OC Bus Service Update

Key Metrics:

- Ridership
  - Trending at 51,000 (43 percent of the pre-pandemic average weekday ridership of 120,000); productivity is at 11.5 boardings per revenue vehicle hour (b/rvh) or 48 percent of the pre-pandemic level of 25 b/rvh

- Pass-Bys
  - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)

- Trippers
  - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
  - Deployed based on data, coach operator input, and customer comment

- On-Time Performance
  - Measuring service quality as impacted by the pandemic

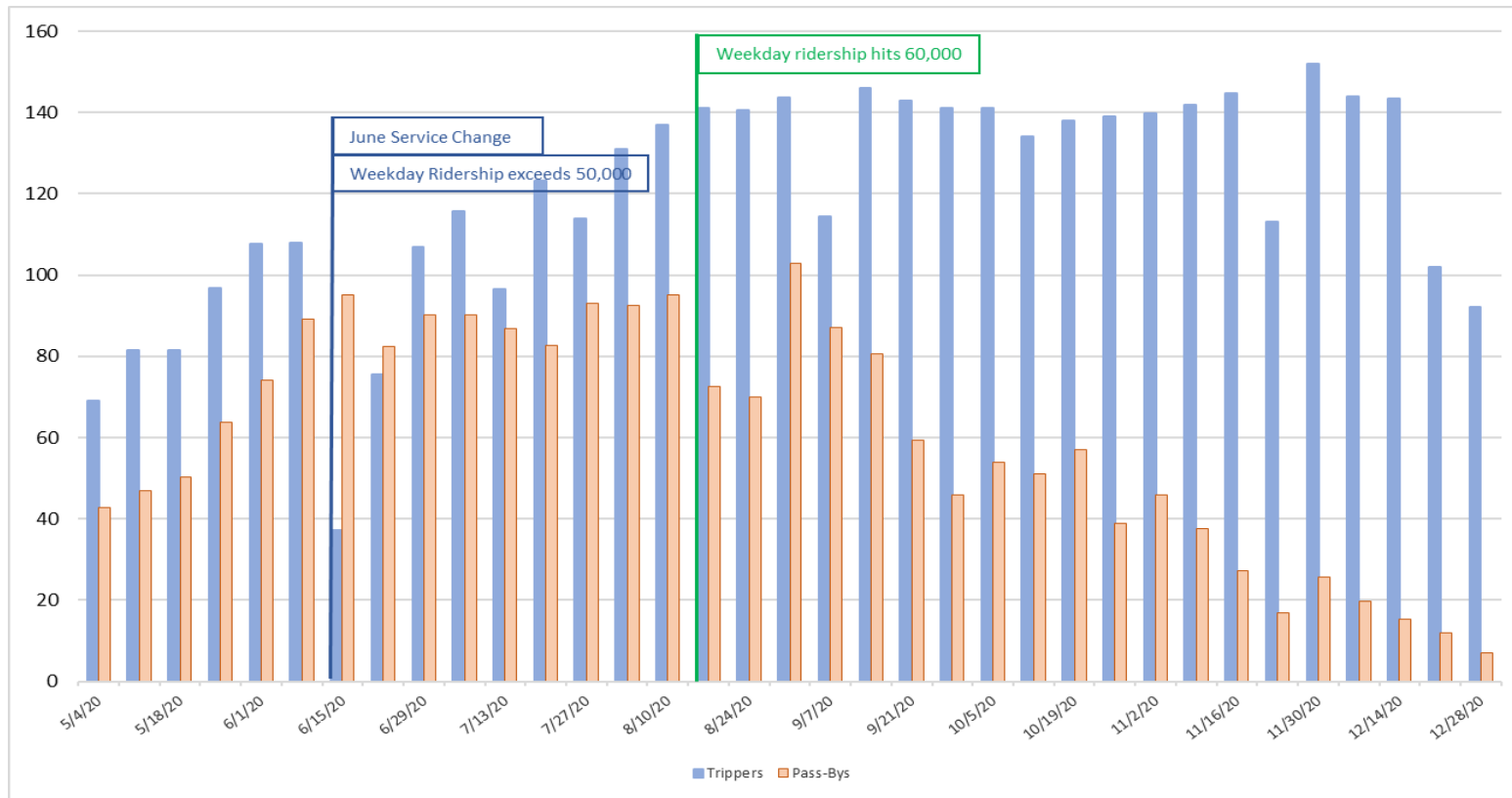- Customer Comments
  - Trends, feedback, and issues reported
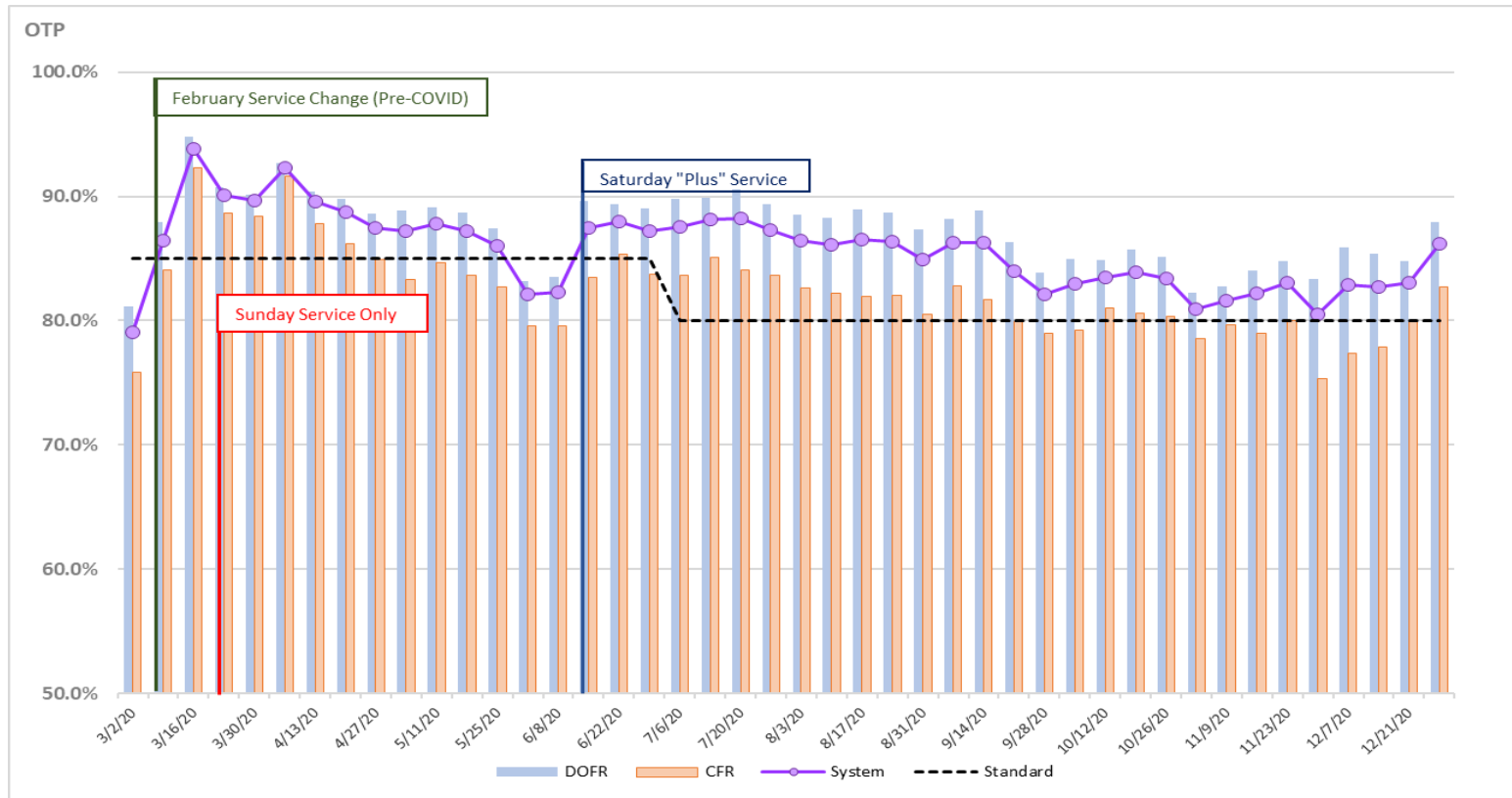
OC BUS RIDERSHIP AND PRODUCTIVITY
(AVERAGE WEEKDAY)
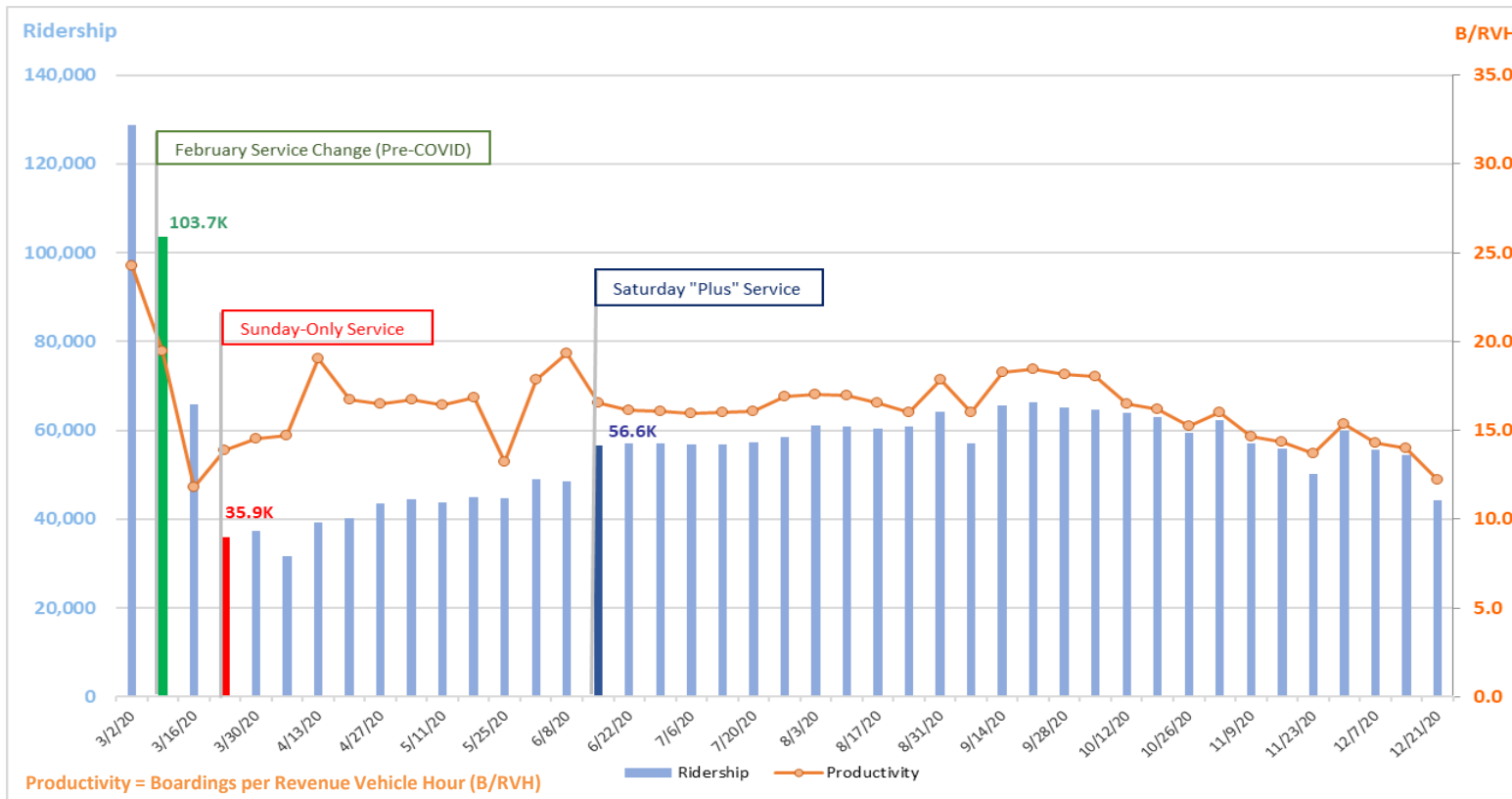
OC BUS TRENDS: TRIPPERS AND PASS-BYS
(AVERAGE WEEKDAY)

OC BUS TRENDS: ON-TIME PERFORMANCE
(AVERAGE WEEKDAY)

CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure	Customer Comments
Safety Information • Orange County Transportation Authority continued to reinforce COVID-19 related safety messages using multilingual communications for updated website content, social media posts, and on-board messages. 	**Bus Pass-bys** • Complaints on pass-bys per week dropped, from an average of 7.6 complaints in November to seven complaints in December. **Overcrowding** • Passenger overcrowding complaints per week decreased, from an average of 2.75 complaints in November to an average of 1.4 in December. **Front Door Boarding** • Comments on front door boarding and fare collection remained low, with five comments in November and December, compared to 26 comments in October.

NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts

- Monitor changes to stay-at-home orders, school, and business activities