

Key Performance Indicators for Operations

Chart 1: On-Time Performance

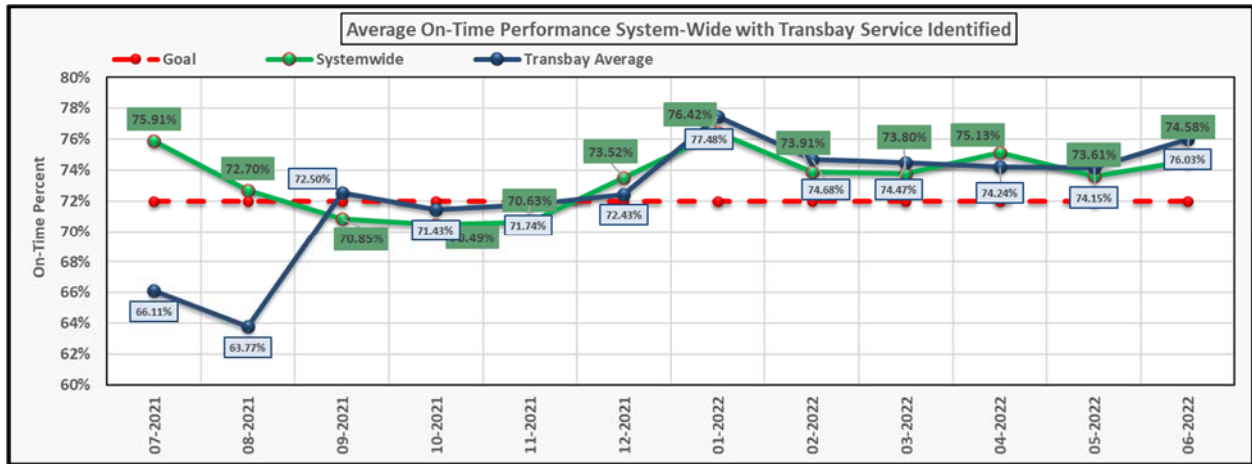


Chart 2: Ridership

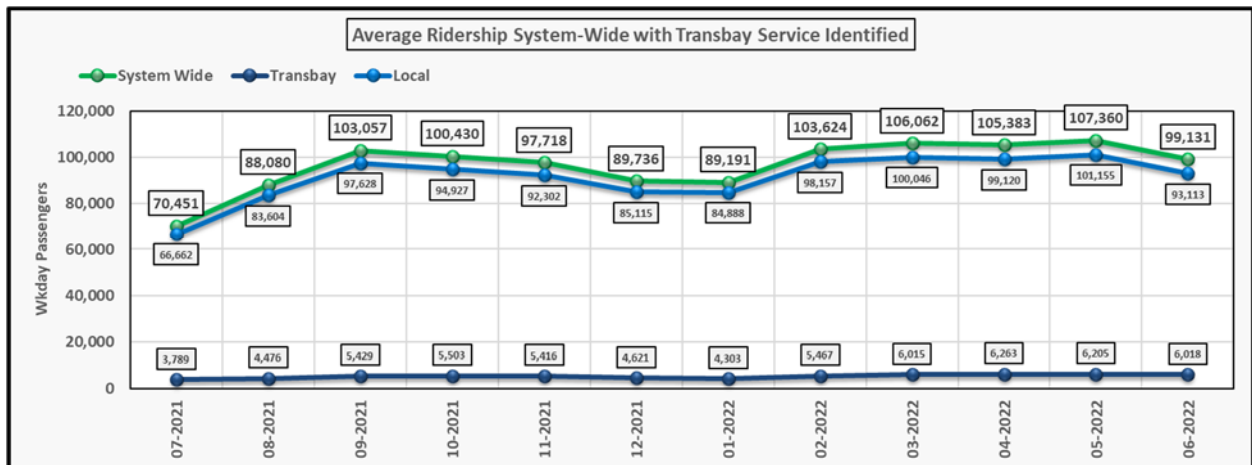


Chart 3: Service Operated

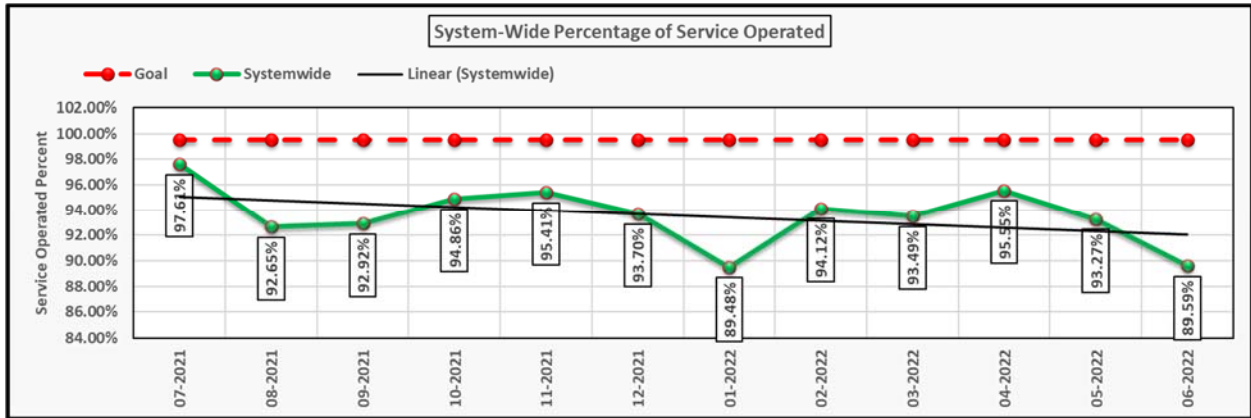


Chart 4: Log-On Rate

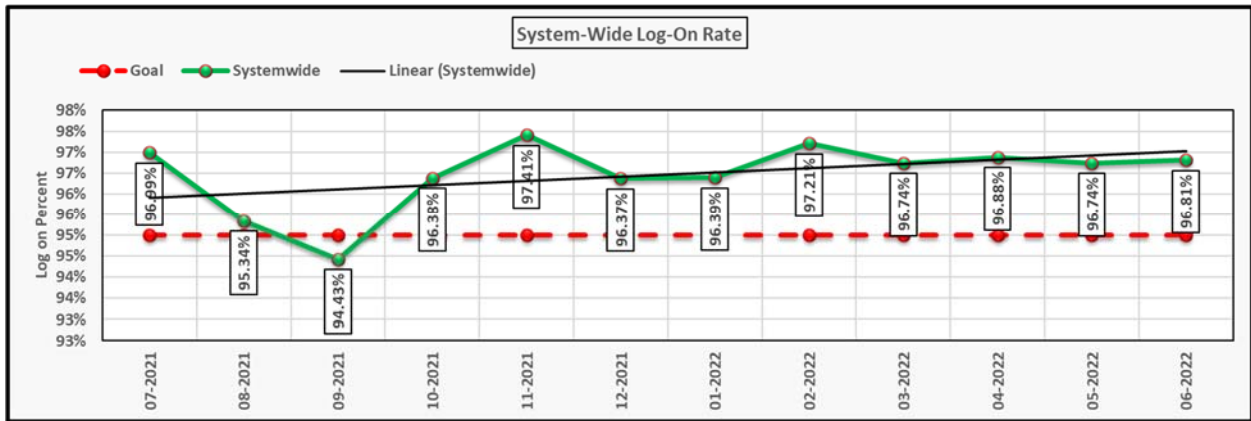


Chart 5: Scheduled Operator Unavailability

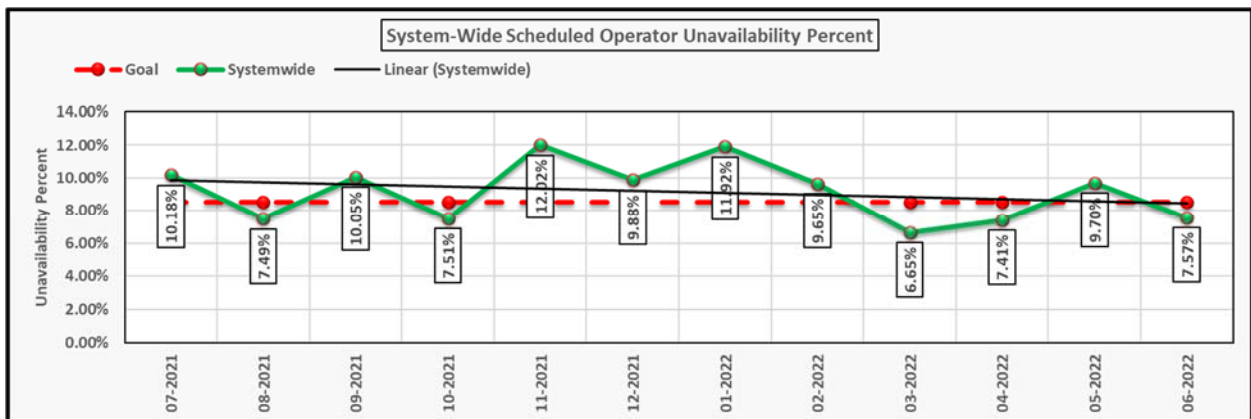


Chart 6: Unscheduled Operator Unavailability

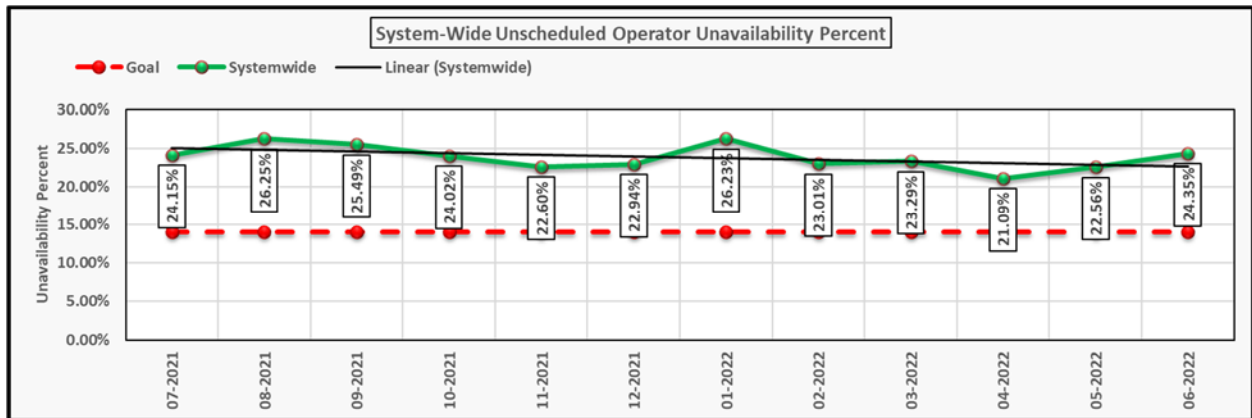


Chart 7: Passenger Falls

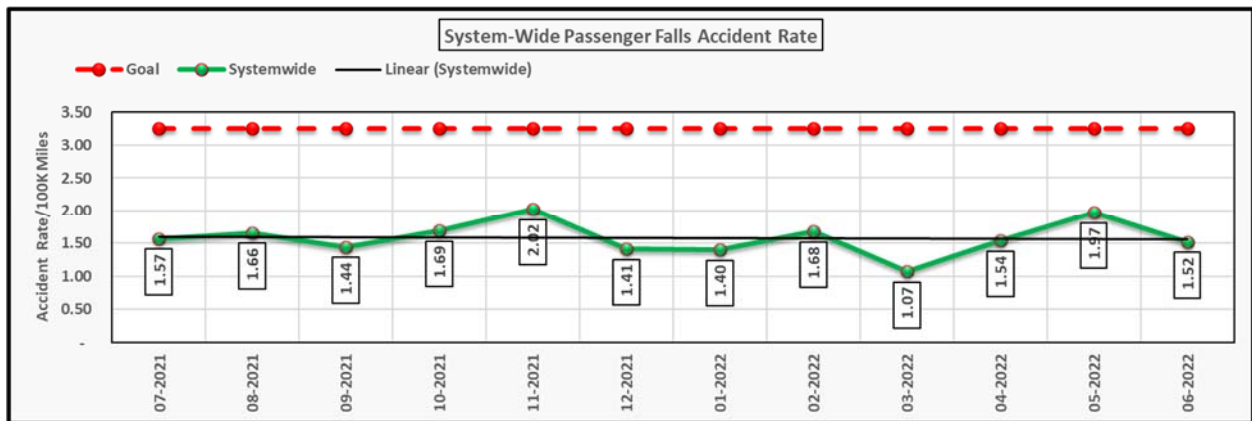


Chart 8: Vehicle Accidents

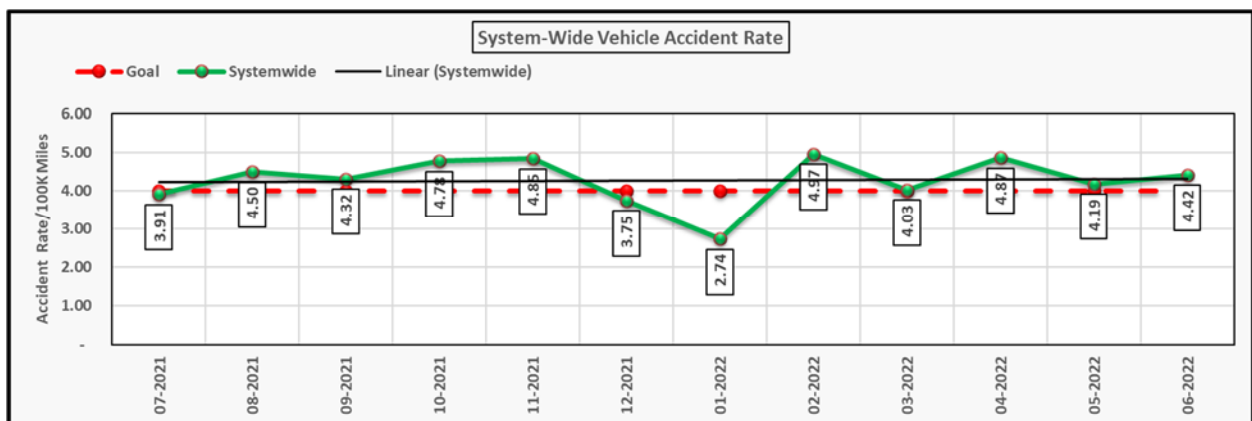


Chart 9: Miles Between Chargeable Road Calls

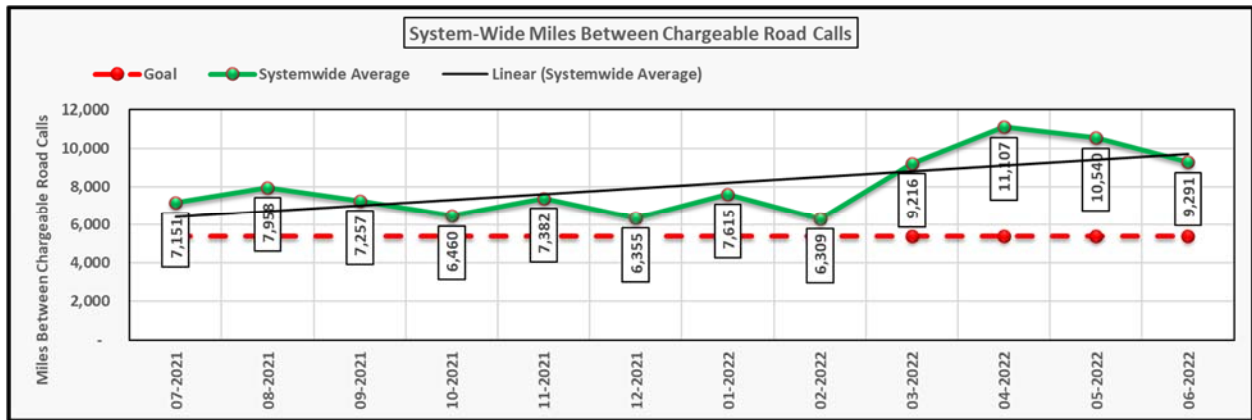


Chart 10: Bus Cleanliness Inspection – Overall Rating

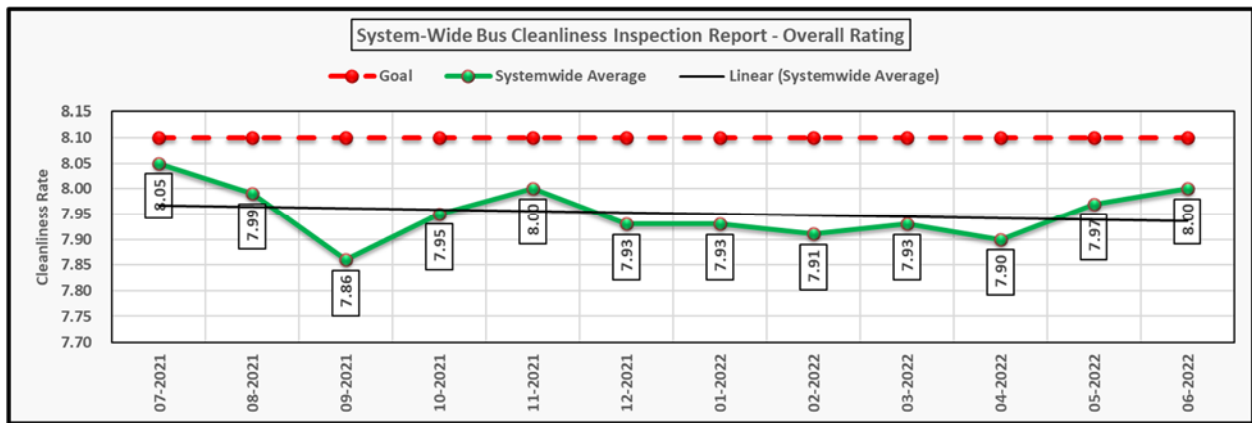


Chart 11: Non-Revenue List by Department (State of Bus Fleet)

Row Labels	Count of Vehicle
Finance	9
General Counsel	1
General Manager	1
Human Resources	5
Information Services	2
Maintenance	72
Marketing & Communications	3
Media Relations	1
OCC	26
Operations/Maintenance (Pool Car)	7
Planning & Engineering	3
Safety, Security & Training	5
Tech Services/QA	1
Transportation	10
Grand Total	146

Chart 12 – Non-Revenue List of Assigned Take Home Vehicles (State of Bus Fleet)

Department	Vehicle Responsibility	Quantity
Media Relations	Media Affairs Manager	1
Labor Relations	Labor & Employee Relations Manager	1
Liability Claims	Claims and Liability Manager	1

Table 1: Protective Services Report

Protective Services Report				
Category	2022-Apr	2022-May	2022-Jun	Q Reporting
AC Transit Related Activities	98.9%	98.0%	97.5%	98.2%
Non-AC Transit Related Activities	1.1%	2.0%	2.5%	1.8%
Calls Taken	650	825	580	2,055
Reports Written	177	165	108	450
Incident Report Ratio (Reports/Calls)	27.2%	20.0%	18.6%	21.9%
<i>Response Time Performance</i>				
Average Response Time (All Dispatching Events)	0:05:05	0:03:12	0:03:48	0:04:02
Response Times Percentage < 5 Minutes	65.9%	72.1%	67.7%	68.7%
Response Times Percentage > 5 Minutes	26.3%	17.0%	21.6%	21.5%
Average Response Time > 5 Minutes	0:17:36	0:16:22	0:15:02	0:16:33
<i>Incident Totals On Selected Metrics</i>				
Altercations (ACT Operator/Employee & Passenger)	12	1	2	15
Arrests (Misdemeanor/Felony)	34	47	40	121
Sheriff Mental Health Referrals	3	1	1	5
Citations (Bus Zone)	166	171	119	456
Citations (Bus Fare)	0	0	0	0
Citations (Traffic)	169	188	177	534
Bus Activity (Shadowed)	1,132	1,141	861	3,134
Bus Activity (Boarded)	294	300	2	596
Passenger Falls Total (OCC)	11	13	6	30
Sheriff Responses to Passenger Falls (OCC)	8	11	6	25
Sheriff Responses to Passenger Falls as Percentage %	72.7%	84.6%	100.0%	83.3%