



Bimonthly Transit Performance Report

July 2024



What do we measure?



Service Demand

Measures boarding activity on OC Bus, OC Access, and OC Flex.



Reliability

Measures the reliability of the service in terms of schedule adherence on-time performance (OTP) and miles between road calls (MBRC).



Safety

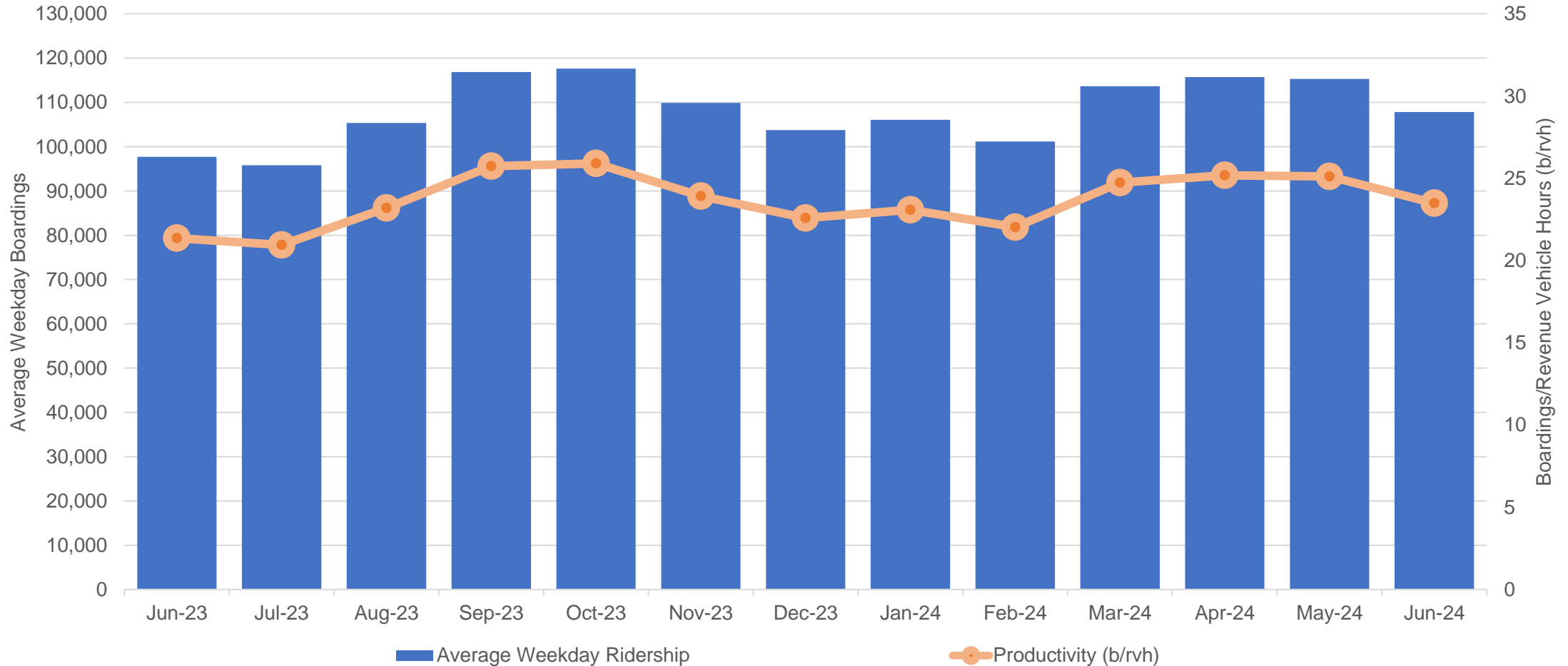
Measures the safety of the service in terms of preventable collisions normalized by miles traveled.



Courtesy

Measures customer feedback and is typically normalized by boardings.

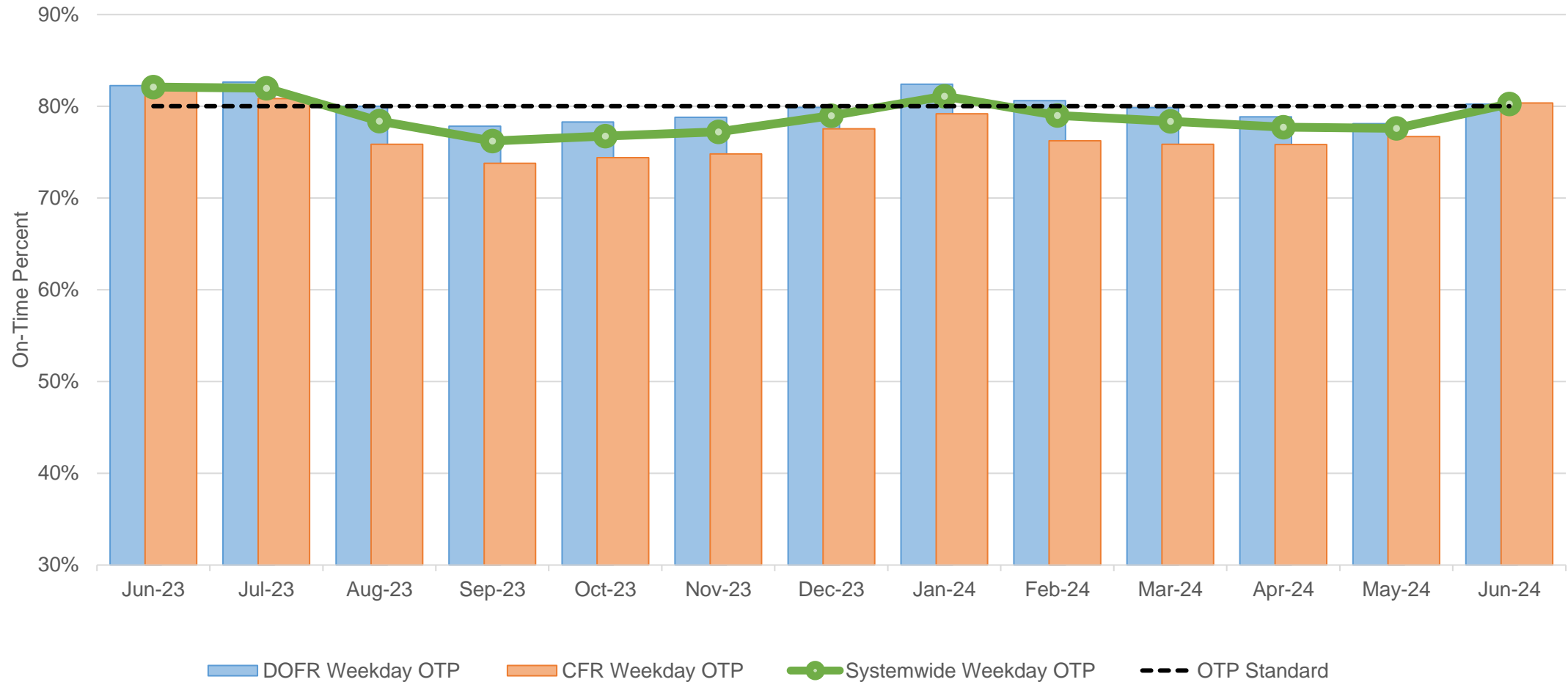
Service Demand - Ridership Trend



Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus Service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that is operated.

OC Bus Performance

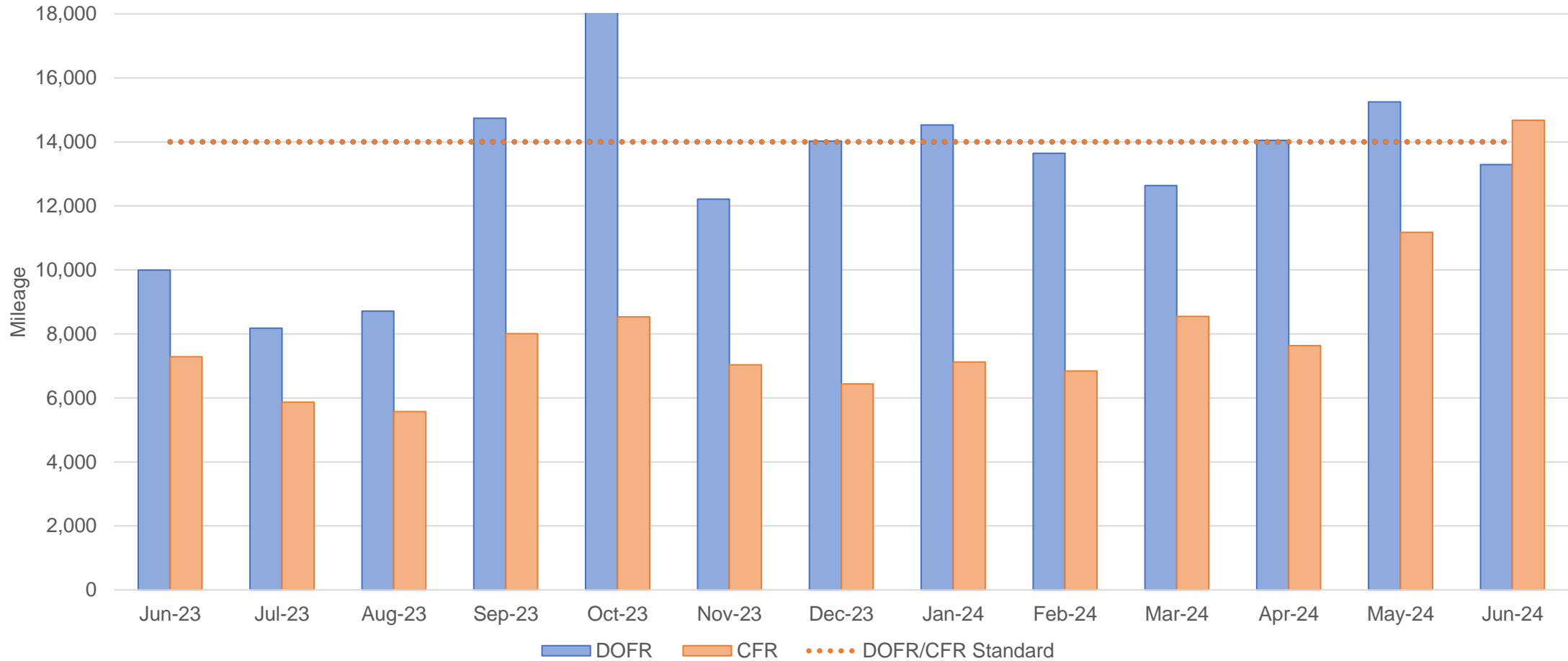
Service Reliability – On-Time Performance (OTP)



OTP measures how well OC Bus service adheres to the published schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system wide. The systemwide OTP standard is 80 percent.

OC Bus

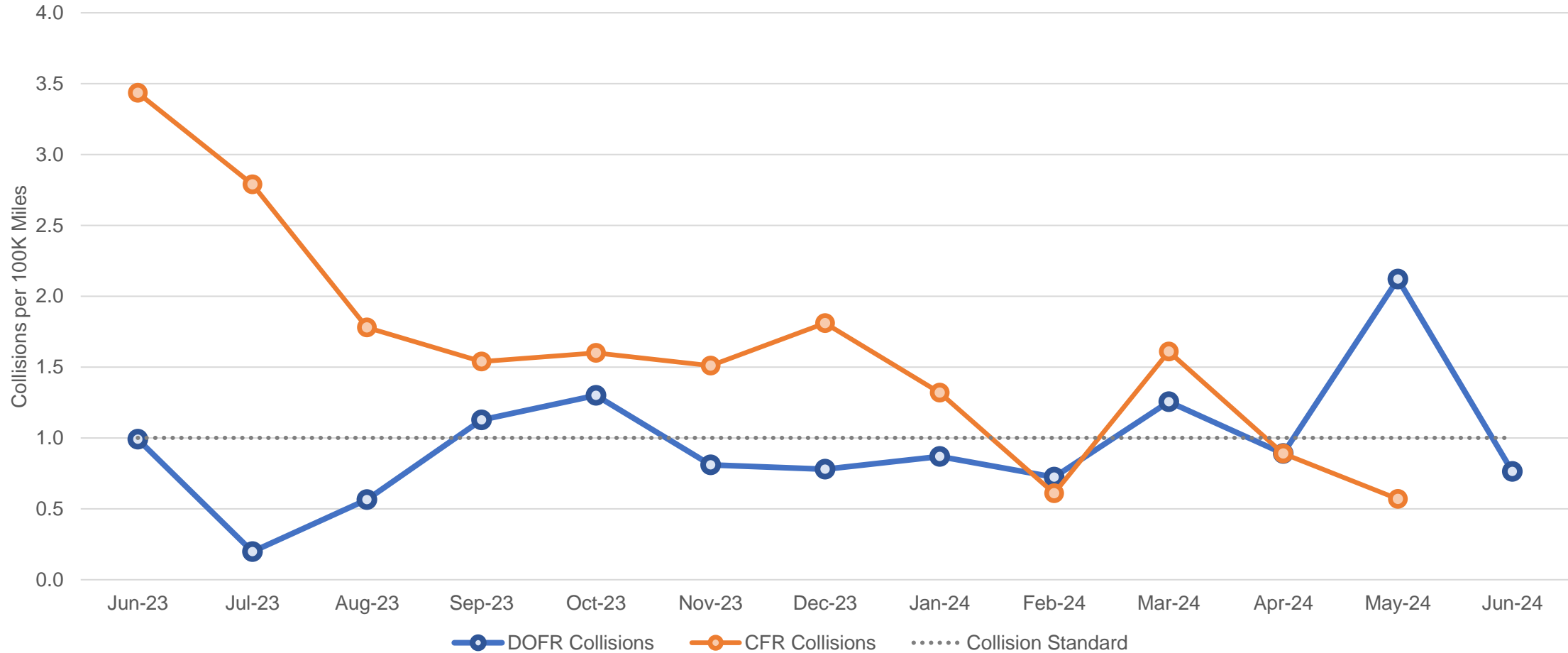
Service Reliability – Miles Between Road Calls (MBRC)



MBRC is calculated by dividing the total miles traveled by all buses over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same time period. The MBRC standard for directly-operated fixed route and contracted fixed route is 14,000 miles.

OC Bus

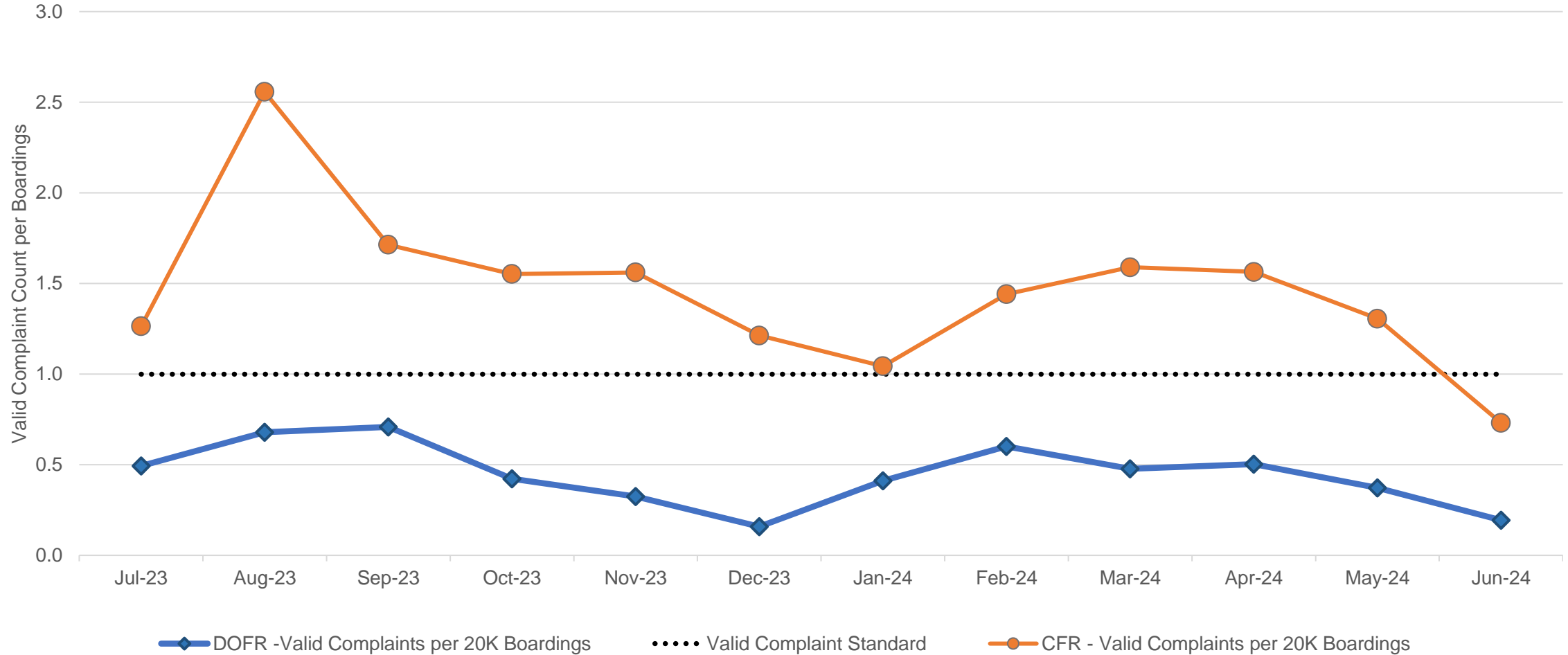
Safety – Preventable Collisions



Preventable Collisions are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000 miles.

OC Bus

Courtesy – Customer Complaints

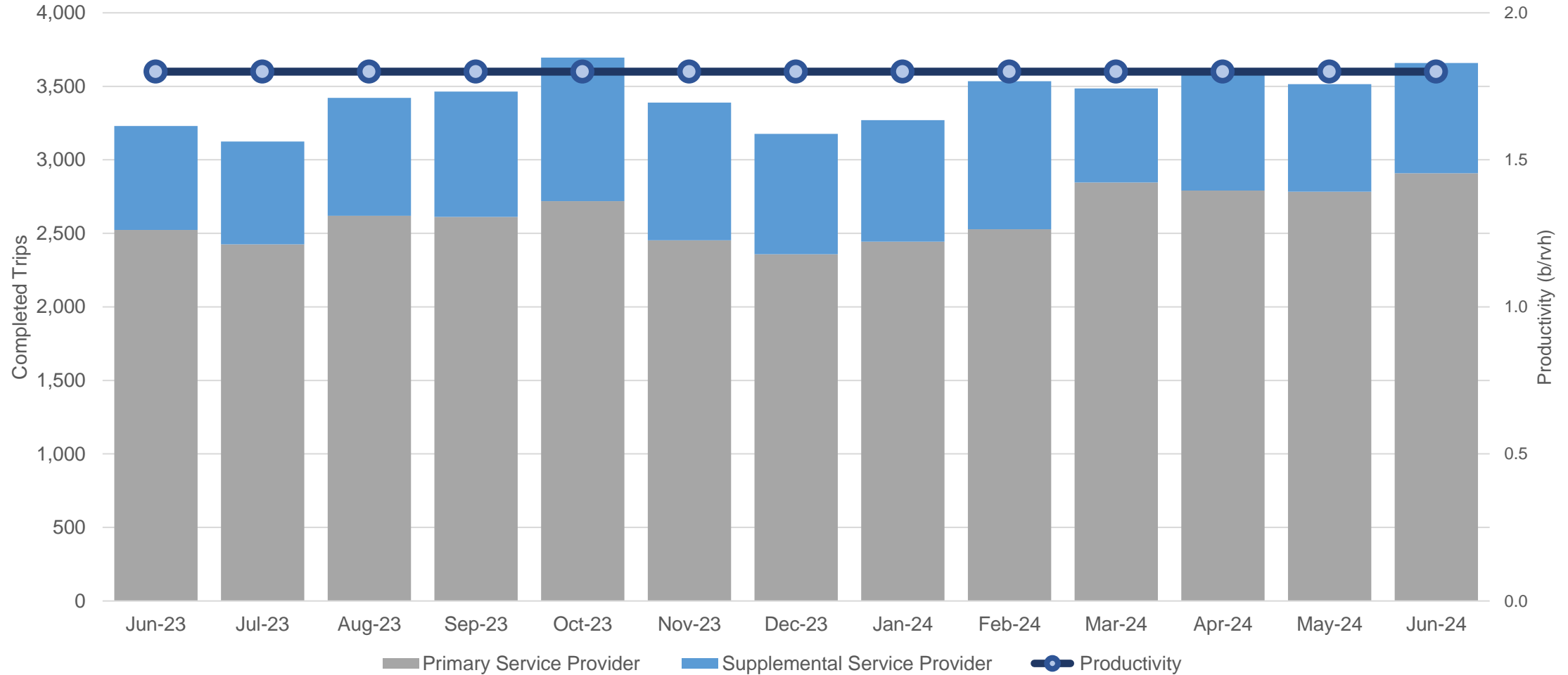


Customer complaints are used to measure courtesy as the standard for customer satisfaction. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for OC Bus service is no more than one valid customer complaint per 20,000 boardings.

OC ACCESS



Service Demand – Ridership Trend

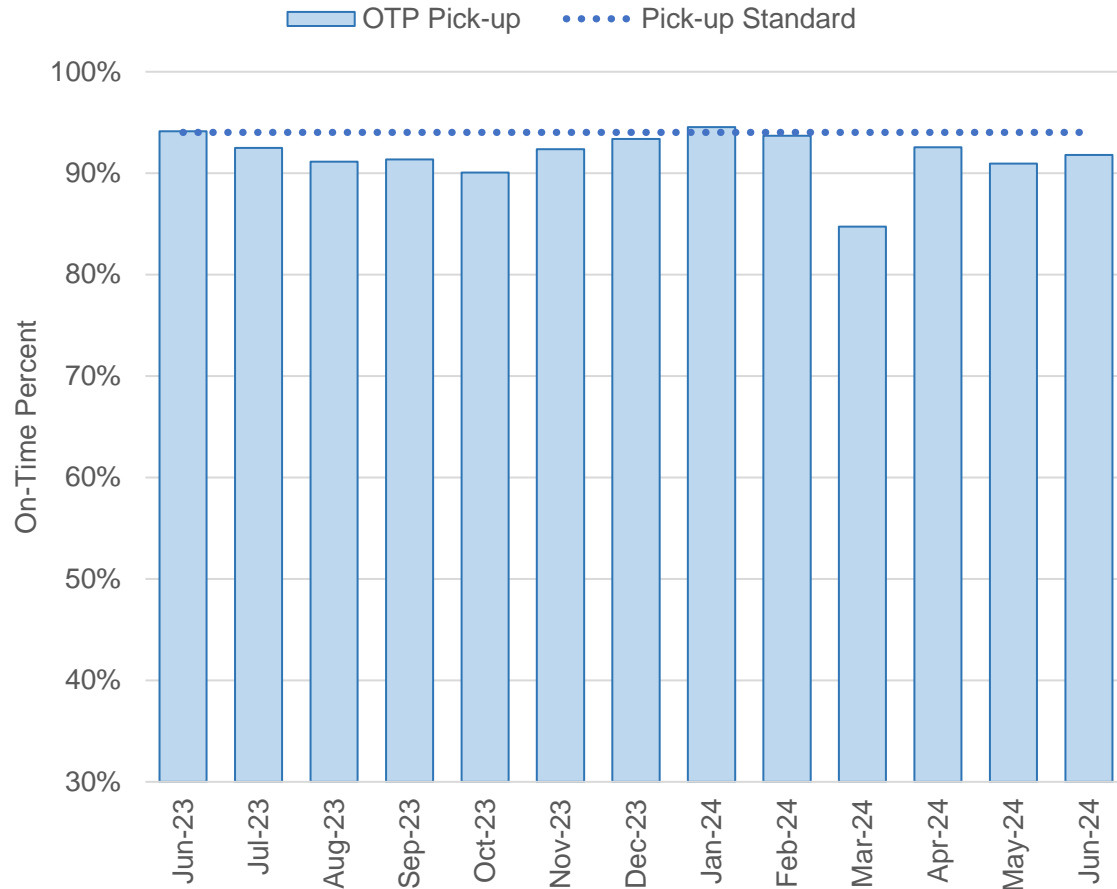


Service Demand: OC ACCESS Ridership (trips) are the number of rides passengers take using either the primary service provider (OC ACCESS buses), or the supplemental providers (wheel-chair accessible taxis) which are contracted to meet demand on the paratransit network.

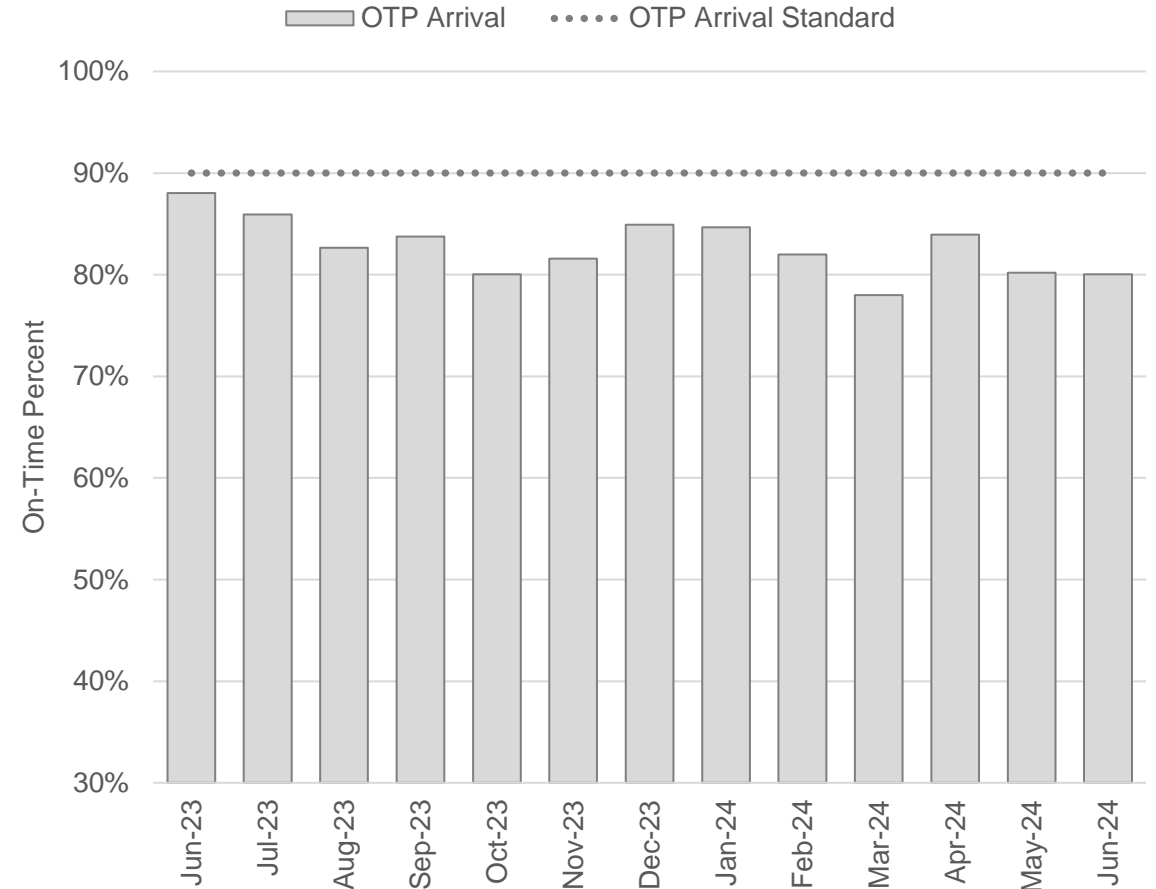
OC ACCESS



Service Reliability – On-Time Performance (OTP)



OTP Pick-up : The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



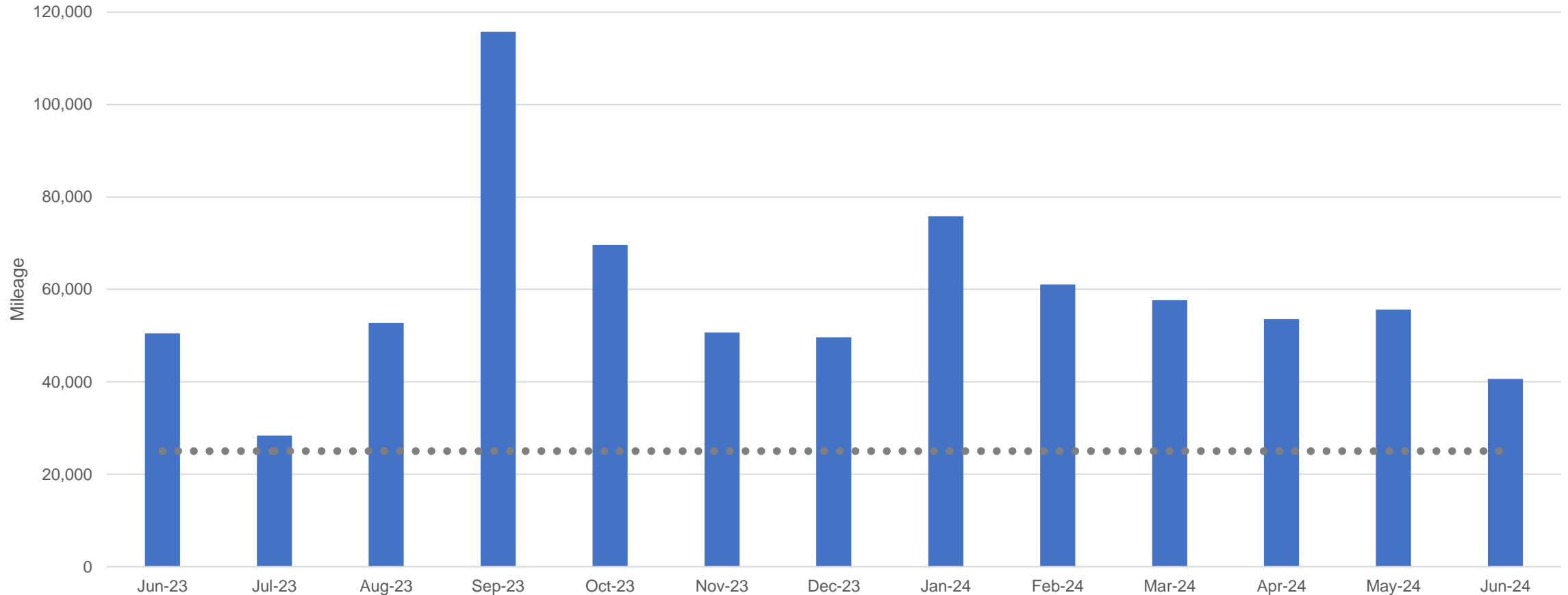
OTP Arrival : The percentage of trips when the passenger arrived to their destination by or before the scheduled arrival time.

OC ACCESS



Service Reliability – Miles Between Road Calls (MBRC)

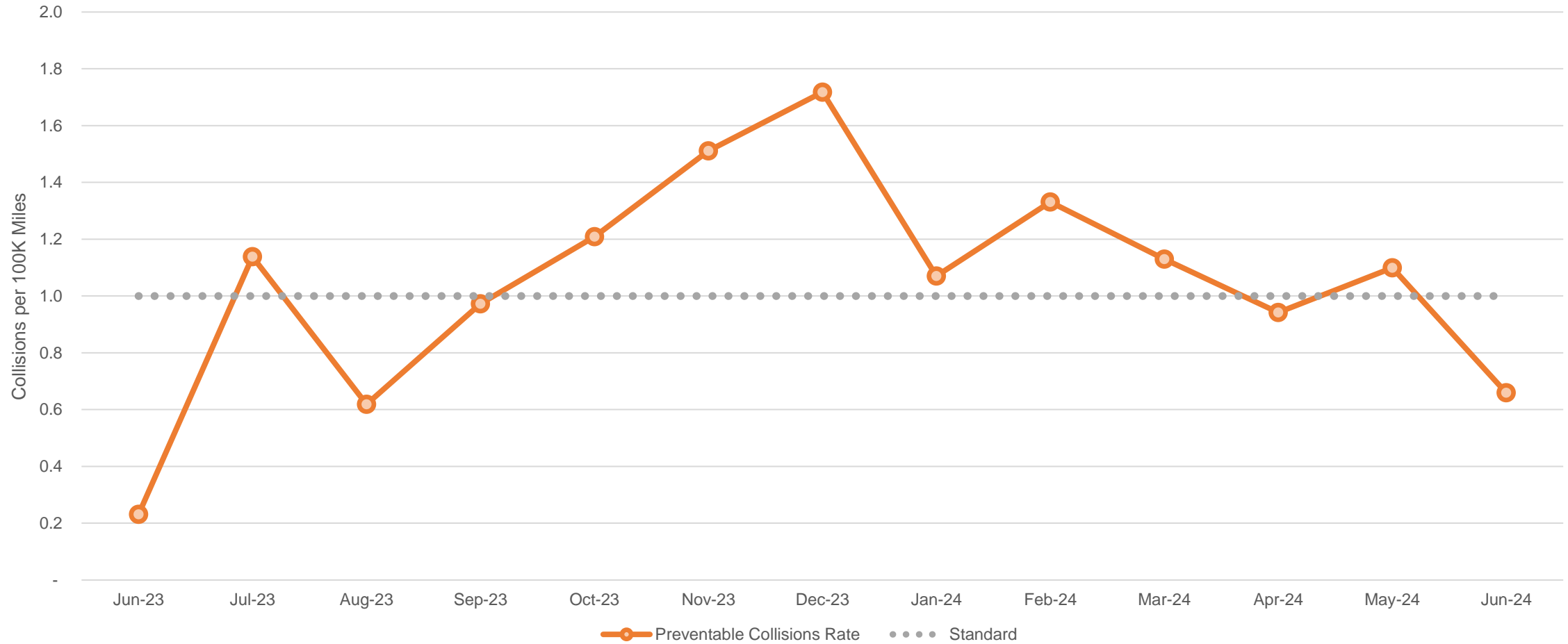
■ MBRC ●●●● Standard



MBRC is calculated by dividing the total miles traveled by all OC ACCESS vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same time period. The MBRC standard for OC ACCESS is 25,000 miles.

OC ACCESS

Safety – Preventable Collisions

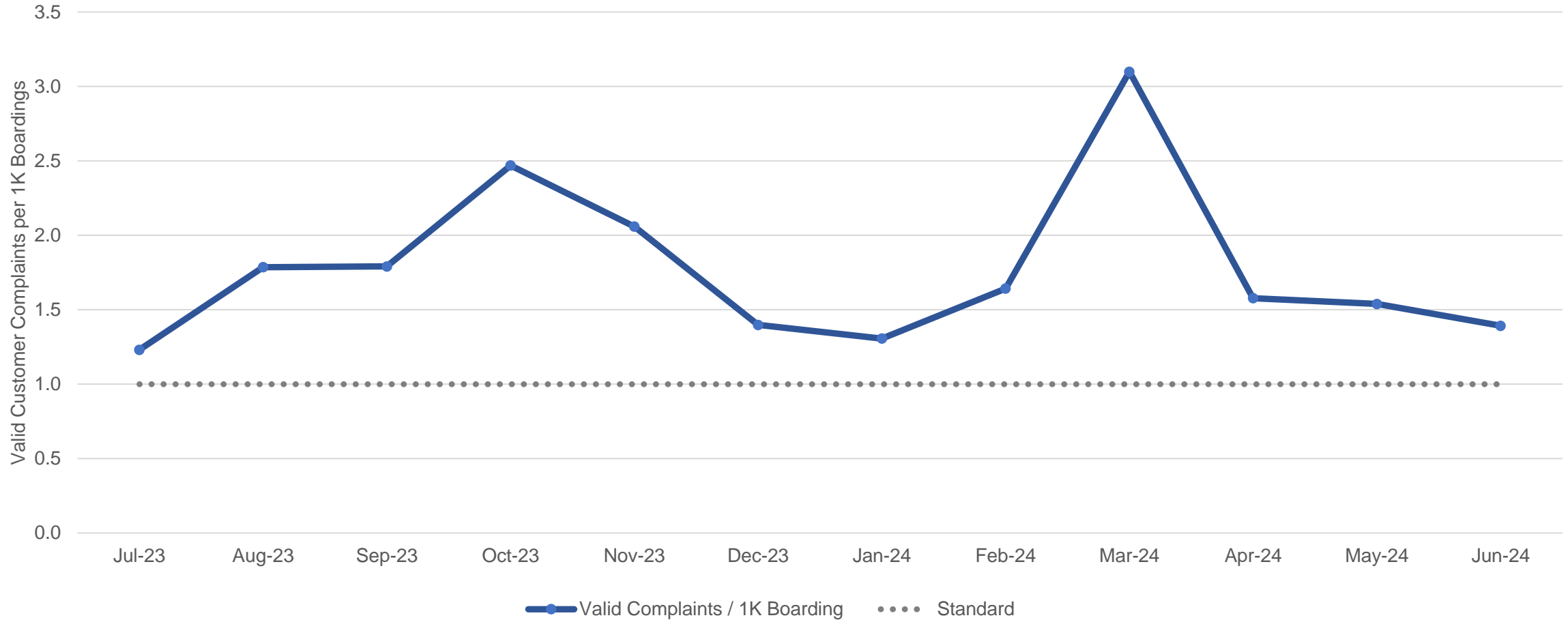


Preventable Collisions are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000 miles.

OC ACCESS

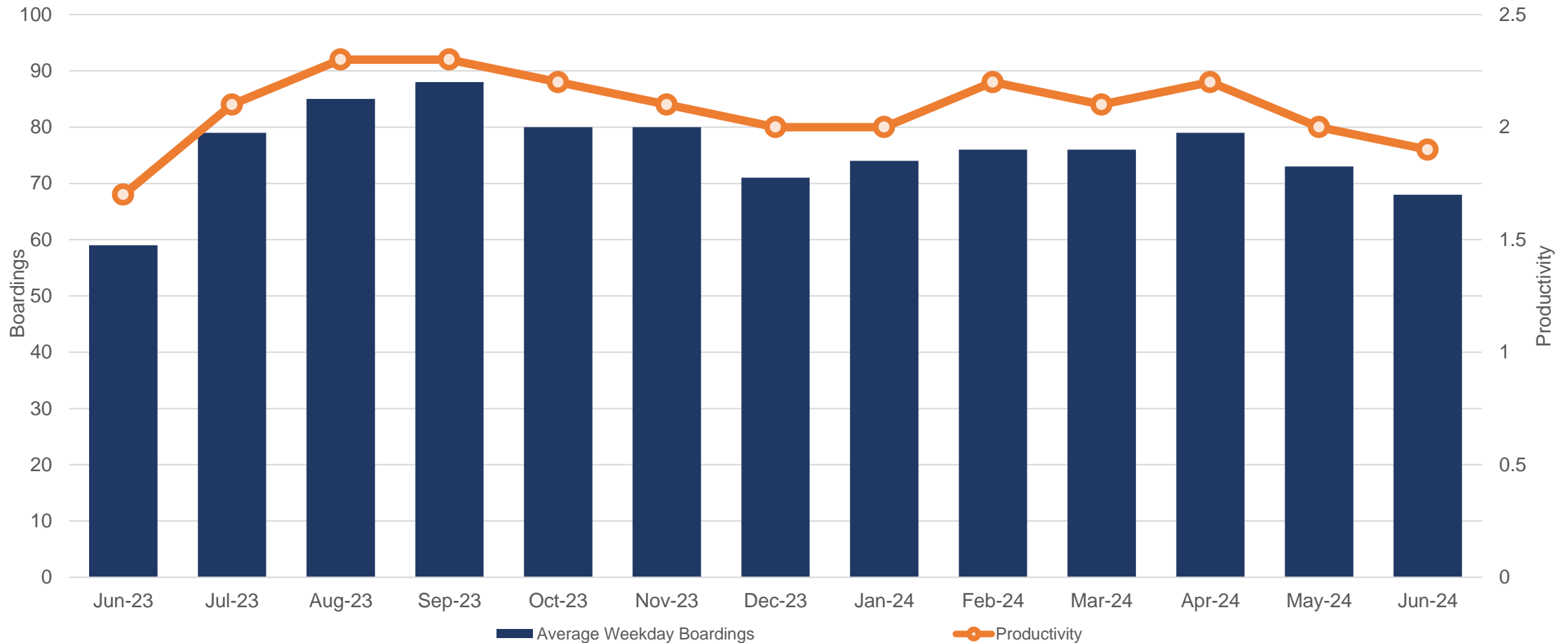


Courtesy – Customer Complaints



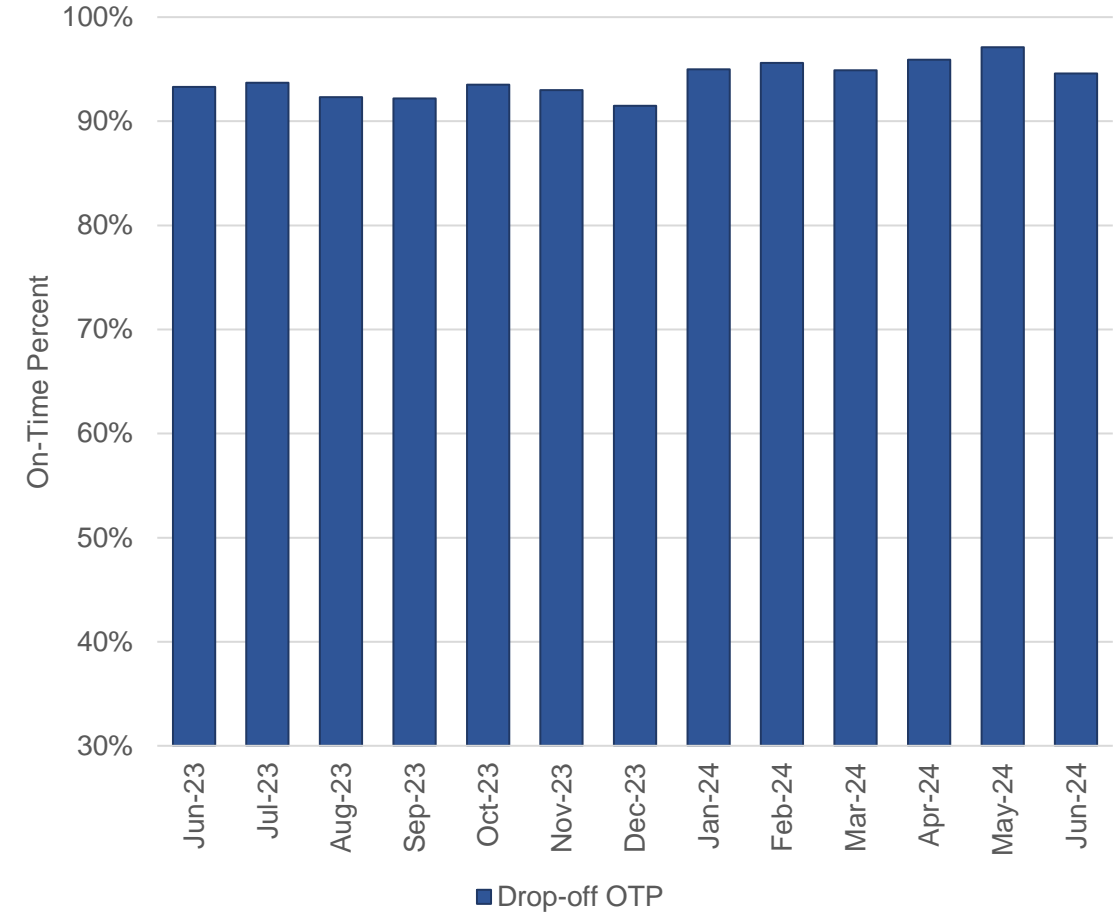
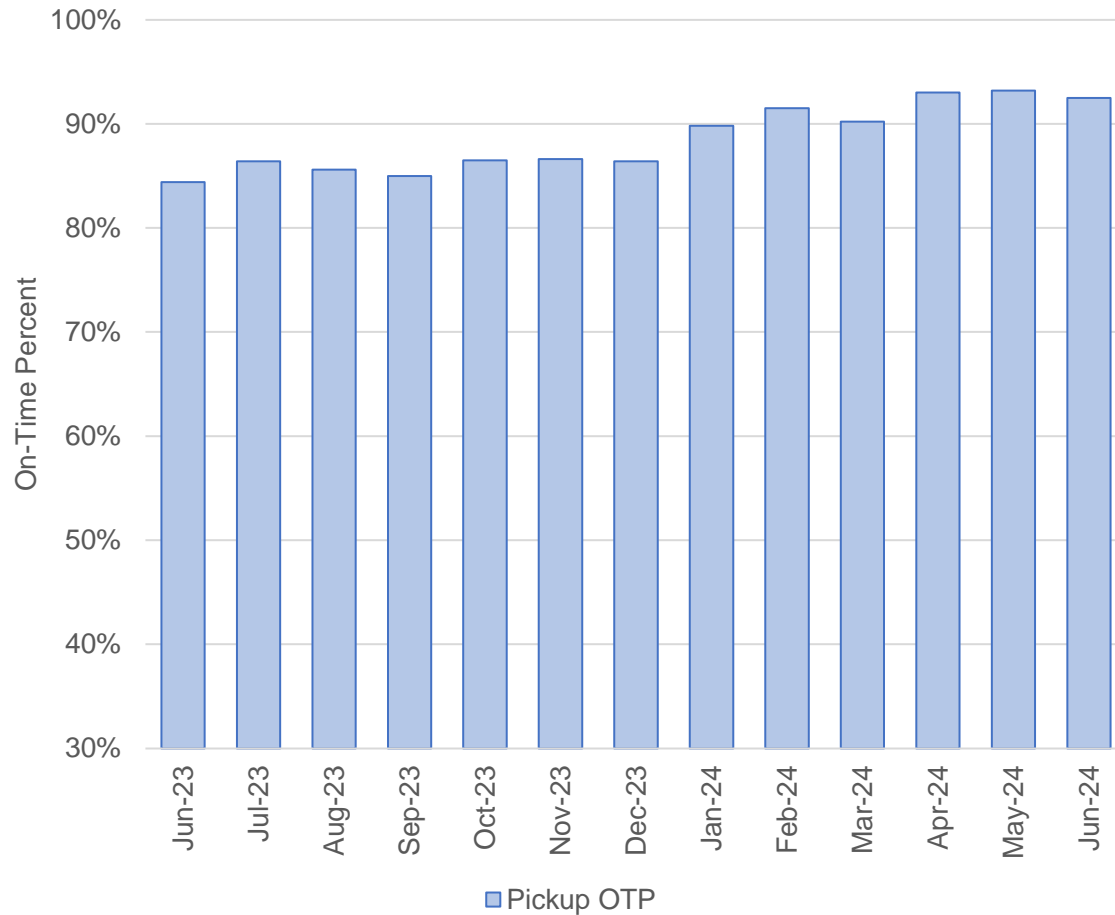
Customer complaints are used to measure courtesy as the standard for customer satisfaction. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

Service Demand – Ridership Trend



Service Demand: Ridership is the sum of completed passenger boardings on average per weekday within the existing service area.

Service Reliability – On-Time Performance (OTP)

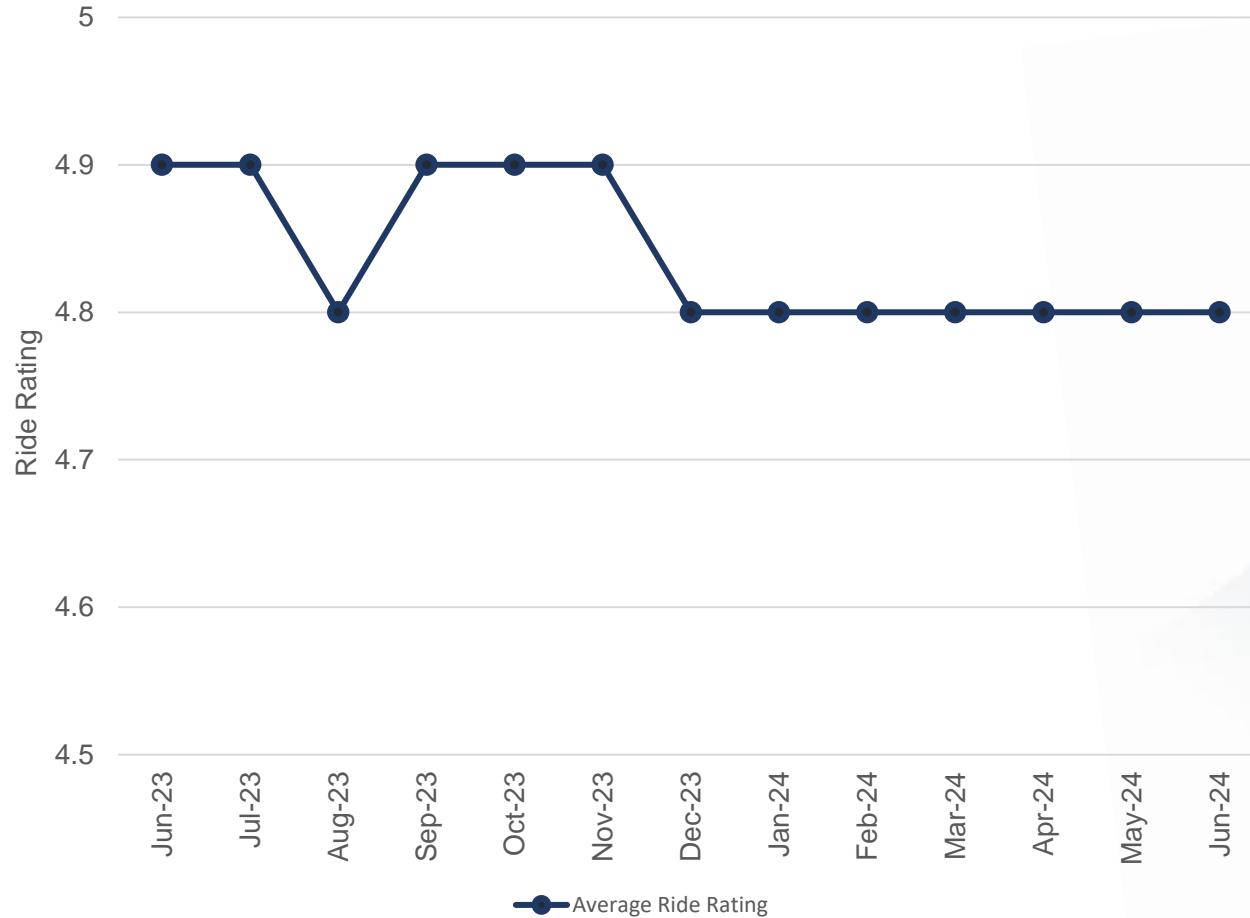


Pick-up OTP: The percentage of completed rides in which the rider was picked up within the 10-minute pick-up window that was provided at booking.

Drop-off OTP: The percentage of completed rides in which the rider was dropped off within the 10-minute drop-off window that was provided at booking.

OC Flex

Courtesy – Average Ride Rating



Average Ride Rating: Passengers can rate their overall experience after each ride. The average ride rating is measured in terms of stars; one star indicates a low-quality ride, while five is a high-quality ride