



Report for CAC March 2023

Ridership:

Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 23.8 percent in the month of March 2023 compared to March 2022. Similarly, the total monthly ridership increased by 23.1 percent.

Key Performance Indicators (KPI):

- Did Not Operate (DNOs) - In March 2023, there was only 1 DNO (trips that did not operate).
- 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 3.53 accidents per 100,000 miles.
- Miles Between Service Calls (MBSC) – SamTrans had 27 service calls in March 2023. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.92 service calls per 25,000 miles.
- On-Time-Performance (OTP) systemwide for March 2023 was below SamTrans' OTP goal of 85.0 percent at 78.0 percent.

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Mar-21	Mar-22	Mar-23
On-Time Performance	87.9%	80.8%	78.0%
Preventable Accidents	3	9	26
Service Calls	23	20	27
Trips Scheduled	37,130	39,926	38,876
Did Not Operate DNOs	3	569	1

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Mar-21	Mar-22	Mar-23
Revenue Hours (Sched.)	50,013	47,977	47,495
Revenue Miles (Sched.)	520,928	536,695	504,641
Total Fleet Miles (Actual)	707,152	744,002	737,210

PARATRANSIT Operations Key Performance Indicators			
KPI	Mar-21	Mar-22	Mar-23
On-Time Performance (RW)	98.0%	94.9%	90.3%
On-Time Performance (RC)	95.9%	96.0%	93.9%
Preventable Accidents (RW)	0	2	3
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	4	2	3
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 28,354 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 27,304 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:

Working in collaboration with the Safety and Security Team to develop and execute a new Safety Campaign for the month of May.

SAFETY UPDATE

Due to the increased number of preventable accidents in March, an Accident Reduction Campaign was launched. Managers from both bases met individually with each Operator for at least 10 minutes to discuss safe driving habits and accidents. Talking points with Operators are:

- Weather/following distance
- Fatigue
- Speed/ Road conditions/ hazards
- Cushions around the bus
- Concentration/day dreaming
- Big picture
- Overhang when turning

The Accident Reduction Campaign continues to run through March and April 2023.

Bus Operator Employee of the Month (EOM) Recognitions

Glenella Camacho is the March 2023 Bus Operator of the Month at North Base. This is her 2nd EOM award achieved during her 5 years of service. **Richard Baily** is the March 2023 Bus Operator of the Month at South Base. Operator Oliver has been driving with the District for 20 years, and this is his 2nd EOM award.

Bus Maintenance Employee of the Month (EOM) Recognitions

Kuldeep Bath is the March 2023 Mechanic of the Month at North Base. This is his 1st EOM during his nearly 4 years of service. **Winston Castro** is the March 2023 Mechanic of the Month at South Base. This is his 6th EOM during his 21+ years of service.