

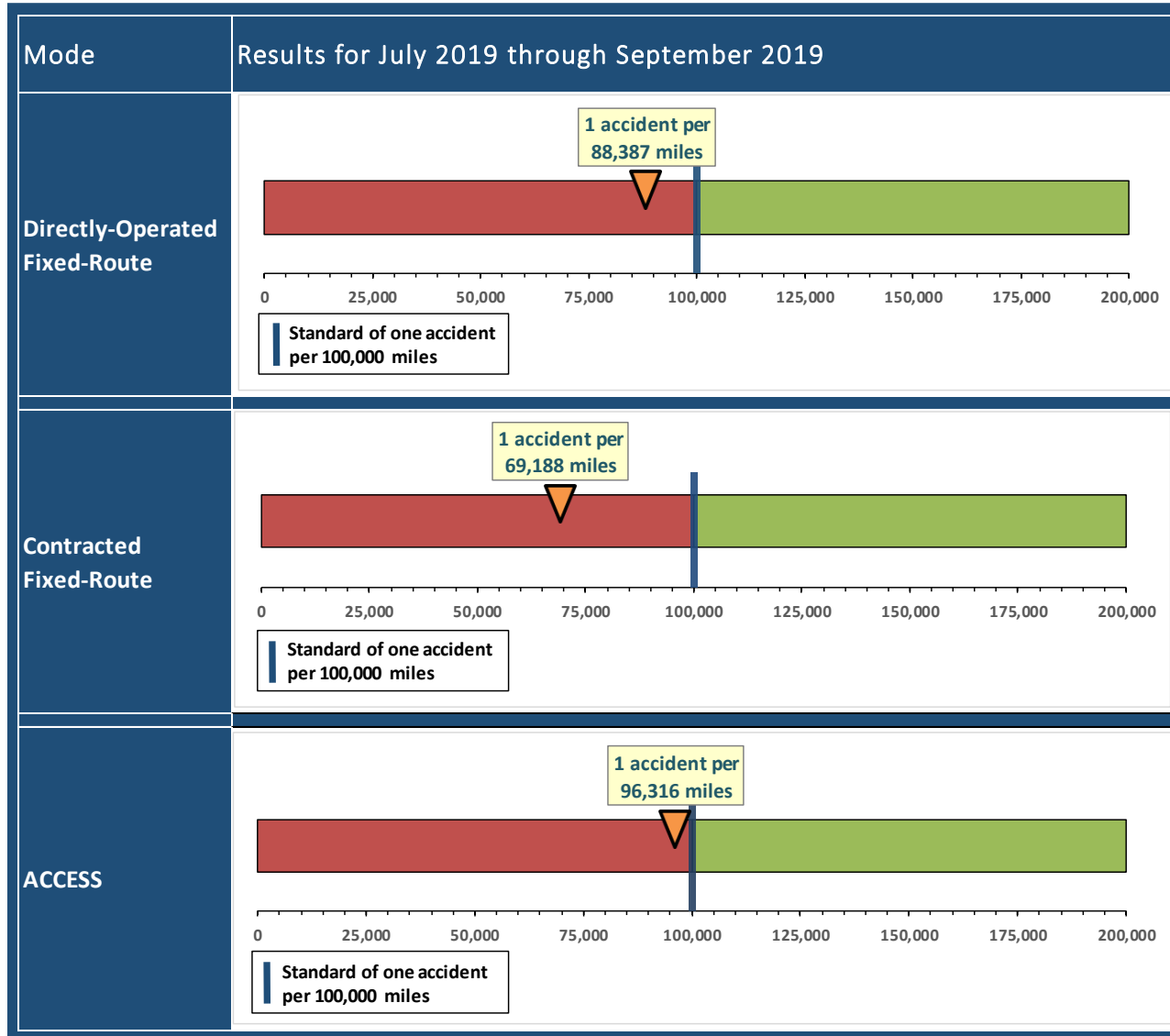
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**First Quarter
Fiscal Year 2019-20**

Performance Measurements

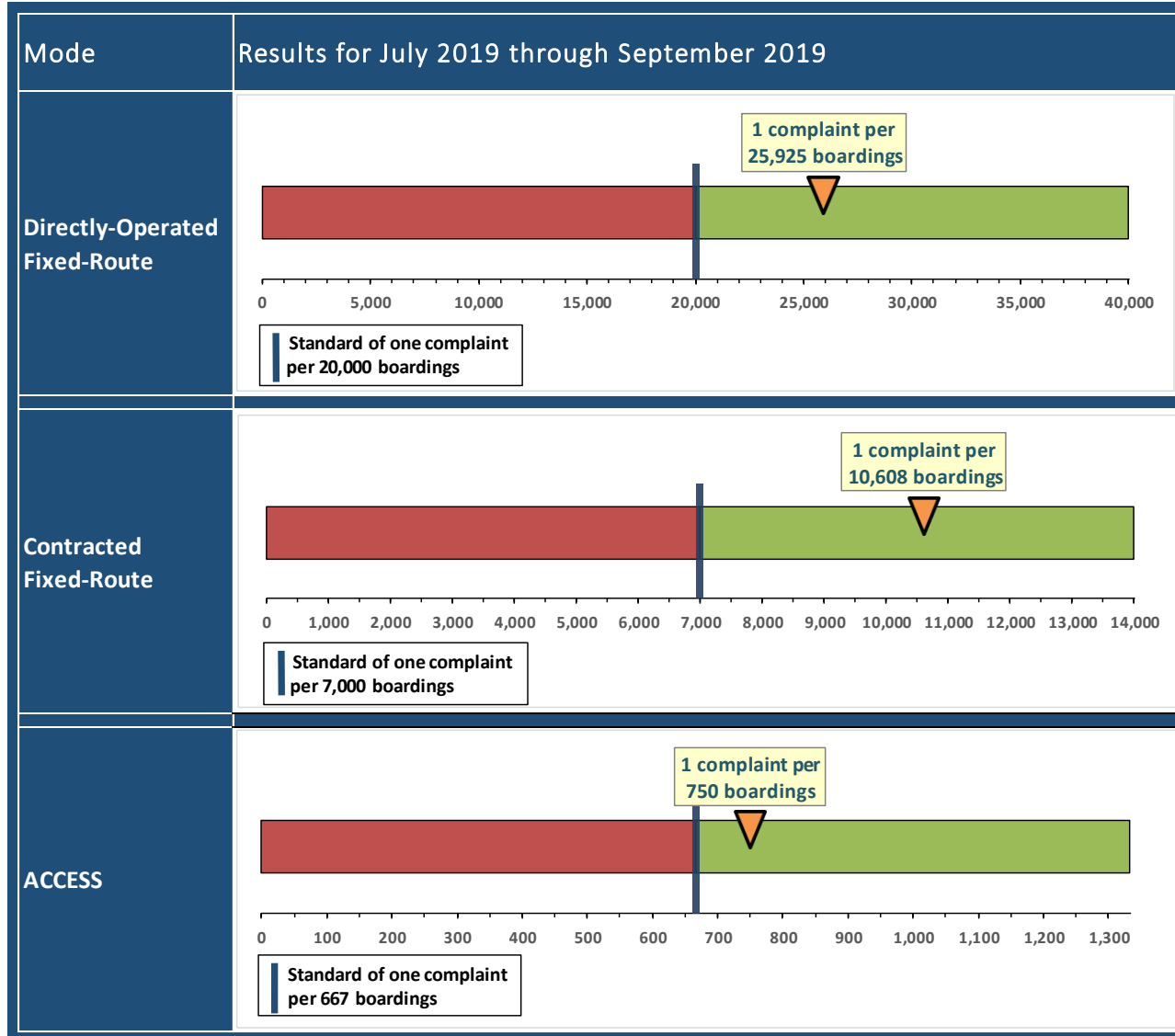
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



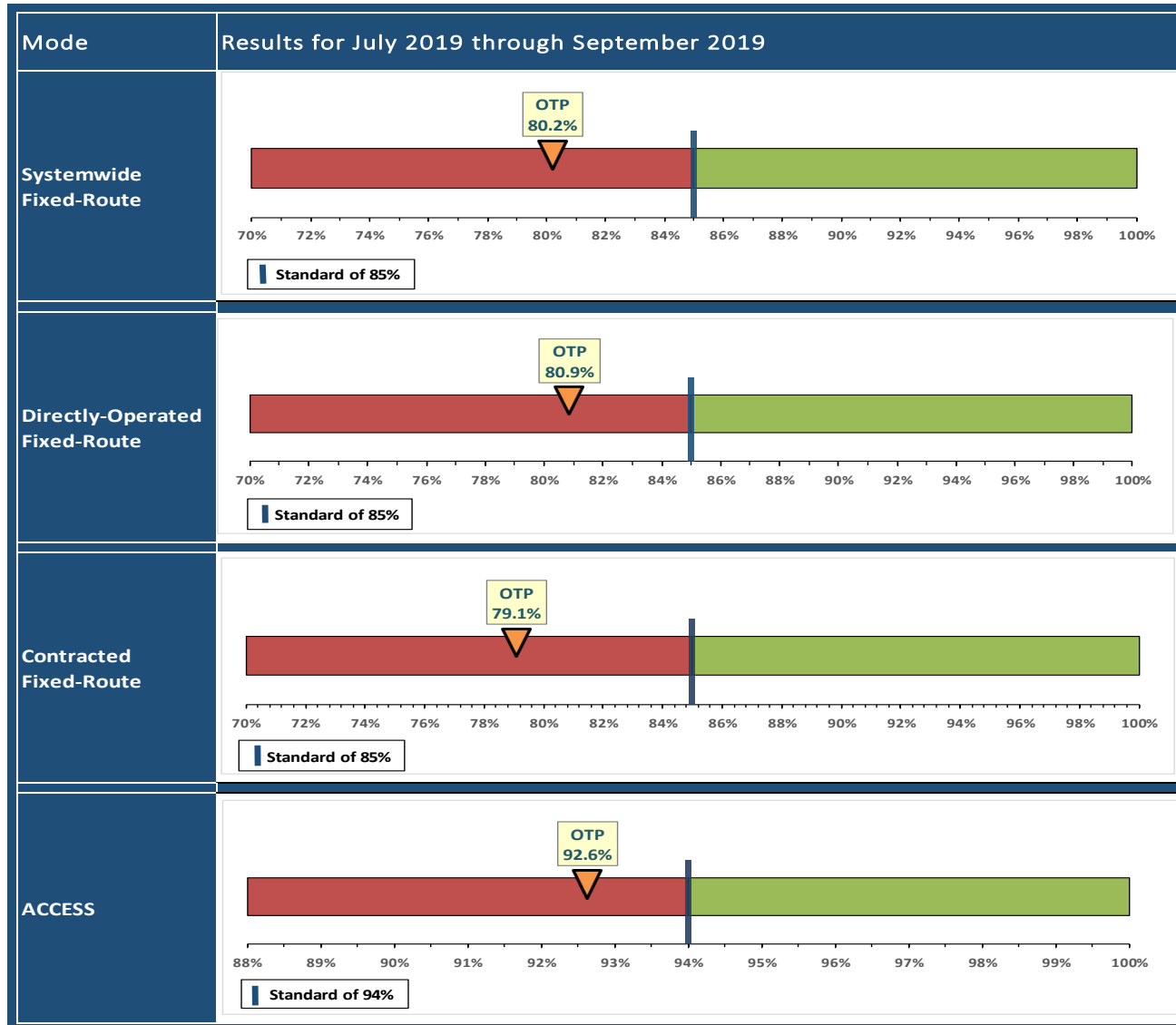
- All three modes of service were below the safety standard
- Several campaigns are in place to emphasize safety awareness

Courtesy



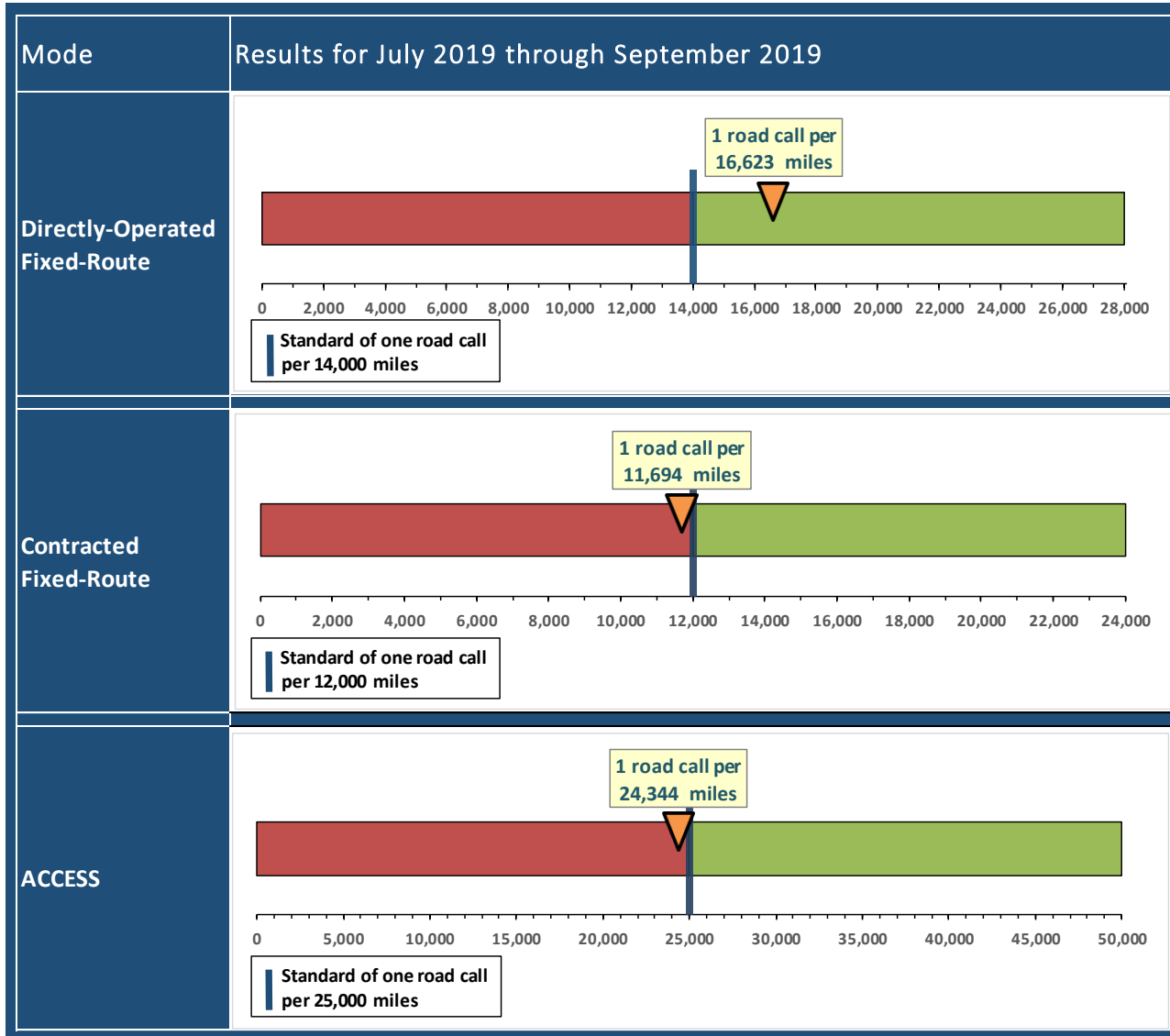
- All three modes of service exceeded the courtesy standard

Reliability-OTP



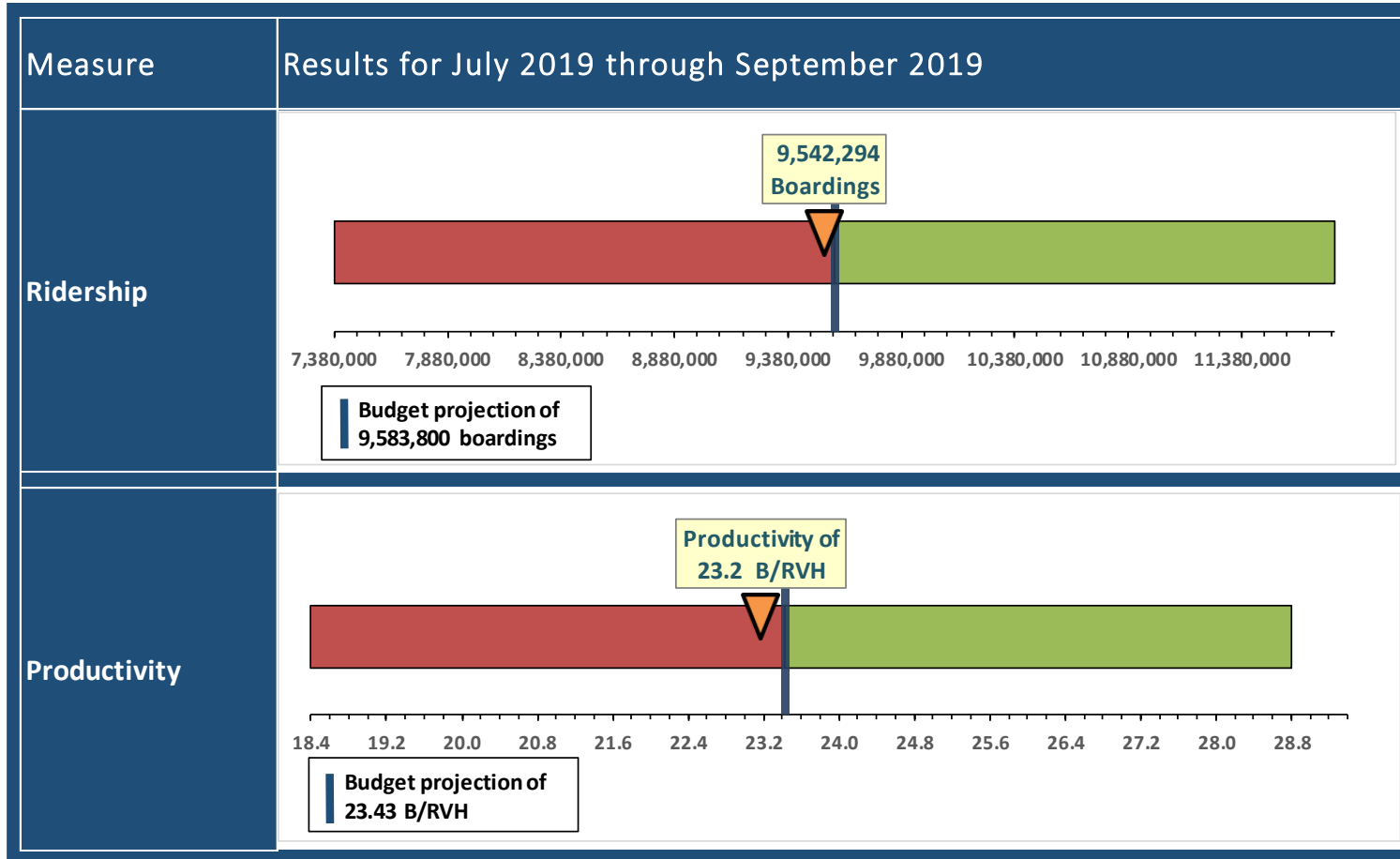
- Systemwide fixed-route service was 4.8 percent below the standard
- Directly-operated fixed-route (DOFR) service was 4.1 percent below the standard
- Contracted fixed-route (CFR) service was 5.9 percent below the standard
- OC ACCESS service was 1.4 percent below the standard
- Contributing factors include school traffic, increase in road improvement projects, Coach Operator shortage (DOFR and OC ACCESS)

Reliability-MBRC



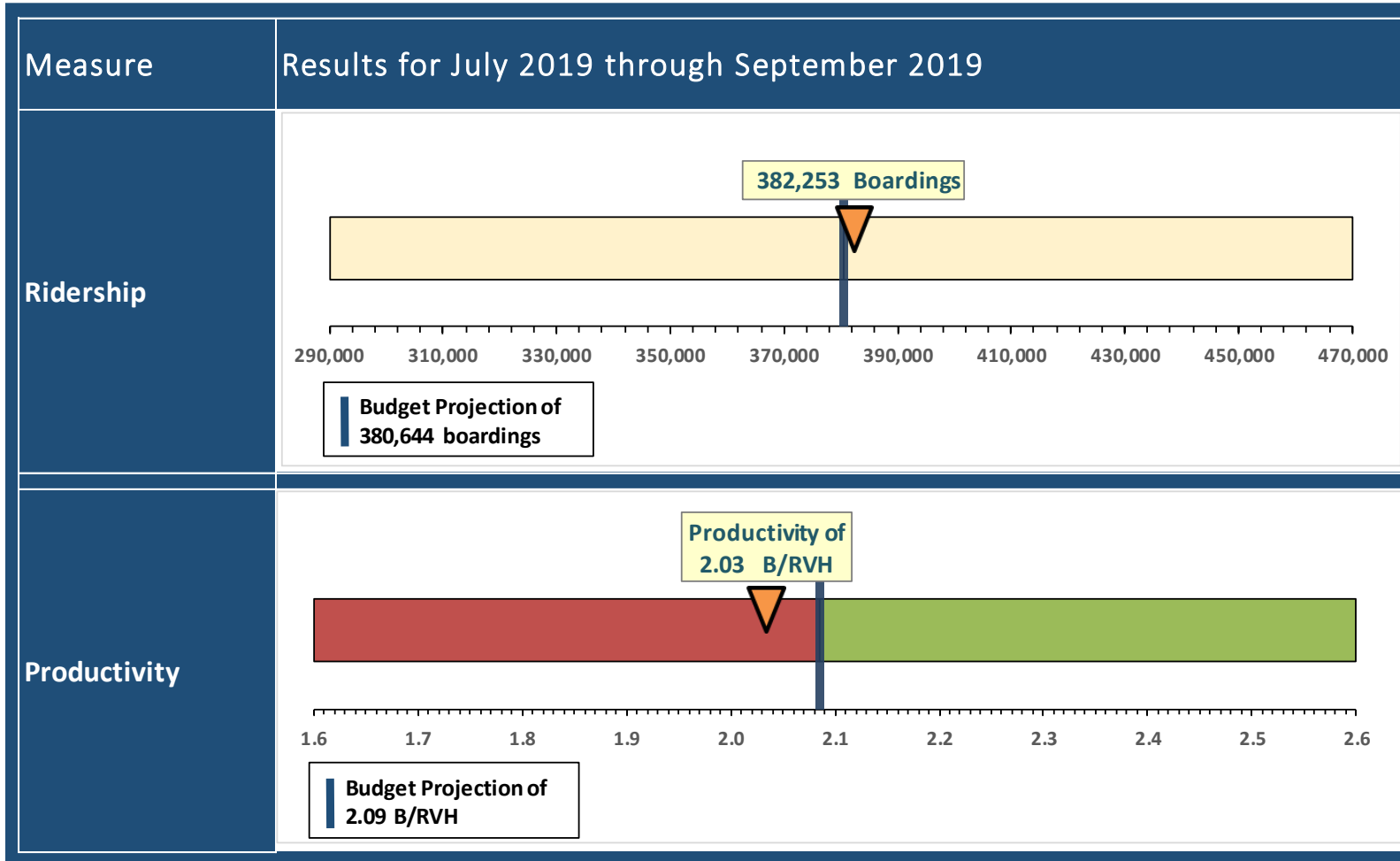
- DOFR exceeded the MBRC standard
- CFR and OC ACCESS did not meet the standard
- Staff continue to work with contractors on continuous improvement

Fixed-Route-Ridership and Productivity



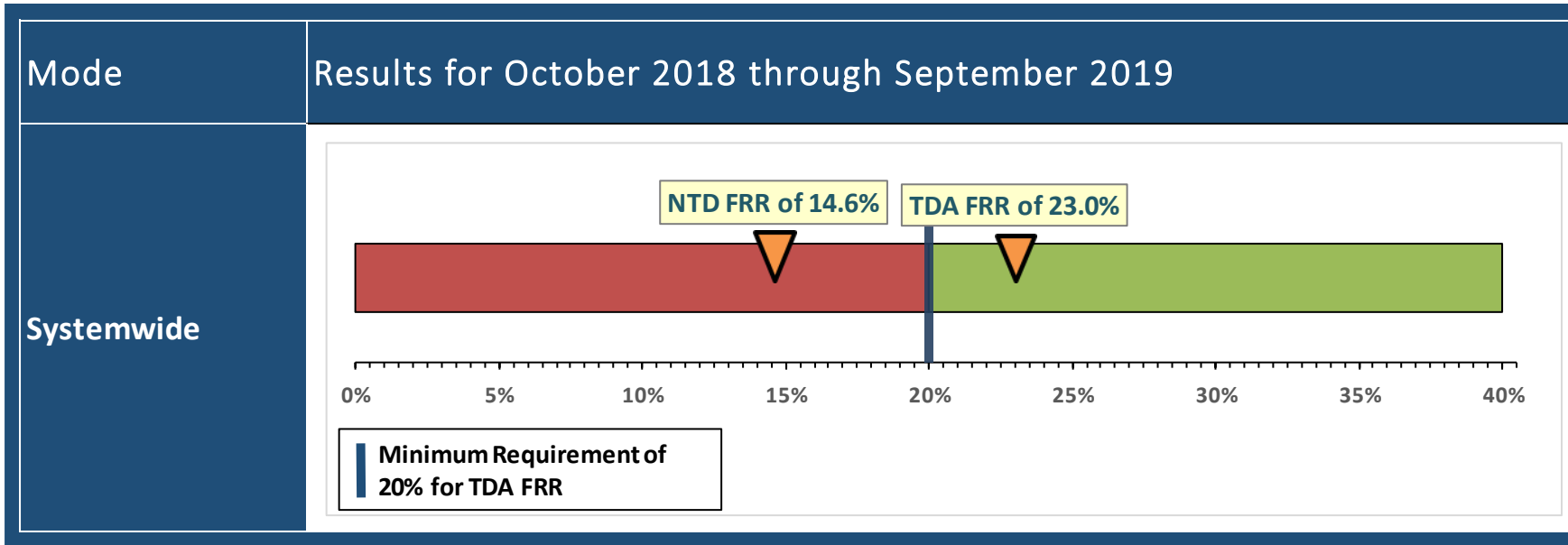
- Fixed-route service was below the budget projection for ridership and productivity

OC ACCESS-Ridership and Productivity



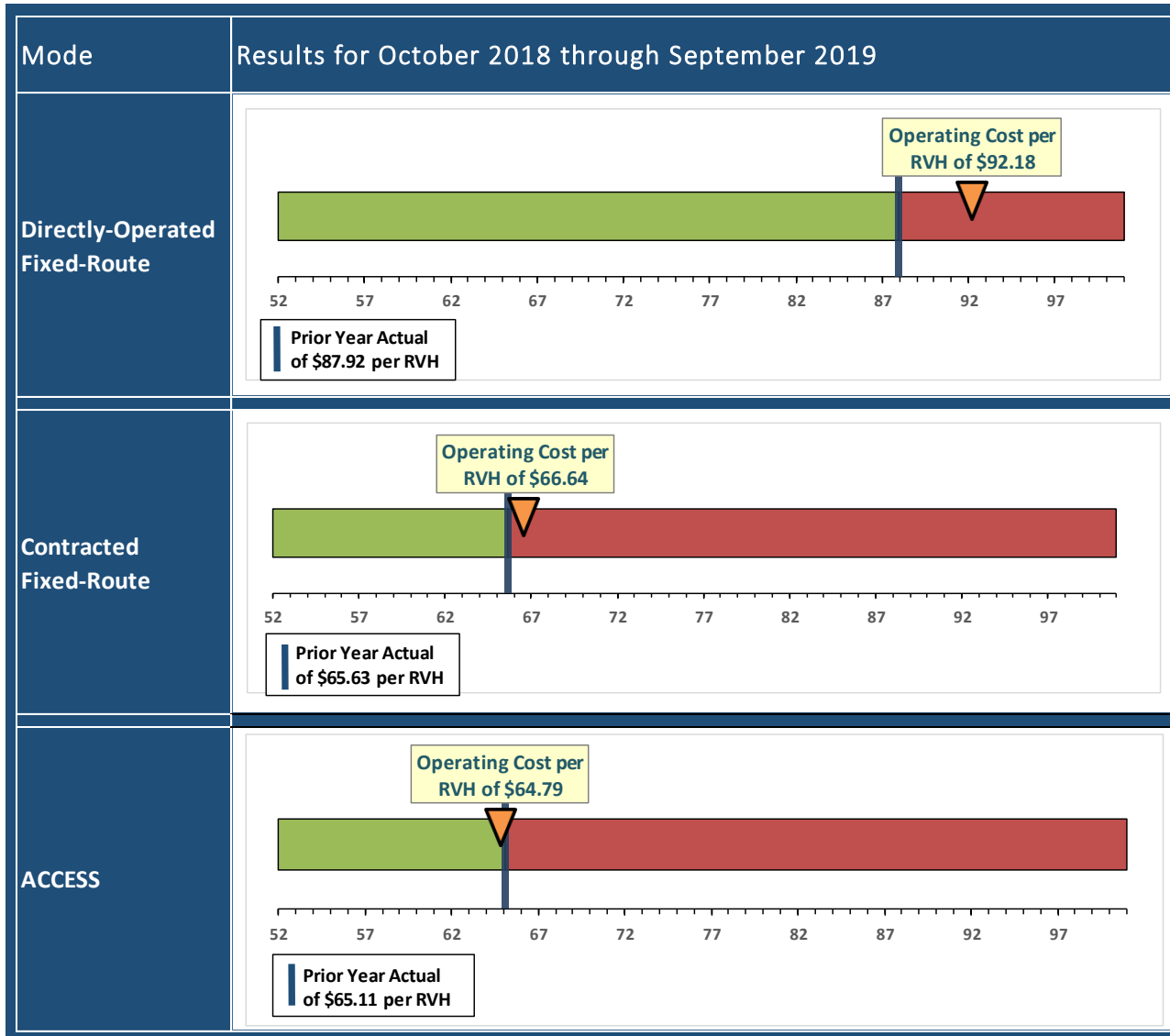
- OC ACCESS service exceeded budget projection for ridership.
- Productivity is 2.9 percent below the budgeted projections.

Farebox Recovery Ratio



- NTD FRR was 5.4 percent under the standard, and
- TDA FRR exceeded the standard by 3 percent

Cost per RVH



- DOFR operating cost increased 4.8 percent from the prior year actuals
- CFR operating cost increased 1.5 percent from the prior year actuals
- OC ACCESS operating cost decreased 0.5 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	7.1%	\$ 12.21	15,893	8.14	1,952	-	2	-
529	6.7%	11.75	83,195	12.81	6,494	10	-	-
001	6.9%	11.08	143,152	12.55	11,410	9	-	-
085	9.5%	10.16	18,749	9.22	2,033	2	-	-
076	8.3%	9.74	22,577	13.64	1,655	2	-	-
087	8.9%	9.48	17,617	10.16	1,733	-	2	-
083	9.8%	7.94	150,226	17.35	8,659	10	-	-
024	12.0%	7.27	29,951	12.97	2,309	3	-	-
091	14.5%	6.83	98,653	13.32	7,404	8	-	-
086	12.2%	6.66	37,263	13.58	2,745	3	-	-
082	15.9%	6.58	16,458	16.11	1,022	2	-	-
560	11.6%	6.51	184,337	21.37	8,627	13	-	-
079	12.2%	6.40	99,816	14.01	7,126	6	-	-
056	11.4%	6.26	104,525	20.75	5,037	5	-	-
090	14.9%	6.15	80,024	14.83	5,396	5	-	-
037	12.8%	5.79	267,499	23.62	11,324	13	-	-
072	13.5%	5.65	126,063	22.09	5,708	6	-	-
059	14.8%	5.63	137,058	16.55	8,283	11	-	-
055	14.8%	5.58	329,218	22.45	14,664	14	-	-
054	13.5%	5.51	304,439	23.64	12,876	14	-	-
050	12.4%	5.50	321,436	23.29	13,800	10	-	1
089	16.8%	5.11	90,813	16.71	5,435	5	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
029	14.8%	\$ 5.08	446,735	25.30	17,659	1	-	12
025	16.1%	\$ 5.07	94,775	17.04	5,563	5	-	-
026	14.8%	\$ 5.04	107,688	16.84	6,395	4	-	-
543	14.6%	\$ 4.87	223,172	26.72	8,352	10	-	-
071	15.9%	\$ 4.87	180,981	17.95	10,082	8	-	-
057	16.1%	\$ 4.61	503,749	31.84	15,824	4	-	11
047	17.5%	\$ 4.44	537,532	27.33	19,667	17	-	-
070	18.2%	\$ 4.29	226,777	21.29	10,653	15	-	-
035	17.3%	\$ 4.14	202,737	22.06	9,192	13	-	-
060	16.4%	\$ 4.11	478,217	30.05	15,912	14	-	-
053	17.3%	\$ 4.06	346,458	31.79	10,898	11	-	-
030	18.1%	\$ 3.90	172,817	21.34	8,098	7	-	-
053X	18.5%	\$ 3.81	170,392	29.35	5,806	6	-	-
038	19.4%	\$ 3.72	257,121	23.17	11,095	12	-	-
033	17.4%	\$ 3.69	99,036	22.44	4,413	3	-	-
043	19.6%	\$ 3.64	541,891	32.38	16,736	14	-	-
046	20.2%	\$ 3.63	159,191	22.64	7,031	6	-	-
057X	20.1%	\$ 3.62	266,645	30.94	8,619	2	-	6
066	21.5%	\$ 3.29	516,134	34.46	14,978	12	-	-
042	21.2%	\$ 3.13	379,456	26.67	14,230	15	-	-
064	21.2%	\$ 3.02	386,898	39.19	9,872	9	-	-
064X	22.3%	\$ 2.78	155,524	37.41	4,157	3	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	8.7%	\$ 9.71	27,777	9.31	2,984	2	-	-
178	9.2%	9.33	21,109	9.92	2,127	2	-	-
177	12.4%	7.49	21,752	12.02	1,809	-	2	-
167	12.2%	7.01	46,789	13.40	3,492	4	-	-
129	14.4%	6.03	50,036	14.19	3,527	2	-	-
143	13.8%	5.93	46,718	15.04	3,107	3	-	-
150	16.2%	5.70	42,140	16.84	2,502	4	-	-

Performance: Express/Stationlink Routes

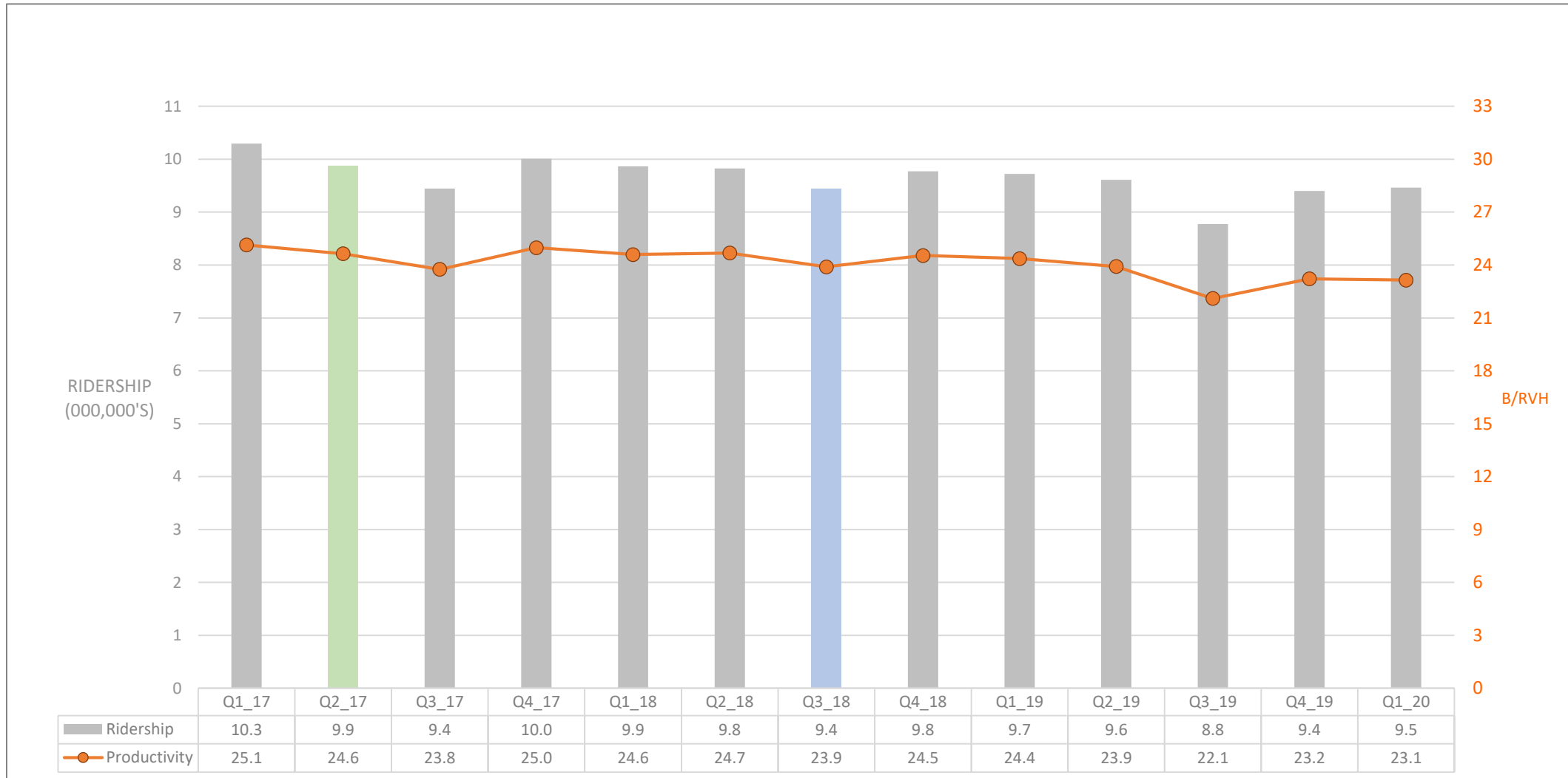
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
213	2.7%	\$ 39.53	3,225	3.66	881	-	4	-
721	5.4%	38.88	5,822	6.06	960	3	-	-
211	3.6%	31.33	5,223	3.65	1,431	-	4	-
701	9.6%	25.94	6,670	10.44	639	3	-	-
206	5.7%	23.29	3,065	6.99	438	-	3	-
794	29.5%	18.84	7,533	7.49	1,006	4	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	3.5%	\$ 31.04	4,655	6.14	758	4	-	-
472	9.9%	12.10	7,390	15.00	493	3	-	-
453	5.2%	10.92	6,612	14.32	462	1	-	-
480	8.5%	10.86	6,585	13.97	471	1	-	-
473	11.8%	9.78	9,491	20.00	475	3	-	-
462	13.1%	7.09	9,065	19.54	464	1	-	-

BUS OPERATIONS PERFORMANCE AND OC BUS 360°

Performance: System-wide Trends

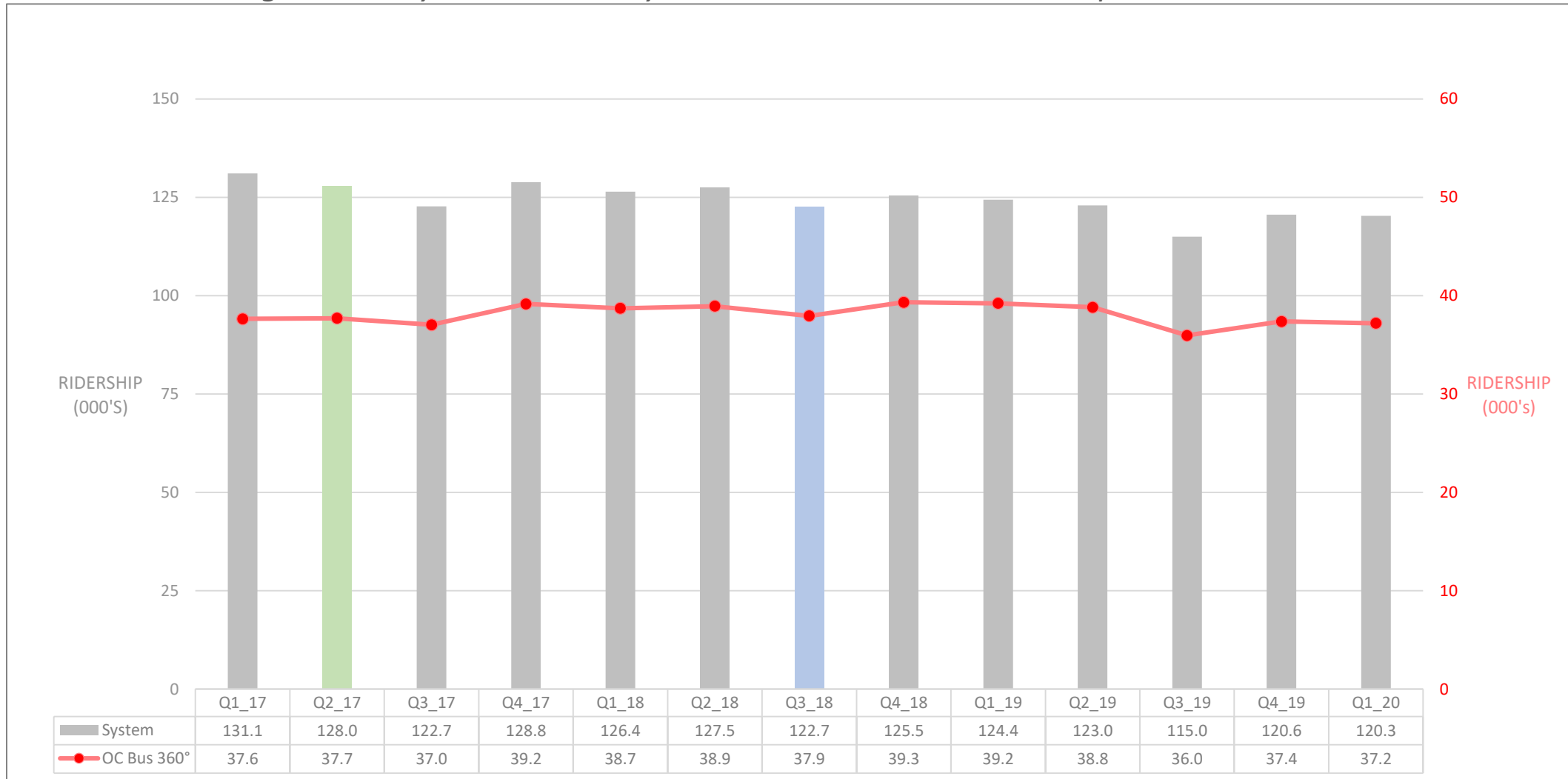
RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



B/RVH - boardings per revenue vehicle hour

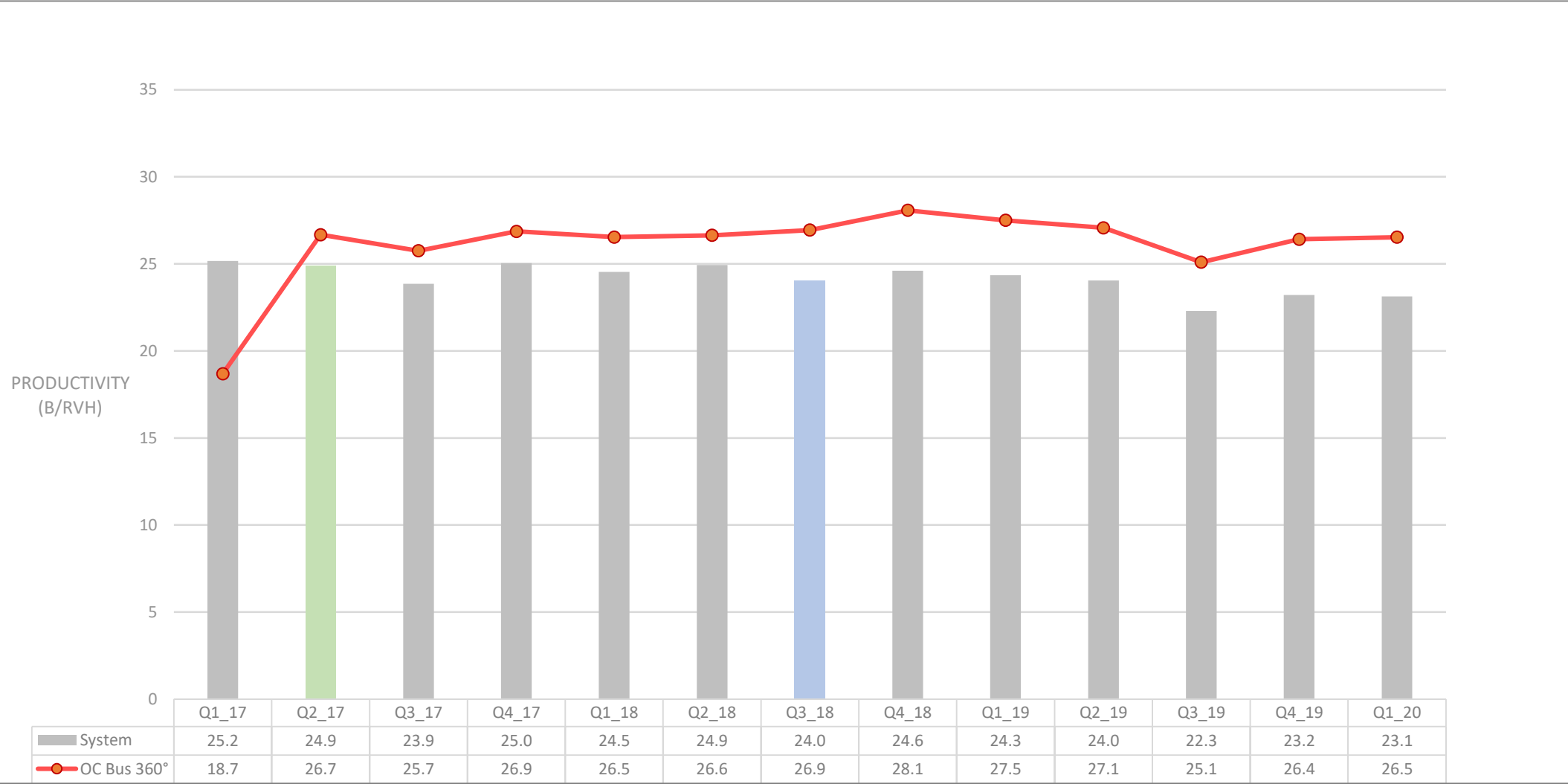
Performance: OC Bus 360° Improvements

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

March 12, 2020, Transit Committee

- Second Quarter Bus Operations Performance Measurements Report