



Report for CAC June 2021

Ridership: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 50.0 percent in the month of June 2021 compared to June 2020. Similarly, the total monthly ridership increased by 47.8 percent.

When comparing June 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions, ridership for all SamTrans modes is 63.84 percent lower, but continues to increase.

OTP: We exceeded our On-Time Performance goal of 85% at 85.74% for the month of June.

DNO: There were 38 DNOs in the month of June – twenty more than the previous month of May 2021. There was one DNO recorded for the month of June 2020.

OOM Operators Aaron Myers from North Base, and Operator Mauricio Morales from South Base are the EOMs for JUNE 2021.

MBSC: There were 28,916 miles between road calls, exceeding the goal of 25,000.

MBPA: We travelled 93,228 miles between preventable accidents.

June Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	3	1
Bus – South Base	1	0

- The District had (4) preventable accidents reported this month.
- Safety Campaign continues to focus on highlighting positive safe behaviors and be aware of your surroundings to reduce the risk of accidents.
- A new Safety Campaign will be announced next month.

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Jun-19	Jun-20	Jun-21
On-Time Performance	80.6%	86.2%	85.7%
Preventable Accidents	17	8	8
Service Calls	31	17	23
Trips Scheduled	41,465	24,094	36,039
Did Not Operate DNOs	18	1	38

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Jun-19	Jun-20	Jun-21
Revenue Hours (Sched.)	51,680	33,573	47,833
Revenue Miles (Sched.)	544,790	357,371	503,845
Total Fleet Miles (Actual)	763,971	547,740	665,058

PARATRANSIT Operations Key Performance Indicators			
KPI	Jun-19	Jun-20	Jun-21
On-Time Performance (RW)	92.6%	96.0%	95.6%
On-Time Performance (RC)	96.8%	95.6%	95.7%
Preventable Accidents (RW)	3	0	1
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	2	2	3
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 83,132 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 28,916 Miles between Service Calls this month.

Notes: KPIs include the third party contractor performance.

COVID VACCINATION: Paratransit continues to provide free rides to and from vaccination appointments.

OTHER POINTS OF INTEREST:

New Operators

- Class 166 graduated on June 25, 2021 with 5 new Operators
- Class 167 started on July 7, 2021 with 23 Trainees.

COVID Maximum Capacity, Masks and Restrictions

As of June 21, 2021, SamTrans no longer requires physical distancing between customers and bus capacity restrictions have been lifted. Masks and staying six feet away from operators are still required onboard to comply with both federal transportation and state worker safety mandates.

SamTrans will continue to provide masks to riders upon request and Operator's barriers will remain in-place. With passengers forgetting to wear masks while riding public transit, Operators issued 143 more masks compared to last month.

Runbooks: 135 (Summer Runbook), 136 August (Beginning of School Year Runbook)

Runbook 135 effective date was 6/20/21. The summer runbook discontinues school service. Operations Planning is working diligently on reinstating all pre-COVID school service with the next runbook effective August 15, 2021.

