



QUARTERLY REPORT

Fiscal Year 2023-24

For the Twelve Month Period Ending
June 30, 2024



FY 2023-24 FOURTH QUARTER PERFORMANCE REPORTS

Table of Contents

Planning

System Ridership Report	1-7
Ridership Summary	8-13

Community Relations

Customer Service Statistics	14-15
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Transit Operations & Maintenance

Fleet Maintenance Report	16
Road Calls Report	17

Management and Administration

Liability and Workers' Compensation Claims Reports	18
Transit Finance Compliance Report	19
Management Organizational Chart	20



FY 2024 System Ridership Report for the 4th Quarter and for the Twelve-Month Period Ending June 30th, 2024

Ridership by Fare Category (April 2024 – June 2024)

Fare Categories	Quarter			YTD		
	Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change
General Fare	162,571	181,659	-10.5%	670,876	668,327	0.4%
Transfers	81,872	76,928	6.4%	321,466	282,566	13.8%
Full Fare Prepaid ¹	195,448	205,532	-4.9%	786,721	772,535	1.8%
Santa Barbara City College	52,961	45,852	15.5%	252,087	222,570	13.3%
Senior & Disabled Prepaid ²	149,575	144,274	3.7%	564,968	532,331	6.1%
Shuttle	2,432	-	100.0%	2,432	-	100.0%
UC Santa Barbara	386,291	381,850	1.2%	1,319,096	1,390,762	-5.2%
Youth Prepaid ³	113,843	115,000	-1.0%	429,976	454,181	-5.3%
Free	37,462	16,862	122.2%	93,593	63,025	48.5%
Special Pass Programs	2,170	1,173	85.0%	7,787	3,175	145.3%
Senior Cash	28,935	29,074	-0.5%	111,638	109,240	2.2%
Persons with Disabilities Cash	3,637	4,584	-20.7%	14,832	15,268	-2.9%
Tokens	5,828	5,744	1.5%	24,617	20,496	20.1%
Tap to Ride Transactions	35,678	2,189	1529.9%	85,216	8,547	897.0%
Total	1,257,784	1,210,721	3.9%	4,684,415	4,543,023	3.1%

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 (April 2024 – June 2024)

Metrics	Quarter			YTD		
	Apr 24 - Jun 24	Apr 23 - Jun 23	%Change	FY 2023 - 2024	FY 2022 - 2023	% Change
Passengers	1,257,784	1,210,721	3.9%	4,684,415	4,543,023	3.1%
Revenue Hours	43,865	43,077	1.8%	171,456	168,715	1.6%
Passengers per Revenue Hour	28.7	28.1	2.0%	27.3	26.9	1.5%
Miles	534,069	522,338	2.2%	2,088,527	2,045,233	2.1%
Passengers per Mile	2.4	2.3	1.6%	2.2	2.2	1.0%

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

MTD System Ridership (April 2024 – June 2024)

LINE		Quarter			YTD		
		Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change
1	West Santa Barbara	68,718	62,026	10.8%	250,017	230,887	8.3%
2	East Santa Barbara	113,698	105,097	8.2%	430,092	396,868	8.4%
3	Oak Park	39,082	39,331	-0.6%	150,728	141,434	6.6%
4	Mesa / SBCC	20,800	20,426	1.8%	90,158	80,394	12.1%
5	Mesa / La Cumbre	19,764	17,860	10.7%	78,854	75,220	4.8%
6	Goleta	120,553	122,978	-2.0%	466,183	462,124	0.9%
7	County Health / Fairview	59,283	57,585	2.9%	236,645	214,215	10.5%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	258,549	255,760	1.1%	948,161	942,216	0.6%
12x	Goleta Express	35,749	34,093	4.9%	139,870	128,904	8.5%
14	Montecito	18,043	15,446	16.8%	69,650	58,079	19.9%
15x	SBCC / UCSB Express	20,402	20,343	0.3%	86,041	91,411	-5.9%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	25,231	23,572	7.0%	105,525	94,431	11.7%
19x	SBCC / East SB Express	1,827	-	100.0%	7,335	-	100.0%
20	Carpinteria	76,438	71,150	7.4%	294,443	270,505	8.8%
23	Winchester Canyon	12,571	12,951	-2.9%	43,570	48,568	-10.3%
24x	UCSB Express	117,435	123,561	-5.0%	433,429	470,413	-7.9%
25	Ellwood	15,228	14,158	7.6%	54,781	53,744	1.9%
27	Isla Vista Shuttle	55,529	56,639	-2.0%	191,492	220,362	-13.1%
28	UCSB Shuttle	123,130	101,965	20.8%	419,495	359,444	16.7%
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	53,322	55,780	-4.4%	185,514	203,804	-9.0%
System Subtotal		1,255,352	1,210,721	3.7%	4,681,983	4,543,023	3.1%
<i>Downtown Waterfront Shuttles</i>							
33	Downtown Waterfront Shuttle	2,432	-	100.0%	2,432	-	100.0%
		-	-	0.0%	-	-	0.0%
<i>Unknown</i>							
		-			-		
System Total		1,257,784	1,210,721	3.9%	4,684,415	4,543,023	3.1%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		554,643	537,925	3.1%	1992,577	1992,435	0.0%
1, 2 East/West		182,416	167,123	9.2%	680,109	627,755	8.3%
4, 5, 15x, 16, 17, 19x Mesa Lines		88,024	82,201	7.1%	367,913	341,456	7.7%
6, 11 State/Hollister		379,102	378,738	0.1%	1,414,344	1,404,340	0.7%

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

MTD Passengers per Revenue Hour (April 2024 – June 2024)

LINE	Quarter			YTD			
	Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	26.9	24.2	11.1%	24.6	22.9	7.5%
2	East Santa Barbara	28.3	26.1	8.4%	27.0	25.1	7.7%
3	Oak Park	16.2	16.3	-0.4%	15.9	15.0	5.9%
4	Mesa / SBCC	18.3	17.8	2.7%	20.0	17.9	11.6%
5	Mesa / La Cumbre	12.6	11.4	10.7%	12.7	12.2	4.3%
6	Goleta	27.9	27.2	2.5%	26.9	25.9	3.8%
7	County Health / Fairview	15.5	15.0	3.1%	15.6	14.2	9.9%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	39.8	37.1	7.4%	36.1	34.5	4.7%
12x	Goleta Express	21.4	20.5	4.9%	21.0	19.7	7.0%
14	Montecito	14.2	12.2	16.8%	14.0	11.7	19.5%
15x	SBCC / UCSB Express	21.7	21.7	0.3%	25.0	26.9	-6.8%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	29.8	27.5	8.1%	31.4	28.2	11.3%
19x	SBCC / East SB Express	7.0	-	100.0%	9.3	-	100.0%
20	Carpinteria	18.9	17.6	7.4%	18.4	17.0	8.2%
23	Winchester Canyon	12.0	21.0	-42.8%	11.7	20.0	-41.7%
24x	UCSB Express	42.4	44.7	-5.1%	39.3	43.0	-8.6%
25	Elw ood	22.0	19.3	14.1%	20.7	18.6	11.6%
27	Isla Vista Shuttle	49.9	51.4	-2.8%	43.6	50.3	-13.4%
28	UCSB Shuttle	71.8	75.8	-5.2%	67.0	73.8	-9.3%
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	66.0	72.5	-8.9%	68.0	74.0	-8.1%
	System Subtotal	28.7	28.1	2.0%	27.3	26.9	1.5%
	<i>Downtown Waterfront Shuttles</i>						
33	Dow ntow n Waterfront Shuttle	6.7	-	100.0%	6.7	-	100.0%
		-	-	0.0%	-	-	0.0%
	<i>Unknown</i>						
		-	-	0.0%	-	-	0.0%
	System Total	28.7	28.1	2.0%	27.3	26.9	1.5%
	<i>Related Routes</i>						
	11, 24x, 27, 28 UCSB Lines	45.9	44.4	3.3%	416	42.0	-0.9%
	1, 2, 37 East/West	27.7	25.3	9.4%	26.1	24.2	7.6%
	4, 5, 15x, 16, 17, 19x Mesa Lines	18.6	18.3	16%	20.1	19.6	2.5%
	6, 11State/Hollister	35.1	33.2	5.7%	32.4	31.1	4.3%

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

MTD “At Capacity” Loads (April 2024 – June 2024)

LINE	Quarter			YTD			
	Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	17	3	466.7%	54	28	92.9%
2	East Santa Barbara	31	10	210.0%	72	59	22.0%
3	Oak Park	14	3	366.7%	27	18	50.0%
4	Mesa / SBCC	1	1	0.0%	1	4	-75.0%
5	Mesa / La Cumbre	1	2	-50.0%	3	14	-78.6%
6	Goleta	12	13	-7.7%	52	108	-51.9%
7	County Health / Fairview	-	1	-100.0%	4	11	-63.6%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	155	218	-28.9%	491	647	-24.1%
12x	Goleta Express	3	2	50.0%	12	18	-33.3%
14	Montecito	-	4	-100.0%	7	8	-12.5%
15x	SBCC / UCSB Express	3	16	-81.3%	44	102	-56.9%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	3	2	50.0%	18	5	260.0%
19x	SBCC / East SB Express	-	-	0.0%	-	-	0.0%
20	Carpinteria	7	11	-36.4%	29	50	-42.0%
23	Winchester Canyon	-	2	-100.0%	3	16	-81.3%
24x	UCSB Express	118	60	96.7%	320	348	-8.0%
25	Ellw ood	-	-	0.0%	-	1	-100.0%
27	Isla Vista Shuttle	14	35	-60.0%	99	192	-48.4%
28	UCSB Shuttle	23	102	-77.5%	62	155	-60.0%
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	51	44	15.9%	172	290	-40.7%
System Subtotal		453	529	-14.4%	1,470	2,074	-29.1%
<i>Downtown Waterfront Shuttles</i>							
30	Dow ntown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		310	415	-25.3%	972	1,342	-27.6%
1, 2 East/West		48	13	269.2%	126	87	44.8%
4, 5, 15x, 16, 17 Mesa Lines		8	21	-61.9%	66	125	-47.2%
6, 11 State/Hollister		167	231	-27.7%	543	755	-28.1%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		453	529	-14.4%	1,470	2,074	-29.1%

*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 (April 2024 – June 2024)

LINE	Quarter			YTD			
	Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	3	2	50.0%	32	9	255.6%
2	East Santa Barbara	7	7	0.0%	22	41	-46.3%
3	Oak Park	7	16	-56.3%	18	25	-28.0%
4	Mesa / SBCC	1	-	100.0%	1	-	100.0%
5	Mesa / La Cumbre	1	-	100.0%	3	3	0.0%
6	Goleta	8	4	100.0%	50	71	-29.6%
7	County Health / Fairview	-	-	0.0%	2	1	100.0%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	294	384	-23.4%	1,050	1,491	-29.6%
12x	Goleta Express	5	1	400.0%	20	42	-52.4%
14	Montecito	-	-	0.0%	6	-	100.0%
15x	SBCC / UCSB Express	18	21	-14.3%	62	122	-49.2%
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	5	4	25.0%	22	19	15.8%
23	Winchester Canyon	3	3	0.0%	19	21	-9.5%
24x	UCSB Express	175	147	19.0%	686	793	-13.5%
25	Ellwood	-	-	0.0%	-	1	-100.0%
27	Isla Vista Shuttle	41	68	-39.7%	162	339	-52.2%
28	UCSB Shuttle	193	130	48.5%	575	386	49.0%
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	17	-47.1%	42	118	-64.4%
System Subtotal		770	804	-4.2%	2,772	3,483	-20.4%
<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		703	729	-3.6%	2,473	3,009	-17.8%
1, 2 East/West		10	9	11.1%	54	50	8.0%
4, 5, 15x, 16, 17 Mesa Lines		20	21	-4.8%	66	126	-47.6%
6, 11 State/Hollister		302	388	-22.2%	1,100	1,562	-29.6%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		770	804	-4.2%	2,772	3,483	-20.4%

* 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 (April 2024 – June 2024)

LINE		Quarter			YTD		
		Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change
1	West Santa Barbara	229	549	-58.3%	1,731	1,799	-3.8%
2	East Santa Barbara	1,217	1,110	9.6%	4,929	4,162	18.4%
3	Oak Park	7	16	-56.3%	73	39	87.2%
4	Mesa / SBCC	263	202	30.2%	1,060	1,022	3.7%
5	Mesa / La Cumbre	357	232	53.9%	1,307	1,112	17.5%
6	Goleta	2,607	2,677	-2.6%	10,822	9,699	11.6%
7	County Health / Fairview	1,896	1,871	1.3%	7,161	6,436	11.3%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	4,685	4,716	-0.7%	17,691	17,222	2.7%
12x	Goleta Express	1,403	1,458	-3.8%	5,687	4,952	14.8%
14	Montecito	374	228	64.0%	1,413	1,066	32.6%
15x	SBCC / UCSB Express	480	210	128.6%	2,058	1,132	81.8%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	161	180	-10.6%	710	744	-4.6%
19x	SBCC / East SB Express	63	-	100.0%	159	-	100.0%
20	Carpinteria	1,932	1,828	5.7%	7,369	6,467	13.9%
23	Winchester Canyon	142	116	22.4%	451	481	-6.2%
24x	UCSB Express	1,873	2,134	-12.2%	8,038	8,744	-8.1%
25	Elw ood	279	216	29.2%	869	763	13.9%
27	Isla Vista Shuttle	210	169	24.3%	765	748	2.3%
28	UCSB Shuttle	476	377	26.3%	1,651	1,346	22.7%
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	32	19	68.4%	113	113	0.0%
System Subtotal		18,686	18,308	2.1%	74,057	68,047	8.8%
<i>Downtown Waterfront Shuttles</i>							
30	Dow ntow n Shuttle	2	-	100.0%	2	-	100.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		7,244	7,396	-2.1%	28,145	28,060	0.3%
1, 2 East/West		1,446	1,659	-12.8%	6,660	5,961	11.7%
4, 5, 15x, 16, 17 Mesa Lines		1,261	824	53.0%	5,135	4,010	28.1%
6, 11 State/Hollister		7,292	7,393	-1.4%	28,513	26,921	5.9%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		18,688	18,308	2.1%	74,059	68,047	8.8%

¹ MTD electric shuttles cannot carry bicycles.

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

MTD Wheelchairs Boarded (April 2024 – June 2024)

LINE	Quarter			YTD			
	Apr 24 - Jun 24	Apr 23 - Jun 23	% Change	FY 2023 - 2024	FY 2022 - 2023	% Change	
1	West Santa Barbara	147	173	-15.0%	662	822	-19.5%
2	East Santa Barbara	384	361	6.4%	1,698	1,582	7.3%
3	Oak Park	157	89	76.4%	514	331	55.3%
4	Mesa / SBCC	25	31	-19.4%	123	112	9.8%
5	Mesa / La Cumbre	110	47	134.0%	329	183	79.8%
6	Goleta	329	364	-9.6%	1,297	1,194	8.6%
7	County Health / Fairview	414	451	-8.2%	1,426	1,418	0.6%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	357	465	-23.2%	1,569	1,439	9.0%
12x	Goleta Express	124	59	110.2%	284	245	15.9%
14	Montecito	90	38	136.8%	265	196	35.2%
15x	SBCC / UCSB Express	-	4	-100.0%	7	18	-61.1%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	69	98	-29.6%	308	331	-6.9%
19x	SBCC / East SB Express	1	-	100.0%	2	-	100.0%
20	Carpinteria	357	405	-11.9%	1,438	1,096	31.2%
23	Winchester Canyon	3	9	-66.7%	18	18	0.0%
24x	UCSB Express	33	63	-47.6%	129	224	-42.4%
25	Ellwood	9	7	28.6%	25	23	8.7%
27	Isla Vista Shuttle	6	7	-14.3%	16	77	-79.2%
28	UCSB Shuttle	7	59	-88.1%	55	137	-59.9%
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	-	-	0.0%	2	1	100.0%
System Subtotal		2,622	2,730	-4.0%	10,167	9,447	7.6%
<i>Downtown Waterfront Shuttles</i>							
30	Downtown Shuttle	13	-	100.0%	13	-	100.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		403	594	-32.2%	1,769	1,877	-5.8%
1, 2 East/West		531	534	-0.6%	2,360	2,404	-1.8%
4, 5, 15x, 16, 17 Mesa Lines		204	180	13.3%	767	644	19.1%
6, 11 State/Hollister		686	829	-17.2%	2,866	2,633	8.8%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		2,635	2,730	-3.5%	10,180	9,447	7.8%

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



FY 2023-24 ANNUAL RIDERSHIP PERFORMANCE REPORT

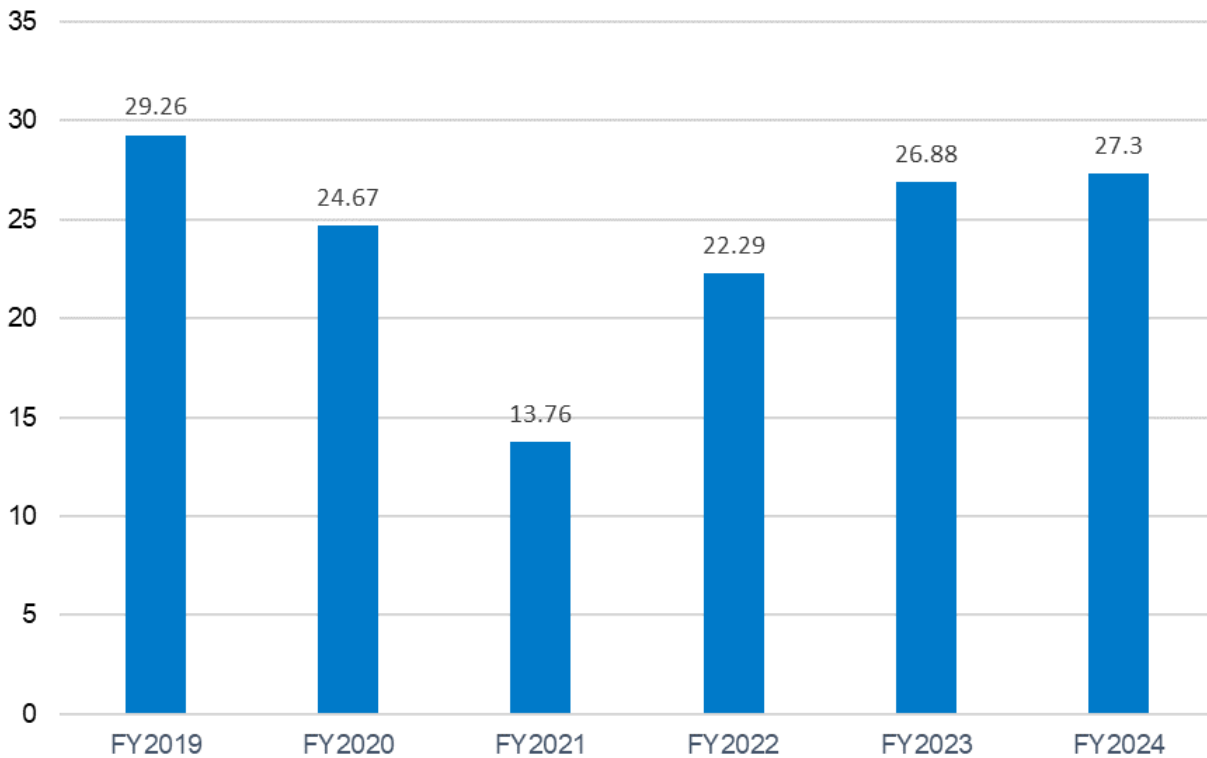
Ridership Summary

For the Twelve-Month Period Ending June 30, 2024

Fiscal Year Ridership Highlights

During the 2023-2024 fiscal year, Santa Barbara MTD experienced an increase of passengers per revenue hour from 26.88 to 27.3. This equates to a return of 93% of pre-pandemic ridership on a per revenue hour basis, which continues on an upward trajectory since FY 20-21. This is an especially important metric to watch, as service has not been restored to pre-pandemic levels. As the district was able to slowly fill vacant bus operator positions in FY24, MTD was able to satisfy that demand through service improvements, such as the introduction of a new route (Line 19x) and the increase in frequency on another (Line 28).

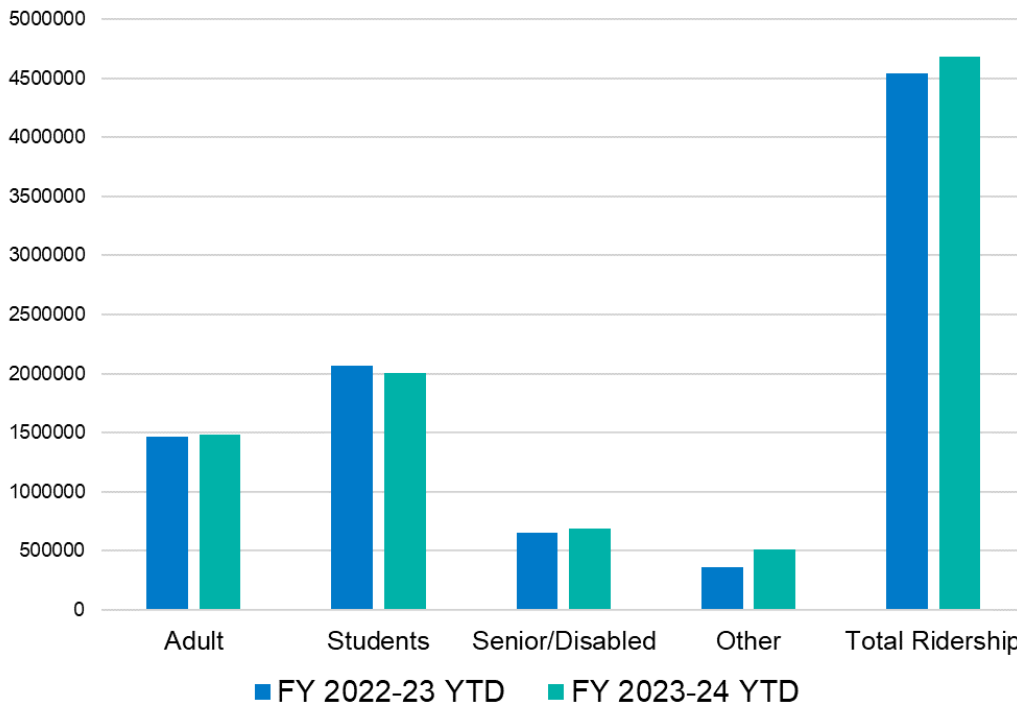
MTD Passengers per Revenue Hour by Fiscal Year



Ridership Performance Indicators

Systemwide ridership during the fourth quarter (April through June) of FY 2023-24 totaled 1,257,784 representing an 3.9% increase of approximately 47,063 riders from the same period of FY 2022-23. For the total FY 2023-24, total ridership was 4,684,415 representing an 3.1% increase over FY 2022-23. Within the growth of ridership, has also been a consistently increasing usage of MTD’s Tap2Ride program, with allows riders to pay for their ride with a contactless bank card or smart device. These transactions increased from 8,547 in FY23, to an impressive 85,216 in FY24.

Year-to-Date Ridership by Fare Category



In the fourth quarter, revenue hours and miles were up by 1.8% and 2.2% respectively, as compared to the same period in FY 2022-23. The hiring of more bus operators permitted MTD staff to roll out service improvements such as increasing frequency on Line 28 (UCSB Shuttle), introducing Line 19x (Carpinteria/SBCC Express), and the temporary return of the beloved Downtown-Waterfront Shuttle. Miles and hours are also up for the current fiscal year due to timing adjustments that occurred in November of FY24, and were intended to improve the operation of Lines 6, 11, 23, and 25. The increases in revenue hours and miles sustained across the fourth quarter of FY24 was relatively consistent with that of the entire fiscal year.

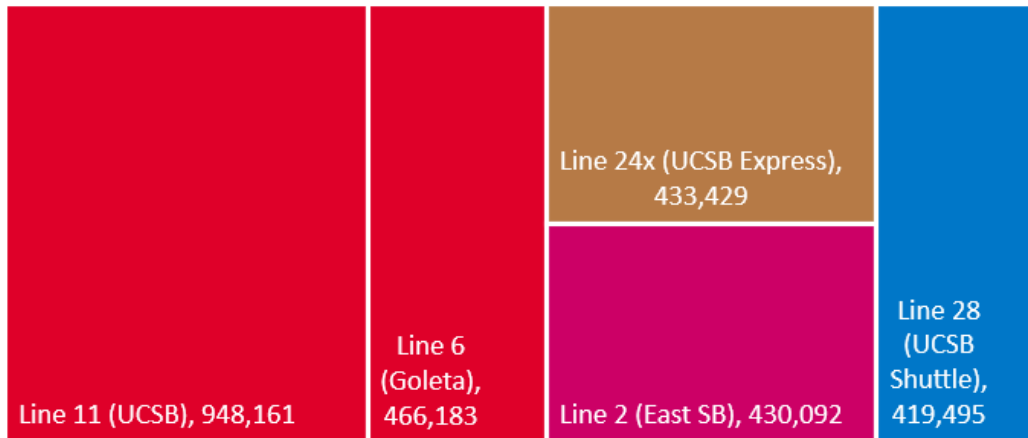
FY 2023-24 ANNUAL RIDERSHIP PERFORMANCE REPORT

Service Metrics	Quarter			Fiscal Year to Date		
	FY 23-24 Q4	FY 22-23 Q4	% Change	FY 23-24 YTD	FY 22-23 YTD	% Change
Total Passengers	1,257,784	1,210,721	3.9%	4,684,415	4,543,023	3.1%
Revenue Hours	43,865	43,077	1.8%	171,456	168,715	1.6%
Revenue Miles	534,069	522,338	2.2%	2,088,527	2,045,233	2.1%
Passengers per Revenue Hour	28.7	28.1	2.1%	27.3	26.9	1.5%
Passengers per Mile	2.4	2.3	4.3%	2.2	2.2	0%

The chart below shows the top 5 lines by ridership in FY 23-24. While the chart below is year-to-date, top lines by ridership in the fourth quarter alone were, in order from highest ridership, Lines 11, 28, 6, 24x, and 2.

Top 5 Lines by Ridership, Year-to-Date

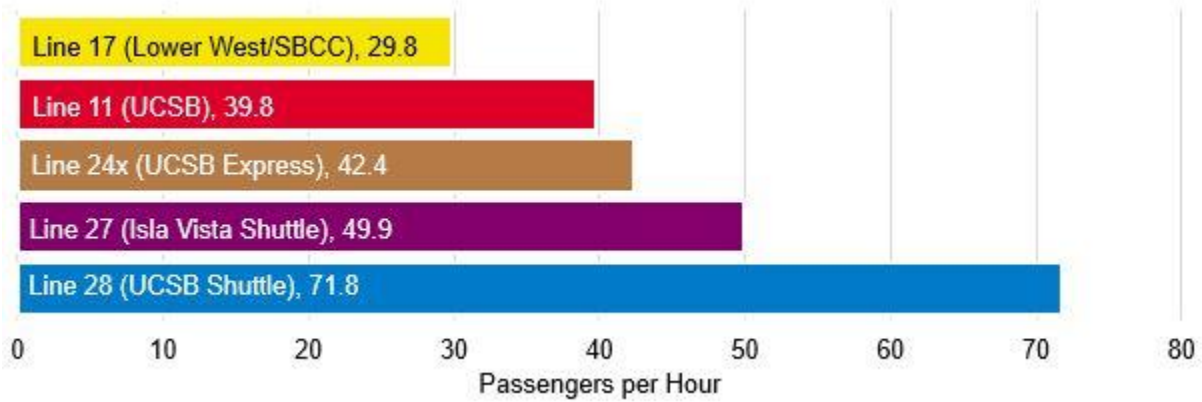
- Line 11 (UCSB) ■ Line 6 (Goleta)
- Line 24x (UCSB Express) ■ Line 2 (East SB)
- Line 28 (UCSB Shuttle)



As stated above, the systemwide average of passengers per revenue hour for the quarter is at 28.7 passengers per hour. Q4 saw a slight increase from Q3, which had 28.6 passengers per hour. The chart below shows the top 5 lines by passengers per hour in the fourth quarter, with the Line 28 (UCSB Shuttle) coming in first with 71.8 passengers per hour, followed by Line 27 (49.9), Line 24x (42.4), Line 11 (39.8), and Line 17 (29.8). In FY 24, Lines 28, 27, and 24x all saw a small decrease in passengers per hour over Q4

of FY23. This was likely due to UCSB’s finals week ending two days earlier than in the previous fiscal year. Not all routes saw a decrease. Lines 11 and 17 both saw increases in their passengers per hour, with 7.4% and 8.1% increases respectively.

Top 5 Lines by Passengers per Hour, 4th Quarter



The Fiscal Year Numbers At-A-Glance below show the numbers for the complete FY 2023-24 over FY 2022-23.

Fiscal Year Numbers At-A-Glance

Total Ridership
+3.1%

At-Capacity Loads
-29.1%

Too Full to Board Loads
-20.4%



10,180 wheelchairs boarded
+7.8%



74,059 bicycles carried
+8.8%

Service Days and Student Ridership

As shown in the table below, the total number of service days in the fourth quarter of FY 23-24 was identical to FY 22-23. Year to date MTD had one more service day overall due to 2024 being a leap year. MTD staff observed decreases in UCSB and K-12 student riders, which is likely due to fewer secondary school days in FY 23-24. This is because of more days of summer school instruction in July 2022 and June 2023, and none in July 2023. Despite these losses, SBCC student ridership experienced a 13.3% increase over last fiscal year. This demonstrates that MTD bus routes provide an integral link for City College students as enrollment begins to rebound. With an increase in service to City College on Line 15x enacted recently in August 2024, these results are promising, especially with five fewer SBCC school days in FY 23-24 than FY 22-23.

MTD SERVICE CALENDAR DAYS

<u>SERVICE DAYS</u>	FY 2024		FY 2023		Year to Date
	<u>Q4</u>	<u>YTD</u>	<u>Q4</u>	<u>YTD</u>	<u>Change</u>
Weekdays	64	251	64	250	1
Saturdays	13	55	13	56	(1)
Sundays	14	59	14	56	3
Total	91	364	91	363	1

<u>SCHOOL DAYS</u>	FY 2024		FY 2023		Year to Date
	<u>Q4</u>	<u>YTD</u>	<u>Q4</u>	<u>YTD</u>	<u>Change</u>
SBCC	35	154	35	159	(5)
UCSB	54	164	54	164	0
Secondary	62	189	62	210	(21)

On-Time Performance Indicators

Since the acquisition and installation of the Clever Devices AVL system, Planning staff has 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 fourth quarter of FY 2023-24.

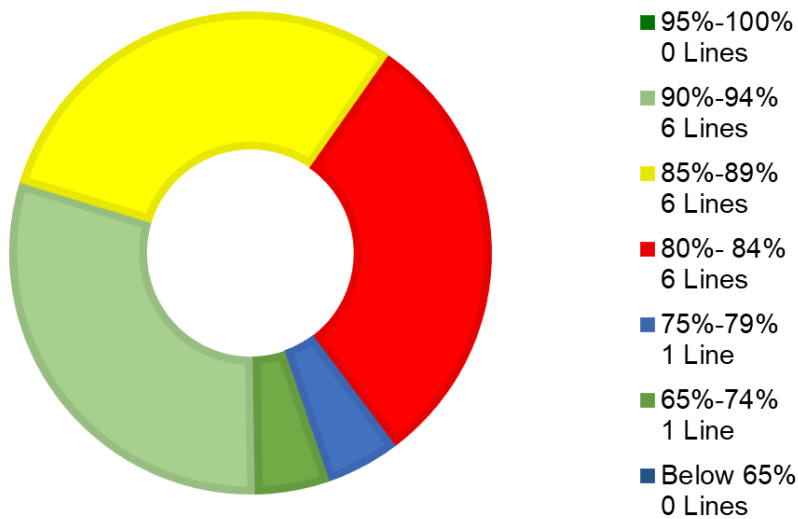
In the fourth quarter, two lines fell below the 80% mark. The two lines that experienced lower on-time performance were the Lines 20 (Carpinteria) and 27 (Isla Vista Shuttle). Line 20's on-time performance continues to suffer in the context of the ongoing 101 HOV lane construction. Staff believes that the only real way to fix the OTP on Line 20 is to add time to each trip, but where to do so would be extremely difficult to pinpoint, especially as the areas of construction are constantly in flux and will be for several more years. Staff

will continue to see easy ways to improve OTP on Line 20, with the knowledge of budget constraints.

In August 2024, annual service changes included changes to the Line 27 schedule that were intended to address on-time performance. These changes will be reflected starting in Q1 of FY 24-25.

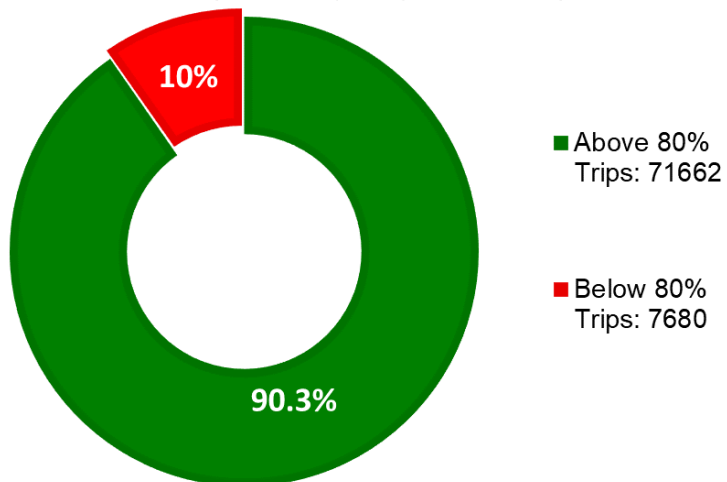
Variables that generally affect a line’s on-time performance include extended road construction projects, high passenger loads, heavy congestion, and route detours lasting a number of days. This can vary based on time of day.

FY 23-24 4TH 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 fourth quarter of FY 23-24.

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

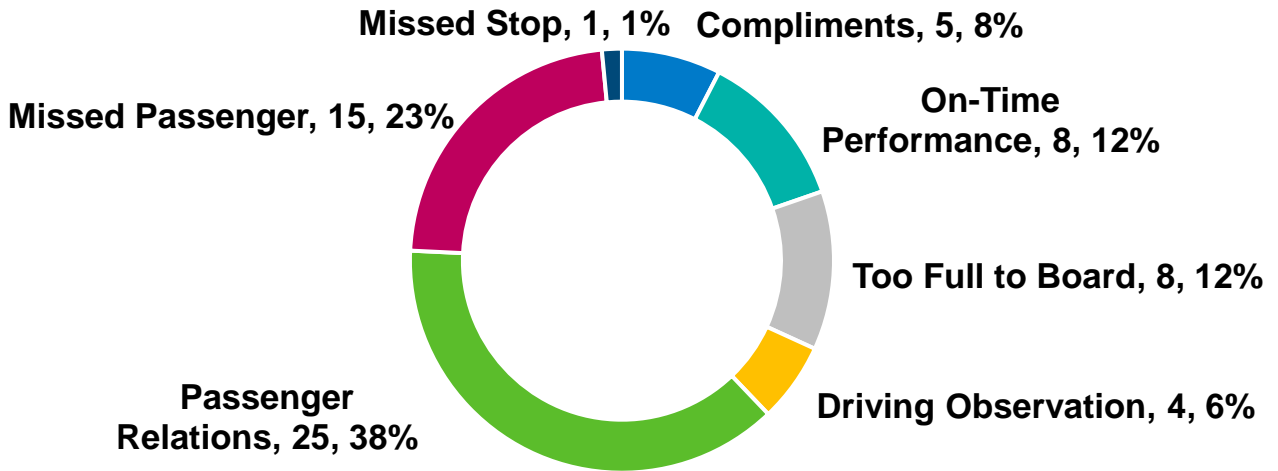




FY 2023-24 FOURTH QUARTER PERFORMANCE REPORTS

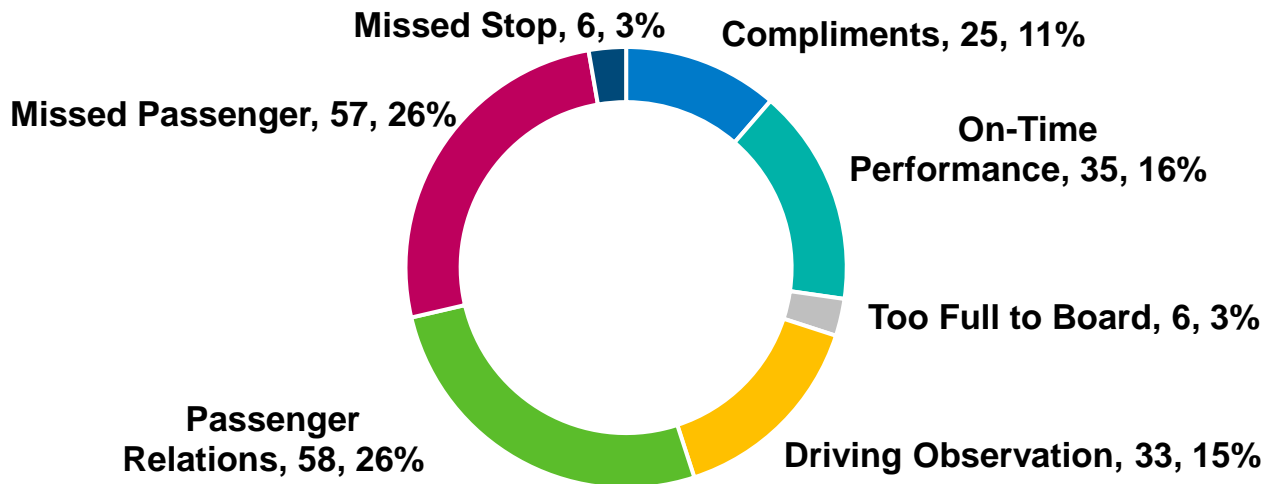
Customer Service Report

FY 2023-24 4th Quarter Customer Service Statistics

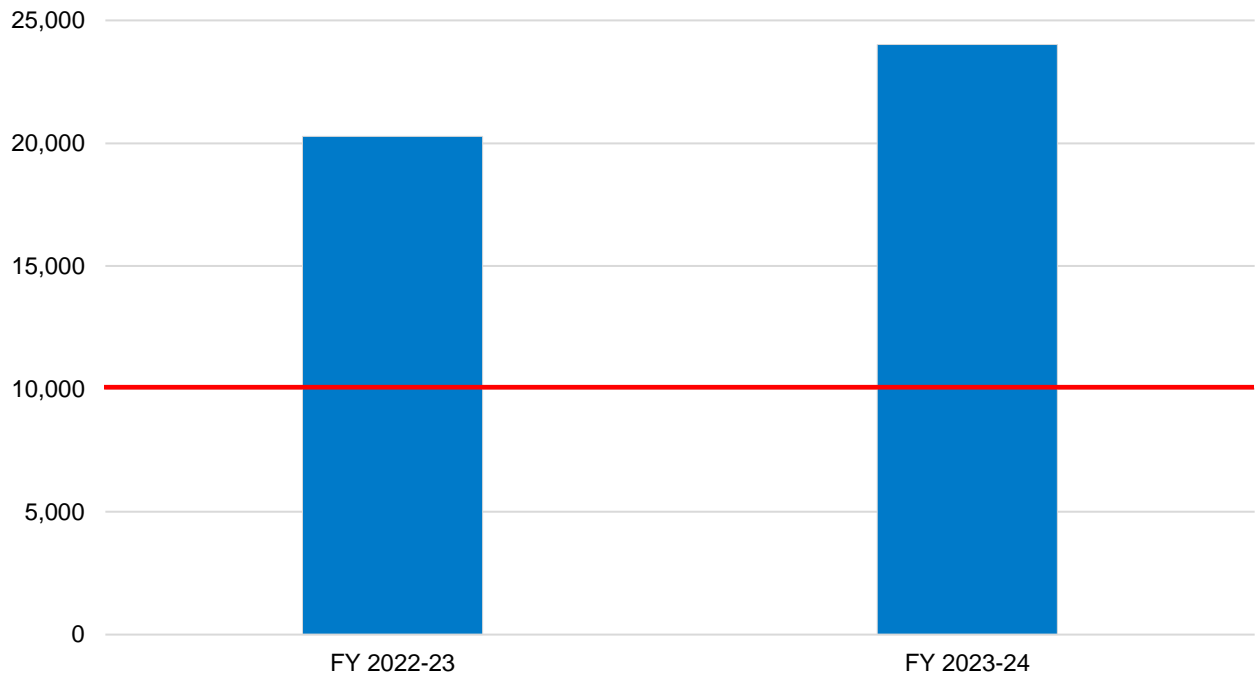


MTD Performance Standard: Passenger complaints shall average no more than 1 complaint per 10,000 MTD passenger boardings.

FY 2023-24 Year-to-Date Customer Service Statistics for the 12 Month Period Ending June 30, 2024



Q4 Passenger Boardings per Complaint



4th Quarter Compliments & Complaints



5 Compliments



55 Complaints

FY 2023-24 YTD Compliments & Complaints



25 Compliments



195 Complaints

Fleet Maintenance Report

Performance Indicators

For Fiscal Years 2023-24



FY 2024 Q4 Totals														FY 2023 Q4 Totals														Change	
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	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile				
Gillig 40'	60	467,939	4.53	\$312,267	\$120,066	\$93,387	\$213,453	\$1.12	62	458,226	4.68	\$364,443	\$129,633	\$87,018	\$216,652	\$1.27	62	458,226	4.68	\$364,443	\$129,633	\$87,018	\$216,652	\$1.27	-\$0.14	-11.4%			
Gillig 29'	6	37,385	4.87	\$23,219	\$11,375	\$8,844	\$20,220	\$1.16	6	32,986	4.91	\$24,301	\$10,047	\$7,664	\$17,711	\$1.27	6	32,986	4.91	\$24,301	\$10,047	\$7,664	\$17,711	\$1.27	-\$0.11	-8.8%			
Nova Articulated	3	12,433	3.01	\$12,450	\$19,487	\$8,537	\$28,024	\$3.26	3	13,531	3.26	\$15,288	\$3,315	\$2,797	\$6,112	\$1.58	3	13,531	3.26	\$15,288	\$3,315	\$2,797	\$6,112	\$1.58	\$1.67	105.8%			
Diesel Fleet:	69	517,757	4.14	\$347,936	\$150,928	\$110,769	\$261,697	\$1.18	71	504,743	4.28	\$404,032	\$142,995	\$97,479	\$240,474	\$1.28	71	504,743	4.28	\$404,032	\$142,995	\$97,479	\$240,474	\$1.28	-\$0.10	-7.8%			
Gillig 29' Hybrid	2	3,252	4.27	\$2,280	\$313	\$676	\$988	\$1.00	3	9,885	5.45	\$6,788	\$2,663	\$2,211	\$4,874	\$1.18	3	9,885	5.45	\$6,788	\$2,663	\$2,211	\$4,874	\$1.18	-\$0.17	-14.8%			
Gillig 40' Hybrid	14	68,175	4.78	\$42,485	\$63,719	\$13,100	\$76,819	\$1.75	14	71,272	4.63	\$55,983	\$15,786	\$15,224	\$31,010	\$1.22	14	71,272	4.63	\$55,983	\$15,786	\$15,224	\$31,010	\$1.22	\$0.53	43.4%			
Hybrid Fleet:	16	71,427	4.52	\$44,764	\$64,032	\$13,775	\$77,807	\$1.72	17	81,157	5.04	\$62,772	\$18,449	\$17,435	\$35,884	\$1.22	17	81,157	5.04	\$62,772	\$18,449	\$17,435	\$35,884	\$1.22	\$0.50	41.2%			
New Flyer EV's	9	17,107	0.47	\$12,364	\$1,826	\$2,366	\$4,192	\$0.97	0	0	0	\$0	\$0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	\$0	\$0	\$0.97	0			
BYD EV's	14	27,819	0.61	\$13,009	\$4,954	\$7,622	\$12,576	\$0.92	14	23,857	0.65	\$10,440	\$5,394	\$5,543	\$10,937	\$0.90	14	23,857	0.65	\$10,440	\$5,394	\$5,543	\$10,937	\$0.90	\$0.02	2.7%			
Ford EV Vans	3	0	0.00	\$0	\$0	\$0	\$0	\$0.00	3	938	2.68	\$91	\$0	\$332	\$332	\$0.45	3	938	2.68	\$91	\$0	\$332	\$332	\$0.45	-\$0.45	-100.0%			
Electric Fleet:	26	44,926	0.54	\$25,373	\$6,780	\$9,987	\$16,768	\$0.94	17	24,795	1.66	\$10,531	\$5,394	\$5,875	\$11,269	\$0.88	17	24,795	1.66	\$10,531	\$5,394	\$5,875	\$11,269	\$0.88	\$0.06	6.9%			
Totals:	111	634,110		\$418,073	\$221,740	\$134,551	\$356,271	\$1.22	105	610,695		\$477,334	\$166,839	\$120,789	\$287,627	\$1.25	105	610,695		\$477,334	\$166,839	\$120,789	\$287,627	\$1.25	-\$0.03	-2.4%			

FY 2024 YTD Totals (Q1-Q4)														FY 2023 YTD Totals (Q1-Q4)														Change	
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	Fleet Count	Miles	MPG	Fuel/Oil	Parts	Labor	Parts & Labor	Total Cost per Mile	Total Cost per Mile				
Gillig 40'	60	1,822,504	4.57	\$1,349,705	\$544,433	\$354,914	\$899,347	\$1.23	62	1,799,583	4.60	\$1,589,099	\$419,950	\$346,004	\$765,955	\$1.31	62	1,799,583	4.60	\$1,589,099	\$419,950	\$346,004	\$765,955	\$1.31	-\$0.07	-5.7%			
Gillig 29'	6	132,145	4.91	\$89,482	\$35,156	\$27,595	\$62,751	\$1.15	6	130,803	4.96	\$106,329	\$27,308	\$29,273	\$56,581	\$1.25	6	130,803	4.96	\$106,329	\$27,308	\$29,273	\$56,581	\$1.25	-\$0.09	-7.5%			
Nova Articulated	3	68,775	3.67	\$64,566	\$69,759	\$25,089	\$94,848	\$2.32	3	57,371	3.40	\$66,718	\$10,117	\$13,795	\$23,912	\$1.58	3	57,371	3.40	\$66,718	\$10,117	\$13,795	\$23,912	\$1.58	\$0.74	46.7%			
Diesel Fleet:	69	2,023,424	4.38	\$1,503,753	\$649,349	\$407,597	\$1,056,946	\$1.27	71	1,987,757	4.32	\$1,762,146	\$457,375	\$389,072	\$846,447	\$1.31	71	1,987,757	4.32	\$1,762,146	\$457,375	\$389,072	\$846,447	\$1.31	-\$0.05	-3.6%			
Gillig 29' Hybrid	2	34,342	5.07	\$23,391	\$3,818	\$7,673	\$11,491	\$1.02	3	29,568	5.41	\$20,346	\$5,007	\$6,832	\$11,839	\$1.09	3	29,568	5.41	\$20,346	\$5,007	\$6,832	\$11,839	\$1.09	-\$0.07	-6.7%			
Gillig 40' Hybrid	14	251,677	4.61	\$181,379	\$167,156	\$60,601	\$227,758	\$1.63	14	259,652	4.54	\$228,722	\$98,076	\$72,543	\$170,619	\$1.54	14	259,652	4.54	\$228,722	\$98,076	\$72,543	\$170,619	\$1.54	\$0.09	5.7%			
Hybrid Fleet:	16	286,019	4.84	\$204,771	\$170,974	\$68,274	\$239,249	\$1.55	17	289,220	4.97	\$249,068	\$103,083	\$79,375	\$182,458	\$1.49	17	289,220	4.97	\$249,068	\$103,083	\$79,375	\$182,458	\$1.49	\$0.06	4.0%			
New Flyer EV's	9	21,859	0.52	\$14,059	\$3,339	\$3,995	\$7,334	\$0.98	0	0	0	\$0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.98	0			
BYD EV's	14	97,318	0.59	\$46,590	\$31,046	\$27,579	\$58,626	\$1.08	14	100,666	0.60	\$45,339	\$19,652	\$30,129	\$49,780	\$0.94	14	100,666	0.60	\$45,339	\$19,652	\$30,129	\$49,780	\$0.94	\$0.14	14.4%			
Ford EV Vans	3	0	0.00	\$83	\$187	\$2,396	\$2,583	NA	3	938	2.41	\$101	\$0	\$332	\$332	\$0	3	938	2.41	\$101	\$0	\$332	\$332	\$0	NA	0			
Electric Fleet:	26	119,177	0.56	\$60,731	\$34,573	\$33,970	\$68,543	\$1.08	17	101,604	1.50	\$45,441	\$19,652	\$30,461	\$50,113	\$0.94	17	101,604	1.50	\$45,441	\$19,652	\$30,461	\$50,113	\$0.94	\$0.14	15.3%			
Totals:	111	2,428,620		\$1,769,255	\$854,896	\$509,842	\$1,364,738	\$1.29	105	2,378,581		\$2,056,655	\$580,110	\$498,908	\$1,079,018	\$1.32	105	2,378,581		\$2,056,655	\$580,110	\$498,908	\$1,079,018	\$1.32	-\$0.03	-2.1%			



FY 2023-24 FOURTH QUARTER PERFORMANCE REPORTS

Road Calls Report

**FY 2024 Q4 National Transit Database Road Calls ("Mechanical System Failures")
For the 12-Month Period Ending June 30, 2024**

Fleet Category	All Reportable Mechanical System Failures Q4	Quarterly Miles Q4	Miles Between All Reportable Mechanical System Failures Q4
BYDs (Units 30-43)	2	27,819	13,910
400 Gilligs (Units 434-450)	8	97,136	12,142
600 Gilligs (Units 600-652)	27	370,803	13,733
700 Gilligs (Units 700-713)	3	37,385	12,462
700 Gillig Hybrids (Units 715-717)	0	3,252	0
800 New Flyers (Units 806-814)	3	17,107	5,702
900 Gillig Hybrids (Units 900-915)	6	68,175	11,363
1000 Novas (Units 1001-1003)	2	12,433	6,217
System Total Excluding EVs	46	589,184	12,808
System Total All Vehicles	51	634,110	12,434



FY 2023-24 FOURTH QUARTER PERFORMANCE REPORTS

Liability Report

**Reportable to National Transit Database (NTD)
For the 12-Month Period Ending June 30, 2024**

Fiscal Year End June 30	2024	2023	2022	2021	2020
1st Quarter: July - September	0	0	0	0	1
2nd Quarter: October - December	0	0	1	0	2
3rd Quarter: January - March	1	0	2	1	0
4th Quarter: April - June	1	0	0	1	0
Fiscal Year to Date:	2	0	3	2	3

The NTD defines a Reportable Event (Major Incident) as a safety or security event occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle meeting the following criteria:

- An evacuation for life safety reasons
- Estimated property damage equal to or exceeding \$25,000
- Fatality confirmed within 30 days

- Immediate transport away from the scene for medical attention, except illnesses requiring transport for medical attention

- Collisions involving transit vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicle

Workers' Compensation Claims Report

Fiscal Year End June 30	2024	2023	2022	2021	2020
1st Quarter: July - September	1	3	5	0	0
2nd Quarter: October - December	2	1	4	1	6
3rd Quarter: January - March	1	0	4	3	0
4th Quarter: April - June	2	1	0	1	3
Fiscal Year to Date:	6	5	13	5	9



FY 2023-24 FOURTH QUARTER PERFORMANCE REPORTS

Transit Finance Compliance Report

As a recipient of Federal funds from the Federal Transit Administration (FTA), the Santa Barbara Metropolitan Transit District (MTD) is subject to a number of rules and regulations and reporting requirements. This report lists actions taken between April 1 and June 30, 2024, to address these requirements.

MTD Compliance Actions

Completed Federal Transit Administration (FTA) Triennial Review of SBMTD activities over the prior three fiscal years with no deficiencies.

Submitted MTD monthly National Transit Database Safety and Security reports to FTA.

Submitted MTD monthly National Transit Database actual Ridership reports and one-week each month estimated Ridership reports to FTA.

Submitted quarterly Milestone Progress Reports and Federal Financial Reports for MTD's FTA awards.

Submitted Semiannual "Uniform Report of Disadvantaged Business Enterprise (DBE) Commitments/Awards and Payments" to FTA.

Completed annual recertification of appropriate MTD employees in FTA's Transit Award Management System (TrAMS) website.

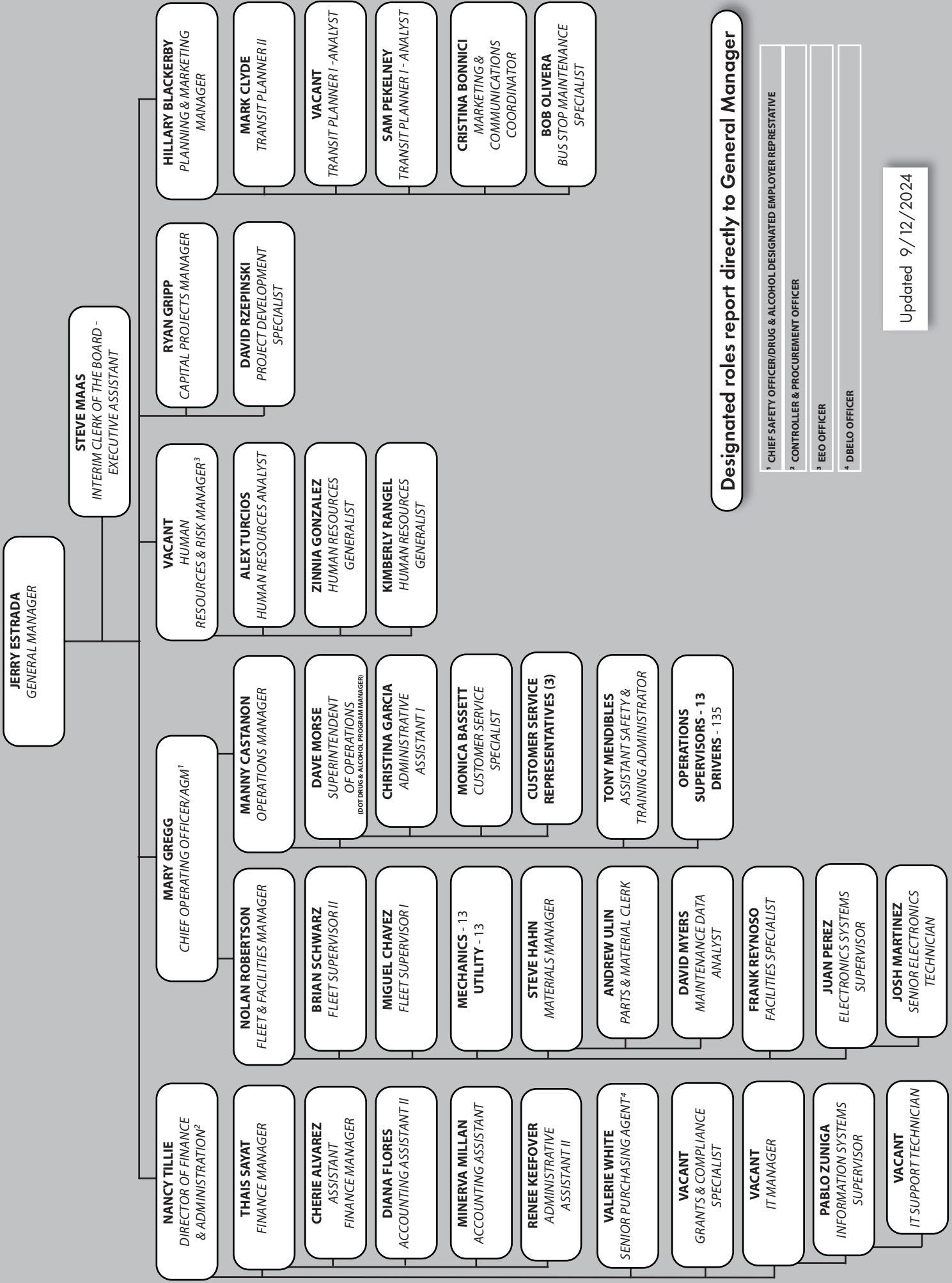
Submitted quarterly Progress Report to Caltrans for the cap-and-trade Transit and Intercity Rail Capital Program (TIRCP).

Submitted quarterly Progress Report to Caltrans for the Solutions for Congested Corridors Program (SCCP).

Submitted Evaluation Criteria for Providing Benefits To Priority Populations to Caltrans for SB 125 Zero Emission Transit Capital Program (ZETCP) projects.

Continued to monitor all FTA compliance areas and ensure that MTD is in compliance, including the Americans with Disabilities Act (ADA) complementary paratransit service that is operated by Easy Lift Transportation for MTD. *(MTD is responsible for this service, and must ensure that it complies with all FTA requirements.)*

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 9/12/2024