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## Report for CAC APRIL 2021

### RIDERSHIP:

- Ridership across all modes remains significantly below historical averages as the pandemic continues to affect our communities. As of May 12, 2021, San Mateo County is in the yellow tier.
- SamTrans: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 90.0 percent in the month of April 2021 compared to April 2020. Similarly, the total monthly ridership increased by 93.9 percent.
- When comparing April 2021 to pre-pandemic ridership levels, ridership for all SamTrans modes is 67.7 percent lower.
- AWR for April 21 was 15,057 compared to 7,426 in April 2020, and 33,332 in April 2019.

### OTP:

- OTP for April surpassed the goal of 85% at 87.3%.

### DNO:

- There were 6 DNOs in the month of April

### SAFETY

- This month's Safety Campaign focuses on preventing rear-end collisions with emphasis on highlighting positive safety behaviors to reduce accidents. Working in conjunction with the Training department, safety messages are displayed on at the base monitors and Supervisors are speaking with drivers.

### EMPLOYEE RECOGNITION

- Operators Anthony Pryor from North Base, and Operator Jerzy Sabik from South Base are the EOMs for APRIL 2021.

## KEY PERFORMANCE INDICATORS

SAMTRANS (BUS)   Operations Key Performance Indicators			
KPI	Apr-19	Apr-20	Apr-21
On-Time Performance	80.3%	89.9%	87.3%
Preventable Accidents	20	7	6
Service Calls	24	32	15
Trips Scheduled	44,439	37,567	36,141
Did Not Operate DNOs	31	22	6

SAMTRANS (BUS)   Fleet Key Performance Indicators			
KPI	Apr-19	Apr-20	Apr-21
Revenue Hours (Sched.)	51,969	47,385	47,615
Revenue Miles (Sched.)	564,577	512,092	504,771
Total Fleet Miles (Actual)	807,637	709,124	691,718

PARATRANSIT   Operations Key Performance Indicators			
KPI	Apr-19	Apr-20	Apr-21
On-Time Performance (RW)	91.7%	97.2%	97.7%
On-Time Performance (RC)	96.9%	96.2%	94.4%
Preventable Accidents (RW)	4	1	0
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	4	2	1
Service Calls (RC)	0	0	0

**SamTrans' OTP goal is 85.0 percent.** On-Time Performance (OTP) is calculated by evaluating the 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 30 seconds ahead of schedule.

**SamTrans' Miles between Preventable Accidents goal is 100,000 miles.** There were 115,286 Miles between Preventable Accidents this month.

**SamTrans' Miles between Service Calls goal is 25,000 miles.** There were 46,115 Miles between Service Calls this month.

**Notes:** KPIs include the third party contractor performance.

### COVID VACCINATION:

- SamTrans continues to provide free trips for people getting their COVID-19 vaccination. To date, SamTrans has provided approximately 620 free bus trips and 160 free ADA Paratransit trips.
- Percentage of Bus Operators vaccinated (to date): SamTrans 75%

### OTHER POINTS OF INTEREST:

#### School Service

- During April more San Mateo County schools transitioned to a form of in-person learning and SamTrans received a number of requests from schools for transportation throughout the month. SamTrans completed two service revisions in April to accommodate requests for service. At present, 47 daily trips are provided to support transportation to 15 schools in San Mateo County. These services are prioritized to serve students on the highest need routes. All other routes remain suspended through the end of the school year

#### Maximum Capacity/Pass-Ups

- There have been minimal complaints about pass-ups and crowding on buses as SamTrans deploys "Tripper" buses to avoid overcrowding. Approximately 5 buses are used each day to address overcrowding. This may change as the economy opens up or if SamTrans adjusts to 3-foot social distancing as some other agencies have started doing.

#### Service Levels

- Fixed-route bus service is at approximately 83 percent of the pre-COVID level. Staff is working on plans for the August service changes including service to schools for the start of next school year.