

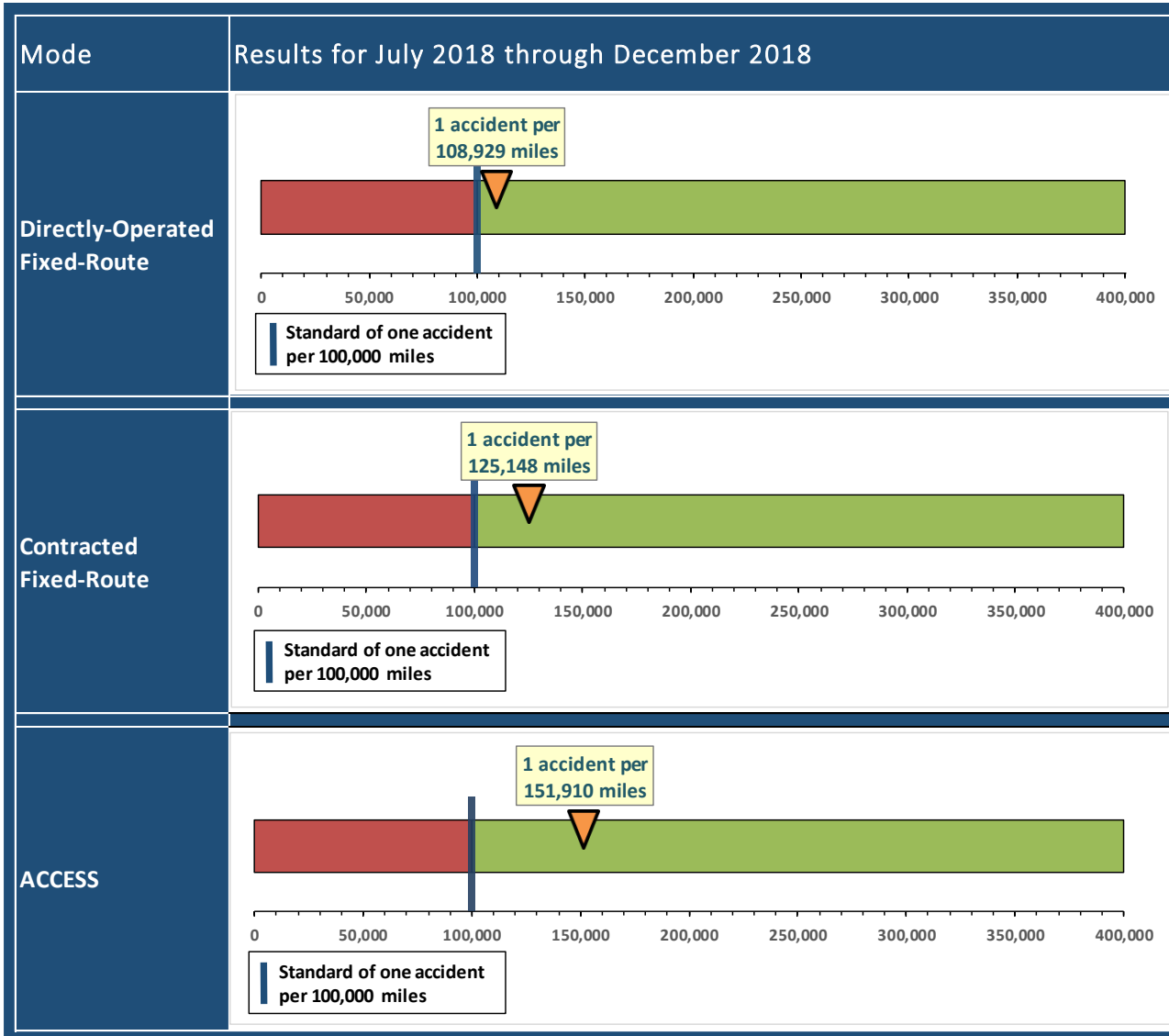
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**Second Quarter
Fiscal Year 2018-19**

Performance Measurements

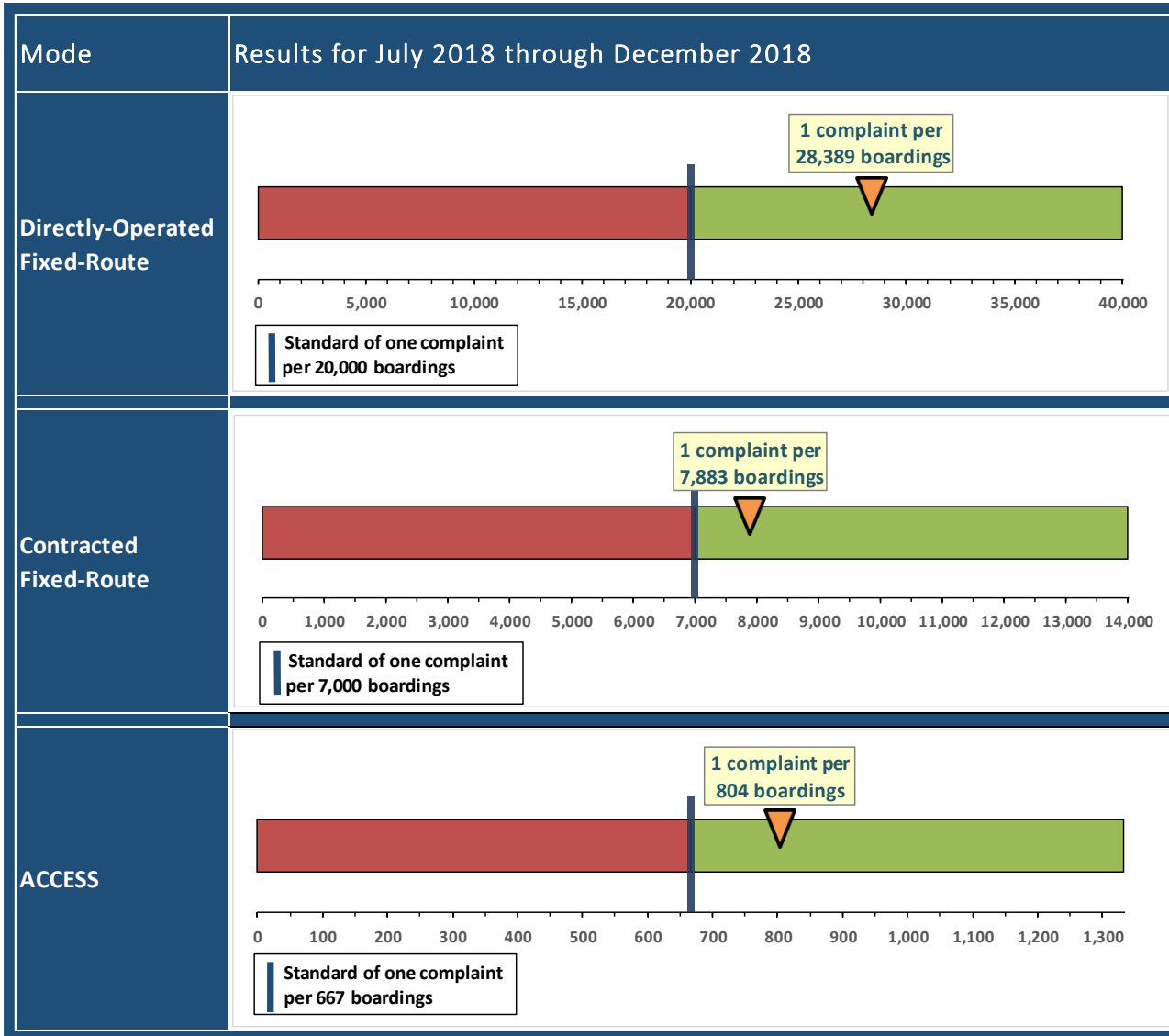
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



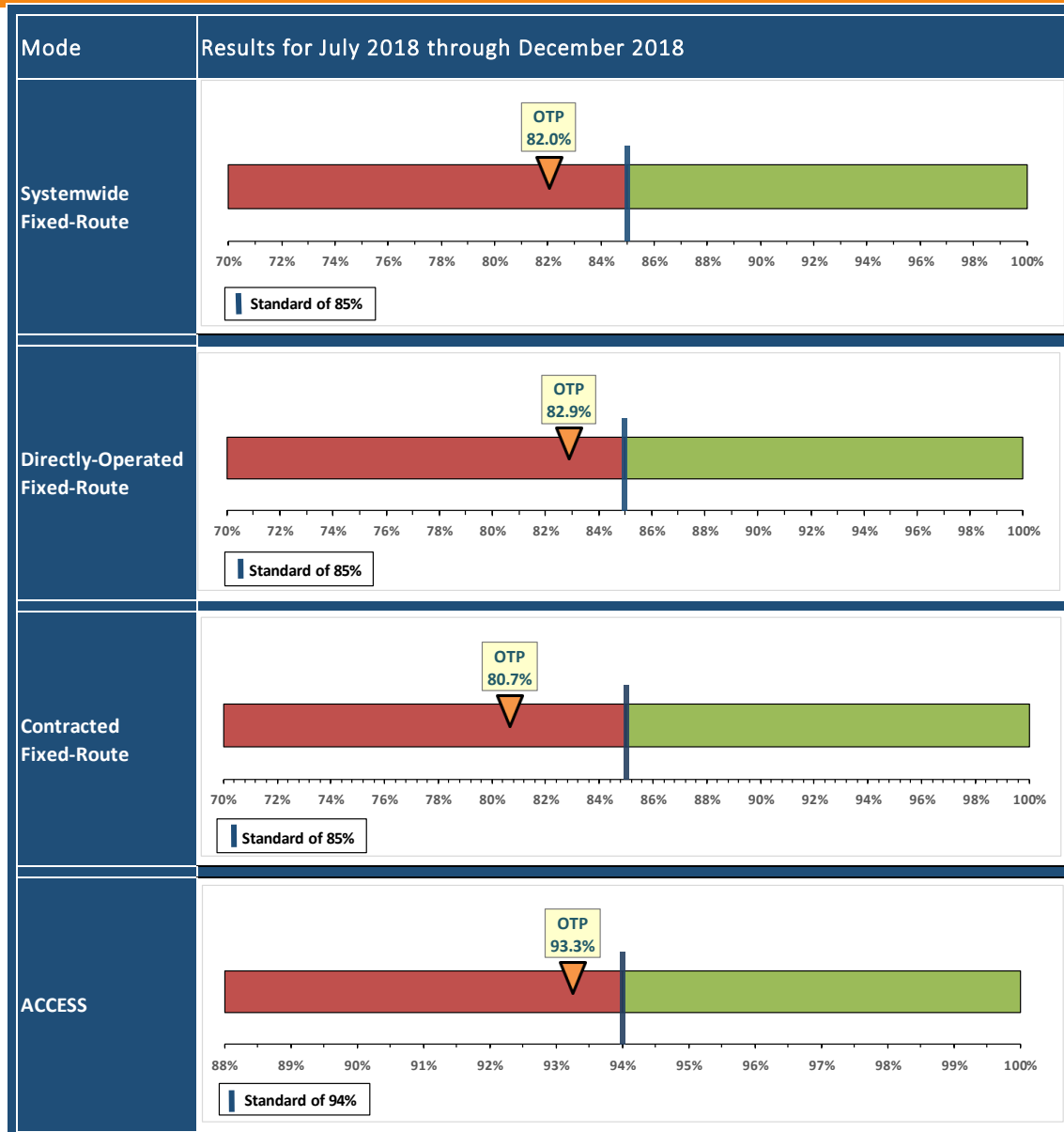
- All three modes of service exceeded the safety standard

Courtesy



- All three modes of service exceeded the courtesy standard

Reliability-OTP

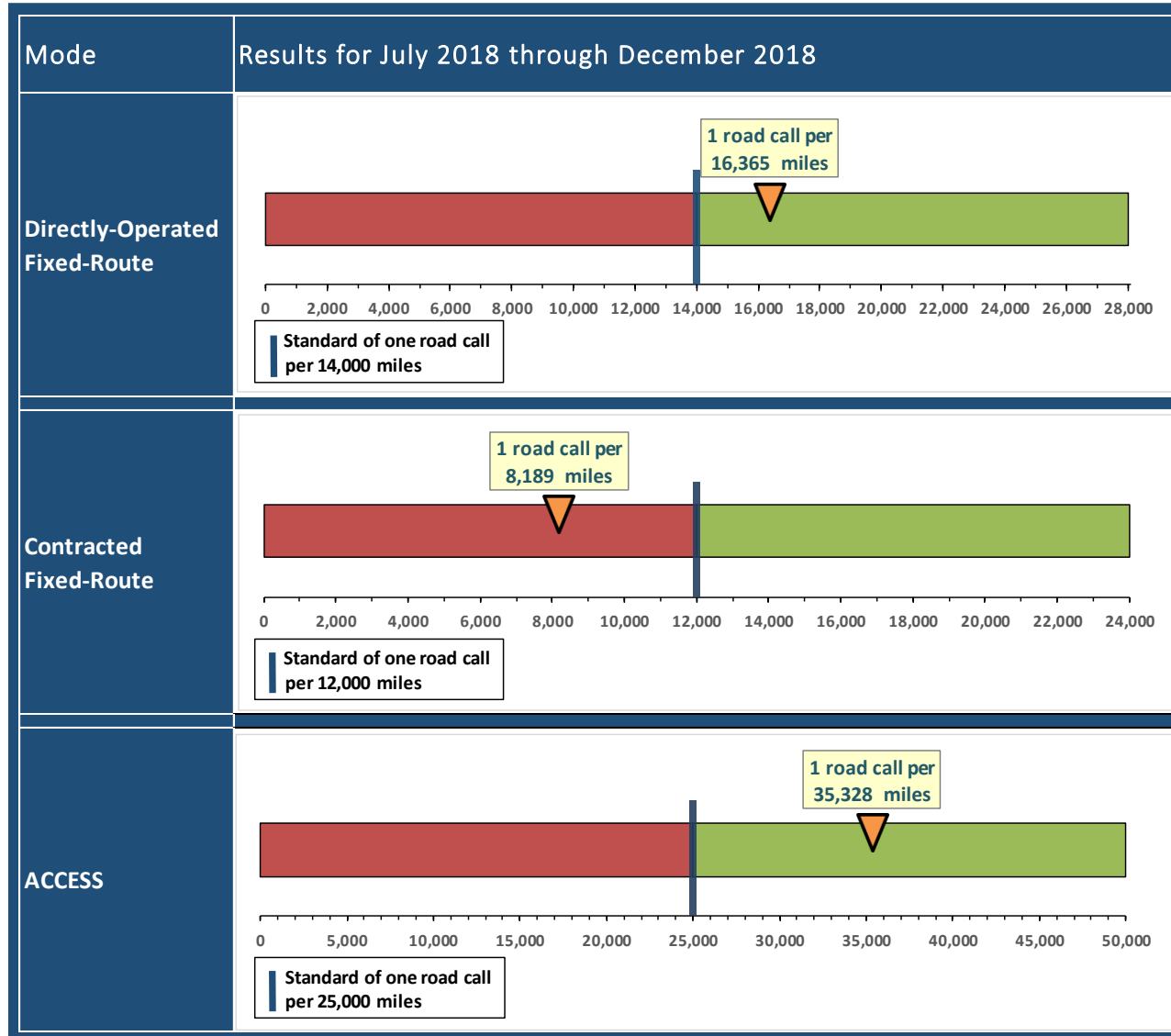


- Systemwide fixed-route service was three percent below the standard
- Directly-operated fixed-route (DOFR) service was 2.1 percent below the standard
- Contracted fixed-route (CFR) service was within 4.3 percent below the standard
- OC ACCESS service was 0.7 percent below the standard

Routes Impacted by Construction

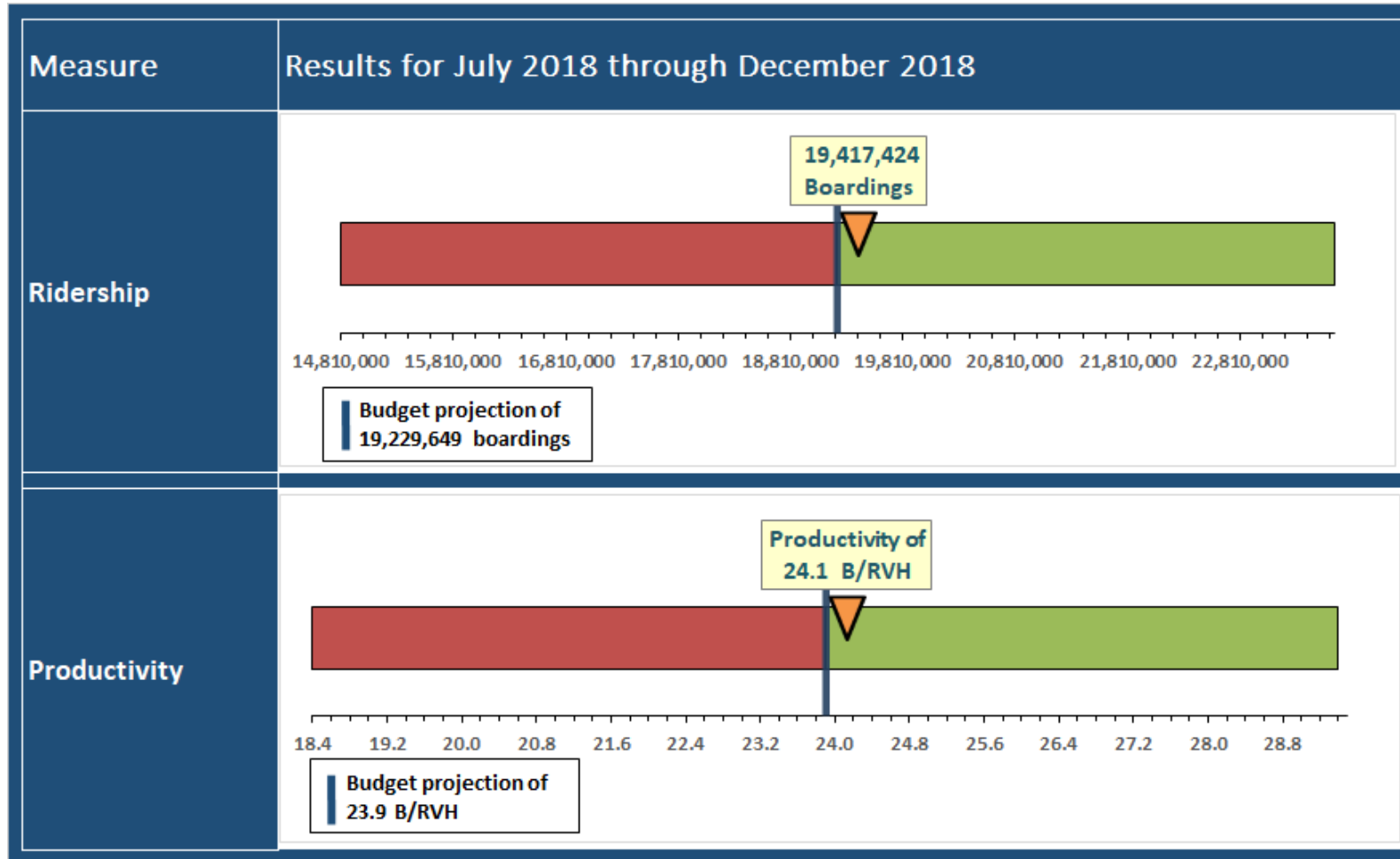
Route	OTP (FY2017-18)	OTP (FY2018-19)	Change	Construction Project
47 - Fullerton - Balboa	87.2%	81.7%	-5.5%	Superior Avenue/Hospital Road - Construction; Fiber-optic work along Haster Street between Katella Avenue/Orangewood Avenue
66 - Huntington Beach - Irvine	88.8%	82.8%	-6.0%	I-405 Bridge demolition @ McFadden Avenue, lane reduction
59 - Anaheim - Irvine	78.1%	73.8%	-4.3%	Orange Transportation Center Parking Structure Project
50 - Long Beach - Orange	86.8%	84.4%	-2.4%	Katella Avenue water main replacement project: Disneyland Drive - Haster Street; Anaheim Boulevard
71 - Yorba Linda - Newport Beach	81.2%	75.4%	-5.9%	Superior Avenue/Hospital Road - Construction Garfield Street Closure: construction detour July/August
178 - Huntington Beach - Irvine	86.3%	79.0%	-7.3%	2018

Reliability-MBRC



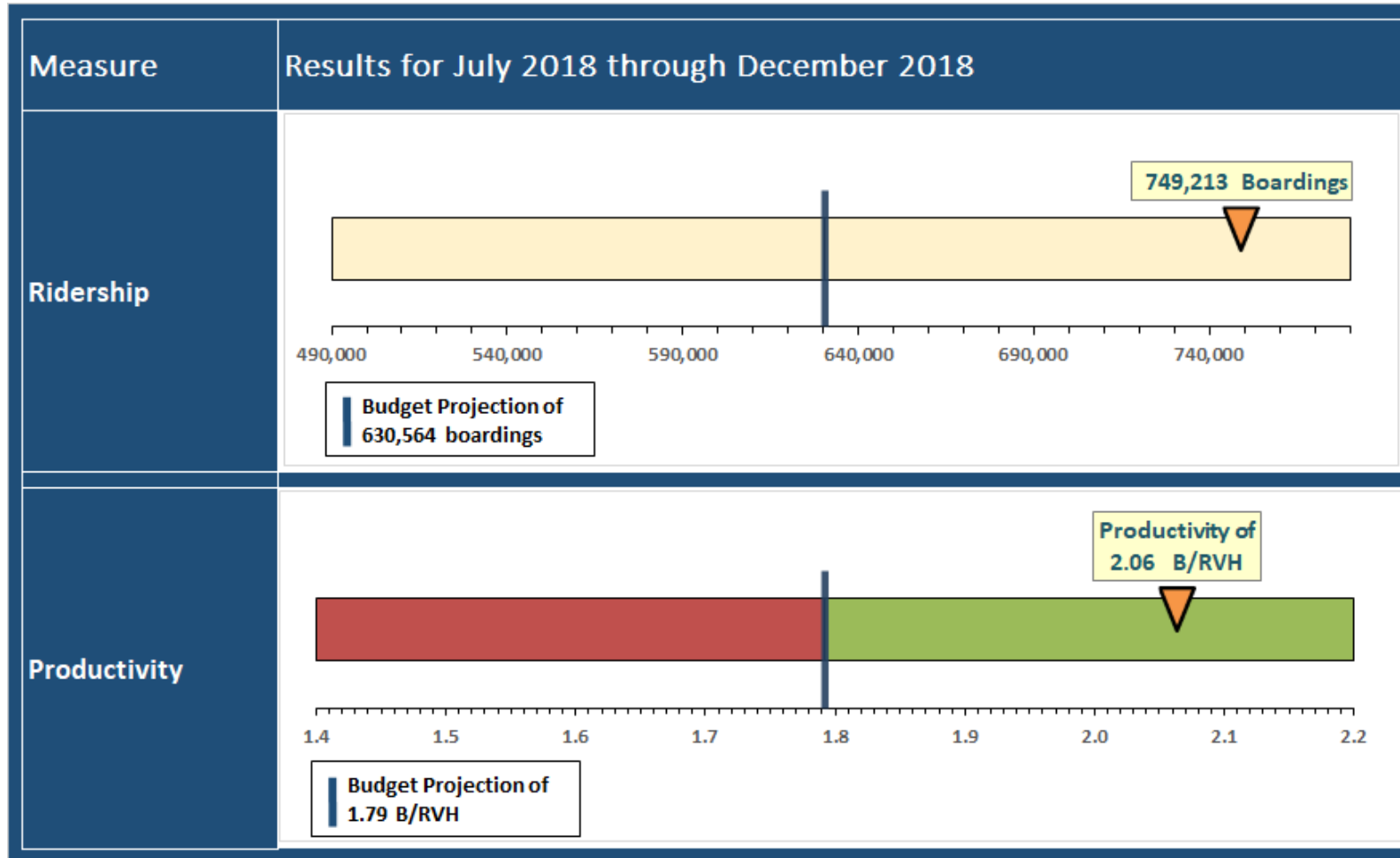
- DOFR and OC ACCESS services exceeded the MBRC standard
- CFR did not meet the standard
- Continued to focus on vehicle reliability:
 - Provided additional maintenance training
 - Implemented more rigorous quality control processes to improve vehicle repair procedures
 - Maintained corporate support and presence in maintenance shop

Fixed-Route-Ridership and Productivity



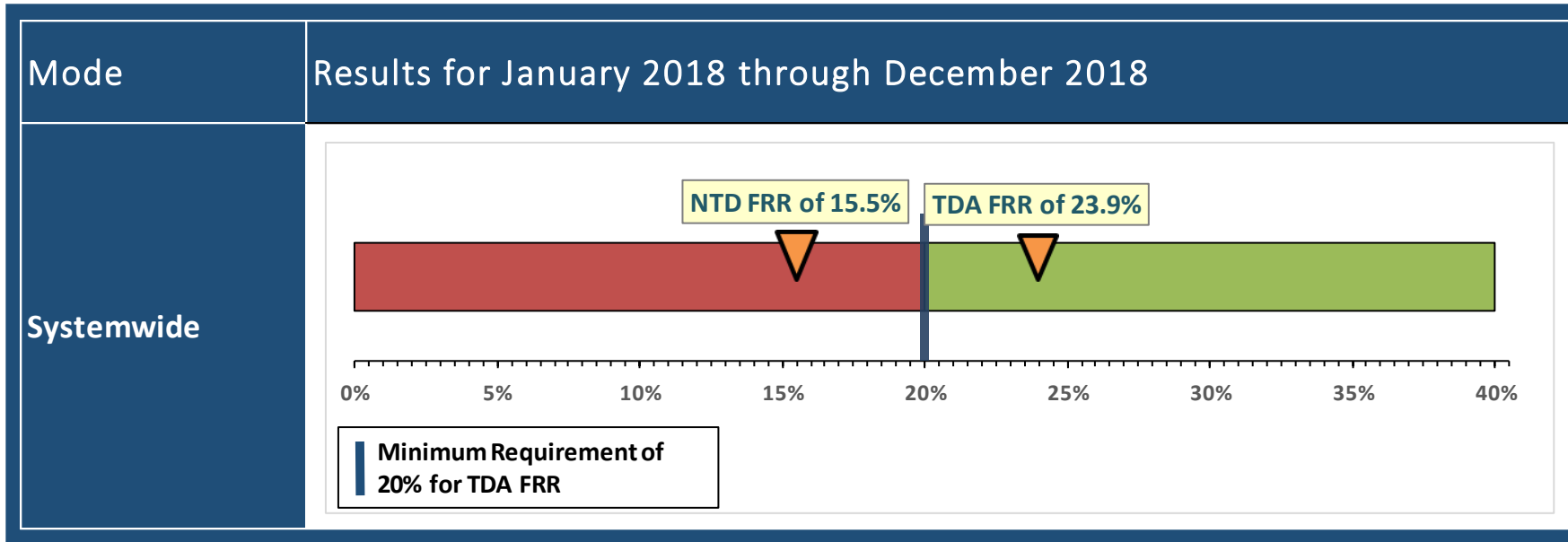
- Fixed-route service was above the budget projection for ridership and productivity

OC ACCESS-Ridership and Productivity



- OC ACCESS service exceeded budget projections for ridership and productivity

Farebox Recovery Ratio

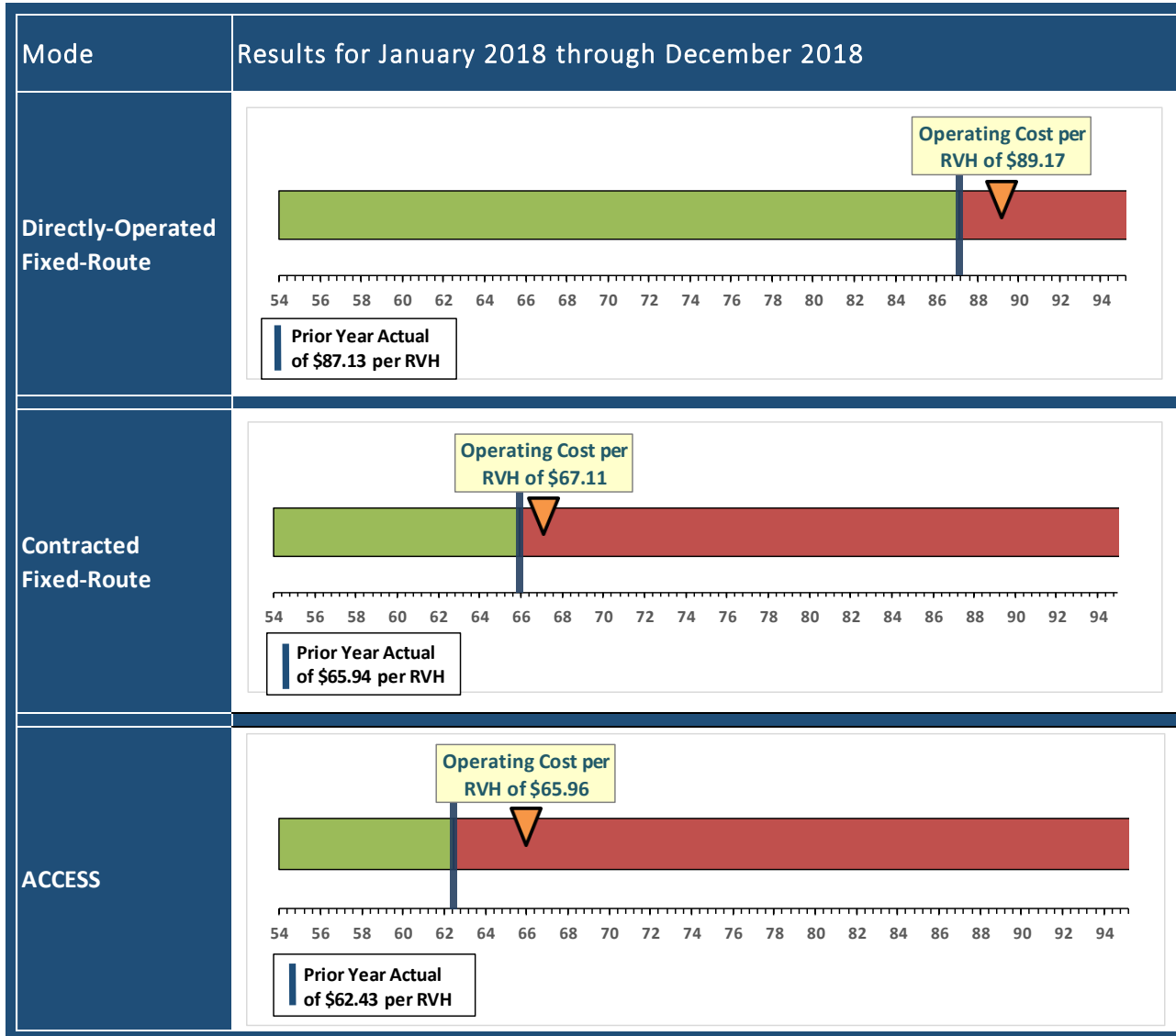


Note:

- National Transit Database (NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

- NTD FRR was 4.5 percent under the standard, and
- TDA FRR exceeded the standard by 3.9 percent

Cost per RVH



- DOFR operating cost increased 2.3 percent from the prior year actuals
- CFR operating cost increased 1.8 percent from the prior year actuals
- OC ACCESS operating cost increased 5.7 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	8.1%	\$ 12.45	33,315	9.11	3,657	2	-	-
085	9.0%	11.78	35,886	8.84	4,059	2	-	-
001	7.9%	11.06	291,036	13.31	21,859	9	-	-
087	8.8%	10.94	34,491	10.03	3,440	-	2	-
076	9.5%	9.96	44,553	13.56	3,285	2	-	-
083	11.8%	7.43	322,836	18.73	17,238	11	-	-
086	13.4%	7.26	75,064	13.78	5,446	3	-	-
091	14.8%	7.04	204,396	14.01	14,584	7	-	-
024	14.8%	6.83	64,167	14.66	4,376	3	-	-
090	15.8%	6.65	168,077	15.67	10,724	8	-	-
050	12.5%	6.35	620,801	23.16	26,810	2	-	8
079	14.7%	6.24	220,172	15.41	14,284	6	-	-
056	12.9%	6.14	214,119	21.12	10,138	4	-	-
082	19.0%	6.04	41,573	19.80	2,100	3	-	-
560	14.2%	5.98	394,901	23.39	16,883	13	-	-
059	15.8%	5.89	280,989	17.12	16,410	9	-	-
089	16.1%	5.80	181,344	16.65	10,893	6	-	-
055	16.5%	5.65	663,151	22.83	29,043	15	-	-
054	15.0%	5.63	611,553	23.54	25,982	17	-	-
072	15.7%	5.58	255,074	22.54	11,316	6	-	-
025	17.0%	5.44	192,137	17.85	10,765	5	-	-
071	16.8%	5.30	354,705	17.76	19,967	8	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
037	15.7%	\$ 5.25	555,609	24.66	22,528	12	-	-
026	16.4%	5.22	222,651	18.23	12,214	4	-	-
029	17.1%	4.73	1,006,915	26.83	37,536	16	-	-
030	17.8%	4.53	332,236	20.60	16,131	7	-	-
047	19.3%	4.46	1,080,896	27.67	39,063	18	-	-
035	18.6%	4.36	414,853	22.81	18,184	13	-	-
543	18.6%	4.33	491,809	29.56	16,636	10	-	-
070	20.3%	4.19	482,079	23.18	20,800	12	-	-
057	20.1%	4.12	1,024,426	31.69	32,329	-	-	14
033	18.8%	4.03	201,160	22.86	8,800	4	-	-
060	19.0%	3.95	983,920	31.01	31,734	10	-	-
053X	20.7%	3.93	329,731	28.43	11,597	6	-	-
046	21.8%	3.84	327,800	23.80	13,774	8	-	-
043	21.7%	3.72	1,080,786	31.78	34,004	16	-	-
053	21.0%	3.70	732,763	33.64	21,785	12	-	-
038	21.0%	3.70	557,892	25.39	21,969	12	-	-
057X	23.8%	3.43	568,134	32.21	17,641	-	-	8
042	22.7%	3.21	780,045	27.97	27,892	13	-	-
066	24.1%	3.20	1,048,701	35.67	29,400	11	-	-
064	24.4%	2.89	796,063	39.67	20,067	10	-	-
064X	25.5%	2.76	311,402	37.79	8,241	4	-	-

Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.3%	\$ 9.62	60,872	10.31	5,906	2	-	-
178	10.9%	9.13	47,134	11.11	4,242	2	-	-
177	13.0%	8.23	43,420	12.02	3,612	-	2	-
167	13.7%	7.19	101,491	13.79	7,358	4	-	-
129	15.7%	6.34	100,248	15.58	6,435	3	-	-
143	15.2%	6.08	95,206	15.46	6,158	2	-	-
150	17.8%	5.59	90,771	18.32	4,955	4	-	-

Performance: Express/Stationlink Routes

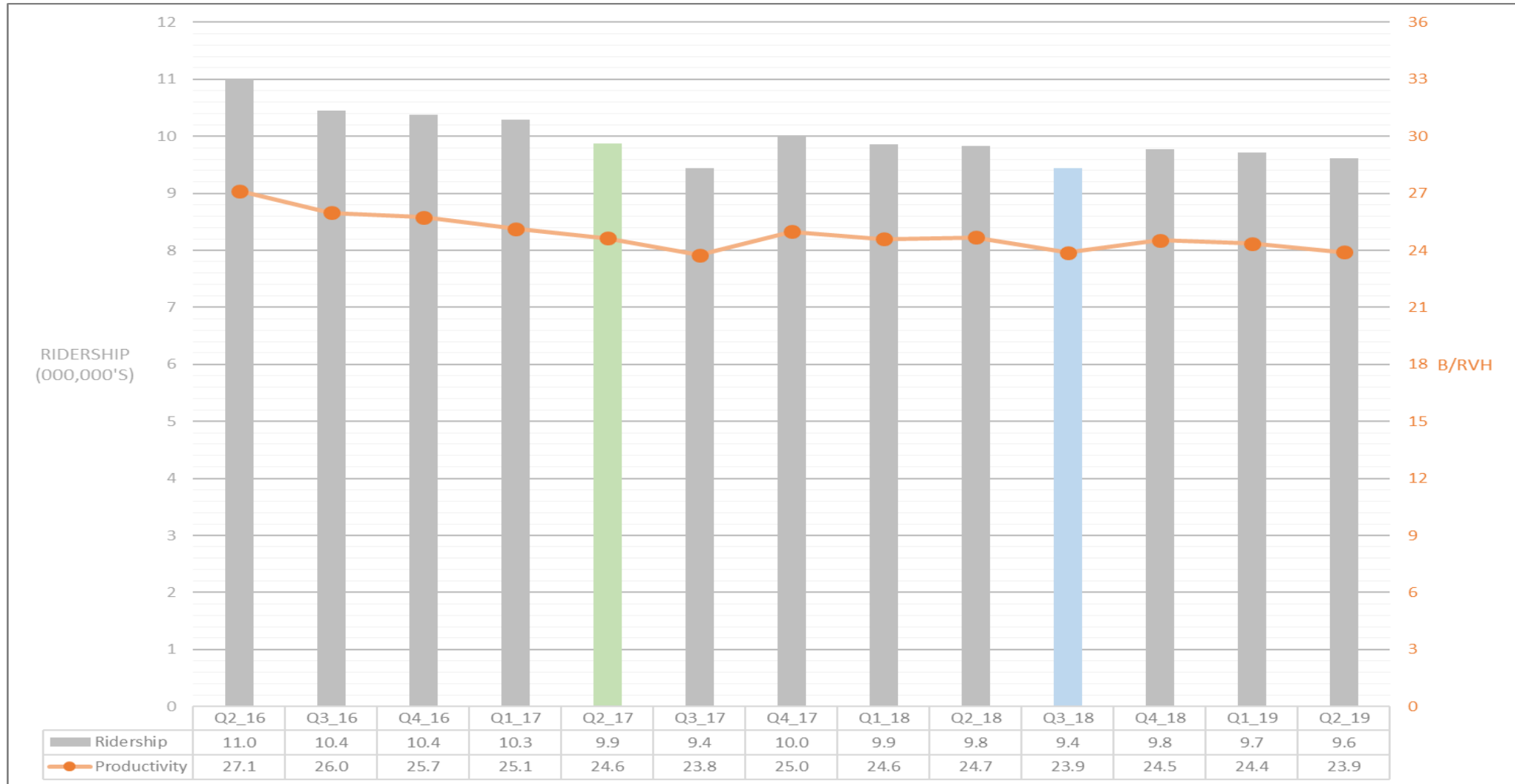
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	2.0%	\$ 59.11	7,845	2.76	2,841	-	4	-
213	2.3%	48.78	7,059	3.98	1,772	-	4	-
721	4.8%	41.40	11,127	5.84	1,905	3	-	-
701	8.0%	30.48	11,588	9.14	1,268	3	-	-
206	4.1%	29.69	6,420	7.38	870	-	3	-
794	22.5%	24.71	16,632	8.33	1,996	4	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	4.1%	\$ 28.09	11,306	7.43	1,522	4	-	-
480	8.6%	12.52	13,383	15.68	854	2	-	-
453	8.6%	11.13	14,912	18.20	819	2	-	-
472	10.4%	10.84	18,498	19.24	962	4	-	-
473	12.4%	8.98	21,548	22.02	979	2	-	-
462	12.6%	7.72	18,673	20.48	912	1	-	-

BUS OPERATIONS PERFORMANCE AND OC BUS 360°

Performance: System-wide Trends

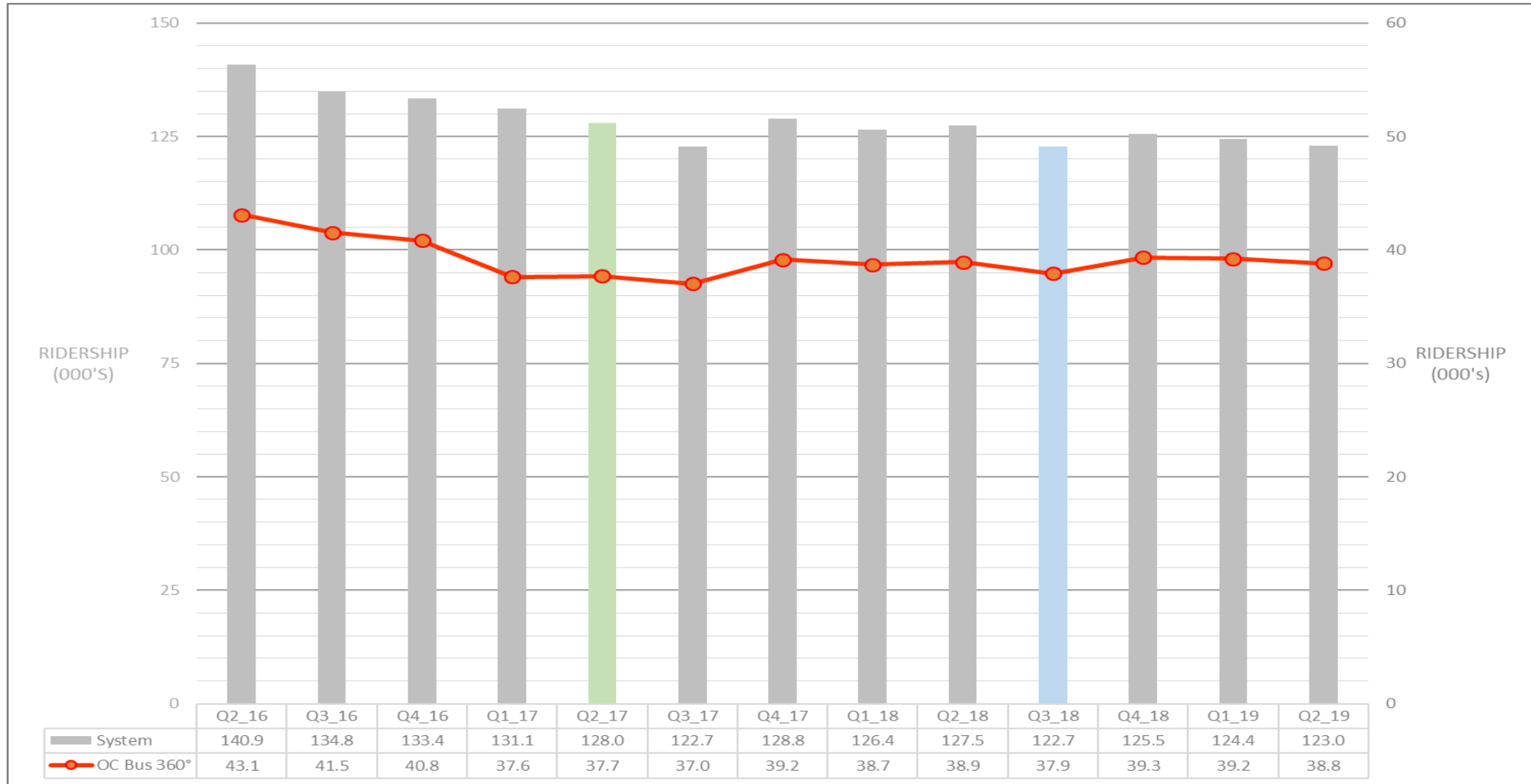
RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



B/RVH - boardings per revenue vehicle hour

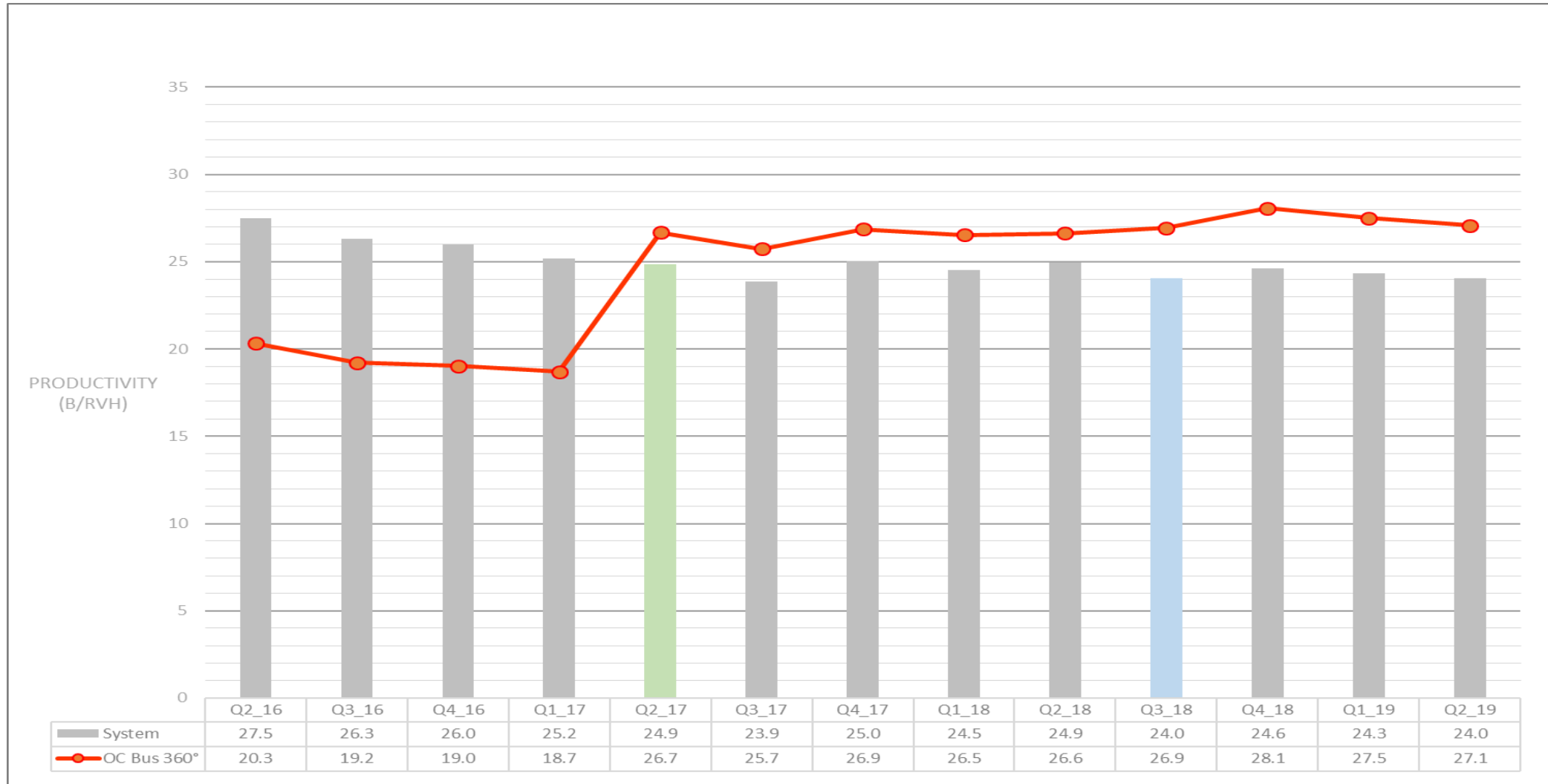
Performance: OC Bus 360° Improvements

Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date



Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. OC Bus 360° Route Reductions/Eliminations To Date



B/RVH - boardings per revenue vehicle hour

Future Reports

May 9, 2019, Transit Committee

June Service Change

Micro-transit pilot program six-month review, OC Flex

June 13, 2019, Transit Committee

Third Quarter Bus Operations Performance Measurements Report