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APRIL CHAN  
 GENERAL MANAGER/CEO

## Memorandum

**Date:** October 2, 2024  
**To:** SamTrans Board of Directors  
**From:** April Chan, General Manager/CEO  
**Subject:** General Manager/CEO Report

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### Rider Appreciation Day

On Monday, September 16, SamTrans offered riders free fares in recognition of Rider Appreciation Day. SamTrans wanted to thank its riders, spread the word about its transformative Reimagine SamTrans campaign, and celebrate earning the coveted American Public Transit Association’s (APTA’s) 2024 Outstanding Transit System Award.

Public Information Officer Randol White, who was the project manager for Rider Appreciation Day, will give an update on the event at the October 9, 2024 Board meeting, in addition to sharing a video that was created as part of SamTrans’ acceptance speech during APTA’s TRANSform Conference in Anaheim, which was held September 29 through October 2.

**SamTrans fixed-route bus** ridership achieved a 97.0 percent recovery rate in July 2024 compared to July 2019. This is well above the national average bus recovery rate of 77.2 percent and that of New York MTA which at 88.9 percent has the second highest recovery rate. The local rail ridership recovery continues to be slow, prompting financial concerns since rail services used ridership ticket sales and associated revenues to offset operating expenses prior to the COVID pandemic.

	Month of July 2019	Month of July 2024	Ridership Recovery Rate
<b>SamTrans</b>	815,120	790,275	<b>97.0%</b>
<b>AC Transit</b>	4,309,923	3,050,495	70.8%
<b>SFMTA</b>	17,607,549	13,480,958	76.6%
<b>VTA</b>	2,161,815	1,903,750	88.1%
<b>Dallas</b>	3,070,551	2,441,166	79.5%
<b>Seattle - King</b>	10,366,176	7,158,645	69.1%

	Month of July 2019	Month of July 2024	Ridership Recovery Rate
<b>Chicago</b>	19,903,916	15,306,885	76.9%
<b>Atlanta</b>	4,367,498	2,909,606	66.6%
<b>New York MTA</b>	59,561,916	52,939,651	88.9%
<b>National Bus</b>	367,931,816	284,113,819	77.2%
<b>Caltrain</b>	1,672,670	743,580	44.5%
<b>BART Extension</b>	1,182,731	514,588	43.5%
<b>BART System</b>	10,889,666	NA	NA
<b>National Rail</b>	410,875,323	270,472,773	65.8%
<b>Total NTD Trips</b>	823,884,331	585,215,750	71.0%

**Bus Operator Staffing**

	Approved FTEs	Trainees	No. Bus Operators*
Bus Operators	348	6	356

\* This number excludes the 6 Bus Operator Trainees.

**Miles Between Preventable Accidents**

Below is a table illustrating the miles between accidents performance by mode and location.

	Total Miles	Preventable Accidents	Miles Between Preventable Accidents
North Base	360,246	6	60,041
South Base	255,868	6	42,645
CUB	235,032	7	33,576
Fixed Route Tot.	851,146	<del>26</del> 19	<del>32,736</del> 44,797
ADA	201,797	3	67,266
Micro Transit	13,946	0	N/M

**Safety Campaign**

The CUB contractor has been informing their Bus Operators of the 3 zones of an intersection. Beginning at 3:30 am on September 16, the contractor provided their bus operators with a “Know Your Zone” experience. As operators entered the base, the contractor delivered interactive presentations and had 1-on-1 discussions with Operators and Trainees about the specific zones.

# 3 Zones of the Intersection

## 30 Seconds

- Eliminate all distractions.
- Plan ahead.
- Scan in all directions.

## 15 Seconds

- Reduce your speed.
- Make sure you have the room you need in your lane.
- Look for pedestrians and bicyclists.



## 5 Seconds

- Cover your brake.
- Rock and Roll to look for pedestrians and bicycles.
- Look left, right, left.
- Scan for potential hazards.
- Turn your head and eyes to expand your vision.
- Rock and Roll to see around your blind spots.
- Prepare for the unexpected.

## Regional/MTC Matters

The MTC Transportation Revenue Measure Select Committee met on September 23 to consider updated scenarios for a revenue measure. The parallel Executive Group composed of Bay Area transit agency General Managers and Executives met prior to the Select Committee on September 17. In response to feedback from previous meetings, MTC put forward two revised options. The most significant changes to Scenario 1 (four-county measure + opt-in) are a guaranteed minimum allocation to transit operating funding after year 8 of the measure and an expectation for Santa Clara County to contribute to Caltrain's shortfall in years 1-15. The revised Scenario 2/Hybrid Scenario measure now proposes two funding sources: a ½-cent sales tax complemented by a payroll tax and includes an Employer Commuter Benefits Program. Neither proposal achieved consensus as a path forward. MTC will continue to refine these options and has invited transit agencies to present additional alternatives at the final Select Committee meeting on October 21. At that meeting, the Committee aims to decide on a preferred framework.

## Clipper START Outreach and Quarterly Ridership Update (April – June 2024)

Clipper START, which was launched in July 2020, is a fare-discount pilot program for eligible low-income residents in the Bay Area, offering discounts on single-ride fares and transfers. As of June 2024, MTC has contracted with 14 Community Based Organizations (CBOs) throughout the region, with three additional CBO contracts pending, to engage communities in promoting the Clipper START program. Through these partnerships, MTC is able to provide information brochures and marketing materials to CBOs, as well as training CBOs on how to navigate and complete applications for Clipper START. In San Mateo County, MTC contracted with Daly City Partnership and Nuestra Casa in East Palo Alto; these two non-profit organizations serve the needs of children and families within the Daly City and East Palo Alto communities, and the larger County.

SamTrans joined this program in January 2021, and we provide a 50 percent fare discount for Clipper START customers. In the final quarter of the previous fiscal year (April through June

2024), Clipper START ridership on SamTrans increased by 19.6 percent compared to the previous quarter, with a total of 33,347 trips. May 2024 saw the highest total ridership with 11,733 trips. April and June 2024 recorded ridership levels of 10,653 and 10,961 trips, respectively. Data indicates that Clipper START continues to contribute to positive ridership gains at SamTrans. Staff will continue monitoring the program and providing quarterly updates to the Board of Directors.

#### **Employee of the Month (EOM) Recognitions – August 2024**

Bus Operator EOM for North Base, **Pedro Solorzano**. This is Pedro's fourth EOM Award during his nearly 22 years of service with the District.

Bus Operator EOM for South Base, **Jason Dong**. This is Jason's first EOM Award during his one and a half years of service with the District.

Bus Maintenance EOM for North Base, **Mark Miller**, Storekeeper. This is Mark's second EOM Award during his six years of service with the District.

Bus Maintenance EOM for South Base, **John Christophel**, Storekeeper. This is John's seventh EOM Award during his 27 years of service with the District.