Quarterly Service Performance Review
Third Quarter, FY 2017
January - March, 2017
Operations & Safety Committee
May 25, 2017
<table>
<thead>
<tr>
<th>PERFORMANCE INDICATORS</th>
<th>CURRENT QUARTER</th>
<th>STANDARD</th>
<th>STATUS</th>
<th>PRIOR QTR</th>
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<td>Average Ridership - Weekday</td>
<td>415,844</td>
<td>443,614</td>
<td>NOT MET</td>
<td>425,944</td>
<td>433,585</td>
<td>424,648</td>
<td>445,191</td>
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<td>Customers on Time</td>
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<tr>
<td>Peak</td>
<td>82.28%</td>
<td>95.00%</td>
<td>NOT MET</td>
<td>87.53%</td>
<td>84.44%</td>
<td>86.61%</td>
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<tr>
<td>Daily</td>
<td>86.99%</td>
<td>95.00%</td>
<td>NOT MET</td>
<td>90.09%</td>
<td>90.45%</td>
<td>89.68%</td>
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<td>Trains on Time</td>
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<tr>
<td>Peak</td>
<td>74.34%</td>
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<td>82.28%</td>
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<td>Daily</td>
<td>79.66%</td>
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<td>Peak Period Transbay Car Throughput</td>
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<td>AM Peak</td>
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<td>PM Peak</td>
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<tr>
<td>Car Availability at 4 AM (0400)</td>
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<td>595</td>
<td>NOT MET</td>
<td>592</td>
<td>590</td>
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<td>Mean Time Between Service Delays</td>
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<td>4,000</td>
<td>MET</td>
<td>5,322</td>
<td>4,760</td>
<td>5,177</td>
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<td>Escalators in Service</td>
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<tr>
<td>Street</td>
<td>98.90%</td>
<td>98.00%</td>
<td>MET</td>
<td>98.23%</td>
<td>98.67%</td>
<td>98.54%</td>
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<td>Platform</td>
<td>95.77%</td>
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<td>96.83%</td>
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<td>96.42%</td>
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<td>Automatic Fare Collection</td>
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<td>Gates</td>
<td>98.92%</td>
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<td>NOT MET</td>
<td>99.07%</td>
<td>99.43%</td>
<td>99.03%</td>
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<td>Vendors</td>
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<td>Wayside Train Control System</td>
<td>1.97</td>
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<td>NOT MET</td>
<td>1.92</td>
<td>1.85</td>
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<td>Traction Power</td>
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<td>0.46</td>
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<td>Train Vandalism</td>
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<td>2.88</td>
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<td>Train P.A. Announcements</td>
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<td>3.17</td>
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<td>3.10</td>
<td>3.13</td>
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<td>3.17</td>
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<td>Train Exterior Appearance</td>
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<td>2.88</td>
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<td>Train Interior Appearance</td>
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<td>2.89</td>
<td>2.95</td>
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<td>MET</td>
<td>3.11</td>
<td>3.17</td>
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<td>3.12</td>
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<td>Customer Complaints</td>
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<td>Complaints per 100,000 Passenger Trips</td>
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<td>Station Incidents/Million Patrons</td>
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<td>MET</td>
<td>2.11</td>
<td>4.43</td>
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<td>5.50</td>
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<td>1.30</td>
<td>MET</td>
<td>0.26</td>
<td>0.88</td>
<td>0.38</td>
<td>1.30</td>
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<td>Lost Time Injuries/Illnesses/Per OSHA</td>
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<td>7.50</td>
<td>MET</td>
<td>6.56</td>
<td>7.11</td>
<td>7.34</td>
<td>7.50</td>
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<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>9.43</td>
<td>13.30</td>
<td>MET</td>
<td>10.80</td>
<td>11.62</td>
<td>10.98</td>
<td>13.30</td>
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<td>Unscheduled Door Openings/Million Car Miles</td>
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<td>0.300</td>
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<td>0.110</td>
<td>0.000</td>
<td>0.160</td>
<td>0.300</td>
<td>MET</td>
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<td>Rule Violations Summary/Million Car Miles</td>
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<td>0.500</td>
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<td>0.110</td>
<td>0.110</td>
<td>0.217</td>
<td>0.500</td>
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<tr>
<td>Police</td>
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<td>BART Police Presence</td>
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<td>Quality of Life per million riders</td>
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<td>N/A</td>
<td>60.08</td>
<td>10.77</td>
<td>56.96</td>
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<td>Crimes Against Persons per million riders</td>
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<td>NOT MET</td>
<td>2.24</td>
<td>2.10</td>
<td>2.54</td>
<td>2.00</td>
<td>NOT MET</td>
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<td>Auto Burglaries per 1,000 parking spaces</td>
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<td>3.45</td>
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<td>4.25</td>
<td>3.45</td>
<td>4.07</td>
<td>8.00</td>
<td>MET</td>
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<td>Auto Thefts per 1,000 parking spaces</td>
<td>1.98</td>
<td>2.66</td>
<td>MET</td>
<td>2.56</td>
<td>2.66</td>
<td>2.21</td>
<td>6.00</td>
<td>MET</td>
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<td>Police Response Time per Emergency Incident (Minutes)</td>
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<td>5.00</td>
<td>NOT MET</td>
<td>6.29</td>
<td>4.13</td>
<td>5.96</td>
<td>5.00</td>
<td>NOT MET</td>
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<td>Bike Thefts (Quarterly Total and YTD Quarterly Average)</td>
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<td>150.00</td>
<td>MET</td>
<td>109</td>
<td>124</td>
<td>127</td>
<td>150.00</td>
<td>MET</td>
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</table>

**LEGEND:**
- **Goal met**
- **Goal not met but within 5%**
- **Goal not met by more than 5%**
FY17 Third Quarter Overview

✓ Ridership decline deepening, across the board
✓ Record rainfall impacted service reliability and equipment performance
✓ Train service reliability down
✓ Equipment Reliability: Car, Track and Computer Control System met; Traction Power and Train Control not met
✓ Equipment Availability: Station Elevators, Ticket Machines met; Escalators (Platform and Street), Fare Gates, Garage Elevators and Cars not met
✓ Passenger Environment: 1 of 4 Station indicators improved, none met goal; 2 of 4 Train indicators improved, 1 met goal
✓ Complaints increased
Total ridership decreased by 5.5% compared to same quarter last year
Average weekday ridership (415,844) down 4.1% from same quarter last year
Core weekday ridership down by 3.6% from same quarter last year
SFO Extension weekday ridership down by 7.9% from same quarter last year
Average peak ridership during the period was down (2.36%) compared to the same quarter last year
During Q3 there was one Saturday Top 10 Ridership Day:
  • 1/21/2017 – 347,322 – Women’s March–Oakland & SF; SF Protest Walk (#2)
Saturday and Sunday down by 7.4% and 11.5%, respectively, over same quarter last year
On-Time Service - Customer

- 86.99%, 95.00% goal not met, down 3.46%
- 8/10 biggest delays due to “People” or “Weather”
- Delay events causing the most late trains:

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Location</th>
<th>Event Description</th>
<th>Responsible</th>
<th>Notes</th>
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<tbody>
<tr>
<td>1</td>
<td>06-Feb-17</td>
<td>Balboa Park</td>
<td>MUX (False Occupancy) (Single Tracking For Repairs) (Shorted Lightning Arrester Repaired)</td>
<td>Equip</td>
<td>204</td>
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<tr>
<td>2</td>
<td>13-Jan-17</td>
<td>19th St. I-lk</td>
<td>Maint. Vehicle Derailed (Single Tracking Required)(0407-0915)</td>
<td>Equip</td>
<td>169</td>
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<tr>
<td>3</td>
<td>10-Jan-17</td>
<td>Balboa Park</td>
<td>Southbound Train Struck Tree on Trackway (Weather Conditions)</td>
<td>Weather</td>
<td>160</td>
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<td>4</td>
<td>27-Mar-17</td>
<td>W. Oakland</td>
<td>Auto Accident Adjacent To Trackway (0820-1209) (Power Line Knocked Down)</td>
<td>People</td>
<td>93</td>
</tr>
<tr>
<td>5</td>
<td>21-Jan-17</td>
<td>M-Line</td>
<td>Civil Protest Women's March(1030-1753)</td>
<td>People</td>
<td>92</td>
</tr>
<tr>
<td>6</td>
<td>06-Feb-17</td>
<td>Hayward</td>
<td>BPD Hold (Suspicious Package Under Track)(1642-2037) (Bomb Squad on Scene/Station Closed/1642-1946)</td>
<td>People</td>
<td>80</td>
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<tr>
<td>7</td>
<td>21-Jan-17</td>
<td>K &amp; A Lines</td>
<td>Civil Protest Women's March(0930-1500)(Trains metered A10 - Crowding)</td>
<td>People</td>
<td>75</td>
</tr>
<tr>
<td>8</td>
<td>23-Feb-17</td>
<td>Powell</td>
<td>BPD Hold (Weapon Suspect)(0719-0957) (Multiple Holds at M30 &amp; M20)</td>
<td>People</td>
<td>68</td>
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<tr>
<td>9</td>
<td>17-Mar-17</td>
<td>Civic Center</td>
<td>BPD/SFPD Hold (Bomb Threat)(0927-1253) (Station Evacuated/Service Truncated)</td>
<td>People</td>
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<tr>
<td>10</td>
<td>07-Feb-17</td>
<td>E.C.D. Norte</td>
<td>Train Struck Person On Trackway (1750-2154)</td>
<td>People</td>
<td>66</td>
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</table>
On-Time Service - Train

- 79.7%, 92.00% goal not met; down 5% from prior quarter
- 49.6% of late trains were late due to multiple small delays, each under 5 minutes
- Categorization of late trains due to a known delay event of 5 minutes or greater:
  1. POLICE ACTIONS 17.9% of delayed trains
  2. TRAIN CONTROL 14.6% of delayed trains
  3. WAYSIDE MAINT. WORK 8.6% of delayed trains
  4. WEATHER 8.5% of delayed trains
  5. MULTIPLE CAUSE 8.2% of delayed trains
  6. RAIL CAR 6.8% of delayed trains
  7. PATRON ILL 5.0% of delayed trains
  8. OBJECT ON TRACKWAY 5.0% of delayed trains
  9. VANDALISM 3.8% of delayed trains
  10. OPERATIONS 3.1% of delayed trains
Includes False Occupancy & Routing, Delays Per 100 Train Runs

- Goal not met – Actual 1.97 / Goal 1.00
- Two Major Delay Events:
  - February 5-6, 247 delayed trains – Stray current flashover shorted M-Line Mux arrester. Required two days to isolate and correct.
  - March 7, 59 delayed trains – Switch motor controller module failure.
- System-wide Switch Motor Controller replacement program for new Alstom mainline switch machines finalized and begins this month.
SERVICE: How are we doing?  ✔  Computer Control System

Includes ICS computer & SORS, Delays per 100 train runs

✔ Goal met
SERVICE: How are we doing?

Traction Power

Includes Coverboards, Insulators, Third Rail Trips, Substations, Delays Per 100 Train Runs

- Improved but goal not met
- Mitigation of weather related coverboard issues continuing.
- Engineering preparing for Phase 4 Coverboard Enhancement Project to increase reliability.
- Walnut Creek Substation failure in March. Portable Substation installation scheduled next quarter to return redundancy to the C-Line.
Transportation

Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs

Goal met
SERVICE: How are we doing?  

Track

Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs

✓ Goal met
Goal met – MTBSD 5,036 hours
Goal not met – 583 Actual vs. 595 Required

Weather impacted availability, water in coupler housing causing corrosion, trainline problems, and flats.

Richmond yard electrical is still under repair. The yard is down M-F 0800-1500 hrs.

- Transportation is not able to deliver bad order cars to the shop during this window.
- No midday breaks, longer trains = more PM’s and unscheduled repairs.
Goal 98%. Goal met – Actual 98.9%

Blue line measures availability including planned project work (doors and floors)
Goal 98% - Actual 92.43%

Controller drive failures experienced at San Bruno and Del Norte Parking Structures, contractor utilized for both repairs.
✓ Goal 95% - Actual 79%

- Record rain fall resulted in water intrusion electrical failures in multiple units and impeded our ability to troubleshoot / repair during inclement weather.
- There were 12 significant street failures, 10 of which were O&K units.
- O&K Controller Mod is underway at Montgomery and Embarcadero.
Goal 96% - Actual 95.77%.

- Three major Bullgear repairs Civic Center, 12th St., and 16th St.
- 16th St. should be repaired in May.
- Montgomery recently identified as a major bullgear repair.
- Currently looking for additional local machine shops to improve turn around time.
AFC Gate Availability

Goal not met - 98.92%

Working to resolve problem with Gate Aisle Sensor on Asset Refresh
  • Testing Cubic provided software fix
AFC Vendor Availability

- Goal met, 95.63%
- Add Fare Availability – 98.4%
- Parking Validation Machines Availability – 99.99%
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.64
- BART Parking Lot Cleanliness (25%) 2.92 ↓
- Appearance of BART Landscaping (25%) 2.74

☑️ Goal not met (Landscaping sub-goal met)
☑️ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 59.6%
  - Parking Lots: 75.8%
  - Landscaping Appearance: 66.1%

↓ indicates a statistically significant decrease from the prior quarter
Goal not met, Restroom and Elevator scores improved substantially

Cleanliness ratings of either Excellent or Good:
- Station Platform: 67.6%; Other Station Areas: 56.1%
- Restrooms: 41.5%
- Elevators: 49.0%

\(^\d\) indicates a statistically significant decrease from the prior quarter
Station Vandalism

Station Kept Free of Graffiti

- Goal not met
- No discernable changes in contractor protocols or procedures.
- 75.7% of those surveyed ranked this category as either Excellent or Good

Ratings guide:
4 = Excellent
3.19 = Goal
3 = Good
2 = Only Fair
1 = Poor
Station Services

Composite rating of:
Station Agent Availability (65%) 2.87
Brochures Availability (35%) 2.96

✓ Goal not met but slightly improved in both categories
✓ Availability ratings of either Excellent or Good:
  Station Agents: 71.6%
  Brochures: 76.3%
Train P.A. Announcements

Composite rating of:

- P.A. Arrival Announcements (33%) 3.06
- P.A. Transfer Announcements (33%) 3.05
- P.A. Destination Announcements (33%) 3.19

- Goal not met
- Announcement ratings of either Excellent or Good:
  - Arrivals: 78.2%
  - Transfers: 78.2%
  - Destinations: 83.7%

Ratings guide:
4 = Excellent
3.17 = Goal
3 = Good
2 = Only Fair
1 = Poor
Train Exterior Appearance

Goal not met

73.5% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.58 ↓
- Train interior kept free of graffiti (40%) 3.27 ↓

✓ Goal not met
✓ Train Interior ratings of either Excellent or Good:
  - Train Interior Cleanliness: 57.3%; Graffiti-free: 89.4%
✓ Pulled resources from scrub crew to address increased reports of bio-waste and debris, impacts cycle time for thorough cleaning
✓ Changed start times for some cleaners to provide better AM Rush coverage

↓ indicates a statistically significant decrease from the prior quarter
Train Temperature

Goal met

85.0 % of those surveyed rated this category as either Excellent or Good
Total complaints increased 437 (21.7%) from last quarter, up 274 (12.6%) when compared with the third quarter of last Fiscal Year.

Complaint numbers increased in all categories except “AFC”, “Trains” and “Passenger Information” which all improved.

“Compliments” are up at 157 from 86 last quarter (one year ago these numbered 140).
Patron Safety:
Station Incidents per Million Patrons

Goal met
Patron Safety

Vehicle Incidents per Million Patrons

- Goal met
Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate

✓ Goal met
Employee Safety:
OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

Goal met
Goal not met – Train Operators reminded to adhere to proper procedures.

Types of violations:
- Non-platform side (2)
- Improper lock out
- Train moved with doors open (2)
Operating Safety:
Rule Violations per Million Car Miles

Goal met
Starting FY17 Q2, the way BART Police Presence is measured was changed. The new questions are:

- Did you see BART Police on the Train? (Yes, No, Don’t Know)
- Did you see BART Police Outside the Station? (Yes, No, Don’t Know)
- Did you see BART Police in the Station? (Yes, No, Don’t Know)

Results are reported for all revenue hours and for after 7:00 PM. Goals will be set after approximately a year of using the new measures.

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Q2</th>
<th>FY17 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BART Police Presence</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rider saw Police on train</td>
<td>5.6%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Rider saw Police outside the station</td>
<td>16.3%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Rider saw Police in the station ▼</td>
<td>11.1%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Rider saw Police on train after 7:00PM</td>
<td>4.8%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Rider saw Police outside the station aft 7:00PM</td>
<td>16.0%</td>
<td>13.5%</td>
</tr>
<tr>
<td>Rider Saw Police in the station after 7:00PM</td>
<td>11.4%</td>
<td>9.7%</td>
</tr>
</tbody>
</table>

▼ indicates a statistically significant decrease from the prior quarter
Quality of Life incidents are up from the last quarter and up the corresponding quarter of the prior fiscal year.

*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration*
Goal not met

- Crimes against persons are up from the last quarter and up from the corresponding quarter of the prior fiscal year.
Goal met

The number of incidents per thousand parking spaces are up from last quarter and up the corresponding quarter from the prior fiscal year.
Goal met

The number of incidents per thousand parking spaces are down from last quarter and down the corresponding quarter from the prior fiscal year.
The average Emergency Response Time goal was not met for the quarter but improved over the previous 3 quarters.
Goal met

73 bike thefts for current quarter, down 36 from last quarter.