

Project V Services
Semi-Annual Review Ridership Report

ATTACHMENT A

Reporting Period: Q4 of FY 2024-25 and Q1 of FY 2025-26

No.	Agency	Service Description	Call Cycle Awarded	Measure M2 Total Grant	Service Type	Service Start Month/Year	Total Boardings	Total RVH	Total RVM	Boardings per RVH (B/RVH) ^{1,2}	Cost Per Boarding (O&M/B) ^{1,2}	Met CS Threshold (Y/N/NA)	Met OTP Threshold (Y/N/NA)
1	Anaheim	Anaheim Canyon Circulator	2020	\$ 1,141,864	Commuter Service	July 2020	3,186	512	6,400	6.2	\$ 18.31	Y	Y
2	County of Orange	Local Circulator and Special Event Service (OC Ranch Ride)	2016	\$ 2,041,547	Local Circulator and Special Event	June 2017	2,833	130	2,009	21.8	\$ 9.07	Y	Y
3	County of Orange	Expanded Ranch Ride Transit Service Program	2024	\$ 1,219,784	Local Circulator and Special Event	Jul-25	4,032	249	4,150	16.2	\$ 16.96	Y	Y
4	Dana Point	Dana Point Trolley Continuity ³	2020	\$ 2,209,739	Seasonal Service	July 2024	81,213	6,264	47,750	13.0	\$ 12.11	Y	Y
5	Irvine	Irvine Special Event and Circulators	2024	\$ 4,471,421	Seasonal and Special Event, Local Circulator	August 2024	5,148	428	5,267	12.0	\$ 12.10	Y	Y
6	Laguna Beach	Summer Breeze Bus Service	2018	\$ 634,357	Seasonal Service	June 2018	20,165	728	12,151	27.7	\$ 4.16	Y	Y
7	Laguna Beach	Off-Season Weekend Trolley Service	2020	\$ 3,850,000	Seasonal and Special Event	September 2021	55,853	2,467	23,316	22.6	\$ 3.37	Y	Y
8	Laguna Beach	Off-Season Weekend and Seasonal Services	2024	\$ 5,212,250	Seasonal and Special Event	June 2025	1,536	56	1,536	27.7	\$ 2.80	Y	Y
9	Laguna Niguel	Laguna Niguel Summer Trolley - Southern Section ³	2018	\$ 886,082	Seasonal and Special Event	May 2022	10,228	576	40,551	17.8	\$ 10.87	N	Y
10	Laguna Niguel	Summer Trolley Program	2024	\$ 3,455,785	Seasonal and Special Event	July 2025	18,447	849	59,770	21.7	\$ 8.90	Y	Y
11	Mission Viejo	Circulator and Special Event Service ⁴	2024	\$ 4,423,545	Local Circulator and Special Event	March 2025	20,596	2,088	30,393	9.9	\$ 9.51	N	Y
12	Newport Beach	Balboa Peninsula Trolley Service Continuation	2024	\$ 3,274,720	Seasonal and Special Event	May 2025	22,173	1,390	10,132	16.0	\$ 13.82	Y	Y
13	San Clemente	Summer Weekend Trolley and Seasonal Service	2016	\$ 1,181,393	Seasonal and Special Event	May 2017	43,550	1,038	8,070	42.0	\$ 1.83	Y	Y
14	San Clemente	Summer Weekday Trolley and Seasonal Service Expansion	2018	\$ 1,537,200	Seasonal and Special Event	July 2018	24,838	1,434	13,860	17.3	\$ 4.43	Y	Y
15	San Clemente	Downtown Route Continuation Project	2020	\$ 969,536	Seasonal and Special Event	July 2025	129,538	4,660	42,448	27.8	\$ 2.84	Y	Y
16	San Juan Capistrano	Expanded Summer Weekend and Special Event Trolley Service	2024	\$ 2,526,012	Seasonal and Special Event	July 2025	13,925	818	4,222	17.0	\$ 10.81	Y	Y
17	Huntington Beach	HB Southeast Rideshare Pilot Program	2020	\$ 806,240	Shared-Ride Hailing	July 2023	32,864	4,380	27,204	7.5	\$ 7.31	Y	Y
18	Laguna Beach	Laguna Canyon Road/El Toro Road Laguna Local Service ⁵	2024	\$ 2,024,489	On-Demand, Microtransit	July 2025	2,826	1,677	14,072	1.7	\$ 38.04	TBD	TBD
19	San Clemente	SC Rides On-Demand Service	2016	\$ 2,014,200	Shared-Ride Hailing	October 2016	9,545	1,136	22,692	8.4	\$ 7.58	Y	N/A
Total							502,496	30,879	375,993				

NOTE: Services below the minimum performance standard, CS threshold, or OTP threshold are shaded.
NOTE: Service above the maximum cost per boarding limit is shaded.

1. Average of Q4 and Q1 rounded to next whole number
2. FY 2024-25 and FY 2025-26 maximum cost per boarding is \$21.63
3. CS threshold set by the City of Laguna Niguel: 90 percent of all survey responses indicate satisfaction with service. Reported CS was 78 percent satisfactory. Because the survey was anonymous and did not include open-ended questions, the City of Laguna Niguel was unable to determine specific reasons for rider dissatisfaction or follow up with individual respondents. The City of Laguna Niguel added free-form response options to key survey questions to better understand rider dissatisfaction moving forward, including questions on trolley cleanliness, likelihood of riding again, and overall experience.
4. CS threshold set by the City of Mission Viejo: Minimum score of 4.5 on a five-point scale. Reported CS was 4.3. Largely impacted by one negative survey due to limited number of completed surveys. To improve and address rider concerns, the City of Mission Viejo is analyzing feedback, collaborating with the service provider on targeted improvements, increasing survey outreach, and training drivers to assist riders with completing surveys onboard.
5. The City of Laguna Beach exceeded the FY 2024-25 maximum cost per boarding of \$21.63—twice the allowable OCTA subsidy rate of \$10.81—with a reported O&M cost per boarding of \$38.04, primarily due to the canyon road traffic delays and limited advertising during the initial launch of the service.
NA - data not applicable for current reporting period (i.e., service provides real-time ETA information, service did not operate with a fixed schedule)
TBD - refinement to target threshold in progress.

Minimum Performance Standards for Cost Per Boarding, O&M/B

- Maintain O&M/B below maximum cost per boarding limit.
- \$21.63 maximum cost per boarding set at twice the allowable per boarding OCTA subsidy rate of \$10.81 for FY 2024-25 and FY 2025-26.

Acronyms
B/RVH - Boardings per Revenue Vehicle Hour
Call - Call for Projects
CS - Customer Satisfaction
ETA - Estimated Time of Arrival
FY - Fiscal Year
HB - Huntington Beach
N/A - Not Applicable
O&M - Operations and Maintenance
O&M/B - Operations and Maintenance Cost per Boarding
OC - Orange County
OCTA - Orange County Transportation Authority
OTP - On-time Performance
Q4 - Quarter 4 (April 2025 - June 2025)
Q1 - Quarter 1 (July 2025 - September 2025)
RVH - Revenue Vehicle Hours
RVM - Revenue Vehicle Miles
SC - San Clemente
TBD - To Be Determined
Y/N - Yes/No