



## Report for CAC June 2023

### **Ridership:**

Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 20.3 percent in the month of June 2023 compared to June 2022. And the total monthly ridership increased by 21.3 percent.

### **Regarding Key Performance Indicators (KPI):**

**OTP:** OTP systemwide for June 2023 was below SamTrans' OTP goal of 85.0 percent at 78.7 percent (a 0.5 percent increase compared to May).

**DNO:** In June 2023, there were 8 DNOs, which is 7 less than May. In June 2022, there were 389 DNOs, demonstrating a significant decrease of 98% in DNOs from a year ago.

**MBSC:** SamTrans had 26 service calls in June 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.

**MBPA:** In June 2023, there were 20 preventable accidents. The goal is to have one or fewer preventable accidents per 100,000 miles; this month, SamTrans did not meet its goal with 2.83 accidents per 100,000 miles.

Bus Transportation in collaboration with Safety and Security is working on safety strategies to improve this important safety performance indicator. Some strategies include: delivering safety text messages to all buses, installing new IT safety monitors at all bases and contracted services, and on-going safety campaigns.

This month's safety campaign focuses on Operator Accident Reporting procedures reminding operators the following:

- Every vehicle operator must immediately report an accident regardless of severity.

- Accidents, defects in equipment, or any unusual condition, which may affect the safe operation of the bus, must be immediately reported to Radio Control.
- Following an accident, do not move your vehicle without specific instructions from Police or SamTrans' Supervisor.

**Bus Operator Employee of the Month Recognitions:**

Roy Felicisimo is the June 2023 Bus Operator of the Month at North Base. Edward Gaurano is the June 2023 Bus Operator of the Month at South Base.

**Bus Maintenance Employee of the Month Recognitions:**

Raaj Kishan is the June 2023 Mechanic of the Month at North Base. Charles Wang is the June 2023 Mechanic of the Month at South Base.