



MEMORANDUM

BOARD OF DIRECTORS 2020

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BOD ITEM #7 AUGUST 5, 2020

Date: July 29, 2020
To: SamTrans Board of Directors
From: Jim Hartnett, General Manager/CEO
Subject: General Manager/CEO Report

Year-end Summary – FY 2020

What an extraordinary, unexpected time! The complexities our organization and employees face could not have been imagined just a few months ago. But SamTrans maintains its commitment and delivers on its mission to provide transportation services to the community. Our front-line employees and contracted employees like our bus operators, utility workers, mechanics, storeskeepers, and other essential administrative workers who report to work each day deserve a big **THANK YOU!**

COVID-19 Ridership:

Fixed-route Buses – After four years of declining bus ridership, FY 2020 was cranking up to be a turnaround year. Total trips were up 4.3 percent or increased by 317,410 trips for the first eight months of the fiscal year ending on February 29, 2020. The average weekday ridership (AWR) also was up 4.3 percent to 35,770 weekday trips. The month of March was looking even more impressive with an AWR approaching 38,000 weekday trips in its first week. As a result of the Novel Coronavirus, six Bay Area counties announced a shelter-in-place (SIP) Health Order effective March 17. Ridership plunged approximately 75 percent during the last two weeks of March, wiping-out the ridership gains obtained in the first eight months of the fiscal year. We continue to serve the transit dependent the best we can and ridership is on an uptick.

ADA Paratransit – ADA Paratransit trips were down 2.6 percent for the first eight months of the fiscal year ending in February 29, 2020. Since the SIP Order, Paratransit trips are down approximately 75 percent.

Shuttles – Shuttle ridership was up 3.3 percent for the first eight months of the fiscal year ending in February 29, 2020. Since the SIP Health Order, shuttle trips are down approximately 90 percent.

Caltrain – Caltrain does not have a dedicated funding source and is dependent on farebox revenue to support its operating expenses. The FY 2020 approved budget included \$106.0 million in farebox revenue, plus \$5.3 million in associated parking revenue, constitutes approximately 75 percent of the funding Caltrain needs for operating expenses. Since mid-March, ridership has plunged as much as 97 percent, taking away needed farebox and parking revenue to support daily operational services. The first installment of emergency CARES

funding is enabling Caltrain to continue operating through September 2020. A second installment of CARES funds recently approved by MTC may enable Caltrain to provide service until sometime in December 2020.

Prior to the COVID-19 pandemic, Caltrain staff had been working with the staff and elected officials representing the six other agencies (the three Boards of Supervisors and the three transit agency boards in the three counties served by Caltrain) required to approve the placement of the one-eighth percent sales tax authorized by SB 797 on the November 2020 election ballot. At the time of this writing, it is unclear whether all of the six agencies will approve resolutions that will allow the JPB Board to place this sales tax measure on the November 3rd ballot.

Four modes combined (Bus, Paratransit, Shuttles and Caltrain) – The ridership for the four modes was up 3.9 percent or 835,200 trips for the first eight months of the FY 2020 fiscal year ending on February 29, 2020. By the end of March, the gain through February of 835,200 trips turned into a negative 123,460. The four modes provided 25.1 million trips in 2020, which is a decrease of 7.2 million trips or 22.3 percent compared to 32.3 million trips in FY 2019. From the gain of 835,200 trips through February, 8.0 million trips were lost since mid-March.

COVID-19 Action Update:

- Starting June 22, [SamTrans](#) and [Caltrain](#) launched online COVID-19 customer surveys to better understand how the pandemic has affected communities served by SamTrans and Caltrain and what can be done to provide the best possible rider experience.
- Foggers were implemented in July for cleaning the buses.
- Installation of polycarbonate barriers in the Bus Operator compartment was completed on July 24, one week ahead of schedule. Barriers have been installed on all revenue buses and will be installed on eight Proterra buses due for delivery in the first quarter of FY 2021.
- Bus Operator barriers enable front-door boarding and for fare collection expected to coincide with the August 16, 2020 runbook.
- Signage has been strategically located on buses alerting passengers that facial covering is required on SamTrans buses and to maintain social distancing.
- Individually wrapped masks are available for distribution to passengers not wearing a face cover. Field Supervisors will assist Bus Operators in distributing masks. Transit Police will be called to enforce face covering on SamTrans buses.
- Up to 35 buses and Bus Operators are allocated for standby service recovery and to mitigate capacity concerns on buses in support of social distancing.
- The implementation of the COVID-19 Recovery Runbook (Runbook 133) has been challenging, due to the uncertainty of ridership demand and school reopening plans. The August 16 runbook service levels are structured to support local routes with the highest ridership, optimize the use of standby buses, provide additional extra board to backfill COVID-19 related absences, and support schools in the highest-need communities that opt for in-person learning. The major service changes are:
 - Routes operating at pre-COVID levels include: ECR, 17, 120, 122, 130, 141, 280, 281, 292, 296, 397, 398, FLX Pacifica
 - Routes operating at reduced service: 121, 140, 250, 251, 256, 260, 270, 278, 286, 294, 295, SFO, FCX

- Routes not in service: 118, 274, 275, 276, 14, 19, 35, 54, 56, 58, 60, 61, 67, 72, 73, 80, 84, 85, 87
- Use the extra board to operate a number of community routes in high-need areas, primarily areas that rely on transit most, prioritizing routes that serve communities without access to vehicles if and when these schools opt for in-person learning. The list of high-need community routes includes the following: 16, 18, 24, 25, 28, 29, 37, 38, 39, 46, 49, 53, 55, 57, 59, 62, 68, 79, 81, 82, 83, 88, and 95

Bus Service/Ridership

For FY 2020, fixed-route bus service provided 8,826,550 total trips, which is a decrease of 17.3 percent compared to FY 2019. The AWR decreased 17.5 percent in FY 2020 compared to FY 2019.

For the eight months through February, there was an average of 926.908 trips per month. There were 201,730 trips in April, 247,860 trips in May and 388,930 trips in June. Ridership is increasing despite the ongoing pandemic; however, motor bus is approximately 58.0 percent below the average for the first eight months of the fiscal year.

For the first eight months in FY 2020 (through February), the bus lifts were deployed on average 2,100 times per month. In June, 2020 the lifts were deployed 1,481 times, a decrease of 29.5 percent which represents a smaller decrease than the 58.0 percent decrease in total ridership. The wheelchair usage represents the value the SamTrans Bus Service provides to our vulnerable riders who are dependent on essential transportation.

Ridership	<u>June 2020</u>	<u>FY 2020</u>	<u>FY 2019</u>
• AWR	12,990	28,950	35,100
• Total Trips	388,930	8,826,550	10,670,850

On-time Performance goal is 85.0%:

• Directly operated service	86.7%	84.4%	81.7%
• Contracted bus service	84.4%	77.2%	71.7%
• Coastside service	84.8%	77.7%	76.5%
Combined service	86.2%	82.3%	79.1%
Trips that Did Not Operate (DNO)	1	2,331	646
Complaints per million trips	167	207	179

The FY 2020 OTP is 82.3 percent, which is an improvement over the 79.1 percent for FY 2019. The OTP for June 2020 was 86.2 percent, which exceeds the 85.0 percent goal. There were zero (0) DNOs in May 2020 and 1 DNO in June 2020.

SamTrans ADA Paratransit Service/Ridership

For FY 2020, SamTrans provided 256,730 Paratransit trips, which is a decrease of 23.9 percent compared to FY 2019.

For the first eight months through February, SamTrans ADA Paratransit Service provided an average of 27,461 trips per month. There were 5,940 trips in April, 7,120 trips in May and 8,950 trips in June. Ridership is increasing despite the pandemic, but it is still approximately 67.4 percent below the average for the first eight months of the fiscal year.

There were 7,647 registrants as of June 2020, a 4.6 percent decrease or 366 fewer registrants compared to June 2019.

	<u>June 2020</u>	<u>FY 2020</u>	<u>FY 2019</u>
On-time Performance goal is 90.0%			
• Redi-Wheels	96.1%	93.3%	91.0%
• RediCoast	96.6%	96.1%	97.1%
Complaints per 1,000 trips			
• Redi-Wheels	0.72	0.73	0.64
• RediCoast	0.00	0.93	0.42
Ridership			
• Paratransit AWR	250 350	850	1,160
• Paratransit Total Trips	8,950	256,730	337,420

Redi-Wheels OTP for FY 2020 was 93.3 percent and the RediCoast OTP was 96.1 percent. Both Redi-Wheels and RediCoast exceeded the 90.0 percent goal.

Human Capital Investment

	<u>June 2020</u>		<u>FY 2020</u>		<u>FY 2019</u>	
	<u>Hours</u>	<u>Days</u>	<u>Hours</u>	<u>Days</u>	<u>Hours</u>	<u>Days</u>
New Bus Operator Trainees	1,224	153	18,080	2,260	24,200	3,025
Part to Full-time Bus Operator	0	0	0	0	372	46
New fleet/route orientation	64	8	381	48	370	46
VTT/DMV mandated training	128	16	2,958	370	2,492	312
Bus Operator retraining	210	26	2,837	354	1,485	186
Maintenance training	528	66	6,161	770	7,363	920
CPR/AED/First Aid/Other	20	3	264	33	656	82
Total Hours	2,174	272	30,681	3,835	36,938	4,617

Class #164 is scheduled to start August 7 with eleven Bus Operator Trainees.

Maintenance Department

The goal of **25,000** average Miles Between Service Calls (MBSC) was achieved for both the motor bus fleet (District maintained vehicles) and the Paratransit fleet.

	<u>June 2020</u>			<u>FY 2020</u>			<u>FY 2019</u>		
	<u>Miles Driven</u>	<u># Calls</u>	<u>MBSC</u>	<u>Miles Driven</u>	<u># Calls</u>	<u>MBSC</u>	<u>Miles Driven</u>	<u># Calls</u>	<u>MBSC</u>
Motor Bus	369,915	9	41,102	6,125,874	197	31,906	6,198,474	222	27,921
Paratransit	60,244	2	30,122	1,096,791	32	34,275	1,432,732	31	46,217

SamTrans Digital Communications (Social & Web)

	<u>June 2020</u>	<u>FY 2020</u>	<u>FY 2019</u>
Impressions*	158,674	7,942,026	7,565,202
Interactions*	7,438	299,591	180,103
Website Sessions	51,687**	1,359,660	1,773,798

* Facebook, Twitter, Instagram, LinkedIn, Nextdoor.

** Website Sessions down significantly, below 100K for fourth month in a row. June 2019 Sessions: 144K.

There were 10,791 total followers as of June 2020, up from 9,243 in June 2019.

Fare Changes Adopted August 7, 2019

On March 25, 2020, SamTrans halted fare collection to facilitate safe social distancing onboard vehicles. With the installation of Bus Operator protective barriers, Staff are coordinating to resume fare collection August 16 with Runbook 133. SamTrans communications will take steps to ensure passengers are reminded of the fare changes which took effect earlier this year, including the elimination of change cards.

Previously, staff had planned to present an impact analysis of the 2019 approved fare changes by summer of 2020. The suspension of fare collection has yielded insufficient data for such an analysis; as a result, staff anticipates returning to the Board later this year once enough data has been collected.

SamTrans Mobile

Due to COVID-19, SamTrans disabled fare sales after SamTrans implemented rear-door boarding. During the last quarter of FY 2020, although users didn't purchase tickets, the app was downloaded 1,361 times, which is a 66 percent decrease compared to the same period in FY 2019. 416 accounts were created, which is a 88 percent decrease compared to FY 2019.

The app was downloaded 14,832 times in FY 2020, a 19 percent increase compared to the previous fiscal year, and 12,288 new accounts were created, a 26 percent increase compared to FY 2019. More than 113,000 tickets were sold in FY 2020, a 145 percent more than the previous period. More than \$220,000 in revenue was collected which is double compared to FY2019. About 1.7 million trip planning searches were performed in FY 2020 by the app, which was 69 percent more than the previous period.

The base contract with Bytemark, the mobile app provider, expires August 31, 2020. Staff has evaluated the cost benefit of the application and decided to exercise the one-year option with the mobile ticketing feature. However, the trip planning feature is expected to be disabled on August 31, 2020. Some factors in the decision are associated with the launch of the Clipper app expected at the end of 2020; accuracy of the real-time information; and cost saving of \$30,000 per year. Staff will continue to monitor and evaluate the usage.