



Transit Division Performance Measurements Report

Fiscal Year 2009-10 Fourth Quarter



Transit Division Performance Measurements Report

Fiscal Year 2009-10 Fourth Quarter

Introduction

The Orange County Transportation Authority (OCTA) operates a countywide network of local, community, rail-connector, and express bus routes serving over 6,000 bus stops. OCTA also operates federally-mandated paratransit service (ACCESS), a shared-ride program available for people unable to use the regular fixed-route bus service because of functional limitations caused by a disability. Fixed-route bus service, which is primarily operated by OCTA, is referred to as directly operated fixed-route service (DOFR) and during this reporting period consisted of 54 bus routes. Twenty-six bus routes operated under contract are referred to as contracted fixed-route service (CFR). A list of the bus routes for both DOFR and CFR is shown in Table 1 at the end of this report. The ACCESS program is a contract operated demand response service that is complementary to the fixed-route service. These three services make up the transit system provided by OCTA and are guided by performance measurements included in this report.

This report provides an update on key performance indicators for the Transit Division focusing on areas such as the bus operations' safety, courtesy, and reliability standards, in addition to measurements commonly used in the transit industry such as ridership, operating data, financial data, and maintenance measurements. As Fiscal Year (FY) 2009-2010 came to a close, this fourth quarter report contains a year-end review and a quarter-to-quarter comparison to FY 2008-09.

Performance Measurements

The OCTA Transit Division monitors a multitude of measurements in evaluating the transit services provided to the public. There are key performance indicators that track transit system safety, reliability, and courtesy standards, and include preventable vehicle accidents, customer complaints, and on-time performance. Along with these metrics, industry-standard measurements are tracked to assess OCTA's transit operations; the measurements are ridership, passenger fare revenues, operating costs, farebox recovery ratio, cost per revenue vehicle hour, and miles between road calls. A description of the performance indicators and the analysis to account for variances between reporting periods is presented below. Tables and graphs follow the details of each indicator showing the standards or goals (12-Month Goals for this report), values for the current and previous fiscal years, and the variance between statistics as a percentage change.

Safety: Preventable Vehicle Accidents per 100,000 Miles

Preventable vehicular accidents are counts of incidents concerning physical contact between a vehicle used for public transit and other vehicles, objects or pedestrians where a Coach Operator is at fault and results in damages and/or injuries. To obtain a standardized measurement, the accident counts are multiplied by 100,000 then divided by the total miles on the vehicles used for public transit. OCTA has set the safety standard of no more than one vehicle accident per 100,000 miles.

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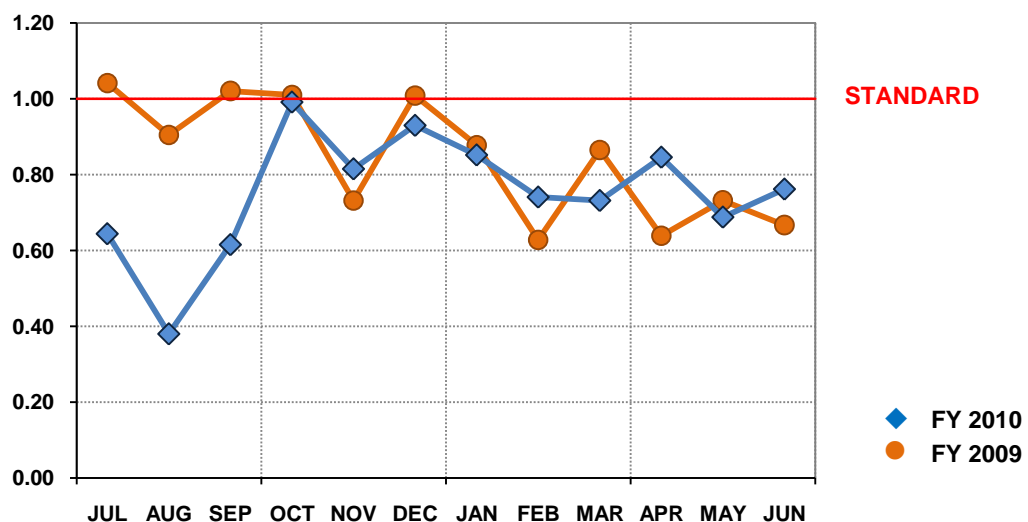
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DOFR showed a 11.2 percent decrease in accidents per 100,000 miles which is attributed to a higher percentage of experienced coach operators within the workforce and to training activities that were conducted at the bases for coach operators such as a review of the Smith System of Defensive Driving, "Fit for Duty" program, pre-trip inspection, tire strikes, collision avoidance campaigns, and ride-alongs for operators who are involved in accidents. CFR showed a 17 percent increase in accidents per 100,000 miles which can be attributed to the June 2010 service change that added eight routes to the contractor's services which required coach operators to become familiar with the route changes and characteristics. Figure 2 shows the pronounced increase in accidents in the month of June 2010 for CFR. ACCESS service showed a 1.5 percent decrease in vehicle accidents per 100,000 miles compared to the last year. The ACCESS accident reduction can be attributed to the introduction of several training programs which focus on areas such as wheelchair securement and defensive driving, along with the implementation of a new safe driver incentive program. Overall, all services have accident rates under the standard for the fiscal year.

Mode	Standard	FY 2009	FY 2010	Variance
DOFR	1.0 per 100,000	0.84	0.75	- 11.2%
CFR	1.0 per 100,000	0.79	0.92	+ 17.0%
ACCESS	1.0 per 100,000	0.59	0.58	- 1.5%

Mode	Standard	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	1.0 per 100,000	0.68	0.76	+ 12.6%
CFR	1.0 per 100,000	0.60	1.79	+ 199.6%
ACCESS	1.0 per 100,000	0.25	0.60	+ 139.1%

Figure 1 Safety: Preventable Vehicle Accidents per 100,000 Miles – DOFR



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Figure 2 Safety: Preventable Vehicle Accidents per 100,000 Miles – CFR

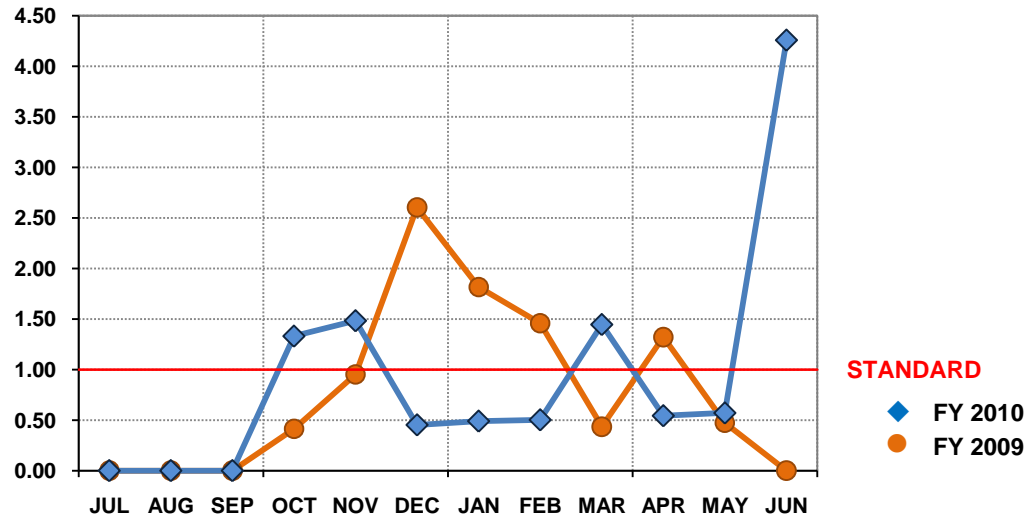
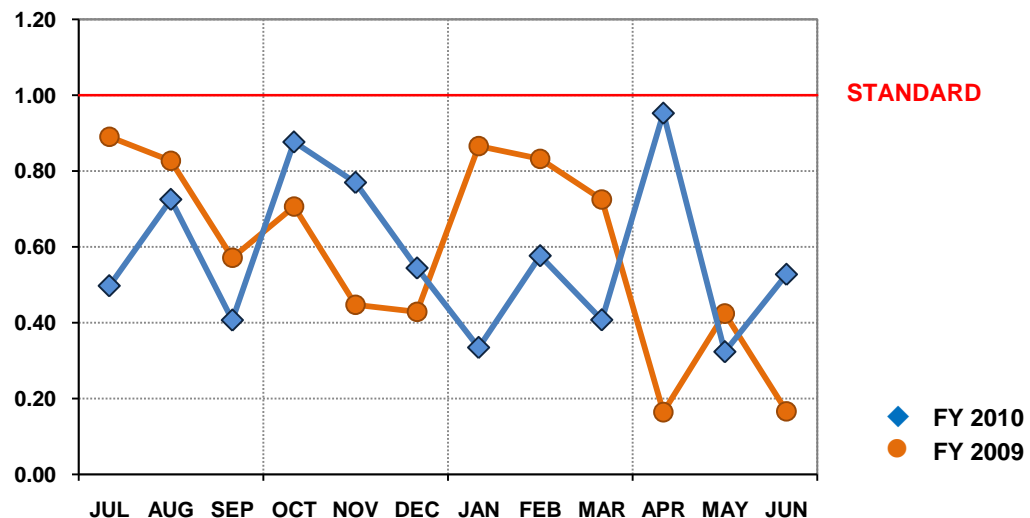


Figure 3 Safety: Preventable Vehicle Accidents per 100,000 Miles – ACCESS



Courtesy: Customer Complaints per Thousands of Passengers

Customer complaints are counts of reported incidents when a user of public transit is dissatisfied with the service received. For DOFR, the metric is standardized by multiplying the counts by 100,000 then dividing by the total ridership. CFR and ACCESS services do not normally record over 100,000 boardings per month, so their statistics are factored by 4,000 and 1,000 respectively, then divided by the total ridership. The standards for customer complaints per thousands of passengers are six complaints per 100,000 riders for DOFR, one complaint per 4,000 for CFR boardings, and one complaint per 1,000 customers for ACCESS.

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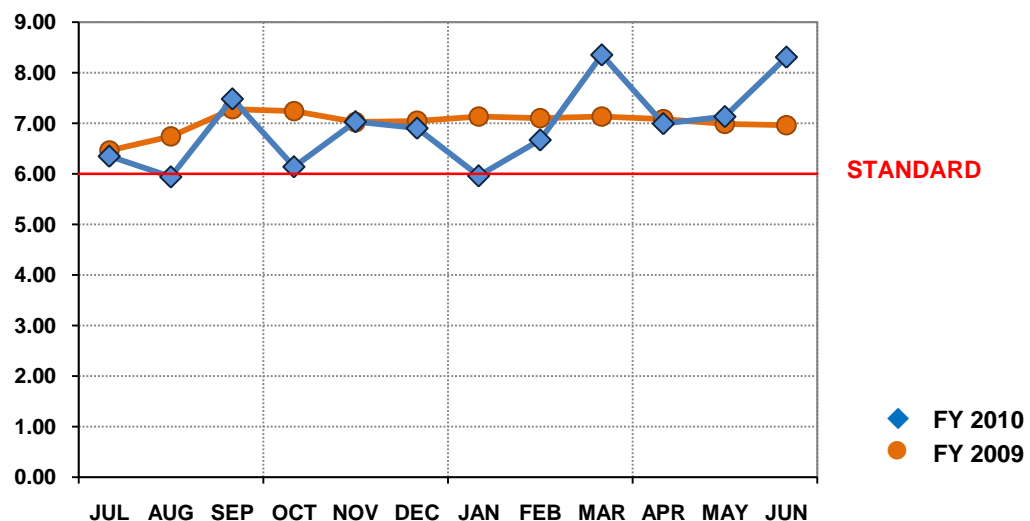
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Analysis for DOFR shows that the number of customer complaints per 100,000 passengers decreased by 1.1 percent despite the significant service reduction that occurred as a part of the March 2010 service change. Contracted fixed-route measurements saw complaints per 4,000 passengers decrease 16.0 percent during the quarter. ACCESS customer complaints decreased 31.9 percent as the contractor implemented a new training program specifically targeting at improved customer service. By the end of the fiscal year, all three services have performed better than the previous fiscal year; CFR remained under the standard while DOFR and ACCESS achieved statistics slightly above their targets.

Mode	Standard	FY 2009	FY 2010	Variance
DOFR	6.0 per 100,000	7.01	6.94	- 1.1%
CFR	1.0 per 4,000	1.04	0.87	- 16.0%
ACCESS	1.0 per 1,000	1.90	1.29	- 31.9%

Mode	Standard	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	6.0 per 100,000	7.01	7.48	+ 6.7%
CFR	1.0 per 4,000	0.77	0.62	- 19.9%
ACCESS	1.0 per 1,000	1.52	1.20	- 21.2%

Figure 4 Courtesy: Customer Complaints per 100,000 Passengers - DOFR



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Figure 5 Courtesy: Customer Complaints per 4,000 Passengers – CFR

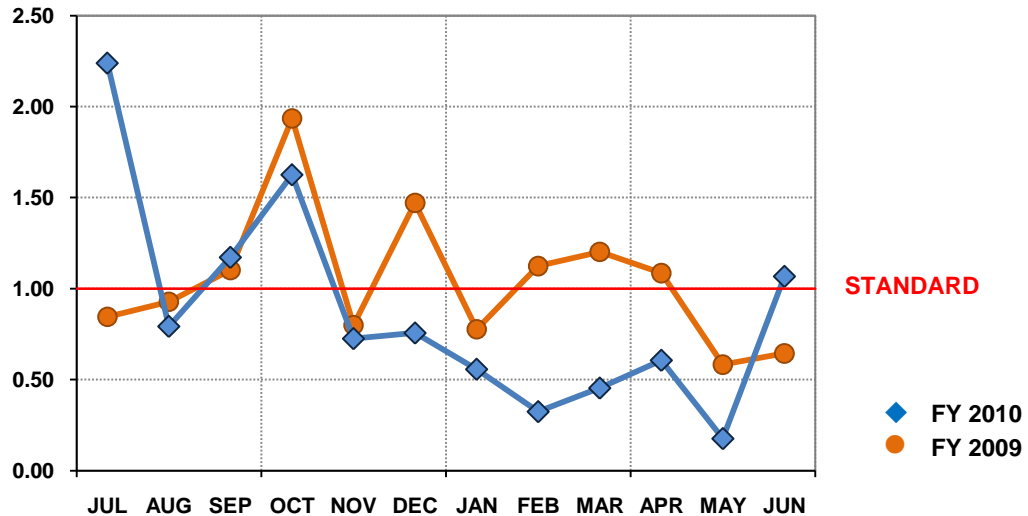
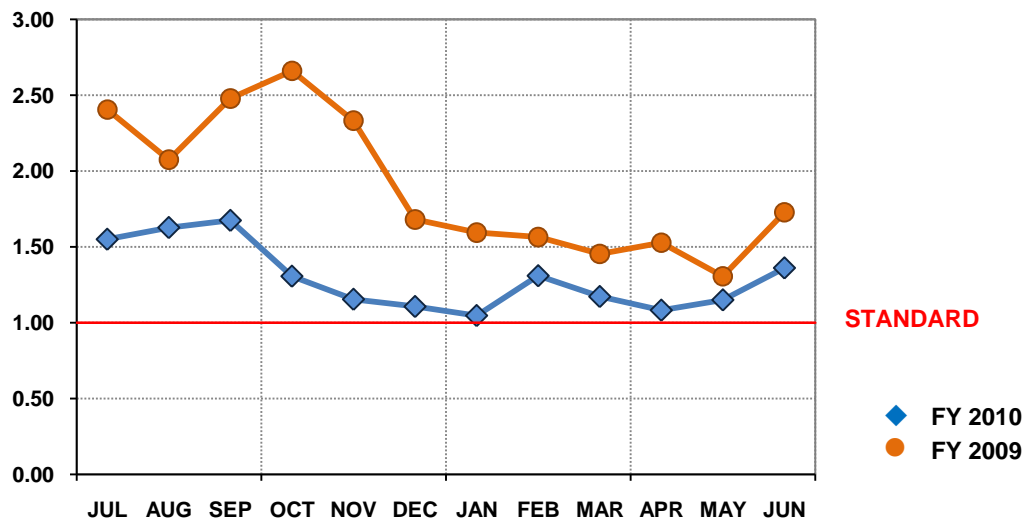


Figure 6 Courtesy: Customer Complaints per 1,000 Passengers – ACCESS



Reliability: On-Time Performance (OTP)

On-time performance is a measure of performance evaluating a revenue vehicle's adherence to a planned schedule such as timepoints on a fixed-route schedule or an appointment for transportation on a demand responsive schedule. As of September 2009, OCTA implemented a new method of collecting OTP data for the fixed-route services. Utilizing the automated vehicle location (AVL) system, the number and frequency of the observations increased, making the data more reliable to measure OTP. Previously, OTP was measured using annual on-board evaluations; therefore, route level analysis remained relatively unchanged until a new on-board ride check was performed.

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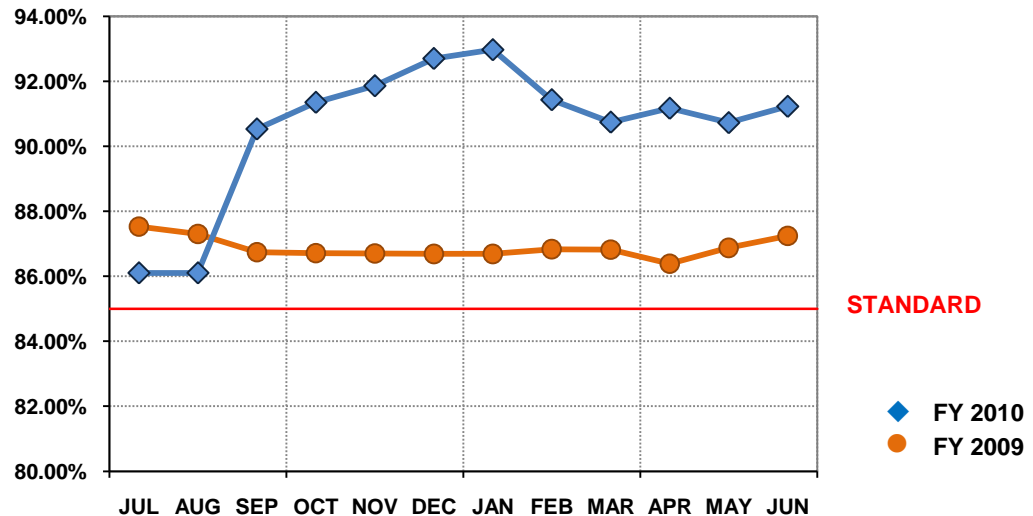
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On average, OTP showed an increase of 4.3 percent for DOFR while CFR service and ACCESS on-time performance remained relatively unchanged from the previous year. All services performed at or above their OTP standards.

Mode	Standard	FY 2009	FY 2010	Variance
DOFR	85.0%	86.9%	90.6%	+ 4.3%
CFR	92.0%	93.4%	93.9%	+ 0.5%
ACCESS	95.0%	95.2%	95.0%	- 0.2%

Mode	Standard	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	85.0%	86.8%	91.0%	+ 4.8%
CFR	92.0%	93.0%	94.9%	+ 2.1%
ACCESS	95.0%	96.1%	95.1%	- 0.8%

Figure 7 Reliability: On-Time Performance - DOFR



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Figure 8 Reliability: On-Time Performance – CFR

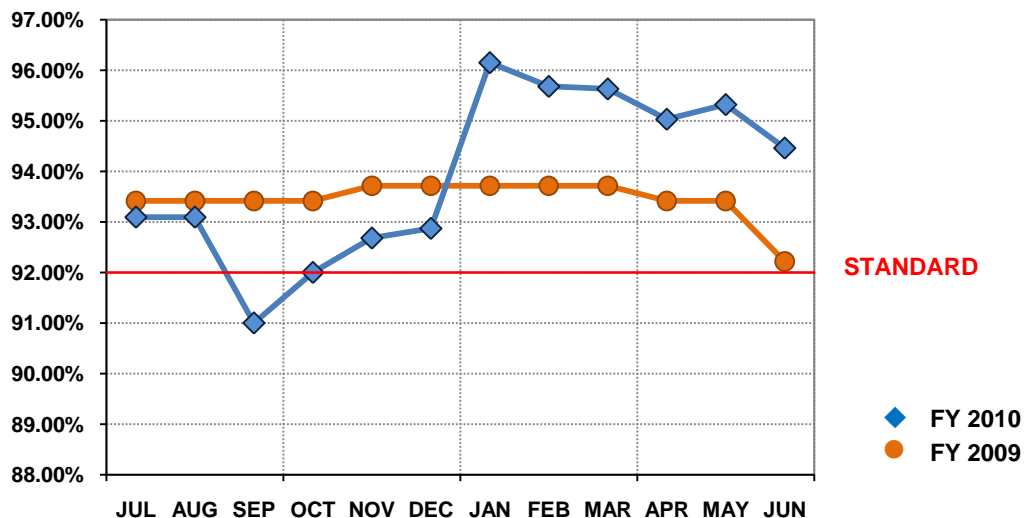
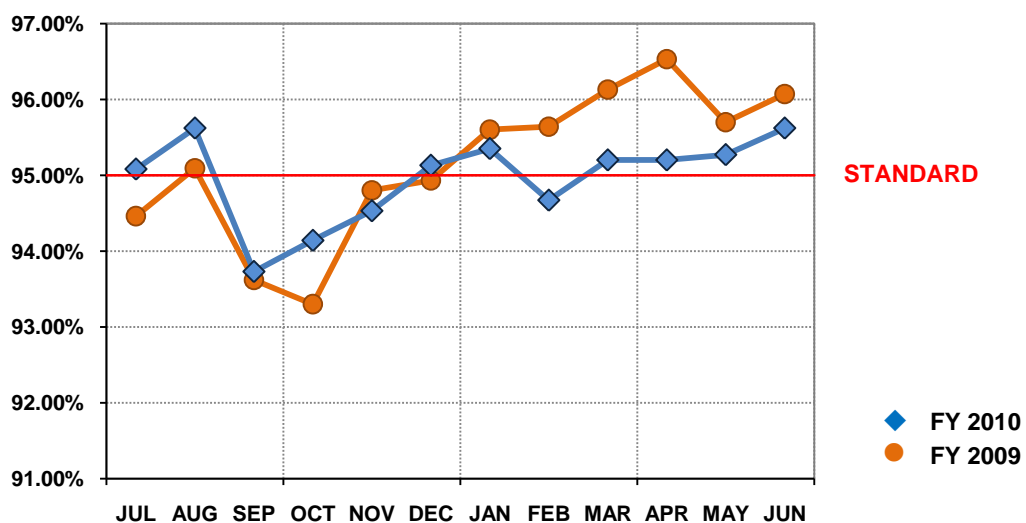


Figure 9 Reliability: On-Time Performance – ACCESS



Reliability: Service Delivery Failure

In addition to OTP, ACCESS measures service delivery failures (SDF) – a unique measurement specific to the program. This indicator is an occurrence where a vehicle does not arrive at the pickup location within 90 minutes from the conclusion of the 30-minute on-time window.

Service delivery failures showed a significant decrease of 61.2 percent on average from last year. The goal is to have zero SDF, and the number has been consistently decreasing since November 2008 as a direct result of the contractor implementing procedures intended to promote improved communications between drivers and radio

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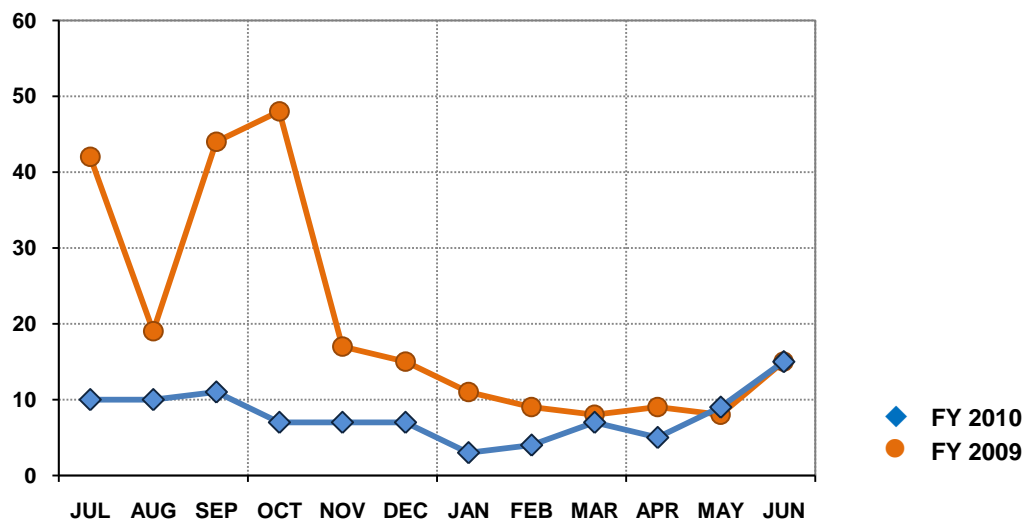
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dispatch. This intensified focus allows for staff to identify and address trips that may result in a service delivery failure before the SDF can occur.

Mode	Standard	FY 2009	FY 2010	Variance
ACCESS	0	245	95	- 61.2%

Mode	Standard	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
ACCESS	0	32	29	- 9.4%

Figure 10 Reliability: Service Delivery Failures – ACCESS



Reliability: Miles Between Road Calls

Miles between road calls is a maintenance performance indicator that measures the vehicle miles between mechanical failures of a vehicle used for public transit during revenue service. Road calls cause a delay in service and usually necessitate removing the vehicle from service until repairs are made.

The DOFR, CFR, and ACCESS measurements improved by 16.4 percent, 11.3 percent, and 12.6 percent respectively, from the previous year. This is primarily due to these services utilizing newer fleet vehicles while phasing out older buses. All transit services improved, as maintenance reliability indicators exceeded the standard and surpassed the previous fiscal year figures.

Mode	Standard	FY 2009	FY 2010	Variance
DOFR	12,000	12,469	14,510	+ 16.4%
CFR	12,000	13,771	15,329	+ 11.3%
ACCESS	25,000	29,197	32,890	+ 12.6%

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Mode	Standard	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	12,000	13,003	18,032	+ 38.7%
CFR	12,000	9,722	19,142	+ 96.9%
ACCESS	25,000	30,113	28,852	- 4.2%

Figure 11 Miles Between Road Calls - DOFR

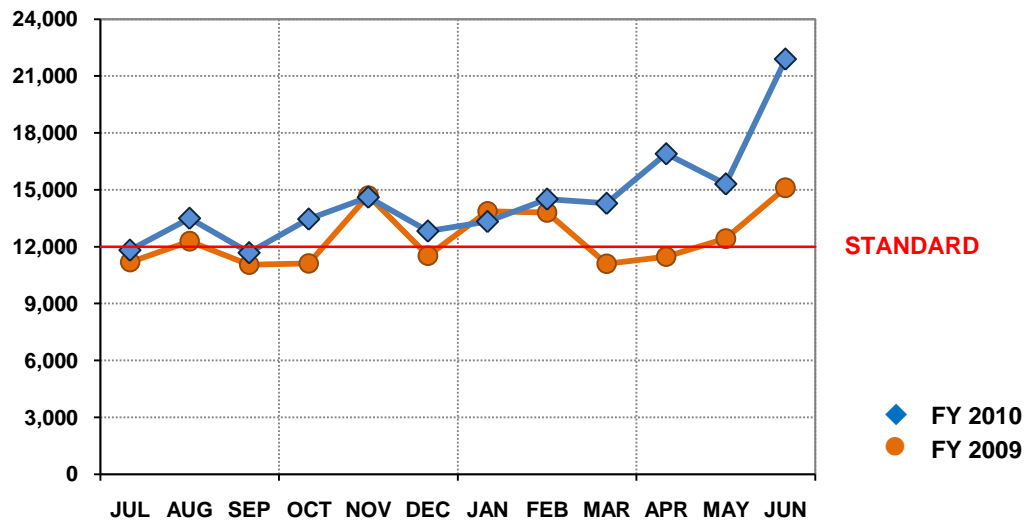
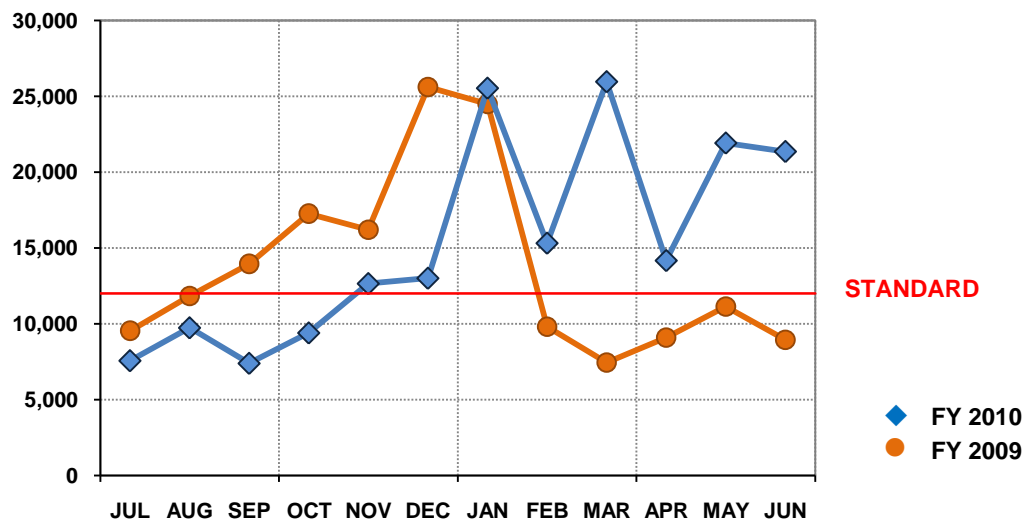


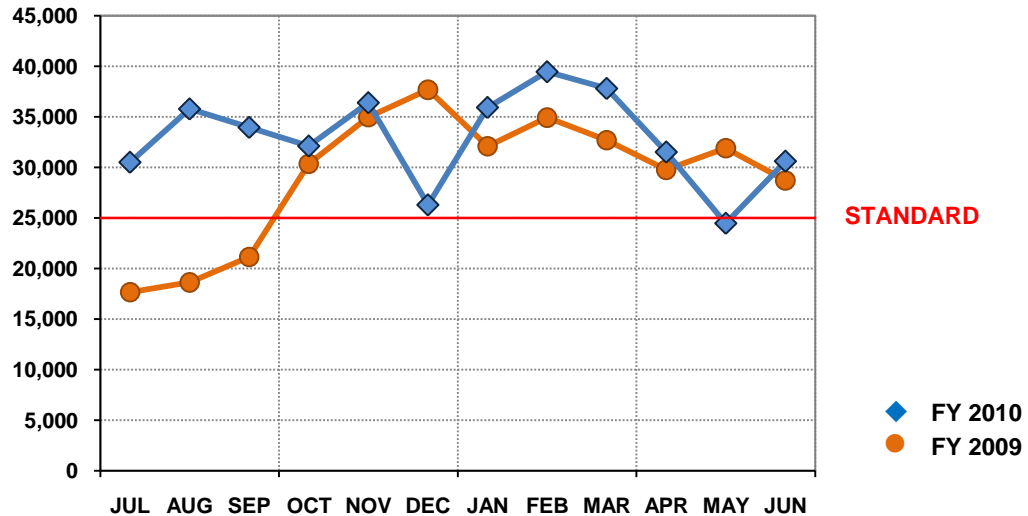
Figure 12 Miles Between Road Calls – CFR



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Figure 13 Miles Between Road Calls – ACCESS



Ridership

Ridership (or boardings) is the number of rides taken by passengers using public transit.

Due to the economic climate of the county, including a steady but high rate of unemployment and reductions in fixed-route bus service levels, ridership for DOFR and CFR experienced a 17.0 percent and 19.9 percent decline respectively. Ridership for the fixed route service will continue to change by type of service due to the OCTA Cost Reduction Strategy. In order to achieve a sustainable level of service with reduced operating revenues, over the next four years, CFR will increase in service as routes are transitioned from directly-operated to contract operations. On the other hand, ACCESS service experienced an increase in ridership of about 9.8 percent. Unlike fixed-route service, demand on ACCESS service is not linked to economic conditions. Many ACCESS trips are subsidized by agencies providing services to persons with disabilities. Furthermore, many ACCESS trips are non-discretionary and are related to medical appointments. Fixed-route ridership is more heavily impacted by changes in the local economy, in particular, unemployment.

Mode	Goal	FY 2009	FY 2010	Variance
DOFR	62,481,960	63,226,149	52,461,727	- 17.0%
CFR	1,225,881	1,127,092	902,743	- 19.9%
ACCESS	1,452,443	1,167,722	1,281,585	+ 9.8%

Mode	Goal	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	n/a	14,353,135	12,756,227	- 11.1%
CFR	n/a	251,703	223,026	- 11.4%
ACCESS	n/a	296,895	333,104	+ 12.2%

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Figure 14 Ridership - DOFR

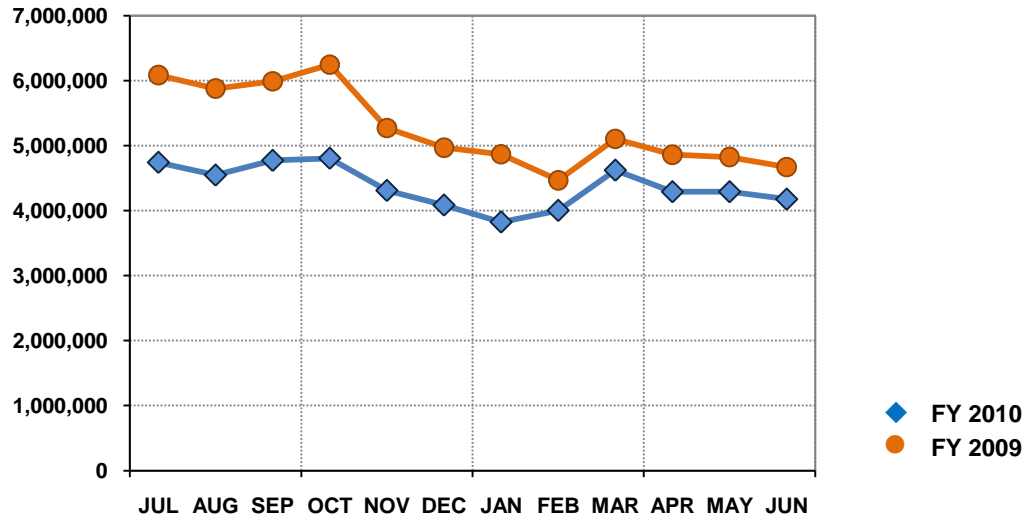
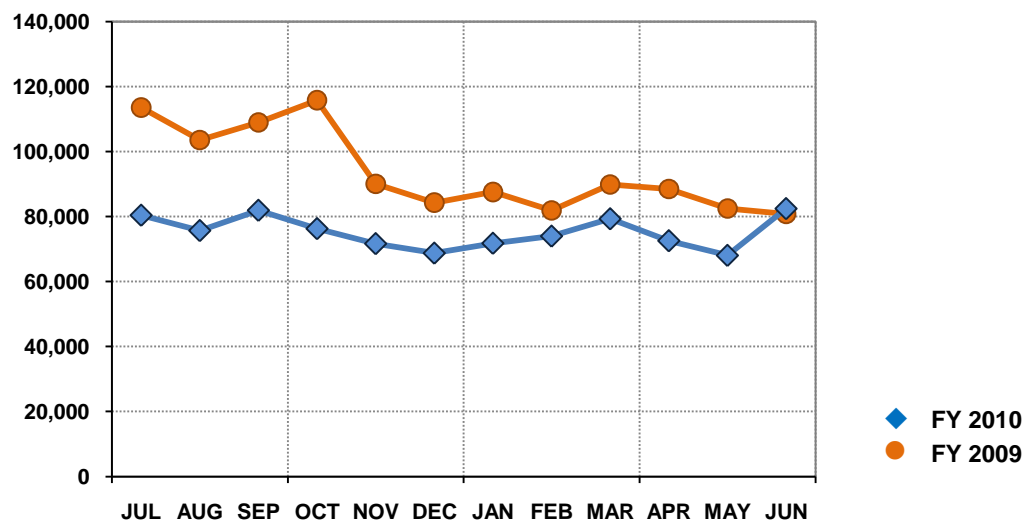


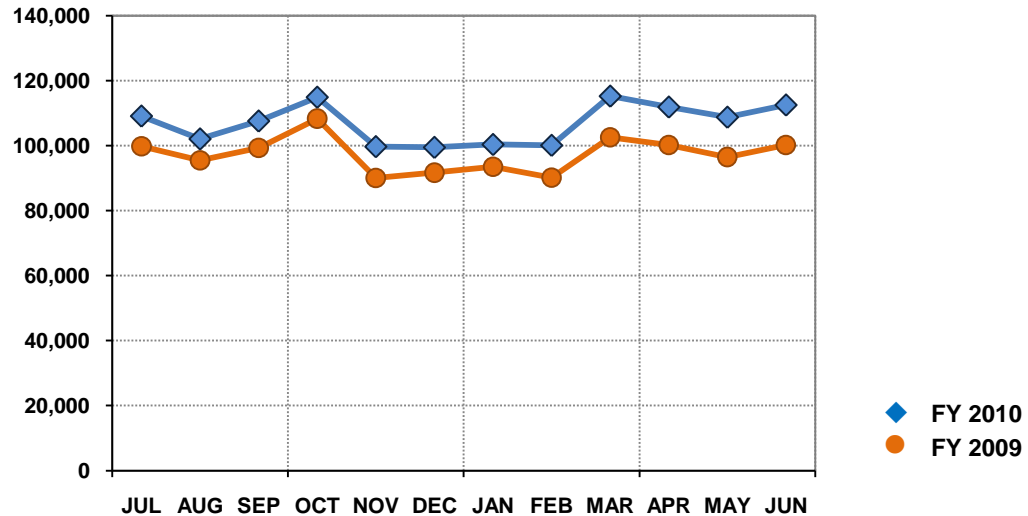
Figure 15 Ridership – CFR



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Figure 16 Ridership – ACCESS



Passenger Fare Revenues

Fare revenues are the total revenues derived from the payment of passenger fares.

DOFR fare revenues declined by 4.7 percent this year and CFR increased 1.5 percent. The fare increase in January 2009 may have slowed down the rate of decline for DOFR while slightly raising CFR figures as three inter-county express routes are contracted where fares are higher than regular bus service. Compared to the previous year, ACCESS experienced a 9.7 percent rise in passenger fares, which is consistent with the increase in ridership, allowing for more fare revenues to be collected. For the first six months of this fiscal year, revenues were reported only from the primary provider. In order to have a more accurate statement of fare revenues to be used for farebox recovery ratios, this report also includes all of the revenues associated with ACCESS services, such as payment from social service agencies subsidizing fares for individuals attending certain day programs.

Mode	Goal	FY 2009	FY 2010	Variance
DOFR	\$57,147,024	\$47,834,792	\$45,564,794	- 4.7%
CFR	\$1,121,211	\$1,011,377	\$1,026,164	+ 1.5%
ACCESS	\$5,147,974	\$4,638,007	\$5,089,022	+ 9.7%

Mode	Goal	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	n/a	\$12,265,031	\$11,558,721	- 5.8%
CFR	n/a	\$253,500	\$248,778	- 1.9%
ACCESS	n/a	\$1,613,669	\$1,553,165	- 3.7%

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Figure 17 Passenger Fare Revenues – DOFR

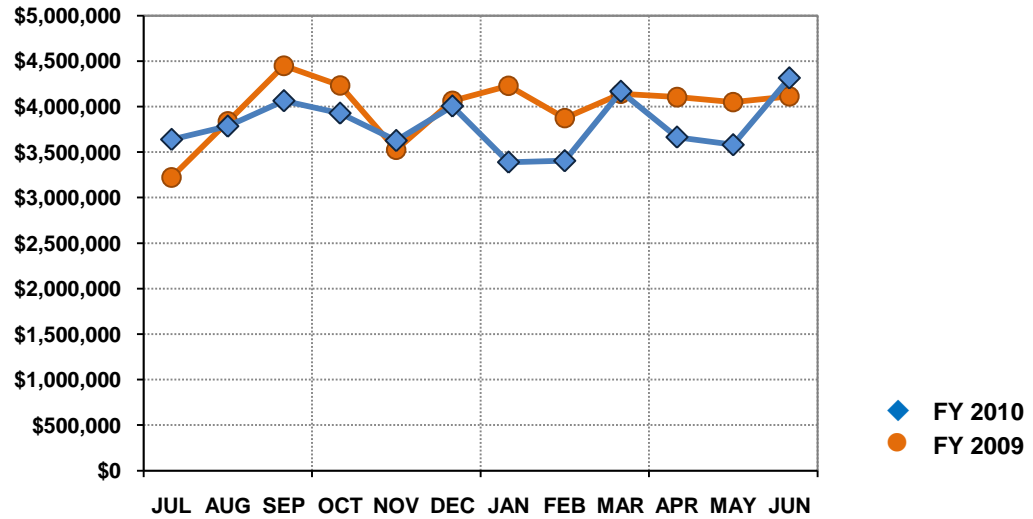
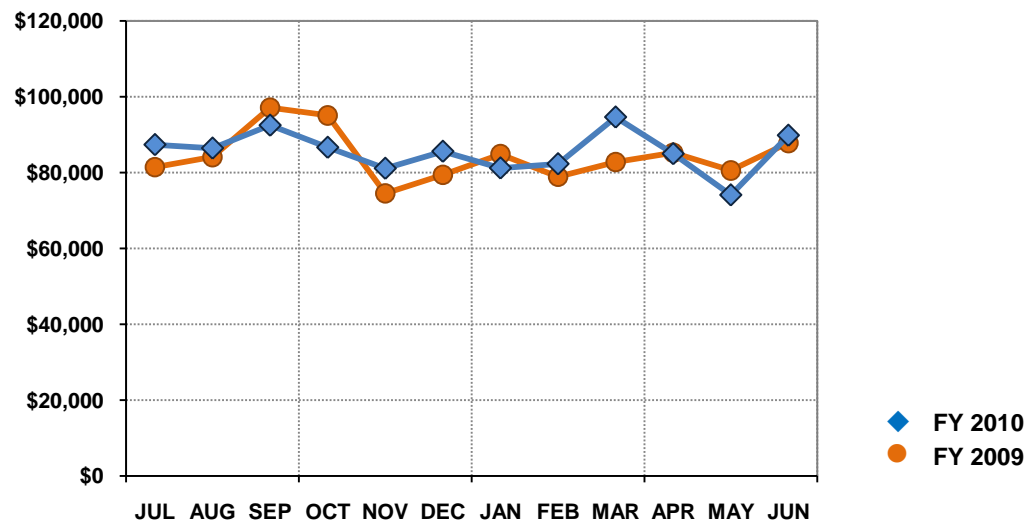


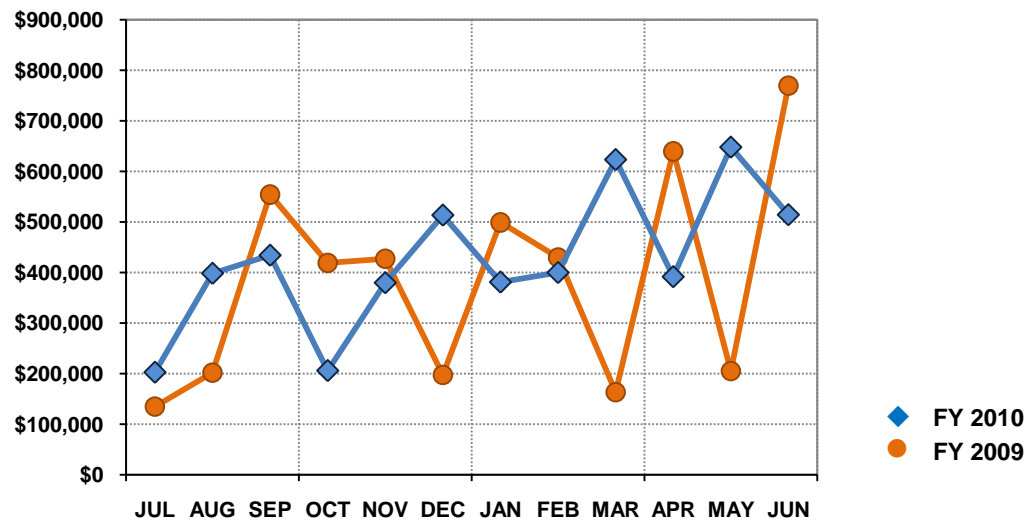
Figure 18 Passenger Fare Revenues – CFR



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Figure 19 Passenger Fare Revenues – ACCESS



Operating Costs

Operating costs include the total costs to operate and maintain the transit system including labor, fuel, maintenance, wages and salaries, employee benefits, taxes, and other costs associated with transit operations.

With the struggling economy, cutbacks in DOFR operating expenses were implemented such as bus service reductions, and the associated cost elements (e.g., lower workforce, drop in fuel consumption, and drop in maintenance costs) led to an 8.5 percent reduction in operating costs. Operating expenses for CFR are tracking approximately 33.7 percent higher due to new rates associated with a new contractor for this purchased transportation effective July 2009. For paratransit services, operating expenses showed an increase of 21.1 percent compared to last year. This increase in costs can also be attributed to a new contract becoming effective in July 2009 with higher rates. Though operating costs increased for contracted services, all services met the fiscal year goal by being under the targeted expenses.

Mode	Goal	FY 2009	FY 2010	Variance
DOFR	\$201,164,745	\$208,042,586	\$190,446,076	- 8.5%
CFR	\$9,466,458	\$6,921,228	\$9,254,509	+ 33.7%
ACCESS	\$49,881,078	\$38,013,878	\$46,040,844	+ 21.1%

Mode	Goal	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	n/a	\$51,586,559	\$46,890,086	- 9.1%
CFR	n/a	\$1,816,178	\$2,040,121	+ 12.3%
ACCESS	n/a	\$10,009,046	\$12,380,517	+ 23.7%

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Figure 20 Fully-Allocated Operating Costs – DOFR

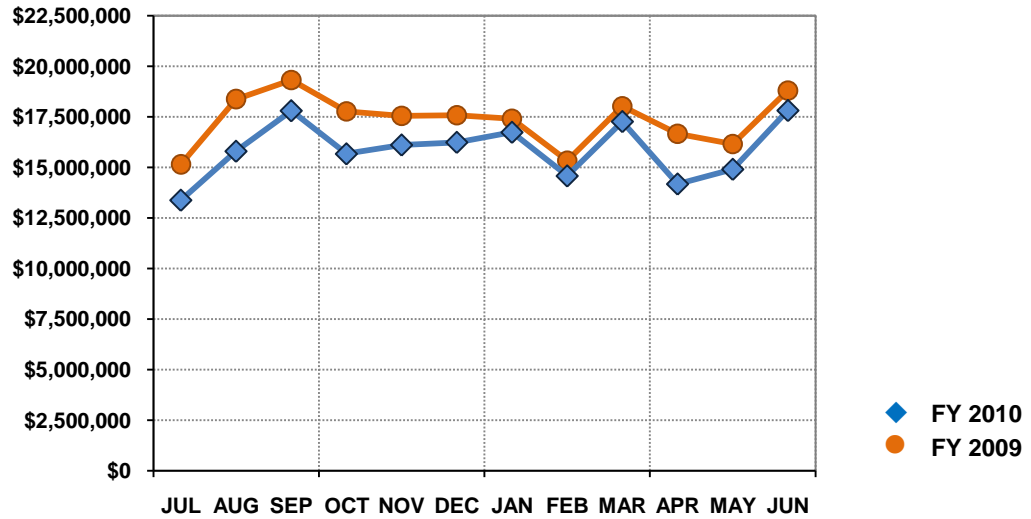
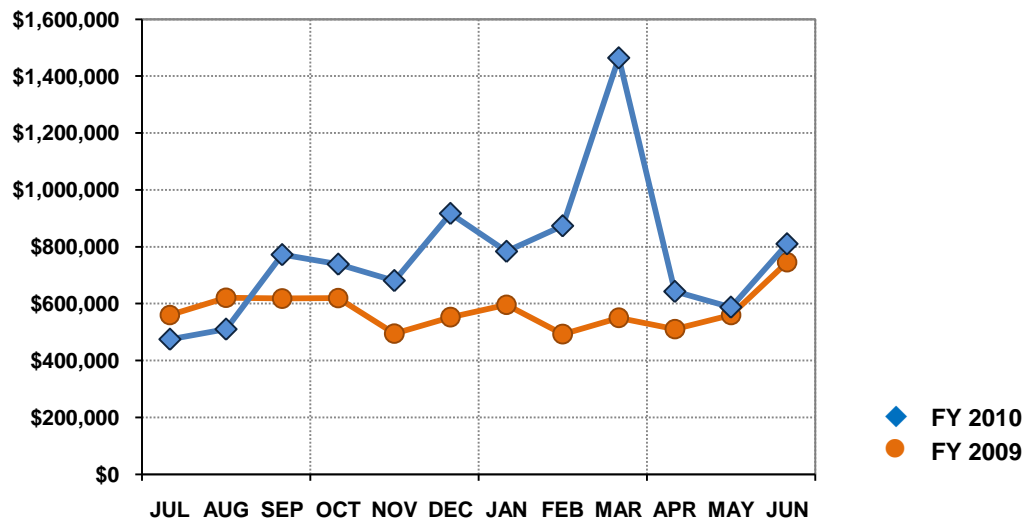


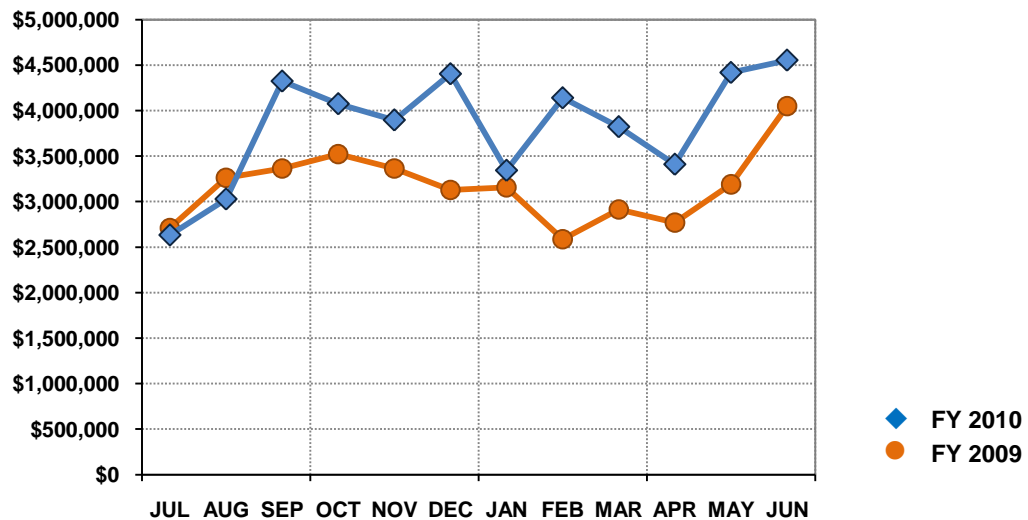
Figure 21 Fully-Allocated Operating Costs – CFR



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Figure 22 Fully-Allocated Operating Costs – ACCESS



Farebox Recovery Ratio

Farebox recovery is a measure of the proportion of operating expenses covered by passenger fares; calculated by dividing the farebox revenue by total operating expenses.

Attributed to the drop in operating costs and coupled by the fare increase for fixed-route services, DOFR increased by 4.1 percent. However, the service did not meet the goal as the significant decline in ridership led to the decrease in passenger fares, affecting the overall farebox recovery ratio. Farebox recovery ratios for contracted services declined as operating costs increased. CFR declined by 24.1 percent and ACCESS dropped 9.4 percent on average from the previous year.

Mode	Goal	FY 2009	FY 2010	Variance
DOFR	28.4%	23.0%	23.9%	+ 4.1%
CFR	11.8%	14.6%	11.1%	- 24.1%
ACCESS	10.3%	12.2%	11.1%	- 9.4%

Mode	Goal	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	n/a	23.8%	24.7%	+ 3.7%
CFR	n/a	14.0%	12.2%	- 12.6%
ACCESS	n/a	16.1%	12.5%	- 22.2%

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Figure 23 Farebox Recovery Ratio – DOFR

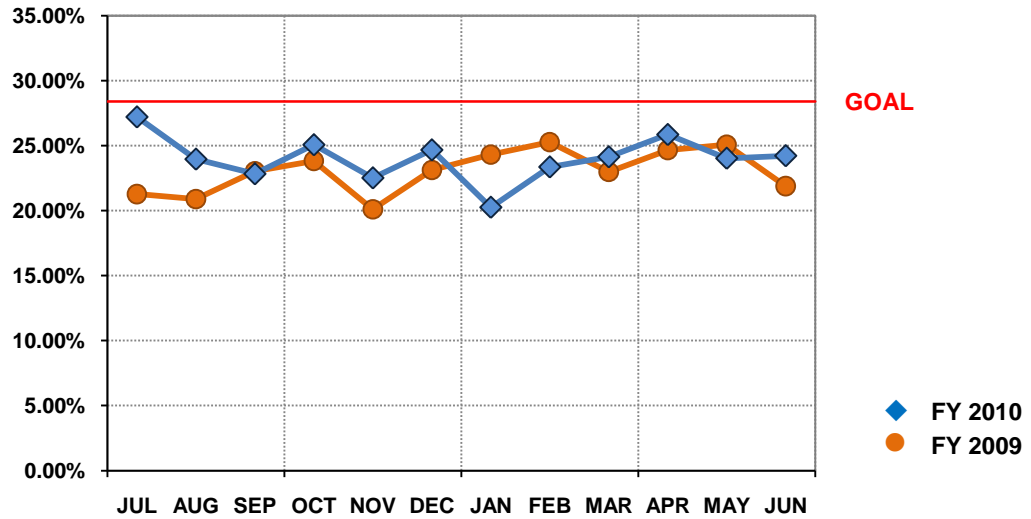
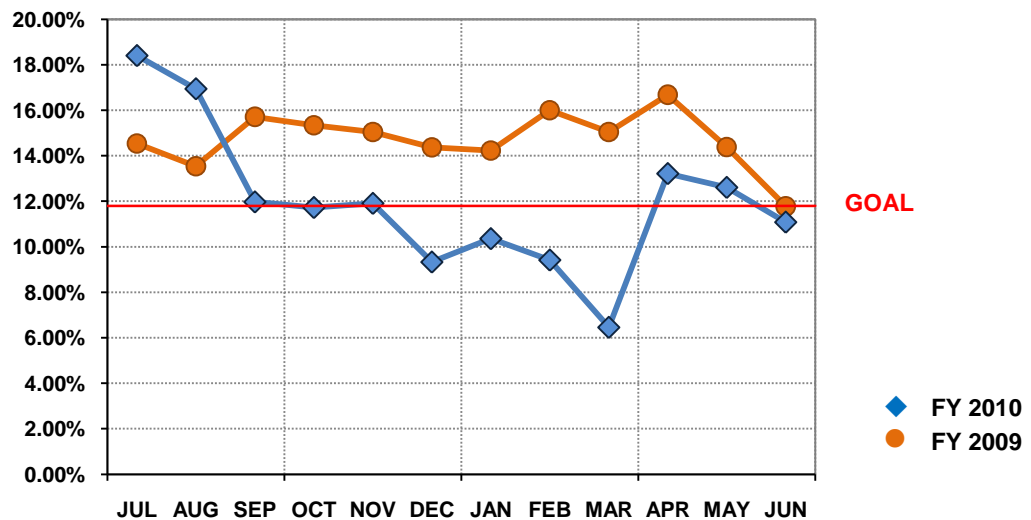


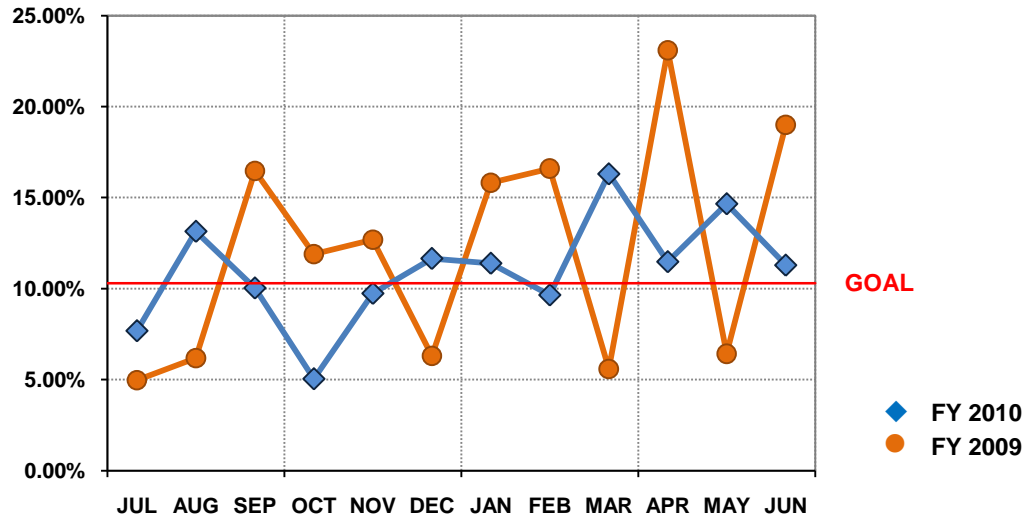
Figure 24 Farebox Recovery Ratio – CFR



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Figure 25 Farebox Recovery Ratio – ACCESS



Cost per Revenue Vehicle Hour

Cost per revenue vehicle hour is one of the many industry standards that measures the cost efficiency of a transit service. It is derived by dividing operating expenses by revenue vehicle hours.

Revenue vehicle hours dropped 11.8 percent due to the service change reductions while operating costs dropped 8.5 percent as required by the budget constraints, so the DOFR cost per revenue vehicle hour increased slightly by 3.7 percent. The CFR cost per revenue vehicle hour increased about 52.6 percent as a new contractor began operations at the beginning of the fiscal year. For ACCESS, the cost per revenue vehicle hour increased about 21.1 percent; also a reflection of the new contracted rate for ACCESS service, which began July 1, 2009.

Mode	Goal	FY 2009	FY 2010	Variance
DOFR	\$131.55	\$117.09	\$121.47	+ 3.7%
CFR	\$80.60	\$59.44	\$90.72	+ 52.6%
ACCESS	\$77.00	\$64.48	\$78.10	+ 21.1%

Mode	Goal	FY 2009 Qtr 4	FY 2010 Qtr 4	Variance
DOFR	n/a	\$119.77	\$129.34	+ 8.0%
CFR	n/a	\$63.42	\$92.48	+ 45.8%
ACCESS	n/a	\$67.35	\$77.60	+ 15.2%

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Figure 26 Cost per Revenue Vehicle Hour – DOFR

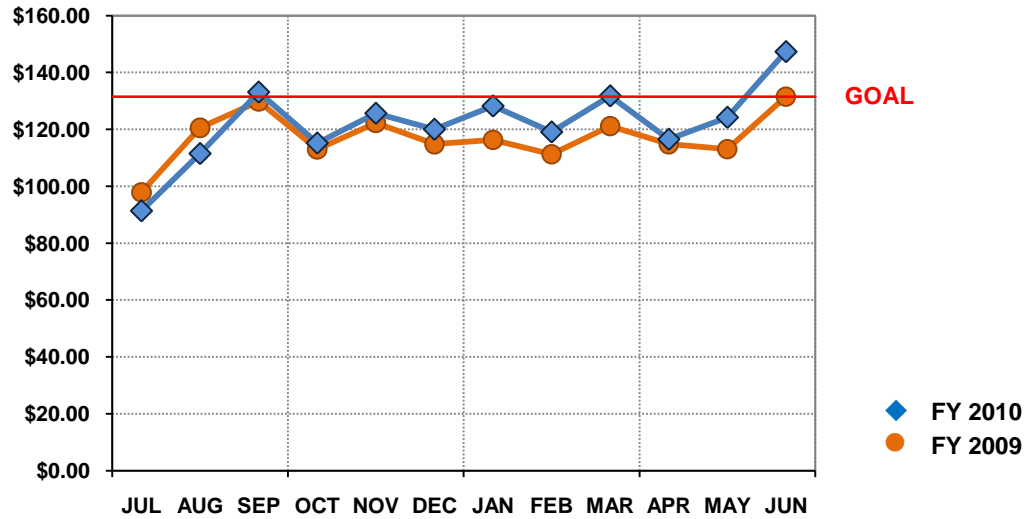
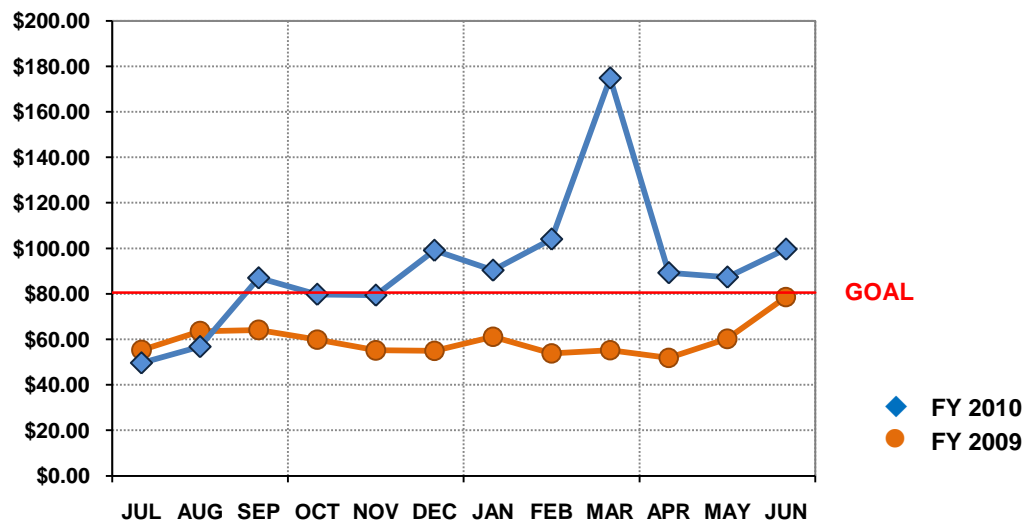


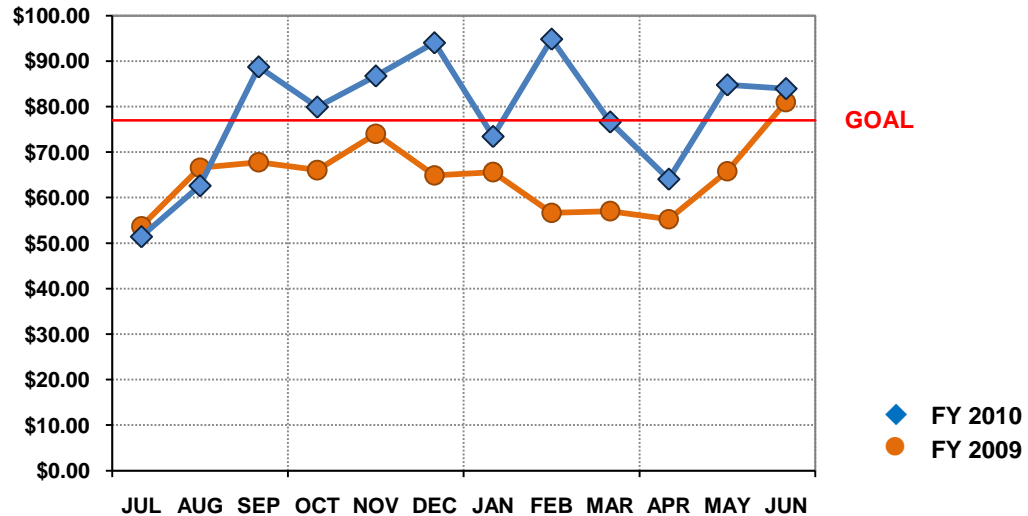
Figure 27 Cost per Revenue Vehicle Hour – CFR



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Figure 28 Cost per Revenue Vehicle Hour – ACCESS



Conclusion

This report compares the final quarter of FY2009-10 with performance in the final quarter of FY2008-09. Overall, the safety, courtesy, and reliability standards have experienced improvements within the division.

- In terms of safety, preventable vehicular accidents for DOFR and ACCESS service decreased due to the effectiveness of the defensive driver training programs. CFR showed an increase due primarily to non-familiarity with fixed-route services transitioned to the contract operation, eight routes in total.
- As for courtesy, customer complaints declined despite a significant service reduction at the March 2010 service change. ACCESS complaints dropped as the result of a targeted training program specifically designed to improve customer service.
- In reference to reliability, on-time performance remained relatively unchanged with all three services generally meeting OTP standards and maintenance performance improved as newer vehicles were deployed and older fleet buses were retired from service.

Ridership for fixed-route service declined significantly while ACCESS service remained relatively unchanged. Revenues changed little for fixed-route services as the fare increase in January 2009 helped offset the loss in revenue resulting from the decline in ridership. ACCESS showed a rise in fare revenues as ridership was not negatively affected by current economic trends, and the measurement now includes other revenues related to other ACCESS services. Costs for directly operated fixed-route service showed a noticeable decline as service was reduced in response to significant

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budget challenges while contracted services recorded higher expenses due to increases in contractual costs.

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Table 1 OCTA Bus Route List

Directly-Operated Fixed-route		Contracted Fixed-route	
1	Long Beach - San Clemente via Pacific Coast Highway	75	Tustin - Newport Beach via Harvard Ave./Jamboree Rd.
20	La Habra - Yorba Linda via Imperial Highway	131	Yorba Linda - Orange via Lakeview Ave./Riverdale Ave./Tustin Ave.
21	Fullerton - Huntington Beach via Valley View St./Bolsa Chica Rd.	147	Brea - Santa Ana via Birch St./Brea Blvd./Harbor Blvd./Raymond Ave./Haster St./La Veta Ave.
24	Fullerton - Orange via Malvern Ave./Chapman Ave./Tustin Ave.	164	Seal Beach - Westminster via Seal Beach Blvd./Lampson Ave./Edwards St.
25	Fullerton - Huntington Beach via Knott Ave./Golden West St.	172	Huntington Beach - Costa Mesa via Main St./Garfield Ave./Ellis Ave./MacArthur Blvd./Sunflower St.
26	Fullerton - Yorba Linda via Commonwealth Ave./Yorba Linda Blvd.	173	Huntington Beach - Costa Mesa via Atlanta Ave./Hamilton Ave./Victoria St./Orange Ave./Fair Dr./Bear St.
29	Brea - Huntington Beach via La Habra Blvd./Beach Blvd.	175	Irvine via Yale Ave./Campus Drive
30	Cerritos - Anaheim via Orangethorpe Ave.	188	Laguna Hills - Irvine via Moulton Pkwy / Irvine Center Dr / Alton Pkwy / Ridge Route
33	Fullerton - Huntington Beach via Magnolia St.	191/A	Mission Viejo - San Clemente via Rancho Viejo Rd / Camino Capistrano / El Camino Real
35	Fullerton - Huntington Beach via Brookhurst St.	193	Dana Point - San Clemente via Camino de los Mares / Camino Vera Cruz / Avenida Pico
37/A	La Habra - Fountain Valley via Euclid St.	212	Irvine - San Juan Capistrano Express via 405 Freeway
38	Lakewood - Anaheim Hills via Del Amo Blvd./La Palma Ave.	216	San Juan Capistrano - Costa Mesa Express via 405 Freeway
42/A	Seal Beach - Orange via Lincoln Ave./Los Alamitos Blvd./Seal Beach Blvd.	410	Anaheim Canyon Metrolink Station - Anaheim via Tustin Ave./La Palma Ave.
43	La Habra - Costa Mesa via Harbor Blvd./Whittier Blvd.	411	Anaheim Canyon Metrolink Station - Canyon Corporate Center via Coronado St./La Palma Ave.
46	Los Alamitos - Orange via Ball Rd./Taft Ave.	430	Anaheim Metrolink Station/Amtrak Station - Anaheim Resort Area via Katella Ave./Harbor Blvd./Ball Rd.
47	Brea - Newport Beach via Brea Blvd./Anaheim Blvd./Fairview St.	463	The Depot at Santa Ana - Hutton Centre via Grand Ave.
50	Long Beach - Orange via Katella Ave.	464	The Depot at Santa Ana - Costa Mesa via 5 Freeway/55 Freeway/Sunflower Ave.
51	Santa Ana - Costa Mesa via Flower St.	472/473	Tustin Metrolink Station - John Wayne Airport via Harvard Ave./Michelson Dr./Campus Dr.
53	Brea - Irvine via Main St.	480	Irvine Transportation Center - Lake Forest via Alton Pkwy./Bake Pkwy./Lake Forest Dr.
54	Garden Grove - Orange via Chapman Ave.	482	Irvine Transportation Center - Irvine Center & Discovery via Barranca Pkwy./Alton Pkwy.
55	Santa Ana - Newport Beach via Standard Ave./Bristol St./Fairview St./17th St.	490	Laguna Niguel/Mission Viejo Metrolink Station - Aliso Viejo via Crown Valley Pkwy./Moulton Pkwy./Aliso Creek Pkwy.
56	Garden Grove - Orange via Garden Grove Blvd.	693	San Clemente via Avenida Pico/Camino la Pedriza
57	Brea - Newport Beach via State College Blvd./Bristol St.	757	Pomona - Santa Ana Express via 57 Freeway
59	Brea - Irvine	758	Chino - Irvine Spectrum Express

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	via Kraemer Blvd./Glassell St./ Grand Ave./Von Karman Ave.		via the 57 Freeway/5 Freeway
60	Long Beach - Tustin	794	Riverside/Corona - South Coast Metro Express
	via 7th St./Westminster Ave./17th St.		via 91 Freeway/55 Freeway
62	Huntington Beach - Santa Ana		
	via Golden West St./Hazard Ave./Civic Center Dr.		
64	Huntington Beach - Tustin		
	via Bolsa Ave./1st St.		
66	Huntington Beach - Irvine		
	via McFadden Ave./Walnut Ave.		
70	Sunset Beach - Dana Point		
	via Edinger Ave./Irvine Center Dr./Moulton Pkwy./Golden Lantern Dr.		
71	Yorba Linda - Balboa		
	via Tustin Ave./Red Hill Ave./Newport Blvd.		
72	Sunset Beach - Tustin		
	via Warner Ave.		
74	Fountain Valley - Irvine		
	via Segerstrom Ave./Dyer Rd./Barranca Ave.		
76	Huntington Beach - Newport Beach		
	via Talbert Ave./MacArthur Blvd.		
79	Tustin - Newport Beach		
	via Irvine Blvd./Culver Dr./University Ave.		
82	Foothill Ranch to Laguna Niguel		
	via Portola Pkwy./Santa Margarita Pkwy./Antonio Pkwy./Crown Valley Pkwy.		
83	Anaheim - Laguna Hills		
	via 5 Freeway/Main St.		
85	Mission Viejo - Dana Point		
	via Marguerite Pkwy./Crown Valley Pkwy.		
86	Costa Mesa - Mission Viejo		
	via Alton Pkwy./Jeronimo Rd.		
87	Rancho Santa Margarita - Laguna Niguel		
	via Alicia Pkwy.		
89	Mission Viejo - Laguna Beach		
	via El Toro Rd./Laguna Canyon Rd.		
91	Laguna Hills - San Clemente		
	via Paseo de Valencia/Camino Capistrano/Del Obispo St.		
145	Santa Ana - Costa Mesa		
	via Raitt St./Greenville St./Fairview St.		
167	Anaheim - Irvine		
	via Tustin Ave./Hewes St./Bryan Ave.		
177	Foothill Ranch - Laguna Hills		
	via Lake Forest Dr / Muirlands Blvd / Los Alisos Blvd		
178	Huntington Beach - Irvine		
	via Adams Ave / Birch St / Campus Dr		
187	Laguna Hills - Dana Point		
	via El Toro Rd / Aliso Creek Rd / Niguel Rd		
206	Santa Ana - Lake Forest Express		
	via 5 Freeway		
211	Seal Beach - Irvine Express		
	via 405 Freeway		
213/A	Brea - Irvine Express		
	via 55 Freeway		
453	Orange Transportation Center - St. Joseph's Hospital		
	via Chapman Ave./Main St./La Veta Ave.		
454	Orange Transportation Center - Garden Grove		

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462	via Chapman Ave./Metropolitan Dr. The Depot at Santa Ana - Civic Center		
701	via Santa Ana Blvd./Civic Center Dr. Huntington Beach - Los Angeles Express		
721	via 405 Freeway/605 Freeway/105 Freeway/110 Freeway Fullerton - Los Angeles Express		
	via 110 Freeway/91 Freeway		