



Report for CAC August 2022

Ridership: Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 28.2 percent in the month of August 2022 compared to August 2021. Similarly, the total monthly ridership increased by 29.6 percent comparing August 2022 to August 2021.

The total ridership recovery rate for the three modes is 61.5 percent for August 2022 compared to August 2019. For SamTrans fixed-route bus service the recovery is 73.7 percent.

Reimagine SamTrans Phase 1 was implemented in August. Usually, when a large service change is implemented the system ridership sees a temporary decline. However, with this implementation of Reimagine, there was not a decline in ridership, but rather an increase. The increase in ridership bodes well for the service changes that were implemented. Free fares were offered for a 2-week period which also contributed the ridership increase.

Regarding Key Performance Indicators (KPI):

OTP: On-Time-Performance (OTP) for August 2022 was below SamTrans' OTP goal of 85.0 percent at 72.6 percent. Staff continues to monitor on-time performance and are finalizing schedule adjustments to take effect on November 6th, 2022.

DNO: In August 2022, there were 123 DNOs (trips that did not operate) – 104 more than in July 2022. Data shown in this report is current as of September 15, 2022.

MBSC:

Miles Between Service Calls (MBSC) – SamTrans had 25 service calls in August 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.87 service calls per 25,000 miles.

August 2022 Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	3	0
Bus – South Base	5	0
CUB	3	
Maintenance	0	N/A
Transit Training	1	N/A

Preventable Accidents – In August 2022, there were 11 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 1.53 accidents per 100,000 miles.

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Aug-20	Aug-21	Aug-22
On-Time Performance	86.6%	82.9%	72.6%
Preventable Accidents	13	11	8
Service Calls	24	20	25
Trips Scheduled	30,297	38,254	38,294
Did Not Operate DNOs	1	506	123

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	Aug-20	Aug-21	Aug-22
Revenue Hours (Sched.)	41,513	47,932	46,324
Revenue Miles (Sched.)	437,766	524,688	50,856
Total Fleet Miles (Actual)	625,095	725,962	719,098

SamTrans' Miles between Preventable Accidents goal is 100,000 miles. There were 89,887 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 28,764 Miles between Service Calls this month.

PARATRANSIT Operations Key Performance Indicators			
KPI	Aug-20	Aug-21	Aug-22
On-Time Performance (RW)	97.1%	94.8%	92.4%
On-Time Performance (RC)	96.0%	96.7%	94.0%
Preventable Accidents (RW)	0	3	2
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	2	1	0
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: Jervic Vicedor is the Operator of the Month at North Base and Wisam Aburamadan is August's Operator of the Month at South Base.

SAFETY:

Base Managers and Supervisors held one-on-one safety talks with Operators – particularly with new Operators that have been in-service for 1-2 years.

SAFETY CAMPAIGN

As we transition into the Fall season, the new Safety Campaign focuses on Weather Conditions.

RAIN: Rain has been the cause of thousands of vehicle accidents each year, and rain is especially dangerous in dry weather states like California. Operators are reminded to drive slower and keep their eyes on the road in front of them.

FOG: Slow down and allow extra time to reach your stops. Make your vehicle visible to others by using your low-beam headlights.

SUN: Leave more following room when the sun is in your eyes. It can be hard to see the vehicle ahead. Utilize your pull-down sun visor to help block out the sun.

WIND: Heavy winds make it harder to steer and handle a bus. Keep a firm grip on the wheel and maintain safe following distance from other vehicles to give yourself space to avoid any debris on the road.

No matter how much driving experience you have, or what kind of weather you're driving in, you should never drive faster than what is safe for the current conditions on the road.