

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

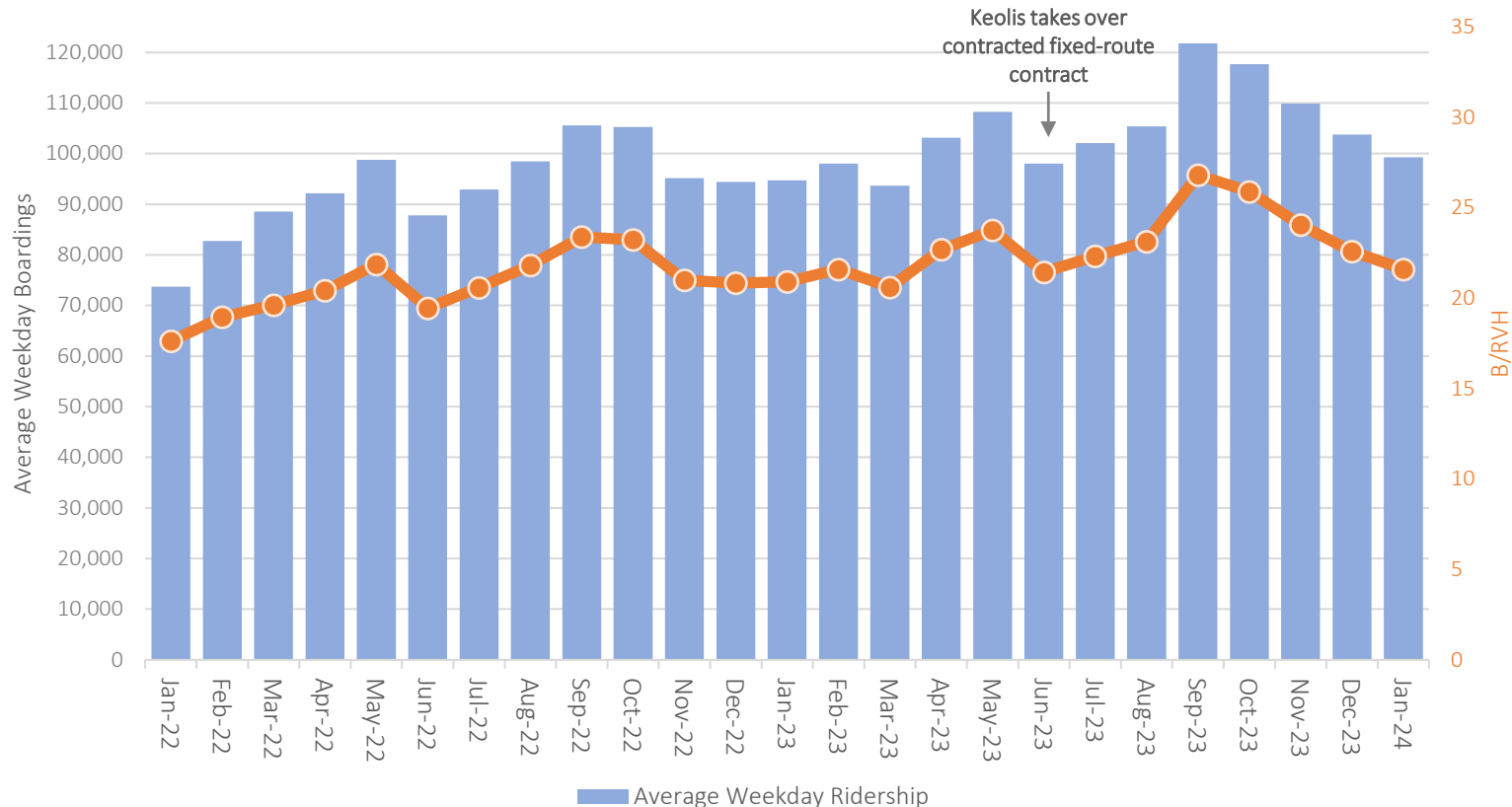
- Measuring service quality

Customer Comments

- Trends, feedback, and issues reported

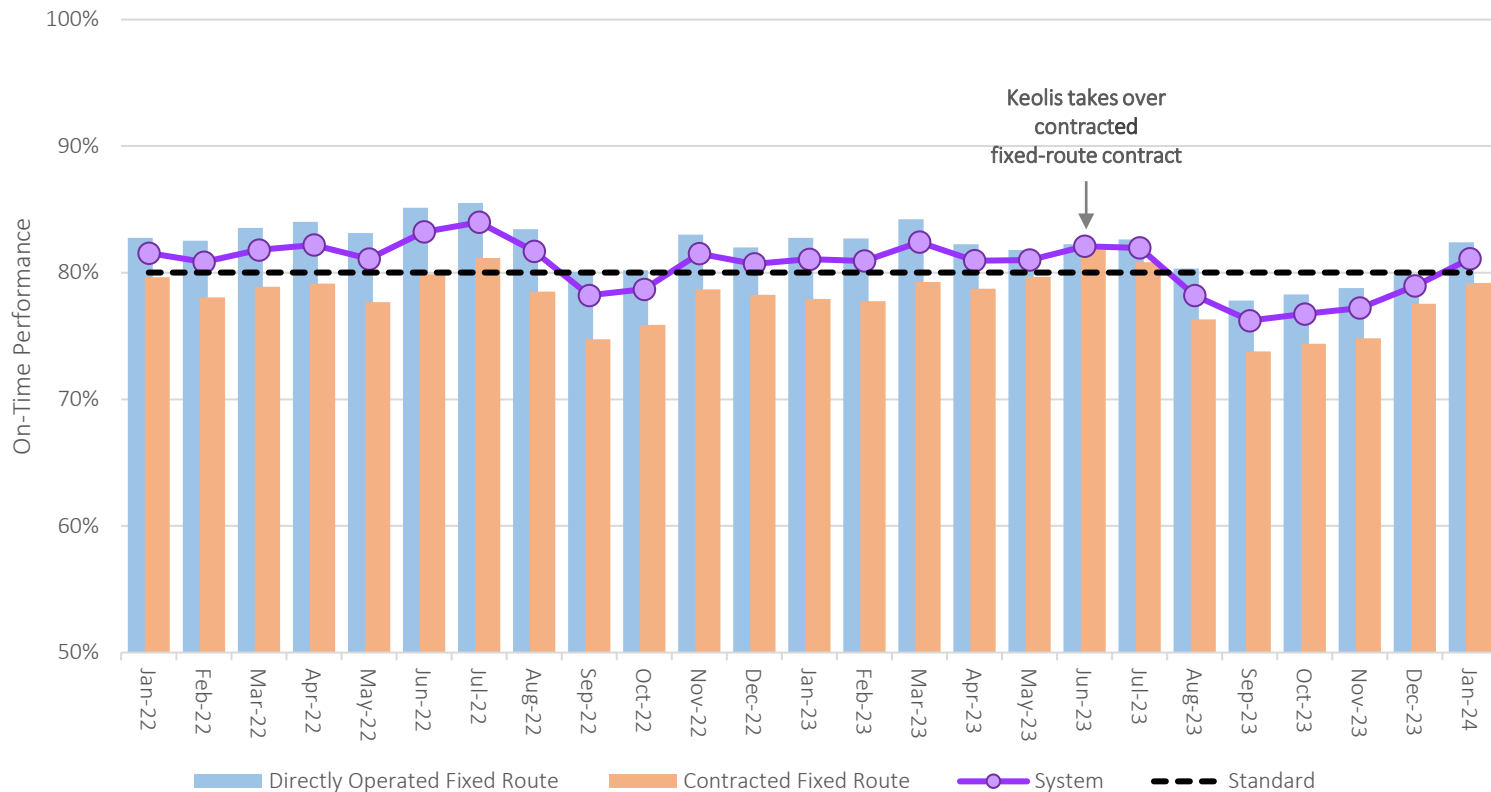
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



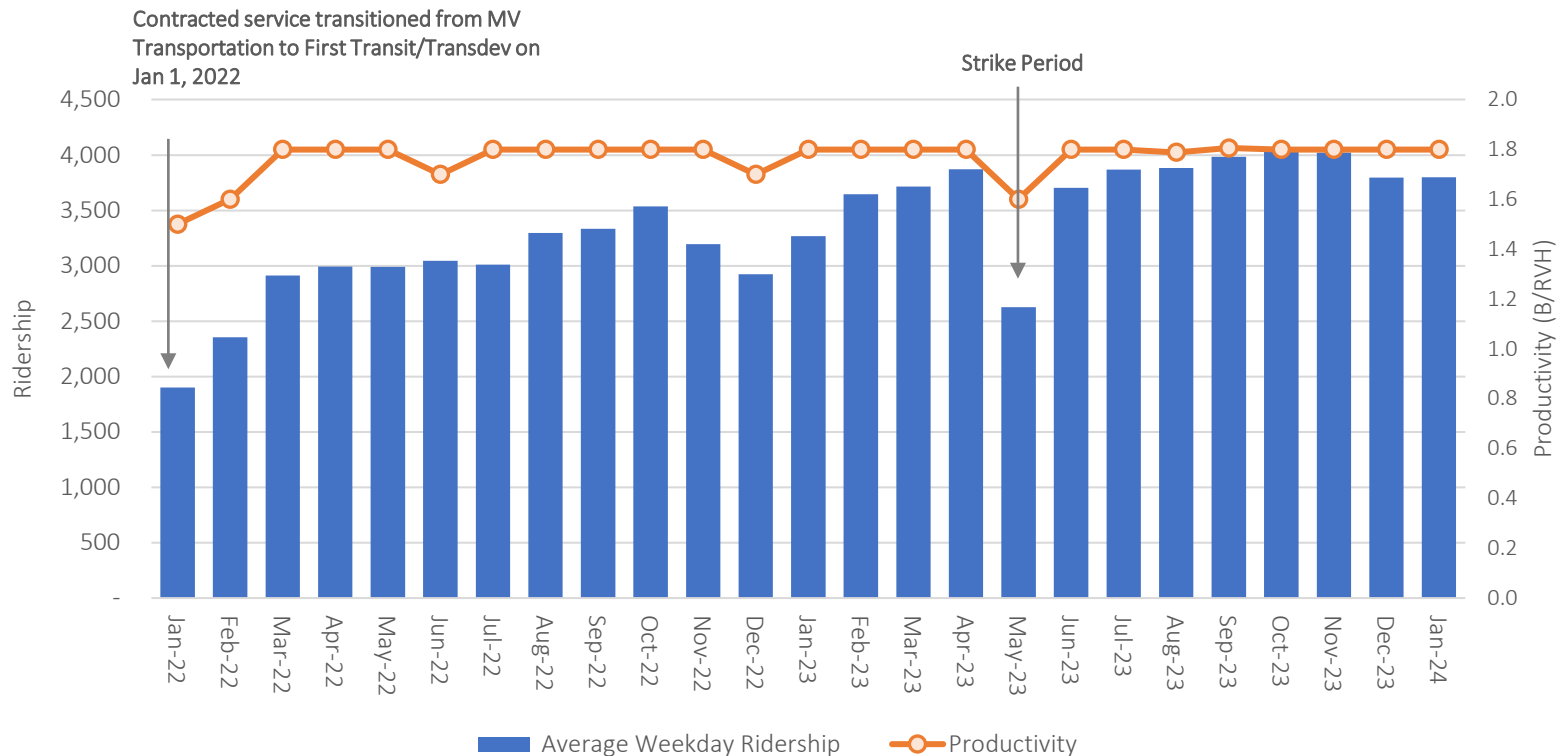
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



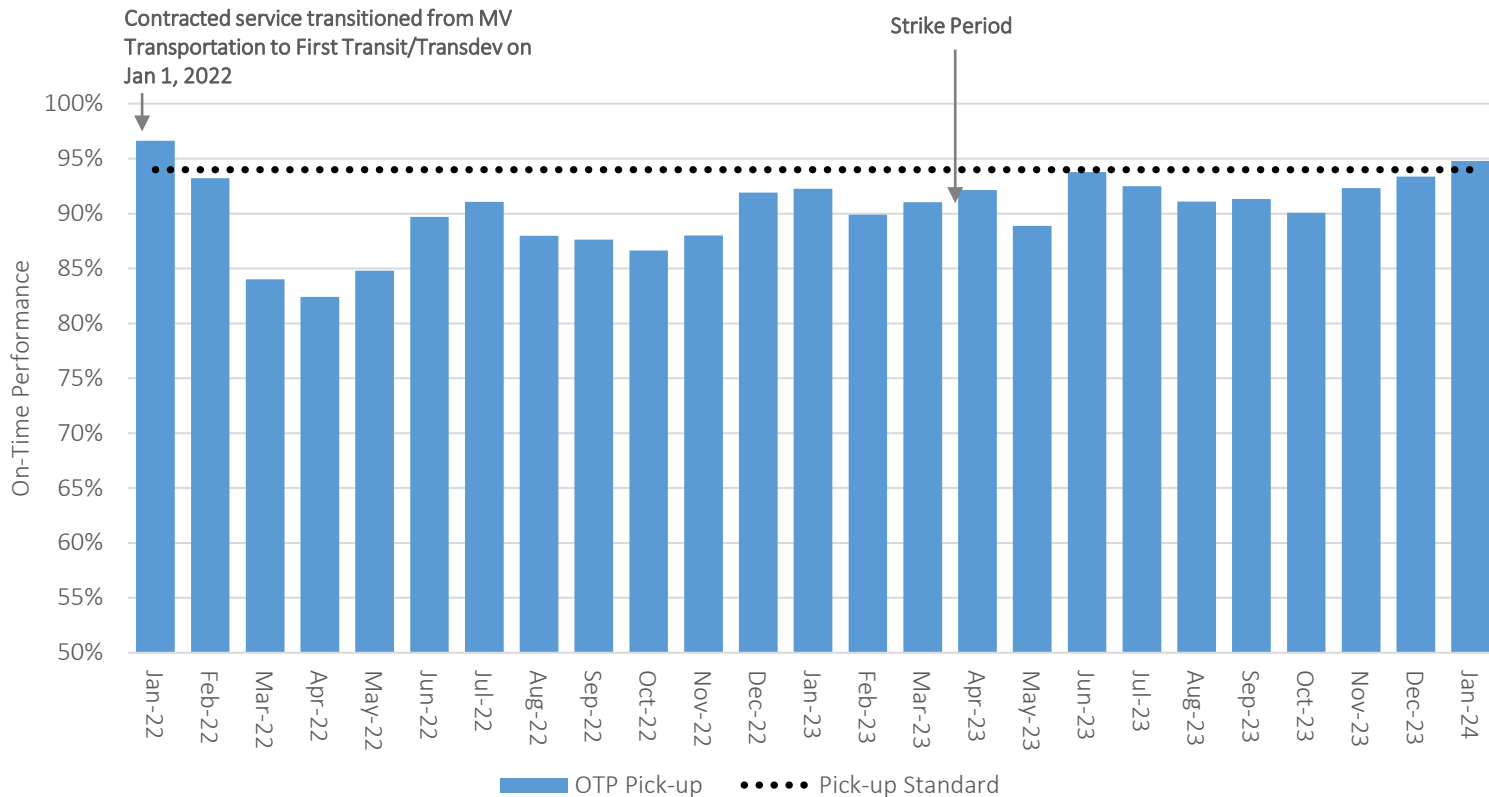
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

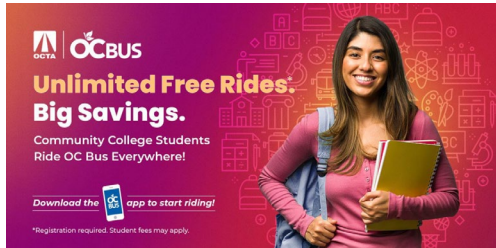


CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Launched Community College Pass Program campaign with school partnerships, outreach, and social media encouraging students to ride.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys in January slightly increased to an average of 10.4 complaints per week compared to an average of 10.2 complaints per week in December.

No Shows

- Complaints for “no show” routes in January decreased to an average of one complaint per week from an average of 1.8 complaints per week in December.

Good News Story

“The caller wanted to compliment the coach operator of the 29 bus ... he stated that even though the road was slippery due to the rain, he felt safe in the bus as she is an incredibly safe and cautious coach operator. She is very friendly, kind, and patient with all of her passengers.” – Customer Call

NEXT STEPS

Continue to Track Service Performance

- Ridership trends
- On-time performance



Next Service Change

- February 11, 2024

