



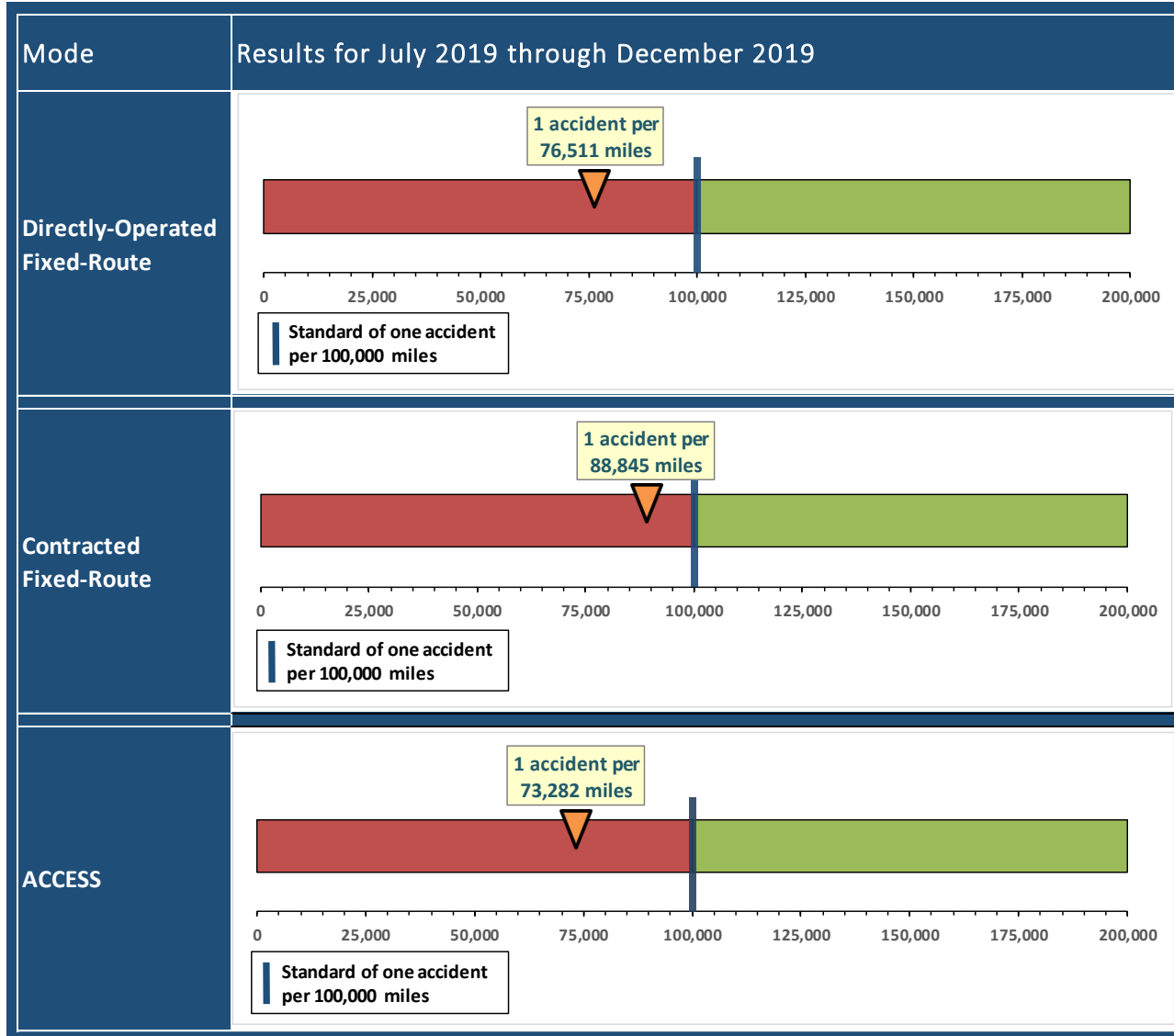
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**Second Quarter
Fiscal Year 2019-20**

Performance Measurements

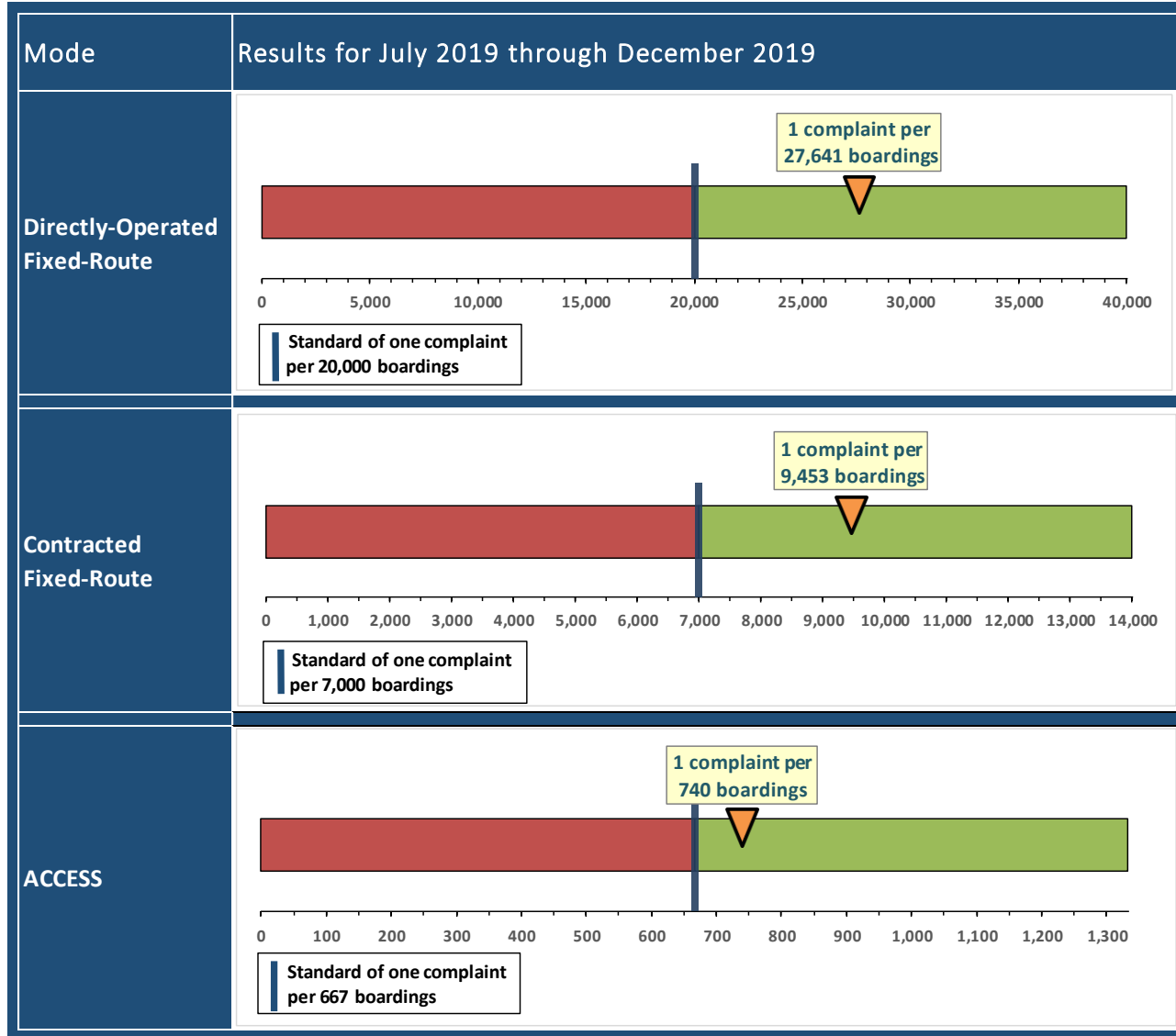
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



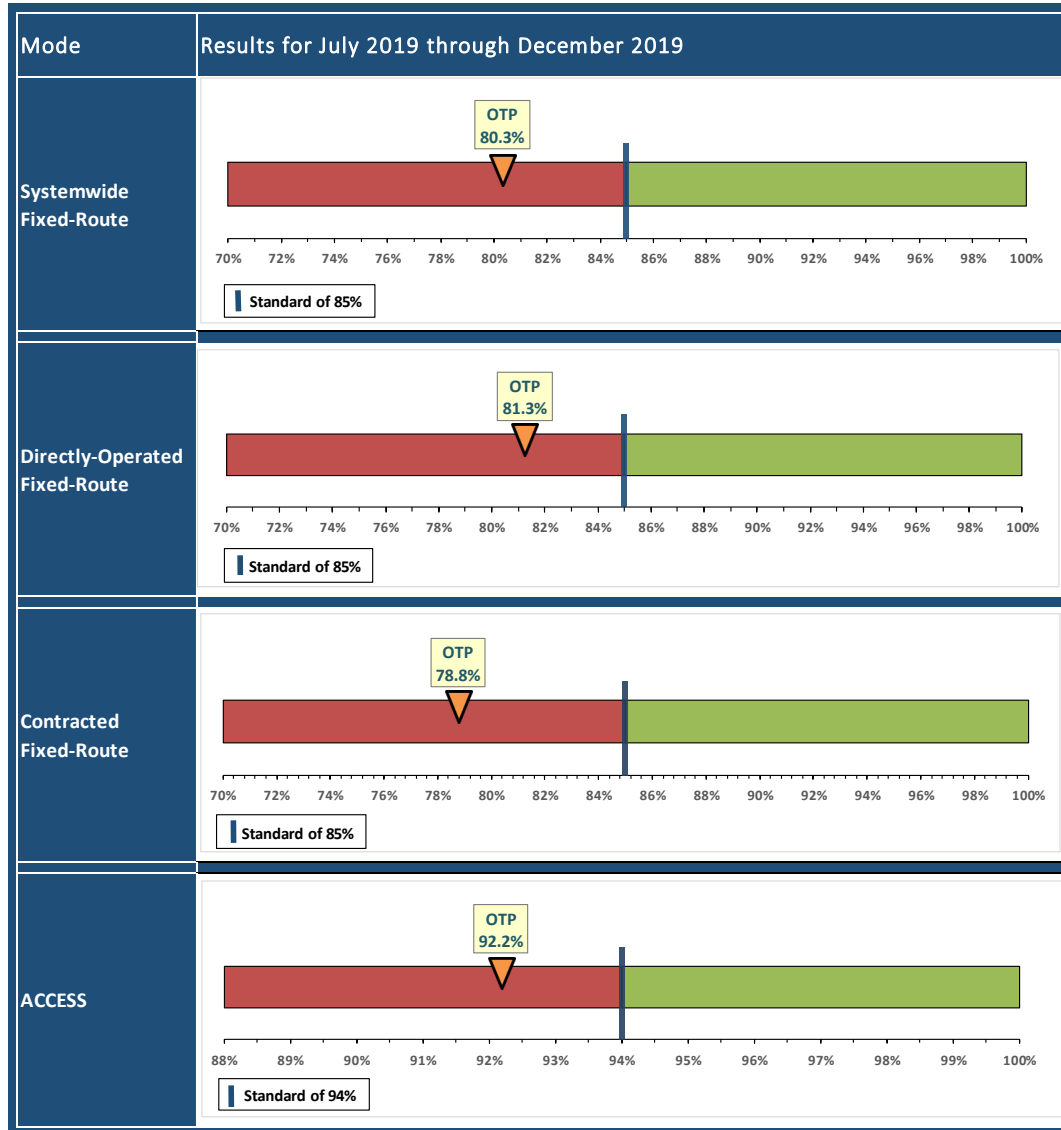
- All three modes of service were below the safety standard
- Accident Review and Trend Analysis
 - **Accident types**
- Retraining based on identified trends
- On-going Campaigns to emphasize safety awareness

Courtesy



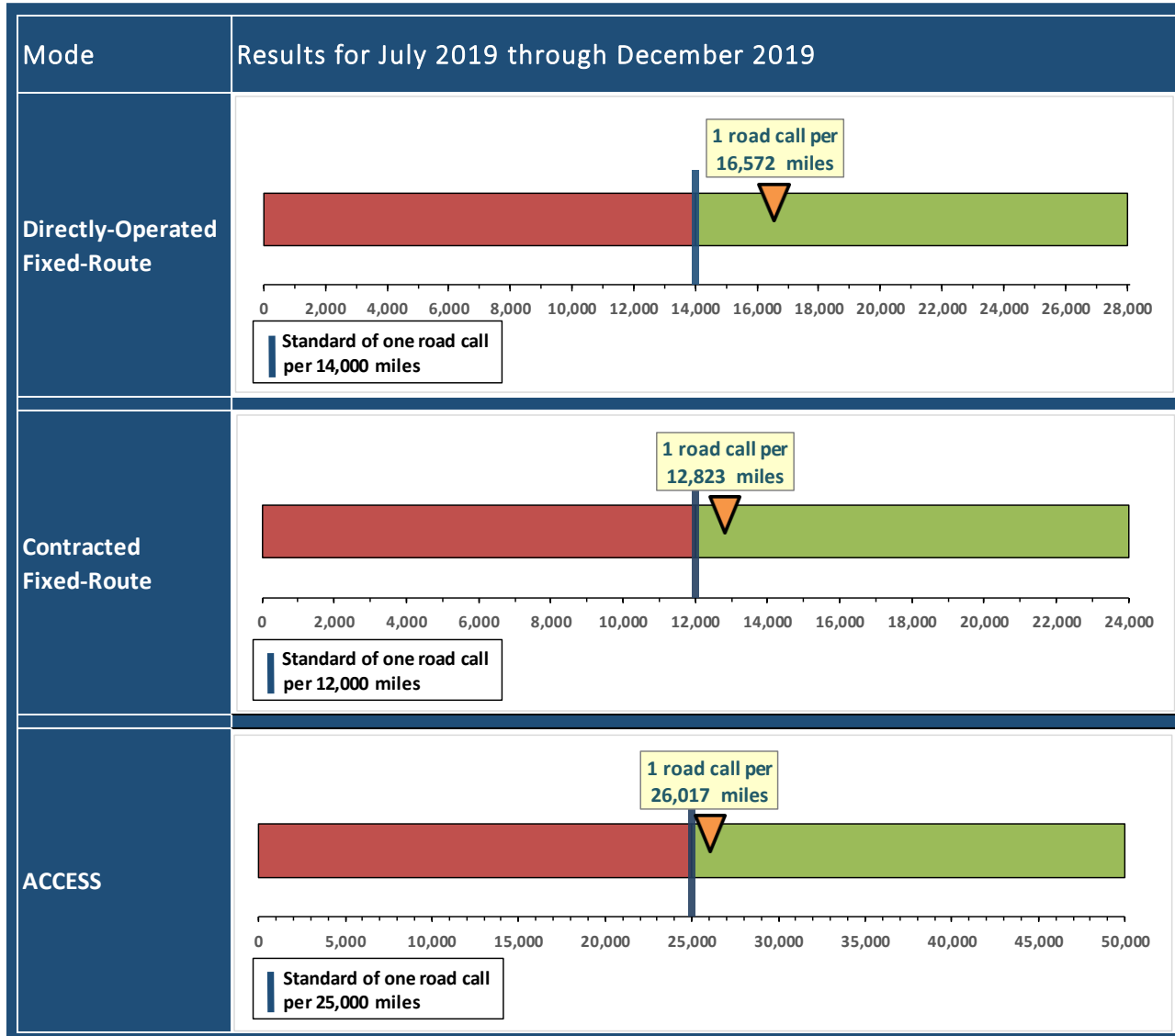
- All three modes of service exceeded the courtesy standard

Reliability-OTP



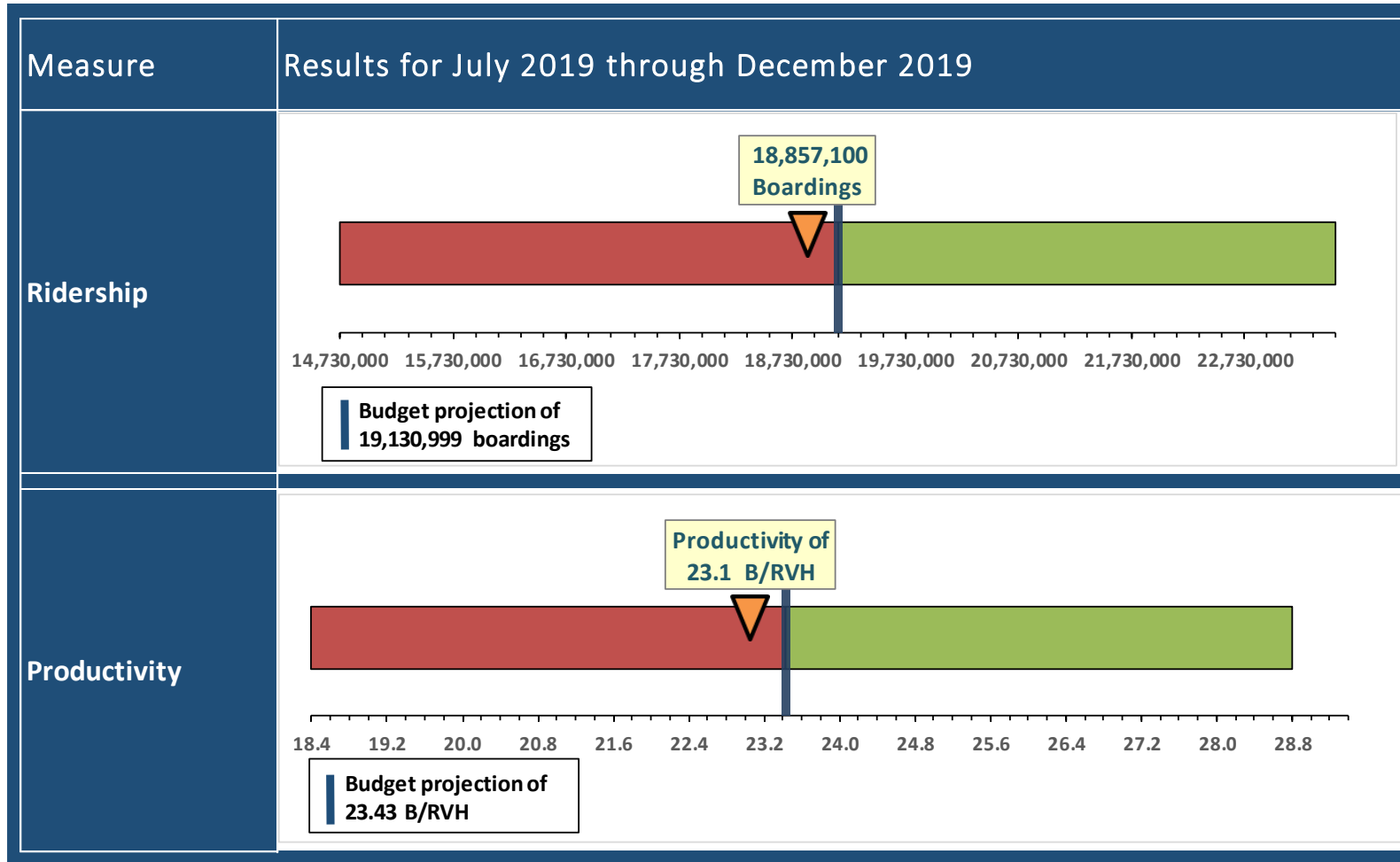
- Systemwide fixed-route service was 4.7 percent below the standard
- Directly-operated fixed-route (DOFR) service was 3.7 percent below the standard
- Contracted fixed-route (CFR) service was 6.2 percent below the standard
 - Focusing on coach operator behavior
 - Route level field observations
 - Coaching and counseling
- OC ACCESS service was 1.8 percent below the standard
 - Action plan in place
 - Observed improvement in February

Reliability-MBRC



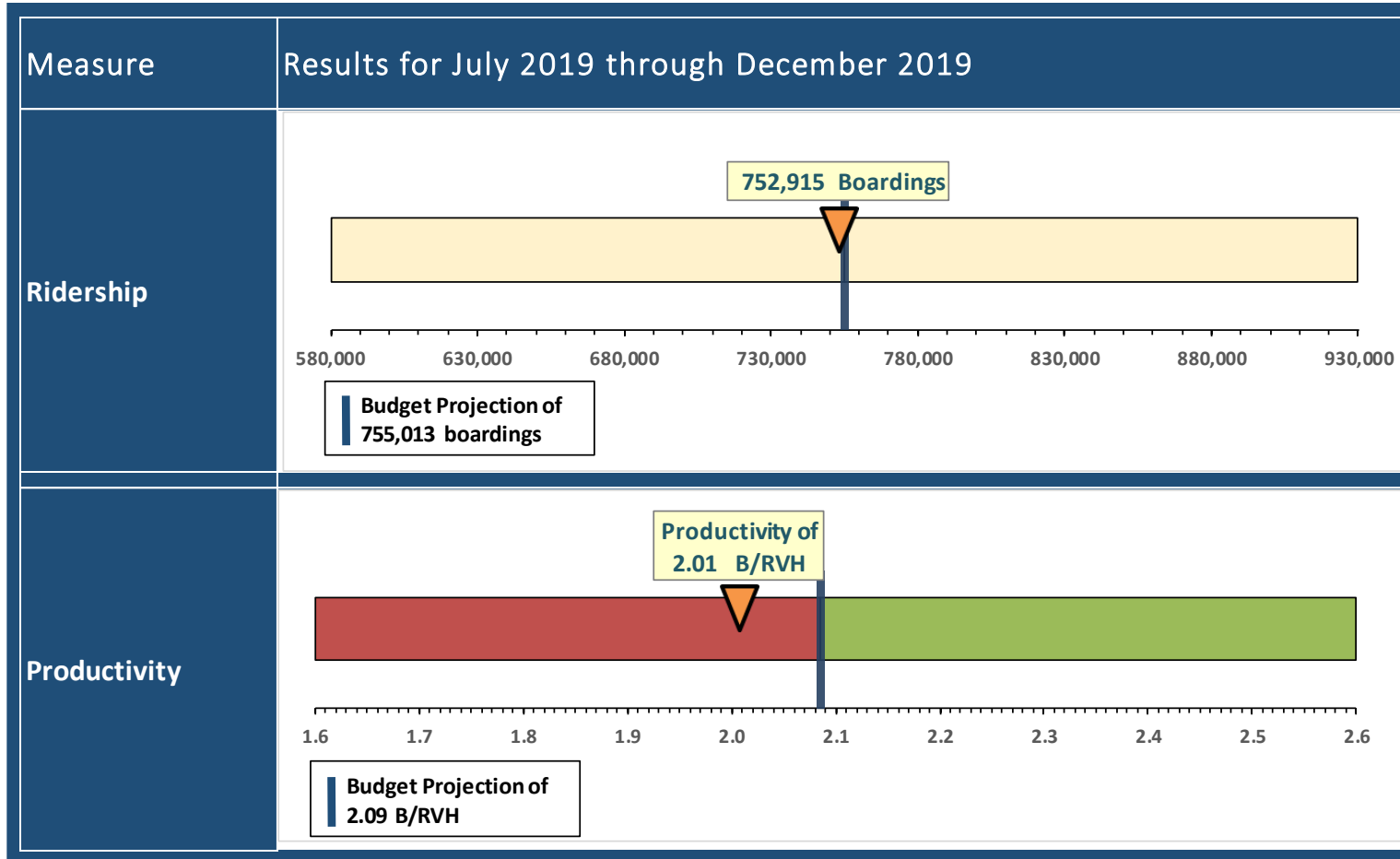
- All modes of service exceeded the MBRC standard
- Trends:
 - DOFR – steady; timely bus replacements and mid-life engine repowers
 - CFR – improved maintenance environment due to staff changes
 - OC ACCESS – Key technician positions filled to address maintenance needs associated with aging OC ACCESS fleet

Fixed-Route-Ridership and Productivity



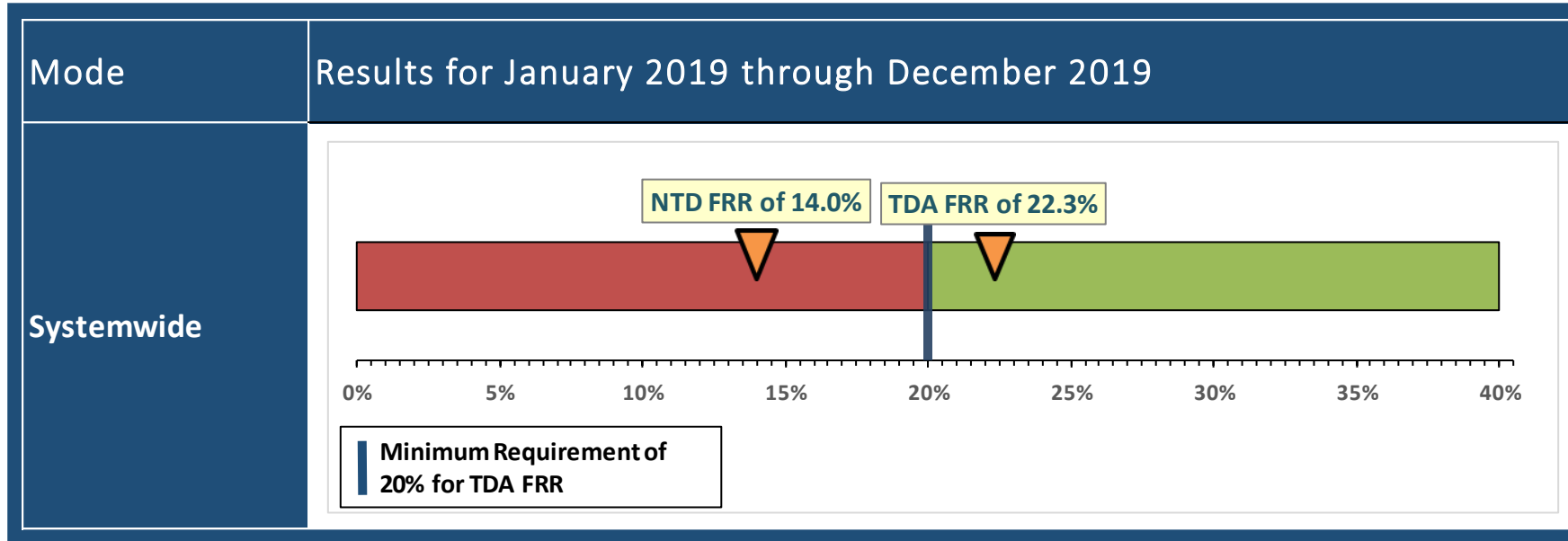
- Fixed-route service was below the budget projection for ridership and productivity

OC ACCESS-Ridership and Productivity



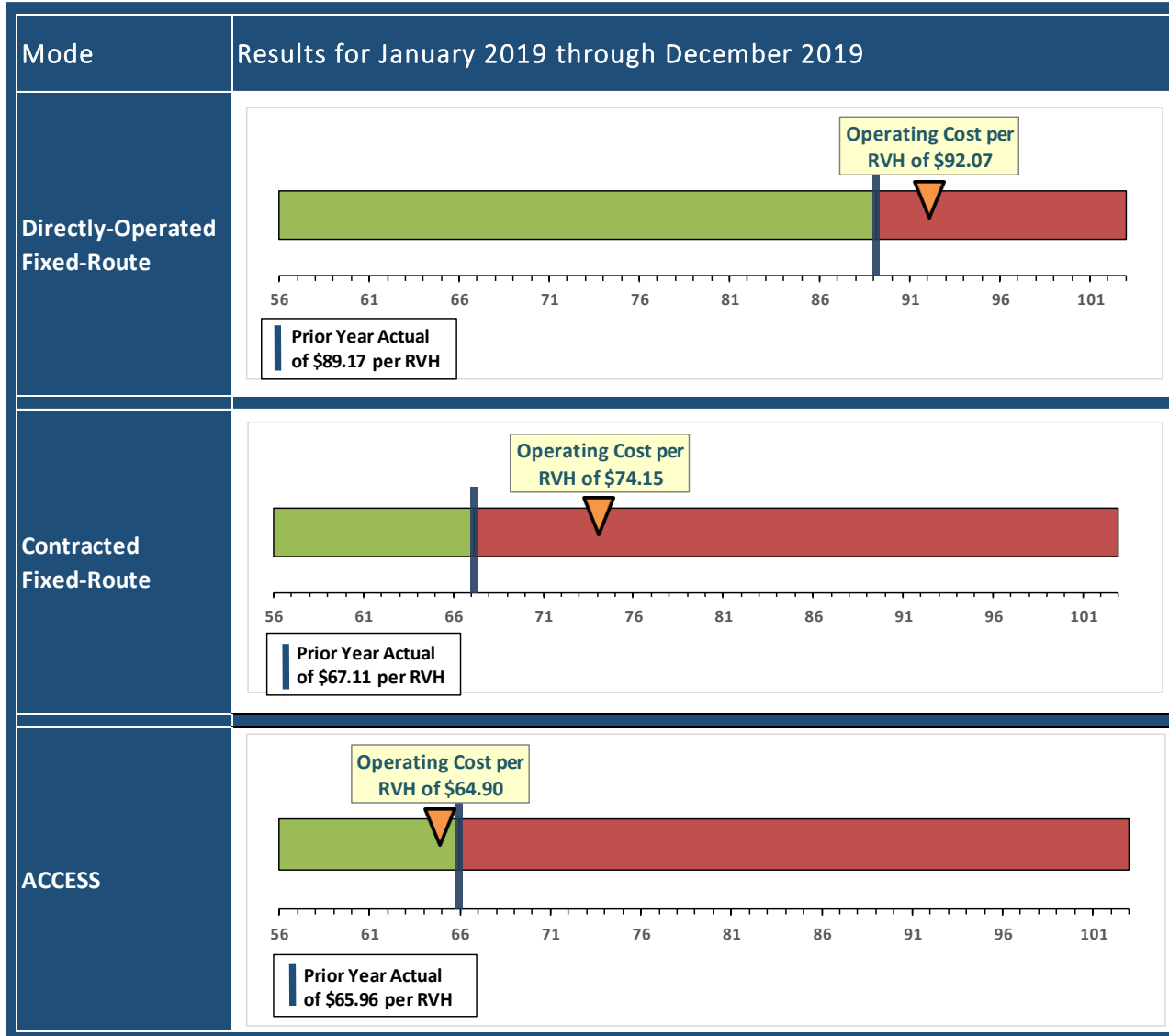
- OC ACCESS service was below the budget projection for ridership.
 - trending below the 1.1 percent rate of anticipated growth
- Productivity is 3.8 percent below the budgeted projections.
 - A function of route efficiency and OTP
 - Improvement in OTP and route efficiency Contractor’s Action Plan may yield improvements in productivity

Farebox Recovery Ratio



- NTD FRR was 6.0 percent under the standard, and
- TDA FRR exceeded the standard by 2.3 percent

Cost per RVH



- DOFR operating cost increased 3.3 percent from the prior year actuals
- CFR operating cost increased 10.5 percent from the prior year actuals
- OC ACCESS operating cost decreased 1.6 percent from the prior year actuals

Performance: Local Routes

Route	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	\$ 13.99	32,127	8.32	3,863	-	-	-
085	13.91	35,938	8.84	4,063	3	-	-
529	11.85	168,736	13.17	12,810	10	-	-
001	11.68	273,031	12.25	22,282	7	-	-
087	11.31	35,761	10.30	3,470	1	-	-
076	10.58	43,192	12.97	3,330	2	-	-
091	8.81	195,936	13.23	14,805	9	-	-
086	8.71	72,198	13.15	5,489	3	-	-
083	8.47	291,696	17.01	17,148	10	-	-
090	8.15	160,031	14.80	10,813	8	-	-
024	7.72	66,029	14.63	4,513	2	-	-
079	7.49	216,741	15.14	14,316	7	-	-
082	7.36	38,494	18.72	2,057	3	-	-
059	6.93	280,661	16.88	16,629	11	-	-
056	6.61	206,279	20.39	10,116	6	-	-
026	6.55	221,812	17.36	12,777	7	-	-
560	6.54	375,686	21.90	17,152	13	-	-
025	6.40	189,084	17.28	10,942	5	-	-
089	6.39	173,819	16.78	10,358	4	-	-
071	6.24	358,141	17.75	20,182	8	-	-
055	5.85	647,598	22.11	29,284	14	-	-
037	5.80	538,082	24.03	22,389	14	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
050	12.7%	\$ 5.79	631,100	22.85	27,615	12	-	-
072	14.1%	\$ 5.73	253,014	22.18	11,406	5	-	-
054	14.2%	\$ 5.63	609,215	23.65	25,759	14	-	-
029	14.7%	\$ 5.42	863,374	24.44	35,320	2	-	11
070	15.7%	\$ 5.24	454,703	21.39	21,262	11	-	-
035	14.5%	\$ 5.24	395,169	21.56	18,329	10	-	-
030	14.9%	\$ 5.07	343,936	21.23	16,204	7	-	-
033	14.4%	\$ 4.99	192,370	21.79	8,827	4	-	-
543	15.7%	\$ 4.95	448,583	26.82	16,728	10	-	-
057	16.8%	\$ 4.77	989,197	30.98	31,930	4	-	12
046	16.7%	\$ 4.77	315,138	22.60	13,943	7	-	-
047	17.6%	\$ 4.76	1,048,111	26.71	39,246	19	-	-
038	16.2%	\$ 4.73	507,464	23.33	21,756	12	-	-
060	17.2%	\$ 4.18	946,176	29.76	31,792	10	-	-
053	18.1%	\$ 4.17	679,638	31.07	21,873	10	-	-
042	17.9%	\$ 3.99	763,212	27.22	28,043	16	-	-
053X	19.5%	\$ 3.87	339,427	29.12	11,655	5	-	-
043	20.0%	\$ 3.80	1,060,514	31.50	33,669	13	-	-
057X	21.5%	\$ 3.67	548,275	31.70	17,295	3	-	7
066	22.3%	\$ 3.42	1,027,275	34.23	30,011	14	-	-
064	21.7%	\$ 3.20	754,452	38.15	19,775	9	-	-
064X	23.0%	\$ 2.98	303,748	36.65	8,288	4	-	-

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
862	5.0%	\$ 19.43	18,289	8.00	2,285	-	-	-
153	7.2%	12.46	55,561	9.27	5,995	2	-	-
178	8.2%	11.34	43,557	10.22	4,263	2	-	-
177	10.5%	9.73	43,850	11.99	3,658	2	-	-
167	10.9%	8.19	100,632	14.32	7,028	4	-	-
129	11.8%	7.58	97,697	14.13	6,916	1	-	-
143	11.3%	7.48	94,789	15.24	6,220	3	-	-
150	14.1%	6.77	88,688	17.78	4,989	4	-	-

Performance: Express/Stationlink Routes

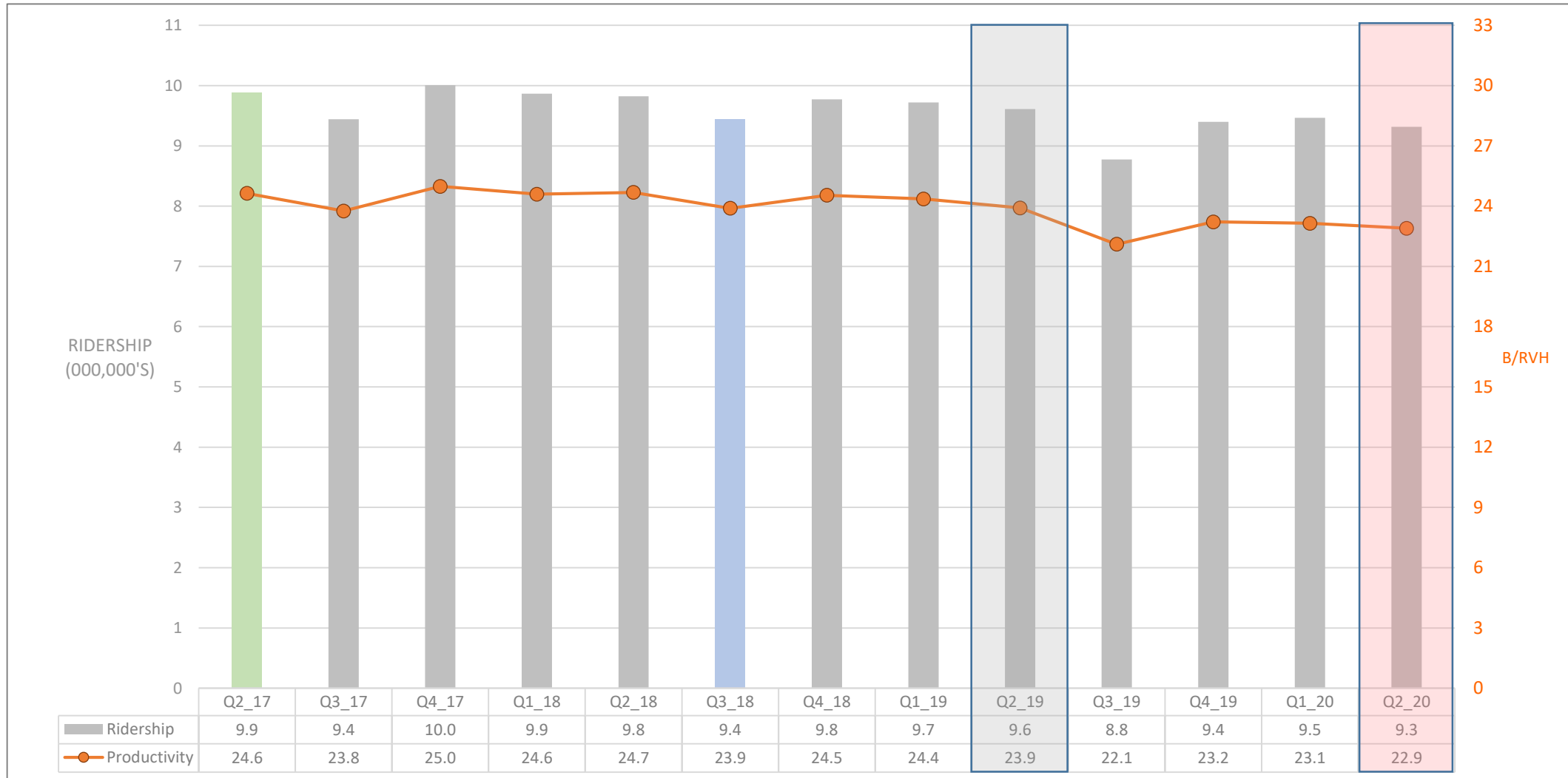
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
213	1.9%	\$ 48.10	5,619	3.87	1,453	-	-	-
721	5.1%	42.92	10,989	5.72	1,920	3	-	-
794	16.8%	32.79	15,100	7.47	2,021	4	-	-
701	9.8%	27.28	13,135	10.28	1,278	3	-	-
206	4.5%	21.30	6,061	8.24	736	-	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	3.1%	\$ 32.93	8,983	6.02	1,491	3	-	-
472	8.2%	14.03	13,902	14.32	970	3	-	-
480	7.3%	13.19	11,984	13.14	912	1	-	-
453	6.3%	12.78	14,329	15.15	946	2	-	-
473	12.6%	8.30	21,479	23.19	926	2	-	-

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

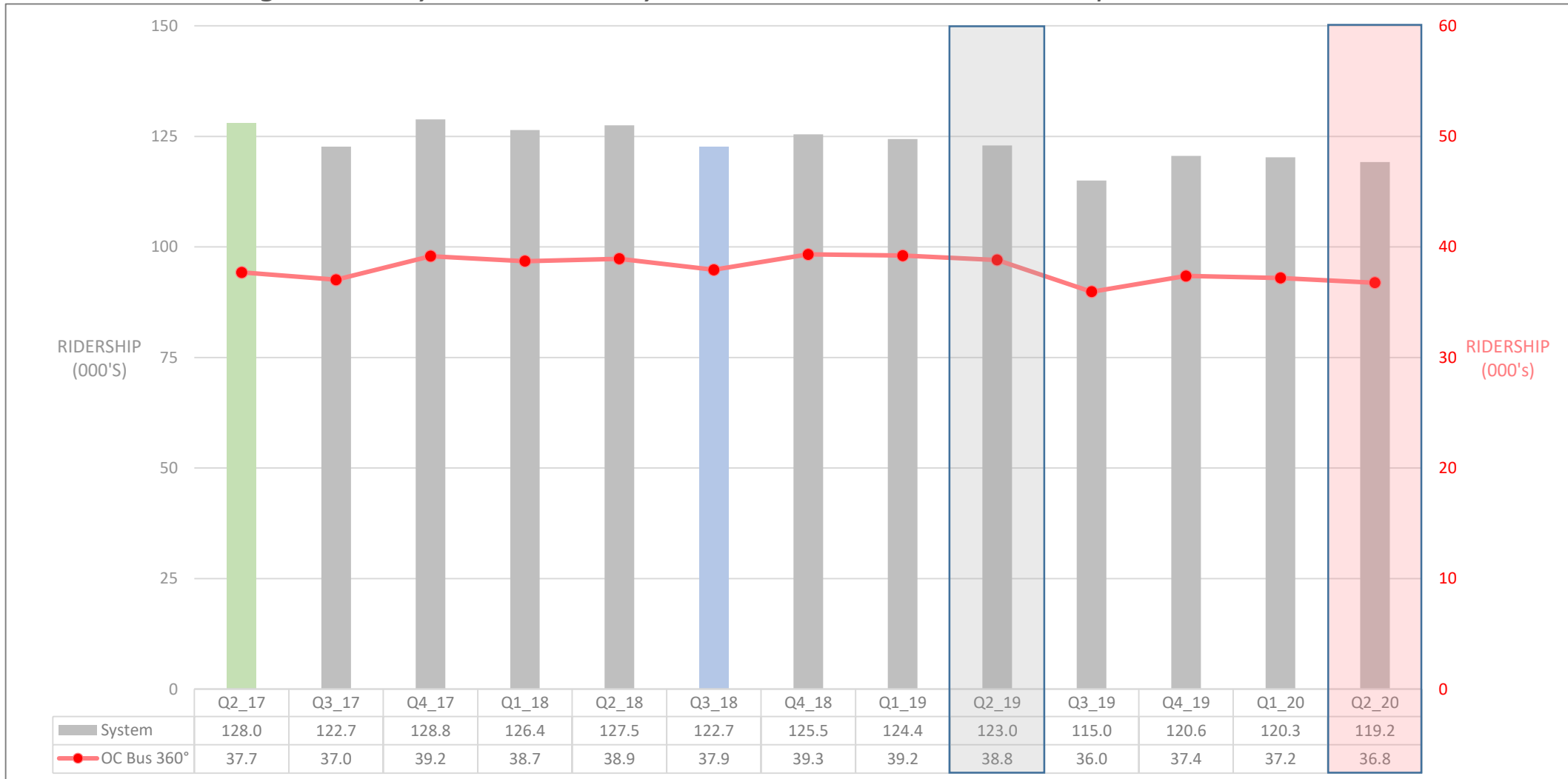
Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



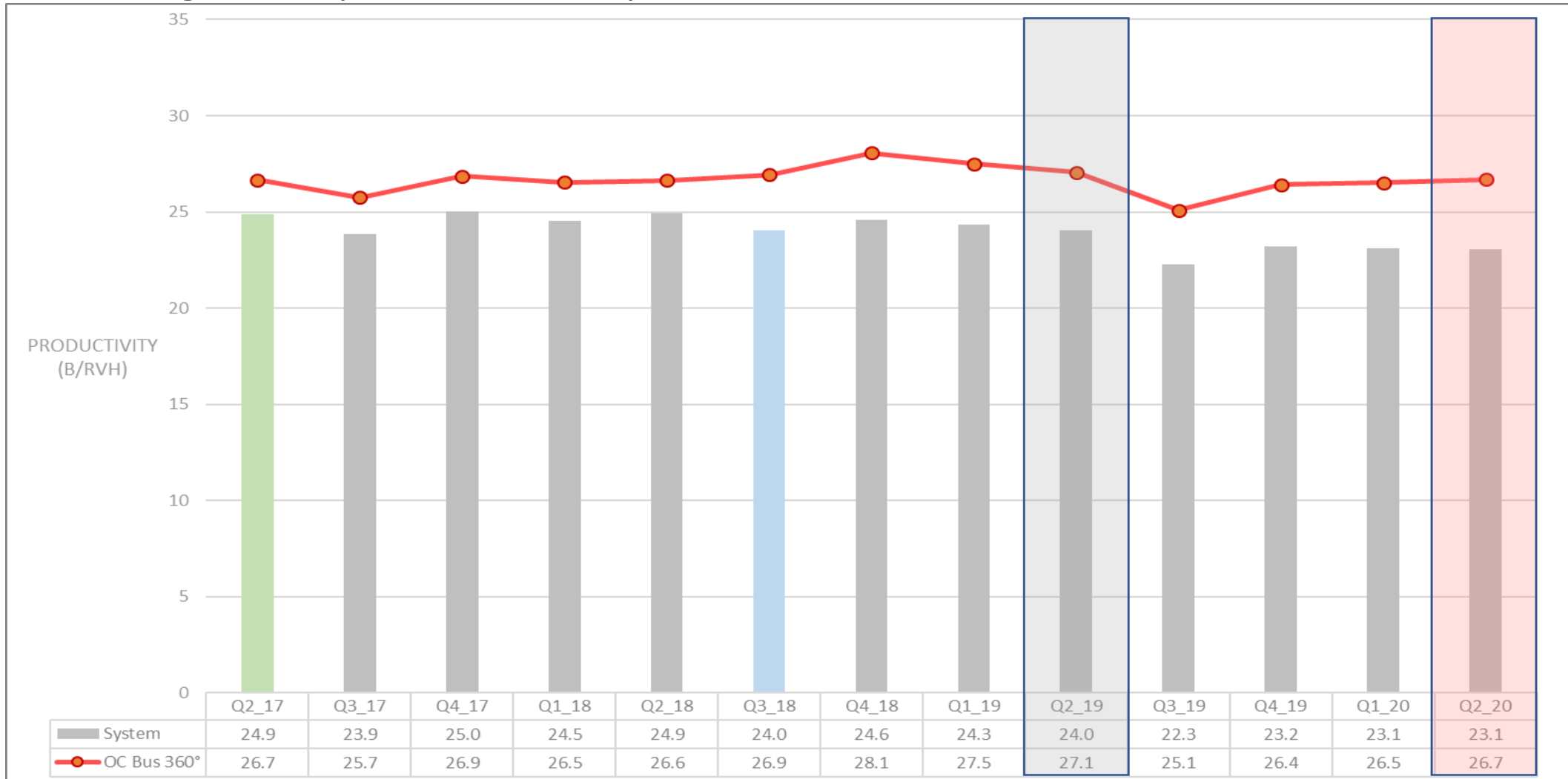
Performance: OC Bus 360° Improvements

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

June 11, 2020, Transit Committee

- Third Quarter Bus Operations Performance Measurements Report