

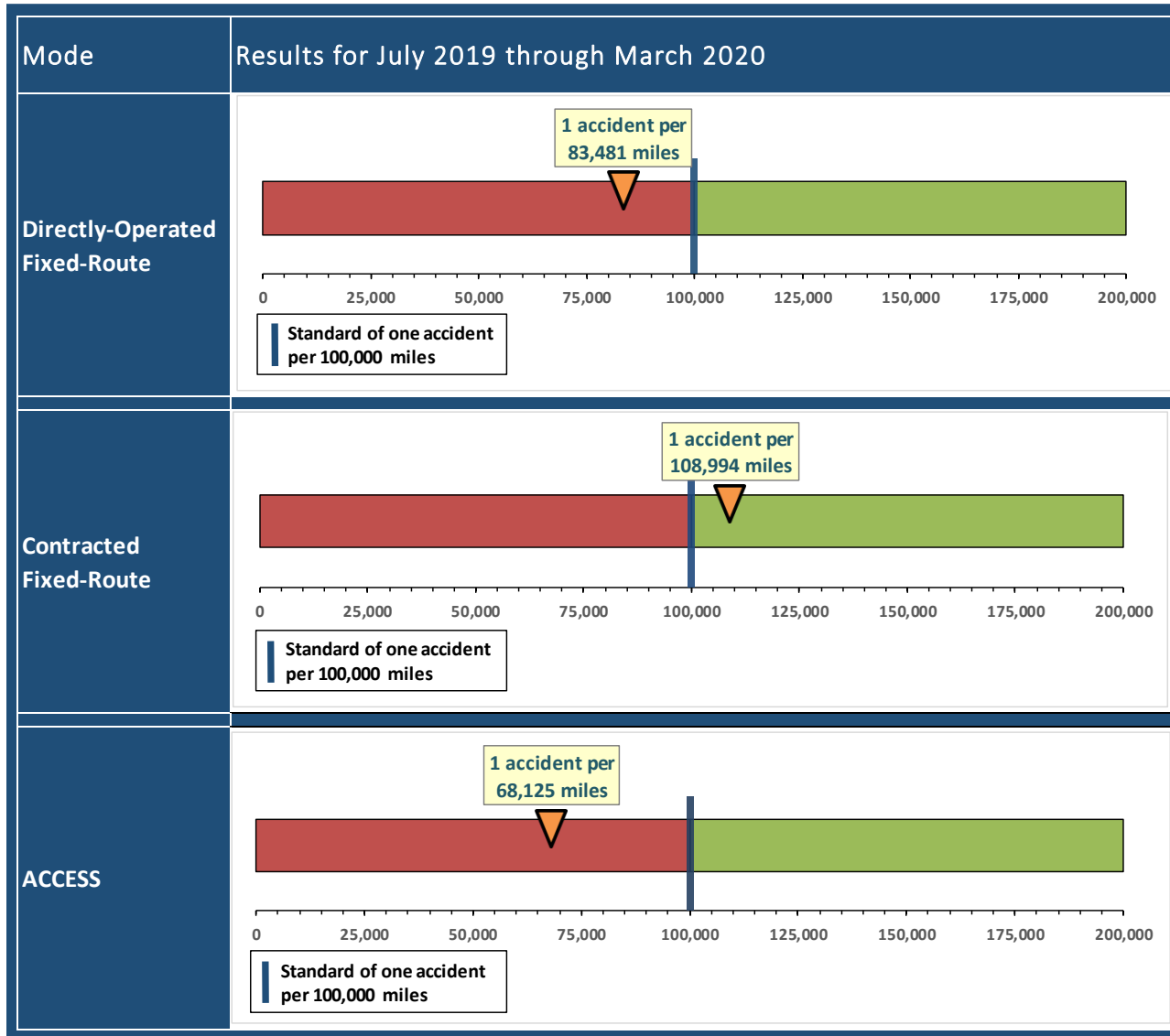
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**Third Quarter
Fiscal Year 2019-20**

Performance Measurements

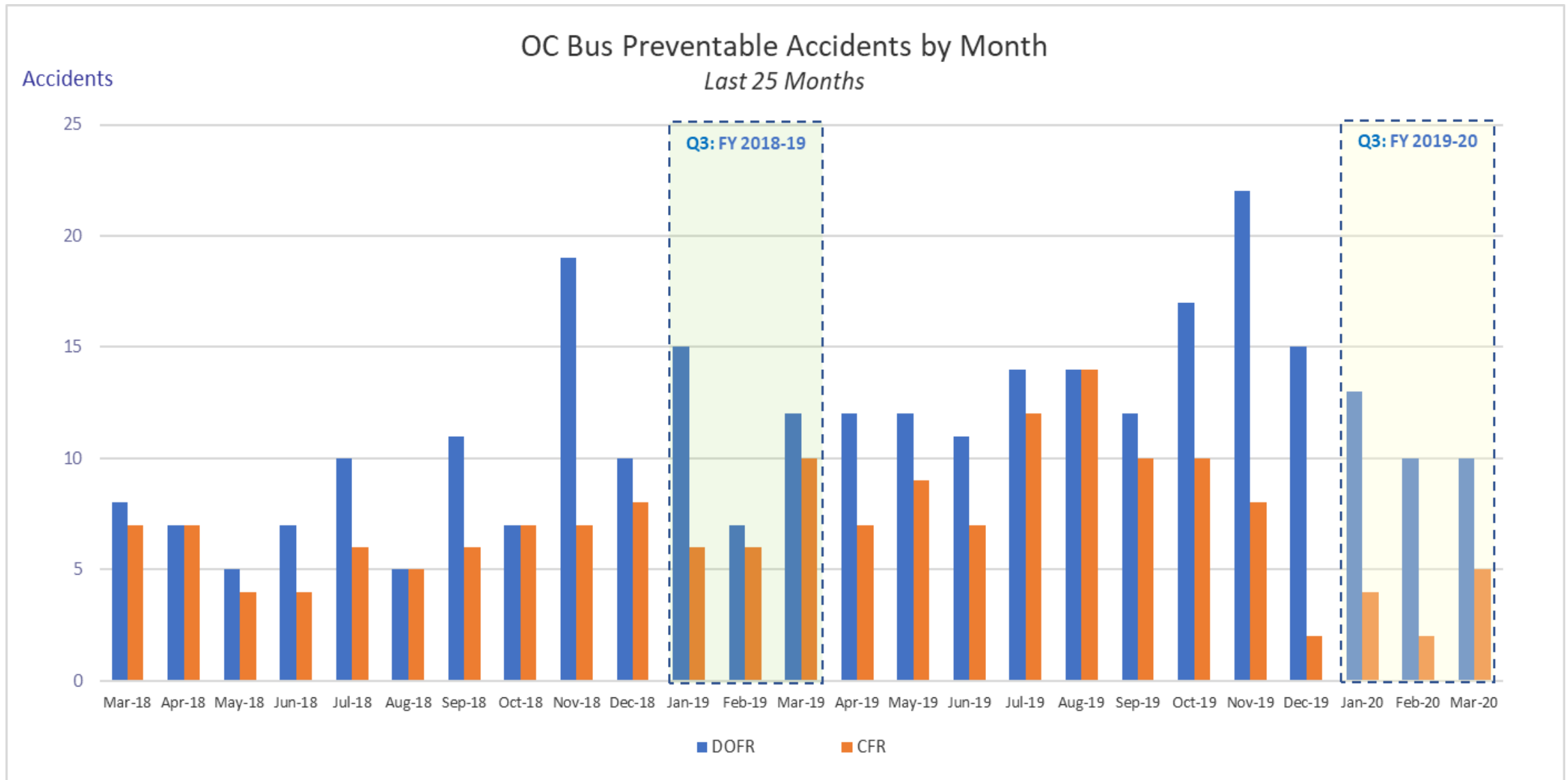
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety

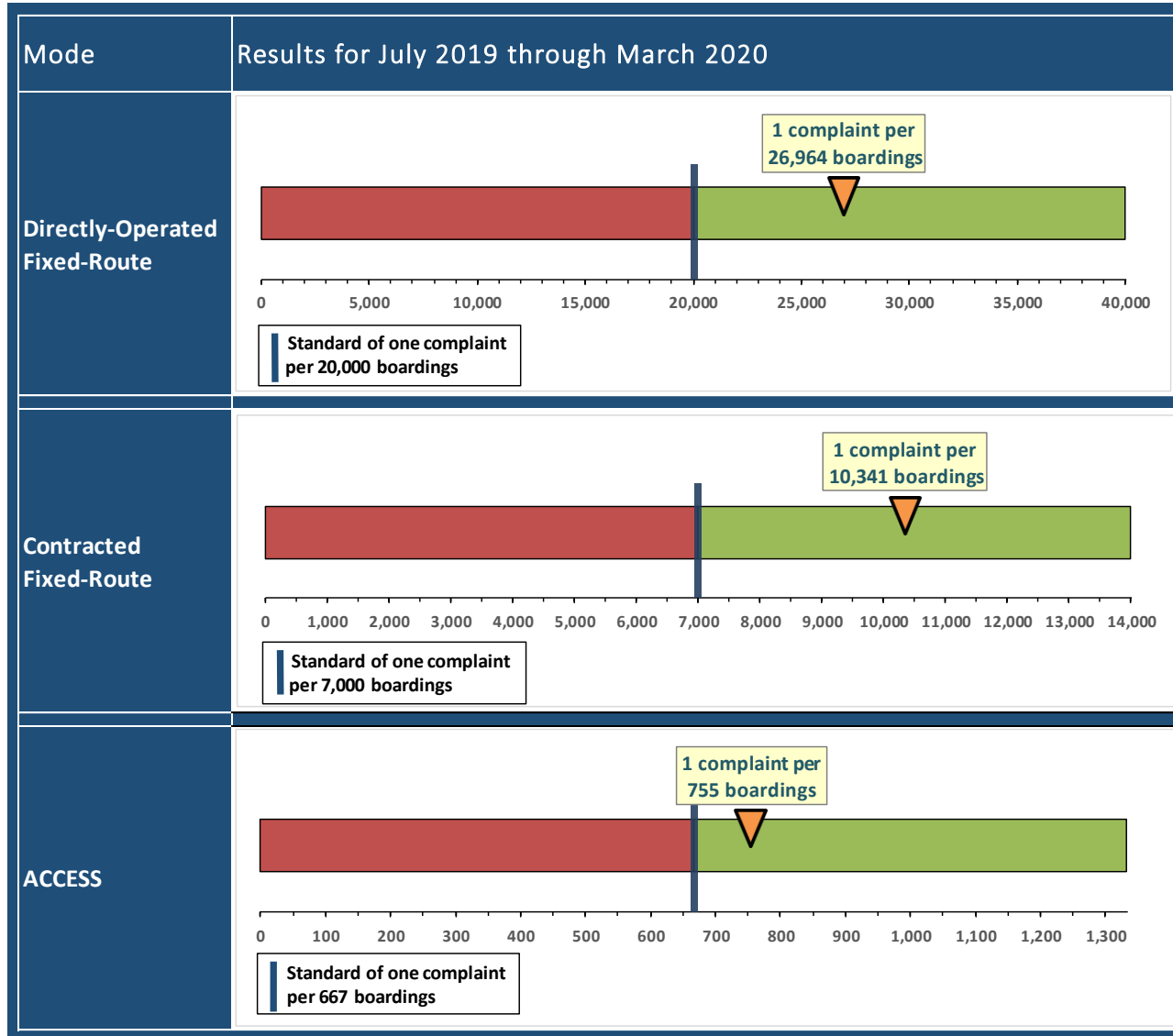


- Directly-operated fixed-route (DOFR) and OC ACCESS were both below the safety standard.
- DOFR
 - Improvement between January and March
 - 39 percent decrease in preventable accidents compared to last quarter
 - Operations staff continues to conduct safety-related campaigns and promote the safe driving award program
- OC ACCESS
 - Decrease in preventable accidents compared to the second quarter
 - Fixed object/curb strikes continue to drive overall performance below standard
 - Regional Director of Safety onsite

Preventable Accidents – Last 25 Months

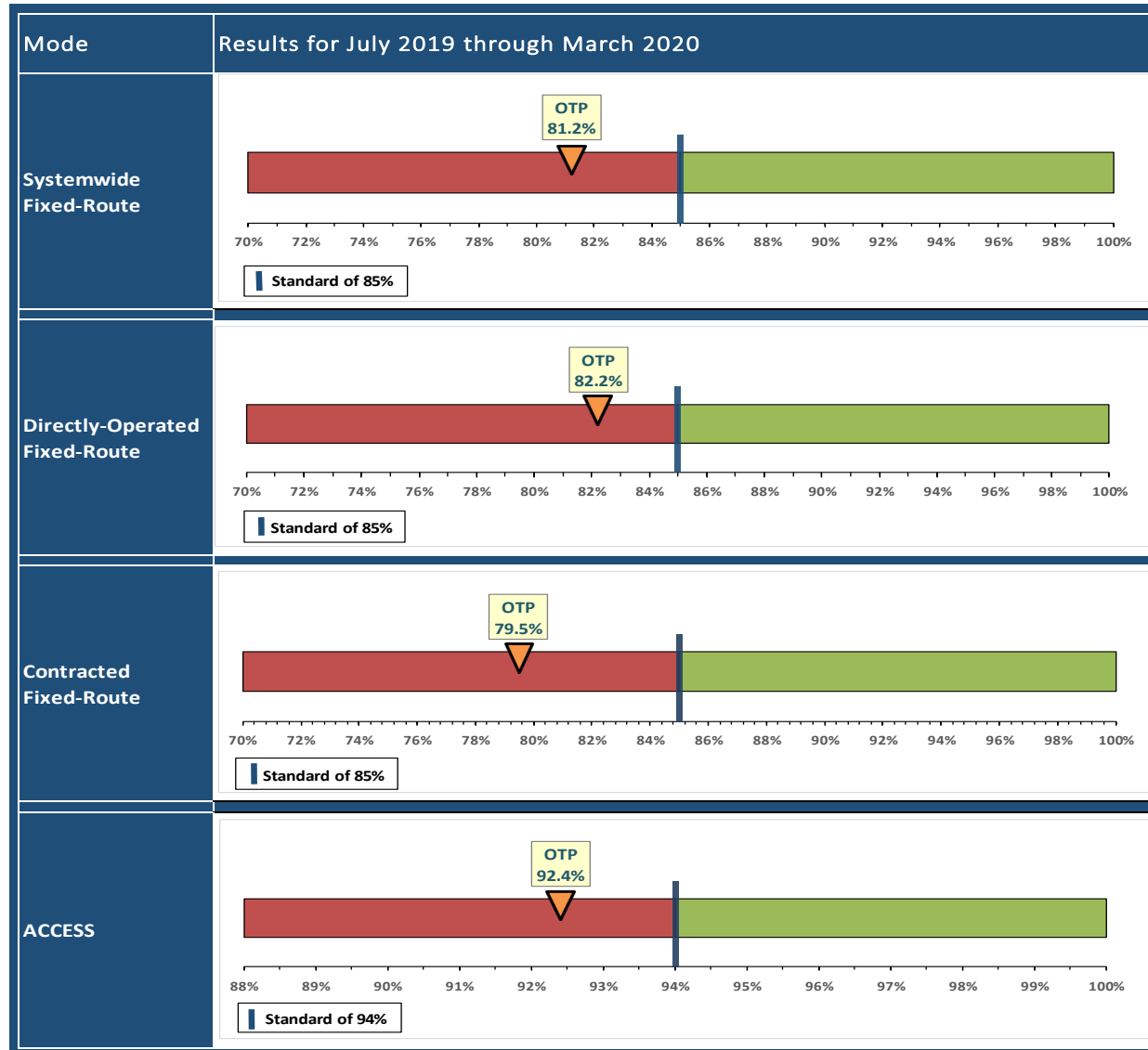


Courtesy



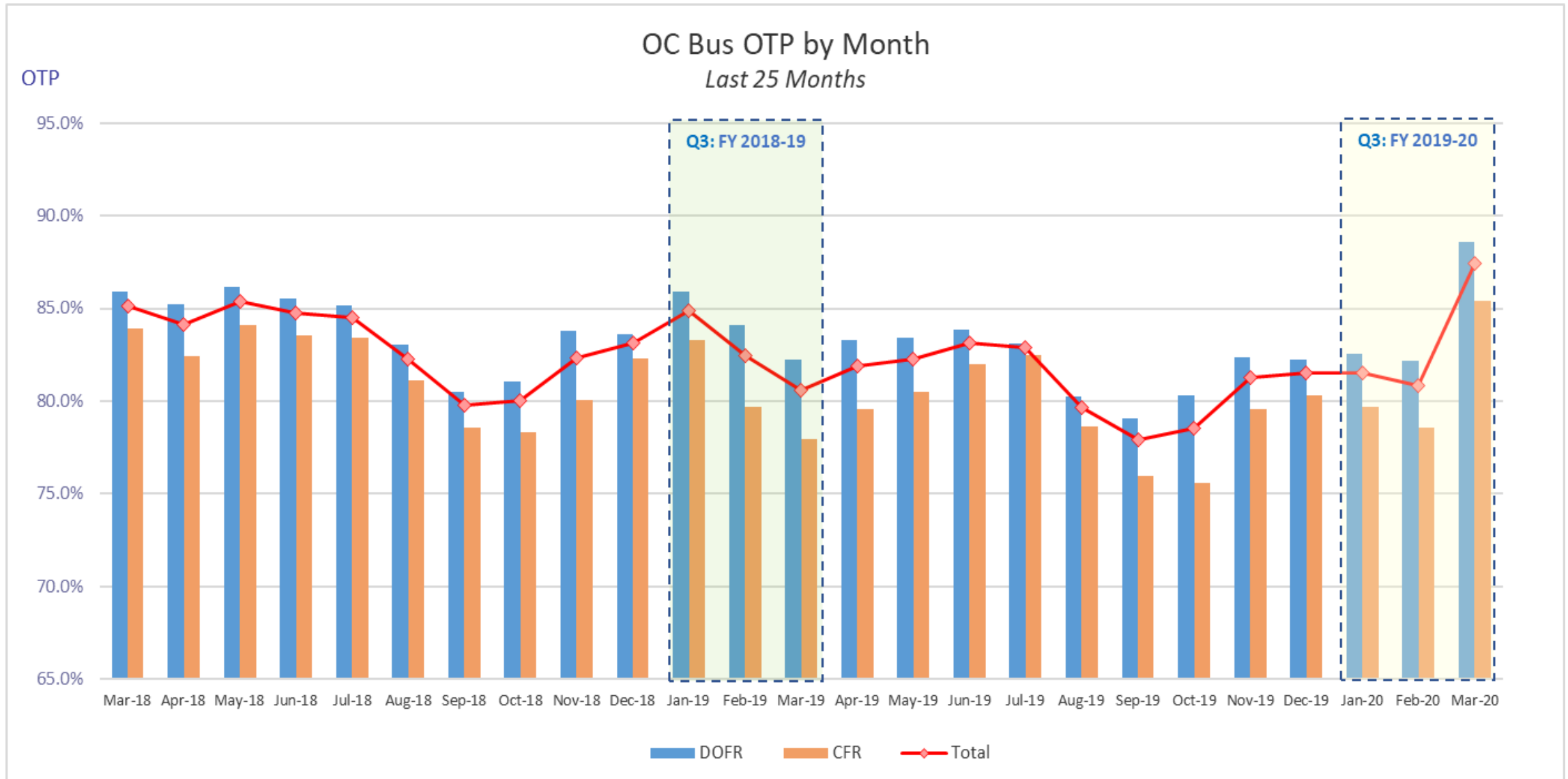
- All three modes of service exceeded the courtesy standard

Reliability-OTP

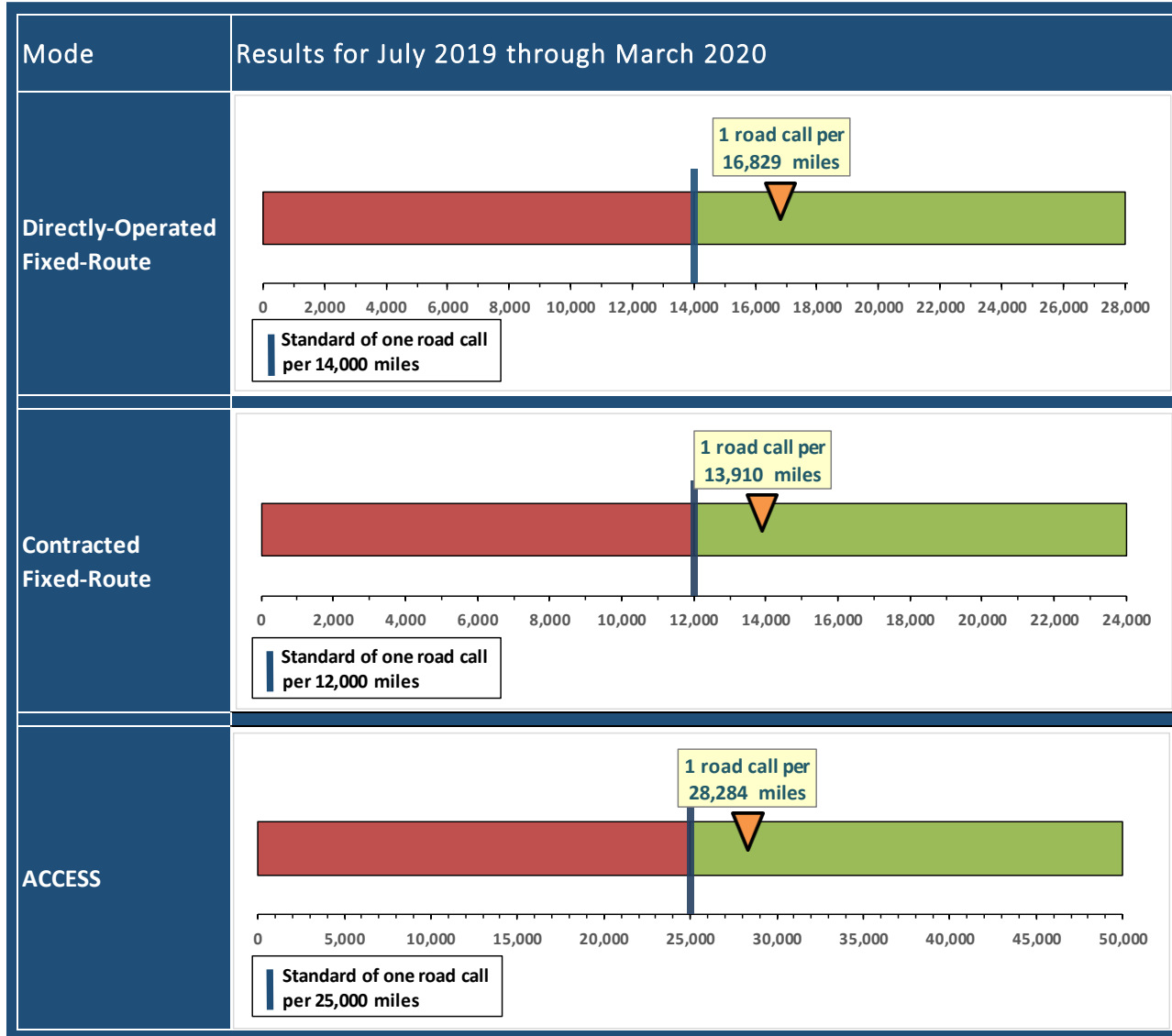


- Systemwide fixed-route service was 3.8 percent below the standard
- DOFR service was 2.8 percent below the standard
 - A one percent improvement over last quarter
 - 88.6 percent in March
- Contracted fixed-route (CFR) service was within 5.5 percent below the standard
 - A 0.7 percent increase over last quarter
 - 85.4 percent in March
- OC ACCESS service was 1.6 percent below the standard
 - Slight improvement over last quarter; contractor continues making modifications to subscription trip routing/scheduling for individuals traveling to adult day programs

OTP – Last 25 Months

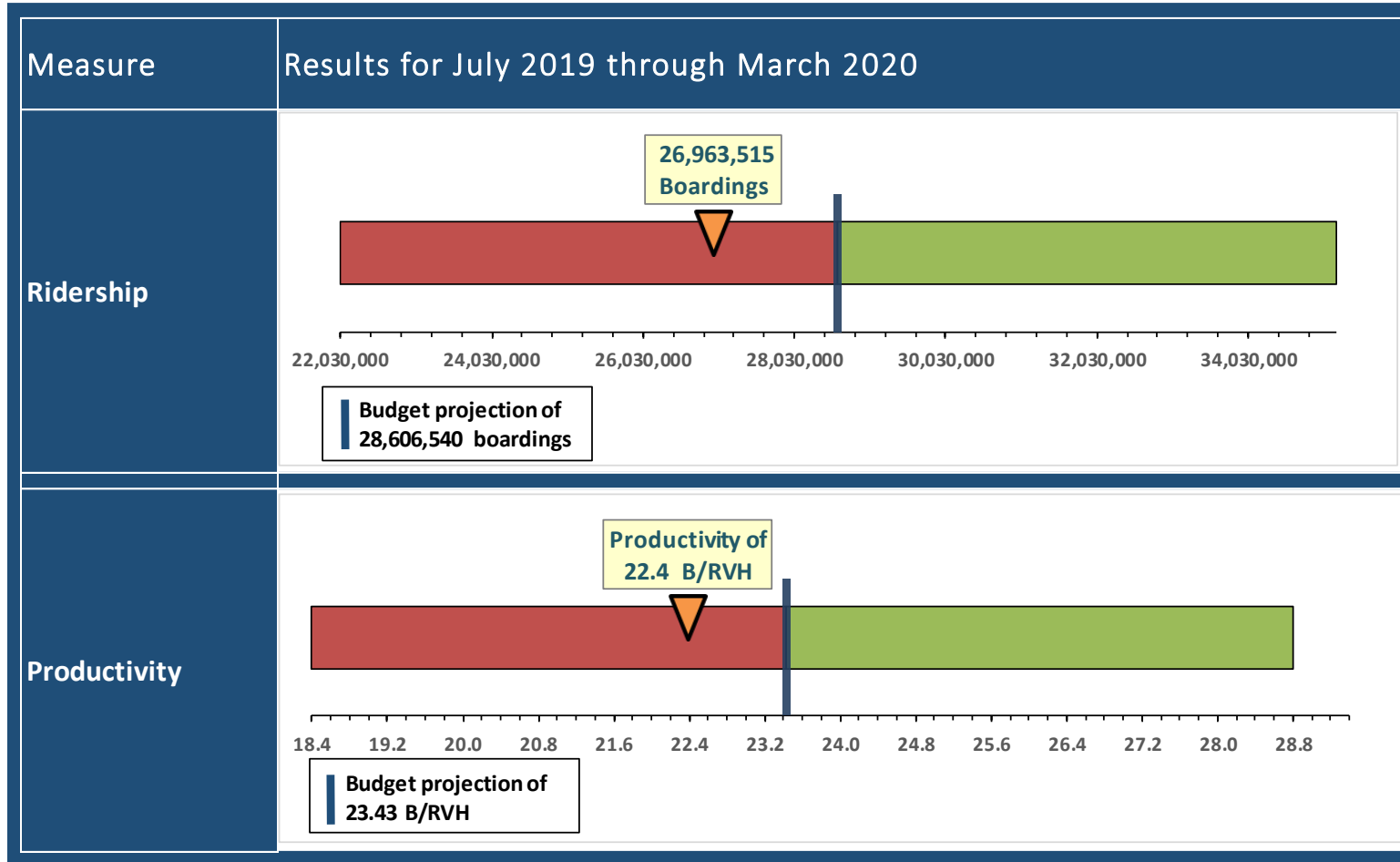


Reliability-MBRC



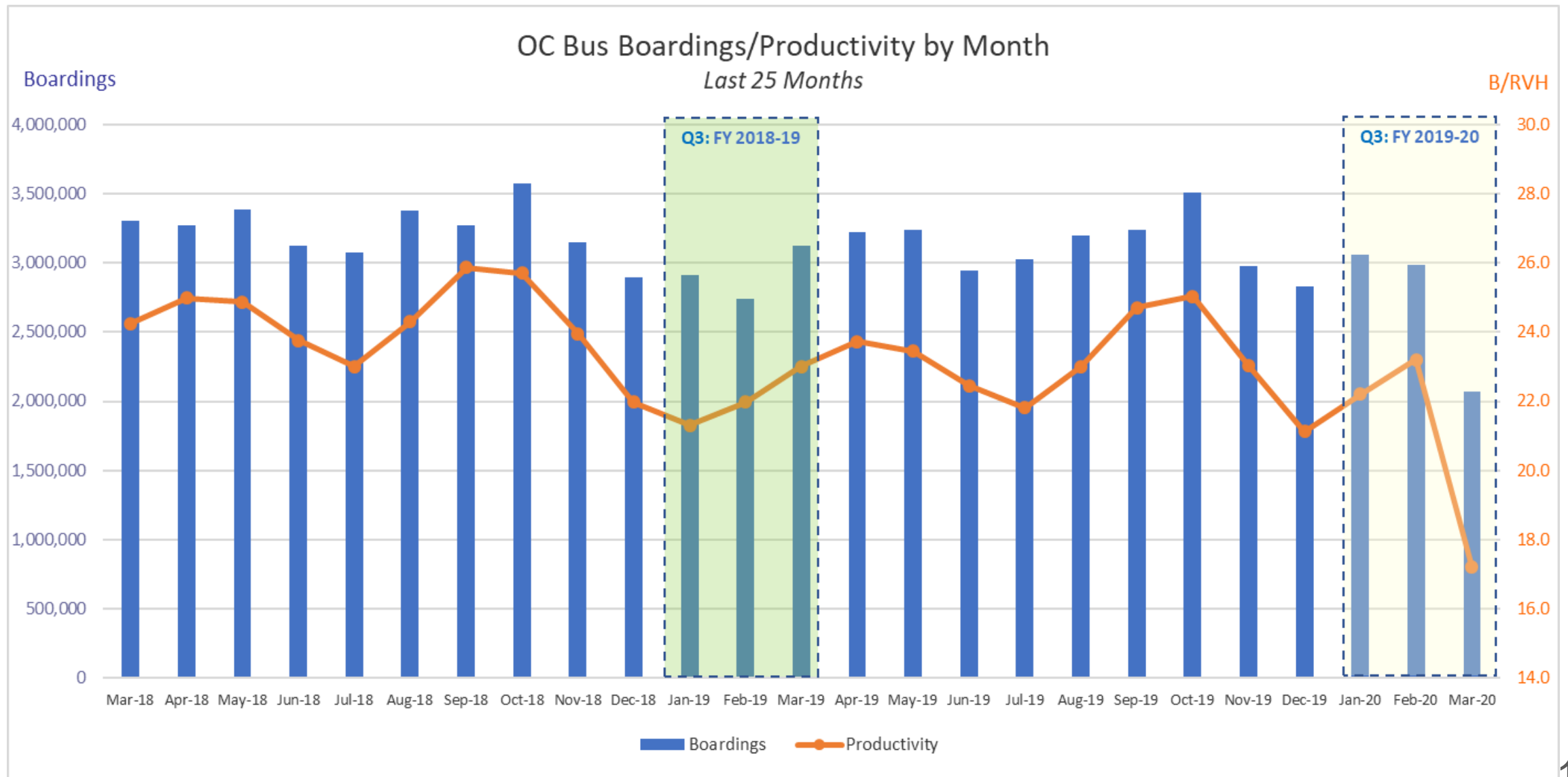
- All modes of service exceeded the MBRC standard
- Trends:
 - DOFR – steady; timely bus replacements and mid-life engine repowers
 - CFR – improved maintenance environment
 - OC ACCESS – Key technician positions filled address maintenance needs

Fixed-Route-Ridership and Productivity

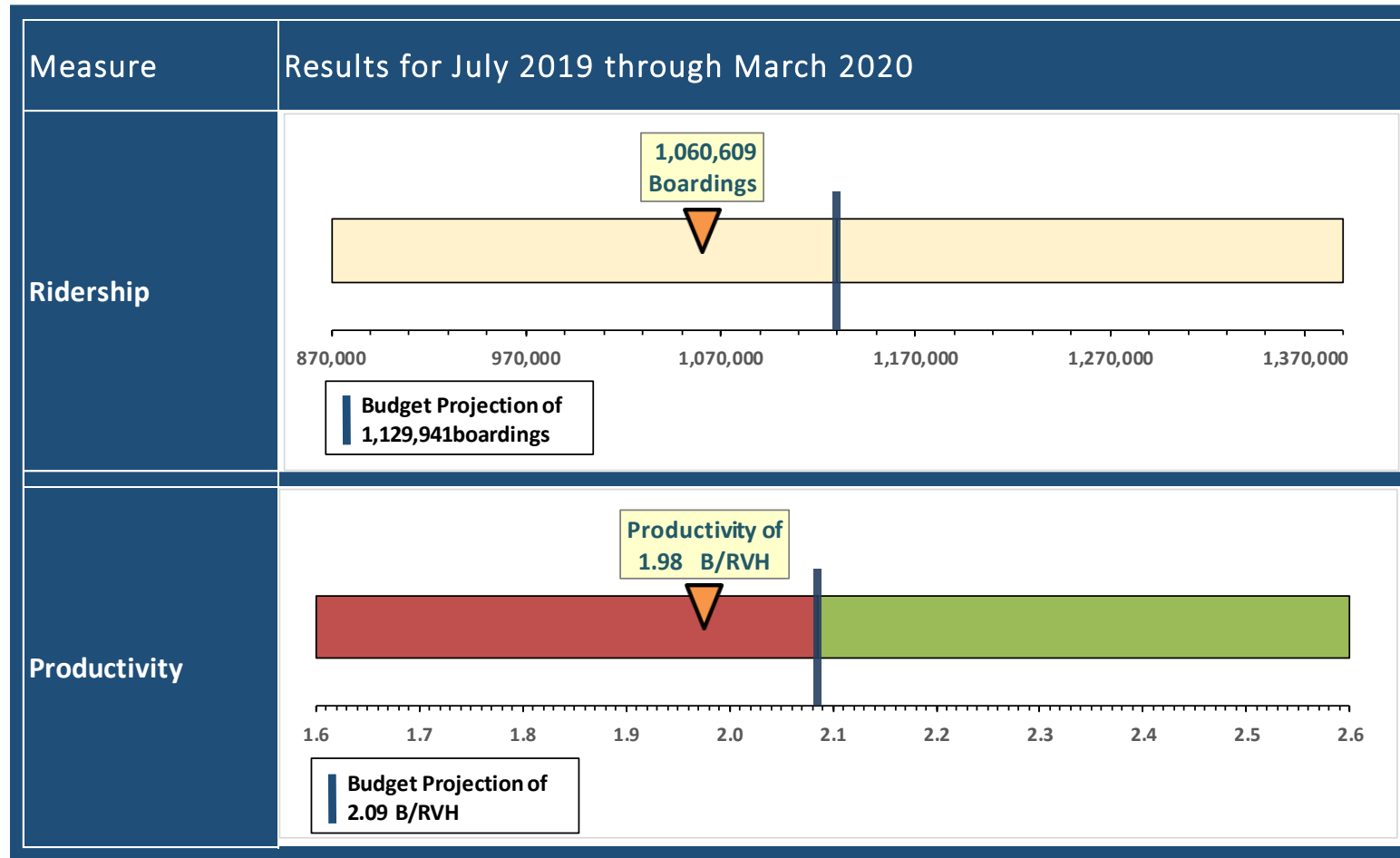


- Fixed-route service was below the budget projection for ridership and productivity
 - Ridership and productivity for down significantly lower from budgeted projections
 - 5.7 percent and 4.5 percent, respectively.

Fixed-Route-Ridership and Productivity

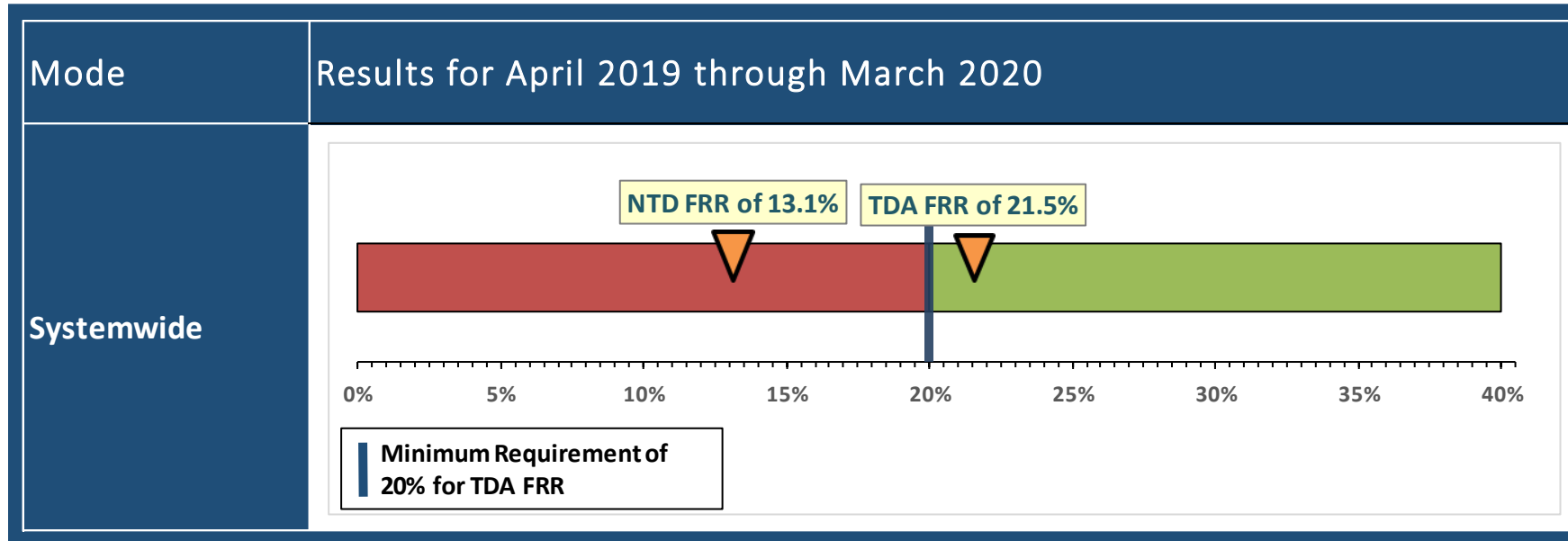


OC ACCESS-Ridership and Productivity



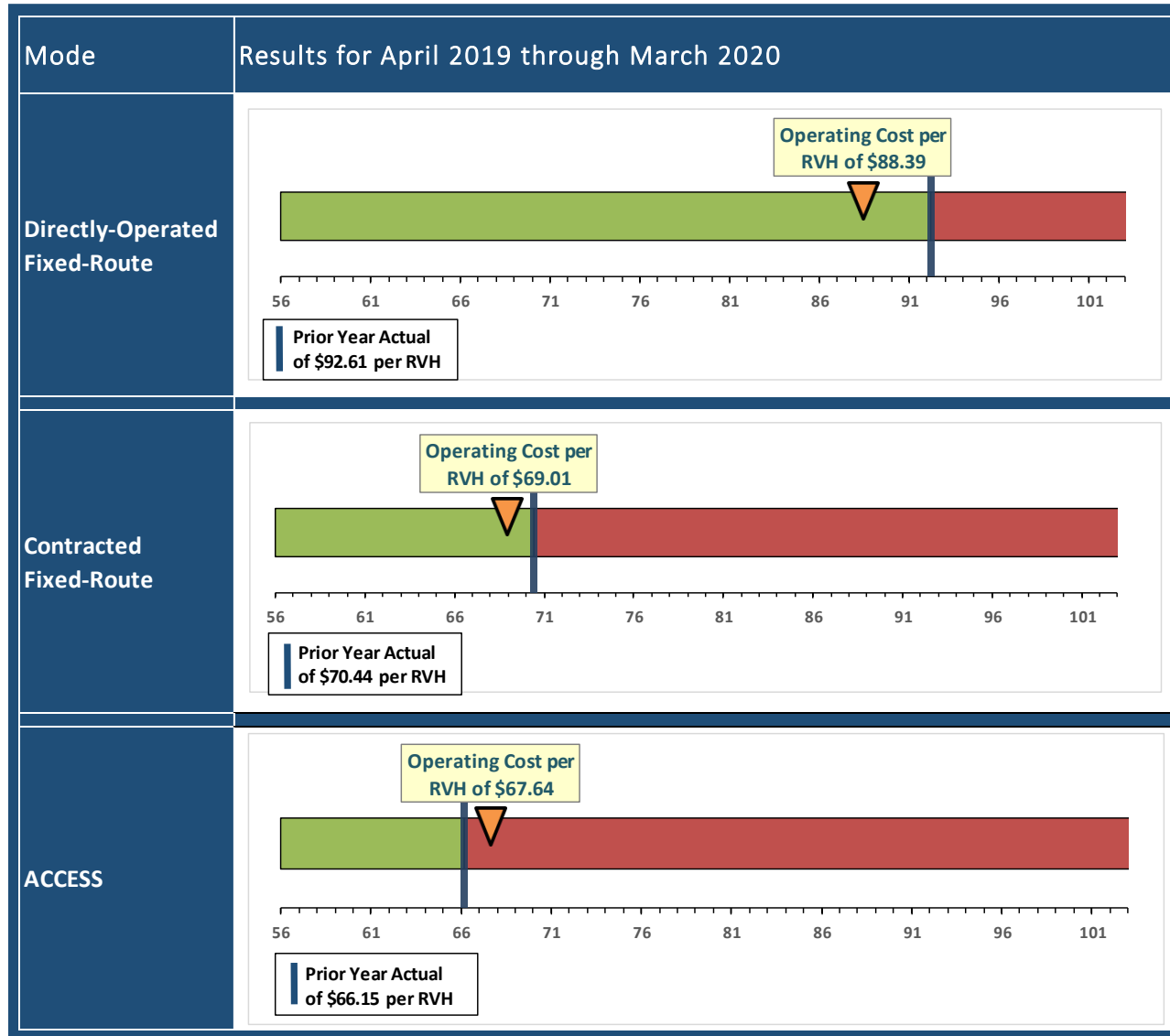
- OC ACCESS service was below the budget projection for ridership.
- Productivity is 5.3 percent below the budgeted projections.

Farebox Recovery Ratio



- National Transit Database FRR was 6.9 percent under the standard, and
- Transportation Development Act FRR exceeded the standard by 1.5 percent

Cost per RVH



- DOFR operating cost decreased 4.1 percent from the prior year actuals
- CFR operating cost decreased 2 percent from the prior year actuals
- OC ACCESS operating cost increased 2.3 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
085	8.0%	\$ 12.70	50,810	8.36	6,079	2	-	-
001	7.1%	12.01	385,710	11.68	33,018	10	-	-
529	7.3%	11.66	243,859	12.76	19,110	10	-	-
087	8.5%	10.98	51,196	9.82	5,215	2	-	-
076	8.4%	10.82	60,494	12.08	5,008	2	-	-
083	10.2%	8.52	414,666	16.20	25,603	9	-	-
086	11.1%	8.27	101,451	12.32	8,234	3	-	-
091	12.8%	8.07	280,858	12.72	22,087	8	-	-
090	13.6%	7.46	229,348	14.21	16,139	8	-	-
079	13.2%	6.73	317,759	14.74	21,558	6	-	-
056	12.2%	6.58	296,926	19.35	15,346	5	-	-
560	12.7%	6.54	533,808	20.79	25,681	13	-	-
059	14.0%	6.15	404,540	16.25	24,900	7	-	-
089	15.2%	6.03	245,835	16.15	15,219	5	-	-
082	17.0%	6.00	57,638	18.47	3,120	2	-	-
026	13.8%	5.95	320,070	16.75	19,109	6	-	-
025	14.2%	5.89	266,672	16.43	16,229	3	-	-
055	15.4%	5.88	921,140	21.00	43,866	13	-	-
050	13.0%	5.83	904,877	21.88	41,353	5	-	6
071	14.8%	5.76	517,972	17.17	30,175	9	-	-
037	14.3%	5.75	777,464	23.19	33,519	15	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
072	14.5%	\$ 5.72	364,373	21.25	17,149	4	1	-
054	14.5%	\$ 5.70	869,506	22.39	38,833	16	-	-
029	15.1%	\$ 5.34	1,243,921	23.55	52,831	5	-	7
543	16.2%	\$ 4.92	641,470	25.70	24,961	10	-	-
035	15.9%	\$ 4.81	569,160	20.76	27,411	10	-	-
033	15.5%	\$ 4.80	269,878	20.43	13,208	5	-	-
070	17.3%	\$ 4.77	652,545	20.56	31,732	10	-	-
047	17.9%	\$ 4.76	1,489,528	25.49	58,435	19	-	-
030	15.9%	\$ 4.69	494,816	20.39	24,271	7	-	-
057	17.3%	\$ 4.69	1,410,344	29.38	48,009	4	-	11
046	18.3%	\$ 4.42	452,008	21.73	20,797	8	-	-
038	17.6%	\$ 4.35	732,153	22.65	32,318	14	-	-
060	17.8%	\$ 4.21	1,360,015	28.65	47,464	12	-	-
053	18.6%	\$ 4.16	973,836	29.65	32,844	10	-	-
053X	19.9%	\$ 3.90	483,523	27.69	17,463	5	-	-
043	20.4%	\$ 3.79	1,515,585	29.96	50,581	11	-	-
057X	22.0%	\$ 3.62	775,154	29.98	25,858	3	-	6
042	19.5%	\$ 3.57	1,098,476	26.31	41,750	13	-	-
066	22.8%	\$ 3.39	1,467,798	32.68	44,908	12	-	-
064	22.2%	\$ 3.21	1,083,794	36.60	29,611	10	-	-
064X	23.8%	\$ 2.95	435,532	35.14	12,395	4	-	-

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
862	5.3%	\$ 17.08	38,709	7.93	4,883	2	-	-
123	8.7%	13.83	18,076	7.73	2,337	4	-	-
153	7.8%	11.62	80,280	8.91	9,011	2	-	-
178	8.8%	10.70	62,064	9.68	6,413	2	-	-
177	11.2%	9.41	62,375	11.34	5,500	3	-	-
167	12.0%	7.69	144,808	13.66	10,601	5	-	-
129	12.6%	7.36	139,376	13.67	10,198	3	-	-
143	11.5%	7.32	135,843	13.72	9,903	3	-	-
150	15.3%	6.22	126,948	16.86	7,528	4	-	-

Performance: Express/Stationlink Routes

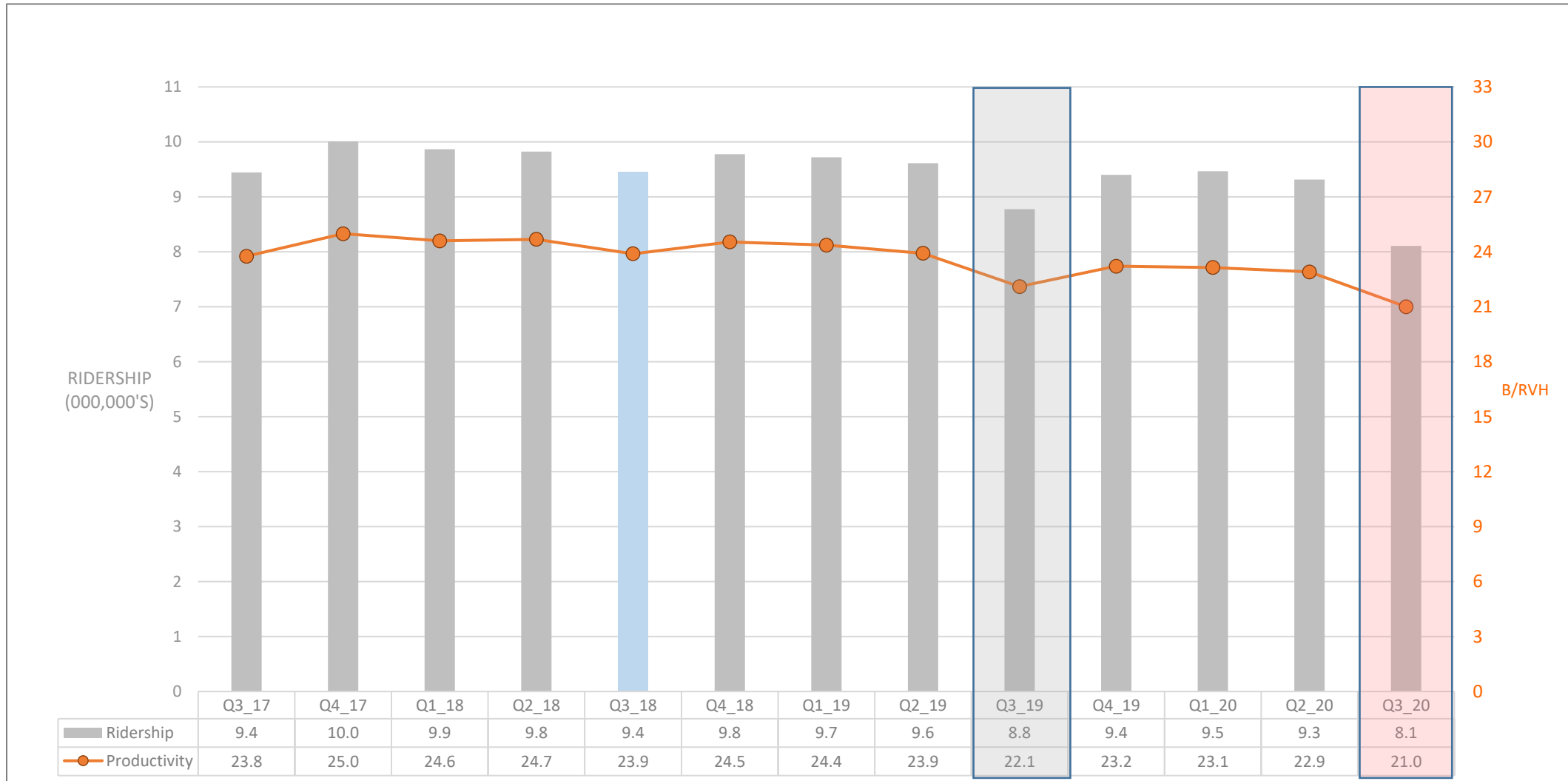
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
213	2.3%	\$ 51.96	7,691	3.79	2,031	5	-	-
721	4.6%	44.17	15,223	5.29	2,880	3	-	-
701	9.7%	27.22	18,464	9.63	1,917	3	-	-
206	6.1%	24.53	8,872	8.77	1,012	4	-	-
794	20.4%	23.40	21,681	7.16	3,027	2	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	3.5%	\$ 28.66	12,592	5.66	2,226	3	-	-
480	8.2%	13.60	16,918	12.55	1,348	3	-	-
472	9.4%	11.56	19,879	13.86	1,434	3	-	-
453	7.7%	10.40	21,205	14.94	1,419	2	-	-
473	14.7%	7.29	31,577	22.97	1,374	3	-	-

BUS OPERATIONS PERFORMANCE AND OC BUS 360°

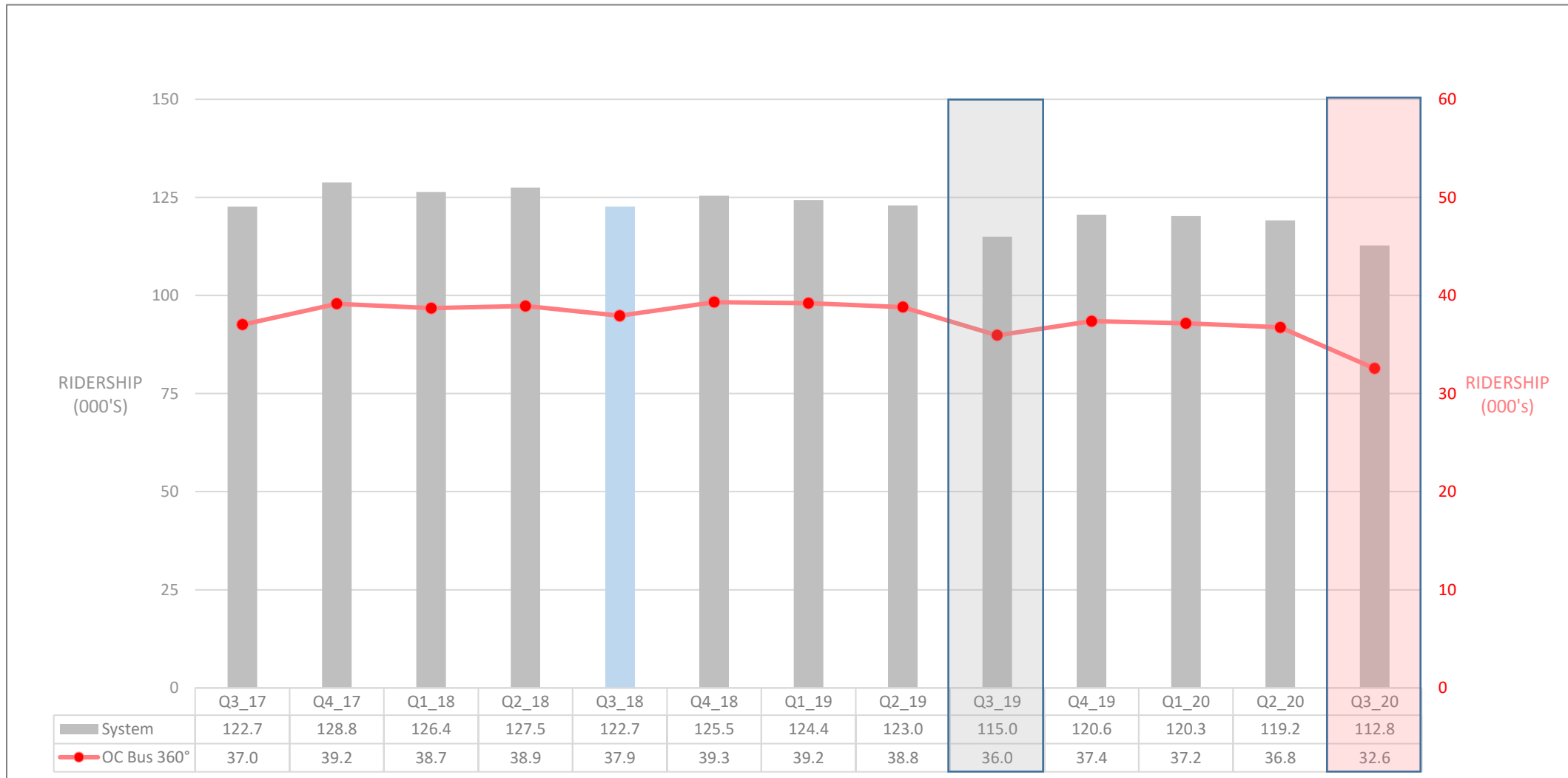
Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



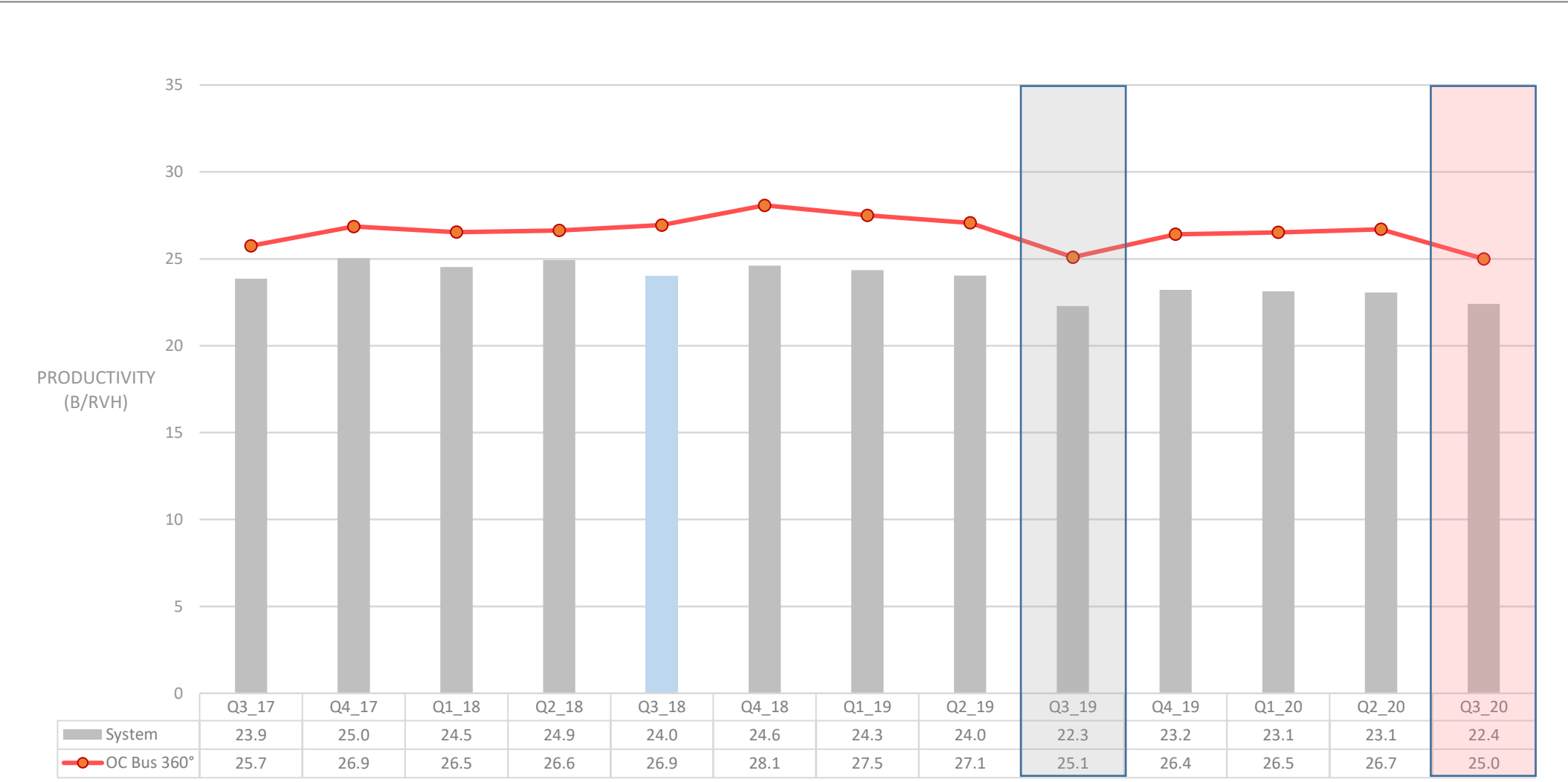
Performance: OC Bus 360° Improvements

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



Future Reports

October 8, 2020, Transit Committee

- Fourth Quarter Bus Operations Performance Measurements Report