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## **Bus Transportation CAC Staff Report August 2024**

### **Ridership:**

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 10.5 percent in August 2024 compared to August 2023. The total monthly ridership increased by 9.5 percent in August 2024 compared to August 2023.

Post-pandemic SamTrans total fixed-route bus ridership recovery in August 2024 reached 97.7 percent of pre-pandemic total bus ridership in August 2019.

Ride Plus: Average weekday ridership was 109 trips and total ridership was 3,014 trips. The average weekday ridership increased 2.0 percent compared to August 2023, and the total ridership decreased 2.2 percent compared to August 2023. Of the total ridership, 71.1 percent of trips were taken in East Palo Alto/Belle Haven and 28.9 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 August 2024, Youth Unlimited Pass usage increased 44.2 percent compared to August 2023.

### **Regarding Key Performance Indicators (KPI):**

**OTP:** August 2024 systemwide OTP was 80.0 percent and is below the goal of 85.0 percent. This is an improvement compared to 77.9 percent in August 2023.

**DNO:** In August 2024, there were 10 DNOs. This is a minimal increase compared to 4 DNOs in August 2023.

**MBSC:** There were 28 service calls in August 2024 (20 from SamTrans and 8 from contracted services). The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service met its goal with 0.82 service call per 25,000 miles.

**MBPA:** There were 18 preventable accidents in August 2024 (12 from SamTrans and 6 from contracted services). The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 2.11 accidents per 100,000 miles.

### **Safety Campaign**

The new Safety Campaign continues to focus on Critical Thinking.

### **Bus Operator Employee of the Month (EOM) Recognitions**

**Pedro Solorzano** is the August 2024 Bus Operator of the Month at North Base. This is his fourth EOM award during his twenty-one years of service with the District.

**Jason Dong** is the August 2024 Bus Operator of the Month at South Base. Operator Dong has been driving with the District for one and a half year, and this is his first EOM award.

### **Maintenance Employee of the Month (EOM) Recognitions**

**Mark Miller (Storekeeper)** is the Aug 2024 Maintenance Employee of the Month at North Base. This is his second EOM award during his almost 6 years of service with the District. **John Christophel (Storekeeper)** is the Aug 2024 Maintenance employee of the Month at South Base. Storekeeper Christophel has been with the District for 27 years, and this is his 7th EOM award.