



---

## Bus Transportation CAC Report January 2025

### **Ridership:**

**SamTrans:** Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 13.1 percent in January 2025 compared to January 2024. The total monthly ridership increased by 13.4 percent in January 2025 compared to January 2024.

Post-pandemic SamTrans total fixed-route bus ridership recovery in January 2025 reached 94.7 percent of pre-pandemic total bus ridership in January 2020. The ridership recovery rate for FY25 to date is 97.1 percent of pre-pandemic total bus ridership between July 2019 and January 2020.

**Ride Plus:** On January 20, SamTrans transitioned to a new Ride Plus app to improve the passenger experience. The new app required existing users to create a new account. Staff communicated the change through the Ride Plus webpage, a press release, pop-up messages on the former app, and social media posts.

Average weekday ridership was 116 trips, and total ridership was 3,030 trips. The average weekday ridership decreased 2.3 percent compared to January 2024, and the total ridership decreased 12.6 percent compared to January 2024.

Of the total ridership, 72.2 percent of trips were taken in East Palo Alto/Belle Haven and 27.8 percent were taken in Half Moon Bay/El Granada.

**Youth Unlimited Pass:** For January 2025, Youth Unlimited Pass usage increased 35.0 percent compared to January 2024.

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

- **OTP:** January 2025 systemwide OTP was 83.0 percent, which is below the goal of 85.0 percent. However, OTP improved year over year (82.3 percent in January 2024).
- **Did Not Operate (DNOs):** In January 2025, there were 50 DNOs.
- **MBSC:** There were 42 service calls in January 2025 (23 from District and 19 from contracted services). The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service did not meet its goal with 1.2 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 2.3 accidents per 100,000 miles.

### **Safety Campaign**

The Safety Campaign continues to be “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**

**Earl DelMundo** is the January 2025 Bus Operator of the Month at North Base. This is his first EOM award during his one year of service with the District. **Wisam Aburamadan** is the January 2025 Bus Operator of the Month at South Base. Operator Aburamadanl has been driving with the District for seven years, and this is his third EOM award.