Bimonthly Transit Performance Report

November 2024

OCTA

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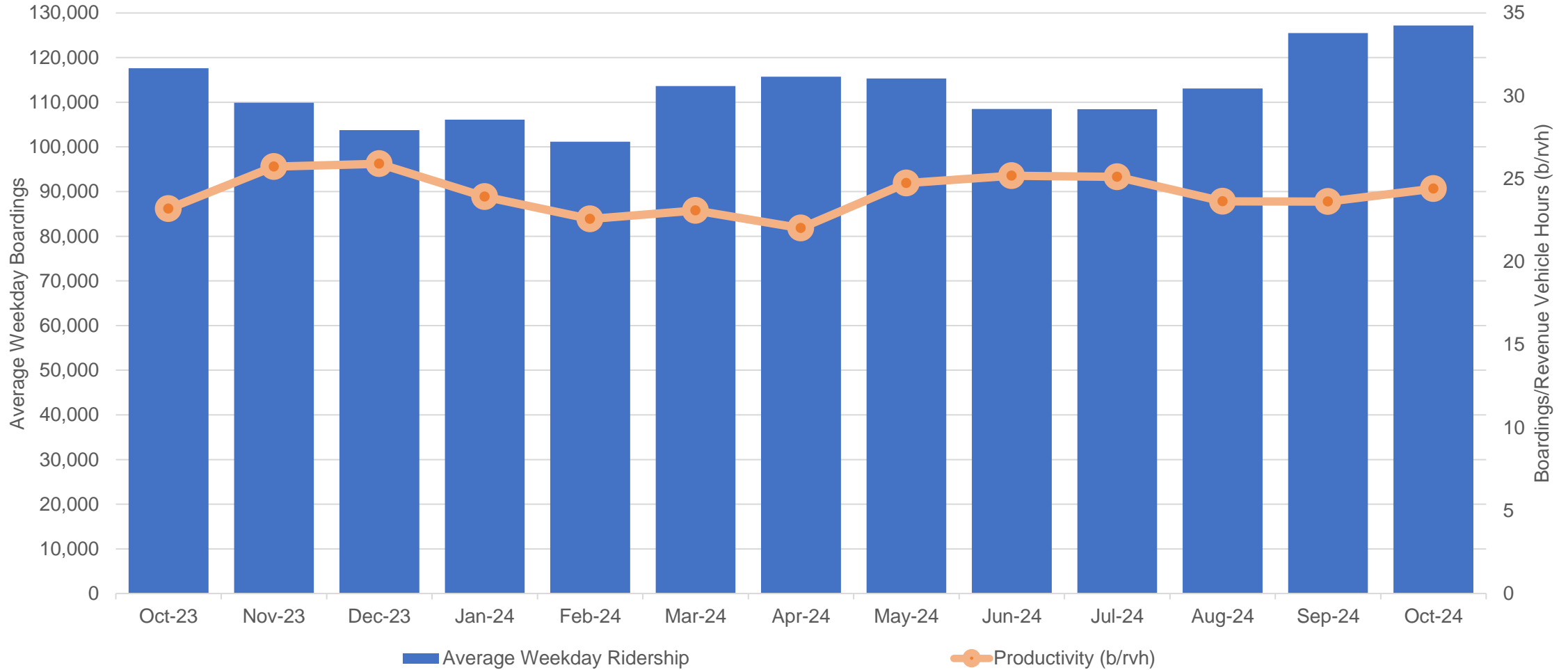
Safety
Measures the safety of the service in terms of preventable collisions normalized by miles traveled.

Courtesy
Measures customer feedback and is typically normalized by boardings.

OC Bus

Service Demand - Ridership Snapshot

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

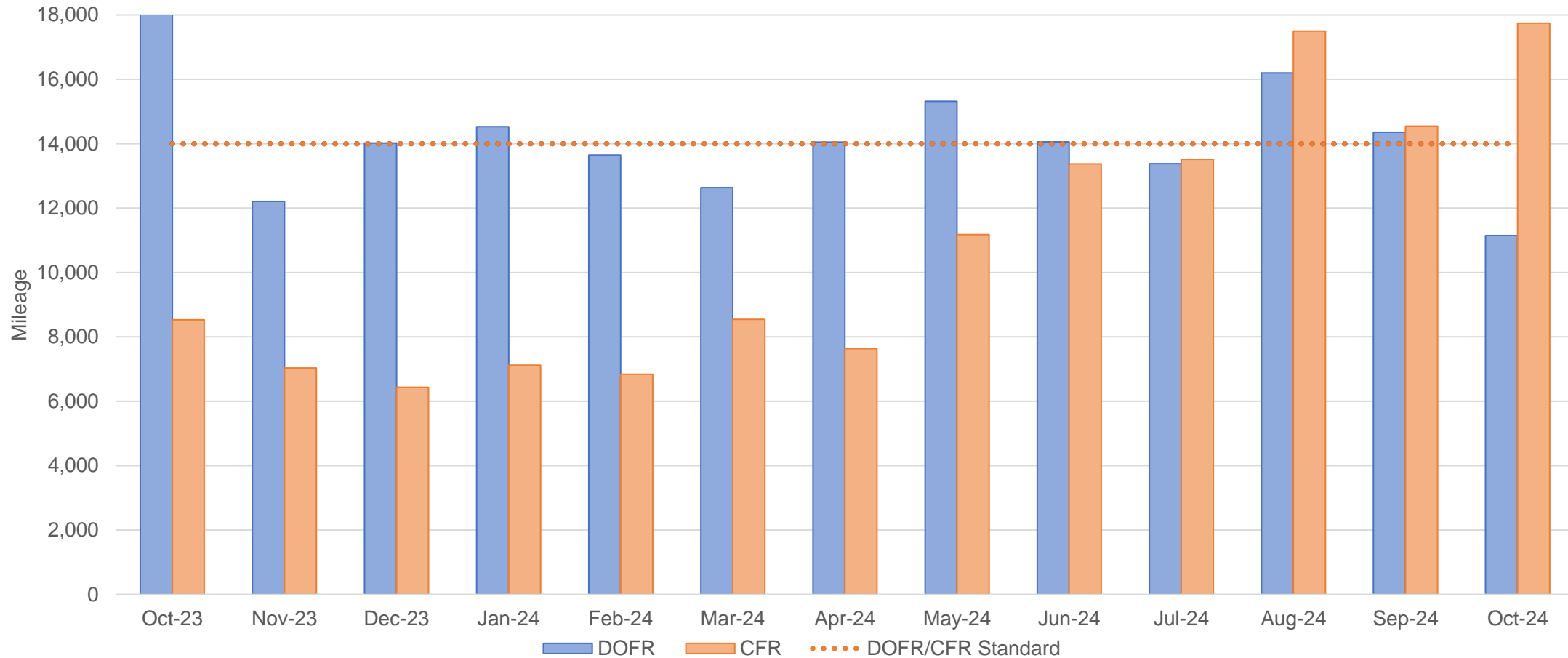## Service Reliability – On-Time Performance (OTP)
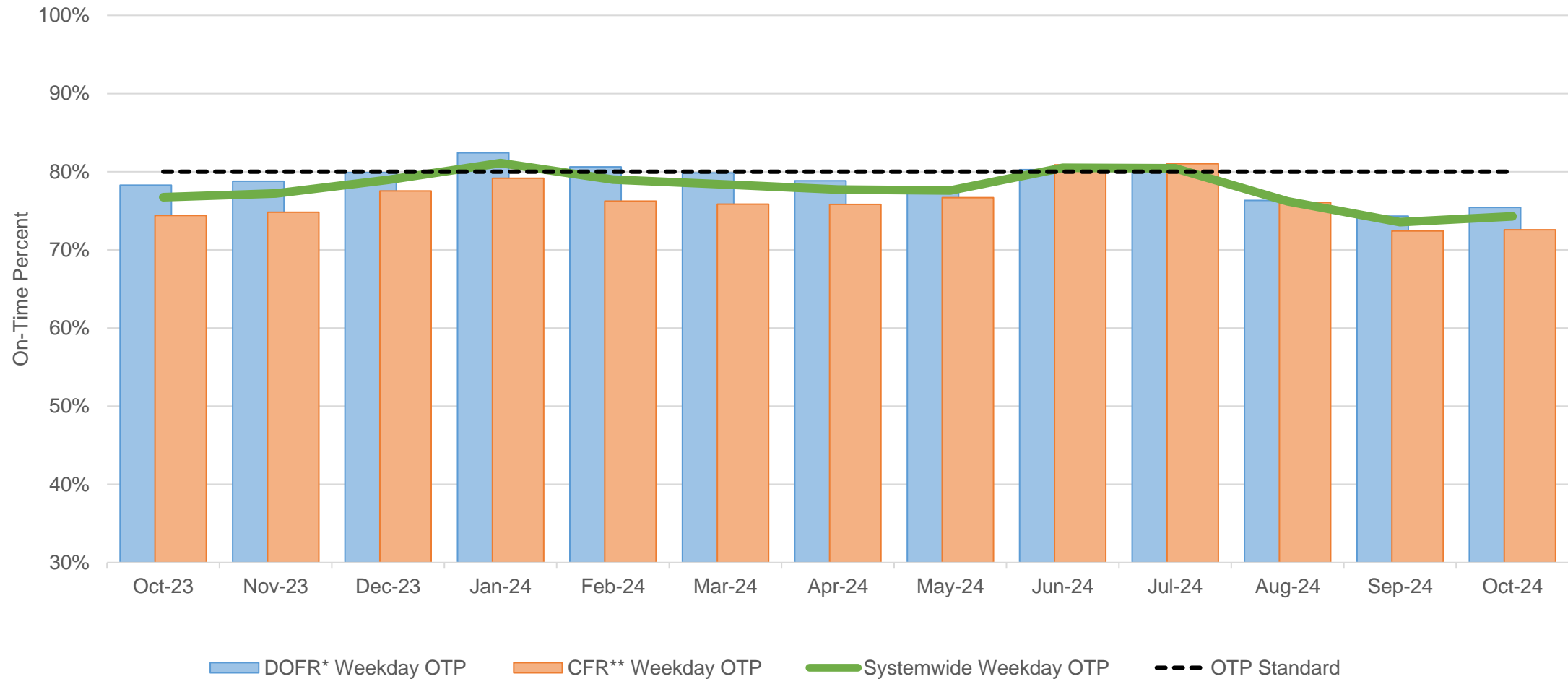
On-time Performance (OTP): measures how well OCTA vehicles adhere to the schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system-wide. The systemwide OTP standard is 80%.

Data reported as of October 20, 2024   *DOFR – Directly Operated Fixed Route   *CFR – Contracted Fixed Route
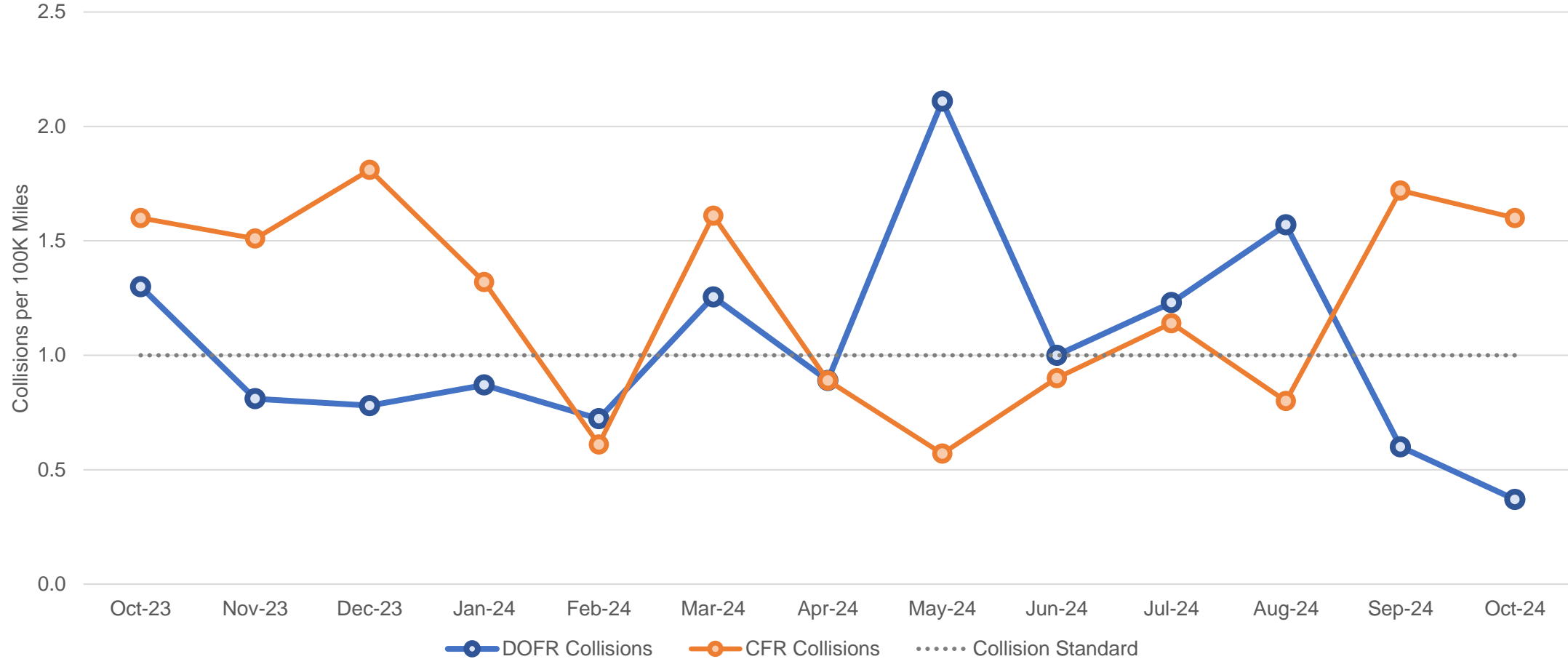
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OC Bus

Service Reliability – Vehicle Performance

Miles Between Road Calls (MBRC): MBRC is determined by the total vehicle mileage divided by the total road calls, or disruptions due to mechanical failures in revenue service. The MBRC standards for DOFR and CFR is 14,000 miles.

# OC Bus

Safety – Preventable Collisions

Preventable Collisions: Preventable vehicle accidents 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

## Service Quality – Customer Complaints
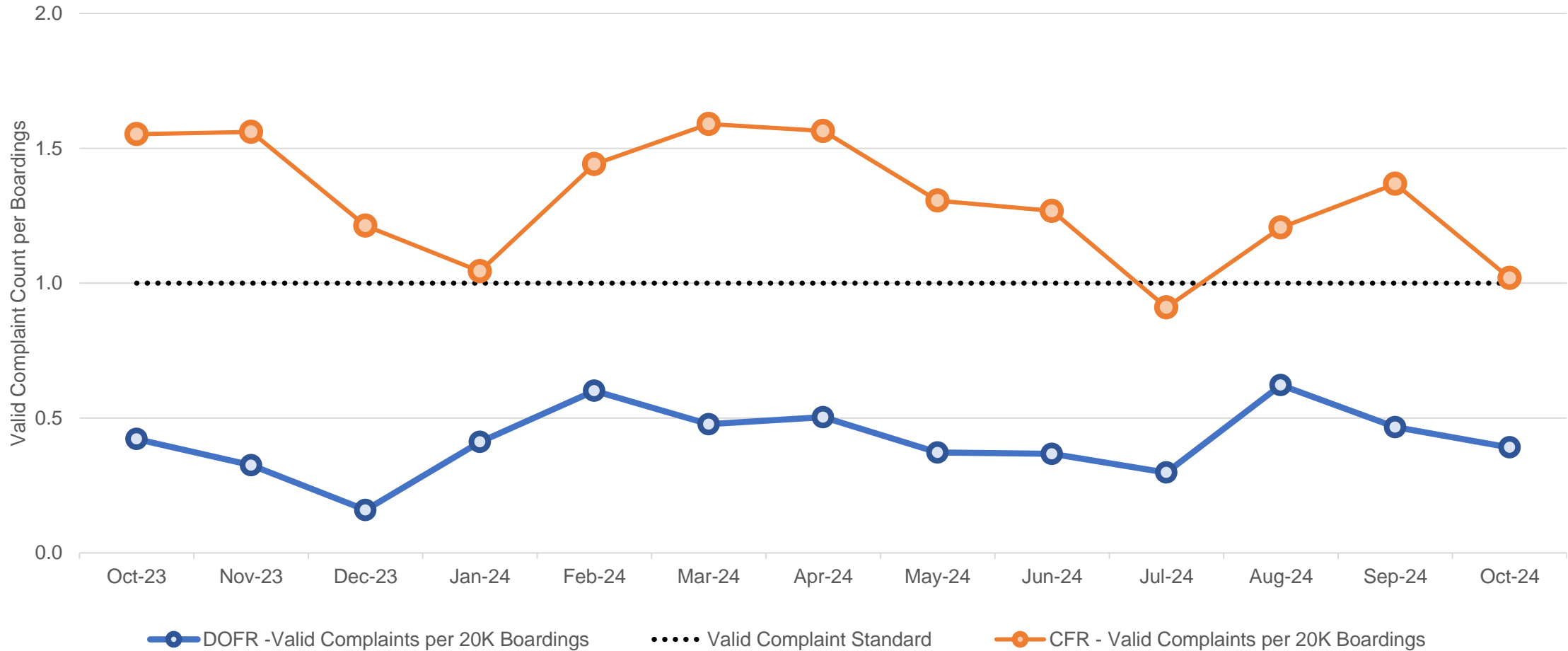
Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for OC Bus is no more than one valid customer complaint per 20,000 boardings.

OC ACCESS
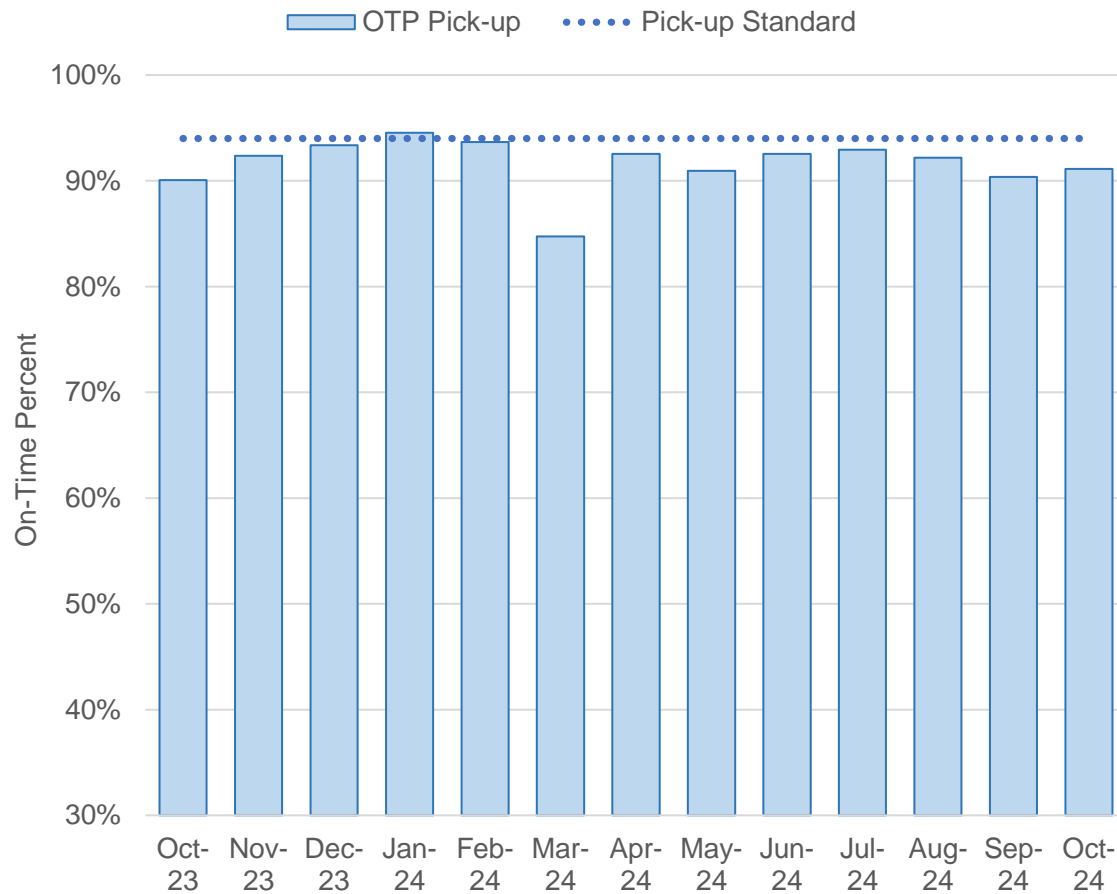
Service Demand – Ridership Snapshot

Primary Service Provider — Supplemental Service Provider — Productivity
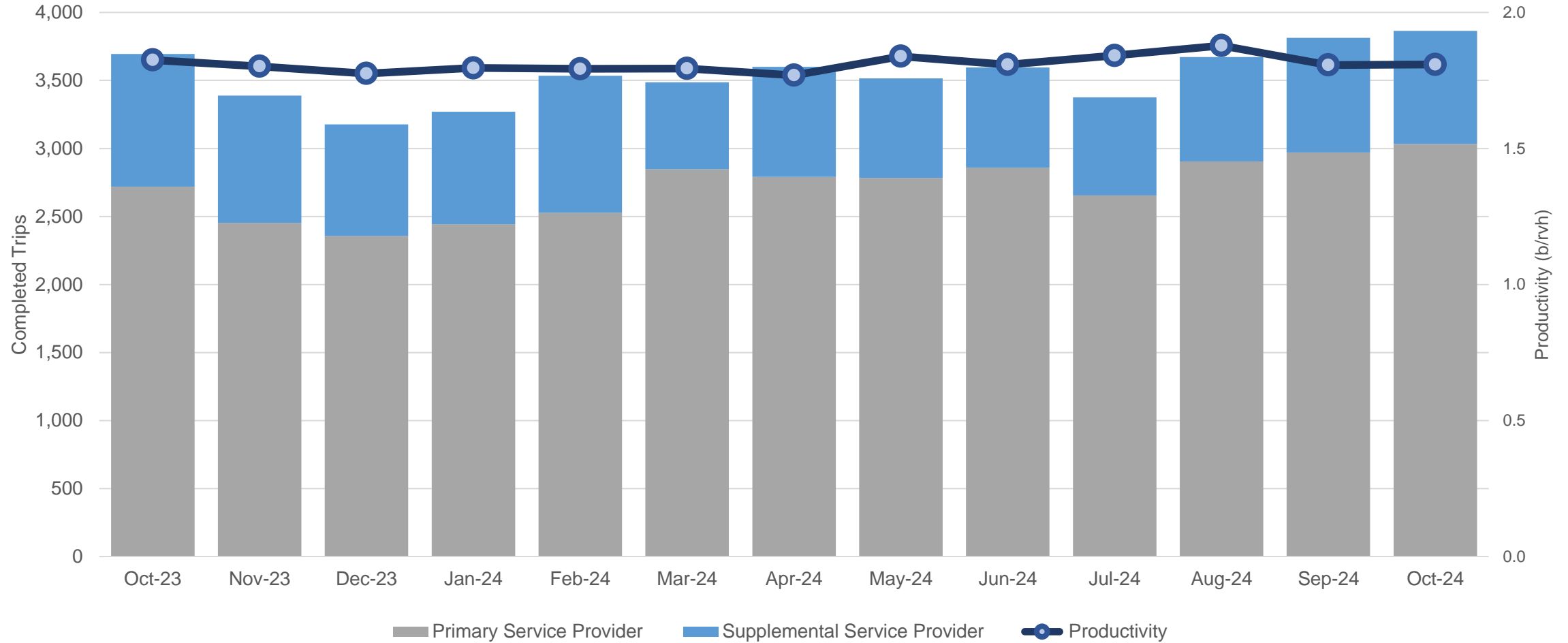
Service Provider Demand: OCTA has a primary service provider, First Transit, and supplemental providers which are contracted to meet demand on the network.
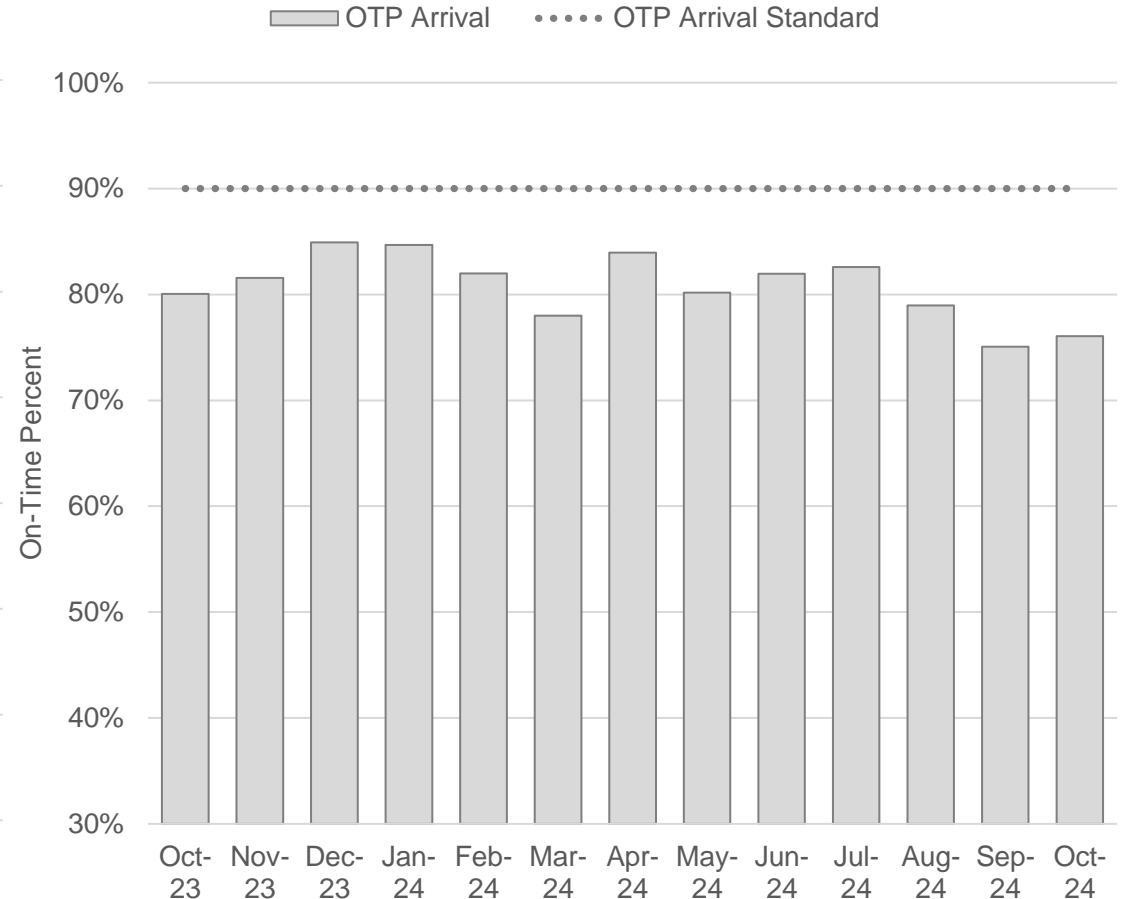
OC ACCESS

Service Reliability – On-Time Performance (OTP)

Pick-up OTP: The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.
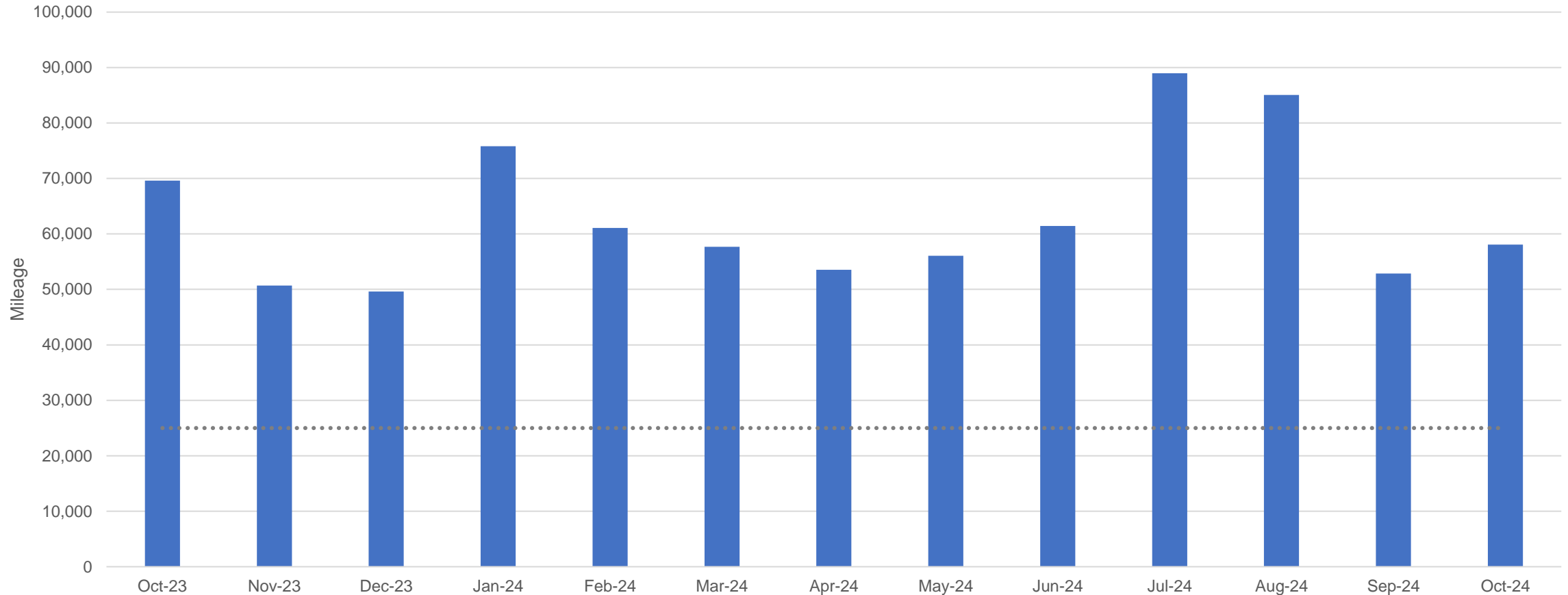
Arrival OTP: The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.

OC ACCESS

## Service Reliability – Miles Between Road Calls (MBRC)

MBRC: 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 period. The MBRC standard for OC ACCESS is 25,000 miles.
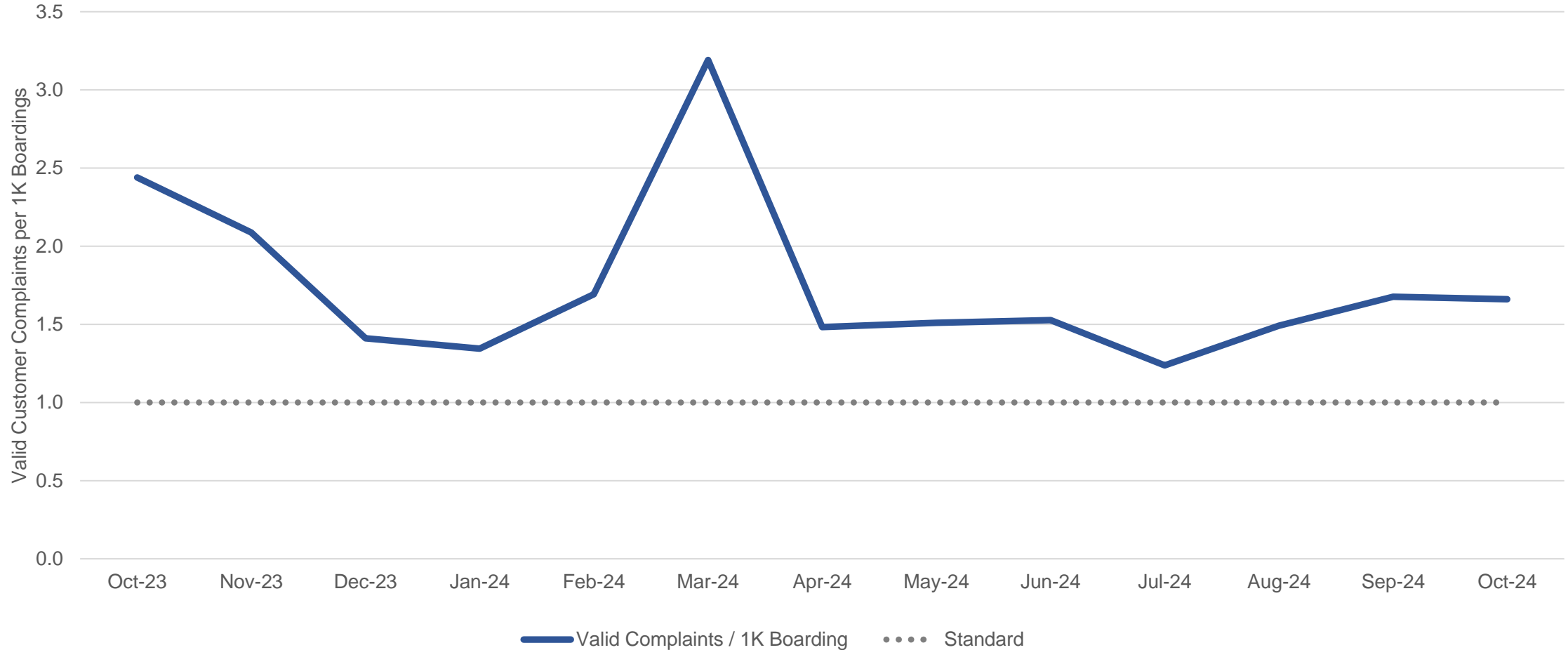
OC ACCESS

Safety – Preventable Collisions
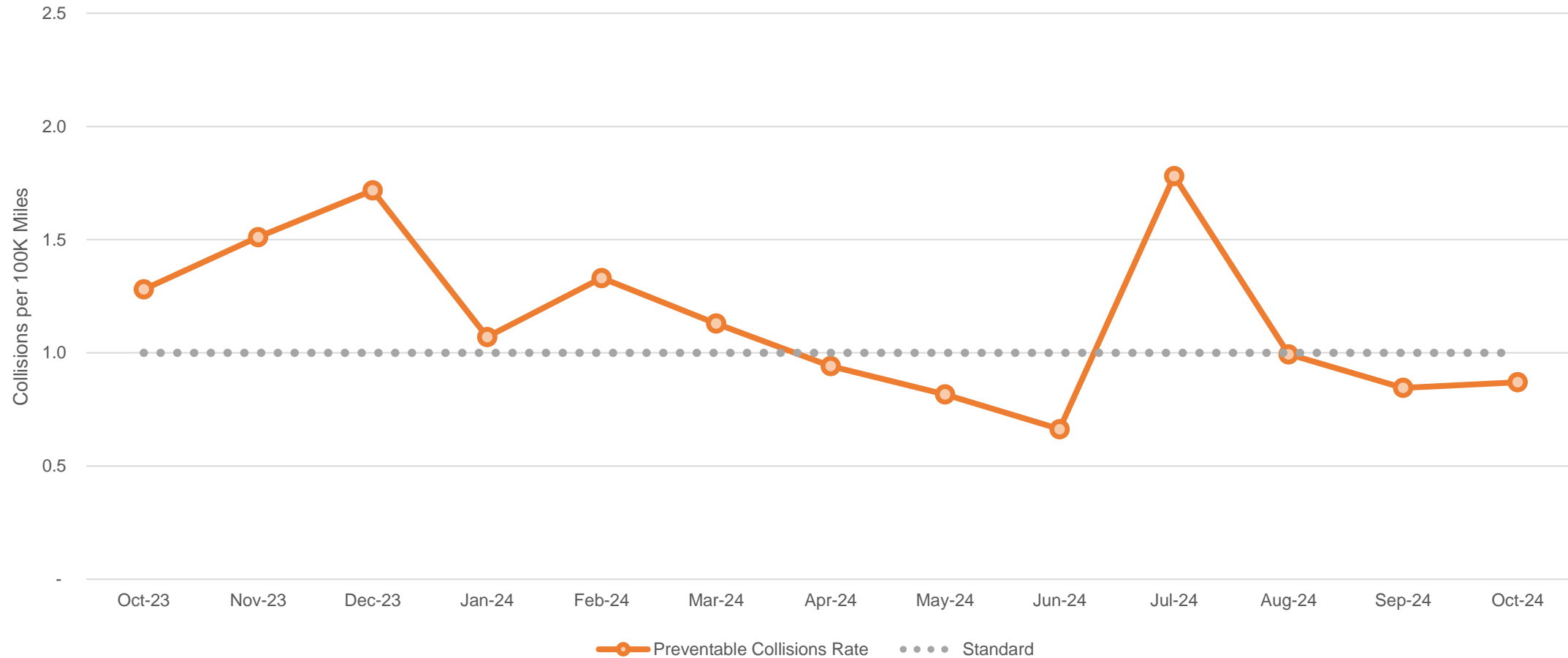
Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

OC ACCESS

## Service Quality – Customer Complaints

Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.
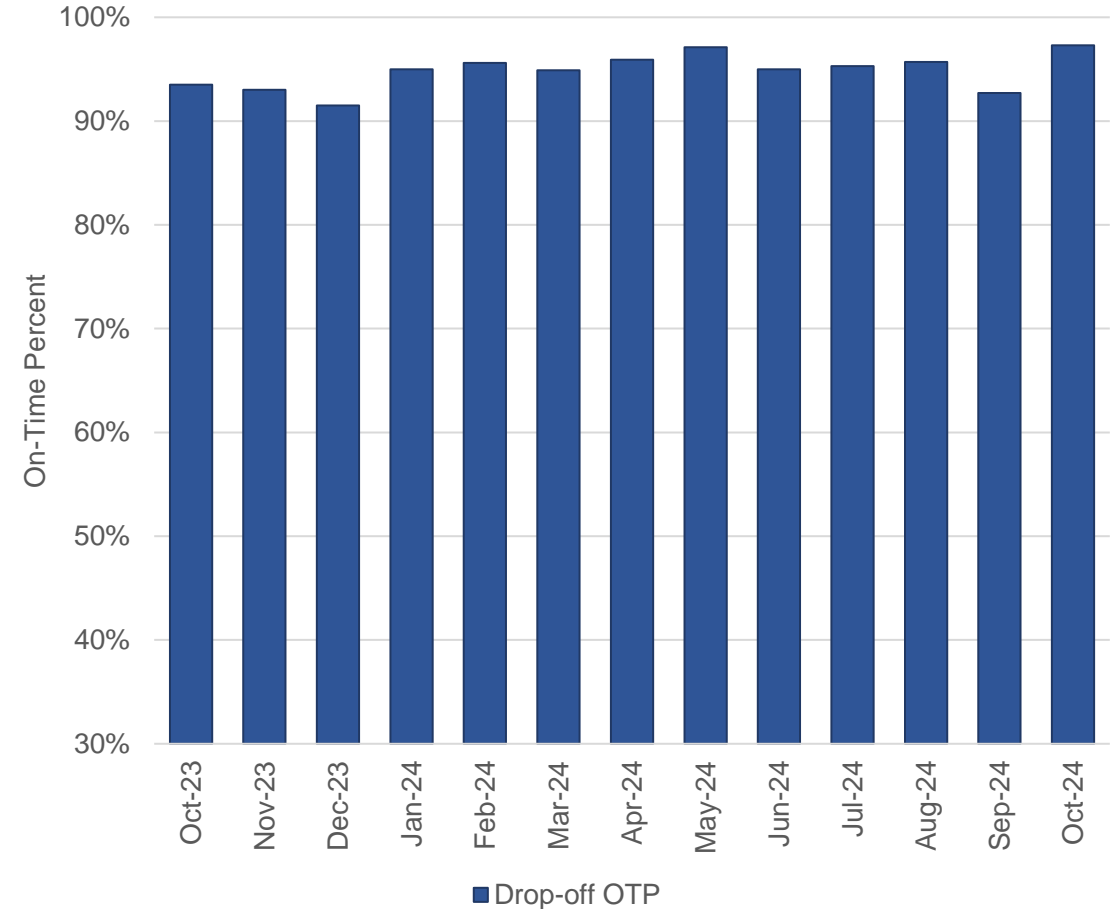
OC Flex

Service Demand – Ridership Snapshot

Legend: ■ Average Weekday Boardings — ●— Productivity
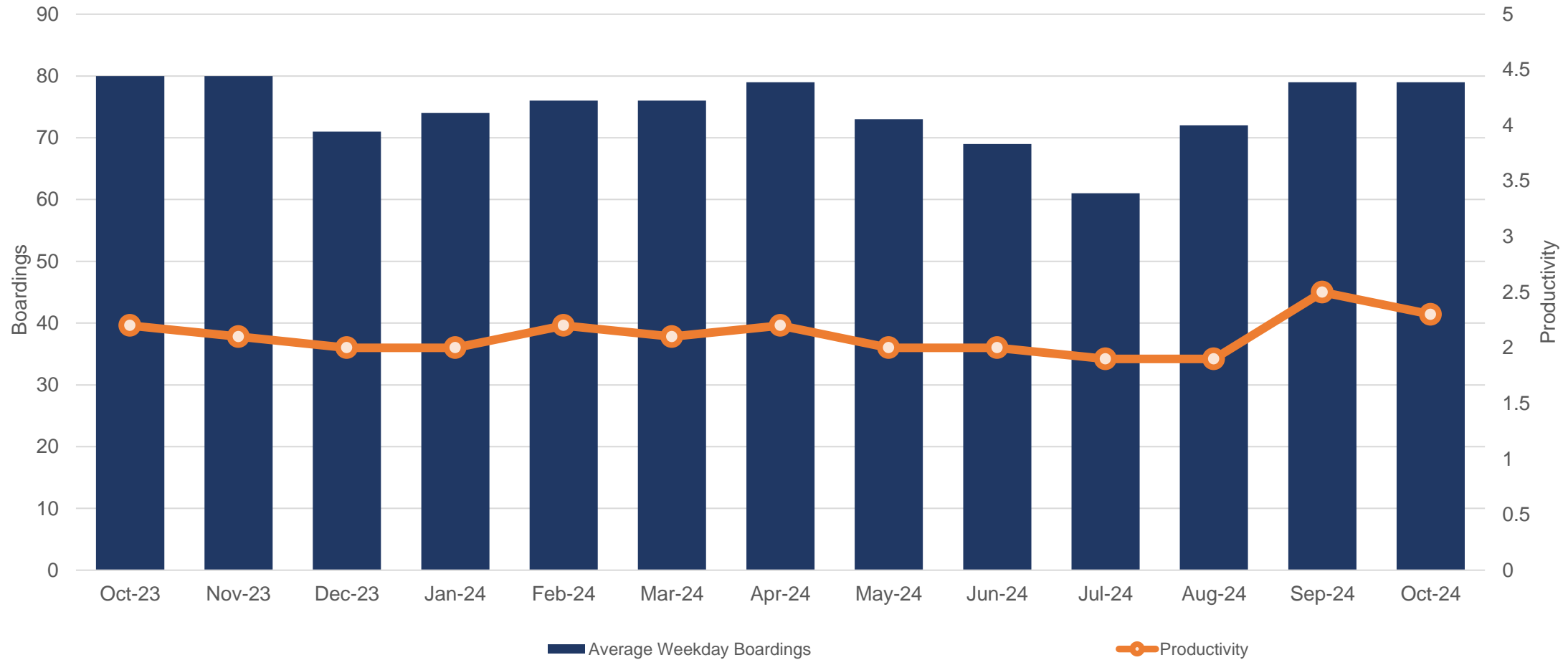
Service Demand: The sum of completed passenger boardings on average per weekday within the existing service area.

OC Flex

## Service Reliability – On-Time Performance (OTP)
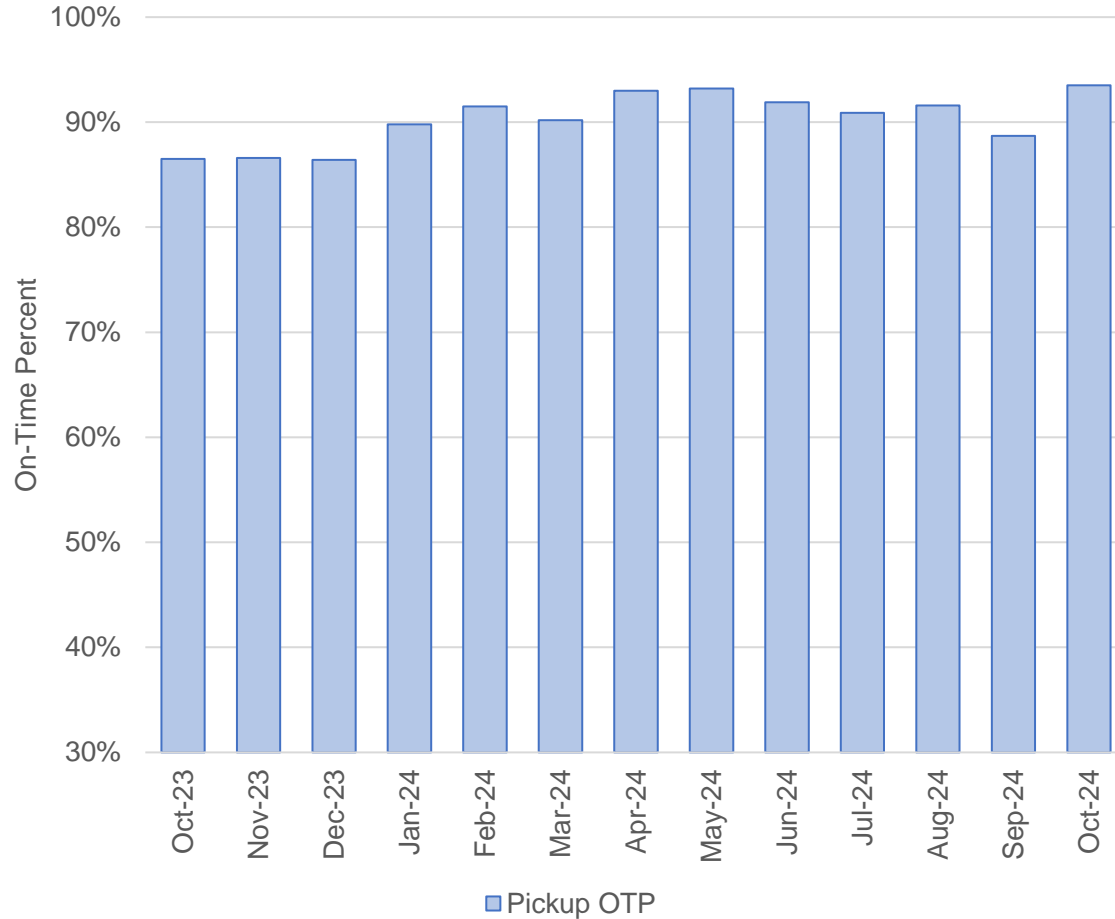
Pick-up OTP: The percentage of completed rides in which the rider was picked up within the ten-minute pick-up window that was provided at booking.

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

OC Flex

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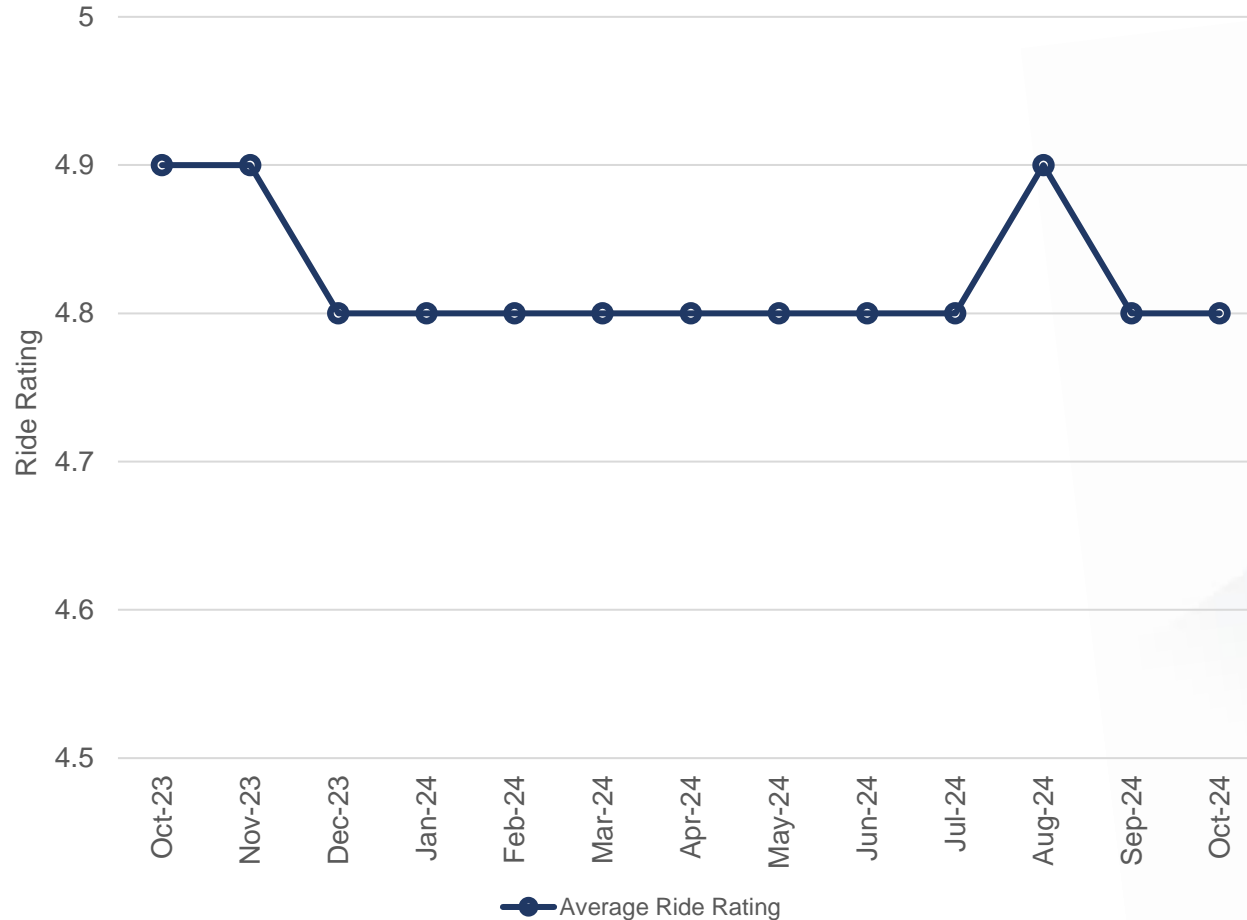
Average Ride Rating: Passengers can rate their overall experience after each ride. The average ride rating is measured in terms of stars; one star indicates a low-quality ride, while five is a high-quality ride.