



# Quarterly Service Performance Review

## 4th Quarter, FY22 (April – June 2022)

Engineering & Operations Committee  
October 13, 2022



# Operations Quarterly Performance Summary

**1. R-Line Cable**

**2. Planned Infrastructure Improvements**

**3. On Time Performance**

**4. C-Line Incident**

**5. Heat Wave**

# BPD Quarterly Performance Summary

**1. BART Police Presence**

**2. Crimes Against Persons**

**3. Property Crimes**

**4. Emergency Response Time**

SUMMARY CHART 4th QUARTER FY 2022

PERFORMANCE INDICATORS	CURRENT QUARTER			PRIOR QTR ACTUALS		YEAR TO DATE		
	ACTUAL	STANDARD	STATUS	LAST	THIS QTR	ACTUAL	STANDARD	STATUS
				QUARTER	LAST YEAR			
<b>Average Ridership - Weekday</b>	136,258	202,490	NOT MET	105,896	66,302	110,923	144,588	NOT MET
<b>Service Delivery</b>								
Peak Customers on Time	88.37%	94.00%	NOT MET	89.10%	96.74%	90.28%	94.00%	NOT MET
Daily Customers on Time	86.35%	94.00%	NOT MET	88.32%	95.42%	89.51%	94.00%	NOT MET
Daily Train on Time	77.18%	91.00%	NOT MET	82.38%	93.14%	83.22%	91.0%	NOT MET
<i>On-Time Connections (e-Line to BART)</i>	97.81%	98.50%	NOT MET	98.91%	99.27%	98.02%	98.50%	NOT MET
AM Peak Period Transbay Car Throughput	92.44%	97.50%	NOT MET	85.12%	98.48%	90.19%	97.50%	NOT MET
PM Peak Period Transbay Car Throughput	91.77%	97.50%	NOT MET	81.01%	98.43%	87.21%	97.50%	NOT MET
<b>Equipment</b>								
Car Availability at 4 AM (0400)	654	589	MET	628	578	622	601	MET
Vehicle Mean Time Between Service Delays	7,055	4,650	MET	6,295	4,549	6,043	4,650	MET
<i>Train Mean Distance Between Failures (miles) (e-Line)</i>	98,875	20,000	MET	15,819	21,118	28,621	20,000	MET
Elevators in Service (Station)	99.55%	98.00%	MET	99.03%	96.60%	98.96%	98.00%	MET
Elevators in Service (Garage)	99.89%	97.00%	MET	99.93%	99.94%	99.80%	97.00%	MET
Escalators in Service (Street)	97.34%	93.00%	MET	96.95%	90.23%	96.77%	93.00%	MET
Escalators in Service (Platform)	97.94%	96.00%	MET	98.36%	94.85%	98.19%	96.00%	MET
Automatic Fare Collection (Gates)	99.31%	99.00%	MET	99.16%	99.52%	99.21%	99.00%	MET
Automatic Fare Collection (Vendors)	96.97%	95.00%	MET	98.22%	98.59%	97.96%	95.00%	MET
Wayside Train Control System	1.46	1.00	NOT MET	1.11	0.58	1.11	1.00	NOT MET
Computer Control System	0.32	0.08	NOT MET	0.117	0.157	0.195	0.08	NOT MET
Traction Power	0.63	0.20	NOT MET	0.76	0.05	0.54	0.20	NOT MET
Track	0.01	0.30	MET	0.00	0.01	0.01	0.30	MET
Transportation	2.07	0.50	NOT MET	1.50	0.43	1.40	0.50	NOT MET
<b>Customer Complaints and Rating</b>								
Complaints per 100,000 Passenger Trips	20.20	5.07	NOT MET	21.35	23.62	20.54	5.07	NOT MET
Environment Outside Stations	69.0%	66.0%	MET	70.2%	71.4%	69.5%	66.0%	MET
Environment Inside Stations	68.1%	64.0%	MET	67.9%	68.1%	69.3%	64.0%	MET
Station Vandalism	77.0%	73.0%	MET	74.0%	75.6%	77.0%	73.0%	MET
Train Interior Cleanliness	73.8%	70.0%	MET	67.5%	71.2%	71.4%	70.0%	MET
Train Temperature	85.5%	82.0%	MET	85.6%	86.3%	86.0%	82.0%	MET
Customer Service	78.7%	75.0%	MET	75.0%	78.3%	78.4%	75.0%	MET
Homelessness	29.0%	N/A	N/A	25.5%	27.7%	29.3%	N/A	N/A
Fare Evasion	18.1%	N/A	N/A	17.4%	18.2%	16.4%	N/A	N/A
<b>Safety</b>								
Station Incidents/Million Patrons	1.31	2.00	MET	1.41	1.50	1.68	2.00	MET
Vehicle Incidents/Million Patrons	0.47	0.60	MET	0.25	0.38	0.37	0.60	MET
Lost Time Injuries/Innesses/Per OSHA	6.56	6.50	NOT MET	9.17	4.79	6.88	6.50	NOT MET
OSHA-Recordable Injuries/Innesses/Per OSHA	12.29	12.00	NOT MET	16.98	7.60	12.34	12.00	NOT MET
Unscheduled Door Openings/Million Car Miles	0.54	0.20	NOT MET	0.55	0.32	0.45	0.20	NOT MET
Rule Violations Summary/Million Car Miles	0.24	0.25	MET	0.15	0.48	0.24	0.25	MET
<b>Police</b>								
BART Police Presence	10.3%	12.0%	NOT MET	8.5%	10.5%	9.9%	12.0%	NOT MET
Quality of Life per million riders	144.16	N/A	N/A	198.19	330.58	201.67	N/A	N/A
Crimes Against Persons per million riders	8.25	2.00	NOT MET	7.45	9.82	7.61	2.00	NOT MET
Auto Burglaries per 1,000 parking spaces	1.85	6.00	MET	2.04	1.17	2.02	6.00	MET
Auto Thefts per 1,000 parking spaces	0.91	2.25	MET	0.85	0.61	0.97	2.25	MET
Police Response Time per Emergency Incident (Minutes)	3.60	5.00	MET	3.38	3.97	3.72	5.00	MET
Bike Thefts (Quarterly Total and YTD Quarterly Average)	29	100	MET	24	23	28	100.00	MET

LEGEND: e-Line Performance

Goal Met

Goal Unmet by < 5%

Goal Unmet by > 5%



# FY22 Fourth Quarter Overview

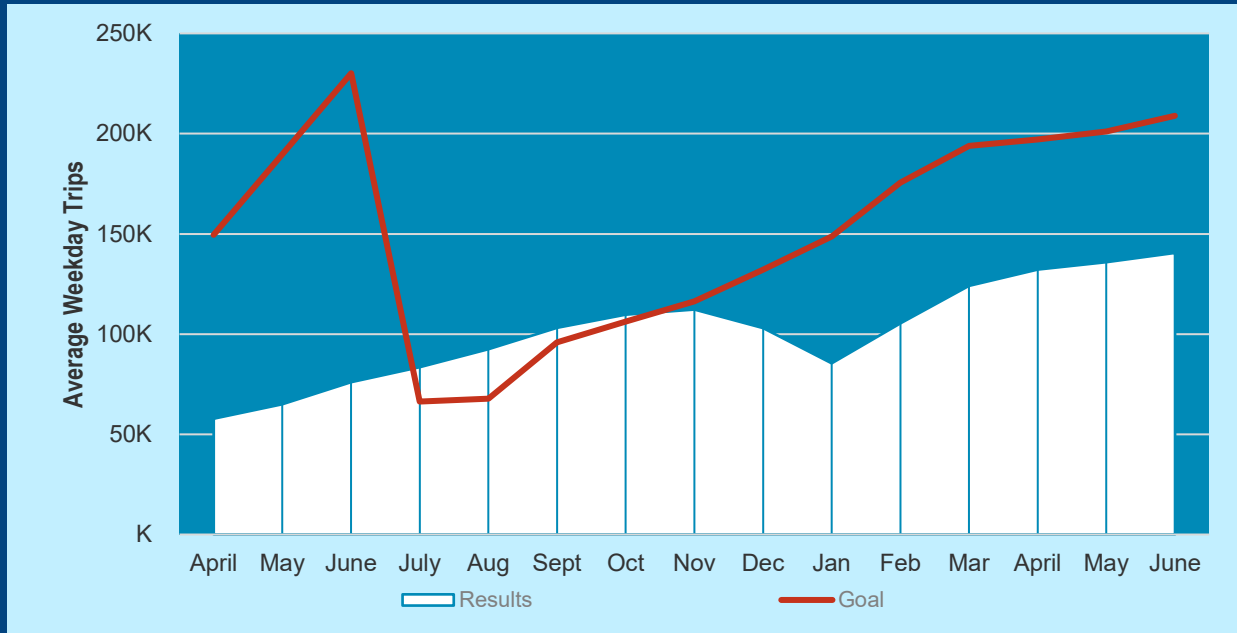
- **Total Ridership** increased by 105.4% from last year. **Average weekday ridership of (136,258)** was up by 28.67% from prior quarter and up by 105.51% from prior year. **Average peak ridership** was up by 113.1% from last year; **Saturday and Sunday ridership** were up 101.7% and 112.9% from prior year respectively.
- **Customer on-time performance was 86%.**
- **ROW Equipment Reliability:** Rail Cars and Track met goal. Power.
- **Station Equipment Availability:** Ticket Machines, Fare Gates, Escalators (Platform), Escalators (Street), Elevators (Station), and Elevators (Garage) met goal.
- **Passenger Environment:** Environment Outside Stations & Inside Stations, Vandalism, Customer Service, Train Temperature, and Train Cleanliness met goal.
- **Total Customer Complaints rate** decreased to 20.2 per 100,000 passenger trips, showing 14% improvement from prior year.

# Quadrant Chart

## QUADRANT CHART FOR 4th QUARTER FY22

		BETTER				WORSE				
MET		LAST QTR	CURRENT	CHANGE	GOAL		LAST QTR	CURRENT	CHANGE	GOAL
	Mean Time Between Service Delays	6295	7055	760	4650	AFC Vendors	98.2%	97.0%	1.3%	95%
	Car Availability at 4 AM (0400)	628	654	26	589	Environment Outside Stations	70.2%	69.0%	1.2%	66%
	Train Interior Cleanliness	67.5%	73.8%	6.3%	70%	Track	0.00	0.01	0.01	0.30
	Customer Service	75.0%	78.7%	3.7%	75%	Escalators Platform	98.4%	97.9%	0.4%	96%
	Station Vandalism	74.0%	77.0%	3.0%	73%	Train Temperature	85.6%	85.5%	0.2%	82%
	Elevators Station	99.0%	99.5%	0.5%	98%	Elevators Garage	99.93%	99.89%	0.04%	97.00%
	Escalators Street	97.0%	97.3%	0.4%	93%					
	AFC Gates	99.2%	99.3%	0.2%	99%					
Environment Inside Stations	67.9%	68.1%	0.1%	64.0%						
NOT MET		LAST QTR	CURRENT	CHANGE	GOAL		LAST QTR	CURRENT	CHANGE	GOAL
	Cust. Complaints/100KTrips	21.35	20.2	1.58	5.07	Transportation	1.50	2.07	0.57	0.50
	Traction Power	0.76	0.63	0.13	0.20	Wayside Train Control	1.11	1.46	0.35	1.00
	BART Police Presence	8.5%	10.3%	1.8%	12.0%	Computer Control System	0.12	0.32	0.20	0.08
						Trains on Time - Daily	82.4%	77.2%	5.2%	91%
						Customers on Time - Daily	88.3%	86.4%	2.0%	94%

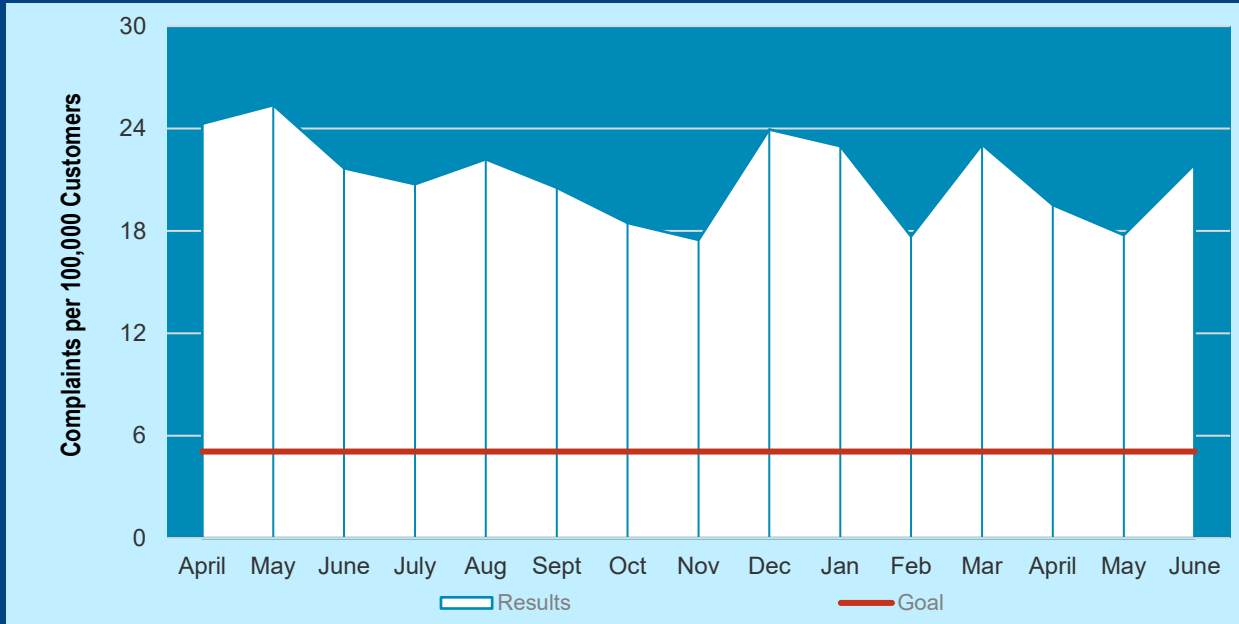
# Customer Ridership - Weekday Trips



Goal:	202,490
Actual:	136,258
Met:	No

- 28.67% performance improvement from previous quarter, 105.51% improvement from same quarter last year
- Total ridership increased by 32.5% from prior quarter and increased by 105.4% from same quarter last year
- Average peak ridership is up by 113.1% from same quarter last year
- Saturday and Sunday ridership is up by 101.7% and 112.9% from same quarter last year

# Customer Complaints



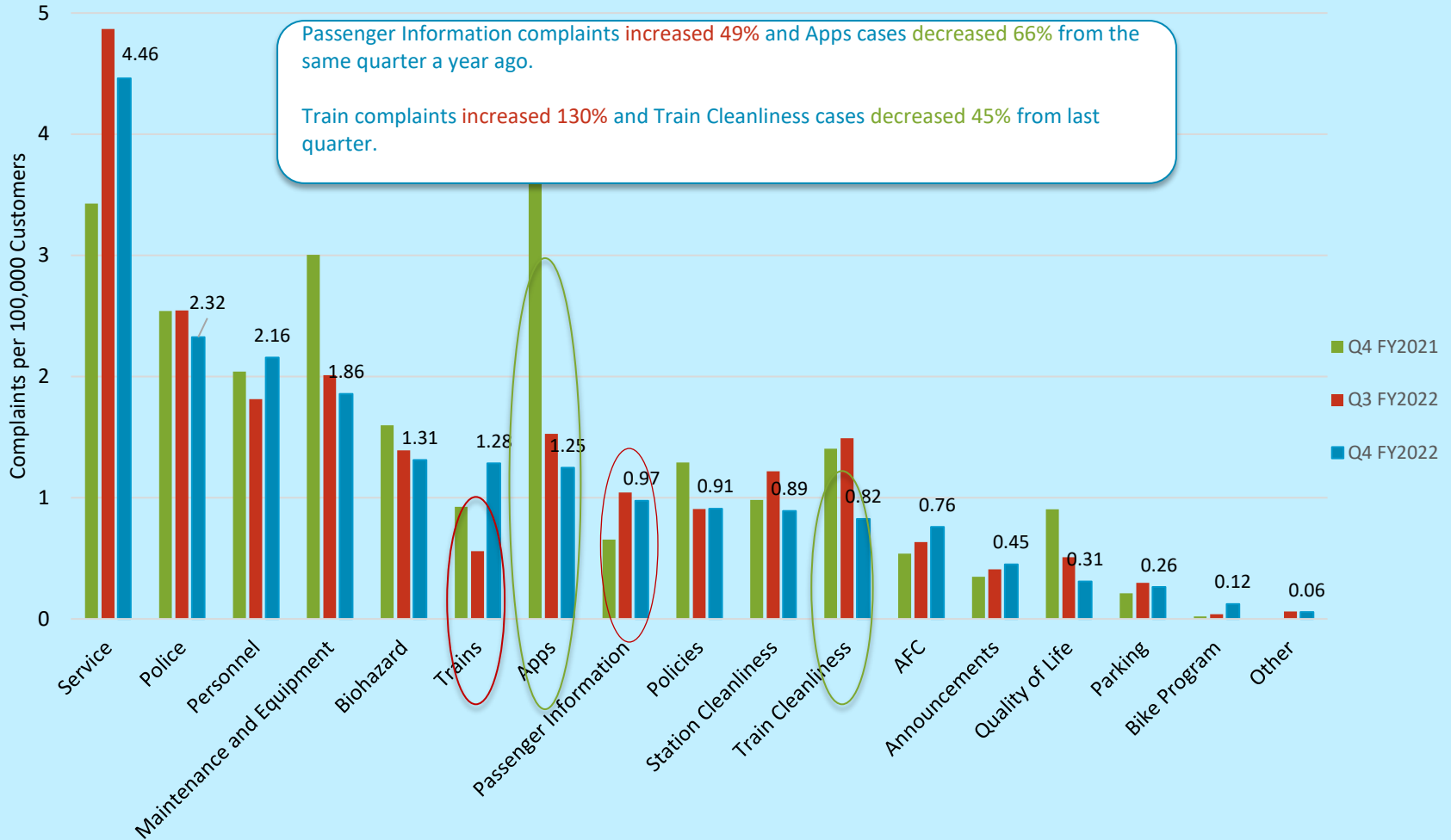
Goal:	5.07
Actual:	20.20
Met:	No

- 5.4% performance improvement from previous quarter, 14.1% improvement from same quarter last year
- Train (vehicle trouble desk help) complaints increased a normalized 130% from last quarter
- Train Cleanliness complaints cases fell 45%. Station Cleanliness cases decreased by 27% also
- Compared to Q4 FY2021, Passenger Information complaints jumped a normalized 49%
- AFC complaints increased 41% compared to the Q4 FY 2021. These were due to an increase in Add fare and Add value machine complaints in addition to an increase to Clipper complaints

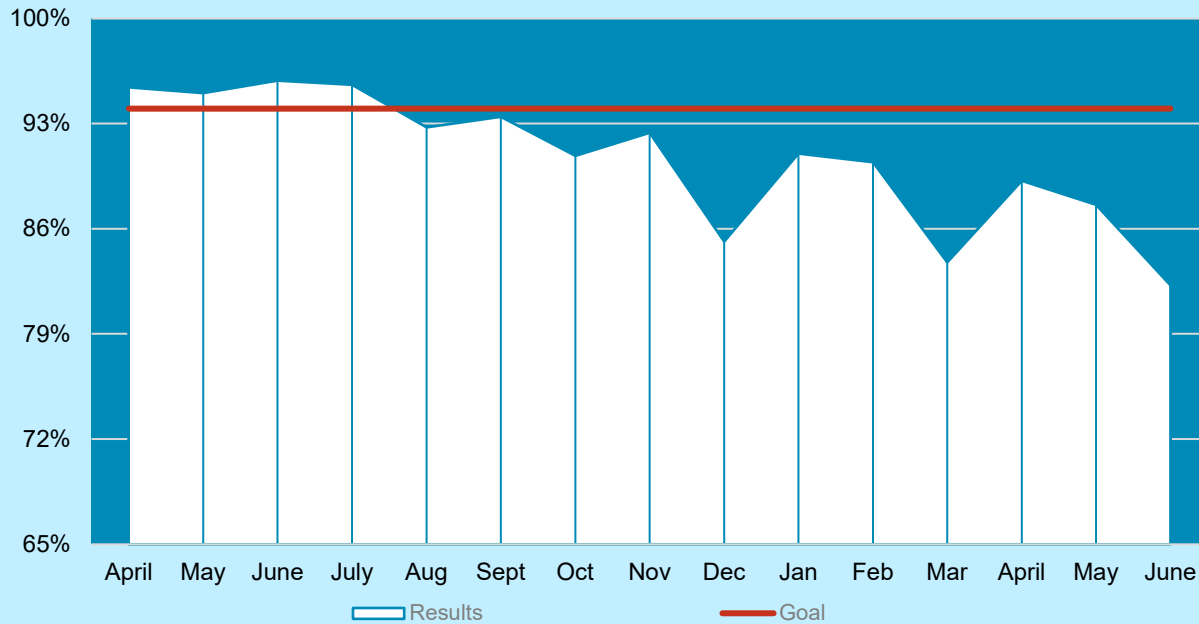


# Customer Complaints

## Complaints Detail by Category



# On-Time Service - Customer

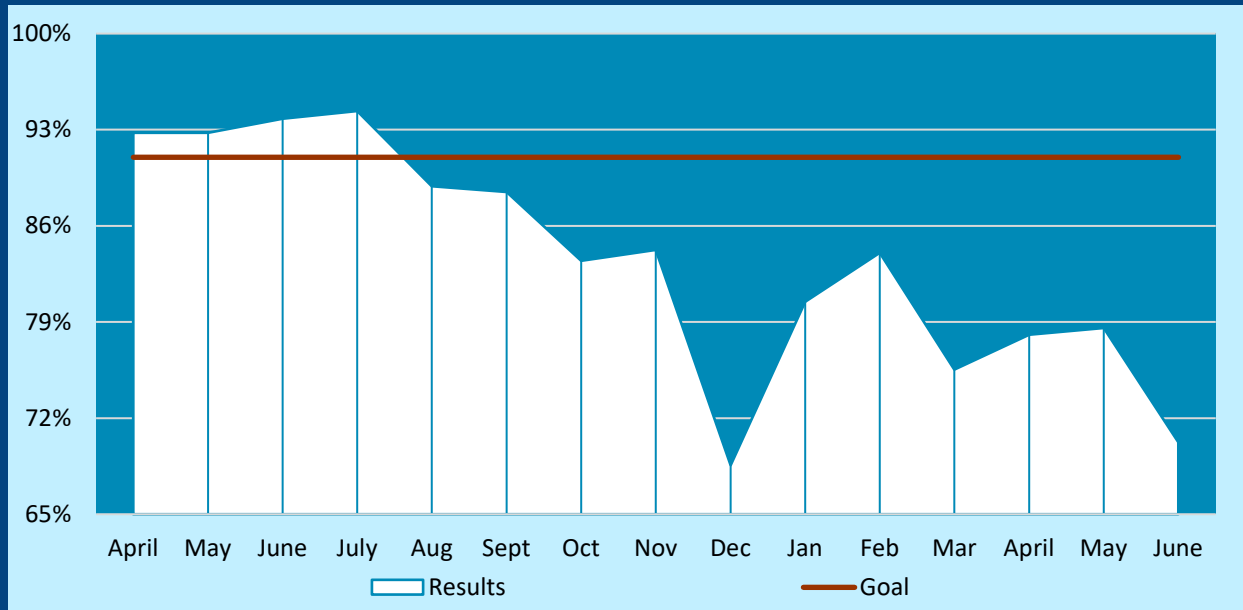


Goal:	94.00%
Actual:	86.35%
Met:	No

Delay Source	% of Trains
POLICE ACTIONS	26%
OPERATIONS	13%
TRAIN CONTROL	9%
MISC.OTHER	6%
VEHICLE	6%
PERSON ON TRACKWAY	5%
WEATHER	5%
TRACTION POWER	4%
VANDALISM	3%
OBJECT ON TRACKWAY	2%

- 2.22% performance decrease from previous quarter, 9.49% decrease from same quarter last year
- Major contributors to delay incidents:
  - Police actions and events 26%
  - COVID-related staffing issues, cover 20% of train operation incidents
  - Increase in encampment activity - persons wayside and damage to wayside fencing
  - June 21, 2022 C-Line derailment impacted on-time service due to emergency track work, single tracking and speed restrictions in the area

# On-Time Service - Train

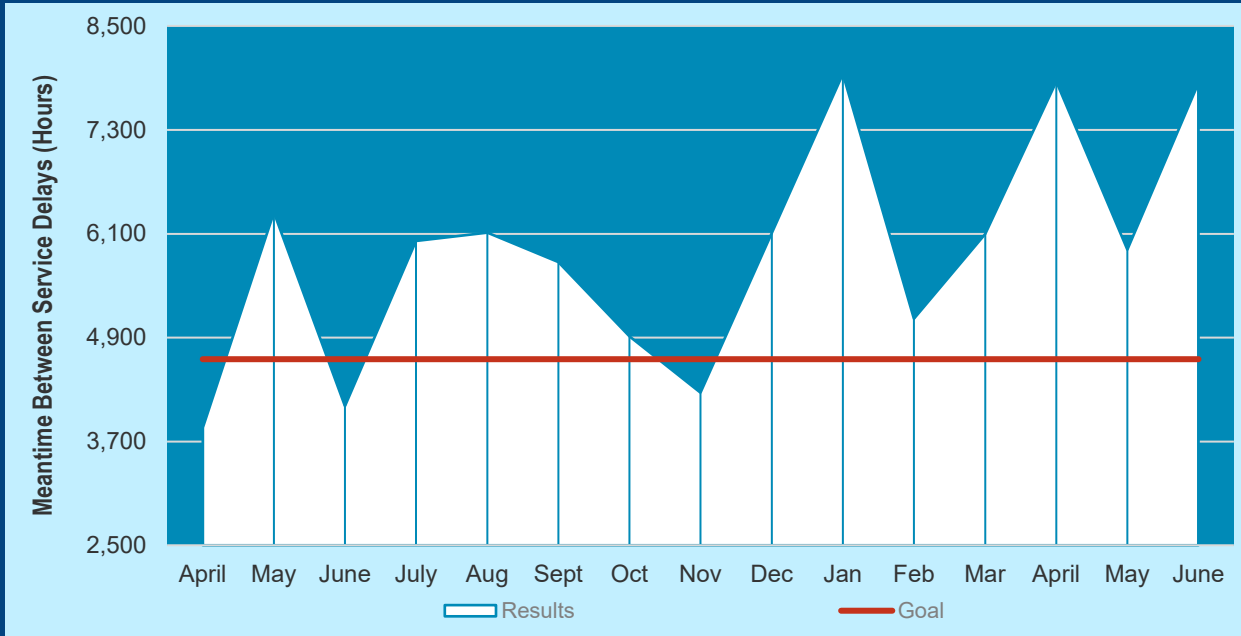


Goal:	91.00%
Actual:	77.2%
Met:	No

92 PERSON ON TRACKWAY EVENTS DELAYED 5% OF TRAINS						
	Date	Location	Description	Time	Cause	Trains
1	04/14/22	Systemwide	Weather (Reduced Speed)	7:08	Weather	147
2	06/23/22	Pleasant Hill	Train Derailment	4:00	Equip	146
3	06/22/22	Pleasant Hill	Train Derailment	4:18	Equip	143
4	04/19/22	Systemwide	Weather (Reduced Speed)	4:10	Weather	112
5	06/20/22	Systemwide	3rd Rail Power (Substation)	4:03	Equip	111
6	06/20/22	Systemwide	Event Congestion	8:00	People	109
7	05/06/22	W. Oakland	MUX	15:35	Equip	104
8	06/06/22	Systemwide	Staffing Shortage	4:00	Personnel	79
9	06/21/22	Pleasant Hill	Train Derailment	17:32	Weather	75
10	04/12/22	Montgomery	Person On Trackway	8:24	People	70

# Car Equipment – Reliability

## Meantime Between Service Delays



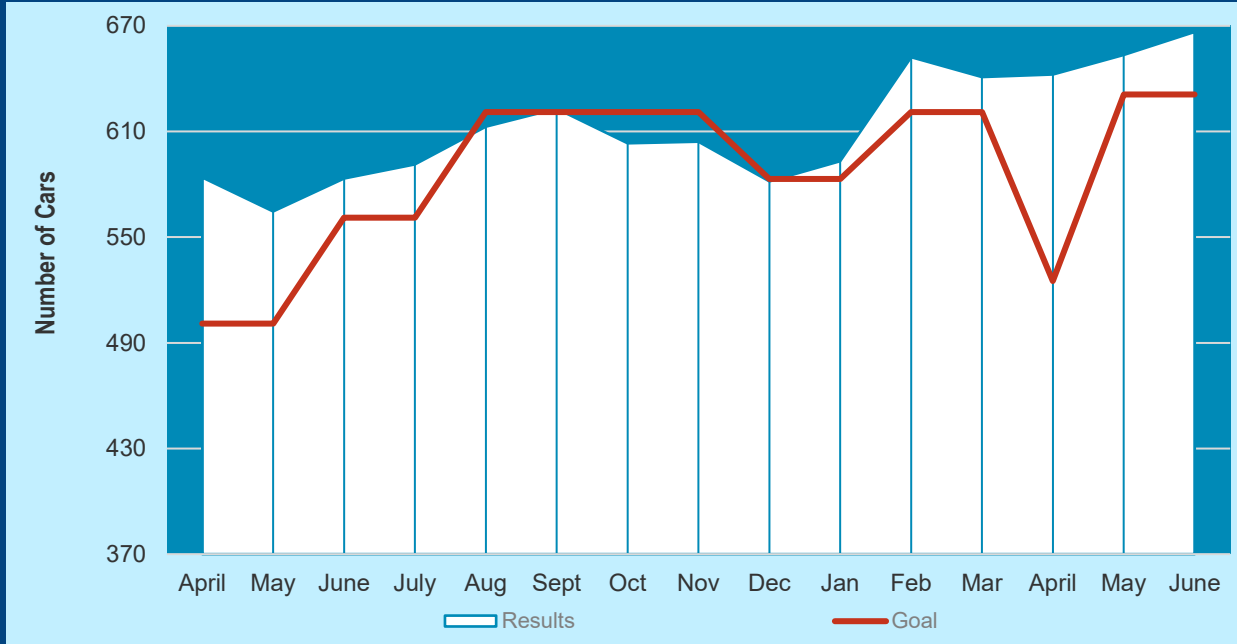
Goal: 4,650 Hours

Actual: 7,055 Hours

Met: Yes

- 12.07% performance improvement from previous quarter, 55.07% improvement from same quarter last year
- Overall Fleet MTBSD 7,055 hours
  - Legacy Fleet MTBSD 6896
  - FOTF Fleet MTBSD 5113
  - Top 3 Q4 Delay Categories: Door 28%, Propulsion 14.3%, Brake 13.3% ( FOTF 14%, 6.4% and 1.7% respectively)
  - Goal has been increased to 6500 for FY23

# Car Equipment – 4:00AM Availability

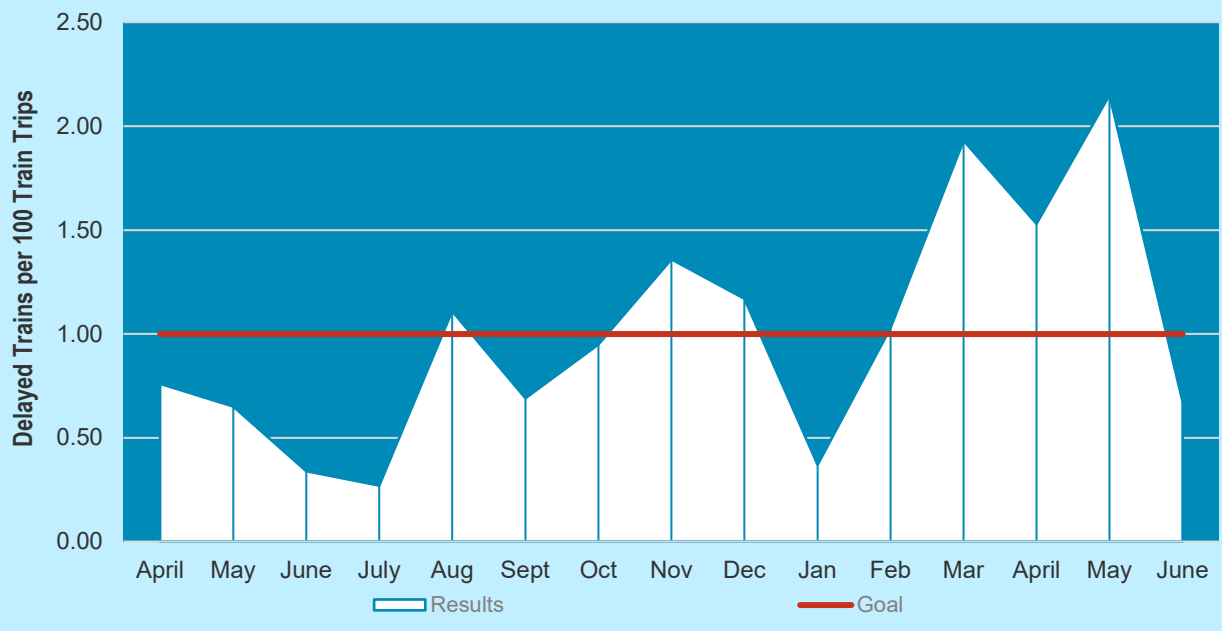


Goal:	589
Actual:	654
Met:	Yes

- 5.28% performance improvement from previous quarter, 10.9% improvement from same quarter last year
- Car Equipment availability for the quarter follow current schedule requirement

# Wayside Train Control System

Delayed Trains per 100 Train Trips



Goal: 1.00

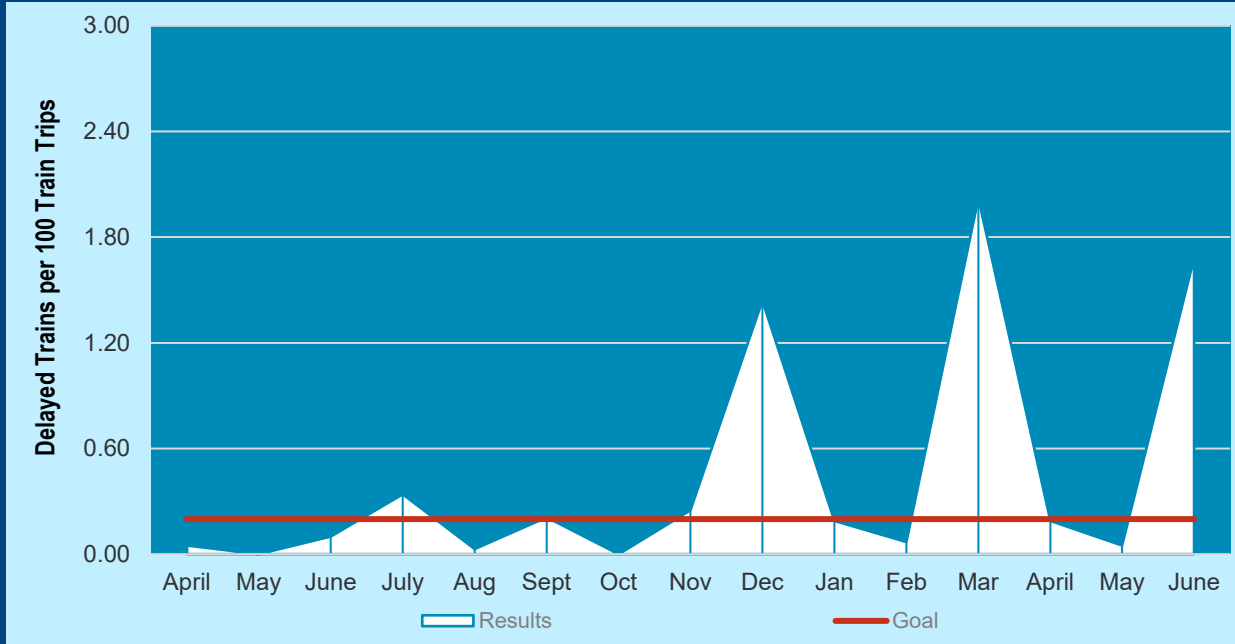
Actual: 1.46

Met: No

- 31.53% performance decrease from previous quarter, 150.28% decrease from same quarter last year
- Major delays this quarter:
  - Train control equipment (MUX) failures near Lake Merritt and West Oakland contributed to the performance. BART Crews replaced blown fuses at both locations as well as lightning arrestors and cable in MUX's close to Lake Merritt
  - Crews found a bad power supply in the train control equipment near Daily City. As a temporary fix, an interim one was connected during the day and a new power supply installed during the graveyard shift

# Traction Power

Delayed Trains per 100 Train Trips

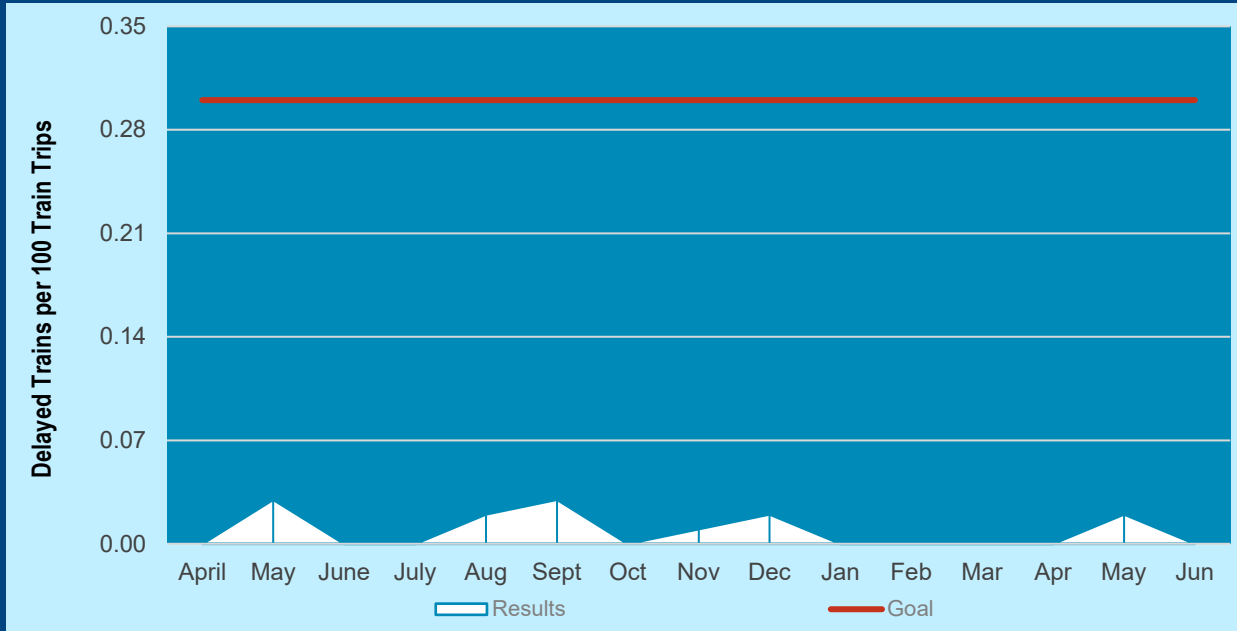


Goal:	0.20
Actual:	0.63
Met:	No

- 17.1% performance improvement from previous quarter
- Major delays this quarter:
  - L-Line- Tire entered right of way. Train 501 hit tire causing damage to 3rd rail, insulators, and coverboards. Minimum repairs made to 3rd rail to run ATO. Completed repairs on grave shift
  - R-Line Cable faulted between El Cerrito del Norte and the Richmond yard. Crews temporarily splice the cable and partnering between BART forces and Contractor to install new cable

# Track

## Delayed Trains per 100 Train Trips



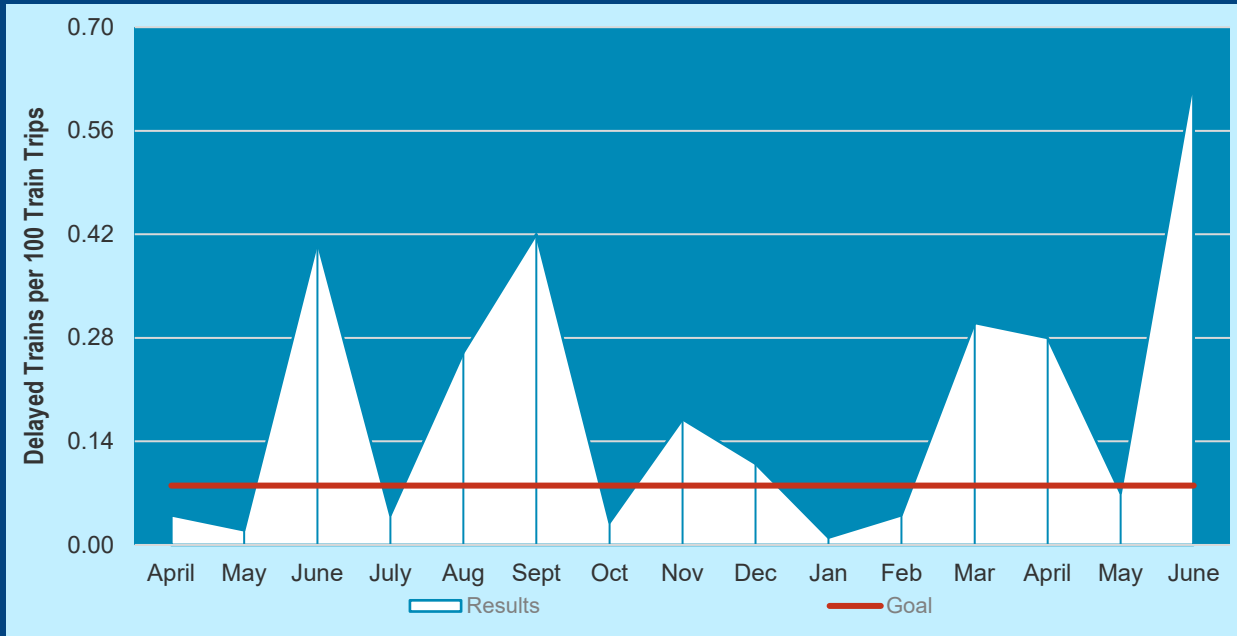
Goal:	0.30
Actual:	0.01
Met:	Yes

- Four more trains were delayed this quarter than last (0 last quarter) which is a 41.88% decrease from same quarter last year
- New Geometry Car testing and commissioning is on schedule. Projected completion, mid-year FY23
- Refurbished Rail Grinder commissioning is scheduled for completion mid-year FY23



# Computer Control System

## Delayed Trains per 100 Train Trips



Goal: 0.08

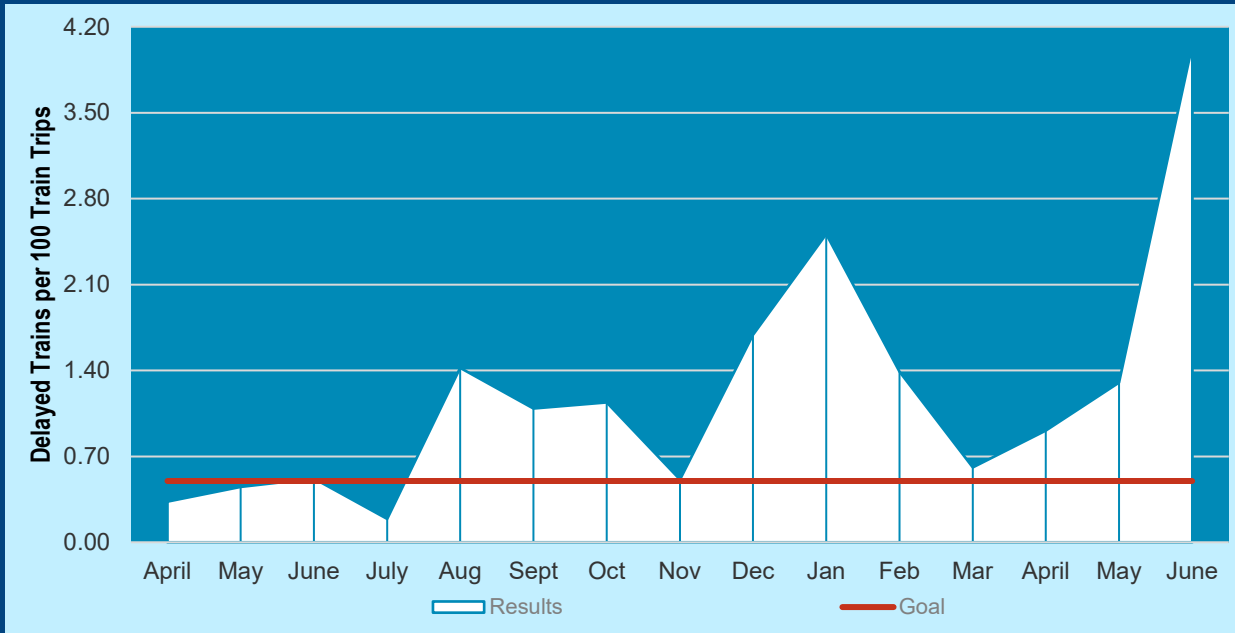
Actual: 0.32

Met: No

- 174.45% performance decrease from previous quarter, 104.25% decrease from same quarter last year
- Major delays this quarter:
  - A loose wire in the Daily City SORS Track Circuit dropped out which resulted in a switch displaying as occupied while the Track Circuit itself was clear and required physical verification
  - During a routine software patch the limit of allowed open files exceeded one of the safeguards in place to avoid a potential virus intrusion and shutdown the ability for OCC to route trains. After careful evaluation the file limit was increased and monitoring established

# Transportation

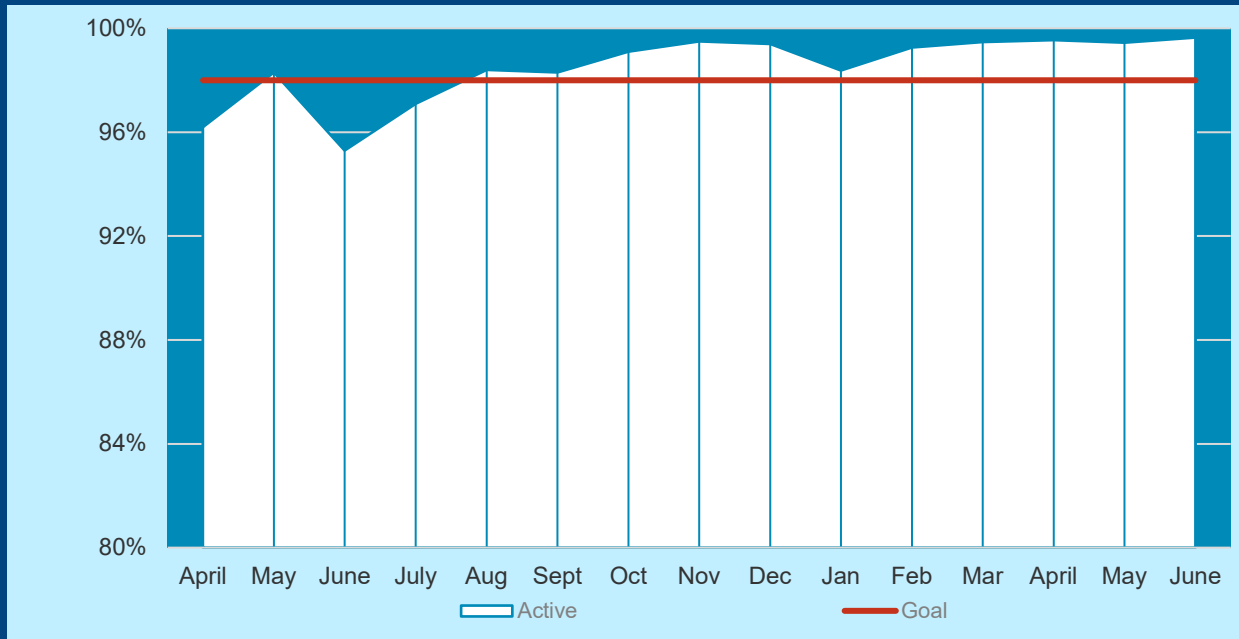
## Delayed Trains per 100 Train Trips



Goal:	0.50
Actual:	2.07
Met:	No

- 37.69% performance decrease from previous quarter, 377.69% decrease from same quarter last year
- Staffing availability continues to affect performance. Continuous hiring and training to address the shortage:
  - 11 new Train Operators graduated July 1st . Class 142 started in May (9 students) will graduate August 26th
  - Class 143 to graduate October 28th (12 students), and Class 144 scheduled to start September 5th (12 students)
  - Attrition remains an issue: Although 11 new operators were certified in the quarter, 19 were lost to retirements, promotions, transfers, etc

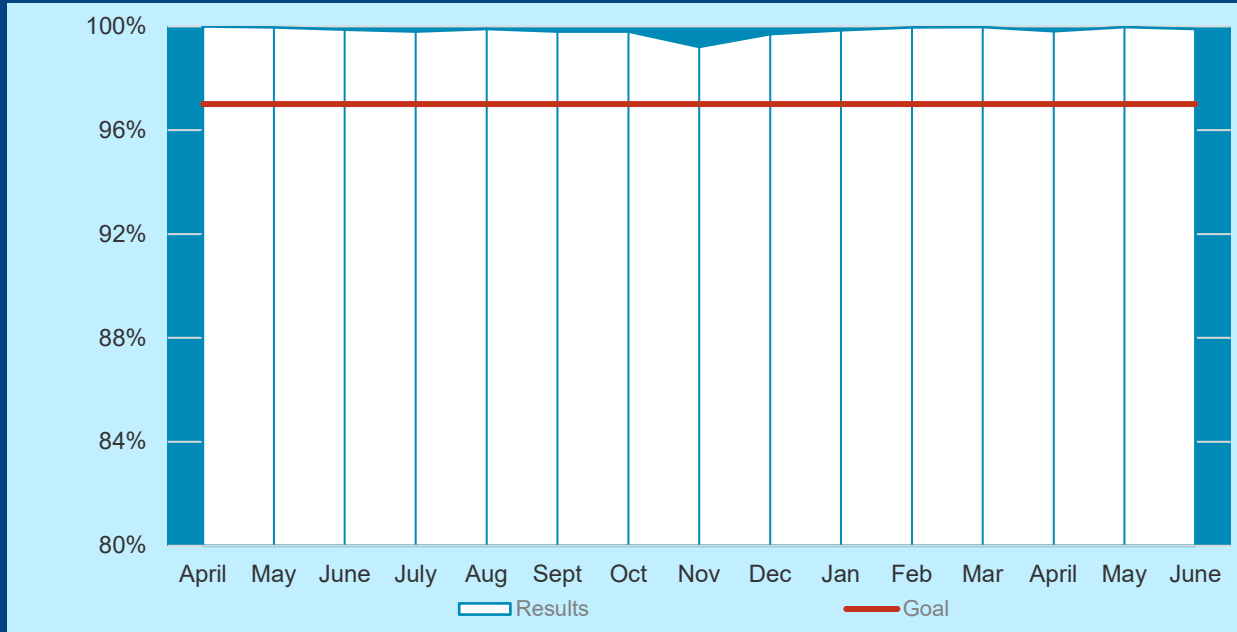
# Elevator Availability - Stations



Goal:	98.00%
Actual:	99.55%
Met:	Yes

- 0.51% performance improvement from previous quarter, 3.05% improvement from same quarter last year
- Major Outages:
  - No major outages this quarter
  - Daly City Station elevator unplanned repairs to doors and components due to vandalism, 97 hours out of service

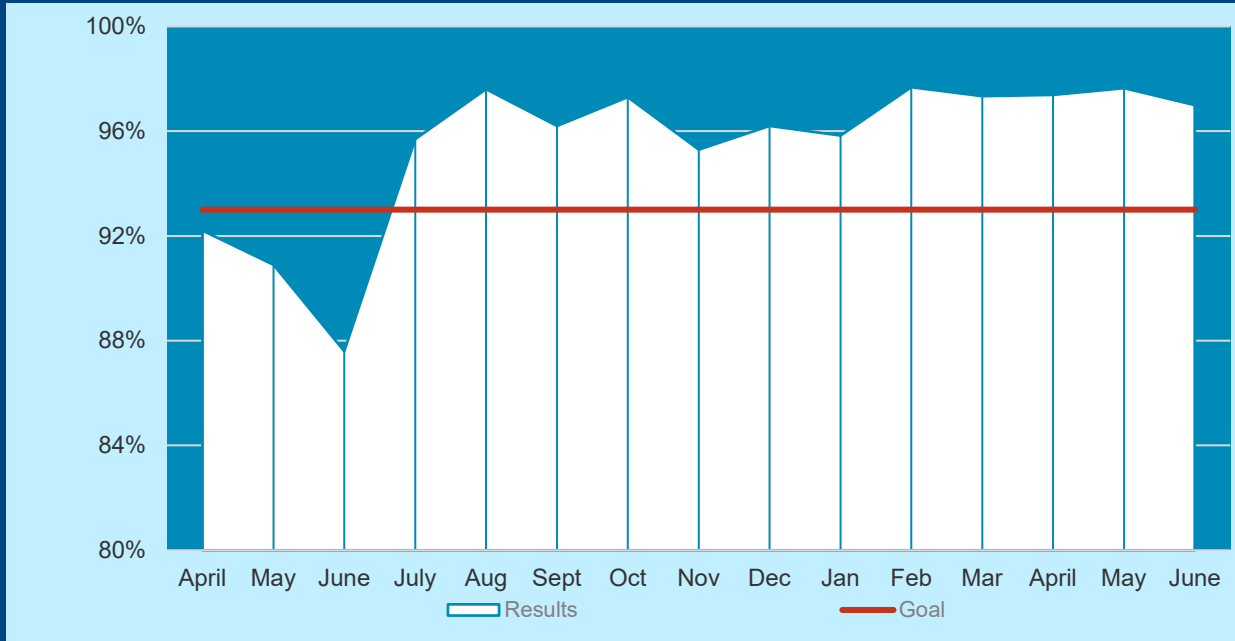
# Elevator Availability - Garage



Goal:	97.00%
Actual:	99.89%
Met:	Yes

- 0.03% performance decrease from previous quarter, 0.05% decrease from same quarter last year
- Major Outages:
  - No major outages this quarter

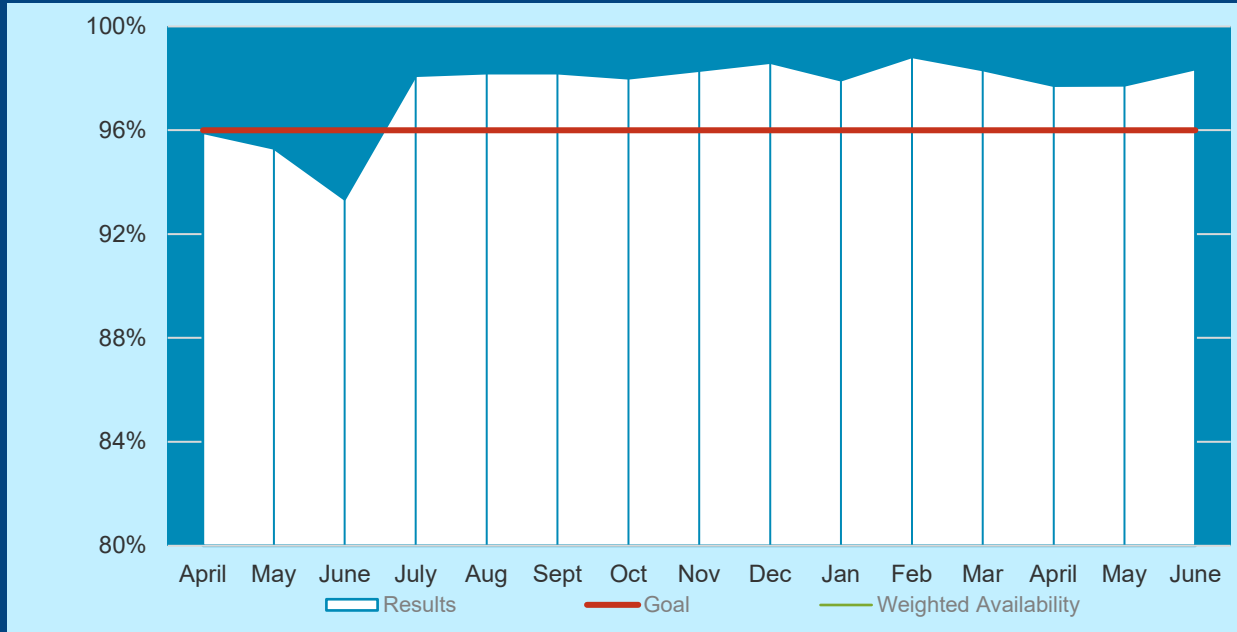
# Escalator Availability - Street



Goal:	93.00%
Actual:	97.34%
Met:	Yes

- 0.39% performance improvement from previous quarter, 7.87% improvement from same quarter last year
- Major Outages:
  - Powell Street station Preventative Maintenance required to units bull gear, 326 hours out of service (still O/S)
  - Civic Center station Preventative Maintenance to carriage bearings, 155 hours out of service

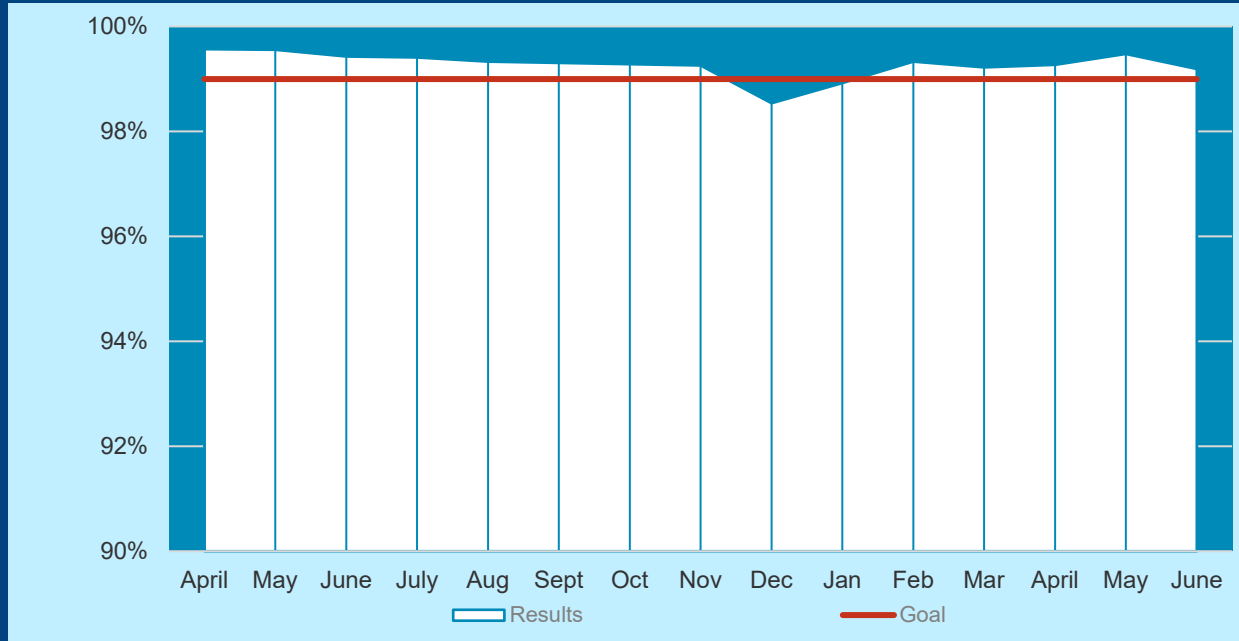
# Escalator Availability - Platform



Goal:	96.00%
Actual:	97.94%
Met:	Yes

- 0.43% performance decrease from previous quarter, 3.25% improvement from same quarter last year
- Major Outages:
  - El Cerrito del Norte Preventative Maintenance repair for both handrail replacements, 315 hours out of service
  - 19th Street station unplanned step chain replacement, 306 hours out of service

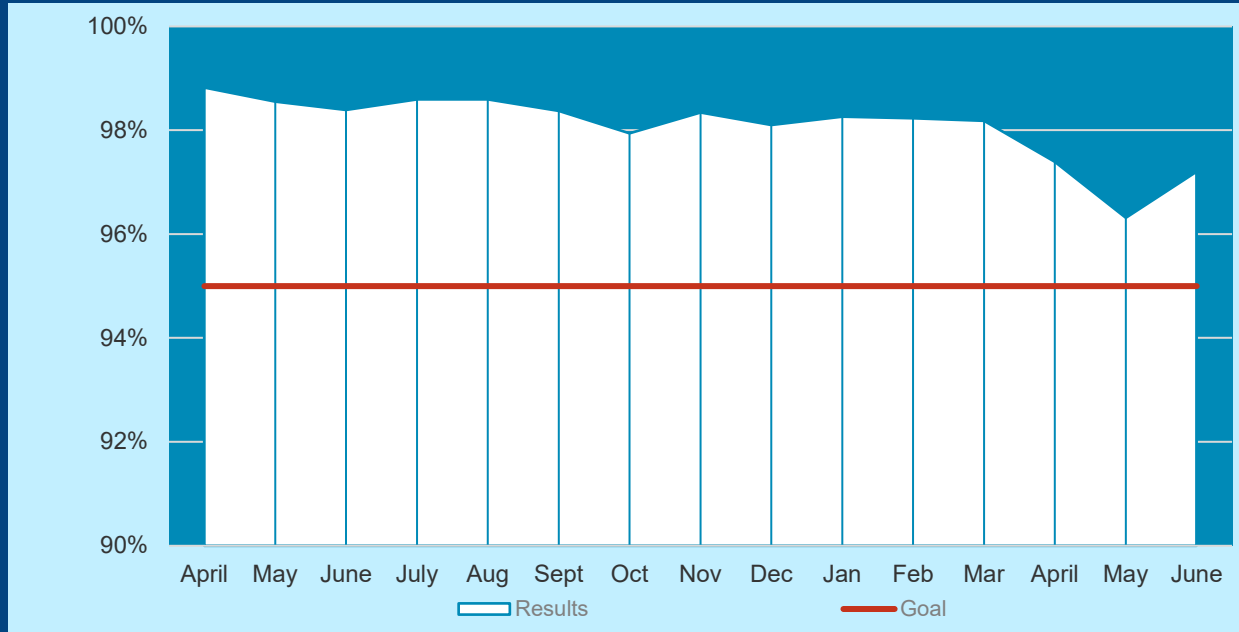
# AFC Gate Availability



Goal:	99.00%
Actual:	99.31%
Met:	Yes

- 0.15% performance improvement from previous quarter, 0.2% decrease from same quarter last year
- Continuing A50 Platform Gate testing; updated throughway from dual-to-single swing gate system for increase reliability
- Elevated Preventive Maintenance schedule to coincide with increased customer usage

# AFC Vendor Availability

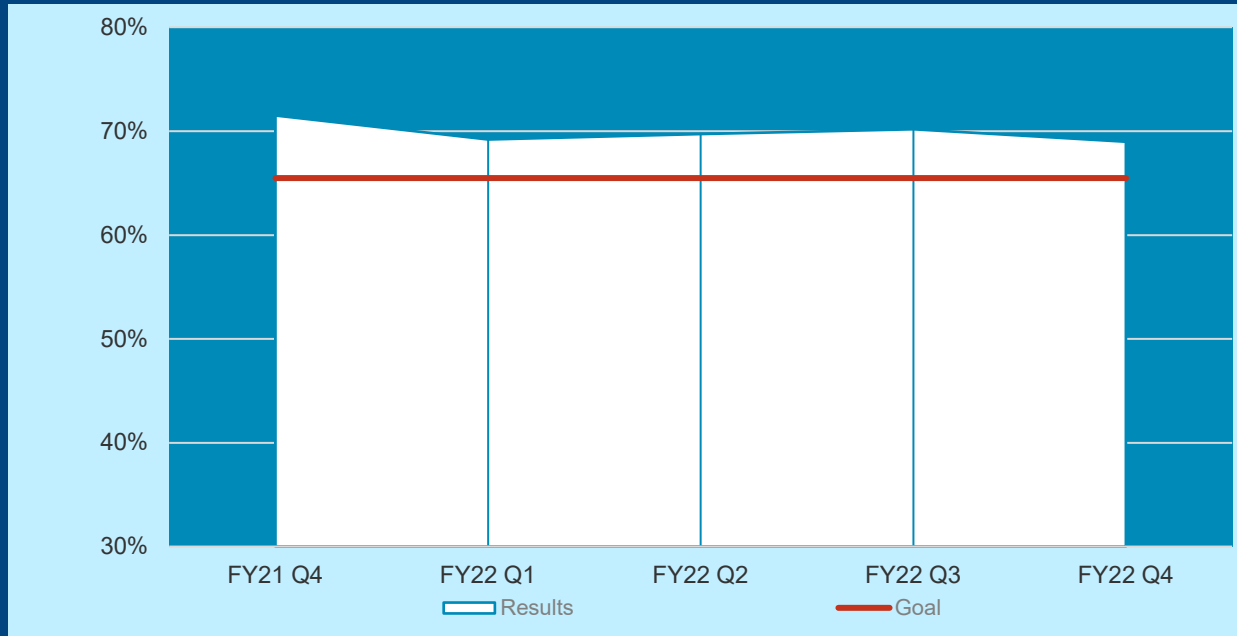


Goal:	95.00%
Actual:	96.97%
Met:	Yes

- 1.27% performance decrease from previous quarter, 1.64% decrease from same quarter last year
- Increasing Customer Security; updated Ingenico Pin Pads and Single Board Computers elevating financial security
- Elevated Preventive Maintenance schedule to coincide with increased customer usage



# Environment – Outside Stations



Goal: 65.5%

Actual: 69.0%

Met: Yes

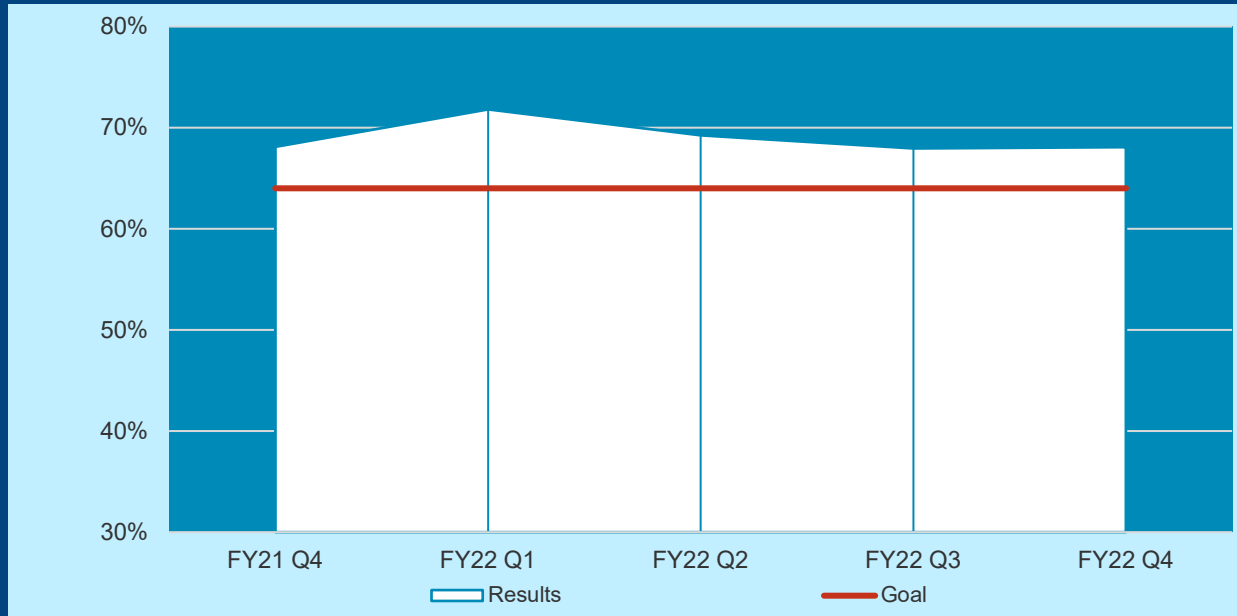
Composite Rating Based on Appearance of:

- **Landscaping Walkways, & Entry Plaza: 63.4%**  
(Weighted 67%)
- **Parking Lot Cleanliness: 80.3%**  
(Weighted 33%)

↑ or ↓ indicates a statistically significant change from prior quarter

- Performance similarly met previous quarter and same quarter last year
- Weed abatement and fire breaks have been focus of entire dept since beginning of last quarter
- Nearly doubled the use of contracted goats for better fire breaks, reduced employee injuries and very positive comments from neighbors and public
- ROW weed abatement will be focus of next quarter

# Environment – Inside Stations



Goal: 64.0%

Actual: 68.1%

Met: Yes

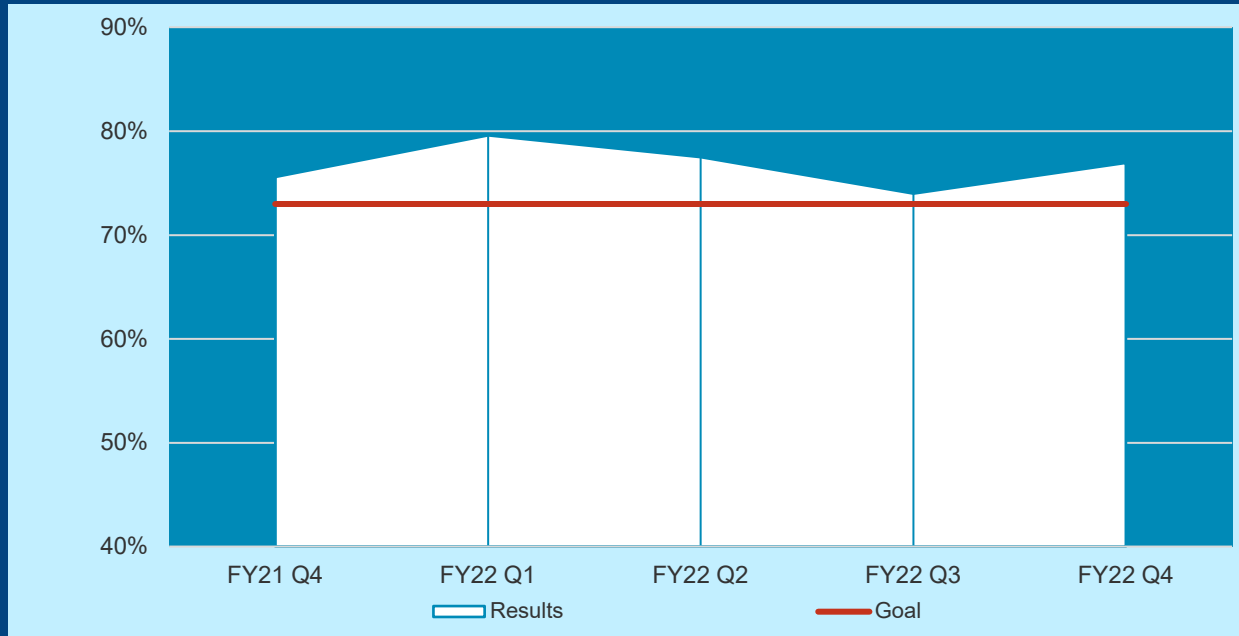
Composite Rating Based on Appearance of :

- Platform: 70.6% (Weighted 40%)
- Concourse: 69.6% (Weighted 25%)
- Escalator: 69.8% ↓ (Weighted 10%)
- Stairwells: 66.6% (Weighted 7.5%)
- Elevator: 61.4% (Weighted 10%)
- Restroom: 57.8% ↑ (Weighted 7.5%)

↑ or ↓ indicates a statistically significant change from prior quarter

- Performance similarly met from previous quarter and same quarter last year
- Across all zones combined, the perceptions of restroom cleanliness improved and escalator cleanliness declined. Everything else was unchanged
  - Zone 4 showed improvements in 7 of 9 measures with none declining
  - Zone 5 was unchanged except for an improvement in “station kept free of graffiti
  - Zone 1 declined on two measures (plaza/walkways and escalator cleanliness) while only improving on 1 (restroom cleanliness)
  - Zone 2 was unchanged except for a decline on stairwell cleanliness
  - Zone 3 showed no improvements and 2 actually declined (escalator and elevator cleanliness)
- System Service is maintaining cleanliness inside the stations, still working with Human Resources on hiring more staff

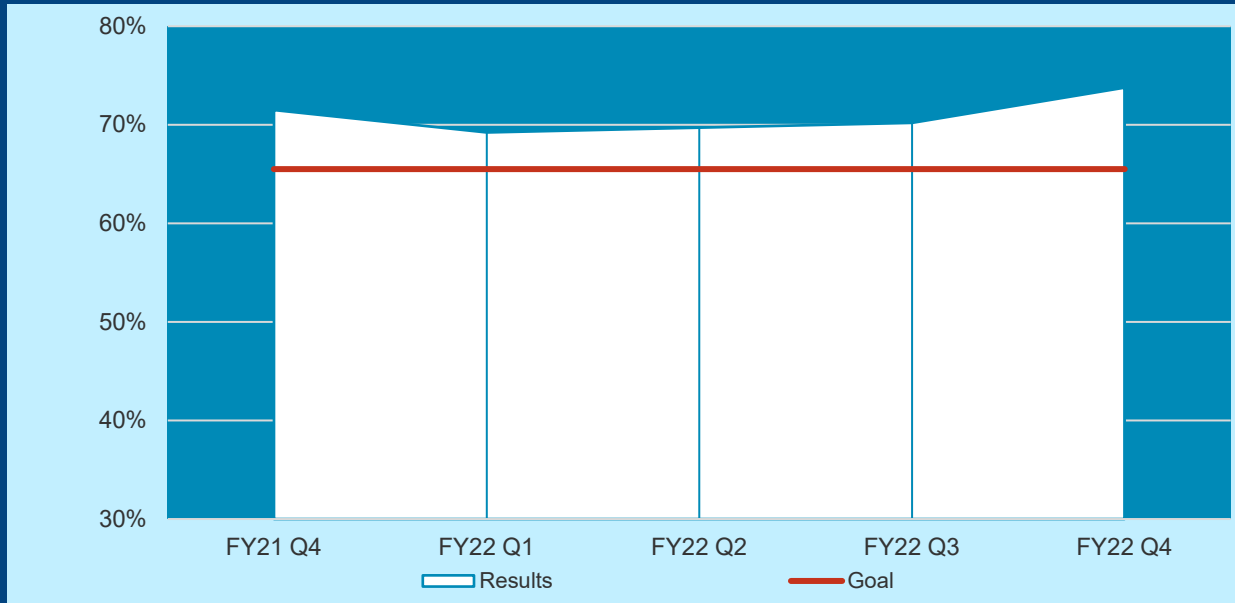
# Station Vandalism



Goal:	73.0%
Actual:	77.0%
Met:	Yes

- 4.01% performance improvement from previous quarter, 1.79% improvement from same quarter last year
- Customer perception on graffiti improved for both inside station and trains
- Department is continuing to stay on top of graffiti the best we can with staff and contractors contributing

# Train Interior Cleanliness



Goal: 70.0%

Actual: 73.8%

Met: Yes

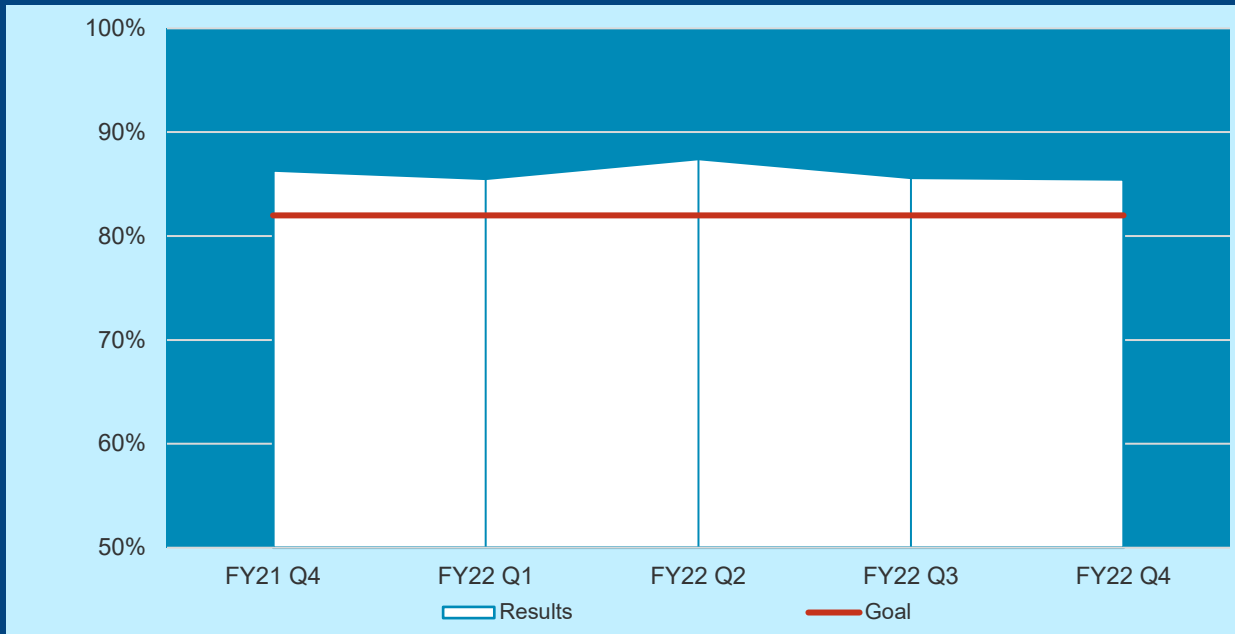
Composite Rating Based on Train Interior:

- **Cleanliness: 66.1% ↑**  
(Weighted 60%)
- **Kept Free of Graffiti: 85.3% ↑**  
(Weighted 40%)

↑ or ↓ indicates a statistically significant change from prior quarter

- 9.31% performance improvement from previous quarter, 3.55% improvement from same quarter last year
- Across all yards combined perceptions of cleanliness and graffiti improved but the results vary by yard perceptions of cleanliness and graffiti
  - Richmond and Concord improved on both measures
  - Hayward yard only saw perceptions of train cleanliness improve
  - Daly City yard saw no improvements at all versus Q3'22
- Hiring effort ongoing
  - 23 Utility Workers hired during quarter
  - 19 Net gain of Utility Worker positions this quarter
  - 27 Utility Workers positions remain vacant

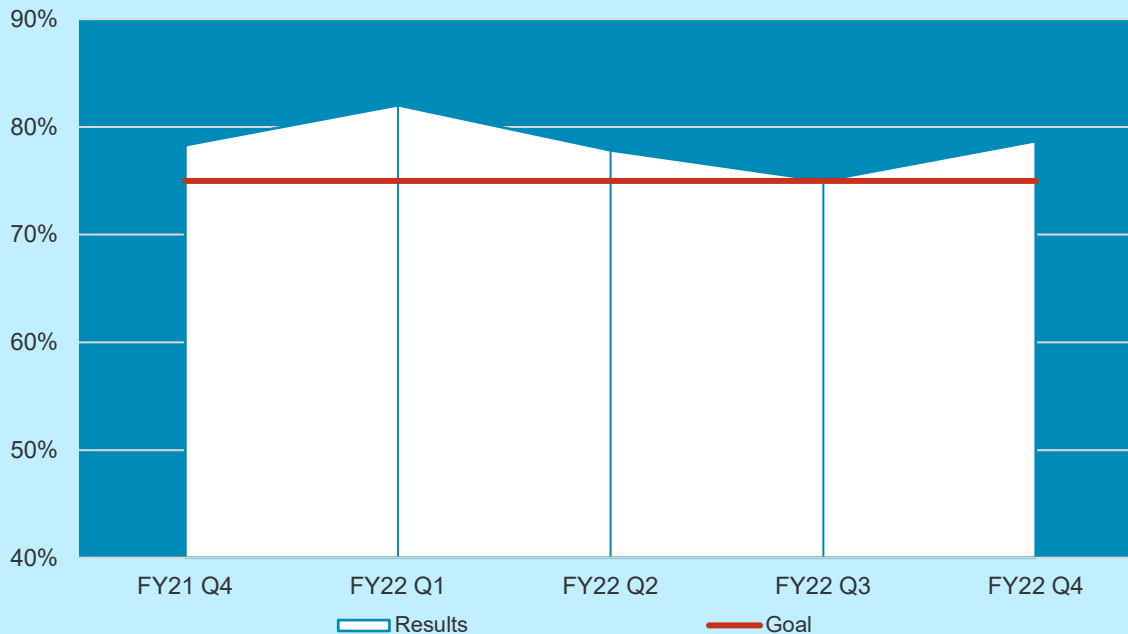
# Train Temperature



Goal:	82.0%
Actual:	85.5%
Met:	Yes

- Flat Change in performance from previous quarter, Flat from same quarter last year
- Car temperature was unchanged in either overall or when looking at any yard

# Customer Service



Goal: 75.0%

Actual: 78.7%

Met: Yes

Average Rating of:

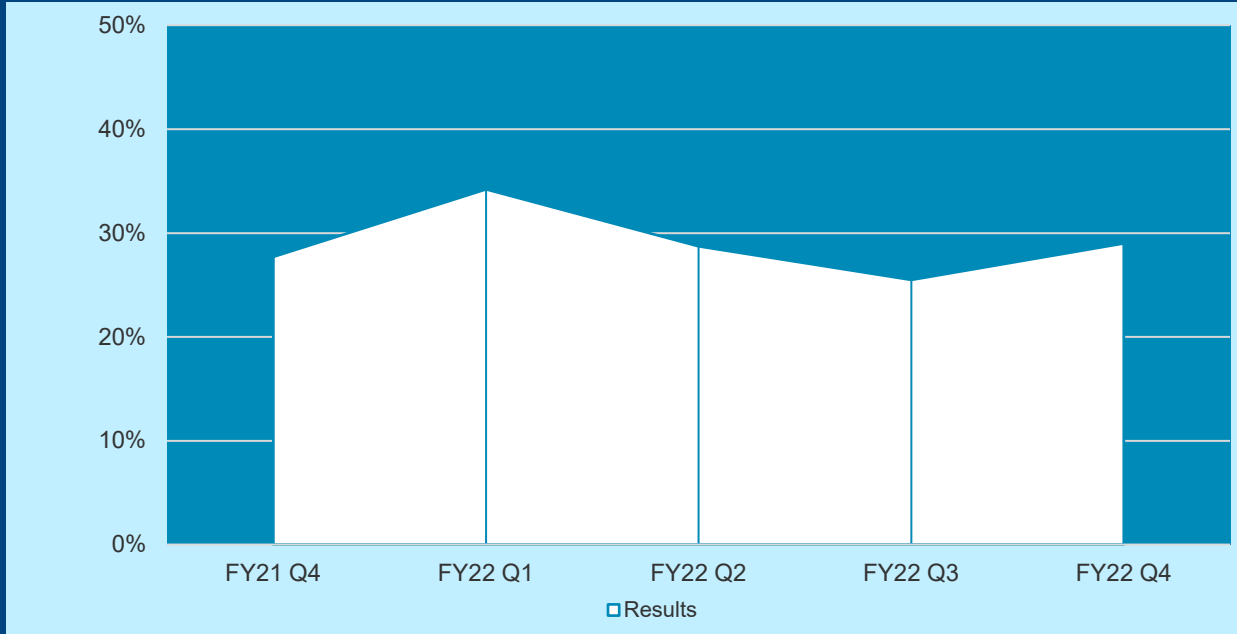
- **Customer Service Station Agent (if used today): 81.8%**
- **Onboard Next Stop, Destination and Transfer Announcements: 79.9% ↑**
- **Onboard Delay Announcements (if delayed today): 74.4%**

↑ or ↓ indicates a statistically significant change from prior quarter

- 4.92% performance improvement from previous quarter, Flat improvement from same quarter last year
- Customer satisfaction from onboard and transfer announcement improves, the satisfaction from station agent customer service remains unchanged

# Homelessness - Passenger Survey

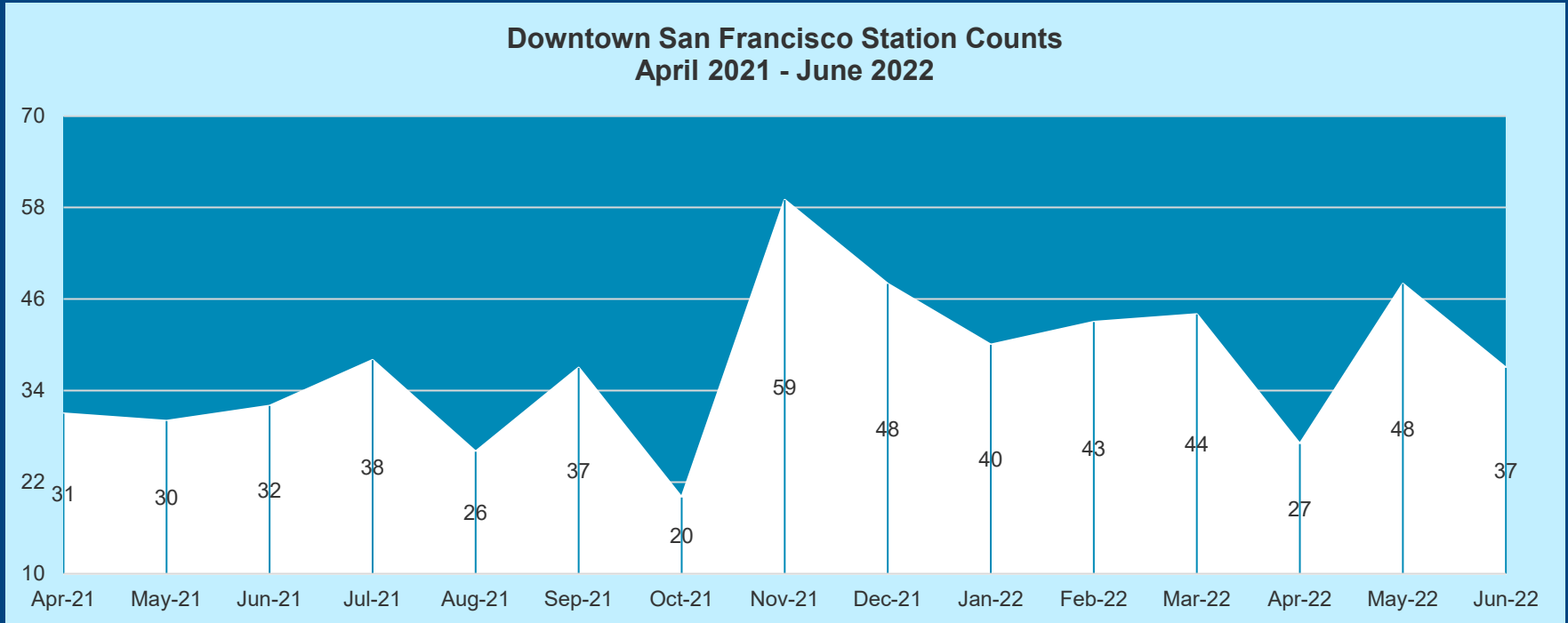
“How well is BART addressing homelessness?”



Goal:	N/A
Actual:	29.0%
Met:	N/A

- 13.79% performance improvement from previous quarter, 4.69% improvement from same quarter last year
- Overall the customer perception on how well BART is addressing Homelessness improved though the count of homeless individuals show a bit increase

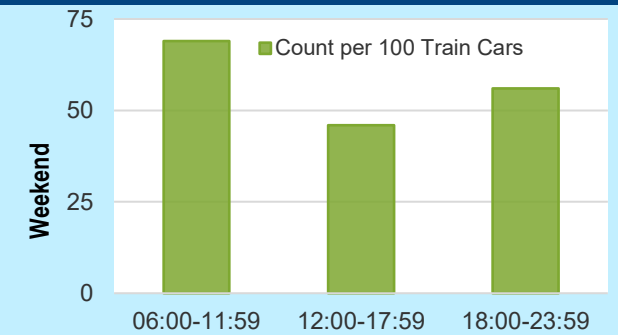
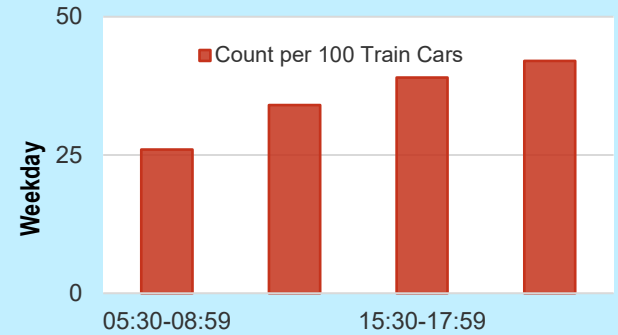
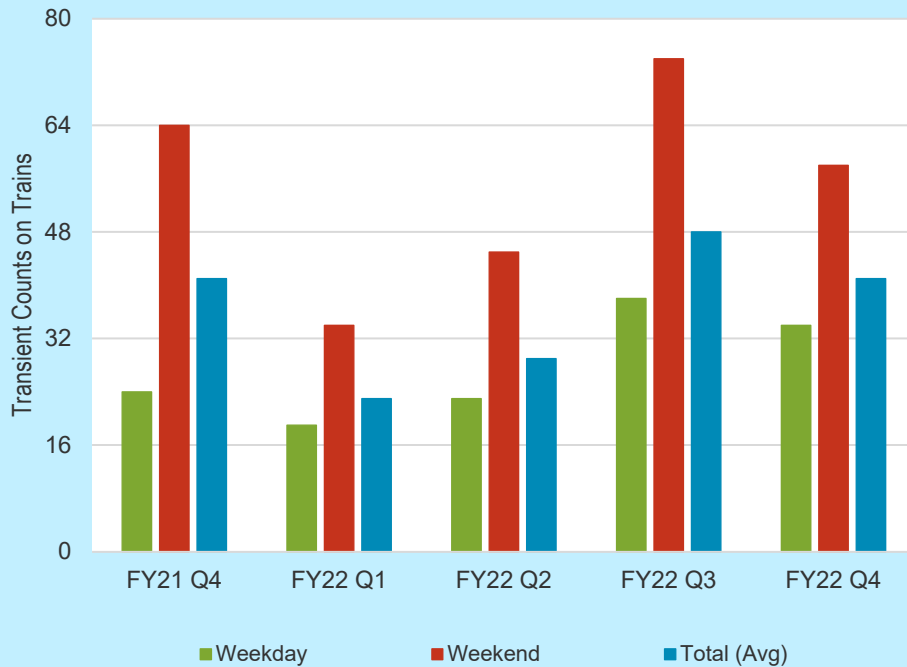
# Transient Counts in San Francisco Stations



- 11.81% decrease in count from previous quarter, 20.43% increase from same quarter last year
- These counts are a snapshot in time, so there will be variance month to month. June stayed in the normal range



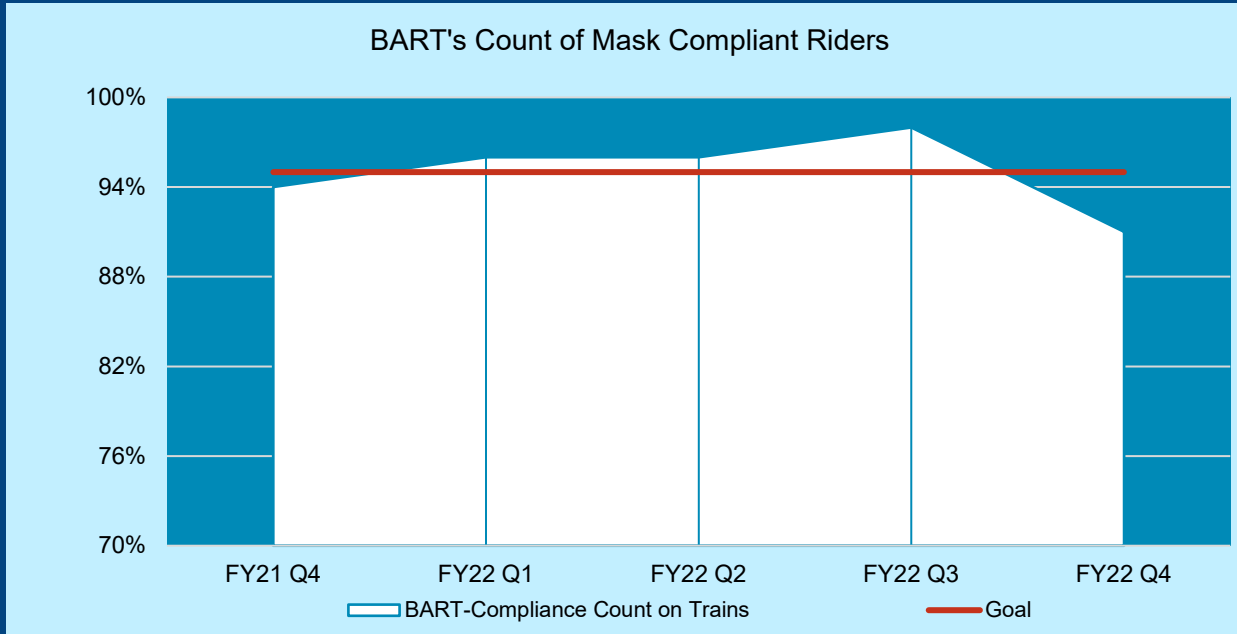
# Transient Counts on Trains



- 14.58% increase from previous quarter, Flat from same quarter last year

# Face Covering

Face Covering – BART Count on Trains

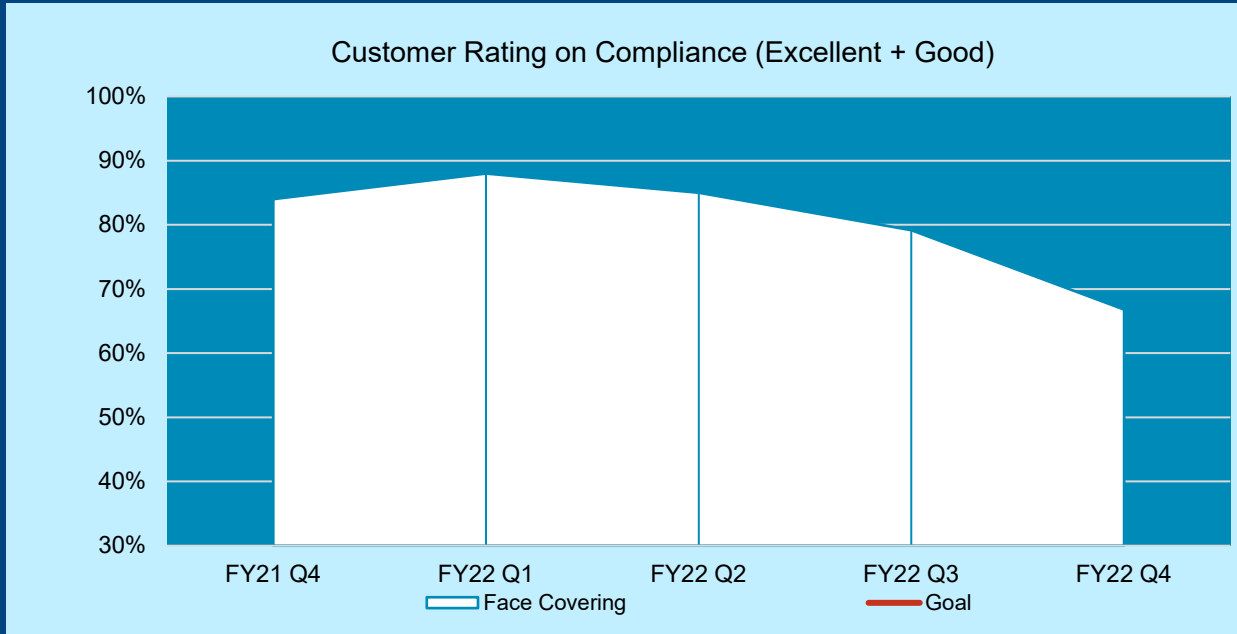


Goal:	95%
Actual:	91%
Met:	No

- 7.14% performance decrease from previous quarter, 3.19% decrease from same quarter last year

# Face Covering

## Passenger Perception - Passenger Survey

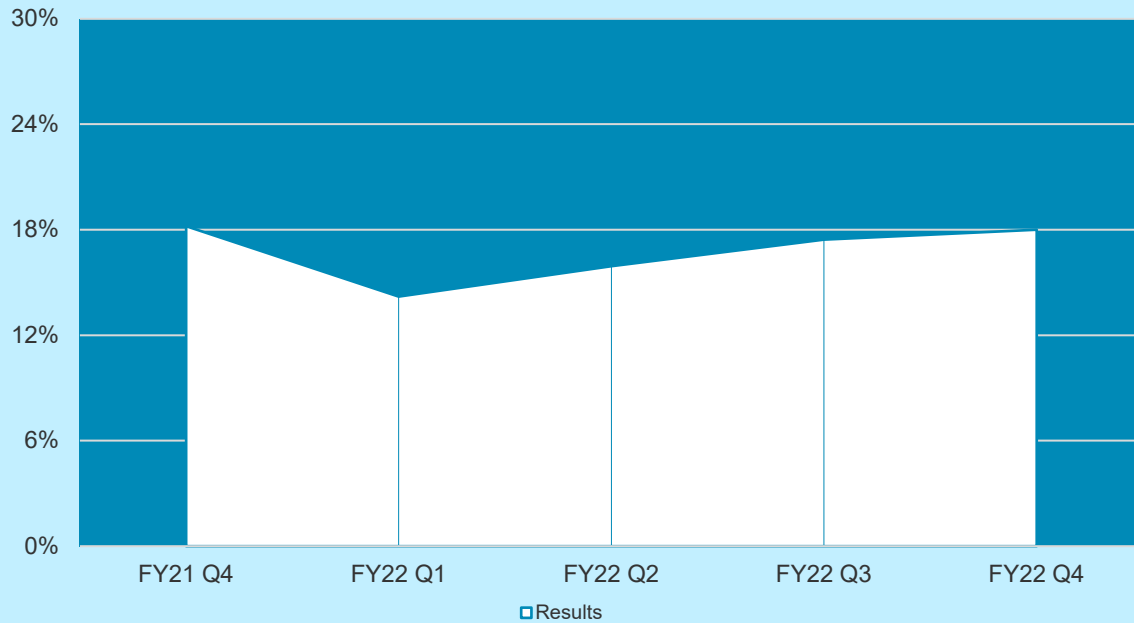


Goal:	N/A
Actual:	66.8%
Met:	N/A

- 15.58% performance decrease from previous quarter, 20.46% decrease from same quarter last year

# Fare Evasion Passenger Survey

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

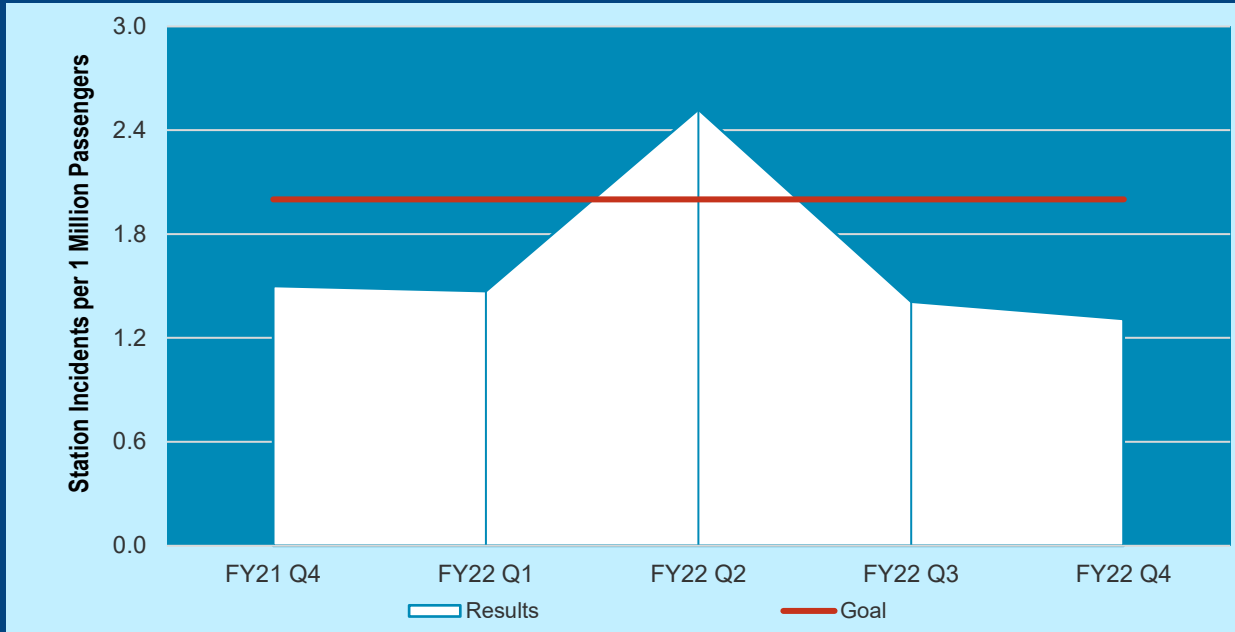


Goal:	N/A
Actual:	18.1%
Met:	N/A

- Flat Change in performance from previous quarter, Flat from same quarter last year

# Patron Safety – Station

Incidents per 1 Million Passengers

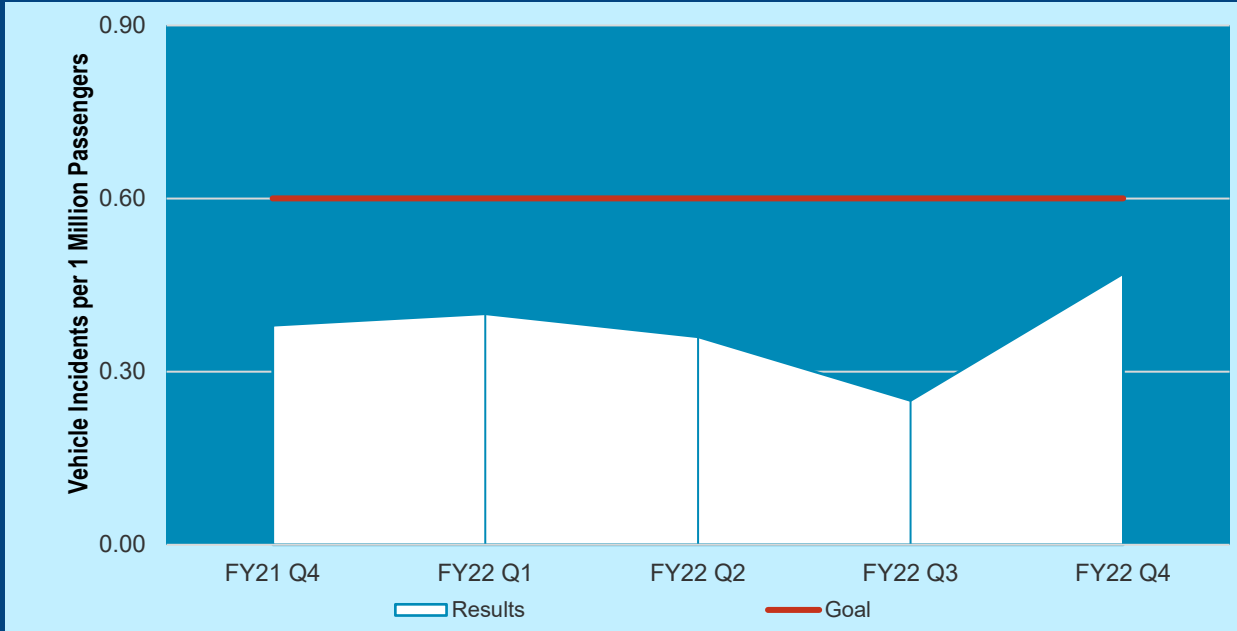


Goal:	2.00
Actual:	1.31
Met:	Yes

- 7.09% performance improvement from previous quarter, 12.66% improvement from same quarter last year
- Number of incidents this quarter 14; last quarter 12
  - Stairs – 3
  - Escalator – 8
  - Platform – 2
  - Fare Gate – 1

# Patron Safety – Vehicle

Incidents per 1 Million Passengers

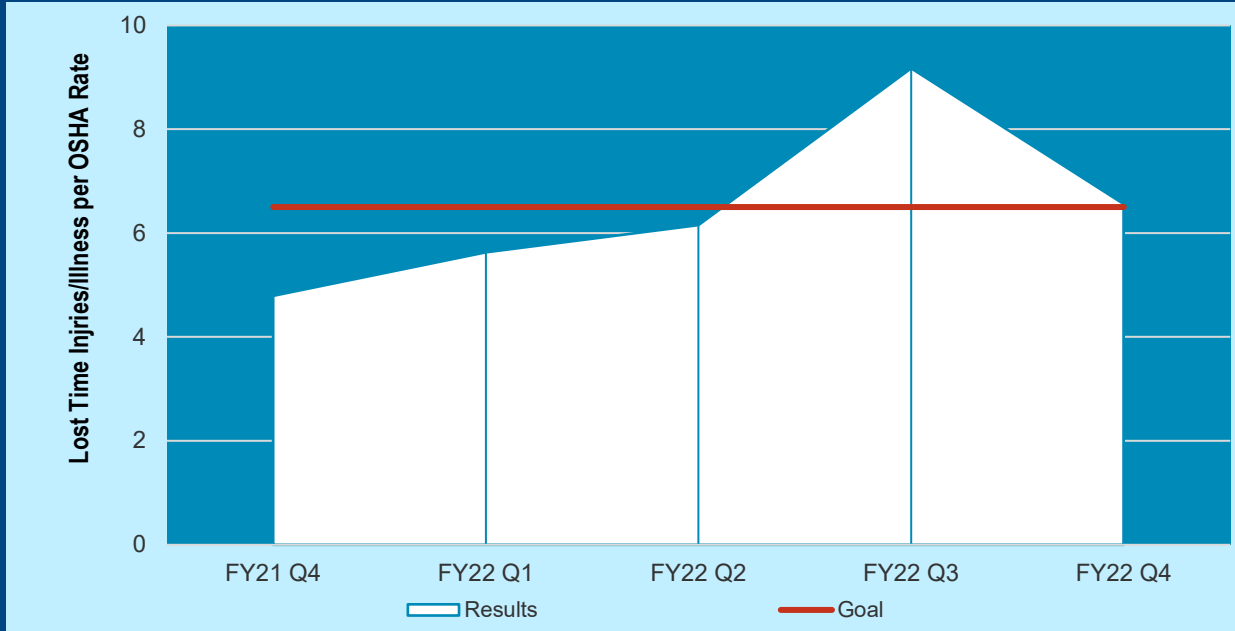


Goal:	0.60
Actual:	0.47
Met:	Yes

- 88% performance decrease from previous quarter, 23.68% decrease from same quarter last year
- Number of incidents this quarter 5; last quarter 2:
  - On-Board – 5

# Employee Safety – Lost Time

## Lost Time Injuries per OSHA Rate



Goal: 6.50

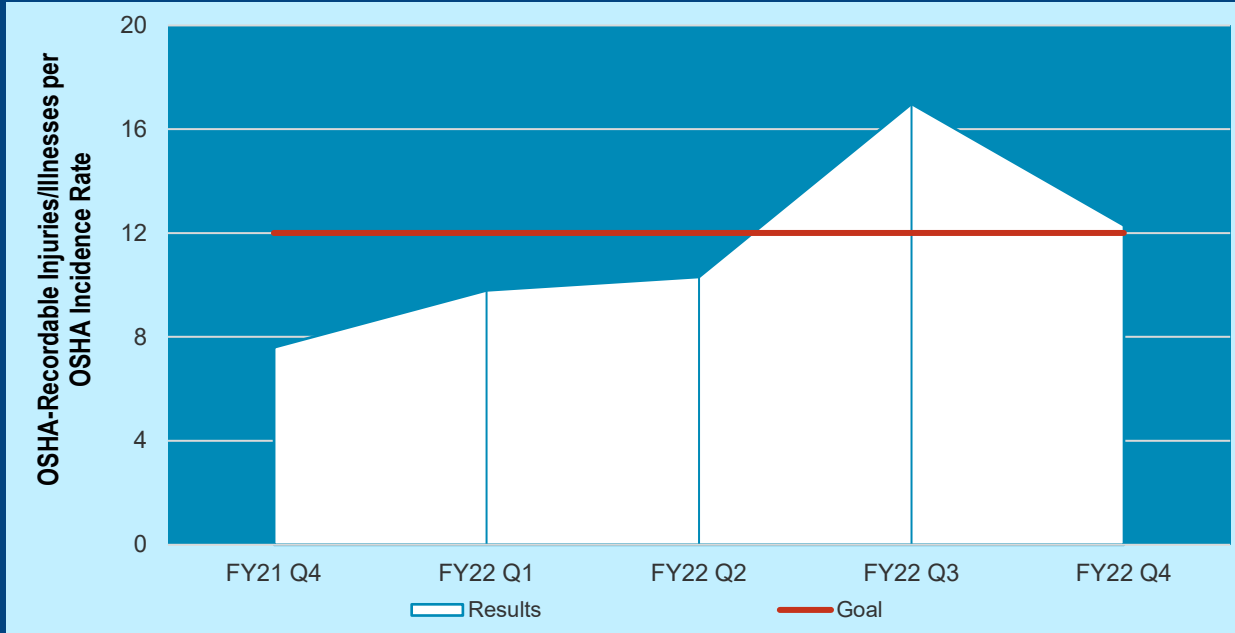
Actual: 6.56

Met: No

- 28.46% performance improvement from previous quarter, 36.95% decrease from same quarter last year
- Lost time cases count decreases by 40% (from 88 to 63) from last quarter
  - Trauma cases increase from 16 to 25
  - COVID-19 and exposure cases decrease from 35 to 3
  - Strain injury cases decrease from 11 to 4
  - Sprain injury cases increase from 5 to 6

# Employee Safety – Injury Count

## OSHA Recordable Injuries per OSHA Incidence Rate



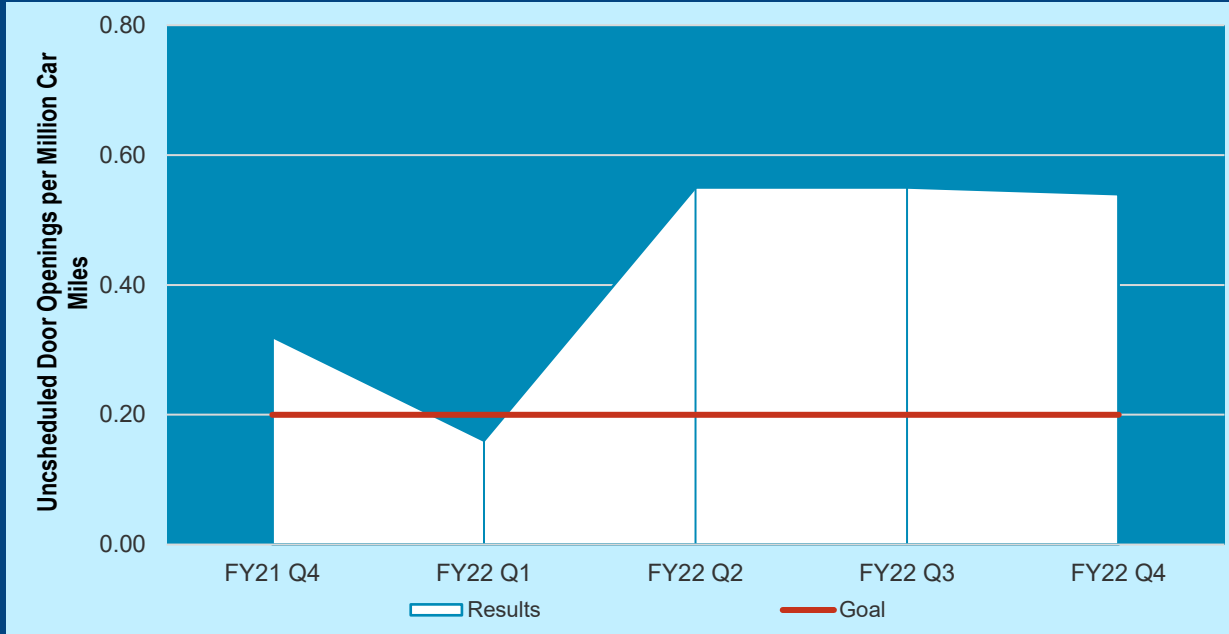
Goal:	12.00
Actual:	12.29
Met:	No

- 27.62% performance improvement from previous quarter, 61.71% decrease from same quarter last year
- Injury count decreases by 17% (from 142 to 118) from last quarter
  - COVID-19 illness cases decrease from 26 to 11
  - Exposure cases decrease from 25 to 9
  - Strain injuries decrease from 28 to 13
  - Trauma injuries increase from 20 to 27



# Operating Safety – Door Openings

## Unscheduled Door Openings per Million Car Miles

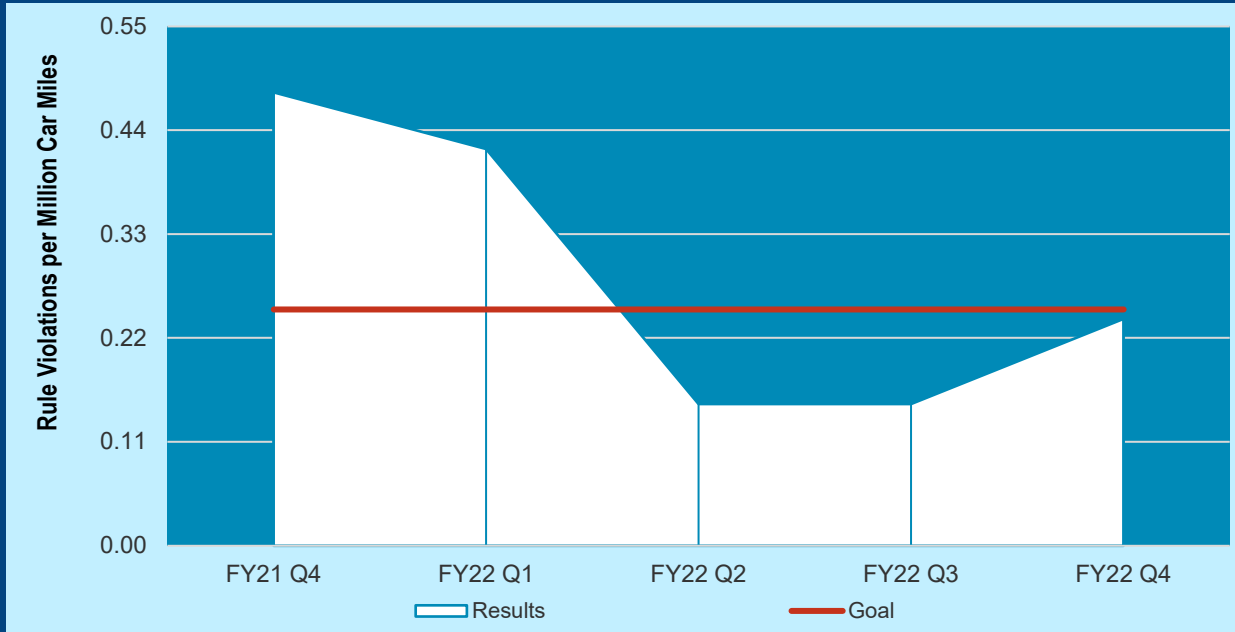


Goal:	0.20
Actual:	0.54
Met:	No

- 1.81% performance improvement from previous quarter, 68.75% decrease from same quarter last year
- Number incidents this quarter: 12
- Most due to human error (Unauthorized use of emergency door open) except for three due to human error (Transportation)
  - April - 5
  - May - 4
  - June - 3

# Operating Safety – Rule Violations

## Rule Violations per Million Car Miles

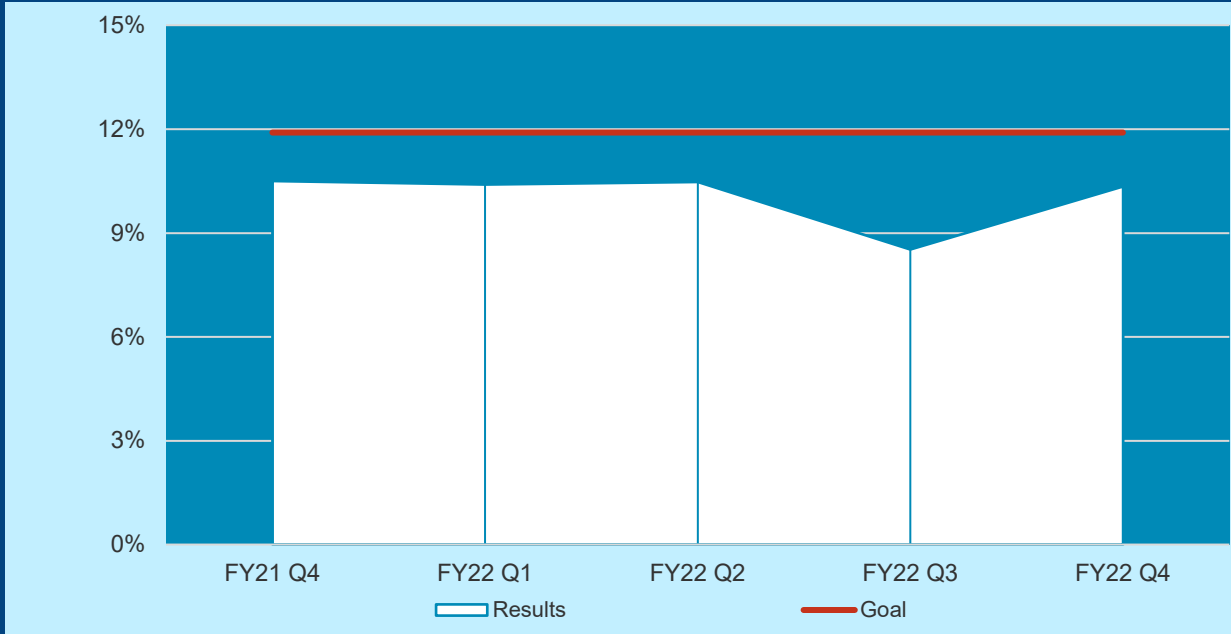


Goal:	0.25
Actual:	0.24
Met:	Yes

- 60% performance decrease from previous quarter, 50% improvement from same quarter last year
- Number of incidents this quarter: 5
  - 04/03/22 – Rule Violation - (M&E)
  - 04/06/22 – Safety Procedure Violation - (M&E)
  - 04/20/22 – Rule Violation - (Transportation)
  - 05/17/22 – Rule Violation - (Transportation)
  - 06/29/22 – Rule Violation - (Transportation)

# BART Police Presence

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

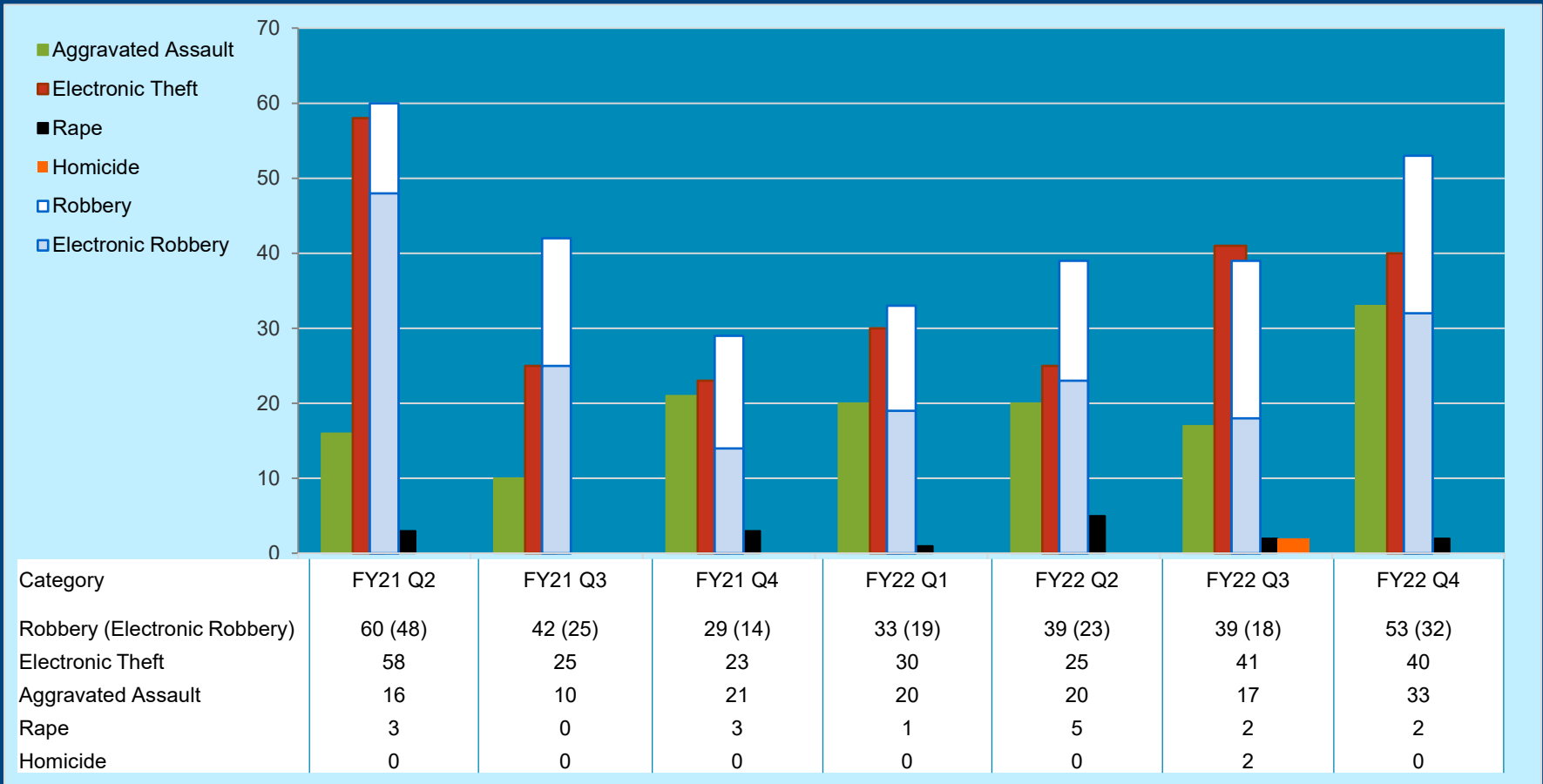


Goal:	12.0%
Actual:	10.3%
Met:	No
Average Score of Police Seen For:	
<b>All Time Periods</b>	
▪ On Train	5.6%
▪ Outside the Station	12.9% ↑
▪ In the Station	14.7% ↑
<b>After 7PM and Weekends</b>	
▪ On Train	4.6%
▪ Outside the Station	11.6%
▪ In the Station	12.6%
↑ or ↓ indicates a statistically significant change from prior quarter	

- 21.38% performance improvement from previous quarter, 1.47% decrease from same quarter last year

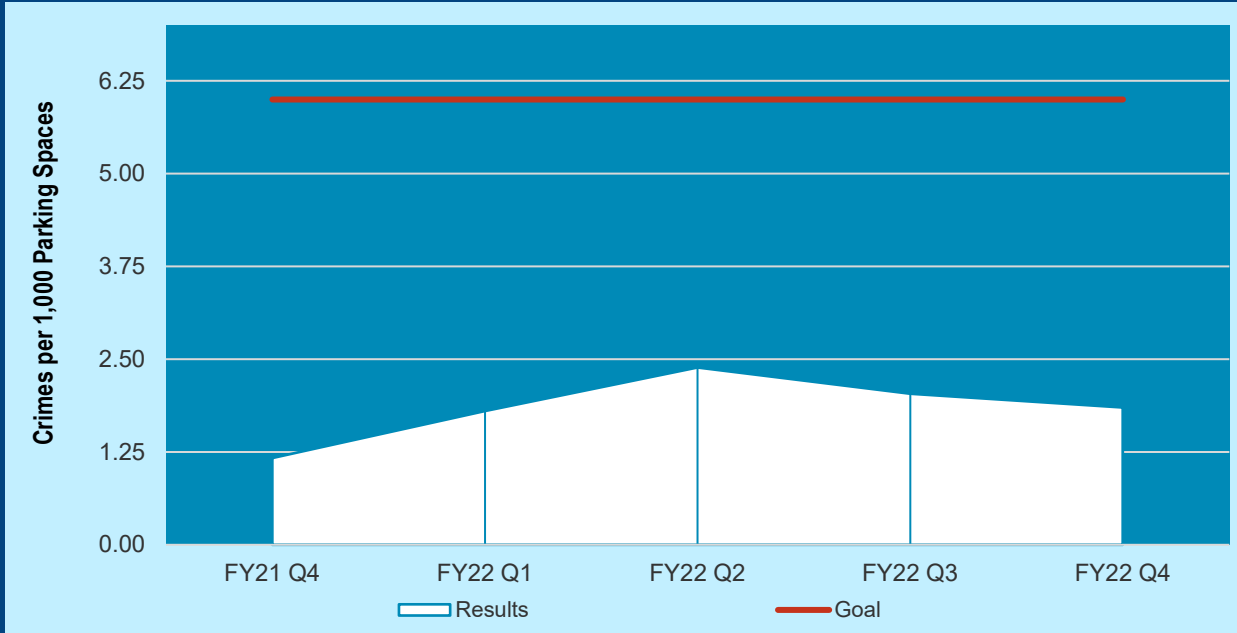
# Crimes Against Persons

## Crimes Detail by Category



# Auto Burglary

Crimes per 1,000 Parking Spaces

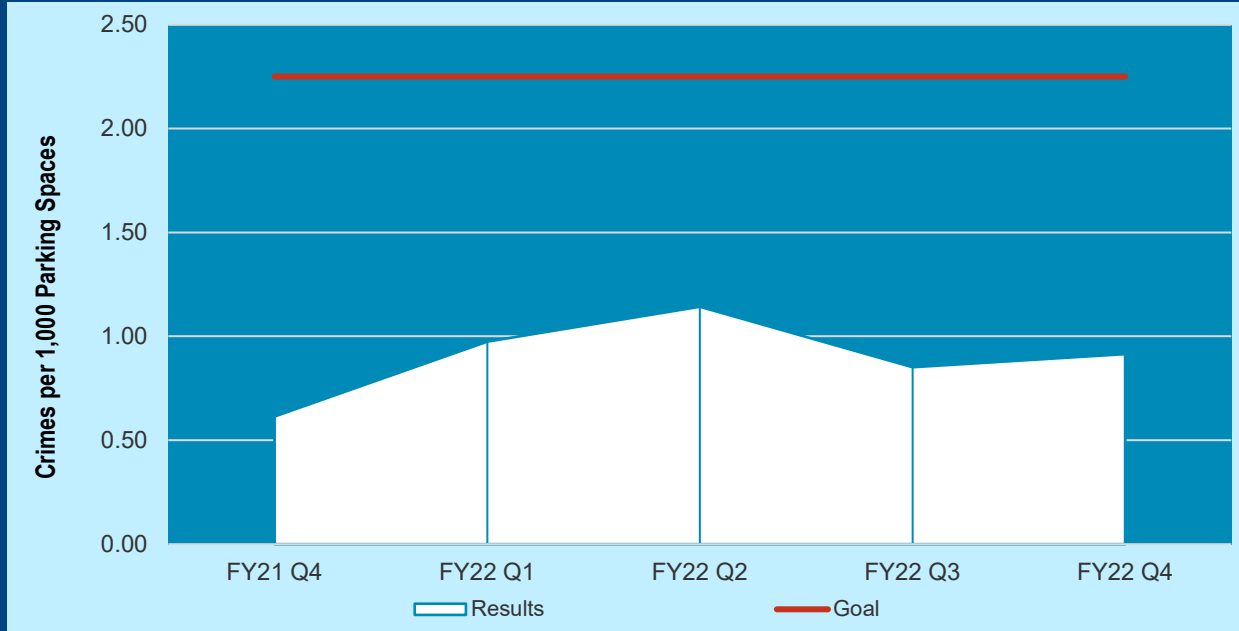


Goal:	6.00
Actual:	1.85
Met:	Yes

- 9.18% performance improvement from previous quarter, 58.59% decrease from same quarter last year

# Auto Theft

## Crimes per 1,000 Parking Spaces

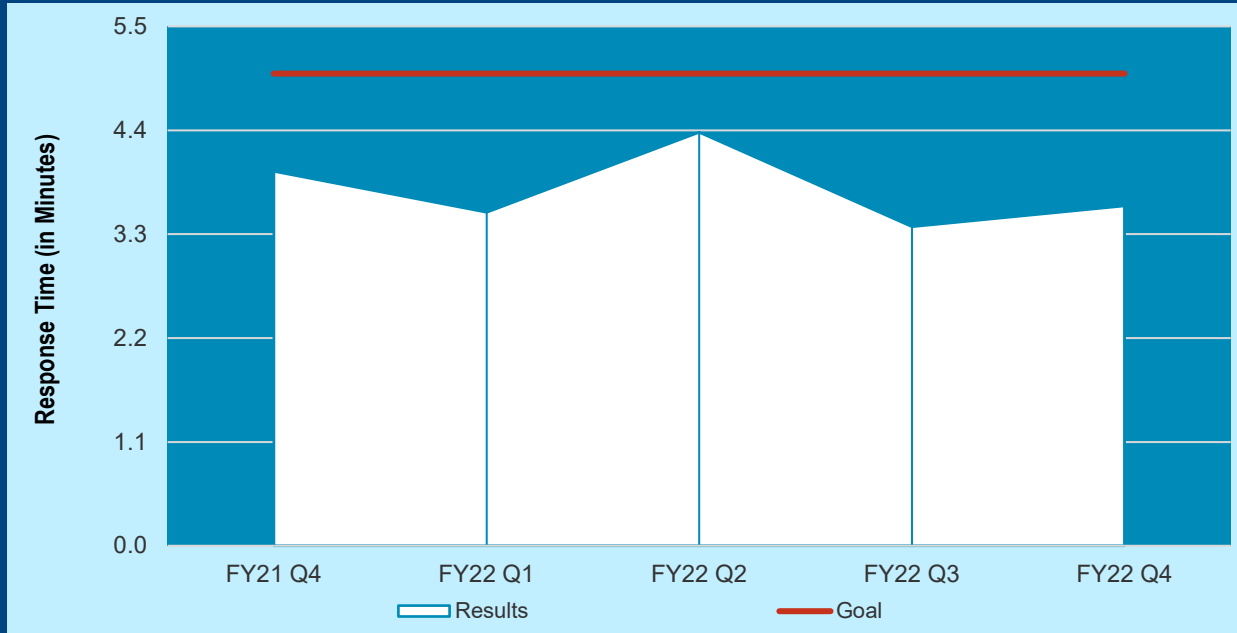


Goal:	2.25
Actual:	0.91
Met:	Yes

- 7.31% performance decrease from previous quarter, 48.69% decrease from same quarter last year

# Average Emergency Response Time

Response Time (in Minutes)

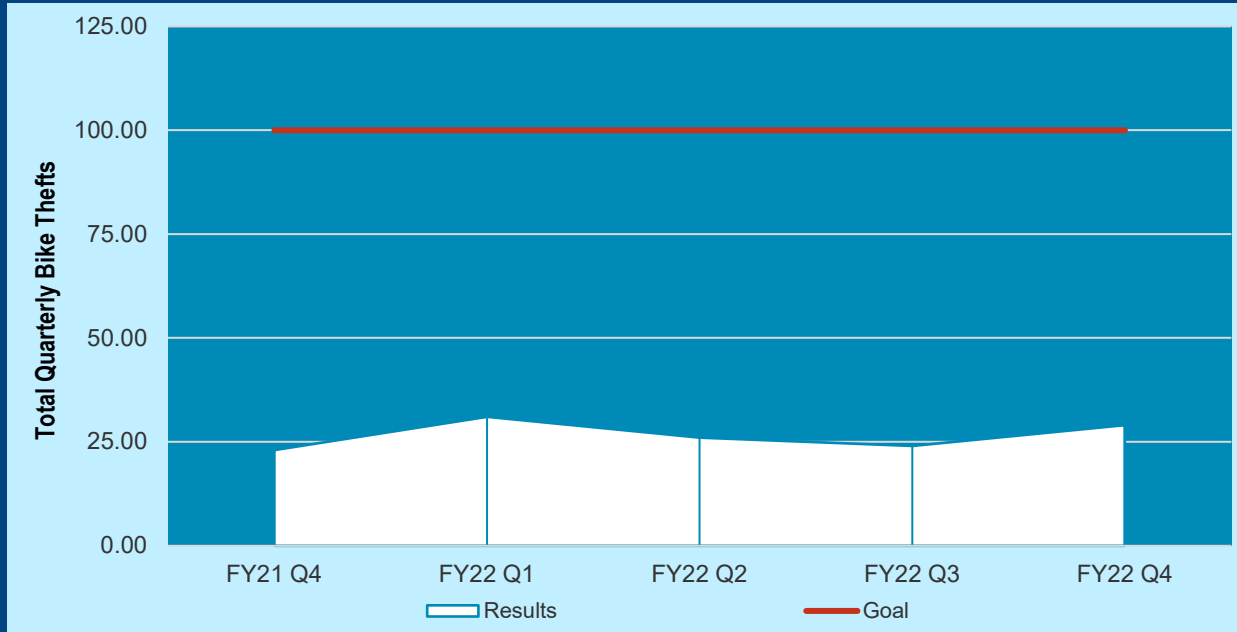


Goal:	5.00
Actual:	3.60
Met:	Yes

- 6.5% performance decrease from previous quarter, 9.24% improvement from same quarter last year

# Bike Theft

Count of Bike Thefts



Goal:	100
Actual:	29
Met:	Yes

- 20.83% performance decrease from previous quarter, 26.08% decrease from same quarter last year