

Key Performance Indicators for Operations

Chart 1: On-Time Performance

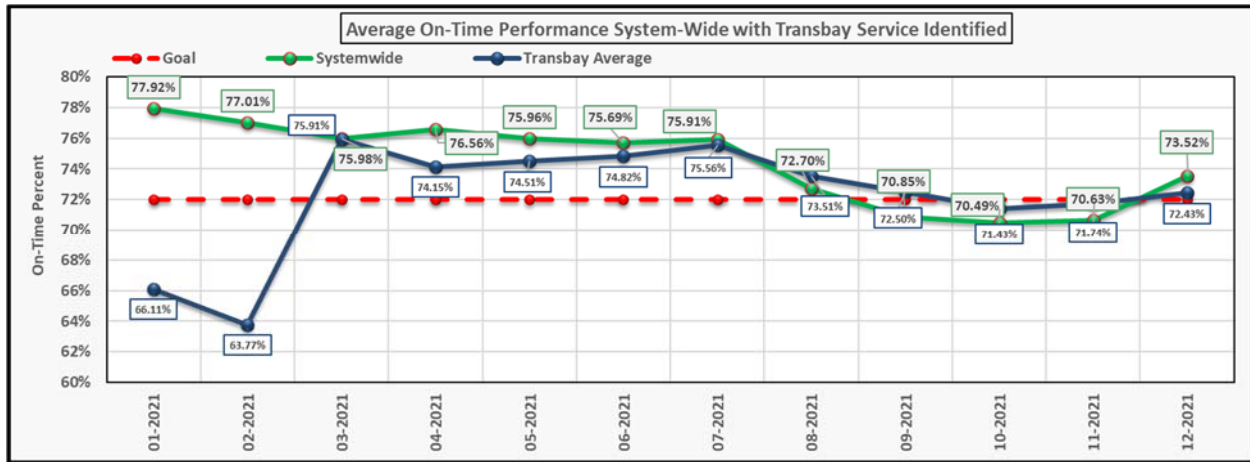


Chart 2: Ridership

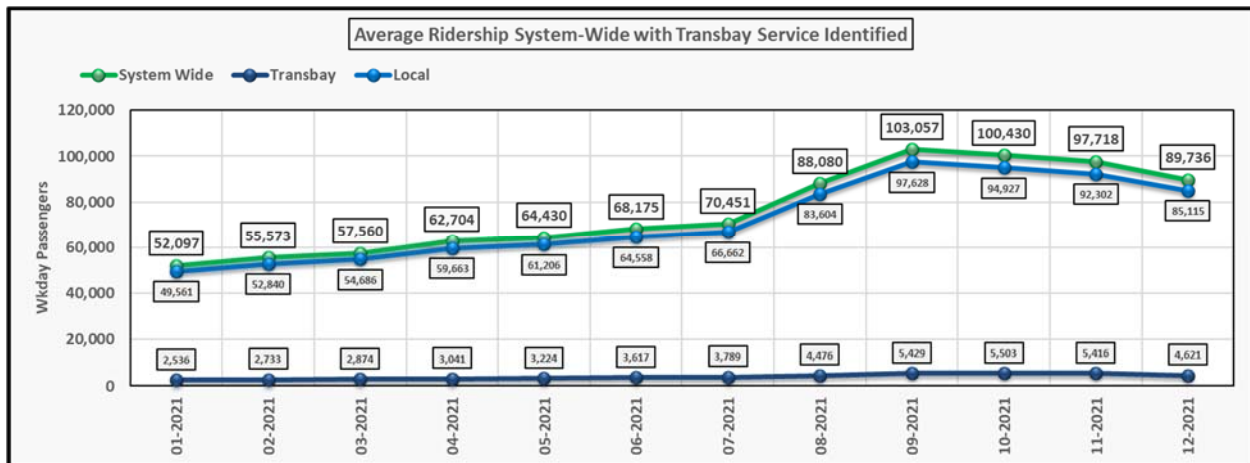


Chart 3: Service Operated

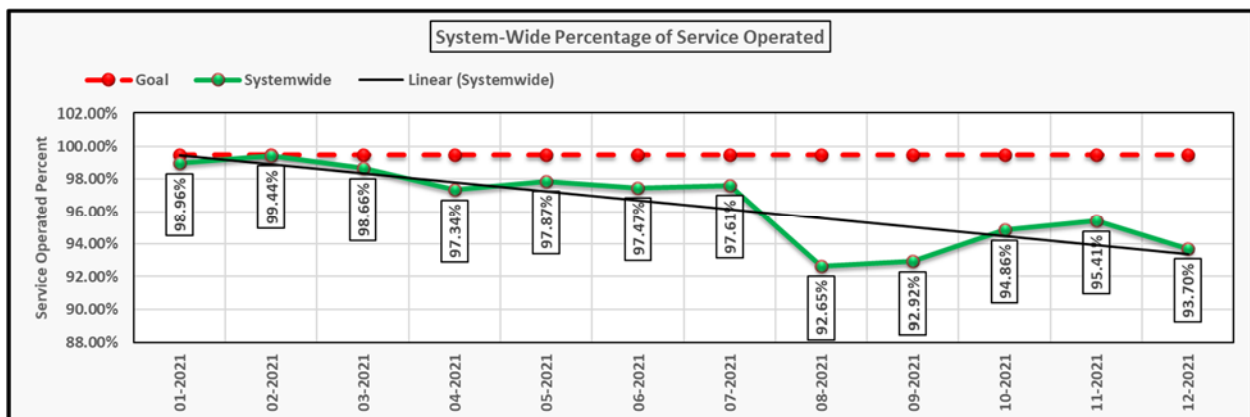


Chart 4: Log-On Rate

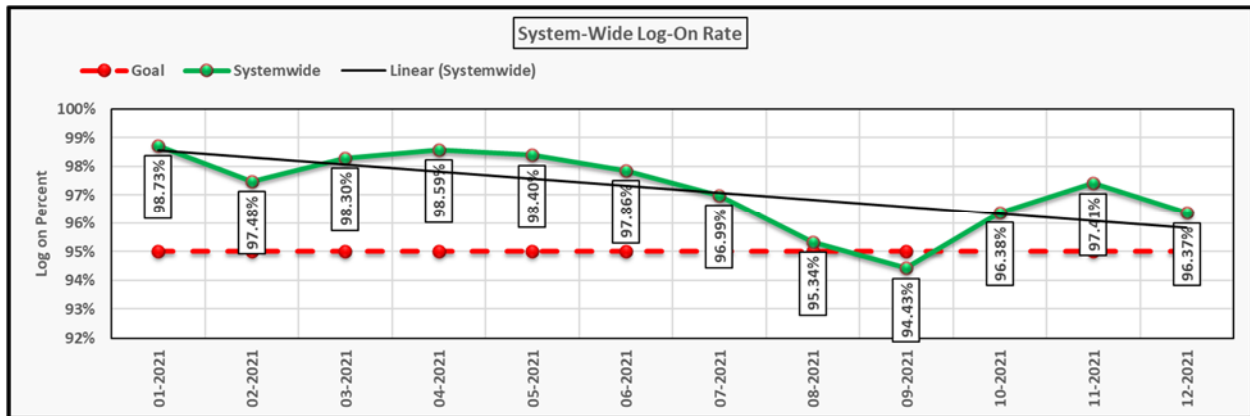


Chart 5: Scheduled Operator Unavailability

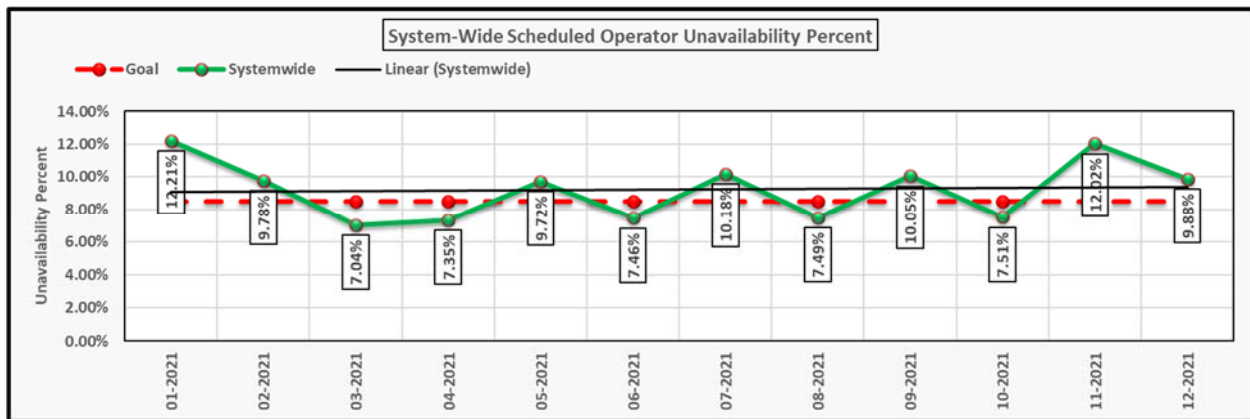


Chart 6: Unscheduled Operator Unavailability

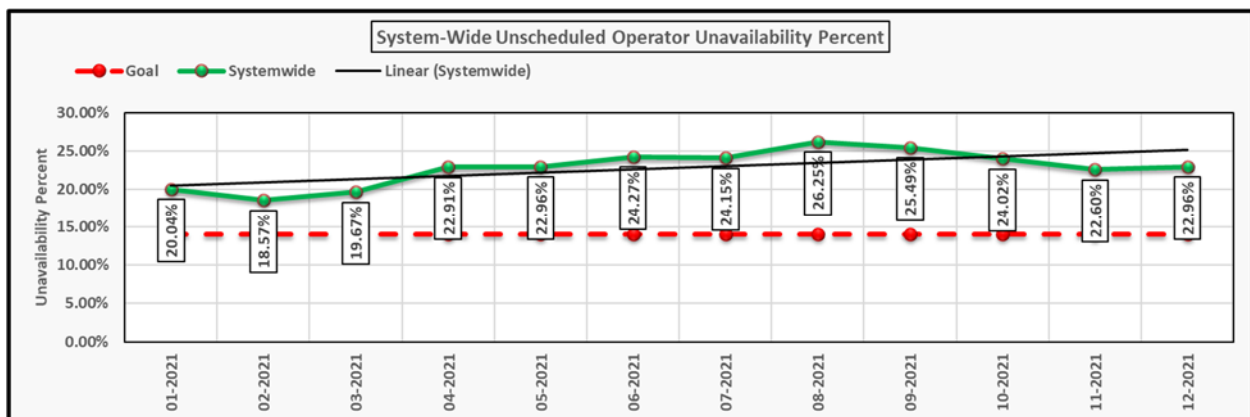


Chart 7: Passenger Falls

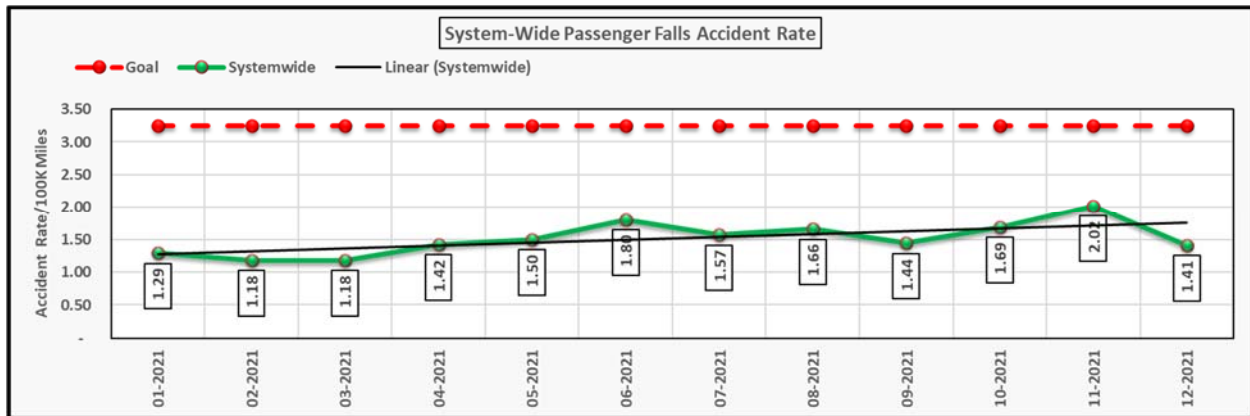


Chart 8: Vehicle Accidents

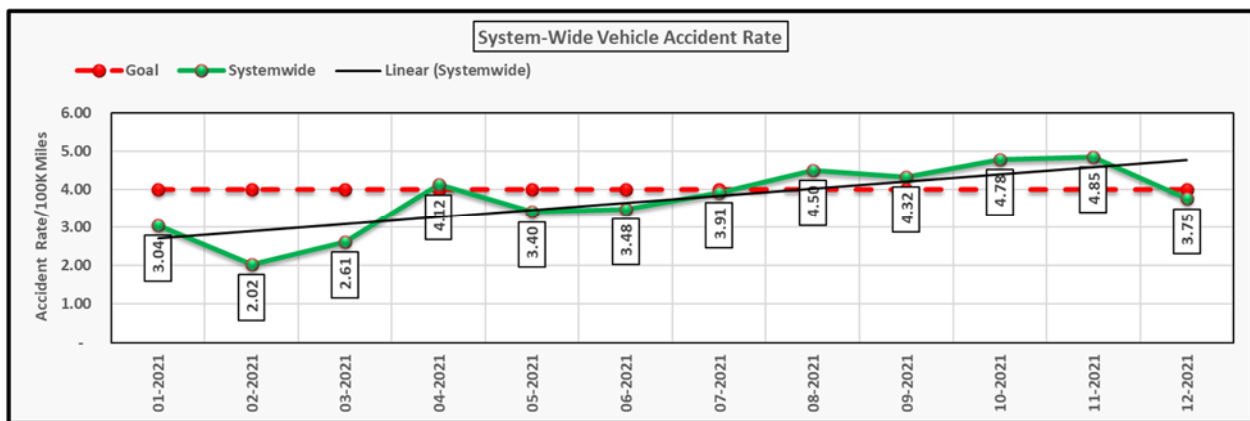


Chart 9: Miles Between Chargeable Road Calls

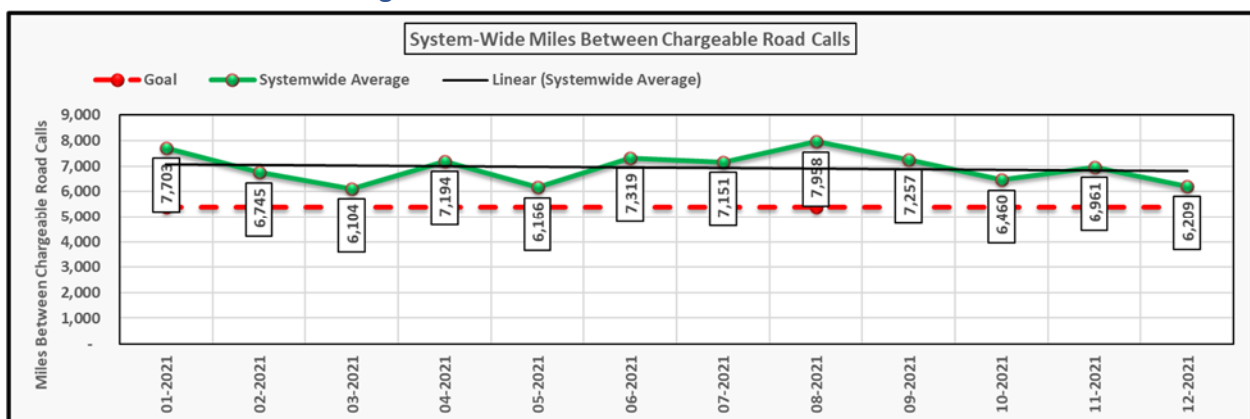


Chart 10: Bus Cleanliness Inspection – Overall Rating

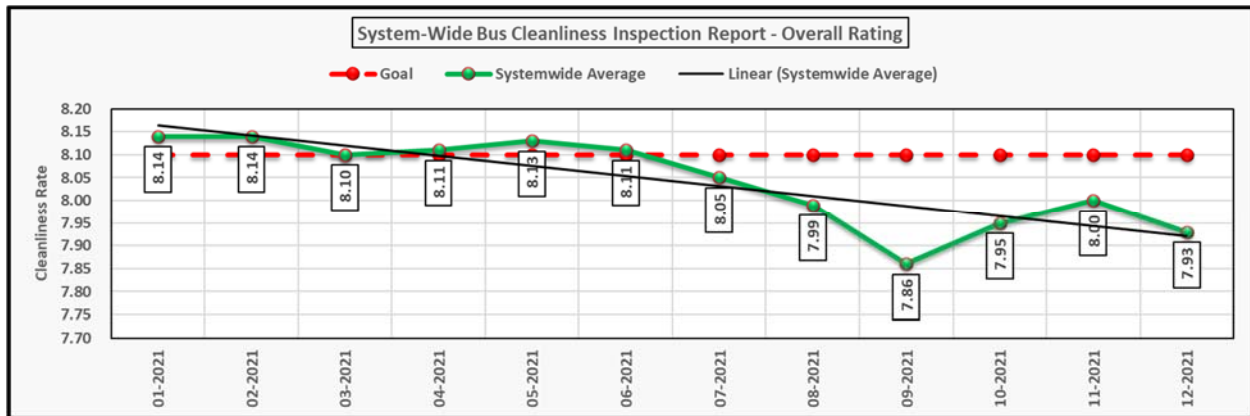


Table 1: Protective Services Report

Protective Services Report				
Category	2021-Oct	2021-Nov	2021-Dec	Q Reporting
AC Transit Related Activities	98.3%	98.3%	95.8%	97.5%
Non-AC Transit Related Activities	1.7%	1.7%	4.2%	2.5%
Calls Taken	517	644	467	1,628
Reports Written	125	105	122	352
Incident Report Ratio (Reports/Calls)	24.2%	16.3%	26.1%	22.2%
<i>Response Time Performance</i>				
Average Response Time (All Dispatching Events)	0:04:40	0:04:22	0:04:01	0:04:21
Response Times Percentage < 5 Minutes	70.9%	72.4%	72.2%	71.8%
Response Times Percentage > 5 Minutes	29.1%	27.6%	27.8%	28.2%
Average Response Time > 5 Minutes	0:15:50	0:15:26	0:14:06	0:15:07
<i>Incident Totals On Selected Metrics</i>				
Altercations (ACT Operator/Employee & Passenger)	8	5	7	20
Arrests (Misdemeanor/Felony)	15	33	9	57
Sheriff Mental Health Referrals	2	1	1	4
Citations (Bus Zone/Traffic/Fare)	145	236	139	520
Bus Activity (Shadowed/Boarded/Rode)	1,962	2,112	1,605	5,679
Passenger Falls Total (OCC)	14	17	10	41
Sheriff Responses to Passenger Falls (OCC)	6	8	5	19
Sheriff Responses to Passenger Falls as Percentage %	42.9%	47.1%	50.0%	46.3%