

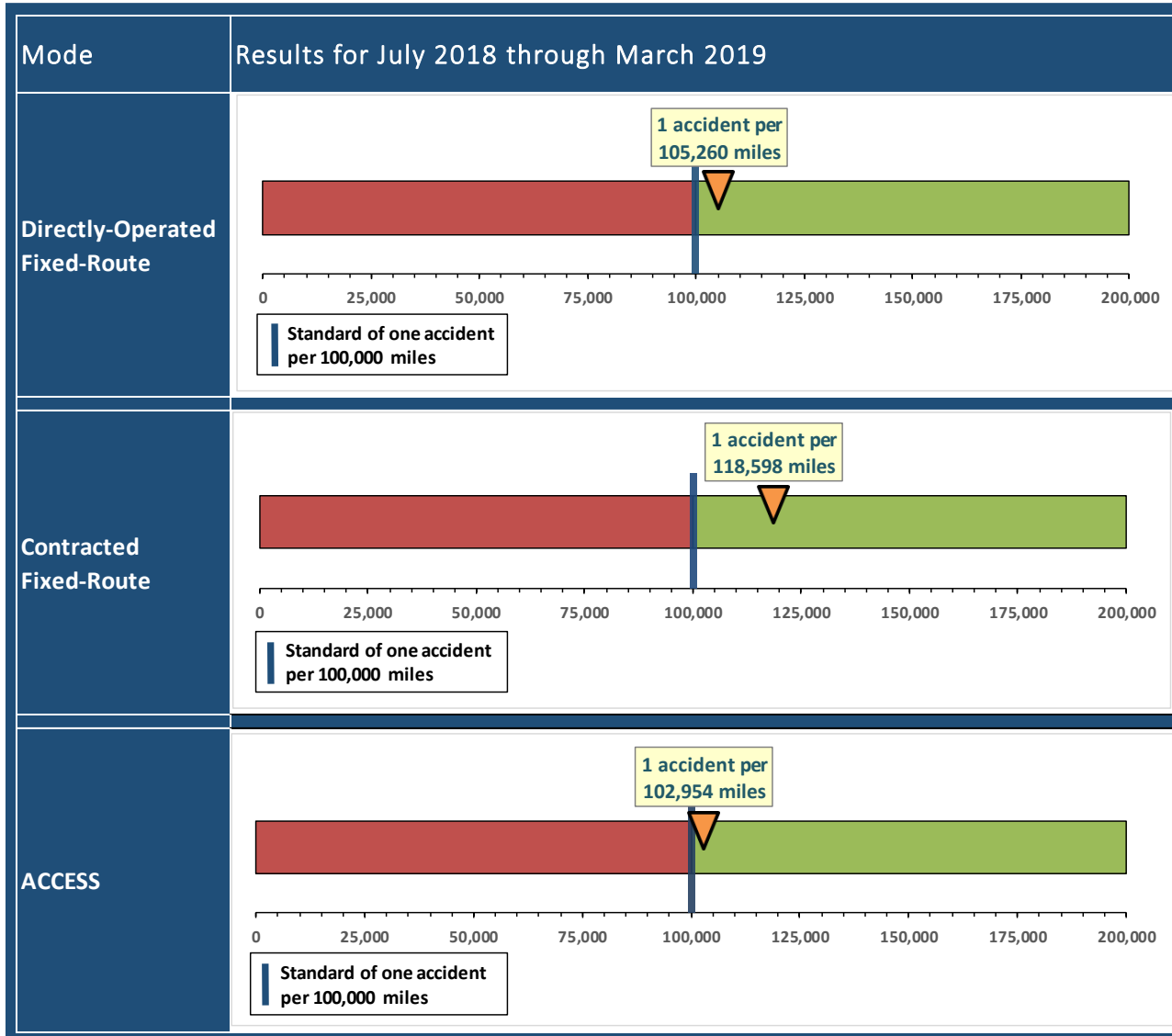
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**For the Third Quarter of
Fiscal Year 2018-19**

Performance Measurements

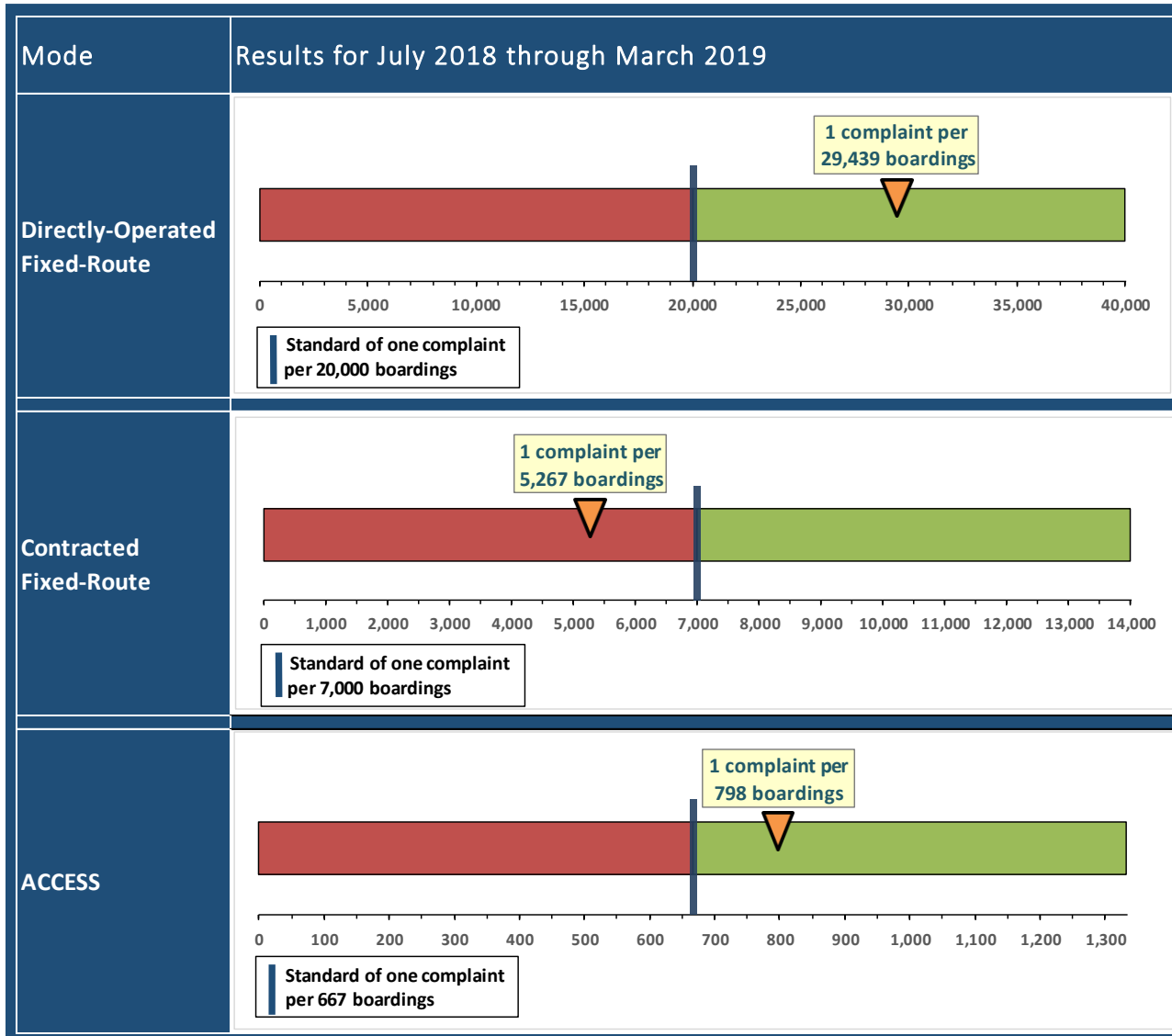
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



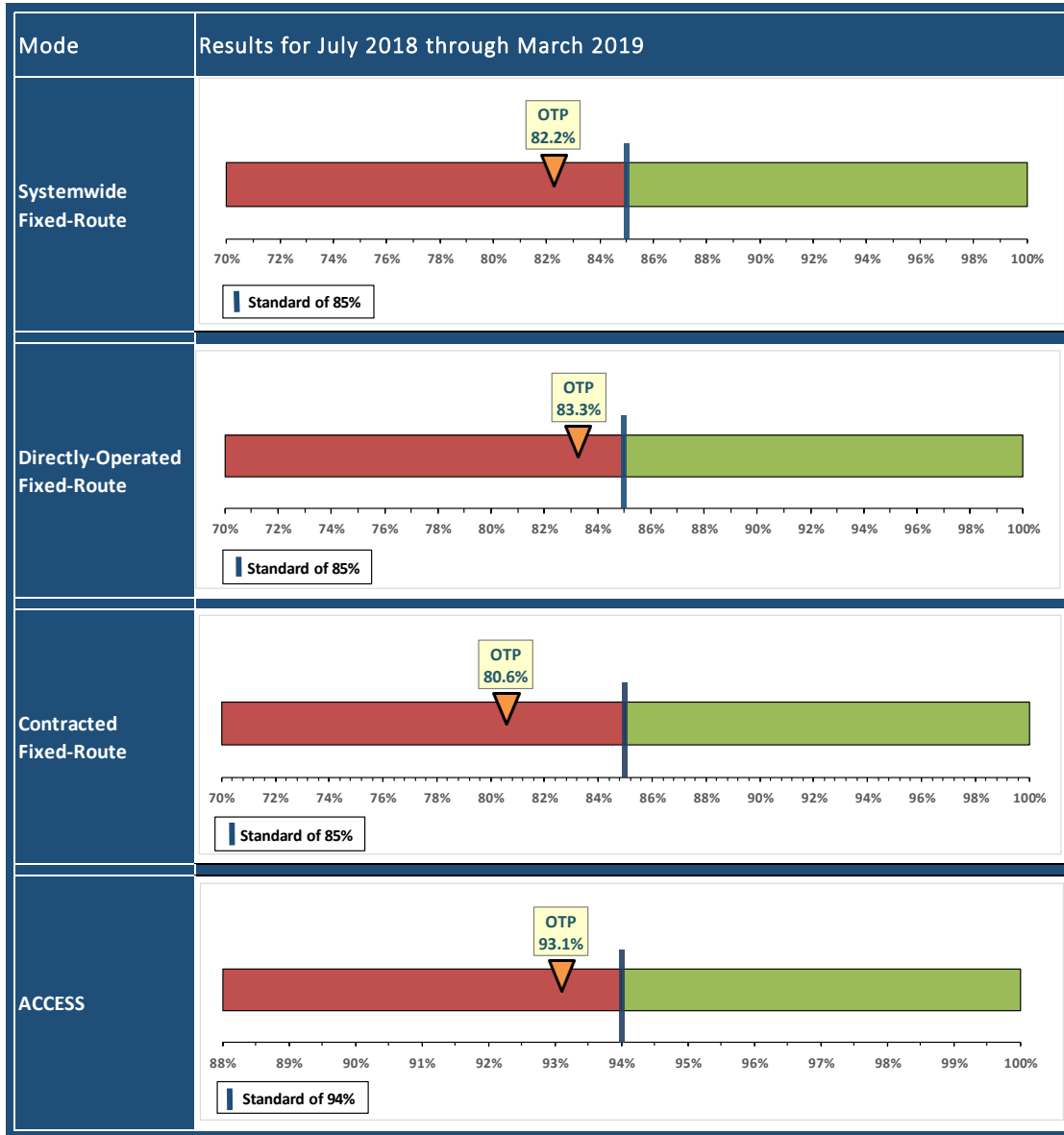
- All three modes of service exceeded the safety standard

Courtesy



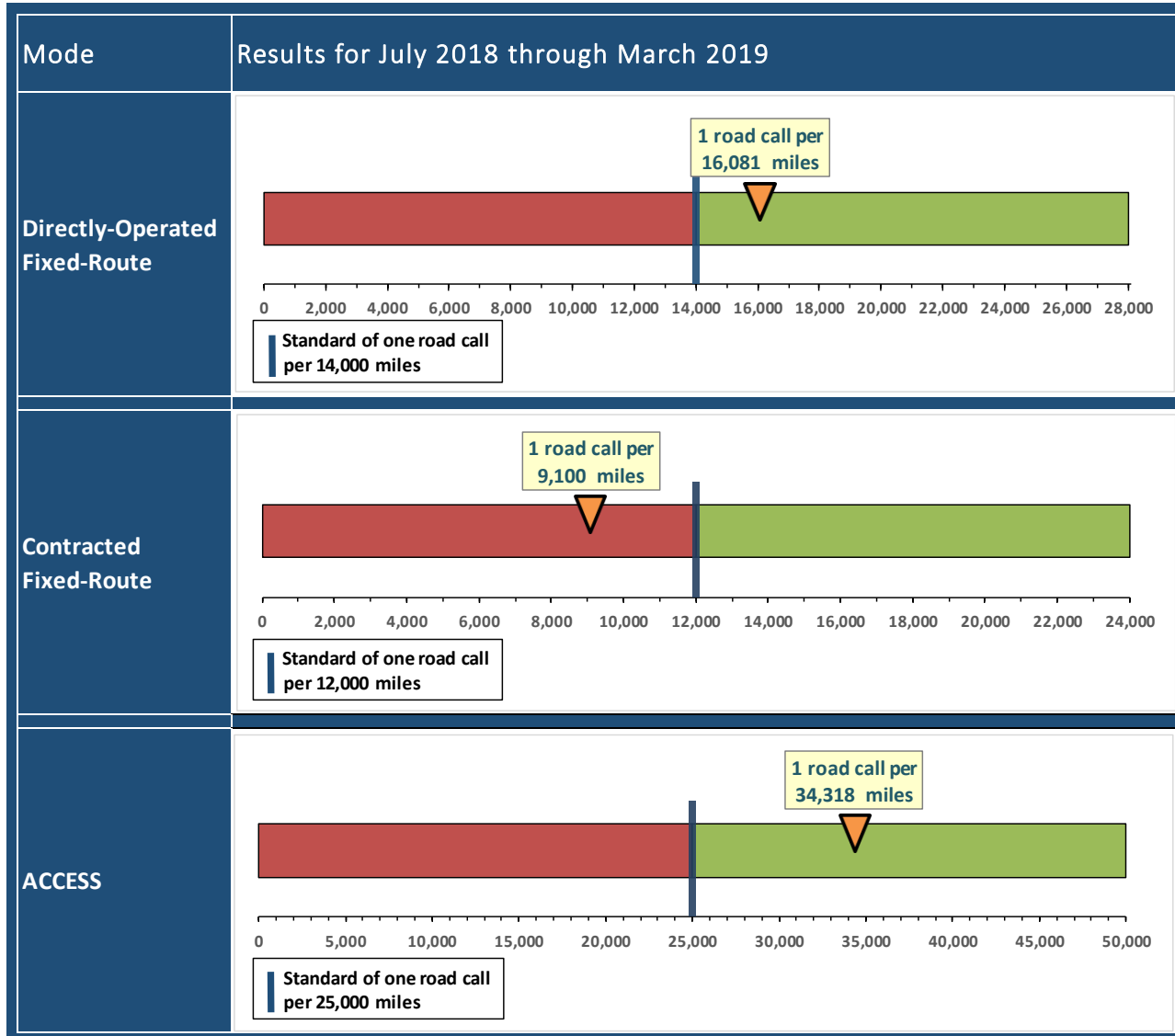
- Directly-operated fixed-route (DOFR) and OC ACCESS exceeded the courtesy standard
- Contracted fixed-route (CFR) was 2.5 percent below the standard.

Reliability-OTP



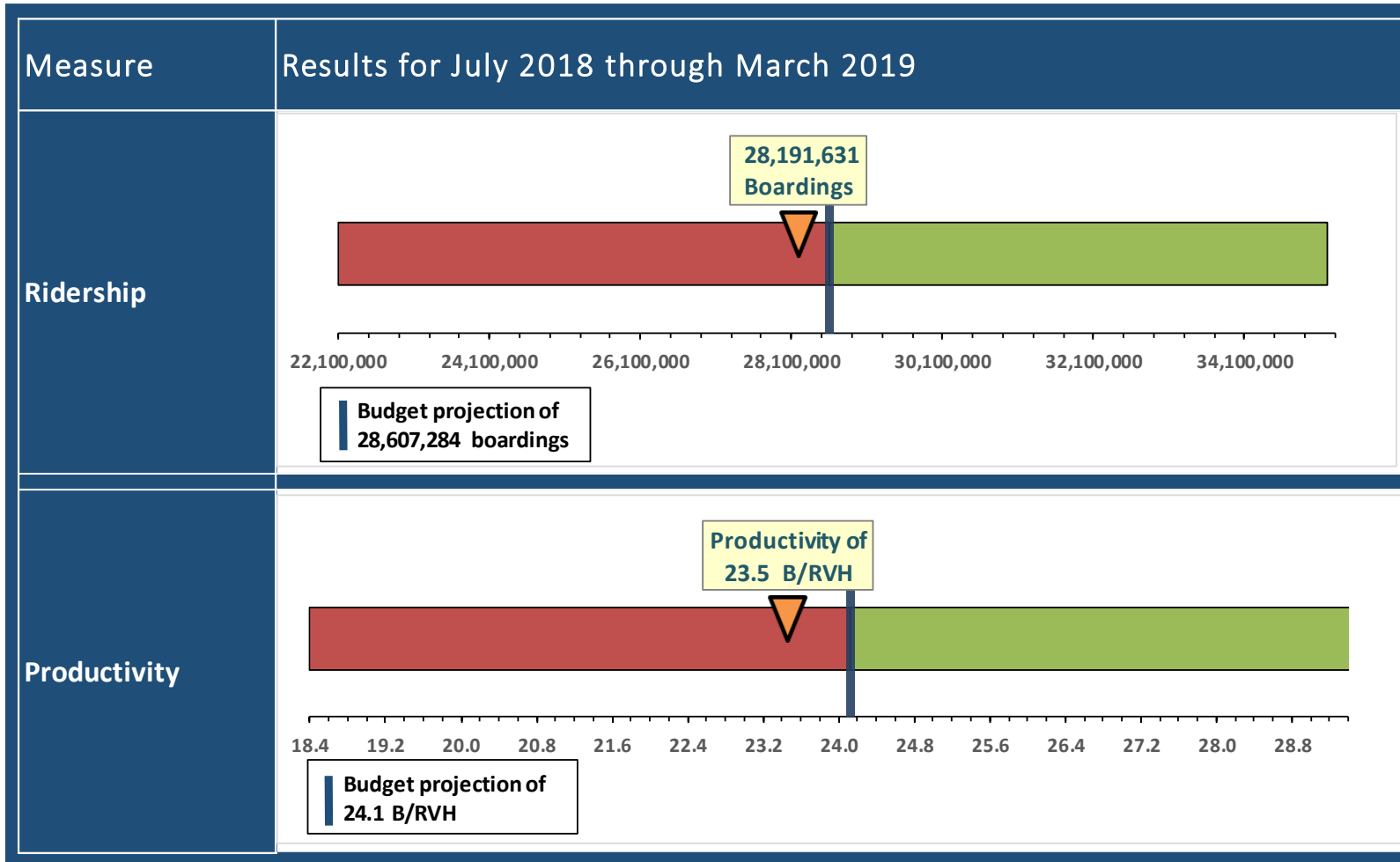
- Systemwide fixed-route service was 2.8 percent below the standard
- DOFR service was 1.7 percent below the standard
- CFR service was within 4.4 percent below the standard
- OC ACCESS service was 0.9 percent below the standard

Reliability-MBRC



- DOFR and OC ACCESS services exceeded the MBRC standard
- CFR did not meet the standard
- Continued to focus on vehicle reliability:
 - Provided additional maintenance training
 - Implemented more rigorous quality control processes to improve vehicle repair procedures
 - Maintained corporate support and presence in maintenance shop

Fixed-Route-Ridership and Productivity



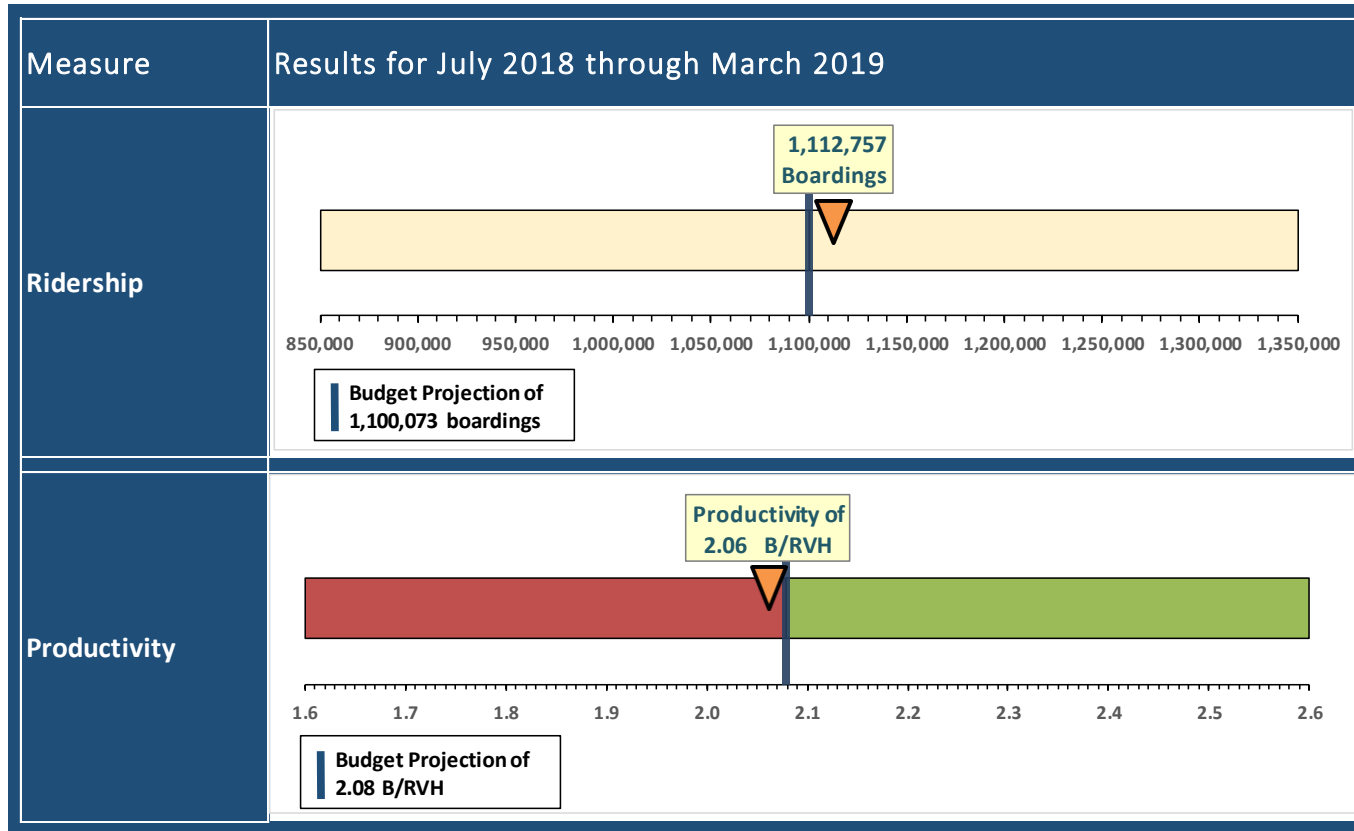
- Fixed-route service was below the budget projection for ridership and productivity

Ridership and Rain

- Daily ridership data and research have shown that rain has a negative impact on ridership
- OCTA counts “rain” days as those days where rainfall exceeds one tenth of an inch
- During the third quarter of FY 2018-19, there were 22 days of rain vs 14 days during the third quarter of last year

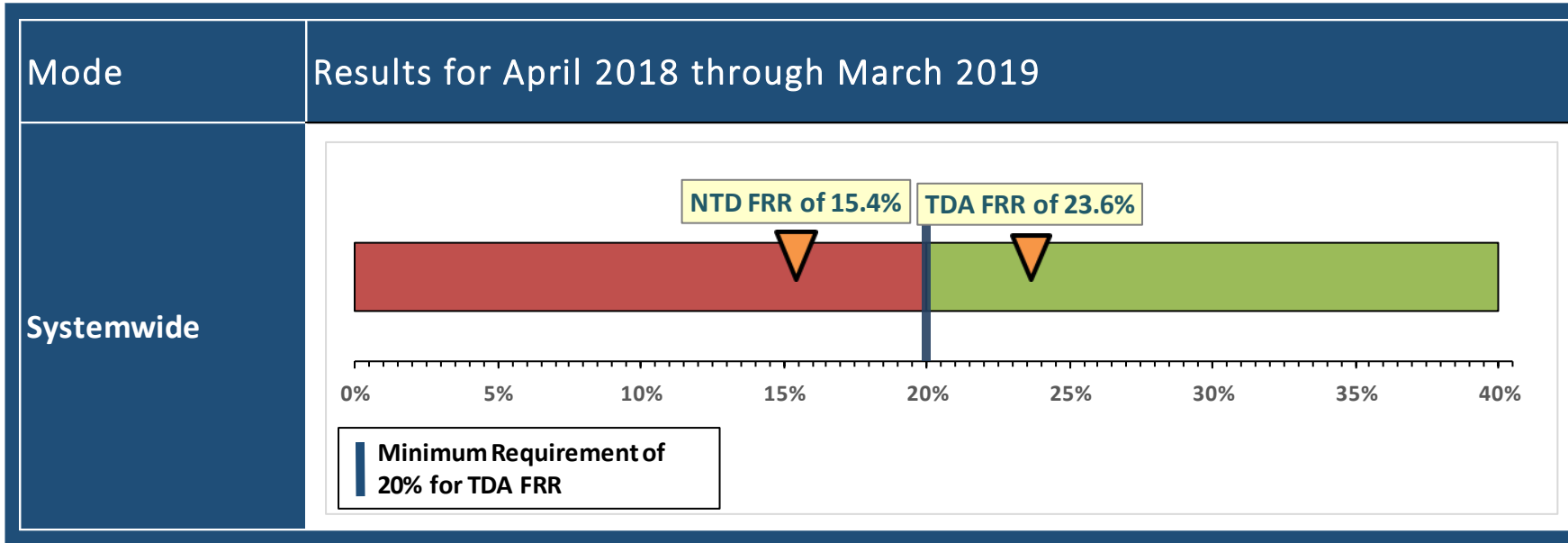
Day of Week	Quarter 3 - FY 2018-19			Quarter 3 - FY 2017-18		
	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)
Weekday	100,587	119,127	-15.6%	117,366	123,648	-5.1%
Saturday	50,666	69,009	-26.6%	62,874	69,432	-9.4%
Sunday	45,910	53,239	-13.8%	46,746	55,707	-16.1%

OC ACCESS-Ridership and Productivity



- OC ACCESS service exceeded budget projection for ridership.
- Productivity is one percent below the budgeted projections.

Farebox Recovery Ratio

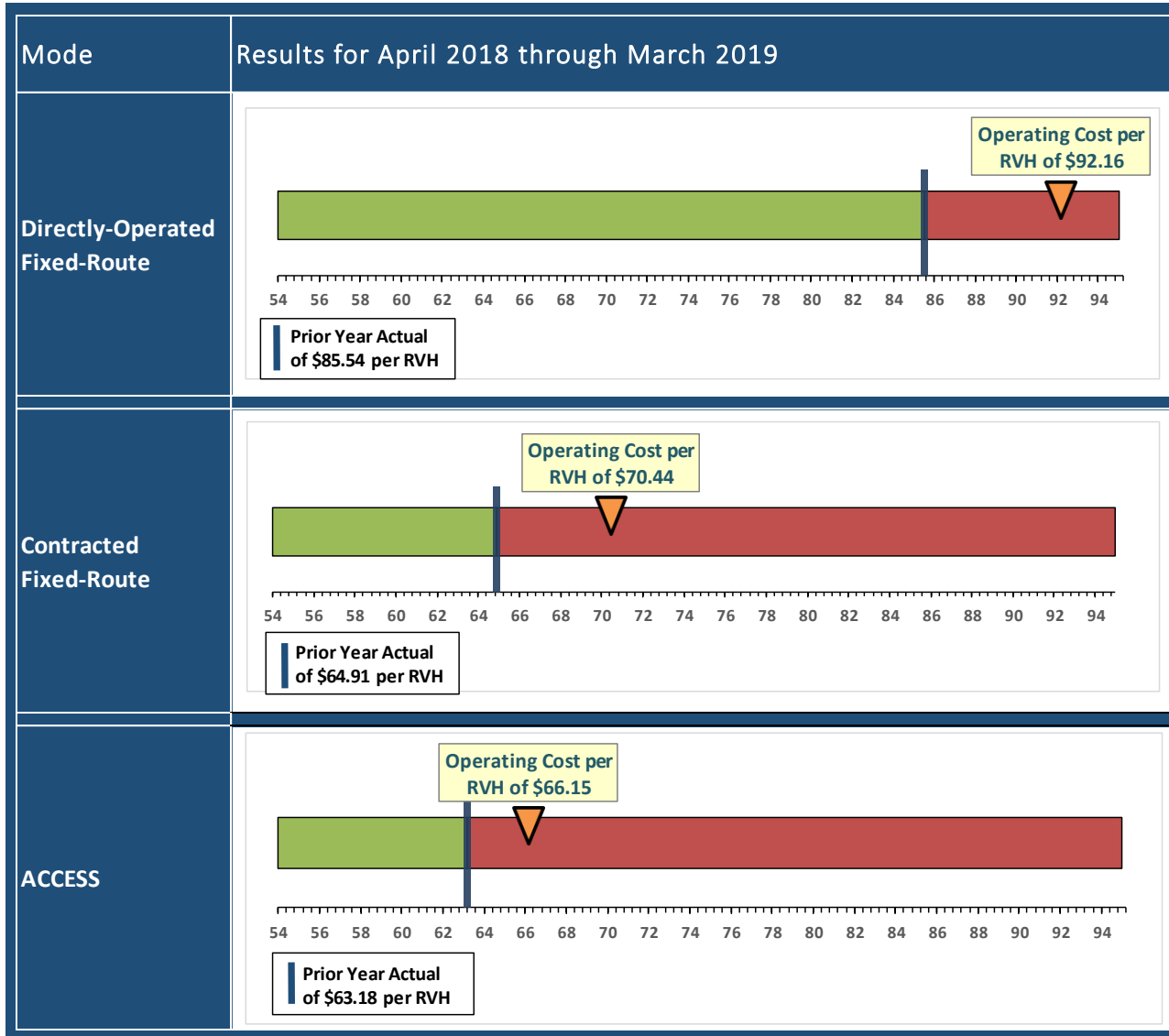


Note:

- 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 4.6 percent under the standard, and
- TDA FRR exceeded the standard by 3.6 percent

Cost per RVH



- DOFR operating cost increased 7.7 percent from the prior year actuals
- CFR operating cost increased 8.5 percent from the prior year actuals
- OC ACCESS operating cost increased 4.7 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	7.8%	\$ 13.32	48,001	8.65	5,550	1	2	-
529	8.1%	12.66	41,123	11.89	3,457	6	4	-
085	8.9%	12.30	51,800	8.53	6,075	2	-	-
087	8.6%	11.49	49,529	9.63	5,146	-	2	-
001	7.8%	11.35	416,854	12.84	32,469	6	-	-
076	9.7%	10.21	64,766	13.18	4,915	2	-	-
083	11.8%	7.67	465,932	18.10	25,747	10	-	-
086	13.2%	7.66	107,298	13.17	8,148	3	-	-
091	14.5%	7.38	294,325	13.53	21,755	8	-	-
024	15.8%	6.83	95,541	14.66	6,517	3	-	-
090	15.9%	6.75	245,944	15.38	15,991	6	-	-
050	12.9%	6.30	911,318	22.65	40,227	11	-	-
056	13.2%	6.25	311,420	20.63	15,093	4	-	-
079	15.5%	6.22	329,207	15.43	21,331	6	-	-
089	15.7%	6.06	260,285	16.02	16,245	5	-	-
082	19.7%	6.05	62,063	19.76	3,141	3	-	-
059	16.2%	6.03	412,988	16.89	24,449	11	-	-
560	15.0%	5.99	581,906	23.04	25,257	6	7	-
055	16.6%	5.84	960,332	22.16	43,344	18	-	-
054	15.6%	5.69	896,235	23.19	38,655	17	-	-
072	15.9%	5.67	373,686	22.11	16,899	6	-	-
025	17.0%	5.63	277,116	17.25	16,065	5	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
071	16.8%	\$ 5.47	516,277	17.32	29,802	8	-	-
037	15.9%	\$ 5.41	812,982	24.22	33,563	14	-	-
026	17.1%	\$ 5.21	332,272	18.15	18,303	4	-	-
029	16.8%	\$ 4.96	1,419,505	25.57	55,511	5	-	7
030	17.9%	\$ 4.62	486,112	20.19	24,078	6	-	-
047	19.7%	\$ 4.59	1,561,032	26.83	58,175	20	-	-
035	18.6%	\$ 4.51	600,386	22.08	27,195	12	-	-
543	19.1%	\$ 4.39	717,851	28.93	24,811	6	4	-
070	20.5%	\$ 4.37	693,580	22.35	31,039	12	-	-
033	18.4%	\$ 4.34	282,492	21.47	13,160	4	-	-
057	20.2%	\$ 4.23	1,475,067	30.58	48,236	8	-	4
060	19.5%	\$ 4.06	1,423,189	30.19	47,147	16	-	-
046	22.1%	\$ 3.93	477,819	23.23	20,567	7	-	-
053X	21.4%	\$ 3.92	489,585	28.19	17,369	6	-	-
038	21.1%	\$ 3.83	806,877	24.90	32,404	14	-	-
053	21.0%	\$ 3.81	1,055,662	32.59	32,390	10	-	-
043	22.0%	\$ 3.77	1,569,211	30.98	50,658	13	-	-
057X	25.0%	\$ 3.43	834,269	31.37	26,595	5	-	2
066	24.4%	\$ 3.31	1,514,939	34.41	44,030	12	-	-
042	23.0%	\$ 3.28	1,142,729	27.49	41,575	13	-	-
064	24.5%	\$ 2.97	1,151,068	38.48	29,913	7	-	-
064X	26.6%	\$ 2.72	462,038	37.70	12,255	3	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.3%	\$ 10.15	86,493	9.82	8,805	2	-	-
178	11.1%	9.53	67,662	10.66	6,346	2	-	-
177	13.1%	8.45	63,533	11.75	5,408	-	2	-
167	14.2%	7.21	151,385	13.78	10,983	4	-	-
129	15.6%	6.51	144,579	15.04	9,613	2	-	-
143	15.3%	6.28	137,869	15.01	9,183	2	-	-
150	18.6%	5.68	132,991	17.94	7,413	4	-	-

Performance: Express/Stationlink Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	1.9%	\$ 64.30	10,657	2.51	4,250	-	4	-
213	2.5%	47.23	10,737	4.06	2,644	-	4	-
721	4.7%	42.08	16,376	5.75	2,850	3	-	-
701	7.6%	30.60	17,338	9.14	1,897	3	-	-
206	4.3%	29.44	9,590	7.37	1,302	-	3	-
794	21.6%	25.92	23,719	7.94	2,986	4	-	-

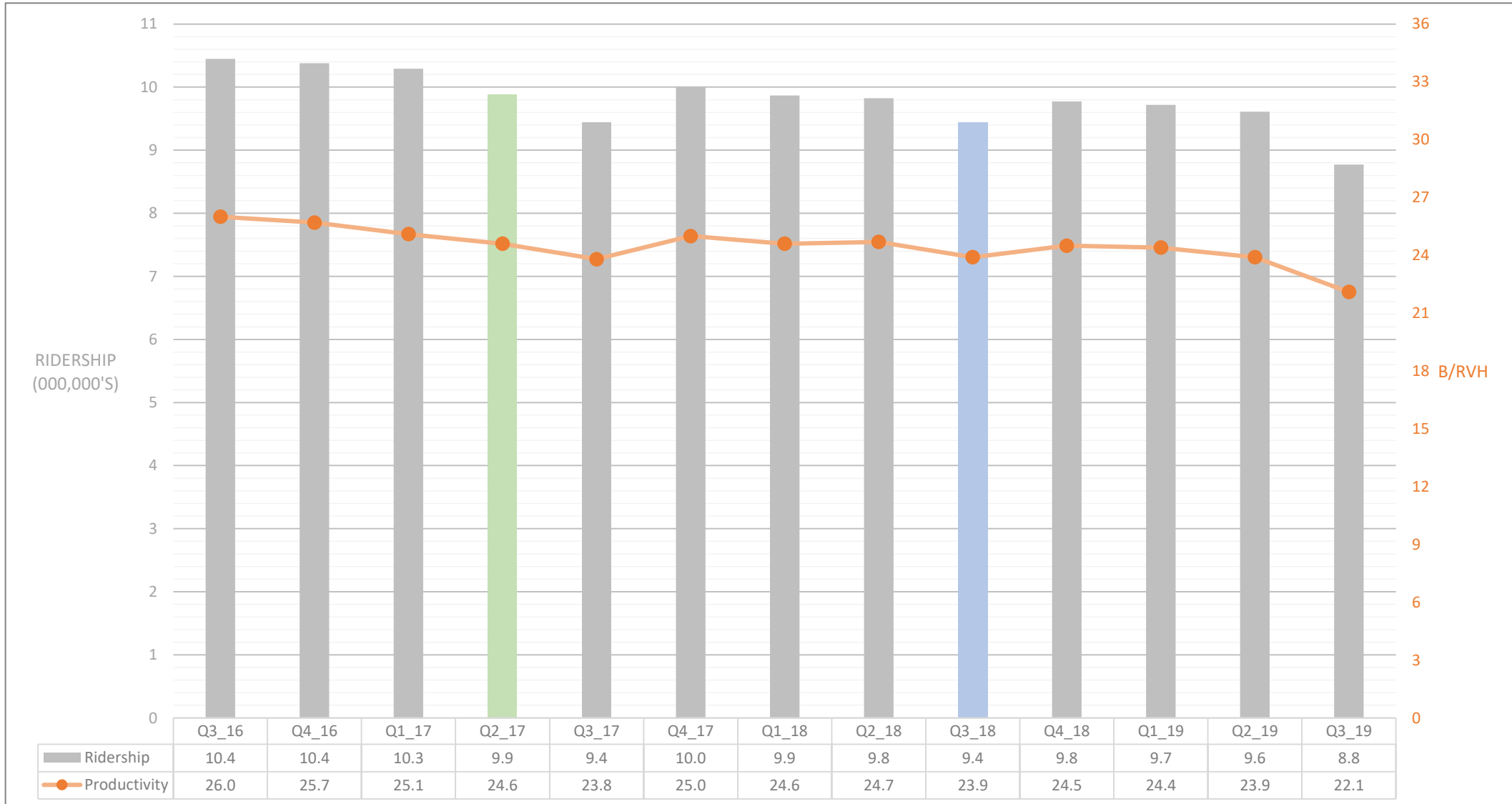
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	4.0%	\$ 28.56	16,640	7.30	2,280	4	-	-
480	8.6%	12.34	20,316	15.94	1,275	2	-	-
472	10.3%	11.17	26,609	18.30	1,454	3	-	-
453	8.6%	11.13	22,370	18.15	1,233	2	-	-
473	13.4%	8.35	33,641	23.30	1,444	2	-	-
462	12.8%	7.61	27,927	20.76	1,346	1	-	-



**BUS OPERATIONS
PERFORMANCE AND
OC BUS 360°**

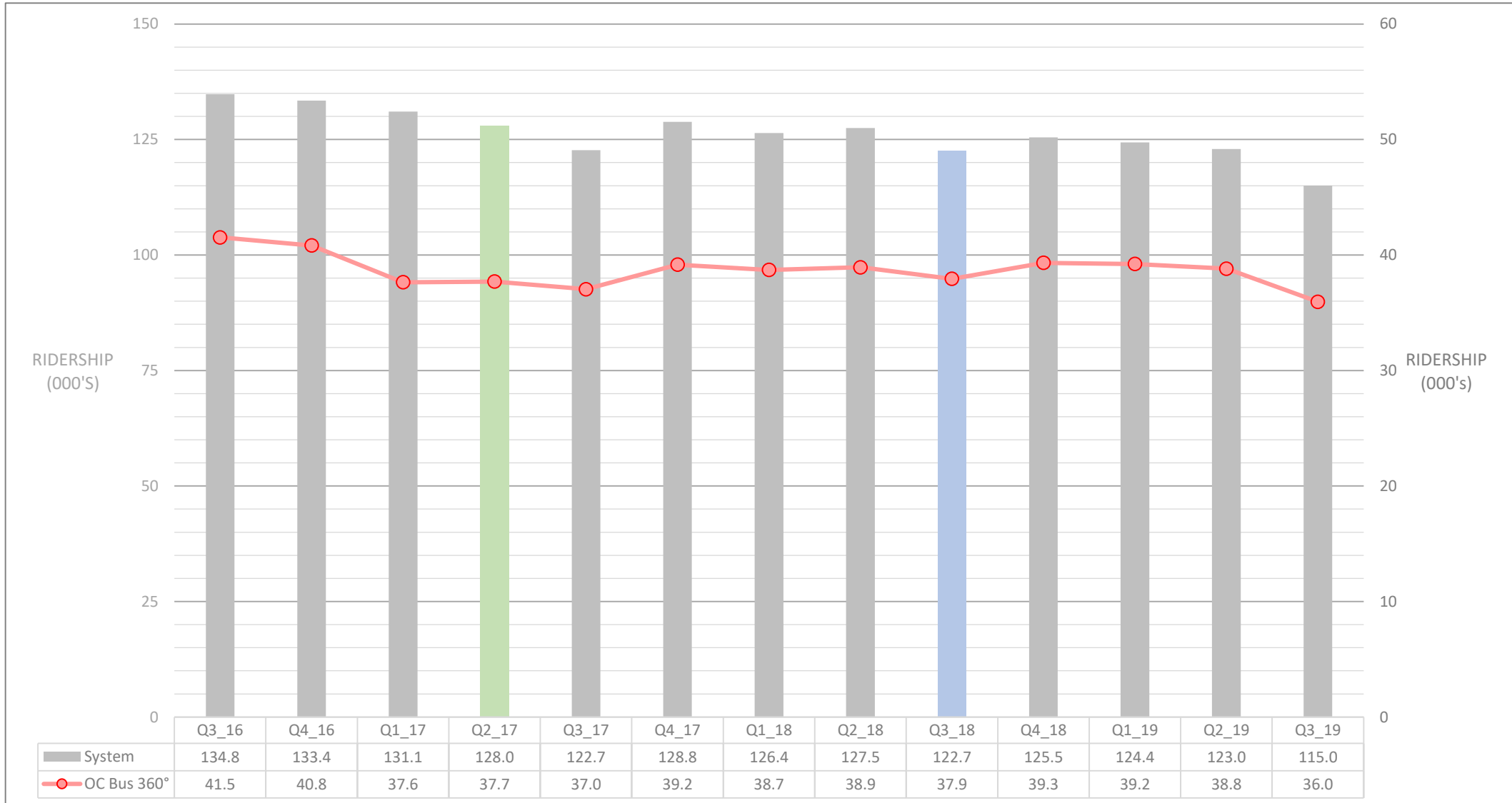
Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



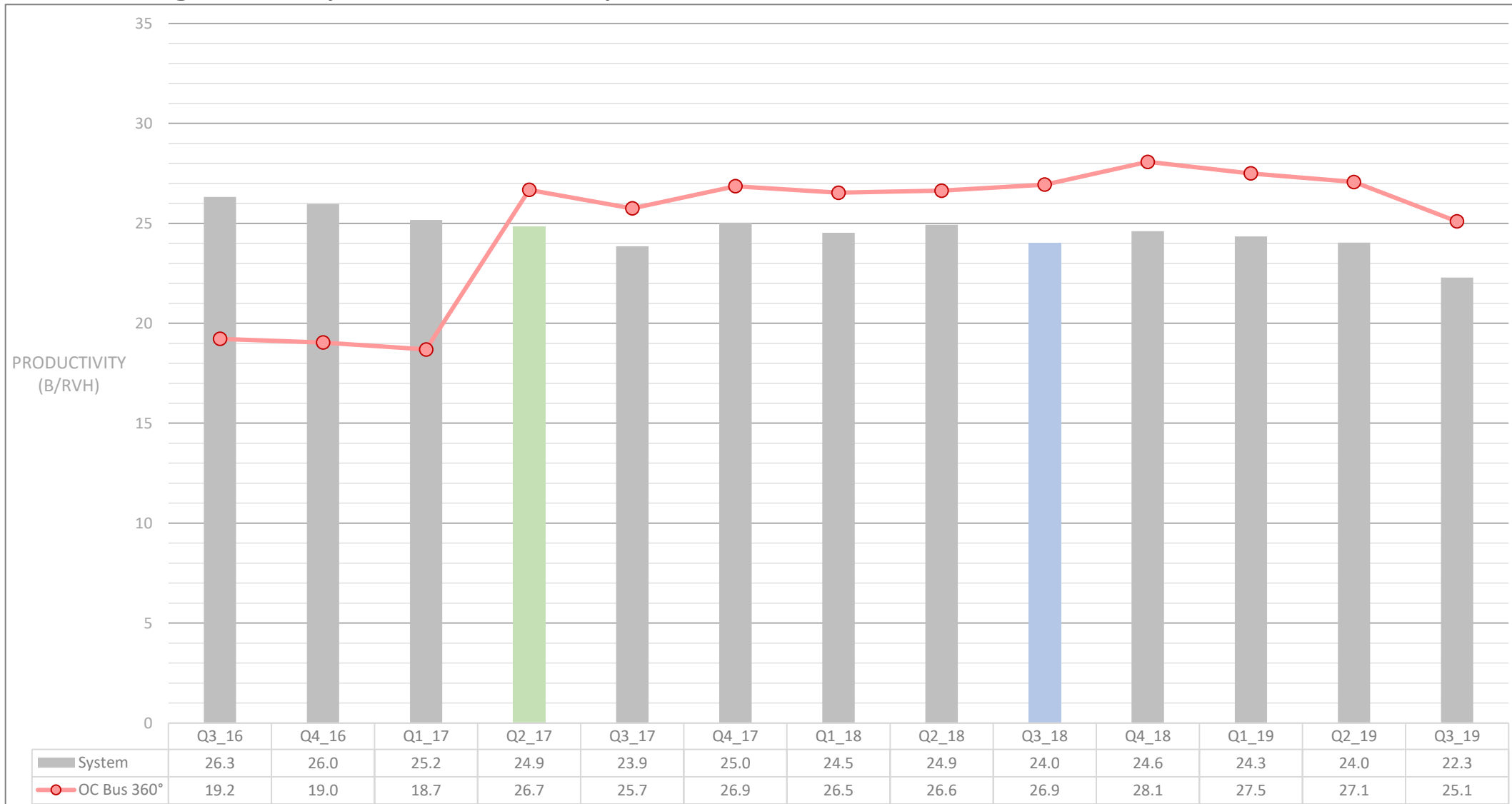
Performance: OC Bus 360° Improvements

Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date



Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. OC Bus 360° Route Reductions/Eliminations To Date



Future Reports

October 10, 2019, Transit Committee

Fourth Quarter Bus Operations Performance Measurements Report