



Quarterly Service Performance Review 4th Quarter, FY21

April – June, 2021

Engineering & Operations Committee
August 26, 2021

PERFORMANCE INDICATORS	SUMMARY CHART 4th QUARTER FY 2021						YEAR TO DATE			
	CURRENT QUARTER		STATUS	PRIOR QTR ACTUALS	THIS QTR LAST YEAR	ACTUAL	STANDARD	STATUS		
	ACTUAL	STANDARD		LAST QUARTER						
Average Ridership - Weekday	66,302	189,767	NOT MET	47,698	32,071	53,083	128,085	NOT MET		
<i>Average Ridership - Weekday (e-Line)</i>	2,440	8,000	NOT MET	1,889	1,327	2,016	8,000	NOT MET		
Service Delivery										
Peak Customers on Time	96.74%	94.00%	MET	94.57%	95.93%	95.58%	94.00%	MET		
Daily Customers on Time	95.42%	94.00%	MET	94.59%	95.32%	94.86%	94.00%	MET		
Daily Train on Time	93.14%	91.00%	MET	91.69%	91.94%	92.05%	91.0%	MET		
<i>Daily Train on Time (e-Line)</i>	97.17%	95.00%	MET	97.24%	96.91%	96.92%	95.00%	MET		
<i>On-Time Connections (e-Line to BART)</i>	99.07%	98.50%	MET	98.91%	99.27%	98.99%	98.50%	MET		
AM Peak Period Transbay Car Throughput	98.48%	97.50%	MET	99.07%	98.79%	98.46%	97.50%	MET		
PM Peak Period Transbay Car Throughput	98.43%	97.50%	MET	98.90%	98.43%	98.46%	97.50%	MET		
Equipment										
Car Availability at 4 AM (0400)	578	521	MET	566	541	552	513	MET		
Vehicle Mean Time Between Service Delays	4,549	4,650	NOT MET	4,204	5,556	4,437	4,650	NOT MET		
<i>Train Mean Distance Between Failures (miles) (e-Line)</i>	32,630	14,000	MET	15,819	21,118	36,641	14,000	MET		
Elevators in Service (Station)	96.60%	98.00%	NOT MET	98.83%	98.93%	98.59%	98.00%	MET		
Elevators in Service (Garage)	99.94%	97.00%	MET	99.96%	99.60%	99.90%	97.00%	MET		
Escalators in Service (Street)	90.23%	93.00%	NOT MET	93.73%	97.27%	93.29%	93.00%	MET		
Escalators in Service (Platform)	94.85%	96.00%	NOT MET	96.12%	96.03%	96.32%	96.00%	MET		
Automatic Fare Collection (Gates)	99.52%	99.00%	MET	99.54%	99.52%	99.53%	99.00%	MET		
Automatic Fare Collection (Vendors)	98.59%	95.00%	MET	98.65%	96.56%	98.61%	95.00%	MET		
Wayside Train Control System	0.58	1.00	MET	0.65	1.28	0.76	1.00	MET		
Computer Control System	0.16	0.08	NOT MET	0.117	0.170	0.220	0.08	NOT MET		
Traction Power	0.05	0.20	MET	0.50	0.02	0.18	0.20	MET		
Track	0.01	0.30	MET	0.01	0.01	0.04	0.30	MET		
Transportation	0.43	0.50	MET	0.36	0.30	0.38	0.50	MET		
Customer Complaints and Rating										
Complaints per 100,000 Passenger Trips	23.60	5.07	NOT MET	24.29	40.53	24.98	5.07	NOT MET		
Complaints per 100,000 Passenger Trips (e-Line)	8.19	7.00	NOT MET	2.08	7.55	9.04	7.00	NOT MET		
Environment Outside Stations	71.4%	66.0%	MET	71.8%	0.0%	71.6%	66.0%	MET		
Environment Inside Stations	68.1%	64.0%	MET	71.8%	0.0%	68.6%	64.0%	MET		
Station Vandalism	75.6%	73.0%	MET	74.4%	0.0%	74.3%	73.0%	MET		
Train Interior Cleanliness	71.2%	70.0%	MET	67.7%	0.0%	68.7%	70.0%	NOT MET		
Train Temperature	86.3%	82.0%	MET	86.3%	0.0%	84.5%	82.0%	MET		
Customer Service	78.3%	75.0%	MET	78.8%	0.0%	78.0%	75.0%	MET		
Homelessness	27.7%	N/A	N/A	30.1%	0.0%	29.8%	N/A	N/A		
Fare Evasion	18.2%	N/A	N/A	20.0%	0.0%	20.9%	N/A	N/A		
Safety										
Station Incidents/Million Patrons	1.50	2.00	MET	2.22	4.13	1.88	2.00	MET		
Vehicle Incidents/Million Patrons	0.38	0.60	MET	1.39	0.41	1.12	0.60	NOT MET		
Lost Time Injuries/Illnesses/Per OSHA	4.79	6.50	MET	5.42	3.96	4.72	6.50	MET		
OSHA-Recordable Injuries/Illnesses/Per OSHA	7.60	12.00	MET	8.54	7.19	7.94	12.00	MET		
Unscheduled Door Openings/Million Car Miles	0.320	0.200	NOT MET	0.160	0.080	0.120	0.200	MET		
Rule Violations Summary/Million Car Miles	0.480	0.250	NOT MET	0.240	0.170	0.258	0.250	NOT MET		
Police										
BART Police Presence	10.5%	12.0%	NOT MET	13.4%	0.0%	12.8%	12.0%	MET		
Quality of Life per million riders	330.58	N/A	N/A	434.98	446.29	399.50	N/A	N/A		
Crimes Against Persons per million riders	9.82	2.00	NOT MET	14.60	31.85	17.52	2.00	NOT MET		
Auto Burglaries per 1,000 parking spaces	1.17	6.00	MET	1.08	1.67	1.14	6.00	MET		
Auto Thefts per 1,000 parking spaces	0.61	2.25	MET	0.28	0.49	0.38	2.25	MET		
Police Response Time per Emergency Incident (Minutes)	3.97	5.00	MET	3.37	3.73	3.98	5.00	MET		
Bike Thefts (Quarterly Total and YTD Quarterly Average)	24	100.00	MET	21	7	18	100.00	MET		

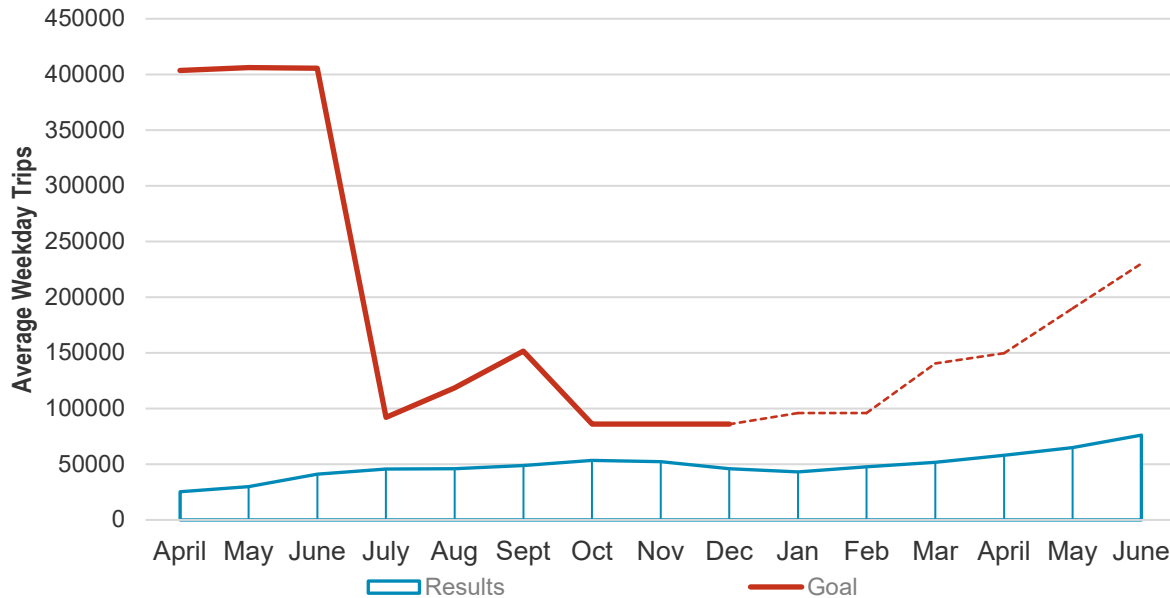
LEGEND: e-Line Performance Goal Met Goal Unmet by < 5% Goal Unmet by > 5%

FY21 Fourth Quarter Overview



- **Average Weekday Ridership** of 66,302 **increased** by 39% from prior quarter and by 106% from prior year. **Average peak ridership** was **up** by 42% from prior quarter and **up** by 114% from prior year; **Saturday and Sunday ridership** are **up** by 53.6% and 58.9% from prior quarter, and 159% and 162% from prior year.
- **Customers on time performance** **increased** to 95.4% and **met goal**.
- **ROW Equipment Reliability:** Wayside Train Control, Traction Power and Track **met goal** and Computer Systems and Rail Cars did **not meet** goal.
- **Station Equipment Availability:** Ticket Machines, Fare Gates, and Elevators (Garage) **met goal**. Elevators (Station), Escalators (Platform), Escalators (Street) did **not meet** goal.
- **Passenger Environment:** Environment Outside Stations & Inside Stations, Vandalism, Customer Service, Train Temperature, and Train Cleanliness **met goal**. BART Police Presence did **not meet** goal.
- **Total Customer Complaints rate** **decreased** to 23.6 per 100,000 passenger trips, showing 2.8% **improvement** but did **not meet** goal.

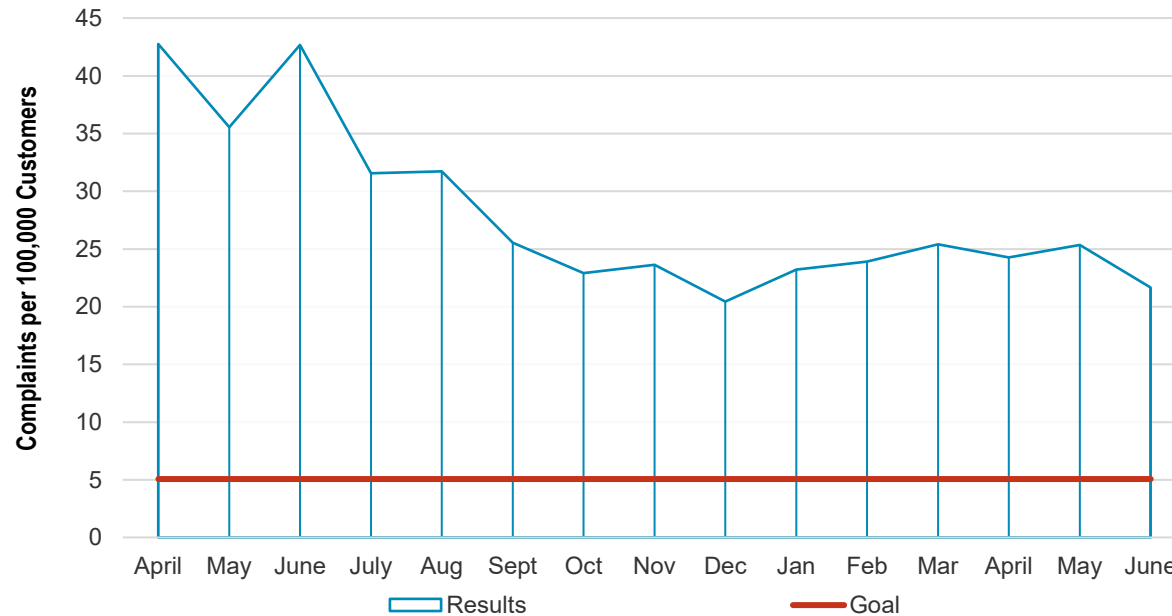
Customer Ridership - Weekday Trips



Goal:	189,767
Actual:	66,302
Met:	No

- Total ridership increased by 45.9% compared to prior quarter
- Average weekday ridership (66,302) was up by 39% from prior quarter
- Average peak ridership was up by 42% from prior quarter
- Saturday and Sunday ridership are up by 53.6% and 58.9% respectively from prior quarter

Customer Complaints

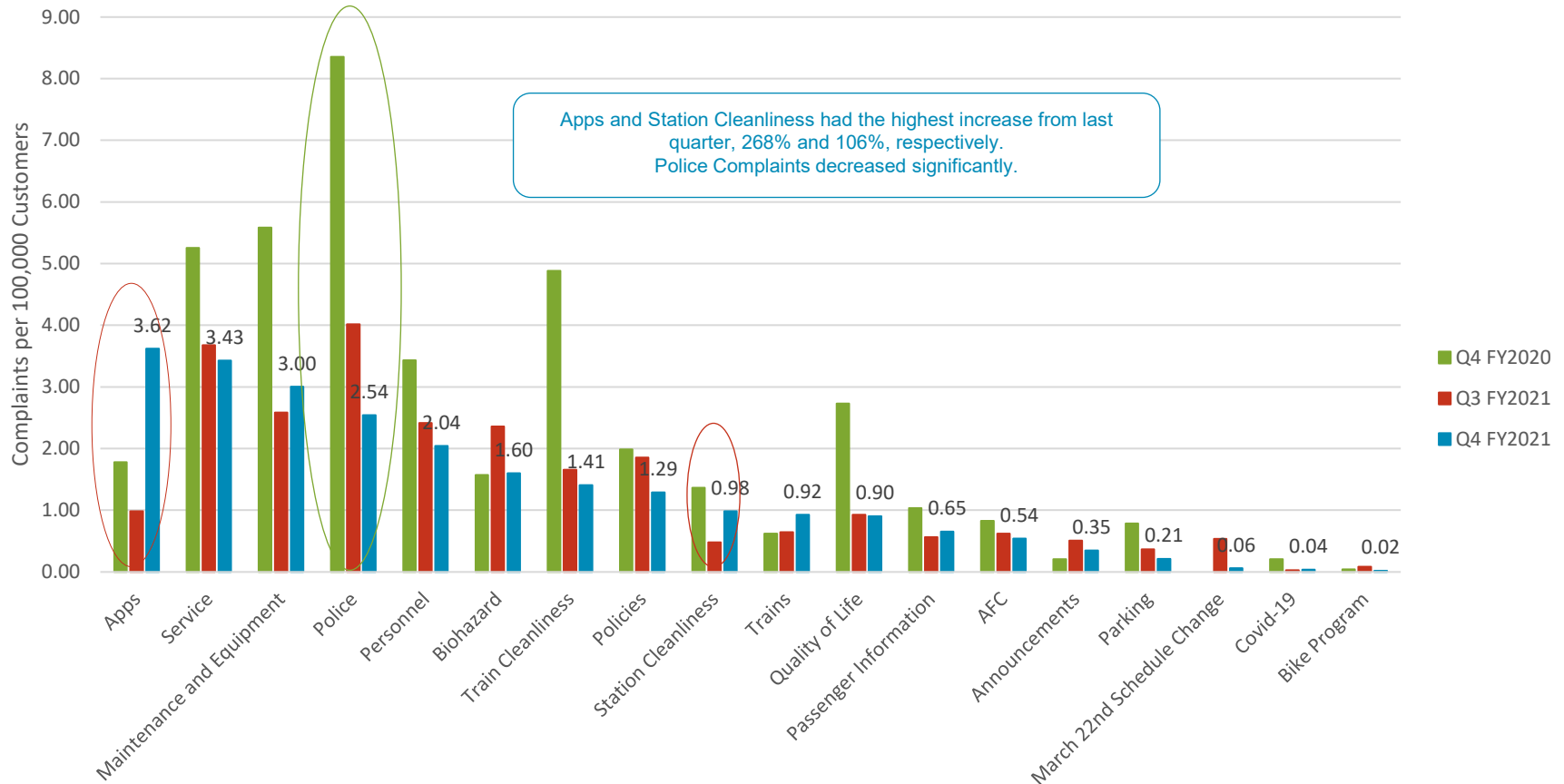


Goal:	5.07
Actual:	23.60
Met:	No

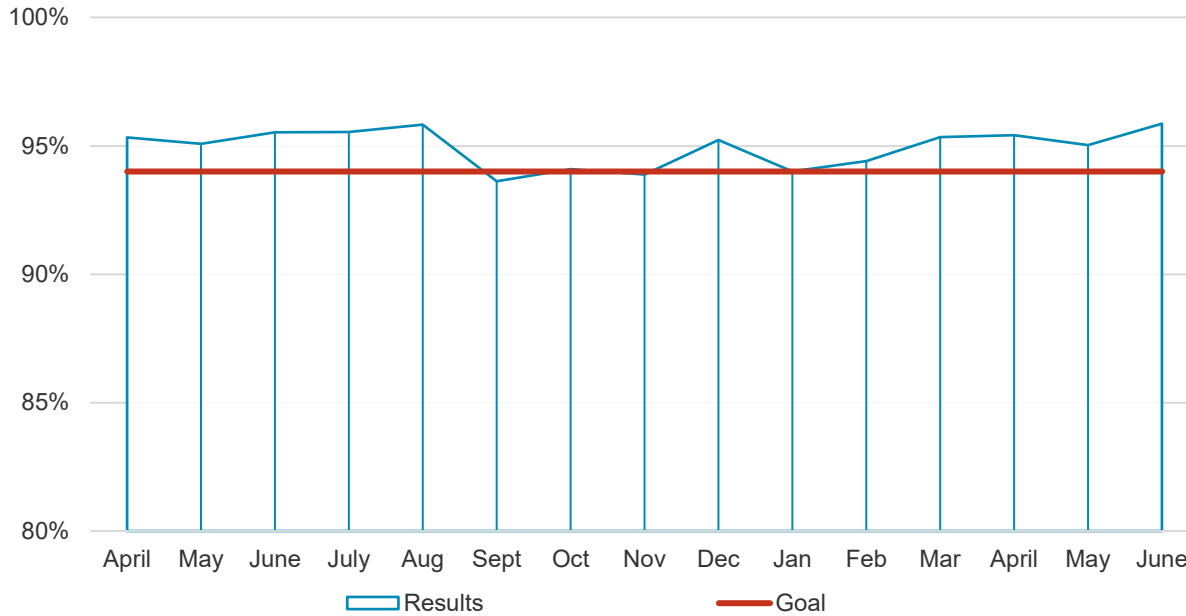
- 2.84% improvement from previous quarter
- Apps and Station Cleanliness had the highest increase from previous quarter, 268% and 106%, respectively
 - Apps cases surged due to confusion from the migration of monthly reserved parkers from vendor Select-A-Spot to the BART Official App. (All stations to be migrated in current quarter)
- Police complaints decreased by 37% over last quarter and 70% compared to a year ago

Customer Complaints

Complaints Detail by Category



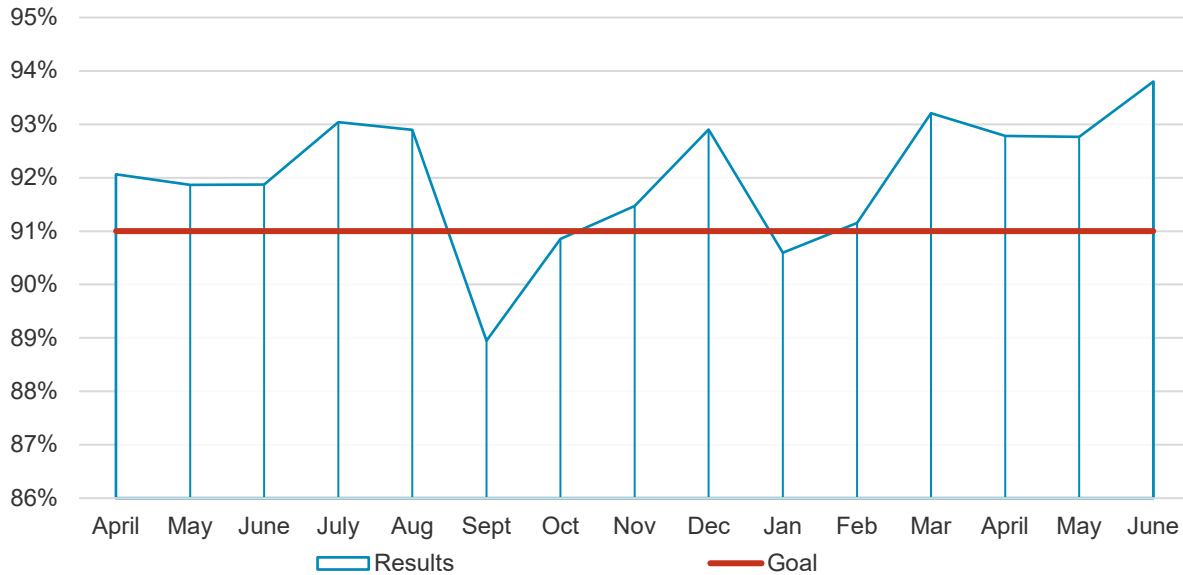
On-Time Service - Customer



Goal:	94.00%
Actual:	95.42%
Met:	Yes
Delay Source	% of Trains
POLICE ACTIONS	33%
TRAIN CONTROL	10%
VEHICLE	9%
VANDALISM	7%
OPERATIONS	7%
PERSON ON TRACKWAY	7%
EARTHQUAKE	3%
MISC OTHER	3%
COMP. CTRL (ICS/SORS/NET)	3%
PATRON ILL	3%
56 PERSON ON TRACKWAY EVENTS DELAYED 7% OF TRAINS	

- 0.87% performance improvement from previous quarter, 0.1% improvement from same quarter last year
- Major Contributors to delay incidents: Police 33%, Equipment 19%, People 17%
- Emphasis on delay mitigation strategies reduced secondary train delays: down 43.21% over last quarter

On-Time Service - Train



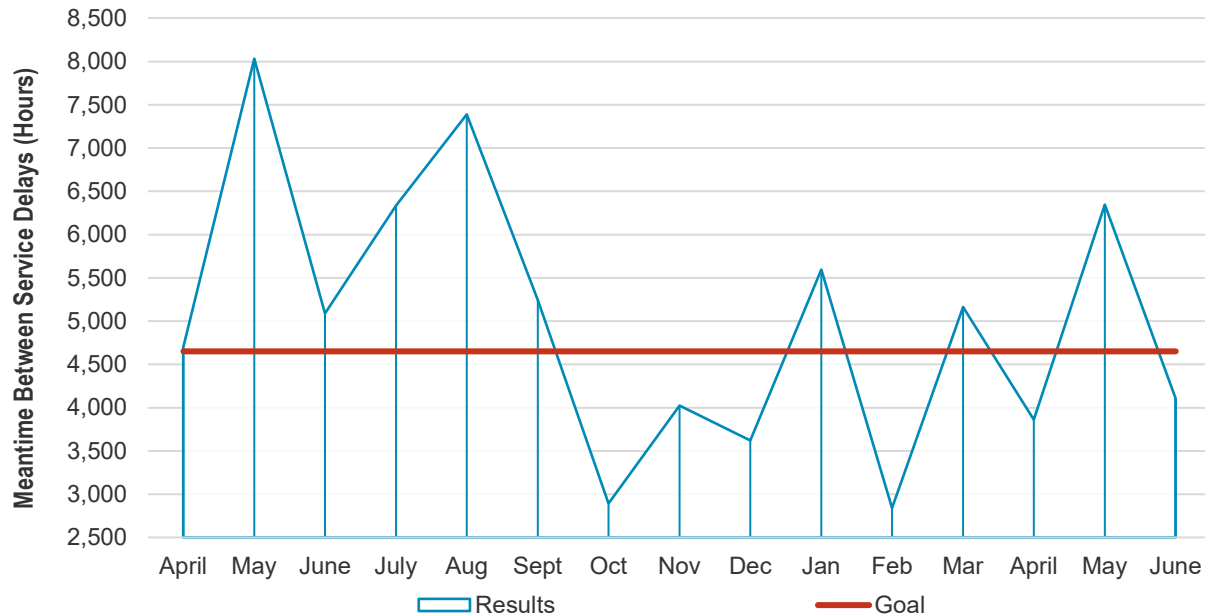
Goal:	91.00%
Actual:	93.14%
Met:	Yes

56 PERSON ON TRACKWAY EVENTS DELAYED 7% OF TRAINS

	Date	Location	Description	Time	Cause	Trains
1	06/28/21	Systemwide	Earthquake (Track Inspection/NPF)	18:29-19:36	Earthquake	44
2	06/04/21	Balboa Park	SORS	17:59	Equip	34
3	04/02/21	W. Oakland	False Occupancy	05:10-06:51	Equip	33
4	05/13/21	Balboa Park	Brake	15:35-16:44	Vehicle	15
5	05/23/21	A05 I-Lk	Routing (Switch Repair)	08:40-09:40	Equip	12
6	05/05/21	C-Line	Smoke on Trackway	07:46-08:58	People	11
7	05/12/21	Lake Merritt	False Occupancy	10:33-15:45	Equip	10
8	06/17/21	16th Street	3rd Rail Insulator Smoking	13:51-14:13	Equip	10
9	06/03/21	E.C.D. Norte	Fire Near Trackway (Track Inspection)	18:40-19:17	Fire	9
10	06/19/21	A & S Lines	PG&E Power Outage (480 VAC)	18:55-19:22	PG&E	9

Car Equipment – Reliability

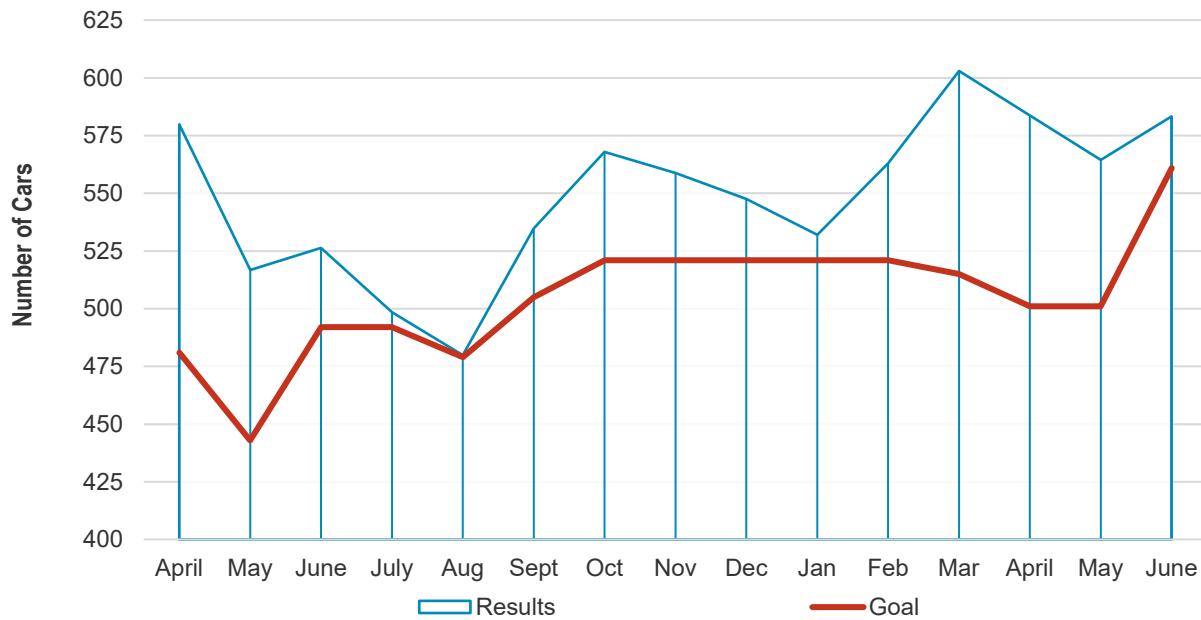
Meantime Between Service Delays



Goal:	4,650 Hours
Actual:	4,549 Hours
Met:	No

- 8.2% performance improvement from previous quarter, 18.1% decrease from same quarter last year
- Overall Fleet MTBSD 4549 hours
 - FOTF MTBSD of 2420, Legacy Fleet MTBSD of 6847

Car Equipment – 4:00AM Availability

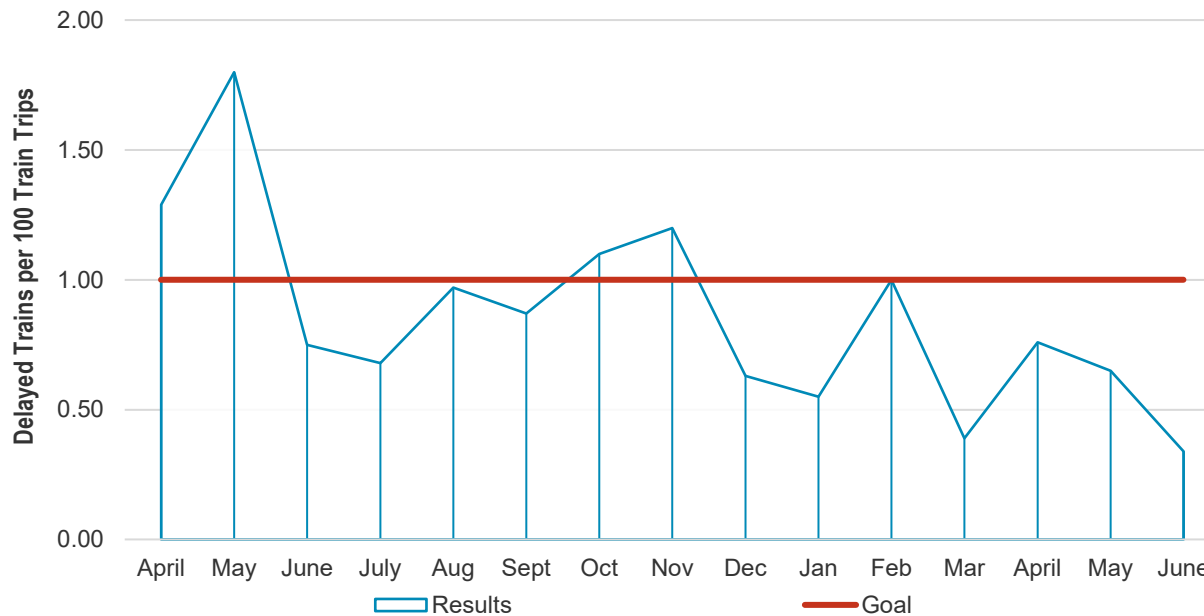


Goal:	521
Actual:	578
Met:	Yes

- 2.2% performance improvement from previous quarter, 6.9% improvement from same quarter last year
- Increased goal in June was due to addition of more peak trains

Wayside Train Control System

Delayed Trains per 100 Train Trips

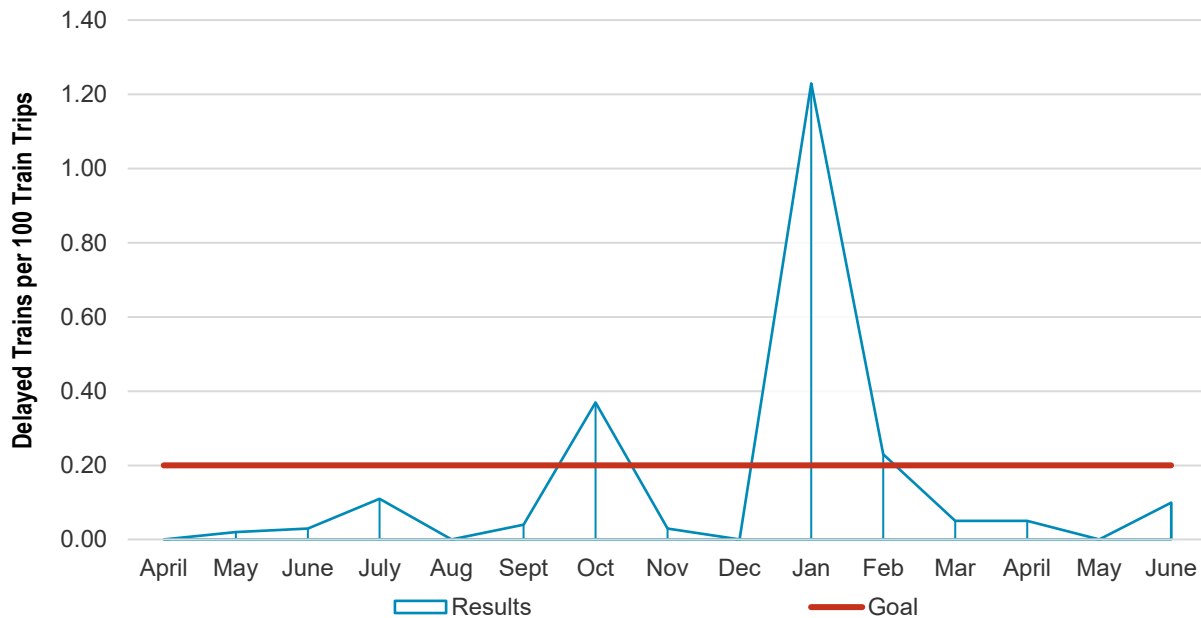


Goal:	1.00
Actual:	0.58
Met:	Yes

- 9.8% performance improvement from previous quarter, 54.4% improvement from same quarter last year
- Capital projects progressing: Coverboard Antenna Replacement, Yard Switch Machine Replacement, OCY VHLC Installation, NSMUX, Tx Loops / Receiver Coils Replacement, MUX Cable Replacement Project
- Major delays this quarter:
 - 4/2/2021: False Occupancy at West Oakland due to MUX failure – replaced
 - 5/12/2021: False Occupancy at Lake Merritt due to a bad insulated joint - replaced

Traction Power

Delayed Trains per 100 Train Trips

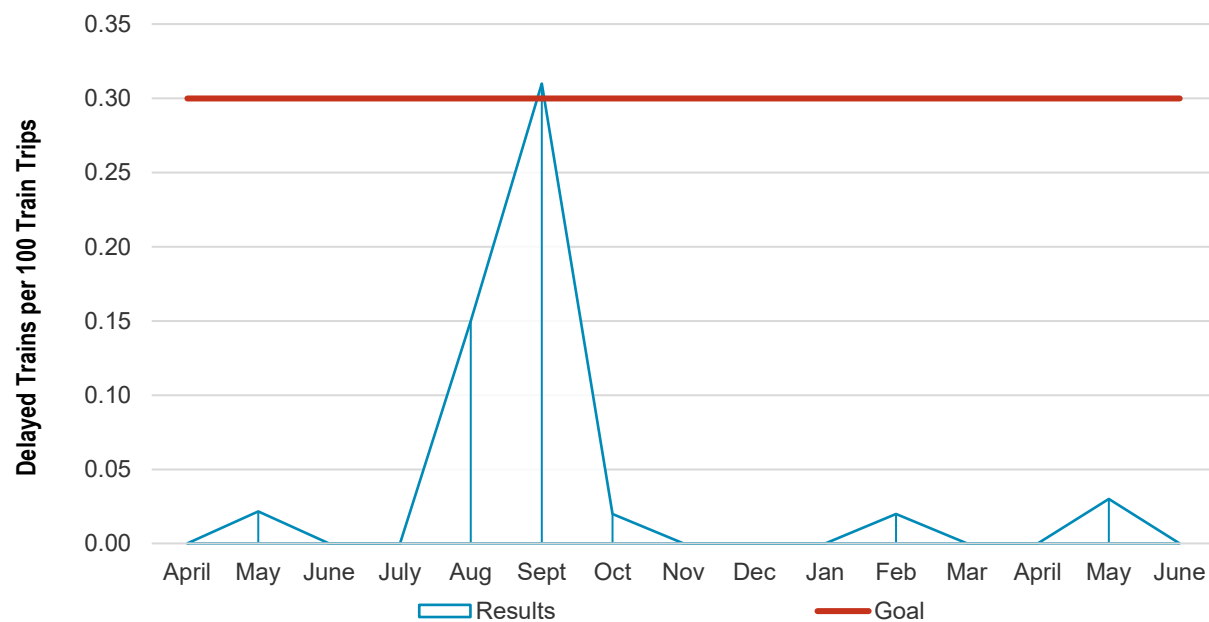


Goal:	0.20
Actual:	0.05
Met:	Yes

- 90% improvement from previous quarter, 200% decrease from same quarter last year
- Major delays this quarter:
 - 6/17/2021: 3rd Rail Insulator Smoking at 16th Street due to debris in the track. Insulator replaced. Debris removal and washing frequency increasing

Track

Delayed Trains per 100 Train Trips

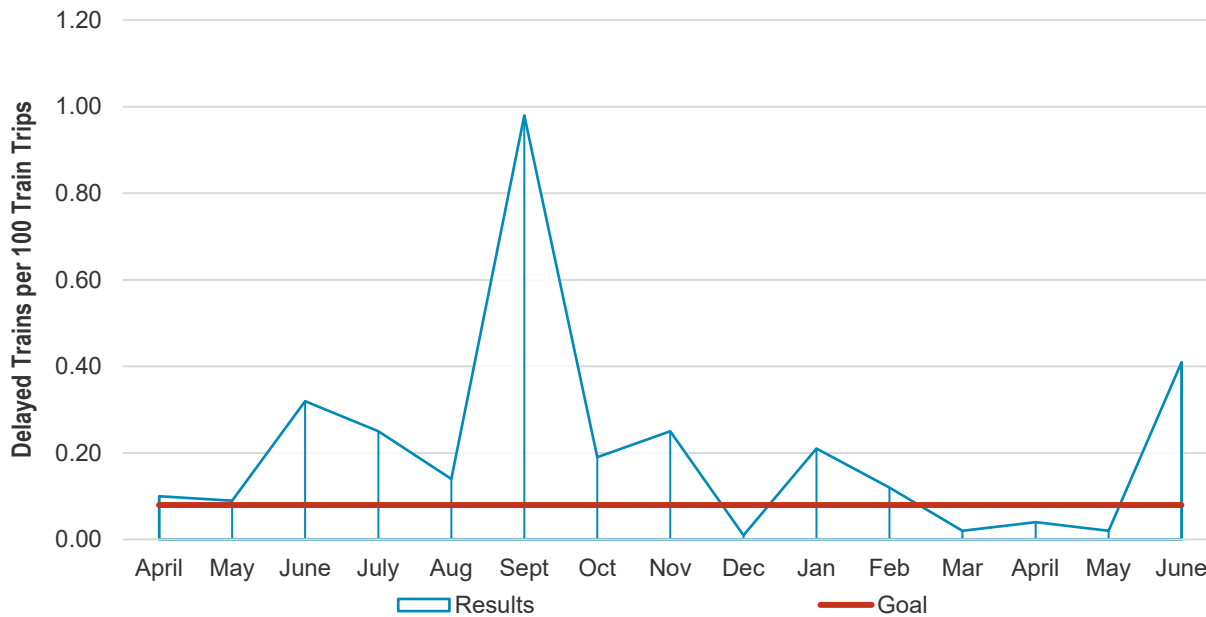


Goal:	0.30
Actual:	0.01
Met:	Yes

- Flat performance compared to previous quarter, 31.3% performance improvement from same quarter last year
- 11 Miles of rail and 3 interlockings were replaced in FY21

Computer Control System

Delayed Trains per 100 Train Trips

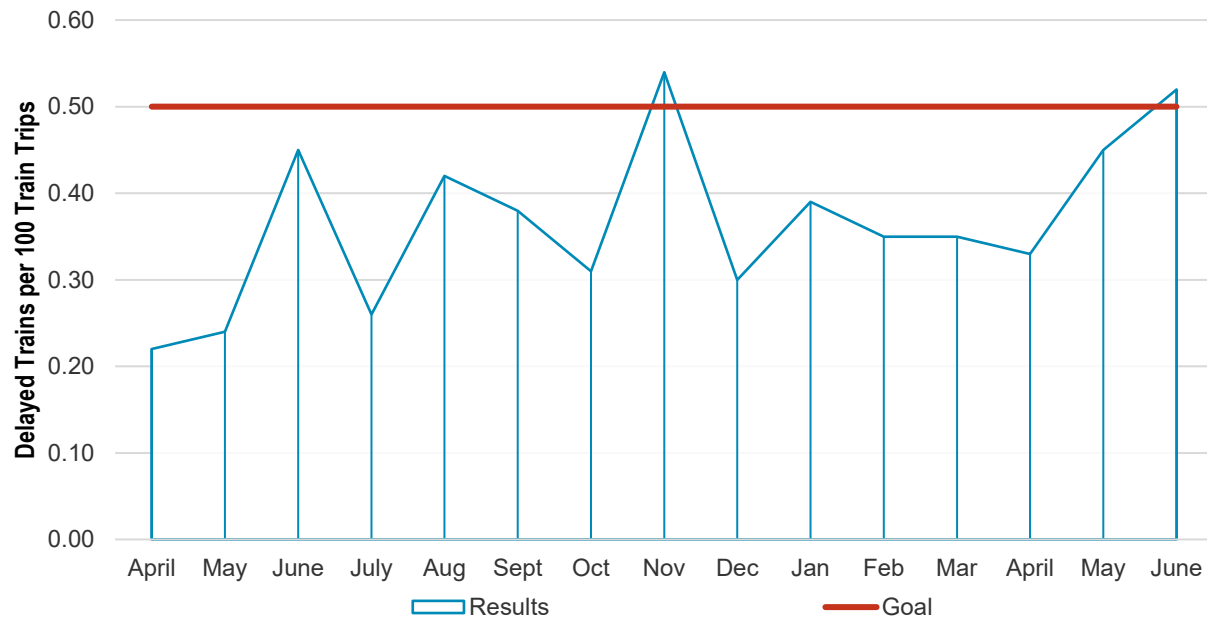


Goal:	0.08
Actual:	0.16
Met:	No

- 34.3% performance decrease from previous quarter, 7.8% improvement from same quarter last year
- Major delays this quarter:
 - 6/4/2021: SORS at Balboa Park , bad connection cable - replaced
 - 6/29/2021: VPI Comm Link at West Dublin, normal Preventive Maintenance of Uninterrupted Power Source (UPS) caused a trip to the power, train control equipment required a reset

Transportation

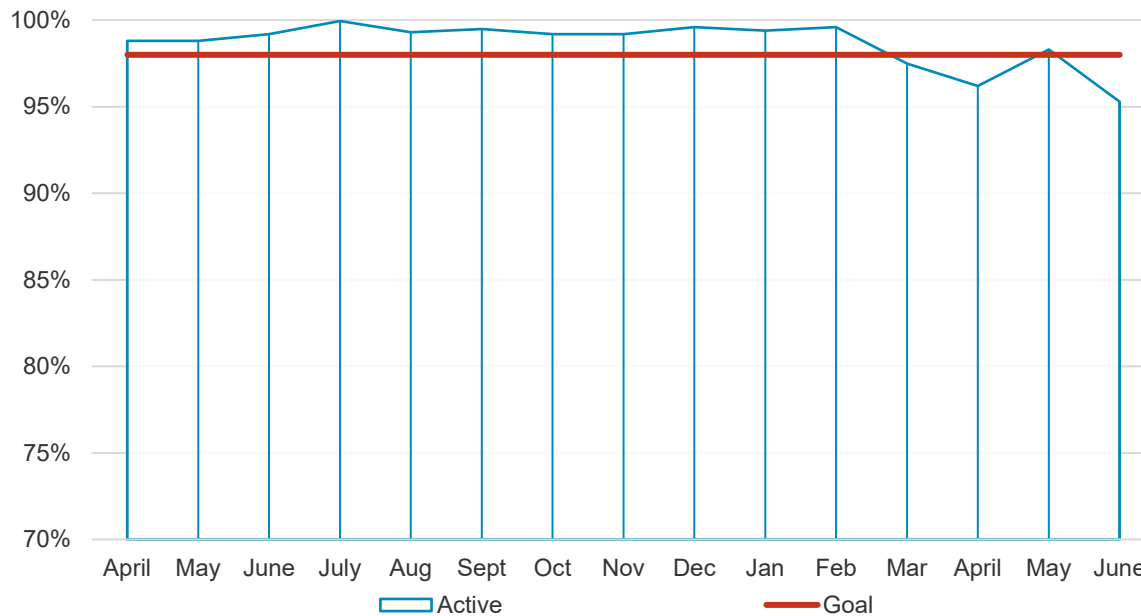
Delayed Trains per 100 Train Trips



Goal:	0.50
Actual:	0.43
Met:	Yes

- 19.3% performance decrease from previous quarter, 42.8% decrease from same quarter last year
- Major incidents: No Transportation incidents involving 25 or more delayed trains

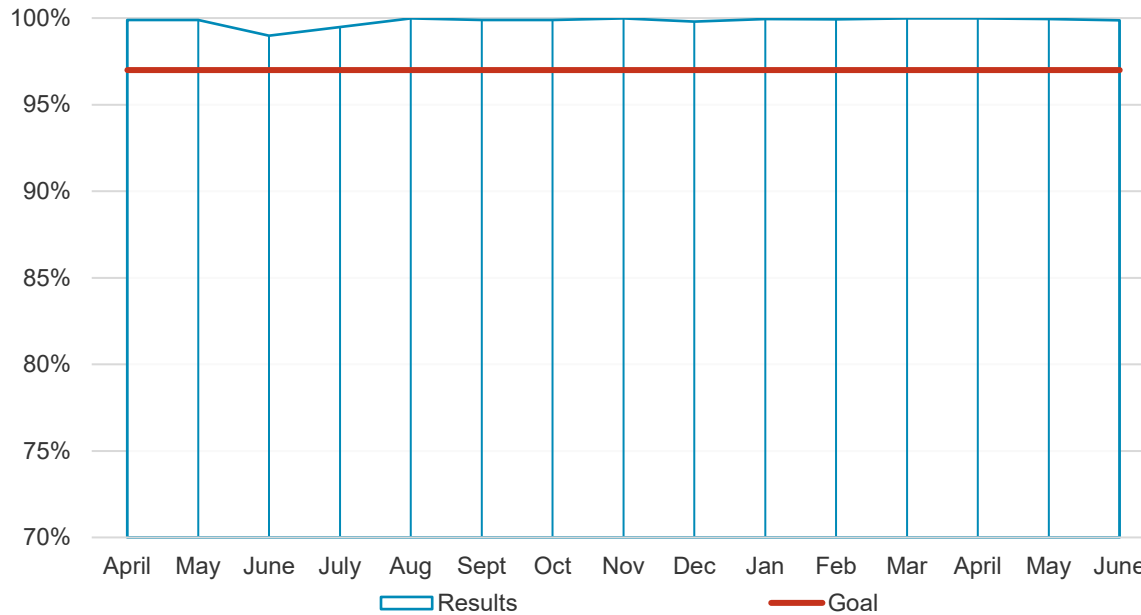
Elevator Availability - Stations



Goal:	98.00%
Actual:	96.6%
Met:	No

- 2.3% performance decrease from previous quarter, 2.4% decrease from same quarter last year
- Major Outages:
 - Lafayette Station unplanned outage for hydraulic ram replacement, out of service for 1,100+ hours
 - MacArthur Station unplanned outage for hydraulic motor and pump replacement, out of service for 555 hours mainly due to shop turn around time on material

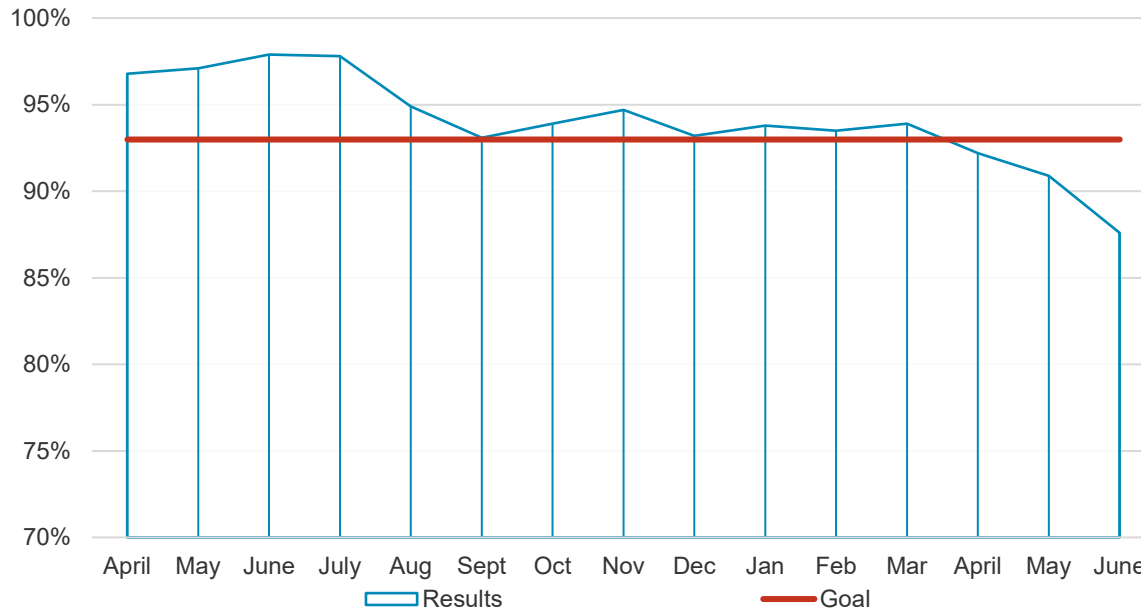
Elevator Availability - Garage



Goal:	97.00%
Actual:	99.94%
Met:	Yes

- Flat performance compared to previous quarter, 0.3% improvement from same quarter last year

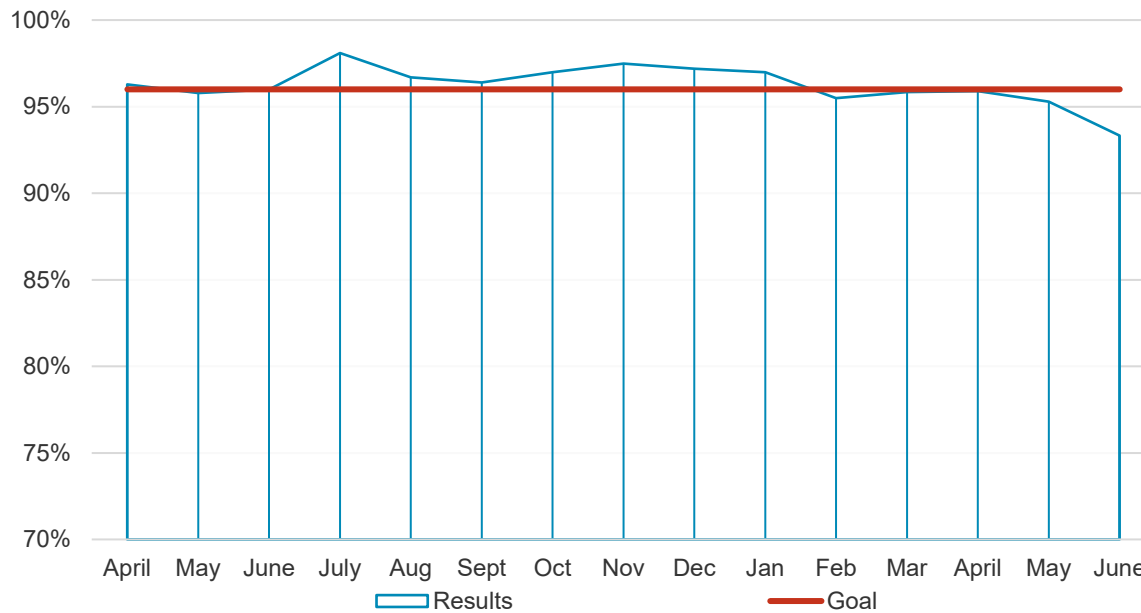
Escalator Availability - Street



Goal:	93.00%
Actual:	90.23%
Met:	No

- 3.7% performance decrease from previous quarter and 7.2% decrease from same quarter last year
- Major Outages:
 - Antioch Station unplanned outage for controller drive system failure, out of service for 600 hours
 - 12th Street Station unplanned outage for step chain and carriage repairs, out of service for 479 hours
 - Millbrae Station unplanned outage for braking system repairs, out of service 240 hours

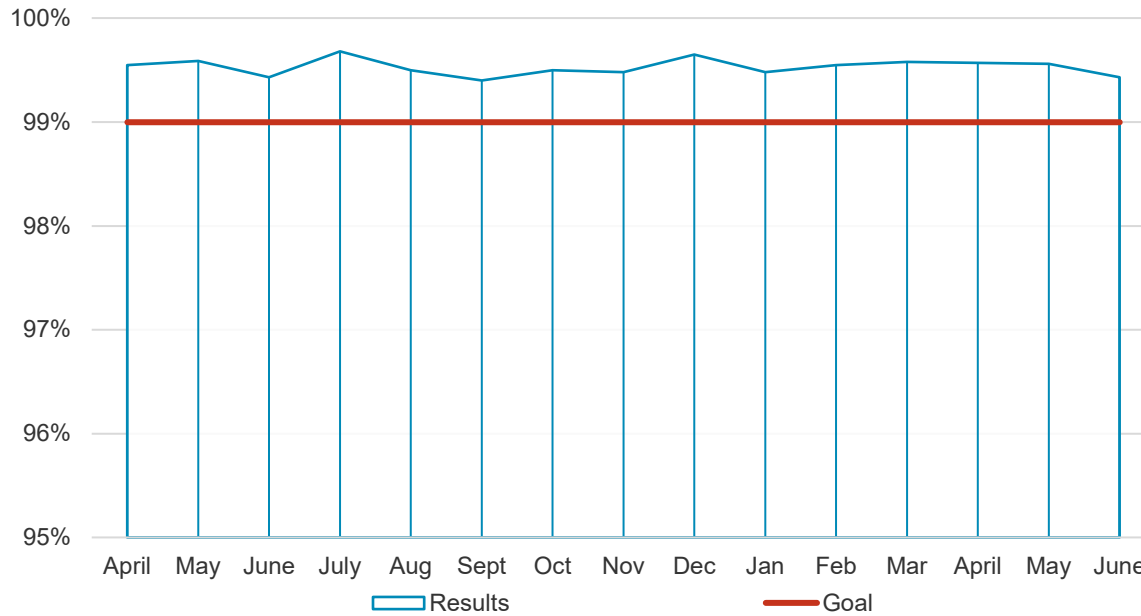
Escalator Availability - Platform



Goal:	96.00%
Actual:	94.85%
Met:	No

- 1.3% performance decrease from previous quarter, 1.2% decrease from same quarter last year
- Major Outages:
 - Millbrae Station planned repair to handrail speed indication system, out of service for 487 hours
 - Daly City Station planned step chain replacement, out of service for 400 hours
 - Millbrae Station unplanned repair to correct speed sensing indication system, out of service for 300 hours

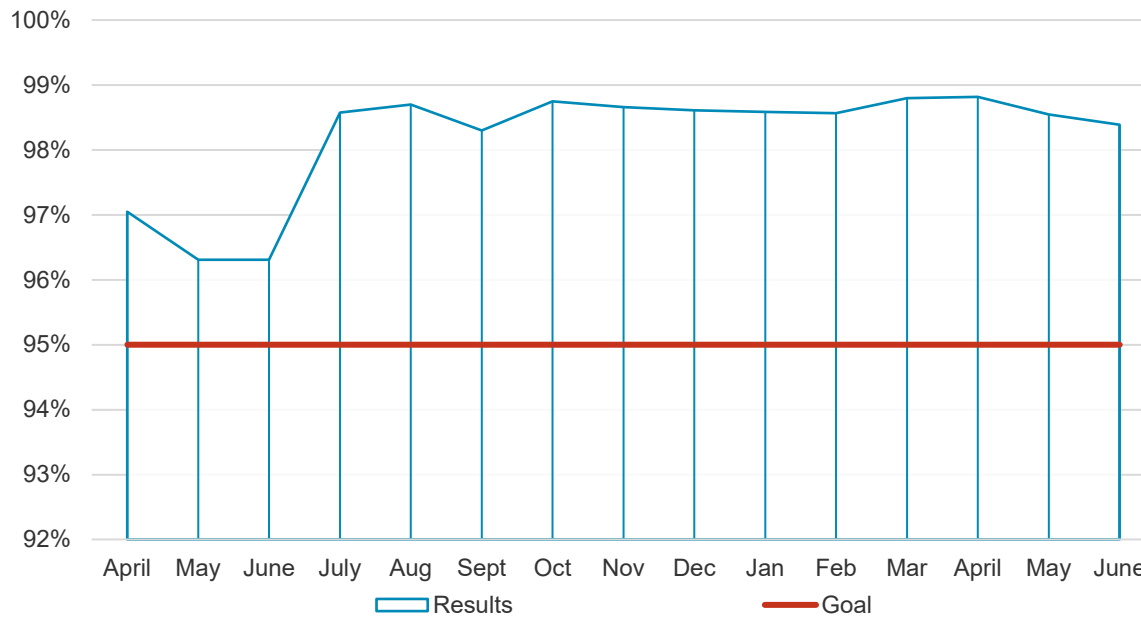
AFC Gate Availability



Goal:	99.00%
Actual:	99.52%
Met:	Yes

- Flat compared to previous quarter and same quarter last year
- Installed Elevator Platform Swing gates at Bay Fair & Montgomery to support fare evasion efforts
- Continuing to meet uptime goals and supporting 19th Street, Powell & El Cerrito del Norte modernization efforts

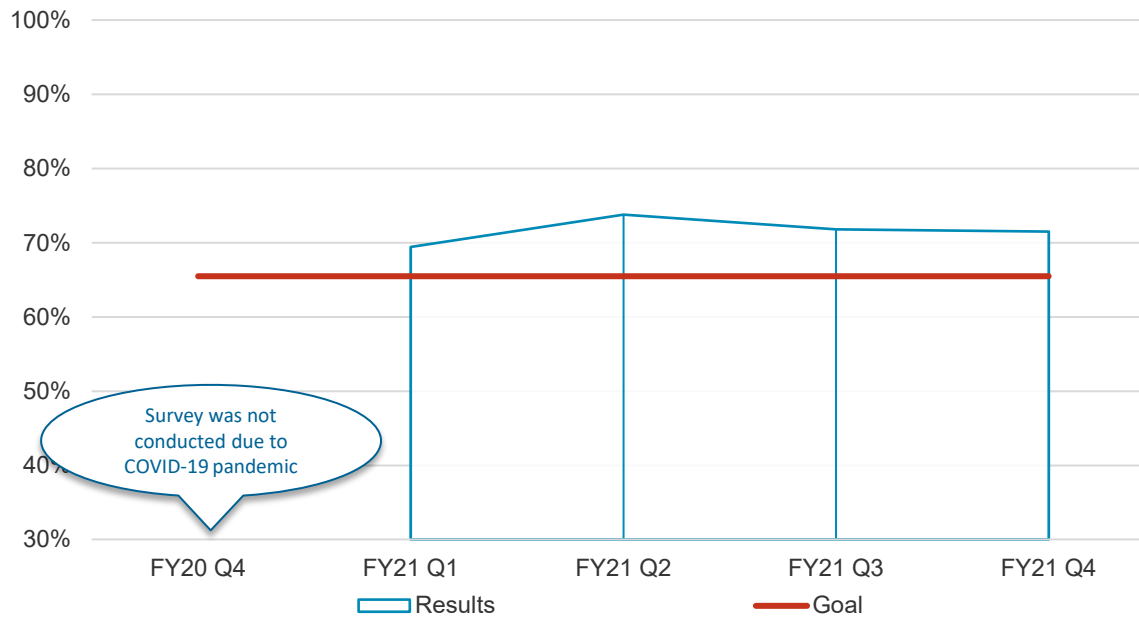
AFC Vendor Availability



Goal:	95.00%
Actual:	98.59%
Met:	Yes

- 0.07% performance decrease from previous quarter, 2.1% improvement from same quarter last year

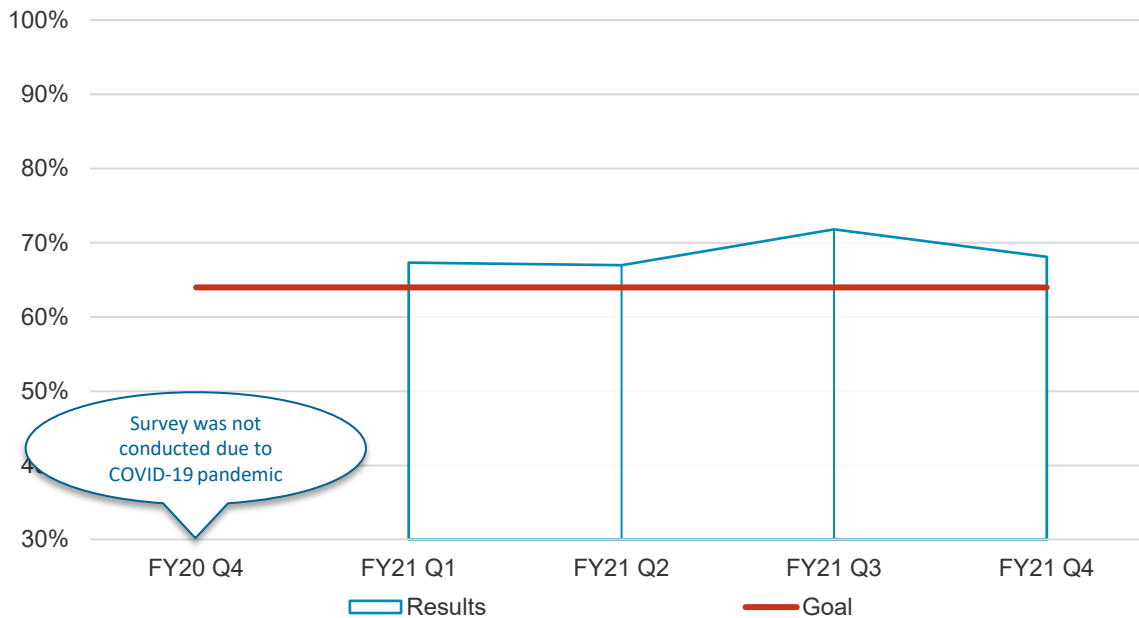
Environment – Outside Stations



Goal:	65.5%
Actual:	71.8%
Met:	Yes
Composite Rating Based on Appearance of: <ul style="list-style-type: none"> ▪ Landscaping Walkways, & Entry Plaza: 68.6% (Weighted 67%) ▪ Parking Lot Cleanliness: 77.2% (Weighted 33%) 	

- 0.5% performance decrease from previous quarter; no data available for same quarter last year
- Met goal and successfully maintained firebreaks in all areas

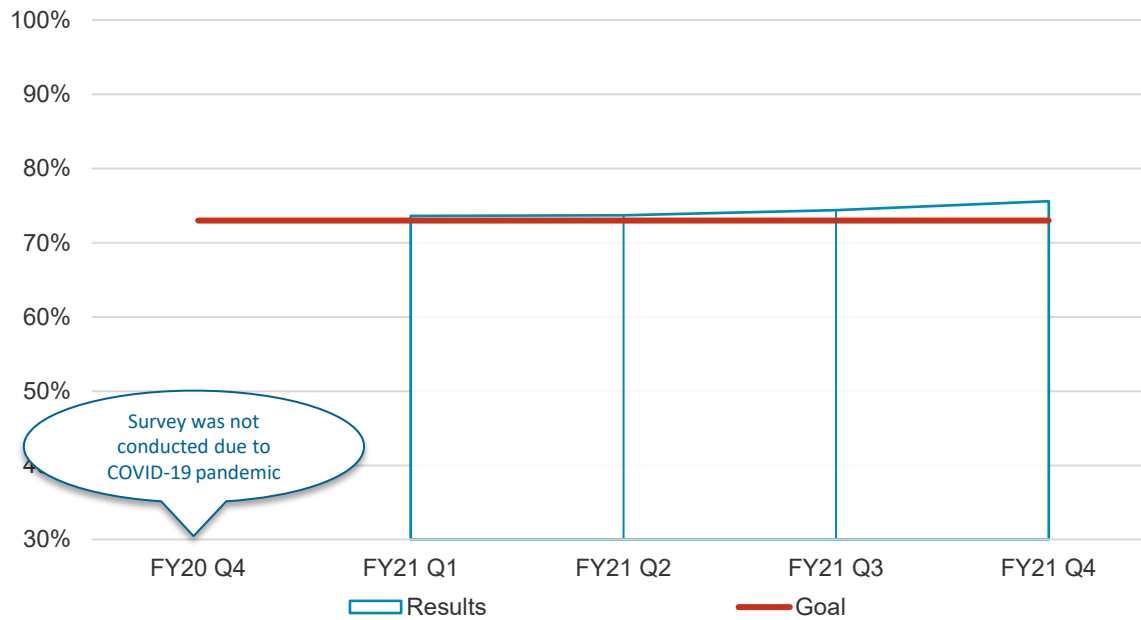
Environment – Inside Stations



Goal:	64.0%
Actual:	68.1%
Met:	Yes
Composite Rating Based on Appearance of : <ul style="list-style-type: none"> ▪ Platform: 71% (Weighted 40%) ▪ Concourse: 71.1% (Weighted 25%) ▪ Escalator: 71.2% (Weighted 10%) ▪ Stairwells: 66.8% (Weighted 7.5%) ▪ Elevator: 63.3% (Weighted 10%) ▪ Restroom: 46.3% (Weighted 7.5%) 	

- 5.2% performance decrease from previous quarter; no data available for same quarter last year
- Continued focus on station and bathroom cleanliness
- System Service Worker hiring for open restroom initiative in progress. 12 full time employee vacancies have been filled. Continuing to interview for the 33 part time positions starting August 23rd.

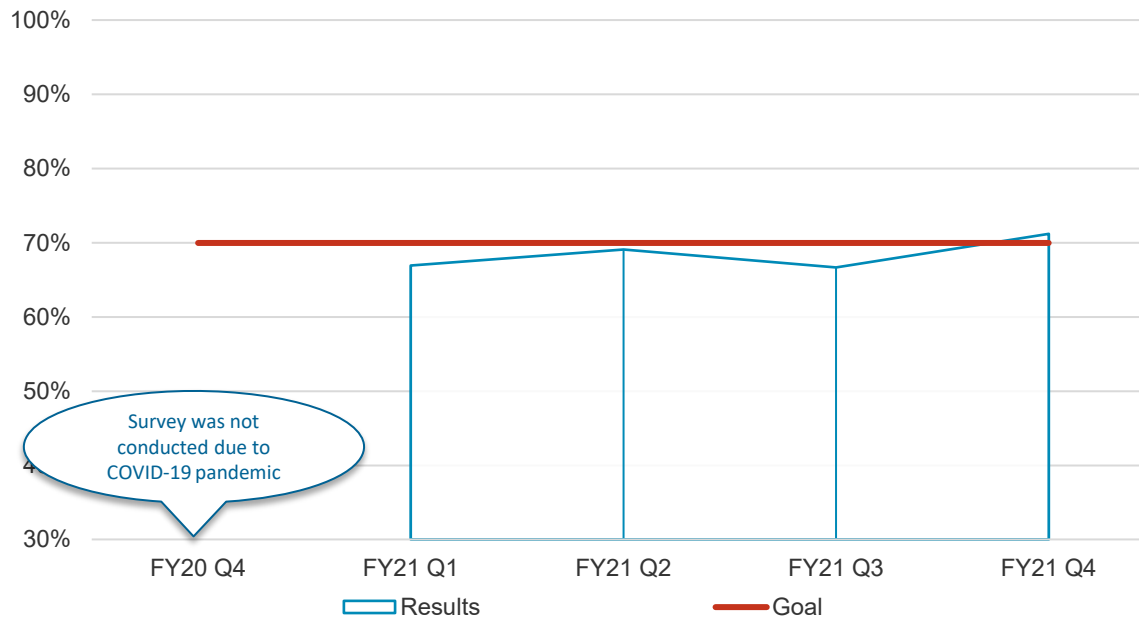
Station Vandalism



Goal:	73.0%
Actual:	75.6%
Met:	Yes

- 1.6% performance improvement from previous quarter; no data available for same quarter last year

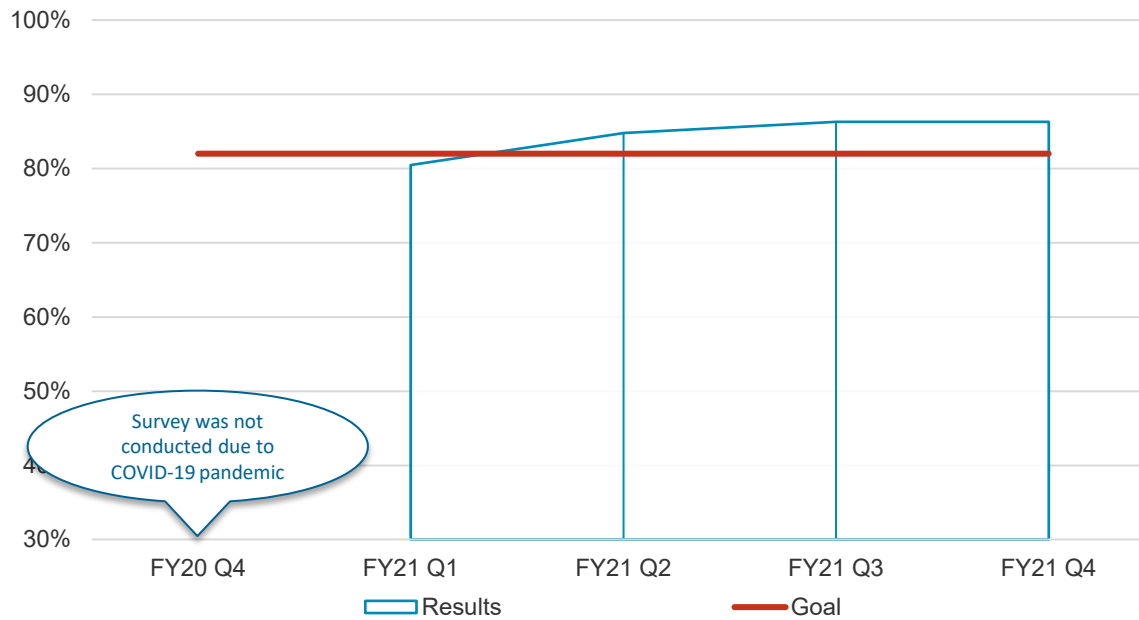
Train Interior Cleanliness



Goal:	70.0%
Actual:	71.2%
Met:	Yes
Composite Rating Based on Train Interior: <ul style="list-style-type: none"> ▪ Cleanliness: 63.8%↑ (Weighted 60%) ▪ Kept Free of Graffiti: 82.4%↑ (Weighted 40%) ↑ indicates a statistically significant increase from prior quarter	

- 5.3% performance improvement from previous quarter; no data available for same quarter last year
- Exterior graffiti incidents increased from 5 last quarter to 12 this quarter
- Interior graffiti incidents decreased from 23 last quarter to 11 this quarter
- Car Cleaner hiring in progress for enhanced cleaning initiative. 27 full time vacancies have been filled. Interviews for the 50 part time employees begins August 23rd.

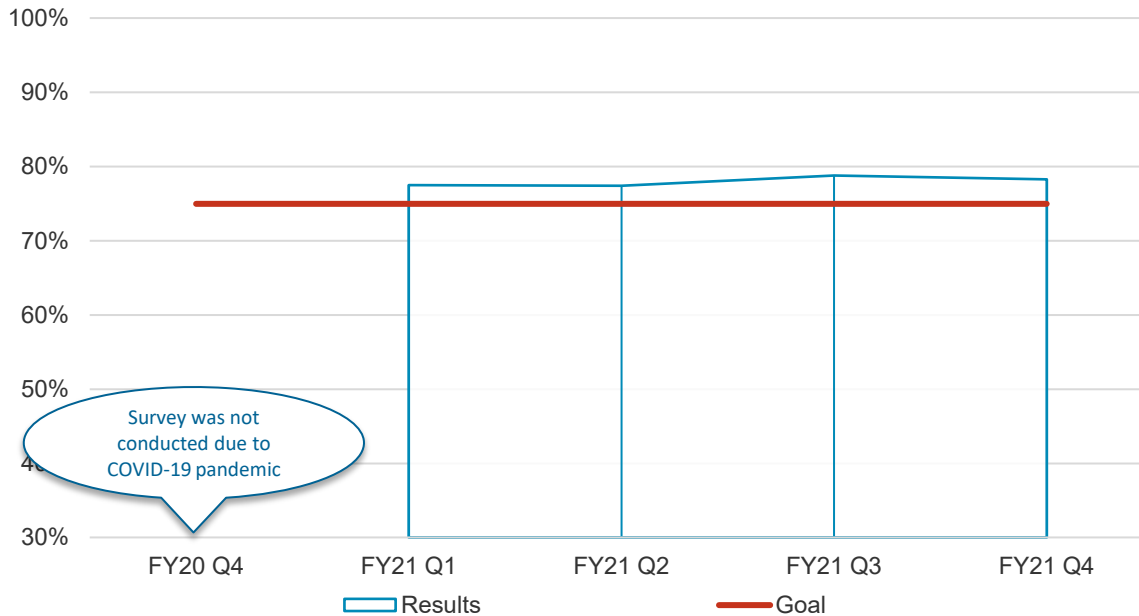
Train Temperature



Goal:	82.0%
Actual:	86.3%
Met:	Yes

- Flat compared to previous quarter; no data available for same quarter last year

Customer Service

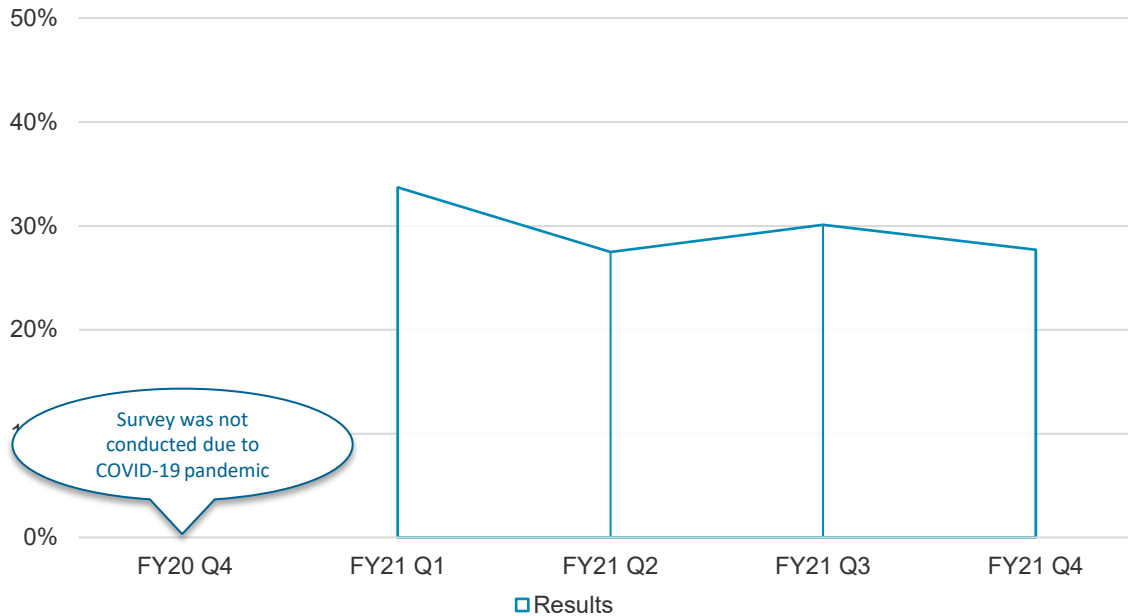


Goal:	75.0%
Actual:	78.3%
Met:	Yes
Average Rating of:	
<ul style="list-style-type: none"> Customer Service Station Agent (if used today): 76.1% Onboard Next Stop, Destination and Transfer Announcements: 80.5% Onboard Delay Announcements (if delayed today): 78.3% 	

- 0.6% performance decrease from previous quarter; no data available for same quarter last year
- Using Salesforce Software to track complaints and identify and address patterns
- Successful partnership with Union to improve Station Agent customer interaction continues to be successful

Homelessness - Passenger Survey

“How well is BART addressing homelessness?”



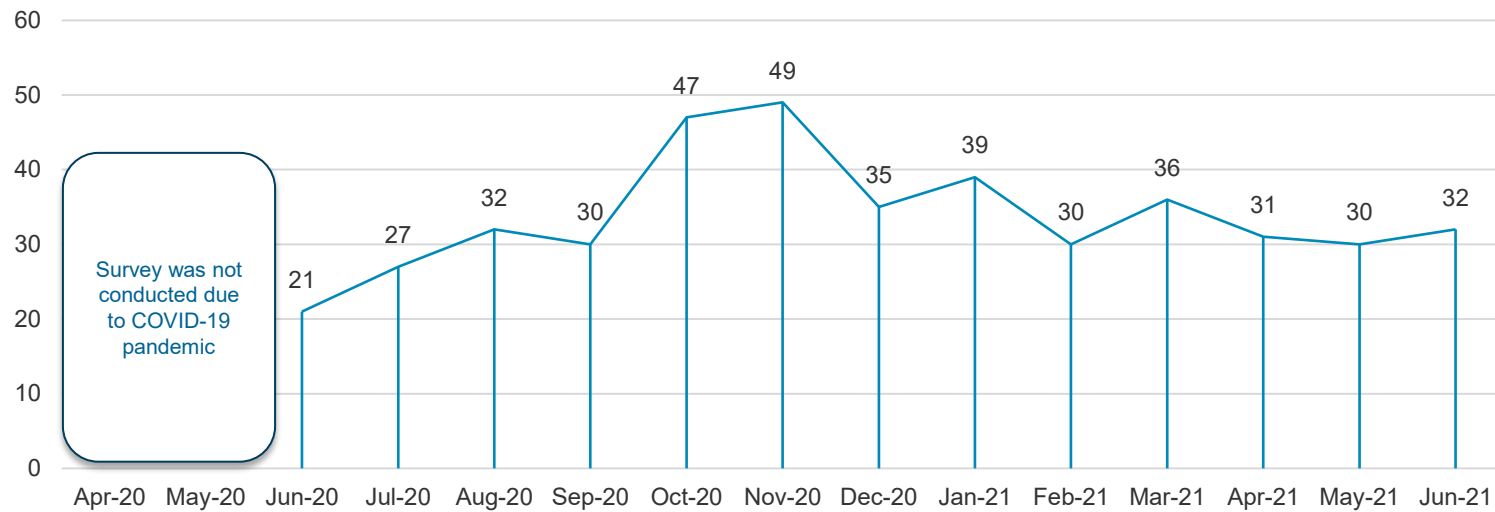
Goal:	N/A
Actual:	27.7%
Met:	N/A

- 8.0% performance decrease from previous quarter; no data available for same quarter last year
- Staffing of the progressive policing bureau is expected to help move the needle on this objective

Transient Counts in San Francisco Stations

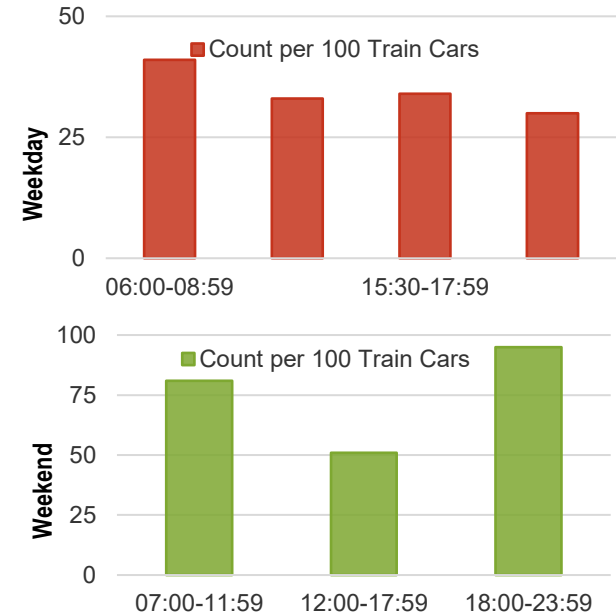
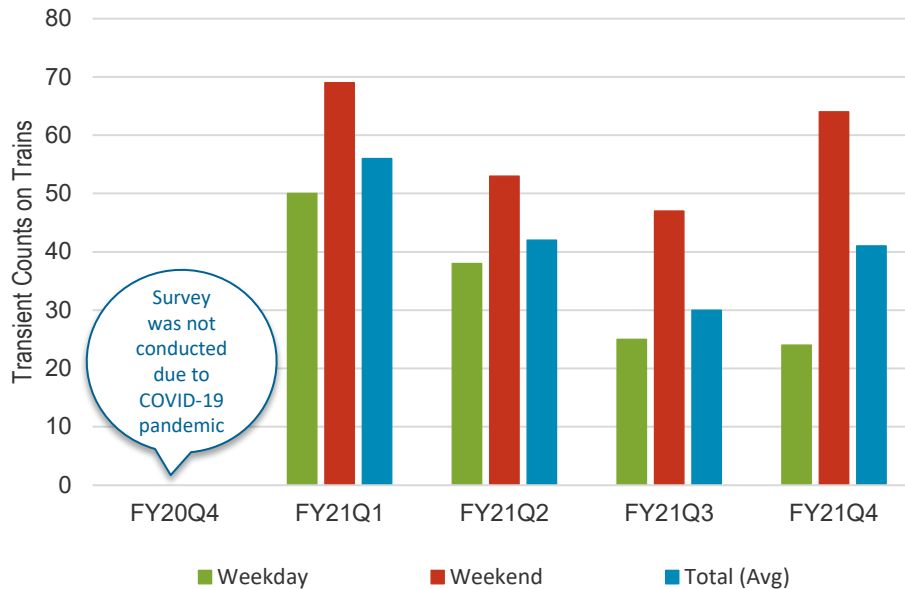


Downtown San Francisco Station Counts
January 2020 - March 2021



- 11.4% decrease in count from previous quarter; no data available for same quarter last year

Transient Counts on Trains



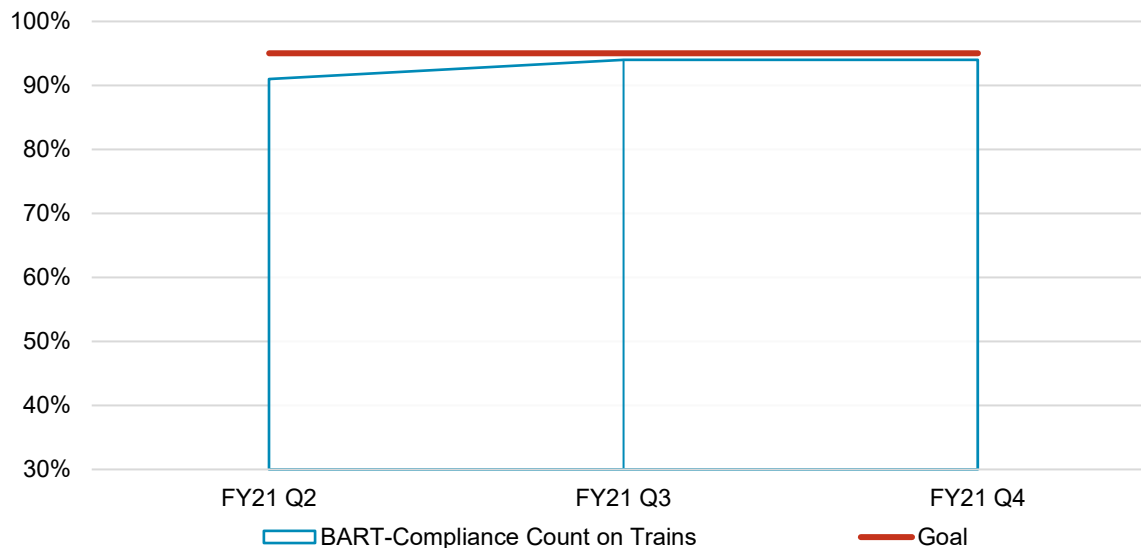
- 36.7% improvement compared to previous quarter; no data available for same quarter last year

Face Covering

Face Covering – BART Count on Trains



BART's Count of Mask Compliant Riders



Goal:	95%
Actual:	94%
Met:	No

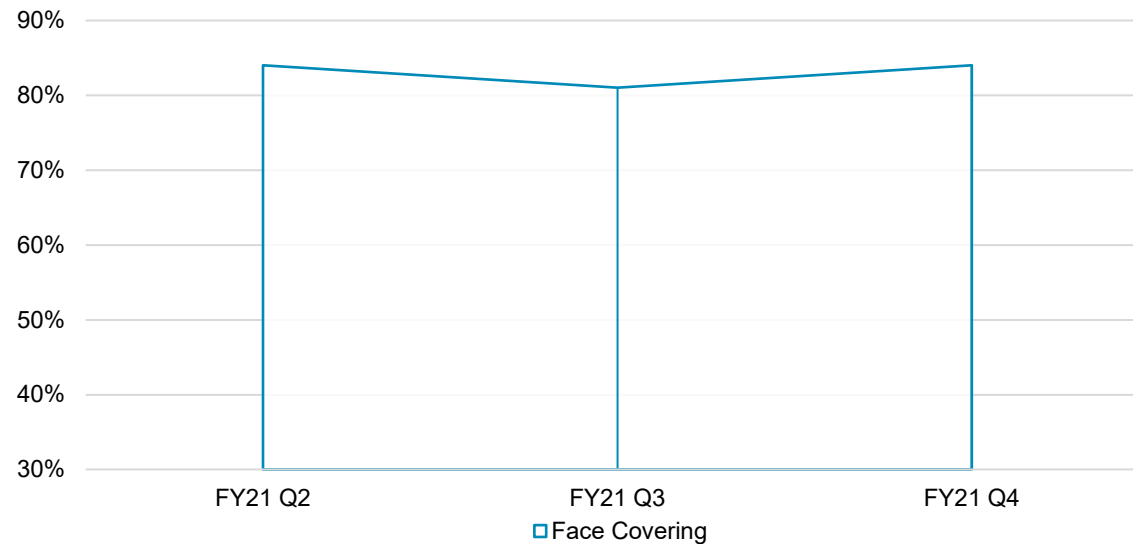
- Flat performance compared to previous quarter

Face Covering

Passenger Perception - Passenger Survey



Customer Rating on Compliance (Excellent + Good)

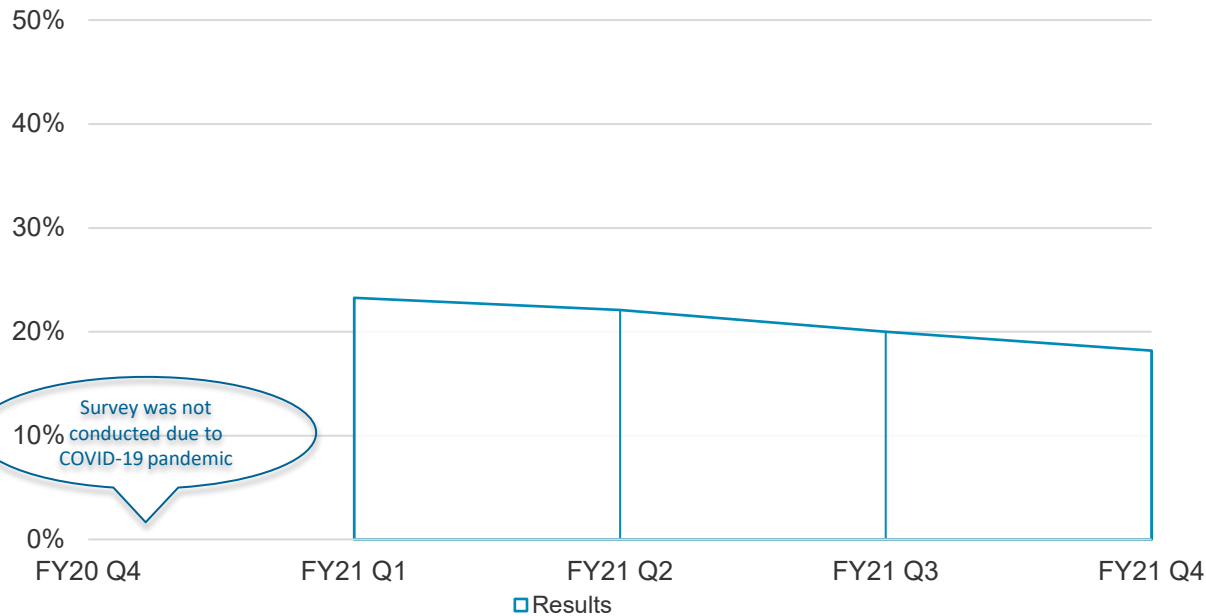


Goal:	N/A
Actual:	84%
Met:	N/A

- 3.7% performance improvement in Face Covering from previous quarter
- 1.3% performance decrease in Social Distancing from previous quarter

Fare Evasion Passenger Survey

“Did you see anyone not pay their fare at the station you entered?”

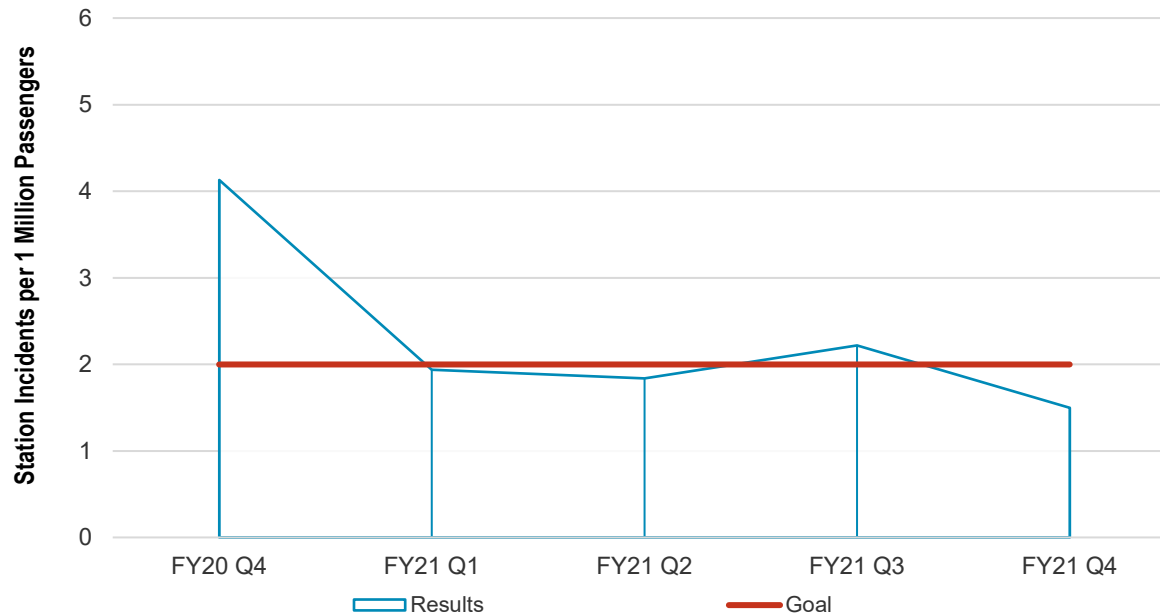


Goal:	N/A
Actual:	18.2%
Met:	N/A

- 9% performance improvement from previous quarter; no data available for same quarter last year
- Fewer people witnessed someone not paying their fare

Patron Safety – Station

Incidents per 1 Million Passengers

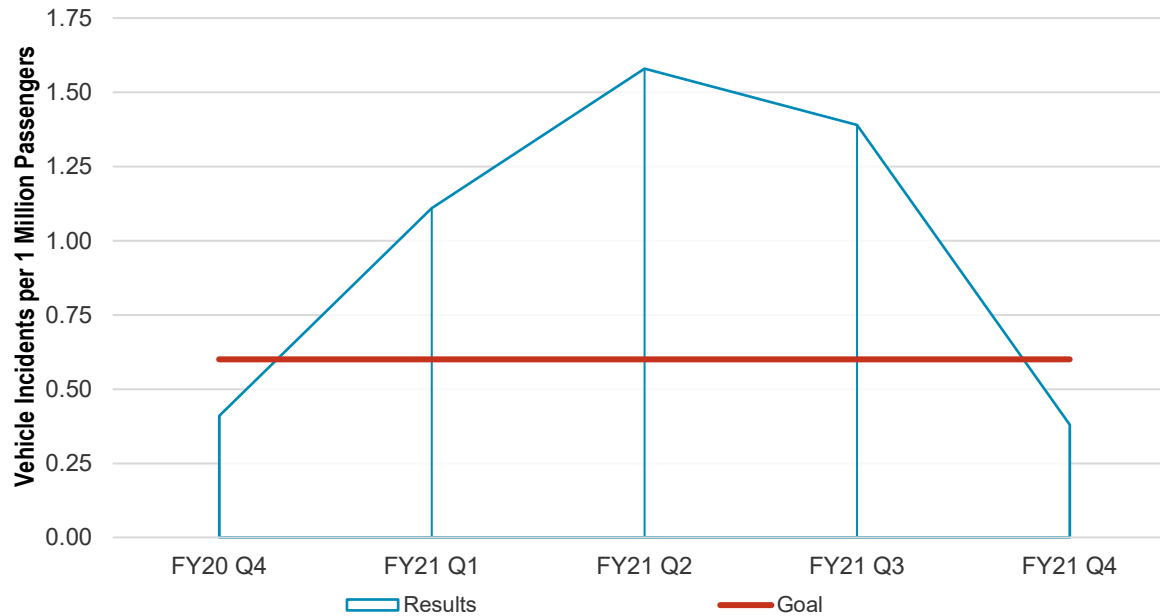


Goal:	2.00
Actual:	1.5
Met:	Yes

- 32.4% performance improvement from previous quarter, 63.7% improvement from same quarter last year
- Number of incidents this quarter (8); last quarter (8):
 - Stairs – 1
 - Escalator – 5
 - Platform – 2

Patron Safety – Vehicle

Incidents per 1 Million Passengers

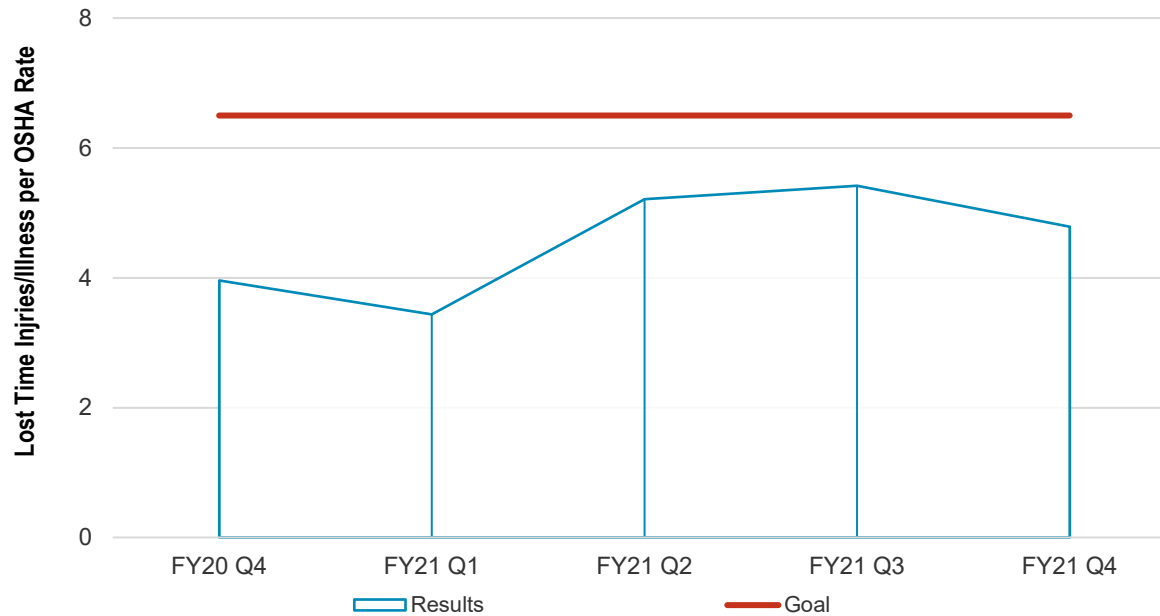


Goal:	0.60
Actual:	0.38
Met:	Yes

- 72.7% performance improvement from previous quarter, 7.3% improvement from same quarter last year
- Two incidents this quarter; last quarter (5):
 - On-Board – 1
 - Boarding – 1

Employee Safety – Lost Time

Lost Time Injuries per OSHA Rate

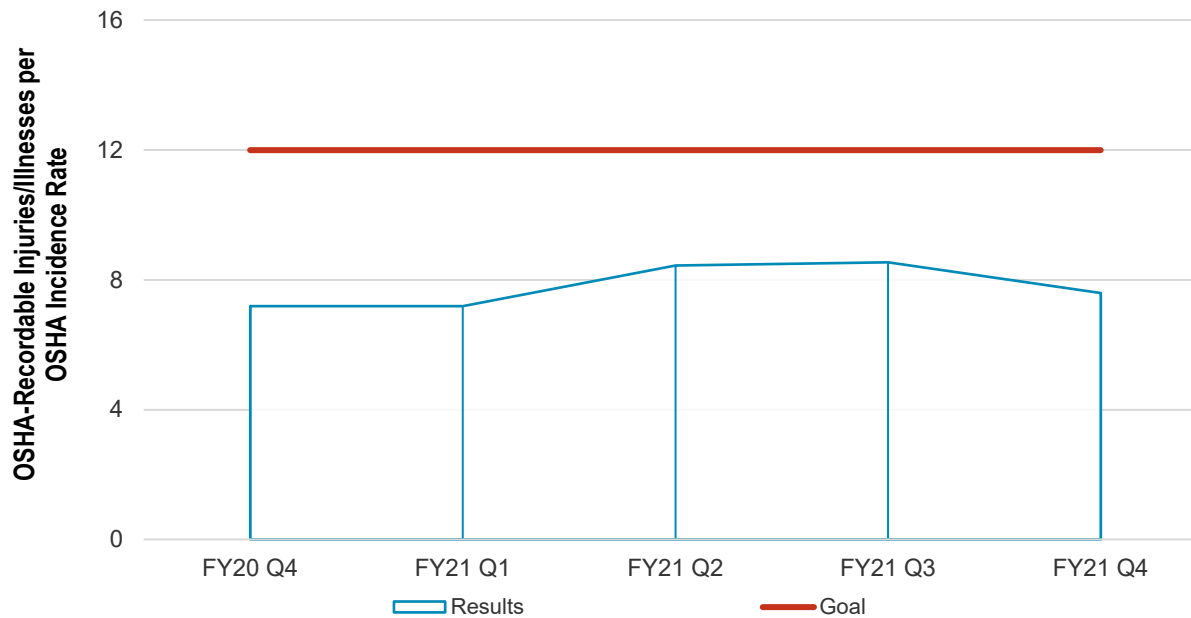


Goal:	6.50
Actual:	4.79
Met:	Yes

- 11.6% performance improvement from previous quarter, 20.96% decrease from same quarter last year
- Lost time cases count increased by 15% compared to last quarter
 - Strain injury cases increased from 10 to 15
 - Sprain injury cases increased from 6 to 9
 - Contusion injury cases increased from 6 to 10
 - Trauma injury cases decreased from 14 to 5

Employee Safety – Injury Count

OSHA Recordable Injuries per OSHA Incidence Rate

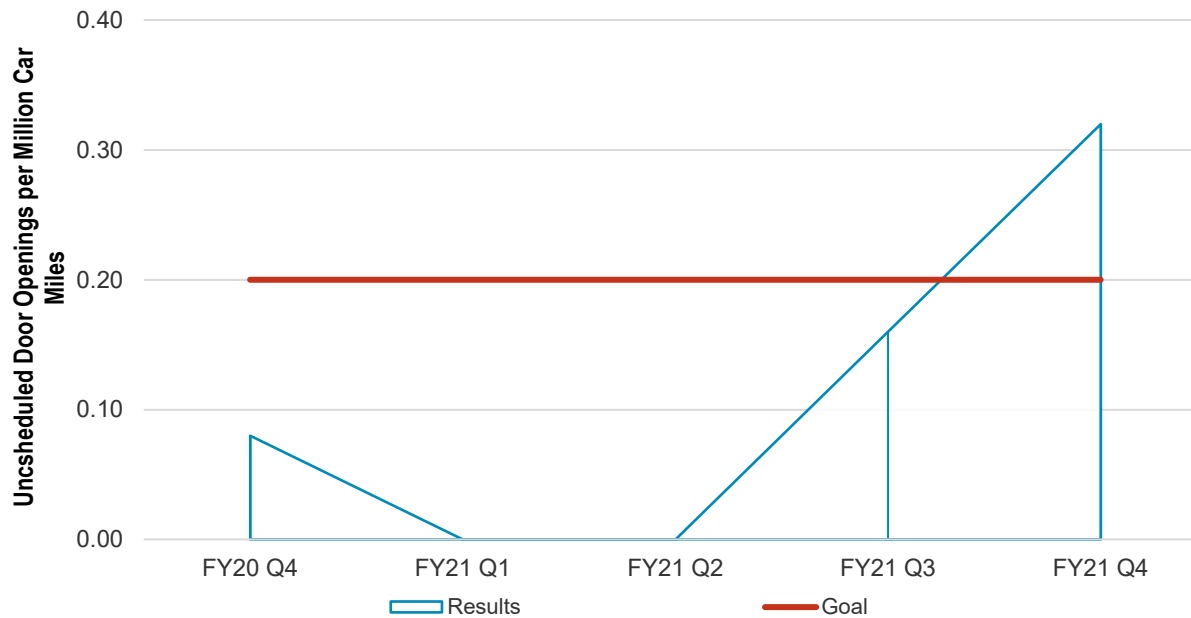


Goal:	12.00
Actual:	7.6
Met:	Yes

- 11% performance improvement from previous quarter, 5.7% decrease from same quarter last year
- Comparing to last quarter:
 - Strain injuries decreased from 31 to 28 (10%)
 - Sprain injuries increased from 10 to 13 (30%)
 - Trauma injuries decreased from 19 to 8 (58%)
 - Contusion injuries increased from 9 to 12 (33%)

Operating Safety – Door Openings

Unscheduled Door Openings per Million Car Miles

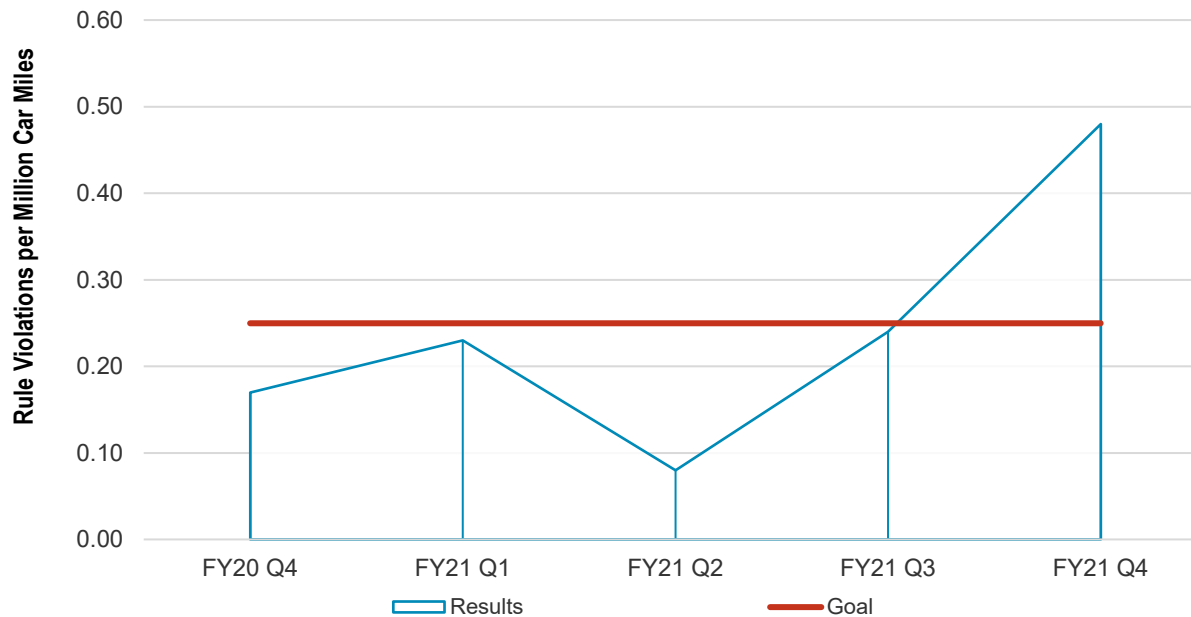


Goal:	0.20
Actual:	0.32
Met:	No

- 100% performance decrease from previous quarter, 300% decrease from same quarter last year
- Four incidents this quarter:
 - 4/26/21 – Millbrae Station. Act by patron. Wrong side of platform
 - 5/28/21 – Millbrae Station. Train Operator error. Wrong side of platform
 - 6/16/21 – Coliseum Station. Train Operator error. Wrong side of platform
 - 6/28/21 – Montgomery Station. Wayside equipment. Outside of platform (under investigation)

Operating Safety – Rule Violations

Rule Violations per Million Car Miles

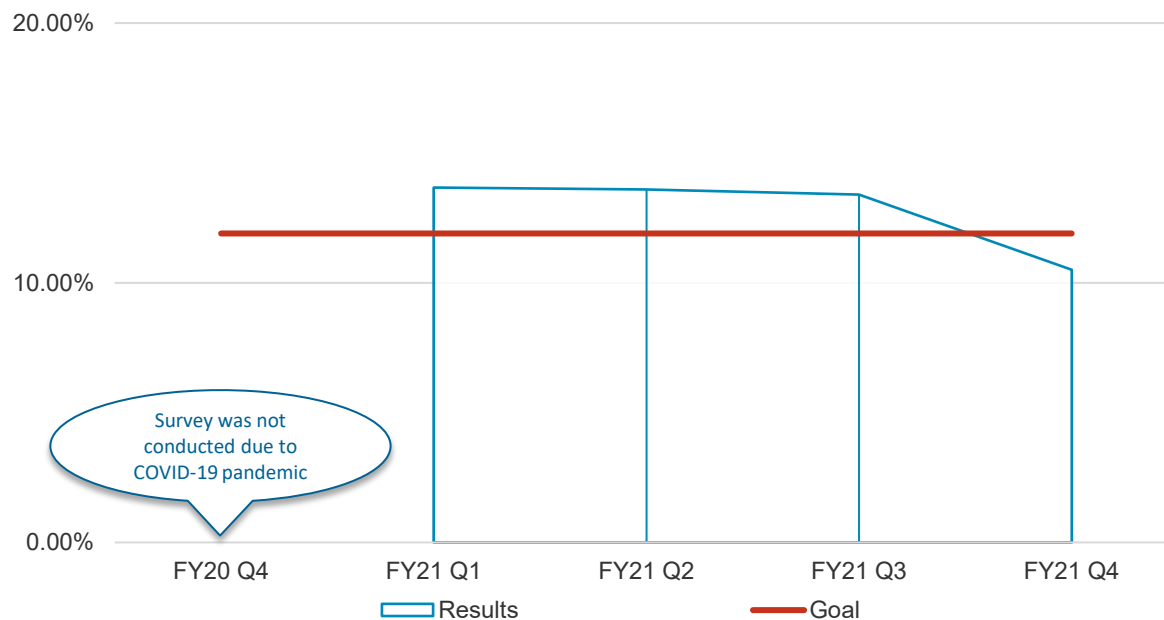


Goal:	0.25
Actual:	0.48
Met:	No

- 100% performance decrease from previous quarter, 182% decrease from same quarter last year
- Six incidents this quarter:
 - **April – 3**
 - 4/23/21 Hold Violation (Transportation)
 - 4/23/21 Safety Rules (Transportation)
 - 4/24/21 Hold Violation (Transportation)
 - **May – 3**
 - 5/7/21 Switch Run Through (Transportation)
 - 5/8/21 Hold Violation (Transportation)
 - 5/23/21 Safety Rules (M&E)
 - **June - 0**

BART Police Presence

“Did you see BART Police on the Train/Inside Station?”



Goal:	12.0%
Actual:	10.5%
Met:	No

Average Score of Police Seen For:

All Time Periods

- On Train
- Outside the Station
- In the Station

After 7PM and Weekends

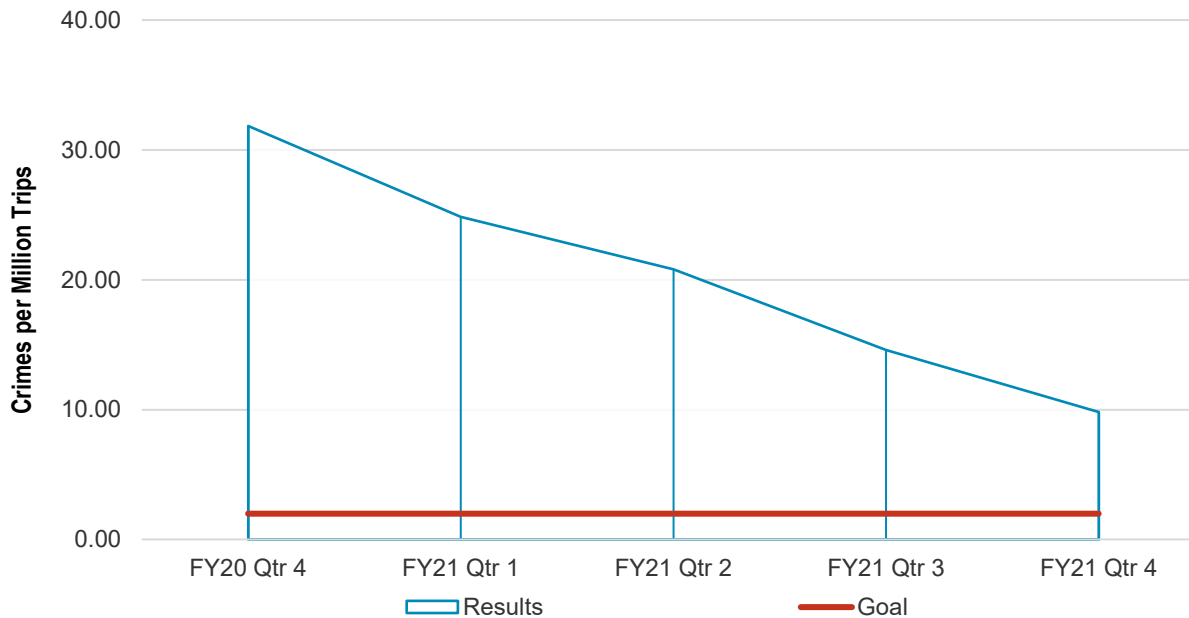
- On Train
- Outside the Station
- In the Station

↑ indicates a statistically significant increase from prior quarter

- 21.76% performance decrease from previous quarter; no data available for same quarter last year
- Five officers and four fare inspectors were added to BART PD team this quarter.

Crimes Against Persons

Crimes per Million Trips

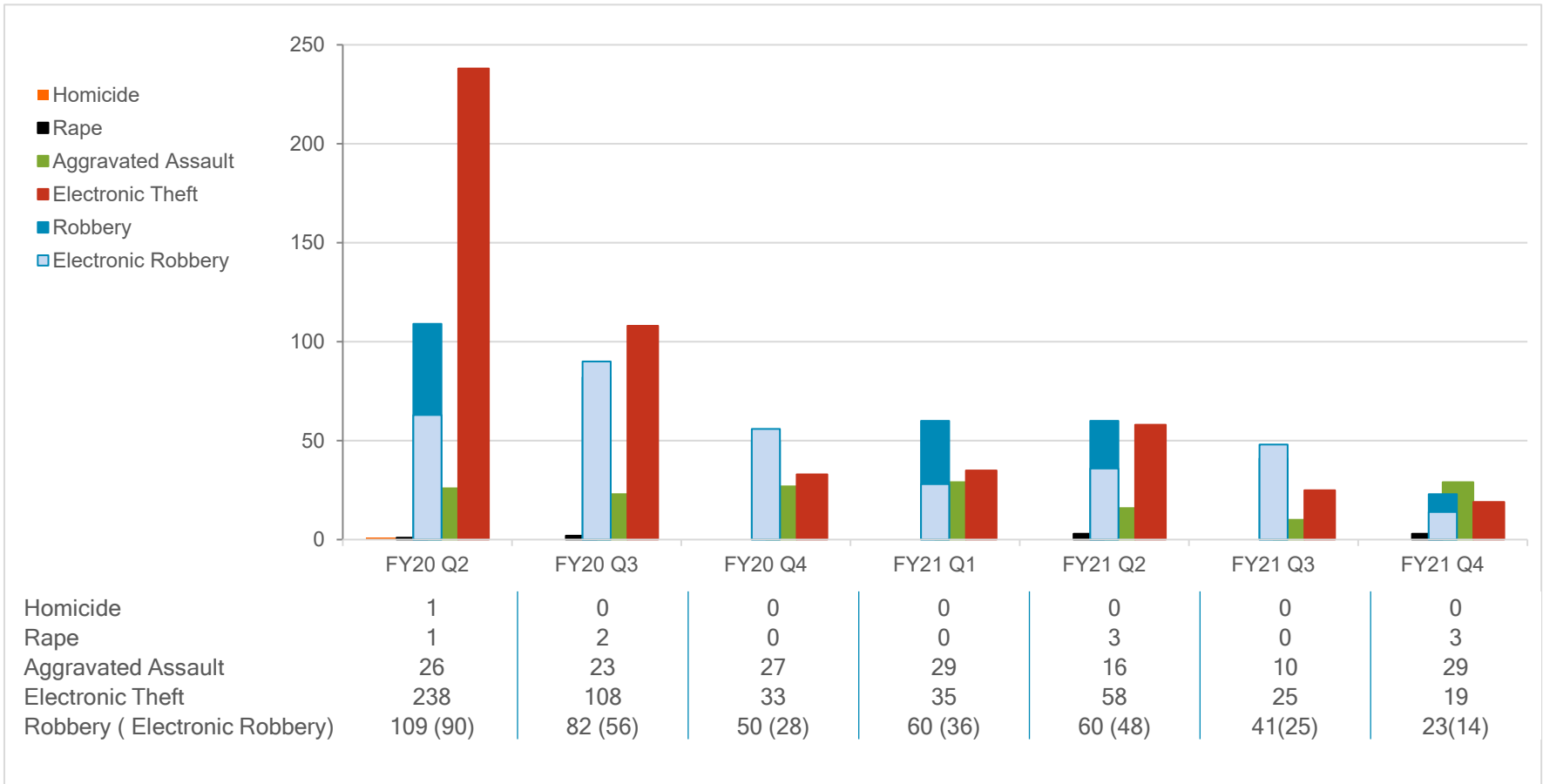


Goal:	2.00
Actual:	9.82
Met:	No
Violations Include:	
<ul style="list-style-type: none">▪ Homicides▪ Rape▪ Robbery▪ Aggravated Assault▪ Electronic Theft	

- 74 documented cases of violent crime reports this quarter, compared to 76 in previous quarter
- An increase (+46%) in ridership this quarter, this resulted in fewer incidents per passenger

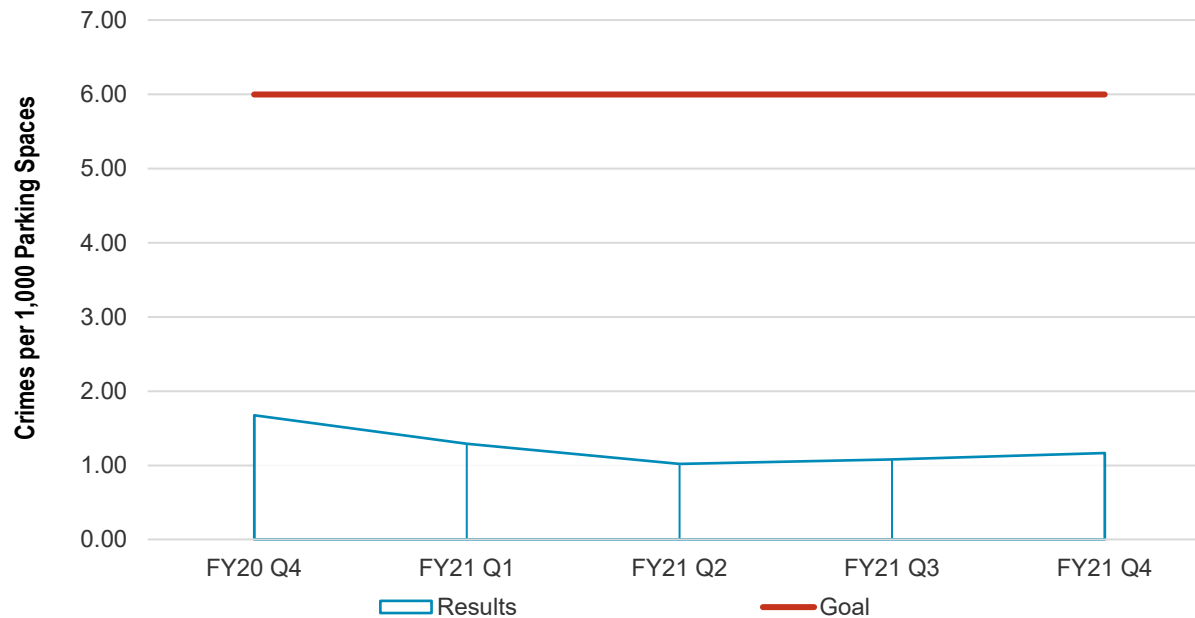
Crimes Against Persons

Crimes Detail by Category



Auto Burglary

Crimes per 1,000 Parking Spaces

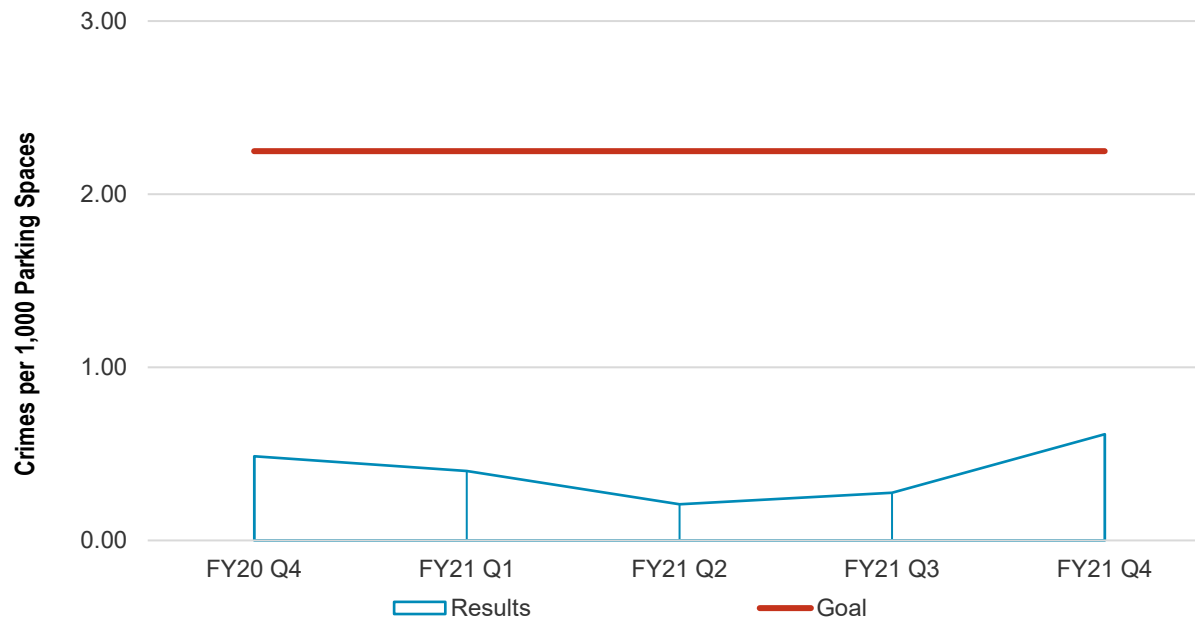


Goal:	6.00
Actual:	1.17
Met:	Yes

- 55 reported vehicle break-ins this quarter compared to 51 cases in previous quarter
- 79 reports in same quarter last year

Auto Theft

Crimes per 1,000 Parking Spaces

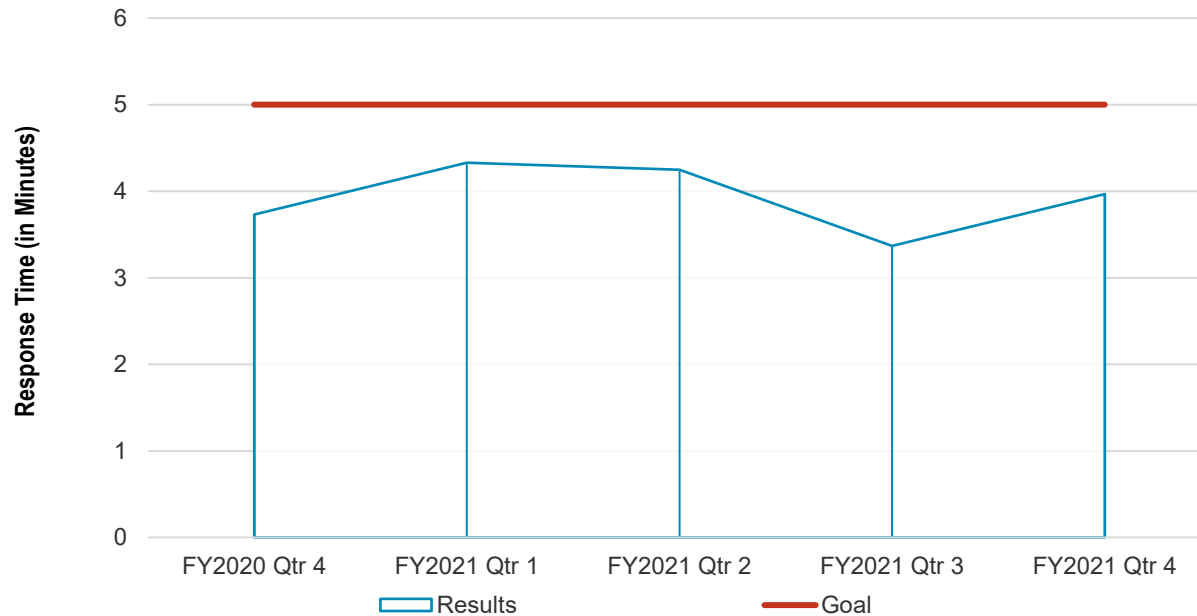


Goal:	2.25
Actual:	0.61
Met:	Yes

- 28 reported vehicle thefts this quarter compared to 13 last quarter
- Coliseum had 6 and Antioch had 5

Average Emergency Response Time

Response Time (in Minutes)

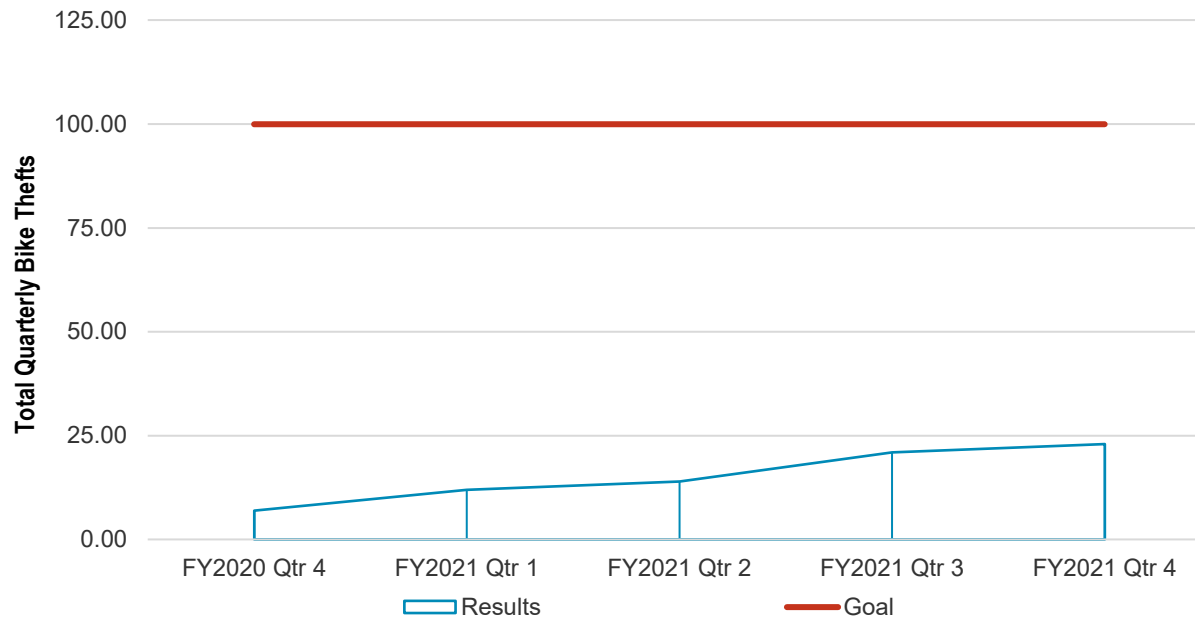


Goal:	5.00
Actual:	3.97
Met:	Yes

- Average of 03:58 (3 minutes, 58 seconds) to Emergency Priority 1 calls this quarter; Compared to 03:22 in previous quarter
- Average of 03:44 in same quarter last year
- 303 emergency incidents called in to dispatch center this quarter, 262 in previous quarter

Bike Theft

Count of Bike Thefts



Goal:	100
Actual:	24
Met:	Yes

- 24 reported bike thefts this quarter compared to 21 in previous quarter. 7 in same quarter last year.