

Bus Operations  
Performance  
Measurements  
Report



Fourth 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.

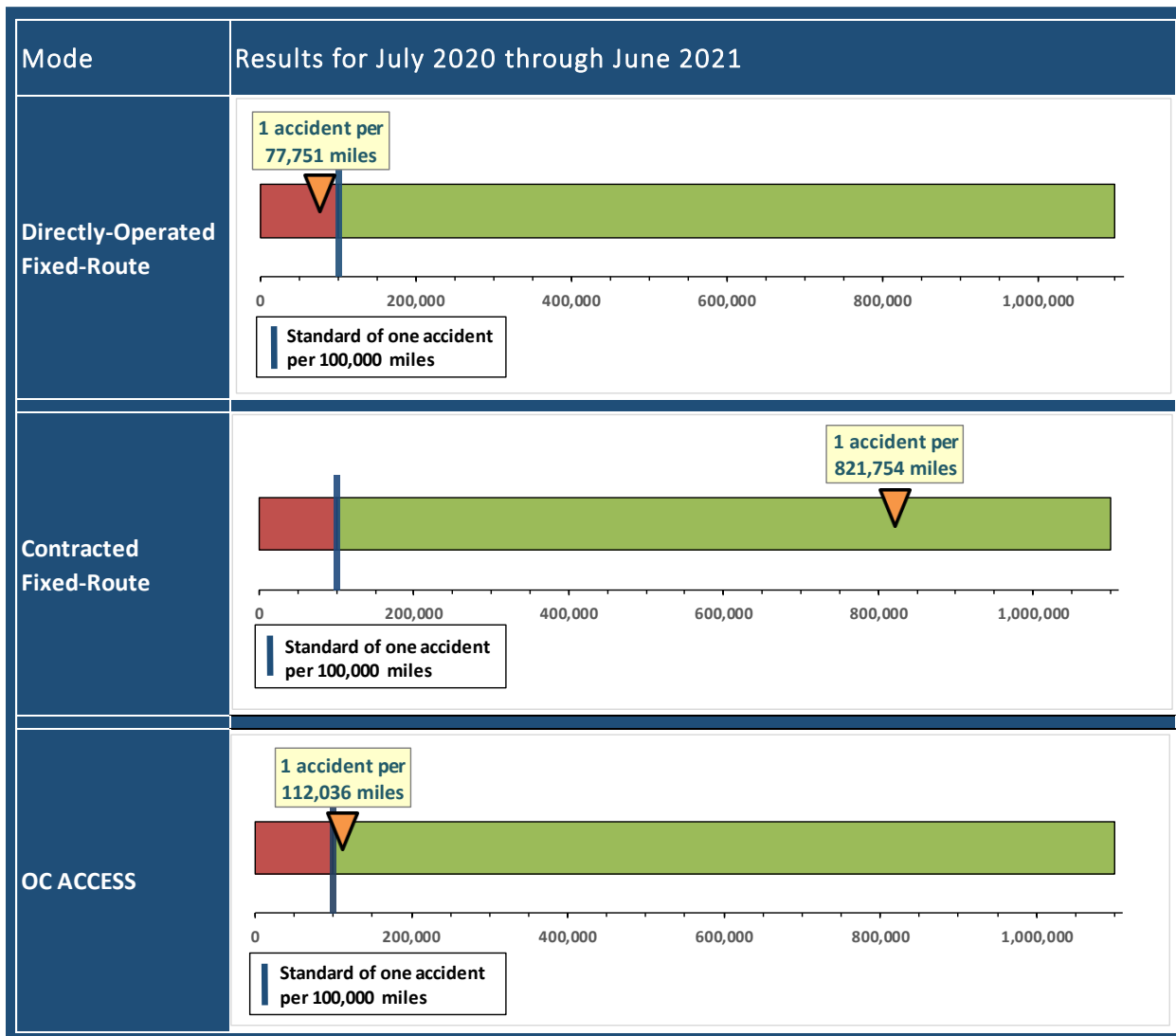
It is important to note that effective March 23, 2020, OCTA operated a reduced “Sunday” service schedule for OC Bus on in direct response to the coronavirus (COVID-19) pandemic. In June 2020, OCTA implemented the current “Saturday-Plus” service schedule, as the prolonged impact of the COVID-19 pandemic on ridership continues to be significant on both OC Bus and OC ACCESS. This is reflected in the performance to be discussed in this report.

## **FY2020-21 Q4 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 - ▲

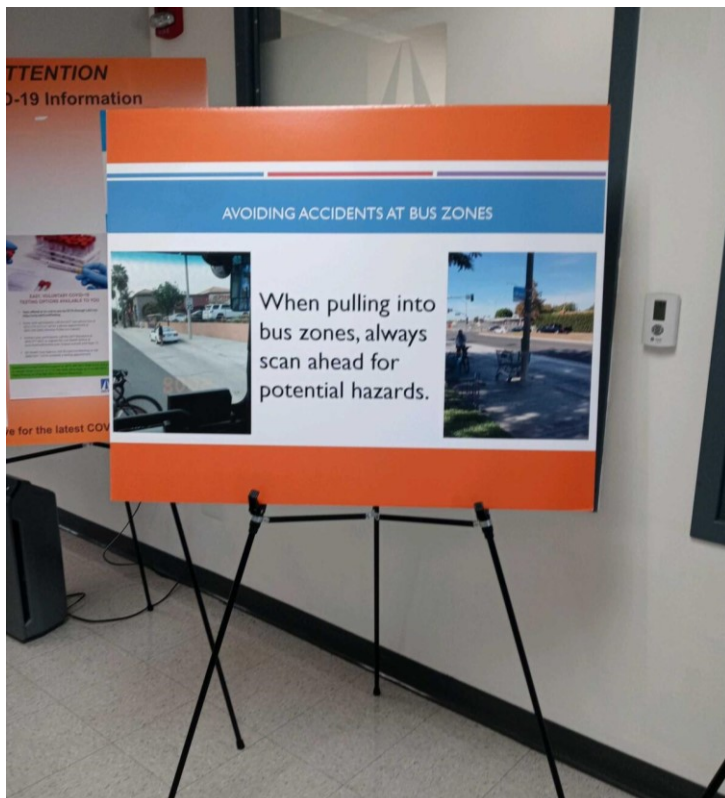
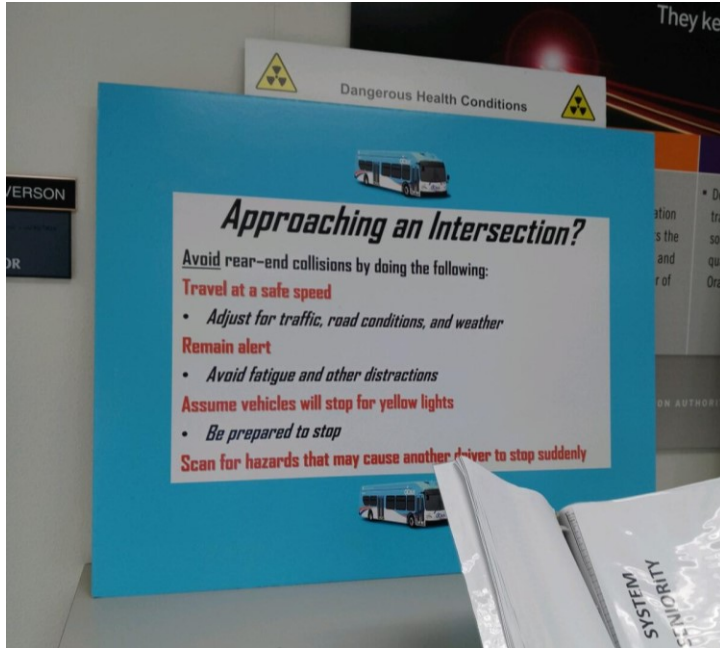
## Safety: Preventable Vehicle Accidents

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. On-board passenger falls on fixed-route service that are determined to be preventable are also included among these accidents. Through the fourth quarter (Q4) of fiscal year (FY) 2021, CFR and OC ACCESS continued to perform above the safety standard while DOFR did not meet the standard of operating more than 100,000 miles between preventable accidents.



DOFR OC Bus continued to perform below the accident frequency standard and OCTA Operations staff continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. During the past quarter, training continued to focus on safety as approximately 50 percent of the accidents between April and June were a result of the operator failing to check or properly judge vehicle clearances resulting in contact with another vehicle, a pole, or a sign.

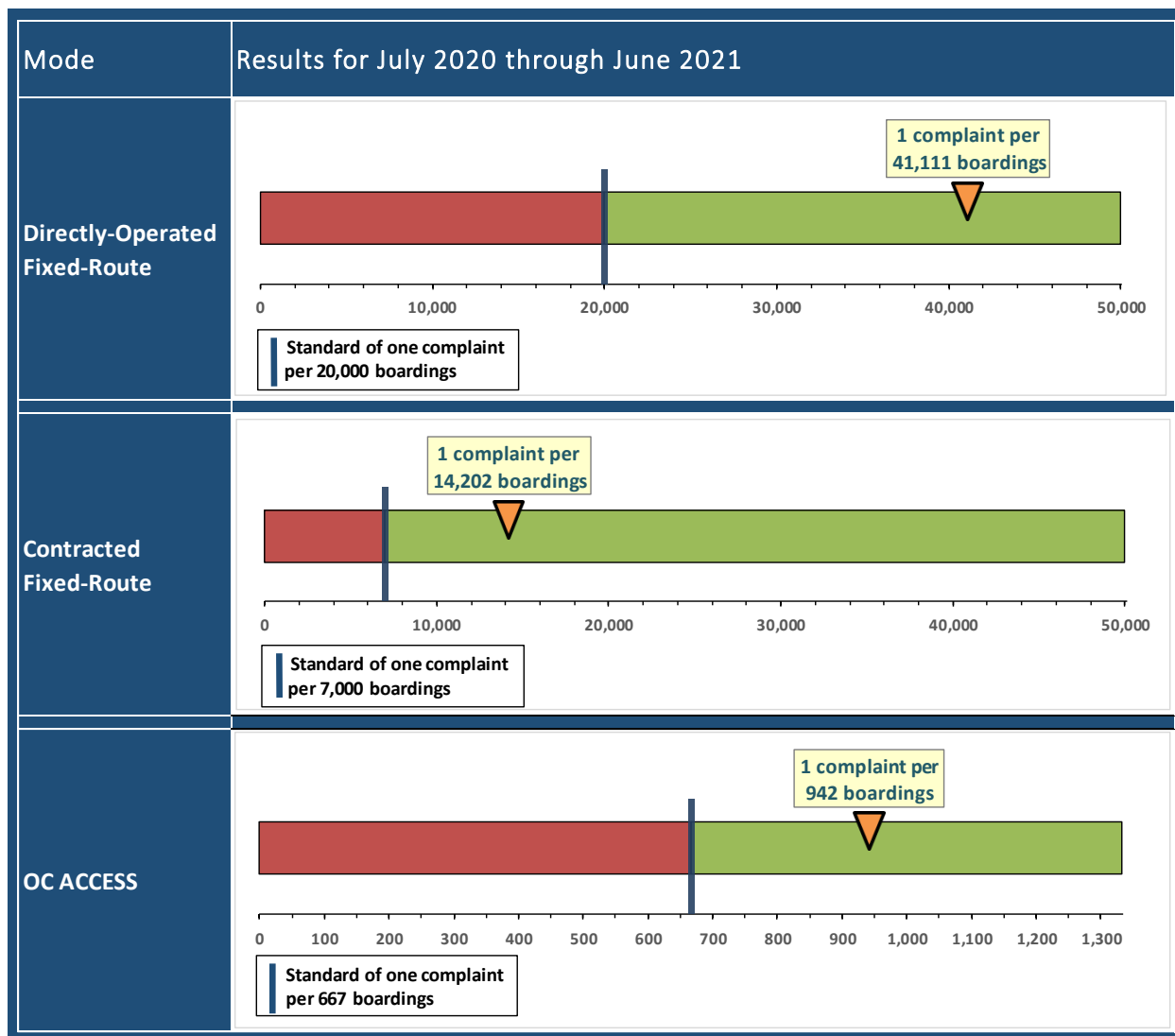
Another 20 percent of the quarterly accidents that were preventable resulted in passenger falls and could be attributed to sudden starts and stops. Operations staff have conducted roundtable discussions with coach operators to discuss “what if” scenarios, identify problem locations where fixed-object strikes frequently occur, and reinforce accident prevention when accidents occur and during annual refresher training. Below are posters on display at the Garden Grove base to remind coach operators of key safety techniques.



## 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 Q4 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.



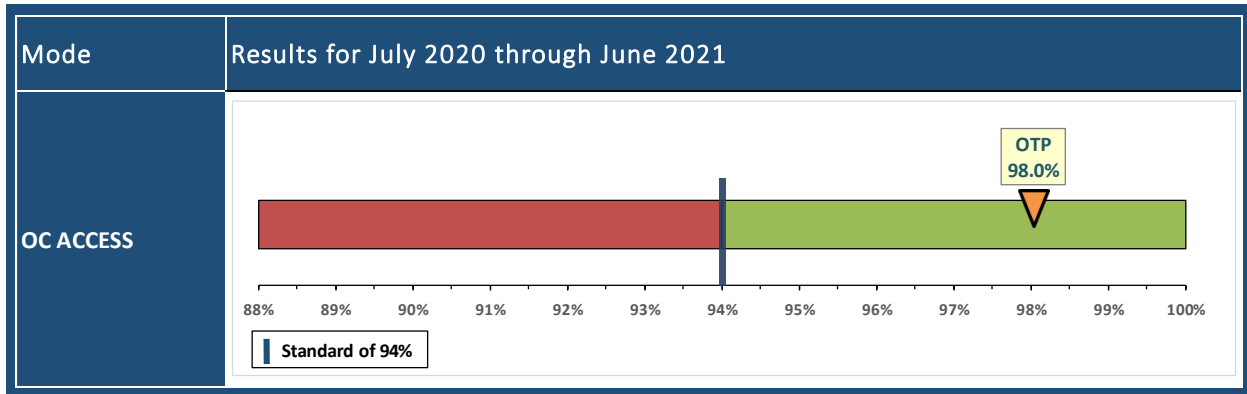
## Reliability: On-Time Performance

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 pickup 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 Q4 of FY 2020-21. Systemwide OTP was 82.8 percent, 0.5 percent lower compared to last quarter. DOFR and CFR both maintained performance above the standard despite decreases of 0.5 percent and 0.3 percent, respectively.

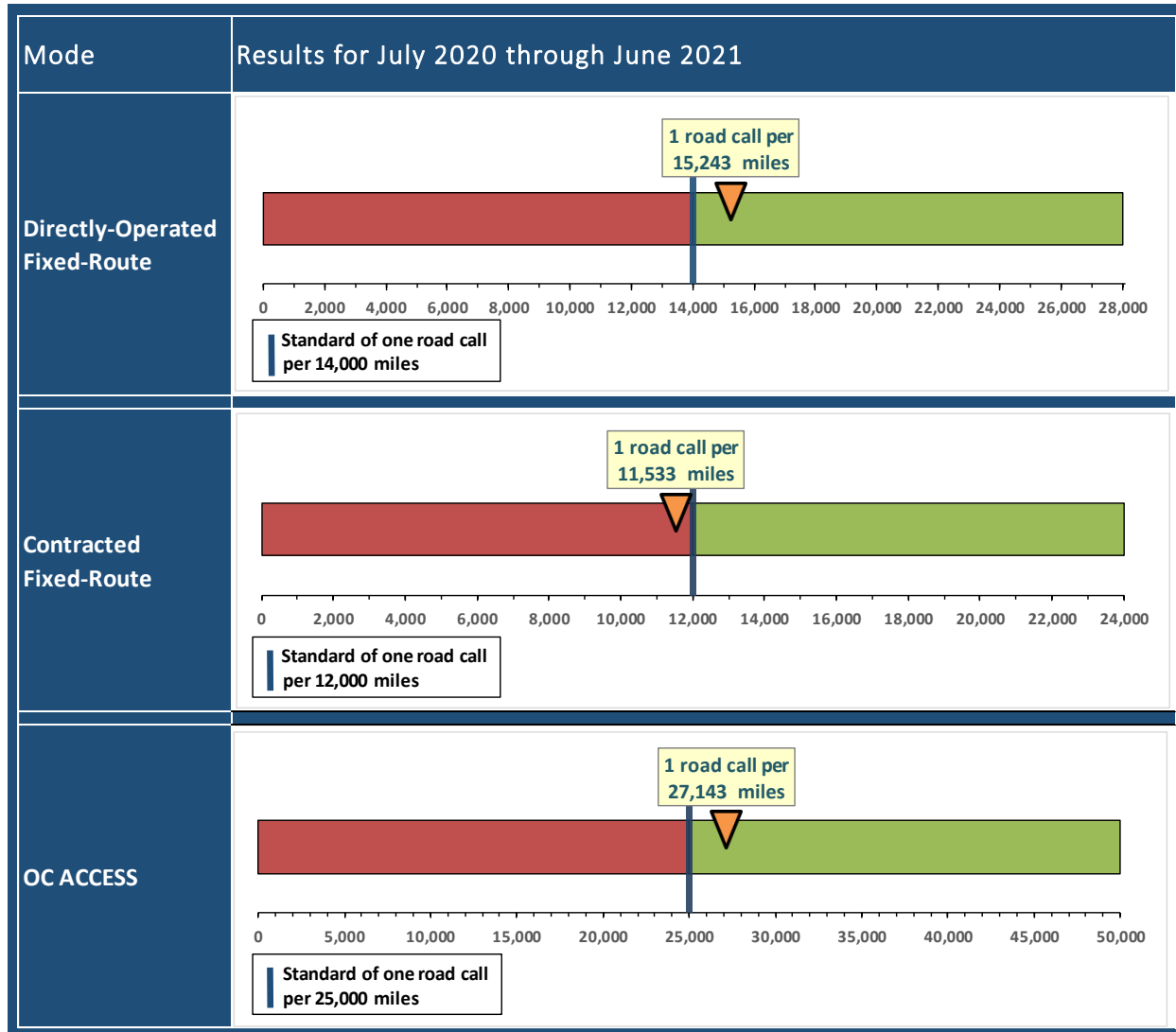


The OTP for OC ACCESS also came in above standard with a rate of 98.0 percent, 0.5 percent lower than the rate reported last quarter and 4.0 percent above the standard.



## 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 to 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.



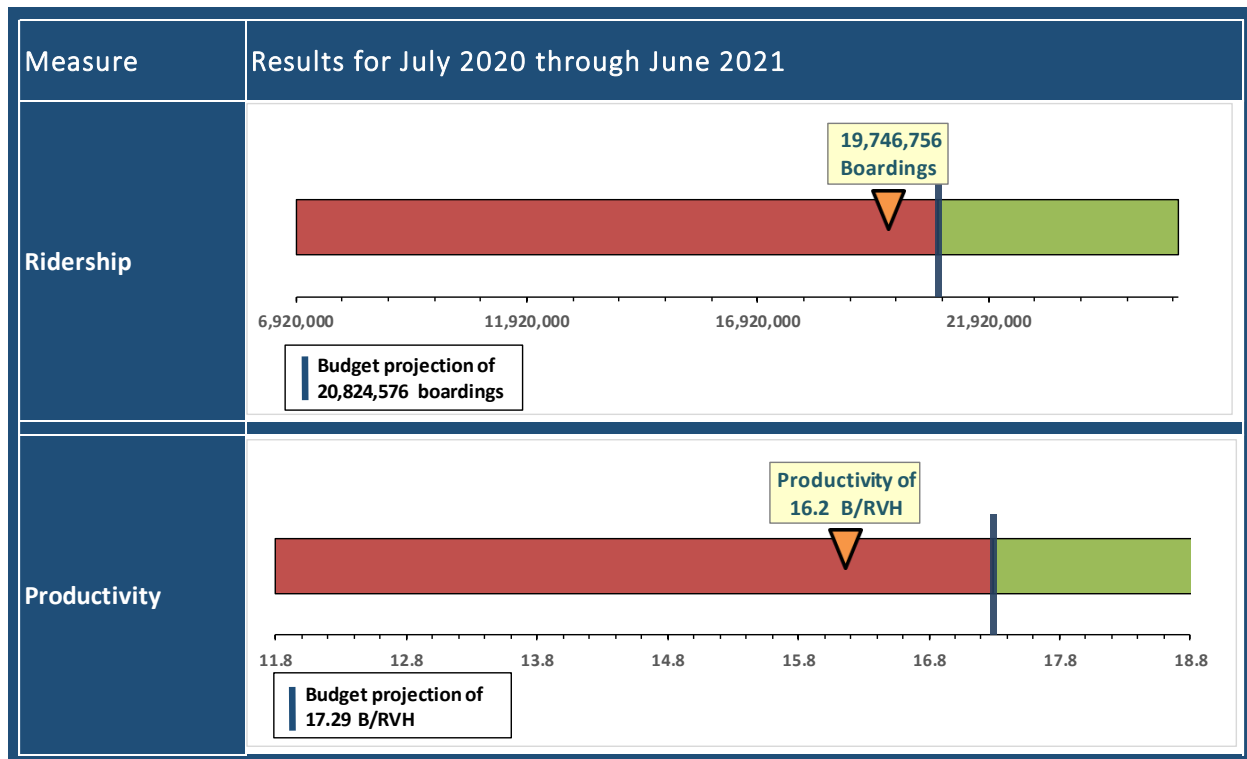
Through Q4 of FY 2020-21, DOFR OC Bus service and OC ACCESS both continue to exceed the MBRC standard while CFR OC Bus remains below the standard. MBRC mileage for CFR buses were below the standard for this period primarily due to several major engine and transmission failures and electrical issues related to drivetrain control modules and sensors. The contractor has initiated several maintenance campaigns to improve vehicle performance and staff continues to monitor all failures in an effort to improve vehicle performance and reduce valid mechanical road calls.



## 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, the economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour that is operated. A 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.

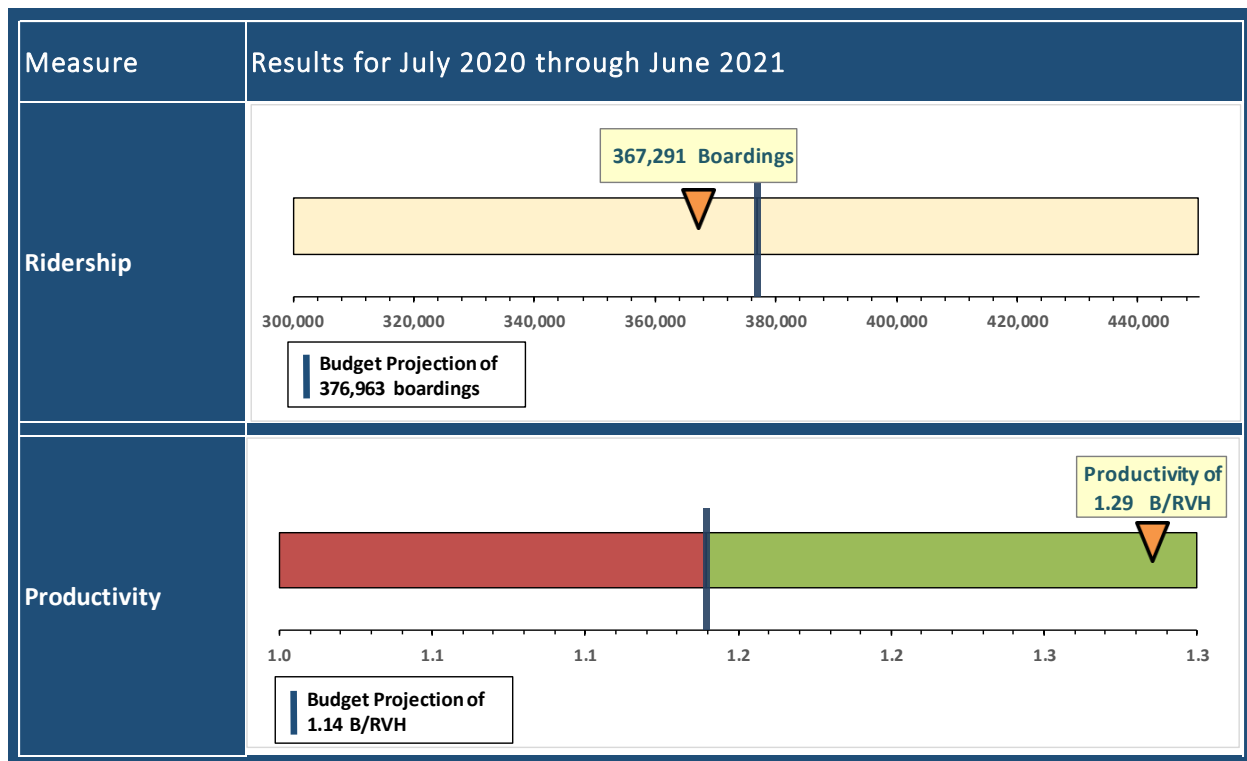
The COVID-19 pandemic continues to have a negative impact overall on ridership and productivity for all services. While some schools and businesses did begin to open and provide in-person services and operation during this quarter, through June, OC Bus began to see a gentle increase in ridership from approximately 61,000 to 68,000 average daily riders week over week from April through June. Compared to the annual ridership for FY 2019-20, annual ridership in FY 2020-21 was lower, as expected. Looking at data through Q4 of FY 2020-21, OC Bus ridership was 19.75 million, down 5.2 percent from the budgeted projection of 20.82 million. Productivity for OC Bus service was also lower than budgeted projections, trending around 16 boardings per revenue vehicle hour.



## Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through Q4 of FY 2020-21, total ridership of 367,291 for OC ACCESS was below budgeted projections by 2.6 percent while productivity of 1.29 B/RVH is above the 1.14 B/RVH projection by 13.2 percent. As with the fixed-route service, ridership for OC ACCESS continued to be impacted by the COVID-19 pandemic. With recommendations for persons 65 years of age or older or those with underlying health issues to stay home and the closure of many adult day programs, many individuals who typically use OC ACCESS service made fewer trips, resulting in the drop in average daily ridership of 80 percent. Due to lower need for OC ACCESS service, fewer RVH were provided compared to the budgeted amount, resulting in a B/RVH higher than the budgeted figure.



## 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 Q4 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 preventive maintenance, 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 Q4 relate to courtesy and accident frequency ratio, which totaled \$25,400. The total penalties assessed to the contractor during the quarter total \$24,600. This brings the year-to-date total payment to OCTA to \$28,639.

Table 1:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
<b>Penalties</b>	On-Time Performance	\$ (1,000)	\$ (3,000)	\$ -	\$ -	\$ (4,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ (20,000)	\$ -	\$ (30,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ (24,097)	\$ -	\$ (24,097)
	CHP Terminal Inspections Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ (8,339)	\$ (14,000)	\$ (22,339)
	Road Calls	\$ (2,900)	\$ (400)	\$ (1,800)	\$ (1,600)	\$ (6,700)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ (17,000)	\$ (13,000)	\$ (9,000)	\$ (55,000)
	<b>Total</b>	<b>\$ (24,900)</b>	<b>\$ (25,400)</b>	<b>\$ (67,237)</b>	<b>\$ (24,600)</b>	<b>\$ (142,137)</b>
<b>Incentives</b>	On-Time Performance	\$ -	\$ -	\$ 1,000	\$ -	\$ 1,000
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ 6,600	\$ 6,000	\$ 10,400	\$ 33,400
	Accident Frequency Ratio	\$ 10,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 55,000
	<b>Total</b>	<b>\$ 20,400</b>	<b>\$ 21,600</b>	<b>\$ 22,000</b>	<b>\$ 25,400</b>	<b>\$ 89,400</b>
<b>Adjustment</b>	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (Key Positions)	\$ -	\$ -	\$ 24,097	\$ -	\$ 24,097
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 24,097</b>	<b>\$ -</b>	<b>\$ 24,097</b>	
<b>All</b>	<b>Total</b>	<b>\$ (4,500)</b>	<b>\$ (3,800)</b>	<b>\$ (21,139)</b>	<b>\$ 800</b>	<b>\$ (28,639)</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 Q4 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. The penalties assessed during Q4 totaled \$91,100 for performance in passenger productivity, customer comments, call center hold times, excessively late trips, missed trips and an unreported accident. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and the penalties related to passenger productivity were waived resulting in a net payment to OCTA of \$61,100 in Q4. This brings the year-to-date total payment to OCTA to \$134,700.

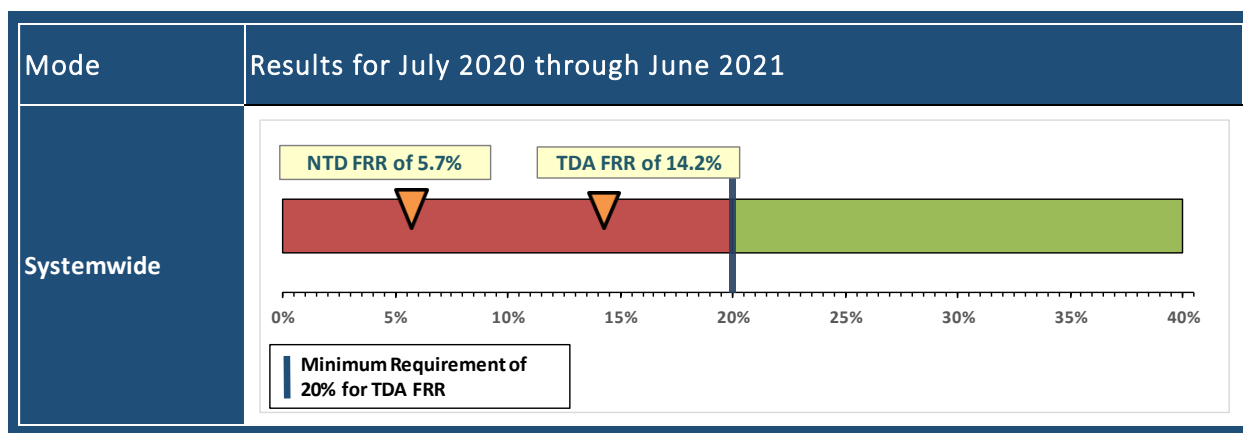
<b>Table 2:</b>	<b>Performance Categories</b>	<b>FY21 Q1</b>	<b>FY21 Q2</b>	<b>FY21 Q3</b>	<b>FY21 Q4</b>	<b>FYTD 21</b>
<b>Penalties</b>	Passenger Productivity	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (120,000)
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Customer Comments	\$ -	\$ -	\$ -	\$ (2,900)	\$ (2,900)
	Call Center Hold Times	\$ (10,000)	\$ (31,000)	\$ (32,000)	\$ (33,000)	\$ (106,000)
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ (10,000)	\$ (10,000)
	Missed Trips	\$ -	\$ -	\$ -	\$ (10,000)	\$ (10,000)
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (20,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ (100)	\$ (100)
	Road calls	\$ (500)	\$ -	\$ (100)	\$ (100)	\$ (700)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ (45,500)</b>	<b>\$ (66,000)</b>	<b>\$ (67,100)</b>	<b>\$ (91,100)</b>	<b>\$ (269,700)</b>	
<b>Incentives</b>	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ 15,000	\$ 15,000	\$ 15,000	\$ 5,000	\$ 50,000
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ 15,000</b>	<b>\$ 15,000</b>	<b>\$ 15,000</b>	<b>\$ 5,000</b>	<b>\$ 50,000</b>
<b>Adjustment</b>	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 40,000	\$ 35,000	\$ 30,000	\$ 30,000	\$ 135,000
	Waived Incentives	\$ (15,000)	\$ (15,000)	\$ (15,000)	\$ (5,000)	\$ (50,000)
	<b>Total</b>	<b>\$ 25,000</b>	<b>\$ 20,000</b>	<b>\$ 15,000</b>	<b>\$ 25,000</b>	<b>\$ 85,000</b>
<b>All</b>	<b>Total</b>	<b>\$ (5,500)</b>	<b>\$ (31,000)</b>	<b>\$ (37,100)</b>	<b>\$ (61,100)</b>	<b>\$ (134,700)</b>

## 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 for transit agencies to receive the state sales tax available for public transit purposes. To normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from July 2020 through June 2021.

Based on the National Transit Database definition in which only passenger fares are included under revenue, FRR did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 716, 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 M2 fare stabilization, the adjusted FRR was 14.2 percent, an increase of 0.5 percentage points from the previous quarter and a 6.3 percentage point drop from the same quarter last year. It is important to note that the adjusted FRR was significantly impacted by the COVID-19 pandemic.

In the second quarter of FY 2019-20, the adjusted FRR was 22.3 percent. In the third quarter of FY 2019-20, which marked the beginning of the pandemic, the adjusted FRR dropped slightly to 21.5 percent. During Q4, OCTA took several actions that directly impacted fare collection causing a severe drop in the FRR. Actions included the implementation of rear-door boarding to protect the health of passengers and coach operators. This action prevented passengers from using the farebox, and they were requested to purchase electronic passes or day passes at the OCTA Store, via the internet, or through pass sale vendors in the community. The collection of fares at the farebox is the primary source of revenue collection, and this transition to rear-door boarding was a large contributor to the drop in OCTA's fare revenues. In addition, ridership played a role; the reduced ridership in both fixed-route and paratransit services further impacted the fare revenues and fare subsidies collected in FY 2020-21. This impact was not only experienced by OCTA, but at a statewide level, and so last year the Governor signed AB 109 (Chapter 17, Statutes of 2020), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. This year, the Governor signed AB 149 (Chapter 81, Statutes of 2021) which includes an extension of this exemption through the 2022-23 FY.

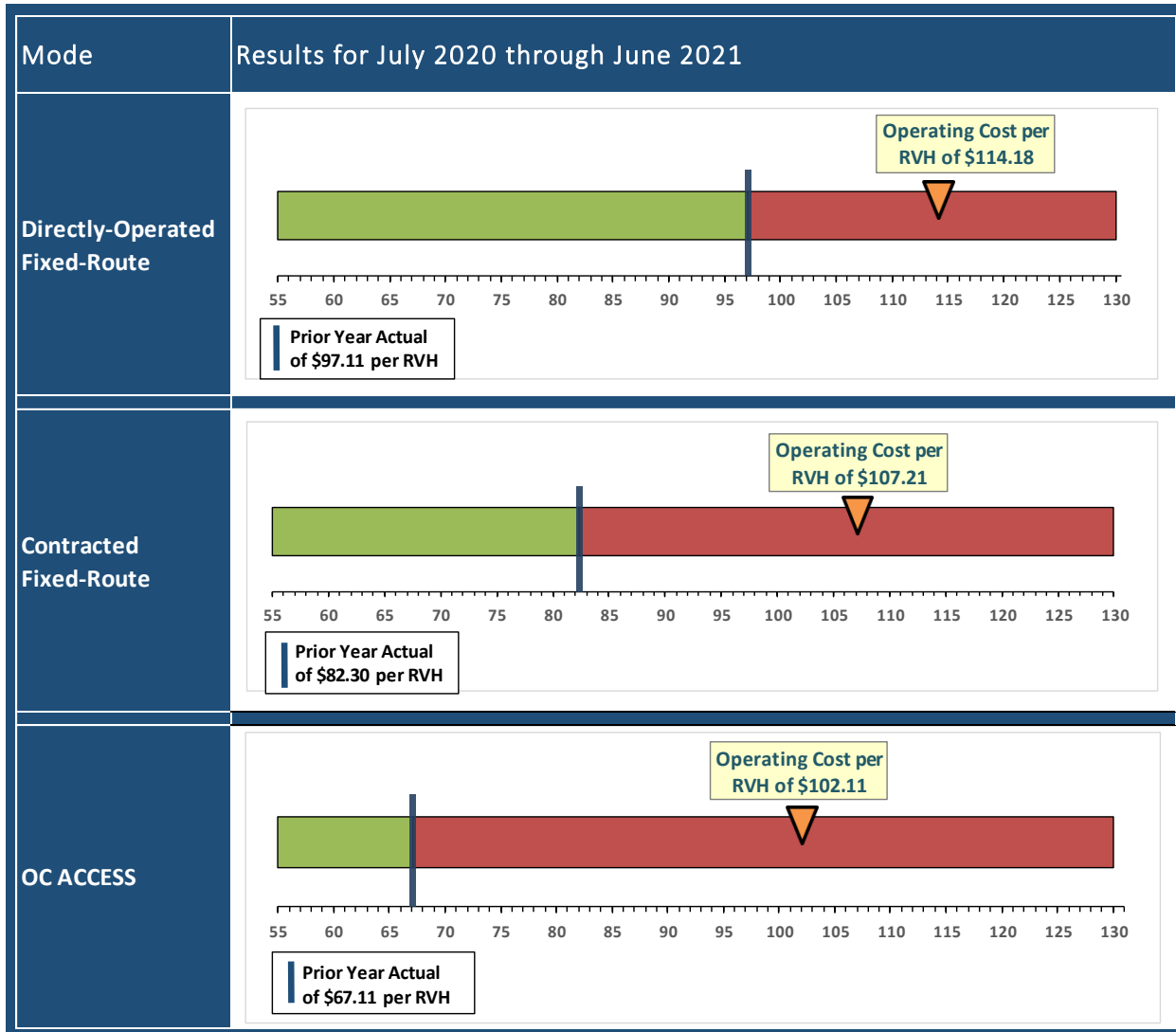


Note:

- 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 actual operating expenses by RVH that is scheduled for the reporting period. To provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs. DOFR cost includes labor costs for coach operator and maintenance employees. It also includes consumables such as replacement parts, fuel, and tires. CFR and OC ACCESS cost includes contracted costs (net of assessed penalties and incentives) and costs incurred by OCTA for maintenance, parts, and fuel for the contracted fleet.



Similar to the FRR, the statistics above depict actuals over the last 12 months. The difference in cost per RVH from the prior period was a 17.6 percent increase in DOFR, a 30.3 percent increase in CFR, and a 52.1 percent increase in OC ACCESS. All modes operated at a higher cost per RVH when compared to the prior 12 months. This is primarily due to a decrease in service hours related to the COVID-19 pandemic.

DOFR and CFR cost per RVH also increased in comparison to the prior year as a result of the alternative fuel tax credits that were received in the prior period and not the current period, which offset fuel costs. In addition, CFR and OC ACCESS cost per RVH increased because of Board of Directors (Board)-approved contract amendments for operating costs coupled with the impact of the COVID-19 pandemic. CFR cost per RVH in the current period included revised operating rates as a result of lower service levels due to the COVID-19 pandemic. A FY 2020-21 estimate of incurred COVID-19 pandemic pass-through expenses in the amount of \$5.4 million based on Board-approved amendments 11, 12, and 14 were also accounted for in the current period. On the other hand, OC ACCESS cost per RVH reflected the new tier structure operating rates that were based on service demand. These revised rates were approved by the Board in Amendment 10 and were implemented to cover increased costs for service readiness in response to the COVID-19 pandemic, dating back to April 2020.

## 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 Q4. 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 frequently 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 Q4 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 Q4 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 Q4 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 Q4 FY 2020-21).**





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

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
085	S	2.5%	\$ 34.71	\$ 19.33	\$ 13.41	\$ 1.97	\$ 0.85	37,760	\$ 158.58	\$ 106.57	\$ 12.63	4.72	7,998	2	-	-
167	C	2.1%	33.51	18.74	12.70	2.07	0.68	71,815	157.71	106.23	13.12	4.91	14,623	4	-	-
862	C	2.1%	31.64	19.59	9.92	2.13	0.63	34,883	166.30	109.04	17.10	5.52	6,321	2	-	-
178	C	2.5%	30.56	17.24	11.68	1.64	0.74	45,333	157.23	106.18	12.65	5.30	8,550	2	-	-
123	N	2.6%	26.75	15.04	10.19	1.52	0.67	98,218	157.02	106.28	11.39	6.06	16,202	4	-	-
086	C	3.4%	23.89	13.22	9.17	1.50	0.78	74,521	157.25	106.27	12.15	6.79	10,980	3	-	-
087	S	3.6%	23.33	12.89	8.94	1.50	0.81	49,684	159.80	107.18	10.81	7.06	7,041	2	-	-
177	S	4.5%	20.65	11.52	7.81	1.32	0.91	56,516	156.50	105.98	12.20	7.74	7,305	2	-	-
153	N	3.8%	20.11	11.42	7.74	0.95	0.76	78,158	156.21	105.06	12.21	7.84	9,964	2	-	-
082	S	4.3%	19.96	11.09	7.69	1.18	0.85	31,571	160.11	106.68	11.53	8.15	3,872	1	-	-
076	C	3.7%	18.90	10.48	7.04	1.38	0.68	53,941	147.69	97.43	12.64	8.11	6,648	2	-	-
079	C	3.2%	18.64	10.51	7.29	0.84	0.58	132,167	157.79	105.69	13.99	8.58	15,396	3	-	-
091	S	5.3%	17.83	9.92	6.88	1.03	0.94	216,593	160.13	106.54	11.14	9.02	24,010	6	-	-
129	N	5.2%	15.93	8.93	6.05	0.95	0.82	117,759	161.79	107.37	12.52	10.24	11,505	3	-	-
143	N	4.4%	15.82	9.01	6.10	0.71	0.69	104,247	157.24	105.37	12.87	9.95	10,477	2	-	-
059	C	4.7%	15.54	8.69	6.03	0.82	0.72	182,246	169.04	108.62	16.31	10.95	16,646	4	-	-
001	S	4.4%	15.23	8.70	5.84	0.69	0.66	350,053	163.82	108.82	10.30	10.78	32,481	6	-	-
083	C	4.4%	15.06	8.62	5.79	0.65	0.66	314,410	164.52	109.38	8.62	10.91	28,812	6	-	-
090	S	6.2%	13.89	7.86	5.45	0.58	0.87	117,756	161.09	105.65	10.05	11.36	11,335	2	-	-
026	N	4.9%	13.61	7.50	5.20	0.91	0.66	142,883	158.94	105.65	13.60	11.89	12,016	4	-	-
025	N	5.4%	13.23	7.40	5.13	0.70	0.71	159,875	159.83	106.13	12.71	12.07	13,243	3	-	-
070	C	5.4%	12.02	6.69	4.64	0.69	0.65	433,385	165.18	108.94	13.29	13.78	31,450	8	-	-
071	N	6.0%	11.65	6.57	4.56	0.52	0.71	354,745	161.50	106.52	12.43	13.64	26,003	5	-	-
089	S	6.8%	11.48	6.44	4.47	0.57	0.80	163,187	163.51	106.54	12.61	13.97	11,683	2	-	-
056	N	5.4%	11.18	6.23	4.18	0.77	0.60	217,673	152.89	100.39	13.75	13.89	15,672	5	-	-
037	N	5.7%	10.98	6.17	4.15	0.66	0.63	481,459	181.13	118.30	15.45	16.55	29,094	7	-	-
050	N	5.4%	10.87	6.10	4.10	0.67	0.58	763,463	167.29	109.57	14.31	15.51	49,209	14	-	-
033	N	5.4%	10.74	5.97	4.14	0.63	0.58	117,756	156.30	105.22	12.33	14.62	8,057	2	-	-
038	N	6.6%	10.53	5.86	4.06	0.61	0.71	475,756	175.64	110.36	13.01	16.53	28,783	7	-	-
046	N	6.2%	10.44	5.92	4.10	0.42	0.66	267,879	162.47	106.22	14.19	15.20	17,621	3	-	-
053	C	6.0%	10.18	5.91	3.97	0.30	0.63	1,237,936	224.41	144.60	23.70	21.36	57,953	10	-	-
055	C	7.5%	10.05	5.77	3.88	0.40	0.78	736,827	161.43	105.76	14.75	15.47	47,633	8	-	-
030	N	7.1%	9.73	5.36	3.72	0.65	0.69	285,290	167.14	107.84	12.64	17.12	16,663	4	-	-
060	C	6.1%	9.38	5.39	3.62	0.37	0.59	1,427,161	188.06	123.11	15.69	19.59	72,836	12	-	-
035	N	6.4%	9.34	5.24	3.63	0.47	0.60	397,517	161.76	106.37	13.78	17.07	23,283	5	-	-
057	C	7.2%	8.98	5.08	3.41	0.49	0.66	1,632,887	174.41	113.83	16.42	19.05	85,733	-	-	15
047	C	7.8%	8.81	5.00	3.36	0.45	0.71	1,136,922	171.73	112.64	14.31	18.95	60,002	14	-	-
054	N	7.1%	8.80	4.92	3.31	0.57	0.63	543,279	153.27	100.76	13.24	17.29	31,424	9	-	-
029	N	7.6%	8.78	4.92	3.30	0.56	0.68	1,361,420	173.49	113.56	14.88	19.48	69,874	-	-	15
543	N	6.9%	8.68	4.85	3.26	0.57	0.60	390,884	152.24	100.06	13.81	17.49	22,346	6	-	-
072	C	7.7%	8.47	4.80	3.23	0.44	0.67	251,898	150.17	100.26	11.43	17.27	14,589	3	-	-
042	N	7.0%	8.46	4.71	3.27	0.48	0.60	793,949	165.57	106.95	14.54	19.28	41,174	11	-	-
066	C	8.0%	8.40	4.78	3.21	0.41	0.69	1,178,627	196.44	127.01	19.11	22.61	52,126	12	-	-
043	N	7.9%	8.13	4.63	3.11	0.39	0.66	1,270,663	164.42	107.43	16.31	19.58	64,885	12	-	-
064	C	8.0%	7.37	4.14	2.78	0.45	0.60	1,292,120	166.20	108.06	18.04	22.12	58,411	18	-	-

(1) Total bus count (287) 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

Route	Zone	Fare box	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	1.5%	\$ 79.07	\$ 37.89	\$ 25.55	\$ 15.63	\$ 0.95	9,523	\$ 203.21	\$ 118.31	\$ 19.26	3.16	3,017	4	-	-
473	C	2.0%	52.73	25.15	16.96	10.62	0.86	8,766	208.74	118.26	18.43	4.86	1,805	3	-	-
480	C	2.5%	42.48	20.29	13.68	8.51	0.88	8,743	205.12	117.48	16.53	5.89	1,485	2	-	-
453	N	2.3%	37.41	18.27	12.32	6.82	0.71	10,921	213.44	118.79	32.75	6.82	1,601	2	-	-
472	C	4.0%	30.58	12.99	8.75	8.84	0.92	14,731	186.29	112.62	15.85	8.22	1,792	4	-	-

(1) Total bus count (287) 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**

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/SM	Board/VSH	VSH	Bus Count		
													40 FT	32 FT	60 FT
057	C	7.2%	\$ 8.98	\$ 5.08	\$ 3.41	\$ 0.49	1,632,887	\$ 174.41	\$ 113.83	\$ 16.42	19.05	85,733	-	-	15
060	C	6.1%	9.38	5.39	3.62	0.37	1,427,161	188.06	123.11	15.69	19.59	72,836	12	-	-
029	N	7.6%	8.78	4.92	3.30	0.56	1,361,420	173.49	113.56	14.88	19.48	69,874	-	-	15
064	C	8.0%	7.37	4.14	2.78	0.45	1,292,120	166.20	108.06	18.04	22.12	58,411	18	-	-
043	N	7.9%	8.13	4.63	3.11	0.39	1,270,663	164.42	107.43	16.31	19.58	64,885	12	-	-
053	C	6.0%	10.18	5.91	3.97	0.30	1,237,936	224.41	144.60	23.70	21.36	57,953	10	-	-
066	C	8.0%	8.40	4.78	3.21	0.69	1,178,627	196.44	127.01	19.11	22.61	52,126	12	-	-
047	C	7.8%	8.81	5.00	3.36	0.45	1,136,922	171.73	112.64	14.31	18.95	60,002	14	-	-
042	N	7.0%	8.46	4.71	3.27	0.48	793,949	165.57	106.95	14.54	19.28	41,174	11	-	-
050	N	5.4%	10.87	6.10	4.10	0.67	763,463	167.29	109.57	14.31	15.51	49,209	14	-	-
055	C	7.5%	10.05	5.77	3.88	0.40	736,827	161.43	105.76	14.75	15.47	47,633	8	-	-
054	N	7.1%	8.80	4.92	3.31	0.57	543,279	153.27	100.76	13.24	17.29	31,424	9	-	-
037	N	5.7%	10.98	6.17	4.15	0.66	481,459	181.13	118.30	15.45	16.55	29,094	7	-	-
038	N	6.6%	10.53	5.86	4.06	0.61	475,756	175.64	110.36	13.01	16.53	28,783	7	-	-
070	C	5.4%	12.02	6.69	4.64	0.69	433,385	165.18	108.94	13.29	13.78	31,450	8	-	-
035	N	6.4%	9.34	5.24	3.63	0.47	397,517	161.76	106.37	13.78	17.07	23,283	5	-	-
543	N	6.9%	8.68	4.85	3.26	0.57	390,884	152.24	100.06	13.81	17.49	22,346	6	-	-
071	N	6.0%	11.65	6.57	4.56	0.52	354,745	161.50	106.52	12.43	13.64	26,003	5	-	-
001	S	4.4%	15.23	8.70	5.84	0.69	350,053	163.82	108.82	10.30	10.78	32,481	6	-	-
083	C	4.4%	15.06	8.62	5.79	0.65	314,410	164.52	109.38	8.62	10.91	28,812	6	-	-
030	N	7.1%	9.73	5.36	3.72	0.65	285,290	167.14	107.84	12.64	17.12	16,663	4	-	-
046	N	6.2%	10.44	5.92	4.10	0.42	267,879	162.47	106.22	14.19	15.20	17,621	3	-	-
072	C	7.7%	8.47	4.80	3.23	0.44	251,898	150.17	100.26	11.43	17.27	14,589	3	-	-
056	N	5.4%	11.18	6.23	4.18	0.77	217,673	152.89	100.39	13.75	13.89	15,672	5	-	-
091	S	5.3%	17.83	9.92	6.88	1.03	216,593	160.13	106.54	11.14	9.02	24,010	6	-	-
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089	S	6.8%	11.48	6.44	4.47	0.57	163,187	163.51	106.54	12.61	13.97	11,683	2	-	-
025	N	5.4%	13.23	7.40	5.13	0.70	159,875	159.83	106.13	12.71	12.07	13,243	3	-	-
026	N	4.9%	13.61	7.50	5.20	0.91	142,883	158.94	105.65	13.60	11.89	12,016	4	-	-
079	C	3.2%	18.64	10.51	7.29	0.58	132,167	157.79	105.69	13.99	8.58	15,396	3	-	-
090	S	6.2%	13.89	7.86	5.45	0.58	128,756	161.09	106.55	10.05	11.36	11,335	2	-	-
129	N	5.2%	15.93	8.93	6.05	0.95	117,759	161.79	107.37	12.52	10.24	11,505	3	-	-
033	N	5.4%	10.74	5.97	4.14	0.63	117,756	156.30	105.22	12.33	14.62	8,057	2	-	-
143	N	4.4%	15.82	9.01	6.10	0.71	104,247	157.24	105.37	12.87	9.95	10,477	2	-	-
123	N	2.6%	26.75	15.04	10.19	1.52	98,218	157.02	106.28	11.39	6.06	16,202	4	-	-
153	N	3.8%	20.11	11.42	7.74	0.95	78,158	156.21	105.06	12.21	7.84	9,964	2	-	-
086	C	3.4%	23.89	13.22	9.17	1.50	74,521	157.25	106.27	12.15	6.79	10,980	3	-	-
167	C	2.1%	33.51	18.74	12.70	2.07	71,815	157.71	106.23	13.12	4.91	14,623	4	-	-
177	S	4.5%	20.65	11.52	7.81	1.32	56,516	156.50	105.98	12.20	7.74	7,305	2	-	-
076	C	3.7%	18.90	10.48	7.04	0.68	53,941	147.69	97.43	12.64	8.11	6,648	2	-	-
087	S	3.6%	23.33	12.89	8.94	1.50	49,684	159.80	107.18	10.81	7.06	7,041	2	-	-
178	C	2.5%	30.56	17.24	11.68	1.64	45,333	157.23	106.57	12.65	5.30	8,550	2	-	-
085	S	2.5%	34.71	19.33	13.41	1.97	37,760	158.58	106.57	12.63	4.72	7,998	2	-	-
862	C	2.1%	31.64	19.59	9.92	2.13	34,883	166.30	109.04	17.10	5.52	6,321	2	-	-
082	S	4.3%	19.96	11.09	7.69	1.18	31,571	160.11	106.68	11.53	8.15	3,872	1	-	-

(1) Total bus count (287) 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

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	4.0%	\$ 30.58	\$ 12.99	\$ 8.75	\$ 8.84	\$ 0.92	14,731	\$ 186.29	\$ 112.62	\$ 15.85	8.22	1,792	4	-	-
453	N	2.3%	37.41	18.27	12.32	6.82	0.71	10,921	213.44	118.79	32.75	6.82	1,601	2	-	-
463	C	1.5%	79.07	37.89	25.55	15.63	0.95	9,523	203.21	118.31	19.26	3.16	3,017	4	-	-
473	C	2.0%	52.73	25.15	16.96	10.62	0.86	8,766	208.74	118.26	18.43	4.86	1,805	3	-	-
480	C	2.5%	42.48	20.29	13.68	8.51	0.88	8,743	205.12	117.48	16.53	5.89	1,485	2	-	-

(1) Total bus count (287) 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

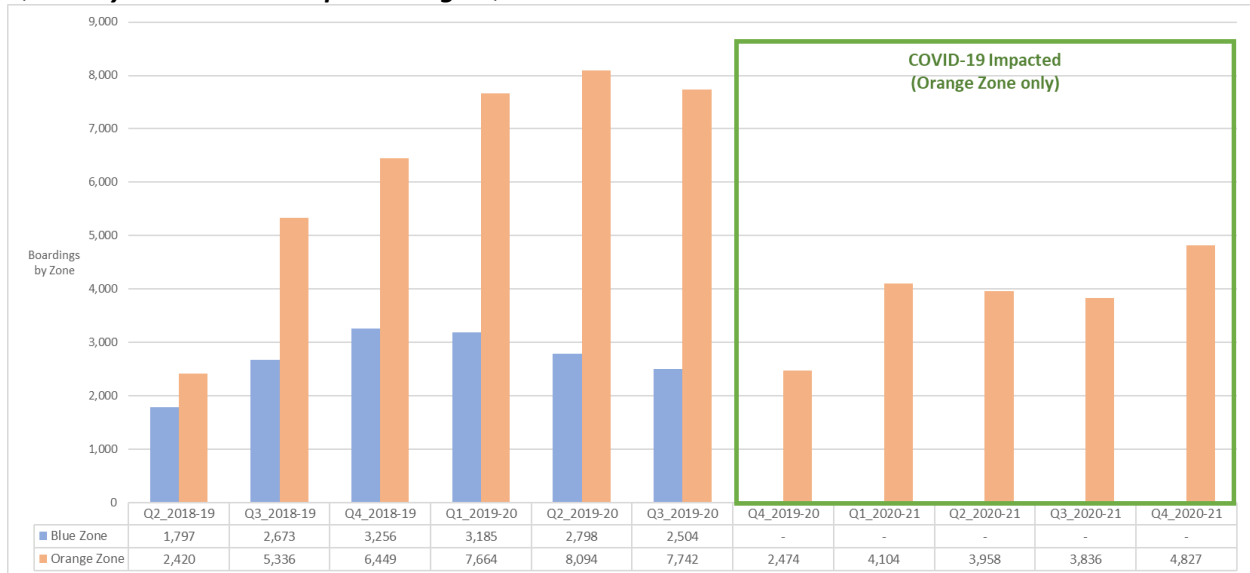
# OC Bus 360° Initiatives

## OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a pilot program. The OCTA Board 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.

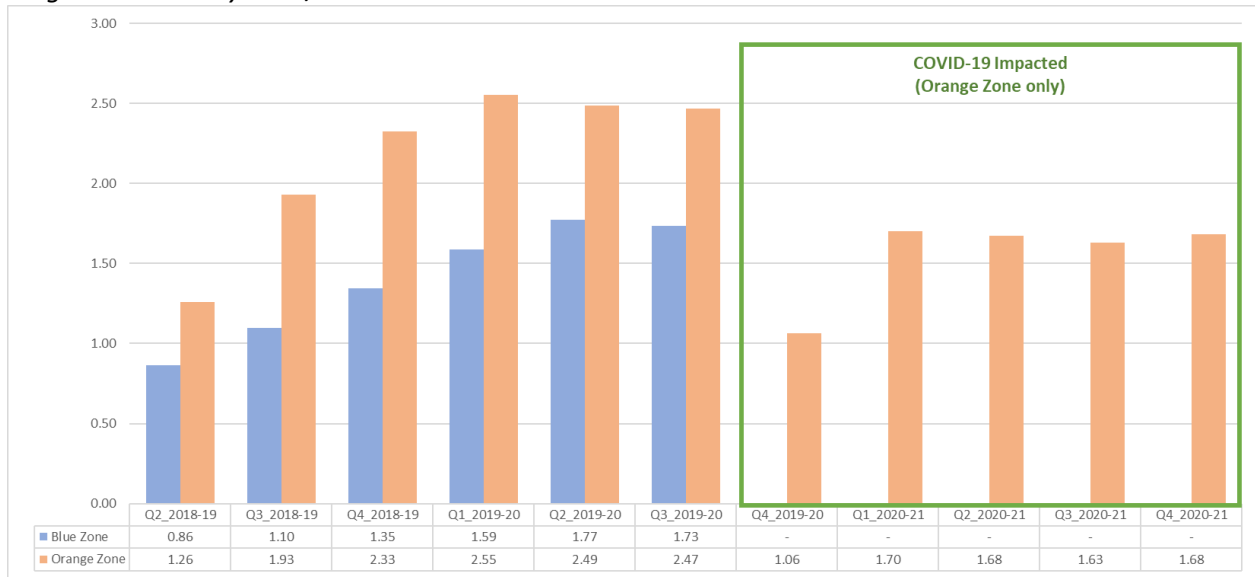
For Q4 of FY 2020-21, the trends for ridership in the Orange Zone, as well as other metrics, remain relatively stable as the state began to reopen, though quarterly ridership notably increased to nearly 5,000 riders – the highest since the beginning of the pandemic. Service in the Blue Zone was suspended in March 2020. In November 2020, the Board approved staff’s recommendation to eliminate the Blue Zone from the pilot program. As travel restrictions are lifted and the Orange Zone recovers from the impacts of the pandemic, staff will continue to evaluate these trends under the Board-approved extension of the pilot program through December 2021.

**Quarterly OC Flex Ridership – Through Q4-FY 2020-21**



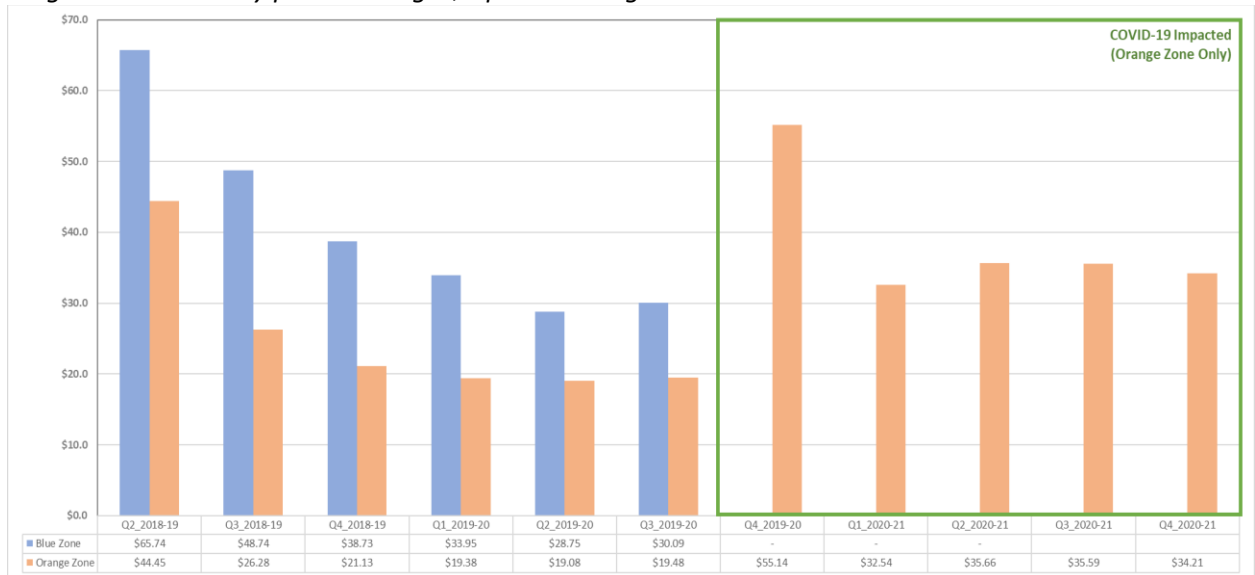
**OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q4-FY 2020-21**

Target: Productivity – 6 B/RVH

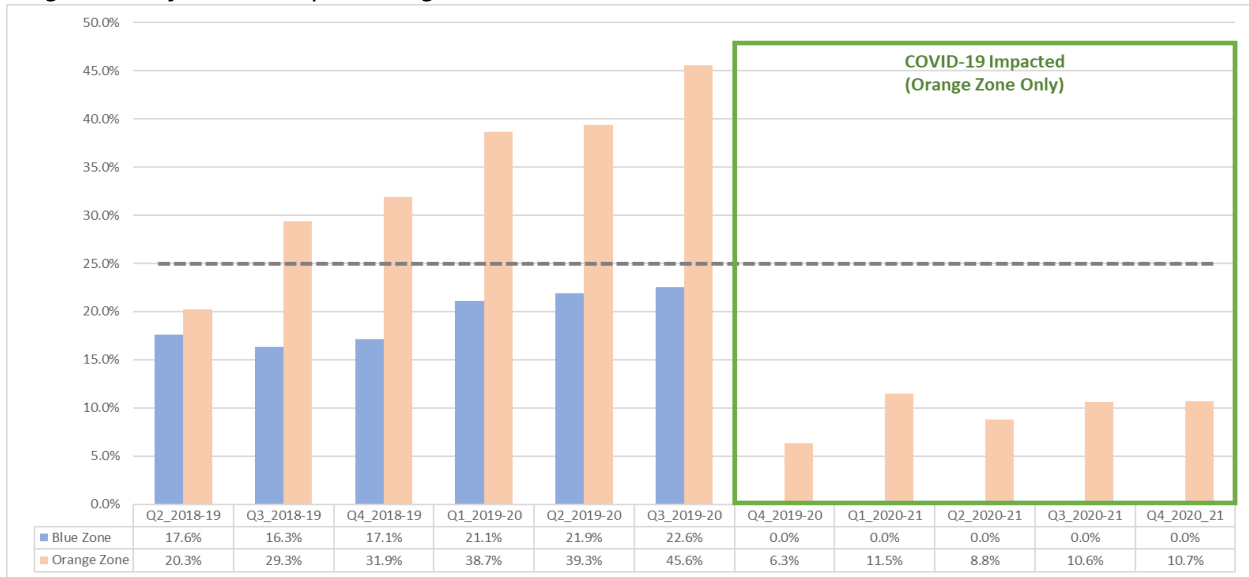


**Quarterly OC Flex Direct Subsidy per Boarding – Through Q4-FY 2020-21**

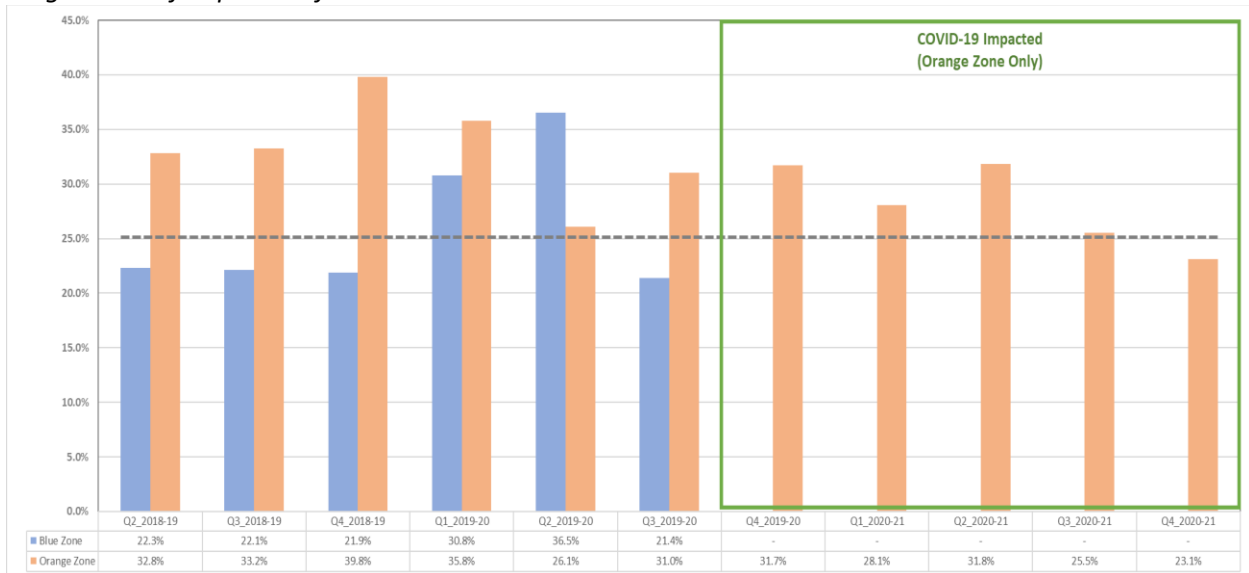
Target: Direct Subsidy per Boarding - \$9 per Boarding



**OC Flex Shared Trips – Through Q4-FY 2020-21**  
**Target: 25% of Booked Trips Sharing a Vehicle**



**OC Flex Connecting Trips (Transfers) – Through Q4-FY 2020-21**  
**Target: 25% of Trips Transfer to OC Bus or Metrolink Service**





**College Pass Program**

In 2017, OCTA introduced college students to the convenience and affordability of public transit by a shared-cost program that allows enrolled students to travel free on any OC Bus fixed route. OCTA has been expanding on the success of the program, which began at Santa Ana College in 2017. The program has helped increase ridership, introduced new riders to public transit, and removed barriers to higher education for students. OCTA continues to develop relationships and enroll new colleges to the program which includes Santiago Canyon, Fullerton, Goldenwest, Saddleback and Cypress prior to this reporting period.

In April 2021, OCTA met with Orange Coast College (OCC) to discuss the proposed program and pricing. OCC demonstrated high interest in joining the program pending on funding availability which may include assessing student fees that requires a special election. In addition, OCTA continued meeting with various personnel and student governments from Irvine Valley College (IVC) to generate interests and support for the College Pass Program. As a result, IVC's Association of Student Government demonstrated strong support by allocating funding for the program without charging a new student fee. With this significant milestone accomplished, OCTA and IVC worked together to prepare the program launch for fall 2021.