



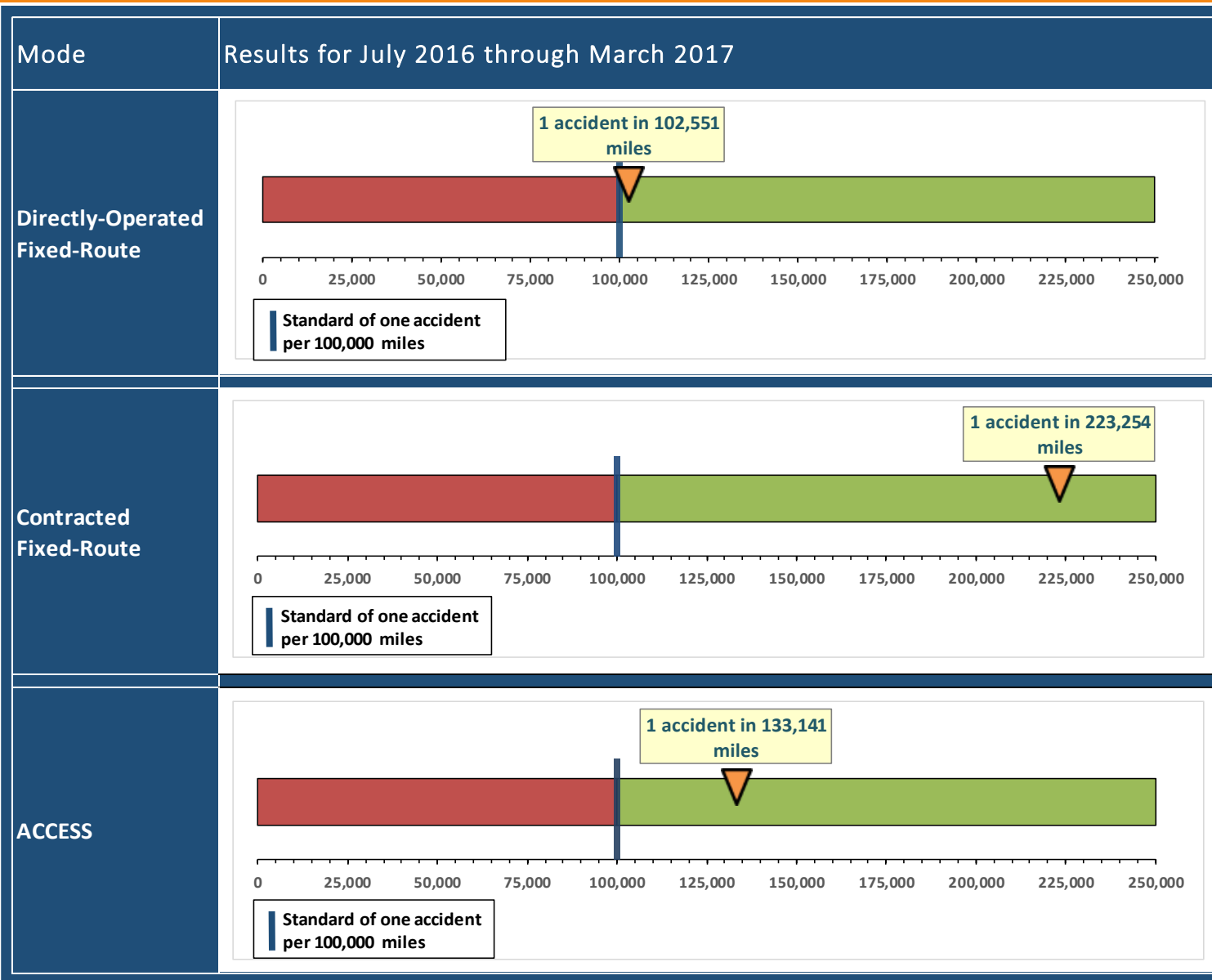
TRANSIT DIVISION PERFORMANCE MEASUREMENTS REPORT

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

Performance Measurements

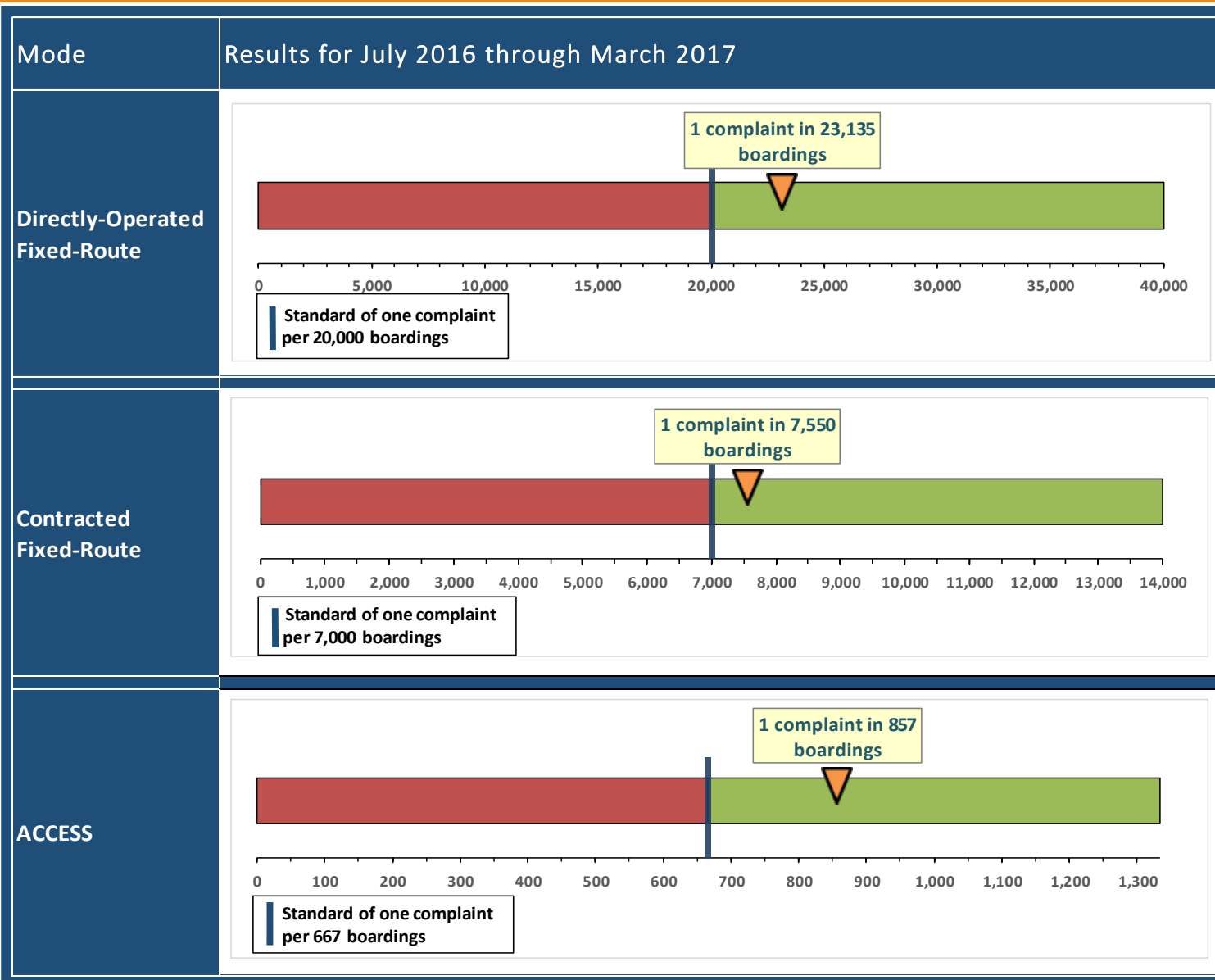
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



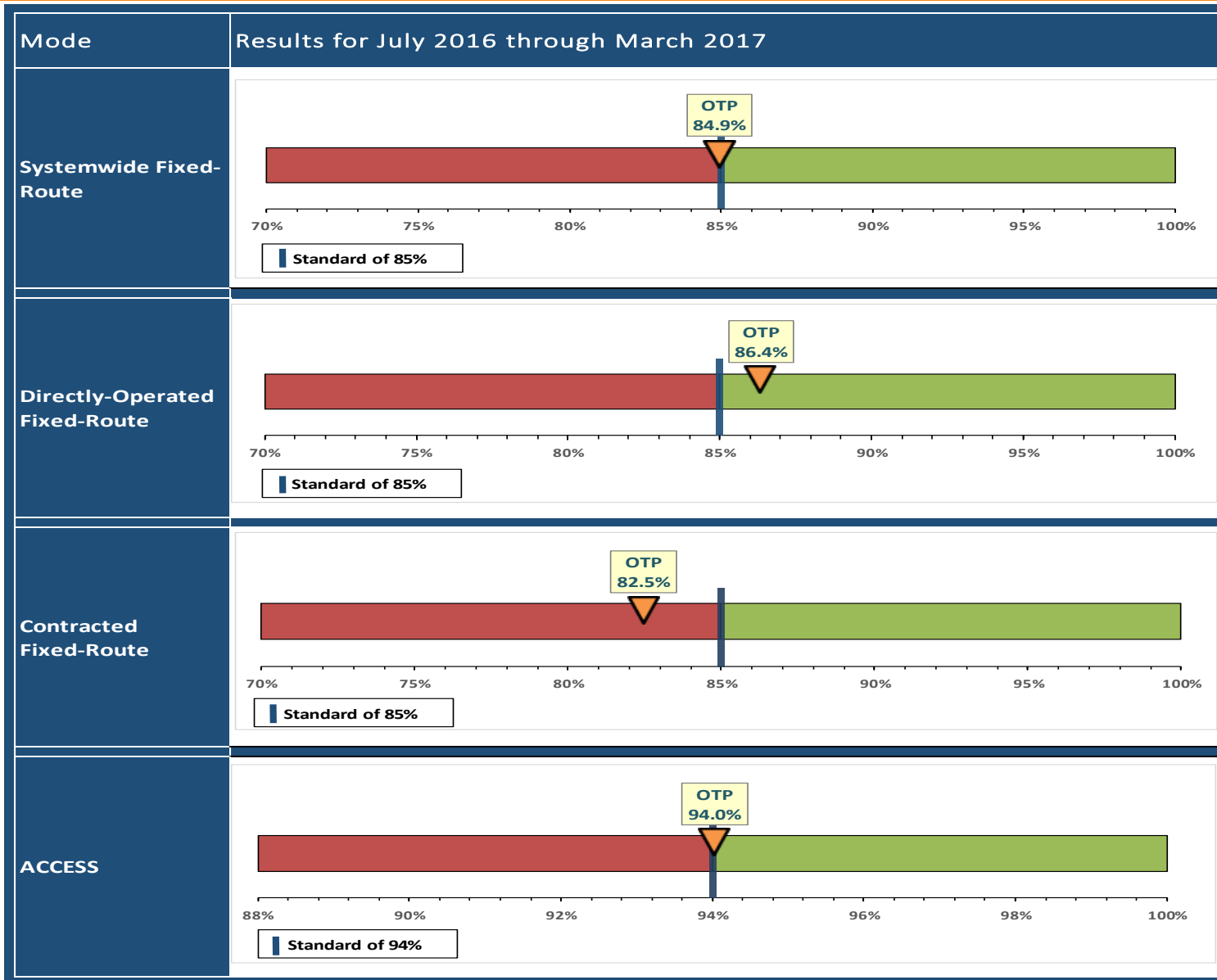
- All three modes of service exceeded the safety standard

Courtesy



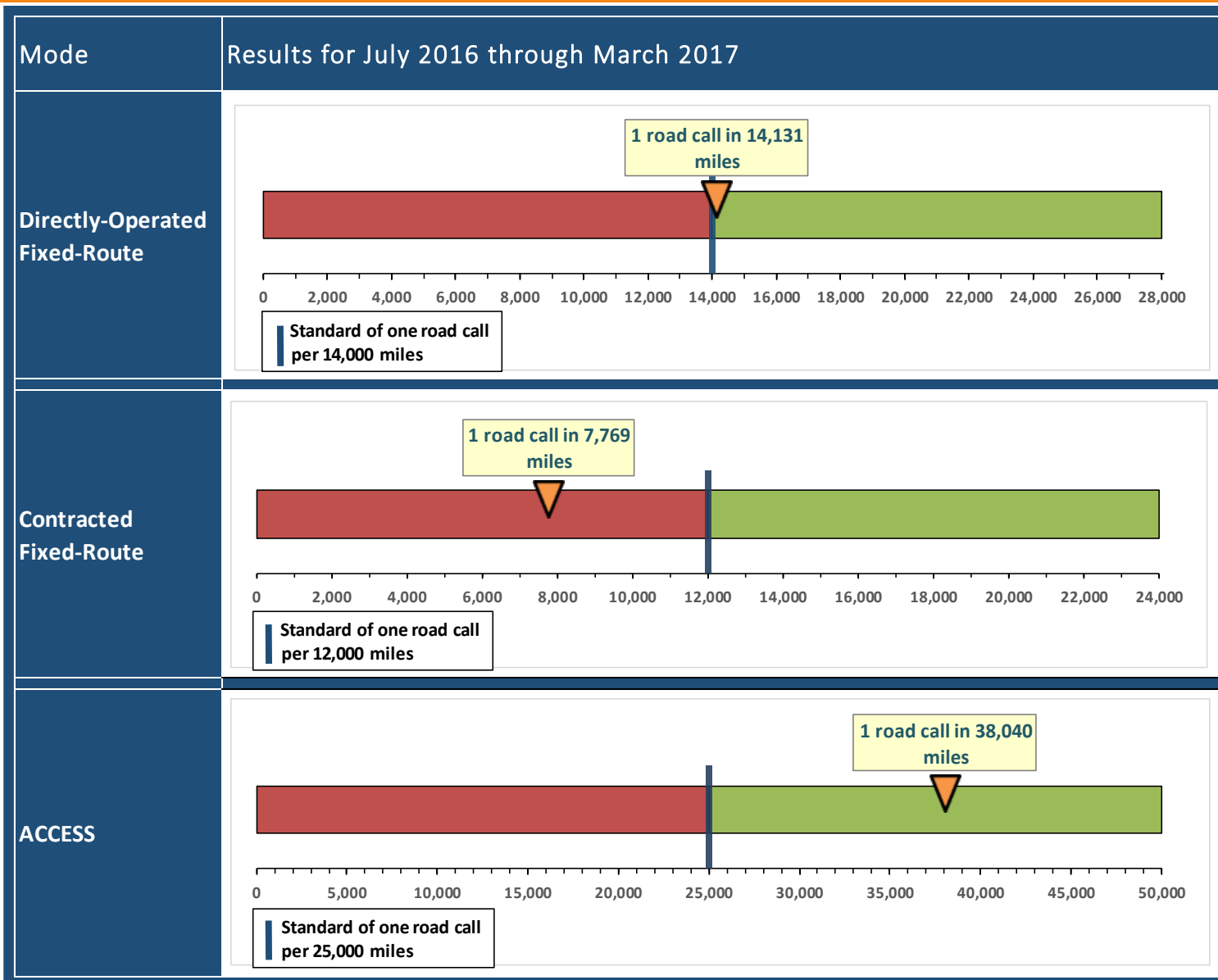
- All three modes of service exceeded the courtesy standard

Reliability-OTP



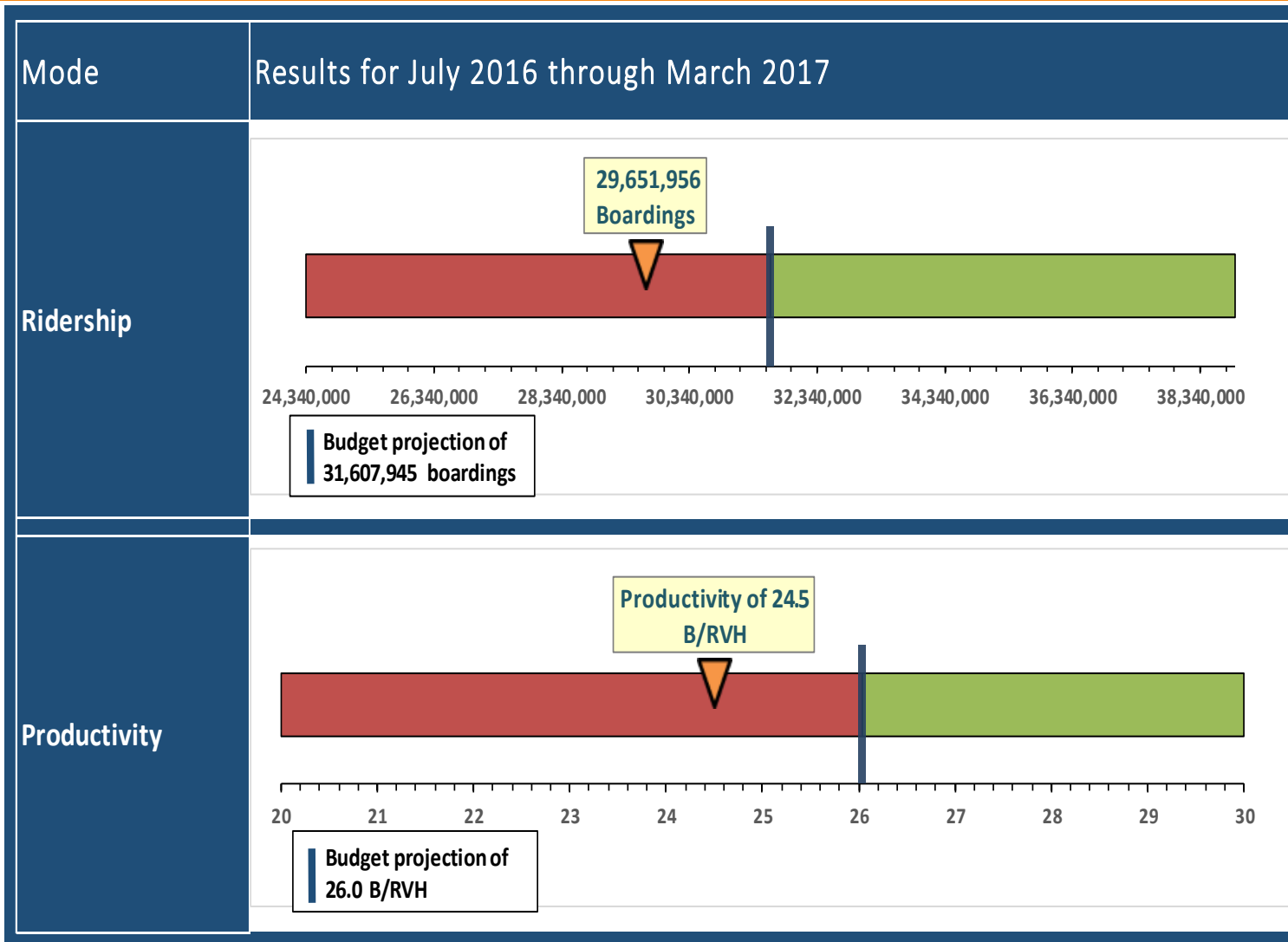
- Directly-Operated Fixed-Route (DOFR) service exceeded the standard
- CFR service was within four percent of the standard
- ACCESS service was at the standard
- System wide Fixed-Route service was within one percent of the standard
- Focus to improve OTP continues

Reliability-MBRC



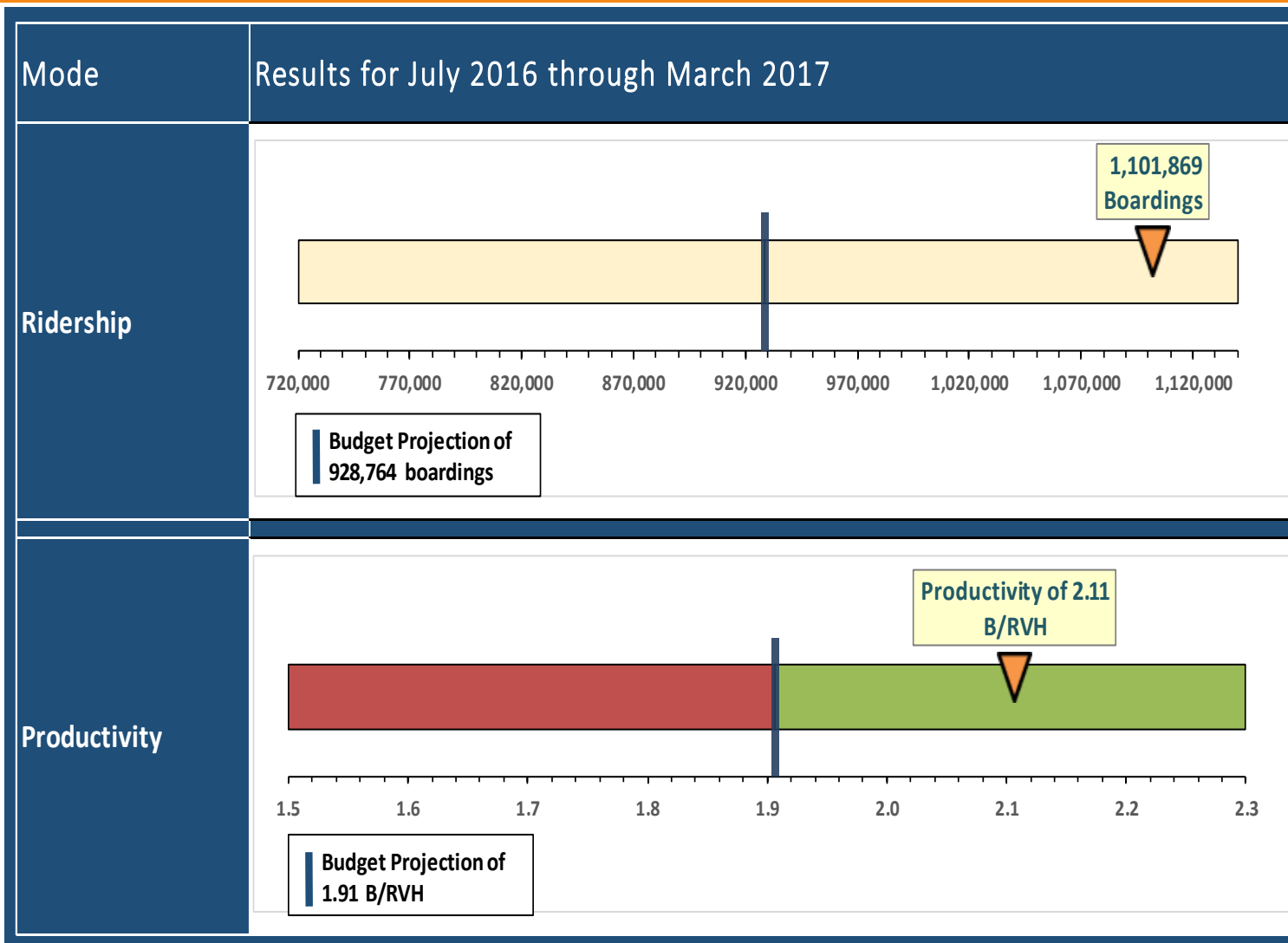
- DOFR and ACCESS services exceeded the MBRC standard
- CFR did not meet the standard, but had a 5 percent improvement from last quarter
- Liquefied natural gas-powered buses will be completely replaced with new buses during the fourth quarter
- Campaign to replace engines in the 2007/2008 compressed natural gas (CNG)-powered New Flyer vehicles is underway; end of year planned completion

Fixed-Route-Ridership and Productivity



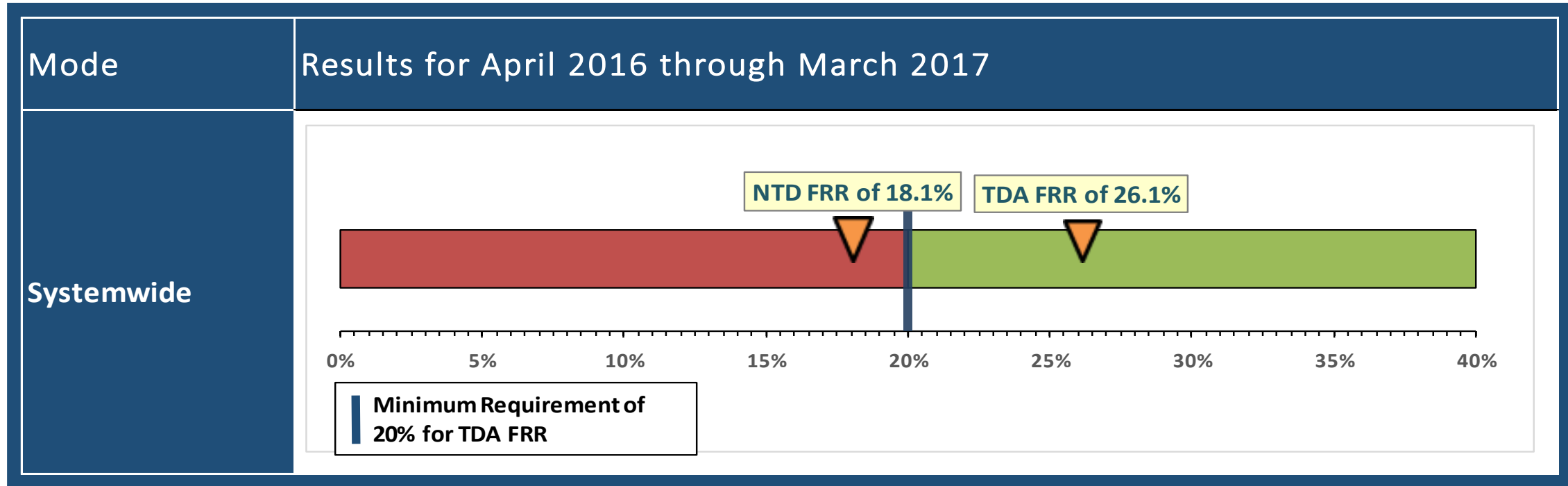
- Fixed-route service was below the budget projection for ridership and productivity

ACCESS-Ridership and Productivity



- ACCESS service exceeded budget projections for ridership and productivity

Farebox Recovery Ratio

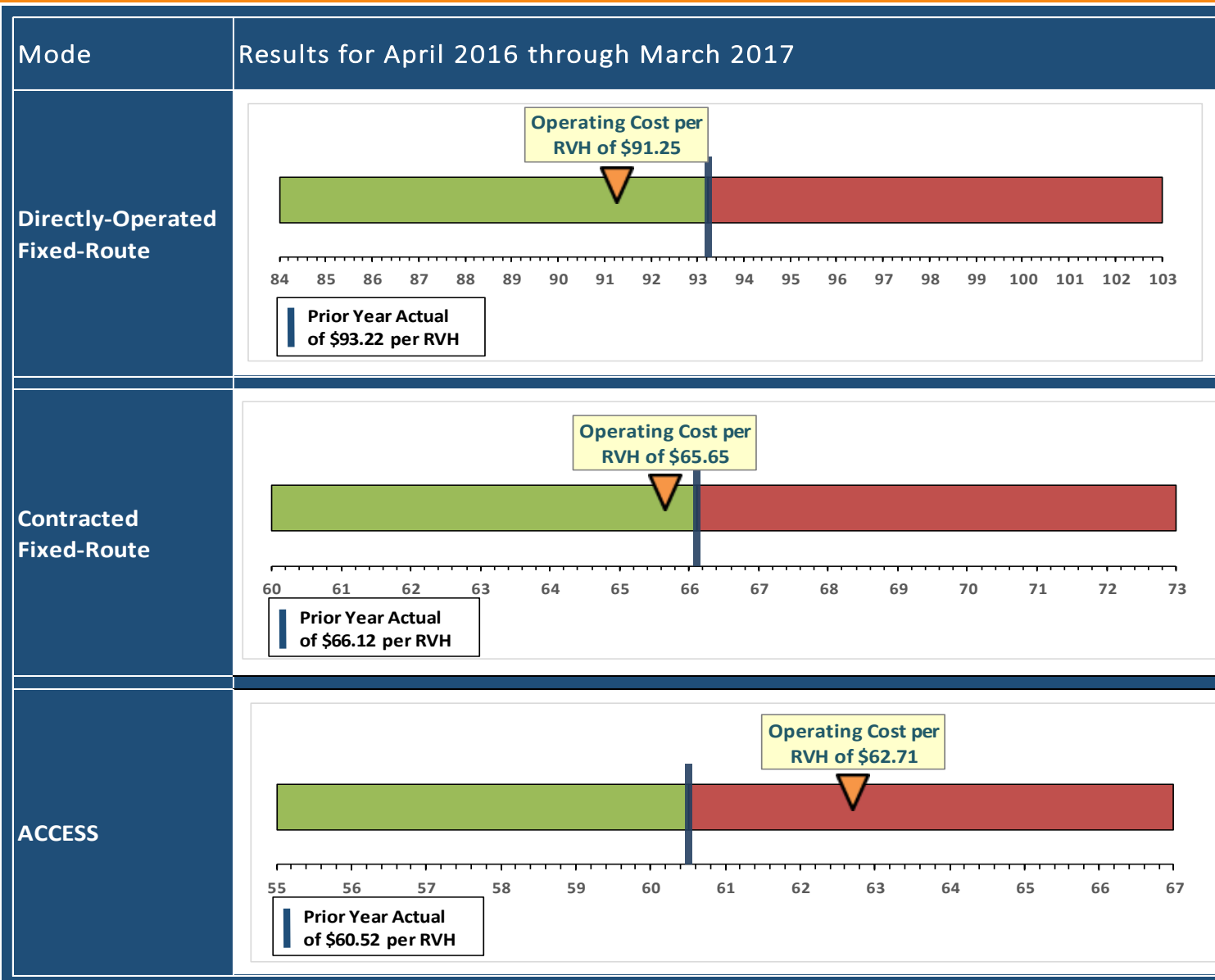


Note:

- 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

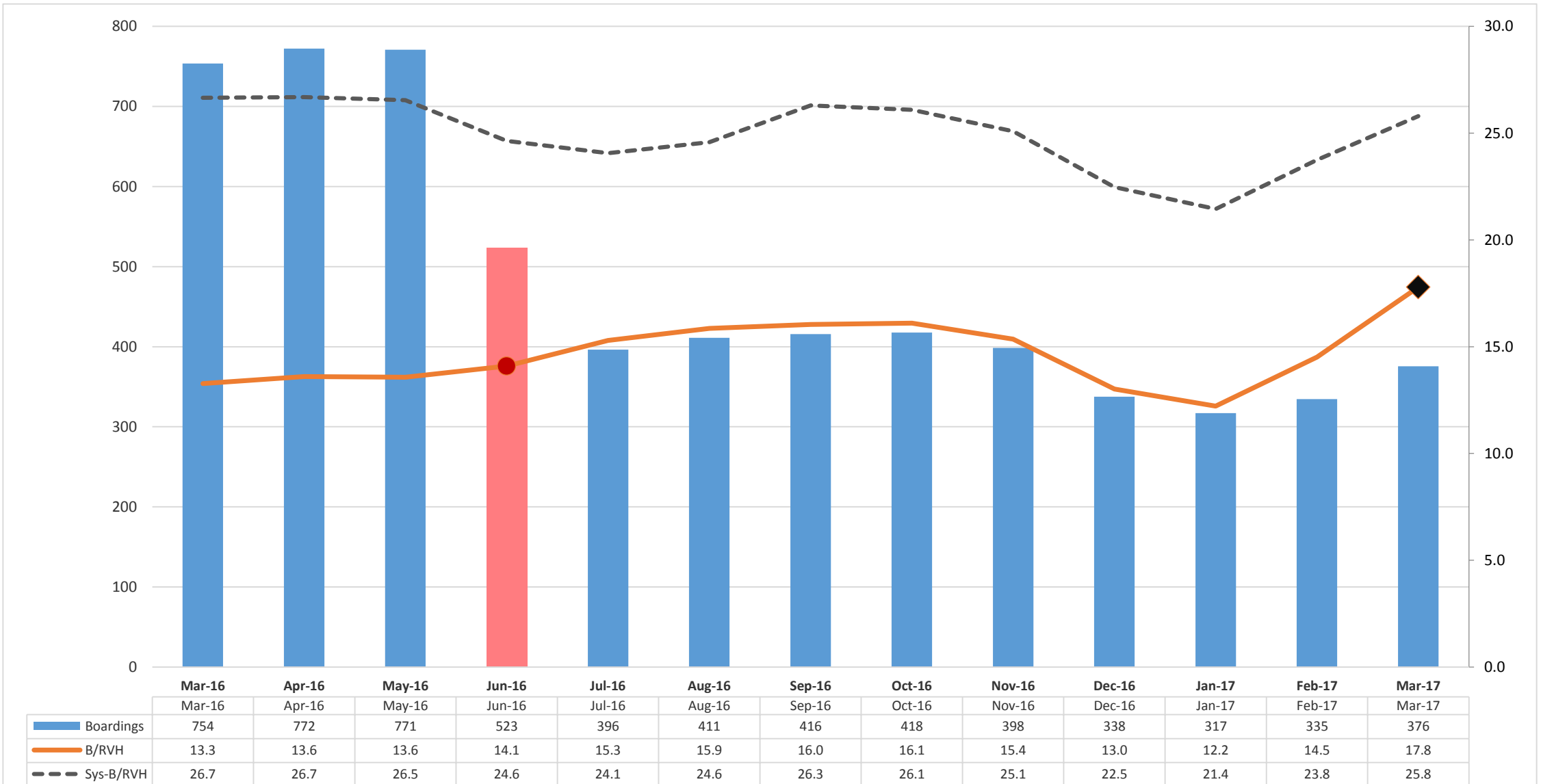
- NTD FRR was two percent under the standard
- TDA FRR exceeded the standard by six percent

Cost per RVH

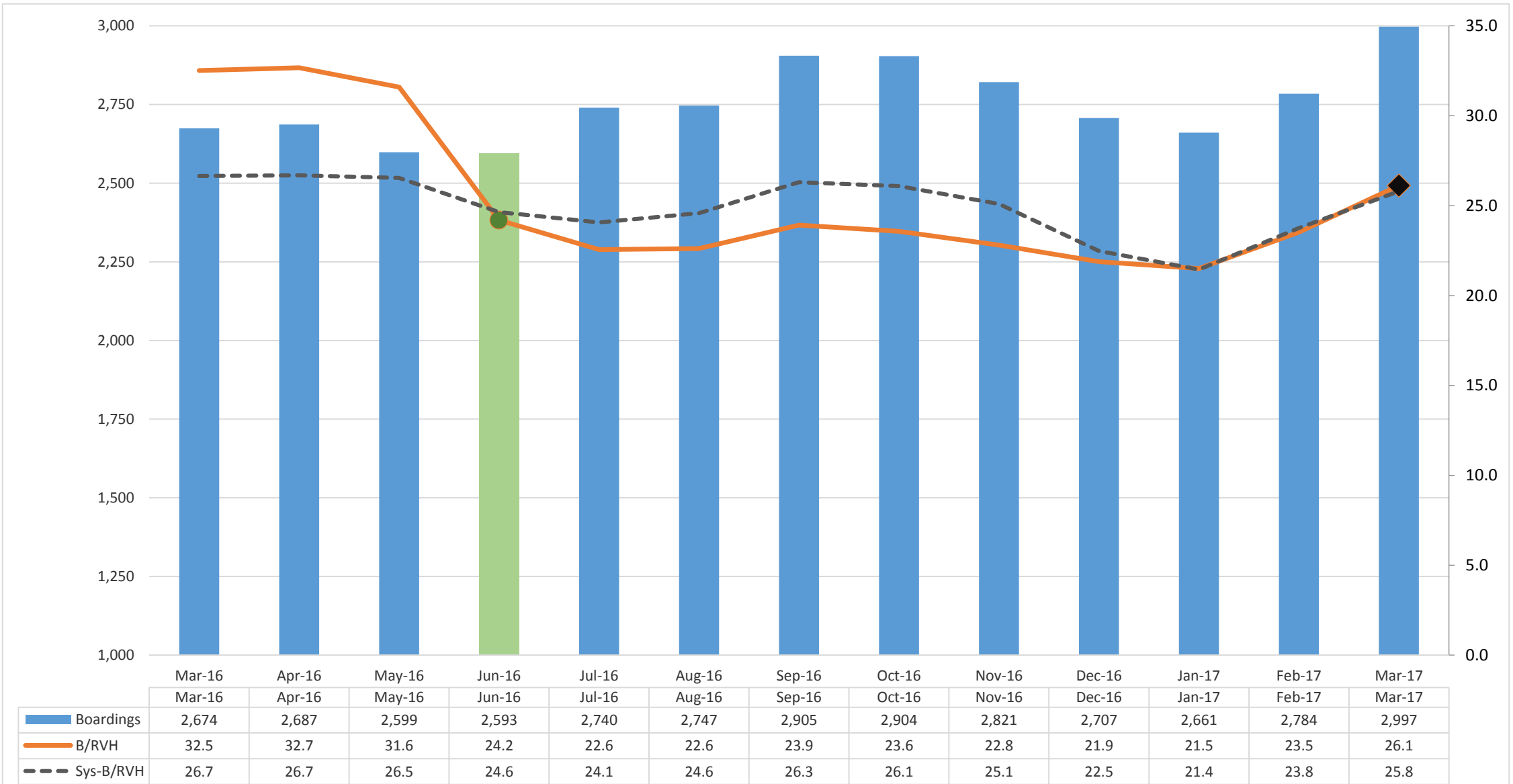


- DOFR and CFR services operated at a lower cost than the prior year actual target
- ACCESS operating cost has a 3.6 percent increase from the prior year actual

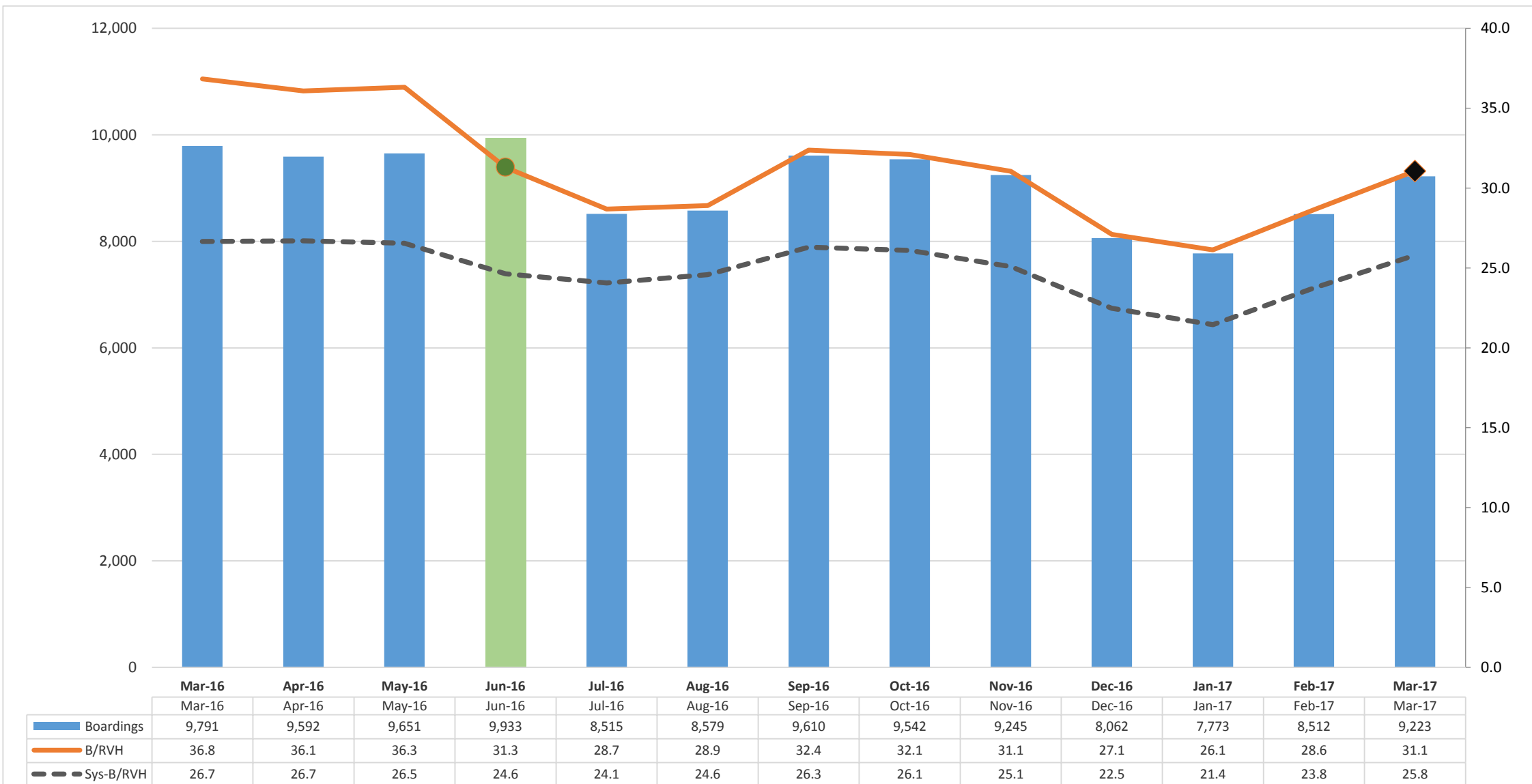
Route 76-Huntington Beach – Newport Beach



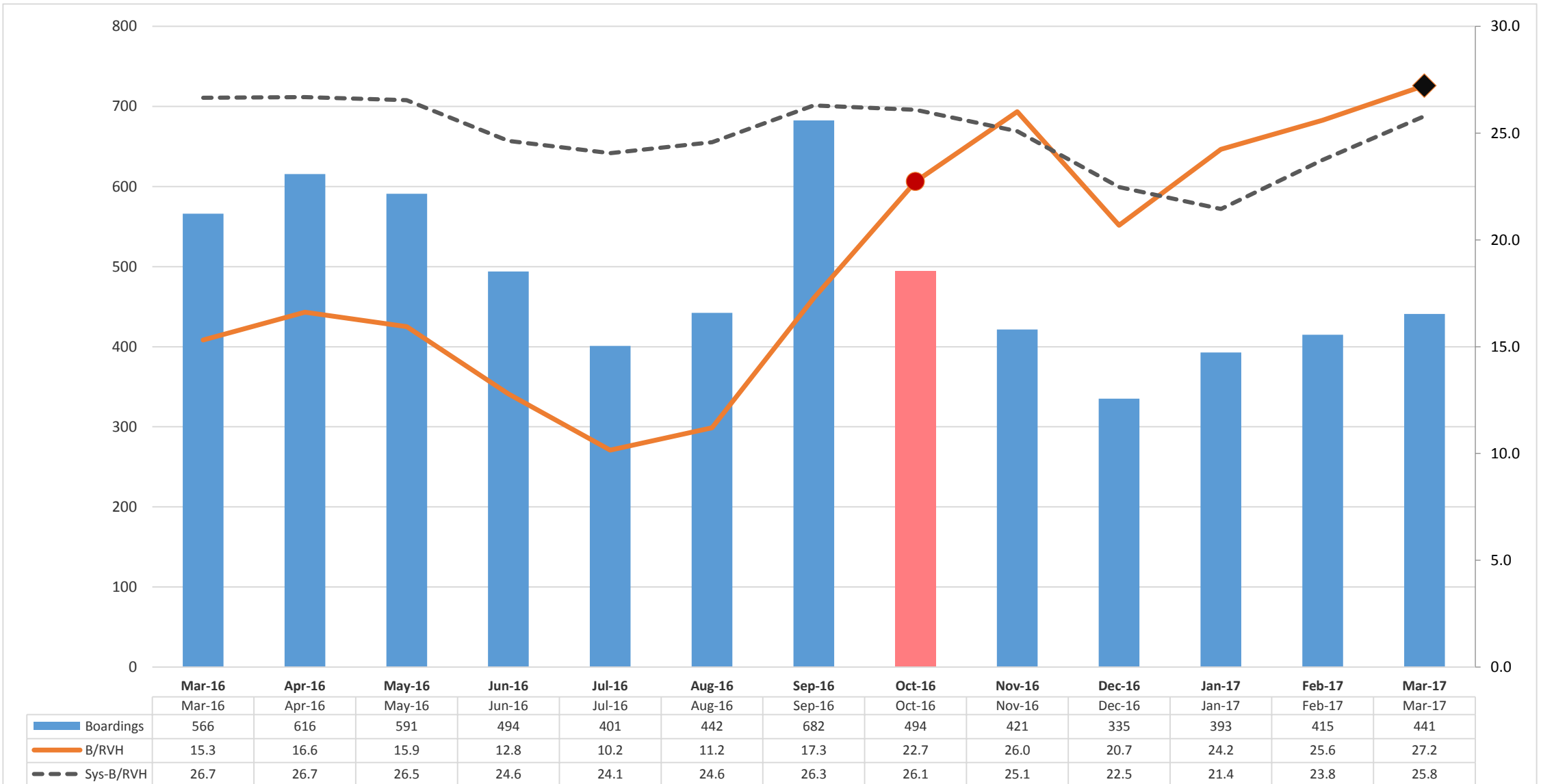
Route 35-Fullerton – Huntington Beach



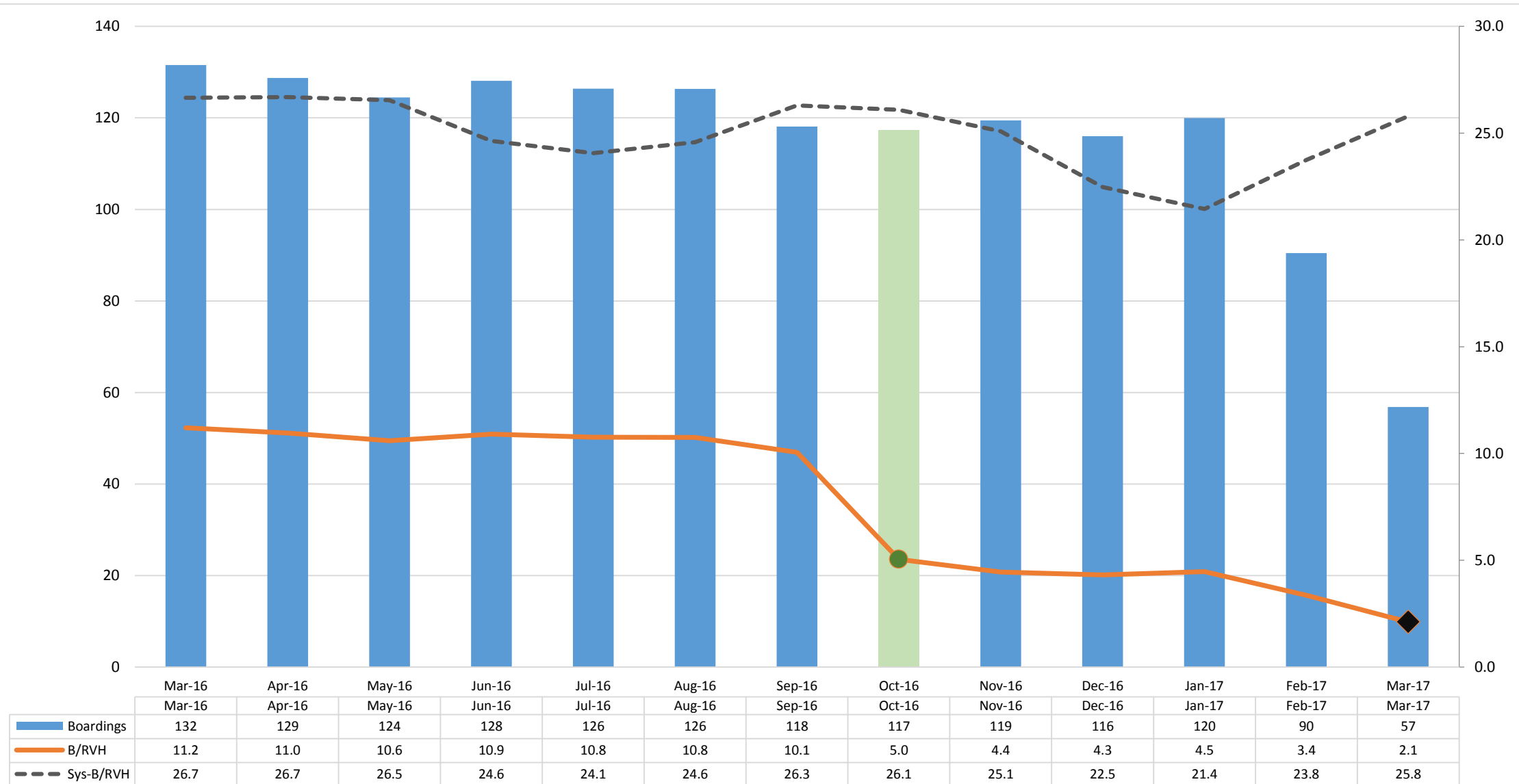
Route 60 and Route 560 Bravo!



Route 82-Mission Viejo – Rancho Santa Margarita



Route 211-Irvine – Seal Beach



OC Bus 360° Plan: Performance To Date

Route Type	Ridership				Productivity			
	Mar-16	Mar-17	Δ (#)	Δ (%)	Mar-16	Mar-17	Δ (#)	Δ (%)
Reduced Service in June	2,481	1,166	(1,315)	-53.0%	13.0	17.8	4.8	37.3%
Improved Service in June	21,979	22,892	913	4.2%	33.3	26.6	(6.7)	-20.2%
Reduced Service in October	10,281	8,009	(2,273)	-22.1%	20.1	25.9	5.9	29.3%
Improved Service in October	10,286	11,360	1,074	10.4%	23.3	18.2	(5.1)	-21.9%
Fare Increase Only	586	431	(155)	-26.4%	8.5	6.2	(2.3)	-27.1%
No Change	91,017	88,795	(2,222)	-2.4%	28.1	27.6	(0.5)	-1.9%
Total	136,630	132,652	(3,978)	-2.9%	26.7	26.0	(0.7)	-2.6%

NOTE:

Ridership: Average Weekday Boardings

Productivity: Boardings per Revenue Vehicle Hour (B/RVH)

Δ: Change

OC Bus 360° Plan: Performance To Date

- Routes with reduced service decreased in average weekday boardings, but experienced improved productivity
- Routes with improved service increased in average weekday boardings, but experienced lower productivity – although trending positively with respect to the system average
- Unchanged routes had a slight reduction in average weekday boardings and route productivity
- Will continue to monitor performance and pursue other strategies to improve overall system performance

Next Steps

- Continue to work with CFR operator to improve performance in reliability
- Continue to deploy new vehicles and retire aging fleet
- Campaign now underway to replace engines in 98 2008 CNG New Flyer buses
- Continue to monitor performance in the fourth quarter, including the impact of the OC Bus 360° Plan
- Continue to pursue other strategies to improve overall system performance