

# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



## STAFF REPORT

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**MEETING DATE:** 11/13/2024

**Staff Report No.** 24-569

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

### BRIEFING ITEM

**AGENDA PLANNING REQUEST:**

**RECOMMENDED ACTION(S):**

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

Staff Contact:  
Marla Blagg, Director of Safety, Security & Training

**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 & 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'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 first quarter (Q1) 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.

**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.

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

During Q1 of FY2025 a total of 1,610 citations were issued across the District with 123 citations issued on the BRT Line 1T route during that same period.

This represents approximately 7.6% of all citations.

**Hayden AI Citation Metrics: Bus Lane/Bus Stop***(Reference Attachment 1, Table #4 BRT Citation Metrics)*

In Calendar Year 2024, AC Transit began to install and configure 100 buses with Hayden AI Bus Stop / Bus Lane Enforcement camera technology. This technology will be used to issue citations for bus lane and bus stop violations of Ordinance 19.

During Q1 of FY2025 a total of 35,646 events were reviewed and 19,078 citations were submitted to Duncan Solutions for processing and collection.

**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 to \$25,000.
- Collisions involving transit vehicles that require towing.

During Q1 of FY2025 a total of 13 Major Events were reported: July (2), August (7) and September (4).

**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 Q1, ACSO and CCCSO deputies responded to 5 of 44 or 11% of the dispatch requests pertaining to Passenger Slips, Trips & Falls.

July was 1 of 9, August was 2 of 22 and September was 2 of 13.

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 4 mental health referrals during the Quarter.

**Operator Assaults Per 100,000 Revenue Miles**

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

During Q1 a total of 13 Operator Involved Safety Incidents Assaults were reported:

- Alameda County (ACSO) reported a total of 11 Assaults on Operators.
- Contra Costa (CCCSO) reported a total of 2 Assaults on Operators.

Total Revenue Miles operated during the quarter was 4,184,332, July (1,392,513), August (1,423,205) and September (1,368,614). As a result, the Operator Assault Rate per 100,000 Revenue Miles averaged of 0.31 per 100,000 Revenue Miles in the quarter with the following rates by month: July (0.29), August (0.28) and September (0.37).

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. FY2025Q1 - Reporting Tables and Graphs
2. Protective Services Metrics and Descriptions

**Prepared by:**

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**Approved/Reviewed by:**

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