



Report for CAC July 2022

Ridership: Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 28.5 percent in the month of July 2022 compared to July 2021. Similarly, the total monthly ridership increased by 24.2 percent comparing July 2022 to July 2021.

The total ridership recovery rate for the three modes is 57.2 percent for July 2022 compared to July 2019. For SamTrans fixed-route bus service the recovery is 72.0 percent.

Regarding Key Performance Indicators (KPI):

OTP: On-Time-Performance (OTP) for July 2022 was below SamTrans' OTP goal of 85.0 percent at 81.7 percent. Schedule and service changes were implemented on August 7th as part of Reimagine SamTrans, and to address changing traffic conditions and to improve on time performance, there will be a revision effective September 4 to adjust some schedules.

DNO: In July 2022, there were 19 DNOs (trips that did not operate) 370 less than in June 2022. Dispatchers and Radio Control continue to work diligently in covering as many schedules as possible with reduced manpower.

MBSC: – SamTrans had 22 service calls in July 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.81 service calls per 25,000 miles

MBPA:

Preventable Accidents – In July 2022, there were 13 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 1.91 accidents per 100,000 miles.

July 2022 Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	3	0
Bus – South Base	6	2
CUB	2	0
Maintenance	0	N/A
Transit Training	0	N/A

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Jul-20	Jul-21	Jul-22
On-Time Performance	86.4%	86.7%	81.7%
Preventable Accidents	15	7	13
Service Calls	18	21	22
Trips Scheduled	24,945	36,004	35,294
Did Not Operate DNOs	31	83	19

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	Jul-20	Jul-21	Jul-22
Revenue Hours (Sched.)	34,739	49,047	48,519
Revenue Miles (Sched.)	369,803	506,725	498,463
Total Fleet Miles (Actual)	578,686	677,372	679,025

SamTrans' Miles between Preventable Accidents goal is 100,000 miles. There were 52,233 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 30,865 Miles between Service Calls this month.

PARATRANSIT Operations Key Performance Indicators			
KPI	Jul-20	Jul-21	Jul-22
On-Time Performance (RW)	95.9%	94.1%	93.6%
On-Time Performance (RC)	95.3%	95.1%	94.1%
Preventable Accidents (RW)	2	2	3
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	4	3
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 Samir Salah is the Operator of the Month at North Base and Lawrence Bridgett is July's Operator of the Month at South Base.

SAFETY:

The S.O.S. committee discussed safety methods to mitigate passenger falls involving seniors. Another topic discussed by the committee was low hanging tree branches within some routes and the possibility of buses making contact with the street side mirrors. Management continuously works with the related cities to trim the trees branches identified by the committee.

Safety Campaign

Safety Campaign focused on Front Door Safety.

Next safety campaign will focus on new operators. Management is conducting one-on-one safety talks with all new operators below one year of service

Safety Talking points include:

- G.O.A.L. Get out and look
- Observe/Think/Act
- Stay Alert
- Bus Cushion: Left, right, front, and back