

# Reporting Table and Selected Metrics for Protective Services

Table #1: Quarterly Report on Selected Metrics

Protective Services Report				
Category	2023-07	2023-08	2023-09	Q Reporting
AC Transit Related Activities	95.1%	95.0%	94.9%	95.0%
Non-AC Transit Related Activities	4.9%	5.0%	5.1%	5.0%
Calls Taken	573	691	687	1,951
Reports Written	127	176	130	433
Incident Report Ratio (Reports/Calls)	22.2%	25.5%	18.9%	22.2%
<i>Response Time Performance</i>				
Responses Counted (Calls with Arrivals)	415	497	584	1,496
Average Response Time (OCC Call to Sheriff to Arrival)	0:07:36	0:07:12	0:07:28	0:07:25
Response Times Percentage =,< 5 Minutes	61.2%	67.4%	65.1%	64.8%
Response Times Percentage > 5 Minutes	38.8%	32.6%	34.9%	35.2%
Average Response Time > 5 Minutes	0:19:23	0:21:48	0:21:20	0:20:45
<i>Incident Totals On Selected Metrics</i>				
Assaults (Passengers Only)	4	11	6	21
Assaults (AC Transit Employees; excl. Operators)	0	0	1	1
Assaults (AC Transit Operators Only)	5	6	4	15
Revenue Service Miles	1,445,603	1,461,271	1,402,057	4,308,931
Assaults Per 100k Miles (ACT Operator)	0.35	0.41	0.29	0.35
Arrests (Misdemeanor/Felony)	4	14	7	25
Arrests (Fare Evasion)	0	0	0	0
Sheriff Mental Health Referrals	2	4	1	7
Citations (Traffic)	121	101	156	378
Citations (Bus Zone)	149	218	241	608
Citations (Bus Fare/Fare Evasion)	0	0	0	0
Bus Activity (Shadowed)	1,610	1,729	1,782	5,121
Bus Activity (Boarded)	1,138	1,467	1,194	3,799
Passenger Falls Total (OCC)	5	11	6	22
Sheriff Responses to Passenger Falls (OCC)	2	1	1	4
Sheriff Responses to Passenger Falls as Percentage %	40.0%	9.1%	16.7%	18.2%

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

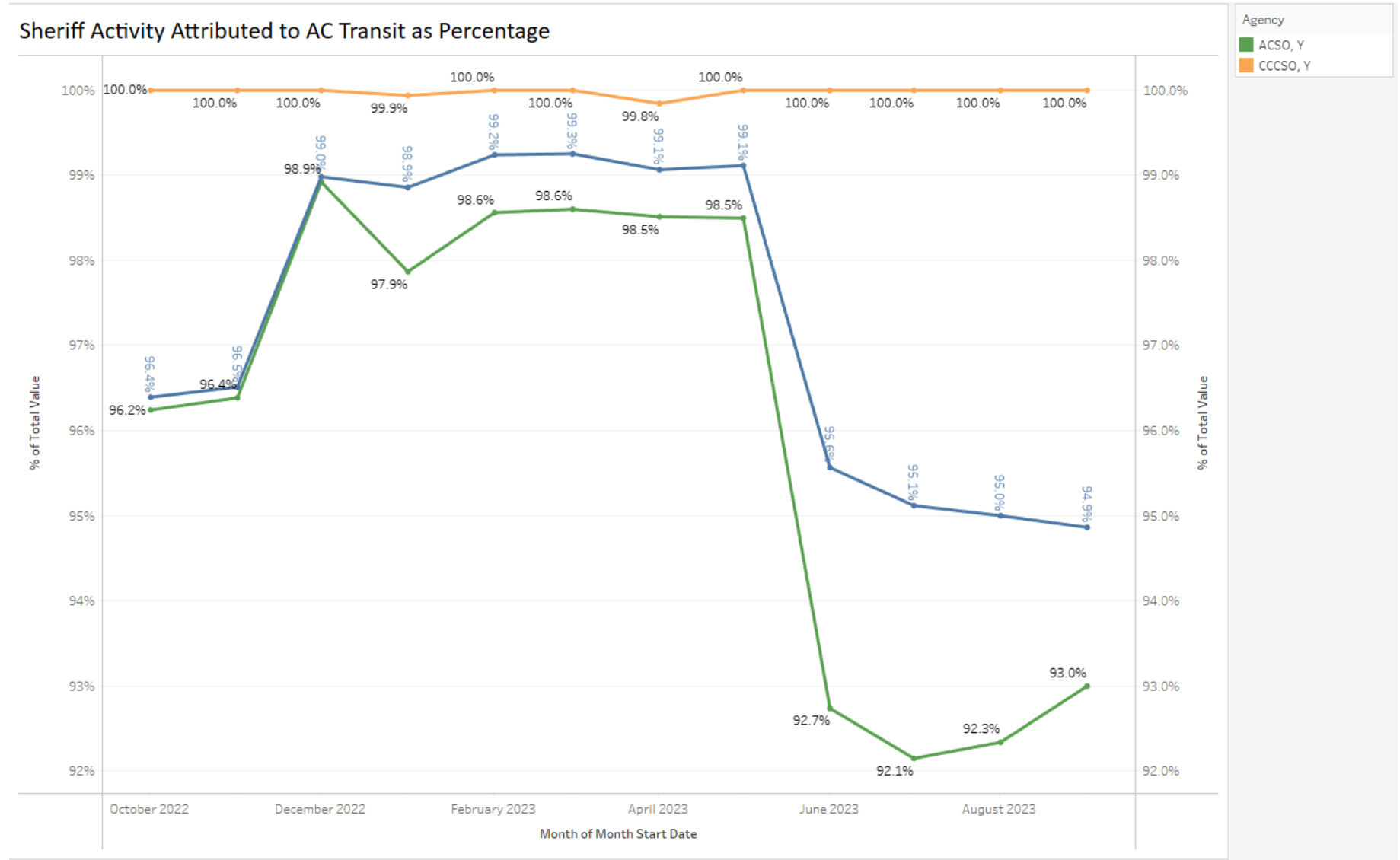


Chart #2: Average Response Times of OCC Call to Sheriff to Arrival

Average Response Times of OCC Call to Sheriff to Arrival

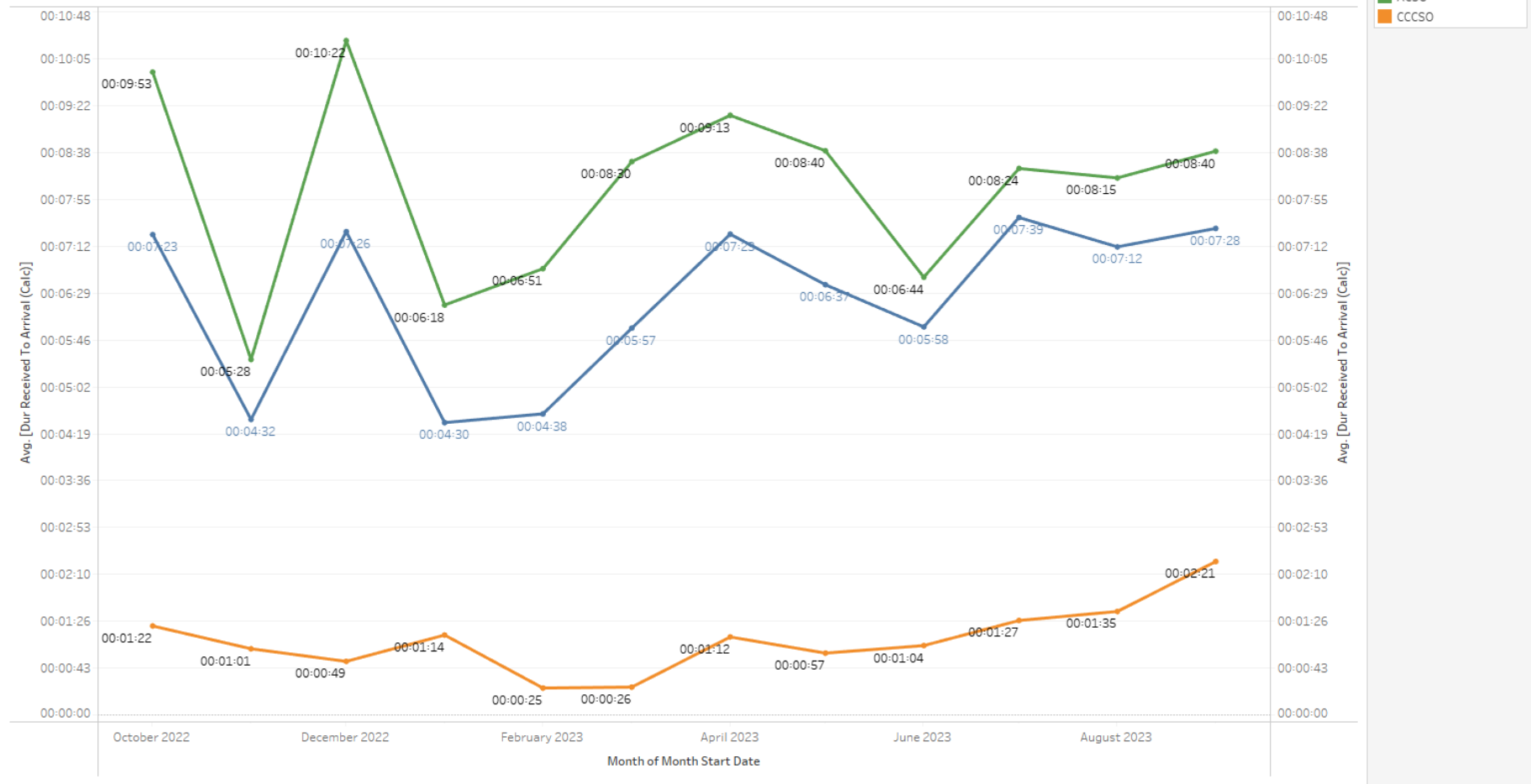


Chart #3: Percent of Sheriff's Average Response Below 5 Minutes Threshold

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

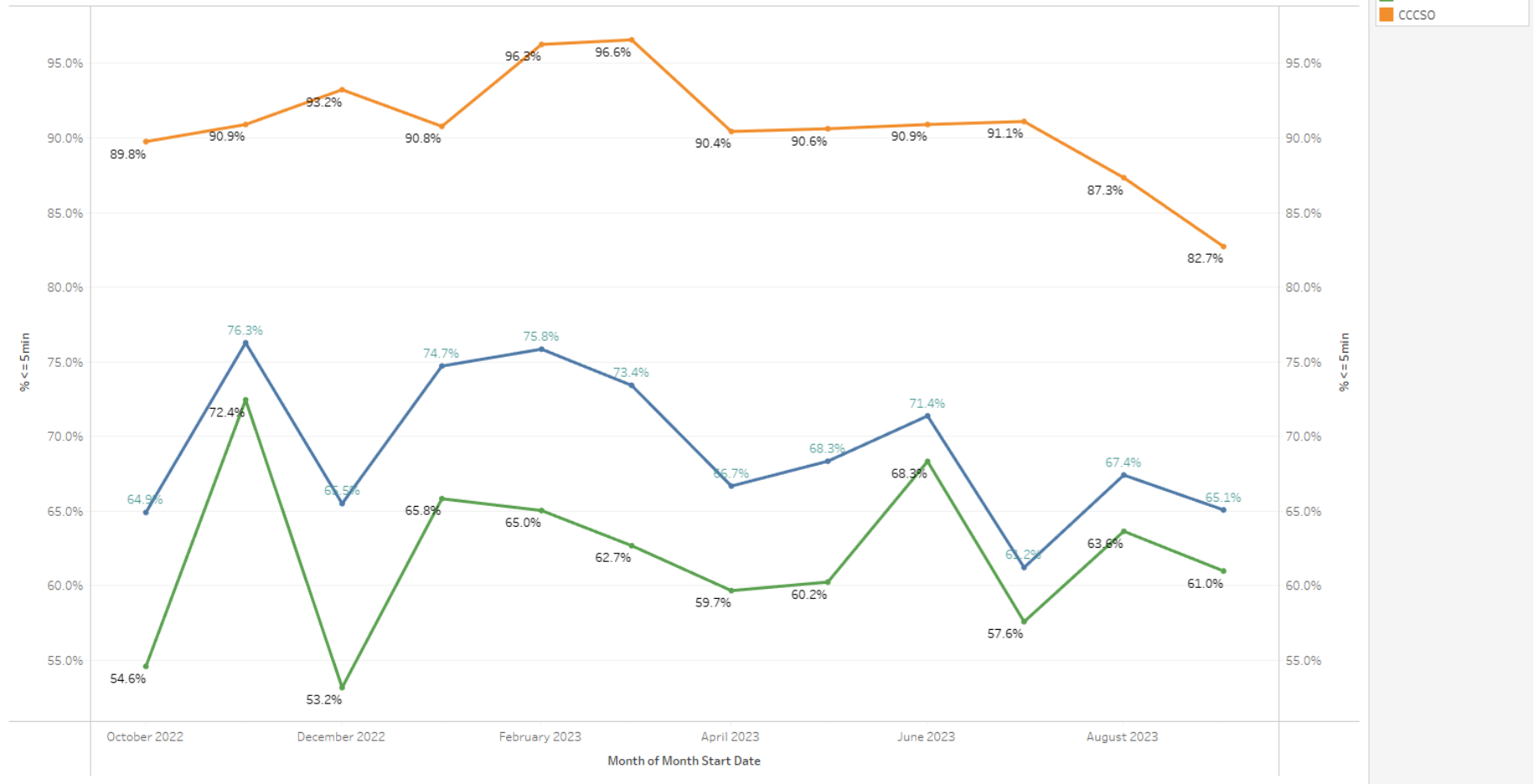


Chart #4: Passenger Falls with Sheriff On-Scene Count and Percentage Shown

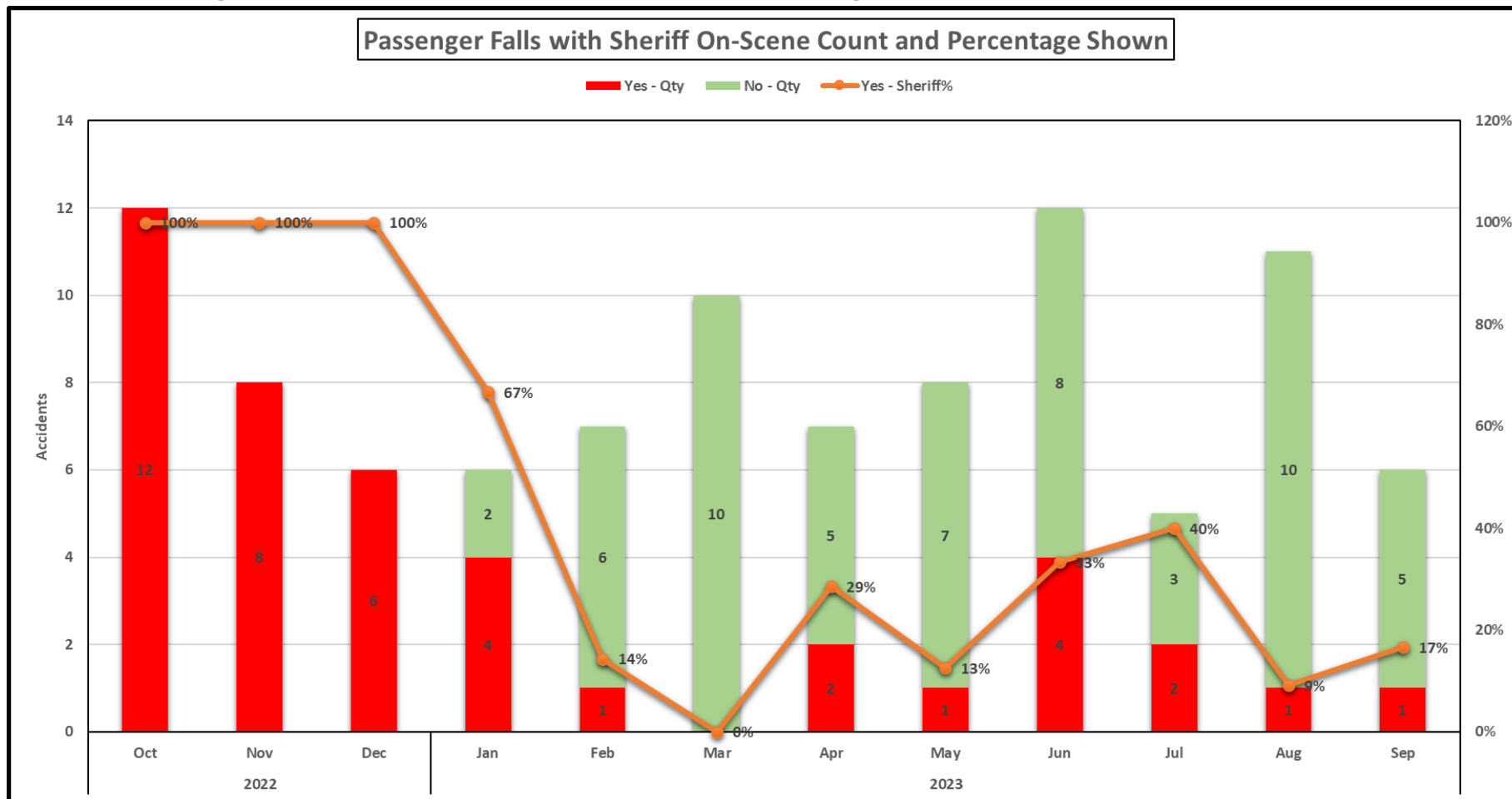


Chart #5: Operator Assaults Per 100,000 Revenue Miles

Altercations per 100k Miles

