



Report for CAC May 2021

Ridership: Ridership across all modes remains significantly below historical averages as the lingering effects of the pandemic continues to affect our communities. **SamTrans:** Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 72.1 percent in the month of May 2021 compared to May 2020. Similarly, the total monthly ridership increased by 69.3 percent.

When comparing May 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions, ridership for all SamTrans modes is 65.9 percent lower, but continues to increase.

OTP: We exceeded our On-Time Performance goal of 85% at 86.72% for the month of May.

DNO: There were 18 DNOs in the month of May

OOM Operators Victor Moro from North Base, and Operator Jackie Wells from South Base are the EOMs for MAY 2021.

MBSC: There were 33,093 miles between road calls, exceeding the goal of 25,000

MBPA: We travelled 58,628 miles between preventable accidents.

May Preventability Group / Type		
<i>Group</i>	<i>Collisions</i>	<i>Passenger Fall</i>
Bus – North Base	2	0
Bus – South Base	5	1

- The District had (8) preventable accidents reported this month.
- Safety Campaign continues to focus on highlighting positive safe behaviors to reduce the risk of accidents.
- The Training department released a “Thank You” video to Operators with emphasis on good safety habits. The SOS Bus Operators committee members participated in the video. The video is displayed at both bases and shared with RediWheels and MV.

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	May-19	May-20	May-21
On-Time Performance	80.0%	88.4%	86.7%
Preventable Accidents	22	9	11
Service Calls	22	24	21
Trips Scheduled	46,005	24,314	36,612
Did Not Operate DNOs	15	0	18

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	May-19	May-20	May-21
Revenue Hours (Sched.)	53,819	34,029	48,034
Revenue Miles (Sched.)	584,777	360,395	512,103
Total Fleet Miles (Actual)	828,528	553,378	694,957

PARATRANSIT Operations Key Performance Indicators			
KPI	May-19	May-20	May-21
On-Time Performance (RW)	91.9%	97.6%	97.3%
On-Time Performance (RC)	97.3%	95.4%	95.1%
Preventable Accidents (RW)	4	1	0
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	2	2
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 63,178 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 33,093 Miles between Service Calls this month.

Notes: KPIs include the third party contractor performance.

COVID VACCINATION: We are continuing to provide free rides to and from vaccination appointments.

OTHER POINTS OF INTEREST:

VTA

- SamTrans responded quickly to VTA's call for mutual aid following the tragic events that happened the morning of May 26, 2021.
- With help from Dispatchers, Field Supervisors, Bus Operators, and Bus Maintenance, including over 64 staff members, we assisted VTA over the next 18 days.
- SamTrans Bus Operators worked 1,394 hours, while driving 22,031 miles to assist with various routes in Santa Clara County, as requested by VTA. Thanks to our Bus Operators' professionalism and safe driving skills, there zero accidents in this unfamiliar service area.

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.

Pass-ups: The lifting of maximum capacity and social distancing on buses should eliminate any issues with passenger pass-ups.

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 29, 2021.

Consumer Reports:

CUSTOMER EXPERIENCE

SAMTRANS (BUS) Customer Experience			
KPI	May-19	May-20	May-21
Customer Complaints	132	83	71

The total number of complaints received for SamTrans decreased from April (93) to May (71).