



Bus Transportation CAC Report March 2024

Ridership:

SamTrans: Average weekday ridership (AWR) across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 21.5 percent in March 2024 compared to March 2023. The total monthly ridership increased by 16.8 percent.

Post-pandemic SamTrans total fixed-route bus ridership recovery in March 2024 reached 94.1 percent of pre-pandemic total bus ridership in March 2019. SamTrans Adult fare usage recovery is 118.7 percent compared to pre-pandemic adult fare usage.

Ride Plus: For March 2024, average weekday ridership for Ride Plus was 98 trips and a total ridership of 2,697 trips. This is a 3.4 percent decrease compared to last month's total ridership, likely due to the start of fare collection. Of the total ridership, 70.4 percent of trips were taken in East Palo Alto/Belle Haven and 29.6 percent were taken in Half Moon Bay/El Granada.

Youth Unlimited Pass: Monthly usage for SamTrans Youth Unlimited Pass was the highest to date in March 2024. SamTrans will continue promotion and coordination with schools to encourage all eligible youth to participate in the program.

Regarding Key Performance Indicators (KPI):

OTP: OTP systemwide for March 2024 was 82.6 percent. This represents a 1.4 percent increase over February 2024. This is below the goal of 85.0 percent.

DNO: In March 2024, there were 7 DNOs.

MBSC: There were 25 service calls in March 2024. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans did meet its goal with 0.6 service call per 25,000 miles.

MBPA: There were 19 preventable accidents in March 2024. The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 2.4 accidents per 100,000 miles.

Bus Transportation Safety Campaign

The Safety Campaign continues to focus on avoiding distractions such as optic, manual, and mental distractions. The operators are reminded to focus safety on themselves, the passengers, and for other drivers on the road.

Bus Operator Employee of the Month (EOM) Recognitions

Ian Naval is the March 2024 Bus Operator of the Month at North Base. This is his first EOM award during his five years of service with the District. **Shaun Michael Crowder** is the March 2024 Bus Operator of the Month at South Base. Operator Crowder has been driving with the District for almost two years, and this is his first EOM award.

Bus Maintenance Employee of the Month (EOM) Recognitions

Zhaoyuan “Devin” Wu is the March 2024 Mechanic of the Month at North Base. This is his first EOM Award during his first year of service with the District. **Dwayne Parks** is the March 2024 Mechanic of the Month at South Base. This is his first EOM Award during his first year of service with the District.