Quarterly Service Performance Review
3rd Quarter, FY20

January – March, 2020
Engineering & Operations Committee
May 28, 2020
<table>
<thead>
<tr>
<th>PERFORMANCE INDICATORS</th>
<th>CURRENT QUARTER</th>
<th>PRIOR QTR ACTUALS</th>
<th>YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ACTUAL</td>
<td>STANDARD</td>
<td>STATUS</td>
</tr>
<tr>
<td>Average Ridership - Weekday</td>
<td>314,816</td>
<td>397,895</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Customers on Time</td>
<td>Peak</td>
<td>92.69%</td>
<td>94.00%</td>
</tr>
<tr>
<td></td>
<td>Daily</td>
<td>93.96%</td>
<td>94.00%</td>
</tr>
<tr>
<td>Trains on Time</td>
<td>Peak</td>
<td>86.83%</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Daily</td>
<td>89.01%</td>
<td>91.00%</td>
</tr>
<tr>
<td>Peak Period Transbay Car Throughput</td>
<td>AM Peak</td>
<td>96.07%</td>
<td>97.50%</td>
</tr>
<tr>
<td></td>
<td>PM Peak</td>
<td>95.66%</td>
<td>97.50%</td>
</tr>
<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>667</td>
<td>627</td>
<td>MET</td>
</tr>
<tr>
<td>Mean Time Between Service Delays</td>
<td>4,777</td>
<td>4,650</td>
<td>MET</td>
</tr>
<tr>
<td>Elevators in Service</td>
<td>Station</td>
<td>99.00%</td>
<td>98.00%</td>
</tr>
<tr>
<td></td>
<td>Garage</td>
<td>97.80%</td>
<td>97.00%</td>
</tr>
<tr>
<td>Escalators in Service</td>
<td>Street</td>
<td>93.87%</td>
<td>93.00%</td>
</tr>
<tr>
<td></td>
<td>Platform</td>
<td>96.57%</td>
<td>96.00%</td>
</tr>
<tr>
<td>Automatic Fare Collection</td>
<td>Gates</td>
<td>99.40%</td>
<td>99.00%</td>
</tr>
<tr>
<td></td>
<td>Vendors</td>
<td>99.00%</td>
<td>95.00%</td>
</tr>
<tr>
<td>Wayside Train Control System</td>
<td>0.94</td>
<td>1.00</td>
<td>MET</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.12</td>
<td>0.08</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Traction Power</td>
<td>0.36</td>
<td>0.20</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Track</td>
<td>0.18</td>
<td>0.30</td>
<td>MET</td>
</tr>
<tr>
<td>Transportation</td>
<td>67.0%</td>
<td>66.0%</td>
<td>MET</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>65.8%</td>
<td>64.0%</td>
<td>MET</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>71.8%</td>
<td>73.0%</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Station Vandalism</td>
<td>66.7%</td>
<td>70.0%</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>84.3%</td>
<td>82.0%</td>
<td>MET</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>75.9%</td>
<td>75.0%</td>
<td>MET</td>
</tr>
<tr>
<td>Customer Service</td>
<td>23.2%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Homelessness</td>
<td>19.9%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>Complaints per 100,000 Passenger Trips</td>
<td>12.26</td>
<td>5.07</td>
</tr>
<tr>
<td>Safety</td>
<td>Station Incidents/Million Patrons</td>
<td>0.85</td>
<td>2.00</td>
</tr>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.31</td>
<td>0.60</td>
<td>MET</td>
</tr>
<tr>
<td>Lost Time Injuries/Illnesses/Per OSHA</td>
<td>3.85</td>
<td>6.50</td>
<td>MET</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>9.69</td>
<td>12.00</td>
<td>MET</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.160</td>
<td>0.200</td>
<td>MET</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.260</td>
<td>0.250</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Police</td>
<td>BART Police Presence</td>
<td>12.6%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Quality of Life per million riders</td>
<td>73.62</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Crimes Against Persons per million riders</td>
<td>4.82</td>
<td>2.00</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Auto Burglaries per 1,000 parking spaces</td>
<td>4.85</td>
<td>6.00</td>
<td>MET</td>
</tr>
<tr>
<td>Auto Thefts per 1,000 parking spaces</td>
<td>1.02</td>
<td>2.25</td>
<td>MET</td>
</tr>
<tr>
<td>Police Response Time per Emergency Incident (Minutes)</td>
<td>3.58</td>
<td>5.00</td>
<td>MET</td>
</tr>
<tr>
<td>Bike Thefts (Quarterly Total and YTD Quarterly Average)</td>
<td>42</td>
<td>100.00</td>
<td>MET</td>
</tr>
</tbody>
</table>

**Legend:**
- **Goal Met**: Goal met
- **Goal Unmet by < 5%**: Goal unmet by less than 5%
- **Goal Unmet by > 5%**: Goal unmet by more than 5%
FY20 Third Quarter Overview

- Average Weekday Ridership: Down slightly in January and February. Significantly impacted by Shelter Orders in March. Overall down 20.9% compared to same quarter last year.

- Train on time performance: Peak period was up 2.3%, all day up 2.1%

- ROW Equipment Reliability: Train Control, Track and Rail Cars met goal; Computer Systems and Traction Power did not meet goal

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


- Total Customer Complaints: decreased from last quarter
## eBART Service Report

### Performance Indicators

<table>
<thead>
<tr>
<th>Category</th>
<th>Indicator</th>
<th>Current Quarter</th>
<th>Prior QTR Actuals</th>
<th>FY20 Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Actual</td>
<td>Standard</td>
<td>Status</td>
</tr>
<tr>
<td>Ridership</td>
<td>Average Ridership - Weekday</td>
<td>6,650</td>
<td>6,530</td>
<td>MET</td>
</tr>
<tr>
<td></td>
<td>Average Ridership - Weekend</td>
<td>1,662</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>On-Time Performance</td>
<td>95.84%</td>
<td>95.00%</td>
<td>MET</td>
</tr>
<tr>
<td>Transfers to BART</td>
<td>On-Time Connections</td>
<td>98.50%</td>
<td>98.50%</td>
<td>MET</td>
</tr>
<tr>
<td>Equipment</td>
<td>Train Mean Distance Between Failures (miles)</td>
<td>53,019</td>
<td>14,000</td>
<td>MET</td>
</tr>
<tr>
<td></td>
<td>Station Elevator Availability</td>
<td>98.92%</td>
<td>98.50%</td>
<td>MET</td>
</tr>
<tr>
<td></td>
<td>Station Escalator Availability</td>
<td>98.73%</td>
<td>96.00%</td>
<td>MET</td>
</tr>
<tr>
<td>Customer Feedback</td>
<td>Complaints/Hundred Thousand Patrons</td>
<td>1.51</td>
<td>7.00</td>
<td>MET</td>
</tr>
<tr>
<td>Safety</td>
<td>Passenger Incidents</td>
<td>0.00</td>
<td>0.00</td>
<td>MET</td>
</tr>
<tr>
<td></td>
<td>Workplace Injuries</td>
<td>1.00</td>
<td>0.00</td>
<td>NOT MET</td>
</tr>
</tbody>
</table>

**Legend:**
- Goal Met
- Goal Unmet by <= 5%
- Goal Unmet by > 5%
January and February average weekday ridership decreased by 1.8% and 0.7%, respectively.

March average weekday ridership decreased by 59.3% due to COVID-19 shelter-in-place order.
Total complaints received decreased 18.5% from last quarter, 20.9% when compared with third quarter FY19.

Increased Complaints: Passenger Information, Service, Station Cleanliness and Train Cleanliness

Decreased Complaints: AFC, Apps, Bike Program, Biohazard, M&E, Parking, Passenger Information, Personnel, Police, Policies, Quality of Life, Trains and Announcements

Compliments down 16% from last quarter and 22% when compared with third quarter FY19
Goal: 94.00%
Actual: 93.96%
Met: No

- 2.00% improvement over last quarter
- Major Delay Contributors: Police 22.7%, People 18.1%, Equipment 16%, Trains 12.4%
### On-Time Service - Train

#### Results vs Goal

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Location</th>
<th>Description</th>
<th>Time</th>
<th>Cause</th>
<th>Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>02/15/20</td>
<td>E.C.D. Norte</td>
<td>BPD Hold (Weapon Suspect)(Shoots Fired)</td>
<td>1358-2231</td>
<td>People</td>
<td>93</td>
</tr>
<tr>
<td>2</td>
<td>01/06/20</td>
<td>Oakland Wye</td>
<td>Track Maintenance(Rail Grease Application In Wye)</td>
<td>0522-1721</td>
<td>Procedure</td>
<td>75</td>
</tr>
<tr>
<td>3</td>
<td>01/10/20</td>
<td>Daly City</td>
<td>3rd Rail Power</td>
<td>1146-1850</td>
<td>Equip</td>
<td>74</td>
</tr>
<tr>
<td>4</td>
<td>01/08/20</td>
<td>Concord</td>
<td>Person On Trackway (Manual Operation Req.)(Unstable Person)</td>
<td>1705-EOR</td>
<td>People</td>
<td>73</td>
</tr>
<tr>
<td>5</td>
<td>01/22/20</td>
<td>A05 I-Lk</td>
<td>Routing (Switch)(Cranks Installed)(100 &amp; 500 Made Own Turn)</td>
<td>1352-1924</td>
<td>Equip</td>
<td>67</td>
</tr>
<tr>
<td>6</td>
<td>02/20/20</td>
<td>Lake Merritt</td>
<td>FOTF Propulsion (Lose Wire On Key Switch Relay)</td>
<td>1025-1616</td>
<td>Vehicle</td>
<td>56</td>
</tr>
<tr>
<td>7</td>
<td>02/27/20</td>
<td>12th Street</td>
<td>FOTF Trainline (Propulsion)(VATC Fault)</td>
<td>1508-1853</td>
<td>Vehicle</td>
<td>52</td>
</tr>
<tr>
<td>8</td>
<td>03/04/20</td>
<td>Glen Park</td>
<td>Person Reported Under Train (Person Jumped Infront of Train)</td>
<td>1136-1254</td>
<td>People</td>
<td>51</td>
</tr>
<tr>
<td>9</td>
<td>01/02/20</td>
<td>W. Oakland</td>
<td>Brake (Two Cars Already Cut-out)(Delays @ EOL &amp; Turnbacks)</td>
<td>0832-1020</td>
<td>Vehicle</td>
<td>45</td>
</tr>
<tr>
<td>10</td>
<td>02/09/20</td>
<td>B.F Merge I-Lk</td>
<td>ICS/VPI Comm. Link Failed</td>
<td>1106-2130</td>
<td>Equip</td>
<td>43</td>
</tr>
</tbody>
</table>
Car Equipment – Reliability

Meantime Between Service Delays

- Up by 21% from last quarter, 15% from third quarter FY19
- Legacy Fleet MTBSD: 7138
- FOTF MTBSD: 1843
  - VATC software update complete
  - Electrical connector inspection – 61% complete

<table>
<thead>
<tr>
<th>Goal:</th>
<th>4,650 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>5,477 Hours</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Engineering & Operations Committee
Goal: 627
Actual: 667
Met: Yes

- Met Goal
- 159 FOTF cars received through third quarter FY20
Wayside Train Control System
Delayed Trains per 100 Train Trips

- Goal: 1.00
- Actual: 0.94
- Met: Yes

- Goal Met
  - Program Stop and ID Antenna Project Phase 2 completed, Phase 3 initiated
  - NSMUX equipment A75/A77 Hayward Yard in Revenue Service on 03/31/30
  - TX Loops / Receiver Coils Replacement – completed 29 blocks this quarter
**Traction Power**

**Delayed Trains per 100 Train Trips**

- **Goal:** 0.20
- **Actual:** 0.36
- **Met:** No

- January 10, Daly City negative return imbalance – replaced insulated joints and added more cabling to balance current across rails
- February 27, 12th Street failed Splice Bar – replaced
Goal: 0.30
Actual: 0.18
Met: Yes

- Goal met
- Spike in January due to excessive grease applied to restraining rail in curve in Oakland Wye
- Installed Vibration Dampers reducing 30 dba in another curve in Oakland Wye
- Completed annual goals for Rail Relay, DF pads and Track Geometry
Computer Control System
Delayed Trains per 100 Train Trips

<table>
<thead>
<tr>
<th>Goal:</th>
<th>.08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>.12</td>
</tr>
<tr>
<td>Met:</td>
<td>No</td>
</tr>
</tbody>
</table>

- February 9 – Power Failure at Hayward Yard caused Train Control failure
- February 4 – Train Control not communicating with operating computer system (ICS)
- Engineering working on improving equipment logging capabilities
Transportation
Delayed Trains per 100 Train Trips

- Goal: 0.50
- Actual: 0.52
- Met: No

- March - Slight increase in staffing shortages due to COVID-19 leave
- Staffing stabilized by end of March
Goal: 98.00%
Actual: 99.00%
Met: Yes

- No major unplanned long term outages
- Warm Springs station vandalism resulted in a Unit 388 hours out of service
- Warm Springs street elevator out of service 130 hours for hydraulic supply line repair
Elevator Availability - Garage

Goal: 97.00%
Actual: 97.80%
Met: Yes

- Campaign to install shutdown impacted January availability
Escalator Availability - Street

- Civic Center Street unit planned step change replacement, 350 hours out of service
- Montgomery Street street unit out of service for 908 hours for unplanned electrical repair

**Goal:** 93.00%
**Actual:** 93.87%
**Met:** Yes
Escalator Availability - Platform

- South San Francisco platform unit out of service for 1250 hours for unplanned bull gear and step chain replacement
- Dublin/Pleasanton platform unit out of service for 792 hours for unplanned handrail replacement and associated repair

<table>
<thead>
<tr>
<th></th>
<th>Goal: 96.00%</th>
<th>Actual: 96.57%</th>
<th>Met: Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal:</td>
<td>96.00%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual:</td>
<td>96.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Goal: 96.00%
Actual: 96.57%
Met: Yes
AFC Gate Availability

Goal: 99.00%
Actual: 99.40%
Met: Yes

- Completed Cinch Modification on A, K, M Lines; started R line
- Installation of Richmond Swing Fare Gate delayed by closure of lab, now set for May
AFC Vendor Availability

- Clipper Upgrade Vendors installed in paid area at 36 stations districtwide; awaiting results of parking app pilot before completing remaining stations.
- Initiated Pin Pads upgrades, 24 of 503 Ticket Vendor Machines completed
- Scheduled Modification of SFO to Clipper Only for week of May 25, 2020
Goal: 66.0%
Actual: 67.0%
Met: Yes

Composite Rating Based on Appearance of:
- Landscaping Walkways, & Entry Plaza: 65.1% ↑ (Weighted 67%)
- Parking Lot Cleanliness: 70.8% (Weighted 33%)

↑indicates a statistically significant increase from prior quarter

- Goal Met
- New bid added staff to A, L, R, and C Line Landscape Crews
Goal: 64.0%
Actual: 65.8%
Met: Yes

Composite Rating Based on Appearance of:
- Platform: 71.0%↑ (Weighted 40%)
- Concourse: 65.9%↑ (Weighted 25%)
- Escalator: 70.2%↑ (Weighted 10%)
- Stairwells: 63.4%↑ (Weighted 7.5%)
- Elevator: 59.6%↑ (Weighted 10%)
- Restroom: 42.7%↑ (Weighted 7.5%)

↑indicates a statistically significant increase from prior quarter

- Goal Met
- East Bay Graveyard crew now fully operational.
Station Vandalism

- Goal not met.
- BART forces focused on improvements
Goal: 70.0%
Actual: 66.7%
Met: No

Composite Rating Based on Train Interior:
- **Cleanliness**: 57.6%↑ (Weighted 60%)
- **Kept Free of Graffiti**: 83.5% (Weighted 40%)

↑indicates a statistically significant increase from prior quarter

- Electrostatically Spraying trains with EPA approved disinfectant every 3 to 4 days
- Disinfecting train cabs daily
- Disinfectant wiping of touch points at end of line stations
Train Temperature

- 2020 HVAC Pre-Season Checks
  - C cars – 76% completed
  - A2B2 – 79% completed
  - A2B2’s HVAC motor starter upgrade – 78% completed

<table>
<thead>
<tr>
<th>Goal</th>
<th>82.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>84.3%</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Customer Service

Goal: 75.00%
Actual: 75.90%
Met: Yes

Average Rating of:
- Customer Service Station Agent (if used today): 74.2%↑
- Onboard Next Stop, Destination and Transfer Announcements: 77.9%
- Onboard Delay Announcements (if delayed today): 75.6%

† indicates a statistically significant increase from prior quarter

- Drop in Station Agent complaints:
  - Process improvements (Cambridge Systematics)
  - Skill Tune-Ups (ATU Management Collaborative effort)
  - Positive Reinforcement (Increase in commendations in the field)
  - Transportation reorganization created dedicated station management
Homelessness - Passenger Survey
“How well is BART addressing homelessness?”

- Customer perception about how well BART is addressing homeless are down 1.5%

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>23.2%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Results

50%
40%
30%
20%
10%
0%

FY19 Q3 FY19 Q4 FY20 Q1 FY20 Q2 FY20 Q3

Engineering & Operations Committee
The graph represents the totals for three time periods (6:00am-8:00AM, 2:00pm-4:00pm and 8:00pm-10:00pm).
- Counts are conducted at the four downtown SF stations on the second Tuesday of each month
- The number fluctuated between 57 and 86 this winter, down about 30% from last winter
The number of transients on trains is up approximately 12% over last quarter.

Weekday morning numbers have dropped for two quarters in a row, likely due to the morning fare checking initiative.
Fare Evasion Passenger Survey

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

Goal: N/A

Actual: 19.9%

Met: N/A

- Down 1.4% over last quarter
- Station hardening completed at 22 stations; 5 additional stations to be completed by end of fiscal year
- FY21 ten stations scheduled (Ashby, North Berkeley, Dublin/ Pleasanton, Colma, South San Francisco, San Bruno, Millbrae, Walnut Creek, Pleasant Hill and Rockridge)
- FY22 six stations scheduled (North Concord, Lafayette, Orinda, Union City, Castro Valley, West Dublin)
Patron Safety – Station
Incidents per 1 Million Passengers

<table>
<thead>
<tr>
<th></th>
<th>Goal: 2.00</th>
<th>Actual: 0.85</th>
<th>Met: Yes</th>
</tr>
</thead>
</table>

- Goal Met
Patron Safety – Vehicle
Incidents per 1 Million Passengers

- Goal: 0.60
- Actual: 0.31
- Met: Yes

Goal Met
Employee Safety – Lost Time

Lost Time Injuries per OSHA Rate

- **Goal: 6.50**
- **Actual: 3.85**
- **Met: Yes**

Goal Met
Employee Safety – Injury Count
OSHA Recordable Injuries per OSHA Incidence Rate

Goal: 12.00
Actual: 9.69
Met: Yes

Goal Met
Operating Safety – Door Openings

Unscheduled Door Openings per Million Car Miles

Goal: 0.200
Actual: 0.160
Met: Yes

Goal Met
Goal: 0.250
Actual: 0.260
Met: No

- Goal narrowly missed
- Slight increase in Transportation violations
- Corrective actions taken by Operations and tracked by System Safety
- Operations Safety Compliance Checks ongoing
BART Police Presence

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

Goal: 12.0%
Actual: 12.6%
Met: Yes

Average Score of Police Seen For:

- All Time Periods
  - On Train 10.0%
  - Outside the Station 15.2%
  - In the Station 10.2%
- and
- After 7PM and Weekends
  - On Train 11.4%
  - Outside the Station 17.4%
  - In the Station 11.4%

↑ indicates a statistically significant increase from prior quarter

- Increased visibility from previous quarter
- Continued priority to increase presence on trains
- +14 New Officers Sworn in January (7) and February (7)
- +10 New Community Service Officers added in January-March
- +4 Fare inspectors added January-March
No increase in reports of crimes against persons. Flat compared to last quarter.

A recently analysis found over 50% of violent crimes are currently attributed to robberies in the system targeting electronics.

Drop in 27 cases of robberies compared to previous quarter.

Goal: 2.00
Actual: 4.82
Met: No

Violations Include:
- Homicide
- Rape
- Robbery
- Aggravated Assault

Efficiency & Operations Committee
Violations Include:
- Auto Burglary

Results

- Goal: 6.00
- Actual: 4.85
- Met: Yes

Decline compared to last quarter
- Officers continue to patrol and monitor problematic stations
- Seeing a decrease especially in March, auto burglary numbers in all areas are cut to half the average or more
- Slight increase in reported cases of vehicle parts taken, such as catalytic converters, tire/wheels, etc.
Auto Theft
Crimes per 1,000 Parking Spaces

Goal: 2.25
Actual: 1.02
Met: Yes
Violations Include:
- Auto Theft

- Goal was met at 1.02 thefts per 1,000 parking spaces
- Decrease of auto thefts reported systemwide. Consistent with auto theft reports in the bay area
- Expected to see continued decreases until recovery of ridership
- Preliminary information from outside agencies are seeing an increase to auto thefts during the pandemic
Goal: 5.00
Actual: 3.58
Met: Yes

- Response time to emergency calls has improved with an average of 3.58 - 3 minutes and 34 seconds
- Record response time in San Francisco stations with 1 minute and 36 seconds during March
- Initial review of incidents post shelter-in-place suggests faster responding times systemwide
Bike Theft
Count of Bike Thefts

- A decrease in bike thefts continues for the second quarter in a row after a spike during 1st quarter of FY20
- Continued decreases expected, to match the trend with automobile thefts
- Closed entry/exits are expected to impact theft activity at certain stations

Goal: 100
Actual: 42
Met: Yes

Violations Include:
- Bicycle Thefts