



## Report for CAC October 2021

**Ridership:** Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 56.1 percent in the month of October 2021 compared to October 2020. Similarly, the total monthly ridership increased by 45.7 percent.

When comparing October 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions (February 2020), ridership for all SamTrans modes is 50.6 percent lower, and 53.5 percent lower compared to October 2019.

**OTP:** OTP for October 2021 was below SamTrans’ OTP goal of 85.0 percent, achieving 79.8 percent. OTP decreased by 6.5 percent compared to October 2020.

**DNO:** In October 2021, there were 211 DNOs (trips or schedules that did not operate) –114 more than in September 2021.

**OOM** Operators Cristine Amoyan from North Base and Operator Clifton Hung-Bode from South Base are the EOMs for OCTOBER 2021. Both Operators have been with the District for just over one year.

**MBSC:** There were 33,125 miles between service calls, exceeding the goal of 25,000.

**MBPA:** The District met our MBPA goal with 254,924 miles between preventable accidents. The Bus Division had two (2) preventable collisions in Bus Operations, and zero (0) preventable passenger incident/fall in Bus Operations.

October Preventability Group / Type		
<i>Group</i>	<i>Collisions</i>	<i>Passenger Fall</i>
Bus – North Base	1	0
Bus – South Base	1	0
Maintenance – North Base	0	N/A
Maintenance – South Base	0	N/A

**KEY PERFORMANCE INDICATORS**

SAMTRANS (BUS)   Operations Key Performance Indicators			
KPI	Oct-19	Oct-20	Oct-21
On-Time Performance	77.8%	86.3%	79.8%
Preventable Accidents	17	12	6
Service Calls	28	22	22
Trips Scheduled	47,476	36,142	38,782
Did Not Operate DNOs	274	9	211

SAMTRANS (BUS)   Fleet Key Performance Indicators			
KPI	Oct-19	Oct-20	Oct-21
Revenue Hours (Sched.)	58,367	48,628	46,098
Revenue Miles (Sched.)	629,684	510,712	525,071
Total Fleet Miles (Actual)	889,786	676,556	728,759

PARATRANSIT   Operations Key Performance Indicators			
KPI	Oct-19	Oct-20	Oct-21
On-Time Performance (RW)	91.8%	97.9%	95.2%
On-Time Performance (RC)	95.2%	95.2%	95.6%
Preventable Accidents (RW)	1	1	0
Preventable Accidents (RC)	1	0	0
Service Calls (RW)	0	4	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 121,460 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 33,125 Miles between Service Calls this month.

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

**SAFETY:**

- In October 2021, there were 6 preventable accidents, a decrease of 6 accidents compared to October 2020. The goal is to have one or fewer preventable accidents per every 100,000 miles; SamTrans (including Contracted services) had 0.82 accidents per 100,000 miles.

The new Safety Campaign is "Scan Ahead and Cover Your Breaks at Intersections."

- Avoid looking at anything that will distract you while operating bus including use of the MDT or speaking to Radio Control.
- Check mirrors frequently and drive carefully at all times – especially in high populated areas and school zones.
- Remember to drive with caution on Halloween. Be especially aware around dusk and low visibility times.

**COVID:** Regardless of vaccination status, masks and maintaining six feet away from operators are still required onboard to comply with both federal transportation and state worker safety mandates.