



**June 14, 2018**

**To:** Transit Committee

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

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

### **Overview**

The Orange County Transportation Authority operates fixed-route bus service known as OC Bus and demand-response paratransit service known as OC ACCESS throughout Orange County and into neighboring counties. This report summarizes the year-to-date performance of the transit services provided through the third quarter of fiscal year 2017-18. The established measures of performance 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. For purposes of this report, OC Bus 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. For this report, OC 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 OC ACCESS, a federally mandated paratransit service, which is a shared-ride program available for people unable to use the regular OC Bus service because of functional limitations. Performance measures for both OC Bus and OC ACCESS are summarized and reported quarterly.

***Discussion***

This report provides an update on the performance of the OC Bus and OC ACCESS services by presenting the current trends and comparisons with OCTA-established standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, while tracking on-time performance and miles between road calls (MBRC) to measure service reliability. This report updates year-to-date performance through the third quarter of fiscal year 2017-18.

- Safety – Both modes of service (OC Bus and OC ACCESS) continue to exhibit strong performance in this area, exceeding the standard for frequency of accidents.
- Customer Service – OC Bus and OC ACCESS services continue to exceed the standard, which is a strong indication of positive customer satisfaction.
- Reliability –
  - On-time performance (OTP) for OC Bus service was slightly below target, while the OTP for OC ACCESS was above standard. Corrective actions include route-level analyses to identify trouble points, conducting on-board evaluations and on-site timepoint observations, and communicating with drivers on problem routes.
  - MBRC for OC ACCESS exceeded the standard, while OC Bus service, comprised of DOFR and CFR, came in below standard. To address vehicle reliability for CFR, the contractor's corporate management team has been on-site during the quarter analyzing road call and service interruption data to deploy additional resources where needed. Additionally, key maintenance position staff have been replaced to ensure adequate oversight and effect changes necessary to improve the performance of the maintenance functions.

This report also includes:

- An assessment of the efficiency of OCTA transit operations based on the industry standards of ridership, productivity, farebox recovery, and cost per revenue vehicle hour;
- A review of contractor performance for OCTA's CFR and OC ACCESS services;
- A route-level performance evaluation that includes subsidy per boarding, revenue per boarding, and resource allocation (buses); and
- A status report on the service adjustments implemented under the OC Bus 360° Program

To maintain transparency with the public and as presented to the Board of Directors on a quarterly basis, this report is available on the Transit dashboard located on the OCTA website.


***Summary***

Through the third quarter of fiscal year 2017-18, the OC ACCESS program continues to show good performance in all areas. The performance of OC Bus service also exceeds the safety and customer service standards, but continues to perform below the reliability standard. OCTA staff continue to take actions to maintain continuous quality improvement in service reliability as detailed in the report. Service efficiency and route performance are becoming more stable as the prolonged ridership decline levels off, due in part to the adjustments implemented under the OC Bus 360° plan. Staff also continues to monitor the established key performance indicators, manage the service contracts pursuant to contract requirements, and work to identify other strategies to improve overall system performance.

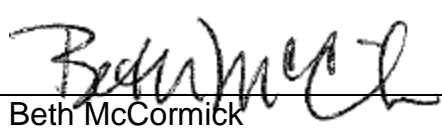
***Attachment***

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

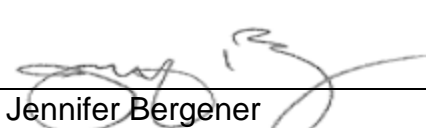
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