

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 5/14/2025

Staff Report No. 25-297

TO: AC Transit Board of Directors
FROM: Kathleen Kelly, Interim General Manager/Chief Executive Officer
SUBJECT: Quarterly Protective Services Report

BRIEFING ITEM

AGENDA PLANNING REQUEST: ☐

RECOMMENDED ACTION(S):

Consider receiving the FY 2024-25 Third Quarter Protective Services Report.

Staff Contact:
Marla Blagg, Chief Safety & Security Officer

STRATEGIC IMPORTANCE:

Goal - Safe and Secure Operations
Initiative - Service Quality

The Quarterly Protective Services Report provides Sheriff's Office metrics that align with the following Strategic Plan Goals and Initiatives: Safe and Secure Operations, Convenient and reliable Service, a 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's Offices. The Security Department is tracking new metrics and Key Performance Indicators (KPIs) that better support the District's Strategic Goals and Initiatives and more accurately align with the FTA's Public Transportation Agency Safety Plan (PTASP) regulations. This report covers performance data from both County Sheriff's offices for the third quarter (Q3) of fiscal year 2024-25 (FY25).

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.

Response times under 5:00 minutes decreased in the third quarter, but the average response time remained

consistent with prior quarters. There were no other noteworthy changes in the third quarter.

National Incident-Based Reporting System (NIBRS) Reporting

(Reference Attachment 1, Table #2: National Incident-Based Reporting System (NIBRS) Reporting)

The National Incident-Based Reporting System (NIBRS) is a system used by police to report detailed information about crimes. Unlike older systems that recorded only the main offense, NIBRS includes data on all crimes, victims, and offenders involved in an incident. This means it provides a fuller picture of crime trends, helping agencies understand and respond more effectively to what's happening in their communities.

Overall crimes reported remained consistent with the previous quarter's data. There were observed increases in Simply Assault and Destruction/Vandalism, with decreases in Stolen Property and Society Crimes.

BRT Citation Metrics (Line 1T)

(Reference Attachment 1, Table #3 BRT Citation Metrics)

During Q3 of FY2025 a total of 876 citations were issued across the District with 102 of the citations issued on the BRT Line 1T route during that same period.

This represents approximately 11.6% of all citations.

Hayden AI Citation Metrics: Bus Lane/Bus Stop

(Reference Attachment 1, Table #4 BRT Citation Metrics)

During Q3 of FY2025 a total of 36,437 events were approved for review, and 23,375 citations were submitted to Duncan Solutions for processing and collection. This is an increase of 22.5 percent over last quarter.

21.2% of Citations were due to Bus Lane violations, and 78.8% of citations were due to Bus Stop violations.

AC Transit has been working with Duncan Solutions to address enhancement identified in the previous 2nd Quarter Protective Services report. The following enhancements are being processed and have an estimated completion date of July 1, 2025.

1. Adjustment of citation language to reduce confusion for the recipients.
2. Recipients will be able to contest all citations online.
3. The length of time to contest will be extended.

National Transit Database Reportable Events

(Reference Attachment 1, Table #5: 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 \$25,000.

- Collisions involving transit vehicles that require towing.

During Q3 of FY2025 a total of 14 Major Events were reported: January (5), February (4) and March (5). All Major Events were due to collisions.

Passenger Falls with Sheriff On-Scene Count and Percentage Shown

(Reference Attachment 1, Chart #1: Passenger Falls with Sheriff On-Scene Count and Percentage Shown)

During Q3, ACSO and CCCSO deputies responded to 6 of 49 or 12.2% of the dispatch requests pertaining to Passenger Slips, Trips & Falls.

January was 3 of 22, February was 2 of 12 and March was 1 of 15.

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.

Operator Assaults Per 100,000 Revenue Miles

(Reference Attachment 1, Chart #2: Operator Assaults Per 100,000 Revenue Miles)

During Q3 a total of 12 Operator Involved Safety Incident Assaults were reported:

- Alameda County (ACSO) reported a total of 9 Assaults on Operators.
- Contra Costa (CCCSO) reported a total of 3 Assaults on Operators.

Total Revenue Miles operated during the quarter was 4,142,536. As a result, the Operator Assault Rate per 100,000 Revenue Miles averaged of 0.29 per 100,000 Revenue Miles in the quarter with the following rates by month: January (0.21), February (0.40) and March (0.27).

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. FY2025Q2 - Reporting Tables and Graphs
2. Protective Services Metrics and Descriptions

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