



# QUARTERLY REPORT

Fiscal Year 2024-25

For the Six-Month Period Ending  
December 31, 2024



FY 2024-25 SECOND QUARTER PERFORMANCE REPORTS

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FY 2024-25 SECOND QUARTER PERFORMANCE REPORT

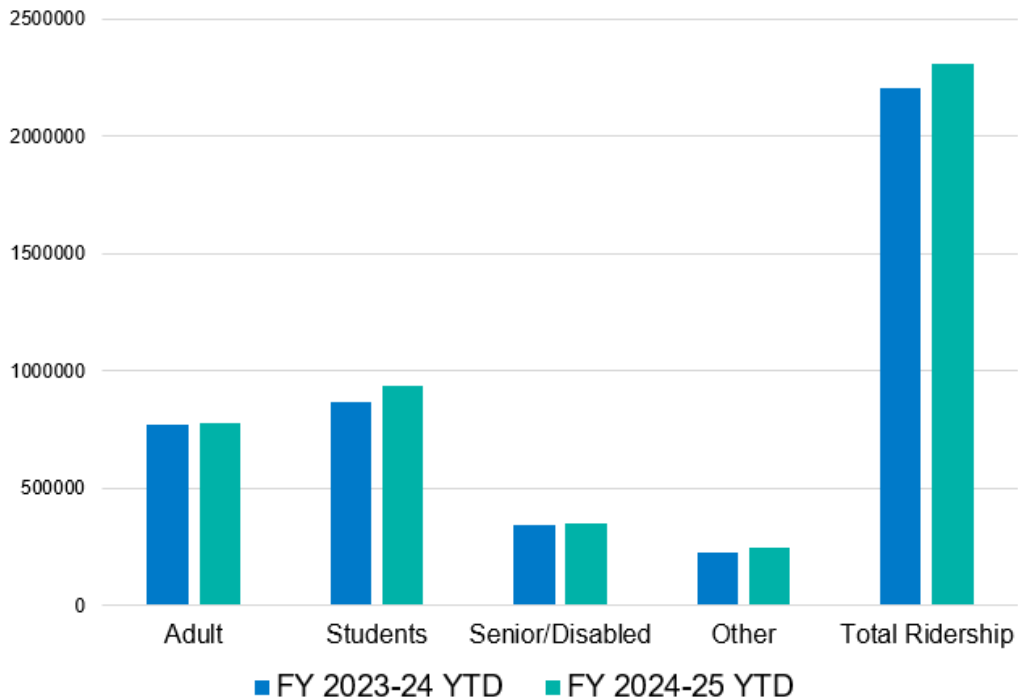
# Ridership Summary

For the Six-Month Period Ending on December 31<sup>st</sup>, 2024

## Ridership Performance Indicators

Systemwide ridership fiscal-year-to-date (July through December) for FY 2024-25 totaled 2,311,422, representing a 4.6% increase of approximately 102,448 riders from the same period of FY 2023-24. Ridership in the second quarter increased by 4.4%, which accounted for a total second quarter ridership of 1,286,198. We continue to see impressive growth of the *Tap2Ride* program, which has seen a year-to-date increase of 327.2%, with an impressive 50,096 taps in the second quarter alone.

### Year-to-Date Ridership by Fare Category



In the second quarter, revenue hours and miles were higher when compared to the same period in FY 2023-24. The 1.2% increase in revenue hours and 1.3% increase in revenue miles were a result of an extended span of service on the Line 15x (SBCC/UCSB Express)

## FY 2024-25 SECOND QUARTER PERFORMANCE REPORT

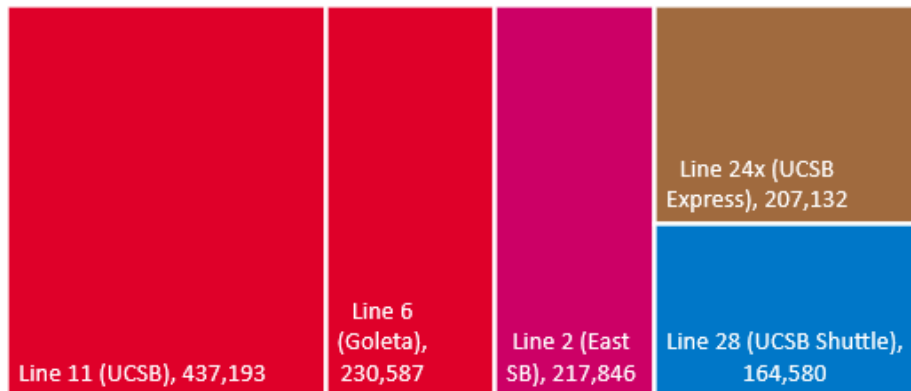
and doubling of weekday service on Line 27 (Isla Vista Shuttle). The table below presents various data for the quarter.

| Service Metrics                    | Quarter     |             |         | Fiscal Year to Date |              |         |
|------------------------------------|-------------|-------------|---------|---------------------|--------------|---------|
|                                    | FY 24-25 Q2 | FY 23-24 Q2 | %Change | FY 24-25 YTD        | FY 23-24 YTD | %Change |
| <b>Total Passengers</b>            | 1,286,198   | 1,231,943   | 4.4%    | 2,311,422           | 2,208,974    | 4.6%    |
| <b>Revenue Hours</b>               | 42,797      | 42,285      | 1.2%    | 86,825              | 85,030       | 2.1%    |
| <b>Revenue Miles</b>               | 521,917     | 515,224     | 1.3%    | 1,060,126           | 1,036,525    | 2.3%    |
| <b>Passengers per Revenue Hour</b> | 30.1        | 29.1        | 3.4%    | 26.6                | 26.0         | 2.3%    |
| <b>Passengers per Mile</b>         | 2.5         | 2.4         | 4.2%    | 2.2                 | 2.1          | 4.8%    |

The chart below shows the top five lines by ridership in FY 24-25, year-to-date. Top lines by ridership were Lines 11, 6, 2, 24x, and 28. Year-to-date, all MTD routes with the exceptions of Lines 4, 7, 17, and 20 saw an increase in ridership compared to the same period last year. With the increase in service on Line 27, there was a 97.3% increase in ridership on that line for the second quarter. When service on an Isla Vista-serving line increases, we often see a decline in ridership on other lines in the area. In the second quarter, ridership on Lines 11, 24x, and 28 only saw negligible declines of 1.3%, 1.2%, and 4%, respectively. This shows that the increase in service on Line 27 is having the desired effect of moving more people and satisfying demand in Isla Vista. With the extension of the span of service on Line 15x, we see an impressive 17% increase in ridership for the second quarter.

### Top 5 Lines by Ridership, Year-to-Date

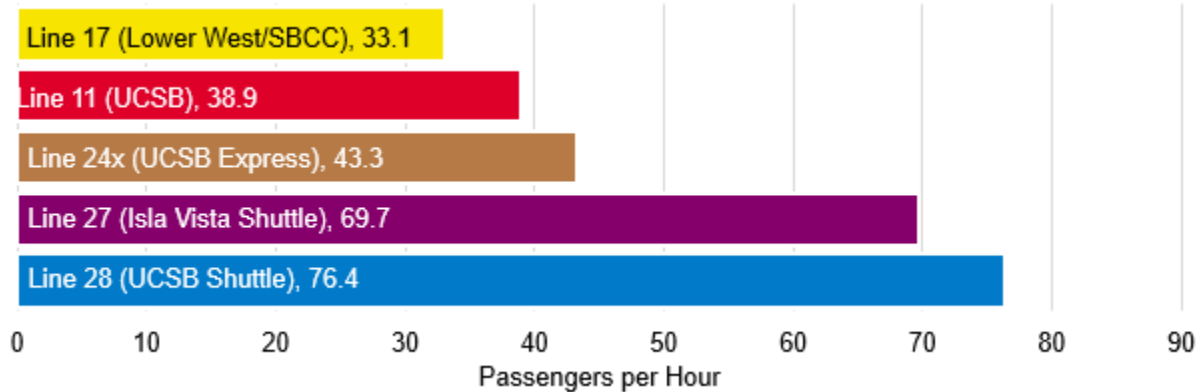
- Line 11 (UCSB)
- Line 6 (Goleta)
- Line 2 (East SB)
- Line 24x (UCSB Express)
- Line 28 (UCSB Shuttle)



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 second quarter, with the Line 28 (UCSB Shuttle) coming in first with 76.4 passengers per hour, followed by Line 27 (69.7), Line 24x (43.3), Line 11 (38.9), and Line 17 (33.1).

### Top 5 Lines by Passengers per Hour, 2<sup>nd</sup> Quarter



The Fiscal Year Numbers At-A-Glance below show the numbers for the first two quarters of FY 2024-25 compared to FY 2023-24.

### Fiscal Year Numbers At-A-Glance

|                                 |                                    |   |   |  |
|---------------------------------|------------------------------------|---|---|--|
| Total Ridership<br><b>+4.6%</b> | At-Capacity Loads<br><b>+17.1%</b> | Too Full to Board Loads<br><b>+7.0%</b> | <br>6,225 wheelchairs boarded<br><b>+17.5%</b> | <br>37,223 bicycles carried<br><b>-1.5%</b> |
|---------------------------------|------------------------------------|---|---|--|

### Service Days and Student Ridership

As shown in the table below, the total number of service days in the second quarter of FY 2024-25 was the same as in Q2 of FY 2023-24, with the exception of one more weekday, and one less Sunday, and 2 fewer secondary school days. The fewer secondary school days may account for the 3.1% decline in youth prepaid fares. UCSB ridership remains strong with a year-to-date increase of 13.7%, while SBCC is relatively flat so far this year, with a 1% increase.

|   |
|---|
| <b>FY 2024-25 SECOND QUARTER PERFORMANCE REPORT</b> |
|---|

**MTD SERVICE CALENDAR DAYS**

| <u>SERVICE DAYS</u> | <u>FY 2024</u> |            | <u>FY 2025</u> |            | <u>Year to Date</u> |
|---------------------|----------------|------------|----------------|------------|---------------------|
|                     | <u>Q2</u>      | <u>YTD</u> | <u>Q2</u>      | <u>YTD</u> | <u>Variance</u>     |
| Weekdays            | 61             | 124        | 62             | 126        | 2                   |
| Saturdays           | 13             | 27         | 13             | 26         | (1)                 |
| Sundays             | 16             | 31         | 15             | 30         | (1)                 |
| <b>Total</b>        | <b>90</b>      | <b>182</b> | <b>90</b>      | <b>182</b> | <b>0</b>            |

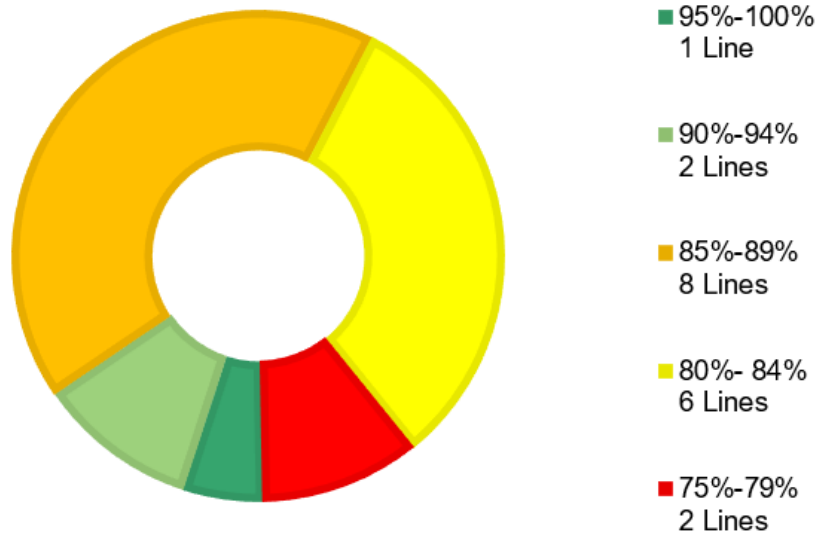
| <u>SCHOOL DAYS</u> | <u>FY 2024</u> |            | <u>FY 2025</u> |            | <u>Year to Date</u> |
|--------------------|----------------|------------|----------------|------------|---------------------|
|                    | <u>Q2</u>      | <u>YTD</u> | <u>Q2</u>      | <u>YTD</u> | <u>Variance</u>     |
| SBCC               | 52             | 76         | 51             | 76         | 0                   |
| UCSB               | 52             | 57         | 51             | 56         | (1)                 |
| Secondary          | 48             | 76         | 46             | 82         | 6                   |

**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 second quarter of FY 2024-25.

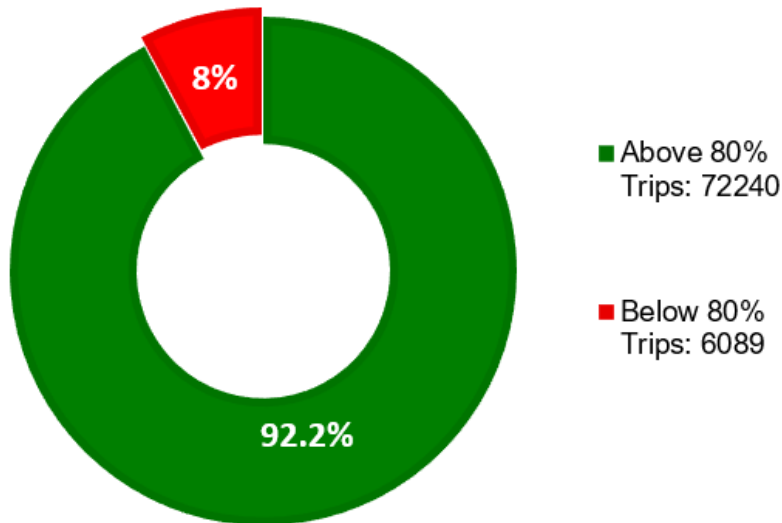
The variables that generally affect a line’s on-time performance include extended road construction projects, high passenger loads, heavy congestion, and route detours lasting a number of days. This can vary based on time of day. In the second quarter, only 2 routes fell below the 80% mark. These were the 15x (SBCC/UCSB Express), and 20 (Carpinteria). Line 15x handles heavy loads, especially between North Hall and Isla Vista in the afternoon, which may cause longer dwell times. For Line 20, while it fell below the 80% threshold, it showed marked improvement by hitting 75.5% after several quarters of poor on-time performance, specifically with December hitting 78.4%. This is likely attributable to the opening of Highway 101 lanes in Summerland where the Line 20 exits and enters the freeway, after years of heavy construction.

### FY 24-25 2ND 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 second quarter of FY 24-25.

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





## FY 2025 System Ridership Report for the 2<sup>nd</sup> Quarter and for the Six-Month Period Ending December 31<sup>st</sup>, 2024

### Ridership by Fare Category (October 2024 – December 2024)

| Fare Categories                        | Quarter          |                  |             | YTD              |                  |             |
|--|------------------|------------------|-------------|------------------|------------------|-------------|
|  | Oct 24 - Dec 24  | Oct 23 - Dec 23  | % Change    | FY 2024 - 2025   | FY 2023 - 2024   | % Change    |
| General Fare <sup>(4)</sup>            | 196,885          | 178,749          | 10.1%       | 411,349          | 376,367          | 9.3%        |
| Transfers <sup>(4)</sup>               | 73,393           | 81,038           | -9.4%       | 156,500          | 162,319          | -3.6%       |
| Full Fare Prepaid <sup>1</sup>         | 185,208          | 184,918          | 0.2%        | 399,650          | 405,721          | -1.5%       |
| Santa Barbara City College             | 77,527           | 80,195           | -3.3%       | 130,482          | 129,212          | 1.0%        |
| Senior & Disabled Prepaid <sup>2</sup> | 142,210          | 135,916          | 4.6%        | 288,814          | 278,832          | 3.6%        |
| Shuttle                                | -                | -                | 0.0%        | 5,695            | -                | 100.0%      |
| UC Santa Barbara                       | 453,669          | 408,258          | 11.1%       | 603,088          | 530,467          | 13.7%       |
| Youth Prepaid <sup>3</sup>             | 102,091          | 105,371          | -3.1%       | 201,754          | 207,775          | -2.9%       |
| Free                                   | 17,223           | 18,945           | -9.1%       | 35,053           | 38,398           | -8.7%       |
| Special Pass Programs                  | 1,947            | 1,686            | 15.5%       | 4,401            | 3,332            | 32.1%       |
| Senior Cash                            | 26,945           | 27,159           | -0.8%       | 56,491           | 56,172           | 0.6%        |
| People with Disabilities Cash          | 3,175            | 3,792            | -16.3%      | 6,674            | 7,553            | -11.6%      |
| Tokens                                 | 5,921            | 5,894            | 0.5%        | 11,462           | 12,804           | -10.5%      |
| Senior Tap2Ride                        | 3                | 22               | -86.4%      | 3                | 22               | -86.4%      |
| People with Disabilities Tap2Ride      | 1                | -                | 100.0%      | 6                | -                | 100.0%      |
| <b>Total</b>                           | <b>1,286,198</b> | <b>1,231,943</b> | <b>4.4%</b> | <b>2,311,422</b> | <b>2,208,974</b> | <b>4.6%</b> |

<sup>1</sup> Includes adult 10-ride and unlimited 30-day Passport use.

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

<sup>3</sup> Includes K-12 Youth 10-ride and unlimited 30-day Passport use.

<sup>4</sup> Includes Tap2Ride transactions of the same type.

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

### Revenue Hours and Revenue Miles (October 2024 – December 2024)

| Metrics                     | Quarter         |                 |         | YTD            |                |          |
|-----------------------------|-----------------|-----------------|---------|----------------|----------------|----------|
|                             | Oct 24 - Dec 24 | Oct 23 - Dec 23 | %Change | FY 2024 - 2025 | FY 2023 - 2024 | % Change |
| Passengers                  | 1,286,198       | 1,231,943       | 4.4%    | 2,311,422      | 2,208,974      | 4.6%     |
| Revenue Hours               | 42,797          | 42,285          | 1.2%    | 86,825         | 85,030         | 2.1%     |
| Passengers per Revenue Hour | 30.1            | 29.1            | 3.2%    | 26.6           | 26.0           | 2.5%     |
| Miles                       | 521,917         | 515,224         | 1.3%    | 1,060,126      | 1,036,525      | 2.3%     |
| Passengers per Mile         | 2.5             | 2.4             | 3.1%    | 2.2            | 2.1            | 2.3%     |

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

## MTD System Ridership (October 2024 – December 2024)

| LINE                                |                              | Quarter          |                  |             | YTD              |                  |             |
|-------------------------------------|------------------------------|------------------|------------------|-------------|------------------|------------------|-------------|
|                                     |                              | Oct 24 - Dec 24  | Oct 23 - Dec 23  | % Change    | FY 2024 - 2025   | FY 2023 - 2024   | % Change    |
| 1                                   | West Santa Barbara           | 68,975           | 61,445           | 12.3%       | 137,888          | 121,092          | 13.9%       |
| 2                                   | East Santa Barbara           | 107,430          | 105,302          | 2.0%        | 217,846          | 211,776          | 2.9%        |
| 3                                   | Oak Park                     | 36,954           | 37,990           | -2.7%       | 75,256           | 75,230           | 0.0%        |
| 4                                   | Mesa / SBCC                  | 22,823           | 24,963           | -8.6%       | 44,700           | 48,520           | -7.9%       |
| 5                                   | Mesa / La Cumbre             | 19,982           | 20,050           | -0.3%       | 39,285           | 39,128           | 0.4%        |
| 6                                   | Goleta                       | 114,180          | 113,703          | 0.4%        | 230,587          | 229,698          | 0.4%        |
| 7                                   | County Health / Fairview     | 59,087           | 59,043           | 0.1%        | 118,793          | 119,711          | -0.8%       |
| 10                                  | Cathedral Oaks               | -                | -                | 0.0%        | -                | -                | 0.0%        |
| 11                                  | UCSB                         | 248,319          | 251,559          | -1.3%       | 437,193          | 436,743          | 0.1%        |
| 12x                                 | Goleta Express               | 34,269           | 36,055           | -5.0%       | 70,010           | 69,496           | 0.7%        |
| 14                                  | Montecito                    | 16,122           | 16,708           | -3.5%       | 33,911           | 33,313           | 1.8%        |
| 15x                                 | SBCC / UCSB Express          | 29,782           | 25,454           | 17.0%       | 48,478           | 41,497           | 16.8%       |
| 16                                  | City College Shuttle         | -                | -                | 0.0%        | -                | -                | 0.0%        |
| 17                                  | Lower West / SBCC            | 27,137           | 28,574           | -5.0%       | 52,356           | 54,844           | -4.5%       |
| 19x                                 | SBCC / East SB Express       | 1,833            | 2,242            | -18.2%      | 3,686            | 3,300            | 11.7%       |
| 20                                  | Carpinteria                  | 70,213           | 71,954           | -2.4%       | 144,891          | 146,626          | -1.2%       |
| 23                                  | Winchester Canyon            | 13,132           | 10,792           | 21.7%       | 24,995           | 19,246           | 29.9%       |
| 24x                                 | UCSB Express                 | 117,481          | 118,893          | -1.2%       | 207,132          | 203,281          | 1.9%        |
| 25                                  | Ellwood                      | 14,556           | 12,438           | 17.0%       | 28,706           | 25,207           | 13.9%       |
| 27                                  | Isla Vista Shuttle           | 114,341          | 57,948           | 97.3%       | 143,680          | 76,914           | 86.8%       |
| 28                                  | UCSB Shuttle                 | 120,263          | 125,232          | -4.0%       | 164,580          | 170,804          | -3.6%       |
| 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             | 49,319           | 51,598           | -4.4%       | 81,754           | 82,548           | -1.0%       |
| <b>System Subtotal</b>              |                              | <b>1,286,198</b> | <b>1,231,943</b> | <b>4.4%</b> | <b>2,305,727</b> | <b>2,208,974</b> | <b>4.4%</b> |
| <i>Downtown Waterfront Shuttles</i> |                              |                  |                  |             |                  |                  |             |
| 33                                  | Downtown Waterfront Shuttle  | -                | -                | 0.0%        | 5,695            | -                | 100.0%      |
|                                     |                              | -                | -                | 0.0%        | -                | -                | 0.0%        |
| <i>Unknown</i>                      |                              |                  |                  |             |                  |                  |             |
|                                     |                              | -                |                  |             | -                |                  |             |
| <b>System Total</b>                 |                              | <b>1,286,198</b> | <b>1,231,943</b> | <b>4.4%</b> | <b>2,311,422</b> | <b>2,208,974</b> | <b>4.6%</b> |
| <i>Related Routes</i>               |                              |                  |                  |             |                  |                  |             |
| 11, 24x, 27, 28 UCSB Lines          |                              | 600,404          | 553,632          | 8.4%        | 952,585          | 887,742          | 7.3%        |
| 1, 2 East/West                      |                              | 176,405          | 166,747          | 5.8%        | 355,734          | 332,868          | 6.9%        |
| 4, 5, 15x, 16, 17, 19x Mesa Lines   |                              | 101,557          | 101,283          | 0.3%        | 188,505          | 187,289          | 0.6%        |
| 6, 11 State/Hollister               |                              | 362,499          | 365,262          | -0.8%       | 667,780          | 666,441          | 0.2%        |

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

## MTD Passengers per Revenue Hour (October 2024 – December 2024)

| LINE | Quarter                             |                 |             | YTD            |                |             |             |
|------|-------------------------------------|-----------------|-------------|----------------|----------------|-------------|-------------|
|      | Oct 24 - Dec 24                     | Oct 23 - Dec 23 | % Change    | FY 2024 - 2025 | FY 2023 - 2024 | % Change    |             |
| 1    | West Santa Barbara                  | 27.6            | 24.6        | 12.3%          | 27.1           | 23.9        | 13.6%       |
| 2    | East Santa Barbara                  | 27.4            | 26.8        | 2.2%           | 27.3           | 26.6        | 2.7%        |
| 3    | Oak Park                            | 15.9            | 16.2        | -1.8%          | 15.8           | 15.9        | -0.3%       |
| 4    | Mesa / SBCC                         | 20.8            | 22.5        | -7.5%          | 19.9           | 21.6        | -7.7%       |
| 5    | Mesa / La Cumbre                    | 13.0            | 13.1        | -0.1%          | 12.6           | 12.6        | 0.1%        |
| 6    | Goleta                              | 26.9            | 26.4        | 2.0%           | 26.9           | 26.3        | 2.4%        |
| 7    | County Health / Fairview            | 16.0            | 15.8        | 0.8%           | 15.7           | 15.8        | -0.9%       |
| 10   | Cathedral Oaks                      | -               | -           | 0.0%           | -              | -           | 0.0%        |
| 11   | UCSB                                | 38.9            | 38.7        | 0.5%           | 33.8           | 32.9        | 2.6%        |
| 12x  | Goleta Express                      | 20.9            | 21.9        | -4.8%          | 21.0           | 20.9        | 0.6%        |
| 14   | Montecito                           | 13.2            | 13.6        | -3.1%          | 13.6           | 13.4        | 1.5%        |
| 15x  | SBCC / UCSB Express                 | 32.5            | 31.6        | 2.7%           | 24.8           | 23.9        | 3.6%        |
| 16   | City College Shuttle                | -               | -           | 0.0%           | -              | -           | 0.0%        |
| 17   | Low er West / SBCC                  | 33.1            | 34.5        | -4.0%          | 31.2           | 32.6        | -4.4%       |
| 19x  | SBCC / East SB Express              | 8.7             | 10.1        | -13.4%         | 7.8            | 10.3        | -24.2%      |
| 20   | Carpinteria                         | 17.8            | 18.2        | -2.5%          | 18.1           | 18.3        | -1.4%       |
| 23   | Winchester Canyon                   | 12.5            | 11.7        | 6.7%           | 11.7           | 11.5        | 1.9%        |
| 24x  | UCSB Express                        | 43.3            | 43.7        | -0.9%          | 37.6           | 36.9        | 1.9%        |
| 25   | Elw ood                             | 21.1            | 20.2        | 4.8%           | 20.5           | 19.7        | 3.7%        |
| 27   | Isla Vista Shuttle                  | 69.7            | 53.6        | 30.2%          | 51.4           | 35.2        | 46.1%       |
| 28   | UCSB Shuttle                        | 76.4            | 78.5        | -2.7%          | 55.3           | 56.7        | -2.5%       |
| 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                    | 72.3            | 70.4        | 2.8%           | 70.9           | 70.0        | 1.4%        |
|      | <b>System Subtotal</b>              | <b>30.1</b>     | <b>29.1</b> | <b>3.2%</b>    | <b>26.8</b>    | <b>26.0</b> | <b>3.1%</b> |
|      | <i>Downtown Waterfront Shuttles</i> |                 |             |                |                |             |             |
| 33   | Dow ntown Waterfront Shuttle        | -               | -           | 0.0%           | 8.2            | -           | 100.0%      |
|      |                                     | -               | -           | 0.0%           | -              | -           | 0.0%        |
|      | <i>Unknown</i>                      |                 |             |                |                |             |             |
|      |                                     | -               | -           | 0.0%           | -              | -           | 0.0%        |
|      | <b>System Total</b>                 | <b>30.1</b>     | <b>29.1</b> | <b>3.2%</b>    | <b>26.6</b>    | <b>26.0</b> | <b>2.5%</b> |
|      | <i>Related Routes</i>               |                 |             |                |                |             |             |
|      | 11, 24x, 27, 28 UCSB Lines          | 48.8            | 46.5        | 4.8%           | 39.4           | 37.1        | 6.2%        |
|      | 1, 2, 37 East/West                  | 27.5            | 25.9        | 5.9%           | 27.3           | 25.6        | 6.6%        |
|      | 4, 5, 15x, 16, 17, 19x Mesa Lines   | 22.2            | 22.5        | -14%           | 19.9           | 20.6        | -3.4%       |
|      | 6, 11State/Hollister                | 34.1            | 33.8        | 10%            | 31.1           | 30.3        | 2.5%        |

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

## MTD “At Capacity” Loads (October 2024 – December 2024)

| LINE                                | Quarter                      |                 |          | YTD            |                |          |         |
|-------------------------------------|------------------------------|-----------------|----------|----------------|----------------|----------|---------|
|                                     | Oct 24 - Dec 24              | Oct 23 - Dec 23 | % Change | FY 2024 - 2025 | FY 2023 - 2024 | % Change |         |
| 1                                   | West Santa Barbara           | 19              | 8        | 137.5%         | 35             | 12       | 191.7%  |
| 2                                   | East Santa Barbara           | 11              | 14       | -21.4%         | 20             | 23       | -13.0%  |
| 3                                   | Oak Park                     | 1               | 3        | -66.7%         | 4              | 4        | 0.0%    |
| 4                                   | Mesa / SBCC                  | -               | -        | 0.0%           | 1              | -        | 100.0%  |
| 5                                   | Mesa / La Cumbre             | 2               | -        | 100.0%         | 4              | 1        | 300.0%  |
| 6                                   | Goleta                       | 19              | 17       | 11.8%          | 31             | 30       | 3.3%    |
| 7                                   | County Health / Fairview     | -               | 3        | -100.0%        | -              | 3        | -100.0% |
| 10                                  | Cathedral Oaks               | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 11                                  | UCSB                         | 131             | 191      | -31.4%         | 175            | 245      | -28.6%  |
| 12x                                 | Goleta Express               | -               | 8        | -100.0%        | -              | 8        | -100.0% |
| 14                                  | Montecito                    | 14              | 1        | 1300.0%        | 20             | 7        | 185.7%  |
| 15x                                 | SBCC / UCSB Express          | 3               | 4        | -25.0%         | 6              | 10       | -40.0%  |
| 16                                  | City College Shuttle         | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 17                                  | Lower West / SBCC            | 10              | 4        | 150.0%         | 22             | 9        | 144.4%  |
| 19x                                 | SBCC / East SB Express       | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 20                                  | Carpinteria                  | 8               | 7        | 14.3%          | 13             | 18       | -27.8%  |
| 23                                  | Winchester Canyon            | 2               | 3        | -33.3%         | 3              | 3        | 0.0%    |
| 24x                                 | UCSB Express                 | 50              | 99       | -49.5%         | 69             | 130      | -46.9%  |
| 25                                  | Ellwood                      | -               | -        | 0.0%           | 1              | -        | 100.0%  |
| 27                                  | Isla Vista Shuttle           | 234             | 39       | 500.0%         | 280            | 44       | 536.4%  |
| 28                                  | UCSB Shuttle                 | 17              | 13       | 30.8%          | 29             | 13       | 123.1%  |
| 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             | 12              | 46       | -73.9%         | 33             | 78       | -57.7%  |
| System Subtotal                     |                              | 533             | 460      | 15.9%          | 746            | 638      | 16.9%   |
| <i>Downtown Waterfront Shuttles</i> |                              |                 |          |                |                |          |         |
| 33                                  | Downtown Waterfront Shuttle  | -               | -        | 0.0%           | 1              | -        | 100.0%  |
|                                     |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| <i>Related Routes</i>               |                              |                 |          |                |                |          |         |
| 11, 24x, 27, 28 UCSB Lines          |                              | 432             | 342      | 26.3%          | 553            | 432      | 28.0%   |
| 1, 2 East/West                      |                              | 30              | 22       | 36.4%          | 55             | 35       | 57.1%   |
| 4, 5, 15x, 16, 17 Mesa Lines        |                              | 15              | 8        | 87.5%          | 33             | 20       | 65.0%   |
| 6, 11 State/Hollister               |                              | 150             | 208      | -27.9%         | 206            | 275      | -25.1%  |
| <i>Unknown/Miscellaneous</i>        |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| System Total                        |                              | 533             | 460      | 15.9%          | 747            | 638      | 17.1%   |

\*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 (October 2024 – December 2024)

| LINE                                | Quarter                      |                 |          | YTD            |                |          |         |
|-------------------------------------|------------------------------|-----------------|----------|----------------|----------------|----------|---------|
|                                     | Oct 24 - Dec 24              | Oct 23 - Dec 23 | % Change | FY 2024 - 2025 | FY 2023 - 2024 | % Change |         |
| 1                                   | West Santa Barbara           | 16              | 8        | 100.0%         | 28             | 10       | 180.0%  |
| 2                                   | East Santa Barbara           | 6               | 7        | -14.3%         | 16             | 10       | 60.0%   |
| 3                                   | Oak Park                     | 4               | 1        | 300.0%         | 7              | 2        | 250.0%  |
| 4                                   | Mesa / SBCC                  | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 5                                   | Mesa / La Cumbre             | 1               | 1        | 0.0%           | 2              | 2        | 0.0%    |
| 6                                   | Goleta                       | 11              | 14       | -21.4%         | 23             | 28       | -17.9%  |
| 7                                   | County Health / Fairview     | -               | 2        | -100.0%        | -              | 2        | -100.0% |
| 10                                  | Cathedral Oaks               | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 11                                  | UCSB                         | 268             | 399      | -32.8%         | 339            | 449      | -24.5%  |
| 12x                                 | Goleta Express               | 8               | 10       | -20.0%         | 9              | 11       | -18.2%  |
| 14                                  | Montecito                    | 2               | 1        | 100.0%         | 5              | 4        | 25.0%   |
| 15x                                 | SBCC / UCSB Express          | 27              | 11       | 145.5%         | 38             | 14       | 171.4%  |
| 16                                  | City College Shuttle         | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 17                                  | Lower West / SBCC            | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 19x                                 | SBCC / East SB Express       | -               | -        | 0.0%           | 1              | -        | 100.0%  |
| 20                                  | Carpinteria                  | 6               | 12       | -50.0%         | 11             | 16       | -31.3%  |
| 23                                  | Winchester Canyon            | 4               | 5        | -20.0%         | 5              | 5        | 0.0%    |
| 24x                                 | UCSB Express                 | 234             | 223      | 4.9%           | 327            | 334      | -2.1%   |
| 25                                  | Ellwood                      | -               | -        | 0.0%           | 1              | -        | 100.0%  |
| 27                                  | Isla Vista Shuttle           | 147             | 74       | 98.6%          | 188            | 80       | 135.0%  |
| 28                                  | UCSB Shuttle                 | 177             | 151      | 17.2%          | 203            | 168      | 20.8%   |
| 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             | 11              | 9        | 22.2%          | 31             | 24       | 29.2%   |
| System Subtotal                     |                              | 922             | 928      | -0.6%          | 1,234          | 1,159    | 6.5%    |
| <i>Downtown Waterfront Shuttles</i> |                              |                 |          |                |                |          |         |
| 33                                  | Downtown Waterfront Shuttle  | -               | -        | 0.0%           | 6              | -        | 100.0%  |
|                                     |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| <i>Related Routes</i>               |                              |                 |          |                |                |          |         |
| 11, 24x, 27, 28 UCSB Lines          |                              | 826             | 847      | -2.5%          | 1,057          | 1,031    | 2.5%    |
| 1, 2 East/West                      |                              | 22              | 15       | 46.7%          | 44             | 20       | 120.0%  |
| 4, 5, 15x, 16, 17 Mesa Lines        |                              | 28              | 12       | 133.3%         | 40             | 16       | 150.0%  |
| 6, 11 State/Hollister               |                              | 279             | 413      | -32.4%         | 362            | 477      | -24.1%  |
| <i>Unknown/Miscellaneous</i>        |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| System Total                        |                              | 922             | 928      | -0.6%          | 1,240          | 1,159    | 7.0%    |

\* 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 (October 2024 – December 2024)

| LINE                                |                               | Quarter         |                 |          | YTD            |                |          |
|-------------------------------------|-------------------------------|-----------------|-----------------|----------|----------------|----------------|----------|
|                                     |                               | Oct 24 - Dec 24 | Oct 23 - Dec 23 | % Change | FY 2024 - 2025 | FY 2023 - 2024 | % Change |
| 1                                   | West Santa Barbara            | 312             | 579             | -46.1%   | 716            | 1,209          | -40.8%   |
| 2                                   | East Santa Barbara            | 1,306           | 1,244           | 5.0%     | 2,820          | 2,395          | 17.7%    |
| 3                                   | Oak Park                      | 57              | 27              | 111.1%   | 67             | 50             | 34.0%    |
| 4                                   | Mesa / SBCC                   | 173             | 284             | -39.1%   | 357            | 556            | -35.8%   |
| 5                                   | Mesa / La Cumbre              | 226             | 343             | -34.1%   | 568            | 659            | -13.8%   |
| 6                                   | Goleta                        | 2,948           | 2,720           | 8.4%     | 6,032          | 5,719          | 5.5%     |
| 7                                   | County Health / Fairview      | 1,688           | 1,537           | 9.8%     | 3,412          | 3,372          | 1.2%     |
| 10                                  | Cathedral Oaks                | -               | -               | 0.0%     | -              | -              | 0.0%     |
| 11                                  | UCSB                          | 4,578           | 4,367           | 4.8%     | 9,388          | 8,914          | 5.3%     |
| 12x                                 | Goleta Express                | 1,234           | 1,420           | -13.1%   | 2,609          | 2,982          | -12.5%   |
| 14                                  | Montecito                     | 299             | 321             | -6.9%    | 672            | 652            | 3.1%     |
| 15x                                 | SBCC / UCSB Express           | 370             | 646             | -42.7%   | 761            | 1,121          | -32.1%   |
| 16                                  | City College Shuttle          | -               | -               | 0.0%     | -              | -              | 0.0%     |
| 17                                  | Low er West / SBCC            | 157             | 206             | -23.8%   | 323            | 413            | -21.8%   |
| 19x                                 | SBCC / East SB Express        | 64              | 33              | 93.9%    | 166            | 57             | 191.2%   |
| 20                                  | Carpinteria                   | 1,757           | 1,578           | 11.3%    | 3,562          | 3,502          | 1.7%     |
| 23                                  | Winchester Canyon             | 126             | 114             | 10.5%    | 262            | 228            | 14.9%    |
| 24x                                 | UCSB Express                  | 1,972           | 2,217           | -11.1%   | 3,834          | 4,381          | -12.5%   |
| 25                                  | Elw ood                       | 179             | 196             | -8.7%    | 421            | 399            | 5.5%     |
| 27                                  | Isla Vista Shuttle            | 334             | 232             | 44.0%    | 459            | 351            | 30.8%    |
| 28                                  | UCSB Shuttle                  | 439             | 494             | -11.1%   | 774            | 779            | -0.6%    |
| 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              | 8               | 32              | -75.0%   | 15             | 59             | -74.6%   |
| System Subtotal                     |                               | 18,227          | 18,590          | -2.0%    | 37,218         | 37,798         | -1.5%    |
| <i>Downtown Waterfront Shuttles</i> |                               |                 |                 |          |                |                |          |
| 33                                  | Dow ntow n Waterfront Shuttle | -               | -               | 0.0%     | -              | -              | 0.0%     |
|                                     |                               | -               | -               | 0.0%     | -              | -              | 0.0%     |
| <i>Related Routes</i>               |                               |                 |                 |          |                |                |          |
| 11, 24x, 27, 28 UCSB Lines          |                               | 7,323           | 7,310           | 0.2%     | 14,455         | 14,425         | 0.2%     |
| 1, 2 East/West                      |                               | 1,618           | 1,823           | -11.2%   | 3,536          | 3,604          | -1.9%    |
| 4, 5, 15x, 16, 17 Mesa Lines        |                               | 926             | 1,479           | -37.4%   | 2,009          | 2,749          | -26.9%   |
| 6, 11 State/Hollister               |                               | 7,526           | 7,087           | 6.2%     | 15,420         | 14,633         | 5.4%     |
| <i>Unknown/Miscellaneous</i>        |                               | 5               | -               | 100.0%   | 5              | -              | 100.0%   |
| System Total                        |                               | 18,232          | 18,590          | -1.9%    | 37,223         | 37,798         | -1.5%    |

<sup>1</sup> MTD electric shuttles cannot carry bicycles.

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

## MTD Wheelchairs Boarded (October 2024 – December 2024)

| LINE                                | Quarter                      |                 |          | YTD            |                |          |         |
|-------------------------------------|------------------------------|-----------------|----------|----------------|----------------|----------|---------|
|                                     | Oct 24 - Dec 24              | Oct 23 - Dec 23 | % Change | FY 2024 - 2025 | FY 2023 - 2024 | % Change |         |
| 1                                   | West Santa Barbara           | 182             | 169      | 7.7%           | 397            | 394      | 0.8%    |
| 2                                   | East Santa Barbara           | 432             | 488      | -11.5%         | 874            | 889      | -1.7%   |
| 3                                   | Oak Park                     | 132             | 130      | 1.5%           | 296            | 251      | 17.9%   |
| 4                                   | Mesa / SBCC                  | 34              | 32       | 6.3%           | 73             | 74       | -1.4%   |
| 5                                   | Mesa / La Cumbre             | 110             | 83       | 32.5%          | 244            | 145      | 68.3%   |
| 6                                   | Goleta                       | 473             | 374      | 26.5%          | 989            | 672      | 47.2%   |
| 7                                   | County Health / Fairview     | 385             | 323      | 19.2%          | 935            | 732      | 27.7%   |
| 10                                  | Cathedral Oaks               | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 11                                  | UCSB                         | 493             | 429      | 14.9%          | 1,095          | 899      | 21.8%   |
| 12x                                 | Goleta Express               | 127             | 64       | 98.4%          | 246            | 123      | 100.0%  |
| 14                                  | Montecito                    | 35              | 62       | -43.5%         | 95             | 97       | -2.1%   |
| 15x                                 | SBCC / UCSB Express          | 4               | 1        | 300.0%         | 4              | 5        | -20.0%  |
| 16                                  | City College Shuttle         | -               | -        | 0.0%           | -              | -        | 0.0%    |
| 17                                  | Low er West / SBCC           | 50              | 71       | -29.6%         | 138            | 174      | -20.7%  |
| 19x                                 | SBCC / East SB Express       | -               | -        | 0.0%           | -              | 1        | -100.0% |
| 20                                  | Carpinteria                  | 264             | 392      | -32.7%         | 567            | 711      | -20.3%  |
| 23                                  | Winchester Canyon            | 15              | 10       | 50.0%          | 29             | 12       | 141.7%  |
| 24x                                 | UCSB Express                 | 48              | 41       | 17.1%          | 96             | 68       | 41.2%   |
| 25                                  | Elw ood                      | 31              | 5        | 520.0%         | 75             | 11       | 581.8%  |
| 27                                  | Isla Vista Shuttle           | 6               | 3        | 100.0%         | 15             | 8        | 87.5%   |
| 28                                  | UCSB Shuttle                 | 5               | 25       | -80.0%         | 16             | 30       | -46.7%  |
| 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             | 8               | -        | 100.0%         | 9              | 1        | 800.0%  |
| System Subtotal                     |                              | 2,834           | 2,702    | 4.9%           | 6,193          | 5,297    | 16.9%   |
| <i>Downtown Waterfront Shuttles</i> |                              |                 |          |                |                |          |         |
| 33                                  | Dow ntown Wterfront Shuttle  | -               | -        | 0.0%           | 32             | -        | 100.0%  |
|                                     |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| <i>Related Routes</i>               |                              |                 |          |                |                |          |         |
| 11, 24x, 27, 28 UCSB Lines          |                              | 552             | 498      | 10.8%          | 1,222          | 1,005    | 21.6%   |
| 1, 2 East/West                      |                              | 614             | 657      | -6.5%          | 1,271          | 1,283    | -0.9%   |
| 4, 5, 15x, 16, 17 Mesa Lines        |                              | 198             | 187      | 5.9%           | 459            | 398      | 15.3%   |
| 6, 11 State/Hollister               |                              | 966             | 803      | 20.3%          | 2,084          | 1,571    | 32.7%   |
| <i>Unknown/Miscellaneous</i>        |                              | -               | -        | 0.0%           | -              | -        | 0.0%    |
| System Total                        |                              | 2,834           | 2,702    | 4.9%           | 6,225          | 5,297    | 17.5%   |

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

## Tap2Ride Contactless Payments Overview

### Tap2Ride Transactions Breakdown

| Tap2Ride Fare Categories                                    | Month           |                 |               | Fiscal Year to Date |                |               |
|---|-----------------|-----------------|---------------|---------------------|----------------|---------------|
|   | Oct 24 - Dec 24 | Oct 23 - Dec 23 | %Change       | FY 2024 - 2025      | FY 2023 - 2024 | %Change       |
| General Fare  | 45,848          | 17,278          | 165.4%        | 90,495              | 21,727         | 316.5%        |
| Transfers <sup>(1)</sup>                                    | 2,255           | 695             | 224.5%        | 4,190               | 843            | 397.0%        |
| Daily Cap <sup>(2)</sup>                                    | 245             | 77              | 218.2%        | 464                 | 95             | 388.4%        |
| Multi Day Cap <sup>(3)</sup>                                | 1,744           | 191             | 813.1%        | 2,622               | 191            | 1272.8%       |
| Senior and People with Disabilities Time Cap <sup>(1)</sup> | -               | 10              | -100.0%       | -                   | 10             | -100.0%       |
| Senior  | 3               | 22              | -86.4%        | 3                   | 22             | -86.4%        |
| Senior Multi Day Cap <sup>(3)</sup>                         | -               | -               | 0.0%          | -                   | -              | 0.0%          |
| People with Disabilities                                    | 1               | -               | 100.0%        | 6                   | -              | 100.0%        |
| People with Disabilities Multi Day Cap <sup>(3)</sup>       | -               | -               | 0.0%          | -                   | -              | 0.0%          |
| <b>Total</b>  | <b>50,096</b>   | <b>18,273</b>   | <b>174.2%</b> | <b>97,780</b>       | <b>22,888</b>  | <b>327.2%</b> |

(1) Transfers, refer to tap transactions where a customer taps on another bus within 60 minutes of an original tap at no charge.

(2) Daily Cap, refers to a tap transaction where a customer has reached the equivalent value of a day pass, within the same day.

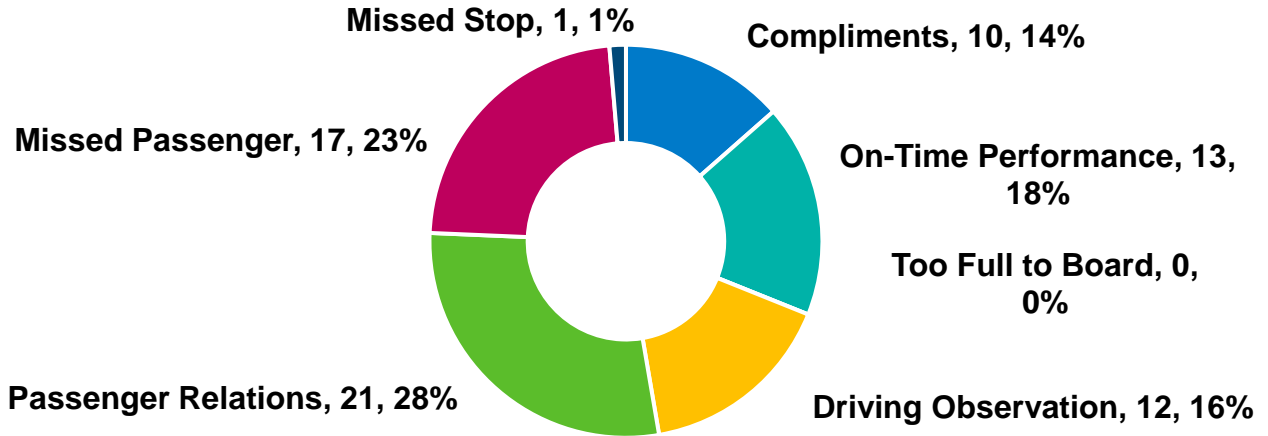
(3) Multi Day Cap, refers to transactions after a customer reaches the value of monthly pass, within a 30-day period.



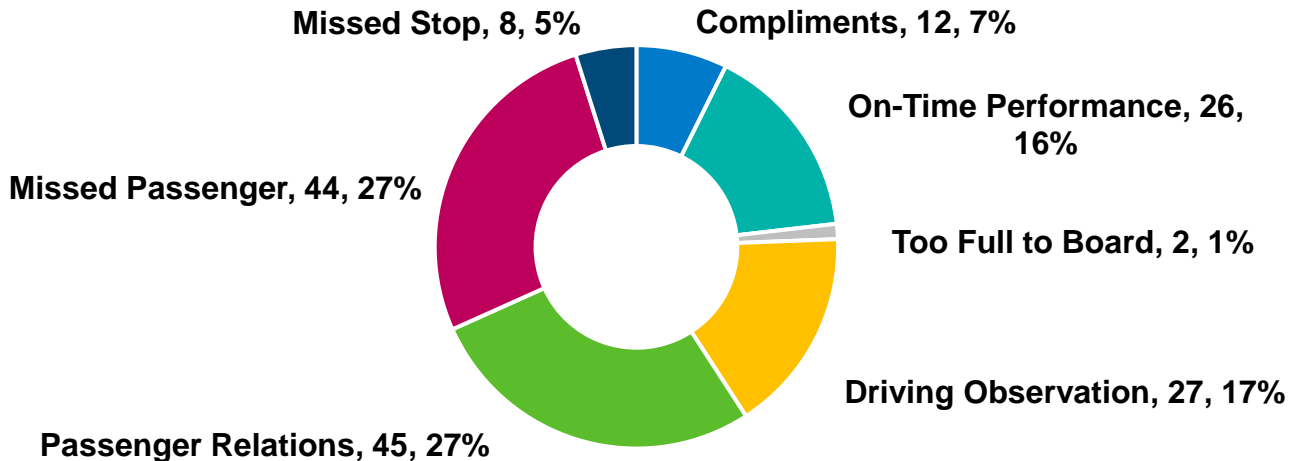
FY 2024-25 SECOND QUARTER PERFORMANCE REPORTS

## Customer Service Report

### Second Quarter Customer Service Statistics

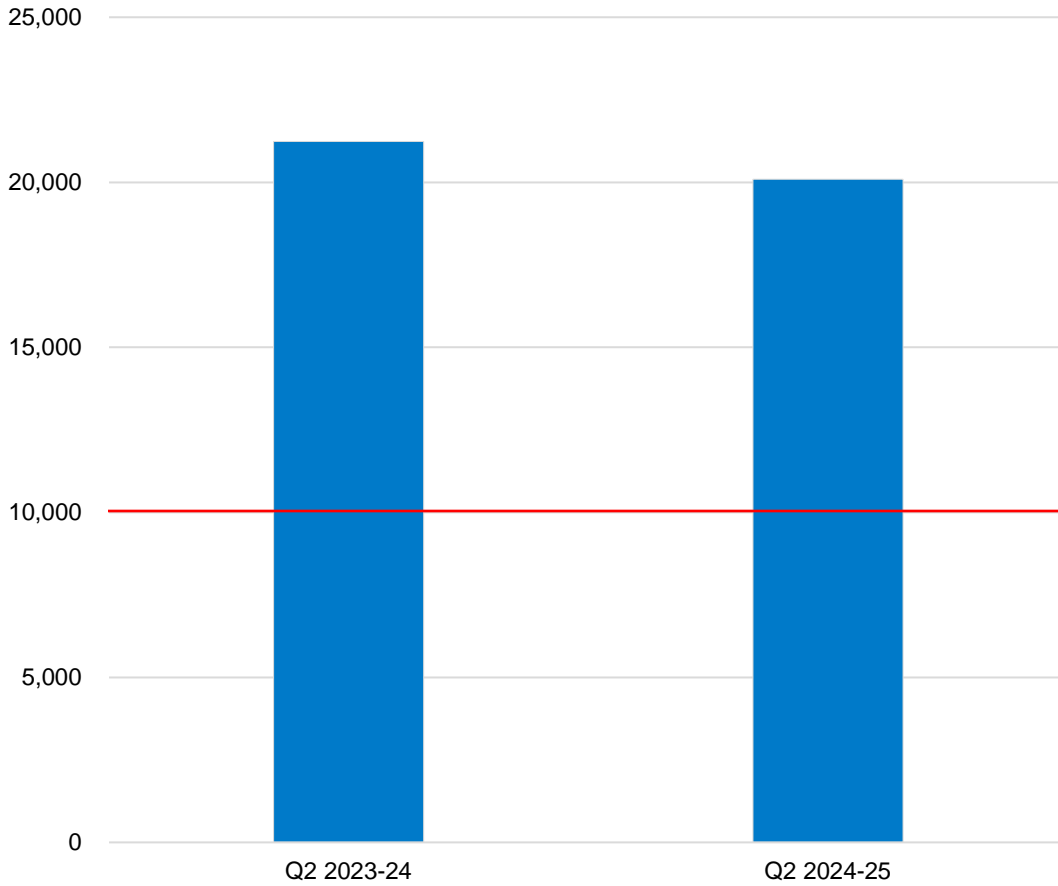


### FY 2024-25 Year-to-Date Customer Service Statistics for the Six-Month Period Ending December 31, 2024



**Compliments:** Documented praise of MTD Employee's action; **On-Time Performance:** Complaints about buses running late; **Too Full to Board:** Complaints from passengers that could not board the bus; **Driving Observations:** Concerns regarding driving safety; **Passenger Relations:** Perceived negative treatment of passengers by an MTD Employee; **Missed Passengers:** Complaints that passengers were passed up at MTD authorized stops; **Missed Stop:** Complaint from passenger on board a bus where the driver did not stop at requested stop.

Q2 YOY Passenger Boardings per Complaint



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

**2nd Quarter  
Compliments  
& Complaints**



10 Compliments



64 Complaints

**FY 2024-25 YTD  
Compliments  
& Complaints**



12 Compliments



152 Complaints

|   |
|---|
| <b>FY 2025 SECOND QUARTER PERFORMANCE REPORTS</b> |
|---|

## Road Calls Report

**FY 2025 Q2 National Transit Database Road Calls ("Mechanical System Failures")  
For the 3-Month Period Ending December 31, 2024**

| Fleet Category                        | All Reportable<br>Mechanical<br>System<br>Failures (Q2) | Quarterly<br>Miles Q2 | Miles Between<br>All Reportable<br>Mechanical<br>System Failures<br>Q2 |
|---------------------------------------|---|-----------------------|--|
| BYDs<br>(Units 30-43)                 | 6   | 23,795                | 3,966  |
| 400 Gilligs<br>(Units 434-450)        | 12  | 69,251                | 5,771  |
| 600 Gilligs<br>(Units 600-652)        | 42  | 375,344               | 8,937  |
| 700 Gilligs<br>(Units 700-713)        | 3   | 32,980                | 10,993   |
| 700 Gillig Hybrids<br>(Units 715-717) | 2   | 8582                  | 4,291  |
| 800 New Flyer EV's<br>(Units 806-814) | 0   | 14,817                | NA   |
| 900 Gillig Hybrids<br>(Units 900-915) | 7   | 73,355                | 10,479   |
| 1000 Novas<br>(Units 1001-1003)       | 2   | 9,691                 | 4,846  |
| <b>System Total Excluding EVs</b>     | <b>68</b>   | <b>569,203</b>        | <b>8,371</b>   |
| <b>System Total All Vehicles</b>      | <b>74</b>   | <b>607,815</b>        | <b>8,214</b>   |



**FY 2024-25 SECOND QUARTER PERFORMANCE REPORTS**

## Liability Report

**Reportable to National Transit Database (NTD) For  
the 6-Month Period Ending December 31, 2024**

| Fiscal Year End June 30         | 2025 | 2024 | 2023 | 2022 | 2021 |
|---------------------------------|------|------|------|------|------|
| 1st Quarter: July - September   | 0    | 0    | 0    | 0    | 0    |
| 2nd Quarter: October - December | 0    | 0    | 0    | 1    | 0    |
| Fiscal Year to Date:            | 3    | 0    | 0    | 1    | 0    |

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         | 2025 | 2024 | 2023 | 2022 | 2021 |
|---------------------------------|------|------|------|------|------|
| 1st Quarter: July - September   | 4    | 1    | 3    | 5    | 0    |
| 2nd Quarter: October - December | 2    | 2    | 1    | 4    | 1    |
| Fiscal Year to Date:            | 6    | 3    | 4    | 9    | 1    |

# Transit Finance

## Compliance Report for Quarter Ending December 31, 2024

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 describes actions taken between October 1 and December 31, 2024, to address these requirements.

### MTD Compliance Actions

Submitted MTD FY 2024 National Transit Database Annual Report to FTA.

Submitted MTD monthly National Transit Database Safety and Security reports to the Federal Transit Administration (FTA).

Submitted MTD monthly National Transit Database 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 grants.

Submitted quarterly Sales and Use Tax Reports

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 annual California Office of State Controller and Transit Operator Reports.

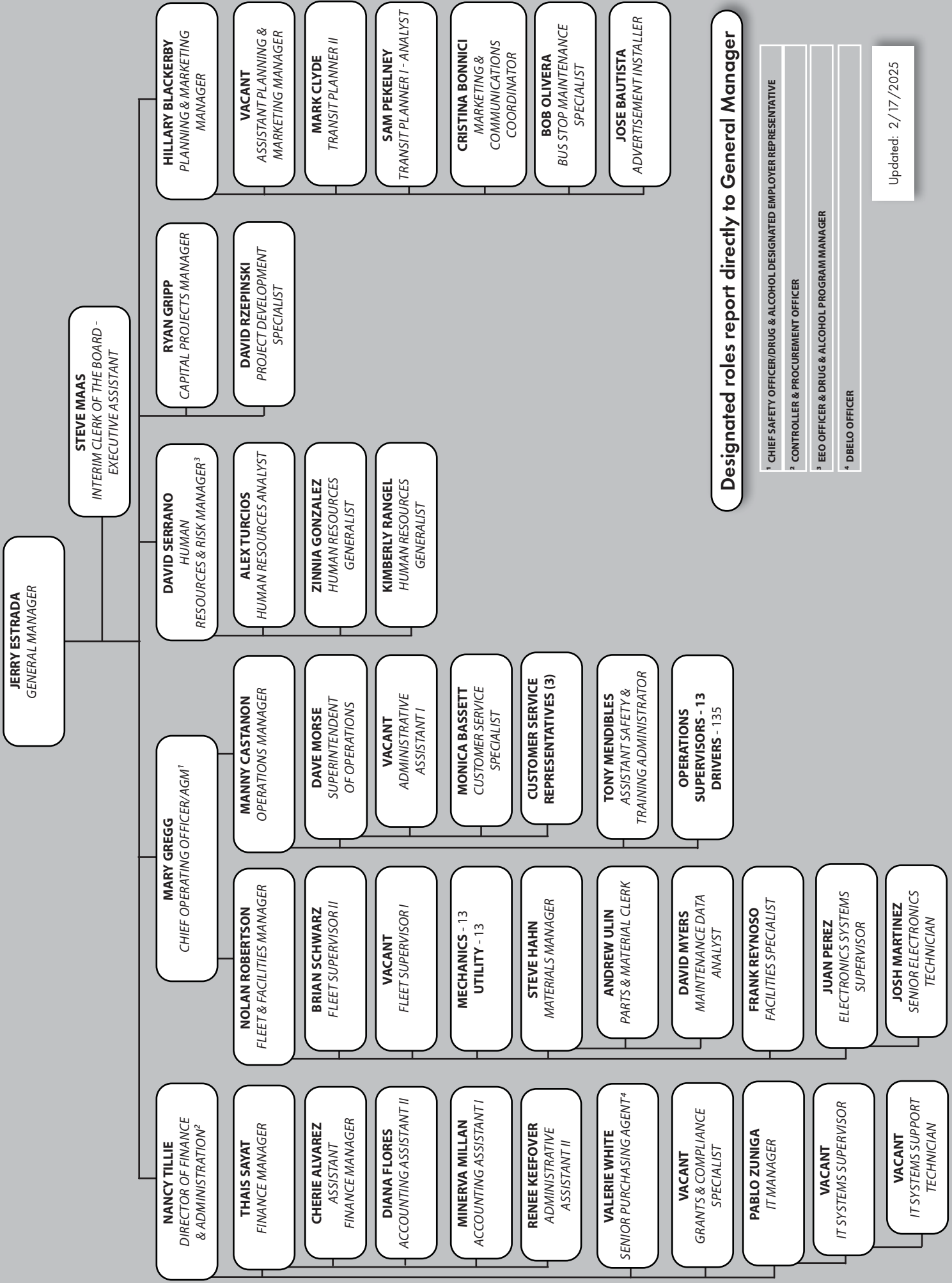
Submitted quarterly report to Caltrans for the cap-and-trade Transit and Intercity Rail Capital Program (TIRCP) program.

Submitted annual report to Caltrans for the cap-and-trade Low Carbon Transit Operations Program (LCTOP) program.

Submitted annual Financial and Single Audit reports to Federal Audit Clearinghouse

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**

- <sup>1</sup> CHIEF SAFETY OFFICER/DRUG & ALCOHOL DESIGNATED EMPLOYER REPRESENTATIVE
- <sup>2</sup> CONTROLLER & PROCUREMENT OFFICER
- <sup>3</sup> HEO OFFICER & DRUG & ALCOHOL PROGRAM MANAGER
- <sup>4</sup> DBELO OFFICER

Updated: 2/17/2025