



Report for CAC July 2021

Ridership: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 37.3 percent in the month of July 2021 compared to July 2020. Similarly, the total monthly ridership increased by 34.4 percent.

When comparing July 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions, ridership for all SamTrans modes is 63.11 percent lower, but continues to increase.

OTP: We exceeded our On-Time Performance goal of 85% at 86.7% for the month of July. OTP increased by 1% compared to June 2021.

DNO: There were 83 DNOs in the month of July.

OOM Operators Bo Yi Yuan from North Base and Operator Timothy Chan from South Base are the EOMs for JULY 2021.

MBSC: There were 37,632 miles between service calls, exceeding the goal of 25,000.

MBPA: The District exceeded our MBPA goal for two consecutive months with 113,665 miles between preventable accidents despite rising traffic and more pedestrians on the road.

July Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	1	0
Bus – South Base	3	0
Maintenance – North Base	0	N/A
Maintenance – South Base	0	N/A

- The District had (4) preventable accidents reported this month.
- The new Safety Campaign starting in August focuses on schools reopening with the slogan, “Kids are Back, Stay on Track.”
 - Be alert and stay focused while driving.
 - Look for potential hazards and proceed with caution around kids.
 - Constantly check you mirrors to ensure students are seated before moving the bus.

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Jul-19	Jul-20	Jul-21
On-Time Performance	83.4%	86.4%	86.7%
Preventable Accidents	20	15	7
Service Calls	22	18	18
Trips Scheduled	42,525	24,945	36,004
Did Not Operate DNOs	99	31	83

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Jul-19	Jul-20	Jul-21
Revenue Hours (Sched.)	58,533	34,739	49,047
Revenue Miles (Sched.)	578,359	369,803	506,725
Total Fleet Miles (Actual)	799,026	578,686	677,372

PARATRANSIT Operations Key Performance Indicators			
KPI	Jul-19	Jul-20	Jul-21
On-Time Performance (RW)	92.8%	95.9%	94.1%
On-Time Performance (RC)	97.1%	95.3%	95.1%
Preventable Accidents (RW)	0	2	2
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	5	3	4
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 96,767 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 37,632 Miles between Service Calls this month.

Notes: KPIs include the third party contractor performance.

COVID VACCINATION: Redi-Wheels and RediCoast continue to provide free rides to/from COVID vaccinations, although the number of requests is much lower.

OTHER POINTS OF INTEREST:

New Operators

- Class 167 started on July 7, 2021 with 23 Trainees. 6 Trainees were in an accelerated Training program and graduated on Fri., Aug. 20, 2021.

COVID Maximum Capacity, Masks and Restrictions

As of July 21, 2021, SamTrans no longer requires physical distancing between customers and bus capacity restrictions have been lifted. Regardless of vaccination status, masks and staying six feet away from operators are still required onboard to comply with both federal transportation and state worker safety mandates. Rising concerns of the spread of the coronavirus delta-variant will impact future safety protocols.

SamTrans continues to provide masks to riders upon request and Operator's barriers will remain in-place.

Runbook 136

Went into effect Sun., August 15, 2021 and includes schools back in service.