



## Report for CAC June 2022

**Ridership:** SamTrans: Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 38.9 percent in the month of June 2022 compared to June 2021. Similarly, the total monthly ridership increased by 33.0 percent comparing June 2022 to June 2021. The difference between the 38.9 percent increase for AWR versus the 33.0 percent increase for total trips is reflective of the office workers returning to their offices. Service workers that work seven days a week do not have the option of teleworking, and many are dependent on public transit for economic reasons.

The total ridership recovery rate for the three modes is 60.3 percent for June 2022 compared to June 2019. For SamTrans fixed-route bus only service the recovery is 73.8 percent.

### **Regarding Key Performance Indicators (KPI):**

**OTP:** On-Time-Performance (OTP) for June 2022 was below SamTrans' OTP goal of 85.0 percent at 80.5 percent. Schedule and service changes were implemented on June 19<sup>th</sup> to address changing traffic conditions and improve on time performance. Staff will continue to monitor on time performance and make further adjustments, if needed.

**DNO:** In June 2022, there were 424 DNOs (trips that did not operate) due to manpower issues – 635 less than in May 2022. Dispatchers and Radio Control continue to work diligently in covering as many schedules as possible with reduced manpower.

**MBSC:** – SamTrans had 19 service calls in June 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.68 service calls per 25,000 miles

### **MBPA:**

Preventable Accidents – In June 2022, there were 15 preventable accidents. The goal is to have one or fewer preventable accidents per every 100,000 miles; this month, SamTrans did not meet its goal with 2.15 accidents per 100,000 miles.

### June 2022 Preventability Group / Type

Group	Collisions	Passenger Fall
Bus – North Base	2	1
Bus – South Base	3	3
MV - CUB	6	N/A
Maintenance	0	N/A
Transit Training	1	N/A

SAMTRANS (BUS)   Operations Key Performance Indicators			
KPI	Jun-20	Jun-21	Jun-22
On-Time Performance	86.2%	85.7%	80.5%
Preventable Accidents	8	7	15
Service Calls	17	23	19
Trips Scheduled	24,094	36,039	37,296
Did Not Operate DNOs	1	38	389

SamTrans' OTP goal is 85.0 percent. On-Time Performance (OTP) is calculated by evaluating time points within the route's schedules across the system for late, early, and on-time arrival and departure. A route is considered late if it exceeds 5 minutes. A route is considered early if it departs 59 seconds ahead of schedule.

SAMTRANS (BUS)   Fleet Key Performance Indicators			
KPI	Jun-20	Jun-21	Jun-22
Revenue Hours (Sched.)	33,573	47,833	47,376
Revenue Miles (Sched.)	357,371	503,845	510,329
Total Fleet Miles (Actual)	547,740	685,058	699,072

SamTrans' Miles between Preventable Accidents goal is 100,000 miles. There were 46,605 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 36,793 Miles between Service Calls this month.

PARATRANSIT   Operations Key Performance Indicators			
KPI	Jun-20	Jun-21	Jun-22
On-Time Performance (RW)	96.0%	95.6%	94.0%
On-Time Performance (RC)	95.6%	95.7%	94.8%
Preventable Accidents (RW)	0	1	1
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	2	3	5
Service Calls (RC)	0	0	0

Notes: All KPIs include all SamTrans service operated directly and by contract.

Sched. = Scheduled, which includes in-service and layover.

**EOM** Jasmine Williams is the Operator of the Month at North Base and Felipe Mendoza is June's Operator of the Month at South Base.

#### **SAFETY:**

S.O.S. committee members have implemented new safety features and systems to help keep passengers safe while riding SamTrans. Features from passenger's announcements to systems such as an ionic thermal air control filtration system is being tested and monitored for effectiveness.

New Announcements:

- ❖ When a stop is requested by a passenger, an auto announcement comes on, "Please remain seated till the bus comes to a complete stop."
- ❖ When the front door closes, the auto announcement plays: "Please hold on."

## **Safety Campaign**

July safety campaign focuses on Front Door safety.

- When operating the front door as passengers board and alight from the bus, always monitor the front area until passengers clear the boarding area.
- While operating the front door control handle, observe the front door area to avoid closing doors on passenger's head, arms, legs or body.
- Prior to moving the bus, monitor your rear facing mirror to make sure passengers are seated and secured behind the standee line.