Quarterly Service Performance Review
3rd Quarter, FY21

January – March 2021
Engineering & Operations Committee
May 27, 2021
## SUMMARY CHART 3rd QUARTER FY 2021

### PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Quarter</th>
<th>Prior Quarter</th>
<th>Year to Date</th>
<th>Standard</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average Ridership - Weekday</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Peak Customers on Time</td>
<td>94.57%</td>
<td>94.00%</td>
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<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Daily Customers on Time</td>
<td>94.59%</td>
<td>94.00%</td>
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<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Daily Train on Time</td>
<td>91.69%</td>
<td>91.00%</td>
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<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>On-Time Connections (e-Line to BART)</td>
<td>98.91%</td>
<td>98.50%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>AM Peak Period Transbay Car Throughput</td>
<td>99.07%</td>
<td>97.50%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>PM Peak Period Transbay Car Throughput</td>
<td>98.90%</td>
<td>97.50%</td>
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<td>MET</td>
<td>NOT MET</td>
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<tr>
<td><strong>Service Delivery</strong></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Car Availability at 4 AM (0400)</td>
<td>566</td>
<td>519</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Vehicle Mean Time Between Service Delays</td>
<td>4,204</td>
<td>4,650</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Train Mean Distance Between Failures (miles) (e-Line)</strong></td>
<td></td>
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<td></td>
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<tr>
<td>Elevators in Service (Station)</td>
<td>98.83%</td>
<td>98.00%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Elevators in Service (Garage)</td>
<td>99.96%</td>
<td>97.00%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Escalators in Service (Street)</td>
<td>93.73%</td>
<td>93.00%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Escalators in Service (Platform)</td>
<td>96.12%</td>
<td>96.00%</td>
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<td>MET</td>
<td>NOT MET</td>
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<tr>
<td><strong>Equipment</strong></td>
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<td>Car Availability at 4 AM (0400)</td>
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<td>96.00%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
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<tr>
<td><strong>Customer Complaints and Rating</strong></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips</td>
<td>24.29%</td>
<td>5.07%</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Complaints per 100,000 Passenger Trips (e-Line)</td>
<td>8.19%</td>
<td>7.00%</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
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<tr>
<td><strong>Customer Service</strong></td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>78.8%</td>
<td>75.0%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
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<tr>
<td><strong>Fare Evasion</strong></td>
<td></td>
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<tr>
<td>Fare Evasion</td>
<td>30.1%</td>
<td>N/A</td>
<td>N/A</td>
<td>27.5%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Station Incidents/Million Patrons</td>
<td>2.22</td>
<td>2.00</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Vehicle Incidents/Million Patrons</td>
<td>1.33</td>
<td>0.65</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>OSHA-Recordable Injuries/Injuries/Per OSHA</td>
<td>8.38</td>
<td>12.00</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Unscheduled Door Openings/Million Car Miles</td>
<td>0.160</td>
<td>0.200</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Police</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BART Police Presence</td>
<td>13.4%</td>
<td>12.0%</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Quality of Life per million riders</td>
<td>434.98</td>
<td>N/A</td>
<td>N/A</td>
<td>348.95</td>
<td>N/A</td>
</tr>
<tr>
<td>Crimes Against Persons per million riders</td>
<td>14.60</td>
<td>2.00</td>
<td></td>
<td>NOT MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Auto Burglaries per 1,000 parking spaces</td>
<td>1.06</td>
<td>6.00</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Auto Thefts per 1,000 parking spaces</td>
<td>0.26</td>
<td>2.25</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
<tr>
<td>Bicycle Thefts (Quarterly Total and YTD Quarterly Average)</td>
<td>21</td>
<td>100.0</td>
<td></td>
<td>MET</td>
<td>NOT MET</td>
</tr>
</tbody>
</table>

**LEGEND:**
- **e-Line Performance**
  - Goal Met
  - Goal Unmet by < 5%
  - Goal Unmet by > 5%
FY21 Second Quarter Overview

- **Average Weekday Ridership** of 47,698 decreased by 5.4% from prior quarter and by 84.8% from prior year; **Average peak ridership** was down 4.9% from prior quarter and 87.1% from prior year; **Saturday and Sunday ridership** are down 4.0% and 4.2% from prior quarter, and 77.7% and 74.7% from prior year, respectively.

- **Customers on time performance** increased to 94.6% and met goal.

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

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

- **Passenger Environment**: Environment Outside Stations & Inside Stations, Vandalism, Customer Service, Train Temperature, and Police Presence met goal; Train Cleanliness did not meet goal.

- **Total Customer Complaints rate** increased to 24.3 per 100,000 passenger trips, showing 8.4% increase.
Customer Ridership - Weekday Trips

- Total ridership has decreased by 84.1% compared to the same quarter last year
- Average weekday ridership (47,698) was down by 5.4% from the prior quarter
- Average peak ridership was down by 4.9% compared to the prior quarter
- Saturday and Sunday ridership was down by 4.0% and 4.2% respectively from the prior quarter

Goal: 112,573
Actual: 47,698
Met: No
- 8.4% increase from previous quarter
- Biohazards and Quality of Life had the highest increase from previous quarter, 54% and 60% respectively
- Police (Lack of face mask enforcement), Policies (Blocking off front seats and restroom access), and Personnel complaints had the highest increase from the same quarter last year
Customer Complaints

Complaints Detail by Category

Biohazards and Quality of Life had the highest increase from last quarter, 54% and 60% respectively.
On-Time Service - Customer

- Goal: 94.00%
- Actual: 94.59%
- Met: Yes

- 0.2% performance improvement from previous quarter, 0.7% improvement from same quarter last year
- Continued emphasis on delay mitigation strategies has resulted in downward trend in secondary train delays
  - Secondary train delays by quarter: 668 (FY21Q1), 608 (FY21Q2), 570 (FY21Q3)

Delay Source | % of Trains
--- | ---
POLICE ACTIONS | 30%
VEHICLE | 11%
TRAIN CONTROL | 9%
VANDALISM | 7%
TRACTION POWER | 7%
OPERATIONS | 5%
PERSON ON TRACKWAY | 4%
CONGESTION | 4%
MISC OTHER | 3%
WAYSIDE MAINT. WORK | 3%

39 PERSON ON TRACKWAY EVENTS DELAYED 4% OF TRAINS
On-Time Service - Train

Goal: 91.00%
Actual: 91.69%
Met: Yes

39 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>01/14/21</td>
<td>24th St</td>
<td>3rd Rail Power (Damaged Paddles/Inverter down)</td>
<td>1144-1725</td>
<td>Equip</td>
<td>112</td>
</tr>
<tr>
<td>02/12/21</td>
<td>24th St</td>
<td>Vandalism (Platform Trip)</td>
<td>0703-0937</td>
<td>People</td>
<td>34</td>
</tr>
<tr>
<td>03/20/21</td>
<td>19th St</td>
<td>PG&amp;E Nat.Gas Leak (Station Closed)</td>
<td>1115-1355</td>
<td>Environment</td>
<td>30</td>
</tr>
<tr>
<td>02/26/21</td>
<td>Millbrae</td>
<td>False Occupancy</td>
<td>0750-1819</td>
<td>Equip</td>
<td>27</td>
</tr>
<tr>
<td>01/16/21</td>
<td>19th St</td>
<td>Earthquake(Track Inspection/NPF)</td>
<td>1948-2106</td>
<td>Earthquake</td>
<td>26</td>
</tr>
<tr>
<td>01/14/21</td>
<td>Systemwide</td>
<td>Earthquake (Track Inspection/NPF)</td>
<td>1120-1125</td>
<td>Earthquake</td>
<td>24</td>
</tr>
<tr>
<td>01/19/21</td>
<td>Richmond</td>
<td>Weather (High Winds)(Branches On Trackway)</td>
<td>0503-0756</td>
<td>Weather</td>
<td>17</td>
</tr>
<tr>
<td>02/03/21</td>
<td>24th St</td>
<td>Inverter</td>
<td>1235-1407</td>
<td>Equip</td>
<td>17</td>
</tr>
<tr>
<td>01/11/21</td>
<td>Glen Park</td>
<td>Brake</td>
<td>0457-0656</td>
<td>Equip</td>
<td>16</td>
</tr>
<tr>
<td>03/15/21</td>
<td>16th St</td>
<td>Train Struck A Person On Trackway</td>
<td>1216-1313</td>
<td>Equip</td>
<td>13</td>
</tr>
</tbody>
</table>
22% performance improvement from previous quarter, 37% decrease from same quarter last year

- Overall Fleet MTBSD 4204, Legacy Fleet 6171, FOTF Fleet 2459
  - Main contributors for lower MTBSD are FOTF’s flats and VATC
Car Equipment – 4:00AM Availability

- Goal: 519
- Actual: 566
- Met: Yes

- 1% performance improvement from previous quarter
Wayside Train Control System
Delayed Trains per 100 Train Trips

- 34% performance improvement from previous quarter, 31% improvement from same quarter last year
- Capital projects are progressing: Coverboard Antenna Replacement, Yard Switch Machine Replacement, OCY VHLC Installation, NSMUX, Tx Loops / Receiver Coils Replacement, MUX Cable Replacement Project
- Major delays this quarter:
  - 02-26-21: False Occupancy due to stray current. Water was drained from the flooded cable vault and the FO cleared

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actual</th>
<th>Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>0.65</td>
<td>Yes</td>
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</tbody>
</table>
Traction Power
Delayed Trains per 100 Train Trips

- 260% performance decrease from previous quarter, 40% decrease from same quarter last year
- Major delays this quarter:
  - January 14, 2021: 3rd Rail Power Manufactures defect in new rail ramps (replaced)
  - February 6, 2021: Reported Sparking On Trackway (replaced direct fixation pads and old 3rd rail insulators)
  - February 12, 2021: Loose 3rd-Rail Coverboard (replaced)

<table>
<thead>
<tr>
<th>Goal:</th>
<th>0.20</th>
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<tbody>
<tr>
<td>Actual:</td>
<td>0.5</td>
</tr>
<tr>
<td>Met:</td>
<td>No</td>
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</tbody>
</table>
Track

Delayed Trains per 100 Train Trips

- 3% performance decrease from previous quarter, 96% improvement from same quarter last year
- 9.52 miles of rail replacement year to date, annual goal 10 miles
- 8385 Direct Fixation Pads replaced year to date, annual goal 5000
- Contractor Supported Rail Grinding Phase 2 continues.
  - A total of 102 miles have been completed. 103 miles remain.

Goal: 0.30
Actual: 0.01
Met: Yes
22% performance improvement from previous quarter, 30% improvement from same quarter last year

Major delays this quarter:

- January 15, 2021: Net.com equipment had a port inactive at Balboa (replaced failed communications circuit board)
- January 19, 2021: VHLC/FIP Communications Link failure at Daly City (reset serial to ethernet interface)
- January 26, 2021: SORS Latched out at Daly City (replaced bad circuit board)
- February 15, 2021: VHLC/FIP Communications Link failure at Daly City (replaced interface terminal server and cabling)
Transportation
Delayed Trains per 100 Train Trips

Goal: 0.50
Actual: 0.36
Met: Yes

- 5% performance improvement from previous quarter, 30% improvement from same quarter last year
Goal: 98.00%
Actual: 98.83%
Met: Yes

- 0.5% performance decrease from previous quarter, 0.2% decrease from same quarter last year
- Major Outages:
  - Warm Springs Station unplanned outage for door related issues out of service 21 hours
  - West Dublin/ Pleasanton Station unplanned outage due to platform fire alarm faults out of service 20 hours
Elevator Availability - Garage

- Flat performance compared to previous quarter, 2% improvement from same quarter last year
- All parking structure elevators not effecting ADA compliance shut down due to low ridership

<table>
<thead>
<tr>
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<tr>
<td>Met:</td>
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</tbody>
</table>
Escalator Availability - Street

- Flat compared to previous quarter and same quarter last year
- No Major Outages

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<tr>
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<td>Yes</td>
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</tbody>
</table>
Goal: 96.00%
Actual: 96.12%
Met: Yes

- 1% performance decrease from previous quarter, 0.5% decrease from same quarter last year
- Major Outages:
  - Warm Springs Station both handrails replaced, out of service 220 hours
  - West Dublin/Pleasanton unplanned repairs to bottom transition track, out of service 160 hours
  - Millbrae Station unplanned repairs to controller boards, out of service 120 hours
AFC Gate Availability

- Flat compared to previous quarter and same quarter last year
- Hardware & Software upgrades to Swing Gates are proving very beneficial to reliability
- Design underway for Fare Gate Array retrofit to be deployed at Rockridge station August 2021

<table>
<thead>
<tr>
<th></th>
<th>Goal: 99.00%</th>
<th>Actual: 99.54%</th>
<th>Met: Yes</th>
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</table>
AFC Vendor Availability

- Flat compared to previous quarter and same quarter last year
- District Vendor hardware and Software updated to support Clipper Mobile App. completed
- Continuing Ingenico high secure Pin Pad Project
- EMV Certification progress underway to allow Bart to accept chipped credit cards at vendors to reduce fraud

Goal: 95.00%
Actual: 98.65%
Met: Yes
Environment – Outside Stations

- Goal: 65.5%
- Actual: 71.8%
- Met: Yes

Composite Rating Based on Appearance of:
- Landscaping Walkways, & Entry Plaza: 67.8% (Weighted 67%)
- Parking Lot Cleanliness: 79.9% (Weighted 33%)

↑ indicates a statistically significant increase from prior quarter

- 3% performance decrease from previous quarter, 7% improvement from same quarter last year
- Homeless camps and excess property maintenance continues to challenge staff

Survey was not conducted due to COVID-19 pandemic
Environment – Inside Stations

- **Goal:** 64.0%
- **Actual:** 71.8%
- **Met:** Yes

Composite Rating Based on Appearance of:
- **Platform:** 75.3% (Weighted 40%)
- **Concourse:** 74.2% (Weighted 25%)
- **Escalator:** 74.0% (Weighted 10%)
- **Stairwells:** 71.2% (Weighted 7.5%)
- **Elevator:** 66.3% (Weighted 10%)
- **Restroom:** 50.3% (Weighted 7.5%)

↑ Indicates a statistically significant increase from prior quarter

- 7% performance improvement from previous quarter and 9% improvement from same quarter last year
- Continue focus on station and bathroom cleanliness

Survey was not conducted due to COVID-19 pandemic
Station Vandalism

- Flat compared to previous quarter, 4% improvement from same quarter last year

Survey was not conducted due to COVID-19 pandemic

<table>
<thead>
<tr>
<th>Goal:</th>
<th>73.0%</th>
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<tbody>
<tr>
<td>Actual:</td>
<td>74.4%</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
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</tbody>
</table>

Engineering & Operations Committee
Train Interior Cleanliness

- 2% performance decrease from previous quarter, 2% improvement from same quarter last year
- During the Quarter, the Fleet was electrostatically disinfected nightly
- Exterior graffiti incidents decreased from 26 on last quarter to 5 this quarter
- Interior graffiti Incidents remained the same as last quarter at 23

Survey was not conducted due to COVID-19 pandemic

Goal: 70.0%
Actual: 67.7%
Met: No

Composite Rating Based on Train Interior:
- **Cleanliness**: 60.3% (Weighted 60%)
- **Kept Free of Graffiti**: 78.7%↑ (Weighted 40%)

↑ indicates a statistically significant increase from prior quarter
Train Temperature

- Goal: 82.0%
- Actual: 86.3%
- Met: Yes

Survey was not conducted due to COVID-19 pandemic

- 2% performance improvement from previous quarter, 2% improvement from same quarter last year
- FOTF HVAC software update complete
- FOTF HVAC hardware modifications in progress
Customer Service

Goal: 75.0%
Actual: 78.8%
Met: Yes

Average Rating of:
- Customer Service Station Agent (if used today): 79.8%
- Onboard Next Stop, Destination and Transfer Announcements: 81.2%
- Onboard Delay Announcements (if delayed today): 75.4%

↑indicates a statistically significant increase from prior quarter

- 2% performance improvement from previous quarter, 4% improvement from same quarter last year

Survey was not conducted due to COVID-19 pandemic
Homelessness - Passenger Survey
“How well is BART addressing homelessness?”

- 10% performance improvement from previous quarter, 30% improvement from same quarter last year
- BART’s ambassador program providing a positive presence on trains and in stations

Survey was not conducted due to COVID-19 pandemic

<table>
<thead>
<tr>
<th>Goal:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>30.1%</td>
</tr>
<tr>
<td>Met:</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Transient Counts in San Francisco Stations

Downtown San Francisco Station January 2020 - March 2021

- 20% decrease in count from previous quarter, 51% decrease from same quarter last year

Survey was not conducted due to COVID-19 pandemic
• 28.6% decrease compared to previous quarter, 63.4% decrease to same quarter last year
• BART’s ambassador program also had a positive impact of monitoring the trains and stations

Survey was not conducted due to COVID-19 pandemic
Face Covering: Actual Counts

- **Goal:** 95%
- **Actual:** 94%
- **Met:** No

- 3% performance improvement from previous quarter
Face Covering: Passenger Survey

- **Goal:** N/A
- **Actual:** 81%
- **Met:** N/A

- 4% performance decrease in Face Covering from previous quarter
Fare Evasion Passenger Survey

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

- Goal: N/A
- Actual: 20.0%
- Met: N/A

- 9% performance decrease from previous quarter, 1% improvement from same quarter last year

Survey was not conducted due to COVID-19 pandemic
Patron Safety – Station
Incidents per 1 Million Passengers

- 21% performance decrease from previous quarter and 161% decrease from same quarter last year
- Number of incidents this quarter (8); last quarter (7):
  - Stairs – Ascending – 1
  - Escalator – Ascending – 3
  - Escalator – Descending – 1
  - Concourse Level – 1
  - Fare Gate Incidents – 1
  - Parking Lot – 1

<table>
<thead>
<tr>
<th>Goal:</th>
<th>2.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>2.22</td>
</tr>
<tr>
<td>Met:</td>
<td>No</td>
</tr>
</tbody>
</table>
Patron Safety – Vehicle
Incidents per 1 Million Passengers

- 12% performance improvement from previous quarter, 348% decrease from same quarter last year
- Number of incidents this quarter (5); last quarter (6):
  - On-Board Accident – 1
  - Struck by Door - Alighting – 2
  - Hand stuck in door - Alighting – 1
  - Other – 1

Goal: 0.60
Actual: 1.39
Met: No
Employee Safety – Lost Time

Lost Time Injuries per OSHA Rate

- 4% performance decrease from previous quarter, 41% decrease from same quarter last year
- Lost time cases count decreased by 22% compared to last quarter
  - Strain injury cases decreased from 16 to 10
  - Contusion injury cases decreased from 10 to 6
  - Trauma injury cases increased from 10 to 14

Goal: 6.50
Actual: 5.42
Met: Yes
Employee Safety – Injury Count
OSHA Recordable Injuries per OSHA Incidence Rate

- 1% performance decrease from previous quarter, 12% improvement from same quarter last year
- Comparing to last quarter:
  - Strain injuries remained the same at 31 cases
  - Sprain injuries increased 11%
  - Trauma injuries increased 90%
  - Contusion injuries decreased 18%

<table>
<thead>
<tr>
<th>Goal:</th>
<th>12.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>8.54</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Operating Safety – Door Openings
Unscheduled Door Openings per Million Car Miles

- Flat compared to previous quarter and same quarter last year
- Two incidents this quarter:
  - March 1, 2021: Human error when cutting outdoors
  - March 22, 2021: Criminal trespass by patron

Goal: 0.20
Actual: 0.160
Met: Yes
Operating Safety – Rule Violations
Rule Violations per Million Car Miles

- 200% performance decrease from previous quarter, 8% improvement from same quarter last year
- 3 incidents for this quarter:
  - February 6, 2021: Revenue train signal violation in yard
  - February 18, 2021: OCC Controller gave manual run instruction through closed gate
  - February 22, 2021: Violation of OCC Hold Instruction

<table>
<thead>
<tr>
<th>Goal:</th>
<th>0.25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>0.24</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>
BART Police Presence
“Did you see BART Police on the Train/Inside Station?”

- 7% performance improvement from same quarter, last year; 2% decrease from last quarter
- Increased uniform visibility and patrols

<table>
<thead>
<tr>
<th>Goal</th>
<th>12.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>13.4%</td>
</tr>
<tr>
<td>Met</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Average Score of Police Seen For:
- All Time Periods
  - On Train
  - Outside the Station
  - In the Station
- After 7PM and Weekends
  - On Train
  - Outside the Station
  - In the Station

†indicates a statistically significant increase from prior quarter

Survey was not conducted due to COVID-19 pandemic
Violations Include:

- Homicides
- Rape
- Robbery
- Aggravated Assault
- Electronic Theft

30% performance improvement from previous quarter
Violent crime incidents trending down: FY20Q3 – 35 cases, FY21Q2 – 26 cases, FY21Q3 – 17 cases
Crimes Against Persons
Crimes Detail by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>FY20 Q1</th>
<th>FY20 Q2</th>
<th>FY20 Q3</th>
<th>FY20 Q4</th>
<th>FY21 Q1</th>
<th>FY21 Q2</th>
<th>FY21 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Rape</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>23</td>
<td>26</td>
<td>23</td>
<td>27</td>
<td>29</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>Electronic Theft</td>
<td>248</td>
<td>238</td>
<td>108</td>
<td>33</td>
<td>35</td>
<td>58</td>
<td>25</td>
</tr>
<tr>
<td>Robbery (Electronic Robbery)</td>
<td>82 (63)</td>
<td>109 (90)</td>
<td>82 (56)</td>
<td>50 (28)</td>
<td>60 (36)</td>
<td>60 (48)</td>
<td>41 (25)</td>
</tr>
</tbody>
</table>
Auto Burglary

Crimes per 1,000 Parking Spaces

- **Goal:** 6.00
- **Actual:** 1.08
- **Met:** Yes

- 6% performance decrease from previous quarter and 203% improvement from same quarter last year

Engineering & Operations Committee
Auto Theft

Crimes per 1,000 Parking Spaces

- 30% performance improvement from previous quarter and 72.92% increase from same quarter last year
- Antioch Station, 4 reported incidents (4 cases per 1,000 of the station’s parking spaces)
- Concord Station, 2 reported incidents (1 case per 1,000 of the station’s parking spaces)

- Goal: 2.25
- Actual: 0.28
- Met: Yes
Electronic Crimes
Crime by month

<table>
<thead>
<tr>
<th>Year and Month</th>
<th>Electronic Crime Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2021</td>
<td>6</td>
</tr>
<tr>
<td>Feb 2021</td>
<td>10</td>
</tr>
<tr>
<td>Jan 2021</td>
<td>11</td>
</tr>
<tr>
<td>Dec 2020</td>
<td>13</td>
</tr>
<tr>
<td>Nov 2020</td>
<td>19</td>
</tr>
<tr>
<td>Oct 2020</td>
<td>16</td>
</tr>
</tbody>
</table>

Robbery
Theft
21% performance improvement from previous quarter, 6% improvement from same quarter last year
- Overall continued to meet goal under the five-minute average response time
- 24% of emergency incidents (67 of 243) were initiated and viewed by BPD officers
Bike Theft
Count of Bike Thefts

- 50% performance decrease from previous quarter, 50% improvement from same quarter last year
- “A” Line is highest with seven incidents, followed by “C” Line at five incidents

<table>
<thead>
<tr>
<th>Goal:</th>
<th>100</th>
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</thead>
<tbody>
<tr>
<td>Actual:</td>
<td>14</td>
</tr>
<tr>
<td>Met:</td>
<td>Yes</td>
</tr>
</tbody>
</table>