

Bus Operations  
Performance  
Measurements  
Report



First Quarter  
Fiscal Year 2020-21

# About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 58 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR) service. The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents; courtesy, as measured by customer complaints; and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for OC Bus service, DOFR and CFR, and OC ACCESS service.

It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in response to the coronavirus (COVID-19) pandemic. The impact that the COVID-19 pandemic has had on both OC Bus and OC ACCESS continues to be significant as reflected in the performance to be discussed in this report.

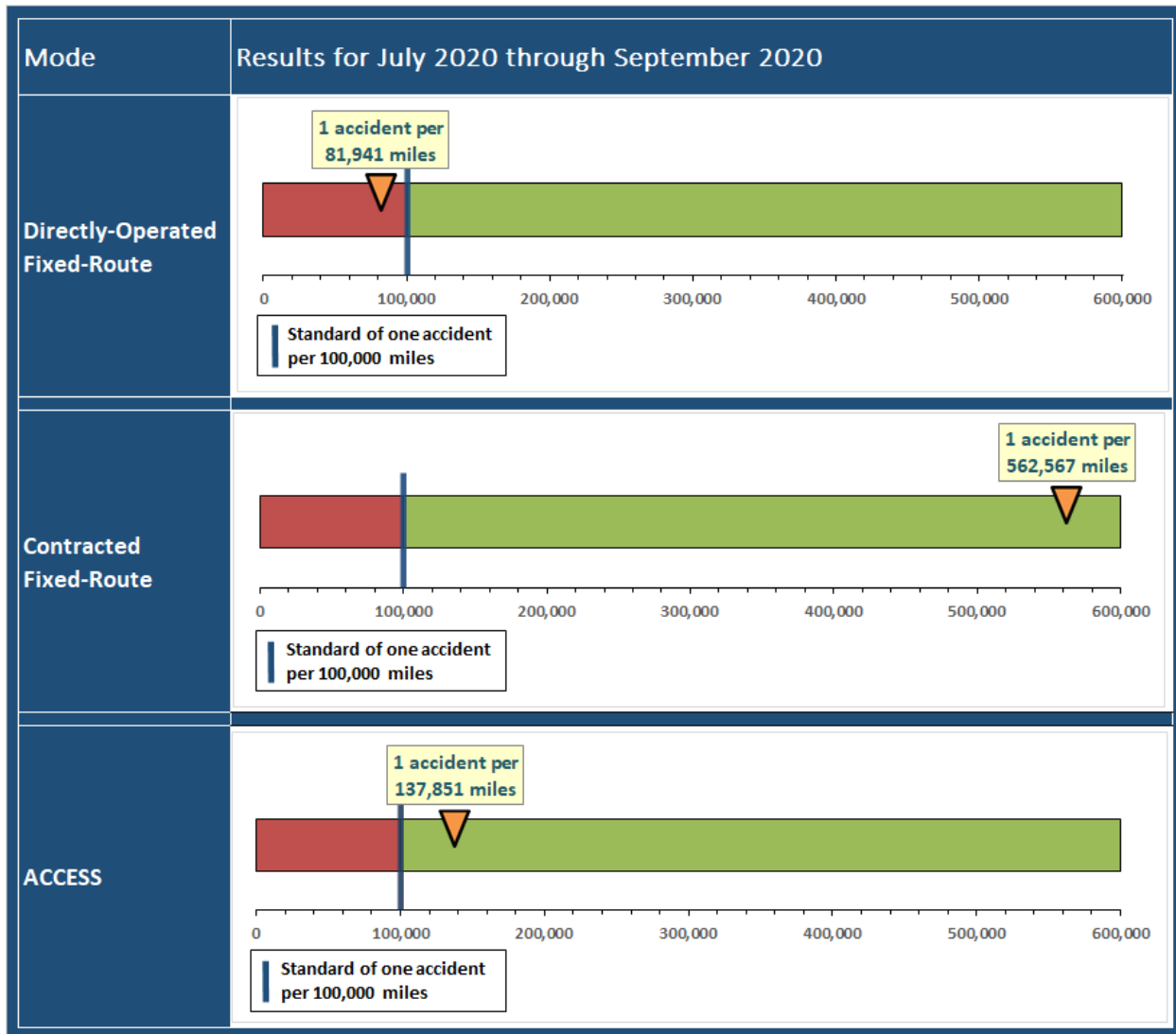
## **FY2020-21 Q1 SUMMARY**

- **Safety:**
  - DOFR - ▼
  - CFR - ▲
  - OC ACCESS - ▲
- **Courtesy:**
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲
- **On-Time Performance (OTP):**
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲
- **Miles Between Road Calls (MBRC):**
  - DOFR - ▲
  - CFR - ▼
  - OC ACCESS - ▼

## Safety: Preventable Vehicle Accidents

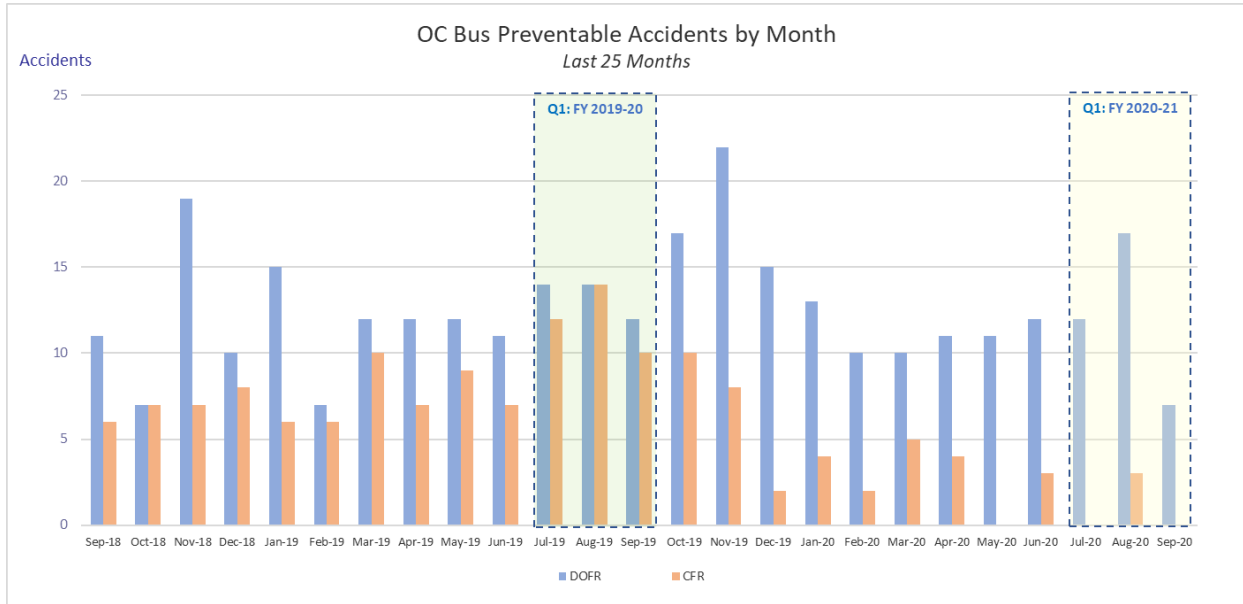
OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident.

Through the first quarter of fiscal year (FY) 2020-21, while DOFR did not meet the standard, CFR and OC ACCESS performed above the safety standard, operating over 100,000 miles between preventable accidents.



DOFR OC Bus performed below the accident frequency standard as the miles operated per preventable accident for the first quarter was slightly higher than the previous quarter, but lower than the same quarter last year. To sustain this trend, OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program.

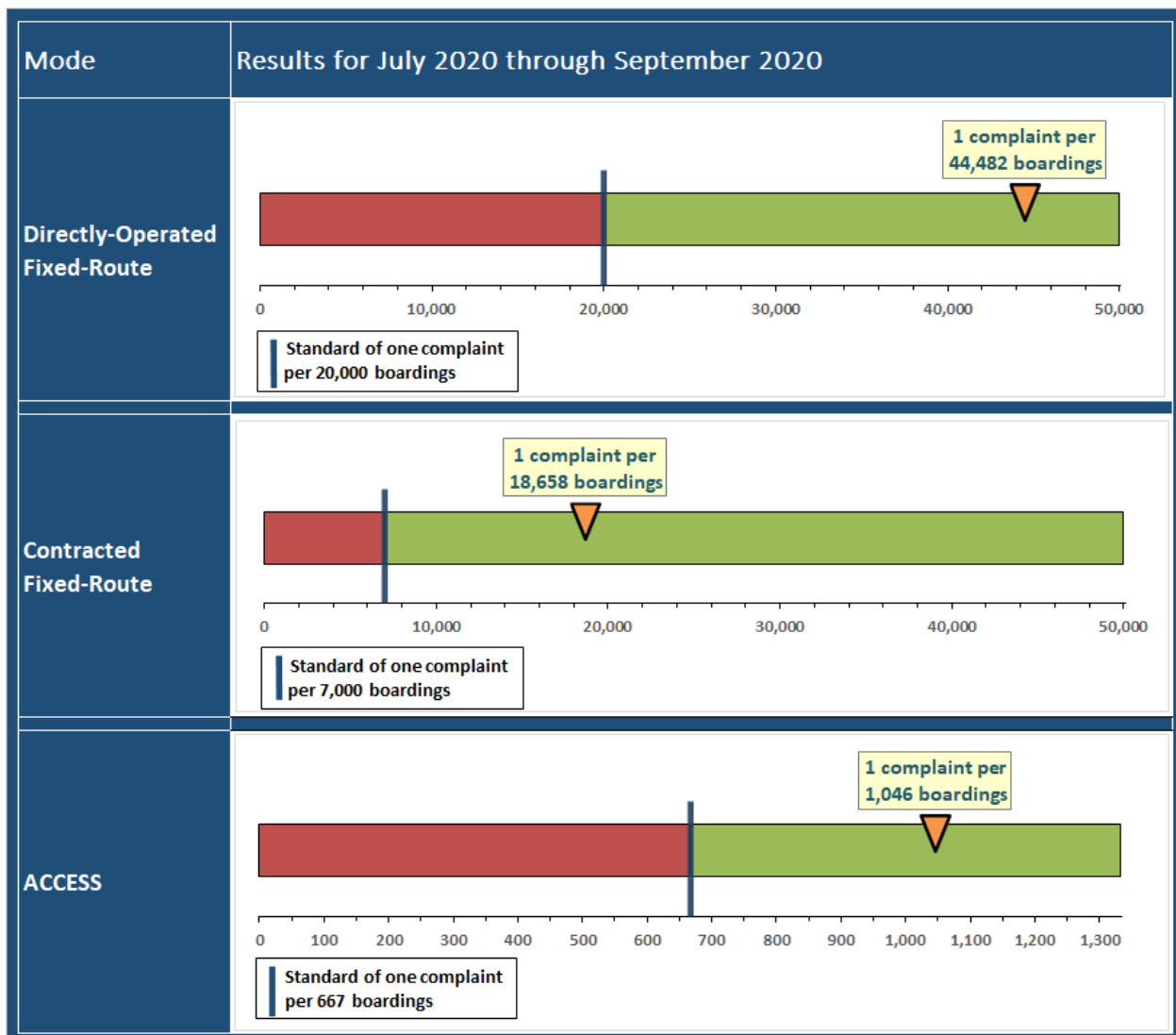
The following chart shows the trend of preventable accidents for fixed-route service over the last two years.



## Courtesy: Customer Complaints

OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings; the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings; and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

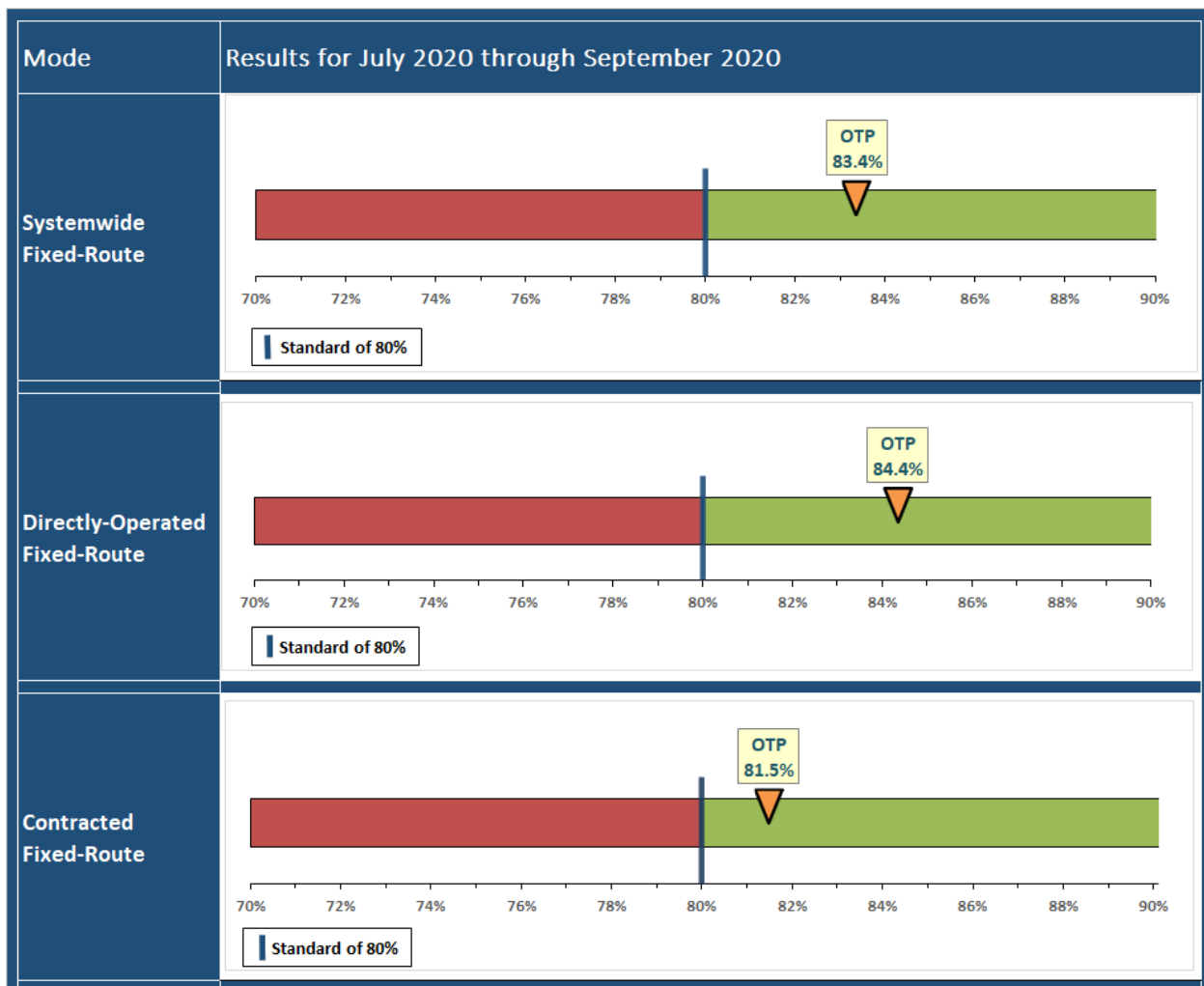
Through the first quarter of FY 2020-21, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



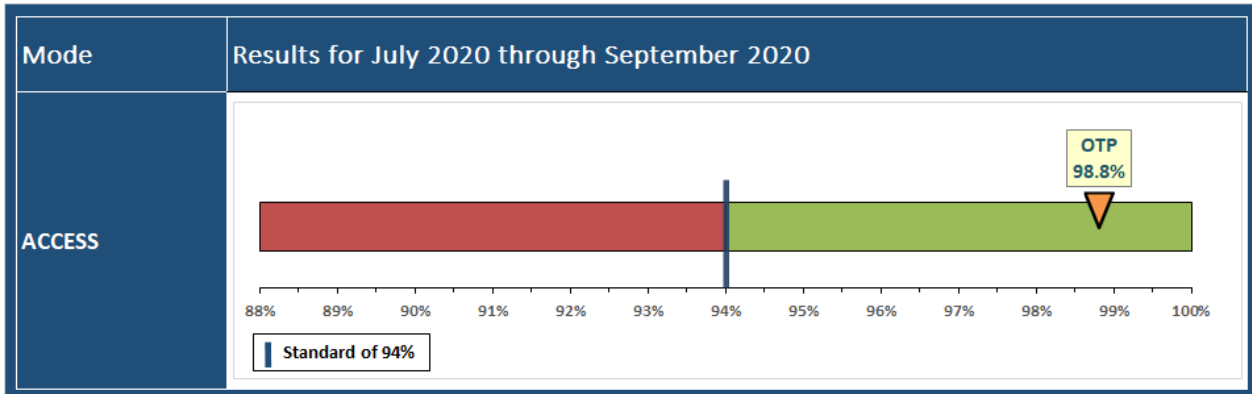
## Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the scheduled time point from zero minutes before up to no more than five minutes after the time as printed on the bus route schedule. OCTA’s fixed-route system standard for OTP is 80 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle’s adherence to a scheduled pick-up time for transportation on a demand response trip. A trip is considered on time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent.

The OTP for OC Bus and OC ACCESS services exceeded the standard during the first quarter of FY 2020-21. Systemwide OTP was 83.4 percent, a one percent increase over last quarter. DOFR and CFR both performed above standard and with rate increases of 0.9 percent and 1.0 percent over last quarter, respectively.



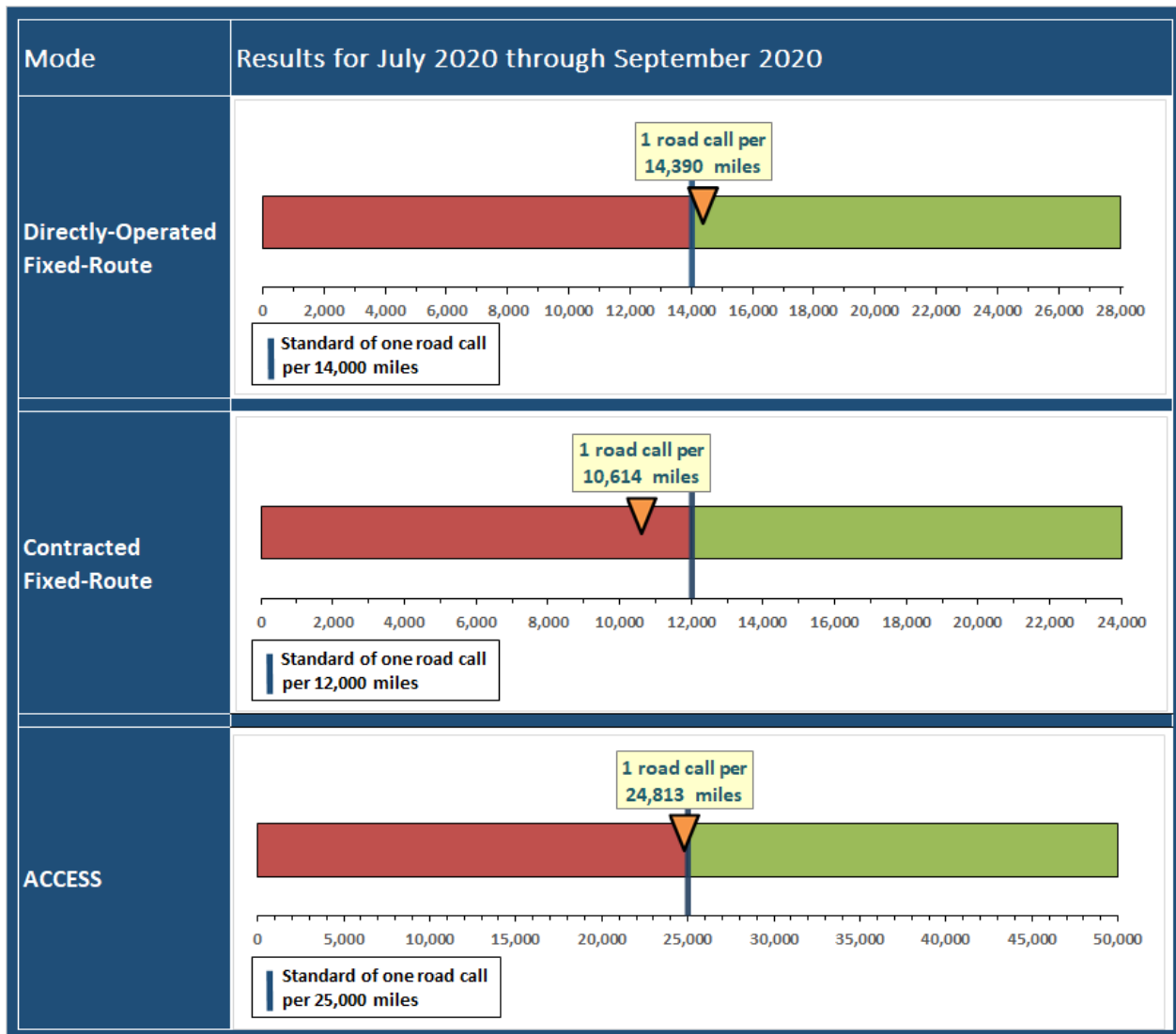
The OTP for OC ACCESS also came in above standard with a rate of 98.8 percent, 6.2 percent above the rate reported last quarter and 4.8 percent above the standard.



The cumulative improvement in OTP continue to be a result of the changes in travel patterns due to the COVID-19 pandemic.

## Reliability: Miles Between Road Calls

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before failure of a vital component forces removal of the vehicle from service. OCTA has adopted standards for the MBRC for DOFR, CFR, and OC ACCESS services. These standards vary to align with the specific type of service being provided and account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service; 12,000 MBRC for CFR OC Bus service; and 25,000 MBRC for OC ACCESS.



Through the first quarter of FY 2020-21, DOFR OC Bus Service exceeded the standard while CFR OC Bus and OC ACCESS both were below their respective standards for MBRC. MBRC for CFR during the first quarter were below standard due primarily to higher weather temperatures during the summer months. The higher temperatures in the summer resulted in several heat-related service interruptions, including air conditioning and electric cooling system failures. These failures, leading to valid road calls, are traced



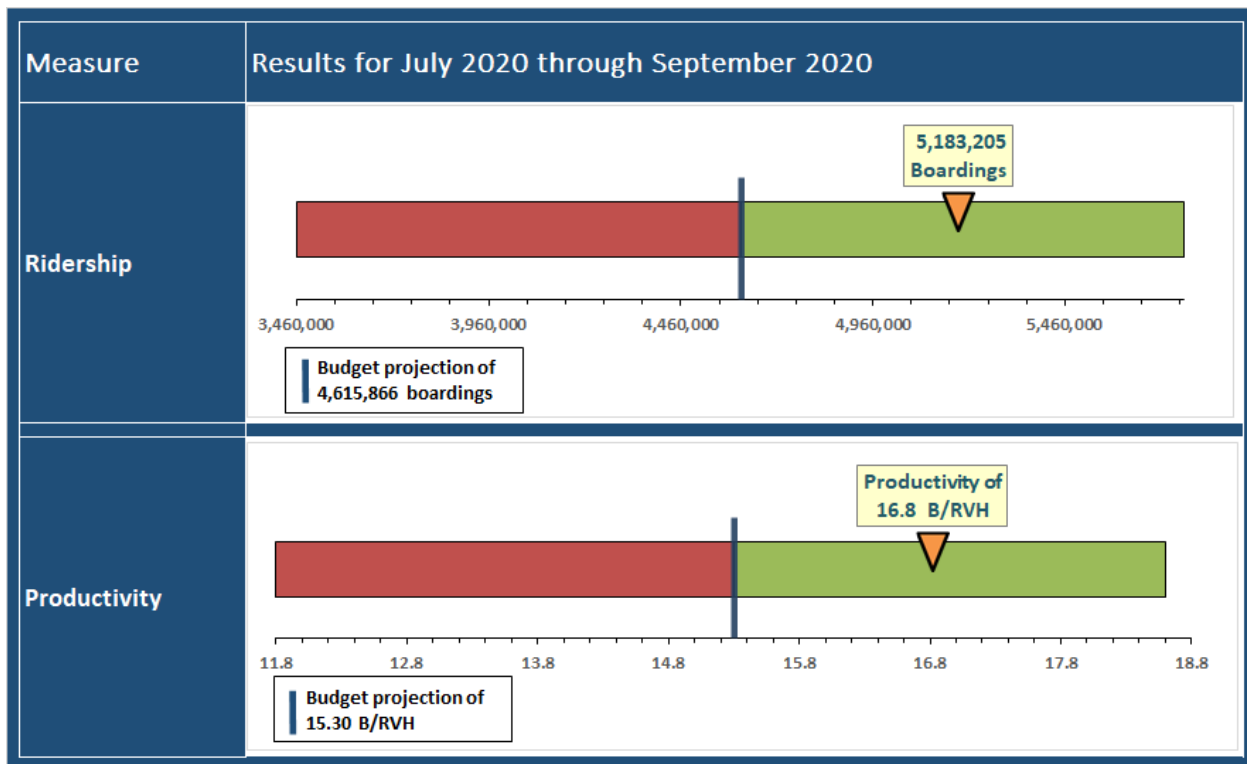
to the engine control unit which has been a known warranty and supply issue that the engine manufacturer is working to resolve. For the OC ACCESS, the road calls were mostly related to summer heat, vehicle mileage, and fleet age.

OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

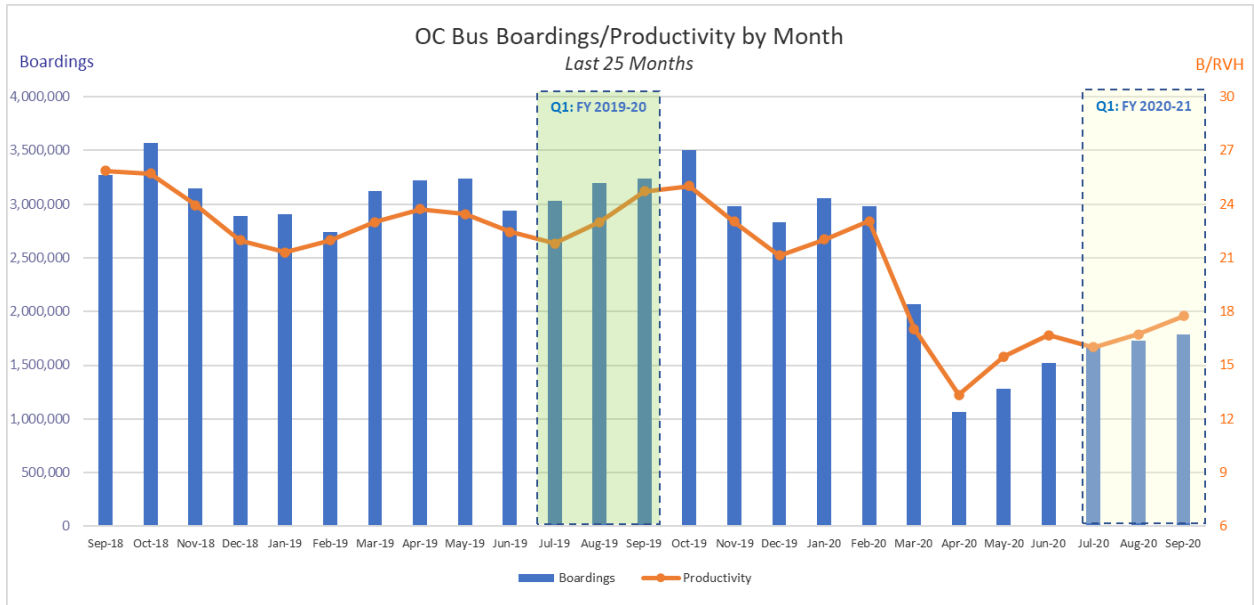
## Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

Although lower when compared to ridership in FY 2019-20, through the first quarter of FY 2020 -21, both ridership and productivity for OC Bus service were higher than budgeted projections.



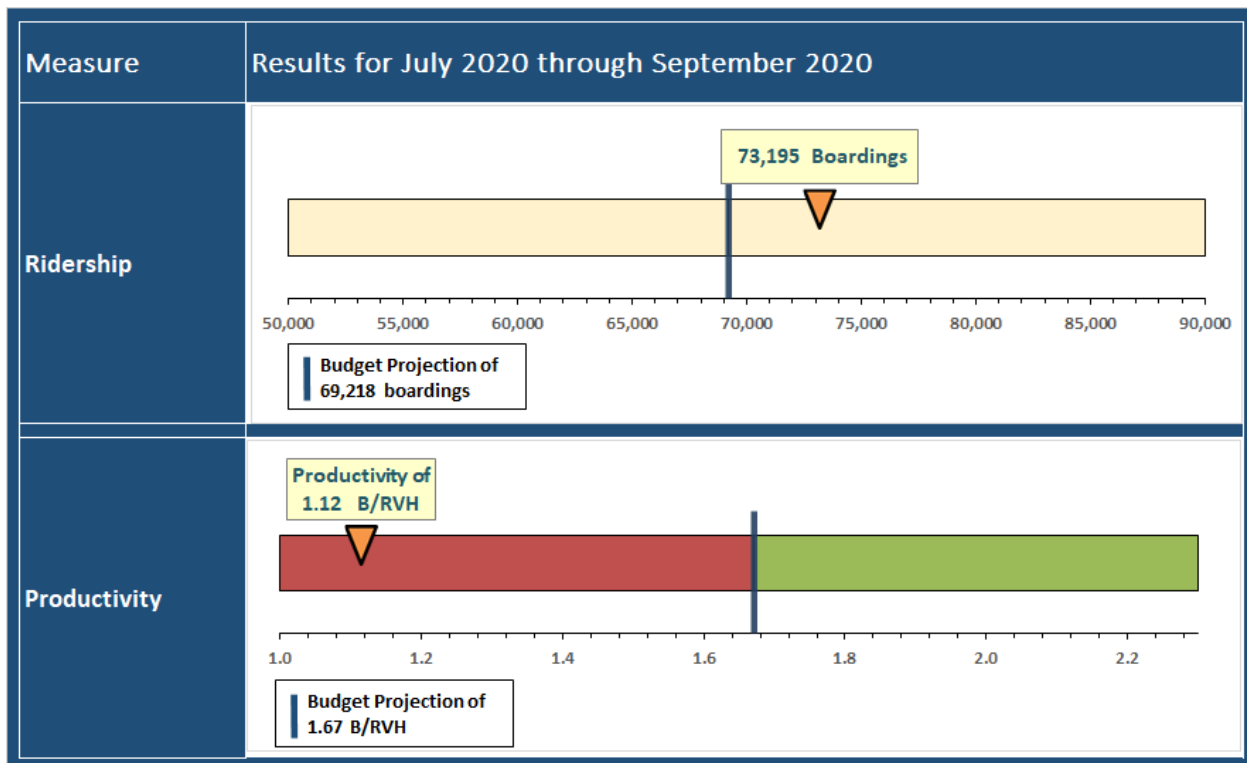
The ridership and productivity for the first quarter, as shown on the following chart, reveals an upward trend as we continue through the pandemic. The pandemic continues to significantly impact travel patterns. Average weekday ridership through September was over 60,000, 50 percent of the average weekday ridership before the “stay-at-home” orders went into effect. Ridership and productivity levels are expected to remain below pre-COVID-19 levels until well after the travel restrictions are lifted.



## Ridership and Productivity – OC ACCESS

(Primary Service Provider)

Through the first quarter of FY 2020-21, the ridership for OC ACCESS is trending above budgeted projections by 5.7 percent while productivity comes in below the 1.67 boardings per revenue vehicle hour by 32.9 percent. As with the fixed-route service, ridership and productivity for OC ACCESS continues to be impacted by the pandemic. With recommendations in place that persons 65 years or older or having underlying health issues stay home, many individuals who typically use OC ACCESS service continue to make fewer trips resulting in the drop in average daily ridership of 80 percent. Additionally, productivity has been impacted by the requirement for social distancing on OC ACCESS vehicles, as shared rides have been limited.



## Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc., additional measures are tracked to ensure the CFR OC Bus service meets specified standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and are paid to OCTA by the contractor.

Through the first quarter of FY 2020-21, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for OTP, an unreported accident, road calls, and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2020-21. The incentives paid in the first quarter relate to courtesy and accident frequency ratio, which totaled \$20,400. The total penalties assessed to the contractor during the quarter total \$24,900 resulting in a net payment to OCTA of \$4,500.

<b>Table 1:</b>	<b>Performance Categories</b>	<b>FY21 Q1</b>	<b>FY21 Q2</b>	<b>FY21 Q3</b>	<b>FY21 Q4</b>	<b>FYTD 21</b>
<b>Penalties</b>	On-Time Performance	\$ (1,000)	\$ -	\$ -	\$ -	\$ (1,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ (2,900)	\$ -	\$ -	\$ -	\$ (2,900)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ -	\$ -	\$ -	\$ (16,000)
	<b>Total</b>	<b>\$ (24,900)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (24,900)</b>
<b>Incentives</b>	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ -	\$ -	\$ -	\$ 10,400
	Accident Frequency Ratio	\$ 10,000	\$ -	\$ -	\$ -	\$ 10,000
	<b>Total</b>	<b>\$ 20,400</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 20,400</b>
<b>Prior Periods Adjustment</b>	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Complaints	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>All</b>	<b>Total</b>	<b>\$ (4,500)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (4,500)</b>

## Contractor Performance: OC ACCESS

(Primary Service Provider)

Per Agreement No. C-2-1865 between OCTA and MV Transportation, Inc., additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

As presented in this report, the overall performance of the contractor providing OC ACCESS service through the first quarter of FY 2020-21 is above standard with respect to courtesy, safety, and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the first quarter, estimated incentives related to excessively late trips totaled \$15,000. The estimated penalties totaled \$45,500 for performance in passenger productivity, call center hold times, an unreported accident, and road calls. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and penalties related to passenger productivity and call center hold times were waived resulting in a net payment to OCTA of \$5,500.

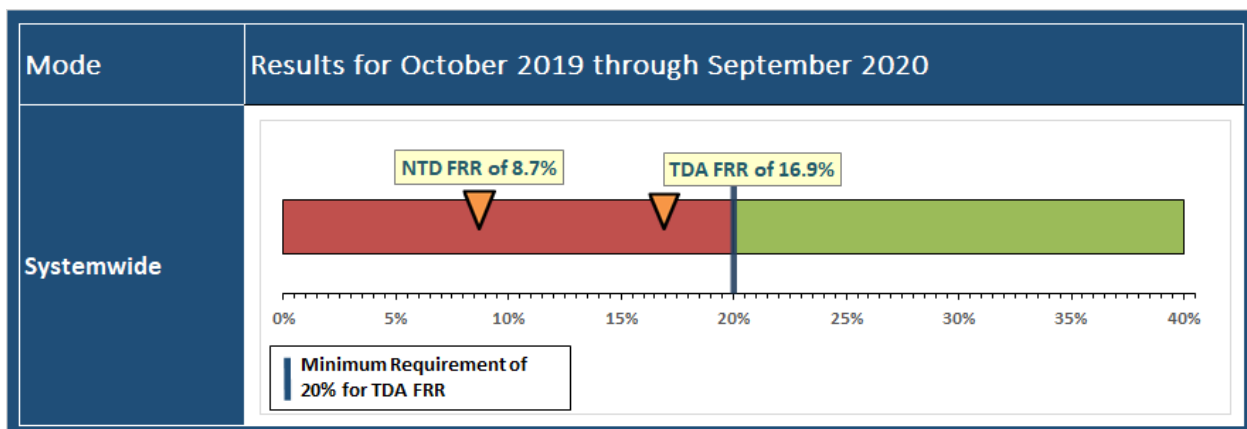
Table 2:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21	
<b>Penalties</b>	Passenger Productivity	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)	
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -	
	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -	
	Call Center Hold Times	\$ (10,000)	\$ -	\$ -	\$ -	\$ (10,000)	
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -	
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -	
	Unreported Accident	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)	
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	
	Road calls	\$ (500)	\$ -	\$ -	\$ -	\$ (500)	
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -	
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -	
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -	
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -	
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Total</b>	<b>\$ (45,500)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (45,500)</b>	
<b>Incentives</b>	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -	
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -	
	Excessively Late Trips	\$ 15,000	\$ -	\$ -	\$ -	\$ 15,000	
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -	
	<b>Total</b>	<b>\$ 15,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 15,000</b>
<b>Adjustment</b>	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -	
	Waived Penalties	\$ 40,000	\$ -	\$ -	\$ -	\$ 40,000	
	Waived Incentives	\$ (15,000)	\$ -	\$ -	\$ -	\$ (15,000)	
	<b>Total</b>	<b>\$ 25,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 25,000</b>
<b>All</b>	<b>Total</b>	<b>\$ (5,500)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (5,500)</b>

## Farebox Recovery Ratio

Farebox Recovery Ratio (FRR) is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act in order for transit agencies to receive the state sales tax available for public transit purposes. In an effort to normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from October 2019 through September 2020.

FRR, based on the National Transit Database definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 719, Statutes of 2015), OCTA was able to adjust the FRR to include local funds. SB 508 states, “If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, “local funds” are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.” After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 16.9 percent, a decrease of 3.4 percent from the previous quarter and a 6.1 percent drop from the same quarter last year.

This FRR has been significantly impacted by the reduced service levels currently being operated as well as the precautions that are in place to promote the safety of both coach operators and passengers against exposure to COVID-19. In April 2020, front door boarding was suspended, and passengers were asked to board OC Bus from the rear door bypassing the farebox. Riders were asked to continue to purchase fare media through internet sales or through local sales outlets, but this temporary change in operation has caused FRR to decrease significantly. With the installation of a driver shield to provide a barrier between the coach operator and passengers as they board now underway, front door boarding is in the process of returning along with the daily use of the farebox.



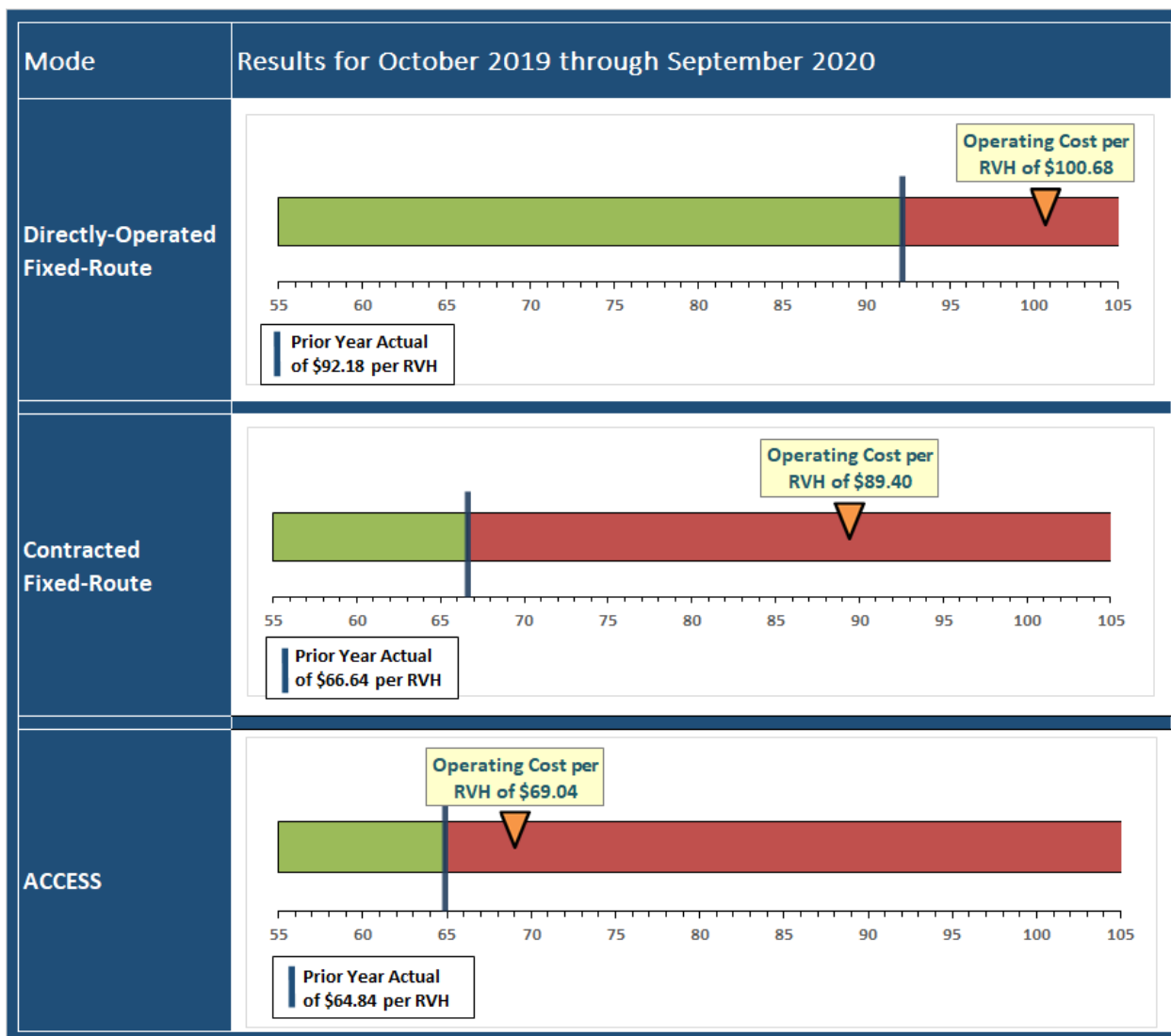
**Note:**

- 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

## Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing operating expenses by RVH. In order to provide a more comparable illustration, all metrics below are calculated based on direct operating costs, which excludes capital, general administrative, and other overhead costs.

Similar to FRR, the statistics below depict actuals over the last 12 months. All modes operated at a higher cost per RVH than the same 12-months due to a decrease in service and efficiency due to the COVID-19 pandemic. In addition, current year expenses include accruals of \$1.7M for COVID-19 expenses, and the contract rate increase from Amendment No. 9 to adjust specific CFR wages. The difference in cost per RVH from the prior FY was a 9.2 percent increase in DOFR, 34.2 percent increase in CFR, and 6.5 percent increase in OC ACCESS.





## Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through the first quarter. The first two tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining two tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99** - Local routes include two sub-categories:
  - **Major:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
  - **Local:** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week; however, some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations. **(Did not operate during Q1 FY 2020-21)**
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles. **(only Route 543 operated during Q1 FY 2020-21)**
- **Routes 600 to 699:** *Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express. **(Did not operate during Q1 FY 2020-21)**

- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations. **(Did not operate during Q1 FY 2020-21)**



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)**  
 Fiscal Year 2020-21 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
167	C	(1.3%)	\$ 33.48	\$ 18.60	\$ 12.61	\$ 2.27	\$ (0.40)	16,426	\$ 136.31	\$ 84.71	\$ 11.34	4.42	3,713	4	-	-
178	C	(1.0%)	32.03	17.97	12.18	1.88	(0.30)	9,880	135.85	84.70	10.93	4.55	2,171	2	-	-
085	S	0.4%	31.90	17.65	12.24	2.01	0.12	9,279	136.77	84.93	10.92	4.56	2,036	2	-	-
862	C	0.4%	29.53	18.26	9.24	2.03	0.10	9,184	160.00	98.06	16.62	5.80	1,584	2	-	-
123	N	(1.1%)	28.01	15.66	10.62	1.73	(0.29)	21,498	135.64	84.82	9.85	5.22	4,119	4	-	-
087	S	(0.2%)	26.99	14.82	10.28	1.89	(0.06)	9,862	138.12	85.50	9.35	5.52	1,788	2	-	-
086	C	(0.6%)	24.90	13.70	9.50	1.70	(0.13)	16,406	135.82	84.79	10.49	5.89	2,787	3	-	-
082	S	(0.3%)	23.22	12.82	8.89	1.51	(0.07)	6,176	135.80	84.90	9.88	6.28	984	1	-	-
177	S	0.9%	21.21	11.75	7.97	1.49	0.18	12,530	135.80	84.78	10.55	6.82	1,836	2	-	-
153	N	(0.2%)	19.82	11.22	7.60	1.00	(0.03)	18,680	136.97	84.95	10.93	7.29	2,562	2	-	-
076	C	(1.3%)	19.65	10.93	7.34	1.38	(0.24)	13,522	144.46	88.81	12.36	8.01	1,688	2	-	-
079	C	(3.7%)	17.78	9.99	6.93	0.86	(0.60)	32,635	138.08	85.06	12.20	8.46	3,857	3	-	-
091	S	2.2%	16.92	9.36	6.49	1.07	0.35	52,122	140.13	85.90	9.75	8.65	6,027	6	-	-
143	N	(0.5%)	15.50	8.79	5.96	0.75	(0.07)	24,907	137.46	85.00	11.34	9.75	2,659	2	-	-
083	C	(1.2%)	15.12	8.69	5.84	0.59	(0.18)	78,687	155.39	96.74	8.16	10.83	7,266	5	-	-
129	N	1.3%	14.68	8.18	5.54	0.96	0.18	29,045	141.84	85.93	10.79	10.20	2,846	3	-	-
001	S	0.6%	14.09	8.04	5.40	0.65	0.08	100,739	159.57	99.00	10.42	11.81	8,529	7	-	-
059	C	(0.6%)	13.81	7.67	5.32	0.82	(0.07)	45,667	151.90	87.64	14.00	11.75	3,886	4	-	-
090	S	1.0%	13.74	7.76	5.38	0.60	0.13	31,144	144.19	86.76	9.00	10.87	2,866	2	-	-
026	N	(1.5%)	13.21	7.32	5.08	0.81	(0.18)	34,530	139.58	85.28	11.92	13.92	3,022	3	-	-
025	N	(0.1%)	12.06	6.72	4.66	0.68	(0.01)	41,186	140.37	85.69	11.16	12.34	3,338	3	-	-
037	N	(1.7%)	11.37	6.41	4.31	0.65	(0.18)	128,650	185.05	113.35	15.63	17.55	7,331	9	-	-
050	N	(1.2%)	11.31	6.38	4.28	0.65	(0.13)	200,333	167.87	103.17	14.32	15.94	12,570	14	-	-
056	N	(1.9%)	11.11	6.26	4.20	0.65	(0.20)	57,193	147.92	90.80	13.40	14.41	3,970	4	-	-
071	N	(0.5%)	10.64	5.99	4.15	0.50	(0.05)	93,844	143.92	86.33	11.12	14.26	6,579	5	-	-
089	S	1.8%	10.52	5.86	4.07	0.59	0.18	46,957	152.78	87.87	12.12	15.11	3,107	3	-	-
038	N	0.6%	10.31	5.66	3.93	0.72	0.06	115,917	155.10	88.64	11.42	16.07	7,212	9	-	-
033	N	(2.2%)	10.18	5.64	3.91	0.63	(0.21)	29,602	137.07	85.00	10.74	14.67	2,018	2	-	-
070	C	(2.4%)	10.02	5.55	3.85	0.62	(0.22)	119,372	145.72	86.80	11.39	15.89	7,515	8	-	-
055	C	0.4%	9.92	5.70	3.83	0.39	0.04	191,963	155.42	95.11	14.25	16.24	11,818	8	-	-
053	C	(1.6%)	9.77	5.68	3.82	0.27	(0.15)	339,767	217.02	131.82	22.97	23.23	14,626	10	-	-
030	N	0.9%	9.59	5.19	3.60	0.80	0.08	69,964	147.57	87.16	11.14	16.64	4,205	6	-	-
046	N	(1.0%)	9.53	5.39	3.74	0.40	(0.09)	70,022	142.54	85.84	12.46	15.75	4,446	3	-	-
543	N	(4.0%)	9.35	5.26	3.53	0.56	(0.34)	99,282	148.64	91.24	13.51	17.59	5,644	6	-	-
057	C	(2.1%)	9.26	5.25	3.53	0.48	(0.18)	434,284	172.22	105.42	16.20	20.03	21,679	-	-	16
054	C	(2.5%)	9.18	5.25	3.53	0.40	(0.21)	137,987	149.16	91.61	12.90	17.41	7,925	6	-	-
066	C	(1.5%)	9.05	5.18	3.48	0.39	(0.13)	31,968	196.38	119.76	19.16	23.03	13,547	13	-	-
060	C	(3.0%)	8.91	5.08	3.41	0.42	(0.25)	374,793	172.16	105.37	14.42	20.87	17,958	17	-	-
035	N	(2.4%)	8.89	4.98	3.45	0.46	(0.19)	100,605	142.14	85.82	12.03	17.25	5,833	5	-	-
043	N	(2.0%)	8.62	4.93	3.31	0.38	(0.16)	339,938	165.10	100.83	16.41	20.44	16,629	14	-	-
047	C	(1.0%)	8.51	4.84	3.25	0.42	(0.08)	310,759	165.43	101.42	13.76	20.65	15,047	14	-	-
029	N	0.4%	8.50	4.78	3.21	0.51	0.03	375,307	170.86	104.83	14.60	21.28	17,637	1	-	14
072	C	(1.5%)	8.45	4.80	3.23	0.42	(0.12)	67,023	147.49	90.89	11.06	18.65	3,593	3	-	-
042	N	(1.2%)	8.15	4.56	3.17	0.42	(0.09)	198,619	146.08	86.58	12.79	19.13	10,385	9	-	-
064	C	(2.3%)	7.94	4.54	3.05	0.35	(0.17)	343,065	171.17	104.28	18.67	23.06	14,878	13	-	-

(1) Total bus count (289) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)**  
 Fiscal Year 2020-21 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
463	C	0.9%	\$ 87.69	\$ 40.87	\$ 27.55	\$ 19.27	\$ 0.63	1,932	\$ 180.05	\$ 93.58	\$ 16.51	2.61	741	4	-	-
473	C	1.0%	55.59	27.15	18.30	10.14	0.44	1,835	185.08	93.64	16.23	4.03	455	2	-	-
480	C	1.7%	41.28	19.65	13.25	8.38	0.57	2,222	179.63	93.72	14.61	5.37	414	2	-	-
453	N	2.2%	35.31	16.99	11.46	6.86	0.64	2,714	193.38	95.90	28.15	6.65	408	2	-	-
472	C	2.6%	31.99	13.87	9.35	8.77	0.62	3,183	160.99	89.75	14.19	6.75	471	3	-	-

(1) Total bus count (289) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)**  
**Fiscal Year 2020-21 Through Q1**

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
057	C	(2.1%)	\$ 9.26	\$ 5.25	\$ 3.53	\$ 0.48	\$ (0.18)	434,284	\$ 172.22	\$ 105.42	\$ 16.20	20.03	21,679	-	-	16
029	N	0.4%	8.50	4.78	3.21	0.51	0.03	375,307	170.86	104.83	14.60	21.28	17,637	1	-	14
060	C	(3.0%)	8.91	5.08	3.41	0.42	(0.25)	374,793	172.16	105.37	14.42	20.87	17,958	17	-	-
064	C	(2.3%)	7.94	4.54	3.05	0.35	(0.17)	343,065	171.17	104.28	18.67	23.06	14,878	13	-	-
043	N	(2.0%)	8.62	4.93	3.31	0.38	(0.16)	339,938	165.10	100.83	16.41	20.44	16,629	14	-	-
053	C	(1.6%)	9.77	5.68	3.82	0.27	(0.15)	339,767	217.02	131.82	22.97	23.23	14,626	10	-	-
066	C	(1.5%)	9.05	5.18	3.48	0.39	(0.13)	311,968	196.38	119.76	19.16	23.03	13,547	13	-	-
047	C	(1.0%)	8.51	4.84	3.25	0.42	(0.08)	310,759	165.43	101.42	13.76	20.65	15,047	14	-	-
050	N	(1.2%)	11.31	6.38	4.28	0.65	(0.13)	200,333	167.87	103.17	14.32	15.94	12,570	14	-	-
042	N	(1.2%)	8.15	4.56	3.17	0.42	(0.09)	198,619	146.08	86.58	12.79	19.13	10,385	9	-	-
055	C	0.4%	9.92	5.70	3.83	0.39	0.04	191,963	155.42	95.11	14.25	16.24	11,818	8	-	-
054	N	(2.5%)	9.18	5.25	3.53	0.40	(0.21)	137,987	149.16	91.61	12.90	17.41	7,925	6	-	-
037	N	(1.7%)	11.37	6.41	4.31	0.65	(0.18)	128,650	185.05	113.35	15.63	17.55	7,331	9	-	-
070	C	(2.4%)	10.02	5.55	3.85	0.62	(0.22)	119,372	145.72	86.80	11.39	15.89	7,515	8	-	-
038	N	0.6%	10.31	5.66	3.93	0.72	0.06	115,917	155.10	88.64	11.42	16.07	7,212	9	-	-
001	S	0.6%	14.09	8.04	5.40	0.65	0.08	100,739	159.57	99.00	10.42	11.81	8,529	7	-	-
035	N	(2.4%)	8.89	4.98	3.45	0.46	(0.19)	100,605	142.14	85.82	12.03	17.25	5,833	5	-	-
543	N	(4.0%)	9.35	5.26	3.53	0.56	(0.34)	99,282	148.64	91.24	13.51	17.59	5,644	6	-	-
071	N	(0.5%)	10.64	5.99	4.15	0.50	(0.05)	93,844	143.92	86.33	11.12	14.26	6,579	5	-	-
083	C	(1.2%)	15.12	8.69	5.84	0.59	(0.18)	78,687	155.39	96.74	8.16	10.83	7,266	5	-	-
046	N	(1.0%)	9.53	5.39	3.74	0.40	(0.09)	70,022	142.54	85.84	12.46	15.75	4,446	3	-	-
030	N	0.9%	9.59	5.19	3.60	0.80	0.08	69,964	147.57	87.16	11.14	16.64	4,205	6	-	-
072	C	(1.5%)	8.45	4.80	3.23	0.42	(0.20)	67,023	147.49	90.89	11.06	18.65	3,593	3	-	-
056	N	(1.9%)	11.11	6.26	4.20	0.65	(0.20)	57,193	147.92	90.80	13.40	14.41	3,970	4	-	-
091	S	2.2%	16.92	9.36	6.49	1.07	0.35	52,122	140.13	85.90	9.75	8.65	6,027	6	-	-
089	S	1.8%	10.52	5.86	4.07	0.59	0.18	46,957	152.78	87.87	12.12	15.11	3,107	3	-	-
059	C	(0.6%)	13.81	7.67	5.32	0.82	(0.07)	45,667	151.90	87.64	14.00	11.75	3,886	4	-	-
025	N	(0.1%)	12.06	6.72	4.66	0.68	(0.01)	41,186	140.37	85.69	11.16	12.34	3,338	3	-	-
026	N	(1.5%)	13.21	7.32	5.08	0.81	(0.18)	34,530	139.58	85.28	11.92	11.43	3,022	3	-	-
079	C	(3.7%)	17.78	9.99	6.93	0.86	(0.60)	32,635	138.08	85.06	12.20	8.46	3,857	3	-	-
090	S	1.0%	13.74	7.76	5.38	0.60	0.13	31,144	144.19	86.76	9.00	10.87	2,866	2	-	-
033	N	(2.2%)	10.18	5.64	3.91	0.63	(0.21)	29,602	137.07	85.00	10.74	14.67	2,018	2	-	-
129	N	1.3%	14.68	8.18	5.54	0.96	0.18	29,045	141.84	85.93	10.79	10.20	2,846	3	-	-
143	N	(0.5%)	15.50	8.79	5.96	0.75	(0.07)	24,907	137.46	85.00	11.34	9.37	2,659	2	-	-
123	N	(1.1%)	28.01	15.66	10.62	1.73	(0.29)	21,498	135.64	84.82	9.85	5.22	4,119	4	-	-
153	N	(0.2%)	19.82	11.22	7.60	1.00	(0.03)	18,680	136.97	84.95	10.93	7.29	2,562	2	-	-
167	C	(1.3%)	33.48	18.60	12.61	2.27	(0.40)	16,426	136.31	84.71	11.34	4.42	3,713	4	-	-
086	C	(0.6%)	24.90	13.70	9.50	1.70	(0.24)	16,406	135.82	84.79	10.49	5.89	2,787	3	-	-
076	C	(1.3%)	19.65	10.93	7.34	1.38	(0.24)	13,522	144.46	88.81	12.36	8.01	1,688	2	-	-
177	S	0.9%	21.21	11.75	7.97	1.49	0.18	12,530	135.80	84.78	10.55	6.82	1,836	2	-	-
178	S	(1.0%)	32.03	17.97	12.18	1.88	(0.30)	9,880	135.85	84.70	10.93	4.55	2,171	2	-	-
087	S	(0.2%)	26.99	14.82	10.28	1.89	(0.06)	9,862	138.12	85.50	9.35	5.52	1,788	2	-	-
085	S	0.4%	31.90	17.65	12.24	2.01	0.12	9,279	136.77	84.93	10.92	4.56	2,036	2	-	-
862	C	0.4%	29.53	18.26	9.24	2.03	0.10	9,184	160.00	98.06	16.62	5.80	1,584	2	-	-
082	S	(0.3%)	23.22	12.82	8.89	1.51	(0.07)	6,176	135.80	84.90	9.88	6.28	984	1	-	-

(1) Total bus count (289) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)**  
 Fiscal Year 2020-21 Through Q1

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
472	C	2.6%	\$ 31.99	\$ 13.87	\$ 9.35	\$ 8.77	\$ 0.62	3,183	\$ 160.99	\$ 89.75	\$ 14.19	6.75	471	3	-	-
453	N	2.2%	35.31	16.99	11.46	6.86	0.64	2,714	193.38	95.90	28.15	6.65	408	2	-	-
480	C	1.7%	41.28	19.65	13.25	8.38	0.57	2,222	179.63	93.72	14.61	5.37	414	2	-	-
463	C	0.9%	87.69	40.87	27.55	19.27	0.63	1,932	180.05	93.58	16.51	2.61	741	4	-	-
473	C	1.0%	55.59	27.15	18.30	10.14	0.44	1,835	185.08	93.64	16.23	4.03	455	2	-	-

(1) Total bus count (289) is based on PM weekday equipment requirements.  
 (2) C under Zone is Central County, N is North County and S is South County.

## Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Yorba Linda	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53	Anaheim - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
123	Anaheim - Huntington Beach	via Malvern Ave/ Valley View/ Bolsa Chica	COMMUNITY
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
862	Downtown Santa Ana Shuttle	via Civic Center Dr	COMMUNITY

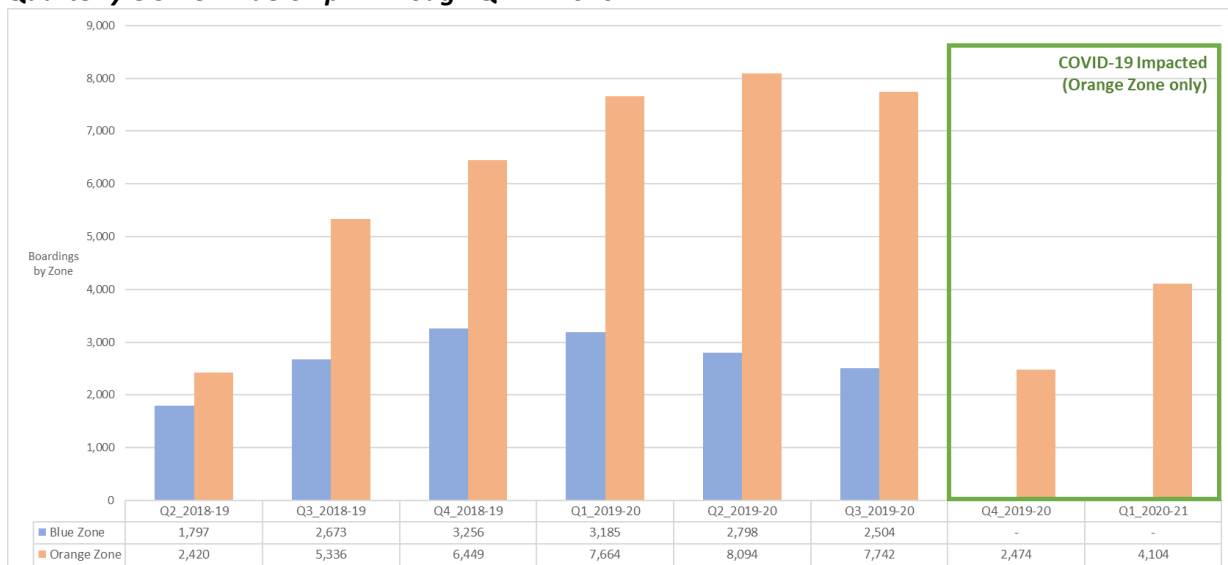
# OC Bus 360° Initiatives

## OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a pilot program. The OCTA Board of Directors (Board) approved five primary goals and performance metrics to evaluate the pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of quarterly Bus Operations Performance Measurements Report.

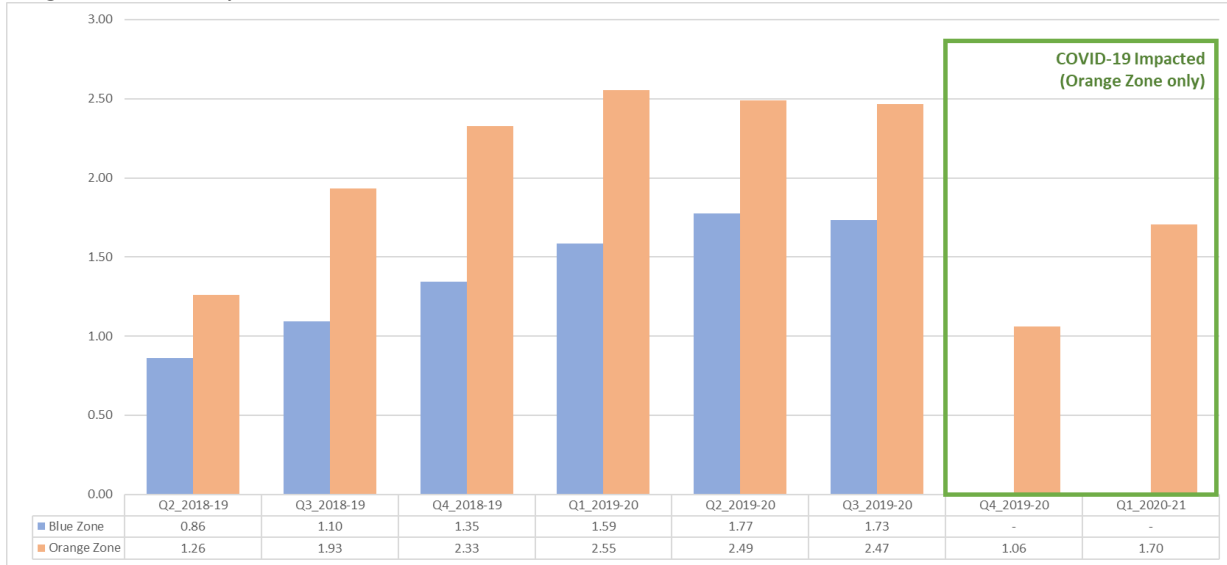
For the first quarter of FY 2020-21, ridership in the Orange Zone, as well as other metrics, were trending favorably despite the continuation of the pandemic, while service in the Blue Zone remained suspended. To allow time for the pilot in the Orange Zone to recover from the impacts of the pandemic before deciding on the future use of microtransit in Orange County, the Board approved an extension of the pilot program in the Orange Zone through December 2021 at the November 23, 2020 Board meeting.

**Quarterly OC Flex Ridership – Through Q1-FY 2020-21**

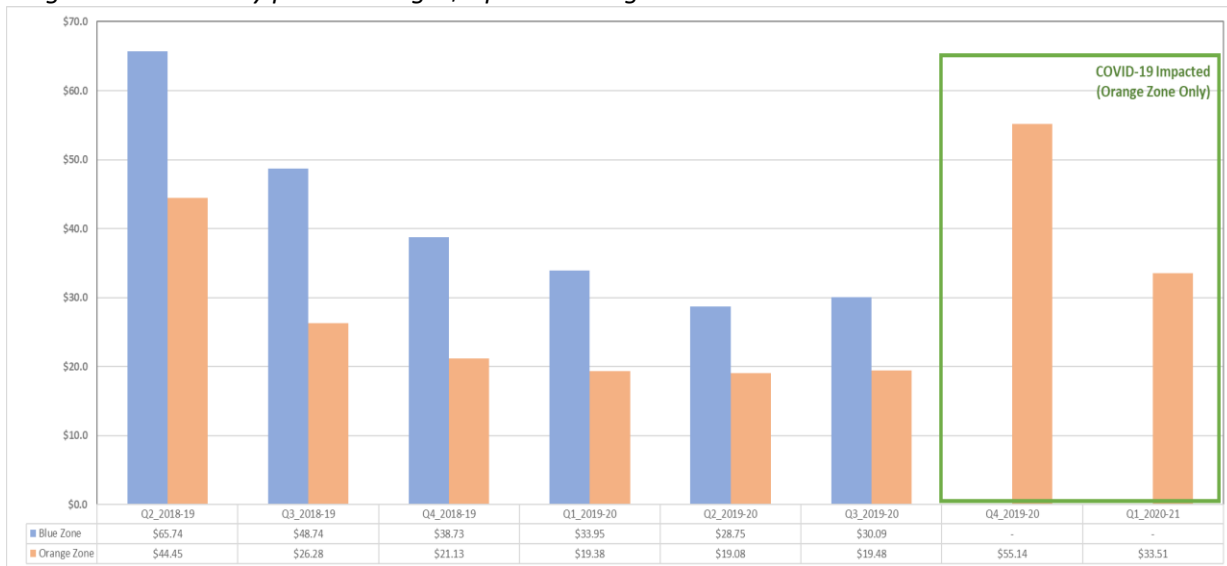




**OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q1-FY 2020-21**  
 Target: Productivity – 6 b/rvh;

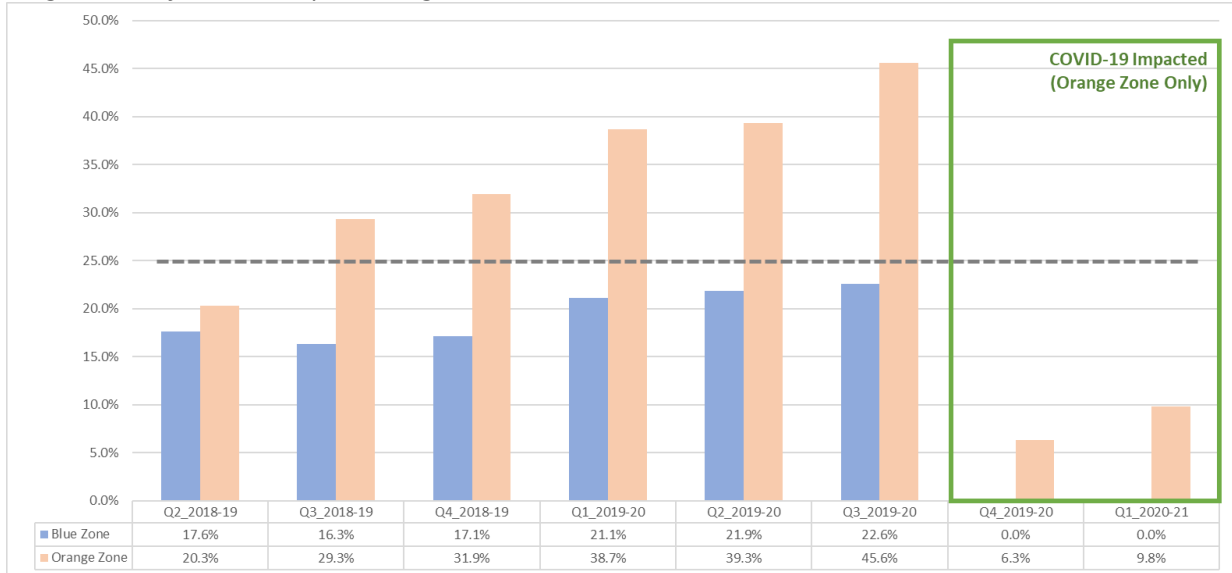


**Quarterly OC Flex Direct Subsidy per Boarding – Through Q1-FY 2020-21**  
 Target: Direct Subsidy per Boarding - \$9 per Boarding



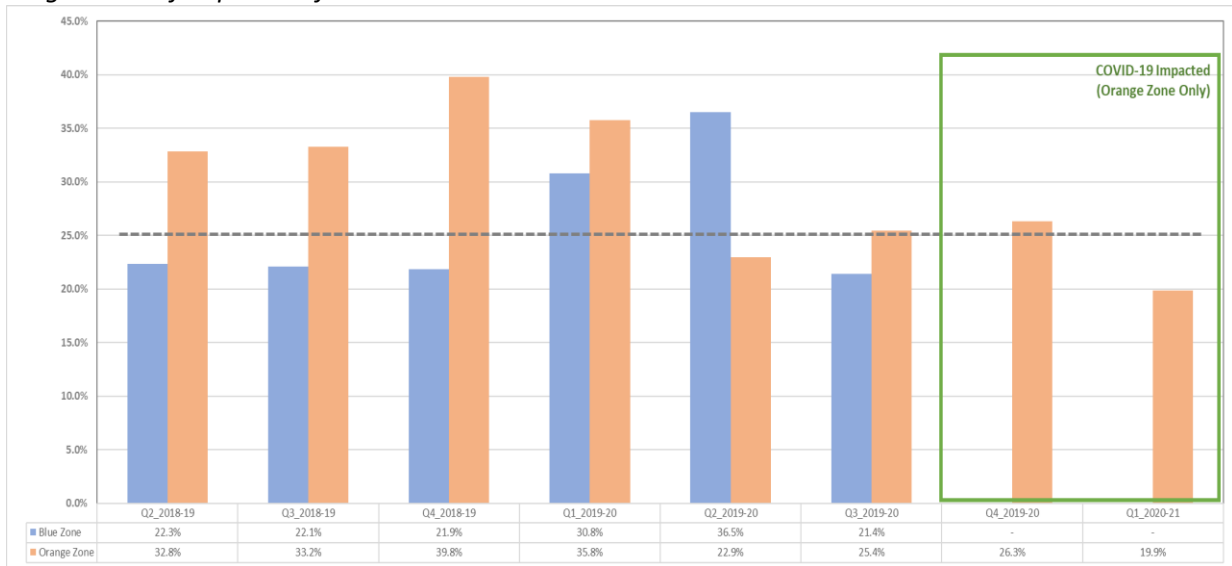
**OC Flex Shared Trips – Through Q1-FY 2020-21**

Target: 25% of Booked Trips Sharing a Vehicle



**OC Flex Connecting Trips (Transfers) – Through Q1-FY 2020-21**

Target: 25% of Trips Transfer to OC Bus or Metrolink Service



## **College Pass Program**

The College Pass Program started in August 2017 with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College. OCTA has continued to work with interested schools in joining the program, including Santiago Canyon College (August 2018), as well as Golden West and Fullerton colleges (fall 2019).

Despite challenges from COVID-19 during the last quarter, OCTA welcomed Saddleback College to the College Pass Program. In addition, existing programs with Santa Ana College and continuing education were extended as they approached the end of their three-year long pilot programs.

Looking towards spring 2021, OCTA continues to work with other interested colleges to expand the College Pass Program with college-provided funding or student fees and available Low Carbon Transit Operations Program grant funds.