

Fiscal Year 2022-23 Fourth 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 due to functional limitations. OCTA provides OC Bus service through direct operations, referred to as directly operated fixed-route (DOFR), and contracted operations, referred to as contracted fixed-route (CFR) service. During the fourth quarter (Q4) of fiscal year (FY) 2022-23, the OC Bus CFR contract with First Transit/Transdev concluded, and a new contract began with Keolis. Consistent with the start of the new contract, OCTA aligned the standards for CFR customer comments and MBRC to be consistent with DOFR; this is reflected in the report. OC ACCESS service is a contract-operated demand-responsive 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 preventable vehicle accidents, courtesy, as measured by customer complaints, and reliability, as measured by on-time performance (OTP) and MBRC. Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations, including 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.

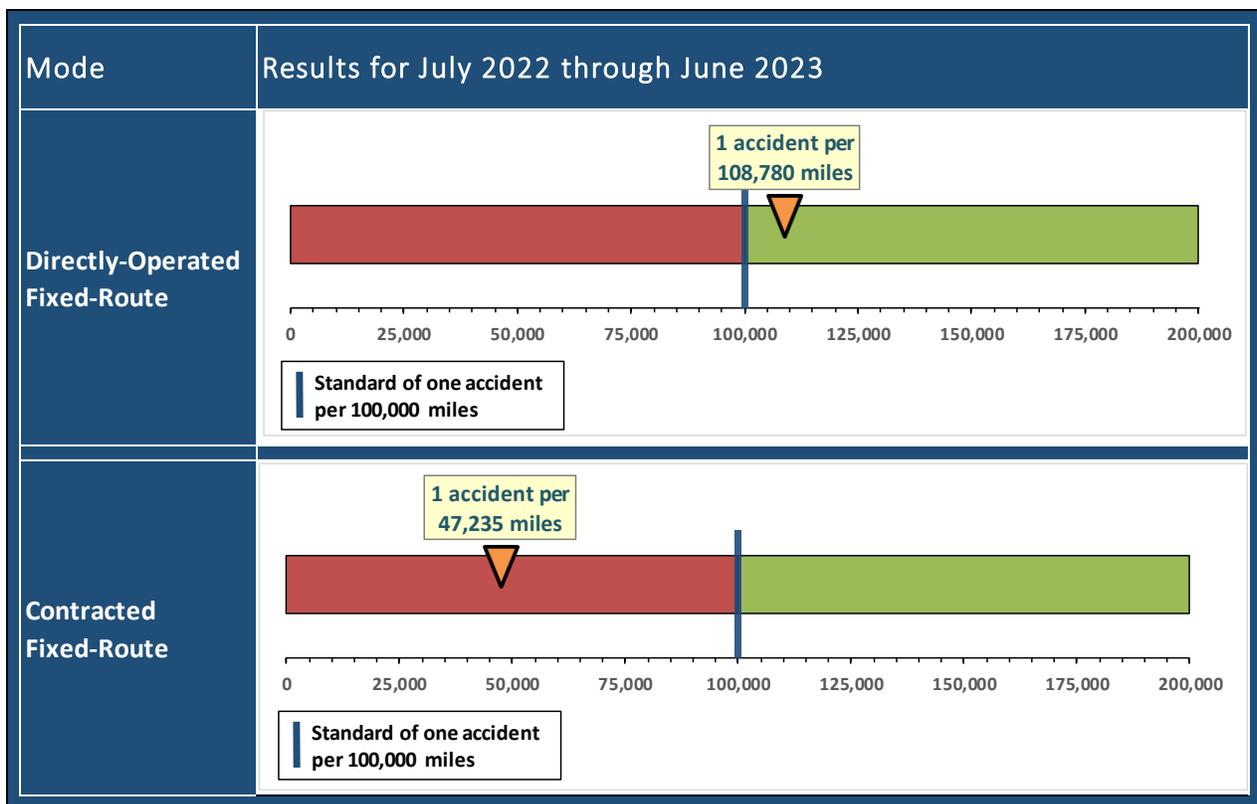
FY2022-23 Q4 SUMMARY

- **Safety:**
 - DOFR - ▲
 - CFR - ▼
 - OC ACCESS - ▼
- **Courtesy:**
 - DOFR - ▲
 - CFR (First Transit/Transdev) - ▲
 - CFR (Keolis) - ▼
 - OC ACCESS - ▼
- **OTP:**
 - DOFR - ▲
 - CFR - ▼
 - OC ACCESS - ▼
- **MBRC:**
 - DOFR - ▼
 - CFR (First Transit/Transdev) - ▼
 - CFR (Keolis) - ▼
 - OC ACCESS - ▲

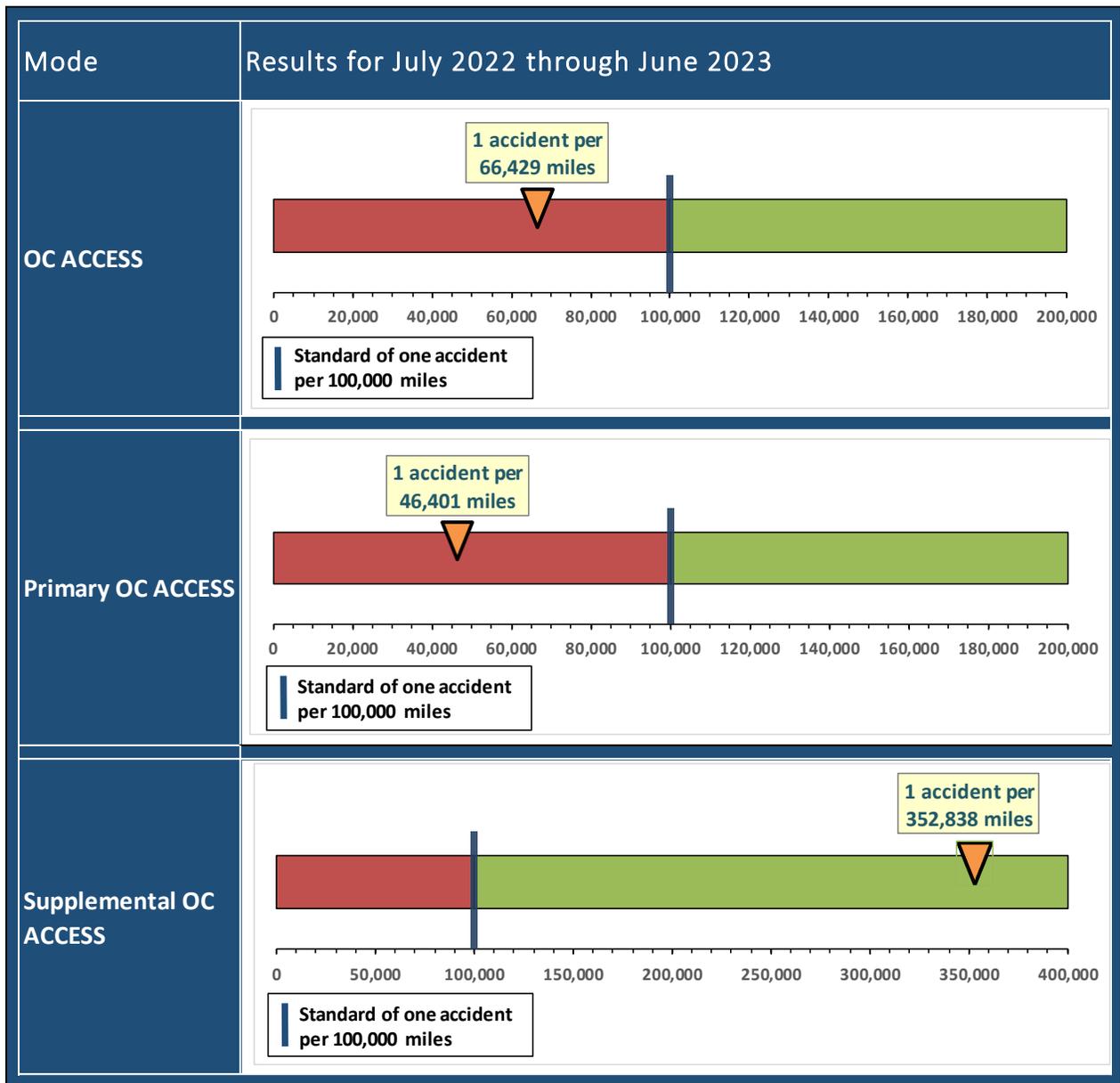
Safety: Preventable Vehicle Accidents

OCTA is committed to delivering safe OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is one vehicle accident per 100,000 miles or less. 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 reasonably prevent the accident. On-board passenger falls on fixed-route service determined to be preventable are also included in this metric.

DOFR recorded just one preventable accident for every 108,780 miles traveled. On the other hand, CFR did not meet the set standard during FY 2022-23, with one preventable accident every 47,235 miles. In FY 2022-23 Q4, nearly 73 percent of the preventable accidents in CFR were due to impact with fixed objects. Since transition to the current CFR provider, Keolis, the ratio of accidents to miles has improved. Staff continues to work with the contractor to enhance performance through thorough accident reviews, trend analysis, and hot spot training. These measures are aimed at mitigating risks and ensuring the safety of all stakeholders involved.



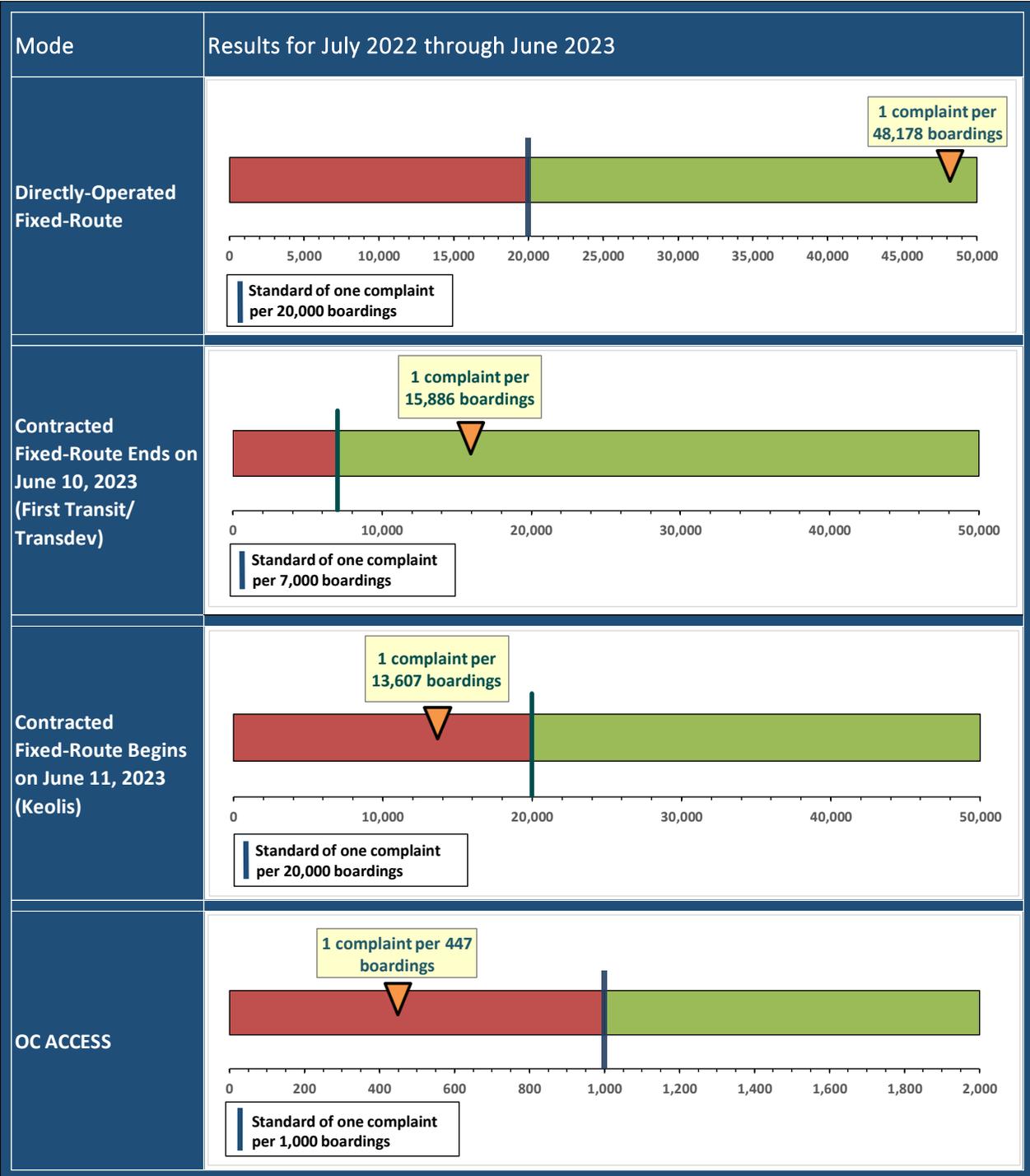
OC ACCESS consolidates data from primary OC ACCESS operated by First Transit/Transdev and supplemental OC ACCESS (operated by First Transit/Transdev’s subcontractors). During Q4 of FY 2022-23, First Transit/Transdev implemented a safety campaign to reduce preventable accidents caused by fixed-object strikes. Although the campaign was successful in Q4, the results did not improve performance for FY 2022-23 in total. FY 2022-23 ended where OC ACCESS as a whole performed below standard with one accident per 66,429 miles traveled. Supplemental OC ACCESS exceeded the standard, while the primary OC ACCESS fell short of the target.



Courtesy: Customer Complaints

OCTA strives to achieve high customer satisfaction in the delivery of OC Bus and OC ACCESS services. The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. Customer complaints are incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for DOFR OC Bus is no more than one valid customer complaint per 20,000 boardings. Under the CFR OC Bus contract with First Transit/Transdev, which ran through June 10, 2023, the standard was no more than one valid complaint per 7,000 boardings. With the current CFR OC Bus contract with Keolis that began June 11, 2023, the standard is no more than one complaint per 20,000 boardings, in alignment with the DOFR standard. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

DOFR and the First Transit/Transdev CFR services exceeded OCTA's courtesy standards, with DOFR receiving one valid complaint per 48,178 boardings and First Transit/Transdev CFR recording one complaint per 15,886 boardings in FY 2022-23. The Keolis CFR services during the first two weeks of the new contract did not meet the standard, with one complaint per 13,607 boardings. OC ACCESS failed to meet the courtesy standard, averaging one complaint per 447 boardings, mostly due to service delays caused by operator shortages throughout FY 2022-23. The OC ACCESS driver's strike, which impacted service between May 3, and May 21, 2023, also had a significant effect on complaint metrics. First Transit/Transdev is actively recruiting employees and expanding the use of subcontractors to increase capacity and minimize service delays for OC ACCESS.



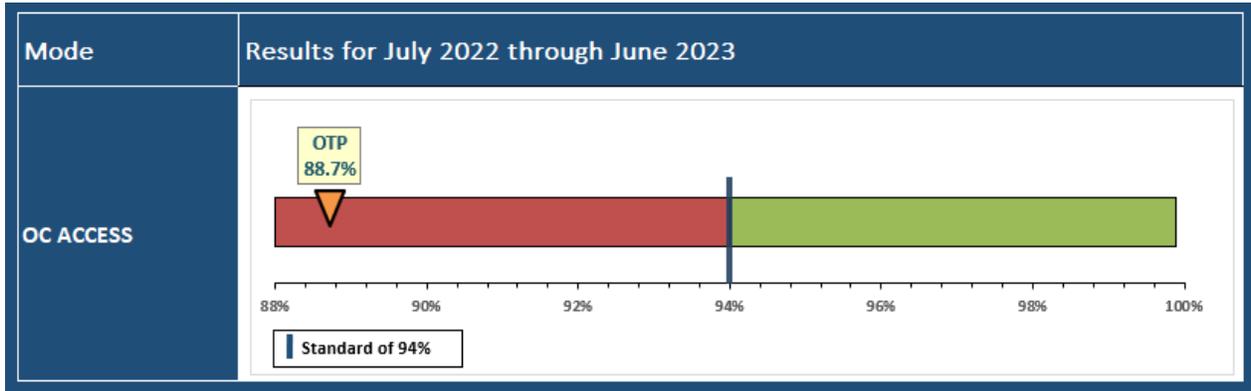
Reliability: On-Time Performance (OTP)

Reliability is an essential indicator of a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP evaluates the schedule adherence of a vehicle operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from timepoints, 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 and 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 trip. A trip is considered on time if the vehicle arrives within the scheduled 30-minute window. The OC ACCESS OTP standard is 94 percent.

During FY 2022-23, the systemwide fixed-route OTP rate remained at 81 percent. However, DOFR OTP was higher than the standard at 82.5 percent, while OC Bus operated by CFR had an OTP rate of 78 percent, failing to meet the standard.



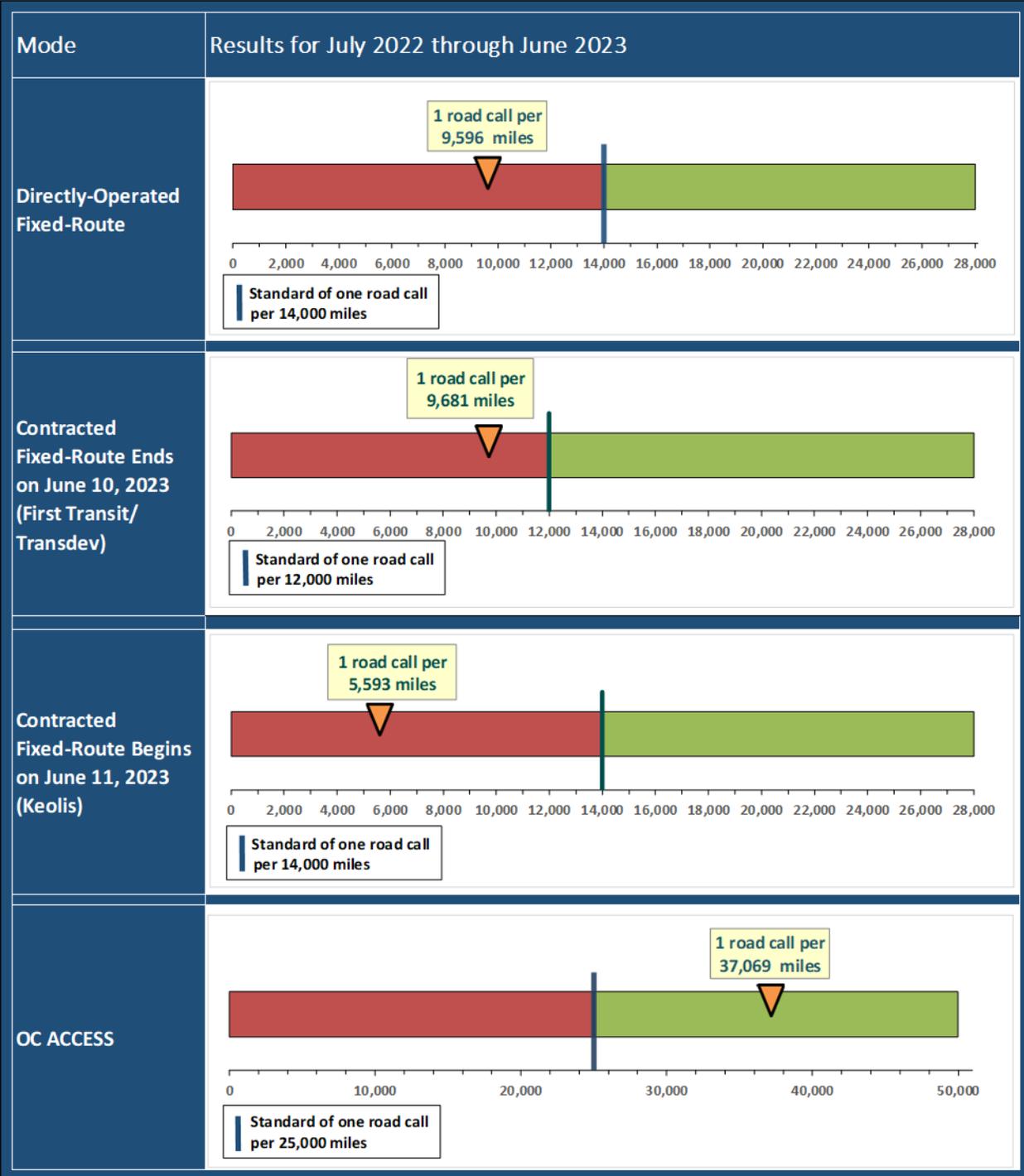
The OTP for OC ACCESS was 88.7 percent for FY 2022-23 in total, though improvement was noted in Q4 compared to previous quarters. First Transit/Transdev is actively recruiting operator resources to balance the existing operator shortage with increasing demand. OC ACCESS demand increases are attributed to the continued recovery of in-person services for seniors and individuals with disabilities throughout Orange County from coronavirus (COVID-19) pandemic impacts. Staff is actively working with the contractor to ensure appropriate operator resources are in place.



Reliability: Miles Between Road Calls (MBRC)

Reliability is also measured in terms of MBRC. This key performance indicator measures the average distance in miles that a vehicle travels before the failure of a vital component forces the 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 provided and to account for the variability inherent in each service type, including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR and the Keolis CFR OC Bus contract, and 12,000 MBRC for the First Transit/Transdev CFR OC Bus contract. The OC ACCESS standard is 25,000 MBRC.

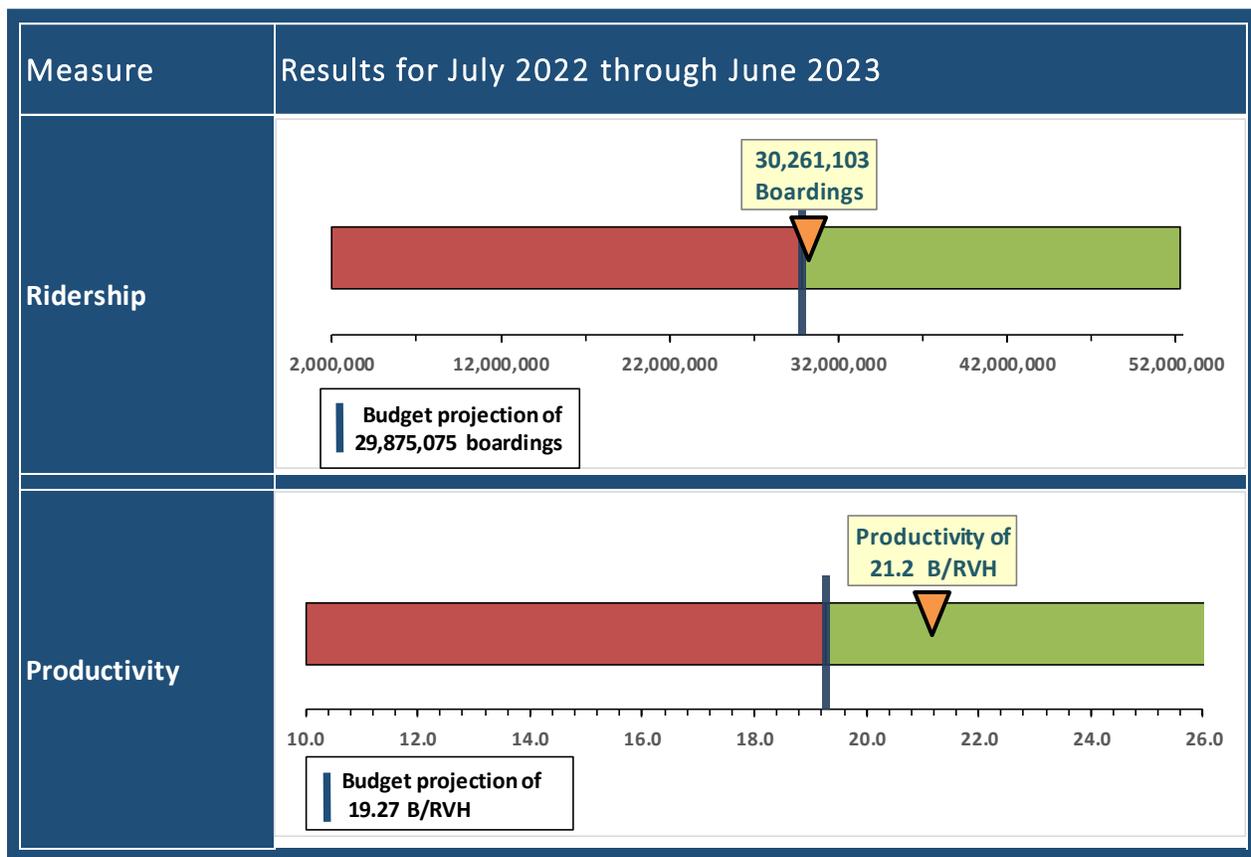
While OC ACCESS exceeded the standard by traveling 37,069 miles without any mechanical failures, DOFR and service provided under the Keolis CFR OC Bus contract failed to meet the performance standard of 14,000 miles. Service provided under the First Transit/Transdev CFR OC Bus contract failed to meet the performance standard of 12,000 miles. OCTA operates two primary fleets in fixed-route service: 2007/2008 New Flyer Compressed Natural Gas (CNG) Low Floor buses and 2016 New Flyer Xcelsior CNG buses. The 2007/2008 New Flyer CNG Low Floor buses are at the end of their useful life and are experiencing failures. OCTA has ordered 201 new Gillig buses to replace the 2007/2008 buses. These new buses are being delivered weekly; currently, 147 buses are on-site, and 116 buses are fully accepted and in revenue service. Bus deliveries will continue through December 2023.



Ridership and Productivity – OC Bus

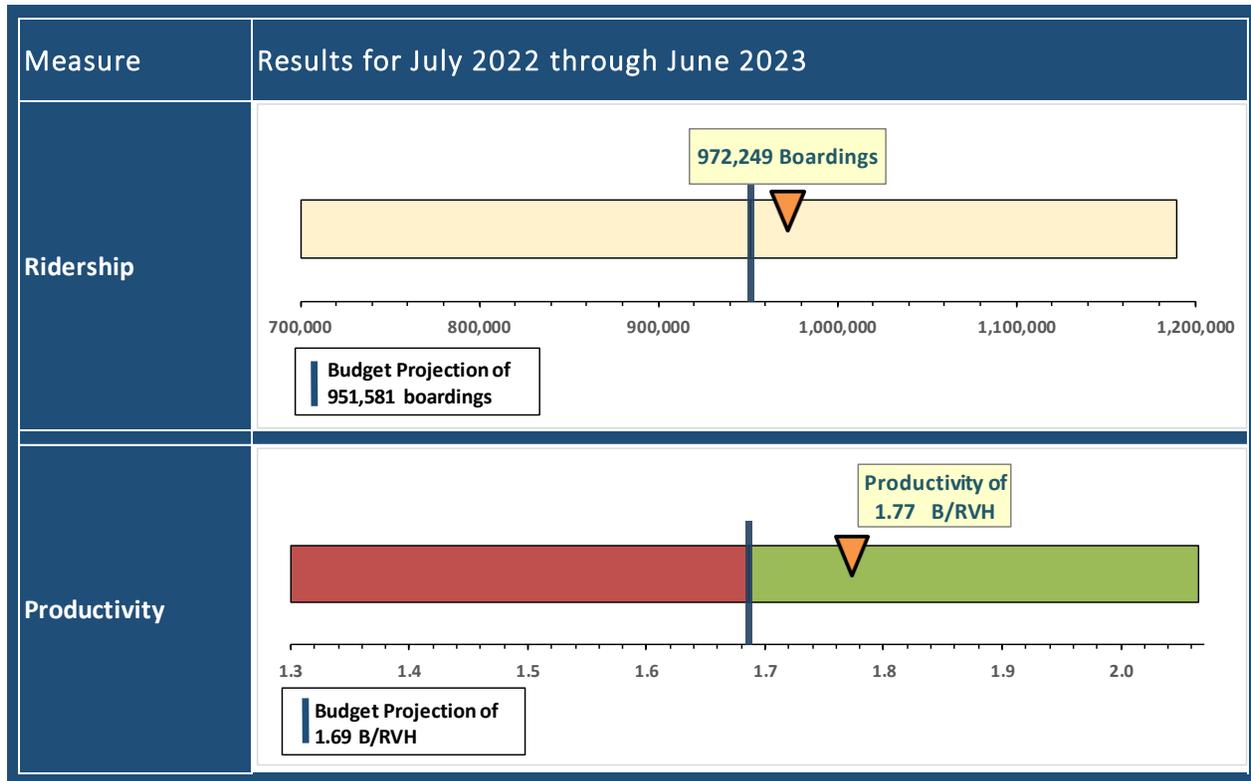
Ridership (or boardings) is the number of rides passengers take using public transit and is influenced by the level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. 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 dividing the boardings by the number of RVH operated.

During Q4, there were approximately 94,000 weekday riders, which is about 82 percent of pre-pandemic demand. Even with the ridership decreases associated with schools beginning summer break, both ridership and productivity metrics exceeded the budgeted projection.



Ridership and Productivity – OC ACCESS

In FY 2022-23, OC ACCESS service exceeded budgeted projections with a ridership of 972,249 and productivity of 1.77 B/RVH. Increased demand for OC ACCESS service can be attributed to the expansion of capacity at facilities and adult day programs for seniors and individuals with disabilities, resulting in increased travel for in-person services.



Contractor Performance: Fixed Route

During Q4 of FY 2022-23, First Transit/Transdev incurred \$84,200 in penalties and \$30,200 in incentives. In total, a net penalty of \$54,900 was assessed for Q4. Over the last few years, transit providers nationwide have experienced significant operator shortages, leading to service reliability issues. This shortage impacted First Transit/Transdev, resulting in an extraordinary amount of missed service. OCTA staff issued a notice to cure and cooperatively developed an improvement plan to increase their operator roster to curb missed trips to an acceptable level, which proved successful. As a condition of the improvement plan, credits would be applied to subsequent invoices as reimbursement for previously assessed penalties for missed trips. Since the beginning of the second quarter, First Transit/Transdev reduced the amount of missed service to pre-pandemic levels and met the benchmarks of the improvement plan. This resulted in a penalty adjustment credit of \$3,157,000 for missed trips observed during both FY 2022-23 and FY 2021-22, and a net payment of \$2,736,100 for the FY. The First Transit/Transdev contract ended on June 10, 2023.

The Keolis OC Bus CFR contract began on June 11, 2023. During Q4 of FY 2022-23, Keolis incurred \$74,800 in penalties. The majority of the penalties were related to preventable accidents, unreported accidents, and late data probe.

First Transit/Transdev Performance

Table 1:	Performance Categories	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY 23
Penalties	On-Time Performance	\$ (3,000)	\$ (2,000)	\$ (1,000)	\$ -	\$ (6,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (15,000)	\$ -	\$ -	\$ (15,000)	\$ (30,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ (700)	\$ (700)
	Preventive Maintenance	\$ -	\$ (1,000)	\$ -	\$ (100)	\$ (1,100)
	Road Calls	\$ (1,000)	\$ (3,700)	\$ (5,200)	\$ (2,400)	\$ (12,300)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
Missed Trips	\$ (371,000)	\$ (33,000)	\$ (28,000)	\$ (66,000)	\$ (498,000)	
Total	\$ (390,000)	\$ (39,700)	\$ (34,200)	\$ (84,200)	\$ (548,100)	
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 13,400	\$ 15,600	\$ 18,200	\$ 15,200	\$ 62,400
	Accident Frequency Ratio	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 60,000
	Total	\$ 28,400	\$ 30,600	\$ 33,200	\$ 30,200	\$ 122,400
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	\$ -	\$ 1,579,000	\$ 1,578,000	\$ -	\$ 3,157,000
	Road Calls	\$ -	\$ -	\$ -	\$ (900)	\$ (900)
	Complaints	\$ -	\$ -	\$ 100	\$ -	\$ 100
Total	\$ 5,600	\$ 1,579,000	\$ 1,578,100	\$ (900)	\$ 3,161,800	
All	Total	\$ (356,000)	\$ 1,569,900	\$ 1,577,100	\$ (54,900)	\$ 2,736,100

Keolis Performance

Table 2: Performance Categories		FY23 Q4	FY 23
Penalties	On-Time Performance	\$ -	\$ -
	Valid Complaints: Per 20,000 boardings	\$ (1,300)	\$ (1,300)
	Unreported Accident	\$ (10,000)	\$ (10,000)
	Accident Frequency Ratio	\$ (10,000)	\$ (10,000)
	Key Positions	\$ -	\$ -
	Maintenance Positions	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -
	Reports	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -
	Fluid Analysis	\$ -	\$ -
	Road Calls	\$ (8,800)	\$ (8,800)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -
	Long Term Out of Service Vehicles	\$ -	\$ -
	Vehicle Appearance	\$ -	\$ -
	Unsatisfactory Vehicle Condition	\$ -	\$ -
	Removal of Disabled Vehicles	\$ -	\$ -
	Unauthorized Equipment Usage	\$ -	\$ -
	Data Probe	\$ (32,200)	\$ (32,200)
	Missed Trips	\$ (6,000)	\$ (6,000)
	Route Coverage	\$ (2,000)	\$ (2,000)
	Road Supervisor Coverage	\$ (4,500)	\$ (4,500)
	Drug and Alcohol Review	\$ -	\$ -
	Drug and Alcohol Review: Hours after agreed timeframe	\$ -	\$ -
Total	\$ (74,800)	\$ (74,800)	
Incentives	On-Time Performance	\$ -	\$ -
	Valid Complaints: Per 20,000 boardings	\$ -	\$ -
	Accident Frequency Ratio	\$ -	\$ -
	Total	\$ -	\$ -
All	Total	\$ (74,800)	\$ (74,800)

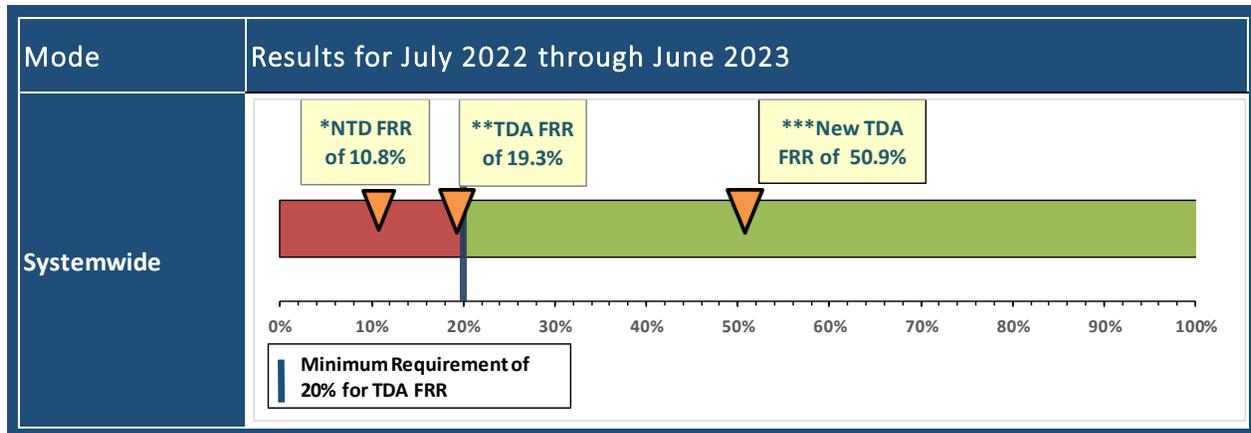
Contractor Performance: OC ACCESS

During Q4 of FY 2022-23, First Transit/Transdev experienced a total of \$277,200 in penalties. This figure is lower than the previous quarter, due to improvement in some performance areas, such as the preventable collision rate. Despite the ongoing challenges in operational performance indicators, staff continues to actively discuss performance with First Transit/Transdev and collaboratively strategize to meet the growing demand for OC ACCESS service.

Table 3:	Performance Categories	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY 23
Penalties	Pick-Up On-time Performance	\$ (70,000)	\$ (65,000)	\$ (40,000)	\$ (50,000)	\$ (225,000)
	Arrival On-Time Performance	\$ (87,000)	\$ (82,000)	\$ (78,000)	\$ (73,000)	\$ (320,000)
	Customer Complaints	\$ (27,900)	\$ (29,800)	\$ (20,000)	\$ -	\$ (77,700)
	Call Center Hold Times	\$ (2,000)	\$ (11,000)	\$ -	\$ (5,000)	\$ (18,000)
	Excessively Early Trips	\$ (5,000)	\$ (6,000)	\$ (11,000)	\$ (15,000)	\$ (37,000)
	Excessively Late Trips	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (120,000)
	Missed Trips	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (120,000)
	Accident/ Incident Notification	\$ (23,000)	\$ (27,000)	\$ (23,000)	\$ (18,000)	\$ (91,000)
	Preventable Accidents	\$ (2,000)	\$ (16,000)	\$ (16,000)	\$ (5,000)	\$ (39,000)
	Preventable Incidents	\$ -	\$ (1,000)	\$ -	\$ -	\$ (1,000)
	Trip Denial	\$ (1,000)	\$ -	\$ (500)	\$ -	\$ (1,500)
	Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (700)	\$ -	\$ -	\$ -	\$ (700)
	Reports	\$ (39,100)	\$ (60,300)	\$ (30,400)	\$ (21,200)	\$ (151,000)
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessive Travel Time	\$ -	\$ -	\$ -	\$ -	\$ -
	Routing Efficiency	\$ (24,000)	\$ (25,000)	\$ (23,000)	\$ (20,000)	\$ (92,000)
	Key Positions	\$ (208,599)	\$ (205,402)	\$ -	\$ -	\$ (414,001)
	Drug and Alcohol Audit	\$ -	\$ -	\$ -	\$ (5,000)	\$ (5,000)
Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -	
Total	\$ (550,299)	\$ (588,502)	\$ (301,900)	\$ (272,200)	\$ (1,712,901)	
Incentives	Arrival On-time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Pick-Up On-time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Early Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -	\$ -	
Adjustment	Accident/ Incident Notification	\$ -	\$ 1,000	\$ -	\$ -	\$ 1,000
	Preventable Accidents	\$ -	\$ -	\$ -	\$ (5,000)	\$ (5,000)
	Routing Efficiency	\$ -	\$ (4,000)	\$ -	\$ -	\$ (4,000)
	Waived Penalties	\$ 12,706	\$ 4,000	\$ -	\$ -	\$ 16,706
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 12,706	\$ 1,000	\$ -	\$ (5,000)	\$ 8,706	
Total	\$ (537,593)	\$ (587,502)	\$ (301,900)	\$ (277,200)	\$ (1,704,195)	

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 (TDA) 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 July 2022 through June 2023.



Based on the National Transit Database (NTD) definition in which only passenger fares are included under revenue, FRR (*NTD FRR) did not meet the 20 percent goal coming in at 10.8 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 M fare stabilization. Once these additional revenues are included, the adjusted FRR (**TDA FRR) was 19.3 percent, a decrease of 0.1 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), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. In 2021, the Governor signed AB 149 (Chapter 81, Statutes of 2021), which includes an extension of this exemption through FY 2022-23. 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; and
- 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 OCTA’s true farebox recovery ratio but instead a method approved by the state under which with all exceptions allows OCTA to meet, in our case exceed, the 20 percent TDA goal requirement.

Operating Cost per Revenue Vehicle Hour

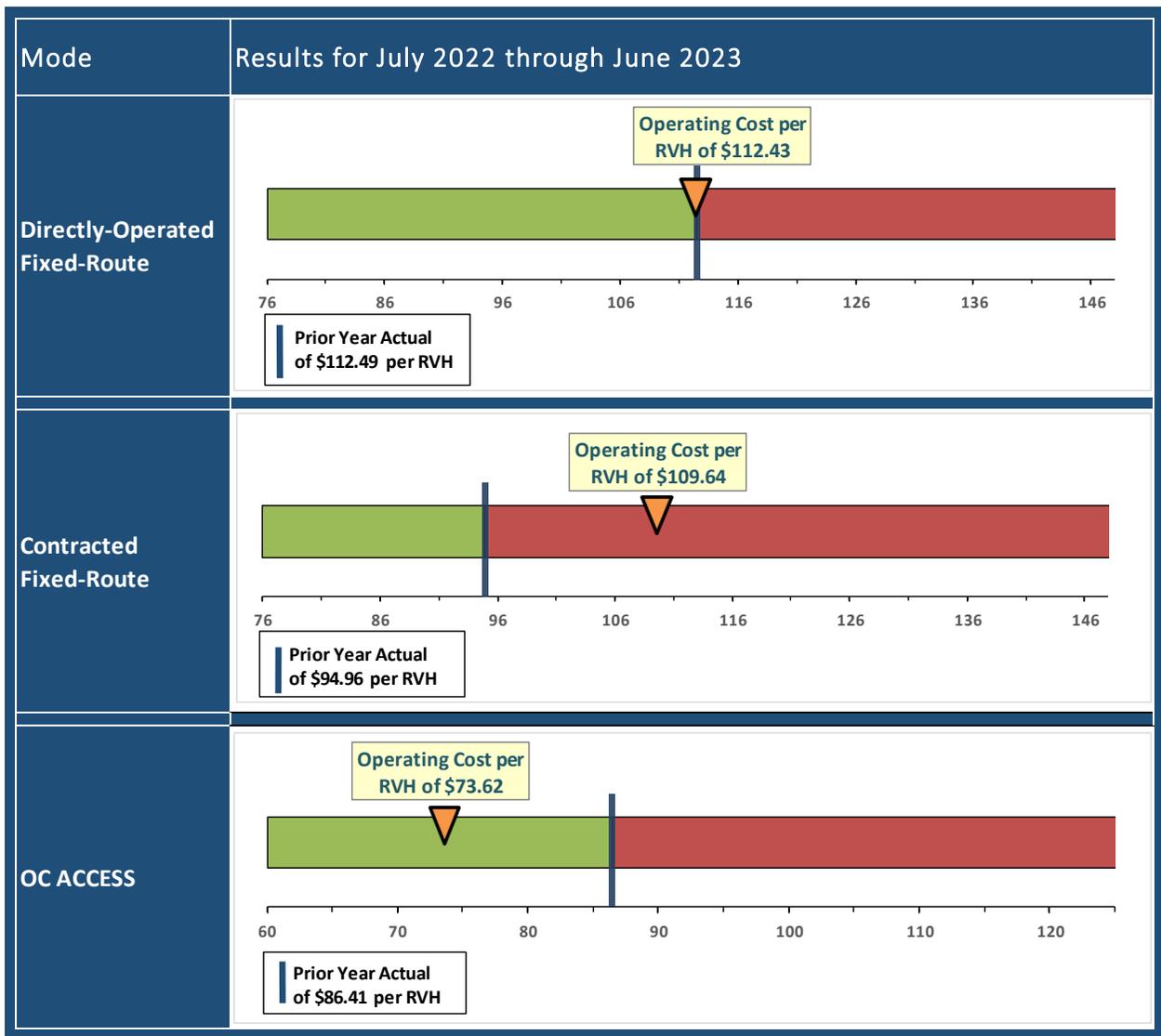
Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing actual operating expenses by RVH that is scheduled for the reporting period. To provide a more comparable illustration, all metrics below are calculated based on direct operating 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 0.06 percent decrease in DOFR, a 15.46 percent increase in CFR, and a 14.81 percent decrease in OC ACCESS.

DOFR operated at a lower cost per RVH compared to the previous 12-month period. The decrease in costs is primarily due to the continued shortage of coach operator labor, which caused an increase in the average coach operator hours per Full Time Equivalent to accommodate the increase in service levels.

Similarly, the decrease in OC ACCESS cost per RVH resulted from the increase in service demand compared to the same quarter of last fiscal year. OC ACCESS contract operates on a tier-structure rate based on service demand. An increase in service from tier to tier would trigger a lower rate. The contracted rates for OC ACCESS are consistently within the tier 4 to tier 5 range, which tier 5 is equivalent to pre-pandemic rates. With the service demand moving toward higher tiers with lower trip rates, OC ACCESS cost per RVH decreased compared to the prior year.

On the other hand, CFR operated at a higher cost per RVH primarily due to the increase in the year-over-year contract rates. Another cost increase contributing factor was the start-up cost accruals for the new CFR contractor, Keolis, who successfully took over the CFR services on June 11, 2023. Additionally, a total of \$3.15 million in missed trip penalties reimbursement was paid to First Transit/Transdev during the FY as a result of the contractor successfully meeting the performance criteria of the improvement plan for a consecutive five-month 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 are being delivered;
- A measure of how well these services are 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 Q4. 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 lower 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 the 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 (not included on the following charts) such as the OC Fair Express. (**Did not operate during Q4 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	3.2%	\$ 25.01	\$ 14.59	\$ 9.53	\$ 0.89	\$ 0.79	73,063	\$ 187.31	\$ 112.85	\$ 21.94	7.52	9,717	2	-	-
085	S	4.1%	22.31	13.54	7.25	1.52	0.89	61,241	167.32	109.44	13.38	7.72	7,936	2	-	-
178	C	4.7%	20.07	11.46	7.48	1.13	0.94	82,600	182.28	110.37	14.59	9.17	9,004	3	-	-
087	S	5.8%	17.79	10.86	5.82	1.11	1.02	66,904	169.59	110.26	11.52	9.58	6,983	2	-	-
001	S	5.7%	15.80	9.23	5.96	0.61	0.93	413,794	193.43	119.70	12.02	12.00	34,493	6	-	-
086	C	6.5%	15.71	9.62	5.15	0.94	1.02	118,190	167.22	109.46	13.29	10.59	11,164	3	-	-
123	N	7.1%	15.45	8.44	5.10	1.91	1.03	204,240	178.27	111.56	12.96	12.24	16,685	4	-	-
153	N	6.5%	15.38	9.53	5.03	0.82	1.02	68,411	160.25	106.77	12.50	10.28	6,653	-	-	-
167	C	6.3%	15.26	8.74	5.70	0.82	0.97	180,830	180.47	109.21	15.04	11.72	15,434	4	-	-
177	S	7.1%	15.10	9.28	4.90	0.92	1.09	81,025	166.51	109.27	13.36	10.90	7,433	2	-	-
129	N	7.9%	13.58	8.45	4.46	0.67	1.11	167,182	166.55	108.82	14.16	11.88	14,068	3	-	-
076	C	7.5%	13.40	7.62	4.92	0.86	1.01	86,616	180.60	109.07	15.29	13.33	6,497	2	-	-
083	C	7.2%	13.39	7.70	4.98	0.71	0.98	482,236	193.19	118.93	10.83	14.14	34,100	8	-	-
143	N	7.1%	13.37	8.37	4.42	0.58	0.98	192,856	167.15	109.06	14.60	12.14	15,886	3	-	-
091	S	8.1%	13.30	8.16	4.37	0.77	1.11	350,546	168.08	109.56	12.38	12.32	28,449	7	-	-
082	S	8.0%	12.01	6.99	3.75	1.27	0.94	58,808	177.76	112.53	12.50	15.22	3,865	2	-	-
090	S	8.4%	11.84	7.32	3.92	0.60	1.04	264,799	167.62	109.54	11.36	13.64	19,409	5	-	-
079	C	9.4%	11.08	6.81	3.65	0.62	1.08	361,177	169.41	109.78	14.92	14.67	24,619	6	-	-
025	N	8.8%	10.96	6.82	3.66	0.48	1.01	312,976	167.37	109.18	14.54	14.56	21,496	4	-	-
059	C	10.0%	10.03	6.14	3.29	0.60	1.05	434,694	167.94	109.46	15.95	16.01	27,147	7	-	-
072	C	9.5%	9.99	5.80	3.74	0.45	1.00	431,283	180.74	110.10	14.61	17.15	25,145	6	-	-
529	C	8.8%	9.97	5.66	3.65	0.66	0.90	240,759	188.82	115.21	15.39	18.49	13,022	4	-	-
089	S	10.5%	9.93	6.12	3.28	0.53	1.11	264,849	169.88	110.33	13.34	16.16	16,391	4	-	-
026	N	9.9%	9.88	6.13	3.28	0.47	1.03	395,119	165.79	108.84	15.33	15.87	24,890	5	-	-
033	N	9.2%	9.80	6.03	3.23	0.54	0.94	277,911	165.31	108.81	13.69	16.20	17,160	4	-	-
150	C	9.9%	9.79	5.47	3.57	0.75	1.00	223,565	178.28	107.14	18.89	17.76	12,586	4	-	-
553	N	11.1%	9.51	5.40	3.48	0.63	1.11	266,142	193.16	108.80	20.56	19.34	13,764	6	-	-
056	N	9.5%	9.41	5.43	3.51	0.47	0.94	395,808	182.72	110.99	16.16	18.49	21,407	5	-	-
071	N	10.7%	8.95	5.57	2.98	0.40	1.02	470,017	166.39	109.02	13.79	17.39	27,026	5	-	-
050	N	9.6%	8.80	5.10	3.29	0.41	0.89	1,075,377	183.82	111.84	15.84	19.82	54,256	13	-	-
560	C	10.5%	8.52	4.81	3.11	0.60	0.93	448,113	184.68	111.82	16.19	20.86	21,486	5	-	-
070	C	11.5%	8.31	5.14	2.75	0.42	1.03	728,991	168.22	109.66	15.37	18.87	38,630	10	-	-
030	N	10.7%	8.29	5.12	2.74	0.43	0.94	411,317	167.31	109.00	13.72	19.01	21,639	5	-	-
054	N	11.3%	8.12	4.65	3.00	0.47	0.97	863,248	185.83	112.91	16.98	21.55	40,050	12	-	-
055	C	12.1%	8.00	4.64	3.00	0.36	1.05	1,084,139	183.56	111.32	17.17	21.13	51,314	10	-	-
035	N	11.1%	7.90	4.91	2.63	0.36	0.94	560,959	169.06	109.61	15.72	19.92	28,160	6	-	-
037	N	11.2%	7.79	4.53	2.92	0.34	0.94	774,011	186.29	112.84	16.52	22.21	34,850	7	-	-
046	N	11.8%	7.77	4.77	2.56	0.44	0.98	460,079	166.39	108.78	15.18	20.01	22,994	5	-	-
038	N	12.0%	7.57	4.61	2.47	0.49	0.97	850,022	168.58	109.44	13.82	20.97	40,536	12	-	-
029	N	12.2%	7.18	4.13	2.67	0.38	0.94	1,512,388	189.42	115.30	16.71	24.45	61,844	2	-	8
543	N	12.9%	6.89	3.94	2.54	0.41	0.96	619,180	179.42	108.71	17.67	24.10	25,691	6	-	-
053	C	13.3%	6.54	3.79	2.45	0.30	0.96	1,265,150	181.42	111.53	20.02	25.23	50,148	9	-	-
042	N	12.9%	6.52	3.99	2.14	0.39	0.91	1,155,598	170.55	109.98	15.43	24.25	47,661	14	-	-
047	C	14.4%	6.40	3.68	2.38	0.34	1.02	1,834,741	186.37	112.99	16.96	26.35	69,633	15	-	2
060	C	13.8%	6.12	3.57	2.30	0.25	0.94	1,613,660	186.23	113.46	15.90	27.36	58,989	13	-	-
043	N	15.0%	5.90	3.43	2.21	0.26	0.99	1,836,251	181.72	109.91	19.37	27.40	67,022	10	-	2
057	C	15.7%	5.69	3.24	2.09	0.36	0.99	2,459,448	187.55	113.95	18.22	29.67	82,887	-	-	18
064	C	16.5%	4.97	2.84	1.84	0.29	0.93	1,788,531	179.03	108.28	18.87	31.93	56,006	12	-	-
066	C	18.1%	4.81	2.77	1.79	0.25	1.01	1,795,263	185.20	112.40	18.45	33.21	54,059	13	-	-

- (1) Total bus count (338) is based on PM weekday equipment requirements for active routes.
- (2) Route 153 is discontinued.
- (3) 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	2.1%	\$ 58.83	\$ 24.07	\$ 20.02	\$ 14.74	\$ 0.96	8,207	\$ 208.32	\$ 116.12	\$ 19.31	4.62	1,775	-	-	-
453	N	2.7%	32.05	13.58	11.30	7.17	0.70	15,583	238.94	126.22	36.53	9.34	1,669	3	-	-
480	C	3.9%	31.32	13.24	11.01	7.07	0.98	13,162	223.95	122.92	16.76	8.88	1,483	4	-	-
472	C	5.5%	20.85	8.79	7.31	4.75	0.94	21,556	210.98	118.74	17.65	12.38	1,741	2	-	-
473	C	8.9%	13.40	5.73	4.77	2.90	1.02	38,488	228.42	122.39	21.94	19.83	1,941	3	-	-

- (1) Total bus count (338) is based on PM weekday equipment requirements for active routes.
- (2) Route 463 is discontinued.
- (3) 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	15.7%	\$ 5.69	\$ 3.24	\$ 2.09	\$ 0.36	\$ 0.99	2,459,448	\$ 187.55	\$ 113.95	\$ 18.22	29.67	82,887	-	-	18
043	N	15.0%	5.90	3.43	2.21	0.26	0.99	1,836,251	181.72	109.91	19.37	27.40	67,022	10	-	2
047	C	14.4%	6.40	3.68	2.38	0.34	1.02	1,834,741	186.37	112.99	16.96	26.35	69,633	15	-	2
066	C	18.1%	4.81	2.77	1.79	0.25	1.01	1,795,263	185.20	112.40	18.45	33.21	54,059	13	-	-
064	C	16.5%	4.97	2.84	1.84	0.29	0.93	1,788,531	179.03	108.28	18.87	31.93	56,006	12	-	-
060	C	13.8%	6.12	3.57	2.30	0.25	0.94	1,613,660	186.23	113.46	15.90	27.36	58,989	13	-	-
029	N	12.2%	7.18	4.13	2.67	0.38	0.94	1,512,388	189.42	115.30	16.71	24.45	61,844	2	-	8
053	C	13.3%	6.54	3.79	2.45	0.30	0.96	1,265,150	181.42	111.53	20.02	25.23	50,148	9	-	-
042	N	12.9%	6.52	3.99	2.14	0.39	0.91	1,155,598	170.55	109.98	15.43	24.25	47,661	14	-	-
055	C	12.1%	8.00	4.64	3.00	0.36	1.05	1,084,139	183.56	111.32	17.17	21.13	51,314	10	-	-
050	N	9.6%	8.80	5.10	3.29	0.41	0.89	1,075,377	183.82	111.84	15.84	19.82	54,256	13	-	-
054	N	11.3%	8.12	4.65	3.00	0.47	0.97	863,248	185.83	112.91	16.98	21.55	40,050	12	-	-
038	N	12.0%	7.57	4.61	2.47	0.49	0.97	850,022	168.58	109.44	13.82	20.97	40,536	12	-	-
037	N	11.2%	7.79	4.53	2.92	0.34	0.94	774,011	186.29	112.84	16.52	22.21	34,850	7	-	-
070	C	11.5%	8.31	5.14	2.75	0.42	1.03	728,991	168.22	109.66	15.37	18.87	38,630	10	-	-
543	N	12.9%	6.89	3.94	2.54	0.41	0.96	619,180	179.42	108.71	17.67	24.10	25,691	6	-	-
035	N	11.1%	7.90	4.91	2.63	0.36	0.94	560,959	169.06	109.61	15.72	19.92	28,160	6	-	-
083	C	7.2%	13.39	7.70	4.98	0.71	0.98	482,236	193.19	118.93	10.83	14.14	34,100	8	-	-
071	N	10.7%	8.95	5.57	2.98	0.40	1.02	470,017	166.39	109.02	13.79	17.39	27,026	5	-	-
046	N	11.8%	7.77	4.77	2.56	0.44	0.98	460,079	166.39	108.78	15.18	20.01	22,994	5	-	-
560	C	10.5%	8.52	4.81	3.11	0.60	0.93	448,113	184.68	111.82	16.19	20.86	21,486	5	-	-
059	C	10.0%	10.03	6.14	3.29	0.60	1.05	434,694	167.94	109.46	15.95	16.01	27,147	7	-	-
072	C	9.5%	9.99	5.80	3.74	0.45	1.00	431,283	180.74	110.10	14.61	17.15	25,145	6	-	-
001	S	5.7%	15.80	9.23	5.96	0.61	0.93	413,794	193.43	119.70	12.02	12.00	34,493	6	-	-
030	N	10.7%	8.29	5.12	2.74	0.43	0.94	411,317	167.31	109.00	13.72	19.01	21,639	5	-	-
056	N	9.5%	9.41	5.43	3.51	0.47	0.94	395,808	182.72	110.99	16.16	18.49	21,407	5	-	-
026	N	9.9%	9.88	6.13	3.28	0.47	1.03	395,119	165.79	108.84	15.33	15.87	24,890	5	-	-
079	C	9.4%	11.08	6.81	3.65	0.62	1.08	361,177	169.41	109.78	14.92	14.67	24,619	6	-	-
091	S	8.1%	13.30	8.16	4.37	0.77	1.11	350,546	168.08	109.56	12.38	12.32	28,449	7	-	-
025	N	8.8%	10.96	6.82	3.66	0.48	1.01	312,976	167.37	109.18	14.54	14.56	21,496	4	-	-
033	N	9.2%	9.80	6.03	3.23	0.54	0.94	277,911	165.31	108.81	13.69	16.20	17,160	4	-	-
553	N	11.1%	9.51	5.40	3.48	0.63	1.11	266,142	193.16	108.80	20.56	19.34	13,764	6	-	-
089	S	10.5%	9.93	6.12	3.28	0.53	1.11	264,849	169.88	110.33	13.34	16.16	16,391	4	-	-
090	S	8.4%	11.84	7.32	3.92	0.60	1.04	264,799	167.62	109.54	11.36	13.64	19,409	5	-	-
529	C	8.8%	9.97	5.66	3.65	0.66	0.90	240,759	188.82	115.21	15.39	18.49	13,022	4	-	-
150	C	9.9%	9.79	5.47	3.57	0.75	1.00	223,565	178.28	107.14	18.89	17.76	12,586	4	-	-
123	N	7.1%	15.45	8.44	5.10	1.91	1.03	204,240	178.27	111.56	12.96	12.24	16,685	4	-	-
143	N	7.1%	13.37	8.37	4.42	0.58	0.98	192,856	167.15	109.06	14.60	12.14	15,886	3	-	-
167	C	6.3%	15.26	8.74	5.70	0.82	0.97	180,830	180.47	109.21	15.04	11.72	15,434	4	-	-
129	N	7.9%	13.58	8.45	4.46	0.67	1.11	167,182	166.55	108.82	14.16	11.88	14,068	3	-	-
086	C	6.5%	15.71	9.62	5.15	0.94	1.02	118,190	167.22	109.46	13.29	10.59	11,164	3	-	-
076	C	7.5%	13.40	7.62	4.92	0.86	1.01	86,616	180.60	109.07	15.29	13.33	6,497	2	-	-
178	C	4.7%	20.07	11.46	7.48	1.13	0.94	82,600	182.28	110.37	14.59	9.17	9,004	3	-	-
177	S	7.1%	15.10	9.28	4.90	0.92	1.09	81,025	166.51	109.27	13.36	10.90	7,433	2	-	-
862	C	3.2%	25.01	14.59	9.53	0.89	0.79	73,063	187.31	112.85	21.94	7.52	9,717	2	-	-
153	N	6.5%	15.38	9.53	5.03	0.82	1.02	68,411	160.25	106.77	12.50	10.28	6,653	-	-	-
087	S	5.8%	17.79	10.86	5.82	1.11	1.02	66,904	169.59	110.26	11.52	9.58	6,983	2	-	-
085	S	4.1%	22.31	13.54	7.25	1.52	0.89	61,241	167.32	109.44	13.38	7.72	7,936	2	-	-
082	S	8.0%	12.01	6.99	3.75	1.27	0.94	58,808	177.76	112.53	12.50	15.22	3,865	2	-	-

(1) Total bus count (338) is based on PM weekday equipment requirements for active routes.
 (2) Route 153 is discontinued.
 (3) 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 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	8.9%	\$ 13.40	\$ 5.73	\$ 4.77	\$ 2.90	\$ 1.02	38,488	\$ 228.42	\$ 122.39	\$ 21.94	19.83	1,941	3	-	-
472	C	5.5%	20.85	8.79	7.31	4.75	0.94	21,556	210.98	118.74	17.65	12.38	1,741	2	-	-
453	N	2.7%	32.05	13.58	11.30	7.17	0.70	15,583	238.94	126.22	36.53	9.34	1,669	3	-	-
480	C	3.9%	31.32	13.24	11.01	7.07	0.98	13,162	223.95	122.92	16.76	8.88	1,483	4	-	-
463	C	2.1%	58.83	24.07	20.02	14.74	0.96	8,207	208.32	116.12	19.31	4.62	1,775	-	-	-

- (1) Total bus count (338) is based on PM weekday equipment requirements for active routes.
- (2) Route 463 is discontinued.
- (3) C under Zone is Central County, N is North County and S is South County.



**Orange County Transportation Authority
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	Buena Park - 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 - Huntington Beach	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	Orange - Seal Beach	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 - Newport Beach	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53	Orange - 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 - Newport Beach	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Mission Viejo - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Dana Point	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	Lake Forest - 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	Mission Viejo - Laguna Hills	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
123	Anaheim to 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 to Costa Mesa	via Fairview St/ Flower St	COMMUNITY
167	Anaheim - 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 Metrolink Station - Orange	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
472	Tustin Metrolink Station to Irvine	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station to UCI	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Irvine Spectrum	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
529	GWTC to FPNR - Bravo!	via Beach Blvd	BRAVO
543	Fullerton - Costa Mesa - Bravo!	via Harbor Blvd	BRAVO
553	Orange - Santa Ana	via Main St	BRAVO
560	Santa Ana to Long Beach - Bravo!	via 17th St / Westminster Ave	BRAVO
862	Downtown Santa Ana Shuttle	via Main St	COMMUNITY

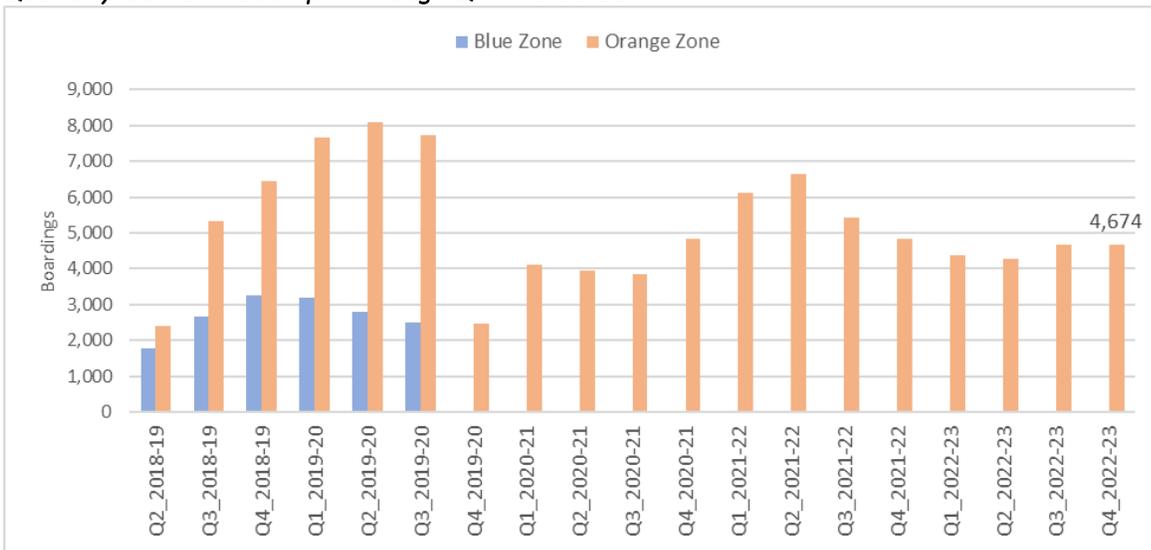
OC Flex

OC Flex Program

OC Flex service was launched in October 2018 under a pilot program in two zones. The Board of Directors 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.

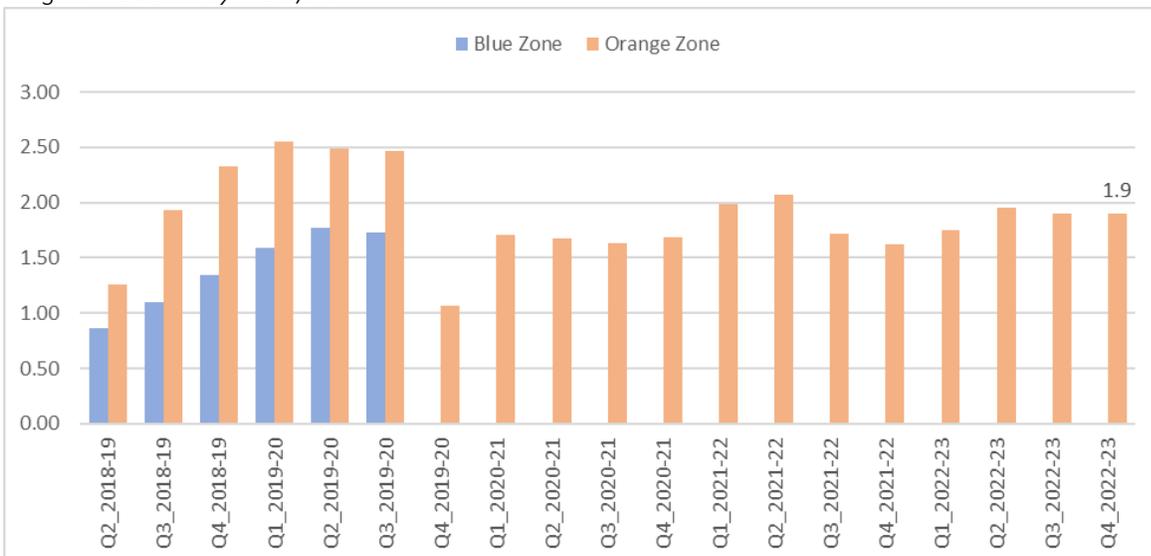
For Q4 of FY 2022-23, ridership in the Orange Zone was flat. Other metrics remained relatively stable, such as shared ride rate, productivity, and subsidy per boarding.

Quarterly OC Flex Ridership – Through Q4-FY 2022-23



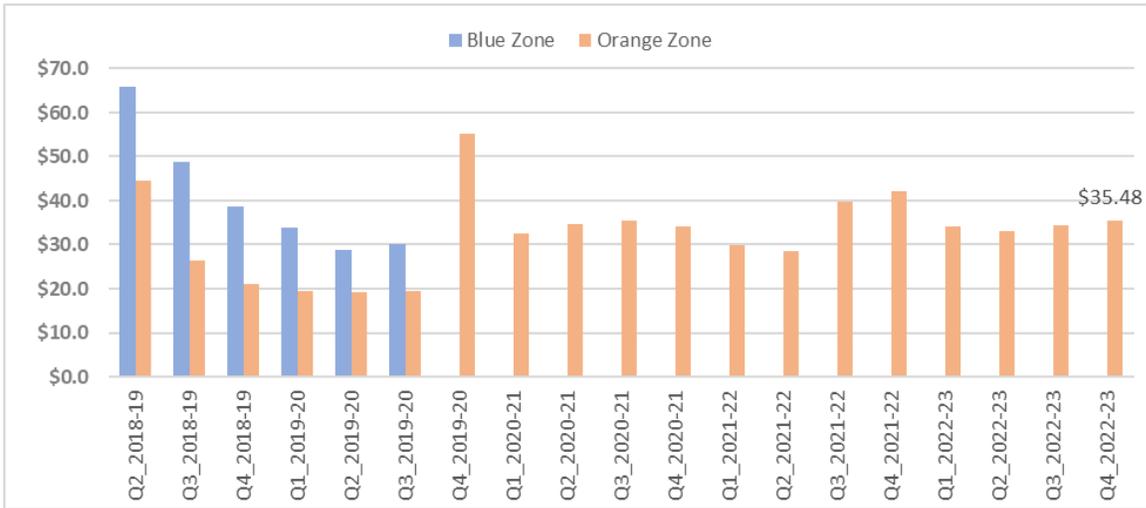
OC Flex Productivity (B/RVH) – Through Q4-FY 2022-23

Target: Productivity – 6 B/RVH



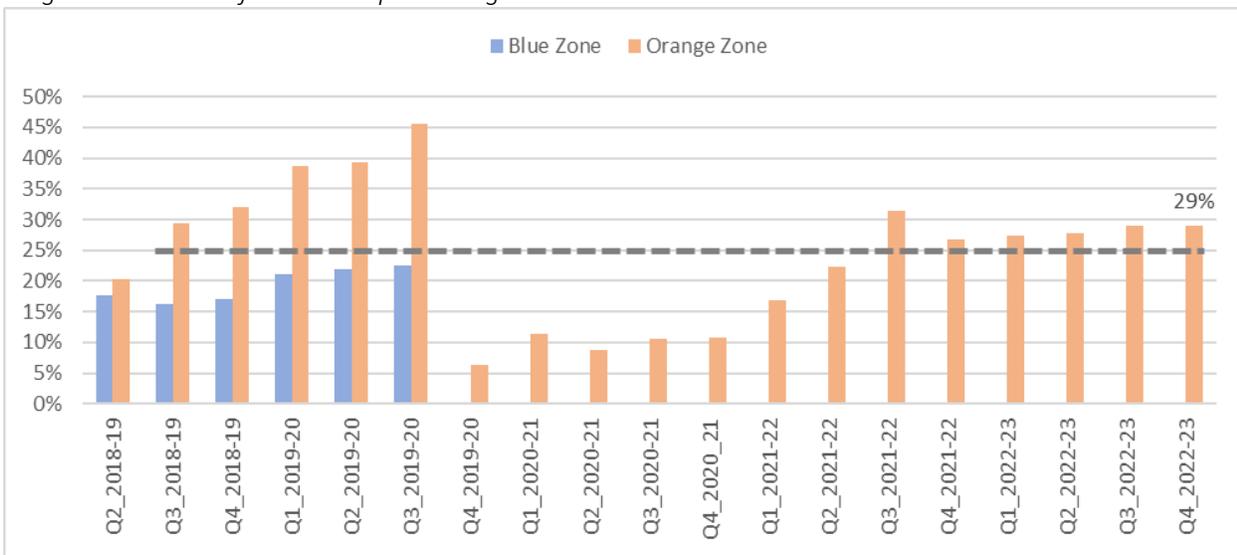
Quarterly OC Flex Direct Subsidy per Boarding – Through Q4-FY 2022-23

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

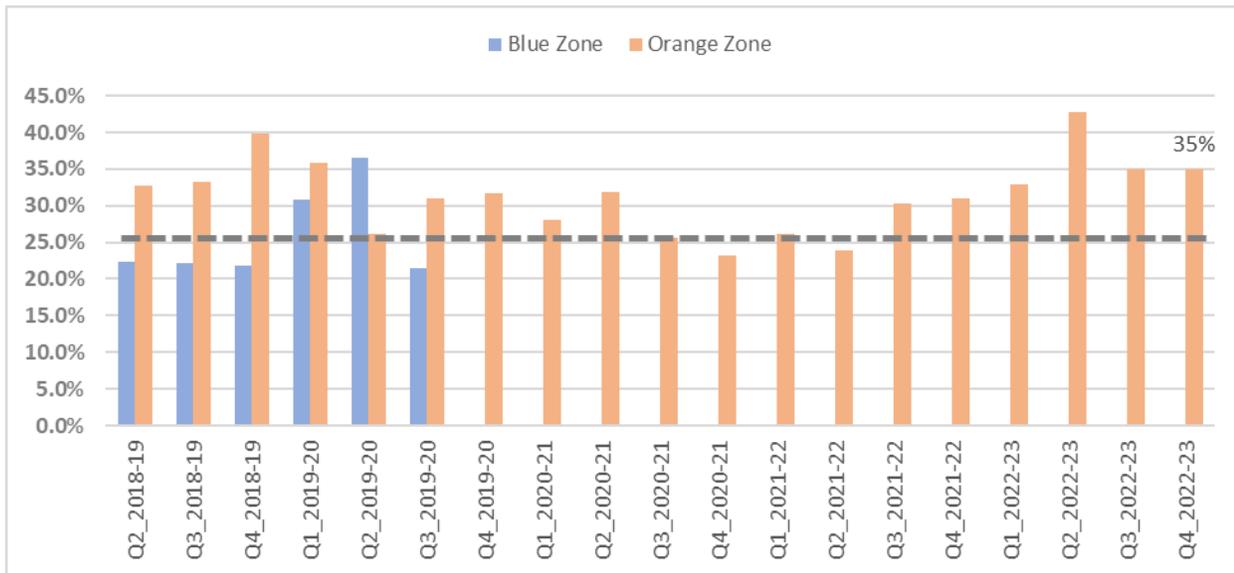


OC Flex Shared Trips – Through Q4-FY 2022-23

Target: 25 Percent of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q4-FY 2022-23
 Target: 25 Percent of Trips Transfer to OC Bus or Metrolink Service



College Pass Program

Ridership continues to grow with the College Pass Program during this reporting quarter with a total of 280,152 boardings, which represents a 105 percent increase compared with the same period in 2022. Santiago Canyon College Board of Trustees approved a new five-year agreement effective August 2023. Staff is working with Fullerton and Saddleback Colleges to extend their current agreements beyond summer 2023.