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**
<table>
<thead>
<tr>
<th></th>
<th>Performance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>BART Police Presence</td>
</tr>
<tr>
<td>2.</td>
<td>Crimes Against Persons</td>
</tr>
<tr>
<td>3.</td>
<td>Property Crimes</td>
</tr>
<tr>
<td>4.</td>
<td>Emergency Response Time</td>
</tr>
<tr>
<td>PERFORMANCE INDICATORS</td>
<td>CURRENT QUARTER</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td></td>
<td>ACTUAL</td>
</tr>
<tr>
<td>Average Ridership - Weekday</td>
<td>136,258</td>
</tr>
<tr>
<td>Service Delivery</td>
<td></td>
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<tr>
<td>Peak Customers on Time</td>
<td>88.37%</td>
</tr>
<tr>
<td>Daily Customers on Time</td>
<td>86.35%</td>
</tr>
<tr>
<td>Daily Train on Time</td>
<td>77.18%</td>
</tr>
<tr>
<td>On-Time Connections (e-Line to BART)</td>
<td>97.81%</td>
</tr>
<tr>
<td>AM Peak Period Transbay Car Throughput</td>
<td>92.44%</td>
</tr>
<tr>
<td>PM Peak Period Transbay Car Throughput</td>
<td>91.77%</td>
</tr>
<tr>
<td>Equipment</td>
<td></td>
</tr>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>654</td>
</tr>
<tr>
<td>Vehicle Mean Time Between Service Delays</td>
<td>7,055</td>
</tr>
<tr>
<td>Train Mean Distance Between Failures (miles) (e-Line)</td>
<td>98.87%</td>
</tr>
<tr>
<td>Elevators in Service (Station)</td>
<td>99.55%</td>
</tr>
<tr>
<td>Elevators in Service (Garage)</td>
<td>99.89%</td>
</tr>
<tr>
<td>Escalators in Service (Street)</td>
<td>97.94%</td>
</tr>
<tr>
<td>Escalators in Service (Platform)</td>
<td>99.31%</td>
</tr>
<tr>
<td>Automatic Fare Collection (Gates)</td>
<td>96.97%</td>
</tr>
<tr>
<td>Automatic Fare Collection (Vendors)</td>
<td>1.46</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.32</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.63</td>
</tr>
<tr>
<td>Track</td>
<td>0.01</td>
</tr>
<tr>
<td>Transportation</td>
<td>2.07</td>
</tr>
<tr>
<td>Customer Complaints and Rating</td>
<td></td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>20.20</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>69.0%</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>73.6%</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>73.6%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>73.8%</td>
</tr>
<tr>
<td>Homelessness</td>
<td>29.0%</td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>18.1%</td>
</tr>
<tr>
<td>Safety</td>
<td></td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>1.31</td>
</tr>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.47</td>
</tr>
<tr>
<td>Lost Time Injuries/Illnesses/Per OSHA</td>
<td>6.56</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>12.29</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.54</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.24</td>
</tr>
<tr>
<td>Police</td>
<td></td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>10.3%</td>
</tr>
<tr>
<td>Quality of Life per million riders</td>
<td>144.16</td>
</tr>
<tr>
<td>Crimes Against Persons per million riders</td>
<td>8.25</td>
</tr>
<tr>
<td>Auto Burglaries per 1,000 parking spaces</td>
<td>1.85</td>
</tr>
<tr>
<td>Auto Thefts per 1,000 parking spaces</td>
<td>0.91</td>
</tr>
<tr>
<td>Police Response Time per Emergency Incident (Minutes)</td>
<td>3.60</td>
</tr>
<tr>
<td>Bike Thefts (Quarterly Total and YTD Quarterly Average)</td>
<td>29</td>
</tr>
</tbody>
</table>

**Legend:**
- **Goal Met**
- **Goal Unmet by < 5%**
- **Goal Unmet by > 5%**
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.


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

<table>
<thead>
<tr>
<th>MET</th>
<th>BETTER</th>
<th>WORSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Time Between Service Delays</td>
<td>LAST QTR: 6295</td>
<td>CURRENT: 7055</td>
</tr>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>628</td>
<td>654</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>67.5%</td>
<td>73.8%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>75.0%</td>
<td>78.7%</td>
</tr>
<tr>
<td>Station Vandalism</td>
<td>74.0%</td>
<td>77.0%</td>
</tr>
<tr>
<td>Elevators Station</td>
<td>99.0%</td>
<td>99.5%</td>
</tr>
<tr>
<td>Escalators Street</td>
<td>97.0%</td>
<td>97.3%</td>
</tr>
<tr>
<td>AFC Gates</td>
<td>99.2%</td>
<td>99.3%</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>67.9%</td>
<td>68.1%</td>
</tr>
<tr>
<td><em>NOT MET</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cust.Complaints/100KTrips</td>
<td>LAST QTR: 21.35</td>
<td>CURRENT: 20.2</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.76</td>
<td>0.63</td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>8.5%</td>
<td>10.3%</td>
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</tbody>
</table>
Customer Ridership - Weekday Trips

- 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

Goal: 202,490
Actual: 136,258
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

Passenger Information complaints increased 49% and Apps cases decreased 66% from the same quarter a year ago.

Train complaints increased 130% and Train Cleanliness cases decreased 45% from last quarter.
On-Time Service - Customer

- 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Description</th>
<th>Time</th>
<th>Cause</th>
<th>Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/14/22</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>7:08</td>
<td>Weather</td>
<td>147</td>
</tr>
<tr>
<td>06/23/22</td>
<td>Pleasant Hill</td>
<td>Train Derailment</td>
<td>4:00</td>
<td>Equip</td>
<td>146</td>
</tr>
<tr>
<td>06/22/22</td>
<td>Pleasant Hill</td>
<td>Train Derailment</td>
<td>4:18</td>
<td>Equip</td>
<td>143</td>
</tr>
<tr>
<td>04/19/22</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>4:10</td>
<td>Weather</td>
<td>112</td>
</tr>
<tr>
<td>06/20/22</td>
<td>Systemwide</td>
<td>3rd Rail Power (Substation)</td>
<td>4:03</td>
<td>Equip</td>
<td>111</td>
</tr>
<tr>
<td>06/20/22</td>
<td>Systemwide</td>
<td>Event Congestion</td>
<td>8:00</td>
<td>People</td>
<td>109</td>
</tr>
<tr>
<td>05/06/22</td>
<td>W. Oakland</td>
<td>MUX</td>
<td>15:35</td>
<td>Equip</td>
<td>104</td>
</tr>
<tr>
<td>06/06/22</td>
<td>Systemwide</td>
<td>Staffing Shortage</td>
<td>4:00</td>
<td>Personnel</td>
<td>79</td>
</tr>
<tr>
<td>06/21/22</td>
<td>Pleasant Hill</td>
<td>Train Derailment</td>
<td>17:32</td>
<td>Weather</td>
<td>75</td>
</tr>
<tr>
<td>04/12/22</td>
<td>Montgomery</td>
<td>Person On Trackway</td>
<td>8:24</td>
<td>People</td>
<td>70</td>
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</tbody>
</table>
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

- 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

<table>
<thead>
<tr>
<th>Goal:</th>
<th>589</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>654</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Wayside Train Control System
Delayed Trains per 100 Train Trips

- 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

Goal: 1.00
Actual: 1.46
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
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
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

- 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

- 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

Goal: 98.00%
Actual: 99.55%
Met: Yes
Elevator Availability - Garage

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

- 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

Goal: 96.00%
Actual: 97.94%
Met: Yes
AFC Gate Availability

- 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 increased reliability
- Elevated Preventive Maintenance schedule to coincide with increased customer usage
AFC Vendor Availability

- 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

Goal: 95.00%
Actual: 96.97%
Met: Yes
Environment – Outside Stations

- 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

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
Environment – Inside Stations

- 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

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.
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

- 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

<table>
<thead>
<tr>
<th>Goal:</th>
<th>82.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>85.5%</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Results

- **FY21 Q4**: 80%
- **FY22 Q1**: 80%
- **FY22 Q2**: 80%
- **FY22 Q3**: 80%
- **FY22 Q4**: 80%

#### Notes

Survey was not conducted due to COVID-19 pandemic.
Customer Service

- 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

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.
Homelessness - Passenger Survey
“How well is BART addressing homelessness?”

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

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

Goal: N/A
Actual: 66.8%
Met: N/A
Fare Evasion Passenger Survey

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

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

<table>
<thead>
<tr>
<th></th>
<th>Goal</th>
<th>Actual</th>
<th>Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY21 Q4</td>
<td>N/A</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>FY22 Q1</td>
<td></td>
<td>18.1%</td>
<td>N/A</td>
</tr>
<tr>
<td>FY22 Q2</td>
<td></td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>FY22 Q3</td>
<td></td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>FY22 Q4</td>
<td></td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>
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

- 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

Goals:
- Goal: 0.60
- Actual: 0.47
- Met: Yes
**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
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

- 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

Goal: 0.20
Actual: 0.54
Met: No
Operating Safety – Rule Violations
Rule Violations per Million Car Miles

- 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)

<table>
<thead>
<tr>
<th>Goal</th>
<th>0.25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>0.24</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>
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:

**All Time Periods**
- On Train 5.6%
- Outside the Station 12.9% ↑
- In the Station 14.7% ↑

**After 7PM and Weekends**
- 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

<table>
<thead>
<tr>
<th>Category</th>
<th>FY21 Q2</th>
<th>FY21 Q3</th>
<th>FY21 Q4</th>
<th>FY22 Q1</th>
<th>FY22 Q2</th>
<th>FY22 Q3</th>
<th>FY22 Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robbery (Electronic Robbery)</td>
<td>60 (48)</td>
<td>42 (25)</td>
<td>29 (14)</td>
<td>33 (19)</td>
<td>39 (23)</td>
<td>39 (18)</td>
<td>53 (32)</td>
</tr>
<tr>
<td>Electronic Theft</td>
<td>58</td>
<td>25</td>
<td>23</td>
<td>30</td>
<td>25</td>
<td>41</td>
<td>40</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>16</td>
<td>10</td>
<td>21</td>
<td>20</td>
<td>20</td>
<td>17</td>
<td>33</td>
</tr>
<tr>
<td>Rape</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Homicide</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
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

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

Goal: 2.25
Actual: 0.91
Met: Yes
Average Emergency Response Time
Response Time (in Minutes)

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

<table>
<thead>
<tr>
<th>Goal</th>
<th>5.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>3.60</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Bike Theft
Count of Bike Thefts

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

| Goal:    | 100 |
| Actual:  | 29  |
| Met:     | Yes |

2022 Q2