ATTACHMENT A

Bus Operations Performance Measurements Report

OCTA

Fourth Quarter

Fiscal Year 2019-20

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide bus transportation network of 60 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates demand-responsive paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly-operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR). The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These services make up the bus transit system in Orange County and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents, courtesy, as measured by customer complaints, and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for OC Bus service, DOFR and CFR, and OC ACCESS service.

It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in response to the coronavirus (COVID-19) pandemic. The impact that COVID-19 has had on both OC Bus and OC ACCESS has been significant as reflected in the performance to be discussed in this report.

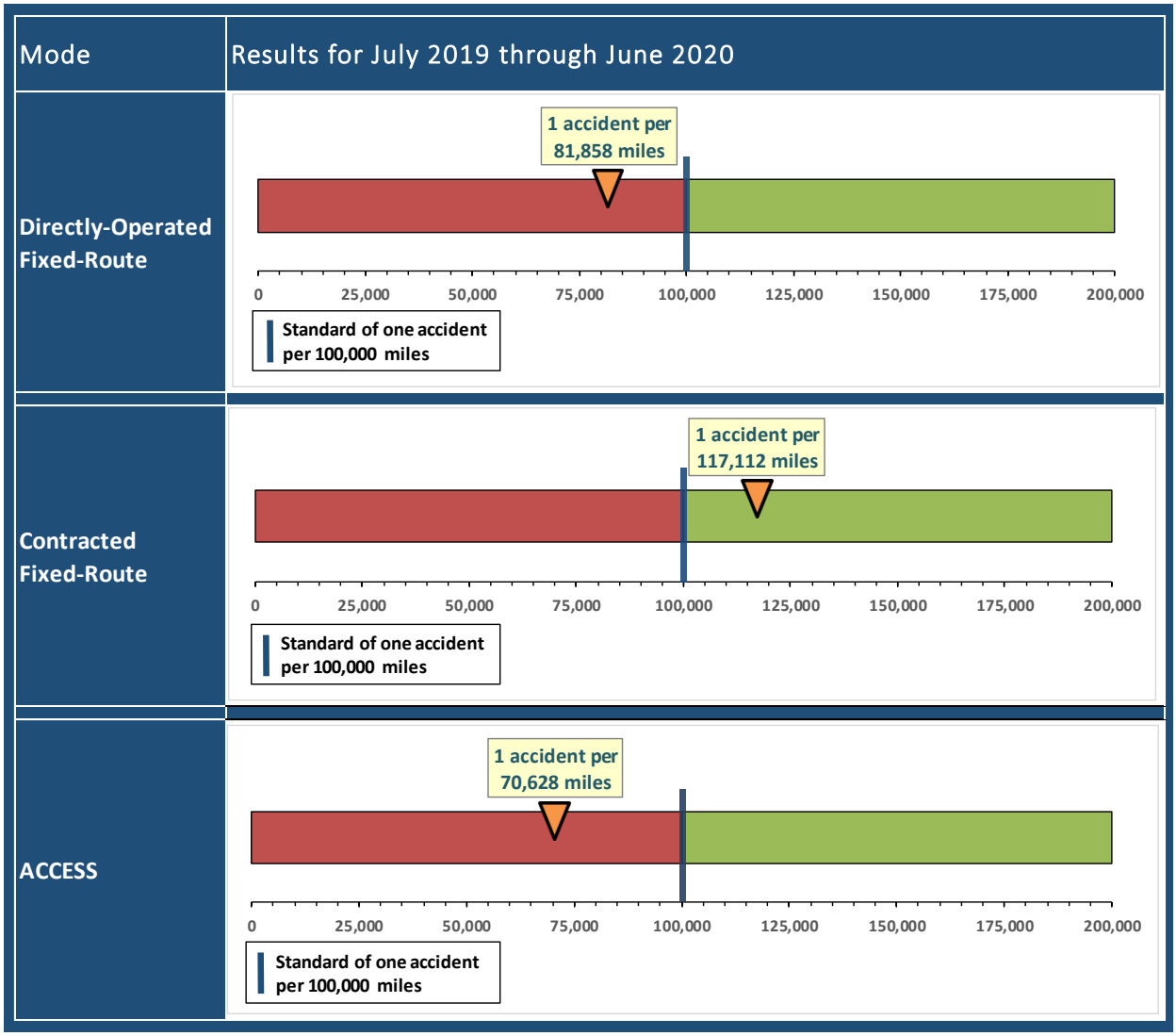
FY2019-20 Q4 SUMMARY

- **Safety**:
  - DOFR - ▼
  - CFR - ▲
  - OC ACCESS - ▼
- **Courtesy**:
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲
- **On-Time Performance** (**OTP**):
  - DOFR - ▼
  - CFR - ▼
  - OC ACCESS - ▼
- **Miles Between Road Calls** (**MBRC**):
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲

Safety: Preventable Vehicle Accidents

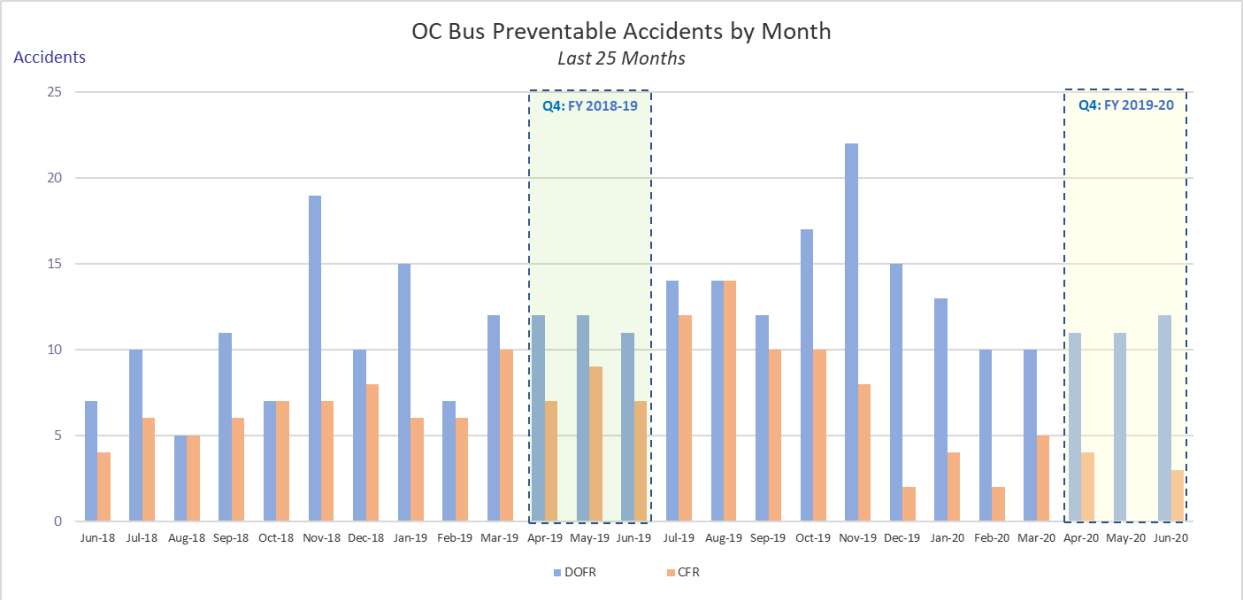
OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident.

Through the fourth quarter of fiscal year (FY) 2019-20, both DOFR and OC ACCESS performed below the safety standard, operating less than 100,000 miles between preventable accidents. CFR exceeded the standard through the fourth quarter.



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. During the fourth quarter, April through June, the number of preventable accidents for DOFR was approximately the same compared to last quarter and the same time

last year. However, due to the reduced service associated with COVID-19, fewer miles were operated during this period. This resulted in a reduction in the miles between preventable accidents of over 23.6 percent for a year-to-date average of 81,858. To sustain this trend, 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. The following chart shows the trend of preventable accidents for fixed-route service over the last two years.

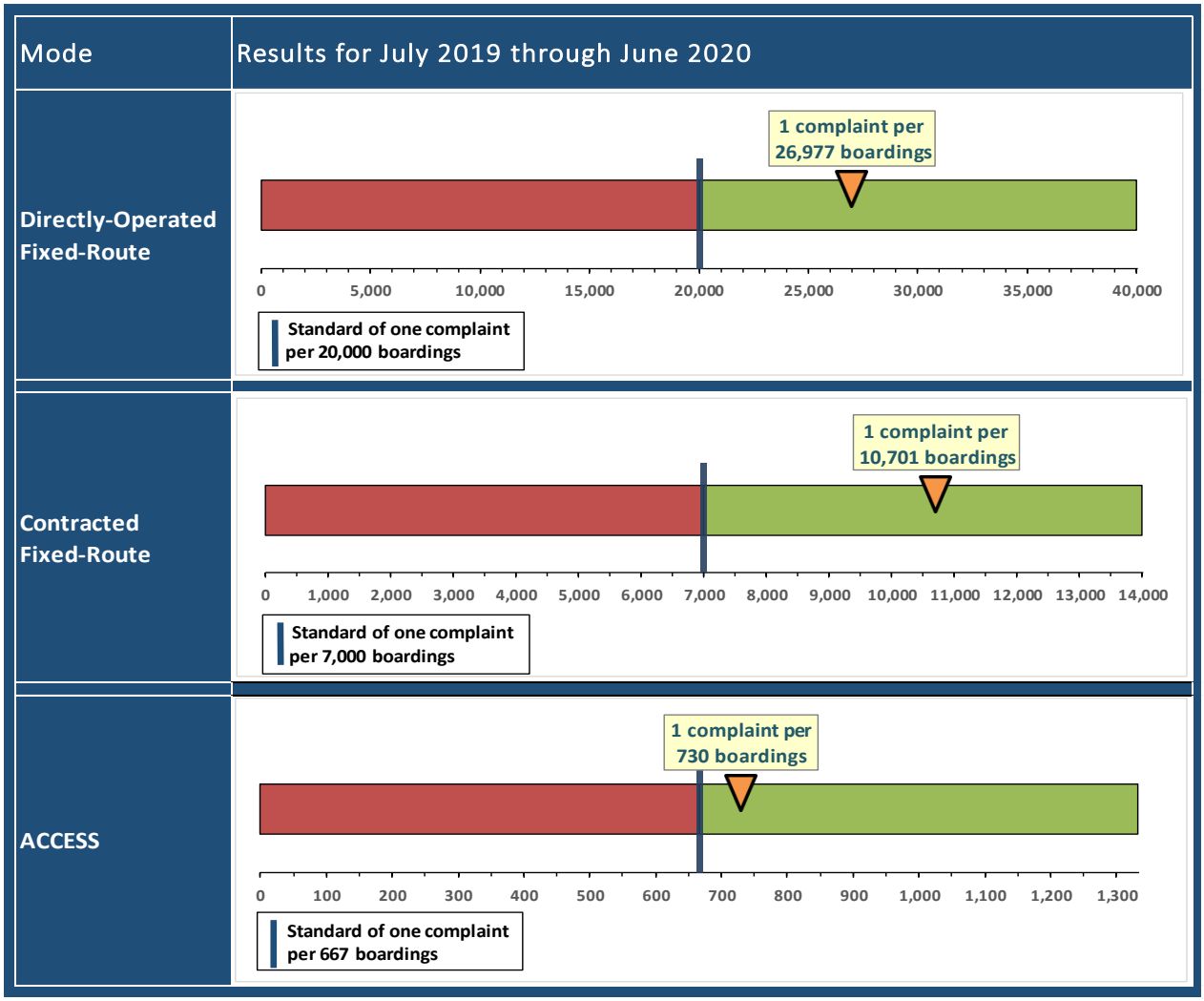


For OC ACCESS, the number of preventable accidents reported during the fourth quarter was six. This represents an 81.8 percent decrease from 33 accidents reported the previous quarter. This resulted in an 86.3 percent increase in miles between preventable accidents compared to the third quarter, which yielded a slight improvement in the year-to-date average of 3.6 percent. This improvement is likely the result of the onsite presence of the Regional Director of Safety for Southern California early last spring.

Courtesy: Customer Complaints

OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings, the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings, and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

Through the fourth quarter of FY 2019-20, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



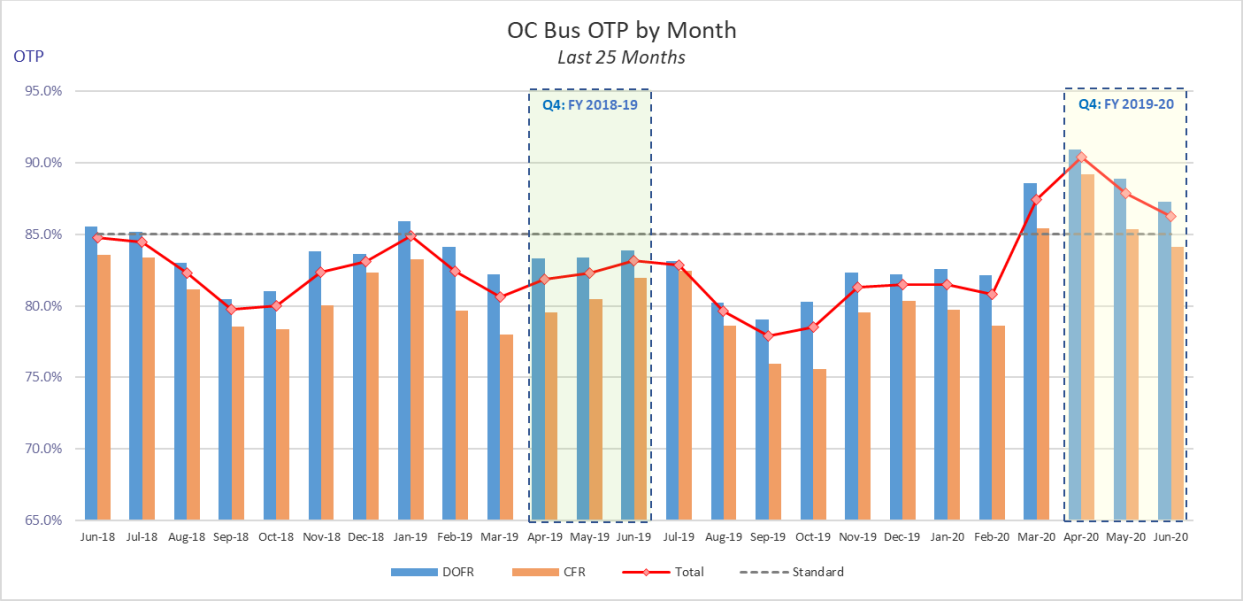
Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the time point no more than five minutes late. OCTA's fixed-route system standard for OTP is 85 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand response trip. A trip is considered on-time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent.

OTP for OC Bus and OC ACCESS remain below target but showed improvement during the fourth quarter, April through June, attaining OTP rates of 82.4 percent and 92.5 percent, respectively, for the FY, up from 81.2 percent and 92.4 in the third quarter.

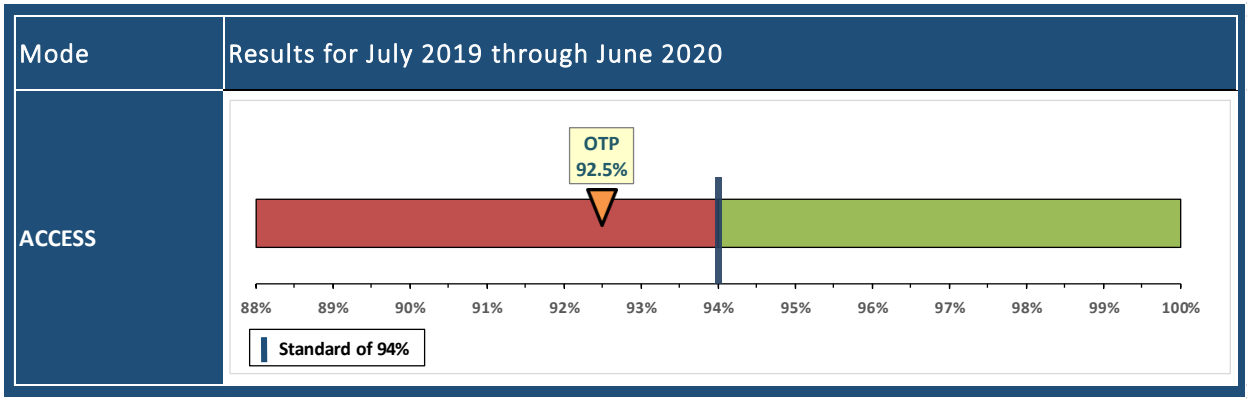
OTP for the DOFR OC Bus service through the fourth quarter was at 83.5 percent, a 1.3 percent increase from last quarter and two tenths of a percent higher than the same time last year. The OTP for the CFR OC Bus service through the fourth quarter showed improvement, reaching 80.5 percent, a one percent increase from last quarter.

The cumulative improvement in OTP during the fourth quarter is largely a result of the changes in travel patterns due to COVID-19. During the fourth quarter, April through June, OTP for fixed-route services was 88.1 percent, with DOFR and CFR services performing at 89 percent and 86.1 percent, respectively.



In the near term, OCTA Operations staff will continue to monitor the dynamic traffic conditions as travel restrictions are lifted to ensure the current overall OTP is maintained and monitor the need for bus running time adjustments needed to reflect traffic associated with ongoing construction projects. The contractor management team continues to focus on coach operator behavior, performing route-level checks, and coaching and counseling as appropriate.

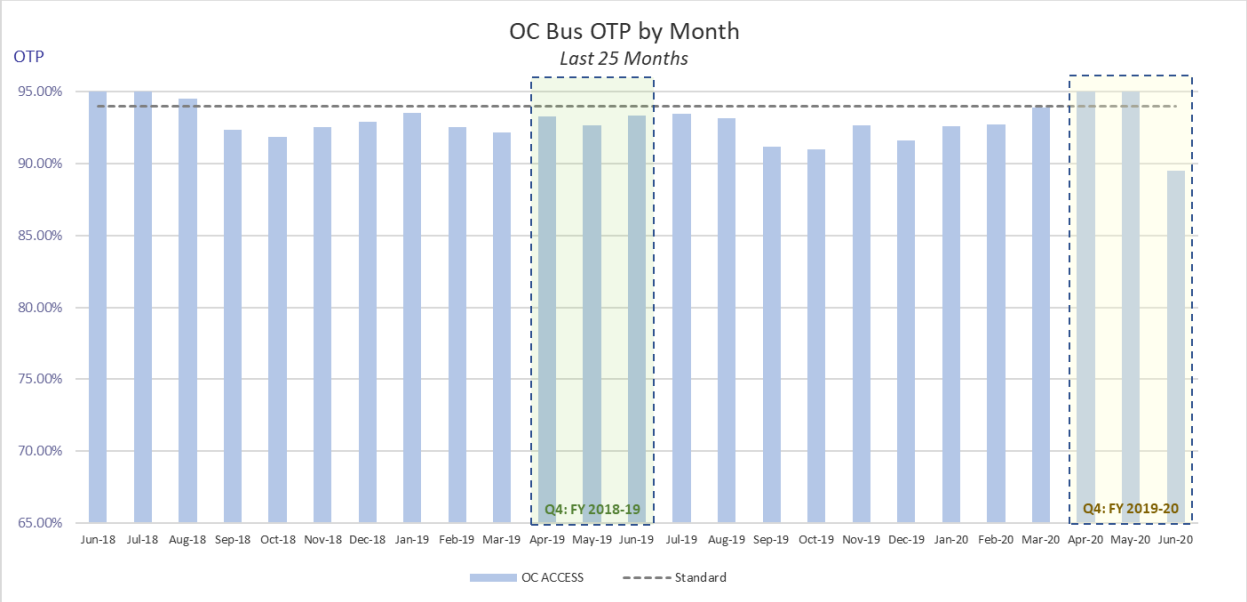
Prior to COVID-19, traffic had been a primary factor impacting OTP. Over the next year, staff will be monitoring traffic and the impacts on OTP. As necessary, adjustments to route schedules will be considered to improve OTP. In addition to schedule adjustments, staff is also able to drill down into the OTP to see if there are trends related to coach operators. Issues related to coach operator schedule adherence are also being addressed as necessary for both DOFR and CFR.



OTP for OC ACCESS service (primary service and supplemental taxi) through the fourth quarter was 92.5 percent, 1.5 percent below the standard, 0.1 percent higher than last quarter, and 0.6 percent lower than the 93.1 percent reported during the same period last year. The following chart shows the OTP trend for OC ACCESS service over the last two years. The decreasing trend during the fourth quarter from May to June is likely due to the closure of Yellow Cab of Greater Orange County (Yellow Cab). In a subcontracting role, Yellow Cab provided overflow capacity allowing for better schedule adherence.

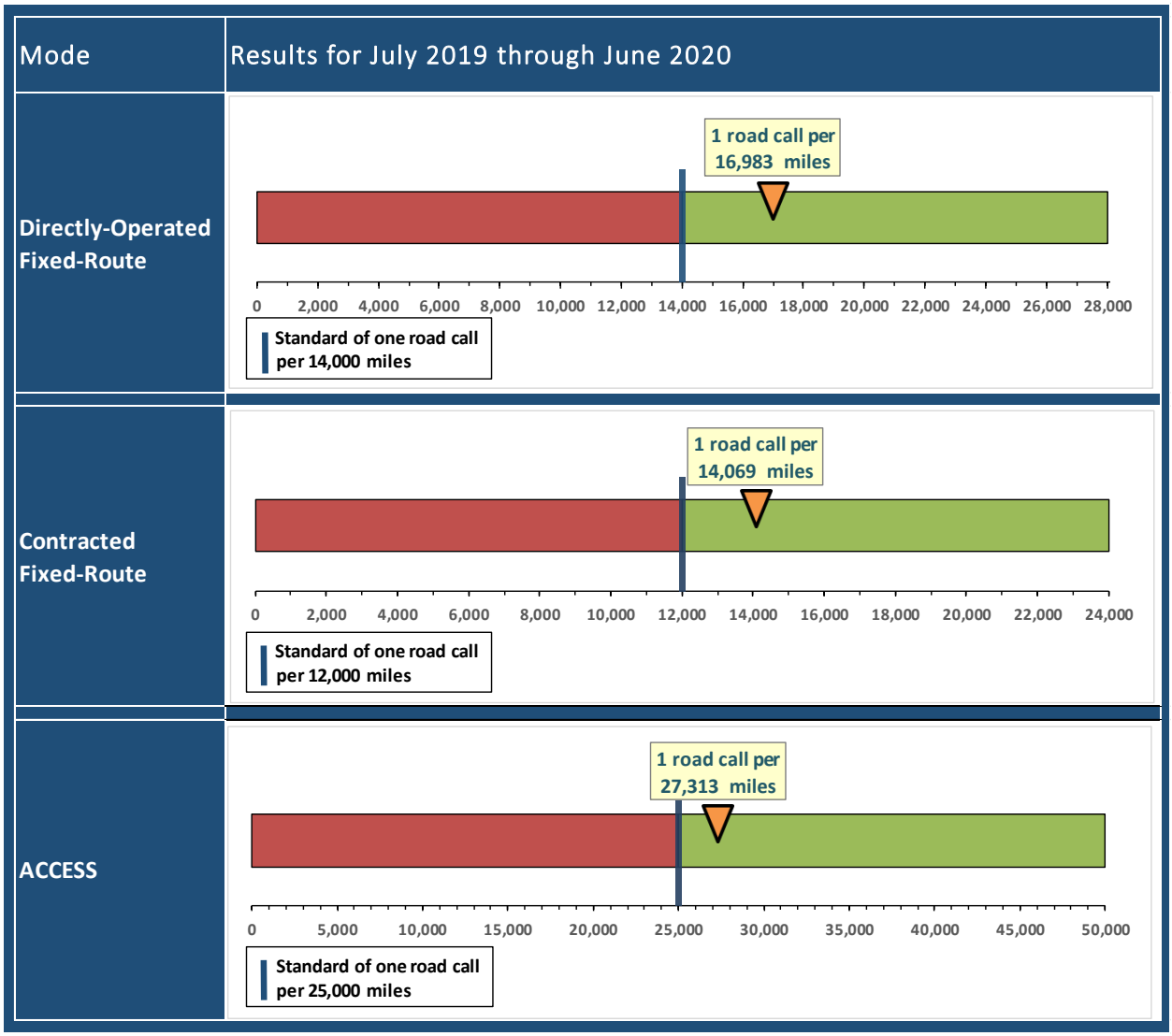
The contractor continued their work, making modifications to subscription trip routing/scheduling for individuals traveling to adult day programs. These changes were implemented in early-March 2020 but did not have the level of impact that was expected as a result of COVID-19.

OCTA staff will be working closely with the contractor to ensure plans are in place to meet performance standards during and after stay-at-home orders are lifted.



Reliability: Miles Between Road Calls

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels without failure of a vital component forces removal of the vehicle from service. OCTA has adopted standards for the MBRC for DOFR, CFR, and OC ACCESS services. These standards vary to align with the specific type of service being provided and account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service, 12,000 MBRC for CFR OC Bus service, and 25,000 MBRC for OC ACCESS.



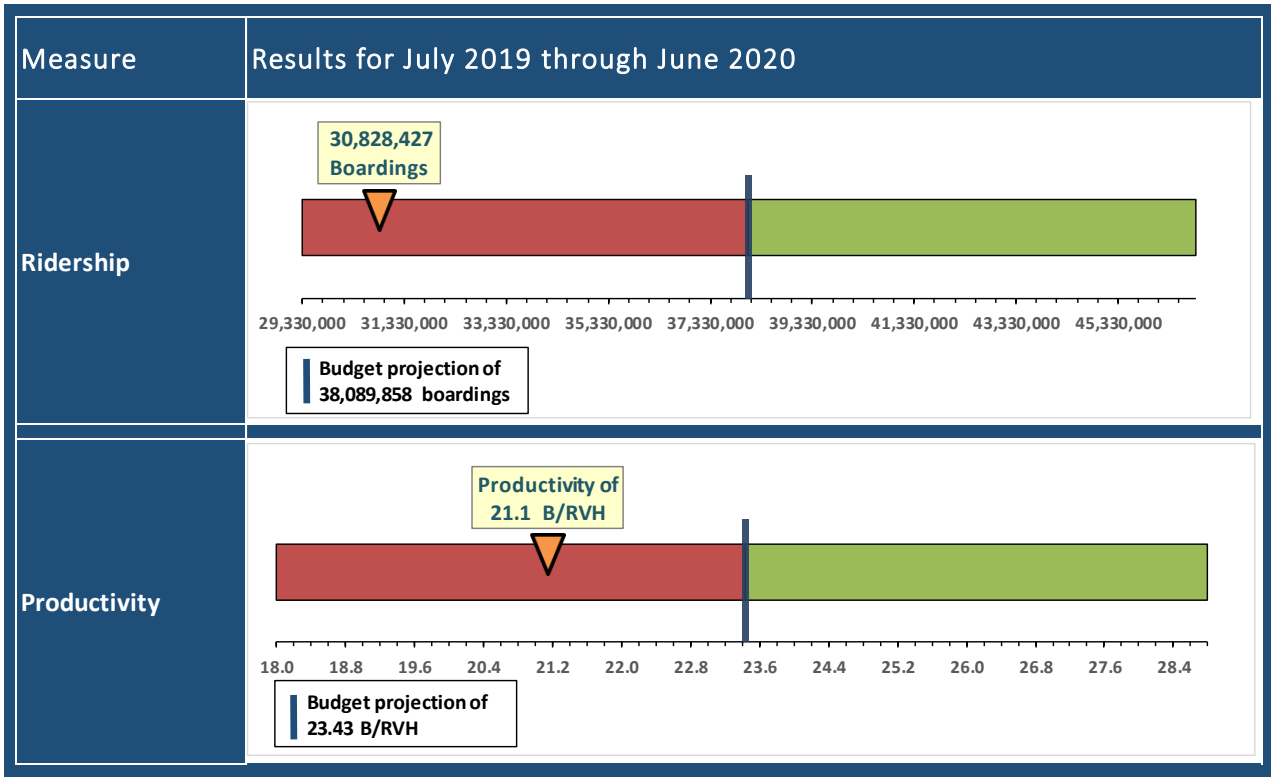
Through the fourth quarter of FY 2019-20, OC Bus services performed above standard across all modes.

OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

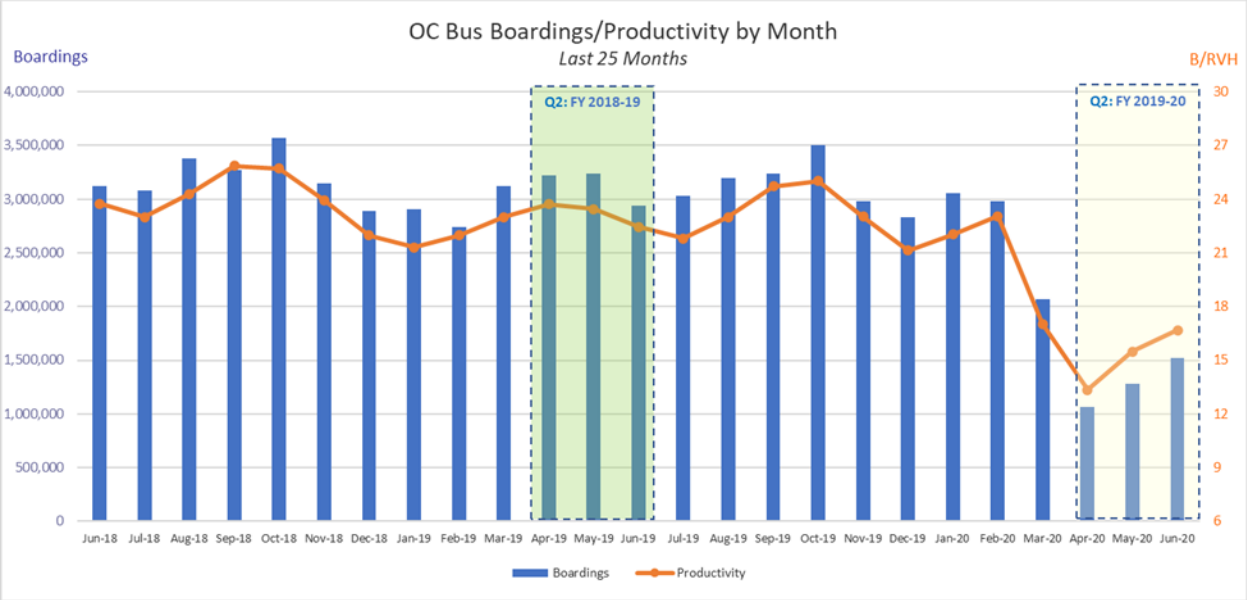
Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

Through the fourth quarter of FY 2019-20, both ridership and productivity for OC Bus service were lower than budgeted projections, with ridership down more significantly.



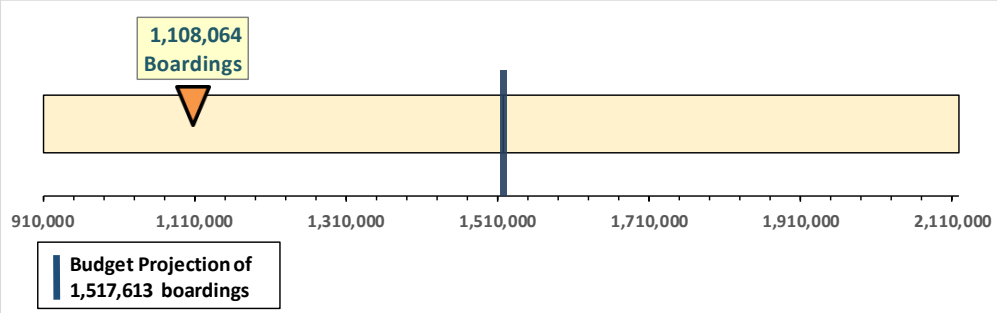
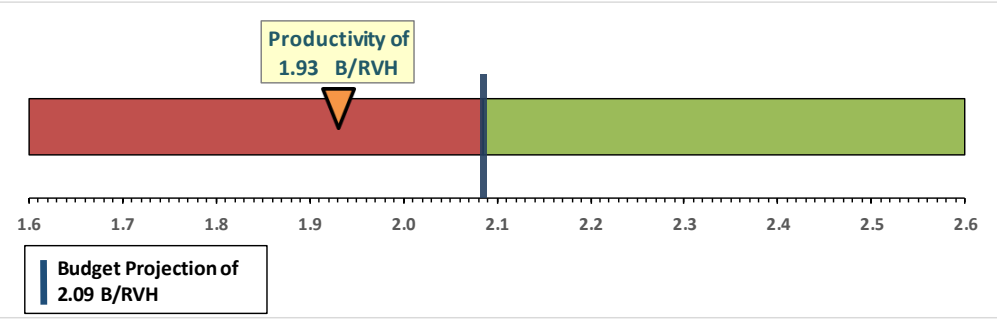
The ridership and productivity for the fourth quarter, as shown on the following chart, reflects the significant impact of COVID-19. The pandemic brought on significant changes to travel patterns, and coupled with the national and state-level orders related to COVID-19, caused a substantial drop in ridership and productivity. Average weekday ridership at the close of the FY was approximately 57,000, nearly 50 percent of the average weekday ridership before the "stay-at-home" orders went into effect. Ridership and productivity levels, down by 19.1 percent and 9.9 percent, respectively, are expected to remain below pre-COVID-19 levels until well after the travel restrictions are lifted.


OC Bus Boardings/Productivity by Month
Last 25 Months
Boardings
B/RVH
Q2: FY 2018-19
Q2: FY 2019-20
4,000,000
3,500,000
3,000,000
2,500,000
2,000,000
1,500,000
1,000,000
500,000
0
30
27
24
21
18
15
12
9
6
Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-19 Feb-19 Mar-19 Apr-19 May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20
Boardings
Productivity

Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the fourth quarter of FY 2019-20, the ridership and productivity for OC ACCESS are trending below budgeted projections by 27 percent and 7.7 percent, respectively. As with the fixed-route service, ridership and productivity for OC ACCESS was impacted by the initial stages of COVID-19. With recommendations in place that persons 65 years or older or having underlying health issues stay home, many individuals who typically use OC ACCESS service made fewer trips, causing a drop in average daily ridership of 90 percent. Additionally, productivity has been impacted by the requirement for social distancing on OC ACCESS vehicles, as shared rides have been limited.

Measure	Results for July 2019 through June 2020
Ridership	
Productivity	

Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc. (First Transit), additional measures are tracked to ensure the CFR OC Bus service meets specified standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and are paid to OCTA by the contractor.

Through the fourth quarter of FY 2019-20, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for an unreported accident and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2019-20. The incentives paid in the fourth quarter relate to OTP, courtesy, and accident frequency, which totaled $15,100. This brings the year-to-date total up to $67,200. The total penalties assessed to the contractor during the quarter total $23,000 resulting in a year-to-date total of $588,989.

Table 1:	Performance Categories	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FYTD 20
Penalties	On-Time Performance	$ (6,000)	$ (12,000)	$ (7,000)	$ -	$ (25,000)
	Valid Complaints: Per 7,000 boardings	$ -	$ -	$ -	$ -	$ -
	Unreported Accident	$ (85,000)	$ (20,000)	$ (30,000)	$ (10,000)	$ (145,000)
	Accident Frequency Ratio	$ (20,000)	$ -	$ -	$ -	$ (20,000)
	Key Positions	$ -	$ -	$ -	$ -	$ -
	CHP Terminal Inspections	$ -	$ -	$ -	$ -	$ -
	Reports	$ -	$ -	$ -	$ -	$ -
	Preventive Maintenance	$ -	$ (382)	$ (1,207)	$ -	$ (1,589)
	Road Calls	$ (1,400)	$ -	$ -	$ -	$ (1,400)
	Vehicle Damage: Per vehicle per day	$ -	$ -	$ -	$ -	$ -
	Missed Trips	$ (166,000)	$ (98,000)	$ (119,000)	$ (13,000)	$ (396,000)
	Total	**$ (278,400)**	**$ (130,382)**	**$ (157,207)**	**$ (23,000)**	**$ (588,989)**
Incentives	On-Time Performance	$ -	$ -	$ -	$ 3,000	$ 3,000
	Valid Complaints: Per 7,000 boardings	$ 14,500	$ 7,400	$ 15,200	$ 7,100	$ 44,200
	Accident Frequency Ratio	$ -	$ 5,000	$ 10,000	$ 5,000	$ 20,000
	Total	**$ 14,500**	**$ 12,400**	**$ 25,200**	**$ 15,100**	**$ 67,200**
Prior Periods Adjustment	Accident Frequency Ratio	$ -	$ (5,000)	$ -	$ -	$ (5,000)
	Complaints	$ -	$ -	$ 1,500	$ -	$ 1,500
	Missed Trips	$ -	$ -	$ -	$ 9,000	$ 9,000
	Total	**$ -**	**$ (5,000)**	**$ 1,500**	**$ 9,000**	**$ 5,500**
All	**Total**	**$ (263,900)**	**$ (122,982)**	**$ (130,507)**	**$ 1,100**	**$ (516,289)**

Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Per Agreement No. C-2-1865 between OCTA and MV Transportation, Inc., additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

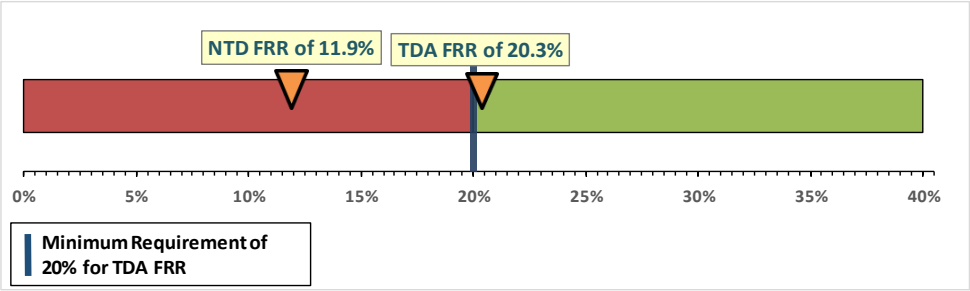
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the fourth quarter of FY 2019-20 is above standard with respect to courtesy, while below standard for safety and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the fourth quarter, there were no incentives awarded to the contractor, but $99,100 in penalties were assessed. Most of the penalties waived in the fourth quarter were related to the inability to meet performance standards as the result of the reduced level of service and ridership occurring in response to the COVID-19 pandemic. With the need to keep passenger loads low to allow social distancing and the lower level of revenue vehicles hours operated, productivity was severely impacted. This brings the gross year-to-date total for penalties to $371,107. Penalties assessed to the contractor were related to performance for passenger productivity, OTP, excessively late trips, missed trips, and customer comments.

Table 2:	Performance Categories	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FYTD 20
Penalties	Passenger Productivity	$ (10,000)	$ (20,000)	$ (30,000)	$ (30,000)	$ (90,000)
	On-Time Performance	$ (15,000)	$ (30,000)	$ (10,000)	$ (20,000)	$ (75,000)
	Customer Comments	$ (2,800)	$ (3,000)	$ -	$ (7,400)	$ (13,200)
	Call Center Hold Times	$ (5,000)	$ -	$ -	$ (11,000)	$ (16,000)
	Excessively Late Trips	$ (20,000)	$ (30,000)	$ (30,000)	$ (15,000)	$ (95,000)
	Missed Trips	$ (5,000)	$ (30,000)	$ (15,000)	$ (15,000)	$ (65,000)
	Unreported Accident	$ (5,000)	$ (5,000)	$ (5,000)	$ -	$ (15,000)
	Preventive Maintenance	$ -	$ -	$ -	$ -	$ -
	Road calls	$ (700)	$ -	$ -	$ (700)	$ (1,400)
	Reports	$ -	$ -	$ -	$ -	$ -
	Key Positions	$ -	$ -	$ -	$ -	$ -
	CHP Terminal Inspections	$ -	$ -	$ -	$ -	$ -
	Vehicle Damage	$ -	$ -	$ -	$ -	$ -
	Fare Variance	$ -	$ (507)	$ -	$ -	$ (507)
	Total	**$ (63,500)**	**$ (118,507)**	**$ (90,000)**	**$ (99,100)**	**$ (371,107)**
Incentives	Passenger Productivity	$ -	$ -	$ -	$ -	$ -
	On-Time Performance	$ -	$ -	$ -	$ -	$ -
	Excessively Late Trips	$ -	$ -	$ -	$ -	$ -
	Missed Trips	$ -	$ -	$ -	$ -	$ -
	Total	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Prior Periods Adjustment	Unreported Accident	$ 10,000	$ -	$ -	$ -	$ 10,000
	Waived	$ -	$ 5,000	$ 60,000	$ 62,000	$ 127,000
	Total	**$ 10,000**	**$ 5,000**	**$ 60,000**	**$ 62,000**	**$ 137,000**
All	**Total**	**$ (53,500)**	**$ (113,507)**	**$ (30,000)**	**$ (37,100)**	**$ (234,107)**

Farebox Recovery Ratio

FRR is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act in order for transit agencies to receive the state sales tax available for public transit purposes. In an effort to normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from July 2019 through June 2020.

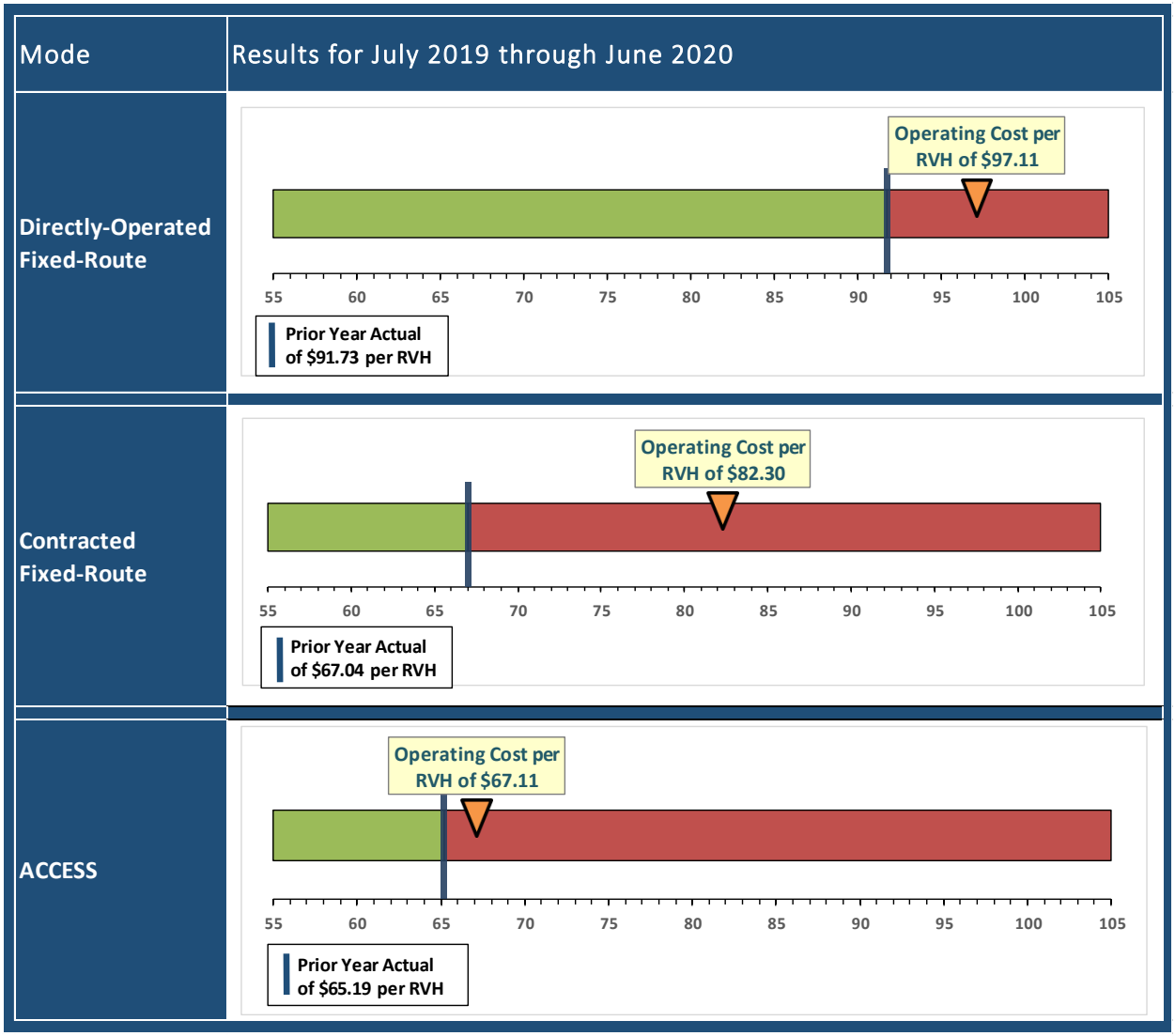
FRR, based on the National Transit Database (NTD) definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 716, Statutes of 2015), OCTA was able to adjust the FRR to include local funds. SB 508 states, "If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, "local funds" are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator." After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 20.3 percent, an increase of 0.3 percent from the previous quarter and a 3.4 percent drop from the same quarter last year.

Mode	Results for July 2019 through June 2020
Systemwide	

Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing operating expenses by RVH. In order to provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs.

Similar to the FRR, the statistics below depict actuals over the last 12 months. All modes operated at a higher cost per RVH than the same 12-month period last year due to a decrease in service levels provided in response to COVID-19. CFR cost per RVH increased significantly because the contractor earned far less penalties in FY 2019-20 compared to those earned for missed trips in FY 2018-19, accruals of $1.7M in June for COVID-19 expenses, and contract rate increase from Amendment No. 9. The difference in cost per RVH from the prior FY was a 5.9 percent increase in DOFR, 22.8 percent increase in CFR, and 2.9 percent increase in OC ACCESS.



Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through the fourth quarter. The first three tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining three tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99 -** Local routes include two sub-categories:
  - ***Major*:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
  - ***Local:*** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week, however some operate on weekdays only.
- **Routes 100 to 199**: Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299**: Intracounty express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations.
- **Routes 400 to 499**: Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599**: Bravo! routes are limited-stop services operated with branded vehicles.
- **Routes 600 to 699***: Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express.
- **Routes 700 to 799**: Intercounty express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations.

OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)

Fiscal Year 2019-20 Through Q4

														Bus Count		
Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
862	C	3.7%	$ 22.84	$ 14.63	$ 7.41	$ 0.80	$ 0.84	45,106	$ 162.80	$ 94.31	$ 19.85	7.12	6,339	2	-	-
123	N	4.6%	22.33	11.28	7.64	3.41	0.92	21,017	156.99	101.36	11.92	7.91	2,655	4	-	-
153	N	5.2%	14.80	8.60	5.83	0.37	0.80	96,317	130.13	83.16	10.65	8.54	11,272	2	-	-
085	S	7.1%	14.45	8.12	5.64	0.69	1.05	52,237	123.93	82.72	10.01	8.37	6,241	2	-	-
001	S	5.7%	13.96	8.12	5.45	0.39	0.83	458,294	162.74	99.52	10.12	11.30	40,549	10	-	-
087	S	7.4%	12.58	7.03	4.87	0.68	0.95	52,530	126.06	83.79	8.43	9.81	5,353	2	-	-
178	C	7.6%	12.29	6.99	4.74	0.56	0.97	63,504	122.56	82.40	9.86	9.65	6,578	2	-	-
076	C	7.9%	11.53	6.55	4.40	0.58	0.94	62,249	144.01	88.49	12.37	12.12	5,136	2	-	-
529	C	7.5%	11.44	6.40	4.30	0.74	0.87	243,868	153.02	93.15	13.38	13.24	18,420	10	-	-
177	S	9.8%	10.67	5.86	3.97	0.84	1.07	63,909	123.70	82.50	9.65	11.34	5,634	3	-	-
083	C	7.9%	10.49	6.07	4.08	0.34	0.87	473,504	165.32	101.13	8.69	15.00	31,558	9	-	-
091	S	9.9%	10.30	5.81	4.03	0.46	1.08	315,205	130.58	83.43	9.14	11.96	26,349	8	-	-
129	N	9.2%	9.78	5.63	3.82	0.33	0.96	160,748	131.87	83.58	11.20	12.67	12,688	3	-	-
143	N	8.5%	9.55	5.48	3.72	0.35	0.85	155,708	129.42	81.90	11.34	12.88	12,089	3	-	-
086	C	9.7%	9.52	5.31	3.69	0.52	0.97	103,736	122.42	82.56	9.46	12.28	8,448	3	-	-
090	S	11.0%	9.02	4.98	3.46	0.58	1.04	248,979	128.35	81.35	8.49	13.54	18,394	8	-	-
167	C	10.4%	8.93	4.96	3.36	0.61	0.96	147,237	124.92	82.83	10.11	13.45	10,946	5	-	-
079	C	10.1%	8.51	4.84	3.36	0.31	0.92	343,734	125.25	80.20	11.07	13.74	25,011	6	-	-
056	N	9.3%	8.26	4.78	3.21	0.27	0.82	337,349	157.23	94.44	14.53	17.84	18,915	5	-	-
059	C	11.3%	7.55	4.29	2.97	0.29	0.92	437,567	126.89	80.34	11.75	15.51	28,217	7	-	-
025	N	10.9%	7.52	4.33	3.01	0.18	0.90	299,911	127.89	81.43	10.60	15.53	19,315	3	-	-
089	S	12.3%	7.23	4.08	2.83	0.32	0.97	282,565	125.64	80.53	9.99	15.94	17,730	5	-	-
055	C	12.2%	7.19	4.17	2.80	0.22	0.97	1,065,394	157.04	94.49	14.13	19.76	53,903	13	-	-
026	N	11.1%	7.16	4.04	2.81	0.31	0.86	350,972	124.56	79.49	12.32	16.16	21,717	6	-	-
050	N	10.2%	7.05	4.08	2.74	0.23	0.77	1,061,157	159.14	96.11	13.94	20.95	50,662	5	-	6
071	N	11.7%	7.03	3.99	2.77	0.27	0.90	588,274	127.99	81.71	10.16	16.73	35,164	9	-	-
082	S	15.1%	6.81	3.66	2.54	0.61	1.10	58,415	134.04	83.90	9.33	18.35	3,183	2	-	-
029	N	11.3%	6.81	3.97	2.66	0.18	0.84	1,522,420	167.00	100.65	14.03	22.35	68,122	5	-	7
072	C	11.8%	6.76	3.92	2.63	0.21	0.88	413,271	152.14	91.94	12.12	20.47	20,188	4	1	-
037	N	12.1%	6.51	3.71	2.49	0.31	0.86	868,177	161.41	97.90	13.05	22.89	37,928	15	-	-
054	N	12.2%	6.48	3.70	2.49	0.29	0.86	977,610	154.12	93.11	13.75	21.87	44,705	16	-	-
057	C	12.0%	6.46	3.74	2.51	0.21	0.85	1,730,735	182.72	109.91	16.84	25.71	67,315	4	-	11
560	C	12.9%	6.41	3.57	2.40	0.44	0.89	533,867	147.85	90.06	12.91	21.57	24,746	13	-	-
070	C	13.1%	6.15	3.49	2.42	0.24	0.89	732,855	132.10	83.09	11.12	19.44	37,690	10	-	-
150	C	15.4%	6.14	3.33	2.25	0.56	1.02	126,949	115.54	73.72	11.45	17.50	7,253	4	-	-
543	N	12.7%	6.00	3.44	2.31	0.25	0.84	726,602	158.07	95.22	14.39	24.01	30,262	10	-	-
035	N	12.5%	5.85	3.29	2.28	0.28	0.80	647,987	129.14	81.54	11.16	20.29	31,934	10	-	-
047	C	14.2%	5.79	3.34	2.25	0.20	0.93	1,723,659	157.62	95.04	13.91	24.18	71,273	19	-	-
033	N	12.7%	5.70	3.19	2.21	0.30	0.78	294,234	122.54	79.37	9.79	19.82	14,843	5	-	-
030	N	12.9%	5.68	3.22	2.23	0.23	0.80	555,483	125.46	80.59	9.76	20.05	27,710	7	-	-
060	C	12.6%	5.66	3.31	2.22	0.13	0.79	1,647,095	164.68	99.13	14.04	26.03	63,269	12	-	-
038	N	13.3%	5.66	3.16	2.19	0.31	0.82	821,807	134.45	83.48	10.85	21.75	37,783	14	-	-
046	N	14.0%	5.60	3.14	2.18	0.28	0.87	509,693	127.18	81.25	11.08	20.56	24,789	8	-	-
053	C	13.2%	5.52	3.21	2.16	0.15	0.82	1,230,116	171.78	103.13	18.10	27.74	44,342	10	-	-
043	N	15.5%	4.88	2.85	1.92	0.11	0.87	1,781,035	157.45	94.58	15.56	27.92	63,796	11	-	-
042	N	14.2%	4.81	2.73	1.90	0.18	0.77	1,261,278	132.50	82.91	11.83	24.55	51,369	13	-	-
064	C	15.1%	4.56	2.65	1.78	0.13	0.79	1,349,122	169.37	101.50	17.17	32.49	41,528	10	-	-
066	C	17.0%	4.51	2.62	1.76	0.13	0.90	1,698,471	160.83	96.70	16.06	30.49	55,700	12	-	-
053X	C	20.3%	3.82	2.17	1.46	0.19	0.92	483,523	130.57	79.09	12.62	28.73	16,832	5	-	-
057X	C	22.4%	3.53	1.95	1.31	0.27	0.94	775,154	130.86	79.39	11.99	31.09	24,931	3	-	6
064X	C	24.2%	2.87	1.62	1.09	0.16	0.87	435,532	130.63	79.18	12.46	36.46	11,947	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Express Service (Sorted by Subsidy per Boarding)

Fiscal Year 2019-20 Through Q4

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
213	N	2.5%	$ 48.68	$ 22.98	$ 14.04	$ 11.66	$ 0.96	7,691	$ 148.74	$ 88.06	$ 7.43	3.92	1,963	5	-	-
721	N	4.7%	43.31	24.44	15.34	3.53	1.97	15,223	229.05	143.76	8.85	5.49	2,775	3	-	-
701	C	9.9%	26.69	14.61	9.17	2.91	2.62	18,464	263.84	165.17	11.02	10.00	1,847	3	-	-
206	C	6.6%	23.16	9.36	5.72	8.08	1.06	8,881	146.16	84.93	7.44	9.05	981	4	-	-
794	C	22.5%	20.80	11.89	7.26	1.65	5.57	21,681	183.99	119.02	6.89	7.44	2,913	2	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)

Fiscal Year 2019-20 Through Q4

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
463	C	2.2%	$ 42.67	$ 23.08	$ 15.56	$ 4.03	$ 0.89	13,360	$ 178.19	$ 99.97	$ 16.59	4.51	2,963	3	-	-
480	C	5.4%	19.24	9.71	6.55	2.98	0.93	18,021	176.74	99.74	15.44	10.28	1,752	3	-	-
472	C	6.4%	15.72	7.93	5.35	2.44	0.91	22,001	164.75	96.93	14.40	11.61	1,895	3	-	-
453	N	4.8%	15.02	8.05	5.42	1.55	0.68	23,201	177.03	99.22	29.48	12.51	1,854	2	-	-
473	C	9.1%	11.18	5.69	3.84	1.65	0.96	32,665	187.90	100.55	16.39	17.92	1,822	3	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)

Fiscal Year 2019-20 Through Q4

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
043	N	15.5%	$ 4.88	$ 2.85	$ 1.92	$ 0.11	$ 0.87	1,781,035	$ 157.45	$ 94.58	$ 15.56	27.92	63,796	11	-	-
057	C	12.0%	6.46	3.74	2.51	0.21	0.85	1,730,735	182.72	109.91	16.84	25.71	67,315	4	-	11
047	C	14.2%	5.79	3.34	2.25	0.20	0.93	1,723,659	157.62	95.04	13.91	24.18	71,273	19	-	-
066	C	17.0%	4.51	2.62	1.76	0.13	0.90	1,698,471	160.83	96.70	16.06	30.49	55,700	12	-	-
060	C	12.6%	5.66	3.31	2.22	0.13	0.79	1,647,095	164.68	99.13	14.04	26.03	63,269	12	-	-
029	N	11.3%	6.81	3.97	2.66	0.18	0.84	1,522,420	167.00	100.65	14.03	22.35	68,122	5	-	7
064	C	15.1%	4.56	2.65	1.78	0.13	0.79	1,349,122	169.37	101.50	17.17	32.49	41,528	10	-	-
042	N	14.2%	4.81	2.73	1.90	0.18	0.77	1,261,278	132.50	82.91	11.83	24.55	51,369	13	-	-
053	C	13.2%	5.52	3.21	2.16	0.15	0.82	1,230,116	171.78	103.13	18.10	27.74	44,342	10	-	-
055	C	12.2%	7.19	4.17	2.80	0.22	0.97	1,065,394	157.04	94.49	14.13	19.76	53,903	13	-	-
050	N	10.2%	7.05	4.08	2.74	0.23	0.77	1,061,157	159.14	96.11	13.94	20.95	50,662	5	-	6
054	N	12.2%	6.48	3.70	2.49	0.29	0.86	977,610	154.12	93.11	13.75	21.87	44,705	16	-	-
037	N	12.1%	6.51	3.71	2.49	0.31	0.86	868,177	161.41	97.90	13.05	22.89	37,928	15	-	-
038	N	13.3%	5.66	3.16	2.19	0.31	0.82	821,807	134.45	83.48	10.85	21.75	37,783	14	-	-
057X	C	22.4%	3.53	1.95	1.31	0.27	0.94	775,154	130.86	79.39	11.99	31.09	24,931	3	-	6
070	C	13.1%	6.15	3.49	2.42	0.24	0.89	732,855	132.10	83.09	11.12	19.44	37,690	10	-	-
543	N	12.7%	6.00	3.44	2.31	0.25	0.84	726,602	158.07	95.22	14.39	24.01	30,262	10	-	-
035	N	12.5%	5.85	3.29	2.28	0.28	0.80	647,987	129.14	81.54	11.16	20.29	31,934	10	-	-
071	N	11.7%	7.03	3.99	2.77	0.27	0.90	588,274	127.99	81.71	10.16	16.73	35,164	9	-	-
030	N	12.9%	5.68	3.22	2.23	0.23	0.80	555,483	125.46	80.59	9.76	20.05	27,710	7	-	-
560	C	12.9%	6.41	3.57	2.40	0.44	0.89	533,867	147.85	90.06	12.91	21.57	24,746	13	-	-
046	N	14.0%	5.60	3.14	2.18	0.28	0.87	509,693	127.18	81.25	11.08	20.56	24,789	8	-	-
053X	C	20.3%	3.82	2.17	1.46	0.19	0.92	483,523	130.57	79.09	12.62	28.73	16,832	5	-	-
083	C	7.9%	10.49	6.07	4.08	0.34	0.87	473,504	165.32	101.13	8.69	15.00	31,558	9	-	-
001	S	5.7%	13.96	8.12	5.45	0.39	0.83	458,294	162.74	99.52	10.12	11.30	40,549	10	-	-
059	C	11.3%	7.55	4.29	2.97	0.29	0.92	437,567	126.89	80.34	11.75	15.51	28,217	7	-	-
064X	C	24.2%	2.87	1.62	1.09	0.16	0.87	435,532	130.63	79.18	12.46	36.46	11,947	4	-	-
072	C	11.8%	6.76	3.92	2.63	0.21	0.88	413,271	152.14	91.94	12.12	20.47	20,188	4	1	-
026	N	11.1%	7.16	4.04	2.81	0.31	0.86	350,972	124.56	79.49	12.32	16.16	21,717	6	-	-
079	C	10.1%	8.51	4.84	3.36	0.31	0.92	343,734	125.25	80.20	11.07	13.74	25,011	6	-	-
056	N	9.3%	8.26	4.78	3.21	0.27	0.82	337,349	157.23	94.44	14.53	17.84	18,915	5	-	-
091	S	9.9%	10.30	5.81	4.03	0.46	1.08	315,205	130.58	83.43	9.14	11.96	26,349	8	-	-
025	N	10.9%	7.52	4.33	3.01	0.18	0.90	299,911	127.89	81.43	10.60	15.53	19,315	3	-	-
033	N	12.7%	5.70	3.19	2.21	0.30	0.78	294,234	122.54	79.37	9.79	19.82	14,843	5	-	-
089	S	12.3%	7.23	4.08	2.83	0.32	0.97	282,565	125.64	80.53	9.99	15.94	17,730	5	-	-
090	S	11.0%	9.02	4.98	3.46	0.58	1.04	248,979	128.35	81.35	8.49	13.54	18,394	8	-	-
529	C	7.5%	11.44	6.40	4.30	0.74	0.87	243,868	153.02	93.15	13.38	13.24	18,420	10	-	-
129	N	9.2%	9.78	5.63	3.82	0.33	0.96	160,748	131.87	83.58	11.20	12.67	12,688	3	-	-
143	N	8.5%	9.55	5.48	3.72	0.35	0.85	155,708	129.42	81.90	11.34	12.88	12,089	3	-	-
167	C	10.4%	8.93	4.96	3.36	0.61	0.96	147,237	124.92	82.83	10.11	13.45	10,946	5	-	-
150	C	15.4%	6.14	3.33	2.25	0.56	1.02	126,949	115.54	73.72	11.45	17.50	7,253	4	-	-
086	C	9.7%	9.52	5.31	3.69	0.52	0.97	103,736	122.42	82.56	9.46	12.28	8,448	3	-	-
153	N	5.2%	14.80	8.60	5.83	0.37	0.80	96,317	130.13	83.16	10.65	8.54	11,272	2	-	-
177	S	9.8%	10.67	5.86	3.97	0.84	1.07	63,909	123.70	82.50	9.65	11.34	5,634	3	-	-
178	C	7.6%	12.29	6.99	4.74	0.56	0.97	63,504	122.56	82.40	9.86	9.65	6,578	2	-	-
076	C	7.9%	11.53	6.55	4.40	0.58	0.94	62,249	144.01	88.49	12.37	12.12	5,136	2	-	-
082	S	15.1%	6.81	3.66	2.54	0.61	1.10	58,415	134.04	83.90	9.33	18.35	3,183	2	-	-
087	S	7.4%	12.58	7.03	4.87	0.68	0.95	52,530	126.06	83.79	8.43	9.81	5,353	2	-	-
085	S	7.1%	14.45	8.12	5.64	0.69	1.05	52,237	123.93	82.72	10.01	8.37	6,241	2	-	-
862	C	3.7%	22.84	14.63	7.41	0.80	0.84	45,106	162.80	94.31	19.85	7.12	6,339	2	-	-
123	N	4.6%	22.33	11.28	7.64	3.41	0.92	21,017	156.99	101.36	11.92	7.91	2,655	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Express Service (Sorted by Boardings)

Fiscal Year 2019-20 Through Q4

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
794	C	22.5%	$ 20.80	$ 11.89	$ 7.26	$ 1.65	$ 5.57	21,681	$ 183.99	$ 119.02	$ 6.89	7.44	2,913	2	-	-
701	C	9.9%	26.69	14.61	9.17	2.91	2.62	18,464	263.84	165.17	11.02	10.00	1,847	3	-	-
721	N	4.7%	43.31	24.44	15.34	3.53	1.97	15,223	229.05	143.76	8.85	5.49	2,775	3	-	-
206	C	6.6%	23.16	9.36	5.72	8.08	1.06	8,881	146.16	84.93	7.44	9.05	981	4	-	-
213	N	2.5%	48.68	22.98	14.04	11.66	0.96	7,691	148.74	88.06	7.43	3.92	1,963	5	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)

Fiscal Year 2019-20 Through Q4

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
473	C	9.1%	$ 11.18	$ 5.69	$ 3.84	$ 1.65	$ 0.96	32,665	$ 187.90	$ 100.55	$ 16.39	17.92	1,822	3	-	-
453	N	4.8%	15.02	8.05	5.42	1.55	0.68	23,201	177.03	99.22	29.48	12.51	1,854	2	-	-
472	C	6.4%	15.72	7.93	5.35	2.44	0.91	22,001	164.75	96.93	14.40	11.61	1,895	3	-	-
480	C	5.4%	19.24	9.71	6.55	2.98	0.93	18,021	176.74	99.74	15.44	10.28	1,752	3	-	-
463	C	2.2%	42.67	23.08	15.56	4.03	0.89	13,360	178.19	99.97	16.59	4.51	2,963	3	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Placentia	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53/53X	Anaheim - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57/57X	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64/64X	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
123	Anaheim - Huntington Beach	via Malvern Ave/ Valley View / Bolsa Chica	COMMUNITY
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	Santa Ana - Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
213	Brea - Irvine Express	via 55 Fwy	EXPRESS BUS
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
529	Fullerton - Huntington Beach	via Beach Blvd	BRAVO
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	Santa Ana - Long Beach	via 17th St/ Wesminster Blvd	BRAVO
701	Huntington Beach - Los Angeles Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	Fullerton - Los Angeles Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
794	Riverside / Corona - South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS
862	Downtown Santa Ana Shuttle	via Civic Center Dr	COMMUNITY

Highlights for FY 2020-21

As OCTA reimagines mobility during the current pandemic and into a post-COVID-19 environment, there are two initiatives related to data collection and reporting that will move forward during this FY. These initiatives include an adjustment to both the method for counting passengers and OTP, which will bring OCTA closer to standard industry practice with respect to data collection and performance measurement and reporting.

Certification of Automatic Passenger Counters (APC) for Reporting

OCTA buses are equipped with both fareboxes and automatic passenger counters to count the passengers boarding OC Bus vehicles. Fareboxes on buses are located at the front entrance and are accurate, as long as passengers pass through and pay the fare to board or swipe their pass at the farebox. This has traditionally been the method OCTA has used for reporting boarding data. With the onset of COVID-19, passengers were diverted to boarding through the rear door of the bus as a health and safety measure for OC Bus coach operators. APCs are installed at both front and rear doors and capture boarding and alighting information automatically. OCTA has been evaluating the expanded use of APCs over the past few years; this data has been helpful for planning purposes as you can determine passenger loads at various points along a route. With the change in the boarding process in early April, staff began utilizing the APC data to capture all boarding information since the farebox would not be able to capture the rear door boarding.

The use of APCs is an acceptable process for counting boardings per the Federal Transit Administration and is widely used throughout the industry.

In addition, OCTA is in the process of receiving certification for using APC data for official NTD reporting. Since using APCs provide a more accurate count for boardings data than using farebox data, OCTA intends to use this method for counting boardings going forward, even after front-door boarding is reinstated. The OCTA Board of Directors (Board) will be notified if staff changes this methodology in the future. In addition to counting boardings, APCs also count alightings (disembarkation), which provides the additional benefit of knowing the actual number of passengers on a bus at any given time.

OTP Reporting Methodology

OTP for OC Bus service is tracked daily and reported to the Board on a quarterly basis. The current methodology used for tracking and reporting OTP only accounts for the late departures from scheduled time points on a route as printed in the bus route schedule. After evaluating similar data collected by peer agencies and through OCTA's participation in the American Bus Benchmarking Group (ABBG) collaborative, staff proposes to modify OCTA's current OTP methodology to include early departures from scheduled time points in addition to late trips in the calculation of OTP. An early departure is one in which the bus leaves an established timepoint more than 59 seconds ahead of the posted schedule. Including the early departures will provide for a more thorough overall measure of OTP.

ABBG was established in 2011 to provide a confidential forum for mid-sized bus organizations in the United States to learn from each other by comparing performance, sharing experiences, and identifying best practices. OCTA joined ABBG in May 2019 and has been an active participant in both the fixed-route and paratransit groups. Utilizing the data provided through ABBG, OCTA has been able to evaluate

performance with peer agencies and identify areas of high performance and those requiring additional review and action.

In connection with this proposed change, staff is also recommending an adjustment to the OTP standard of 85 percent to 80 percent. In considering this adjustment, staff reviewed OTP data from ABBG for 23 other transit properties. It should be noted that only six of 23 agencies included in the ABBG collaborative have been able to meet an OTP of 85 percent, while 11 of the 23 agencies were able to achieve an OTP standard of 80 percent. In evaluating the historical trend of OTP for both DOFR and CFR, recent performance trends have been below the current standard of 85 percent, primarily driven by traffic impacts and construction-related activities. As restrictions are lifted and more business, jobs, schools, and other establishments reopen, traffic patterns will continue to change. Adjusting the standard also provides an opportunity to account for these dynamic changes and allow staff to continue to evaluate the performance and OCTA's desired result for service reliability. Additionally, adjusting the standard to 80 percent is consistent with performance of the ABBG collaborative. Staff will continue to monitor OTP and report quarterly, including any recommendations to further adjust the OTP standard through the COVID-19 recovery period.

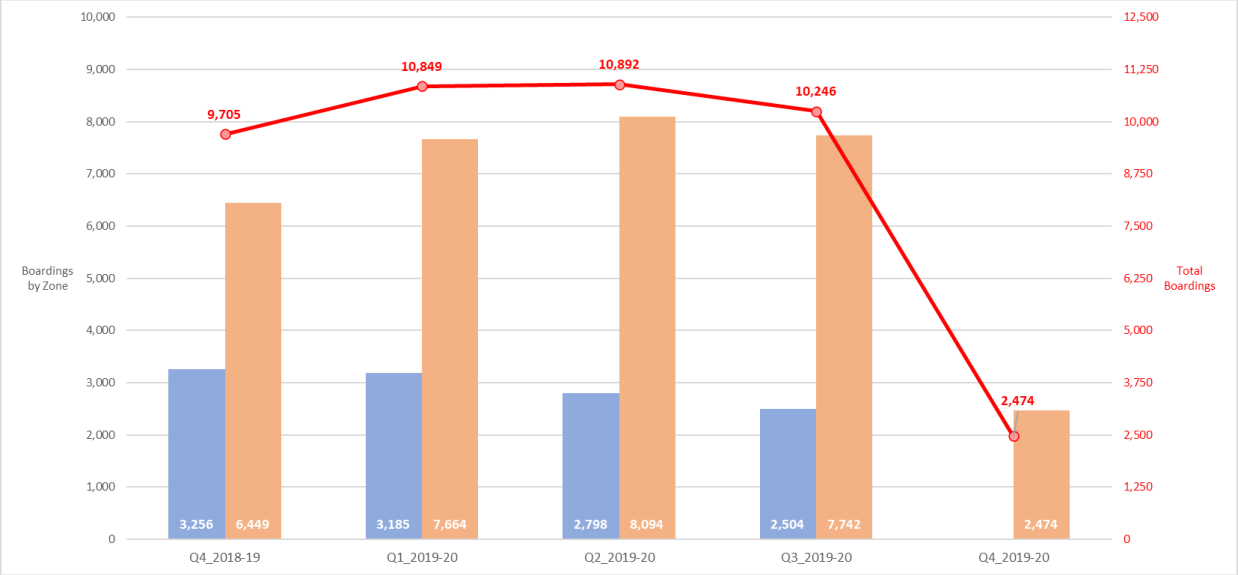
OC Bus 360° Initiatives

OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a one-year pilot program. The Board approved five primary goals and performance metrics to evaluate the pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of quarterly Bus Operations Performance Measurements Report.

For the fourth quarter of FY 2019-20, ridership experienced a severe decrease due to the impacts associated with COVID-19. At the onset of the pandemic, the OC Flex service in the Blue Zone, serving parts of Huntington Beach and Westminster, was suspended on March 23, 2020, due to low demand. Service in the Orange Zone was sustained, but at a lower level – two vehicles all day. Staff is developing options for the near and long-term options for the OC Flex service post-COVID-19 and will return to the Board with recommendations.

OC Flex Ridership – Through Q4-FY2019-20

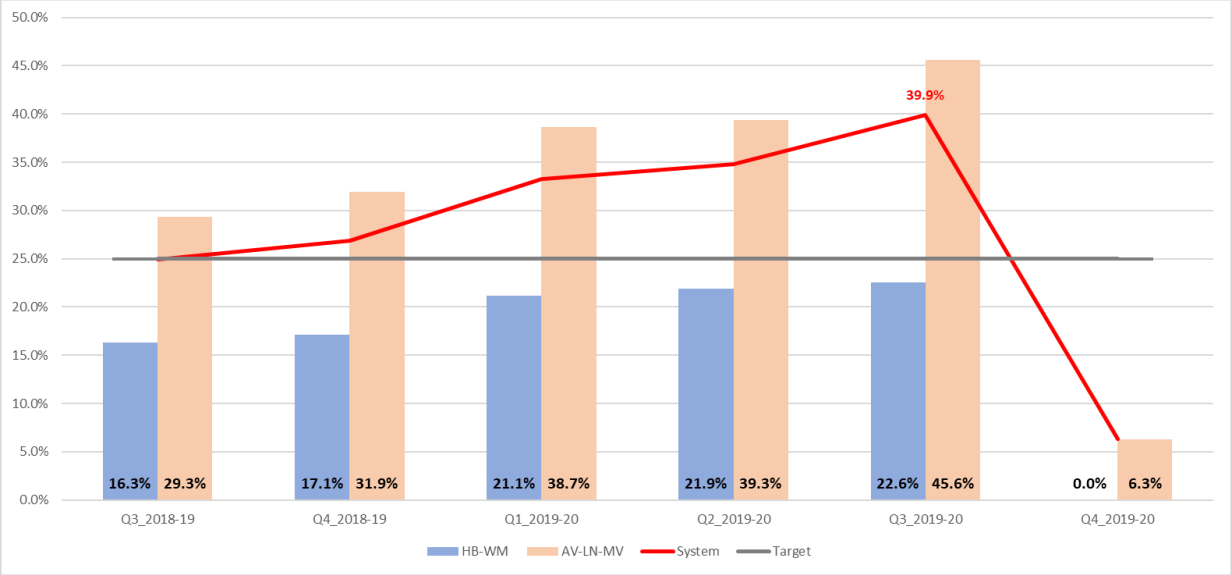


OC Flex Productivity (B/RVH) and Direct Subsidy per Boarding – Through Q4-FY2019-20

Targets: Productivity – 6 B/RVH; Direct Subsidy per Boarding - $9 per Boarding

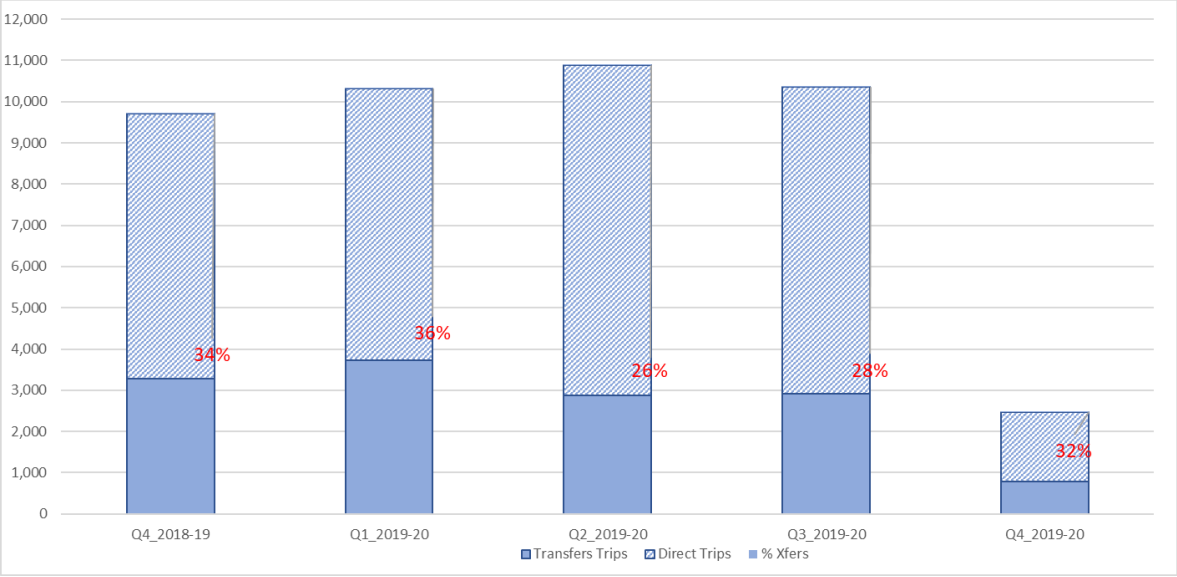
OC Flex Shared Trips – Through Q4-FY2019-20

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q4-FY2019-20

Target: 25% of Trips Transfer to OC Bus or Metrolink Service



College Pass Program

The College Pass Program started in August 2017 with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College.

In August 2018, the program expanded to include all students from Santiago Canyon College. In Fall 2019, both Golden West and Fullerton colleges joined the College Pass Program.

The College Pass Program has been very successful and popular among students and colleges. Even with the then-possibility of remote instruction in the fall 2020 term, interest to join the program remained high.

During this quarter, staff worked with the Rancho Santiago Community College District to continue the College Pass Program as both Santa Ana College and the district's School of Continuing Education approached the end of their three-year long pilot programs. Staff also worked to prepare for addition of Saddleback College to the College Pass Program in fall 2020.

OCTA continues to work with other interested colleges to expand the College Pass program with college-provided funding or student fees and available Low Carbon Transit Operations Program grant funds.