

Greetings BT Operators!

This year (July 1, 2022 to June 30, 2023) is our NTD Sampling Year. As some of you may not have had experience with this, a quick review:

- NTD Sampling: Throughout the year Random trips are picked in which we count how many people are on board riding from stop to stop. This is done by knowing how many people are on board the vehicle at the start of the trip, how many get off and/or on at every stop during the trip, and how many people are on board as the trip ends. This allows us to get an average of how far people ride. (Note that beginning and ending is how many people are on board, not how many are getting on and off like all the stops in-between)
- This is a big factor in determining how much funding we receive.
- This needs to be very accurate.
- In years past we had to do manual counts on all with drivers and extra staff and even temp workers keeping the counts.

This year we get to do things slightly differently. We have clearance from NTD to use camera footage of boardings and alightings to be used for counting. And as the entire fleet with few exceptions are fully equipped with cameras, for most sampling we will be using the camera footage for those. So many times you will need not worry.

THE EXCEPTIONS:

1. BOCs and Vans: Due to different factors including camera placements, different software and other factors, any route with a BOC or a Van on it will need to use Paper Sampling. At least as a backup to the camera data if not the sole source for the count.
 - a. This will definitely be on all Blue and Gold sample trips. And may include: CRC, HXP, CRB, PRB, SMA, and any other route where a BOC was put out to cover for missing full sized vehicle.
 - b. Dispatch will need to supply all Blue and Gold drivers with a Manual Sampling Sheet for those sample runs.
 - c. If it is known a BOC will be on another route, Dispatch will be sending out Manual Sampling Sheets on those runs as well.
 - d. If a BOC is sent out to cover for a full sized vehicle that has been pulled from service, when possible the sample sheet for that run will be sent out with the BOC swap driver.
2. Full Sized Vehicles: IF it becomes known there is a camera issue on a full sized vehicle, then Manual Sample sheets will need to be sent out for that vehicle. This may be avoided with a swap with another route for the sample time. However, this may not always be feasible. So it is possible from time to time that a full sized vehicle will need to do manual sampling.

SAMPLING: (Note: Read full section even if you are not scheduled for routes that typically run BOCs)

BOCs and Vans: You will have a Manual Sample Sheet given to you before the start of your shift. This will be partially similar to the Ranger Fail sheets with some critical differences.

- **The Header Section:** Has Date and additional info for this trip. Most important:
 - **Trip Time:** This is the SCHEDULED time for the sample. If you are running behind, start the sample when you actually start that trip. So if you have a sample Trip Time of 11:15 and are running 10 minutes behind, leaving the starting Timecheck at 11:25, then that is when you start the sample. It is for That Trip, even if it is off schedule a bit. If you are funning a Football Extra,

- (such as for the Access Lot) the time is an estimate, and you take the sample as close to that time as your runs allow.
 - **Vehicle No:** The vehicle ID number (IE 506, 41, etc). Put that in so we have record of the vehicle on that sample.
 - **Name:** Print Please.
- **First Stop:** The beginning stop of the sample. You will see that the Boarding and Alighting sections are shaded out and has instructions pointing to an entry area called Start/End Counts. What we need there is the total number of passengers ON Board the vehicle when you are pulling out from the stop. This will include not only the people who got on at that stop, but also everyone who is still riding from the last trip.
- **Last Stop:** This is the ending stop of the sample. Like the First stop, you will be counting how many people are On Board as you pull into the last stop. It doesn't matter who gets off or stays on, it is everyone when you got there.
- **All Stops Between:** You only put in counts of people who got on (boardings) or got off (alightings) at that stop. We need both to keep accurate counts. Don't worry about how many are on board, Data Entry will be calculating that number. On a BOC this is pretty easy as you only have the single door to keep track of.
- **In The Rare Event of Consecutive Samples:** On rare occasion, you might have two samples in a row on a run. We still need to treat each of these as completely separate. So the First Stop and Last Stop counts are still done exactly the same as if these were not beside each other. For example: Let's say Newman was your First/Last stop on the samples. You are coming in at the end of your first sample and have 10 people on board as you pull into Newman. Then you put 10 down at the end of the first sample. Let people off, board people. Then you pull out your second sample sheet, count how many are on board (let's say 15) Put that down and leave Newman with 15 people on board. This is called "Unlinking" the trips. All samples are unlinked from all the trips around them.
- **In Rare Cases of Full Sized Vehicles without cameras on Sample Trip:** You have a lot more doors to keep track of. So crowd control will be your friend. Let passengers off at a stop and count those to the best of your ability. With that number recorded, you then let people onboard and count them. This will slow you down a bit but that is EXPECTED. Take your time, get it right, and don't rush.
- **Hash Marks:** NEVER, EVER, EVER use 'hash marks' for counts. Now it is helpful with large groups, and you have the section to the right between the first and last stop entry, and the entire back of the sheet on which you and use to put in marks to get a total count. But in the entry section, only put in the final numbers. Because '11' is indistinguishable between Eleven and Two if you have both numbers and hash marks on a sheet.
- **Write Clearly:** Take the extra second to make sure your 4 looks like a 4 and not a 9, or 7, or 8.... Thank You.

FAQs:

- How Many Samples will there be? We have 600 samples scheduled for the year. That is about 1/3 of 1% of all trips expected. So... not a lot. Many drivers may never even have a sample during their shifts, much less having to do a manual one. But, as these are random, some drivers will have multiple samples.
- Why not use the APCs? These are not always accurate enough. Especially with large flowing crowds. Useable for general planning purposes, but not quite meeting the mark for the high accuracy needed for sampling. And BOCs are not equipped.
- What if a sample is missed for (insert reason here)? A replacement will be picked if at all possible. Matching the service day/level that was missed.