>
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Delay Minutes – Monthly
On-Board Passenger Delay Minutes

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<td>808</td>
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Major Incident Delay Minutes

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Major Incident Delay Minutes (992,487 in total)
Maintenance of Infrastructure
Delay Minutes

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M of E – Mean Distance Between Failure (MDBF)

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Capital Projects Delay Minutes

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Fare Enforcement

- Implemented in end of July 2018
- Total Notice of Violations for Fare Evasion given for Q1FY18/19: 1905
  - Closed: 1410
  - Open: 495
  - Delinquent: 397
- Total Appeals: 333
  - Appeals granted: 166
# Fare Enforcement

(NPD DATA: PROGRAM IMPLEMENTED IN JUL 2018)

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(NO DATA: PROGRAM IMPLEMENTED IN JUL 2018)
Average Weekday Ridership

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Questions