



Report for CAC August 2021

Ridership: Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 61.2 percent in the month of August 2021 compared to August 2020. Similarly, the total monthly ridership increased by 58.6 percent.

When comparing August 2021 to average weekday ridership levels just prior to the start of pandemic related restrictions (February 2021), ridership for all SamTrans modes is 56.5 percent lower.

OTP: OTP for August 2021 fell below SamTrans' OTP goal of 85.0 percent by achieving 82.9 percent. OTP decreased by 3.8 percent compared to August 2020. The reduction in OTP commensurate with the increased traffic congestion on the Peninsula as well as more traffic due to schools returning to in-person learning.

DNO: In August 2021, there were 506 DNOs (trips or schedules that did not operate) – 432 more than the previous month of June 2021. A significant number of operators called out sick at the beginning of the August run book, resulting in a large number of cancelled schedules (DNOs). To keep the public informed, timely communications regarding pending DNOs was shared with the call center staff, reported on the website, and posted on our mobile application and Twitter. Efforts were made to ensure first and last trips were not missed, and low frequency routes were not remarkably impacted.

OOM Operators Altrenet Thomas from North Base and Operator Tim McDaniel from South Base are the EOMs for AUGUST 2021.

MBSC: There were 36,298 miles between service calls, exceeding the goal of 25,000.

MBPA: Total MBPA is not available at this time. However, preliminary reports show 4 preventable accidents in August thus far.

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

SAMTRANS (BUS) Operations Key Performance Indicators			
KPI	Aug-19	Aug-20	Aug-21
On-Time Performance	79.3%	86.6%	82.9%
Preventable Accidents	11	13	4
Service Calls	22	24	20
Trips Scheduled	44,609	30,297	38,254
Did Not Operate DNOs	229	3	506

SAMTRANS (BUS) Fleet Key Performance Indicators			
KPI	Aug-19	Aug-20	Aug-21
Revenue Hours (Sched.)	58,647	41,513	47,932
Revenue Miles (Sched.)	601,120	437,747	524,688
Total Fleet Miles (Actual)	838,818	625,095	725,962

PARATRANSIT Operations Key Performance Indicators			
KPI	Aug-19	Aug-20	Aug-21
On-Time Performance (RW)	92.3%	97.1%	94.8%
On-Time Performance (RC)	97.6%	96.0%	96.7%
Preventable Accidents (RW)	0	0	3
Preventable Accidents (RC)	0	0	0
Service Calls (RW)	3	2	1
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 96,767 Miles between Preventable Accidents this month.

SamTrans' Miles between Service Calls goal is 25,000 miles. There were 36,298 Miles between Service Calls this month.

Notes: KPIs include the third party contractor performance.

SAFETY: Operator William Chavarria saved a person's life when he noticed a passenger on the ground at a bus stop at Hickey Blvd and Gateway in Daly City. Operator Chavarria checked on the person and immediately called for emergency assistance. According to the passenger's doctor, had Operator Chavarria not called for medical help, the passenger would not have survived.

COVID: As of June 21, 2021, SamTrans lifted bus capacity restrictions and no longer requires physical distancing between customers. 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. Rising concerns of the spread of the Covid-19 Delta-variant could impact future safety protocols. The Federal government is currently requiring face coverings through January 18, 2022.

OTHER POINTS OF INTEREST:

New Operators

- 9 Trainees from Class 167 graduated on Sept. 17th for a total of 13 new Operators.
- Class 168 will begin on Sept. 29th with 28 trainees on the list.

Runbook 136 Revisions

On August 15, 2021, SamTrans initiated Run Book #136 which adjusted schedules and added service to several routes. Service to schools resumed as schools reopened for in-person learning in San Mateo County. Several revisions to the schedule have been made since the August run book launch to accommodate bell time changes.