



# QUARTERLY REPORT

Fiscal Year 2024-25

For the Nine-Month Period Ending  
March 31, 2025



FY 2024-25 THIRD QUARTER PERFORMANCE REPORTS

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FY 2024-25 THIRD QUARTER PERFORMANCE REPORT

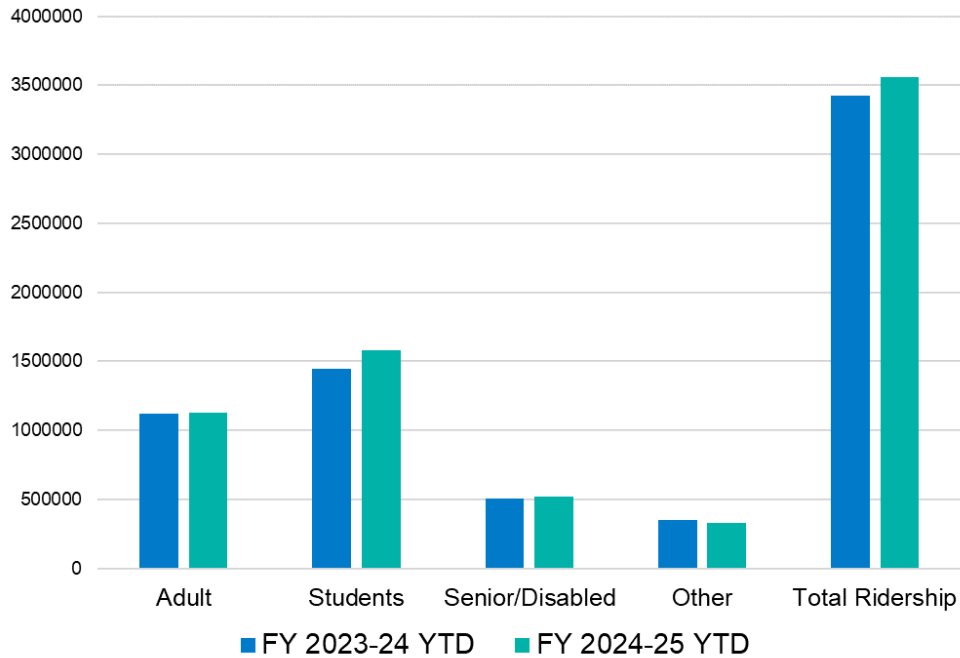
## Ridership Summary

For the Nine-Month Period Ending on March 31<sup>st</sup>, 2025

### Ridership Performance Indicators

Systemwide ridership fiscal-year-to-date (July through March) for FY 2024-25 totaled 3,561,499, representing a 3.9% increase of approximately 134,868 riders from the same period of FY 2023-24. Ridership in the third quarter saw an increase of 2.7%, which accounted for a total third quarter ridership of 1,250,077. The *Tap2Ride* program continued growing in the third quarter, with a third quarter increase of 67.9%, or 18,100 transactions, over last year.

Year-to-Date Ridership  
by Fare Category



In the third quarter, revenue hours and miles were slightly higher when compared to the same period in FY 2023-24. The 1.3% increase in revenue hours and 1.0% increase in revenue miles were a result of an extended span of service on the Line 15x (SBCC/UCSB Express) and doubling of weekday service on Line 27 (Isla Vista Shuttle). The table below presents various data for the quarter.

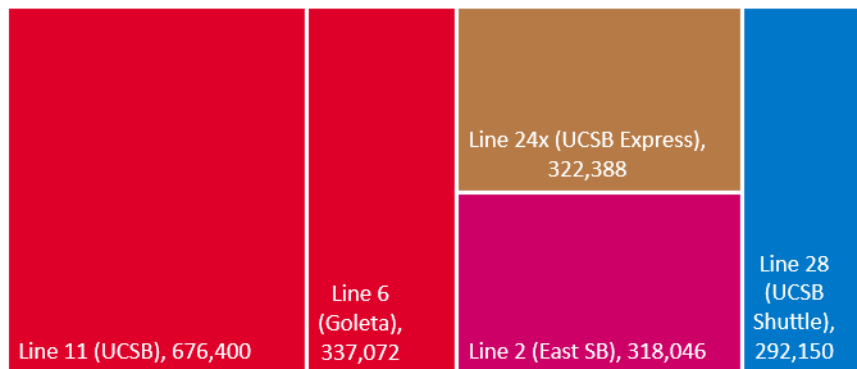
## FY 2024-25 THIRD QUARTER PERFORMANCE REPORT

Service Metrics	Quarter			Fiscal Year to Date		
	FY 24-25 Q3	FY 23-24 Q3	%Change	FY 24-25 YTD	FY 23-24 YTD	%Change
<b>Total Passengers</b>	1,250,077	1,217,657	2.7%	3,561,499	3,426,631	3.9%
<b>Revenue Hours</b>	43,119	42,562	1.3%	129,944	127,592	1.8%
<b>Revenue Miles</b>	522,895	517,935	1.0%	1,583,021	1,554,460	1.8%
<b>Passengers per Revenue Hour</b>	29.0	28.6	1.3%	27.4	26.9	2.1%
<b>Passengers per Mile</b>	2.4	2.4	1.7%	2.2	2.2	2.1%

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, 24x, 2, and 28. Year-to-date, MTD staff have observed strong performance among services in the UCSB region. This is especially apparent in Line 27, which doubled service in September 2024, and saw a year-to-date increase of 96.2%. When service on an Isla Vista-serving line increases, we often see a decline in ridership on other lines in the area. Year-to-date, there has been a loss in ridership on Lines 11 and 28, but by less than 2 percent. Despite these losses, MTD still received 15.4% more overall UCSB riders year-to-date, illustrating a continued demand along the UCSB corridor and the imperative role that MTD plays in its transportation. Service span on Line 15x was also expanded last fall, which serves SBCC and also provides capacity for those leaving UCSB and heading back to Isla Vista and Goleta. Impressively, Line 15x has seen a 14.8% ridership increase year-to-date over last year.

### 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)

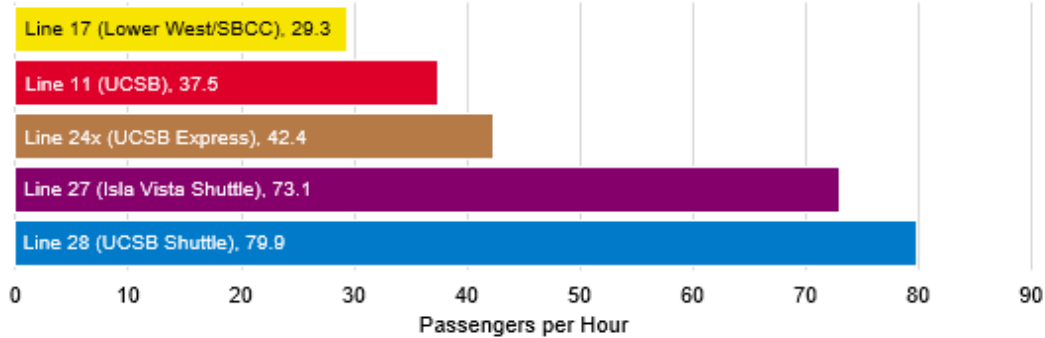


The systemwide average of passengers per revenue hour for the third quarter is at 29.0 passengers per hour. Ridership per revenue hour increased by 2.1% year-to-date, exemplifying the continued and gradual return of ridership following the COVID-19 pandemic. Despite increasing demand, continued bus operator shortages and looming budget constraints have left MTD unable to fully meet the demand, or resume additional service.

## FY 2024-25 THIRD QUARTER PERFORMANCE REPORT

The chart below shows the top 5 lines by passengers per hour in the third quarter, with the Line 28 (UCSB Shuttle) coming in first with 79.9 passengers per hour, followed by Line 27 (73.1), Line 24x (42.4), Line 11 (37.5), and Line 17 (29.3).

### Top 5 Lines by Passengers per Hour, 3<sup>rd</sup> Quarter



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

### Fiscal Year Numbers At-A-Glance

Total  
Ridership  
**+3.9%**

At-Capacity  
Loads  
**+18.8%**

Too Full to  
Board  
Loads  
**+12.0%**



6,225  
wheelchairs  
boarded  
**+13.3%**



37,223  
bicycles  
carried  
**-2.8%**

#### Service Days and Student Ridership

As shown in the table below, the total number of service days in the third quarter of FY 2024-25 was one fewer than in Q3 of FY 2023-24, due to Leap Year in February of 2024. Weekdays increased by one, Saturdays decreased by one, and Sundays decreased by one. There were four additional SBCC days due to the Spring Term beginning a week earlier in FY24. MTD staff believes this accounts for the year-to-date ridership decrease among SBCC riders. Secondary Schools saw an increase of 7 days, due to the scheduled summer school days being split amongst FY23 and FY24, for the summer of 2023. Year-

<b>FY 2024-25 THIRD QUARTER PERFORMANCE REPORT</b>
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to-date decreases in student prepaid ridership can be partially attributed to a growing number of secondary school students who are opting to pay with MTD’s convenient Tap2Ride program.

**MTD SERVICE CALENDAR DAYS**

<u>SERVICE DAYS</u>	<u>FY 2024</u>		<u>FY 2025</u>		<u>Year to Date</u>
	<u>Q3</u>	<u>YTD</u>	<u>Q3</u>	<u>YTD</u>	<u>Variance</u>
Weekdays	62	186	61	187	1
Saturdays	15	42	15	41	(1)
Sundays	14	45	14	44	(1)
<b>Total</b>	<b>91</b>	<b>273</b>	<b>90</b>	<b>272</b>	<b>(1)</b>

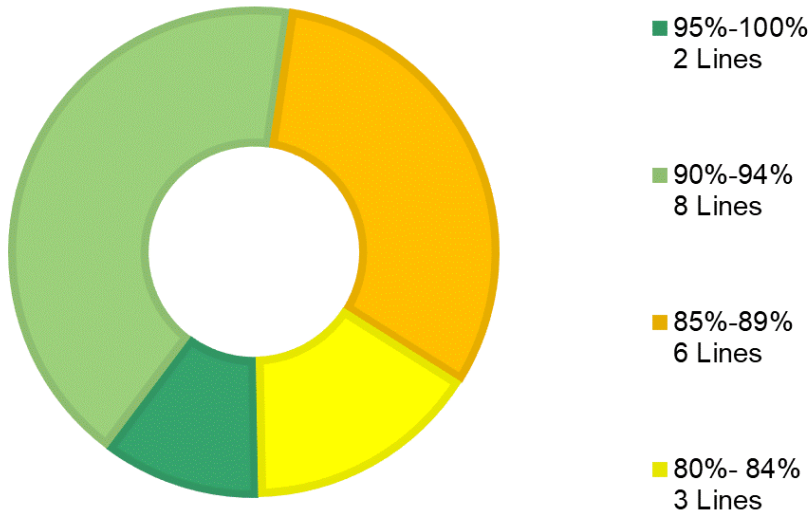
<u>SCHOOL DAYS</u>	<u>FY 2024</u>		<u>FY 2025</u>		<u>Year to Date</u>
	<u>Q3</u>	<u>YTD</u>	<u>Q3</u>	<u>YTD</u>	<u>Variance</u>
SBCC	43	119	115	115	(4)
UCSB	53	110	54	110	0
Secondary	51	127	46	134	7

**On-Time Performance Indicators**

Since the acquisition and installation of the Clever Devices AVL system, Planning staff have been refining the tools used to measure on-time performance. MTD’s standard is to aim for better than 80% on-time performance (OTP). “On-time” is defined as no more than 5 minutes late and no more than 1 minute early. Timeliness is tracked at scheduled timepoints on each line. The lines included in this assessment are all of MTD’s fixed-route lines (not counting booster services) in operation during the third quarter of FY 2024-25.

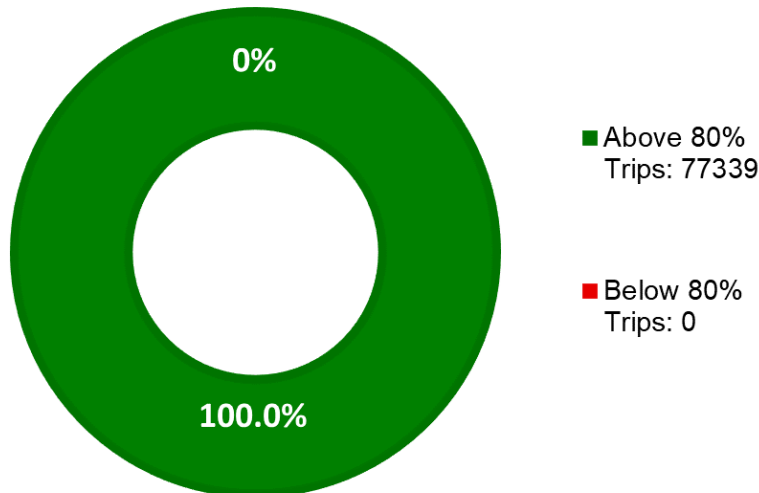
The variables that generally affect a line’s on-time performance include extended road construction projects, high passenger loads, heavy congestion, and route detours lasting a number of days. Bus timeliness can vary greatly based on the time of day. In the third quarter, none of MTD’s full-service routes fell below the 80% target metric. Despite continued traffic delays on Line 15x in the afternoon, likely attributed to the San Jose Creek project through Goleta, the route still produced an 87% on-time rate for the third quarter of FY25. MTD’s Line 20 in previous years has suffered from Highway 101 construction delays, however, the opening of Highway 101 lanes in Summerland has vastly improved the route’s performance, illustrated in its 83.6% on-time for the third quarter. The shifting of construction is extremely significant because it has moved away from the portion of Highway 101, on which Line 20 travels. Additionally, MTD’s adjustments to OTP on Line 27, have been successful in raising and keeping the line’s OTP above MTD’s desired 80% on-time metric.

### FY 24-25 3RD QUARTER ON-TIME PERFORMANCE



When assessing the amount of service on a particular line, we can measure the number of trips that a given line takes in a quarter. The graphic below displays the amount of service provided by the lines hitting MTD's goal of 80% or higher for on-time service in the third quarter of FY 24-25.

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





# FY 2025 System Ridership Report for the 3<sup>rd</sup> Quarter and for the Nine-Month Period Ending March 31<sup>st</sup>, 2025

## Ridership by Fare Category (January 2025 – March 2025)

Fare Categories	Quarter			YTD		
	Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change
General Fare <sup>(4)</sup>	174,146	179,623	-3.0%	585,495	555,990	5.3%
Transfers <sup>(4)</sup>	66,836	79,103	-15.5%	223,336	241,422	-7.5%
Full Fare Prepaid <sup>1</sup>	168,999	185,552	-8.9%	568,649	591,273	-3.8%
Santa Barbara City College	66,631	69,914	-4.7%	197,113	199,126	-1.0%
Senior & Disabled Prepaid <sup>2</sup>	140,247	136,561	2.7%	429,061	415,393	3.3%
Shuttle	-	-	0.0%	5,695	-	100.0%
UC Santa Barbara	473,468	402,338	17.7%	1,076,556	932,805	15.4%
Youth Prepaid <sup>3</sup>	108,193	108,358	-0.2%	309,947	316,133	-2.0%
Free	14,957	17,762	-15.8%	50,010	56,160	-11.0%
Special Pass Programs	2,106	2,285	-7.8%	6,507	5,617	15.8%
Senior Cash	25,919	26,531	-2.3%	82,410	82,703	-0.4%
People with Disabilities Cash	2,775	3,642	-23.8%	9,449	11,195	-15.6%
Tokens	5,800	5,985	-3.1%	17,262	18,789	-8.1%
Senior Tap2Ride	-	-	0.0%	3	22	-86.4%
People with Disabilities Tap2Ride	-	3	-100.0%	6	3	100.0%
<b>Total</b>	<b>1,250,077</b>	<b>1,217,657</b>	<b>2.7%</b>	<b>3,561,499</b>	<b>3,426,631</b>	<b>3.9%</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 (January 2025 – March 2025)

Metrics	Quarter			YTD		
	Jan 25 - Mar 25	Jan 24 - Mar 24	%Change	FY 2024 - 2025	FY 2023 - 2024	% Change
Passengers	1,250,077	1,217,657	2.7%	3,561,499	3,426,631	3.9%
Revenue Hours	43,119	42,562	1.3%	129,944	127,592	1.8%
Passengers per Revenue Hour	29.0	28.6	1.3%	27.4	26.9	2.1%
Miles	522,895	517,935	1.0%	1,583,021	1,554,460	1.8%
Passengers per Mile	2.4	2.4	1.7%	2.2	2.2	2.1%

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

## MTD System Ridership (January 2025 – March 2025)

		Quarter			YTD		
LINE		Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change
1	West Santa Barbara	62,549	60,207	3.9%	200,437	181,299	10.6%
2	East Santa Barbara	100,200	104,618	-4.2%	318,046	316,394	0.5%
3	Oak Park	34,422	36,416	-5.5%	109,678	111,646	-1.8%
4	Mesa / SBCC	21,625	20,838	3.8%	66,325	69,358	-4.4%
5	Mesa / La Cumbre	18,027	19,962	-9.7%	57,312	59,090	-3.0%
6	Goleta	106,485	115,932	-8.1%	337,072	345,630	-2.5%
7	County Health / Fairview	55,478	57,651	-3.8%	174,271	177,362	-1.7%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	239,207	252,869	-5.4%	676,400	689,612	-1.9%
12x	Goleta Express	33,585	34,625	-3.0%	103,595	104,121	-0.5%
14	Montecito	14,824	18,294	-19.0%	48,735	51,607	-5.6%
15x	SBCC / UCSB Express	26,864	24,142	11.3%	75,342	65,639	14.8%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	24,312	25,450	-4.5%	76,668	80,294	-4.5%
19x	SBCC / East SB Express	1,250	2,208	-43.4%	4,936	5,508	-10.4%
20	Carpinteria	65,639	71,379	-8.0%	210,530	218,005	-3.4%
23	Winchester Canyon	13,063	11,753	11.1%	38,058	30,999	22.8%
24x	UCSB Express	115,256	112,713	2.3%	322,388	315,994	2.0%
25	Elwood	14,900	14,346	3.9%	43,606	39,553	10.2%
27	Isla Vista Shuttle	123,023	59,049	108.3%	266,703	135,963	96.2%
28	UCSB Shuttle	127,570	125,561	1.6%	292,150	296,365	-1.4%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	51,798	49,644	4.3%	133,552	132,192	1.0%
<b>System Subtotal</b>		<b>1,250,077</b>	<b>1,217,657</b>	<b>2.7%</b>	<b>3,555,804</b>	<b>3,426,631</b>	<b>3.8%</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>1,250,077</b>	<b>1,217,657</b>	<b>2.7%</b>	<b>3,561,499</b>	<b>3,426,631</b>	<b>3.9%</b>
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		605,056	550,192	10.0%	1,557,641	1,437,934	8.3%
1, 2 East/West		162,749	164,825	-1.3%	518,483	497,693	4.2%
4, 5, 15x, 16, 17, 19x Mesa Lines		92,078	92,600	-0.6%	280,583	279,889	0.2%
6, 11 State/Hollister		345,692	368,801	-6.3%	1,013,472	1,035,242	-2.1%

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

## MTD Passengers per Revenue Hour (January 2025 – March 2025)

LINE	Quarter			YTD			
	Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change	
1	West Santa Barbara	24.9	23.8	4.9%	26.4	23.8	10.8%
2	East Santa Barbara	25.5	26.4	-3.4%	26.7	26.5	0.7%
3	Oak Park	14.7	15.5	-5.1%	15.5	15.7	-1.8%
4	Mesa / SBCC	19.5	18.7	4.5%	19.8	20.6	-4.1%
5	Mesa / La Cumbre	11.7	12.9	-9.3%	12.3	12.7	-3.1%
6	Goleta	25.1	27.0	-7.0%	26.3	26.5	-0.8%
7	County Health / Fairview	14.9	15.4	-3.3%	15.4	15.7	-1.7%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	37.5	39.0	-3.9%	35.0	34.9	0.3%
12x	Goleta Express	20.4	20.8	-2.1%	20.8	20.9	-0.3%
14	Montecito	12.0	14.8	-19.0%	13.1	13.9	-5.8%
15x	SBCC / UCSB Express	27.7	31.5	-12.2%	25.8	26.3	-1.9%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	29.3	30.5	-3.9%	30.6	31.9	-4.3%
19x	SBCC / East SB Express	7.8	10.5	-26.2%	7.8	10.4	-25.0%
20	Carpinteria	16.6	17.9	-7.2%	17.6	18.2	-3.3%
23	Winchester Canyon	12.4	11.5	7.7%	12.0	11.5	3.8%
24x	UCSB Express	42.4	41.0	3.2%	39.2	38.3	2.3%
25	Elw ood	21.5	21.2	1.3%	20.8	20.3	2.7%
27	Isla Vista Shuttle	73.1	53.8	35.8%	59.6	41.4	43.8%
28	UCSB Shuttle	79.9	81.6	-2.1%	63.9	65.1	-1.9%
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	66.2	67.1	-1.4%	69.0	68.9	0.2%
	<b>System Subtotal</b>	<b>29.0</b>	<b>28.6</b>	<b>1.3%</b>	<b>27.5</b>	<b>26.9</b>	<b>2.5%</b>
	<i>Downtown Waterfront Shuttles</i>						
33	Down tow n Waterfront Shuttle	-	-	0.0%	8.2	-	100.0%
		-	-	0.0%	-	-	0.0%
	<i>Unknown</i>						
		-	-	0.0%	-	-	0.0%
	<b>System Total</b>	<b>29.0</b>	<b>28.6</b>	<b>1.3%</b>	<b>27.4</b>	<b>26.9</b>	<b>2.1%</b>
	<i>Related Routes</i>						
	11, 24x, 27, 28 UCSB Lines	48.8	46.4	5.4%	42.6	40.1	6.1%
	1, 2, 37 East/West	25.3	25.4	-0.4%	26.6	25.5	4.3%
	4, 5, 15x, 16, 17, 19x Mesa Lines	20.0	20.7	-3.5%	19.9	20.7	-3.4%
	6, 11State/Hollister	32.5	34.2	-4.9%	31.5	31.6	-0.1%

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

## MTD “At Capacity” Loads (January 2025 – March 2025)

LINE	Quarter			YTD			
	Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change	
1	West Santa Barbara	9	25	-64.0%	44	37	18.9%
2	East Santa Barbara	13	18	-27.8%	33	41	-19.5%
3	Oak Park	4	9	-55.6%	8	13	-38.5%
4	Mesa / SBCC	-	-	0.0%	1	-	100.0%
5	Mesa / La Cumbre	3	1	200.0%	7	2	250.0%
6	Goleta	12	10	20.0%	43	40	7.5%
7	County Health / Fairview	-	1	-100.0%	-	4	-100.0%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	226	91	148.4%	401	336	19.3%
12x	Goleta Express	-	1	-100.0%	-	9	-100.0%
14	Montecito	2	-	100.0%	22	7	214.3%
15x	SBCC / UCSB Express	2	31	-93.5%	8	41	-80.5%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	5	6	-16.7%	27	15	80.0%
19x	SBCC / East SB Express	-	-	0.0%	-	-	0.0%
20	Carpinteria	1	4	-75.0%	14	22	-36.4%
23	Winchester Canyon	2	-	100.0%	5	3	66.7%
24x	UCSB Express	44	72	-38.9%	113	202	-44.1%
25	Ellwood	-	-	0.0%	1	-	100.0%
27	Isla Vista Shuttle	111	41	170.7%	391	85	360.0%
28	UCSB Shuttle	11	26	-57.7%	40	39	2.6%
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	16	43	-62.8%	49	121	-59.5%
System Subtotal		461	379	21.6%	1,207	1,017	18.7%
<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		392	230	70.4%	945	662	42.7%
1, 2 East/West		22	43	-48.8%	77	78	-1.3%
4, 5, 15x, 16, 17 Mesa Lines		10	38	-73.7%	43	58	-25.9%
6, 11 State/Hollister		238	101	135.6%	444	376	18.1%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		461	379	21.6%	1,208	1,017	18.8%

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

## MTD “Too Full to Board” Loads (January 2025 – March 2025)

LINE	Quarter			YTD			
	Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change	
1	West Santa Barbara	17	19	-10.5%	45	29	55.2%
2	East Santa Barbara	12	5	140.0%	28	15	86.7%
3	Oak Park	3	9	-66.7%	10	11	-9.1%
4	Mesa / SBCC	-	-	0.0%	-	-	0.0%
5	Mesa / La Cumbre	-	-	0.0%	2	2	0.0%
6	Goleta	18	14	28.6%	41	42	-2.4%
7	County Health / Fairview	1	-	100.0%	1	2	-50.0%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	285	307	-7.2%	624	756	-17.5%
12x	Goleta Express	11	4	175.0%	20	15	33.3%
14	Montecito	-	2	-100.0%	5	6	-16.7%
15x	SBCC / UCSB Express	44	30	46.7%	82	44	86.4%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	3	-	100.0%	3	-	100.0%
19x	SBCC / East SB Express	-	-	0.0%	1	-	100.0%
20	Carpinteria	1	1	0.0%	12	17	-29.4%
23	Winchester Canyon	3	11	-72.7%	8	16	-50.0%
24x	UCSB Express	186	177	5.1%	513	511	0.4%
25	Ellwood	-	-	0.0%	1	-	100.0%
27	Isla Vista Shuttle	197	41	380.5%	385	121	218.2%
28	UCSB Shuttle	206	214	-3.7%	409	382	7.1%
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	16	9	77.8%	47	33	42.4%
System Subtotal		1,003	843	19.0%	2,237	2,002	11.7%
<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		874	739	18.3%	1,931	1,770	9.1%
1, 2 East/West		29	24	20.8%	73	44	65.9%
4, 5, 15x, 16, 17 Mesa Lines		47	30	56.7%	87	46	89.1%
6, 11 State/Hollister		303	321	-5.6%	665	798	-16.7%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		1,003	843	19.0%	2,243	2,002	12.0%

\* 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 (January 2025 – March 2025)

LINE		Quarter			YTD		
		Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change
1	West Santa Barbara	204	293	-30.4%	920	1,502	-38.7%
2	East Santa Barbara	1,232	1,317	-6.5%	4,052	3,712	9.2%
3	Oak Park	127	16	693.8%	194	66	193.9%
4	Mesa / SBCC	152	241	-36.9%	509	797	-36.1%
5	Mesa / La Cumbre	169	291	-41.9%	737	950	-22.4%
6	Goleta	2,634	2,496	5.5%	8,666	8,215	5.5%
7	County Health / Fairview	1,345	1,893	-28.9%	4,757	5,265	-9.6%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	4,271	4,092	4.4%	13,659	13,006	5.0%
12x	Goleta Express	1,254	1,302	-3.7%	3,863	4,284	-9.8%
14	Montecito	261	387	-32.6%	933	1,039	-10.2%
15x	SBCC / UCSB Express	373	457	-18.4%	1,134	1,578	-28.1%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Low er West / SBCC	118	136	-13.2%	441	549	-19.7%
19x	SBCC / East SB Express	31	39	-20.5%	197	96	105.2%
20	Carpinteria	1,830	1,935	-5.4%	5,392	5,437	-0.8%
23	Winchester Canyon	128	81	58.0%	390	309	26.2%
24x	UCSB Express	1,575	1,784	-11.7%	5,409	6,165	-12.3%
25	Elw ood	190	191	-0.5%	611	590	3.6%
27	Isla Vista Shuttle	307	204	50.5%	766	555	38.0%
28	UCSB Shuttle	377	396	-4.8%	1,151	1,175	-2.0%
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	18	22	-18.2%	33	81	-59.3%
System Subtotal		16,596	17,573	-5.6%	53,814	55,371	-2.8%
<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		6,530	6,476	0.8%	20,985	20,901	0.4%
1, 2 East/West		1,436	1,610	-10.8%	4,972	5,214	-4.6%
4, 5, 15x, 16, 17 Mesa Lines		812	1,125	-27.8%	2,821	3,874	-27.2%
6, 11 State/Hollister		6,905	6,588	4.8%	22,325	21,221	5.2%
<i>Unknown/Miscellaneous</i>		3	-	100.0%	8	-	100.0%
System Total		16,599	17,573	-5.5%	53,822	55,371	-2.8%

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

## MTD Wheelchairs Boarded (January 2025 – March 2025)

LINE	Quarter			YTD			
	Jan 25 - Mar 25	Jan 24 - Mar 24	% Change	FY 2024 - 2025	FY 2023 - 2024	% Change	
1	West Santa Barbara	134	121	10.7%	531	515	3.1%
2	East Santa Barbara	232	425	-45.4%	1,106	1,314	-15.8%
3	Oak Park	96	106	-9.4%	392	357	9.8%
4	Mesa / SBCC	26	24	8.3%	99	98	1.0%
5	Mesa / La Cumbre	84	74	13.5%	328	219	49.8%
6	Goleta	430	296	45.3%	1,419	968	46.6%
7	County Health / Fairview	282	280	0.7%	1,217	1,012	20.3%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	548	313	75.1%	1,643	1,212	35.6%
12x	Goleta Express	81	37	118.9%	327	160	104.4%
14	Montecito	25	78	-67.9%	120	175	-31.4%
15x	SBCC / UCSB Express	5	2	150.0%	9	7	28.6%
16	City College Shuttle	-	-	0.0%	-	-	0.0%
17	Lower West / SBCC	30	65	-53.8%	168	239	-29.7%
19x	SBCC / East SB Express	-	-	0.0%	-	1	-100.0%
20	Carpinteria	194	370	-47.6%	761	1,081	-29.6%
23	Winchester Canyon	7	3	133.3%	36	15	140.0%
24x	UCSB Express	60	28	114.3%	156	96	62.5%
25	Ellwood	44	5	780.0%	119	16	643.8%
27	Isla Vista Shuttle	27	2	1250.0%	42	10	320.0%
28	UCSB Shuttle	15	18	-16.7%	31	48	-35.4%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90	West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91	East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92	Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
	Booster Services	-	1	-100.0%	9	2	350.0%
System Subtotal		2,320	2,248	3.2%	8,513	7,545	12.8%
<i>Downtown Waterfront Shuttles</i>							
33	Downtown Waterfront Shuttle	-	-	0.0%	32	-	100.0%
		-	-	0.0%	-	-	0.0%
<i>Related Routes</i>							
11, 24x, 27, 28 UCSB Lines		650	361	80.1%	1,872	1,366	37.0%
1, 2 East/West		366	546	-33.0%	1,637	1,829	-10.5%
4, 5, 15x, 16, 17 Mesa Lines		145	165	-12.1%	604	563	7.3%
6, 11 State/Hollister		978	609	60.6%	3,062	2,180	40.5%
<i>Unknown/Miscellaneous</i>		-	-	0.0%	-	-	0.0%
System Total		2,320	2,248	3.2%	8,545	7,545	13.3%

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

## Tap2Ride Contactless Payments Overview

### Tap2Ride Transactions Breakdown

Tap2Ride Fare Categories	Month			Fiscal Year to Date		
	Jan 25 - Mar 25	Jan 24 - Mar 24	%Change	FY 2024 - 2025	FY 2023 - 2024	%Change
General Fare	41,867	25,334	65.3%	132,362	47,061	181.3%
Transfers <sup>(1)</sup>	2,002	974	105.5%	6,192	1,817	240.8%
Daily Cap <sup>(2)</sup>	191	93	105.4%	655	188	248.4%
Multi Day Cap <sup>(3)</sup>	690	245	181.6%	3,312	436	659.6%
Senior and People with Disabilities Time Cap <sup>(1)</sup>	-	1	-100.0%	-	11	-100.0%
Senior	-	-	0.0%	3	22	-86.4%
Senior Multi Day Cap <sup>(3)</sup>	-	-	0.0%	-	-	0.0%
People with Disabilities	-	3	-100.0%	6	3	100.0%
People with Disabilities Multi Day Cap <sup>(3)</sup>	-	-	0.0%	-	-	0.0%
<b>Total</b>	<b>44,750</b>	<b>26,650</b>	<b>67.9%</b>	<b>142,530</b>	<b>49,538</b>	<b>187.7%</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.

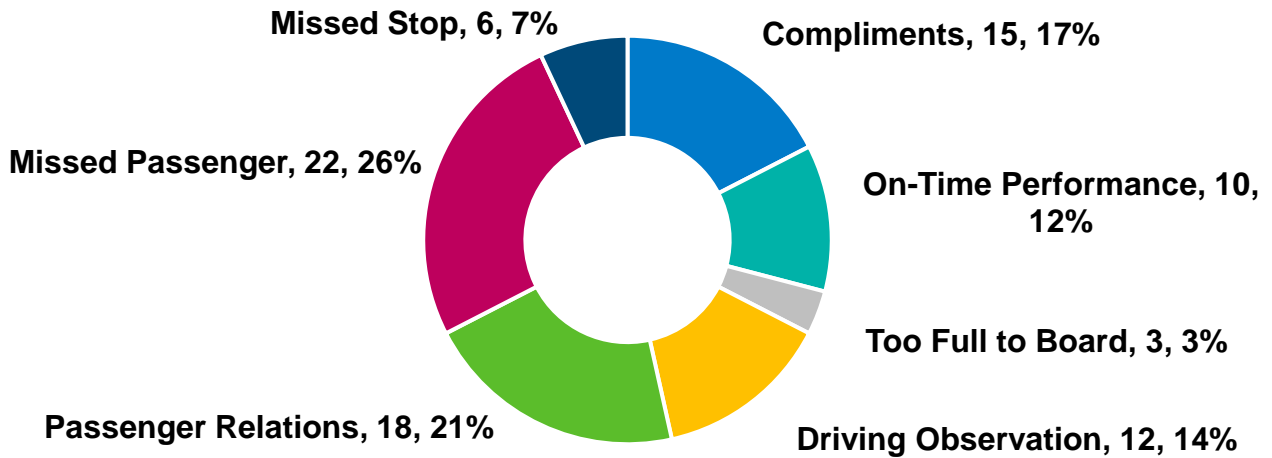
(3) Multi Day Cap, refers to transactions after a customer reaches the value of monthly pass, within a 30-day period.



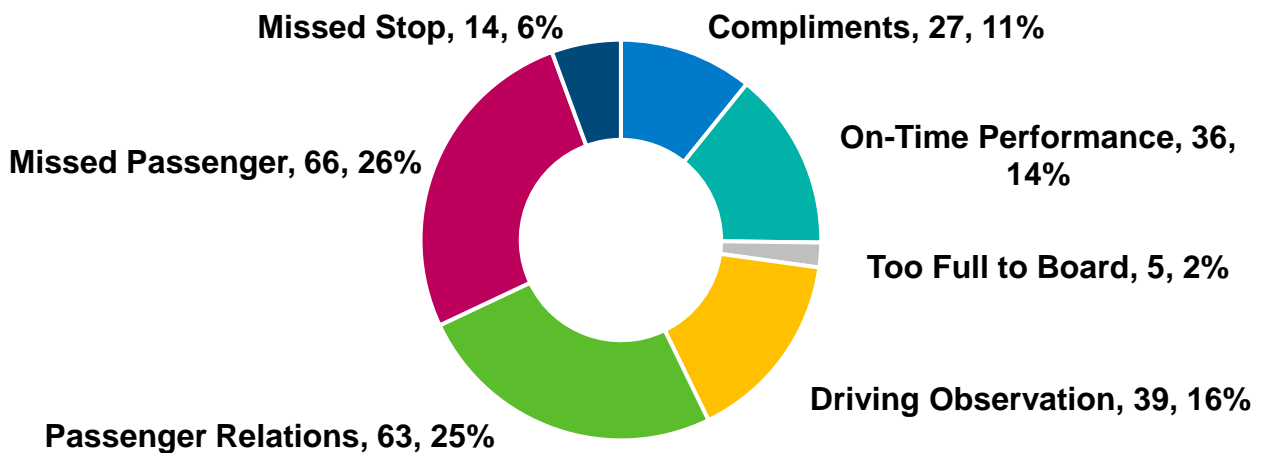
FY 2024-25 THIRD QUARTER PERFORMANCE REPORTS

## Customer Service Report

### Third Quarter Customer Service Statistics

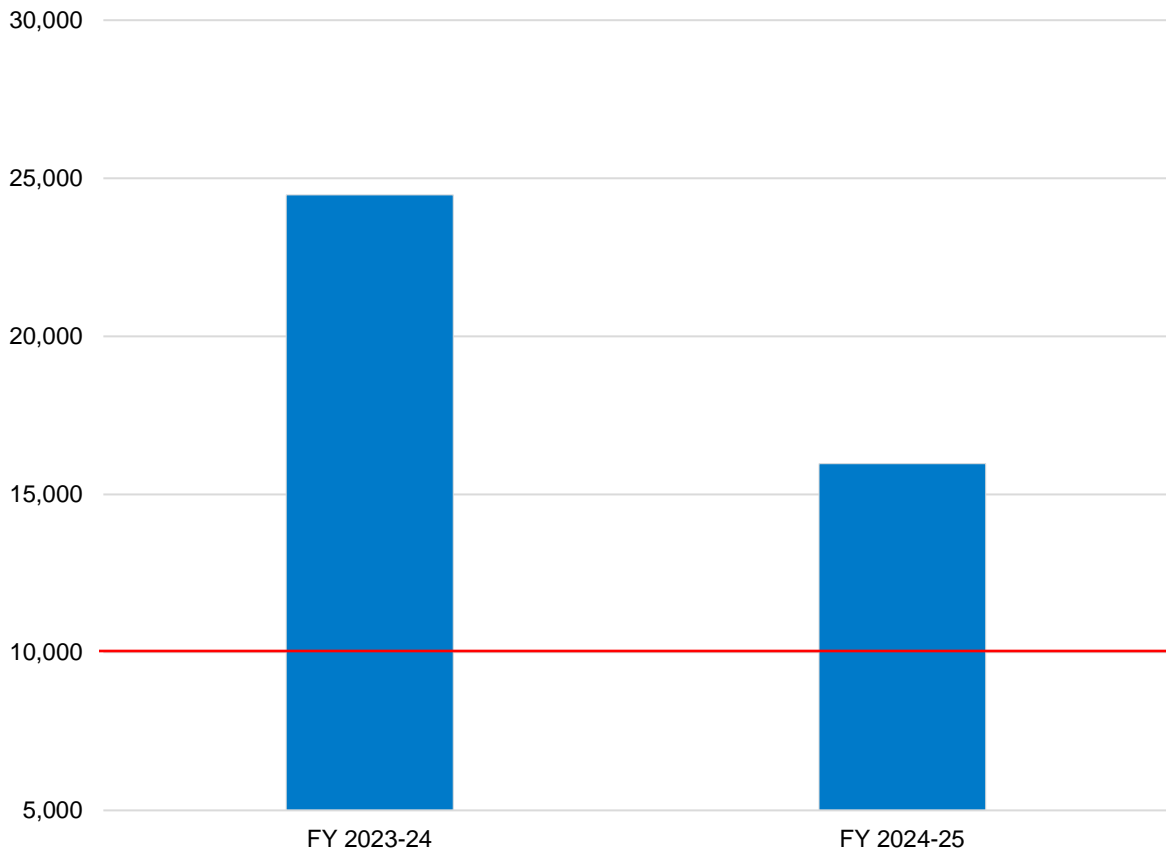


### FY 2024-25 Year-to-Date Customer Service Statistics for the Nine-Month Period Ending March 31, 2025



**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.

Q3 Passenger Boardings  
per Complaint



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

**FY 2023-24 YTD  
Compliments  
& Complaints**



20 Compliments



140 Complaints

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



27 Compliments



223 Complaints

# Fleet Maintenance Report

## Performance Indicators

### For Fiscal Years 2025-2024



FY 2025 Q3 Totals														FY 2024 Q3 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	Total Cost per Mile	Change	
Gillig 40'	61	440,875	4.59	\$258,233	\$241,705	\$104,546	\$346,251	\$1.37	61	466,181	4.70	\$309,476	\$161,061	\$89,623	\$250,683	\$1.20	\$0.17	14.1%	
Gillig 29'	6	30,687	4.89	\$17,048	\$2,554	\$5,955	\$8,510	\$0.83	6	35,220	5.00	\$21,339	\$5,554	\$5,369	\$10,923	\$0.92	-\$0.08	-9.1%	
Nova Articulated	3	11,870	2.89	\$11,277	\$15,524	\$6,276	\$21,800	\$2.79	3	9,720	3.06	\$9,793	\$16,543	\$4,941	\$21,484	\$3.22	-\$0.43	-13.4%	
<b>Diesel Fleet:</b>	<b>70</b>	<b>483,432</b>	<b>4.12</b>	<b>\$286,558</b>	<b>\$259,784</b>	<b>\$116,777</b>	<b>\$376,560</b>	<b>\$1.37</b>	<b>70</b>	<b>511,121</b>	<b>4.25</b>	<b>\$340,608</b>	<b>\$183,158</b>	<b>\$99,933</b>	<b>\$283,091</b>	<b>\$1.22</b>	<b>\$0.15</b>	<b>12.4%</b>	
Gillig 29' Hybrid	3	11,393	5.50	\$5,671	\$1,152	\$3,332	\$4,484	\$0.89	3	7,165	5.25	\$4,318	\$2,014	\$1,803	\$3,817	\$1.14	-\$0.24	-21.5%	
Gillig 40' Hybrid	14	72,070	4.63	\$41,069	\$10,978	\$23,378	\$34,356	\$1.05	14	66,285	4.66	\$43,618	\$47,160	\$17,901	\$65,061	\$1.64	-\$0.59	-36.2%	
<b>Hybrid Fleet:</b>	<b>17</b>	<b>83,463</b>	<b>5.07</b>	<b>\$46,740</b>	<b>\$12,129</b>	<b>\$26,710</b>	<b>\$38,840</b>	<b>\$1.03</b>	<b>17</b>	<b>73,450</b>	<b>4.96</b>	<b>\$47,936</b>	<b>\$49,174</b>	<b>\$19,704</b>	<b>\$68,878</b>	<b>\$1.59</b>	<b>-\$0.57</b>	<b>-35.5%</b>	
New Flyer EV's	9	21,722	0.42	\$14,576	\$307	\$2,719	\$3,026	\$0.81	9	4,752	2	\$815	\$1,299	\$330	\$1,629	\$0.51	\$0.30	57.5%	
BYD EV's	14	23,745	0.56	\$12,028	\$3,782	\$9,566	\$13,348	\$1.07	14	23,463	0.58	\$11,472	\$5,172	\$7,059	\$12,231	\$1.01	\$0.06	5.9%	
Ford EV Vans	3	0	0.00	\$14	\$0	\$37	\$37	\$0.00	3	0	0.00	\$12	\$0	\$0	\$0	N/A	NA	0	
<b>Electric Fleet:</b>	<b>26</b>	<b>45,467</b>	<b>0.49</b>	<b>\$26,619</b>	<b>\$4,089</b>	<b>\$12,322</b>	<b>\$16,411</b>	<b>\$0.95</b>	<b>26</b>	<b>28,215</b>	<b>1.19</b>	<b>\$12,300</b>	<b>\$6,471</b>	<b>\$7,389</b>	<b>\$13,860</b>	<b>\$0.93</b>	<b>\$0.02</b>	<b>2.5%</b>	
Ford Gas Transit Vans	2	931	16.27	246	0	560	\$560	\$0.87	0	0	0	\$0	\$0	\$0	\$0	N/A	N/A	N/A	
Unleaded Fleet:	2	931	16.27	\$246	\$0	\$560	\$560	\$0.87	0	0	0	\$0	\$0	\$0	\$0	N/A	N/A	N/A	
<b>Totals:</b>	<b>115</b>	<b>613,293</b>		<b>\$360,163</b>	<b>\$276,002</b>	<b>\$156,369</b>	<b>\$432,371</b>	<b>\$1.29</b>	<b>113</b>	<b>612,786</b>		<b>\$400,844</b>	<b>\$238,803</b>	<b>\$127,026</b>	<b>\$365,829</b>	<b>\$1.25</b>	<b>\$0.04</b>	<b>3.2%</b>	

FY 2025 (Q1-Q3) Totals														FY 2024 (Q1-Q3) 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	Total Cost per Mile	Change	
Gillig 40'	61	1,334,646	4.55	\$762,363	\$647,039	\$301,453	\$948,491	\$1.28	61	1,354,565	4.59	\$1,037,438	\$424,368	\$261,565	\$685,933	\$1.27	\$0.01	0.8%	
Gillig 29'	6	94,608	4.85	\$50,043	\$31,834	\$20,769	\$52,603	\$1.08	6	94,760	4.93	\$66,262	\$23,781	\$18,751	\$42,531	\$1.15	-\$0.06	-5.5%	
Nova Articulated	3	31,270	3.09	\$26,054	\$24,387	\$16,521	\$40,908	\$2.14	3	56,342	3.85	\$52,116	\$50,272	\$16,551	\$66,824	\$2.11	\$0.03	1.4%	
<b>Diesel Fleet:</b>	<b>70</b>	<b>1,460,524</b>	<b>4.16</b>	<b>\$838,459</b>	<b>\$703,260</b>	<b>\$338,743</b>	<b>\$1,042,003</b>	<b>\$1.29</b>	<b>70</b>	<b>1,505,667</b>	<b>4.45</b>	<b>\$1,155,816</b>	<b>\$498,421</b>	<b>\$296,867</b>	<b>\$795,288</b>	<b>\$1.30</b>	<b>-\$0.01</b>	<b>-0.6%</b>	
Gillig 29' Hybrid	3	32,227	5.37	\$15,312	\$7,344	\$9,935	\$17,279	\$1.01	3	31,090	5.18	\$21,112	\$3,505	\$6,997	\$10,503	\$1.02	-\$0.01	-0.5%	
Gillig 40' Hybrid	14	213,863	4.57	\$118,558	\$88,705	\$60,195	\$148,901	\$1.25	14	183,502	4.55	\$138,894	\$103,437	\$47,502	\$150,939	\$1.58	-\$0.33	-20.8%	
<b>Hybrid Fleet:</b>	<b>17</b>	<b>246,090</b>	<b>4.97</b>	<b>\$133,870</b>	<b>\$96,049</b>	<b>\$70,130</b>	<b>\$166,180</b>	<b>\$1.22</b>	<b>17</b>	<b>214,592</b>	<b>4.86</b>	<b>\$160,006</b>	<b>\$106,942</b>	<b>\$54,499</b>	<b>\$161,441</b>	<b>\$1.50</b>	<b>-\$0.28</b>	<b>-18.6%</b>	
New Flyer EV's	9	61,335	0.45	\$38,392	\$1,929	\$8,668	\$10,596	\$0.80	9	4,752	0.87	\$1,695	\$1,513	\$1,629	\$3,142	\$1.02	-\$0.22	-21.4%	
BYD EV's	14	78,549	0.57	\$39,126	\$53,517	\$25,593	\$79,110	\$1.51	14	69,499	0.59	\$33,581	\$26,092	\$20,051	\$46,144	\$1.15	\$0.36	31.6%	
Ford EV Vans	3	0	0.00	\$15	\$0	\$37	\$37	\$0.00	3	0	0.00	\$83	\$187	\$2,396	\$2,583	N/A	NA	N/A	
<b>Electric Fleet:</b>	<b>26</b>	<b>139,884</b>	<b>0.51</b>	<b>\$77,532</b>	<b>\$55,446</b>	<b>\$34,298</b>	<b>\$89,743</b>	<b>\$1.20</b>	<b>26</b>	<b>74,251</b>	<b>0.73</b>	<b>\$35,359</b>	<b>\$27,793</b>	<b>\$24,076</b>	<b>\$51,869</b>	<b>\$1.17</b>	<b>\$0.03</b>	<b>2.1%</b>	
Ford Gas Transit Vans	2	931	16.27	\$246	\$0	\$798	\$798	\$1.12	0	0	0	\$0	\$0	\$0	\$0	N/A	N/A	N/A	
Unleaded Fleet:	2	931	16.27	\$246	\$0	\$798	\$798	\$1.12	0	0	0	\$0	\$0	\$0	\$0	N/A	N/A	N/A	
<b>Totals:</b>	<b>115</b>	<b>1,847,429</b>		<b>\$1,050,107</b>	<b>\$854,755</b>	<b>\$443,969</b>	<b>\$1,298,724</b>	<b>\$1.27</b>	<b>113</b>	<b>1,794,510</b>		<b>\$1,351,181</b>	<b>\$633,156</b>	<b>\$375,442</b>	<b>\$1,008,598</b>	<b>\$1.31</b>	<b>-\$0.04</b>	<b>-3.1%</b>	



FY 2024-25 THIRD QUARTER PERFORMANCE REPORTS

## Road Calls Report

**FY 2025 Q3 National Transit Database Road Calls ("Mechanical System Failures")  
For the 3-Month Period Ending March 31, 2025**

Fleet Category	All Reportable Mechanical System Failures (Q3)	Quarterly Miles Q3	Miles Between All Reportable Mechanical System Failures Q3
BYDs (Units 30-43)	2	23,745	11,873
400 Gilligs (Units 434-450)	13	58,998	4,538
600 Gilligs (Units 600-652)	34	381,877	11,232
700 Gilligs (Units 700-713)	2	30,687	15,344
700 Gillig Hybrids (Units 715-717)	1	11,393	11,393
800 New Flyer EV's (Units 806-814)	0	21,722	NA
900 Gillig Hybrids (Units 900-915)	7	72,070	10,296
1000 Novas (Units 1001-1003)	6	11,870	1,978
<b>System Total Excluding EVs</b>	<b>63</b>	<b>566,895</b>	<b>8,998</b>
<b>System Total All Vehicles</b>	<b>65</b>	<b>612,362</b>	<b>9,421</b>



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

## Liability Report

**Reportable to National Transit Database (NTD)  
For the 9-Month Period Ending March 31, 2025**

Fiscal Year End June 30	<b>2025</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
1st Quarter: July - September	3	0	0	0	0
2nd Quarter: October - December	0	0	0	1	0
3rd Quarter: January - March	1	2	0	2	1
Fiscal Year to Date:	4	2	0	3	1

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 any of 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	<b>2025</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
1st Quarter: July - September	4	1	3	5	0
2nd Quarter: October - December	2	2	1	4	1
3rd Quarter: January - March	2	6	0	4	3
Fiscal Year to Date:	8	9	4	13	4

# Transit Finance

## Compliance Report for Quarter Ending March 31, 2025

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 January 1 and March 31, 2025, to address these requirements.

### MTD Compliance Actions

Submitted MTD and Easy Lift Drug and Alcohol Program annual MIS data.

Published MTD Annual Program of Projects Public Notice.

Filed all Federally required annual tax forms for calendar year 2024.

Submitted MTD Annual State of Good Repair Program Status and Expenditure Report to Caltrans.

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.

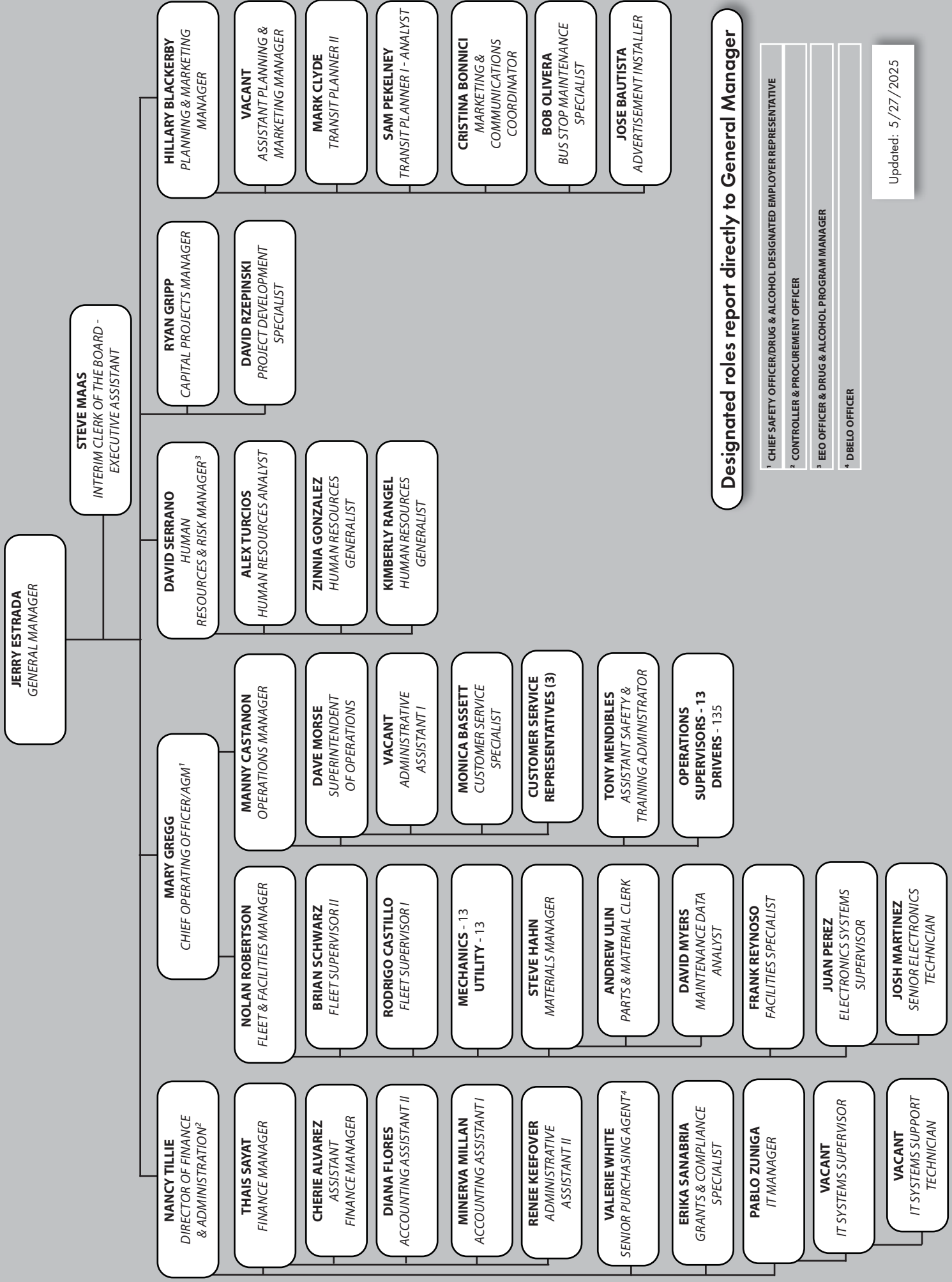
Submitted quarterly report to Caltrans for the cap-and-trade Transit and Intercity Rail Capital Program (TIRCP).

Submitted quarterly report to Caltrans for the SB1 Solutions for Congested Corridors Program (SCCP).

Completed the Final Stage of the Transportation Development Act Triennial Audit for the periods 2021-2022, 2022-2023, 2023-2024.

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: 5/27/2025