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## **Bus Transportation CAC Report April 2025**

### **Ridership:**

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 7.4 percent in April 2025 compared to April 2024. The total monthly ridership increased by 7.2 percent in April 2025 compared to April 2024.

Post-pandemic SamTrans total fixed-route bus ridership recovery in April 2025 reached 105.4 percent of pre-pandemic total ridership in April 2019.

Ride Plus: Average weekday ridership was 132 trips, and total ridership was 3,543 trips. The average weekday ridership increased 33.1 percent compared to April 2024, and the total ridership increased 29.7 percent compared to April 2024. Staff attributes growth in Ride Plus usage to recent expanded marketing efforts and the introduction of a new and improved app for booking the service.

Of the total ridership, 73.3 percent of trips were taken in East Palo Alto/Belle Haven and 26.7 percent were taken in Half Moon Bay/El Granada.

Youth Unlimited Pass: For April 2025, Youth Unlimited Pass usage increased 16.1 percent compared to April 2024.

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

**OTP:** April 2025 systemwide OTP was 83.0 percent, which is below the goal of 85.0 percent.

**Did Not Operate (DNOs):** In April 2025, there were 19 DNOs.

**MBSC:** There were 39 service calls in April 2025 (17 from District and 22 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 1.1 service calls per 25,000 miles.

**MBPA:** There were 13 preventable accidents in April 2025 (11 from District and 2 from contracted services). The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 1.5 accidents per 100,000 miles.

## **Safety Campaign**

The new Safety Campaign reminds Operators to “Scan, Identity, and Adjust to Prevent Accidents.” Operators are reminded to be proactive to avoid accidents. Plan for the unexpected. Scan mirrors, Identity the surroundings, and Adjust to conditions on the road. Operators cannot control the unexpected. But they can remain calm and professional and apply defensive driving techniques learned in training. Following procedures and applying lessons learned will help Operators make safe decisions and drive safely.

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

**Theodore Kirk** is the North Base Operator of the Month and **Wilfredo Clavijo** is the South Base Operator of the Month for **APRIL 2025**. This is Operator Kirk’s second EOM award during his thirty-seven years of service with the District. Operator Clavijo has been driving with the District for almost twenty-four years, and this is his third EOM award.

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

**Omar Gonzalez (Mechanic A)** is the April 2025 Maintenance Employee of the Month at North Base. This is his third EOM award. **Narend Chand (Utility Worker)** is the April 2025 Maintenance employee of the Month at South Base. This is Narend’s sixth EOM award.

## **Updates on Follow-up items from the previous meeting:**

Signal priority at intersections for Route ECR

Request presentation on Clipper 2.0 and how it benefits bus riders

Inquiry about whether Redi-Wheels can use 101 express lanes