

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

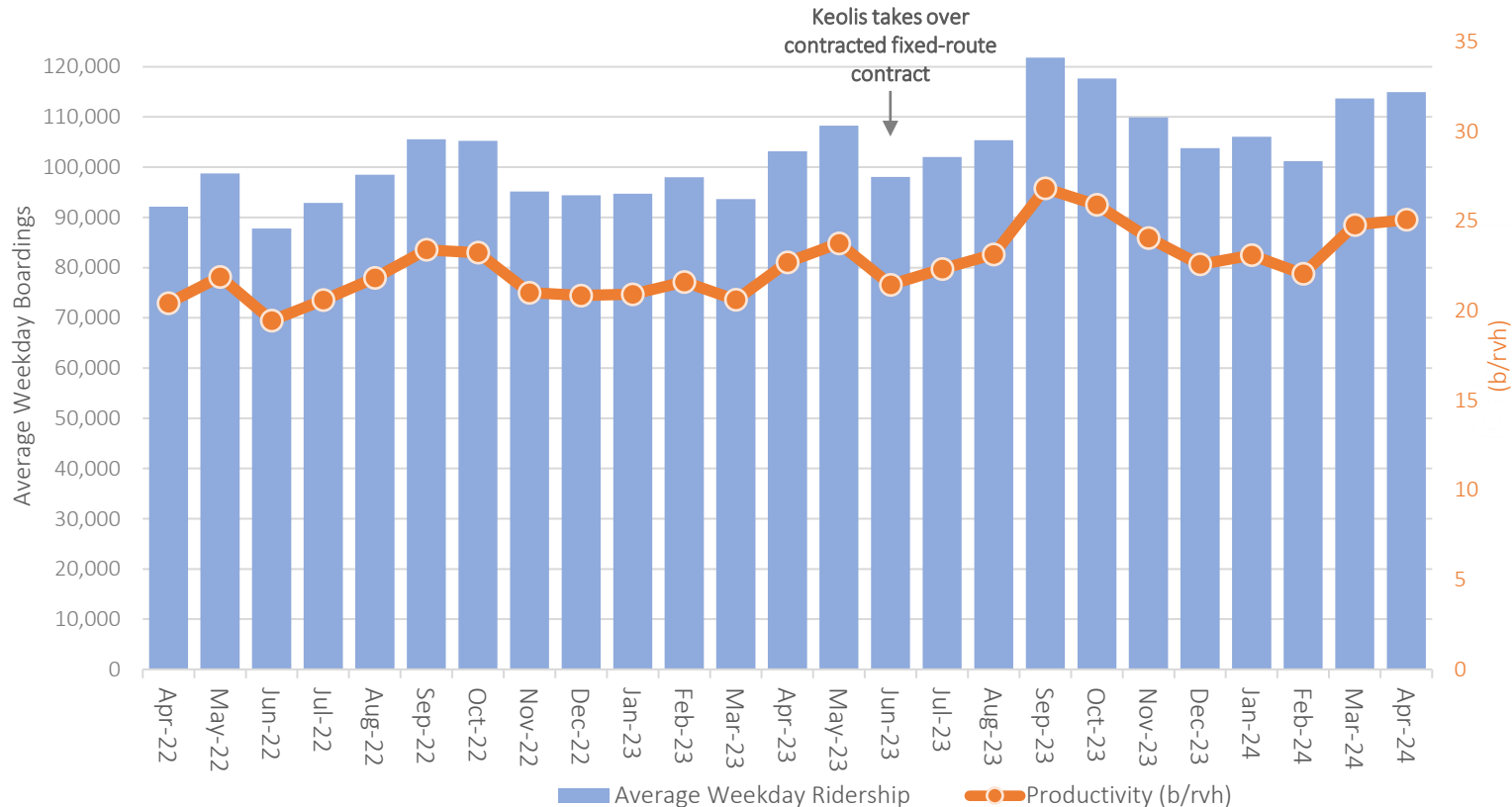
- Measuring service quality

Customer Comments

- Trends, feedback, and issues reported

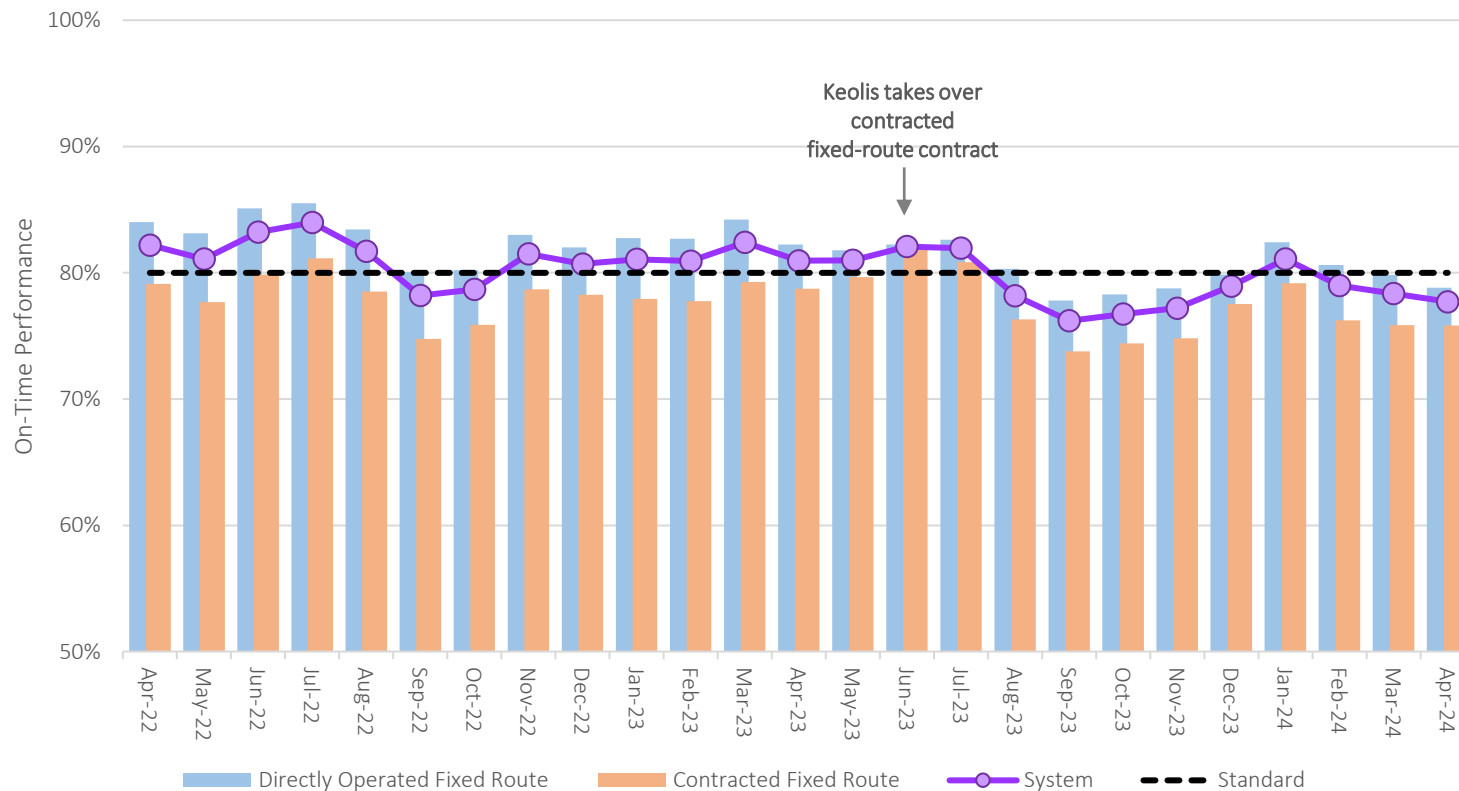
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



OC BUS ON-TIME PERFORMANCE

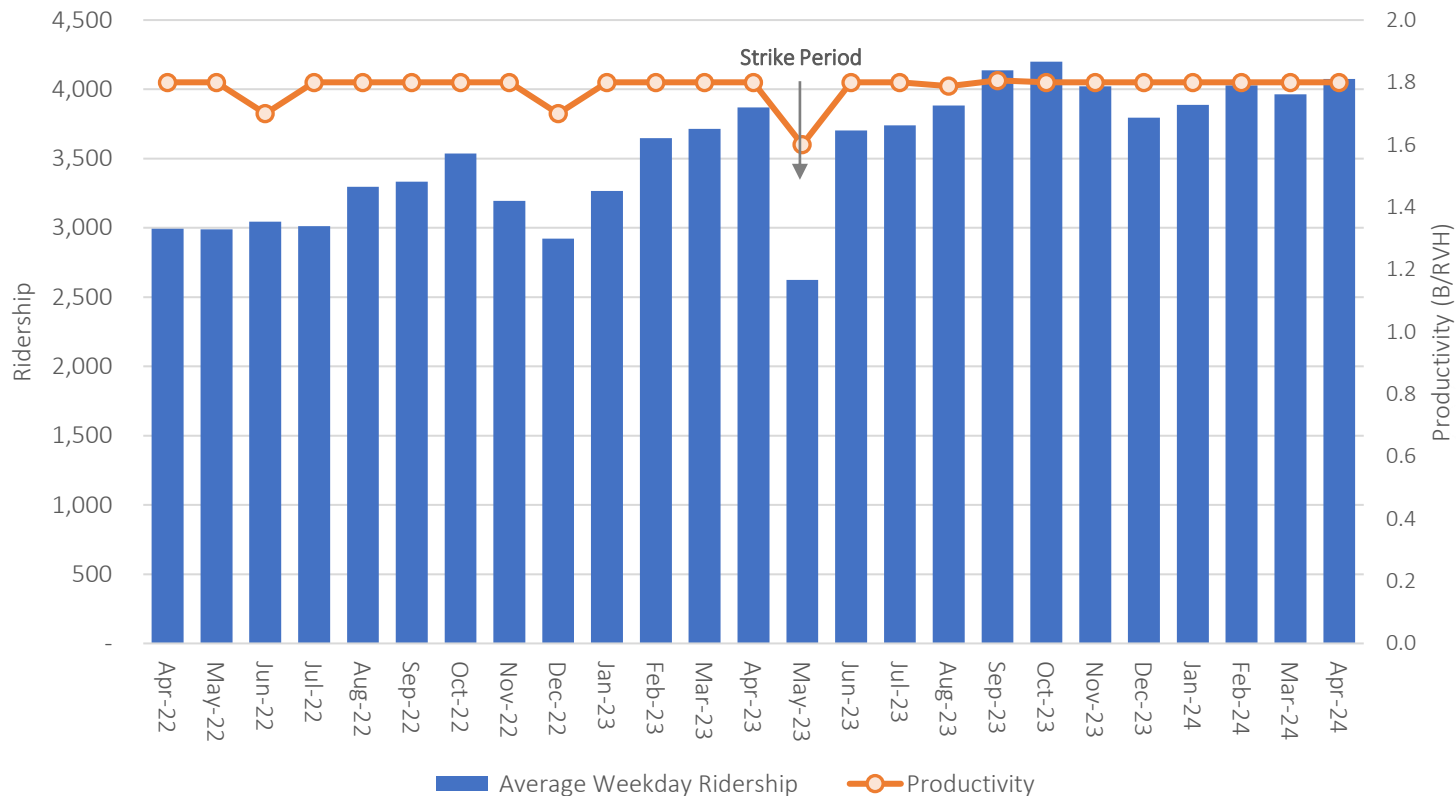
(AVERAGE WEEKDAY)



OC ACCESS RIDERSHIP AND PRODUCTIVITY

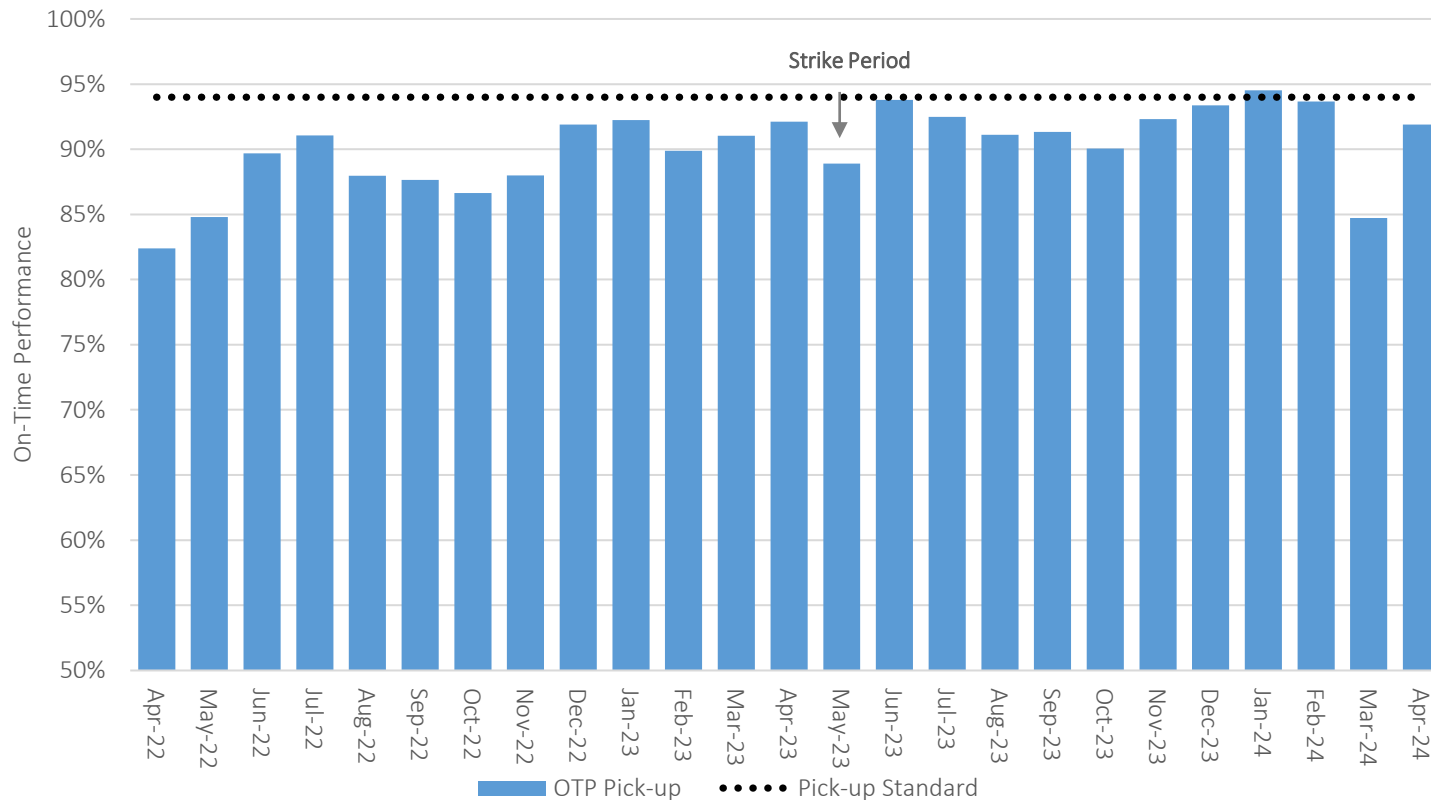


(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

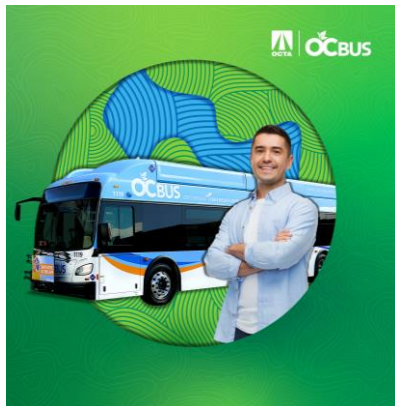


CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Recognized Earth Day with customer communications and launched OC Bus customer loyalty program.



March Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to an average of 11.8 complaints per week compared to an average of 9.3 complaints per week in March.

No Shows

- Complaints for “no show” routes decreased to an average of 1.2 complaints per week from an average of 2.7 complaints per week in March.

Good News Story

The customer complimented a Route 1 coach operator for being a great driver. During a recent trip, a car suddenly cut off the operator. She was able to break instantly because she was paying attention, but it wasn't so abrupt as to impact riders. The caller stated the operator handled the situation very well and wanted a supervisor to be aware.

— Customer Call

NEXT STEPS

Continue to Track Service Performance

- Ridership trends
- On-time performance



Next Service Change

- May 12, 2024

