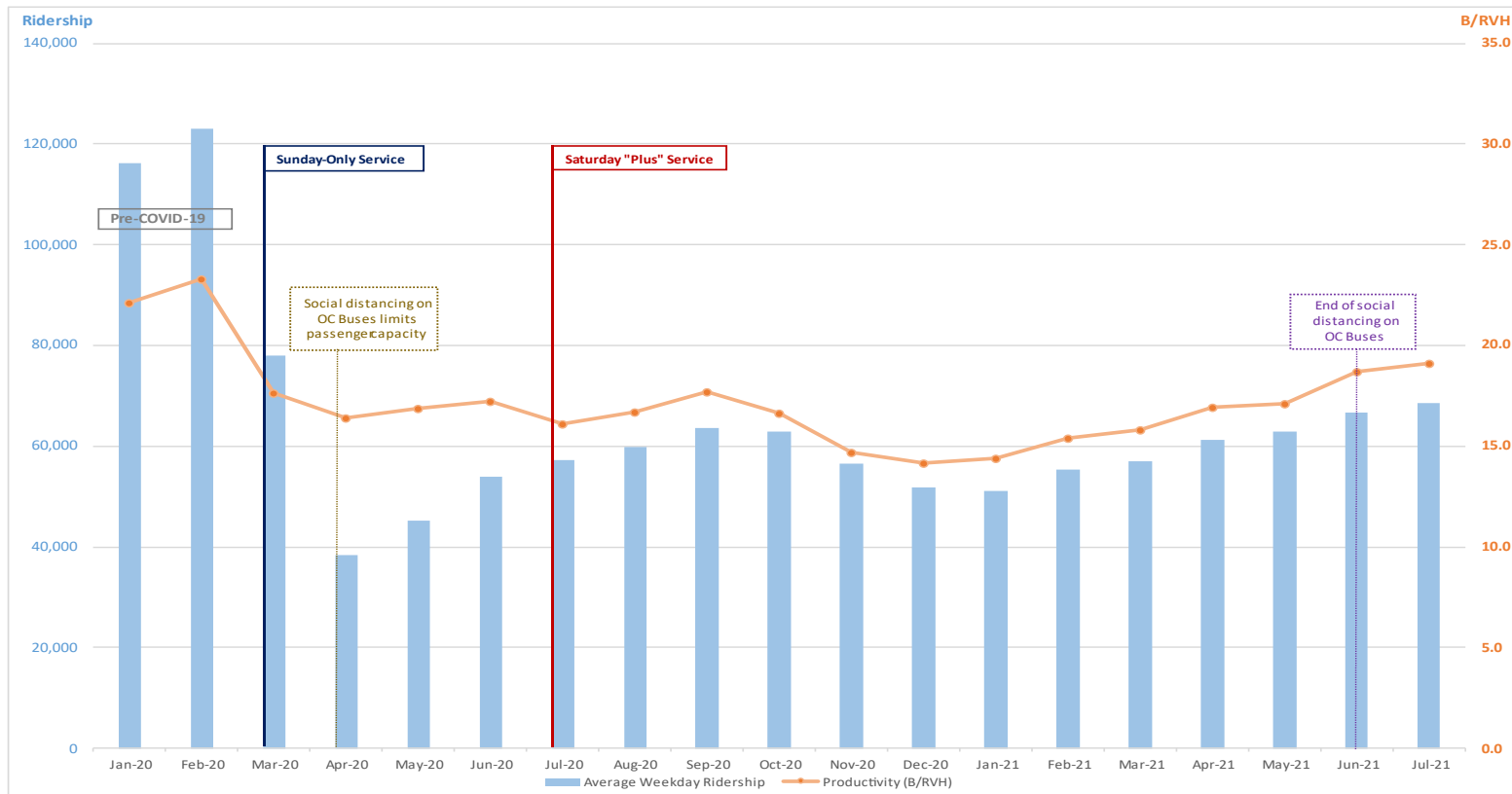


OC Bus and OC ACCESS Services Update

- **Ridership**
 - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour
- **Pass-Bys**
 - This occurred when passenger loads on a 40-foot bus reached 20 or more; the 20-passenger limit was eliminated on June 15th
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Were deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

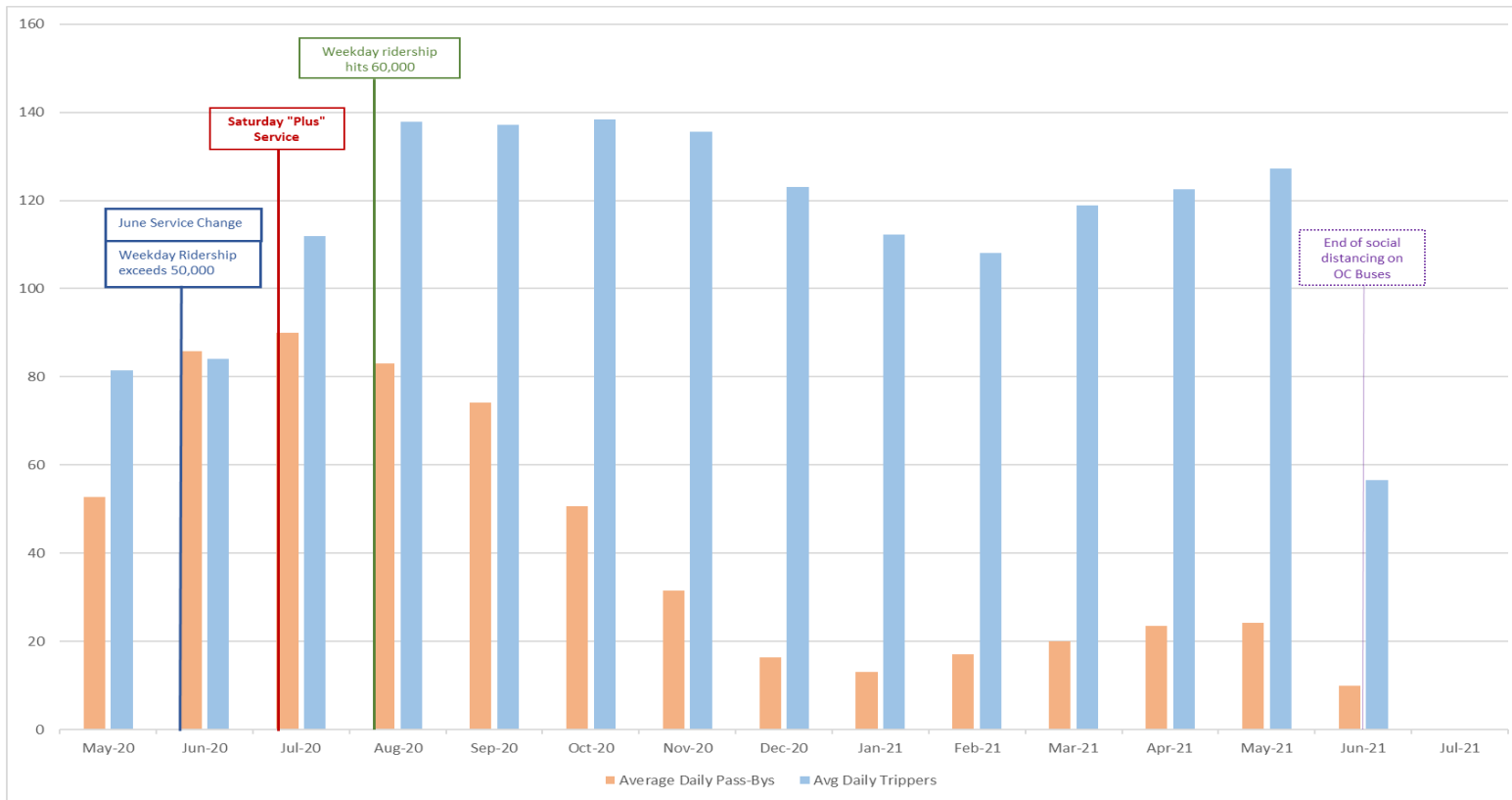
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



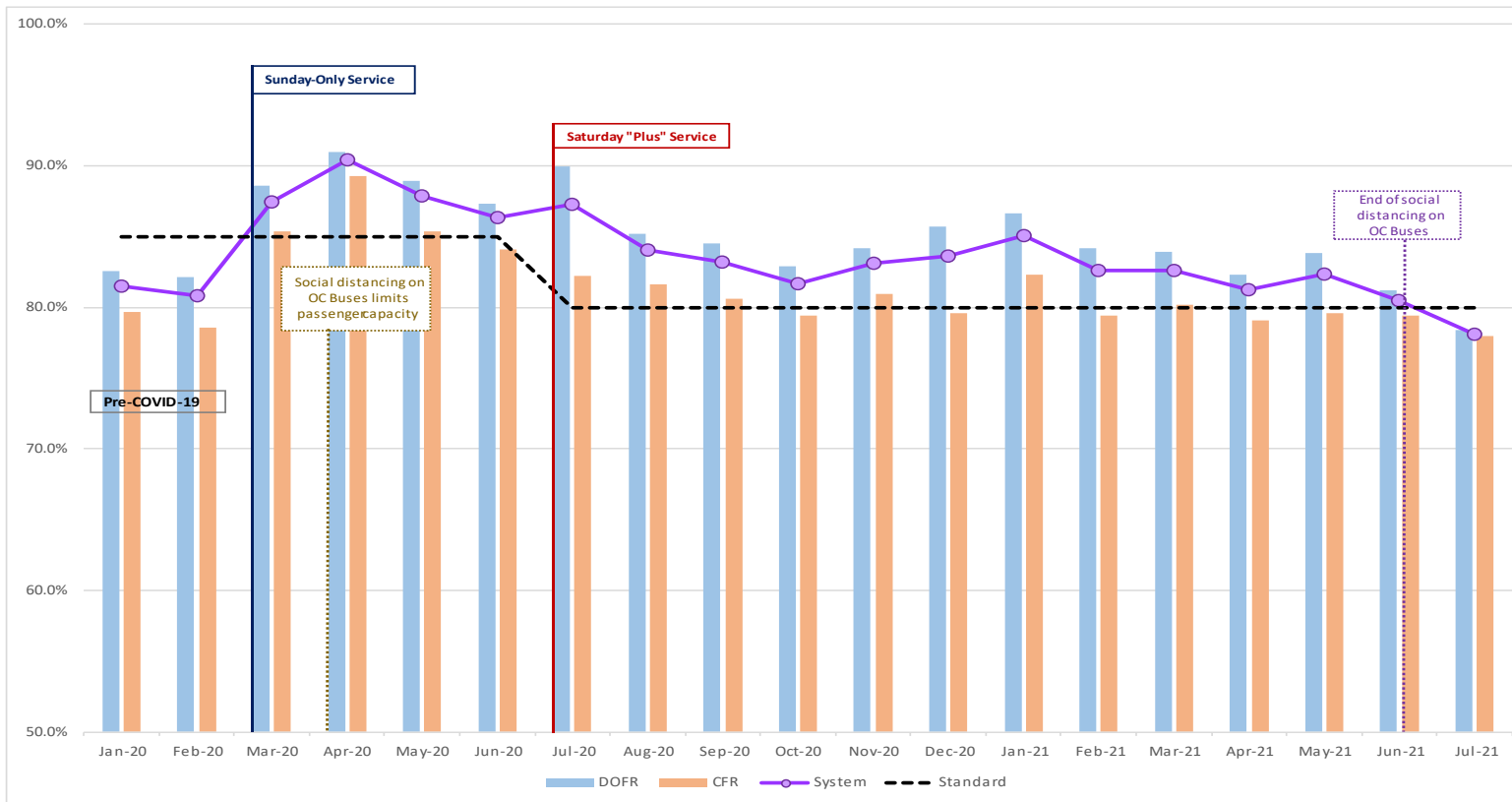
OC BUS TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



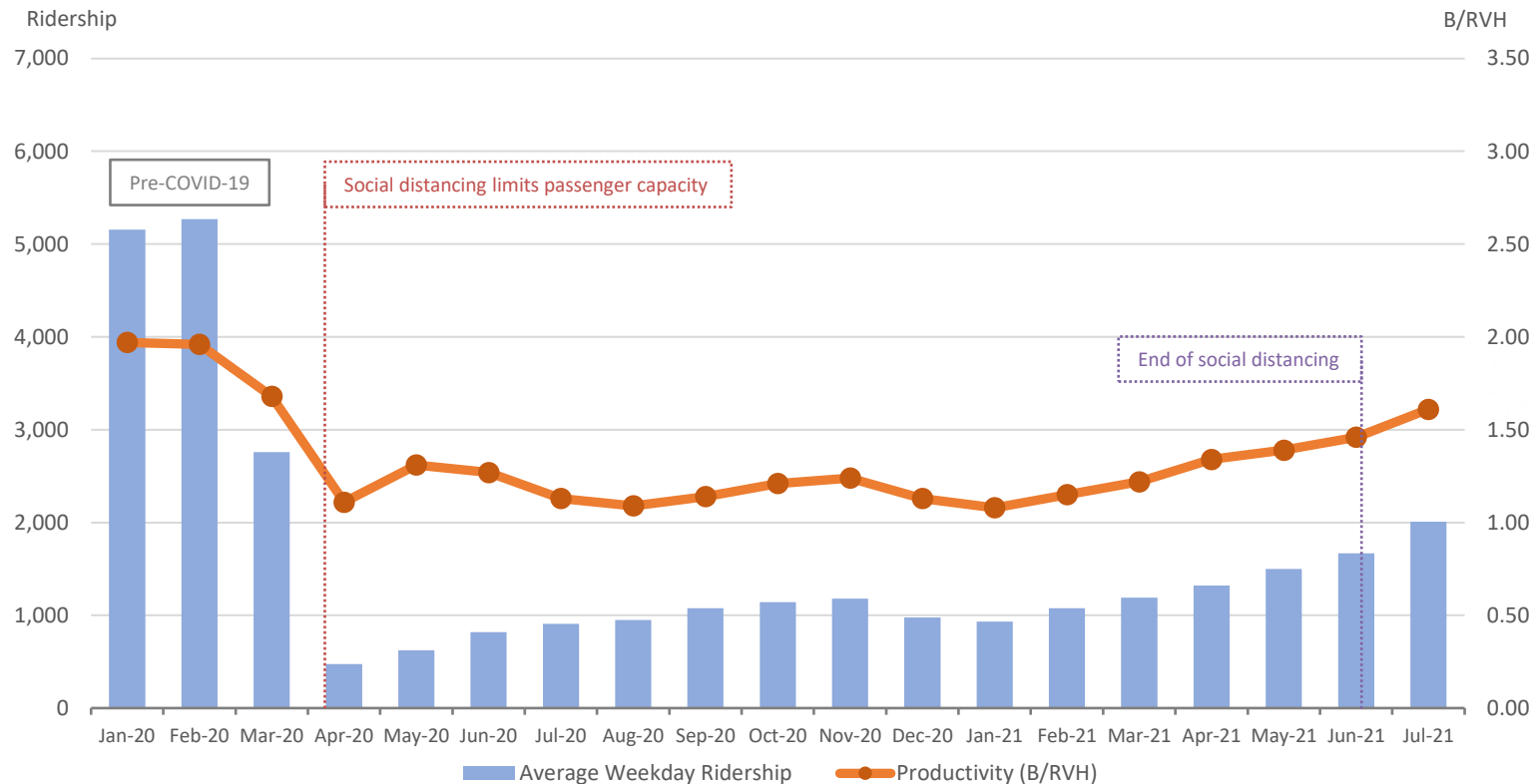
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



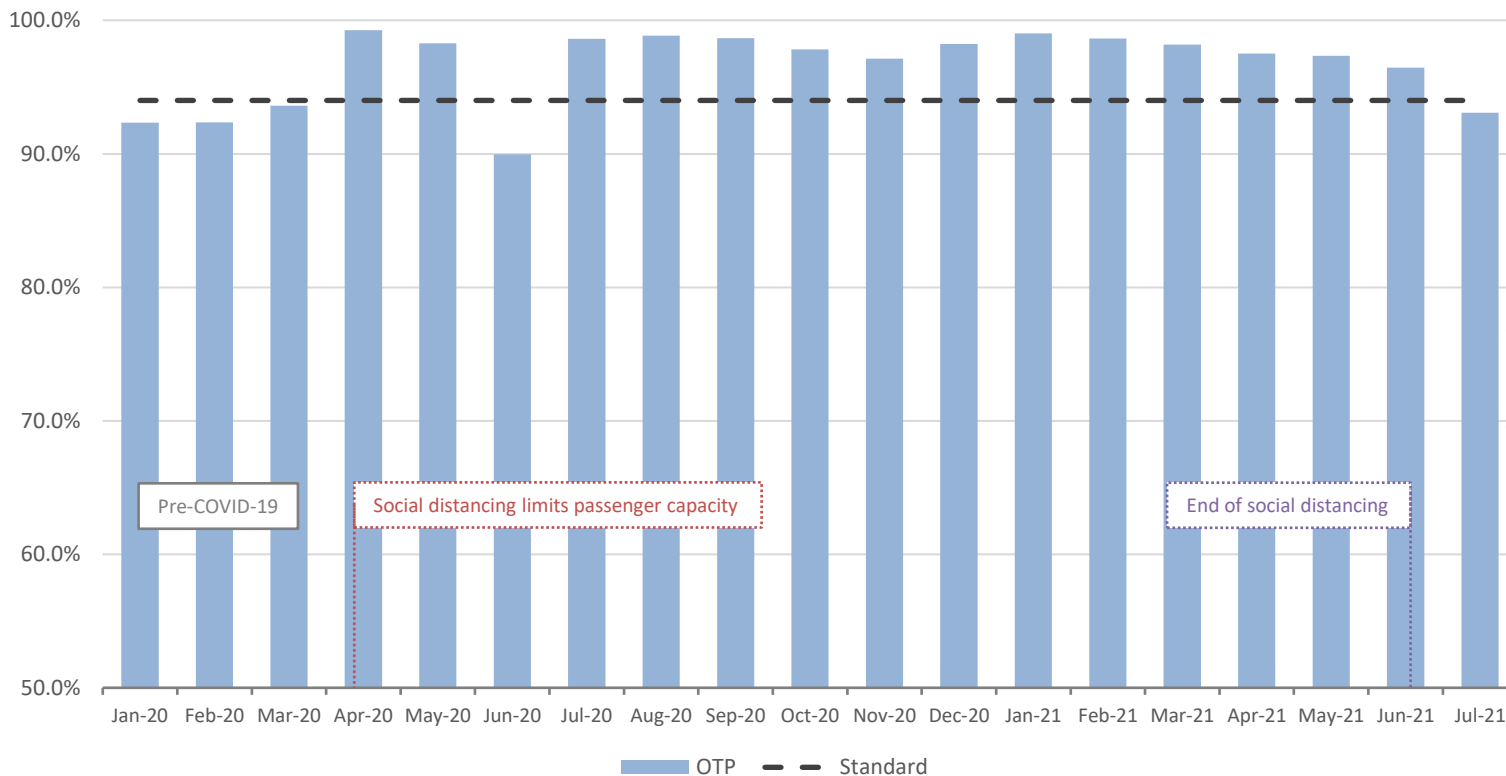
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

The OC Bus Comeback Campaign continues to support ongoing safety messages. As part of the campaign, the Welcome Pass and College Pass programs launch in August along with the August service change and the fall school term. The Welcome Pass was specifically created to restore ridership and help OC Bus riders.

Save 40% with the New OC Bus Welcome Pass

- Get 5 One-day Passes for only \$15 (\$10 savings)
- Get a 30-day Pass for only \$40 (\$29 savings)

OCbus.com/Welcome | (714) 636-RIDE



Ahorra 40% con el nuevo "Welcome Pass" de OC Bus

- Recibe 5 pases de un día por tan solo \$15 (ahorra \$10)
- Recibe un pase de 30 días por tan solo \$40 (ahorra \$29)

OCbus.com/Welcome | (714) 636-RIDE



Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of four complaints per week in July compared to 5.7 complaints per week in June.

Overcrowding

- Passenger overcrowding complaints increased slightly to an average of 1.25 complaints per week in July compared to 0.4 complaints per week in June.



NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Upcoming service changes
 - August 16, 2021 – many core-area schools return for on-site learning
 - October 10, 2021 – Regular service change (address any on-time performance, ridership trends as necessary)