

Bus Operations Performance Measurements Report

First Quarter
Fiscal Year 2021-22



About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 58 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR) service. The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents; courtesy, as measured by customer complaints; and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for OC Bus service, DOFR and CFR, and OC ACCESS service.

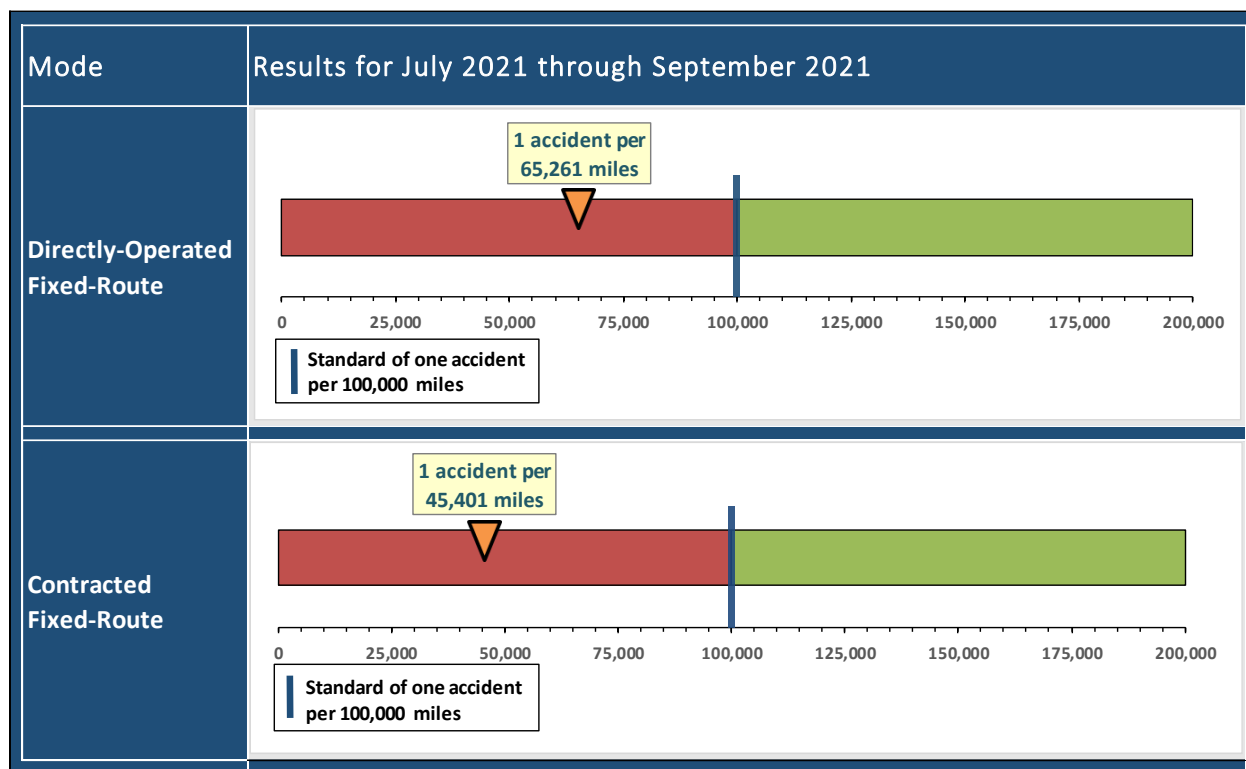
It is important to note that OCTA continues to operate a reduced level of service with the prolonged impact of the coronavirus (COVID-19) pandemic. As ridership remains significantly lower on both OC Bus and OC ACCESS, but trending favorably, the return of students in-person instruction, increased traffic congestion, and road construction are directly impacting the delivery of service. This is reflected in the performance to be discussed in this report.

FY2021-22 Q1 SUMMARY

- **Safety:**
 - DOFR - ▼
 - CFR - ▼
 - OC ACCESS - ▼
- **Courtesy:**
 - DOFR - ▲
 - CFR - ▲
 - OC ACCESS - ▼
- **OTP:**
 - DOFR - ▼
 - CFR - ▼
 - OC ACCESS - ▼
- **MBRC:**
 - DOFR - ▲
 - CFR - ▼
 - OC ACCESS - ▼

Safety: Preventable Vehicle Accidents

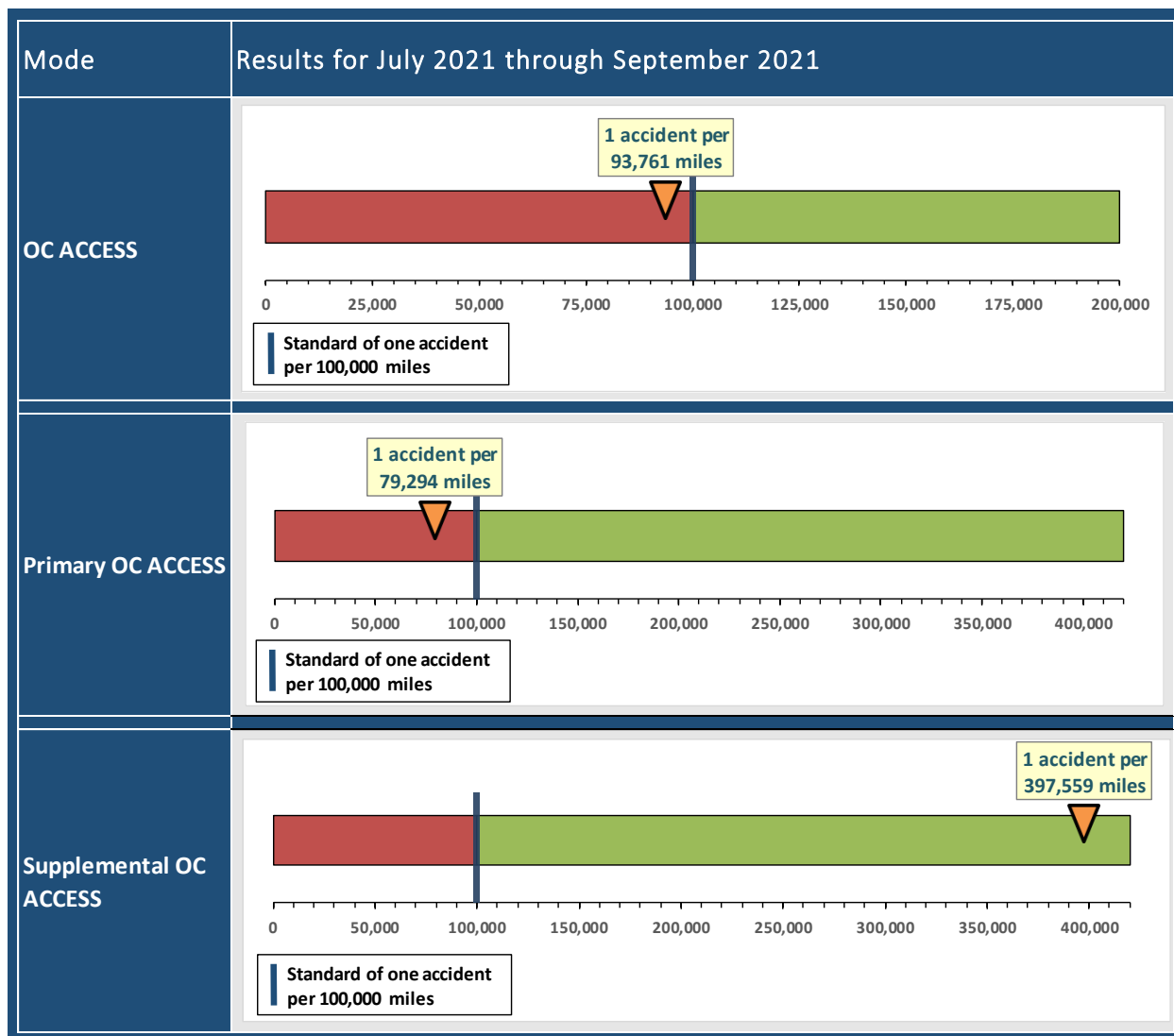
OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident. On-board passenger falls on fixed-route service that are determined to be preventable are also included among these accidents. Through the first quarter (Q1) of fiscal year (FY) 2021-22, OC ACCESS, DOFR, and CFR did not meet the standard of operating more than 100,000 miles between preventable accidents.



DOFR OC Bus continued to perform below the accident frequency standard and OCTA Operations staff continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. During the past quarter, training continued to focus on safety as approximately half of the accidents between July and September were a result of the operator failing to check or properly judge vehicle clearances resulting in contact with the curb, a tree, pole, sign, or another vehicle. Other accidents were related to failure to check door clearances resulting in the door closing on customers and sudden vehicle stops and starts resulting in passenger falls.

For CFR, the number of miles between preventable accidents was extraordinarily lower than performance during the previous reporting period and FY. This is because, unlike DOFR, the preventable accidents for CFR with less than \$1,000 in damage were not factored into the accident frequency ratio. As staff strive to ensure that reporting of performance measures is consistent among both CFR and DOFR, effective July 1, 2021, all preventable accidents for CFR are counted. This reporting change is the primary reason for the dramatic change in performance as the trends by accident type were similar to DOFR – fixed-object strikes

(curb, sign, pole, vehicles) and sudden starts and stops resulting in passenger falls. Staff continues working with the contractor to improve performance and reduce the current accident trends.

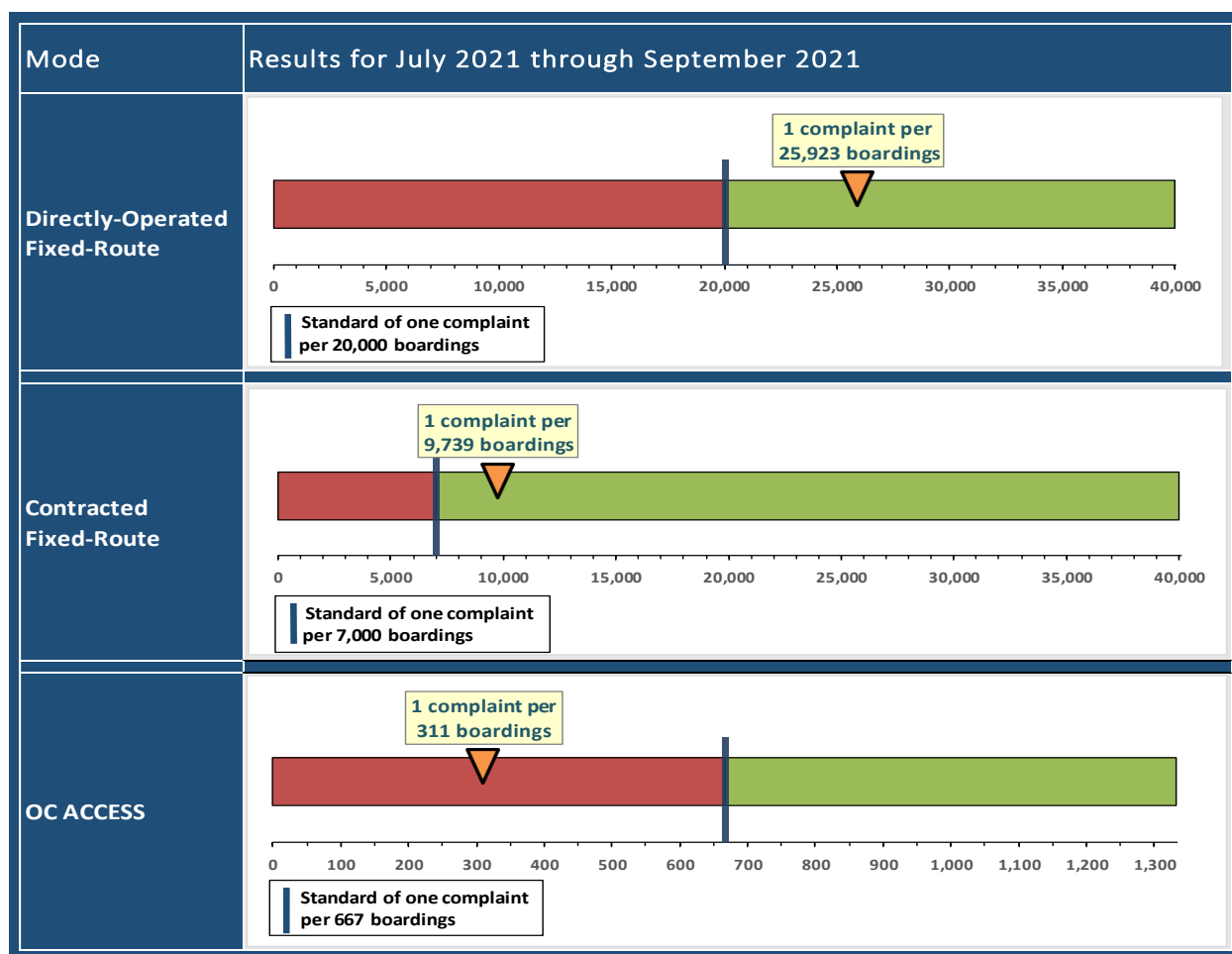


For Primary OC ACCESS, a modest increase in curb strikes, a total of three in Q1, along with typical collisions with fixed objects (poles) and overhanging tree branches resulted in performance just below standard. The contractor is conducting a campaign for drivers to reinforce best practices when maneuvering into difficult pickup and drop-off locations.

Courtesy: Customer Complaints

OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings; the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings; and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

Through Q1 of FY 2021-22, the DOFR and CFR modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000 and 7,000 boardings, respectively, while OC ACCESS performed below standard.

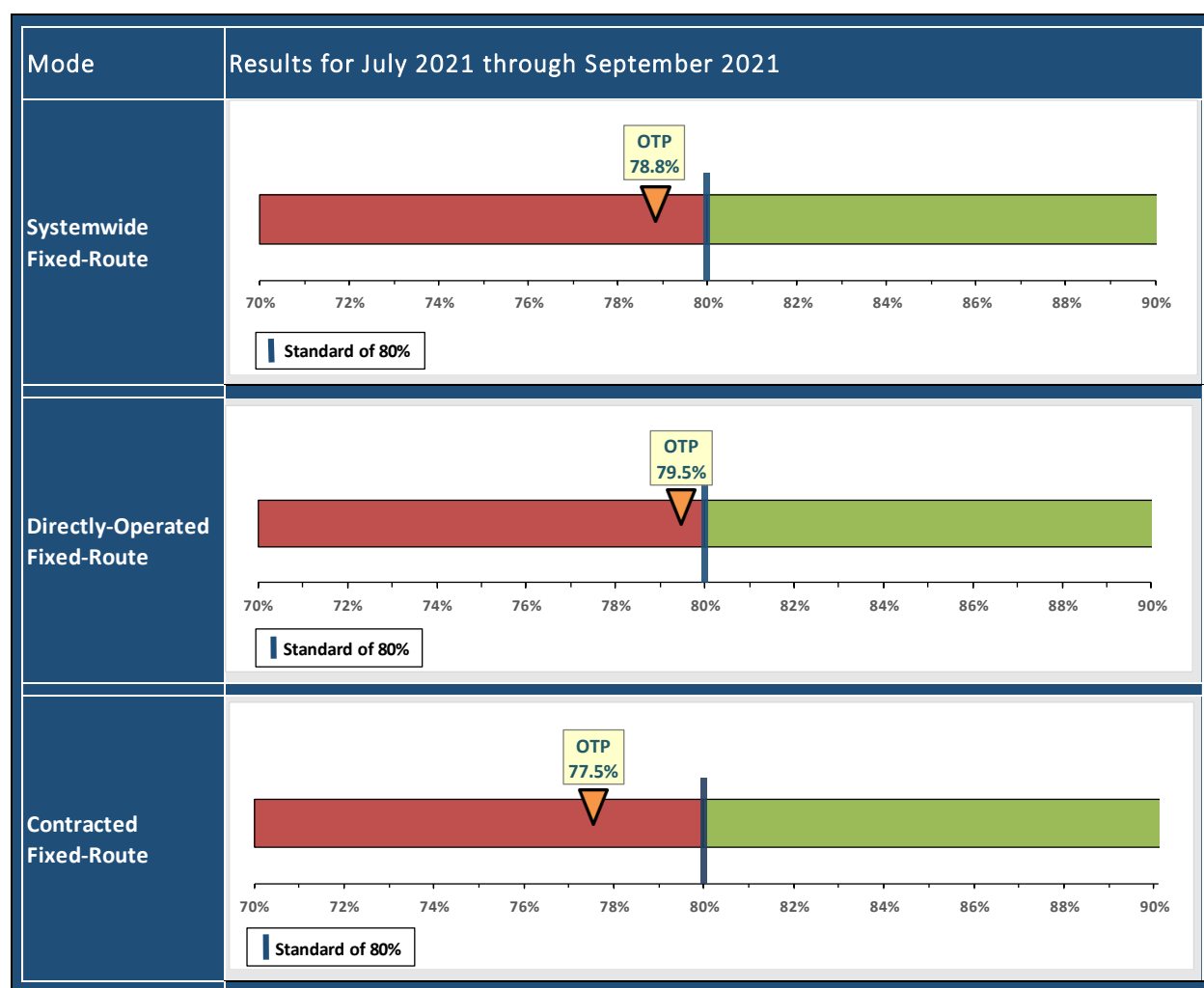


For OC ACCESS, the contractor has struggled to meet key service delivery metrics due to increasing ridership and driver shortages. Compounding those issues, in mid-September the contractor launched a new driver bid to better align existing driver resources with changing demand. During the process of executing the new driver bid, a staff error occurred resulting in hundreds of trips not being assigned to driver routes. Though the root cause of the issue was identified and corrected after six days, this error significantly affected the contractor's performance, resulting in increased customer complaints. The contractor is actively recruiting drivers to ensure appropriate resources are in place to meet increasing demand.

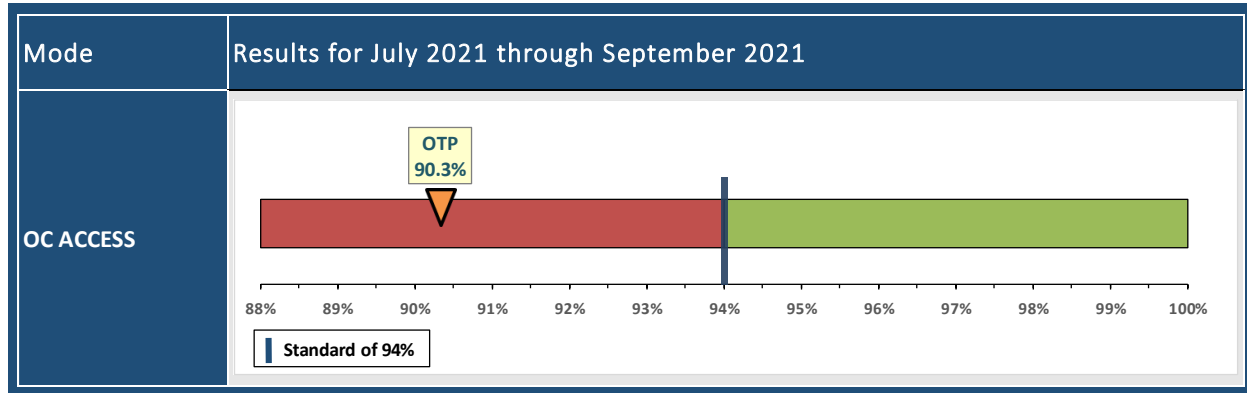
Reliability: OTP

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the scheduled time point from zero minutes before up to no more than five minutes after the time as printed on the bus route schedule. OCTA's fixed-route system standard for OTP is 80 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pickup time for transportation on a demand-response trip. A trip is considered on-time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent.

The OTP for OC Bus and OC ACCESS services all fell below the respective standards during Q1 of FY 2021-22. Systemwide fixed-route OTP was 78.8 percent, four percent lower than the prior quarter. The decreases for both DOFR and CFR were largely due to increased ridership and dwell times at bus stops, increase in traffic congestion, and routing detours due to construction. Planned changes in the February 2022 service change include schedule modifications specifically meant to address OC Bus OTP performance.

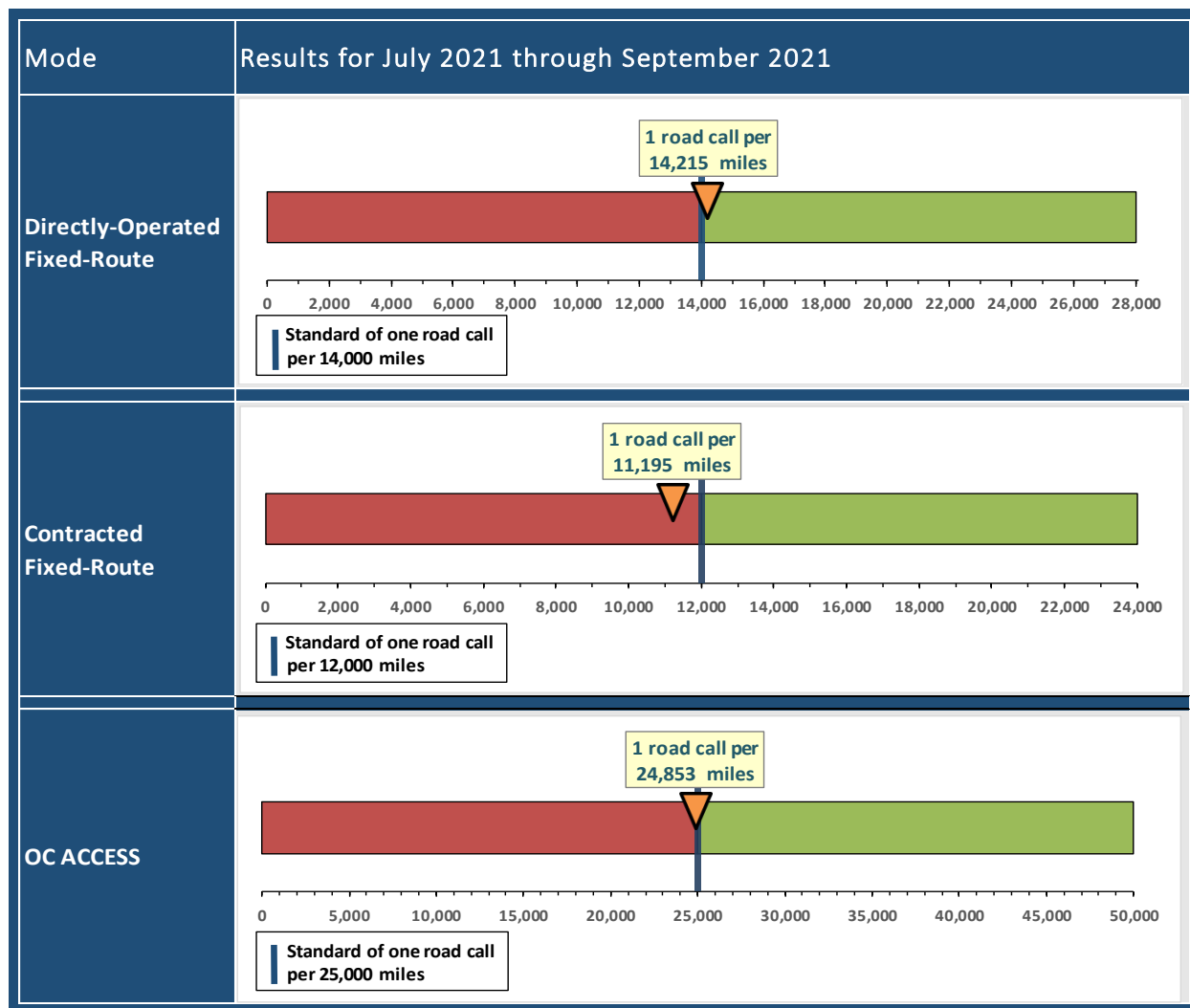


The OTP for OC ACCESS also came in below standard with a rate of 90.3 percent, 7.7 percent lower than the rate reported last quarter and 3.7 percent below the standard. As reported under customer complaints, the OC ACCESS contractor struggled to meet the OTP standard in Q1 due to increasing demand, driver shortages, and the September routing error. Staff is working closely with the contractor to ensure appropriate driver resources are in place to meet the increasing demand.



Reliability: MBRC

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before failure of a vital component forces removal of the vehicle from service. OCTA has adopted standards for the MBRC for DOFR, CFR, and OC ACCESS services. These standards vary to align with the specific type of service being provided and to account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service; 12,000 MBRC for CFR OC Bus service; and 25,000 MBRC for OC ACCESS.

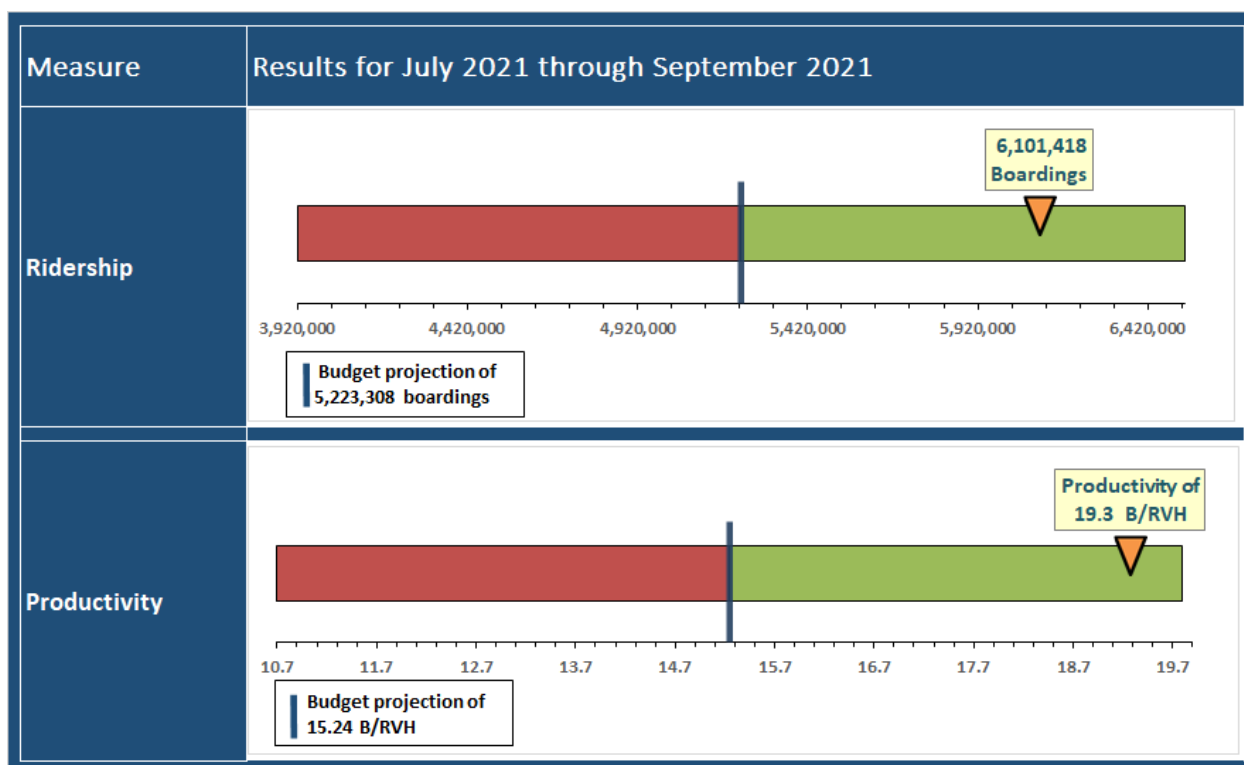


Through Q1 of FY 2021-22, DOFR OC Bus service continues to meet the MBRC standard while CFR OC Bus is currently below the standard. MBRC mileage for CFR buses was below the standard primarily due to several major engine and transmission failures and electrical issues related to drivetrain control modules and sensors. Several cooling system components also failed as a result of higher seasonal temperatures. The Contractor has initiated several maintenance campaigns to improve vehicle performance and staff continue to monitor all failures in an effort to improve vehicle performance and reduce valid mechanical road calls. MBRC for OC ACCESS fell by 8.4 percent to drop just below the standard. OC ACCESS road calls were mostly related to summer heat, vehicle mileage, and fleet age.

Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the level of service provided, weather, the economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour that is operated. A RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

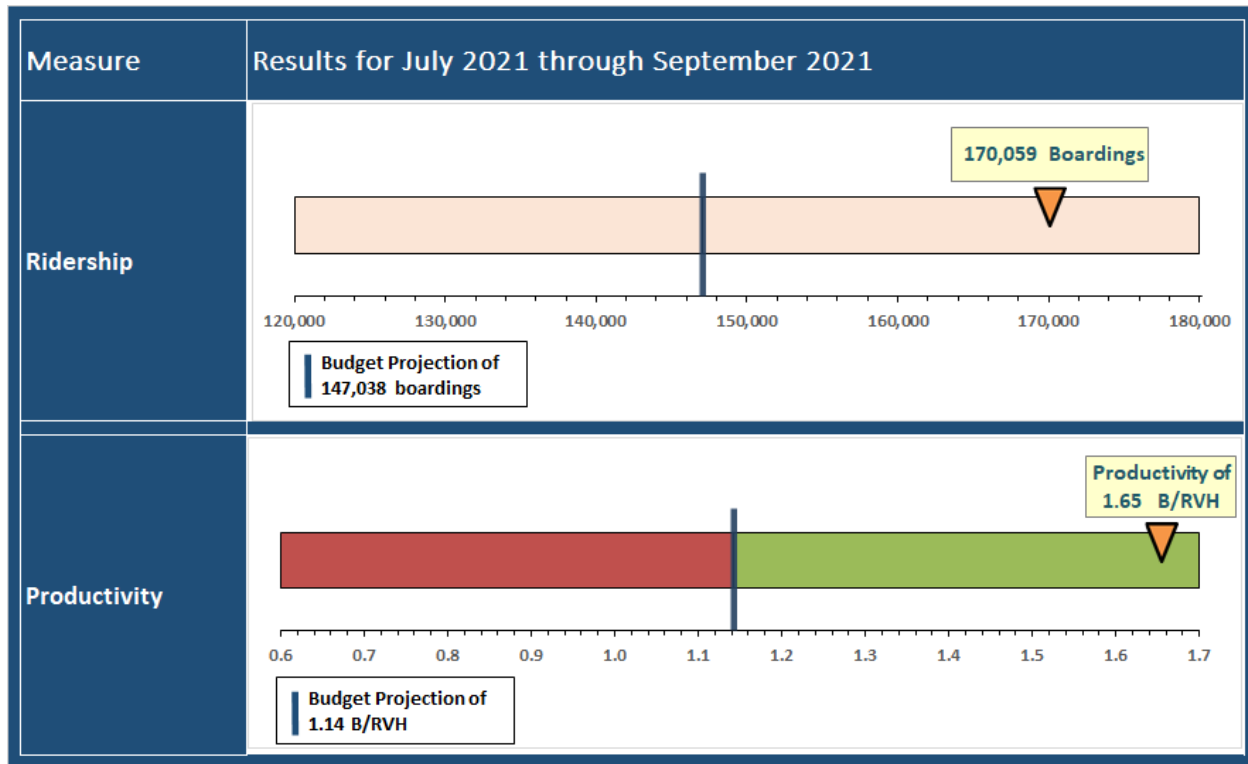
The COVID-19 pandemic continues to have an impact overall on ridership and productivity for all services. However, with students returning to in-person instruction and businesses now providing in-person services, OC Bus ridership experienced a significant increase compared to the prior quarter. Through September, the average weekday ridership was over 81,000, a 22 percent increase over the 66,500 reported for June 2021, resulting in FY-to-date ridership rate that is nearly 17 percent higher than the budgeted projection. Productivity for OC Bus service was also higher than budgeted projections, trending at over 19 boardings per revenue vehicle hour.



Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through Q1 of FY 2021-22, the total ridership and productivity for OC ACCESS was 15.7 percent and 44.7 percent higher than the budgeted projections, respectively. Though the impacts of the COVID-19 pandemic remain, recommendations for travel have been lifted for those persons 65 years or older or have underlying health issues leading to increased trip making. Additionally, many adult day programs are being restored resulting in higher demand for OC ACCESS service.



Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc., additional measures are tracked to ensure the CFR OC Bus service meets specified standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and are paid to OCTA by the contractor.

Through Q1 of FY 2021-22, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for preventive maintenance, road calls, and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2021-22. The incentives paid in Q1 relate to courtesy and accident frequency ratio, which totaled \$21,400. The total penalties assessed to the contractor during the quarter total \$36,300. This brings the FY-to-date total payment to OCTA to \$11,900 after the adjustment for waived penalties.

Table 1:	Performance Categories	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FYTD 22
Penalties	On-Time Performance	\$ (3,000)	\$ -	\$ -	\$ -	\$ (3,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (10,000)	\$ -	\$ -	\$ -	\$ (10,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ (1,600)	\$ -	\$ -	\$ -	\$ (1,600)
	Road Calls	\$ (1,700)	\$ -	\$ -	\$ -	\$ (1,700)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (20,000)	\$ -	\$ -	\$ -	\$ (20,000)
	Total	\$ (36,300)	\$ -	\$ -	\$ -	\$ (36,300)
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 6,400	\$ -	\$ -	\$ -	\$ 6,400
	Accident Frequency Ratio	\$ 15,000	\$ -	\$ -	\$ -	\$ 15,000
	Total	\$ 21,400	\$ -	\$ -	\$ -	\$ 21,400
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (On-Time Performance)	\$ 3,000	\$ -	\$ -	\$ -	\$ 3,000
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 3,000	\$ -	\$ -	\$ -	\$ 3,000
All	Total	\$ (11,900)	\$ -	\$ -	\$ -	\$ (11,900)

Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Per Agreement No. C-2-1865 between OCTA and MV Transportation, Inc., additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

As presented in this report, the overall performance of the contractor providing OC ACCESS service through Q1 of FY 2021-22 is generally below standard with respect to courtesy, safety (OC ACCESS Primary), and OTP. Table 2 lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. The penalties assessed during Q1 totaled \$209,400 for performance in passenger productivity, OTP, customer comments, call center hold times, excessively late trips, missed trips, unreported accident (untimely), preventive maintenance and road calls. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and the penalties related to passenger productivity were waived resulting in a net payment to OCTA of \$179,400 in the Q1.

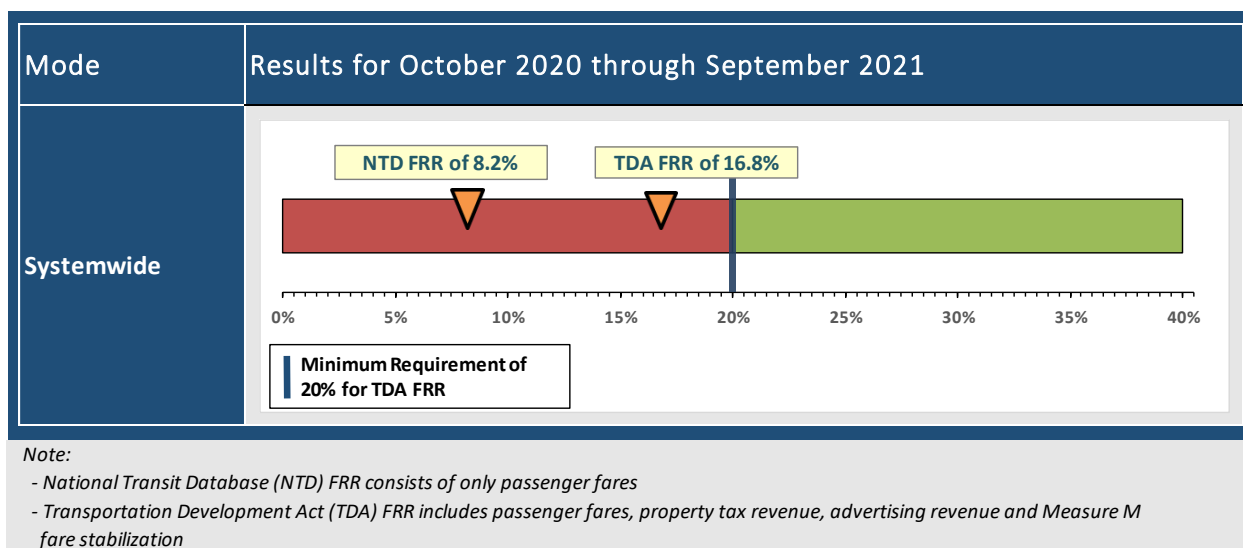
Table 2:	Performance Categories	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FYTD 22
Penalties	Passenger Productivity	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)
	On-Time Performance	\$ (45,000)	\$ -	\$ -	\$ -	\$ (45,000)
	Customer Comments	\$ (32,900)	\$ -	\$ -	\$ -	\$ (32,900)
	Call Center Hold Times	\$ (31,000)	\$ -	\$ -	\$ -	\$ (31,000)
	Excessively Late Trips	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)
	Missed Trips	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)
	Unreported Accident	\$ (10,000)	\$ -	\$ -	\$ -	\$ (10,000)
	Preventive Maintenance	\$ (200)	\$ -	\$ -	\$ -	\$ (200)
	Road calls	\$ (300)	\$ -	\$ -	\$ -	\$ (300)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ (209,400)	\$ -	\$ -	\$ -	\$ (209,400)
Incentives	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ -	\$ -	\$ -	\$ -	\$ -
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 30,000	\$ -	\$ -	\$ -	\$ 30,000
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 30,000	\$ -	\$ -	\$ -	\$ 30,000
All	Total	\$ (179,400)	\$ -	\$ -	\$ -	\$ (179,400)

Farebox Recovery Ratio

FRR is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act for transit agencies to receive the state sales tax available for public transit purposes. To normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from October 2020 through September 2021.

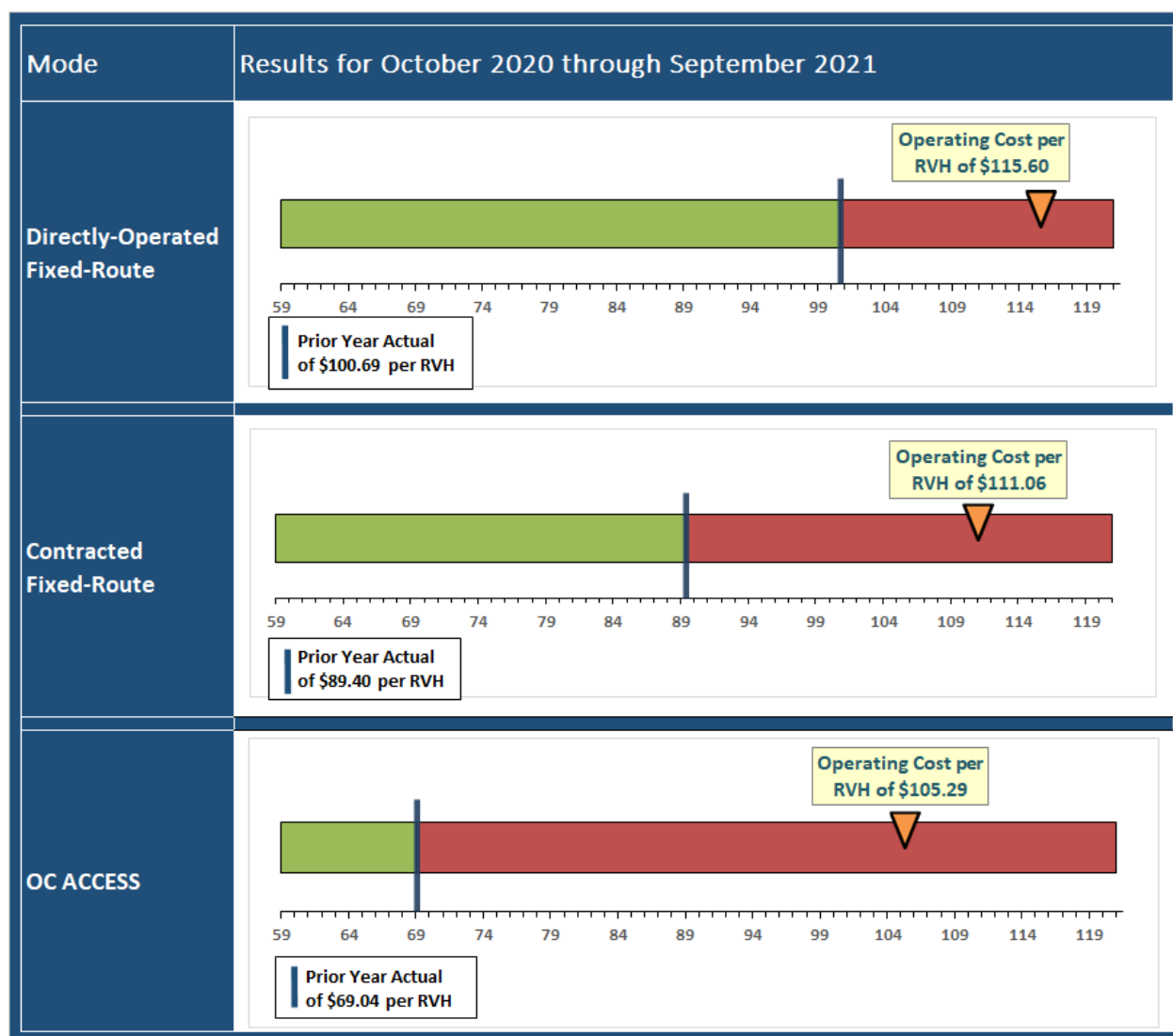
Based on the National Transit Database definition in which only passenger fares are included under revenue, FRR did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 716, Statutes of 2015), OCTA was able to adjust the FRR to include local funds. SB 508 states, “If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, “local funds” are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.” After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 16.8 percent, an increase of 2.6 percentage points from the previous quarter and a 0.3 percentage point drop from the same quarter last year.

During Q1 of FY 2021-22, FY 2019-20, ~~OCTA implemented the Youth Ride Free (YRF) fare program that directly impacted the amount of revenue received the prolonged impacts of the pandemic on ridership continue to be the primary factor in the reduced fare revenue~~ -and the adjusted FRR. The collection of fares at the farebox is the primary source of revenue collection and YRF program is a contributor to the drop in OCTA’s fare revenues. In addition, the reduced ridership due to the COVID-19 pandemic continues to play a role; the reduced ridership in both fixed-route and paratransit services further impacted the fare revenues and fare subsidies collected during Q1 of FY 2021-22. Due to statewide impacts to the farebox because of the COVID-19 pandemic, last year the Governor signed AB 109 (Chapter 17, Statutes of 2020), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. This year the Governor signed AB 149 (Chapter 81, Statutes of 2021) which includes an extension of this exemption through FY 2022-23.



Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing actual operating expenses by RVH that is scheduled for the reporting period. To provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs. DOFR cost includes labor costs for coach operator and maintenance employees. It also includes consumables such as replacement parts, fuel, and tires. CFR and OC ACCESS cost includes contracted costs (net of assessed penalties and incentives) and costs incurred by OCTA for maintenance, parts, and fuel for the contracted fleet.



Similar to the FRR, the statistics above depict actuals over the last 12 months. The difference in cost per RVH from the prior period was a 14.8 percent increase in DOFR, a 24.2 percent increase in CFR, and a 52.5 percent increase in OC ACCESS. All modes operated at a higher cost per RVH when compared to the prior 12-months. This is primarily due to a decrease in service hours related to the COVID-19 pandemic.

DOFR and CFR cost per RVH also increased in comparison to the prior year as a result of the alternative fuel tax credits that were received in the prior period and not the current period, which offset fuel costs. In addition, CFR and OC ACCESS cost per RVH increased because of OCTA Board of Directors (Board)-approved contract amendments for operating costs coupled with the impact of the COVID-19 pandemic. CFR cost per RVH in the current period included revised operating rates as a result of lower service levels due to the COVID-19 pandemic. An FY 2020-21 estimate of incurred COVID-19 pandemic pass-through expenses in the amount of \$5.4 million based on Board-approved Amendments 11, 12, and 14 were also accounted for in the current period. On the other hand, OC ACCESS cost per RVH reflected the new tier-structure operating rates that were based on service demand. These revised rates were approved by the Board in Amendment 10 and were implemented to cover increased costs for service readiness in response to the COVID-19 pandemic, dating back to April 2020.

Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through Q1. The first two tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining two tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99:** Local routes include two sub-categories:
 - Major: These routes operate as frequently as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
 - Local: These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week; however, some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations. **(Did not operate during Q1 FY 2021-22).**
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. These routes operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles. **(Only Routes 543 and 560 operated during Q1 FY 2021-22).**
- **Routes 600 to 699:** Seasonal or Temporary routes (these are not included on the following charts) such as the OC Fair Express. **(Did not operate during Q1 FY 2021-22).**
- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations. **(Did not operate during Q1 FY 2021-22).**



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)
Fiscal Year 2021-22

Route	Zone	Fare box	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
862	C	2.0%	\$ 30.86	\$ 18.97	\$ 9.61	\$ 2.28	\$ 0.58	12,239	\$ 175.13	\$ 111.51	\$ 19.25	6.01	2,038	3	-	-
085	S	3.2%	23.36	12.97	8.99	1.40	0.73	13,252	150.03	101.99	11.98	6.61	2,004	2	-	-
167	C	3.5%	22.13	12.32	8.35	1.46	0.76	25,521	149.59	101.78	12.45	6.98	3,656	4	-	-
178	C	3.2%	21.60	12.14	8.23	1.23	0.68	15,143	149.13	101.74	12.00	7.08	2,138	2	-	-
087	S	4.0%	18.46	10.16	7.05	1.25	0.72	14,859	151.30	102.53	10.24	8.44	1,760	2	-	-
086	C	4.1%	18.18	10.02	6.95	1.21	0.73	23,113	149.09	101.80	11.52	8.42	2,744	3	-	-
123	N	4.2%	17.98	10.07	6.82	1.09	0.74	34,282	148.86	101.80	10.83	8.44	4,062	4	-	-
001	S	4.1%	17.05	9.76	6.56	0.73	0.69	89,157	179.29	116.56	11.73	10.54	8,461	7	-	-
153	N	4.3%	16.93	9.58	6.50	0.85	0.72	21,984	148.25	101.60	11.50	8.83	2,491	2	-	-
177	S	5.5%	14.76	8.20	5.56	1.00	0.80	18,687	147.93	101.50	11.60	10.15	1,840	2	-	-
076	C	4.6%	14.63	8.17	5.49	0.97	0.66	19,201	165.32	106.15	14.15	11.55	1,662	2	-	-
129	N	6.2%	13.35	7.50	5.08	0.77	0.83	36,155	152.39	102.44	12.67	11.37	3,180	3	-	-
091	S	7.1%	13.05	7.23	5.01	0.81	0.94	68,694	150.85	102.43	10.53	11.44	6,004	6	-	-
090	S	6.4%	12.83	7.20	5.00	0.63	0.83	44,239	152.22	102.78	10.19	11.68	3,788	3	-	-
150	C	6.8%	12.69	6.31	4.28	2.10	0.78	17,709	164.23	105.51	16.45	14.45	1,225	4	-	-
079	C	5.4%	12.55	7.06	4.90	0.59	0.68	47,382	148.87	101.65	13.09	11.78	4,023	3	-	-
083	C	5.0%	12.27	7.07	4.75	0.45	0.63	102,357	174.22	113.51	9.10	14.00	7,309	5	-	-
143	N	5.5%	12.26	6.96	4.71	0.59	0.68	31,741	149.24	101.78	12.16	12.09	2,626	2	-	-
082	S	8.3%	11.62	6.41	4.45	0.76	0.98	12,301	153.13	102.95	10.84	12.93	951	1	-	-
056	N	6.1%	11.56	6.34	4.26	0.96	0.68	67,950	170.06	108.99	14.46	15.08	4,505	7	-	-
059	C	6.9%	11.34	6.31	4.37	0.66	0.79	56,181	149.36	101.62	14.67	13.02	4,316	4	-	-
560	C	7.5%	11.02	5.79	3.89	1.34	0.78	55,557	178.03	111.10	15.35	17.01	3,265	8	-	-
026	N	7.0%	10.78	5.96	4.13	0.69	0.76	53,817	151.03	102.10	13.06	13.93	3,865	4	-	-
072	C	6.6%	10.51	6.00	4.03	0.48	0.71	77,785	167.13	107.39	14.42	15.55	5,002	4	-	-
025	N	7.5%	9.77	5.45	3.78	0.54	0.75	51,941	151.24	102.32	11.98	15.14	3,430	3	-	-
070	C	7.3%	9.61	5.33	3.70	0.58	0.71	144,372	150.11	101.99	12.91	15.41	9,367	9	-	-
071	N	7.8%	9.32	5.23	3.63	0.46	0.75	101,171	149.48	101.92	11.51	15.55	6,508	5	-	-
050	N	6.8%	9.23	5.24	3.52	0.47	0.64	233,064	171.71	110.55	14.35	18.28	12,750	9	-	2
037	N	7.2%	9.11	5.20	3.49	0.42	0.68	153,792	180.04	115.53	15.35	19.20	8,008	7	-	-
033	N	7.2%	8.69	4.81	3.34	0.54	0.63	34,412	148.12	101.55	11.74	16.87	2,040	2	-	-
055	C	9.0%	8.32	4.78	3.21	0.33	0.79	228,174	167.53	107.62	14.93	19.09	11,950	8	-	-
089	S	10.1%	7.99	4.51	3.13	0.35	0.86	53,778	151.05	102.22	12.28	17.76	3,028	2	-	-
038	N	9.2%	7.89	4.25	2.95	0.69	0.73	162,634	154.00	103.06	11.75	19.44	8,367	12	-	-
054	N	8.2%	7.77	4.36	2.93	0.48	0.65	175,679	168.91	108.56	14.53	21.25	8,268	9	-	-
047	C	9.6%	7.66	4.33	2.91	0.42	0.77	358,625	176.42	113.32	15.47	22.03	16,280	16	-	-
035	N	8.0%	7.64	4.27	2.96	0.41	0.63	112,418	152.10	102.34	13.01	19.33	5,814	5	-	-
543	N	8.0%	7.62	4.28	2.87	0.47	0.63	138,996	168.62	107.90	15.93	21.68	6,412	7	-	-
030	N	9.4%	7.51	4.10	2.84	0.57	0.72	82,310	151.21	102.35	11.53	19.74	4,169	5	-	-
046	N	9.1%	7.40	4.17	2.89	0.34	0.71	83,328	148.78	101.62	13.10	19.16	4,348	3	-	-
053	C	8.7%	7.31	4.15	2.79	0.37	0.66	322,682	171.14	109.56	17.30	22.51	14,335	13	-	-
029	N	9.5%	7.09	4.01	2.69	0.39	0.70	392,811	170.96	110.08	14.81	23.11	17,000	-	12	-
042	N	9.4%	6.72	3.74	2.59	0.39	0.65	237,559	151.50	102.29	13.47	21.70	10,948	10	-	-
057	C	10.0%	6.62	3.72	2.50	0.40	0.69	513,884	171.71	110.35	16.17	24.86	20,670	-	16	-
043	N	9.8%	6.57	3.77	2.54	0.26	0.69	389,450	169.22	108.47	17.17	24.19	16,098	11	-	-
060	C	9.1%	6.26	3.63	2.44	0.19	0.61	392,677	173.51	112.40	14.03	26.01	15,100	8	-	-
064	C	10.4%	5.66	3.19	2.14	0.33	0.62	393,028	166.71	106.80	17.49	27.99	14,044	14	-	-
066	C	12.2%	5.40	3.03	2.04	0.33	0.70	367,620	172.70	110.91	15.86	29.94	12,280	13	-	-

(1) Total bus count (299) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)
Fiscal Year 2021-22

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
463	C	1.7%	\$ 53.97	\$ 25.49	\$ 17.18	\$ 11.30	\$ 0.73	3,294	\$ 179.85	\$ 102.45	\$ 17.96	4.14	795	4	-	-
480	C	3.5%	31.49	14.58	9.83	7.08	0.88	2,628	186.11	104.13	14.93	7.36	357	2	-	-
473	C	3.5%	28.05	12.55	8.46	7.04	0.75	3,966	184.04	102.82	16.90	8.45	469	3	-	-
453	N	3.3%	25.32	11.96	8.06	5.30	0.69	3,512	189.46	104.55	28.54	9.15	384	2	-	-
472	C	3.9%	23.39	10.10	6.81	6.48	0.69	4,307	172.50	100.84	14.41	9.80	440	3	-	-

(1) Total bus count (299) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)
Fiscal Year 2021-22

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
057	C	10.0%	\$ 6.62	\$ 3.72	\$ 2.50	\$ 0.40	\$ 0.69	513,884	\$ 171.71	\$ 110.35	\$ 16.17	24.86	20,670	-	-	16
064	C	10.4%	5.66	3.19	2.14	0.33	0.62	393,028	166.71	106.80	17.49	27.99	14,044	14	-	-
029	N	9.5%	7.09	4.01	2.69	0.39	0.70	392,811	170.96	110.08	14.81	23.11	17,000	-	-	12
060	C	9.1%	6.26	3.63	2.44	0.19	0.61	392,677	173.51	112.40	14.03	26.01	15,100	8	-	-
043	N	9.8%	6.57	3.77	2.54	0.26	0.69	389,450	169.22	108.47	17.17	24.19	16,098	11	-	-
066	C	12.2%	5.40	3.03	2.04	0.33	0.70	367,620	172.70	110.91	15.86	29.94	12,280	13	-	-
047	C	9.6%	7.66	4.33	2.91	0.42	0.77	358,625	176.42	113.32	15.47	22.03	16,280	16	-	-
053	C	8.7%	7.31	4.15	2.79	0.37	0.66	322,682	171.14	109.56	17.30	22.51	14,335	13	-	-
042	N	9.4%	6.72	3.74	2.59	0.39	0.65	237,559	151.50	102.29	13.47	21.70	10,948	10	-	-
050	N	6.8%	9.23	5.24	3.52	0.47	0.64	233,064	171.71	110.55	14.35	18.28	12,750	9	-	2
055	C	9.0%	8.32	4.78	3.21	0.33	0.79	228,174	167.53	107.62	14.93	19.09	11,950	8	-	-
054	N	8.2%	7.77	4.36	2.93	0.48	0.65	175,679	168.91	108.56	14.53	21.25	8,268	9	-	-
038	N	9.2%	7.89	4.25	2.95	0.69	0.73	162,634	154.00	103.06	11.75	19.44	8,367	12	-	-
037	N	7.2%	9.11	5.20	3.49	0.42	0.68	153,792	180.04	115.53	15.35	19.20	8,008	7	-	-
070	C	7.3%	9.61	5.33	3.70	0.58	0.71	144,372	150.11	101.99	12.91	15.41	9,367	9	-	-
543	N	8.0%	7.62	4.28	2.87	0.47	0.63	138,996	168.62	107.90	15.93	21.68	6,412	7	-	-
035	N	8.0%	7.64	4.27	2.96	0.41	0.63	112,418	152.10	102.34	13.01	19.33	5,814	5	-	-
083	C	5.0%	12.27	7.07	4.75	0.45	0.63	102,357	174.22	113.51	9.10	14.00	7,309	5	-	-
071	N	7.8%	9.32	5.23	3.63	0.46	0.75	101,171	149.48	101.92	11.51	15.55	6,508	5	-	-
001	S	4.1%	17.05	9.76	6.56	0.73	0.69	89,157	179.29	116.56	11.73	10.54	8,461	7	-	-
046	N	9.1%	7.40	4.17	2.89	0.34	0.71	83,328	148.78	101.62	13.10	19.16	4,348	3	-	-
030	N	9.4%	7.51	4.10	2.84	0.57	0.72	82,310	151.21	102.35	11.53	19.74	4,169	5	-	-
072	C	6.6%	10.51	6.00	4.03	0.48	0.71	77,785	167.13	107.39	14.42	15.55	5,002	4	-	-
091	S	7.1%	13.05	7.23	5.01	0.81	0.94	68,694	150.85	102.43	10.53	11.44	6,004	6	-	-
056	N	6.1%	11.56	6.34	4.26	0.96	0.68	67,950	170.06	108.99	14.46	15.08	4,505	7	-	-
059	C	6.9%	11.34	6.31	4.37	0.66	0.79	56,181	149.36	101.62	14.67	13.02	4,316	4	-	-
560	C	7.5%	11.02	5.79	3.89	1.34	0.78	55,557	178.03	111.10	15.35	17.01	3,265	8	-	-
026	N	7.0%	10.78	5.96	4.13	0.69	0.76	53,817	151.03	102.10	13.06	13.93	3,865	4	-	-
089	S	10.1%	7.99	4.51	3.13	0.35	0.86	53,778	151.05	102.22	12.28	17.76	3,028	2	-	-
025	N	7.5%	9.77	5.45	3.78	0.54	0.75	51,941	151.24	102.32	11.98	15.14	3,430	3	-	-
079	C	5.4%	12.55	7.06	4.90	0.59	0.68	47,382	148.87	101.65	13.09	11.78	4,023	3	-	-
090	S	6.4%	12.83	7.20	5.00	0.63	0.83	44,239	152.22	102.78	10.19	11.68	3,788	3	-	-
129	N	6.2%	13.35	7.50	5.08	0.77	0.83	36,155	152.39	102.44	12.67	11.37	3,180	3	-	-
033	N	7.2%	8.69	4.81	3.34	0.54	0.63	34,412	148.12	101.55	11.74	16.87	2,040	2	-	-
123	N	4.2%	17.98	10.07	6.82	1.09	0.74	34,282	148.86	101.80	10.83	8.44	4,062	4	-	-
143	N	5.5%	12.26	6.96	4.71	0.59	0.68	31,741	149.24	101.78	12.16	12.09	2,626	2	-	-
167	C	3.5%	22.13	12.32	8.35	1.46	0.76	25,521	149.59	101.78	12.45	6.98	3,656	4	-	-
086	C	4.1%	18.18	10.02	6.95	1.21	0.73	23,113	149.09	101.80	11.52	8.42	2,744	3	-	-
153	N	4.3%	16.93	9.58	6.50	0.85	0.72	21,984	148.25	101.60	11.50	8.83	2,491	2	-	-
076	C	4.6%	14.63	8.17	5.49	0.97	0.66	19,201	165.32	106.15	14.15	11.55	1,662	2	-	-
177	S	5.5%	14.76	8.20	5.56	1.00	0.80	18,687	147.93	101.50	11.60	10.15	1,840	2	-	-
150	C	6.8%	12.69	6.31	4.28	2.10	0.78	17,709	164.23	105.51	16.45	14.45	1,225	4	-	-
178	C	3.2%	21.60	12.14	8.23	1.23	0.68	15,143	149.13	101.74	12.00	7.08	2,138	2	-	-
087	S	4.0%	18.46	10.16	7.05	1.25	0.72	14,859	151.30	102.53	10.24	8.44	1,760	2	-	-
085	S	3.2%	23.36	12.97	8.99	1.40	0.73	13,252	150.03	101.99	11.98	6.61	2,004	2	-	-
082	S	8.3%	11.62	6.41	4.45	0.76	0.98	12,301	153.13	102.95	10.84	12.93	951	1	-	-
862	C	2.0%	30.86	18.97	9.61	2.28	0.58	12,239	175.13	111.51	19.25	6.01	2,038	3	-	-

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OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)
Fiscal Year 2021-22

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
472	C	3.9%	\$ 23.39	\$ 10.10	\$ 6.81	\$ 6.48	\$ 0.69	4,307	\$ 172.50	\$ 100.84	\$ 14.41	9.80	440	3	-	-
473	C	3.5%	28.05	12.55	8.46	7.04	0.75	3,966	184.04	102.82	16.90	8.45	469	3	-	-
453	N	3.3%	25.32	11.96	8.06	5.30	0.69	3,512	189.46	104.55	28.54	9.15	384	2	-	-
463	C	1.7%	53.97	25.49	17.18	11.30	0.73	3,294	179.85	102.45	17.96	4.14	795	4	-	-
480	C	3.5%	31.49	14.58	9.83	7.08	0.88	2,628	186.11	104.13	14.93	7.36	357	2	-	-

(1) Total bus count (299) is based on PM weekday equipment requirements.

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Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Yorba Linda	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53	Anaheim - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
123	Anaheim - Huntington Beach	via Malvern Ave/ Valley View/ Bolsa Chica	COMMUNITY
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	Santa Ana - Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	Santa Ana - Long Beach	via 17th St / Westminster Ave	BRAVO
862	Downtown Santa Ana Shuttle	via Civic Center Dr	COMMUNITY

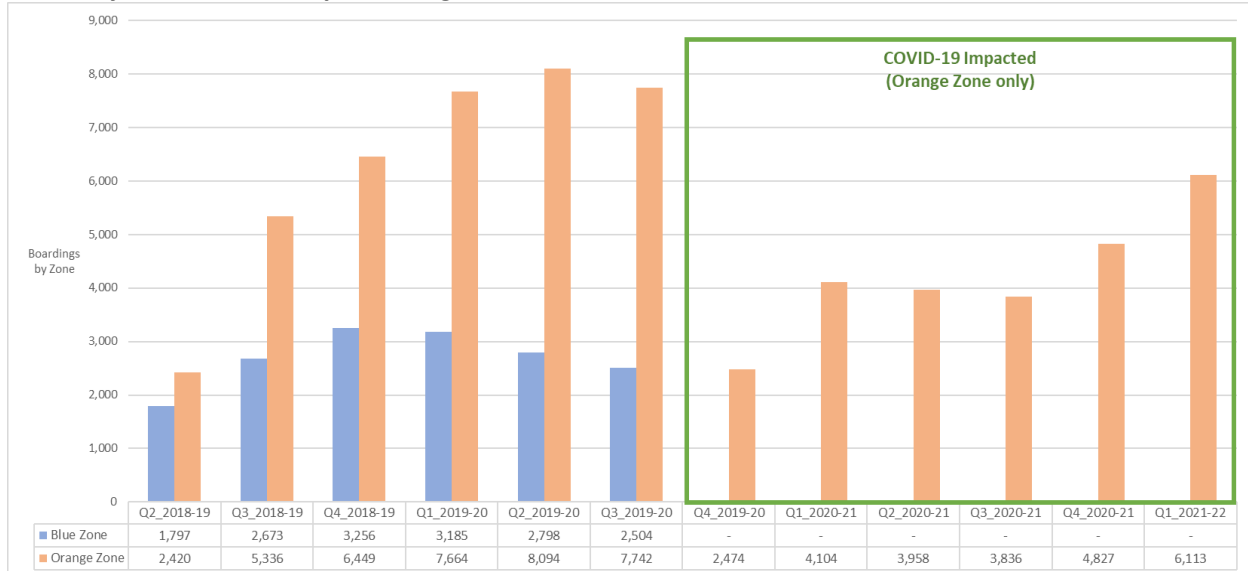
OC Bus 360° Initiatives

OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a pilot program. The Board approved five primary goals and performance metrics to evaluate the pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of a quarterly Bus Operations Performance Measurements Report.

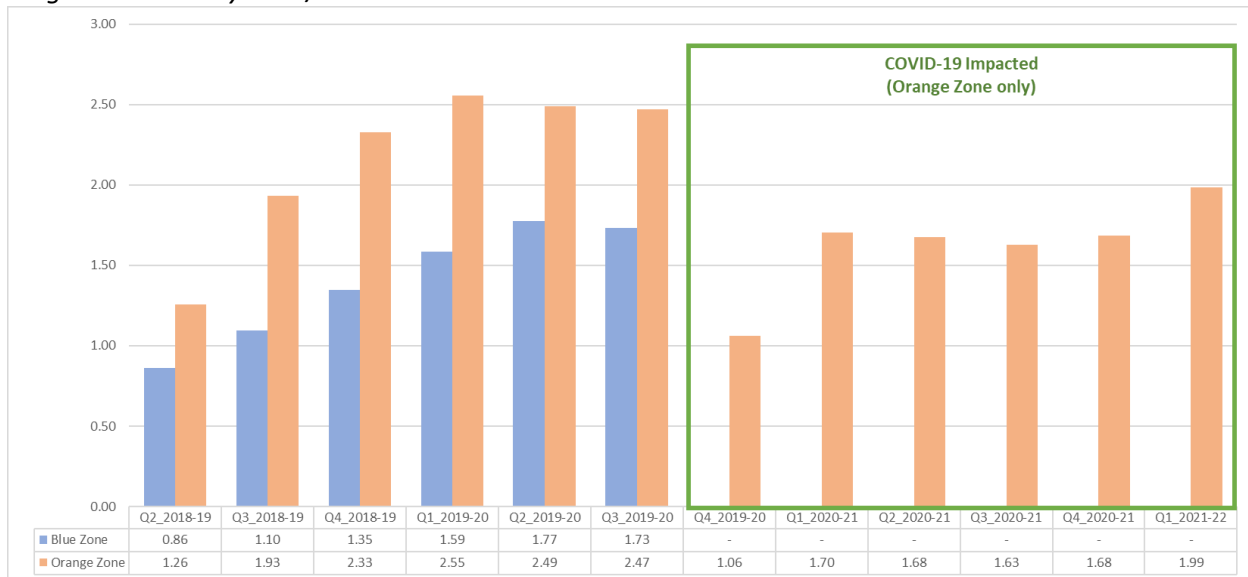
For Q1 of FY 2021-22, the trends for ridership in the Orange Zone, as well as other metrics, remain relatively stable as the state began to reopen, though quarterly ridership continues to increase. Service in the Blue Zone was suspended in March 2020. In November 2020, the Board approved staff recommendation to eliminate the Blue Zone from the pilot program. As travel restrictions are lifted and the Orange Zone recovers from the impacts of the COVID-19 pandemic, staff will continue to evaluate these trends under the Board-approved extension of the pilot program through December 2021.

Quarterly OC Flex Ridership – Through Q1-FY 2021-22



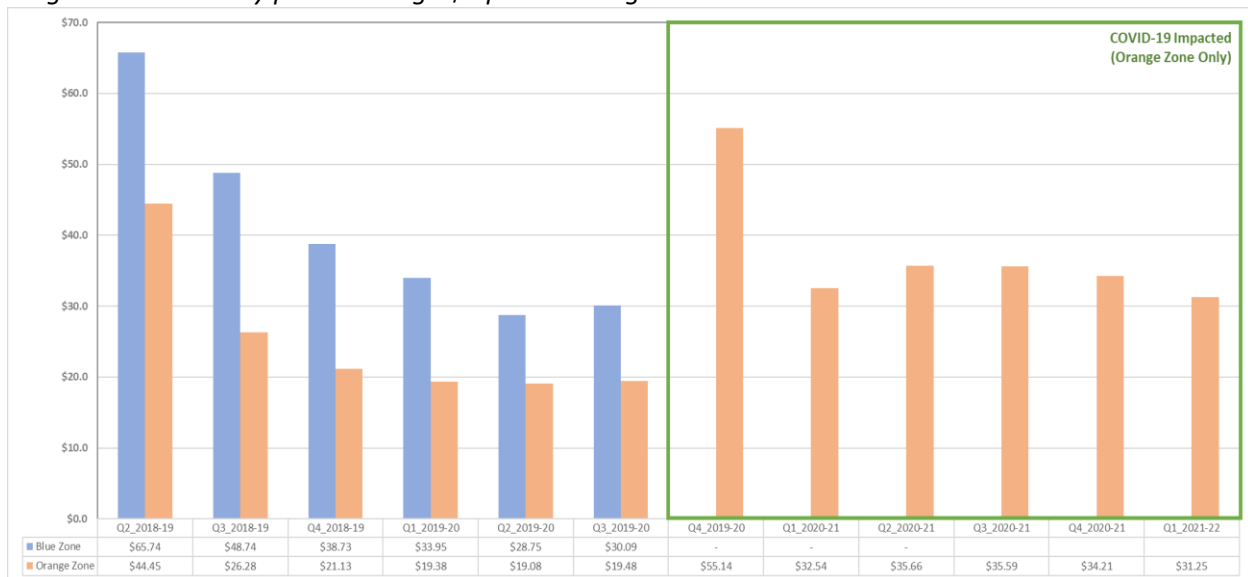
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q1-FY 2021-22

Target: Productivity – 6 B/RVH



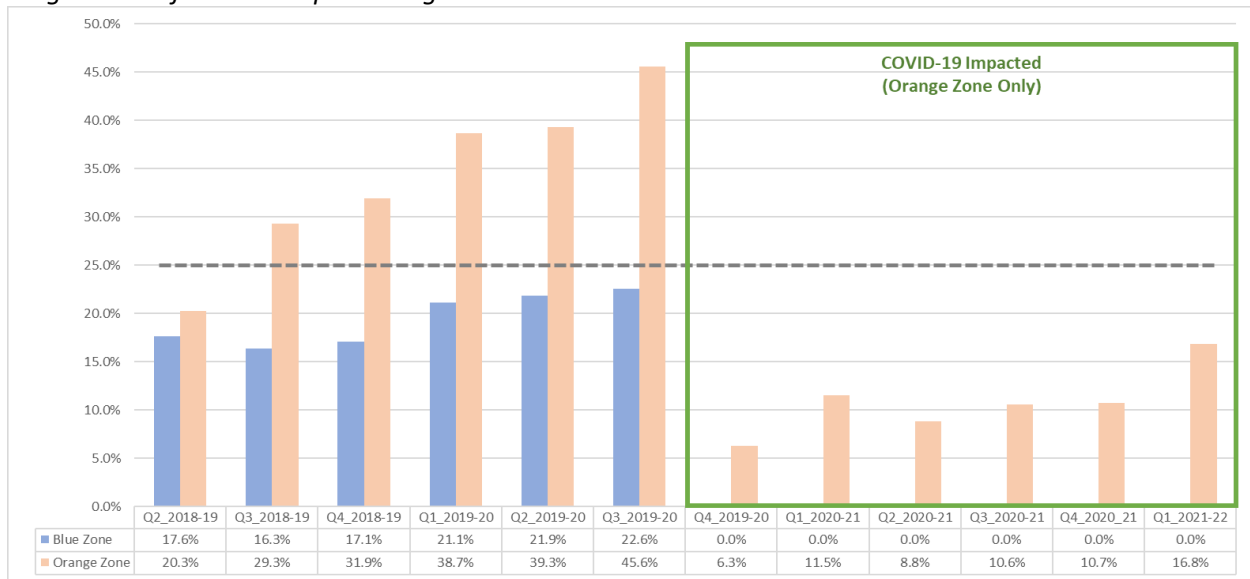
Quarterly OC Flex Direct Subsidy per Boarding – Through Q1-FY 2021-22

Target: Direct Subsidy per Boarding - \$9 per Boarding



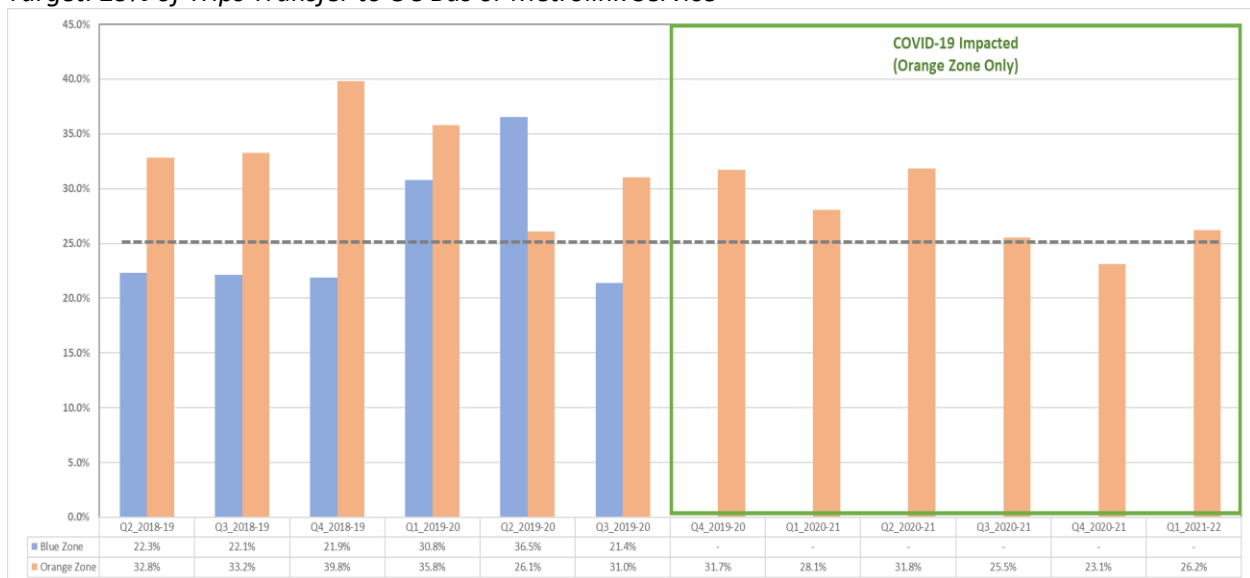
OC Flex Shared Trips – Through Q1-FY 2021-22

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q1-FY 2021-22

Target: 25% of Trips Transfer to OC Bus or Metrolink Service



College Pass Program

In 2017, OCTA introduced college students to the convenience and affordability of public transit by a shared-cost program that allows enrolled students to travel free on any OC Bus fixed route. Since then, OCTA has been building on the success of the program, which has helped increase ridership, introduced new riders to public transit, and removed barriers to higher education for students. Despite the COVID-19 pandemic which resulted in remote learning for most of the students, colleges have continued to stay in the program to help meet essential travel needs of students.

In addition, OCTA enrolled new colleges in the program during the pandemic including Cypress College, which began its program in Spring 2021, and Irvine Valley College in Fall 2021. In August, when colleges returned to partially in-person classes, OCTA launched a “Welcome Back” marketing campaign to remind students of the program and the benefits of riding transit. To date, the College Pass Program has seven colleges out of nine in Orange County enrolled. They are Santa Ana, Santiago Canyon, Fullerton, Goldenwest, Saddleback, Cypress, and Irvine Valley colleges. Staff has continued working with the last two colleges – Coastline and Orange Coast College through numerous planning meetings. Coastline College is ready to start the program in Spring 2022 with Orange Coast is looking to come on board in Fall 2022.