



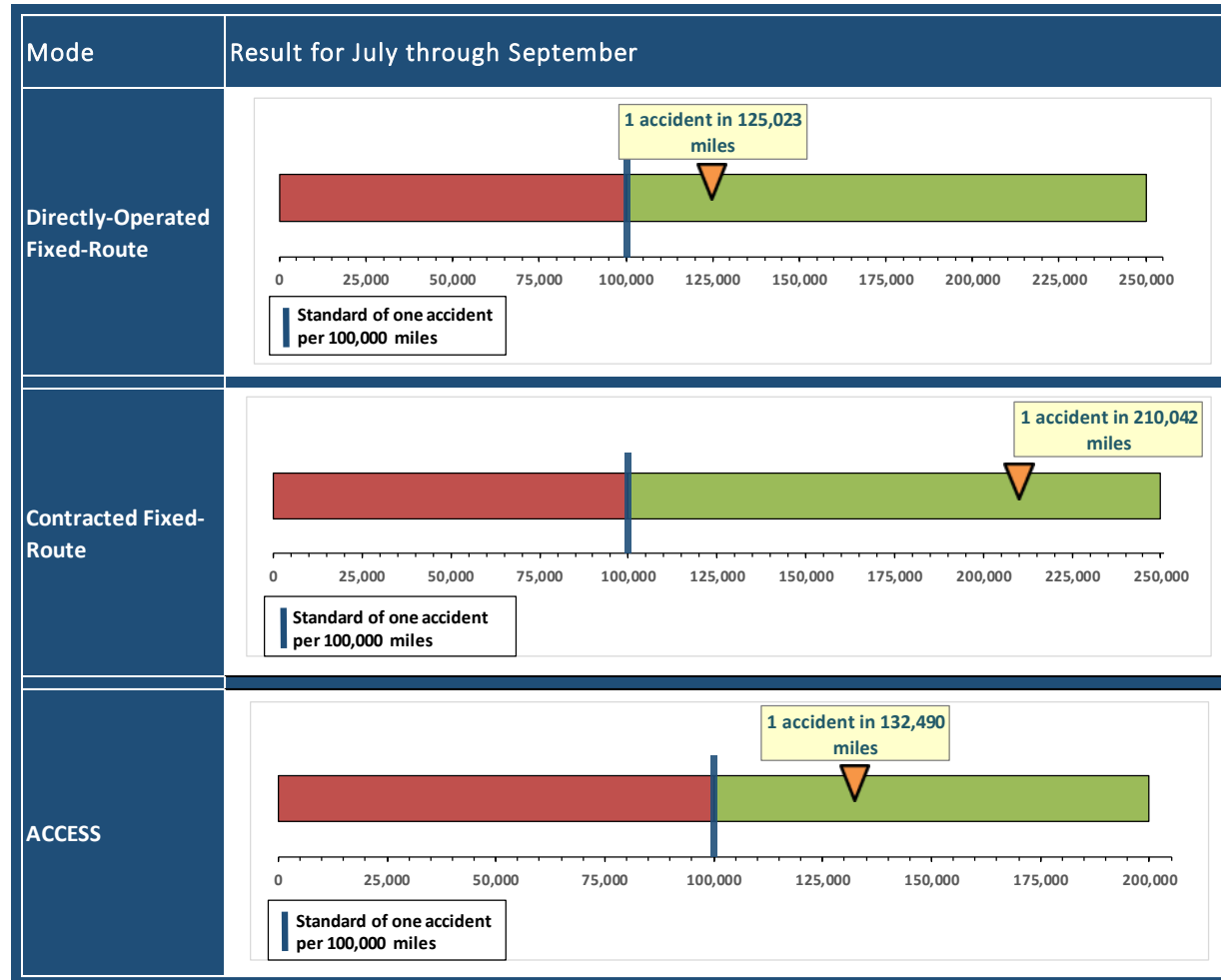
# **TRANSIT DIVISION PERFORMANCE MEASUREMENTS REPORT**

**For the First Quarter of  
Fiscal Year 2016-17**

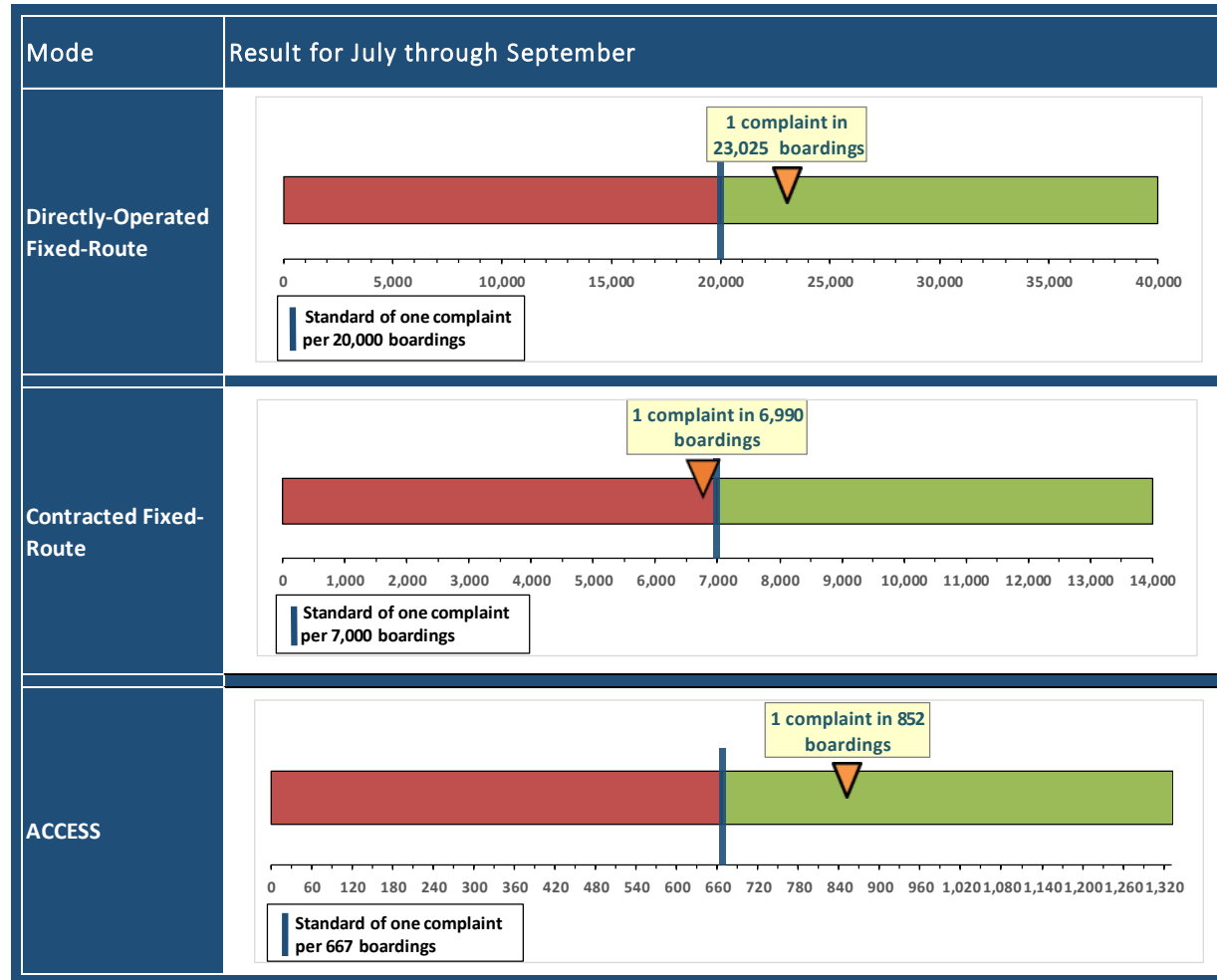
# Performance Measurements

- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

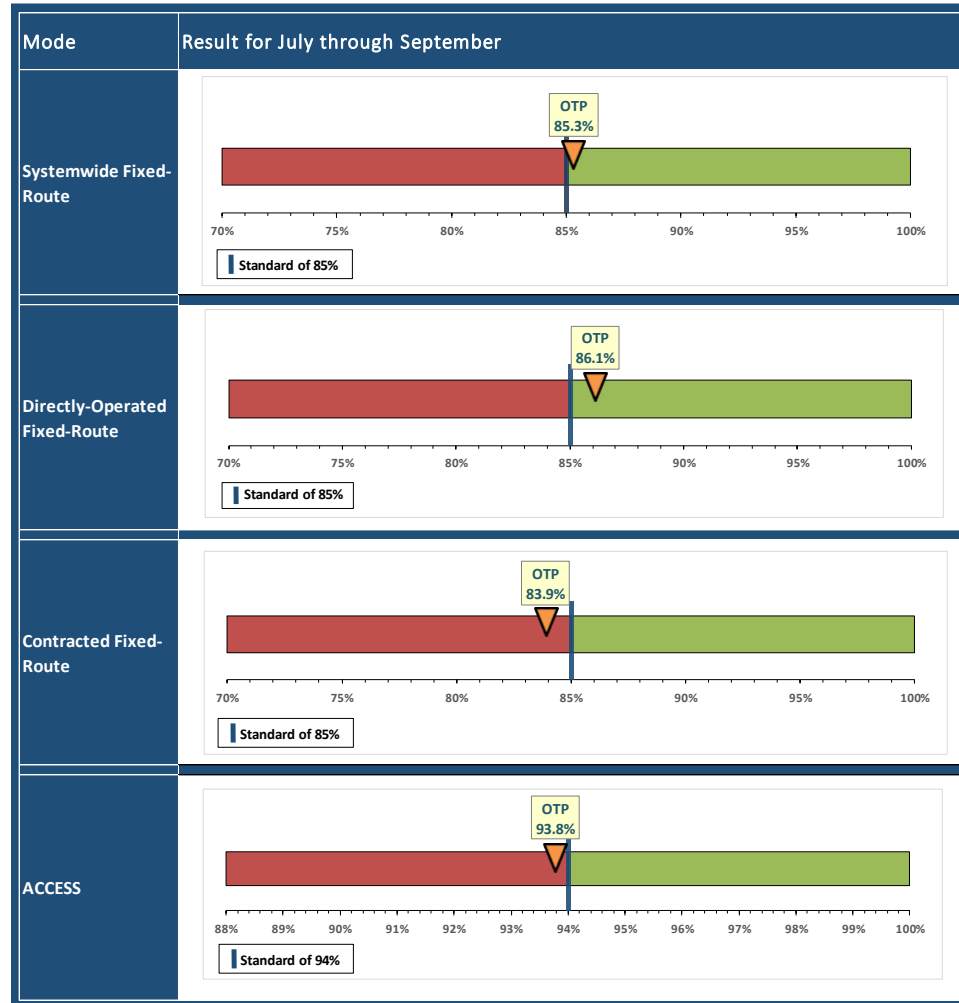
# Safety



# Courtesy



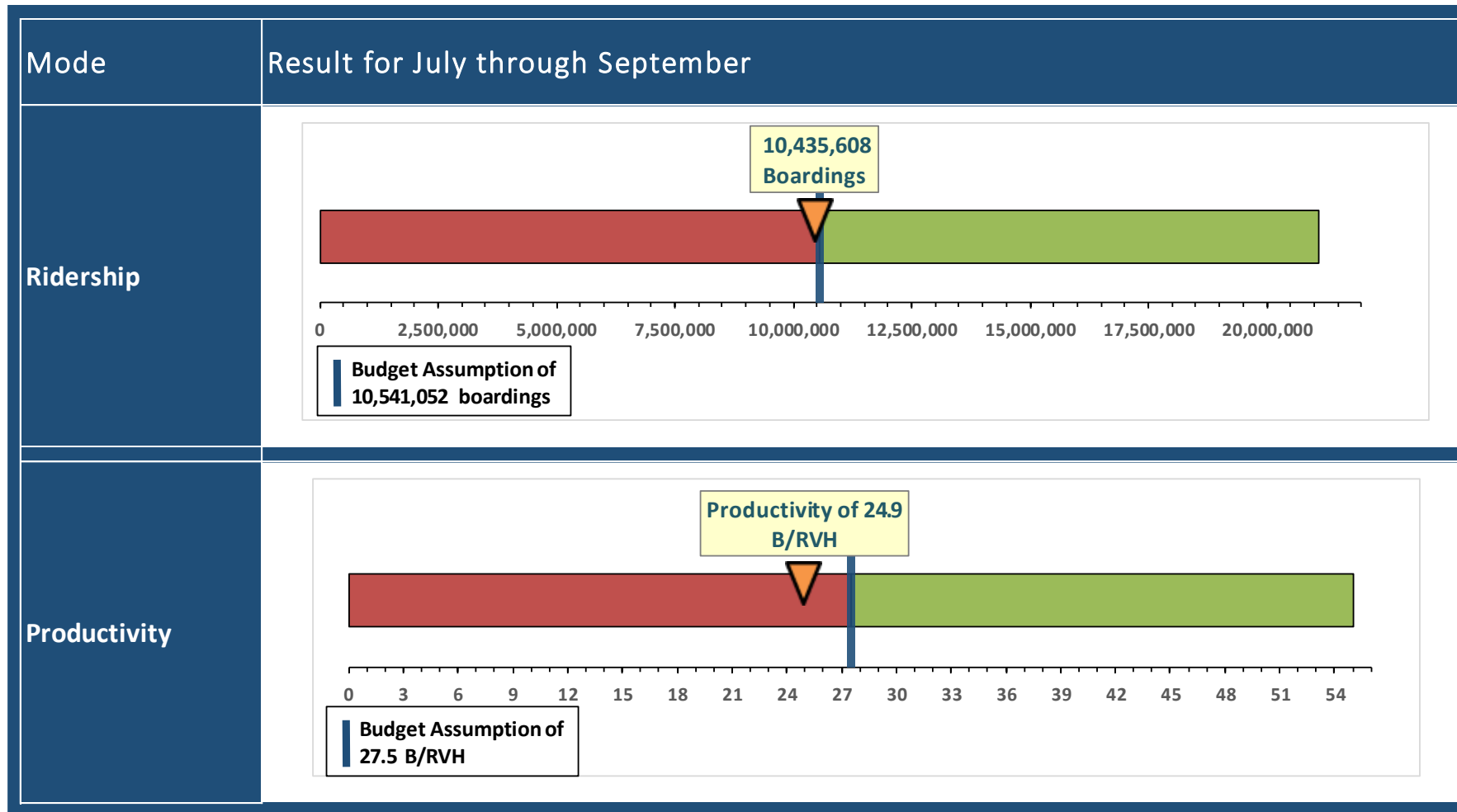
# Reliability-OTP



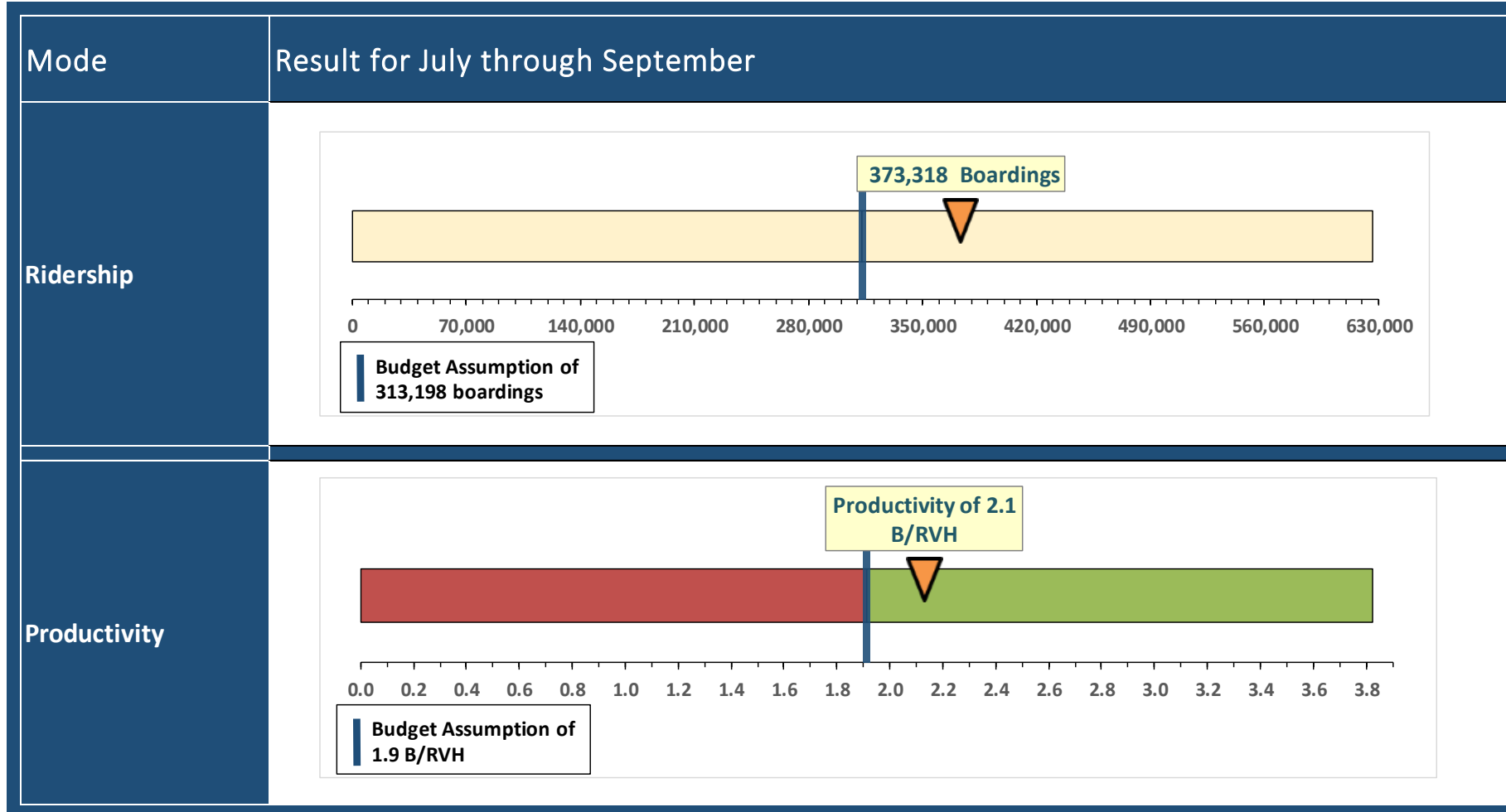
# Reliability-MBRC



# Fixed-Route-Ridership and Productivity

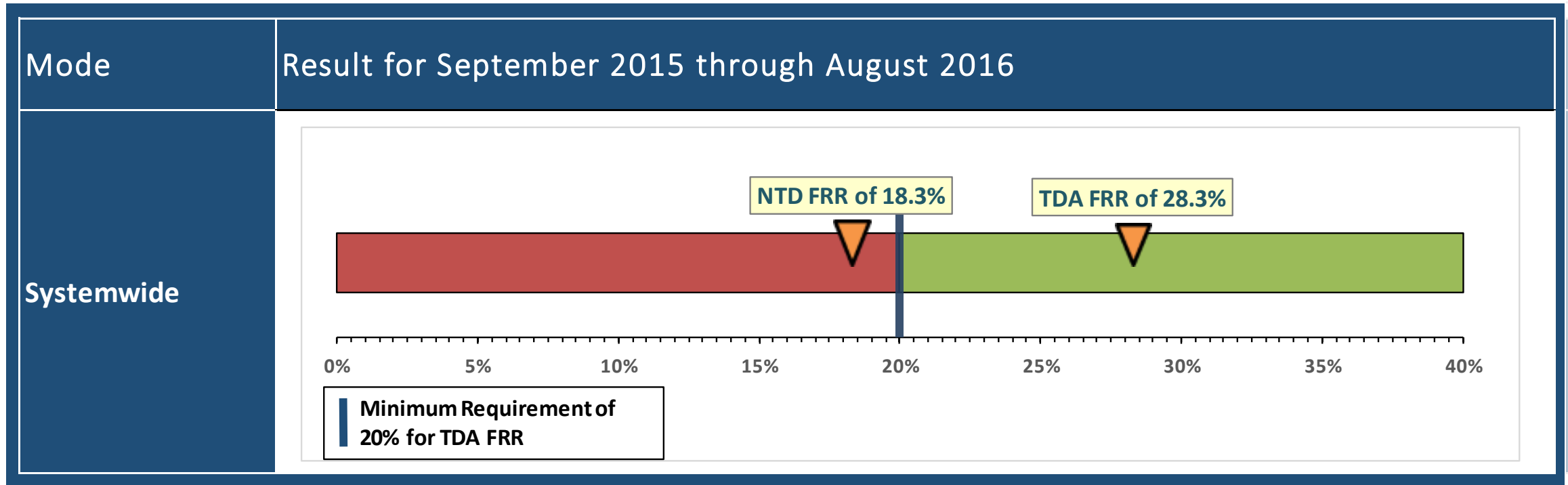


# ACCESS-Ridership and Productivity





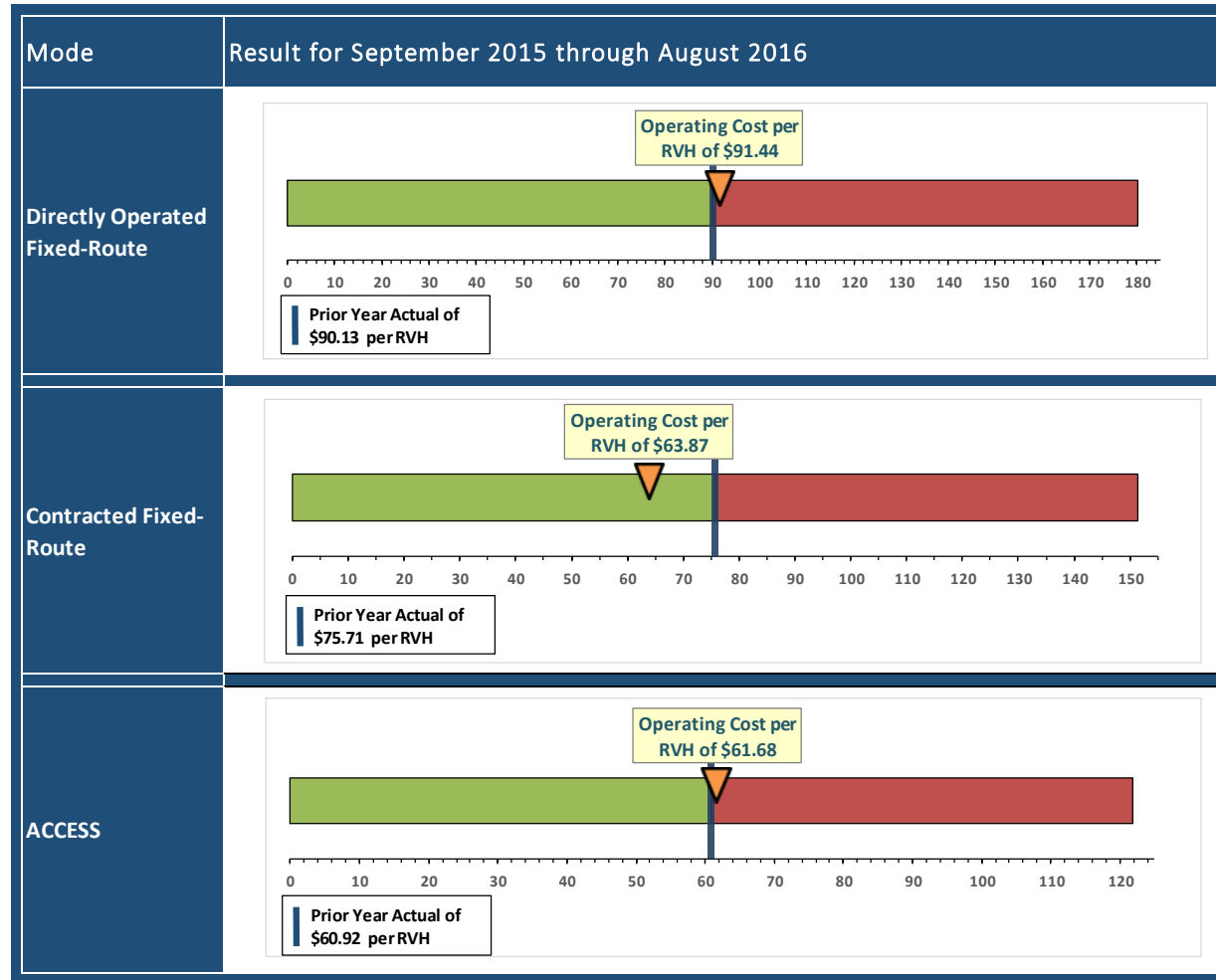
# Farebox Recovery Ratio



**Note:**

- National Transit Database (NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

# Cost per RVH



# Performance by Local & Community Routes

Local and Community Route	Revenue			On-Time Performance	Farebox Recovery Ratio	Subsidy per Boarding
	Boardings	Vehicle Hour	Productivity			
64	587,115	14,169	41.4	89.0%	32.1%	\$ 1.93
66	546,388	14,840	36.8	89.2%	31.2%	\$ 2.20
60	516,503	14,877	34.7	88.5%	26.6%	\$ 2.53
53	550,736	16,030	34.4	88.1%	28.5%	\$ 2.42
43	580,069	17,239	33.6	82.2%	29.3%	\$ 2.42
57	857,744	25,741	33.3	81.7%	27.4%	\$ 2.66
37	227,568	7,204	31.6	87.2%	26.3%	\$ 2.70
42	430,774	13,844	31.1	80.9%	30.8%	\$ 2.07
47	587,109	19,192	30.6	86.5%	26.2%	\$ 2.94
29	531,652	17,712	30.0	81.5%	25.3%	\$ 2.91
543	297,510	10,143	29.3	88.0%	23.5%	\$ 3.14
38	321,860	11,183	28.8	78.8%	30.3%	\$ 2.21
46	174,494	6,837	25.5	83.8%	28.0%	\$ 2.59
50	312,415	12,339	25.3	87.2%	18.7%	\$ 3.90
70	262,455	10,470	25.1	85.1%	19.7%	\$ 4.02
33	107,267	4,373	24.5	83.0%	24.4%	\$ 2.80
55	350,061	14,325	24.4	87.7%	22.0%	\$ 3.79
54	304,003	12,756	23.8	92.7%	18.7%	\$ 4.21
56	107,933	4,572	23.6	91.1%	18.8%	\$ 3.96
72	83,644	3,559	23.5	87.6%	20.6%	\$ 3.86
35	214,429	9,437	22.7	88.4%	17.5%	\$ 4.43
25	121,056	5,402	22.4	75.4%	25.8%	\$ 3.04
560	190,602	8,560	22.3	90.3%	16.5%	\$ 4.85
26	102,667	4,807	21.4	87.8%	23.4%	\$ 3.41
83	177,661	8,622	20.6	91.5%	16.6%	\$ 4.93
89	98,693	4,801	20.6	85.0%	25.1%	\$ 3.23
30	155,593	8,151	19.1	84.9%	20.8%	\$ 3.75

Local and Community Route	Revenue			On-Time Performance	Farebox Recovery Ratio	Subsidy per Boarding
	Boardings	Vehicle Hour	Productivity			
71	155,763	8,382	18.6	72.9%	22.2%	\$ 3.71
59	142,986	7,782	18.4	84.2%	20.1%	\$ 4.12
90	77,912	4,515	17.3	80.0%	20.4%	\$ 4.38
150	41,267	2,497	16.5	85.4%	12.9%	\$ 7.18
24	37,233	2,270	16.4	84.6%	18.0%	\$ 4.97
129	61,024	3,722	16.4	89.0%	20.4%	\$ 4.40
143	50,640	3,186	15.9	83.6%	18.2%	\$ 4.73
91	98,764	6,260	15.8	84.9%	19.9%	\$ 4.81
76	26,109	1,659	15.7	79.8%	13.8%	\$ 6.35
79	90,537	6,047	15.0	92.8%	15.7%	\$ 5.13
1	166,210	11,606	14.3	68.3%	11.9%	\$ 7.26
86	40,492	2,832	14.3	85.1%	16.3%	\$ 5.23
167	45,700	3,316	13.8	86.5%	16.6%	\$ 5.57
82	34,177	2,580	13.2	90.2%	12.5%	\$ 7.77
178	36,034	2,770	13.0	83.3%	14.3%	\$ 6.07
87	25,082	1,952	12.8	93.7%	14.7%	\$ 6.05
153	39,006	3,127	12.5	88.9%	15.5%	\$ 5.88
177	24,506	1,996	12.3	94.3%	15.2%	\$ 6.29
20*	9,573	927	10.3	70.4%	12.5%	\$ 7.40
21	18,931	1,848	10.2	88.5%	10.8%	\$ 8.69
187*	13,209	1,422	9.3	89.0%	10.0%	\$ 9.41
85	43,188	4,686	9.2	92.1%	11.2%	\$ 9.08
175*	18,092	2,091	8.7	82.1%	8.4%	\$ 10.23
191*	37,693	5,398	7.0	80.1%	8.3%	\$ 12.97
188*	11,140	1,658	6.7	90.8%	7.4%	\$ 13.17
193*	4,884	837	5.8	93.2%	6.8%	\$ 15.43

# Performance by Express & Stationlink Routes

Express Route	Revenue			On-Time Performance	Farebox Recovery Ratio	Subsidy per Boarding
	Boardings	Vehicle Hour	Productivity			
213	10,454	892	11.7	85.5%	11.3%	\$ 7.91
206	5,339	483	11.1	87.1%	9.6%	\$ 9.62
211	7,914	752	10.5	83.7%	10.1%	\$ 9.26
216	1,354	148	9.2	81.9%	5.2%	\$ 17.08
701	5,910	680	8.7	80.6%	9.9%	\$ 20.49
721	8,547	1,069	8.0	62.7%	7.6%	\$ 19.45
212	2,601	345	7.5	92.0%	6.7%	\$ 14.53
794	9,209	1,332	6.9	71.2%	28.3%	\$ 13.60
757*	1,829	456	4.0	82.9%	13.8%	\$ 23.72
758*	1,710	496	3.4	78.7%	10.6%	\$ 30.08

Stationlink Route	Revenue			On-Time Performance	Farebox Recovery Ratio	Subsidy per Boarding
	Boardings	Vehicle Hour	Productivity			
453	9,313	399	23.4	90.9%	17.9%	\$ 4.26
454	12,287	540	22.8	91.3%	14.9%	\$ 4.89
472	8,730	464	18.8	91.5%	16.6%	\$ 5.01
473	9,239	513	18.0	95.1%	12.9%	\$ 6.10
462	9,130	510	17.9	83.1%	15.5%	\$ 5.32
480	5,127	417	12.3	92.3%	9.8%	\$ 8.55
463	5,573	582	9.6	88.3%	7.7%	\$ 12.17
411	1,389	167	8.3	92.9%	6.1%	\$ 15.23
464*	5,938	872	6.8	91.9%	5.6%	\$ 16.66
490	2,149	369	5.8	91.3%	4.4%	\$ 20.54
430	1,698	416	4.1	93.5%	3.3%	\$ 27.17

# Next Steps

- Develop February 2017 service change elements
- Continue to deploy new vehicles and retire aging fleet
- Continue to monitor performance in the second quarter, including the impact of the OC Bus 360° Plan