



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

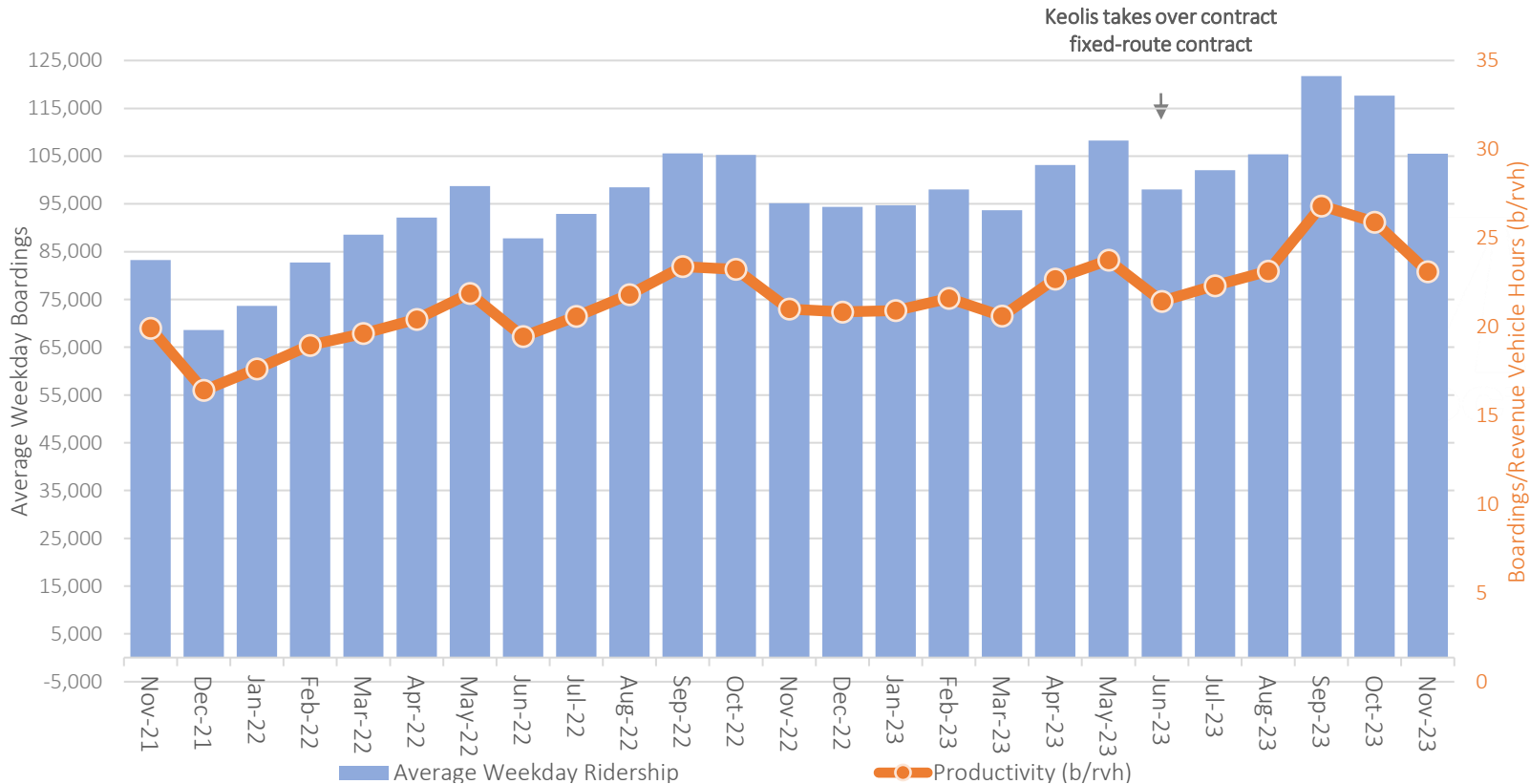
- Measuring service quality

Customer Comments

- Trends, feedback, and issues reported

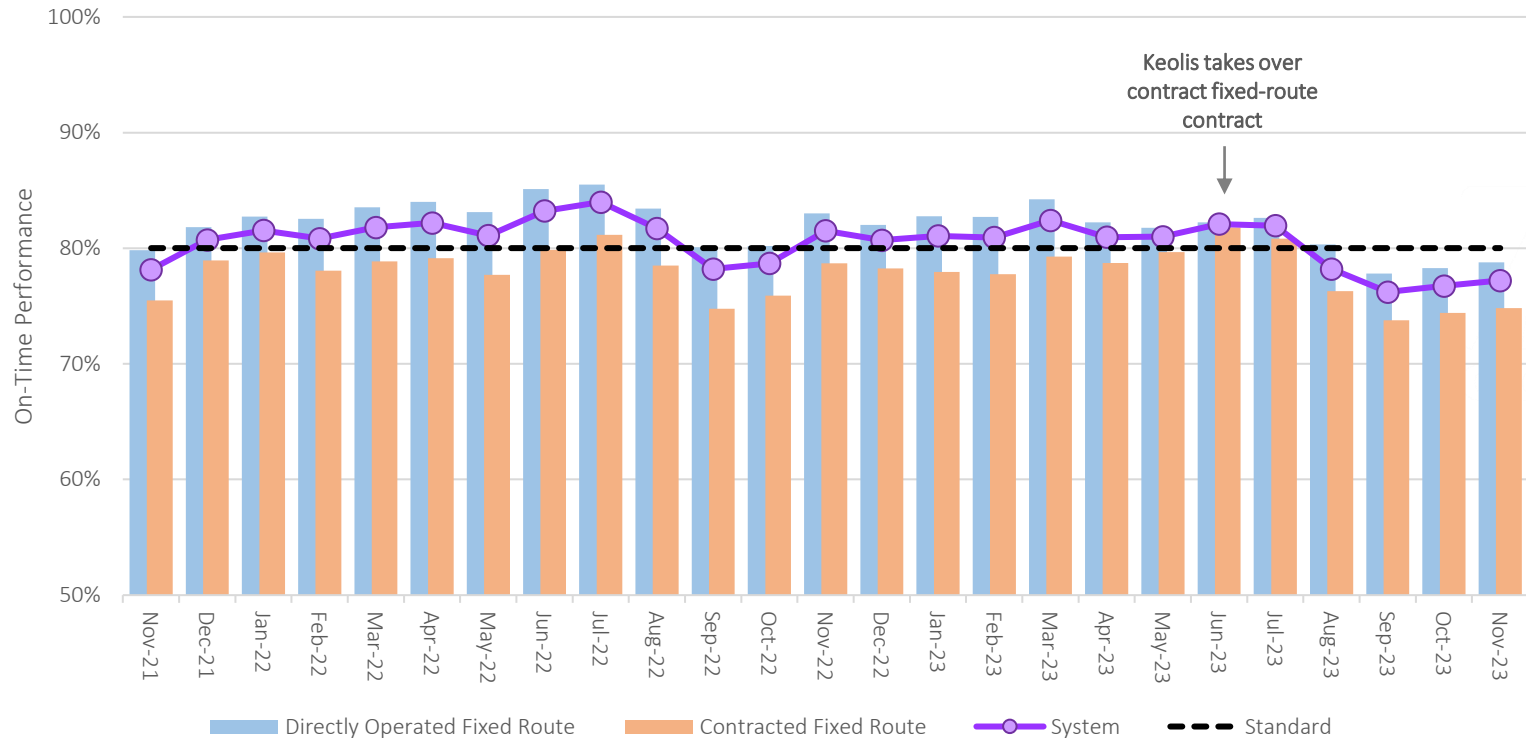
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



OC BUS ON-TIME PERFORMANCE

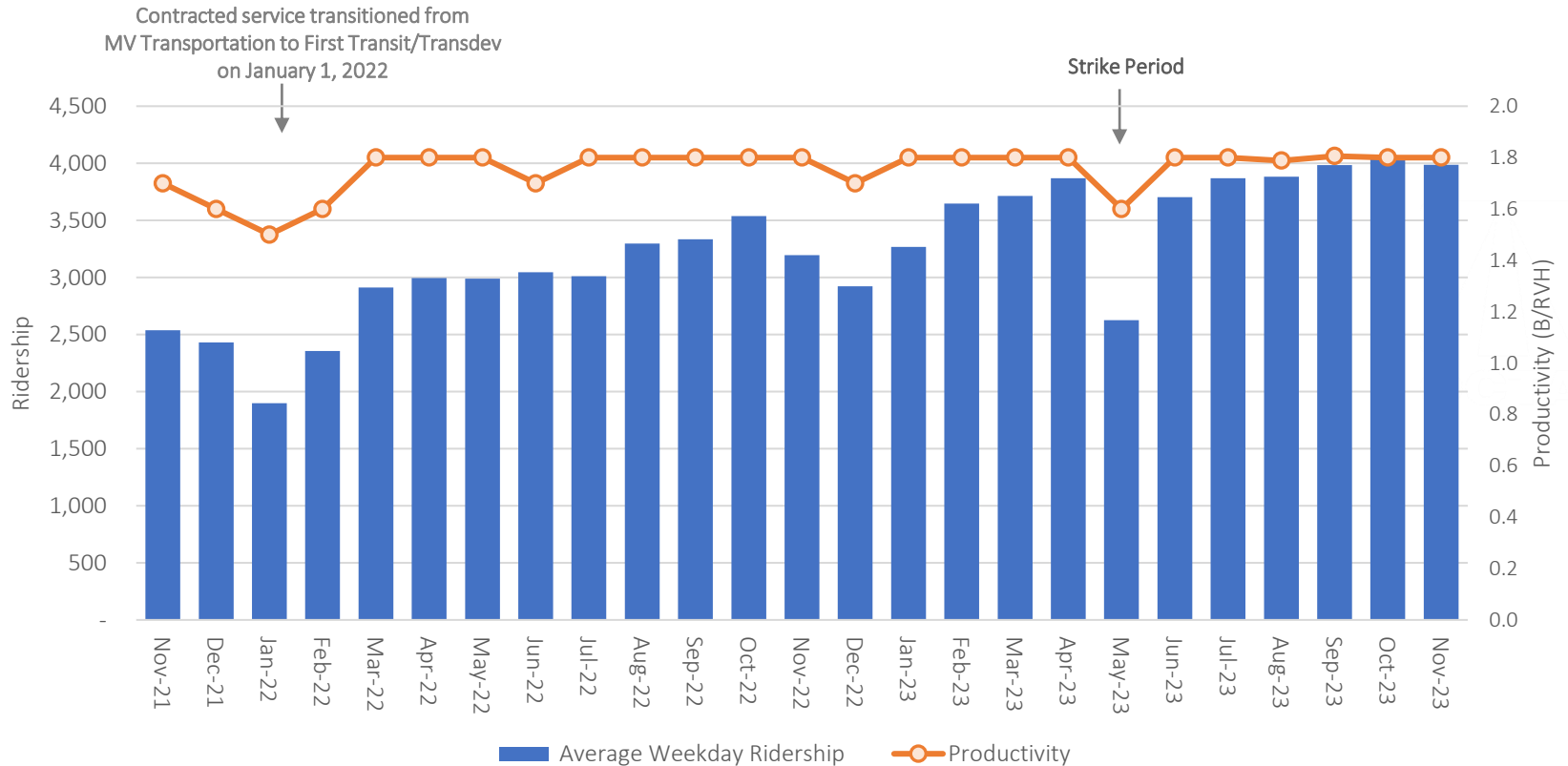
(AVERAGE WEEKDAY)



OC ACCESS RIDERSHIP AND PRODUCTIVITY



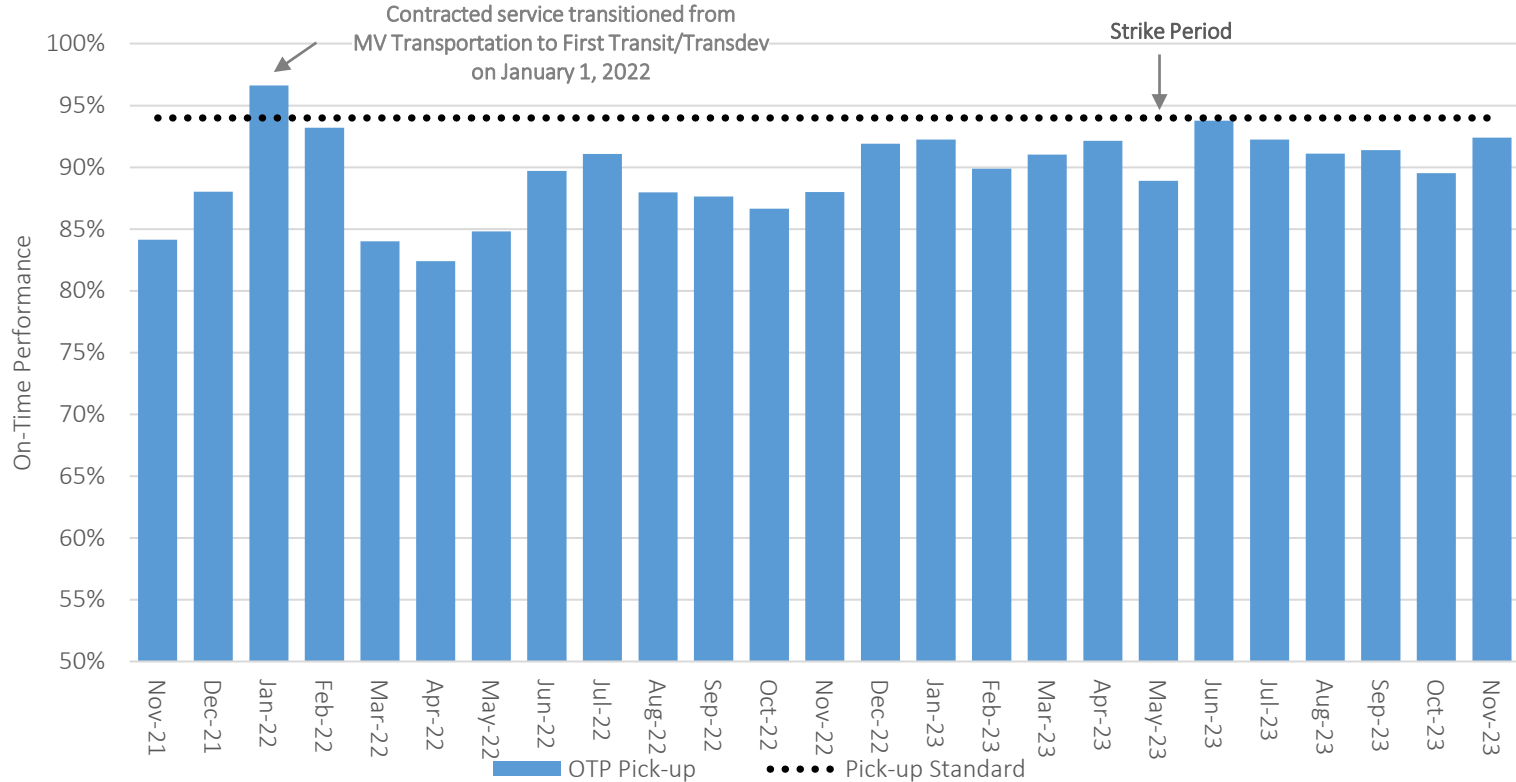
(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE



(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Launched customer campaign for the November service change using traditional and digital communications.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys in November decreased to an average of 8.9 complaints per week compared to an average of 12.7 complaints per week in November.

No Shows

- Complaints for “no show” routes in November decreased to an average of 1.2 complaints per week from an average of 2.3 complaints per week in October.

Good News Story

“I wanted to reach out and recognize a bus driver for his amazing service. I had a syncopal episode that had rendered me unable to stand, walk, or even talk. Rather than continue with the route the driver checked on me. He called the paramedics and didn’t leave my side until they’d arrived.” – Customer Email

NEXT STEPS

Continue to Track Service Performance

- Ridership trends
- On-time performance



Next Service Change

- February 11, 2024

