



**October 10, 2019**

**To:** Transit Committee

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

**Subject:** Bus Operations Performance Measurements Report for the Fourth 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 services through the fourth quarter of fiscal year 2018-19. The established measures of performance assess 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. 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. 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.

### ***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 and miles between road calls (MBRC) to measure service reliability. The report includes year-to-date performance through the fourth quarter, April, May, June, of fiscal year (FY) 2018-19.

Safety – OC Bus service continues to exhibit strong performance in this area, exceeding the accident frequency standard of no more than one accident per 100,000 miles traveled. The number of preventable accidents recorded for OC ACCESS exceeded the one preventable accident allowed per 100,000 service miles. The attached report provides information on actions being taken to improve this area.

Customer Service – Customer service is measured by evaluating the number of valid customer complaints received. During this quarter and for the year, DOFR and OC ACCESS services both performed above the standards of no more than one complaint per 20,000 riders and for every 667 riders carried, respectively. CFR service met the standard for the quarter (April to June), but fell slightly below the standard for the year. The rise in valid complaints on CFR service is directly attributed to the loss of service (driver shortage) related to the implementation of the February 2019 Service Bid.

Reliability – On-time performance (OTP) for OC Bus and OC ACCESS services was below target. Fixed-route OTP rates can be attributed to several factors including vehicle reliability, driver behavior, dwell times at high activity bus stops, 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 and trips, conducting on-board evaluations, conducting on-site timepoint observations, communicating with drivers on problem routes, and coordinating with the various construction project teams as needed to identify impacts to OTP and minimize those impacts during construction. The OTP for OC ACCESS continued to be impacted by an operator shortage. Recent ratification of the contractor's collective bargaining agreement is expected to support resolution of the operator shortage issue.

MBRC for DOFR and OC ACCESS service exceeded the standard while CFR service came in below standard. The completion of the 98 near-zero engine repowers at the end of the second quarter of FY 2018-19 helped vehicle reliability for both DOFR and CFR. The MBRC for CFR OC Bus service improved through the quarter and is expected to continue trending favorably toward the standard with the continued focus on performance in this area.

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.

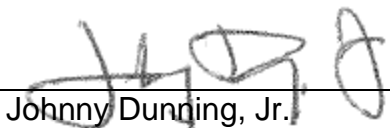
### ***Summary***

Through the fourth quarter of FY 2018-19, the performance of the OC ACCESS program exceeded the performance in the areas of courtesy and reliability, but was below the standard for safety and OTP. The performance of OC Bus service exceeded the safety standard, but fell below the performance standard for courtesy and reliability. OCTA staff continue to focus on continuous quality improvement in courtesy 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***

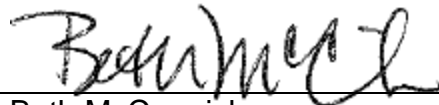
- A. Bus Operations Performance Measurements Report, Fourth Quarter, Fiscal Year 2018-19

**Prepared by:**

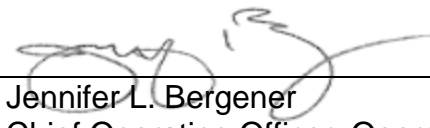


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