



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

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Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 04/16/2021

Final Action: 05/26/2021

ded Action: Consider receiving a report on the development of new and additional Key Performance Indicators (KPI) for the Alameda and Contra-Costa County Sheriff's contracts.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att. 1 Q3 Public Safety
Performance

Enactment Number:

Hearing Date:

Effective Date:

History of Legislative File

Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
Board of Directors - Regular Meeting	05/26/2021	Received				Pass
Action Text:	MOTION: ORTIZ/WILLIAMS to receive a report on the development of new and additional Key Performance Indicators (KPI) for the Alameda and Contra-Costa County Sheriff's contracts. The motion carried by the following vote:					
Notes:	Protective Services Manager Kerry Jackson presented the staff report.					

Public Comment:

Katy Scott-Smith, PTA-EBDSA, thanked staff for providing an itemized report of services in each sheriff's contract, which allows the public to scrutinize the services in the contract. Scott-Smith asked if the Board could excise under-performing services and asked if ticket writing functions could be taken in-house.

John Lindsay-Poland, EBTRU, agreed with the previous speaker that the ticket writing function should be removed from the responsibility of each sheriff's department and made suggestions on other key performance indicators in support of racial justice. Lindsay-Poland noted that a public records request for the service contracts by the American Friends Service Committee has yet to be provided and asked the Board if it had a final signed copy available to be distributed.

John Minot, EBTRU, thanked the Board for its reporting but noted that the reporting still does not provide an adequate description of the Key Performance Indicators for each sheriffs' department. Minot suggested a full breakdown of service calls by

category, such as level of violence, slip and fall incidents, mental health-related calls, etc. Minot also asked if additional back-up reporting from operators can help improve reporting of service calls.

Joty Dhaliwal, PTA-EBDSA, noted that previous reported statistics of transit-related citations amounted to 40 percent of all citations. Dhaliwal pointed out that such a percentage does not merit the expense of budgeting ticket-writing services to the sheriffs' departments and such service should be removed from these contracts. Dhaliwal suggested other sources and resources to reduce this citation function from the sheriffs' departments.

Board Discussion:

Director Shaw referred to the percentage of AC Transit Related Activities category as presented in the report's attachment and asked why the number is 96% and not 100%. Mr. Jackson clarified that the number signifies the events when the Sheriff's deputies who are assigned to AC Transit respond to incidents that occur on their watch. Chief Operating Officer Salvador Llamas explained that there are occasions when the deputies are obligated to respond to incidents unrelated to AC Transit and added that it is a small number of events taking into consideration the entire service area.

Director Shaw commented that the Sheriff's office should reimburse AC Transit for such events, to which Mr. Llamas advised that he would find out how much time was spent on handling the unrelated incidents. He clarified that the number of unrelated activities doesn't imply that the deputies charge the District for time spent responding to those incidents.

Director Shaw commented on the Sheriff's Response Reduction category and asked for clarification on whether the number of responses reduced by half between January and March. Mr. Llamas explained that he would provide additional information for that specific category in future reports. To answer Director Shaw's question, Mr. Llamas provided an example for the month of January, noting that of eight slip-and-fall incidents; four of them requested Sheriff's service, which explains the 50% reduction in response. He added that the statistics were similar in the following month; however, in March, the requests were made for each of the nine incidents, which explains the null value in the chart. He further added that many minor incidents do not require peace officers but often escalate to an event and require Sheriff's intervention. To Director Shaw's question about whether the data can show the Tempo line KPI, staff responded that the data presented in the report included the Tempo line.

Director Shaw commented on the District's effort to partner with other agencies in deferring some issues to mental health organizations. Director Shaw asked if there is a way to track the number of events that were referred to mental health responders. Mr. Jackson advised that the data will be added to future reports.

Director Peebles commented that the mechanics of issuing citations is prescribed by

the law and believed it wouldn't change by the time the contract expires. Director Peeples further commented that AC Transit's incident response is primarily in the hands of Bus Operators and Road Supervisors who are not armed and are trained to handle bus incidents. Director Peeples added that the District spends approximately 10% of the Budget on safety, drastically less than other agencies and that operators have historically requested increased support from the Sherriff's Office.

Director Walsh thanked the staff for providing the report. Director Walsh commented on some of the metrics, such as the Number of Arrests presented in the attachment and wanted to know why the arrests were made. Director Walsh asked for more detailed information to understand the types of calls the Deputies are handling, if there is a way to reduce the need for calling the Sheriffs, and how do such metrics trend over time. To Director Walsh's question to see the requested Key Performance Indicators in the future, staff responded that the discussed data would be included in the Quarterly Operations Performance Report.

Director Beckles concurred with Director Walsh's comment and added that staff should have already compiled and monitored such metrics. Director Beckles wanted to know if there was a possibility to set benchmarks and require the Deputies to respond to incidents in a specific timeframe. Director Beckles asked that such a condition is considered in contract with the Contra Costa County Sheriff's Office. Director Beckles further commented about her concerns for the safety of the operators and spoke about the necessity to prevent violent incidents towards Bus Operators. Director Beckles added that an expensive contract with the Sheriff's Office gives a false feeling of safety because they fail to respond to incidents on time. In continuance, Director Beckles commented that crime proliferation would be solved by having more resources in the community.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,
Director Williams, Director Shaw, Director Peeples
