



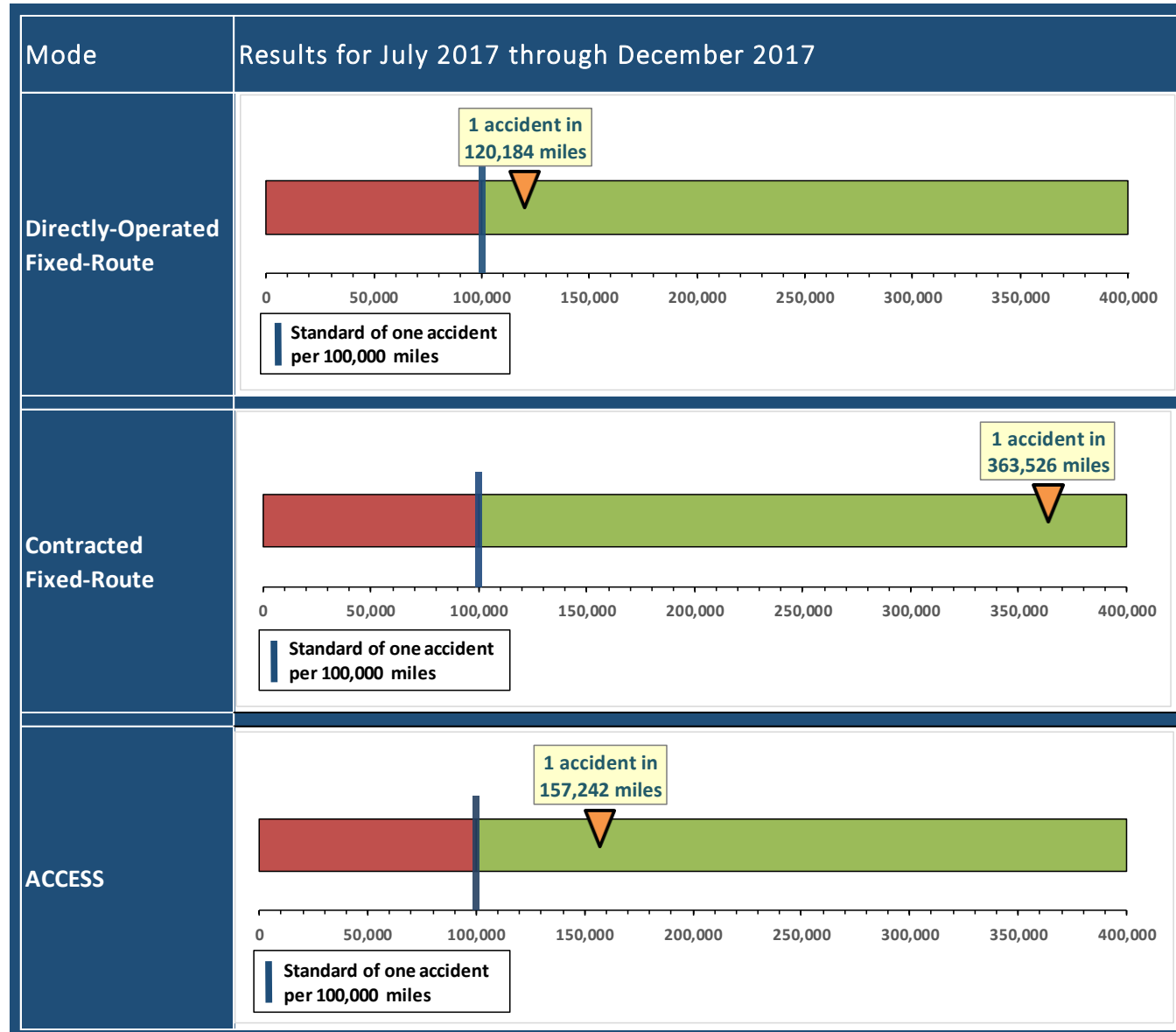
# **TRANSIT DIVISION PERFORMANCE MEASUREMENTS REPORT**

**For the Second Quarter of  
Fiscal Year 2017-18**

# Performance Measurements

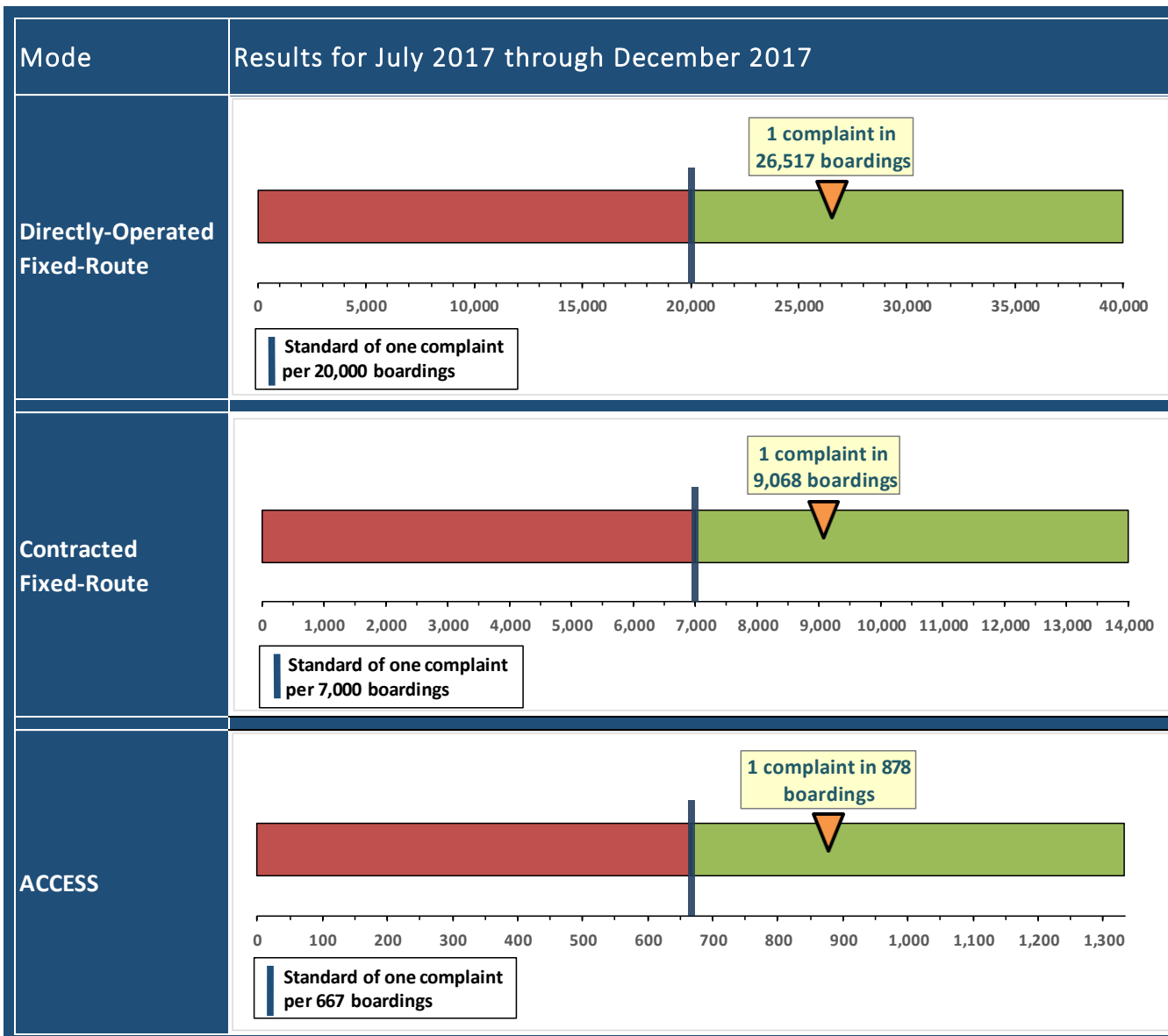
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety



- All three modes of service exceeded the safety standard

# Courtesy



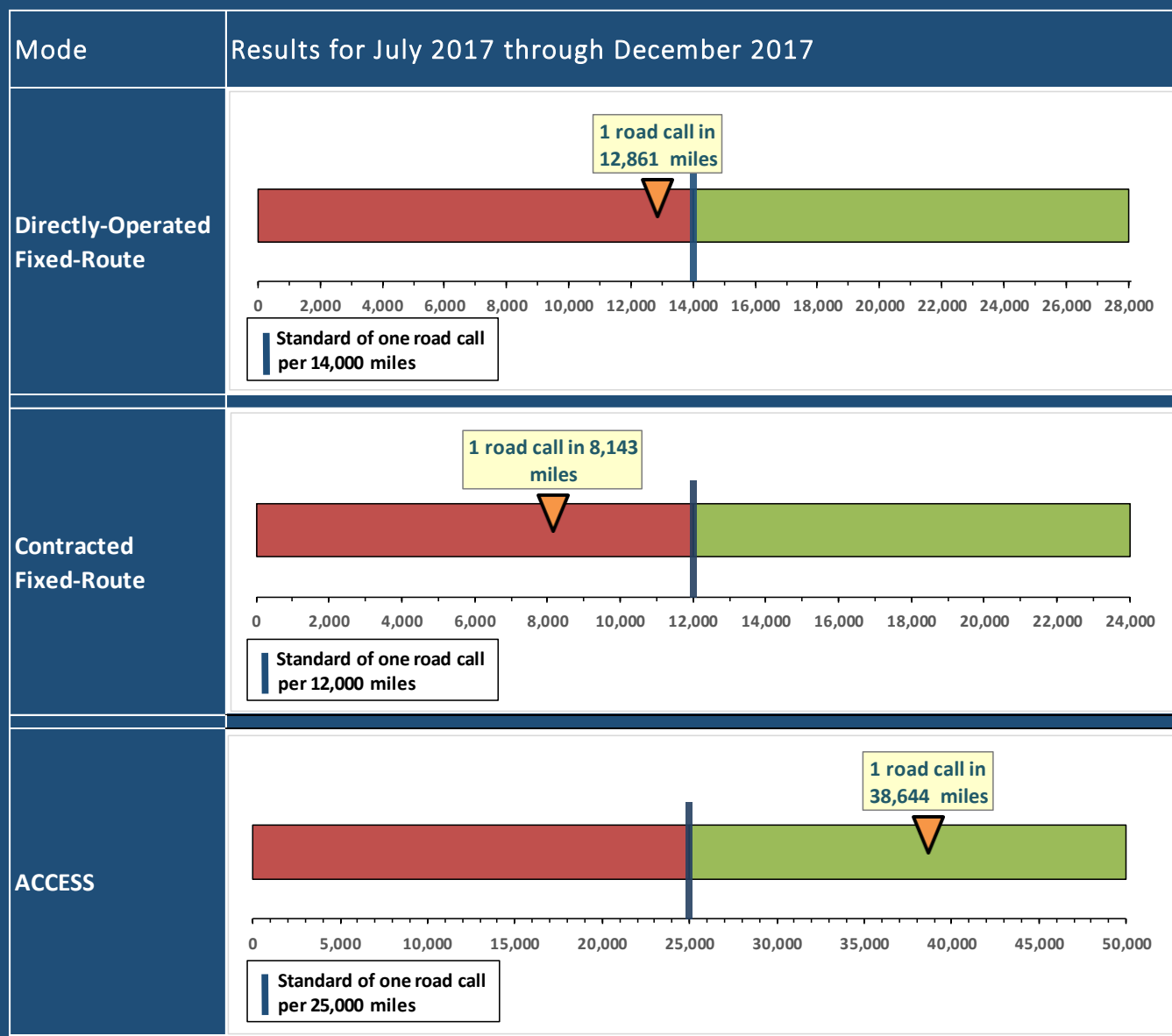
- All three modes of service exceeded the courtesy standard

# Reliability-OTP



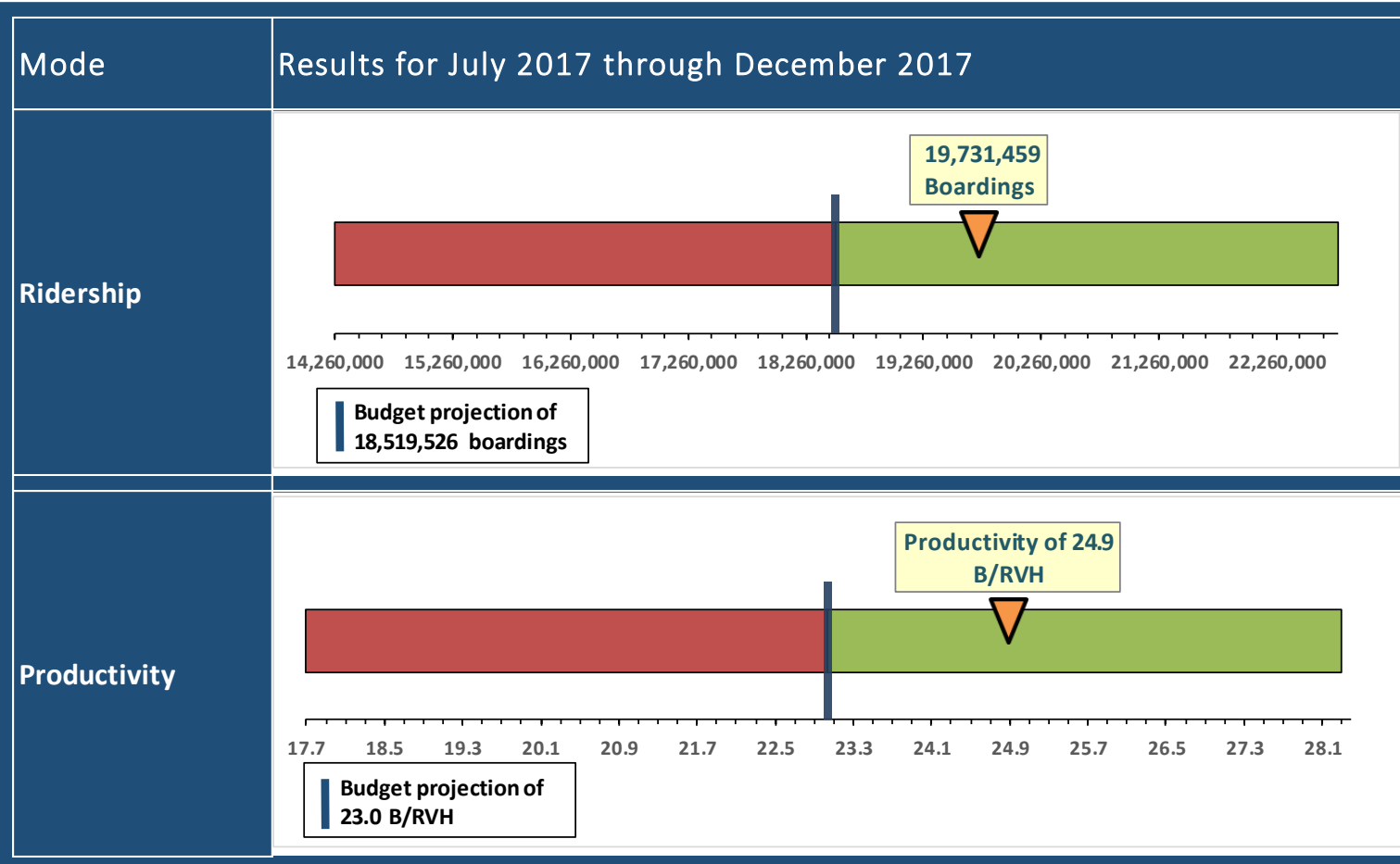
- System-wide fixed-route service was within 0.9 percent of the standard
- Directly-operated fixed-route (DOFR) service was within 0.4 percent of the standard
- CFR service was within 1.6 percent of the standard
- ACCESS service was at 94.3 percent
- Continued to focus on OTP improvement

# Reliability-MBRC



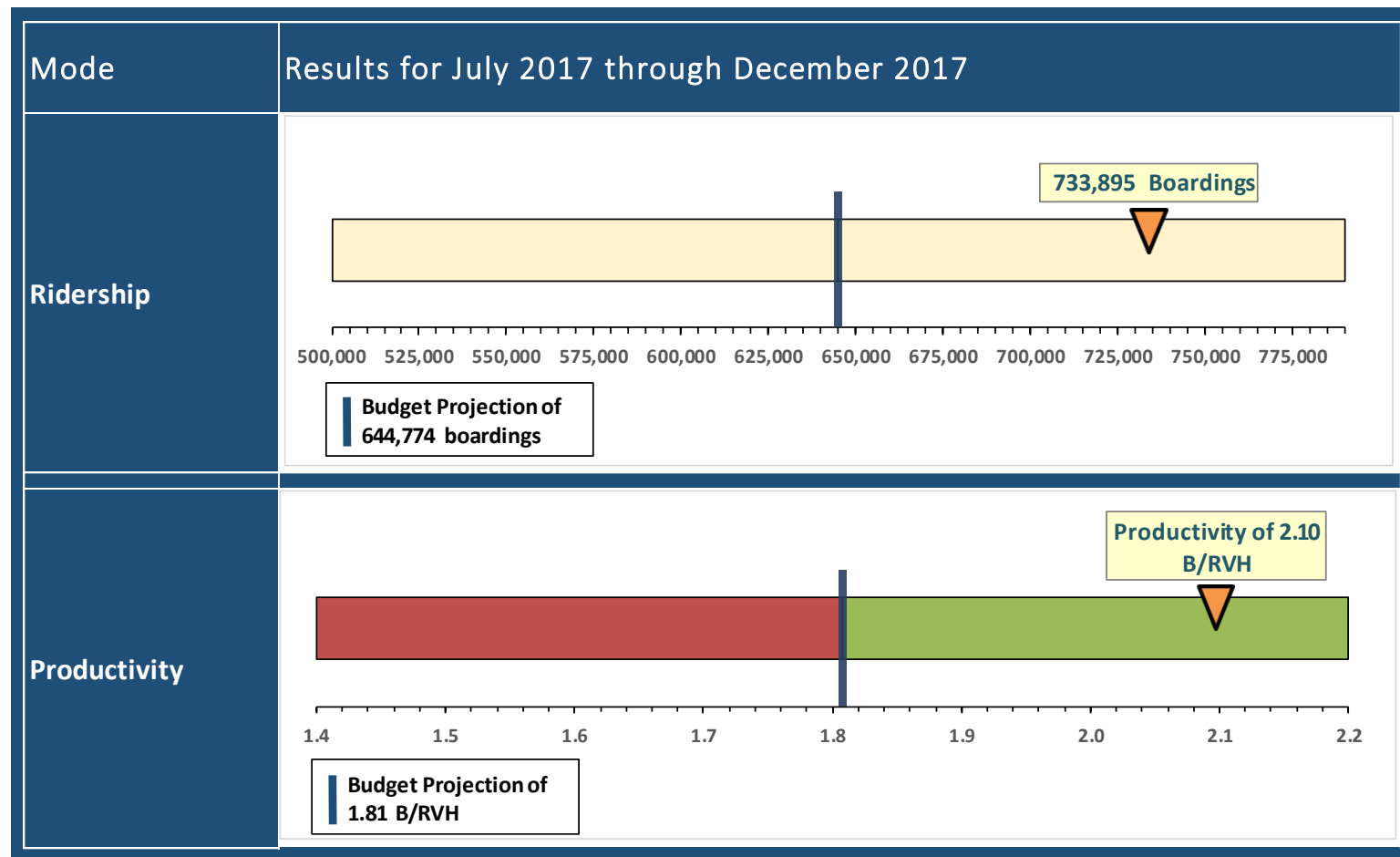
- ACCESS services exceeded the MBRC standard
- DOFR and CFR did not meet the standard
- Continued to focus on vehicle reliability

# Fixed-Route-Ridership and Productivity



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

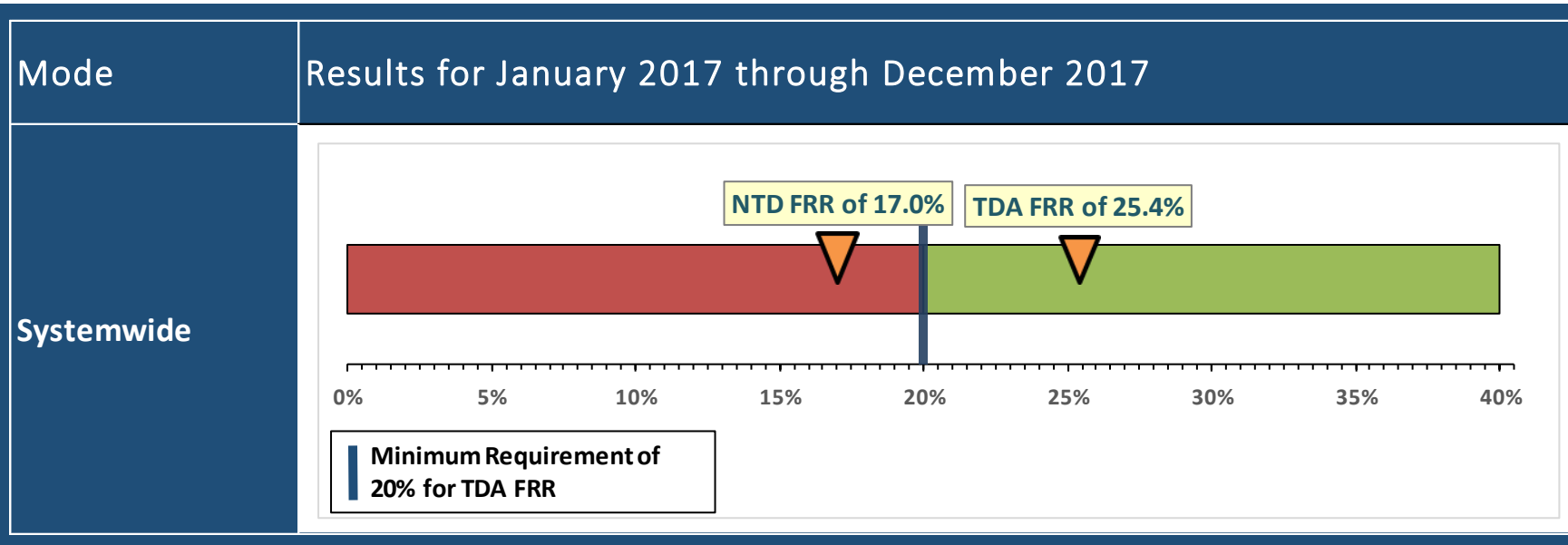
# ACCESS-Ridership and Productivity



- ACCESS service exceeded budget projections for ridership and productivity



# Farebox Recovery Ratio

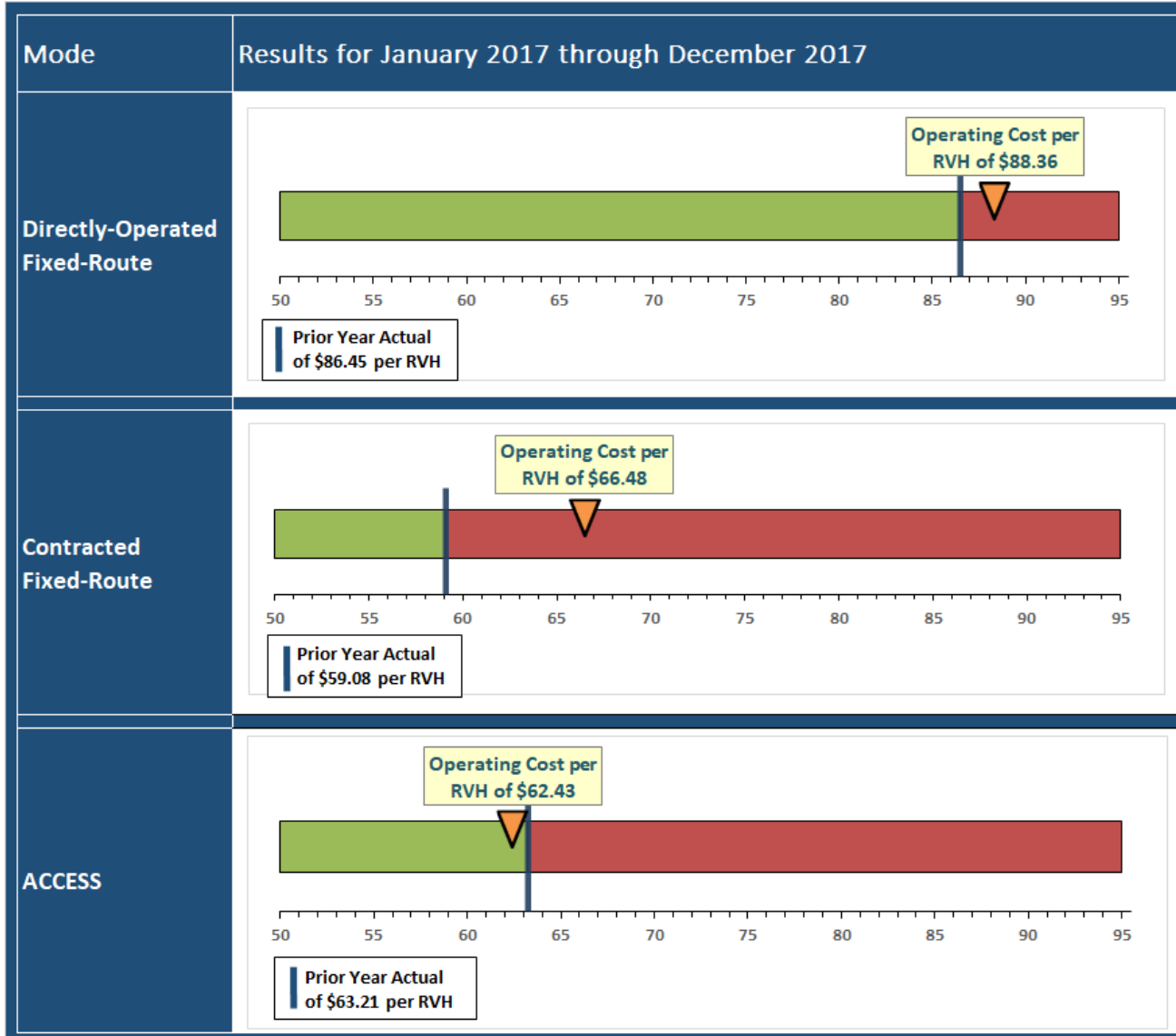


*Note:*

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

# Cost per RVH



- ACCESS services operated at a lower cost than the target, which is based on prior year actuals
- DOFR operating cost increased 2.2 percent from the prior year actuals
- CFR operating cost increased 12.5 percent from the prior year actuals

# Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	8.8%	\$ 11.44	35,251	9.85	3,580	3	-	-
001	9.3%	9.49	311,057	13.98	22,257	8	-	-
076	10.3%	8.50	48,859	14.99	3,259	2	-	-
085	11.7%	8.40	46,448	11.48	4,045	2	-	-
087	12.7%	7.66	44,354	12.80	3,465	2	-	-
086	12.8%	6.74	79,207	14.21	5,576	3	-	-
079	11.1%	6.57	209,959	14.55	14,432	6	-	-
083	13.6%	6.46	341,319	19.73	17,297	7	-	-
024	14.7%	6.23	65,534	14.71	4,457	2	-	-
560	14.5%	5.77	388,763	23.06	16,861	13	-	-
090	17.7%	5.54	158,230	18.48	8,560	7	-	-
072	16.0%	5.47	239,931	21.60	11,108	5	-	-
091	18.7%	5.37	205,873	16.62	12,384	5	-	-
037	15.9%	5.35	536,846	25.68	20,908	11	-	-
071	16.7%	5.34	347,111	17.04	20,376	9	-	-
056	15.6%	5.20	206,793	22.74	9,093	4	-	-
059	17.7%	5.14	276,721	19.00	14,564	9	-	-
054	16.7%	5.13	604,625	24.15	25,034	12	-	-
050	15.6%	5.13	602,664	24.40	24,701	10	-	2
026	16.6%	5.09	219,738	17.72	12,398	5	-	-
055	18.5%	5.09	679,572	23.69	28,681	17	-	-
082	22.0%	5.04	45,215	22.15	2,041	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
025	20.1%	\$ 4.65	213,297	19.59	10,887	7	-	-
089	19.9%	4.55	184,083	19.29	9,541	4	-	-
543	19.6%	4.27	574,261	28.47	20,172	12	-	-
030	18.9%	4.26	333,880	20.63	16,184	7	-	-
029	20.0%	4.23	1,009,671	28.68	35,199	8	-	9
070	21.0%	4.13	479,183	22.54	21,255	13	-	-
047	21.3%	4.09	1,098,959	28.75	38,230	20	-	-
035	20.8%	3.91	421,527	24.10	17,488	12	-	-
057	21.6%	3.76	1,081,554	34.05	31,762	8	-	8
033	20.1%	3.76	198,701	22.67	8,764	3	-	-
053X	21.7%	3.69	320,765	28.33	11,324	5	-	-
046	23.6%	3.67	328,567	24.17	13,597	10	-	-
043	23.7%	3.47	1,067,457	33.62	31,752	6	-	6
060	22.1%	3.31	1,004,420	33.53	29,953	11	-	-
057X	24.4%	3.22	572,744	32.46	17,645	5	-	4
053	23.8%	3.22	735,441	34.82	21,120	9	-	-
038	24.5%	3.19	595,963	26.81	22,229	12	-	-
066	26.2%	2.98	1,064,061	36.19	29,406	14	-	-
042	26.1%	2.78	810,665	29.24	27,721	10	-	-
064	26.9%	2.69	817,352	40.05	20,406	9	-	-
064X	28.7%	2.46	313,234	38.55	8,126	3	-	-

# Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
178	10.0%	\$ 8.90	63,122	11.70	5,396	4	-	-
153	10.8%	8.75	65,564	10.73	6,109	2	-	-
167	11.1%	7.82	93,025	12.82	7,257	5	-	-
177	14.0%	7.39	50,642	12.66	4,000	2	-	-
143	15.7%	5.80	96,722	15.30	6,322	2	-	-
150	17.8%	5.28	91,043	18.52	4,916	4	-	-
129	17.9%	5.24	112,801	18.10	6,233	3	-	-

# Performance: Express/Stationlink Routes

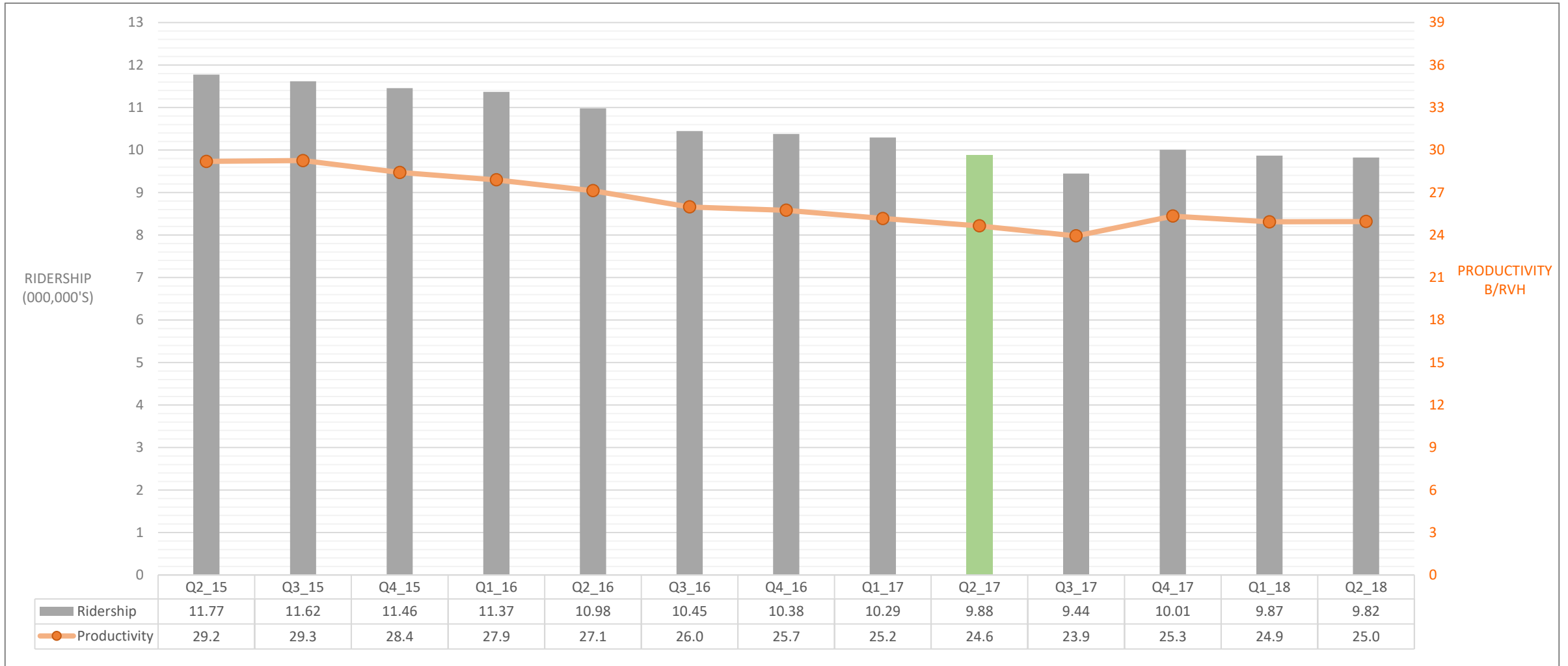
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
216	0.9%	\$ 104.89	567	1.91	296	-	1	-
211	1.6%	47.00	9,550	2.78	3,438	5	-	-
212	2.0%	44.78	2,658	3.92	678	-	2	-
721	5.0%	40.44	11,468	5.30	2,163	3	-	-
213	2.2%	37.05	7,614	4.33	1,758	4	-	-
701	5.9%	33.79	10,020	7.97	1,258	3	-	-
794	10.8%	31.28	15,742	5.81	2,711	6	-	-
206	3.9%	28.87	5,774	6.69	863	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	4.3%	20.79	13,964	7.98	1,749	4	-	-
480	10.2%	9.86	13,569	15.95	851	2	-	-
454	12.9%	9.00	21,668	20.58	1,053	4	-	-
462	11.4%	8.87	14,932	17.13	871	2	-	-
453	11.6%	8.75	15,103	18.35	823	2	-	-
472	12.5%	8.63	17,781	19.16	928	3	-	-
473	12.7%	7.96	21,113	20.99	1,006	3	-	-

# **TRANSIT PERFORMANCE AND OC BUS 360°**

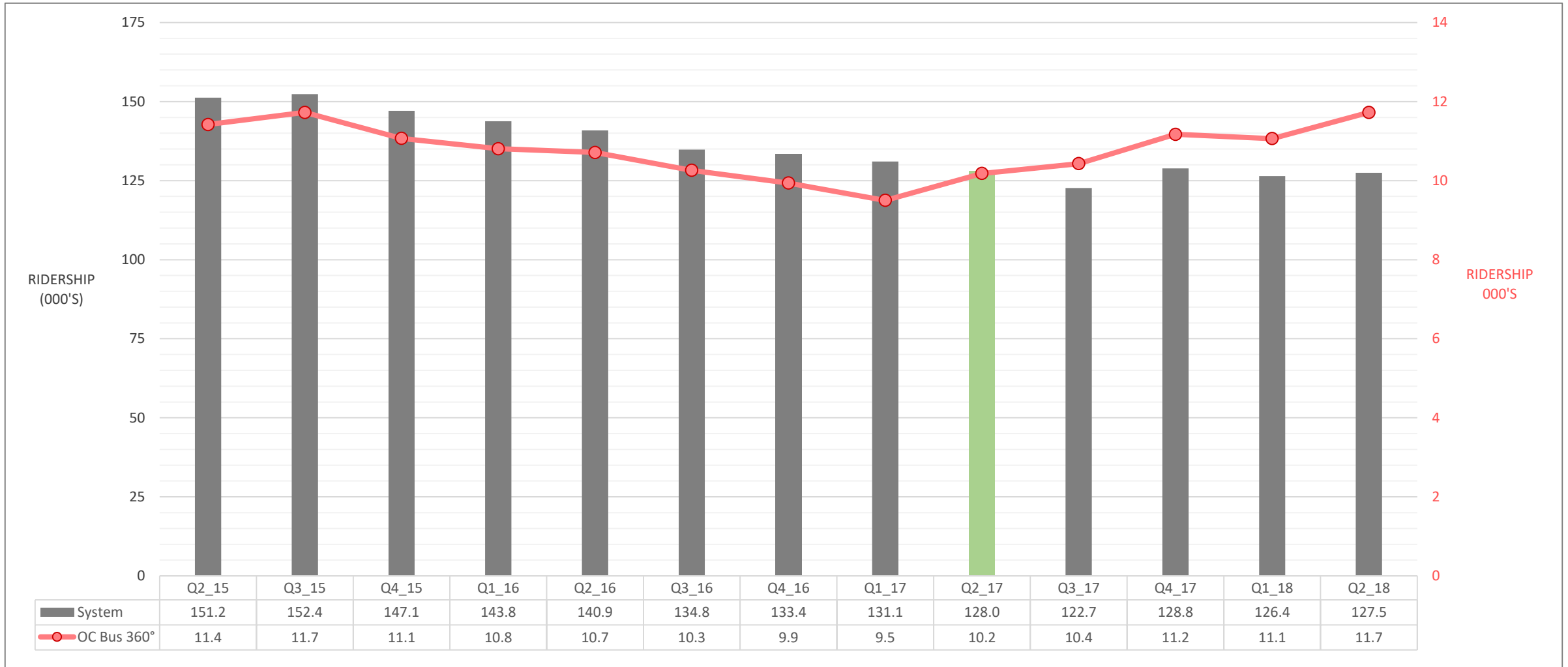
# Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



# Performance: OC Bus 360° Improvements

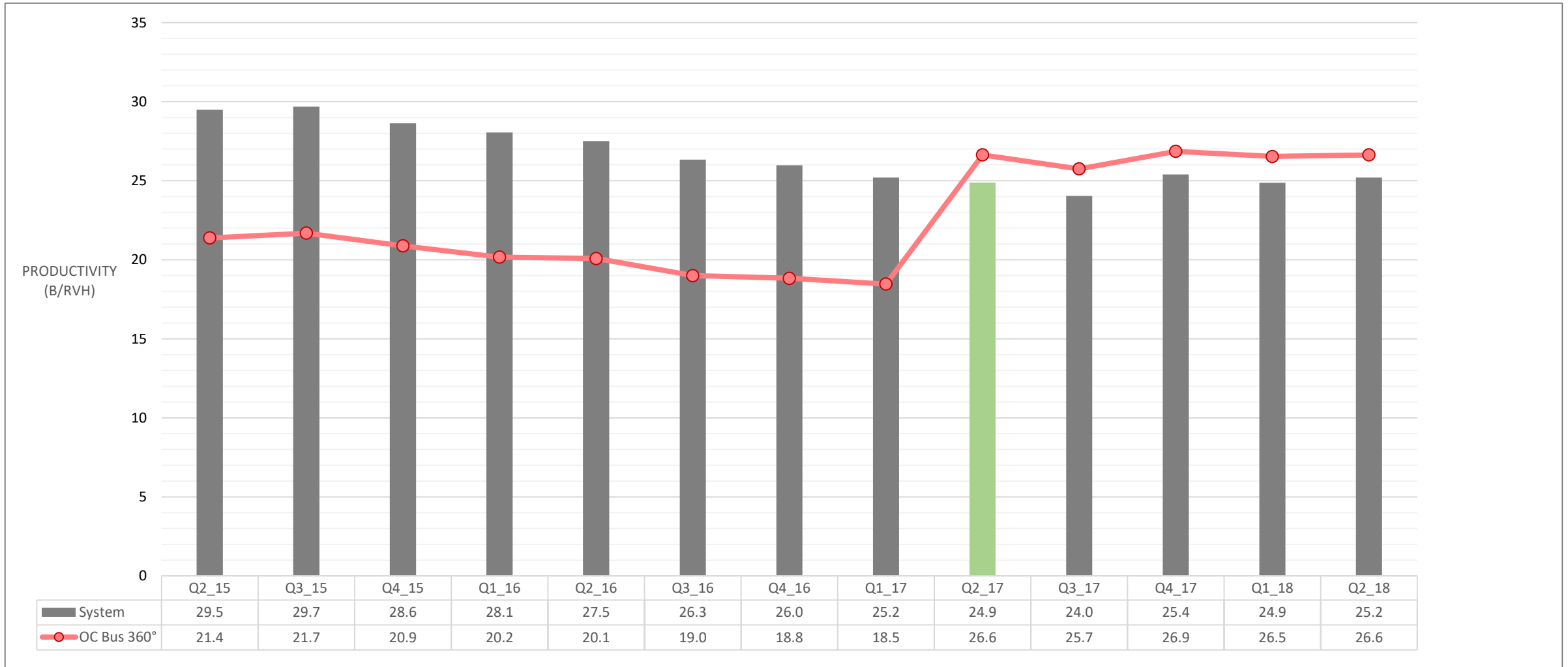
Average Weekday RIDERSHIP – System vs. October 2016 Route Improvements





# Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. October 2016 Route Reductions



# Next Steps

- Continue to work with fixed-route operators to improve performance and reliability
- Monitor route performance and assess the impact of the February 2018 Service Change Program under OC Bus 360°
- Continue to pursue other strategies to improve overall system performance
  - Implement OC Flex Pilot (July 2018)
  - Seek other College Pass Program opportunities