

Protective Services Metrics with Descriptions	
Reporting Metric/Grouping	Description of Event Type
AC Transit Related Activities	Activities involving AC Transit personnel, property, or equipment.
Non-AC Transit Related Activities	Activities not involving AC Transit personnel, property, or equipment.
Calls Taken	Number of calls received from AC Transit's Operations Control Center.
Reports Written	Number of reports written due to criminal activity, penal or vehicle code violations or other required documentation.
Incident Report Ratio (Reports/Calls)	Ratio of reports written to the calls from Operations Control Center.
Responses Counted (Calls with Arrivals)	Number of calls responded to (not cancelled).
Average Response Time (OCC Call to Sheriff to Arrival)	Average response time in minutes.
Response Times Percentage =, < 5 Minutes	Average response time based in percentage, equal to or less than 5 minutes.
Response Times Percentage > 5 Minutes	Average response time based in percentage, greater than 5 minutes.
Average Response Time > 5 Minutes	Average response time in minutes, greater than 5 minutes.
Assaults (Passengers Only)	Assaults (including spitting) that involved a Passenger.
Assaults (AC Transit Employees; excl. Operators)	Assaults (including spitting) that involved transit personnel excluding Operators.
Assaults (AC Transit Operators Only)	Assaults (including spitting) that involved an Operator.
Revenue Service Miles	Sum of the revenue miles operated.
Assaults per 100k Miles (ACT Operator)	Calculated metric of the assault data by revenue miles.
Arrests (Misdemeanor/Felony)	Total of number of arrests including cite and release.
Arrests (Fare Evasion)	Fare evasion arrests.
Sheriff Mental Health Referrals	Welfare check, referrals, response or 5150.
Citations (Traffic or moving violations)	Traffic or moving violations within the bus route .
Citations (Bus Zone)	Citations written due to parked vehicles at a bus stop or bus zone.
Citations (Bus Fare/Fare Evasion)	Citations for fare evasion.
Bus Activity (Shadowed)	Patrol vehicle rides behind AC Transit Bus route and/or Deputies will ride bus with shadow car behind.
Bus Activity (Boarded)	Any activity where a Deputy will board a bus/BRT, this includes, fare enforcement, patrol checks at layovers, bus stops and response to calls.
Passenger Falls Total (OCC)	Number of passenger falls.
Sheriff Responses to Passenger Falls (OCC)	Number of times responding to passenger falls.

Footnotes:

\* Dispatch Requests can be cancelled/rescinded and thus are not counted in response time calculations.

\*\* Response Times for Patrol Check, Requests, Assembly Checks and Services to Citizen area omitted in response time calculations.