



## Bus Transportation CAC Report December 2024

### Ridership:

**SamTrans:** Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 10.9 percent in December 2024 compared to December 2023. The total monthly ridership increased by 10.8 percent in December 2024 compared to December 2023. Post-pandemic SamTrans total fixed-route bus ridership recovery in December 2024 reached 98.7 percent of pre-pandemic total bus ridership in December 2019. The ridership recovery rate for FY25 to date is 96.9 percent of pre-pandemic total bus ridership between July and December 2019.

**Ride Plus:** Average weekday ridership was 96 trips, and total ridership was 2,765 trips. The average weekday ridership decreased 24.0 percent compared to December 2023, and the total ridership decreased 24.3 percent compared to December 2023. Of the total ridership, 69.4 percent of trips were taken in East Palo Alto/Belle Haven and 30.6 percent were taken in Half Moon Bay/El Granada. Staff is reviewing this data and exploring reasons for this decrease.

**Youth Unlimited Pass:** For December 2024, Youth Unlimited Pass usage increased 21.4 percent compared to December 2023.

### Regarding Key Performance Indicators (KPI):

- **OTP:** December 2024 systemwide OTP was 80.6 percent, performing slightly lower than December 2023 at 82.0 percent and is below the goal of 85.0 percent.
- **Did Not Operate (DNOs):** In December 2024, there were 76 DNOs. This is a sizable increase compared to zero DNOs in December 2023 due to a high volume of operators calling out sick or lack of operator availability. The top three DNO days in December 2024 were on the 20th, 24th, and 31st.
- **MBSC:** There were 33 service calls in December 2024 (21 from District and 12 from contracted services). The goal is to have one or fewer service calls per 25,000 miles. Fixed-route service met its goal with less than one service call per 25,000 miles.

- **MBPA:** There were 11 preventable accidents in December 2024 (7 from District and 4 from contracted services). The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 1.3 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 Employee of the Month (EOM) Recognitions**

**Ryan Fischer** is the December 2024 Bus Operator of the Month at North Base. This is his first EOM award during his two years of service with the District. **Elbert Marshall** is the December 2024 Bus Operator of the Month at South Base. Operator Marshall has been driving with the District for nine years, and this is his fourth EOM award.

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

**Manuel Monte (Utility Worker)** is the December 2024 Maintenance Employee of the Month at North Base. This is his second EOM award. **Nelson Tumbaga (Utility Worker)** is the December 2024 Maintenance employee of the Month at South Base. This is Utility Worker Tumbaga’s first EOM award.