



June 11, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Operations Performance Measurements Report for the Third 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 these services. This report summarizes the year-to-date performance of these services through the third 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 third quarter, including the months of January, February, and March of fiscal year (FY) 2019-20.

It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in response to the novel coronavirus (COVID-19) pandemic. The impact that COVID-19 has had on both OC Bus and OC ACCESS has been significant, but because the impacts did not begin to manifest themselves until mid-March, the impact on the performance metrics for the entire three-month period is not significant. Impacts as a result of COVID-19 will be much more evident and discussed in the performance measures report for the following quarter.

- Safety – DOFR 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 for the year-to-date numbers. OCTA Operations staff have continued to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. Improvements were realized between January and March, moving the trend line towards meeting the standard. Improvements were realized between January and March, moving the trend line towards meeting the standard. Improvements were realized between January and March, moving the trend line towards meeting the standard. For OC ACCESS service, fixed object and curb strikes continued to pull overall performance below standard. However, the contractor did take steps to address performance in this area with the Regional Director of Safety for Southern onsite during February 2020. OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. CFR OC Bus service continued to improve compared to the previous quarter, resulting in year-to-date performance that exceeds the standard.

- 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 remain below target but showed improvement between January and March. The improvement in fixed-route OTP is likely a result of the OTP for March. In March, OTP for fixed-route services was 87.4 percent, an increase of 6.6 percent. OTP for OC ACCESS improved slightly by 0.2 percent.

The MBRC for all modes of service exceeded the standard through the reporting period. OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

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 third quarter of FY 2019-20, the performance of OC Bus service and OC ACCESS exceeded the performance in the areas of courtesy and reliability (MBRC). While the safety and reliability standards continue to improve, year-to-date performance has not met the standard; staff will continue to focus efforts in both safety and reliability. The performance of OC ACCESS 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. 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, Third Quarter,
Fiscal Year 2019-20

Prepared by:

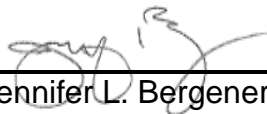


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