

Transit Division Performance Measurements



Fiscal Year 2017-18
Second Quarter Report

About This Report

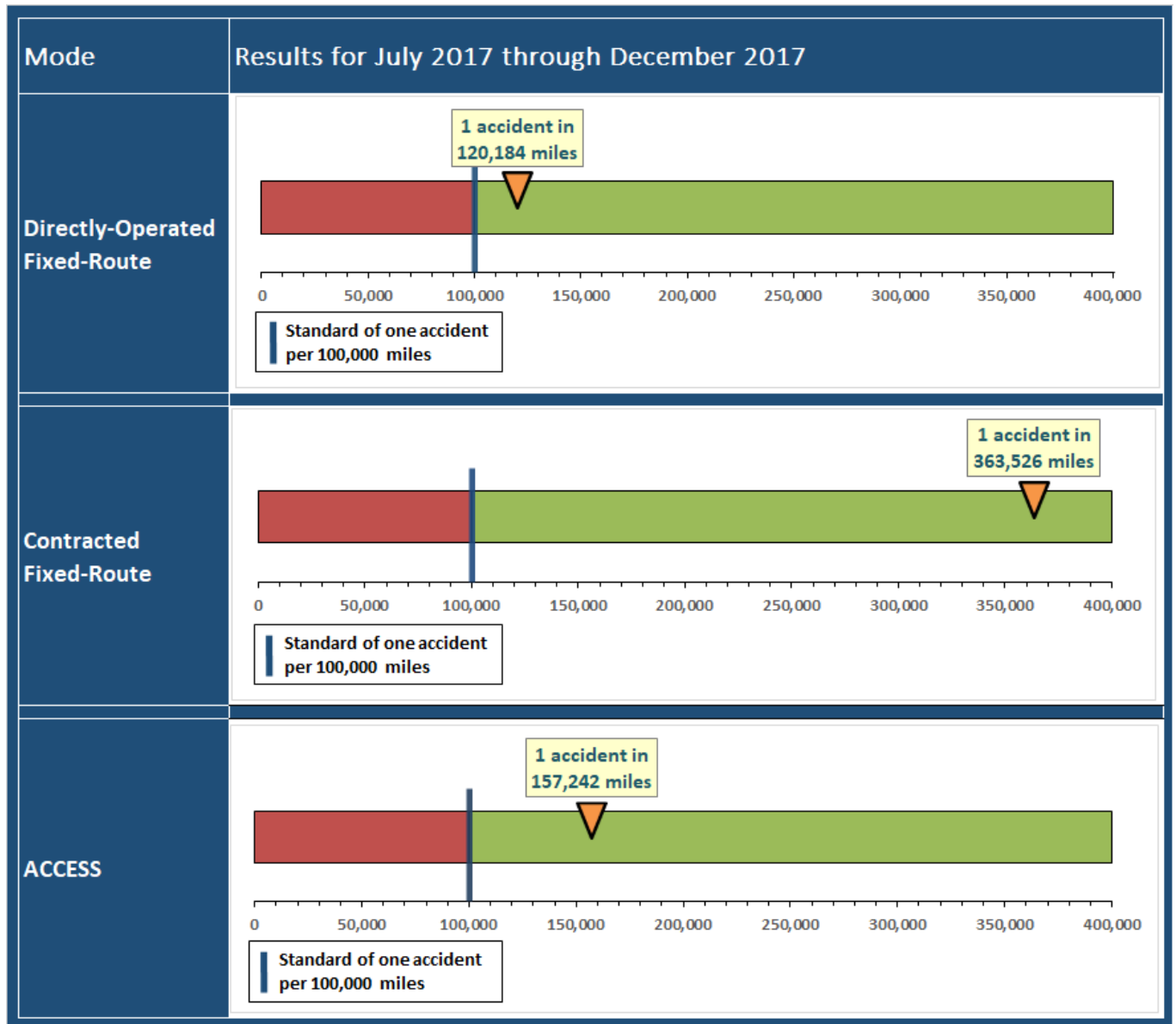
The Orange County Transportation Authority (OCTA) operates a countywide network of local, community, rail connector, and express bus routes serving over 5,000 bus stops. OCTA also operates federally-mandated paratransit service (ACCESS), a shared-ride program available for people unable to use the regular 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.

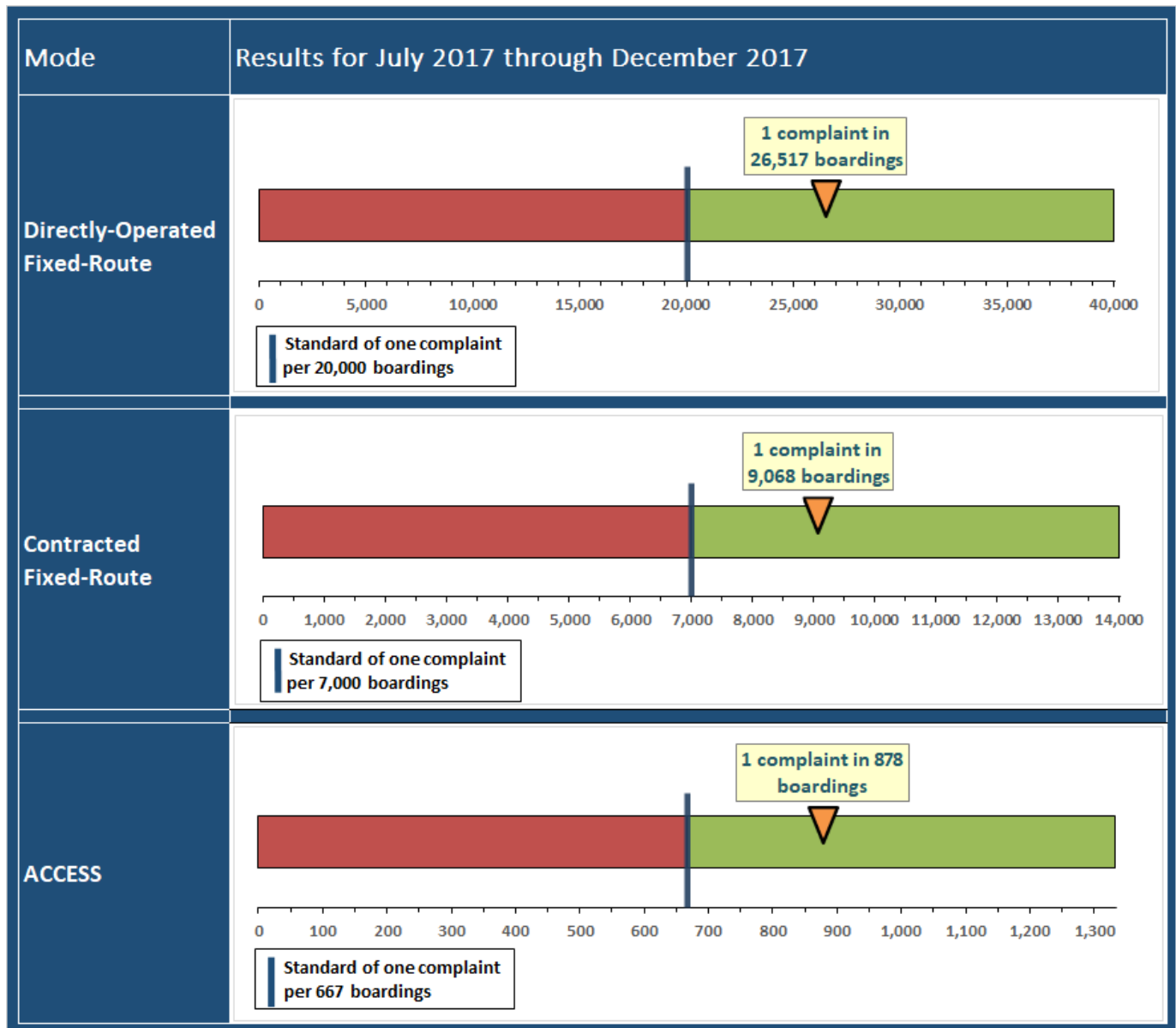
All three modes of service exceeded the safety standard through the second quarter of fiscal year (FY) 2017-18.



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 second quarter of FY 2017-18.



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.

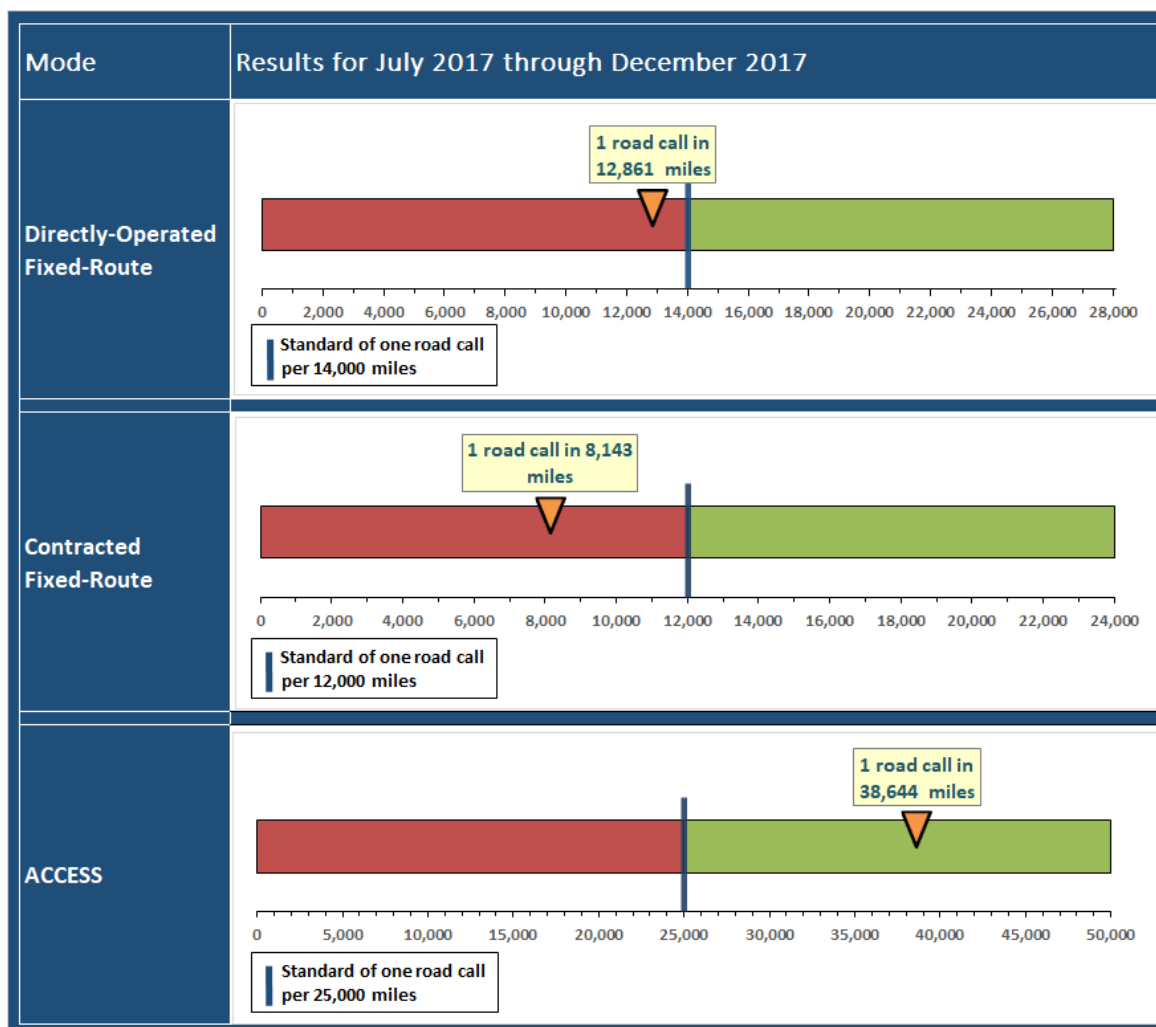
Through the second quarter of FY 2017-18, Systemwide Fixed-Route OTP was 84.1 percent, within one percent of the standard. This represents a 0.4 percent decrease from last quarter, but a 1.2 percent improvement over the same quarter last year. OTP for the DOFR service dropped by one-tenth of a percent from 84.7 percent to 84.6 percent, slightly below the 85 percent standard. OTP for CFR service decreased by seven-tenths of a percent compared to last quarter, ending the quarter at 83.4 percent. However, OTP remains 2.8 percent above the performance compared to the same quarter last year. OCTA staff continues to work closely with the contract operator to improve OTP. Several actions have been taken including: identifying low performing routes, enhanced management counseling with coach operators, and adding performance indicator standards to safety meeting agendas. ACCESS service operated at an OTP rate slightly above the standard, at 94.3 percent.



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.

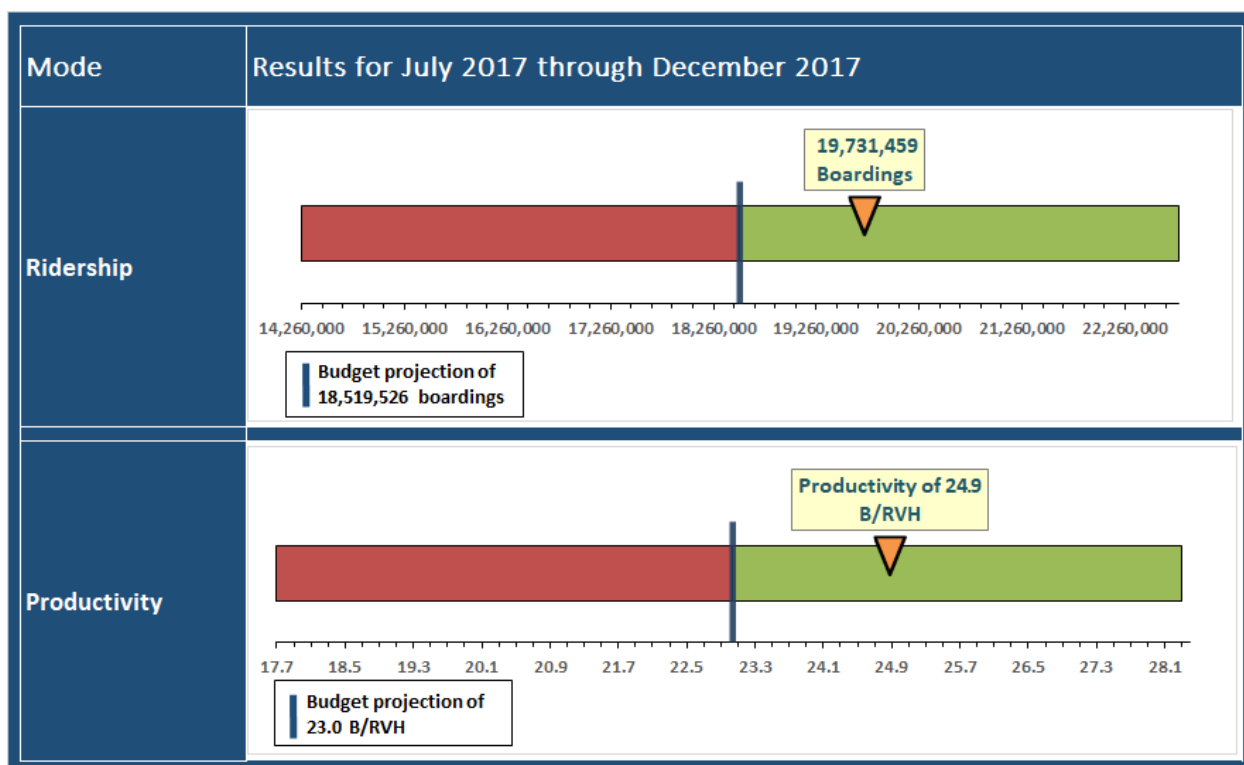
Through the second quarter of FY 2017-18, DOFR did not meet the standard for MBRC, performing at a rate of 12,861 vehicle miles between road calls, 5.4 percent lower than last quarter and 10.2 percent lower than the same time last year. A significant number of recent road calls are warranty related such as defective coolant sensors in the new buses. Staff tested two sensors and will continue to work with the manufacturer to replace the defective sensors as well as address other warranty related failures. CFR service improved by 0.7 percent over last quarter, but remains below the standard with 8,143 MBRC. The contractor's corporate management team is actively analyzing road calls data and service interruptions in an effort to improve miles between road call failures. The MBRC for ACCESS service came in at 38,644 miles, exceeding the standard.



Ridership and Productivity – Fixed-Route

Ridership (or boardings) is the number of rides taken by passengers using public transit. It can be 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 that is operated. This metric is calculated by taking the boardings and dividing it by the number of RVH (B/RVH).

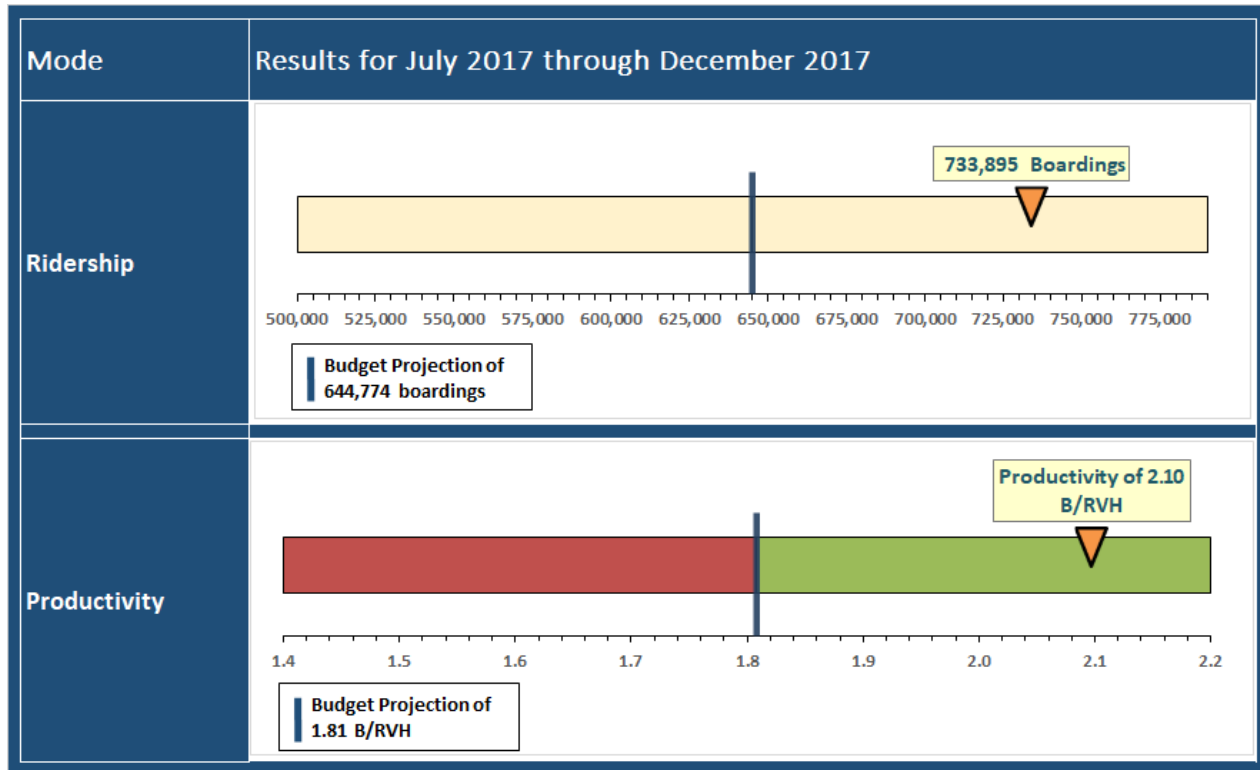
Through the second quarter of FY 2017-18, ridership and productivity for total fixed-route service exceeded the budgeted projection as the anticipated ridership decline appears to be slowing. Ridership was 6.5 percent higher than projected, consistent with the previous quarter, where ridership exceeded the projection by 7.0 percent. Productivity continues to exceed projections, currently at 24.9 boardings per RVH, the same as last quarter and 8.3 percent higher than anticipated. The actions taken as part of the OC Bus 360° Plan, primarily in October 2016, continue to have a positive and productive impact on the ridership trend.



Ridership and Productivity – ACCESS

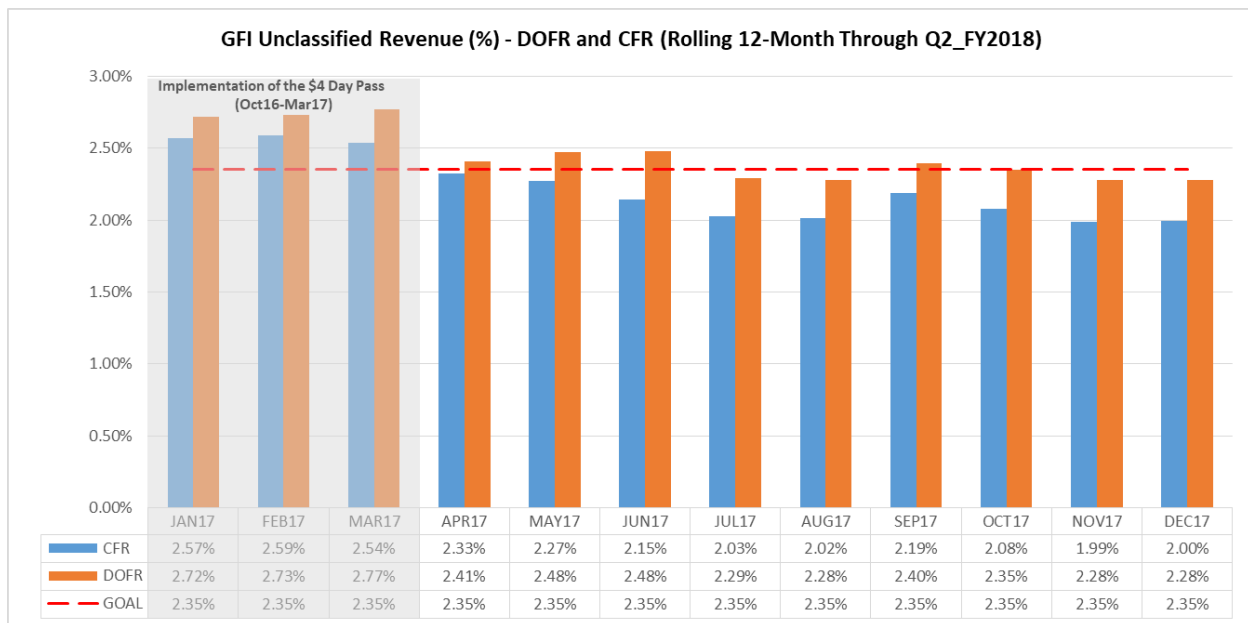
(Primary Service Provider & Supplemental Taxi)

Through the second quarter of FY 2017-18, ridership and productivity for ACCESS service continue to exceed projections.



Unclassified Revenue

Unclassified revenue, as reported here, is revenue collected on all OCTA bus service that is not properly recorded through the farebox. This can occur for several reasons, including overpayment of fare or the incorrect input of fare information by the operator. The OCTA monthly standard or threshold for unclassified revenue is 2.35 percent or less. In the chart below, the monthly unclassified revenue for the last 12 months is presented by operator type. Over the last quarter, the average unclassified revenue reported for the DOFR service was below the maximum at 2.30 percent, while the CFR service was well below the standard with an average unclassified revenue of 2.02 percent. Training campaigns are conducted at the DOFR bases as needed to review and remind operators to avoid unclassified revenue through better use of the farebox.



Contractor Performance: Fixed-Route

Through the second quarter of FY 2017-18, the performance of CFR service was above standard for the measures of safety and courtesy. With respect to reliability, the performance of the contractor is below standard, but steadily improving. Table 1 below provides the penalties and incentives assessed to the contractor, by quarter. The paid incentives, a total of \$24,300, reflect the excellent performance related to safety and courtesy, while the penalties, a total of \$77,700, indicate the improvement still needed with respect to reliability. The net penalty paid by the contractor for the second quarter of FY 2017-18 is \$53,400. The total net penalty paid by the fixed-route contractor to date for the FY is \$125,400.

Table 1: Performance Categories	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	FYTD 18
On-Time Performance	\$ (1,000)	\$ (2,000)			\$ (3,000)
Valid Complaints: Per 7,000 boardings	\$ 8,900	\$ 9,300			\$ 18,200
Unreported Accident	\$ (15,000)	\$ (10,000)			\$ (25,000)
Accident Frequency Ratio	\$ 15,000	\$ 15,000			\$ 30,000
Key Positions	\$ -	\$ -			\$ -
CHP Terminal Inspections	\$ -	\$ -			\$ -
Reports	\$ -	\$ -			\$ -
Preventative Maintenance	\$ (26,900)	\$ (1,600)			\$ (28,500)
Road Calls	\$ (12,700)	\$ (12,100)			\$ (24,800)
Vehicle Damage: Per vehicle per day	\$ -	\$ -			\$ -
Missed Trips	\$ (40,000)	\$ (52,000)			\$ (92,000)
Prior Periods Adjustment	\$ (300)	\$ -			\$ (300)
Total	\$ (72,000)	\$ (53,400)	\$ -	\$ -	\$ (125,400)

Contractor Performance: ACCESS

(Primary Service Provider and Supplemental Taxi)

As presented in this report, the overall performance of the contractor providing ACCESS service through the second quarter of FY 2017-18 is above standard for all measures. Table 2 below lists, by quarter, the penalties assessed to the ACCESS service contractor as established in the agreement. For the second quarter of FY 2017-18, there were no incentives awarded to the Contractor, but \$42,200 of penalties were assessed for call center hold times, excessively late trips, and non-compliance with preventive maintenance-related requirements. The total net penalty paid by the ACCESS Contractor to date for the fiscal year is \$47,200.

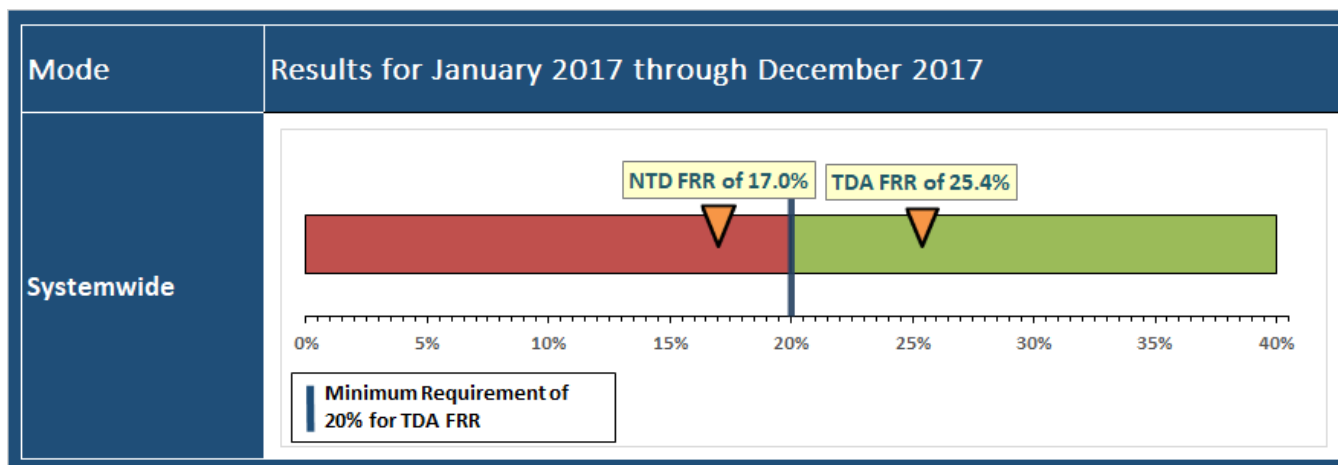
Table 2: Performance Categories	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	FYTD 18
Passenger Productivity	\$ -	\$ -			\$ -
On-Time Performance	\$ -	\$ -			\$ -
Customer Comments	\$ -	\$ -			\$ -
Call Center Hold Times	\$ -	\$ (15,000)			\$ (15,000)
Excessively Late Trips	\$ -	\$ (25,000)			\$ (25,000)
Missed Trips	\$ -	\$ -			\$ -
Unreported Accident	\$ (5,000)	\$ -			\$ (5,000)
Preventive Maintenance	\$ -	\$ (2,200)			\$ (2,200)
Road calls	\$ -	\$ -			\$ -
Reports	\$ -	\$ -			\$ -
Key Positions	\$ -	\$ -			\$ -
CHP Terminal Inspections	\$ -	\$ -			\$ -
Vehicle Damage	\$ -	\$ -			\$ -
Prior Periods Adjustment	\$ -	\$ -			\$ -
Total	\$ (5,000)	\$ (42,200)	\$ -	\$ -	\$ (47,200)

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 January 2017 through December 2017.

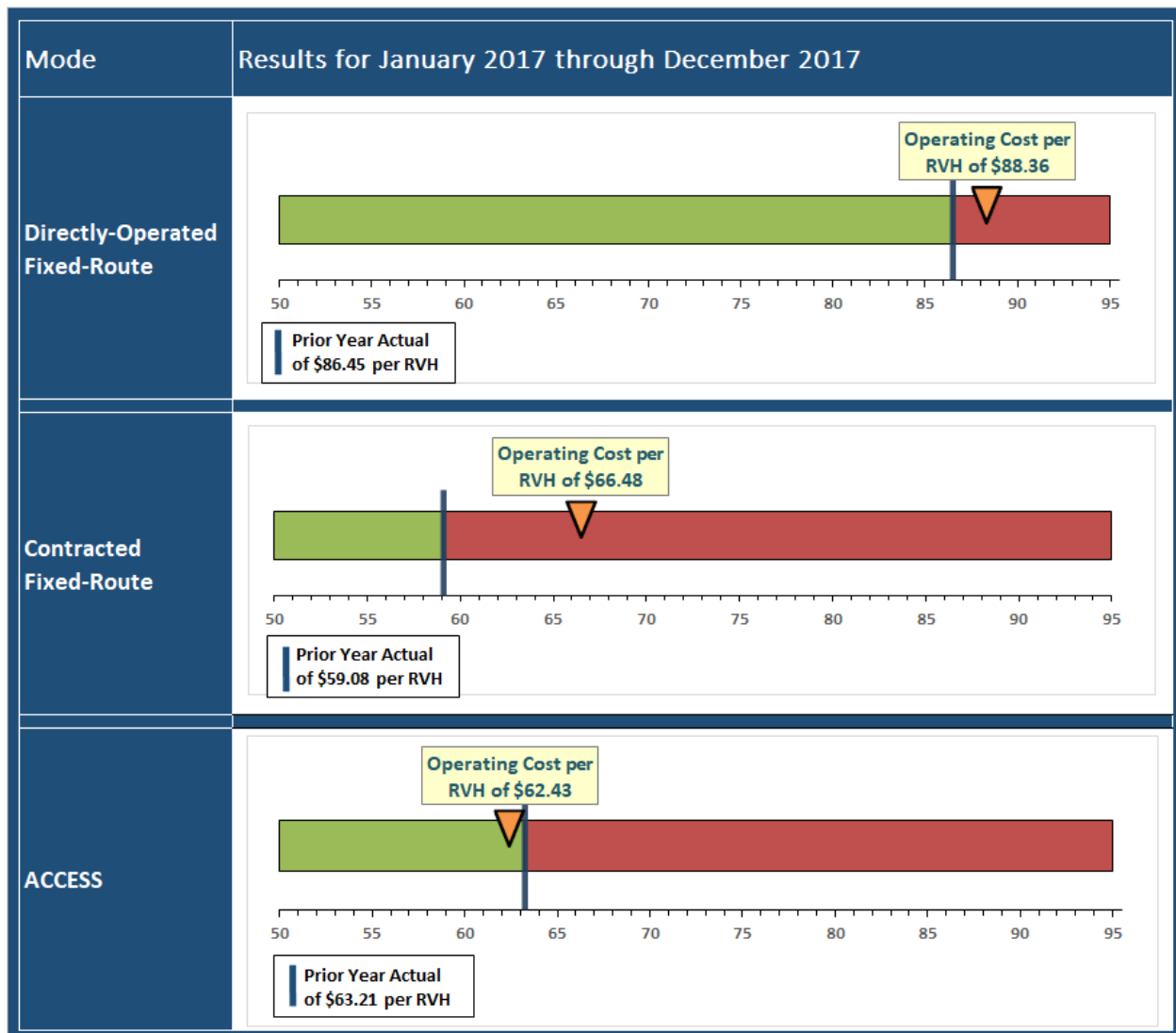
FRR, based on the National Transit Database definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of Senate Bill No. 508 (SB 508), OCTA was able to adjust the FRR to include local funds. SB 508 states, “If fare revenues 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 non-federal 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 25.4 percent.



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 and comparing with the actuals from the previous year. 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, the statistics below depict actuals over the last 12 months. Through the second quarter, ACCESS service operated at a lower cost per RVH than the same 12 months period of the prior year. 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 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 First Transit, Inc., agreement for FY 2017-18. ACCESS service operated at a lower cost than prior year actuals for this measure.



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, and implemented over the last 19 months, included several strategies to stimulate fixed-route ridership. These strategies include 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. Major route adjustments were implemented in both June and October 2016 as part of the OC Bus 360° service plan. All adjustments to date under the plan were developed on the basis of route-level performance. Staff will continue to monitor the impact of these adjustments on ridership and productivity. Staff continues to consider other strategies 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 through the second quarter FY 2017-18. 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 page 19 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 2017-18 Through Q2

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
021	N	8.8%	\$ 11.44	\$ 5.97	\$ 4.05	\$ 1.42	\$ 0.97	35,251	\$ 108.15	\$ 67.78	\$ 7.86	9.85	3,580	3	-	-
001	S	9.3%	9.49	5.64	3.42	0.43	0.93	311,057	139.48	88.81	8.42	13.98	22,257	8	-	-
178	C	10.0%	8.90	4.72	3.12	1.06	0.87	63,122	101.85	66.31	7.96	11.70	5,396	4	-	-
153	N	10.8%	8.75	4.96	3.28	0.51	0.99	65,564	99.06	65.85	7.80	10.73	6,109	2	-	-
076	C	10.3%	8.50	4.87	2.95	0.68	0.89	48,859	130.74	82.42	11.12	14.99	3,259	2	-	-
085	S	11.7%	8.40	4.58	3.10	0.72	1.02	46,448	99.94	65.95	8.04	11.48	4,045	2	-	-
167	C	11.1%	7.82	4.17	2.75	0.90	0.87	93,025	99.88	65.91	8.38	12.82	7,257	5	-	-
087	S	12.7%	7.66	4.12	2.79	0.75	1.01	44,354	101.31	66.37	6.86	12.80	3,465	2	-	-
177	S	14.0%	7.39	4.05	2.68	0.66	1.10	50,642	99.14	65.85	7.71	12.66	4,000	2	-	-
086	C	12.8%	6.74	3.64	2.47	0.63	0.90	79,207	99.57	65.92	7.68	14.21	5,576	3	-	-
079	C	11.1%	6.57	3.63	2.46	0.48	0.76	209,969	99.55	65.85	8.74	14.55	14,432	6	-	-
083	C	13.6%	6.46	3.81	2.31	0.34	0.96	341,319	139.61	88.79	7.74	19.73	17,297	7	-	-
024	N	14.7%	6.23	3.41	2.31	0.51	0.99	65,534	98.67	65.67	7.94	14.71	4,457	2	-	-
143	N	15.7%	5.80	3.29	2.17	0.34	1.02	96,722	99.19	65.79	8.77	15.30	6,322	2	-	-
560	C	14.5%	5.77	3.24	1.97	0.56	0.88	388,763	140.44	88.69	11.77	23.06	16,861	13	-	-
090	S	17.7%	5.54	2.86	1.94	0.74	1.03	158,230	107.95	67.78	7.02	18.48	8,560	7	-	-
072	C	16.0%	5.47	3.19	1.93	0.35	0.97	239,931	131.61	83.12	10.47	21.60	11,108	5	-	-
091	S	18.7%	5.37	2.96	2.01	0.40	1.15	205,873	101.62	66.47	6.99	16.62	12,384	5	-	-
037	N	15.9%	5.35	3.12	1.89	0.34	0.95	536,846	153.02	96.63	11.22	25.68	20,908	11	-	-
071	N	16.7%	5.34	2.93	1.88	0.43	0.98	347,111	100.41	66.10	8.01	17.04	20,376	9	-	-
150	C	17.8%	5.28	2.74	1.81	0.73	0.99	91,043	102.63	66.34	10.13	18.52	4,916	4	-	-
129	N	17.9%	5.24	2.89	1.91	0.44	1.05	112,801	105.67	66.99	7.83	18.10	6,233	3	-	-
056	N	15.6%	5.20	3.04	1.84	0.32	0.90	206,793	131.36	82.82	12.19	22.74	9,093	4	-	-
059	C	17.7%	5.14	2.74	1.86	0.54	0.99	276,721	106.19	67.18	8.47	19.00	14,564	9	-	-
054	N	16.7%	5.13	2.99	1.81	0.33	0.96	604,625	139.12	87.71	12.30	24.15	25,034	12	-	-
050	N	15.6%	5.13	2.97	1.80	0.36	0.88	602,664	137.76	86.97	12.02	24.40	24,701	10	-	2
026	N	16.6%	5.09	2.81	1.90	0.38	0.94	219,738	100.11	65.88	9.97	17.72	12,398	5	-	-
055	C	18.5%	5.09	2.91	1.76	0.42	1.06	679,572	135.78	85.65	11.98	23.69	28,681	17	-	-
082	S	22.0%	5.04	2.34	1.59	1.11	1.11	45,215	111.50	68.48	7.76	22.15	2,041	3	-	-
025	N	20.1%	4.65	2.44	1.66	0.55	1.03	213,297	100.53	66.11	8.32	19.59	10,887	7	-	-
089	S	19.9%	4.55	2.50	1.69	0.36	1.04	184,083	100.96	66.22	7.86	19.29	9,541	4	-	-
543	N	19.6%	4.27	2.44	1.48	0.35	0.96	574,261	138.63	87.57	11.85	28.47	20,172	12	-	-
030	N	18.9%	4.26	2.33	1.58	0.35	0.91	333,880	99.49	65.93	7.69	20.63	16,184	7	-	-
029	N	20.0%	4.23	2.41	1.46	0.36	0.97	1,009,671	139.07	87.83	11.86	28.68	35,199	8	-	9
070	C	21.0%	4.13	2.19	1.49	0.45	0.98	479,183	105.02	67.10	8.40	22.54	21,255	13	-	-
047	C	21.3%	4.09	2.36	1.43	0.30	1.03	1,098,959	138.62	87.46	12.18	28.75	38,230	20	-	-
035	N	20.8%	3.91	2.05	1.39	0.47	0.91	421,527	104.88	66.87	8.69	24.10	17,488	12	-	-
057	C	21.6%	3.76	2.15	1.30	0.31	0.95	1,081,554	149.88	94.65	12.94	34.05	31,762	8	-	8
033	N	20.1%	3.76	2.09	1.42	0.25	0.88	198,701	99.66	65.92	8.07	22.67	8,764	3	-	-
053X	C	21.7%	3.69	2.14	1.29	0.26	0.95	320,765	124.08	78.07	11.84	28.33	11,324	5	-	-
046	N	23.6%	3.67	1.88	1.28	0.51	0.98	328,567	100.05	65.99	8.63	24.17	13,597	10	-	-
043	N	23.7%	3.47	2.01	1.22	0.24	1.00	1,067,457	142.06	89.45	13.12	33.62	31,752	6	-	6
060	C	22.1%	3.31	1.95	1.18	0.18	0.89	1,004,420	135.10	85.32	11.79	33.53	29,953	11	-	-
057X	C	24.4%	3.22	1.80	1.09	0.33	0.93	572,744	124.30	78.30	11.02	32.46	17,645	5	-	4
053	C	23.8%	3.22	1.88	1.14	0.20	0.94	735,441	138.17	87.05	14.76	34.82	21,120	9	-	-
038	N	24.5%	3.19	1.70	1.15	0.34	0.93	595,963	101.47	66.33	8.27	26.81	22,229	12	-	-
066	C	26.2%	2.98	1.72	1.04	0.22	0.98	1,064,061	135.32	85.31	12.66	36.19	29,406	14	-	-
042	N	26.1%	2.78	1.53	1.04	0.21	0.91	810,665	101.47	66.28	9.08	29.24	27,721	10	-	-
064	C	26.9%	2.69	1.56	0.95	0.18	0.92	817,352	137.51	86.64	14.18	40.05	20,406	9	-	-
064X	C	28.7%	2.46	1.43	0.87	0.16	0.93	313,234	124.08	78.07	11.82	38.55	8,126	3	-	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) 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 2017-18 Through Q2

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	0.9%	104.89	\$ 41.69	\$ 38.00	\$ 25.20	\$ 0.75	567	\$ 154.04	\$ 89.17	\$ 6.84	1.91	296	-	-	1
211	C	1.6%	47.00	20.02	18.25	8.73	0.63	9,550	108.05	65.73	6.31	2.78	3,438	5	-	-
212	S	2.0%	44.78	17.80	16.23	10.75	0.69	2,658	136.03	77.71	6.95	3.92	678	-	-	2
721	N	5.0%	40.44	22.91	13.17	4.36	1.91	11,468	201.43	129.53	7.65	5.30	2,163	3	-	-
213	N	2.2%	37.05	14.80	13.49	8.76	0.62	7,614	125.25	70.43	7.14	4.33	1,758	4	-	-
701	C	5.9%	33.79	18.29	10.51	4.99	1.79	10,020	243.71	156.47	10.11	7.97	1,258	3	-	-
794	C	10.8%	31.28	13.04	11.89	6.35	3.03	15,742	162.37	101.23	6.18	5.81	2,711	6	-	-
206	C	3.9%	28.87	10.57	9.64	8.66	0.81	5,774	140.61	79.72	7.04	6.69	863	3	-	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) 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 2017-18 Through Q2

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	4.3%	20.79	8.01	8.01	4.77	0.72	13,964	133.63	76.17	12.39	7.98	1,749	4	-	-
480	C	10.2%	9.86	3.70	3.70	2.46	0.84	13,569	131.63	75.87	11.34	15.95	851	2	-	-
454	N	12.9%	9.00	2.96	2.96	3.08	0.87	21,668	139.91	76.99	18.41	20.58	1,053	4	-	-
462	C	11.4%	8.87	3.32	3.32	2.23	0.86	14,932	128.52	74.87	17.81	17.13	871	2	-	-
453	N	11.6%	8.75	3.27	3.27	2.21	0.86	15,103	135.85	76.56	20.58	18.35	823	2	-	-
472	C	12.5%	8.63	2.91	2.91	2.81	0.84	17,781	127.64	75.02	10.38	19.16	928	3	-	-
473	C	12.7%	7.96	2.79	2.80	2.37	0.81	21,113	134.42	75.99	12.51	20.99	1,006	3	-	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) Routes 411, 430 and 490 removed due to elimination of the routes during October service change. This accounts for roughly 4.8K boardings and 1K RVH in FY 2018.

(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 (Sort by Boardings)
Fiscal Year 2017-18 Through Q2

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
047	C	21.3%	\$ 4.09	\$ 2.36	\$ 1.43	\$ 0.30	\$ 1.03	1,098,959	\$ 138.62	\$ 87.46	\$ 12.18	28.75	38,230	20	-	-
057	C	21.6%	3.76	2.15	1.30	0.31	0.95	1,081,554	149.88	94.65	12.94	34.05	31,762	8	-	8
043	N	23.7%	3.47	2.01	1.22	0.24	1.00	1,067,457	142.06	89.45	13.12	33.62	31,752	6	-	6
066	C	26.2%	2.98	1.72	1.04	0.22	0.98	1,064,061	135.32	85.31	12.66	36.19	29,406	14	-	-
029	N	20.0%	4.23	2.41	1.46	0.36	0.97	1,009,671	139.07	87.83	11.86	28.68	35,199	8	-	9
060	C	22.1%	3.31	1.95	1.18	0.18	0.92	1,004,420	135.10	85.32	11.79	33.53	29,953	11	-	-
064	C	26.9%	2.69	1.56	0.95	0.18	0.92	817,352	137.51	86.64	14.18	40.05	20,406	9	-	-
042	N	26.1%	2.78	1.53	1.04	0.21	0.91	810,665	101.47	66.28	9.08	29.24	27,721	10	-	-
053	C	23.8%	3.22	1.88	1.14	0.20	0.94	735,441	138.17	87.05	14.76	34.82	21,120	9	-	-
055	C	18.5%	5.09	2.91	1.76	0.42	1.06	679,572	135.78	85.65	11.98	23.69	28,681	17	-	-
054	N	16.7%	5.13	2.99	1.81	0.33	0.96	604,625	139.12	87.71	12.30	24.15	25,034	12	-	-
050	N	15.6%	5.13	2.97	1.80	0.36	0.88	602,664	137.76	86.97	12.02	24.40	24,701	10	-	2
038	N	24.5%	3.19	1.70	1.15	0.34	0.93	595,963	101.47	66.33	8.27	26.81	22,229	12	-	-
543	N	19.6%	4.27	2.44	1.48	0.35	0.96	574,261	138.63	87.57	11.85	28.47	20,172	12	-	-
057X	C	24.4%	3.22	1.80	1.09	0.33	0.93	572,744	124.30	78.30	11.02	32.46	17,645	5	-	4
037	N	15.9%	5.35	3.12	1.89	0.34	0.95	536,846	153.02	96.63	11.22	25.68	20,908	11	-	-
070	C	21.0%	4.13	2.19	1.49	0.45	0.98	479,183	105.02	8.40	8.40	22.54	21,255	13	-	-
035	N	20.8%	3.91	2.05	1.39	0.47	0.91	421,527	104.88	66.87	8.69	24.10	17,488	12	-	-
560	C	14.5%	5.77	3.24	1.97	0.56	0.88	388,763	140.44	88.69	11.77	23.06	16,861	13	-	-
071	N	16.7%	5.34	2.93	1.98	0.43	0.98	347,111	100.41	66.10	8.01	17.04	20,376	9	-	-
083	C	13.6%	6.46	3.81	2.31	0.34	0.96	341,319	139.61	88.79	7.74	19.73	17,297	7	-	-
030	N	18.9%	4.26	2.33	1.58	0.35	0.91	333,880	99.49	65.93	7.69	20.63	16,184	7	-	-
046	N	23.6%	3.67	1.88	1.28	0.51	0.98	328,567	100.05	65.99	8.63	24.17	13,597	10	-	-
053X	C	21.7%	3.69	2.14	1.29	0.26	0.95	320,765	124.08	78.07	11.84	28.33	11,324	5	-	-
064X	C	28.7%	2.46	1.43	0.87	0.16	0.93	313,234	124.08	78.07	11.82	38.55	8,126	3	-	-
001	S	9.3%	9.49	5.64	3.42	0.43	0.93	311,057	139.48	88.81	8.42	13.98	22,257	8	-	-
059	C	17.7%	5.14	2.74	1.86	0.54	0.99	276,721	106.19	67.18	8.47	19.00	14,564	9	-	-
072	C	16.0%	5.47	3.19	1.93	0.35	0.97	239,931	131.61	83.12	10.47	21.60	11,108	5	-	-
026	N	16.6%	5.09	2.81	1.90	0.38	0.94	219,738	100.11	65.88	9.97	17.72	12,398	5	-	-
025	N	20.1%	4.65	2.44	1.66	0.55	1.03	213,297	100.53	66.11	8.32	19.59	10,887	7	-	-
079	C	11.1%	6.57	3.63	2.46	0.48	0.76	209,959	99.55	65.85	8.74	14.55	14,432	6	-	-
056	N	15.6%	5.20	3.04	1.84	0.32	0.90	206,793	131.38	82.82	12.19	22.74	9,093	4	-	-
091	S	18.7%	5.37	2.96	2.01	0.40	1.15	205,873	101.62	66.47	6.99	16.62	12,384	5	-	-
033	N	20.1%	3.76	2.09	1.42	0.25	0.88	198,701	99.66	65.92	8.07	22.67	8,764	3	-	-
089	S	19.9%	4.55	2.50	1.69	0.36	1.04	184,083	100.96	66.22	7.86	19.29	9,541	4	-	-
090	S	17.7%	5.54	2.86	1.94	0.74	1.03	158,230	107.95	67.78	7.02	18.48	8,560	7	-	-
129	N	17.9%	5.24	2.89	1.91	0.44	1.05	112,801	105.67	66.99	7.83	18.10	6,233	3	-	-
143	N	15.7%	5.80	3.29	2.17	0.34	1.02	96,722	99.19	65.79	8.77	15.30	6,322	2	-	-
167	C	11.1%	7.82	4.17	2.75	0.90	0.89	93,025	99.88	65.91	8.38	12.82	7,257	5	-	-
150	C	17.8%	5.28	2.74	1.81	0.73	0.99	91,043	102.63	66.34	10.13	18.52	4,916	4	-	-
086	C	12.8%	6.74	3.64	2.47	0.63	0.90	79,207	99.57	65.92	7.68	14.21	5,576	3	-	-
153	N	10.8%	8.75	4.96	3.28	0.51	0.99	65,564	99.06	65.85	7.80	10.73	6,109	2	-	-
024	N	14.7%	6.23	3.41	2.31	0.51	0.99	65,534	98.67	65.67	7.94	14.71	4,457	2	-	-
178	C	10.0%	8.90	4.72	3.12	1.06	0.87	63,122	101.85	66.31	7.96	11.70	5,396	4	-	-
177	S	14.0%	7.39	4.05	2.68	0.66	1.10	50,642	99.14	65.85	7.71	12.66	4,000	2	-	-
076	C	10.3%	8.50	4.87	2.95	0.68	0.89	48,859	130.74	82.42	11.12	14.99	3,259	2	-	-
085	S	11.7%	8.40	4.58	3.10	0.72	1.02	46,448	99.94	65.95	8.04	11.48	4,045	2	-	-
082	S	22.0%	5.04	2.34	1.59	1.11	1.11	45,215	111.50	68.48	7.76	22.15	2,041	3	-	-
087	S	12.7%	7.66	4.12	2.79	0.75	1.01	44,354	101.31	66.37	6.86	12.80	3,465	2	-	-
021	N	8.8%	11.44	5.97	4.05	1.42	0.97	35,251	108.15	67.78	7.86	9.85	3,580	3	-	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) 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 2017-18 Through Q2

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	10.8%	\$ 31.28	\$ 13.04	\$ 11.89	\$ 6.35	\$ 3.03	15,742	\$ 162.37	\$ 101.23	\$ 6.18	5.81	2,711	6	-	-
721	N	5.0%	40.44	22.91	13.17	4.36	1.91	11,468	201.43	129.53	7.65	5.30	2,163	3	-	-
701	C	5.9%	33.79	18.29	10.51	4.99	1.79	10,020	243.71	156.47	10.11	7.97	1,258	3	-	-
211	C	1.6%	47.00	20.02	18.25	8.73	0.63	9,550	108.05	65.73	6.31	2.78	3,438	5	-	-
213	N	2.2%	37.05	14.80	13.49	8.76	0.62	7,614	125.25	70.43	7.14	4.33	1,758	4	-	-
206	C	3.9%	28.87	10.57	9.64	8.66	0.81	5,774	140.61	79.72	7.04	6.69	863	3	-	-
212	S	2.0%	44.78	17.80	16.23	10.75	0.69	2,658	136.03	77.71	6.95	3.92	678	-	2	-
216	S	0.9%	104.89	41.69	38.00	25.20	0.75	567	154.04	89.17	6.84	1.91	296	-	1	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) 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 2017-18 Through Q2

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	12.9%	\$ 9.00	\$ 2.96	\$ 2.96	\$ 3.08	\$ 0.87	21,668	\$ 139.91	\$ 76.99	\$ 18.41	20.58	1,053	4	-	-
473	C	12.7%	7.96	2.79	2.80	2.37	0.81	21,113	134.42	75.99	12.51	20.99	1,006	3	-	-
472	C	12.5%	8.63	2.91	2.91	2.81	0.84	17,781	127.64	75.02	10.38	19.16	928	3	-	-
453	N	11.6%	8.75	3.27	3.27	2.21	0.86	15,103	135.85	76.56	20.58	18.35	823	2	-	-
462	C	11.4%	8.87	3.32	3.32	2.23	0.86	14,932	128.52	74.87	17.81	17.13	871	2	-	-
463	C	4.3%	20.79	8.01	8.01	4.77	0.72	13,964	133.63	76.17	12.39	7.98	1,749	4	-	-
480	C	10.2%	9.86	3.70	3.70	2.46	0.84	13,569	131.63	75.87	11.34	15.95	851	2	-	-

(1) Total bus count (520) is based on PM weekday equipment requirements.

(2) Routes 411, 430 and 490 removed due to elimination of the routes during October service change. This accounts for roughly 4.8K boardings and 1K RVH in FY 2018.

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

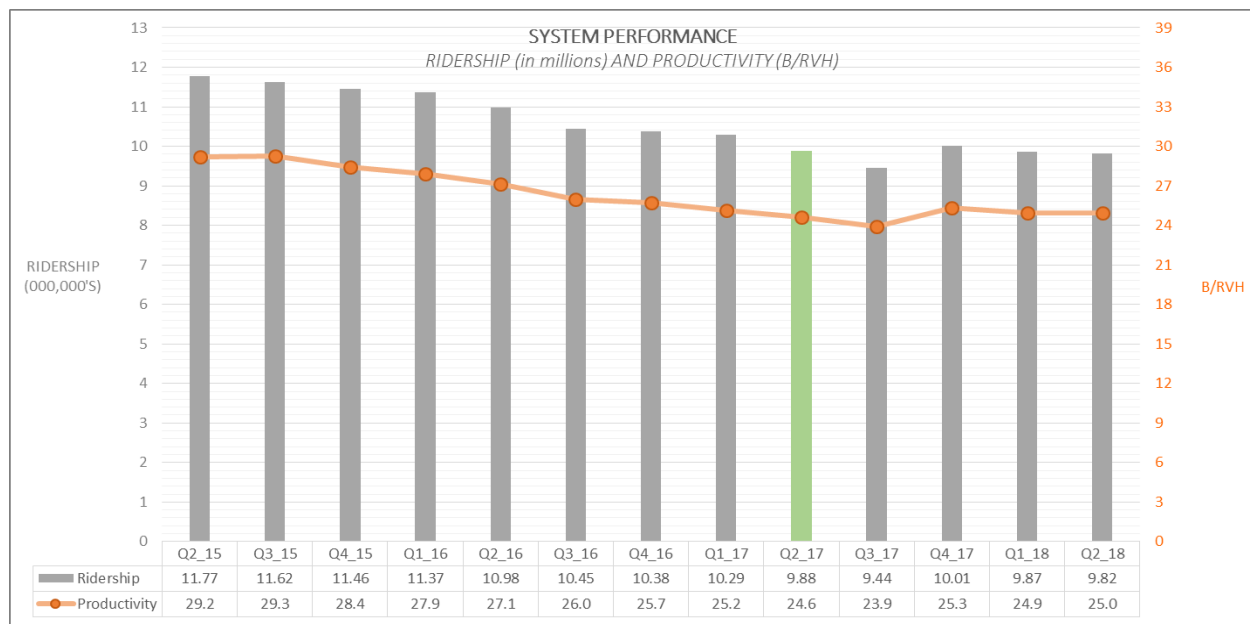
Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
21	Buena Park - Sunset 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
53/53X	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
57/57X	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
64/64X	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	Orange - 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
206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
211	Huntington 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
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 - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	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 last series of approved bus service changes under the OC 360° Bus Plan were implemented in October 2016. Provided below is a series of charts that show overall system performance over the last 13 quarters and the impact of the route adjustments implemented in October 2016 (*marked by green bar on all charts*). In this review, performance is measured by change in average weekday boardings for routes that were improved and average boardings per revenue vehicle hour (B/RVH) for routes that were reduced. This analysis is necessary and on-going to gauge the effectiveness of the recommended changes and overall plan.

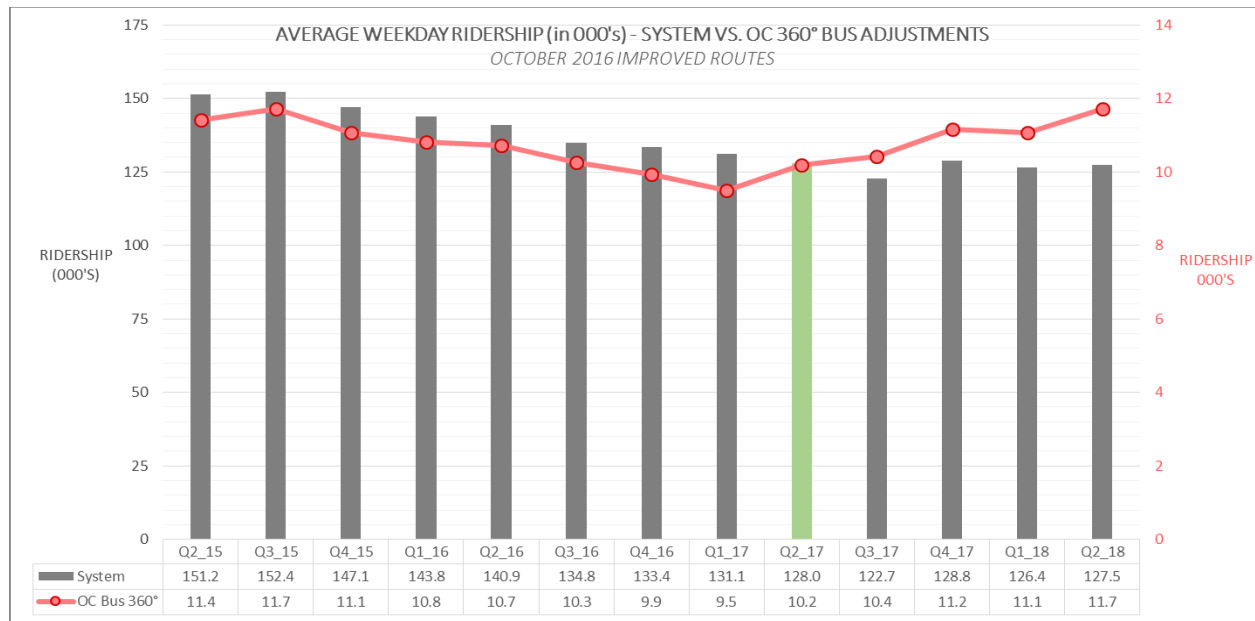
The trend of overall system ridership and productivity is provided on the following chart.



Ridership through the second quarter of FY 2017-18 continues to reflect a slowing of the ridership decline since the October 2016 Service Change Program.

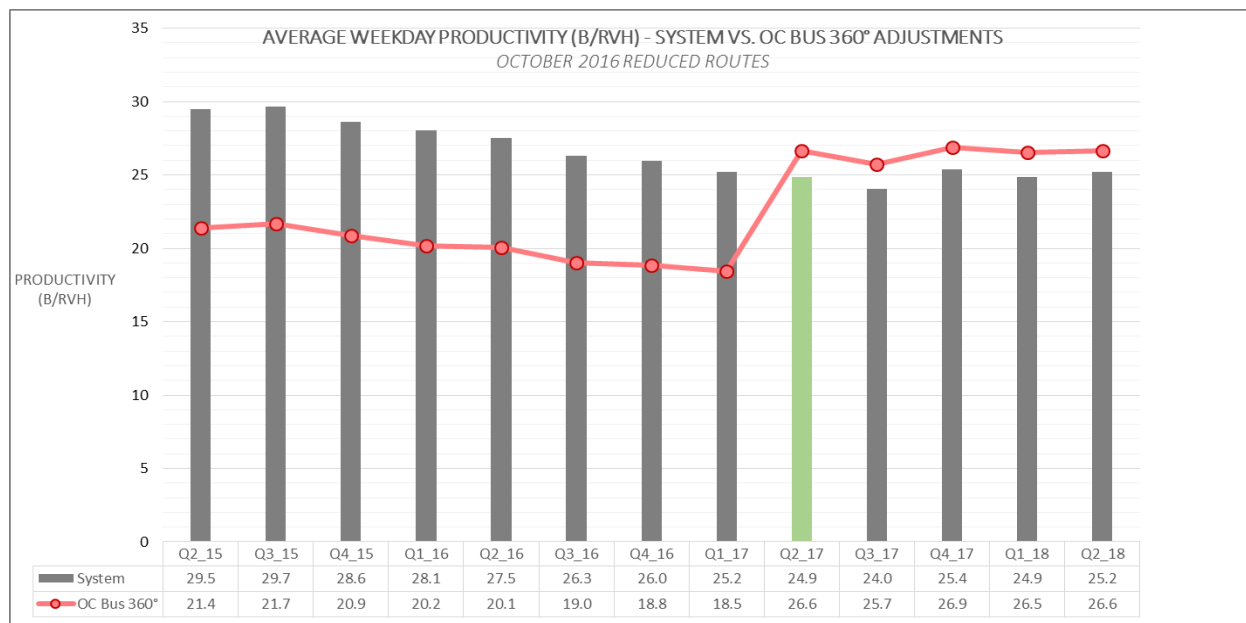
- Second quarter ridership was 0.4 percent lower than the previous quarter, and 0.6 percent lower compared to the second quarter of the last FY.
- Productivity (shown by the orange line in the chart) over the second quarter improved slightly by a tenth of a percent over last quarter, reaching 25 B/RVH, 1.6 percent greater than the same quarter last year.

The adjustments implemented under the OC Bus 360° Plan continue to trend favorably. The following chart compares the system trend against the group of routes improved under the OC Bus 360° Plan. The performance on these specific routes, the red line on the chart, is slightly better than the system-wide trend with respect to average weekday ridership.



- The system average for average weekday ridership during the second quarter was 127.5, a 0.9 percent increase over last quarter and a 0.3 percent decrease compared to the same quarter last year.
- The improved routes collectively had 11,700 average weekday boardings over the quarter
 - 5.4 percent above the 11,100 average weekday boardings reported last quarter, and
 - 14.7 percent over the 10,200 boardings reported during the same quarter last year.

Improved system and route productivity are the goals for services that are reduced or eliminated under the OC Bus 360° Plan – making low performing routes more productive. As of the second quarter of FY 2017-18, the services that were reduced remain more efficient than prior to the changes. The following chart compares the system productivity trend against the productivity of the group of routes that were reduced/eliminated.



- Tracking the routes that were reduced, the average weekday productivity remains relatively steady and above the system average.
 - The B/RVH on the collective set of reduced routes was 0.4 percent higher than last quarter, and
 - Essentially unchanged when compared to the same quarter last year at 26.6 B/RVH.

Next Steps

Staff continues to address vehicle warranty issues that have affected vehicle reliability. In addition, staff will continue to work with the operator of OCTA's CFR to improve service reliability. This includes on-going focus on the OTP Plan and vehicle reliability.

The Planning, External Affairs, and Transit divisions continue to track the implementation of strategies under the OC Bus 360° Plan, including the implementation of significant service changes associated with the February 2018 Service Change Program. With additional changes made in February 2018, staff will address preliminary information related to these changes in the third and fourth quarterly reports.