OC Bus and OC ACCESS Services Update
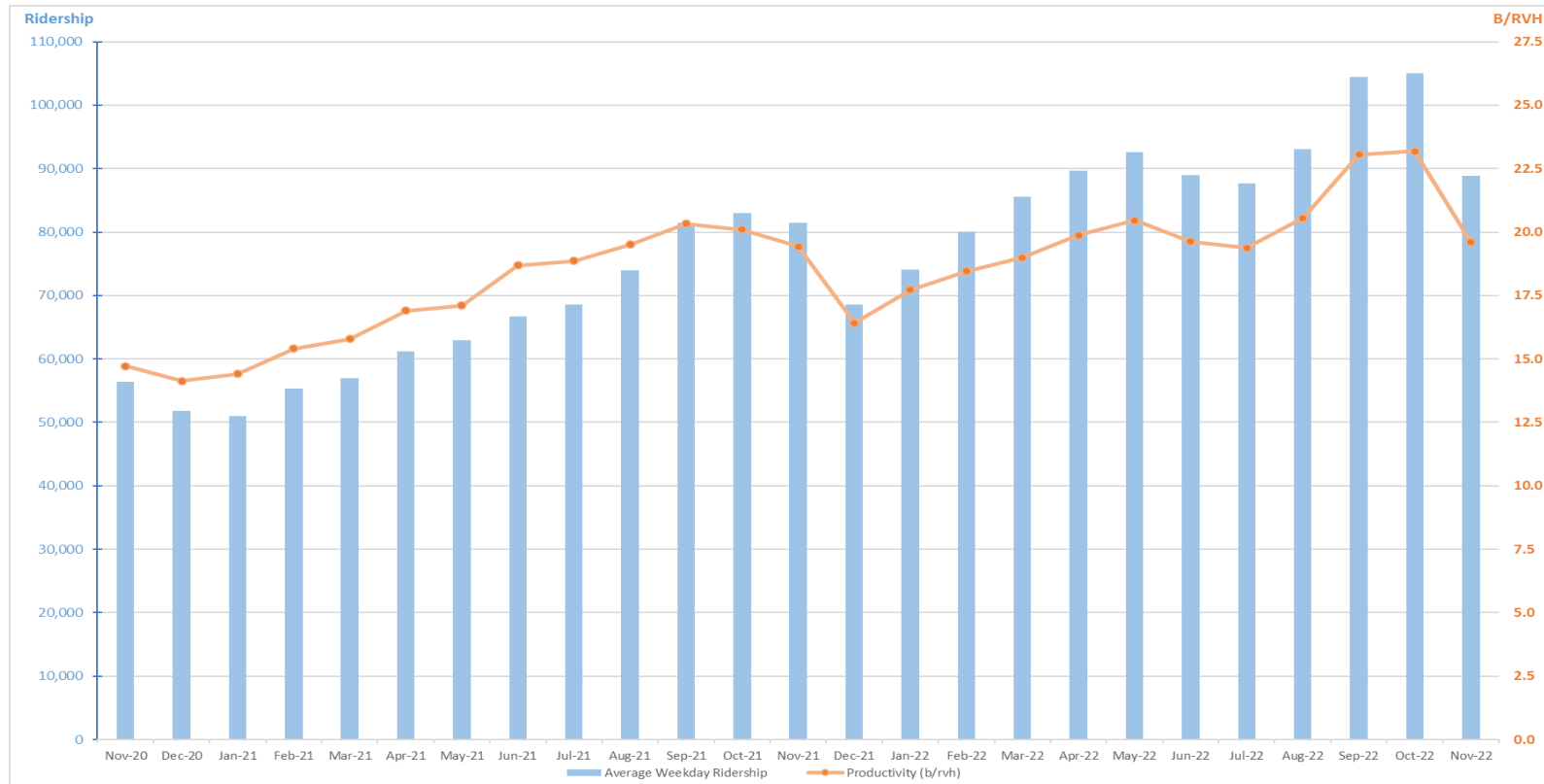
- Ridership
  - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)

- On-Time Performance
  - Measuring service quality

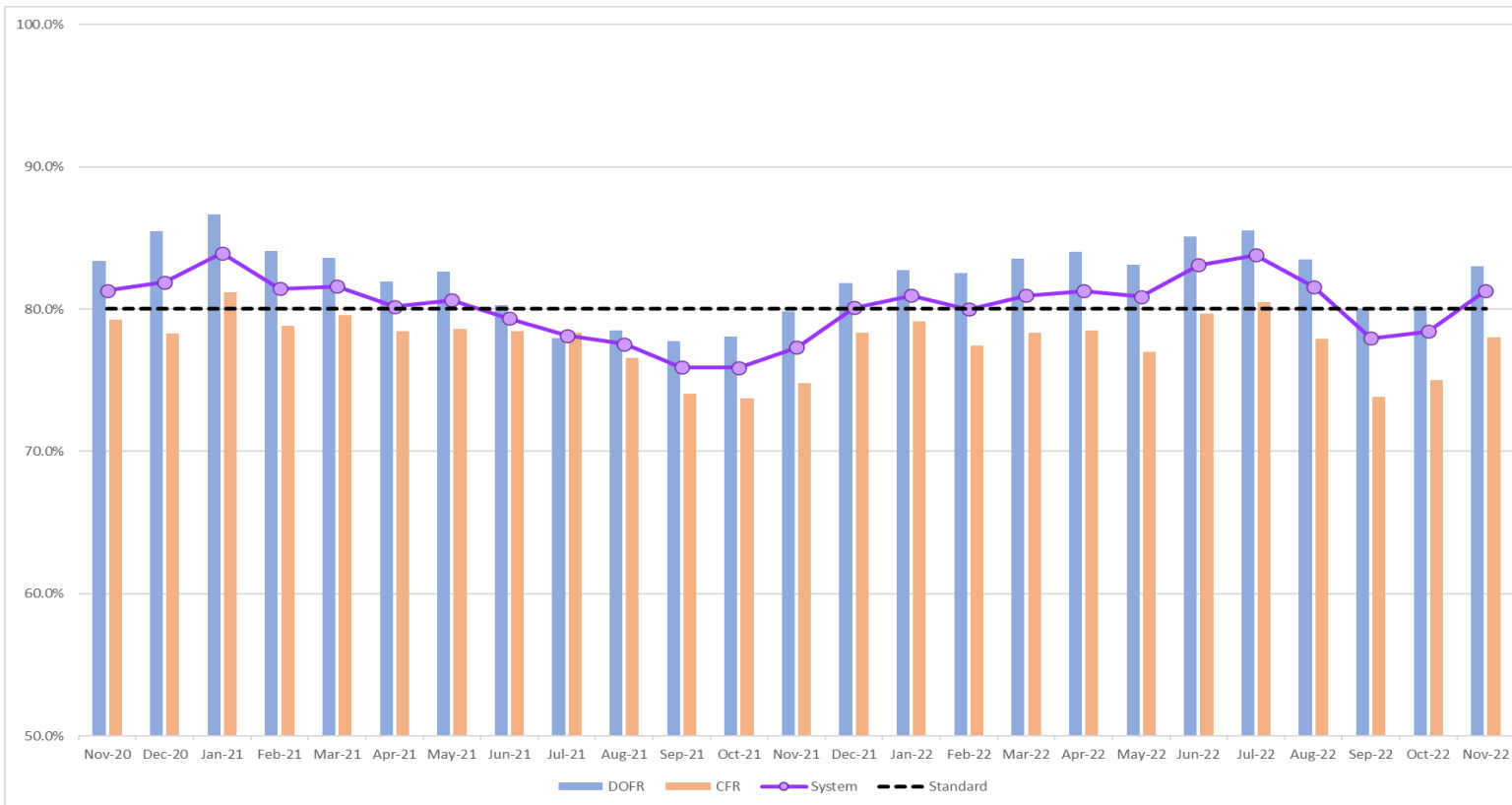- Customer Comments
  - Trends, feedback, and issues reported

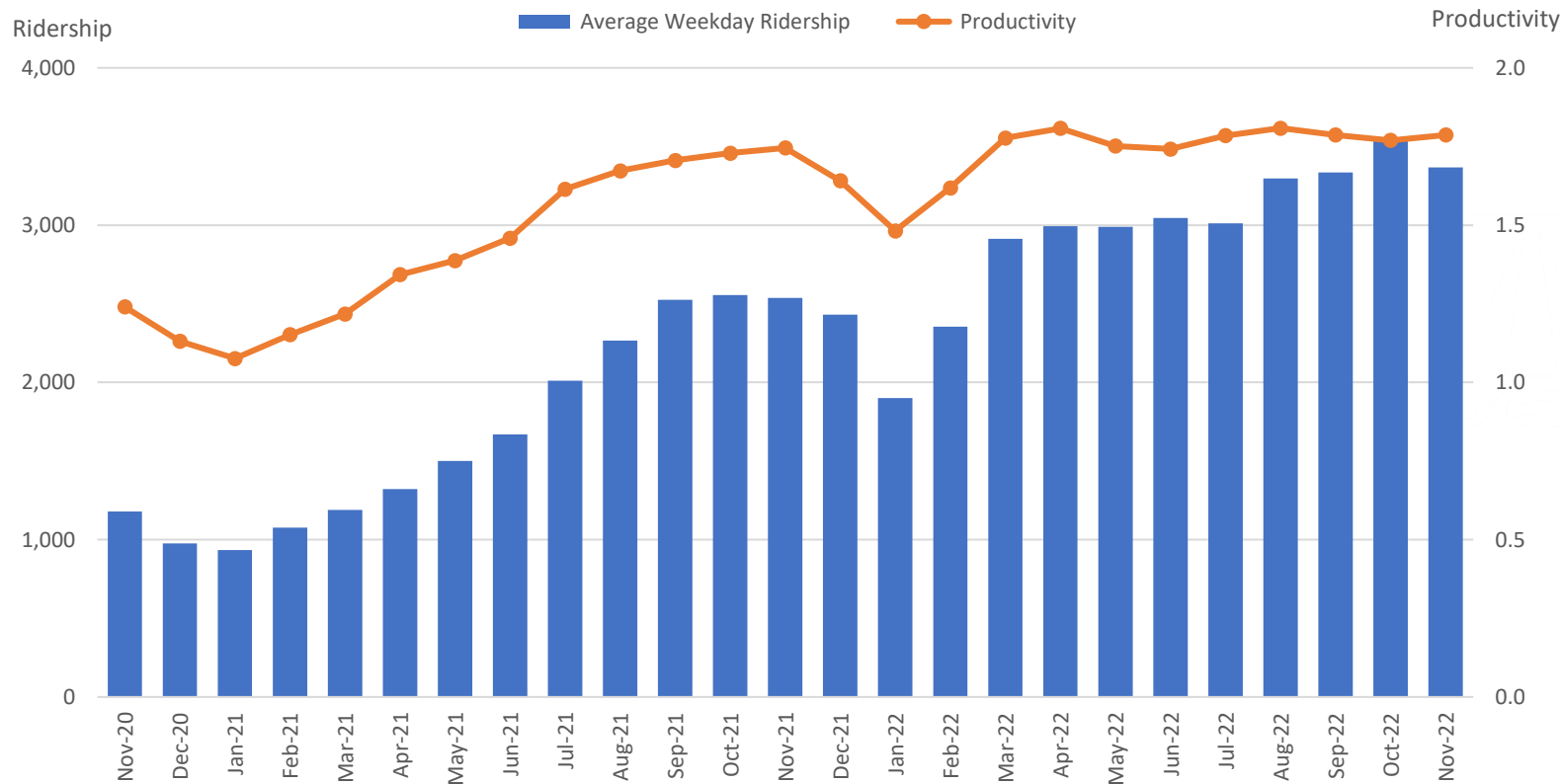# OC BUS RIDERSHIP AND PRODUCTIVITY

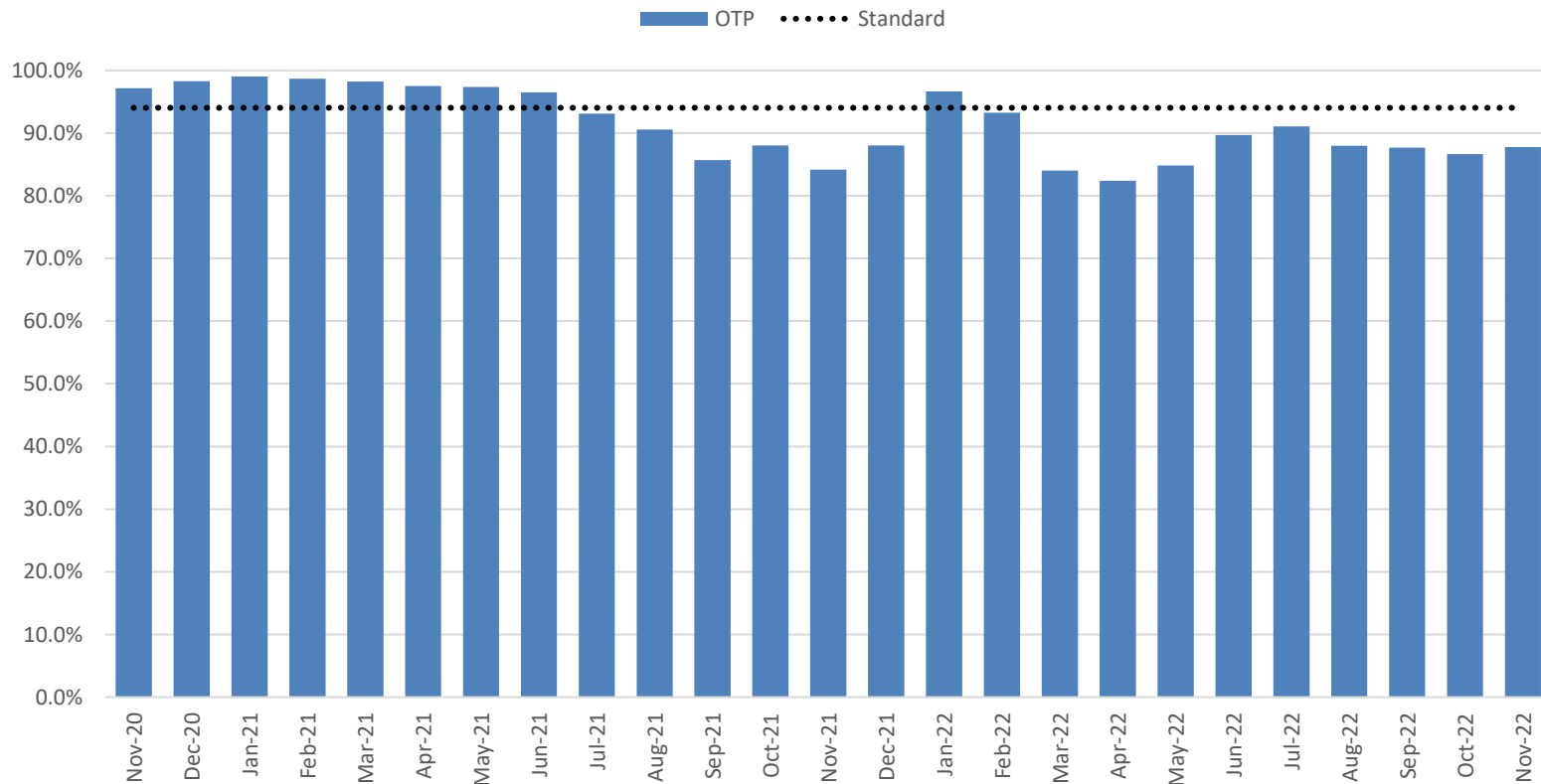*(AVERAGE WEEKDAY – LAST 2 YEARS)*

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 Comments

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
	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