



**October 11, 2018**

**To:** Transit Committee

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

**Subject:** Bus Operations Performance Measurements Report for the Fourth 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 year-to-date performance of the transit services provided through the fourth quarter of fiscal year 2017-18. The established measures of performance gauge the safety, courtesy, reliability, and overall quality of the 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 (OC Bus). 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 other transit service in Orange, Los Angeles, and Riverside counties. 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). Using a contract operator, OCTA also provides OC ACCESS, a federally mandated paratransit service, which is a shared-ride program available for people unable to use the regular OC Bus service due to functional limitations. Performance measures for both OC Bus and OC ACCESS services are summarized and reported to the OCTA Board of Directors on a quarterly basis.

***Discussion***

This report provides an update on the performance of the OC Bus and OC ACCESS services by evaluating performance measured against OCTA-established standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, and on-time performance (OTP), and miles between road calls (MBRC) to measure service reliability. MBRC is the number of miles a bus travels before failure of a vital component forces the removal of the vehicle from service. This report provides year-to-date performance through the fourth quarter of fiscal year (FY) 2017-18.

- Safety – 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 customer service standard, a strong indication of positive customer satisfaction.
- Reliability –
  - OTP for OC Bus service was slightly below target, while the OTP for OC ACCESS was above standard. Staff has worked internally and with the CFR contractor to develop corrective action plans for the fixed-route program, including route-level analyses to identify trouble points, on-board evaluations, on-site timepoint observations, and communicating with drivers on routes experiencing the most significant delays.
  - MBRC for OC ACCESS exceeded the standard, while OC Bus service, comprised of both DOFR and CFR, did not meet the standard, though both improved over the last quarter. Improvements to MBRC for DOFR OC Bus are attributable to seasonal variations and the continued work with the manufacturer to address warranty-related failures. For CFR, the contractor is focused on identifying the root causes and areas for change to reduce failures and improve road call mileage. The recently hired maintenance trainer and quality control inspector have made a positive impact on vehicle MBRC mileage standards.

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 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° Plan.

This report is available on the Transit dashboard located on the OCTA website.

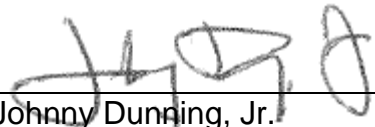
### ***Summary***

Through the fourth quarter of FY 2017-18, the OC ACCESS program continues to show good performance in all areas. The performance of OC Bus service exceeds the safety and customer service standards, but continues to perform below the reliability standard. OCTA staff continue to take actions focused on continuous quality improvement in service reliability as detailed in the report. Service efficiency and route performance remain stable as the OC Bus 360° Plan implementation continues. Staff also continued 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. Bus Operations Performance Measurements, Fiscal Year 2017-18 Fourth Quarter Report

**Prepared by:**



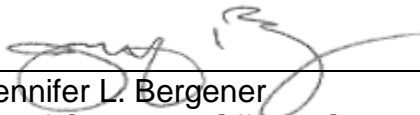
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