



Report for CAC September 2022

Ridership: Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 32.0 percent in the month of September 2022 compared to September 2021. Similarly, the total monthly ridership increased by 30.0 percent comparing September 2022 to September 2021.

The total ridership recovery rate for the three modes is 67.6 percent for September 2022 compared to September 2019. For SamTrans fixed-route bus service the recovery is 80.4 percent.

Regarding Key Performance Indicators (KPI):

OTP: On-Time-Performance (OTP) for September 2022 was below SamTrans' OTP goal of 85.0 percent at 69.9 percent. Staff continues to monitor on-time performance and are making schedule adjustments to take effect on November 6th, 2022.

DNO: In September 2022, there were 79 DNOs (trips that did not operate) – 44 more than August 2022.

MBSC:

Miles Between Service Calls (MBSC) – SamTrans had 26 service calls in September 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.54 service calls per 25,000 miles.

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

Preventable Accidents – In September 2022, there were 8 preventable accidents. The goal is to have one or fewer preventable accidents per 100,000 miles; this month, SamTrans met its goal with 0.67 accidents per 100,000 miles.

EOM: Ricky Ridon is the Operator of the Month at North Base and Harold Cunningham is September's Operator of the Month at South Base.

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Sep-20	Sep-21	Sep-22
On-Time Performance	87.2%	80.8%	69.9%
Preventable Accidents	11	12	8
Service Calls	24	20	26
Trips Scheduled	35,627	37,828	36,677
Did Not Operate DNOs	6	97	79

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Sep-20	Sep-21	Sep-22
Revenue Hours (Sched.)	41,437	44,445	42,959
Revenue Miles (Sched.)	497,466	511,013	478,905
Total Fleet Miles (Actual)	654,213	722,019	1,197,753

PARATRANSIT Operations Key Performance Indicators			
KPI	Sep-20	Sep-21	Sep-22
On-Time Performance (RW)	97.7%	95.9%	90.1%
On-Time Performance (RC)	96.0%	96.9%	94.0%
Preventable Accidents (RW)	2	1	5
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	2	2	4
Service Calls (RC)	0	0	0

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' Miles between Preventable Accidents goal is 100,000 miles. There were 149,719 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 46,067 Miles between Service Calls this month.

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

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

SAFETY:

Bus Transportation participated in SFO's annual Emergency Drill on Wed., Sept. 28, 2022.

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.

Operators are reminded that no matter how much driving experience they have, or what kind of weather they're driving in, they should never drive faster than what is safe for the current conditions on the road.