

OC Bus Service Update

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

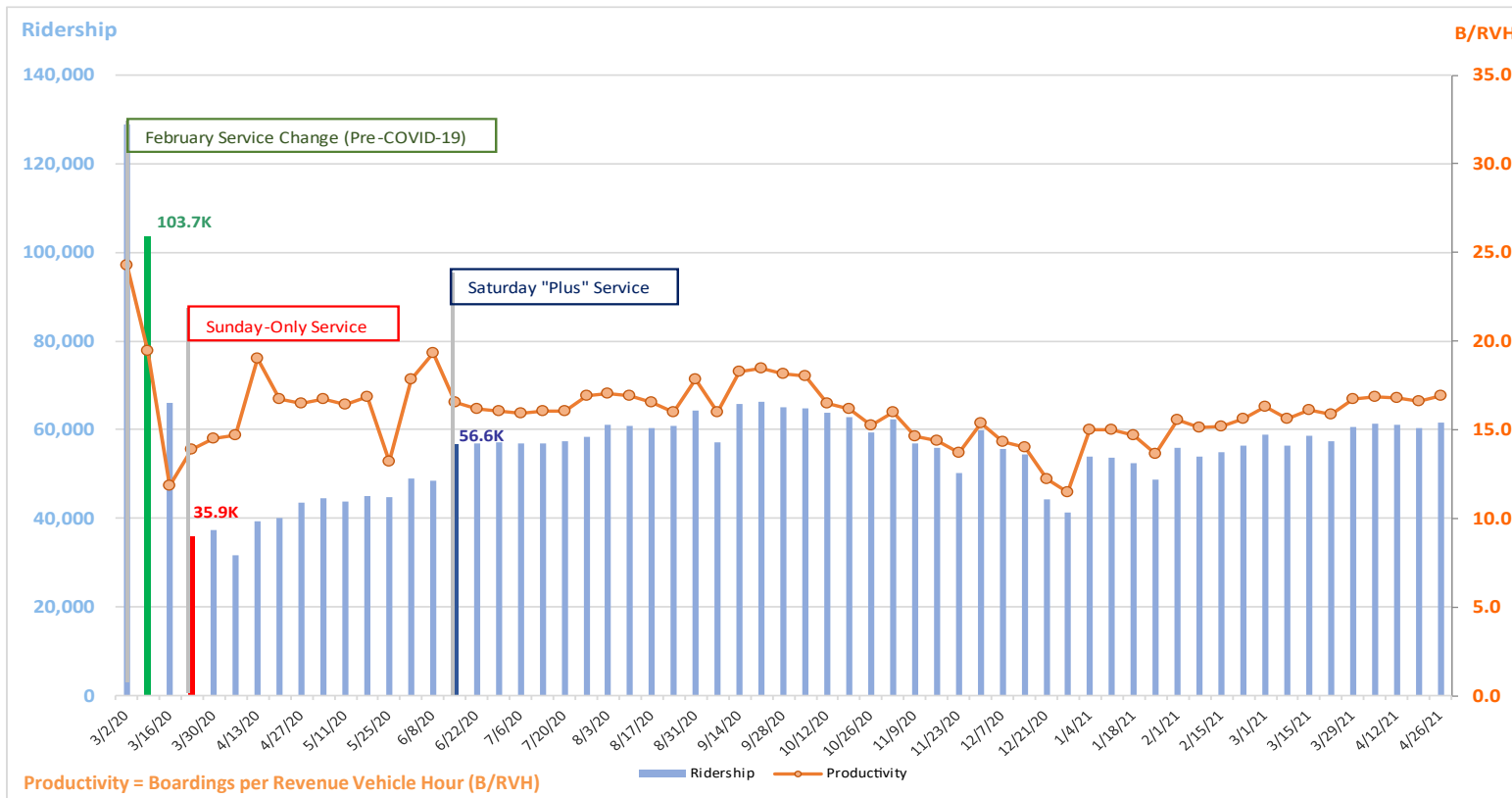


Key Metrics:

- **Ridership**
 - Trending at 61,015 average weekday riders (50 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 16.8 boardings per revenue vehicle hour (b/rvh) or 67 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

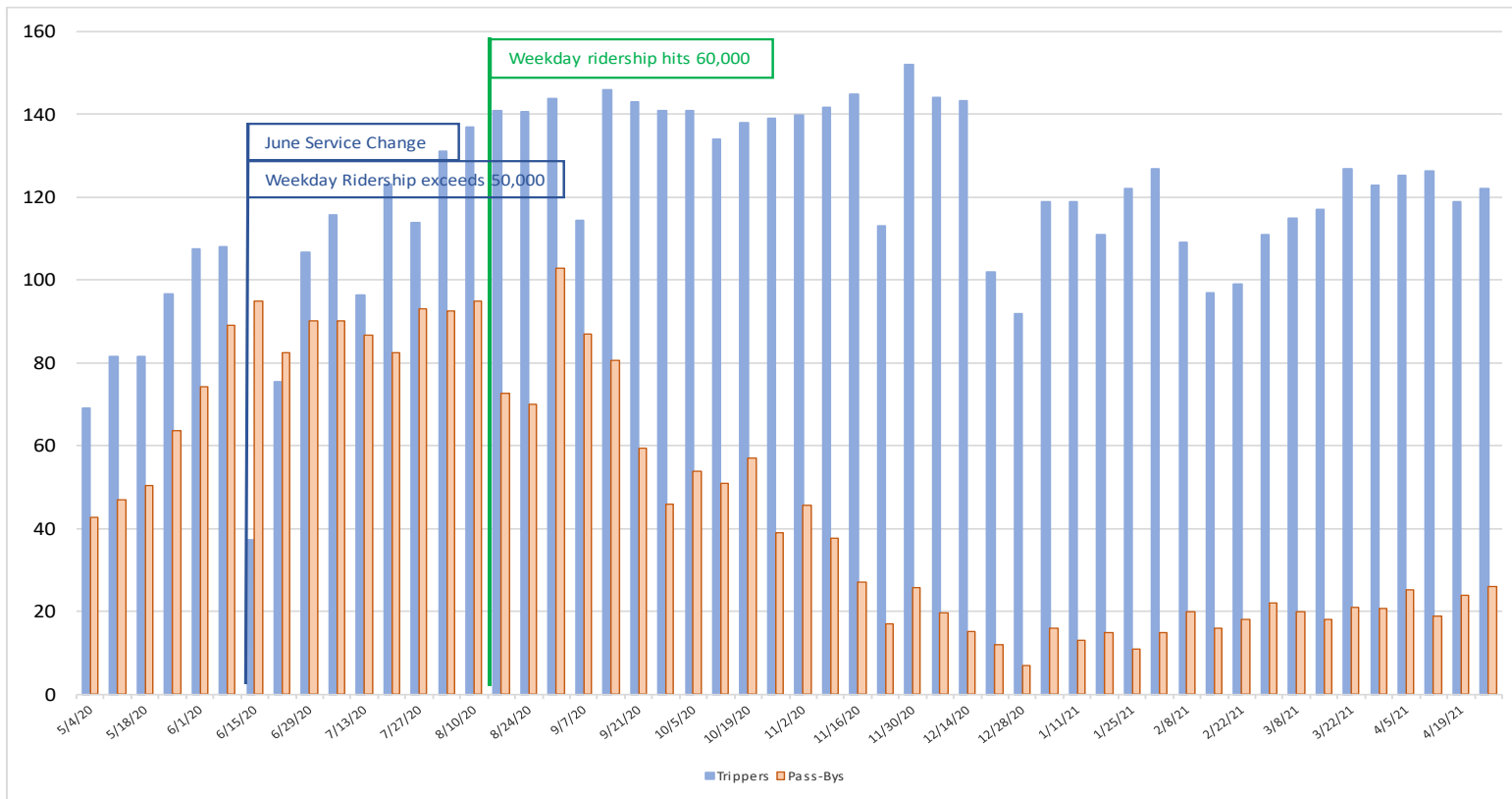
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



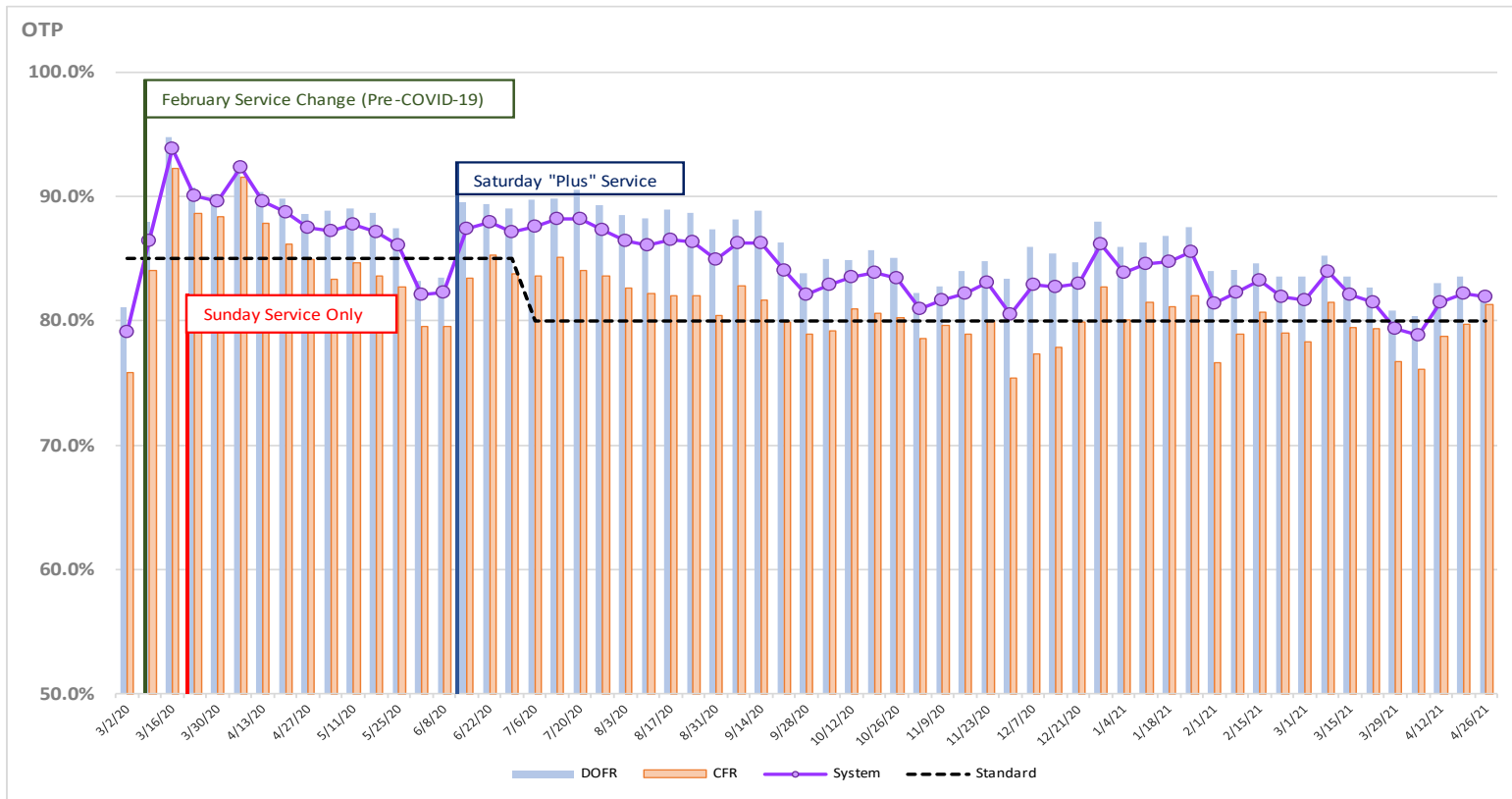
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

- Communication to senior centers and other organizations about safety enhancements implemented on OC Bus and OC ACCESS, along with how customers can do their part. Materials were distributed in English, Spanish, and Vietnamese.

Safe, Affordable Public Transportation Welcomes You

As Orange County starts to open up, you may be wondering if it is safe to use public transportation.

The answer is yes.

At the Orange County Transportation Authority (OCTA), safety has always been our highest priority. Throughout the coronavirus (COVID-19) pandemic, OCTA offered safe, reliable transportation.

We continue to be vigilant about safety. You can feel confident riding OC Bus and OC ACCESS paratransit service. Welcome.



About

OC Bus: OCTA operates a countywide network of local, community, rail-connector, and express bus routes. OC Bus fixed-route service includes 58 routes and nearly 5,500 bus stops.

OC ACCESS: OC ACCESS is the shared ride paratransit service operated by the Orange County Transportation Authority (OCTA). It is available for people unable to use fixed-route bus service because of functional limitations caused by a disability. OCTA has a formal certification process that follows the Americans with Disabilities Act (ADA) guidelines and eligibility criteria.

COVID-19 Safety Precautions

Safety has always been OCTA's highest priority. During the coronavirus (COVID-19) pandemic, OCTA instituted the following safety measures that are still in place:

- OCTA follows all local, state and federal safety guidelines
- **Enhanced Cleaning Protocol**
 - Anti-viral disinfectant is applied daily and frequently touched surfaces are cleaned more thoroughly.
- **Driver / Rider Mask Requirement**
 - All drivers and passengers are required to wear masks when onboard or waiting. This is a federal requirement.
- **Face Mask Dispensers and Courtesy Masks**
 - Face masks are available onboard fixed-route buses.
 - Courtesy masks are available to OC ACCESS riders who have forgotten theirs.
- **Hand Sanitizers**
 - For your convenience, hand-sanitizer dispensers are provided.
- **Driver Shield / Barrier OC BUS ONLY**
 - Plexiglass shields are in place to protect drivers and passengers.
- **Capacity Limits / Social Distancing**
 - OC Bus: OCTA is temporarily limiting the number of people on board each OC Bus to allow for social distancing. Because of this, buses on some routes can reach capacity during certain times of the day and a bus may pass your stop with a sign in the front window that says, "Bus Full." If a full bus passes you by, please wait for the next bus.
 - OC ACCESS: Limited to three passengers per vehicle.

Passenger Responsibilities

Please help protect the health and safety of fellow passengers by:

- Avoiding travel if you feel sick
 - Wearing a face mask
- Practicing social distancing
 - Do not touch your face
- Washing your hands frequently with soap and water for at least 20 seconds
- Cleaning and disinfecting items and surfaces that you touch frequently
- Coughing or sneezing into your elbow or using a tissue

For more information: [OCbus.com/covid](https://www.ocbus.com/covid)



Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to an average of 8.3 complaints per week in April compared to 6.6 complaints in March.

Overcrowding

- Passenger overcrowding complaints decreased to an average of one complaint per week in April from two complaints per week in March.



NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities