



Report for CAC MARCH 2021

Ridership:

- The total bus ridership for the month of March 2021 increased as more residents receive their vaccination and more businesses reopen.
- In line with fewer restrictions, we saw a slight increase in average weekday bus ridership – 14,000 compared to 13,090 last month.

OTP:

We exceeded our On-Time Performance goal of 85% at 87.91% for the month of March

DNO:

- There were only 3 DNOs in the month of March

OOM

- Operators William Alvarez from North Base, and Operator Elbert Marshall are the EOMs for March 2021.

SAFETY

- Had an exceptional month in exceeding our goal of 100,000 MBPA with 426,676 MBPA and just ONE Preventable Accident reported.
- The S.O.S. Team met for the third time this year. The purpose of the S.O.S. Team is to address safety concerns, collaborate on safety campaigns, and provide pertinent updates related to Bus Transportation issues.
 - Bus Operators identify various safety concerns from road conditions, time points in high traffic locations, to ADA seat latches and the location of bus stops.
 - Every safety concern is assigned to a Bus Transportation Supervisor to investigate and updates are provided each month.
 - The Team meets on the third Thursday of the month.

COVID VACCINATION:

- The District continues to work with county agencies in providing free rides to vaccination sites.
- There are no new cases of COVID reported at the bases since Feb. 26, 2021.

- The District continues to promote and encourage our employees to get vaccinated and offer paid-time off to receive their vaccine per California SB95 mandate.
- Percentage of Operators vaccinated (up to date): 70%
- On-site vaccinations were offered to all SamTrans employees and their families with additional on-site second vaccinations planned for next month.

OTHER POINTS OF INTEREST:

Bayshore Bus Bridge to 4th and King St.

- Took place two weekends April 17th-18th and April 24th – 25th
- All went well
 - Used an additional amount of buses due to social distancing, Warriors and Giant's baseball game events.

Safety Campaign

- The next Safety Campaign will focus on Operator good behaviors and recognition.

Consumers

- Fixed-route bus service received eleven compliments from ADA customers this month.
 - Example: "Caller called to give a compliment to the bus driver. Caller said the driver does his job well and makes sure she is secure in her wheel chair. Caller said the driver is always nice and polite. Caller said she was coming up to the bus stop and the driver waited for her. She was grateful for that because she knew the driver didn't have to wait for her and it made her on-time for her appointment."