Quarterly Service Performance Review
2nd Quarter, FY23 (October-December 2022)

Engineering & Operations Committee
March 23, 2023
## KPI Grouping

### Service Performance

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<th>Customer Experience</th>
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<td>Customer Service</td>
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<td>• 4 AM - Car Availability</td>
<td>• Overall Customer Satisfaction</td>
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<td><strong>Punctuality</strong></td>
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<td>Environment – Stations</td>
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<td>• Wayside Train Control System</td>
<td>• Outside</td>
<td>• BPD Presence</td>
</tr>
<tr>
<td>On-time – Train</td>
<td>• Computer Control System</td>
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</tr>
<tr>
<td>Daily / Peak</td>
<td>• Wayside - Railway Systems</td>
<td></td>
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<td>• Bike Thefts</td>
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<td>• Progressive Policing</td>
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<td><strong>Operations</strong></td>
<td><strong>Timed Train Meets - K-Line</strong></td>
<td><strong>Environment</strong> – Trains</td>
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<tr>
<td>Transportation Staffing</td>
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<td>• Cleanliness</td>
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<td>• Temperature</td>
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<td></td>
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<td>• Environment – Code of Conduct</td>
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<td>• Gender Based Harassment</td>
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<td></td>
<td></td>
<td>• Fare Evasion</td>
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</tr>
<tr>
<td><strong>Stations</strong></td>
<td><strong>Availibility – Elevators</strong></td>
<td><strong>Environment</strong> – Stations</td>
<td></td>
</tr>
<tr>
<td>Availability – Elevators</td>
<td></td>
<td>• Outside</td>
<td></td>
</tr>
<tr>
<td>Availability – Escalators</td>
<td></td>
<td>• Inside</td>
<td></td>
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<tr>
<td>Availability – Fare Collection</td>
<td></td>
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</tr>
</tbody>
</table>

**New this quarter**

- Weekday - Average Ridership
- Dispatches Operated
- Passenger Loading
- On-time – Customer
- Daily / Peak
- On-time – Train
- Daily / Peak
- Timed Train Meets - K-Line
- On-time – Customer
- Daily / Peak
- On-time – Train
- Daily / Peak
- Timed Train Meets - K-Line

Category | Class | Slide
### Summary – Service Delivery

#### FY23 Q2 Service Delivery Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q2</th>
<th>Goal</th>
<th>Change from FY23 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All-Day</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekday - Average Ridership</td>
<td>146209</td>
<td>167715</td>
<td>0.3%</td>
</tr>
<tr>
<td>Daily - Trains On-Time</td>
<td>71.0%</td>
<td>91.0%</td>
<td>(4.3%)</td>
</tr>
<tr>
<td>Daily - Customers On-Time</td>
<td>83.5%</td>
<td>94.0%</td>
<td>0.8%</td>
</tr>
<tr>
<td><strong>Peak</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peak - Trains On-Time</td>
<td>69.1%</td>
<td></td>
<td>(4.2%)</td>
</tr>
<tr>
<td>Peak - Customers On-Time</td>
<td>84.6%</td>
<td></td>
<td>(1.4%)</td>
</tr>
</tbody>
</table>

- **Goal Met**: 40%
- **Goal Not Met <5%**: 60%
- **Goal Not Met >5%**: 0%

Gray arrows represent change from the previous quarter for metrics which do not have an established goal.
Service Delivery – Delay Incident Detail

13001 Delayed Trains Caused by Incidents

- External 62%
- Internal 38%
- Societal 27%
- Cancellations 14%
- State of Good Repair 24%
- Other 35%

- Wayside 69%
- Vehicle 9%
- Operations 22%

- Police and Security 71%
- Intrusion 29%

- Staffing Shortage 8%
- Car Shortage 92%

- Weather 70%
- Passenger 6%
- Miscellaneous 8%
- Congestion 15%

Trains Delayed - Top Ten Single Incidents

1. 12/01 Rain, 552
2. 11/08 Rain, 260
3. 12/29 Rain, 235
4. 12/30 Rain, 229
5. 12/27 Rain, 205
6. 12/10 Rain, 200
7. 11/01 Rain, 200
8. 12/16 Smoke Under Vehicle, 176
9. 12/08 Rain, 162
10. 12/31 Rain, 157

Top ten incidents = 18.3% of delayed trains
• Ridership below budgeted goal
• Missed Dispatches are scheduled trains that did not run OR partial runs that were not able to dispatch from origin
• Majority of missed dispatches around PM peak
• Staffing shortage was the primary cause
• Weather was the second highest factor, and will likely continue into the beginning of Q3 based on January’s storms

% of Scheduled Dispatches Missed by Cause

Staffing Shortage
Undetermined Cause
Weather
Car Shortage
Major Incidents

Scheduled Runs Dispatched from Origin

Hourly Scheduled Runs Dispatched from Origin
**Capacity – Passenger Loading**

Passenger Load per Car for Top 5 Crowded Weekday Trains

- **Legend**
  - Maximum of Top 5*
  - 75th Percentile
  - Median
  - 25th Percentile
  - Minimum of Top 5*

*Maximum & Minimum Values of Top 5 Crowded Trains with outliers removed

Average Hourly Weekday Passenger Load per Car by Line

**Typical Busiest Trains by Route**

- Blue
- Green
- Orange
- Red
- Yellow
Punctuality – Trains On-Time

**Daily On-Time**

- Graph showing daily on-time performance from October to December, with data points indicating the percentage of trains on time each month.

- Chart showing daily on-time performance from 50% to 100%, with various months represented.

**Peak Period On-Time**

- Graph showing peak period on-time performance from October to December, with data points indicating the percentage of trains on time each month.

- Chart showing peak period on-time performance from 50% to 100%, with various months represented.

**Estimate of EOL Late Trains by Incident Cause**

- Bar chart showing the percentage of EOL late trains by incident cause, with categories including weather, police and security, staffing shortage, vehicle, intrusion, and miscellaneous.

- Data points indicating the percentage of trains affected by each cause, such as weather (25%), police and security (19%), staffing shortage (13%), vehicle (5%), intrusion (8%), and miscellaneous (5%).
Customer on-time performance was impacted by the increased number of canceled trains and speed reductions due to weather.
• A meet is considered successful when there is at least 20 seconds of overlap time for both trains at the timed transfer point

• Timed Train Meets on the K-Line between the Yellow and Orange lines occur as follows
  • *Northbound trains meet at 19<sup>th</sup> Street*
  • *Southbound trains meet at MacArthur*

![Northbound Meets at 19<sup>th</sup> Street](image1)

![Southbound Meets at MacArthur](image2)
## Summary – Railway Asset Availability

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q2</th>
<th>Goal</th>
<th>Change from FY23 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Station Equipment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elevators in Service - Station</td>
<td>99.1%</td>
<td>98.0%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Elevators in Service - Garage</td>
<td>99.8%</td>
<td>97.0%</td>
<td>0.06%</td>
</tr>
<tr>
<td>Escalators in Service - Street</td>
<td>96.5%</td>
<td>93.0%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Escalators in Service - Platform</td>
<td>98.4%</td>
<td>96.0%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Automatic Fare Collection - Gates</td>
<td>98.8%</td>
<td>99.0%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Automatic Fare Collection - Vendors</td>
<td>98.2%</td>
<td>95.0%</td>
<td>0.9%</td>
</tr>
<tr>
<td><strong>Revenue Vehicle</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle MTBSD - (Hours)</td>
<td>5845</td>
<td>6500</td>
<td>(17.0%)</td>
</tr>
<tr>
<td>4 AM - Car Availability</td>
<td>679</td>
<td>636</td>
<td>(0.4%)</td>
</tr>
<tr>
<td>DMU - MDBF (Miles)</td>
<td>19384</td>
<td>20000</td>
<td>22.5%</td>
</tr>
<tr>
<td><strong>Wayside Equipment</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Track</td>
<td>0.09</td>
<td>0.30</td>
<td>50.0%</td>
</tr>
<tr>
<td>Transportation</td>
<td>3.64</td>
<td>0.50</td>
<td>(33.6%)</td>
</tr>
<tr>
<td>Traction Power</td>
<td>1.14</td>
<td>1.00</td>
<td>8.5%</td>
</tr>
<tr>
<td>Wayside Train Control System</td>
<td>1.80</td>
<td>1.30</td>
<td>(16.4%)</td>
</tr>
<tr>
<td>Computer Control System</td>
<td>0.48</td>
<td>0.30</td>
<td>(410.7%)</td>
</tr>
</tbody>
</table>

- **Goal Met**: Green
- **Goal Not Met <5%**: Yellow
- **Goal Not Met >5%**: Red
Breakdown of 4,950 Trains Delayed by Incidents due to Railway Asset Unavailability

- Wayside, 43%
- Staffing Shortage, 33%
- Vehicle, 14%
- Operations, 5%
- Car Shortage, 3%

Trains Delayed – Three Worst Asset-Related Incidents by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle</td>
<td>12-16 Vehicle (Under Car Smoke)</td>
</tr>
<tr>
<td></td>
<td>12-29 Car Shortage</td>
</tr>
<tr>
<td></td>
<td>12-27 Car Shortage</td>
</tr>
<tr>
<td>Computer</td>
<td>10-31 FIP/ICS Comm. Link</td>
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<tr>
<td></td>
<td>10-21 ICS</td>
</tr>
<tr>
<td>Train control</td>
<td>12-29 False Occupancy</td>
</tr>
<tr>
<td></td>
<td>12-14 MUX</td>
</tr>
<tr>
<td></td>
<td>12-30 False Occupancy</td>
</tr>
<tr>
<td>Traction Power</td>
<td>12-20 3rd Rail Power</td>
</tr>
<tr>
<td></td>
<td>11-14 3rd Rail Insulator</td>
</tr>
<tr>
<td></td>
<td>12-28 3rd Rail Insulator</td>
</tr>
<tr>
<td>Operational Staff</td>
<td>10-28 Staffing Shortage</td>
</tr>
<tr>
<td></td>
<td>11-25 Staffing Shortage</td>
</tr>
<tr>
<td></td>
<td>12-23 Staffing Shortage</td>
</tr>
</tbody>
</table>
• Fleet of the Future continues to outperform the legacy fleet
• Aging legacy fleet driving down reliability
• December car availability impacted by wet weather and wheel flats
Wayside Train Control System

- Several False Occupancies due to a track switch failure between San Leandro and Bay Fair
- Most delays were due to multiple routing equipment failures in November and December

Wayside Computer Control System

- The Switch Failure on Oct. 31st was the primary source of delays this quarter, which impacted 130 trains
Wayside Equipment – Railway

Traction Power System

- 3rd Rail power issues on the M-Line and at Lake Merritt generated multiple delays
- Coverboard failures at Balboa Park also contributed to delays this quarter

Track System

- Met goal

---

Traction Power System

- Delayed Trains per 100 Train Trips:
  - Oct: 0.07
  - Nov: 0.14
  - Dec: 0.21
  - Jan: 0.28
  - Feb: 0.35
  - Mar: 0.42

Track System

- Delayed Trains per 100 Train Trips:
  - Oct: 0.07
  - Nov: 0.14
  - Dec: 0.21
• Staff shortages make up the vast majority of Operations-related train delays
• Recruiting of Train Operators, Rail Controllers, and Foreworkers remains the highest priority
Outlook – Transportation Staffing

• Train Operators
  • On pace to reach full-staffing in late 2023
  • Will address train cancellations due to staffing shortage
  • Three classes underway – on-going
  • Full bench of qualified applicants

• Station Agents
  • On pace to reach full-staffing this Summer
  • Continued recruiting to keep pace with retirements and promotions

• Rail Controllers
  • A record seven rail controller trainees in process

• Foreworkers
  • Hiring will become a priority for 2023/2024 as Train Operators and Station Agents reach full-staffing
Station Equipment – Elevator Availability

Station Elevator
• Goal met

Garage Elevator
• Goal met
Station Equipment – Escalator Availability

Street Escalator
- Goal met

Platform Escalator
- Goal met
Gate Availability

- Damaged electrical conduits resulted in power loss to fare gates at Civic Center, Walnut Creek, and Downtown Berkeley

Vendor Availability

- Goal met
Summary – Customer Experience

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q2</th>
<th>Goal</th>
<th>Change from FY23 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Customer Satisfaction</td>
<td>72.0%</td>
<td>2.0%</td>
<td>▲</td>
</tr>
<tr>
<td>Station Agent Customer Service</td>
<td>72.8%</td>
<td>75.0%</td>
<td>▼ (1.0%)</td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>23.4</td>
<td>5.1</td>
<td>▲ 12.3%</td>
</tr>
<tr>
<td>Train Temperature</td>
<td>85.0%</td>
<td>82.0%</td>
<td>▲ 1.7%</td>
</tr>
<tr>
<td>Train Interior Cleanliness</td>
<td>68.5%</td>
<td>70.0%</td>
<td>▼ (1.8%)</td>
</tr>
<tr>
<td>Environment Outside Stations</td>
<td>68.2%</td>
<td>66.0%</td>
<td>▲ 3.1%</td>
</tr>
<tr>
<td>Environment Inside Stations</td>
<td>67.2%</td>
<td>64.0%</td>
<td>▲ 6.5%</td>
</tr>
<tr>
<td>Gender Based Harassment</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fare Evasion</td>
<td>21.8%</td>
<td>(1.6%)</td>
<td>▼</td>
</tr>
</tbody>
</table>

Gray arrows represent change from the previous quarter for metrics which do not have an established goal.
Customer Service - Experience

Overall, how satisfied are you with the services provided by BART?

Overall Customer Satisfaction

Customer service from Station Agent (if used today)

Station Agent Customer Service

% of Excellent & Good

FY22 Q2 FY22 Q3 FY22 Q4 FY23 Q1 FY23 Q2

% of Excellent & Good

FY22 Q2 FY22 Q3 FY22 Q4 FY23 Q1 FY23 Q2

Goal

Results

NEW

SAN FRANCISCO BAY AREA RAPID TRANSIT
Customer Service – Cases by Type

Inquiry Cases – FY23 Q2

Compliment Cases – FY23 Q2

Complaint, 2,588
Inquiry, 1,865
Comment, 160
Compliment,...
Customer Service – Complaint Cases

Breakdown of 2,588 Complaint Cases

Customer Complaints

FY23 Q2 Trending Customer Complaints
Environment – Stations

Environment Outside Station
- Goal met

Environment Inside Station
- Goal met

Customer Rating - Outside Station

Customer Rating - Inside Station

Data acquired from PES Survey
Train Interior Cleanliness

- Rating decreased by 1.8% from Q1 FY23
- FOTF Intermediate Thorough Interior Cleaning started on November 22

Train Temperature

- Goal met

**Data acquired from PES Survey**
Environment – Code of Conduct

Gender Based Harassment

Have you experienced gender-based sexual harassment at BART in the last six months?

Fare Evasion

Did you see anyone enter or exit the Station without paying their fare today?

Data acquired from PES Survey

SAN FRANCISCO BAY AREA RAPID TRANSIT
## Summary – Safety and Security

### Safety

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q2</th>
<th>Goal</th>
<th>Change from FY23 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>0.90</td>
<td>0.6</td>
<td>(157.1%)</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.18</td>
<td>0.2</td>
<td>5.3%</td>
</tr>
<tr>
<td>Rule Violations Summary/Million Car Miles</td>
<td>0.18</td>
<td>0.25</td>
<td>(28.6%)</td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>1.44</td>
<td>2</td>
<td>17.7%</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Illnesses/Per OSHA</td>
<td>11.46</td>
<td>12</td>
<td>17.9%</td>
</tr>
<tr>
<td>Lost Time Injuries/Illnesses/Per OSHA</td>
<td>6.77</td>
<td>6.5</td>
<td>14.5%</td>
</tr>
</tbody>
</table>

### Security

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY23 Q2</th>
<th>Goal</th>
<th>Change from FY23 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Response Time/Emergency Incident (Minutes)</td>
<td>4.63</td>
<td>5</td>
<td>(15.82%)</td>
</tr>
<tr>
<td>Bike Thefts</td>
<td>28</td>
<td>50</td>
<td>41.66%</td>
</tr>
<tr>
<td>Auto Thefts/1,000 Parking Spaces</td>
<td>1.97</td>
<td>2.0</td>
<td>(93.87%)</td>
</tr>
<tr>
<td>Auto Burglaries/1,000 Parking Spaces</td>
<td>2.08</td>
<td>3.5</td>
<td>(6.38%)</td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>9.0%</td>
<td>12%</td>
<td>(6.51%)</td>
</tr>
<tr>
<td>Crimes Against Persons/Million Riders</td>
<td>9.52</td>
<td>2</td>
<td>(13.27%)</td>
</tr>
</tbody>
</table>
Safety – Passenger

Station Incidents

Breakdown of 16 Station Incidents

- Escalator, 5
- Stairs, 3
- Platform, 3
- Elevator, 1
- Other, 1

Vehicle Incidents

Breakdown of 10 Vehicle Incidents

- Alighting, 5
- On-Board, 4
- Other, 1

Station Incidents

- Incidents per Million Passengers
- Results vs Goal
- FY22 Q2 to FY23 Q2

Vehicle Incidents

- Incidents per Million Passengers
- Results vs Goal
- FY22 Q2 to FY23 Q2
Lost Time due to Injuries

- **Breakdown of 65 Lost Time Cases**
  - Trauma, 21
  - Contusion, 12
  - Strain, 11
  - Other, 10

- **Lost Time due to Injuries**
  - Graph showing Lost Time Injuries/Illness per OSHA Rate
  - Results and Goal

OSHA Recordable Injuries

- **Breakdown of Recordable Injuries**
  - Other, 26
  - Trauma, 25
  - Contusion, 22
  - Strain, 15

- **OSHA Recordable Injuries**
  - Graph showing OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate
  - Results and Goal
Safety – Procedure Violations

Unscheduled Door Openings

- October 2022 – 3 Unscheduled Openings
- November 2022 – 1 Unscheduled Opening

Rule Violations

- November 23rd – 1 Transportation Rule Violation
- December 26th – 1 Transportation Rule Violation
- December 30th – 1 Transportation Rule Violation
Security – Police Coverage

Police Presence

- Continued uniformed visibility, daytime and nighttime staffing at Civic Center
- 9,000 train checks recorded Q2 FY23

Police Response Time

- Goal met
- Expected to mirror ridership, increases/decreases influence number of calls
- December 2022 San Francisco and San Mateo county area Priority One calls were responded to within 2-3 minutes.

Data acquired from PES Survey

BART Police Presence

Did you see BART Police in the station today?
Did you see BART Police outside the station today?
Did you see BART Police on this train?

BART Police Response Time

Response Time Per Emergency (in Minutes)

Results
Goal

FY22 Q2 FY22 Q3 FY22 Q4 FY23 Q1 FY23 Q2
Crime – Theft and Burglary

**Bike Theft**
- Seeing slight increase to reports of locker-break in bicycle thefts
- Goal changed to less than 50 bike thefts in Q2 of FY23
- Goal met

**Auto Theft**
- Goal changed to two auto thefts per 1,000 parking spaces in Q2 of FY23
- Goal met

**Auto Burglary**
- Goal changed to 3.5 crimes per 1,000 parking spaces in Q2 of FY23
- Goal met
Crime – Against Persons

- Increased reports of electronic theft in past quarter
Progressive Policing

Progressive Policing Contacts by Incident Type

- WI 5150 Call
- Sick Patron/Sick Person
- Quality of Life Call
- Welfare Checks
- Other
- Outreach Contact

FY22 Q3
FY22 Q4
FY23 Q1
FY23 Q2
## Upcoming Progressive Policing Measures

<table>
<thead>
<tr>
<th>Topic</th>
<th>Measure</th>
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</thead>
<tbody>
<tr>
<td>1. Calls Diverted to PPC Bureau</td>
<td>• PPC Bureau diverts sworn officer calls</td>
</tr>
<tr>
<td>2. Services Offered &amp; Connections Made</td>
<td>• Count and categories of referrals</td>
</tr>
<tr>
<td>3. Narcan deployments and doses</td>
<td>• Use and effectiveness of Narcan</td>
</tr>
<tr>
<td>4. Progressive Policing Team Deployments</td>
<td>• Coverage and staffing</td>
</tr>
<tr>
<td>5. Rider input – BART Watch App stats</td>
<td>• Monitor rider reports to BPD</td>
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QUESTIONS