



March 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Operations Performance Measurements Report for the Second 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 second 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 second quarter, including the months of October, November, December, of fiscal year (FY) 2019-20.

- Safety – OC Bus and OC ACCESS services both remain below the accident frequency standard as the number of preventable accidents recorded for each mode exceeded one preventable accident per 100,000 service miles. The increase in vehicle accidents for DOFR is highly correlated with the increase in new coach operators with one year of service or less. As discussed further in the attached, the number of preventable accidents among coach operators in this group increased from nine preventable accidents to 39, an increase of more than 400 percent. OCTA Operations staff will continue to focus on reinforcing the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. The Safety Managers for the contract services continue to emphasize safety and the accident reporting procedures in their monthly safety meetings.
- Customer Service – During the first quarter, all modes of service performed above the respective standards. Customer service is measured by evaluating the number of valid customer complaints received compared to boardings.
- 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. The abundance of road improvement projects requiring short and long-term detours continues to be a prime factor impacting OTP for OC Bus service. Though the recent ratification of the contractor's collective bargaining agreement is addressing the operator shortage, the contractor is updating routing information for existing subscription trips to current traffic conditions.

The MBRC for all modes of service exceeded the standard through the reporting period. Notably, the MBRC for CFR OC Bus service increased by 21.4 percent from last quarter and increased by 57 percent compared to the same quarter of last year. The significant improvement is a result of the contractor's recent filling of key positions resulting in a better controlled maintenance environment, less technician turnover, and an improved maintenance program.

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 second quarter of FY 2019-20, the performance of OC Bus service and OC ACCESS service exceeded the performance in the areas of courtesy and reliability (MRBC) but was below the standard for safety and OTP. OCTA staff continue to focus on continuous quality improvement in safety and reliability as detailed in the report. 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

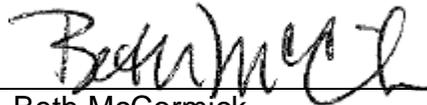
- A. Bus Operations Performance Measurements Report, Second Quarter, Fiscal Year 2019-20

Prepared by:

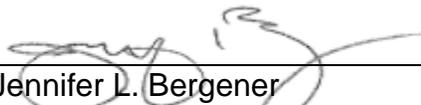


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