



Bus Transportation CAC Report April 2024

Ridership:

SamTrans: Average weekday ridership (AWR) across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 10.0 percent in April 2024 compared to April 2023. The total monthly ridership increased by 14.1 percent.

Post-pandemic SamTrans total fixed-route bus ridership recovery in April 2024 reached 98.7 percent of pre-pandemic total bus ridership in April 2019. SamTrans Adult fare usage recovery is 119.7 percent compared to pre-pandemic adult fare usage.

Ride Plus: For April 2024, average weekday ridership for Ride Plus was 99 trips and total ridership was 2,731 trips. This is a 1.3 percent increase compared to the previous month's total ridership. Of the total ridership, 70.5 percent of trips were taken in East Palo Alto/Belle Haven and 29.5 percent were taken in Half Moon Bay/El Granada.

Youth Unlimited Pass: Monthly usage for SamTrans Youth Unlimited Pass continues to increase year over year. For the month of April 2024, Youth Unlimited Pass usage increased 32.7 percent compared to April 2023. SamTrans will continue promotion and coordination with schools to encourage all eligible youth to participate in the program and ensure widespread distribution of passes to all eligible students by schools.

Regarding Key Performance Indicators (KPI):

OTP: OTP systemwide for April 2024 was 82.6 percent. This is below the goal of 85.0 percent.

DNO: In April 2024, there were 6 DNOs.

MBSC: There were 32 service calls in April 2024. The goal is to have one or fewer service calls per every 25,000 miles. SamTrans met its goal with 1.0 service call per 25,000 miles.

MBPA: There were 15 preventable accidents in April 2024. The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 1.9 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

Terry Benjamin is the April 2024 Bus Operator of the Month at North Base. This is his first EOM award during his almost two years of service with the District. **Mesgana Mulugeta** is the April 2024 Bus Operator of the Month at South Base. Operator Crowder has been driving with the District for two years, and this is his first EOM award.