



Report for CAC September 2021

Ridership: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 63.1 percent in the month of September 2021 compared to September 2020. Similarly, the total monthly ridership increased by 57.7 percent.

When comparing September 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions (February 2020), ridership for all SamTrans modes is 50.5 percent lower and 54.1 percent lower compared to September 2019.

OTP: OTP for September 2021 was below SamTrans' OTP goal of 85.0 percent, achieving 80.8 percent. OTP decreased by 2.1 percent compared to September 2021. Traffic has been gradually increasing and is impacting the OTP of many routes. Staff will be looking to the next runbook (January 2022) to make timing adjustments to improve OTP

DNO: In September 2021, there were 97 DNOs (trips or schedules that did not operate) – 409 less than the previous month of August 2021. Please note, that due to an isolated incident of extreme shortage of operators, August had an abnormal number of DNOs.

OOM Operators William Chavarria from North Base and Operator Harish Reddy from South Base are the EOMs for SEPTEMBER 2021. Note: As I reported last month, Operator William Chavarria received a consumer report thanking him for saving the consumer's husband's life.

MBSC: There were 36,101 miles between service calls, exceeding the goal of 25,000.

MBPA: The District did not meet our MBPA goal for two consecutive months with 61,862 miles between preventable accidents. The Bus Division had eight (8) preventable collisions in Bus Operations and one (1) preventable collision involving a Bus Operator Trainee. There was 0 preventable passenger incident/fall in Bus Operations.

September Preventability Group / Type		
Group	Collisions	Passenger Fall
Bus – North Base	5	0
Bus – South Base	3	0
Bus Operations Training	1	0
Maintenance – North Base	0	N/A
Maintenance – South Base	0	N/A

KEY PERFORMANCE INDICATORS

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Sep-19	Sep-20	Sep-21
On-Time Performance	77.7%	87.2%	80.8%
Preventable Accidents	15	11	12
Service Calls	24	24	20
Trips Scheduled	44,640	35,627	37,828
Did Not Operate DNOs	433	6	97

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Sep-19	Sep-20	Sep-21
Revenue Hours (Sched.)	55,458	41,437	44,445
Revenue Miles (Sched.)	596,406	497,466	511,013
Total Fleet Miles (Actual)	823,386	654,213	722,019

PARATRANSIT Operations Key Performance Indicators			
KPI	Sep-19	Sep-20	Sep-21
On-Time Performance (RW)	91.1%	97.7%	95.9%
On-Time Performance (RC)	96.9%	96.0%	96.9%
Preventable Accidents (RW)	0	2	1
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	2	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 60,168 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 36,101 Miles between Service Calls this month.

Notes: KPIs include the third party contractor performance.

SAFETY:

For the second time in two months, the District did not meet the 100,000 MBPA KPI goal with eight (8) Preventable Accidents and 61,862 miles between preventable accidents. Working in conjunction with the Training Department and Supervisors, Operators are being reminded to stay focused and eliminate any distractions while driving. We believe that the increase of accidents could be attributed to operators' general concerns related to the COVID pandemic and distractions due to ongoing labor negotiations.

The new Safety Campaign focuses on Pedestrian Safety and Halloween

- 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.

The S.O.S team created a new Restroom Task Force to address all Operator restroom concerns. The Restroom Task Force will meet once a month to address restroom safety, cleanliness and accessibility. The team will develop short-term solutions that will hopefully lead to permanent and manageable solutions.

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.