



OCTA Transit Service Update

Background

- Sharp decline in average daily ridership
 - From 120,000 to 34,000; a drop of about 70 percent
- Implemented a Sunday service for all days on March 23
 - 41 of 61 total routes in service, including Stationlink routes
- Other actions:
 - Rear-door boarding
 - Enhanced sanitizing of buses
 - Hand sanitizer dispensers installed on all buses
 - Limiting bus capacity to 15 passengers on 40' buses and 20 passengers on 60' buses to allow social distancing based on current guidance

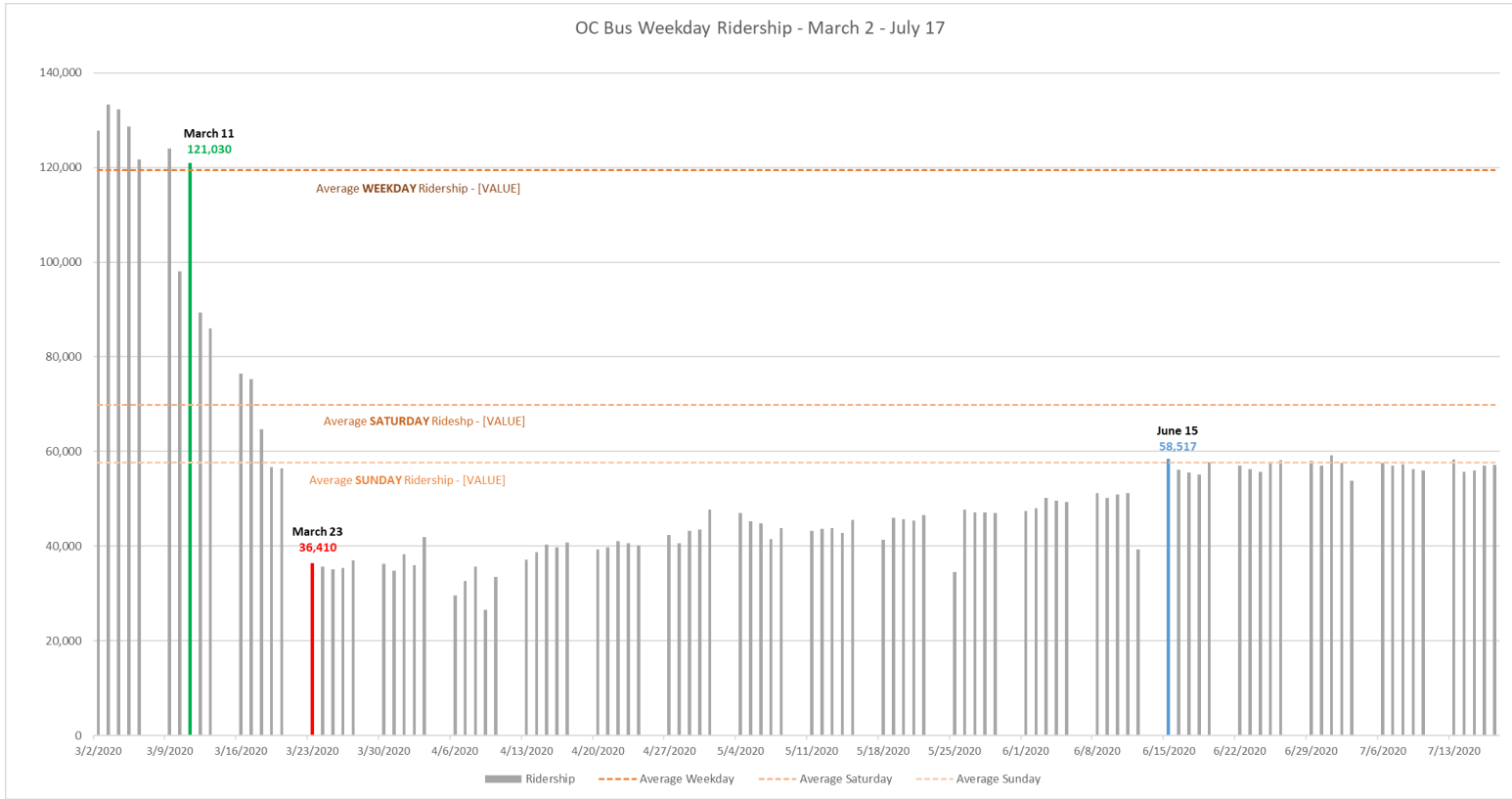
Tracking three key metrics:

- Ridership
 - Trending at 50 percent or less of the average weekday ridership
- Pass-Bys
 - Occurs when passenger loads on a 40' bus reach 15 or more (20 passengers on a 60' bus)
- Trippers
 - Unscheduled trips dispatched to provide more capacity and prevent overloads (15+ passengers)
 - Deployed based on data, coach operator input, and customer comment

Service Elements

- Moved from Sunday service levels everyday to Saturday service levels
 - 50 routes of 61 total routes in service effective June 14
- Weekday service restored on nine additional local and community routes
 - Suspended in March since these routes do not operate on weekends
- Overall, the June service change ***increased weekday service by 517 daily bus trips;*** and Saturday service by 147 daily trips

OC BUS RIDERSHIP DURING THE PANDEMIC





ACTIONS TAKEN ON OTHER SERVICES

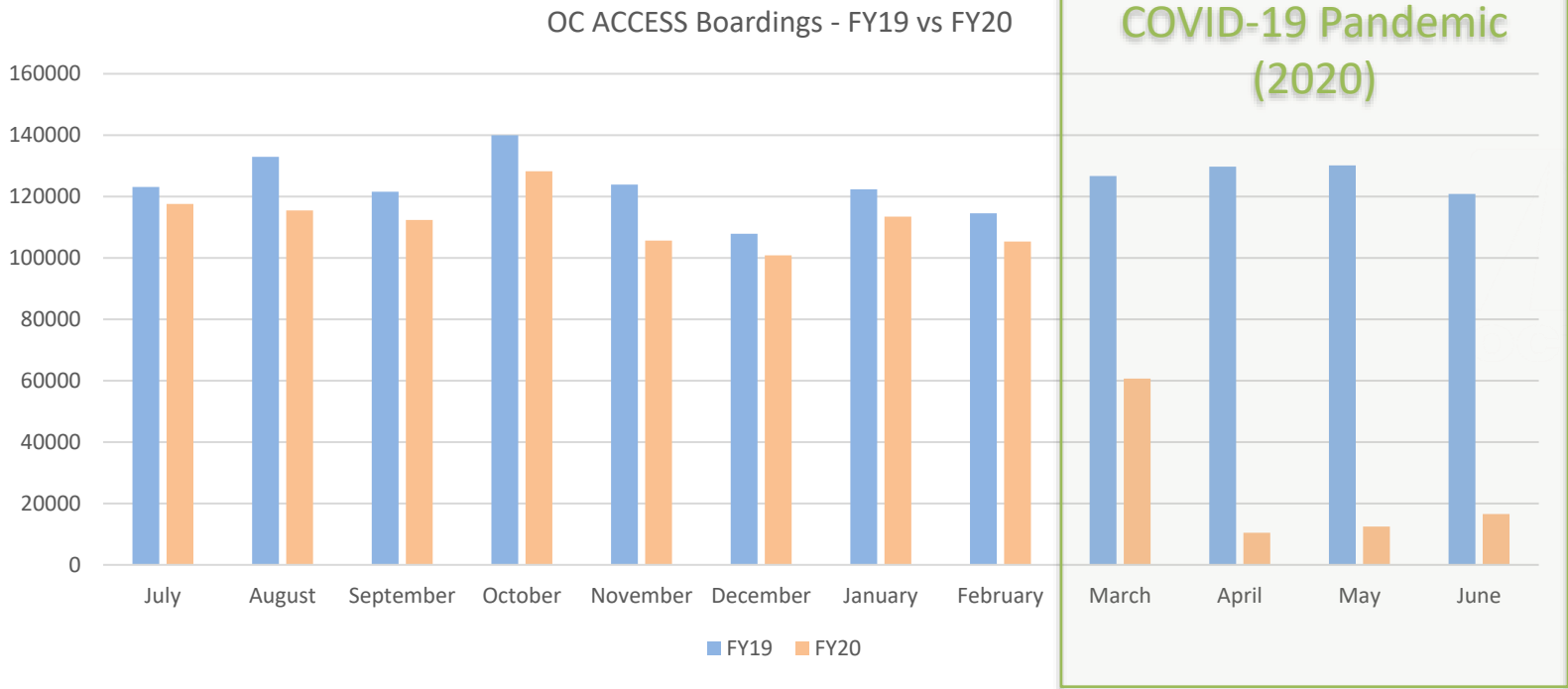
- **OC ACCESS**
 - Maximum 3 passengers on board at any given time
 - No shared rides on taxis
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every evening
- **SAME DAY TAXI**
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every three days
 - Sanitizing after each passenger
- **OC FLEX**
 - No shared rides
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every evening



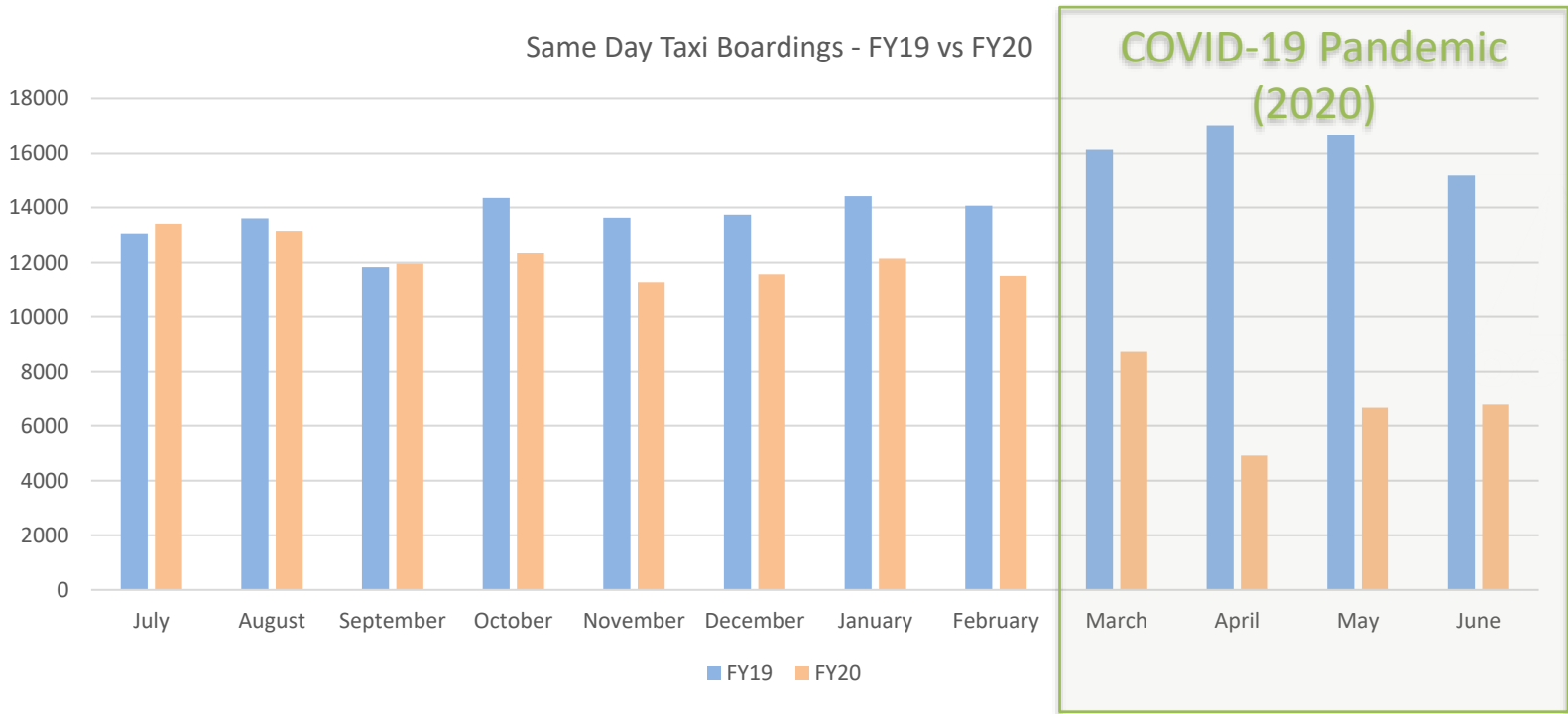
SERVICE CHANGES DURING THE PANDEMIC

- **OC ACCESS**
 - Operating service area and hours from February 9, 2020 service change
 - No subcontractor (taxi operator) providing service
- **SAME DAY TAXI**
 - Service operated by California Yellow Cab (Cabco)
- **OC FLEX**
 - Huntington Beach/Westminster Temporary Suspended
 - Service operated by MV Transportation

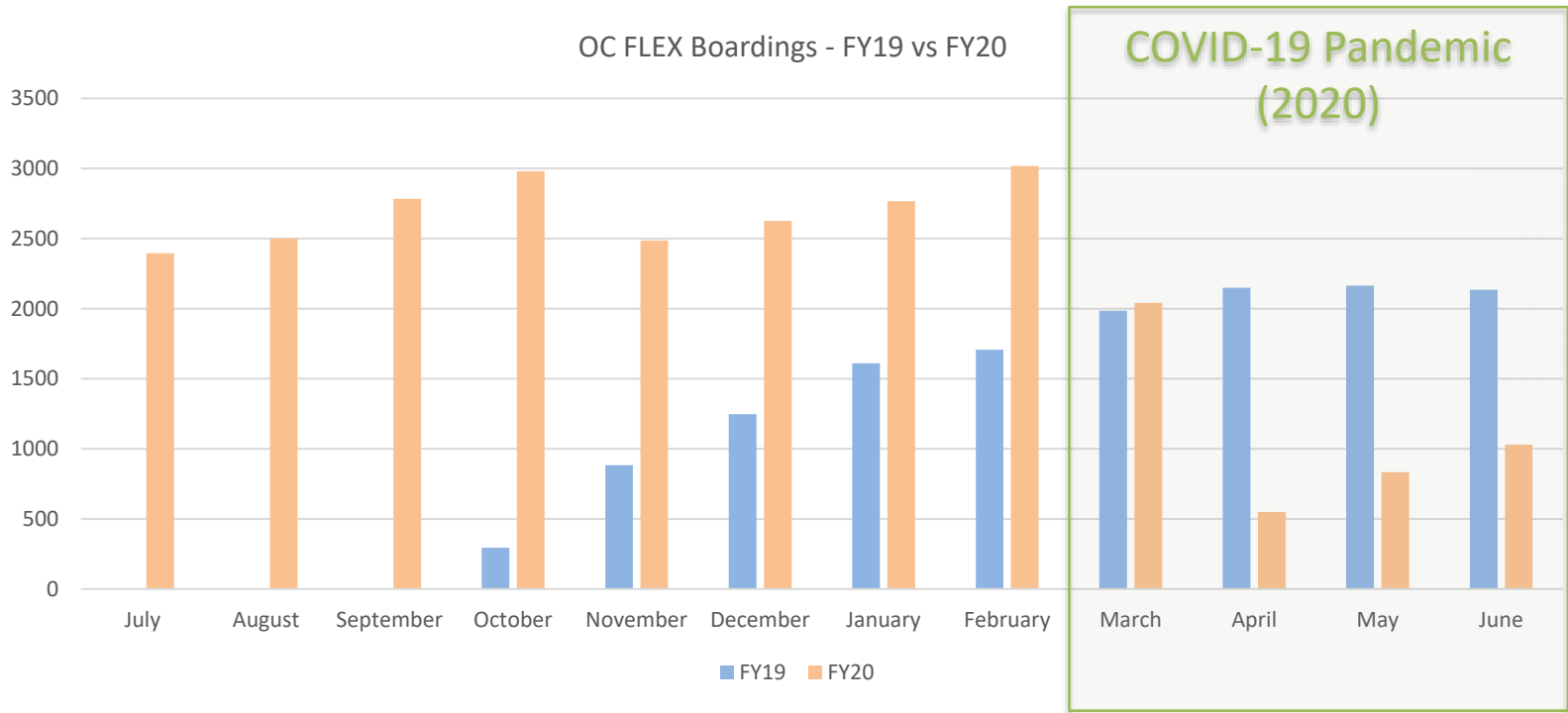
OC ACCESS RIDERSHIP TRENDS DURING PANDEMIC



SAME DAY TAXI RIDERSHIP TRENDS DURING PANDEMIC



OC FLEX RIDERSHIP TRENDS DURING PANDEMIC





NEXT STEPS

- Continue to track service performance
- Develop October 2020 Service Plan
- Monitor COVID-19 Impacts