



**March 8, 2018**

**To:** Transit Committee

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

**Subject:** Transit Division Performance Measurements Report for the Second Quarter of Fiscal Year 2017-18

### **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 transit services provided during the second quarter of fiscal year 2017-18. 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 Orange, Los Angeles, and Riverside 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 the ACCESS program are summarized and reported quarterly.

### ***Discussion***

The report (Attachment A) summarizes the performance measurements through the second quarter of fiscal year (FY) 2017-18. 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. DOFR, CFR, and ACCESS services continued to exceed the standard through the second quarter.

Reliability – For on-time performance, overall, the system was within one percent of the standard, with DOFR service performing at approximately 0.4 percent shy of the standard and CFR performing 1.6 percent below the standard. ACCESS performed above standard over the second quarter.

MBRC is the measure used for vehicle reliability. Through the second quarter, ACCESS exceeded the standard, while DOFR and CFR service came in below standard.

Ridership and Productivity – Through the second quarter, ridership and productivity for total fixed-route and ACCESS services exceeded the budgeted projection. The OC Bus 360° Plan adjustments implemented in October 2016 continue to have a positive and productive impact on ridership. Routes improved in October continue to show an increase in average weekday ridership, up 14.7 percent over the same quarter last year. Routes reduced or eliminated maintain the productivity achieved when the service change was implemented during the second quarter of last year, 26.6 boardings per revenue vehicle hour. OCTA staff will continue to monitor the impact of these changes as well as the adjustments implemented on February 11, 2018.

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 through the second quarter, after incorporating the local funds, the FRR exceeded the TDA requirement of 20 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 an industry standard used to measure the cost efficiency of transit service, derived by dividing operating expenses by total revenue vehicle hours and comparing with the actuals from the previous year. Through the second quarter, DOFR and CFR service operated 2.2 percent and 12.5 percent higher than the prior year. This is primarily the result of a retroactive credit for calendar years 2015 and 2016 being applied from the Alternative Fuel Tax Credit received for the prior year. This caused a reduction of the prior year actual per revenue vehicle hour (RVH) by \$4.39 on average. Another factor associated with the remaining increase in cost per RVH for CFR service was the increase in the contracted rate as included in the First Transit, Inc., agreement for FY 2017-18. ACCESS service operated at a lower cost than prior year actuals for this measure.

This report also provides information on unclassified revenue, contractor performance, and quarterly ridership and productivity trends related to service adjustments implemented under the OC Bus 360° Service Plan.

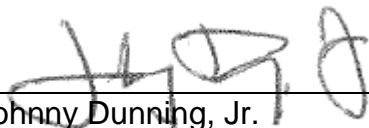
***Summary***

Through the second quarter of FY 2017-18, the ACCESS program showed good performance in all areas. Fixed-route services also achieved the safety and customer service standards. DOFR and CFR services continue to perform below the standard with respect to reliability. Staff continues to take actions to maintain continuous quality improvement in service reliability as detailed in the report. The positive ridership trend for the October 2016 adjustments under the OC Bus 360° Plan continues, while the respective productivity is steady. Staff continues to monitor key indicators, manage the service contracts pursuant to contract requirements, and work to identify other strategies to improve overall system performance.

***Attachment***

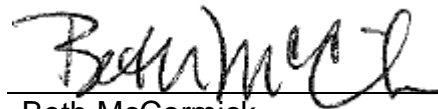
- A. Transit Division Performance Measurements, Fiscal Year 2017-18  
Second Quarter Report

**Prepared by:**



Johnny Dunning, Jr.  
Manager, Scheduling and Customer  
Advocacy  
(714) 560-5710

**Approved by:**



Beth McCormick  
General Manager, Transit Division  
(714) 560-5964