



January 9, 2020

To: Transit Committee *Y. Kenneth Rizzo for*
From: Darrell E. Johnson, Chief Executive Officer
Subject: Bus Operations Performance Measurements Report for the First Quarter of Fiscal Year 2019-20

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the year-to-date performance of these services through the first quarter of fiscal year 2019-20.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA) operates a countywide network of 60 routes, including 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. OCTA provides these services through both directly-operated (DOFR) and contracted fixed-route service (CFR). 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 (Attachment A).

Discussion

This 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 and miles between road calls (MBRC) to measure service reliability. This report includes year-to-date performance through the first quarter, July, August, September, of fiscal year (FY) 2019-20.

- Safety – OC Bus and OC ACCESS services both fell below the accident frequency standard as the number of preventable accidents recorded for each mode exceeded one preventable accident per 100,000 service miles. In response to the increase in vehicle accidents for DOFR, safety-related campaigns were conducted in July, August, September, and October focusing on accident prevention and safety awareness. The Safety Managers for the contract operators have been emphasizing safety and the accident reporting procedures in monthly safety meetings.
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received compared to boardings. During the first quarter, all modes of service performed above the respective standards.
- Reliability – On-time performance (OTP) for OC Bus and OC ACCESS was below target. Under performing fixed-route OTP rates can be attributed to several factors, including vehicle reliability, driver behavior, high passenger loads, construction, and dynamic traffic conditions. Traffic pattern impacts associated with the new school year and an increase in road improvement projects across the county were factors impacting OTP during the reporting period. The OTP for OC ACCESS continued to be impacted by an operator shortage. The recent ratification of the contractor's collective bargaining agreement is expected to resolve the operator shortage issue.

The MBRC for DOFR OC Bus service exceeded the standard, while CFR OC Bus service and OC ACCESS service came in below standard. While still below the goal, the MBRC for CFR OC Bus service experienced significant improvement as a result of the contractor's recent recruiting efforts to fill key positions, such as maintenance supervision, resulting in a better controlled maintenance environment and less technician turnover and an improved maintenance program. The substandard performance

for OC ACCESS is in large part due to an aging OC ACCESS fleet that is beginning to require repairs beyond regular preventive maintenance. The Board of Directors has approved the purchase of 116 new ACCESS vehicles. Delivering is expected in FY 2020-21.

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 and strategies implemented under the OC Bus 360° Program, including OC Flex and the College Pass Program.

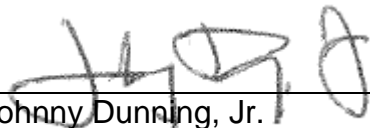
Summary

Through the first quarter of FY 2019-20, the performance of OC Bus service exceeded the performance in the areas of courtesy and reliability, but was below the standard for safety and OTP. In addition, CFR was below the standard on MBRC. The performance of OC ACCESS also exceeded the standard for courtesy, but fell below the performance standard for safety and reliability. OCTA staff continue to focus on continuous quality improvement in safety and 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

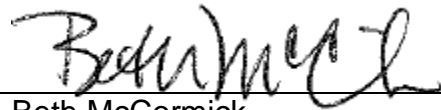
- A. Bus Operations Performance Measurements Report, First Quarter, Fiscal Year 2019-20

Prepared by:

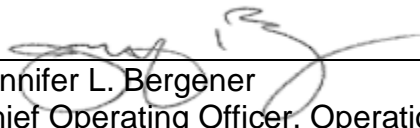


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