



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

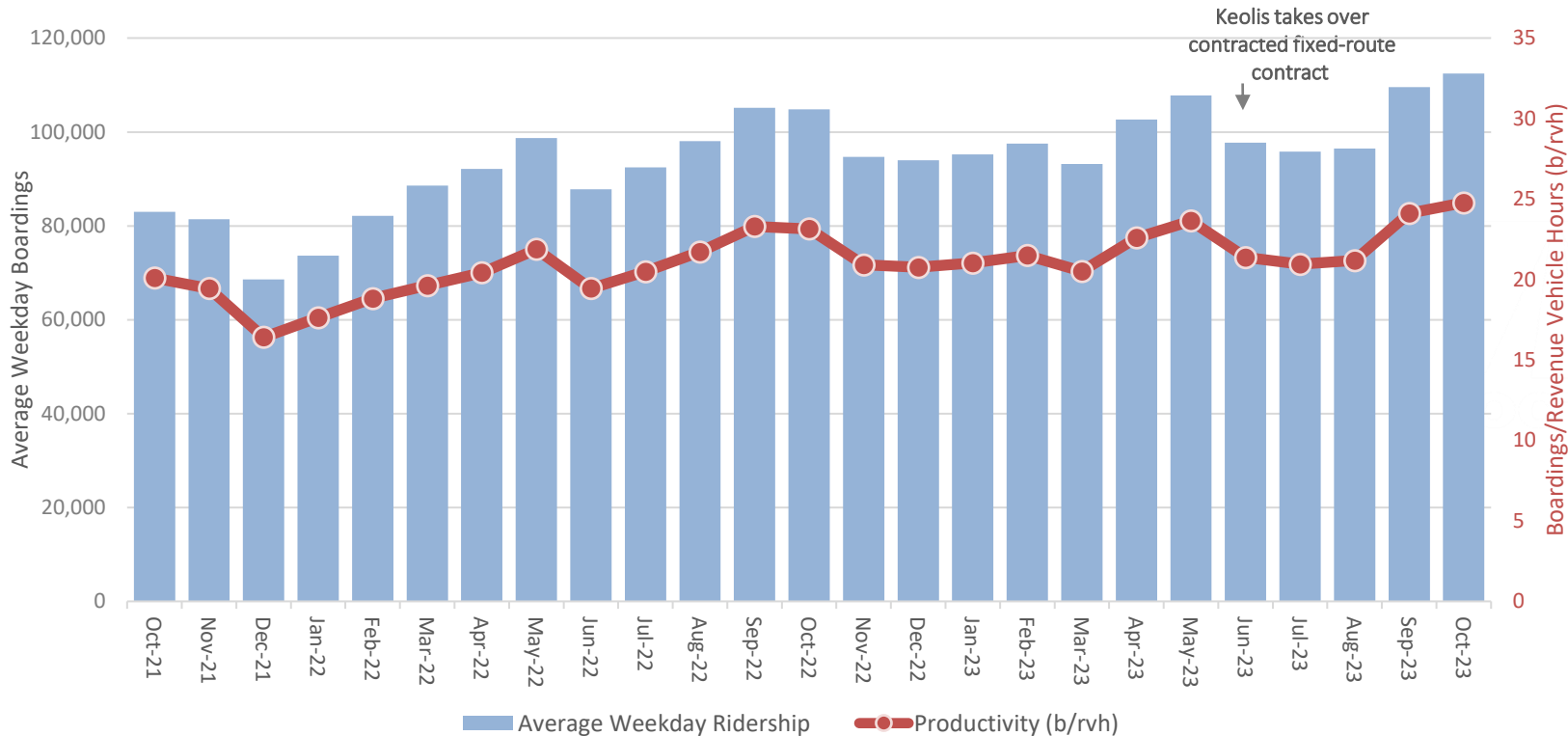
- Measuring service quality

Customer Comments

- Trends, feedback, and issues reported

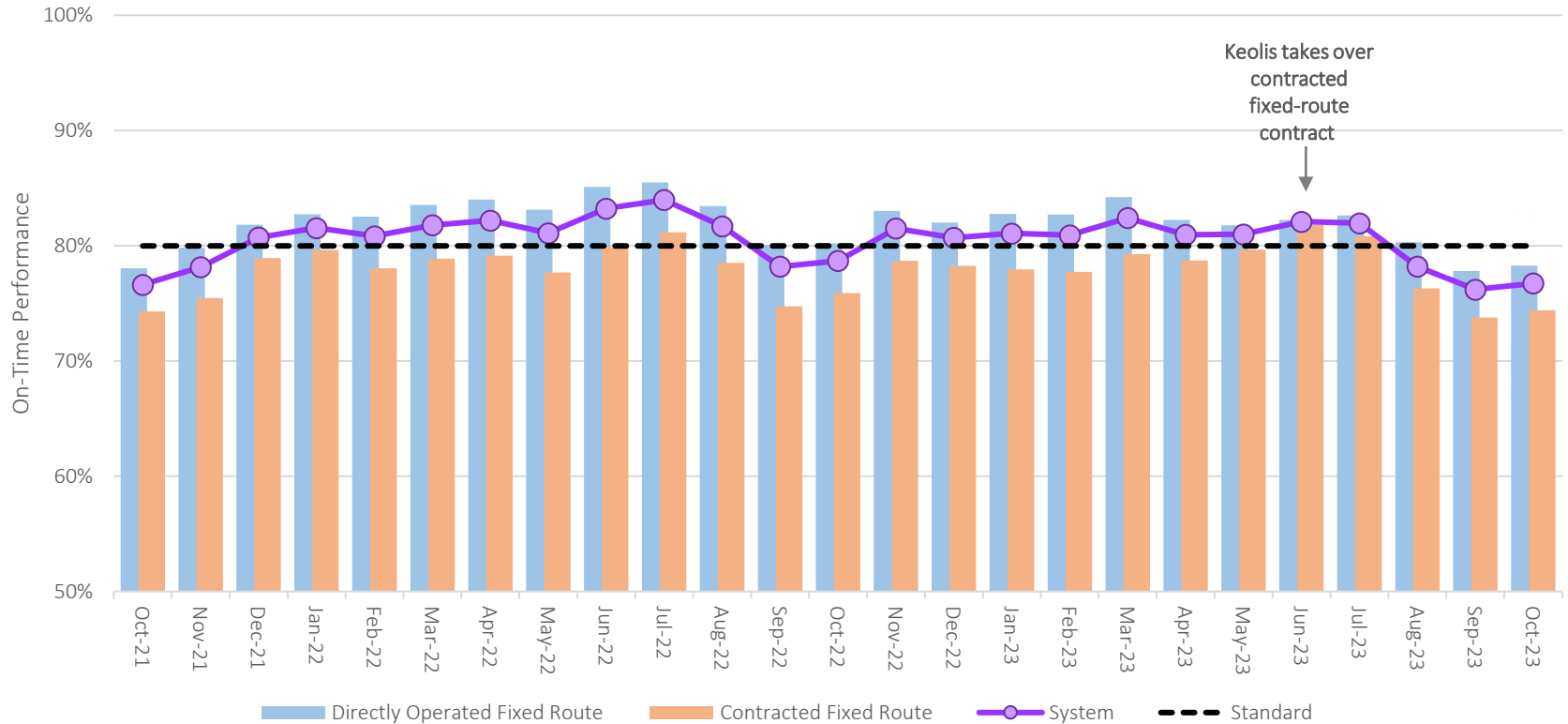
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



OC BUS ON-TIME PERFORMANCE

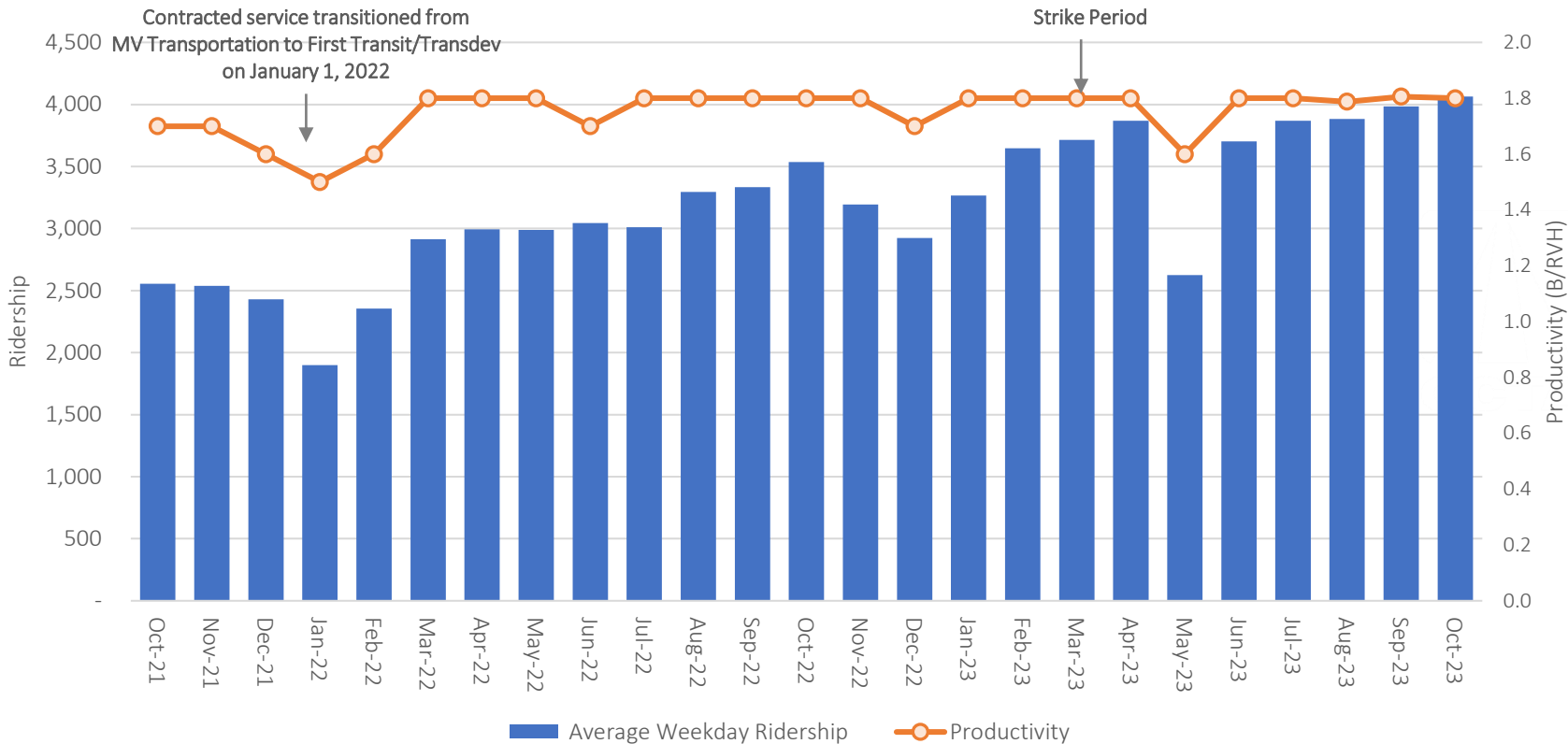
(AVERAGE WEEKDAY)



OC ACCESS RIDERSHIP AND PRODUCTIVITY



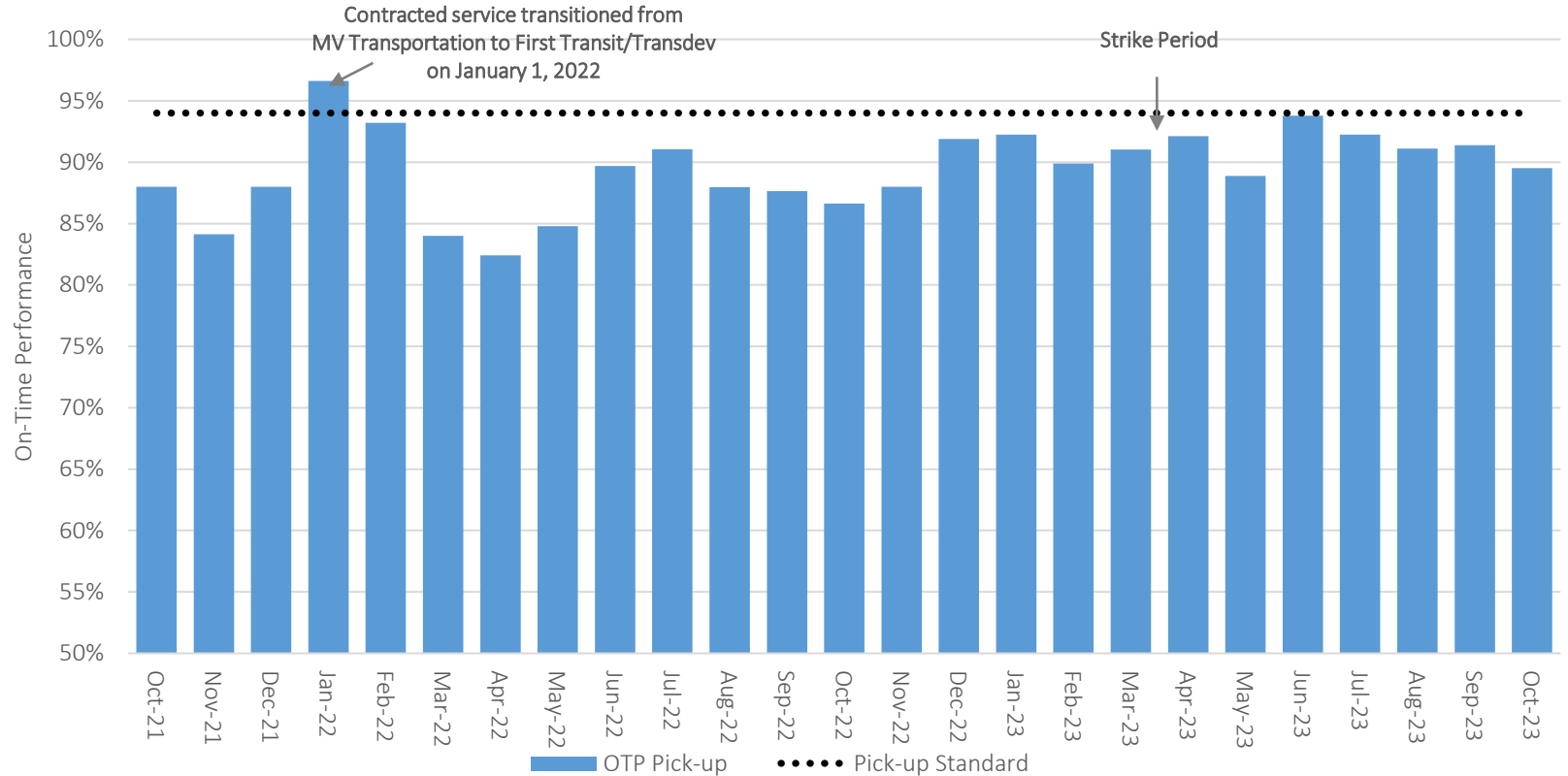
(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE



(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications

Customer Communications

- Continued Savings Pass promotion and conducted outreach at Northgate Markets.



Good News Story

“This is a commendation for the driver from Tustin to UC Irvine. He is always very polite, kind, and a good driver! He is professional and overall, a very pleasant driver to greet each time I use this morning route. He deserves praise and recognition for his attitude and commitment.” – Customer Email

Customer Comments

Bus Pass-bys

- Complaints on pass-bys in October increased to an average of 13 complaints per week compared to an average of 11.7 complaints per week in September.

No Shows

- Complaints for “no show” routes in October decreased to an average of 2.5 complaints per week from an average of 3.7 complaints per week in September.

NEXT STEPS

Continue to Track Service Performance

- Ridership trends
- On-time performance



Upcoming Service Change

- November 12, 2023

