

Key Performance Indicators for Operations

Chart 1: On-Time Performance

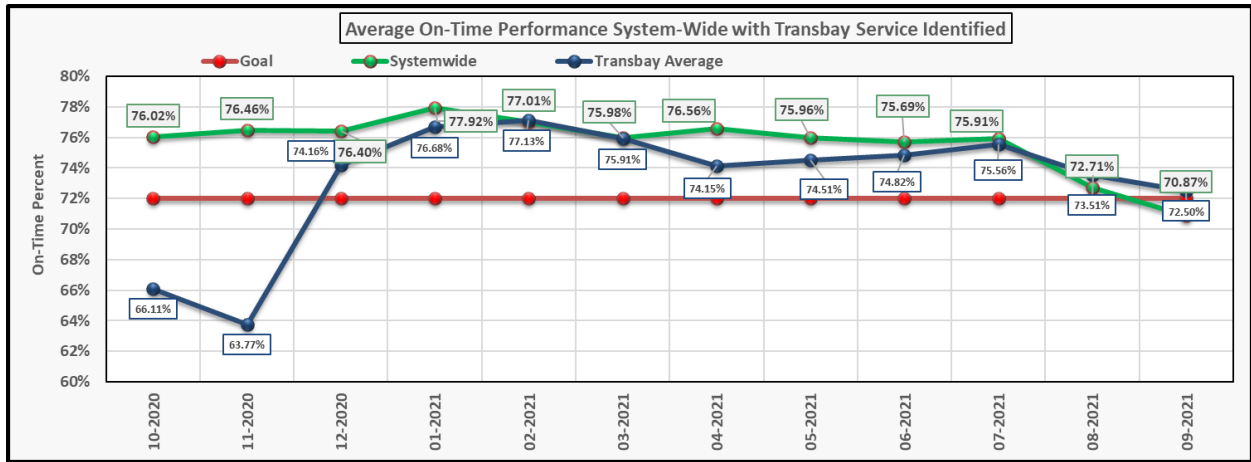


Chart 2: Ridership

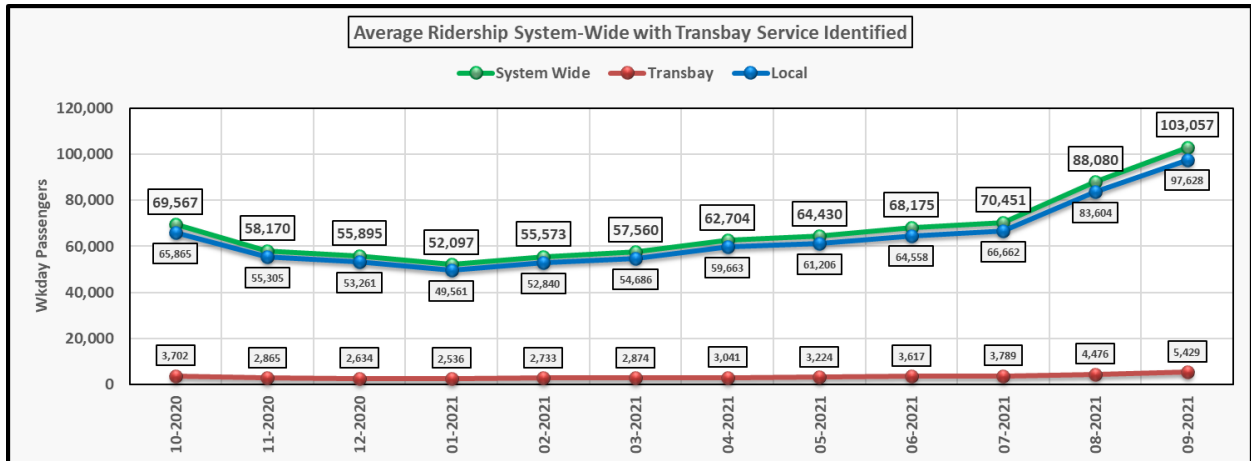


Chart 3: Service Operated

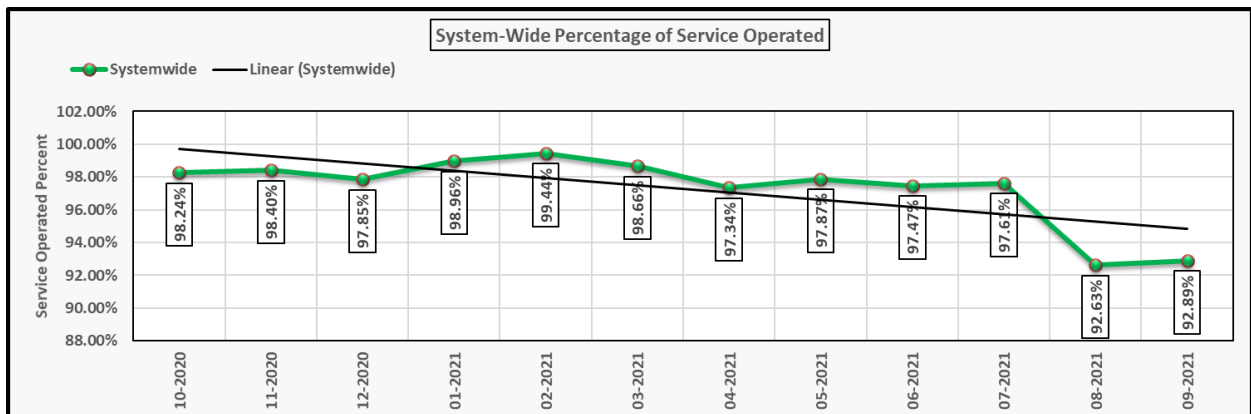


Chart 4: Log-On Rate

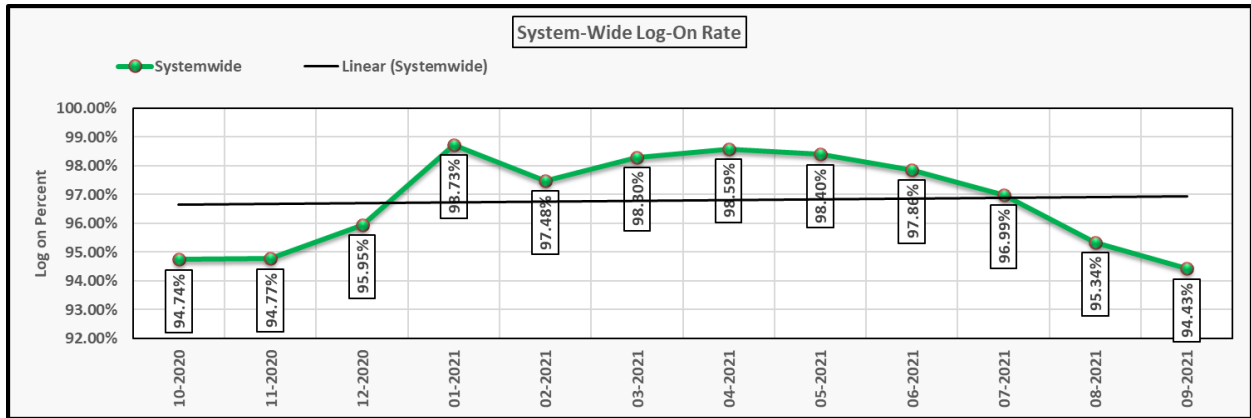


Chart 5: Scheduled Operator Unavailability

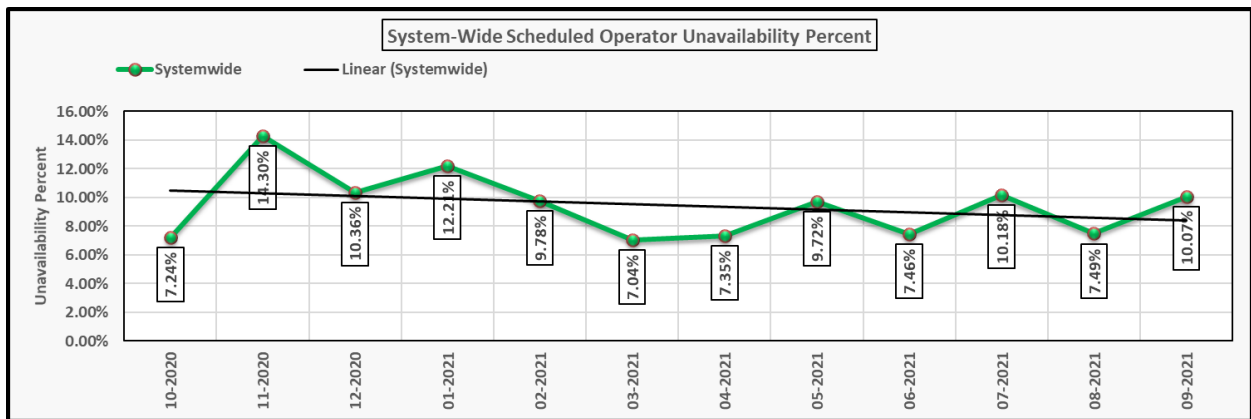


Chart 6: Unscheduled Operator Unavailability

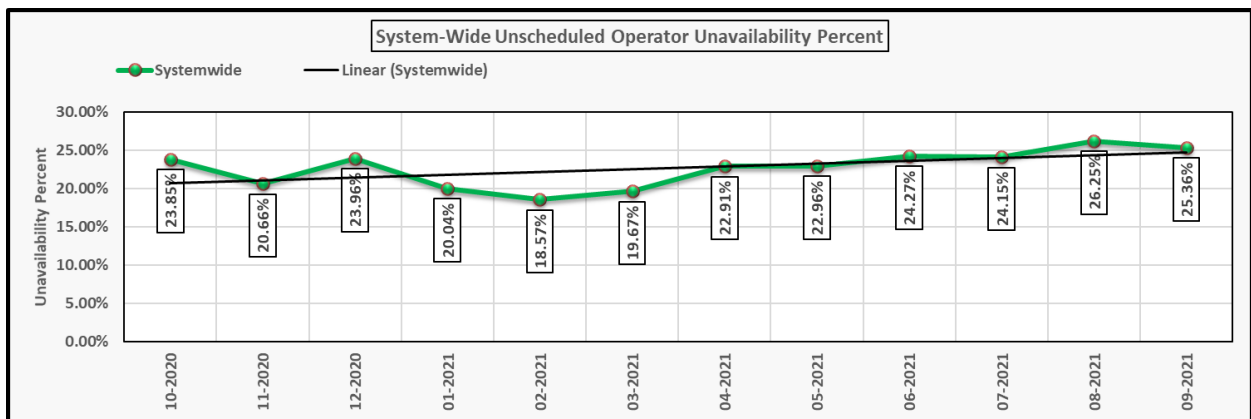


Chart 7: Passenger Falls

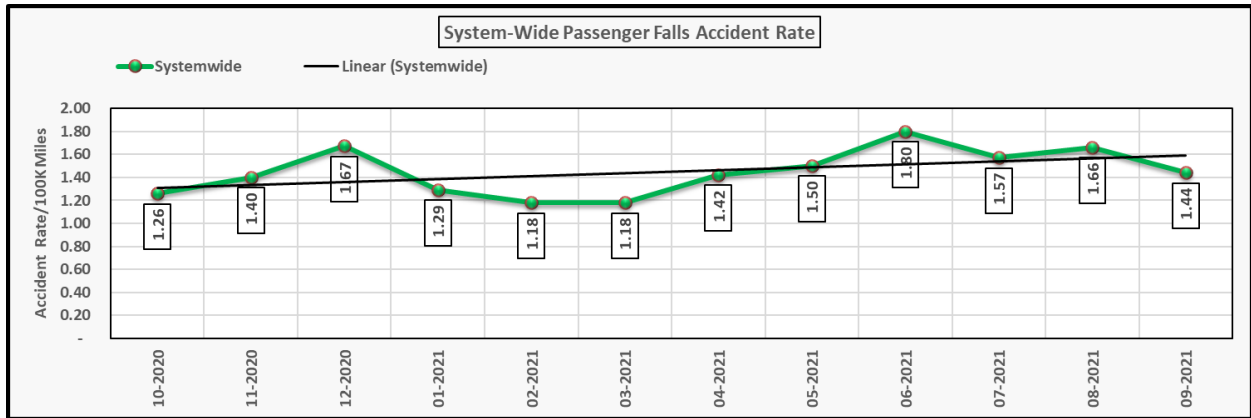


Chart 8: Vehicle Accidents

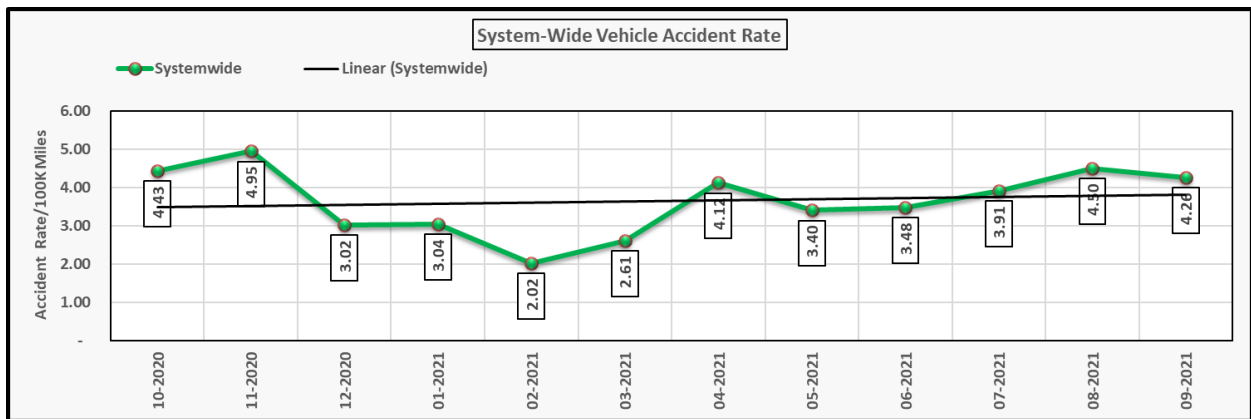


Chart 9: Miles Between Chargeable Road Calls

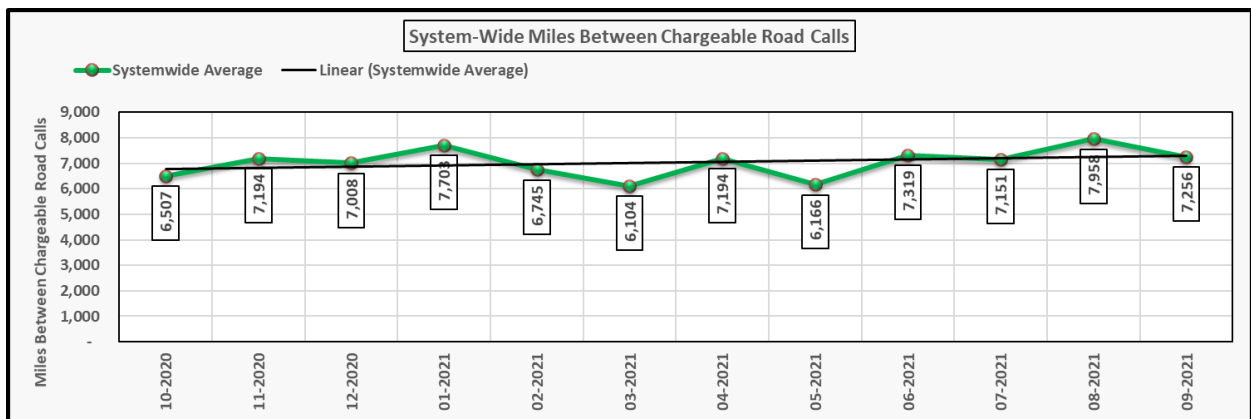


Chart 10: Bus Cleanliness Inspection – Overall Rating

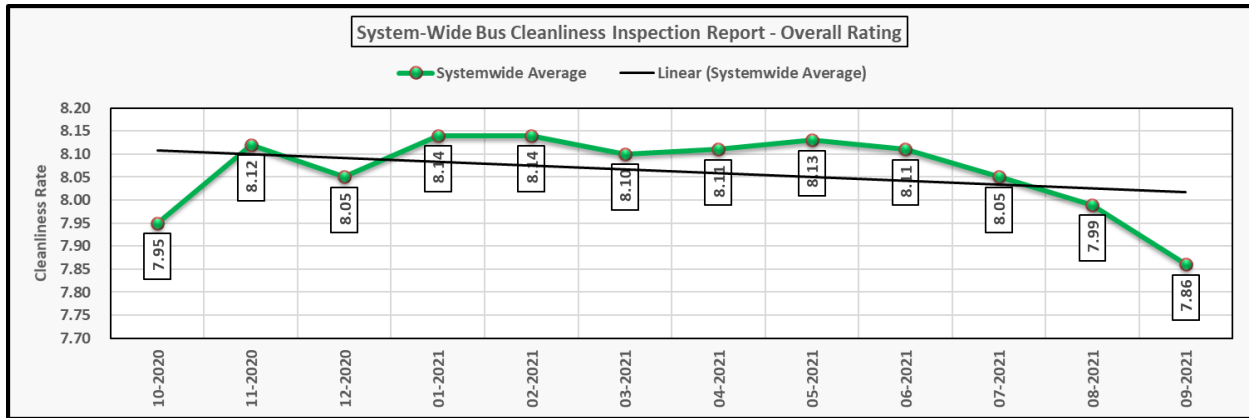


Table 1: Protective Services Report

Protective Services Report				
Category	2021-Jul	2021-Aug	2021-Sep	Q Reporting
AC Transit Related Activities	98.3%	98.2%	98.5%	98.4%
Non-AC Transit Related Activities	1.7%	1.8%	1.5%	1.6%
Calls Taken	489	508	474	1,471
Reports Written	124	152	124	400
Incident Report Ratio (Reports/Calls)	25.4%	29.9%	26.2%	27.1%
<i>Response Time Performance</i>				
Average Response Time (All Dispatching Events)	0:04:13	0:05:10	0:04:22	0:04:35
Response Times Percentage < 5 Minutes	71.8%	69.6%	74.3%	71.9%
Response Times Percentage > 5 Minutes	28.2%	30.4%	25.7%	28.1%
Average Response Time > 5 Minutes	0:14:20	0:16:26	0:16:36	0:15:47
<i>Incident Totals On Selected Metrics</i>				
Altercations (ACT Operator/Employee & Passenger)	14	5	8	27
Arrests (Misdemeanor/Felony)	19	19	23	61
Sheriff Mental Health Referrals	3	2	2	7
Citations (Bus Zone/Traffic/Fare)	316	335	293	944
Bus Activity (Shadowed/Boarded/Rode)	1,795	1,867	1,873	5,535
Passenger Falls Total	12	2	8	22
Sheriff Responses to Passenger Falls	6	2	4	12
Sheriff Responses to Passenger Falls as Percentage %	50.0%	100.0%	50.0%	54.5%