

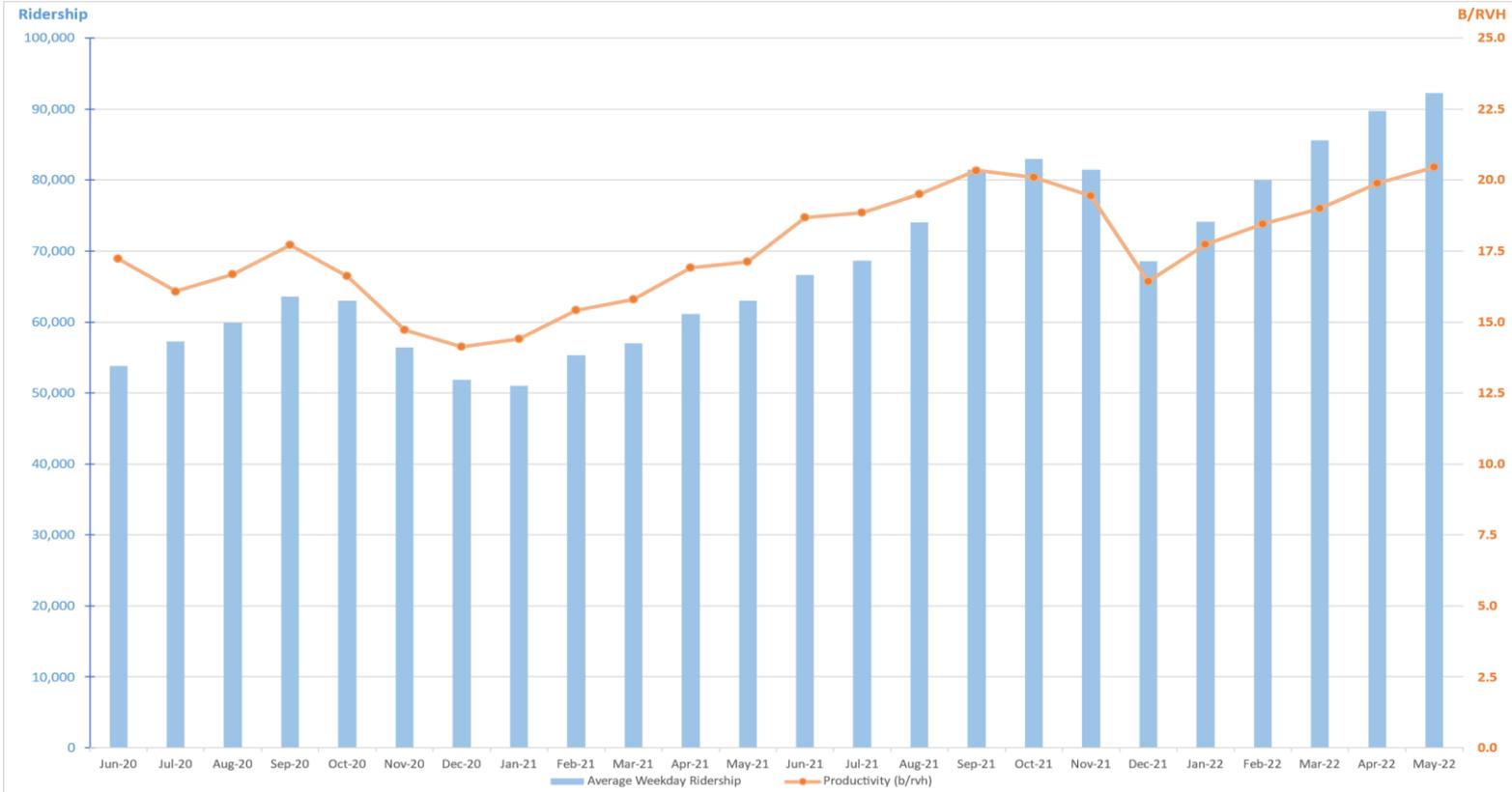


OC Bus and OC ACCESS Services Update

- **Ridership**
 - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)
- **On-Time Performance**
 - Measuring service quality as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

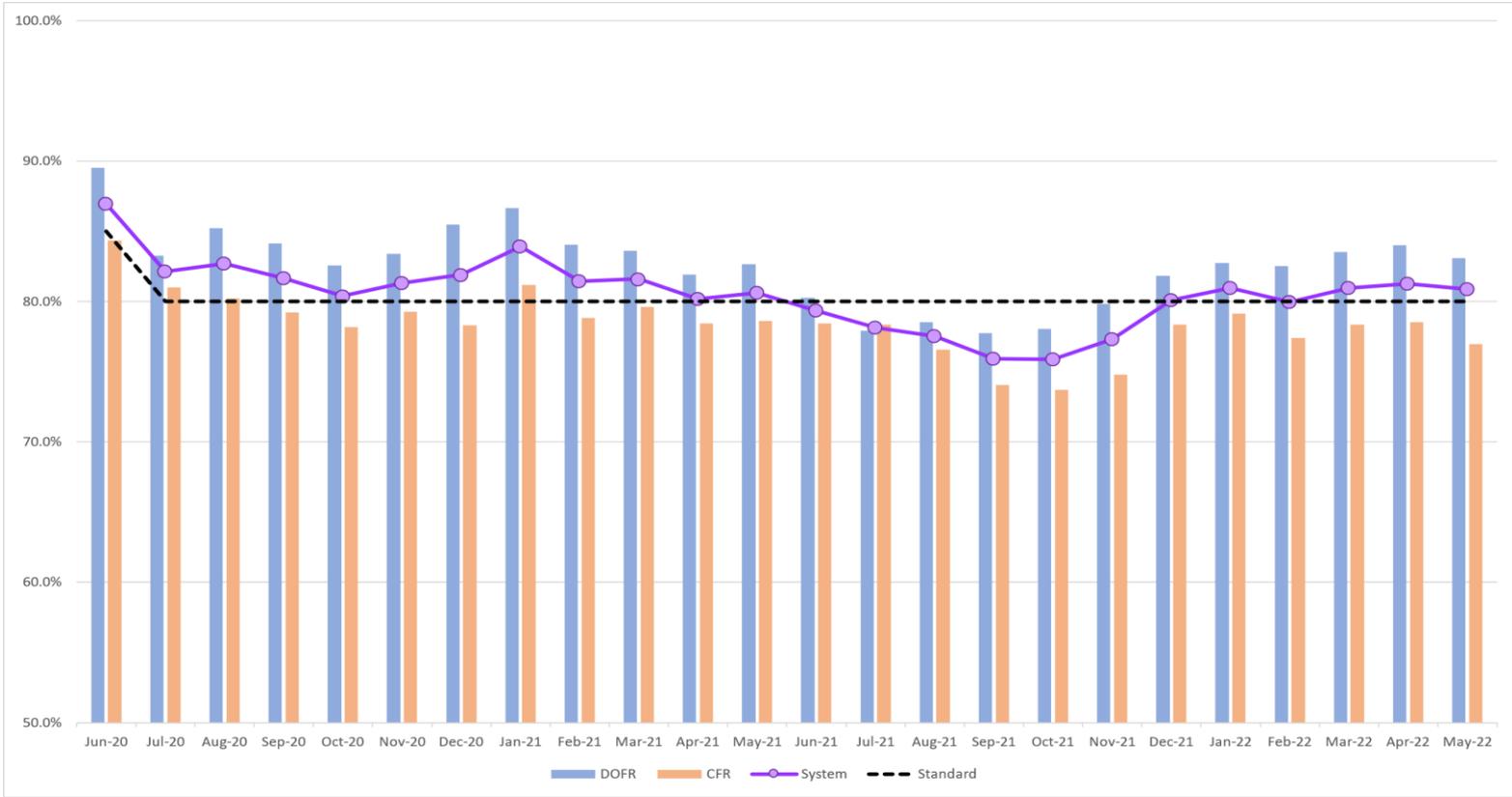
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC BUS ON-TIME PERFORMANCE

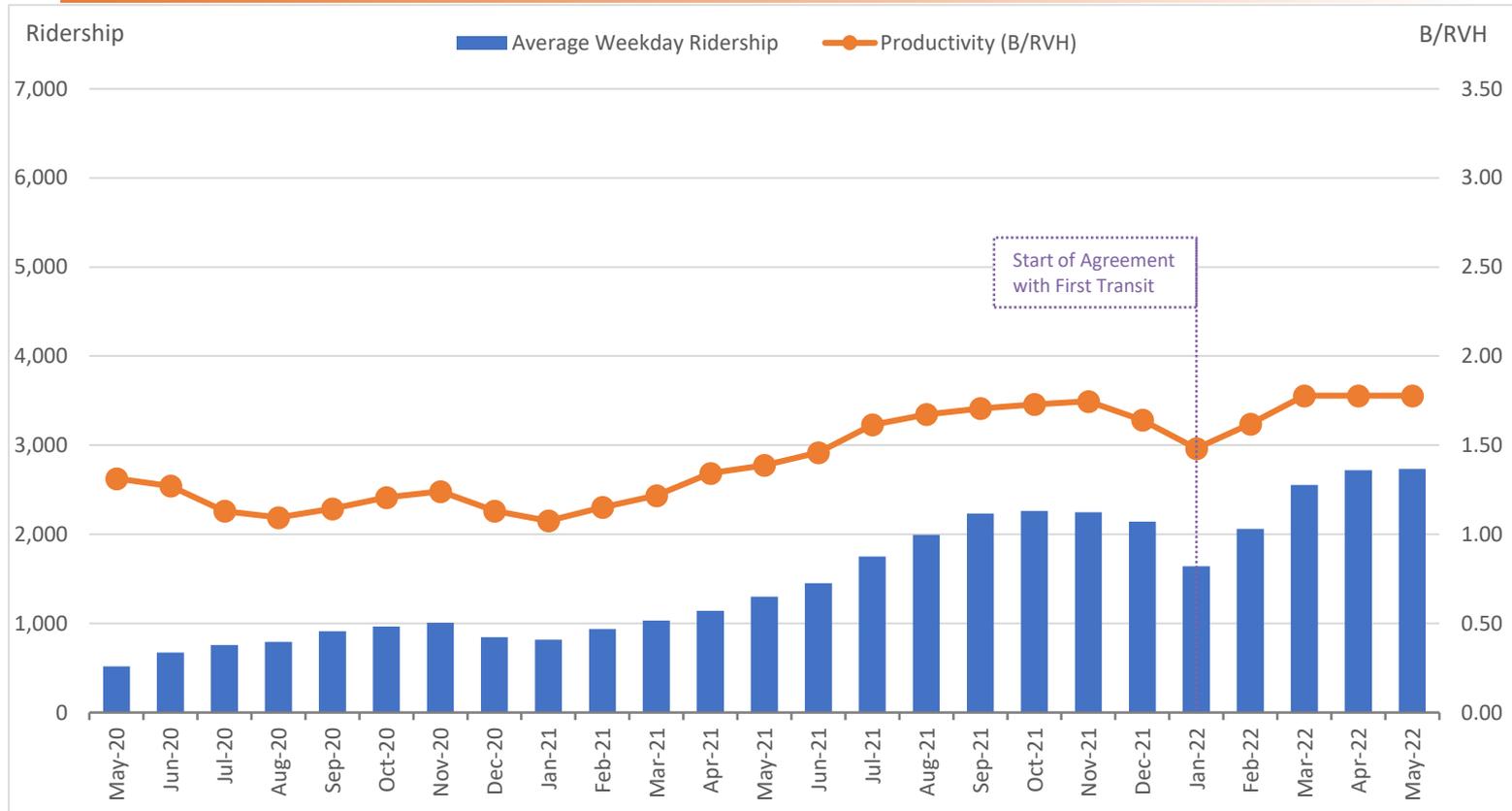
(AVERAGE WEEKDAY)



OC ACCESS RIDERSHIP AND PRODUCTIVITY



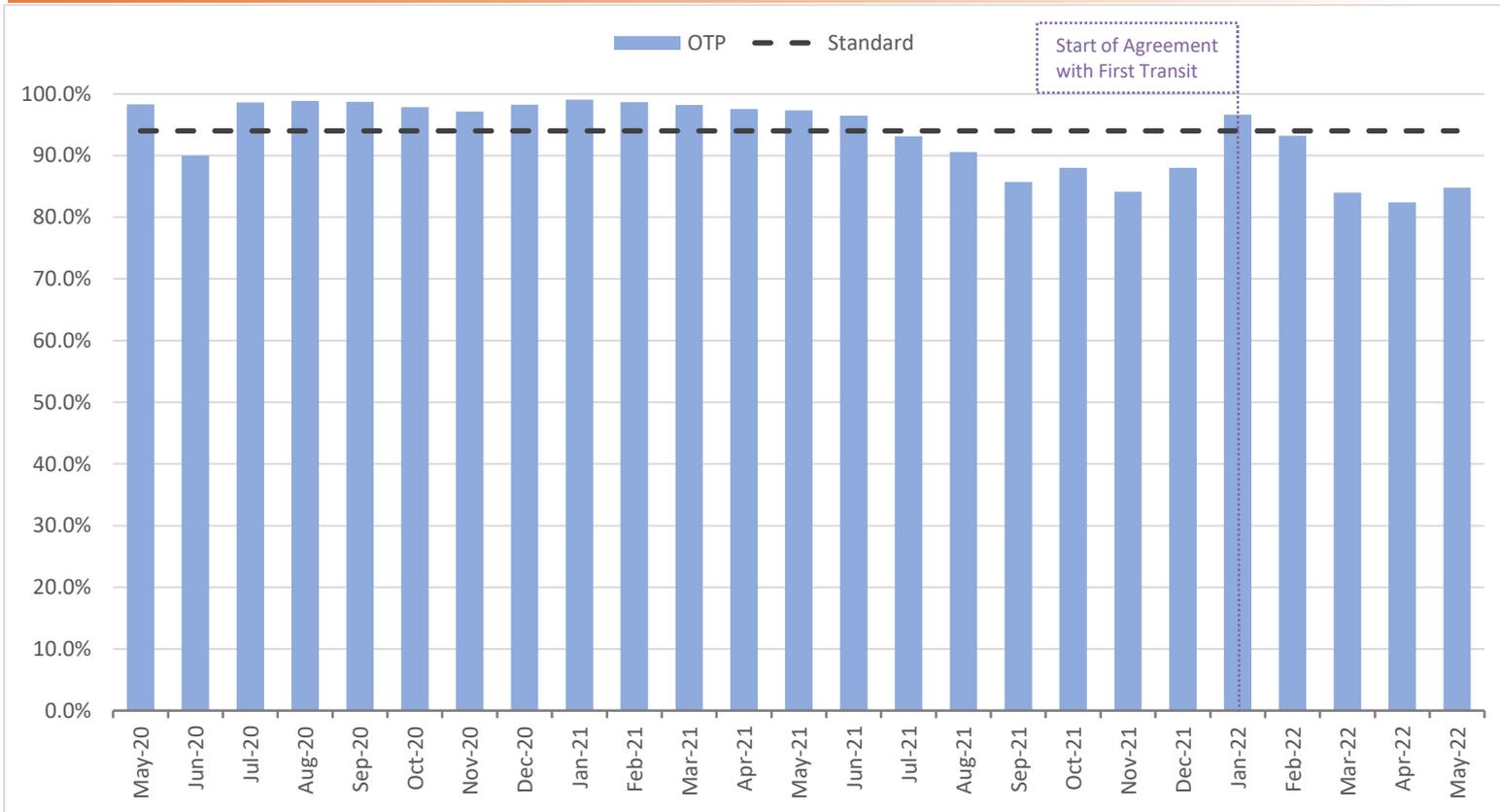
(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE



(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

On May 23, OCTA launched a comprehensive multilingual public involvement program for the Making Better Connections Study's proposed service plan. Also, digital eSignage displays started to replace bus stop signage at 23 bus stops along Main Street in Orange and Santa Ana, providing real-time arrival estimates.



Customer Comments

Bus Pass-bys

Complaints on pass-bys increased slightly to an average of five complaints per week in May compared to three complaints per week in April.

No Shows

Due to COVID-19 staffing impacts, some routes were not assigned. In May, customer complaints on “no show” routes decreased to an average of 8.5 complaints per week, compared to an average of 18.75 complaints per week in April.



NEXT STEPS

- Continue to Track Service Performance
 - Ridership trends
 - On-time performance
- Upcoming Service Changes
 - June 12, 2022
 - October 9, 2022