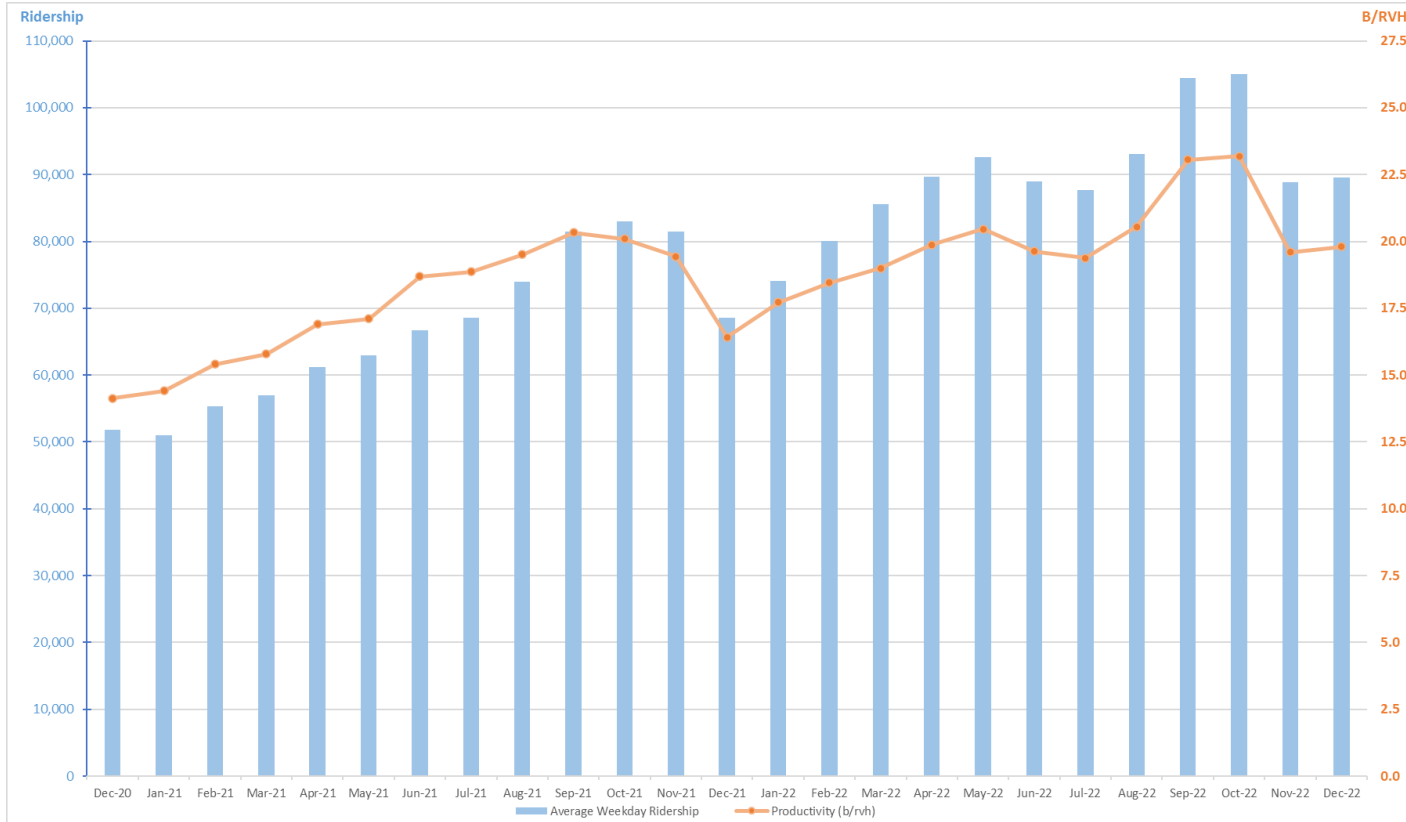


OC Bus and OC ACCESS Services Update

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

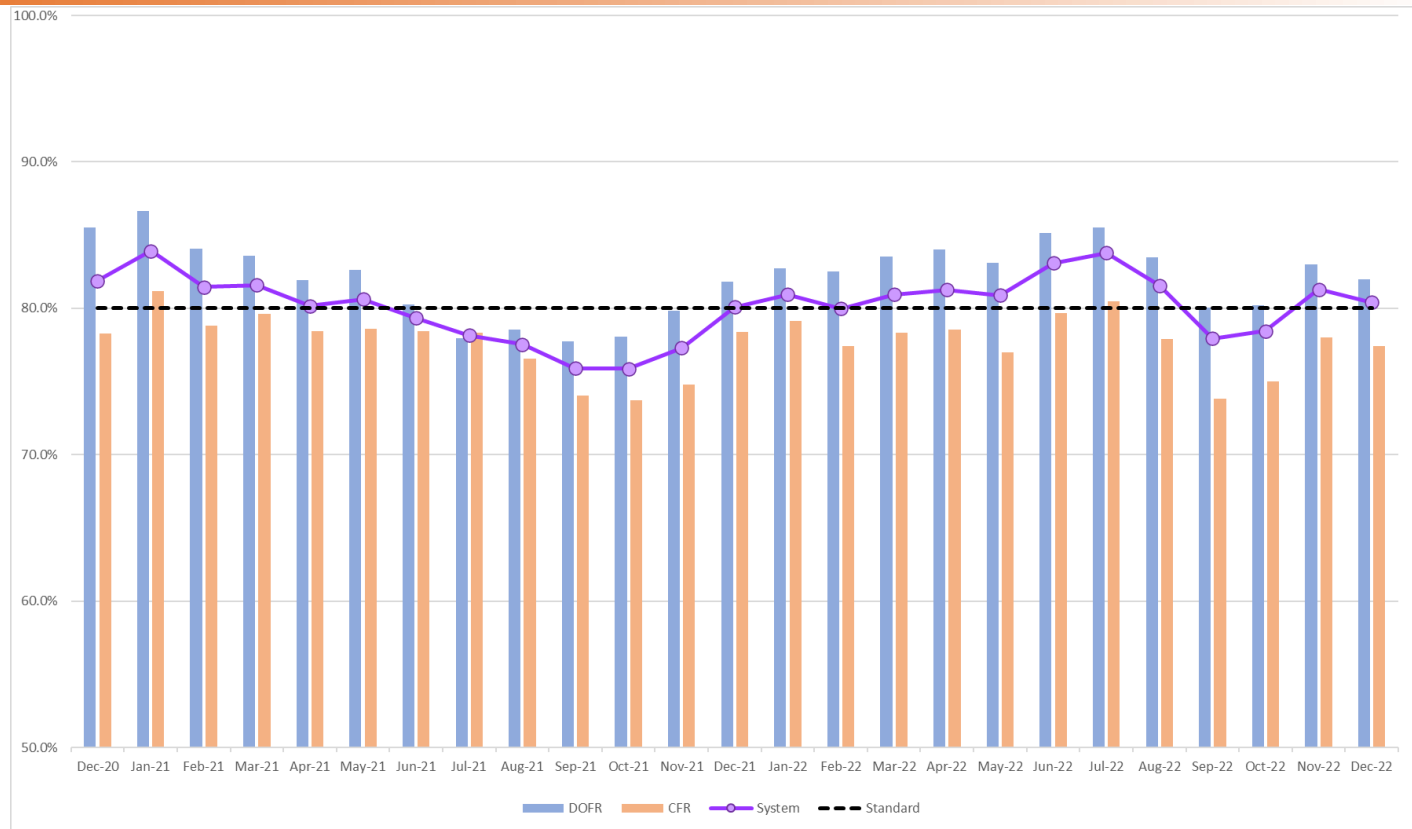
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST 2 YEARS)



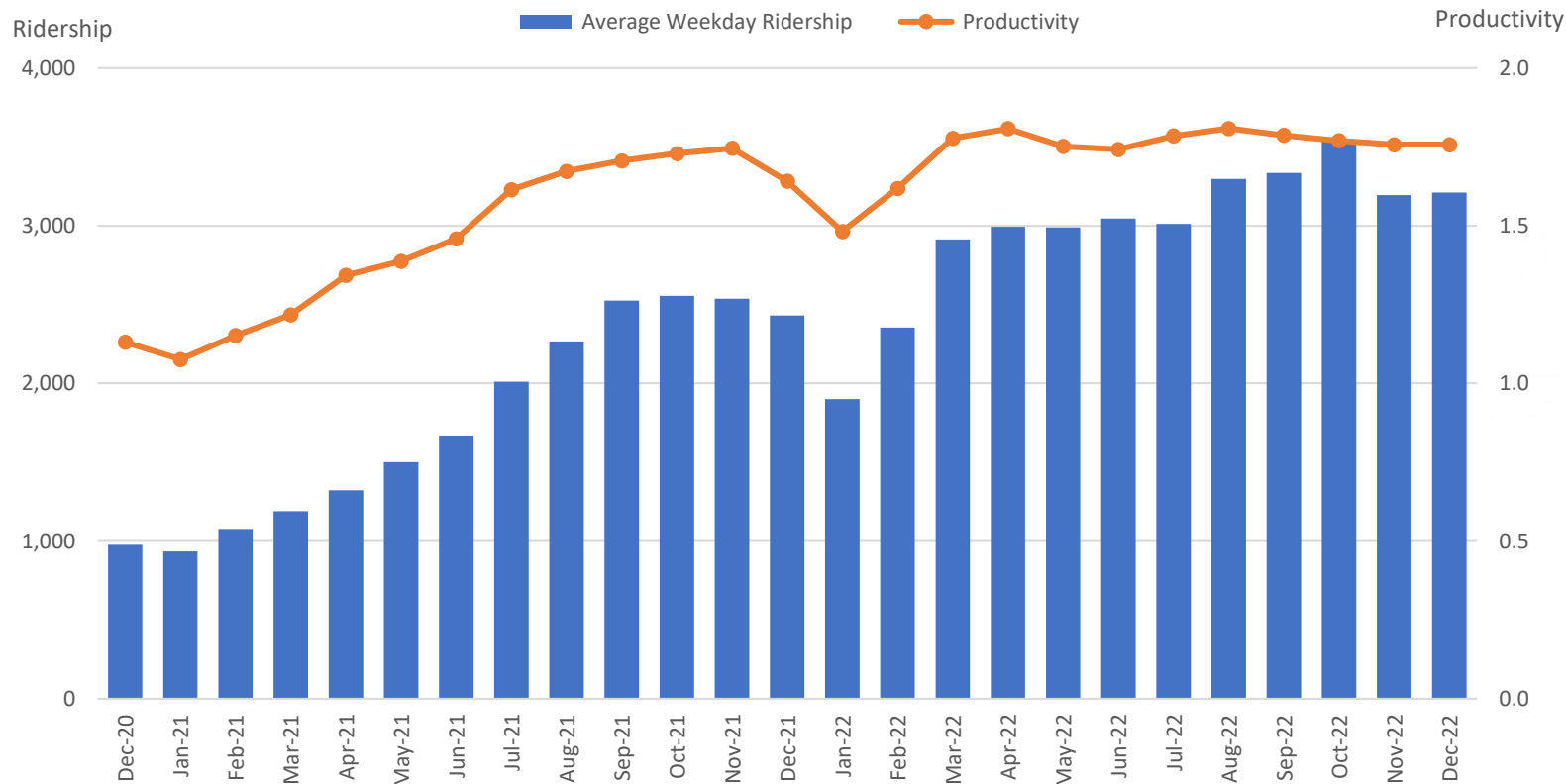
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



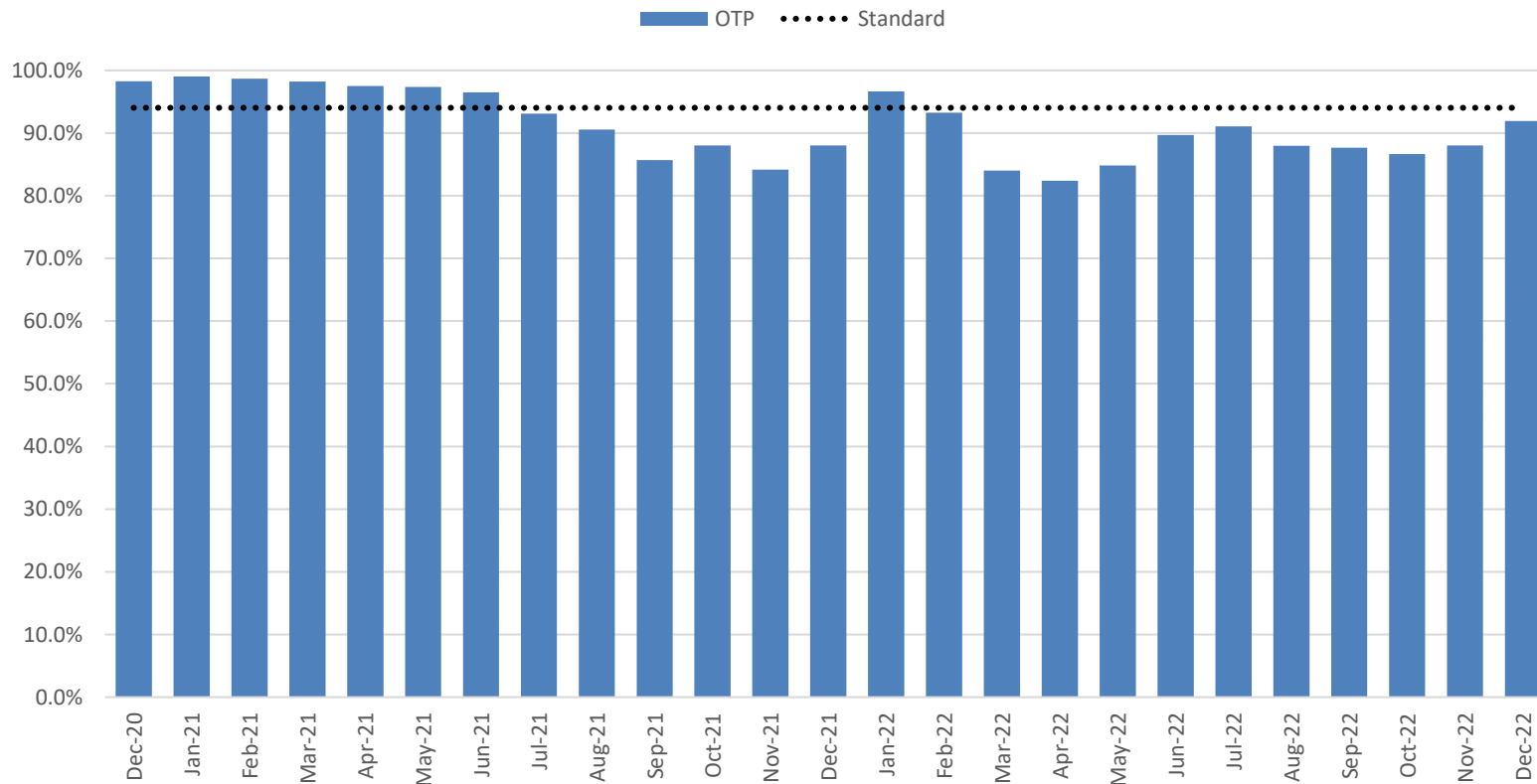
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

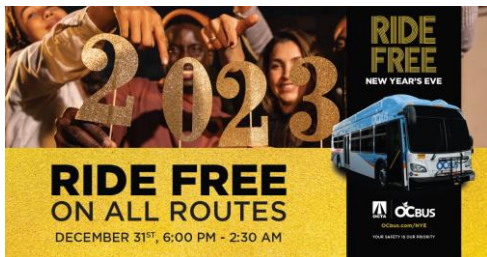


CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Shared marketing and public information updates with customers using variety of tactics, including the launch of the discounted Smart Pass and the New Year's Eve free ride promotion.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to a weekly average of 9.75 complaints in the first four weeks of December compared to 7.5 complaints per week in November.

No Shows

- Customer complaints for “no show” routes remained low at an average of 1.25 complaints in the first four weeks of December, which was identical to the average number of complaints in November.



NEXT STEPS

- Continue to Track Service Performance
 - Ridership trends
 - On-time performance
- Upcoming Service Changes
 - February 12, 2023