Quarterly Service Performance Review
2nd Quarter, FY24 (October- December 2023)

Engineering & Operations Committee
February 22nd, 2024
## KPI Grouping

### Service Performance

#### Service Delivery
- **Capacity**
  - Weekday - Average Ridership
  - Dispatches Operated
  - Passenger Loading

- **Punctuality**
  - On-time – Customer
  - Daily / Peak
  - On-time – Train
  - Daily / Peak
  - Timed Train Meets - K-Line

#### Railway Asset Availability
- **Wayside**
  - Wayside - Train Control Systems
  - Wayside Train Control System
  - Control System
  - Wayside - Railway Systems
  - Track
  - Traction Power

- **Revenue Fleet**
  - Revenue Fleet - Fleet Reliability
  - 4 AM - Car Availability
  - Vehicle MTBSD - (Hours)

- **Operations**
  - Transportation Staffing

- **Stations**
  - Availability – Elevators
  - Availability – Escalators
  - Availability – Fare Collection

### Customer Experience
- **Customer Service**
  - Customer Service
  - Overall Customer Satisfaction
  - Station Agent Customer Service
  - Complaints

- **Environment**
  - Environment – Stations
    - Outside
    - Inside
  - Environment – Trains
    - Cleanliness
    - Temperature
  - Environment – Code of Conduct
    - Gender Based Harassment
    - Fare Evasion

### Safety and Security
- **Safety**
  - Safety – Passenger
  - Station Incidents
  - Vehicle Incidents
  - Safety – Employee
    - Lost Time Injuries
    - OSHA Recordable Injuries
  - Safety – Violations
    - Unscheduled Door Openings
    - OSHA Recordable Injuries

- **Security**
  - Police Coverage
  - BPD Presence
  - BPD Response Time
  - Crime – Against Person
  - Crime – Burglary
    - Bike Thefts
    - Auto Burglaries
    - Auto Thefts
  - Progressive Policing
# Summary – Service Delivery

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY24 Q2</th>
<th>Goal</th>
<th>Change from FY24 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All-Day</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekday - Average Ridership</td>
<td>160474</td>
<td>164933</td>
<td>(2.50%)</td>
</tr>
<tr>
<td>Trains On-Time - Daily</td>
<td>76.3%</td>
<td>91.0%</td>
<td>(8.97%)</td>
</tr>
<tr>
<td>Customers On-Time - Daily</td>
<td>90.4%</td>
<td>94.0%</td>
<td>(1.81%)</td>
</tr>
<tr>
<td><strong>Peak</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trains On-Time - Peak</td>
<td>76.5%</td>
<td></td>
<td>(8.37%)</td>
</tr>
<tr>
<td>Customers On-Time - Peak</td>
<td>89.8%</td>
<td></td>
<td>(2.47%)</td>
</tr>
</tbody>
</table>

- Gray arrows represent change from the previous quarter for metrics which do not have an established goal.
Service Delivery – Delay Incident Detail

15223 Delayed Trains Caused by Incidents

- 11% Internal
- 90% External
- 90% State of Good Repair
- 20% Societal
- 10% Cancellations
- 10% Other

Trains Delayed - Top Ten Single Incidents

- 12/18/2023, Weather (Rain), 842
- 12/29/2023, Weather (Rain), 739
- 12/20/2023, Weather (Rain), 682
- 12/19/2023, Weather (Rain), 660
- 11/15/2023, Weather (Rain), 605
- 10/22/2023, Weather (Rain), 521
- 12/27/2023, Weather (Rain), 518
- 11/16/2023, Weather (Rain), 502
- 11/18/2023, Weather (Rain), 499
- 12/17/2023, Weather (Rain), 431

Top ten incidents = 39.4% of delayed trains

Trains Delayed by Month

- Weather (Rain)
- Staffing Shortage
- Operations
- Wayside
- Intrusion
- Police and Security
- Car Shortage
- Congestion
- Miscellaneous
- Passenger
- Weather

SAN FRANCISCO BAY AREA RAPID TRANSIT
• Total Ridership up 9.2% over last year.
• Average weekday ridership up 9.8% over last year.
• Saturday ridership up 11.8% over last year.
• Sunday ridership up 7.8% over last year.

**Average Ridership - Weekday**

**Comparison of December Ridership by Day of Week**

**Weekday Hourly System Activity**

- Pre-COVID 2019
- November 2023
- December 2023
- April 2020

- 6 A.M.
- noon
- 6 P.M.
- Midnight
• Cancellations improved to 1% of trains missing dispatch from origin
SAN FRANCISCO BAY AREA RAPID TRANSIT

Capacity – Passenger Loading

Passenger Load per Car for Top 5 Crowded Weekday Trains

Average Hourly Weekday Passenger Load per Car by Line

**Legend**
- Maximum of Top 5*
- 75th Percentile
- Median
- 25th Percentile
- Minimum of Top 5*

*Maximum & Minimum Values of Top 5 Crowded Trains with outliers removed

^1Typical Busiest Trains by Route
Punctuality – Trains On-Time

Trains On-Time - Daily

Trains On-Time - Peak

Percent of Delayed Trains by Incident Cause (EOL)

Weather, 61%
Police and Security, 14%
Wayside, 8%
Intrusion, 6%
Passenger, 5%
MI, 2%
Con, 2%
Ve,
• Customer On-Time was 90.4% for the quarter.
A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point.

Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows:

- Northbound trains meet at 19th Street
- Southbound trains meet at MacArthur

### Northbound Meets at 19th Street

<table>
<thead>
<tr>
<th>Month</th>
<th>% Met N/B Weekday</th>
<th>% Met N/B Weekend</th>
<th>Train On-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>10%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>Nov</td>
<td>25%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Dec</td>
<td>40%</td>
<td>0%</td>
<td>40%</td>
</tr>
<tr>
<td>Jan</td>
<td>55%</td>
<td>0%</td>
<td>55%</td>
</tr>
<tr>
<td>Feb</td>
<td>70%</td>
<td>0%</td>
<td>70%</td>
</tr>
<tr>
<td>Mar</td>
<td>85%</td>
<td>0%</td>
<td>85%</td>
</tr>
<tr>
<td>Apr</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Southbound Meets at MacArthur

<table>
<thead>
<tr>
<th>Month</th>
<th>% Met S/B Weekday</th>
<th>% Met S/B Weekend</th>
<th>Train On-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>10%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>Nov</td>
<td>25%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Dec</td>
<td>40%</td>
<td>0%</td>
<td>40%</td>
</tr>
<tr>
<td>Jan</td>
<td>55%</td>
<td>0%</td>
<td>55%</td>
</tr>
<tr>
<td>Feb</td>
<td>70%</td>
<td>0%</td>
<td>70%</td>
</tr>
<tr>
<td>Mar</td>
<td>85%</td>
<td>0%</td>
<td>85%</td>
</tr>
<tr>
<td>Apr</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>
# Summary – Railway Asset Availability

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY24 Q2</th>
<th>Goal</th>
<th>Change from FY24 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wayside Equipment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Track</td>
<td>0.45</td>
<td>0.30</td>
<td>48.48%</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.38</td>
<td>1.00</td>
<td>66.07%</td>
</tr>
<tr>
<td>Wayside Train Control System</td>
<td>1.02</td>
<td>1.30</td>
<td>15.74%</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.04</td>
<td>0.30</td>
<td>86.59%</td>
</tr>
<tr>
<td>Transportation</td>
<td>0.36</td>
<td>0.50</td>
<td>36.62%</td>
</tr>
<tr>
<td><strong>Revenue Vehicle</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle MTBSD - (Hours)</td>
<td>19043</td>
<td>9600</td>
<td>49.30%</td>
</tr>
<tr>
<td>4 AM - Car Availability</td>
<td>504</td>
<td>446</td>
<td>(20.89%)</td>
</tr>
<tr>
<td>DMU - MDBF (Miles)</td>
<td>39420</td>
<td>28000</td>
<td>(8.11%)</td>
</tr>
<tr>
<td><strong>Station Equipment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elevators in Service - Station</td>
<td>99.3%</td>
<td>98.0%</td>
<td>0.59%</td>
</tr>
<tr>
<td>Elevators in Service - Garage</td>
<td>99.8%</td>
<td>97.0%</td>
<td>0.11%</td>
</tr>
<tr>
<td>Escalators in Service - Street</td>
<td>96.7%</td>
<td>93.0%</td>
<td>(0.80%)</td>
</tr>
<tr>
<td>Escalators in Service - Platform</td>
<td>98.4%</td>
<td>96.0%</td>
<td>(0.30%)</td>
</tr>
<tr>
<td>Automatic Fare Collection - Gates</td>
<td>99.5%</td>
<td>98.0%</td>
<td>0.16%</td>
</tr>
<tr>
<td>Automatic Fare Collection - Vendors</td>
<td>99.1%</td>
<td>95.0%</td>
<td>0.03%</td>
</tr>
</tbody>
</table>

- **Goal Met**: 93%
- **Goal Not Met <5%**: 7%
- **Goal Not Met >5%**: 0%
Wayside Asset Availability – Detail

- 1146 Train delays for the quarter
- Track had multiple rail defects that required slow orders
- Train Control experienced multiple switch failures and a false occupancy
Wayside Equipment – Delayed Trains by System

- **Track System**
  - [Graph showing delayed trains per 100 train trips from October to December with results and goal indicated.]

- **Wayside Train Control System**
  - [Graph showing delayed trains per 100 train trips from October to December with results and goal indicated.]

- **Traction Power System**
  - [Graph showing delayed trains per 100 train trips from October to December with results and goal indicated.]

- **Wayside Computer Control System**
  - [Graph showing delayed trains per 100 train trips from October to December with results and goal indicated.]
Revenue Fleet – Reliability

Breakdown of Delayed Trains by Vehicle System

- Propulsion, 107
- ATO/VATC, 41
- Door, 30
- Brake, 13
- Wheels, 6
- T

Car Availability at 4 AM

Mean Time Between Service Delays

- Results
- Goal

Number of Cars

Oct Nov Dec Jan Feb Mar April May June July Aug Sept Oct Nov Dec

Number of Trains

Oct Nov Dec Jan Feb Mar April May June July Aug Sept Oct Nov Dec

Car count as of 12/31/2023

FOTF

LEGACY

80

656
Operations - Transportation

- This quarter the objective was achieved and met the goal
- Increased staffing of Train Operators is driving delays down
- 40 train delays due to staffing shortage for the quarter

Operations - Transportation

Operations

- Increased staffing of Train Operators is driving delays down
- 40 train delays due to staffing shortage for the quarter
**Hiring Metrics - Priority Positions**

### Station Agent
- **Certified Trainees:** 404
- **Trainees (Cert Phase):** 12
- **Trainees (Classroom Phase):** 4
- **In Pipeline:** 10
- **Target Range:** 375 to 395

### Train Operator
- **Certified Trainees:** 482
- **Trainees (Cert Phase):** 30
- **Trainees (Classroom Phase):** 12
- **In Pipeline:** 0
- **Target Range:** 510 to 530

### Rail Operations Controller
- **Certified Controllers:** 14
- **Trainees (Cert Phase):** 5
- **Trainees (Classroom Phase):** 6
- **In Pipeline:** 7
- **Target Range:** 30 to 35
Station Equipment – Elevator Availability

**Station Elevator**
- Goal met

**Garage Elevator**
- Goal met

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*E-line Elevator and Escalator are included*
Station Equipment – Escalator Availability

Street Escalator
• Goal met

Platform Escalator
• Goal met
Gate Availability
• Goal met

Vendor Availability
• Goal met

**Gate Availability**
- Results:
  - October: 98%
  - November: 96%
  - December: 94%
  - January: 92%
  - February: 96%
  - March: 98%
  - April: 100%

**Vendor Availability**
- Results:
  - October: 98%
  - November: 96%
  - December: 94%
  - January: 94%
  - February: 92%
  - March: 96%
  - April: 98%
  - May: 100%
  - June: 98%
  - July: 96%
  - August: 94%
  - September: 92%
  - October: 90%
  - November: 98%
  - December: 96%
**Summary – Customer Experience**

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY24 Q2</th>
<th>Goal</th>
<th>Change from FY24 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Experience</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Customer Satisfaction</td>
<td>81%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Station Agent Customer Service</td>
<td>4.4</td>
<td></td>
<td>(2.2%)</td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>26.84</td>
<td></td>
<td>6.45%</td>
</tr>
<tr>
<td><strong>Train Environment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Train Temperature</td>
<td>4.31</td>
<td>4.13</td>
<td></td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>3.71</td>
<td>2.07</td>
<td></td>
</tr>
<tr>
<td><strong>Station Environment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>3.68</td>
<td>5.23</td>
<td></td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>3.68</td>
<td>5.15</td>
<td></td>
</tr>
<tr>
<td><strong>Code of Conduct</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender Based Harassment</td>
<td>7%</td>
<td>(11.11%)</td>
<td></td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>22%</td>
<td>(7.03%)</td>
<td></td>
</tr>
</tbody>
</table>

*BART has redesigned the PES surveys and are currently forming the new reporting criteria. The goals will be re-established next quarter.*

▲ Gray arrows represent change from the previous quarter for metrics which do not have an established goal.
Customer Service – Experience

- Overall Customer Satisfaction 81%
- Up by 7% from last quarter

- Station Agent Customer Service is 4.4
- Up 0.5 on the 5-point scale from FY23

**Overall, how satisfied are you with the services provided by BART?**

**Overall Customer Satisfaction**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Top-2 box %</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY23 Q2</td>
<td>72%</td>
</tr>
<tr>
<td>FY23 Q3</td>
<td>70%</td>
</tr>
<tr>
<td>FY23 Q4</td>
<td>73%</td>
</tr>
<tr>
<td>FY24 Q1</td>
<td>74%</td>
</tr>
<tr>
<td>FY24 Q2</td>
<td>81%</td>
</tr>
</tbody>
</table>

**Station Agent Customer Service**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY23 Q2</td>
<td>3.9</td>
</tr>
<tr>
<td>FY23 Q4</td>
<td>3.9</td>
</tr>
<tr>
<td>FY24 Q1</td>
<td>4.5</td>
</tr>
<tr>
<td>FY24 Q2</td>
<td>4.4</td>
</tr>
</tbody>
</table>
Customer Service – Cases by Type

Breakdown of 6170 Inquiry Cases

Inquiry Cases – FY24 Q2

Compliment Cases – FY24 Q2
Environment – Stations

Environment Outside Station

- This is a composite score which incorporates the appearance of BART landscaping, walkways, and entry plaza (67%), and the cleanliness of the parking lot (33%).

Data acquired from PES Survey

Environment Inside Station

- This is a composite score which incorporates the appearance of the platform (40%), concourse (25%), escalator (10%), stairwells (7.5%), elevator (10%), and restroom (7.5%).

<table>
<thead>
<tr>
<th></th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
<th>FY24 Q1</th>
<th>FY24 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>3.5</td>
<td>3.5</td>
<td>3.5</td>
<td>3.7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
<th>FY24 Q1</th>
<th>FY24 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>3.5</td>
<td>3.7</td>
<td>3.5</td>
<td>3.7</td>
</tr>
</tbody>
</table>
Customer Rating – Interior Cleanliness

- This is a composite score which incorporates the appearance of the train interior (60%), and the appearance of any graffiti on the train (40%).

Customer Rating – Interior Cleanliness

Customer Rating - Temperature

Data acquired from PES Survey
Environment – Code of Conduct

Gender Based Harassment

Have you experienced gender-based sexual harassment at BART in the last six months?

Data acquired from PES Survey

Fare Evasion

Did you see anyone enter or exit the Station without paying their fare today?

**Gender Based Harassment**

- FY23 Q2: 10%
- FY23 Q3: 7%
- FY23 Q4: 5%
- FY24 Q1: 4%
- FY24 Q2: 2%

**Fare Evasion**

- FY23 Q2: 25%
- FY23 Q3: 20%
- FY23 Q4: 15%
- FY24 Q1: 10%
- FY24 Q2: 5%
Summary – Safety and Security

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY24 Q2</th>
<th>Goal</th>
<th>Change from FY24 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.25</td>
<td>0.6</td>
<td>(4.16%)</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.22</td>
<td>0.2</td>
<td>8.33%</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.22</td>
<td>0.25</td>
<td>(57.14%)</td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>1.23</td>
<td>2</td>
<td>(30.85%)</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>11.56</td>
<td>12</td>
<td>21.30%</td>
</tr>
<tr>
<td>Lost Time Injuries/Illnesses/Per OSHA</td>
<td>6.04</td>
<td>6.5</td>
<td>28.43%</td>
</tr>
<tr>
<td>Police Response Time per Emergency Incident</td>
<td>4.80</td>
<td>5</td>
<td>(9.34%)</td>
</tr>
<tr>
<td>Bike Thefts</td>
<td>26</td>
<td>100</td>
<td>61.76%</td>
</tr>
<tr>
<td>Auto Thefts/1,000 Parking Spaces</td>
<td>3.18</td>
<td>2.25</td>
<td>25.05%</td>
</tr>
<tr>
<td>Auto Burglaries/1,000 Parking Spaces</td>
<td>4.22</td>
<td>3.5</td>
<td>8.34%</td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>20.3%</td>
<td>12%</td>
<td>16.96%</td>
</tr>
<tr>
<td>Crimes Against Persons/Million Riders</td>
<td>12.58</td>
<td>2</td>
<td>(60.12%)</td>
</tr>
</tbody>
</table>

**Safety**
- Vehicle Incidents/Million Patrons: Below goal by 0.35 incidents/million patrons (4.16%)
- Unscheduled Door Openings/Million Car Miles: Above goal by 0.02 door openings/million car miles (8.33%)
- Rule Violations Summary/Million Car Miles: Below goal by 0.03 violations/million car miles (57.14%)
- Station Incidents/Million Patrons: Below goal by 0.73 incidents/million patrons (30.85%)
- OSHA-Recordable Injuries/Illnesses/Per OSHA: Above goal by 0.56 injuries/illnesses/Per OSHA (21.30%)
- Lost Time Injuries/Illnesses/Per OSHA: Above goal by 0.54 injuries/illnesses/Per OSHA (28.43%)

**Security**
- Police Response Time per Emergency Incident: Below goal by 0.28 minutes (9.34%)
- Bike Thefts: Above goal by 74 theses (61.76%)
- Auto Thefts/1,000 Parking Spaces: Above goal by 0.93 theses (25.05%)
- Auto Burglaries/1,000 Parking Spaces: Above goal by 0.72 theses (8.34%)
- BART Police Presence: Above goal by 8.3% (16.96%)
- Crimes Against Persons/Million Riders: Above goal by 10.58 crimes/persons (60.12%)
Safety – Passenger

Station Incidents

Breakdown of 15 Station Incidents

- Escalator, 8
- Concourse, 3
- Stairs, 2
- Platform, 1
- Fare Gate, 1

Vehicle Incidents

Breakdown of 3 Vehicle Incidents

- On-Board, 2
- Boarding, 1

Station Incidents

- Incidents per Million Passengers

- Results
- Goal

Vehicle Incidents

- Incidents per Million Passengers

- Results
- Goal

SAN FRANCISCO BAY AREA RAPID TRANSIT
Safety – Employee

Lost Time due to Injuries

Breakdown of 58 Lost Time Cases

- Trauma, 29
- Contusion, 8
- Sprain, 4
- Other, 7

OSHA Recordable Injuries

Breakdown of 111 Recordable Injuries

- Trauma, 48
- Contusion, 22
- Sprain, 12
- Other, 34

- ● Lost Time due to Injuries

- ● OSHA Recordable Injuries

Lost Time Injuries/Illnesses per OSHA Rate

Lost Time due to Injuries

OSHA Recordable Injuries

- Results
- Goal
Safety – Procedure Violations

Unscheduled Door Openings
- 4 Unscheduled Door Openings in FY24 Q2
  - 3 due to Passenger Action
  - 1 less than previous quarter

Rule Violations
- 5 Rule Violations in FY24 Q2
Security – Police Coverage

Police Presence
• Continued uniformed visibility, daytime and nighttime staffing at Civic Center

Police Response Time
• Goal met

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Data acquired from PES Survey
Crime – Theft and Burglary

**Bike Theft**
- Goal met

**Auto Theft**
- Goal not met

**Auto Burglary**
- Goal not met

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**Bike Theft**

- Results vs. Goal over FY23 Q2 to FY24 Q2

**Auto Theft**

- Results vs. Goal over FY23 Q2 to FY24 Q2

**Auto Burglary**

- Results vs. Goal over FY23 Q2 to FY24 Q2
Crime – Against Persons

- Count of Incidents
- Electronic Robbery
- Robbery
- Electronic Theft
- Aggravated Assault
- Rape
- Homicide

Crime Against Persons

- Crime Per Million Passenger Trip
- Goal
Breakdown of 3132 BART Watch Reports

- Wellness, 353
- Possible Crime, 298
- Security, 245
- Code of Conduct, 2236

Total BART Watch & Text Counts by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>FY23 Q3</th>
<th>FY23 Q4</th>
<th>FY24 Q1</th>
<th>FY24 Q2</th>
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<td>Dec</td>
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</table>

Graph showing data from FY23 Q3 to FY24 Q2.
Progressive Policing Contacts and Outcomes

- 38 Narcan incidents total; 2 of which were administered by CIS

**Summary of Contacts (4522)**
- Wellness Check, 2322
- Information, 853
- CIS Calls Diverted, 612
- Refused Service, 375
- Dispatch Referral, 360

**Connections to Services by Partner (210)**

![Color Key]
- Color Key: Alameda, Contra Costa, San Francisco, Santa Clara, San Mateo, Other/Multiple

![Bar Chart]
Police Hiring Metrics

Police Hiring Pipeline – FY24 Q2

- 50% increase in our monthly BPD sworn officer new hire rate since the June salary increase
- Hosted three recruitments open houses
  - Next one scheduled on February 24th (Honoring African Americans in Law Enforcement)
- 88K views on the “Join BART PD” website since its launch in July
- 54% increase in applications in July – December
- Increase in number of applicants interviewed
  - FY23 Q4: 57
  - FY24 Q1: 146
  - FY24 Q2: 131
- 3 recruits will graduate from the Academy in February
- 11 recruits currently in the Academy
- 12 will start the Academy in February
Questions?