

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 12/14/2022

Staff Report No. 22-599

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager/Chief Executive Officer
SUBJECT: Quarterly Protective Services Report

BRIEFING ITEM

AGENDA PLANNING REQUEST:

RECOMMENDED ACTION(S):

Consider receiving the Quarterly Protective Services Report for AC Transit during the First Quarter of Fiscal Year 2022-23.

Staff Contact:
Salvador Llamas, Chief Operating Officer

STRATEGIC IMPORTANCE:

Goal - Safe and Secure Operations
Initiative - Service Quality

The Quarterly Protective Services Report provides Sheriff Office metrics that align with the following Strategic Plan Goals and Initiatives: Safe and Secure Operations, Convenient & Reliable Service, High Performing Workforce, and Service Quality.

BUDGETARY/FISCAL IMPACT:

There are no budgetary or fiscal impacts related to this report.

BACKGROUND/RATIONALE:

Law enforcement services are provided to the District by the Alameda and Contra Costa Sheriff's Office. Performance data was previously included in the Quarterly Operations Performance Report; however, moving forward Protective Services will provide its own stand-alone report on a quarterly basis to the Board. The Department is tracking various metrics to establish baselines and develop Key Performance Indicators (KPIs) which will support various Strategic Plan Goals and Initiatives. The Performance Matrix contained in this report will cover a performance period during the first quarter (Q1) of fiscal year 2022-23. Q1 performance is based on data from the Alameda County Sheriff's Office. Staff continues to work with the Contra-Costa County Sheriff's Office to incorporate their data securely through the District's Innovation and Technology (IT) Data Integration and Management Environment (DIME) process.

Data from Protective Service Partners

A secure file transfer tool has been developed and deployed during the first quarter of Fiscal Year 2022-23, in collaboration with Alameda County Sheriff Office and Contra Costa County Sheriff Offices stakeholders. This file transfer tool offers secure monthly data submission for recognized AC Transit external business partners. This interface enables automated data ingestion into AC Transit's Data Integration and Management Environment (DIME) platform, where the data model will be used for analytics and reporting.

AC Transit's team met with both Sheriff Offices this Fiscal Year to align and provide detail on the District's monthly reporting expectations. The Alameda County Sheriff's Office implemented a new Computer Aid Dispatch (CAD) system, and the Contra Costa County Sheriff's Office did their internal groundwork to streamline AC Transit's reporting process on their side. AC Transit's Operations Control Center has reviewed and aligned security incident data collection in AC Transit CAD/AVL so that such datasets can be used to correlate and validate the Sheriff Office's monthly submissions. The Data Model efforts are near the end of the line for Protective Services KPI automation process.

This collaborative development, design, and testing work, among various District departments, including Business Sciences, Protective Services, Innovation and Technology, and Transportation, will enable the District to publish performance metrics and Key Performance Indicators (KPIs) visualization in the next quarter. Information Technology (IT) staff has successfully been able to have Contra Costa County upload their data to a new secure cloud service, Mybiz, that will refine the data collection and validation process utilizing industry standards and best practices. Staff will include performance data from both counties on the Q2 Protective Services Report.

Quarterly Report on Select Topics

(Reference Attachment 1, Table #1: Quarterly Report on Selected Metrics)

Table 1 provides an overview of the various metrics monitored during the quarter to assess performance of the sheriff contracts and other District resources managed through the Operations Control Center (OCC). Following the table on Attachment 1 are performance charts that illustrate specific performance metrics for a 12-month review period.

Sheriff Activity Attributed to AC Transit as Percentage

(Reference Attachment 1, Chart #1: Sheriff Activity Attributed to AC Transit as Percentage)

The AC Transit-related activity percentage has a 95% target setting goal. In July of Q1 the rate was (96.8%), August (96.2%), and September (95.1%), with an average of 96.0% for the quarter.

The goal is to have a higher percentage of time dedicated to AC Transit related activities, 95% more meets or exceeds the goal. Sheriff activity is related to all calls for service that involve District assets, personnel, property, and patrons in our service area. It also involves responding to calls for service from bus operators, and the public through Emergency Services Dispatch via the District's Operations Control Center (OCC). There are certain situations that require our contracted law enforcement services to respond when they view criminal activity or are hailed by a citizen for help, even though it may not be related to the District.

Sheriff Dispatch Responses with Average Arrival Time from OCC Call

(Reference Attachment 1, Chart #2: Sheriff Dispatch Responses with Average Arrival Time from OCC Call)

The average response time for all calls was five minutes and fifty-seven seconds (5:57); Response times greater than 5 minutes averaged twenty-two minutes and thirty-eight seconds (22:38).

Response times vary depending on certain circumstances. For example, the time of day, traffic conditions and distance are all variables that contribute to law enforcement response. The average response time for most metropolitan law enforcement agencies averages between 8 to 15 minutes. When deputy sheriffs experience a delay with responding to a call for various reasons, they often communicate that to the local jurisdiction to handle the call until they arrive. Our contracted law enforcement service continues to strive to respond to calls for service as quickly and expeditiously as possible.

Sheriff's Average Response Time from Call with 5 Minutes Threshold Shown as Percent

(Reference Attachment 1, Chart #3: Sheriff's Average Response Time from Call with 5 Minutes Threshold Shown as Percent)

Most responses (74%) were under the five-minute threshold, while 26.0% of responses were over 5 minutes.

Passenger Falls with Sheriff On-Scene Count and Percentage Shown

(Reference Attachment 1, Chart #4: Passenger Falls with Sheriff On-Scene Count and Percentage Shown)

The average deputy response to slips, trips, and falls was 100.0% during the quarter. Deputy sheriffs also made a total of three (3) mental health referrals in lieu of arrest during Q1.

Protective Services is working with Road Supervision to have transportation supervisors respond to calls for minor slips, trips, and falls to free up deputy sheriffs to respond to more serious calls that require a law enforcement presence. However, during this quarter deputies were called to respond 100% of the time. There are instances when an operator requests sheriff support due to the person showing aggression towards the operator or passengers. We will continue to work together with transportation supervision to refine this process where supervisors are responding to these types of calls.

Assaults/Altercations Per 100,000 Revenue Miles Involving AC Transit Operators & Personnel

(Reference Attachment 1, #5: Assaults/Altercations Per 100,000 Revenue Miles Involving AC Transit Operators & Personnel)

Incident totals on altercations were a total of 56, (41 that involved passengers and other employees (i.e. road supervisor, maintenance employee etc.), and 15 that only involved operators. The average altercations per 100,000 revenue miles were 0.15 in July, 0.71 in August, and 0.22 in September for an average in Q1 of 1.08.

The District's contracted law enforcement service continues to make this a high call priority to help reduce the number of assaults on operators. Protective Services, in conjunction with the District's Senior Analyst, uses Heat Map data to determine where to best deploy sheriff's office personnel to address this issue. Further, staff implemented a Fire and Life Safety Committee that meets monthly to review safety and security related instances on District properties, assets, and on service routes. Representatives from first responders, local police departments, and AC Transit contracted sheriff's office will be invited to review performance statics,

analyze incidents, develop initiatives, and campaigns, and share resources to improve performance. We will continue to track these metrics to identify trends in this area.

ADVANTAGES/DISADVANTAGES:

This report does not recommend a course of action with notable advantages or disadvantages.

ALTERNATIVES ANALYSIS:

This report does not recommend an alternative analysis.

PRIOR RELEVANT BOARD ACTION/POLICIES:

There are no prior relevant Board actions/policies.

ATTACHMENTS:

1. FY2022-23, Q1 Protective Services Report Table & Charts

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