<table>
<thead>
<tr>
<th>PERFORMANCE INDICATORS</th>
<th>CURRENT QUARTER</th>
<th>PRIOR QTR ACTUALS</th>
<th>THIS QTR ACTUALS</th>
<th>YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ACTUAL</td>
<td>STANDARD</td>
<td>STATUS</td>
<td>ACTUAL</td>
</tr>
<tr>
<td>Average Ridership - Weekday</td>
<td>93,014</td>
<td>76,834</td>
<td>MET</td>
<td>93,014</td>
</tr>
<tr>
<td>Average Ridership - Weekday (e-Line)</td>
<td>2,810</td>
<td>8,000</td>
<td>NOT MET</td>
<td>2,810</td>
</tr>
<tr>
<td>Service Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peak Customers on Time</td>
<td>94.52%</td>
<td>94.00%</td>
<td>MET</td>
<td>94.52%</td>
</tr>
<tr>
<td>Daily Customers on Time</td>
<td>93.94%</td>
<td>94.00%</td>
<td>NOT MET</td>
<td>93.94%</td>
</tr>
<tr>
<td>Daily Train on Time</td>
<td>90.17%</td>
<td>91.00%</td>
<td>NOT MET</td>
<td>90.17%</td>
</tr>
<tr>
<td>AM Peak Period Transbay Car Throughput</td>
<td>95.69%</td>
<td>97.50%</td>
<td>NOT MET</td>
<td>95.69%</td>
</tr>
<tr>
<td>PM Peak Period Transbay Car Throughput</td>
<td>92.36%</td>
<td>97.50%</td>
<td>NOT MET</td>
<td>92.36%</td>
</tr>
<tr>
<td>Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>609</td>
<td>601</td>
<td>MET</td>
<td>609</td>
</tr>
<tr>
<td>Vehicle Mean Time Between Service Delays (e-Line)</td>
<td>5,936</td>
<td>4,650</td>
<td>MET</td>
<td>5,936</td>
</tr>
<tr>
<td>Elevators in Service (Station)</td>
<td>97.93%</td>
<td>98.00%</td>
<td>NOT MET</td>
<td>97.93%</td>
</tr>
<tr>
<td>Elevators in Service (Garage)</td>
<td>99.83%</td>
<td>97.00%</td>
<td>MET</td>
<td>99.83%</td>
</tr>
<tr>
<td>Escalators in Service (Street)</td>
<td>96.50%</td>
<td>93.00%</td>
<td>MET</td>
<td>96.50%</td>
</tr>
<tr>
<td>Escalators in Service (Platform)</td>
<td>98.17%</td>
<td>96.00%</td>
<td>MET</td>
<td>98.17%</td>
</tr>
<tr>
<td>Automatic Fare Collection (Gates)</td>
<td>99.35%</td>
<td>99.00%</td>
<td>MET</td>
<td>99.35%</td>
</tr>
<tr>
<td>Automatic Fare Collection (Vendors)</td>
<td>98.52%</td>
<td>95.00%</td>
<td>MET</td>
<td>98.52%</td>
</tr>
<tr>
<td>Wayside Train Control System</td>
<td>0.69</td>
<td>1.00</td>
<td>NOT MET</td>
<td>0.69</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.24</td>
<td>0.08</td>
<td>NOT MET</td>
<td>0.24</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.19</td>
<td>0.20</td>
<td>MET</td>
<td>0.19</td>
</tr>
<tr>
<td>Track</td>
<td>0.02</td>
<td>0.30</td>
<td>MET</td>
<td>0.02</td>
</tr>
<tr>
<td>Transportation</td>
<td>0.90</td>
<td>0.50</td>
<td>NOT MET</td>
<td>0.90</td>
</tr>
<tr>
<td>Customer Complaints and Rating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>21.15</td>
<td>5.07</td>
<td>NOT MET</td>
<td>21.15</td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips (e-Line)</td>
<td>8.19</td>
<td>7.00</td>
<td>NOT MET</td>
<td>8.19</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>69.2%</td>
<td>65.5%</td>
<td>MET</td>
<td>69.2%</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>71.8%</td>
<td>64.0%</td>
<td>MET</td>
<td>71.8%</td>
</tr>
<tr>
<td>Station Vandalism</td>
<td>79.6%</td>
<td>73.0%</td>
<td>MET</td>
<td>79.6%</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>75.1%</td>
<td>70.0%</td>
<td>MET</td>
<td>75.1%</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>85.5%</td>
<td>82.0%</td>
<td>MET</td>
<td>85.5%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>82.0%</td>
<td>75.0%</td>
<td>MET</td>
<td>82.0%</td>
</tr>
<tr>
<td>Homelessness</td>
<td>34.2%</td>
<td>N/A</td>
<td>N/A</td>
<td>34.2%</td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>14.2%</td>
<td>N/A</td>
<td>N/A</td>
<td>14.2%</td>
</tr>
<tr>
<td>Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>1.47</td>
<td>2.00</td>
<td>MET</td>
<td>1.47</td>
</tr>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.40</td>
<td>0.60</td>
<td>MET</td>
<td>0.40</td>
</tr>
<tr>
<td>Lost Time Injuries/Injuries/Per OSHA</td>
<td>5.63</td>
<td>6.50</td>
<td>MET</td>
<td>5.63</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Injuries/Per OSHA</td>
<td>9.79</td>
<td>12.00</td>
<td>MET</td>
<td>9.79</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.160</td>
<td>0.200</td>
<td>MET</td>
<td>0.160</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.420</td>
<td>0.250</td>
<td>NOT MET</td>
<td>0.420</td>
</tr>
<tr>
<td>Police</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>10.4%</td>
<td>12.0%</td>
<td>NOT MET</td>
<td>10.4%</td>
</tr>
<tr>
<td>Quality of Life per million riders</td>
<td>222.41</td>
<td>N/A</td>
<td>N/A</td>
<td>330.58</td>
</tr>
<tr>
<td>Crimes Against Persons per million riders</td>
<td>7.21</td>
<td>2.00</td>
<td>NOT MET</td>
<td>7.21</td>
</tr>
<tr>
<td>Auto Burglaries per 1,000 parking spaces</td>
<td>1.60</td>
<td>6.00</td>
<td>MET</td>
<td>1.17</td>
</tr>
<tr>
<td>Auto Thefts per 1,000 parking spaces</td>
<td>0.97</td>
<td>2.25</td>
<td>MET</td>
<td>0.61</td>
</tr>
<tr>
<td>Police Response Time per Emergency Incident (Minutes)</td>
<td>3.63</td>
<td>5.00</td>
<td>MET</td>
<td>3.97</td>
</tr>
<tr>
<td>Bike Thefts (Quarterly Total and YTD Quarterly Average)</td>
<td>31</td>
<td>100.00</td>
<td>MET</td>
<td>23</td>
</tr>
</tbody>
</table>
Total Ridership increased by 44.2% from prior quarter and by 109.2% from prior year. Average weekday ridership of (93,014) was up by 98.7% from prior year. Average peak ridership was up by 105.7% from prior year; Saturday and Sunday ridership are up 153.2% and 155.4% from prior year.

Customers on time performance decreased to 93.94% and not met goal.

ROW Equipment Reliability: Rail Cars, Wayside Train Control, Power, and Track met goal. Computer Systems did not meet goal.

Station Equipment Availability: Ticket Machines, Fare Gates, Escalators (Platform), Escalators (Street), and Elevators (Garage) met goal. Elevators (Station) did not meet goal.


Total Customer Complaints rate decreased to 21.15 per 100,000 passenger trips, showing 10.49% improvement but did not meet goal.
# Quadrant Chart for 1st Quarter FY22

## BETTER

<table>
<thead>
<tr>
<th>Metric</th>
<th>LAST QTR</th>
<th>CURRENT</th>
<th>CHANGE</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>578</td>
<td>609</td>
<td>30</td>
<td>601</td>
</tr>
<tr>
<td>Station Vandalism</td>
<td>75.60%</td>
<td>79.63%</td>
<td>4.03%</td>
<td>73.00%</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>71.24%</td>
<td>75.12%</td>
<td>3.88%</td>
<td>70.00%</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>68.11%</td>
<td>71.82%</td>
<td>3.71%</td>
<td>64.00%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>78.30%</td>
<td>81.97%</td>
<td>3.67%</td>
<td>75.00%</td>
</tr>
<tr>
<td>Mean Time Between Service Delays</td>
<td>4549.33</td>
<td>5936.26</td>
<td>1386.92</td>
<td>4650.00</td>
</tr>
<tr>
<td>Escalators Platform</td>
<td>94.85%</td>
<td>98.17%</td>
<td>3.32%</td>
<td>96.00%</td>
</tr>
<tr>
<td>Escalators Street</td>
<td>0.90</td>
<td>0.97</td>
<td>0.06</td>
<td>0.93</td>
</tr>
</tbody>
</table>

## WORSE

<table>
<thead>
<tr>
<th>Metric</th>
<th>LAST QTR</th>
<th>CURRENT</th>
<th>CHANGE</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wayside Train Control</td>
<td>0.58</td>
<td>0.69</td>
<td>0.11</td>
<td>1.00</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.05</td>
<td>0.19</td>
<td>0.14</td>
<td>0.20</td>
</tr>
<tr>
<td>Elevators Garage</td>
<td>99.9%</td>
<td>99.8%</td>
<td>-0.1%</td>
<td>97.0%</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>86.3%</td>
<td>85.5%</td>
<td>-0.8%</td>
<td>82.0%</td>
</tr>
<tr>
<td>AFC Vendors</td>
<td>98.6%</td>
<td>98.5%</td>
<td>-0.1%</td>
<td>95.0%</td>
</tr>
<tr>
<td>AFC Gates</td>
<td>99.5%</td>
<td>99.4%</td>
<td>-0.2%</td>
<td>99.0%</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>71.8%</td>
<td>69.2%</td>
<td>-2.6%</td>
<td>65.5%</td>
</tr>
<tr>
<td>Track</td>
<td>0.01</td>
<td>0.02</td>
<td>0.01</td>
<td>0.30</td>
</tr>
</tbody>
</table>

## NOT MET

<table>
<thead>
<tr>
<th>Metric</th>
<th>LAST QTR</th>
<th>CURRENT</th>
<th>CHANGE</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cust.Complaints/100KTrips</td>
<td>23.60</td>
<td>21.15</td>
<td>-2.45</td>
<td>5.07</td>
</tr>
<tr>
<td>Elevators Station</td>
<td>96.6%</td>
<td>97.9%</td>
<td>1.3%</td>
<td>98.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric</th>
<th>LAST QTR</th>
<th>CURRENT</th>
<th>CHANGE</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers on Time - Daily</td>
<td>95.4%</td>
<td>93.9%</td>
<td>-1.5%</td>
<td>94.0%</td>
</tr>
<tr>
<td>Trains on Time - Daily</td>
<td>93.1%</td>
<td>90.2%</td>
<td>-3.0%</td>
<td>91.0%</td>
</tr>
<tr>
<td>Transportation</td>
<td>0.43</td>
<td>0.90</td>
<td>0.47</td>
<td>0.50</td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>10.5%</td>
<td>10.4%</td>
<td>-0.1%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.16</td>
<td>0.24</td>
<td>0.08</td>
<td>0.08</td>
</tr>
</tbody>
</table>
Total ridership increased by 44.2% compared to prior quarter and increased by 109.2% compared to the same quarter last year.

Average weekday ridership (93,014) is up 98.7% from the same quarter last year.

Average peak ridership is up by 105.7% compared to the same quarter last year.

Saturday and Sunday ridership is up by 153.2% and 155.4% respectively from the same quarter last year.
10.49% performance improvement from previous quarter, 28.51% improvement from same quarter last year
- Passenger Information complaints more than doubled in Q1 compared to Q4 FY2021, mostly due to communication challenges related to the major service change in August.
- The biggest improvement was the normalized decrease in safety concern cases.
- The second biggest increase of complaints in the past quarter was a jump in no delay announcements.
Passenger Information and Announcements had the highest increase from last quarter, 75% and 43% respectively. The safety concern cases from Quality of Life saw the biggest decrease.
On-Time Service - Customer

- Goal: 94.00%
- Actual: 93.94%
- Met: No

- 1.55% performance decrease from previous quarter, 1.13% decrease from same quarter last year
- On-Time decreased due to significantly more trains in operation with the August 2021 schedule
- Summary
  - 30% of incidents were BPD delays due to safety (weapons, welfare)
  - 60% of top ten vehicle incidents were FOTF Train Control
  - 32% of operations incidents were due to COVID-related staffing issues
On-Time Service - Train

**Goal:** 91.00%

**Actual:** 90.17%

**Met:** No

---

47 PERSON ON TRACKWAY EVENTS DELAYED 4% 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>1 09/13/21</td>
<td>Powell</td>
<td>Train Struck A Person On Trackway</td>
<td>15:15-17:34</td>
<td>People</td>
<td>99</td>
</tr>
<tr>
<td>2 08/12/21</td>
<td>T-Bay Tube</td>
<td>Debris On Trackway</td>
<td>12:57</td>
<td>Environment</td>
<td>81</td>
</tr>
<tr>
<td>3 08/04/21</td>
<td>Lake Merritt</td>
<td>Routing (VHLC Logic Controller)</td>
<td>13:23</td>
<td>Equip</td>
<td>77</td>
</tr>
<tr>
<td>4 08/17/21</td>
<td>S. Hayward</td>
<td>ATO</td>
<td>7:07-11:08</td>
<td>Vehicle</td>
<td>77</td>
</tr>
<tr>
<td>5 08/19/21</td>
<td>Millbrae</td>
<td>Debris On Track (Collector Shoe Broken)</td>
<td>6:01</td>
<td>Environment</td>
<td>70</td>
</tr>
<tr>
<td>6 09/01/21</td>
<td>Colma</td>
<td>Debris On Track (Collector Shoe Broken)</td>
<td>16:05</td>
<td>Environment</td>
<td>62</td>
</tr>
<tr>
<td>7 09/16/21</td>
<td>Systemwide</td>
<td>ICS Computer (State III)(Routing Impaired)</td>
<td>5:04</td>
<td>Equip</td>
<td>59</td>
</tr>
<tr>
<td>8 09/23/21</td>
<td>Richmond</td>
<td>Train Struck A Person On Trackway</td>
<td>6:03</td>
<td>People</td>
<td>49</td>
</tr>
<tr>
<td>9 08/25/21</td>
<td>Systemwide</td>
<td>ICS (Central Train Comp)</td>
<td>14:12</td>
<td>Equip</td>
<td>39</td>
</tr>
</tbody>
</table>
Car Equipment – Reliability
Meantime Between Service Delays

- 30.49% performance improvement from previous quarter, 2.94% decrease from same quarter last year
- Overall Fleet MTBSD 5,936
  - Legacy Fleet MTBSD 7,472
  - FOTF Fleet MTBSD 4,553

Goal: 4,650 Hours
Actual: 5,936 Hours
Met: Yes
5.31% performance improvement from previous quarter, 20.69% improvement from same quarter last year
- Car availability increase in line with August 2nd schedule change.
- 43 contingency cars put back into operation to match service increase.
18.29% performance decrease from previous quarter, 17.86% improvement from same quarter last year

Major delays this quarter:
- 8/4/2021: Routing (VHLC Logic Controller) at Lake Merritt, replaced a bad VGIO board System E slot 10 VHLC
- 9/20/2021: Routing at Berryessa, adjusted the near and far-side point-detector bars for both switch 127 and 227. Verified with Central both pair switch 27 had good normal and reverse correspondence
- 8/31/2021: Routing at Daly City, removed and replaced the two worn point detector rollers and performed obstruction test to verify all functions were back to normal operations.
Traction Power
Delayed Trains per 100 Train Trips

Goal: 0.20
Actual: 0.19
Met: Yes

- 286.7% performance decrease from previous quarter, 286.67% decrease from same quarter last year
- Major delays this quarter:
  - 7/26/2021: 3rd Rail Power Loss in M-line
  - 9/1/2021: 3rd Rail Power Loss at Embarcadero
Track
Delayed Trains per 100 Train Trips

- 136.7% performance decrease from previous quarter, 88.89% improvement from same quarter last year
- To date, 38,300 feet of rail installed (7.25 miles toward 10-mile goal)
- 1,720 Direct Fixation Pads installed to date (10,000 goal)

<table>
<thead>
<tr>
<th>Goal:</th>
<th>0.30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>0.02</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Goal: 0.08
Actual: 0.24
Met: No

- 53.2% performance decrease from previous quarter, 47.5% improvement from same quarter last year
- Major delays this quarter:
  - 9/16/2021: ICS Computer (State III) - routing impaired by a system’s resource constraint. Increased resources on the system to resolve the issue.
  - 8/25/2021: ICS (Central Train Computer) – Human Error caused outage. Mitigation steps implemented protection on the core Kafka system, so scripts can not be run in error.
Transportation
Delayed Trains per 100 Train Trips

- 107.7% performance decrease from previous quarter, 154.7% decrease from same quarter last year
- The top ten major incidents were due to Staff shortage covering 32% of the trains delayed caused by transportation
- Addressing the staffing issue:
  - Hired additional Train Operators, classes graduate (9) on Nov 2021 and (8) on Dec 2021
  - Promoted 20 part time operators to full time on August 23, 2021
  - Working with Leave Management to address long term absences
  - Daily attendance monitoring

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actual</th>
<th>Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.50</td>
<td>0.90</td>
<td>No</td>
</tr>
</tbody>
</table>
Elevator Availability - Stations

- 1.38% performance improvement from previous quarter, 1.66% decrease from same quarter last year
- Major Outages:
  - Coliseum Station wheelchair lift out of service due to vandalism 1,334 hours
  - Lafayette Station unplanned outage for hydraulic ram replacement, out of service 300 hours

Goal: 98.00%
Actual: 97.93%
Met: No
Elevator Availability - Garage

Goal: 97.00%
Actual: 99.83%
Met: Yes

- 0.11% performance decrease from previous quarter, 0.04% improvement from same quarter last year
- Major Outages:
  - No major outages, all parking structure elevators are back in normal operation and time out at the end of revenue for safety
6.94% performance improvement from previous quarter and 1.29% improvement from same quarter last year

- Major Outages:
  - Embarcadero Station planned gearbox replacement, 740 hours out of service
  - Embarcadero Station planned handrail replacements, 236 hours out of service
3.5% performance improvement from previous quarter, 1.13% improvement from same quarter last year

- Major Outages:
  - Embarcadero Station multiple planned repairs, handrail, soft start and step chain, 350 hours out of service
  - San Leandro Station gearbox/worm gear repairs, 324 hours out of service

Goal: 96.00%
Actual: 98.17%
Met: Yes
Goal: 99.00%
Actual: 99.35%
Met: Yes

- 0.17% performance decrease from previous quarter and 0.18% decrease from quarter last year
- Completed Installation of Swing Gate Array at Rockridge: proved the proof-of-concept and assisted with fare evasion
- Installed Elevator Swing gates at Balboa Park and Concord stations to assist with fare evasion
- Working with FCE to continue to improve fare gate of future designs; Continuing to meet uptime goals
Goal: 95.00%
Actual: 98.52%
Met: Yes

- 0.07% performance decrease from previous quarter, 0.01% decrease from same quarter last year
- Continuing to install new style High Security Ingenico pin pads, C-line and R-line completed.
- Continuing to assist Modernization project with Vendor relocations at 19th Street and Montgomery stations.
- Continuing to meet uptime goals
Environment – Outside Stations

Goal: 65.5%
Actual: 69.2%
Met: Yes

Composite Rating Based on Appearance of:
- **Landscaping Walkways, & Entry Plaza:** 63.1%↓ (Weighted 67%)
- **Parking Lot Cleanliness:** 81.7%↑ (Weighted 33%)

↑ or ↓ indicates a statistically significant change from prior quarter

- 3.08% performance decrease from previous quarter; 0.26% decrease from same quarter last year
- Large increase in Capital project work, greatly improving budget.
- Worked with union to implement new bid focusing on landscape maintenance and capital projects.
Goal: 64.0%
Actual: 71.8%
Met: Yes

Composite Rating Based on Appearance of:
- Platform: 73.3%  (Weighted 40%)
- Concourse: 75.1%↑ (Weighted 25%)
- Escalator: 73.8%  (Weighted 10%)
- Stairwells: 69.2% (Weighted 7.5%)
- Elevator: 70.4%↑ (Weighted 10%)
- Restroom: 54.7%↑ (Weighted 7.5%)

↑ or ↓ indicates a statistically significant change from prior quarter

- 5.45% performance improvement from previous quarter; 6.67% improvement from same quarter last year
- Encouraged department staff to stay diligent in their duties and be visible to our patrons.
Goal: 73.0%
Actual: 79.6%
Met: Yes

- 5.33% performance improvement from previous quarter; 8.18% improvement from same quarter last year
- Encouraged staff and graffiti personnel to respond immediately to remove offensive graffiti.
Train Interior Cleanliness

**Goal:** 70.0%

**Actual:** 75.1%

**Met:** Yes

Composite Rating Based on Train Interior:
- **Cleanliness:** 67.4% ↑
  (Weighted 60%)
- **Kept Free of Graffiti:** 86.7% ↑
  (Weighted 40%)

↑ or ↓ indicates a statistically significant change from prior quarter

- 5.45% performance improvement from previous quarter; 12.22% improvement from same quarter last year
- 1 Utility Foreworker position and 15 Utility Workers positions added in Q1.
- Ongoing hiring effort for:
  - 60 Part Time Utility Positions.
  - 7 Full Time Utility Positions.
  - 7 Utility Foreworkers.
- 0.91% performance decrease from previous quarter; 6.67% improvement from same quarter last year
Customer Service

- Goal: 75.0%
- Actual: 82%
- Met: Yes

Average Rating of:
- Customer Service Station Agent (if used today): 85.7% ↑
- Onboard Next Stop, Destination and Transfer Announcements: 80.2% ↑
- Onboard Delay Announcements (if delayed today): 80.0% ↑

↑ or ↓ indicates a statistically significant change from prior quarter

- 4.69% performance improvement from previous quarter; 5.78% improvement from same quarter last year
- Station Agent availability and customer service goals met with strong management focus on "positive" customer interactions

Engineering & Operations Committee
Homelessness - Passenger Survey

“How well is BART addressing homelessness?”

- 23.43% performance improvement from previous quarter; 1.39% improvement from same quarter last year
- Increase is due to more streamlined approach to resolving customer complaints, and an altered deployment of homeless outreach across the system.
Transient Counts in San Francisco Stations

8.6% increase in count from previous quarter; 13.48% increase from same quarter last year
Increase can be attributed to numerous Covid related homeless facilities closing while the majority of congregate shelter sites are still operating at 50% occupancy or less.
43.9% performance improvement from previous quarter; 58.92% improvement from same quarter last year
We see a decrease in the unsheltered population on trains partly due to increase in stations and unpaid areas as less individuals are boarding the trains.
In addition, fare evasion checks are leading to decrease.
Face Covering
Face Covering – BART Count on Trains

<table>
<thead>
<tr>
<th>Goal:</th>
<th>95%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>96%</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- 2.13% performance improvement from previous quarter
Face Covering
Passenger Perception - Passenger Survey

Customer Rating on Compliance (Excellent + Good)

<table>
<thead>
<tr>
<th>Goal</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>88%</td>
</tr>
<tr>
<td>Met</td>
<td>N/A</td>
</tr>
</tbody>
</table>

- 4.76% performance improvement from previous quarter
Fare Evasion Passenger Survey

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

- 22.22% performance decrease from previous quarter; 39.19% decrease from same quarter last year
- Lower number show performance increase.
- Significantly fewer people witnessed someone not paying their fare

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>14.2%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

FY21 Q1 FY21 Q2 FY21 Q3 FY21 Q4 FY22 Q1

Results
Patron Safety – Station
Incidents per 1 Million Passengers

- Goal: 2.00
- Actual: 1.47
- Met: Yes

- 2% performance improvement from previous quarter, 24.23% improvement from same quarter last year
- Number of incidents this quarter (11); last quarter (8):
  - Stairs – 1
  - Escalator – 6
  - Platform – 1
  - Trackway – 2
  - Concourse – 1
Patron Safety – Vehicle
Incidents per 1 Million Passengers

- 5.26% performance decrease from previous quarter, 63.96% improvement from same quarter last year
- Number of incidents this quarter (3); last quarter (2):
  - On-Board – 3

<table>
<thead>
<tr>
<th>Goal</th>
<th>0.60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>0.4</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Employee Safety – Lost Time
Lost Time Injuries per OSHA Rate

- 17.54% performance decrease from previous quarter, 63.66% decrease from same quarter last year
- Lost time cases count increased by 17.9% compared to last quarter
  - Strain injury cases remained the same at 15
  - Sprain injury cases decreased from 9 to 8
  - Contusion injury cases decreased from 10 to 8
  - Trauma injury cases increased from 5 to 15

Goal: 6.50  
Actual: 5.63  
Met: Yes
Employee Safety – Injury Count
OSHA Recordable Injuries per OSHA Incidence Rate

- 28.82% performance improvement from previous quarter, 36.16% decrease from same quarter last year
- Injury count increased by 19.67% compared to last quarter:
  - Strain injuries decreased from 28 to 27
  - Sprain injuries increased from 13 to 14
  - Trauma injuries increased from 8 to 16
  - Contusion injuries increased from 12 to 16

Goal: 12.00
Actual: 9.79
Met: Yes
Operating Safety – Door Openings
Unscheduled Door Openings per Million Car Miles

- Goal: 0.20
- Actual: 0.16
- Met: Yes

- 50% performance improvement from previous quarter
- Number incidents this quarter: 3
  - 8/05/21 – Human error (Unauthorized use by Patron)
  - 8/16/21 – Human error (Unauthorized use by Patron)
  - 8/25/21 – Human error (Unauthorized use by Patron)
Operating Safety – Rule Violations
Rule Violations per Million Car Miles

- Goal: 0.25
- Actual: 0.42
- Met: No

- 12.5% performance improvement from previous quarter, 82.61% decrease from same quarter last year
- Numbers of incidents this quarter:
  - 7/13/21 – Safety Rules (M&E)
  - 7/18/21 – Signal Run-through (Transportation)
  - 8/17/21 – Signal Run-through (Transportation)
  - 8/20/21 – Clearance Protection (M&E)
  - 8/27/21 – Clearance Protection (OCC)
  - 8/27/21 – Signal Run-through (M&E)
  - 8/30/21 – Clearance Protection (Transportation)
BART Police Presence

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

- **Goal:** 12.0%
- **Actual:** 10.4%
- **Met:** No

**Average Score of Police Seen For:**
- **All Time Periods**
  - On Train: 4.6% ↓
  - Outside the Station: 12.6%
  - In the Station: 14.7%

- **After 7PM and Weekends**
  - On Train: 3.6%
  - Outside the Station: 11.5%
  - In the Station: 15.1%

↑ or ↓ indicates a statistically significant change from prior quarter

- 1.3% performance decrease from previous quarter
Violations Include:

- Increased ridership (31%) compared to previous QPR (FY21 Q4) increases rider population and trips.
- Violent crimes against persons averaging about 17 cases per month
- Drop from an average of 27 during the previous calendar year (FY20)
# Crimes Against Persons

## Crimes Detail by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>FY20 Q3</th>
<th>FY20 Q4</th>
<th>FY21 Q1</th>
<th>FY21 Q2</th>
<th>FY21 Q3</th>
<th>FY21 Q4</th>
<th>FY22 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rape</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>23</td>
<td>27</td>
<td>29</td>
<td>16</td>
<td>10</td>
<td>21</td>
<td>1</td>
</tr>
<tr>
<td>Electronic Theft</td>
<td>108</td>
<td>33</td>
<td>29</td>
<td>16</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>60 (56)</td>
<td>60 (36)</td>
<td>60 (48)</td>
<td>41 (26)</td>
<td>29 (14)</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Electronic Robbery</td>
<td>82 (56)</td>
<td>50 (28)</td>
<td>60 (36)</td>
<td>58</td>
<td>58</td>
<td>23</td>
<td>33</td>
</tr>
</tbody>
</table>

*Note: The numbers in parentheses represent the percentage of the total crime incidents.*
Auto Burglary
Crimes per 1,000 Parking Spaces

<table>
<thead>
<tr>
<th>Goal:</th>
<th>6.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>1.80</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- This QPR observed increase in vehicles stolen, average 16 reported incidents per month
Auto Theft
Crimes per 1,000 Parking Spaces

- 58.62% performance decrease from previous quarter, 142.11% decrease from same quarter last year
- Increase in vehicles stolen, average 10 reported incidents per month
- Due to prior decreases in ridership, the district averaged around 5 cases per month in prior QPR
Response time this quarter averages around 3 minutes and 32 seconds, compared to 4 minutes in prior quarter.

- Higher response times in C-line and M-line this quarter.
- M-line receives on average 25-35% of Emergency Priority 1 calls per given month.
- C-line receives 8-10% per given month.
- A-line consistently averaging 3 minutes and 30 seconds for each month of the current year, also second highest in reported incidents (about 30% of all emergency calls).
Bike Theft
Count of Bike Thefts

- Most frequent reports this year on A-line, followed by R-line and C-line stations.
- Along with traditional bicycles, e-bikes, scooters and similar electric-powered devices are being targeted by thieves usually in the free areas. Sometimes this occurs on moving trains when taken unnoticeably from the owners.