



**March 14, 2019**

**To:** Transit Committee

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

**Subject:** Bus Operations Performance Measurements Report for the Second 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 second 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. These fixed-route bus (OC Bus) services operate 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 to the OCTA Board of Directors.

***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 performance 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 (OTP) and miles between road calls (MBRC) to measure service reliability. The report includes year-to-date performance through the second quarter (October/November/December) 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 DOFR and CFR 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 – OTP for OC Bus and OC ACCESS service was below target. 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 Bus service came in below standard, while OC ACCESS exceeded the 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 continues to provide additional

maintenance training, implement a more rigorous quality control process to improve vehicle repair procedures, and maintain corporate support and presence in the maintenance shop. These actions are expected to yield observable improvements in MBRC for CFR 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);
- A status report on the service adjustments implemented under the OC Bus 360° Program; and
- A summary of OC Flex performance.

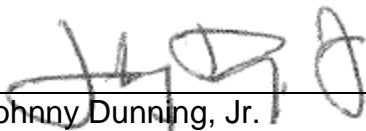
### ***Summary***

Through the second 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 standards. OCTA staff continue to focus on improvements in service reliability as detailed in the report. Service efficiency and route performance remain stable as OC Bus 360° implementation continues. In addition to tracking the established key performance indicators, staff will continue to 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, Second Quarter, Fiscal Year 2018-19

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