



**January 12, 2023**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

*For*  
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**Subject:** Bus Operations Performance Measurements Report for the First Quarter of Fiscal Year 2022-2023

**Overview**

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the performance of these services through the first quarter of fiscal year 2022-23.

**Recommendation**

Receive and file as an information item.

**Background**

The Orange County Transportation Authority (OCTA) operates a countywide network of over 50 routes, including local, community, rail connector, and express bus routes serving over 5,000 bus stops. Fixed-route bus (OC Bus) service operates in a 798 square-mile area, serving more than three million residents in 34 cities and unincorporated areas, with connections to transit services in Los Angeles, Orange, and Riverside counties. OCTA provides these services through both directly operated fixed-route (DOFR) and contracted fixed-route (CFR) service. The contracted fixed-route service is provided by First Transit, Inc., (First Transit). OCTA also provides OC ACCESS, a federally mandated paratransit service, which is a shared-ride program available for people unable to use the OC Bus service because of functional limitations. OC ACCESS is also a contracted service operated by First Transit, Inc. Performance measures for OC Bus, OC ACCESS, and OC Flex services are summarized and reported quarterly (Attachment A).

### ***Discussion***

This report provides an update on the performance of the OC Bus and OC ACCESS services by presenting the current trends and comparisons with OCTA-established performance standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, and uses both on-time performance (OTP) and miles between road calls (MBRC) to measure service reliability.

This report includes performance through the first quarter of FY 2022-23. OCTA continues to operate a reduced level of service due to the prolonged impact of the COVID-19 pandemic. This is reflected in the performance to be discussed in this report. During this reporting period, increased ridership coupled with the challenges of driver availability negatively impacted the reliability and courtesy metrics for OC ACCESS. The ongoing procurement and replacement of OC ACCESS cutaway buses resulted in an improvement in MBRC. For OC Bus, the age of the fleet continued to result in MBRC not meeting the standard; this is expected to improve as OCTA receives replacement buses over the next year and completes mid-life engine replacements.

- Safety –CFR OC Bus service performed below the accident frequency standard of one preventable accident per 100,000 service miles. OCTA Operations and contracted staff continue to stress safety in the bus loading/unloading zones and vehicle operation that impacts passenger safety inside the vehicle (passenger falls). Training and discussions continue with coach operators emphasizing safety and identifying problem locations where fixed-object strikes frequently occur. Accident prevention is also reinforced during post-accident retraining and during annual refresher training. OC ACCESS also performed below the performance standard. First Transit launched a safety awareness campaign to mitigate common fixed object strikes.
  
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received compared to boardings. During the performance period, the DOFR and CFR modes of service performed above the respective standards. OC ACCESS fell below the standard, with service delays as the chief complaint. First Transit is actively recruiting employee resources and expanding use of subcontractors to increase capacity and minimize service delays.

- Reliability – Through the first quarter, the OTP for DOFR service met the standard while CFR service did not. OC ACCESS remained below standard due to increasing demand and driver shortages.
- MBRC – The MBRC for OC ACCESS met the standard while CFR and DOFR did not. OCTA is in the middle of a fixed-route bus replacement and MBRC should improve as OCTA replaces and retires older buses that have met their useful life.

The report also includes:

- An assessment of the efficiency of OCTA transit operations based on industry standards for ridership, productivity, farebox recovery, and cost per revenue vehicle hour;
- A review of contractor performance for CFR and OC ACCESS services;
- A route-level performance evaluation that includes subsidy per boarding, revenue per boarding, and resource allocation (buses); and
- A performance assessment of the OC Flex microtransit service and a report on the College Pass Program.

### ***Summary***

During the first quarter of FY 2022-23, DOFR and CFR OC Bus service exceeded the performance in the area of courtesy, and DOFR exceeded performance in the areas of safety and OTP. OC Bus MBRC did not meet the standard due to mechanical failures associated with the age of the fleet, which will be mitigated as OCTA continues to receive replacement buses. OC ACCESS exceeded the performance standard for MBRC but was below standard for courtesy, OTP, and safety. The contractor continues to focus on providing sufficient operator resources which will improve reliability as ridership continues to increase. OCTA staff continues to focus on strategies to improve safety and reliability, track the established key performance indicators, manage the service agreements pursuant to contract requirements, and work to identify other strategies to improve overall system performance.

***Attachment***

- A. Bus Operations Performance Measurements Report, Fourth Quarter, Fiscal Year 2021-22

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