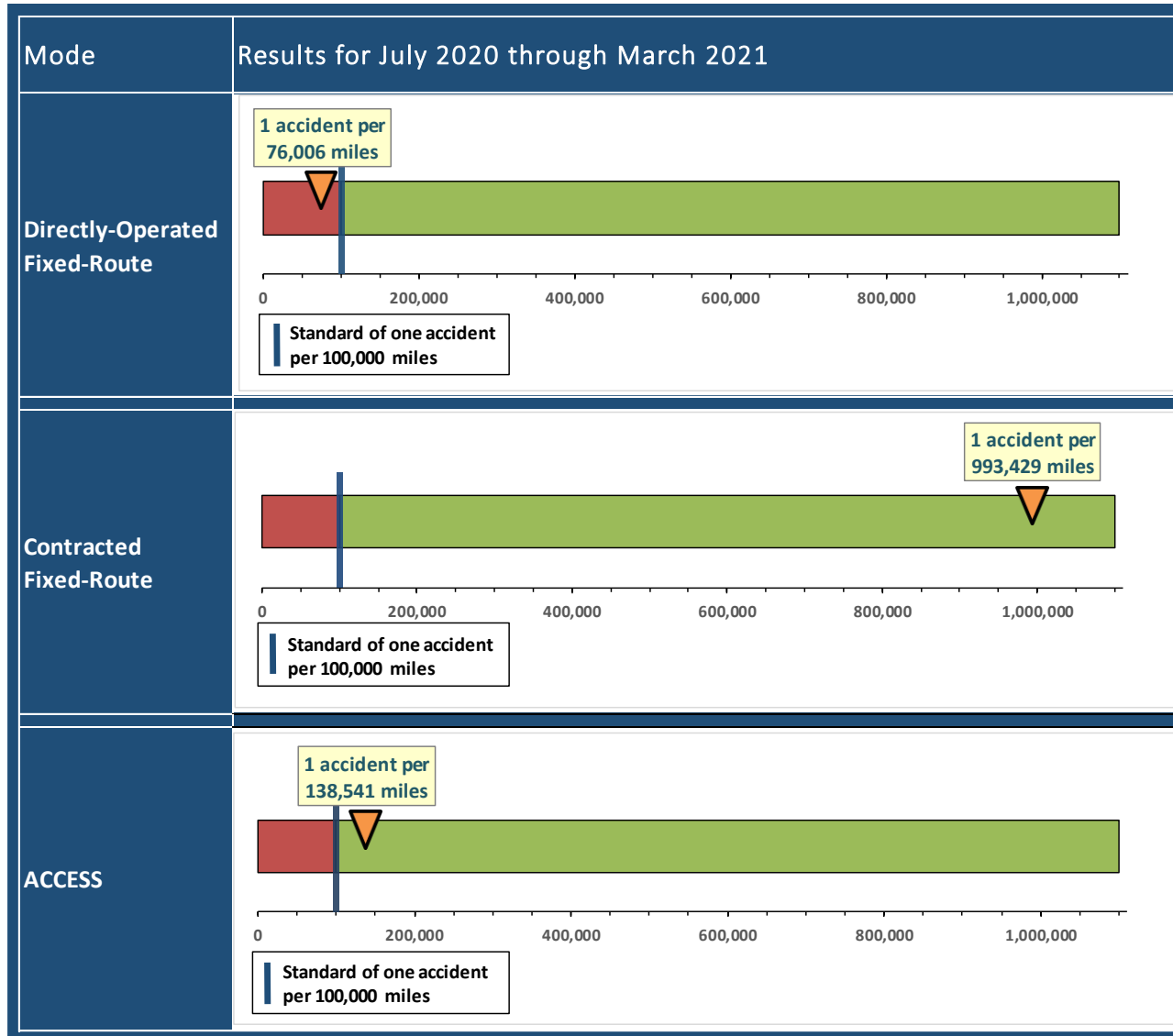


**BUS OPERATIONS PERFORMANCE
MEASUREMENTS REPORT FOR THE
THIRD QUARTER OF FISCAL YEAR 2020-21**

Performance Measurements

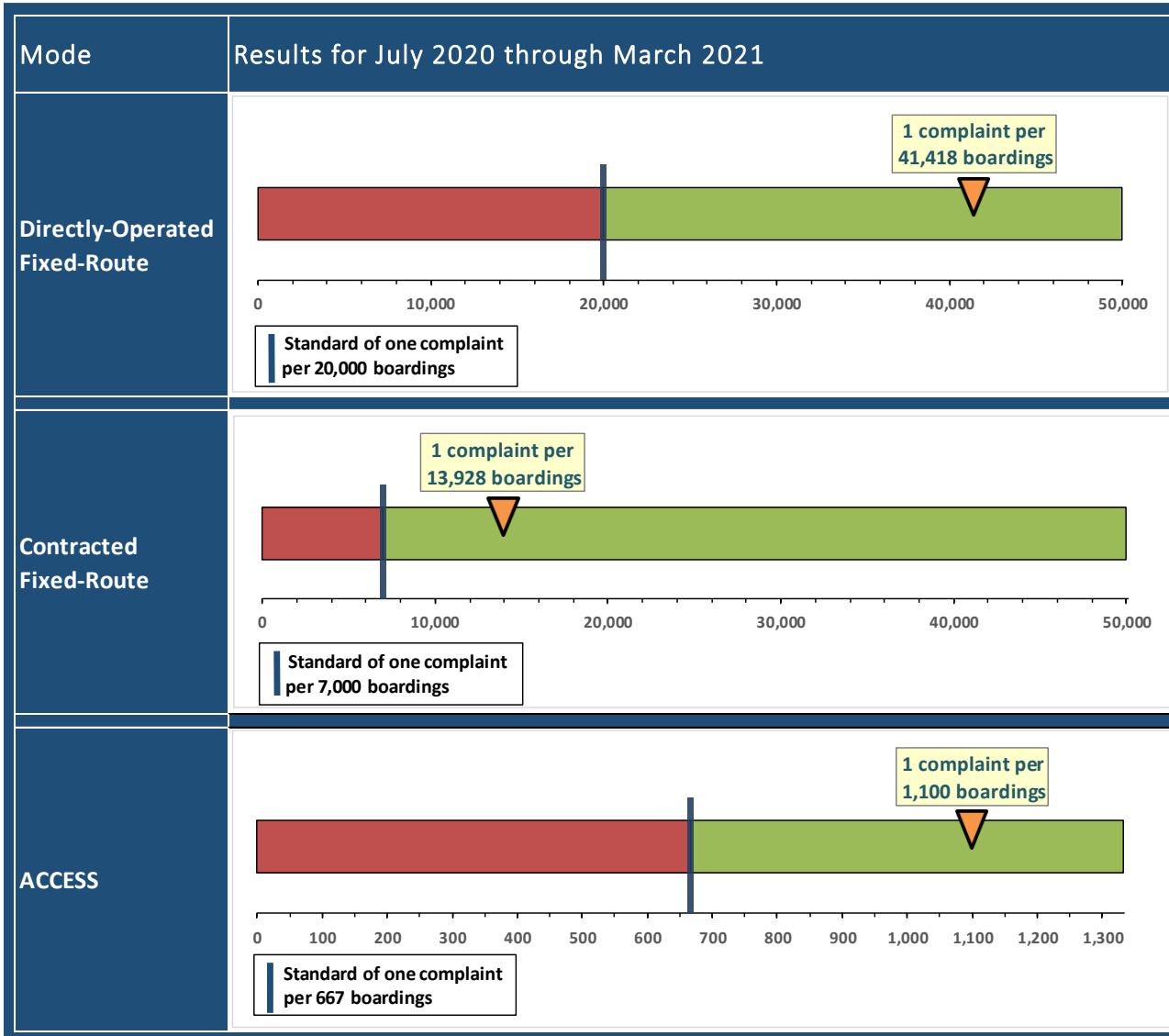
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



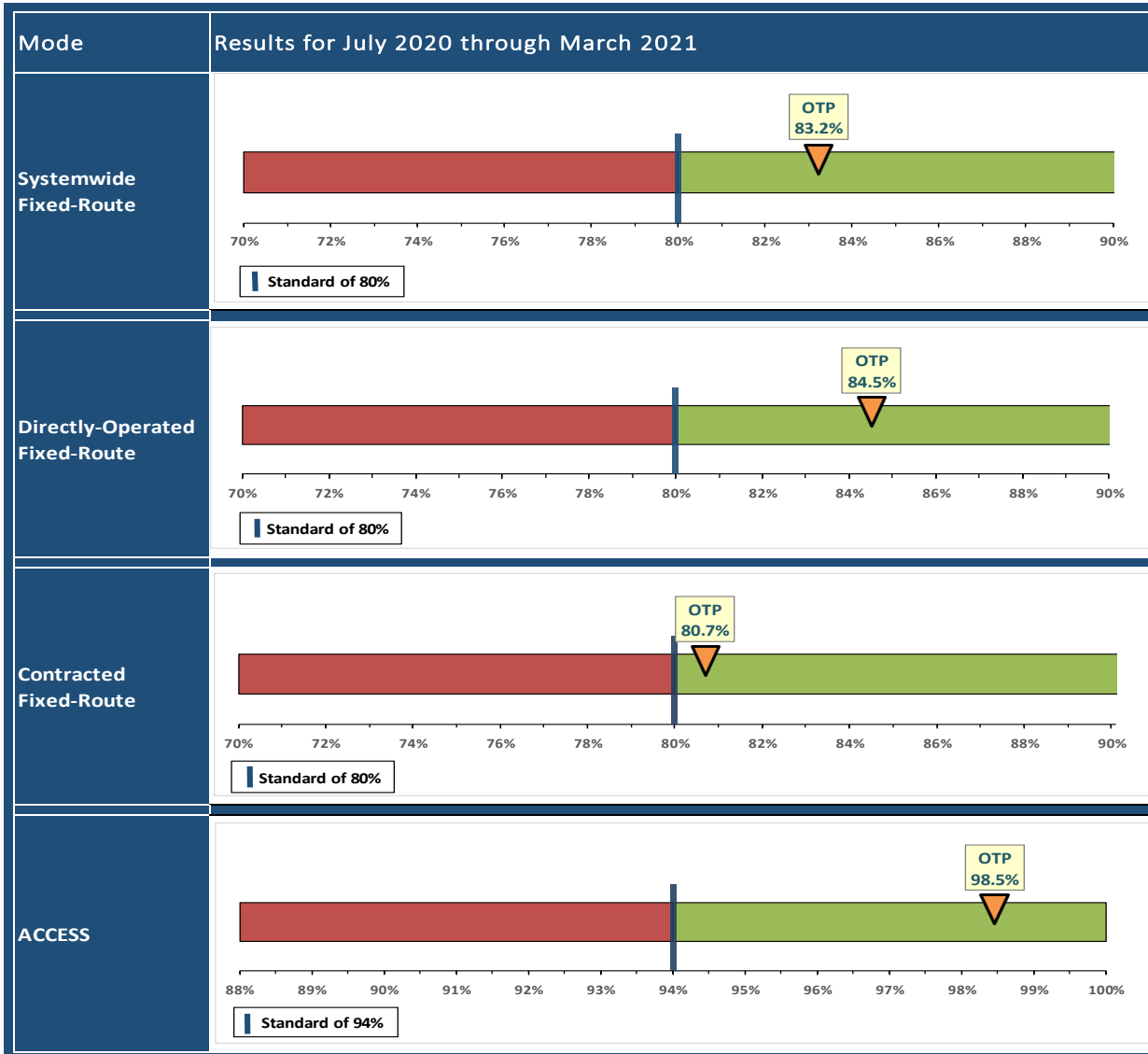
- All modes of service, except directly-operated fixed-route (DOFR), performed above the safety standard
- Campaigns are ongoing to enhance safety awareness

Courtesy



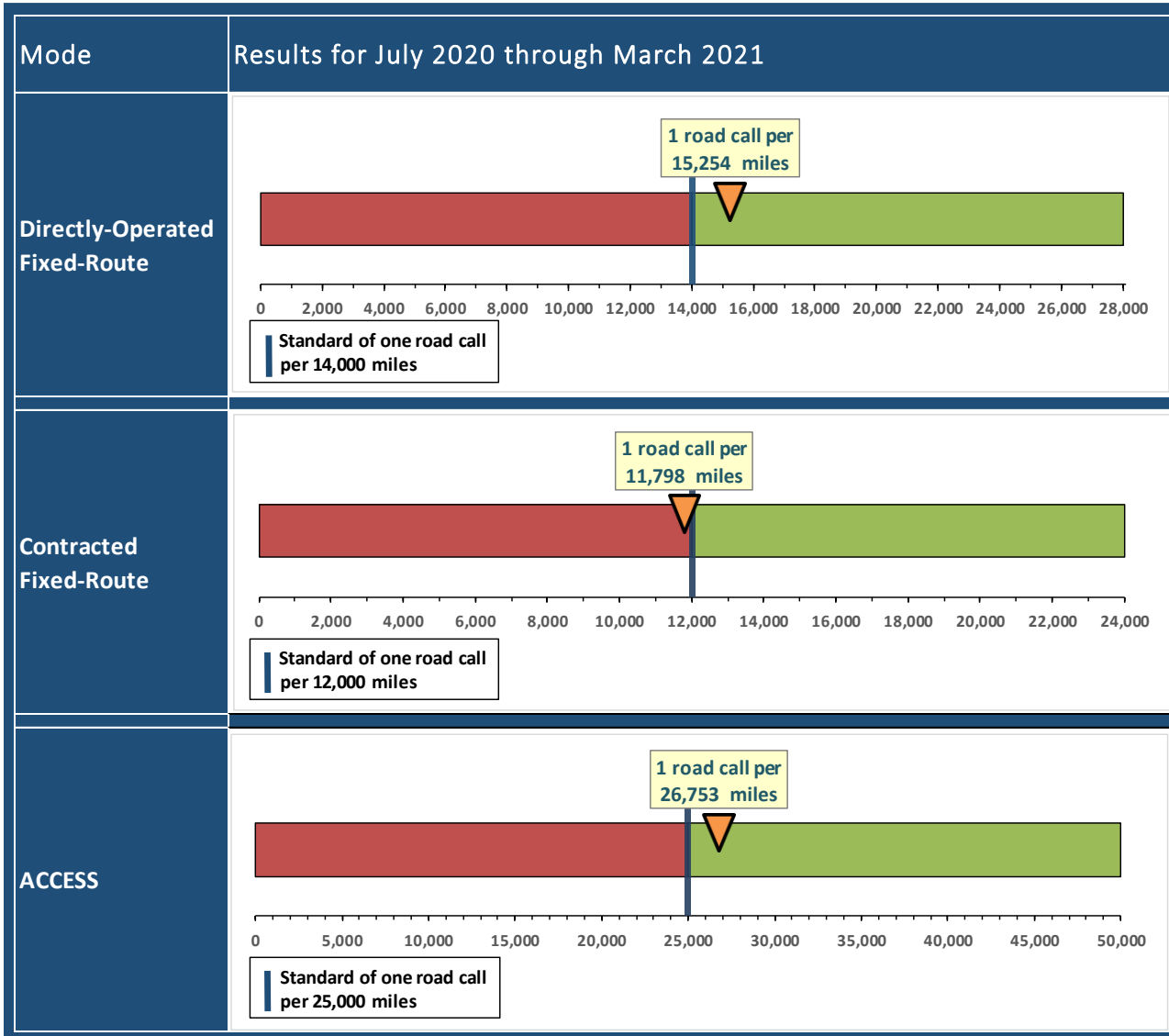
- All three modes of service exceeded the courtesy standard

Reliability-OTP



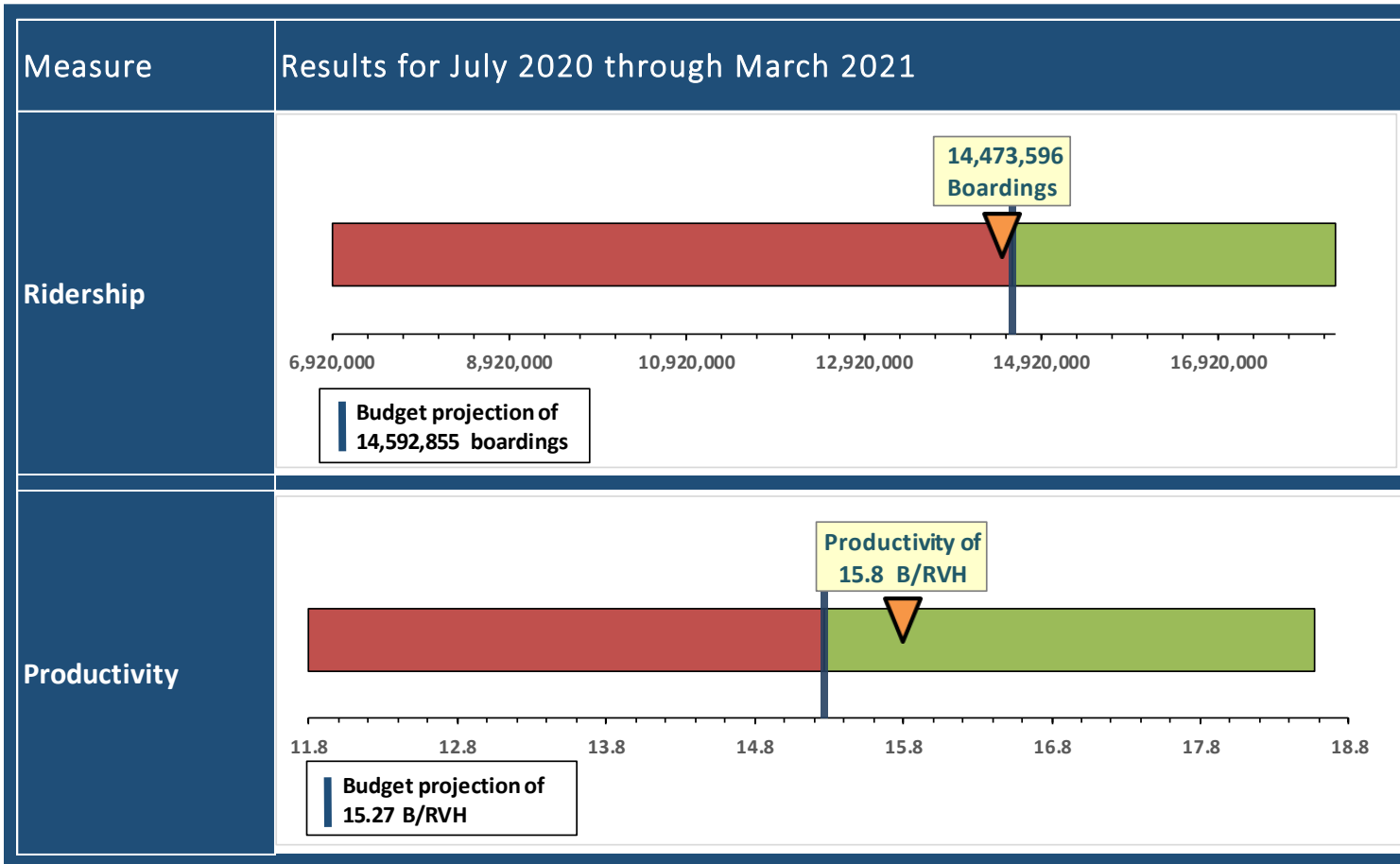
- Systemwide fixed-route service was 3.2 percentage points above the standard
- DOFR service was 4.5 percentage points above the standard
- Contracted fixed-route (CFR) service was 0.7 percentage points above the standard
- OC ACCESS service was 4.5 percentage points above the standard

Reliability-MBRC



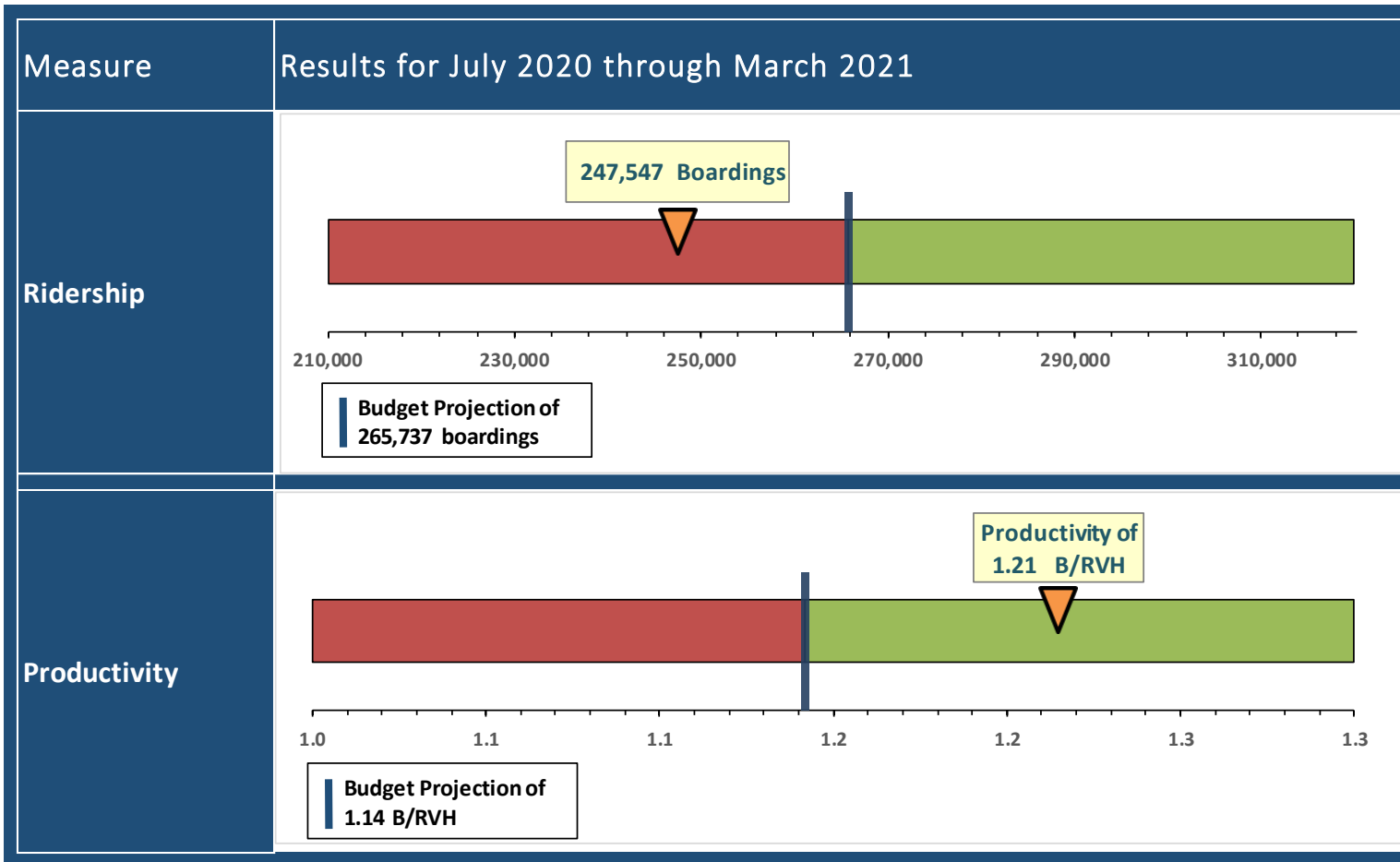
- OC Bus services performed above the standard for DOFR and OC ACCESS, but below the standard for CFR
- With traffic levels increasing on local streets and roads, route analyses are being conducted on routes with chronic OTP issues for future adjustment

Fixed-Route Ridership and Productivity



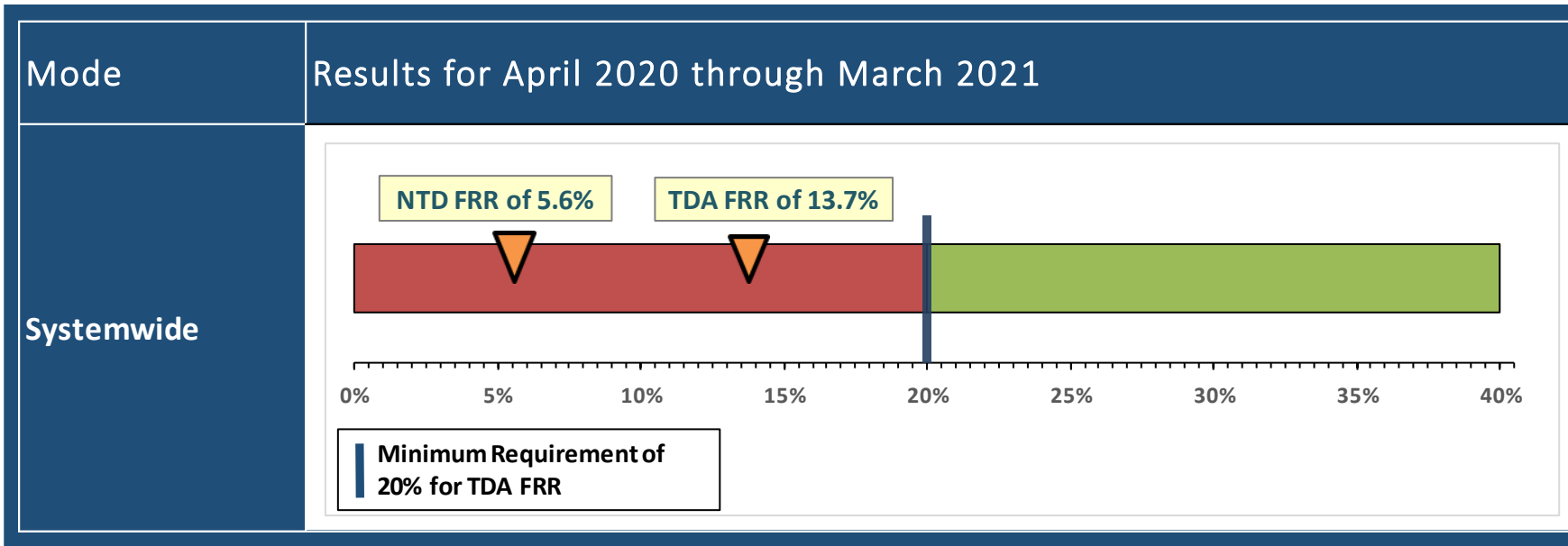
- Fixed-route service was just below the budget projection for ridership, but above the budget for productivity
- Lower RVH provided led to higher B/RVH compared to budget

OC ACCESS-Ridership and Productivity



- OC ACCESS service was 6.8 percent below the budget projection for ridership
- Productivity is 6.1 percent above the budgeted projections, due to lower RVH provided

Farebox Recovery Ratio

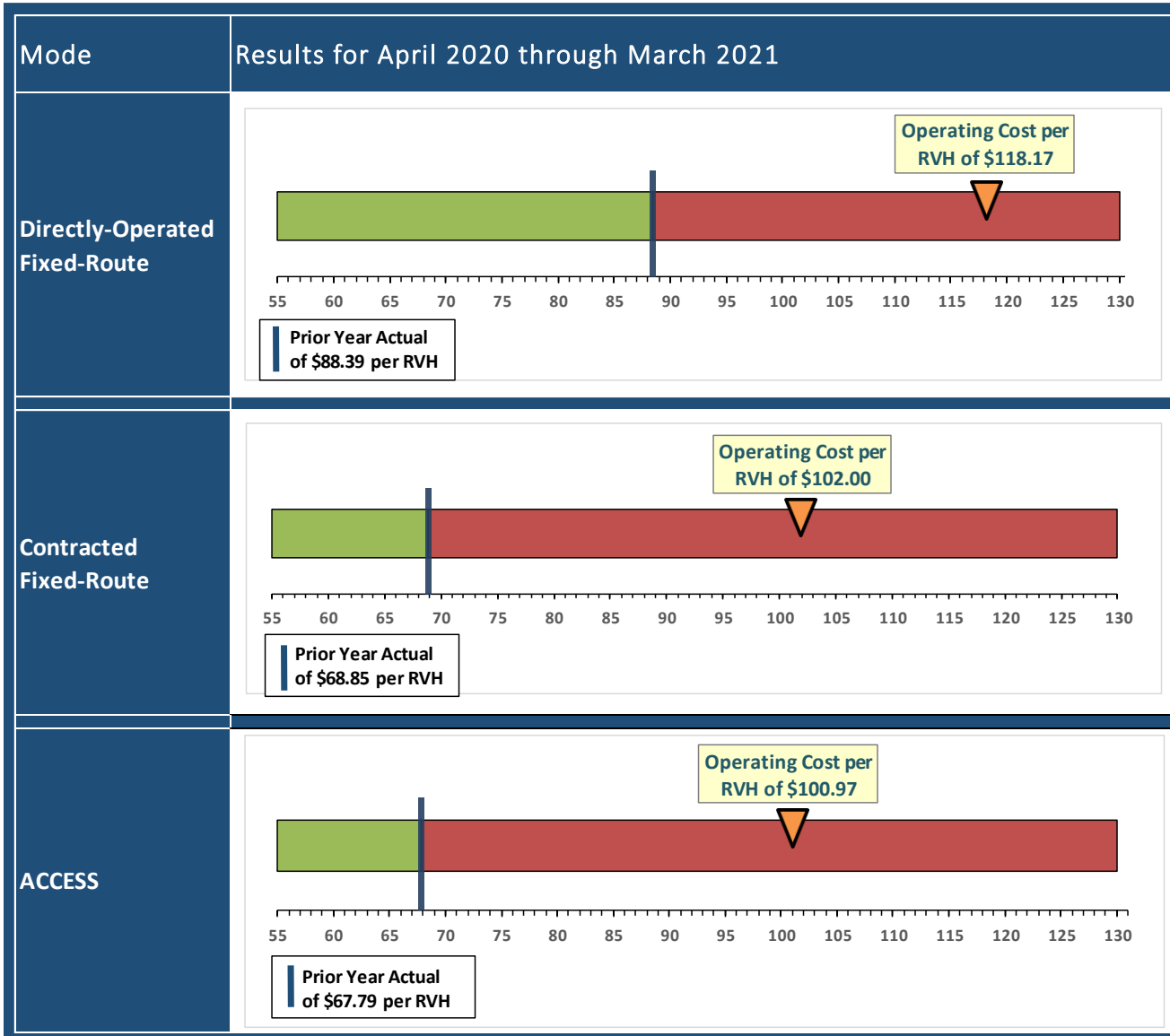


Note:

- 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 14.4 percentage points under the standard
- TDA FRR was 6.3 percentage points under the standard

Cost per RVH



- DOFR operating cost increased 33.7 percent from the prior year actuals
- CFR operating cost increased 48.1 percent from the prior year actuals
- OC ACCESS operating cost increased 48.9 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
085	1.9%	\$ 34.81	26,617	4.43	6,006	2	-	-
086	2.3%	24.01	52,477	6.37	8,236	3	-	-
087	2.6%	23.19	35,388	6.70	5,281	2	-	-
076	2.2%	20.47	38,139	7.65	4,986	2	-	-
082	3.4%	19.86	22,628	7.75	2,921	1	-	-
079	1.6%	18.33	96,173	8.34	11,529	3	-	-
091	4.6%	17.41	157,409	8.75	17,997	6	-	-
083	2.9%	15.85	230,784	10.63	21,707	6	-	-
001	3.2%	15.82	261,557	10.65	24,562	6	-	-
059	3.4%	15.21	132,200	10.88	12,147	4	-	-
090	4.9%	13.82	93,584	10.96	8,535	2	-	-
026	3.5%	13.13	105,650	11.71	9,020	4	-	-
025	4.3%	12.43	121,296	12.21	9,936	3	-	-
037	3.5%	11.94	352,131	16.13	21,831	7	-	-
050	3.5%	11.68	561,920	15.16	37,078	14	-	-
056	3.5%	11.67	160,482	13.55	11,847	5	-	-
070	3.6%	11.56	316,433	13.78	22,968	8	-	-
071	4.4%	11.47	259,775	13.33	19,483	5	-	-
053	3.8%	11.07	913,331	20.95	43,588	10	-	-

Cont.								
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
089	5.6%	\$ 10.96	124,666	14.09	8,845	2	-	-
033	3.7%	\$ 10.49	86,234	14.27	6,043	2	-	-
038	5.0%	\$ 10.49	343,292	15.98	21,480	7	-	-
055	5.5%	\$ 10.47	548,584	15.38	35,672	8	-	-
046	4.5%	\$ 10.24	197,828	14.93	13,246	3	-	-
060	3.8%	\$ 9.95	1,043,107	19.13	54,515	12	-	-
057	4.5%	\$ 9.67	1,198,182	18.61	64,401	-	-	15
030	5.5%	\$ 9.56	208,814	16.69	12,512	4	-	-
543	3.8%	\$ 9.46	279,101	16.62	16,797	6	-	-
054	4.5%	\$ 9.38	395,564	16.73	23,649	9	-	-
066	5.0%	\$ 9.38	856,303	21.60	39,640	12	-	-
047	5.3%	\$ 9.34	840,979	18.68	45,028	14	-	-
029	5.5%	\$ 9.26	1,009,122	19.23	52,482	-	-	15
035	4.4%	\$ 9.16	292,610	16.75	17,470	5	-	-
072	5.1%	\$ 8.91	184,354	17.15	10,751	3	-	-
043	5.0%	\$ 8.84	919,485	18.81	48,886	12	-	-
042	5.1%	\$ 8.38	580,892	18.77	30,945	11	-	-
064	5.1%	\$ 7.92	949,723	21.60	43,964	18	-	-

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
167	1.3%	\$ 33.08	51,397	4.69	10,967	4	-	-
862	1.6%	32.76	25,768	5.44	4,738	2	-	-
178	1.6%	30.01	32,700	5.10	6,413	2	-	-
123	1.5%	26.76	69,652	5.73	12,159	4	-	-
177	3.7%	20.26	40,563	7.42	5,464	2	-	-
153	2.8%	19.66	57,097	7.61	7,498	2	-	-
143	3.2%	15.62	75,525	9.60	7,867	2	-	-
129	4.3%	15.33	86,268	10.10	8,544	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	1.3%	\$ 75.95	6,582	2.96	2,222	4	-	-
473	1.8%	49.99	6,223	4.62	1,346	3	-	-
480	2.3%	38.72	6,525	5.78	1,128	2	-	-
453	2.3%	34.25	8,217	6.77	1,214	2	-	-
472	3.5%	28.85	10,265	7.48	1,372	4	-	-

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:

October – 4th Quarter

Other: July – OC Flex Pilot Update