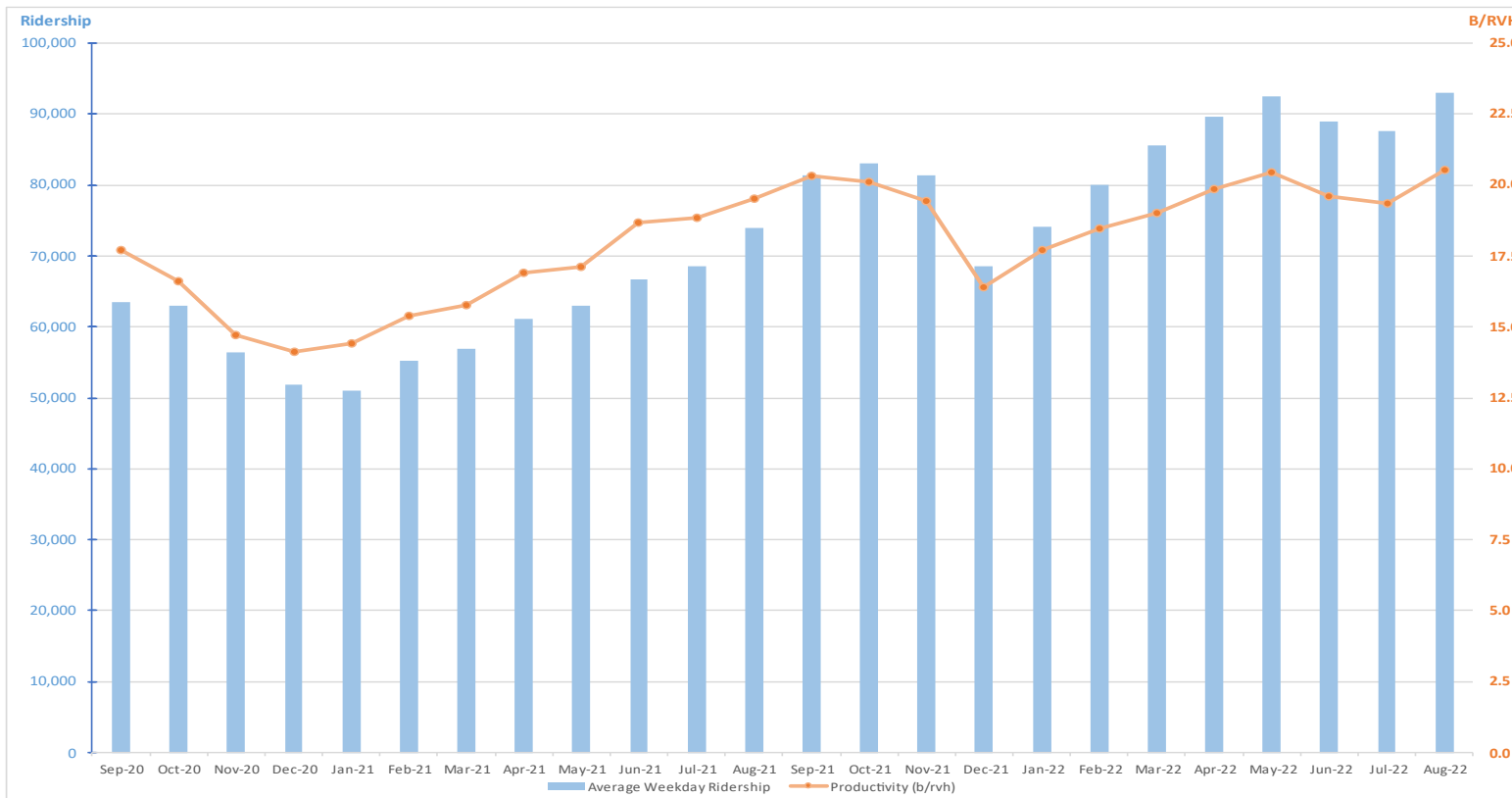


OC Bus and OC ACCESS Services Update

- **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

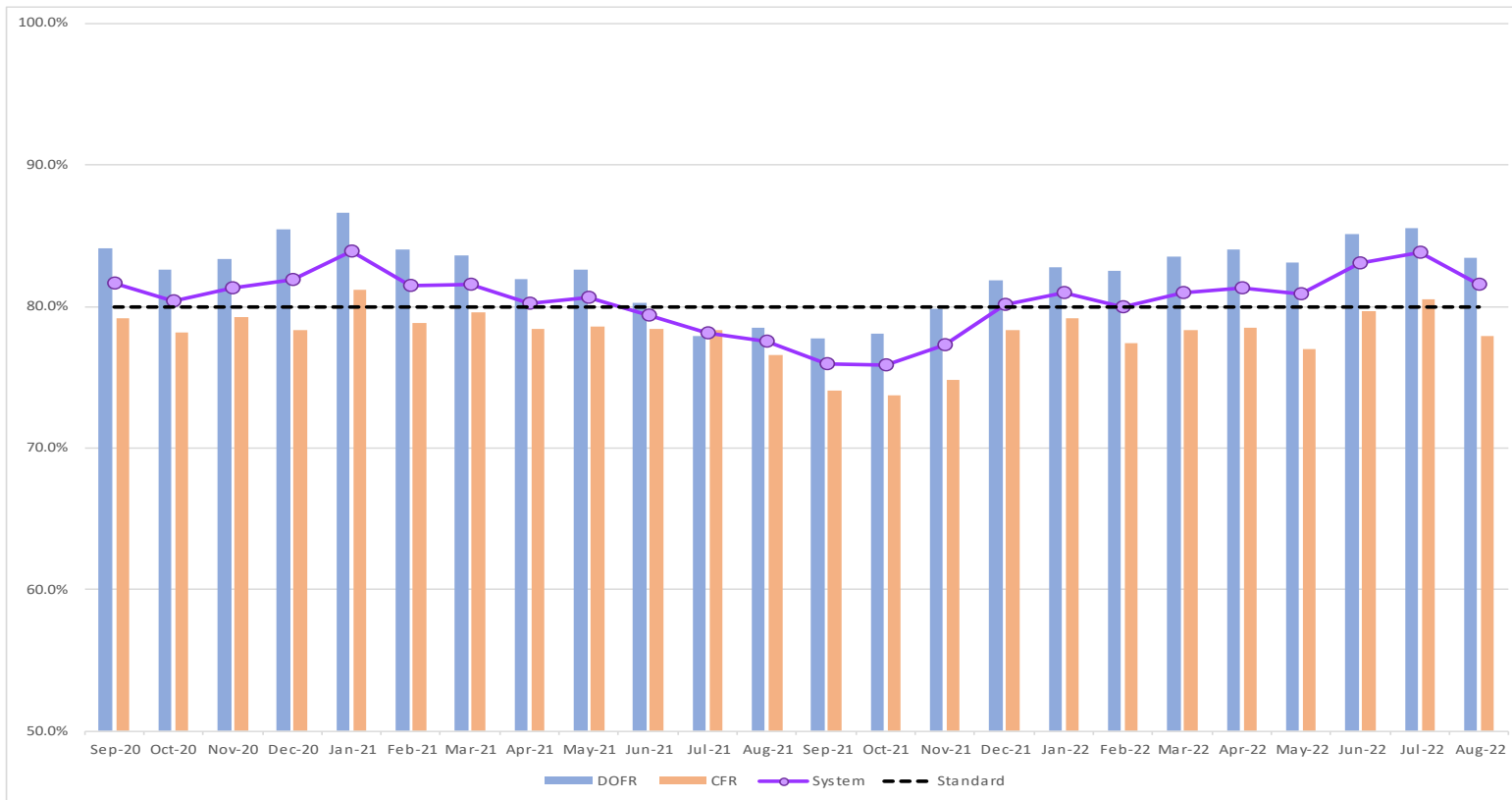
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



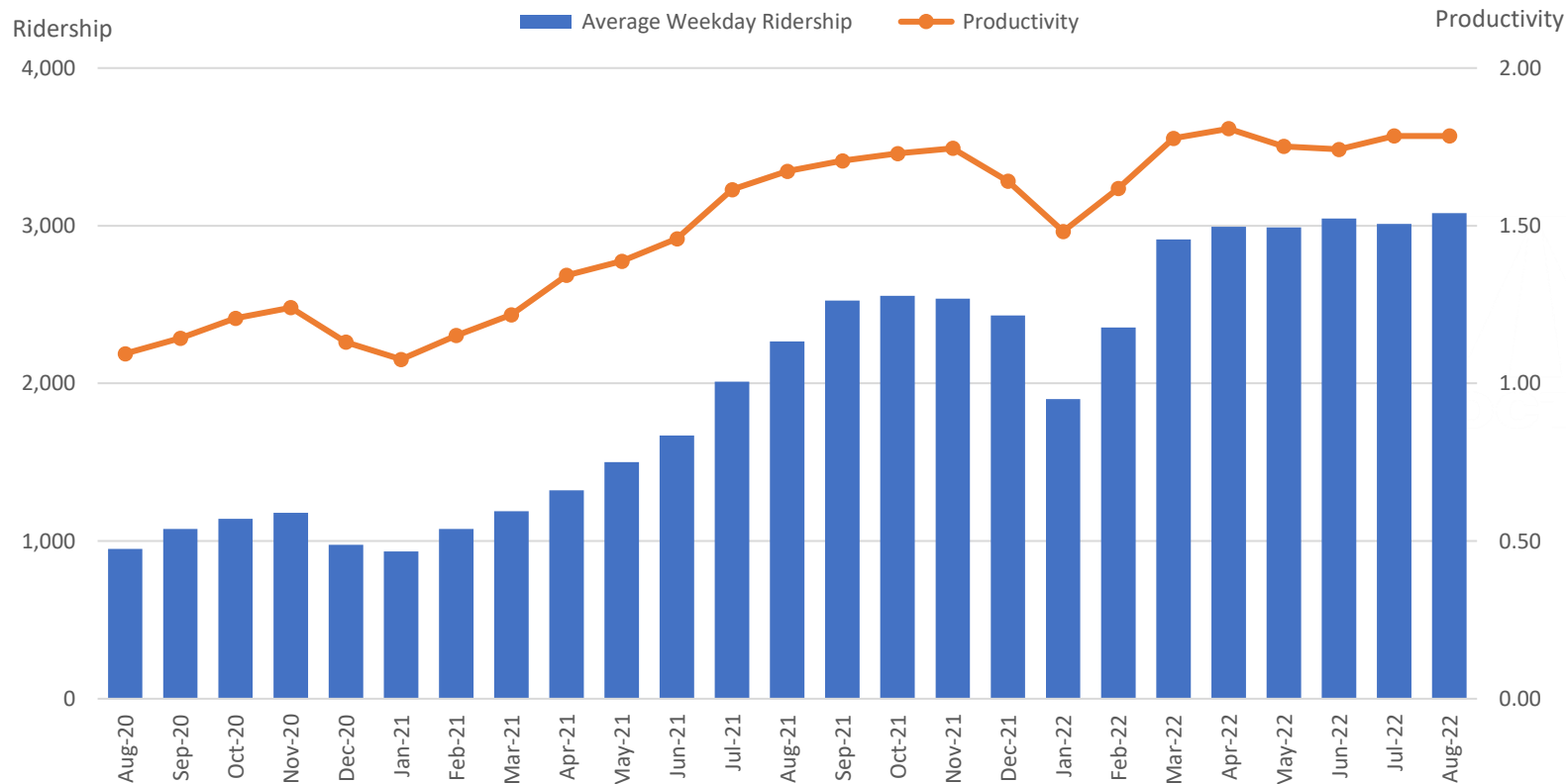
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



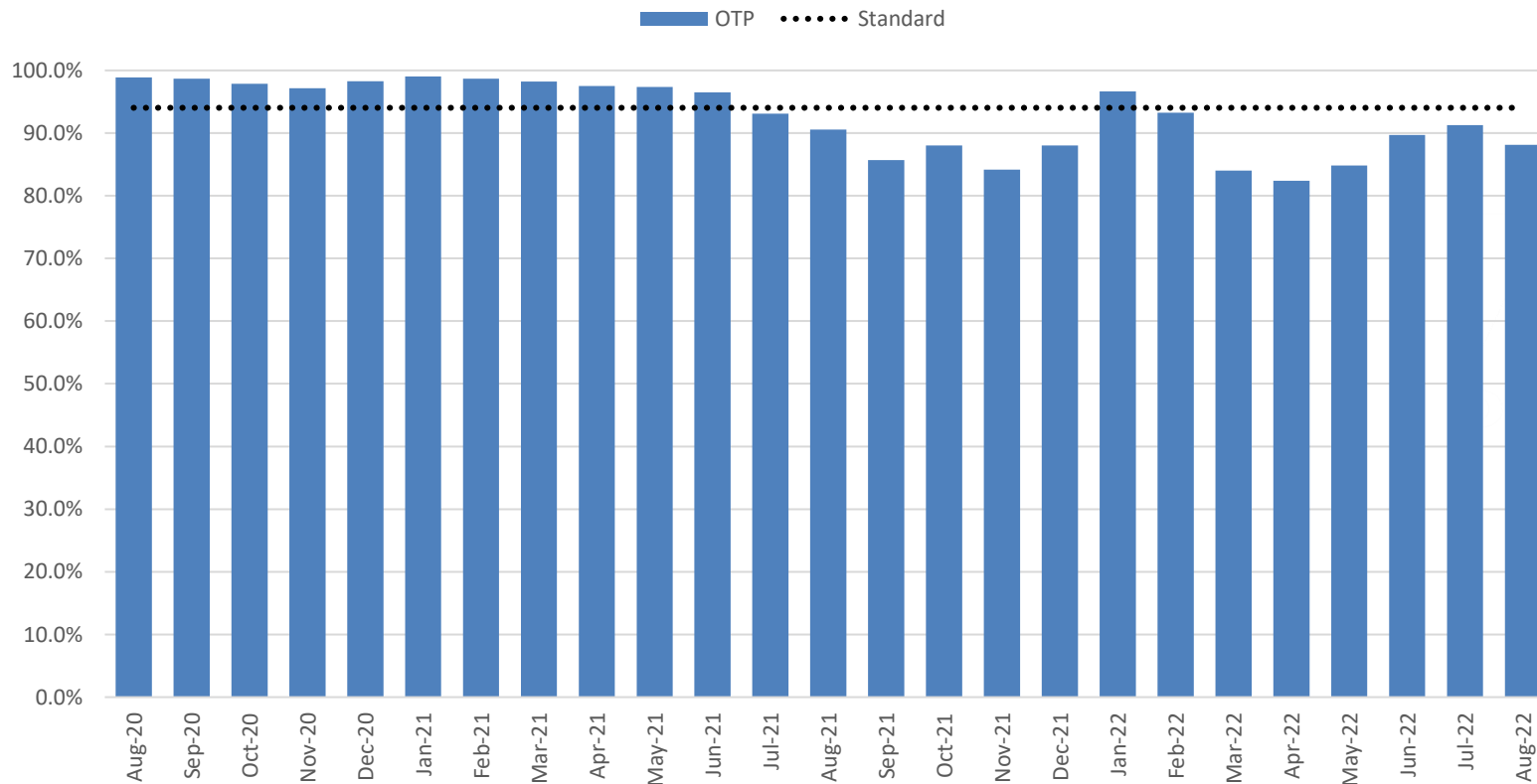
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Launched Community College Pass Program for all Orange County community colleges, including the newest, Orange Coast College
- Developed OC Bus 50th Anniversary campaign to celebrate our golden anniversary
- Distributed Youth Ride Free materials and passes to Kindergarten-12 schools for the new school year



Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of 3.5 complaints per week in the first four weeks of August compared to 8.2 complaints per week in July

No Shows

- Due to COVID-19 staffing impacts, some routes were not assigned. Customer complaints on “no show” routes increased slightly to an average of 6.25 complaints per week in the first four weeks of August, compared to an average of six complaints per week in July



NEXT STEPS

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