



Report for CAC February 2023

Ridership:

Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 15.2 percent in the month of February 2023 compared to February 2022. Similarly, the total monthly ridership increased by 15.3 percent.

Key Performance Indicators (KPI):

- Preventable Accidents – In February 2023, there were 5 preventable accidents. The goal is to have one or fewer preventable accidents per every 100,000 miles; this month, SamTrans met its goal with 0.76 accidents per 100,000 miles.
- Miles Between Service Calls (MBSC) – SamTrans had 18 service calls in February 2023. 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.
- On-Time-Performance (OTP) systemwide for February 2023 was below SamTrans' OTP goal of 85.0 percent at 79.9 percent (an improvement from 79.1 percent in January 2023). Further schedule adjustments to improve on-time performance were implemented in February 2023.
- Did Not Operate (DNOs) - In February 2023, there were 22 DNOs (trips that did not operate); this was 21 more than in January 2023.

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Feb-21	Feb-22	Feb-23
On-Time Performance	88.6%	82.3%	79.9%
Preventable Accidents	8	4	5
Service Calls	18	21	18
Trips Scheduled	33,126	35,455	34,580
Did Not Operate DNOs	5	472	22

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Feb-21	Feb-22	Feb-23
Revenue Hours (Sched.)	44,807	42,917	42,358
Revenue Miles (Sched.)	465,750	478,770	450,547
Total Fleet Miles (Actual)	632,062	658,809	658,053

PARATRANSIT Operations Key Performance Indicators			
KPI	Feb-21	Feb-22	Feb-23
On-Time Performance (RW)	98.2%	95.7%	90.0%
On-Time Performance (RC)	96.6%	95.3%	92.7%
Preventable Accidents (RW)	1	0	3
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	5	6
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 131,611 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 36,559 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 Safety Campaign is "Protect your move and maintain your space cushion. Most people think the bus or car has only two cushions on the left and right sides. In reality, each vehicle has (6) cushions:

1. Right cushion, "Watch when making right turns."
2. Left cushion, "Watch traffic on your left."
3. Front cushion, "Watch your following distance."
4. Top cushion, "Watch overhang."
5. Back cushion, "Watch other car from rear ending you bus."
6. Bottom cushion, " Watch dips in the street and adjust your speed."

EOM:

Bus Operator Employee of the Month (EOM) Recognitions

Andrew Balamiento is the February 2023 Bus Operator of the Month at North Base. This is his 1st EOM achieved during his 6 years of service. **Donald Oliver** is the February 2023 Bus Operator of the Month at South Base. This is his 2nd EOM achieved during his 8 years of service.

Bus Maintenance Employee of the Month (EOM) Recognitions

Zhoulin Liao is the February 2023 Mechanic of the Month at North Base. This is his 3rd EOM during his 6.5-years of service. **Caesar Tatola** is the February 2023 Mechanic of the Month at South Base. This is his 2nd EOM during his 2.5-years of service.