



## Report for CAC August 2023

### **Ridership:**

Average weekday ridership (AWR) across all three modes (Bus, Paratransit, Shuttles) increased by 17.9 percent in the month of August 2023 compared to August 2022. The total monthly ridership increased by 18.8 percent.

Post-pandemic recovery is significant for the month of August 2023. SamTrans Adult fare usage recovery is at 101 percent compared to pre-pandemic adult ridership. As of the start of the new school year in August 2023, Youth fare usage exceeded ridership levels from 2019, with a recovery rate of 111.7 percent compared to August 2019. Eligible Discount riders trails with a recovery rate of 48.1 percent compared to August 2019.

Since Ride Plus launched on June 18, 2023, the service has generated an average weekday ridership of 103 trips. A total of 2,985 trips were made on Ride Plus during the month of August 2023.

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

**OTP:** OTP systemwide for August 2023 was below the OTP goal of 85.0 percent at 77.9 percent (a 2.3% increase compared to July).

**DNO:** In August 2023, there were 4 DNOs, which is 4 more than July. In August 2022, there were 123 DNOs, a decrease of 97% in DNOs from a year ago.

**MBSC:** SamTrans had 25 service calls in August 2023. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans continues to surpass its goals with 0.82 service calls per 25,000 miles.

**MBPA:** In August 2023, there were 12 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 1.57 accidents per 100,000 miles.

## **Bus Transportation Safety Campaign**

The August 2023 safety campaign theme was “STOP, THINK, ACT”. The campaign focused on Bus Operators taking the time to make safe decisions and to not hesitate to ask for assistance

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

Operator **Gilbert Manangu** is the August 2023 Bus Operator of the Month at North Base.

Operator **Brian Petersen** is the August 2023 Bus Operator of the Month at South Base.

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

**Jairo Pationo** is the August 2023 Mechanic of the Month at North Base.

**Eddie Vargas** is the August 2023 Mechanic of the Month at South Base.