



**February 9, 2017**

**To:** Transit Committee

**From:** Darrell Johnson, Chief Executive Officer

**Subject:** Transit Division Performance Measurements Report for the Second Quarter of Fiscal Year 2016-17

### **Overview**

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. This report summarizes the performance measures for the transit services provided during the second quarter of fiscal year 2016-17. These performance measures gauge the safety, courtesy, reliability, and overall quality of the public transit services provided.

### **Recommendation**

Receive and file as an information item.

### **Background**

The Orange County Transportation Authority (OCTA) operates a countywide network of local, community, rail connector, and express bus routes serving over 5,000 bus stops. Fixed-route service operates in a 798 square mile area, serving more than three million residents in 34 cities and unincorporated areas, with connections to transit service in Los Angeles, Riverside, San Bernardino, and San Diego counties. Fixed-route bus service operated by OCTA is referred to as directly-operated fixed-route service (DOFR), while routes operated under contract are referred to as contracted fixed-route service (CFR). OCTA also operates a federally-mandated paratransit service (ACCESS), which is a shared-ride program available for people unable to use the regular fixed-route bus service because of functional limitations. Performance measures for both the fixed-route and ACCESS program are summarized and reported quarterly.

### ***Discussion***

This report summarizes the performance measurements for the second quarter of fiscal year 2016-17. The report looks at performance standards for transit system safety, courtesy, and reliability in the areas of preventable vehicle accidents, customer complaints, on-time performance, and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA transit operations; these measurements are ridership, productivity, farebox recovery ratio, subsidy per boarding, and cost per revenue vehicle hour. In an effort to maintain transparency with the public, these reports are shared on the Transit dashboard found on the OCTA website and are reported to the Board of Directors on a quarterly basis.

Safety – Maintaining a good safety record is one of the most important standards measured, and all three modes of service (DOFR, CFR, ACCESS) continue to exhibit strong performance in this area, exceeding accident frequency standards.

Customer Service – One of OCTA's goals is to ensure all transit services meet performance standards, and that customers receive high-quality service. Despite a significant change in the service plan effective in October, DOFR, CFR, and ACCESS services exceeded the standard in the second quarter. This represents an overall system improvement in customer service.

Reliability – For on-time performance (OTP), overall, the system was within one percent of the standard, with DOFR exceeding the standard, CFR performing within four percent of the standard, and ACCESS performing within one percent of the standard. Efforts continue through the third quarter to improve OTP. Vehicle reliability is measured by MBRC. In the second quarter, ACCESS and DOFR exceeded the standard. During the quarter, new buses continued to replace older equipment, contributing to improvements in vehicle reliability; DOFR improved by 23 percent and CFR improved by 19 percent. OCTA staff continue to work closely with CFR in this area.

Ridership and Productivity – For the second quarter, ridership and productivity for total fixed-route service continued to come in under budget assumptions, and ACCESS ridership and productivity exceeded budget assumptions. In an effort to address declining fixed-route ridership and improve system productivity, the OC Bus 360° Plan was developed and implemented over two services changes, in June and October 2016. The plan reallocated service from lower-demand areas to those with higher-demand, improving frequency and travel times to more customers. Over the next two quarters, OCTA staff will continue to monitor

the impact these changes have had on route performance and identify other strategies for implementation to address system wide performance.

Farebox Recovery Ratio – A minimum farebox recovery ratio (FRR) of 20 percent for all service is required by the California Transportation Development Act (TDA) in order for transit agencies to receive their full share of state sales tax available for public transit purposes. The recent passage of Senate Bill 508 allows transit agencies to now include local funds when calculating their TDA FRR. These local funds consist of property tax revenue, advertising revenue, and Measure M fare stabilization. While OCTA's traditional passenger FRR, now referred to as National Transit Database FRR, came in under 20 percent for the last 12 months, after incorporating the local funds, the TDA FRR held steady compared to the first quarter at 28.5 percent.

Subsidy per Boarding – When considered route by route, this measure may be used to compare the performance of routes within the system relative to the cost effectiveness of each route. The type of route influences the subsidy per boarding, for example, longer distance routes with fewer stops (i.e., express routes) likely have a higher subsidy per boarding when compared to local routes that have frequent stops allowing passengers to board and alight more often, which turns seats over to multiple riders compared to a longer distance route. On a single route, subsidy per boarding may vary during the service day, with lower subsidies per boarding during peak travel times and higher subsidies per boarding at other times. This measure is helpful when considering opportunities to improve overall system performance. The attached report includes two sets of charts, one sorted by subsidy per boarding and one sorted by boardings; other route level data is also provided. When considering adjustments to the overall service plan, this information is critical to the development of the plan.

Operating Cost per Revenue Vehicle Hour – This is one of the industry standards used to measure the cost efficiency of transit service. In the second quarter, all three modes of service operated at a lower cost than prior year actuals for this measure.

### ***Summary***

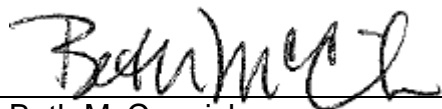
The second quarter of fiscal year 2016-17 showed good performance in all areas of the ACCESS program. For fixed-route services, safety and customer service performance standards were achieved, and while service and vehicle reliability have shown improvement, the contract operator is still working toward attaining the established standards. Steps taken to address reliability show an improvement compared to the first quarter performance. In addition, the OC Bus 360° Plan made significant service changes in October 2016 with the

goal of addressing the system-wide ridership decline and improving system productivity. Staff will continue to monitor key indicators and work to identify other strategies to improve overall system performance.

***Attachment***

- A. Transit Division Performance Measurements, Fiscal Year 2016-17  
Second Quarter Report

**Approved by:**



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