

Bus Operations Performance Measurements Report



Second Quarter
Fiscal Year 2020-21

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 58 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates 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) service. 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 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.

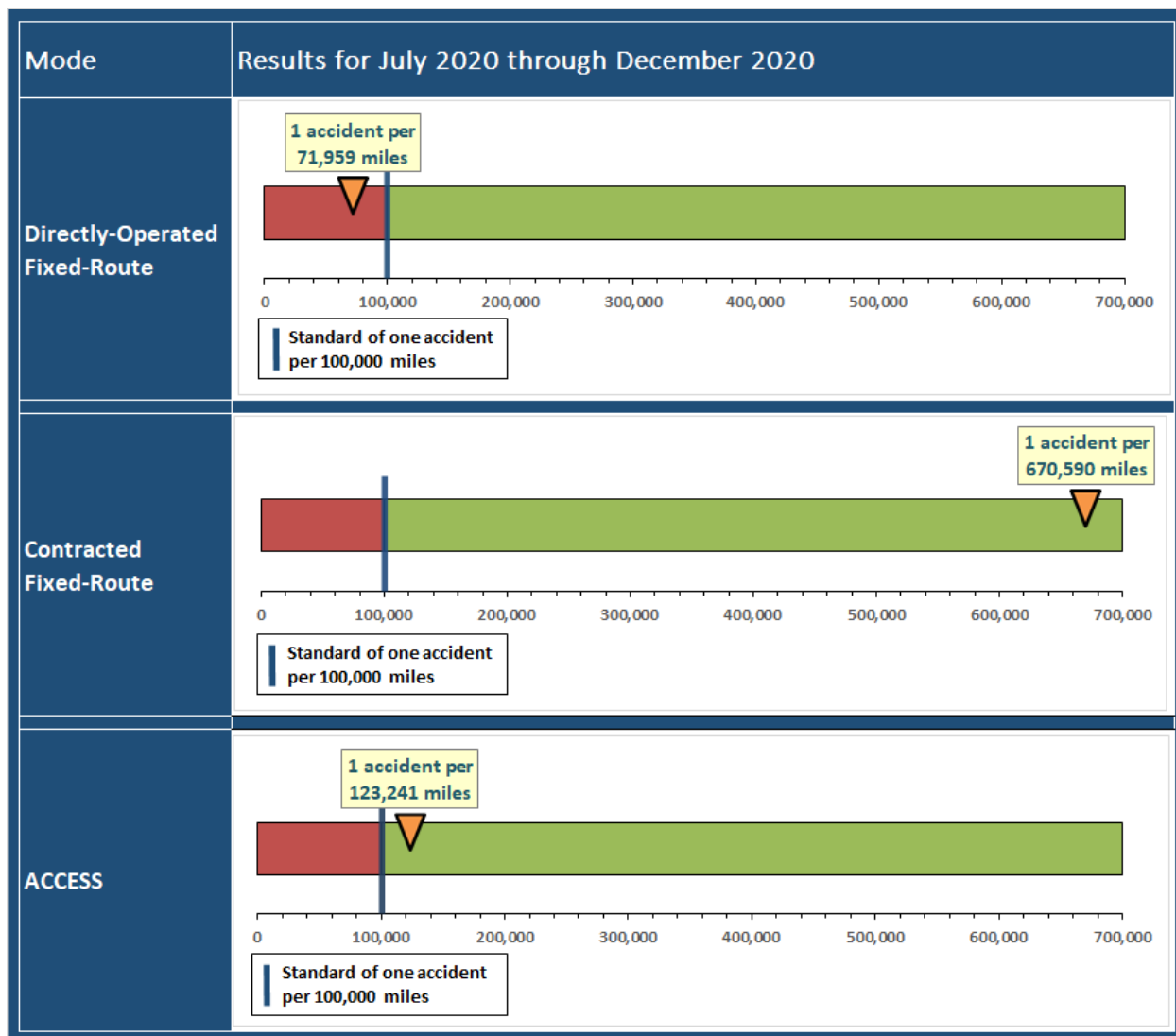
It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in direct response to the coronavirus (COVID-19) pandemic. The impact that the COVID-19 pandemic has had on both OC Bus and OC ACCESS continues to be significant as reflected in the performance to be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

FY2020-21 Q2 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 second quarter of fiscal year (FY) 2020-21, CFR and OC ACCESS continued to perform above the safety standard while DOFR did not meet the standard of operating over 100,000 miles between preventable accidents.

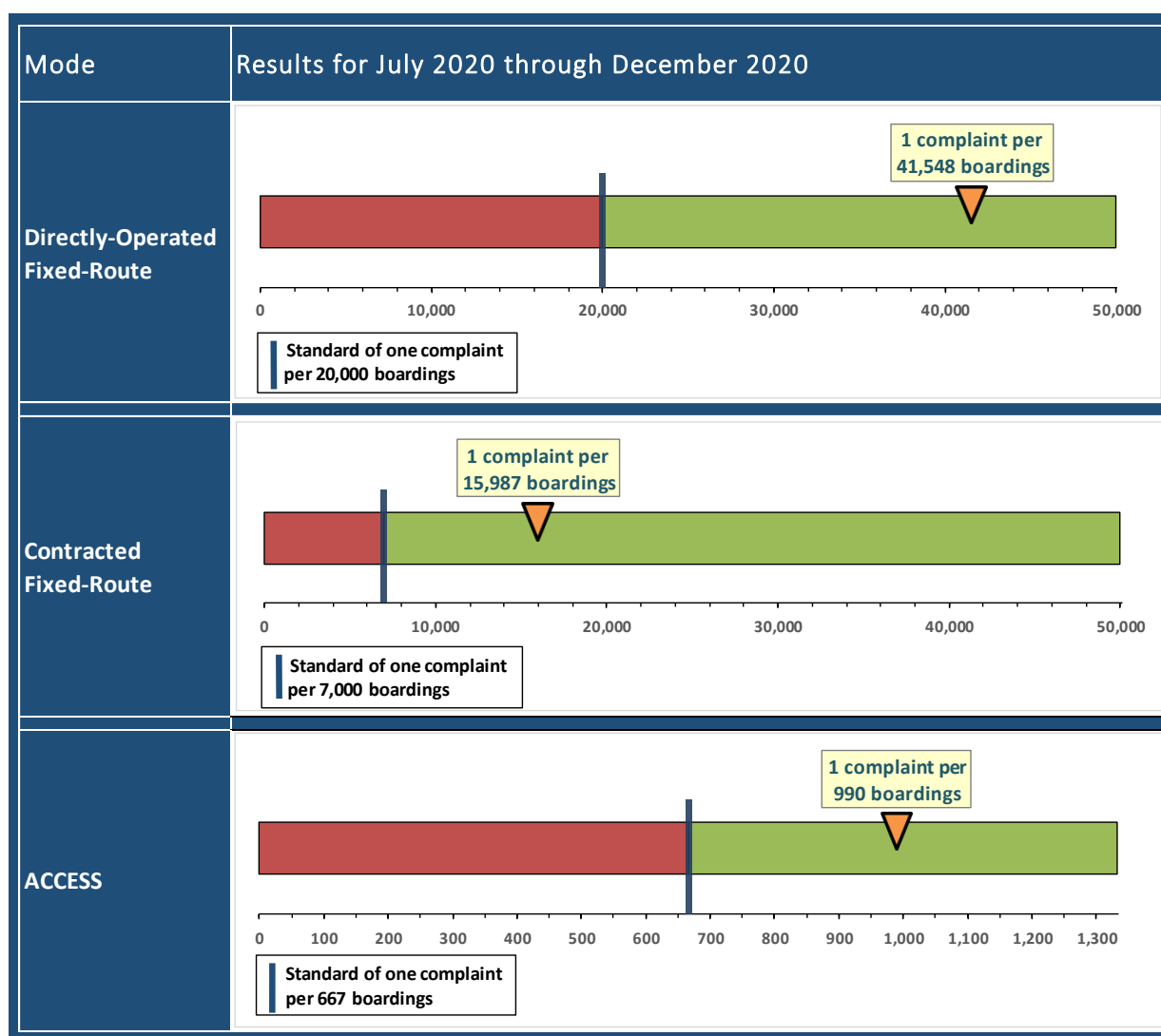


DOFR OC Bus has continued to perform below the accident frequency standard; however the number of preventable accidents did decrease compared to the same time last year. To address this accident frequency, OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. During the past quarter, training continued to focus on safety in the bus loading/unloading zones which is where most of the accidents are occurring.

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 second quarter of FY 2020-21, 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.



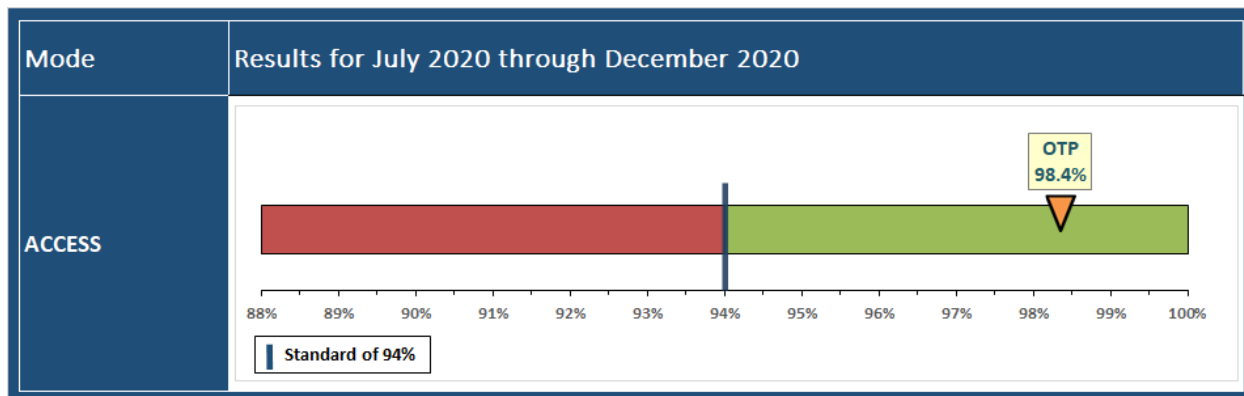
Reliability: On-Time Performance

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 scheduled time point from zero minutes before up to no more than five minutes after the time as printed on the bus route schedule. OCTA's fixed-route system standard for OTP is 80 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.

The OTP for OC Bus and OC ACCESS services exceeded the standard during the second quarter of FY 2020-21. Systemwide OTP was 83.1 percent, 0.3 percent lower compared to last quarter. DOFR and CFR both performed above standard despite the rate decreases of 0.1 percent and 0.8 percent from last quarter, respectively. The return to front-door boarding was one of the reasons for the slight decrease in OTP.



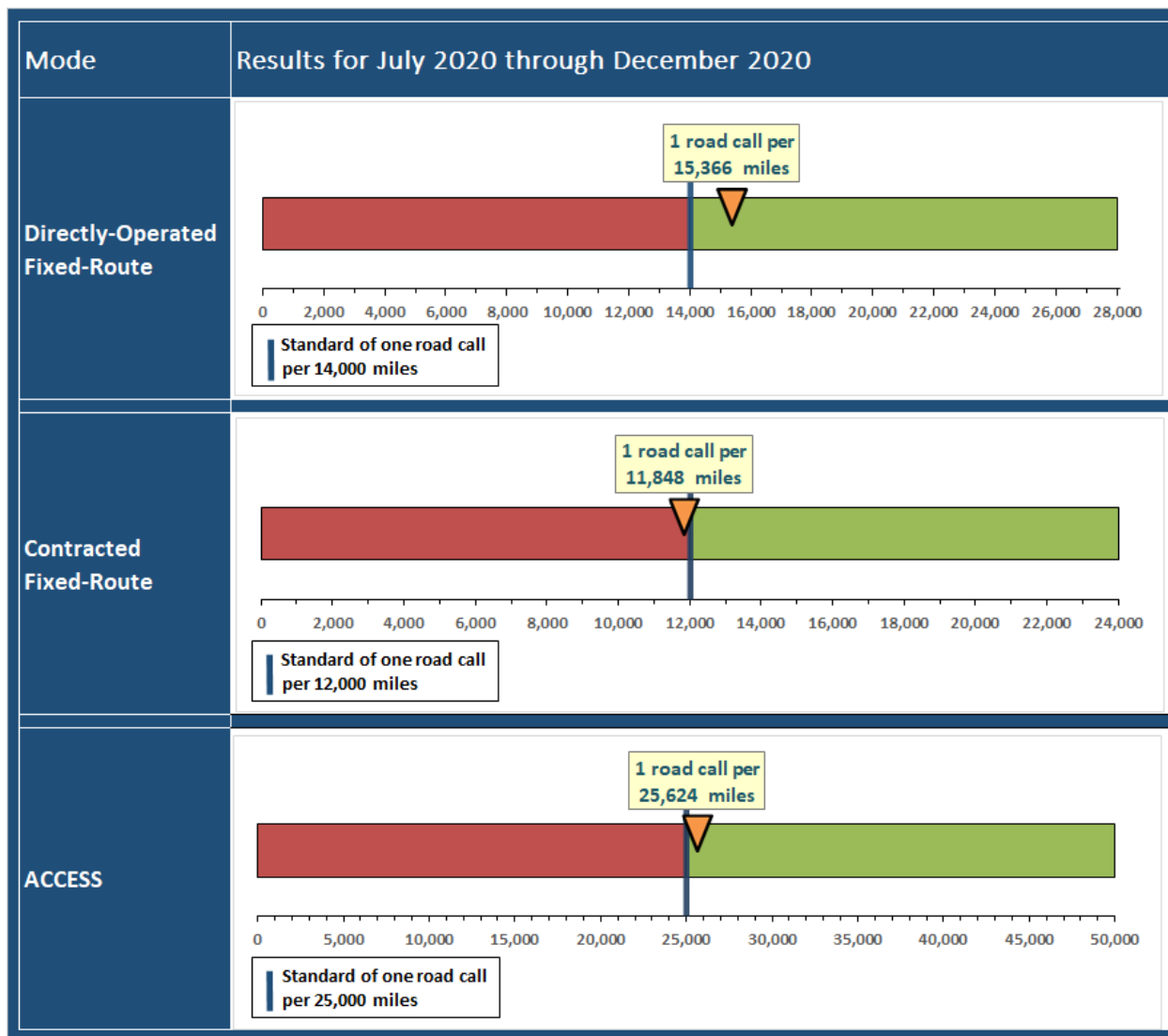
The OTP for OC ACCESS also came in above standard with a rate of 98.4 percent, 0.5 percent below the rate reported last quarter and 4.4 percent above the standard.



The cumulative improvement in OTP continue to be a result of the changes in travel patterns and traffic volumes related to the COVID-19 pandemic.

Reliability: Miles Between Road Calls

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before 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.

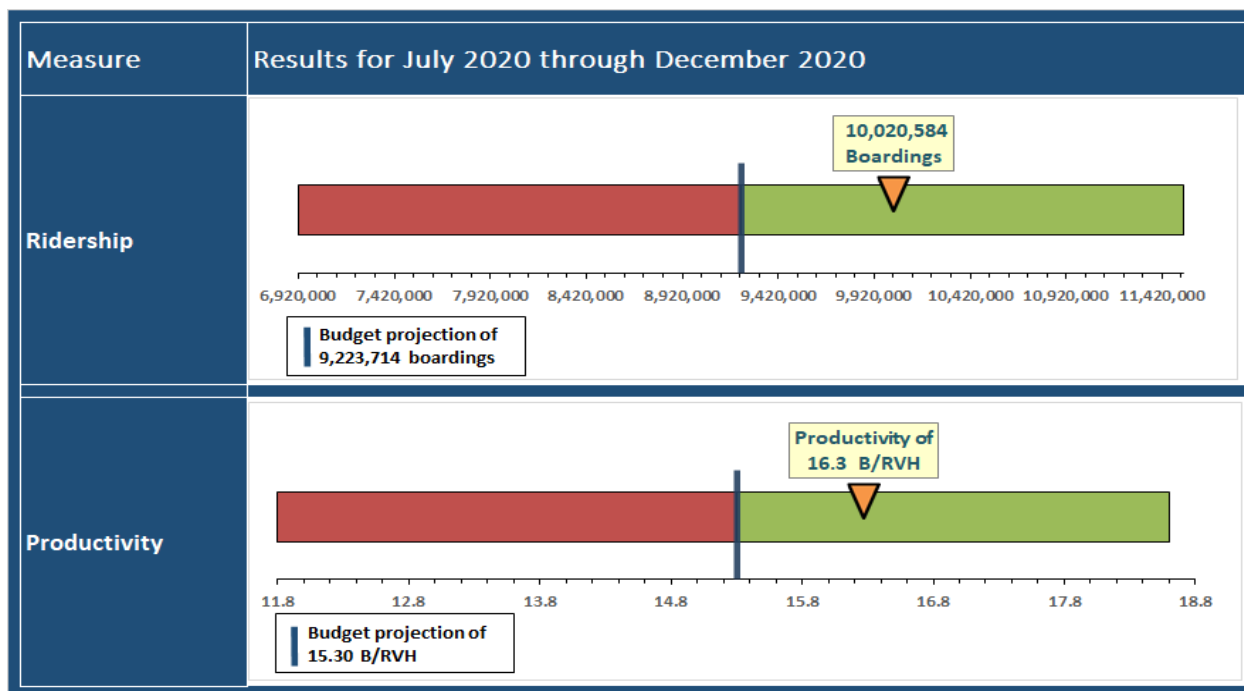


Through the second quarter of FY 2020-21, DOFR OC Bus Service and OC ACCESS both exceeded the MBRC standard while CFR OC Bus was below the standard. MBRC for CFR were slightly below the standard primarily due to a known engine control module prone to failure and short on supply and major engine failures that led to valid road calls. Staff is currently working with the manufacturer to resolve these issues. OCTA staff will continue to monitor performance in this area and work with the contractor to improve overall performance.

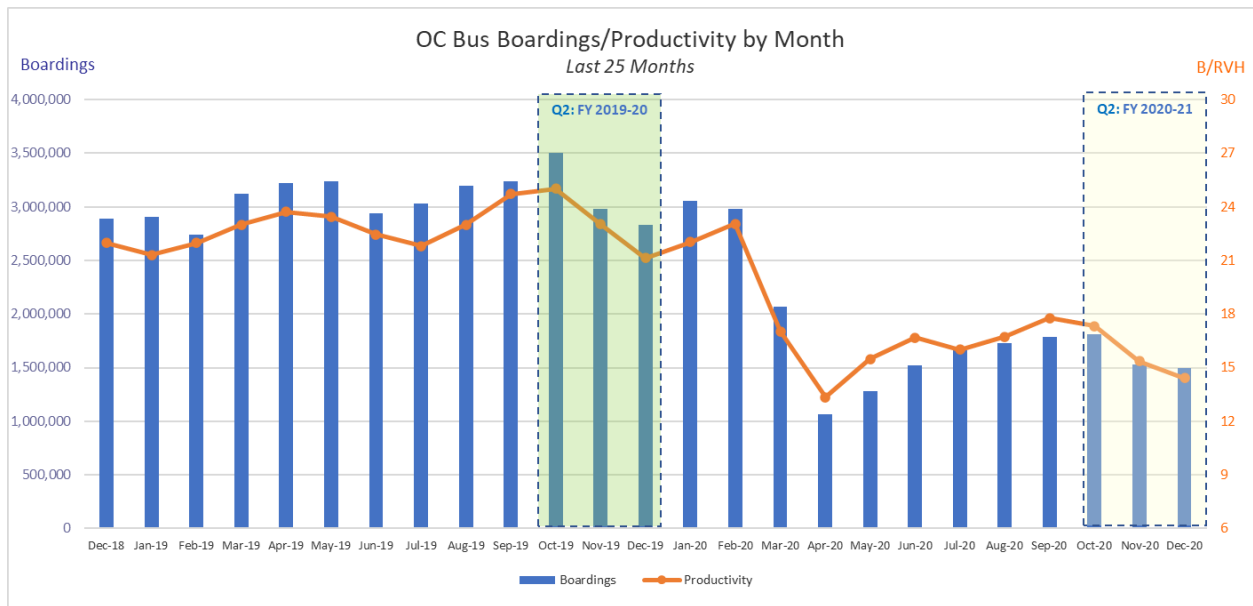
Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the level of service provided, weather, the economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour that is operated. An 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.

Although lower when compared to ridership in FY 2019-20, through the second quarter of FY 2020 -21, both ridership and productivity for OC Bus service were higher than budgeted projections.



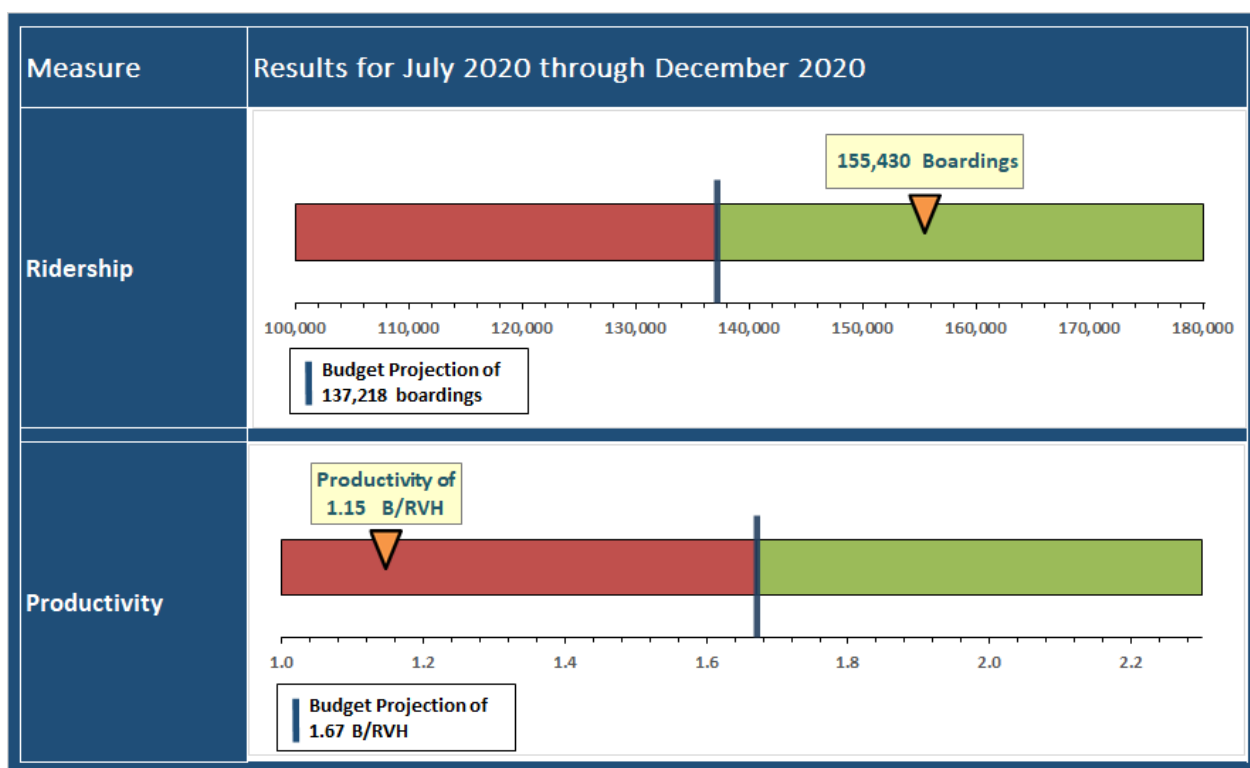
The ridership and productivity for the first quarter, as shown on the following chart, reveals an upward trend as we continue through the pandemic. The pandemic continues to significantly impact travel patterns. Average weekday ridership through September was over 60,000, 50 percent of the average weekday ridership before the stay-at-home orders went into effect. Ridership and productivity levels are expected to remain below pre-COVID-19 levels until well after the travel restrictions are lifted.



Ridership and Productivity – OC ACCESS

(Primary Service Provider)

Through the second quarter of FY 2020-21, total ridership of 155,000 for OC ACCESS is trending above budgeted projections by 13.2 percent while productivity of 1.15 B/RVH is below the 1.67 B/RVH projection by 31 percent. As with the fixed-route service, ridership and productivity for OC ACCESS continues to be impacted by the pandemic. With recommendations in place that persons 65 years of age or older or those with underlying health issues stay home, as well as the closure of many adult day programs, many individuals who typically use OC ACCESS service continue to make fewer trips, resulting in the drop in average daily ridership of 80 percent. Additionally, productivity has been impacted by the requirement for social distancing on OC ACCESS vehicles, as shared rides continue to be limited.



Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc., 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 second quarter of FY 2020-21, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for OTP, an unreported accident, road calls, and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2020-21. The incentives paid in the second quarter relate to courtesy and accident frequency ratio, which totaled \$21,600. The total penalties assessed to the contractor during the quarter total \$25,400 resulting in a net payment to OCTA of \$3,800, bringing the year-to-date total \$8,300.

Table 1:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	On-Time Performance	\$ (1,000)	\$ (3,000)	\$ -	\$ -	\$ (4,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ -	\$ -	\$ (10,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ (2,900)	\$ (400)	\$ -	\$ -	\$ (3,300)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ (17,000)	\$ -	\$ -	\$ (33,000)
	Total	\$ (24,900)	\$ (25,400)	\$ -	\$ -	\$ (50,300)
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ 6,600	\$ -	\$ -	\$ 17,000
	Accident Frequency Ratio	\$ 10,000	\$ 15,000	\$ -	\$ -	\$ 25,000
	Total	\$ 20,400	\$ 21,600	\$ -	\$ -	\$ 42,000
Prior Periods Adjustment	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Complaints	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ -	\$ -	\$ -	\$ -	\$ -
All	Total	\$ (4,500)	\$ (3,800)	\$ -	\$ -	\$ (8,300)

Contractor Performance: OC ACCESS

(Primary Service Provider)

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.

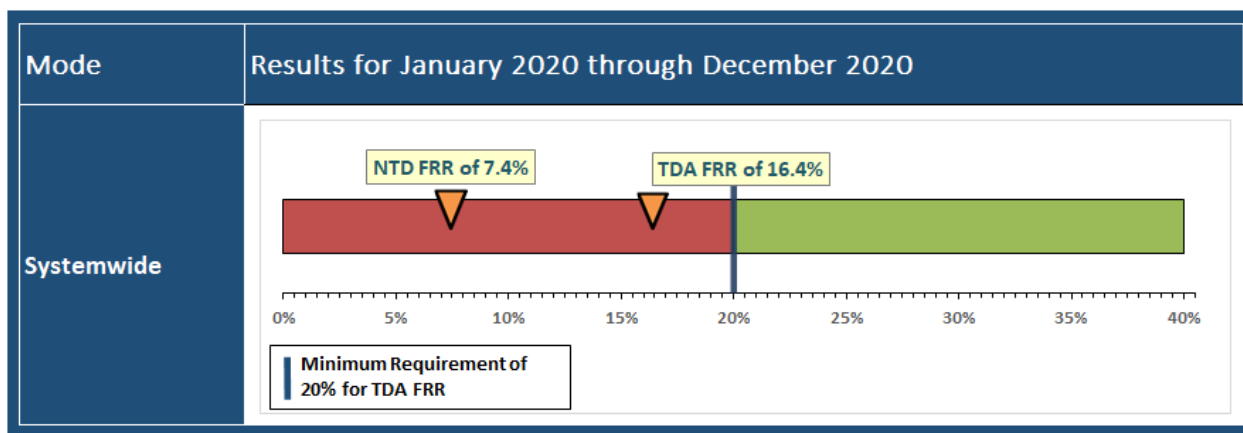
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the second quarter of FY 2020-21 is above standard with respect to courtesy, safety, and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the second quarter, incentives related to excessively late trips totaled \$30,000. The penalties totaled \$111,500 for performance in passenger productivity, call center hold times, and an unreported accident. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and the penalties related to passenger productivity and call center hold times were waived resulting in a net payment to OCTA of \$31,000 in the second quarter.

Table 2:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	Passenger Productivity	\$ (30,000)	\$ (30,000)	\$ -	\$ -	\$ (60,000)
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -
	Call Center Hold Times	\$ (10,000)	\$ (31,000)	\$ -	\$ -	\$ (41,000)
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ -	\$ -	\$ (10,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (500)	\$ -	\$ -	\$ -	\$ (500)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ (45,500)	\$ (66,000)	\$ -	\$ -	\$ (111,500)
Incentives	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ 15,000	\$ 15,000	\$ -	\$ -	\$ 30,000
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 15,000	\$ 15,000	\$ -	\$ -	\$ 30,000
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 40,000	\$ 35,000	\$ -	\$ -	\$ 75,000
	Waived Incentives	\$ (15,000)	\$ (15,000)	\$ -	\$ -	\$ (30,000)
	Total	\$ 25,000	\$ 20,000	\$ -	\$ -	\$ 45,000
All	Total	\$ (5,500)	\$ (31,000)	\$ -	\$ -	\$ (36,500)

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 for transit agencies to receive the state sales tax available for public transit purposes. To normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from January 2020 through December 2020.

Based on the National Transit Database definition in which only passenger fares are included under revenue, FRR 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 16.4 percent, a decrease of 0.7 percent from the previous quarter and a 5.9 percent drop from the same quarter last year. Because of statewide impacts to the farebox as a result of the COVID-19 pandemic, last year the Governor signed AB 109 (Chapter 17, Statutes of 2020), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. Governor Newsom’s proposed FY 2021-22 budget includes a proposed extension until January 1, 2023.

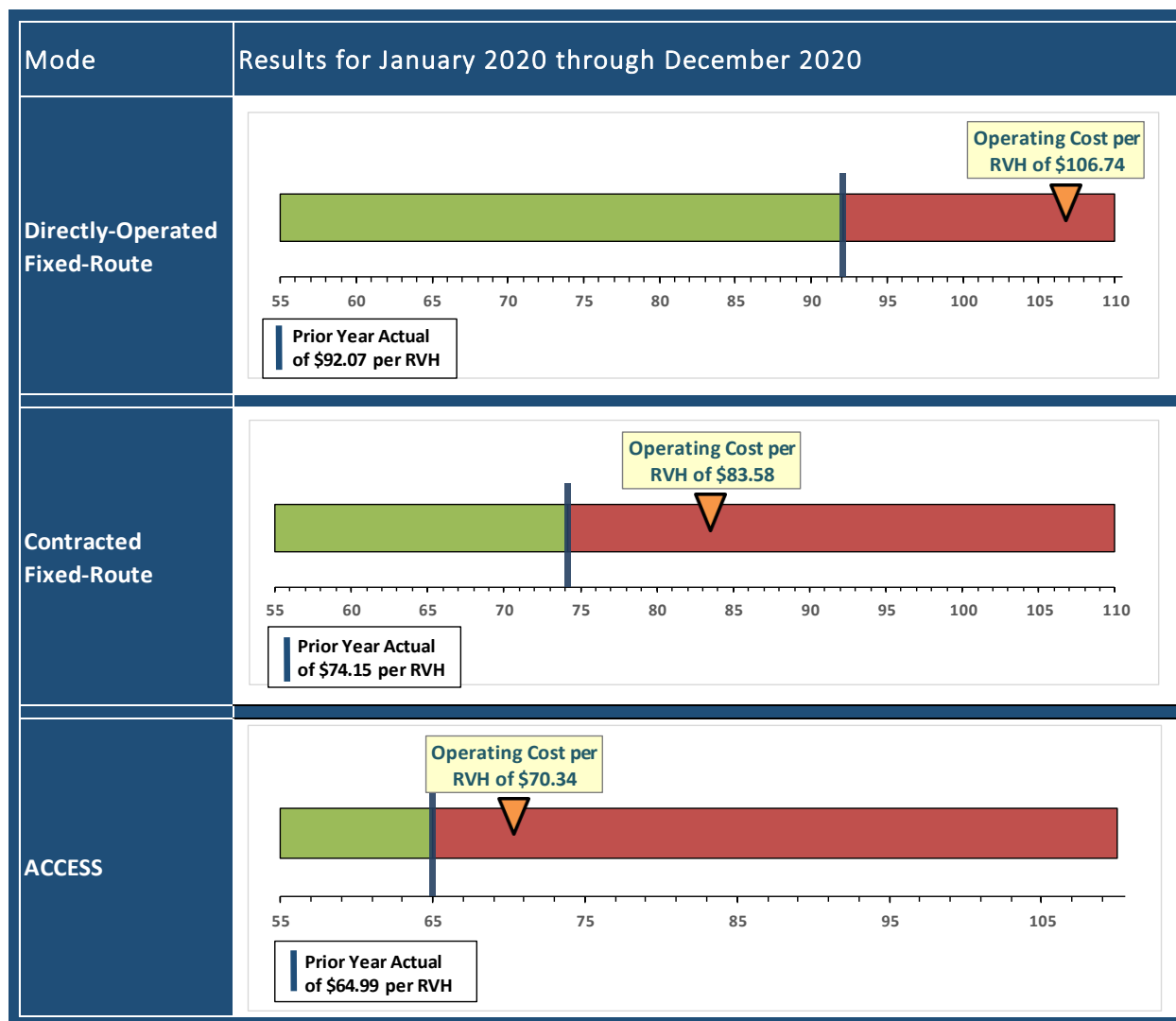


Note:

- National Transit Database (NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

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 actual operating expenses by RVH that is scheduled for the reporting period. 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. DOFR cost includes labor costs for coach operator and maintenance employees. It also includes consumables such as replacement parts, fuel, and tires. CFR and OC ACCESS cost includes contracted costs (net of assessed penalties and incentives) and costs incurred by OCTA for maintenance, parts, and fuel for the contracted fleet.



Similar to the FRR, the statistics above depict actuals over the last 12 months. The difference in cost per RVH from the prior period was a 15.9 percent increase in DOFR, 12.7 percent increase in CFR, and 8.2 percent increase in OC ACCESS. All modes operated at a higher cost per RVH when compared to the prior 12-months. This is primarily due to a decrease in service hours and efficiency, all related to the COVID-19 pandemic. The current 12-month period includes ten months which were impacted by COVID-19. This translates to lower RVH provided without a proportional reduction in staffing levels.

CFR cost per RVH increased as a result of a contract amendment that was approved in June 2019, which increased the cost per RVH paid to the contractor. This increase in cost per RVH included an adjustment to wages for CFR coach operators to help address attrition issues. The increase in cost per RVH was also impacted by lower actuals in the prior period due to a larger than anticipated number of missed trip penalties assessed to the contractor.

OC ACCESS cost per RVH also increased as a result of annual contractual changes in both fixed and variable rate coupled with the impact of the COVID-19 pandemic.

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 second quarter. The first two 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 two 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:** Intra-county 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. **(Did not operate during Q2 FY 2020-21)**
- **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. **(only Route 543 operated during Q2 FY 2020-21)**
- **Routes 600 to 699:** *Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express. **(Did not operate during Q2 FY 2020-21)**
- **Routes 700 to 799:** Inter-county 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. **(Did not operate during Q2 FY 2020-21)**



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)
Fiscal Year 2020-21

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
085	S	1.3%	\$ 34.00	\$ 18.85	\$ 13.08	\$ 2.07	\$ 0.42	17,958	\$ 143.78	\$ 86.70	\$ 11.48	4.44	4,040	2	-	-
167	C	0.3%	32.99	18.36	12.45	2.18	0.09	34,166	143.26	86.46	11.92	4.64	7,368	4	-	-
862	C	1.1%	32.08	19.91	10.08	2.09	0.34	17,822	170.01	103.56	17.66	5.60	3,180	2	-	-
178	C	0.7%	29.49	16.57	11.23	1.69	0.19	21,979	142.75	86.44	11.49	5.10	4,309	2	-	-
123	N	0.4%	26.76	14.99	10.16	1.61	0.11	46,136	142.53	86.56	10.35	5.64	8,175	4	-	-
086	C	1.2%	24.44	13.47	9.34	1.63	0.27	34,240	142.82	86.55	11.03	6.19	5,534	3	-	-
087	S	1.5%	24.05	13.23	9.18	1.64	0.34	22,659	145.27	87.31	9.83	6.39	3,548	2	-	-
082	S	1.8%	20.86	11.55	8.01	1.30	0.37	14,282	144.68	86.99	10.53	7.26	1,967	1	-	-
177	S	2.6%	20.68	11.49	7.78	1.41	0.51	26,325	142.31	86.42	11.06	7.20	3,659	2	-	-
076	C	0.8%	20.57	11.45	7.69	1.43	0.16	26,071	150.14	91.51	12.85	7.78	3,350	2	-	-
153	N	1.7%	19.21	10.88	7.37	0.96	0.32	38,864	142.69	86.43	11.24	7.68	5,060	2	-	-
079	C	(0.4)%	17.84	10.03	6.96	0.85	(0.07)	65,777	143.92	86.55	12.75	8.51	7,734	3	-	-
091	S	3.7%	17.15	9.50	6.59	1.06	0.62	105,610	146.24	87.45	10.16	8.76	12,062	6	-	-
001	S	2.2%	15.78	9.02	6.06	0.70	0.34	185,650	154.98	95.53	10.91	10.05	18,465	7	-	-
083	C	1.3%	15.48	8.91	5.98	0.59	0.20	159,028	164.67	101.90	8.65	10.91	14,573	5	-	-
143	N	1.9%	15.13	8.59	5.82	0.72	0.28	51,653	143.45	86.53	11.77	9.76	5,290	2	-	-
129	N	3.3%	14.68	8.19	5.55	0.94	0.47	59,141	148.31	87.60	11.24	10.43	5,668	3	-	-
059	C	2.0%	14.40	8.01	5.56	0.83	0.28	90,058	158.64	89.46	14.52	11.45	7,863	4	-	-
090	S	3.4%	13.72	7.75	5.38	0.59	0.46	63,338	149.37	88.13	9.32	10.99	5,761	2	-	-
026	N	1.7%	12.86	7.13	4.95	0.78	0.21	71,629	145.26	86.76	12.43	11.83	6,056	3	-	-
037	N	1.5%	11.96	6.70	4.50	0.76	0.17	243,583	190.17	115.88	15.98	16.72	14,571	11	-	-
025	N	2.8%	11.89	6.63	4.60	0.66	0.33	84,330	146.00	87.15	11.60	12.64	6,670	3	-	-
050	N	1.7%	11.78	6.66	4.47	0.65	0.19	387,963	175.53	107.09	14.94	15.51	25,014	13	-	-
056	N	1.4%	11.50	6.48	4.35	0.67	0.16	111,529	153.45	93.39	13.93	13.97	7,982	4	-	-
071	N	2.5%	11.12	6.26	4.34	0.52	0.27	179,795	149.08	87.71	11.48	13.71	13,118	5	-	-
053	C	1.7%	10.92	6.36	4.27	0.29	0.19	637,968	236.12	142.59	24.97	21.82	29,237	10	-	-
070	C	1.4%	10.89	6.03	4.19	0.67	0.14	221,536	152.44	88.47	11.94	14.71	15,056	8	-	-
089	S	4.3%	10.68	5.94	4.12	0.62	0.46	90,034	155.74	88.80	12.12	14.81	6,078	3	-	-
038	N	3.4%	10.31	5.69	3.95	0.67	0.34	234,834	162.49	90.45	11.98	16.29	14,414	8	-	-
033	N	1.5%	10.17	5.64	3.91	0.62	0.15	59,593	142.75	86.46	11.23	14.71	4,052	2	-	-
055	C	3.7%	10.15	5.84	3.92	0.39	0.38	382,672	162.69	98.83	14.89	16.05	23,841	8	-	-
060	C	1.3%	9.74	5.57	3.74	0.43	0.12	721,810	187.23	113.91	15.68	19.83	36,400	16	-	-
066	C	2.4%	9.73	5.56	3.73	0.44	0.23	595,026	209.71	127.07	20.45	22.02	27,017	15	-	-
046	N	2.7%	9.67	5.47	3.80	0.40	0.25	139,119	148.99	87.45	13.03	15.64	8,896	3	-	-
057	C	2.0%	9.66	5.48	3.68	0.50	0.18	830,258	179.93	109.35	16.86	19.26	43,110	-	16	-
543	N	0.8%	9.64	5.41	3.64	0.59	0.07	190,178	153.68	93.55	13.97	16.85	11,287	6	-	-
030	N	3.8%	9.53	5.17	3.58	0.78	0.35	142,841	154.51	88.86	11.67	16.98	8,410	6	-	-
054	N	1.8%	9.50	5.38	3.61	0.51	0.17	271,038	155.91	94.97	13.49	17.03	15,919	9	-	-
029	N	3.4%	9.40	5.30	3.56	0.54	0.31	704,706	161.38	98.27	15.71	17.59	40,064	1	-	14
047	C	2.9%	9.17	5.23	3.51	0.43	0.26	589,366	175.58	106.89	14.61	19.48	30,250	13	-	-
072	C	2.5%	8.83	5.02	3.37	0.44	0.22	128,082	153.14	93.64	11.49	17.80	7,198	3	-	-
035	N	2.0%	8.81	4.93	3.42	0.46	0.17	202,707	148.01	87.35	12.52	17.38	11,661	5	-	-
043	N	2.3%	8.75	4.98	3.35	0.42	0.19	637,470	165.95	100.74	16.38	19.46	32,757	15	-	-
042	N	2.8%	8.17	4.56	3.17	0.44	0.22	398,342	152.52	88.19	13.36	19.19	20,762	10	-	-
064	C	2.2%	8.17	4.66	3.13	0.38	0.17	659,499	177.18	107.13	19.34	22.23	29,668	14	-	-

(1) Total bus count (295) 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 2020-21

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
463	C	1.1%	\$ 86.30	\$ 40.69	\$ 27.44	\$ 18.17	\$ 0.73	4,096	\$ 191.79	\$ 96.52	\$ 17.58	2.79	1,471	4	-	-
473	C	1.5%	51.21	25.24	17.02	8.95	0.64	4,158	197.89	96.77	17.32	4.61	901	2	-	-
480	C	2.1%	40.66	19.35	13.05	8.26	0.70	4,508	192.11	96.72	15.53	5.80	777	2	-	-
453	N	2.2%	35.76	17.41	11.74	6.61	0.67	5,632	204.86	98.75	31.24	6.87	820	2	-	-
472	C	3.0%	31.93	14.03	9.46	8.44	0.73	6,616	170.59	92.21	15.10	7.04	939	3	-	-

(1) Total bus count (295) 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 2020-21

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
057	C	2.0%	\$ 9.66	\$ 5.48	\$ 3.68	\$ 0.50	\$ 0.18	830,258	\$ 179.93	\$ 109.35	\$ 16.86	19.26	43,110	-	-	16
060	C	1.3%	9.74	5.57	3.74	0.43	0.12	721,810	187.23	113.91	15.68	19.83	36,400	16	-	-
029	N	3.4%	9.40	5.30	3.56	0.54	0.31	704,706	161.38	98.27	15.71	17.59	40,064	1	-	14
064	C	2.2%	8.17	4.66	3.13	0.38	0.17	659,499	177.18	107.13	19.34	22.23	29,668	14	-	-
053	C	1.7%	10.92	6.36	4.27	0.29	0.19	637,968	236.12	142.59	24.97	21.82	29,237	10	-	-
043	N	2.3%	8.75	4.98	3.35	0.42	0.19	637,470	165.95	100.74	16.38	19.46	32,757	15	-	-
066	C	2.4%	9.73	5.56	3.73	0.44	0.23	595,026	209.71	127.07	20.45	22.02	27,017	15	-	-
047	C	2.9%	9.17	5.23	3.51	0.43	0.26	589,366	175.58	106.89	14.61	19.48	30,250	13	-	-
042	N	2.8%	8.17	4.56	3.17	0.44	0.22	398,342	152.52	88.19	13.36	19.19	20,762	10	-	-
050	N	1.7%	11.78	6.66	4.47	0.65	0.19	387,963	175.53	107.09	14.94	15.51	25,014	13	-	-
055	C	3.7%	10.15	5.84	3.92	0.39	0.38	382,672	162.69	98.83	14.89	16.05	23,841	8	-	-
054	N	1.8%	9.50	5.38	3.61	0.51	0.17	271,038	155.91	94.97	13.49	17.03	15,919	9	-	-
037	N	1.5%	11.96	6.70	4.50	0.76	0.17	243,583	190.17	115.88	15.98	16.72	14,571	11	-	-
038	N	3.4%	10.31	5.69	3.95	0.67	0.34	234,834	162.49	90.45	11.98	16.29	14,414	8	-	-
070	C	1.4%	10.89	6.03	4.19	0.67	0.14	221,536	152.44	88.47	11.94	14.71	15,056	8	-	-
035	N	2.0%	8.81	4.93	3.42	0.46	0.17	202,707	148.01	87.35	12.52	17.38	11,661	5	-	-
543	N	0.8%	9.64	5.41	3.64	0.59	0.07	190,178	153.68	93.55	13.97	16.85	11,287	6	-	-
001	S	2.2%	15.78	9.02	6.06	0.70	0.34	185,650	154.98	95.53	10.91	10.05	18,465	7	-	-
071	N	2.5%	11.12	6.26	4.34	0.52	0.27	179,795	149.08	87.71	11.48	13.71	13,118	5	-	-
083	C	1.3%	15.48	8.91	5.98	0.59	0.20	159,028	164.67	101.90	8.65	10.91	14,573	5	-	-
030	N	3.8%	9.53	5.17	3.58	0.78	0.35	142,841	154.51	88.86	11.67	16.98	8,410	6	-	-
046	N	2.7%	9.67	5.47	3.80	0.40	0.25	139,119	148.99	87.45	13.03	15.64	8,896	3	-	-
072	C	2.5%	8.83	5.02	3.37	0.44	0.22	128,082	153.14	93.64	11.49	17.80	7,198	3	-	-
056	N	1.4%	11.50	6.48	4.35	0.67	0.16	111,529	153.45	93.39	13.93	13.97	7,982	4	-	-
091	S	3.7%	17.15	9.50	6.59	1.06	0.62	105,610	146.24	87.45	10.16	8.76	12,062	6	-	-
059	C	2.0%	14.40	8.01	5.56	0.83	0.28	90,058	158.64	89.46	14.52	11.45	7,863	4	-	-
089	S	4.3%	10.68	5.94	4.12	0.62	0.46	90,034	155.74	88.80	12.12	14.81	6,078	3	-	-
025	N	2.8%	11.89	6.63	4.60	0.66	0.33	84,330	146.00	87.15	11.60	12.64	6,670	3	-	-
026	N	1.7%	12.86	7.13	4.95	0.78	0.21	71,629	145.26	86.76	12.43	11.83	6,056	3	-	-
079	C	(0.4)%	17.84	10.03	6.96	0.85	(0.07)	65,777	143.92	86.55	12.75	8.51	7,734	3	-	-
090	S	3.4%	13.72	7.75	5.38	0.59	0.46	63,338	149.37	88.13	9.32	10.99	5,761	2	-	-
033	N	1.5%	10.17	5.64	3.91	0.62	0.15	59,593	142.75	86.46	11.23	14.71	4,052	2	-	-
129	N	3.3%	14.68	8.19	5.55	0.94	0.47	59,141	148.31	87.60	11.24	10.43	5,668	3	-	-
143	N	1.9%	15.13	8.59	5.82	0.72	0.28	51,653	143.45	86.53	11.77	9.76	5,290	2	-	-
123	N	0.4%	26.76	14.99	10.16	1.61	0.11	46,136	142.53	86.56	10.35	5.64	8,175	4	-	-
153	N	1.7%	19.21	10.88	7.37	0.96	0.32	38,864	142.69	86.43	11.24	7.68	5,060	2	-	-
086	C	1.2%	24.44	13.47	9.34	1.63	0.27	34,240	142.82	86.55	11.03	6.19	5,534	3	-	-
167	C	0.3%	32.99	18.36	12.45	2.18	0.09	34,166	143.26	86.46	11.92	4.64	7,368	4	-	-
177	S	2.6%	20.68	11.49	7.78	1.41	0.51	26,325	142.31	86.42	11.06	7.20	3,659	2	-	-
076	C	0.8%	20.57	11.45	7.69	1.43	0.16	26,071	150.14	91.51	12.85	7.78	3,350	2	-	-
087	S	1.5%	24.05	13.23	9.18	1.64	0.34	22,659	145.27	87.31	9.83	3.548	2	-	-	-
178	C	0.7%	29.49	16.57	11.23	1.69	0.19	21,979	142.75	86.44	11.49	5.10	4,309	2	-	-
085	S	1.3%	34.00	18.85	13.08	2.07	0.42	17,958	143.78	86.70	11.48	4.44	4,040	2	-	-
862	C	1.1%	32.08	19.91	10.08	2.09	0.34	17,822	170.01	103.56	17.66	5.60	3,180	2	-	-
082	S	1.8%	20.86	11.55	8.01	1.30	0.37	14,282	144.68	86.99	10.53	7.26	1,967	1	-	-

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OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)
Fiscal Year 2020-21

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
472	C	3.0%	\$ 31.93	\$ 14.03	\$ 9.46	\$ 8.44	\$ 0.73	6,616	\$ 170.59	\$ 92.21	\$ 15.10	7.04	939	3	-	-
453	N	2.2%	35.76	17.41	11.74	6.61	0.67	5,632	204.86	98.75	31.24	6.87	820	2	-	-
480	C	2.1%	40.66	19.35	13.05	8.26	0.70	4,508	192.11	96.72	15.53	5.80	777	2	-	-
473	C	1.5%	51.21	25.24	17.02	8.95	0.64	4,158	197.89	96.77	17.32	4.61	901	2	-	-
463	C	1.1%	86.30	40.69	27.44	18.17	0.73	4,096	191.79	96.52	17.58	2.79	1,471	4	-	-

(1) Total bus count (295) 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 - Yorba Linda	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	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	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	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
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
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
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
862	Downtown Santa Ana Shuttle	via Civic Center Dr	COMMUNITY

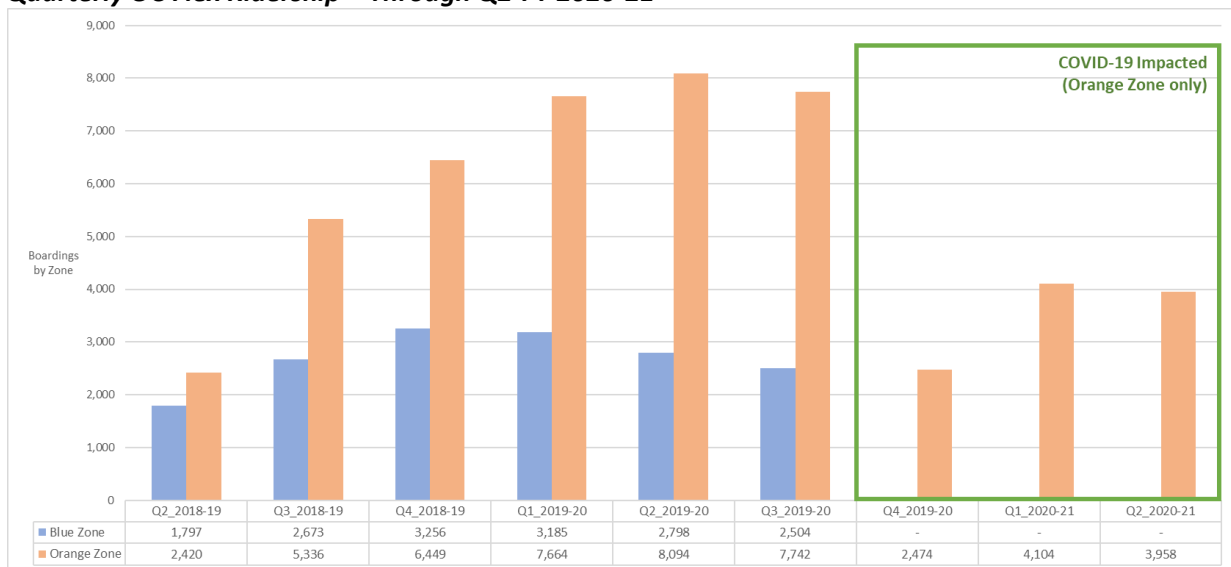
OC Bus 360° Initiatives

OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a pilot program. The OCTA Board of Directors (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.

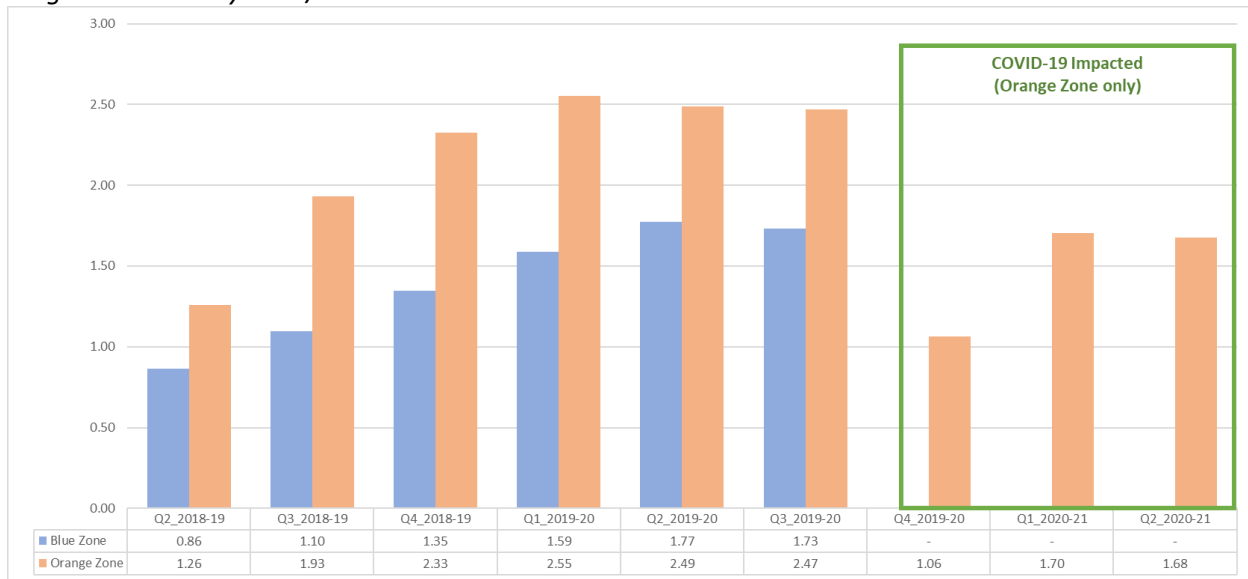
For the second quarter of FY 2020-21, ridership in the Orange Zone, as well as other metrics, were trending favorably despite the continued impacts of the pandemic. Service in the Blue Zone remained suspended. To allow time for the pilot in the Orange Zone to recover from the impacts of the pandemic before deciding on the future use of microtransit in Orange County, the Board approved an extension of the pilot program in the Orange Zone through December 2021.

Quarterly OC Flex Ridership – Through Q2-FY 2020-21



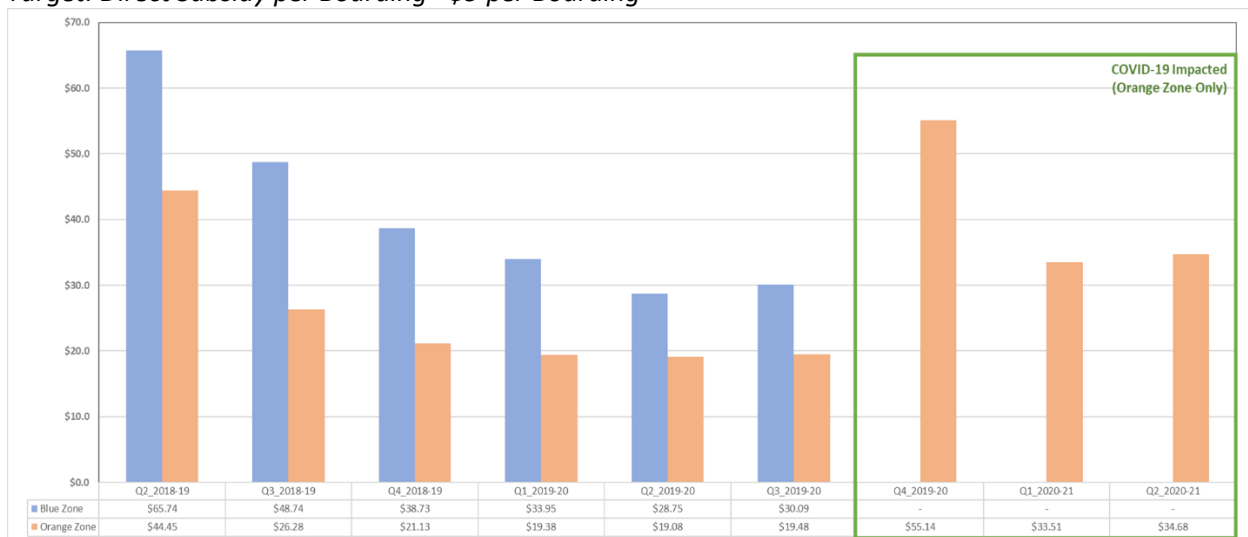
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q2-FY 2020-21

Target: Productivity – 6 B/RVH



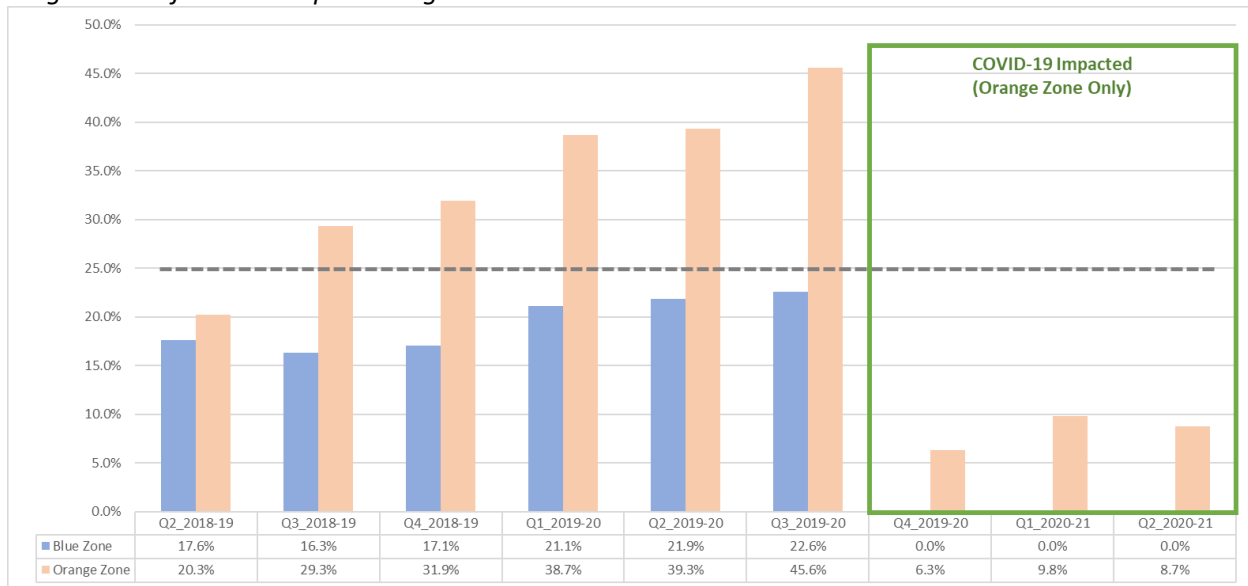
Quarterly OC Flex Direct Subsidy per Boarding – Through Q2-FY 2020-21

Target: Direct Subsidy per Boarding - \$9 per Boarding



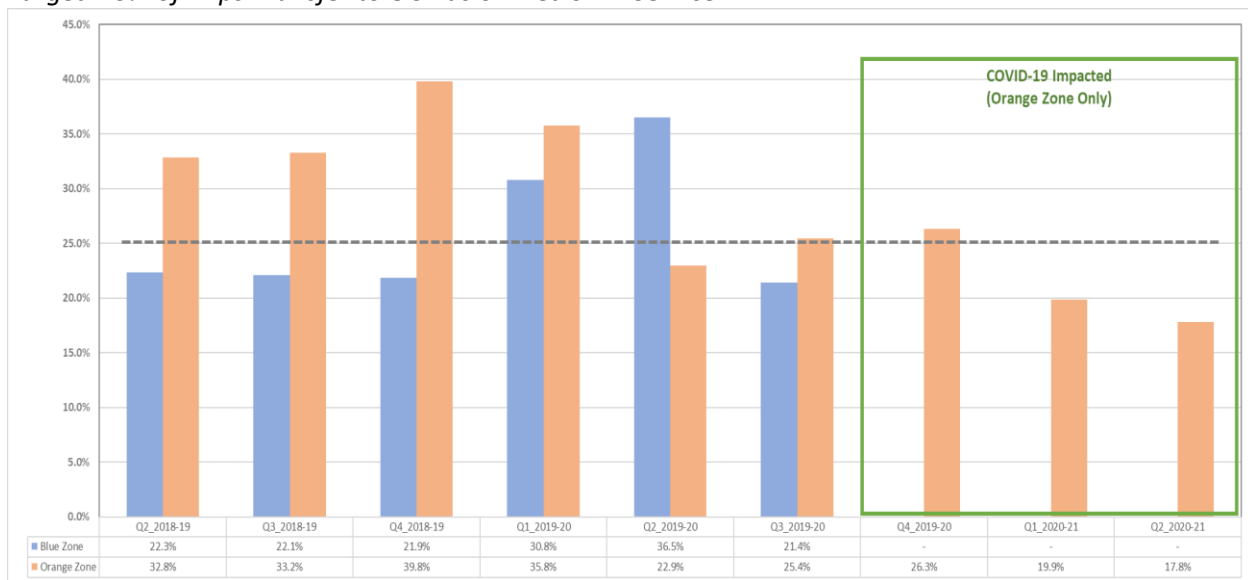
OC Flex Shared Trips – Through Q2-FY 2020-21

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q2-FY 2020-21

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. OCTA has continued to work with schools interested in joining the program, including Santiago Canyon College (August 2018), as well as Golden West and Fullerton colleges (fall 2019).

Despite challenges from COVID-19 during the last quarter, OCTA welcomed Saddleback College to the College Pass Program. In addition, existing programs with Santa Ana College and continuing education were extended as they approached the end of their three-year long pilot programs.

Looking towards spring 2021, 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.