



FY 2019 1st Quarter Rail Operations Performance

Board of Directors
December 6th, 2018
Agenda Item #14 (a)

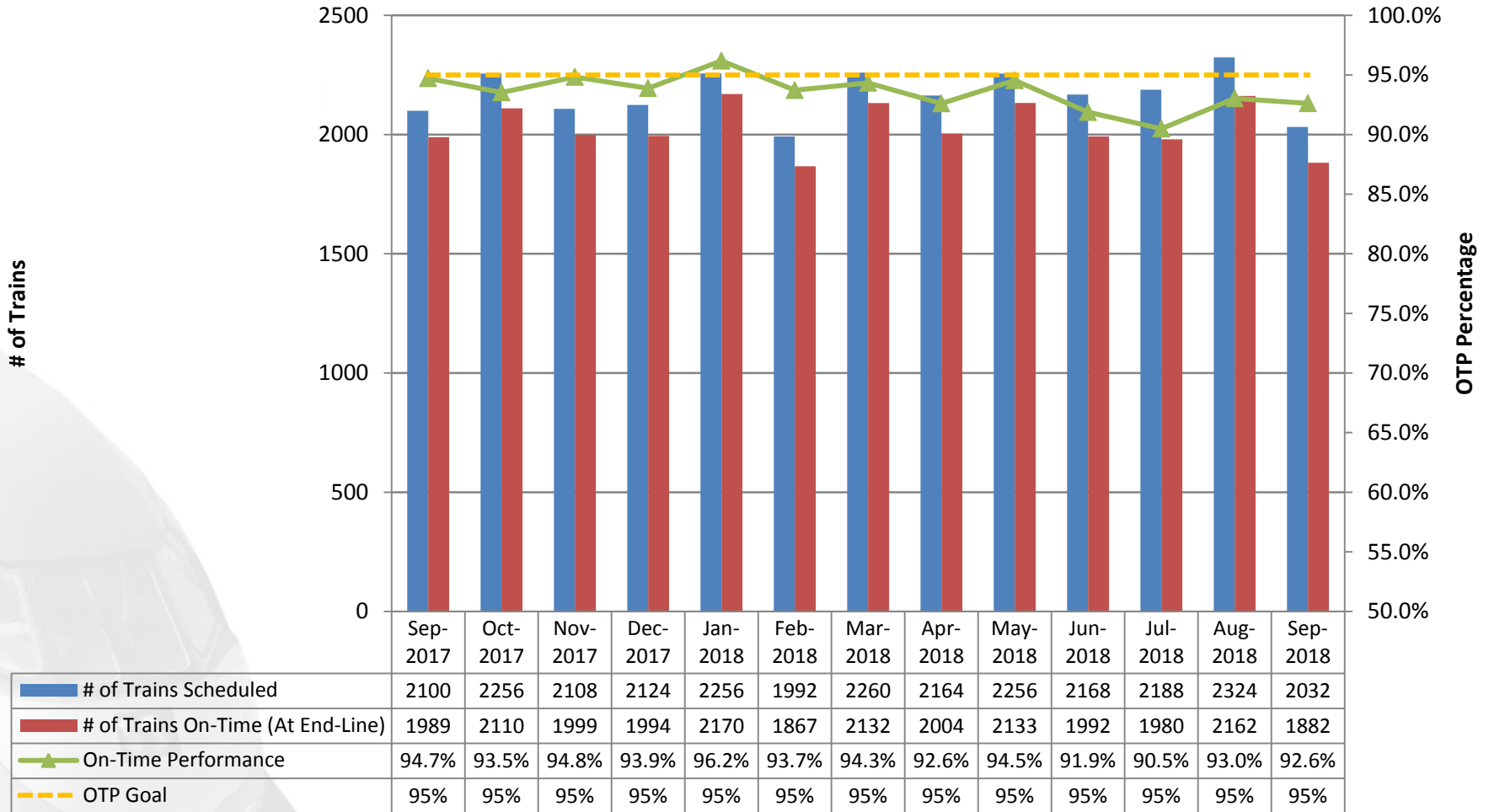
Presentation Outline

- **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



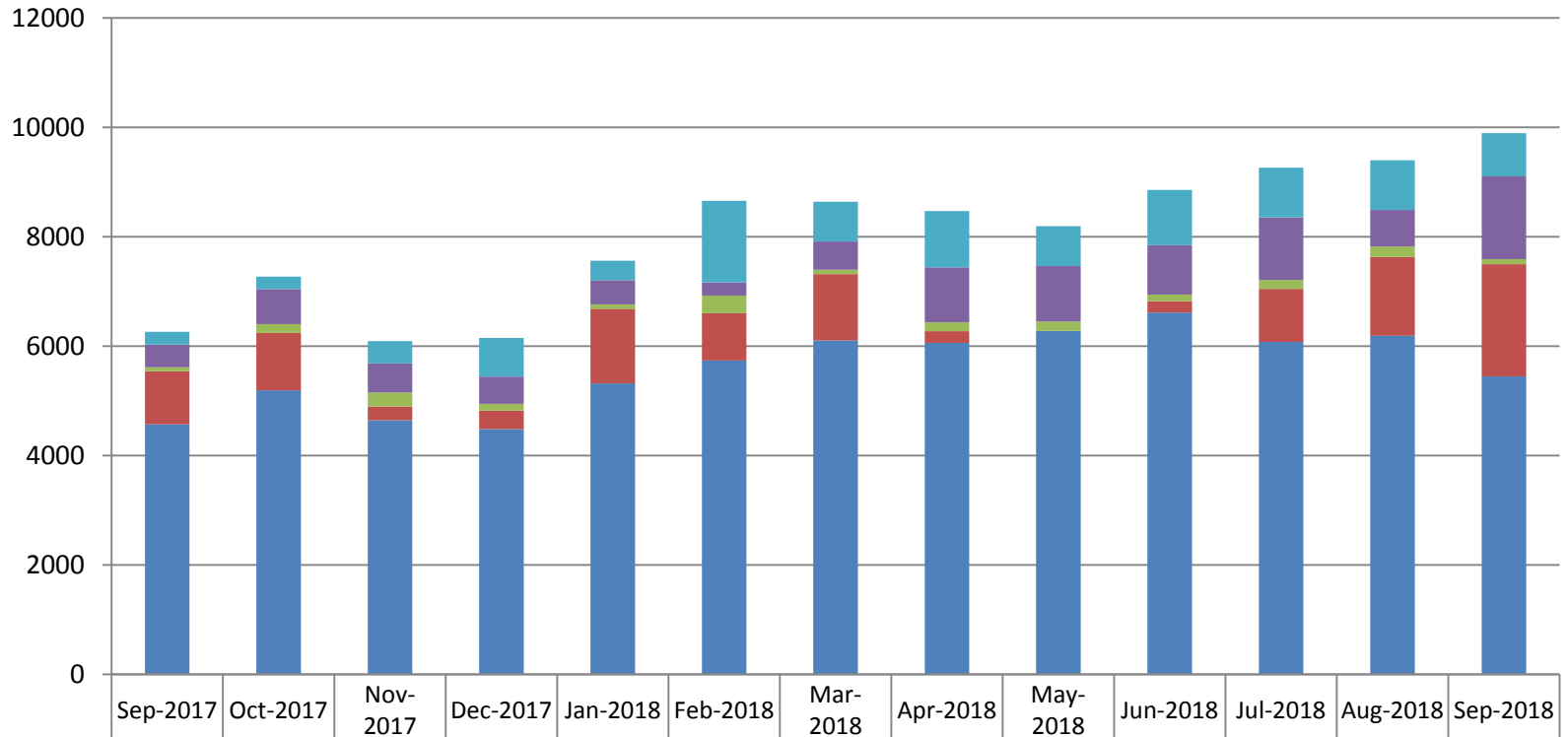
5 Main Categories of Delays

- **On-Board/Passenger**
- **Major Incidents**
- **Maintenance of Infrastructure**
- **Maintenance of Equipment (M of E)**
- **Capital Projects**

5 Main Categories of Delays

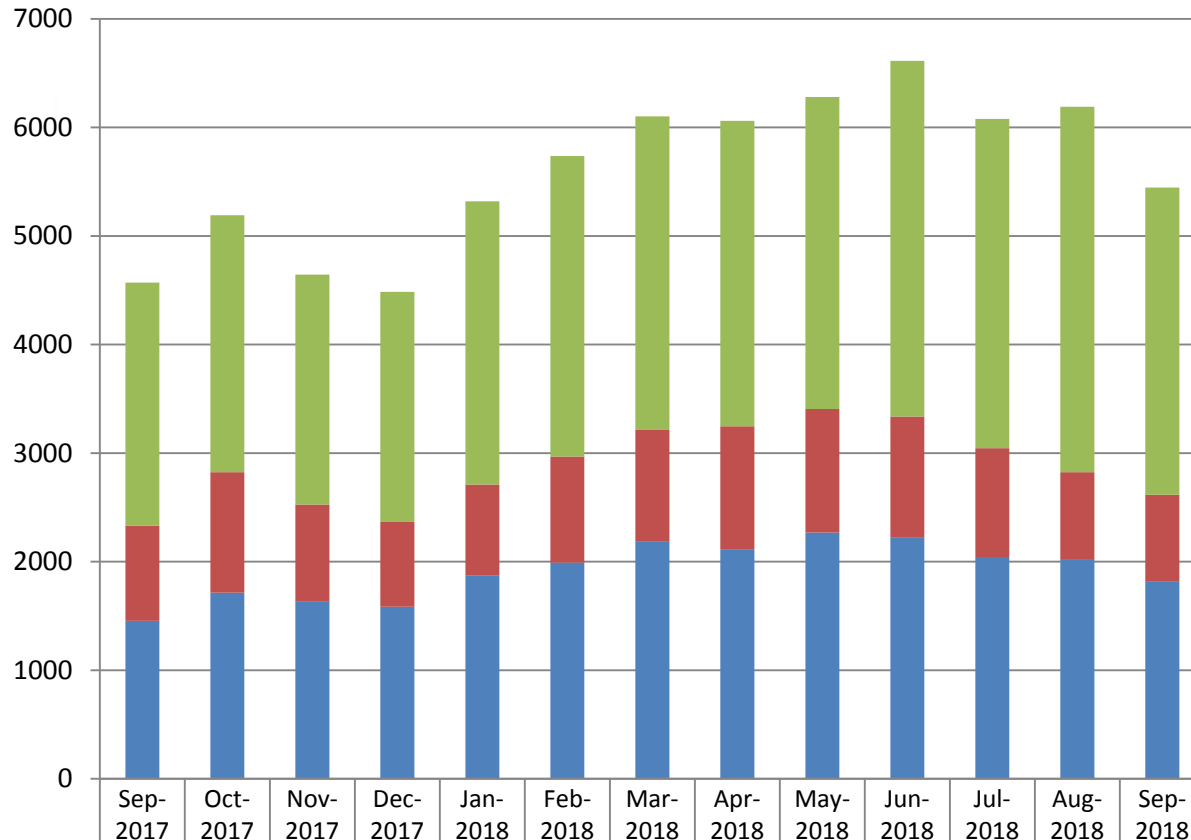
Category/Type	Descriptions
On-Board/Passenger	<ul style="list-style-type: none"> • Bicycles • PNAs • Large crowds, slow loading, and luggage
Major Incidents	<ul style="list-style-type: none"> • Fatality • Trespasser Strike • Vehicle Strike • Vehicle on Track
Maintenance of Infrastructure	<ul style="list-style-type: none"> • Crossings and signals (C & S) • Track
Maintenance of Equipment (M of E)	<ul style="list-style-type: none"> • Door Failure • Engine Failure • Brake Issue • Wheel Chair Lift • Air Issue • Head end power issue
Capital Projects	<ul style="list-style-type: none"> • Single track • Slow orders

Delay Minutes – Monthly



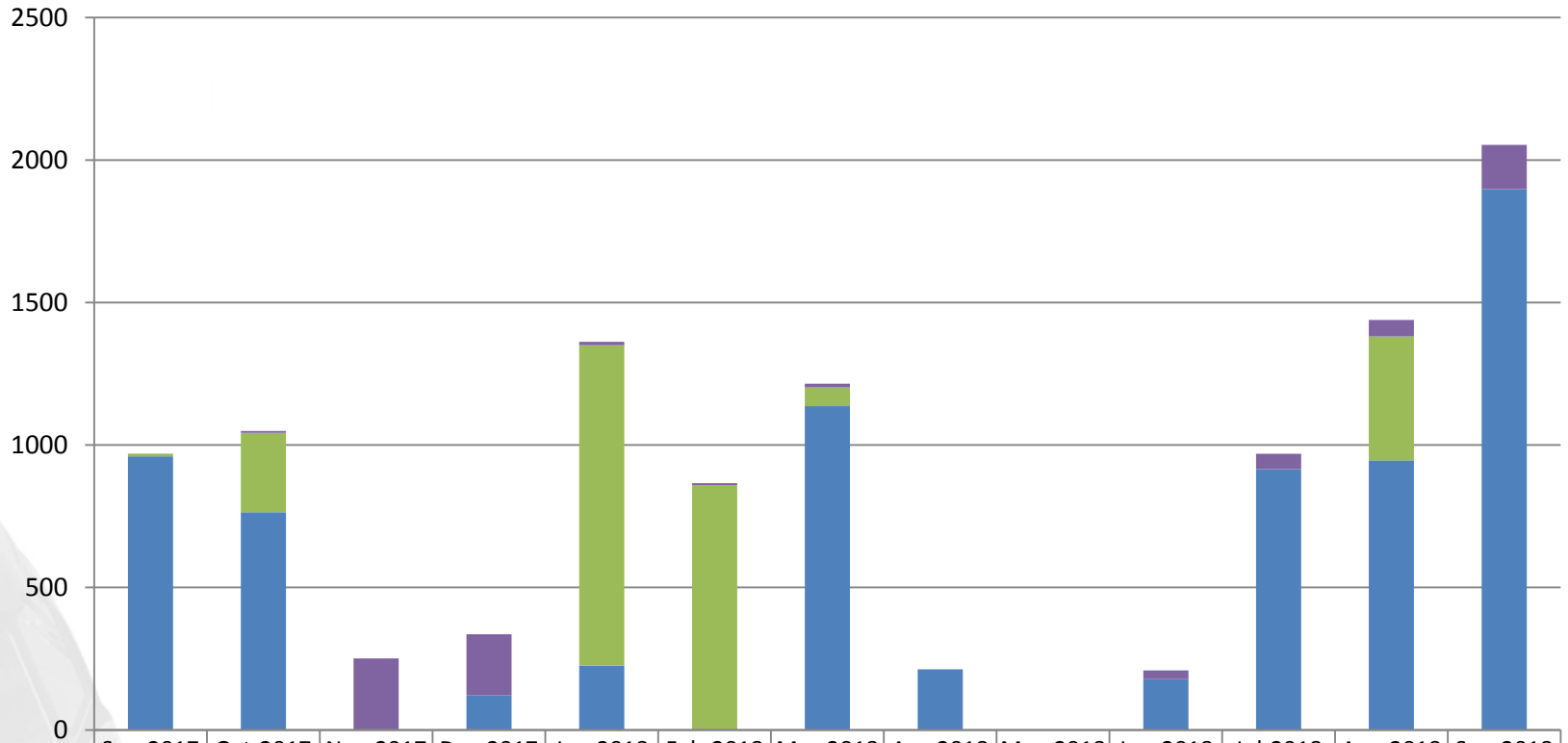
	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
Capital Projects	232	230	407	707	357	1491	726	1030	729	1010	908	909	788
M of E	415	640	534	499	439	240	515	1007	1014	905	1144	669	1514
Infrastructure	73	161	256	124	83	322	81	160	170	119	163	190	92
Major Incidents	970	1049	251	336	1362	866	1215	213	0	209	969	1439	2053
On-Board/Passenger	4571	5192	4645	4485	5320	5737	6103	6061	6280	6613	6078	6191	5446

On-Board Passenger Delay Minutes



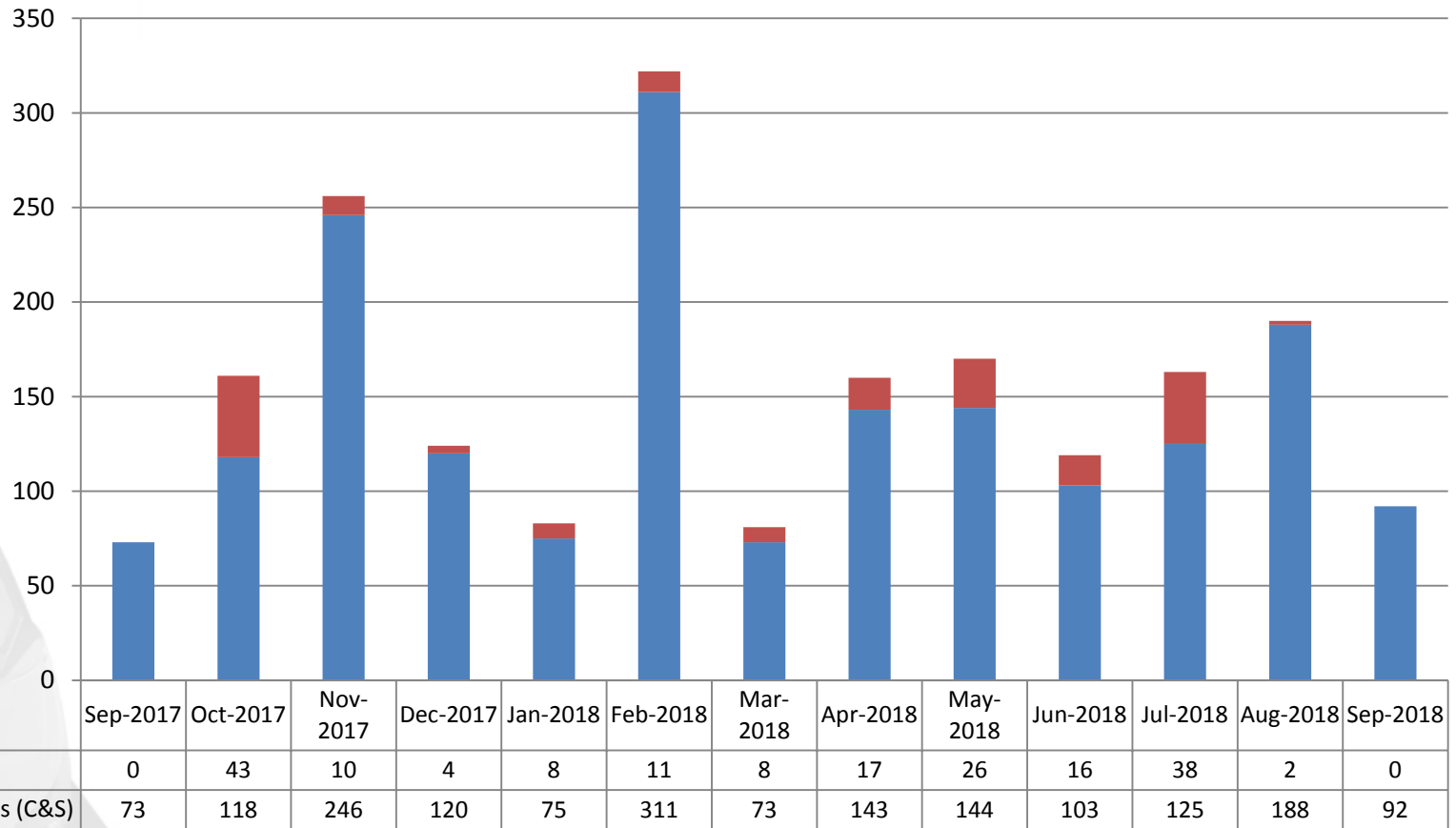
■ Large crowds/Slow loading/Luggage	2240	2367	2119	2119	2609	2768	2890	2814	2874	3275	3032	3366	2830
■ PNAs	876	1111	895	781	840	977	1030	1137	1137	1118	1003	808	795
■ Bicycle	1455	1714	1631	1585	1871	1992	2183	2110	2269	2220	2043	2017	1821

Major Incident Delay Minutes

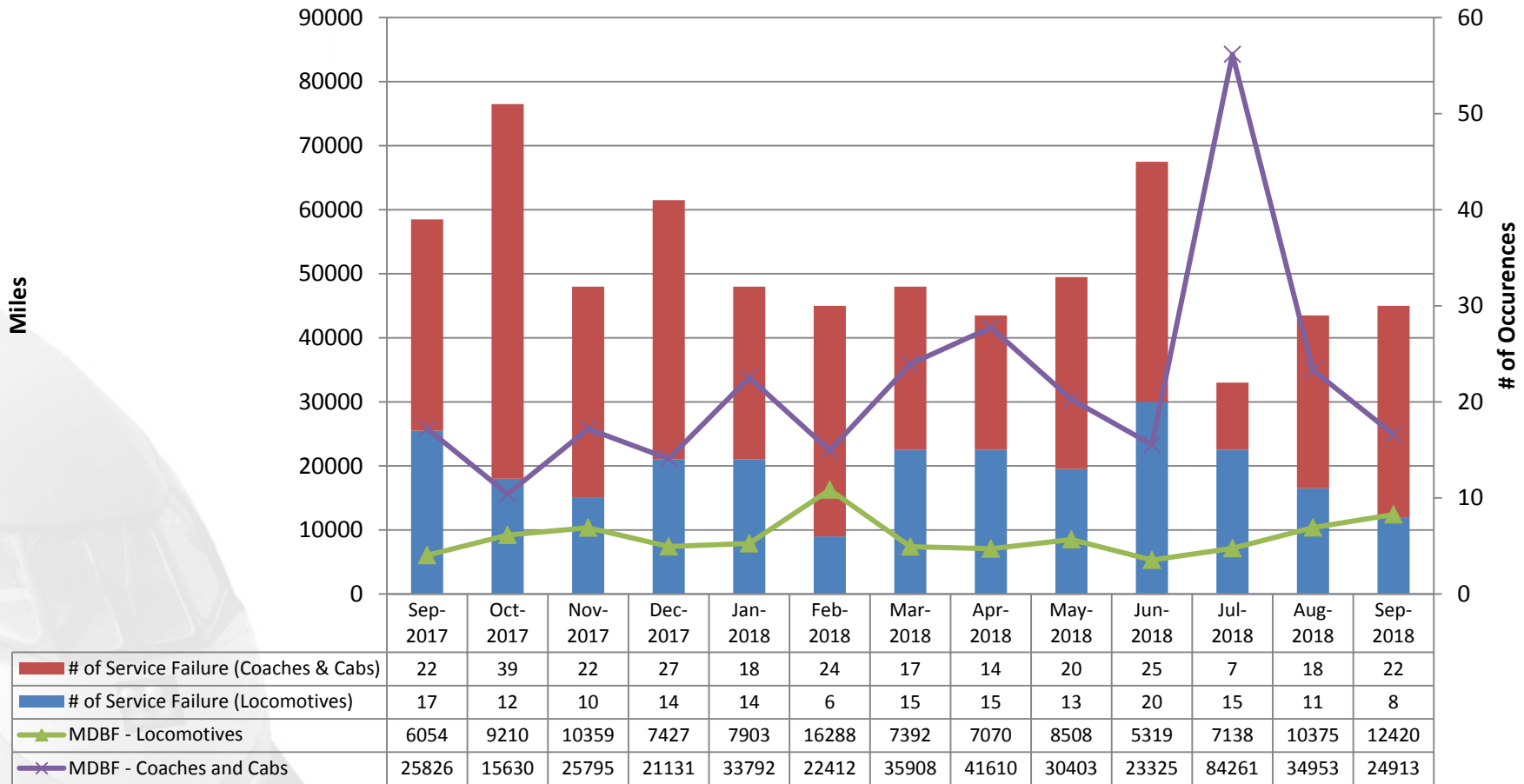


	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
Vehicle on Track	0	6	251	215	12	7	13	0	0	31	54	58	155
Vehicle Strike	10	279	0	0	1125	859	66	0	0	0	0	435	0
Trespasser Strike	0	0	0	0	0	0	0	0	0	0	0	0	0
Fatality	960	764	0	121	225	0	1136	213	0	178	915	946	1898

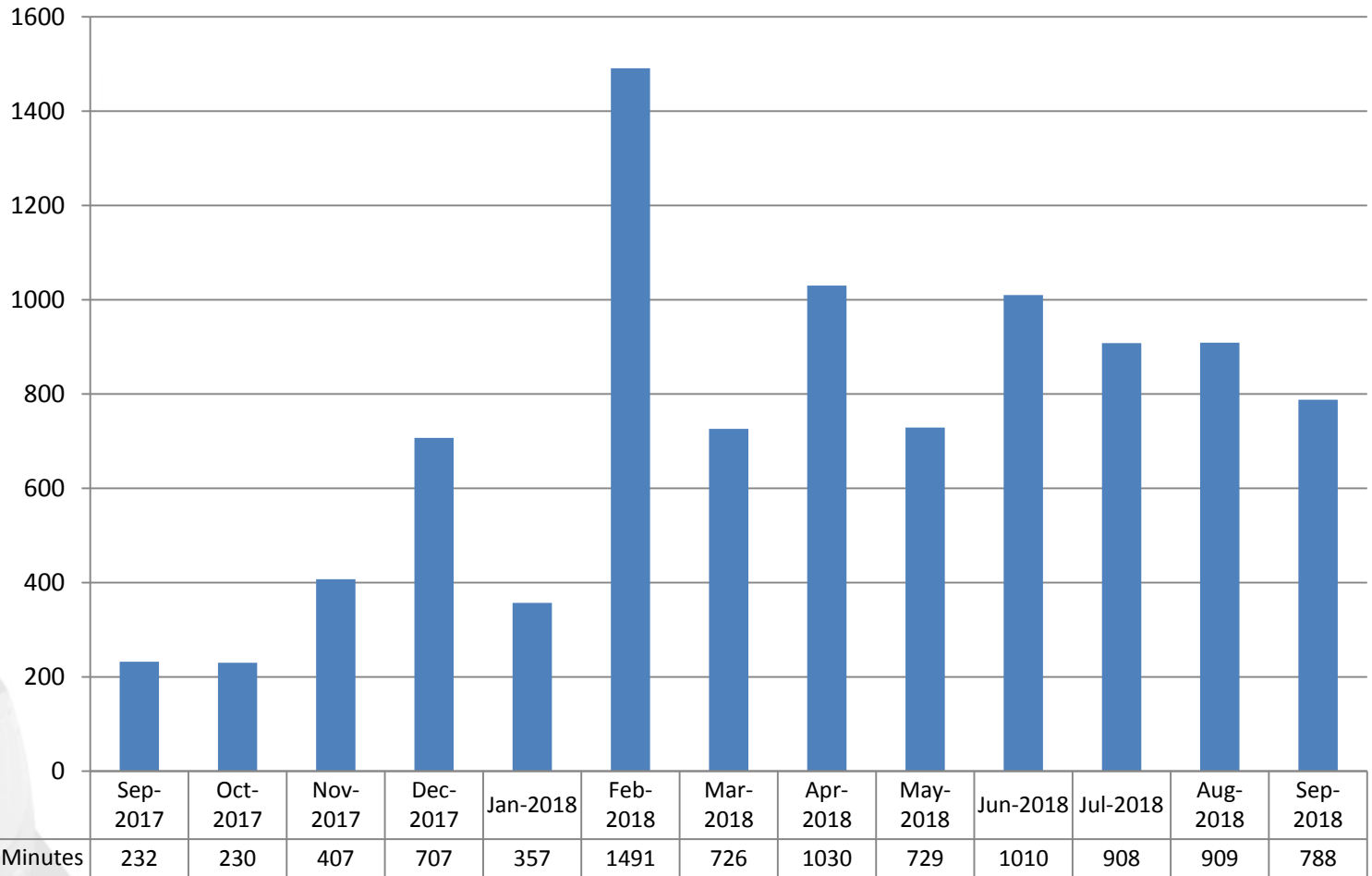
Maintenance of Infrastructure Delay Minutes



M of E – Mean Distance Between Failure (MDBF)



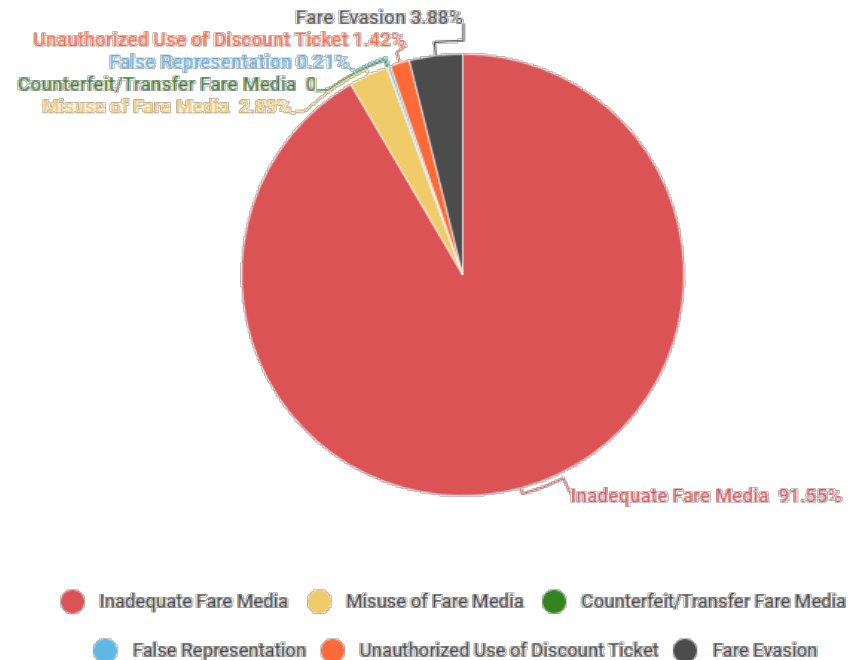
Capital Projects Delay Minutes



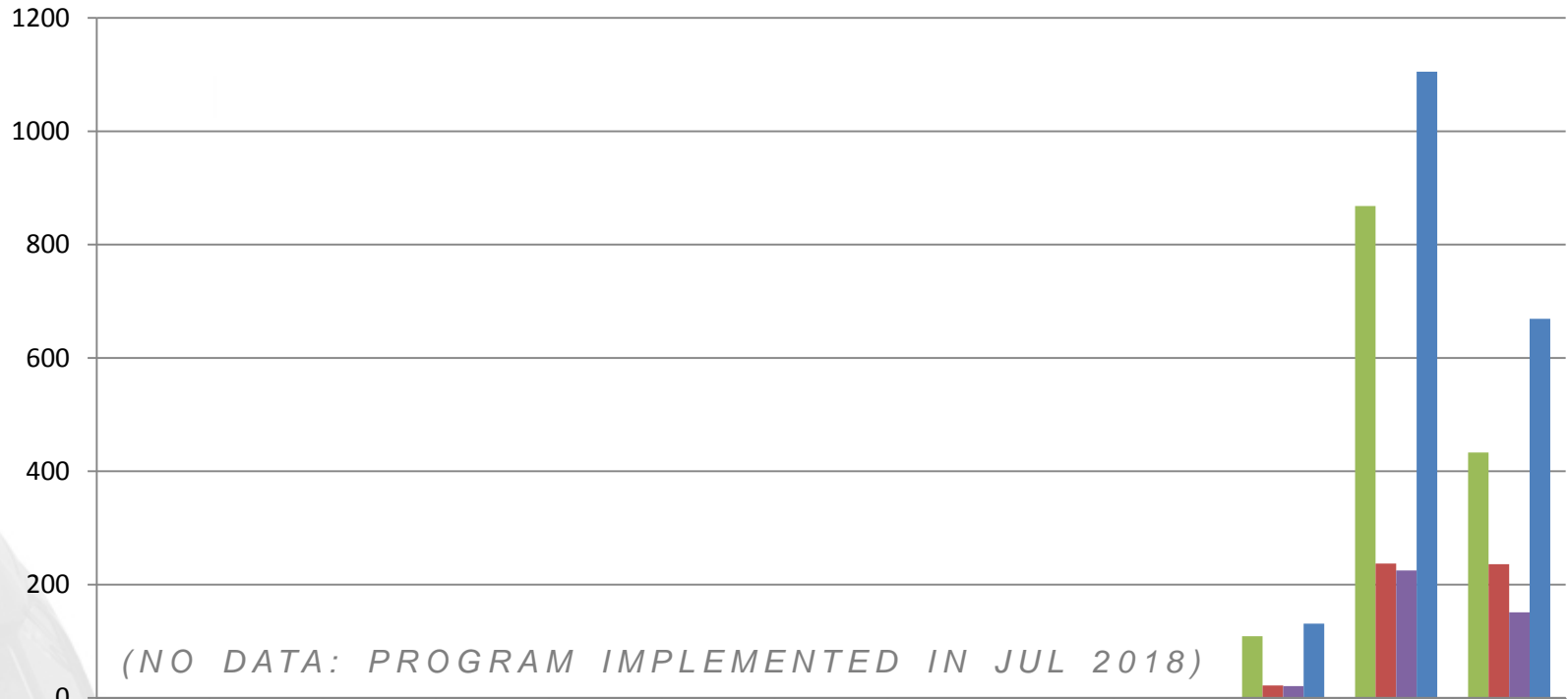
Fare Enforcement

- 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

1Q17/18 Types of Violations

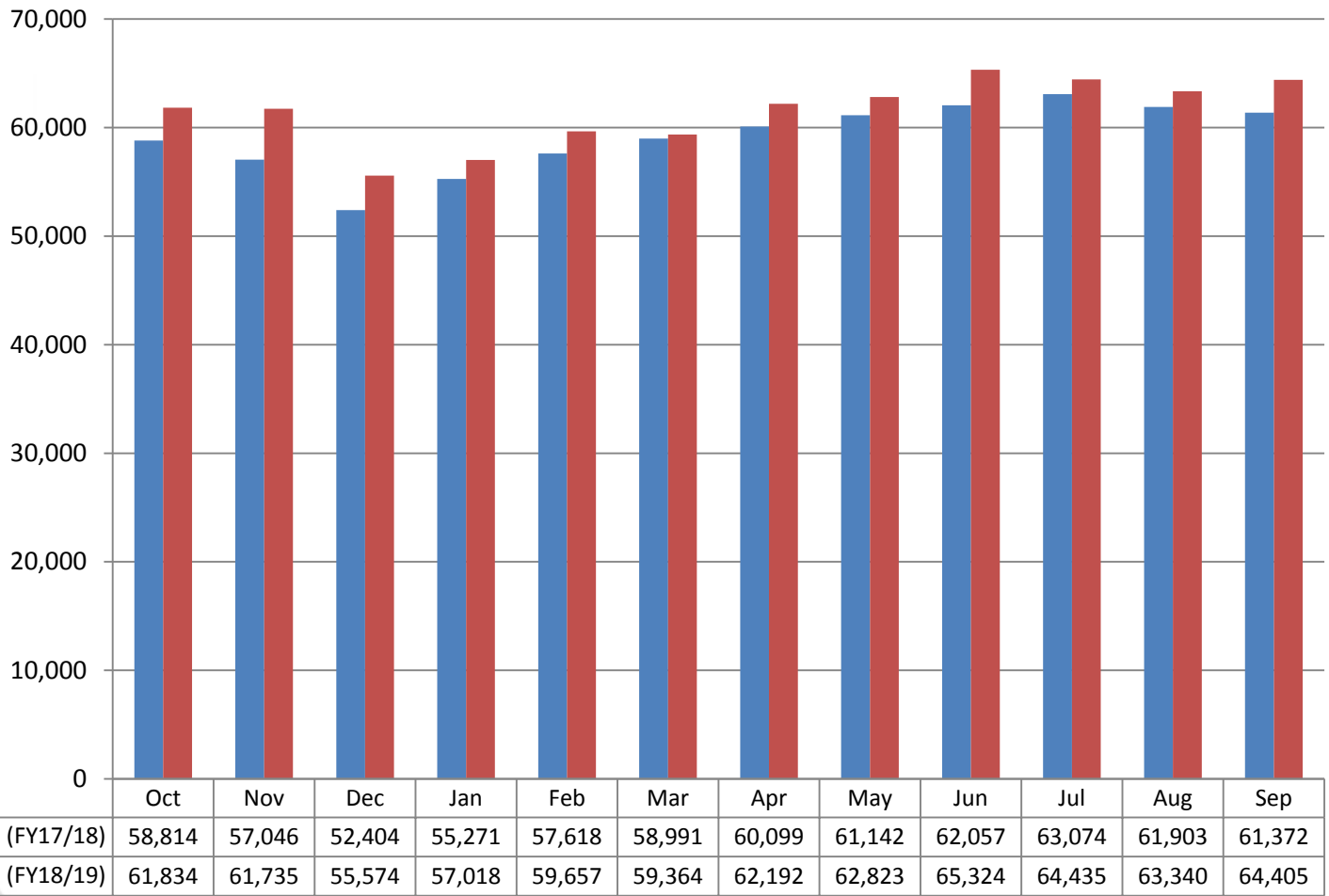


Fare Enforcement



	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
■ Closed	0	0	0	0	0	0	0	0	0	0	109	868	433
■ Open	0	0	0	0	0	0	0	0	0	0	22	237	236
■ Deliquent	0	0	0	0	0	0	0	0	0	0	21	225	151
■ # of citations issued	0	0	0	0	0	0	0	0	0	0	131	1105	669

Average Weekday Ridership



Questions

