

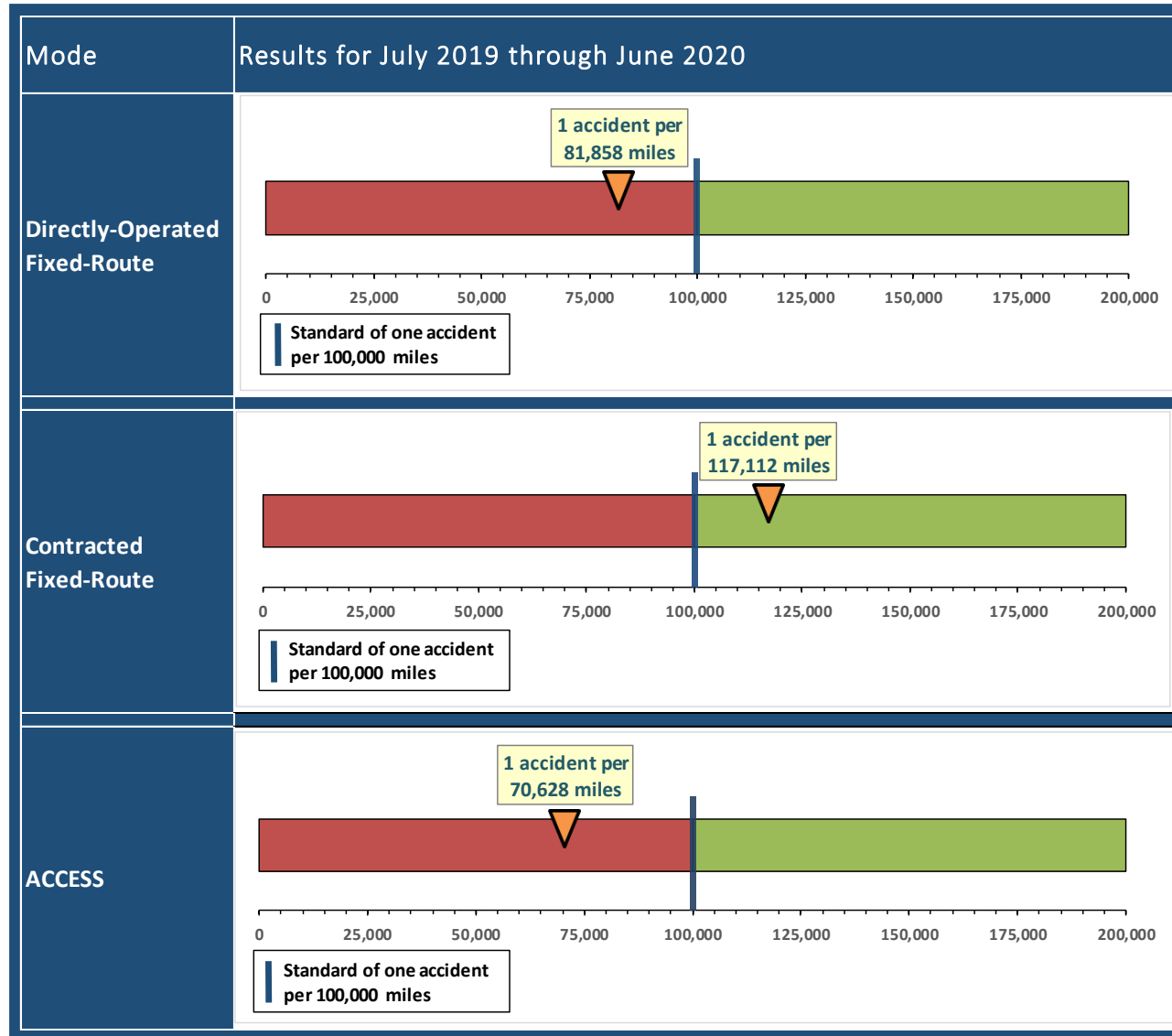
# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

**Fourth Quarter  
Fiscal Year 2019-20**

# Performance Measurements

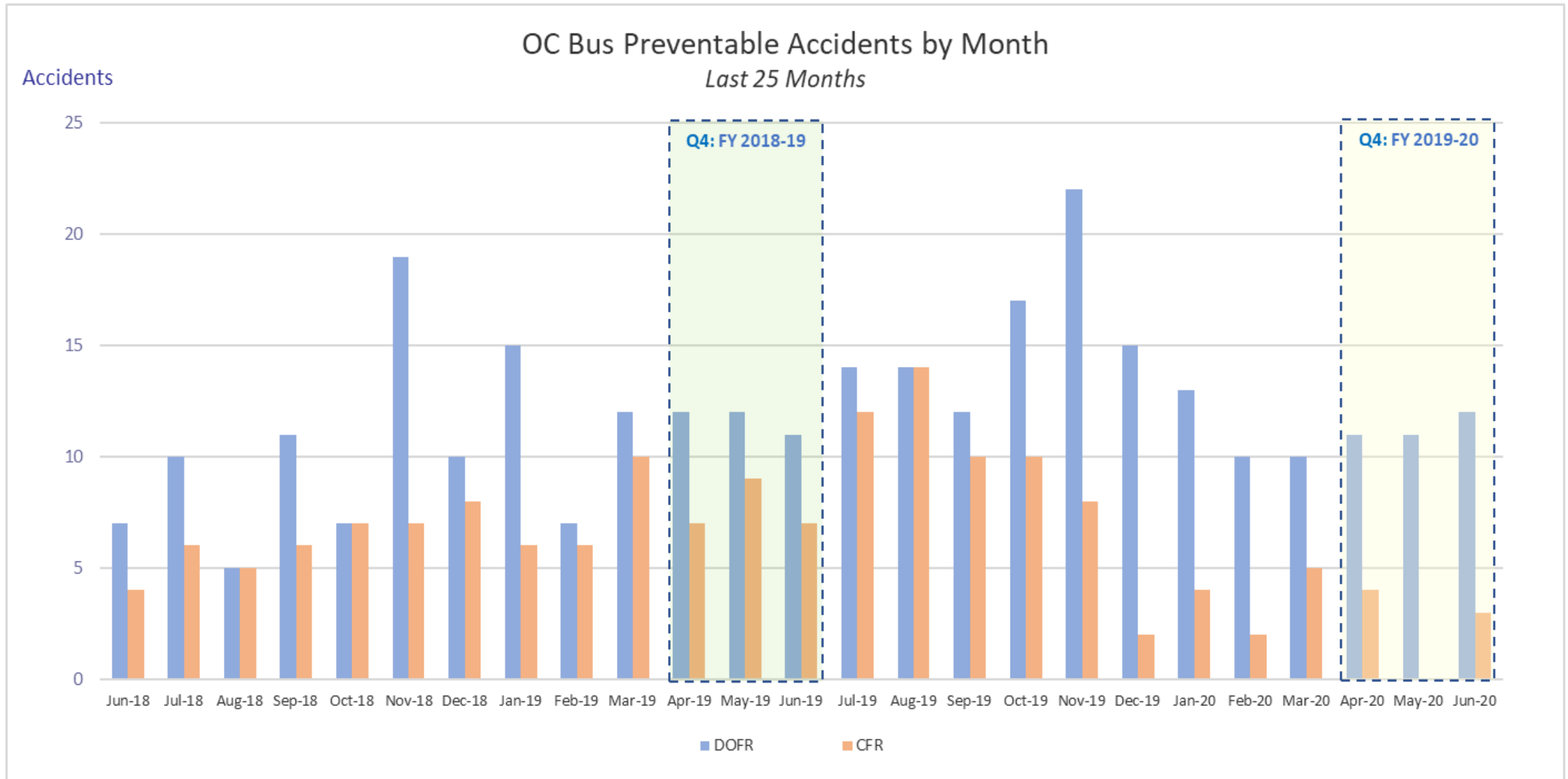
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety

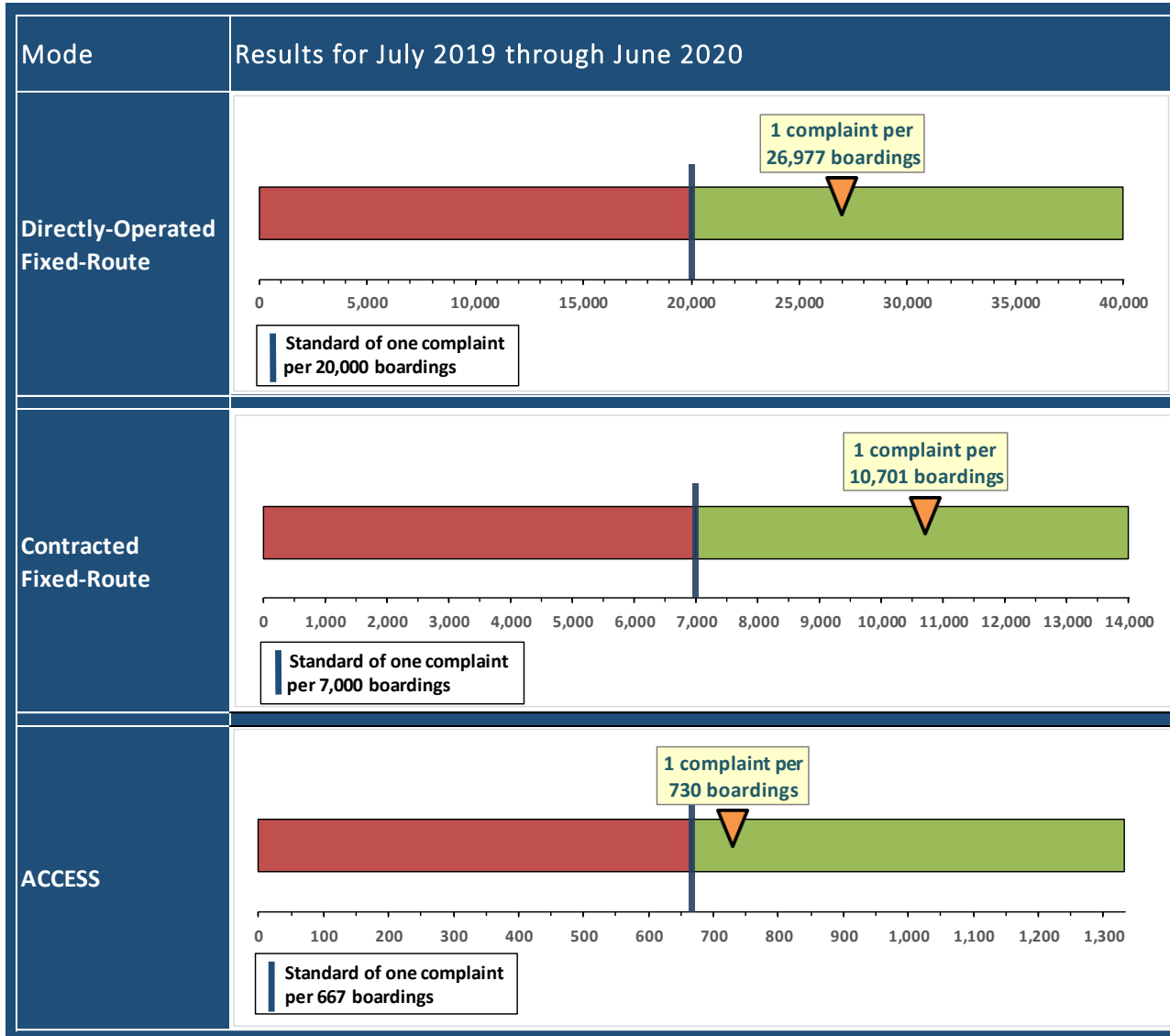


- Directly-operated fixed-route (DOFR) and OC ACCESS were both below the safety standard
- DOFR
  - Number of preventable accidents between April and June was approximately the same compared to last quarter and the same time last year
  - Operations staff continues to conduct safety-related campaigns and promote the safe driving award program
- OC ACCESS
  - Six preventable accidents reported during the fourth quarter was
  - An 81 percent decrease from 33 reported the previous quarter
  - Regional Director of Safety onsite

# Preventable Accidents – Last 25 Months

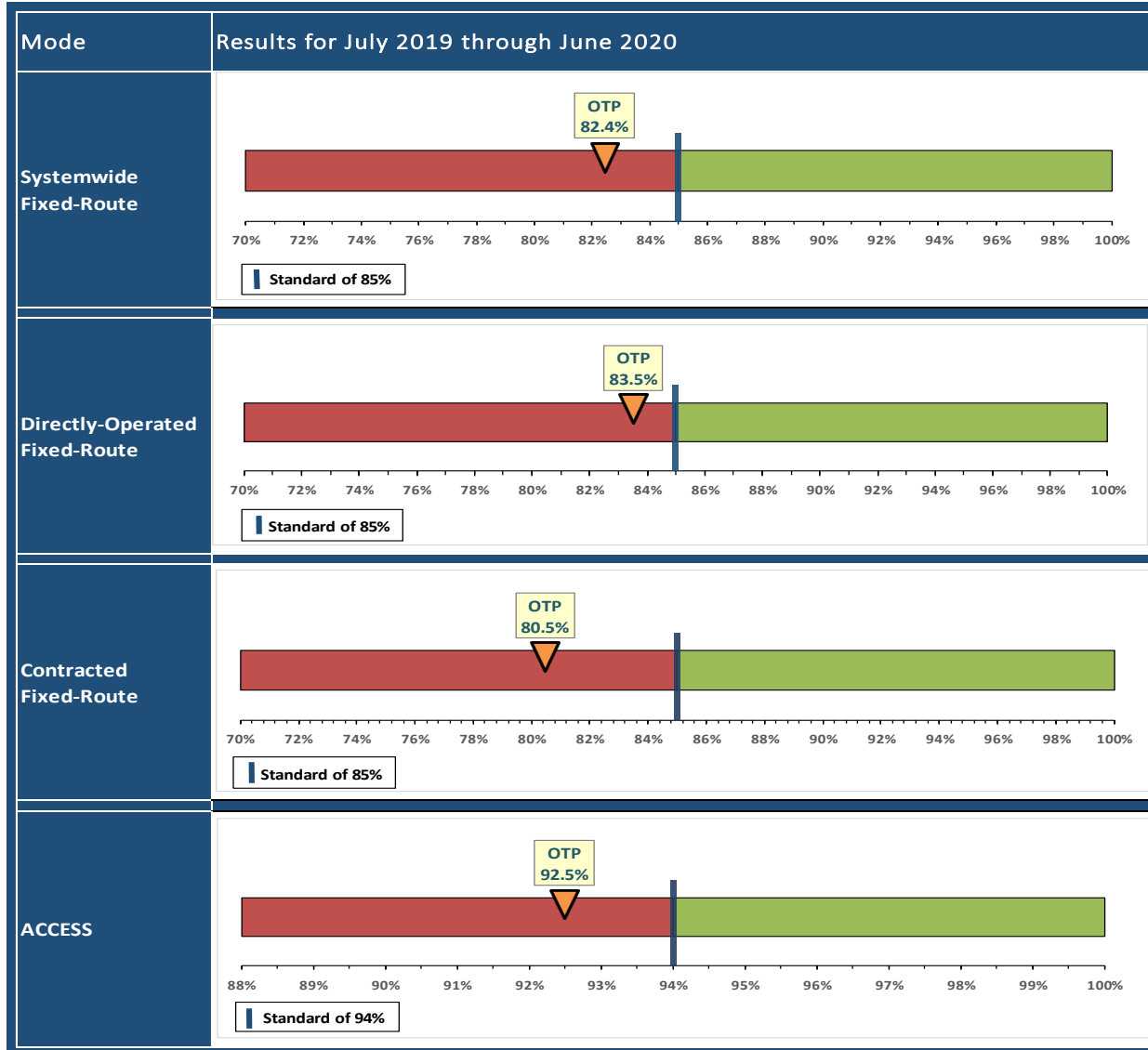


# Courtesy



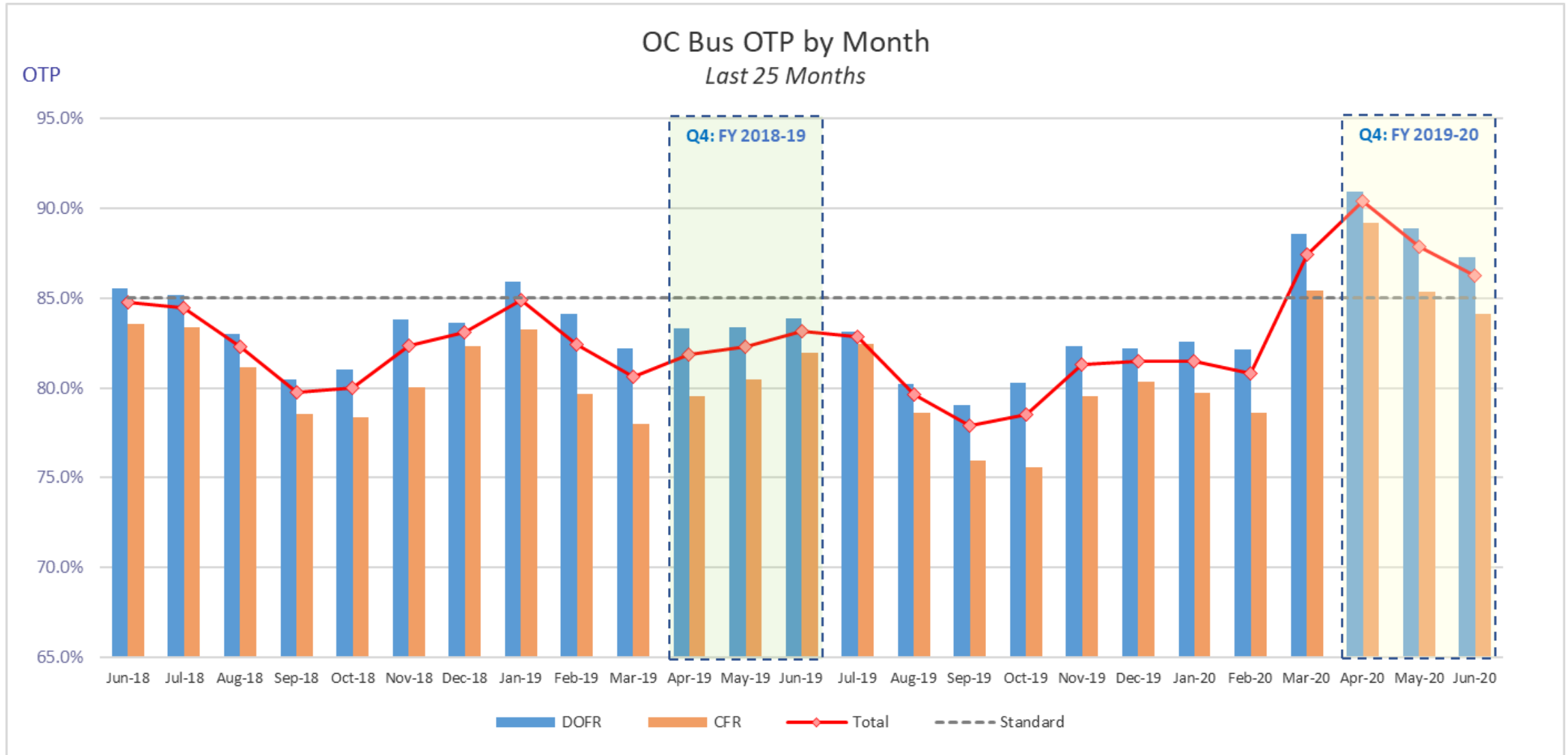
- All three modes of service exceeded the courtesy standard

# Reliability-OTP

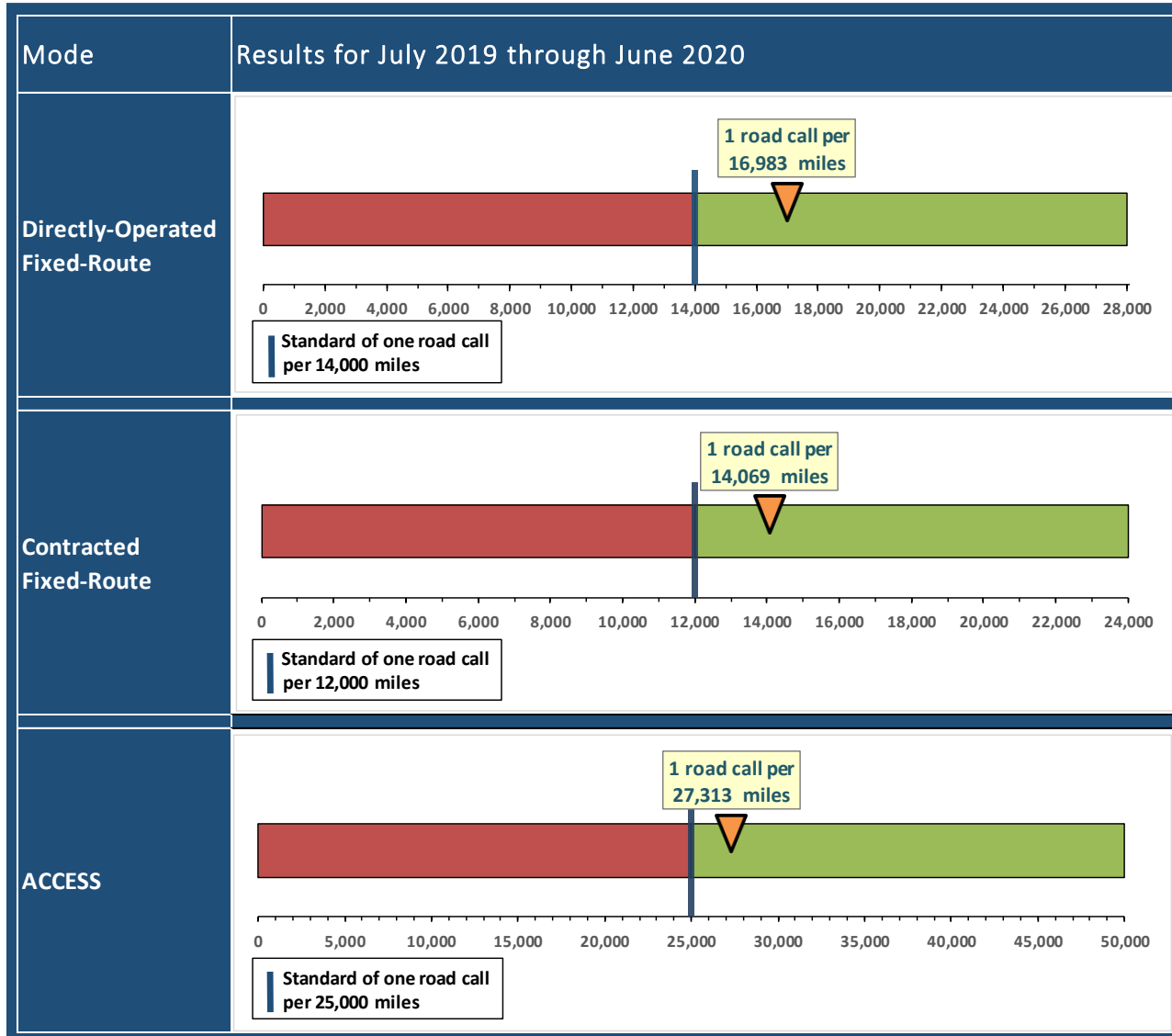


- Systemwide fixed-route service was 2.6 percent below the standard
- DOFR service was 1.5 percent below the standard
  - 1.3 percent improvement over last quarter
  - 89 percent between April and June
- Contracted fixed-route (CFR) service was 4.5 percent below the standard
  - 1.0 percent increase over last quarter
  - 86.1 percent between April and June
- OC ACCESS service was 1.5 percent below the standard

# OTP – Last 25 Months



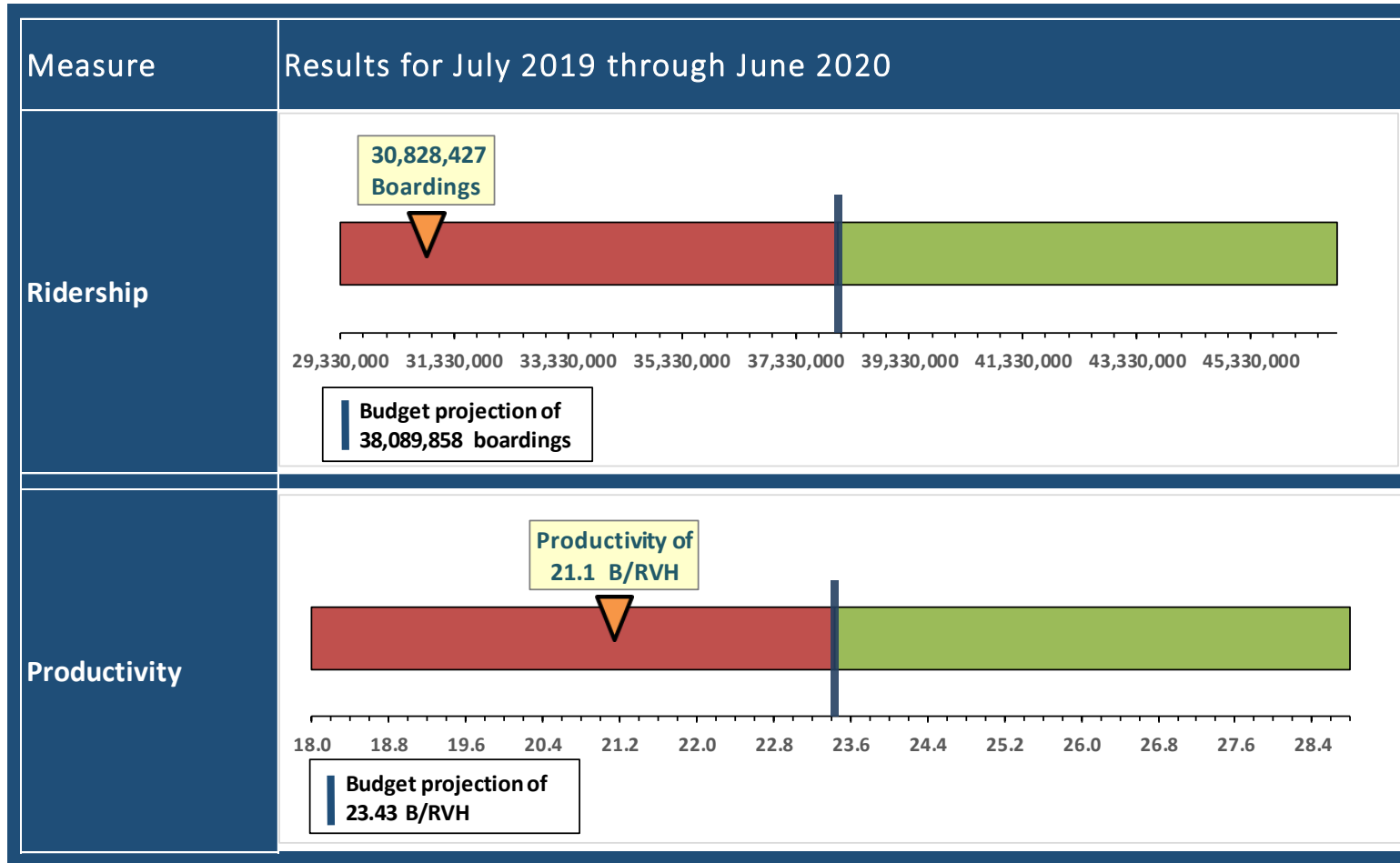
# Reliability-MBRC



- All modes of service exceeded the MBRC standard

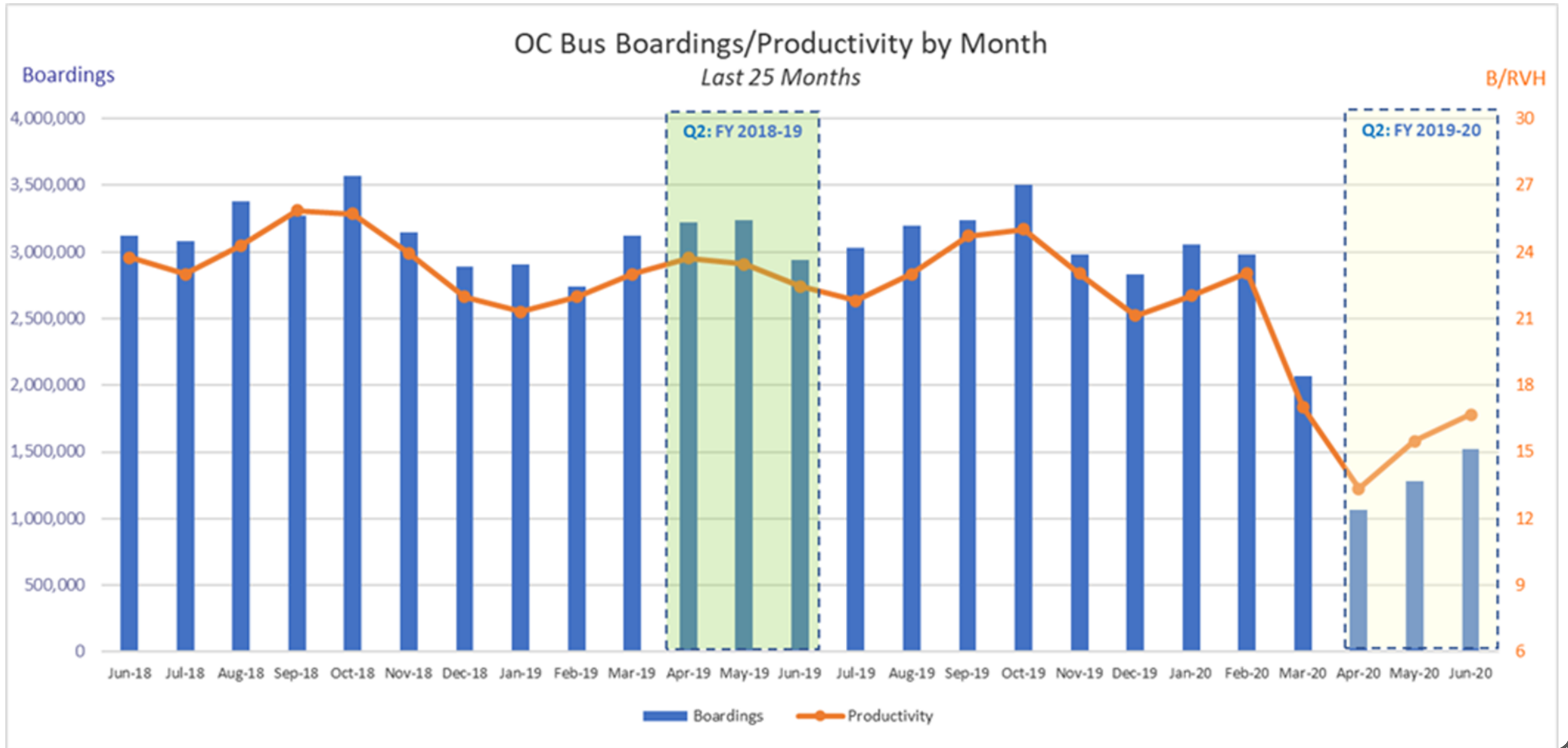


# Fixed-Route-Ridership and Productivity

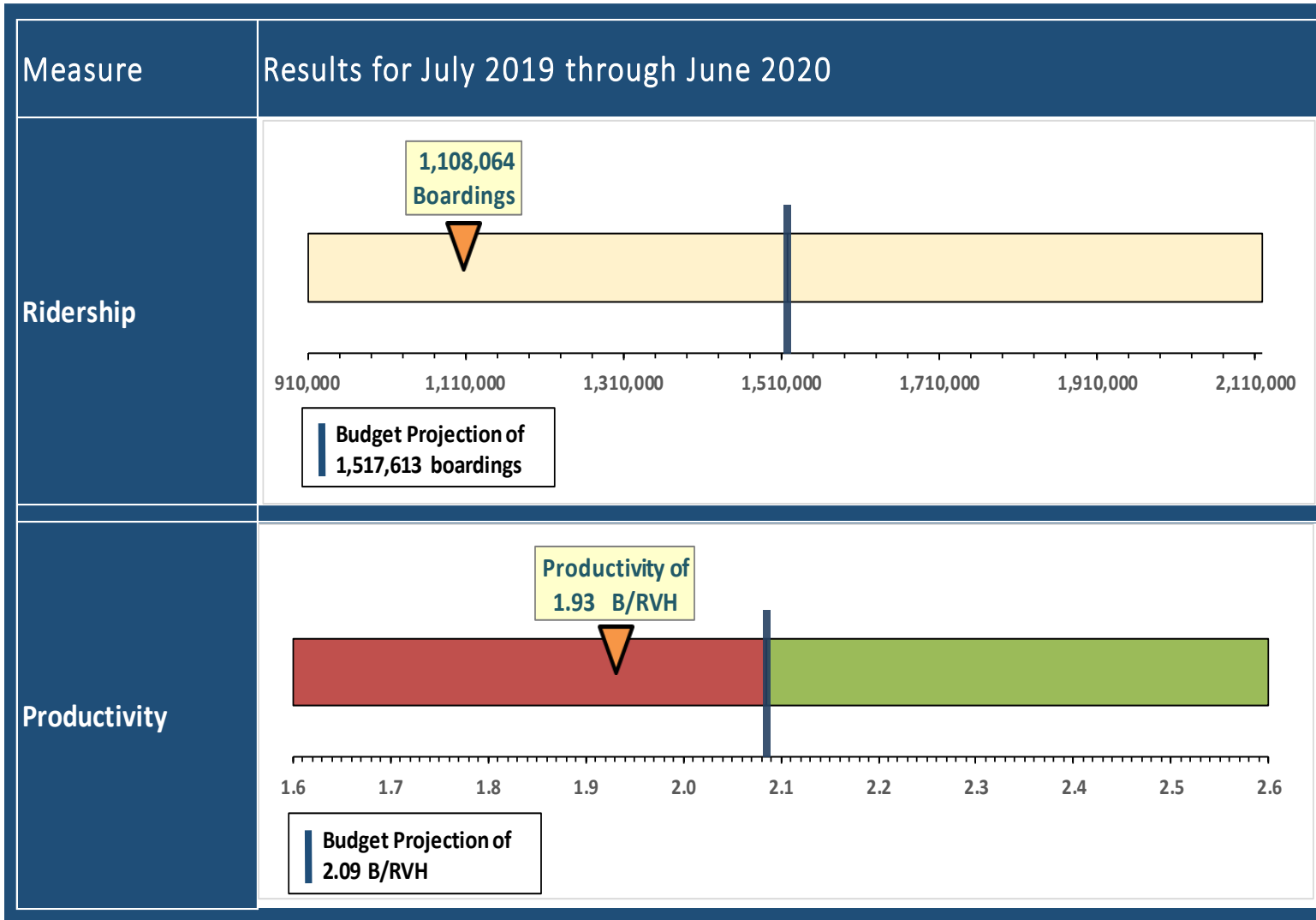


- Fixed-route service was below the budget projection for ridership and productivity
  - Ridership and productivity for down significantly lower from budgeted projections
  - 19.1 percent and 9.8 percent, respectively.

# Ridership/Productivity – Last 25 Months

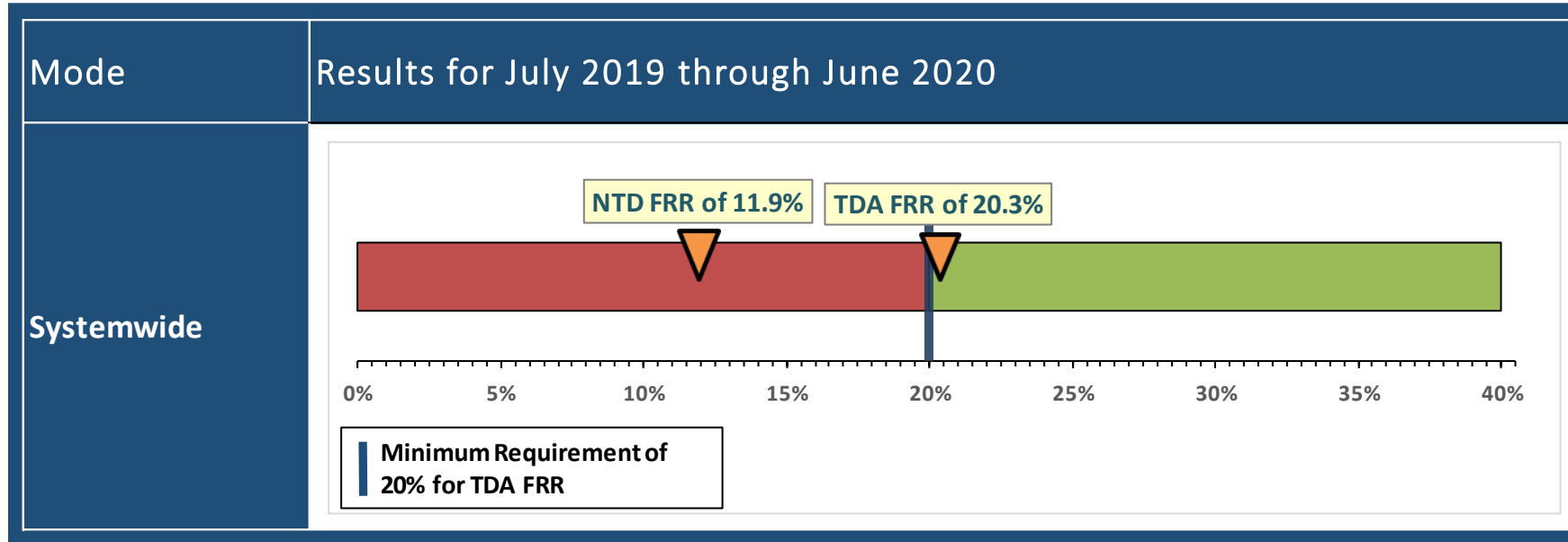


# OC ACCESS-Ridership and Productivity



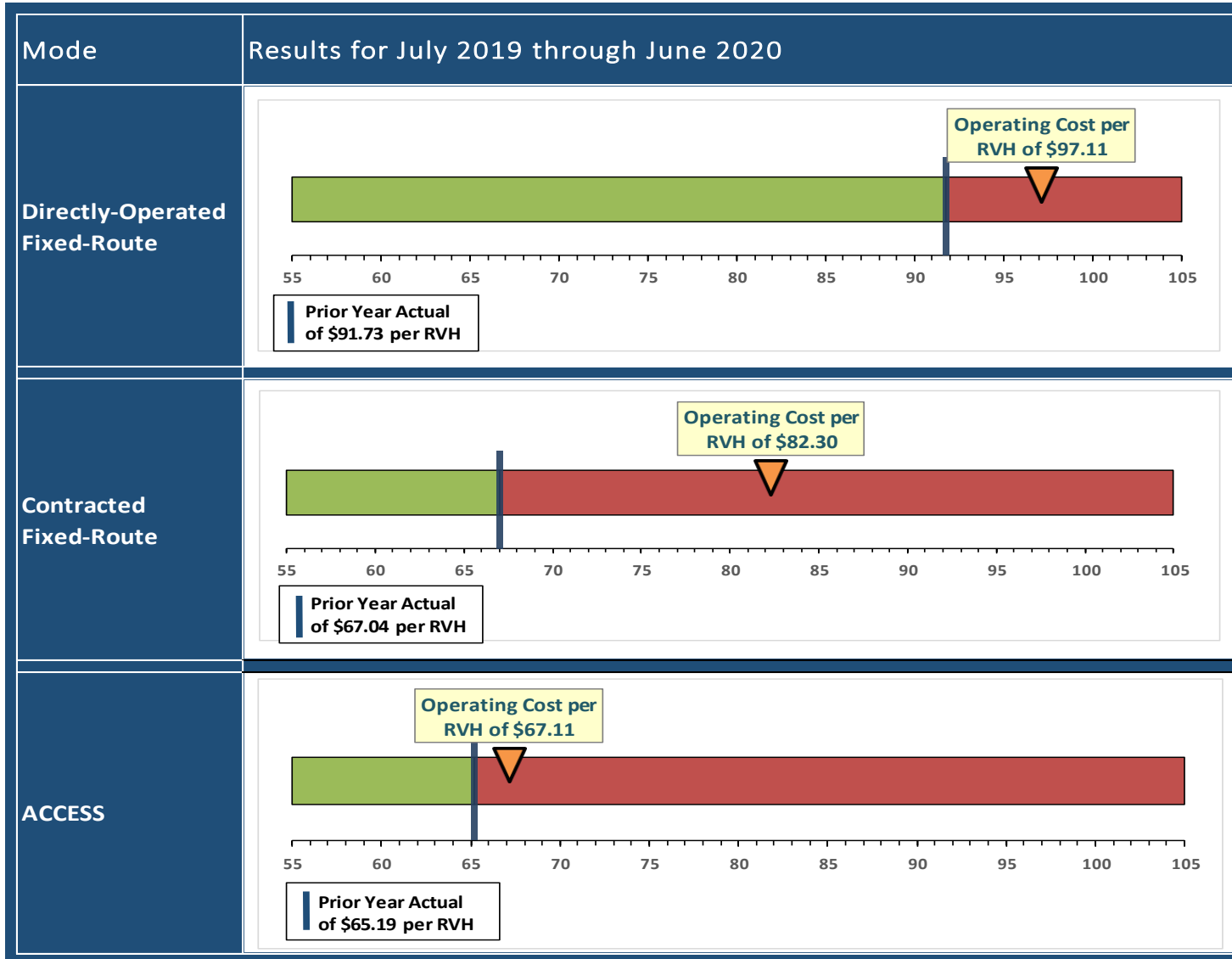
- OC ACCESS service was 27 percent below the budget projection for ridership.
- Productivity is 7.6 percent below the budgeted projections.

# Farebox Recovery Ratio (FRR)



- National Transit Database (NTD) FRR was 6.9 percent under the standard, and
- Transportation Development Act FRR was 0.8 percent under the standard.

# Cost per RVH



- DOFR operating cost increased 8.0 percent from the prior year actuals
- CFR operating cost increased 24.6 percent from the prior year actuals
- OC ACCESS operating cost increased 2.9 percent from the prior year actuals

# Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
085	7.1%	\$ 14.45	52,237	8.37	6,241	2	-	-
001	5.7%	13.96	458,294	11.30	40,549	10	-	-
087	7.4%	12.58	52,530	9.81	5,353	2	-	-
076	7.9%	11.53	62,249	12.12	5,136	2	-	-
529	7.5%	11.44	243,868	13.24	18,420	10	-	-
083	7.9%	10.49	473,504	15.00	31,558	9	-	-
091	9.9%	10.30	315,205	11.96	26,349	8	-	-
086	9.7%	9.52	103,736	12.28	8,448	3	-	-
090	11.0%	9.02	248,979	13.54	18,394	8	-	-
079	10.1%	8.51	343,734	13.74	25,011	6	-	-
056	9.3%	8.26	337,349	17.84	18,915	5	-	-
059	11.3%	7.55	437,567	15.51	28,217	7	-	-
025	10.9%	7.52	299,911	15.53	19,315	3	-	-
089	12.3%	7.23	282,565	15.94	17,730	5	-	-
055	12.2%	7.19	1,065,394	19.76	53,903	13	-	-
026	11.1%	7.16	350,972	16.16	21,717	6	-	-
050	10.2%	7.05	1,061,157	20.95	50,662	5	-	6
071	11.7%	7.03	588,274	16.73	35,164	9	-	-
082	15.1%	6.81	58,415	18.35	3,183	2	-	-
029	11.3%	6.81	1,522,420	22.35	68,122	5	-	7
072	11.8%	6.76	413,271	20.47	20,188	4	1	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
037	12.1%	\$ 6.51	868,177	22.89	37,928	15	-	-
054	12.2%	\$ 6.48	977,610	21.87	44,705	16	-	-
057	12.0%	\$ 6.46	1,730,735	25.71	67,315	4	-	11
560	12.9%	\$ 6.41	533,867	21.57	24,746	13	-	-
070	13.1%	\$ 6.15	732,855	19.44	37,690	10	-	-
543	12.7%	\$ 6.00	726,602	24.01	30,262	10	-	-
035	12.5%	\$ 5.85	647,987	20.29	31,934	10	-	-
047	14.2%	\$ 5.79	1,723,659	24.18	71,273	19	-	-
033	12.7%	\$ 5.70	294,234	19.82	14,843	5	-	-
030	12.9%	\$ 5.68	555,483	20.05	27,710	7	-	-
060	12.6%	\$ 5.66	1,647,095	26.03	63,269	12	-	-
038	13.3%	\$ 5.66	821,807	21.75	37,783	14	-	-
046	14.0%	\$ 5.60	509,693	20.56	24,789	8	-	-
053	13.2%	\$ 5.52	1,230,116	27.74	44,342	10	-	-
043	15.5%	\$ 4.88	1,781,035	27.92	63,796	11	-	-
042	14.2%	\$ 4.81	1,261,278	24.55	51,369	13	-	-
064	15.1%	\$ 4.56	1,349,122	32.49	41,528	10	-	-
066	17.0%	\$ 4.51	1,698,471	30.49	55,700	12	-	-
053X	20.3%	\$ 3.82	483,523	28.73	16,832	5	-	-
057X	22.4%	\$ 3.53	775,154	31.09	24,931	3	-	6
064X	24.2%	\$ 2.87	435,532	36.46	11,947	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	3.7%	\$ 22.84	45,106	7.12	6,339	2	-	-
123	4.6%	22.33	21,017	7.91	2,655	4	-	-
153	5.2%	14.80	96,317	8.54	11,272	2	-	-
178	7.6%	12.29	63,504	9.65	6,578	2	-	-
177	9.8%	10.67	63,909	11.34	5,634	3	-	-
129	9.2%	9.78	160,748	12.67	12,688	3	-	-
143	8.5%	9.55	155,708	12.88	12,089	3	-	-
167	10.4%	8.93	147,237	13.45	10,946	5	-	-
150	15.4%	6.14	126,949	17.50	7,253	4	-	-

# Performance: Express/Stationlink Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
213	2.5%	\$ 48.68	7,691	3.92	1,963	5	-	-
721	4.7%	43.31	15,223	5.49	2,775	3	-	-
701	9.9%	26.69	18,464	10.00	1,847	3	-	-
206	6.6%	23.16	8,881	9.05	981	4	-	-
794	22.5%	20.80	21,681	7.44	2,913	2	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	2.2%	\$ 42.67	13,360	4.51	2,963	3	-	-
480	5.4%	19.24	18,021	10.28	1,752	3	-	-
472	6.4%	15.72	22,001	11.61	1,895	3	-	-
453	4.8%	15.02	23,201	12.51	1,854	2	-	-
473	9.1%	11.18	32,665	17.92	1,822	3	-	-



# Highlights for Fiscal Year 2020-21

## Federal Transit Administration (FTA) Certification of Automatic Passenger Counters (APC)

- OCTA buses are equipped with both fareboxes and APCs to count the passengers boarding our vehicles
  - APC sensors located at front and rear doors vs. one farebox at front door
- APCs are an acceptable means for counting boardings per the FTA
- Provides a more accurate count for boardings data than using farebox data
- OCTA is in the process of receiving certification for using APC data for official NTD reporting

# Highlights for Fiscal Year (FY) 2020-21

## OTP Reporting Methodology

- OTP for OC Bus service is tracked daily and reported to the Board of Directors on a quarterly basis.
- Current methodology for tracking and reporting OTP only accounts for late departures
- Recent peer review suggests including early departures into overall OTP calculation
- Staff proposes moving OTP standard from 85 percent to 80 percent

# Future Reports

December 10, 2020, Transit Committee

- Revised format for Performance reporting for FY 2020-21
- Changes to data collection
- Change OTP standard
- First Quarter Bus Operations Performance Measurements Report