

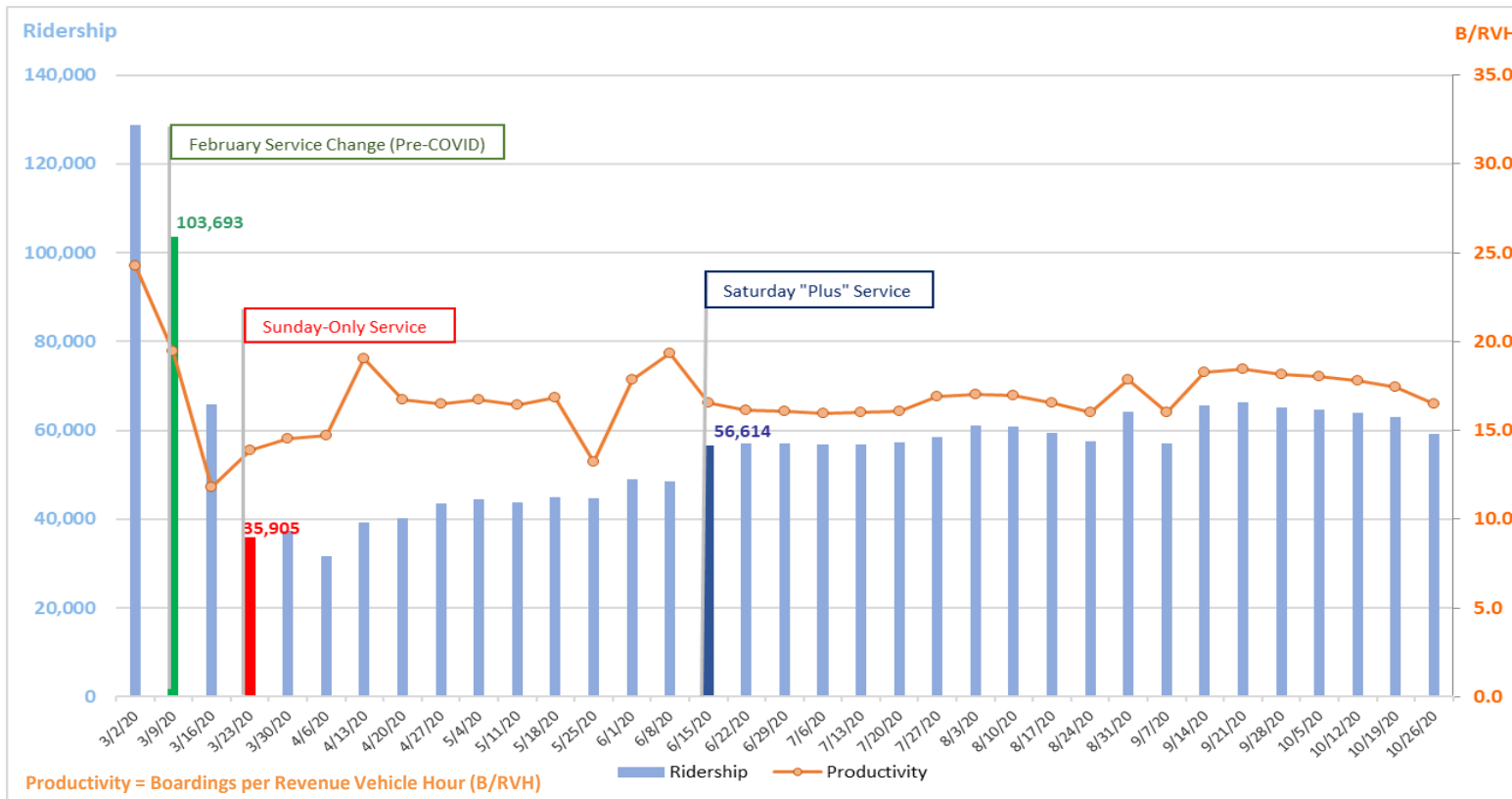
# OC Bus Service Update

## Key Metrics:

- Ridership
  - Trending at 50 percent of the average weekday ridership; productivity at 70 percent
- Pass-Bys
  - Occur 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

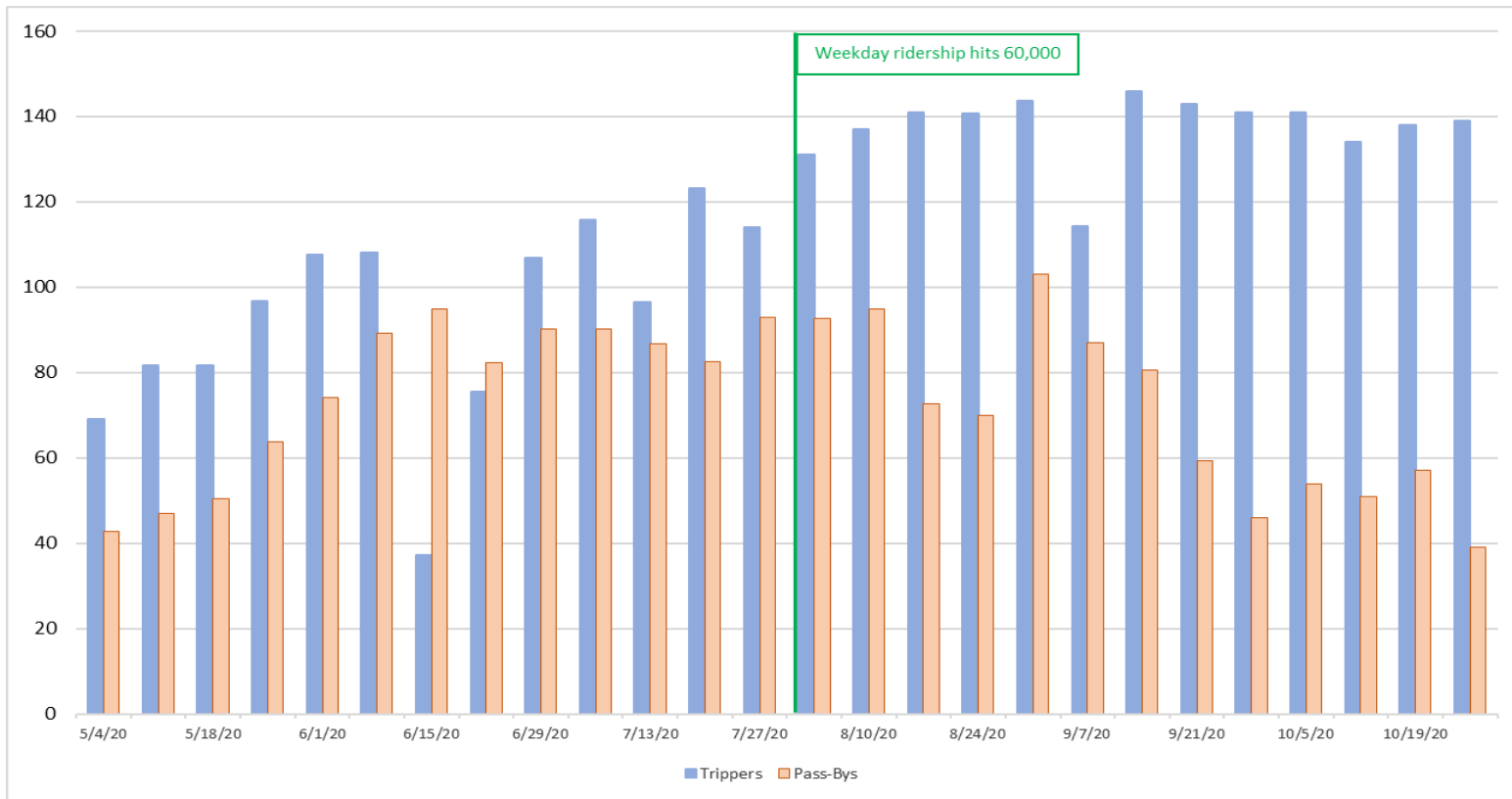
# OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



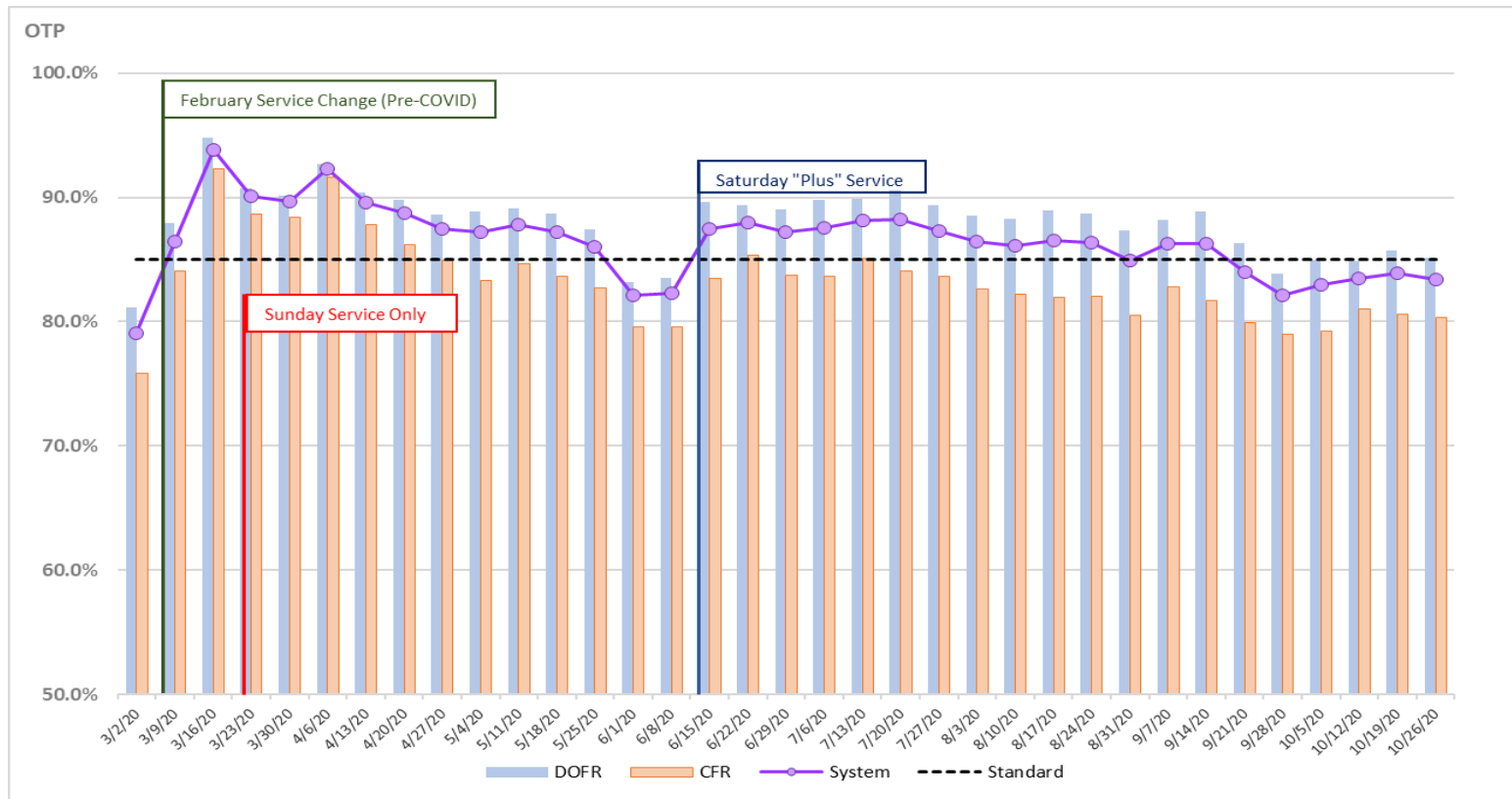
# OC BUS TRENDS: TRIPPERS VS. PASS-BYS

(AVERAGE WEEKDAY)





# OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



# CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure	Customer Comments
<p data-bbox="127 314 459 352"><b>Safety Information</b></p> <ul data-bbox="141 386 908 685" style="list-style-type: none"><li>• OCTA continued to reinforce COVID-19 related safety messages and notify customers using multilingual communications for updated website content, social media posts, and on-board messages.</li></ul> 	<p data-bbox="985 314 1246 352"><b>Face Coverings</b></p> <ul data-bbox="998 386 1777 633" style="list-style-type: none"><li>• Increase from prior month in number of customer complaints over limited mask enforcement and/or unmasked passengers (From 28 comments in September to 46 comments in October)</li></ul> 

# CUSTOMER COMMUNICATION AND FEEDBACK

## COVID-19 Safety Measure

### October Minor Schedule Update

- Shared schedule and safety information with customers using website, social media, and bus interior cards



## Customer Comments

### Bus Pass-bys

- Customer complaints on pass-bys per week dropped, from an average of 13 complaints in September to 11.3 complaints in October.

### Overcrowding Complaints

- Passenger overcrowding complaints per week increased slightly, with an average of 3.8 in October compared to three complaints in September.

### Front Door Boarding Comments

- More comments on front door boarding (26 comments in October versus eight in September) as driver barriers are installed, most relate to fare collection.



## 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
- Conduct virtual customer roundtables in November