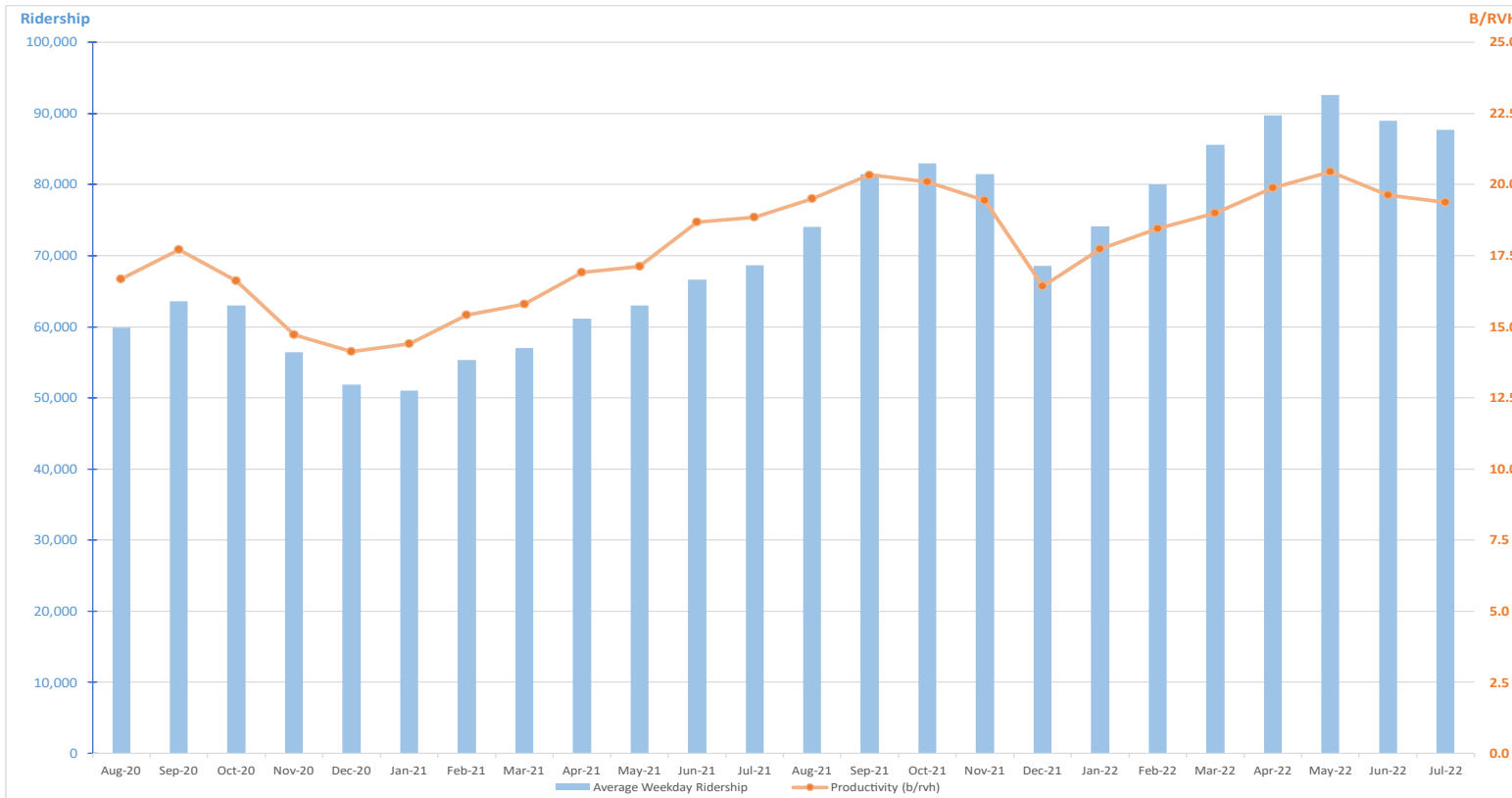


OC Bus and OC ACCESS Services Update

- **Ridership**
 - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)
- **On-Time Performance**
 - Measuring service quality as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

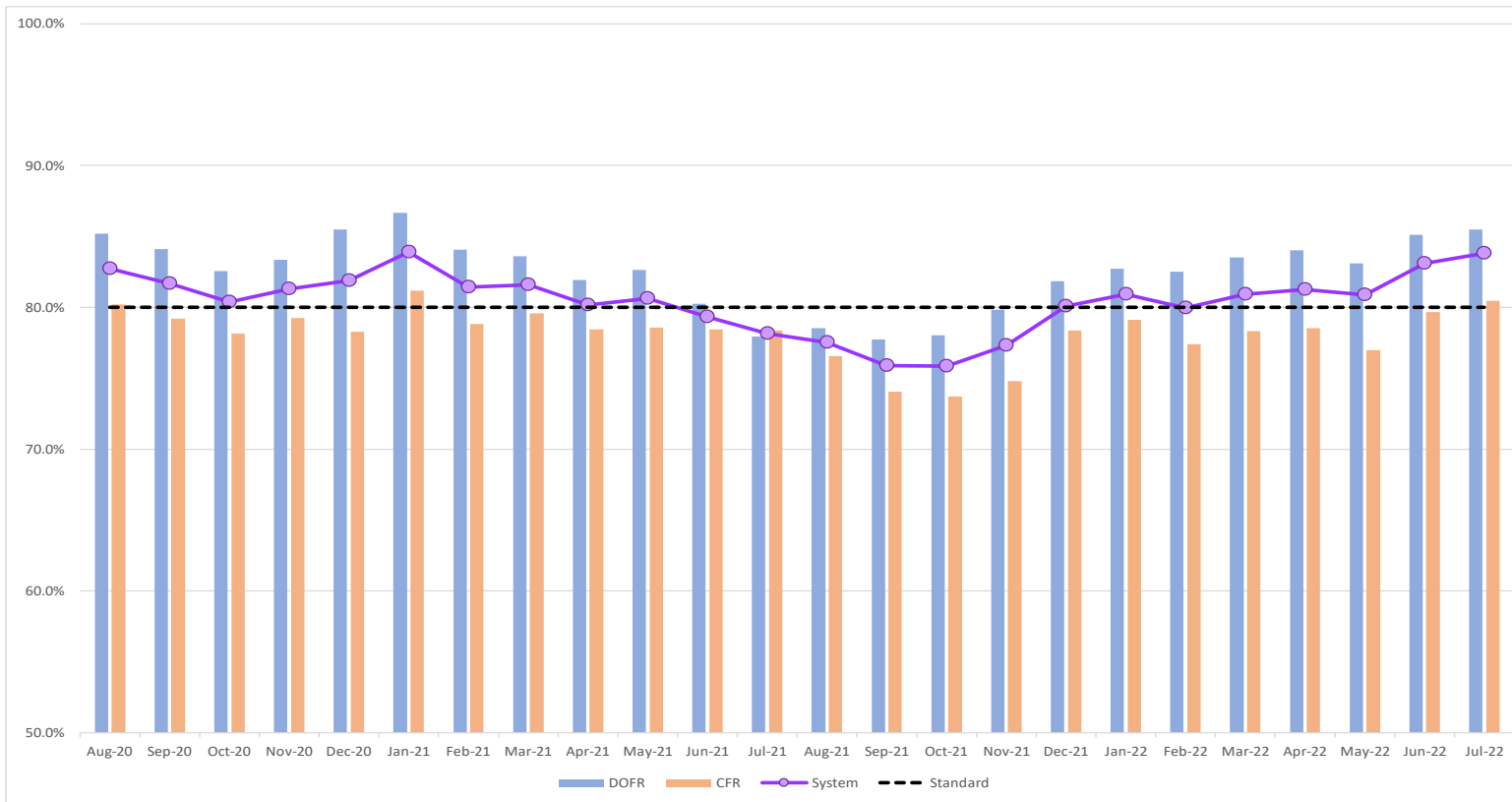
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



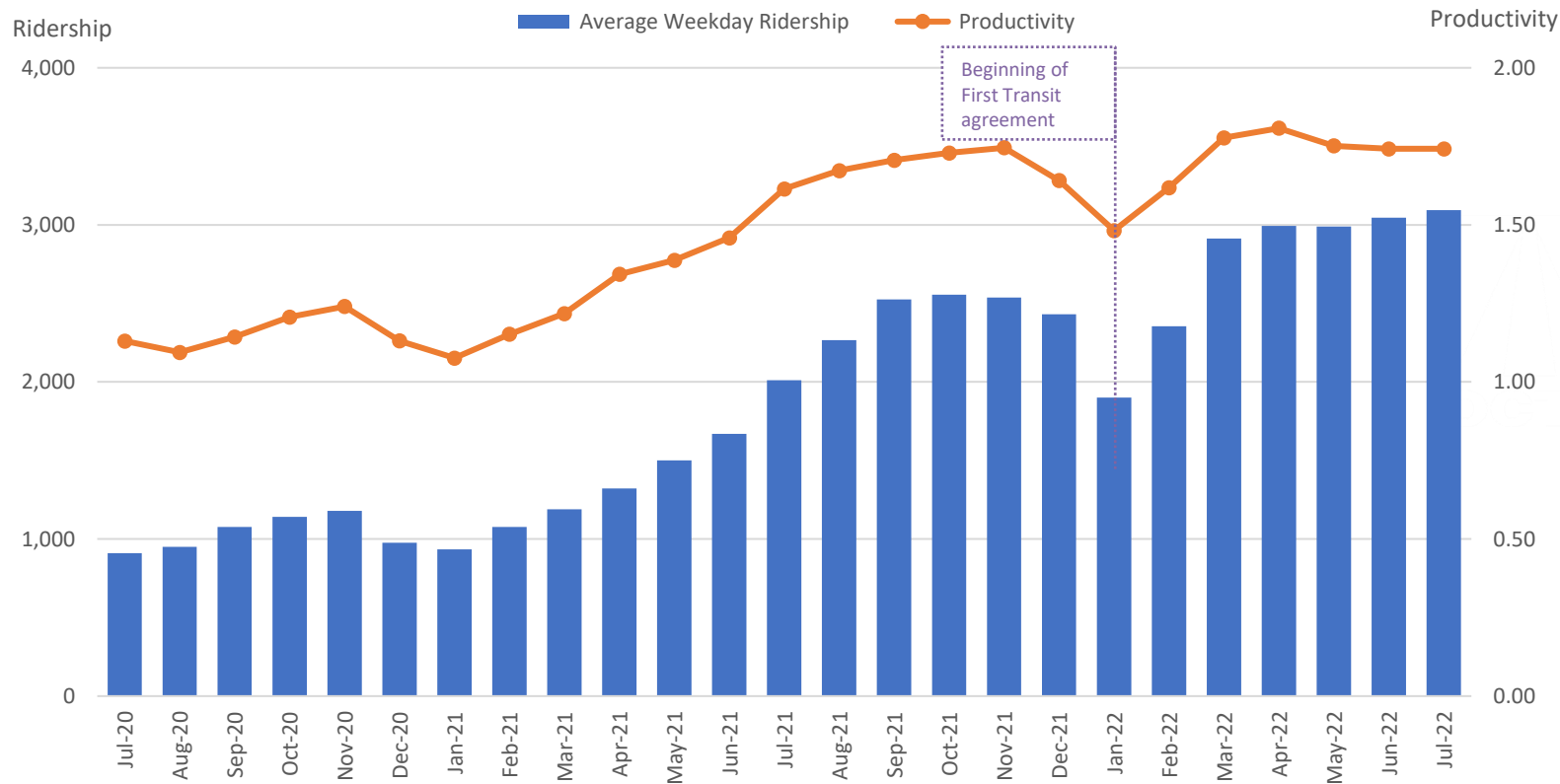
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



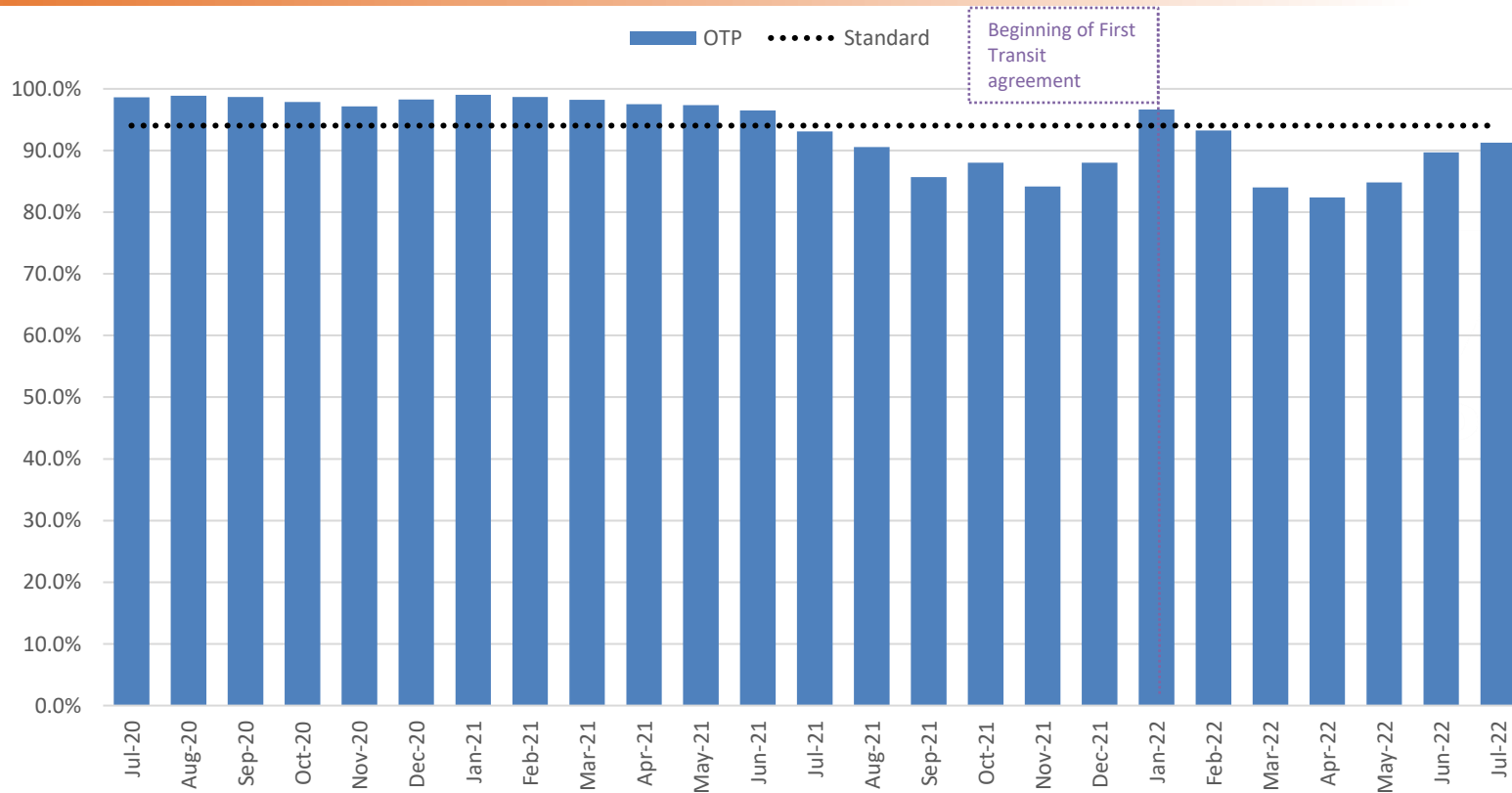
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



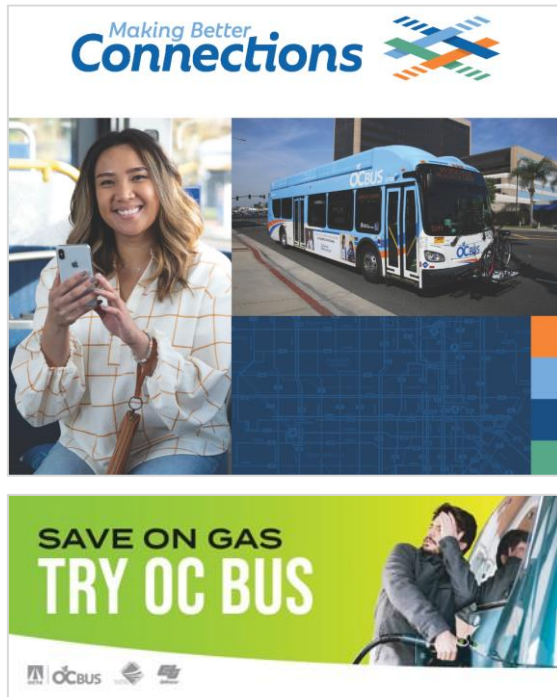
CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

In July, activities included:

- Gathered feedback during Making Better Connections outreach program including a public hearing on July 25.
- Communicated the “last month” of sales for the popular Value Pass. The discounted pass has reported more than 1.2 million boardings in a 20-week promotion.



Customer Comments

Bus Pass-bys

Complaints on pass-bys increased to an average of 8.2 complaints per week in July compared to 5.3 complaints per week in June.

No Shows

Due to COVID-19 staffing impacts, some routes were not assigned. In July, customer complaints on “no show” routes increased slightly to an average of six complaints per week, compared to an average of 5.25 complaints per week in June.



NEXT STEPS

- Continue to Track Service Performance
 - Ridership trends
 - On-time performance
- Upcoming Service Changes
 - October 9, 2022