

# Reporting Table and Selected Metrics for Protective Services

Table #1: Quarterly Report on Selected Metrics

Protective Services Report				
Category	2023-10	2023-11	2023-12	Q Reporting
AC Transit Related Activities	94.3%	94.7%	94.9%	94.6%
Non-AC Transit Related Activities	5.7%	5.3%	5.1%	5.4%
Calls Taken	746	642	509	1,897
Reports Written	145	123	119	387
Incident Report Ratio (Reports/Calls)	19.4%	19.2%	23.4%	20.4%
<i>Response Time Performance</i>				
Responses Counted (Calls with Arrivals)	641	514	399	1,554
Average Response Time ( <i>OCC Call to Sheriff to Arrival</i> )	0:05:15	0:05:05	0:08:04	0:05:55
Response Times Percentage =,< 5 Minutes	75.2%	72.2%	65.7%	71.8%
Response Times Percentage > 5 Minutes	24.8%	27.8%	34.3%	28.3%
Average Response Time > 5 Minutes	0:20:50	0:17:57	0:22:59	0:20:34
<i>Incident Totals On Selected Metrics</i>				
Assaults (Passengers Only)	7	8	4	19
Assaults (AC Transit Employees; excl. Operators)	1	0	4	5
Assaults (AC Transit Operators Only)	4	7	7	18
Revenue Service Miles	1,469,982	1,270,068	1,382,200	4,122,250
Assaults Per 100k Miles (ACT Operator)	0.27	0.55	0.51	0.44
Arrests (Misdemeanor/Felony)	8	13	8	29
Sheriff Mental Health Referrals	1	1	0	2
Citations (Traffic)	217	114	98	429
Citations (Bus Zone)	301	241	188	730
Bus Activity (Shadowed)	1,788	1,736	1,409	4,933
Bus Activity (Boarded)	1,575	1,411	1,098	4,084
Bus Activity (Rode)	317	162	67	546
Passenger Falls Total (OCC)	14	11	4	29
Sheriff Responses to Passenger Falls (OCC)	5	1	1	7
Sheriff Responses to Passenger Falls as Percentage %	35.7%	9.1%	25.0%	24.1%

Table #2: BRT Citation Metrics

BRT Citation Metrics:	October	November	December	Total
<b>Forward Facing Camera Citations</b>	0	1	0	1
<b>Platform/Bus Stop Citations</b>	15	14	6	35
<b>VC 21655.1(a) (Driving in a Bus Only Lane)</b>	24	22	6	52
<b>Monthly Total</b>	39	37	12	88

Table #3: NTD Major Reported Events

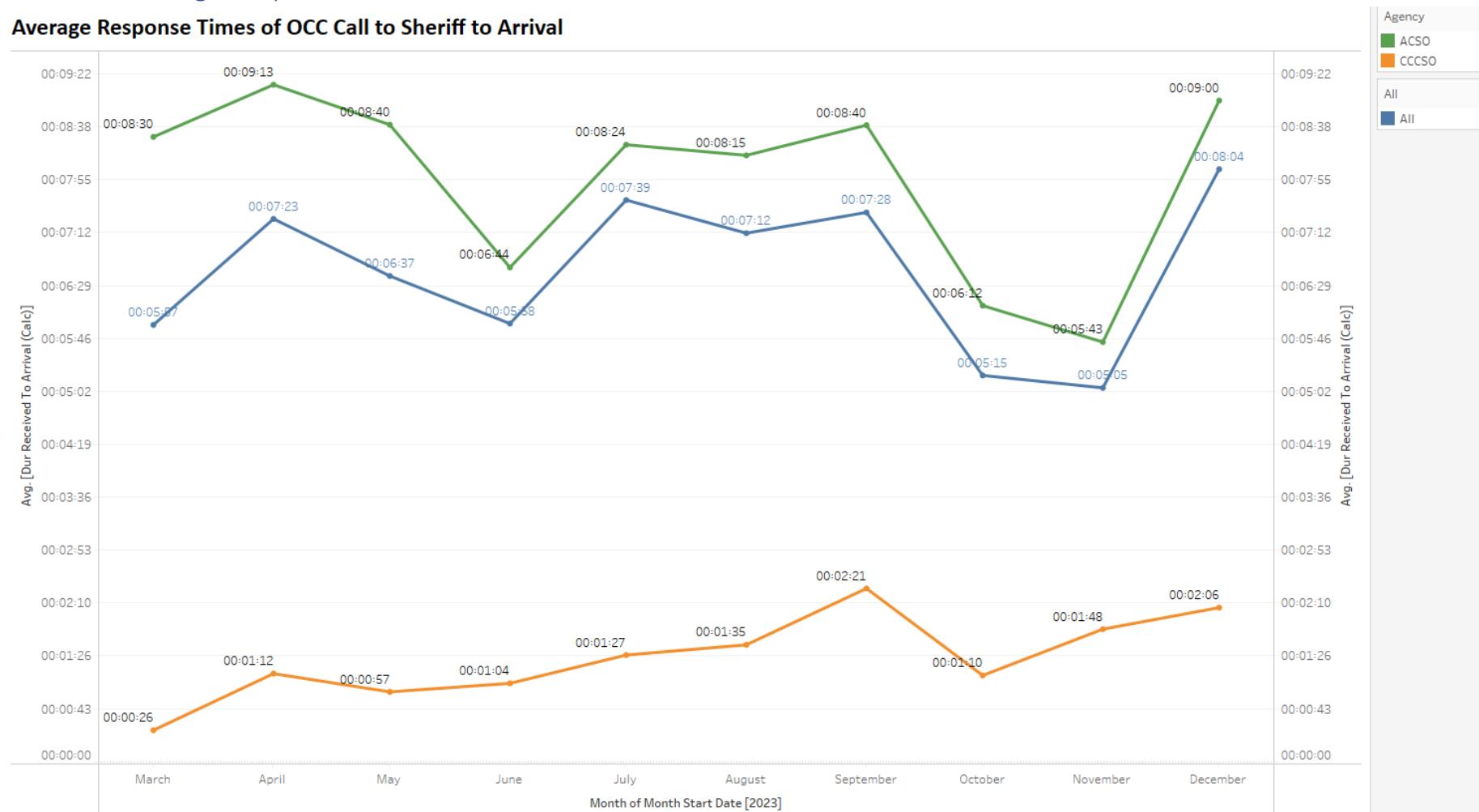
NTD Reported Events	October	November	December	Total
<b>Major</b>	0	1	1	2

## Chart #1: Sheriff Activity Attributed to AC Transit as Percentage

Sheriff Activity Attributed to AC Transit as Percentage



Chart #2: Average Response Times of OCC Call to Sheriff to Arrival

**Average Response Times of OCC Call to Sheriff to Arrival**

## Chart #3: Percent of Sheriff's Average Response Below 5 Minutes Threshold

Percent of Sheriff's Average Response Times Below 5 Minutes Threshold Percent of Sheriff's by Agency

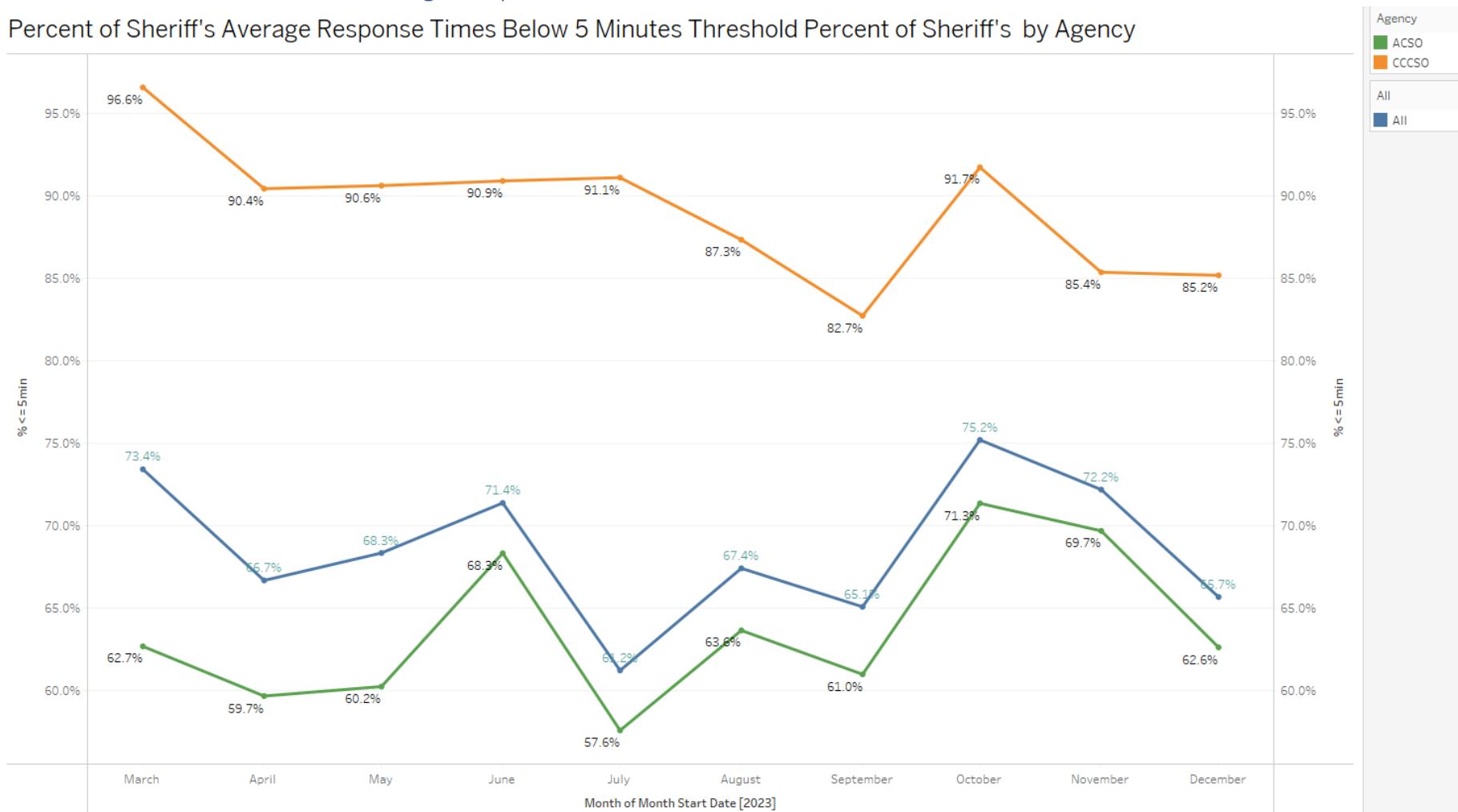


Chart #4: Passenger Falls with Sheriff On-Scene Count and Percentage Shown

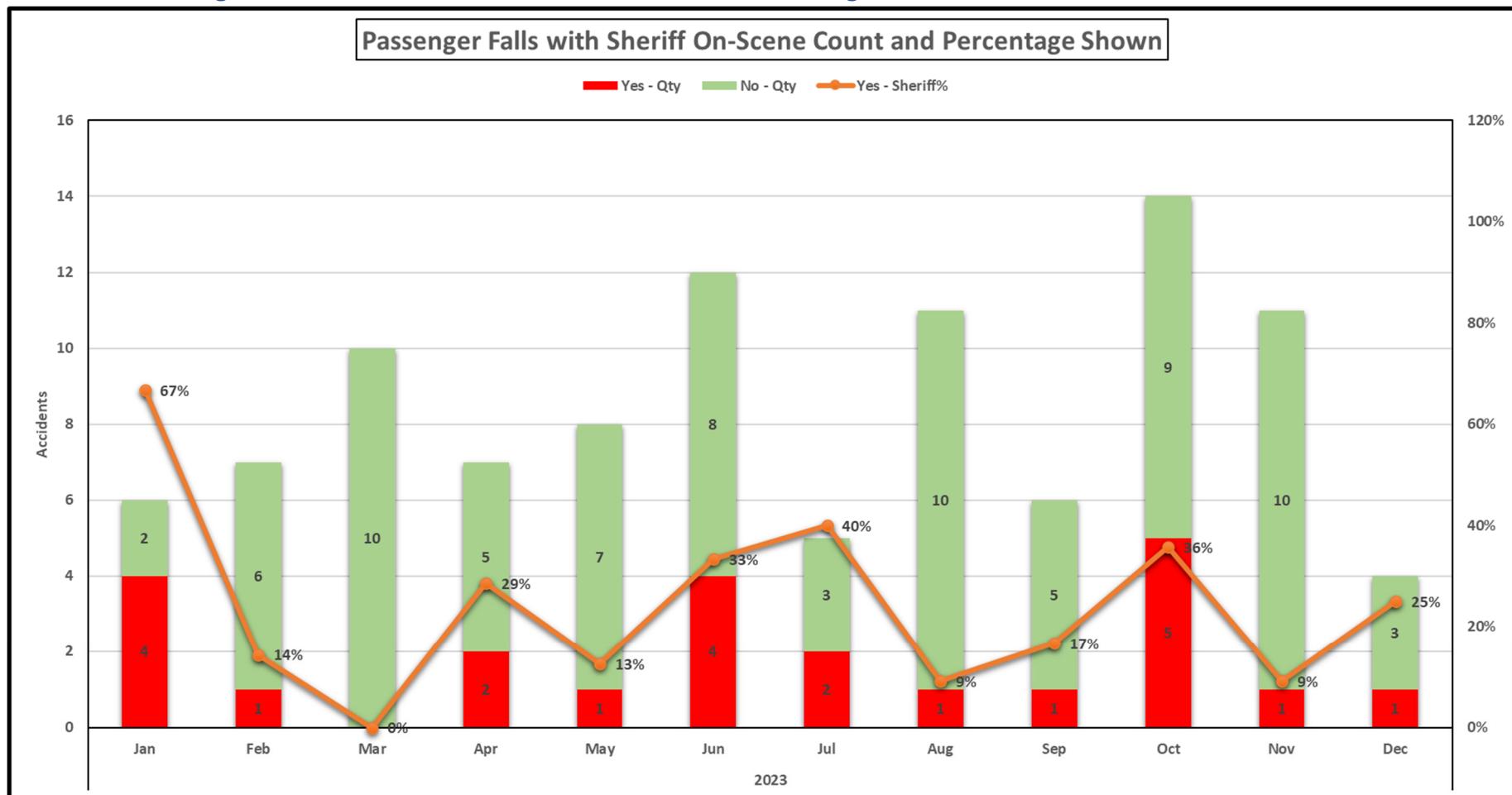


Chart #5: Operator Assaults Per 100,000 Revenue Miles

