

Transit Division Performance Measurements



Fiscal Year 2016-17
Third Quarter Report

About This Report

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. OCTA also operates federally-mandated paratransit service (ACCESS), a shared-ride program available for people unable to use the regular fixed-route bus service because of functional limitations. Fixed-route bus service operated by OCTA is referred to as directly-operated fixed-route (DOFR) service, while routes operated under contract are referred to as contracted fixed-route (CFR) service. The ACCESS program is a contract-operated demand-response service mandated by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These three services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

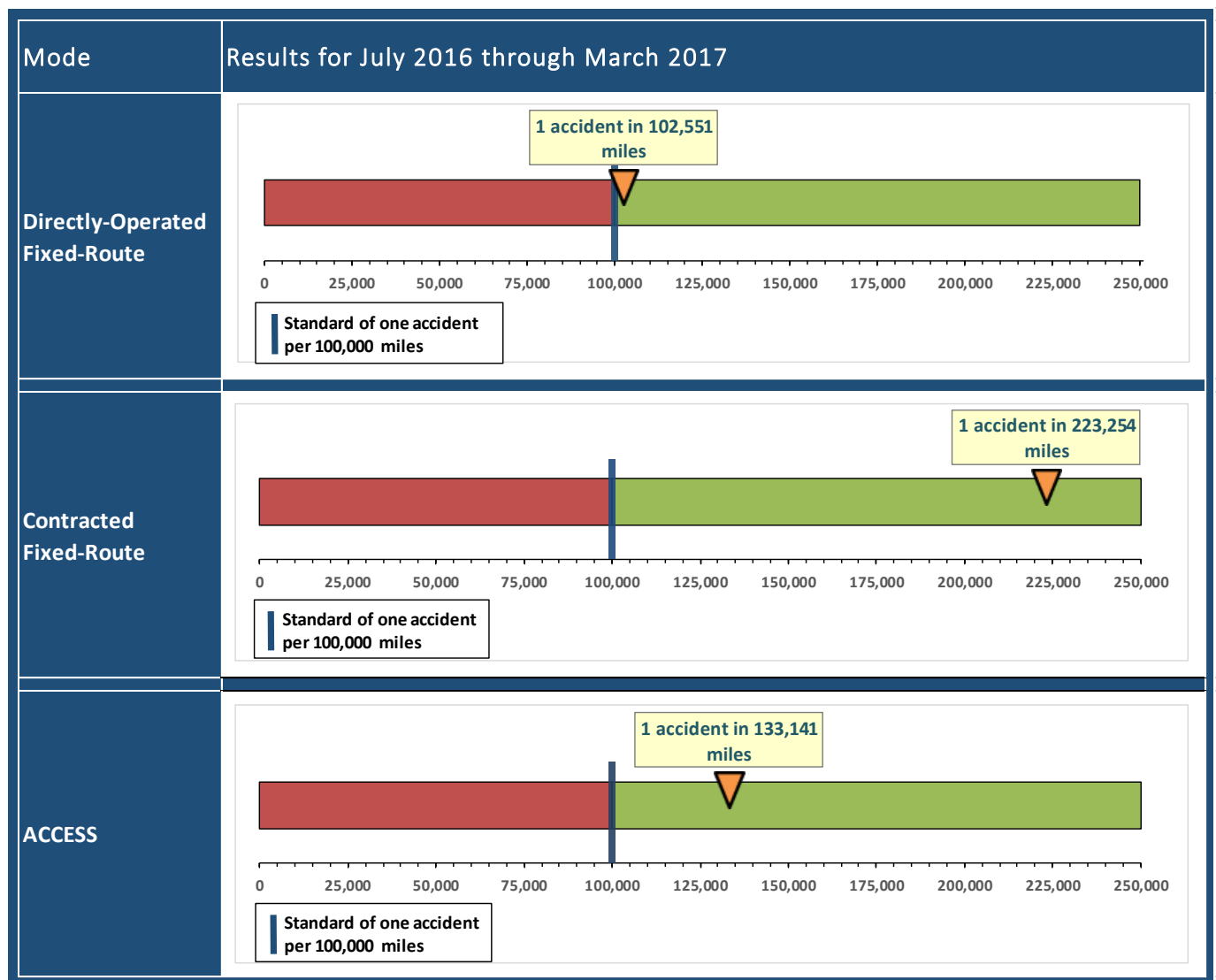
This report tracks transit system safety, courtesy, and reliability in the areas of preventable vehicle accidents, customer complaints, on-time performance (OTP), and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA transit operations; these measurements are ridership, productivity, farebox recovery ratio (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 DOFR, CFR, and ACCESS services.

Safety: Preventable Vehicle Accidents

Preventable vehicle accidents are counts of incidents concerning physical contact between vehicles used for public transit and other vehicles, objects, or pedestrians, where a coach operator failed to do everything reasonable to prevent the accident. Safety is a top priority in the delivery of public transit services. The safety standard for DOFR, CFR, and ACCESS services is no more than one vehicle accident per 100,000 miles.

All three modes of service exceeded the safety standard through the third quarter of FY17.

Ongoing efforts to improve metrics for all services include: continuing education programs, focused training campaigns, direct operator oversight, and incremental process improvements. All these efforts are carried out on a regular basis to ensure the focus on safety is maintained.

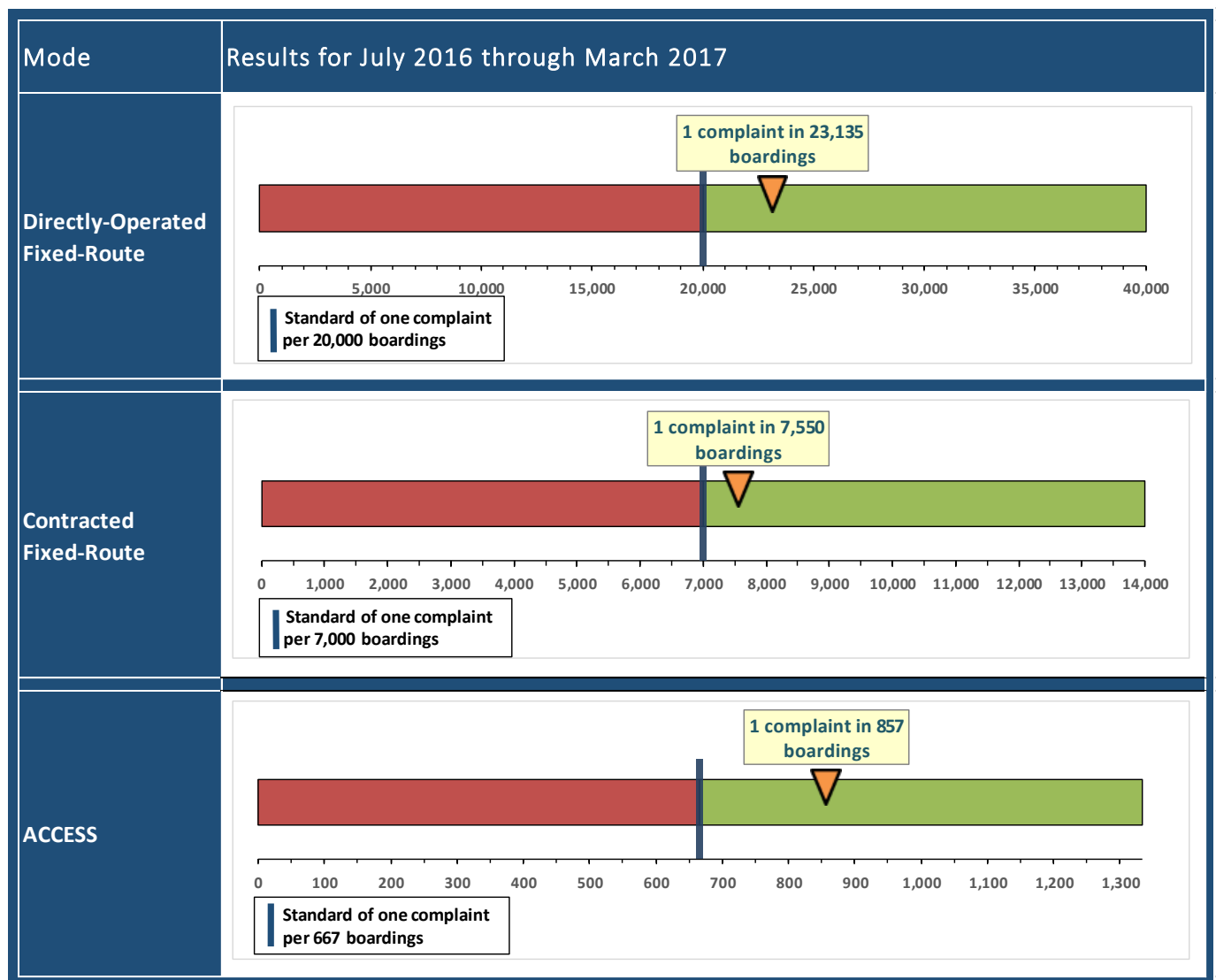


Courtesy: Customer Complaints

Customer complaints are counts of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR service is no more than one customer complaint per 20,000 boardings; the contractual standard for CFR service is no more than one complaint per 7,000 boardings; and the contractual standard for ACCESS is no more than one complaint per 667 boardings.

All three modes of service exceeded the courtesy standard through the third quarter of FY17.

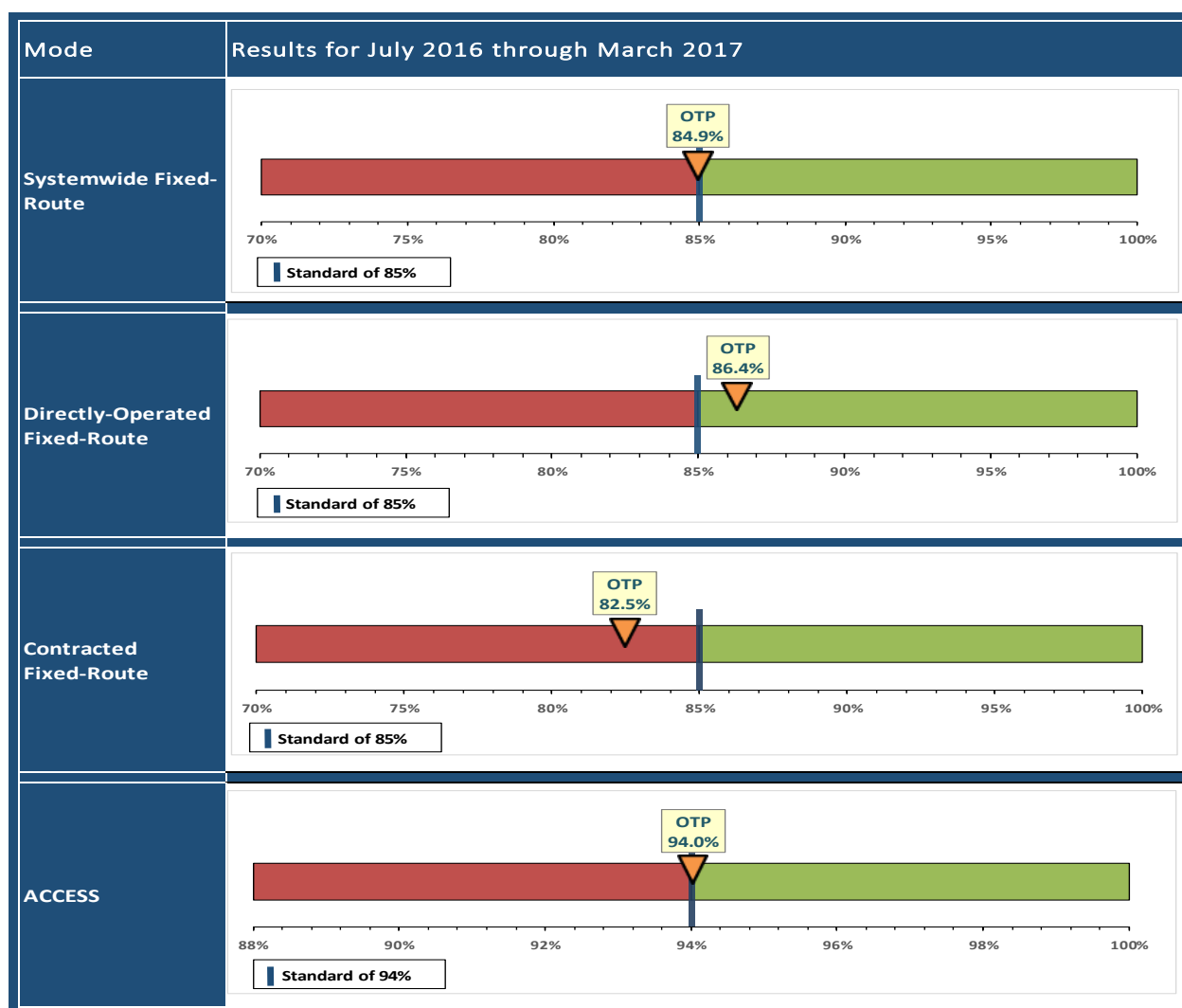
For CFR service, the contractor reviews customer comments with OCTA staff weekly to identify areas for improvement and review progress on action plans developed to address complaints received. Staff also performs route-level analyses to assess where specific improvements can be made. These efforts were key to the CFR service meeting the courtesy standard.



Reliability: On-Time Performance

OTP is a measure of performance evaluating a revenue vehicle's adherence to a planned schedule. For fixed-route service, a trip is considered on-time if it departs the time-point no more than five minutes late. OCTA's system standard for OTP is 85 percent. For ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand-response trip. A trip is considered on-time as long as the vehicle arrives within a 30-minute window. The ACCESS OTP standard is 94 percent through the third quarter of FY17.

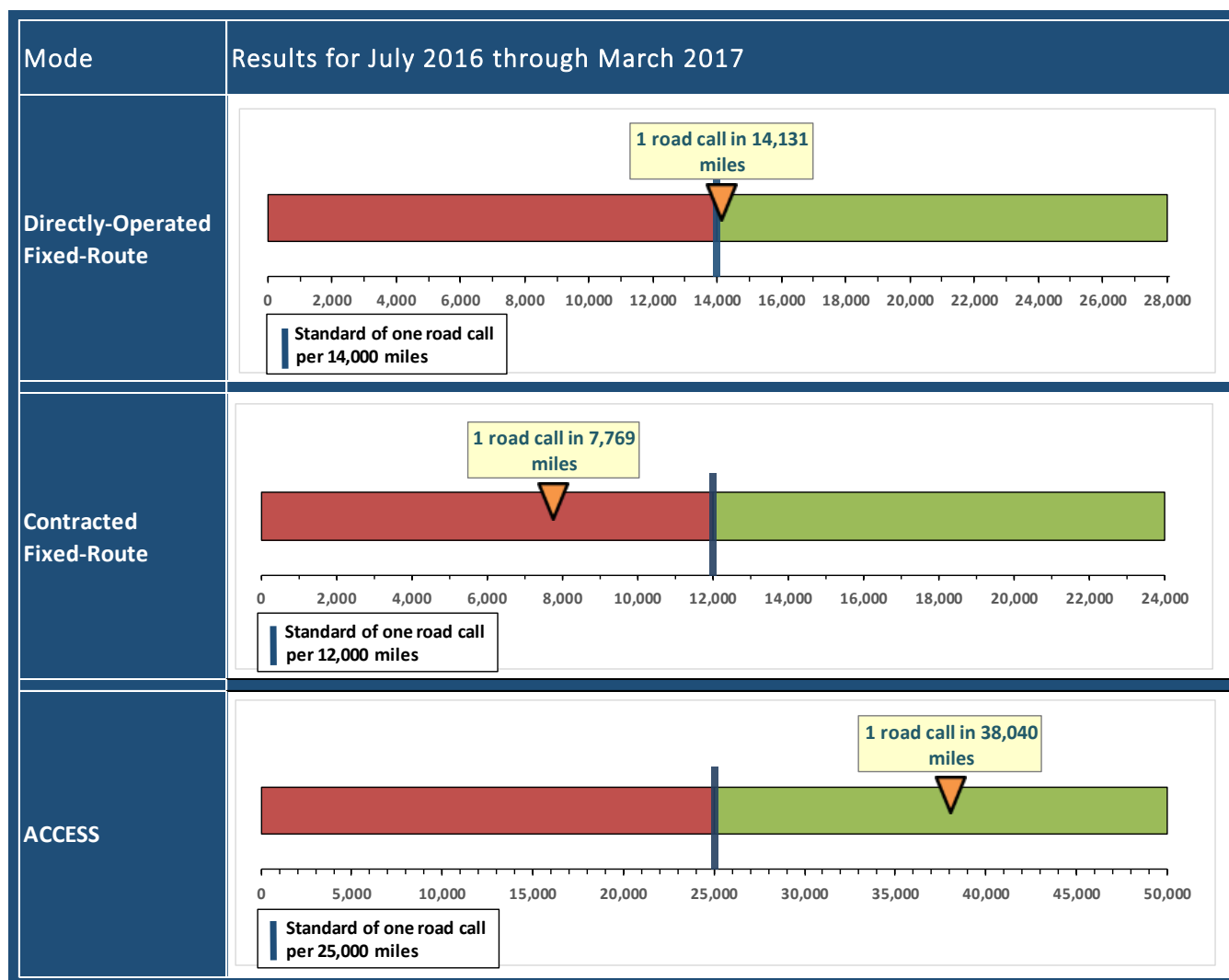
Through the third quarter of FY17, Systemwide Fixed-Route OTP reached 84.9 percent, a 0.6 percent improvement since December 2016, but slightly below the standard. DOFR and ACCESS service exceeded and performed at the standard, respectively. CFR service improved by 0.9 percent, but remains below the standard. Looking ahead to CFR performance in the fourth quarter, OTP improvements are being realized. The improvements are a result of the on-going OTP Performance Improvement Plan implemented by the contractor.



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. Valid mechanical road calls usually cause a delay in service. The standard adopted by OCTA for DOFR service is 14,000 MBRC; the contractual standard for CFR service is 12,000 MBRC; and the contractual standard for ACCESS is 25,000 MBRC.

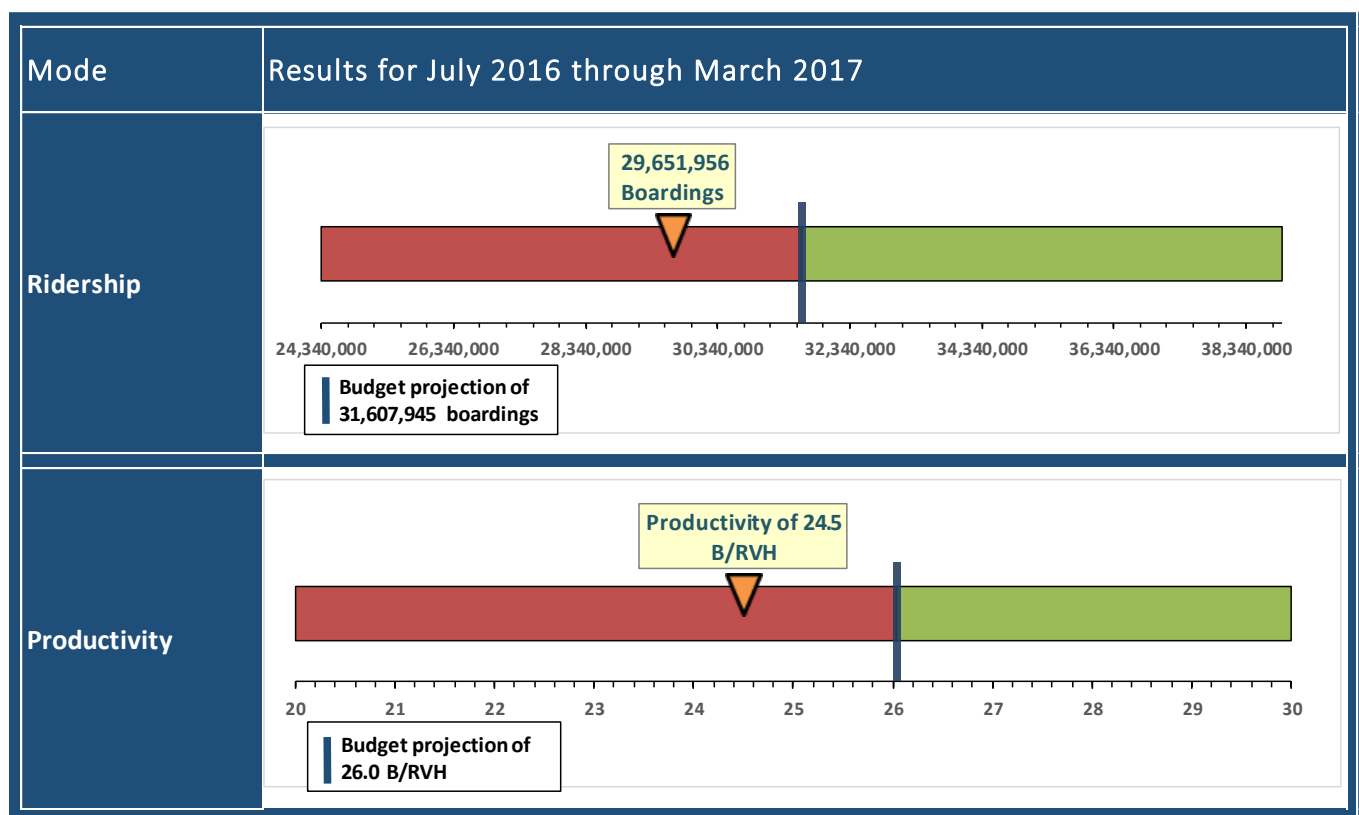
Through the third quarter of FY17, DOFR service maintained the standard with 14,131 MBRC and while the CFR service is steadily improving, CFR remains below the standard with 7,769 MBRC for FY17 through the third quarter. To date, all liquefied natural gas (LNG) buses used for the CFR service have been replaced. The remaining LNG buses used for DOFR service will be replaced by July 2017. ACCESS service exceeded the standard with 38,040 MBRC.



Ridership and Productivity – Fixed-Route

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH provided. This metric is calculated by taking the boardings and dividing it by the number of RVH (B/RVH).

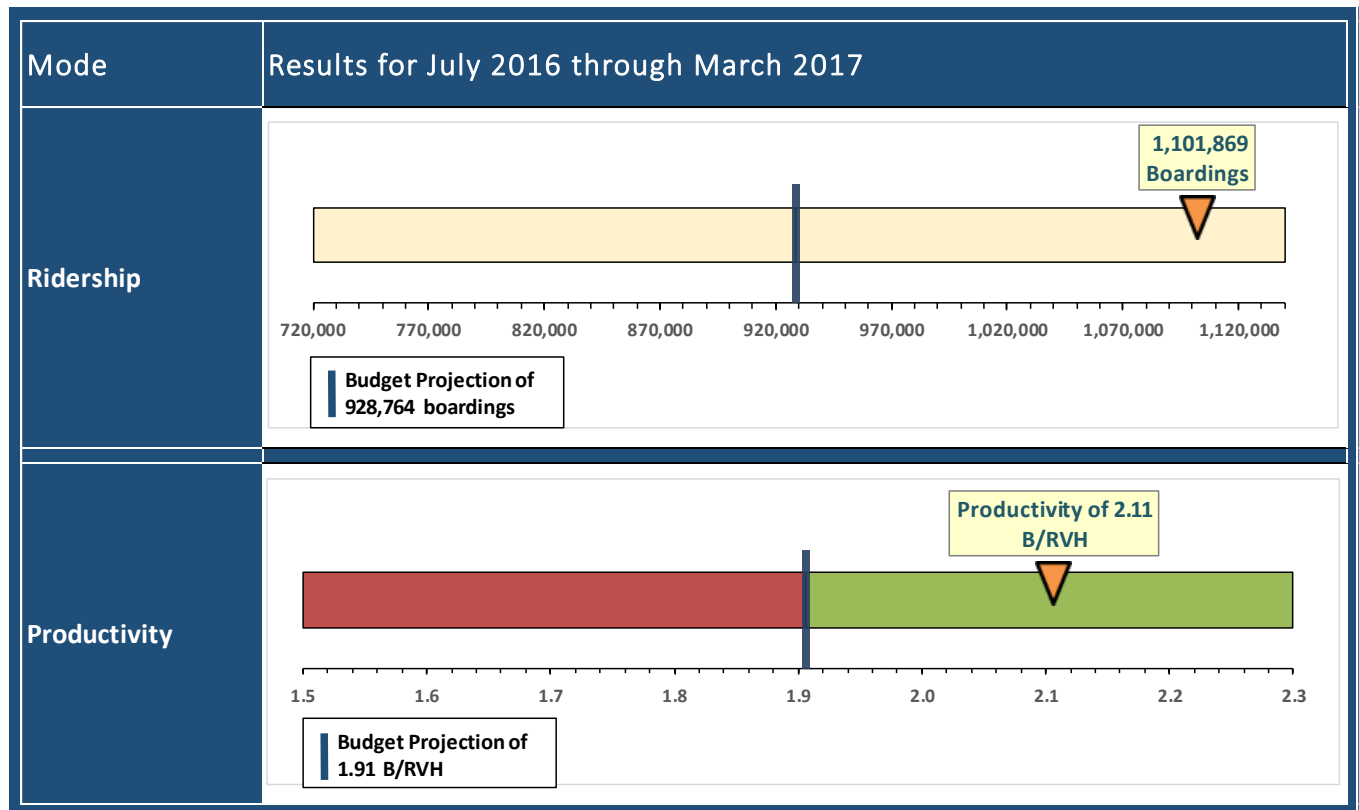
Through the third quarter of FY17, ridership and productivity for total fixed-route service came in under the budgeted projection. Overall, both continue to trend negatively overall. The OC Bus 360° plan initiated in June 2016 reallocates resources from low demand areas to those with higher demand, offering faster travel times to more customers. The plan projects increases in ridership and improved efficiency in the focused area over a three-year period. Staff continues to track performance at the route level.



Ridership and Productivity – ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the third quarter of FY17, ridership and productivity for ACCESS service have exceeded projections.

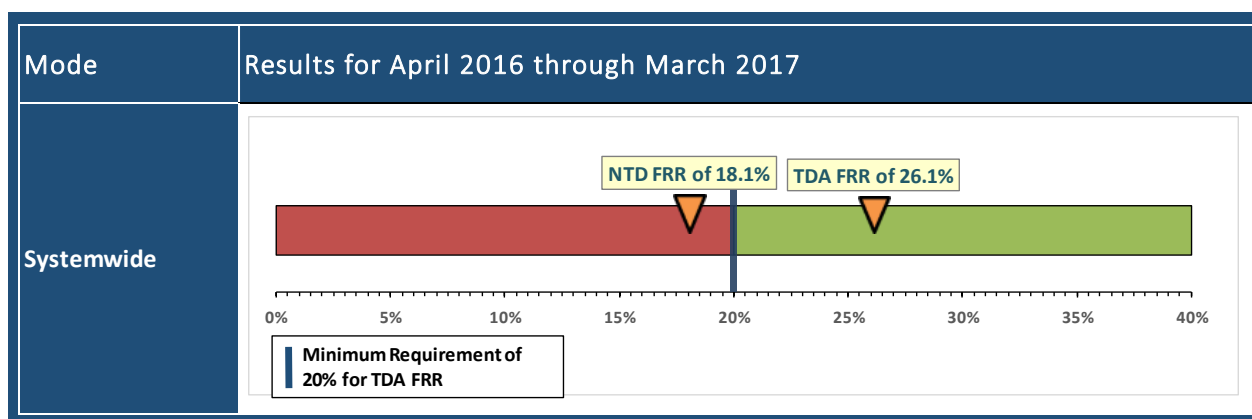


Farebox Recovery Ratio

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 service is required by the Transportation Development Act in order for transit agencies to receive the state sales tax available for public transit purposes.

In an effort to minimize seasonal fluctuations, data shown below reflects actuals over the last 12 months, from April 2016 through March 2017.

FRR, based on the National Transit Database definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, because of the passage of Senate Bill No. 508 (SB 508), 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” means any nonfederal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.” After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 26.1 percent.



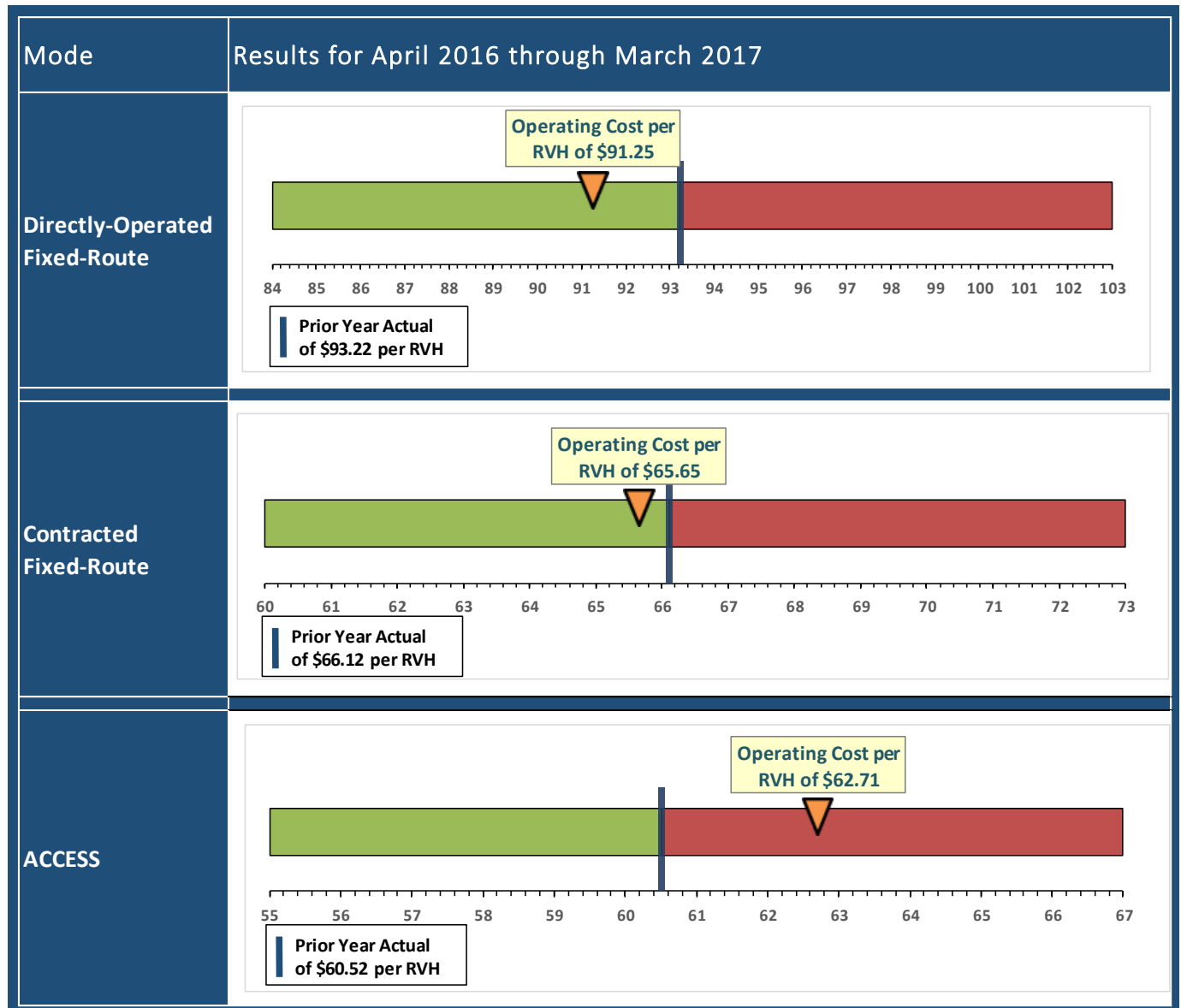
Note:

- 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 M fare stabilization

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 operating expenses by RVH. In order 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.

Similar to the FRR, statistics below depict actuals over the last 12 months. DOFR service and CFR service exceeded the standard; ACCESS service was within four percent of the standard, an expected range.



Performance Evaluation by Route

Continuing efforts are underway to better understand and address ridership trends. The OC Bus 360° Plan, approved by the Board of Directors in March 2016, identifies several strategies to stimulate fixed-route ridership, including targeted marketing, a discounted summer youth pass, development of a mobile ticketing application, re-branding the fixed-route fleet, and improved travel time through the use of express-type service on local routes. In addition, route adjustments were implemented in both June and October 2016 as part of the OC Bus 360° service plan. These adjustments were developed after considering route-level performance. For the remainder of this fiscal year, staff will monitor the impact that these adjustments have had on route performance. In addition, staff will consider other strategies for future implementation to further improve service 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 over the third quarter fiscal year 2016-17. The first three 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, and the remaining three tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided on the last page of this report. Route types are grouped by route numbers as follows:

- Routes 1 to 99: Local routes
- Routes 100 to 199: Community routes
- Routes 200 to 299: Intra-county express routes
- Routes 400 to 499: Stationlink routes
- Routes 500 to 599: Bravo! routes
- Routes 600 to 699: Seasonal routes (these are not included on the following charts)
- Routes 700 to 799: Inter-county express routes



OCTA Operating Statistics By Route for Local and Community Services (Sort by Subsidy per Boarding)
Fiscal Year 2016-17 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
021	N	9.8%	\$ 12.18	\$ 6.65	\$ 3.13	\$ 2.40	\$ 1.07	53,468	\$ 106.34	\$ 66.37	\$ 7.76	9.80	5,454	3	-	-
001	S	10.3%	9.55	5.97	2.83	0.75	1.01	459,287	133.61	91.21	8.08	13.62	33,723	8	-	-
085	S	12.4%	9.52	5.55	2.61	1.35	1.16	94,934	98.04	68.81	7.41	10.52	9,027	3	-	-
076	C	12.2%	8.78	5.15	2.44	1.19	1.05	72,323	130.69	88.39	11.11	15.12	4,784	2	-	-
178	C	12.1%	8.62	5.01	2.30	1.31	1.00	97,845	98.69	64.39	7.76	11.88	8,237	3	-	-
167	C	13.3%	8.15	4.69	2.15	1.30	1.05	131,508	97.08	64.06	7.89	12.30	10,689	4	-	-
177	S	14.8%	7.99	4.67	2.15	1.18	1.18	72,767	97.26	64.06	7.54	12.16	5,983	2	-	-
153	N	13.3%	7.97	4.91	2.26	0.80	1.10	107,107	96.10	63.78	7.53	11.63	9,208	2	-	-
087	S	14.2%	7.71	4.42	2.08	1.22	1.08	70,215	99.17	64.61	6.42	13.10	5,360	2	-	-
150	C	14.5%	7.66	4.34	1.99	1.33	1.13	129,043	125.35	84.67	12.37	17.24	7,452	4	-	-
086	C	14.9%	6.91	3.97	1.87	1.07	1.02	119,719	97.12	64.05	7.53	14.16	8,452	3	-	-
079	C	13.2%	6.83	4.04	1.90	0.90	0.90	286,465	97.25	64.10	8.23	14.23	20,128	6	-	-
083	C	15.3%	6.40	3.89	1.85	0.67	1.03	514,963	135.27	92.29	7.51	19.98	25,768	8	-	-
082	S	20.2%	6.23	3.23	1.52	1.47	1.20	87,248	105.83	65.69	7.17	17.77	4,909	3	-	-
072	C	16.2%	6.19	3.68	1.75	0.76	1.05	283,817	127.21	86.06	10.21	19.63	14,459	5	-	-
090	S	19.7%	6.15	3.19	1.50	1.46	1.15	235,168	103.44	65.67	6.93	17.70	13,286	8	-	-
560	C	17.2%	5.88	3.33	1.58	0.96	1.02	580,477	135.31	91.65	11.43	22.79	25,467	13	-	-
129	N	18.4%	5.83	3.49	1.60	0.74	1.15	173,434	98.84	64.41	7.96	15.85	10,943	3	-	-
071	N	17.8%	5.79	3.38	1.59	0.83	1.08	466,705	98.10	64.37	7.99	16.24	28,740	9	-	-
024	N	18.4%	5.74	3.37	1.61	0.79	1.12	108,311	96.78	63.93	7.85	15.94	6,795	2	-	-
143	N	17.9%	5.71	3.51	1.61	0.58	1.12	146,946	96.44	63.82	8.45	15.45	9,512	2	-	-
091	S	20.1%	5.69	3.30	1.55	0.85	1.22	304,154	99.14	64.61	6.86	16.34	18,612	6	-	-
056	N	17.6%	5.69	3.11	1.48	1.10	0.98	311,577	127.18	86.05	11.63	22.84	13,644	8	-	-
059	C	18.7%	5.58	3.16	1.48	0.94	1.07	410,768	100.93	64.93	8.26	17.68	23,234	9	-	-
037	N	18.3%	5.27	3.08	1.46	0.73	1.02	707,073	133.75	90.46	10.29	24.06	29,389	12	-	-
055	C	20.0%	5.15	3.03	1.44	0.69	1.12	999,390	129.75	87.85	11.47	23.24	43,003	16	-	-
026	N	19.8%	5.15	2.94	1.38	0.83	1.07	309,298	98.01	64.25	9.30	18.19	17,004	6	-	-
054	N	18.5%	5.14	3.11	1.47	0.56	1.04	914,931	136.82	92.60	11.58	24.35	37,573	12	-	-
050	N	17.6%	5.14	3.02	1.43	0.69	0.95	910,339	133.89	90.71	11.59	24.81	36,691	7	-	5
070	C	18.8%	5.04	3.00	1.41	0.63	1.05	747,167	120.08	79.87	9.42	22.54	31,634	11	-	-
035	N	20.7%	4.70	2.66	1.25	0.80	0.99	644,498	112.89	76.36	9.81	23.10	28,085	12	-	-
030	N	20.3%	4.68	2.74	1.29	0.64	1.02	467,490	97.29	64.09	7.47	19.23	24,312	7	-	-
089	S	21.7%	4.45	2.71	1.28	0.47	1.11	275,225	97.77	64.19	7.72	19.20	14,338	3	-	-
025	N	23.1%	4.29	2.48	1.17	0.64	1.09	336,949	98.23	64.30	7.86	20.71	16,274	5	-	-
543	N	22.3%	4.19	2.41	1.14	0.63	1.02	878,382	132.81	90.01	11.56	29.03	30,256	13	-	-
029	N	22.2%	4.02	2.44	1.16	0.41	1.03	1,504,759	132.04	89.49	11.31	28.51	52,785	13	-	1
047	C	24.4%	3.88	2.30	1.09	0.49	1.10	1,671,694	131.11	88.81	11.30	29.18	57,289	19	-	-
033	N	23.0%	3.77	2.18	1.03	0.56	0.96	304,245	97.00	63.99	7.78	23.28	13,070	4	-	-
057	C	25.7%	3.74	2.07	0.98	0.68	1.06	2,079,969	136.69	92.65	12.25	33.18	62,695	5	-	18
057X	C	27.6%	3.57	1.91	0.91	0.75	1.07	411,067	119.35	80.63	10.81	30.72	13,382	1	-	4
046	N	26.6%	3.50	1.98	0.93	0.60	1.05	502,278	97.54	64.10	8.40	24.64	20,381	7	-	-
038	N	27.4%	3.26	1.80	0.85	0.62	1.00	904,079	98.75	64.43	7.98	27.10	33,360	13	-	-
053	C	26.6%	3.26	1.92	0.91	0.43	1.02	1,600,204	128.86	87.04	13.95	33.43	47,874	16	-	-
043	N	26.9%	3.21	1.96	0.93	0.31	1.06	1,643,176	128.09	86.59	12.55	32.36	50,771	12	-	-
060	C	25.4%	3.13	1.97	0.93	0.23	0.99	1,490,090	130.07	88.15	11.44	33.46	44,538	8	-	-
066	C	29.2%	2.93	1.73	0.82	0.38	1.05	1,582,486	129.55	87.66	12.12	35.96	44,009	14	-	-
042	N	29.7%	2.75	1.55	0.73	0.48	0.96	1,259,232	98.33	64.28	8.80	30.36	41,480	14	-	-
064	C	30.3%	2.54	1.53	0.73	0.28	0.98	1,680,715	128.72	87.05	12.86	39.77	42,266	11	-	-

- (1) Total bus count (529) is based on PM weekday equipment requirements.
(2) Bus count for spares is estimated to be 90.
(3) Bus count for route 57X is estimate based on total route 57 equipment requirement.
(4) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.
(5) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Express Service (Sort by Subsidy per Boarding) Fiscal Year 2016-17 Through Q3

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
216	S	4.5%	\$ 32.88	\$ 13.09	\$ 9.58	\$ 10.22	\$ 1.07	2,796	\$ 147.85	\$ 84.97	\$ 6.56	6.23	449	-	-	1
721	N	5.7%	31.91	18.24	7.97	5.71	1.58	22,534	197.29	136.12	7.05	7.10	3,174	3	-	-
701	C	8.1%	31.76	16.85	7.36	7.54	2.13	17,056	227.36	156.47	9.60	8.63	1,976	3	-	-
211	C	4.8%	30.17	11.49	8.41	10.26	1.00	20,876	106.64	63.20	6.02	5.10	4,092	5	-	-
794	C	16.6%	29.89	11.63	8.51	9.75	4.01	26,385	160.84	98.85	5.92	6.66	3,962	6	-	-
212	S	5.2%	26.06	10.49	7.68	7.89	1.00	7,244	135.04	75.05	6.91	7.05	1,028	-	2	-
206	C	6.8%	22.72	8.36	6.12	8.25	1.05	15,591	140.93	76.93	7.05	9.08	1,718	3	-	-
213	N	8.0%	17.92	6.58	4.82	6.52	1.00	26,281	122.26	67.78	6.96	9.86	2,664	4	-	-

(1) Total bus count (529) is based on PM weekday equipment requirements.

(2) Bus count for spares is estimated to be 90.

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



OCTA Operating Statistics By Route for Stationlink Service (Sort by Subsidy per Boarding) Fiscal Year 2016-17 Through Q3

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
430	N	2.5%	\$ 51.46	\$ 21.37	\$ 16.54	\$ 13.54	\$ 0.95	4,219	\$ 129.46	\$ 72.23	\$ 14.85	3.33	1,267	-	2	-
490	S	3.9%	32.66	13.13	10.16	9.37	0.94	6,100	132.48	73.20	12.32	5.47	1,116	-	2	-
463	C	5.5%	28.80	9.23	7.15	12.42	0.95	17,256	129.58	72.81	12.37	7.48	2,307	5	-	-
411	N	4.6%	23.64	9.47	7.33	6.83	0.81	4,182	114.00	68.52	12.66	6.47	646	-	1	-
480	C	9.5%	13.62	4.86	3.76	5.00	0.91	17,135	128.22	72.34	11.05	13.46	1,273	2	-	-
472	C	13.0%	11.69	3.56	2.75	5.38	0.94	23,881	123.72	71.21	10.03	17.07	1,399	3	-	-
473	C	14.7%	9.03	2.89	2.24	3.90	0.89	32,986	130.00	72.36	12.13	21.60	1,527	3	-	-
454	N	14.2%	9.01	3.04	2.36	3.61	0.90	35,577	135.96	73.85	18.14	21.60	1,647	3	-	-
453	N	14.9%	8.00	2.78	2.15	3.06	0.87	27,984	133.21	73.39	20.02	22.96	1,219	2	-	-
462	C	18.3%	6.93	2.38	1.84	2.71	0.95	31,661	117.59	69.51	17.36	22.72	1,394	2	-	-

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OCTA Operating Statistics By Route for Local and Community Services (Sort by Boardings)
Fiscal Year 2016-17 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	CostVSM	Board/VSH	VSH	Bus Count	
														40 FT	32 FT
057	C	25.7%	\$ 3.74	\$ 2.07	\$ 0.98	\$ 0.68	\$ 1.06	2,079,969	\$ 136.69	\$ 92.65	\$ 12.25	33.18	62,695	5	-
064	C	30.3%	2.54	1.53	0.73	0.28	0.98	1,680,715	128.72	87.05	12.86	39.77	42,266	11	-
047	C	24.4%	3.88	2.30	1.09	0.49	1.10	1,671,694	131.11	88.81	11.30	29.18	57,289	19	-
043	N	26.9%	3.21	1.96	0.93	0.31	1.06	1,643,176	128.09	86.59	12.55	32.36	50,771	12	-
053	C	26.6%	3.26	1.92	0.91	0.43	1.02	1,600,204	128.86	87.04	13.95	33.43	47,874	16	-
066	C	29.2%	2.93	1.73	0.82	0.38	1.05	1,582,486	129.55	87.66	12.12	35.96	44,009	14	-
029	N	22.2%	4.02	2.44	1.16	0.41	1.03	1,504,759	132.04	89.49	11.31	28.51	52,785	13	-
060	C	25.4%	3.13	1.97	0.93	0.23	0.99	1,490,090	130.07	88.15	11.44	33.46	44,538	8	-
042	N	29.7%	2.75	1.55	0.73	0.48	0.96	1,259,232	98.33	64.28	8.80	30.36	41,480	14	-
055	C	20.0%	5.15	3.03	1.44	0.69	1.12	999,390	129.75	87.85	11.47	23.24	43,003	16	-
054	N	18.5%	5.14	3.11	1.47	0.56	1.04	914,931	136.82	92.60	11.58	24.35	37,573	12	-
050	N	17.6%	5.14	3.02	1.43	0.69	0.95	910,339	133.89	90.71	11.59	24.81	36,691	7	-
038	N	27.4%	3.26	1.80	0.85	0.62	1.00	904,079	98.75	64.43	7.98	27.10	33,360	13	-
543	N	22.3%	4.19	2.41	1.14	0.63	1.02	878,382	132.81	90.01	11.56	29.03	30,256	13	-
070	C	18.8%	5.04	3.00	1.41	0.63	1.05	747,167	120.08	79.87	9.42	22.54	31,634	11	-
037	N	18.3%	5.27	3.08	1.46	0.73	1.02	707,073	133.75	90.46	10.29	24.06	29,389	12	-
035	N	20.7%	4.70	2.66	1.25	0.80	0.99	644,498	112.89	76.36	9.81	23.10	28,085	12	-
560	C	17.2%	5.88	3.33	1.58	0.96	1.02	580,477	135.31	91.65	11.43	22.79	25,467	13	-
083	C	15.3%	6.40	3.89	1.85	0.67	1.03	514,963	135.27	92.29	7.51	19.98	25,768	8	-
046	N	26.6%	3.50	1.98	0.93	0.60	1.05	502,278	97.54	64.10	8.40	24.64	20,381	7	-
030	N	20.3%	4.68	2.74	1.29	0.64	1.02	467,490	97.29	64.09	7.47	19.23	24,312	7	-
071	N	17.8%	5.79	3.38	1.59	0.83	1.08	466,705	98.10	64.37	7.99	16.24	28,740	9	-
001	S	10.3%	9.55	5.97	2.83	0.75	1.01	459,287	133.61	91.21	8.08	13.62	33,723	8	-
057X	C	27.6%	3.57	1.91	0.91	0.75	1.07	411,067	119.35	80.63	10.81	30.72	13,382	1	-
059	C	18.7%	5.58	3.16	1.48	0.94	1.07	410,768	100.93	64.93	8.26	17.68	23,234	9	-
025	N	23.1%	4.29	2.48	1.17	0.64	1.09	336,949	98.23	64.30	7.86	20.71	16,274	5	-
066	N	17.6%	5.69	3.11	1.48	1.10	0.98	311,577	127.18	86.05	11.63	22.84	13,644	8	-
026	N	19.8%	5.15	2.94	1.38	0.83	1.07	309,298	98.01	64.25	9.30	18.19	17,004	6	-
033	N	23.0%	3.77	2.18	1.03	0.56	0.96	304,245	97.00	63.99	7.78	23.28	13,070	4	-
091	S	20.1%	5.69	3.30	1.55	0.85	1.22	304,154	99.14	64.61	6.86	16.34	18,612	6	-
079	C	13.2%	6.83	4.04	1.90	0.90	0.90	286,465	97.25	64.10	8.23	14.23	20,128	6	-
072	C	16.2%	6.19	3.68	1.75	0.76	1.05	283,817	127.21	86.06	10.21	19.63	14,459	5	-
089	S	21.7%	4.45	2.71	1.28	0.71	1.11	275,225	97.77	64.19	7.72	19.20	14,338	3	-
090	S	19.7%	6.15	3.19	1.50	1.46	1.15	235,168	103.44	65.67	6.93	17.70	13,286	8	-
129	N	18.4%	5.83	3.49	1.60	0.74	1.12	173,434	98.84	64.41	7.96	15.85	10,943	3	-
143	N	17.9%	5.71	3.51	1.61	0.58	1.12	146,946	96.44	63.82	8.45	15.45	9,512	2	-
167	C	13.3%	8.15	4.69	2.15	1.30	1.05	131,508	97.08	64.06	7.89	12.30	10,689	4	-
150	C	14.5%	7.66	4.34	1.99	1.33	1.13	129,043	125.35	84.67	12.37	17.24	7,452	4	-
086	C	14.9%	6.91	3.97	1.87	1.07	1.02	119,719	97.12	64.05	7.53	14.16	8,452	3	-
024	N	18.4%	5.74	3.37	1.58	0.79	1.12	108,311	96.78	63.93	7.85	15.94	6,795	2	-
153	N	13.3%	7.97	4.91	2.26	0.80	1.10	107,107	96.10	63.78	7.53	11.63	9,208	2	-
178	C	12.1%	8.62	5.01	2.30	1.31	1.00	97,845	98.69	64.39	7.76	11.88	8,237	3	-
085	S	12.4%	9.52	5.55	2.61	1.35	1.16	94,934	98.04	63.81	7.41	10.52	9,027	3	-
082	S	20.2%	6.23	3.23	1.52	1.47	1.20	87,248	105.83	65.69	7.17	17.77	4,909	3	-
177	S	14.8%	7.99	4.67	2.15	1.18	1.18	72,767	97.26	64.06	7.54	12.16	5,983	2	-
076	C	12.2%	8.78	5.15	2.44	1.19	1.05	72,323	130.69	88.39	11.11	15.12	4,784	2	-
087	S	14.2%	7.71	4.42	2.08	1.22	1.08	70,215	99.17	64.61	6.42	13.10	5,360	2	-
021	N	9.8%	12.18	6.65	3.13	2.40	1.07	53,468	106.34	66.37	7.76	9.80	5,454	3	-

(1) Total bus count (529) is based on PM weekday equipment requirements.

(2) Bus count for spares is estimated to be 90.

(3) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(4) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

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



OCTA Operating Statistics By Route for Express Service (Sort by Boardings) Fiscal Year 2016-17 Through Q3

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
794	C	16.6%	\$ 29.89	\$ 11.63	\$ 8.51	\$ 9.75	\$ 4.01	26,385	\$ 160.84	\$ 98.85	\$ 5.92	6.66	3,962	6	-	-
213	N	8.0%	17.92	6.58	4.82	6.52	1.00	26,281	122.26	67.78	6.96	9.86	2,664	4	-	-
721	N	5.7%	31.91	18.24	7.97	5.71	1.58	22,534	197.29	136.12	7.05	7.10	3,174	3	-	-
211	C	4.8%	30.17	11.49	8.41	10.26	2.00	20,876	106.64	63.20	6.02	5.10	4,092	5	-	-
701	C	8.1%	31.76	16.85	7.36	7.54	2.13	17,056	227.36	156.47	9.60	8.63	1,976	3	-	-
206	C	6.8%	22.72	8.36	6.12	8.25	1.05	15,591	140.93	76.93	7.05	9.08	1,718	3	-	-
212	S	5.2%	26.06	10.49	7.68	7.89	1.00	7,244	135.04	75.05	6.91	7.05	1,028	-	2	-
216	S	4.5%	32.88	13.09	9.58	10.22	1.07	2,796	147.85	84.97	6.56	6.23	449	-	1	-

(1) Total bus count (529) is based on PM weekday equipment requirements.

(2) Bus count for spares is estimated to be 90.

(3) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(4) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

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



OCTA Operating Statistics By Route for Stationlink Service (Sort by Boardings) Fiscal Year 2016-17 Through Q3

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
454	N	14.2%	9.01	\$ 3.04	\$ 2.36	\$ 3.61	\$ 0.90	35,577	\$ 135.96	\$ 73.85	\$ 18.14	21.60	1,647	3	-	-
473	C	14.7%	9.03	2.89	2.24	3.90	0.89	32,986	130.00	72.36	12.13	21.60	1,527	3	-	-
462	C	18.3%	6.93	2.38	1.84	2.71	0.95	31,661	117.59	69.51	17.36	22.72	1,394	2	-	-
453	N	14.9%	8.00	2.78	2.15	3.06	0.87	27,984	133.21	73.39	20.02	22.96	1,219	2	-	-
472	C	13.0%	11.69	3.56	2.75	5.38	0.94	23,881	123.72	71.21	10.03	17.07	1,399	3	-	-
463	C	5.5%	28.80	9.23	7.15	12.42	0.95	17,256	129.58	72.81	12.37	7.48	2,307	5	-	-
480	C	9.5%	13.62	4.86	3.76	5.00	0.91	17,135	128.22	72.34	11.05	13.46	1,273	2	-	-
490	S	3.9%	32.66	13.13	10.16	9.37	0.94	6,100	132.48	73.20	12.32	5.47	1,116	-	2	-
430	N	2.5%	51.46	21.37	16.54	13.54	0.95	4,219	129.46	72.23	14.85	3.33	1,267	-	2	-
411	N	4.6%	23.64	9.47	7.33	6.83	0.81	4,182	114.00	68.52	12.66	6.47	646	-	1	-

(1) Total bus count (529) is based on PM weekday equipment requirements.

(2) Bus count for spares is estimated to be 90.

(3) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(4) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

(5) 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
21	Buena Park - Huntington Beach	via Valley View St/ Bolsa Chica Rd	LOCAL
24	Buena Park - Orange	via Malvern Ave/ Chapman Ave/ Tustin Ave	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Placentia	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	Los Alamitos - 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
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	Anaheim - Irvine	via Tustin Ave/ Hewes St/ Irvine Blvd	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
206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
211	Seal Beach - Irvine Express	via 405 Fwy	EXPRESS BUS
212	Irvine - San Juan Capistrano Express	via 405 Fwy	EXPRESS BUS
213	Brea - Irvine Express	via 55 Fwy	EXPRESS BUS
216	San Juan Capistrano - Costa Mesa Express	via 405 Fwy	EXPRESS BUS
411	Anaheim Canyon Metrolink Station - Canyon Corporate Center	via Coronado St/ La Palma Ave	STATIONLINK
430	Anaheim Regional Transportation Intermodal Center - Anaheim Resort Area	via Katella Ave/ Harbor Blvd/ Ball Rd	STATIONLINK
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
454	Orange Transportation Center - Garden Grove	via Chapman Ave/ Metropolitan Dr	STATIONLINK
462	Santa Ana Regional transportation Center - Civic Center	via Santa Ana Blvd/ Civic Center Dr	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - I.B.C	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station to U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
490	Laguna Niguel / Mission Viejo Metrolink Station - Aliso Viejo	via Crown Valley Pkwy/ Moulton Pkwy/ Aliso Viejo	STATIONLINK
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	Santa Ana - Long Beach	via 17th St/ Westminster Blvd	BRAVO
701	Huntington Beach - Los Angeles Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	Fullerton - Los Angeles Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
794	Riverside / Corona - South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS

OC Bus 360° Plan: Performance to Date

The approved bus service changes under the OC 360° Bus Plan were implemented in June and October 2016. Provided below is a series of charts that the report route performance of the routes changed under the plan. In this review, performance is measured by change in average weekday boardings and average boardings per revenue vehicle hour (B/RVH). This analysis is necessary and on-going to gauge the effectiveness of the recommended changes and overall plan.

As of March 2017, the performance of OC Bus Service to date are summarized in the table below:

Route Type	Ridership				Productivity			
	Mar-16	Mar-17	Δ (#)	Δ (%)	Mar-16	Mar-17	Δ (#)	Δ (%)
Reduced Service in June	2,481	1,166	(1,315)	-53.0%	13.0	17.8	4.8	37.3%
Improved Service in June	21,979	22,892	913	4.2%	33.3	26.6	(6.7)	-20.2%
Reduced Service in October	10,281	8,009	(2,273)	-22.1%	20.1	25.9	5.9	29.3%
Improved Service in October	10,286	11,360	1,074	10.4%	23.3	18.2	(5.1)	-21.9%
Fare Increase Only	586	431	(155)	-26.4%	8.5	6.2	(2.3)	-27.1%
No Change	91,017	88,795	(2,222)	-2.4%	28.1	27.6	(0.5)	-1.9%
Total	136,630	132,652	(3,978)	-2.9%	26.7	26.0	(0.7)	-2.6%

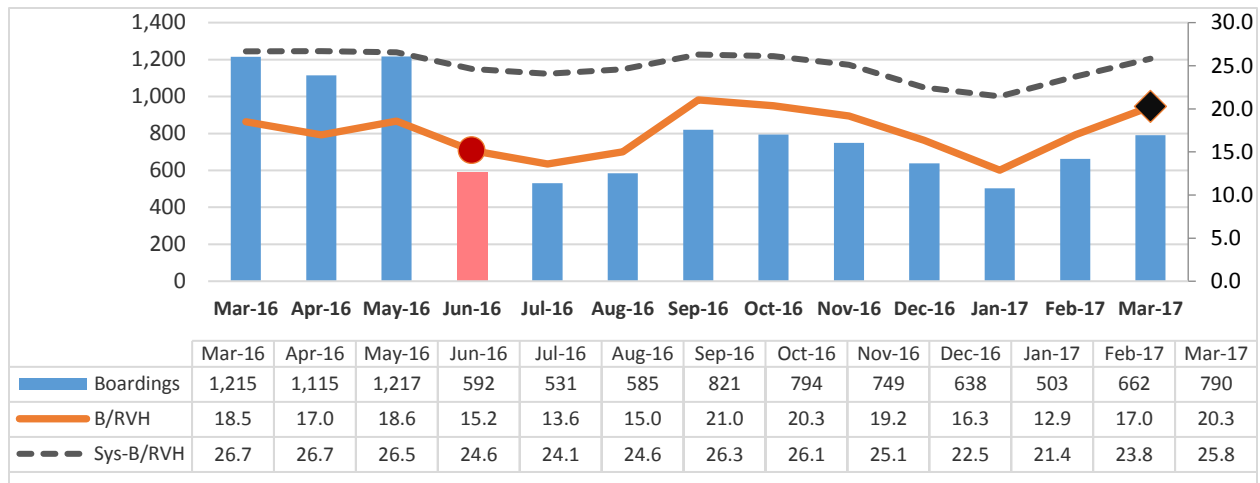
Ridership: Average Weekday Boardings, Productivity: Boardings per Revenue Vehicle Hour (B/RVH)

Δ: Change

- Routes with reduced service decreased in average weekday boardings, but experienced improved service productivity
- Routes with improved service increased in average weekday boardings, but experienced lower service productivity;
- At the route level, productivity is trending positively with respect to the system average
- The fare increase implemented in February 2017 on six (6) intra- and inter-county express services resulted in decreased ridership and productivity
- Routes that were unchanged collectively experienced a drop of 2.4 percent in average weekday boardings and a 1.9 percent drop in service productivity

The following charts are provided for a route-level review of the performance of routes that were modified and remain in service (routes that were eliminated in June or October of 2016 are not included unless replaced with a restructure service). The charts show the average daily boardings for the last 13 months with the measurement shown on the left vertical axis. The red or green colored bar indicates the time of the service change and whether it was a service reduction (pink) or a service improvement (green). Productivity is provided on the secondary vertical axis on the right side of the chart. The productivity (boardings per revenue vehicle hour) for the route is in orange. The system average for boardings per revenue vehicle hour is provided in the dashed charcoal line for a means of comparison.

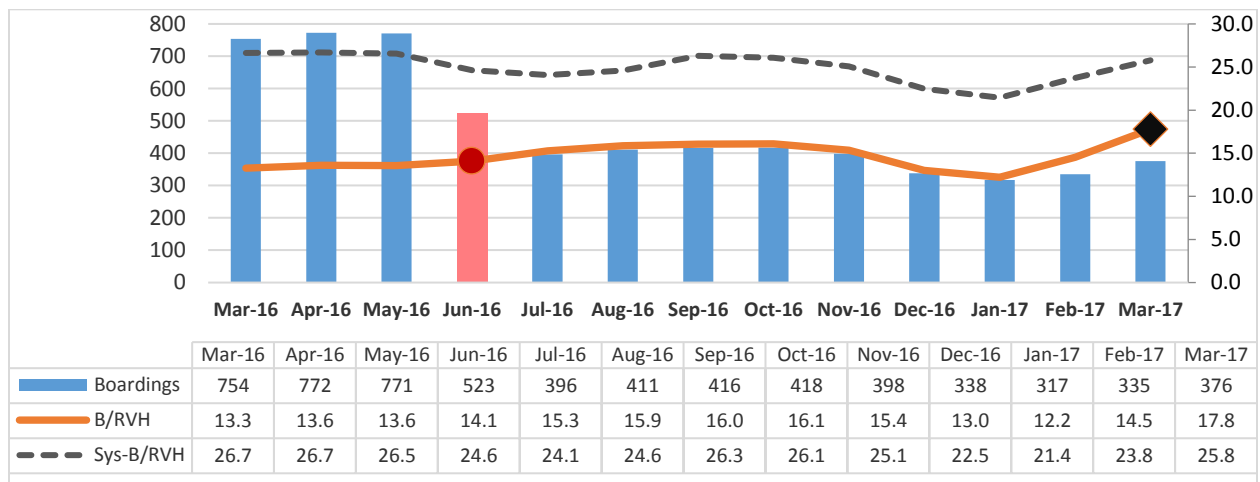
Route 51/145 and Route 150-Santa Ana – Costa Mesa



June 2016 Service Reduction:

- Eliminated Routes 51 and 145 and created new Route 150 to covered most eliminated segments
- Reduced midday service frequency from every 45 minutes to every 70 minutes
- Ridership dropped by 35 percent (March 2016 versus March 2017)
- Productivity improved by nearly two boardings per hour, but remains below the system average

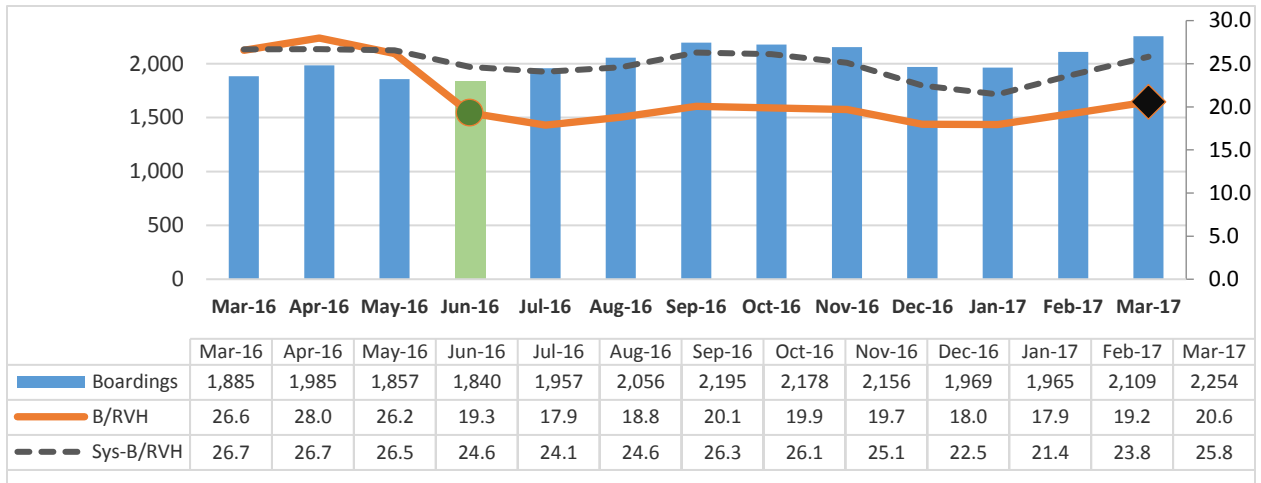
Route 76-Huntington Beach – Newport Beach



June 2016 Service Reduction:

- Eliminated segment of the routes operating south of John Wayne Airport
- Reduced service frequency from every 45 minutes to every 60 minutes during the peak
- Ridership dropped by nearly 50 percent as of March 2017 (March 2016 versus March 2017)
- Productivity improved by 34 percent (4.5 boardings/hour), but remains below the system average

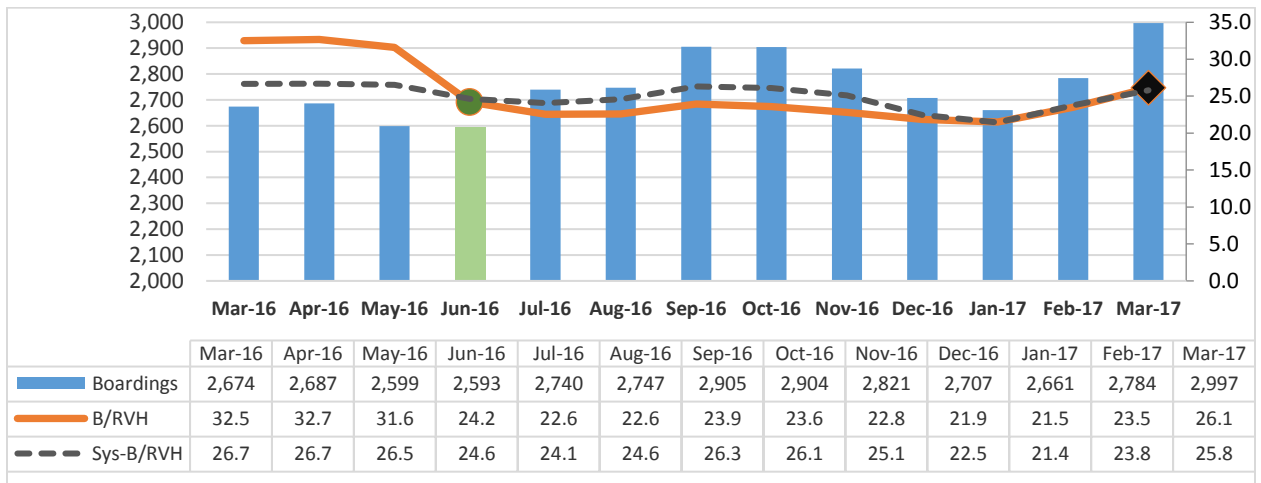
Route 30-Cerritos - Anaheim



June 2016 Service Improvement:

- Improved service frequency from every 45 minutes to every 30 minutes
- Ridership increased by nearly 20 percent (March 2016 versus March 2017)
- Productivity dropped by nearly 23 percent, below the system average, but is trending positively

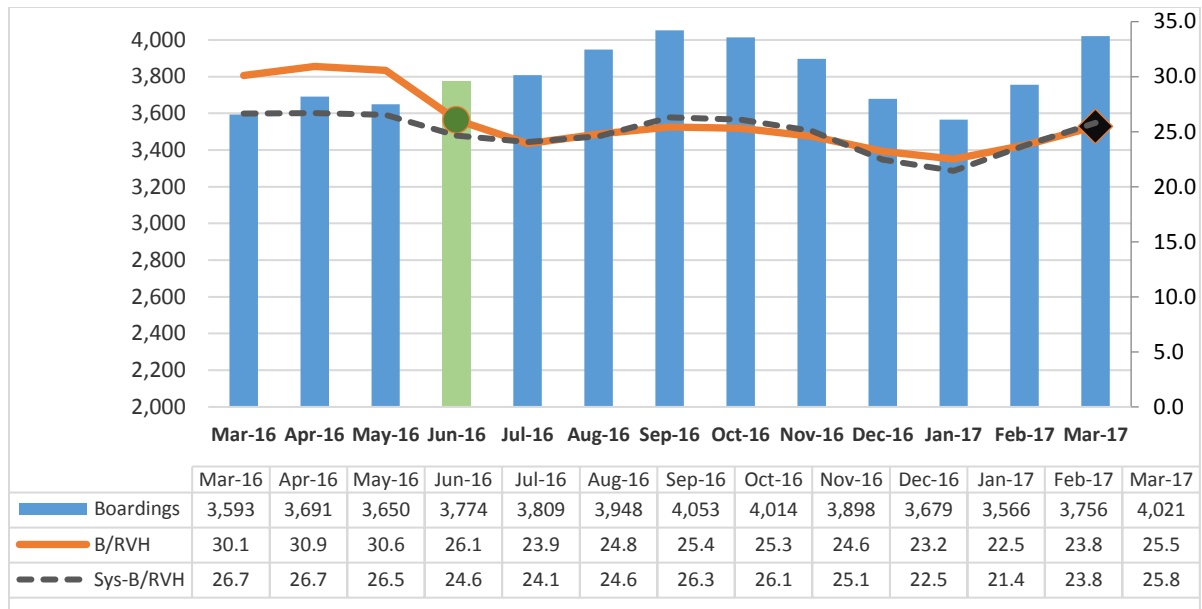
Route 35-Fullerton – Huntington Beach



June 2016 Service Improvement:

- Improved service frequency from every 30 minutes to every 20 minutes during weekday peak from Fullerton Park and Ride down to Brookhurst and Talbert
- Ridership increased by 12 percent (March 2016 versus March 2017)
- Productivity dropped by nearly 20 percent below the system average, but is trending up toward to the system average

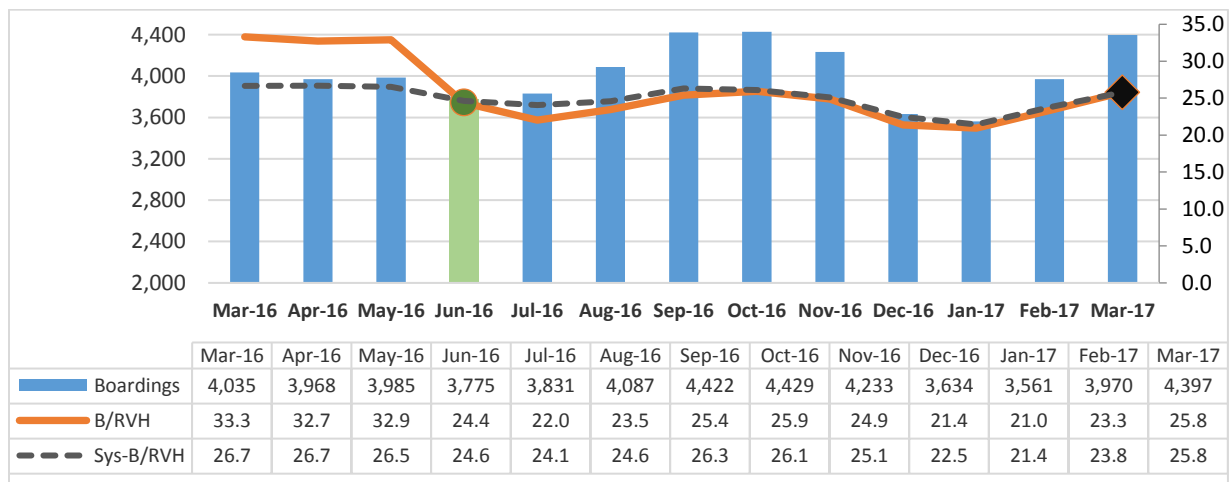
Route 50-Long Beach – Orange



June 2016 Service Improvement:

- Improved service frequency on between Knott and the ARTIC
- Ridership increased by 12 percent (March 2016 versus March 2017)
- Productivity dropped by 15 percent, but is trending positively back toward the system average

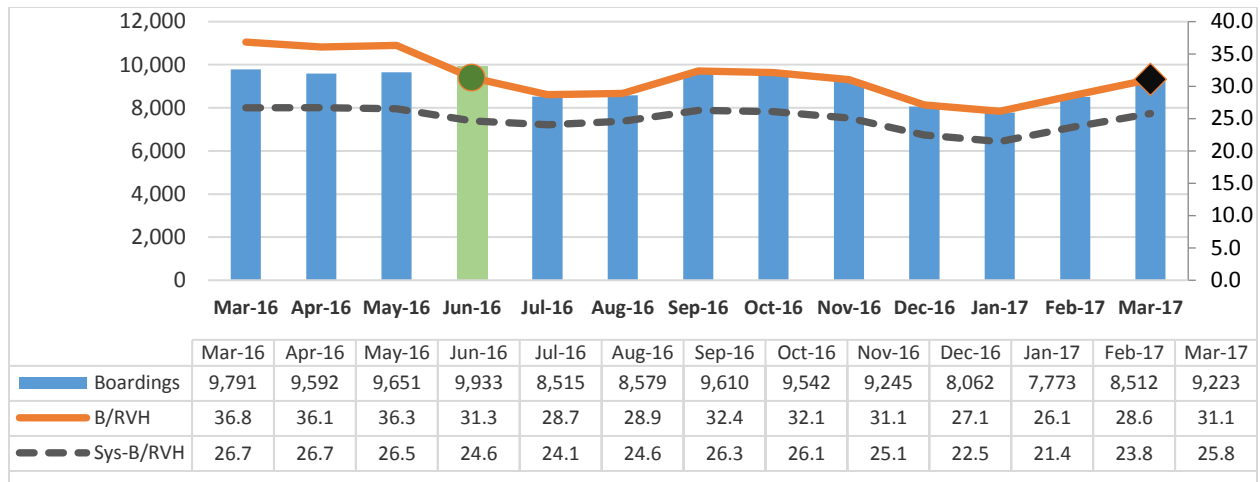
Route 54-Garden Grove - Orange



June 2016 Service Improvement:

- Improved service frequency on Chapman between Beach and Hewes from every 20 minutes to every 15 minutes during the peak and from 30 minutes to 15 minutes during the off-peak.
- Ridership increased by nine percent (March 2016 versus March 2017)
- Productivity dropped by 22 percent, but remains at the system average

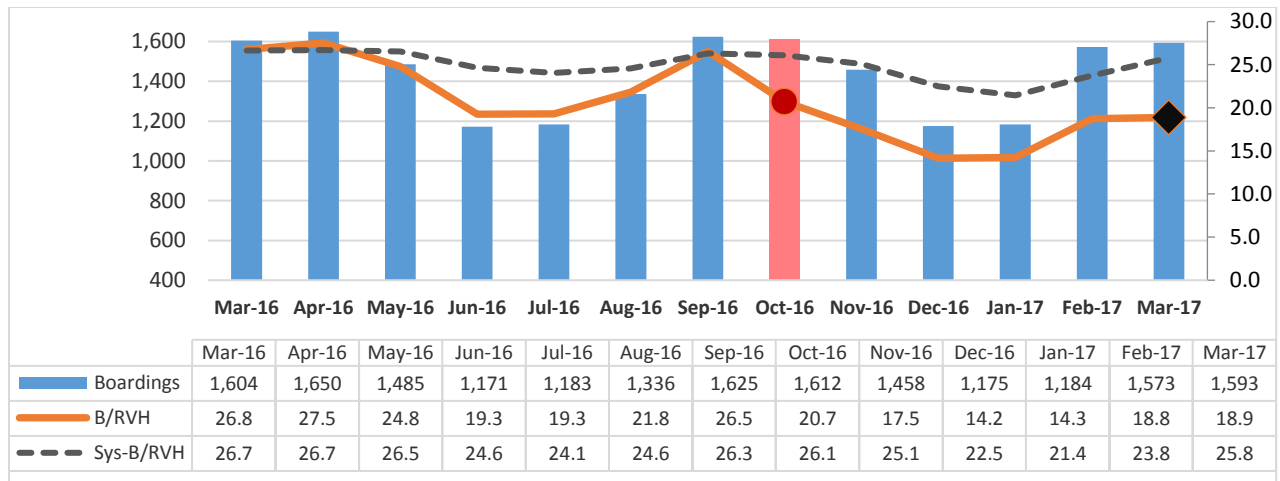
Routes 60-Route 560 Bravo! – 17th Street-Westminster Corridor



June 2016 Service Improvement:

- Introduced Bravo! limited-stop service in the corridor
- Ridership decreased by nearly six percent (March 2016 versus March 2017)
- Productivity dropped by nearly 16 percent, but remains well above the system average

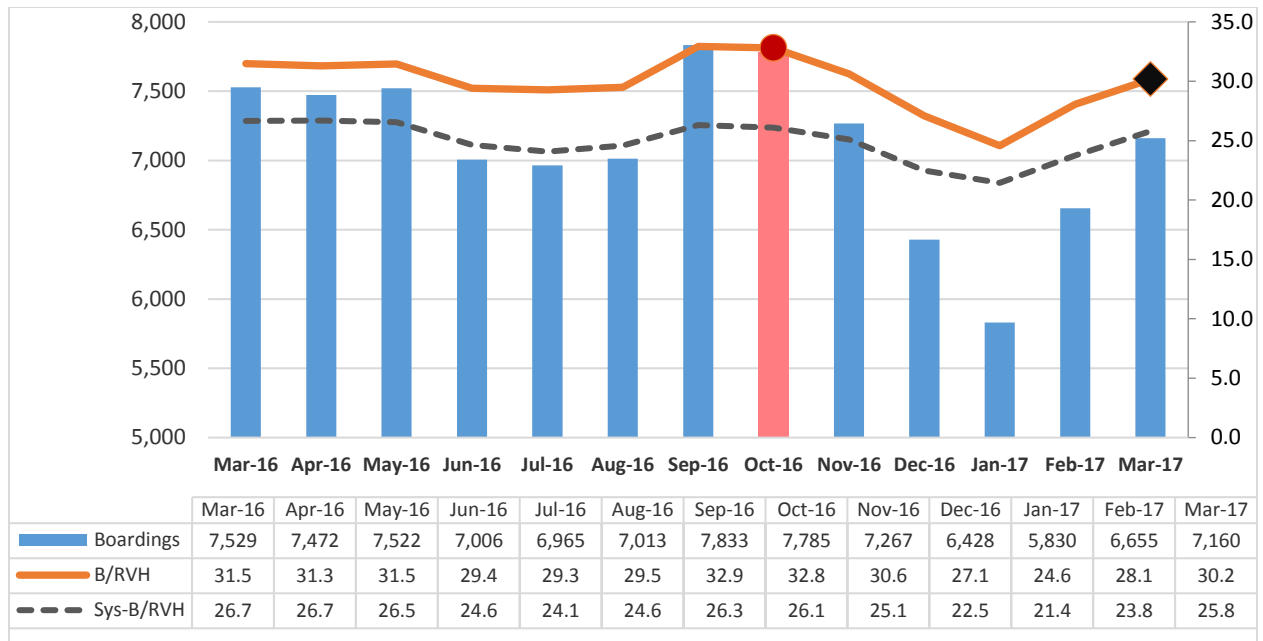
Route 26-Buena Park – Yorba Linda



October 2016 Service Reduction:

- Cut east end of route to Yorba Linda and Rose; increased frequency on remaining segments
- Ridership change of less than one percent (March 2016 versus March 2017)
- Productivity dropped by nearly 30 percent, below the system average

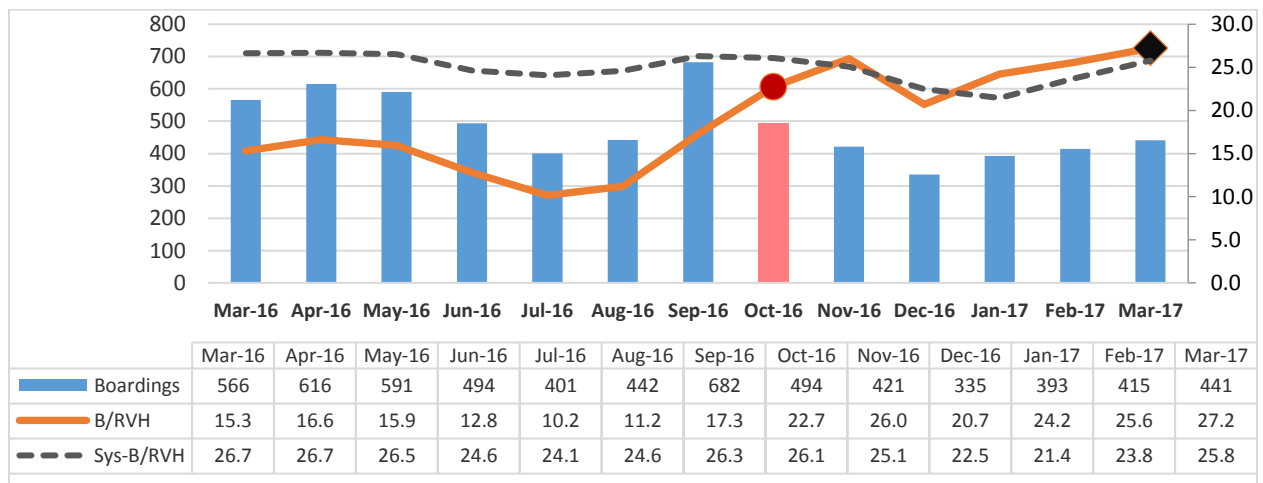
Route 47-Fullerton – Newport Beach



October 2016 Service Reduction:

- Reduced AM peak service frequency by one minute; reduced PM peak frequency by three minutes
- Ridership decreased by nearly 5 percent (March 2016 versus March 2017)
- Productivity dropped by four percent, but remains above the system average

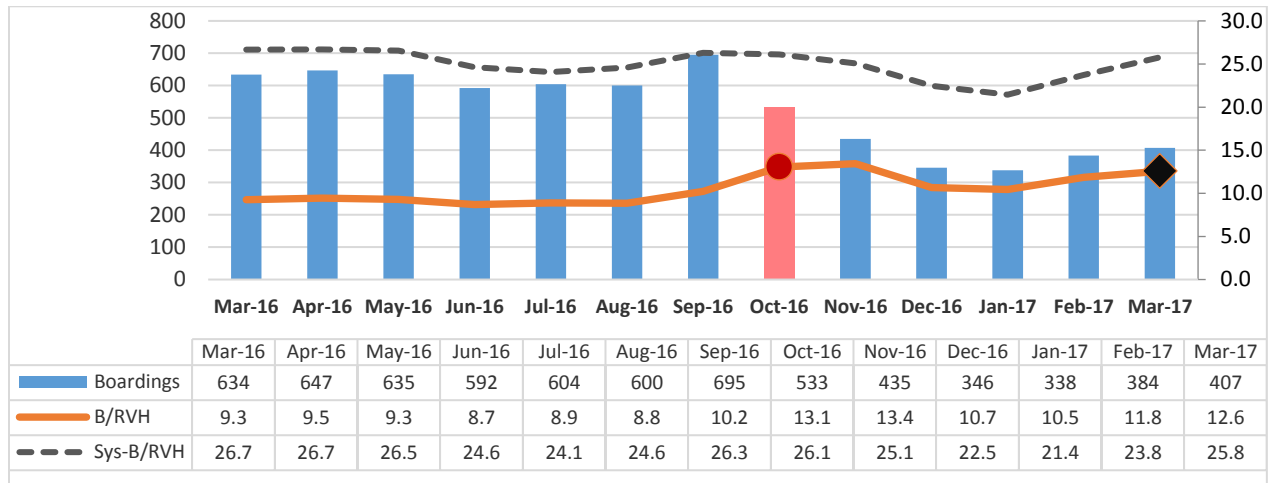
Route 82-Mission Viejo – Rancho Santa Margarita



October 2016 Service Reduction:

- Cut route back south of Santa Margarita at Antonio (low ridership)
- Ridership decreased by 22 percent (March 2016 versus March 2017)
- Productivity increased by 77 percent, moving above the system average

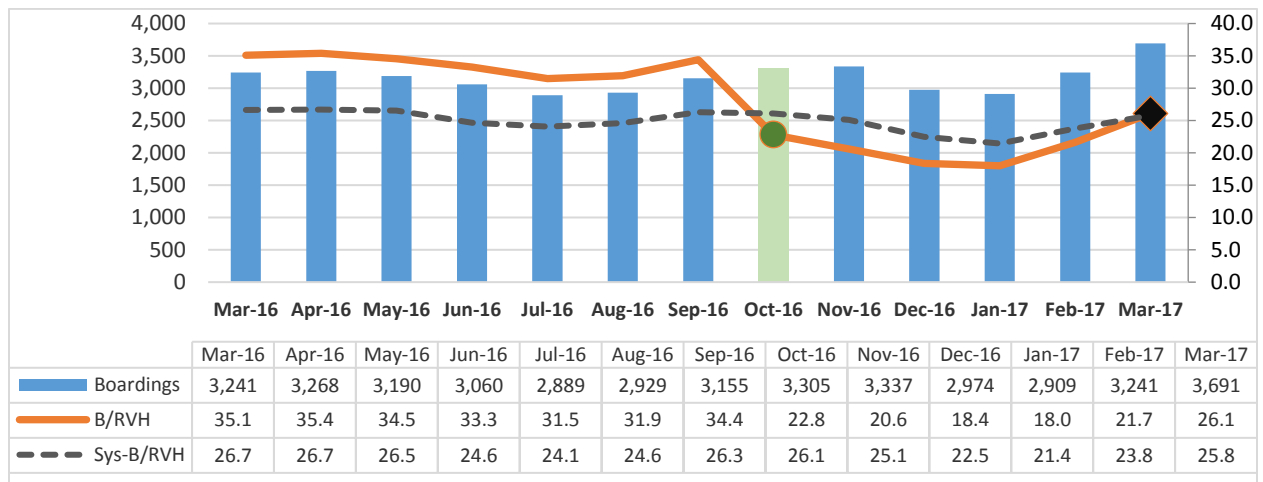
Route 85-Mission Viejo – Dana Point



October 2016 Service Reduction:

- Cut route south of Alicia Parkway at Crown Valley Parkway; reduced frequency to 60 minutes all day
- Ridership decreased by 36 percent (March 2016 versus March 2017)
- Productivity increased by 35 percent, but remains well below the system average

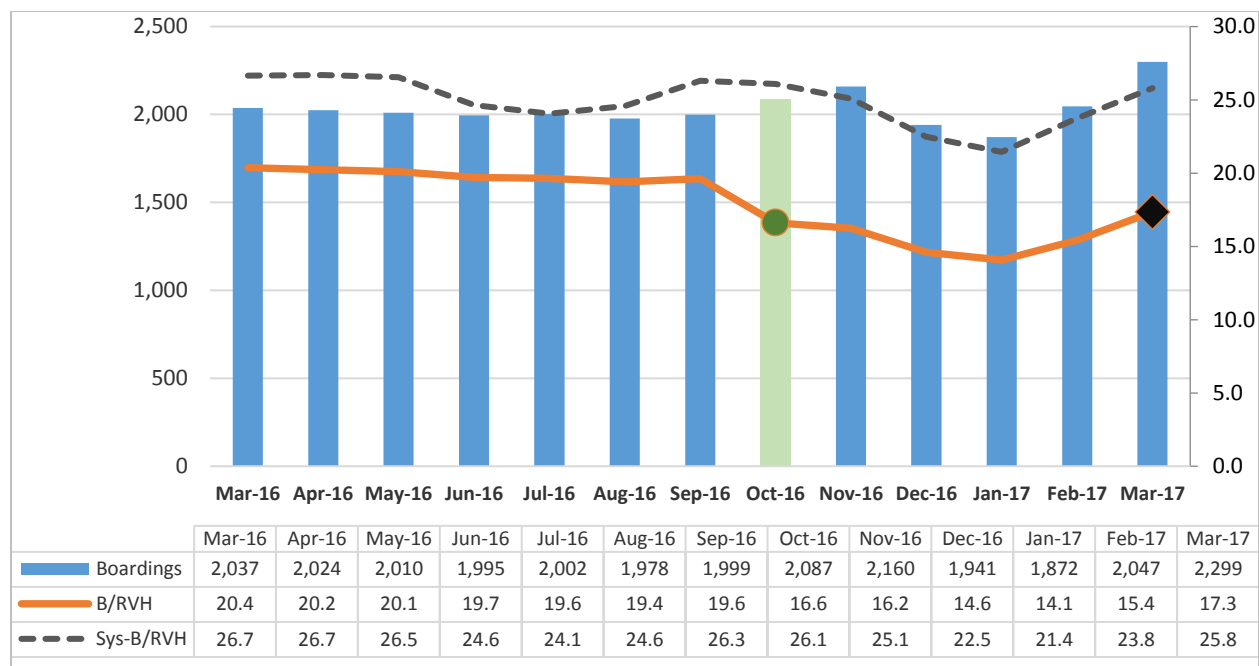
Route 37-La Habra – Fountain Valley



October 2016 Service Improvement:

- Increased peak and midday service frequencies
- Ridership increased by 14 percent (March 2016 versus March 2017)
- Productivity dropped by 26 percent, but is trending toward the system average

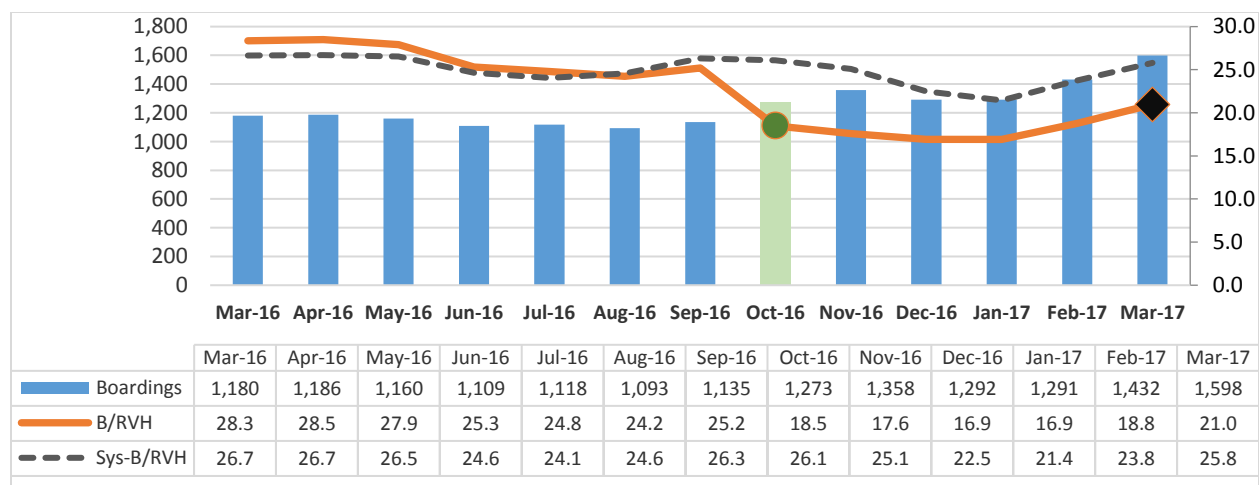
Route 71-Yorba Linda – Newport Beach



October 2016 Service Improvement:

- Increased service frequency from every 45 minutes to every 30 minutes all day
- Ridership increased by 13 percent (March 2016 versus March 2017)
- Productivity dropped by 15 percent, but is trending positively

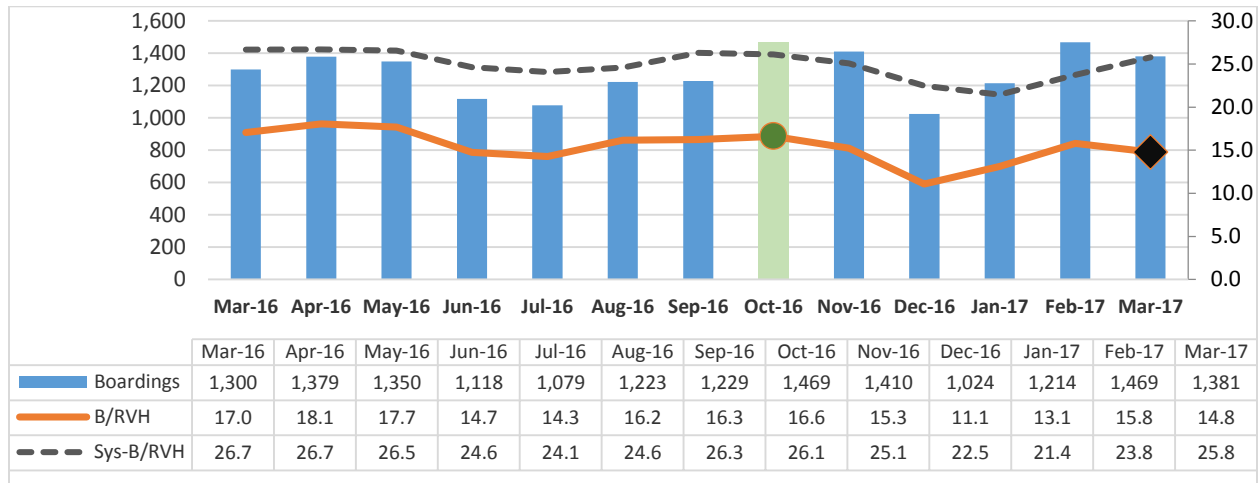
Route 72-Sunset Beach - Tustin



October 2016 Service Improvement:

- Increased peak and midday service frequencies, every 45 and 60 minutes, respectively, to every 30 minutes
- Ridership increased by 35 percent (March 2016 versus March 2017)
- Productivity dropped by 26 percent, but is trending positively

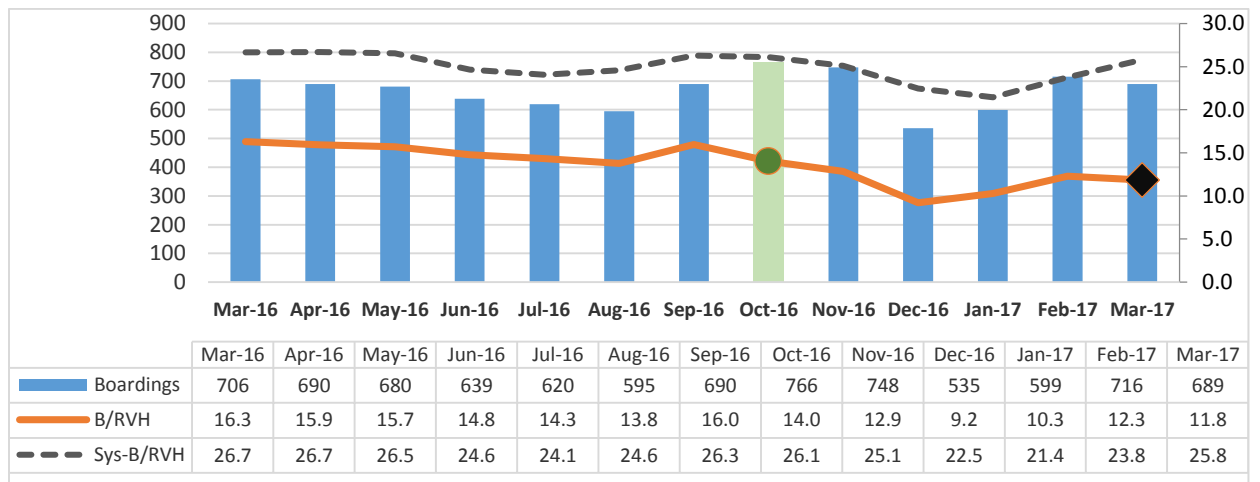
Route 79-Tustin – Newport Beach



October 2016 Service Improvement:

- Increased service frequency to every 30 minutes all day
- Ridership increased by six percent (March 2016 versus March 2017)
- Productivity dropped by 13 percent

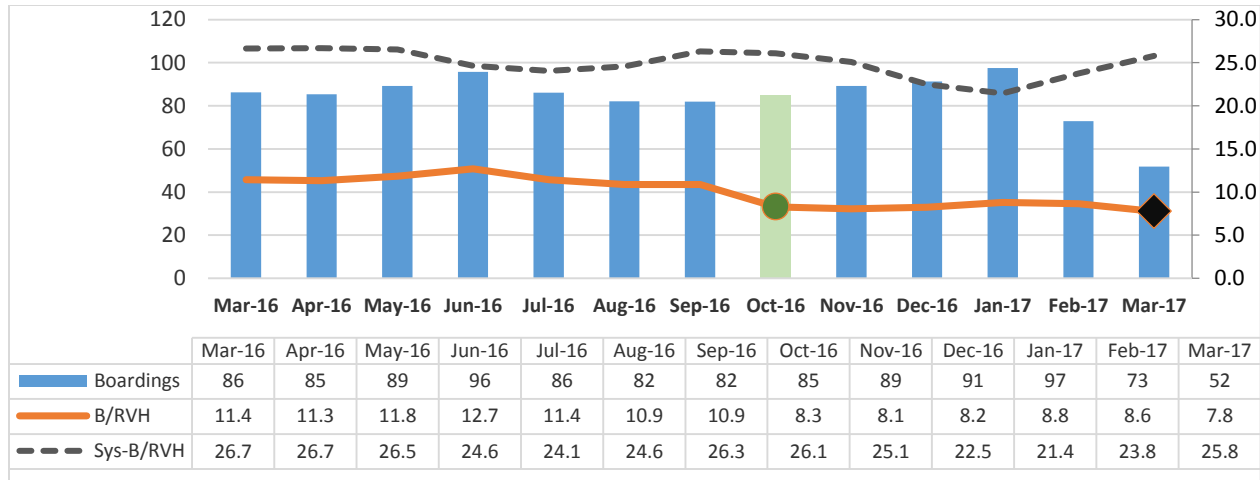
Route 167-Anaheim - Irvine



October 2016 Service Improvement:

- Restructured route to cover sections of Irvine Boulevard and Jeffrey Road no longer served by Routes 79 and 175; cut segment north of the Village at Orange; Extended route to University of California, Irvine
- Ridership decreased by two percent (March 2016 versus March 2017)
- Productivity dropped by 27 percent

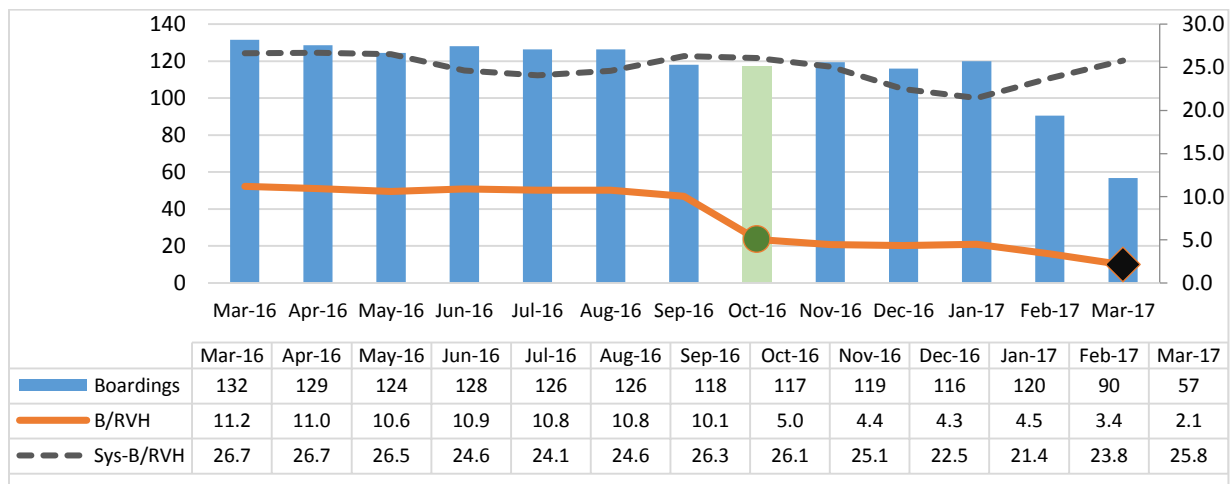
Route 206-Santa Ana – Lake Forest



October 2016 Service Improvement:

- Added a trip to the AM peak and introduced midday trips and an evening trip
- Ridership decreased by 40 percent (March 2016 versus March 2017)
- Productivity dropped by 32 percent
- *The fare increase implemented in Feb. 2017 on this route is likely the reason behind the ridership drop*

Route 211-Irvine – Seal Beach



October 2016 Service Improvement:

- Streamlined route from Irvine Station to Goldenwest Transportation Center via I-405
- Ridership decreased by 57 percent (March 2016 versus March 2017)
- Productivity dropped by 81 percent
- *The fare increase implemented in Feb. 2017 on this route is likely the reason behind the ridership/productivity drop*

Next Steps

Staff will continue to work with the operator of OCTA's Contracted Fixed-Route to improve service reliability. This includes on-going implementation of the On-Time Performance Plan and deploying new vehicles to replace the aging fleet.

The Planning and Transit Divisions will continue to coordinate the development of strategies under the OC Bus 360° Plan that are innovative in attracting new riders, effective in meeting the county's diverse needs, and cost-efficient for system sustainability to improve overall system performance. The impacts of these changes will be monitored on an on-going basis through the fourth quarter and beyond as appropriate.