

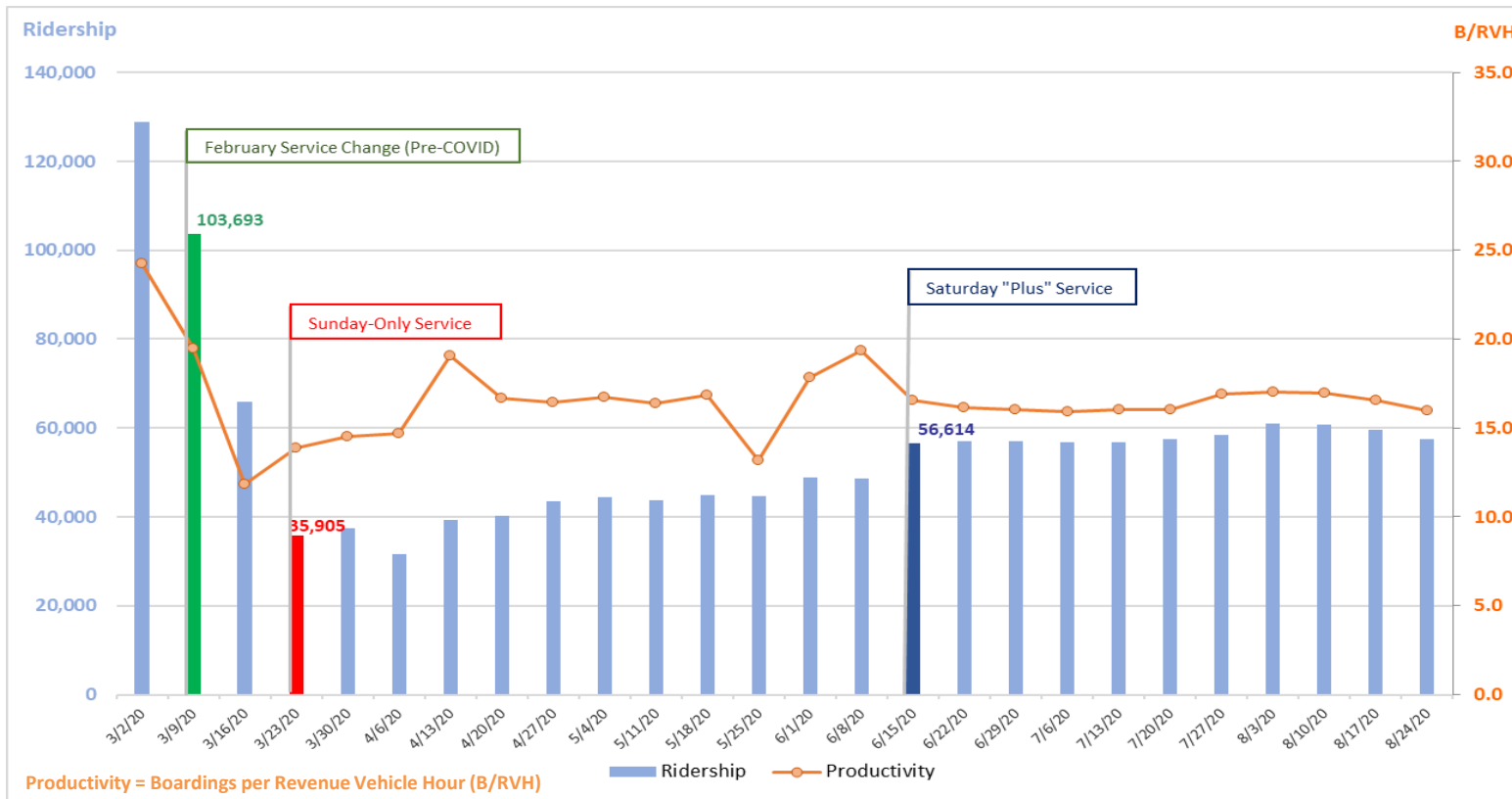
# OC Bus Service Update

## Key Metrics:

- Ridership
  - Trending at 50 percent or less of the average weekday ridership
- Pass-Bys
  - Occurs when passenger loads on a 40-foot bus reach 15 or more (20 passengers on a 60-foot bus)
- Trippers
  - Unscheduled trips dispatched to provide more capacity and prevent overloads (15+ passengers)
  - Deployed based on data, coach operator input, and customer comment
- On-Time Performance
  - Measuring service quality as impacted by the pandemic
- Customer Comments
  - Trends, feedback, and issues reported

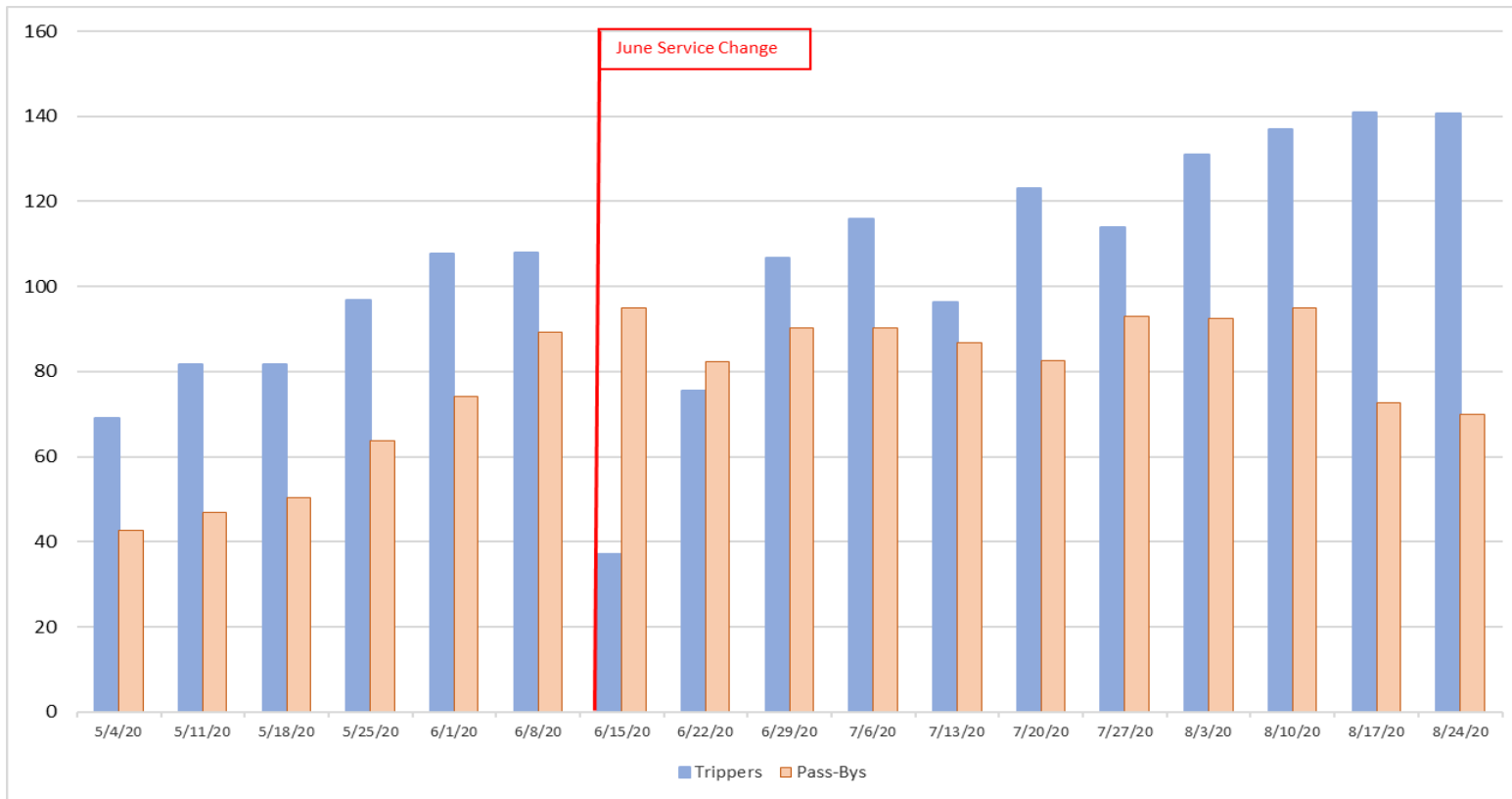
# OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



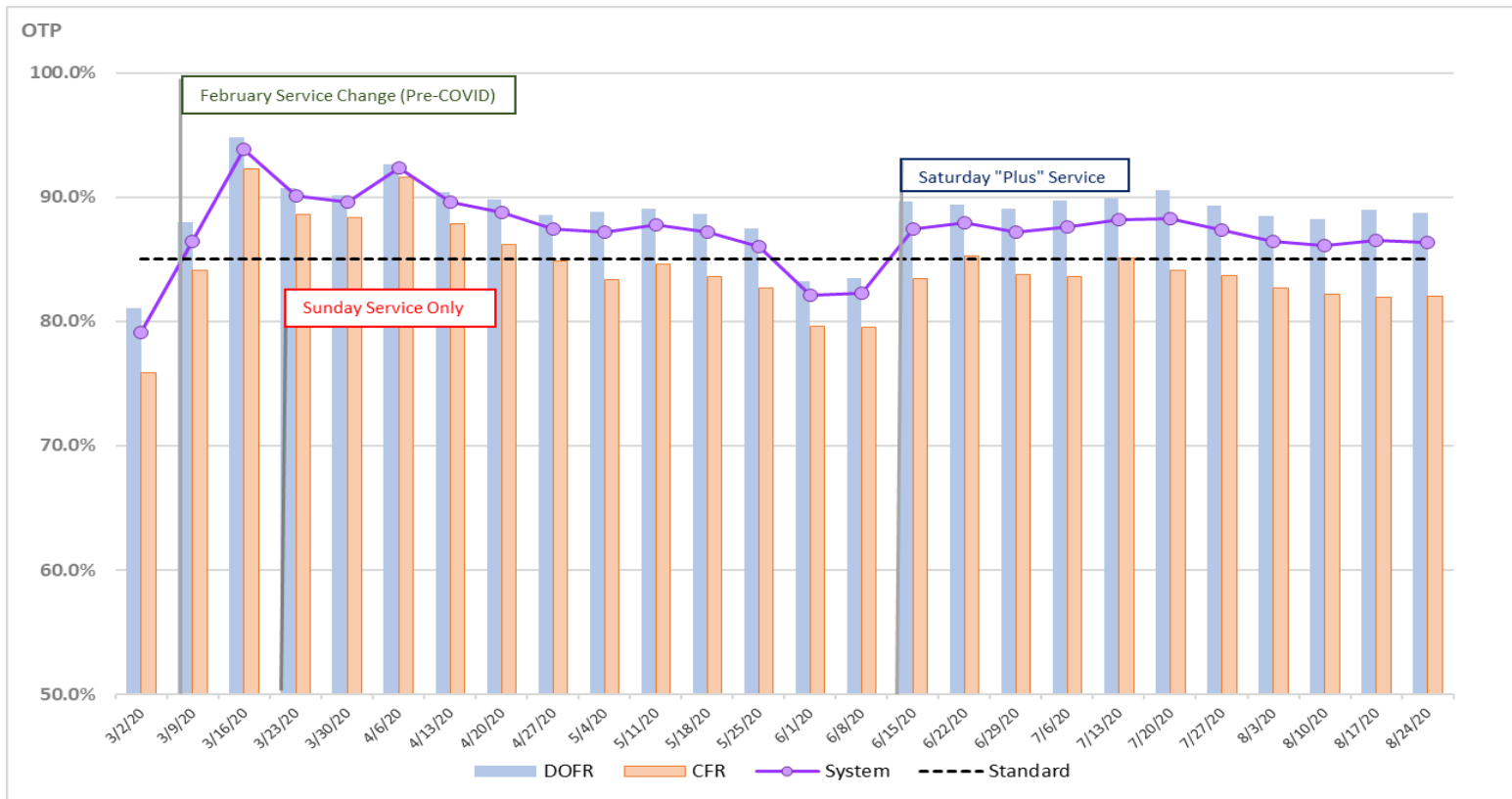
# OC BUS TRENDS: TRIPPERS VS. PASS-BYS

(AVERAGE WEEKDAY)



# OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



# CUSTOMER COMMUNICATION AND FEEDBACK

## COVID-19 Safety Measures

### Face Covering Requirement

- Reinforce face covering requirement guidelines through rider communications
- Distribution of face coverings through partnerships with social service agencies



## Customer Comments

### Face Coverings

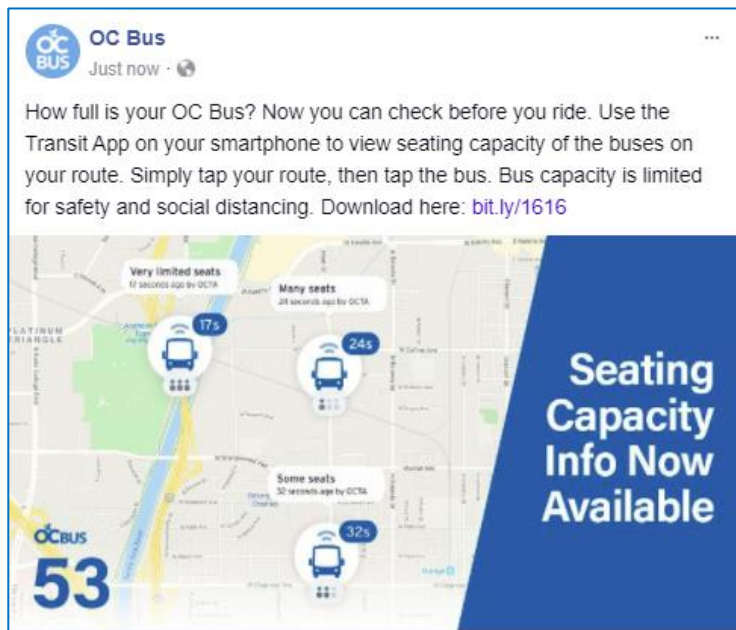
- Continuing customer support for face covering requirement, with limited enforcement complaints in August decreasing by 67 percent compared to July



# CUSTOMER COMMUNICATION AND FEEDBACK

## COVID-19 Safety Measures

### Social Distancing/Seat Capacity Communication



## Customer Comments

### Bus Pass-by

- Customer complaints on pass-bys are decreasing (average 11 complaints/week, 19 percent of August comments to date)
- Real time seat capacity info now available to passengers on Transit App

### Overcrowding Complaints

- Passenger overcrowding complaints have decreased (average five complaints/week, seven percent of all August comments to date)



## NEXT STEPS

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- Continue to track service performance and COVID-19 impacts
- Monitor changes to stay-at-home orders, school, and business activities
- Maintain current service level (“Saturday+” service) through October