



CAC Staff Report November 2024

SamTrans: Average weekday ridership across all four modes increased by 4.4 % in November 2024 compared to November 2023. The total monthly ridership increased by 3.3 % in November 2024 compared to November 2023. Post-pandemic SamTrans total fixed-route bus ridership recovery in November 2024 reached 94.7 % of pre-pandemic total bus ridership in November 2019. The ridership recovery rate for FY25 to date is 96.6 % of pre-pandemic total bus ridership between July and November 2019.

Ride Plus: Average weekday ridership was 109 trips, and total ridership was 2,891 trips. The average weekday ridership decreased 16.9 % compared to November 2023, and the total ridership decreased 20.4 % compared to November 2023. Of the total ridership, 70.5 % of trips were taken in East Palo Alto/Belle Haven and 29.5 % were taken in Half Moon Bay/El Granada.

Youth Unlimited Pass: For November 2024, Youth Unlimited Pass usage increased 15.7 % compared to November 2023.

Regarding Key Performance Indicators (KPI):

- **OTP:** November 2024 systemwide OTP was 81.8 %, performing similar to November 2023 at 82.1 % and is below the goal of 85.0 %.
- **Did Not Operate (DNOs)** In November 2024, there were 107 DNOs. This is a sizable increase compared to zero DNOs in November 2023 due to a high volume of operator absenteeism in November.
- **MBSC:** The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service did not meet its goal with 1.6 service calls per 25,000 miles.
- **MBPA:** The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 2.0 accidents per 100,000 miles.

Safety Campaign

The new Safety Campaign is “Clear Cushions + Clear Minds = Safe Rides.” Having a clear mind helps an Operator to make safe decisions. Distractions lead to not seeing potential hazards on the road and increase the chances of errors while driving. Understand proper mirror usage to maintain awareness of your surroundings. Clear Cushions allows for safe following distance giving Operators time to respond to obstacles and hazards on the road.

Bus Operator of the Month Recognitions

Donnie Thomas is the November 2024 Bus Operator of the Month at North Base. **Jun Jie Du** is the November 2024 Bus Operator of the Month at South Base.