



Quarterly Service Performance Review 1ST Quarter, FY22

July – September, 2021

Engineering & Operations Committee

November 18, 2021

SUMMARY CHART 1ST QUARTER FY 2022

PERFORMANCE INDICATORS	CURRENT QUARTER			PRIOR QTR ACTUALS	THIS QTR LAST YEAR	YEAR TO DATE			
	ACTUAL	STANDARD	STATUS			LAST QUARTER	ACTUAL	STANDARD	STATUS
Average Ridership - Weekday	93,014	76,534	MET	66,302	47,438	93,014	76,534	MET	
<i>Average Ridership - Weekday (e-Line)</i>	2,810	8,000	NOT MET	1,889	1,327	2,810	8,000	NOT MET	
Service Delivery									
Peak Customers on Time	94.52%	94.00%	MET	96.74%	95.68%	94.52%	94.00%	MET	
Daily Customers on Time	93.94%	94.00%	NOT MET	95.42%	95.01%	93.94%	94.00%	NOT MET	
Daily Train on Time	90.17%	91.00%	NOT MET	93.14%	91.62%	90.17%	91.00%	NOT MET	
<i>Daily Train on Time (e-Line)</i>	99.39%	95.00%	MET	97.24%	96.91%	99.39%	95.00%	MET	
<i>On-Time Connections (e-Line to BART)</i>	99.36%	98.50%	MET	98.91%	99.27%	99.36%	98.50%	MET	
AM Peak Period Transbay Car Throughput	95.69%	97.50%	NOT MET	98.48%	97.10%	95.69%	97.50%	NOT MET	
PM Peak Period Transbay Car Throughput	92.36%	97.50%	NOT MET	98.43%	97.29%	92.36%	97.50%	NOT MET	
Equipment									
Car Availability at 4 AM (0400)	609	601	MET	578	504	609	601	MET	
Vehicle Mean Time Between Service Delays	5,936	4,650	MET	4,549	6,116	5,936	4,650	MET	
<i>Train Mean Distance Between Failures (miles) (e-Line)</i>	21,368	14,000	MET	15,819	21,118	21,368	14,000	MET	
Elevators in Service (Station)	97.93%	98.00%	NOT MET	96.60%	99.59%	97.93%	98.00%	NOT MET	
Elevators in Service (Garage)	99.83%	97.00%	MET	99.94%	99.80%	99.83%	97.00%	MET	
Escalators in Service (Street)	96.50%	93.00%	MET	90.23%	95.27%	96.50%	93.00%	MET	
Escalators in Service (Platform)	98.17%	96.00%	MET	94.85%	97.07%	98.17%	96.00%	MET	
Automatic Fare Collection (Gates)	99.35%	99.00%	MET	99.52%	99.53%	99.35%	99.00%	MET	
Automatic Fare Collection (Vendors)	98.52%	95.00%	MET	98.59%	98.53%	98.52%	95.00%	MET	
Wayside Train Control System	0.69	1.00	MET	0.58	0.84	0.69	1.00	MET	
Computer Control System	0.24	0.08	NOT MET	0.157	0.457	0.240	0.08	NOT MET	
Traction Power	0.19	0.20	MET	0.05	0.05	0.19	0.20	MET	
Track	0.02	0.30	MET	0.01	0.15	0.02	0.30	MET	
Transportation	0.90	0.50	NOT MET	0.43	0.35	0.90	0.50	NOT MET	
Customer Complaints and Rating									
Complaints per 100,000 Passenger Trips	21.15	5.07	NOT MET	23.60	29.58	21.15	5.07	NOT MET	
Complaints per 100,000 Passenger Trips (e-Line)	8.19	7.00	NOT MET	2.08	7.55	9.04	7.00	NOT MET	
Environment Outside Stations	69.2%	65.5%	MET	71.8%	69.4%	69.2%	66.0%	MET	
Environment Inside Stations	71.8%	64.0%	MET	68.1%	67.3%	71.8%	64.0%	MET	
Station Vandalism	79.6%	73.0%	MET	75.6%	73.6%	79.6%	73.0%	MET	
Train Interior Cleanliness	75.1%	70.0%	MET	71.2%	66.9%	75.1%	70.0%	MET	
Train Temperature	85.5%	82.0%	MET	86.3%	80.5%	85.5%	82.0%	MET	
Customer Service	82.0%	75.0%	MET	78.3%	77.5%	82.0%	75.0%	MET	
Homelessness	34.2%	N/A	N/A	27.7%	33.7%	34.2%	N/A	N/A	
Fare Evasion	14.2%	N/A	N/A	18.2%	23.3%	14.2%	N/A	N/A	
Safety									
Station Incidents/Million Patrons	1.47	2.00	MET	1.50	1.94	1.47	2.00	MET	
Vehicle Incidents/Million Patrons	0.40	0.60	MET	0.38	1.11	0.40	0.60	MET	
Lost Time Injuries/Illnesses/Per OSHA	5.63	6.50	MET	4.79	3.44	5.63	6.50	MET	
OSHA-Recordable Injuries/Illnesses/Per OSHA	9.79	12.00	MET	7.60	7.19	9.79	12.00	MET	
Unscheduled Door Openings/Million Car Miles	0.160	0.200	MET	0.320	0.000	0.160	0.200	MET	
Rule Violations Summary/Million Car Miles	0.420	0.250	NOT MET	0.480	0.230	0.420	0.250	NOT MET	
Police									
BART Police Presence	10.4%	12.0%	NOT MET	10.5%	13.7%	10.4%	12.0%	NOT MET	
Quality of Life per million riders	222.41	N/A	N/A	330.58	483.49	222.41	N/A	N/A	
Crimes Against Persons per million riders	7.21	2.00	NOT MET	9.82	24.86	7.21	2.00	NOT MET	
Auto Burglaries per 1,000 parking spaces	1.80	6.00	MET	1.17	1.29	1.80	6.00	MET	
Auto Thefts per 1,000 parking spaces	0.97	2.25	MET	0.61	0.40	0.97	2.25	MET	
Police Response Time per Emergency Incident (Minutes)	3.53	5.00	MET	3.97	4.33	3.53	5.00	MET	
Bike Thefts (Quarterly Total and YTD Quarterly Average)	31	100.00	MET	23	12	31	100.00	MET	

LEGEND: e-Line Performance

Goal Met

Goal Unmet by < 5%

Goal Unmet by > 5%

FY22 First Quarter Overview



- **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.
- **Passenger Environment:** Environment Outside Stations & Inside Stations, Vandalism, Customer Service, Train Temperature, and Train Cleanliness **met** goal. BART Police Presence 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.

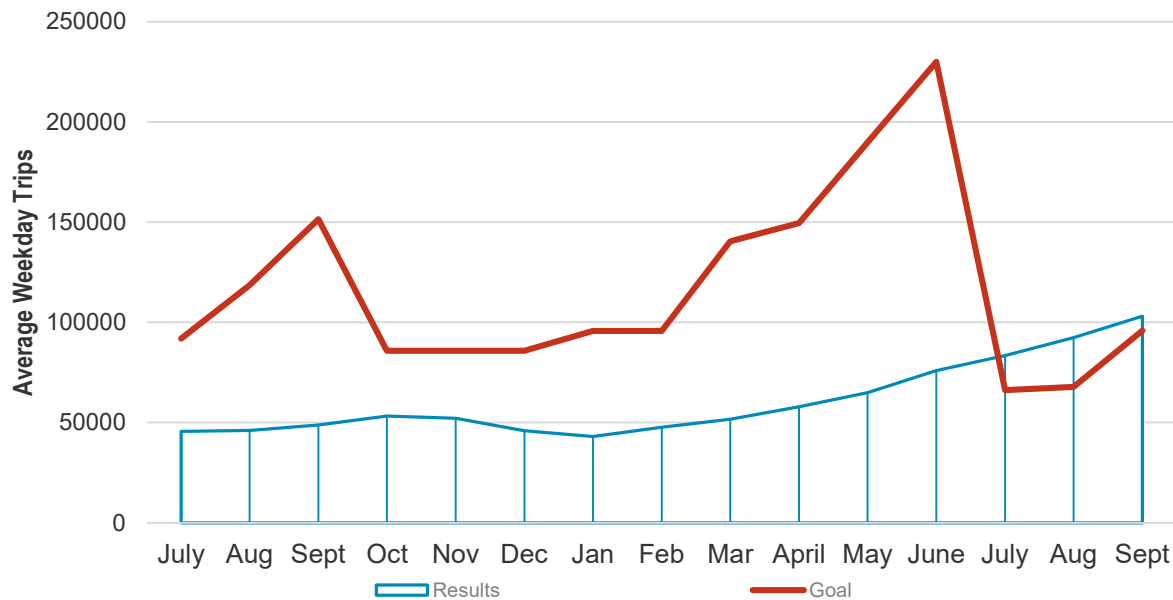
Quadrant Chart



QUADRANT CHART FOR 1ST QUARTER FY22

		BETTER				WORSE				
MET		LAST QTR	CURRENT	CHANGE	GOAL		LAST QTR	CURRENT	CHANGE	GOAL
	Car Availability at 4 AM (0400)	578	609	30	601	Wayside Train Control	0.58	0.69	0.11	1.00
	Station Vandalism	75.60%	79.63%	4.03%	73.00%	Traction Power	0.05	0.19	0.14	0.20
	Train Interior Cleanliness	71.24%	75.12%	3.88%	70.00%	Elevators Garage	99.9%	99.8%	-0.1%	97.0%
	Environment Inside Stations	68.11%	71.82%	3.71%	64.00%	Train Temperature	86.3%	85.5%	-0.8%	82.0%
	Customer Service	78.30%	81.97%	3.67%	75.00%	AFC Vendors	98.6%	98.5%	-0.1%	95.0%
	Mean Time Between Service Delays	4549.33	5936.26	1386.92	4650.00	AFC Gates	99.5%	99.4%	-0.2%	99.0%
	Escalators Platform	94.85%	98.17%	3.32%	96.00%	Environment Outside Stations	71.8%	69.2%	-2.6%	65.5%
	Escalators Street	0.90	0.97	0.06	0.93	Track	0.01	0.02	0.01	0.30
NOT MET		LAST QTR	CURRENT	CHANGE	GOAL		LAST QTR	CURRENT	CHANGE	GOAL
	Cust.Complaints/100KTrips	23.60	21.15	-2.45	5.07	Customers on Time - Daily	95.4%	93.9%	-1.5%	94.0%
	Elevators Station	96.6%	97.9%	1.3%	98.0%	Trains on Time - Daily	93.1%	90.2%	-3.0%	91.0%
						Transportation	0.43	0.90	0.47	0.50
						BART Police Presence	10.5%	10.4%	-0.1%	12.0%
						Computer Control System	0.16	0.24	0.08	0.08

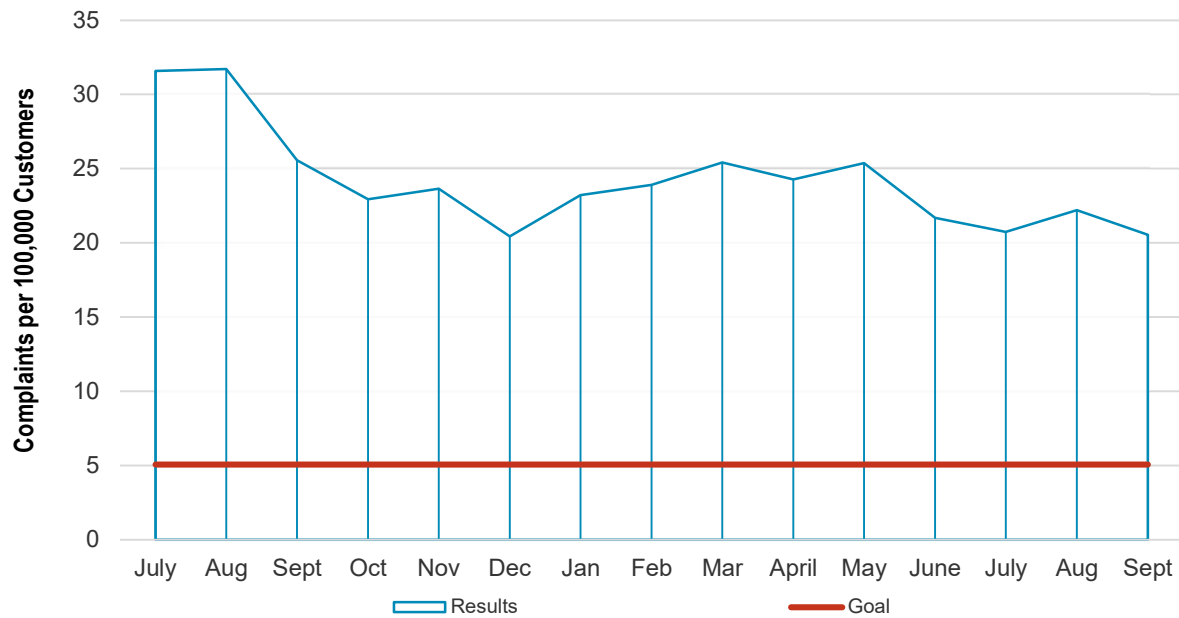
Customer Ridership - Weekday Trips



Goal:	76,534
Actual:	93,014
Met:	Yes

- 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

Customer Complaints

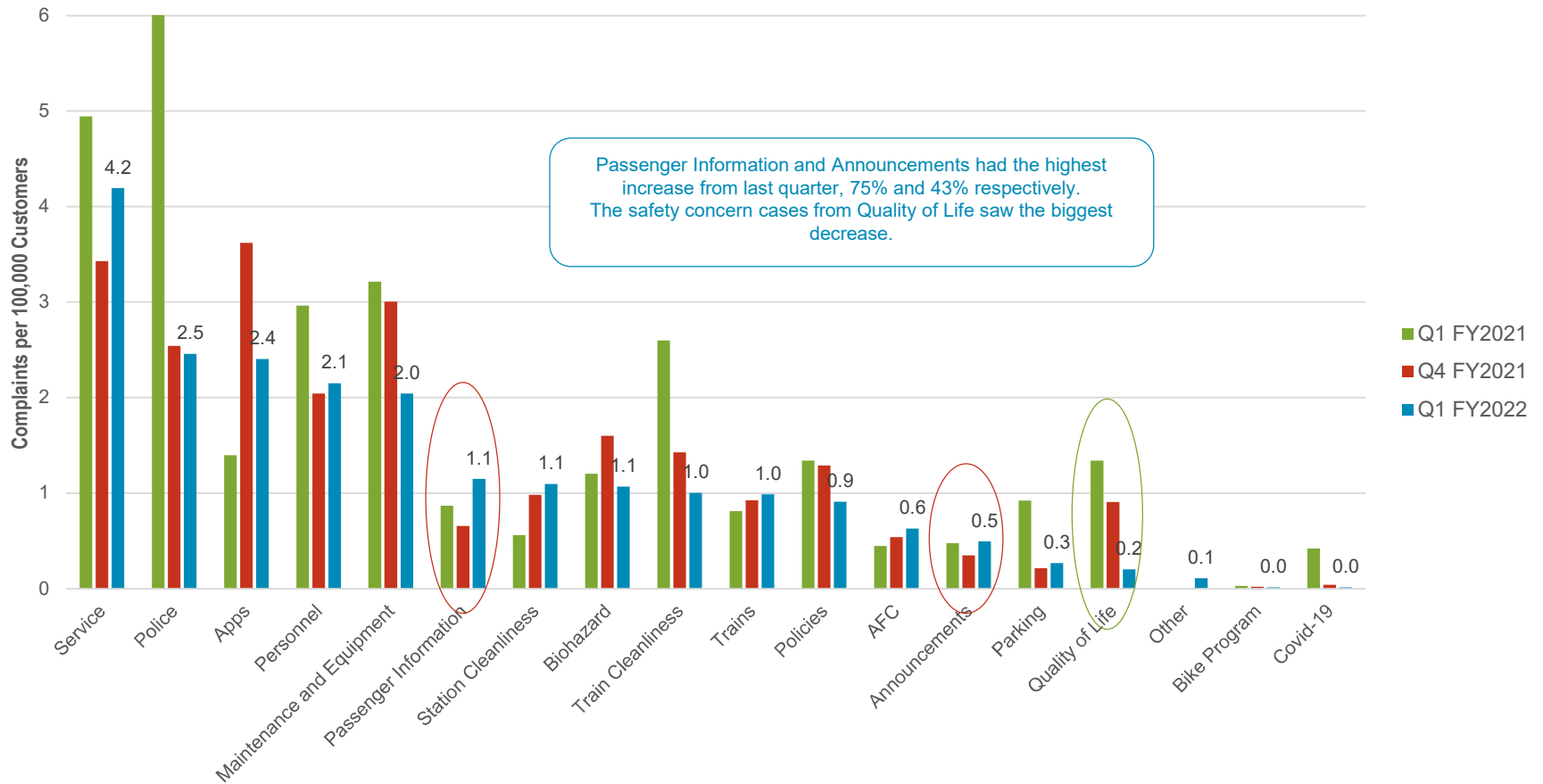


Goal:	5.07
Actual:	21.15
Met:	No

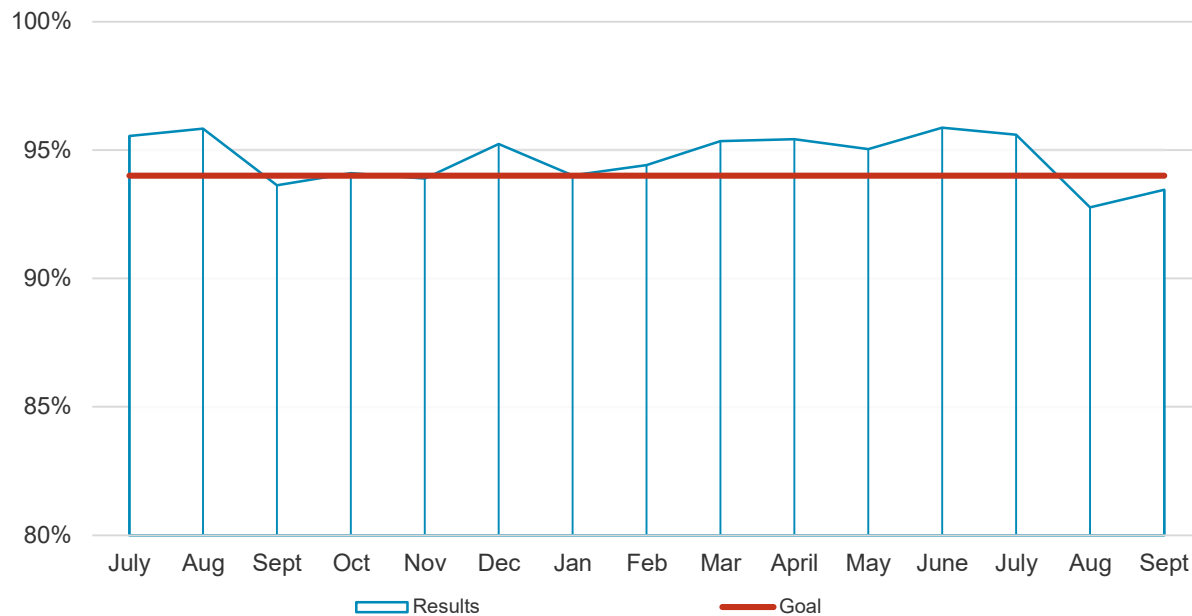
- 10.49% performance improvement from previous quarter, 28.51% improvement from same quarter last year
- Passenger Information complaints more than doubled in Q1 compared to Q4 FY2021, mostly due to communication challenges related to the major service change in August.
- The biggest improvement was the normalized decrease in safety concern cases.
- The second biggest increase of complaints in the past quarter was a jump in no delay announcements.

Customer Complaints

Complaints Detail by Category



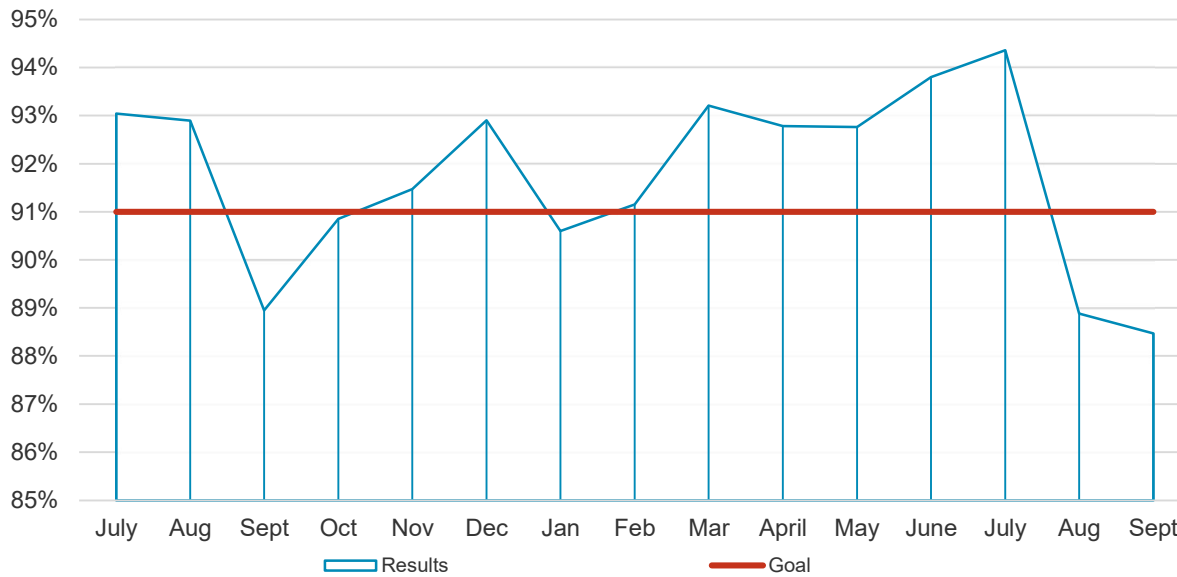
On-Time Service - Customer



Goal:	94.00%
Actual:	93.94%
Met:	No
Delay Source	% of Trains
POLICE ACTIONS	22%
VEHICLE	12%
OPERATIONS	11%
OBJECT ON TRACKWAY	9%
TRAIN CONTROL	8%
CONGESTION	4%
VANDALISM	4%
TRAIN STRUCK PATRON	4%
PATRON ILL	4%
PERSON ON TRACKWAY	4%
47 PERSON ON TRACKWAY EVENTS DELAYED 4% OF TRAINS	

- 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



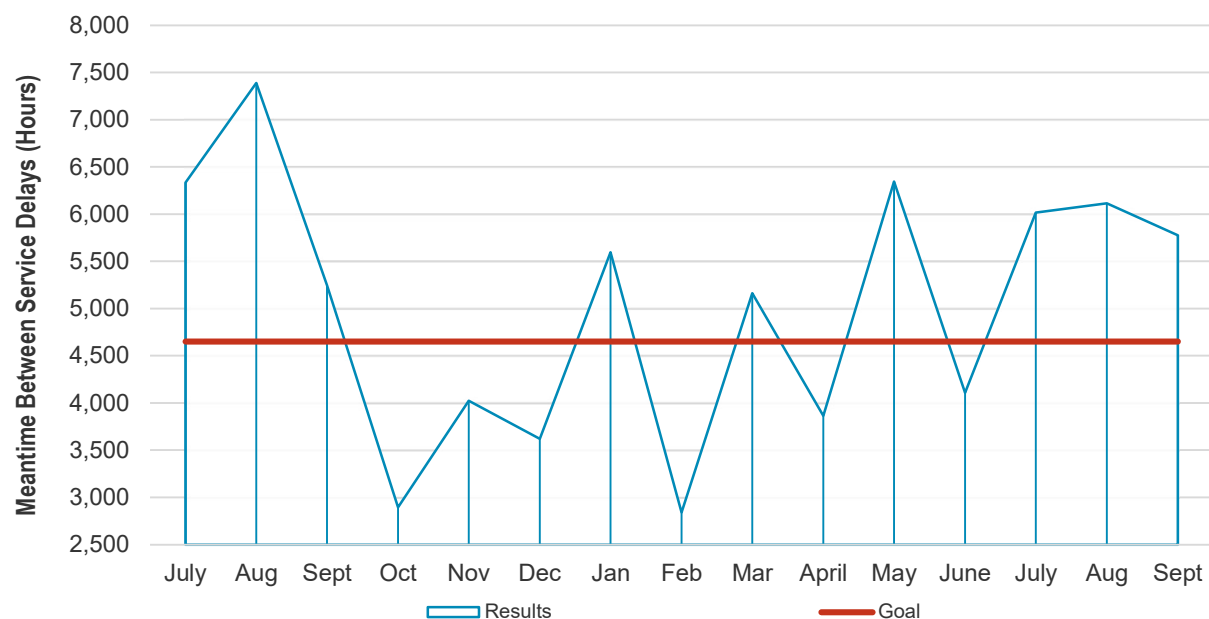
Goal:	91.00%
Actual:	90.17%
Met:	No

47 PERSON ON TRACKWAY EVENTS DELAYED 4% OF TRAINS

	Date	Location	Description	Time	Cause	Trains
1	09/13/21	Powell	Train Struck A Person On Trackway	15:15-17:34	People	99
2	08/12/21	T-Bay Tube	Debris On Trackway	12:57	Environment	81
3	08/04/21	Lake Merritt	Routing (VHLC Logic Controller)	13:23	Equip	77
4	08/17/21	S. Hayward	ATO	7:07-11:08	Vehicle	77
5	08/19/21	Millbrae	Debris On Track (Collector Shoe Broken)	6:01	Environment	70
6	09/01/21	Colma	Debris On Track (Collector Shoe Broken)	16:05	Environment	62
7	09/16/21	Systemwide	ICS Computer (State III)(Routing Impaired)	5:04	Equip	59
8	09/23/21	Richmond	Train Struck A Person On Trackway	6:03	People	49
9	08/25/21	Systemwide	ICS (Central Train Comp)	14:12	Equip	39
10	07/26/21	M-Line	3rd Rail Power	5:11-0719	Equip	37

Car Equipment – Reliability

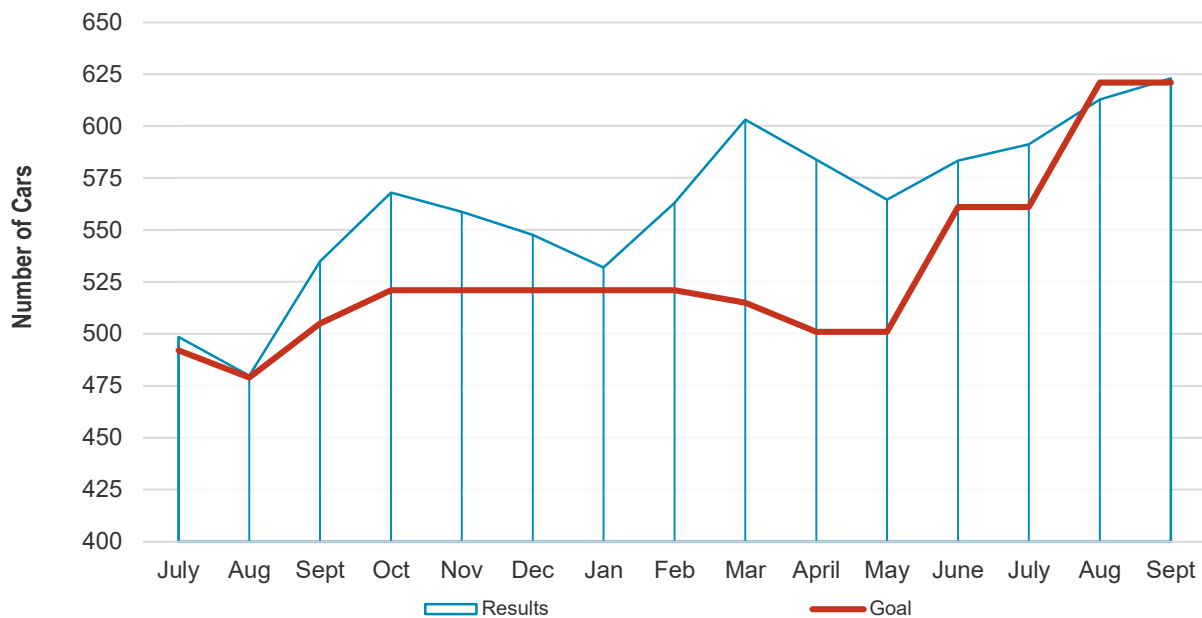
Meantime Between Service Delays



Goal:	4,650 Hours
Actual:	5,936 Hours
Met:	Yes

- 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

Car Equipment – 4:00AM Availability

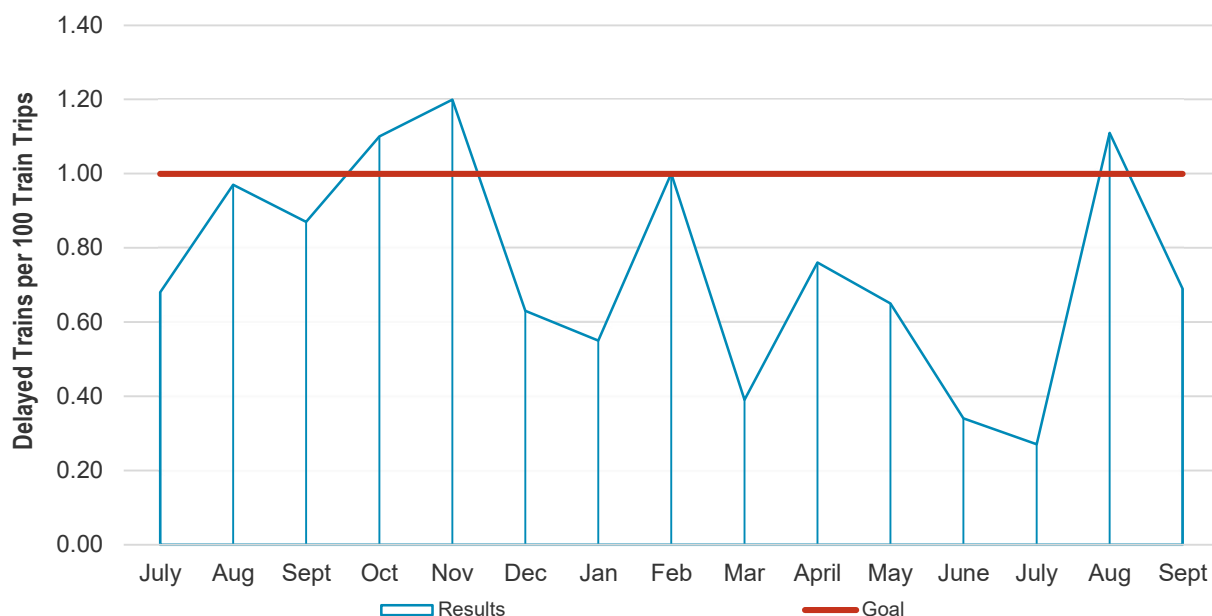


Goal:	601
Actual:	609
Met:	Yes

- 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.

Wayside Train Control System

Delayed Trains per 100 Train Trips

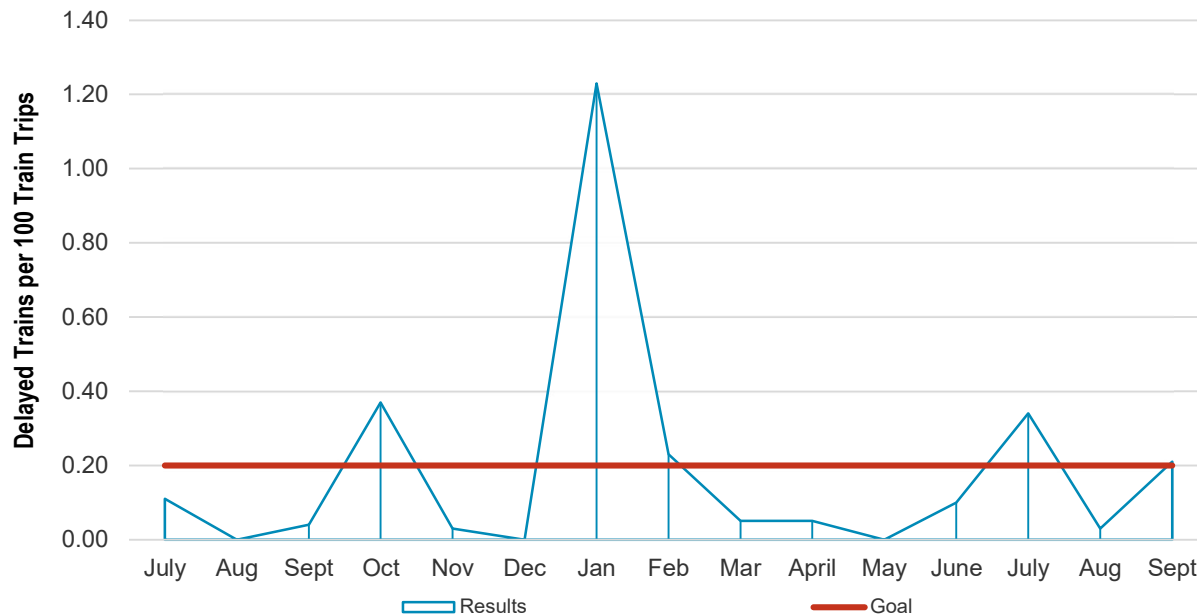


Goal:	1.00
Actual:	0.69
Met:	Yes

- 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

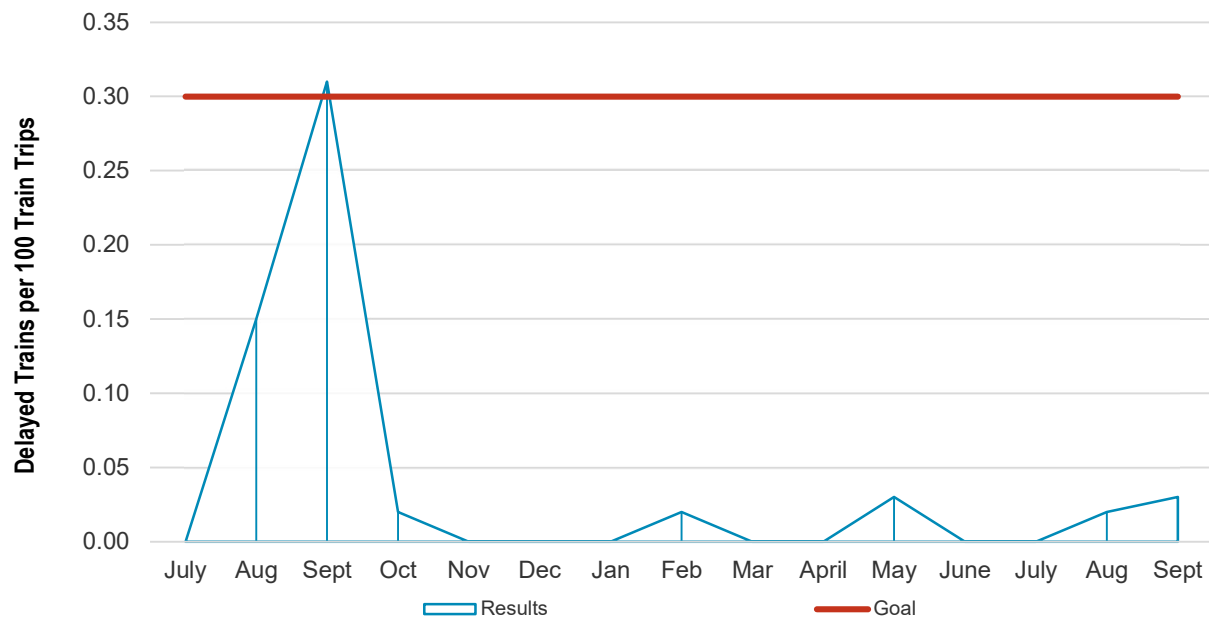


Goal:	0.20
Actual:	0.19
Met:	Yes

- 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

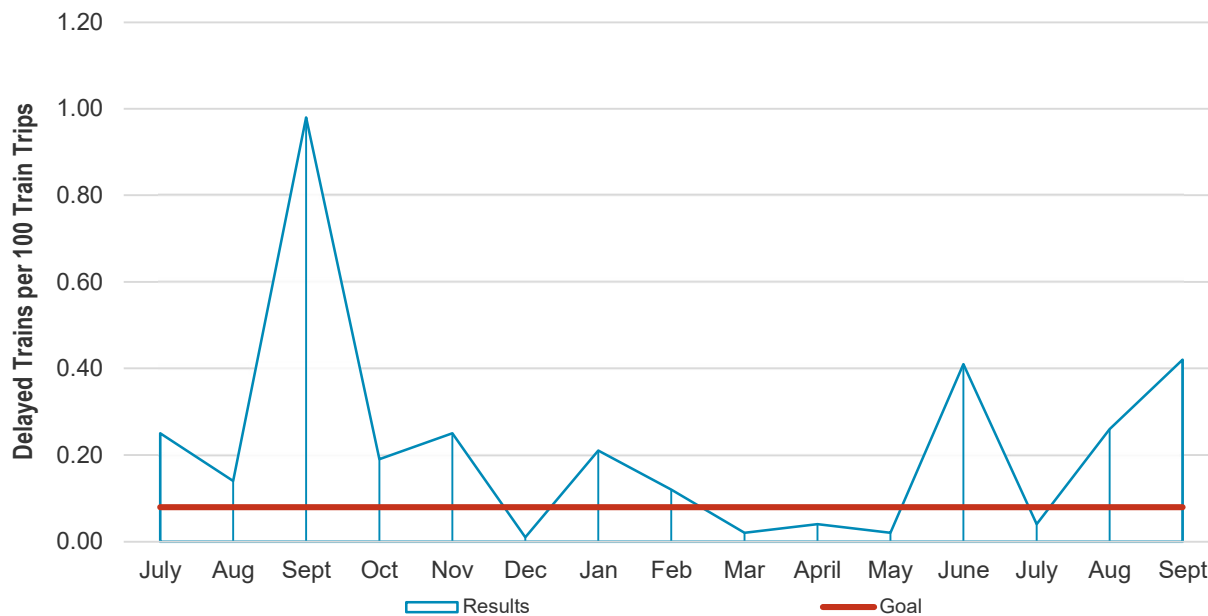


Goal:	0.30
Actual:	0.02
Met:	Yes

- 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)

Computer Control System

Delayed Trains per 100 Train Trips

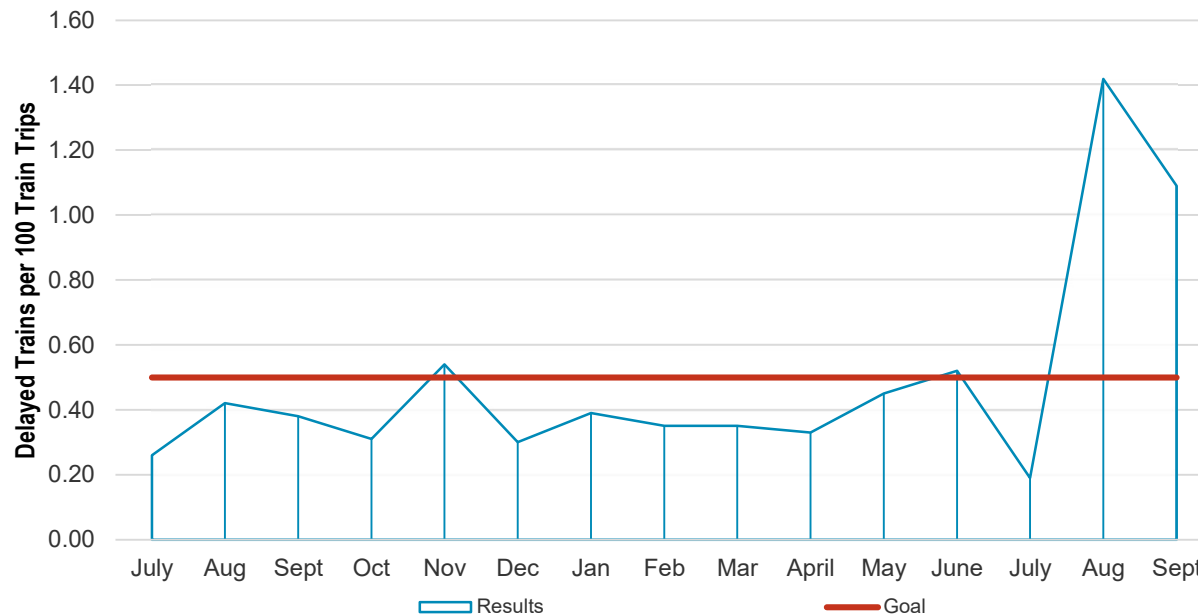


Goal:	0.08
Actual:	0.24
Met:	No

- 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

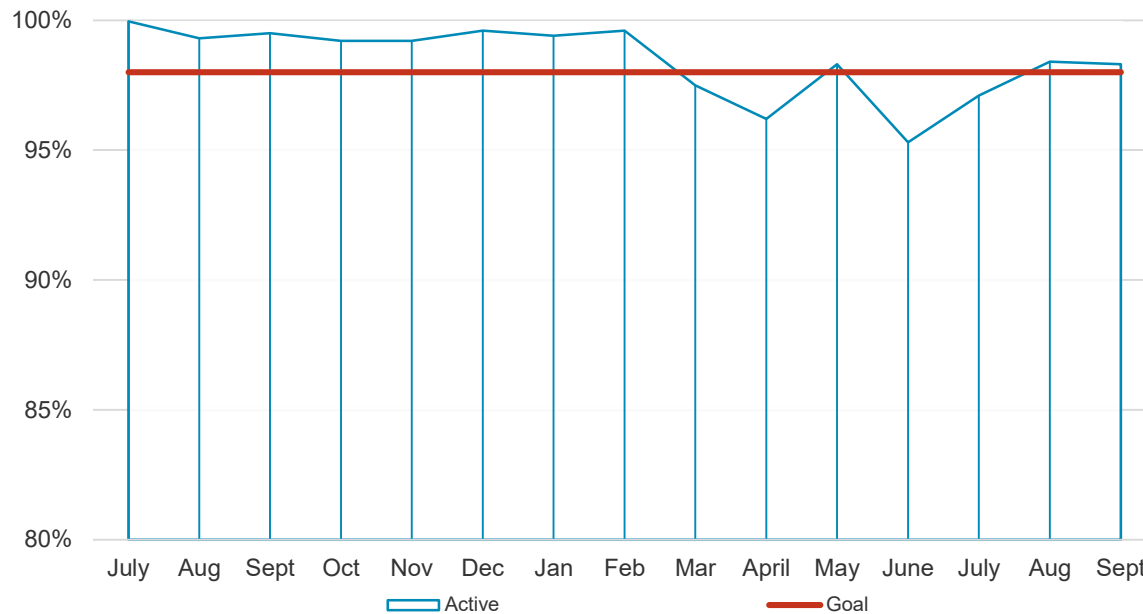
Delayed Trains per 100 Train Trips



Goal:	0.50
Actual:	0.90
Met:	No

- 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

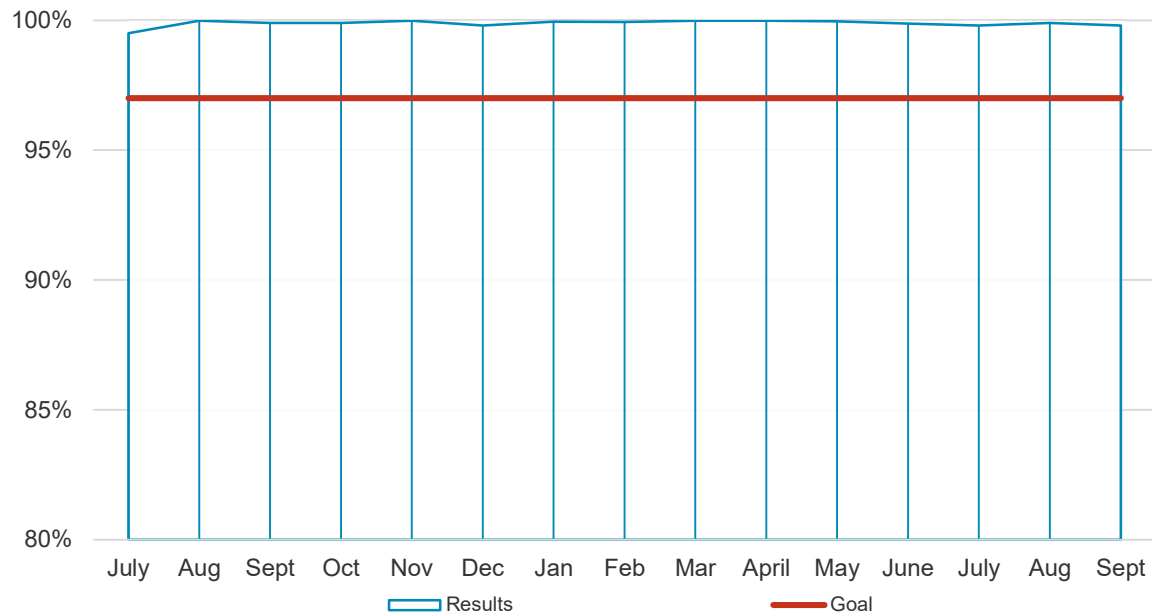
Elevator Availability - Stations



Goal:	98.00%
Actual:	97.93%
Met:	No

- 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

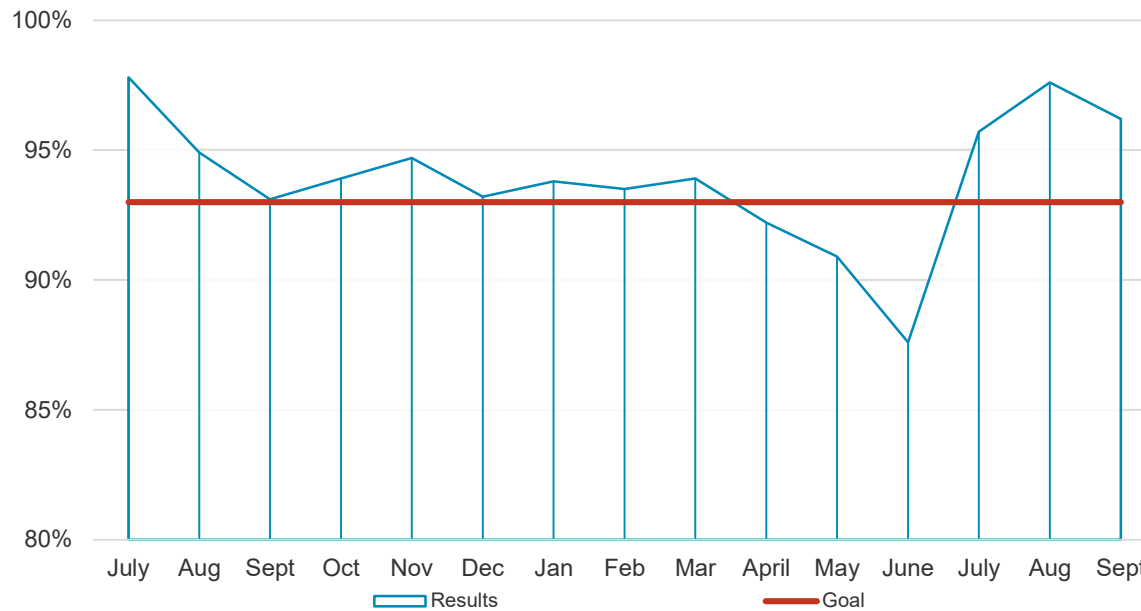
Elevator Availability - Garage



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

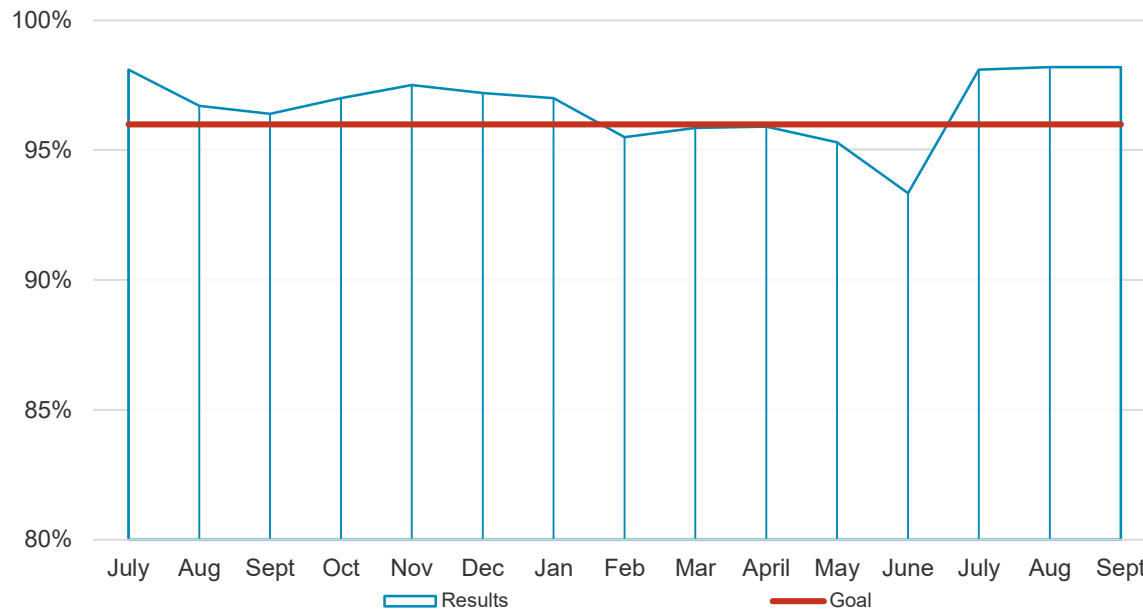
Escalator Availability - Street



Goal:	93.00%
Actual:	96.5%
Met:	Yes

- 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

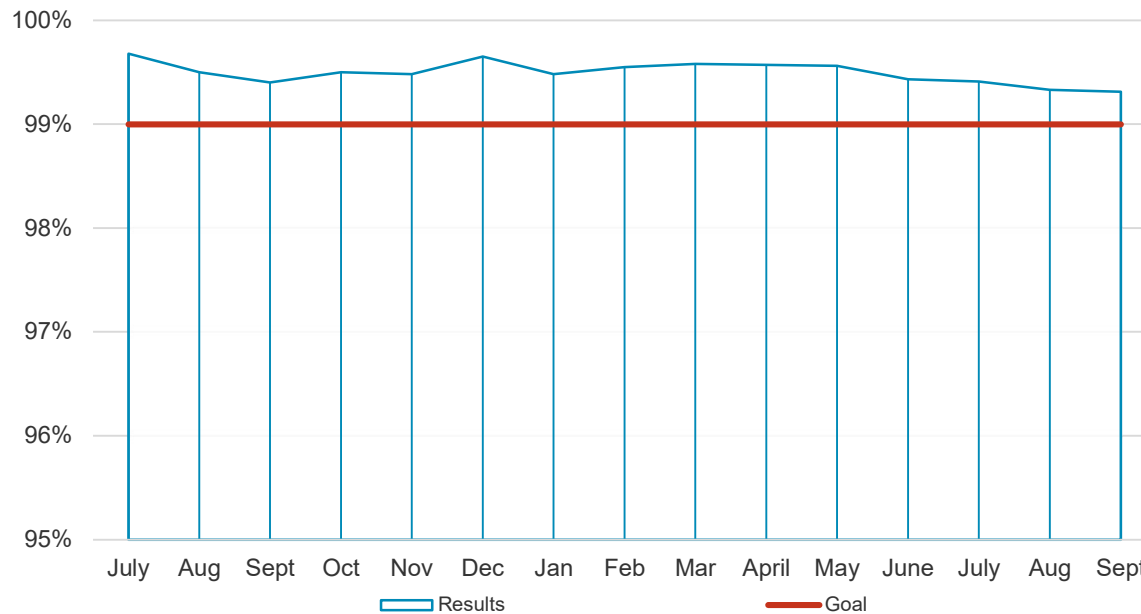
Escalator Availability - Platform



Goal:	96.00%
Actual:	98.17%
Met:	Yes

- 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

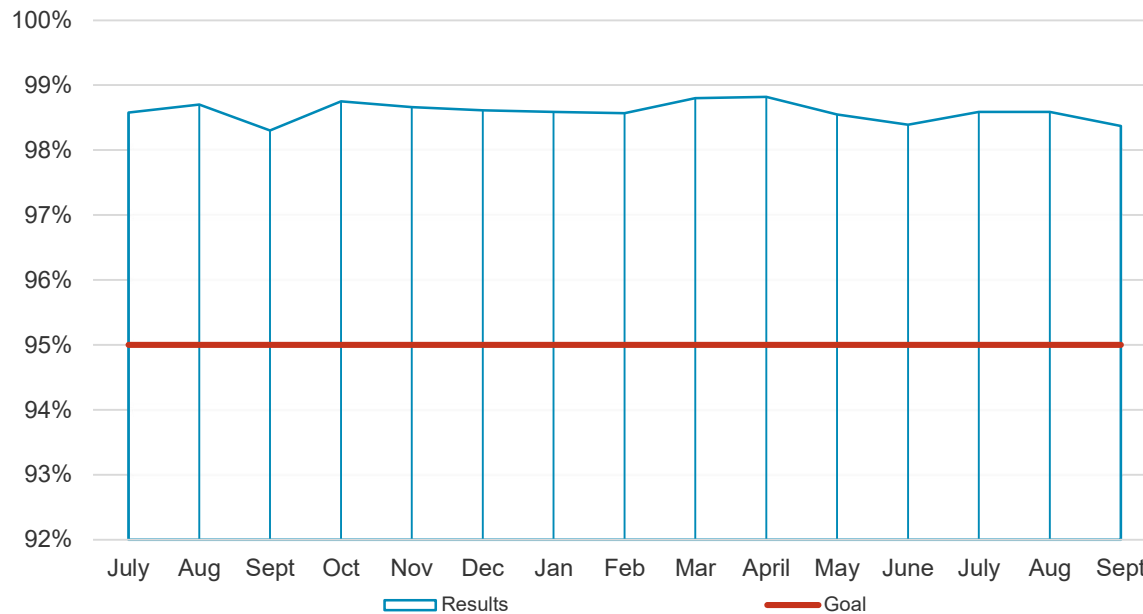
AFC Gate Availability



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

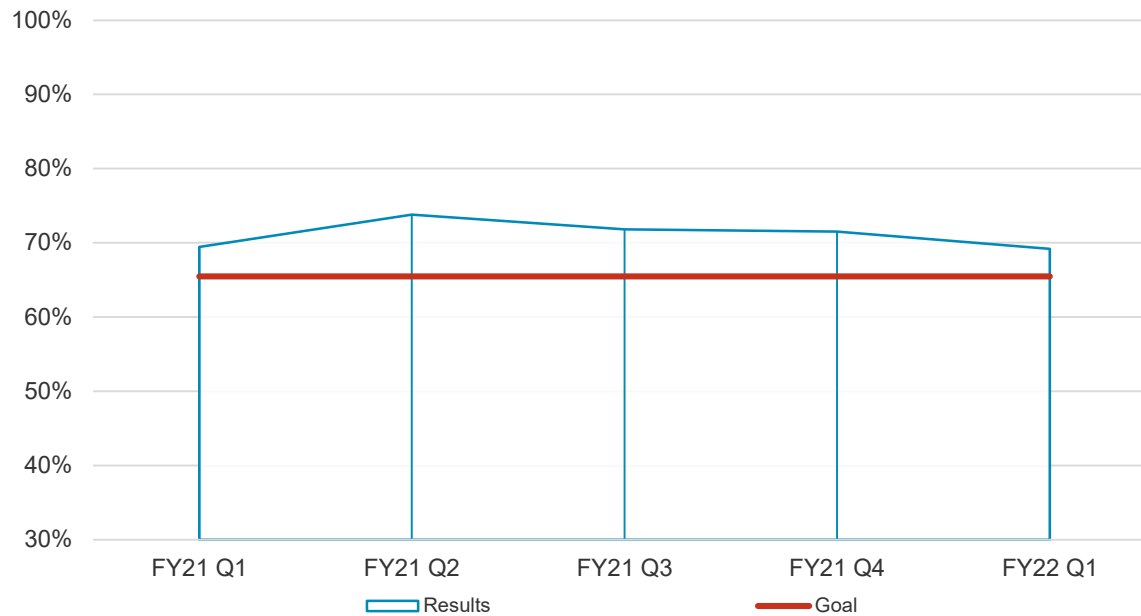
AFC Vendor Availability



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

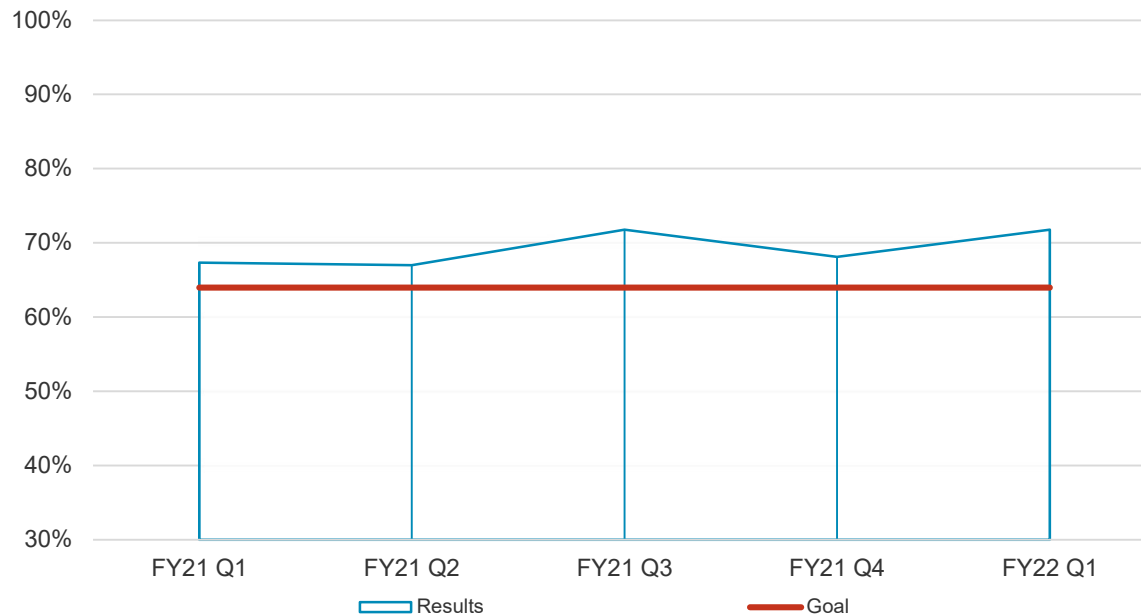
Environment – Outside Stations



Goal:	65.5%
Actual:	69.2%
Met:	Yes
Composite Rating Based on Appearance of: <ul style="list-style-type: none"> ▪ 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.

Environment – Inside Stations



Goal:	64.0%
Actual:	71.8%
Met:	Yes

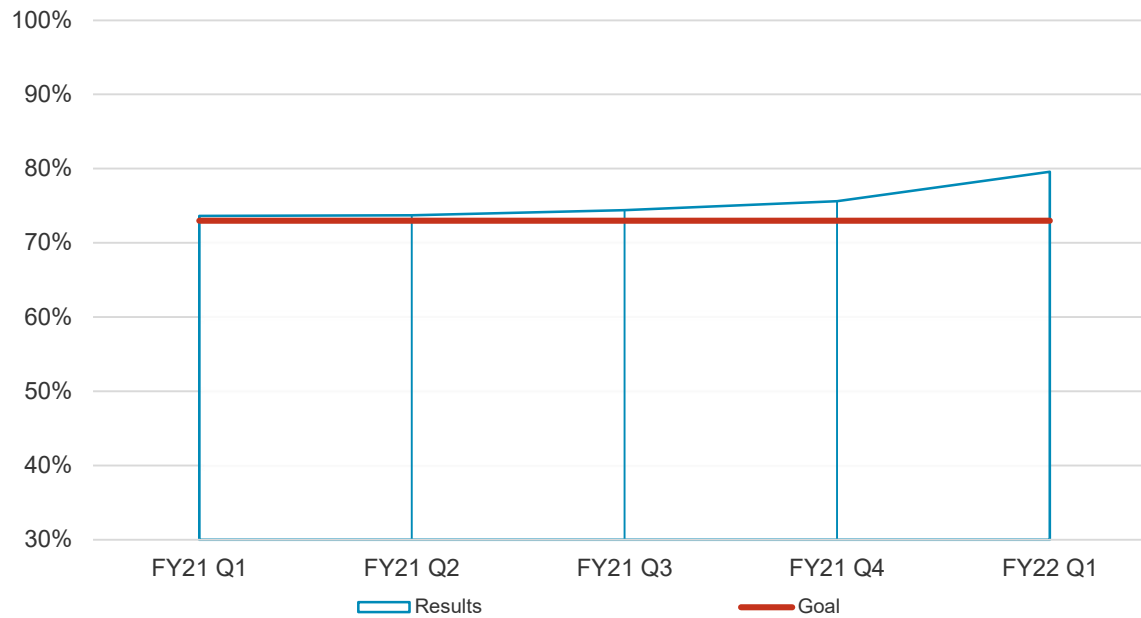
Composite Rating Based on Appearance of :

- 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.

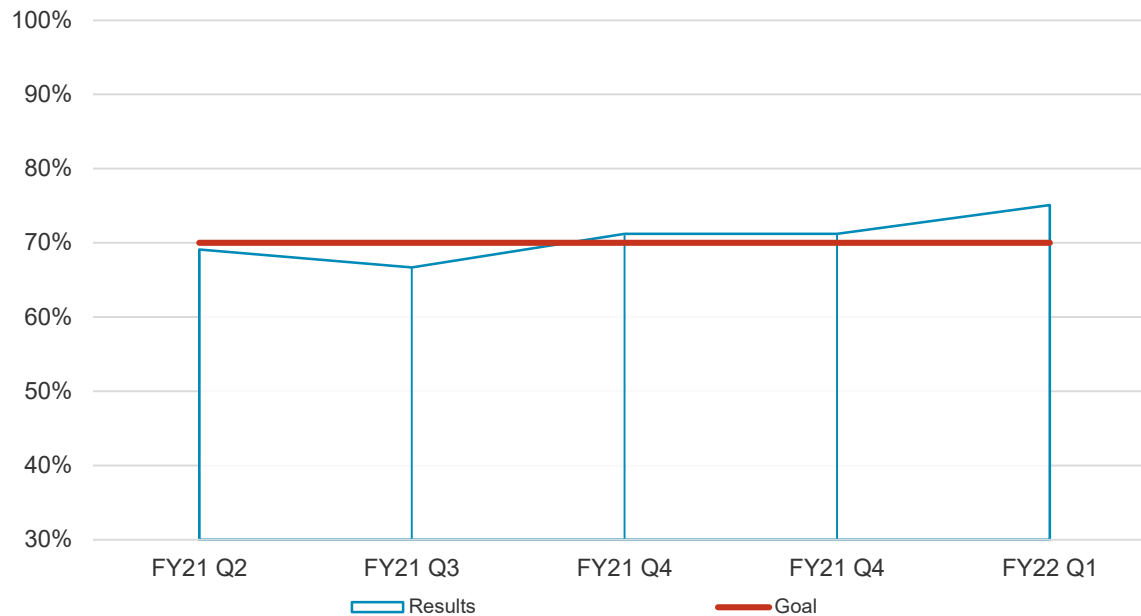
Station Vandalism



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.

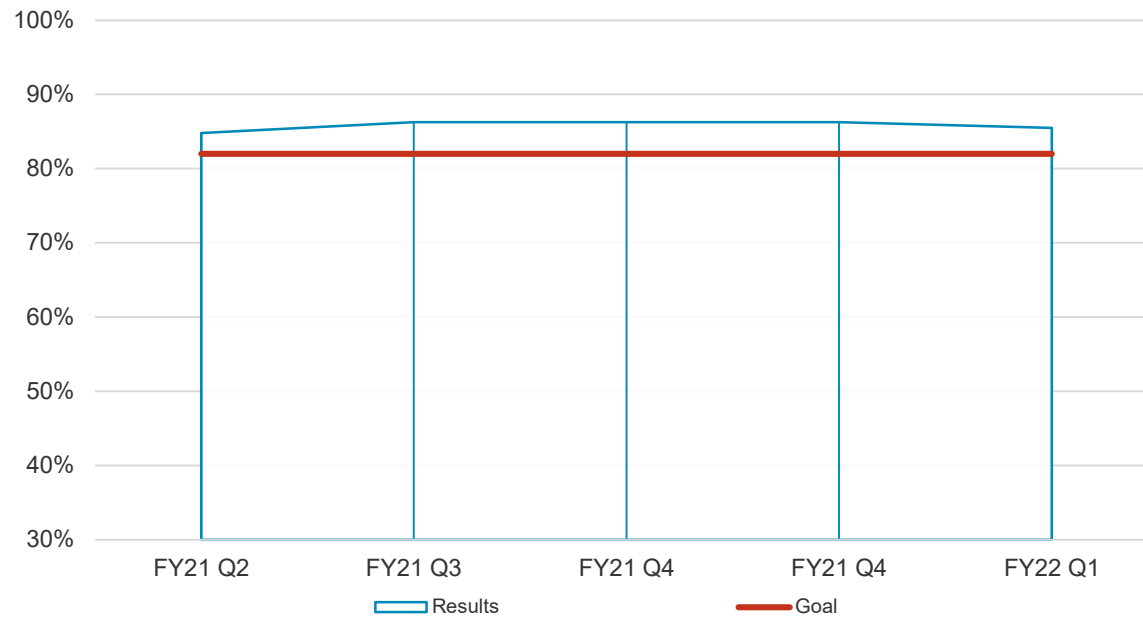
Train Interior Cleanliness



Goal:	70.0%
Actual:	75.1%
Met:	Yes
Composite Rating Based on Train Interior: <ul style="list-style-type: none"> ▪ 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.

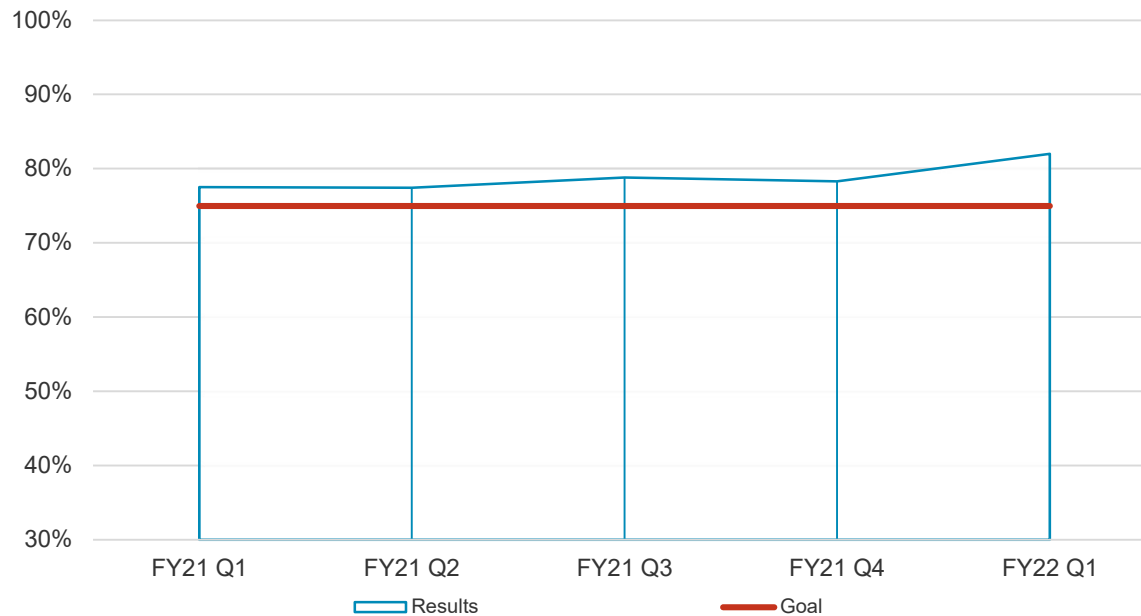
Train Temperature



Goal:	82.0%
Actual:	85.5%
Met:	Yes

- 0.91% performance decrease from previous quarter; 6.67% improvement from same quarter last year

Customer Service

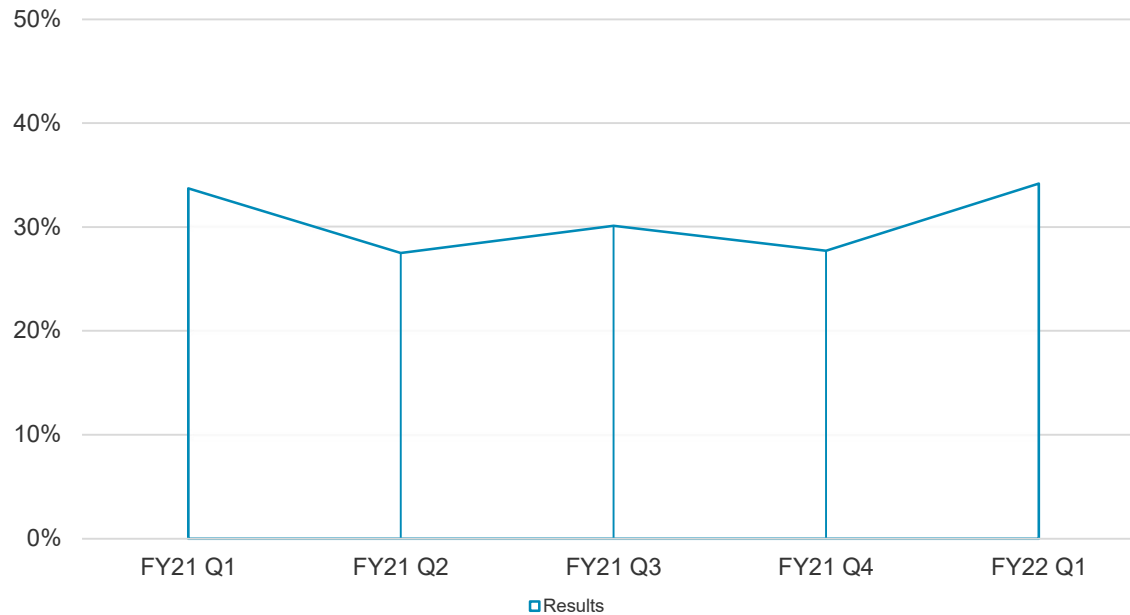


Goal:	75.0%
Actual:	82%
Met:	Yes
Average Rating of:	
• Customer Service Station Agent (if used today): 85.7% ↑	
• Onboard Next Stop, Destination and Transfer Announcements: 80.2% ↑	
• Onboard Delay Announcements (if delayed today): 80.0% ↑	
↑ or ↓ indicates a statistically significant change from prior 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

Homelessness - Passenger Survey

“How well is BART addressing homelessness?”



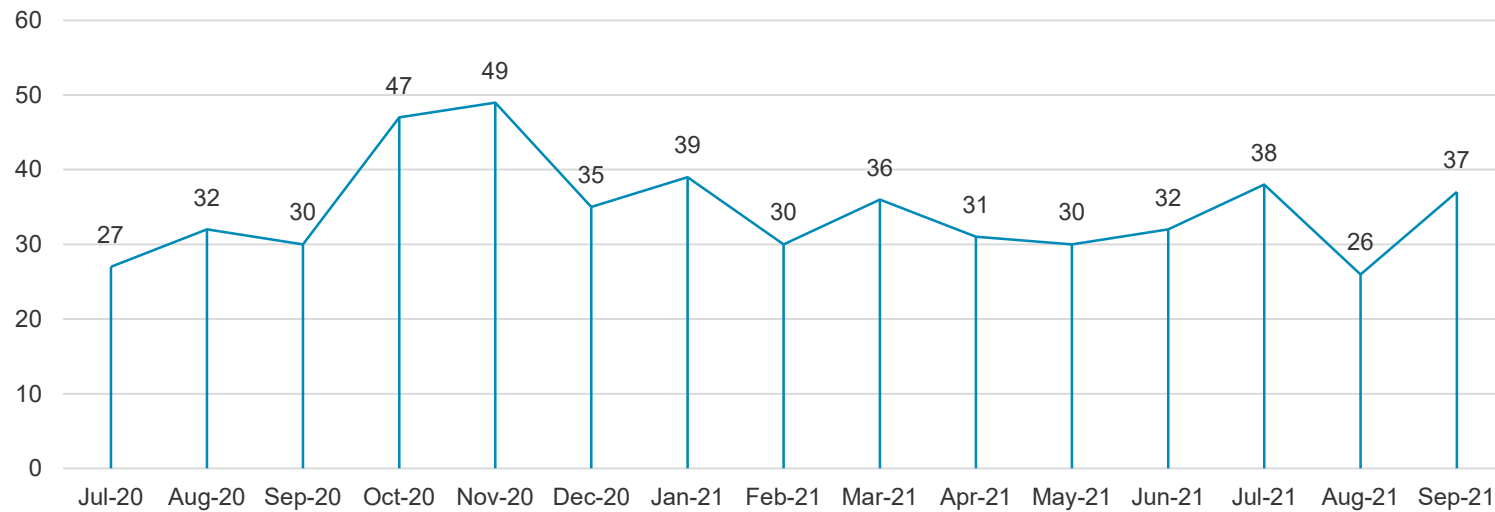
Goal:	N/A
Actual:	34.2%
Met:	N/A

- 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

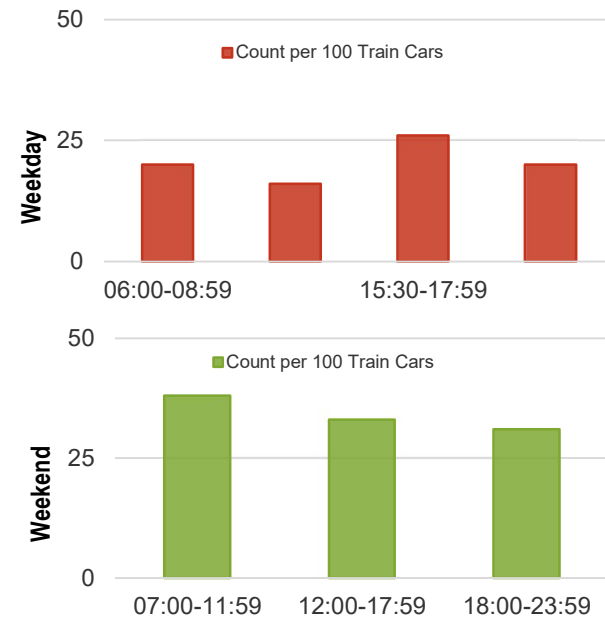
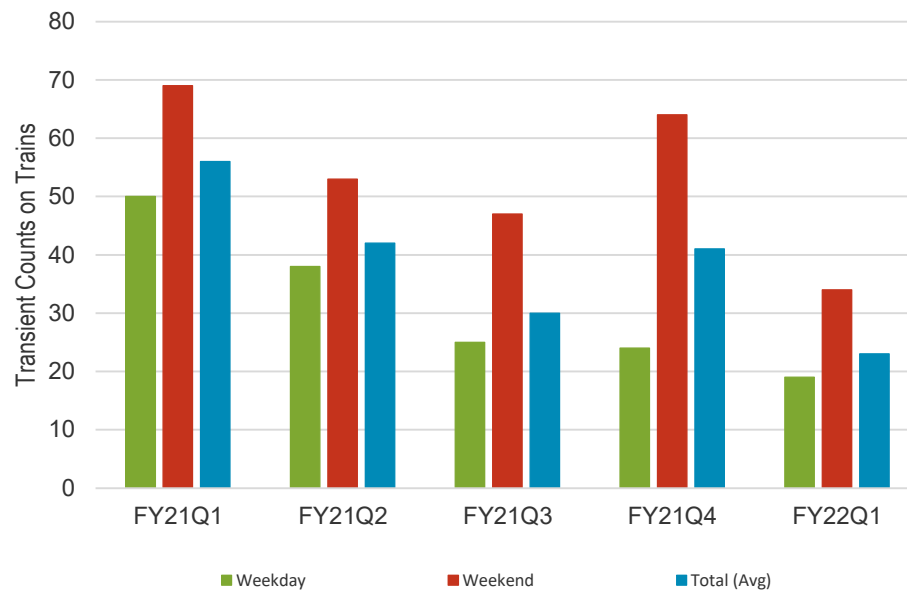


Downtown San Francisco Station Counts
July 2020 - September 2021



- 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.

Transient Counts on Trains



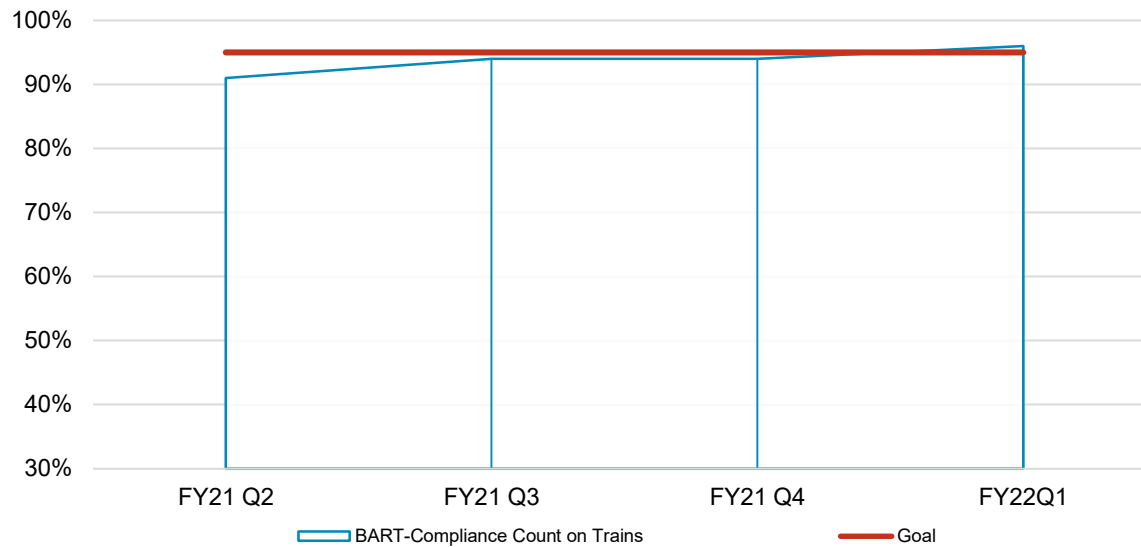
- 43.9% performance improvement from previous quarter; 58.92% improvement from same quarter last year
- We see a decrease in the unsheltered population on trains partly due to increase in stations and unpaid areas as less individuals are boarding the trains.
- In addition, fare evasion checks are leading to decrease.

Face Covering

Face Covering – BART Count on Trains



BART's Count of Mask Compliant Riders



Goal:	95%
Actual:	96%
Met:	Yes

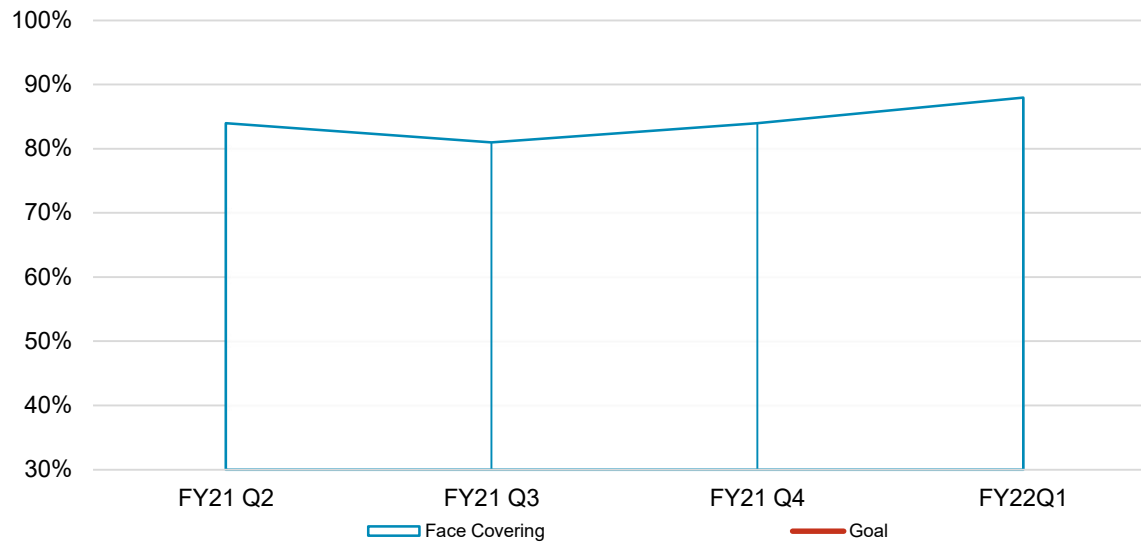
- 2.13% performance improvement from previous quarter

Face Covering

Passenger Perception - Passenger Survey



Customer Rating on Compliance (Excellent + Good)

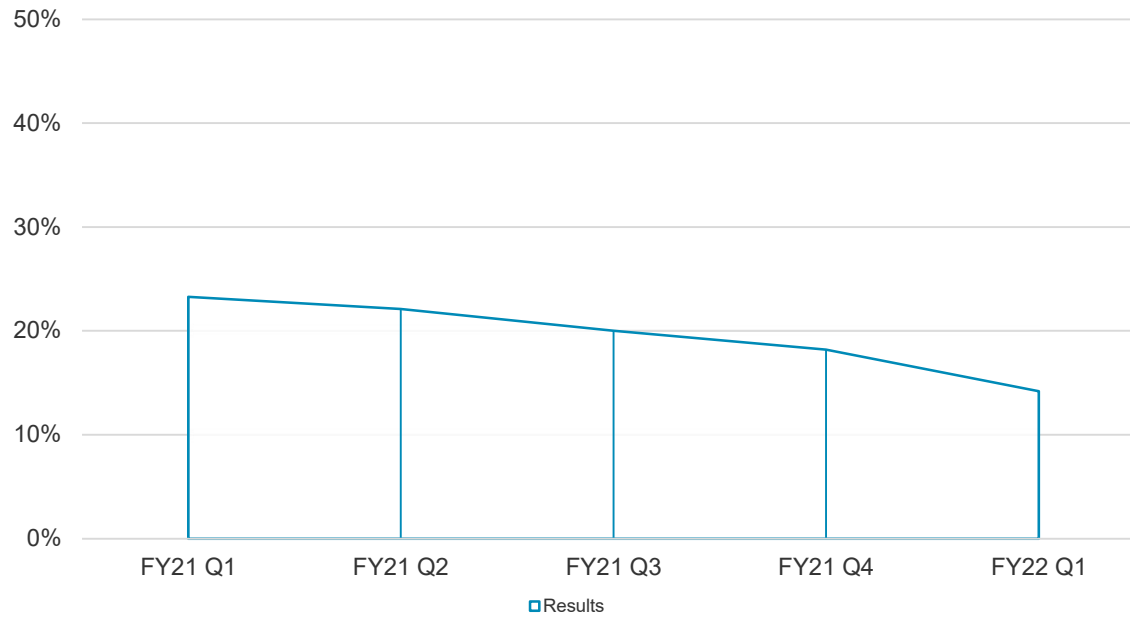


Goal:	N/A
Actual:	88%
Met:	N/A

- 4.76% performance improvement from previous quarter

Fare Evasion Passenger Survey

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

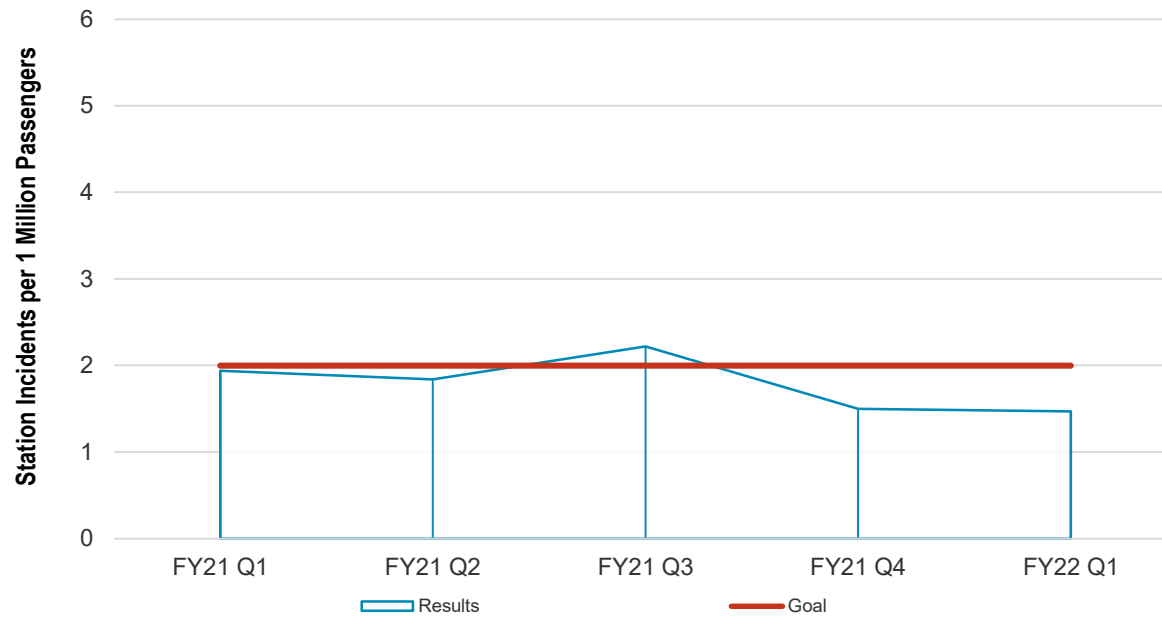


Goal:	N/A
Actual:	14.2%
Met:	N/A

- 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

Patron Safety – Station

Incidents per 1 Million Passengers

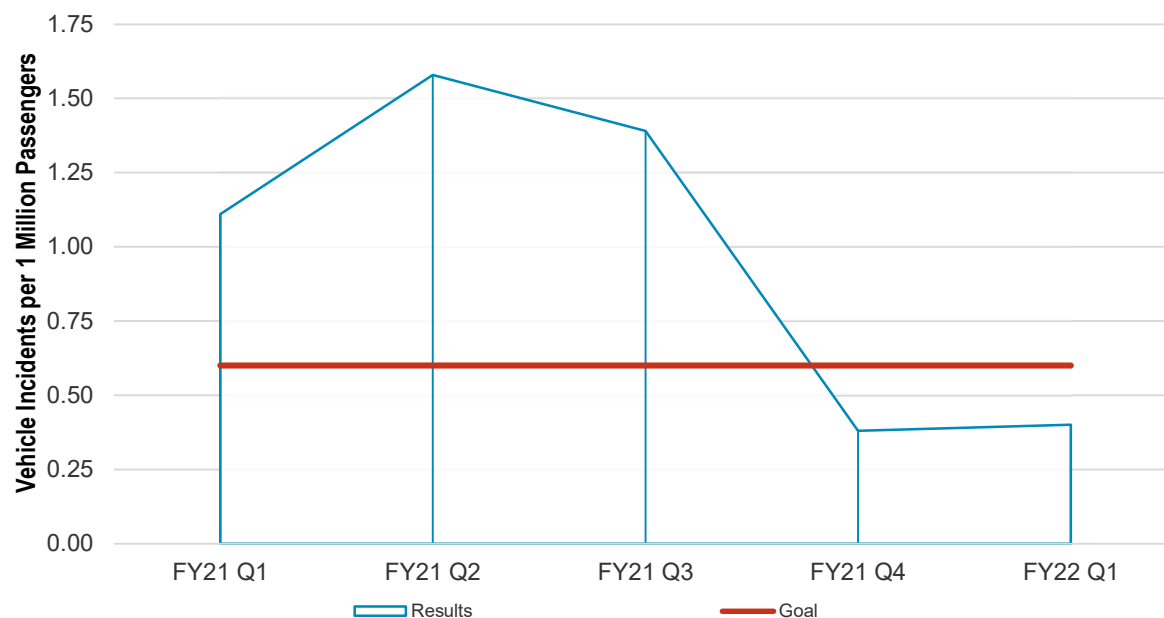


Goal:	2.00
Actual:	1.47
Met:	Yes

- 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

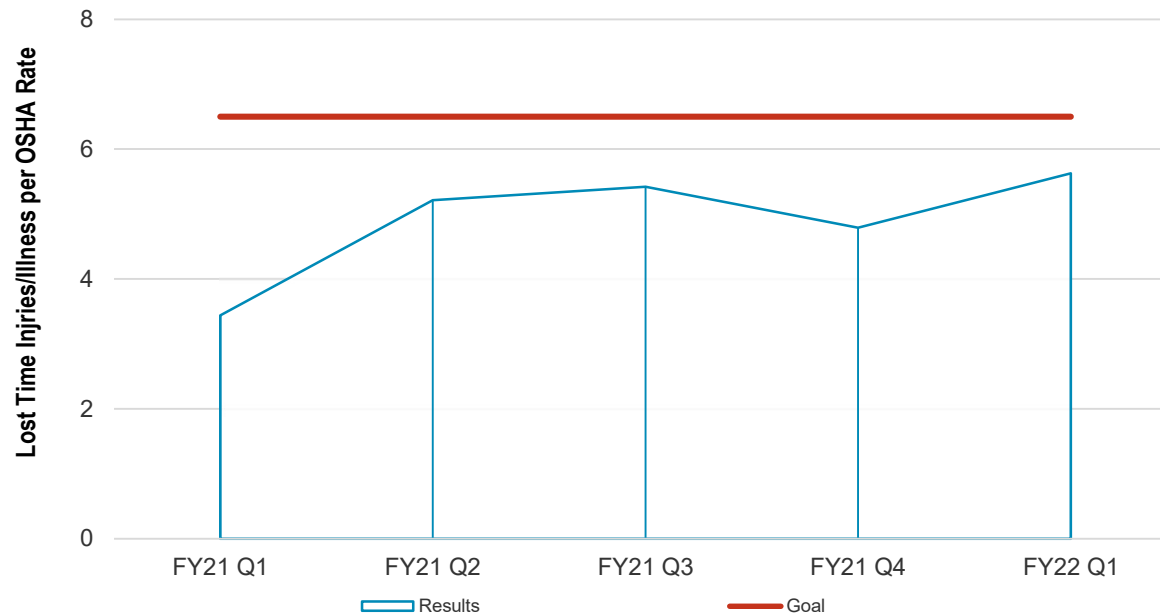


Goal:	0.60
Actual:	0.4
Met:	Yes

- 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

Employee Safety – Lost Time

Lost Time Injuries per OSHA Rate

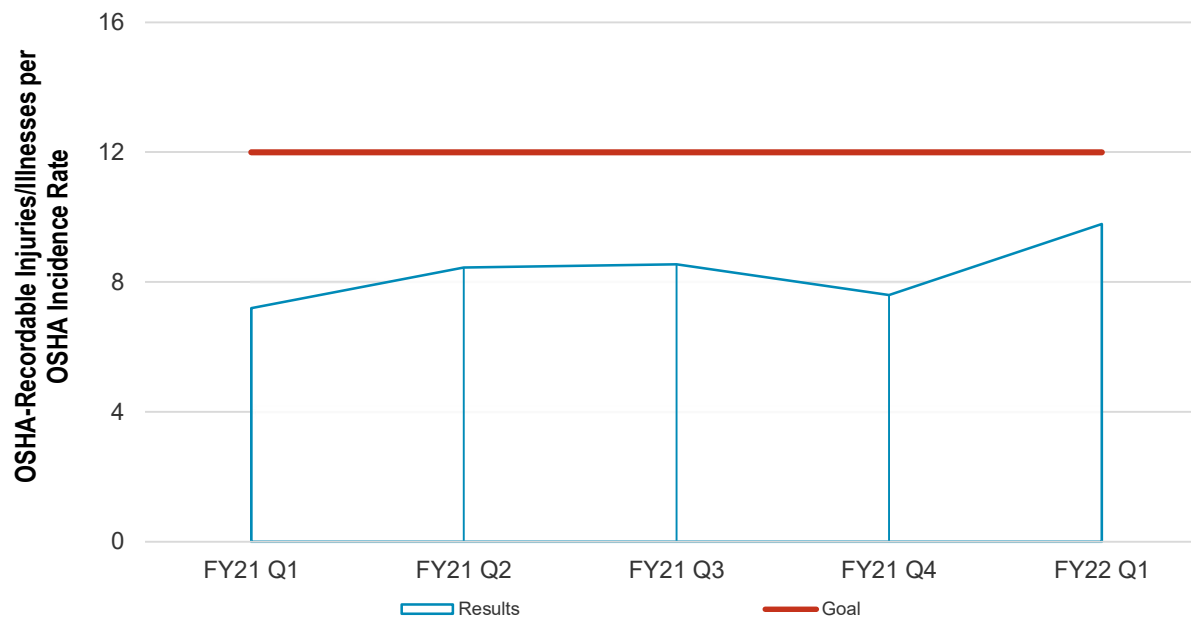


Goal:	6.50
Actual:	5.63
Met:	Yes

- 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

Employee Safety – Injury Count

OSHA Recordable Injuries per OSHA Incidence Rate

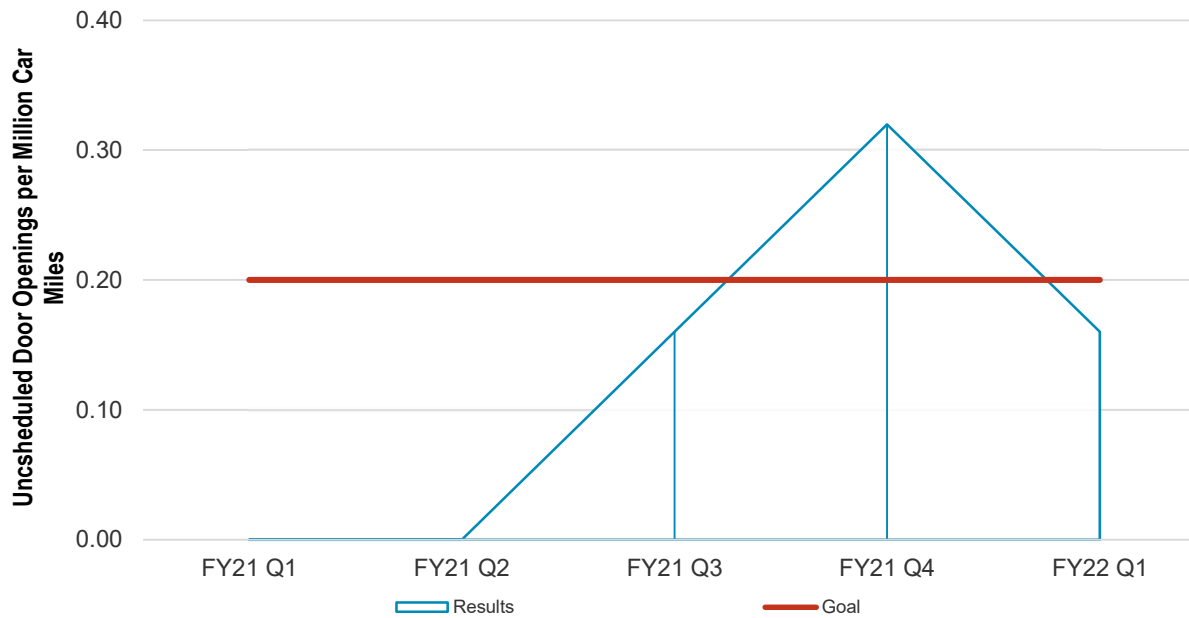


Goal:	12.00
Actual:	9.79
Met:	Yes

- 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

Operating Safety – Door Openings

Unscheduled Door Openings per Million Car Miles

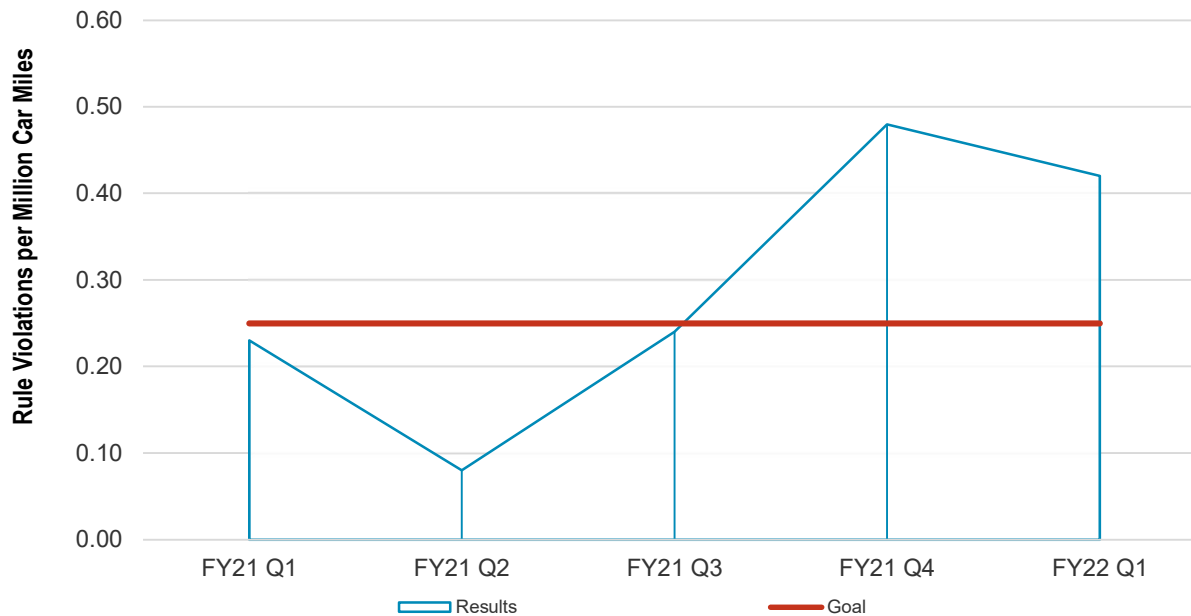


Goal:	0.20
Actual:	0.16
Met:	Yes

- 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

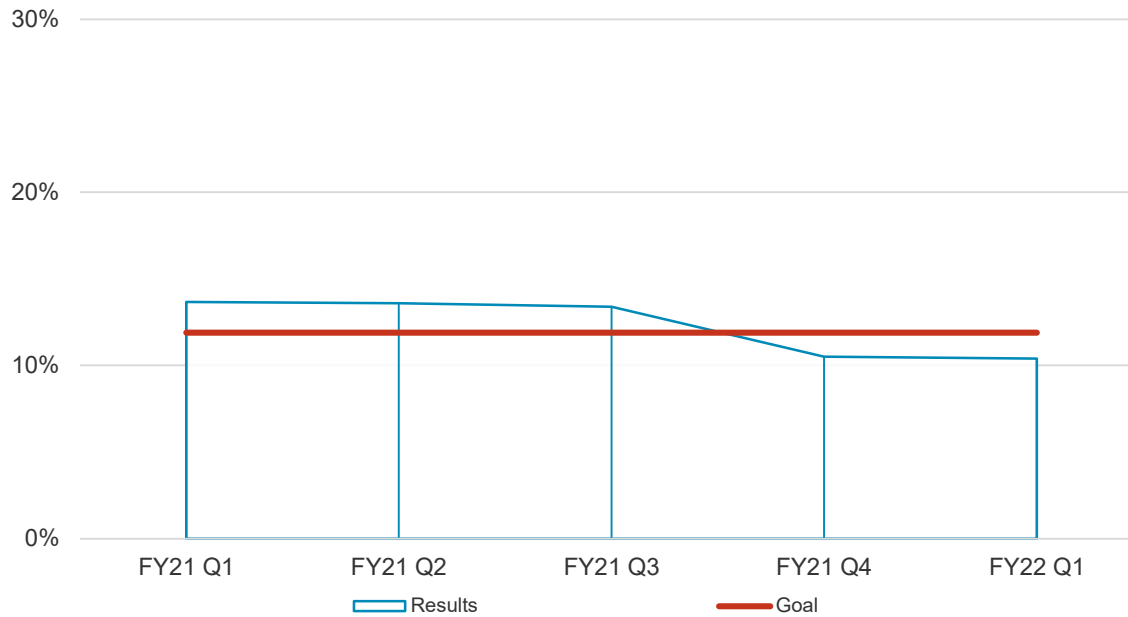


Goal:	0.25
Actual:	0.42
Met:	No

- 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%
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Actual:	10.4%
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Met:	No
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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

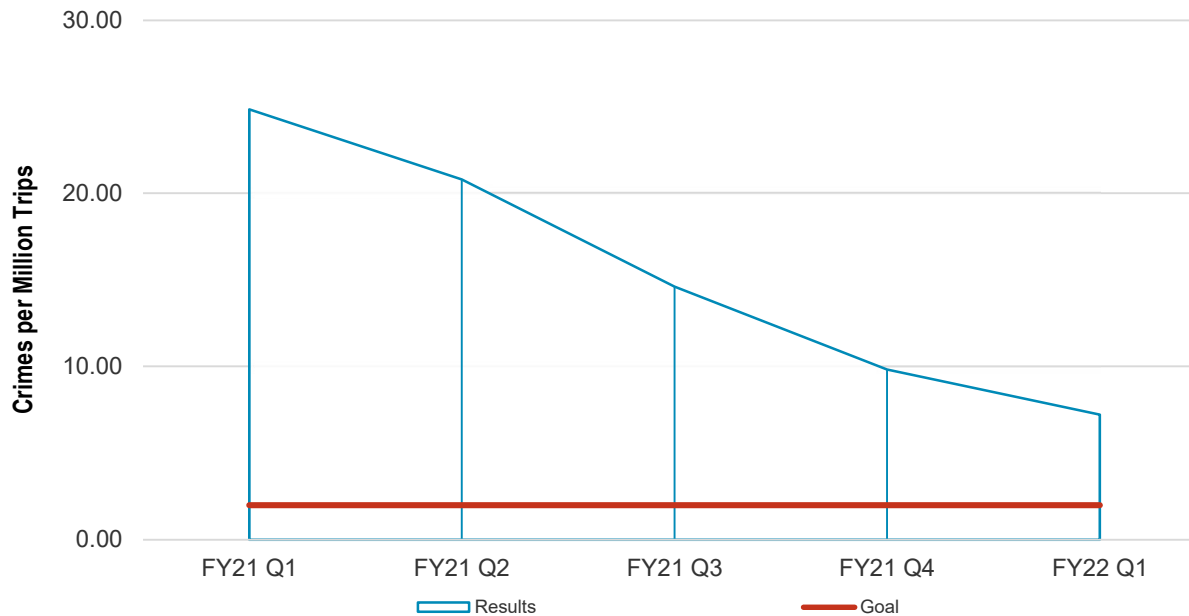
- On Train **3.6%**
- Outside the Station **11.5%**
- In the Station **15.1%**

↑ or ↓ indicates a statistically significant change from prior quarter

- 1.3% performance decrease from previous quarter

Crimes Against Persons

Crimes per Million Trips

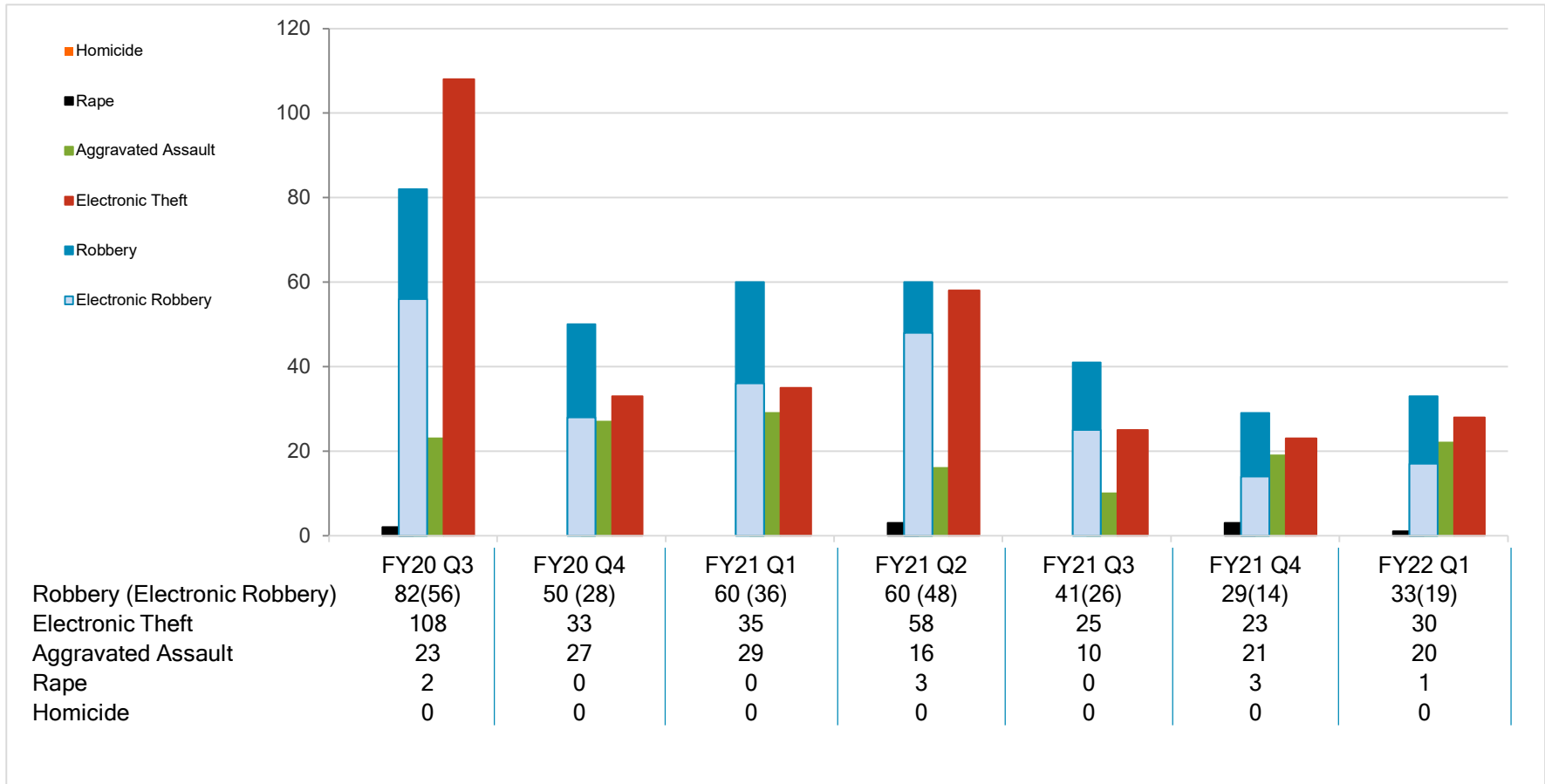


Goal:	2.00
Actual:	7.21
Met:	No
Violations Include:	
<ul style="list-style-type: none">▪ Homicides▪ Rape▪ Robbery▪ Aggravated Assault▪ Electronic Theft	

- 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)

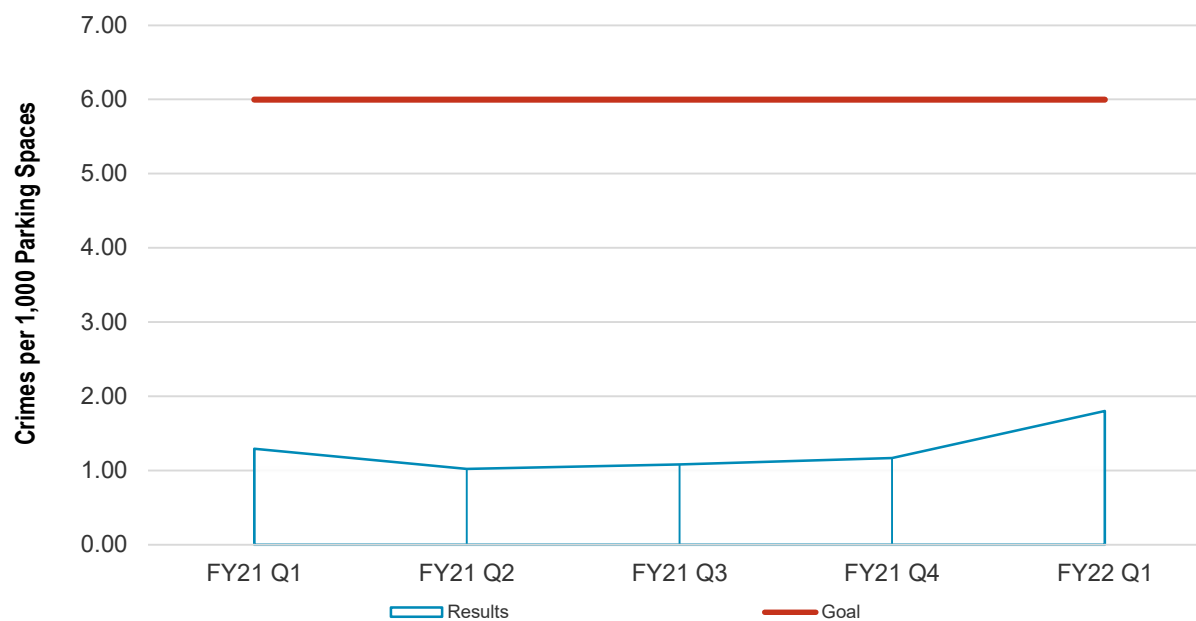
Crimes Against Persons

Crimes Detail by Category



Auto Burglary

Crimes per 1,000 Parking Spaces

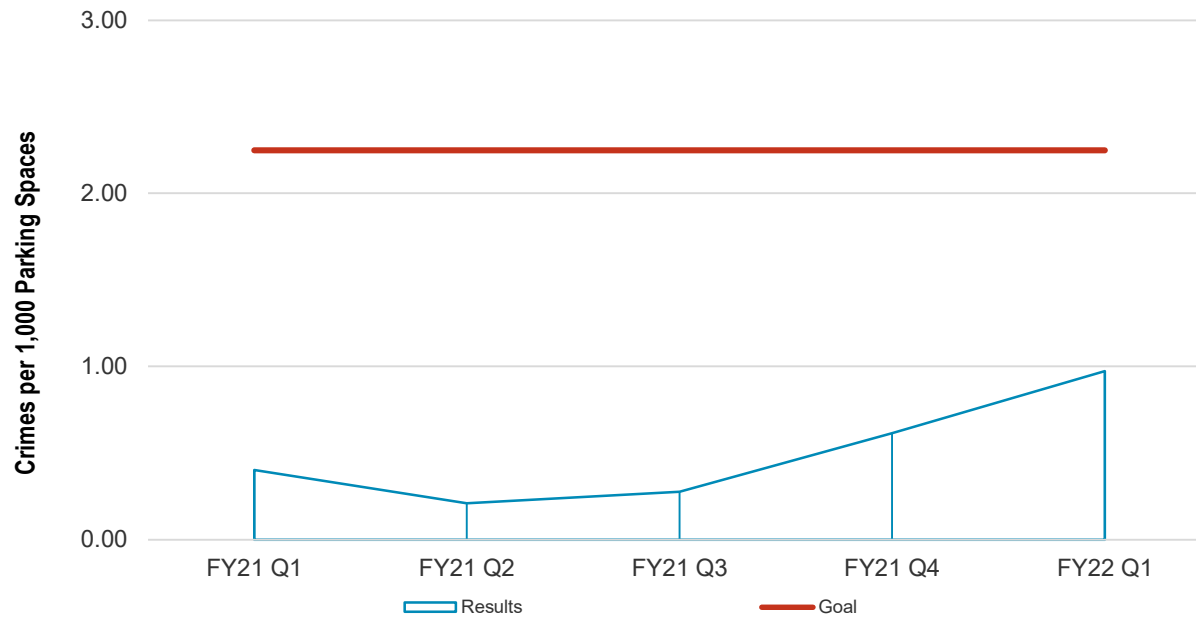


Goal:	6.00
Actual:	1.80
Met:	Yes

- This QPR observed increase in vehicles stolen, average 16 reported incidents per month

Auto Theft

Crimes per 1,000 Parking Spaces

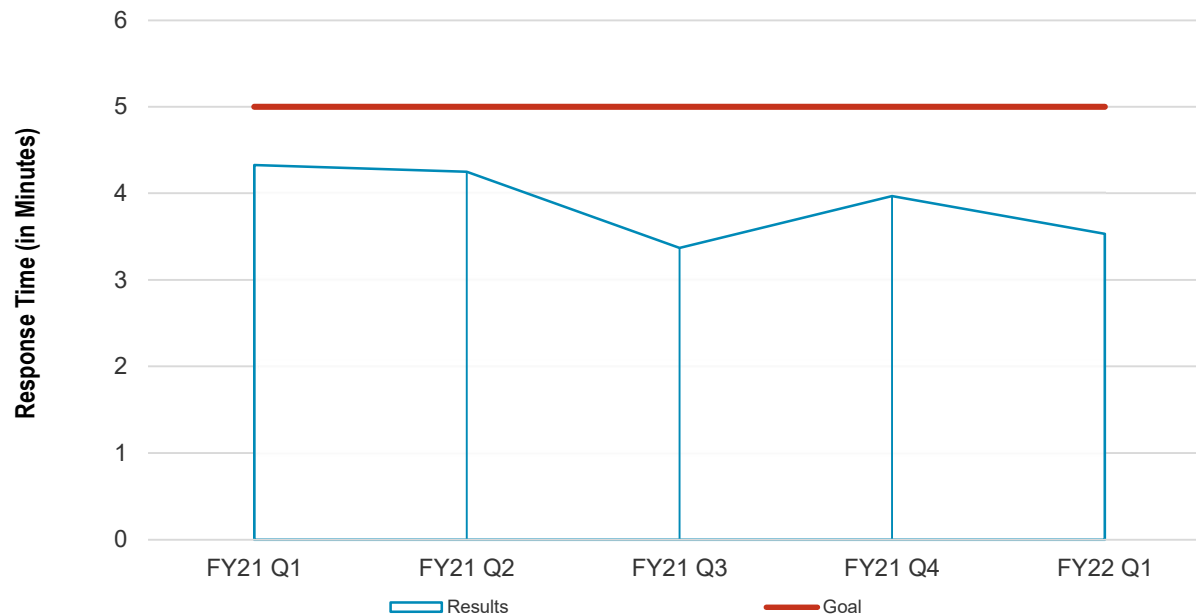


Goal:	2.25
Actual:	0.97
Met:	Yes

- 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

Average Emergency Response Time

Response Time (in Minutes)

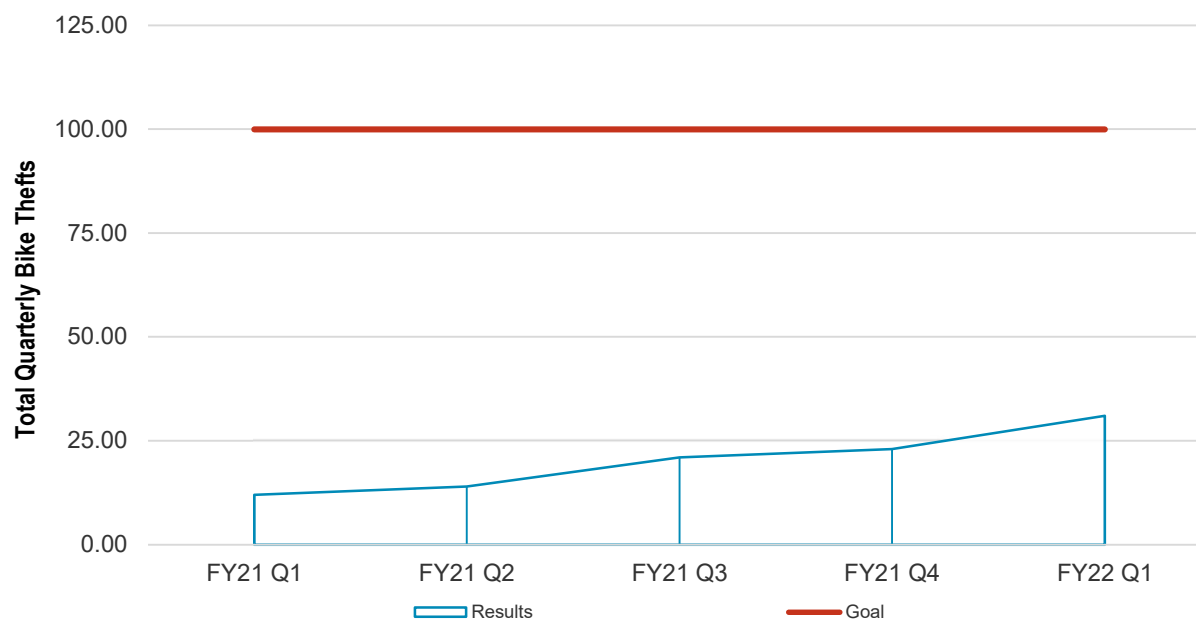


Goal:	5.00
Actual:	3.53
Met:	Yes

- 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



Goal:	100
Actual:	31
Met:	Yes

- 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.