




---

**Report for CAC  
APRIL 2022**

**Ridership:** Average weekday ridership across all three modes (Bus, Paratransit, Shuttles) increased by 63.6 percent in the month of April 2022 compared to April 2021. Similarly, the total monthly ridership increased by 54.3 percent comparing April 2022 to April 2021.

The average weekday ridership for all SamTrans modes in the month of April 2022, is 47.1 percent lower than the ridership attained pre-pandemic; just prior to the start of the pandemic related restrictions (February 2020).

**OTP:** OTP for April 2022 was below SamTrans’ OTP goal of 85.0 percent at 81.8 percent. Staff continues to monitor traffic closely to understand on-going changing conditions. Adjustments are planned to improve the on-time performance of routes. The adjustments will be incorporated into the service change on June 19<sup>th</sup>. Staff will continue to monitor on time performance and make further adjustments to be incorporated into the August service change.

**DNO:** In April 2022, there were 576 DNOs (trips or schedules that did not operate) – 7 more than March 2022 due to continuing work force shortages.

**MBSC:** SamTrans had 18 services calls in April 2022. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans surpassed its goals with 0.64 service calls per 25,000 miles

**MBPA:**

Preventable Accidents - In April 2022, there were 14 preventable accidents. The goal is to have one or fewer preventable accidents per every 100,000 miles; SamTrans (including Contracted services) had 1.99 accidents per 100,000 miles.

The District had five (5) preventable accidents reported in April 2022, and two (2) preventable passenger falls this month. Contracted Services had seven (7) preventable accidents.

<i>April Preventability Group / Type</i>		
<i>Group</i>	<i>Collisions</i>	<i>Passenger Fall</i>
Bus – North Base	1	2
Bus – South Base	4	0
Maintenance – North Base	0	N/A
Maintenance – South Base	0	N/A

---

SAMTRANS (BUS)   Operations Key Performance Indicators			
KPI	Apr-20	Apr-21	Apr-22
On-Time Performance	89.9%	87.3%	81.8%
Preventable Accidents	7	9	14
Service Calls	32	16	18
Trips Scheduled	37,567	36,141	37,917
Did Not Operate DNOs	22	6	576

SAMTRANS (BUS)   Fleet Key Performance Indicators			
KPI	Apr-20	Apr-21	Apr-22
Revenue Hours (Sched.)	47,385	47,615	45,916
Revenue Miles (Sched.)	512,092	504,771	511,465
Total Fleet Miles (Actual)	709,124	691,718	701,757

PARATRANSIT   Operations Key Performance Indicators			
KPI	Apr-20	Apr-21	Apr-22
On-Time Performance (RW)	97.2%	97.7%	95.0%
On-Time Performance (RC)	96.2%	95.1%	95.7%
Preventable Accidents (RW)	1	0	2
Preventable Accidents (RC)	0	1	0
Service Calls (RW)	2	1	4
Service Calls (RC)	0	0	0

**SamTrans' OTP goal is 85.0 percent.** On-Time Performance (OTP) is calculated by evaluating 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 59 seconds ahead of schedule.

**SamTrans' Miles between Preventable Accidents goal is 100,000 miles.** There were 50,126 Miles between Preventable Accidents this month.

**SamTrans' Miles between Service Calls goal is 25,000 miles.** There were 38,987 Miles between Service Calls this month.

**Notes:** All KPIs include all SamTrans service operated directly and by contract.

Sched. = Scheduled, which includes in-service and layover.

**OOM** Operator Salvador Padilla from North Base and Operator Michael Keating from South Base are the EOMs for APRIL 2022.

**SAFETY:**

- This month's Safety Campaign focuses on Bus Yard Safety.
  - Slow Down and do not drive faster than 10 miles per hour in any area of the base.
  - Observe established flow of traffic at both bases.
  - Give reversing buses the right of way.
  - Do not use bus stalls as short cuts.
  - Always stay alert while walking in the base yard.
- In line with other Bay Area agencies, SamTrans customers and Operators are recommended to wear face masks but are no longer required to wear them while on the buses. Operators continue to hand out masks to customers upon request.
- With the continuing transmission of COVID variants, Operator barriers on the buses will remain in-place at this time.