

# 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 as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
  - Trends, feedback, and issues reported

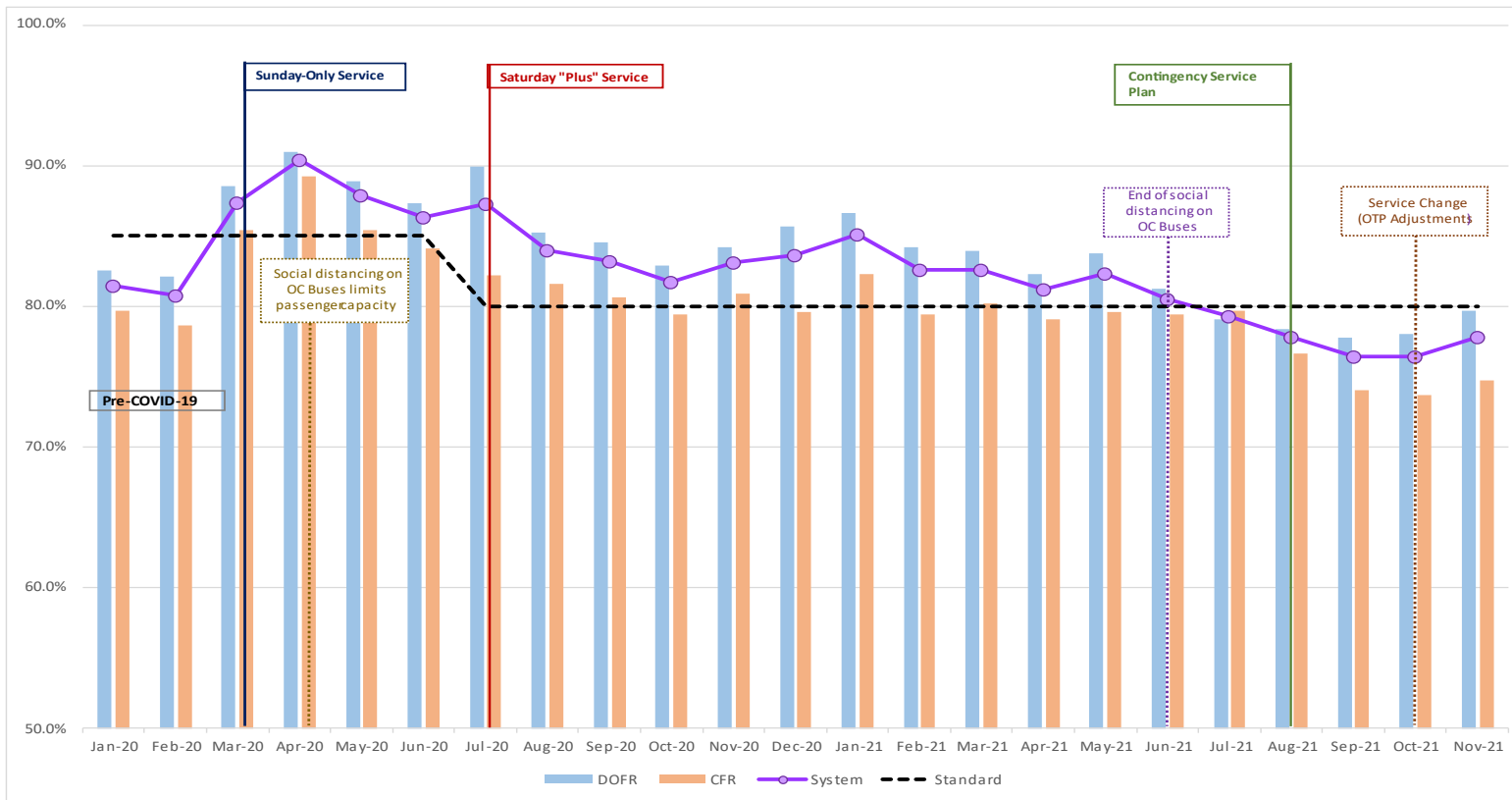
# OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



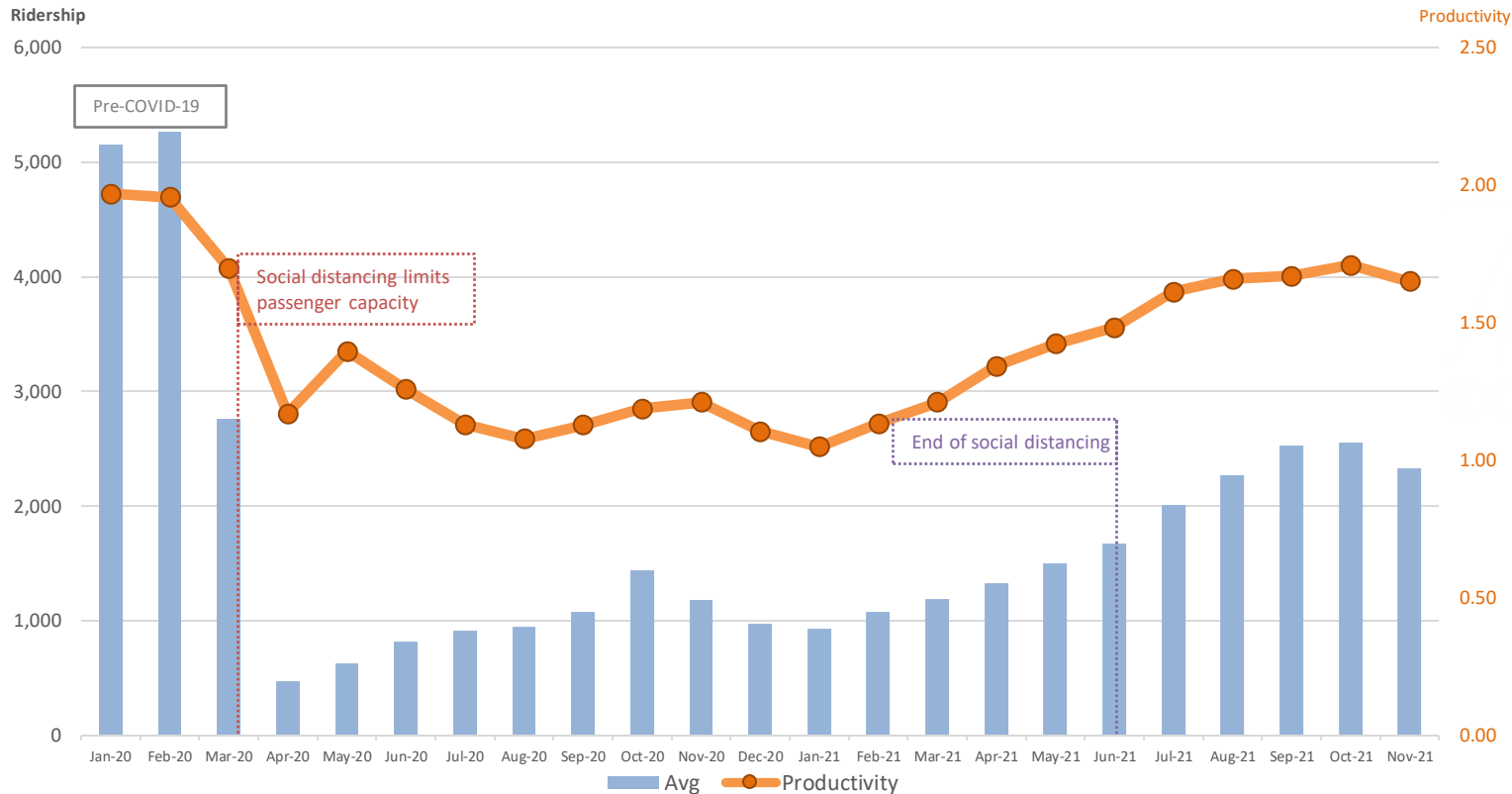
# OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



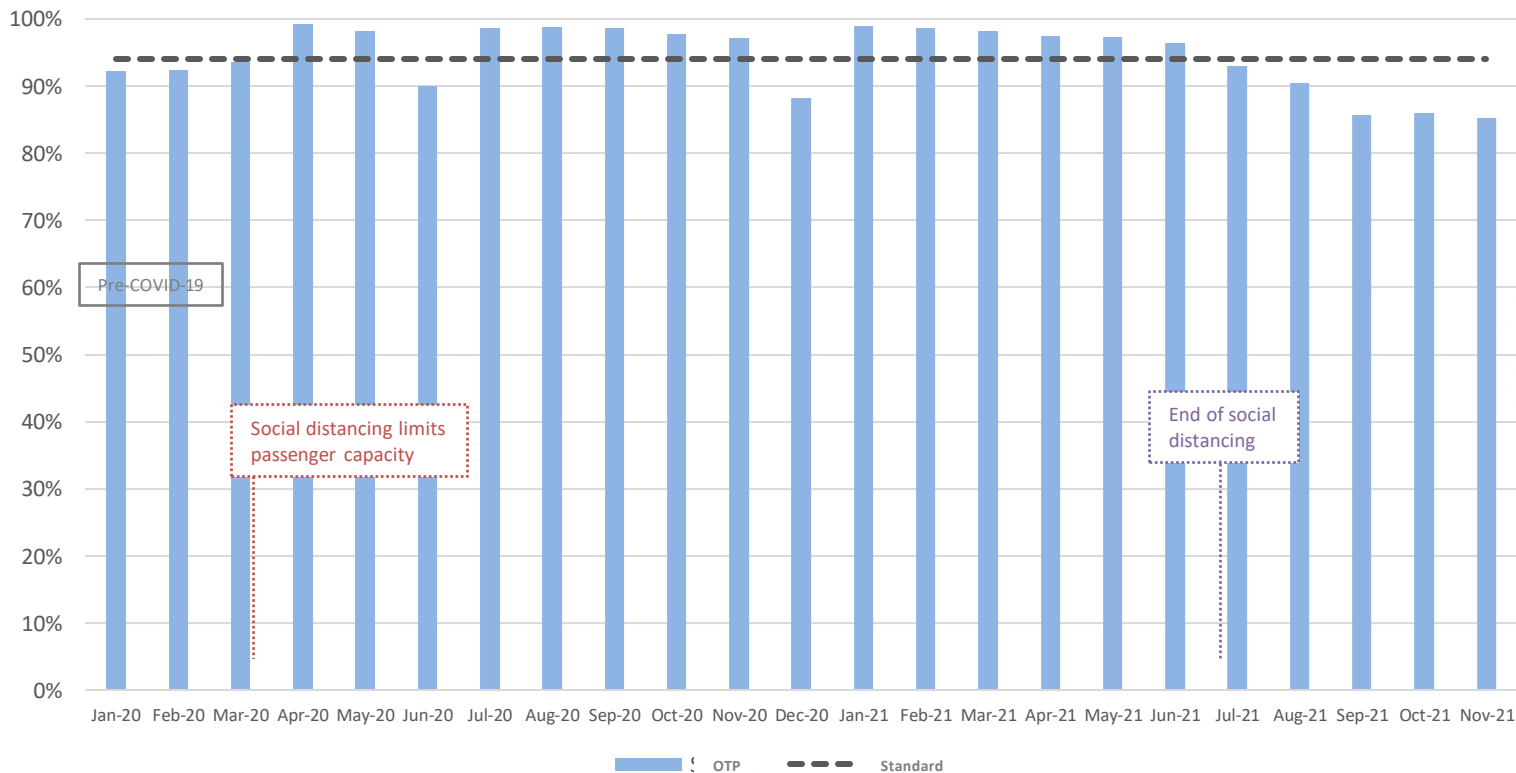
# OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



# OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

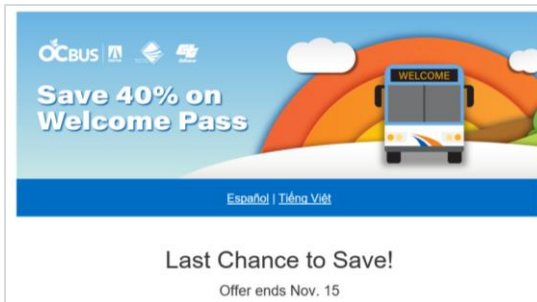


# CUSTOMER COMMUNICATION AND FEEDBACK

## COVID-19 Safety Measures

### Safety/Customer Communications

The OC Bus Comeback Campaign, which includes the Welcome Pass, Youth Ride Free, and the College Pass programs, continued to reinforce important ongoing safety messages. Marketing efforts also supported the launch of the new OC Bus Mobile App, which launched in mid-November.



## Customer Comments

### Bus Pass-Bys

- Complaints on pass-bys decreased to an average of seven complaints per week in the first four weeks of November compared to nine complaints per week in October.

### Overcrowding

- Passenger overcrowding complaints decreased to an average of 0.5 complaints per week in the first four weeks of November compared to one complaint per week in October.



## NEXT STEPS

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- Continue to Track Service Performance
  - Ridership trends and seasonal patterns
  - On-time performance
- Upcoming Service Changes
  - February 13, 2022
  - June 12, 2022