

Bus Operations Performance Measurements Report

Third 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.

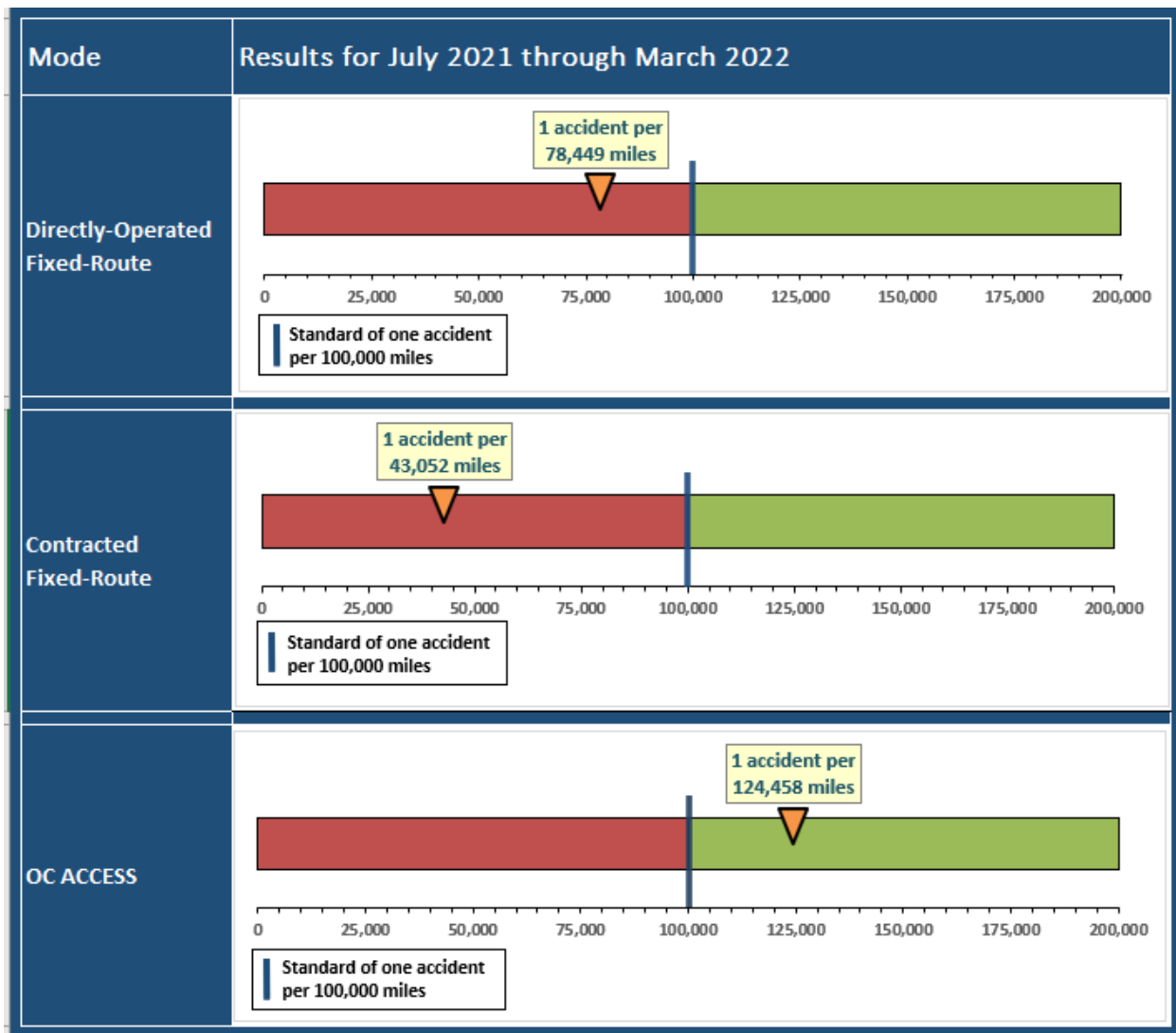
Through March 2022, OCTA continued to operate a reduced level of service through the prolonged impact of the coronavirus (COVID-19) pandemic. This is reflected in the performance to be discussed in this report. During this reporting period, increased ridership coupled with driver availability negatively impacted OC ACCESS OTP and Courtesy metrics. The ongoing procurement and replacement of OC ACCESS cutaway buses resulted in an improvement in MBRC.

FY2021-22 Q3 SUMMARY

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

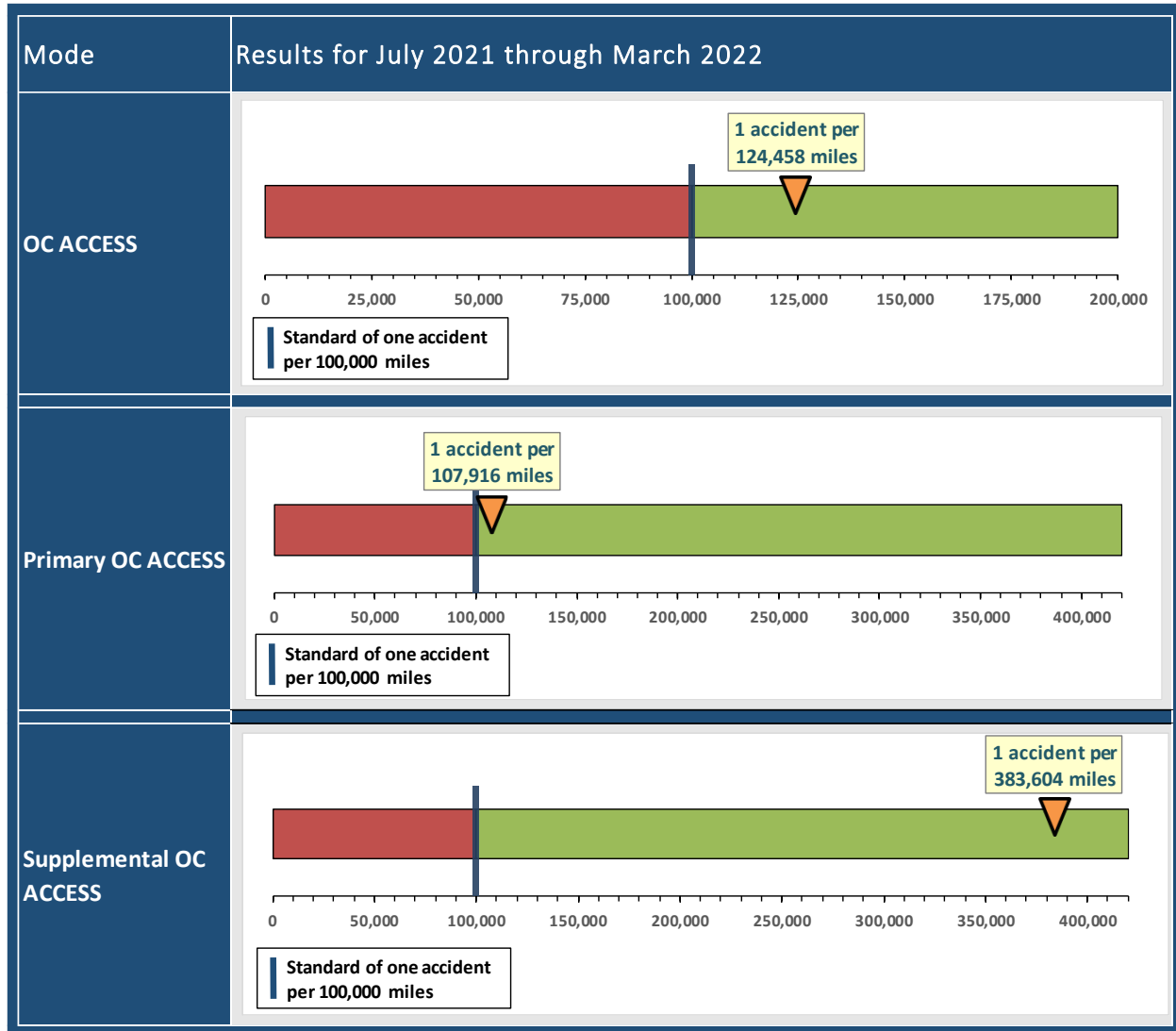
Safety: Preventable Vehicle Accidents

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 third quarter (Q3) of fiscal year (FY) 2021-22, DOFR and CFR did not meet the standard of operating more than 100,000 miles between preventable accidents.



DOFR OC Bus continues to perform below the accident frequency standard and OCTA Operations staff continues to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. Training remains focused on safety with most preventable accidents during the quarter being the result of the operator striking fixed objects and parked cars.

For CFR, the number of miles between preventable accidents continues to be below the performance standard through Q3. The trends by accident type were similar to DOFR, with 60 percent of the preventable accidents being fixed-object strikes (curb, sign, pole, stationary vehicles). Staff continues working with the contractor to improve performance and reduce the current accident trends.

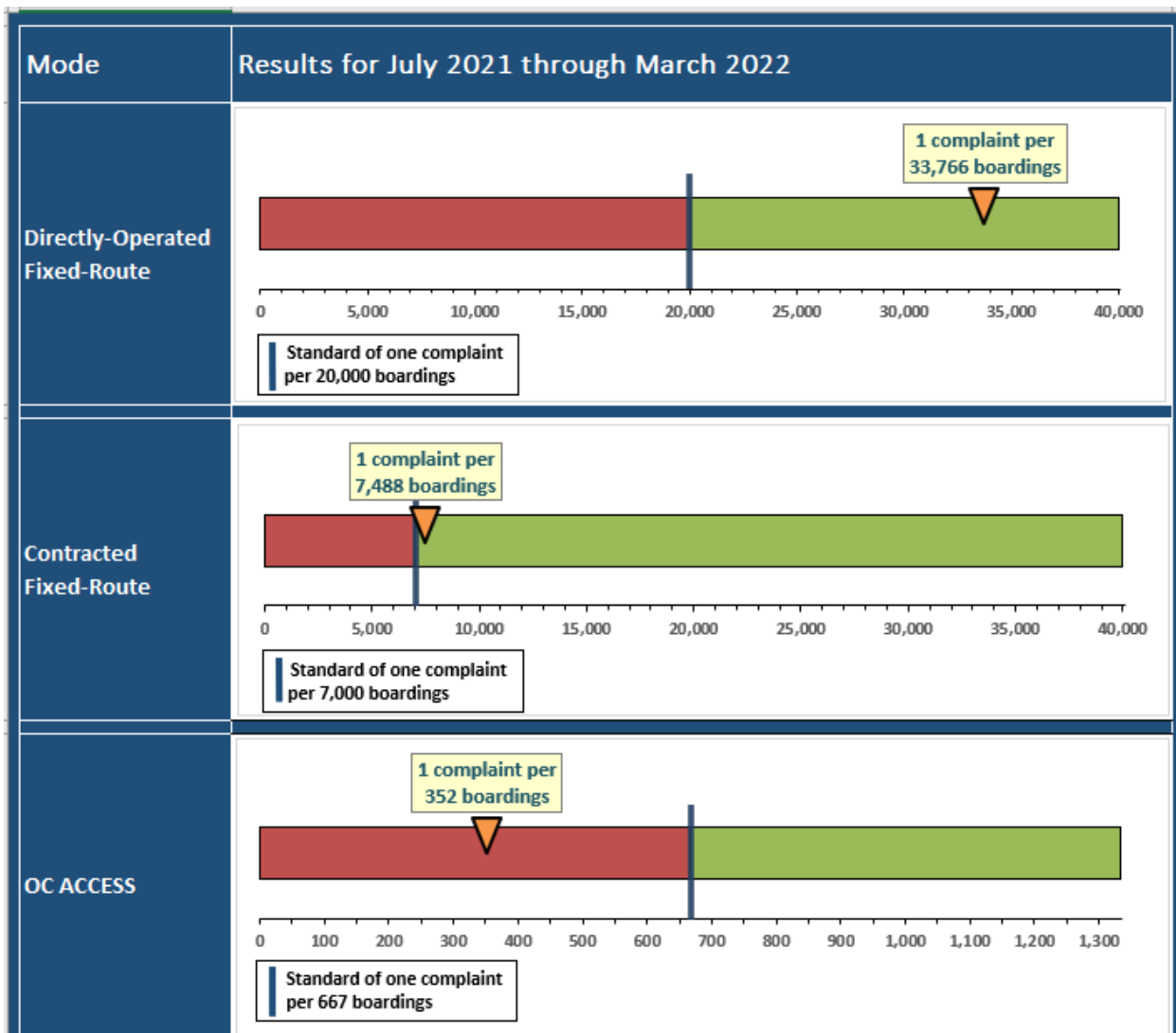


Both Primary and Supplemental OC ACCESS performed above the standard for the quarter, an improvement of 38.7 and 46.8 percent from the prior quarter, respectively.

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 Q3 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 well below standard.

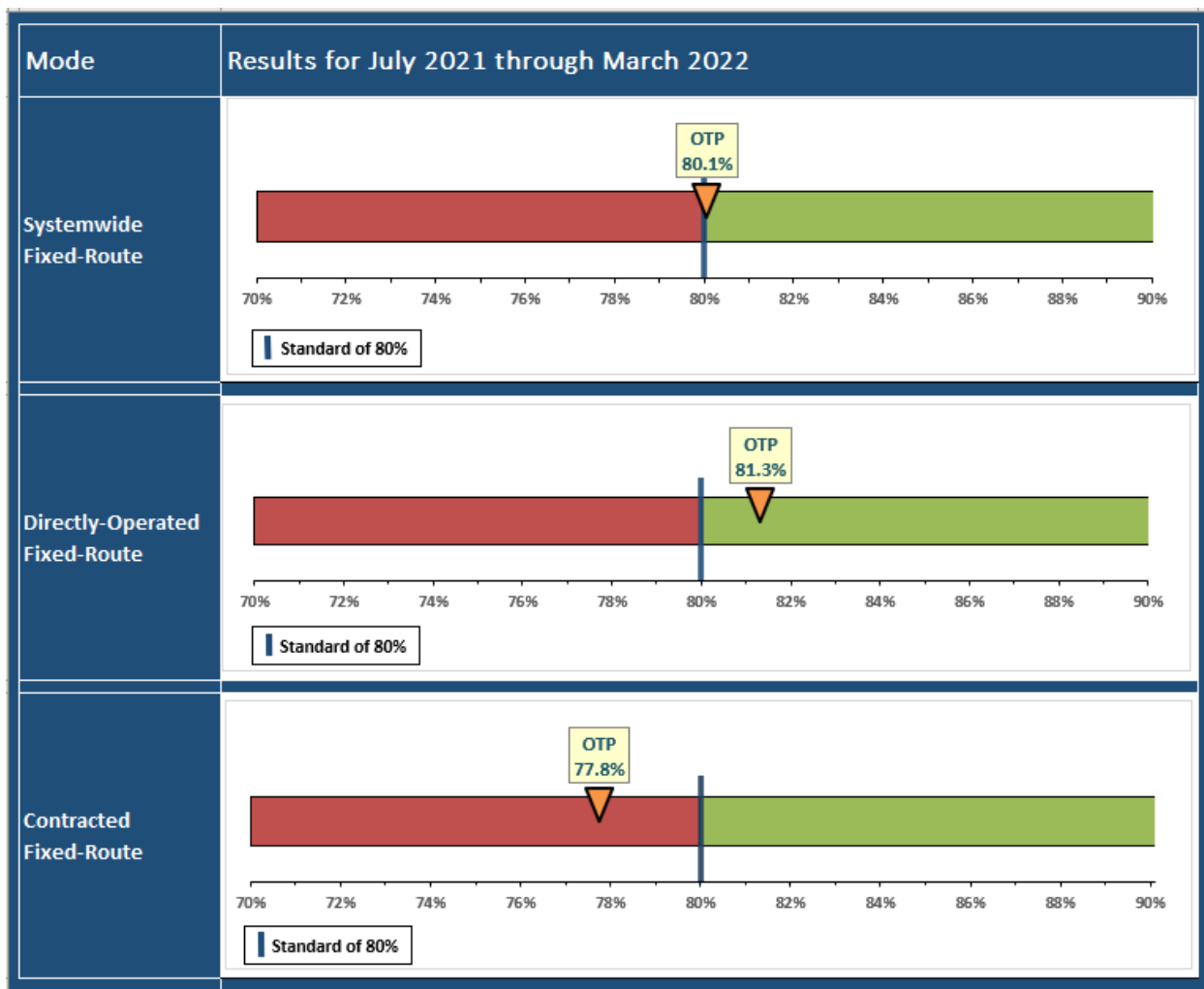


For OC ACCESS, the challenges associated with increasing ridership and operator shortages continued into Q3. As demand returns to pre-pandemic levels, the contractor is actively recruiting employee resources and expanding use of subcontractors to increase capacity and minimize service delays, which was the chief complaint throughout Q3.

Reliability: On-Time Performance

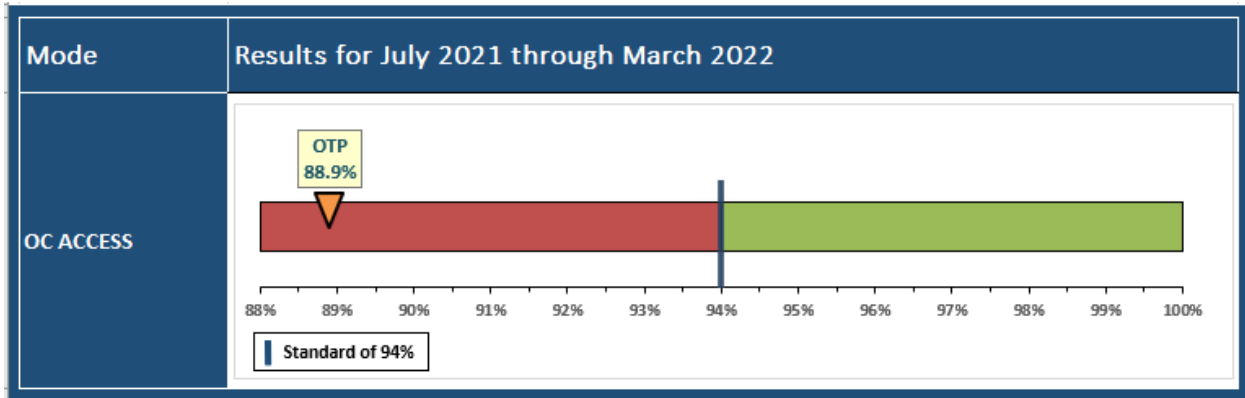
Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the 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.

Systemwide fixed-route OTP was 80.1 percent, 1.1 percent higher than the prior quarter. The OTP-related service adjustments implemented in October 2021 and February 2022 were the primary reason for the improvement. The OTP for DOFR met the standard operating at a rate of 81.3 percent. OC Bus operated by CFR and OC ACCESS services both fell below the respective standards during Q3 of FY 2021-22.



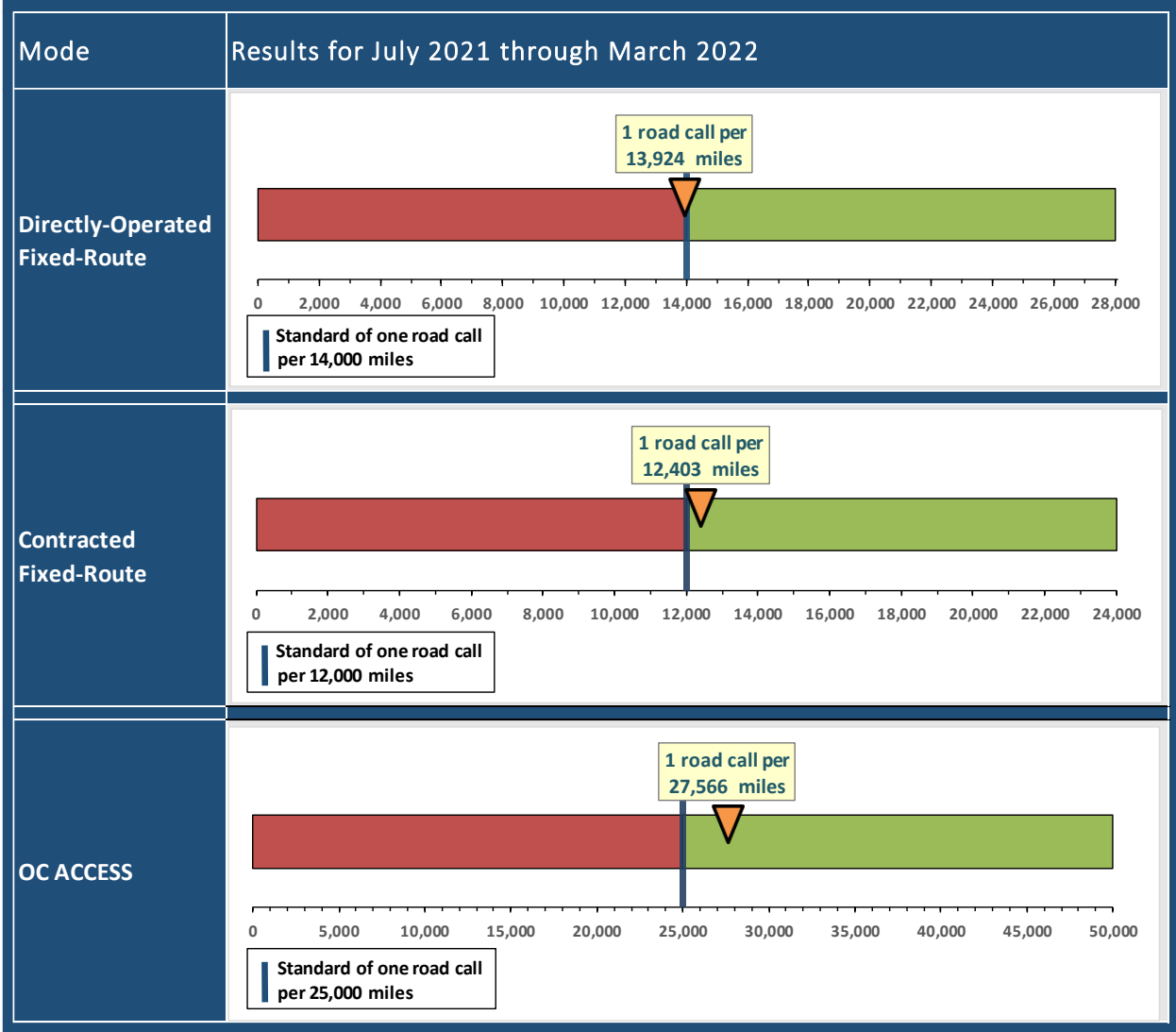
The OTP for CFR service may have suffered due to the substantial number of missed trips due to the surge in COVID cases. Missed trips potentially have cascading impacts on subsequent trips which experience delay due to higher-than-normal trip volumes and longer dwell times.

The OTP for OC ACCESS was below standard with a rate of 88.9 percent, 0.2 percent higher than the rate reported last quarter and 5.1 percent below the standard. The OC ACCESS contractor struggled to meet the OTP standard in Q3 due to significant increases in demand as adult day programs for seniors and individuals with disabilities throughout Orange County resumed operations or expanded their capacity. Staff is working closely with the contractor to ensure appropriate operator resources, both employee and subcontracted, are in place to meet the increasing demand as ridership continues to recover to pre-pandemic levels.



Reliability: Miles Between Road Calls

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 Q3, the MBRC for DOFR was slightly under the performance standard while CFR and OC ACCESS services met the performance standard.

OCTA operates two primary fleets in fixed-route service, 2007/2008 New Flyer compressed natural gas (CNG) Low Floor buses, and 2016 New Flyer Xcelsior CNG buses. The first fleet is now at the end of its designed useful life and is experiencing failures due to long-term wear and tear. A new bus procurement is in effect to replace the 2007/2008 buses over the next year. The 2016 buses are now due for a planned

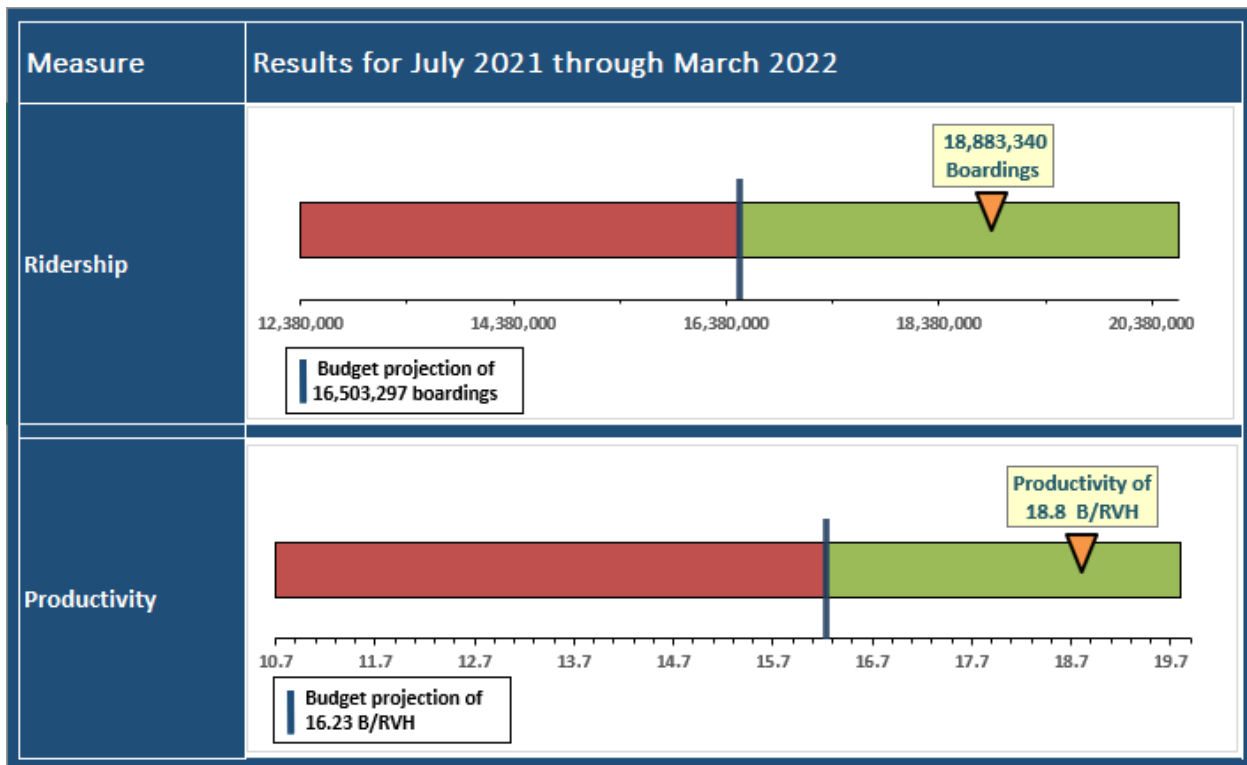
engine mid-life repower. OCTA is currently in the process of replacing the engines in the 2016 fleet with new near-zero emission engines. This will continue for the next 18 months and is expected to improve performance in terms of MBRC. Both CFR and DOFR are experiencing increased failures, including road calls, that can be expected and consistent with the age and current condition of the two fleets.

MBRC for OC ACCESS for Q3 of FY 2021-22 met the performance standard. Performance improved this quarter with the replacement of 82 cutaway buses, which represents 33 percent of the paratransit bus fleet. Improvements are expected to continue as the remaining 35 cutaway buses of a 117-bus procurement are delivered to replace the old buses which will be retired.

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 (RVH) that is operated. An 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.

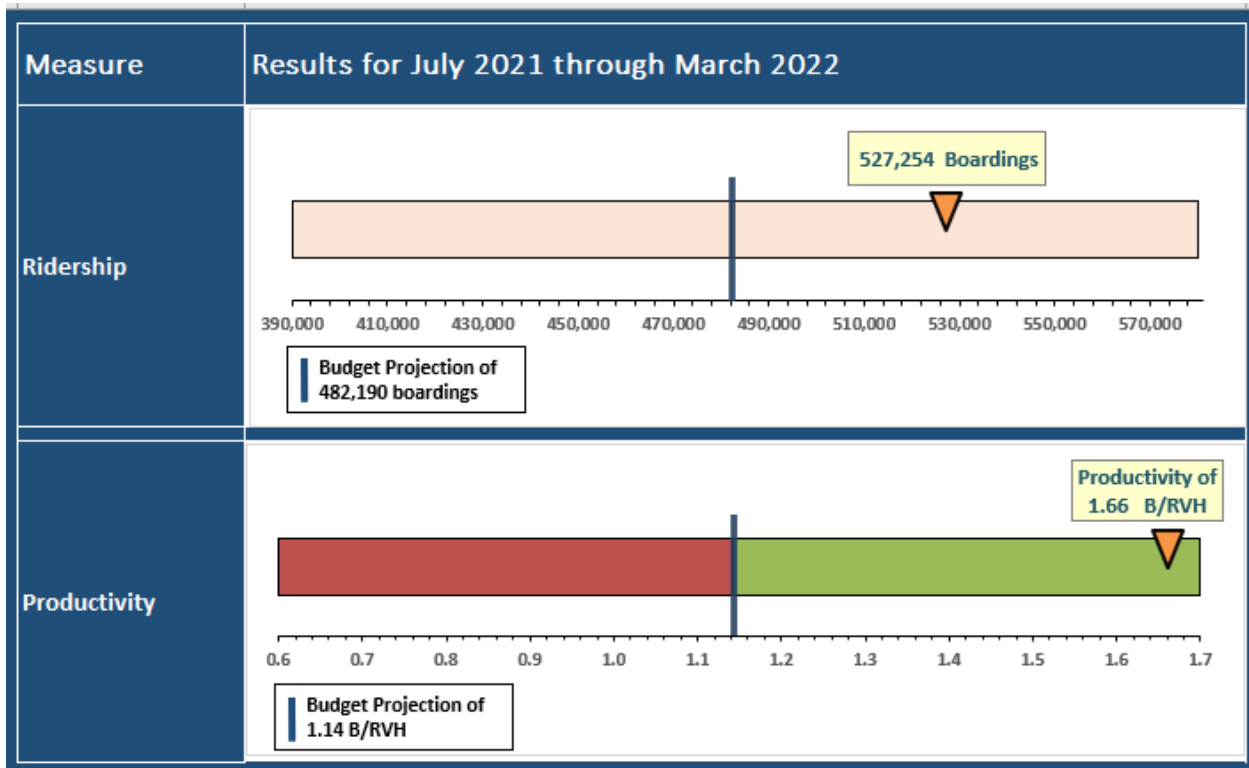
The COVID-19 pandemic continued to have an impact overall on ridership and productivity for all services through Q3. The COVID-19 Omicron variant continued to impact ridership into Q3; ridership began rising in late January as schools returned from winter break. Ridership rose throughout the quarter, averaging over 85,000 on weekdays through March. Through the end of Q3, total ridership is trending at 14.4 percent higher than the budgeted projection. Productivity for OC Bus service was also higher than the budgeted projection, trending at 18.8 boardings per RVH.



Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through Q3 of FY 2021-22, the total ridership and productivity for OC ACCESS was 9.3 percent and 45.6 percent higher than the budgeted projections, respectively. Travel for eligible riders continued to increase as facilities reopened and adult day programs for seniors and individuals with disabilities resumed operation throughout Orange County.



Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc. (First Transit), 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 First Transit; 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 First Transit.

For Q3 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 complaints per boardings, accident reporting, key positions, a California Highway Patrol (CHP) terminal inspection and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2021-22. The incentives paid in Q3 relate to courtesy and accident frequency ratio, which totaled \$15,000. The total penalties assessed to First Transit during the quarter was \$2,447,246, of which 93 percent was assessed for missed trips. During the reporting period, First Transit missed a significant amount of service due to an inadequate roster, the surge in COVID-19 cases related to the Omicron variant, and the coach operator shortage facing the transit industry across the country. Staff continues to work with First Transit to ensure their person power resources are balanced with the level of service assigned. Overall, the FY-to-date total payment to OCTA to \$2,437,475 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)	\$ (5,000)	\$ -	\$ -	\$ (8,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ (7,900)	\$ -	\$ (7,900)
	Unreported Accident	\$ (10,000)	\$ -	\$ (5,000)	\$ -	\$ (15,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ (28,766)	\$ (132,346)	\$ -	\$ (161,112)
	CHP Terminal Inspections	\$ -	\$ -	\$ (25,000)	\$ -	\$ (25,000)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ (1,600)	\$ (100)	\$ -	\$ -	\$ (1,700)
	Road Calls	\$ (1,700)	\$ (400)	\$ -	\$ -	\$ (2,100)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (20,000)	\$ (51,000)	\$ (2,277,000)	\$ -	\$ (2,348,000)
	Total	\$ (36,300)	\$ (85,266)	\$ (2,447,246)	\$ -	\$ (2,568,812)
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 6,400	\$ 4,500	\$ -	\$ -	\$ 10,900
	Accident Frequency Ratio	\$ 15,000	\$ 15,000	\$ 15,000	\$ -	\$ 45,000
	Total	\$ 21,400	\$ 19,500	\$ 15,000	\$ -	\$ 55,900
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (On-Time Performance)	\$ 3,000	\$ 5,000	\$ -	\$ -	\$ 8,000
	Waived Penalties (Key Position)	\$ -	\$ -	\$ 67,537	\$ -	\$ 67,537
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ -	\$ (100)	\$ -	\$ -	\$ (100)
Total	\$ 3,000	\$ 4,900	\$ 67,537	\$ -	\$ 75,437	
All	Total	\$ (11,900)	\$ (60,866)	\$ (2,364,710)	\$ -	\$ (2,437,475)

Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

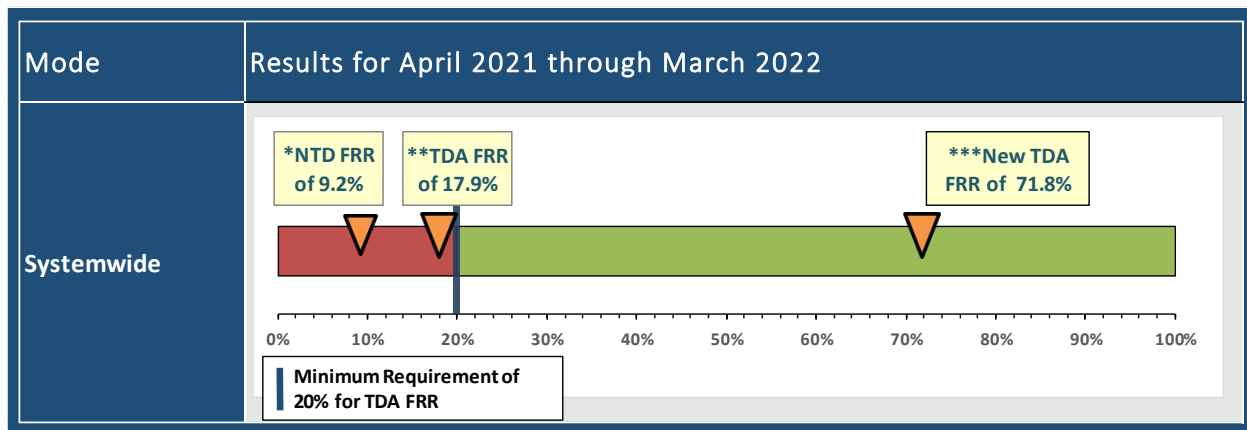
Per Agreement No. C-2-1865 between OCTA and MV Transportation, Incorporated which apply to Q1 and Q2 of FY 2021-22, and Agreement No. C-0-2150 between OCTA and First Transit, which apply to Q3, additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. Like the contracted fixed-route service, the contractor for OC ACCESS is paid financial incentives and penalties when monthly performance exceeds or comes in below the standard as set forth in the agreement. Financial incentives are paid to the contractor and assessed penalties are paid to OCTA by the contractor.

As presented in this report, the overall performance of the contractor providing OC ACCESS service through Q3 of FY 2021-22 is below standard with respect to courtesy and OTP. Table 2 lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. The penalties identified and under review for Q3 amount to \$482,200 for performance in pick up and arrival OTP, customer complaints, call center hold times, excessively early and late trips, missed trips, accident/incident notification, reports, routing efficiency and drug and alcohol audit. A penalty waiver is under consideration for some metrics in Q3 due to impacts to service resulting from the surge in COVID-19 cases experienced in Orange County.

Table 2:	Performance Categories	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FYTD 22
Penalties	Passenger Productivity	\$ (30,000)	\$ (30,000)			\$ (60,000)
	On-Time Performance	\$ (45,000)	\$ (95,000)			\$ (140,000)
	Pick-Up On-time Performance			\$ (50,000)	\$ -	\$ (50,000)
	Arrival On-Time Performance			\$ (109,000)	\$ -	\$ (109,000)
	Customer Comments	\$ (32,900)	\$ (30,800)			\$ (63,700)
	Customer Complaints			\$ (16,700)	\$ -	\$ (16,700)
	Call Center Hold Times	\$ (31,000)	\$ (15,000)	\$ (12,000)	\$ -	\$ (58,000)
	Excessively Early Trips			\$ (15,000)	\$ -	\$ (15,000)
	Excessively Late Trips	\$ (30,000)	\$ (30,000)	\$ (25,000)	\$ -	\$ (85,000)
	Missed Trips	\$ (30,000)	\$ (30,000)	\$ (25,000)	\$ -	\$ (85,000)
	Unreported Accident	\$ (10,000)	\$ (10,000)			\$ (20,000)
	Accident/ Incident Notification			\$ (4,000)	\$ -	\$ (4,000)
	Preventable Accidents			\$ -	\$ -	\$ -
	Preventable Incidents			\$ -	\$ -	\$ -
	Trip Denial			\$ -	\$ -	\$ -
	Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ (200)	\$ (200)	\$ -	\$ -	\$ (400)
	Road calls	\$ (300)	\$ (500)	\$ -	\$ -	\$ (800)
	Reports	\$ -	\$ -	\$ (193,500)	\$ -	\$ (193,500)
	Vehicle Damage			\$ -	\$ -	\$ -
	Excessive Travel Time			\$ -	\$ -	\$ -
	Routing Efficiency			\$ (17,000)	\$ -	\$ (17,000)
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
Drug and Alcohol Audit			\$ (15,000)	\$ -	\$ (15,000)	
Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -	
Total	\$ (209,400)	\$ (241,500)	\$ (482,200)	\$ -	\$ (933,100)	
Incentives	Arrival On-time Performance			\$ -	\$ -	\$ -
	Pick-Up On-time Performance	\$ -	\$ -	\$ 10,000	\$ -	\$ 10,000
	Excessively Early Trips			\$ -	\$ -	\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ 10,000	\$ -	\$ 10,000	
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 30,000	\$ 76,700	\$ 51,000	\$ -	\$ 157,700
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 30,000	\$ 76,700	\$ 51,000	\$ -	\$ 157,700	
All	Total	\$ (179,400)	\$ (164,800)	\$ (421,200)	\$ -	\$ (765,400)

Farebox Recovery Ratio

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 (TDA) 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 April 2021 through March 2022.



Note:

(*) National Transit Database (NTD) FRR consists of only passenger fares

(**) Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

(***) New Transportation Development Act (TDA) FRR allows federal funds to be counted and exclusions on ADA paratransit service, demand-response, microtransit operating cost, cost of improving payment and ticketing systems and services, and costs of planning for zero-emission transition

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, with 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 M2 fare stabilization, the adjusted FRR was 17.9 percent, an increase of 4.2 percentage points from the same quarter as last year. Because of statewide impacts on the farebox because of the COVID-19 pandemic, the Governor signed AB 90 (Chapter 17, Statutes of 2020) in 2020, which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. Last year, the Governor signed AB 149 (Chapter 81, Statutes of 2021), which includes an extension of this exemption through the 2022-23 fiscal year. In addition, AB 149 provided additional exemptions from the definition of “operating cost” for purposes of calculating TDA FRR. These exemptions include the:

- Costs of operating ADA paratransit service
- Costs to operate demand-response and microtransit services that expand access to transit service beyond fixed-route corridors
- Costs of security services and public safety contracts
- Any expense greater than the actuarially determined contribution associated with pensions and other post-employment benefits as required by Governmental Accounting Board Statement Numbers 68 and 75
- Costs of funding or improving payment and ticketing systems and services
- Costs of planning for improvements in transit operations, integration with other operators and agencies, zero-emission transition, and compliance with state and federal mandates. For the purposes of calculating the TDA FRR, discount and fare free transit passes are allowed to be counted at their full retail value, and federal funds are allowed to be counted as “local funds.”

After applying applicable exemptions and authorization that can be quantified, the estimated new TDA FRR is approximately 71.8 percent.

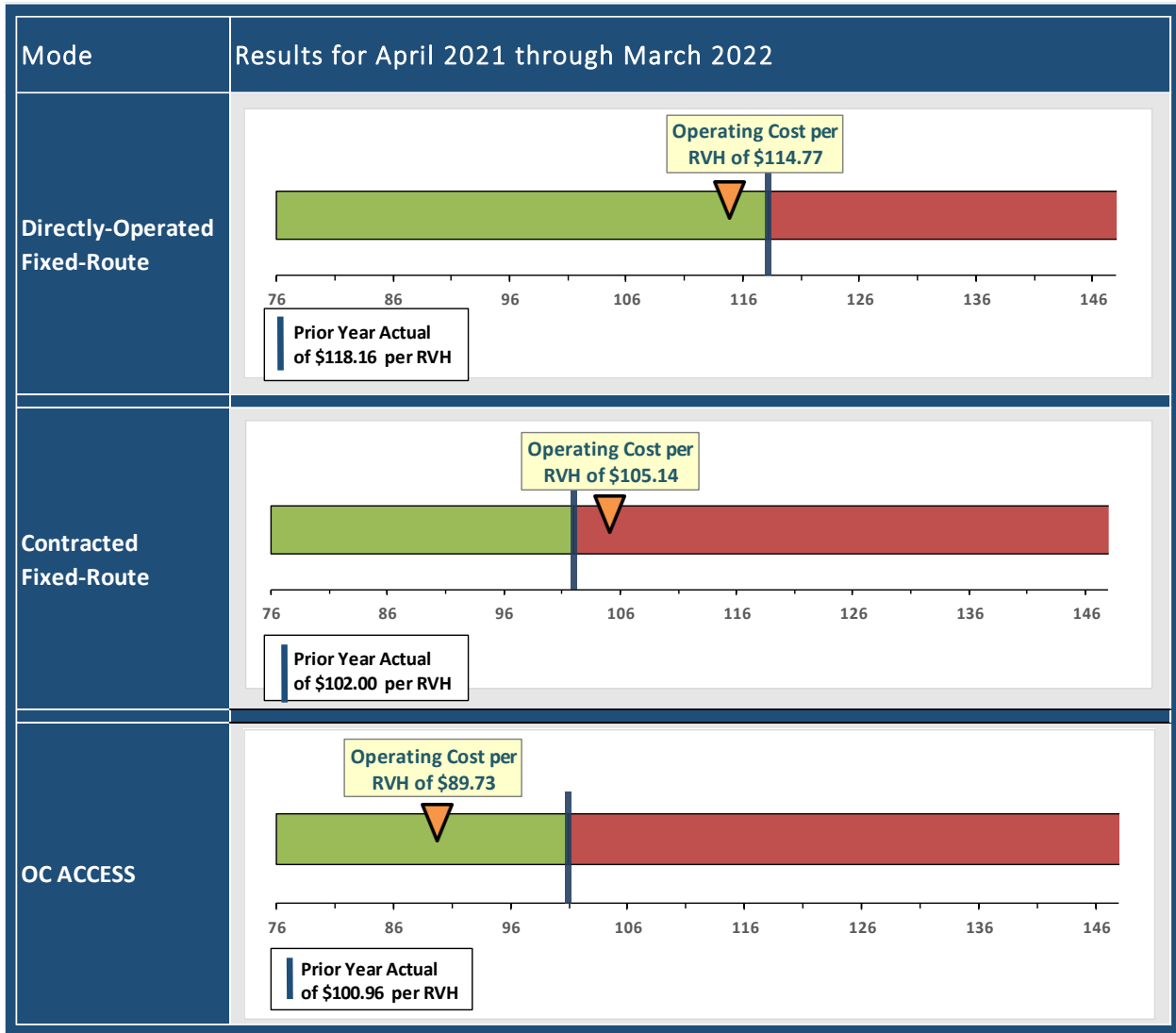
Operating Cost per RVH

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 operators and maintenance employees. It also includes consumables such as replacement parts, fuel, and tires. CFR and OC ACCESS costs 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 cost per RVH, when compared to the prior period, dropped by 2.9 percent for DOFR, increased by 3.1 percent for CFR, and decreased by 11.1 percent for OC ACCESS.

During the COVID-19 pandemic, costs were higher due to reduced levels of service, yet maintaining staffing levels to accommodate the service as well as a state of readiness. As service continues to ramp up for both DOFR and OC ACCESS; efficiency increases, thus slightly reducing the cost compared to the prior period.

Furthermore, the decrease in OC ACCESS cost per RVH resulted from service demand restoration from the COVID-19 pandemic with the new tier-structure operating rates based on service demand, which an increase in service from tier to tier would trigger a lower rate. Since the COVID-19 pandemic, the contracted rates for OC ACCESS had moved from tier 1 (highest cost per RVH) to tier 4, with tier 4 being one tier before the pre-pandemic equivalent tier. On the other hand, the increase in cost per RVH for CFR was primarily due to year-over-year contract rate increase resulting from the COVID-19 pandemic.



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 is being delivered;
- A measure of how well these services is 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 the third quarter. 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. The remaining two tables present the same information sorted by routes with the highest boardings to routes with a lower level of boardings.

A route guide listing all the routes and their points of origin 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. Half of the 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 through Q3 of 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 short alignments, with schedules tied to Metrolink arrivals and departures. They 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.
- **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 through Q3 of FY 2021-22).**
- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connect riders over long distances to destinations outside of Orange County, often using freeways to access destinations. **(Did not operate during Q1 through Q3 of FY 2021-22).**



OCTA Operating Statistics By Route for Local and Community Services (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
862	C	2.3%	\$ 31.44	\$ 17.99	\$ 11.68	\$ 1.77	\$ 0.71	42,014	\$ 185.27	\$ 113.44	\$ 21.11	6.10	6,891	3	-	-
085	S	3.7%	23.10	13.77	7.91	1.42	0.83	39,186	146.12	93.32	11.65	6.49	6,036	2	-	-
178	C	4.8%	19.23	11.56	6.55	1.12	0.91	49,915	145.46	93.10	11.71	7.65	6,527	2	-	-
086	C	5.0%	18.25	10.81	6.21	1.23	0.90	68,276	144.95	92.99	11.42	8.09	8,438	3	-	-
123	N	5.1%	18.12	10.66	6.24	1.22	0.90	106,371	155.14	98.82	11.31	8.71	12,206	6	-	-
087	S	5.1%	17.68	10.44	6.00	1.24	0.88	45,166	147.48	93.86	9.98	8.51	5,307	2	-	-
167	C	5.1%	17.63	10.49	5.95	1.19	0.88	93,961	145.73	93.11	12.14	8.42	11,163	4	-	-
001	S	4.6%	17.46	10.37	6.43	0.66	0.81	266,732	189.64	118.82	11.91	10.77	24,769	6	-	-
153	N	5.7%	15.91	9.64	5.47	0.80	0.91	69,744	144.14	92.78	11.21	9.00	7,748	2	-	-
076	C	5.6%	15.07	8.72	5.40	0.95	0.84	58,595	176.26	108.80	14.98	11.77	4,977	2	-	-
529	C	6.3%	14.44	7.91	4.90	1.63	0.87	28,554	204.01	121.45	17.74	14.91	1,915	5	-	-
177	S	6.8%	14.02	8.32	4.71	0.99	0.95	56,658	143.44	92.73	11.25	10.26	5,523	2	-	-
083	C	5.8%	13.99	8.25	5.11	0.63	0.82	309,632	186.11	116.38	10.30	13.13	23,582	8	-	-
091	S	7.3%	13.82	8.22	4.72	0.88	1.02	211,667	146.75	93.26	10.57	10.51	20,142	7	-	-
143	N	6.4%	13.25	8.03	4.55	0.67	0.86	97,629	146.17	92.98	12.08	10.87	8,978	3	-	-
090	S	7.3%	13.01	7.86	4.52	0.63	0.97	147,123	146.46	92.99	10.18	10.97	13,414	4	-	-
129	N	7.5%	12.95	7.78	4.41	0.76	0.98	109,501	147.28	93.42	12.43	11.19	9,789	3	-	-
056	N	6.5%	12.60	7.29	4.52	0.79	0.83	212,624	178.07	109.73	15.31	14.09	15,085	6	-	-
150	C	7.4%	11.61	6.54	3.87	1.20	0.83	92,989	162.07	97.77	16.47	14.43	6,445	4	-	-
059	C	8.2%	11.17	6.70	3.85	0.62	0.95	211,759	145.38	92.16	13.86	12.65	16,744	5	-	-
072	C	7.6%	11.15	6.58	4.08	0.49	0.87	244,495	177.70	109.74	14.59	15.41	15,866	5	-	-
079	C	7.9%	10.88	6.51	3.74	0.63	0.88	176,994	145.95	92.99	12.82	13.12	13,487	6	-	-
560	C	8.0%	10.69	6.10	3.78	0.81	0.86	276,923	185.40	113.16	15.95	17.27	16,037	8	-	-
082	S	9.2%	10.63	6.05	3.48	1.10	0.96	42,490	152.60	94.93	10.72	14.55	2,920	2	-	-
026	N	8.2%	10.60	6.33	3.63	0.64	0.89	188,390	145.80	92.60	12.86	13.44	14,013	5	-	-
025	N	8.2%	10.50	6.31	3.62	0.57	0.88	164,555	146.43	92.98	11.88	13.54	12,156	4	-	-
033	N	7.6%	10.04	5.96	3.43	0.65	0.77	114,377	144.55	92.38	11.55	14.22	8,042	4	-	-
050	N	7.8%	9.61	5.66	3.51	0.44	0.77	719,387	180.78	111.83	15.26	18.19	39,544	12	-	-
037	N	8.4%	9.39	5.55	3.44	0.40	0.82	485,250	185.97	114.65	16.20	18.96	25,598	7	-	-
089	S	10.3%	9.32	5.57	3.20	0.55	1.01	167,997	146.94	92.84	11.61	15.04	11,172	4	-	-
071	N	9.2%	9.29	5.59	3.21	0.49	0.89	306,033	145.69	93.15	11.38	15.03	20,361	6	-	-
070	C	9.2%	9.21	5.48	3.14	0.59	0.87	444,417	146.19	93.20	12.76	15.41	28,848	9	-	-
055	C	9.8%	9.03	5.36	3.32	0.35	0.94	687,170	178.72	110.22	16.17	18.58	36,991	10	-	-
046	N	9.2%	8.40	5.08	2.92	0.40	0.81	231,393	144.82	92.78	12.83	16.42	14,090	4	-	-
054	N	9.5%	8.33	4.85	3.00	0.48	0.82	543,645	180.49	111.40	15.61	20.81	26,118	9	-	-
053	C	9.7%	8.10	4.76	2.95	0.39	0.83	981,747	185.72	114.13	19.03	21.75	45,138	15	-	-
030	N	10.0%	8.09	4.80	2.76	0.53	0.84	245,380	145.68	92.91	11.23	17.34	14,150	5	-	-
543	N	9.6%	8.09	4.72	2.92	0.45	0.81	435,666	177.67	109.27	17.27	21.02	20,726	7	-	-
035	N	9.5%	7.96	4.78	2.74	0.44	0.79	356,917	147.68	93.02	13.22	17.76	20,097	6	-	-
047	C	11.0%	7.72	4.52	2.80	0.40	0.91	1,128,737	185.30	114.38	16.22	22.52	50,118	14	-	2
038	N	10.8%	7.60	4.42	2.54	0.64	0.84	520,033	148.62	93.71	11.52	19.05	27,296	12	-	-
029	N	10.6%	7.45	4.36	2.70	0.39	0.83	1,144,450	181.48	112.29	15.75	22.97	49,820	5	-	7
043	N	11.5%	6.85	4.05	2.51	0.29	0.85	1,162,780	179.13	110.23	18.35	24.16	48,122	13	-	-
057	C	11.8%	6.80	3.95	2.45	0.40	0.86	1,584,120	184.31	113.70	17.43	25.41	62,339	-	-	17
060	C	10.8%	6.60	3.94	2.44	0.22	0.77	1,091,729	182.67	113.44	15.24	25.53	42,757	10	-	-
042	N	11.1%	6.56	3.90	2.24	0.42	0.77	736,171	147.44	93.38	13.20	21.36	34,459	13	-	-
064	C	12.5%	5.78	3.36	2.08	0.34	0.78	1,194,289	177.08	108.96	18.54	28.44	41,999	15	-	-
066	C	14.0%	5.71	3.31	2.05	0.35	0.87	1,130,484	183.53	113.10	17.19	29.47	38,365	15	-	-

(1) Total bus count (346) 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	1.9%	\$ 57.63	\$ 24.40	\$ 20.78	\$ 12.45	\$ 0.89	9,716	\$ 189.10	\$ 103.32	\$ 18.85	4.10	2,367	5	-	-
480	C	3.4%	33.17	14.06	11.97	7.14	0.91	7,821	195.41	104.92	15.51	7.25	1,078	2	-	-
453	N	2.8%	31.00	12.70	10.81	7.49	0.69	9,935	205.23	106.69	31.15	8.48	1,172	3	-	-
472	C	4.5%	23.97	9.51	8.10	6.36	0.84	13,176	180.85	101.48	15.47	9.80	1,344	3	-	-
473	C	6.3%	18.40	7.50	6.39	4.51	0.94	18,577	195.76	104.04	18.07	13.20	1,407	3	-	-

(1) Total bus count (346) 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	11.8%	\$ 6.80	\$ 3.95	\$ 2.45	\$ 0.40	\$ 0.86	1,584,120	\$ 184.31	\$ 113.70	\$ 17.43	25.41	62,339	-	-	17
064	C	12.5%	5.78	3.36	2.08	0.34	0.78	1,194,289	177.08	108.96	18.54	28.44	41,999	15	-	-
043	N	11.5%	6.85	4.05	2.51	0.29	0.85	1,162,780	179.13	110.23	18.35	24.16	48,122	13	-	-
029	N	10.6%	7.45	4.36	2.70	0.39	0.83	1,144,450	181.48	112.29	15.75	22.97	49,820	5	-	7
066	C	14.0%	5.71	3.31	2.05	0.35	0.87	1,130,484	183.53	113.10	17.19	29.47	38,365	15	-	-
047	C	11.0%	7.72	4.52	2.80	0.40	0.91	1,128,737	185.30	114.38	16.22	22.52	50,118	14	-	2
060	C	10.8%	6.60	3.94	2.44	0.22	0.77	1,091,729	182.67	113.44	15.24	25.53	42,757	10	-	-
053	C	9.7%	8.10	4.76	2.95	0.39	0.83	981,747	185.72	114.13	19.03	21.75	45,138	15	-	-
042	N	11.1%	6.56	3.90	2.24	0.42	0.77	736,171	147.44	93.38	13.20	21.36	34,459	13	-	-
050	N	7.8%	9.61	5.66	3.51	0.44	0.77	719,387	180.78	111.83	15.26	18.19	39,544	12	-	-
055	C	9.8%	9.03	5.36	3.32	0.35	0.94	687,170	178.72	110.22	16.17	18.58	36,991	10	-	-
054	N	9.5%	8.33	4.85	3.00	0.48	0.82	543,645	180.49	111.40	15.61	20.81	26,118	9	-	-
038	N	10.8%	7.60	4.42	2.54	0.64	0.84	520,033	148.62	93.71	11.52	19.05	27,296	12	-	-
037	N	8.4%	9.39	5.55	3.44	0.40	0.82	485,250	185.97	114.65	16.20	18.96	25,598	7	-	-
070	C	9.2%	9.21	5.48	3.14	0.59	0.87	444,417	146.19	93.20	12.76	15.41	28,848	9	-	-
543	N	9.6%	8.09	4.72	2.92	0.45	0.81	435,666	177.67	109.27	17.27	21.02	20,726	7	-	-
035	N	9.5%	7.96	4.78	2.74	0.44	0.79	356,917	147.68	93.02	13.22	17.76	20,097	6	-	-
083	C	5.8%	13.99	8.25	5.11	0.63	0.82	309,632	186.11	116.38	10.30	13.13	23,582	8	-	-
071	N	9.2%	9.29	5.59	3.21	0.49	0.89	306,033	145.69	93.15	11.38	15.03	20,361	6	-	-
560	C	8.0%	10.69	6.10	3.78	0.81	0.86	276,923	185.40	113.16	15.95	17.27	16,037	8	-	-
001	S	4.6%	17.46	10.37	6.43	0.66	0.81	266,732	189.64	118.82	11.91	10.77	24,769	6	-	-
030	N	10.0%	8.09	4.80	2.76	0.53	0.84	245,380	145.68	92.91	11.23	17.34	14,150	5	-	-
072	C	7.6%	11.15	6.58	4.08	0.49	0.87	244,495	177.70	109.74	14.59	15.41	15,866	5	-	-
046	N	9.2%	8.40	5.08	2.92	0.40	0.81	231,393	144.82	92.78	12.83	16.42	14,090	4	-	-
056	N	6.5%	12.60	7.29	4.52	0.79	0.83	212,624	178.07	109.73	15.31	14.09	15,085	6	-	-
059	C	8.2%	11.17	6.70	3.85	0.62	0.95	211,759	145.38	92.16	13.86	12.65	16,744	5	-	-
091	S	7.3%	13.82	8.22	4.72	0.88	1.02	211,667	146.75	93.26	10.57	10.51	20,142	7	-	-
026	N	8.2%	10.60	6.33	3.63	0.64	0.89	188,390	145.80	92.60	12.86	13.44	14,013	5	-	-
079	C	7.9%	10.88	6.51	3.74	0.63	0.88	176,994	145.95	92.99	12.82	13.12	13,487	6	-	-
089	S	10.3%	9.32	5.57	3.20	0.55	1.01	167,997	146.94	92.84	11.61	15.04	11,172	4	-	-
025	N	8.2%	10.50	6.31	3.62	0.57	0.88	164,555	146.43	92.98	11.88	13.54	12,156	4	-	-
090	S	7.3%	13.01	7.86	4.52	0.63	0.97	147,123	146.46	92.99	10.18	10.97	13,414	4	-	-
033	N	7.6%	10.04	5.96	3.43	0.65	0.77	114,377	144.55	92.38	11.55	14.22	8,042	4	-	-
129	N	7.5%	12.95	7.78	4.41	0.76	0.98	109,501	147.28	93.42	12.43	11.19	9,789	3	-	-
123	N	5.1%	18.12	10.66	6.24	1.22	0.90	106,371	155.14	98.82	11.31	8.71	12,206	6	-	-
143	N	6.4%	13.25	8.03	4.55	0.67	0.86	97,629	146.17	92.98	12.08	10.87	8,978	3	-	-
167	C	5.1%	17.63	10.49	5.95	1.19	0.88	93,961	145.73	93.11	12.14	8.42	11,163	4	-	-
150	C	7.4%	11.61	6.54	3.87	1.20	0.83	92,989	162.07	97.77	16.47	14.43	6,445	4	-	-
153	N	5.7%	15.91	9.64	5.47	0.80	0.91	69,744	144.14	92.78	11.21	9.00	7,748	2	-	-
086	C	5.0%	18.25	10.81	6.21	1.23	0.90	68,276	144.95	92.99	11.42	8.09	8,438	3	-	-
076	C	5.6%	15.07	8.72	5.40	0.95	0.84	58,595	176.26	108.80	14.98	11.77	4,977	2	-	-
177	S	6.8%	14.02	8.32	4.71	0.99	0.95	56,658	143.44	92.73	11.25	10.26	5,523	2	-	-
178	C	4.8%	19.23	11.56	6.55	1.12	0.91	49,915	145.46	93.10	11.71	7.65	6,527	2	-	-
087	S	5.1%	17.68	10.44	6.00	1.24	0.88	45,166	147.48	93.86	9.98	8.51	5,307	2	-	-
082	S	9.2%	10.63	6.05	3.48	1.10	0.96	42,490	152.60	94.93	10.72	14.55	2,920	2	-	-
862	C	2.3%	31.44	17.99	11.68	1.77	0.71	42,014	185.27	113.44	21.11	6.10	6,891	3	-	-
085	S	3.7%	23.10	13.77	7.91	1.42	0.83	39,186	146.12	93.32	11.65	6.49	6,036	2	-	-
529	C	6.3%	14.44	7.91	4.90	1.63	0.87	28,554	204.01	121.45	17.74	14.91	1,915	5	-	-

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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	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
473	C	6.3%	\$ 18.40	\$ 7.50	\$ 6.39	\$ 4.51	\$ 0.94	18,577	\$ 195.76	\$ 104.04	\$ 18.07	13.20	1,407	3	-	-
472	C	4.5%	23.97	9.51	8.10	6.36	0.84	13,176	180.85	101.48	15.47	9.80	1,344	3	-	-
453	N	2.8%	31.00	12.70	10.81	7.49	0.69	9,935	205.23	106.69	31.15	8.48	1,172	3	-	-
463	C	1.9%	57.63	24.40	20.78	12.45	0.89	9,716	189.10	103.32	18.85	4.10	2,367	5	-	-
480	C	3.4%	33.17	14.06	11.97	7.14	0.91	7,821	195.41	104.92	15.51	7.25	1,078	2	-	-

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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
529	Fullerton to Huntington Beach	via Beach Blvd	BRAVO
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

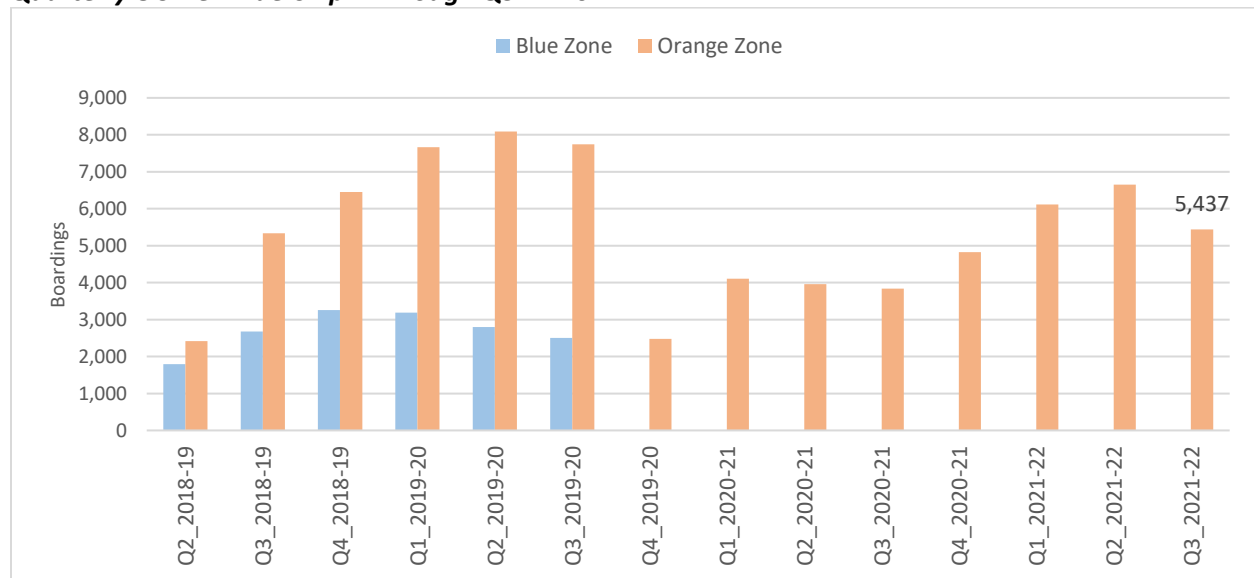
OC Flex

OC Flex 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.

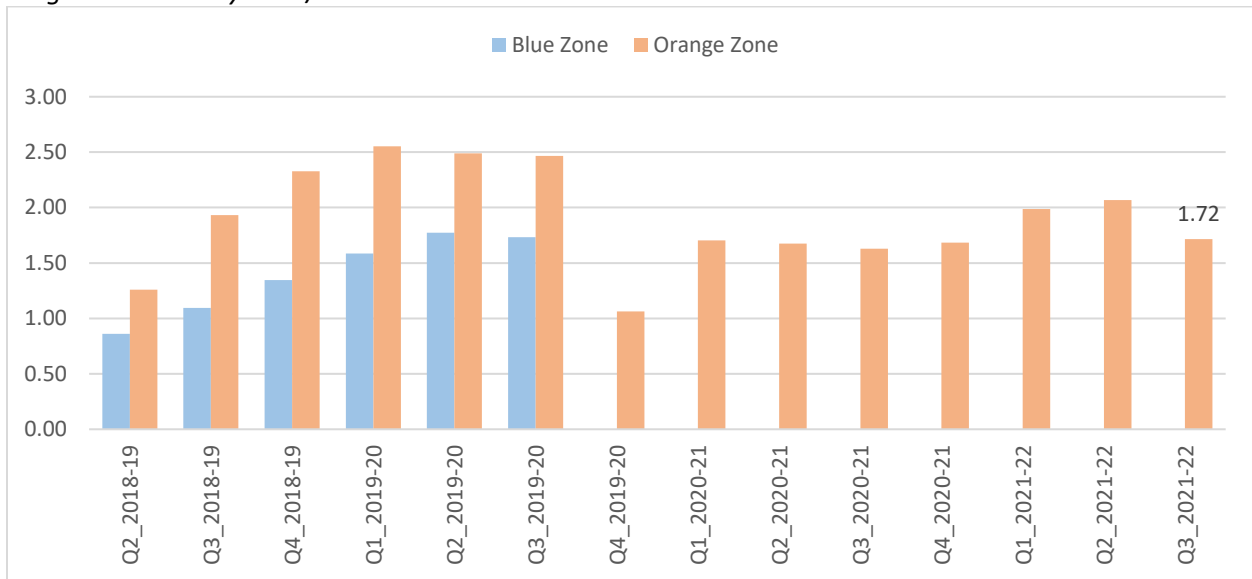
For Q3 of FY 2021-22, ridership in the Orange Zone remained comparable to the previous two quarters despite the introduction of the new OC Flex application, which required riders to download and create a new account, and the effects of the January 2022 COVID-19 surge in Orange County. Other metrics remained stable, and in some cases, the rate of shared rides and connecting trips increased compared to the previous two quarters. The subsidy rate per boarding increased in Q3 due to the new contract rate, beginning January 2022, and increased fuel costs.

Quarterly OC Flex Ridership – Through Q3-FY 2021-22



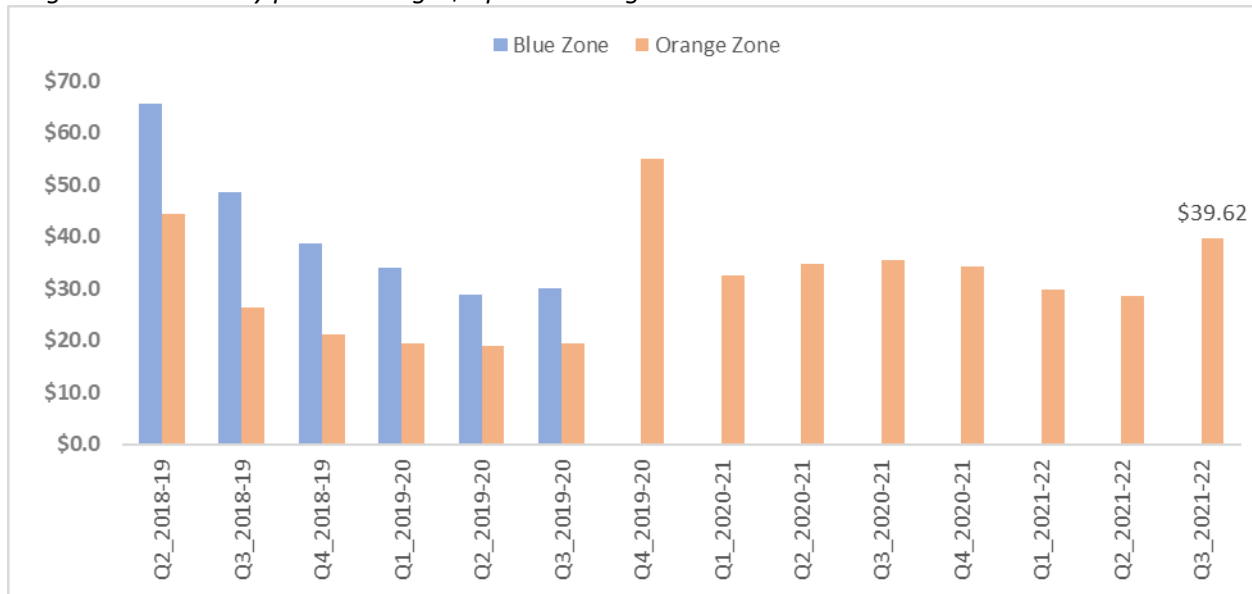
OC Flex Productivity (Boarding/RVH) – Through Q3-FY 2021-22

Target: Productivity – 6 B/RVH



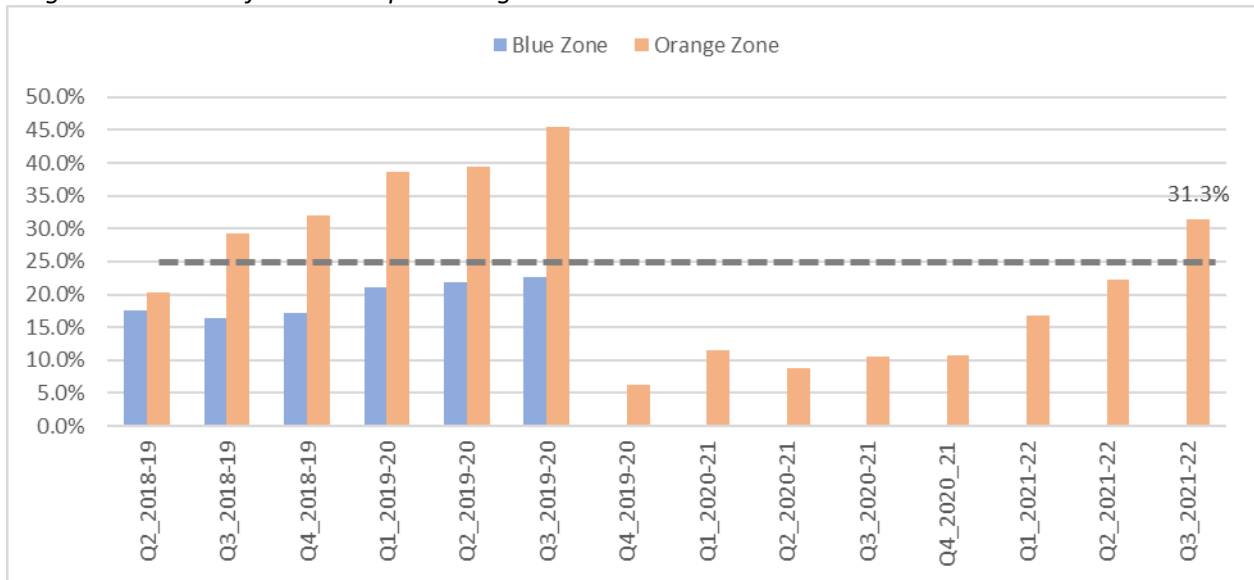
Quarterly OC Flex Direct Subsidy per Boarding – Through Q3-FY 2021-22

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



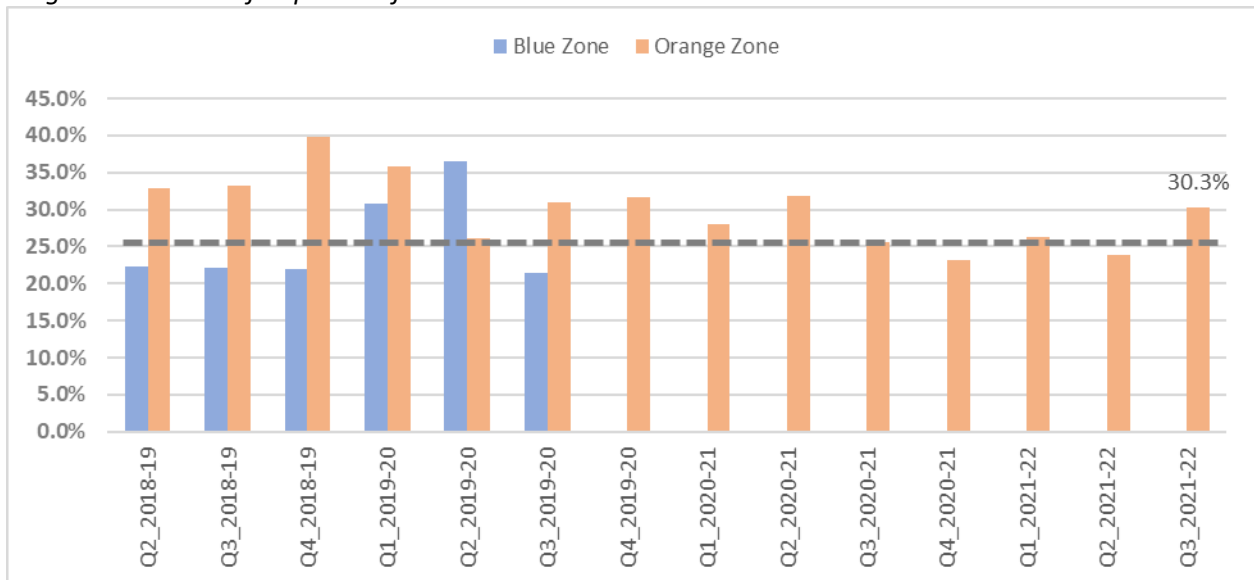
OC Flex Shared Trips – Through Q3-FY 2021-22

Target: 25 Percent of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q3-FY 2021-22

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



College Pass Program

In 2017, OCTA introduced community college students to the convenience and affordability of public transit with a shared-cost program that allows all participating students to travel free on any fixed-route OC Bus route. Since then, OCTA has built on the success of the program, which has helped increase ridership, introduced new riders to public transit, removed barriers to higher education for students, and helped take vehicles off the road. 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 the essential travel needs of students. During this reporting period, Coastline College became the eighth college to join the College Pass Program.

During this reporting period, which is within the Spring semester of 2022, all colleges implemented a full return to campus while also offering remote online classes for about 30 percent of the curriculum. Amid many changes, such as hybrid in-person and virtual learning and declining enrollment across all colleges, the College Pass Program continues to be of great interest to both colleges and students. As of this reporting period, we have seen bus ridership from the College Pass Program climb back to 30 percent of the pre-pandemic level.

Staff continued working with several colleges to extend their existing agreements or establish new ones, including the last remaining college in Orange County, the Orange Coast College, which is planning to get on board in the fall of 2022.