



MICROTRANSIT PILOT PROGRAM UPDATE





PROJECT BACKGROUND



- OC Bus 360° initiative approved by the Board of Directors in 2015 and initiated in 2016 was an effort improve bus service and increase the efficiency of bus travel in response to shifting travel patterns and declining ridership.
- OC Flex microtransit service began in 2018 as a pilot program intended to evaluate the effectiveness of an on-demand solution.



PROJECT GOALS



- Provide public transit mobility in lower-demand areas
- Reduce total operating and capital costs
- Reduce vehicle miles traveled
- Extend the reach of the OC Bus and Metrolink services
- Meet customer needs



KEY PERFORMANCE METRICS



- Productivity
- Cost Effectiveness
- Shared Rides
- Connecting Transit Trips
- Customer Satisfaction





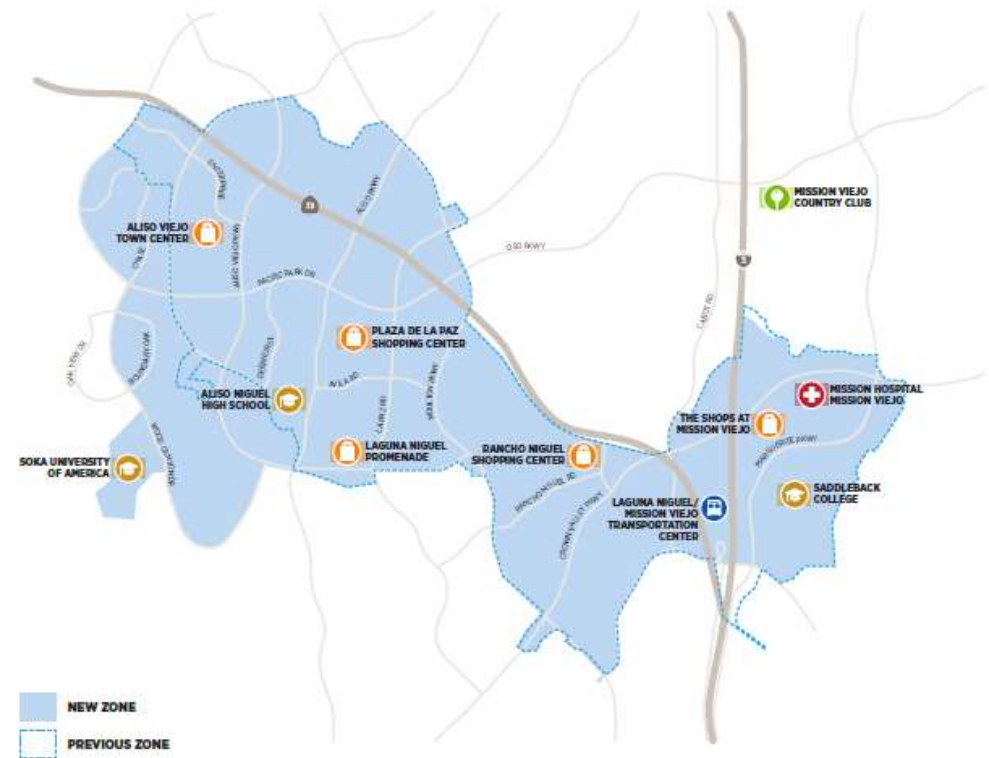
PILOT ZONES



BLUE ZONE



ORANGE ZONE

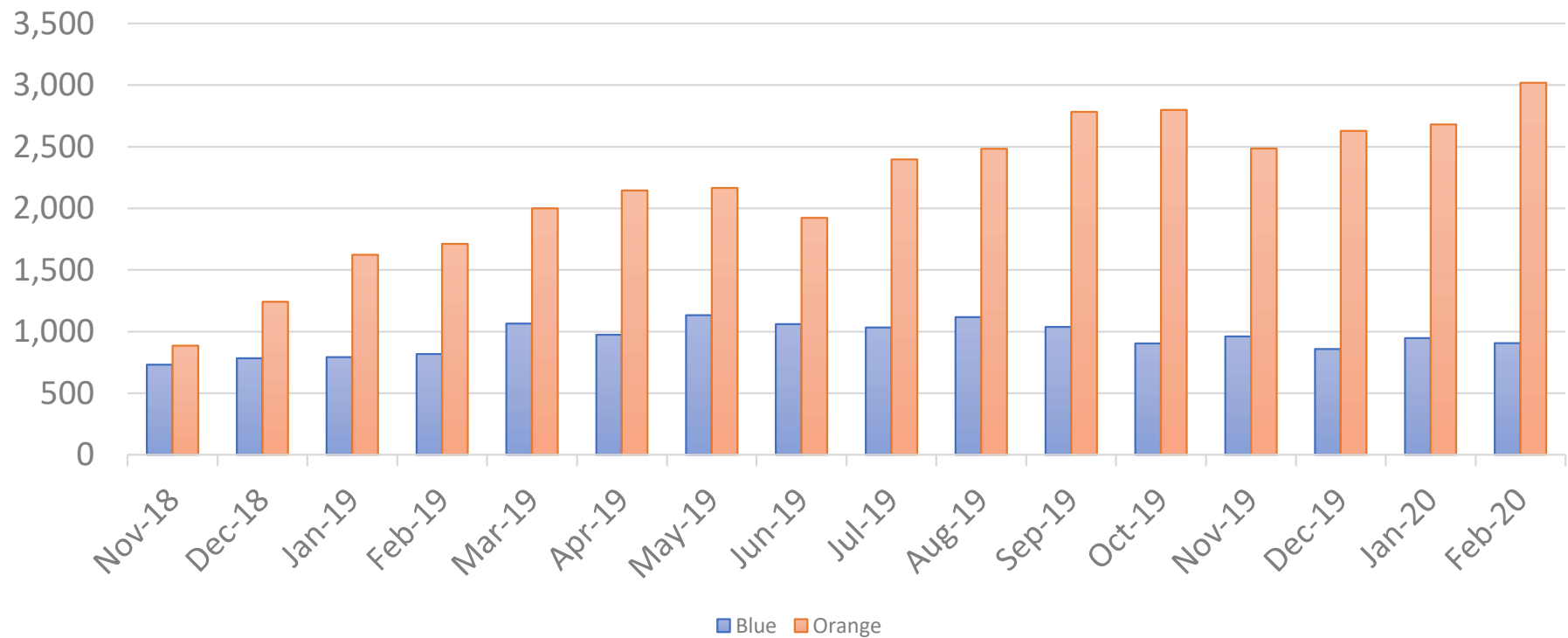




PRE-COVID-19 RIDERSHIP TREND



Monthly FLEX Ridership by Zone





FLEX PERFORMANCE PRE-COVID-19 (FEB 2020)



Board Adopted Goals	Target	Orange Zone	Blue Zone	Combined
Productivity (Boardings per revenue vehicle hour)	6	2.9	1.7	2.5
Cost Effectiveness (Subsidy per boarding)	\$9.00	\$27.55	\$43.88	\$31.56
Shared Rides (Percent of bookings sharing a vehicle)	25%	49%	24%	43%
Connecting Transit Trips (Percent of transfer trips)	25%	31%	18%	29%
Customer Satisfaction (By survey)	85%	-	-	91%

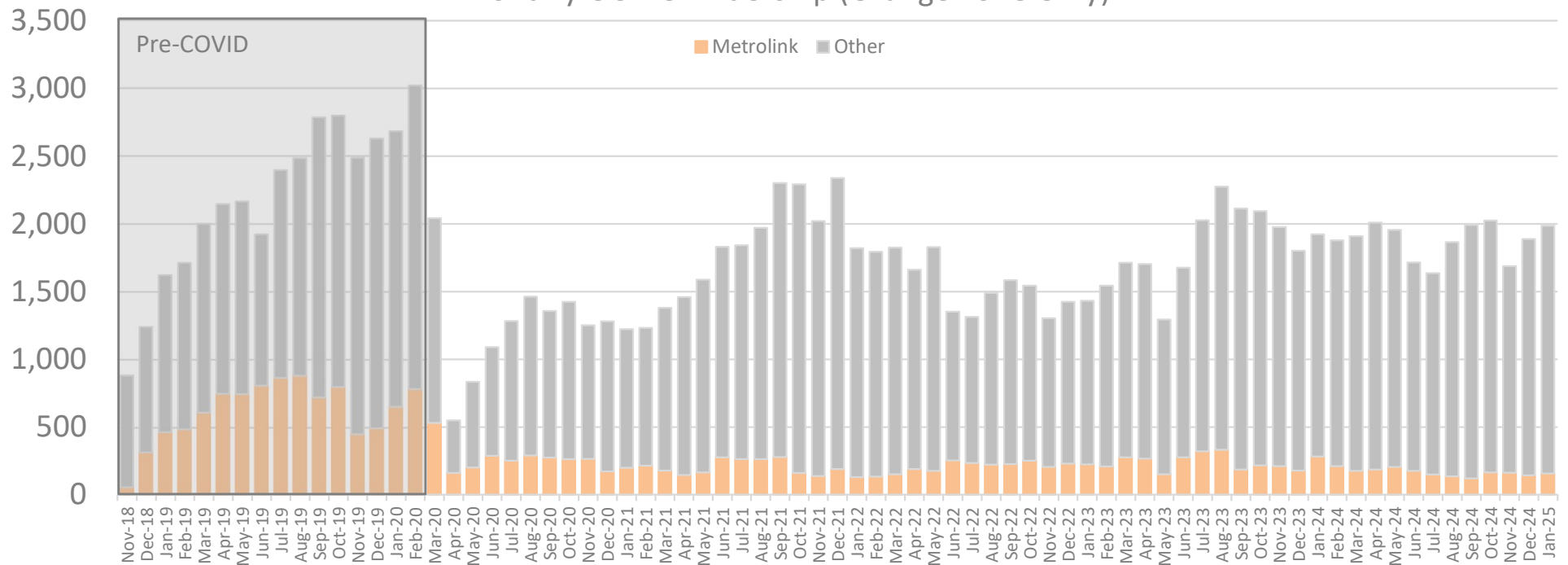
Note: Subsidy per Boarding is a three-month average: Dec 2019 – Feb 2020



ORANGE ZONE RIDERSHIP TREND



Monthly OC Flex Ridership (Orange Zone Only)





ORANGE ZONE PERFORMANCE



Board-Adopted Goals	Target	February 2020	January 2025
Productivity (Boardings per revenue vehicle hour)	6	2.9	2.3
Cost Effectiveness (Subsidy per boarding)	\$9.00	\$27.55	\$58.06
Shared Rides (Percent of bookings sharing a vehicle)	25%	49%	47%
Connecting Transit Trips (Percent of transfer trips)	25%	31%	38%
Customer Satisfaction (By survey/customer rating)	85%	91%	98%

Note: Subsidy per boarding is a three-month average: Dec 2019 – Feb 2020, and Aug 2024 – Oct 2024



COST EFFECTIVENESS - ALL SERVICES



Cost Effectiveness by Service Type (Subsidy per Boarding)	Dec 2019 – Feb 2020	Aug 2024 – Oct 2024
OC Bus	\$5.47	\$6.52
Same-Day Taxi	\$14.11	\$20.30
OC Flex (Orange Zone Only)	\$27.55	\$58.06
OC ACCESS	\$40.57	\$54.48



STAFF RECOMMENDATIONS



- Initiate efforts to discontinue the OC Flex microtransit pilot program.

