

2017 Congestion Management Program

Chapter 3

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FIGURE 5: System-Wide Bus Service Standards and Policies

TARGET SERVICE STANDARDS & POLICIES						
	LOCAL ROUTES (1-99 series)	BUS RAPID TRANSIT LIMITED (500-series)	COMMUNITY ROUTES (100-199 series)	EXPRESS ROUTES (200, 700-series)	RAIL FEEDER ROUTES (400-series)	SPECIAL EVENTS (600-series)
SPAN OF SERVICE:						
WEEKDAY:	5:30 A.M. - 8:30 P.M.	5:30 A.M. - 8:30 P.M. (1)	5:30 A.M. - 8:30 P.M. (1)	(1)	(1)	N/A
WEEKENDS & HOLIDAYS	7:00 A.M. - 7:00 P.M.	7:00 A.M. - 7:00 P.M.	7:00 A.M. - 7:00 P.M.	N/A	N/A	N/A
Span is defined as the first and last trips departing the terminal of origin. (1) Based on Demand						
PERFORMANCE STANDARDS:						
BOARDINGS/REVENUE VEHICLE HOUR:	30	25	10	N/A	N/A	N/A
SEAT OCCUPANCY ROUTE:	N/A	N/A	N/A	50%	N/A	N/A
Target service standards are work-toward goals and contingent on available funding						

The current (October 2016) adherence to these standards is detailed below:

Weekday Span¹ of Service Standard Compliance

Service	Yes	No	Partial
Local Routes	27	8	3
Bus Rapid Transit / Limited ²	0	2	0
Community Routes	2	4	1
Express Routes	Based on Demand		
Rail Feeder Routes	Based on Demand		

¹ Span is defined as the first and last trips departing the terminal of origin. Service span varies by weekday, Saturday, or Sunday.

² Bus Rapid Transit/Limited is in partial compliance with AM service starting at 5:00 AM, and not in compliance with the PM standard. The standard is 5:30 AM to 8:30 PM, based on demand.

About 62 percent of routes are in compliance with the Span of Service standard. When schedules are revised for non-complaint routes, staff reviews the service span to see if it can be improved to meet the standards. This review includes looking at ridership on the first and last trips of the day to see if adding service will be cost-effective.

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Weekday Boardings/Revenue Vehicle Hour Standard Compliance

Service	Yes	No
Local Routes	7	31
Bus Rapid Transit / Limited	1	1
Community Routes	7	0
Express Routes	N/A	
Rail Feeder Routes	N/A	

Boardings per revenue hour is OCTA's most important measure of service productivity.

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~~The impact from the effect from the recent decrease in ridership is reflected in this charttable, as local routes saw an increase of noncompliance by about 30 percent since 2015. Recent efforts through OC Bus 360, while showing some promise in those routes that were improved, will require additional time to assess its final outcome as it was recently implemented. Some routes recently improved may need to have service frequencies revisited if they do not meet the standard after three years. Nevertheless, through the program, additional efforts were underway to address the ridership decline. Upcoming service planning will look at making adjustments to other route frequencies to improve productivity.~~

Performance Standards and Policies

The section that follows describes OCTA's Performance Standards & Policies for vehicle load, vehicle headway, on-time performance, and service accessibility. These standards were adopted by the OCTA Board of Directors and are summarized in Figure 6.

While service standards guide the delivery of service, performance measures evaluate the effectiveness of the service.

Performance Measure 1: Vehicle Headway

Vehicle Headway is the time interval between vehicles on a route that allows passengers to gauge how long they will have to wait for the next vehicle. Vehicle headway varies by mode and time of day, and is primarily determined by bus ridership. However, it is also limited by the availability of resources to operate the system.

Peak Weekday Vehicle Headway Standard Compliance

Service	Yes	No	Partial
Local Routes	24	13	1
Bus Rapid Transit / Limited	2	0	0
Community Routes	5	1	1
Express Routes	6	1	1
Rail Feeder Routes	10	0	0

Off Peak Weekday Vehicle Headway Standard Compliance

Service	Yes	No	Partial
Local Routes	20	14	4
Bus Rapid Transit / Limited	1	0	1
Community Routes	3	2	2
Express Routes	N/A		
Rail Feeder Routes	N/A		

Overall, 72 percent and 51 percent of routes system-wide were fully compliant in the peak and off-peak periods, respectively. Some routes could benefit from a decrease in headways (increases in bus frequency), however, there are some routes which have optimal headways that are below the standard due to existing ridership. With changing conditions, OCTA monitors the ridership and its associated optimal headway laying out a priority for improvement pending funding availability. ▲

Performance Measure 2: Vehicle Load

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OCTA's Vehicle Load applies to the maximum number of passengers allowed on a service vehicle in order to ensure the safety and comfort of customers. The load standard is expressed as the ratio of passengers to the number of seats on the vehicle and it varies by mode and by time of day. OCTA passenger loads should not exceed 130 percent of seating capacity during any one-hour peak period on individual local fixed-routes or 100 percent on any express trip. OCTA regularly monitors the system to ensure appropriate allocation of trips on its lines.

Performance Measure 3: On-time

Performance (OTP)

OCTA defines On-Time Performance as not more than five minutes late. On-Time Performance is measured at the time-point. A trip is on-time as long as it does not leave the time-point ahead of the scheduled departure time and no more than five minutes later than the scheduled departure time.



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The On-Time Performance Service Standard is measured at the system line level, of which 85% of the actual departure times will meet the definition for being on-time. Exclusions from On-Time Performance are early departure times at time-points located within Free Running time route segments and Stationlink routes are measured for trips scheduled to arrive at Metrolink stations in the evening. System-wide On-Time Performance for FY15-16 was 85.7%.

Performance Measure 4: Service Accessibility

Service Accessibility is the percentage of population in proximity to bus service. Accessibility to OCTA service is defined as 90% of Orange County jobs and residents are within ½ mile of an OCTA bus route. A review of service accessibility conducted in 2017 shows that 88.1 % of jobs and residents are within ½ mile of an OCTA bus route.

Meeting Transit Service Standards and Policies

~~The lack of ongoing operating revenues, and competing resources (e.g., increasing resources dedicated to paratransit costs), and Recent decreases in ridership~~ contribute to OCTA's inability to meet all standards and policies. The OCTA Short-Range Transit Plan outlines priorities for meeting transit policies and standards as new resources become available. ~~Below is the allocation priority included in the FY13-14 plan:~~The priority for improvements are (in order):