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**Report for CAC  
December 2022**

**Ridership:**

Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 24.3 percent in the month of December 2022 compared to December 2021. Similarly, the total monthly ridership increased by 21.9 percent comparing December 2022 to December 2021.

The total ridership recovery rate for the three modes is 64.1 percent for December 2022 compared to December 2019. For SamTrans fixed-route bus service the recovery is 76.2 percent.

**Key Performance Indicators (KPI):**

- Preventable Accidents – In December 2022, there were 12 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 1.68 accidents per 100,000 miles.

<b>December 2022 Preventability Group/Type</b>		
<b>Group</b>	<b>Collisions</b>	<b>Passenger Fall</b>
Bus - North Base	3	0
Bus - South Base	0	0
MV - CUB	9	N/A
Maintenance	0	N/A
Transit Training	0	N/A

- Miles Between Service Calls (MBSC) – SamTrans had 27 service calls in December 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.95 service calls per 25,000 miles.
- On-Time-Performance (OTP) systemwide for December 2022 was below SamTrans' OTP goal of 85.0 percent at 77.4 percent. Schedule adjustments to improve on-time performance are to be implemented in February 2023.
- In December 2022, there were 31 DNOs (trips that did not operate) – 26 more than in November 2022.

## KEY PERFORMANCE INDICATORS

SAMTRANS (BUS)   Operations Key Performance Indicators			
KPI	Dec-20	Dec-21	Dec-22
On-Time Performance	87.4%	80.0%	77.4%
Preventable Accidents	12	9	13
Service Calls	24	21	27
Trips Scheduled	36,579	38,531	37,341
Did Not Operate DNOs	3	353	31

SAMTRANS (BUS)   Fleet Key Performance Indicators			
KPI	Dec-20	Dec-21	Dec-22
Revenue Hours (Sched.)	49,109	45,778	45,039
Revenue Miles (Sched.)	516,093	528,128	490,002
Total Fleet Miles (Actual)	685,270	709,649	714,129

PARATRANSIT   Operations Key Performance Indicators			
KPI	Dec-20	Dec-21	Dec-22
On-Time Performance (RW)	96.9%	95.1%	90.6%
On-Time Performance (RC)	95.1%	95.0%	93.0%
Preventable Accidents (RW)	3	2	3
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	6	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 54,933 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 26,449 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:

The new Safety Campaign is, **“Be Prepared for Winter Driving and Slow Down.”**

- During rainstorms, it can be difficult for drivers to see other vehicles, pedestrians and a variety of road hazards such as slippery roads, low hanging tree branches, potholes, and distracted pedestrian and motorists. Operators are reminded to:
- Allow adequate time for pre-trip inspection.
- Pay extra attention in winter conditions for passengers that may slip, following distance, and smooth brake and throttle.
- It is an Operator's responsibility to keep the public and themselves safe in all weather conditions.
- Slow Down
- Safety before Schedule

## EOM:

**Bus Operators:** Randy Luu is the Operator of the Month at North Base and Stacy Monroe is December's Operator of the Month at South Base.

**Bus Maintenance:** Omar Gonzalez is North Base Maintenance's Employee of the Month for December 2022, and Robert Vieira is the Employee of the Month at South Base.