Quarterly Service Performance Review
2nd Quarter, FY22

October – December, 2021
Engineering & Operations Committee
March 10, 2022
FY22 Second Quarter Overview

- **Total Ridership** increased by 11.3% from prior quarter and by 119.6% from prior year. **Average weekday ridership of** (108,352) was up by 14.6% and 114.8% from prior quarter and same quarter last year respectively. **Average peak ridership** was up by 120.8% from prior year; **Saturday and Sunday ridership** are up 148.7% and 118.0% from prior year.

- **ROW Equipment Reliability**: Rail Cars, and Track met goal.

- **Station Equipment Availability**: Ticket Machines, Fare Gates, Escalators (Platform), Escalators (Street), Elevators (Station), and Elevators (Garage) met goal.


- **Total Customer Complaints rate** decreased to 19.89% per 100,000 passenger trips, showing 5.8% improvement.
## Quadrant Chart

### QUADRANT CHART FOR 2nd QUARTER FY22

<table>
<thead>
<tr>
<th>Metric</th>
<th>LAST QTR</th>
<th>CURRENT</th>
<th>CHANGE</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MET</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escalators Platform</td>
<td>98.17%</td>
<td>98.30%</td>
<td>0.13%</td>
<td>96.00%</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>85.52%</td>
<td>87.43%</td>
<td>1.92%</td>
<td>82.00%</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>69.24%</td>
<td>69.71%</td>
<td>0.47%</td>
<td>66.00%</td>
</tr>
<tr>
<td>Track</td>
<td>0.02</td>
<td>0.01</td>
<td>-0.01</td>
<td>0.30</td>
</tr>
<tr>
<td>Elevators Station</td>
<td>97.93%</td>
<td>99.33%</td>
<td>1.40%</td>
<td>98.00%</td>
</tr>
<tr>
<td><strong>NOT MET</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cust.Complaints/100KTrips</td>
<td>21.15</td>
<td>19.89</td>
<td>-1.26%</td>
<td>5.07</td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>10.4%</td>
<td>10.5%</td>
<td>0.1%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.24</td>
<td>0.10</td>
<td>-0.14%</td>
<td>0.08</td>
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</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><strong>WORSE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Station Vandalism</td>
<td>79.63%</td>
<td>77.52%</td>
<td>-2.11%</td>
<td>73.00%</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>71.82%</td>
<td>69.26%</td>
<td>-2.55%</td>
<td>64.00%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>81.97%</td>
<td>77.84%</td>
<td>-4.13%</td>
<td>75.00%</td>
</tr>
<tr>
<td>Mean Time Between Service Delays</td>
<td>5936</td>
<td>4886</td>
<td>-1050</td>
<td>4650</td>
</tr>
<tr>
<td>Escalators Street</td>
<td>96.50%</td>
<td>96.27%</td>
<td>-0.23%</td>
<td>93.00%</td>
</tr>
<tr>
<td>Elevators Garage</td>
<td>99.83%</td>
<td>99.57%</td>
<td>-0.27%</td>
<td>97.00%</td>
</tr>
<tr>
<td>AFC Vendors</td>
<td>98.52%</td>
<td>98.13%</td>
<td>-0.39%</td>
<td>95.00%</td>
</tr>
<tr>
<td>AFC Gates</td>
<td>99.35%</td>
<td>99.03%</td>
<td>-0.32%</td>
<td>99.00%</td>
</tr>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>608.67</td>
<td>596.33</td>
<td>-12.34</td>
<td>608.33</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>75.12%</td>
<td>69.29%</td>
<td>-5.83%</td>
<td>70.00%</td>
</tr>
<tr>
<td>Wayside Train Control</td>
<td>0.69</td>
<td>1.16</td>
<td>0.47</td>
<td>1.00</td>
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<tr>
<td>Traction Power</td>
<td>0.19</td>
<td>0.56</td>
<td>0.37</td>
<td>0.20</td>
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<tr>
<td>Customers on Time - Daily</td>
<td>93.94%</td>
<td>89.43%</td>
<td>-4.51%</td>
<td>94.00%</td>
</tr>
<tr>
<td>Trains on Time - Daily</td>
<td>90.17%</td>
<td>78.57%</td>
<td>-11.61%</td>
<td>91.00%</td>
</tr>
<tr>
<td>Transportation</td>
<td>0.90</td>
<td>1.11</td>
<td>0.21</td>
<td>0.50</td>
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</tbody>
</table>
Customer Ridership - Weekday Trips

- Total ridership increased by 11.3% from prior quarter and 119.6% from same quarter last year
- Average weekday ridership (108,352) is up by 14.6% from prior quarter and 114.8% from same quarter last year
- Average peak ridership is up by 120.8% from same quarter last year
- Saturday and Sunday ridership is up by 148.7% and 118.0% from same quarter last year

Goal: 118,238
Actual: 108,352
Met: No
5.8% performance improvement from previous quarter, 11.3% improvement from same quarter last year
- Police presence complaints decreased 48% from same quarter last year
- Customer complaints overall were down resulting in a 5.8% improvement from last quarter
- Quality of Life complaints doubled from last quarter. Primarily due to weather, homelessness and the Omicron Variant
- Passenger information complaints spiked 58% from same quarter last year due to cancelled trips and lack of consistent information on third party apps and BART’s app and platform signs; cancelled trip info is now shared with 3rd party apps
Customer Complaints
Complaints Detail by Category

Passenger Information complaints increased 58% and Police presence complaints decreased 48% compared to last year this quarter.

Quality of Life complaints increased 104% and App related complaints decreased 38% compared to last quarter.
4.8% performance decrease from previous quarter, 5.28% decrease from same quarter last year

On-Time decreased significantly due to car and staffing shortages which resulted in canceled dispatches: Additional contribution to delays was inclement weather – implemented speed reductions to prevent wheel flats which resulted in system-wide delays
On-Time Service - Train

Goal: 91.00%
Actual: 78.57%
Met: No

<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>12/13/21</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>04:00-26:08</td>
<td>Weather</td>
<td>330</td>
</tr>
<tr>
<td>12/21/21</td>
<td>Civic Center</td>
<td>Person On Trackway</td>
<td>16:07-18:20</td>
<td>People</td>
<td>96</td>
</tr>
<tr>
<td>12/28/21</td>
<td>Systemwide</td>
<td>Car Shortage</td>
<td>06:11-12:15</td>
<td>Vehicle</td>
<td>92</td>
</tr>
<tr>
<td>12/23/21</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>04:00-23:48</td>
<td>Weather</td>
<td>91</td>
</tr>
<tr>
<td>12/16/21</td>
<td>R-Line</td>
<td>3rd Rail Power</td>
<td>04:00-10:55</td>
<td>Equip</td>
<td>70</td>
</tr>
<tr>
<td>10/11/21</td>
<td>W. Oakland</td>
<td>Train Struck A Person On Trackway</td>
<td>17:26-19:32</td>
<td>People</td>
<td>69</td>
</tr>
<tr>
<td>12/14/21</td>
<td>Ashby</td>
<td>3rd Rail Power (Substation)</td>
<td>05:00-10:15</td>
<td>Equip</td>
<td>63</td>
</tr>
<tr>
<td>12/22/21</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>04:30-25:20</td>
<td>Weather</td>
<td>62</td>
</tr>
<tr>
<td>12/27/21</td>
<td>Millbrae</td>
<td>3rd Rail Power (Sectional Trip)</td>
<td>04:49-11:00</td>
<td>Equip</td>
<td>59</td>
</tr>
<tr>
<td>12/29/21</td>
<td>Systemwide</td>
<td>Weather (Reduced Speed)</td>
<td>04:30-19:00</td>
<td>Weather</td>
<td>59</td>
</tr>
</tbody>
</table>

58 PERSON ON TRACKWAY EVENTS DELAYED 5% OF TRAINS
Car Equipment – Reliability
Meantime Between Service Delays

- 17.69% performance decrease from previous quarter, 42.01% improvement from same quarter last year
- Overall Fleet MTBSD (Mean Time Between Supply Demand) 4886 hours
  - Legacy Fleet MTBSD 4421
  - FOTF Fleet MTBSD 6522
  - Top 3 Q2 FOTF Delay Categories: ATO, Brakes, Doors

Goal: 4,650 Hours
Actual: 4,886 Hours
Met: Yes
2.03% performance decrease from previous quarter, 6.75% improvement from same quarter last year

Several historic storms hit the Bay Area during the Quarter
  ➢ Increased door failures
  ➢ Increased Wheel flats

Staff Delta/Omicron challenges reduced maintenance capacity
Wayside Train Control System
Delayed Trains per 100 Train Trips

- 56.94% performance decrease from previous quarter, 18.77% decrease from same quarter last year
- Major delays this quarter:
  - 11/20/2021: A report of Misrouted Train entering A90 Fremont Station. It was determined the route was correct per design of track plans. A revision to operating mode setting was implemented to allow for efficient train movement at this location for southbound A85
  - 10/17/2021: A train entering C40 Walnut Creek station experienced a Program Stop Failure (PSF) causing an overrun of the Platform due to the Program Stop Antenna failing during arrival of train. Rain Profile was in effect at the time and no false occupancy was indicated. A Capital Project to replace the Platform Cover Board Antennas and circuitry for Program Stop is underway
Traction Power
Delayed Trains per 100 Train Trips

- 191.38% performance decrease from previous quarter, 322.5% decrease from same quarter last year
- Major delays this quarter:
  - 12/11/21: 3rd Rail Power Loss (Sectional Trip) at R-Line, RRC10-7 cable faulted between RCN & RRI. Contractors to replace cable, NTP 06DEC21 and will start demolishing right cable by end of February 2022 between RCN and RRI
  - 12/16/2021: 3rd Rail Power Loss in R-line, Power Restriction PL 4’s metering on the R-line. Due to RRC fault on 12/11/21, at this time both left and right 34.5KV cable faulted from RCN to RRY. Completed expedited repairs on the left cable
  - 12/27/2021: 3rd Rail Power Loss (Sectional Trip) at Millbrae, Center Street Sectionalizing Station (WCS) faulted 34.5KV buss insulator. Switchgears have been inspected, cleaned, replaced insulators and 34.5KV cables tested. All passed and back to normal

Goal: 0.20
Actual: 0.56
Met: No
40% performance improvement from previous quarter, 45.56% decrease from same quarter last year
- On Target to achieve 10-mile goal on Rail Relay Replacement
- On Target to achieve replacing Direct Fixation Pads (10,000 goal)
Goal: 0.08
Actual: 0.10
Met: No

- 56.94% performance improvement from previous quarter, 31.11% improvement from same quarter last year
- Major delays this quarter:
  - 12/09/2021: Net.com loss due to hardware failure, the board was replaced, and service restored
  - 11/8/2021: Error on the Front End Computer (FEC) associated with weather causing an instantaneous power loss, crew restored the failure during safe blanket
| Goal: 0.50 | Actual: 1.11 | Met: No |

- 23.70% performance decrease from previous quarter, 190.43% decrease from same quarter last year
- The top ten major transportation incidents were due to Staff shortage covering 66.73% of the transportation delayed trains
- Addressing the staffing issue:
  - Train Operator recruitment is in progress. Next class tentative start date is March 14, 2022
  - Promoted 17 operators from part-time to full-time in December 2021
  - Working with Leave Management to address long-term absences
  - Monitoring daily attendance
Goal: 98.00%

Actual: 99.33%

Met: Yes

- 1.43% performance improvement from previous quarter, remained the same from same quarter last year
- Major Outages:
  - Castro Valley station unplanned outage for water intrusion, 80 hours out of service
  - Union City station unplanned repair to door track, 78 hours out of service
Elevator Availability - Garage

- 0.27% performance decrease from previous quarter, 0.33% decrease from same quarter last year
- Major Outages:
  - Fruitvale station tape guide replace and control board, 105 hours out of service
  - Pleasant Hill station replaced California lock and adjusted brake, 46 hours out of service

Goal: 97.00%
Actual: 99.57%
Met: Yes
0.24% performance decrease from previous quarter and 2.48% improvement from same quarter last year

Major Outages:
- Embarcadero station unplanned motor replacement, 272 hours out of service
- 16th street station planned RH handrail replacement, 210 hours out of service
Goal: 96.00%
Actual: 98.30%
Met: Yes

- 0.14% performance improvement from previous quarter, 1.10% improvement from same quarter last year
- Major Outages:
  - 19th St. station RH handrail required replacement due to vandalism, 238 hours out of service
  - Montgomery St station unplanned gearbox repair, 205 hours out of service
AFC Gate Availability

- 0.33% performance decrease from previous quarter and 0.52% decrease from same quarter last year
- Performance decrease due to increase of maintenance requests and manpower challenge due to COVID 19 in December. Increased PM frequency in January to regain schedule pace
- Completed 19th street & Powell Street AFC Modernization Project, Gate & Vendor relocations
- Aligning & Initiating Clipper 2 Upgrade project for all District Fare Collection equipment

Goal: 99.00%
Actual: 99.03%
Met: Yes
AFC Vendor Availability

- 0.4% performance decrease from previous quarter, 0.55% decrease from same quarter last year
- Completed districtwide high security Ingenico Pin Pad installation
- Initiating installation of new single-board computers into vendors at Coliseum & Oakland Airport

Goal: 95.00%
Actual: 98.13%
Met: Yes
Environment – Outside Stations

- 0.68% performance improvement from previous quarter, 5.58% decrease from same quarter last year
- Staffing issues continue to bring challenges for remaining personnel to complete schedules
- Increased assistance from BART Police has aided in clearing of and preventing large homeless encampments in parking lots and structures
**Goal:** 64.0%

**Actual:** 69.3%

**Met:** Yes

Composite Rating Based on Appearance of:
- **Platform:** 72.7% (Weighted 40%)
- **Concourse:** 73.7%↑ (Weighted 25%)
- **Escalator:** 71.4% (Weighted 10%)
- **Stairwells:** 67.5% (Weighted 7.5%)
- **Elevator:** 62.6%↓ (Weighted 10%)
- **Restroom:** 43.9%↓ (Weighted 7.5%)

↑ or ↓ indicates a statistically significant change from prior quarter

- 3.55% performance decrease from previous quarter, 3.30% improvement from same quarter last year
- Staff shortage due to COVID 19 has been a challenge, however 14 new SSW have been hired this month
- 30 vacant positions, currently recruiting
Station Vandalism

- 2.65% performance decrease from previous quarter, 5.15% improvement from same quarter last year
- Less staff due to COVID-19 and increase in graffiti system wide

Goal: 73.0%
Actual: 77.5%
Met: Yes
Train Interior Cleanliness

- 7.77% performance decrease from previous quarter, 0.22% improvement from same quarter last year
- Utility Worker hiring effort still ongoing
  - 24 Utility Workers hired in this quarter
  - 8 Net gain of Utility Worker positions this quarter
  - 59 Utility Workers positions remain vacant

Goal: 70.0%
Actual: 69.3%
Met: No

Composite Rating Based on Train Interior:
- **Cleanliness**: 60.3% ↓ (Weighted 60%)
- **Kept Free of Graffiti**: 82.8% ↓ (Weighted 40%)

↑ or ↓ indicates a statistically significant change from prior quarter
Goal: 82.0%
Actual: 87.4%
Met: Yes

- 2.24% performance improvement from previous quarter, 3.05% improvement from same quarter last year
Customer Service

5.04% performance decrease from previous quarter, 0.51% improvement from same quarter last year
- Improved station equipment availability for TVM's, Clipper Only access, and mobile Clipper for smart phones allowed agents to focus on assisting with customer’s travel questions and train arrivals
- Line Management continues focusing on Station Agent availability and better customer service goals

Average Rating of:
- Customer Service Station Agent (if used today): 81.3%
- Onboard Next Stop, Destination and Transfer Announcements: 77.5%
- Onboard Delay Announcements (if delayed today): 74.8% ↓

Goal: 75.0%
Actual: 77.8%
Met: Yes

↑ or ↓ indicates a statistically significant change from prior quarter
Homelessness - Passenger Survey
“How well is BART addressing homelessness?”

- 15.99% performance decrease from previous quarter, 4.54% improvement from same quarter last year
- The performance decrease from previous quarter can be attributed to colder/wet weather in addition to the rise of the Omicron variant, which closed and/or limited many service options for the unsheltered community

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>28.7%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
</tr>
</tbody>
</table>
25.74% increase in count from previous quarter, 3.05% decrease from same quarter last year
The increase was predictable as the colder/wetter weather leaves the unsheltered population with limited places to go
- 26.08% performance decrease from previous quarter, 30.95% improvement from same quarter last year
- The increase in count of transient in trains aligns with the rise of transient in stations. Inherently, there is a positive direct relationship between unhoused individuals on trains and stations
- As the weather warms, and further service connections are made, we should see a decrease again
Face Covering
Face Covering – BART Count on Trains

- Flat performance improvement from previous quarter, 5.49% improvement from same quarter last year

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

Engineering & Operations Committee
Face Covering
Passenger Perception - Passenger Survey

- 3.41% performance decrease from previous quarter, 1.19% improvement from same quarter last year

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
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<tbody>
<tr>
<td>Actual:</td>
<td>85%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
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</tbody>
</table>

Customer Rating on Compliance (Excellent + Good)

- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

- FY21 Q2
- FY21 Q3
- FY21 Q4
- FY22 Q1
- FY22 Q2

Face Covering
Fare Evasion Passenger Survey

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

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>15.9%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

- 12.55% performance decrease from previous quarter, 27.91% improvement from same quarter last year
- The performance decrease might be due to increased movements of unsheltered population
Patron Safety – Station

Incidents per 1 Million Passengers

- 71.43% performance decrease from previous quarter, 24.23% decrease from same quarter last year
- Number of incidents this quarter 21; last quarter 11. The increase in incidents is mostly due to adverse weather
  - Stairs – 6
  - Escalator – 11
  - Platform – 1
  - Parking Lot – 1
  - Concourse – 2

Goals and Actuals:

- Goal: 2.00
- Actual: 2.52
- Met: No
Patron Safety – Vehicle

Incidents per 1 Million Passengers

- 10% performance improvement from previous quarter, 77.22% improvement from same quarter last year
- Number of incidents this quarter 3; last quarter 3:
  - On-Board – 3
  - Performance improvement due to passenger increase

Goal: 0.60
Actual: 0.36
Met: Yes
**Employee Safety – Lost Time**

**Lost Time Injuries per OSHA Rate**

- **Goal:** 6.50
- **Actual:** 6.15
- **Met:** Yes

- 9.24% performance decrease from previous quarter, 18.04% decrease from same quarter last year
- Lost time cases count increases by 9% (from 54 to 59) from last quarter
  - Strain injury cases decrease from 15 to 14
  - Sprain injury cases remain the same at 8
  - Contusion injury cases decrease from 8 to 7
  - Trauma injury cases remain the same at 15

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Engineering & Operations Committee
Employee Safety – Injury Count
OSHA Recordable Injuries per OSHA Incidence Rate

- 5.31% performance decrease from previous quarter, 22.16% decrease from same quarter last year
- Injury count increases by 5% (from 94 to 99) from last quarter
  - Strain injuries decrease from 27 to 25
  - Sprain injuries increase from 14 to 15
  - Trauma injuries increase from 16 to 17
  - Contusion injuries decrease from 16 to 14

<table>
<thead>
<tr>
<th>Goal:</th>
<th>12.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>10.31</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Engineering & Operations Committee
243.75% performance decrease from previous quarter

Number incidents this quarter: 11

All due to human error (Unauthorized use of emergency door open)

- October - 3
- November - 2
- December – 6

Goal: 0.20
Actual: 0.55
Met: No
Operating Safety – Rule Violations
Rule Violations per Million Car Miles

- 64.29% performance improvement from previous quarter, 87.5% decrease from same quarter last year
- Numbers of incidents this quarter: 3
  - 10/20/21 – Rules Violation (Transportation)
  - 10/24/21 – Rules Violation (Transportation)
  - 11/21/21 – Clearance Violation (M&E)
BART Police Presence

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

- 1.07% performance improvement from previous quarter, 23.22% decrease from same quarter last year
- Fixed post police officers and community service officers at Civic Center

Goal: 12.0%
Actual: 10.5%
Met: No

Average Score of Police Seen For:
All Time Periods
- On Train 5.0%
- Outside the Station 12.4%
- In the Station 14.1%

After 7PM and Weekends
- On Train 4.8%
- Outside the Station 12.5%
- In the Station 14.1%

↑ or ↓ indicates a statistically significant change from prior quarter
- 8.14% increase from previous quarter, 62.53% decrease from same quarter last year
- Averaging 20 cases per month current quarter. Past year (FY21 Q2) averaged 26 cases per month
- Calendar year 2021 averaged 18 cases per month, compared with 29 in 2020 (-38% reduction)
## Crimes Against Persons

### Crimes Detail by Category

<table>
<thead>
<tr>
<th>Category</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>
<th>FY22 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robbery (Electronic Robbery)</td>
<td>50 (28)</td>
<td>60 (36)</td>
<td>60 (48)</td>
<td>41 (25)</td>
<td>29 (14)</td>
<td>33 (19)</td>
<td>39 (23)</td>
</tr>
<tr>
<td>Electronic Theft</td>
<td>33</td>
<td>35</td>
<td>58</td>
<td>25</td>
<td>23</td>
<td>30</td>
<td>25</td>
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<tr>
<td>Aggravated Assault</td>
<td>27</td>
<td>29</td>
<td>16</td>
<td>10</td>
<td>19</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Rape</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<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>
</tbody>
</table>
Auto Burglary
Crimes per 1,000 Parking Spaces

- 32.6% increase from previous quarter, 134.81% increase from same quarter last year
- This quarter observed an increase, average 38 reported incidents per month. Prior quarter averaged 28 per month

<table>
<thead>
<tr>
<th>Goal</th>
<th>6.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>2.39</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Auto Theft
Crimes per 1,000 Parking Spaces

- 17.18% performance increase from previous quarter, 439.02% increase from same quarter last year
- Observed an increase this quarter, average 18 reported incidents per month, up from 14 in prior quarter
• Response time this quarter averages around 4 minutes and 23 seconds, compared to 3 minutes and 32 seconds in prior quarter
Goal: 100
Actual: 26
Met: Yes

- 3.23% decrease from previous quarter, 114.29% increase from same quarter last year
- Average of 9 bicycle thefts per month this quarter, drop from 10 previous quarter. This quarter last year bicycle theft averaged 2