

OC Bus Service Update

OC BUS TRENDS DURING THE CORONAVIRUS (COVID-19) PANDEMIC

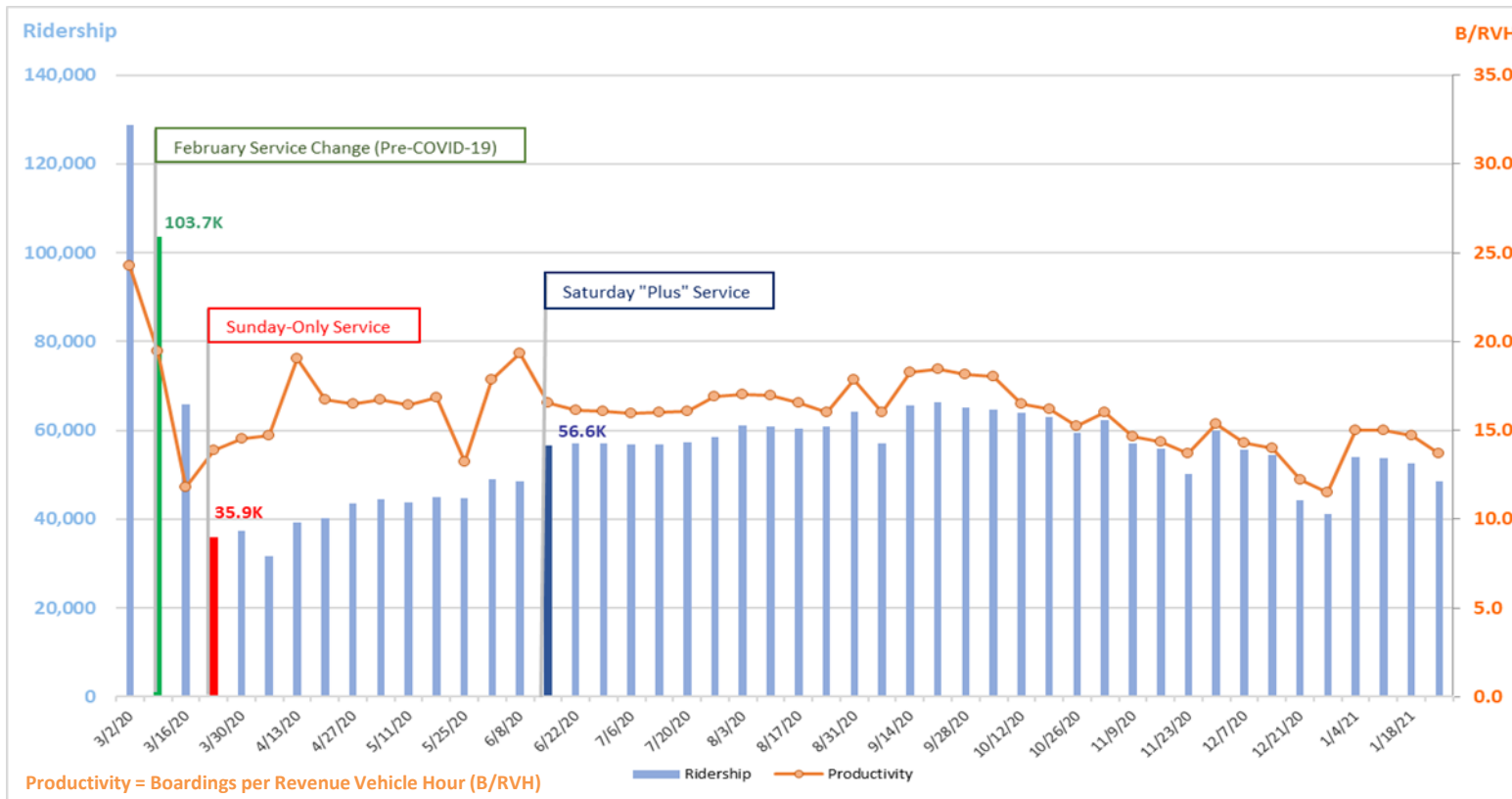


Key Metrics:

- **Ridership**
 - Trending at 51,000 average weekday riders (43 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 11.5 boardings per revenue vehicle hour (b/rvh) or 48 percent of the pre-COVID-19 pandemic level of 25 b/rvh
- **Pass-Bys**
 - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the COVID-19 pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

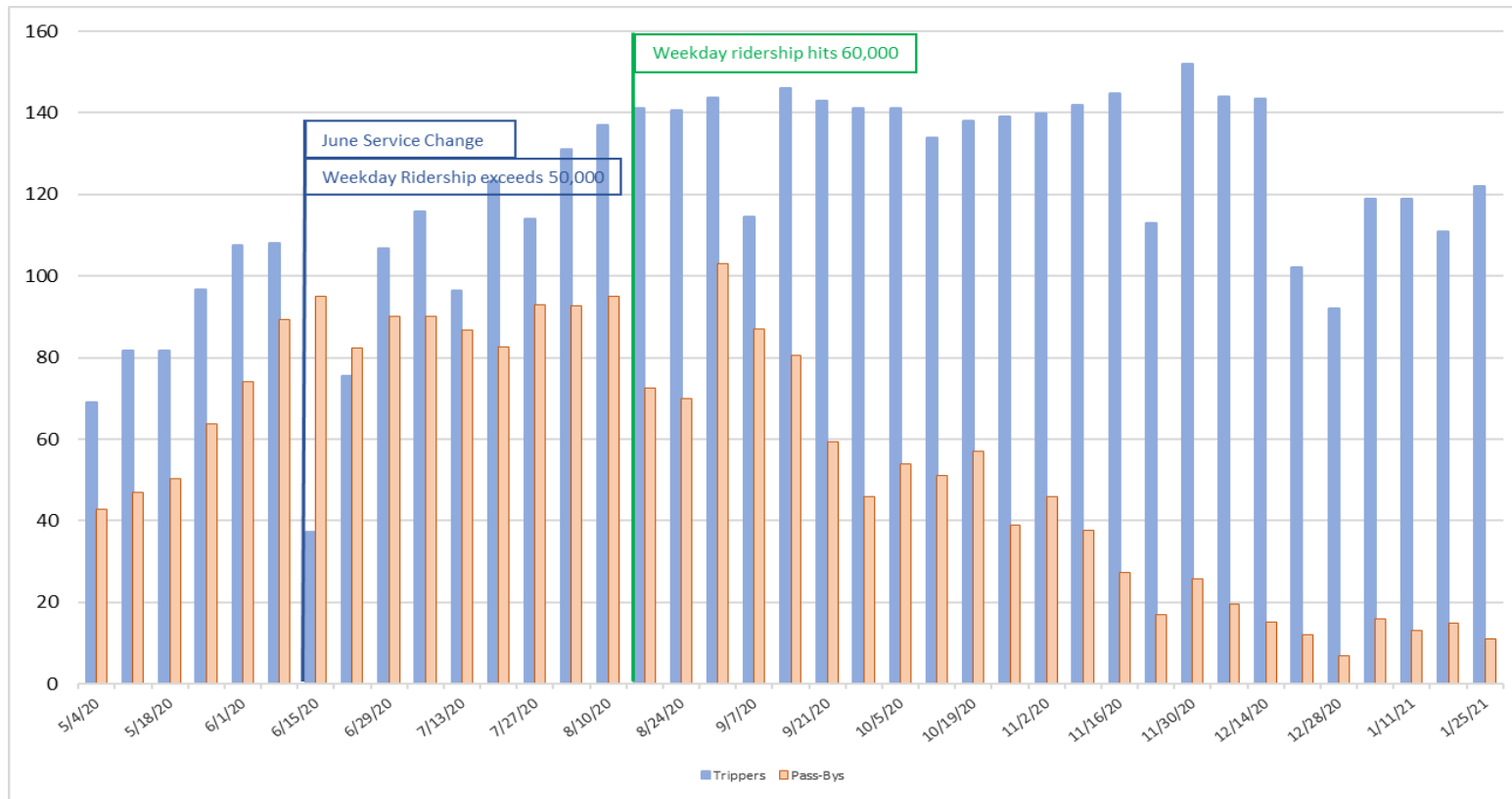
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



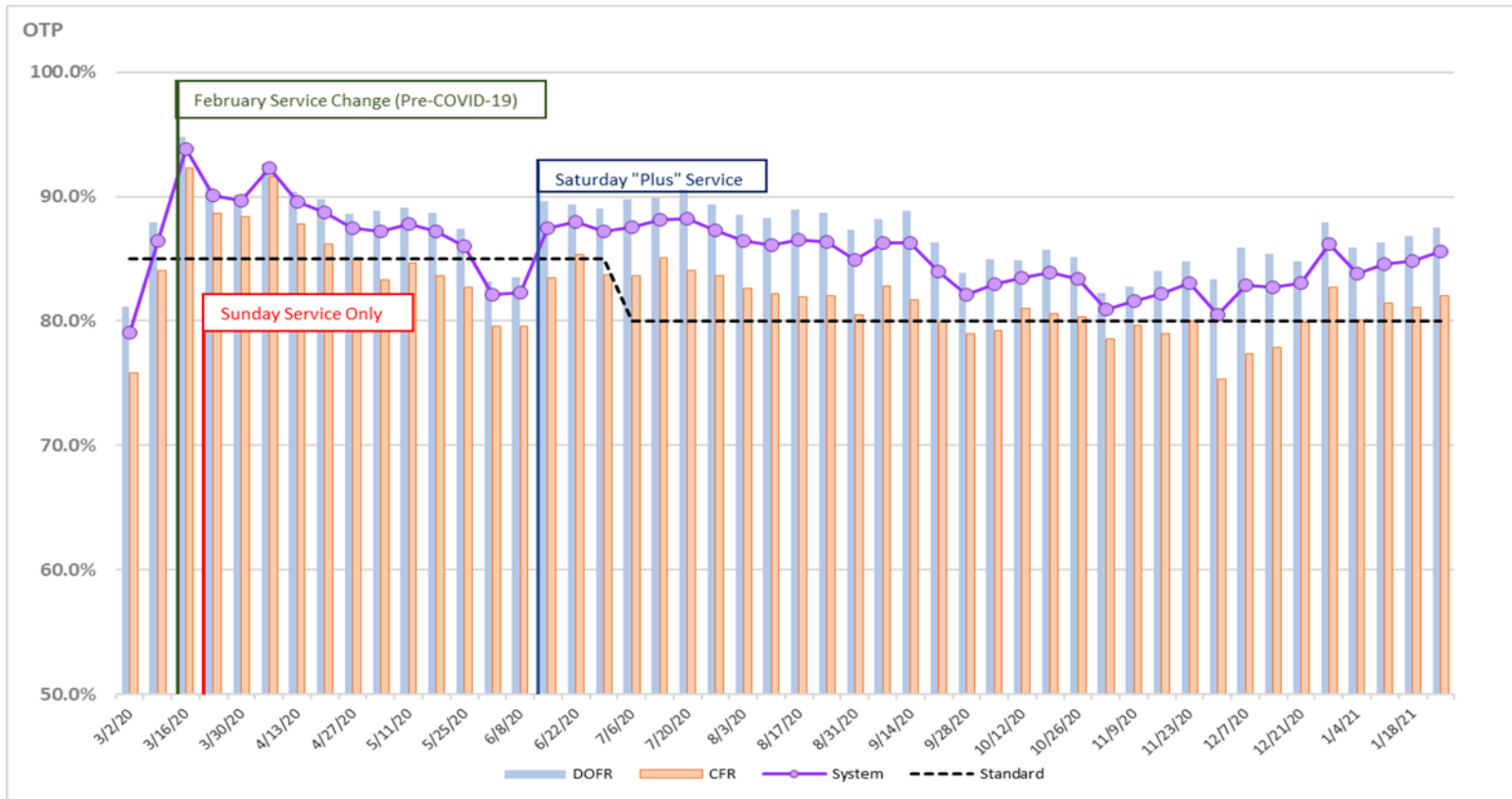
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Safety Information

- Reinforced COVID-19-related safety messages to riders, including students participating in the College Pass program, through emails, social media posts, website updates, and on-board messages.
- Developed a communications plan to create awareness of the COVID-19 vaccine and related resources through email, social posts, and bus advertisements.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys dropped, from an average of seven complaints per week in December to 6.6 complaints in January.

Overcrowding

- With an average of 1.4 complaints per week in both December and January, passenger overcrowding complaints remained low.

Ride Smart. Stay Safe.

Tips for riding OC Bus during COVID-19



Wearing a face mask is now a federal requirement on all public transit. You must wear a face mask when waiting for or riding any public transit vehicle. Face masks can help slow the spread of COVID-19 and protect the health of other passengers and drivers.



Front-door boarding has returned. OCTA has updated buses with added safety measures, such as driver plexiglass shields, to allow you to board from the front of the bus. Please have your fare ready when you board and please wear your face mask to comfortably cover your nose and mouth.



We are boarding fewer passengers per bus to provide more room for social distancing. Signs in the bus window indicate if the bus is full. Please wait for the next bus if your scheduled bus is full.



Leave a row or a seat between yourself and other passengers when possible for proper social distancing.





NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities
- February Service Change – February 14, 2021