

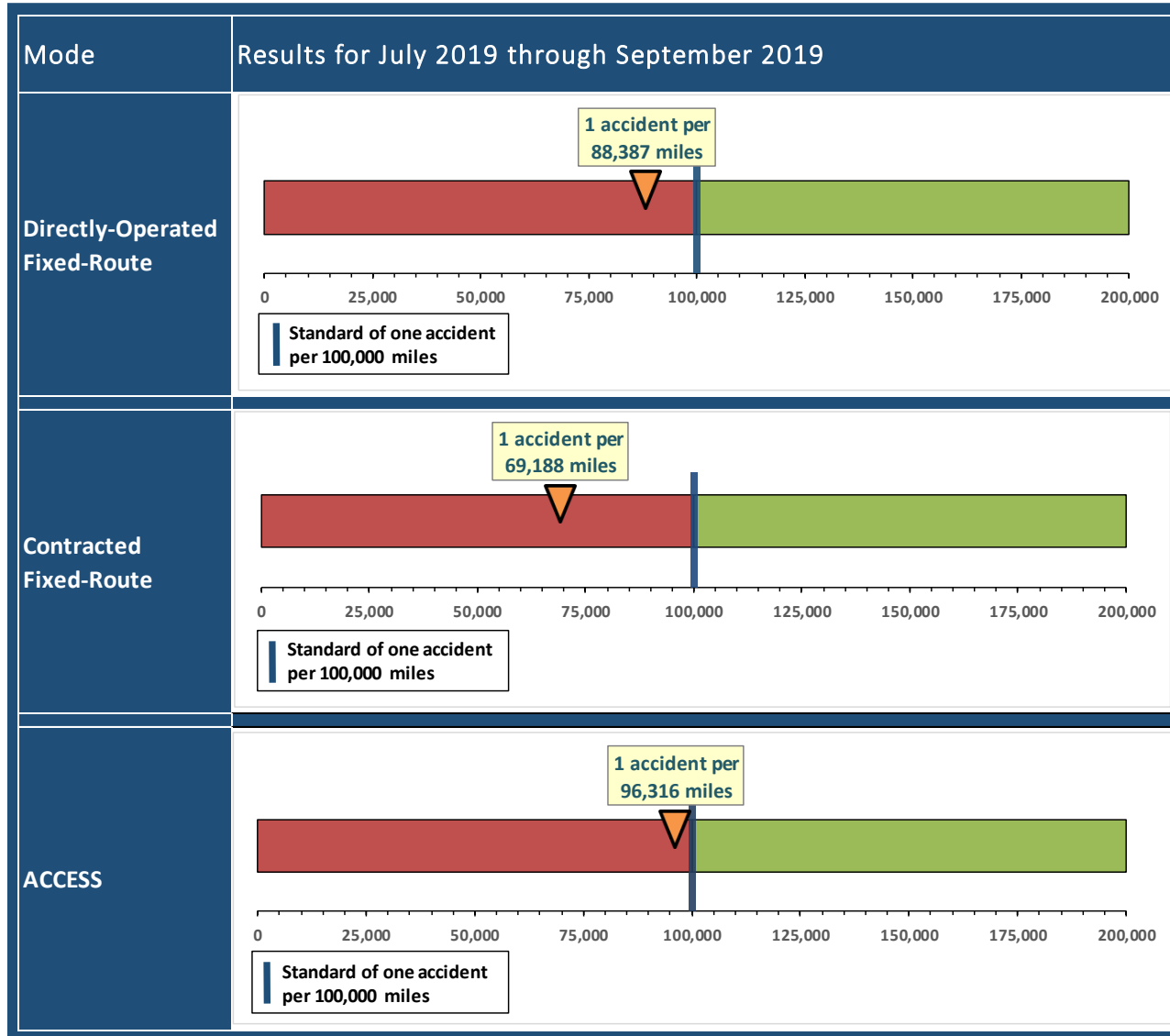
# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

**First Quarter  
Fiscal Year 2019-20**

# Performance Measurements

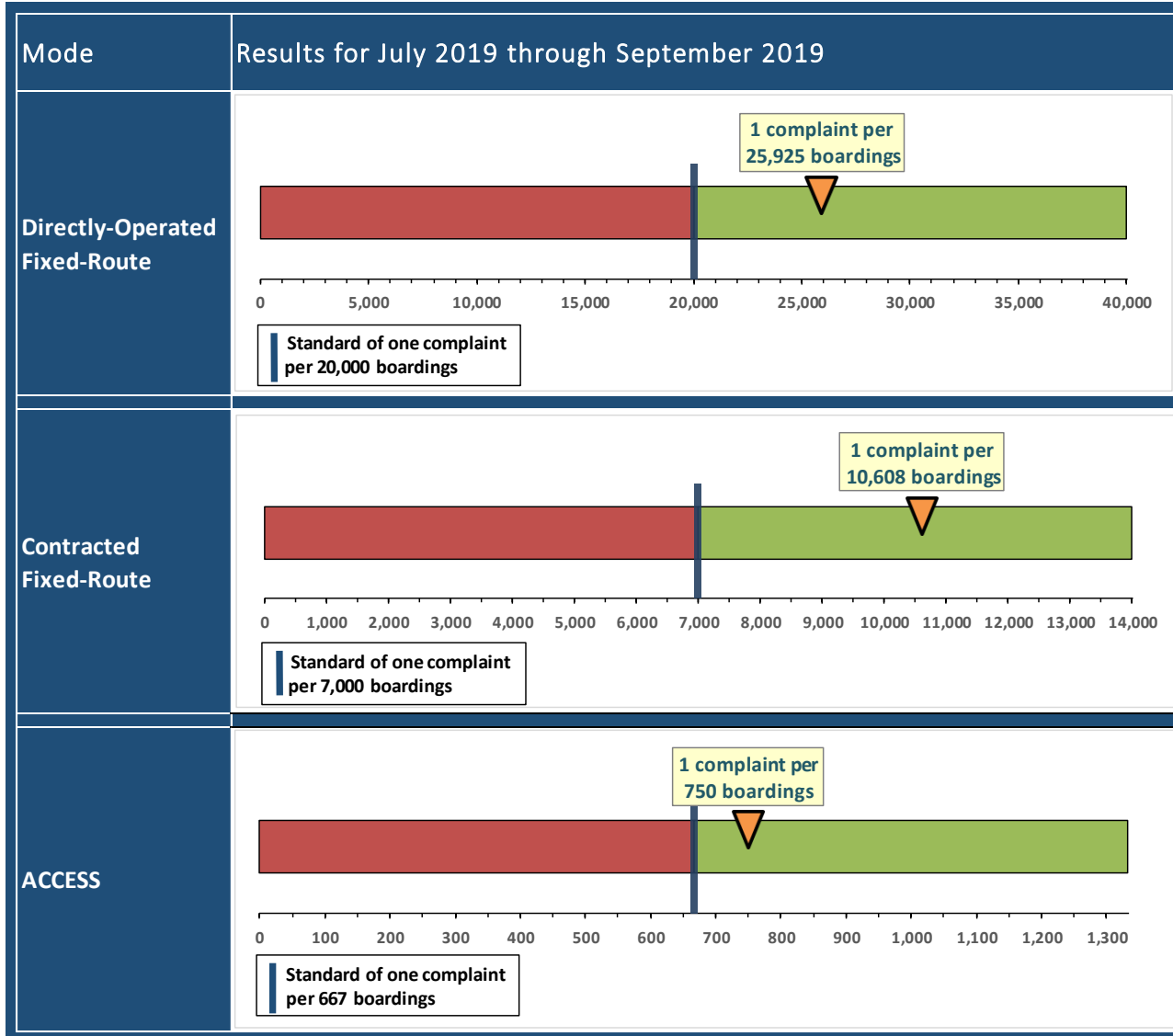
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety



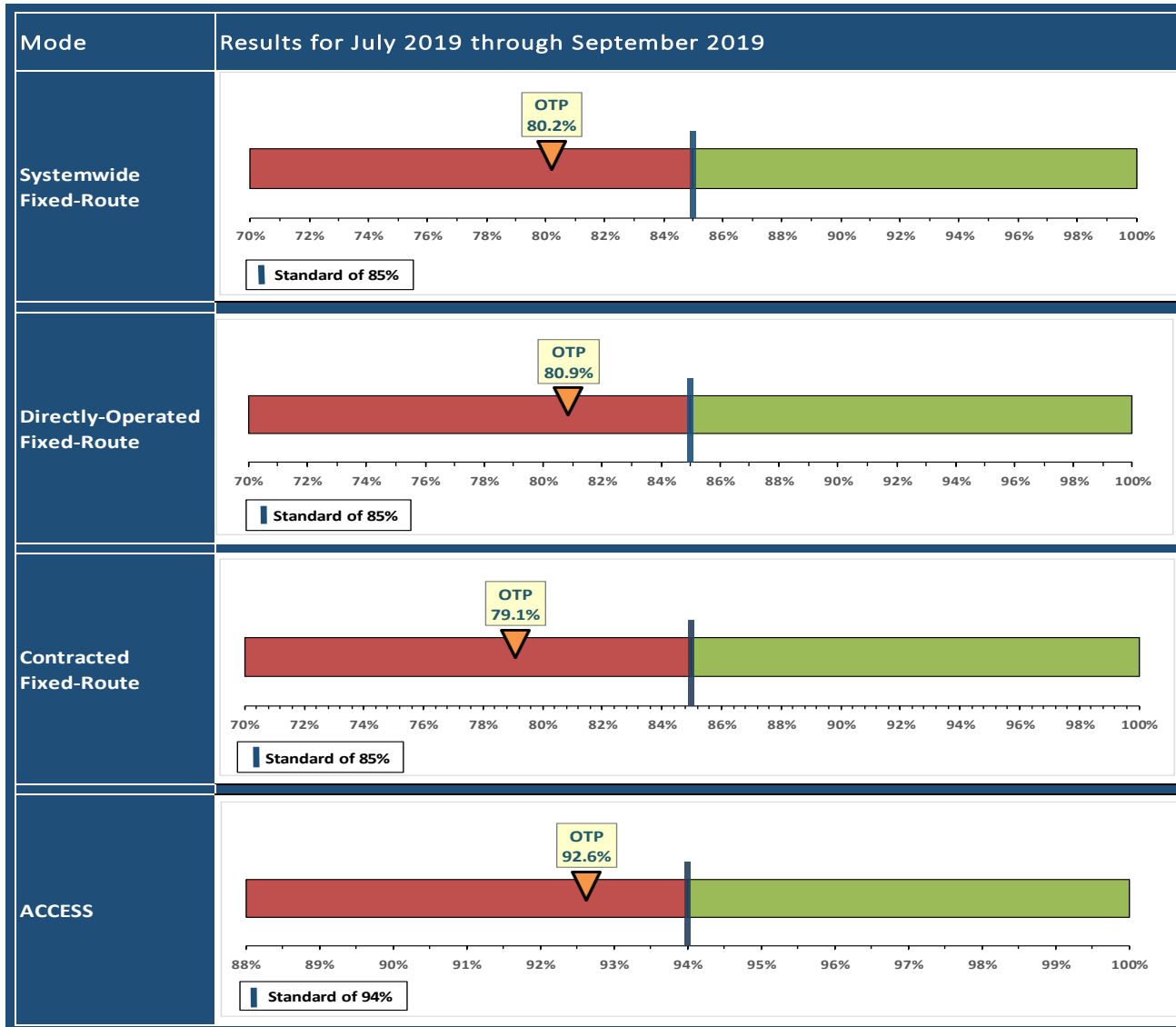
- All three modes of service were below the safety standard
- Several campaigns are in place to emphasize safety awareness

# Courtesy



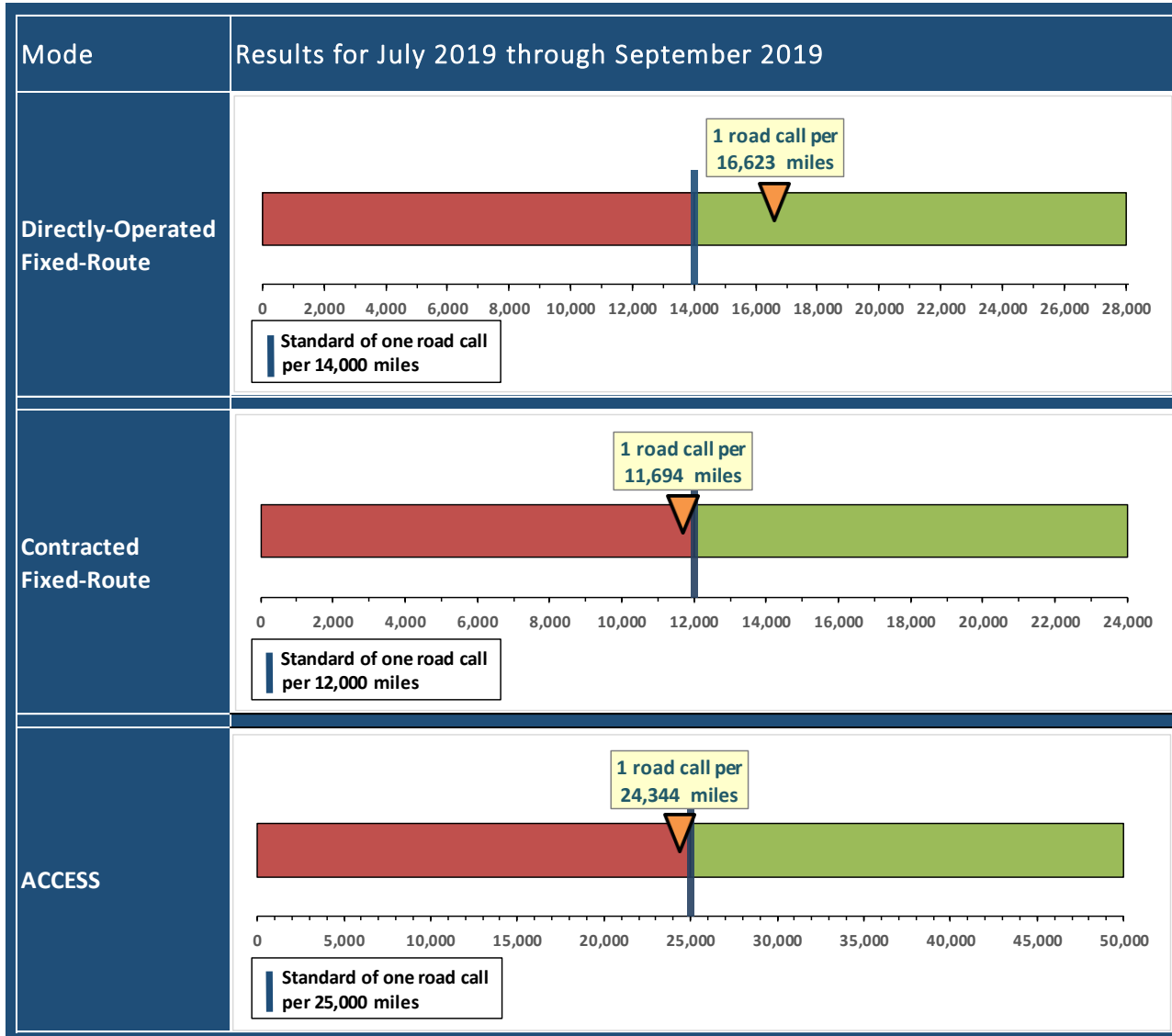
- All three modes of service exceeded the courtesy standard

# Reliability-OTP



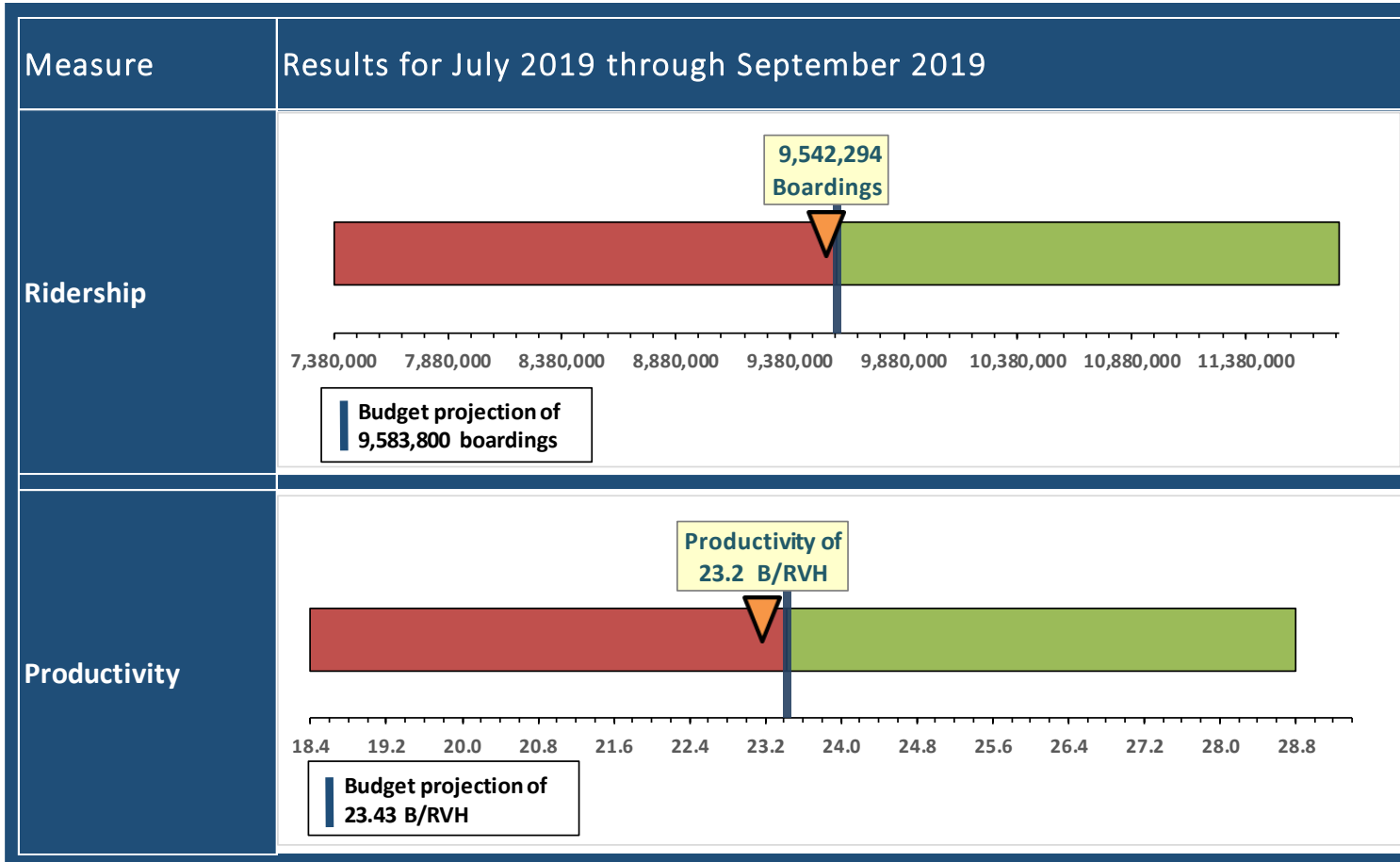
- Systemwide fixed-route service was 4.8 percent below the standard
- Directly-operated fixed-route (DOFR) service was 4.1 percent below the standard
- Contracted fixed-route (CFR) service was 5.9 percent below the standard
- OC ACCESS service was 1.4 percent below the standard
- Contributing factors include school traffic, increase in road improvement projects, Coach Operator shortage (DOFR and OC ACCESS)

# Reliability-MBRC



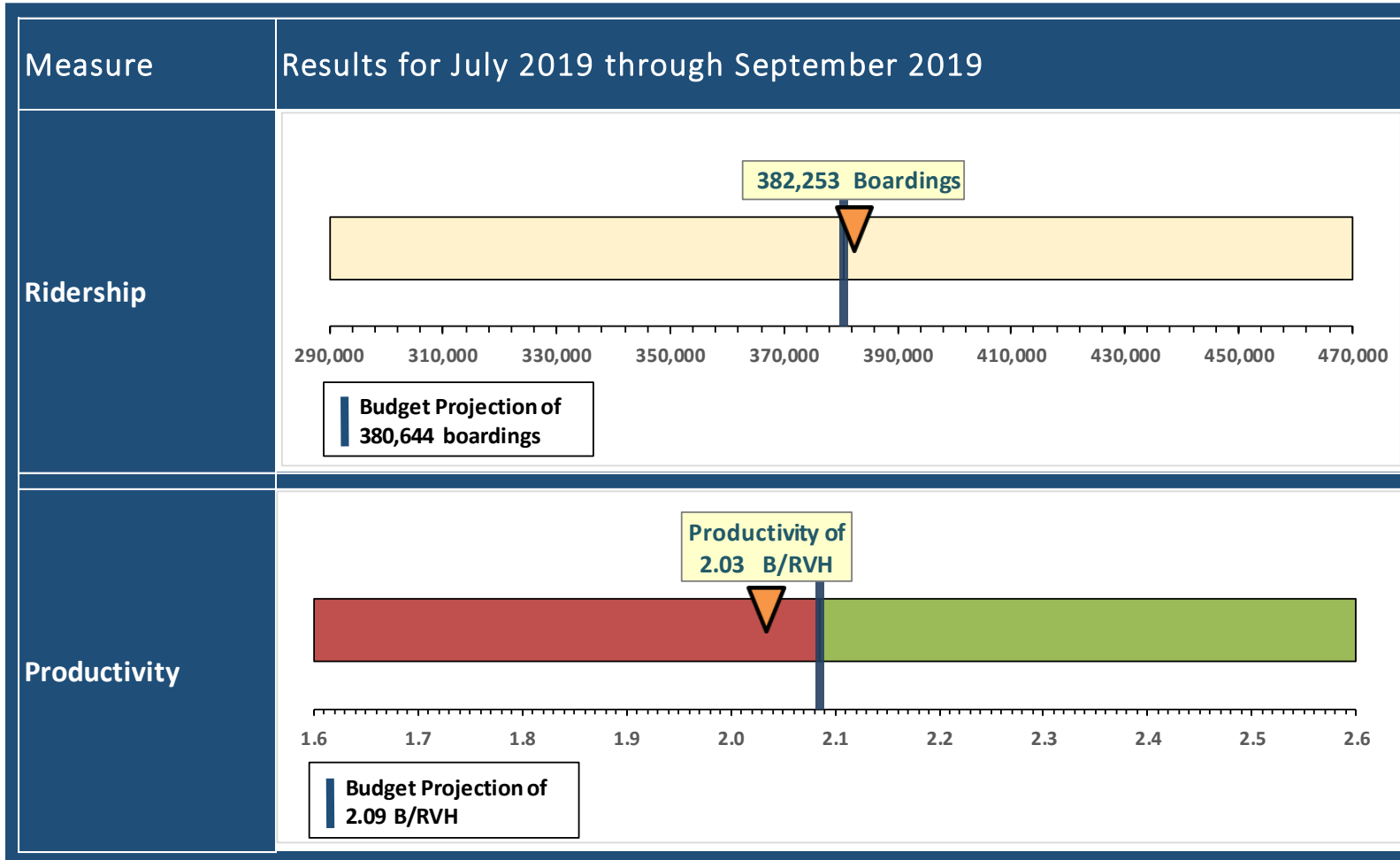
- DOFR exceeded the MBRC standard
- CFR and OC ACCESS did not meet the standard
- Staff continue to work with contractors on continuous improvement

# Fixed-Route-Ridership and Productivity



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

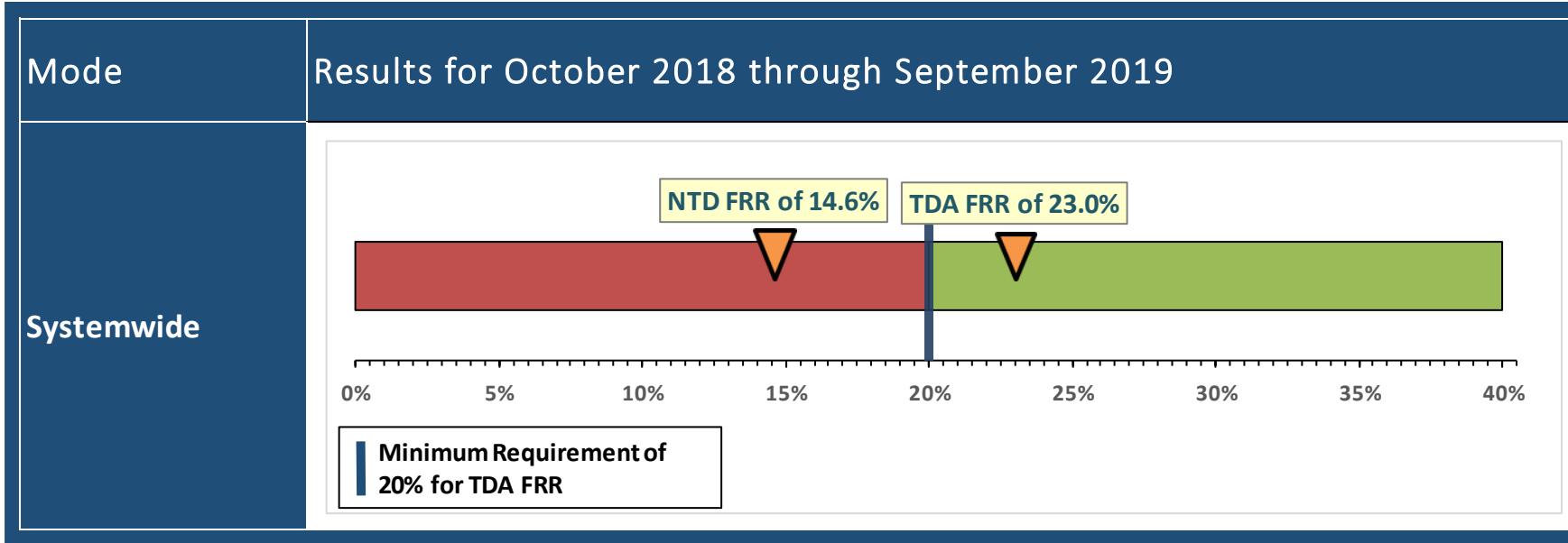
# OC ACCESS-Ridership and Productivity



- OC ACCESS service exceeded budget projection for ridership.
- Productivity is 2.9 percent below the budgeted projections.

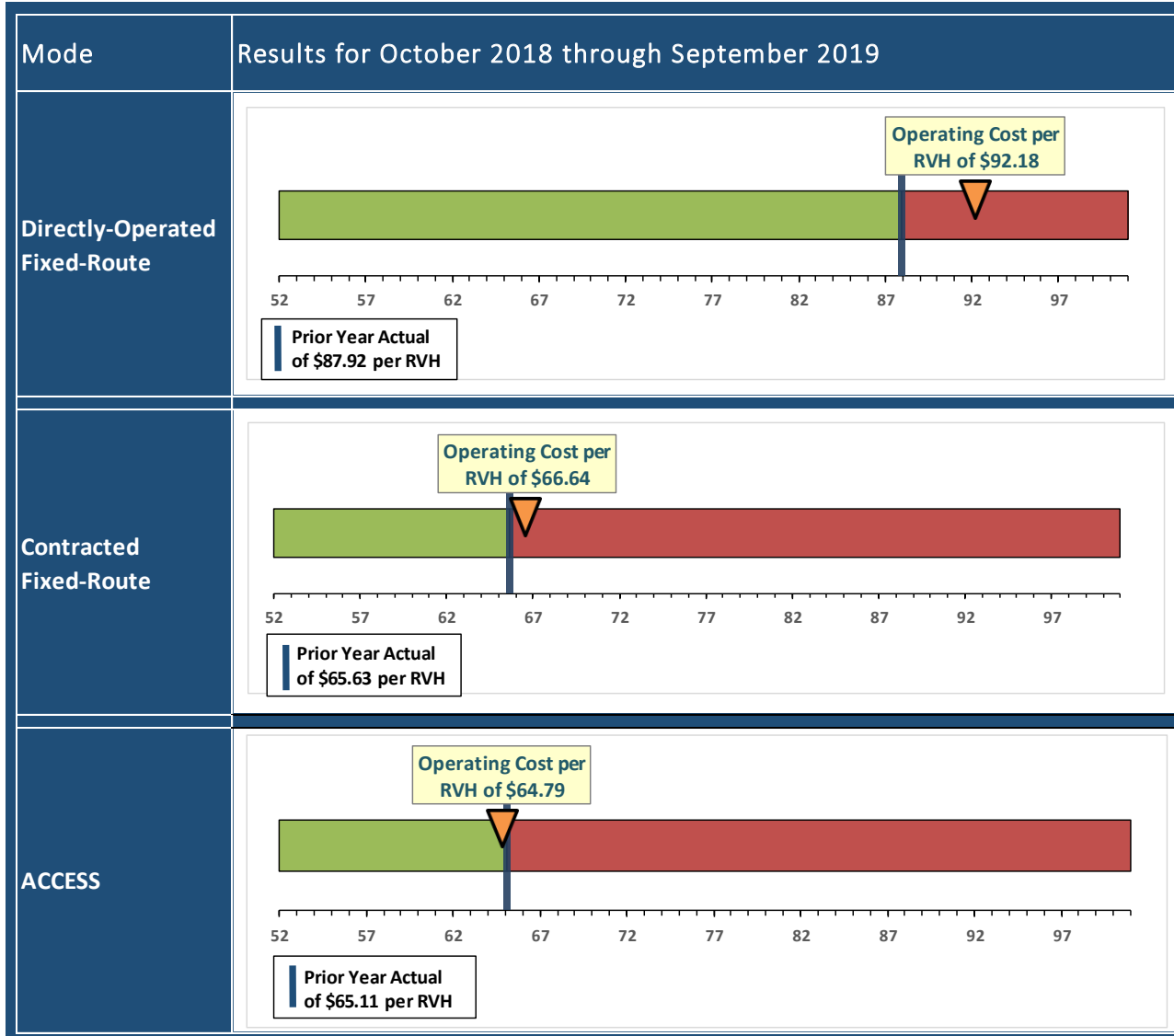


# Farebox Recovery Ratio



- NTD FRR was 5.4 percent under the standard, and
- TDA FRR exceeded the standard by 3 percent

# Cost per RVH



- DOFR operating cost increased 4.8 percent from the prior year actuals
- CFR operating cost increased 1.5 percent from the prior year actuals
- OC ACCESS operating cost decreased 0.5 percent from the prior year actuals

# Performance: Local Routes

| Route | Farebox | Subsidy per Boarding | Boardings | BoardVSH | VSH    | 40 FT | 32 FT | 60 FT |
|-------|---------|----------------------|-----------|----------|--------|-------|-------|-------|
| 021   | 7.1%    | \$ 12.21             | 15,893    | 8.14     | 1,952  | -     | 2     | -     |
| 529   | 6.7%    | 11.75                | 83,195    | 12.81    | 6,494  | 10    | -     | -     |
| 001   | 6.9%    | 11.08                | 143,152   | 12.55    | 11,410 | 9     | -     | -     |
| 085   | 9.5%    | 10.16                | 18,749    | 9.22     | 2,033  | 2     | -     | -     |
| 076   | 8.3%    | 9.74                 | 22,577    | 13.64    | 1,655  | 2     | -     | -     |
| 087   | 8.9%    | 9.48                 | 17,617    | 10.16    | 1,733  | -     | 2     | -     |
| 083   | 9.8%    | 7.94                 | 150,226   | 17.35    | 8,659  | 10    | -     | -     |
| 024   | 12.0%   | 7.27                 | 29,951    | 12.97    | 2,309  | 3     | -     | -     |
| 091   | 14.5%   | 6.83                 | 98,653    | 13.32    | 7,404  | 8     | -     | -     |
| 086   | 12.2%   | 6.66                 | 37,263    | 13.58    | 2,745  | 3     | -     | -     |
| 082   | 15.9%   | 6.58                 | 16,458    | 16.11    | 1,022  | 2     | -     | -     |
| 560   | 11.6%   | 6.51                 | 184,337   | 21.37    | 8,627  | 13    | -     | -     |
| 079   | 12.2%   | 6.40                 | 99,816    | 14.01    | 7,126  | 6     | -     | -     |
| 056   | 11.4%   | 6.26                 | 104,525   | 20.75    | 5,037  | 5     | -     | -     |
| 090   | 14.9%   | 6.15                 | 80,024    | 14.83    | 5,396  | 5     | -     | -     |
| 037   | 12.8%   | 5.79                 | 267,499   | 23.62    | 11,324 | 13    | -     | -     |
| 072   | 13.5%   | 5.65                 | 126,063   | 22.09    | 5,708  | 6     | -     | -     |
| 059   | 14.8%   | 5.63                 | 137,058   | 16.55    | 8,283  | 11    | -     | -     |
| 055   | 14.8%   | 5.58                 | 329,218   | 22.45    | 14,664 | 14    | -     | -     |
| 054   | 13.5%   | 5.51                 | 304,439   | 23.64    | 12,876 | 14    | -     | -     |
| 050   | 12.4%   | 5.50                 | 321,436   | 23.29    | 13,800 | 10    | -     | 1     |
| 089   | 16.8%   | 5.11                 | 90,813    | 16.71    | 5,435  | 5     | -     | -     |

| Route | Farebox | Subsidy per Boarding | Boardings | BoardVSH | VSH    | 40 FT | 32 FT | 60 FT |
|-------|---------|----------------------|-----------|----------|--------|-------|-------|-------|
| 029   | 14.8%   | \$ 5.08              | 446,735   | 25.30    | 17,659 | 1     | -     | 12    |
| 025   | 16.1%   | \$ 5.07              | 94,775    | 17.04    | 5,563  | 5     | -     | -     |
| 026   | 14.8%   | \$ 5.04              | 107,688   | 16.84    | 6,395  | 4     | -     | -     |
| 543   | 14.6%   | \$ 4.87              | 223,172   | 26.72    | 8,352  | 10    | -     | -     |
| 071   | 15.9%   | \$ 4.87              | 180,981   | 17.95    | 10,082 | 8     | -     | -     |
| 057   | 16.1%   | \$ 4.61              | 503,749   | 31.84    | 15,824 | 4     | -     | 11    |
| 047   | 17.5%   | \$ 4.44              | 537,532   | 27.33    | 19,667 | 17    | -     | -     |
| 070   | 18.2%   | \$ 4.29              | 226,777   | 21.29    | 10,653 | 15    | -     | -     |
| 035   | 17.3%   | \$ 4.14              | 202,737   | 22.06    | 9,192  | 13    | -     | -     |
| 060   | 16.4%   | \$ 4.11              | 478,217   | 30.05    | 15,912 | 14    | -     | -     |
| 053   | 17.3%   | \$ 4.06              | 346,458   | 31.79    | 10,898 | 11    | -     | -     |
| 030   | 18.1%   | \$ 3.90              | 172,817   | 21.34    | 8,098  | 7     | -     | -     |
| 053X  | 18.5%   | \$ 3.81              | 170,392   | 29.35    | 5,806  | 6     | -     | -     |
| 038   | 19.4%   | \$ 3.72              | 257,121   | 23.17    | 11,095 | 12    | -     | -     |
| 033   | 17.4%   | \$ 3.69              | 99,036    | 22.44    | 4,413  | 3     | -     | -     |
| 043   | 19.6%   | \$ 3.64              | 541,891   | 32.38    | 16,736 | 14    | -     | -     |
| 046   | 20.2%   | \$ 3.63              | 159,191   | 22.64    | 7,031  | 6     | -     | -     |
| 057X  | 20.1%   | \$ 3.62              | 266,645   | 30.94    | 8,619  | 2     | -     | 6     |
| 066   | 21.5%   | \$ 3.29              | 516,134   | 34.46    | 14,978 | 12    | -     | -     |
| 042   | 21.2%   | \$ 3.13              | 379,456   | 26.67    | 14,230 | 15    | -     | -     |
| 064   | 21.2%   | \$ 3.02              | 386,898   | 39.19    | 9,872  | 9     | -     | -     |
| 064X  | 22.3%   | \$ 2.78              | 155,524   | 37.41    | 4,157  | 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   | 8.7%    | \$ 9.71              | 27,777    | 9.31     | 2,984 | 2     | -     | -     |
| 178   | 9.2%    | 9.33                 | 21,109    | 9.92     | 2,127 | 2     | -     | -     |
| 177   | 12.4%   | 7.49                 | 21,752    | 12.02    | 1,809 | -     | 2     | -     |
| 167   | 12.2%   | 7.01                 | 46,789    | 13.40    | 3,492 | 4     | -     | -     |
| 129   | 14.4%   | 6.03                 | 50,036    | 14.19    | 3,527 | 2     | -     | -     |
| 143   | 13.8%   | 5.93                 | 46,718    | 15.04    | 3,107 | 3     | -     | -     |
| 150   | 16.2%   | 5.70                 | 42,140    | 16.84    | 2,502 | 4     | -     | -     |

# Performance: Express/Stationlink Routes

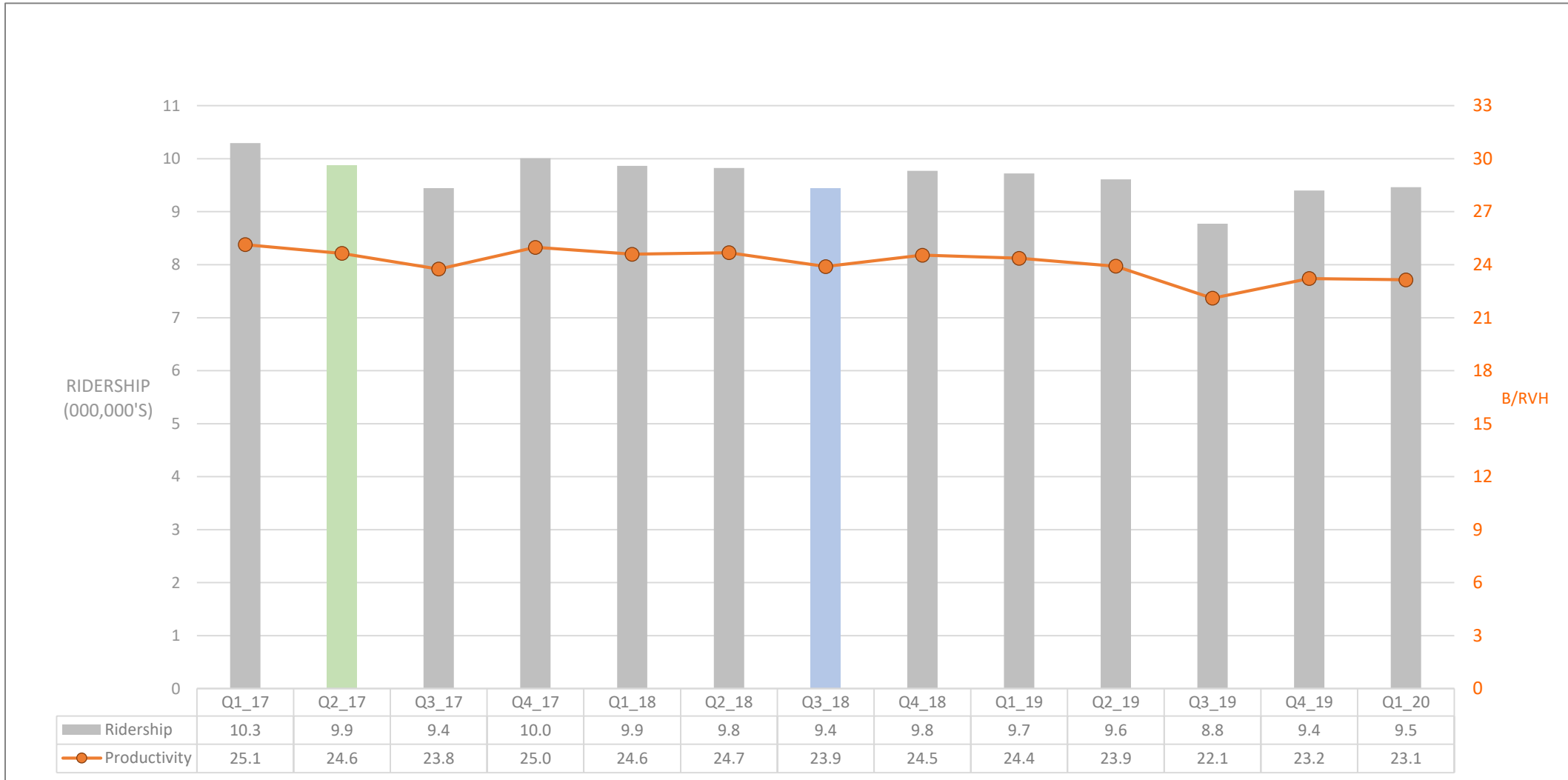
| Route | Farebox | Subsidy per Boarding | Boardings | BoardVSH | VSH   | 40 FT | 32 FT | 60 FT |
|-------|---------|----------------------|-----------|----------|-------|-------|-------|-------|
| 213   | 2.7%    | \$ 39.53             | 3,225     | 3.66     | 881   | -     | 4     | -     |
| 721   | 5.4%    | 38.88                | 5,822     | 6.06     | 960   | 3     | -     | -     |
| 211   | 3.6%    | 31.33                | 5,223     | 3.65     | 1,431 | -     | 4     | -     |
| 701   | 9.6%    | 25.94                | 6,670     | 10.44    | 639   | 3     | -     | -     |
| 206   | 5.7%    | 23.29                | 3,065     | 6.99     | 438   | -     | 3     | -     |
| 794   | 29.5%   | 18.84                | 7,533     | 7.49     | 1,006 | 4     | -     | -     |

| Route | Farebox | Subsidy per Boarding | Boardings | BoardVSH | VSH | 40 FT | 32 FT | 60 FT |
|-------|---------|----------------------|-----------|----------|-----|-------|-------|-------|
| 463   | 3.5%    | \$ 31.04             | 4,655     | 6.14     | 758 | 4     | -     | -     |
| 472   | 9.9%    | 12.10                | 7,390     | 15.00    | 493 | 3     | -     | -     |
| 453   | 5.2%    | 10.92                | 6,612     | 14.32    | 462 | 1     | -     | -     |
| 480   | 8.5%    | 10.86                | 6,585     | 13.97    | 471 | 1     | -     | -     |
| 473   | 11.8%   | 9.78                 | 9,491     | 20.00    | 475 | 3     | -     | -     |
| 462   | 13.1%   | 7.09                 | 9,065     | 19.54    | 464 | 1     | -     | -     |

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

# Performance: System-wide Trends

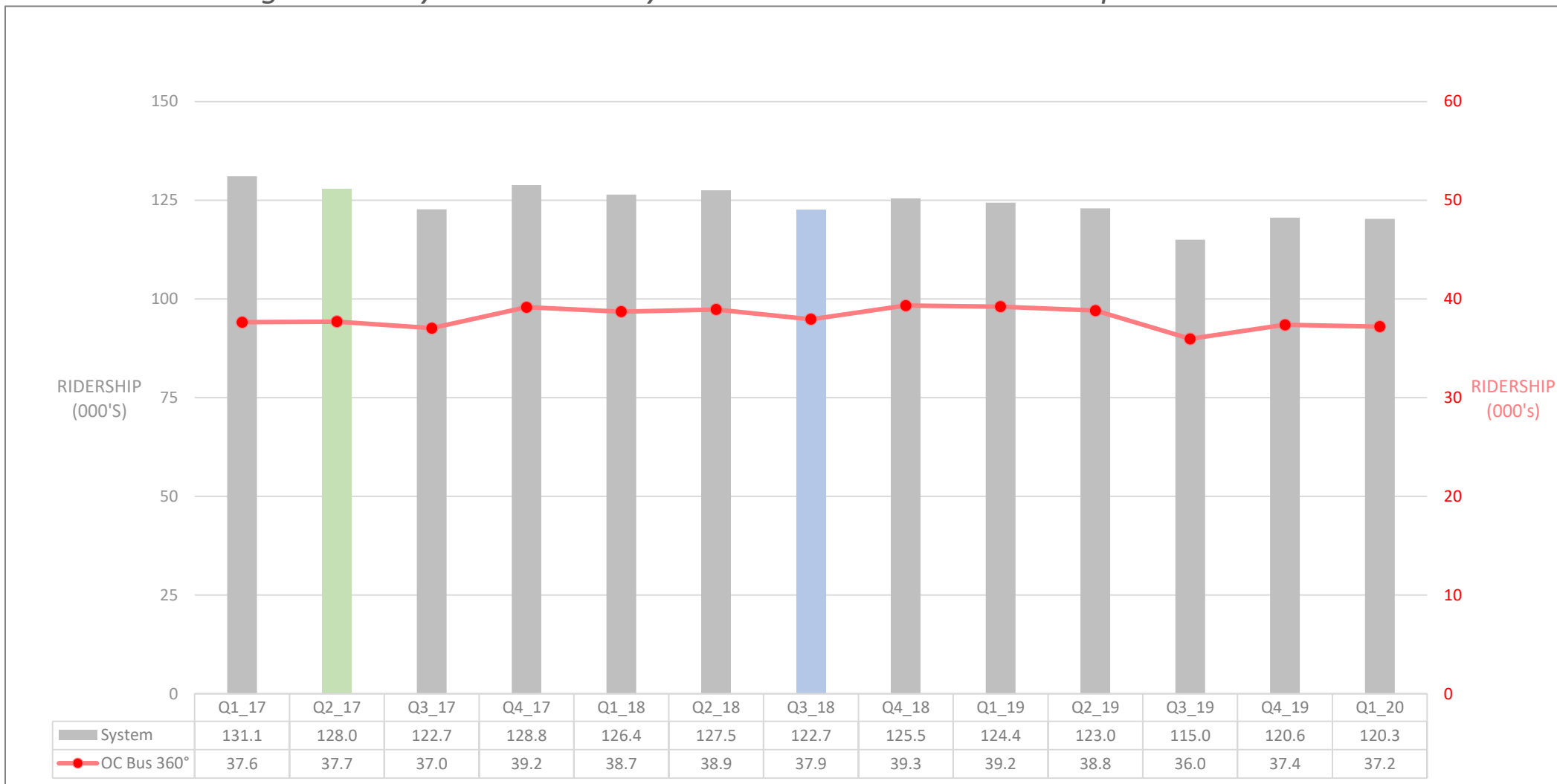
RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



B/RVH - boardings per revenue vehicle hour

# Performance: OC Bus 360° Improvements

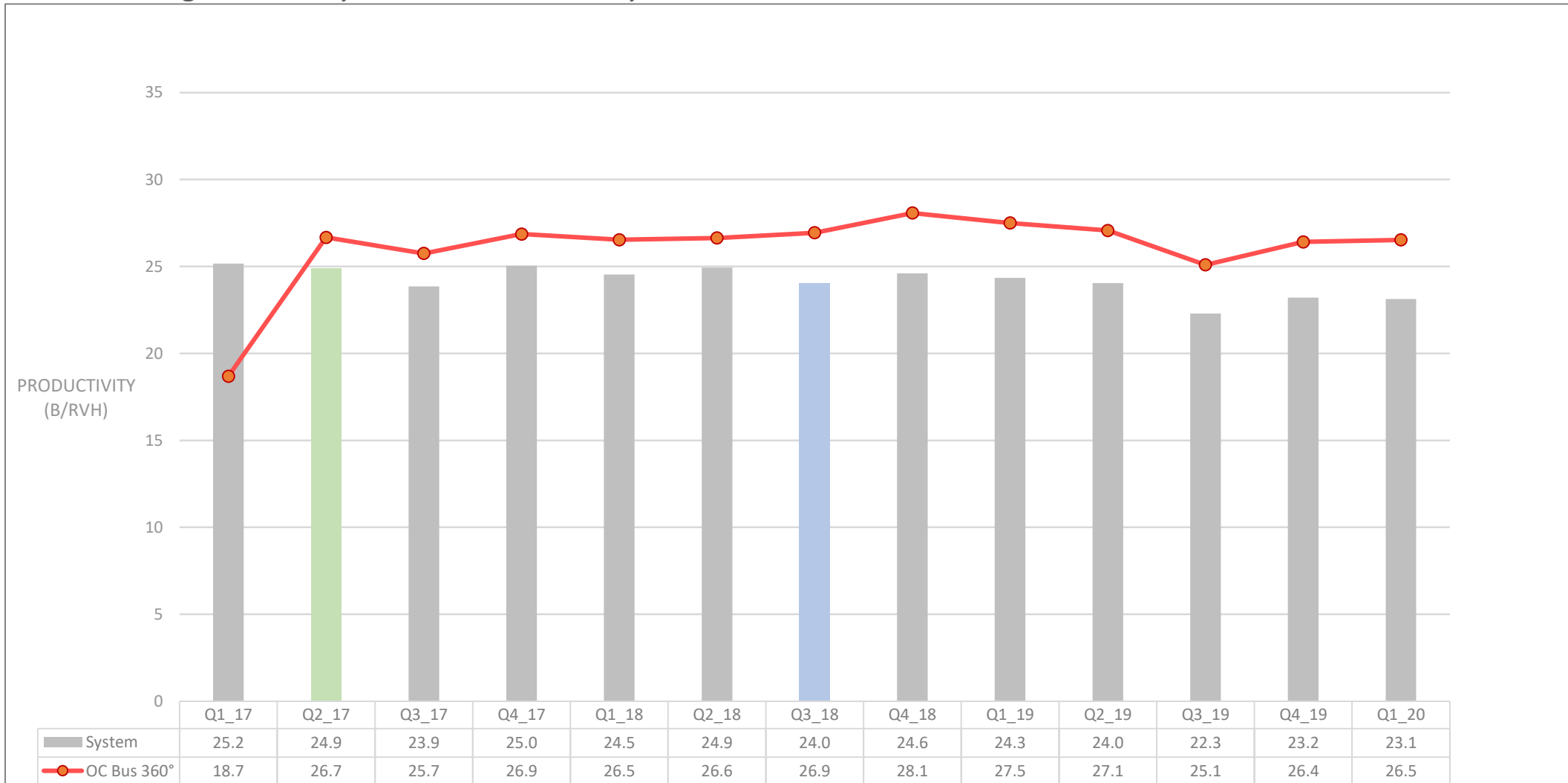
Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date





# Performance: OC Bus 360° Reductions

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



B/RVH - boardings per revenue vehicle hour

# Future Reports

March 12, 2020, Transit Committee

- Second Quarter Bus Operations Performance Measurements Report