

Fiscal Year 2022-23 First Quarter



Bus Operations Performance Measurements Report

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of over 50 OC Bus routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops. OCTA also operates OC ACCESS paratransit service, 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 (ADA) 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.

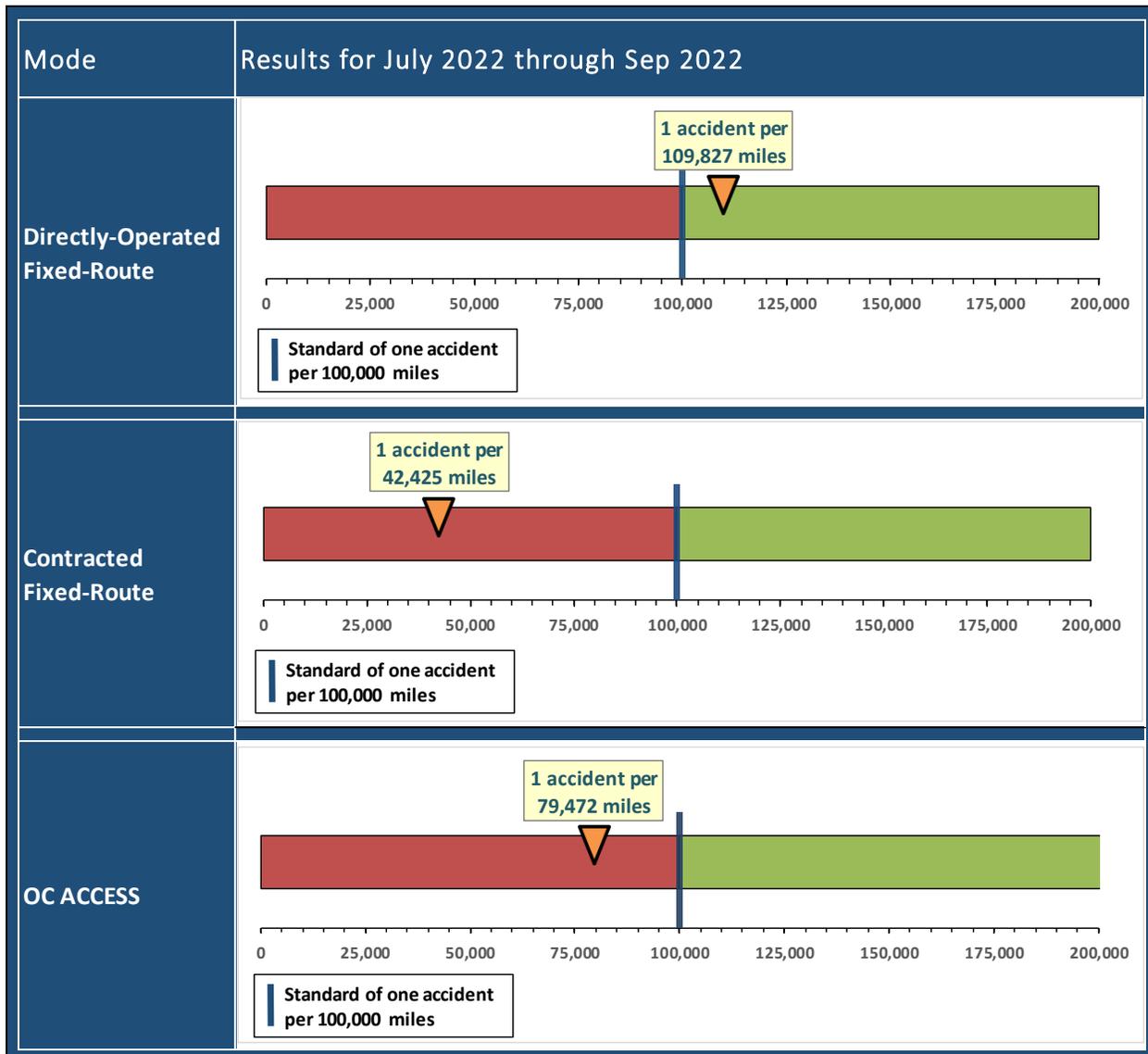
Through September 2022, OCTA continued to operate a reduced level of OC Bus service due to the prolonged impact of the coronavirus (COVID-19) pandemic and a shortage of coach operators as is being experienced throughout the country. This is reflected in the performance to be discussed in this report. During this reporting period, increased ridership coupled with driver availability continued to negatively impact OC ACCESS OTP and courtesy metrics. The ongoing procurement and replacement of OC ACCESS cutaway buses has resulted in an improvement in MBRC.

FY2022-23 Q1 SUMMARY

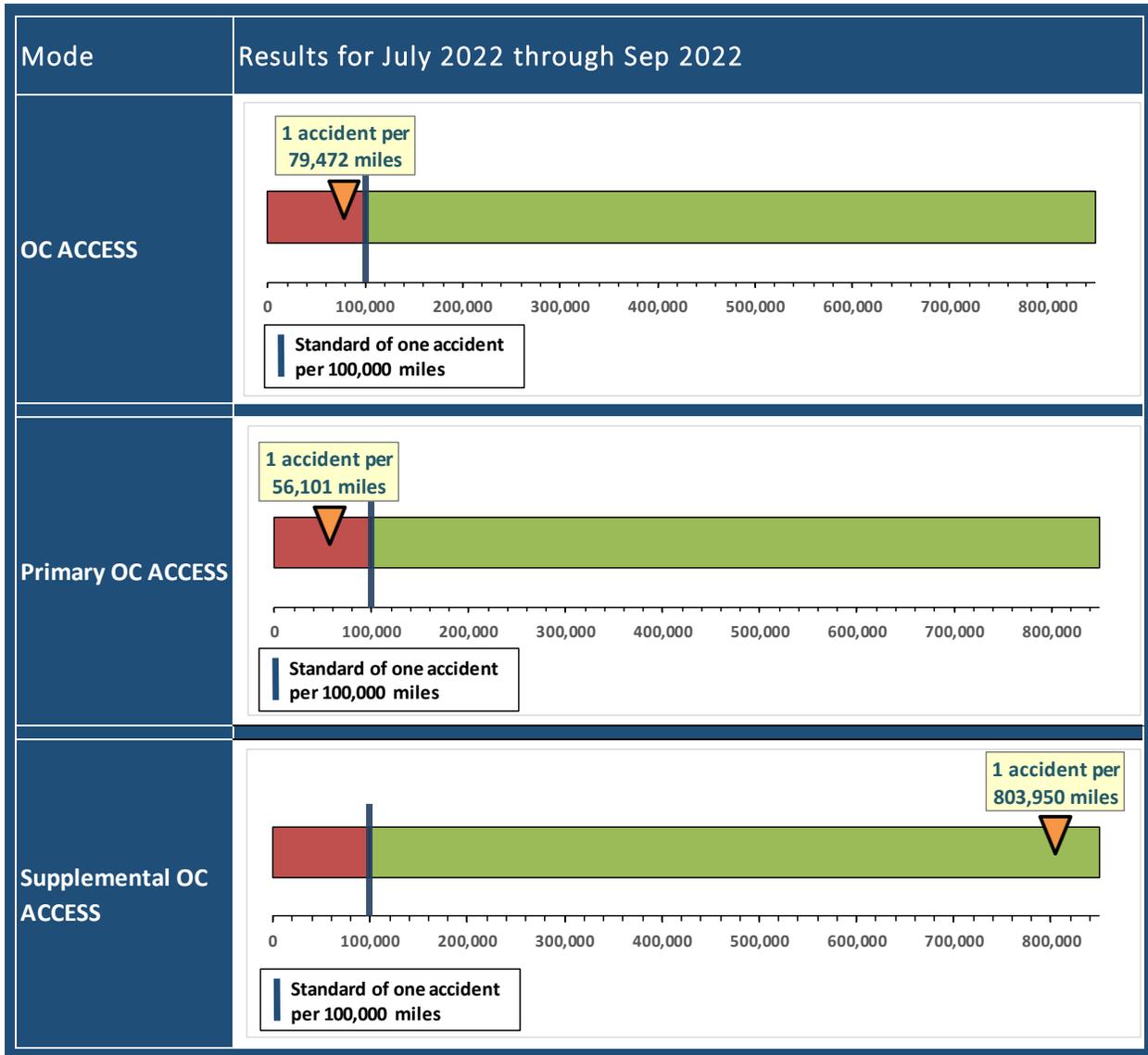
- **Safety:**
 - DOFR - ▲
 - CFR - ▼
 - OC ACCESS - ▼
- **Courtesy:**
 - DOFR - ▲
 - CFR - ▲
 - OC ACCESS - ▼
- **OTP:**
 - DOFR - ▲
 - CFR - ▼
 - OC ACCESS - ▼
- **MBRC:**
 - DOFR - ▼
 - CFR - ▼
 - OC ACCESS - ▲

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) 2022-23, DOFR met the standard of operating more than 100,000 miles between preventable accidents while CFR did not.



For CFR, the number of miles between preventable accidents continues to be below the performance standard in Q1. The majority of preventable accidents are the result of the operator striking fixed objects (curb, sign, pole, parked vehicle). Staff continues working with the contractor to improve performance and reduce the number of preventable accidents.

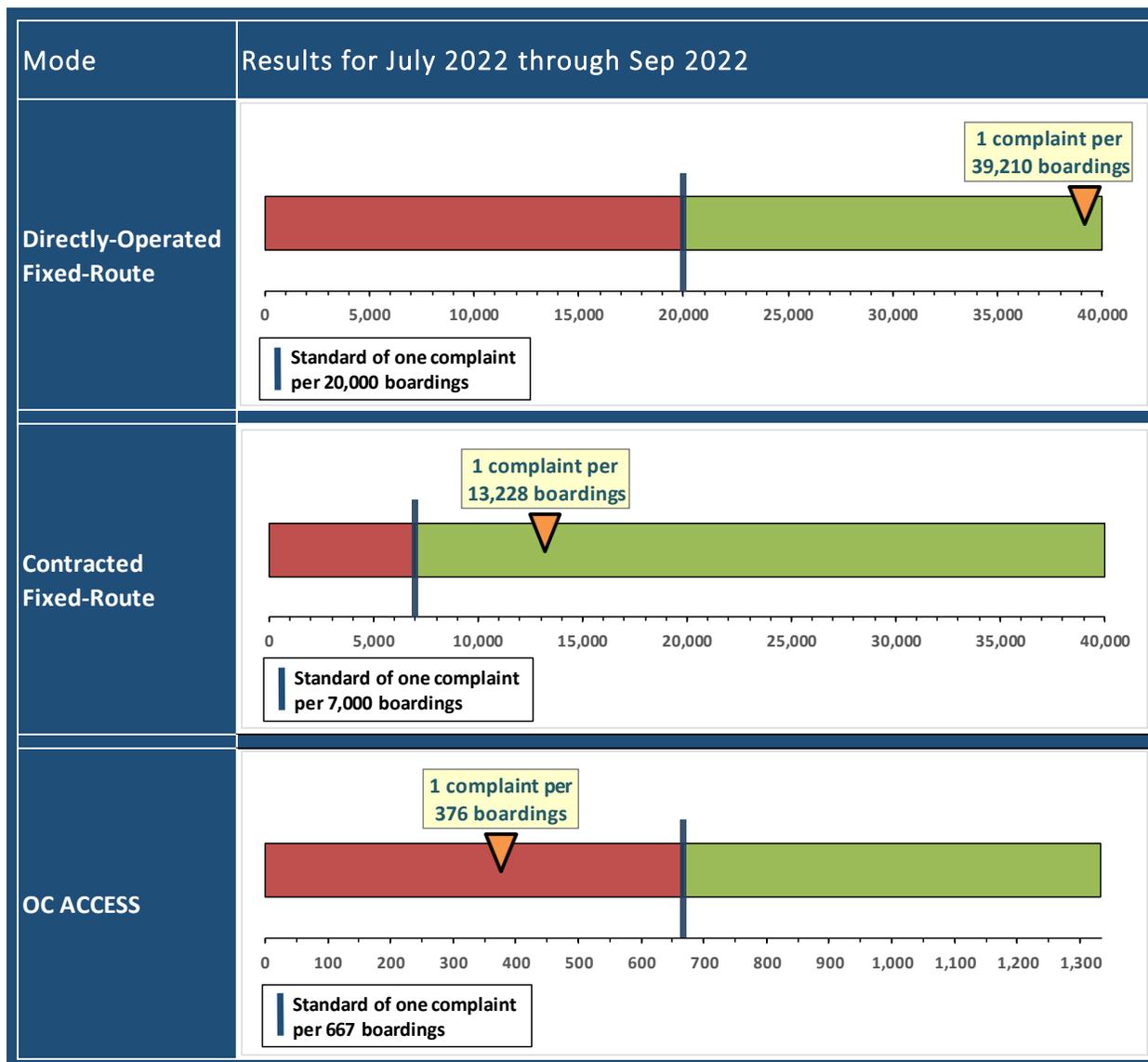


OC ACCESS is the combination of Primary OC ACCESS (operated by First Transit, Inc. [First Transit]) and Supplemental OC ACCESS (operated by First Transit’s subcontractors) data. Primary OC ACCESS includes data for service provided by First Transit only. Supplemental OC ACCESS includes data for service provided by the subcontractors of First Transit only. Overall, OC ACCESS performed just below the standard, with Primary OC ACCESS below the standard while Supplemental OC ACCESS performed above the standard. Similar to fixed route, the primary cause of preventable accidents is fixed-object strikes. First Transit launched an awareness campaign to mitigate common fixed-object strikes, such as impacts with tree branches, through additional training during monthly safety meetings, and the addition of a checkpoint during pull out (before drivers begin service for the day) to reinforce the height of the vehicle.

Courtesy: Customer Complaints

OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus and OC Access 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 2022-23, 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, service delays were the chief complaint through Q1. First Transit is actively recruiting employee resources and expanding use of subcontractors to increase capacity and minimize service delays.

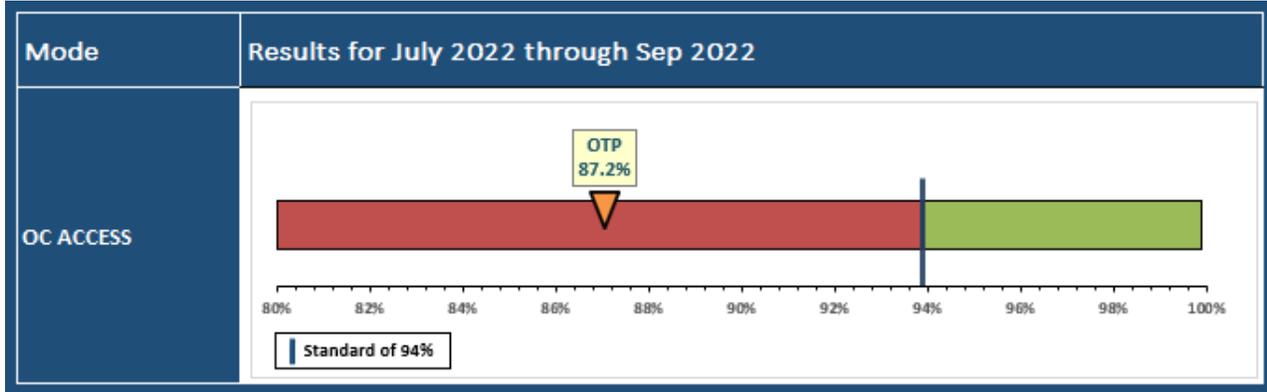
Reliability: On-Time Performance

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 81.1 percent; the OTP for DOFR met the standard, operating at a rate of 82.9 percent. OC Bus operated by CFR and OC ACCESS services both fell below the respective standards during Q1 of FY 2022-23.

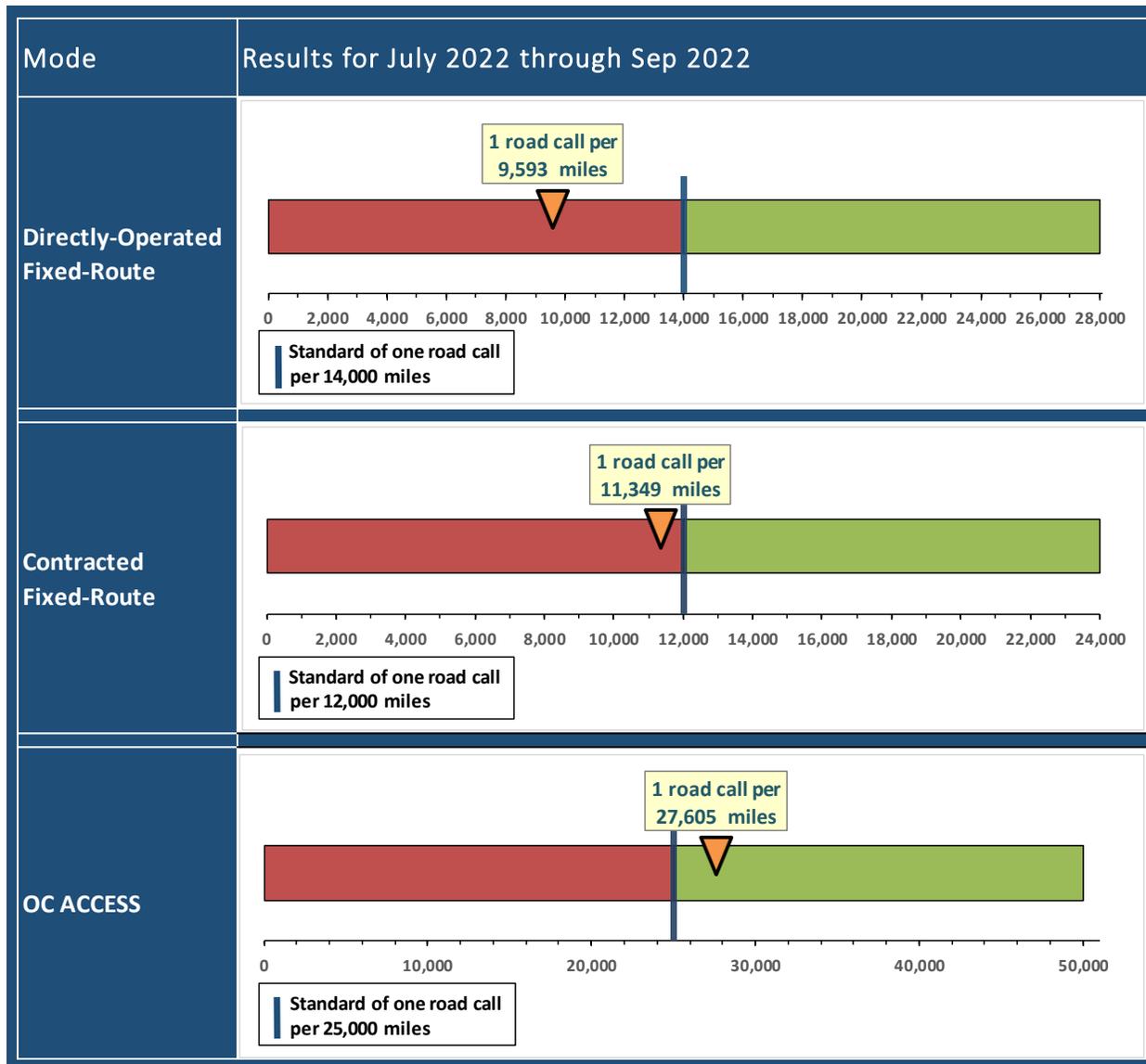


The OTP for OC ACCESS was below standard with a rate of 87.2 percent. The OC ACCESS contractor struggled to meet the OTP standard in Q1 due to continued increases in demand as adult day programs for seniors and individuals with disabilities throughout Orange County expanded their capacity for in-person services. 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 Q1, the MBRC for DOFR and CFR were under the performance standard while OC ACCESS met the performance standard.

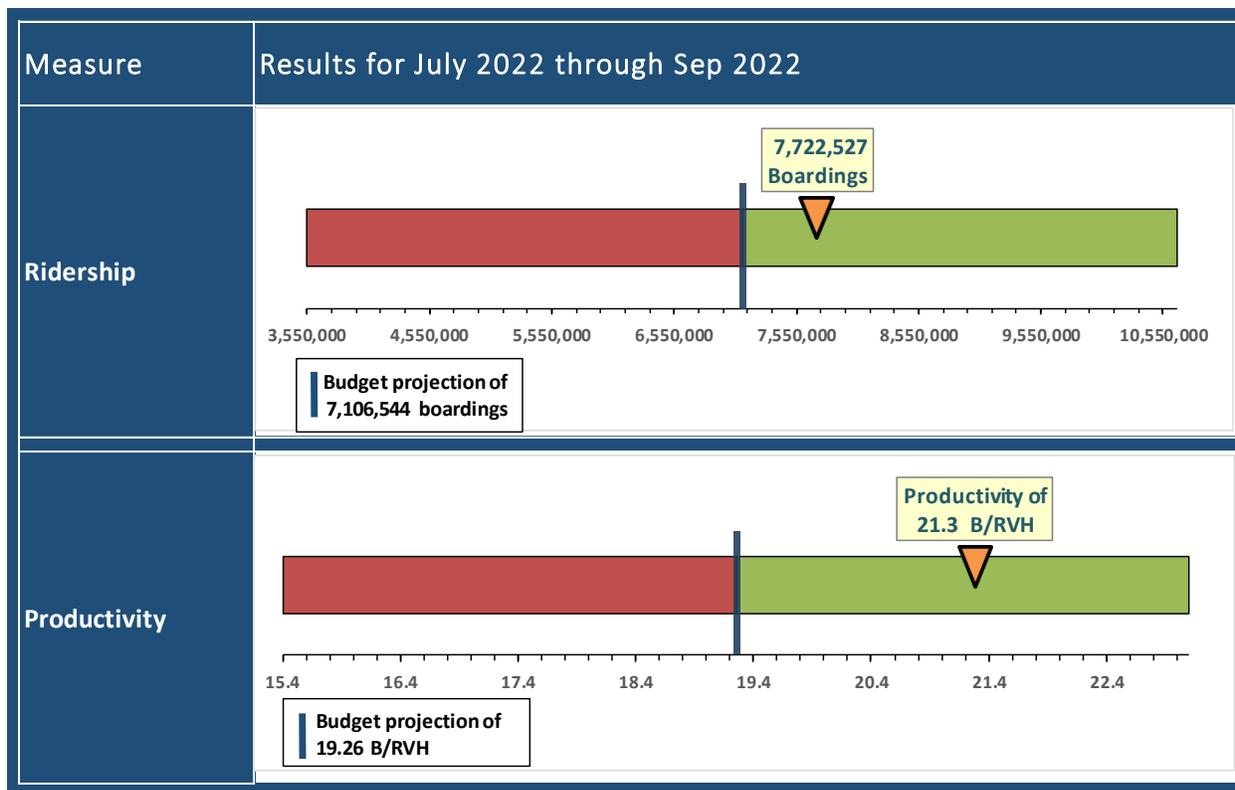
OCTA operates two primary fleets in fixed-route service: 2007/2008 New Flyer CNG Low Floor buses, and 2016 New Flyer Xcelsior CNG buses. The first fleet is now at the end of their designed useful life and is experiencing failures due to long-term wear and tear. A new bus procurement is in effect to replace the 2007/2008 buses. New buses have begun arriving and will continue over the next year. The 2016 buses are now due for a planned engine mid-life repower. OCTA is 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 considering the age and current condition of the two fleets.

MBRC for OC ACCESS for Q1 of FY 2022-23 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 continue as the remaining buses of a 117-bus procurement have been delivered and the old buses 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 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.

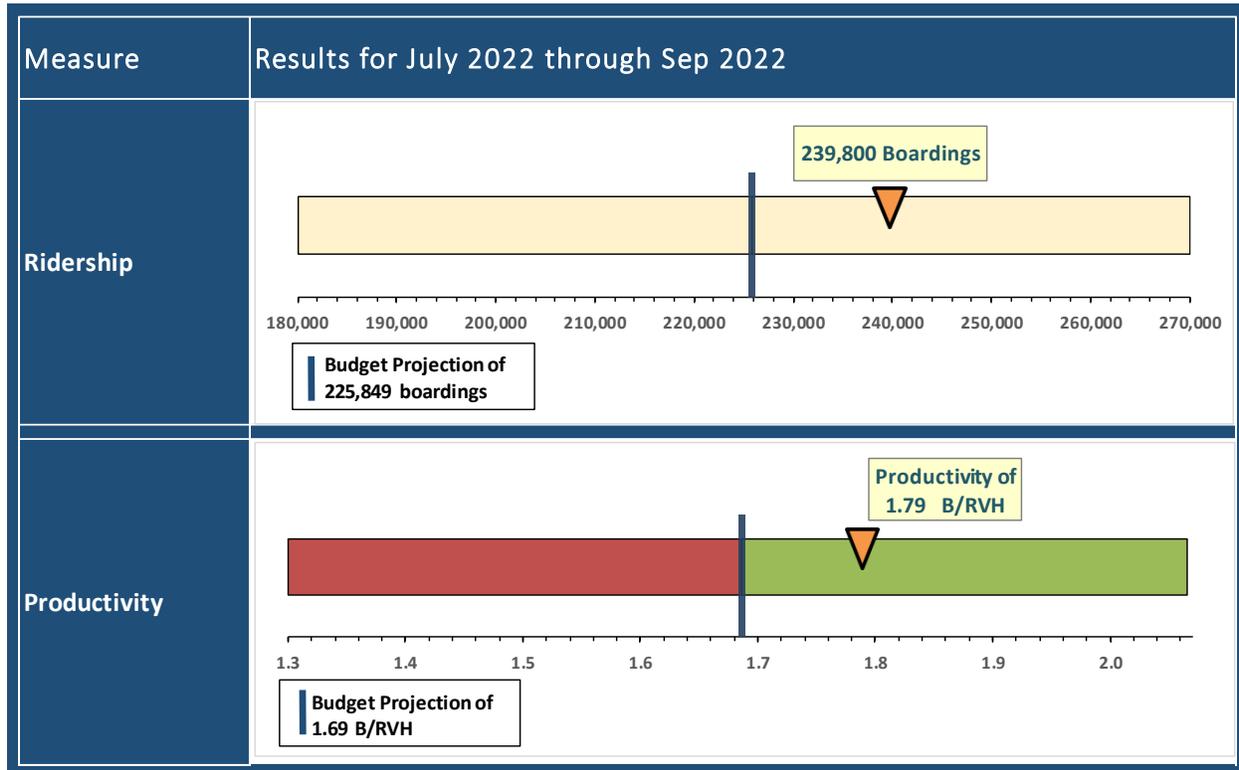
During Q1, ridership grew from a low point in July and then increased in mid-August and September as students returned to school. By the end of September, average weekday ridership was over 106,000 boardings, the highest level reached since the start of the pandemic. Productivity during the performance period was higher than the budgeted projection, trending at 21.3 boardings per RVH.



Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through Q1 of FY 2022-23, the total ridership was 239,800 and productivity was 1.79 B/RVH, exceeding the budgeted projections. Travel for eligible riders continued to increase as facilities and adult day programs for seniors and individuals with disabilities expanded their capacity for in-person services throughout Orange County.



Contractor Performance: Fixed Route

Per Agreement No. C-4-1737 between OCTA and 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 Q1 of FY 2022-23, the overall performance of the contracted OC Bus service, as determined by the performance categories outlined in the contract, was below standard for on-time performance, unreported accident, road calls, and missed trips, which totaled \$390,000 in penalties. Incentives were assessed for valid complaints and accident frequency ratio, totaling \$28,400. There was an adjustment of \$5,600 in waived penalties for late report. The net amount of penalties assessed for Q1 is \$356,000.

Table 1:	Performance Categories	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FYTD 23
Penalties	On-Time Performance	\$ (3,000)	\$ -	\$ -	\$ -	\$ (3,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (15,000)	\$ -	\$ -	\$ -	\$ (15,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ (1,000)	\$ -	\$ -	\$ -	\$ (1,000)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (371,000)	\$ -	\$ -	\$ -	\$ (371,000)
Total	\$ (390,000)	\$ -	\$ -	\$ -	\$ -	\$ (390,000)
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 13,400	\$ -	\$ -	\$ -	\$ 13,400
	Accident Frequency Ratio	\$ 15,000	\$ -	\$ -	\$ -	\$ 15,000
	Total	\$ 28,400	\$ -	\$ -	\$ -	\$ 28,400
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (On-Time Performance)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (Key Position)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (Late Report)	\$ 5,600	\$ -	\$ -	\$ -	\$ 5,600
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 5,600	\$ -	\$ -	\$ -	\$ -	\$ 5,600
All	Total	\$ (356,000)	\$ -	\$ -	\$ -	\$ (356,000)

Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

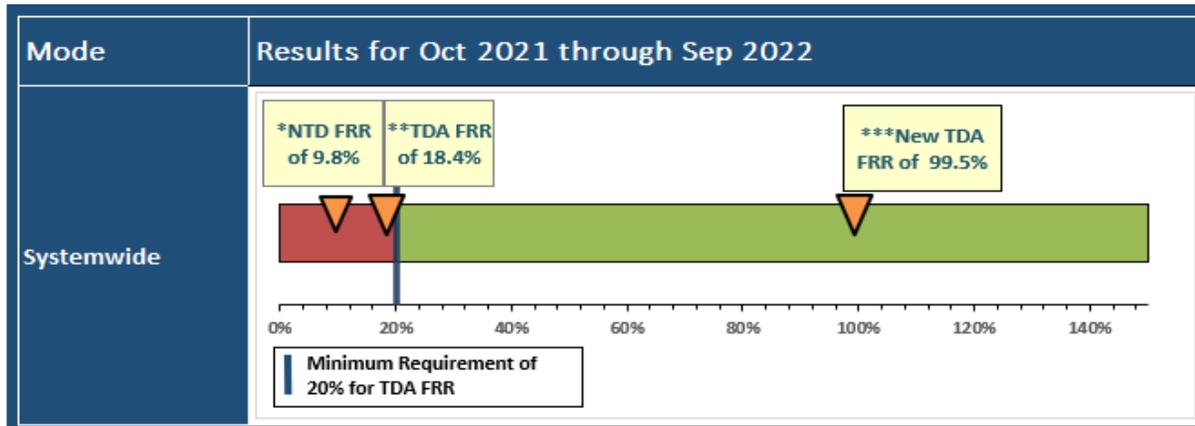
Like the CFR service, the contractor for OC ACCESS, First Transit (Agreement No. C-0-2150), is paid financial incentives or incurs penalties when monthly performance exceeds or comes in below the standard as set forth in the agreement. Financial incentives are paid to the contractor and assessed penalties are paid to OCTA by the contractor.

As presented in this report, First Transit struggled to meet performance standards in Q1 of FY 2022-23 across several indicators, and was assessed penalties totaling \$550,299. Of those penalties, \$12,706 were waived by staff, resulting in \$537,593 in total penalties.

Table 2:	Performance Categories	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FYTD 23
Penalties	Pick-Up On-time Performance	\$ (70,000)	\$ -	\$ -	\$ -	\$ (70,000)
	Arrival On-Time Performance	\$ (87,000)	\$ -	\$ -	\$ -	\$ (87,000)
	Customer Complaints	\$ (27,900)	\$ -	\$ -	\$ -	\$ (27,900)
	Call Center Hold Times	\$ (2,000)	\$ -	\$ -	\$ -	\$ (2,000)
	Excessively Early Trips	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Excessively Late Trips	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)
	Missed Trips	\$ (30,000)	\$ -	\$ -	\$ -	\$ (30,000)
	Accident/ Incident Notification	\$ (23,000)	\$ -	\$ -	\$ -	\$ (23,000)
	Preventable Accidents	\$ (2,000)	\$ -	\$ -	\$ -	\$ (2,000)
	Preventable Incidents	\$ -	\$ -	\$ -	\$ -	\$ -
	Trip Denial	\$ (1,000)	\$ -	\$ -	\$ -	\$ (1,000)
	Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (700)	\$ -	\$ -	\$ -	\$ (700)
	Reports	\$ (39,100)	\$ -	\$ -	\$ -	\$ (39,100)
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessive Travel Time	\$ -	\$ -	\$ -	\$ -	\$ -
	Routing Efficiency	\$ (24,000)	\$ -	\$ -	\$ -	\$ (24,000)
	Key Positions	\$ (208,599)	\$ -	\$ -	\$ -	\$ (208,599)
	Drug and Alcohol Audit	\$ -	\$ -	\$ -	\$ -	\$ -
Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -	
Total	\$ (550,299)	\$ -	\$ -	\$ -	\$ -	\$ (550,299)
Incentives	Arrival On-time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Pick-Up On-time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Early Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 12,706	\$ -	\$ -	\$ -	\$ 12,706
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 12,706	\$ -	\$ -	\$ -	\$ -
All	Total	\$ (537,593)	\$ -	\$ -	\$ -	\$ (537,593)

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 services 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 Oct 2021 through September 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 M2 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 NTD definition in which only passenger fares are included under revenue, FRR (*NTD FRR) did not meet the 20 percent goal coming in at 9.8 percent. It is important to note this fact, as it is considered the true farebox recovery ratio without any exceptions.

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.” This would include property tax revenue, advertising revenue, and Measure M2 fare stabilization. Once these additional revenues are included the adjusted FRR (**TDA FRR) was 18.4 percent, an increase of 1.6 percentage points from the same quarter as last year.

Furthermore, as a result of the COVID-19 pandemic and the statewide impacts it created on farebox revenues as a result of little to no passengers, the Governor signed AB 90 (Chapter 17, Statutes of 2020) last year, 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 the 2022-23 FY. In addition, AB 149 (Chapter 81, statutes of 2021) provided additional exemptions from the definition of “operating cost” for purposes of calculating TDA FRR (***)New 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”.

It is important to note that this is not a true reflection of our true farebox recovery ratio but instead a method approved by the state under which with all exceptions allows us to meet, in our case exceed, the 20 percent TDA goal requirement.

Operating Cost per Revenue Vehicle Hour

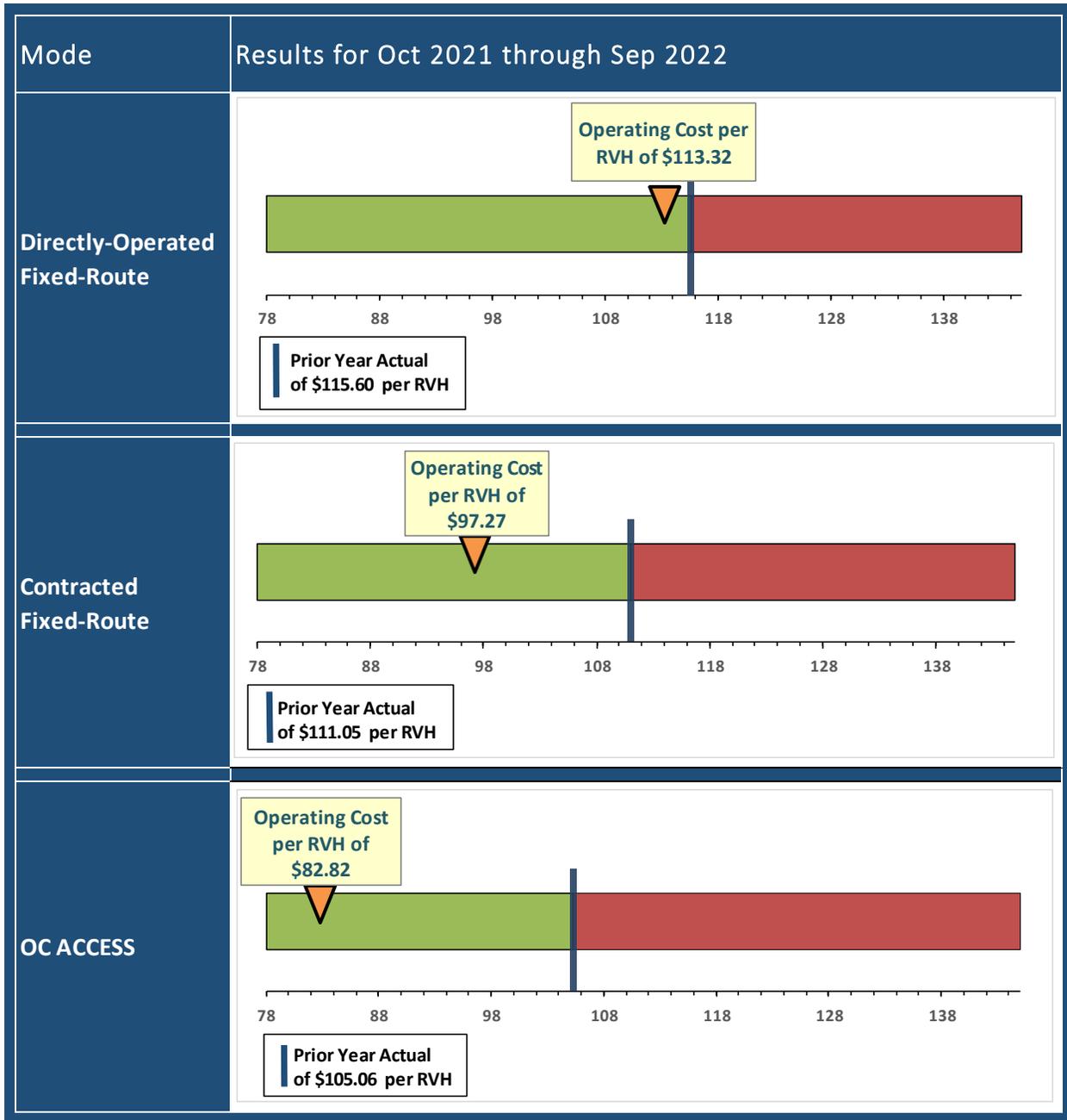
Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing actual operating expenses by RVH that is scheduled for the reporting period. To provide a more comparable illustration, all metrics below are calculated based on direct operating 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 1.97 percent decrease in DOFR, a 12.42 percent decrease in CFR, and a 21.17 percent decrease in OC ACCESS.

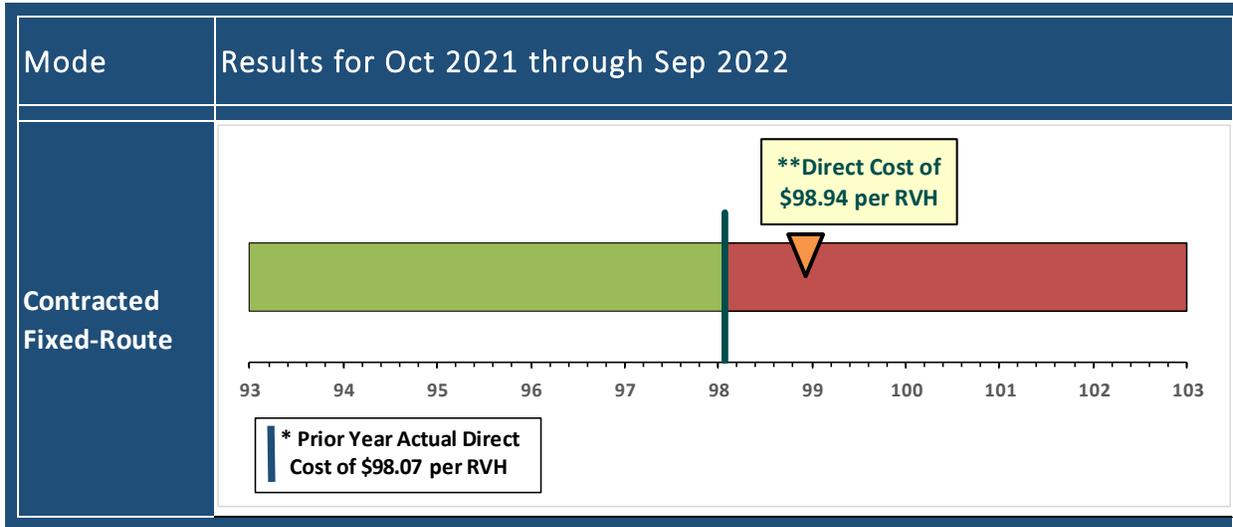
CFR operated at a lower cost per RVH compared to the prior 12-month period. The cost decrease is primarily due to the \$3.9 million of penalties incurred in the current period as a result of missed trips. However, it is important to note that the cost for CFR without the incurred penalties reflects a higher cost per RVH by 0.89 percent compared to the previous 12-month prior period due to the increase in year-over-year contract rate which resulted from COVID-19 pandemic with a decrease in maintenance, parts, and tires cost.

The decrease in cost per RVH for DOFR is also associated with the restoration of ridership from the pandemic and increased productivity. The prior 12-month period was a recovery period from the impact of COVID-19, where cost was higher per RVH due to the reduced service level.

Similarly, the decrease in OC ACCESS cost per RVH resulted from service demand restoration from the COVID-19 pandemic. The OC ACCESS contract has been operating on a tier-structure rate based on service demand. An increase in service from tier to tier would trigger a lower rate. Since the COVID-19 pandemic, the contracted rates for OC ACCESS have moved from tier 1 to tier 4, with tier 4 being one tier before the pre-pandemic equivalent tier. With the service demand moving toward higher tiers with lower trip rates, OC ACCESS cost per RVH decreased compared to the prior year.



CFR Direct cost per RVH



Note:

- The graph represents only the CFR direct operating cost per actual RVH on a rolling 12-month period without including the incurred penalties and COVID-19 reimbursement expense

(*) Direct cost per actual RVH of the prior period

(**) Direct cost per actual RVH of the current period

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 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. 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. Approximately half of the Community routes operate seven days per week.
- **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. 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 FY 2022-23).**



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)
Fiscal Year 2022-23

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	2.6%	\$ 22.82	\$ 14.11	\$ 8.23	\$ 0.48	\$ 0.60	19,246	\$ 179.96	\$ 113.29	\$ 20.93	7.84	2,454	1	-	-
178	C	3.0%	21.99	12.96	7.56	1.47	0.62	18,933	175.81	111.22	14.06	8.32	2,276	3	-	-
085	S	3.1%	20.30	13.08	6.12	1.10	0.60	16,873	167.36	115.73	13.31	8.45	1,997	2	-	-
167	C	3.4%	17.86	10.68	6.23	0.95	0.60	39,095	174.67	110.40	14.60	9.98	3,917	4	-	-
087	S	4.2%	17.44	11.15	5.22	1.07	0.72	17,420	168.49	116.15	11.44	9.86	1,766	2	-	-
123	N	3.9%	15.96	9.48	5.53	0.95	0.61	49,106	181.36	115.02	13.22	11.61	4,230	5	-	-
086	C	4.4%	15.92	10.21	4.78	0.93	0.68	30,043	166.48	115.52	13.26	10.62	2,829	3	-	-
177	S	5.2%	15.25	9.81	4.53	0.91	0.78	20,512	164.48	113.83	13.22	10.87	1,886	2	-	-
001	S	4.4%	15.05	9.16	5.31	0.58	0.67	112,997	190.04	121.81	12.11	12.55	9,006	7	-	-
153	N	4.9%	15.04	9.85	4.55	0.64	0.75	28,931	158.36	108.83	12.40	10.45	2,768	2	-	-
082	S	4.7%	13.82	8.45	3.96	1.41	0.62	13,201	175.81	117.78	12.31	13.50	978	2	-	-
079	C	4.5%	13.76	8.86	4.15	0.75	0.62	74,219	164.81	111.53	14.47	12.10	6,135	6	-	-
091	S	6.4%	13.46	8.58	4.02	0.86	0.86	86,879	162.57	110.79	11.91	12.09	7,188	8	-	-
076	C	4.7%	13.24	7.85	4.55	0.84	0.61	22,160	175.32	110.66	14.84	13.48	1,644	2	-	-
143	N	4.7%	13.23	8.66	4.00	0.57	0.63	48,921	163.10	111.16	14.47	12.28	3,985	3	-	-
129	N	6.0%	12.91	8.37	3.87	0.67	0.79	41,899	161.46	109.70	13.70	12.39	3,382	3	-	-
083	C	4.6%	12.83	7.59	4.40	0.84	0.58	122,526	183.42	117.32	10.66	14.59	8,398	11	-	-
090	S	5.8%	12.11	7.86	3.68	0.57	0.71	65,193	163.08	111.85	11.01	13.32	4,894	4	-	-
529	C	5.2%	10.87	6.41	3.72	0.74	0.55	63,168	187.14	118.18	16.29	17.51	3,608	5	-	-
059	C	6.1%	10.78	6.92	3.24	0.62	0.66	104,720	162.96	111.28	15.60	15.05	6,957	7	-	-
150	C	4.5%	10.77	6.35	3.71	0.71	0.47	52,643	171.53	107.73	18.44	16.29	3,232	4	-	-
025	N	6.2%	10.75	7.00	3.28	0.47	0.67	79,597	163.32	111.26	13.99	14.90	5,340	4	-	-
026	N	6.1%	10.55	6.85	3.21	0.49	0.65	95,083	162.73	111.80	15.07	15.19	6,259	5	-	-
033	N	5.4%	10.20	6.76	3.16	0.28	0.57	67,197	161.64	111.79	13.40	15.41	4,361	2	-	-
089	S	7.9%	10.12	6.43	3.01	0.68	0.81	68,390	164.59	111.20	13.20	16.07	4,257	5	-	-
056	N	5.8%	9.54	5.75	3.33	0.46	0.56	100,646	178.85	113.20	15.76	18.56	5,424	5	-	-
560	C	6.1%	9.36	5.54	3.21	0.61	0.57	122,797	180.42	114.06	15.40	19.35	6,346	8	-	-
072	C	6.7%	9.34	5.65	3.28	0.41	0.64	113,283	175.74	111.35	14.33	18.38	6,164	5	-	-
071	N	7.6%	8.86	5.77	2.70	0.39	0.70	120,220	160.51	109.37	13.28	17.50	6,871	5	-	-
070	C	6.7%	8.74	5.71	2.67	0.36	0.60	179,148	162.51	110.70	15.12	18.09	9,904	7	-	-
050	N	6.6%	8.67	5.23	3.03	0.41	0.58	274,834	178.14	112.87	15.18	20.14	13,647	12	-	-
054	N	7.2%	8.23	4.94	2.87	0.42	0.61	221,011	180.08	113.88	16.75	21.41	10,323	10	-	-
046	N	7.2%	8.22	5.31	2.49	0.42	0.61	111,985	162.23	110.27	14.67	19.31	5,798	5	-	-
030	N	7.6%	8.10	5.27	2.47	0.36	0.64	103,622	162.64	110.71	12.93	19.43	5,334	4	-	-
035	N	7.2%	8.01	5.28	2.47	0.26	0.60	142,482	163.25	110.57	14.99	19.55	7,289	4	-	-
055	C	8.6%	7.94	4.77	2.77	0.40	0.71	279,805	178.91	113.13	16.59	21.68	12,906	12	-	-
038	N	7.9%	7.82	4.99	2.34	0.49	0.63	209,279	164.82	112.19	13.25	20.72	10,102	11	-	-
037	N	7.6%	7.57	4.59	2.66	0.32	0.60	202,131	179.32	113.30	15.82	22.87	8,839	7	-	-
543	N	7.7%	7.21	4.32	2.51	0.38	0.57	171,673	175.12	110.57	17.32	23.68	7,250	7	-	-
053	C	8.2%	6.90	4.16	2.41	0.33	0.59	390,395	175.33	110.39	19.51	24.48	15,947	14	-	-
029	N	9.5%	6.73	4.01	2.33	0.39	0.66	411,949	186.44	118.22	16.05	26.61	15,481	2	-	11
042	N	8.2%	6.63	4.27	2.00	0.36	0.56	287,910	164.04	110.35	14.80	24.02	11,985	11	-	-
047	C	9.6%	6.45	3.86	2.24	0.35	0.65	474,805	182.63	115.49	16.29	27.06	17,544	15	-	2
060	C	8.9%	5.95	3.62	2.10	0.23	0.56	403,263	180.40	114.46	15.53	28.75	14,025	10	-	-
043	N	10.0%	5.83	3.55	2.06	0.22	0.62	462,775	176.05	110.98	18.62	28.27	16,371	11	-	-
057	C	9.9%	5.68	3.39	1.97	0.32	0.59	642,967	182.79	115.63	17.45	30.71	20,939	1	-	15
064	C	10.3%	5.16	3.12	1.81	0.23	0.56	450,822	175.21	110.48	18.30	31.92	14,125	11	-	-
066	C	11.4%	5.13	3.06	1.77	0.30	0.62	462,376	181.63	114.69	17.94	33.29	13,891	15	-	-

(1) Total bus count (337) 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 2022-23

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%	\$ 57.70	\$ 21.12	\$ 21.62	\$ 14.96	\$ 0.75	3,110	\$ 170.74	\$ 85.08	\$ 17.00	3.93	792	5	-	-
453	N	1.7%	31.61	11.61	11.89	8.11	0.41	3,441	177.28	86.39	29.79	7.42	464	3	-	-
480	C	4.4%	23.31	8.96	9.17	5.18	0.84	3,595	173.23	85.86	13.60	9.13	394	2	-	-
472	C	6.2%	16.59	5.82	5.96	4.81	0.77	5,799	165.23	83.77	13.82	13.17	440	3	-	-
473	C	6.1%	14.84	5.48	5.61	3.75	0.72	7,452	179.13	86.36	17.21	15.18	491	3	-	-

(1) Total bus count (337) 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 2022-23

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	9.9%	\$ 5.68	\$ 3.39	\$ 1.97	\$ 0.32	\$ 0.59	642,967	\$ 182.79	\$ 115.63	\$ 17.45	30.71	20,939	1	-	15
047	C	9.6%	6.45	3.86	2.24	0.35	0.65	474,805	182.63	115.49	16.29	27.06	17,544	15	-	2
043	N	10.0%	5.83	3.55	2.06	0.22	0.62	462,775	176.05	110.98	18.62	28.27	16,371	11	-	-
066	C	11.4%	5.13	3.06	1.77	0.30	0.62	462,376	181.63	114.69	17.94	33.29	13,891	15	-	-
064	C	10.3%	5.16	3.12	1.81	0.23	0.56	450,822	175.21	110.48	18.30	31.92	14,125	11	-	-
029	N	9.5%	6.73	4.01	2.33	0.39	0.66	411,949	186.44	118.22	16.05	26.61	15,481	2	-	11
060	C	8.9%	5.95	3.62	2.10	0.23	0.56	403,263	180.40	114.46	15.53	28.75	14,025	10	-	-
053	C	8.2%	6.90	4.16	2.41	0.33	0.59	390,395	175.33	110.39	19.51	24.48	15,947	14	-	-
042	N	8.2%	6.63	4.27	2.00	0.36	0.56	287,910	164.04	110.35	14.80	24.02	11,985	11	-	-
055	C	8.6%	7.94	4.77	2.77	0.40	0.71	279,805	178.91	113.13	16.59	21.68	12,906	12	-	-
050	N	6.6%	8.67	5.23	3.03	0.41	0.58	274,834	178.14	112.87	15.18	20.14	13,647	12	-	-
054	N	7.2%	8.23	4.94	2.87	0.42	0.61	221,011	180.08	113.88	16.75	21.41	10,323	10	-	-
038	N	7.9%	7.82	4.99	2.34	0.49	0.63	209,279	164.82	112.19	13.25	20.72	10,102	11	-	-
037	N	7.6%	7.57	4.59	2.66	0.32	0.60	202,131	179.32	113.30	15.82	22.87	8,839	7	-	-
070	C	6.7%	8.74	5.71	2.67	0.36	0.60	179,148	162.51	110.70	15.12	18.09	9,904	7	-	-
543	N	7.7%	7.21	4.32	2.51	0.38	0.57	171,673	175.12	110.57	17.32	23.68	7,250	7	-	-
035	N	7.2%	8.01	5.28	2.47	0.26	0.60	142,482	163.25	110.57	14.99	19.55	7,289	4	-	-
560	C	6.1%	9.36	5.54	3.21	0.61	0.57	122,797	180.42	114.06	15.40	19.35	6,346	8	-	-
083	C	4.6%	12.83	7.59	4.40	0.84	0.58	122,526	183.42	117.32	10.66	14.59	8,398	11	-	-
071	N	7.6%	8.86	5.77	2.70	0.39	0.70	120,220	160.51	109.37	13.28	17.50	6,871	5	-	-
072	C	6.7%	9.34	5.65	3.28	0.41	0.64	113,283	175.74	111.35	14.33	18.38	6,164	5	-	-
001	S	4.4%	15.05	9.16	5.31	0.58	0.67	112,997	190.04	121.81	12.11	12.55	9,006	7	-	-
046	N	7.2%	8.22	5.31	2.49	0.42	0.61	111,985	162.23	110.27	14.67	19.31	5,798	5	-	-
059	C	6.1%	10.78	6.92	3.24	0.62	0.66	104,720	162.96	111.28	15.60	15.05	6,957	7	-	-
030	N	7.6%	8.10	5.27	2.47	0.36	0.64	103,622	162.64	110.71	12.93	19.43	5,334	4	-	-
056	N	5.8%	9.54	5.75	3.33	0.46	0.56	100,646	178.85	113.20	15.76	18.56	5,424	5	-	-
026	N	6.1%	10.55	6.85	3.21	0.49	0.65	95,083	162.73	111.80	15.07	15.19	6,259	5	-	-
091	S	6.4%	13.46	8.58	4.02	0.86	0.86	86,879	162.57	110.79	11.91	12.09	7,188	8	-	-
025	N	6.2%	10.75	7.00	3.28	0.47	0.67	79,597	163.32	111.26	13.99	14.90	5,340	4	-	-
079	C	4.5%	13.76	8.86	4.15	0.75	0.62	74,219	164.81	111.53	14.47	12.10	6,135	6	-	-
089	S	7.9%	10.12	6.43	3.01	0.68	0.81	68,390	164.59	111.20	13.20	16.07	4,257	5	-	-
033	N	5.4%	10.20	6.76	3.16	0.28	0.57	67,197	161.64	111.79	13.40	15.41	4,361	2	-	-
090	S	5.8%	12.11	7.86	3.68	0.57	0.71	65,193	163.08	111.85	11.01	13.32	4,894	4	-	-
529	C	5.2%	10.87	6.41	3.72	0.74	0.55	63,168	187.14	118.18	16.29	17.51	3,608	5	-	-
150	C	4.5%	10.77	6.35	3.71	0.71	0.47	52,643	171.53	107.73	18.44	16.29	3,232	4	-	-
123	N	3.9%	15.96	9.48	5.53	0.95	0.61	49,106	181.36	115.02	13.22	11.61	4,230	5	-	-
143	N	4.7%	13.23	8.66	4.00	0.57	0.63	48,921	163.10	111.16	14.47	12.28	3,985	3	-	-
129	N	6.0%	12.91	8.37	3.87	0.67	0.79	41,899	161.46	109.70	13.70	12.39	3,382	3	-	-
167	C	3.4%	17.86	10.68	6.23	0.95	0.60	39,095	174.67	110.40	14.60	9.98	3,917	4	-	-
086	C	4.4%	15.92	10.21	4.78	0.93	0.68	30,043	166.48	115.52	13.26	10.62	2,829	3	-	-
153	N	4.9%	15.04	9.85	4.55	0.64	0.75	28,931	158.36	108.83	12.40	10.45	2,768	2	-	-
076	C	4.7%	13.24	7.85	4.55	0.84	0.61	22,160	175.32	110.66	14.84	13.48	1,644	2	-	-
177	S	5.2%	15.25	9.81	4.53	0.91	0.78	20,512	164.48	113.83	13.22	10.87	1,886	2	-	-
862	C	2.6%	22.82	14.11	8.23	0.48	0.60	19,246	179.96	113.29	20.93	7.84	2,454	1	-	-
178	C	3.0%	21.99	12.96	7.56	1.47	0.62	18,933	175.81	111.22	14.06	8.32	2,276	3	-	-
087	S	4.2%	17.44	11.15	5.22	1.07	0.72	17,420	168.49	116.15	11.44	9.86	1,766	2	-	-
085	S	3.1%	20.30	13.08	6.12	1.10	0.60	16,873	167.36	115.73	13.31	8.45	1,997	2	-	-
082	S	4.7%	13.82	8.45	3.96	1.41	0.62	13,201	175.81	117.78	12.31	13.50	978	2	-	-

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OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)
Fiscal Year 2022-23

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	6.1%	\$ 14.84	\$ 5.48	\$ 5.61	\$ 3.75	\$ 0.72	7,452	\$ 179.13	\$ 86.36	\$ 17.21	15.18	491	3	-	-
472	C	6.2%	16.59	5.82	5.96	4.81	0.77	5,799	165.23	83.77	13.82	13.17	440	3	-	-
480	C	4.4%	23.31	8.96	9.17	5.18	0.84	3,595	173.23	85.86	13.60	9.13	394	2	-	-
453	N	1.7%	31.61	11.61	11.89	8.11	0.41	3,441	177.28	86.39	29.79	7.42	464	3	-	-
463	C	1.7%	57.70	21.12	21.62	14.96	0.75	3,110	170.74	85.08	17.00	3.93	792	5	-	-

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

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 Bus 360 Initiatives

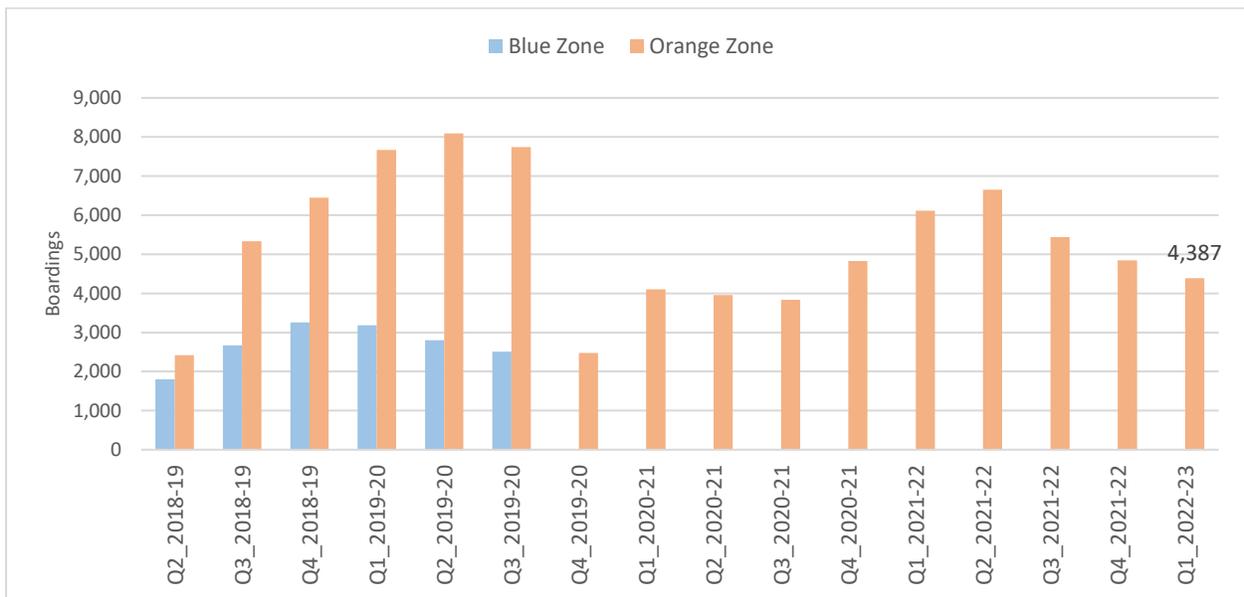
OC Flex

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.

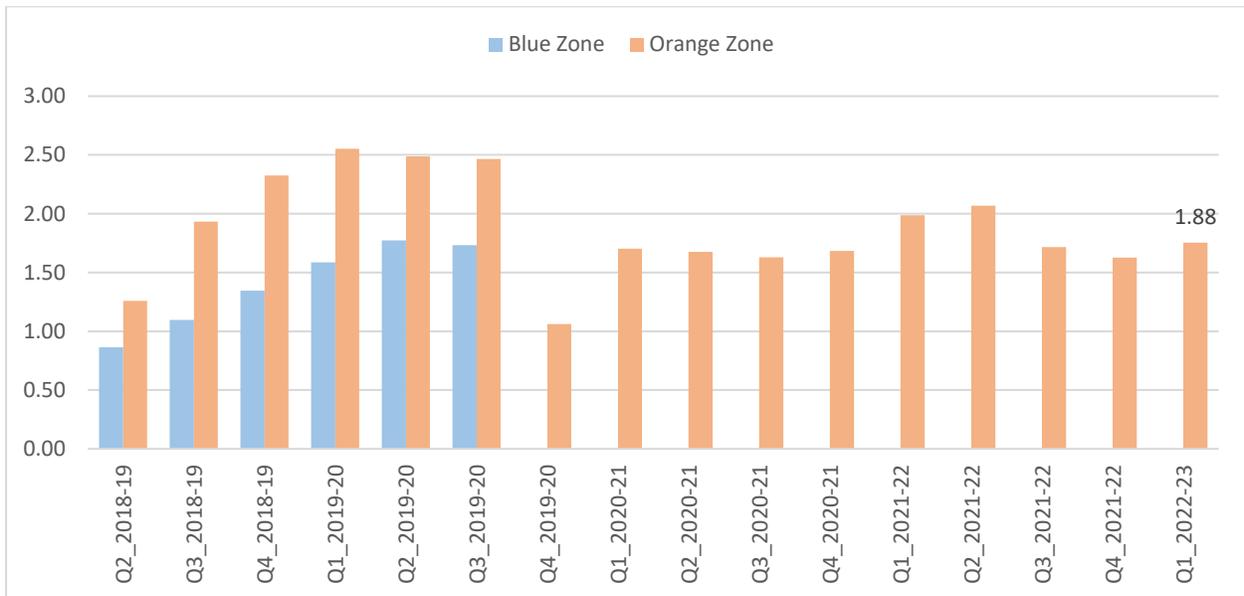
For Q1 of FY 2022-23, ridership in the Orange Zone decreased slightly from the previous quarter, due to summer break for schools within the zone, which are high trip generators for the program. Other metrics remained relatively stable, such as the rate of shared rides and connecting trips, which continues to trend above target.

Quarterly OC Flex Ridership – Through Q1-FY 2022-23



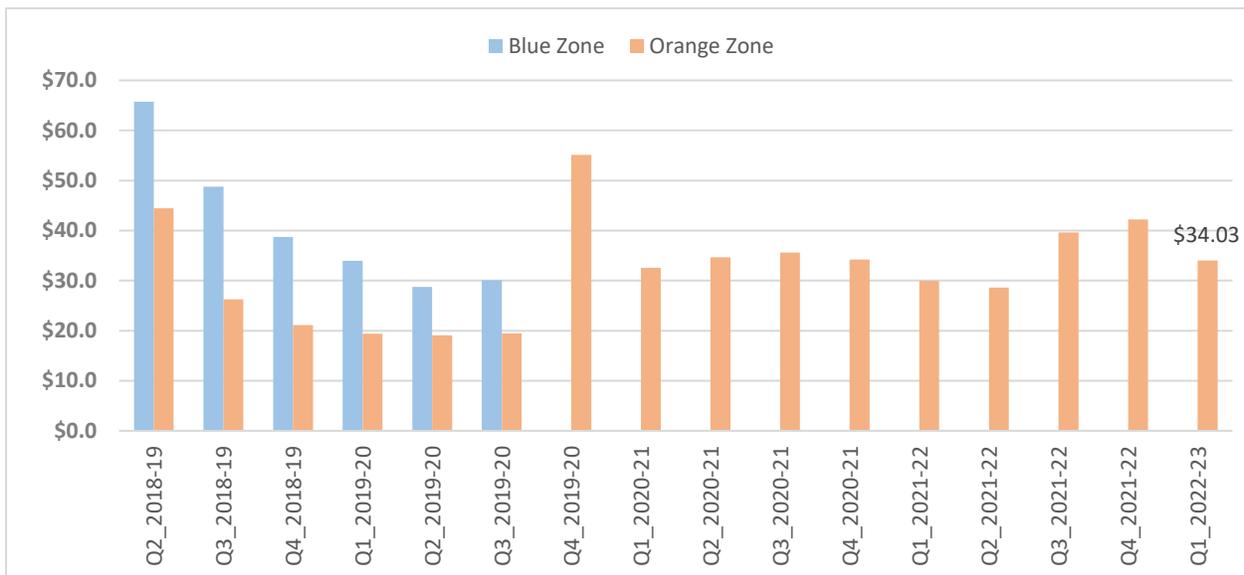
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q1-FY 2023-23

Target: Productivity – Six Boardings Per Revenue Vehicle Hour



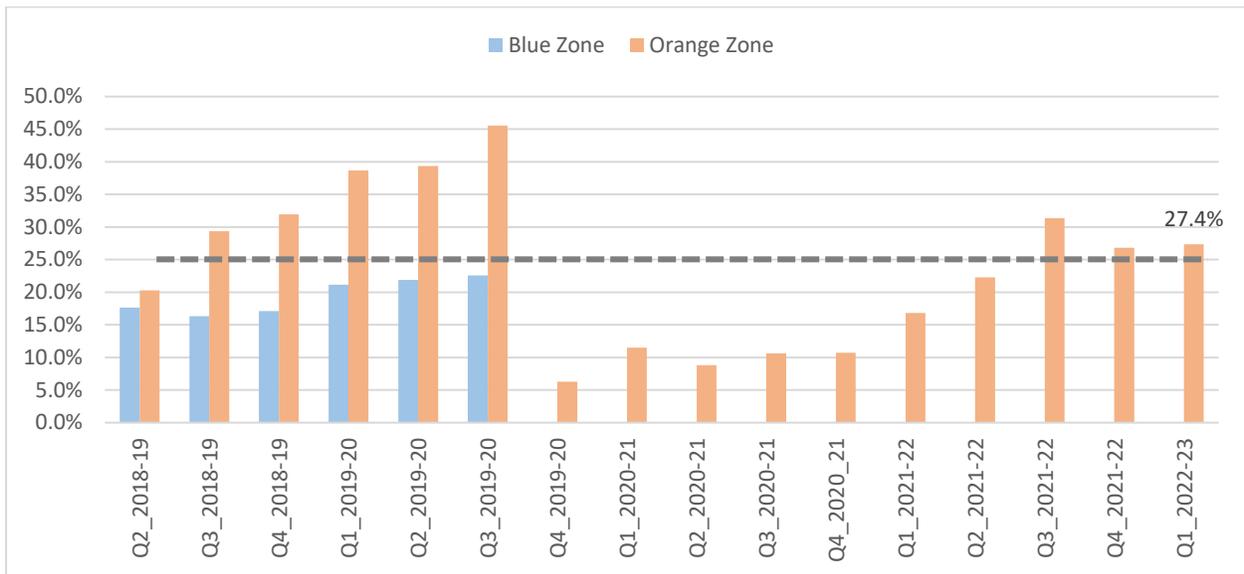
Quarterly OC Flex Direct Subsidy per Boarding – Through Q1-FY 2023-23

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



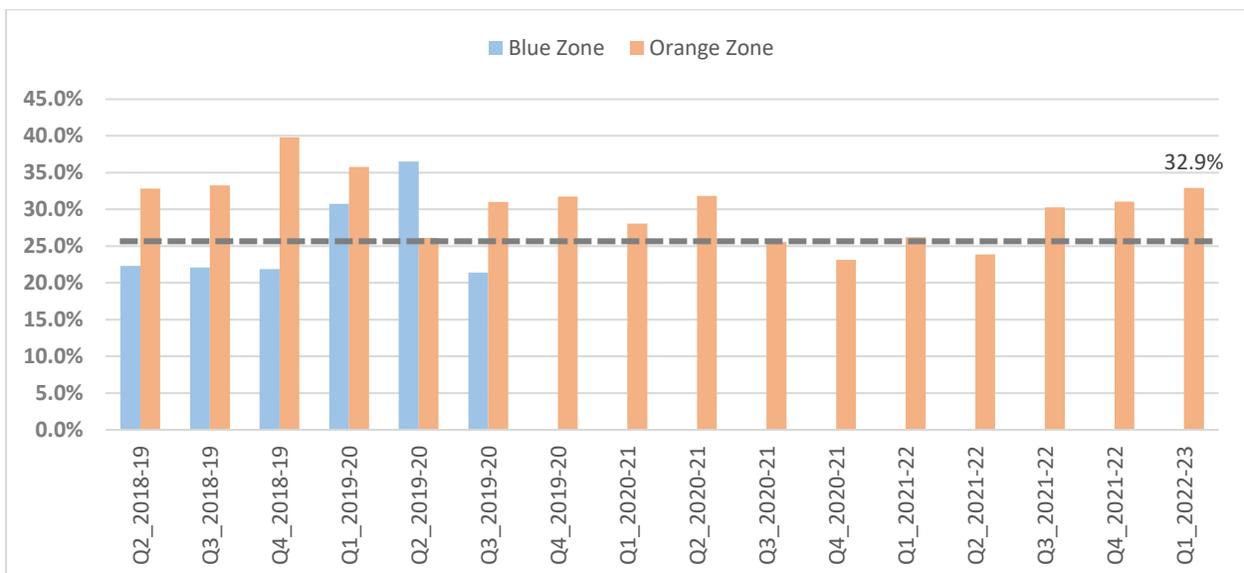
OC Flex Shared Trips – Through Q1-FY 2023-23

Target: 25 Percent of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q1-FY 2023-23

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



College Pass Program

OCTA has been working to expand the College Pass Program (CPP), which began in 2017 at Santa Ana College. Through the shared-cost program, community college students get a bus pass as part of their registration that allows them unlimited free rides on OC Bus throughout the semester. In August, Orange Coast College (OCC) joined the program through a five-year agreement offering free bus rides to its 15,000 full-time and part-time students. With OCC's participation, OCTA marked another important milestone, expanding the CPP to all nine community colleges in Orange County. A special commemorating event was held at the Board of Directors meeting August 9, 2022 with presentation of resolutions of appreciation to all nine colleges' presidents in attendance.

To create awareness and encourage ridership among OCC students, a marketing campaign was conducted including an OCC-designed full bus wrap and in-person outreach that interacted and engaged with hundreds of students on campus. Within the first month of CPP at OCC, more than 800 individual students have taken the bus, generating 13,535 boardings. Total ridership in September 2022 for all nine colleges exceeded 90,000 a 125 percent increase over September 2021.