



QUARTERLY REPORT

Fiscal Year 2023-24

For the Nine Month Period Ending
March 31, 2024



FY 2023-24 THIRD QUARTER PERFORMANCE REPORTS

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FY 2024 System Ridership Report for the 3rd Quarter and for the Nine-Month Period Ending March 31st, 2024

Ridership by Fare Category (January 2024 – March 2024)

Fare Categories	Quarter			YTD		
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change
General Fare	153,951	153,402	0.4%	508,305	486,668	4.4%
Transfers	78,128	68,100	14.7%	239,594	205,638	16.5%
Full Fare Prepaid ¹	185,552	170,602	8.8%	591,273	567,003	4.3%
Santa Barbara City College	69,914	59,491	17.5%	199,126	176,718	12.7%
Senior & Disabled Prepaid ²	136,561	123,851	10.3%	415,393	388,057	7.0%
Shuttle	-	-	100.0%	-	-	100.0%
UC Santa Barbara	402,338	384,991	4.5%	932,805	1,008,912	-7.5%
Youth Prepaid ³	108,358	105,735	2.5%	316,133	339,181	-6.8%
Free	17,762	15,498	14.6%	56,131	46,163	21.6%
Special Pass Programs	2,285	1,053	117.0%	5,617	2,002	180.6%
Senior Cash	26,531	25,870	2.6%	82,703	80,166	3.2%
Persons with Disabilities Cash	3,642	3,598	1.2%	11,195	10,684	4.8%
Tokens	5,985	5,332	12.2%	18,789	14,752	27.4%
Tap to Ride Transactions	26,650	1,744	1428.1%	49,538	6,358	679.1%
Total	1,217,657	1,119,267	8.8%	3,426,631	3,332,302	2.8%

¹ Includes adult 10-ride and unlimited 30-day Passport use.

² Includes seniors' and persons with disabilities' 10-ride and unlimited 30-day Passport use.

³ Includes K-12 Youth 10-ride and unlimited 30-day Passport use.

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

Revenue Hours and Revenue Miles (January 2024 – March 2024)

Metrics	Quarter			YTD		
	Jan 24 - Mar 24	Jan 23 - Mar 23	%Change	FY 2023 - 2024	FY 2022 - 2023	% Change
Passengers	1,217,657	1,119,267	8.8%	3,426,631	3,332,302	2.8%
Revenue Hours	42,562	41,230	3.2%	127,590	125,638	1.6%
Passengers per Revenue Hour	28.6	27.1	5.4%	26.9	26.5	1.3%
Miles	517,934	499,621	3.7%	1,554,458	1,522,895	2.1%
Passengers per Mile	2.4	2.2	4.9%	2.2	2.2	0.7%

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

MTD System Ridership (January 2024 – March 2024)

LINE		Quarter			YTD		
		Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change
1	West Santa Barbara	60,207	52,745	14.1%	181,299	168,861	7.4%
2	East Santa Barbara	104,618	91,936	13.8%	316,394	291,771	8.4%
3	Oak Park	36,416	34,263	6.3%	111,646	102,103	9.3%
4	Mesa / SBCC	20,838	19,444	7.2%	69,358	59,968	15.7%
5	Mesa / La Cumbre	19,962	17,859	11.8%	59,090	57,360	3.0%
6	Goleta	115,932	109,048	6.3%	345,630	339,146	1.9%
7	County Health / Fairview	57,651	48,466	19.0%	177,362	156,630	13.2%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	252,869	238,280	6.1%	689,612	686,456	0.5%
12x	Goleta Express	34,625	29,598	17.0%	104,121	94,811	9.8%
14	Montecito	18,294	13,918	31.4%	51,607	42,633	21.0%
15x	SBCC / UCSB Express	24,142	23,694	1.9%	65,639	71,068	-7.6%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	25,450	22,781	11.7%	80,294	70,859	13.3%
19x	SBCC / East SB Express	2,208	-	100.0%	5,508	-	100.0%
20	Carpinteria	71,379	61,544	16.0%	218,005	199,355	9.4%
23	Winchester Canyon	11,753	12,562	-6.4%	30,999	35,617	-13.0%
24x	UCSB Express	112,713	115,355	-2.3%	315,994	346,852	-8.9%
25	Elwood	14,346	12,946	10.8%	39,553	39,586	-0.1%
27	Isla Vista Shuttle	59,049	64,228	-8.1%	135,963	163,723	-17.0%
28	UCSB Shuttle	125,561	94,551	32.8%	296,365	257,479	15.1%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	49,644	56,049	-11.4%	132,192	148,024	-10.7%
System Subtotal		1,217,657	1,119,267	8.8%	3,426,631	3,332,302	2.8%
<i>Downtown Waterfront Shuttles</i>							
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Unknown</i>							
		-			-		
System Total		1,217,657	1,119,267	8.8%	3,426,631	3,332,302	2.8%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		550,192	512,414	7.4%	1,437,934	1,454,510	-1.1%
1, 2 East/West		164,825	144,681	13.9%	497,693	460,632	8.0%
4, 5, 15x, 16, 17, 19x Mesa Lines		92,600	83,778	10.5%	279,889	259,255	8.0%
6, 11 State/Hollister		368,801	347,328	6.2%	1,035,242	1,025,602	0.9%

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

MTD Passengers per Revenue Hour (January 2024 – March 2024)

LINE	Quarter			YTD			
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	23.8	21.4	11.3%	23.8	22.4	6.3%
2	East Santa Barbara	26.4	23.8	10.9%	26.5	24.7	7.4%
3	Oak Park	15.5	15.0	3.3%	15.7	14.5	8.3%
4	Mesa / SBCC	18.7	17.9	4.3%	20.6	18.0	14.6%
5	Mesa / La Cumbre	12.9	11.8	9.5%	12.7	12.4	2.3%
6	Goleta	27.0	24.8	8.6%	26.5	25.4	4.3%
7	County Health / Fairview	15.4	13.3	16.0%	15.7	14.0	12.4%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	39.0	35.6	9.6%	34.9	33.7	3.8%
12x	Goleta Express	20.8	18.2	14.4%	20.9	19.4	7.7%
14	Montecito	14.8	11.5	28.0%	13.9	11.5	20.5%
15x	SBCC / UCSB Express	31.5	31.8	-0.8%	26.3	28.8	-8.9%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	30.5	28.1	8.7%	31.9	28.4	12.3%
19x	SBCC / East SB Express	10.5	-	100.0%	10.4	-	100.0%
20	Carpinteria	17.9	15.8	13.3%	18.2	16.8	8.5%
23	Winchester Canyon	11.5	21.1	-45.5%	11.5	19.7	-41.4%
24x	UCSB Express	41.0	43.0	-4.5%	38.3	42.5	-9.8%
25	Elwood	21.2	18.3	15.8%	20.3	18.3	10.6%
27	Isla Vista Shuttle	53.8	60.0	-10.3%	41.4	49.9	-17.0%
28	UCSB Shuttle	81.6	83.3	-2.0%	65.1	73.1	-10.9%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	67.1	70.7	-5.1%	68.9	74.6	-7.7%
	System Subtotal	28.6	27.1	5.4%	26.9	26.5	1.3%
	<i>Downtown Waterfront Shuttles</i>						
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
	<i>Unknown</i>						
		-	-	0.0%	-	-	0.0%
	System Total	28.6	27.1	5.4%	26.9	26.5	1.3%
	<i>Related Routes</i>						
	11, 24x, 27, 28 UCSB Lines	46.4	44.2	4.8%	40.1	41.1	-2.4%
	1, 2, 37 East/West	25.4	22.8	11.1%	25.5	23.8	7.0%
	4, 5, 15x, 16, 17, 19x Mesa Lines	20.7	20.2	2.8%	20.7	20.1	2.8%
	6, 11 State/Hollister	34.2	31.3	9.2%	31.6	30.4	3.9%

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

MTD “At Capacity” Loads (January 2024 – March 2024)

LINE	Quarter			YTD			
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	25	2	1150.0%	37	25	48.0%
2	East Santa Barbara	18	9	100.0%	41	49	-16.3%
3	Oak Park	9	-	100.0%	13	15	-13.3%
4	Mesa / SBCC	-	-	0.0%	-	3	-100.0%
5	Mesa / La Cumbre	1	2	-50.0%	2	12	-83.3%
6	Goleta	10	49	-79.6%	40	95	-57.9%
7	County Health / Fairview	1	2	-50.0%	4	10	-60.0%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	91	215	-57.7%	336	429	-21.7%
12x	Goleta Express	1	3	-66.7%	9	16	-43.8%
14	Montecito	-	1	-100.0%	7	4	75.0%
15x	SBCC / UCSB Express	31	38	-18.4%	41	86	-52.3%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	6	-	100.0%	15	3	400.0%
19x	SBCC / East SB Express	-	-	0.0%	-	-	0.0%
20	Carpinteria	4	11	-63.6%	22	39	-43.6%
23	Winchester Canyon	-	6	-100.0%	3	14	-78.6%
24x	UCSB Express	72	74	-2.7%	202	288	-29.9%
25	Ellwood	-	1	-100.0%	-	1	-100.0%
27	Isla Vista Shuttle	41	16	156.3%	85	157	-45.9%
28	UCSB Shuttle	26	27	-3.7%	39	53	-26.4%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	43	74	-41.9%	121	246	-50.8%
System Subtotal		379	530	-28.5%	1,017	1,545	-34.2%
<i>Downtown Waterfront Shuttles</i>							
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		230	332	-30.7%	662	927	-28.6%
1, 2 East/West		43	11	290.9%	78	74	5.4%
4, 5, 15x, 16, 17 Mesa Lines		38	40	-5.0%	58	104	-44.2%
6, 11 State/Hollister		101	264	-61.7%	376	524	-28.2%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		379	530	-28.5%	1,017	1,545	-34.2%

*Classified as a 30-foot vehicle with 10 or more standees, or a **40-foot vehicle with 20 or more**.
Source: GFI Genfare, MTD Transit Development Department, Planning Section

MTD “Too Full to Board” Loads (January 2024 – March 2024)

LINE	Quarter			YTD			
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	19	1	1800.0%	29	7	314.3%
2	East Santa Barbara	5	5	0.0%	15	34	-55.9%
3	Oak Park	9	2	350.0%	11	9	22.2%
4	Mesa / SBCC	-	-	0.0%	-	-	0.0%
5	Mesa / La Cumbre	-	-	0.0%	2	3	-33.3%
6	Goleta	14	48	-70.8%	42	67	-37.3%
7	County Health / Fairview	-	-	0.0%	2	1	100.0%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	307	486	-36.8%	756	1,107	-31.7%
12x	Goleta Express	4	6	-33.3%	15	41	-63.4%
14	Montecito	2	-	100.0%	6	-	100.0%
15x	SBCC / UCSB Express	30	39	-23.1%	44	101	-56.4%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	-	-	0.0%	-	1	-100.0%
19x	SBCC / East SB Express	-	-	0.0%	-	-	0.0%
20	Carpinteria	1	5	-80.0%	17	15	13.3%
23	Winchester Canyon	11	6	83.3%	16	18	-11.1%
24x	UCSB Express	177	198	-10.6%	511	646	-20.9%
25	Elwood	-	-	0.0%	-	1	-100.0%
27	Isla Vista Shuttle	41	92	-55.4%	121	271	-55.4%
28	UCSB Shuttle	214	76	181.6%	382	256	49.2%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	9	45	-80.0%	33	101	-67.3%
System Subtotal		843	1,009	-16.5%	2,002	2,679	-25.3%
<i>Downtown Waterfront Shuttles</i>							
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		739	852	-13.3%	1,770	2,280	-22.4%
1, 2 East/West		24	6	300.0%	44	41	7.3%
4, 5, 15x, 16, 17 Mesa Lines		30	39	-23.1%	46	105	-56.2%
6, 11 State/Hollister		321	534	-39.9%	798	1,174	-32.0%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		843	1,009	-16.5%	2,002	2,679	-25.3%

* Indicates that passengers were refused service because a vehicle was too full to safely board.
Source: GFI Genfare, MTD Transit Development Department, Planning Section

MTD Bicycles Carried (January 2024 – March 2024)

LINE	Quarter			YTD			
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	293	383	-23.5%	1,502	1,250	20.2%
2	East Santa Barbara	1,317	1,012	30.1%	3,712	3,052	21.6%
3	Oak Park	16	12	33.3%	66	23	187.0%
4	Mesa / SBCC	241	201	19.9%	797	820	-2.8%
5	Mesa / La Cumbre	291	248	17.3%	950	880	8.0%
6	Goleta	2,496	2,208	13.0%	8,215	7,022	17.0%
7	County Health / Fairview	1,893	1,564	21.0%	5,265	4,565	15.3%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	4,092	3,567	14.7%	13,006	12,506	4.0%
12x	Goleta Express	1,302	1,036	25.7%	4,284	3,494	22.6%
14	Montecito	387	235	64.7%	1,039	838	24.0%
15x	SBCC / UCSB Express	457	246	85.8%	1,578	922	71.1%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	136	162	-16.0%	549	564	-2.7%
19x	SBCC / East SB Express	39	-	100.0%	96	-	100.0%
20	Carpinteria	1,935	1,286	50.5%	5,437	4,639	17.2%
23	Winchester Canyon	81	88	-8.0%	309	365	-15.3%
24x	UCSB Express	1,784	1,849	-3.5%	6,165	6,610	-6.7%
25	Elw ood	191	179	6.7%	590	547	7.9%
27	Isla Vista Shuttle	204	185	10.3%	555	579	-4.1%
28	UCSB Shuttle	396	315	25.7%	1,175	969	21.3%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstow n Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	22	16	37.5%	81	94	-13.8%
System Subtotal		17,573	14,792	18.8%	55,371	49,739	11.3%
<i>Downtown Waterfront Shuttles</i>							
30	Dow ntow n Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		6,476	5,916	9.5%	20,901	20,664	1.1%
1, 2 East/West		1,610	1,395	15.4%	5,214	4,302	21.2%
4, 5, 15x, 16, 17 Mesa Lines		1,125	857	31.3%	3,874	3,186	21.6%
6, 11 State/Hollister		6,588	5,775	14.1%	21,221	19,528	8.7%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		17,573	14,792	18.8%	55,371	49,739	11.3%

¹ MTD electric shuttles cannot carry bicycles.

Source: GFI Genfare, MTD Transit Development Department, Planning Section

MTD Wheelchairs Boarded (January 2024 – March 2024)

LINE	Quarter			YTD			
	Jan 24 - Mar 24	Jan 23 - Mar 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	121	180	-32.8%	515	649	-20.6%
2	East Santa Barbara	425	315	34.9%	1,314	1,221	7.6%
3	Oak Park	106	91	16.5%	357	242	47.5%
4	Mesa / SBCC	24	24	0.0%	98	81	21.0%
5	Mesa / La Cumbre	74	75	-1.3%	219	136	61.0%
6	Goleta	296	264	12.1%	968	830	16.6%
7	County Health / Fairview	280	337	-16.9%	1,012	967	4.7%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	313	300	4.3%	1,212	974	24.4%
12x	Goleta Express	37	51	-27.5%	160	186	-14.0%
14	Montecito	78	51	52.9%	175	158	10.8%
15x	SBCC / UCSB Express	2	4	-50.0%	7	14	-50.0%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	65	100	-35.0%	239	233	2.6%
19x	SBCC / East SB Express	-	-	0.0%	1	-	100.0%
20	Carpinteria	370	227	63.0%	1,081	691	56.4%
23	Winchester Canyon	3	4	-25.0%	15	9	66.7%
24x	UCSB Express	28	46	-39.1%	96	161	-40.4%
25	Ellwood	5	5	0.0%	16	16	0.0%
27	Isla Vista Shuttle	2	13	-84.6%	10	70	-85.7%
28	UCSB Shuttle	18	18	0.0%	48	78	-38.5%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	1	-	100.0%	2	1	100.0%
System Subtotal		2,248	2,105	6.8%	7,545	6,717	12.3%
<i>Downtown Waterfront Shuttles</i>							
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		361	377	-4.2%	1,366	1,283	6.5%
1, 2 East/West		546	495	10.3%	1,829	1,870	-2.2%
4, 5, 15x, 16, 17 Mesa Lines		165	203	-18.7%	563	464	21.3%
6, 11 State/Hollister		609	564	8.0%	2,180	1,804	20.8%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		2,248	2,105	6.8%	7,545	6,717	12.3%

Source: GFI Genfare, MTD Transit Development Department, Planning Section

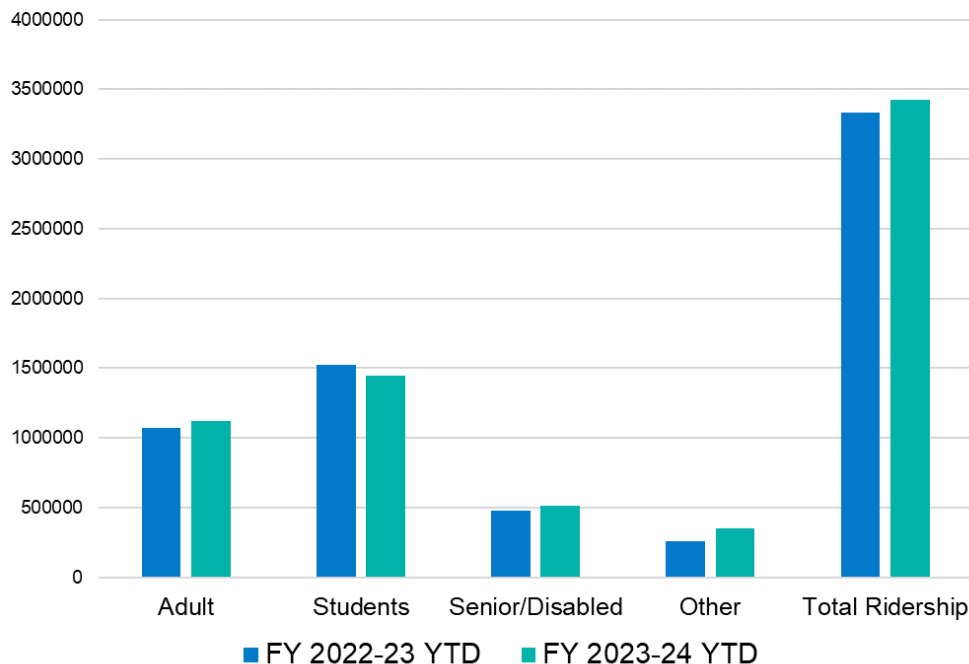
Ridership Summary

For the Nine-Month Period Ending on March 31st, 2024

Ridership Performance Indicators

Systemwide ridership fiscal-year-to-date (July through March) for FY 2023-24 totaled 3,426,631, representing a 2.8% increase of approximately 94,329 riders from the same period of FY 2022-23. Ridership in the third quarter increased by 8.8%, which accounted for a 98,390 riders for a total third quarter ridership of 1,217,657. With the exception of the student category, which is comprised of UCSB, SBCC, and K-12 student bus pass usage, all other fare categories observed increases in ridership over the same quarter last year.

Year-to-Date Ridership
by Fare Category



Staff believe that the decrease in student fares to be a result of fewer secondary school days and a day of campus closure due to winter storms. Despite this decrease, this quarter has incurred numerous ridership milestones, such as the impressive growth of the *Tap to Ride* program, which saw an impressive 9,598 taps in just March of 2024 alone. Even with the increasing popularity of *Tap to Ride*, full-fare adult fares still increased from

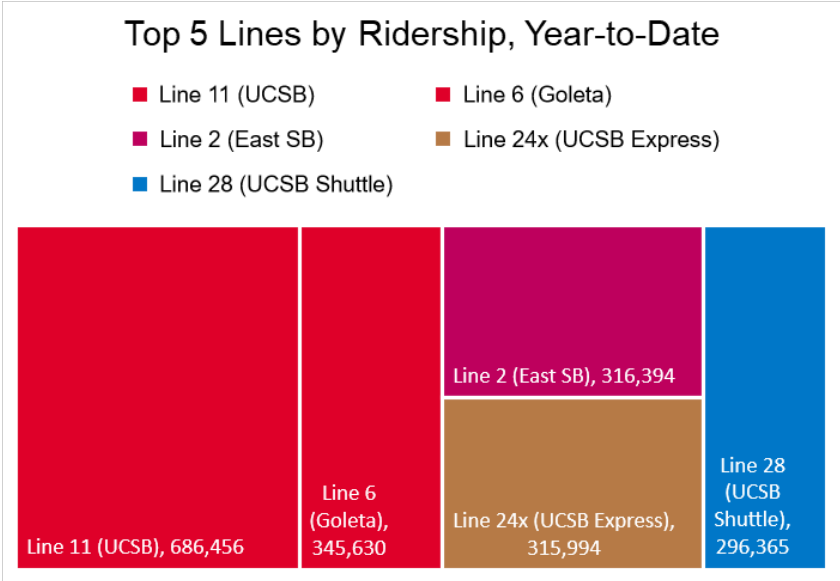
the third quarter of last year. These results are promising as MTD continues to climb back towards pre-pandemic ridership.

The weather this quarter was characterized by occasional days with precipitation and flooding. On February 4th, flooding led to a temporary termination of MTD services until it was safe for operations to continue. Additionally, the following weekday (February 5th) was run using a reduced Sunday schedule.

In the third quarter, revenue hours and miles were higher when compared to the same period in FY 2022-23. The 3.2% increase in revenue hours and 3.7% increase in revenue miles were a result of both additional Line 28 service started in August 2023 and the new Line 19x service, which provides a direct link between Carpinteria and Santa Barbara City College. Additional revenue hours were also added to Lines 6 and 11 to assist with on time performance, beginning November 27th, 2023. The table below presents various data for the quarter.

Service Metrics	Quarter			Fiscal Year to Date		
	FY 23-24 Q3	FY 22-23 Q3	%Change	FY 23-24 YTD	FY 22-23 YTD	%Change
Total Passengers	1,217,657	1,119,267	8.8%	3,426,631	3,332,302	2.8%
Revenue Hours	42,562	41,230	3.2%	127,590	125,638	1.6%
Revenue Miles	517,934	499,621	3.7%	1,554,458	1,522,895	2.1%
Passengers per Revenue Hour	28.6	27.1	5.5%	26.9	26.5	1.5%
Passengers per Mile	2.4	2.2	9.1%	2.2	2.2	0.0%

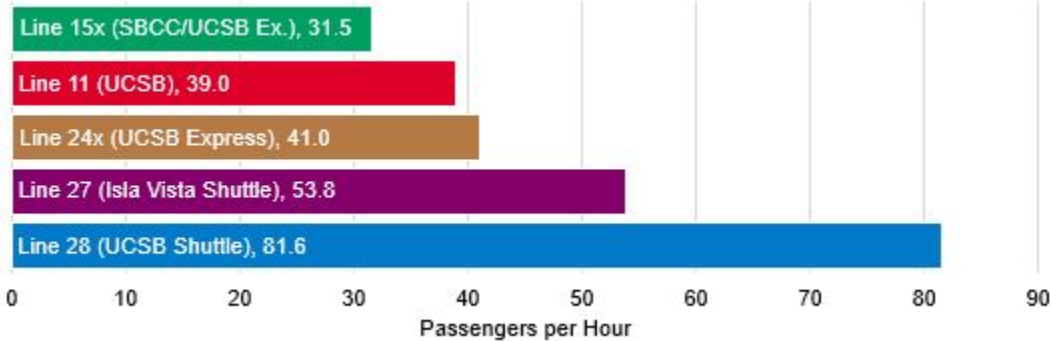
The chart below shows the top five lines by ridership in FY 23-24, year-to-date. Top lines by ridership were Lines 11, 6, 2, 24x, and 28. In the third quarter, all MTD routes with the exceptions of Lines 23, 24x, and 27 saw an increase in ridership compared to the same period last year. Lines 24x and 27 service the UCSB corridor and their decrease in ridership may be explained by the increase in passengers per hour on the line 28, which increased from 77.8 to 81.6 between the second and third quarters of FY24. This shows that the increase in service on Line 28 is having the desired effect of moving more people via the routes that get them where they need to go specifically (campus and back) and opposed to filling up routes that have additional destinations (Downtown SB and the heart of Isla Vista). MTD staff believe that the decrease in Line 23 ridership is due to one-seat-ride passengers, who continue from the Line 11 or Line 25 to the Line 23 and are not counted twice.



The systemwide average of passengers per revenue hour for the quarter is at 28.6 passengers per hour. Ridership per revenue hour increased by 1.3% year-to-date, highlighting the continued and gradual return of ridership following the COVID-19 Pandemic. While demand is slowly increasing, the continued bus operator shortage has left MTD unable to fully meet the demand or resume additional service.

The chart below shows the top 5 lines by passengers per hour in the third quarter, with the Line 28 (UCSB Shuttle) coming in first with 81.6 passengers per hour, followed by Line 27 (53.8), Line 24x (41.0), Line 11 (39.0), and Line 15x (31.5). Line 28 continues to illustrate that the route is an integral link for riders of the Storke/El Colegio corridor. Additionally, all of the top performing routes provide service to the UCSB region, demonstrating the excellent utilization of MTD services in this section of the network.

Top 5 Lines by Passengers per Hour, 3rd Quarter



The Fiscal Year Numbers At-A-Glance below show the numbers for the third quarter of FY 2023-24 compared to FY 2022-23.

Fiscal Year Numbers At-A-Glance

Total
Ridership
+0.9%

At-Capacity
Loads
-34.2%

Too Full to
Board
Loads
-25.3%



6,717
wheelchairs
boarded
+12.3%



49,739
bicycles
carried
+11.3%

Service Days and Student Ridership

As shown in the table below, the total number of service days in the third quarter of FY 2023-24 was similar to the same period in FY 2022-23, with the exception of one fewer weekday, two additional Sundays, and 21 fewer secondary school days. MTD staff believe the twenty-one-day difference in secondary schools, is likely the cause of the 6.8% decrease in youth prepaid fares year-to-date. UCSB enrollment has been trending at or above pre-pandemic numbers since fall of 2021. While SBCC ridership has been slower to return, third quarter ridership showed a promising increase of 17.5% compared to the same period last year. SBCC students have been requesting later service on Line 15x and the return of Line 16. It is important to note that the third quarter of this fiscal year retained five more days where SBCC was in session.

MTD SERVICE CALENDAR DAYS

<u>SERVICE DAYS</u>	<u>FY 2023</u>		<u>FY 2024</u>		<u>Year to Date</u>
	<u>Q3</u>	<u>YTD</u>	<u>Q3</u>	<u>YTD</u>	<u>Variance</u>
Weekdays	62	187	62	186	(1)
Saturdays	15	43	15	43	0
Sundays	13	42	14	44	2
Total	90	271	91	273	2

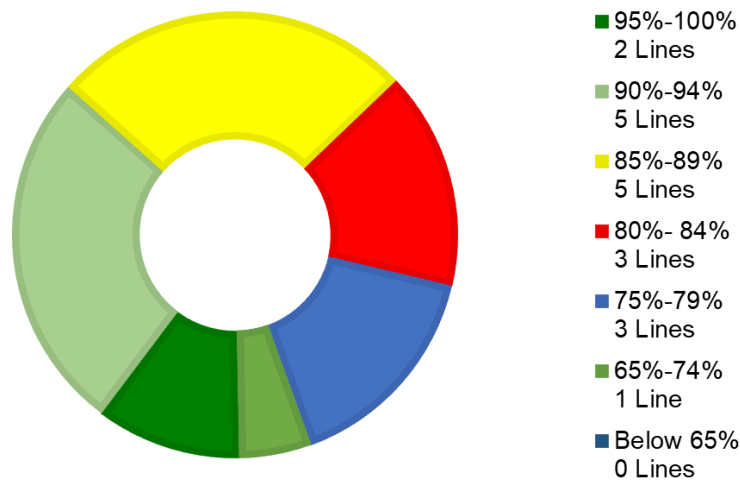
<u>SCHOOL DAYS</u>	<u>FY 2023</u>		<u>FY 2024</u>		<u>Year to Date</u>
	<u>Q3</u>	<u>YTD</u>	<u>Q3</u>	<u>YTD</u>	<u>Variance</u>
SBCC	43	124	43	129	5
UCSB	53	110	53	110	0
Secondary	55	148	51	127	(21)

On-Time Performance Indicators

Since the acquisition and installation of the Clever Devices AVL system, Planning staff have been refining the tools used to measure on-time performance. MTD's standard is to aim for better than 80% on-time performance (OTP). "On-time" is defined as no more than 5 minutes late and no more than 1 minute early. Timeliness is tracked at scheduled timepoints on each line. The lines included in this assessment are all of MTD's fixed-route lines (not counting booster services) in operation during the third quarter of FY 2023-24.

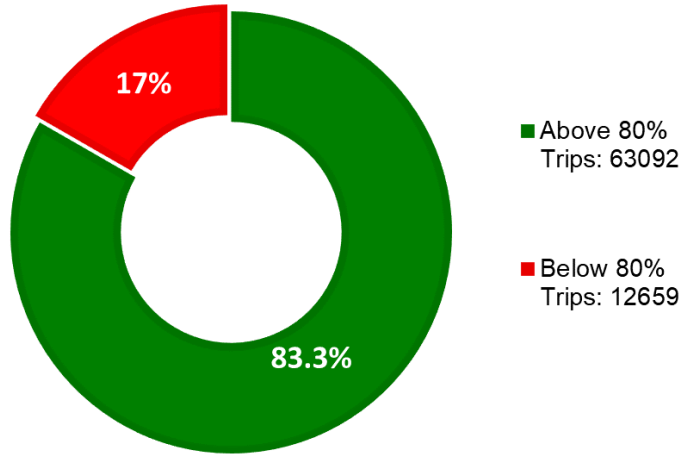
The variables that generally affect a line's on-time performance include extended road construction projects, high passenger loads, heavy congestion, and route detours lasting a number of days. This can vary based on time of day. In the third quarter, four routes fell below the 80% mark. These were the 20 (Carpinteria), the 4 (Mesa/SBCC), 15x (SBCC/UCSB Express), and the 27 (Isla Vista). The likely contributing factors were roadway construction, flooding, and dwell time from high volumes of students, respectively. Currently, the Line 27 operates on a reduced one-bus rotation, compared to pre-pandemic where up to three buses were deployed at one time. The reduced capacity on the 27 has likely led to more crowded vehicles, and more dwell time to allow customers to board and alight. Planned service changes for August 2024 aim to fix the Line 27 OTP issues. For Line 20, the 101 HOV project continues to impact reliability and on-time performance.

FY 23-24 3RD QUARTER ON-TIME PERFORMANCE



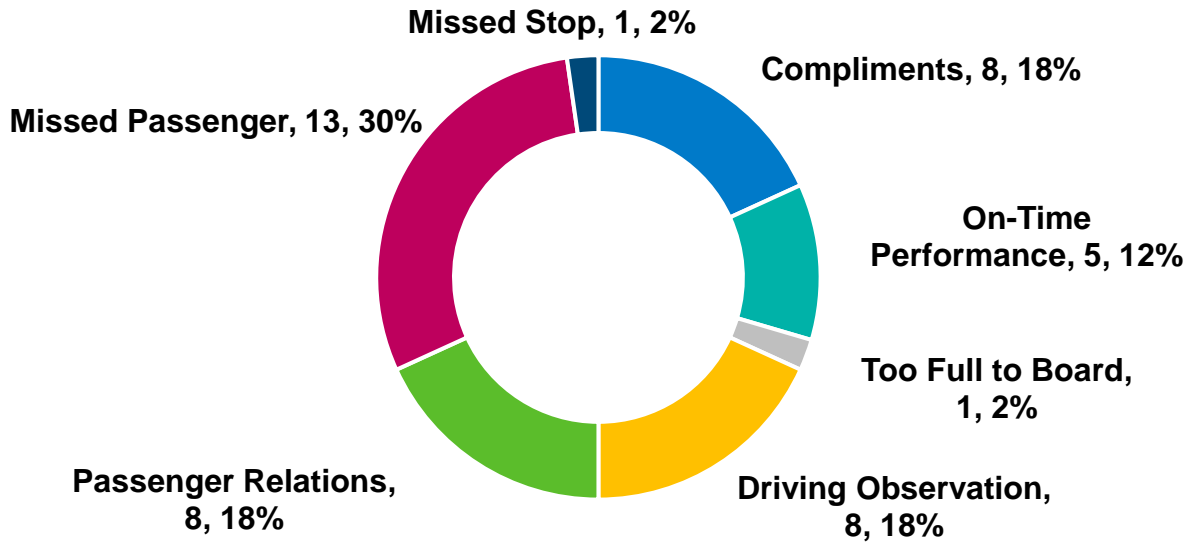
When assessing the amount of service on a particular line, we can measure the number of trips that a given line takes in a quarter. The graphic below displays the amount of service provided by the lines hitting MTD's goal of 80% or higher for on-time service in the third quarter of FY 23-24.

SYSTEMWIDE TRIP ON-TIME PERFORMANCE BY AMOUNT OF SERVICE ON LINES



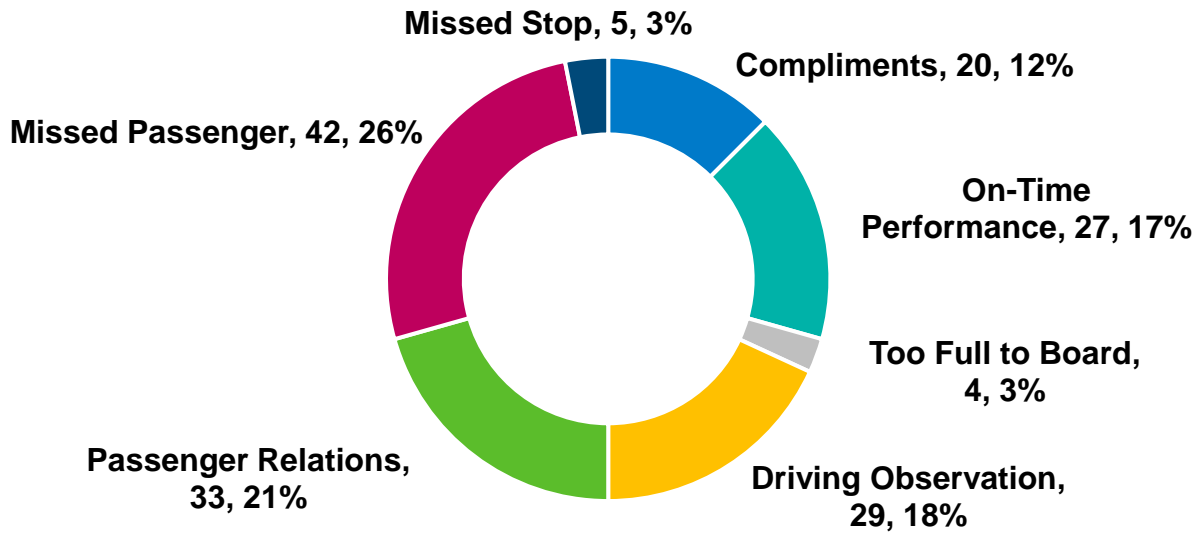
Customer Service Report

FY 2023-24 3rd Quarter Customer Service Statistics

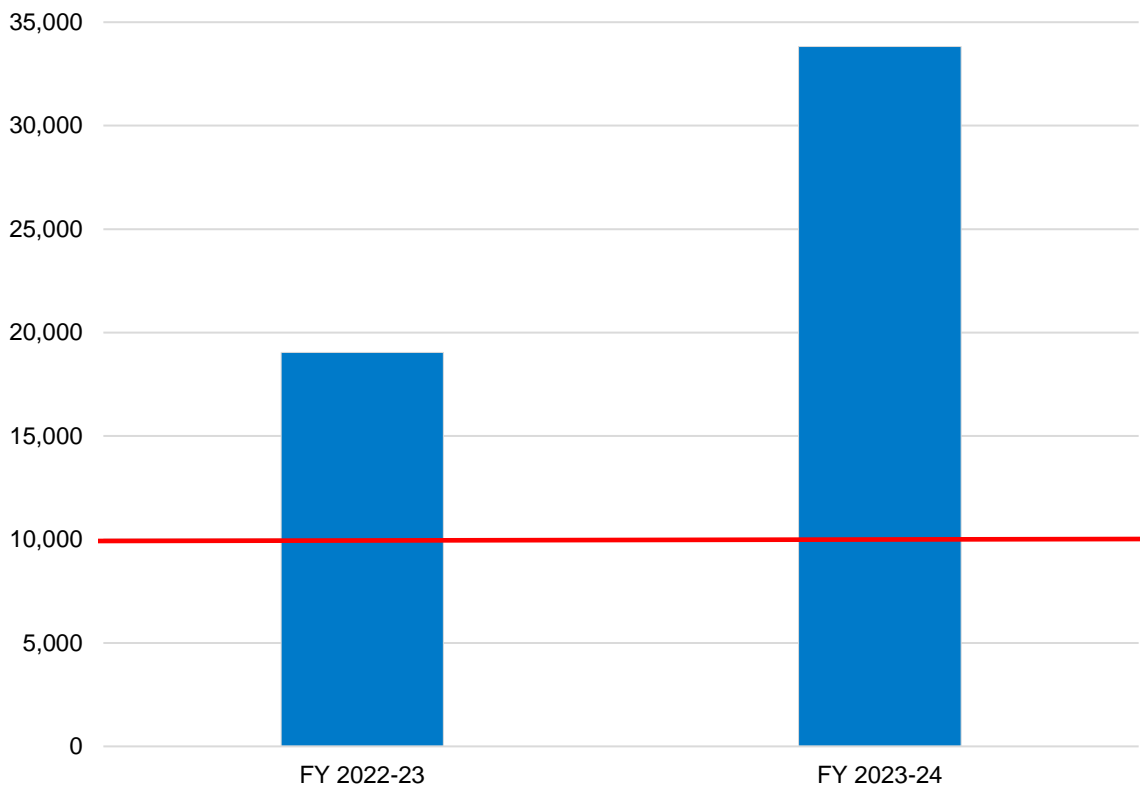


MTD Performance Standard: Passenger complaints shall average no more than 1 complaint per 10,000 MTD passenger boardings.

FY 2023-24 Year-to-Date Customer Service Statistics for the Nine Month Period Ending March 31, 2024



Q3 Passenger Boardings per Complaint



3rd Quarter Compliments & Complaints



8 Compliments



36 Complaints

FY 2023-24 YTD Compliments & Complaints



20 Compliments



140 Complaints

Fleet Maintenance Report

Performance Indicators

For Fiscal Years 2024-2023



Fleet	FY 2024 Q3 Totals								FY 2023 Q3 Totals								Change	
	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
Gillig 40'	59	466,181	4.70	\$309,476	\$160,978	\$89,605	\$250,582	\$1.20	61	458,213	4.63	\$373,064	\$89,966	\$78,422	\$168,388	\$1.18	\$0.02	1.7%
Gillig 29'	6	35,220	5.00	\$21,339	\$5,554	\$5,369	\$10,923	\$0.92	5	19,430	5.17	\$14,446	\$4,446	\$5,720	\$10,166	\$1.27	-\$0.35	-27.7%
Nova Articulated	3	9,720	3.06	\$9,793	\$16,543	\$4,941	\$21,484	\$3.22	3	9,728	2.92	\$12,013	\$305	\$1,265	\$1,570	\$1.40	\$1.82	130.5%
Diesel Fleet:	68	511,121	4.25	\$340,608	\$183,075	\$99,915	\$282,990	\$1.22	69	487,371	4.24	\$399,524	\$94,717	\$85,407	\$180,124	\$1.19	\$0.03	2.6%
Fleet	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
Gillig 29' Hybrid	2	7,165	5.25	\$4,318	\$2,014	\$1,803	\$3,817	\$1.14	3	19,634	5.41	\$13,449	\$1,011	\$3,284	\$4,295	\$0.90	\$0.23	25.6%
Gillig 40' Hybrid	13	66,285	4.66	\$43,618	\$47,160	\$17,901	\$65,061	\$1.64	14	62,298	4.54	\$51,391	\$40,624	\$24,561	\$65,185	\$1.87	-\$0.23	-12.4%
Hybrid Fleet:	15	73,450	4.96	\$47,936	\$49,174	\$19,704	\$68,878	\$1.59	17	81,932	4.98	\$64,840	\$41,635	\$27,845	\$69,480	\$1.64	-\$0.05	-3.0%
Fleet	Fleet Count	Miles	MPKW	Elec Cost	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPKW	Elec Cost	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
New Flyer EV's	9	4,752	1.81	\$815	\$1,299	\$330	\$1,629	\$0.51	0	0	0	\$0	\$0	\$0	\$0	\$0	\$0.51	0
BYD EV's	10	23,463	0.58	\$11,472	\$5,172	\$6,965	\$12,138	\$1.01	13	23,087	0.55	\$11,813	\$1,862	\$7,990	\$9,852	\$0.94	\$0.07	7.6%
Ford EV Vans	3	0	0.00	\$12	\$0	\$0	\$0	\$0.00	3	0	0.00	\$0	\$0	\$0	\$0	N/A	NA	0
Electric Fleet:	22	28,215	1.19	\$12,300	\$6,471	\$7,295	\$13,766	\$0.92	16	23,087	0.55	\$11,813	\$1,862	\$7,990	\$9,852	\$0.94	-\$0.02	-2.0%
Totals:	105	612,786		\$400,844	\$238,720	\$126,915	\$365,635	\$1.25	102	592,390		\$476,177	\$138,214	\$121,242	\$259,456	\$1.24	\$0.01	0.8%

Fleet	FY 2024 YTD Totals Q3								FY 2023 YTD Totals Q3								Change	
	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
Gillig 40'	59	1,354,565	4.59	\$1,037,438	\$424,285	\$261,527	\$685,811	\$1.27	61	1,341,357	4.57	\$1,224,657	\$290,317	\$258,986	\$549,303	\$1.32	-\$0.05	-3.8%
Gillig 29'	6	94,760	4.93	\$66,262	\$23,781	\$18,751	\$42,531	\$1.15	5	97,817	4.98	\$82,027	\$17,261	\$21,609	\$38,870	\$1.24	-\$0.09	-7.1%
Nova Articulated	3	56,342	3.85	\$52,116	\$50,272	\$16,551	\$66,824	\$2.11	3	43,840	3.44	\$51,431	\$6,802	\$10,998	\$17,800	\$1.58	\$0.53	33.7%
Diesel Fleet:	68	1,505,667	4.45	\$1,155,816	\$498,338	\$296,829	\$795,166	\$1.30	69	1,483,014	4.33	\$1,358,115	\$314,380	\$291,593	\$605,973	\$1.32	-\$0.03	-2.2%
Fleet	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
Gillig 29' Hybrid	2	31,090	5.18	\$21,112	\$3,505	\$6,997	\$10,503	\$1.02	3	19,683	5.39	\$13,558	\$2,344	\$4,621	\$6,965	\$1.04	-\$0.03	-2.5%
Gillig 40' Hybrid	13	183,502	4.55	\$138,894	\$103,437	\$47,502	\$150,939	\$1.58	14	188,380	4.51	\$172,738	\$82,290	\$57,319	\$139,609	\$1.66	-\$0.08	-4.7%
Hybrid Fleet:	15	214,592	4.86	\$160,006	\$106,942	\$54,499	\$161,441	\$1.50	17	208,063	4.95	\$186,296	\$84,634	\$61,940	\$146,574	\$1.60	-\$0.10	-6.4%
Fleet	Fleet Count	Miles	MPKW	Elec Cost	Parts	Labor	Parts & Labor	Total Cost per Mile	Fleet Count	Miles	MPKW	Elec Cost	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile	
New Flyer EV's	9	4,752	0.87	\$1,695	\$1,513	\$1,629	\$3,142	\$1.02	0	0	0	\$0	\$0	\$0	\$0	0	\$1.02	0
BYD EV's	10	69,499	0.59	\$33,581	\$26,092	\$19,958	\$46,050	\$1.15	13	76,809	0.59	\$34,900	\$14,258	\$24,586	\$38,844	\$0.96	\$0.19	19.3%
Ford EV Vans	3	0	0.00	\$83	\$187	\$2,396	\$2,583	NA	3	0	0.00	\$10	\$0	\$0	\$0	N/A	NA	0
Electric Fleet:	22	74,251	0.73	\$35,359	\$27,793	\$23,983	\$51,775	\$1.17	16	76,809	0.59	\$34,910	\$14,258	\$24,586	\$38,844	\$0.96	\$0.21	22.2%
Totals:	105	1,794,510		\$1,351,181	\$633,073	\$375,310	\$1,008,383	\$1.31	102	1,767,886		\$1,579,320	\$413,272	\$378,119	\$791,391	\$1.34	-\$0.03	-1.9%

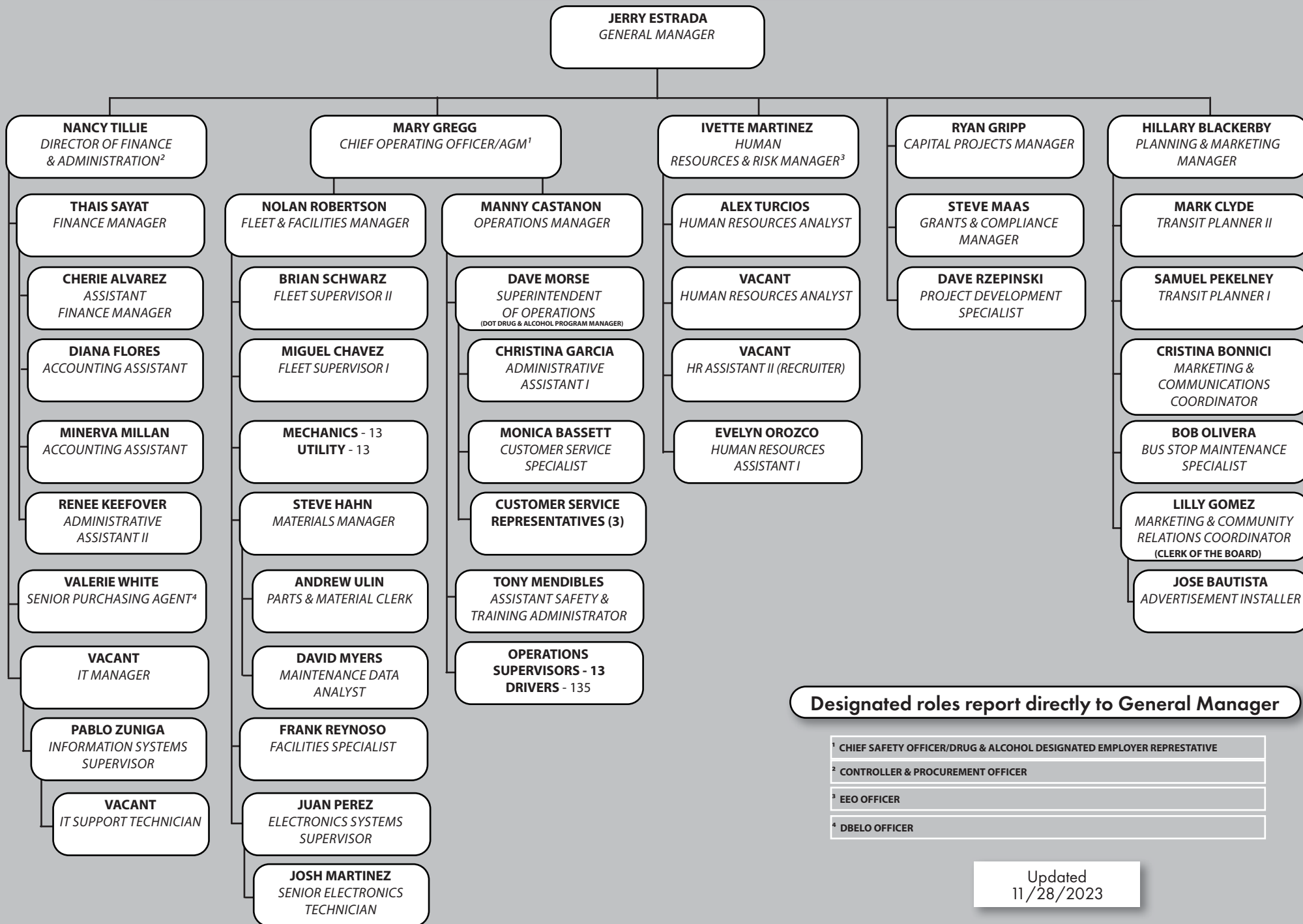
FY 2024 QUARTER PERFORMANCE REPORTS

Road Calls Report

**FY 2024 Q3 National Transit Database Road Calls ("Mechanical System Failures")
For the 3-Month Period Ending March 31, 2024**

Fleet Category	All Reportable Mechanical System Failures Q3	Quarterly Miles Q3	Miles Between All Reportable Mechanical System Failures Q3
BYDs (Units 30-43)	6	23,463	3,911
400 Gilligs (Units 434-450)	12	86,536	7,211
600 Gilligs (Units 600-652)	31	379,645	12,247
700 Gilligs (Units 700-713)	1	35,220	35,220
700 Gillig Hybrids (Units 715-717)	1	7,165	7,165
900 Gillig Hybrids (Units 900-915)	14	66,285	4,735
1000 Novas (Units 1001-1003)	3	9,720	3,240
System Total Excluding EVs	62	584,571	9,429
System Total All Vehicles	68	608,034	8,942

Santa Barbara Metropolitan Transit District Management Organizational Chart



Designated roles report directly to General Manager

- ¹ CHIEF SAFETY OFFICER/DRUG & ALCOHOL DESIGNATED EMPLOYER REPRESENTATIVE
- ² CONTROLLER & PROCUREMENT OFFICER
- ³ EEO OFFICER
- ⁴ DBELO OFFICER

Updated
11/28/2023