



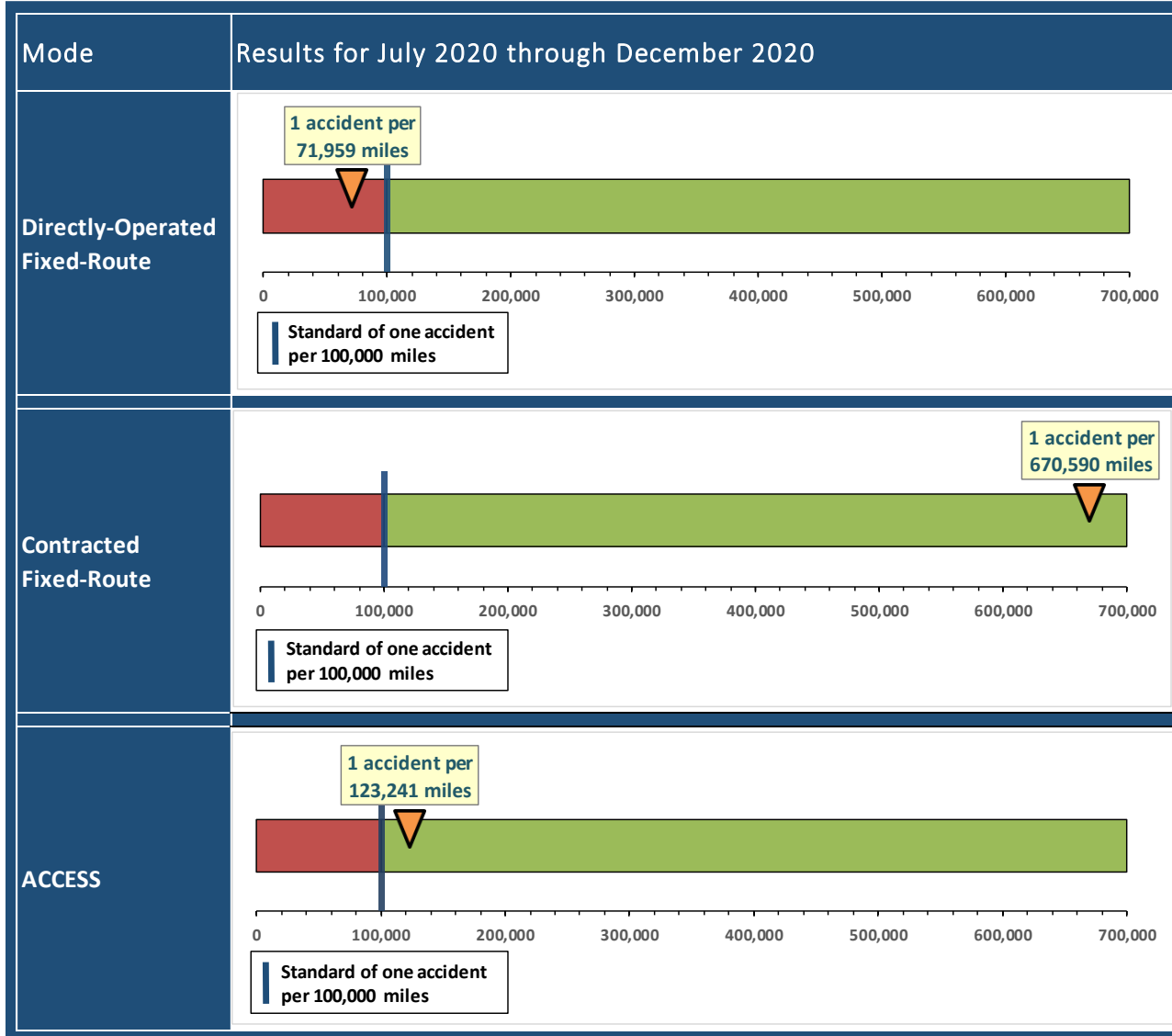
# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

**Second Quarter  
Fiscal Year 2020-21**

# Performance Measurements

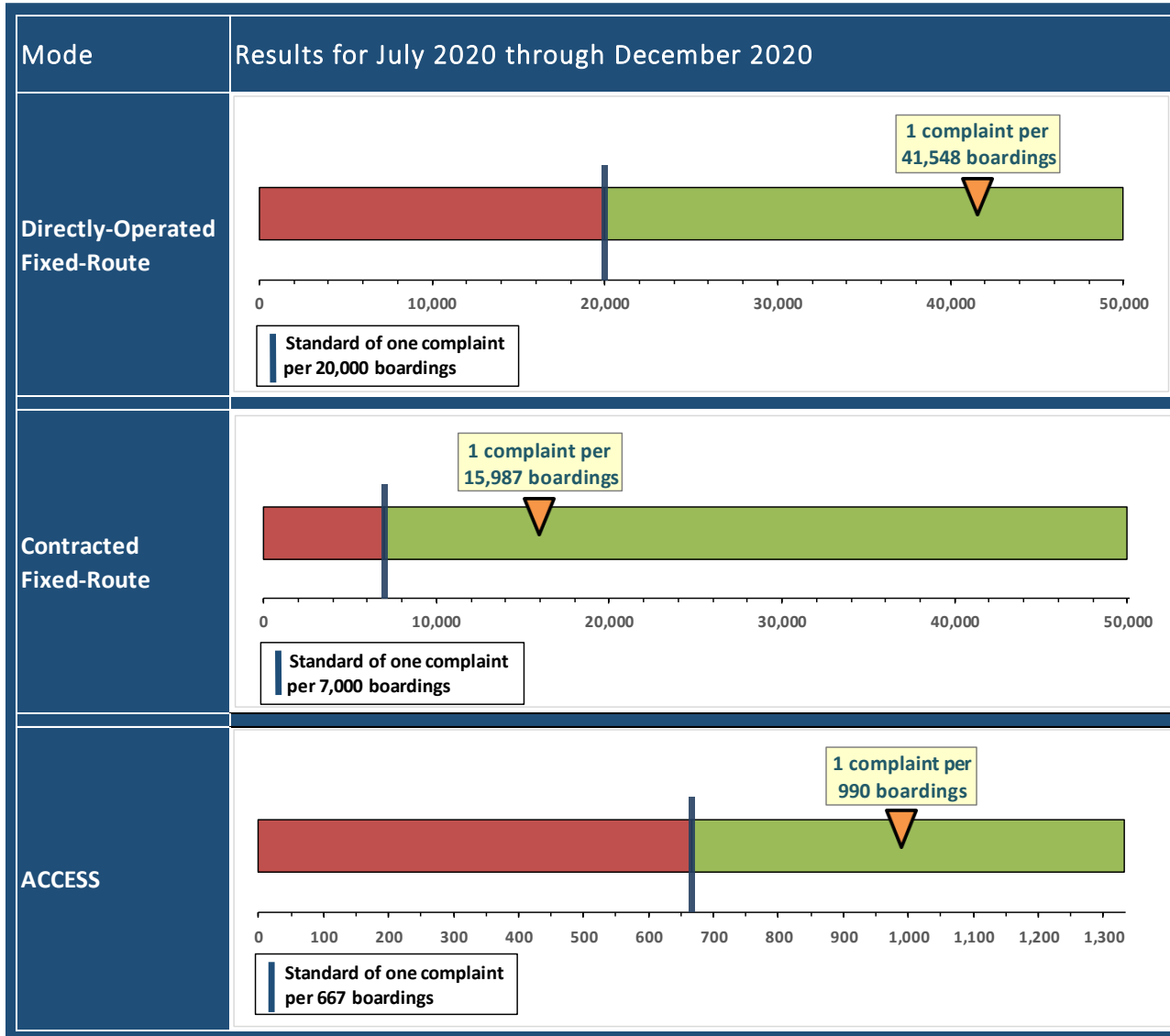
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety



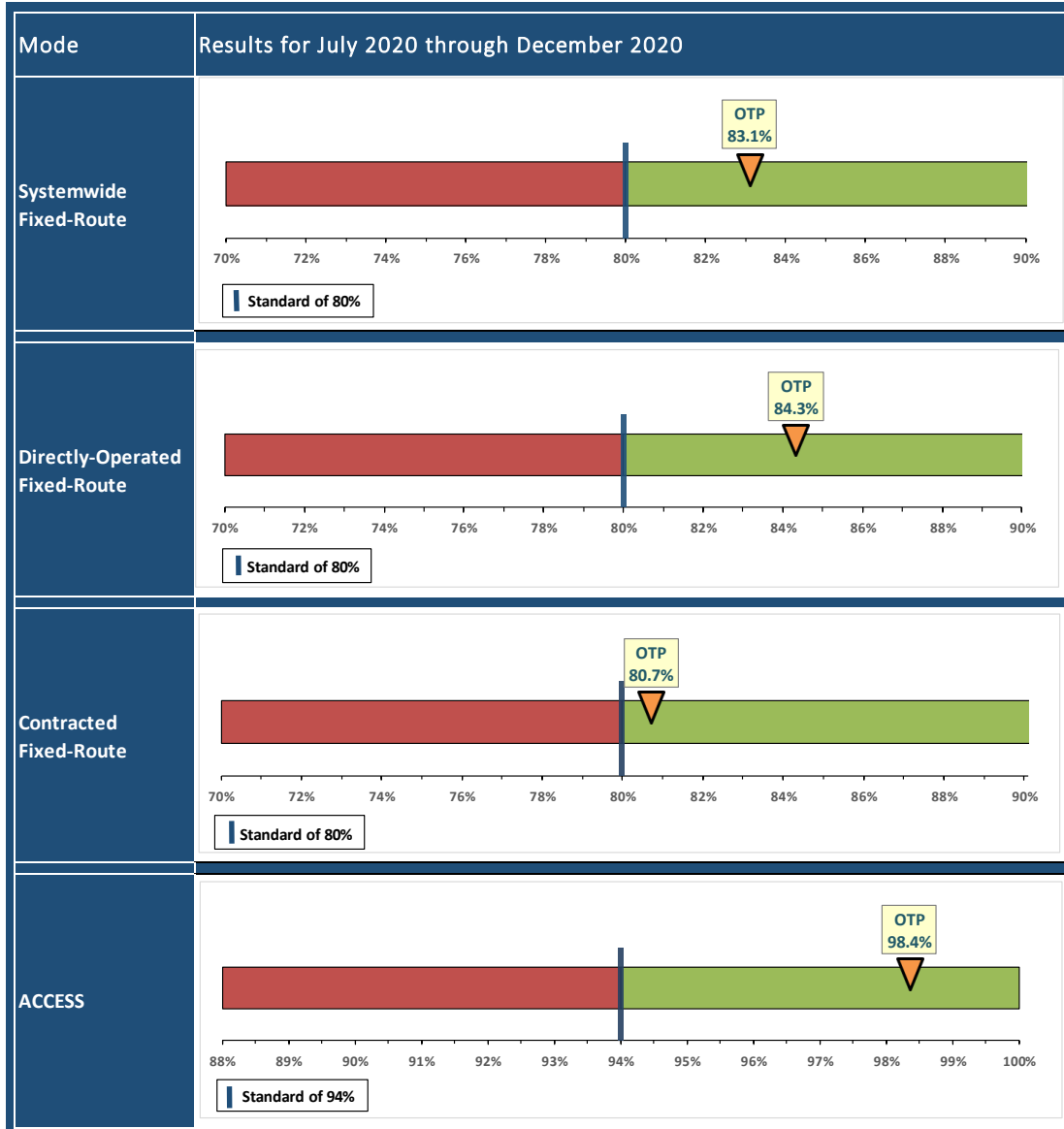
- All modes of service, except directly-operated fixed-route (DOFR), performed above the safety standard.
  - An increase in accidents occurring during the boarding/alighting process was experienced as passengers were requested to board at the back door
  - Safety campaigns have been conducted to improve safety awareness among coach operators when entering or leaving the bus stop zone and when boarding passengers

# Courtesy



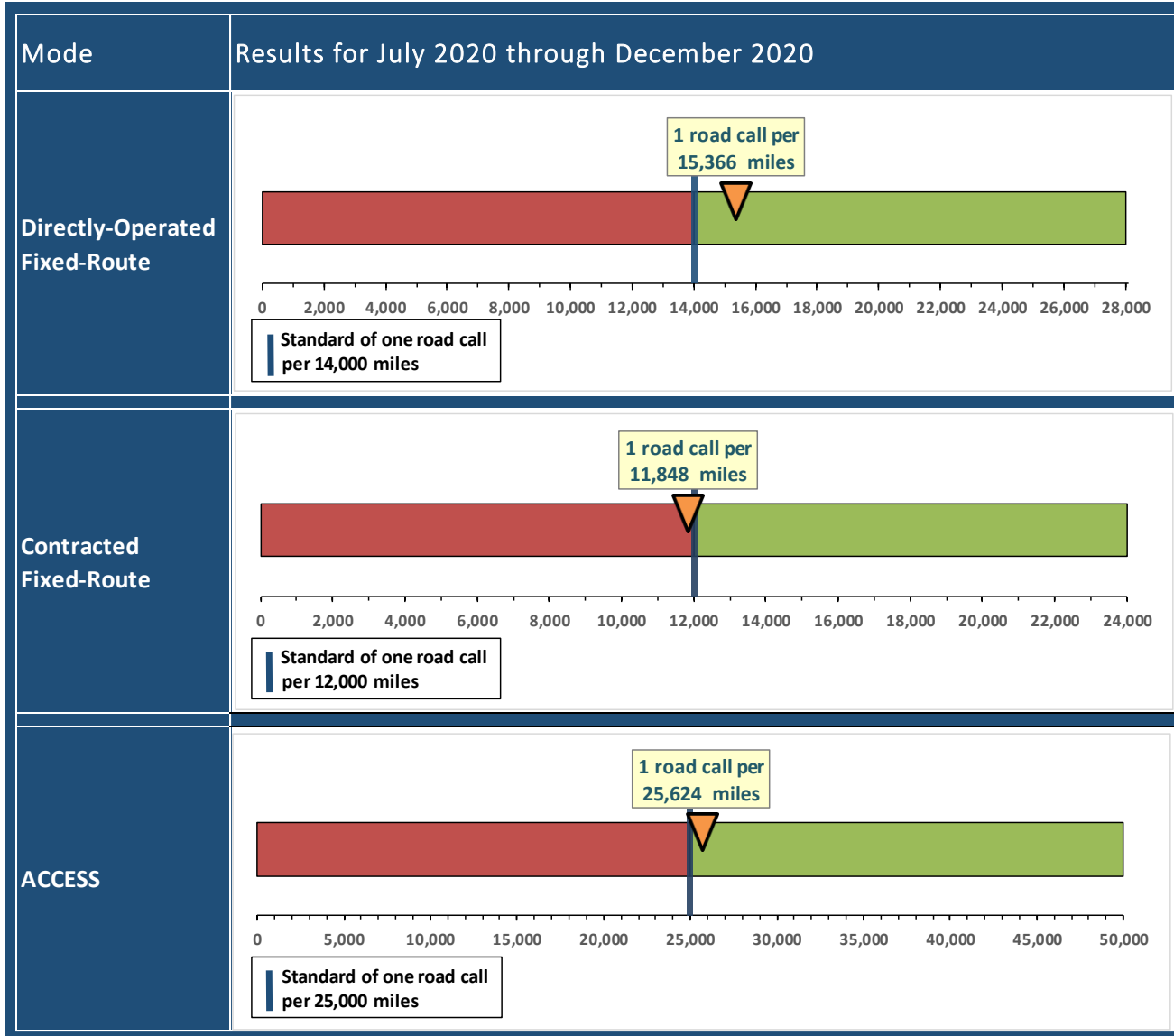
- All three modes of service exceeded the courtesy standard

# Reliability-OTP



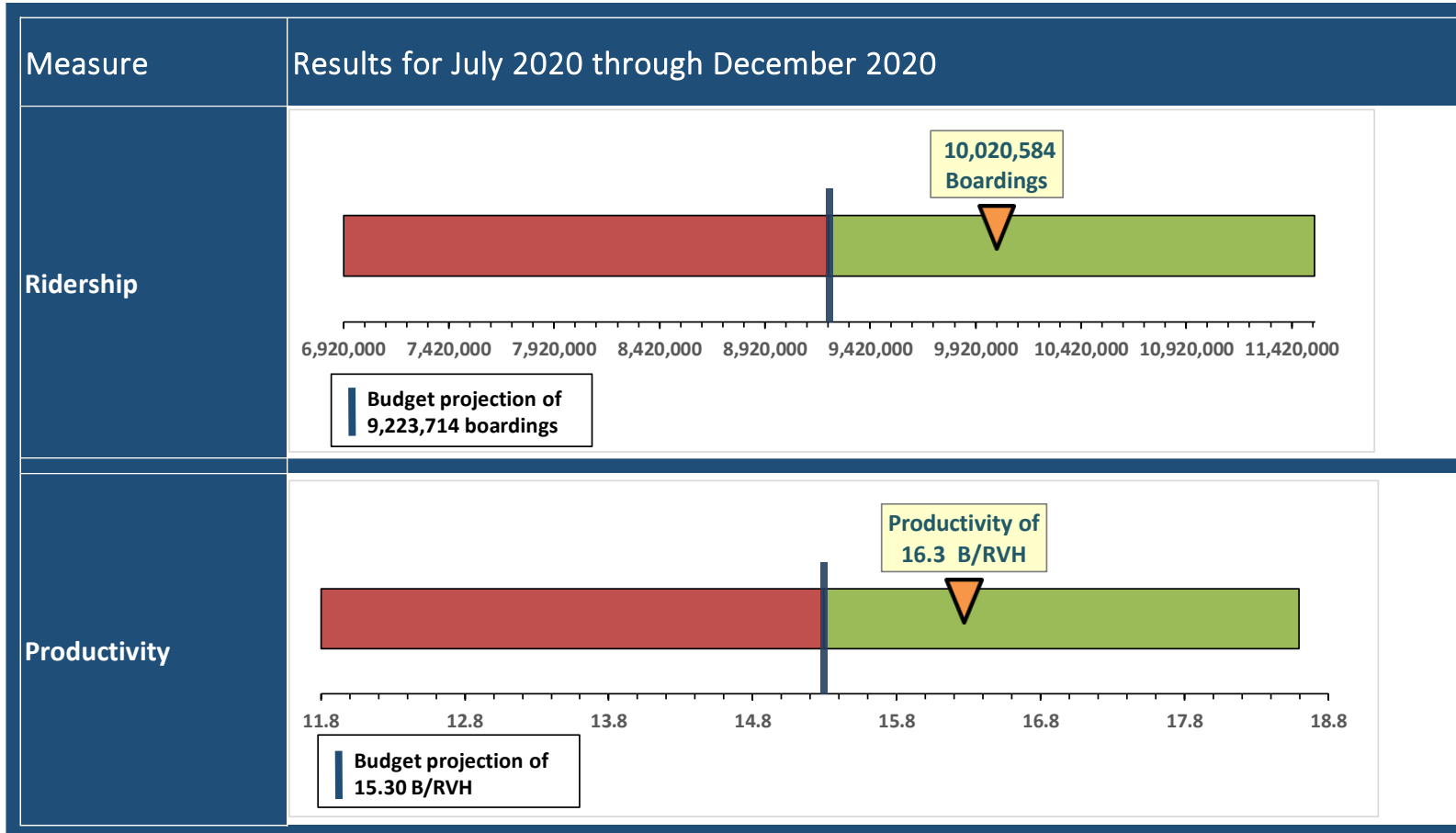
- Systemwide fixed-route service was 3.1 percentage points above the standard
- DOFR service was 4.3 percentage points above the standard
- Contracted fixed-route (CFR) service was 0.7 percentage points above the standard
- OC ACCESS service was 4.4 percentage points above the standard

# Reliability-MBRC



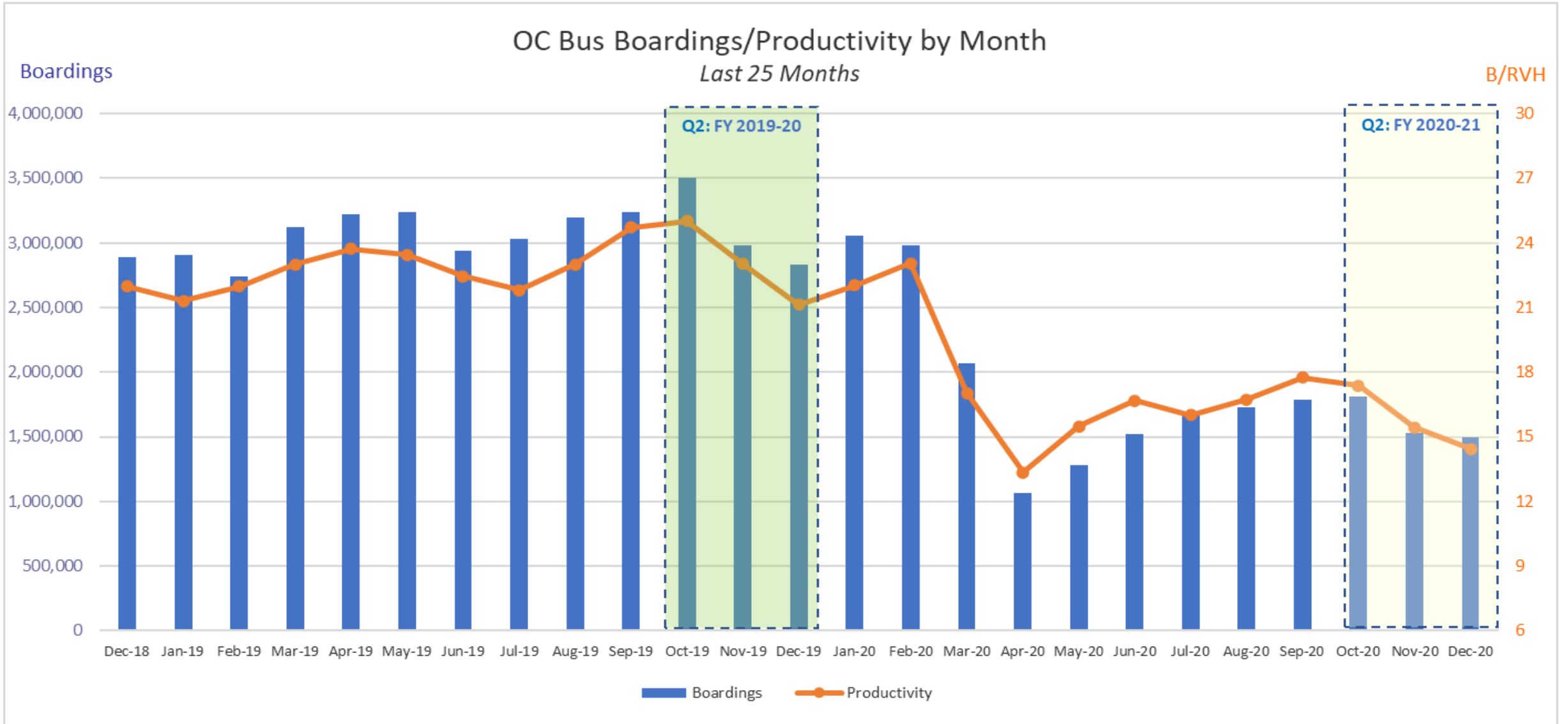
- OC Bus services performed above the standard for DOFR and OC ACCESS, but below the standard for CFR.

# Fixed-Route-Ridership and Productivity



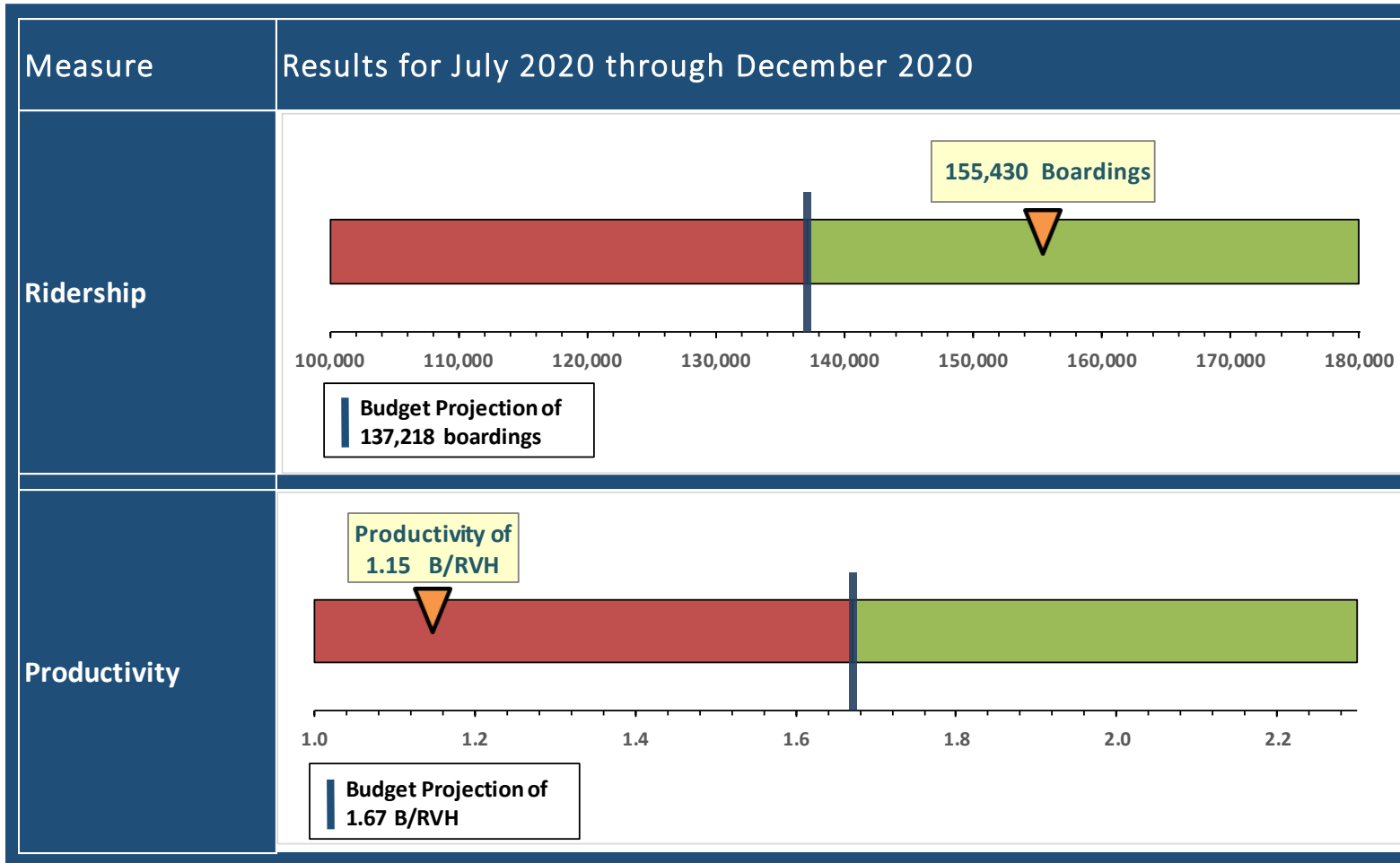
Fixed-route service was above the budget projection for ridership and productivity

# Ridership and Productivity– Last 25 Months



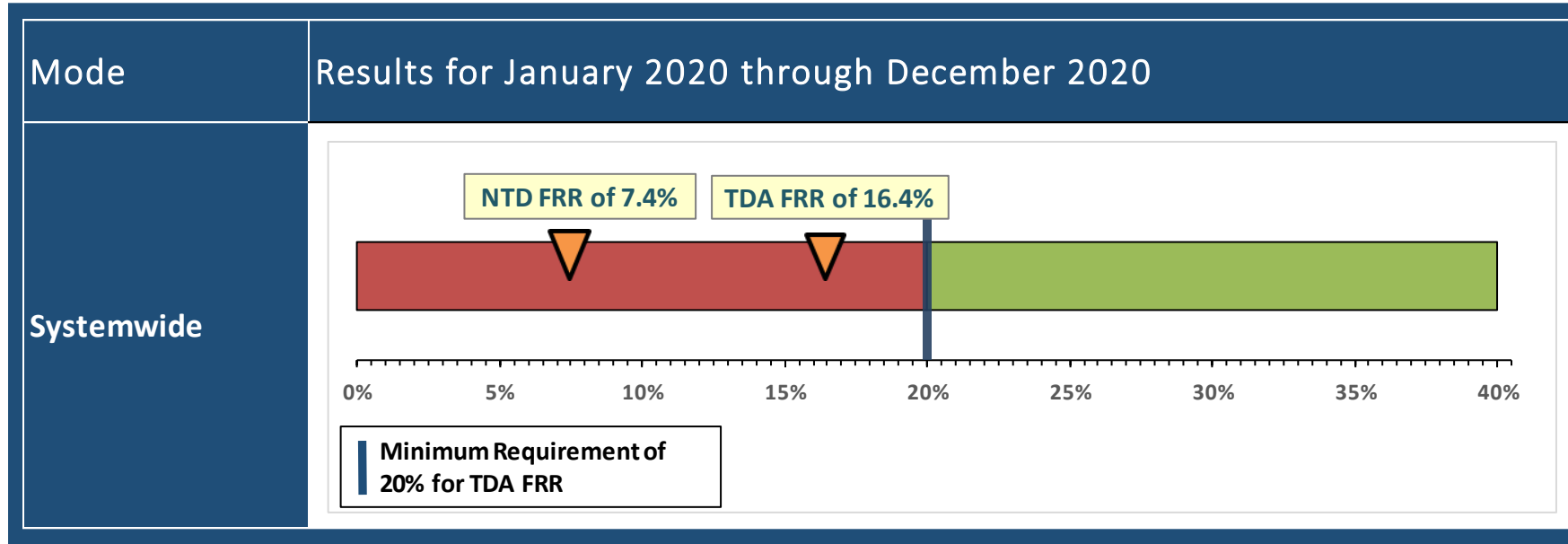


# OC ACCESS-Ridership and Productivity



- OC ACCESS service was 13.3 percent above the budget projection for ridership.
- Productivity is 31.1 percent below the budgeted projections.
  - Impacted by the 80 percent drop in ridership and social distancing requirements on OC ACCESS that limit shared rides

# Farebox Recovery Ratio

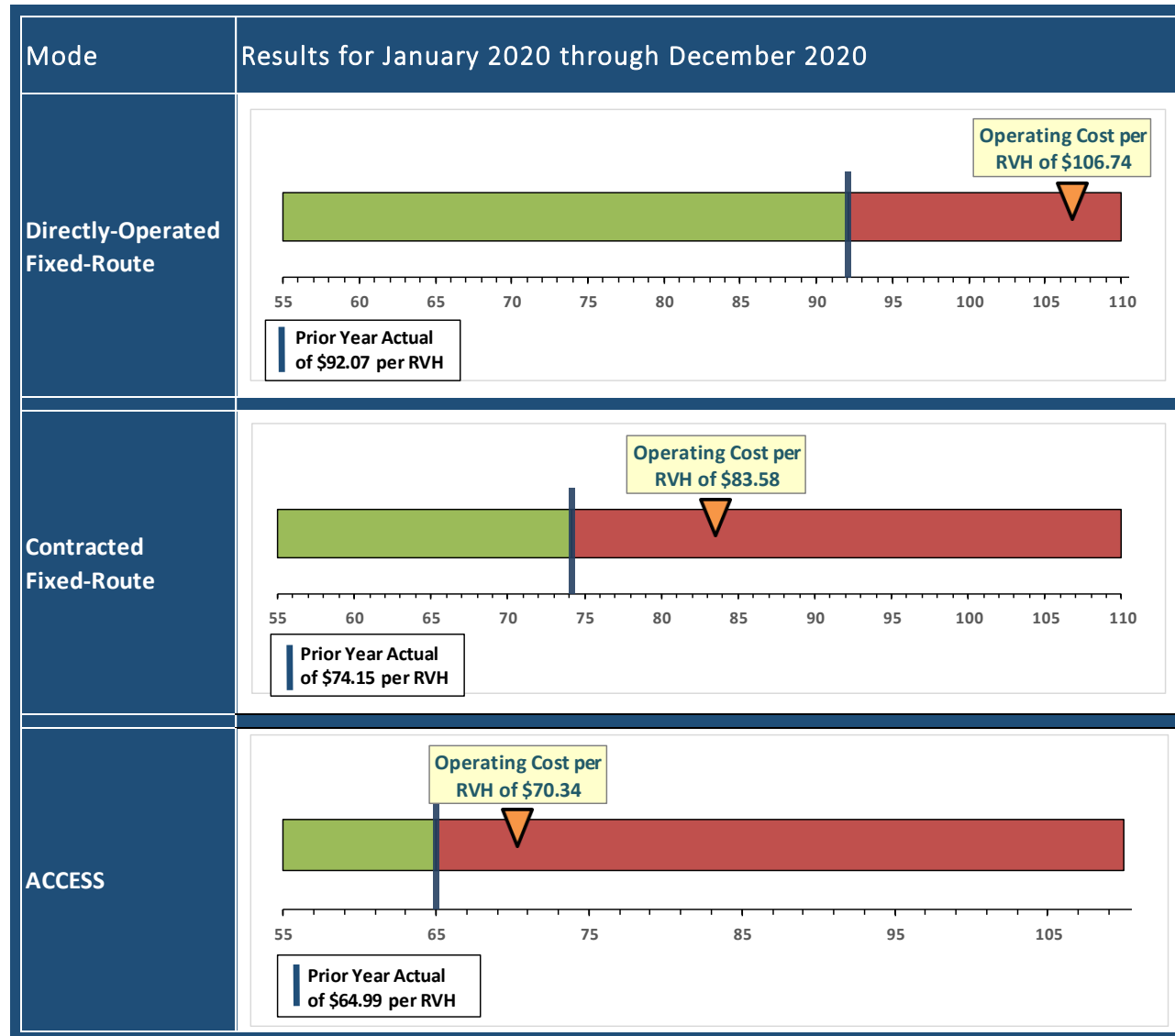


**Note:**

- 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 12.6 percentage points under the standard, and
- TDA FRR was 3.6 percentage points under the standard.

# Cost per RVH



- DOFR operating cost increased 15.9 percent from the prior year actuals
- CFR operating cost increased 12.7 percent from the prior year actuals
- OC ACCESS operating cost increased 8.2 percent from the prior year actuals

# Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
085	1.3%	\$ 34.00	17,958	4.44	4,040	2	-	-
086	1.2%	24.44	34,240	6.19	5,534	3	-	-
087	1.5%	24.05	22,659	6.39	3,548	2	-	-
082	1.8%	20.86	14,282	7.26	1,967	1	-	-
076	0.8%	20.57	26,071	7.78	3,350	2	-	-
079	(0.4)%	17.84	65,777	8.51	7,734	3	-	-
091	3.7%	17.15	105,610	8.76	12,062	6	-	-
001	2.2%	15.78	185,650	10.05	18,465	7	-	-
083	1.3%	15.48	159,028	10.91	14,573	5	-	-
059	2.0%	14.40	90,058	11.45	7,863	4	-	-
090	3.4%	13.72	63,338	10.99	5,761	2	-	-
026	1.7%	12.86	71,629	11.83	6,056	3	-	-
037	1.5%	11.96	243,583	16.72	14,571	11	-	-
025	2.8%	11.89	84,330	12.64	6,670	3	-	-
050	1.7%	11.78	387,963	15.51	25,014	13	-	-
056	1.4%	11.50	111,529	13.97	7,982	4	-	-
071	2.5%	11.12	179,795	13.71	13,118	5	-	-
053	1.7%	10.92	637,968	21.82	29,237	10	-	-
070	1.4%	10.89	221,536	14.71	15,056	8	-	-

Cont.								
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
089	4.3%	\$ 10.68	90,034	14.81	6,078	3	-	-
038	3.4%	\$ 10.31	234,834	16.29	14,414	8	-	-
033	1.5%	\$ 10.17	59,593	14.71	4,052	2	-	-
055	3.7%	\$ 10.15	382,672	16.05	23,841	8	-	-
060	1.3%	\$ 9.74	721,810	19.83	36,400	16	-	-
066	2.4%	\$ 9.73	595,026	22.02	27,017	15	-	-
046	2.7%	\$ 9.67	139,119	15.64	8,896	3	-	-
057	2.0%	\$ 9.66	830,258	19.26	43,110	-	-	16
543	0.8%	\$ 9.64	190,178	16.85	11,287	6	-	-
030	3.8%	\$ 9.53	142,841	16.98	8,410	6	-	-
054	1.8%	\$ 9.50	271,038	17.03	15,919	9	-	-
029	3.4%	\$ 9.40	704,706	17.59	40,064	1	-	14
047	2.9%	\$ 9.17	589,366	19.48	30,250	13	-	-
072	2.5%	\$ 8.83	128,082	17.80	7,198	3	-	-
035	2.0%	\$ 8.81	202,707	17.38	11,661	5	-	-
043	2.3%	\$ 8.75	637,470	19.46	32,757	15	-	-
042	2.8%	\$ 8.17	398,342	19.19	20,762	10	-	-
064	2.2%	\$ 8.17	659,499	22.23	29,668	14	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

# Performance: Community and Stationlink Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
862	1.3%	\$ 32.41	20,254	5.45	3,714	2	-	-
167	0.7%	32.23	39,566	4.65	8,511	4	-	-
178	1.1%	28.72	25,560	5.14	4,977	2	-	-
123	0.8%	26.35	53,045	5.62	9,442	4	-	-
177	3.0%	20.02	30,819	7.27	4,239	2	-	-
153	2.1%	19.07	44,710	7.58	5,898	2	-	-
143	2.4%	15.06	59,329	9.61	6,171	2	-	-
129	3.7%	14.65	67,809	10.23	6,628	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	1.1%	\$ 80.97	4,862	2.86	1,699	4	-	-
473	1.6%	50.11	4,754	4.57	1,041	2	-	-
480	2.2%	39.32	5,163	5.81	888	2	-	-
453	2.3%	34.93	6,449	6.80	949	2	-	-
472	3.1%	30.64	7,626	7.02	1,086	3	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

# Future Reports

Ongoing: Monthly Update on OC Bus service to Transit Committee

Quarterly Performance Measures Reports:

June – 3<sup>rd</sup> Quarter

October – 4<sup>th</sup> Quarter

Other: June – OC Flex Pilot Update