OC Bus Service Update
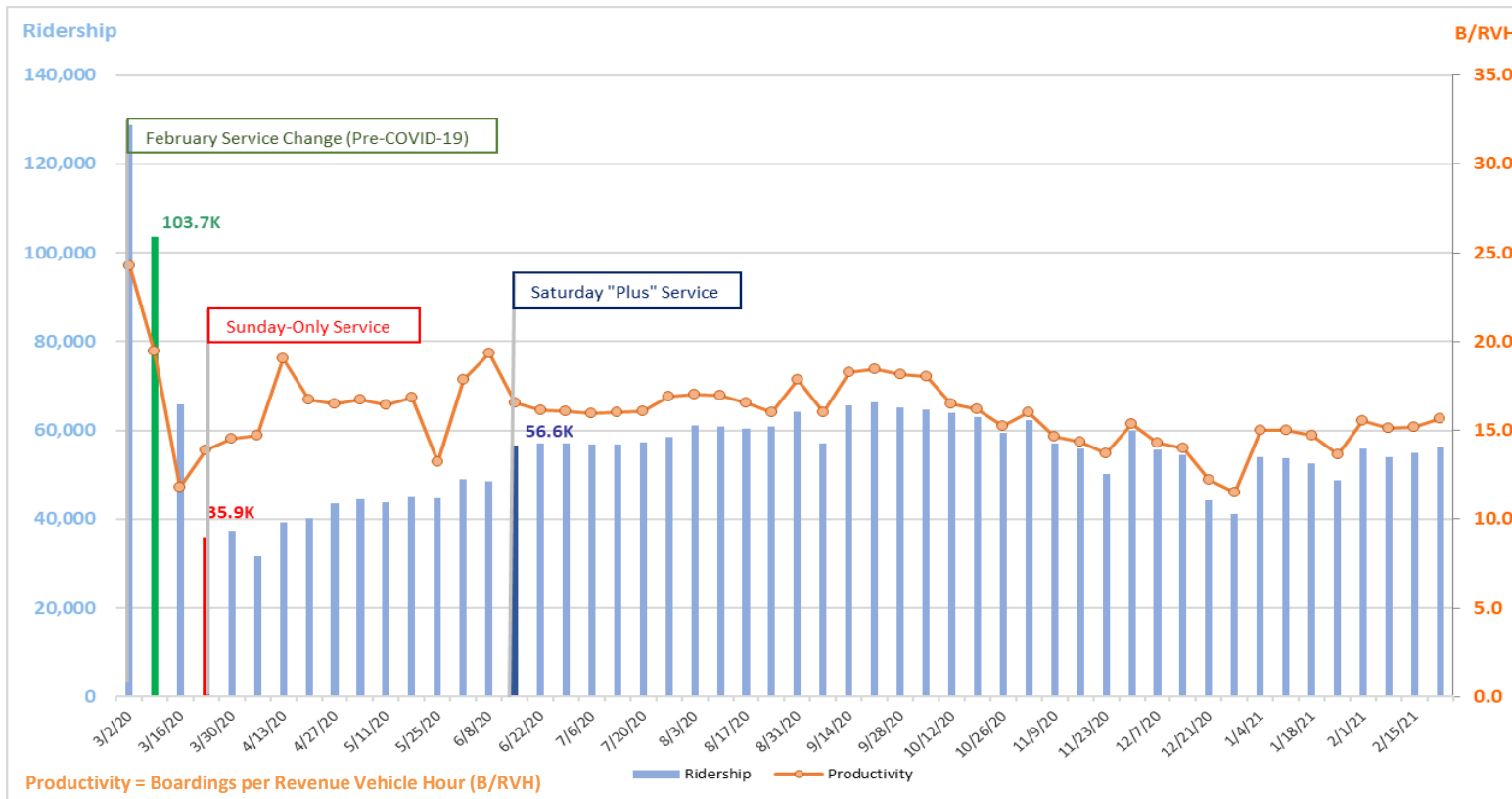
Key Metrics:

- Ridership
  - Trending at 55,500 average weekday riders (46 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 15.4 boardings per revenue vehicle hour (b/rvh) or 60 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

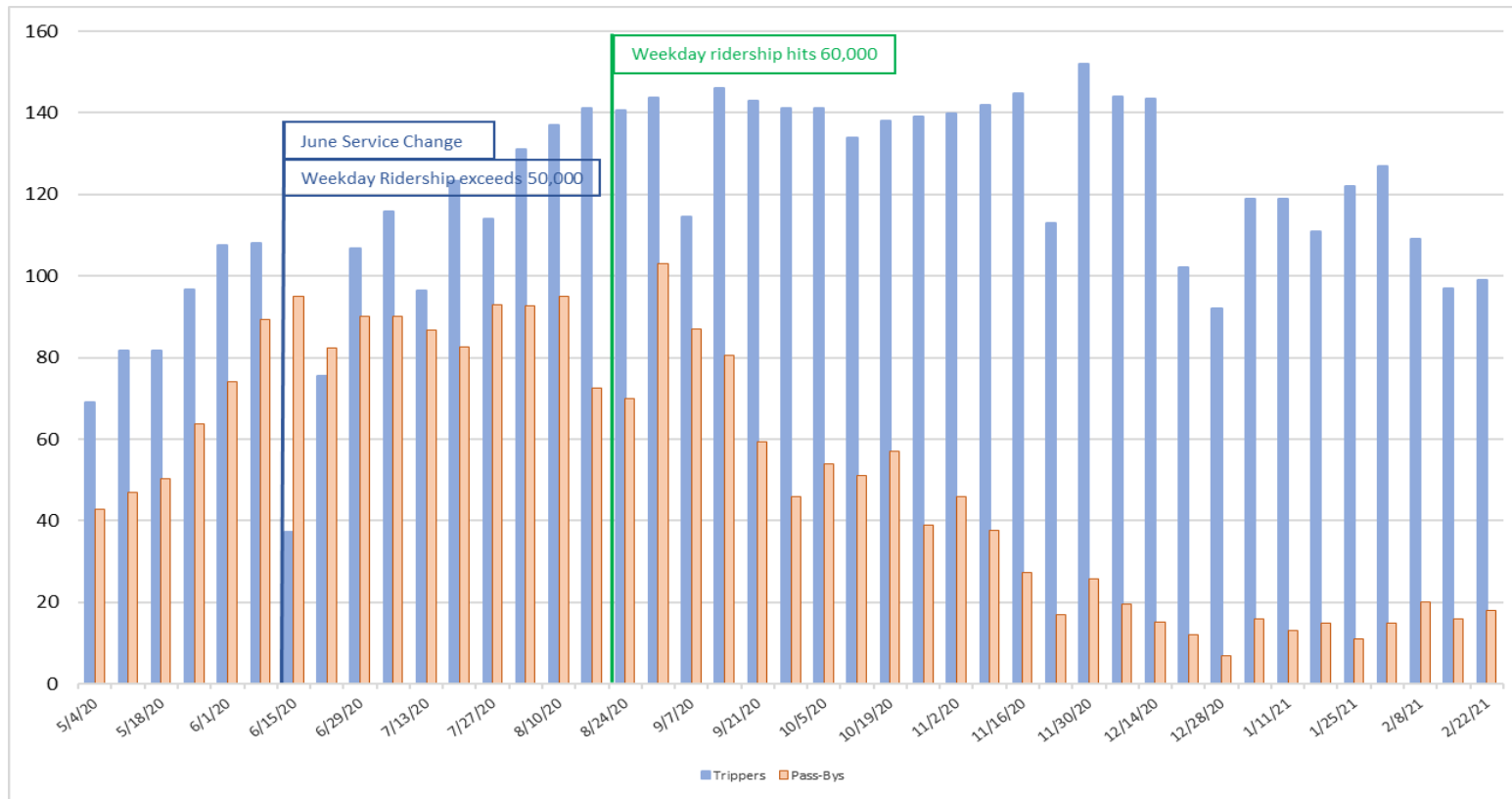- Customer Comments
  - Trends, feedback, and issues reported
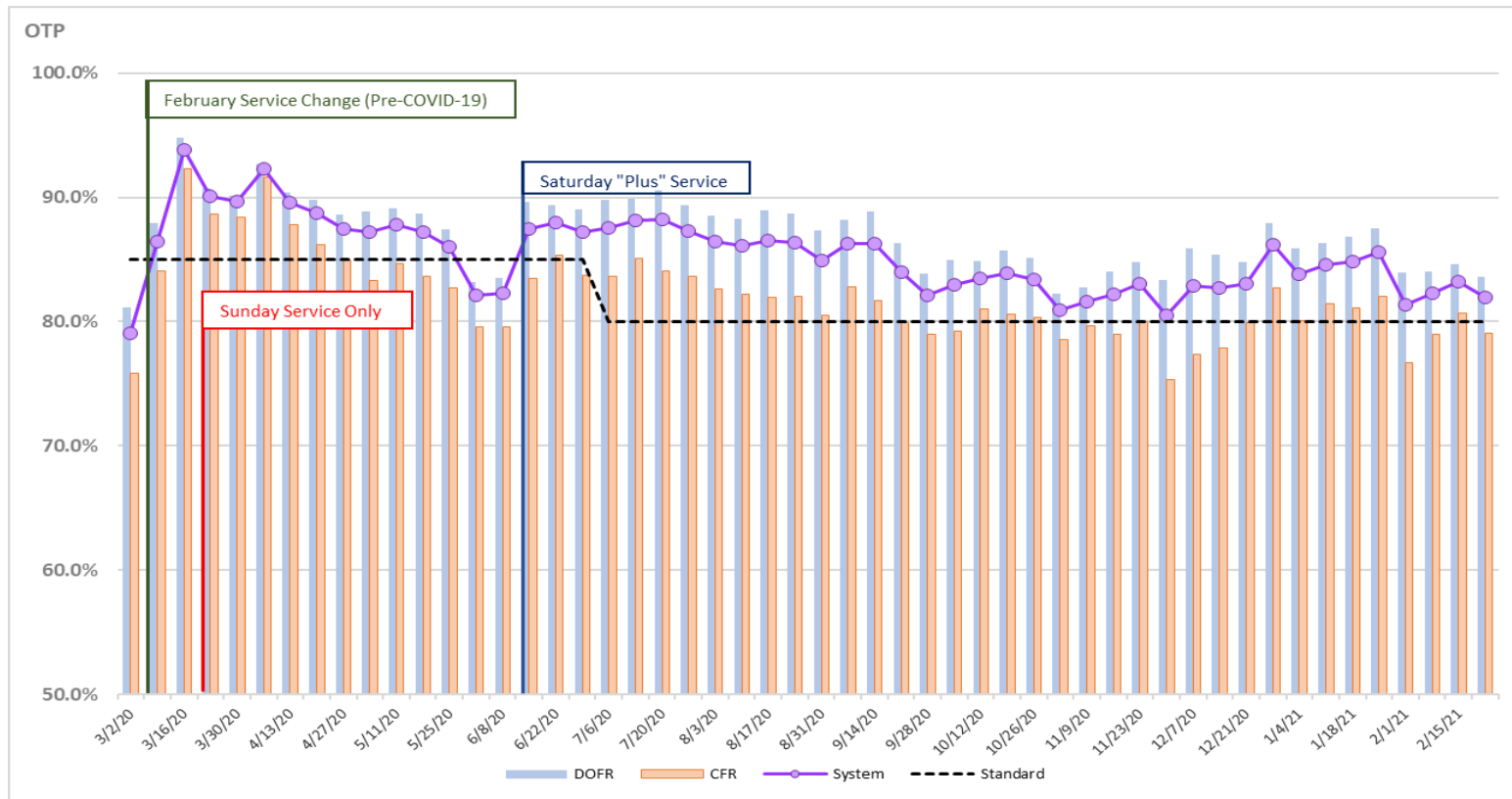
OC BUS RIDERSHIP AND PRODUCTIVITY
(AVERAGE WEEKDAY)

Ridership / B/RVH

February Service Change (Pre-COVID-19)

103.7K

Saturday "Plus" Service

Sunday-Only Service

35.9K

56.6K

Productivity = Boardings per Revenue Vehicle Hour (B/RVH)

Ridership — Productivity

OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)

CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure	Customer Comments

Safety Information

- COVID-19 safety messages included in February Service Change Communications to remind OC Bus customers to "Ride Smart, Stay Safe."

- The Transportation Security Administration Security Order requiring a mask while riding OC Bus is reinforced through a variety of tactics including digital communications, signage, and advertising.

Bus Pass-bys

- Complaints on pass-bys increased slightly to an average of 7.3 complaints per week in February from 6.6 complaints in January.

Overcrowding

- Passenger overcrowding complaints increased to an average of 3.0 complaints per week in February from 1.4 complaints per week in January.

NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts

- Monitor changes to stay-at-home orders, school, and business activities