



January 10, 2018

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Operations Performance Measurements Report for the First Quarter of Fiscal Year 2018-19

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The report summarizes the year-to-date performance of these transit services provided through the first quarter of fiscal year 2018-19. 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. Fixed-route 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 transit services 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 OC Bus service because of functional limitations. Performance measures for both, OC Bus and OC ACCESS services, are summarized and reported quarterly.

Discussion

The 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 and, uses both on-time performance and miles between road calls (MBRC) to measure service reliability. The report includes year-to-date performance through the first quarter of fiscal year (FY) 2018-19.

- Safety – Both OC Bus and OC ACCESS continue to exhibit strong performance in this area, exceeding the accident frequency standard of no more than one accident per 100,000 miles traveled.
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received. During this quarter, both fixed route operators performed above the prescribed standards of no more than one complaint per 20,000 riders carried on DOFR, and no more than one complaint per 7,000 riders carried on CFR. OC ACCESS continued to exceed the standard of no more than one valid complaint for every 667 riders carried. These measures indicate strong, positive customer satisfaction.
- Reliability – On-time performance (OTP) for OC Bus service was below target while the OTP for OC ACCESS was above standard. Fixed-route OTP performance can be attributed to several factors including vehicle reliability, driver behavior, high passenger loads, construction, and dynamic traffic conditions. Each service change provides staff with an opportunity to address changes in traffic patterns and impacts to service created by long-term construction projects through the scheduling process. To address other elements impacting OTP, corrective actions implemented to date include conducting route-level analyses to identify specific trouble points, conducting on-board evaluations, conducting on-site timepoint observations, communicating with drivers on problem routes, and coordinating with the various construction project teams to identify impacts to OTP and minimize them during construction.

MBRC for OC ACCESS exceeded the standard while OC Bus service, came in below standard. The completion of the 98 near-zero engine repowers at the end of the second quarter of FY 2018-19 has helped vehicle reliability for both DOFR and CFR. In addition, to address vehicle reliability for CFR, the contractor has provided additional maintenance training and implemented a rigorous quality control process to improve

vehicle repair procedures. In addition, recent staff changes have been made and corporate support has maintained a consistent presence in the maintenance shop. Benefits from the repower as well as the enhanced attention to the maintenance program by the contractor are expected to improve vehicle reliability, reduce road calls, and reduce service interruptions in the third quarter of FY 2018-19.

The report also includes:

- An assessment of the efficiency of OCTA transit operations based on industry standards for ridership, productivity, farebox recovery, and cost per revenue vehicle hour;
- A review of contractor performance for 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.

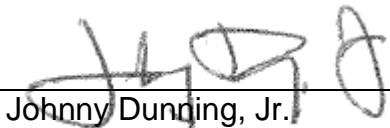
Summary

Through the first quarter of FY 2018-19, 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 focus on continuous quality improvement in service reliability as detailed in the report. Service efficiency and route performance remain stable as OC Bus 360° implementation continues. Staff also continue 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 Report, First Quarter, Fiscal Year 2018-19

Prepared by:



Johnny Dunning, Jr.
Manager, Scheduling and Bus
Operations Support
(714) 560-5710

Approved by:



Beth McCormick
General Manager, Operations
(714) 560-5964



Jennifer L. Bergener
Chief Operating Officer, Operations
(714) 560-5462