



Report for CAC September 2023

Ridership:

SamTrans: Ridership data is unavailable due to delays caused by a change in database servers used for farebox data collection. Staff is seeking to recover and process the missing data and will incorporate into future months reports and annual ridership data.

Ride Plus: Since Ride Plus launched on June 18, 2023, the service has generated an average weekday ridership of 100 trips. A total of 2,769 trips were made on Ride Plus during the month of September 2023. Of the total trips, 1,935 trips (69.9%) took place in East Palo Alto/Belle Haven and 834 trips (30.1%) took place in Half Moon Bay/El Granada.

Regarding Key Performance Indicators (KPI):

OTP: OTP systemwide for September 2023 was below the OTP goal of 85.0 percent at 77.8 percent

DNO: There was 1 DNO this month, which is less than August by 3. In September 2022, there were 79 DNOs, a decrease of 99% in DNOs from a year ago.

MBSC: The goal is to have one or fewer service calls per every 25,000 miles. SamTrans met its goal with 1.0 service call per 25,000 miles. There were 29 service calls in September 2023.

MBPA: In September 2023, there were 18 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 2.48 accidents per 100,000 miles.

Bus Transportation Safety Campaign

Bus Transportation and Safety and Security Departments developed a new safety campaign policy to include a list of components that will be used with each safety campaign. Each campaign will contain 5-10 components of the components and will run for 60-90 days to allow thorough exposure and can be adjusted as needed.

The components are as follows:

- Display PowerPoint Safety Messages at bases and CUB.
- Safety Department at pull-out discuss the campaign with operators.
- Supervisors at pull-out discuss the campaign with operators.
- Giveaways from Safety with the new logo jackets, pins, etc., like I make a difference.
- Course exercises like the lane clearance at North Base and South Base.
- Follow-up breakfast or lunch for the operators once the campaign is complete.
- Run a message on MDT with the option of having operators acknowledge it.
- Seat Drops.
- Distribute the new campaign materials to the operators on duty at the dispatch window.
- At the gate, operators can be asked a trivia question. If they answer correctly, they can be rewarded with a prize.
- Safety and Operations personnel work in the field to enforce and promote safety campaigns.
- Operators who avoid preventable accidents will be eligible for raffles or awards.

Bus Operator Employee of the Month (EOM) Recognitions

Qi Ni Chen is the September 2023 Bus Operator of the Month at North Base. This is her second EOM award achieved during her 15 years of service with the District. **Moses Otuhiva** is the September 2023 Bus Operator of the Month at South Base. Operator Otuhiva has been driving with the District for one year and 10 months, and this is his first EOM award.

Bus Maintenance Employee of the Month (EOM) Recognitions

Joseph Borrero is the September 2023 Mechanic of the Month at North Base. This is his 3rd EOM during his 12 plus years of service. **Manual Monte** is the September 2023 Mechanic of the Month at South Base. This is his 1st EOM during his 16 months of service