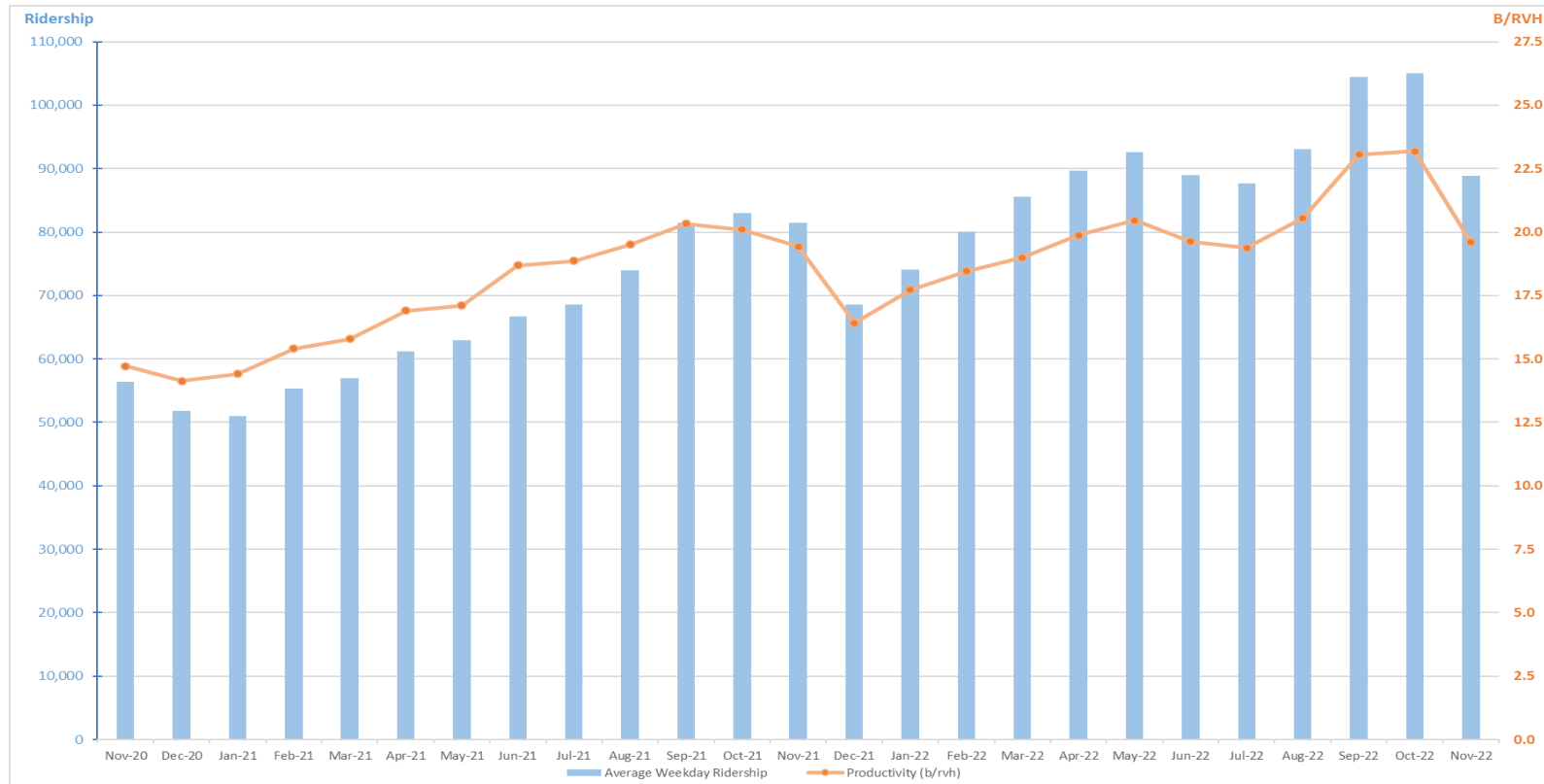


OC Bus and OC ACCESS Services Update

- **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

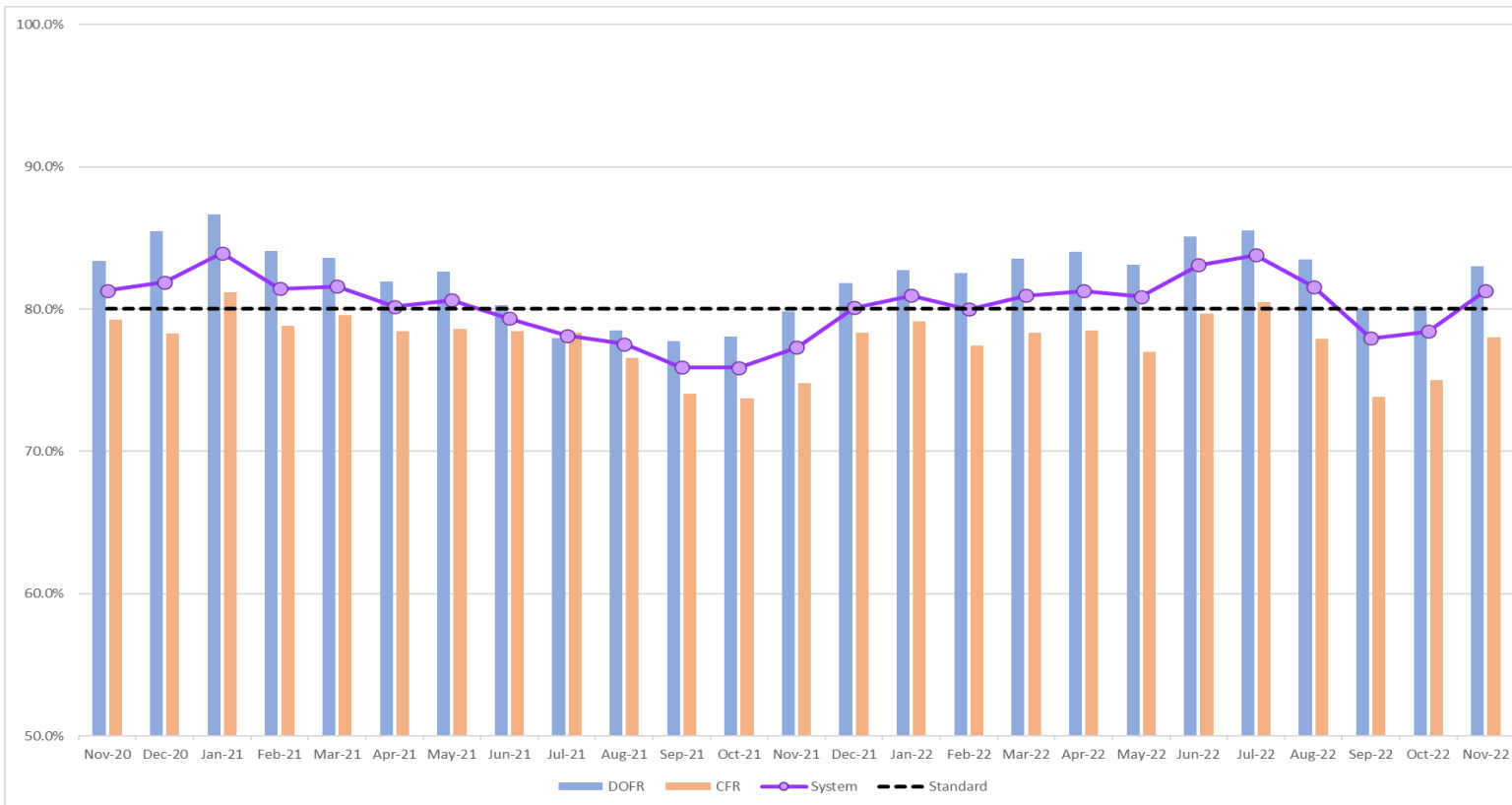
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST 2 YEARS)



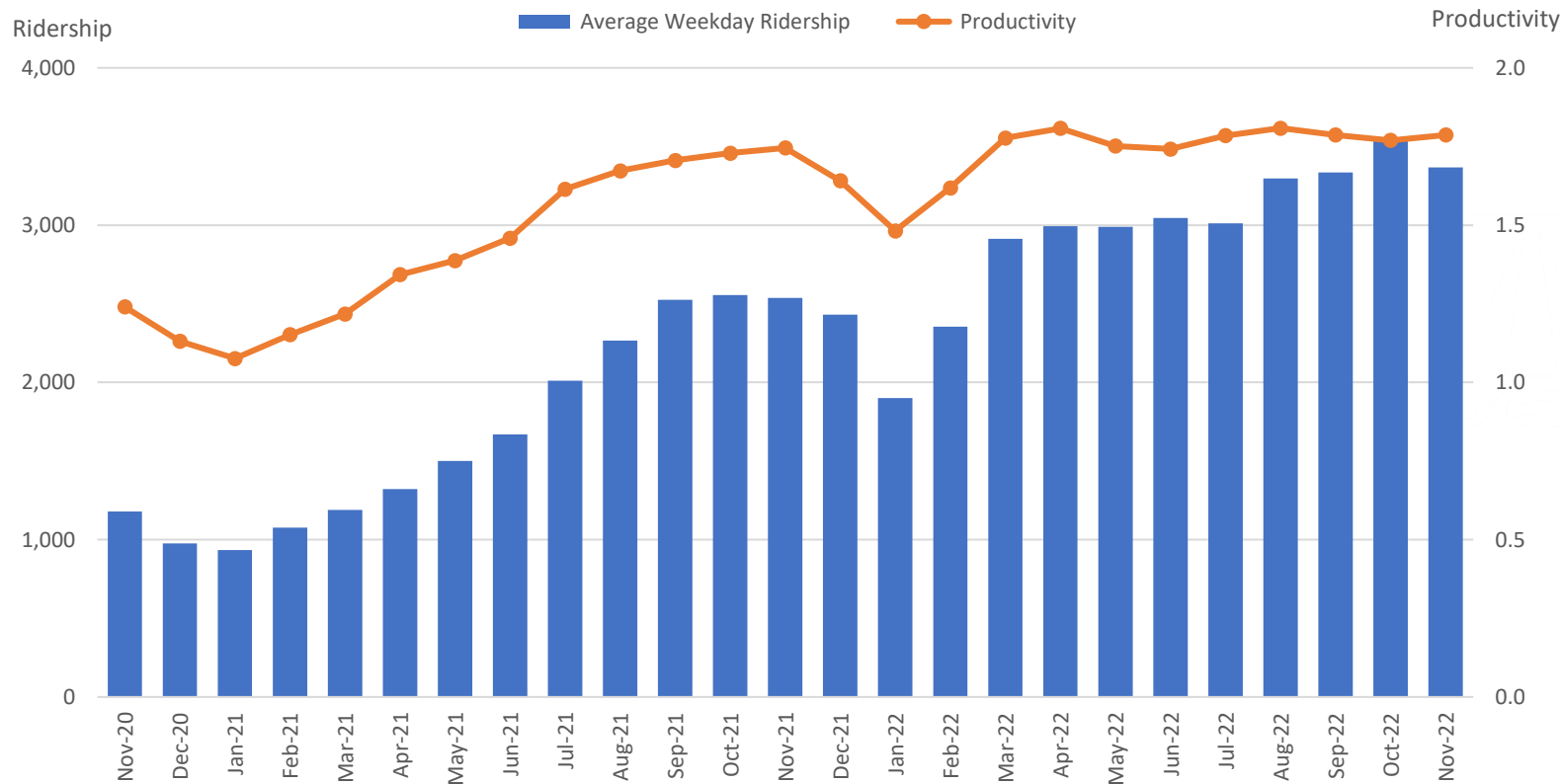
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



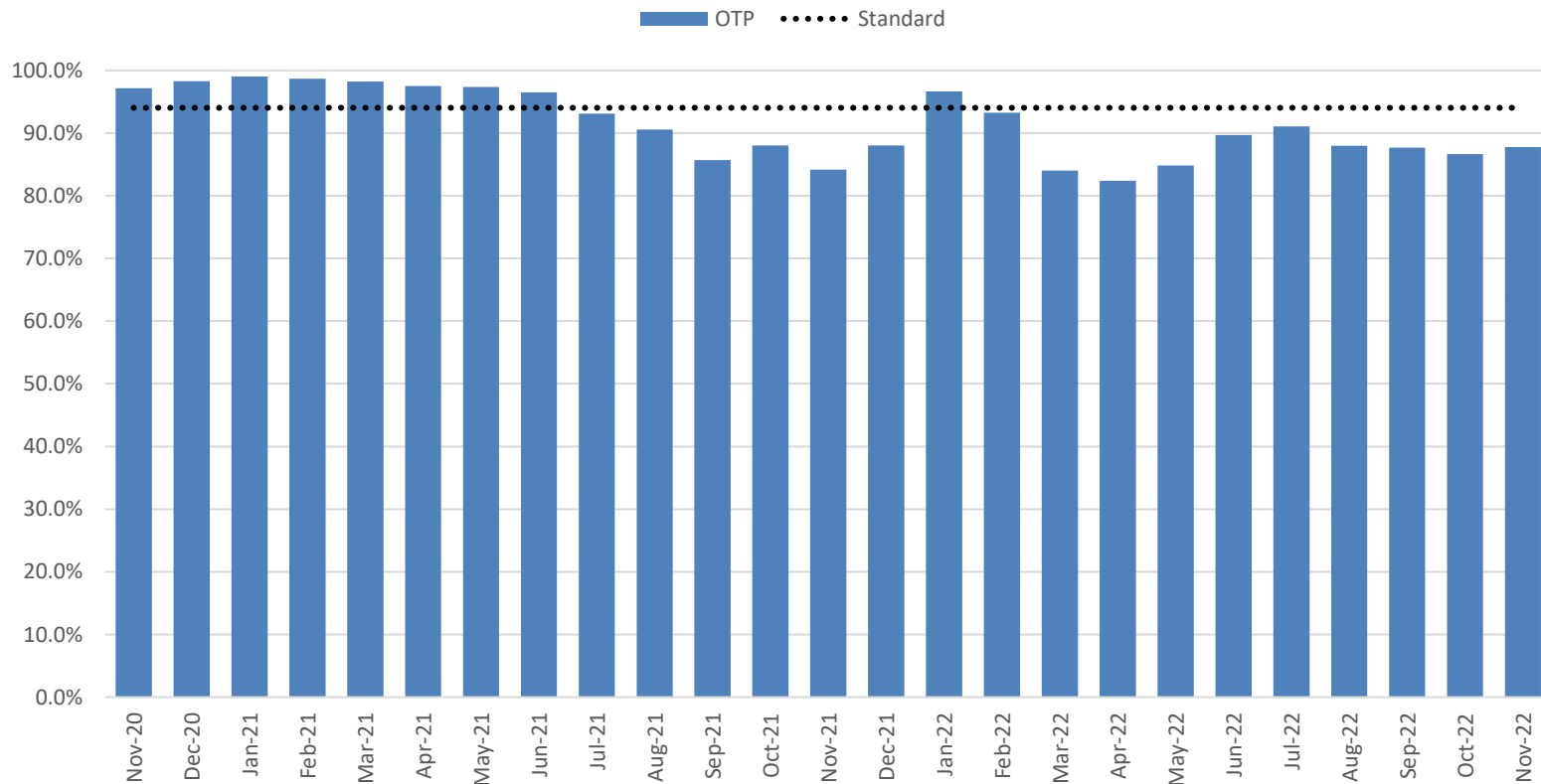
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Provided service disruption information using website, email, social media and other digital communications, recorded announcements, and stop signage. During November:
 - More than 186,000 website visits
 - More than 13,000 customer calls
- Promoted pilot of free onboard Wi-Fi for Bravo! 553 service



OCCTA was notified this afternoon that its maintenance employees intend to go on strike. There may be a significant reduction in OC Bus service as soon as 4 p.m. today, Wednesday, November 2, and NO OC BUS SERVICE tomorrow, Thursday, November 3 at least through Sunday, November 6. Riders should plan alternate ways to travel and check www.occta.net for the latest information.

We know this service interruption impacts passengers who rely on us, and OCCTA is ready and willing to continue negotiating with the union that called the strike to reach a successful resolution and restore bus service as soon as possible.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to a weekly average of six complaints in the first four weeks of November compared to nine complaints per week in September.

No Shows

- Customer complaints for “no show” routes decreased to a weekly average of 1.25 complaints in the first four weeks of November, compared to 2.5 complaints per week in October.



NEXT STEPS

- Continue to Track Service Performance
 - Ridership trends
 - On-time performance
- Upcoming Service Changes
 - February 12, 2023