

Bus Operations  
Performance  
Measurements  
Report



First Quarter  
Fiscal Year 2019-20

# About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 60 routes, including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly-operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR). The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents; courtesy, as measured by customer complaints; and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for OC Bus service, DOFR and CFR, and OC ACCESS service.

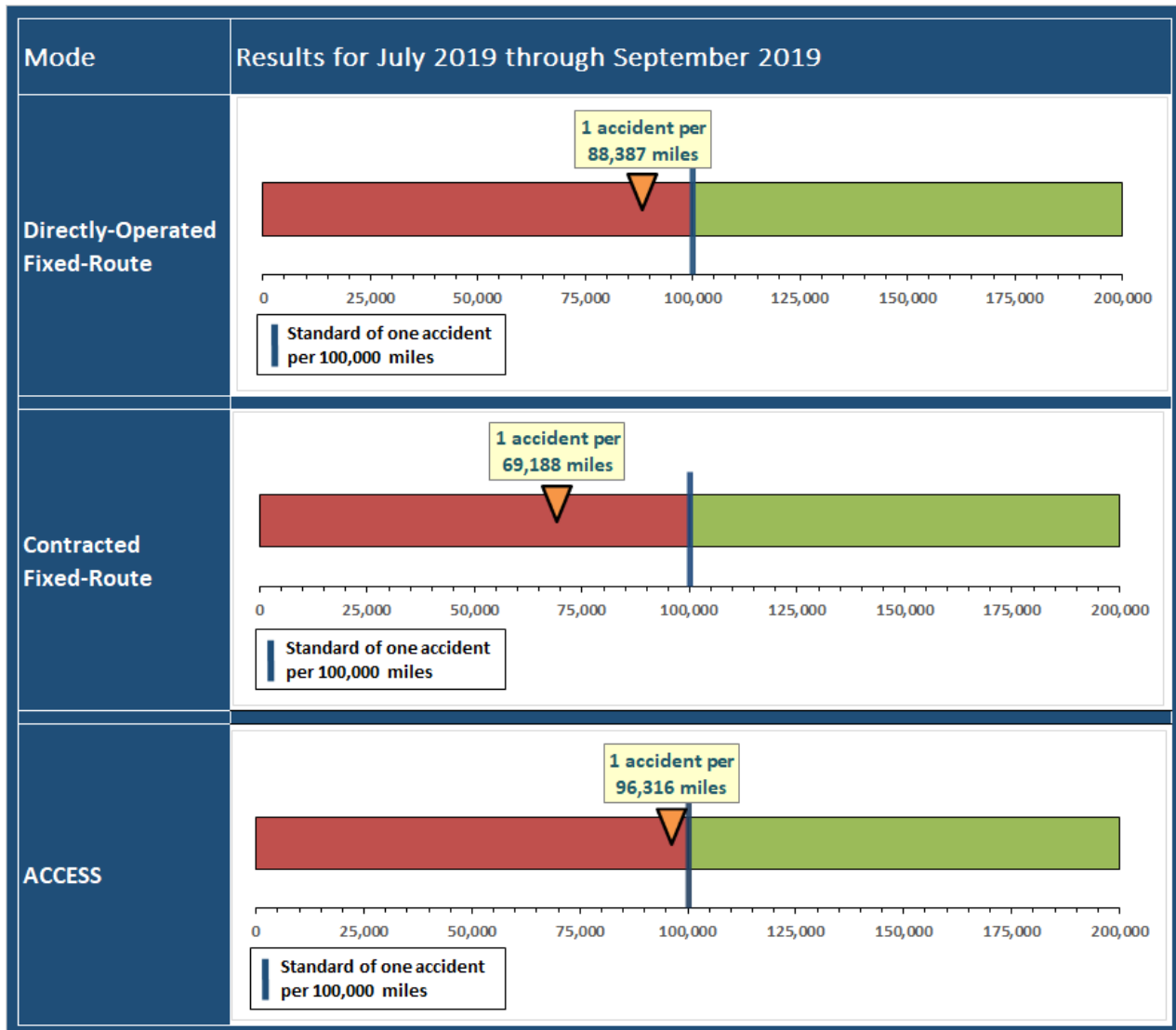
## **Safety: Preventable Vehicle Accidents**

OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident.

Through the first quarter of fiscal year (FY) 2019-20, all modes of service were below the safety standard with more than one accident per 100,000 miles.

DOFR and CFR OC Bus service experienced an increase in preventable accidents, including fixed-object and stationary (parked) vehicle collisions, and passenger falls. To address this trend, OCTA Operations staff conducted safety-related campaigns and focus on safety. This included campaigns in July, August, September and October on tire strikes, safety around schools, wheelchair securement, passenger falls, and fatigue awareness. The Safety Managers for the contract services are emphasizing safety and the accident reporting procedures in their monthly safety meetings.

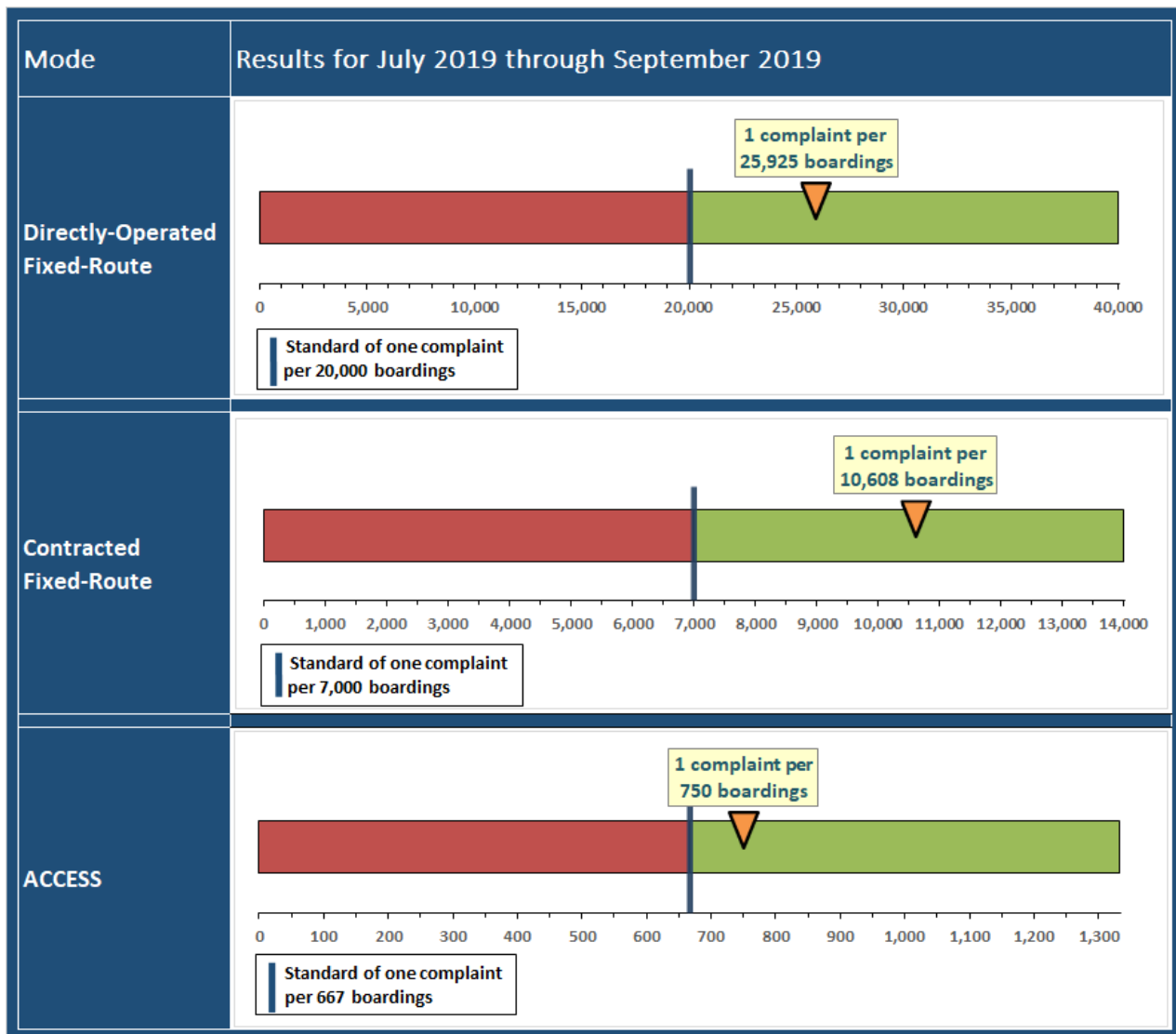
For OC ACCESS, a modest increase in curb strikes, a total of nine in the first quarter, along with the typical collisions with fixed objects (poles) and side mirror strikes resulted in performance just below standard. The contractor identified the need to repaint the mirror station at Irvine Construction Circle and conducted a campaign for drivers to increase awareness and instruction on how to properly adjust their mirrors at the station before leaving the yard. In addition, the Southern California Director of Safety for MV Transportation, Inc. (MV) is in the process of putting together a new safety incentive program to enhance safety awareness and promote safe driving techniques.



## Courtesy: Customer Complaints

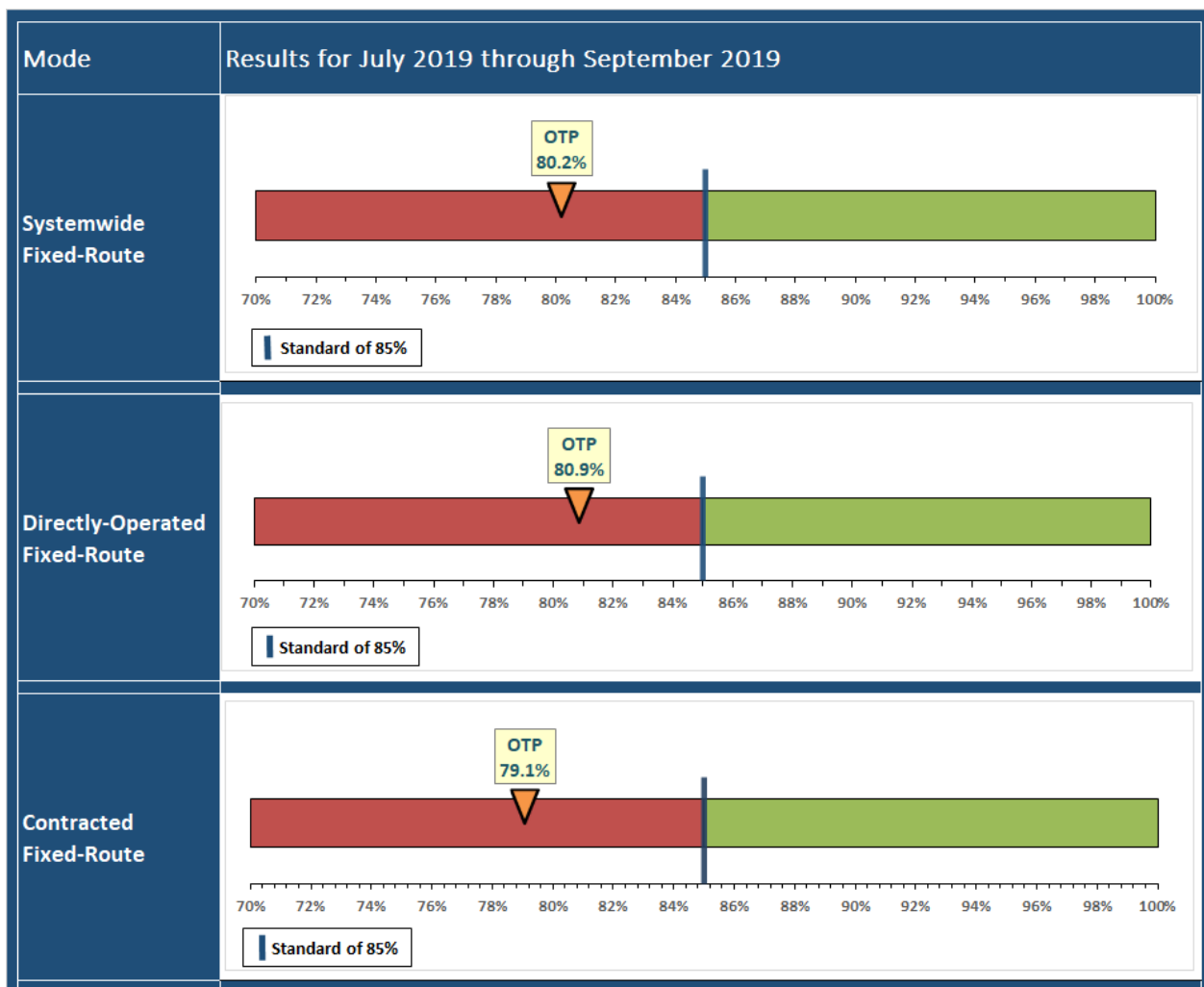
OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings; the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings; and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

Through the first quarter of FY 2019-20, all modes of service exceeded the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively. Notably, courtesy for the CFR OC Bus service in the first quarter experienced significant improvement, with a 30 percent reduction in complaints compared to last quarter.



## Reliability: On-Time Performance

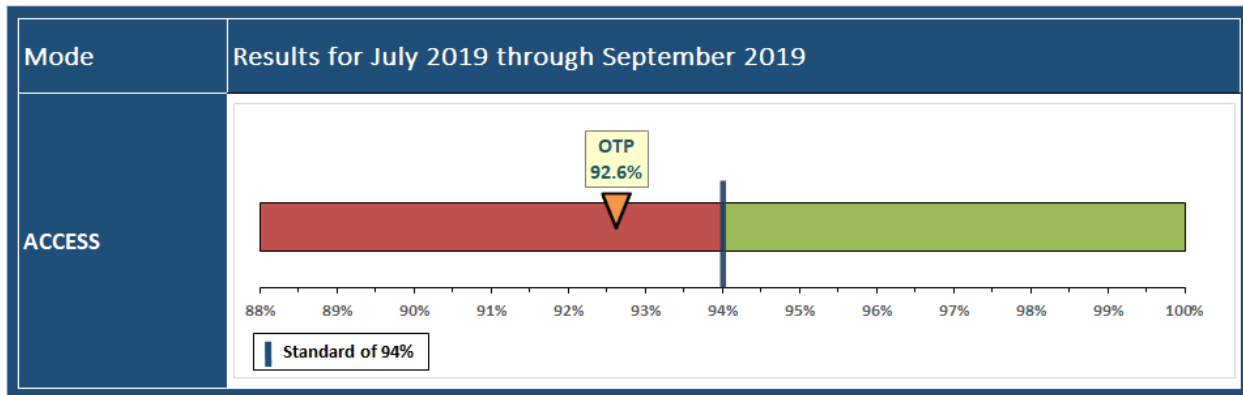
Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the time point anywhere from zero minutes early to no more than five minutes late. OCTA's fixed-route system standard for OTP is 85 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand response trip. A trip is considered on-time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent. Both OC Bus and OC ACCESS failed to meet the standard in the first quarter.



Through the first quarter of FY 2019-20, systemwide fixed-route OTP was 80.2 percent, 4.8 percent below the standard. This marks a 2.1 percent drop from the previous quarter and a 2.0 percent drop from the same quarter last year.

OTP for the DOFR OC Bus service through the first quarter was at 80.9 percent, a 2.5 percent drop from last quarter and 2.0 percent lower than the same time last year. Based on observations and coach operator feedback, contributing factors to the drop in OTP include additional traffic associated with the beginning of the school year and construction projects. Road improvement projects underway throughout the area have resulted in increased service detours, as well as increased local traffic on many of OCTA's service corridors.

The OTP for the CFR OC Bus service through the first quarter was at 79.1 percent, a 1.5 percent drop from last quarter and 2.0 percent lower than the same time last year. In addition to traffic concerns as noted above, the contractor continues to experience manpower shortages. This in turn results in the use of field supervisors to operate vacant assignments rather than focus on service performance. OCTA staff continue to work with the contractor to address service performance in this area.



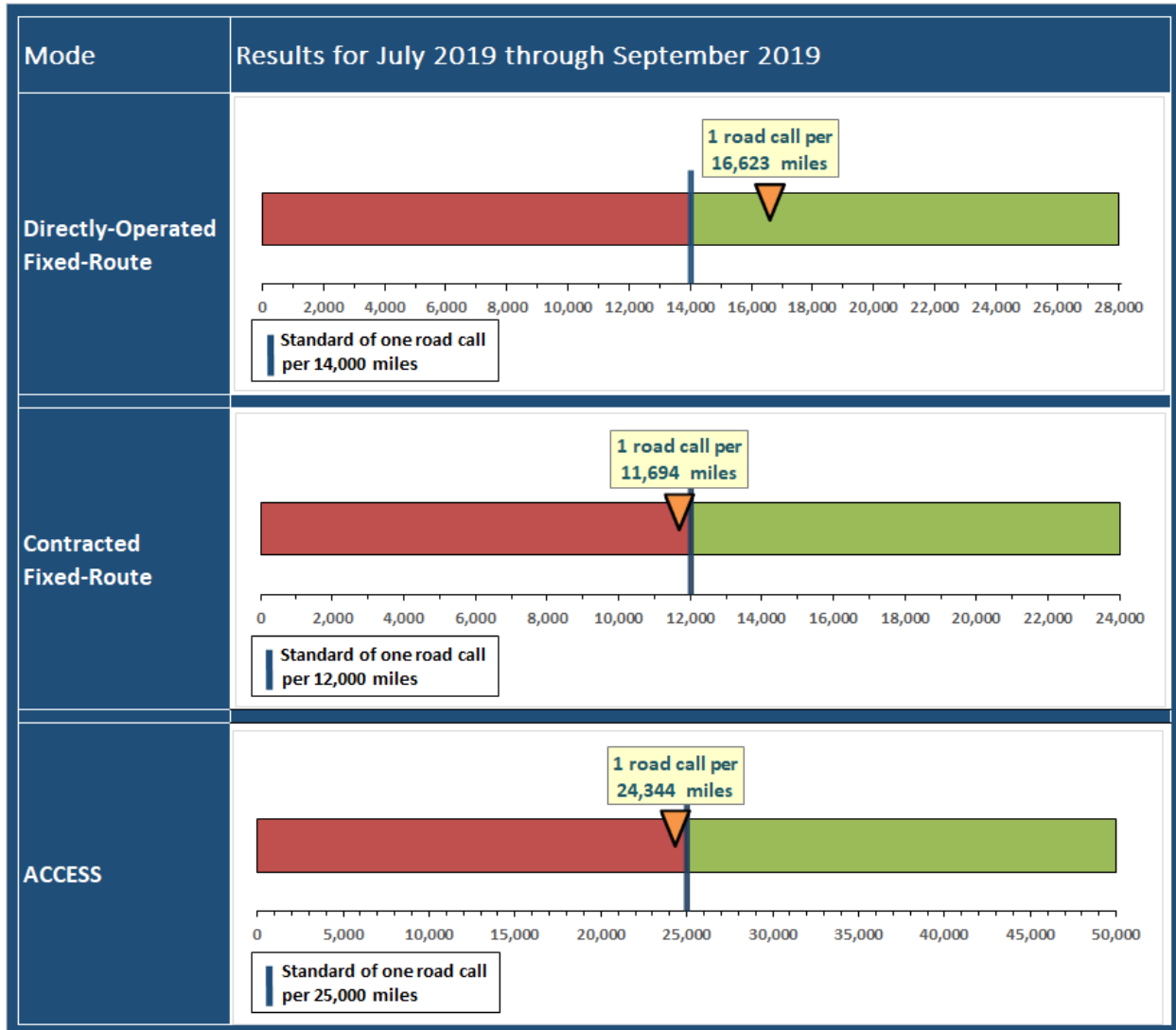
OTP for OC ACCESS service (Primary Service and Supplemental Taxi) for the first quarter was 92.6 percent, 1.4 percent below the standard, 0.5 percent lower than last quarter, and 1.5 percent lower than the 94.1 percent reported during the same period last year.

During a significant portion of the first quarter, the contract operator struggled with an operator shortage, reducing service capacity and requiring the need to assign additional trips to the supplemental taxi service. A recent ratification of the Collective Bargaining Agreement (CBA) for OC ACCESS drivers went into effect on July 12th increasing the starting wage from \$13 per hour to \$15 per hour. The CBA ratification did have a positive impact by generating an increase in applications. However, due to the amount of time required to hire and train a driver before they are released into service, the improvement was not recognized in time to improve performance during this quarter.

OCTA staff will continue to monitor service delivery to ensure contractor efforts are working to attain performance standards.

## Reliability: Miles Between Road Calls

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before failure of a vital component forces removal of the vehicle from service. OCTA has adopted standards for the MBRC for DOFR, CFR, and OC ACCESS services. These standards vary to align with the specific type of service being provided and account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service; 12,000 MBRC for CFR OC Bus service; and 25,000 MBRC for OC ACCESS.



Through the first quarter of FY 2019-20, OC Bus services showed improved performance in this measure. DOFR OC Bus service performed above standard, averaging 16,623 vehicle MBRC, an increase of 8.3 percent from last quarter, and a 9.4 percent increase from the same quarter of last year. This improvement in performance is a result of timely bus replacements and mid-life engine repowers.



In the last two years, the Maintenance Department completed the acceptance of 157 new buses which are now reaching peak performance. In addition, 98 buses were repowered with new near-zero low emissions engines.

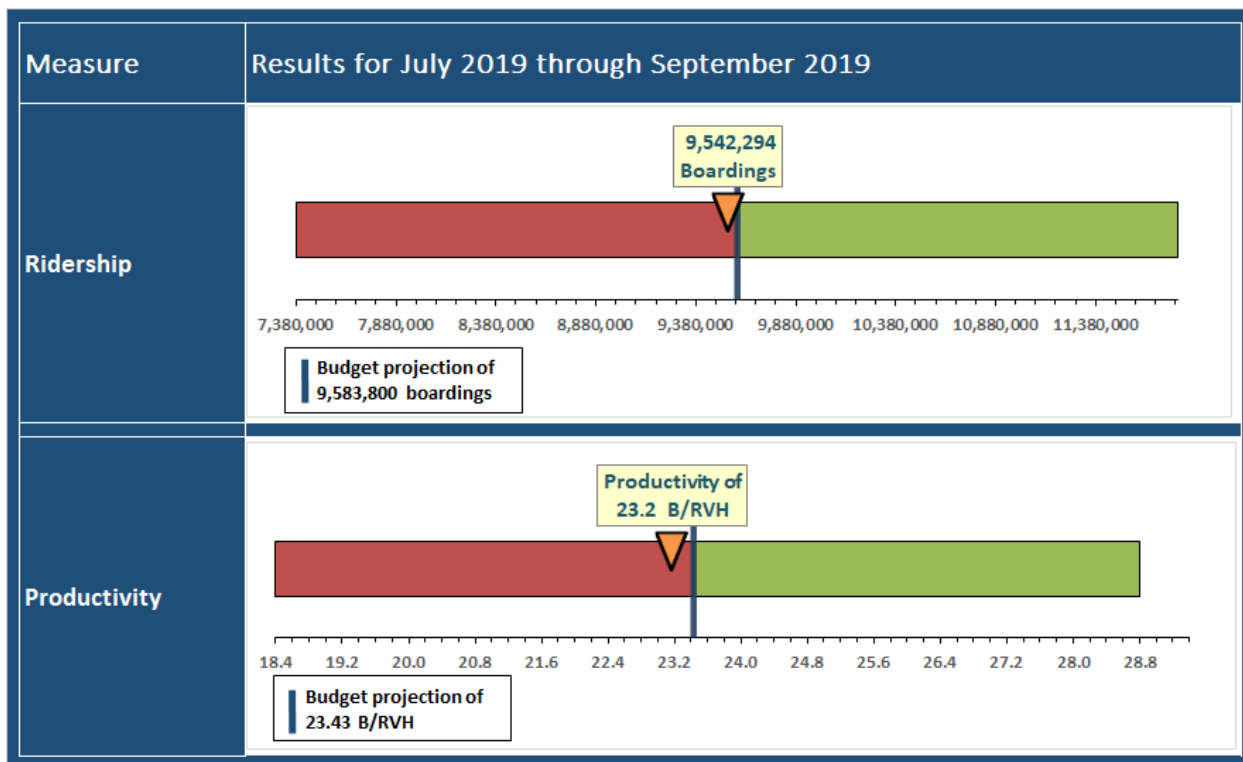
MBRC for the CFR OC Bus service was slightly below standard at 11,694 MBRC through the first quarter of FY 2019-20. This represents a 26 percent improvement from the 9,249 MBRC reported last quarter, and a 56 percent improvement compared to the same quarter last year. The positive trend for MBRC for CFR OC Bus has been driven by First Transit, Inc. (First Transit)'s corporate support and hiring well-qualified, experienced maintenance personnel. This has led to a better controlled maintenance environment, resulting in less technician turnover and an improved maintenance program.

The MBRC for OC ACCESS service was slightly below the standard, averaging 24,344 miles between road calls. As the ACCESS fleet ages and vehicle mileage increases, repairs outside of the regular preventive maintenance are required. Just as with coach operators, staffing levels in the maintenance area also continue to be below standard for a fleet of this size. OCTA has discussed these concerns with the contractor's local and corporate management, resulting in an action plan detailing recruitment efforts and current staffing levels and consideration for the development of an apprentice program for mechanics. Staff meets weekly with the contractor to review progress on the action plan. OCTA staff will continue to monitor performance in this area and work with the contractor to improve overall performance and ensure the maintenance program meets the terms and conditions of the agreement.

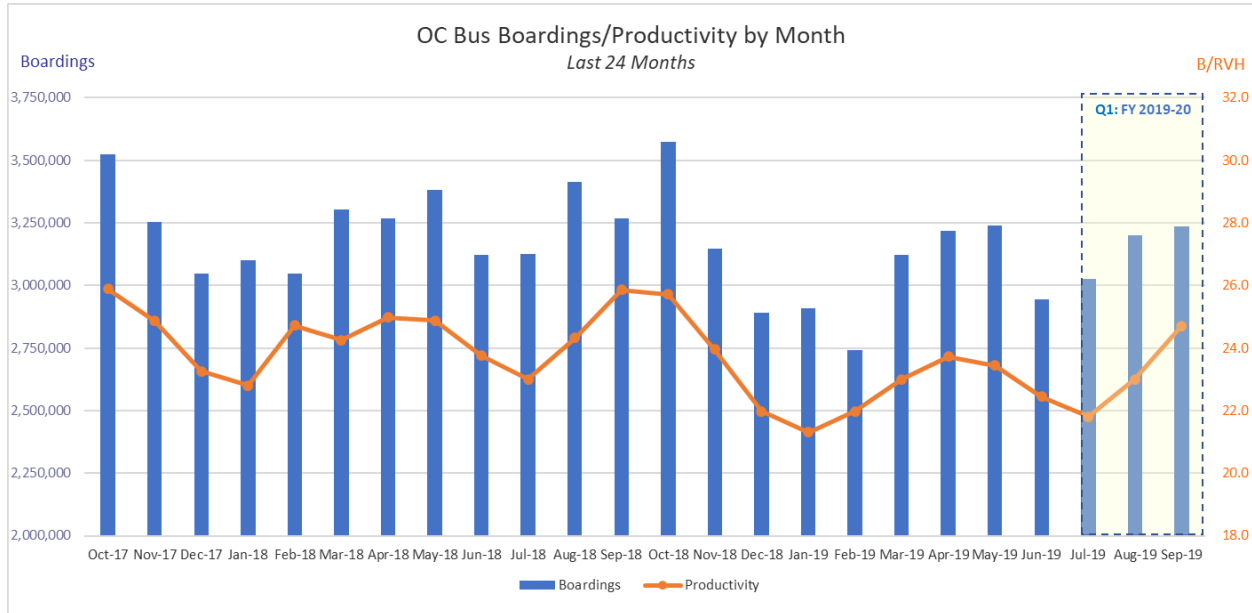
## Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

Through the first quarter of FY 2019-20, both ridership and productivity for OC Bus service were slightly lower than budgeted projections. As shown in the chart below, compared to the same time last year, ridership and productivity were down by 2.7 percent and 4.9 percent, respectively.



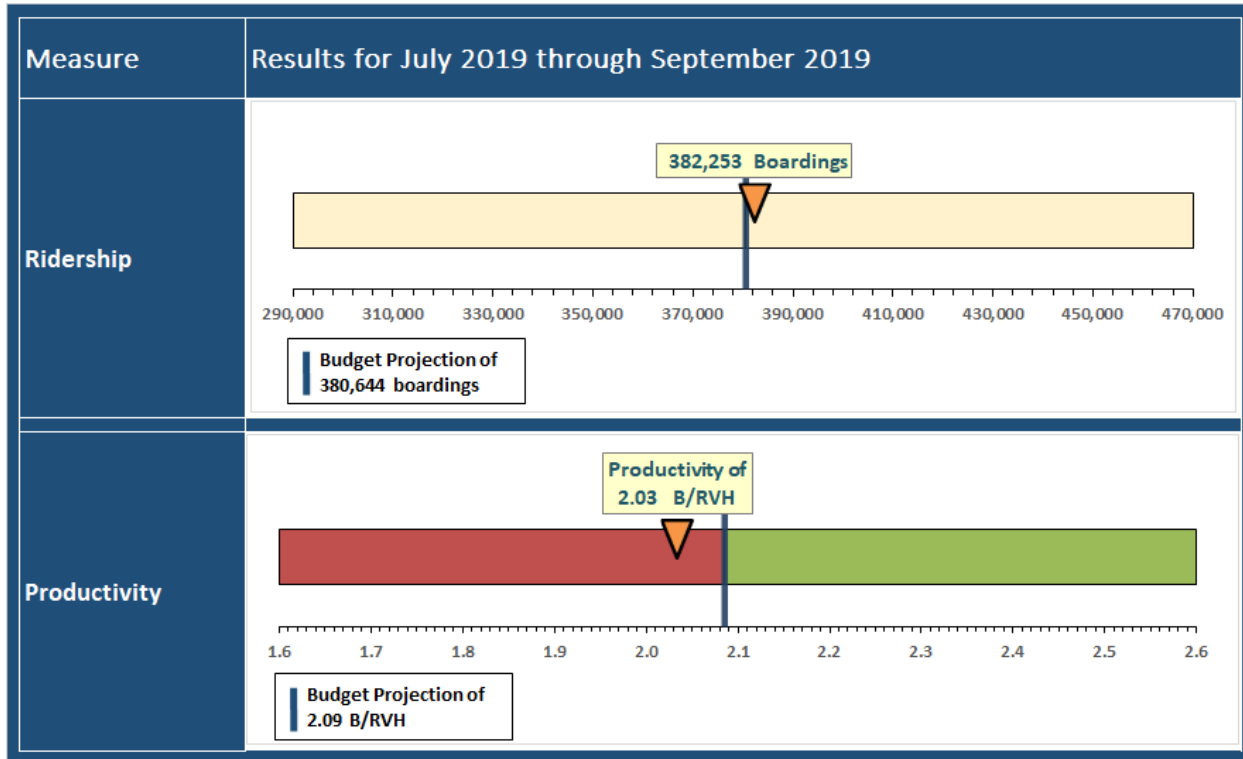
Over the last two years, ridership and productivity reflect a trend in slight decline, as shown in the following chart. Ridership and productivity tend to peak during the spring and fall when school is in session, and dip during the winter and summer when students are on vacation. Through the first quarter, September ridership exceeded August ridership, a change from last year, while productivity increased month-over-month through the summer and into the beginning of the 2019-20 school year.



# Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the first quarter of FY 2019-20, the ridership for OC ACCESS exceeded budgeted projections by less than one half of a percent. Productivity is trending below the budgeted projection by 2.9 percent.



## Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, additional measures are tracked to ensure the CFR OC Bus service meets specified standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and are paid to OCTA by the contractor.

Through the first quarter of FY 2019-20, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for the measures of safety and reliability, including accident frequency and accident reporting.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2019-20. The incentives paid in the first quarter relate to courtesy and total \$14,500. The total penalties assessed to the contractor during the quarter total \$278,400. Missed trips and unreported accidents were the primary categories where poor performance was realized. When an accident occurs, it must be reported verbally or in writing within a 24-hour period. After 24 hours, the accident is considered unreported. For the quarter, 17 accidents were reported beyond the 24-hour reporting period.

<b>Table 1:</b>	<b>Performance Categories</b>	<b>FY20 Q1</b>	<b>FY20 Q2</b>	<b>FY20 Q3</b>	<b>FY20 Q4</b>	<b>FYTD 19</b>
<b>Penalties</b>	On-Time Performance	\$ (6,000)	\$ -	\$ -	\$ -	\$ (6,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (85,000)	\$ -	\$ -	\$ -	\$ (85,000)
	Accident Frequency Ratio	\$ (20,000)	\$ -	\$ -	\$ -	\$ (20,000)
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	California Highway Patrol Terminal Inspection: Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ (1,400)	\$ -	\$ -	\$ -	\$ (1,400)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (166,000)	\$ -	\$ -	\$ -	\$ (166,000)
	<b>Total</b>	<b>\$ (278,400)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (278,400)</b>
<b>Incentives</b>	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 14,500	\$ -	\$ -	\$ -	\$ 14,500
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ 14,500</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 14,500</b>
<b>Prior Periods Adjustment</b>	Road Calls	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Position	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>All</b>	<b>Total</b>	<b>\$ (263,900)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (263,900)</b>

## Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Per Agreement No. C-2-1865 between OCTA and MV, additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

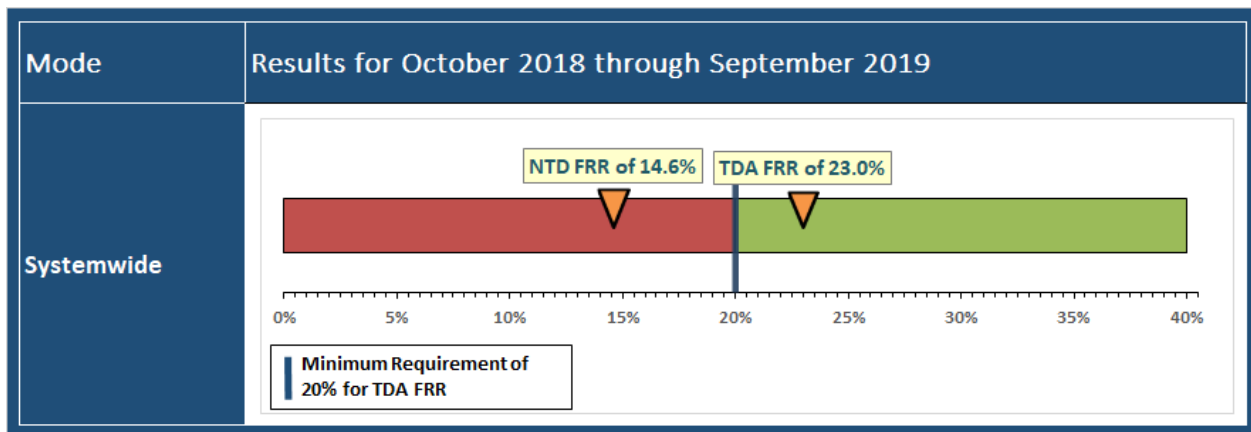
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the first quarter of FY 2019-20 is above standard with respect to courtesy, while below standard for safety and reliability. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the first quarter, there were no incentives awarded to the contractor, but \$63,500 in penalties were assessed. Penalties were assessed for passenger productivity, OTP, call center hold times, excessively late trips, missed trips, and road calls. Additionally, the contractor was credited \$10,000 for a correction related to an unreported accident during the previous quarter.

<b>Table 2:</b>	<b>Performance Categories</b>	<b>FY20 Q1</b>	<b>FY20 Q2</b>	<b>FY20 Q3</b>	<b>FY20 Q4</b>	<b>FYTD 20</b>
<b>Penalties</b>	Passenger Productivity	\$ (10,000)	\$ -	\$ -	\$ -	\$ (10,000)
	On-Time Performance	\$ (15,000)	\$ -	\$ -	\$ -	\$ (15,000)
	Customer Comments	\$ (2,800)	\$ -	\$ -	\$ -	\$ (2,800)
	Call Center Hold Times	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Excessively Late Trips	\$ (20,000)	\$ -	\$ -	\$ -	\$ (20,000)
	Missed Trips	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Unreported Accident	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (700)	\$ -	\$ -	\$ -	\$ (700)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ (63,500)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Incentives</b>	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Prior Periods Adjustment</b>	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ 10,000	\$ -	\$ -	\$ -	\$ 10,000
	<b>Total</b>	<b>\$ 10,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,000</b>
<b>All</b>	<b>Total</b>	<b>\$ (53,500)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (53,500)</b>

## Farebox Recovery Ratio

Farebox Recovery Ratio (FRR) is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act (TDA) in order for transit agencies to receive the state sales tax available for public transit purposes. In an effort to normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from October 2018 through September 2019.

FRR, based on the National Transit Database (NTD) definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of Senate Bill No. 508 (SB 508), OCTA was able to adjust the FRR to include local funds. SB 508 states, *“If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, “local funds” are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.”* After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 23.0 percent, a decrease of 0.7 percent from the previous quarter and a 1.6 percent drop from the same quarter last year.



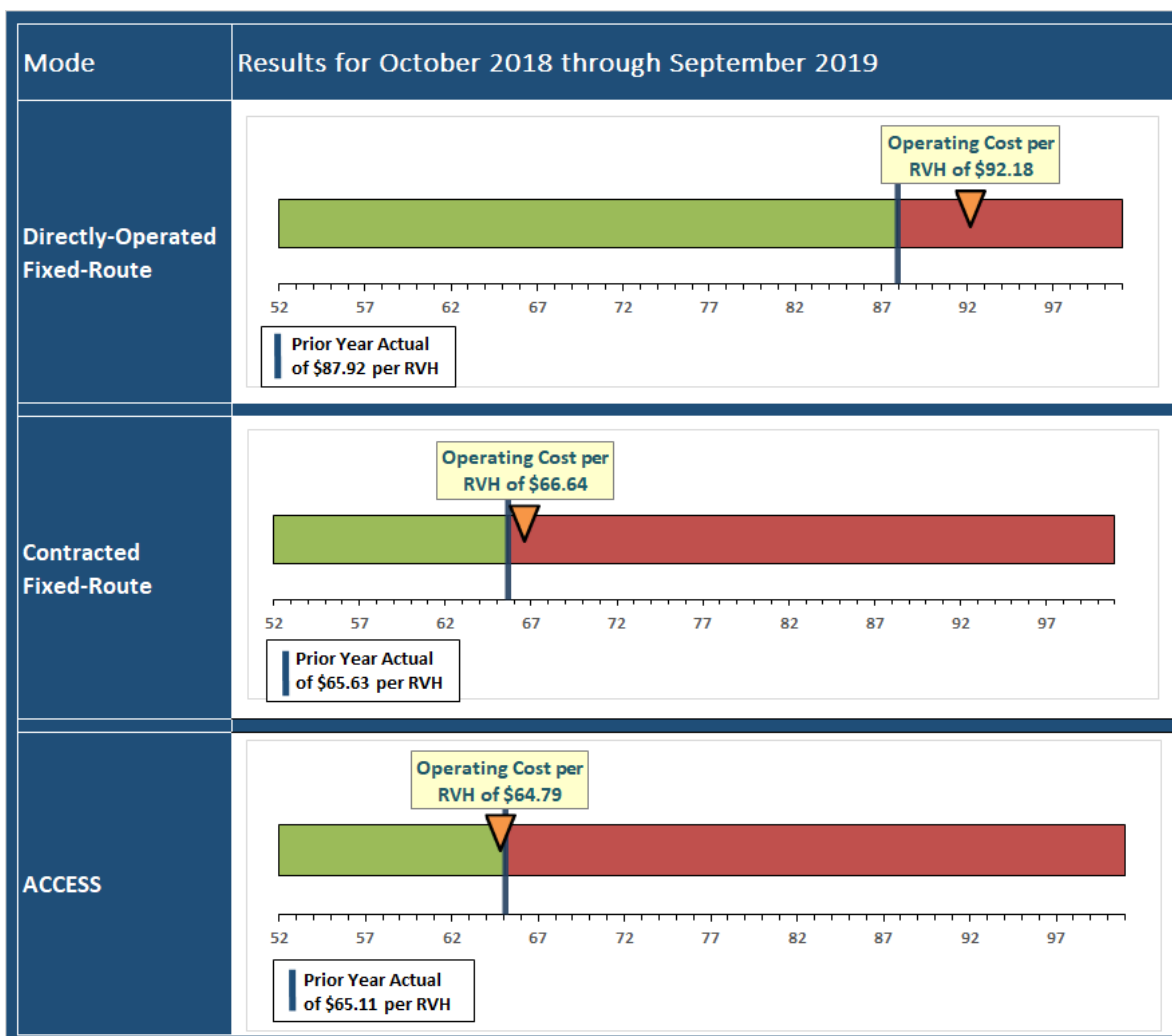
**Note:**

- 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

## Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing operating expenses by RVH. In order to provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs.

Similar to the FRR, the statistics below depict actuals over the last 12 months. All modes operated at a higher cost per RVH than the same 12-month period of the prior year except for OC ACCESS due to reimbursement to the contractor for Same Day Taxi call center operations. The adjustment totaled \$513,000 and was paid in March 2018 through June 2018. The difference in cost per RVH from the prior FY was a 4.8 percent increase in DOFR, 1.5 percent increase in CFR, and 0.5 percent decrease in OC ACCESS. The increase in DOFR was primarily due to the execution of the new labor agreement for Coach Operators which included a wage increase each year. In addition, DOFR and CFR costs were both increased due to a higher-than-expected compressed natural gas rate since July 2018. Also contributing to the higher cost per hour was the Alternative Fuel Tax Credit that was received in March 2018, but not received in March 2019. This reduced costs by 2.1 percent in 2018.





## Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through the first quarter. The first three tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining three tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99** - Local routes include two sub-categories:
  - **Major:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
  - **Local:** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week, however some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations.
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles.
- **Routes 600 to 699:** *Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express.
- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations.



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)**  
 Fiscal Year 2019-20 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
021	N	7.1%	\$ 12.21	\$ 6.68	\$ 4.63	\$ 0.90	\$ 0.86	15,983	\$ 99.12	\$ 63.52	\$ 7.73	8.14	1,952	-	2	-
529	C	6.7%	11.75	6.38	4.29	1.08	0.76	83,195	146.37	94.84	13.04	12.81	6,494	10	-	-
001	S	6.9%	11.08	6.29	4.23	0.56	0.78	143,152	141.76	92.74	9.10	12.55	11,410	9	-	-
085	S	9.5%	10.16	5.43	3.77	0.96	0.96	18,749	93.77	62.11	7.59	9.22	2,033	2	-	-
076	C	8.3%	9.74	5.35	3.60	0.79	0.81	22,577	133.19	86.26	11.35	13.64	1,655	2	-	-
153	N	8.7%	9.71	5.40	3.66	0.65	0.87	27,777	96.49	62.07	7.63	9.31	2,984	2	-	-
087	S	8.9%	9.48	5.12	3.55	0.81	0.85	17,617	96.84	63.15	6.45	10.16	1,733	-	2	-
178	C	9.2%	9.33	5.05	3.43	0.85	0.86	21,109	92.67	61.80	7.42	9.92	2,127	2	-	-
083	C	9.8%	7.94	4.39	2.95	0.60	0.97	150,226	141.06	92.30	7.80	17.35	8,659	10	-	-
177	S	12.4%	7.49	4.07	2.76	0.66	0.97	21,752	93.66	62.07	7.22	12.02	1,809	-	2	-
024	N	12.0%	7.27	3.76	2.61	0.90	0.87	29,951	93.94	62.09	7.71	12.97	2,309	3	-	-
167	C	12.2%	7.01	3.72	2.52	0.77	0.87	46,789	95.19	62.35	7.57	13.40	3,492	4	-	-
091	S	14.5%	6.83	3.60	2.50	0.73	1.03	98,653	95.02	62.83	6.68	13.32	7,404	8	-	-
086	C	12.2%	6.66	3.51	2.43	0.72	0.83	37,263	91.94	61.72	7.10	13.58	2,745	3	-	-
082	S	15.9%	6.58	3.24	2.25	1.09	1.04	16,458	105.06	65.10	7.18	16.11	1,022	2	-	-
560	C	11.6%	6.51	3.52	2.36	0.63	0.77	184,337	142.22	92.23	12.52	21.37	8,627	13	-	-
079	C	12.2%	6.40	3.46	2.40	0.54	0.81	99,816	93.52	62.14	8.19	14.01	7,126	6	-	-
056	N	11.4%	6.26	3.49	2.34	0.43	0.75	104,525	136.47	88.31	12.84	20.75	5,037	5	-	-
090	S	14.9%	6.15	3.30	2.29	0.56	0.98	80,024	97.36	63.30	6.52	14.83	5,396	5	-	-
129	N	14.4%	6.03	3.38	2.29	0.36	0.95	50,036	93.89	62.28	8.50	14.19	3,527	2	-	-
143	N	13.8%	5.93	3.19	2.16	0.58	0.86	46,718	93.39	62.18	8.35	15.04	3,107	3	-	-
037	N	12.8%	5.79	3.20	2.15	0.44	0.79	267,499	144.97	93.96	11.83	23.62	11,324	13	-	-
150	C	16.2%	5.70	2.89	1.96	0.85	0.94	42,140	97.41	62.80	9.63	16.84	2,502	4	-	-
072	C	13.5%	5.65	3.12	2.10	0.43	0.81	126,063	133.16	86.35	10.80	22.09	5,708	6	-	-
059	C	14.8%	5.63	2.90	2.01	0.72	0.85	137,058	96.54	62.54	8.66	16.55	8,283	11	-	-
055	C	14.8%	5.58	3.11	2.09	0.38	0.90	329,218	136.89	88.61	12.30	22.45	14,664	14	-	-
054	N	13.5%	5.51	3.05	2.05	0.41	0.80	304,439	139.21	90.20	12.45	23.64	12,876	14	-	-
050	N	12.4%	5.50	3.10	2.08	0.32	0.73	321,436	137.84	89.32	12.18	23.29	13,800	10	-	1
089	S	16.8%	5.11	2.73	1.89	0.49	0.94	90,813	92.89	62.10	7.43	16.71	5,435	5	-	-
029	N	14.8%	5.08	2.82	1.89	0.37	0.82	446,735	139.87	90.67	11.81	25.30	17,659	1	-	12
025	N	16.1%	5.07	2.72	1.88	0.47	0.88	94,775	93.40	62.23	7.99	17.04	5,563	5	-	-
026	N	14.8%	5.04	2.78	1.93	0.33	0.82	107,688	93.15	61.85	9.54	16.84	6,395	4	-	-
543	N	14.6%	4.87	2.67	1.80	0.40	0.76	223,172	139.81	90.58	12.74	26.72	8,352	10	-	-
071	N	15.9%	4.87	2.64	1.83	0.40	0.84	180,981	95.26	62.67	7.66	17.95	10,082	8	-	-
057	C	16.1%	4.61	2.55	1.71	0.35	0.82	503,749	161.54	104.82	14.84	31.84	15,824	4	-	11
047	C	17.5%	4.44	2.49	1.67	0.28	0.88	537,532	137.81	89.22	12.41	27.33	19,667	17	-	-
070	C	18.2%	4.29	2.18	1.52	0.59	0.82	226,777	96.31	62.93	8.27	21.29	10,653	15	-	-
035	N	17.3%	4.14	2.11	1.46	0.57	0.75	202,737	95.28	62.54	8.37	22.06	9,192	13	-	-
060	C	16.4%	4.11	2.30	1.55	0.26	0.76	478,217	138.43	89.71	12.11	30.05	15,912	14	-	-
053	C	17.3%	4.06	2.26	1.52	0.28	0.79	346,458	146.42	93.93	15.59	31.79	10,898	11	-	-
030	C	18.1%	3.90	2.09	1.45	0.36	0.79	172,817	92.41	62.04	7.14	21.34	8,098	7	-	-
053X	C	18.5%	3.81	2.09	1.40	0.32	0.79	170,392	125.82	81.26	12.12	29.35	5,806	6	-	-
038	N	19.4%	3.72	1.95	1.35	0.42	0.79	257,121	94.71	62.50	8.07	23.17	11,095	12	-	-
033	N	17.4%	3.69	2.02	1.40	0.27	0.72	99,036	92.64	62.03	7.51	22.44	4,413	3	-	-
043	N	19.6%	3.64	2.04	1.37	0.23	0.83	541,891	137.04	88.54	13.51	32.38	16,736	14	-	-
046	N	20.2%	3.63	1.94	1.35	0.34	0.83	159,191	93.30	62.17	8.22	22.64	7,031	6	-	-
057X	C	20.1%	3.62	1.95	1.31	0.36	0.82	266,645	126.09	81.36	11.43	30.94	8,619	2	-	6
066	C	21.5%	3.29	1.84	1.24	0.21	0.84	516,134	135.23	87.36	13.64	34.46	14,978	12	-	-
042	N	21.2%	3.13	1.64	1.14	0.35	0.75	379,456	93.92	62.35	8.59	26.67	14,230	15	-	-
064	C	21.2%	3.02	1.68	1.13	0.21	0.76	386,998	139.96	90.45	14.21	39.19	9,872	9	-	-
064X	C	22.3%	2.78	1.56	1.05	0.17	0.75	155,524	125.83	81.28	12.08	37.41	4,157	3	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.

VSH – vehicle service hour



**OCTA Operating Statistics By Route for Express Service (Sorted by Subsidy per Boarding)**  
 Fiscal Year 2019-20 Through Q1

Route	Zone	Submode	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
															40 FT	32 FT	60 FT
213	N	ECL	2.7%	\$ 39.53	\$ 19.04	\$ 11.63	\$ 8.86	\$ 0.84	3,225	\$ 115.35	\$ 66.55	\$ 6.50	3.66	881	-	4	-
721	N	EDLB	5.4%	38.88	21.05	13.21	4.62	1.97	5,822	219.71	145.90	8.49	6.06	960	3	-	-
211	C	ECL	3.6%	31.33	16.05	9.81	5.47	0.96	5,223	97.84	60.40	5.79	3.65	1,431	-	4	-
701	C	EDLB	9.6%	25.94	13.46	8.45	4.03	2.34	6,670	253.17	167.78	10.58	10.44	639	3	-	-
206	C	ECL	5.7%	23.29	10.12	6.18	6.99	0.98	3,065	120.80	70.91	6.34	6.99	438	-	3	-
794	C	ECLB	29.5%	18.84	8.74	5.34	4.76	5.89	7,533	149.53	96.25	5.59	7.49	1,006	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)**  
 Fiscal Year 2019-20 Through Q1

Route	Zone	Submode	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
															40 FT	32 FT	60 FT
463	C	RCL	3.5%	\$ 31.04	\$ 13.94	\$ 9.40	\$ 7.70	\$ 0.86	4,655	\$ 148.57	\$ 99.18	\$ 14.16	6.14	758	4	-	-
472	C	RCL	9.9%	12.10	5.05	3.41	3.64	0.93	7,390	140.83	97.18	11.95	15.00	493	3	-	-
453	N	RCL	5.2%	10.92	5.71	3.85	1.36	0.53	6,612	144.50	97.87	24.18	14.32	462	1	-	-
480	C	RCL	8.5%	10.86	5.67	3.83	1.36	0.88	6,585	144.99	98.38	13.63	13.97	471	1	-	-
473	C	RCL	11.8%	9.78	4.15	2.80	2.83	0.93	9,491	157.46	100.23	13.58	20.00	475	3	-	-
462	C	RCL	13.1%	7.09	3.64	2.46	0.99	0.92	9,065	137.14	95.89	19.92	19.54	464	1	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)**  
 Fiscal Year 2019-20 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
043	N	19.6%	\$ 3.64	\$ 2.04	\$ 1.37	\$ 0.23	\$ 0.83	541,891	\$ 137.04	\$ 88.54	\$ 13.51	32.38	16,736	14	-	-
047	C	17.5%	4.44	2.49	1.67	0.28	0.88	537,582	137.81	89.22	12.41	27.33	19,667	17	-	-
066	C	21.5%	3.29	1.84	1.24	0.21	0.84	516,134	135.23	87.36	13.64	34.46	14,978	12	-	-
067	C	16.1%	4.61	2.55	1.71	0.35	0.82	503,749	161.54	104.82	14.84	31.84	15,824	4	-	11
060	C	16.4%	4.11	2.30	1.55	0.26	0.76	478,217	138.43	89.71	12.11	30.05	15,912	14	-	-
029	N	14.8%	5.08	2.82	1.89	0.37	0.82	446,735	139.87	90.67	11.81	25.30	17,659	1	-	12
064	C	21.2%	3.02	1.68	1.13	0.21	0.76	386,898	139.96	90.45	14.21	39.19	9,872	9	-	-
042	N	21.2%	3.13	1.64	1.14	0.35	0.75	379,466	93.92	62.35	8.59	26.67	14,230	15	-	-
053	C	17.3%	4.06	2.26	1.52	0.28	0.79	346,458	145.42	93.93	15.59	31.79	10,898	11	-	-
055	C	14.8%	5.58	3.11	2.09	0.38	0.90	329,218	136.89	88.61	12.30	22.45	14,664	14	-	-
050	N	12.4%	5.50	3.10	2.08	0.32	0.73	321,436	137.84	89.32	12.18	23.29	13,800	10	-	1
054	N	13.5%	5.51	3.05	2.05	0.41	0.80	304,439	139.21	90.20	12.45	23.64	12,876	14	-	-
037	C	12.8%	5.79	3.20	2.15	0.44	0.79	267,499	144.97	93.96	11.83	23.62	11,324	13	-	-
057X	C	20.1%	3.62	1.95	1.31	0.36	0.82	266,645	126.09	81.54	11.43	30.94	8,619	2	-	6
038	N	19.4%	3.72	1.95	1.35	0.42	0.79	257,121	94.71	62.50	8.07	23.17	11,095	12	-	-
070	C	18.2%	4.29	2.18	1.52	0.59	0.82	226,777	96.31	62.93	8.27	21.29	10,653	15	-	-
543	N	14.6%	4.87	2.67	1.80	0.40	0.76	223,172	139.81	90.58	12.74	26.72	8,352	10	-	-
035	N	17.3%	4.14	2.11	1.46	0.57	0.75	202,737	95.28	62.54	8.37	22.06	9,192	13	-	-
960	C	11.6%	6.51	3.52	2.36	0.63	0.77	184,337	142.22	92.23	12.52	21.37	8,627	13	-	-
071	N	15.9%	4.87	2.64	1.83	0.40	0.84	180,981	95.26	62.67	7.66	17.95	10,082	8	-	-
030	N	18.1%	3.90	2.09	1.45	0.36	0.79	172,817	92.41	62.04	7.14	21.34	8,098	7	-	-
053X	C	18.5%	3.81	2.09	1.40	0.32	0.79	170,392	125.82	81.26	12.12	29.35	5,806	6	-	-
046	N	20.2%	3.63	1.94	1.35	0.34	0.83	159,191	93.30	62.17	8.22	22.64	7,031	6	-	-
064X	C	22.3%	2.78	1.56	1.05	0.17	0.75	155,524	125.83	81.28	12.08	17.35	8,659	10	-	-
083	C	9.8%	7.94	4.39	2.95	0.60	0.80	150,228	141.06	92.30	7.80	37.41	4,157	3	-	-
001	S	6.9%	11.08	6.29	4.23	0.56	0.78	143,152	141.76	92.74	9.10	12.55	11,410	9	-	-
059	C	14.8%	5.63	2.90	2.01	0.72	0.85	137,068	95.54	62.54	8.66	16.55	8,283	11	-	-
072	C	13.5%	5.65	3.12	2.10	0.43	0.81	126,063	133.16	86.35	10.80	22.09	5,708	6	-	-
026	N	14.8%	5.04	2.78	1.93	0.33	0.82	107,688	93.15	61.85	9.54	16.84	6,395	4	-	-
056	N	11.4%	6.26	3.49	2.34	0.43	0.75	104,525	136.47	88.31	12.84	20.75	5,037	5	-	-
079	C	12.2%	6.40	3.46	2.40	0.54	0.81	99,816	93.52	62.14	8.19	14.01	7,126	6	-	-
033	N	17.4%	3.69	2.02	1.40	0.27	0.72	99,036	92.84	62.03	7.51	22.44	4,413	3	-	-
091	S	14.5%	6.83	3.60	2.50	0.73	1.03	98,653	95.02	62.83	6.68	13.32	7,404	8	-	-
025	N	16.1%	5.07	2.72	1.88	0.47	0.88	94,775	93.40	62.23	7.99	17.04	5,563	5	-	-
089	S	16.8%	5.11	2.73	1.89	0.49	0.94	90,813	92.89	62.10	7.43	16.71	5,435	5	-	-
529	C	6.7%	11.75	6.38	4.29	1.08	0.76	83,195	146.37	94.84	13.04	12.81	6,494	10	-	-
090	S	14.9%	6.15	3.30	2.29	0.56	0.98	80,024	97.36	63.30	6.52	14.83	5,396	5	-	-
129	N	14.4%	6.03	3.38	2.29	0.36	0.95	50,036	93.89	62.28	8.50	14.19	3,527	2	-	-
167	C	12.2%	7.01	3.72	2.52	0.77	0.87	46,789	95.19	62.35	7.57	13.40	3,492	4	-	-
143	N	13.8%	5.93	3.19	2.16	0.58	0.86	46,718	93.39	62.18	8.35	15.04	3,107	3	-	-
150	C	16.2%	5.70	2.89	1.96	0.85	0.94	42,140	97.41	62.80	9.63	16.84	2,502	4	-	-
086	C	12.2%	6.66	3.51	2.43	0.72	0.83	37,263	91.94	61.72	7.10	13.58	2,745	3	-	-
024	N	12.0%	7.27	3.76	2.61	0.90	0.87	29,951	93.94	62.09	7.71	12.97	2,309	3	-	-
153	N	8.7%	9.71	5.40	3.66	0.65	0.87	27,777	92.49	62.07	7.63	9.31	2,984	2	-	-
076	C	8.3%	9.74	5.35	3.60	0.79	0.81	22,577	133.19	86.26	11.35	13.64	1,655	2	-	-
177	S	12.4%	7.49	4.07	2.76	0.66	0.97	21,602	93.66	62.07	7.22	12.02	1,809	-	2	-
178	C	9.2%	9.33	5.05	3.43	0.85	0.86	21,109	92.67	61.80	7.42	9.92	2,127	2	-	-
085	S	9.5%	10.16	5.43	3.77	0.96	0.96	18,749	93.77	62.11	7.59	9.22	2,033	2	-	-
087	S	8.9%	9.48	5.12	3.55	0.81	0.85	17,617	96.84	63.15	6.45	10.16	1,733	-	2	-
082	S	15.9%	6.58	3.24	2.25	1.09	1.04	16,458	105.06	65.10	7.18	16.11	1,022	2	-	-
021	N	7.1%	12.21	6.68	4.63	0.90	0.86	15,893	99.12	63.52	7.73	8.14	1,952	-	2	-

(1) Total bus count (429) is based on PIM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Express Service (Sorted by Boardings)**  
Fiscal Year 2019-20 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
794	C	29.5%	\$ 18.84	\$ 8.74	\$ 5.34	\$ 4.76	\$ 5.89	7,533	\$ 149.53	\$ 96.25	\$ 5.59	7.49	1,006	4	-	-
701	C	9.6%	25.94	13.46	8.45	4.03	2.34	6,670	253.17	167.78	10.58	10.44	639	3	-	-
721	N	5.4%	38.88	21.05	13.21	4.62	1.97	5,822	219.71	145.90	8.49	6.06	960	3	-	-
211	C	3.6%	31.33	16.05	9.81	5.47	0.96	5,223	97.84	60.40	5.79	3.65	1,431	-	4	-
213	N	2.7%	39.53	19.04	11.63	8.86	0.84	3,225	115.35	66.55	6.50	3.66	881	-	4	-
206	C	5.7%	23.29	10.12	6.18	6.99	0.98	3,065	120.80	70.91	6.34	6.99	438	-	3	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)**  
Fiscal Year 2019-20 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
473	C	11.8%	\$ 9.78	\$ 4.15	\$ 2.80	\$ 2.83	\$ 0.93	9,491	\$ 157.46	\$ 100.23	\$ 13.58	20.00	475	3	-	-
462	C	13.1%	7.09	3.64	2.46	0.99	0.92	9,065	137.14	95.89	19.92	19.54	464	1	-	-
472	C	9.9%	12.10	5.05	3.41	3.64	0.93	7,390	140.83	97.18	11.95	15.00	493	3	-	-
453	N	5.2%	10.92	5.71	3.85	1.36	0.53	6,612	144.50	97.87	24.18	14.32	462	1	-	-
480	C	8.5%	10.86	5.67	3.83	1.36	0.88	6,585	144.99	98.38	13.63	13.97	471	1	-	-
463	C	3.5%	31.04	13.94	9.40	7.70	0.86	4,655	148.57	99.18	14.16	6.14	758	4	-	-

(1) Total bus count (428) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

## Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
21	Buena Park - Sunset Beach	via Valley View St/ Bolsa Chica Rd	LOCAL
24	Buena Park - Orange	via Malvern Ave/ Chapman Ave/ Tustin Ave	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Placentia	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53/53X	Anaheim - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57/57X	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64/64X	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	Santa Ana - Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
211	Huntington Beach - Irvine Express	via 405 Fwy	EXPRESS BUS
213	Brea - Irvine Express	via 55 Fwy	EXPRESS BUS
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
462	Santa Ana Regional transportation Center - Civic Center	via Santa Ana Blvd/ Civic Center Dr	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
529	Fullerton - Huntington Beach	via Beach Blvd	BRAVO
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	Santa Ana - Long Beach	via 17th St/ Westminster Blvd	BRAVO
701	Huntington Beach - Los Angeles Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	Fullerton - Los Angeles Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
794	Riverside / Corona - South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS

## OC Bus 360° Plan: Performance to Date

To address declining bus ridership, the OCTA Board of Directors (Board) endorsed a comprehensive action plan known as OC Bus 360° plan in 2015. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed OCTA's performance and plans, new branding and marketing tactics tied to rider needs, upgraded bus routes and services to better match demand and capacity, technology solutions to improve passenger experience, and pricing, as well as other revenue changes to stimulate ridership and provide new funding.

Extensive work was invested by OCTA divisions to implement the OC Bus 360° plan. These efforts included:

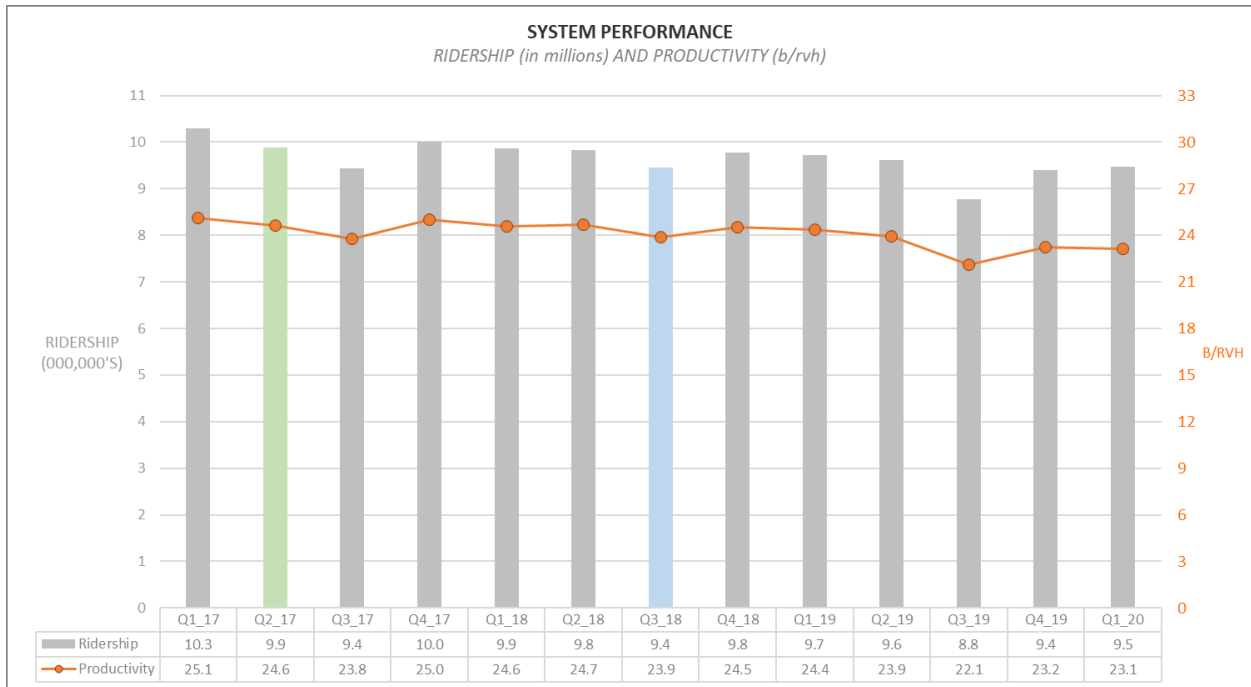
- Implementation of new and faster bus routes;
- Redeployment of services in June 2016, October 2016, October 2017, and February 2018, to improve efficiencies and build ridership;
- Competitively-awarded grants to local agencies through Project V for transit services tailored to community needs;
- Implementation of a promotional fare and college pass program;
- Rollout of new technologies, such as mobile ticketing, real-time bus arrival information, a microtransit service; and
- Extensive marketing, public outreach, and promotional campaigns.

### Impact of the Service Changes

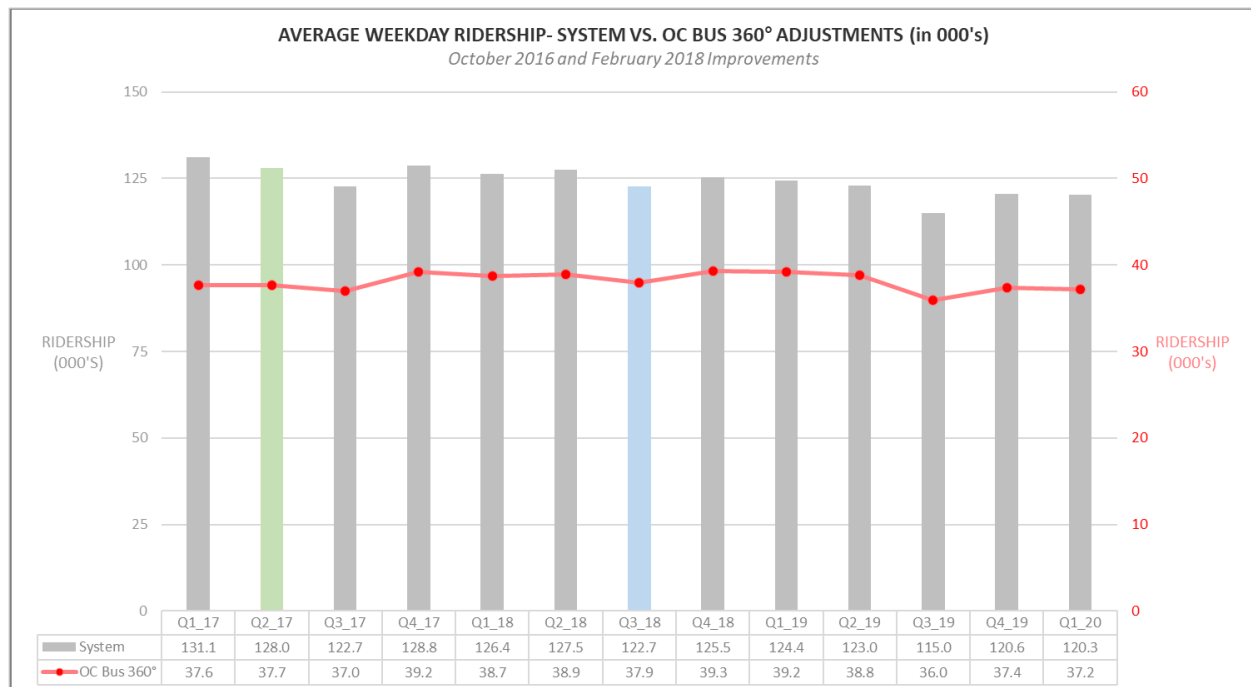
Of the series of approved bus service changes under the OC Bus 360° plan, the changes implemented in October 2016 and February 2018 were the most significant and are tracked for overall OC Bus 360° plan impact. Provided below is a series of charts that show overall system performance over the last 13 quarters and the impact of these route adjustments (*October 2016 marked by green bar; February 2018 marked by blue bar*). In this review, performance is measured by change in average weekday boardings for routes that were improved and average B/RVH for routes that were reduced. This analysis is necessary and on-going to gauge the effectiveness of the recommended changes and the overall OC Bus 360° plan. The trend of overall system ridership and productivity is provided on the following chart.

Through the first quarter of FY 2019-20:

- Ridership was 0.7 percent higher than the previous quarter, but 2.6 percent lower than the same quarter last year.
- Productivity through the first quarter fell by one third of a percent from last quarter and dropped by 5.0 percent from the same quarter last year.



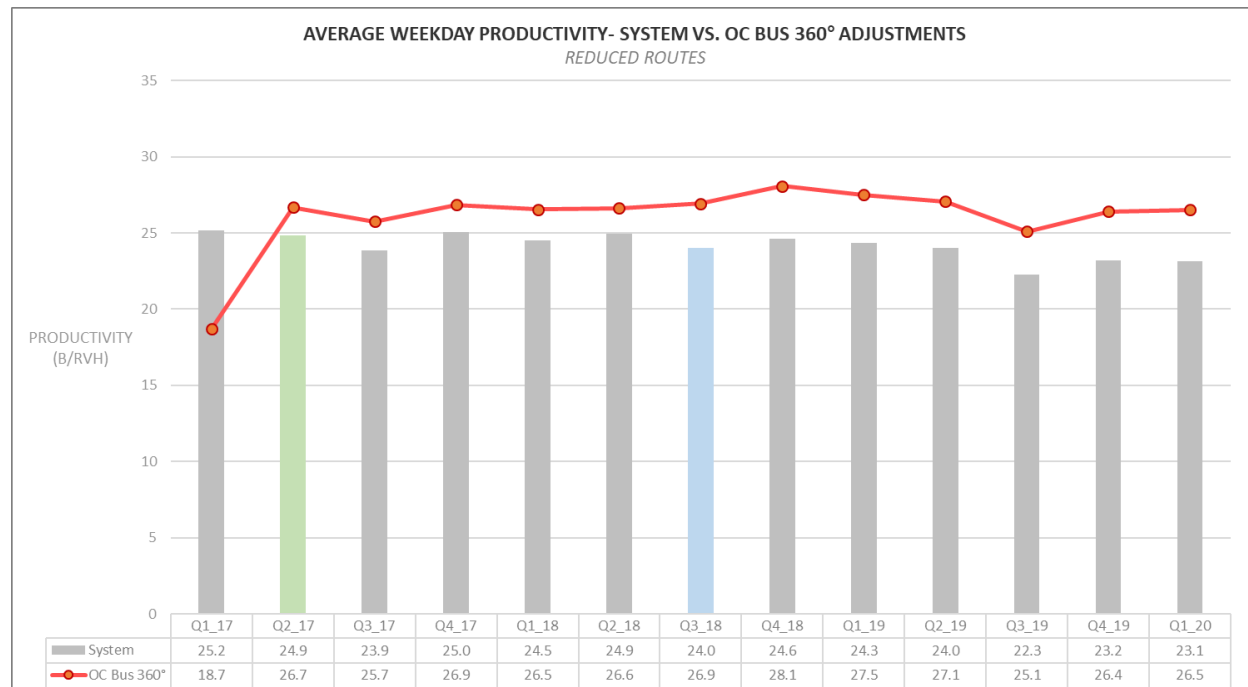
The impacts of the adjustments implemented under the OC Bus 360° plan are consistent with the systemwide trend. The following chart compares the system trend against the group of routes improved under the OC Bus 360° plan. The average weekday ridership systemwide and for the improved routes was steady compared to last quarter but dropped by 3.3 percent and 5.1 percent, respectively compared to the same quarter last year.





Improved system and route productivity are the goals for services that are *reduced* or *eliminated* under the OC Bus 360° plan – making low performing routes more productive.

The following chart compares the system productivity trend against the productivity of the group of routes that were reduced/eliminated in October 2016 and February 2018.



During the first quarter of FY 2019-20, productivity systemwide and for the collective reductions was steady compared to last quarter, but fell by 5 percent and 3.6 percent, respectively compared to the same quarter last year. Overall, the productivity for the routes reduced under OC Bus 360° remain above the system average by 14.7 percent.

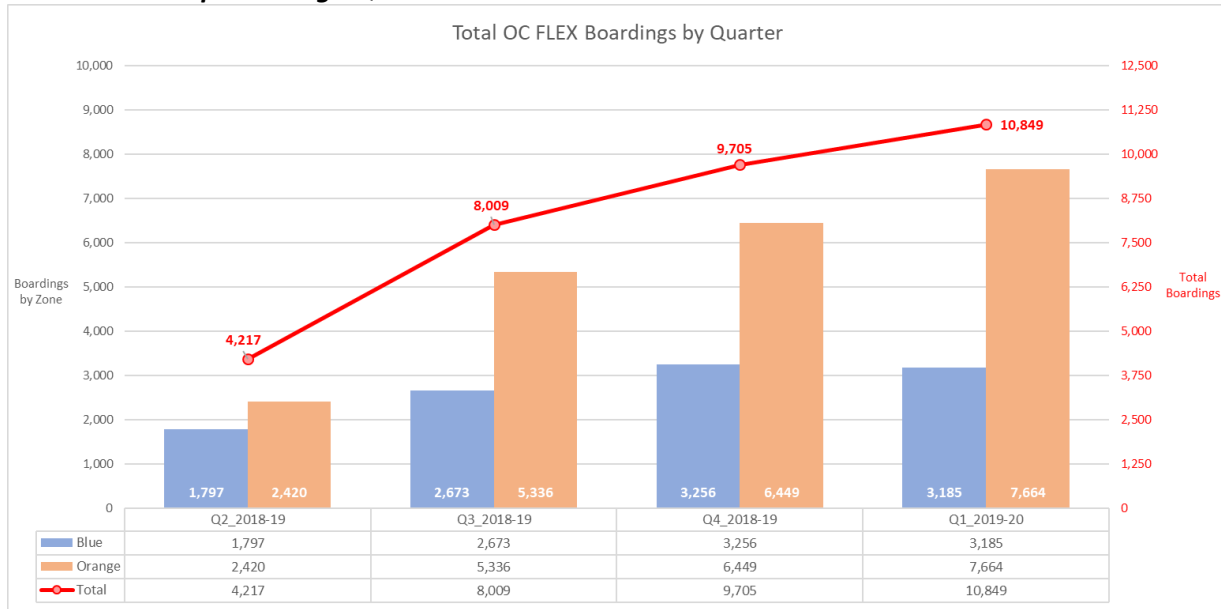
#### Other OC Bus 360° Initiatives

##### **OC Flex Pilot Program**

OC Flex began service October 2018 in two zones under a one-year pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of quarterly Bus Operations Performance Measurements Report.

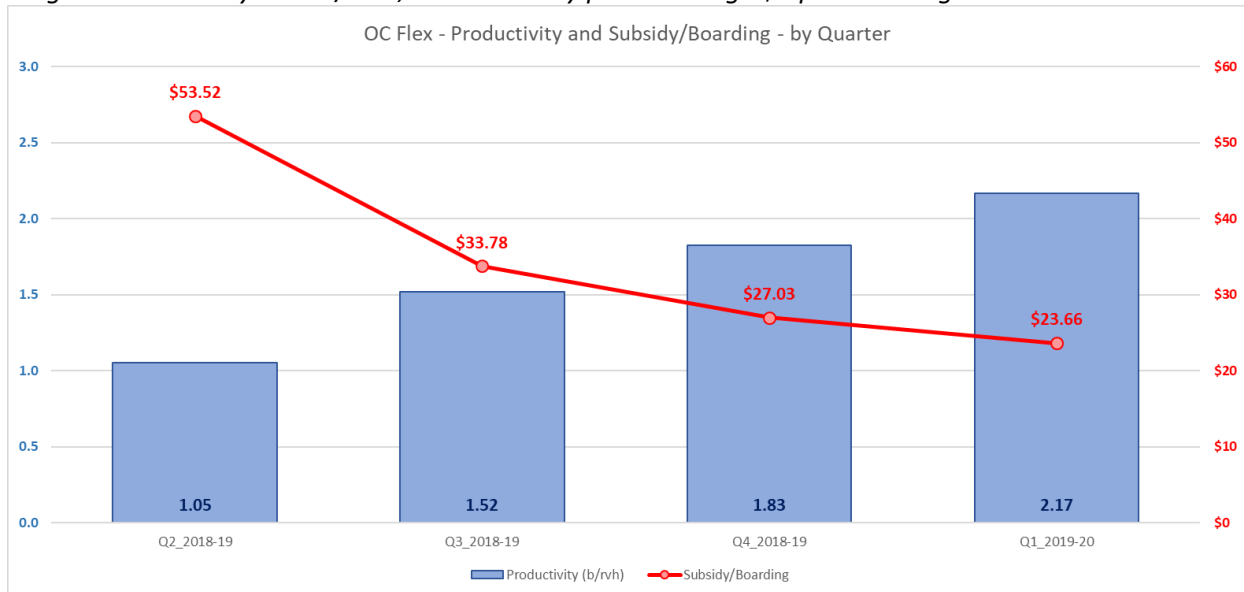
Through the first quarter of FY 2019-20, ridership continued to increase month-over-month. Three of the five performance metrics, shared trips, connecting trips and customer satisfaction, have reached the respective targets. The remaining two measures, productivity and subsidy per boarding, are trending below their respective targets but the trends remain favorable (see charts below). The OC Flex team continues to monitor and adjust the service as needed to meet the established performance targets while maintaining service quality. Though the pilot evaluation period was scheduled to end in October 2019, OC Flex service will continue to operate while staff prepares recommendations to be presented to the Board for consideration in January 2020. Extending the pilot allows for service continuity, the testing of performance improvement strategies, the tracking of seasonal variations, and time for the procurement of a new service contract beyond October 2020 as approved.

### OC Flex Ridership – Through Q1-FY 2019-20



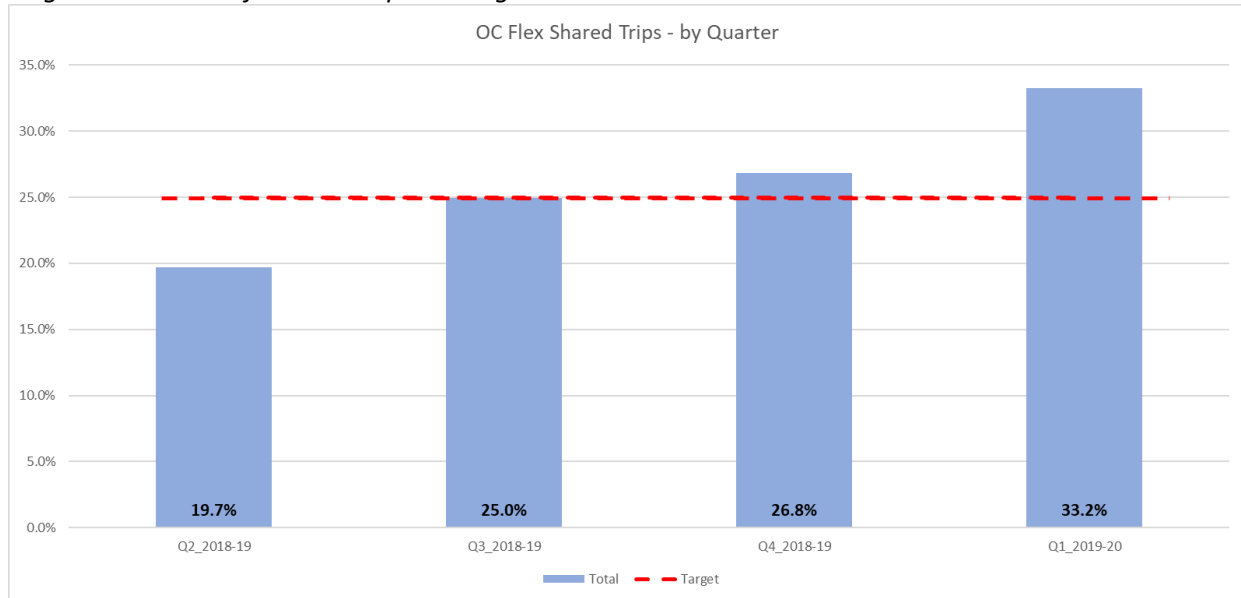
### OC Flex Productivity (B/RVH) and Direct Subsidy per Boarding – Through Q1-FY 2019-20

Targets: Productivity – Six B/RVH; Direct Subsidy per Boarding – \$9 per Boarding



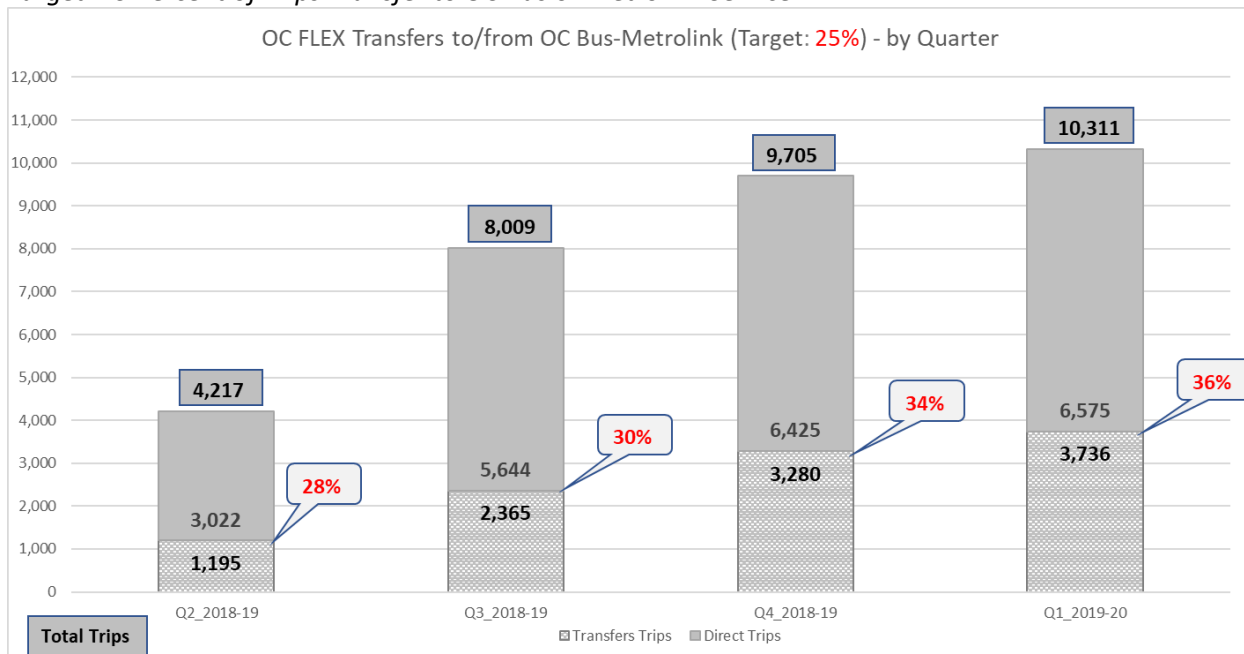
**OC Flex Shared Trips – Through Q1-FY 2019-20**

Target: 25 Percent of Booked Trips Sharing a Vehicle



**OC Flex Connecting Trips (Transfers) – Through Q1-FY 2019-20**

Target: 25 Percent of Trips Transfer to OC Bus or Metrolink Service



## **College Pass Program**

The College Pass Program started in August 2017 with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College. In August 2018, the program expanded to include all students from Santiago Canyon College.

In Fall 2019, both Goldenwest and Fullerton Colleges joined the College Pass Program. Since starting on August 26, 2019 to the end of the September 2019 reporting period, Fullerton College reported 33,834 boardings and Goldenwest College reported 16,894 boardings. Both colleges saw rapid adoption by students, with the number of unique student riders at Fullerton College increasing by 64 percent (from 1,163 in August 2019 to 1,913 by the end of September 2019) and number of unique student riders at Goldenwest College increasing by 88 percent (from 415 in August 2019 to 782 by the end of September 2019).

As of September 30, 2019, a little over two years since starting, the overall College Pass Program has reported 2.48 million boardings with 16,480 unique students among participating colleges since August 2017. Compared to the same period in 2018 (and including the newly added colleges), ridership in the third quarter increased by 11.68 percent, from 186,882 boardings to 208,706 boardings.

The College Pass Program has been very successful and popular among students and colleges. OCTA continues to work with other interested colleges to expand the College Pass Program with college-provided funding or student fees and available Low Carbon Transit Operations Program and Mobile Source Air Pollution Reduction grant funds.