



The Public Safety Performance (PSP) indicators are new District Key Performance Indicators (KPI) to monitor contracts with the Alameda and Contra-Costa County Sheriff's Departments. The Q3 performance is based on contract data from Alameda County. The Contra-Costa data will be incorporated once the data is automated through the District's data integration and management process. The percentage of AC Transit related activity has a 95% target setting goal. For the Q3 report period, each month met or exceeded the goal and will be measured against prior quarters moving forward.

For this review period, average response time data was not presented in the performance chart. Staff is working with the Alameda and Contra-Costa County Sheriff's Departments to source the data and ensure it can be formatted for integration with established KPI report development processes. Staff expects to have the average response time performance statistics on the next quarterly report.

#### Public Safety Performance (FY21 Q3)

Category	Jan-2021	Feb-2021	Mar-2021
AC Transit Related Activities	95%	97%	96%
Calls Taken	581	570	510
Reports Written	175	144	142
<b>Incident Totals on Selected Metrics</b>			
Altercations (Operator/Passenger)	5	6	5
Arrests (Misdemeanor/Felony)	60	37	15
Citations (Bus Zone/Traffic)	505	308	409
Bus Activity (Boarded/Rode/Shadowed)	2,062	1,671	1,727
Sheriff Response Reduction	50%	38%	0%