

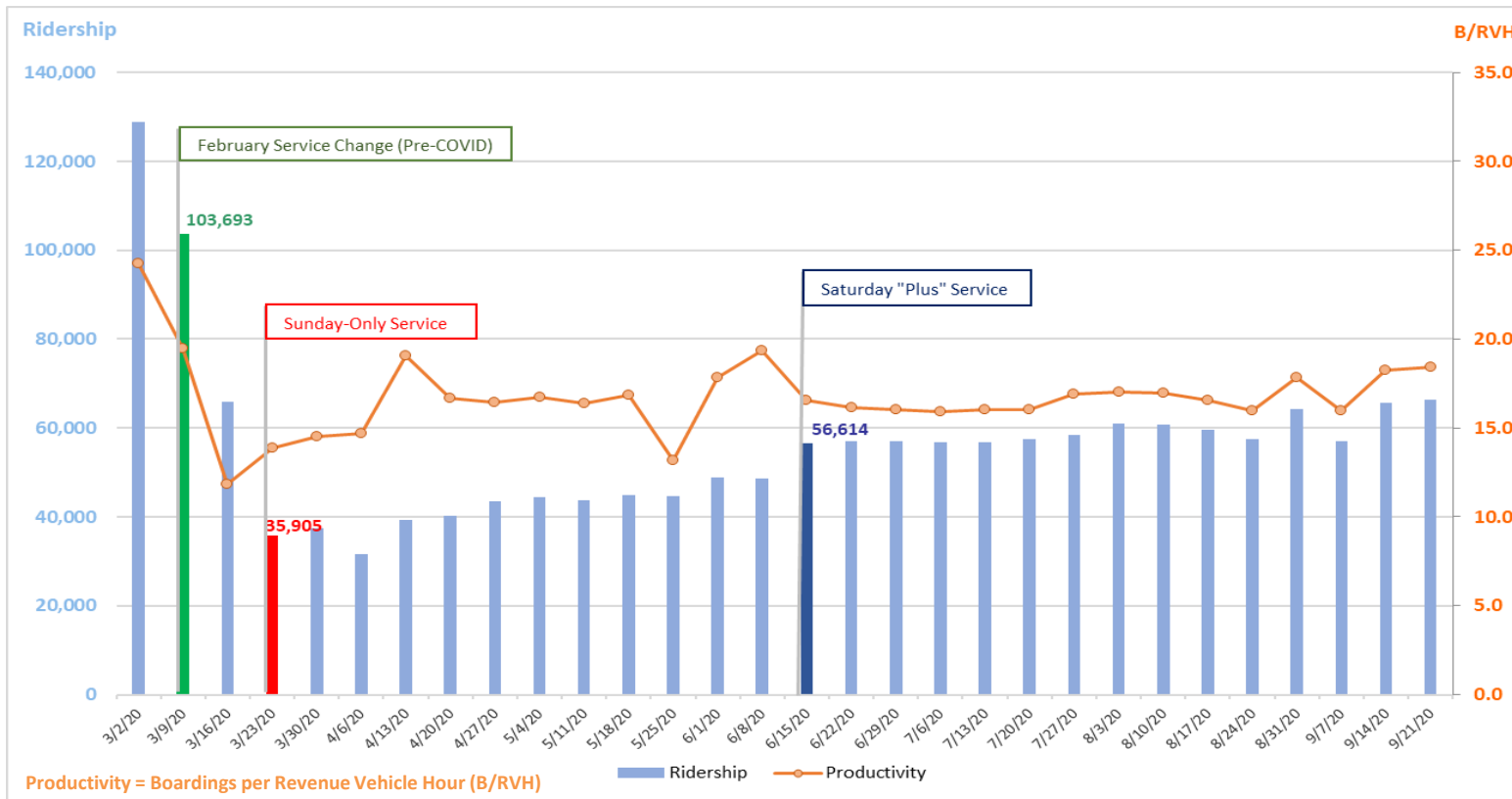
OC Bus Service Update

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

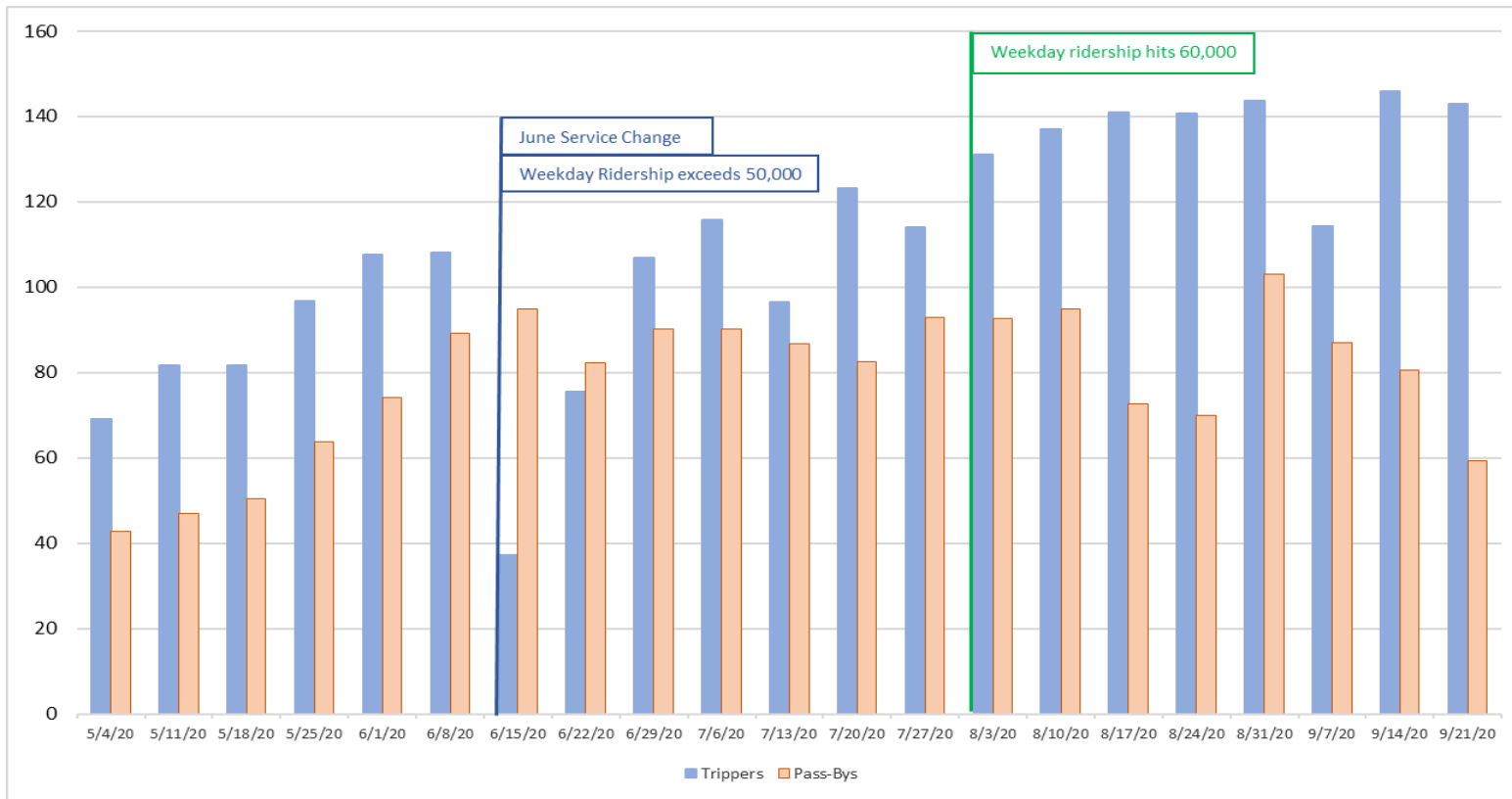
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



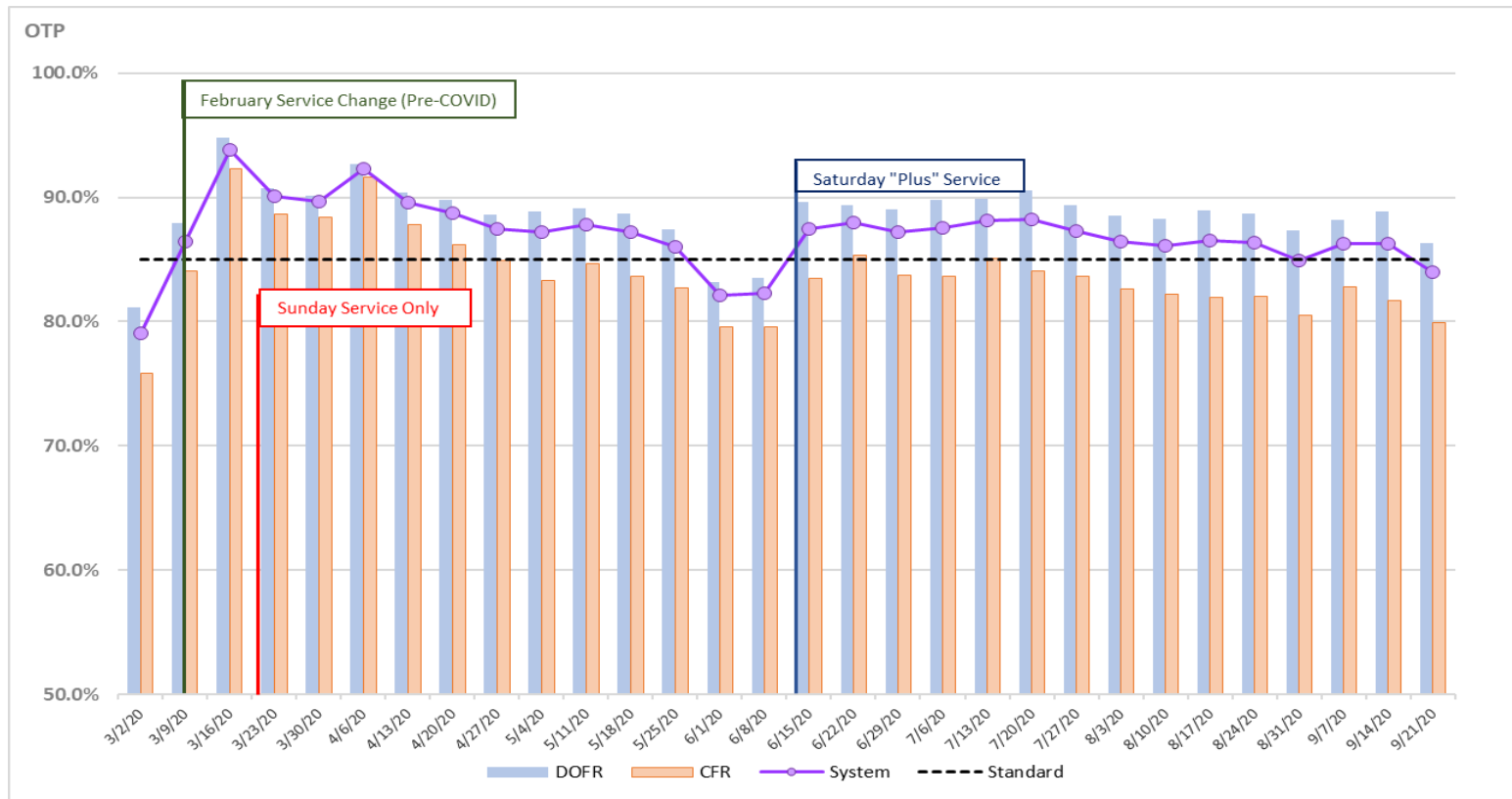
OC BUS TRENDS: TRIPPERS VS. PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Face Covering Partnerships

- Orange County Healthcare Agency and social service agencies



Customer Comments

Face Coverings

- Continuing decrease in number of customer complaints over limited mask enforcement and/or unmasked passengers (20 comments as of Sept. 26)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Front Door Boarding



Customer Comments

Bus Pass-bys

- Slight increase in customer complaints on pass-bys per week from an average of 11 in August to 11.8 complaints as of September 26.

Overcrowding Complaints

- Passenger overcrowding complaints per week have decreased from an average of five complaints in August to three complaints as of September 26.

Front Door Boarding Comments

- Few front door comments, focused on increased fare enforcement as of September 26.



NEXT STEPS

- 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