

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 4/10/2024

Staff Report No. 24-211a

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

ACTION ITEM

AGENDA PLANNING REQUEST:

RECOMMENDED ACTION(S):

Consider receiving the FY 2023-24 Second Quarter Protective Services Report.

Staff Contact:
Marla Lee Blagg, Director of Safety and Security

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:

The District's law enforcement services are provided by the Alameda and Contra Costa County Sheriff Offices. The Security Department is tracking metrics and Key Performance Indicators (KPIs) that supports the district's Strategic Goals and Initiatives. This report covers performance data from both County Sheriff's offices for the second quarter (Q2) of fiscal year 2023-24 (FY24). Each agency securely uploads its data through the District's Data Integration and Management Environment (DIME) process.

Quarterly Report on Select Topics

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

Provides a general overview or summary of various performance metrics during the quarter.

BRT Citation Metrics

(Reference Attachment 1, Table #2 BRT Citation Metrics)

A total of 1,159 traffic and bus zone citations were issued across the District during the Quarter. This table breaks out of the eighty-eight (88) citations issued on the BRT 1T route.

Table 3 National Transit Database Reportable Events

(Reference Attachment 1, Table #3: NTD Reported Events)

A reportable event is a safety or security event occurring on transit right of way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle.

The Major Event Threshold meets one or more of the following:

- A fatality (including suicide) within 30 days.
- A significant injury requiring immediate medical attention away from the scene.
- Estimated property damage equal or exceeding to \$25,000.
- Collisions involving transit vehicles that require towing.

During Q2 of FY2024 a total of 2 Major Events were reported: October (0), November (1) and December (1).

Sheriff Activity Attributed to AC Transit as Percentage

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

The Blue Line denotes the average activity attributed on the AC Transit system. The goal is 95%. During Q2 the rate averaged 94.6% for both agencies. The activity rate for October (94.3%), November (94.7%) and December (94.9%).

The goal is to have increased presence on the system responding to calls. However, there are certain situations that require to respond through mutual aid, when they view criminal activity or are hailed by a citizen for help.

Sheriff Dispatch Responses with Average Arrival Time from OCC Call

(Reference Attachment 1, Chart #2: Average Response Times of OCC Call to Sheriff to Arrival)

A 5-minute goal has been established as a benchmark for average response time.

The average response times, in minutes and seconds, during Q2 were October (5:15), November (5:05) and December (8:04). ACSO and CCCSO completed 1,554 dispatches with an overall average response time of five minutes and fifty-five seconds (5:55).

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 among metropolitan law enforcement agencies range 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 manage the call until they arrive. Our contracted law enforcement service continues to strive towards increased response times to calls for service as quickly and expeditiously as possible.

Sheriff's Average Response Time Shown as Percent

(Reference Attachment 1, Chart #3: Percent of Sheriff's Average Response Times Below 5 Minutes Threshold)

Approximately 72% of ACSO and CCCSO response times met or exceeded the goal; 28% were exceeded the goal.

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)

During Q2, ACSO and CCCSO deputies responded to 7 of 29 or 24% of the dispatch requests pertaining to Passenger Slips, Trips & Falls.

October was 5 of 14, November was 1 of 11 and December was 1 of 4.

Safety and Security 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.

Deputy Sheriffs continue to provide outreach and support to our riders, with two (2) mental health referrals.

Operator Assaults Per 100,000 Revenue Miles

(Reference Attachment 1, #5: Operator Assaults Per 100,000 Revenue Miles)

During Q2 a total of 42 Safety Incidents or Assaults were reported by the following categories:

Operator Only (18), Other Transit Personnel (5) and Passengers Only (19).

Alameda County (ACSO) was the only agency to experience Operator Safety Incidents; Contra Costa (CCSO) reported 0 such incidents.

Total Revenue Miles operated during the quarter was 4,122,250 resulting in an Operator Assault Rate of 0.44 per 100,000 Revenue Miles with the following rates by month: October (0.27), November (0.55) and December (0.51).

The District's contracted law enforcement service providers continue to make this a high call priority to help reduce the number of assaults on operators. Safety and Security, in conjunction with the District's Senior Analyst, may use an Incident Map data to determine where to best deploy sheriff's office personnel to address this issue.

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. FY2024Q1 - Reporting Table and Selected Metrics for Protective Services
2. Protective Services Metrics with Descriptions

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