



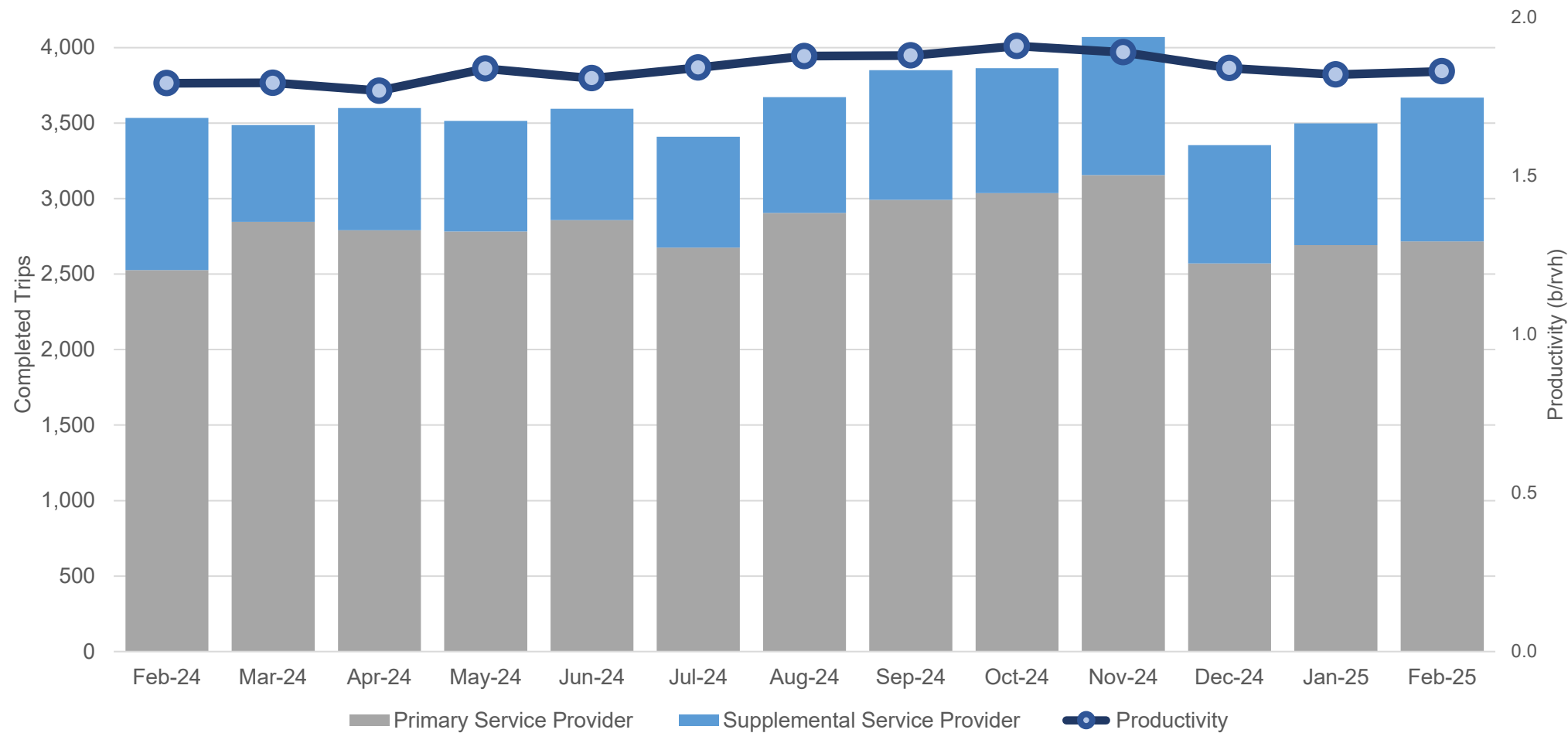
# Bimonthly Transit Performance Report

March 2025



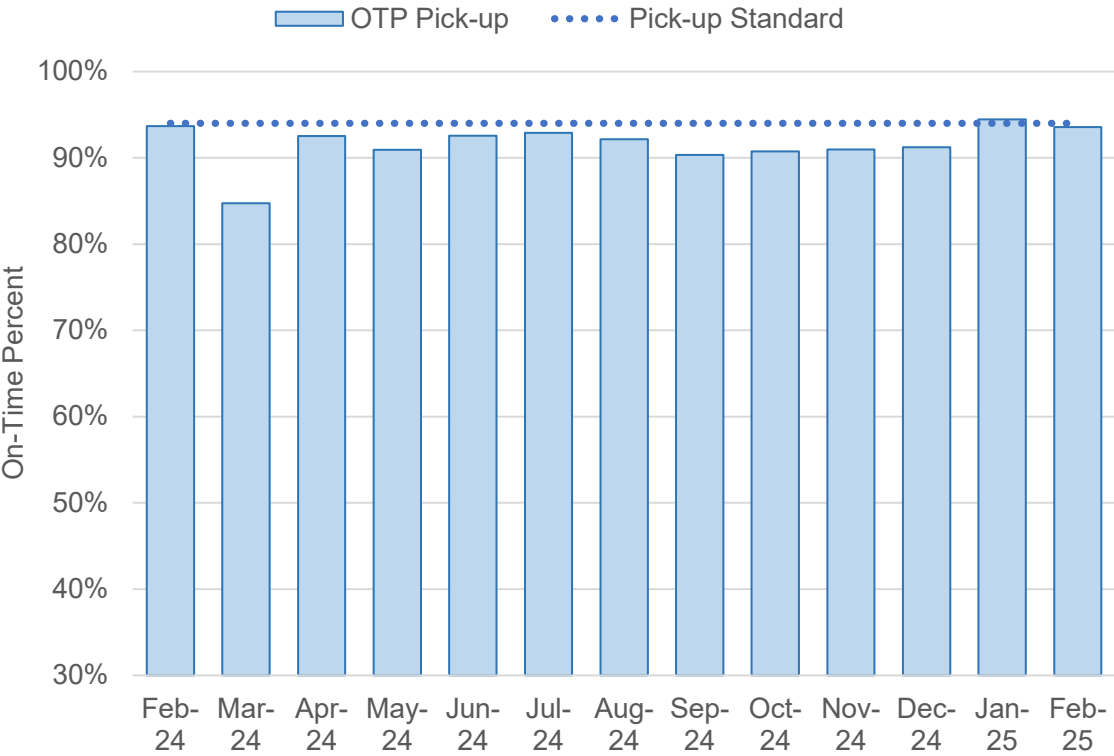
# OC ACCESS

## Service Demand – Ridership Snapshot

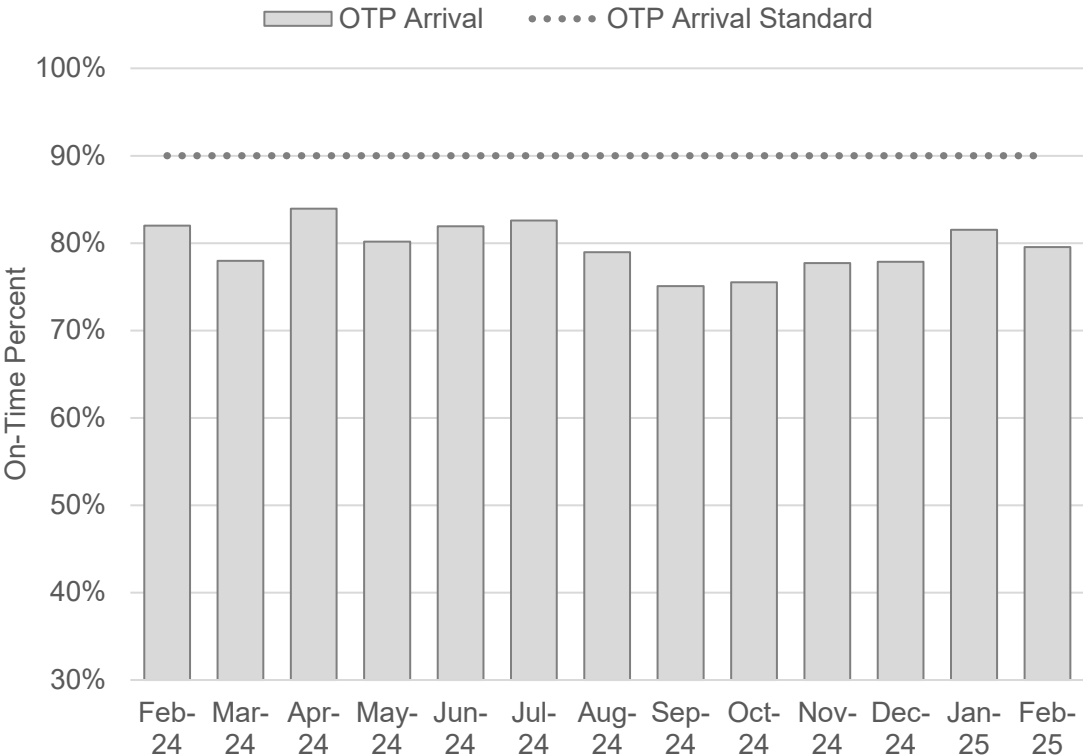


**Service Provider Demand:** OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.

## Service Reliability – On-Time Performance (OTP)

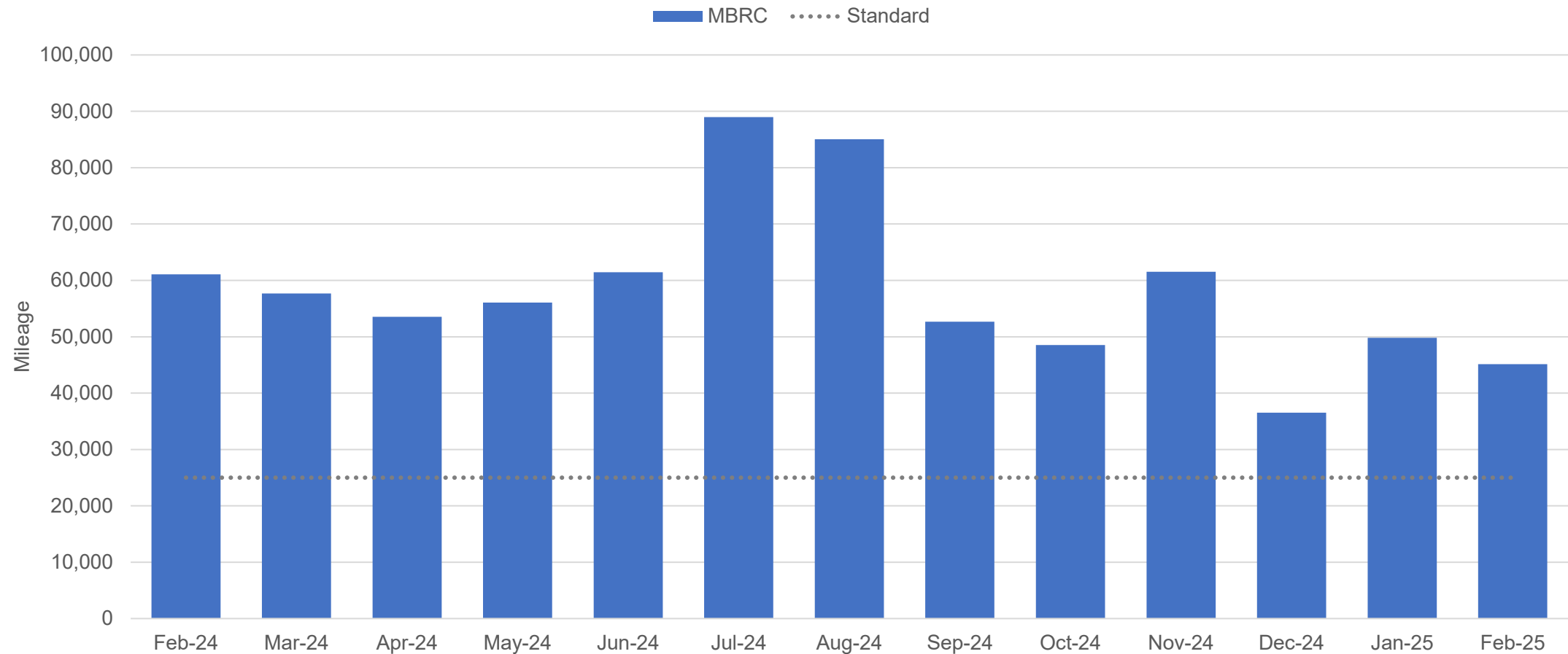


**Pick-up OTP:** The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



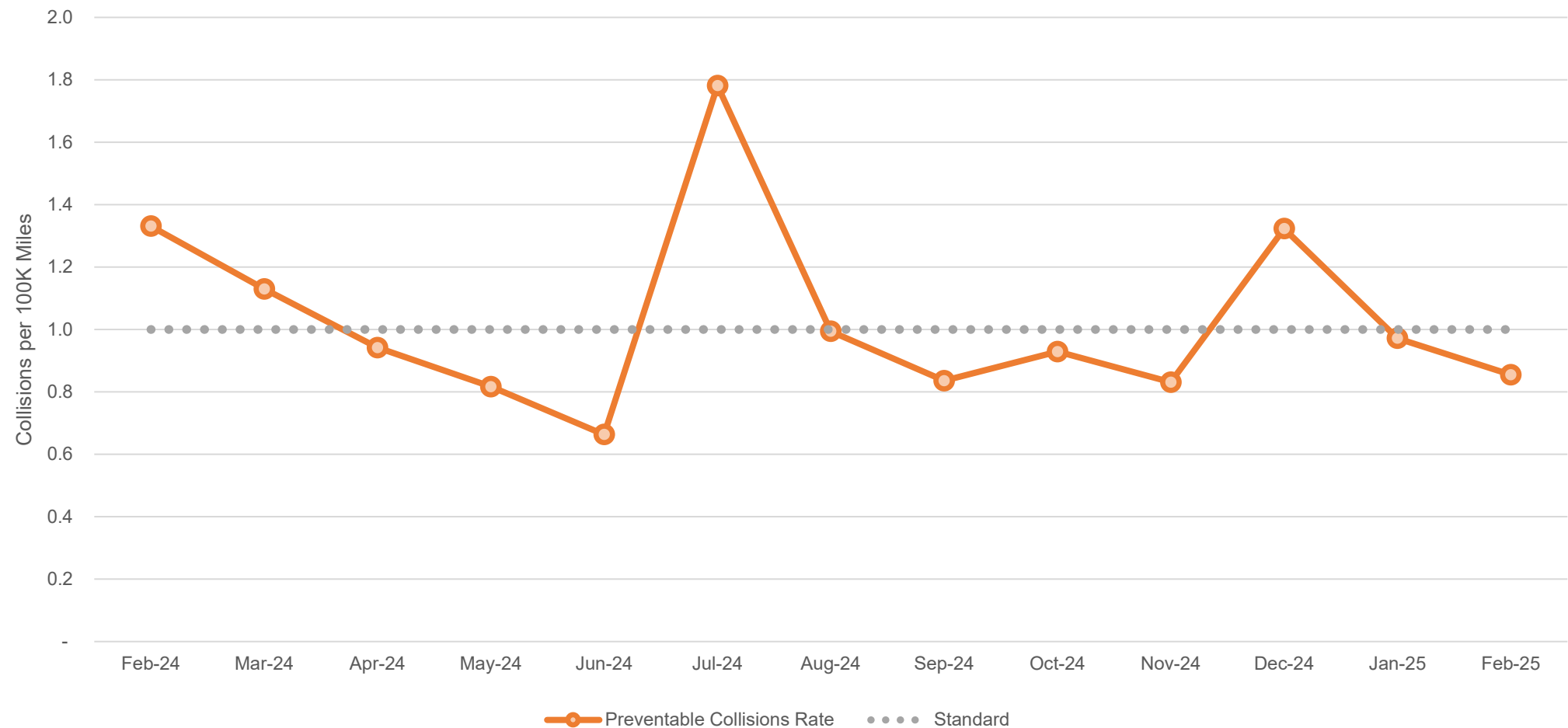
**Arrival OTP:** The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.

## Service Reliability – Miles Between Road Calls (MBRC)



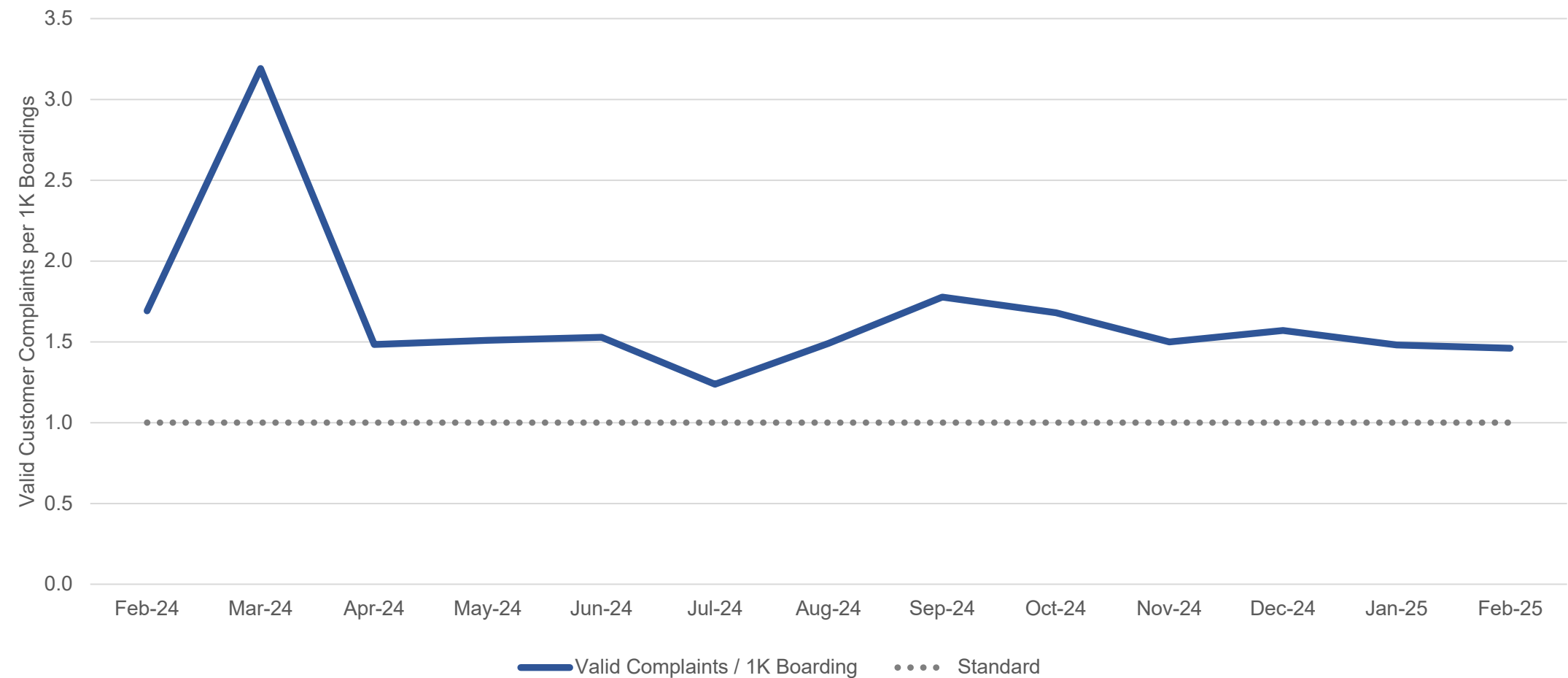
**MBRC:** MBRC is calculated by dividing the total miles traveled by all OC Access vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same period. The MBRC standard for OC ACCESS is 25,000 miles.

## Safety – Preventable Collisions



**Preventable Collisions:** A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

## Service Quality – Customer Complaints



**Customer Satisfaction:** The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.