



Report for CAC December 2021

Ridership: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 56.7 percent in the month of December 2021 compared to December 2020. Similarly, the total monthly ridership increased by 48.9 percent.

When comparing December 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions (February 2020), ridership for all SamTrans modes is 56.4 percent lower, and 51.0 percent lower compared to December 2019.

OTP: OTP for December 2021 was below SamTrans' OTP goal of 85.0 percent at 80% percent. OTP decreased by 7.4 percent compared to December 2020. Service and schedule changes were implemented on January 16, 2022 to address OTP.

DNO: In December 2021, there were 353 DNOs (trips or schedules that did not operate) –141 more than in November 2021. These DNOs were largely due to CUB staffing shortages as well as the impact of the Omicron variant surge hitting the workforce.

OOM Operator Scott Quach from North Base and Operator Joel Garcia from South Base are the EOMs for DECEMBER 2021. The Operator of the Year will be selected and announced in the first quarter of 2022 Board of Director's meeting.

MBSC: There were 33,793 miles between service calls, exceeding the goal of 25,000 miles.

MBPA: The District did not meet our Miles between Preventable Accidents goal of 100,000 miles with 78,850 MBPA miles. The Bus Division had five (5) preventable collisions in Bus Operations, and one (1) preventable passenger incident/fall in Bus Operations.

December Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	2	0
Bus – South Base	3	1
Maintenance – North Base	0	N/A
Maintenance – South Base	0	N/A

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Dec-19	Dec-20	Dec-21
On-Time Performance	78.6%	87.4%	80.0%
Preventable Accidents	15	12	9
Service Calls	30	24	21
Trips Scheduled	45,466	36,579	38,531
Did Not Operate DNOs	342	3	353

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Dec-19	Dec-20	Dec-21
Revenue Hours (Sched.)	57,009	49,109	45,778
Revenue Miles (Sched.)	612,633	516,093	528,128
Total Fleet Miles (Actual)	849,371	685,270	709,649

PARATRANSIT Operations Key Performance Indicators			
KPI	Dec-19	Dec-20	Dec-21
On-Time Performance (RW)	91.6%	96.9%	95.1%
On-Time Performance (RC)	95.1%	95.1%	95.5%
Preventable Accidents (RW)	1	3	2
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	3	6
Service Calls (RC)	0	0	0

SamTrans' OTP goal is 85.0 percent. On-Time Performance (OTP) is calculated by evaluating 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 78,850 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 33,793 Miles between Service Calls this month.

Notes: KPIs include participating contractors' performance.

SAFETY:

- In December 2021, there were 6 preventable accidents – the same amount as December 2020.
 - One (1) accident involved a rear-end collision with a vehicle, two (2) involved a moving vehicle, and the other two (2) involved contact with a fixed object (support wires and tree).
 - There was one (1) preventable fall accident on-board the bus which involved a wheelchair passenger that was not strapped to the bus.

The next Safety Campaign will focus on Passenger Safety and Safe Driving habits to prevent passenger falls.

COVID:

- The FTA extended mask requirements until March 18, 2022 on all public transit vehicles. The following measures are in-place to keep employees and passengers safe:
 - SamTrans continues to clean and wipe down surfaces every other day and sanitize buses with foggers.
 - Issuance of free masks for passengers.